

NOTICE OF MEETING AND BOARD OF ALDERMEN AGENDA



CITY OF OSAGE BEACH BOARD OF ALDERMEN MEETING

1000 City Parkway
Osage Beach, MO 65065
573.302.2000
www.osagebeach.org

TENTATIVE AGENDA

SPECIAL MEETING

July 17, 2024 - 9:00 AM
CITY HALL

**** Note:** All cell phones should be turned off or on a silent tone only. Agendas are available in the Council Chamber; however, complete meeting packets are available on the City's website at www.osagebeach.org.

CALL TO ORDER

PLEDGE OF ALLEGIANCE

ROLL CALL

UNFINISHED BUSINESS

NEW BUSINESS

A.

1. Status Check and Updates
2. Future Outlook - Goals & Priorities -- 2025 Board of Aldermen Objectives
3. Other Issues / Wrap Up

ADJOURN

Remote viewing is available on Facebook at *City of Osage Beach, Missouri* and on YouTube at *City of Osage Beach*.

Representatives of the news media may obtain copies of this notice by contacting the following:

Tara Berreth, City Clerk
1000 City Parkway
Osage Beach, MO 65065
573.302.2000 x 1020

If any member of the public requires a specific accommodation as addressed by the Americans with Disabilities Act, please contact the City Clerk's Office forty-eight (48) hours in advance of the meeting at the above telephone number.



Board of Aldermen Strategic Planning

Wednesday, July 17, 2023

9 AM – 4:00 PM

Osage Beach City Hall – Lower-Level Conference Room

9 AM – Session Begins / Noon - Lunch (provided)

Strategic Planning purpose – To convey a clear direction forward for the organization, providing direction for management. Responsibility to our Voters: As a municipal government our core values of our relationship to our citizens and customers are transparency and accountability of use of public monies, in contrast with the profit centered goals of private industry.

1. Status Check and Updates

- a. FY2023-24 Strategic Planning Summary **PAGE 2**
- b. FY 2024 Budget / Financial Update **PAGE 5**
- c. Working with the City Administrator and Staff **PAGE 8**

2. Future Outlook - Goals and Priorities – 2025 Board of Aldermen Objectives **PAGE 9**

- a. What does the future look like? What does the Mayor and Board of Aldermen want for Osage Beach?
 - i. Citizen Survey Results **PAGE 13**
- b. Internal Development – Enhancing and developing our human capital.
 - i. Employee Survey Results **PAGE 62**
 - ii. Team Member Goals & Objectives
- c. Economic Growth / Development – Optimizing long-term economic activity & growth.
 - i. Economic Development Vision /Areas of Focus
 1. Economic Development Projects to date **PAGE 80**
 - ii. Development Incentives
 1. Affordable Housing
 2. Other
 - iii. Use Tax or Other Tax Additions
- d. Good Governance/Serving the Customer
 - i. Services Goals & Objectives
 - ii. Financial Goals & Objectives
 - iii. Capital Investment – Vision / Direction – Optimizing quality of life, traffic, utility, and other infrastructure.
 1. Airports
 2. Parks and Recreation
 3. Transportation
 4. Water/Sewer
 5. Ambulance Service
 6. Community Center/Sports Complex
 7. Fleet Management **PAGE 82**
 8. Other
 - iv. Ordinance / Guideline Standards
Ordinance - local laws for public health, safety, behavior, and general welfare / Guidelines – series of statements which explain the desired elements/intent of the vision, goals, and policy.
 1. Current Issues
 - a. Short-Term Rentals
 2. Other Areas of Focus

3. Other Issues / Wrap Up

Board of Aldermen Strategic Planning

Special Board of Aldermen Meeting held June 6, 2023 – Departmental Updates by Management Team

Special Board of Aldermen Meeting held June 27, 2023 – Mayor and Board of Aldermen Strategic Planning Session

The Mayor and Board of Aldermen met with the Management Team for the purpose of the departmental presentation on department details, current happenings, and successes and challenges. Following that meeting, the Board of Aldermen held a special all-day session for the purpose of strategic planning for FY2023-24. This was the seventh year the Mayor and Board of Aldermen has met in such work sessions. Building from prior year sessions, the group discussed prior and current initiatives, priorities, and objectives.

2023-24 Board of Aldermen Priority Items and Objectives

What does the future look like?

- Best Looking / Appearance of our City,
- High Integrity and Openness; Provide Highest Quality Customer Service,
- Safe and Appealing Place to Live,
- Amenities and service to best serve our community; support of community profile & engagement as a data to drive solutions.

Economic Growth / Development:

- Develop Economic growth tools and assets that target revenue growth at twice the level of State growth rates,
- Expand business retention and recruitment efforts; marketing affectively; recruitment and increased visitors; increasing visitors by 500,000 over the next year,
- Expand/Create/Foster Residential Housing/Multi-Family programs to target and recruit for housing growth; effective use and/or creation of applicable incentives,
- Enhance standards, guidance, and policies related to commercial development tools; applying tools consistently with attention on how standards, guidance, and policies affect operating capacity,
- Voluntary annexation opportunities to provide revenue growth that broaden services the City of Osage Beach can provide,
- Pursue / promote growth opportunities for airport expansion,
- Pursue planning/research on future investment of CIT Funds to increase residents and visitors.

Serve the Customer:

- Develop innovative methodologies to interact with the citizenry to drive its input deeper in the planning and implementation processes; collect and use data to evaluate programs and service needs, enhance transparency, increase public awareness,
- Continue to enhance the perception of Customer Service at all levels; quality customer service is top priority; enhance public communication, i.e. project updates, activities, etc.,
- Effectively partner with the Osage Beach Special Road District to improve the City's transportation system and reduce the quantity of private roads in Osage Beach; prioritize and complete necessary project planning regarding private roads, non-paved roads, and sidewalks,
- Prioritize and develop project plans to fully build out our utility service within City limits, eliminating unserved areas in both water and sewer,

- Finalize solutions for out-of-city and in-city current wastewater system issues and legalities,
- Evaluate ordinances and related practices for relevancy; consistent and regular ordinance review by staff, presenting to the Mayor and Board of Aldermen inconsistencies and modifications as needed; Specific Attention: Design Guidelines, Sign Ordinances, and other applicable ordinances to ensure consistency of compliance,
- Complete the Park Master Plan, and other necessary feasibility studies, to develop projects and/or programs that enhance the growth of our parks system and/or recreational activities; Evaluate tax opportunities; Invest to enhance current assets; Invest to grow amenities and new visitors.

Develop Internally:

- Continue to expand City employee capabilities at all levels; Osage Beach employees will be viewed as the “Best of the Best” by their peers and the industry,
- Employee and elected officials benefit review and development to best enhance retention and recruitment,
- Continue to enhance and expand training opportunities for employee development, individuals development plans, succession planning, cross-training, enhance leadership training,
- Continue to enhance processes that improve and measure employee culture and satisfaction, i.e. peer reviews, self-assessments, performance reviews, employee surveys, etc.,
- Develop department level metrics (performance measures) that demonstrate the progress and performance of City services as well as staff’s productivity; enhance efficient collection and use of data for enhanced internal awareness, improvement, and performance of City services.

