

# City of Perryville Community Survey

## Findings Report

*...helping organizations make better decisions since 1982*

2020

**Submitted to the City of Perryville, MO**

by:  
ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**December 2020**



**ETC**  
INSTITUTE

# Contents

<b>Executive Summary</b> .....	i
<b>Section 1: Charts and Graphs</b> .....	1
<b>Section 2: Benchmarking Analysis</b> .....	69
<b>Section 3: Importance-Satisfaction Analysis</b> .....	83
<b>Section 4: Tabular Data</b> .....	91
<b>Section 5: Survey Instrument</b> .....	139

---

# 2020 City of Perryville Community Survey

## Executive Summary

---

### Purpose and Methodology

ETC Institute administered a survey to residents of the City of Perryville during the fall of 2020. The purpose of the survey was to help the City gather opinions and feedback on its programs and services. The information provided will be used to improve and expand existing programs and help the City understand the future needs of residents. Previous community surveys were conducted in 2015 and 2010.

The seven-page survey, cover letter and postage-paid return envelope were mailed to all households in the City of Perryville. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from City residents were included in the final survey database.

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 Perryville from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey.

The goal was to obtain completed surveys from at least 400 residents. This goal was far exceeded, with a total of 646 residents completing the survey. The overall results for the sample of 646 households have a precision of at least +/-3.8% 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 Perryville with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has 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 trends comparing the 2020 results with the results from 2015 and 2010,
- benchmarking data that show how the results for Perryville compare to other U.S. and Missouri and Kansas regional averages,

- 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 for each question on the survey,
- a copy of the survey instrument.

## Overall Perceptions of the City

Eighty-five percent (85%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of services provided by the City. Nationally, only 48% of respondents were either “very satisfied” or “satisfied” with the overall quality of the services provided by their local government. The City of Perryville also saw ratings significantly above the Missouri and Kansas regional average of 42%. Eighty percent (80%) of those surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of life in their community, a figure well above the U.S. and Missouri and Kansas averages. City leaders have done an excellent job ensuring that residents of Perryville are extremely satisfied with their community and the services provided by the City. Ninety-one percent (91%) of respondents, *who had an opinion*, believe that Perryville is either an “excellent” or “good” place to live and 89% believe it is an “excellent” or “good” place to raise children.

## 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: the quality of fire service (94%), the quality of City parks and facilities (86%), the quality of police service (85%), and the quality of customer service from City employees (82%).

## Satisfaction with Specific City Services

- **Public Safety Services.** 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 personnel respond to emergencies (89%) and how quickly police respond to emergencies (83%).
- **Perry Park Center.** The highest levels of satisfaction with Perry Park Center, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of the Park Center (76%), gyms for basketball and volleyball (72%), and the movie theater (66%).
- **City Parks.** The highest levels of satisfaction with City parks, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the City Park (87%), Bank of Missouri Soccer Complex (85%), and the overall quality of city parks (79%).

- **Satisfaction With Other Parks and Recreation Items.** The highest levels of satisfaction with other parks and recreation items, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: walking and biking trails (85%), soccer fields (78%), baseball/softball fields (73%), and playground equipment at parks (73%).
- **Maintenance Services.** The highest levels of satisfaction with maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the condition of major City streets (81%), the condition of street signs and traffic signals (80%), and cleanliness of City streets and other public areas (80%).
- **Utility Services.** The highest levels of satisfaction with utility services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: City gas service (86%) and City water service (83%).
- **Code Enforcement Services.** The highest levels of satisfaction with code enforcement services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of animal control (67%), enforcing sign regulations (60%), and enforcing exterior maintenance of commercial property (57%).
  - Forty percent (40%) of respondents thought the level of code enforcement by the City should stay about the same; 28% thought the City should increase enforcement and issue more citations to violators, and 5% thought the City should reduce enforcement and issue fewer citations to violators. The remaining 27% did not have an opinion.
- **Refuse Services.** The highest levels of satisfaction with refuse services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: residential trash service (89%) and leaf removal (80%).
  - Forty percent (40%) of respondents indicated they currently transport recyclable items to the Perry County Recycling Center.
  - More than half (56%) of respondents indicated they would be willing to pay a monthly fee in order to reinstate the curbside recycling service.

## Additional Findings

- Fifty percent (50%) of respondents think the usage fees at the City’s Park Center are “about right;” 22% think the fees are “too high,” 1% think they are “too low,” and 27% did not have an opinion.
- Residents were asked what park system amenities they would most like the City to add in

the future. The amenities that were requested most include: water feature (e.g. lake, pond) (33%), more hike/bike trails (32%), more bathrooms (32%), amphitheatre (29%), and paved parking lots (25%).

- More than half (53%) of residents indicated they prefer that the City continue to utilize the indoor pool as is; 39% prefer that the City build an outdoor pool and convert the indoor pool to a “multipurpose” sports facility, and 8% did not have an opinion.
- Fifty-one percent (51%) of residents are “very likely” or “somewhat likely” to support construction of a joint City of Perryville and Perry County Justice Center; 14% are “not likely” to support this construction, 20% indicated they “need more information,” and 14% did not have an opinion.
- Two-thirds (67%) of residents believe the City should adopt a policy to complete maintenance inspections on all rental property to ensure minimum life-safety standards are being met each time a rental unit is vacated.
- Sixty percent (60%) of residents agree with the City’s goal to increase the interconnectivity of neighborhood sidewalks, with the eventual goal of having connected sidewalks throughout the town, with the City paying 100% of these costs.
- Fifty-six percent (56%) of residents indicated they get their information about the City of Perryville from the local newspaper; 54% get their information from their utility bill, 35% from the City’s Facebook page, and 28% get their information from the City website.
- Most residents (84%) believe it is “very important” or “important” for the Perryville community to offer higher education services locally through a partnership with colleges, universities and/or trade schools.
- Eighty-three percent (83%) of residents believe it is “very important” or “important” to have high-speed internet services at home. Activities for which residents use their home-based internet service include: shopping (68%), social media (66%), streaming movies and entertainment (49%), podcasts, music, books (30%), and working from home (29%). More than two-thirds of residents (68%) indicated they are satisfied with their internet provider.
- Sixty-two percent (62%) of residents would support the City borrowing money to provide “1 Gigabyte level” high-speed internet service if the debt could be paid entirely with user fees. One-fourth (25%) do not support this action, and 13% did not have an opinion.
- Eighty percent (80%) of residents are “very supportive” or “somewhat supportive” of the City adopting an ordinance that would ban smoking in public places, such as restaurants.

- More than three-fourths (76%) of residents are “very supportive” or “somewhat supportive” of the City beginning an annexation program to “grow” its City limits and increase the amount of undeveloped property.
- Residents were asked to rate the image of various City departments. Ninety-one percent (91%) of residents rated the image of the Fire Department as “excellent” or “good.” Other departments that rated “excellent” or “good” include: City Public Works (85%), Perryville Police Department (83%), and the Parks and Recreation Department (83%).

## How the City of Perryville Compares to Other Communities Nationally

Satisfaction ratings for the City of Perryville **rated above the U.S. average in 56 of the 57 areas** that were assessed. The City of Perryville rated significantly higher than the U.S. average (difference of 5% or more) in 55 of these areas. Listed below are the comparisons between the City of Perryville and the U.S. average:

City Service	Perryville	U.S.	Difference	Category
Quality of customer service from City employees	82%	42%	40%	Major Categories of City Services
Overall quality of services provided by the City	85%	48%	37%	Perceptions of the Community
Condition of major City streets	81%	48%	33%	Maintenance Services
Pool	64%	33%	31%	Parks and Recreation Services
Quality of Downtown Perryville	78%	48%	30%	Perceptions of the Community
As a City that is moving in right direction	78%	48%	30%	Ratings of the Community
Condition of neighborhood streets	75%	45%	30%	Maintenance Services
How easy they were to contact	93%	64%	29%	Customer Service
How well your issue was resolved	77%	49%	28%	Customer Service
Maintenance of City streets and infrastructure	70%	42%	28%	Major Categories of City Services
Walking and biking trails	85%	58%	27%	Parks and Recreation Services
Quality of City parks and facilities	86%	61%	25%	Major Categories of City Services
Value received for City taxes and fees	62%	37%	25%	Perceptions of the Community
Mowing/trimming along City streets/public areas	77%	52%	25%	Maintenance Services
Accuracy of the information given	83%	58%	25%	Customer Service
How quickly City staff responded to request	82%	57%	25%	Customer Service
How well the City is managing growth	69%	45%	24%	Perceptions of the Community
Leaf removal	80%	57%	23%	Refuse Services
As a place to retire	79%	56%	23%	Ratings of the Community
Management of traffic flow on City streets	73%	51%	22%	Major Categories of City Services
As a place to work	76%	54%	22%	Ratings of the Community
Cleanliness of City streets and other public areas	80%	59%	21%	Maintenance Services
Effectiveness of City communication with public	67%	46%	21%	Major Categories of City Services
How quickly police respond to emergencies	83%	62%	21%	Public Safety Services
As a place to live	91%	71%	20%	Ratings of the Community
Appearance/visual attractiveness of the City	84%	64%	20%	Perceptions of the Community
As a place to raise children	89%	70%	19%	Ratings of the Community
City efforts to prevent crime	74%	55%	19%	Public Safety Services
Availability of info about City programs/services	83%	64%	19%	Utility Services
Mowing and cutting of weeds and grass	54%	36%	18%	Code Enforcement Services
As a place to visit	75%	57%	18%	Ratings of the Community
Image of the City	78%	61%	17%	Perceptions of the Community
Residential trash service	89%	72%	17%	Refuse Services
The way you were treated	87%	70%	17%	Customer Service
Quality of police service	85%	68%	17%	Major Categories of City Services
Feeling of safety in the City	81%	66%	15%	Perceptions of the Community
Adequacy of City street lighting	72%	57%	15%	Maintenance Services
Availability of info about City programs/services	57%	42%	15%	City Communication
City efforts to keep you informed about issues	80%	66%	14%	Utility Services
Quality of animal control	67%	53%	14%	Code Enforcement Services
Quality of City recreational programs	70%	57%	13%	Major Categories of City Services
Quality of fire service	94%	81%	13%	Major Categories of City Services
Condition of street signs and traffic signals	80%	68%	12%	Maintenance Services
Yardwaste services	79%	67%	12%	Refuse Services
How quickly fire personnel respond to emergencies	89%	79%	10%	Public Safety Services
Sign regulations	60%	50%	10%	Code Enforcement Services
Overall quality of city parks	79%	70%	9%	Parks and Recreation Services
City efforts to keep you informed about issues	52%	43%	9%	City Communication
Cleanup of junk/debris on private property	51%	42%	9%	Code Enforcement Services
Quality of life in the City	80%	72%	8%	Perceptions of the Community
Enforcement of local traffic laws	73%	65%	8%	Public Safety Services
Exterior maintenance of residential property	50%	43%	7%	Code Enforcement Services
Management of stormwater runoff	60%	54%	6%	Major Categories of City Services
Exterior maintenance of commercial property	57%	51%	6%	Code Enforcement Services
Bulk item pick up	59%	54%	5%	Refuse Services
Enforcement of City codes and ordinances	57%	53%	4%	Major Categories of City Services
Curbside recycling services	34%	69%	-35%	Refuse Services

## How the City of Perryville Compares to the Missouri and Kansas Average

Satisfaction ratings for the City of Perryville **rated above the Missouri and Kansas regional average in 55 of the 57 areas** that were assessed. The City of Perryville rated significantly higher than this average (difference of 5% or more) in 52 of these areas. Listed below are the comparisons between the City of Perryville and the Missouri and Kansas averages:

City Service	Perryville	MO/KS	Difference	Category
Overall quality of services provided by the City	85%	42%	43%	Perceptions of the Community
How well your issue was resolved	77%	39%	38%	Customer Service
Maintenance of City streets and infrastructure	70%	38%	32%	Major Categories of City Services
How well the City is managing growth	69%	37%	32%	Perceptions of the Community
Appearance/visual attractiveness of the City	84%	53%	31%	Perceptions of the Community
Walking and biking trails	85%	54%	31%	Parks and Recreation Services
Quality of customer service from City employees	82%	53%	29%	Major Categories of City Services
Quality of Downtown Perryville	78%	50%	28%	Perceptions of the Community
Condition of major City streets	81%	53%	28%	Maintenance Services
Management of traffic flow on City streets	73%	45%	28%	Major Categories of City Services
Mowing/trimming along City streets/public areas	77%	50%	27%	Maintenance Services
How quickly City staff responded to request	82%	55%	27%	Customer Service
Pool	64%	38%	26%	Parks and Recreation Services
Leaf removal	80%	54%	26%	Refuse Services
As a place to live	91%	65%	26%	Ratings of the Community
As a place to raise children	89%	64%	25%	Ratings of the Community
As a City that is moving in right direction	78%	53%	25%	Ratings of the Community
As a place to retire	79%	57%	22%	Ratings of the Community
Quality of police service	85%	63%	22%	Major Categories of City Services
City efforts to prevent crime	74%	52%	22%	Public Safety Services
Adequacy of City street lighting	72%	50%	22%	Maintenance Services
Value received for City taxes and fees	62%	41%	21%	Perceptions of the Community
How quickly police respond to emergencies	83%	62%	21%	Public Safety Services
Image of the City	78%	58%	20%	Perceptions of the Community
Quality of animal control	67%	47%	20%	Code Enforcement Services
Quality of City parks and facilities	86%	66%	20%	Major Categories of City Services
Effectiveness of City communication with public	67%	48%	19%	Major Categories of City Services
Cleanliness of City streets and other public areas	80%	61%	19%	Maintenance Services
How easy they were to contact	93%	74%	19%	Customer Service
Condition of neighborhood streets	75%	56%	19%	Maintenance Services
Availability of info about City programs/services	83%	64%	19%	Utility Services
As a place to visit	75%	56%	19%	Ratings of the Community
Feeling of safety in the City	81%	63%	18%	Perceptions of the Community
As a place to work	76%	58%	18%	Ratings of the Community
Accuracy of the information given	83%	65%	18%	Customer Service
Residential trash service	89%	72%	17%	Refuse Services
The way you were treated	87%	71%	16%	Customer Service
City efforts to keep you informed about issues	80%	65%	15%	Utility Services
Sign regulations	60%	45%	15%	Code Enforcement Services
Mowing and cutting of weeds and grass	54%	41%	13%	Code Enforcement Services
Quality of life in the City	80%	67%	13%	Perceptions of the Community
Cleanup of junk/debris on private property	51%	39%	12%	Code Enforcement Services
Yardwaste services	79%	68%	11%	Refuse Services
Quality of fire service	94%	85%	9%	Major Categories of City Services
Quality of City recreational programs	70%	61%	9%	Major Categories of City Services
Management of stormwater runoff	60%	51%	9%	Major Categories of City Services
Enforcement of City codes and ordinances	57%	48%	9%	Major Categories of City Services
How quickly fire personnel respond to emergencies	89%	81%	8%	Public Safety Services
Exterior maintenance of commercial property	57%	50%	7%	Code Enforcement Services
Bulk item pick up	59%	52%	7%	Refuse Services
Availability of info about City programs/services	57%	51%	6%	City Communication
Exterior maintenance of residential property	50%	45%	5%	Code Enforcement Services
Enforcement of local traffic laws	73%	69%	4%	Public Safety Services
Overall quality of city parks	79%	75%	4%	Parks and Recreation Services
Condition of street signs and traffic signals	80%	76%	4%	Maintenance Services
City efforts to keep you informed about issues	52%	55%	-3%	City Communication
Curbside recycling services	34%	72%	-38%	Refuse Services

## Investment Priorities

**Recommended Priorities.** In order to help the City identify investment priorities for the future, 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. 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 3 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 in order to raise the City’s overall satisfaction rating are listed below:

- Maintenance of City streets and infrastructure (IS Rating = 0.1283)
- Management of stormwater runoff (IS Rating = 0.1138)
- Enforcement of City codes and ordinances (IS Rating = 0.1082)

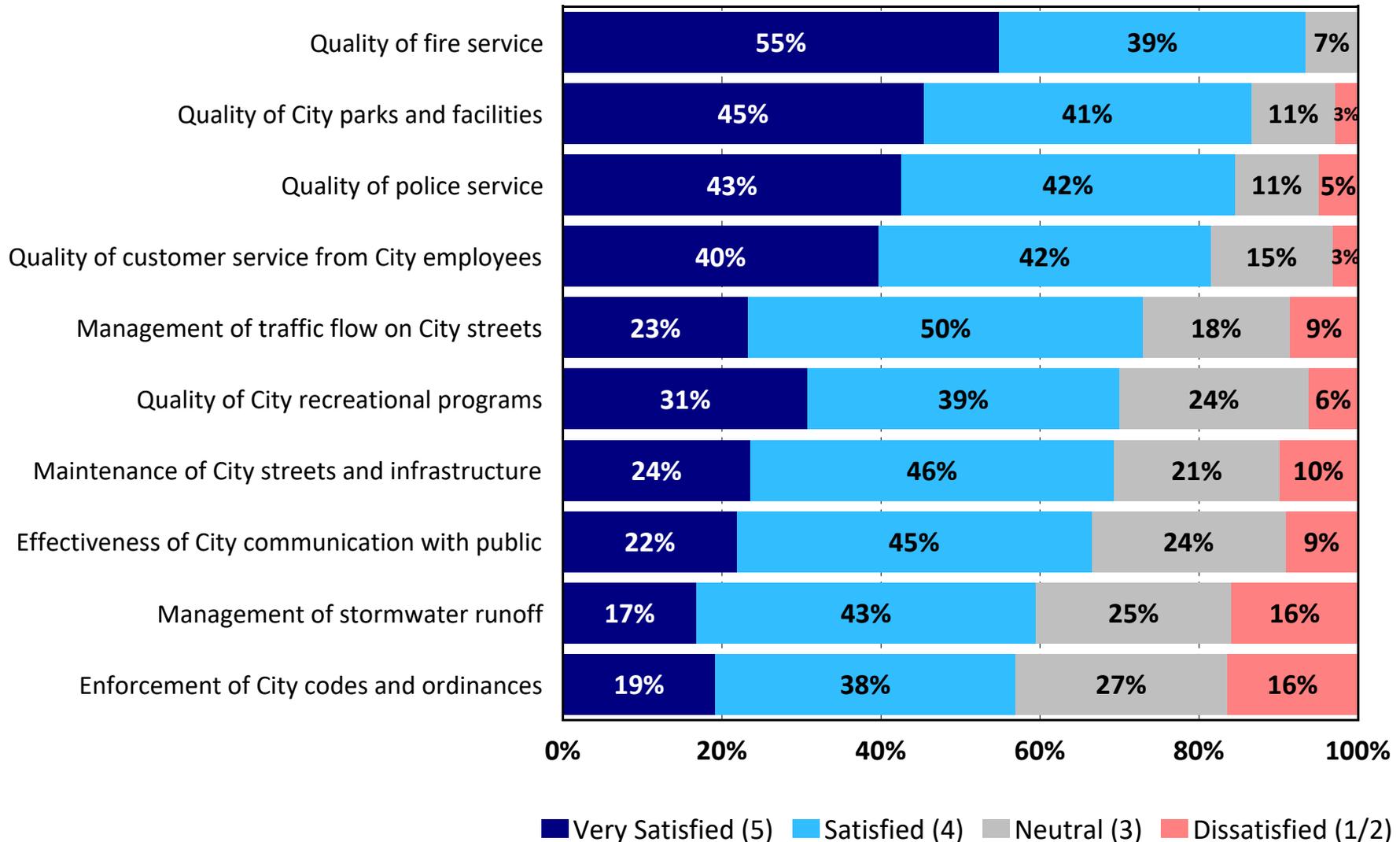
The table below shows the importance-satisfaction rating for all 10 major categories of City services that were rated.

Importance-Satisfaction Rating						
Perryville, MO						
<b>OVERALL</b>						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Maintenance of City streets and infrastructure	42%	1	69%	7	0.1283	1
Management of stormwater runoff	28%	2	60%	9	0.1138	2
Enforcement of City codes and ordinances	25%	4	57%	10	0.1082	3
<b>Medium Priority (IS &lt;.10)</b>						
Effectiveness of City communication with public	20%	5	67%	8	0.0670	4
Management of traffic flow on City streets	18%	6	73%	5	0.0491	5
Quality of City recreational programs	15%	8	70%	6	0.0453	6
Quality of police service	26%	3	85%	3	0.0395	7
Quality of City parks and facilities	18%	7	87%	2	0.0239	8
Quality of customer service from City employees	6%	10	82%	4	0.0104	9
Quality of fire service	11%	9	93%	1	0.0070	10

# Section 1: Charts and Graphs

# Q1. Satisfaction with Major Categories of Services Provided by the City of Perryville

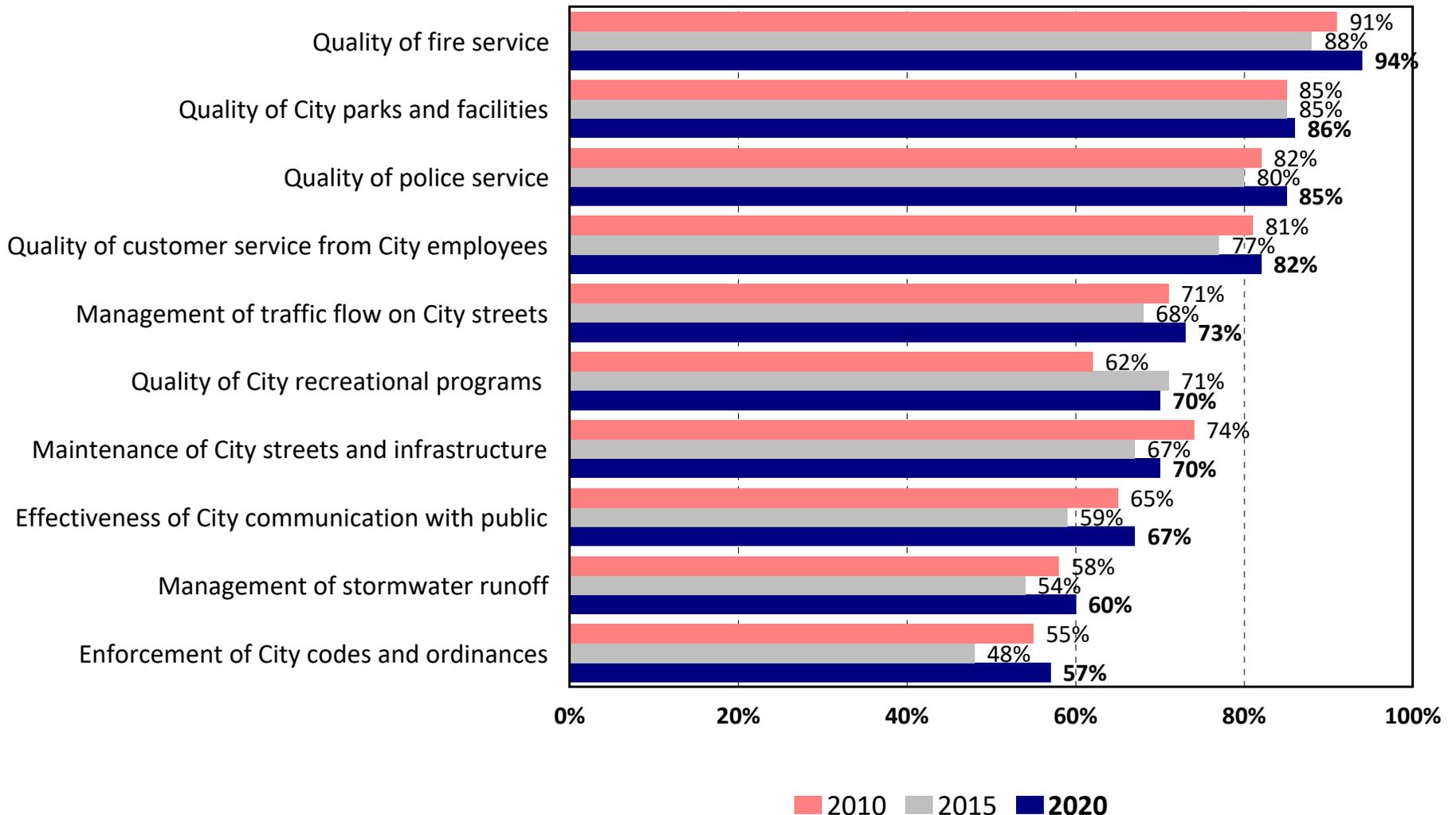
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# TRENDS: Satisfaction with Major Categories of Services Provided by the City of Perryville *2010, 2015 & 2020*

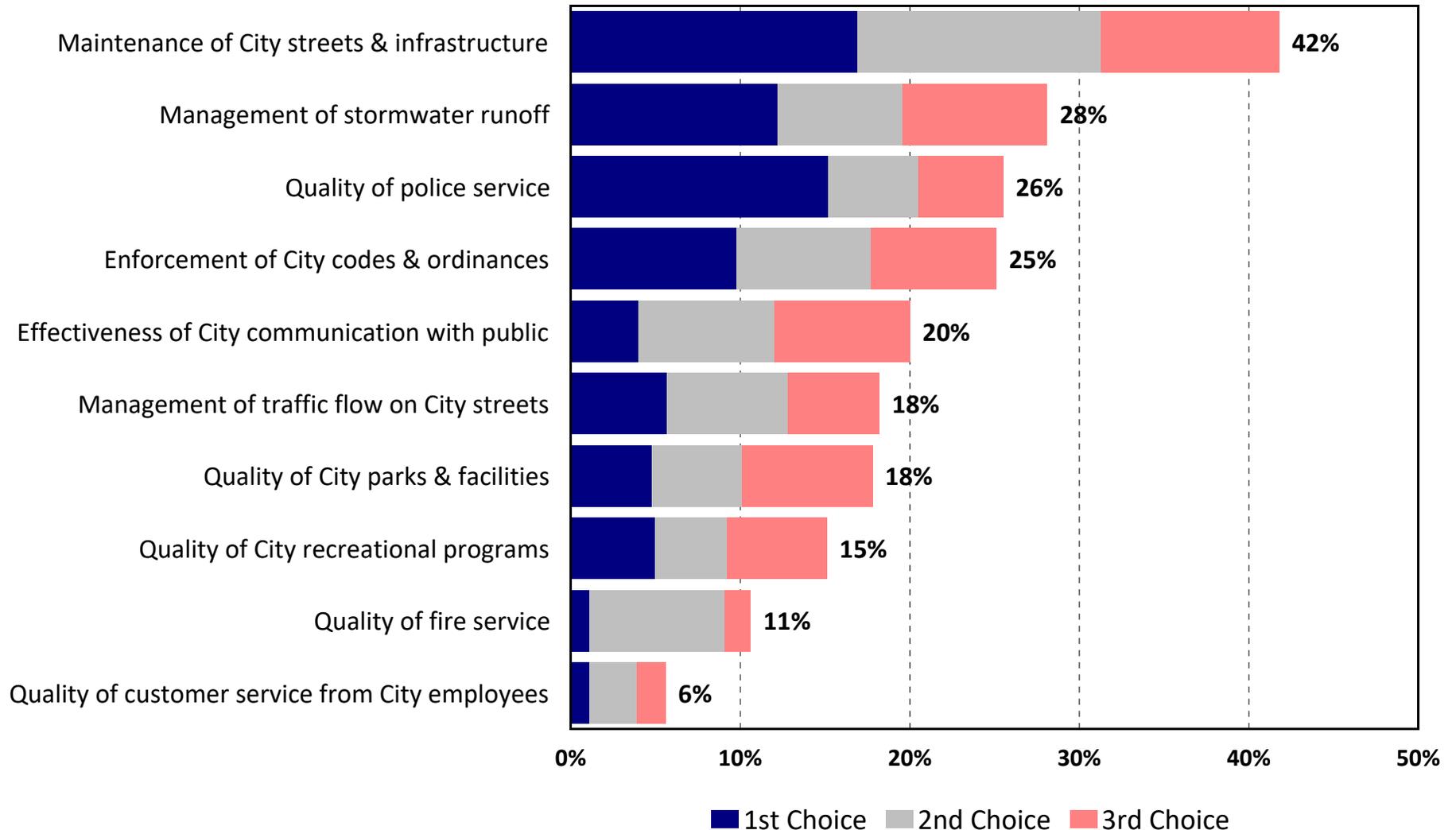
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

## Q2. Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

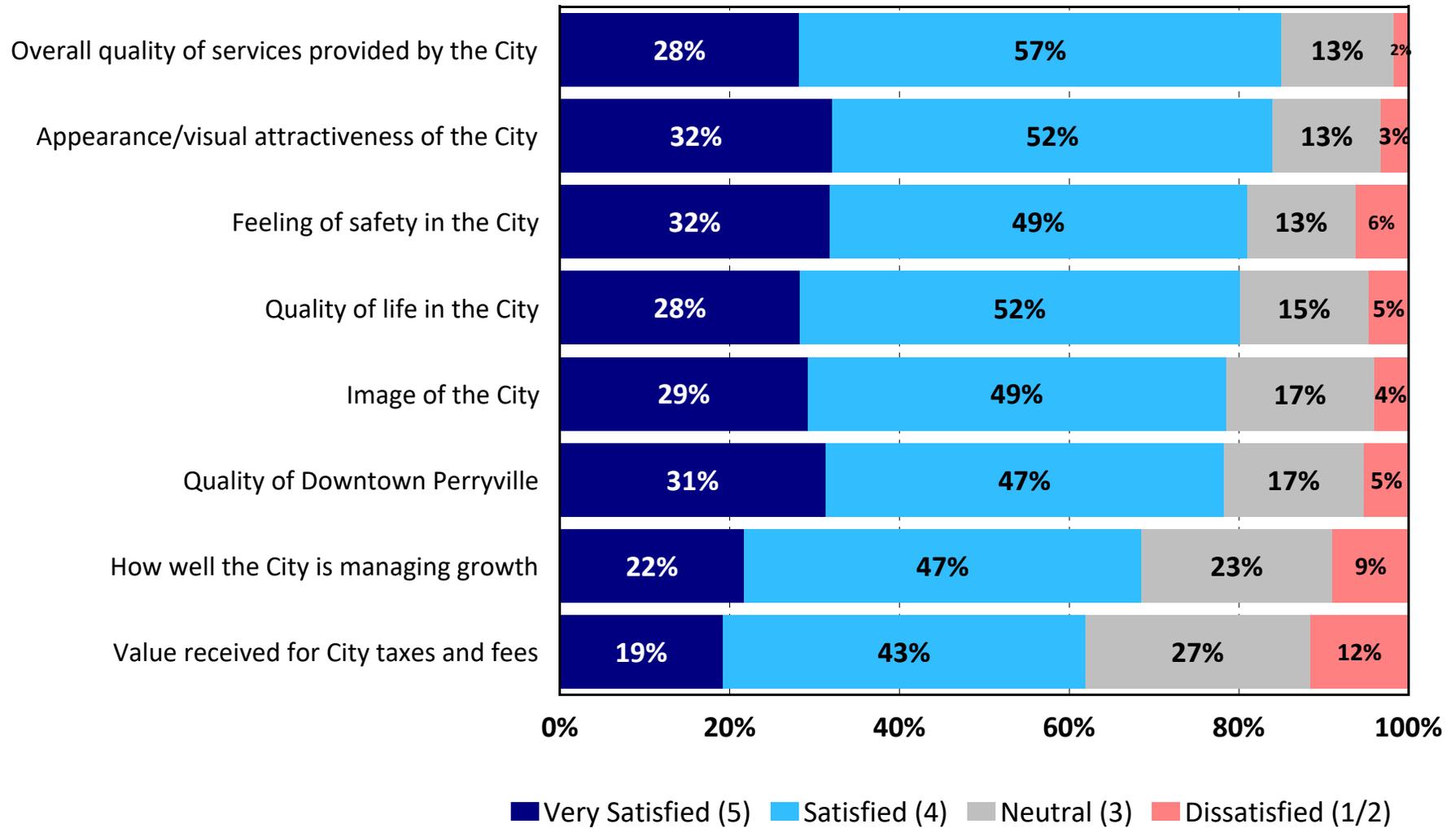
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

### Q3. Satisfaction With Items That May Influence Perceptions of the City of Perryville

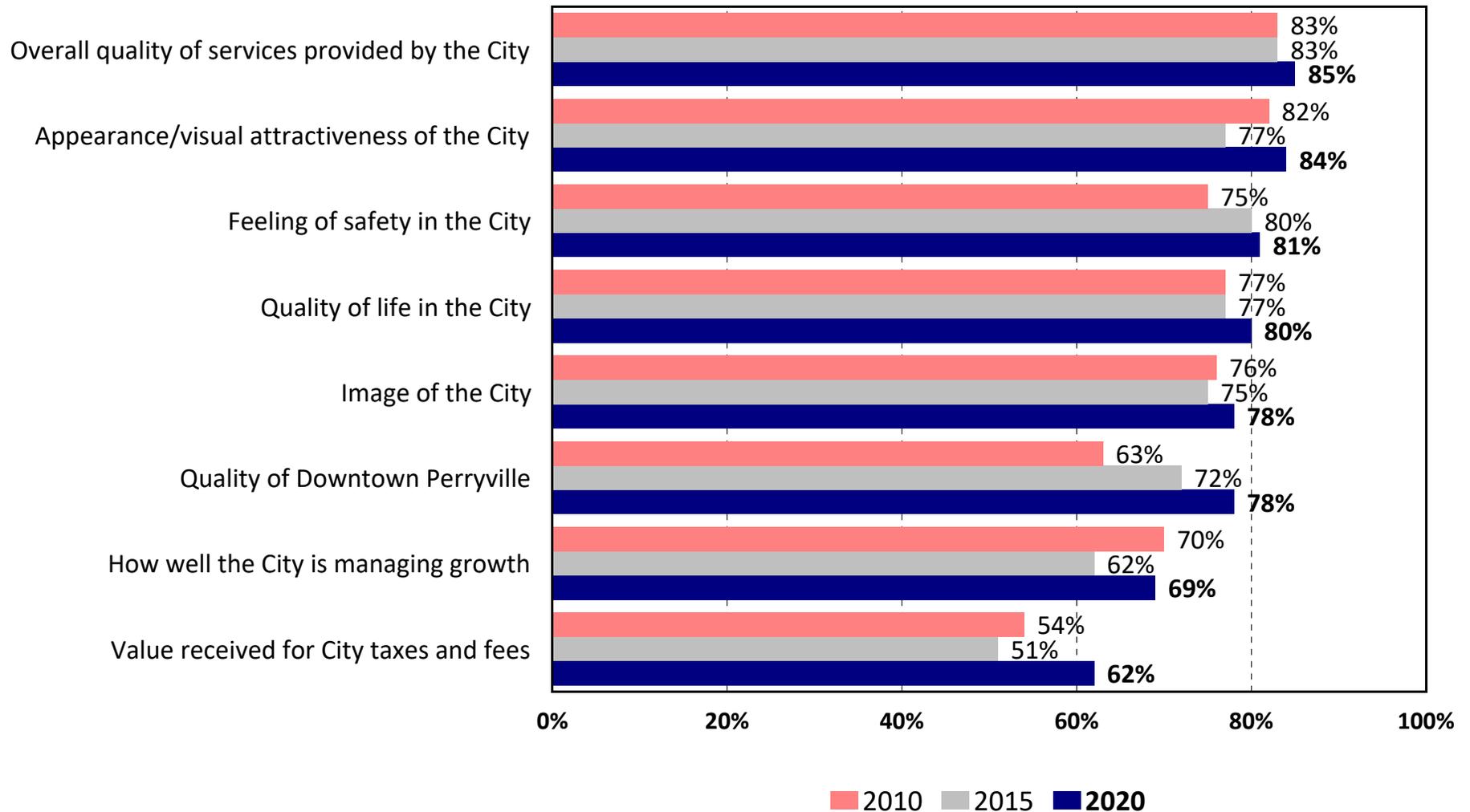
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# TRENDS: Satisfaction With Items That May Influence Perceptions of the City of Perryville 2010, 2015 & 2020

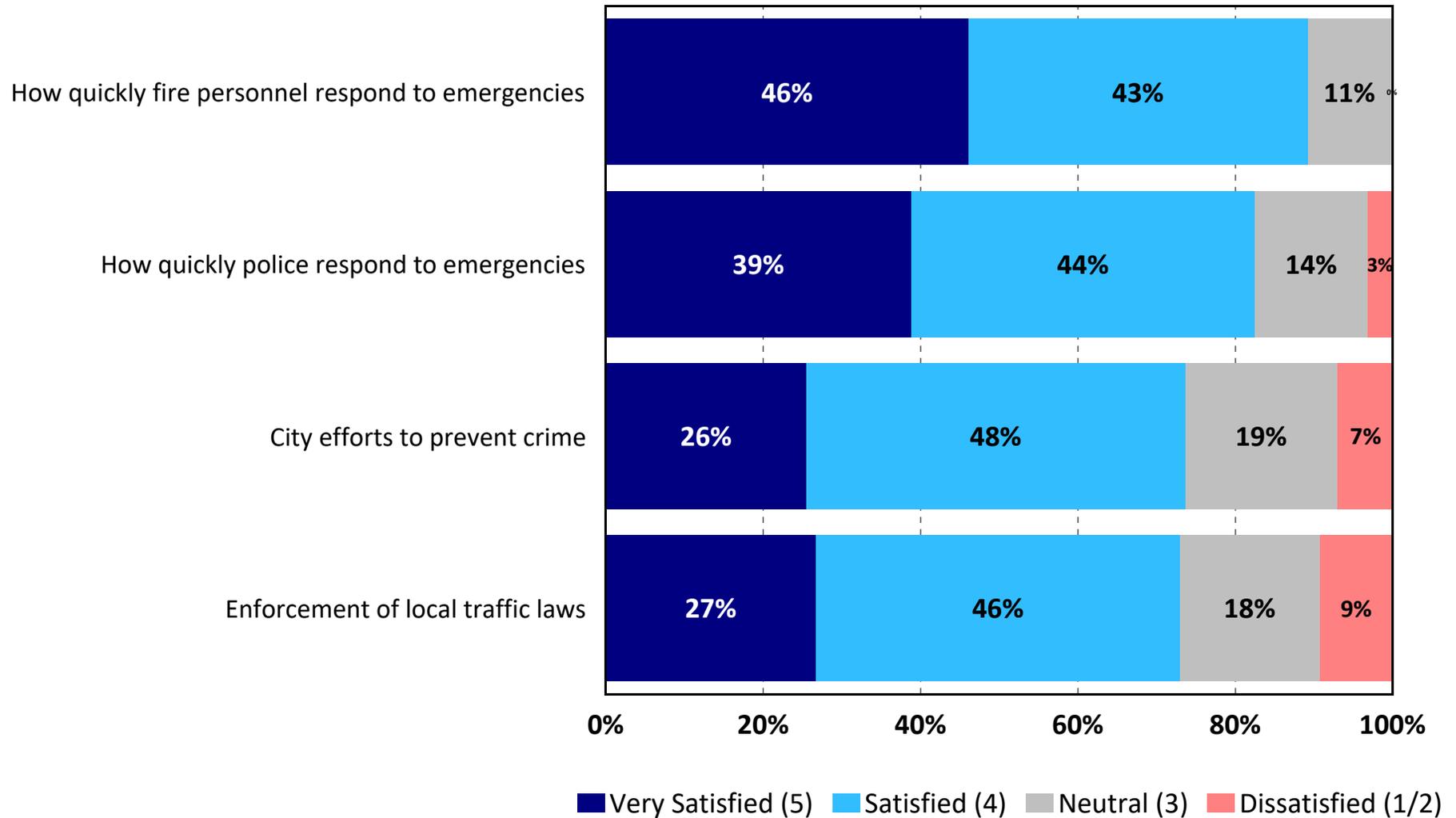
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

## Q4. Satisfaction with Public Safety Services

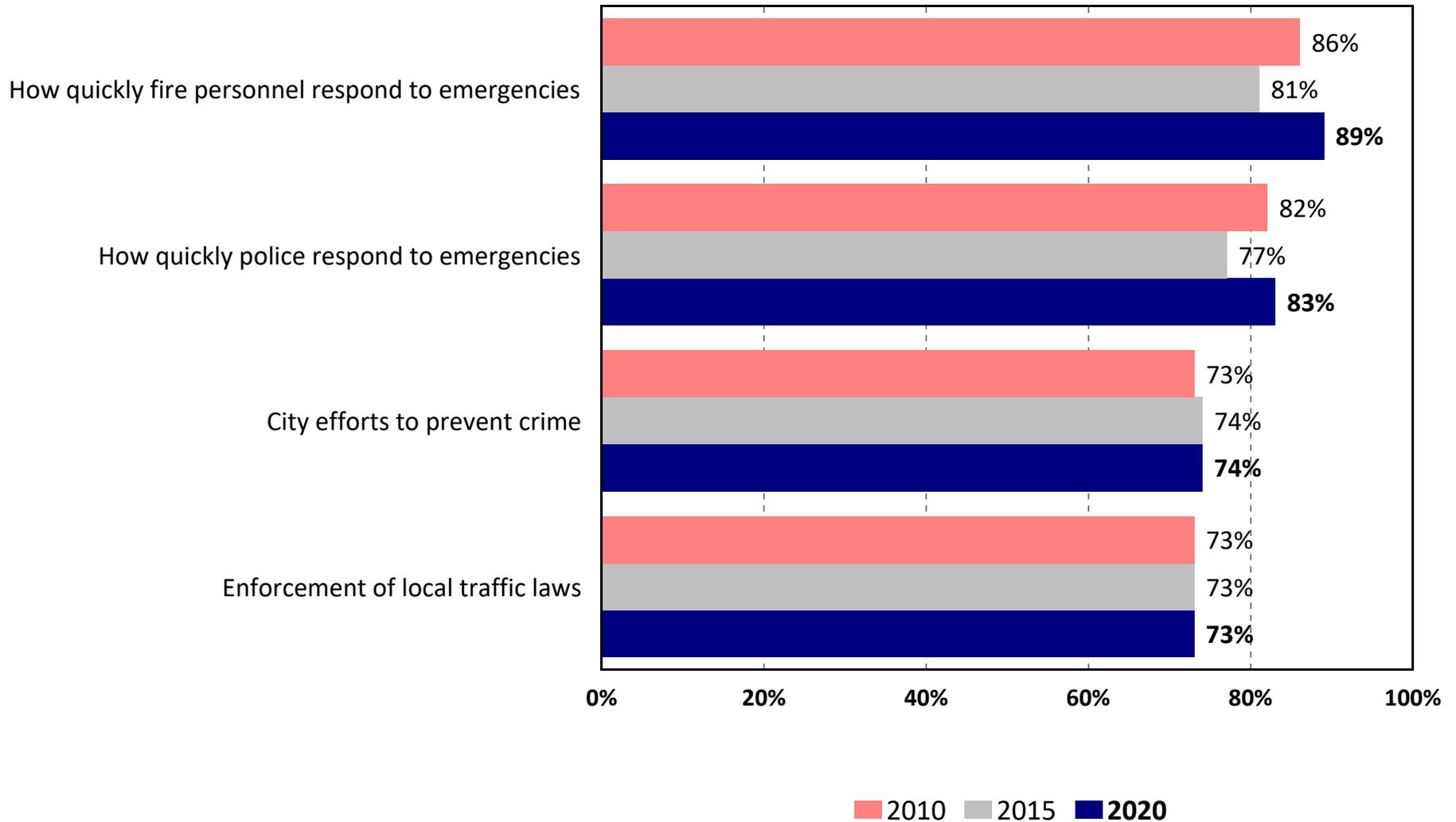
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# **TRENDS: Satisfaction with Public Safety Services** ***2010, 2015 & 2020***

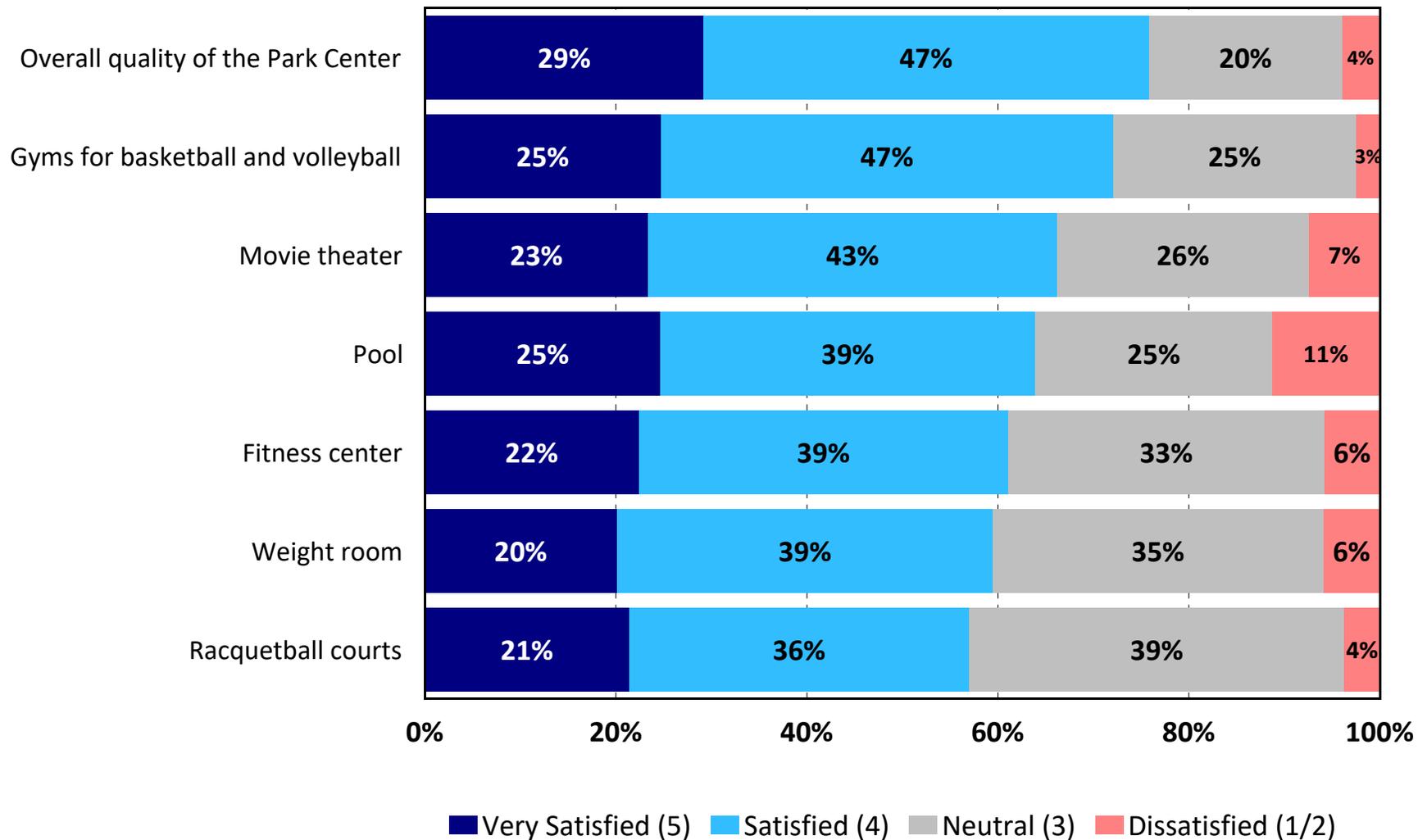
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q5[1-7]. Satisfaction with Perry Park Center

