



September 2021

SATISFACTION SURVEY

In September 2021, the City of Festus asked citizens to participate in a satisfaction survey process, a method of realizing an engaged communication process between citizens and elected officials. This survey can provide the benchmark by which future results will be measured.

City of Festus, Missouri

Intent

In September of 2021, the City of Festus asked citizens to participate in a survey process. The efficient management of our community requires engaged citizens and elected officials, and part of this is strong communication between each. Presented here is a method of realizing that engaged communication process through a resident satisfaction survey. This survey can become a barometer for the community in several ways;

1. Help the City identify services or programs in relation to the community's expectations.
2. Help the City understand resident satisfaction with work performed.
3. Provide an important tool for budgets and strategic plans.
4. Demonstrate the City's commitment to engage with citizens.

This effort is to provide a method to measure resident satisfaction, identify areas for improvement, and realize future opportunities. The City intends to conduct a resident satisfaction survey every two years. This survey will provide the benchmark by which future results will be measured.

Method

The resident satisfaction survey was mailed in September 2021 and posted on-line during the same period.

Recipients of the survey are exclusively located within the City of Festus. The resident satisfaction survey was mailed to 5,500 active residential utility accounts. Online participants were limited to residents of the City of Festus by address, zip code and IP address. Presented here is a composite of the mailed and online results.

The recipients were given approximately one month to respond to the survey. Based on a total of 535 survey responses received, the following precision estimates were realized:

Total Data Set: 5,500

Responses: 535

Confidence Level: 95%

Margin of Error: +-4%

The margin of error is a range of values above and below the actual results from a survey. For example, a 50% "excellent" response with a margin of error of 4% means that between 46% and 54% of the total data set think the answer is "excellent".

City of Festus Satisfaction Survey

1. Services

Please indicate your level of satisfaction with each of the following City services:

	Excellent	Good	Fair	Poor	No Opinion
Fire Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks & Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer and Wastewater System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic Control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you believe as a taxpayer that you receive a good return in City Services?

Yes	No	No Opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Recreation

Where would you like to see the City spend more, the same amount or less money?

	Spend More	Spend the Same	Spend Less	No Opinion
Activities and Concerts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Baseball/Softball Fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Picnic Tables & Shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pickleball Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds – Accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds – Regular	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Soccer Fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Transportation

Please indicate your opinion of the following:

	Excellent	Good	Fair	Poor	No Opinion
Condition of Major Streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of Streets in Your Neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalk Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow Removal on Major Streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow Removal in Your Neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street Sweeping on Major Streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street Sweeping in Your Neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. On-Going Services

Where would you like to see the City spend more, the same amount or less money?

	Spend More	Spend the Same	Spend Less	No Opinion
City Wide Cleanup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inspections (Building/Code Enforcement)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sanitary Sewer Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Storm Water Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Funding Opportunities

Would you consider a tax (Use Tax) on Internet purchases to support the following City Services?

	Yes	No	No Opinion
City Wide Cleanup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sanitary Sewer Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Priorities

On a scale of 1 to 5, with **1 being low priority** and **5 being high priority**, please rate these local issues:

	1	2	3	4	5
Affordable Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business Attraction/Economic Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks and Recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preservation of Historic Downtown	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. General Information

How do you usually get news about what is happening in Festus? (Check all that apply)

City Newsletter (Festus Focus)	<input type="radio"/>
City Website (www.cityoffestus.org)	<input type="radio"/>
Local Newspaper	<input type="radio"/>
Local Radio	<input type="radio"/>
Social Media	<input type="radio"/>
Text (474747 to FESTUS)	<input type="radio"/>
Word of Mouth	<input type="radio"/>

How long have you lived in Festus?	Under 1 year	1 to 5 years	5 to 10 years	Over 10 years
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you work:	In Festus	Outside of Festus	Retired	Unemployed
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you:	Own	Rent
	<input type="radio"/>	<input type="radio"/>

In what type of dwelling do you live?