Good Governance:

- Ensure sufficient financial reserves relevant and consistent, and optimize asset life cycle costs
- Continue to evaluate capital investments needs for effective use of future cash flows and available funding,
- Evaluate and enhance asset maintenance standards and practices; enhance effective asset needs, evaluate costs and replacement practices,
- Continue to enhance record retention requirements and process; move towards an applicable paperless environment city-wide.

2023 Management Pre-Planning Summary

Special Board of Aldermen Meeting held June 6, 2023 – Departmental Updates with Management Team

The Mayor and Board of Aldermen met in June 2023 with the Management Team for the purpose of the departmental presentation on department details, current happenings, and successes and challenges.

Successes/Strengths/Opportunities:

- Private/developer interest and investment continues at a fast pace; grows our economic wealth and quality of life; increases revenues to enhance or add services for our community. Constructed value, permits, and licenses continue to outpace previous year.
- Increase in revenues and use of grant funds in 2023 are being utilized to complete nearly 150% more investment of needed capital purchases and expansion projects for our community compared to 2022 (nearly 200% over 2021); many of which are in progress.
- City reserves for most funds continue to meet policy requirements.

- Several Master Plans and assessments are in process to aid in the City's effective planning of internal needs and services for our residents and visitors; areas of study include sidewalks, private roads, public works operations, airport expansion, parks, 911 communication expansion, economic incentives, and employee compensation and benefits.
- Voters approved the additional Marijuana Tax, specific to Parks & Recreation and Public Safety, which includes Police, 911 Communication, and Ambulance services.
- Current bonded debt related to utility service (Water and Sewer Bonds) will be paid off at various dates through FY2027.

Struggles/Weaknesses/Threats:

- Supply-chain issues are affecting completion dates of purchases and projects, some improvement over previous year.
- Continued effects of inflation on supply costs.
- Personnel costs are expected to continue to increase, not only affecting the current budget, but expected to continue into next year; competitive labor markets continue locally and nationally; applicant pool struggles remain consistent in various areas.
- Continued attention to forecasted cash flow and various expenditures categories outpacing applicable revenue sources for appropriate timing of operational and capital needs.
- Overall growth of the area and increases in private/developer investment (also a strength and opportunity for the City) increases the need for City resources and services, both current needs and in planning for growth, i.e. staff/admin/internal resources, internal and external risk management, utility maintenance/expansion, public safety, Parks & Recreation, etc.; current staff capacity is being challenged.
- Upkeep, planning, and attention to Utility (water and sewer systems) maintenance and infrastructure needs due to growth in demand and aging of current systems.
- Federal and State legislation activity continues to pose challenges in municipal operations and planning.



Memo from the City Administrator

To: Mayor, Board of Aldermen, and Management Team

From: Jeana Woods, City Administrator

Date: July 12, 2024

Re: FY2024 Budget Reconciliation as of June 30, 2024, Fund Balances and Reserves

The following is an FY2024 Operating Budget update as of June 30, 2024. The FY2023 Comprehensive Annual Financial Statement audit has been completed.

Please note, during the FY2024 budget process in the fall of 2023, revenue and expenditure estimations for the final months of FY2023 are needed to outline the spending plan for FY2024 as adopted in December. FY2024 estimations are based on current spending and unaudited financial data. The following is a summary of the FY2024 beginning cash and investments available, adjusted per the FY2023 audit and factors that contributed to the increases/decreases.

General Fund – 10:

- Beginning balances for FY2024 were <1% from original estimates; adjusted net estimated unrestricted spending available at year-end FY2024 is \$88,258 taken into account budget amendments through June 30, 2024.
 - FY2023 revenues came in slightly lower than estimated and FY2023 expenditures came in lower than estimated; a few projects carried over into FY2024 had some effect on this.
- Through June 30, 2024, 46.3% of budgeted revenues and 41.2% of budgeted expenditures have been realized.

Capital Improvement Fund – 19:

- Beginning balances for FY2024 were 11% less than original estimates; adjusted net estimated unrestricted spending available year-end FY2024 is \$1.4 million +/-.
 - FY2023 revenue came in lower than estimated.
- Through June 30, 2024, 41.6% of budgeted revenues and 49.6% of budgeted expenditures have been realized.

Transportation Fund – 20:

- Beginning balances for FY2024 were 8% more than original estimates; adjusted net estimated unrestricted spending available year-end FY2024 is \$1.26 million; an increase of \$662,000+/- from budget.
 - FY2023 revenues came in slightly lower than estimated and FY2023 expenditures came in lower than estimated; a few projects that were carried over into FY2024 had some effect on this.
- Through June 30, 2024, 27.7% of budgeted revenues and 19.9% of budgeted expenditures have been realized.

Water Fund – 30:

- Beginning balances for FY2024 were 18% more than original estimates; adjusted net estimated unrestricted spending available year-end FY2024 is \$473,356; an increase of \$468,000+/- from budget.
 - FY2023 revenues came in slightly higher and FY2023 expenditures came in lower than estimated; projects that were carried over into FY2024 had some effect on this.
- Through June 30, 2024, 49.1% of budgeted revenues and 30.7% of budgeted expenditures have been realized.

Sewer Fund – 35:

- Beginning balances for FY2024 were 17% more than original estimates; however, adjusted net estimated unrestricted spending available year-end FY2024 decreased \$207,002 due to expenditures tied to restricted funds unbudgeted/not realized.
 - FY2023 revenues came in higher and FY2023 expenditures came in lower than estimated.
 - Note: As of June 30, 2024, two projects/purchases budgeted for \$1.25 million in FY2024 did not get approved by the Board; this potentially will increase FY2024 net estimated unrestricted spending available, if no adjustments to transfers are realized.
- Through June 30, 2024, 48.2% of budgeted revenues and 29.8% of budgeted expenditures have been realized.

Ambulance Fund – 40:

- Beginning balances for FY2024 were <1% from original estimates; net estimated unrestricted spending available at year-end FY2024 is nearly the same as estimated.
 - Both FY2023 revenues and FY2023 expenditures came in nearly as originally estimated.
- Through June 30, 2024, 55.8% of budgeted revenues and 45.9% of budgeted expenditures have been realized.

Lee C Fine Airport Fund – 45:

- Beginning balances for FY2024 nearly doubled from original estimates; adjusted net estimated unrestricted spending available year-end FY2024 is \$160,000+/-; an increase of nearly \$140,000+/- from budget.
 - FY2023 revenues came in lower, due to timing of projects tied to grant funds, and FY2023 expenditures came in lower than estimated due mainly to projects carried over to FY2024.
- Through June 30, 2024, 14.7% of budgeted revenues and 13.4% of budgeted expenditures have been realized.

Grand Glaize Airport Fund – 47:

- Beginning balances for FY2024 were 42% more than original estimates; adjusted net estimated unrestricted spending available year-end FY2024 is \$45,000+/-; an increase of nearly \$38,000+/- from budget.
 - FY2023 revenues came in lower, due to timing of projects tied to grant funds, and FY2023 expenditures came in lower than estimated due mainly to projects carried over to FY2024.
- Through June 30, 2024, 43.4% of budgeted revenues and 37.2% of budgeted expenditures have been realized.

Component Units –Dierbergs TIF Fund, Arrowhead TIF Fund, and the OB Commons TIF Fund: The component units are flow-through fund accounts for the separate financial activity of the City’s TIF accounts. TIF Funds were unchanged as funding for both flow through to pay respective expenditures of the districts.

