



690 Chesterfield Parkway West • Chesterfield, MO 63017 • 636-537-4000

Dear Chesterfield Resident,

Your opinion matters, and we want to hear from you! Enclosed with this letter is the 2024 Community and Public Safety Satisfaction Survey—a valuable opportunity for you to share your thoughts on City services and contribute to shaping the future of our community.

In collaboration with ETC Institute, a reputable third-party survey company based in Olathe, Kansas, this random sample survey aims to gauge your satisfaction with a wide range of City services, from public safety to public services and amenities. By participating, you play a vital role in helping us understand what matters most to you, offering valuable insights that will guide us in allocating resources and setting operational priorities.

We understand that the survey contains a lot of questions and may require some time to complete. However, each question is carefully crafted to capture essential aspects of your experiences and opinions. Your responses will enable local officials to allocate resources effectively, prioritizing the areas that matter most to our residents.

Please return your completed survey using the included postage-paid envelope as soon as you have a moment to fill it out.

**You can fill the survey out online if you prefer:
ChesterfieldSurvey.org**

Your input matters greatly to us, and we assure you that your responses will be treated with the utmost confidentiality. We genuinely appreciate your time and commitment to making our city a safer and more livable place for everyone.

Please call Elliot Brown, Assistant City Administrator, at 636.537.4705 with any questions. Thank you for being an active participant in shaping the future of Chesterfield. Together, we can build a stronger, more connected community.

Cordially,

A handwritten signature in black ink, appearing to read 'Mike Geisel', is written over a light blue horizontal line.

Mike Geisel
City Administrator, City of Chesterfield



2024 City of Chesterfield, Missouri Community & Police Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to improve the quality of City services and to identify priorities for the community. The survey is also available for completion online at chesterfieldsurvey.org. The results of this survey are being compiled for the City of Chesterfield by outside consultant ETC Institute. If you have questions, please contact Elliot Brown, Assistant City Administrator, at (636) 537-4705.

1. Quality of Life: Please rate the City of Chesterfield on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following:

How would you rate the City...	Excellent	Good	Neutral	Fair	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 for recreation?	5	4	3	2	1	9
6. As a safe place?	5	4	3	2	1	9
7. As a City that is moving in the right direction?	5	4	3	2	1	9

2. What specific aspects of Chesterfield do you appreciate the most, and why?

3. Please rank the following aspects of City life in order of importance to your overall quality of life, with 1 being the "Most Important" and 7 being the "Least Important":

- | | |
|--|--|
| 1. Safety and security | 5. Proximity to retail/entertainment areas |
| 2. Community and social life | 6. Job opportunities |
| 3. Education and schools | 7. Infrastructure and public spaces |
| 4. Recreational and cultural amenities | |

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ 5th: ____ 6th: ____ 7th: ____

4. Superior Services: Please rate your overall satisfaction with the following major categories of services provided by the City of Chesterfield using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of all services provided by the City	5	4	3	2	1	9
02. Overall quality of Police Services	5	4	3	2	1	9
03. Overall quality of the maintenance of Parks facilities	5	4	3	2	1	9
04. Overall quality of Parks programming	5	4	3	2	1	9
05. Overall quality of Public Works/Street Maintenance	5	4	3	2	1	9
06. Overall quality of code enforcement	5	4	3	2	1	9
07. Overall quality of Planning services	5	4	3	2	1	9
08. Overall quality of the City's Financial services	5	4	3	2	1	9
09. Overall quality of the City's Communications to residents	5	4	3	2	1	9
10. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
11. Overall quality of the Municipal Court services	5	4	3	2	1	9

5. Which THREE (3) of the major categories of City services listed in Question 4 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 4.]

1st: ____ 2nd: ____ 3rd: ____

6. How well do you believe the City of Chesterfield delivers superior services compared to neighboring municipalities?

- (5) Significantly better (2) Somewhat worse
 (4) Somewhat better (1) Significantly worse
 (3) The same (9) Don't know

7. Would you be willing to pay slightly higher local taxes or fees if it meant an improvement in the quality and availability of City services, such as enhanced public spaces, improved infrastructure, and better community programs?

