Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Council District. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate **POSITIVE** ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”

- **OFF-WHITE** shades indicate **NEUTRAL** ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.

- **ORANGE/RED** shades indicate **NEGATIVE** ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”
Q1.1 Satisfaction with: Overall quality of public safety services – police and fire

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q1.2 Satisfaction with: Overall quality of City parks and recreation programs and facilities

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q1.3 Satisfaction with: Overall maintenance of City streets

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q1.4 Satisfaction with: Overall maintenance of City buildings/facilities

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q1.5 Satisfaction with: Overall enforcement of City codes and ordinances for buildings, housing and overall property maintenance

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q1.6 Satisfaction with: Overall quality of customer service you receive from City employees

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q1.7 Satisfaction with: Overall effectiveness of City communication with citizens

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q1.8 Satisfaction with: Overall flow of traffic and congestion management in the City

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response
Q3.1 Rating: Overall quality of services provided by the City

Shading reflects the mean rating for all respondents by CBG (merged as needed).
Q3.2 Rating: Overall value that you receive for your City tax dollars and fees

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3.3 Rating: Overall image of the City

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3.4 Rating: How well the City is planning and managing redevelopment

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3.5 Rating: Overall quality of life in the City

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response
Q3.6 Rating: Overall feeling of safety in the City

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

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2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3.7 Rating: Quality of new residential development in the City

Perception
Mean rating on a 5-point scale

- **1.0-1.8 Poor**
- **1.8-2.6 Below Average**
- **2.6-3.4 Neutral**
- **3.4-4.2 Good**
- **4.2-5.0 Excellent**
- **No Response**

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2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3.8 Rating: Quality of new commercial development in the City

Perception
Mean rating on a 5-point scale

1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3.9 Rating: Quality and efficiency of plan review and permitting services

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3.10 Rating: Overall appearance of the City

<table>
<thead>
<tr>
<th>Perception</th>
<th>Mean rating on a 5-point scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8 Poor</td>
<td>1.8-2.6 Below Average</td>
</tr>
<tr>
<td>2.6-3.4 Neutral</td>
<td>3.4-4.2 Good</td>
</tr>
<tr>
<td>4.2-5.0 Excellent</td>
<td>No Response</td>
</tr>
</tbody>
</table>

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3.11 Rating: Quality of special events and cultural opportunities

<table>
<thead>
<tr>
<th>Perception</th>
<th>Mean rating on a 5-point scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8 Poor</td>
<td></td>
</tr>
<tr>
<td>1.8-2.6 Below Average</td>
<td></td>
</tr>
<tr>
<td>2.6-3.4 Neutral</td>
<td></td>
</tr>
<tr>
<td>3.4-4.2 Good</td>
<td></td>
</tr>
<tr>
<td>4.2-5.0 Excellent</td>
<td></td>
</tr>
<tr>
<td>No Response</td>
<td></td>
</tr>
</tbody>
</table>

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3.12 Rating: Quantity of special events and cultural opportunities

Perception
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3.13 Rating: Recreational opportunities in the City

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q4.1 Feeling of Safety: Walking alone in your neighborhood during the day

Feeling of Safety
Mean rating on a 4-point scale

- 1.0-1.75  Very Unsafe
- 1.75-2.5  Somewhat Unsafe
- 2.5-3.25  Somewhat Safe
- 3.25-4.0  Very Safe
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q4.2 Feeling of Safety: Walking alone in The Loop after dark

Feeling of Safety
Mean rating on a 4-point scale

- 1.0-1.75 Very Unsafe
- 1.75-2.5 Somewhat Unsafe
- 2.5-3.25 Somewhat Safe
- 3.25-4.0 Very Safe
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q4.3 Feeling of Safety: Walking alone in The Loop during the day

Feeling of Safety
Mean rating on a 4-point scale

- 1.0-1.75 Very Unsafe
- 1.75-2.5 Somewhat Unsafe
- 2.5-3.25 Somewhat Safe
- 3.25-4.0 Very Safe
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q4.4 Feeling of Safety: Walking alone in your neighborhood after dark