Fund Balance and Reserves

In 2017, the Board of Aldermen adopted the City's first Reserve Policy establishing fund reserves and specific target levels of reserves based on O&M averages and capital expenditures calculations for the General Fund, Transportation Fund, Water Fund, Sewer Fund, Lee C Fine Fund, and the Grand Glaize Fund. These are labeled *Restricted-Fund Reserves*. *Restricted-Other* are restricted funds outside of the reserve policy guidelines, i.e. legal requirements or other self-restricted monies. Unrestricted monies are available for spending and appropriation.

The following are budgeted FY2024 and year-end estimated reserve levels post FY2023 audit draft.

FY2024 Fund Balances - Reconciled post-FY2023 Audit			
<i>Governmental Funds</i>	FY2024 Budget 12/31/2024	Estimated Year End 12/31/2024	
General Fund	\$2,126,713	\$2,120,258	-0.3%
Restricted-Fund Reserves	\$2,000,000	\$2,000,000	
Restricted-Other	\$32,000	\$32,000	
Unrestricted	\$94,713	\$88,258	
CIT Fund	\$1,792,487	\$1,511,605	-15.7%
Restricted-Fund Reserves	\$0	\$0	
Restricted-Other	\$125,000	\$125,000	
Unrestricted	\$1,667,487	\$1,386,605	
Transportation Fund	\$3,916,977	\$4,396,663	12.2%
Restricted-Fund Reserves	\$3,315,468	\$3,132,289	
Restricted-Other	\$0	\$0	
Unrestricted	\$601,509	\$1,264,374	
<i>Enterprise Funds</i>			
Water Fund	\$1,724,088	\$2,240,657	30.0%
Restricted-Fund Reserves	\$1,293,493	\$1,466,301	
Restricted-Other	\$425,500	\$301,000	
Unrestricted	\$5,095	\$473,356	
Sewer Fund	\$2,762,610	\$3,273,557	18.5%
Restricted-Fund Reserves	\$238,379	\$897,979	
Restricted-Other	\$2,495,849	\$2,554,198	
Unrestricted	\$28,382	(\$178,620)	
Ambulance Fund	\$1,640	(\$310)	
Restricted-Fund Reserves	\$0	\$0	
Restricted-Other	\$0	\$0	
Unrestricted	\$1,640	(\$310)	
Lee C Fine Fund	\$85,631	\$225,549	163.4%
Restricted-Fund Reserves	\$65,000	\$65,000	
Restricted-Other	\$0	\$0	
Unrestricted	\$20,631	\$160,549	
Grand Glaize Fund	\$38,182	\$76,285	99.8%
Restricted-Fund Reserves	\$31,000	\$31,000	
Restricted-Other	\$0	\$0	
Unrestricted	\$7,182	\$45,285	
Total	\$12,448,328	\$13,844,264	11.2%

Section 115.190. Interference By Members of The Board of Aldermen. [R.O. 2006 §115.190; Code 1975 §21.980; CC 1985 §2-129; Ord. No. 21.820 §9, 5-9-1985]

No member of the Board of Aldermen shall directly interfere with the conduct of any department or duties of employees subordinate to the City Administrator except at the express direction of the Board of Aldermen, or with the approval of the City Administrator.

2025 BOA Strategic Objectives

- Team Members
- Services
- Financials

Team Members

- Develop a “Recognition Culture” Across the Organization
- Develop “Best of the Best” Capabilities and Reputations
- Measure Internal Culture and Satisfaction Annually
 - Report Findings and Develop Action Plans
- Implement Annual 360 and Individual Development Processes for all Employees
- Leadership Development at All Supervisor Levels Annually
- Annual Succession Planning Process Implemented and Communicated to Appropriate Levels of Leadership
- 95% Staffing Levels in All Departments 100% of the time

Services

- Define and Deliver Customer Service to Meet or Exceed our Citizens' and Visitors' Expectations
- Develop Department Level Measurements that Demonstrate Organizational Standards and Execution Levels
- Transition Sewer System Maintenance to a Pro-Active Approach in 2 years
- Implement a 100% Functionality Standard for All Existing Assets
- Develop “In-House” Capabilities Where ROI is Compelling
 - E.g., Fleet Maintenance, Traffic Signal Maintenance, etc.
- Utilize Current Technology Capabilities to Enhance Customer Input and Measure Input Levels
- Digitize All Pertinent Legacy Records by EOY 2025
- Develop Strategic Plan for Airport System

Financials

- Develop Economic Growth Tools and Assets that Target Revenue Growth at Twice the Level of State Sales Tax Growth
 - Economic Development Director in Place
- Eliminate Debt, Ensure Sufficient Financial Reserves, and Optimize Asset Life Cycle Costs
- Expand Parks System Capabilities for Local Amenities and Support the Tourism Industry
- Pursue Revenue Growth Opportunities through Annexation

CITY OF OSAGE BEACH COMMUNITY SURVEY 2024



OPINION RESEARCH SPECIALISTS, LLC

SPRINGFIELD, MISSOURI

(417) 889-4506

CITY OF OSAGE BEACH COMMUNITY SURVEY 2024

Prepared for

The City of Osage Beach

Osage Beach, Missouri

Prepared by

Opinion Research Specialists, LLC

636 W. Republic Road, Suite D104

Springfield, Missouri

(417) 889-4506

May 22, 2024

TABLE OF CONTENTS

	<u>Page</u>
Executive Summary.....	1
Introduction and Methodology.....	5
Survey Respondent Profile.....	6
SURVEY RESULTS.....	7
Osage Beach Quality of Life Factors	8
Osage Beach Community Characteristics	9
Desirability of Osage Beach Over the Past Five Years.....	10
Recommend Living and Remaining in Osage Beach	10
Perceptions of Safety in Osage Beach.....	11
Osage Beach City Government Performance.....	12
Quality of Osage Beach City Services	13
Contact and Satisfaction with Osage Beach City Employees.....	14
Preferred Methods of Staying Informed About City Issues, Services, & Programs.....	15
Primary Reason for Choosing to Live in Osage Beach	16
APPENDICES	17
Appendix A - "Other" Preferred Methods of Staying Informed About City Issues	18
Appendix B - "Other" Reasons for Choosing to Live in Osage Beach	20
QUESTIONNAIRE	22

EXECUTIVE SUMMARY

Results from the 2024 City of Osage Beach Community Survey are based on 855 completed mail and online questionnaires and have a +/- 3.0% margin of error at the 95% confidence interval.

The survey was designed, administered, and analyzed by **Opinion Research Specialists, LLC** of Springfield, Missouri. Survey findings are summarized below.

Osage Beach Quality of Life Factors

- The quality of life factors receiving the highest positive ratings (excellent/good) were Osage Beach as a place to live (83%) and as a place to retire (81%).
- A relatively high percentage of respondents gave Osage Beach positive ratings regarding the quality of its public school system (77%), as a place to raise children (73%), to conduct business (70%), and its overall image/reputation (70%).
- Less than 50% of respondents rated Osage Beach's cost of living as excellent or good (17% rated it as poor), and less than 60% rated Osage Beach favorably as a place to work.
- **Overall quality of life:** 77% of respondents said their overall quality of life in Osage Beach was either excellent or good.