- (1) Yes, I would be willing to pay more
 (2) No, I would not be willing to pay more

8. **High-Quality Development:** Please rate the City of Chesterfield on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following:

	Excellent	Good	Neutral	Fair	Poor	Don't Know
01. How well the City is planning for the future	5	4	3	2	1	9
02. City's overall development and progress	5	4	3	2	1	9
03. City's economic development in terms of job opportunities, business growth and investment	5	4	3	2	1	9
04. City's adherence to the Comprehensive Plan	5	4	3	2	1	9
05. Standards and quality of permitting, inspections and development process	5	4	3	2	1	9
06. Overall quality of new residential development	5	4	3	2	1	9
07. Overall quality of new commercial development	5	4	3	2	1	9
08. The City's efforts to maintain and upgrade existing infrastructure such as repairing roads and maintaining public spaces	5	4	3	2	1	9
09. Access to information about current and proposed projects	5	4	3	2	1	9
10. Ability to participate in the development process as a citizen	5	4	3	2	1	9
11. The speed of the planning review process	5	4	3	2	1	9
12. Ability to navigate the City using multiple modes of transportation (auto, bus, bicycle, walking)	5	4	3	2	1	9

9. How would you describe Chesterfield to someone who has never visited the City?

10. Do you think the City makes a good first impression to visitors? (1) Yes (2) No

11. Would you recommend the City to someone looking for a new home? (1) Yes (2) No

12. Would you recommend the City to someone looking to open a new business?

- (1) Yes (2) No

13. Should the City do more to attract economic development? (1) Yes (2) No

14. **Open Space:** Please rate the City of Chesterfield on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following:

	Excellent	Good	Neutral	Fair	Poor	Don't Know
1. How well the City balances development with the preservation of open spaces and natural areas	5	4	3	2	1	9
2. The City's efforts to expand or enhance open spaces	5	4	3	2	1	9
3. How would you describe the availability and quality of open spaces in our community?	5	4	3	2	1	9

15. What is your favorite open space or natural area in our City? _____

16. How many times have you used or been to a public park, trail, etc. in Chesterfield in the last year?

(1) Daily (3) Once or twice per month (5) Zero times in the last year
 (2) Once or twice per week (4) Once or twice in the last year

17. **Trust in Local Government:** Please rate your overall satisfaction with the following major categories of services provided by the City of Chesterfield using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. City efforts to keep you informed about important issues	5	4	3	2	1	9
2. The quality of the City's Citizen newsletter	5	4	3	2	1	9
3. City efforts to keep you informed about planning and zoning matters	5	4	3	2	1	9
4. The availability of information about City programs and services	5	4	3	2	1	9
5. The level of public involvement in local decision making	5	4	3	2	1	9
6. The quality of the City's social media (e.g., Facebook, Instagram)	5	4	3	2	1	9
7. The quality of the City's website	5	4	3	2	1	9

18. What factors contribute most to your trust in our local government? [Select all that apply.]

(1) Transparency (4) Accountability
 (2) Responsiveness (5) Civic engagement opportunities
 (3) Fairness (6) Effective communication

19. Would you support changing our form of government from a Third-Class City to a Constitutional Charter City?

(1) Yes (2) No (3) I'm undecided or need more information to make a decision

20. Do you feel safe in your neighborhood? (1) Yes (2) No

21. Please rate Chesterfield Police Department on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following:

Police	Excellent	Good	Neutral	Fair	Poor	Don't Know
01. Visibility of police in neighborhoods	5	4	3	2	1	9
02. Overall police performance in your neighborhood	5	4	3	2	1	9
03. How quickly police respond to emergencies	5	4	3	2	1	9
04. Efforts to prevent crime	5	4	3	2	1	9
05. Police safety education programs	5	4	3	2	1	9
06. Professionalism of police officers	5	4	3	2	1	9
07. Attitude and behavior of officers towards residents in your neighborhood	5	4	3	2	1	9
08. Efforts to cooperate with the public to address their concerns	5	4	3	2	1	9
09. Overall appearance and quality of police vehicles and equipment	5	4	3	2	1	9
10. Police outreach programs/services	5	4	3	2	1	9
11. Quality of dispatch (911) services	5	4	3	2	1	9
12. Ease of locating information on the police website	5	4	3	2	1	9