Feeling of Safety
Mean rating on a 4-point scale

- 1.0-1.75 Very Unsafe
- 1.75-2.5 Somewhat Unsafe
- 2.5-3.25 Somewhat Safe
- 3.25-4.0 Very Safe
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)

2019 City of University City Community Survey
Q4.5 Feeling of Safety: As a pedestrian crossing streets in University City

Feeling of Safety
Mean rating on a 4-point scale

- 1.0-1.75 Very Unsafe
- 1.75-2.5 Somewhat Unsafe
- 2.5-3.25 Somewhat Safe
- 3.25-4.0 Very Safe
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5.1 Satisfaction with: The visibility of police in my neighborhood

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5.2 Satisfaction with: The visibility of police in retail areas

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5.3 Satisfaction with: The City's efforts to prevent crime

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5.4 Satisfaction with: How quickly police respond to emergencies

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

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2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5.5 Satisfaction with: Overall competency of the University City Police Department

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5.6 Satisfaction with: Overall treatment of citizens by the University City Police Department

![Map showing Citizen Satisfaction by CBG (merged as needed)]

Citizen Satisfaction
Mean rating on a 5-point scale
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5.7 Satisfaction with: Responsiveness of the Police Dept. in enforcing local traffic laws
Q5.8 Satisfaction with: Fairness of the Police Department’s practices in enforcing local traffic laws

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5.9 Satisfaction with: Police Department engagement within the community

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5.10 Satisfaction with: Overall quality of University City Fire Department

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5.11 Satisfaction with: Effectiveness of fire prevention/safety programs

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response
Q5.12 Satisfaction with: How quickly Fire Department responds

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5.13 Satisfaction with: Overall competency of University City Fire Department

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5.14 Satisfaction with: The treatment/fairness of the City's municipal court

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response
Q7.1 Support for: Public space cameras in your neighborhood

Level of Support
Mean rating on a 4-point scale

- 1.0-1.75 Very Unsupportive
- 1.75-2.5 Somewhat Unsupportive
- 2.5-3.25 Somewhat Supportive
- 3.25-4.0 Very Supportive
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q7.2 Support for: License plate reader technology in your neighborhood

Level of Support
Mean rating on a 4-point scale

- 1.0-1.75 Very Unsupportive
- 1.75-2.5 Somewhat Unsupportive
- 2.5-3.25 Somewhat Supportive
- 3.25-4.0 Very Supportive
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q7.3 Support for: Gunshot spotter

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Level of Support
Mean rating on a 4-point scale

- 1.0-1.75 Very Unsupportive
- 1.75-2.5 Somewhat Unsupportive
- 2.5-3.25 Somewhat Supportive
- 3.25-4.0 Very Supportive
- No Response
Q7.4 Support for: Drone surveillance

Level of Support
Mean rating on a 4-point scale

1.0-1.75  Very Unsupportive
1.75-2.5  Somewhat Unsupportive
2.5-3.25  Somewhat Supportive
3.25-4.0  Very Supportive

No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q11.1 Satisfaction with: Maintenance of street signs and traffic signals

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q11.2 Satisfaction with: Maintenance of City buildings

Shading reflects the mean rating for all respondents by CBG (merged as needed)

City of University City Community Survey GIS Maps

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q11.3 Satisfaction with: Snow removal on City streets

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q11.4 Satisfaction with: Adequacy of City street lighting in business districts

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q11.5 Satisfaction with: Condition of City sidewalks

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q11.6 Satisfaction with: Landscaping/appearance of public areas along City streets

 Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q11.7 Satisfaction with: Satisfaction with tree trimming/replacement program

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q11.8 Satisfaction with: Adequacy of residential street lighting

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q11.9 Satisfaction with: Curbside Recycling

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q11.10 Satisfaction with: Drop-Off Recycling Location

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q13.1 Agreement with: The City should prioritize sustainable practices in policy and decision making

Agreement
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q13.2 Agreement with: The City should devote resources to raise awareness and understanding of sustainability