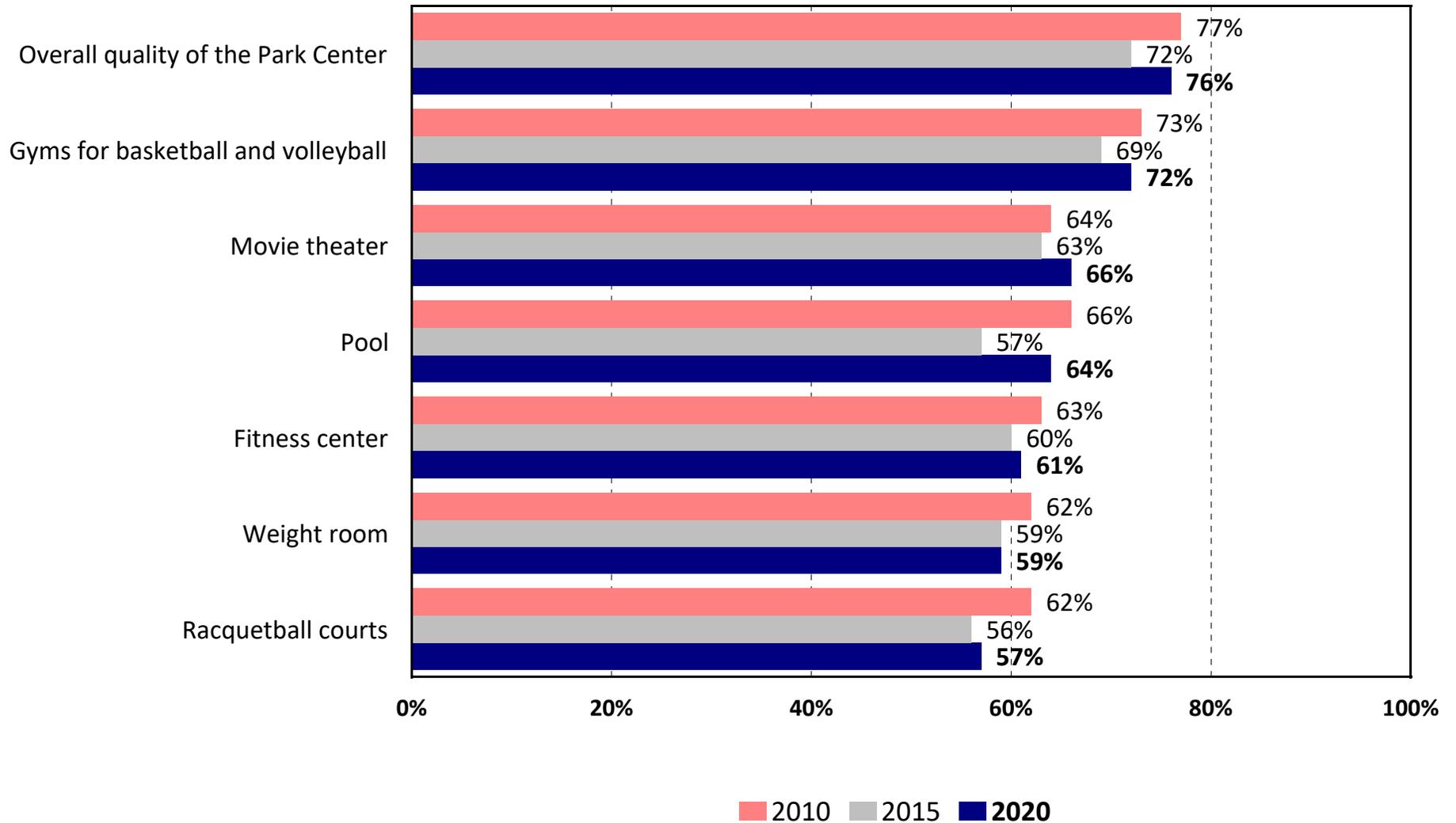
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# TRENDS: Satisfaction with Perry Park Center *2010, 2015 & 2020*

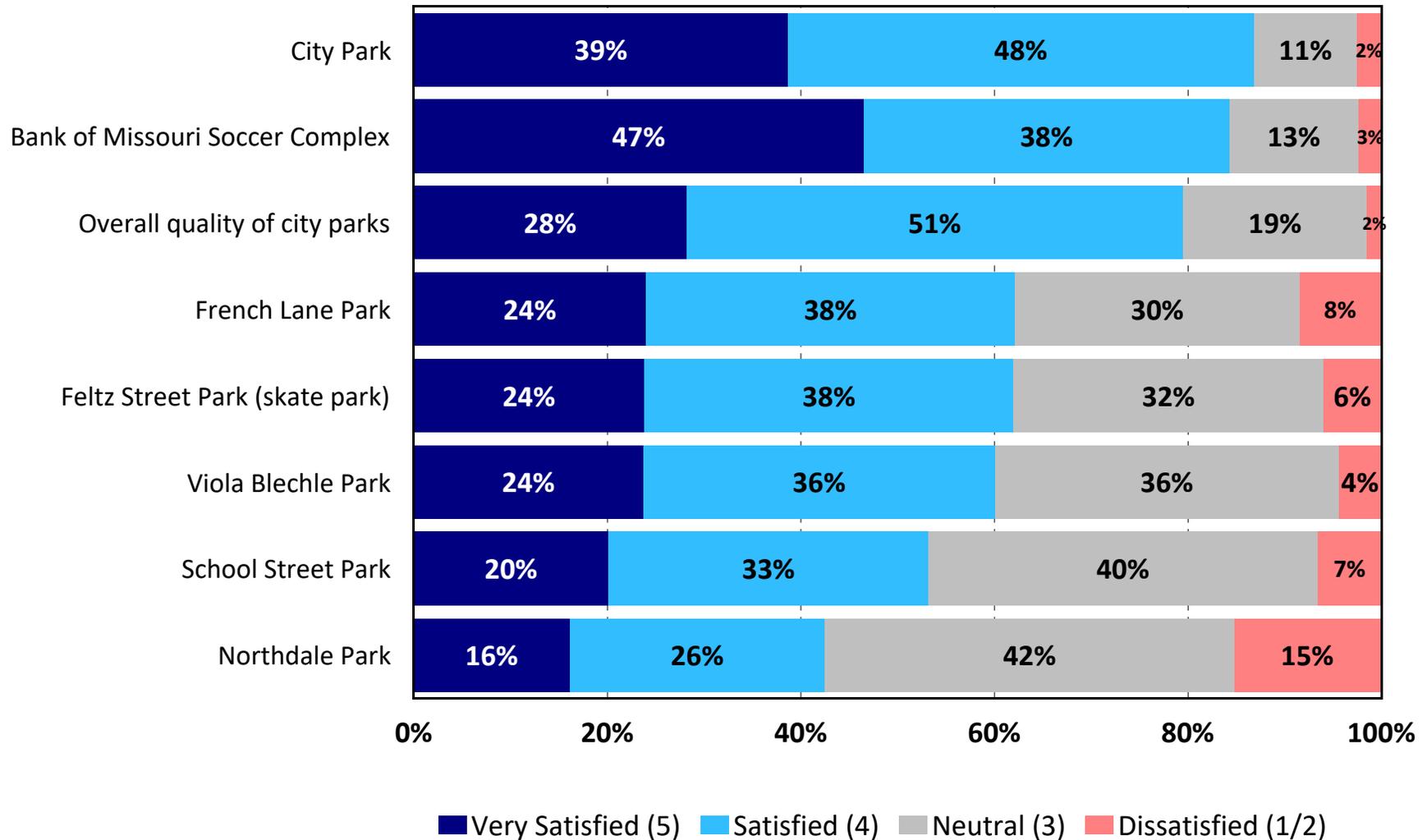
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

## Q5[8-15]. Satisfaction with City Parks

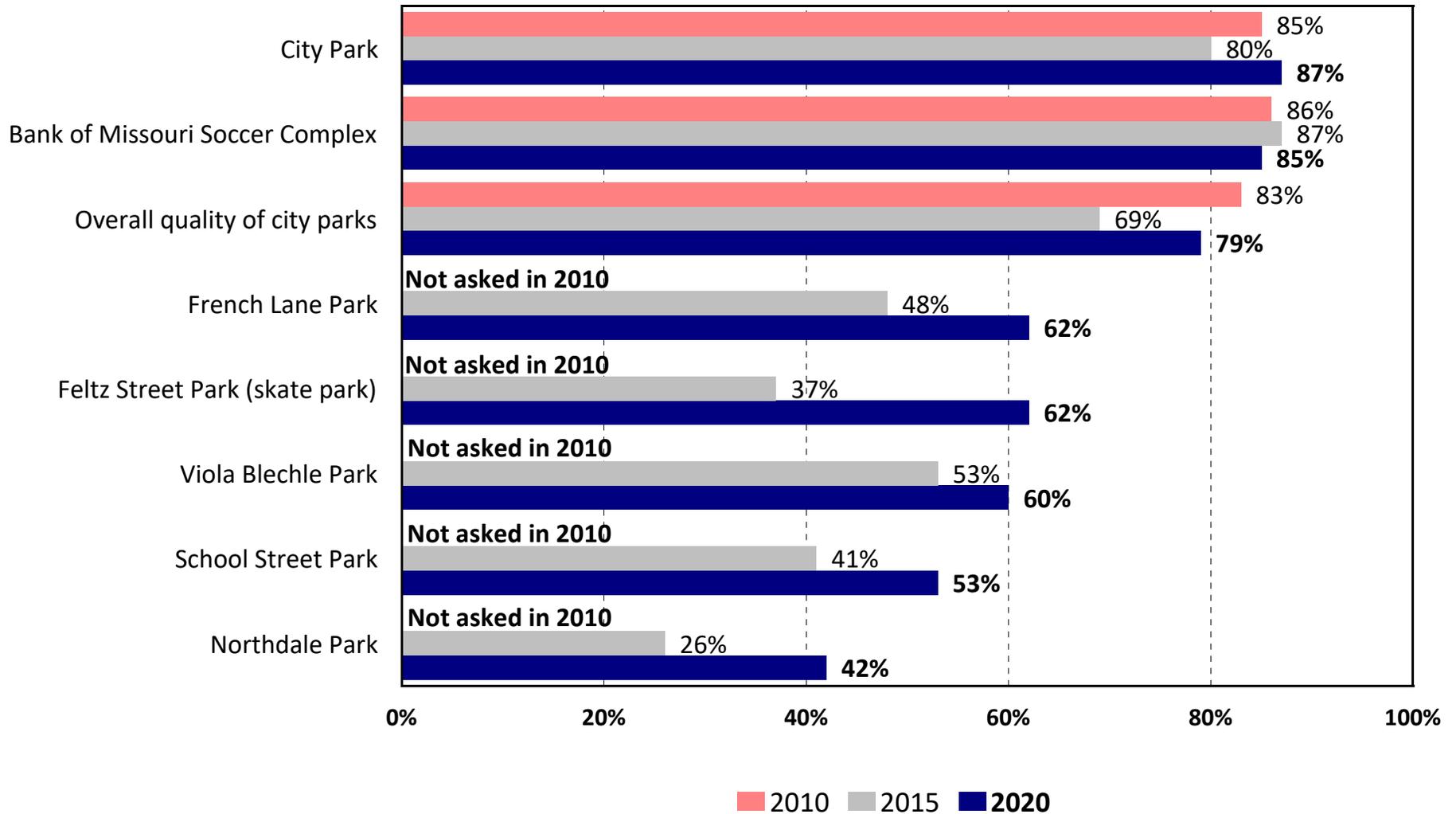
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# TRENDS: Satisfaction with City Parks *2010, 2015 & 2020*

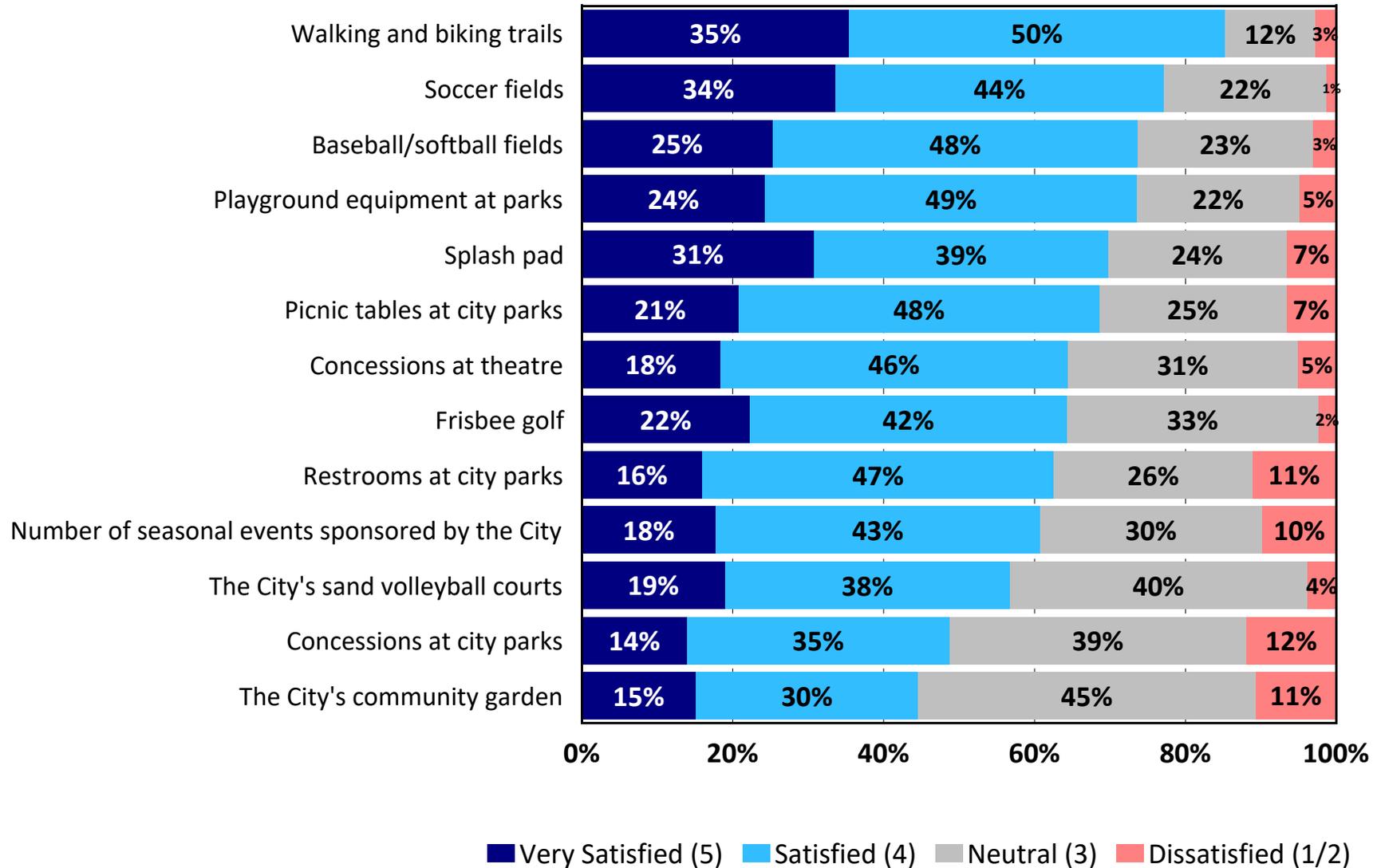
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q5[16-28]. Satisfaction with Other Parks & Recreation Items

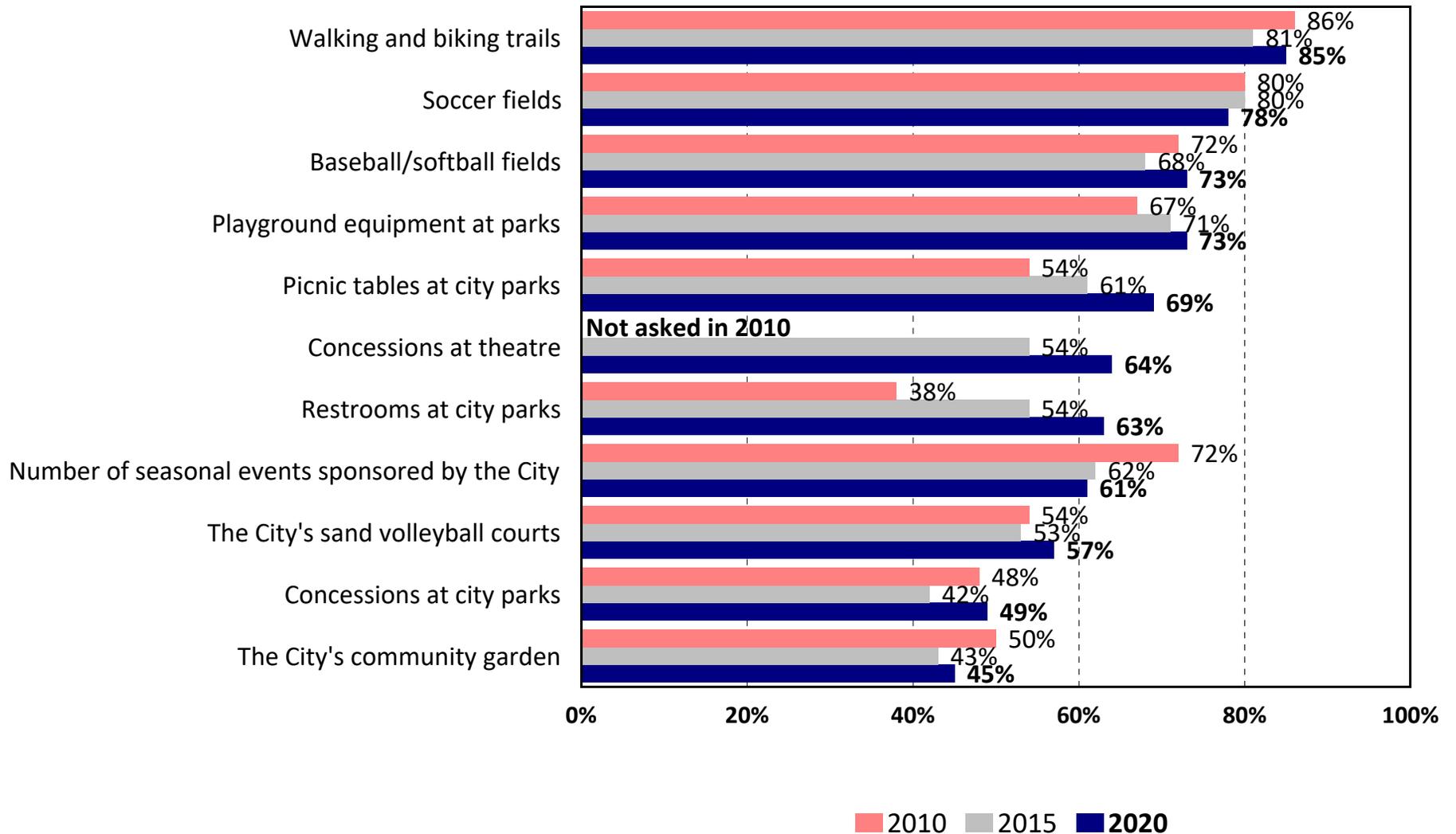
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# TRENDS: Satisfaction with Other Parks & Recreation Items *2010, 2015 & 2020*

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

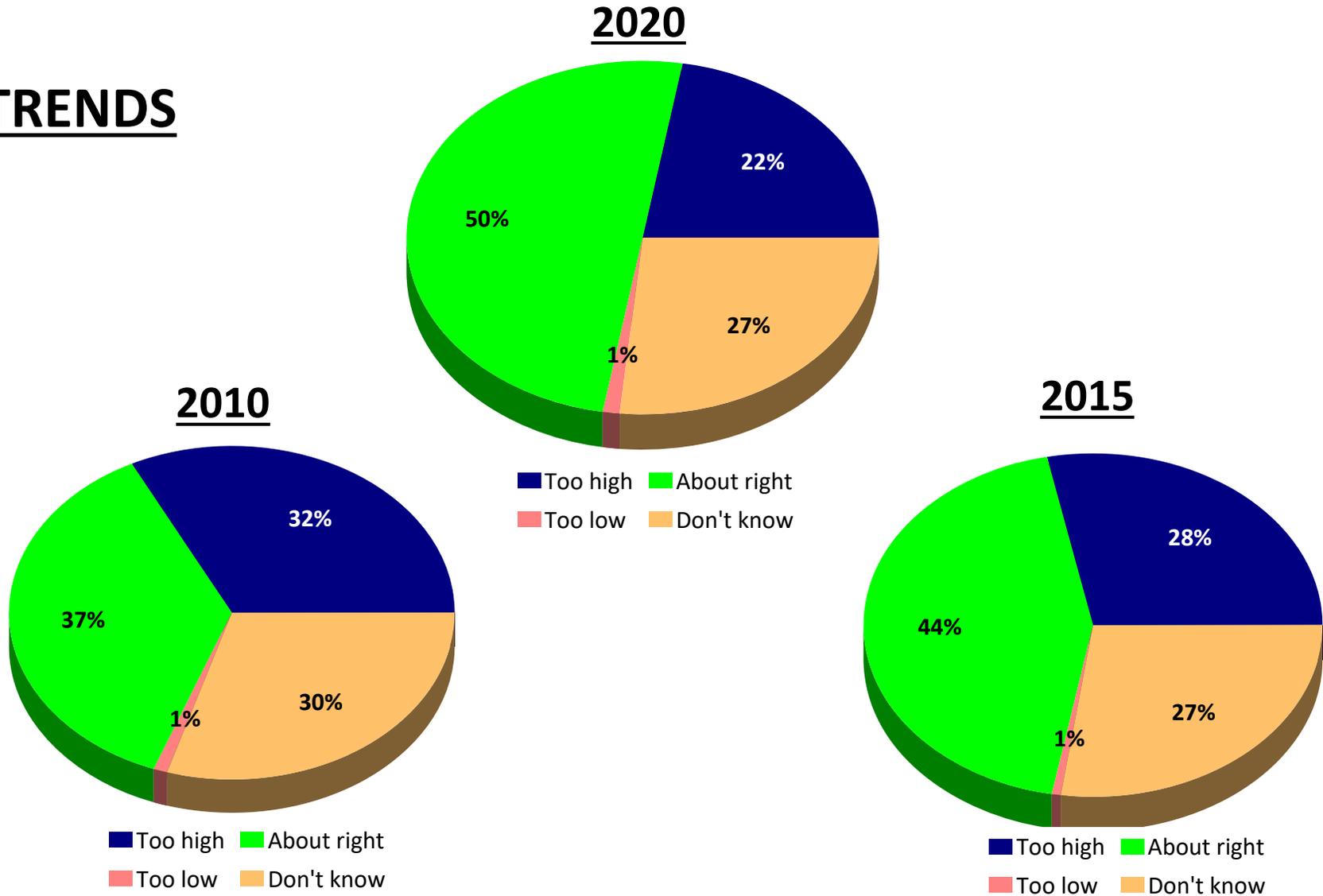


Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q6. Do you think the Usage Fees at the City's Park Center are too high, about right, or too low?

by percentage of respondents

## TRENDS

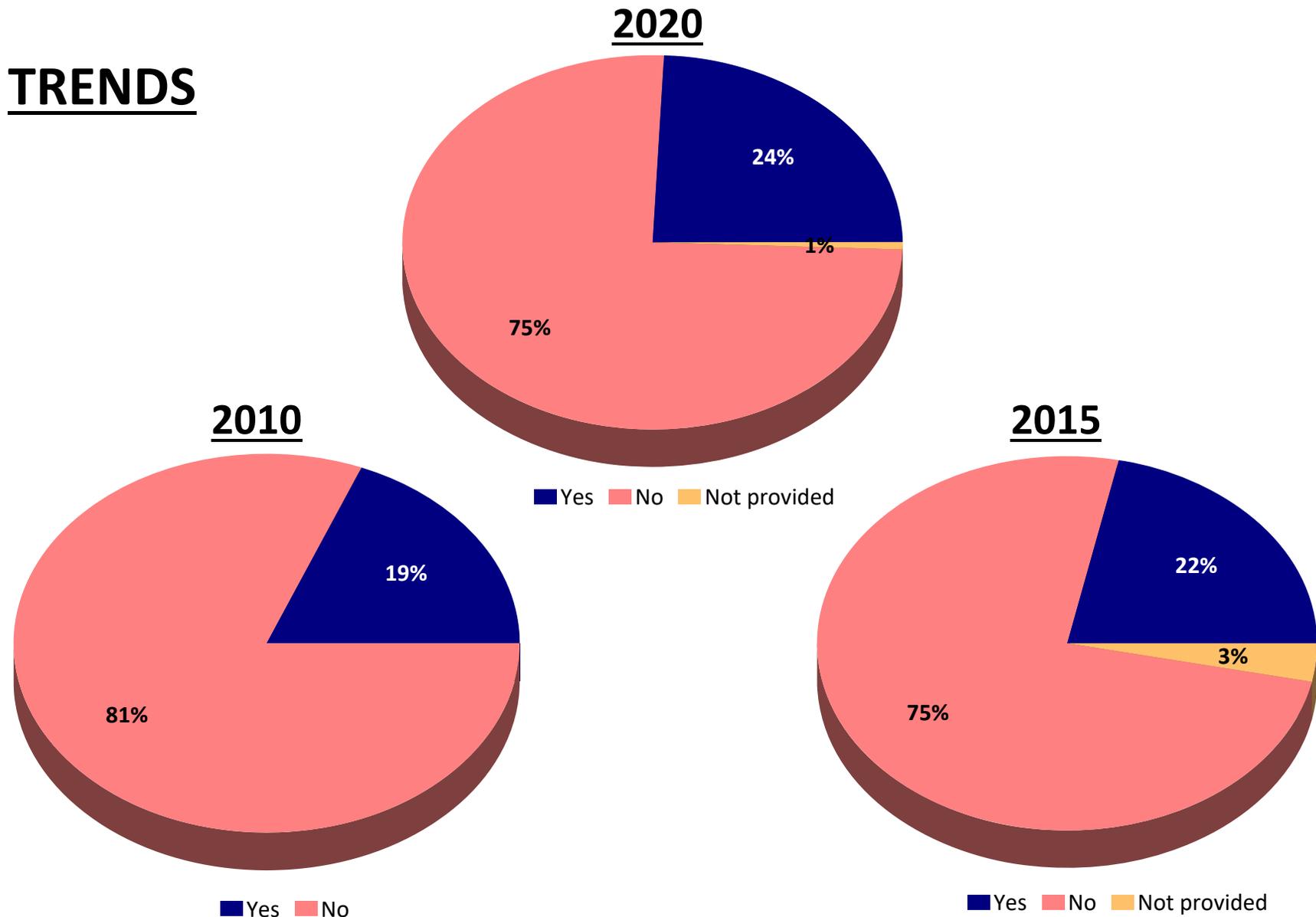


Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q7. Do you have a membership to the City's Park Center?

by percentage of respondents

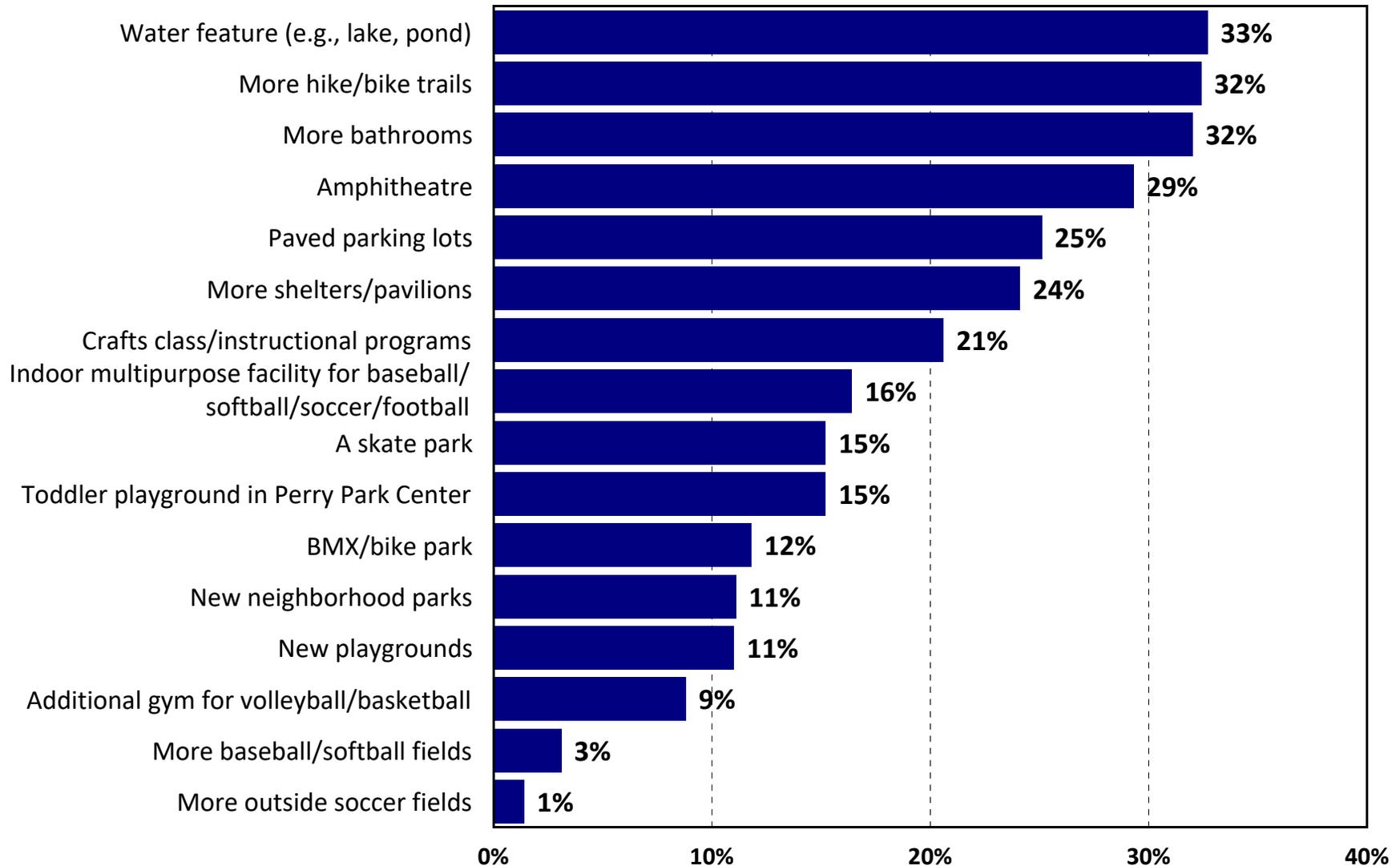
## TRENDS



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q8. Park System Amenities That Residents Would Most Like the City to Add in the future

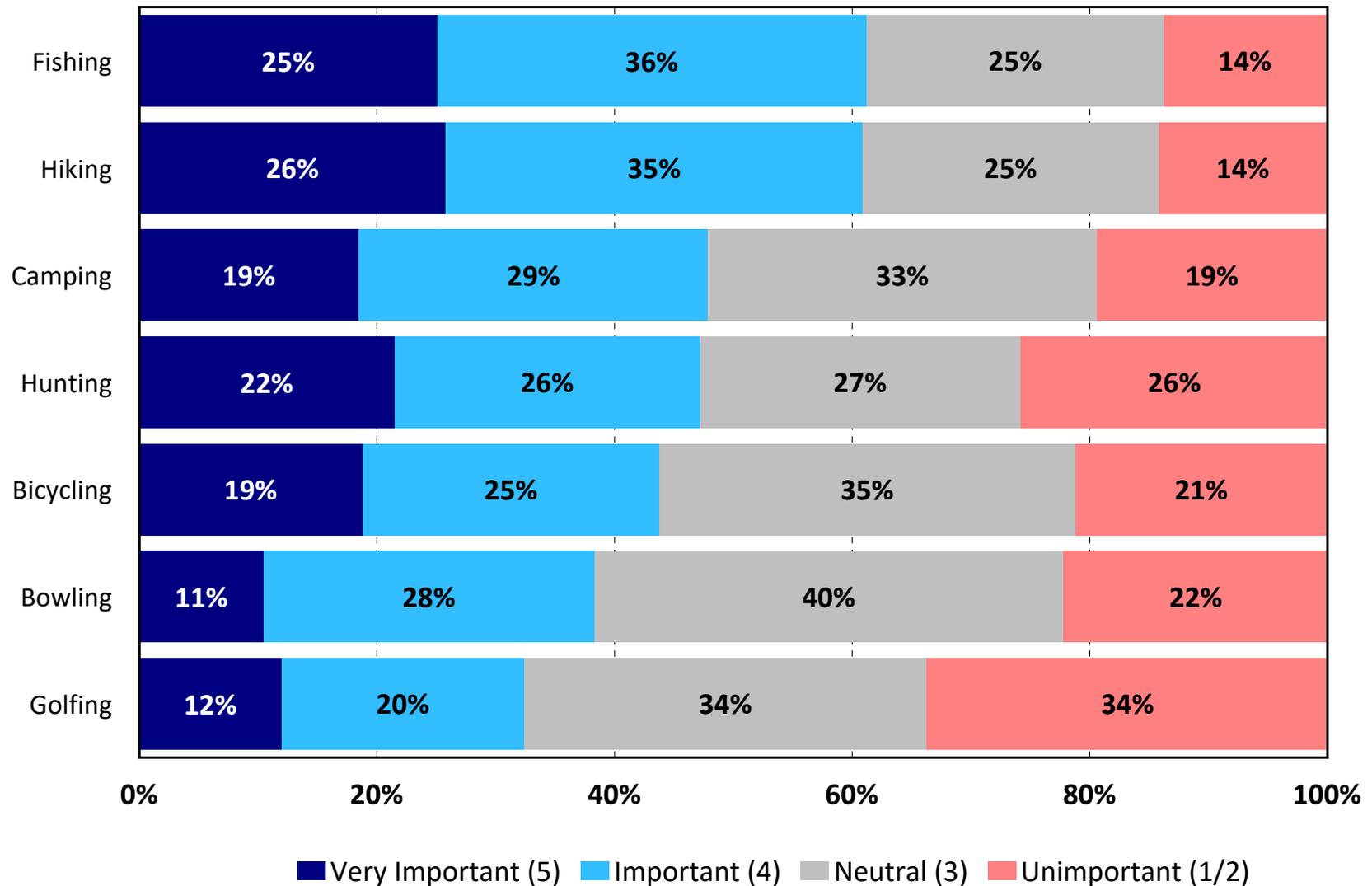
by percentage of respondents (multiple responses allowed)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q9. Importance of the Following Non-City Recreational Activities

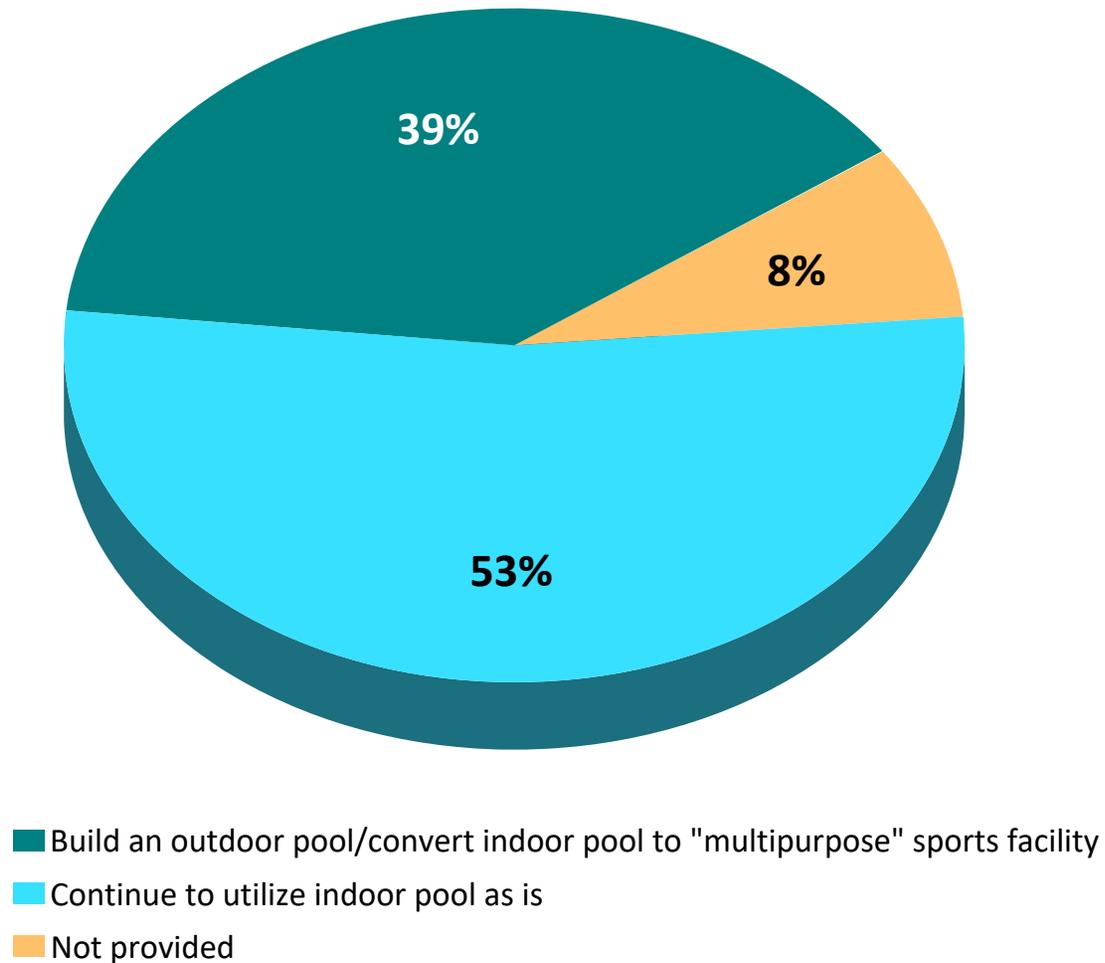
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q11. Preferred Option for Possible Replacement of Indoor Pool

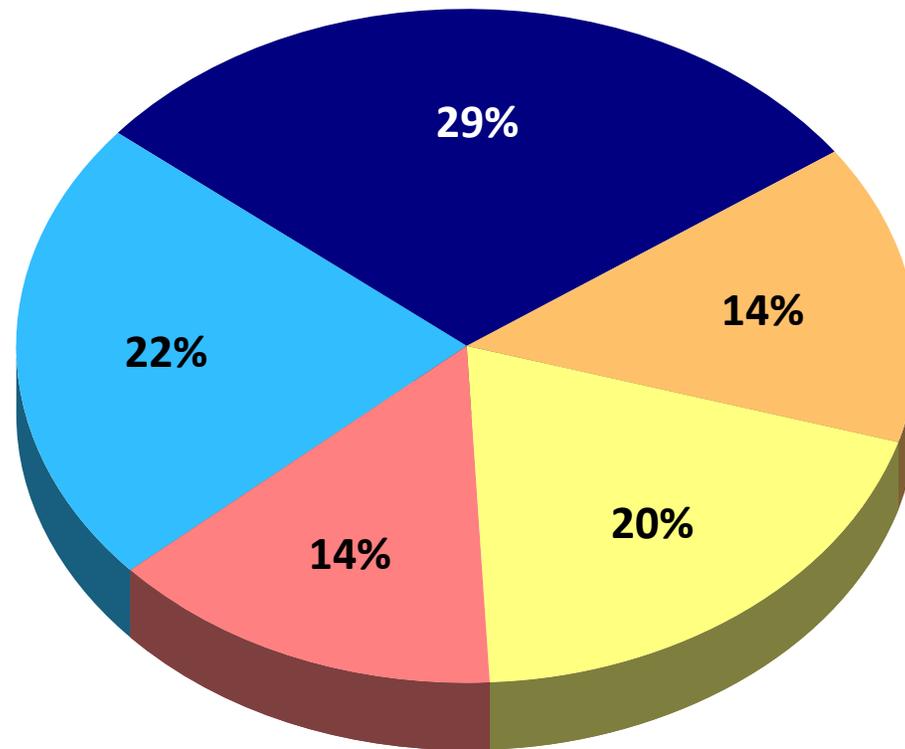
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q12. Likelihood of Supporting Construction of a Joint City of Perryville and Perry County Justice Center

by percentage of respondents



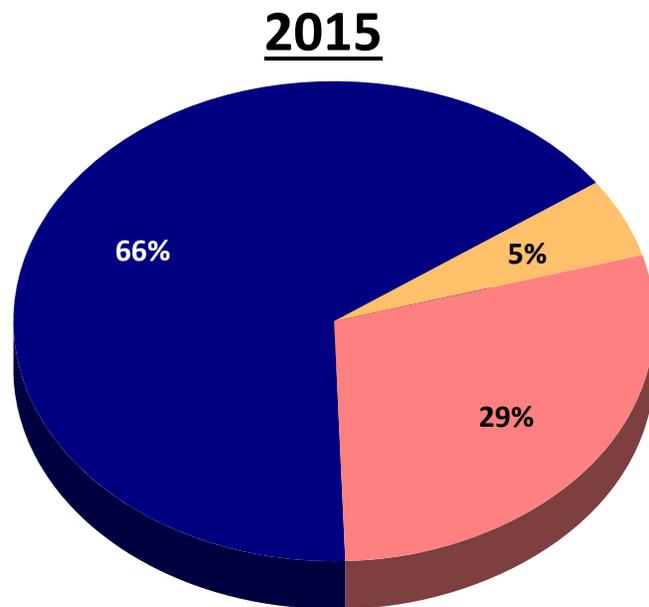
Very likely to support    Somewhat likely to support  
Not likely to support    Need more information  
Don't know

Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

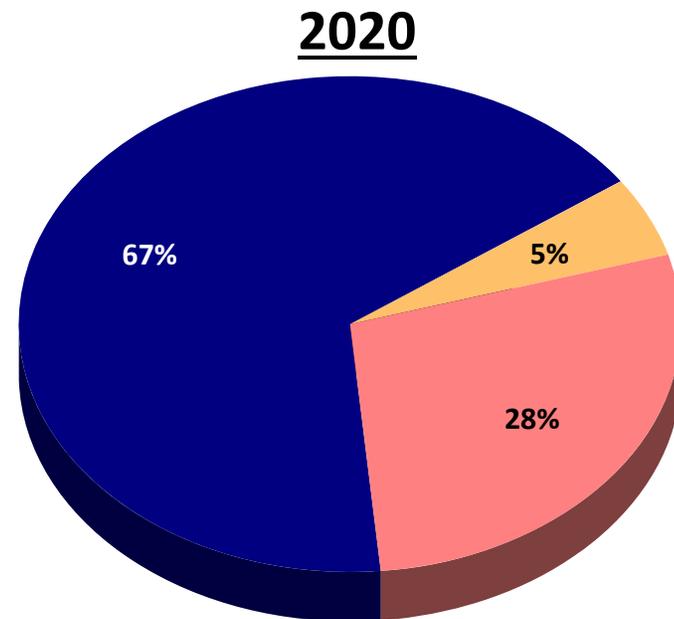
# Q13. Should the City of Perryville adopt a policy to complete maintenance inspections on all rental property to ensure minimum life-safety standards are being met each time a rental unit is vacated?

by percentage of respondents

## TRENDS



■ Yes ■ No ■ Not provided



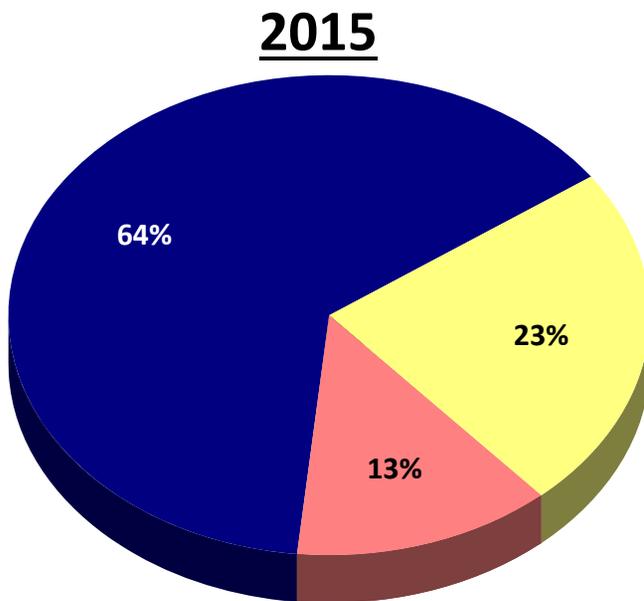
■ Yes ■ No ■ Not provided

Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

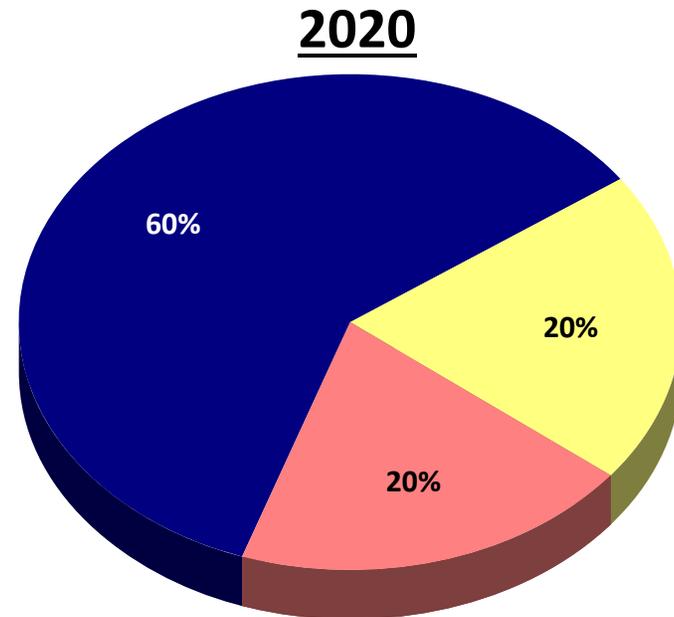
# Q14. Do you agree with the City's goal to increase the interconnectivity of neighborhood sidewalks with the eventual goal of having connected sidewalks throughout the town, with the City paying 100% of these costs?