Community Characteristics

- Traffic flow, variety of restaurants, recreational opportunities, and overall quality of business and service establishments were Osage Beach's highest rated community attributes – each was rated either excellent or good by more than 60% of respondents.
- Affordable housing and the variety of arts and cultural opportunities received the lowest ratings among the ten community attributes examined, with fewer than 25% of respondents rating either as excellent or good. Additionally, these two attributes received by far the largest number of poor ratings, with affordable housing at 45% and variety of arts and cultural opportunities at 39%.

Desirability of Osage Beach Over the Past Five Years

- While 31% of respondents said Osage Beach had become a more desirable place to live compared to five years ago, 27% thought it had become less desirable, and 42% believed it had stayed about the same.
- As a place to do business, a majority (54%) indicated that there had been little change in Osage Beach over the past five years, while 23% perceived improvement, and another 23% believed it had declined.
- As a visitor destination, a plurality (46%) of respondents considered Osage Beach more desirable now compared to five years ago, while 16% perceived it as less desirable, and 38% said it had remained relatively unchanged.

Recommend Living and Remaining in Osage Beach

- Approximately 80% of those surveyed were either very or somewhat likely to recommend living in Osage Beach to someone who asked. Moreover, 85% of those surveyed planned to live in Osage Beach for the next five years.

Perceptions of Safety in Osage Beach

- The vast majority of respondents (87%) felt safe from violent crimes in Osage Beach, while 77% felt safe from property crimes. Furthermore, 90% felt secure in their neighborhood.
- Overall, 84% of respondents reported feeling safe in Osage Beach.

Osage Beach City Government Performance

- A slim majority of respondents (51%) gave excellent/good ratings to Osage Beach city government for promoting a supportive business environment.
- Approximately 45% of respondents gave excellent/good ratings to Osage Beach city government for managing growth/development, being open and honest, and keeping residents informed about important city issues. Responding effectively to challenges facing Osage Beach received a positive rating by 40% of respondents.

- **Overall performance:** One-half of respondents (50%) rated the overall performance of Osage Beach's city government as either excellent or good, while 36% assessed it as fair, and 14% deemed it poor.

Quality of Osage Beach City Services

- City services with the highest ratings were EMS, police, snow removal, traffic enforcement, and city water service – each was rated as excellent or good by at least 75% of respondents.
- Between 60% and 70% gave excellent or good ratings to stormwater drainage/flood control, city parks and recreational facilities, annual leaf pick-up service, business and occupational licensing services, road maintenance, and building/permitting services.
- City services with the lowest positive ratings were planning and zoning (43%) and code enforcement (48%). The services with the highest "poor" ratings were planning and zoning (22%), sewer/wastewater services (21%), code enforcement (17%), and animal control (15%).
- **Overall satisfaction:** Nearly 75% of respondents rated the overall quality of city services as either excellent or good, 24% said they were fair, and 3% gave a rating of poor.

Contact and Satisfaction with Osage Beach City Employees

- 53% of respondents reported having contact with a city employee during the past 12 months.
- Of those having contact in the past 12 months, the vast majority were satisfied with employee courteousness and professionalism (88%), ease of contact (85%), employee knowledge (80%), and having their issue/concern resolved in a timely manner (73%).
- **Overall experience:** Among respondents with city employee contact, 75% reported being satisfied with the overall experience.

Preferred Methods of Staying Informed About City Issues

- Facebook, local TV newscasts/radio, and the city's website were the most preferred methods of receiving information about Osage Beach issues, services, and programs – each mentioned by 40% or more of respondents.
- Approximately 30% of respondents preferred staying informed about city matters by word of mouth, the local newspaper (*The Lake Sun*), and direct mail.
- The least preferred methods of staying informed about city issues, services, and programs were city staff, Board of Aldermen meetings/public meetings, YouTube, NextDoor, Instagram, and Twitter (X) – each cited by 10% or fewer respondents.

Primary Reason for Choosing to Live in Osage Beach

- The primary reason respondents chose to live in Osage Beach was its proximity to lakes and outdoor activities (24%), closely followed by proximity to family and friends (21%). Quality of life was mentioned by 16% of respondents.

INTRODUCTION

The 2024 Osage Beach Community Survey was commissioned by the City of Osage Beach. The survey was designed, administered, and analyzed by Opinion Research Specialists, LLC of Springfield, Missouri.

