



Park Board Agenda
Monday, October 18, 2021, 7:00 p.m.
Virtual Meeting Via Zoom



SPECIAL ANNOUNCEMENT REGARDING PARK BOARD MEETINGS

Under Section 610.015 of the Mo. Sunshine Law provides that members of the Park Board who are not physically at the meeting site can participate and vote on all matters when an emergency exists and the nature of the emergency is stated in the minutes.

The U.S., and the world, is in a state of emergency due to the Coronavirus—Covid-19. Therefore, members of the Park Board have elected to participate in this meeting electronically for the public health and safety of each other and the general public.

To follow along with the Park Board meeting please see Zoom instructions below. If you wish to make a public comment, please submit your comment(s) to Director of Parks and Recreation, Kyle Henke at henkekk@kirkwoodmo.org, or mail them to 111 South Geyer Road, Kirkwood, MO 63122, by no later than 4 p.m. on October 18, 2021. A staff person will then read your comment(s) into the record or you will be called on to share your comments during the meeting. Please indicate on your correspondence that the comments are for the Public Comment portion of the meeting.

You are invited to a Zoom webinar.

When: Oct 18, 2021 06:15 PM Central Time (US and Canada)

Topic: Park Board Strategic Plan 6:15 PM, Park Board 7:00 PM, Partnership Committee at Conclusion of Park Board Meeting

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/89003394689>

Or One tap mobile :

US: +13126266799,,89003394689# or +19292056099,,89003394689#

Or Telephone:

Dial(for higher quality, dial a number based on your current location):

US: +1 312 626 6799 or +1 929 205 6099 or +1 301 715 8592 or +1 346 248 7799 or +1 669 900 6833 or +1 253 215 8782

Webinar ID: 890 0339 4689

****SEE THE FOLLOWING PAGES FOR THE AGENDA**



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Monday, October 18, 2021, 7:00 p.m.
Virtual Meeting Via Zoom



I. CITIZEN COMMENTS *(See instructions on the previous page for offering a comment. The public comment portion of the meeting is an opportunity to hear comments from citizens. It is not a question and answer session and the Park Board will not respond to comments or answer questions during the comment period. The Chairperson may refer any matter to staff or hold discussion during the "Other Matters" section of the meeting).*

II. APPROVAL OF SEPTEMBER 27, 2021 MEETING MINUTES

III. COMMITTEE ASSIGNMENTS/REPORTS

a. Ad Hoc Pickleball Committee Update

IV. UNFINISHED BUSINESS

- a. Strategic Plan Update
- b. Emmenegger Bank Stabilization Update
- c. Eagle Scout Project Presentation

V. NEW BUSINESS

a. Other Matters

VI. SUPERINTENDENT OF PARKS, HEAD RANGER AND VOLUNTEER COORDINATOR REPORTS

VII. DIRECTOR'S REPORT

VIII. BOARD MEMBER COMMENTS

IX. ADJOURNMENT

Next Meeting – NOVEMBER 15, 2021

Staff Liaison: Kyle Henke. Phone: 314.822.5856 Email: henkekk@kirkwoodmo.org

Chair: Jordan Wienke

Accommodation: The City of Kirkwood is interested in effective communication for all persons. Persons requiring an accommodation to attend and participate in the meeting should contact the City Clerk at 314-822-5802 at least 48 hours before the meeting. With advance notice of seven calendar days, the City of Kirkwood will provide interpreter services at public meetings for languages other than English and for the hearing impaired. Upon request, the minutes from this meeting can be made available in an alternate format, such as a CD, by calling 314-822-5802.

From the desk of:
Kyle Henke, Director of Parks and Recreation
111 S. Geyer Road, Kirkwood, MO 63122
Phone: 314-822-5856 Fax: 314-984-5931
E-mail: henkekk@kirkwoodmo.org



Memo

To: Kirkwood Park Board
From: Kyle Henke
Date: October 14, 2021
Re: October 18, 2021 Agenda Memo

Committee Reports

A brief update is expected from the Pickleball Committee.