by percentage of respondents

## TRENDS



■ Yes ■ No ■ Not sure

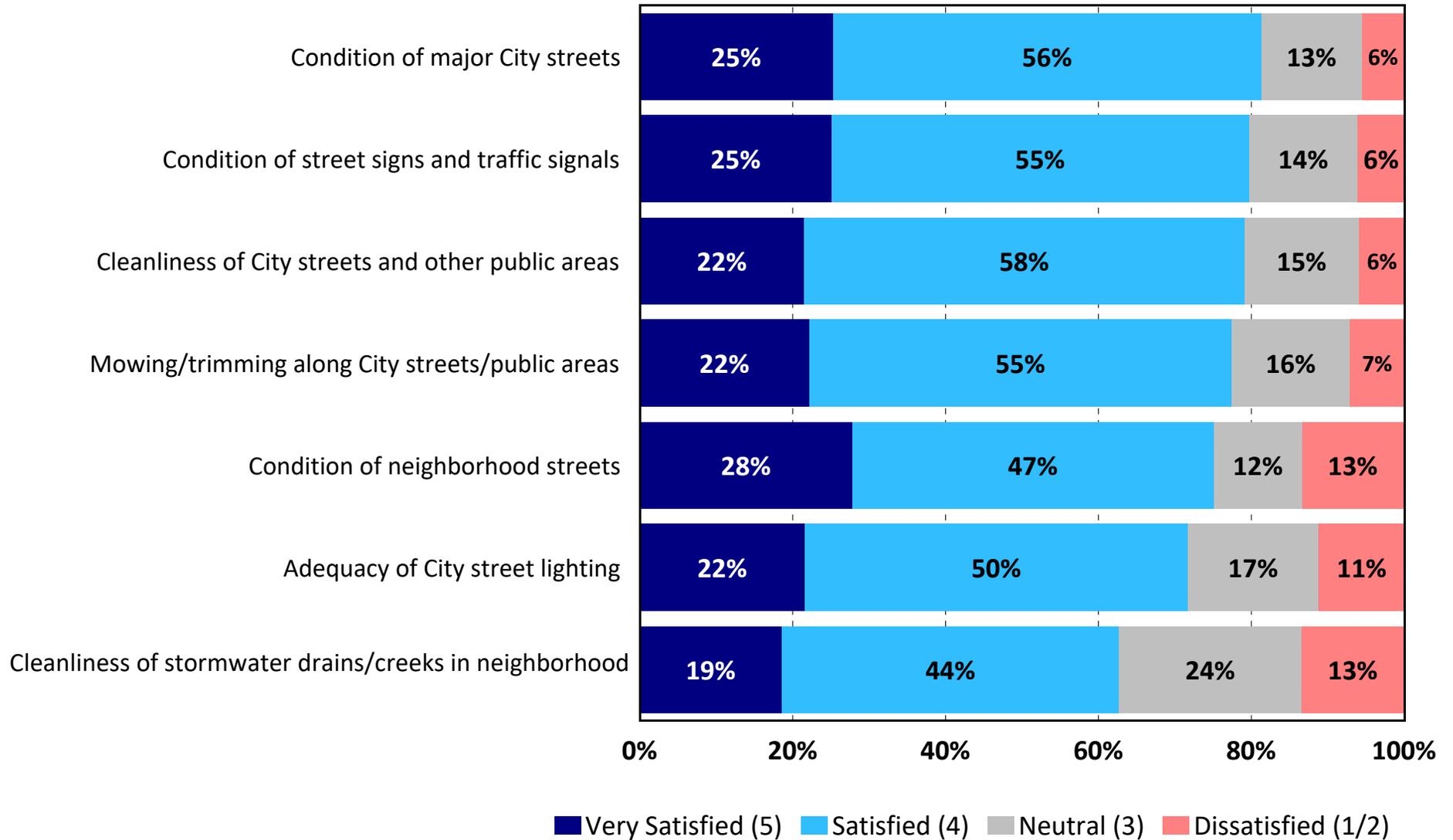


■ Yes ■ No ■ Not sure

Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q15. Satisfaction with Maintenance Services

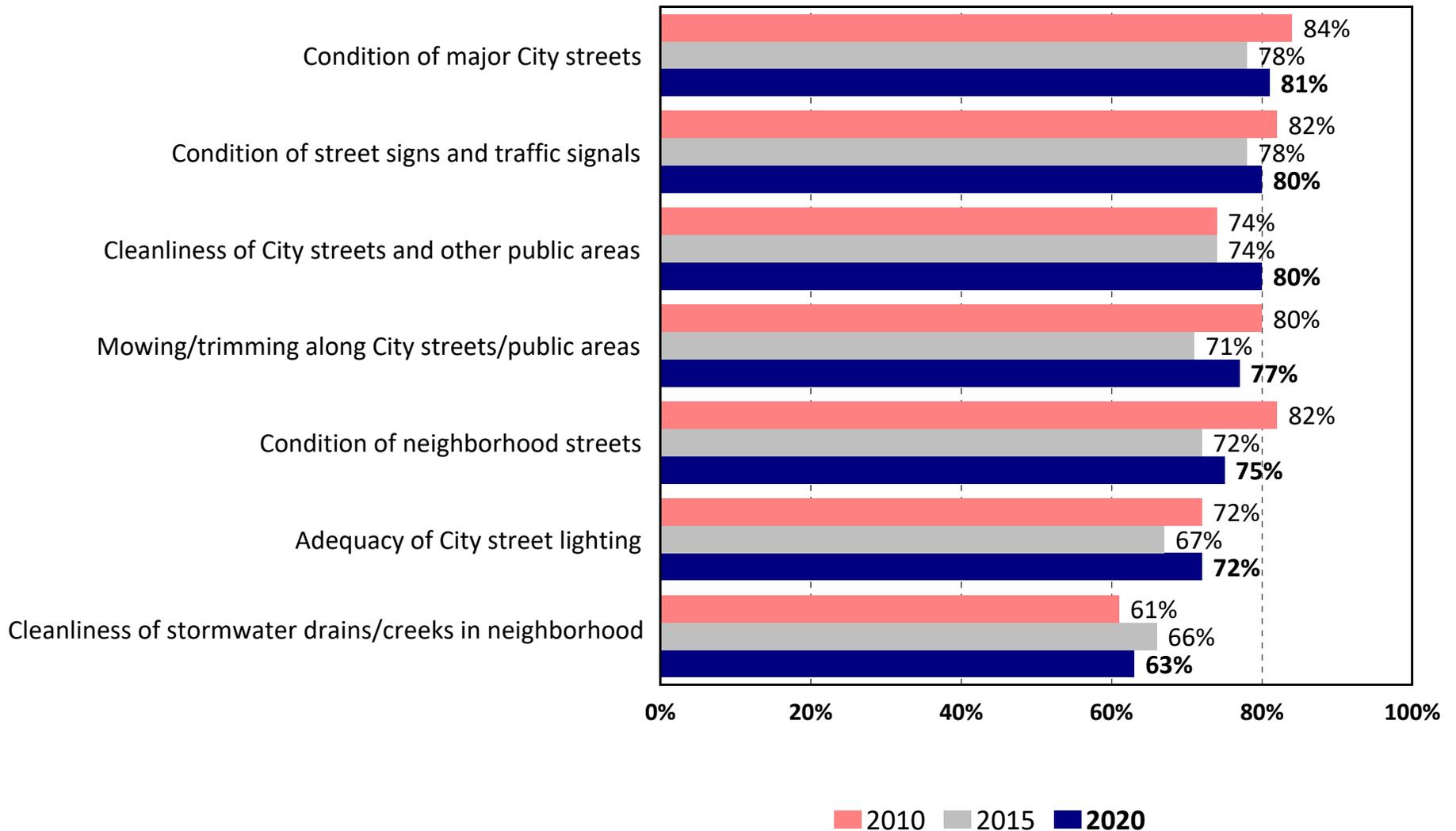
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# TRENDS: Satisfaction with Maintenance Services **2010, 2015 & 2020**

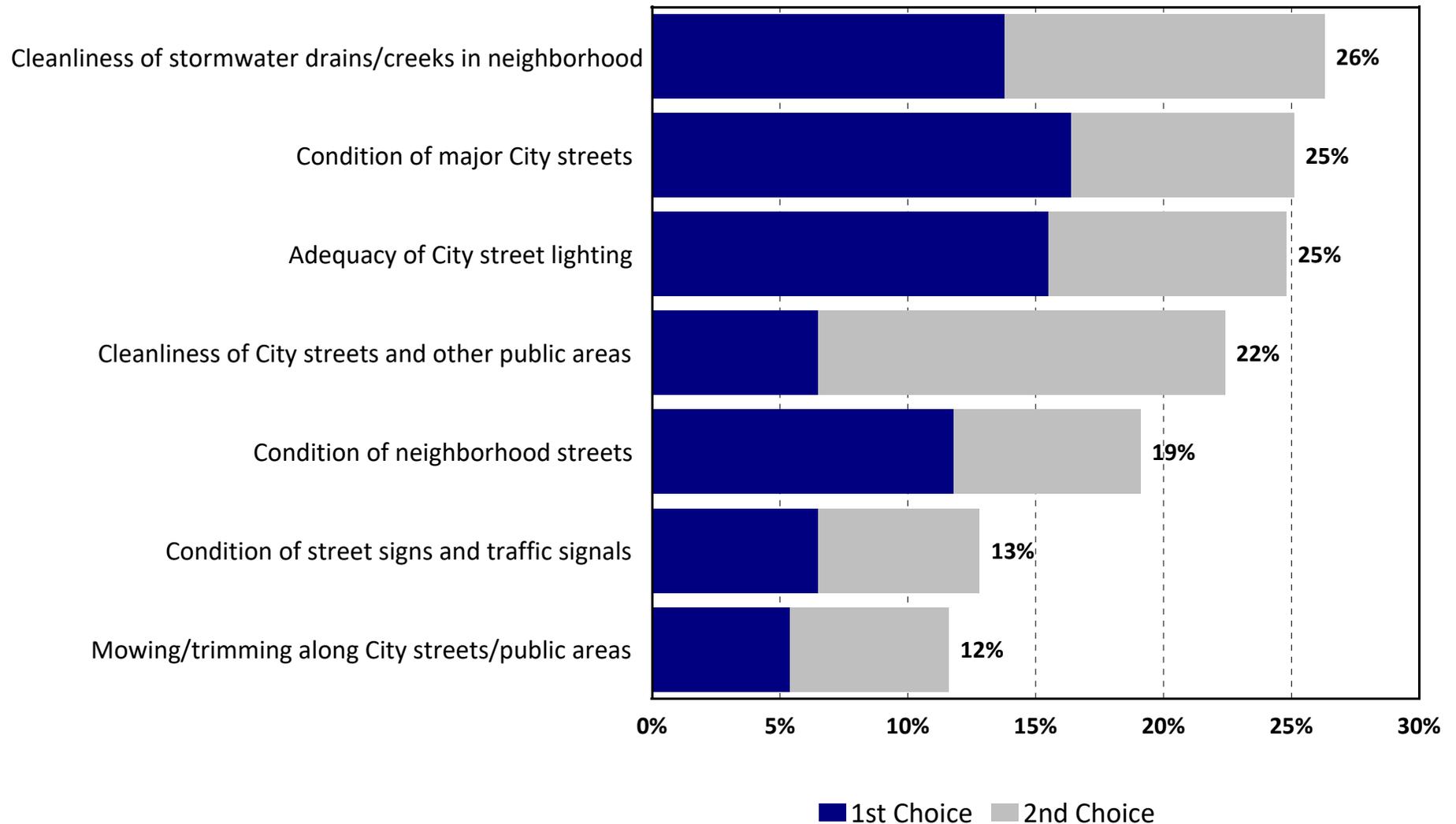
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q16. Maintenance Services That Residents Think Should Receive the Most Emphasis from City Leaders Over the Next Five Years

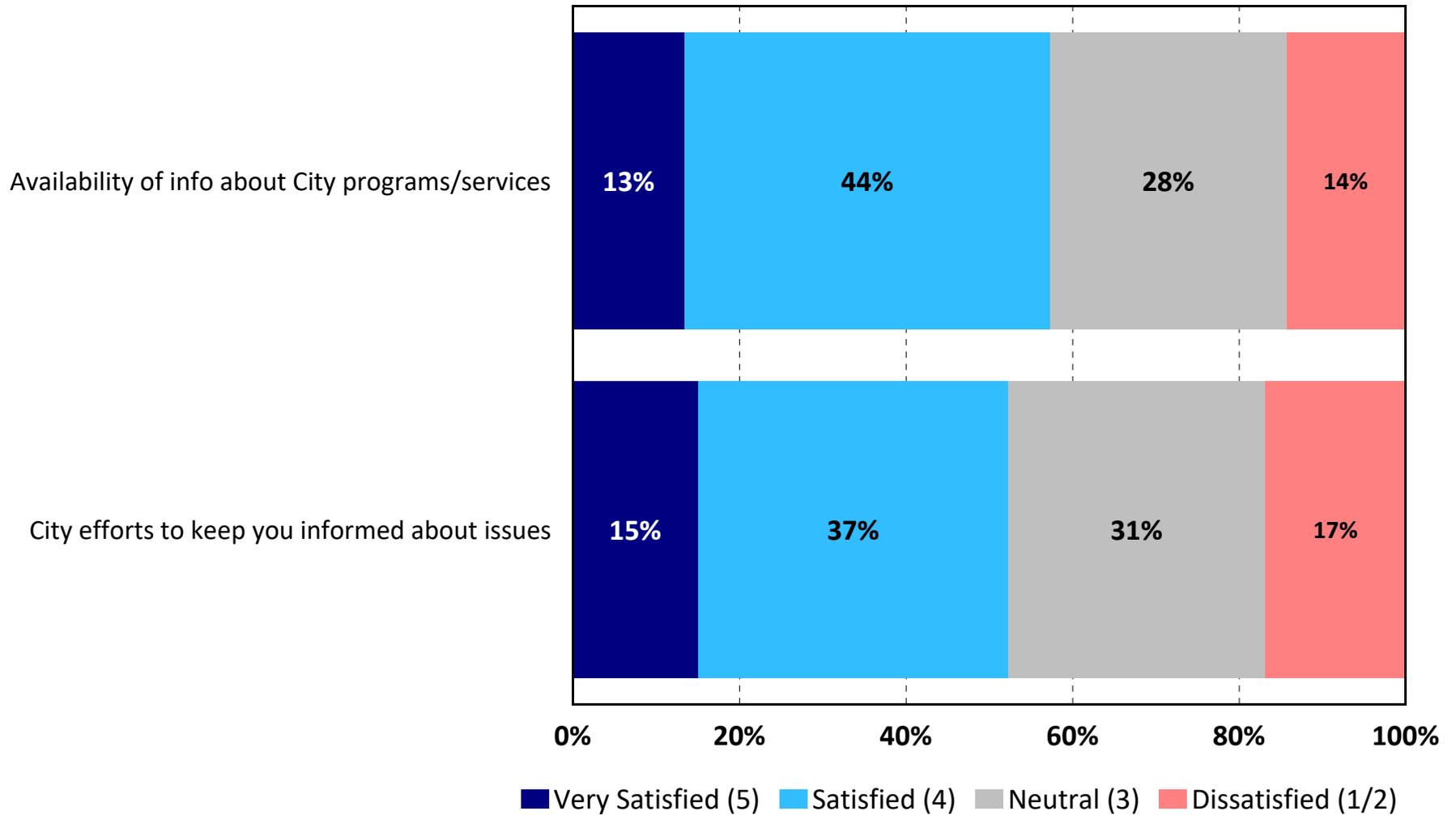
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

## Q17. Satisfaction with City Communication

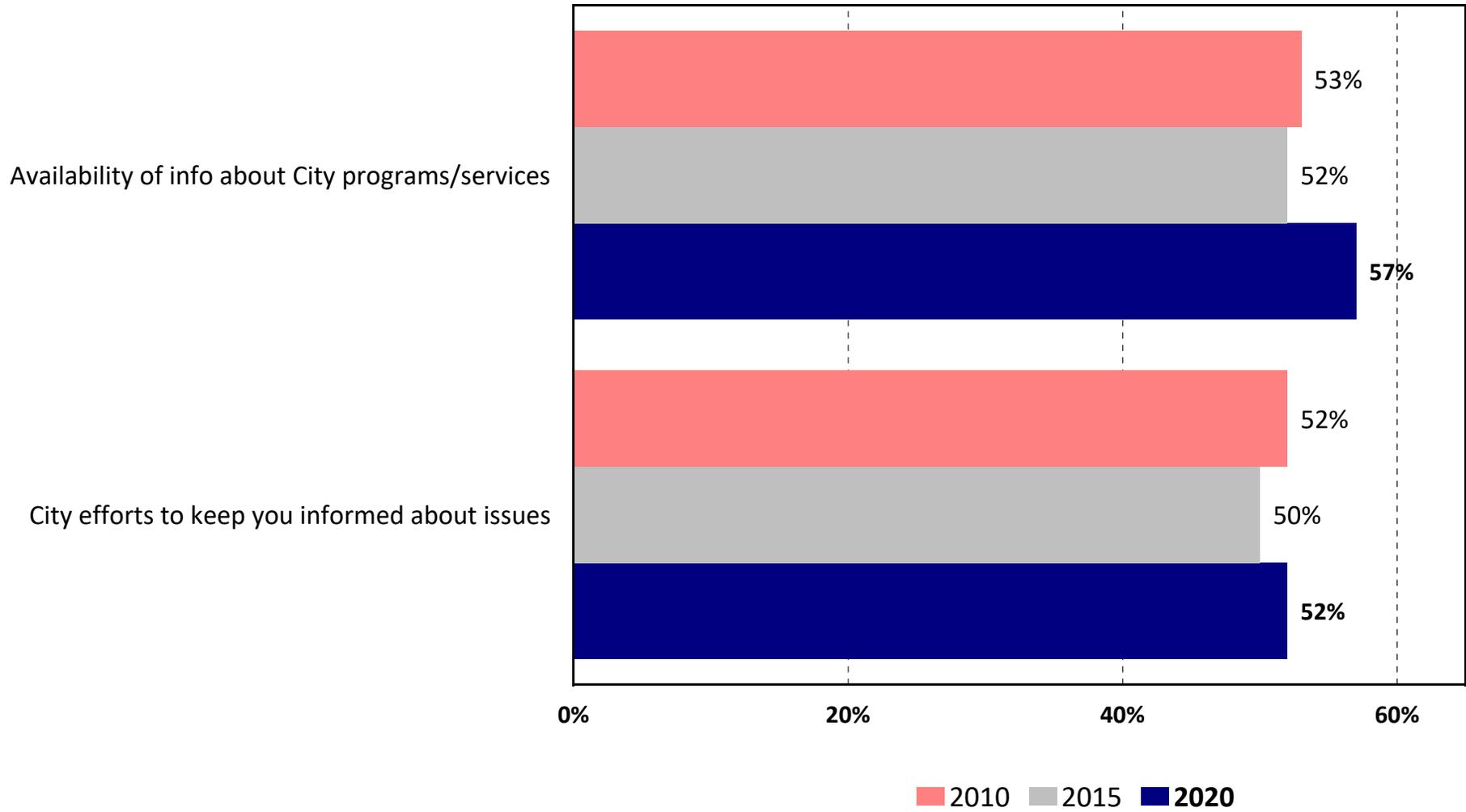
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# TRENDS: Satisfaction with City Communication *2010, 2015 & 2020*

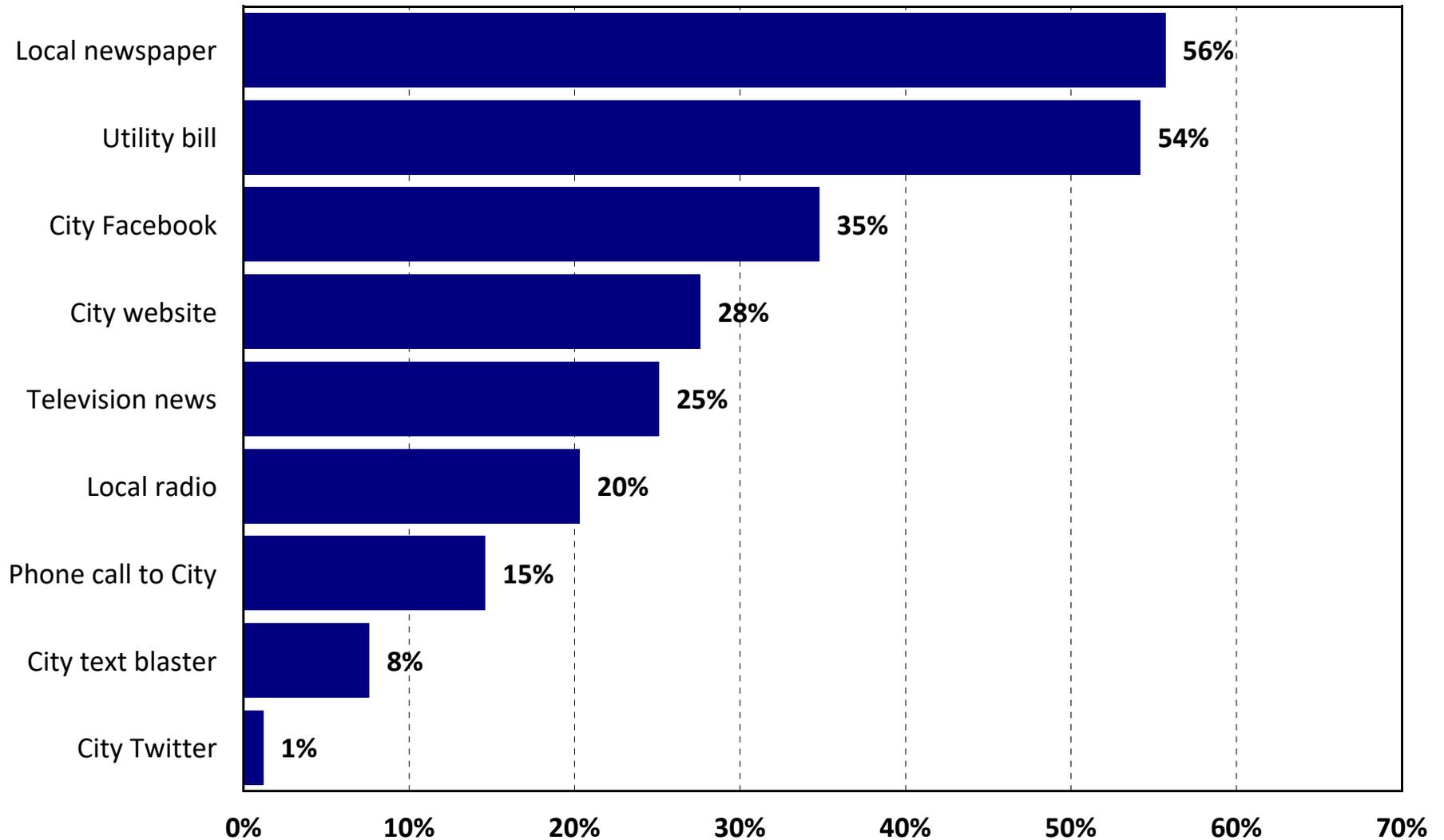
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q18. Which of the following do you use to get information about the City of Perryville?

by percentage of respondents (multiple responses allowed)

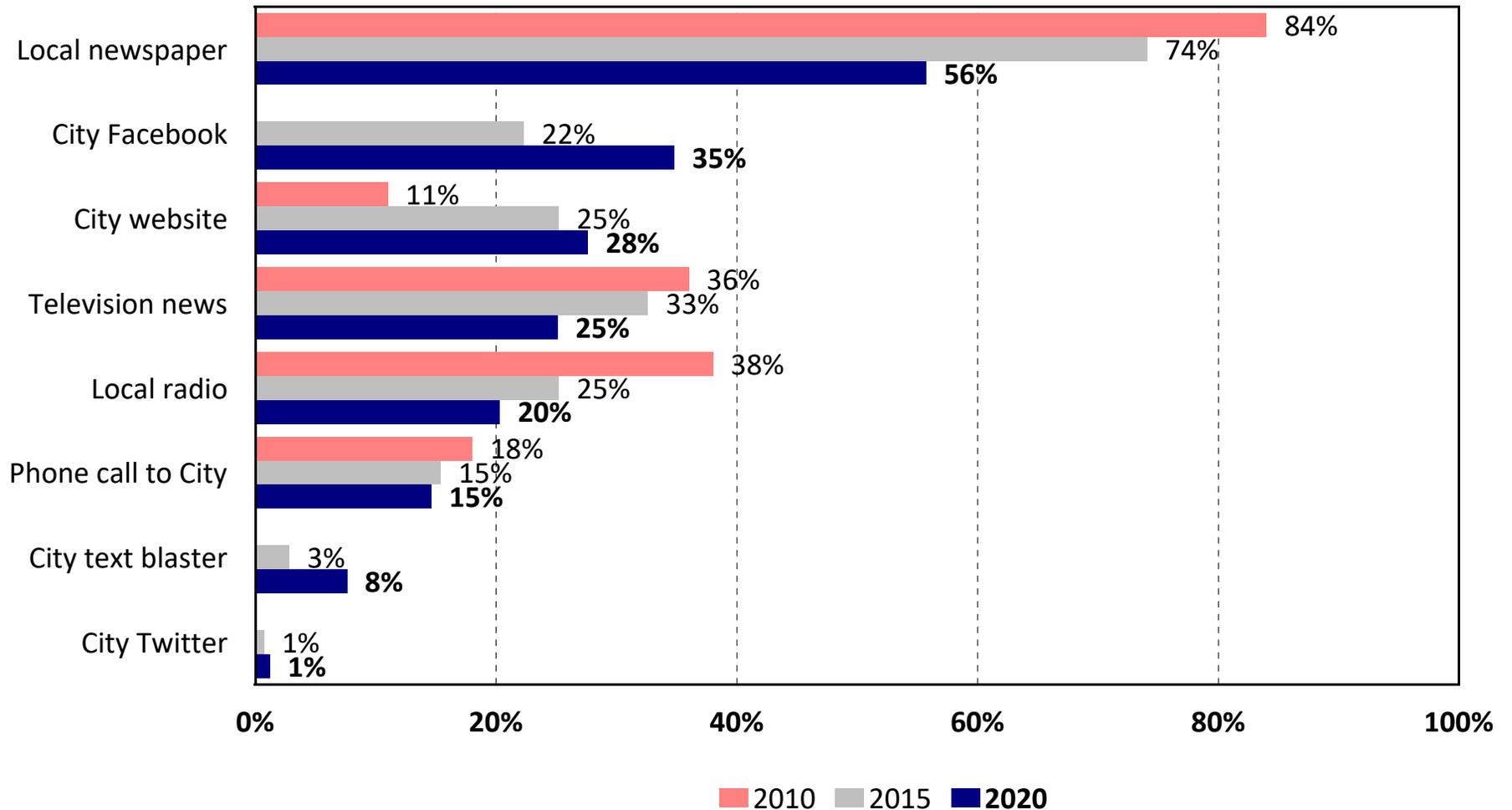


Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# **TRENDS: Which of the following do you use to get information about the City of Perryville?**

## **2010, 2015 & 2020**

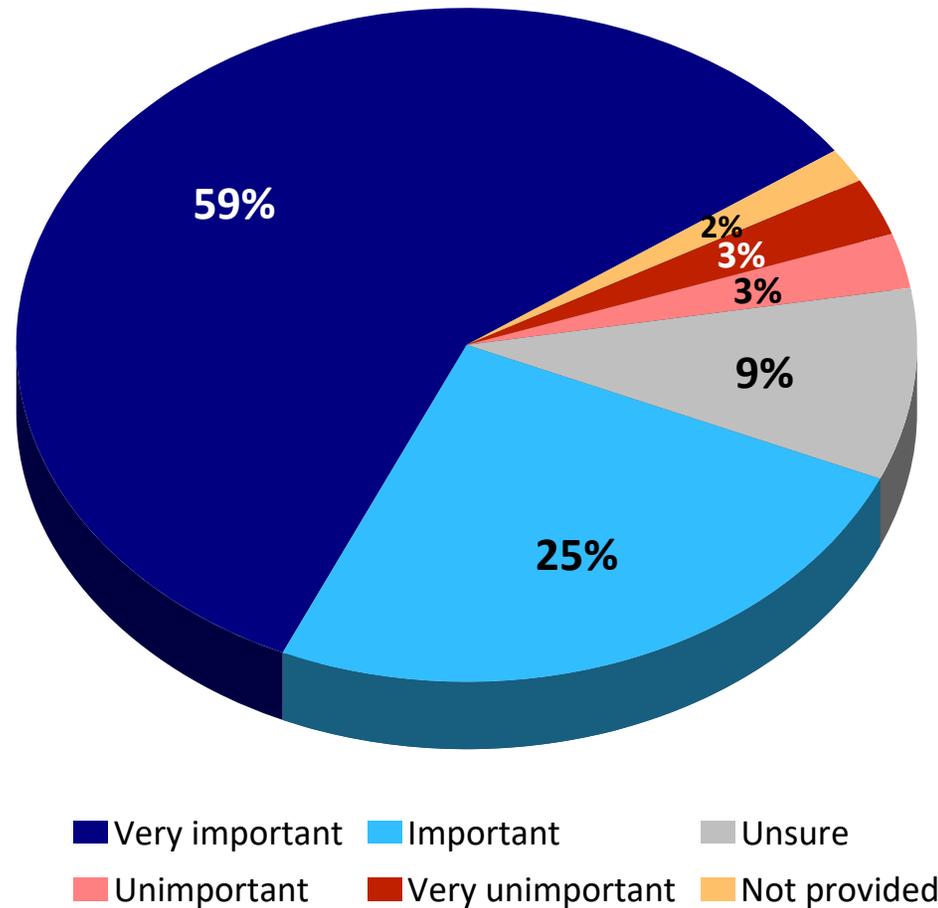
by percentage of respondents (multiple responses allowed)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q19. Importance of Perryville Community to Offer Higher Education Services Locally Through a Partnership with Colleges, Universities and/or Trade Schools

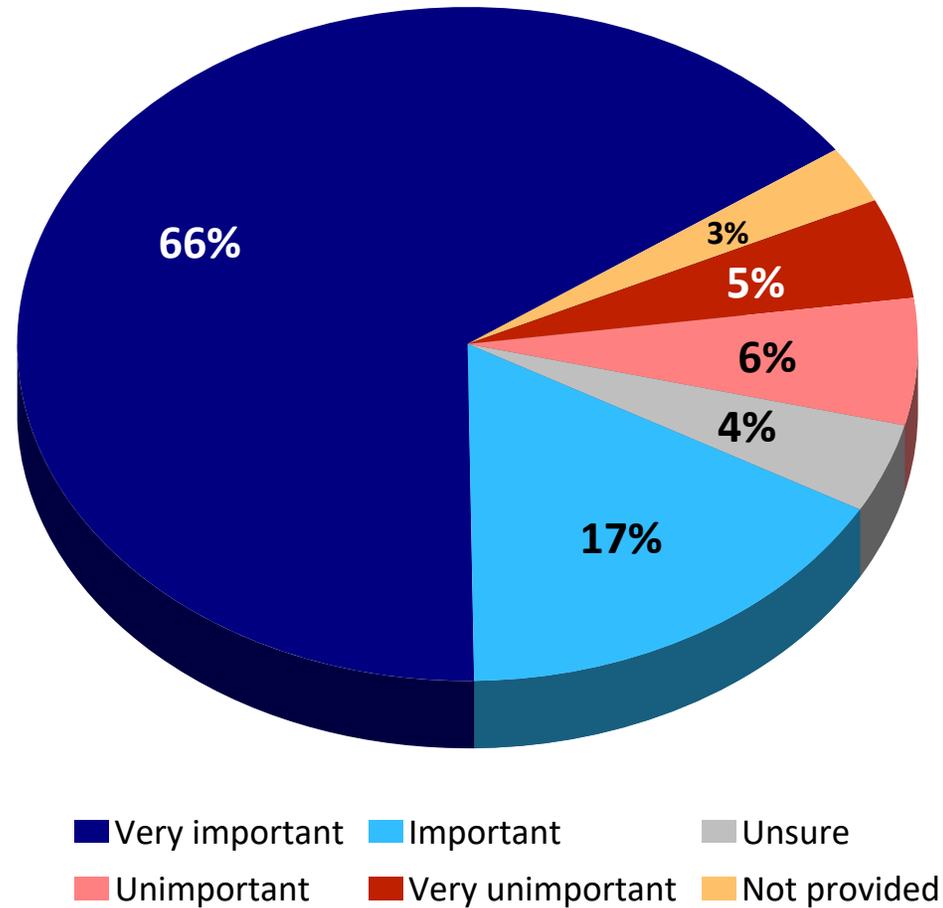
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q20. Importance of High-Speed Internet Services at Home

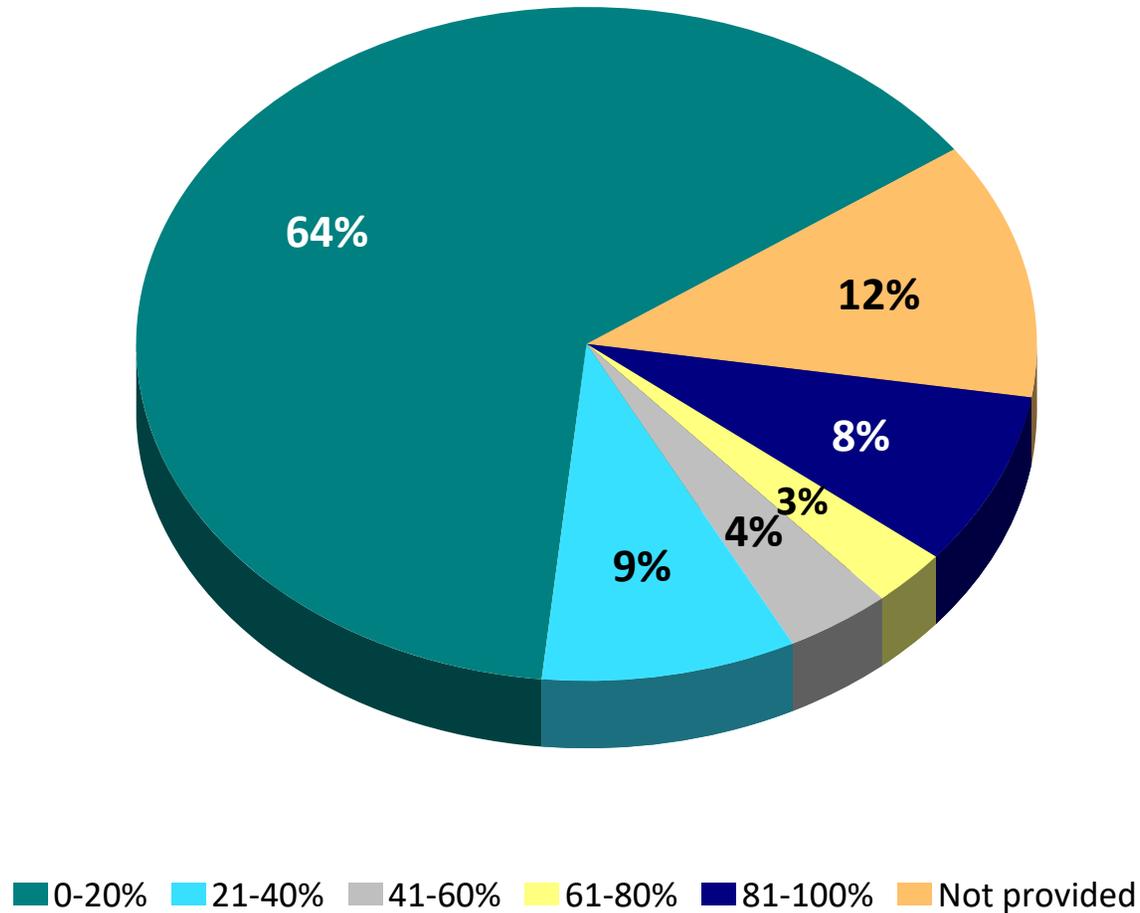
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q21. Percentage of Work Currently Performed at Home

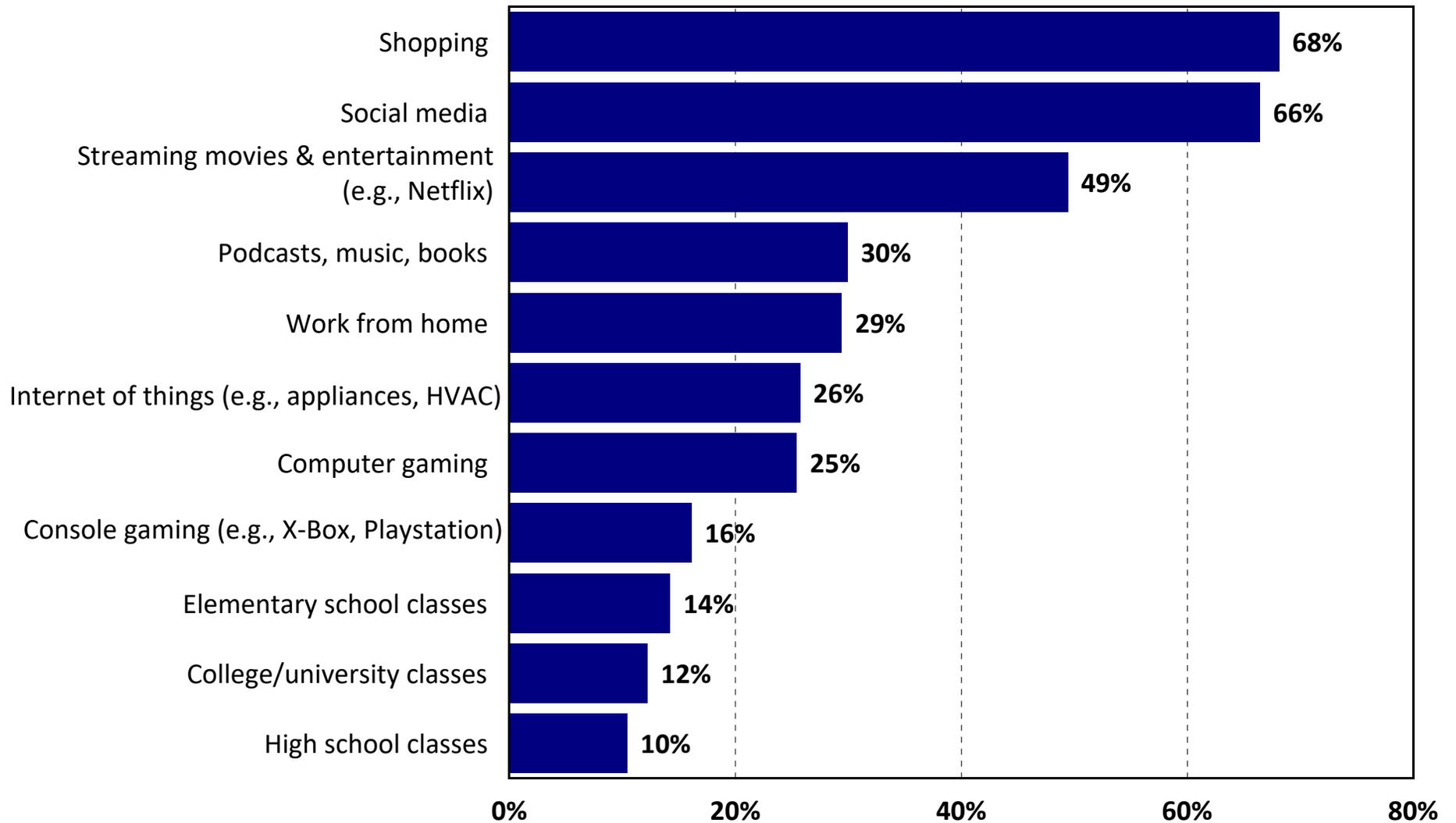
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

## Q22. Activities for Which Respondents Use Their Home-Based Internet Service

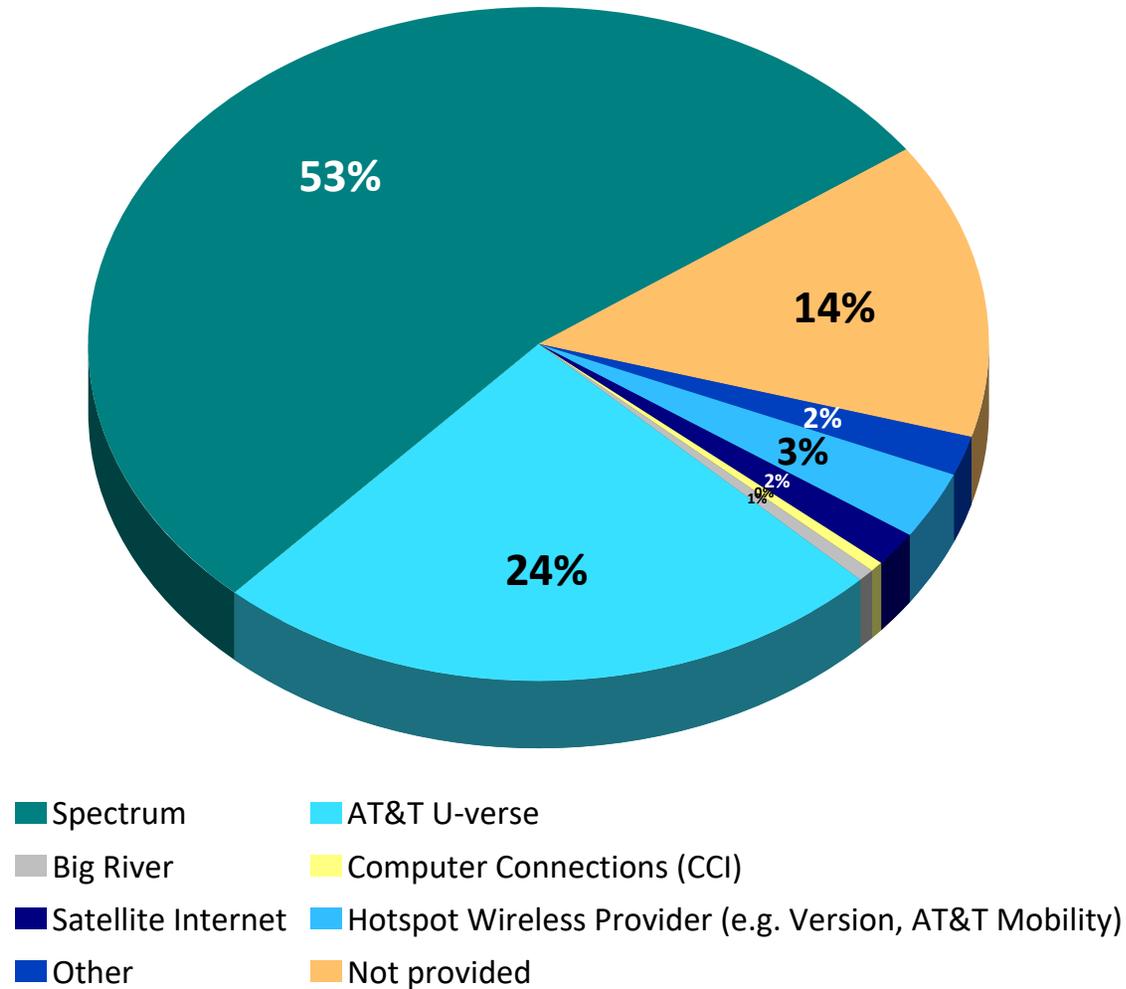
by percentage of respondents (multiple responses allowed)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

## Q23. Provider/Service Used for Internet

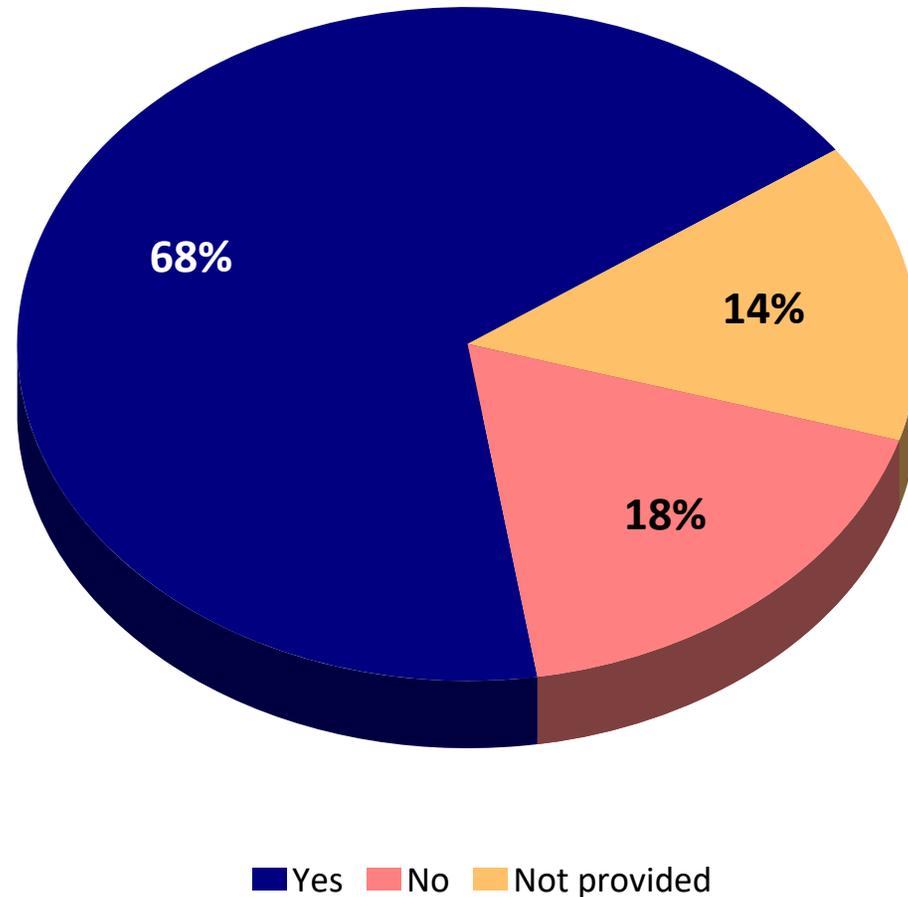
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q24. Are you satisfied with your current internet provider?