Single Family	Apartment	Condo/Townhouse	Duplex	Mobile Home	Other
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Area of Festus in which you live (ward map available at www.cityoffestus.org)

Ward 1	Ward 2	Ward 3	Ward 4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Demographics

Responses received from residents are influenced by a variety of factors. To give a greater sense of who responded to this survey the following questions were asked;

- How long have you lived in Festus?
- Where do you work?
- Do you own your home?
- What type of home do you live in?
- In which ward are you located? The City Ward question was only available to mailed survey respondents.

The Respondents

How long have you lived in Festus?		
Under 1 year	27	5%
1 to 5 years	80	15%
5 to 10 years	67	13%
Over 10 years	360	67%

Where do you work?		
In Festus	120	22%
Outside of Festus	168	31%
Retired	224	42%
Unemployed	17	3%

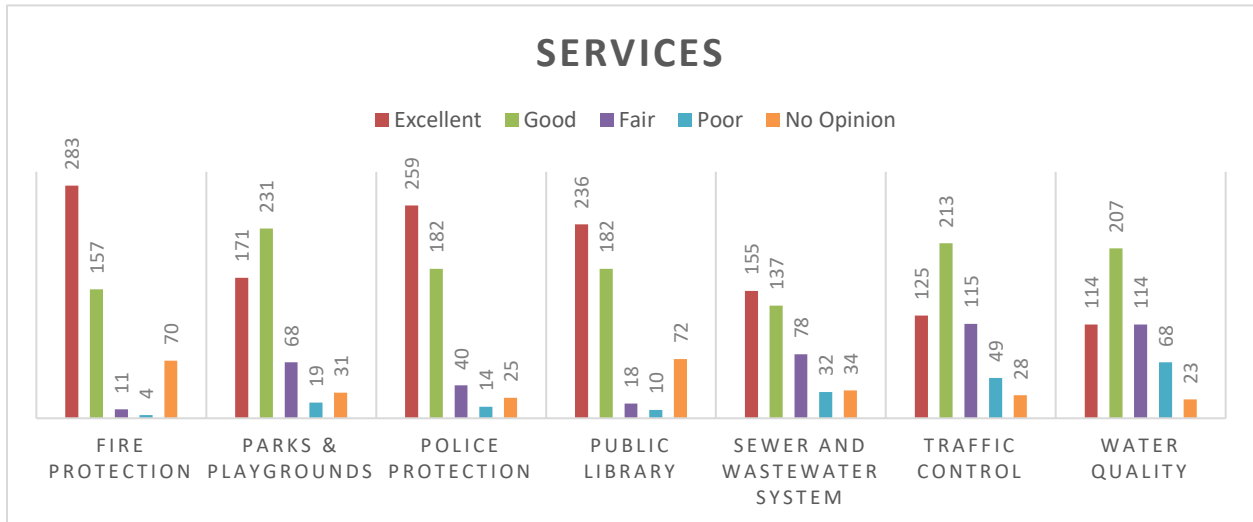
Home Ownership		
Own	473	88%
Rent	62	12%

Dwelling Type		
Single Family	368	69%
Apartment	19	4%
Condo/Townhouse	26	5%
Duplex	11	2%
Mobile Home	1	0%
Other	8	1%