Unfinished Business

Strategic Planning Update – A strategic planning session will have taken place prior to the regular Park Board meeting. This also represents the monthly opportunity to provide updates on any actions taken relative to the strategic plan.

Emmenegger Bank Stabilization – Any new information to date will be reported to the Park Board.

Eagle Scout Project Presentation – As requested by the Park Board, Eagle scouts are encouraged to present their ideas to the Park Board. This represents a continuation of the presentation by a scout from the September meeting.

New Business

No New Business

Maintenance Report – Curt's report is included as is the report from Ron Hall, Head Park Ranger and Kylie Christanell, Volunteer Coordinator.

Director's Report – My report will include information on the following:

- I-44 Pedestrian Bridge Update
- In-Person Meetings
- City Wide Survey Included in Packet

MAINTENANCE REPORT FOR SEPT-OCT 2021

For period Sept 28 through Oct 17

RIVERBANK STABILIZATION:

KCI has almost completed the bank project as of October 13. The rock has been moved, graded and "walked in" by an 80000 lb Cat which significantly compacts the rock into a permanent engineered slope of 3:1. They finish graded the top of the bank and will spread some soil over it to dress it. But for the most part the construction is completed. They continue to work on the pedestrian overpass construction while removing equipment, material and rock from under the bridge and the staging area on Emmenegger's edge. They hope to be completely off the property (for MODOT) by the end of October. At the opposite end, we will begin to plant the riparian corridor using staff and volunteers on the 14th of October. We acquired some 400 seedlings from Forest Relief Nursery and a school group from John Burroughs is scheduled to plant them on Thursday 14th weather permitting. That will only incorporate about the first 150ft of the north end of the project site. More seedlings will be planted this fall and winter. We plan to set up a fenced and grid of interior wire to help prevent deer from going through the buffet line after planting has occurred.

AERATION AND TOPDRESSING:

The post festival fall routine of aeration and topdressing has begun along the most compacted festival grounds. Using both the coring and slit aerators we are punching holes to relieve compaction and increase air and moisture infiltration. We use an organic composted soil mix to topdress the areas effected and give seed a media to root and adhere. We expect most of the seed to root yet this fall and give us some cover for the winter, while taking advantage of the warmer days to establish the new grass.

TREE REMOVALS:

We removed 4 small trees that had been dying back over the last 2 years along the Rifle Range Road. We also removed a mature pine at Mitchell Park that had probably died of root rot along the north property line. Pete purchased 10 new oaks and maples 2-2.5inch caliper as donations and replacement trees for planting this fall. We have a couple downed trees on the periphery that will get cleaned up as time allows this fall but they pose no immediate threat to access or hazard because they are on the edge of the tree line.

HAYRIDES HAVE BEGUN!:

The Fall Hayride program has begun. According to Laura in Recreation who coordinates the rides, they sold out 5 Sunday evenings in a matter of hours. Park operators drive 4-5 rides a night on Sundays and drop the groups off for a campfire/S'mores experience at the pavilions.

VACCINE BOOSTERS:

Parks and Rec staff are beginning to get their COVID19 boosters at Eureka Fire Dept. The County registration is done online and we are in/out in minutes.