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q14.1 Satisfaction with: The quality of street repair services

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q14.2 Satisfaction with: The quality of street cleaning services

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q14.3 Satisfaction with: The quality of snow removal services

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q14.4 Satisfaction with: The frequency of street cleaning services
Q14.5 Satisfaction with: The frequency of leaf collection services

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q14.6 Satisfaction with: Condition of County roads in the City

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q14.7 Satisfaction with: Condition of State roads in the City

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q17.1 Satisfaction with: Maintenance of City parks

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q17.2 Satisfaction with: How close neighborhood parks are to your home

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q17.3 Satisfaction with: Number of walking and biking trails in parks

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q17.4 Satisfaction with: Quality of walking and biking trails in parks

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q17.5 Satisfaction with: Number of outdoor athletic fields

City of University City Community Survey GIS Maps

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response
Q17.6 Satisfaction with: Quality of outdoor athletic fields

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q17.7 Satisfaction with: Availability of information about City parks recreation programs

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q17.8 Satisfaction with: City’s youth fitness programs

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q17.9 Satisfaction with: City’s adult fitness programs

 Citizen Satisfaction
 Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q17.10 Satisfaction with: Heman Park Community Center

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q17.11 Satisfaction with: Heman Park Pool

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q17.12 Satisfaction with: Centennial Commons

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q17.13 Satisfaction with: Ruth Park Golf Course

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q20.1 Importance of: Your feeling of safety in City parks

Importance
Mean rating on a 4-point scale

- 1.0-1.75  Not Important
- 1.75-2.5  Neutral
- 2.5-3.25  Important
- 3.25-4.0  Very Important
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q20.2 Importance of: Green space (park) expansion

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q20.3 Importance of: Neighborhood park improvements

Shading reflects the mean rating for all respondents by CBG (merged as needed).
Q20.4 Importance of: Playground improvements

Importance
Mean rating on a 4-point scale

- 1.0-1.75  Not Important
- 1.75-2.5  Neutral
- 2.5-3.25  Important
- 3.25-4.0  Very Important
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q20.5 Importance of: Park maintenance

Importance
Mean rating on a 4-point scale
- 1.0-1.75 Not Important
- 1.75-2.5 Neutral
- 2.5-3.25 Important
- 3.25-4.0 Very Important
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q25.1 Satisfaction with: The availability of information about City programs and services

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q25.2 Satisfaction with: City’s efforts to keep you informed about local issues

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q25.3 Satisfaction with: How open the City is to public involvement and input from residents

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q25.4 Satisfaction with: The quality of the City's website

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q25.5 Satisfaction with: How well the City communicates notices of public meetings

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q25.6 Satisfaction with: How well the City’s communications meet your needs

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q27.1 Satisfaction with: Quality of residential trash collection services

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q27.2 Satisfaction with: Quality of recycling collection services
Q27.3 Satisfaction with: Quality of yard waste collection services

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q28.1 Satisfaction with: Enforcing the cleanup of litter and debris on private property

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q28.2 Satisfaction with: Enforcing the mowing and trimming of lawns on private property

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q28.3 Satisfaction with: Enforcing the maintenance of residential property (exterior of homes)

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q28.4 Satisfaction with: Enforcing the maintenance of commercial property

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q28.5 Satisfaction with: Enforcing codes designed to address public safety and nuisance issues

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q32.1 Satisfaction with: Standards and quality of development

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q32.2 Satisfaction with: Overall planning and development process

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q32.3 Satisfaction with: Rigor of technical review and reporting by staff of development applications

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q32.4 Satisfaction with: Access to information about current and proposed projects

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q32.5 Satisfaction with: Ability to participate in development process as a citizen

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q35b.1 Satisfaction with: How easy the department was to contact

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q35b.2 Satisfaction with: How courteously you were treated

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q35b.3 Satisfaction with: Technical competence and knowledge of City employees who assisted you
Q35b.4 Satisfaction with: Overall responsiveness of City employees to your request or concern

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q36.1 Satisfaction with: Ease of north/south travel