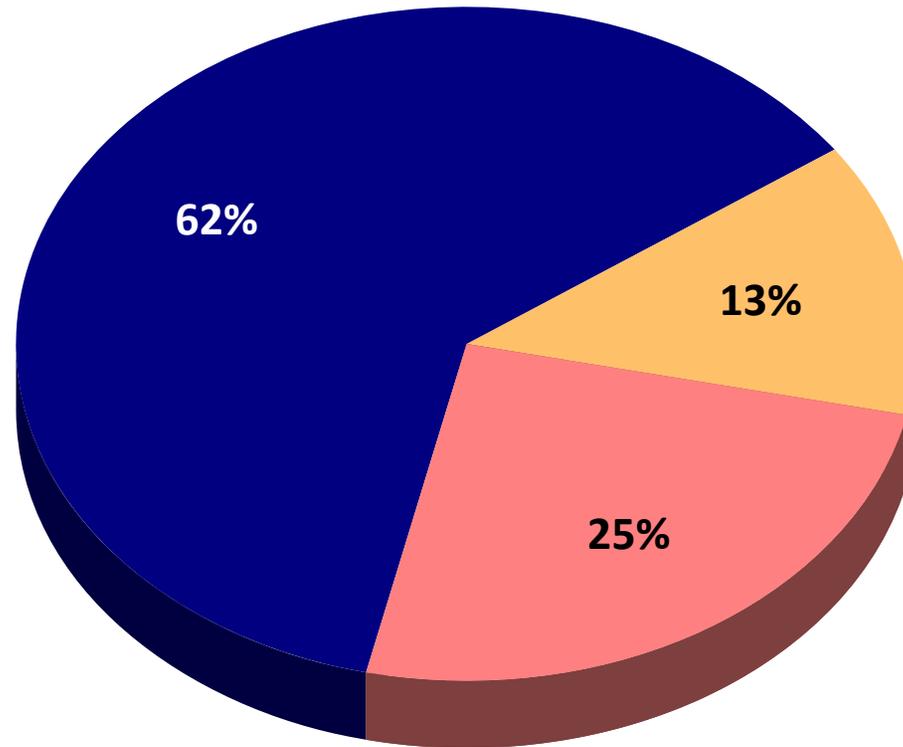
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q25. Would you support the City borrowing money to provide "1 Gigabyte level" high-speed internet service if the debt could be paid entirely with user fees?

by percentage of respondents

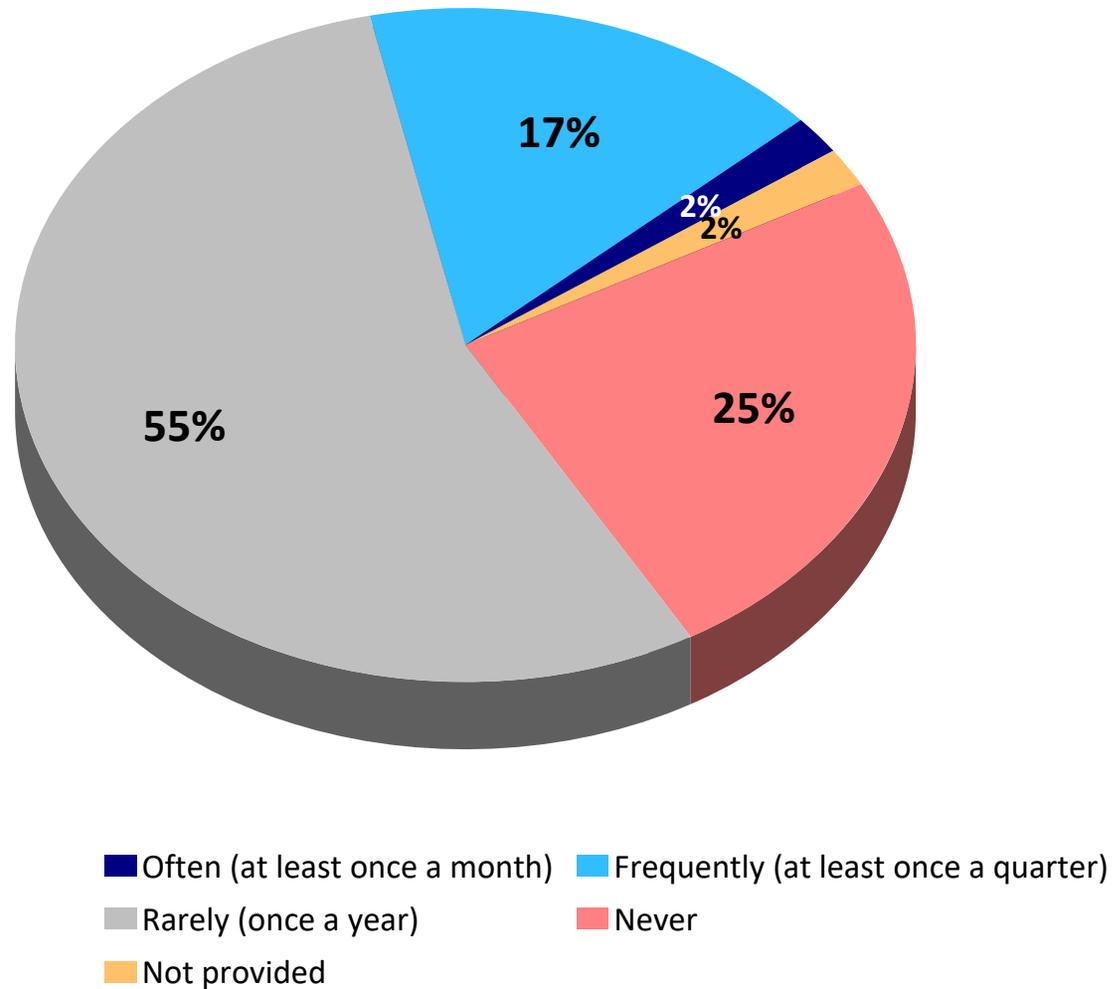


■ Yes ■ No ■ Not provided

Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

## Q26. How frequently do you attend a movie at the Perry Park Center?

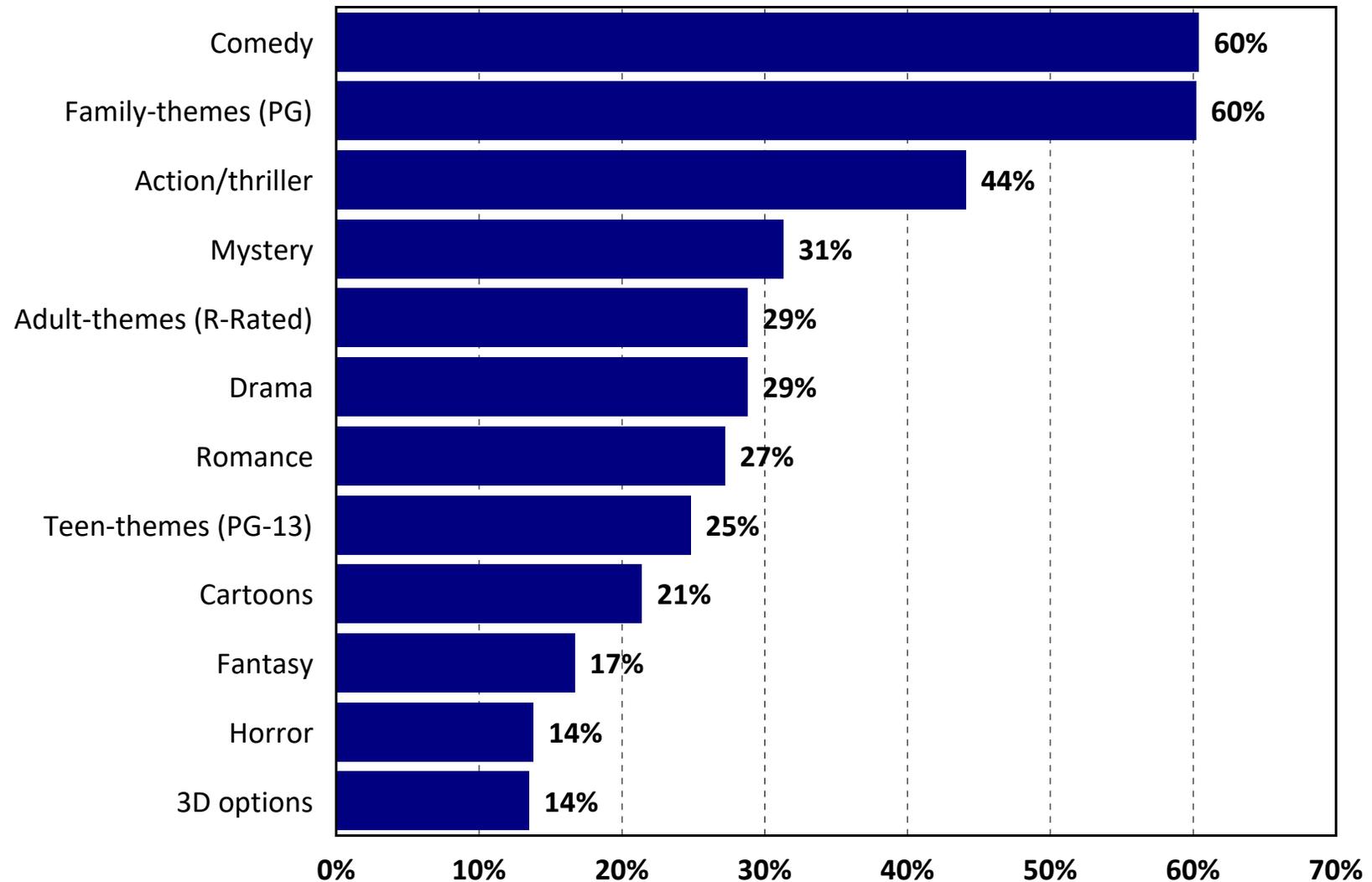
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

## Q27. What type of movie would you prefer to see offered at the Perry Park Center?

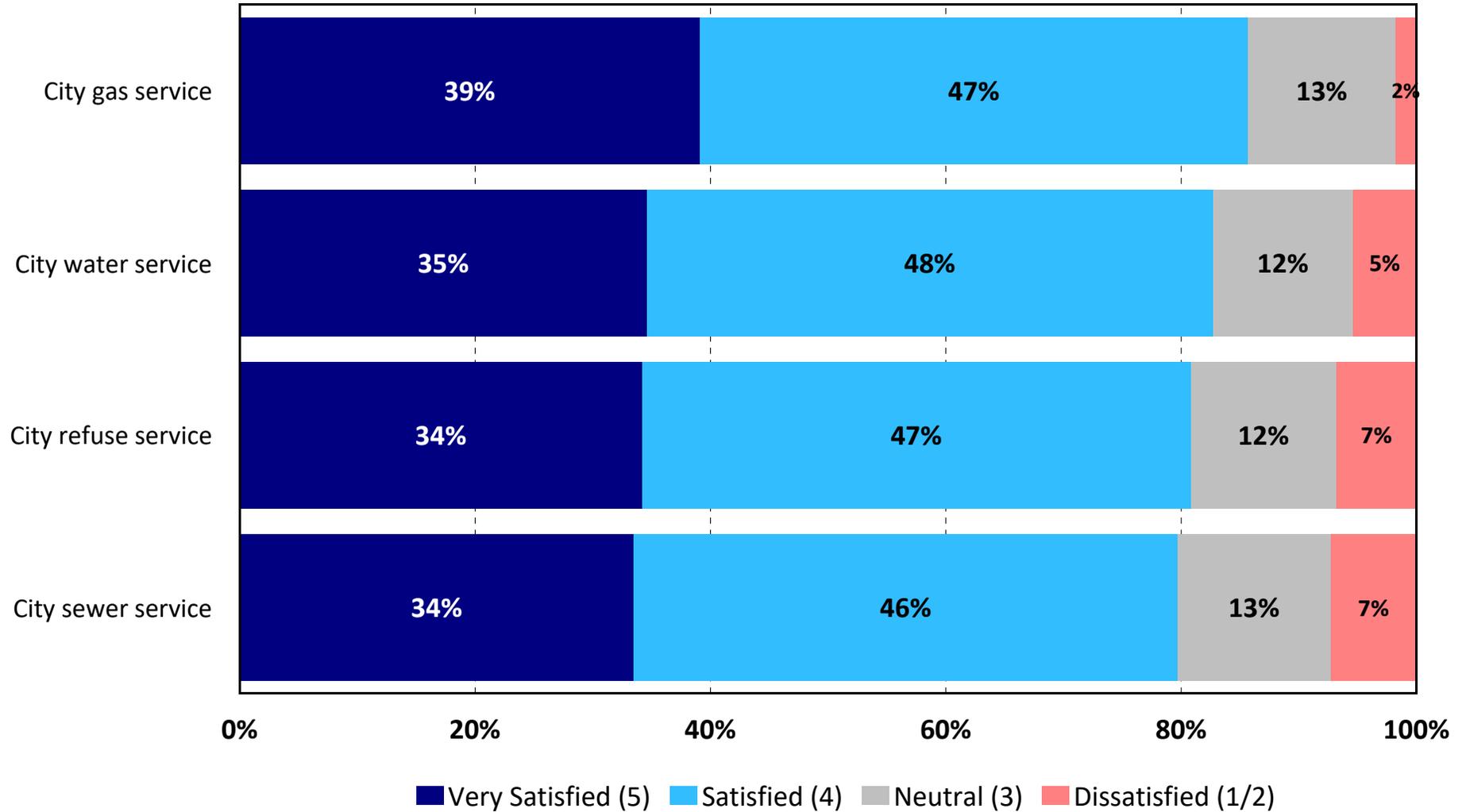
by percentage of respondents (multiple responses allowed)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

## Q28. Satisfaction with City Utility Services

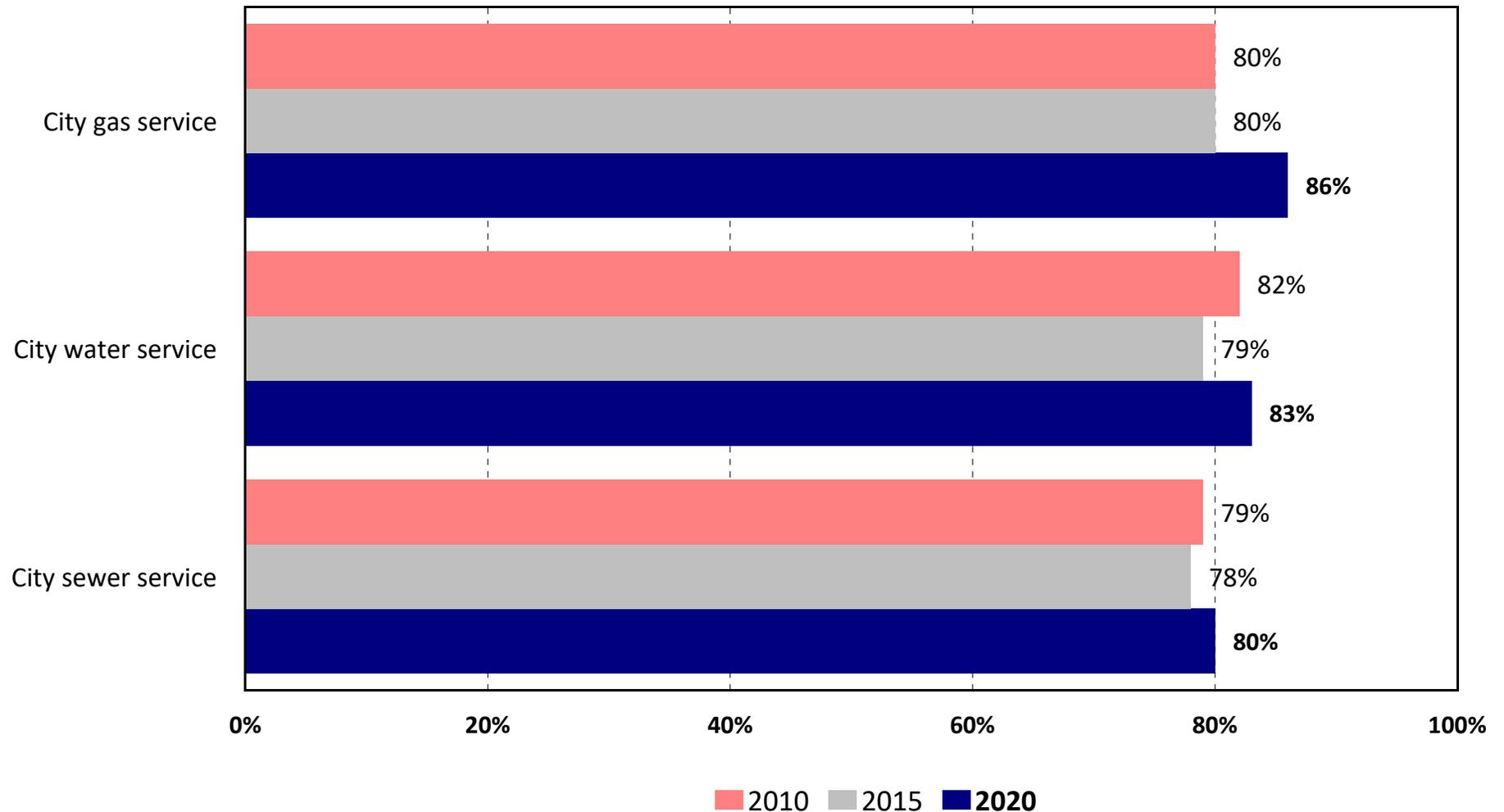
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# **TRENDS: Satisfaction with City Utility Services** ***2010, 2015 & 2020***

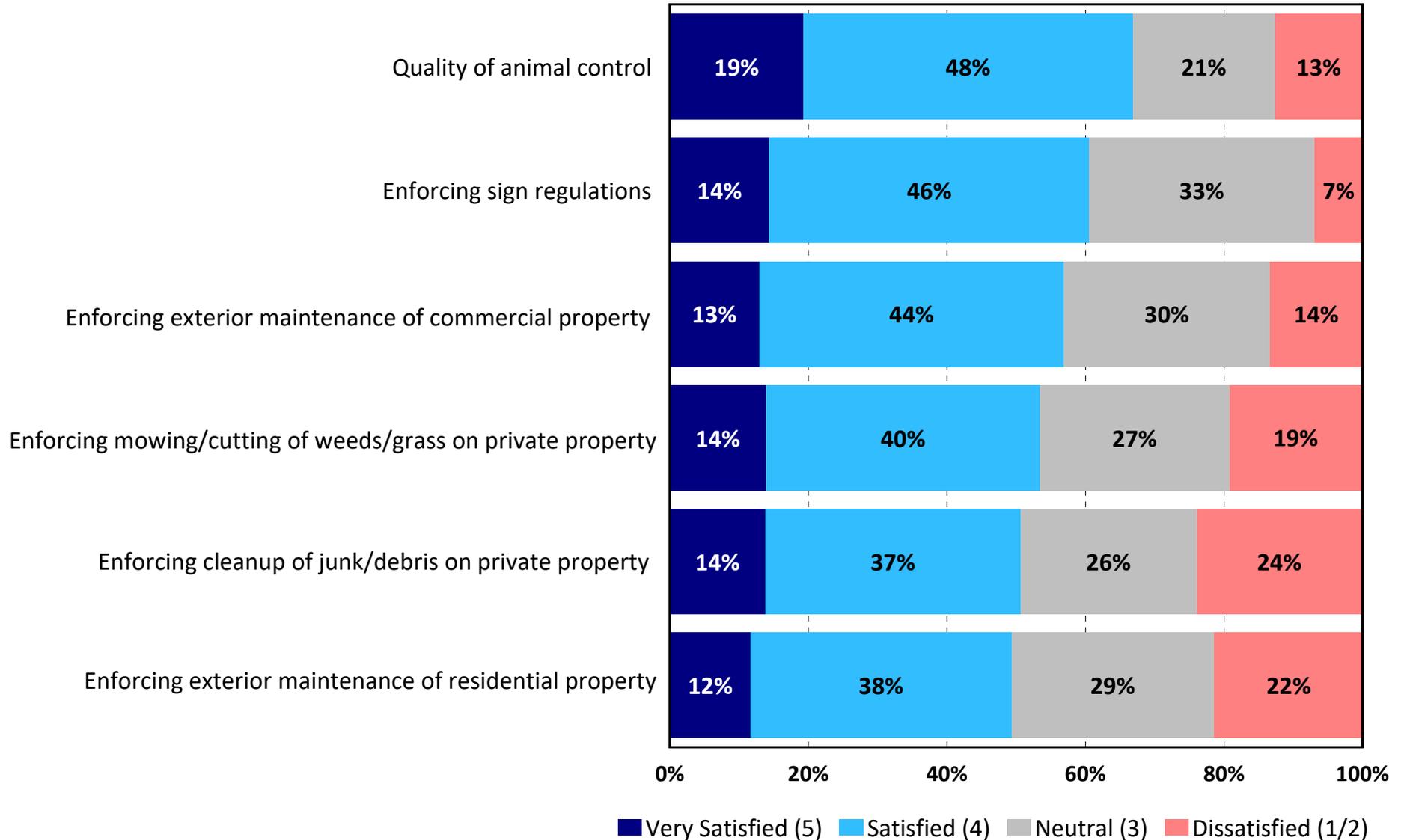
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q29. Satisfaction With Code Enforcement Services

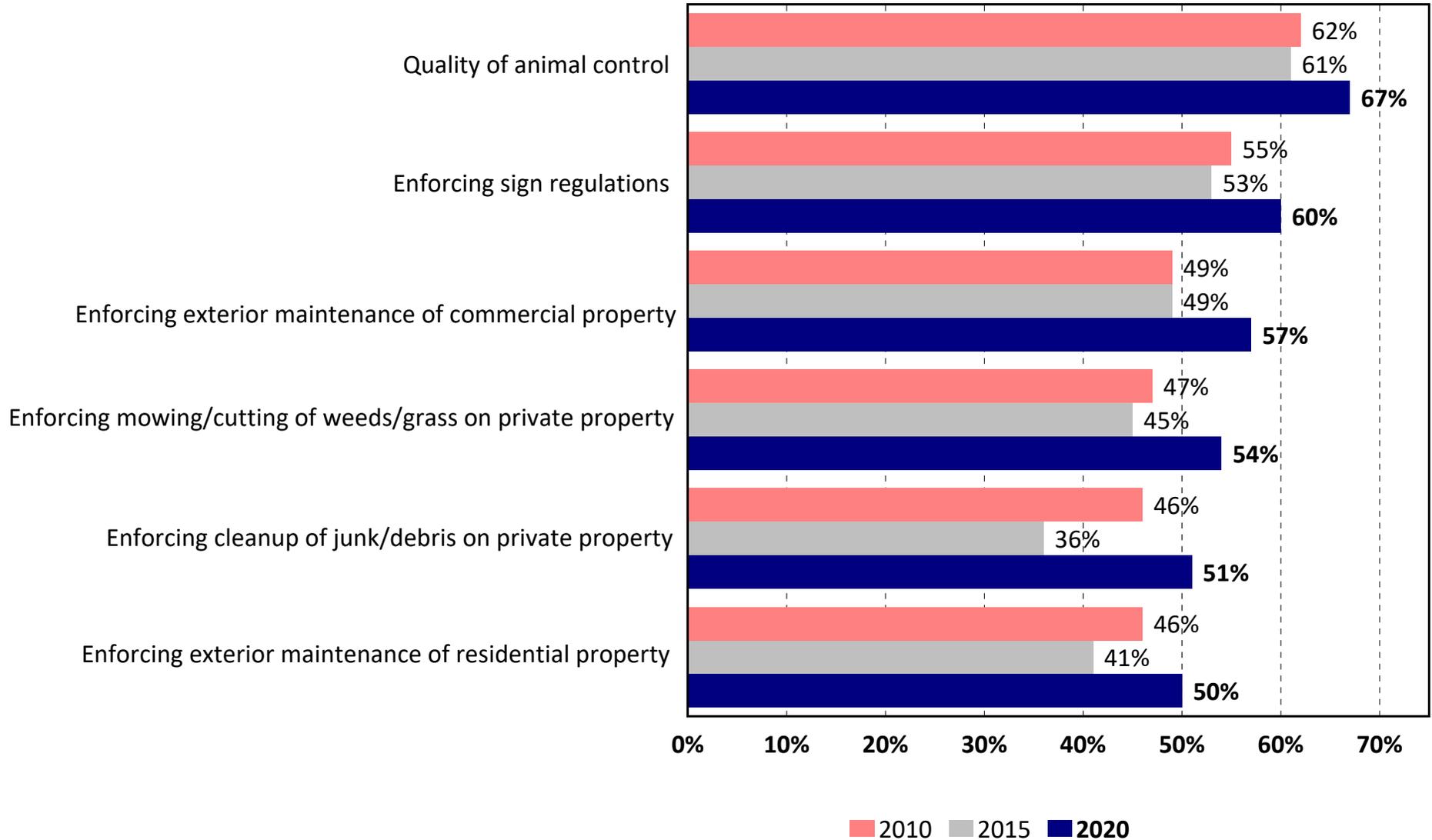
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# TRENDS: Satisfaction With Code Enforcement Services *2010, 2015 & 2020*

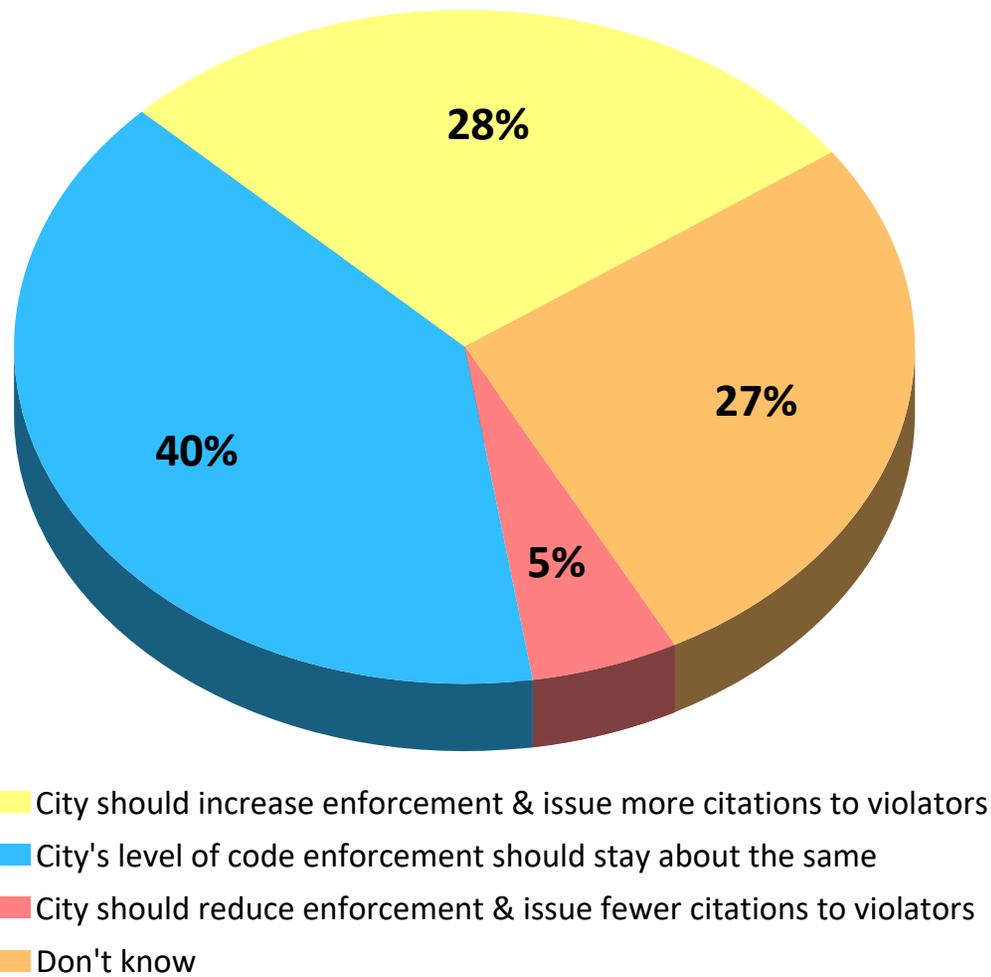
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q30. Which of the following best describes how you think the level of code enforcement by the City of Perryville should change?

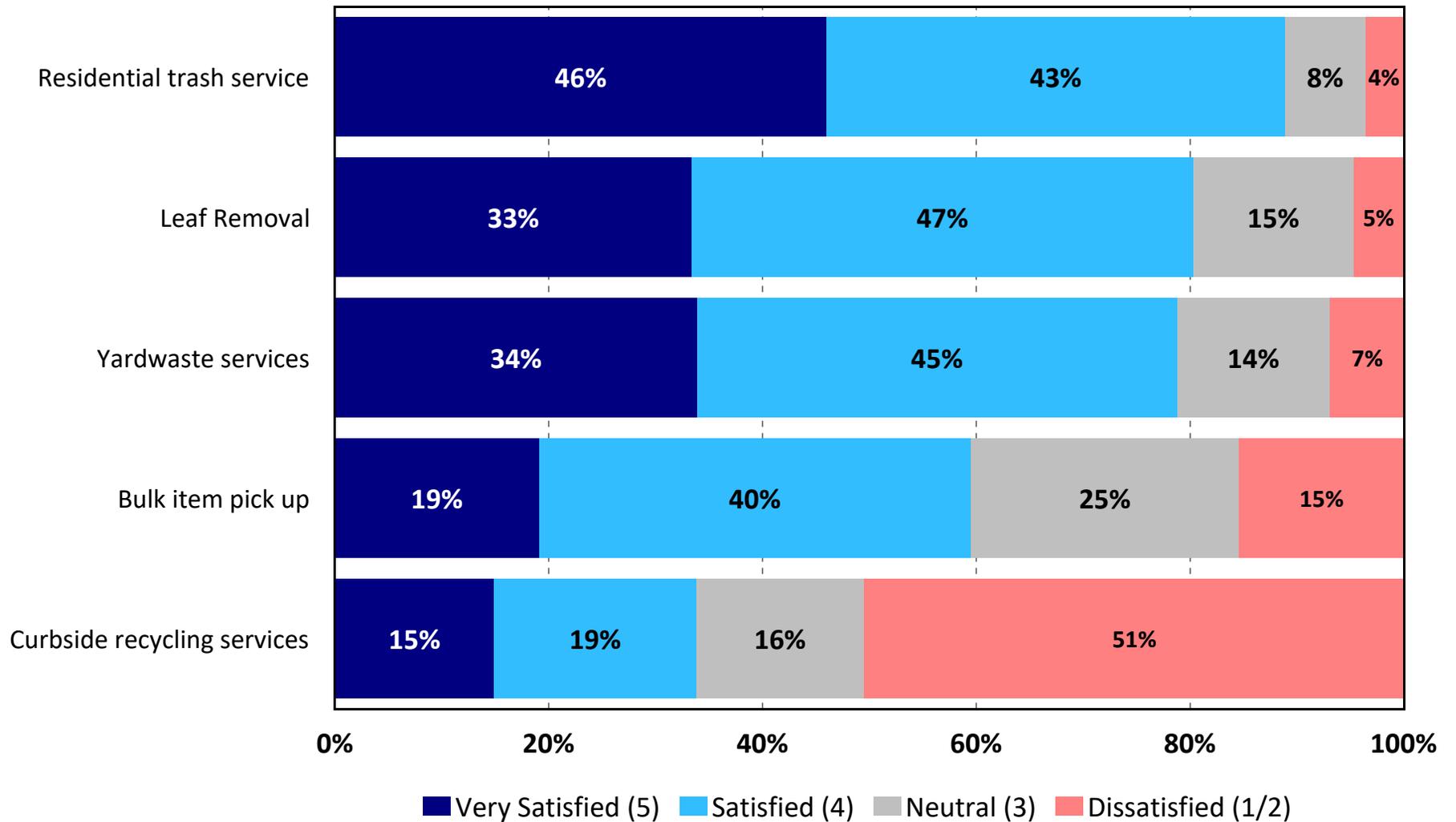
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q31. Satisfaction With Refuse Services

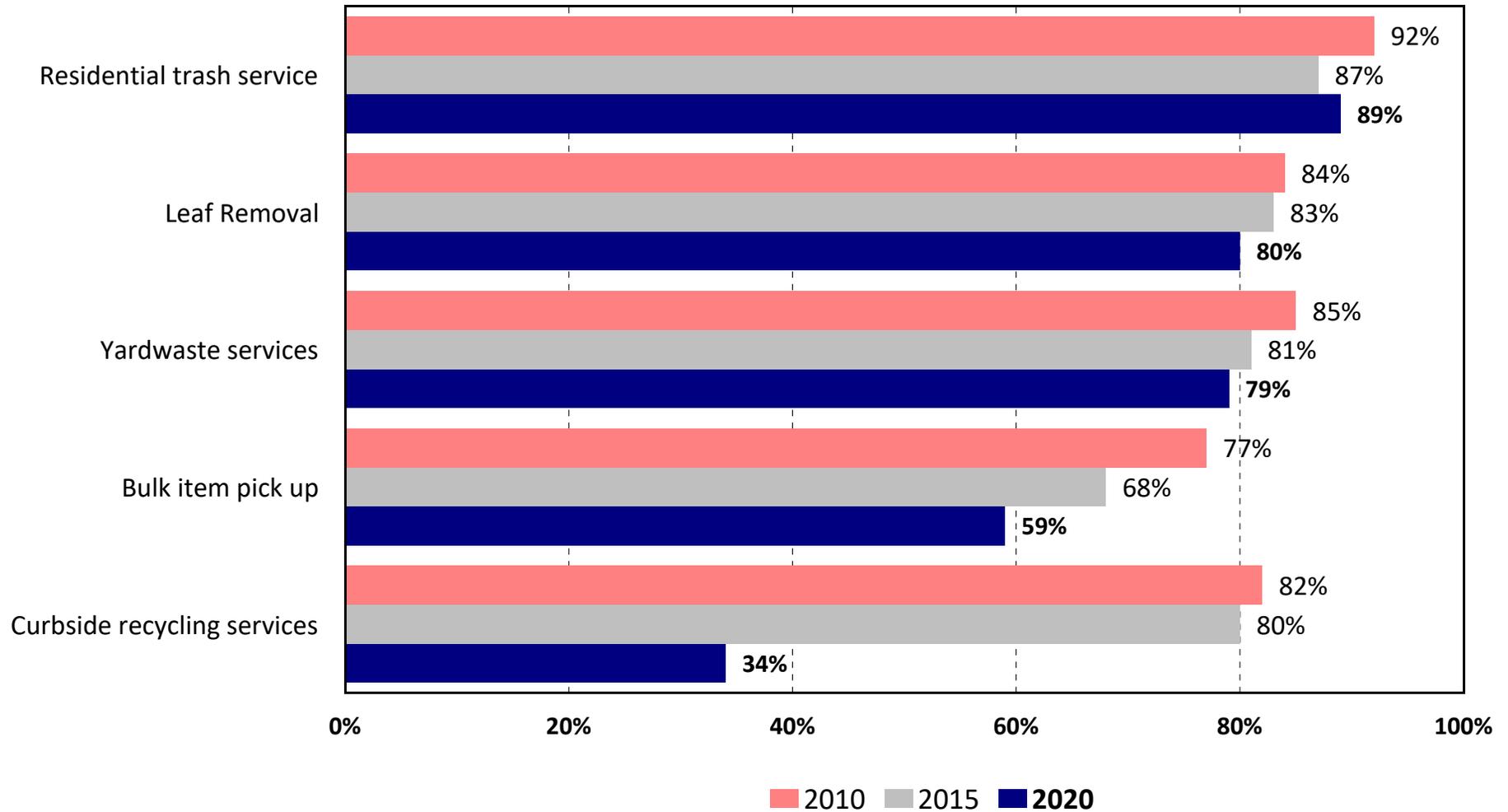
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# TRENDS: Satisfaction With Refuse Services *2010, 2015 & 2020*

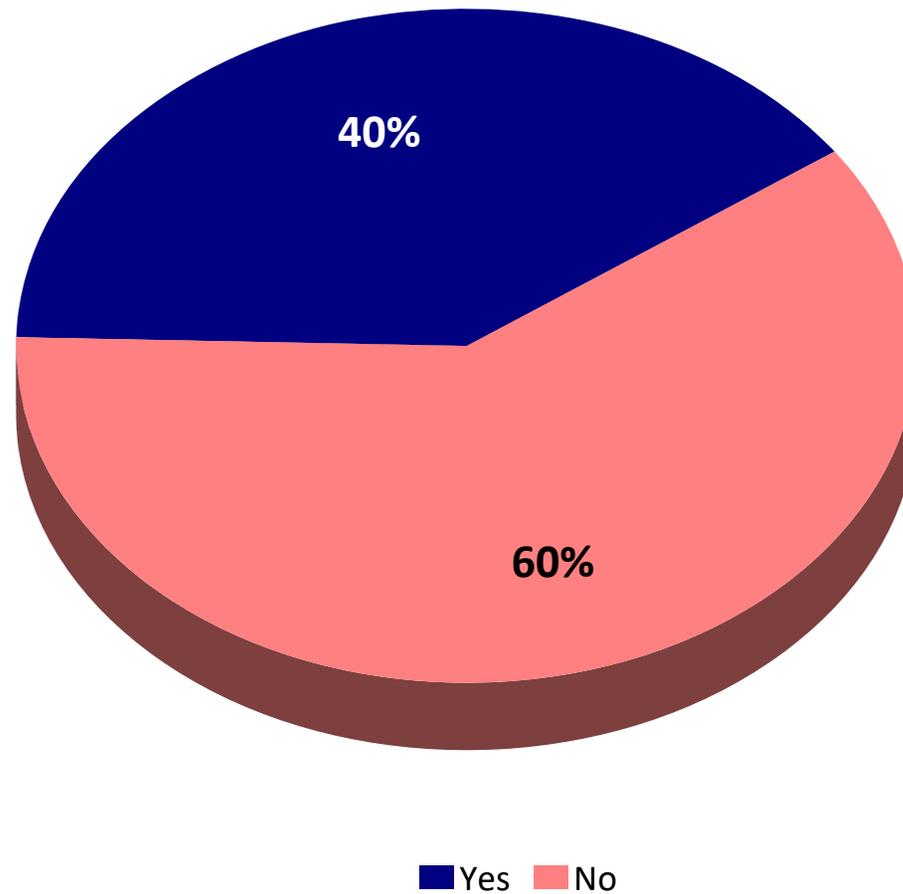
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

## Q32. Do you currently transport recyclable items to the Perry County Recycling Center?

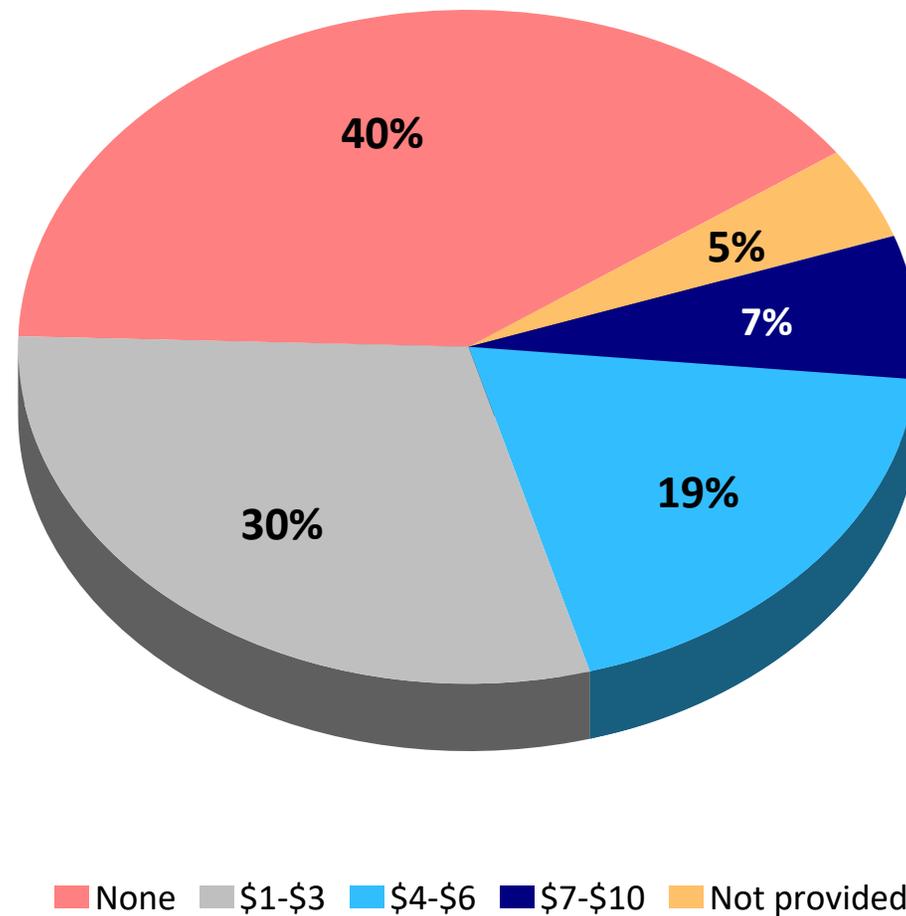
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q33. How Much Respondents Would be Willing to Pay Per Month in Order to Reinstate the Curbside Recycling Service

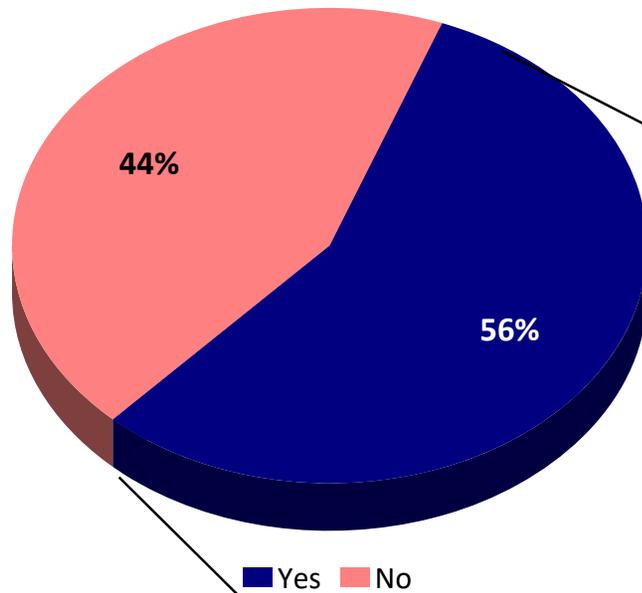
by percentage of respondents



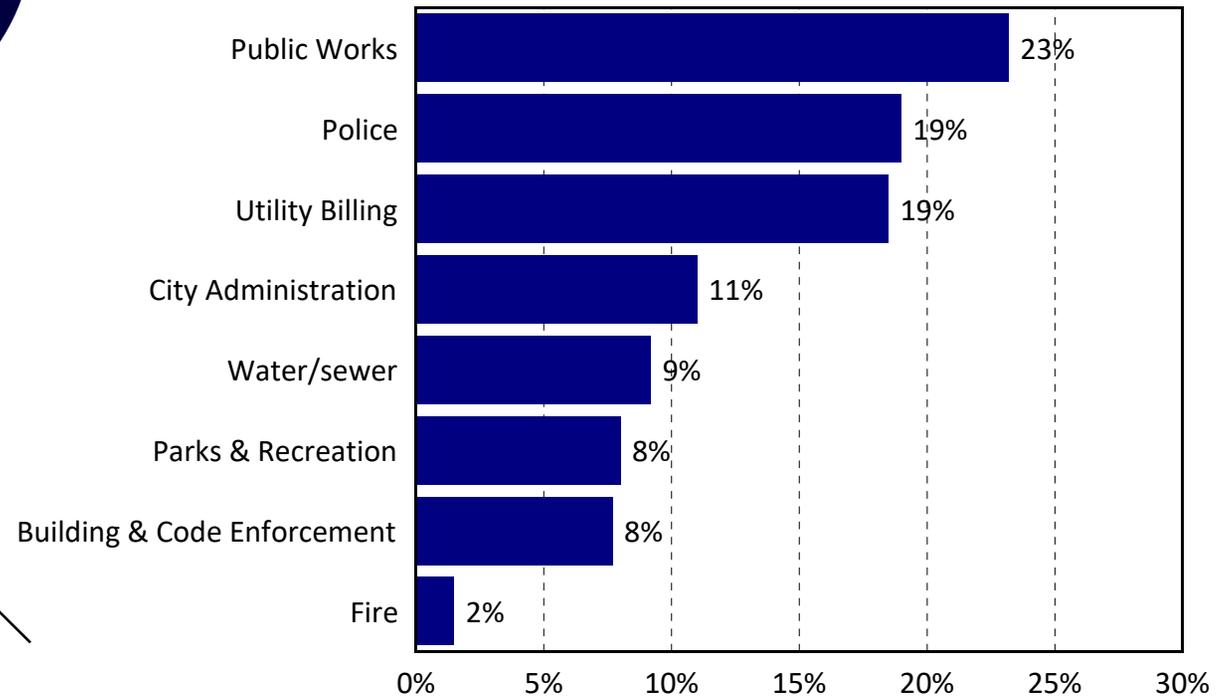
Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q34. Have you contacted the City of Perryville during the past year?

by percentage of respondents



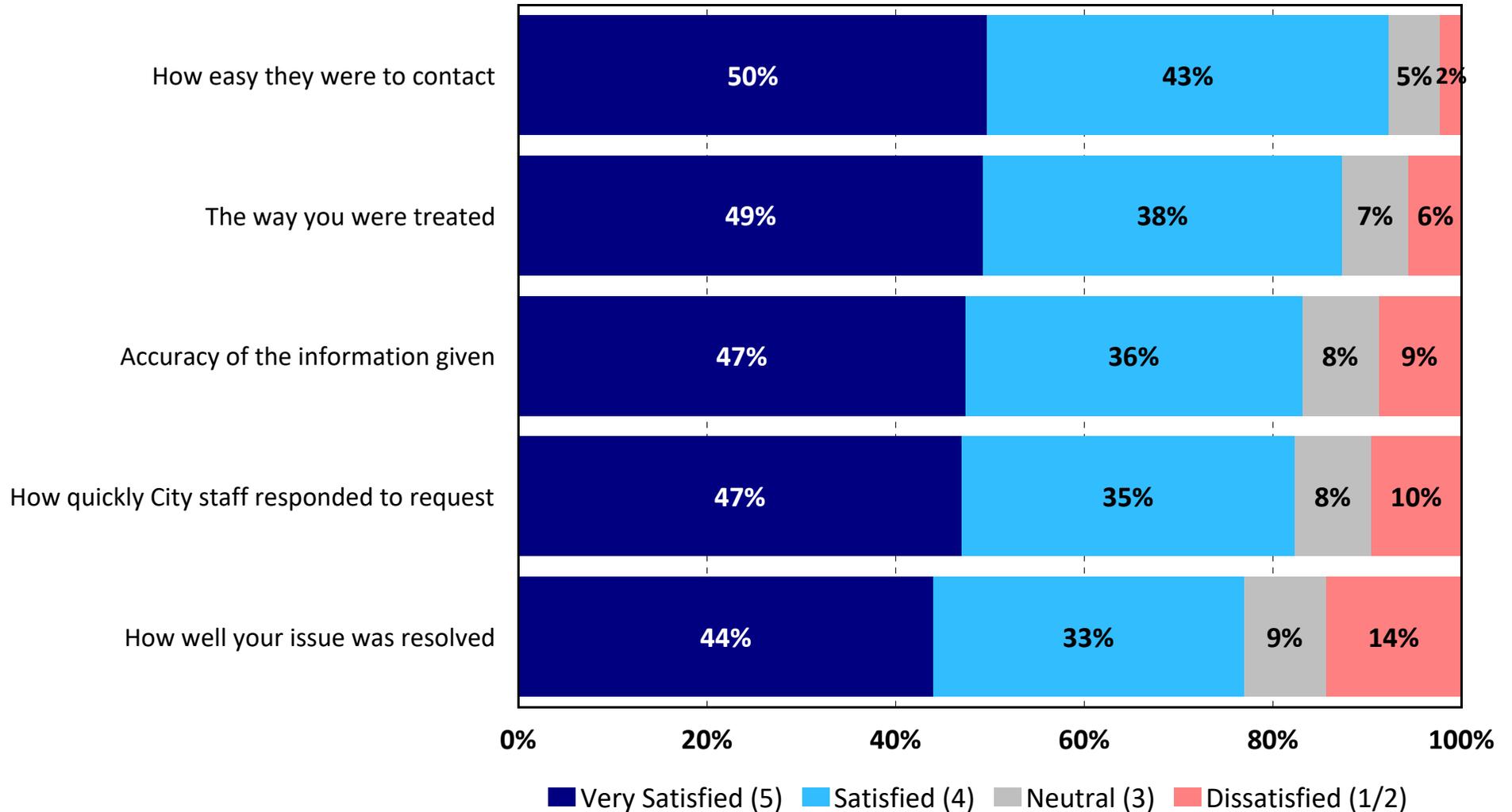
## Q34a. Which City department did you contact most recently?