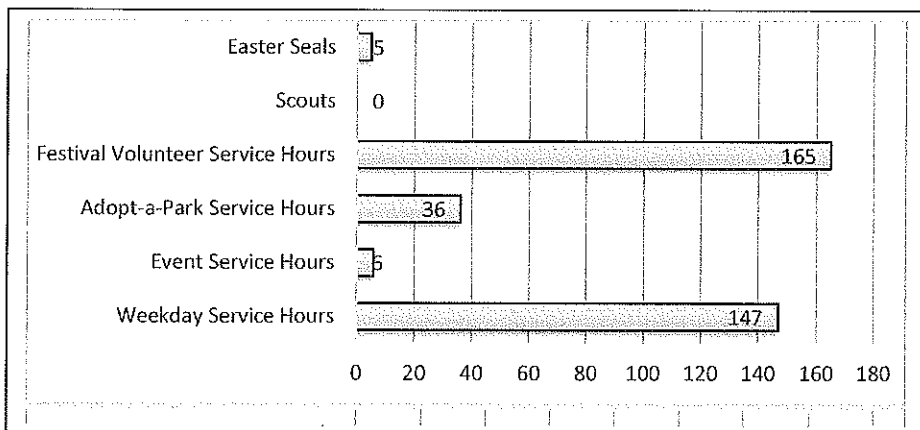
Monthly Volunteer Activity Report



1


September Volunteer Hours

September | 2021




Upcoming Events


- October 2-Free the Trees in Greentree Park
- October 9-Twilight Weeding in Mitchell Park
- October 23-Free the Trees in Greentree Park
- November 6-Free the Trees in Greentree Park
- November 20-Free the Trees in Greentree Park
- November 21-End of the 2021 Volunteer Season




1,683
YTD Service Hours



11
Weekday Volunteers



45
YTD Episodic Volunteers



1
Events

Highlights

The Greentree Festival attracted 19 volunteers who served 165 hours. Volunteers staffed the Kirkwood Parks' volunteer booth, assisted with parking, provided trash clean up and more.

October is projected to be a busy month for volunteerism in Kirkwood's parks. John Burroughs and Providence Christian Academy schools have requested volunteer service events. The Target Store, Open Space Council board members, and Boy Scout troop 981 will assist with projects in several parks as well.

2021 City of Kirkwood Community Survey

Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the City of Kirkwood during the spring of 2021. The purpose of the survey was to help the City of Kirkwood ensure that the city's priorities continue to match the needs and desires of residents. This is the fourth time ETC Institute has administered the *DirectionFinder*® survey for the City of Kirkwood. The first survey was conducted in 2014.

The five-page survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in the City of Kirkwood. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey.

To prevent people who were not residents of Kirkwood from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 500 residents. This goal was far exceeded, with a total of 882 residents completing the survey. The overall results for the sample of 882 households have a precision of at least +/-3.3% at the 95% level of confidence.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Kirkwood with the results from other communities in ETC Institute's *DirectionFinder*® database. Since the number of "don't know" responses often reflect the utilization and awareness of city services, the percentage of "don't know" responses have been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion.*"

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey, including trend data,
- benchmarking data that show how the results for Kirkwood compare to other communities,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: public safety services provided by the City (94%), City Water service (87%), Parks & Recreation programs and facilities provided by the City (87%), solid waste services (86%), and Kirkwood Electric service (85%).

Based on the sum of their top three choices, the City services that should receive the most emphasis over the next two years were: condition of City streets (81%), condition of City sidewalks (48%), and the flow of traffic and congestion management in Kirkwood (31%).

Overall Satisfaction with Perceptions of the City

Perception of the City. Overall satisfaction with perceptions of the City that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: overall quality of life in the City (91%), overall feeling of safety in the City (89%), and overall quality of services provided by the City of Kirkwood (86%).

Perceptions of Safety. Residents’ perceptions of safety that had the highest levels of satisfaction, based upon the combined percentage of “very safe” and “safe” responses among residents *who had an opinion*, were: walking in the neighborhood during the day (98%), in Downtown Kirkwood during the day (97%), and in City parks during the day (97%).

Satisfaction with Specific City Services

- **Public Safety.** The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: how quickly Fire/Emergency Medical Services personnel respond to emergencies (92%), overall quality of local Fire protection/Emergency Medical Services (92%), the overall quality of local police protection (86%), how quickly police respond to emergencies (85%), and the overall attitude and behavior of the Police Department personnel toward citizens (84%).

Based on the sum of their top three choices, the public safety services that respondents indicated should receive the most emphasis over the next two years were: visibility of police in neighborhoods (47%), visibility of police in retail areas (37%), and the enforcement of local traffic laws (29%).