22. On a scale of 1 to 5, please indicate your level of agreement with the following statements related to the Chesterfield Police Department, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The Chesterfield Police Department maintains good relations with the community	5	4	3	2	1	9
2.	Chesterfield Police Department personnel do a good job enforcing the law	5	4	3	2	1	9
3.	The Chesterfield Police Department's personnel has appropriate training on how to handle confrontations and minimize violent crime	5	4	3	2	1	9
4.	The Chesterfield Police Department personnel are held accountable for any misconduct	5	4	3	2	1	9

23. During the past year, have you or other members of your household contacted employees of the Chesterfield Police Department to seek services, ask a question, or file a complaint?

____(1) Yes [Answer Q23a.] ____ (2) No [Skip to Q24.]

- 23a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Chesterfield Police Department employees you have contacted with regard to each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy they were to contact	5	4	3	2	1	9
2. Courtesy of employees	5	4	3	2	1	9
3. Accuracy of the information and assistance you were given	5	4	3	2	1	9
4. Time it took for your request to be addressed	5	4	3	2	1	9
5. The resolution to your issue/concern	5	4	3	2	1	9
6. Availability of information about police programs and services	5	4	3	2	1	9
7. Appearance and/or demeanor of the police officer(s) with whom you interacted	5	4	3	2	1	9

24. During the past 12 months, were you or anyone in your household the victim of any crime in Chesterfield?

____(1) Yes [Answer Q4a-b.] ____ (2) No [Skip to Q25.]

- 24a. What type of crime?

____(1) Property crime (e.g., theft, burglary)

____(2) Violent crime (e.g., assault, robbery)

____(3) Other: _____

- 24b. Did you report the crime to the police? ____ (1) Yes [Skip to Q25.] ____ (2) No [Answer Q24c.]

- 24c. Why did you not report the crime? _____

25. **Safe, Secure, Well-Maintained City:** Please rate the City of Chesterfield on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following:

City Maintenance/Public Works		Excellent	Good	Neutral	Fair	Poor	Don't Know
1.	Maintenance and repairs of City streets	5	4	3	2	1	9
2.	Maintenance and repairs of City sidewalks	5	4	3	2	1	9
3.	Maintenance of street signs	5	4	3	2	1	9
4.	Snow removal from City streets	5	4	3	2	1	9
5.	Driveway Apron Snow Removal Program	5	4	3	2	1	9
6.	Maintenance of street trees	5	4	3	2	1	9
7.	Residential Street Tree Planting Program	5	4	3	2	1	9
8.	Residential Sanitary Sewer Lateral Repair Program	5	4	3	2	1	9
9.	Maintenance and repairs of City buildings	5	4	3	2	1	9

Demographics

26. **Approximately how many years have you lived in the City of Chesterfield?**

- (1) Less than a year (3) 4-6 years (5) 11-20 years
 (2) 1-3 years (4) 7-10 years (6) More than 20 years

27. **What is your age?** _____ years

28. **How many people live in your household?** _____ people

29. **What is your gender?**

- (1) Male (2) Female (3) Non-binary (4) prefer not to answer

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

- (01) Asian or Asian Indian (05) Native Hawaiian or other Pacific Islander
 (02) Black or African American (06) Hispanic, Spanish, or Latino/a/x
 (03) American Indian or Alaska Native (07) Prefer not to answer
 (04) White or Caucasian (99) Other: _____

31. **Would you say your total annual household income is:**

- (1) Under \$60,000 (2) \$60,000 to \$99,999 (3) \$100,000 to \$199,999 (4) \$200,000 or more

32. **Would you be willing to participate in future surveys sponsored by the City of Chesterfield?**

- (1) Yes [Answer Q32a.] (2) No

32a. **Please provide your contact information.**

Mobile Phone Number: _____

Email Address: _____