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

## Q34b. Satisfaction with Customer Service Provided by City Employees

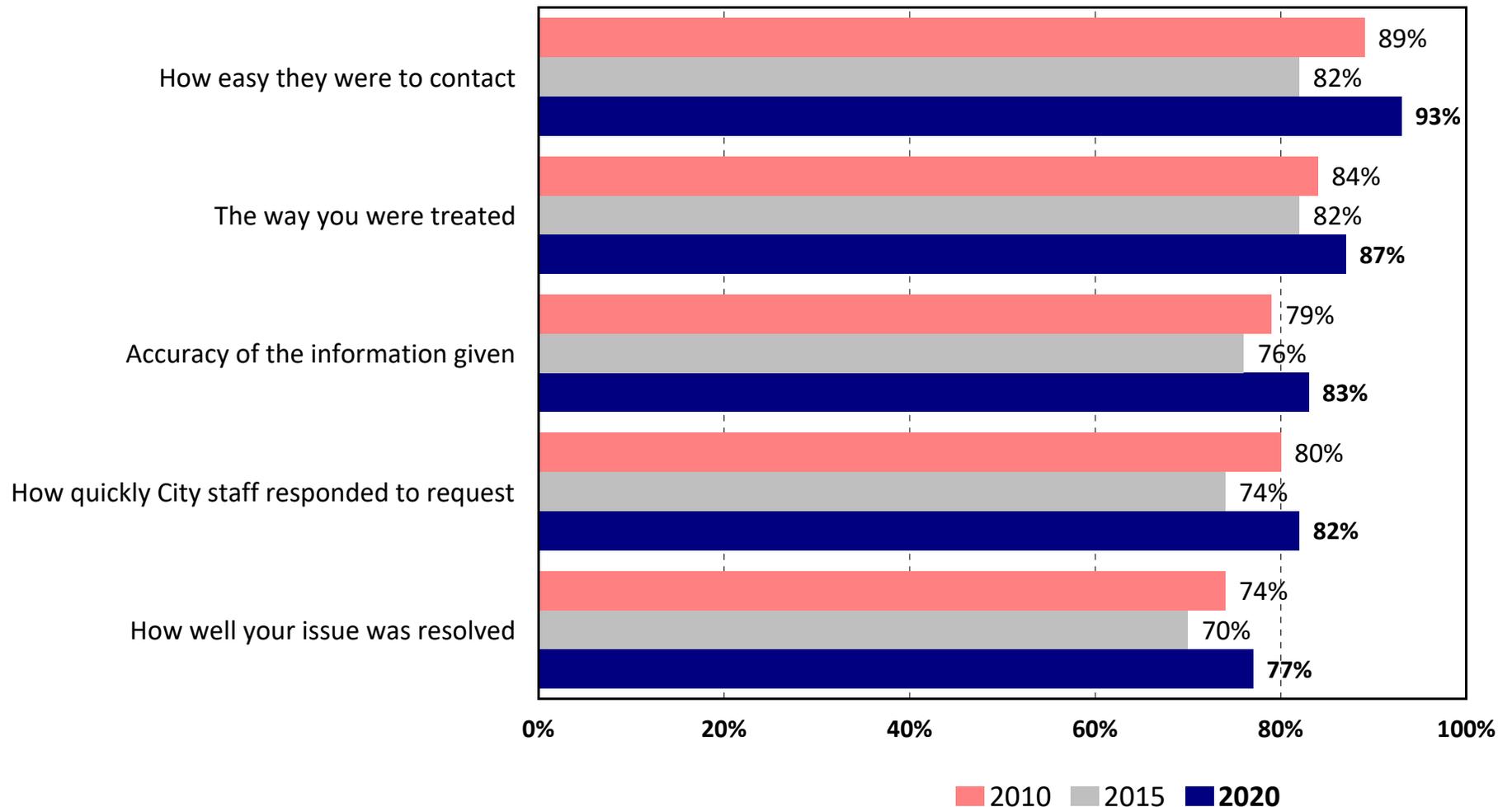
by percentage of respondents who had contacted the City during the past year (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# TRENDS: Satisfaction with Customer Service Provided by City Employees *2010, 2015 & 2020*

by percentage of respondents who contacted the City during the past year and rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



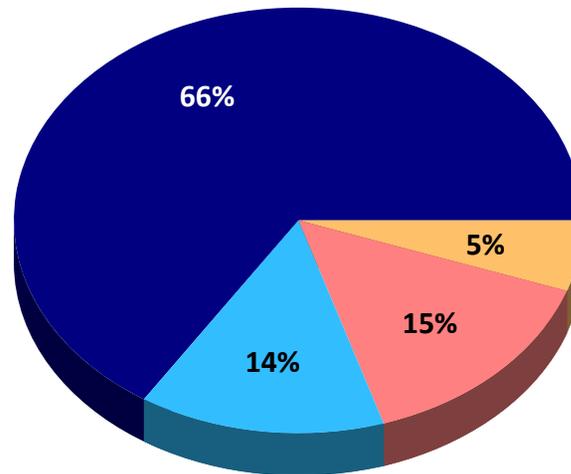
Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q35. How supportive would you be of having the City of Perryville adopt an ordinance that would ban smoking in public places, such as restaurants?

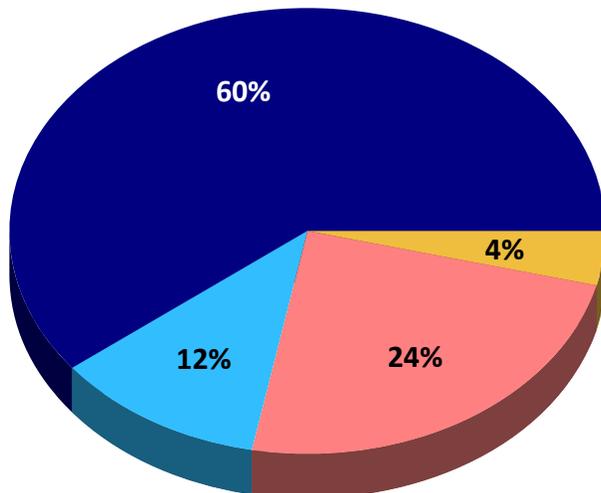
by percentage of respondents

## TRENDS

2020

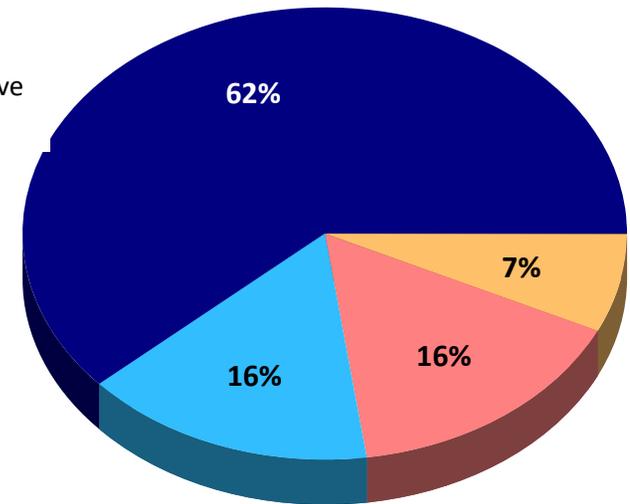


2010



Very Supportive Somewhat Supportive  
Not Supportive Don't Know

2015

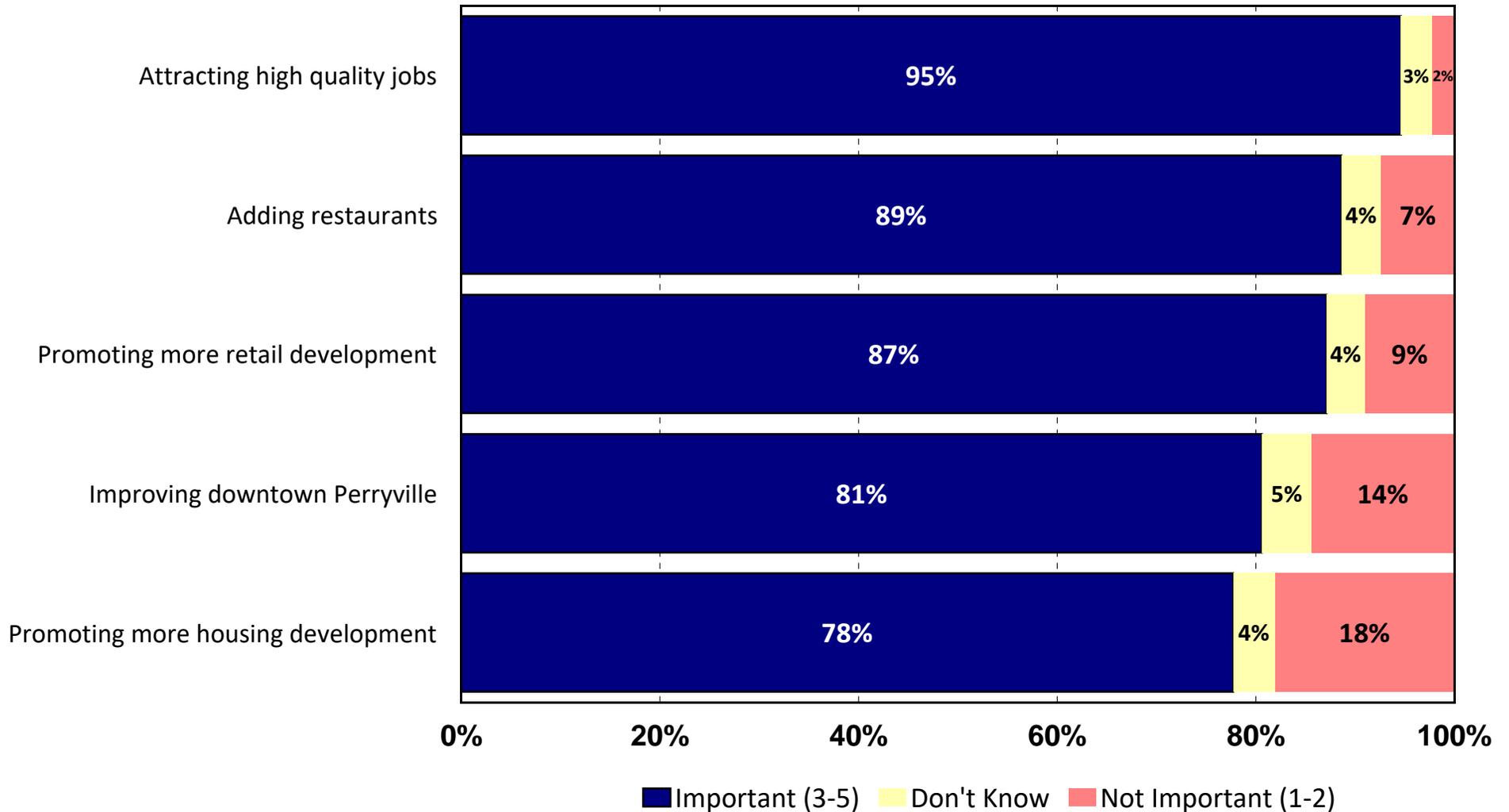


Very Supportive Somewhat Supportive  
Not Supportive Don't Know

Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q36. Importance That Residents Place on Various Types of Economic Development When Planning the City's Future

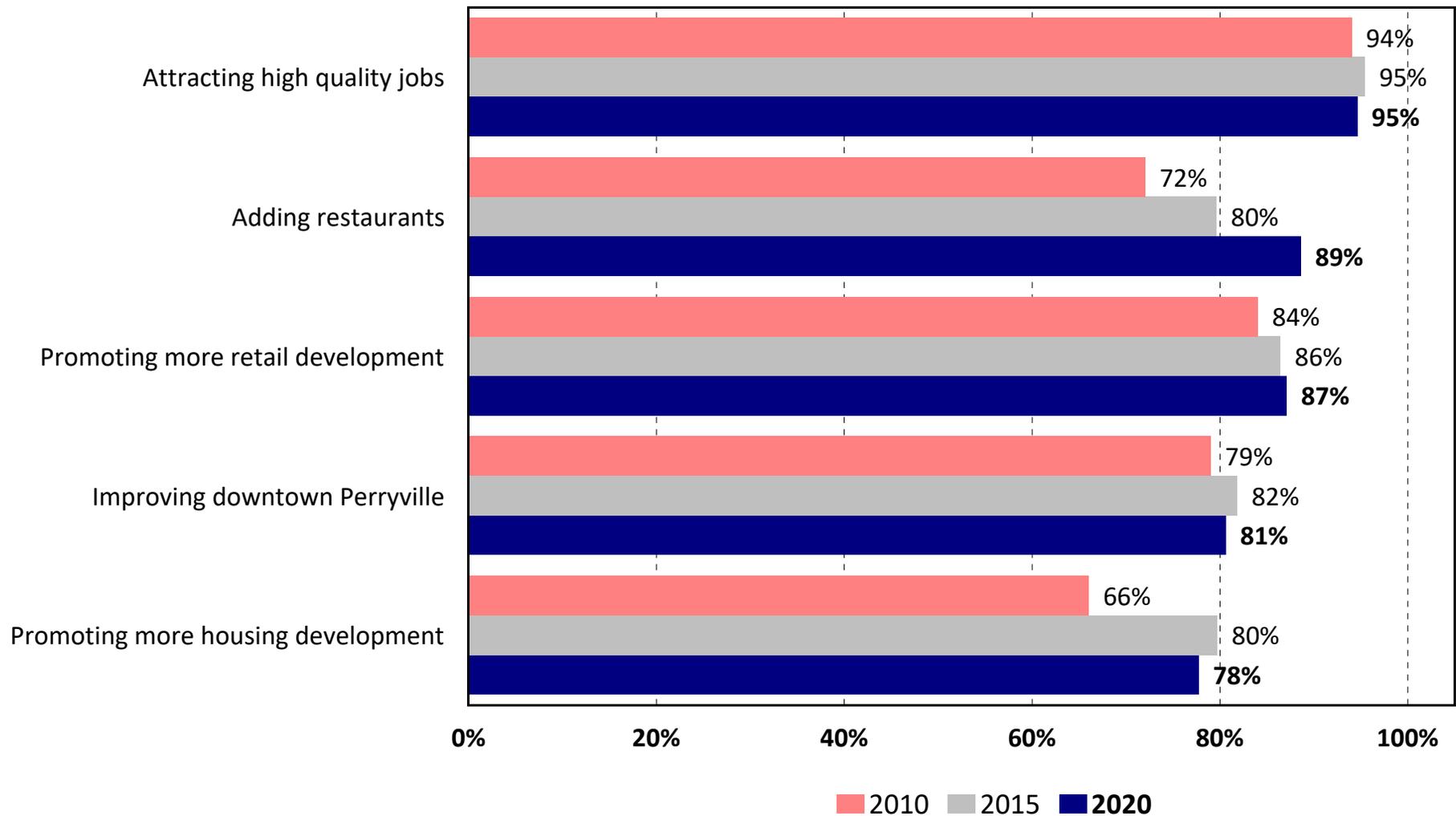
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# **TRENDS: Importance that Residents Place on Various Types of Economic Development When Planning the City's Future 2010, 2015 & 2020**

by percentage of respondents who indicated the item was important (excluding don't knows)



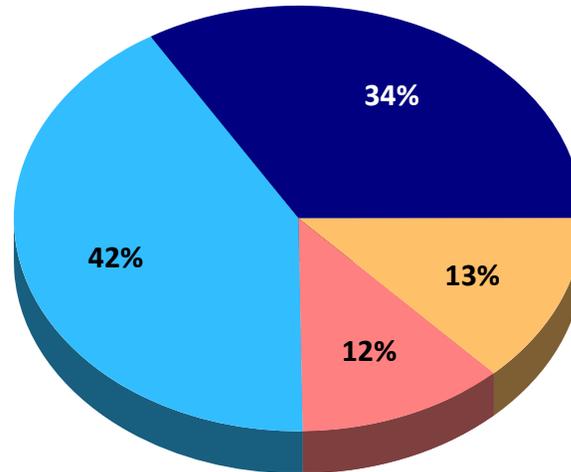
Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q37. How supportive would you be of having the City begin an annexation program to “grow” its City limits and increase the amount of undeveloped property?

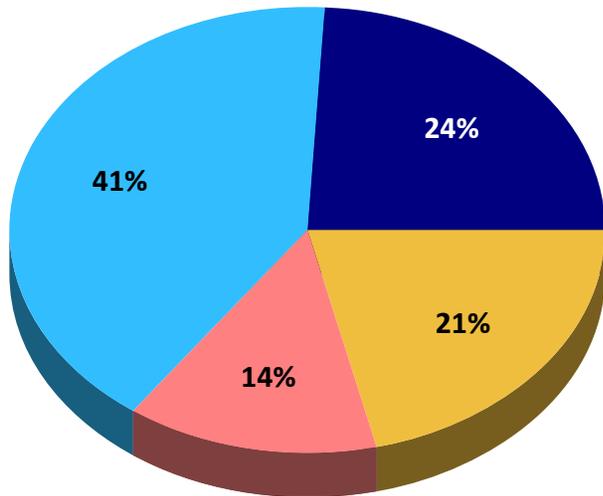
by percentage of respondents

## TRENDS

2020

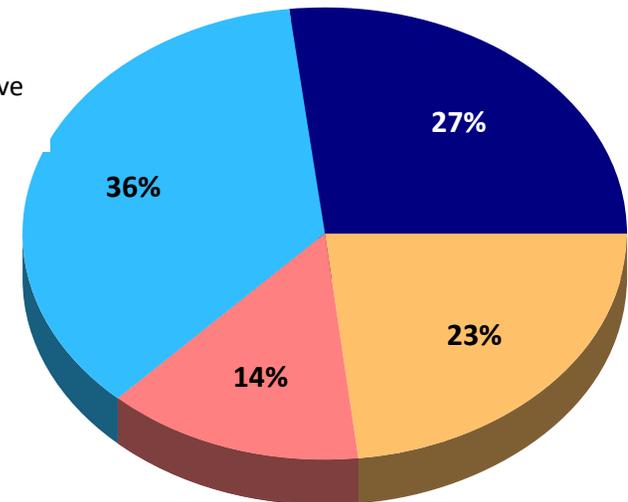


2010



Very Supportive Somewhat Supportive  
Not Supportive Don't Know

2015

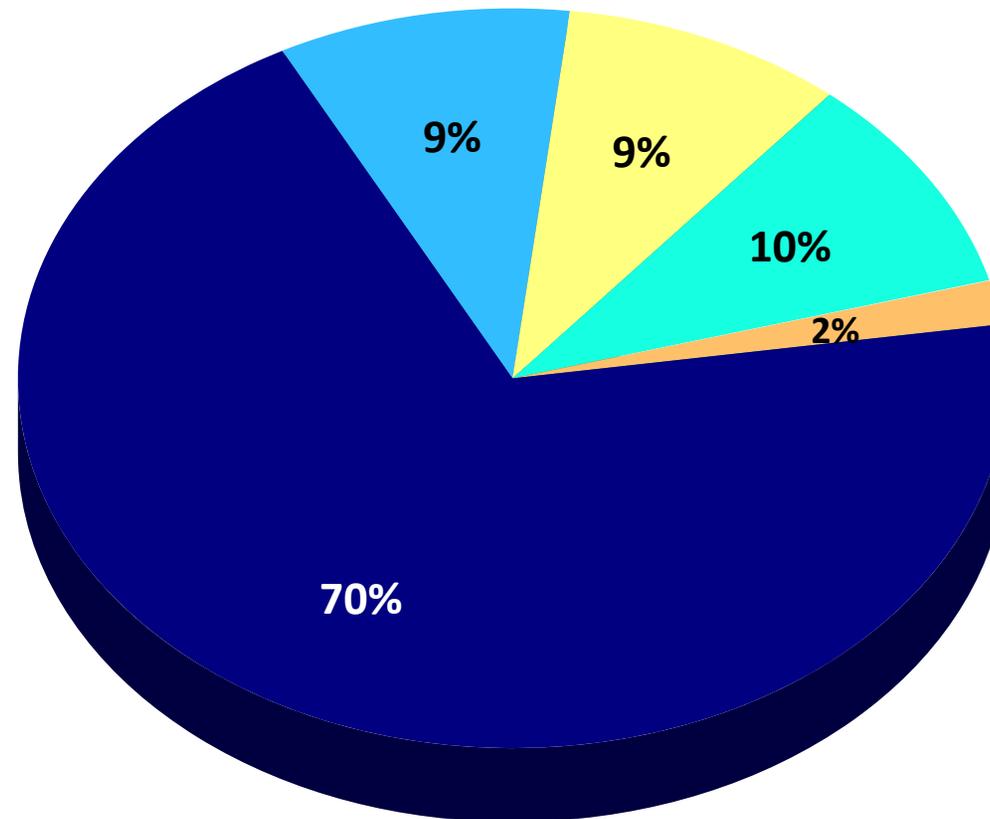


Very Supportive Somewhat Supportive  
Not Supportive Don't Know

Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q38. Approximately how many years have you lived in Perryville?

by percentage of respondents

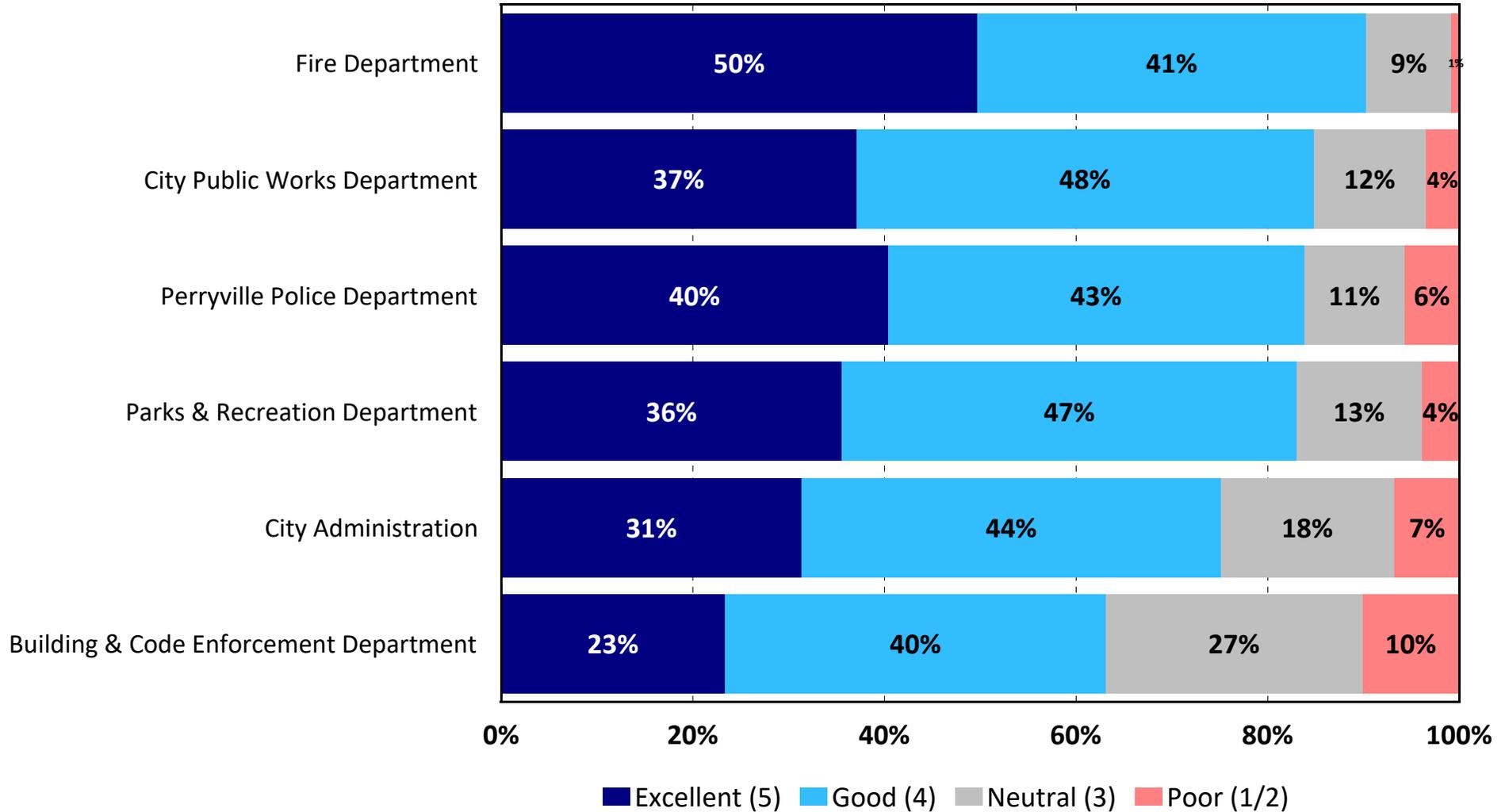


■ Less than 5 years ■ 5-10 years ■ 11-20 years ■ 20+ years ■ Not provided

Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q39. How Residents Rate the Image of the Following City Departments

by percentage of respondents (excluding don't knows)

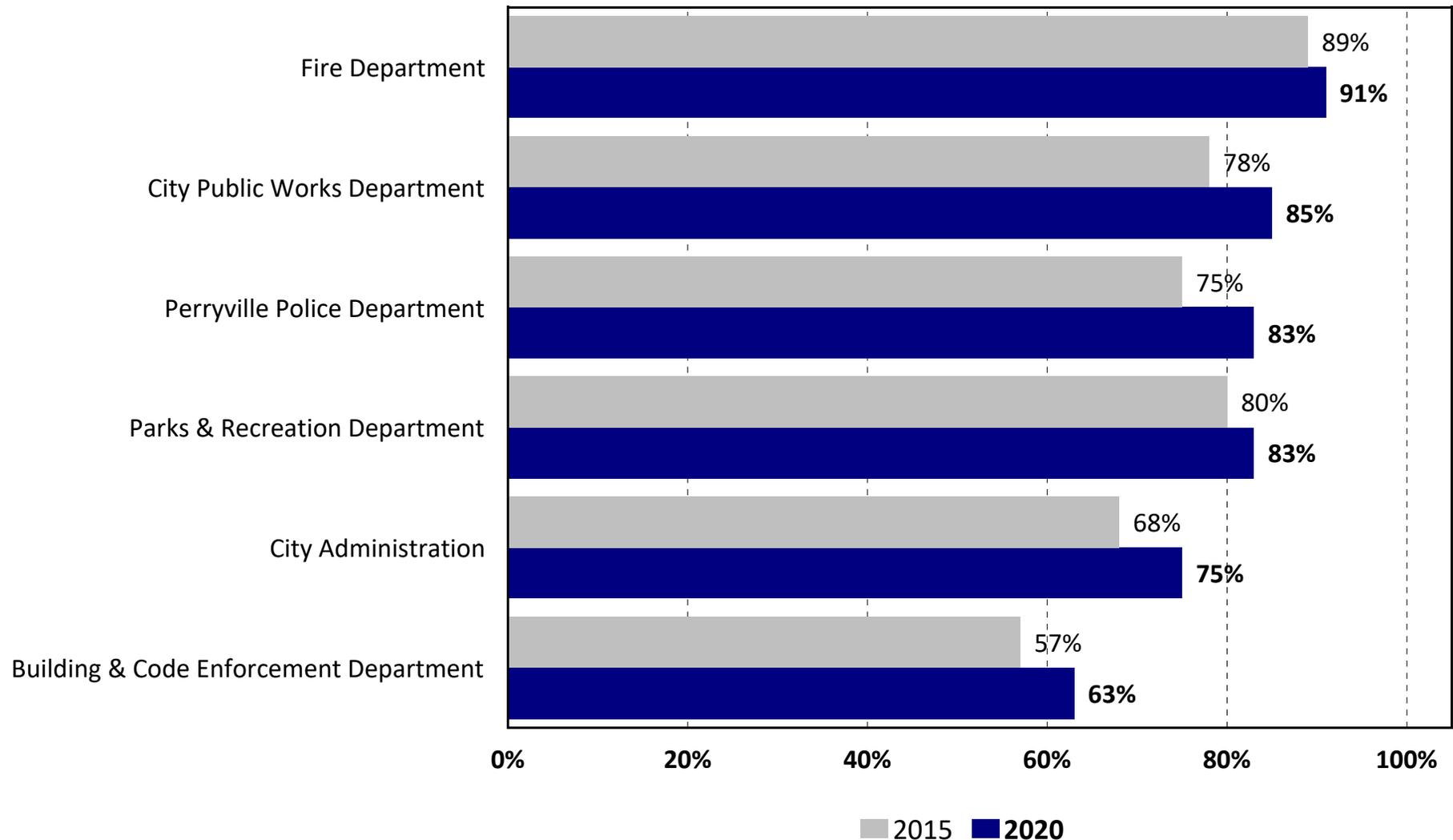


Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# **TRENDS: How Residents Rate the Image of the Following City Departments**

## ***2015 vs. 2020***

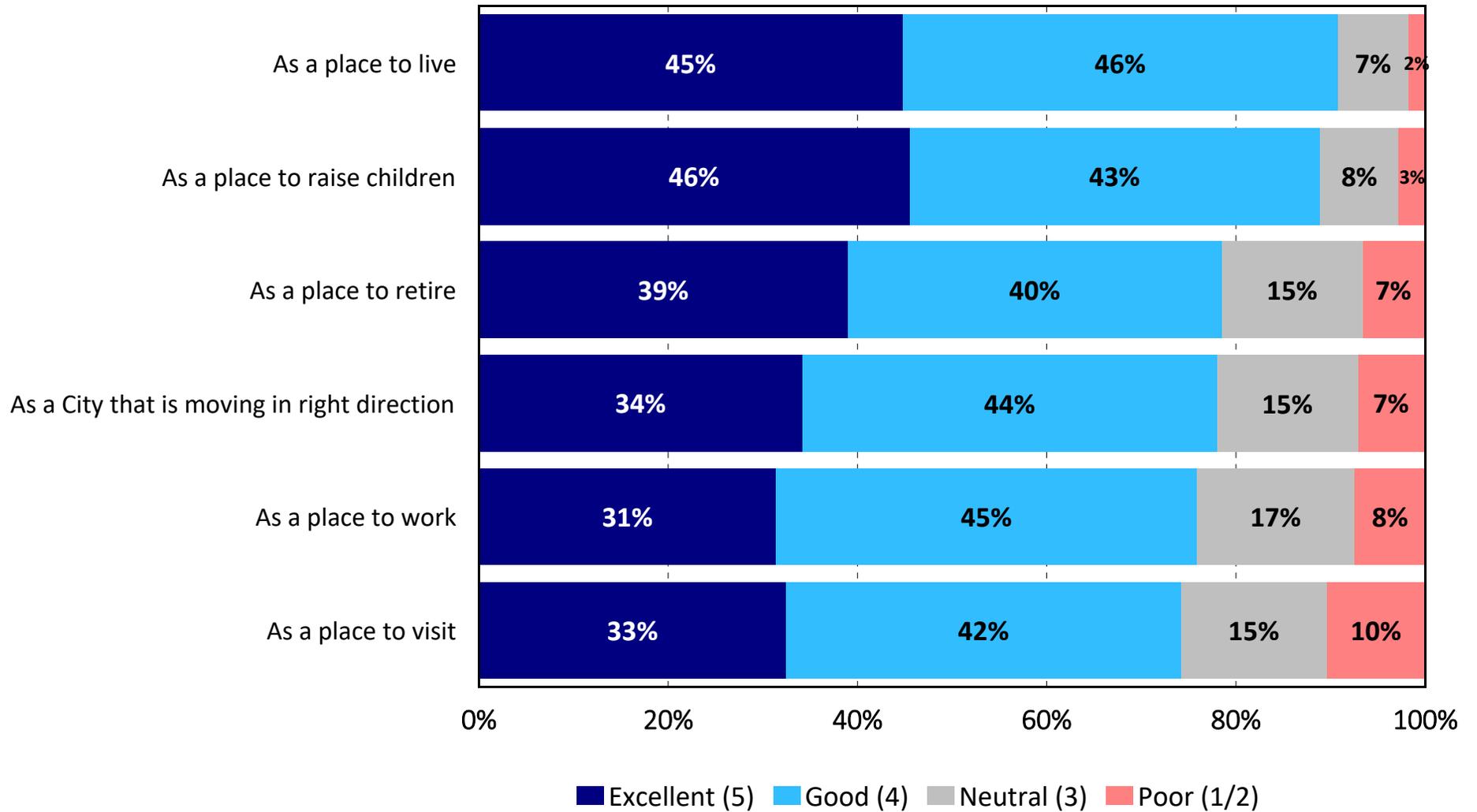
by percentage of respondents who indicated the item was important (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q40. How Residents Rate the City of Perryville

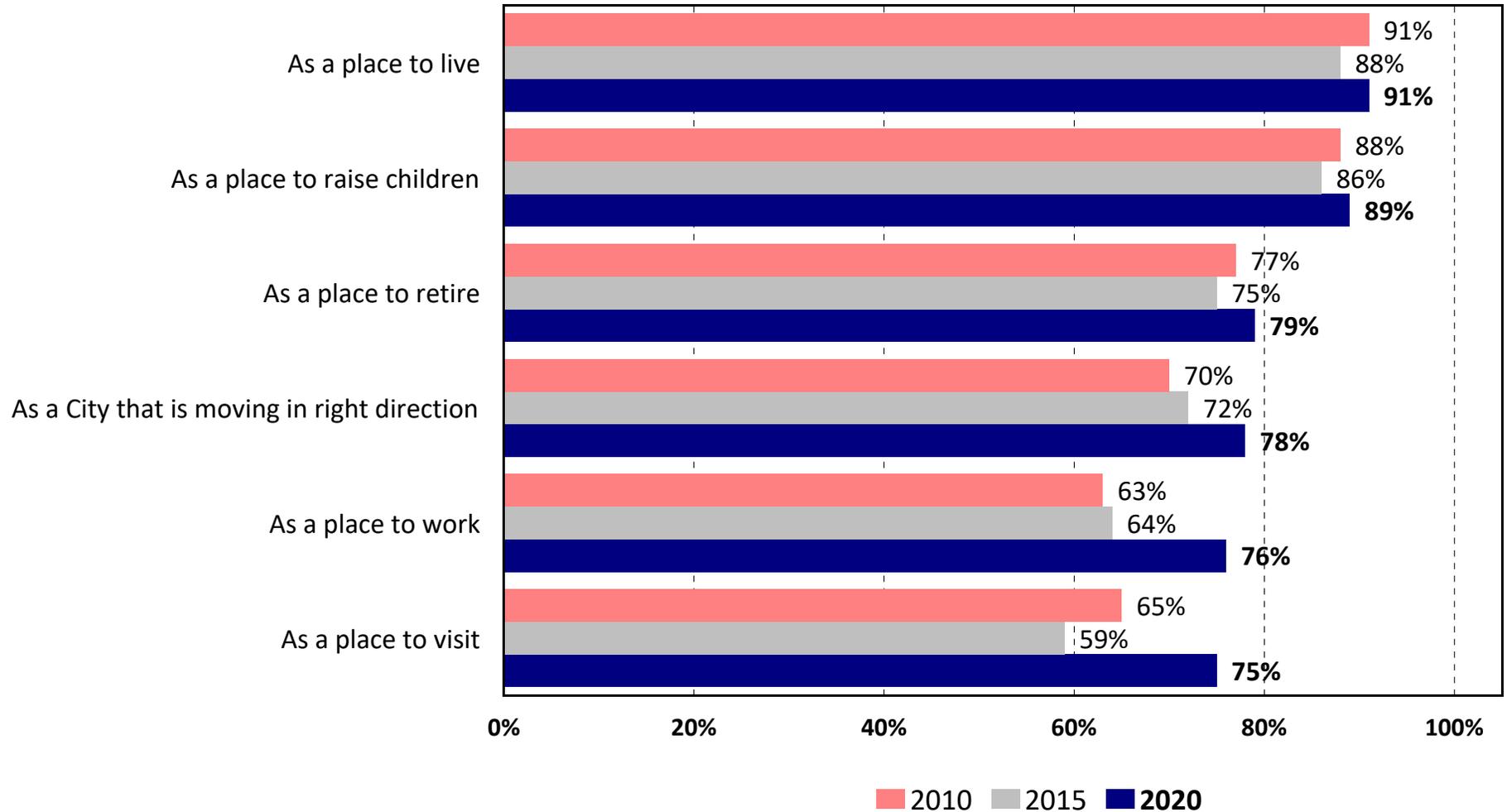
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# TRENDS: How Residents Rate the City of Perryville 2010, 2015 & 2020

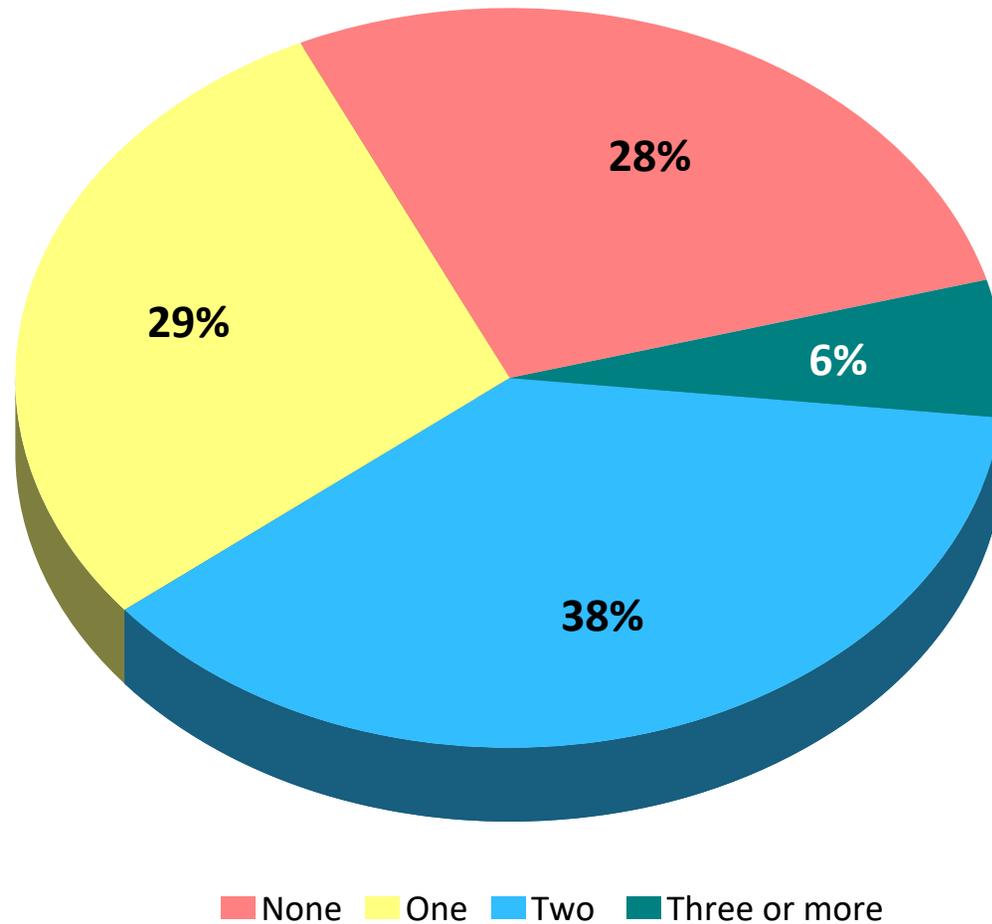
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q41. Demographics: How many adults age 18+ are employed in your household?

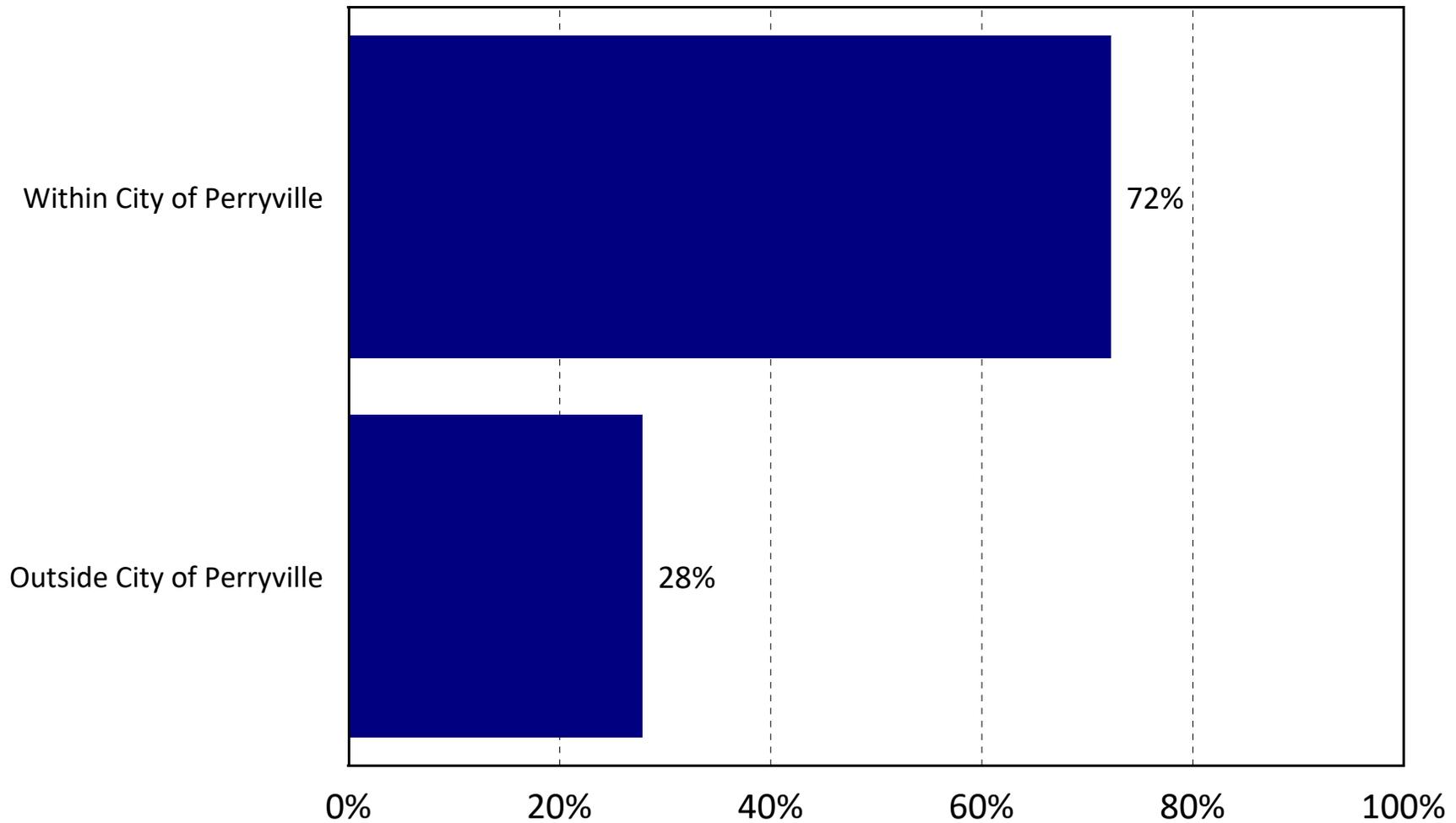
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q41a. Demographics: Where Each Adult is Employed - ADULT 1

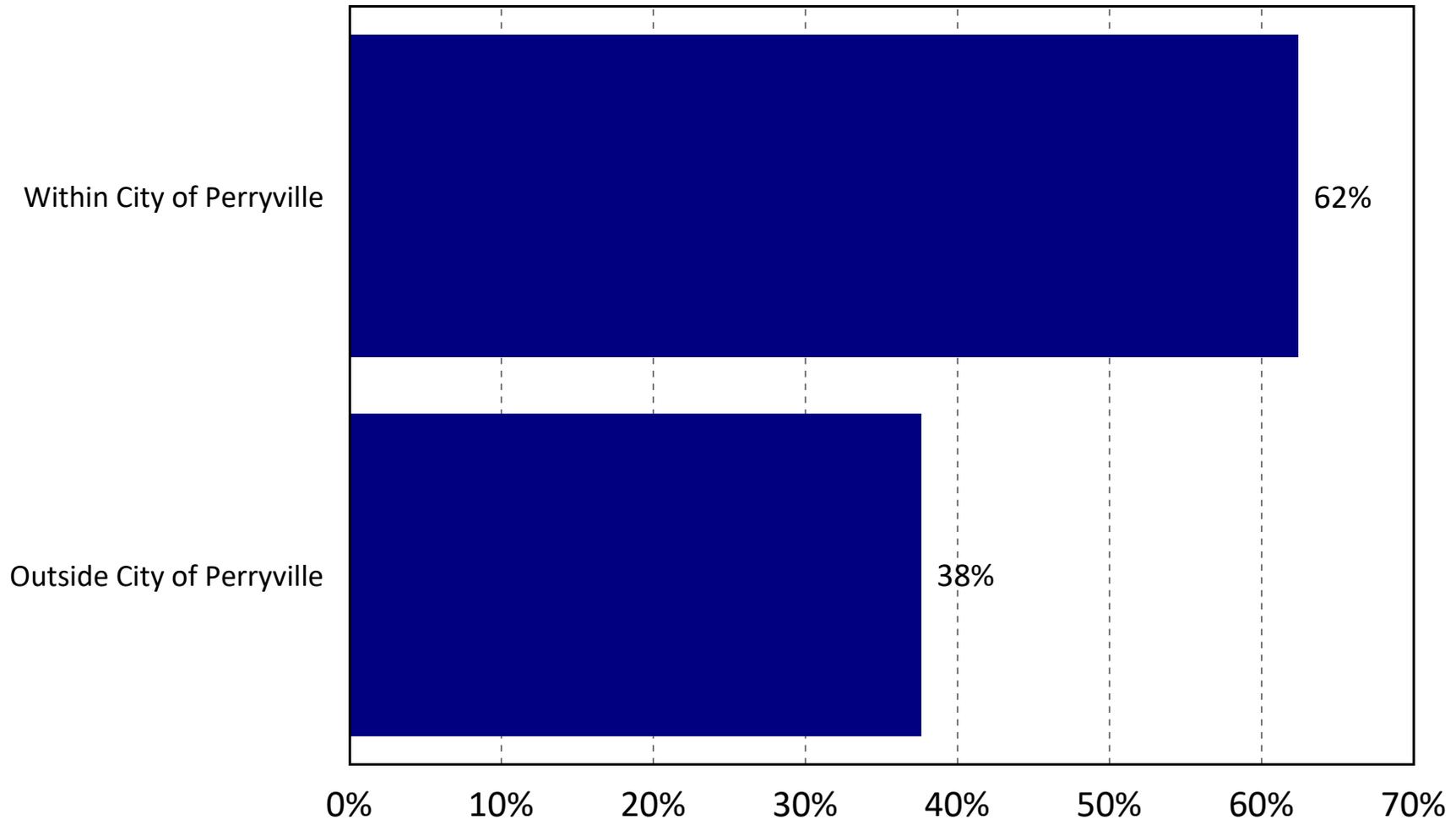
by percentage of adults who are employed (multiple selections could be made)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q41a. Demographics: Where Each Adult is Employed - ADULT 2

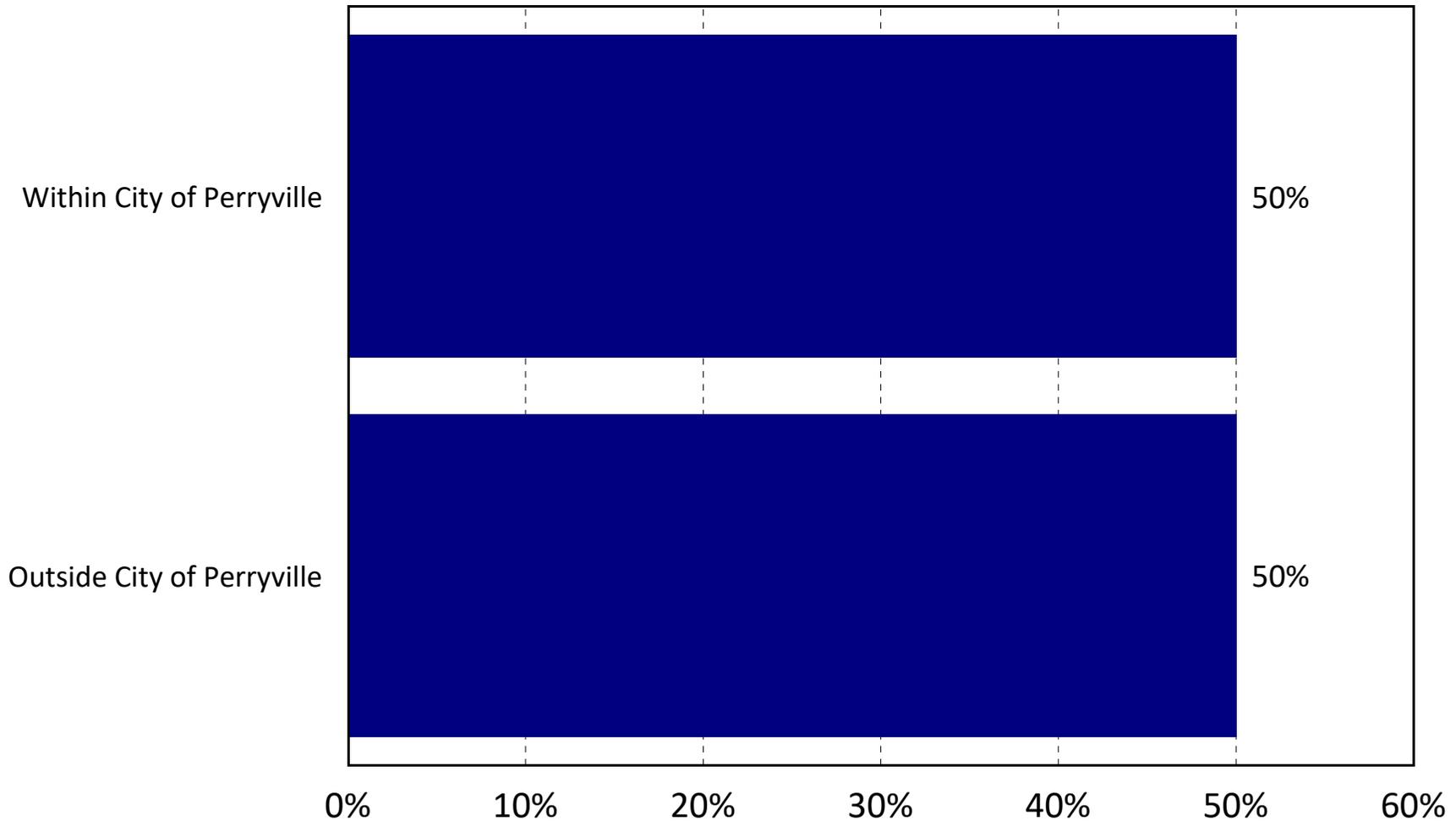
by percentage of adults who are employed (multiple selections could be made)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q41a. Demographics: Where Each Adult is Employed - ADULT 3