- **Water Services.** The highest levels of satisfaction with water services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of tap water (86%), the overall quality of water service (82%), and water pressure on a typical day (78%).

Based on the sum of their top two choices, the water services that respondents indicated should receive the most emphasis over the next two years were: the overall quality of tap water (34%) and what is being charged for water (31%).

- **Waste Collection Services.** The highest levels of satisfaction with waste collection services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of residential trash collection services (91%), quality of recycling collection services (88%), and quality of yard waste collection services (71%).

Based on the sum of their top two choices, the waste collection service items that respondents indicated should receive the most emphasis over the next two years were: the value received for the cost of yard waste bags/stickers (45%) and the value received for the cost of trash and recycling collection services (31%).

- **Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance of business property (64%), enforcing codes designed to protect public health and safety (60%), and the maintenance of residential property (59%).
- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: maintenance of City parks (91%), the quality of outdoor athletic fields (81%), the quality of the City’s outdoor aquatic center (75%), and the quality of the City’s indoor ice rink (73%).

Based on the sum of their top three choices, the parks and recreation items that respondents indicated should receive the most emphasis over the next two years were: the maintenance of City parks (35%), the quality and condition of community center facilities (31%), and City recreation programs such as classes, senior activities, athletic leagues, and day camps (22%).

- **Communication.** The highest levels of satisfaction with City communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of the City’s Parks & Recreation program guide (75%), the availability of information about City programs and services (69%), and the quality of the City’s citizen newsletter, *Eye on Kirkwood* (69%).

Based on the sum of their top three choices, the communication items that respondents indicated should receive the most emphasis over the next two years were: the level of public involvement in local decision making (39%), the City’s efforts to keep the community informed about local issues (37%), and the availability of information about City programs and services (29%).

Additional Findings

- **Sidewalks.** The highest levels of satisfaction with City sidewalks, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the distance of sidewalk from roadway and moving vehicles (57%) and the extent that sidewalks are clear of weeds, brush, and overhanging limbs (50%).
- **Kirkwood Electric.** Seventy-seven percent (77%) of respondent households indicated they are a Kirkwood Electric Customer. Of those households, the highest levels of satisfaction with their service, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of electric service provided (91%) and how quickly Kirkwood Electric responds to service outages (78%).
- **Billing.** The highest levels of satisfaction with billing items, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: how easy the bill is to understand (90%), the accuracy of the bill (89%), and the overall quality of the City’s billing customer service (85%).
- **Sources of Information.** The primary sources of information that residents use most to learn about City issues, services, and events include: Webster Kirkwood Times articles (76%), *Eye on Kirkwood* monthly newsletter appearing in Webster Kirkwood Times (54%), friends/neighbors (50%), and the Parks & Recreation program guide in the Webster Kirkwood Times (35%).

How the City of Kirkwood Compares to Other Communities Nationally

Satisfaction ratings for the City of Kirkwood **rated the same as or above the U.S. average in 31 of the 35 areas** that were assessed. The City of Kirkwood rated significantly higher than the U.S. average (difference of 5% or more) in 27 of these areas. Listed below are the comparisons between the City of Kirkwood and the U.S. average:

| City Service | Kirkwood | U.S. | Difference | Category |
|--|----------|------|------------|-----------------------------------|
| Quality of City's outdoor aquatic center | 75% | 36% | 40% | Parks and Recreation |
| Ease of registering for programs | 68% | 39% | 29% | Parks and Recreation |
| Quality of outdoor athletic fields | 81% | 53% | 29% | Parks and Recreation |
| Quality of customer service from City employees | 78% | 51% | 27% | Major Categories of City Services |
| Overall quality of services provided by the City | 86% | 59% | 27% | Perceptions of the City |
| Parks & Recreation programs/facilities provided by City | 87% | 59% | 27% | Major Categories of City Services |
| City Water service | 87% | 62% | 25% | Major Categories of City Services |
| Quality of recycling collection services | 88% | 63% | 24% | Waste Collection Services |
| Quality & condition of community center facilities | 62% | 38% | 24% | Parks and Recreation |
| Effectiveness of City communication with the public | 71% | 48% | 23% | Major Categories of City Services |
| Overall quality of local police protection | 86% | 64% | 22% | Public Safety |
| How quickly police respond to emergencies | 85% | 65% | 19% | Public Safety |
| Solid waste services | 86% | 68% | 18% | Major Categories of City Services |
| Availability of information about City programs & services | 69% | 51% | 18% | Communication |
| Public safety services provided by City | 94% | 77% | 17% | Major Categories of City Services |
| Quality of residential trash collection services | 91% | 75% | 16% | Waste Collection Services |
| Overall appearance of City | 82% | 66% | 16% | Perceptions of the City |
| Overall value received for City tax and fees | 59% | 44% | 15% | Perceptions of the City |
| Overall feeling of safety in City | 89% | 75% | 14% | Perceptions of the City |
| How quickly Fire/EMS personnel respond to emergencies | 92% | 81% | 11% | Public Safety |
| Maintenance of business property | 64% | 53% | 10% | Code Enforcement |
| Quality of yard waste collection services | 71% | 61% | 10% | Waste Collection Services |
| City efforts to inform about local issues | 60% | 51% | 9% | Communication |
| Quality of City's website | 59% | 50% | 9% | Communication |
| Maintenance of residential property | 59% | 51% | 9% | Code Enforcement |
| Overall quality of local Fire protection/EMS | 92% | 85% | 7% | Public Safety |
| Level of public involvement in local decision making | 43% | 38% | 5% | Communication |
| Flow of traffic & congestion management | 59% | 56% | 3% | Major Categories of City Services |
| Enforcing mowing & trimming of lawns on private property | 50% | 49% | 1% | Code Enforcement |
| Enforcement of local traffic laws | 61% | 60% | 1% | Public Safety |
| Visibility of police in neighborhoods | 62% | 62% | 0% | Public Safety |
| Visibility of police in retail areas | 59% | 62% | -3% | Public Safety |
| Enforcement of City codes & ordinances | 47% | 52% | -5% | Major Categories of City Services |
| Condition of City sidewalks | 30% | 51% | -21% | Major Categories of City Services |
| Condition of City streets | 20% | 54% | -34% | Major Categories of City Services |

How the City of Kirkwood Compares to Other Communities Regionally

Satisfaction ratings for the City of Kirkwood rated the same as or above the average for the Plains Region in 28 of the 35 areas that were assessed. The Plains Region includes the states of North and South Dakota, Minnesota, Iowa, Nebraska, Wisconsin, Illinois, Kansas, Missouri and Oklahoma. The City of Kirkwood rated significantly higher than this average (difference of 5% or more) in 24 of these areas. Listed below are the comparisons between the City of Kirkwood and the average for the Plains Region:

| City Service | Kirkwood | Plains Region | Difference | Category |
|--|----------|---------------|------------|-----------------------------------|
| Quality of City's outdoor aquatic center | 75% | 40% | 35% | Parks and Recreation |
| Quality of outdoor athletic fields | 81% | 51% | 31% | Parks and Recreation |
| Ease of registering for programs | 68% | 40% | 28% | Parks and Recreation |
| Quality of recycling collection services | 88% | 61% | 27% | Waste Collection Services |
| City Water service | 87% | 61% | 26% | Major Categories of City Services |
| Quality & condition of community center facilities | 62% | 39% | 23% | Parks and Recreation |
| Quality of customer service from City employees | 78% | 58% | 20% | Major Categories of City Services |
| Quality of yard waste collection services | 71% | 51% | 20% | Waste Collection Services |
| Availability of information about City programs & services | 69% | 50% | 19% | Communication |
| Solid waste services | 86% | 67% | 19% | Major Categories of City Services |
| Overall quality of services provided by the City | 86% | 68% | 18% | Perceptions of the City |
| Parks & Recreation programs/facilities provided by City | 87% | 69% | 18% | Major Categories of City Services |
| Quality of City's website | 59% | 41% | 17% | Communication |
| How quickly police respond to emergencies | 85% | 68% | 17% | Public Safety |
| Quality of residential trash collection services | 91% | 75% | 16% | Waste Collection Services |
| Effectiveness of City communication with the public | 71% | 57% | 15% | Major Categories of City Services |
| Overall quality of local police protection | 86% | 72% | 14% | Public Safety |
| Overall appearance of City | 82% | 68% | 14% | Perceptions of the City |
| Overall value received for City tax and fees | 59% | 48% | 12% | Perceptions of the City |
| Maintenance of business property | 64% | 52% | 12% | Code Enforcement |
| Overall feeling of safety in City | 89% | 78% | 11% | Perceptions of the City |
| How quickly Fire/EMS personnel respond to emergencies | 92% | 81% | 11% | Public Safety |
| Public safety services provided by City | 94% | 87% | 7% | Major Categories of City Services |
| Maintenance of residential property | 59% | 52% | 7% | Code Enforcement |
| Overall quality of local Fire protection/EMS | 92% | 87% | 4% | Public Safety |
| Enforcing mowing & trimming of lawns on private property | 50% | 50% | 0% | Code Enforcement |
| City efforts to inform about local issues | 60% | 60% | 0% | Communication |
| Level of public involvement in local decision making | 43% | 44% | 0% | Communication |
| Flow of traffic & congestion management | 59% | 62% | -3% | Major Categories of City Services |
| Visibility of police in retail areas | 59% | 68% | -9% | Public Safety |
| Enforcement of City codes & ordinances | 47% | 57% | -10% | Major Categories of City Services |
| Visibility of police in neighborhoods | 62% | 73% | -11% | Public Safety |
| Enforcement of local traffic laws | 61% | 73% | -13% | Public Safety |
| Condition of City sidewalks | 30% | 49% | -19% | Major Categories of City Services |
| Condition of City streets | 20% | 53% | -33% | Major Categories of City Services |

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 4 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years to raise the City's overall satisfaction rating are listed below:

- Condition of City streets (IS Rating=0.6480)
- Condition of City sidewalks (IS Rating=0.3330)

The table below shows the Importance-Satisfaction rating for all 11 major categories of City services that were rated.

| 2021 Importance-Satisfaction Rating | | | | | | |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Kirkwood, MO | | | | | | |
| Major Categories of City Services | | | | | | |
| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
| Very High Priority (IS >.20) | | | | | | |
| Condition of City streets | 81% | 1 | 20% | 11 | 0.6480 | 1 |
| Condition of City sidewalks | 48% | 2 | 30% | 10 | 0.3330 | 2 |
| High Priority (IS .10-.20) | | | | | | |
| Flow of traffic and congestion management in Kirkwood | 31% | 3 | 59% | 8 | 0.1275 | 3 |
| Enforcement of City codes & ordinances | 23% | 4 | 47% | 9 | 0.1215 | 4 |
| Medium Priority (IS <.10) | | | | | | |
| Effectiveness of City communication with the public | 10% | 7 | 71% | 7 | 0.0286 | 5 |
| Parks and recreation programs and facilities provided by the City | 20% | 5 | 87% | 3 | 0.0273 | 6 |
| Solid waste services | 9% | 8 | 86% | 4 | 0.0122 | 7 |
| Kirkwood Electric service | 7% | 9 | 85% | 5 | 0.0110 | 8 |
| Public safety services provided by City | 19% | 6 | 94% | 1 | 0.0109 | 9 |
| Quality of customer service you receive from City employees | 4% | 11 | 78% | 6 | 0.0080 | 10 |
| City Water service | 6% | 10 | 87% | 2 | 0.0079 | 11 |