Which Ward?		
Ward 1	37	15%
Ward 2	65	26%
Ward 3	53	22%
Ward 4	91	37%

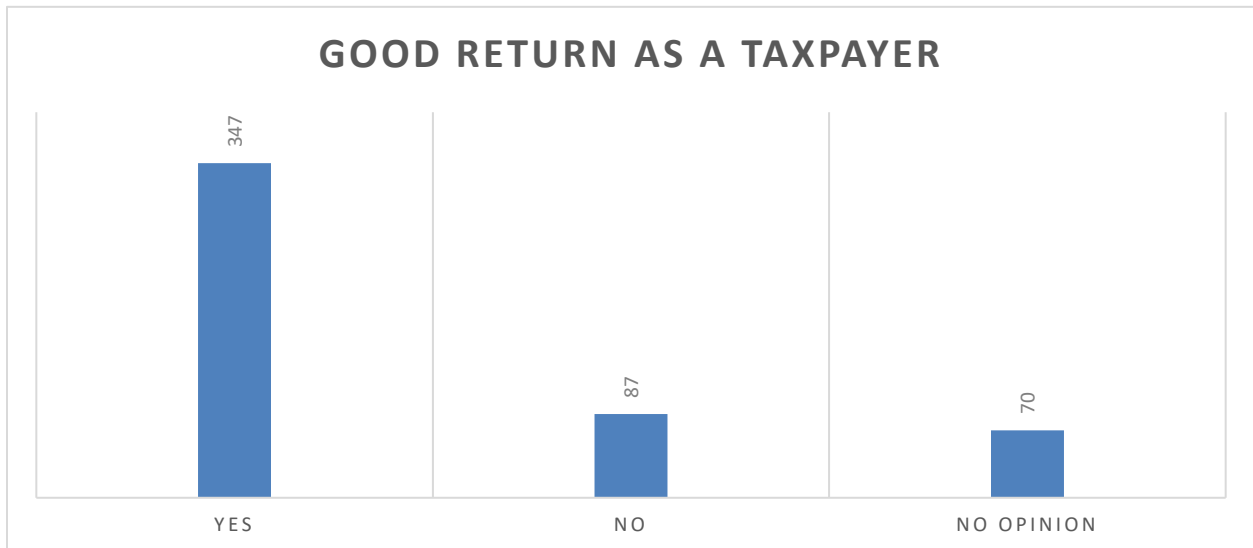
Services Provided

Respondents were asked to indicate their satisfaction with services provided by the City on a scale of; Excellent, Good, Fair, Poor or No Opinion. 82% of respondents rated Fire and Police protection good to excellent, followed by the Public Library at 78%. Water Quality was considered fair to poor by 34% of respondents.



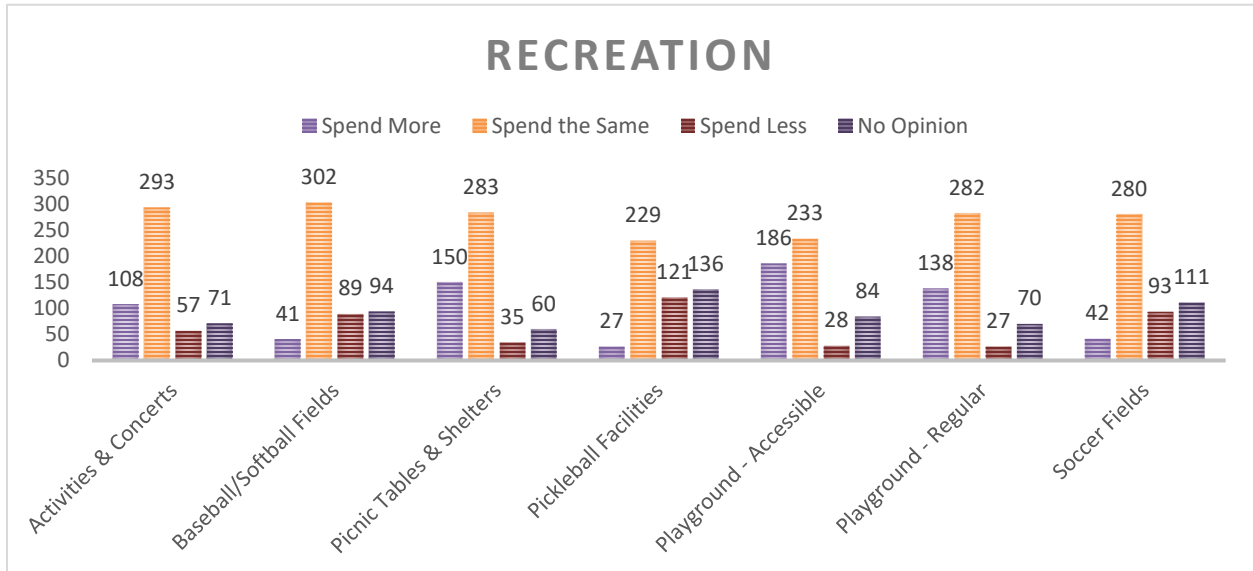
Value

Respondents were asked to indicate whether they received a good return as a taxpayer on a scale of; Yes, No or No Opinion. Nearly two-thirds (65%) of respondents stated that they did get a good return as a taxpayer.