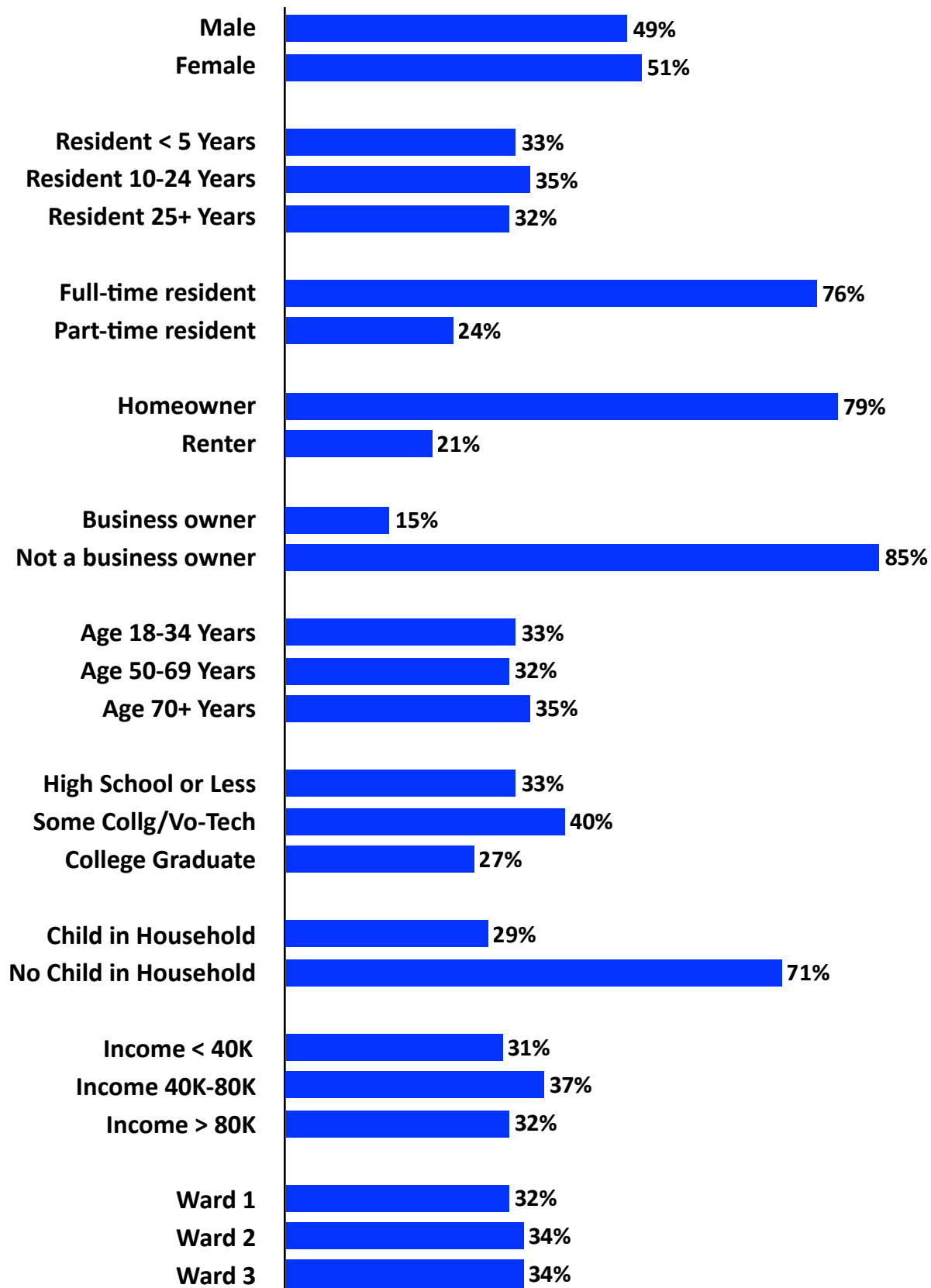
SURVEY DESIGN AND METHODOLOGY

A six-page questionnaire was mailed on March 29 to all Osage Beach households and business owners. Survey participants were asked to return their completed questionnaires by April 20 in the provided postage-paid, self-addressed envelope. Participants were also given the option of completing the survey online. A total of 855 completed questionnaires were returned (621 by mail and 234 online). The overall survey results have a margin of error of +/- 3.0% at the 95% confidence interval.

SURVEY DATA WEIGHTING

The demographic characteristics of survey respondents were compared to those of Osage Beach residents as reported in the 2020 U.S. Census. To address demographic imbalances, statistical weighting was applied to the sample data, ensuring that the survey results more accurately represent the Osage Beach population.

SURVEY RESPONDENT PROFILE (Weighted)

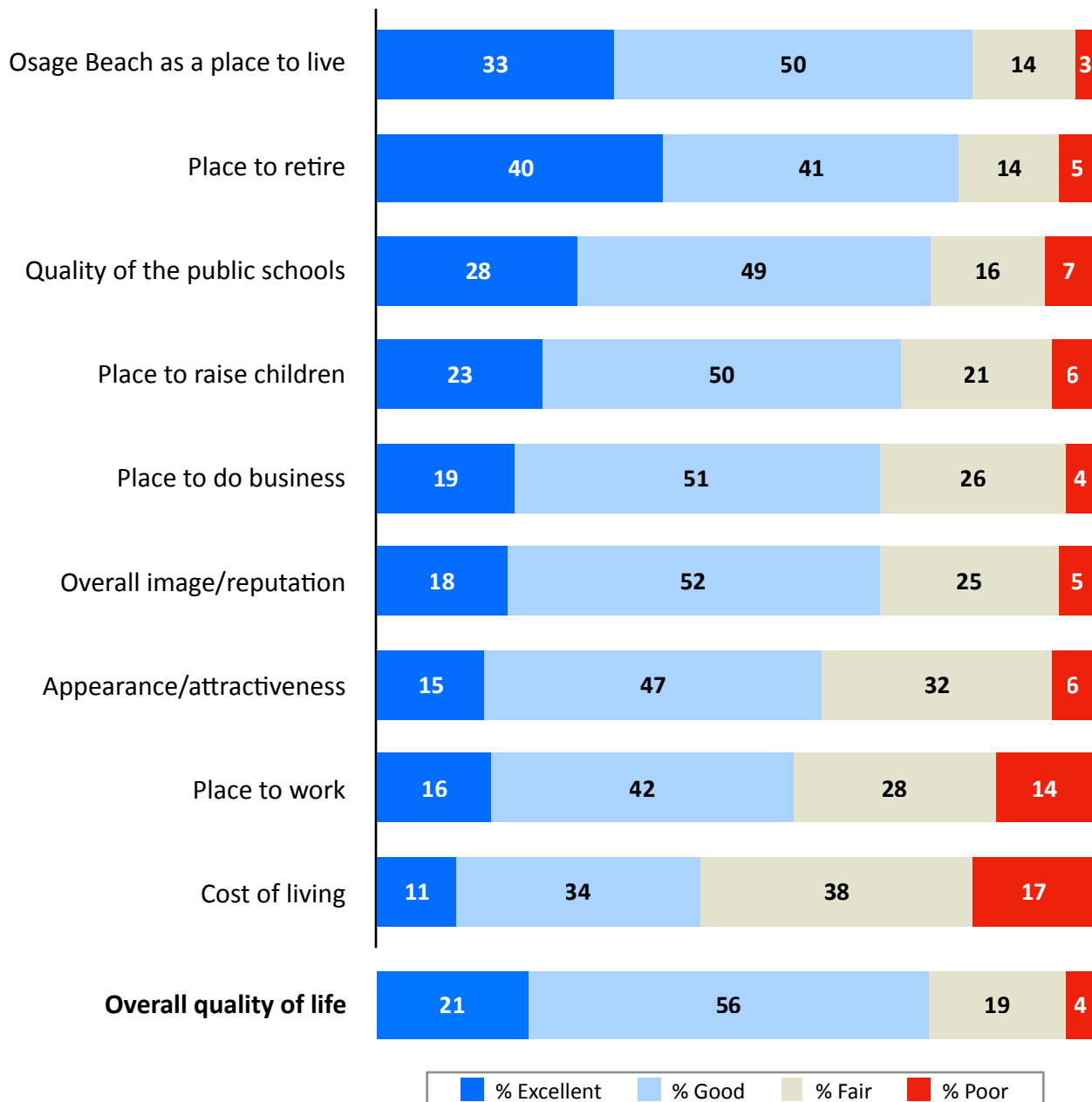


Survey Results

Osage Beach Quality of Life Factors

Osage Beach garnered high ratings as a place to live and to retire, with over 80% of respondents rating these factors as excellent or good. Similarly, 77% felt this way about Osage Beach public schools. At least 70% of respondents rated Osage Beach positively as a place to raise children, conduct business, and for its overall image and reputation. Less than 50% held a favorable view of Osage Beach's cost of living.