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q36.2 Satisfaction with: Ease of east/west travel

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q36.3 Satisfaction with: Ease of travel from home to schools

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q36.4 Satisfaction with: Ease of travel from your home to work

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q36.5 Satisfaction with: Availability of public transportation

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q36.6 Satisfaction with: Availability of bicycle lanes

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q36.7 Satisfaction with: Availability of pedestrian walkways

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q36.8 Satisfaction with: Availability of parking in residential areas

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q36.9 Satisfaction with: Availability of parking in business districts
Q36.10 Satisfaction with: Availability of parking Downtown

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q36.11 Satisfaction with: Width of sidewalks in business districts

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q36.12 Satisfaction with: Long term transportation planning

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q37.1 Support for: Developing additional bike lanes on roadways if it required a reduction in vehicular travel lanes

Level of Support
Mean rating on a 4-point scale

- 1.0-1.75 Very Unsupportive
- 1.75-2.5 Somewhat Unsupportive
- 2.5-3.25 Somewhat Supportive
- 3.25-4.0 Very Supportive
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q37.2 Support for: Developing additional bike lanes on roadways if it required eliminating street parking

Level of Support
Mean rating on a 4-point scale

- 1.0-1.75 Very Unsupportive
- 1.75-2.5 Somewhat Unsupportive
- 2.5-3.25 Somewhat Supportive
- 3.25-4.0 Very Supportive
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q38.1 Likelihood of Recommending University City: As a place to live

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q38.2 Likelihood of Recommending University City: As a place to raise children

Likelihood
Mean rating on a 5-point scale

- 1.0-1.8 Not Likely At All
- 1.8-2.6 Not Likely
- 2.6-3.4 Neutral
- 3.4-4.2 Likely
- 4.2-5.0 Very Likely
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q38.3 Likelihood of Recommending University City: As a place to retire

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q38.4 Likelihood of Recommending University City: As a place to work

Likelihood
Mean rating on a 5-point scale

<table>
<thead>
<tr>
<th>Rating Range</th>
<th>Likelihood</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8</td>
<td>Not Likely At All</td>
</tr>
<tr>
<td>1.8-2.6</td>
<td>Not Likely</td>
</tr>
<tr>
<td>2.6-3.4</td>
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<tr>
<td>3.4-4.2</td>
<td>Likely</td>
</tr>
<tr>
<td>4.2-5.0</td>
<td>Very Likely</td>
</tr>
<tr>
<td></td>
<td>No Response</td>
</tr>
</tbody>
</table>

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q38.5 Likelihood of Recommending University City: As a place to build a business

Likelihood
Mean rating on a 5-point scale

1.0-1.8 Not Likely At All
1.8-2.6 Not Likely
2.6-3.4 Neutral
3.4-4.2 Likely
4.2-5.0 Very Likely
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q38.6 Likelihood of Recommending University City: As a place to visit

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q38.7 Likelihood of Recommending University City: The overall quality of life in University City

Likelihood
Mean rating on a 5-point scale

- 1.0-1.8 Not Likely At All
- 1.8-2.6 Not Likely
- 2.6-3.4 Neutral
- 3.4-4.2 Likely
- 4.2-5.0 Very Likely
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q39.1 Agreement: Planning and Zoning

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q39.2 Agreement: Building Permits

2019 City of University City Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q39.3 Agreement: Code Enforcement

Shading reflects the mean rating for all respondents by CBG (merged as needed).
Q39.4 Agreement: Police

Agreement
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q39.5 Agreement: Fire and Emergency Medical Services (EMS)

Agreement
Mean rating on a 5-point scale

1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q39.6 Agreement: Parks and Recreation

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q39.7 Agreement: Municipal Court

Agreement
Mean rating on a 5-point scale
- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q39.8 Agreement: Public Works and Streets Maintenance

2019 City of University City Community Survey GIS Maps

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q39.9 Agreement: Trash, Recycling, and Yard Waste Collection

Agreement
Mean rating on a 5-point scale

1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
No Response

2019 City of University City Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)