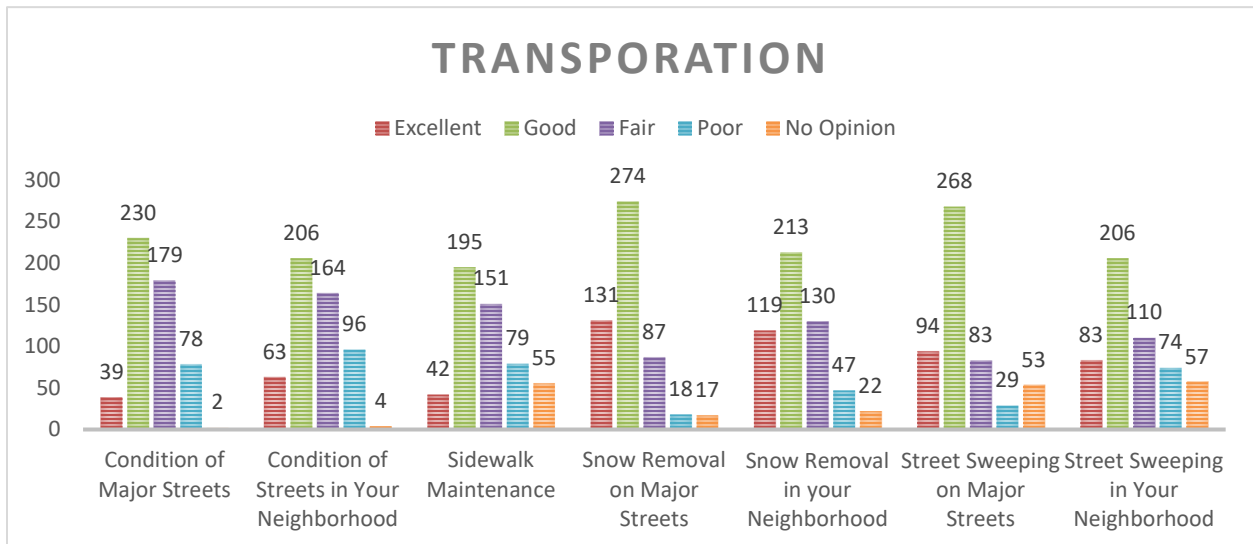
Parks and Recreation

Respondents were asked to indicate whether the City should Spend More, Spend the Same, Spend Less, or No Opinion on Parks and Recreation activities and facilities. Two Playground categories were offered; Accessible (Handicapped) and Regular. An average of 80% of responses indicated the City should spend the same or spend more Picnic Tables & Pavillions, Regular Playgrounds and Accessible (Handicapped) Playgrounds. 23% of respondents indicated the City should spend less on Pickleball Facilities.