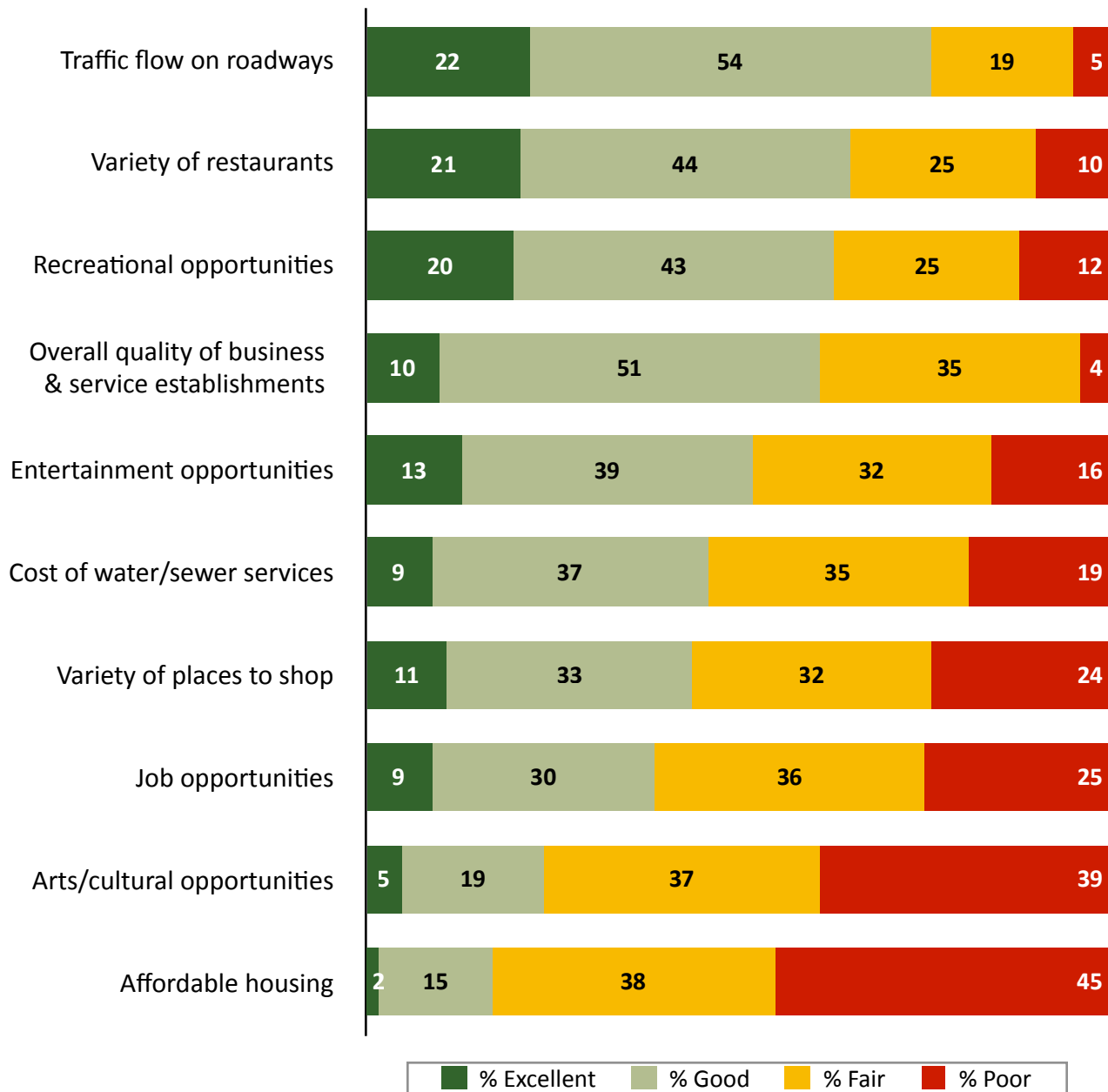
Overall, 77% of respondents rated Osage Beach's quality of life as excellent or good.



Osage Beach Community Characteristics

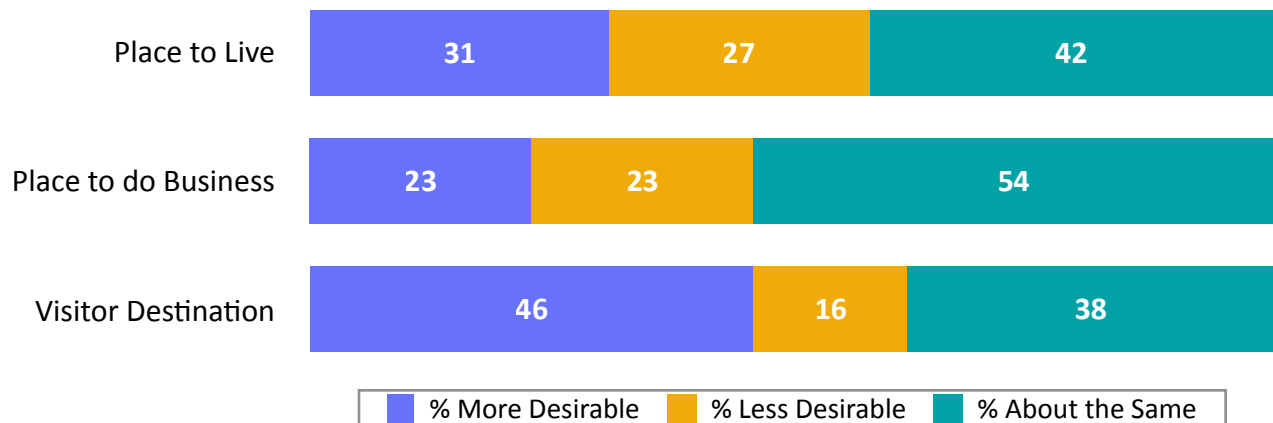
The highest-rated community characteristic among the ten surveyed was traffic flow on roadways (76% excellent/good), followed by the variety of restaurants (65%), recreational opportunities (63%), and the overall quality of business and service establishments (61%).

The lowest-rated characteristics were affordable housing and the variety of arts and cultural opportunities, with fewer than 25% rating either as excellent or good.



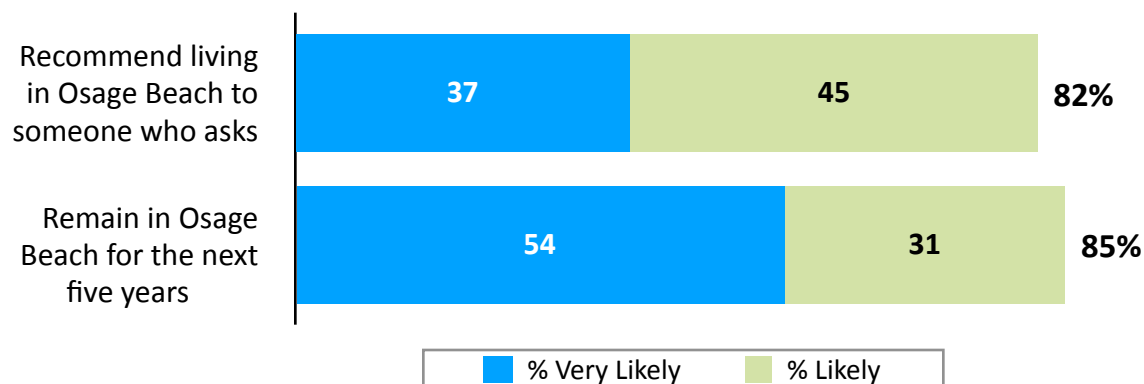
Desirability of Osage Beach Over the Past Five Years

About 30% of respondents said Osage Beach was a more desirable place to live compared to five years ago, while 27% said it was less desirable. A majority (54%) believed that Osage Beach was about the same as a place to do business as it was five years ago. Finally, 46% thought Osage Beach was more desirable now compared to five years ago as a visitor destination, while 16% said it was less desirable.