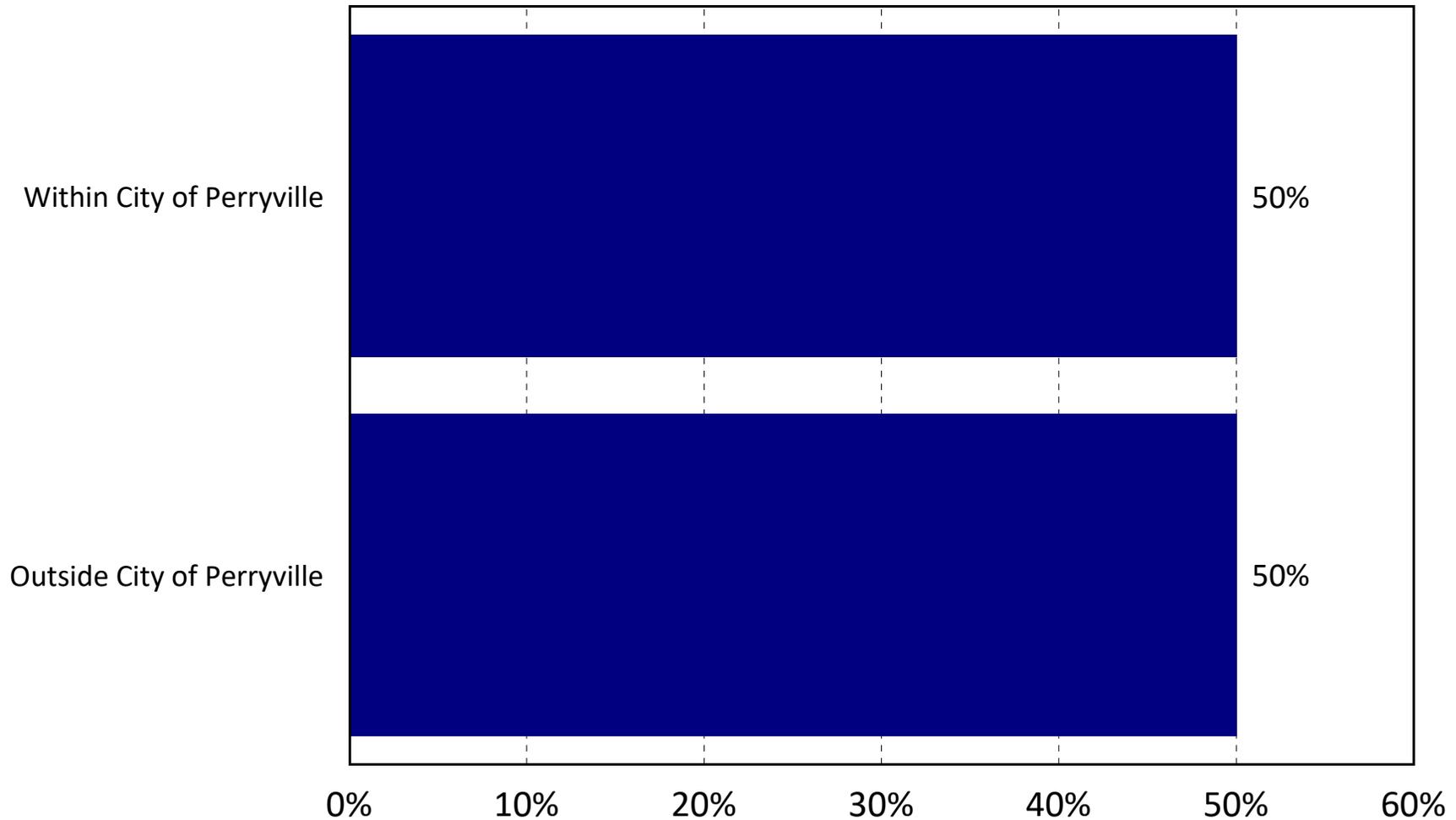
by percentage of adults who are employed (multiple selections could be made)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q41a. Demographics: Where Each Adult is Employed - ADULT 4

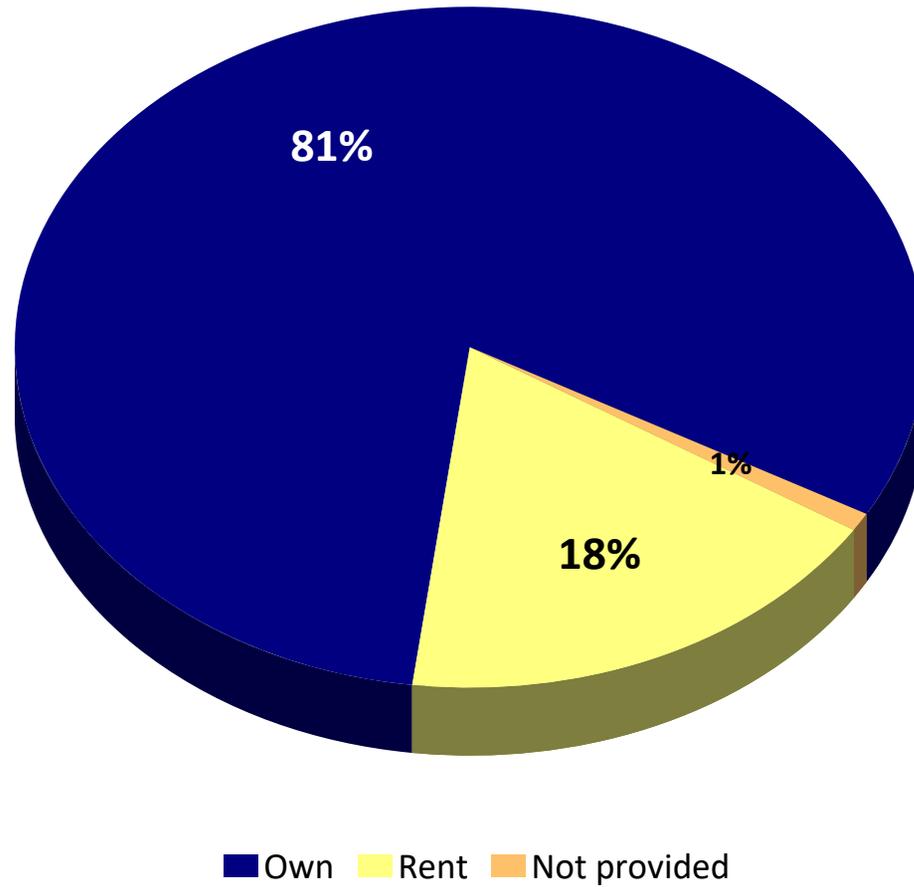
by percentage of adults who are employed (multiple selections could be made)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q42. Demographics: Do you own or rent your home?

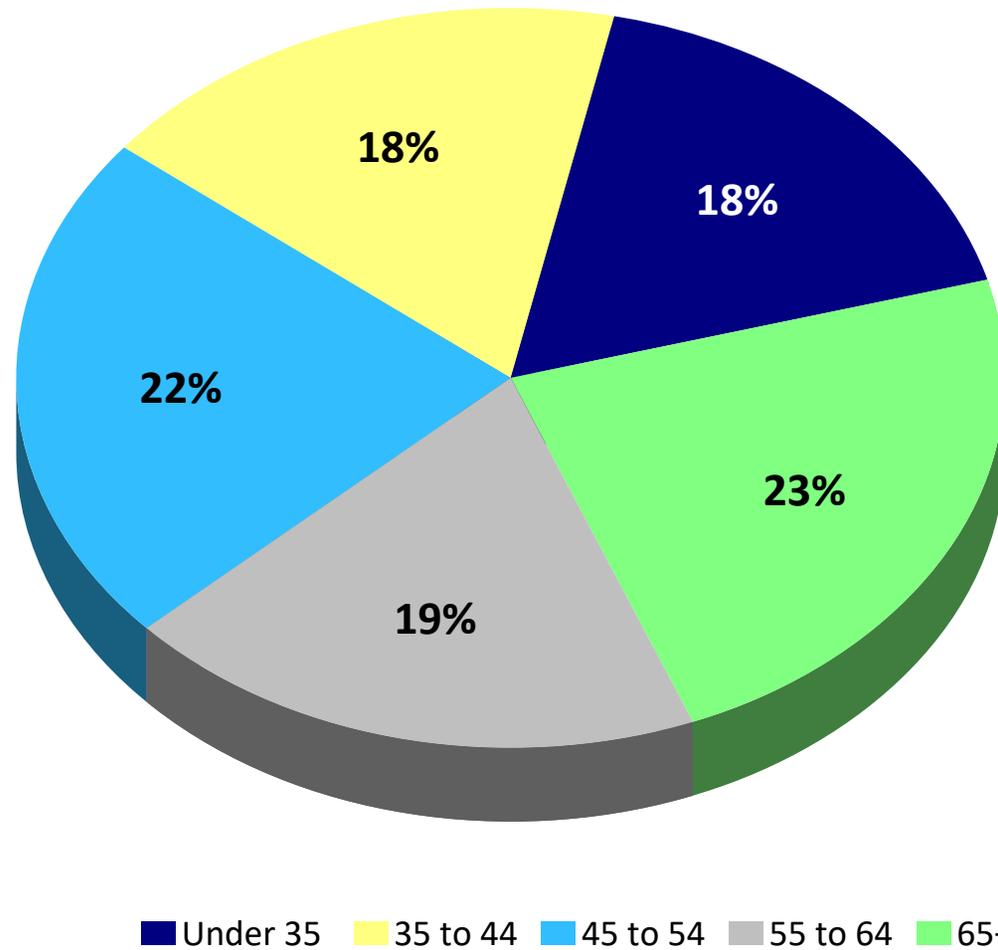
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

## Q43. Demographics: Age of Respondent

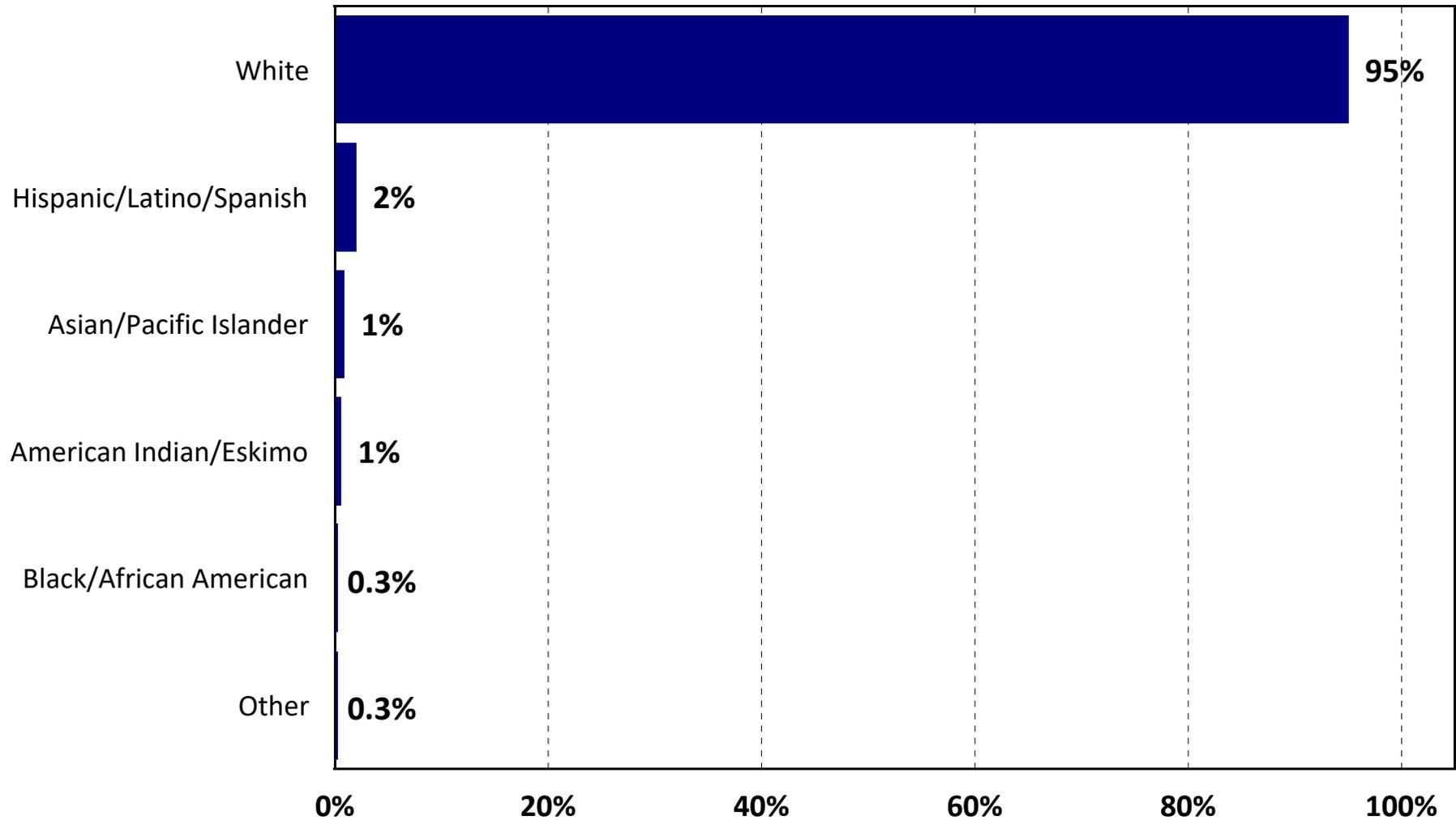
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Q44. Demographics: Which of the following best describes your race/ethnicity?

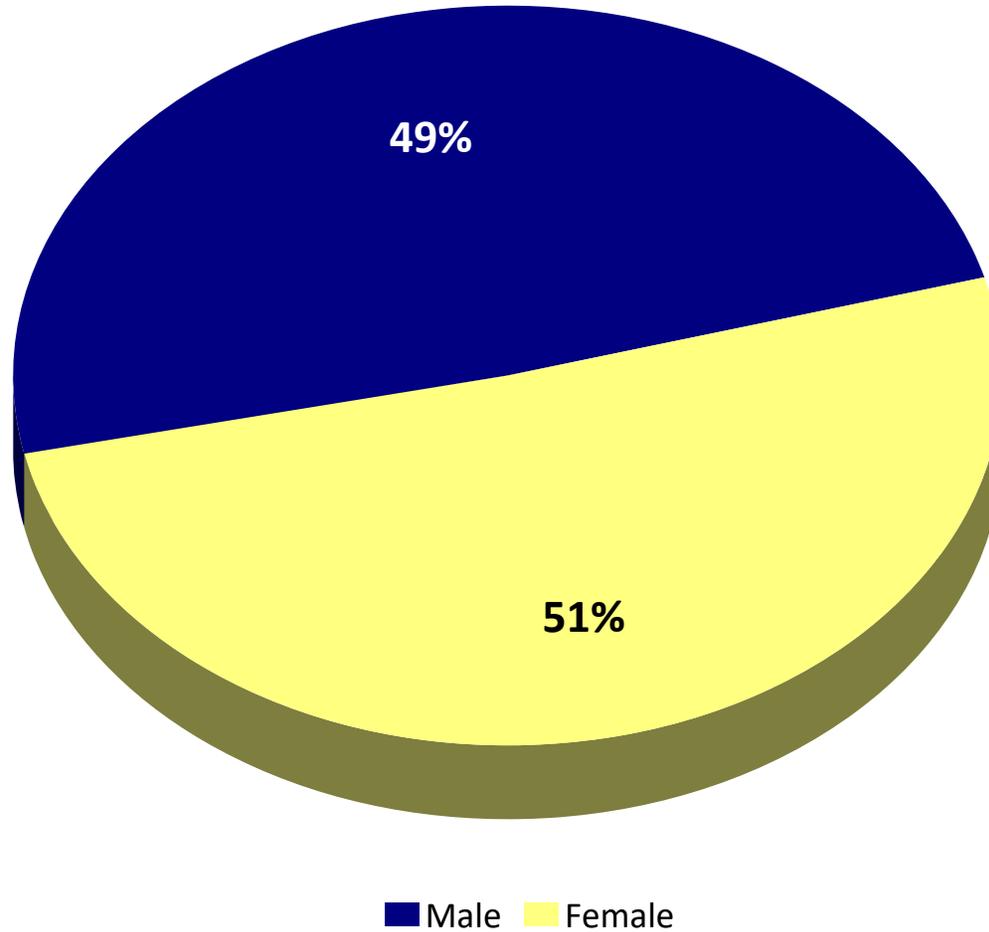
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

## Q45. Demographics: Gender

by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

## Section 2: **Benchmarking Analysis**

---

# 2020 *DirectionFinder*<sup>®</sup> Survey

## Benchmarking Summary Report

---

### Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities and counties in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2019 to a random sample of more than 4,000 residents across the United States and (2) a regional survey that was administered during the summer of 2019 to a random sample of nearly 400 residents in Missouri and Kansas.

### Interpreting the Charts

The charts on the following pages show how the overall results for Perryville compare to the U.S. national and regional averages based on the results of the 2019 survey that was administered by ETC Institute to a random sample of more than 4,000 residents across the United States, and the regional survey administered to nearly 400 residents living in communities throughout Missouri and Kansas. The City of Perryville's results are shown in blue, the Missouri/Kansas averages are shown in red, and the national averages are shown in yellow in the charts on the following pages.

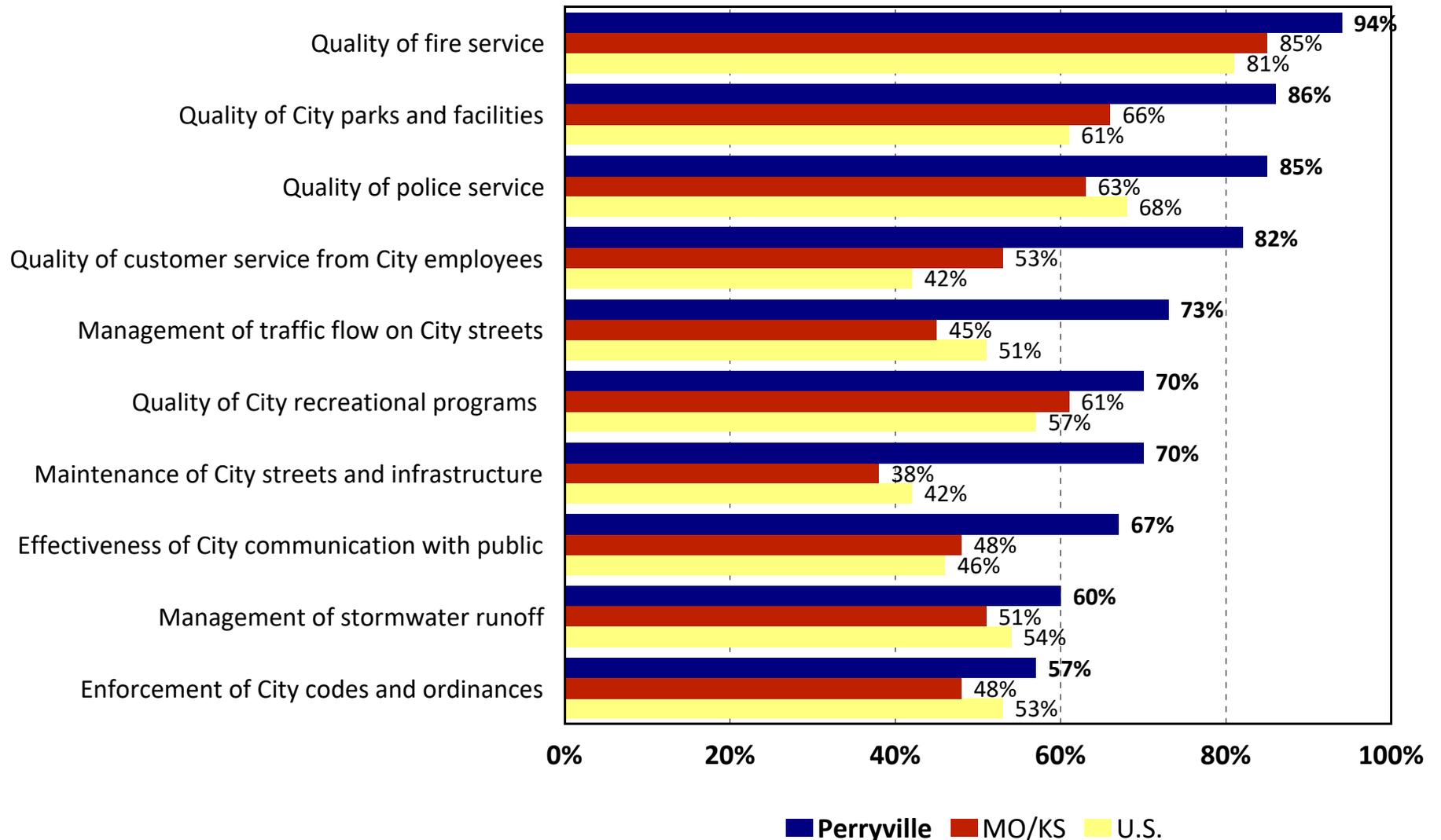
# National Benchmarks

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Perryville, Missouri is not authorized without written consent from ETC Institute.**

# Satisfaction with Major Categories of Services

## Perryville vs. MO/KS Region vs. the U.S.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means “very satisfied”  
(excluding don't knows)

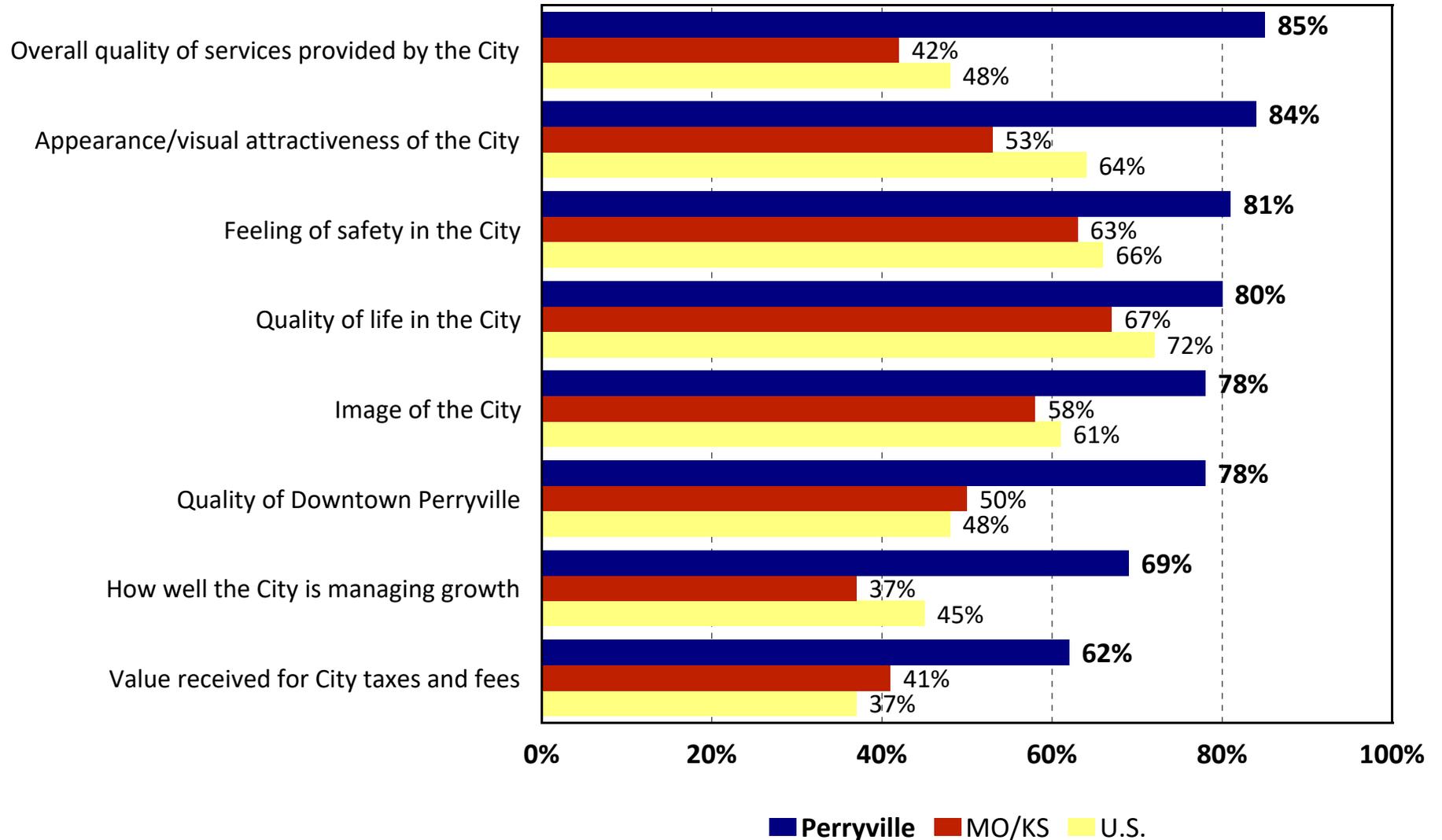


Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Perceptions of the Community

## Perryville vs. MO/KS Region vs. the U.S.

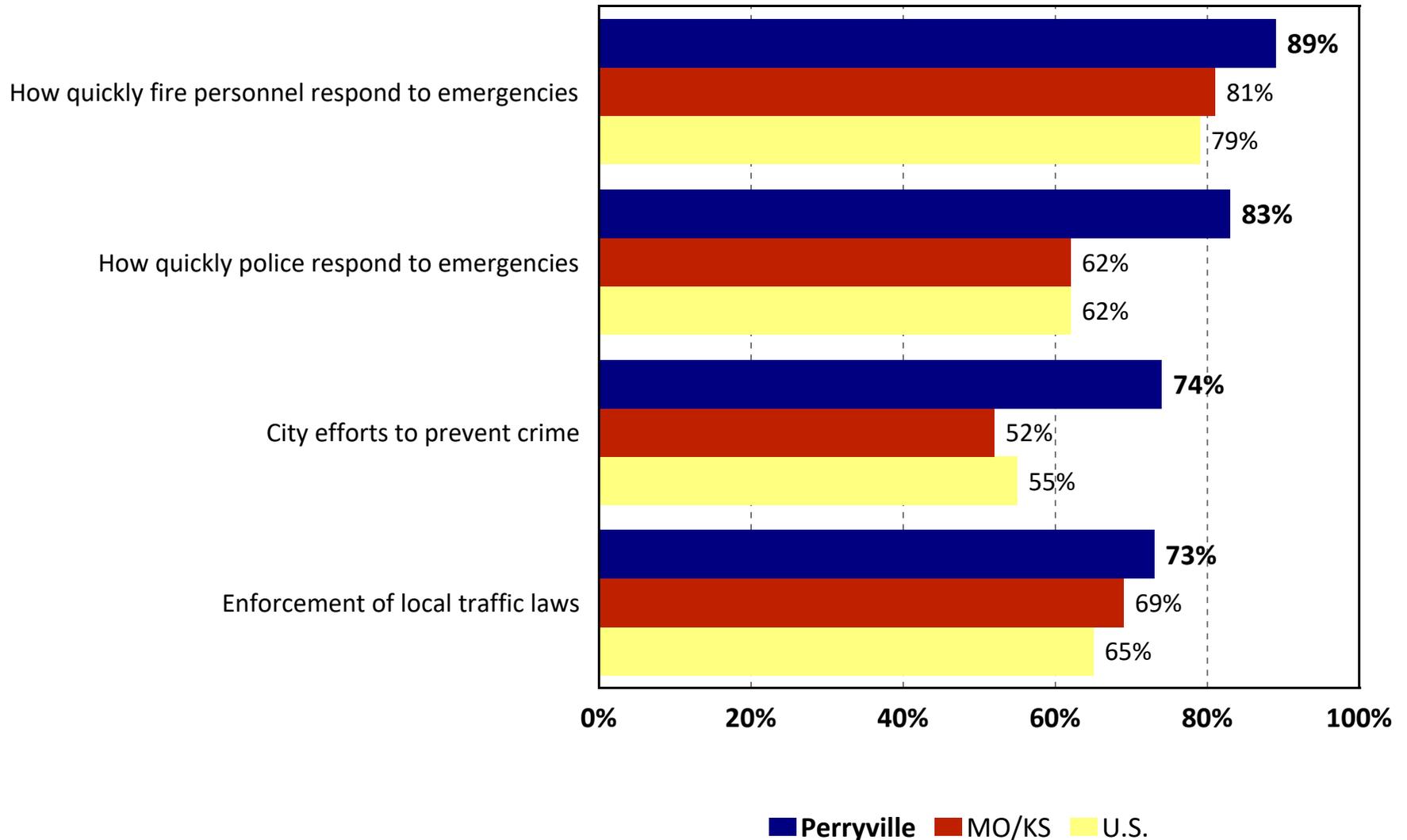
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means “very satisfied”  
(excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Satisfaction with Public Safety Services Perryville vs. MO/KS Region vs. the U.S.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means “very satisfied”  
(excluding don't knows)

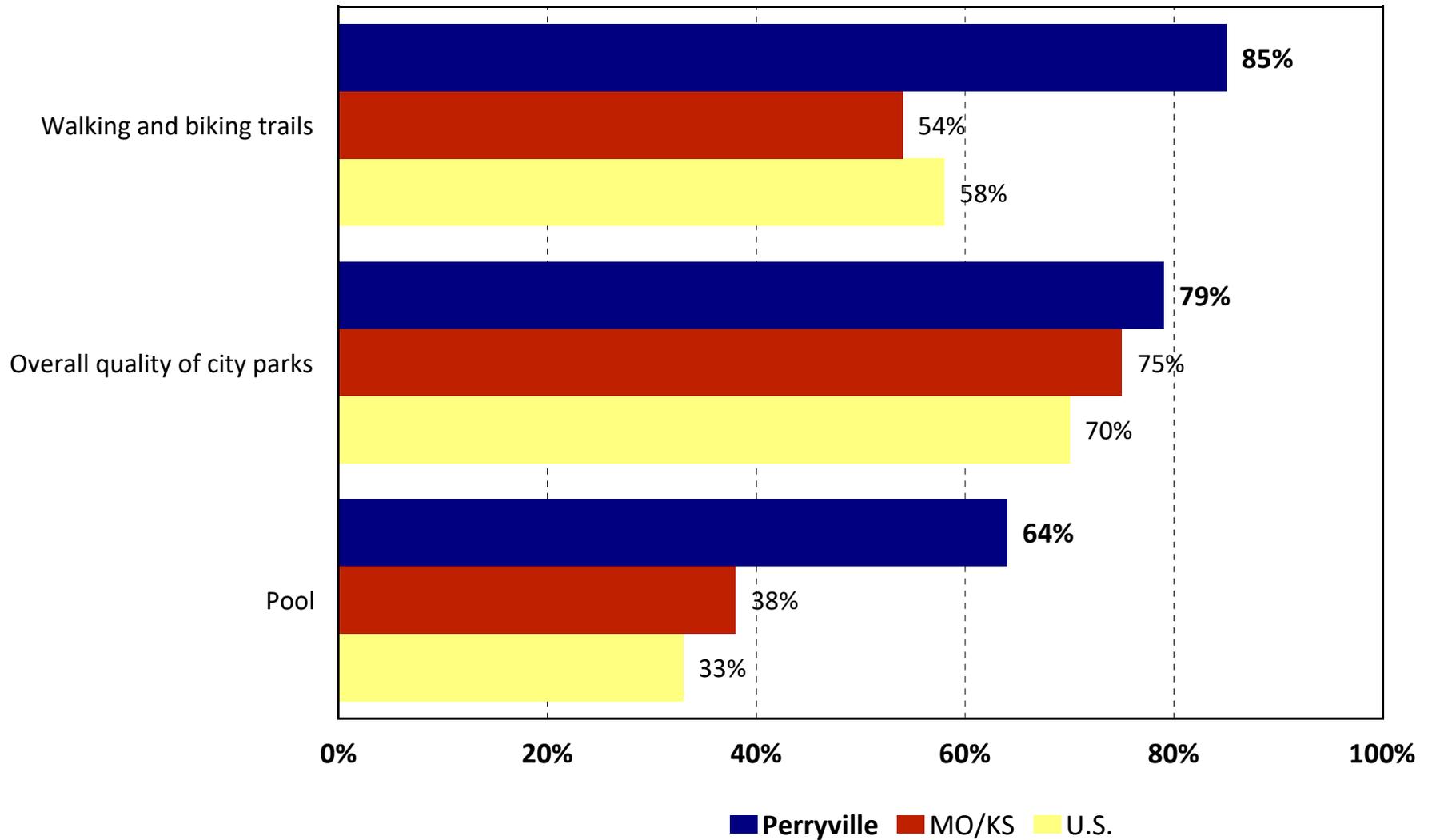


Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Satisfaction with Parks and Recreation Services

## Perryville vs. MO/KS Region vs. the U.S.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means “very satisfied”  
(excluding don't knows)

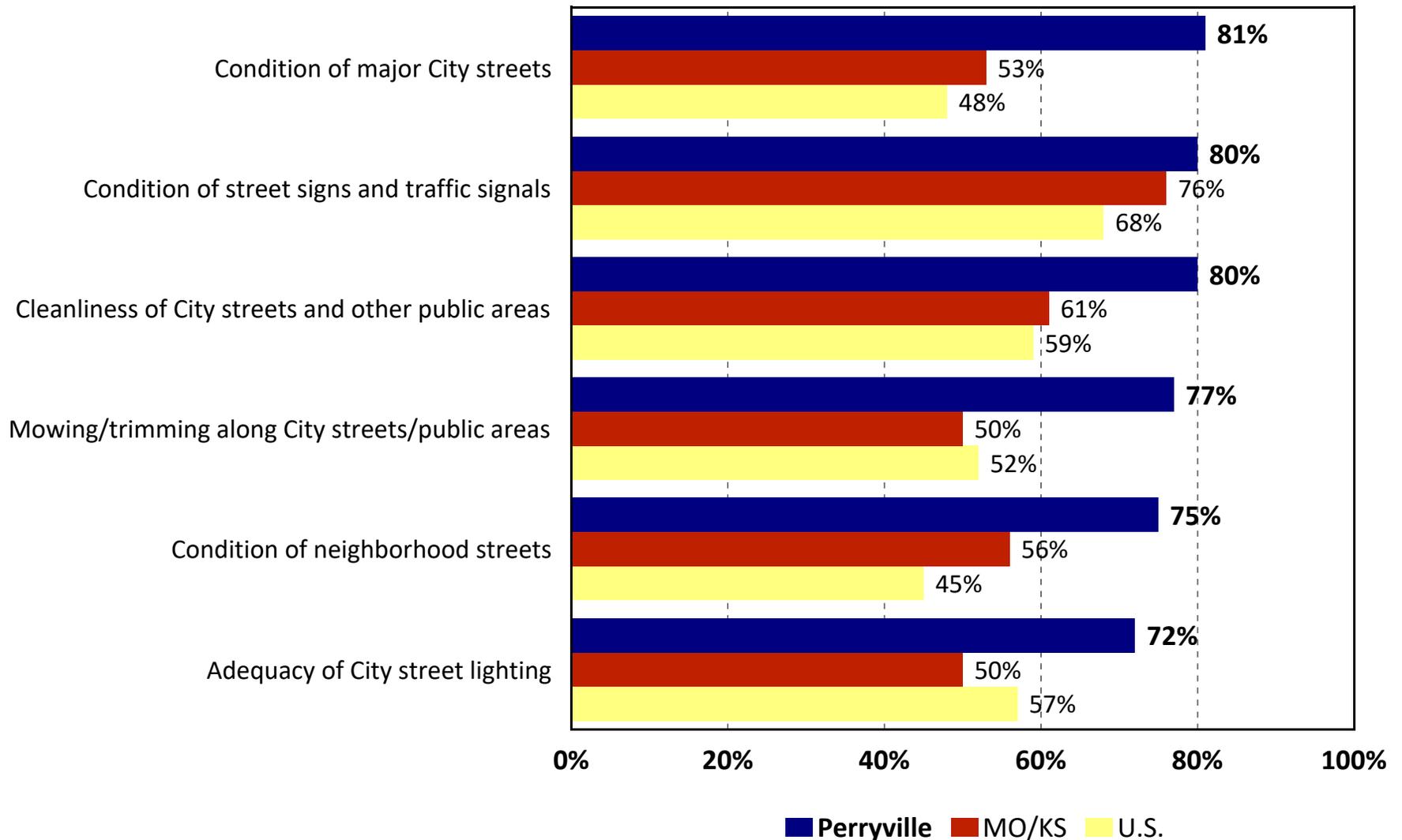


Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Satisfaction with Maintenance Services

## Perryville vs. MO/KS Region vs. the U.S.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means “very satisfied”  
(excluding don't knows)

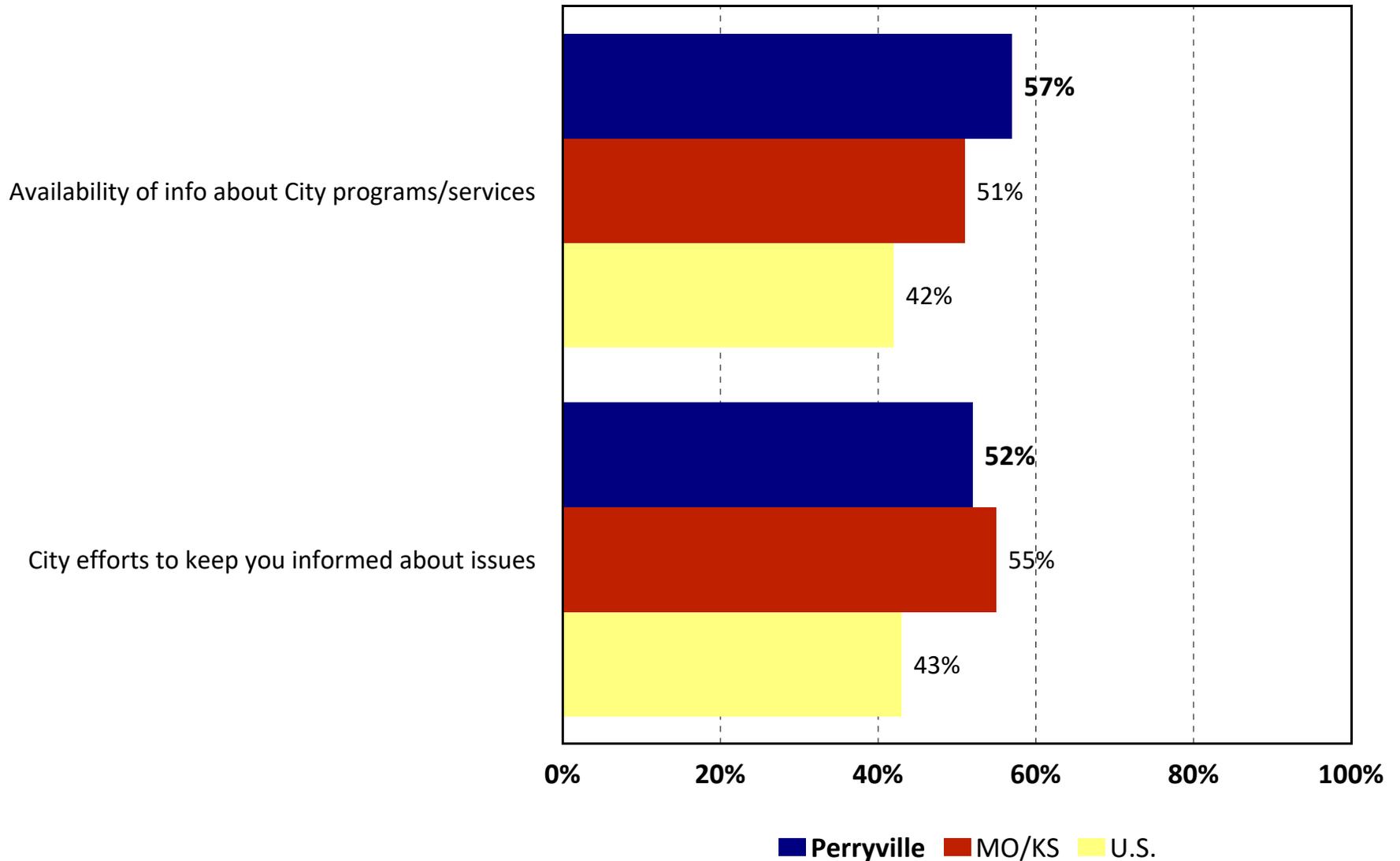


Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Satisfaction with Communication Services

## Perryville vs. MO/KS Region vs. the U.S.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means “very satisfied”  
(excluding don't knows)

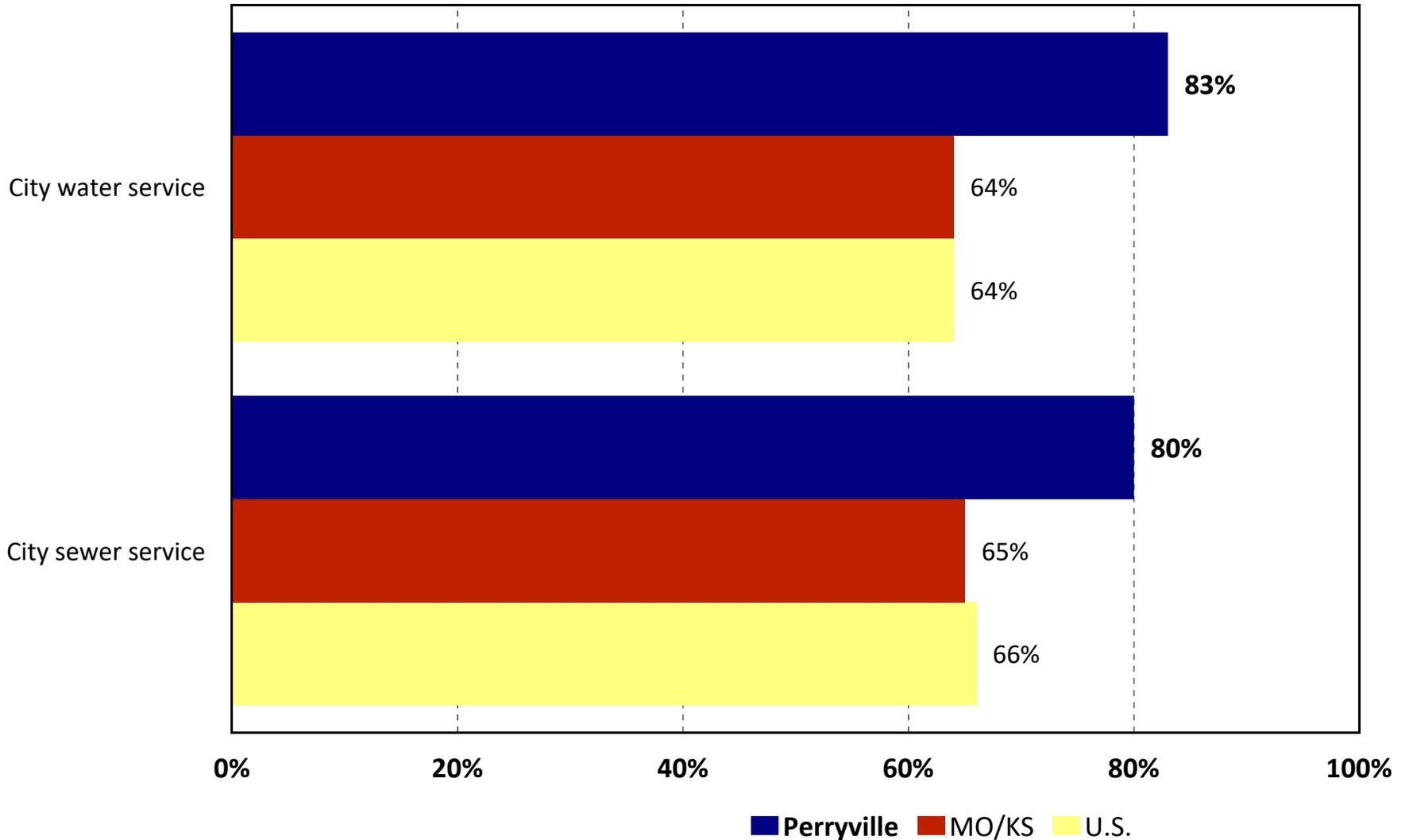


Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Satisfaction with Utility Services