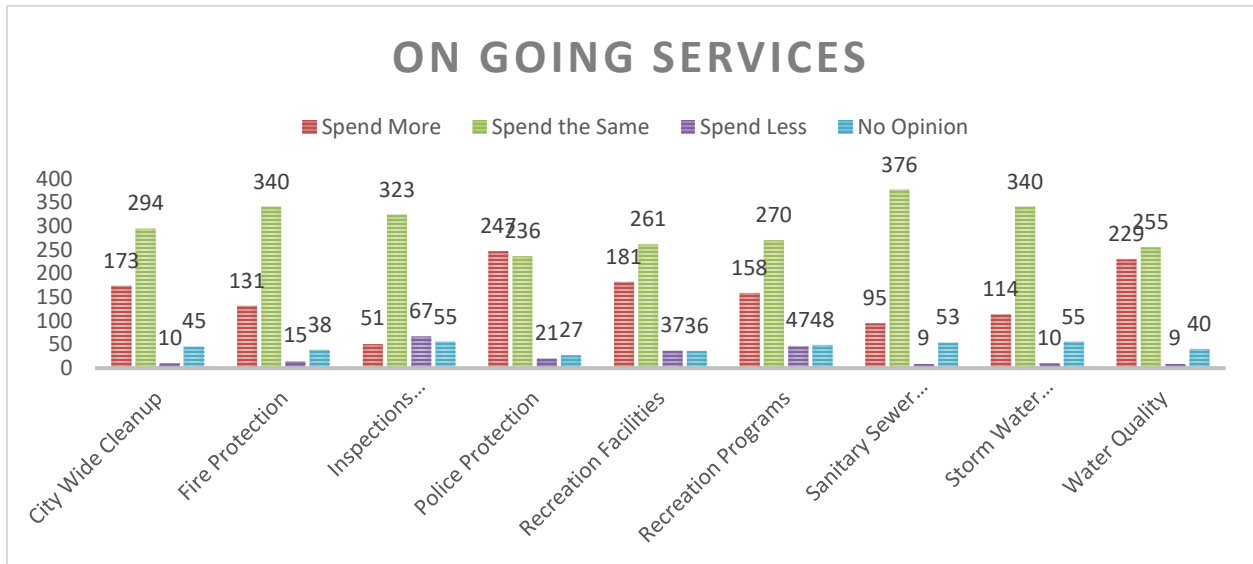
Transportation

Respondents were asked to indicate their satisfaction with transportation in the City on a scale of; Excellent, Good, Fair, Poor or No Opinion. While Snow Removal on Major Streets and Street Sweeping on Major Streets scored relatively high (76% and 68%), Sidewalk Maintenance scored the lowest at 44%.