Recommend Living and Remaining in Osage Beach

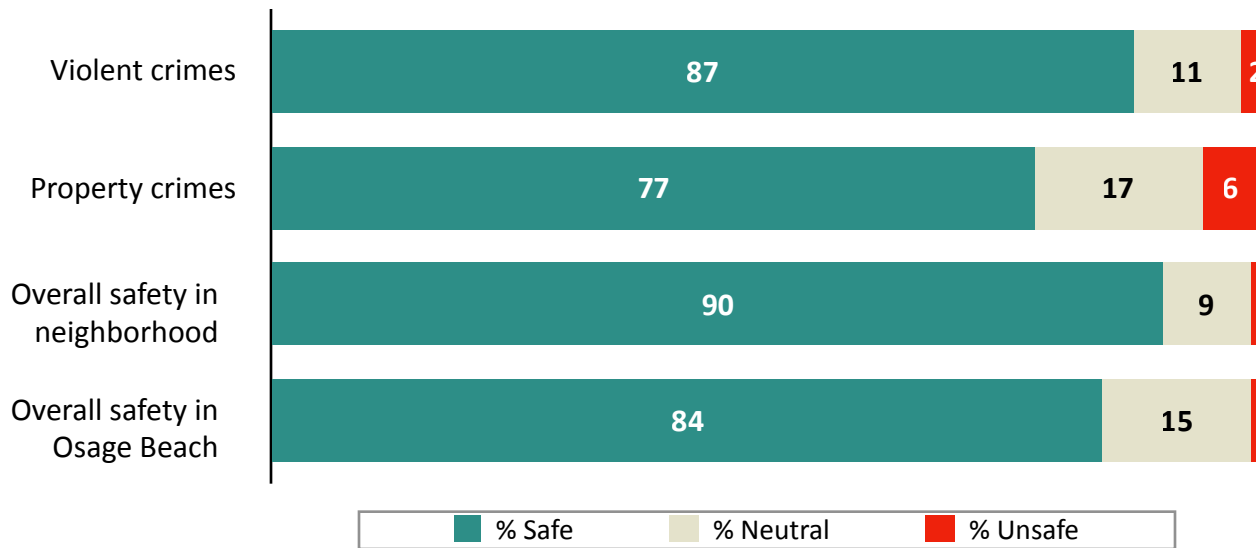
The survey found that 82% of respondents were either very likely or likely to recommend living in Osage Beach to someone who asked. Additionally, 85% of respondents planned to remain in Osage Beach for at least the next five years.



Perceptions of Safety in Osage Beach

When evaluating perceptions of safety in Osage Beach, most respondents (87%) felt safe from violent crimes, and 77% felt safe from property crimes. Additionally, 90% felt secure in their neighborhood.

Overall, 84% of respondents felt safe in Osage Beach, 1% felt unsafe, and 15% felt neither safe nor unsafe.

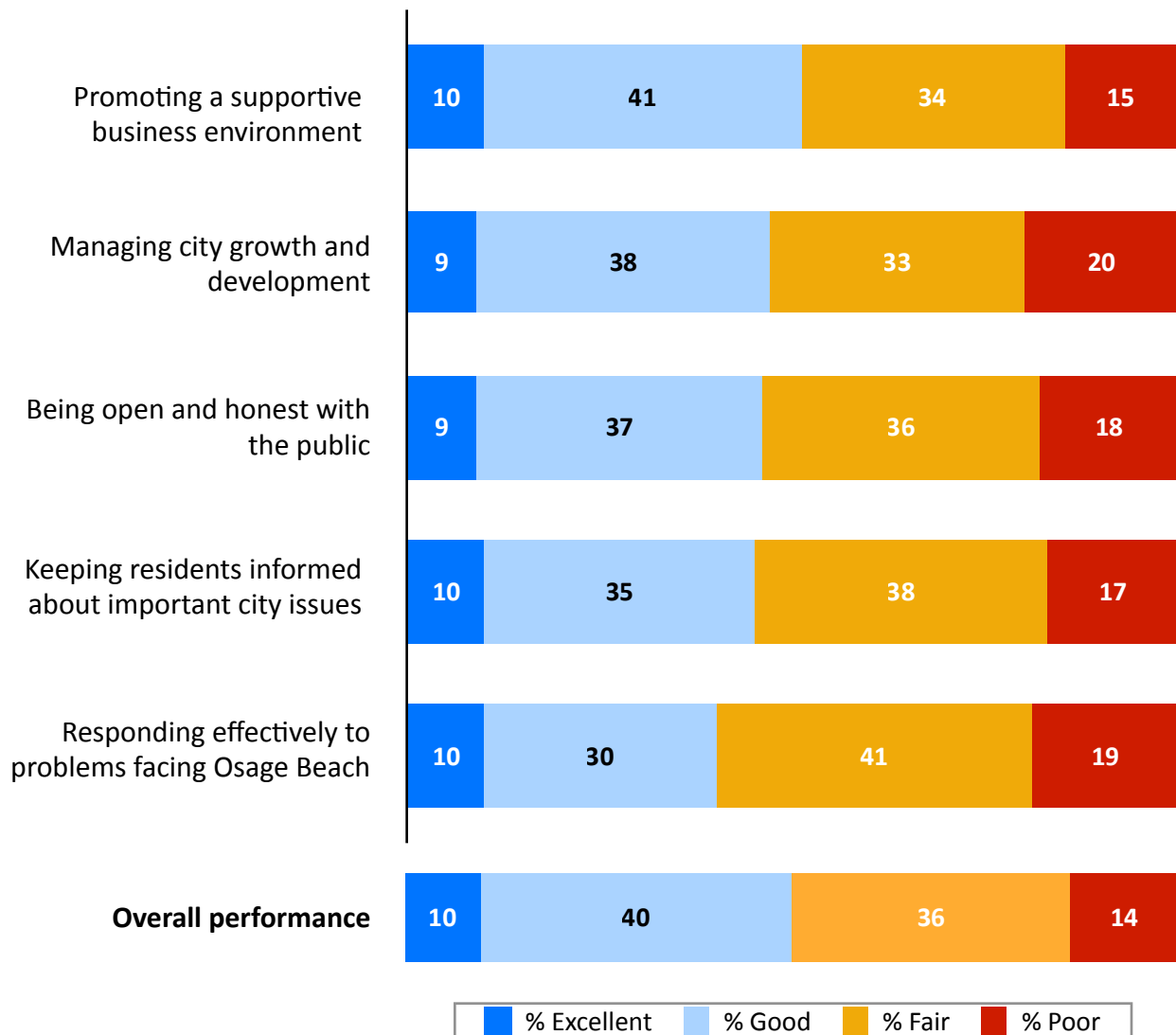


Perceptions of Safety in Osage Beach	Very Safe	Safe	Neither Safe nor Unsafe	Unsafe/ Very Unsafe
From violent crimes	36%	51%	11%	2%
From property crimes	24%	53%	17%	6%
Overall safety in your neighborhood	43%	47%	9%	1%
Overall feeling of safety in Osage Beach	32%	52%	15%	1%