## Perryville vs. MO/KS Region vs. the U.S.

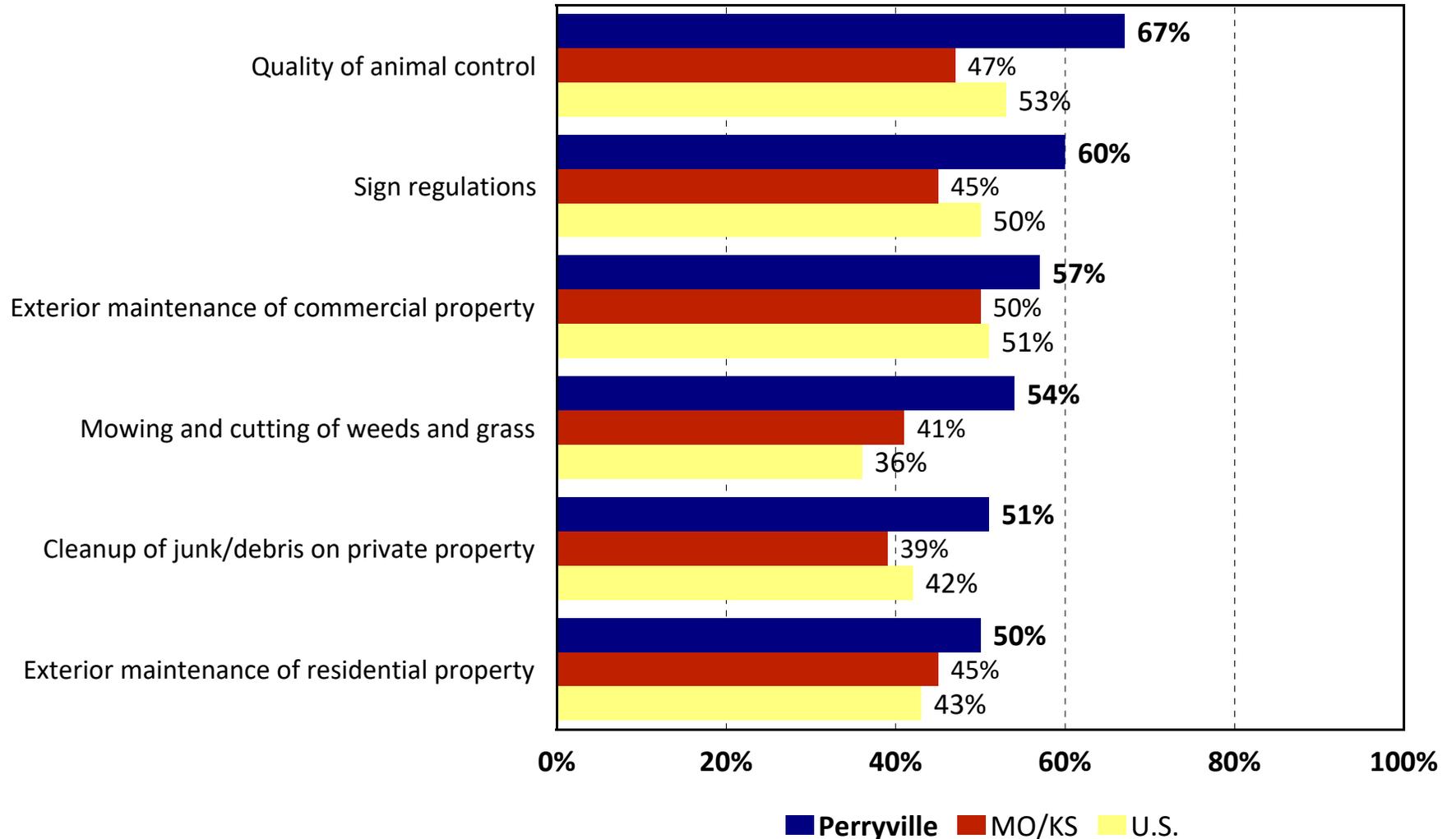
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means “very satisfied”  
(excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Satisfaction with Code Enforcement Services Perryville vs. MO/KS Region vs. the U.S.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means “very satisfied”  
(excluding don't knows)

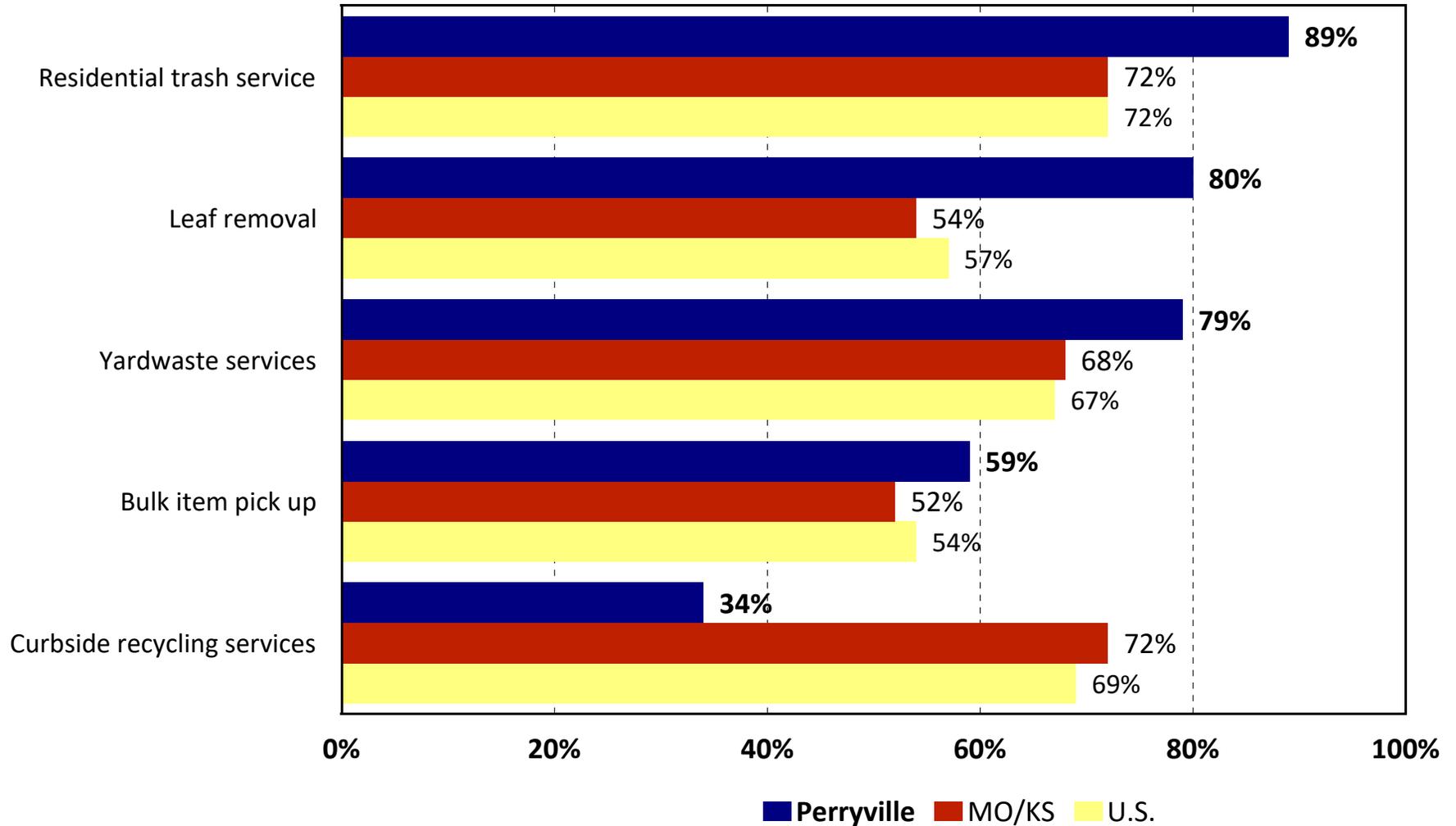


Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Satisfaction with Refuse Services

## Perryville vs. MO/KS Region vs. the U.S.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means “very satisfied”  
 (excluding don't knows)

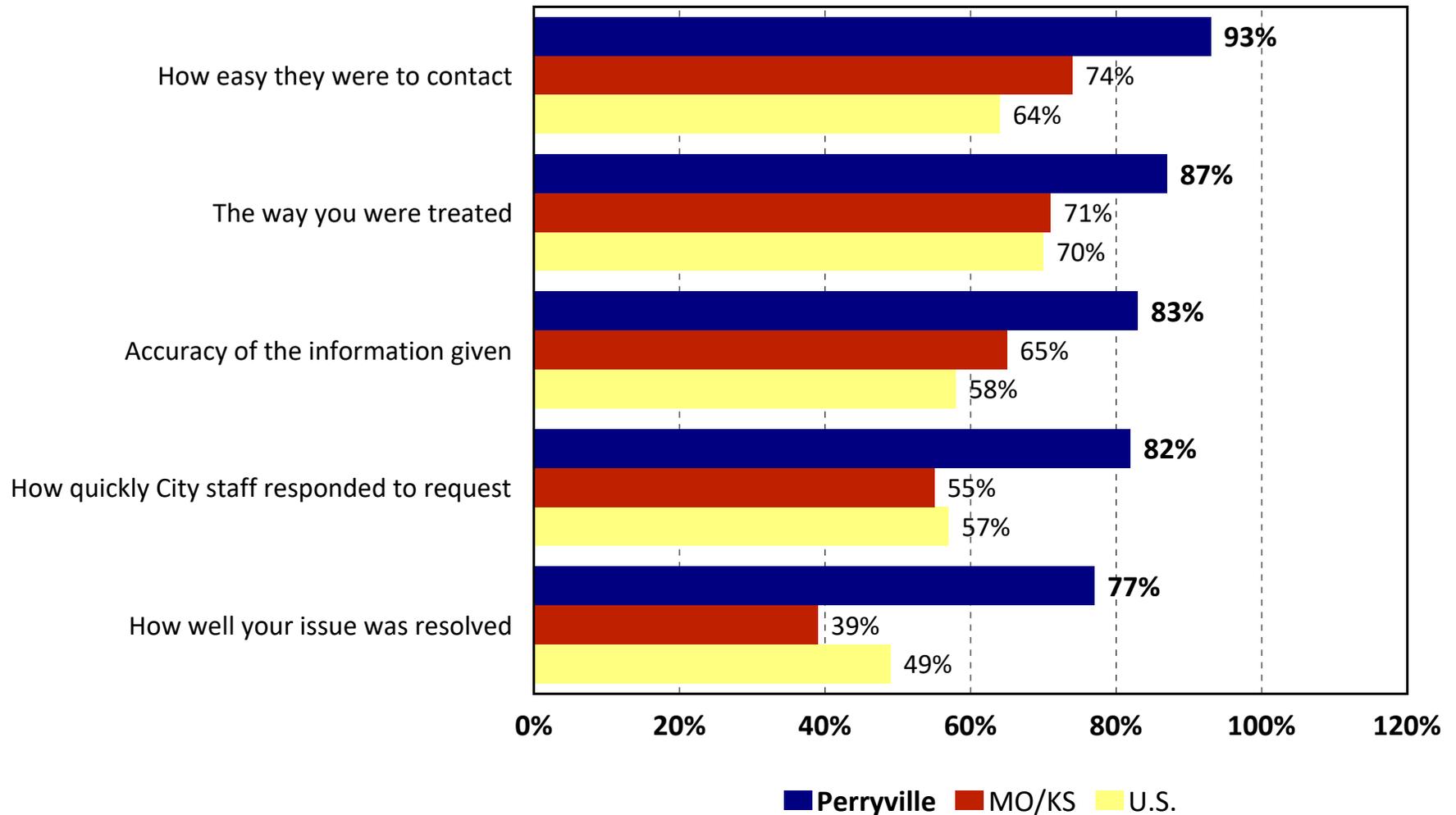


Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# Satisfaction with Customer Service

## Perryville vs. MO/KS Region vs. the U.S.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means “very satisfied”  
(excluding don't knows)

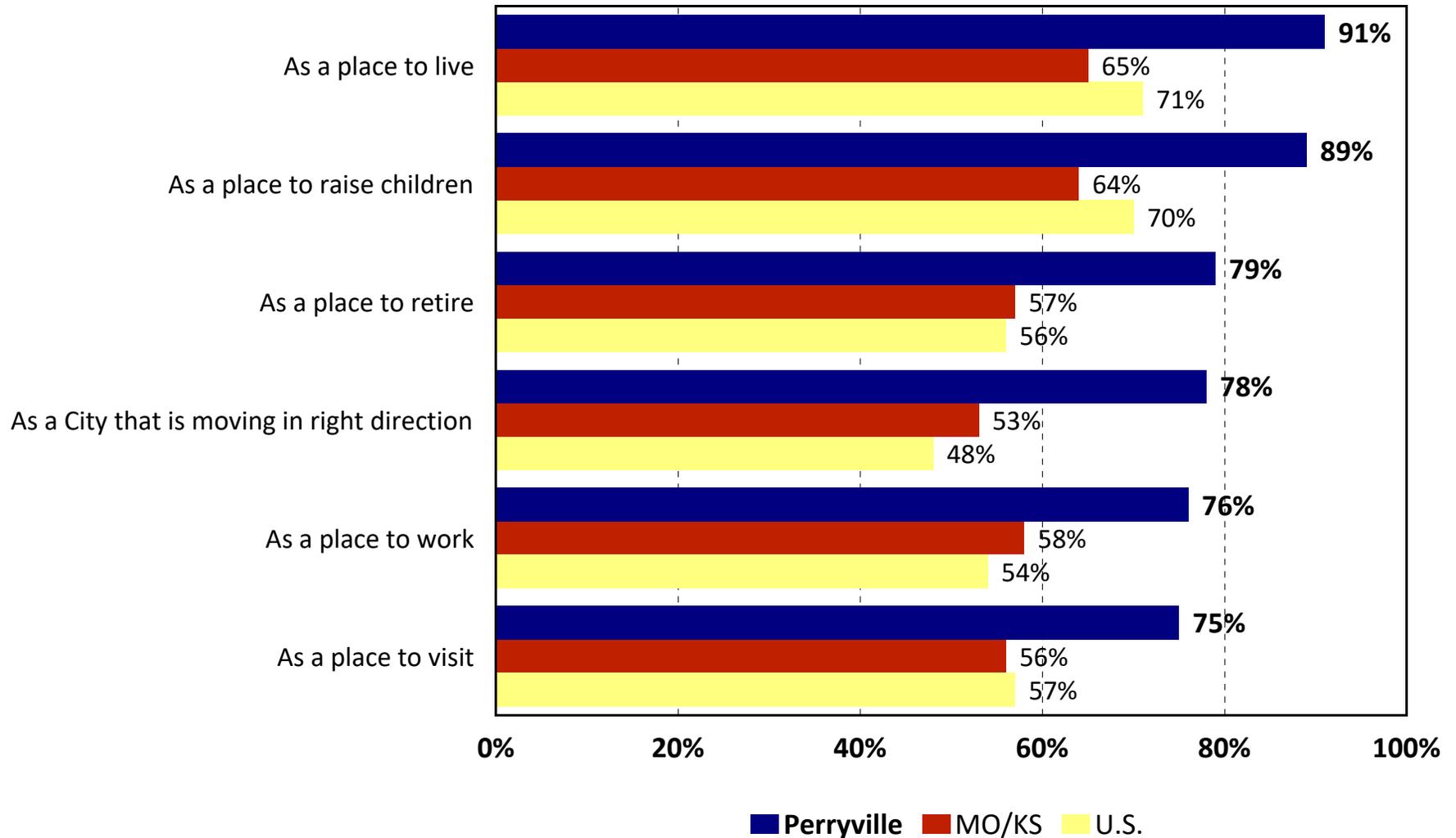


Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

# How Residents Rate Their Community

## Perryville vs. MO/KS Region vs. the U.S.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means “excellent”  
 (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Perryville, MO)

**Section 3:**  
**Importance-Satisfaction**  
**Analysis**

---

# Importance-Satisfaction Analysis

## Perryville, Missouri

---

### Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their residents. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to residents; and (2) to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall satisfaction among residents by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Methodology

The rating is calculated by summing the percentage of responses who selected a service as one of the most important services for the City to emphasize over the next two years. This sum of the importance ratings is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation.** Respondents were asked to identify the city services they thought were most important for the City to emphasize over the next two years. Approximately forty-two percent (41.8%) of respondents selected the *maintenance of City streets and infrastructure* as one of the most important services for the City to emphasize over the next two years.

With regard to satisfaction, *maintenance of City streets and infrastructure* was ranked 7<sup>th</sup>, with 69.3% rating it as a "4" or "5" on a 5-point scale, excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 41.8% was multiplied by 30.7% (1-0.693). This calculation yielded an I-S rating of **0.1283**, which was ranked first out of the 10 major city services that were assessed on the survey.

The top priority rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of their top choices for the City to emphasize and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest priority rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the most important services to emphasize.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis (IS $\geq$ 0.20)*
- *Increase Current Emphasis (IS=0.10 – 0.20)*
- *Maintain Current Emphasis (IS<0.10)*

The results for the City of Perryville are provided on the following pages.

## Importance-Satisfaction Rating

Perryville, MO

### OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Maintenance of City streets and infrastructure	42%	1	69%	7	0.1283	1
Management of stormwater runoff	28%	2	60%	9	0.1138	2
Enforcement of City codes and ordinances	25%	4	57%	10	0.1082	3
<b>Medium Priority (IS &lt;.10)</b>						
Effectiveness of City communication with public	20%	5	67%	8	0.0670	4
Management of traffic flow on City streets	18%	6	73%	5	0.0491	5
Quality of City recreational programs	15%	8	70%	6	0.0453	6
Quality of police service	26%	3	85%	3	0.0395	7
Quality of City parks and facilities	18%	7	87%	2	0.0239	8
Quality of customer service from City employees	6%	10	82%	4	0.0104	9
Quality of fire service	11%	9	93%	1	0.0070	10

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

© 2020 DirectionFinder by ETC Institute

**Importance-Satisfaction Rating**  
**Perryville, MO**  
**Maintenance**

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Cleanliness of stormwater drains/creeks in neighborhood	26%	1	63%	7	0.0981	1
Adequacy of City street lighting	25%	3	72%	6	0.0702	2
Condition of neighborhood streets	19%	5	75%	5	0.0476	3
Condition of major City streets	25%	2	81%	1	0.0469	4
Cleanliness of City streets and other public areas	22%	4	79%	3	0.0468	5
Mowing/trimming along City streets/public areas	12%	7	77%	4	0.0262	6
Condition of street signs and traffic signals	13%	6	80%	2	0.0260	7

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next five years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

© 2020 DirectionFinder by ETC Institute

### **Importance-Satisfaction Matrix Analysis**

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed Importance-Satisfaction Matrices to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

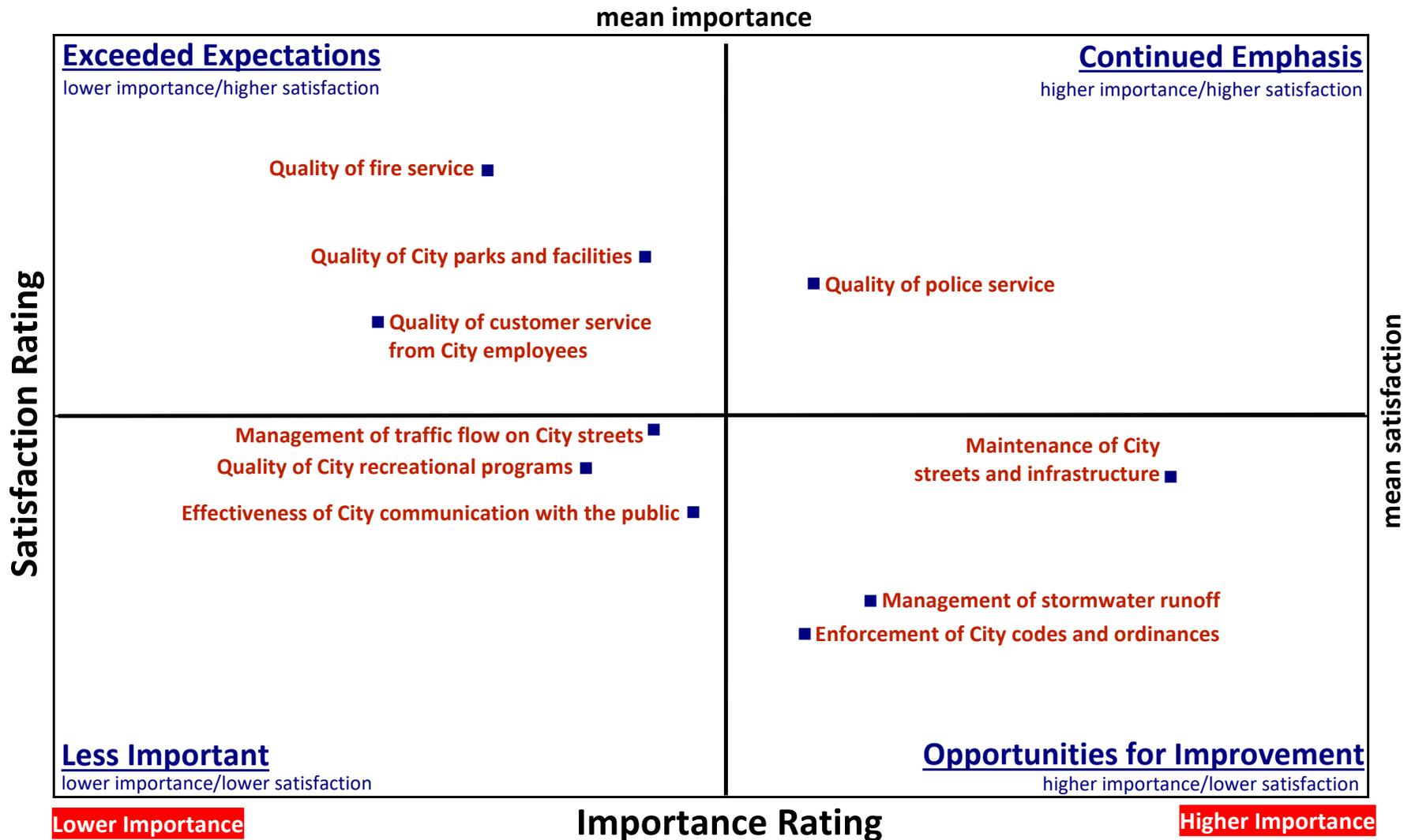
- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- *Exceeding Expectations (below average importance and above average satisfaction).* This area shows where the City is performing better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services because they are less important to residents. The City should maintain (or slightly decrease) emphasis on items in this area.
- *Opportunities for Improvement (above average importance and below average satisfaction).* This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should increase emphasis on items in this area.
- *Less Important (below average importance and below average satisfaction).* This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

The matrices showing the results for the City of Perryville are provided on the following pages.

# 2020 City of Perryville DirectionFinder Importance-Satisfaction Assessment Matrix

## -Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

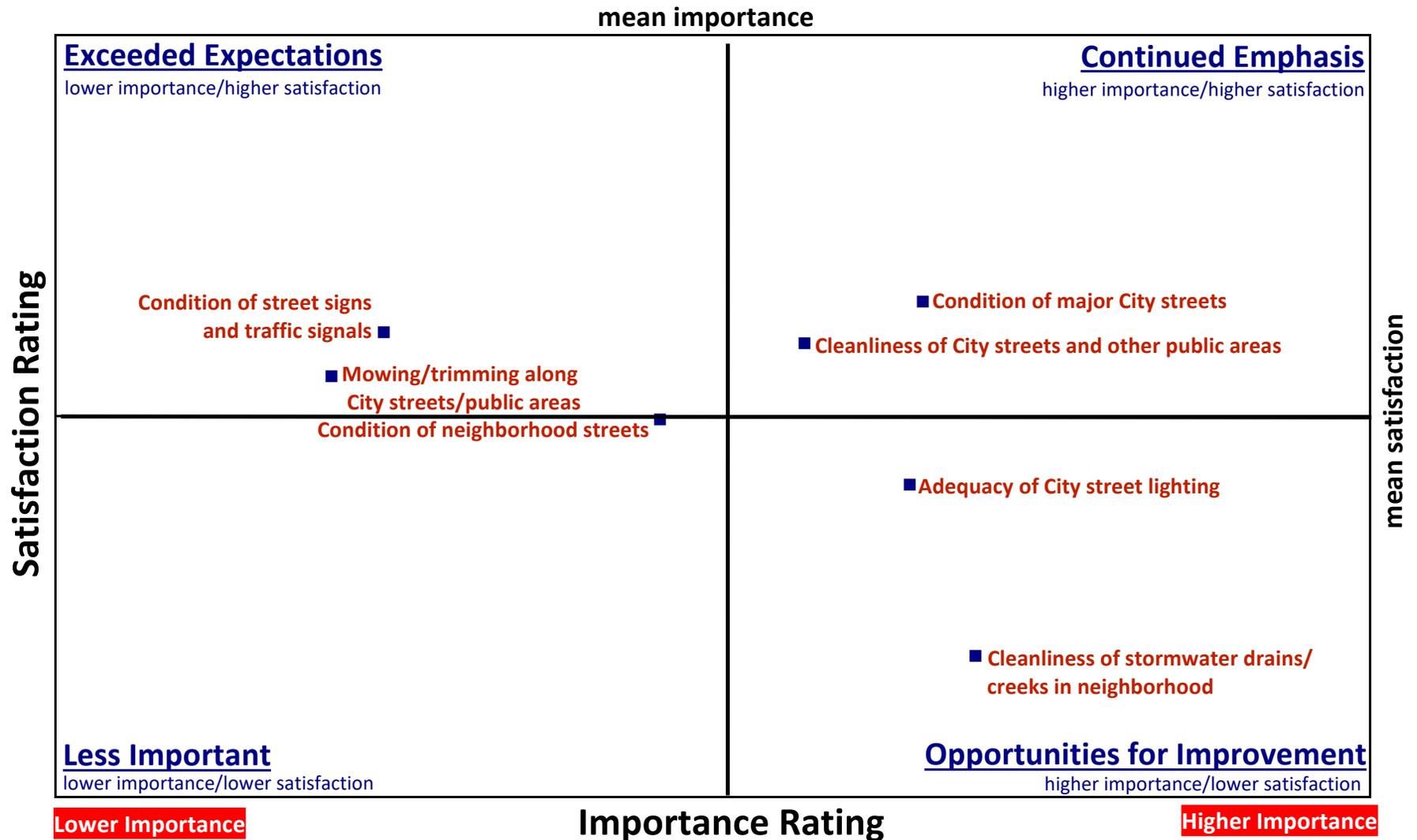


Source: ETC Institute (2020)

# 2020 City of Perryville DirectionFinder Importance-Satisfaction Assessment Matrix

## -Maintenance-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)

## Section 4: **Tabular Data**

**Q1. Major categories of services provided by the City of Perryville are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Quality of police service	40.9%	40.2%	10.2%	3.7%	0.9%	4.0%
Q1-2. Quality of fire service	49.2%	34.5%	5.9%	0.0%	0.0%	10.4%
Q1-3. Quality of City parks & facilities	43.7%	39.6%	10.2%	1.9%	0.8%	3.9%
Q1-4. Quality of City recreational programs	27.7%	35.3%	21.4%	4.0%	1.5%	10.1%
Q1-5. Maintenance of City streets & infrastructure	23.2%	44.9%	20.6%	6.8%	2.8%	1.7%
Q1-6. Enforcement of City codes & ordinances	18.1%	35.6%	25.2%	10.2%	5.3%	5.6%
Q1-7. Quality of customer service you receive from City employees	38.2%	40.2%	14.7%	2.2%	0.9%	3.7%
Q1-8. Effectiveness of City communication with the public	21.2%	43.2%	23.7%	6.7%	2.2%	3.1%
Q1-9. Management of traffic flow on City streets	22.8%	48.6%	18.0%	6.2%	2.3%	2.2%
Q1-10. Management of stormwater runoff	15.9%	40.6%	23.4%	10.2%	4.8%	5.1%

**WITHOUT "DON'T KNOW"**

**Q1. Major categories of services provided by the City of Perryville are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of police service	42.6%	41.9%	10.6%	3.9%	1.0%
Q1-2. Quality of fire service	54.9%	38.5%	6.6%	0.0%	0.0%
Q1-3. Quality of City parks & facilities	45.4%	41.2%	10.6%	1.9%	0.8%
Q1-4. Quality of City recreational programs	30.8%	39.2%	23.8%	4.5%	1.7%
Q1-5. Maintenance of City streets & infrastructure	23.6%	45.7%	20.9%	6.9%	2.8%
Q1-6. Enforcement of City codes & ordinances	19.2%	37.7%	26.7%	10.8%	5.6%
Q1-7. Quality of customer service you receive from City employees	39.7%	41.8%	15.3%	2.3%	1.0%
Q1-8. Effectiveness of City communication with the public	21.9%	44.6%	24.4%	6.9%	2.2%
Q1-9. Management of traffic flow on City streets	23.3%	49.7%	18.4%	6.3%	2.4%
Q1-10. Management of stormwater runoff	16.8%	42.7%	24.6%	10.8%	5.1%

**Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next two years?**

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	98	15.2 %
Quality of fire service	7	1.1 %
Quality of City parks & facilities	31	4.8 %
Quality of City recreational programs	32	5.0 %
Maintenance of City streets & infrastructure	109	16.9 %
Enforcement of City codes & ordinances	63	9.8 %
Quality of customer service you receive from City employees	7	1.1 %
Effectiveness of City communication with the public	26	4.0 %
Management of traffic flow on City streets	37	5.7 %
Management of stormwater runoff	79	12.2 %
None chosen	157	24.3 %
Total	646	100.0 %

**Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next two years?**

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	34	5.3 %
Quality of fire service	52	8.0 %
Quality of City parks & facilities	34	5.3 %
Quality of City recreational programs	27	4.2 %
Maintenance of City streets & infrastructure	93	14.4 %
Enforcement of City codes & ordinances	51	7.9 %
Quality of customer service you receive from City employees	18	2.8 %
Effectiveness of City communication with the public	52	8.0 %
Management of traffic flow on City streets	46	7.1 %
Management of stormwater runoff	48	7.4 %
None chosen	191	29.6 %
Total	646	100.0 %

**Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next two years?**

Q2. 3rd choice	Number	Percent
Quality of police service	32	5.0 %
Quality of fire service	10	1.5 %
Quality of City parks & facilities	50	7.7 %
Quality of City recreational programs	38	5.9 %
Maintenance of City streets & infrastructure	68	10.5 %
Enforcement of City codes & ordinances	48	7.4 %
Quality of customer service you receive from City employees	11	1.7 %
Effectiveness of City communication with the public	52	8.0 %
Management of traffic flow on City streets	35	5.4 %
Management of stormwater runoff	55	8.5 %
None chosen	247	38.2 %
Total	646	100.0 %

**SUM OF TOP 3 CHOICES**

**Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next two years? (top 3)**

Q2. Sum of top 3 choices	Number	Percent
Quality of police service	164	25.4 %
Quality of fire service	69	10.7 %
Quality of City parks & facilities	115	17.8 %
Quality of City recreational programs	97	15.0 %
Maintenance of City streets & infrastructure	270	41.8 %
Enforcement of City codes & ordinances	162	25.1 %
Quality of customer service you receive from City employees	36	5.6 %
Effectiveness of City communication with the public	130	20.1 %
Management of traffic flow on City streets	118	18.3 %
Management of stormwater runoff	182	28.2 %
None chosen	157	24.3 %
Total	1500	

**Q3. Items that may influence your perception of the City of Perryville are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City	27.4%	55.1%	12.8%	0.9%	0.8%	2.9%
Q3-2. Appearance/visual attractiveness of City	31.7%	51.2%	12.5%	2.3%	0.9%	1.2%
Q3-3. Image of City	28.8%	48.6%	17.2%	3.1%	0.9%	1.4%
Q3-4. How well City is managing growth	20.7%	44.7%	21.5%	7.0%	1.7%	4.3%
Q3-5. Quality of life in City	28.0%	51.2%	15.0%	3.4%	1.2%	1.1%
Q3-6. Feeling of safety in City	31.4%	48.6%	12.5%	4.5%	1.7%	1.2%
Q3-7. Quality of Downtown Perryville	31.0%	46.3%	16.3%	4.0%	1.2%	1.2%
Q3-8. Value you receive for your City taxes & fees	18.7%	41.6%	25.9%	7.9%	3.4%	2.5%

**WITHOUT "DON'T KNOW"**

**Q3. Items that may influence your perception of the City of Perryville are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City	28.2%	56.8%	13.2%	1.0%	0.8%
Q3-2. Appearance/visual attractiveness of City	32.1%	51.9%	12.7%	2.4%	0.9%
Q3-3. Image of City	29.2%	49.3%	17.4%	3.1%	0.9%
Q3-4. How well City is managing growth	21.7%	46.8%	22.5%	7.3%	1.8%
Q3-5. Quality of life in City	28.3%	51.8%	15.2%	3.4%	1.3%
Q3-6. Feeling of safety in City	31.8%	49.2%	12.7%	4.5%	1.7%
Q3-7. Quality of Downtown Perryville	31.3%	46.9%	16.5%	4.1%	1.3%
Q3-8. Value you receive for your City taxes & fees	19.2%	42.7%	26.5%	8.1%	3.5%

**Q4. Public Safety. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. City efforts to prevent crime	24.6%	46.4%	18.7%	5.1%	1.7%	3.4%
Q4-2. Enforcement of local traffic laws	25.9%	44.9%	17.2%	7.3%	1.7%	3.1%
Q4-3. How quickly police respond to emergencies	33.9%	38.2%	12.5%	2.2%	0.6%	12.5%
Q4-4. How quickly fire personnel respond to emergencies	38.4%	35.9%	8.8%	0.2%	0.0%	16.7%

**WITHOUT "DON'T KNOW"**

**Q4. Public Safety. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. City efforts to prevent crime	25.5%	48.1%	19.4%	5.3%	1.8%
Q4-2. Enforcement of local traffic laws	26.7%	46.3%	17.7%	7.5%	1.8%
Q4-3. How quickly police respond to emergencies	38.8%	43.7%	14.3%	2.5%	0.7%
Q4-4. How quickly fire personnel respond to emergencies	46.1%	43.1%	10.6%	0.2%	0.0%

**Q5(1-7). Perry Park Center: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Movie theater	19.7%	35.9%	22.1%	5.0%	1.2%	16.1%
Q5-2. Gyms for basketball & volleyball	19.5%	37.5%	20.1%	1.2%	0.8%	20.9%
Q5-3. Weight room	13.8%	26.9%	23.7%	2.5%	1.5%	31.6%
Q5-4. Fitness center	15.5%	26.8%	22.9%	2.6%	1.4%	30.8%
Q5-5. Pool	19.5%	31.0%	19.7%	6.5%	2.3%	21.1%
Q5-6. Racquetball courts	13.5%	22.4%	24.8%	1.7%	0.6%	37.0%
Q5-7. Overall quality of Park Center	25.9%	41.2%	18.0%	2.3%	1.1%	11.6%

**WITHOUT "DON'T KNOW"**

**Q5(1-7). Perry Park Center: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Movie theater	23.4%	42.8%	26.4%	5.9%	1.5%
Q5-2. Gyms for basketball & volleyball	24.7%	47.4%	25.4%	1.6%	1.0%
Q5-3. Weight room	20.1%	39.4%	34.6%	3.6%	2.3%
Q5-4. Fitness center	22.4%	38.7%	33.1%	3.8%	2.0%
Q5-5. Pool	24.7%	39.2%	24.9%	8.2%	2.9%
Q5-6. Racquetball courts	21.4%	35.6%	39.3%	2.7%	1.0%
Q5-7. Overall quality of Park Center	29.2%	46.6%	20.3%	2.6%	1.2%

**Q5(8-15). City Parks: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-8. City Park	36.2%	45.0%	10.1%	2.0%	0.3%	6.3%
Q5-9. Bank of Missouri Soccer Complex	40.6%	33.0%	11.6%	1.5%	0.6%	12.7%
Q5-10. Feltz Street Park (skate park)	17.2%	27.6%	23.1%	2.5%	1.9%	27.9%
Q5-11. School Street Park	12.7%	20.9%	25.4%	2.8%	1.4%	36.8%
Q5-12. Viola Blechle Park	15.9%	24.5%	23.8%	1.9%	1.1%	32.8%
Q5-13. Northdale Park	10.2%	16.7%	26.8%	6.7%	2.9%	36.7%
Q5-14. French Lane Park	16.9%	26.8%	20.7%	4.0%	1.9%	29.7%
Q5-15. Overall quality of City parks	25.1%	45.7%	16.9%	0.9%	0.5%	11.0%

**WITHOUT "DON'T KNOW"**

**Q5(8-15). City Parks: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-8. City Park	38.7%	48.1%	10.7%	2.1%	0.3%
Q5-9. Bank of Missouri Soccer Complex	46.5%	37.8%	13.3%	1.8%	0.7%
Q5-10. Feltz Street Park (skate park)	23.8%	38.2%	32.0%	3.4%	2.6%
Q5-11. School Street Park	20.1%	33.1%	40.2%	4.4%	2.2%
Q5-12. Viola Blechle Park	23.7%	36.4%	35.5%	2.8%	1.6%
Q5-13. Northdale Park	16.1%	26.4%	42.3%	10.5%	4.6%
Q5-14. French Lane Park	24.0%	38.1%	29.5%	5.7%	2.6%
Q5-15. Overall quality of City parks	28.2%	51.3%	19.0%	1.0%	0.5%

**Q5(16-28). Other Items: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-16. Splash pad	23.8%	30.2%	18.3%	2.9%	2.2%	22.6%
Q5-17. Restrooms at City parks	13.0%	37.8%	21.4%	7.0%	2.0%	18.9%
Q5-18. Playground equipment at parks	20.1%	40.9%	17.8%	3.3%	0.9%	17.0%
Q5-19. Frisbee golf	14.4%	27.1%	21.5%	0.6%	0.9%	35.4%
Q5-20. Picnic tables at City parks	17.5%	40.2%	20.9%	4.5%	1.1%	15.8%
Q5-21. City's community garden	9.4%	18.4%	27.9%	3.4%	3.3%	37.6%
Q5-22. Concessions at City parks	9.1%	22.6%	25.7%	6.2%	1.5%	34.8%
Q5-23. Concessions at theatre	13.9%	34.8%	23.1%	2.5%	1.4%	24.3%
Q5-24. Baseball/softball fields	20.1%	38.5%	18.4%	1.7%	0.8%	20.4%
Q5-25. Walking & biking trails	30.3%	42.7%	10.2%	1.7%	0.6%	14.4%
Q5-26. City's sand volleyball courts	11.6%	23.1%	24.1%	1.4%	0.9%	38.9%
Q5-27. Soccer fields	26.6%	34.5%	17.0%	0.5%	0.6%	20.7%
Q5-28. Number of seasonal events sponsored by City (e.g., crafts fairs, Play Day at the Park)	14.9%	35.8%	24.6%	6.3%	1.9%	16.6%

**WITHOUT "DON'T KNOW"**

**Q5(16-28). Other Items: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-16. Splash pad	30.8%	39.0%	23.6%	3.8%	2.8%
Q5-17. Restrooms at City parks	16.0%	46.6%	26.3%	8.6%	2.5%
Q5-18. Playground equipment at parks	24.3%	49.3%	21.5%	3.9%	1.1%
Q5-19. Frisbee golf	22.3%	42.0%	33.3%	1.0%	1.4%
Q5-20. Picnic tables at City parks	20.8%	47.8%	24.8%	5.3%	1.3%
Q5-21. City's community garden	15.1%	29.5%	44.7%	5.5%	5.2%
Q5-22. Concessions at City parks	14.0%	34.7%	39.4%	9.5%	2.4%
Q5-23. Concessions at theatre	18.4%	46.0%	30.5%	3.3%	1.8%
Q5-24. Baseball/softball fields	25.3%	48.4%	23.2%	2.1%	1.0%
Q5-25. Walking & biking trails	35.4%	49.9%	11.9%	2.0%	0.7%
Q5-26. City's sand volleyball courts	19.0%	37.7%	39.5%	2.3%	1.5%
Q5-27. Soccer fields	33.6%	43.6%	21.5%	0.6%	0.8%
Q5-28. Number of seasonal events sponsored by City (e.g., crafts fairs, Play Day at the Park)	17.8%	42.9%	29.5%	7.6%	2.2%

**Q6. Do you think the usage fees at the City's Park Center are too high, about right, or too low?**

Q6. What do you think about usage fees at City's Park Center	Number	Percent
Too high	145	22.4 %
About right	323	50.0 %
Too low	7	1.1 %
Don't know	171	26.5 %
Total	646	100.0 %

**WITHOUT "DON'T KNOW"**

**Q6. Do you think the usage fees at the City's Park Center are too high, about right, or too low? (without "don't know")**

Q6. What do you think about usage fees at City's Park Center	Number	Percent
Too high	145	30.5 %
About right	323	68.0 %
Too low	7	1.5 %
Total	475	100.0 %

**Q7. Do you have a membership to the City's Park Center?**

Q7. Do you have a membership to City's Park Center	Number	Percent
Yes	157	24.3 %
No	485	75.1 %
Not provided	4	0.6 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q7. Do you have a membership to the City's Park Center? (without "not provided")**

Q7. Do you have a membership to City's Park Center	Number	Percent
Yes	157	24.5 %
No	485	75.5 %
Total	642	100.0 %

**Q8. The City is in the process of putting together a Master Plan for its park system. What amenities would you most like the City to add in the future?**

Q8. What amenities would you most like City to add in the future	Number	Percent
New playgrounds	71	11.0 %
Indoor multipurpose facility for baseball/softball/soccer/football	106	16.4 %
Additional gym for volleyball/basketball	57	8.8 %
More outside soccer fields	9	1.4 %
A skate park	98	15.2 %
More baseball/softball fields	20	3.1 %
Water feature (e.g., lake, pond)	211	32.7 %
More hike/bike trails	209	32.4 %
New neighborhood parks	72	11.1 %
More shelters/pavilions	156	24.1 %
More bathrooms	207	32.0 %
Paved parking lots	162	25.1 %
Toddler playground in Perry Park Center	98	15.2 %
Amphitheatre	189	29.3 %
Crafts class/instructional programs	133	20.6 %
BMX/bike park	76	11.8 %
Other	101	15.6 %
Total	1975	

**Q9. How important are the following non-City recreational activities to your family? Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Very Unimportant," please rate the following items.**

(N=646)

	Very important	Important	Neutral	Unimportant	Very unimportant	Don't know
Q9-1. Bicycling	16.4%	21.8%	30.7%	12.8%	5.7%	12.5%
Q9-2. Bowling	9.1%	24.1%	34.4%	12.2%	7.1%	13.0%
Q9-3. Camping	16.3%	25.9%	28.8%	9.8%	7.3%	12.1%
Q9-4. Fishing	22.6%	32.5%	22.6%	6.3%	5.9%	10.1%
Q9-5. Golfing	10.4%	17.6%	29.4%	14.6%	14.7%	13.3%
Q9-6. Hiking	22.8%	31.0%	22.0%	7.9%	4.6%	11.8%
Q9-7. Hunting	18.7%	22.4%	23.5%	10.4%	12.2%	12.7%

**WITHOUT "DON'T KNOW"**

**Q9. How important are the following non-City recreational activities to your family? Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Very Unimportant," please rate the following items. (without "don't know")**

(N=646)

	Very important	Important	Neutral	Unimportant	Very unimportant
Q9-1. Bicycling	18.8%	25.0%	35.0%	14.7%	6.5%
Q9-2. Bowling	10.5%	27.8%	39.5%	14.1%	8.2%
Q9-3. Camping	18.5%	29.4%	32.7%	11.1%	8.3%
Q9-4. Fishing	25.1%	36.1%	25.1%	7.1%	6.5%
Q9-5. Golfing	12.0%	20.4%	33.9%	16.8%	17.0%
Q9-6. Hiking	25.8%	35.1%	24.9%	8.9%	5.3%
Q9-7. Hunting	21.5%	25.7%	27.0%	11.9%	14.0%

**Q11. At the point our existing pool equipment fails (10+ years from now), the City is considering the option of converting the existing indoor pool to a "multipurpose" year-round activity space for turf sports like baseball, soccer, and football. At the same time, we would build an outdoor pool for summer recreation only. Which option do you prefer?**

<u>Q11. Which option do you prefer</u>	<u>Number</u>	<u>Percent</u>
Build an outdoor pool while converting indoor pool to a "multipurpose" sports facility	250	38.7 %
Continue to utilize indoor pool as is	342	52.9 %
Not provided	54	8.4 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q11. At the point our existing pool equipment fails (10+ years from now), the City is considering the option of converting the existing indoor pool to a "multipurpose" year-round activity space for turf sports like baseball, soccer, and football. At the same time, we would build an outdoor pool for summer recreation only. Which option do you prefer? (without "not provided")**

<u>Q11. Which option do you prefer</u>	<u>Number</u>	<u>Percent</u>
Build an outdoor pool while converting indoor pool to a "multipurpose" sports facility	250	42.2 %
Continue to utilize indoor pool as is	342	57.8 %
Total	592	100.0 %

**Q12. How likely would you be to support (vote for) the construction of a joint City of Perryville & Perry County Justice Center? The justice center would be funded by a County-wide sales tax and would repeal the current 911 tax on phone bills. This project would co-locate the police and sheriff departments into the same physical building and create cost efficiencies by combining duplicated services such as emergency dispatch and offender housing. The Court rooms, Circuit judge and Circuit clerk's office would also be moved to the secure justice center, which would create additional space in the courthouse for non-criminal, lower security issues.**

Q12. How likely would you be to support or vote for construction of a joint City of Perryville & Perry County Justice Center

	Number	Percent
Very likely to support	190	29.4 %
Somewhat likely to support	145	22.4 %
Not likely to support	92	14.2 %
Need more information	127	19.7 %
Don't know	92	14.2 %
Total	646	100.0 %

**WITHOUT "DON'T KNOW"**

**Q12. How likely would you be to support (vote for) the construction of a joint City of Perryville & Perry County Justice Center? The justice center would be funded by a County-wide sales tax and would repeal the current 911 tax on phone bills. This project would co-locate the police and sheriff departments into the same physical building and create cost efficiencies by combining duplicated services such as emergency dispatch and offender housing. The Court rooms, Circuit judge and Circuit clerk's office would also be moved to the secure justice center, which would create additional space in the courthouse for non-criminal, lower security issues. (without "don't know")**

Q12. How likely would you be to support or vote for construction of a joint City of Perryville & Perry County Justice Center

	Number	Percent
Very likely to support	190	34.3 %
Somewhat likely to support	145	26.2 %
Not likely to support	92	16.6 %
Need more information	127	22.9 %
Total	554	100.0 %

**Q13. Often times, renters contact the City expressing concerns with the condition of the home/apartment they are renting. At other times, landlords have expressed concern that renters are damaging their property. Should the City of Perryville adopt a policy to complete maintenance inspections on all rental property to ensure minimum life-safety standards are being met each time a rental unit is vacated?**

Q13. Should City adopt a policy to complete maintenance inspections on all rental property to ensure minimum life-safety standards are being met

	Number	Percent
Yes	431	66.7 %
No	181	28.0 %
Not provided	34	5.3 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q13. Often times, renters contact the City expressing concerns with the condition of the home/apartment they are renting. At other times, landlords have expressed concern that renters are damaging their property. Should the City of Perryville adopt a policy to complete maintenance inspections on all rental property to ensure minimum life-safety standards are being met each time a rental unit is vacated? (without "not provided")**

Q13. Should City adopt a policy to complete maintenance inspections on all rental property to ensure minimum life-safety standards are being met

	Number	Percent
Yes	431	70.4 %
No	181	29.6 %
Total	612	100.0 %

**Q14. Maintenance. The City hopes to budget money each year to add sidewalks to the transportation system. The goal is to increase the interconnectivity of neighborhood sidewalks with the eventual goal of having connected sidewalks throughout town. It is expected the City will pay 100% of these costs. Do you agree with this goal?**

Q14. Do you agree with this goal	Number	Percent
Yes	376	58.2 %
No	123	19.0 %
Not sure	127	19.7 %
Not provided	20	3.1 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q14. Maintenance. The City hopes to budget money each year to add sidewalks to the transportation system. The goal is to increase the interconnectivity of neighborhood sidewalks with the eventual goal of having connected sidewalks throughout town. It is expected the City will pay 100% of these costs. Do you agree with this goal? (without "not provided")**

Q14. Do you agree with this goal	Number	Percent
Yes	376	60.1 %
No	123	19.6 %
Not sure	127	20.3 %
Total	626	100.0 %

**Q15. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Condition of major City streets	24.9%	55.1%	13.0%	3.9%	1.5%	1.5%
Q15-2. Condition of streets in your neighborhood	27.4%	46.6%	11.5%	9.0%	4.0%	1.5%
Q15-3. Condition of street signs & traffic signals	24.6%	53.6%	13.9%	4.2%	1.9%	1.9%
Q15-4. Mowing & trimming along City streets & other public areas	21.7%	53.9%	15.2%	4.5%	2.5%	2.3%
Q15-5. Adequacy of City street lighting	21.1%	48.9%	16.7%	8.7%	2.3%	2.3%
Q15-6. Cleanliness of City streets & other public areas	21.1%	56.5%	14.7%	4.3%	1.5%	1.9%
Q15-7. Cleanliness of stormwater drains & creeks in your neighborhood	17.3%	41.2%	22.3%	8.5%	4.0%	6.7%