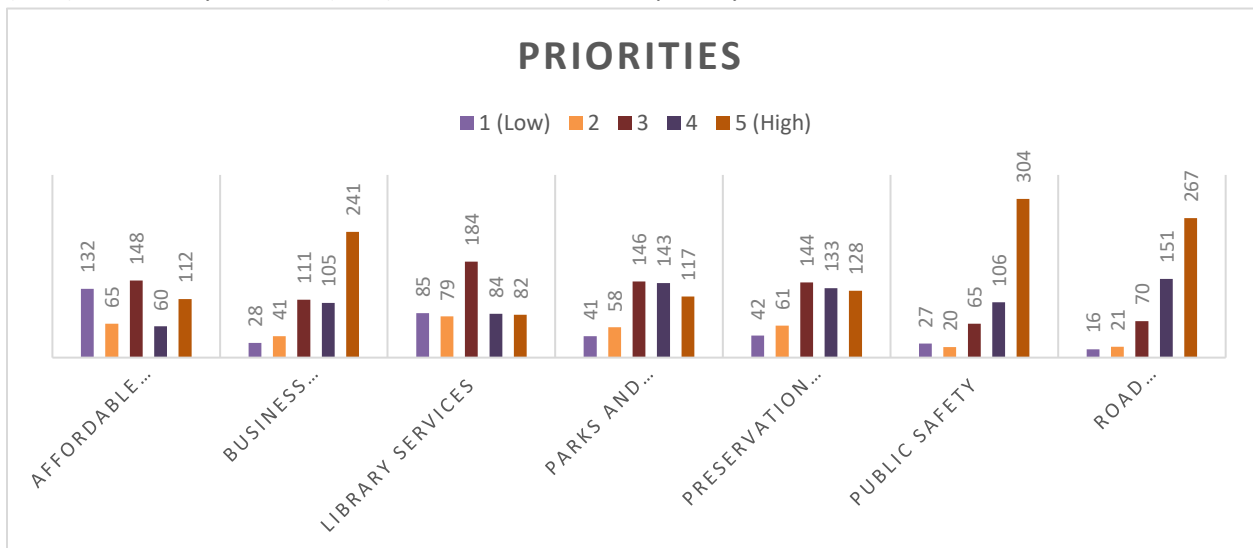
Ongoing Services

Respondents were asked to indicate whether the City should Spend More, Spend the Same, Spend Less, or No Opinion on current services. 88% - 90% of respondents feel the City should spend the same or spend more on; Fire Protection, Police Protection, Sanitary Sewer Maintenance and Water Quality. Recreation Facilities and Programs also scored high with 80% - 83% saying the City should spend more or spend the same, while 13% of respondents indicated the City should spend less on Inspections (Building/Code Enforcement).



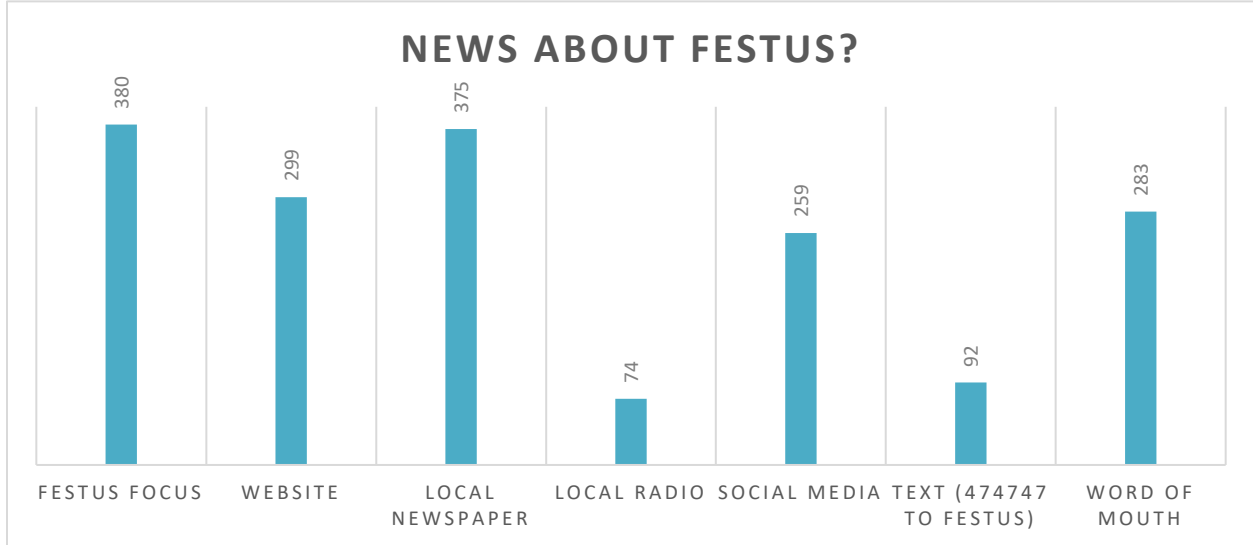
Priorities

Respondents were asked about priorities for the City on a scale of one to five, with 1 being a low priority and 5 being a high priority. The top three priorities that rated a score of 4-5 are; Road Maintenance (78%), Public Safety (77%), and Business Attraction/Economic Development (65%). Affordable Housing (37%) and Library Services (31%) ranked as the lowest priority with a score of 1-2.



News about Festus

Respondents were asked about what sources they use to find news about the City. 71% of respondents stated that they receive their news about the City from the Festus Focus (included with monthly utility bills), followed by the Local Newspaper (70%) and the City’s Website at 56%.



Funding Opportunities

Respondents were asked if they would support the passage of a Use Tax or Internet Sales Tax to support facilities or programs in the City. 48% indicated either Yes or No Opinion to improve Water Quality, followed by; Recreation Facilities (45%), Recreation Programs (43%), and Sanitary Sewer Maintenance (41%). 58 – 59% said No to City Wide Cleanup, Library Facilities and Library Programs.