**WITHOUT "DON'T KNOW"**

**Q15. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Condition of major City streets	25.3%	56.0%	13.2%	3.9%	1.6%
Q15-2. Condition of streets in your neighborhood	27.8%	47.3%	11.6%	9.1%	4.1%
Q15-3. Condition of street signs & traffic signals	25.1%	54.6%	14.2%	4.3%	1.9%
Q15-4. Mowing & trimming along City streets & other public areas	22.2%	55.2%	15.5%	4.6%	2.5%
Q15-5. Adequacy of City street lighting	21.6%	50.1%	17.1%	8.9%	2.4%
Q15-6. Cleanliness of City streets & other public areas	21.5%	57.6%	15.0%	4.4%	1.6%
Q15-7. Cleanliness of stormwater drains & creeks in your neighborhood	18.6%	44.1%	23.9%	9.1%	4.3%

**Q16. Which TWO of the maintenance items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next five years?**

Q16. Top choice	Number	Percent
Condition of major City streets	106	16.4 %
Condition of streets in your neighborhood	76	11.8 %
Condition of street signs & traffic signals	42	6.5 %
Mowing & trimming along City streets & other public areas	35	5.4 %
Adequacy of City street lighting	100	15.5 %
Cleanliness of City streets & other public areas	42	6.5 %
Cleanliness of stormwater drains & creeks in your neighborhood	89	13.8 %
None chosen	156	24.1 %
Total	646	100.0 %

**Q16. Which TWO of the maintenance items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next five years?**

Q16. 2nd choice	Number	Percent
Condition of major City streets	56	8.7 %
Condition of streets in your neighborhood	47	7.3 %
Condition of street signs & traffic signals	41	6.3 %
Mowing & trimming along City streets & other public areas	40	6.2 %
Adequacy of City street lighting	60	9.3 %
Cleanliness of City streets & other public areas	103	15.9 %
Cleanliness of stormwater drains & creeks in your neighborhood	81	12.5 %
None chosen	218	33.7 %
Total	646	100.0 %

**SUM OF TOP 2 CHOICES****Q16. Which TWO of the maintenance items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next five years? (top 2)**

Q16. Sum of top 2 choices	Number	Percent
Condition of major City streets	162	25.1 %
Condition of streets in your neighborhood	123	19.0 %
Condition of street signs & traffic signals	83	12.8 %
Mowing & trimming along City streets & other public areas	75	11.6 %
Adequacy of City street lighting	160	24.8 %
Cleanliness of City streets & other public areas	145	22.4 %
Cleanliness of stormwater drains & creeks in your neighborhood	170	26.3 %
None chosen	156	24.1 %
Total	1074	

**Q17. Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Availability of information about City programs & services	12.1%	39.5%	25.5%	9.8%	3.1%	10.1%
Q17-2. City efforts to keep you informed about local issues	13.6%	33.7%	27.9%	11.6%	3.7%	9.4%

**WITHOUT "DON'T KNOW"**

**Q17. Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Availability of information about City programs & services	13.4%	43.9%	28.4%	10.8%	3.4%
Q17-2. City efforts to keep you informed about local issues	15.0%	37.3%	30.8%	12.8%	4.1%

**Q18. Which of the following do you use to get information about the City of Perryville?**

Q18. What following do you use to get information about City of Perryville	Number	Percent
City website	178	27.6 %
Local newspaper	360	55.7 %
Utility bill	350	54.2 %
Phone call to City	94	14.6 %
City Twitter	8	1.2 %
City text blaster	49	7.6 %
City Facebook	225	34.8 %
Local radio	131	20.3 %
Television news	162	25.1 %
Other	34	5.3 %
Total	1591	

**Q18-10. Other**

Q18-10. Other	Number	Percent
Word of mouth	17	50.0 %
Google news	1	2.9 %
Coffee shop	1	2.9 %
Sun Times	1	2.9 %
PARK WEBSITE	1	2.9 %
Text message from police	1	2.9 %
THE GRAPEVINE	1	2.9 %
SENTINEL NEWS	1	2.9 %
JUST MOVED	1	2.9 %
MY KIDS KEEP ME INFORMED	1	2.9 %
POLICE TEXT	1	2.9 %
INTERACTION WITH LOCAL OFFICIALS	1	2.9 %
Facebook	1	2.9 %
FRIENDS	1	2.9 %
Face to face	1	2.9 %
NEIGHBORS	1	2.9 %
New city app	1	2.9 %
INTERNET	1	2.9 %
Total	34	100.0 %

**Q19. How important is it for the Perryville community to offer higher education services locally through a partnership with colleges, universities and/or trade schools?**

Q19. How important is it for Perryville community to offer higher education services locally through a partnership with colleges, universities and/or trade schools

	Number	Percent
Very important	379	58.7 %
Important	163	25.2 %
Unsure	58	9.0 %
Unimportant	17	2.6 %
Very unimportant	18	2.8 %
Not provided	11	1.7 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q19. How important is it for the Perryville community to offer higher education services locally through a partnership with colleges, universities and/or trade schools? (without "not provided")**

Q19. How important is it for Perryville community to offer higher education services locally through a partnership with colleges, universities and/or trade schools

	Number	Percent
Very important	379	59.7 %
Important	163	25.7 %
Unsure	58	9.1 %
Unimportant	17	2.7 %
Very unimportant	18	2.8 %
Total	635	100.0 %

**Q20. How important are high-speed internet services at your home?**

Q20. How important are high-speed internet services at your home	Number	Percent
Very important	423	65.5 %
Important	108	16.7 %
Unsure	28	4.3 %
Unimportant	38	5.9 %
Very unimportant	31	4.8 %
Not provided	18	2.8 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q20. How important are high-speed internet services at your home? (without "not provided")**

Q20. How important are high-speed internet services at your home	Number	Percent
Very important	423	67.4 %
Important	108	17.2 %
Unsure	28	4.5 %
Unimportant	38	6.1 %
Very unimportant	31	4.9 %
Total	628	100.0 %

**Q21. Working from home has become more common in recent years. What percentage of "work" do you currently perform at home?**

Q21. What percentage of "work" do you currently perform at home

	Number	Percent
0-20%	412	63.8 %
21-40%	58	9.0 %
41-60%	25	3.9 %
61-80%	18	2.8 %
81-100%	54	8.4 %
Not provided	79	12.2 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q21. Working from home has become more common in recent years. What percentage of "work" do you currently perform at home? (without "not provided")**

Q21. What percentage of "work" do you currently perform at home

	Number	Percent
0-20%	412	72.7 %
21-40%	58	10.2 %
41-60%	25	4.4 %
61-80%	18	3.2 %
81-100%	54	9.5 %
Total	567	100.0 %

**Q22. What activities do you use your home-based internet service for?**

Q22. What activities do you use your home-based internet service for	Number	Percent
Elementary school classes	92	14.2 %
High school classes	67	10.4 %
College/university classes	79	12.2 %
Work from home	190	29.4 %
Shopping	440	68.1 %
Social media	429	66.4 %
Computer gaming	164	25.4 %
Podcasts, music, books	193	29.9 %
Console gaming (e.g., X-Box, Playstation)	104	16.1 %
Internet of things (e.g., appliances, HVAC)	166	25.7 %
Streaming movies & entertainment (e.g., Netflix)	319	49.4 %
Total	2243	

**Q23. Which provider/service do you use for internet at your house?**

Q23. Which provider/service do you use for internet at your house	Number	Percent
Spectrum	346	53.6 %
AT&T U-verse	158	24.5 %
Big River	4	0.6 %
Computer Connections (CCI)	3	0.5 %
Satellite Internet	11	1.7 %
Hotspot Wireless Provider (e.g., Verizon, AT&T Mobility)	21	3.3 %
Other	12	1.9 %
Not provided	91	14.1 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q23. Which provider/service do you use for internet at your house? (without "not provided")**

Q23. Which provider/service do you use for internet at your house	Number	Percent
Spectrum	346	62.3 %
AT&T U-verse	158	28.5 %
Big River	4	0.7 %
Computer Connections (CCI)	3	0.5 %
Satellite Internet	11	2.0 %
Hotspot Wireless Provider (e.g., Verizon, AT&T Mobility)	21	3.8 %
Other	12	2.2 %
Total	555	100.0 %

**Q24. Are you satisfied with your current provider?**

Q24. Are you satisfied with your current provider	Number	Percent
Yes	437	67.6 %
No	117	18.1 %
Not provided	92	14.2 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q24. Are you satisfied with your current provider? (without "not provided")**

Q24. Are you satisfied with your current provider	Number	Percent
Yes	437	78.9 %
No	117	21.1 %
Total	554	100.0 %

**Q25. City leaders consider high-speed internet very important for our businesses, students and entertainment options. City leaders would like to have residential internet service available to city residents at the "1 Gigabyte level," far exceeding anything currently offered here locally. If this is otherwise unavailable, would you support the City borrowing money to provide such a service if the debt could be paid entirely with user fees?**

Q25. Would you support City borrowing money to provide such a service if debt could be paid entirely with user fees

	Number	Percent
Yes	399	61.8 %
No	163	25.2 %
Not provided	84	13.0 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q25. City leaders consider high-speed internet very important for our businesses, students and entertainment options. City leaders would like to have residential internet service available to city residents at the "1 Gigabyte level," far exceeding anything currently offered here locally. If this is otherwise unavailable, would you support the City borrowing money to provide such a service if the debt could be paid entirely with user fees? (without "not provided")**

Q25. Would you support City borrowing money to provide such a service if debt could be paid entirely with user fees

	Number	Percent
Yes	399	71.0 %
No	163	29.0 %
Total	562	100.0 %

**Q26. The Perry Park Center has a 416-seat theatre capable of both 3D and high-definition movies (\$7 non-member; \$4 members). How frequently do you attend a movie there?**

Q26. How frequently do you attend a movie there	Number	Percent
Often (at least once a month)	12	1.9 %
Frequently (at least once a quarter)	108	16.7 %
Rarely (once a year)	355	55.0 %
Never	159	24.6 %
Not provided	12	1.9 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q26. The Perry Park Center has a 416-seat theatre capable of both 3D and high-definition movies (\$7 non-member; \$4 members). How frequently do you attend a movie there? (without "not provided")**

Q26. How frequently do you attend a movie there	Number	Percent
Often (at least once a month)	12	1.9 %
Frequently (at least once a quarter)	108	17.0 %
Rarely (once a year)	355	56.0 %
Never	159	25.1 %
Total	634	100.0 %

**Q27. What type of movie would you prefer to see offered at the Perry Park Center?**

Q27. What type of movie offered at Perry Park Center would you prefer to see	Number	Percent
Adult-themes (R-Rated)	186	28.8 %
Teen-themes (PG-13)	160	24.8 %
Family-themes (PG)	389	60.2 %
Action/thriller	285	44.1 %
Romance	176	27.2 %
Comedy	390	60.4 %
Cartoons	138	21.4 %
Mystery	202	31.3 %
Horror	89	13.8 %
Drama	186	28.8 %
3D options	87	13.5 %
Fantasy	108	16.7 %
Total	2396	

**Q28. City Utility Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. City gas service	33.9%	40.4%	10.8%	0.8%	0.8%	13.3%
Q28-2. City water service	33.7%	46.9%	11.6%	2.8%	2.5%	2.5%
Q28-3. City sewer service	32.7%	45.0%	12.7%	4.3%	2.8%	2.5%
Q28-4. City refuse service	32.5%	44.3%	11.8%	4.0%	2.5%	5.0%

**WITHOUT "DON'T KNOW"**

**Q28. City Utility Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. City gas service	39.1%	46.6%	12.5%	0.9%	0.9%
Q28-2. City water service	34.6%	48.1%	11.9%	2.9%	2.5%
Q28-3. City sewer service	33.5%	46.2%	13.0%	4.4%	2.9%
Q28-4. City refuse service	34.2%	46.6%	12.4%	4.2%	2.6%

**Q29. Code Enforcement. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q29-1. Enforcing cleanup of junk & debris on private property	12.7%	33.9%	23.5%	16.3%	5.7%	7.9%
Q29-2. Enforcing mowing & cutting of weeds & grass on private property	12.8%	36.4%	25.2%	12.8%	4.8%	7.9%
Q29-3. Enforcing exterior maintenance of residential property	10.5%	33.9%	26.5%	14.4%	5.0%	9.8%
Q29-4. Enforcing exterior maintenance of commercial property	11.6%	39.5%	26.6%	9.8%	2.3%	10.2%
Q29-5. Enforcing sign regulations	12.5%	40.2%	28.5%	4.2%	1.9%	12.7%
Q29-6. Quality of animal control	17.8%	43.8%	19.0%	7.6%	4.0%	7.7%

**WITHOUT "DON'T KNOW"**

**Q29. Code Enforcement. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q29-1. Enforcing cleanup of junk & debris on private property	13.8%	36.8%	25.5%	17.6%	6.2%
Q29-2. Enforcing mowing & cutting of weeds & grass on private property	13.9%	39.5%	27.4%	13.9%	5.2%
Q29-3. Enforcing exterior maintenance of residential property	11.7%	37.6%	29.3%	16.0%	5.5%
Q29-4. Enforcing exterior maintenance of commercial property	12.9%	44.0%	29.7%	10.9%	2.6%
Q29-5. Enforcing sign regulations	14.4%	46.1%	32.6%	4.8%	2.1%
Q29-6. Quality of animal control	19.3%	47.5%	20.6%	8.2%	4.4%

**Q30. Which of the following BEST describes how you think the level of code enforcement by the City of Perryville should change?**

Q30. What best describes how should level of code enforcement by City of Perryville change	Number	Percent
City should increase enforcement & issue more citations to violators	181	28.0 %
City's level of code enforcement should stay about the same	256	39.6 %
City should reduce enforcement & issue fewer citations to violators	34	5.3 %
Don't know	175	27.1 %
Total	646	100.0 %

**WITHOUT "DON'T KNOW"**

**Q30. Which of the following BEST describes how you think the level of code enforcement by the City of Perryville should change? (without "don't know")**

Q30. What best describes how should level of code enforcement by City of Perryville change	Number	Percent
City should increase enforcement & issue more citations to violators	181	38.4 %
City's level of code enforcement should stay about the same	256	54.4 %
City should reduce enforcement & issue fewer citations to violators	34	7.2 %
Total	471	100.0 %

**Q31. Refuse Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q31-1. Residential trash service	44.4%	41.5%	7.3%	2.3%	1.1%	3.4%
Q31-2. Curbside recycling services	11.5%	14.6%	12.1%	11.8%	27.2%	22.9%
Q31-3. Bulk item pick-up	16.1%	34.1%	21.2%	9.1%	3.9%	15.6%
Q31-4. Yardwaste service (grass clippings & limbs)	31.6%	41.8%	13.3%	3.7%	2.8%	6.8%
Q31-5. Leaf removal	30.8%	43.2%	13.8%	2.3%	2.0%	7.9%

**WITHOUT "DON'T KNOW"**

**Q31. Refuse Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")**

(N=646)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q31-1. Residential trash service	46.0%	42.9%	7.5%	2.4%	1.1%
Q31-2. Curbside recycling services	14.9%	18.9%	15.7%	15.3%	35.3%
Q31-3. Bulk item pick-up	19.1%	40.4%	25.1%	10.8%	4.6%
Q31-4. Yardwaste service (grass clippings & limbs)	33.9%	44.9%	14.3%	4.0%	3.0%
Q31-5. Leaf removal	33.4%	46.9%	15.0%	2.5%	2.2%

**Q32. Do you currently transport recyclable items to the Perry County Recycling Center?**

Q32. Do you currently transport recyclable items to Perry County Recycling Center	Number	Percent
Yes	258	39.9 %
No	388	60.1 %
Total	646	100.0 %

**Q33. How much would you be willing to pay per month in order to reinstate the curbside recycling service?**

Q33. How much would you be willing to pay per month in order to reinstate curbside recycling service	Number	Percent
\$0	257	39.8 %
\$1-\$3	192	29.7 %
\$4-\$6	125	19.3 %
\$7-\$10	43	6.7 %
Not provided	29	4.5 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q33. How much would you be willing to pay per month in order to reinstate the curbside recycling service? (without "not provided")**

Q33. How much would you be willing to pay per month in order to reinstate curbside recycling service	Number	Percent
\$0	257	41.7 %
\$1-\$3	192	31.1 %
\$4-\$6	125	20.3 %
\$7-\$10	43	7.0 %
Total	617	100.0 %

**Q34. Have you contacted the City of Perryville during the past year?**

Q34. Have you contacted City of Perryville during past year	Number	Percent
Yes	340	52.6 %
No	306	47.4 %
Total	646	100.0 %

**Q34a. Which City department did you contact most recently?**

Q34a. Which City department did you contact most recently	Number	Percent
Police	64	18.8 %
Fire	5	1.5 %
Parks & Recreation	27	7.9 %
City Administration	37	10.9 %
Utility Billing	62	18.2 %
Building & Code Enforcement	26	7.6 %
Public Works (streets, recycling)	78	22.9 %
Water/Sewer	31	9.1 %
Other	6	1.8 %
Not provided	4	1.2 %
Total	340	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q34a. Which City department did you contact most recently? (without "not provided")**

Q34a. Which City department did you contact most recently	Number	Percent
Police	64	19.0 %
Fire	5	1.5 %
Parks & Recreation	27	8.0 %
City Administration	37	11.0 %
Utility Billing	62	18.5 %
Building & Code Enforcement	26	7.7 %
Public Works (streets, recycling)	78	23.2 %
Water/Sewer	31	9.2 %
Other	6	1.8 %
Total	336	100.0 %

**Q34a-9. Other**

Q34a-9. Other	Number	Percent
City engineer	1	16.7 %
GAS	1	16.7 %
PARKING OBSTRUCTING VIEW NEAR SOCCER FIELDS	1	16.7 %
TRASH	1	16.7 %
PICK UP ITEMS	1	16.7 %
Limb pickup	1	16.7 %
Total	6	100.0 %

**Q34b. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the employees in the City Department you contacted most recently with regard to the following.**

(N=340)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q34b-1. How easy they were to contact	49.1%	42.1%	5.3%	1.5%	0.9%	1.2%
Q34b-2. Way you were treated	48.8%	37.6%	7.1%	2.4%	3.2%	0.9%
Q34b-3. Accuracy of information you were given	46.5%	35.0%	7.9%	5.3%	3.2%	2.1%
Q34b-4. How quickly City staff responded to your request	46.2%	34.7%	7.9%	5.0%	4.4%	1.8%
Q34b-5. How well your issue was resolved	43.2%	32.4%	8.5%	6.2%	7.9%	1.8%

**WITHOUT "DON'T KNOW"**

**Q34b. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the employees in the City Department you contacted most recently with regard to the following. (without "don't know")**

(N=340)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q34b-1. How easy they were to contact	49.7%	42.6%	5.4%	1.5%	0.9%
Q34b-2. Way you were treated	49.3%	38.0%	7.1%	2.4%	3.3%
Q34b-3. Accuracy of information you were given	47.4%	35.7%	8.1%	5.4%	3.3%
Q34b-4. How quickly City staff responded to your request	47.0%	35.3%	8.1%	5.1%	4.5%
Q34b-5. How well your issue was resolved	44.0%	32.9%	8.7%	6.3%	8.1%

**Q35. Smoking Ban. How supportive would you be of having the City of Perryville adopt an ordinance that would ban smoking in public places, such as restaurants?**

Q35. How supportive would you be of having City of Perryville adopt an ordinance that would ban smoking in public places

	Number	Percent
Very supportive	426	65.9 %
Somewhat supportive	89	13.8 %
Not supportive	97	15.0 %
Don't know	34	5.3 %
Total	646	100.0 %

**WITHOUT "DON'T KNOW"**

**Q35. Smoking Ban. How supportive would you be of having the City of Perryville adopt an ordinance that would ban smoking in public places, such as restaurants? (without "don't know")**

Q35. How supportive would you be of having City of Perryville adopt an ordinance that would ban smoking in public places

	Number	Percent
Very supportive	426	69.6 %
Somewhat supportive	89	14.5 %
Not supportive	97	15.8 %
Total	612	100.0 %

**Q36. Economic Development. Please indicate how important each of the following types of economic development should be when planning the City's future using a scale of 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important."**

(N=646)

	Extremely important	Very important	Important	Less important	Not important	Not provided
Q36-1. Adding restaurants	45.7%	24.3%	18.6%	5.7%	1.7%	4.0%
Q36-2. Promoting more retail development	34.5%	31.4%	21.2%	7.3%	1.7%	3.9%
Q36-3. Attracting high quality jobs	56.2%	27.6%	10.8%	1.1%	1.2%	3.1%
Q36-4. Improving Downtown Perryville	23.5%	28.9%	28.2%	10.7%	3.7%	5.0%
Q36-5. Promoting more housing development	28.5%	25.7%	23.5%	13.5%	4.6%	4.2%

**WITHOUT "NOT PROVIDED"**

**Q36. Economic Development. Please indicate how important each of the following types of economic development should be when planning the City's future using a scale of 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important." (without "not provided")**

(N=646)

	Extremely important	Very important	Important	Less important	Not important
Q36-1. Adding restaurants	47.6%	25.3%	19.4%	6.0%	1.8%
Q36-2. Promoting more retail development	35.9%	32.7%	22.1%	7.6%	1.8%
Q36-3. Attracting high quality jobs	58.0%	28.4%	11.2%	1.1%	1.3%
Q36-4. Improving Downtown Perryville	24.8%	30.5%	29.6%	11.2%	3.9%
Q36-5. Promoting more housing development	29.7%	26.8%	24.6%	14.1%	4.8%

**Q37. Annexation. The City of Perryville is nearing its current capacity for residential growth within the City limits. To help facilitate additional growth, it has been suggested the City begin an annexation program to "grow" its City limits and increase the amount of undeveloped property. How supportive would you be of such an annexation program?**

Q37. How supportive would you be of such an annexation program	Number	Percent
Very supportive	217	33.6 %
Somewhat supportive	269	41.6 %
Not supportive	76	11.8 %
Don't know	84	13.0 %
Total	646	100.0 %

**WITHOUT "DON'T KNOW"**

**Q37. Annexation. The City of Perryville is nearing its current capacity for residential growth within the City limits. To help facilitate additional growth, it has been suggested the City begin an annexation program to "grow" its City limits and increase the amount of undeveloped property. How supportive would you be of such an annexation program? (without "don't know")**

Q37. How supportive would you be of such an annexation program	Number	Percent
Very supportive	217	38.6 %
Somewhat supportive	269	47.9 %
Not supportive	76	13.5 %
Total	562	100.0 %

**Q38. Approximately how many years have you lived in Perryville?**

Q38. How many years have you lived in Perryville	Number	Percent
Less than 5 years	63	9.8 %
5-10 years	60	9.3 %
11-20 years	61	9.4 %
20+ years	450	69.7 %
Not provided	12	1.9 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q38. Approximately how many years have you lived in Perryville? (without "not provided")**

Q38. How many years have you lived in Perryville	Number	Percent
Less than 5 years	63	9.9 %
5-10 years	60	9.5 %
11-20 years	61	9.6 %
20+ years	450	71.0 %
Total	634	100.0 %

**Q39. Image of City Departments. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the image of the following City Departments.**

(N=646)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q39-1. Perryville Police Department	39.5%	42.4%	10.2%	4.0%	1.5%	2.3%
Q39-2. City Public Works Department	36.2%	46.6%	11.5%	2.6%	0.8%	2.3%
Q39-3. Parks & Recreation Department	33.7%	44.9%	12.4%	2.9%	0.8%	5.3%
Q39-4. City Administration	29.6%	41.2%	17.0%	3.9%	2.6%	5.7%
Q39-5. Building & Code Enforcement Department	20.4%	34.7%	23.4%	5.4%	3.4%	12.7%
Q39-6. Fire Department	46.7%	38.2%	8.4%	0.6%	0.2%	5.9%

**WITHOUT "DON'T KNOW"**

**Q39. Image of City Departments. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the image of the following City Departments. (without "don't know")**

(N=646)

	Excellent	Good	Neutral	Below average	Poor
Q39-1. Perryville Police Department	40.4%	43.4%	10.5%	4.1%	1.6%
Q39-2. City Public Works Department	37.1%	47.7%	11.7%	2.7%	0.8%
Q39-3. Parks & Recreation Department	35.6%	47.4%	13.1%	3.1%	0.8%
Q39-4. City Administration	31.4%	43.7%	18.1%	4.1%	2.8%
Q39-5. Building & Code Enforcement Department	23.4%	39.7%	26.8%	6.2%	3.9%
Q39-6. Fire Department	49.7%	40.6%	8.9%	0.7%	0.2%

**Q40. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the City of Perryville with regard to the following.**

(N=646)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q40-1. As a place to live	44.3%	45.5%	7.3%	0.9%	0.9%	1.1%
Q40-2. As a place to raise children	44.1%	42.1%	8.0%	1.9%	0.9%	2.9%
Q40-3. As a place to work	30.2%	42.9%	15.9%	6.0%	1.2%	3.7%
Q40-4. As a place to retire	37.8%	38.2%	14.4%	3.7%	2.6%	3.3%
Q40-5. As a place to visit	32.0%	41.0%	15.2%	7.6%	2.6%	1.5%
Q40-6. As a City that is moving in right direction	33.1%	42.4%	14.4%	4.6%	2.2%	3.3%

**WITHOUT "DON'T KNOW"**

**Q40. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the City of Perryville with regard to the following. (without "don't know")**

(N=646)

	Excellent	Good	Neutral	Below average	Poor
Q40-1. As a place to live	44.8%	46.0%	7.4%	0.9%	0.9%
Q40-2. As a place to raise children	45.5%	43.4%	8.3%	1.9%	1.0%
Q40-3. As a place to work	31.4%	44.5%	16.6%	6.3%	1.3%
Q40-4. As a place to retire	39.0%	39.5%	14.9%	3.8%	2.7%
Q40-5. As a place to visit	32.5%	41.7%	15.4%	7.7%	2.7%
Q40-6. As a City that is moving in right direction	34.2%	43.8%	14.9%	4.8%	2.2%

**Q41. How many adults age 18 and older are employed in your household?**

Q41. How many adults age 18 & older are employed in your household	Number	Percent
0	168	26.0 %
1	175	27.1 %
2	228	35.3 %
3	28	4.3 %
4+	7	1.1 %
Not provided	40	6.2 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q41. How many adults age 18 and older are employed in your household? (without "not provided")**

Q41. How many adults age 18 & older are employed in your household	Number	Percent
0	168	27.7 %
1	175	28.9 %
2	228	37.6 %
3	28	4.6 %
4+	7	1.2 %
Total	606	100.0 %

**Q41a. Adult 1: If at least 1 person in your household is employed: please indicate where each adult is employed below.**

Q41a-1. Adult 1	Number	Percent
Within City of Perryville	117	66.9 %
Outside City of Perryville	45	25.7 %
Not provided	13	7.4 %
Total	175	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q41a. Adult 1: If at least 1 person in your household is employed: please indicate where each adult is employed below. (without "not provided")**

Q41a-1. Adult 1	Number	Percent
Within City of Perryville	117	72.2 %
Outside City of Perryville	45	27.8 %
Total	162	100.0 %

**Q41a. Adult 2: If at least 1 person in your household is employed: please indicate where each adult is employed below.**

Q41a-2. Adult 2	Number	Percent
Within City of Perryville	131	57.5 %
Outside City of Perryville	79	34.6 %
Not provided	18	7.9 %
Total	228	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q41a. Adult 2: If at least 1 person in your household is employed: please indicate where each adult is employed below. (without "not provided")**

Q41a-2. Adult 2	Number	Percent
Within City of Perryville	131	62.4 %
Outside City of Perryville	79	37.6 %
Total	210	100.0 %

**Q41a. Adult 3: If at least 1 person in your household is employed: please indicate where each adult is employed below.**

Q41a-3. Adult 3	Number	Percent
Within City of Perryville	12	42.9 %
Outside City of Perryville	12	42.9 %
Not provided	4	14.3 %
Total	28	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q41a. Adult 3: If at least 1 person in your household is employed: please indicate where each adult is employed below. (without "not provided")**

Q41a-3. Adult 3	Number	Percent
Within City of Perryville	12	50.0 %
Outside City of Perryville	12	50.0 %
Total	24	100.0 %

**Q41a. Adult 4: If at least 1 person in your household is employed: please indicate where each adult is employed below.**

Q41a-4. Adult 4	Number	Percent
Within City of Perryville	2	28.6 %
Outside City of Perryville	2	28.6 %
Not provided	3	42.9 %
Total	7	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q41a. Adult 4: If at least 1 person in your household is employed: please indicate where each adult is employed below. (without "not provided")**

Q41a-4. Adult 4	Number	Percent
Within City of Perryville	2	50.0 %
Outside City of Perryville	2	50.0 %
Total	4	100.0 %

**Q42. Do you own or rent your home?**

Q42. Do you own or rent your home	Number	Percent
Own	524	81.1 %
Rent	116	18.0 %
Not provided	6	0.9 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q42. Do you own or rent your home? (without "not provided")**

Q42. Do you own or rent your home	Number	Percent
Own	524	81.9 %
Rent	116	18.1 %
Total	640	100.0 %

**Q43. What is your age?**

Q43. Your age	Number	Percent
18-34	108	16.7 %
35-44	108	16.7 %
45-54	138	21.4 %
55-64	117	18.1 %
65+	143	22.1 %
Not provided	32	5.0 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q43. What is your age? (without "not provided")**

Q43. Your age	Number	Percent
18-34	108	17.6 %
35-44	108	17.6 %
45-54	138	22.5 %
55-64	117	19.1 %
65+	143	23.3 %
Total	614	100.0 %

**Q44. Which of the following best describes your race/ethnicity?**

Q44. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	6	0.9 %
White/Caucasian	614	95.0 %
American Indian/Eskimo	4	0.6 %
Black/African American	2	0.3 %
Hispanic/Latino/Spanish	13	2.0 %
Other	2	0.3 %
Total	641	

**Q44-6. Other**

Q44-6. Other	Number	Percent
Germanic heritage	1	50.0 %
FLEMISH	1	50.0 %
Total	2	100.0 %

**Q45. What is your gender?**

Q45. Your gender	Number	Percent
Male	314	48.6 %
Female	326	50.5 %
Not provided	6	0.9 %
Total	646	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q45. What is your gender? (without "not provided")**

Q45. Your gender	Number	Percent
Male	314	49.1 %
Female	326	50.9 %
Total	640	100.0 %

## Section 5: **Survey Instrument**



THE CITY OF  
**PERRYVILLE**

MISSOURI

*Plant your family here*

October 2020

Dear Perryville Citizen,

**The Mayor and Board of Aldermen need your help.** This community-wide survey will be used to help city leaders make critical decisions that will affect you and your family for many years to come. This citizen survey only occurs every five years and has been used to introduce and determine city priorities and capital projects. In addition, your response will also aid in the continued evolution of our Parks and Recreation Master Plan.

**We appreciate your time.** Every household in Perryville has received one survey to be answered as a family unit. We realize this survey takes some time to complete, but every question is important. The time you invest in this survey, estimated at about 15 minutes, will influence dozens of decisions that will be made about your city's future. Your response will also allow city leaders to identify and address many of the opportunities and challenges you believe are facing our community.

Please return your survey using the enclosed postage-paid envelope sometime during the next week. If you would prefer to complete the survey on-line, please do so by going to the following website: [Perryvillesurvey.org](http://Perryvillesurvey.org), or by scanning the QR code below.

Please know your response will remain confidential and will not be individually known to city leaders. If you have any questions about this process, please call City Hall at 547-2594. Thank you for your time and effort.



Sincerely,

Ken Baer, Mayor  
City of Perryville



# 2020 Perryville Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify ways to improve the quality of city services. If you have questions, please contact Tracy Prost at City Hall, (573) 547-2594. To complete this survey online instead, please visit [www.perryvillesurvey.org](http://www.perryvillesurvey.org).

**1. Major categories of services provided by the City of Perryville are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of police service	5	4	3	2	1	9
02. Quality of fire service	5	4	3	2	1	9
03. Quality of City parks and facilities	5	4	3	2	1	9
04. Quality of City recreational programs	5	4	3	2	1	9
05. Maintenance of City streets and infrastructure	5	4	3	2	1	9
06. Enforcement of City codes and ordinances	5	4	3	2	1	9
07. Quality of customer service you receive from City employees	5	4	3	2	1	9
08. Effectiveness of City communication with the public	5	4	3	2	1	9
09. Management of traffic flow on City streets	5	4	3	2	1	9
10. Management of stormwater runoff	5	4	3	2	1	9

**2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next two years? [Write in your answers below using the numbers from the list in Question 1, or circle "NONE".]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**3. Items that may influence your perception of the City of Perryville are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the City	5	4	3	2	1	9
2. Appearance/visual attractiveness of the City	5	4	3	2	1	9
3. Image of the City	5	4	3	2	1	9
4. How well the City is managing growth	5	4	3	2	1	9
5. Quality of life in the City	5	4	3	2	1	9
6. Feeling of safety in the City	5	4	3	2	1	9
7. Quality of Downtown Perryville	5	4	3	2	1	9
8. Value you receive for your City taxes and fees	5	4	3	2	1	9

**4. Public Safety. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. City efforts to prevent crime	5	4	3	2	1	9
2. Enforcement of local traffic laws	5	4	3	2	1	9
3. How quickly police respond to emergencies	5	4	3	2	1	9
4. How quickly fire personnel respond to emergencies	5	4	3	2	1	9

**5. Parks and Recreation. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
<b>Perry Park Center</b>							
01.	Movie theater	5	4	3	2	1	9
02.	Gyms for basketball and volleyball	5	4	3	2	1	9
03.	Weight room	5	4	3	2	1	9
04.	Fitness center	5	4	3	2	1	9
05.	Pool	5	4	3	2	1	9
06.	Racquetball courts	5	4	3	2	1	9
07.	Overall quality of the Park Center	5	4	3	2	1	9
<b>City Parks</b>							
08.	City Park	5	4	3	2	1	9
09.	Bank of Missouri Soccer Complex	5	4	3	2	1	9
10.	Feltz Street Park (skate park)	5	4	3	2	1	9
11.	School Street Park	5	4	3	2	1	9
12.	Viola Blechle Park	5	4	3	2	1	9
13.	Northdale Park	5	4	3	2	1	9
14.	French Lane Park	5	4	3	2	1	9
15.	Overall quality of city parks	5	4	3	2	1	9
<b>Other Items</b>							
16.	Splash pad	5	4	3	2	1	9
17.	Restrooms at city parks	5	4	3	2	1	9
18.	Playground equipment at parks	5	4	3	2	1	9
19.	Frisbee golf	5	4	3	2	1	9
20.	Picnic tables at city parks	5	4	3	2	1	9
21.	The City's community garden	5	4	3	2	1	9
22.	Concessions at city parks	5	4	3	2	1	9
23.	Concessions at theatre	5	4	3	2	1	9
24.	Baseball/softball fields	5	4	3	2	1	9
25.	Walking and biking trails	5	4	3	2	1	9
26.	The City's sand volleyball courts	5	4	3	2	1	9
27.	Soccer fields	5	4	3	2	1	9
28.	Number of seasonal events sponsored by the City (e.g., crafts fairs, Play Day at the Park)	5	4	3	2	1	9

**6. Do you think the usage fees at the City's Park Center are too high, about right, or too low?**

\_\_\_(1) Too high      \_\_\_(2) About right      \_\_\_(3) Too low      \_\_\_(9) Don't know

**7. Do you have a membership to the City's Park Center?**      \_\_\_(1) Yes      \_\_\_(2) No

**8. The City is in the process of putting together a Master Plan for its park system. What amenities would you most like the City to add in the future? [Check all that apply.]**

- |                                                                            |                                                 |
|----------------------------------------------------------------------------|-------------------------------------------------|
| ___(01) New playgrounds                                                    | ___(09) New neighborhood parks                  |
| ___(02) Indoor multipurpose facility for baseball/softball/soccer/football | ___(10) More shelters/pavilions                 |
| ___(03) Additional gym for volleyball/basketball                           | ___(11) More bathrooms                          |
| ___(04) More outside soccer fields                                         | ___(12) Paved parking lots                      |
| ___(05) A skate park                                                       | ___(13) Toddler playground in Perry Park Center |
| ___(06) More baseball/softball fields                                      | ___(14) Amphitheatre                            |
| ___(07) Water feature (e.g., lake, pond)                                   | ___(15) Crafts Class/Instructional Programs     |
| ___(08) More hike/bike trails                                              | ___(16) BMX/Bike Park                           |
|                                                                            | ___(17) Other: _____                            |

9. How important are the following non-city recreational activities to your family? Using a scale of 1 to 5, where 5 means "Very Important" and 1 means "Very Unimportant," please rate the following items.

How important is...	Very Important	Important	Neutral	Unimportant	Very Unimportant	Don't Know
1. Bicycling	5	4	3	2	1	9
2. Bowling	5	4	3	2	1	9
3. Camping	5	4	3	2	1	9
4. Fishing	5	4	3	2	1	9
5. Golfing	5	4	3	2	1	9
6. Hiking	5	4	3	2	1	9
7. Hunting	5	4	3	2	1	9

10. What other improvements would you suggest the City make to its park system?
- 

11. At the point our existing pool equipment fails (10+ years from now), the City is considering the option of converting the existing indoor pool to a "multipurpose" year-round activity space for turf sports like baseball, soccer, and football. At the same time, we would build an outdoor pool for summer recreation only. Which option do you prefer?

\_\_\_(1) Build an outdoor pool while converting the indoor pool to a "multipurpose" sports facility  
 \_\_\_(2) Continue to utilize the indoor pool as is

12. How likely would you be to support (vote for) the construction of a joint City of Perryville & Perry County Justice Center? The justice center would be funded by a county-wide sales tax and would repeal the current 911 tax on phone bills. This project would co-locate the police and sheriff departments into the same physical building and create cost efficiencies by combining duplicated services such as emergency dispatch and offender housing. The Court rooms, circuit judge and circuit clerk's office would also be moved to the secure justice center, which would create additional space in the courthouse for non-criminal, lower security issues.

\_\_\_(1) Very likely to support      \_\_\_(3) Not likely to support      \_\_\_(9) Don't know  
 \_\_\_(2) Somewhat likely to support      \_\_\_(4) Need more information

13. Often times, renters contact the City expressing concerns with the condition of the home/apartment they are renting. At other times, landlords have expressed concern that renters are damaging their property. Should the City of Perryville adopt a policy to complete maintenance inspections on all rental property to ensure minimum life-safety standards are being met each time a rental unit is vacated?

\_\_\_(1) Yes      \_\_\_(2) No

14. **Maintenance.** The City hopes to budget money each year to add sidewalks to the transportation system. The goal is to increase the interconnectivity of neighborhood sidewalks with the eventual goal of having connected sidewalks throughout town. It is expected the City will pay 100% of these costs. Do you agree with this goal?

\_\_\_(1) Yes      \_\_\_(2) No      \_\_\_(3) Not Sure

15. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Condition of major City streets	5	4	3	2	1	9
2. Condition of streets in YOUR neighborhood	5	4	3	2	1	9
3. Condition of street signs and traffic signals	5	4	3	2	1	9
4. Mowing and trimming along City streets and other public areas	5	4	3	2	1	9
5. Adequacy of City street lighting	5	4	3	2	1	9
6. Cleanliness of City streets and other public areas	5	4	3	2	1	9
7. Cleanliness of stormwater drains and creeks in your neighborhood	5	4	3	2	1	9

16. Which TWO of the maintenance items listed in Question 15 on the previous page do you think should receive the MOST EMPHASIS from City leaders over the next five years? [Write in the answers below using the numbers from the list in Question 15, or circle "None".]

1st: \_\_\_\_ 2nd: \_\_\_\_ None

17. **Communication.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about City programs and services	5	4	3	2	1	9
2. City efforts to keep you informed about local issues	5	4	3	2	1	9

18. Which of the following do you use to get information about the City of Perryville? [Check all that apply.]

- \_\_\_\_(01) City website
- \_\_\_\_(02) Local newspaper
- \_\_\_\_(03) Utility bill
- \_\_\_\_(04) Phone call to the City
- \_\_\_\_(05) City Twitter
- \_\_\_\_(06) City text blaster
- \_\_\_\_(07) City Facebook
- \_\_\_\_(08) Local radio
- \_\_\_\_(09) Television news
- \_\_\_\_(10) Other: \_\_\_\_\_

19. How important is it for the Perryville community to offer higher education services locally through a partnership with colleges, universities and/or trade schools?

- \_\_\_\_(1) Very Important
- \_\_\_\_(2) Important
- \_\_\_\_(3) Unsure
- \_\_\_\_(4) Unimportant
- \_\_\_\_(5) Very Unimportant

20. How important are high-speed internet services at your home?

- \_\_\_\_(1) Very Important
- \_\_\_\_(2) Important
- \_\_\_\_(3) Unsure
- \_\_\_\_(4) Unimportant
- \_\_\_\_(5) Very Unimportant

21. Working from home has become more common in recent years. What percentage of "work" do you currently perform at home?

- \_\_\_\_(1) 0-20%
- \_\_\_\_(2) 21-40%
- \_\_\_\_(3) 41-60%
- \_\_\_\_(4) 61-80%
- \_\_\_\_(5) 81-100%

22. What activities do you use your home-based internet service for?

- \_\_\_\_(01) Elementary School Classes
- \_\_\_\_(02) High School Classes
- \_\_\_\_(03) College/University Classes
- \_\_\_\_(04) Work From Home
- \_\_\_\_(05) Shopping
- \_\_\_\_(06) Social Media
- \_\_\_\_(07) Computer Gaming
- \_\_\_\_(08) Podcasts, Music, Books
- \_\_\_\_(09) Console Gaming (e.g., X-Box, Playstation)
- \_\_\_\_(10) Internet of things (e.g., Appliances, HVAC)
- \_\_\_\_(11) Streaming Movies and Entertainment (e.g., Netflix)

23. Which provider/service do you use for internet at your house?

- \_\_\_\_(1) Spectrum
- \_\_\_\_(2) AT&T U-verse
- \_\_\_\_(3) Big River
- \_\_\_\_(4) Computer Connections (CCI)
- \_\_\_\_(5) Satellite Internet
- \_\_\_\_(6) Hotspot Wireless Provider (e.g., Verizon, AT&T Mobility)
- \_\_\_\_(7) Other

24. Are you satisfied with your current provider? \_\_\_\_ (1) Yes \_\_\_\_ (2) No

25. City leaders consider high-speed internet very important for our businesses, students and entertainment options. City leaders would like to have residential internet service available to city residents at the "1 Gigabyte level," far exceeding anything currently offered here locally. If this is otherwise unavailable, would you support the City borrowing money to provide such a service if the debt could be paid entirely with user fees?

- \_\_\_\_(1) Yes
- \_\_\_\_(2) No

26. **The Perry Park Center has a 416-seat theatre capable of both 3D and high-definition movies (\$7 non-member; \$4 members). How frequently do you attend a movie there?**

- \_\_\_(1) Often (at least once a month)      \_\_\_(3) Rarely (once a year)  
 \_\_\_(2) Frequently (at least once a quarter)      \_\_\_(4) Never

27. **What type of movie would you prefer to see offered at the Perry Park Center? [Check all that apply.]**

- \_\_\_(01) Adult-themes (R-Rated)      \_\_\_(05) Romance      \_\_\_(09) Horror  
 \_\_\_(02) Teen-themes (PG-13)      \_\_\_(06) Comedy      \_\_\_(10) Drama  
 \_\_\_(03) Family-themes (PG)      \_\_\_(07) Cartoons      \_\_\_(11) 3D options  
 \_\_\_(04) Action/Thriller      \_\_\_(08) Mystery      \_\_\_(12) Fantasy

28. **City Utility Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. City gas service	5	4	3	2	1	9
2. City water service	5	4	3	2	1	9
3. City sewer service	5	4	3	2	1	9
4. City refuse service	5	4	3	2	1	9

29. **Code Enforcement. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the cleanup of junk and debris on private property	5	4	3	2	1	9
2. Enforcing the mowing and cutting of weeds and grass on private property	5	4	3	2	1	9
3. Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
4. Enforcing the exterior maintenance of commercial property	5	4	3	2	1	9
5. Enforcing sign regulations	5	4	3	2	1	9
6. Quality of animal control	5	4	3	2	1	9

30. **Which of the following BEST describes how you think the level of code enforcement by the City of Perryville should change?**

- \_\_\_(1) The City should INCREASE enforcement and issue more citations to violators  
 \_\_\_(2) The City's level of code enforcement should stay about the same  
 \_\_\_(3) The City should REDUCE enforcement and issue fewer citations to violators  
 \_\_\_(9) Don't know

31. **Refuse Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential trash service	5	4	3	2	1	9
2. Curbside recycling services	5	4	3	2	1	9
3. Bulk item pick-up	5	4	3	2	1	9
4. Yardwaste service (grass clippings & limbs)	5	4	3	2	1	9
5. Leaf removal	5	4	3	2	1	9

32. **Do you currently transport recyclable items to the Perry County Recycling Center?**

- \_\_\_(1) Yes      \_\_\_(2) No

33. **How much would you be willing to pay per month in order to reinstate the curbside recycling service?**

- \_\_\_(1) \$0      \_\_\_(2) \$1-\$3      \_\_\_(3) \$4-\$6      \_\_\_(4) \$7-\$10



**40. Overall Ratings of the City.** Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the City of Perryville with regard to the following.

How would you rate the City of Perryville...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a place to visit	5	4	3	2	1	9
6. As a City that is moving in the right direction	5	4	3	2	1	9

**41. How many adults age 18 and older are employed in your household?** \_\_\_\_\_ adults

**41a. If at least 1 person in your household is employed: please indicate where each adult is employed below [If more than 4 people are employed, list the 4 oldest people.]**

Adult 1: \_\_\_\_\_(1) Within City of Perryville \_\_\_\_\_(2) Outside the City of Perryville  
 Adult 2: \_\_\_\_\_(1) Within City of Perryville \_\_\_\_\_(2) Outside the City of Perryville  
 Adult 3: \_\_\_\_\_(1) Within City of Perryville \_\_\_\_\_(2) Outside the City of Perryville  
 Adult 4: \_\_\_\_\_(1) Within City of Perryville \_\_\_\_\_(2) Outside the City of Perryville

**42. Do you own or rent your home?** \_\_\_\_\_(1) Own \_\_\_\_\_(2) Rent

**43. What is your age?** \_\_\_\_\_ years

**44. Which of the following best describes your race/ethnicity? [Check all that apply.]**

\_\_\_\_\_(1) Asian/Pacific Islander \_\_\_\_\_(3) American Indian/Eskimo \_\_\_\_\_(5) Hispanic/Latino/Spanish  
 \_\_\_\_\_(2) White/Caucasian \_\_\_\_\_(4) Black/African American \_\_\_\_\_(6) Other: \_\_\_\_\_

**45. What is your gender?** \_\_\_\_\_(1) Male \_\_\_\_\_(2) Female

**46. What is your single favorite thing about living in Perryville?**

---

**47. What is your least favorite thing about living in Perryville?**

---

**If there are any other issues or suggestions you would like to make, please provide your comments in the space below. [You may attach additional sheets if necessary.]**

---



---



---

**This concludes the survey. Thank you for your time!**

Please return your completed survey in the enclosed postage paid envelope addressed to:  
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thank you.