Osage Beach City Government Performance

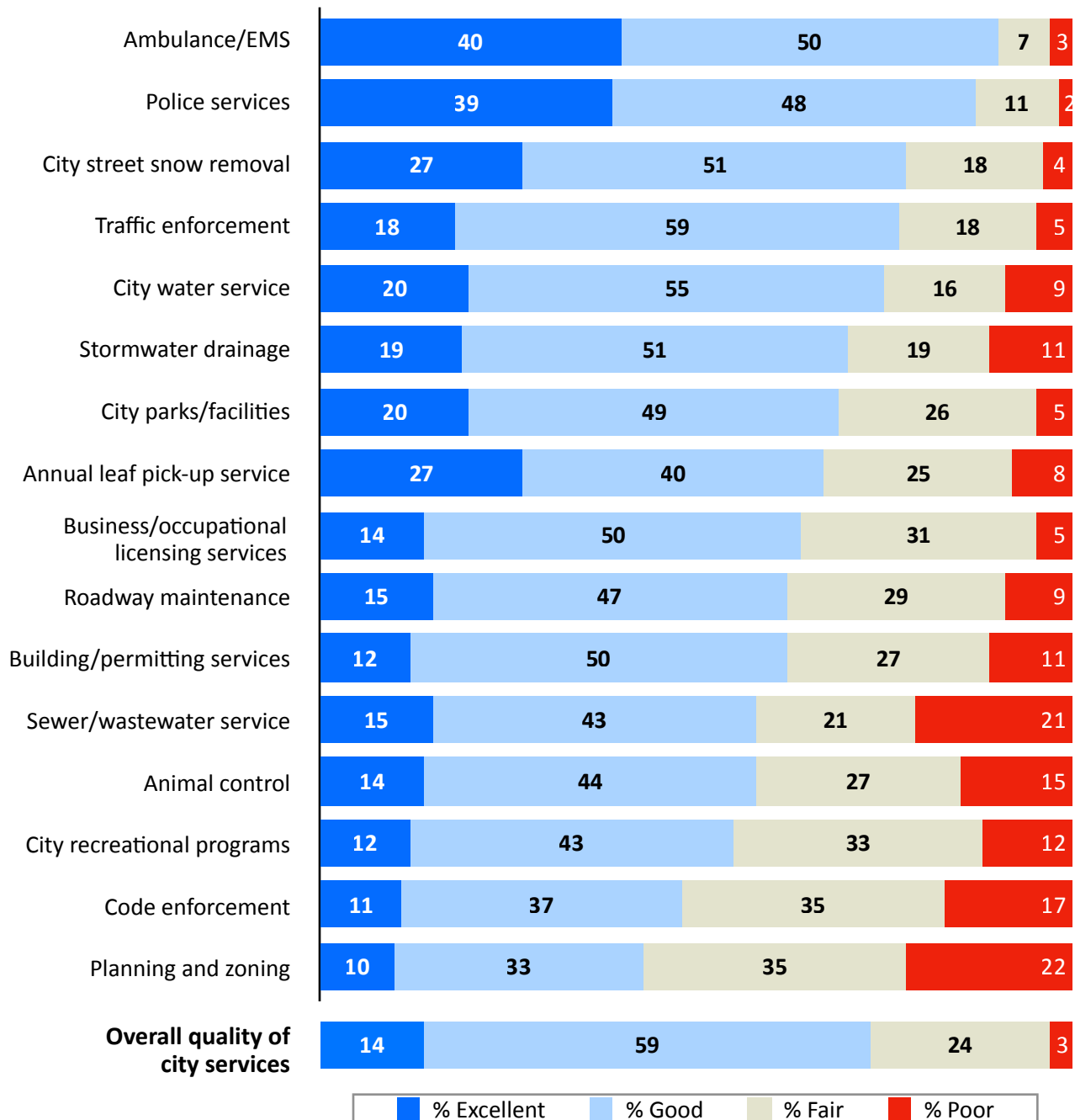
Survey respondents were asked to rate various aspects of city governance. The City's performance in promoting a supportive business environment was rated as excellent or good by a slim majority (51%) of respondents. Likewise, about 45% assigned excellent/good ratings for managing growth/development, being open and honest, and keeping residents informed about important city issues. Responding effectively to challenges facing Osage Beach was rated favorably by 40% of respondents.

When evaluating the overall performance of Osage Beach city government, 50% of respondents rated it as excellent or good, while 36% assessed it as fair, and 14% deemed it poor.



Quality of Osage Beach City Services

Respondents rated the quality of 16 city services. EMS, police services, snow removal, traffic enforcement, and city water received the highest ratings, with at least 75% of respondents rating each as either excellent or good. Conversely, planning and zoning, as well as sewer and wastewater services, received the lowest ratings, with 22% and 21% of respondents rating them as poor, respectively. Overall, 73% rated the quality of city services as excellent or good.



Contact with Osage Beach City Employees

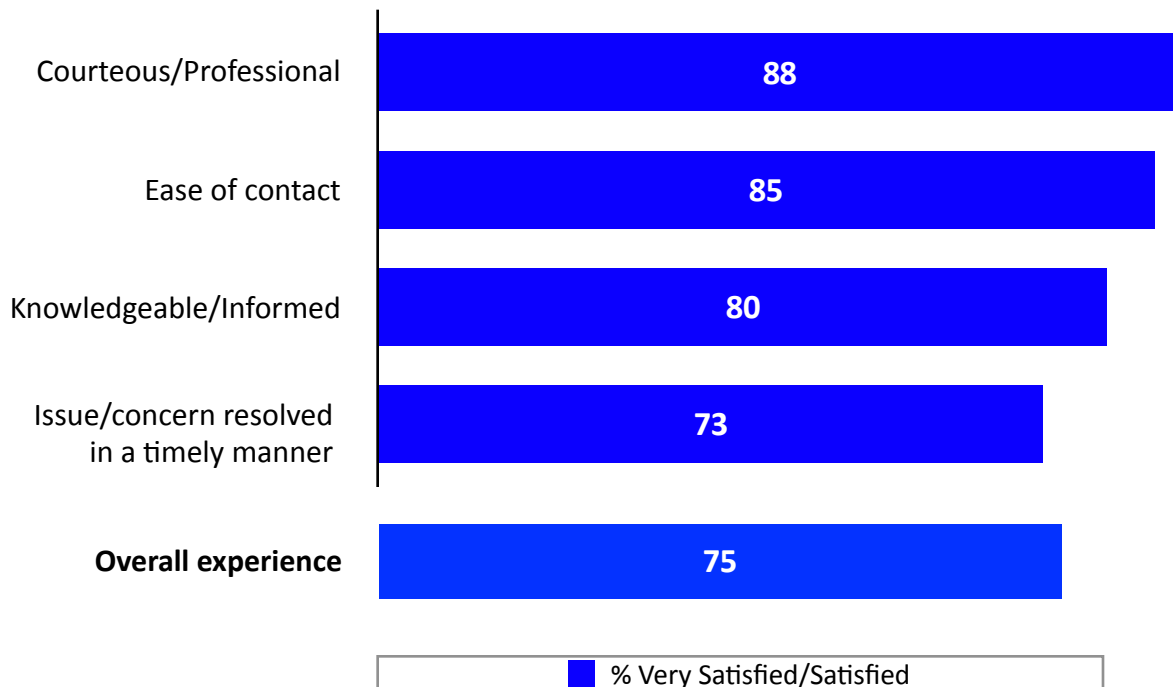
About 50% of respondents said they had phone or in-person contact with an Osage Beach city employee during the past 12 months.



Satisfaction with Osage Beach City Employees

Among those who contacted an Osage Beach city employee in the past 12 months, at least 80% expressed satisfaction with the courteousness and professionalism of city employees, ease of contact, and employee knowledge. Similarly, 73% were satisfied with the length of time it took to resolve their issue or concern.

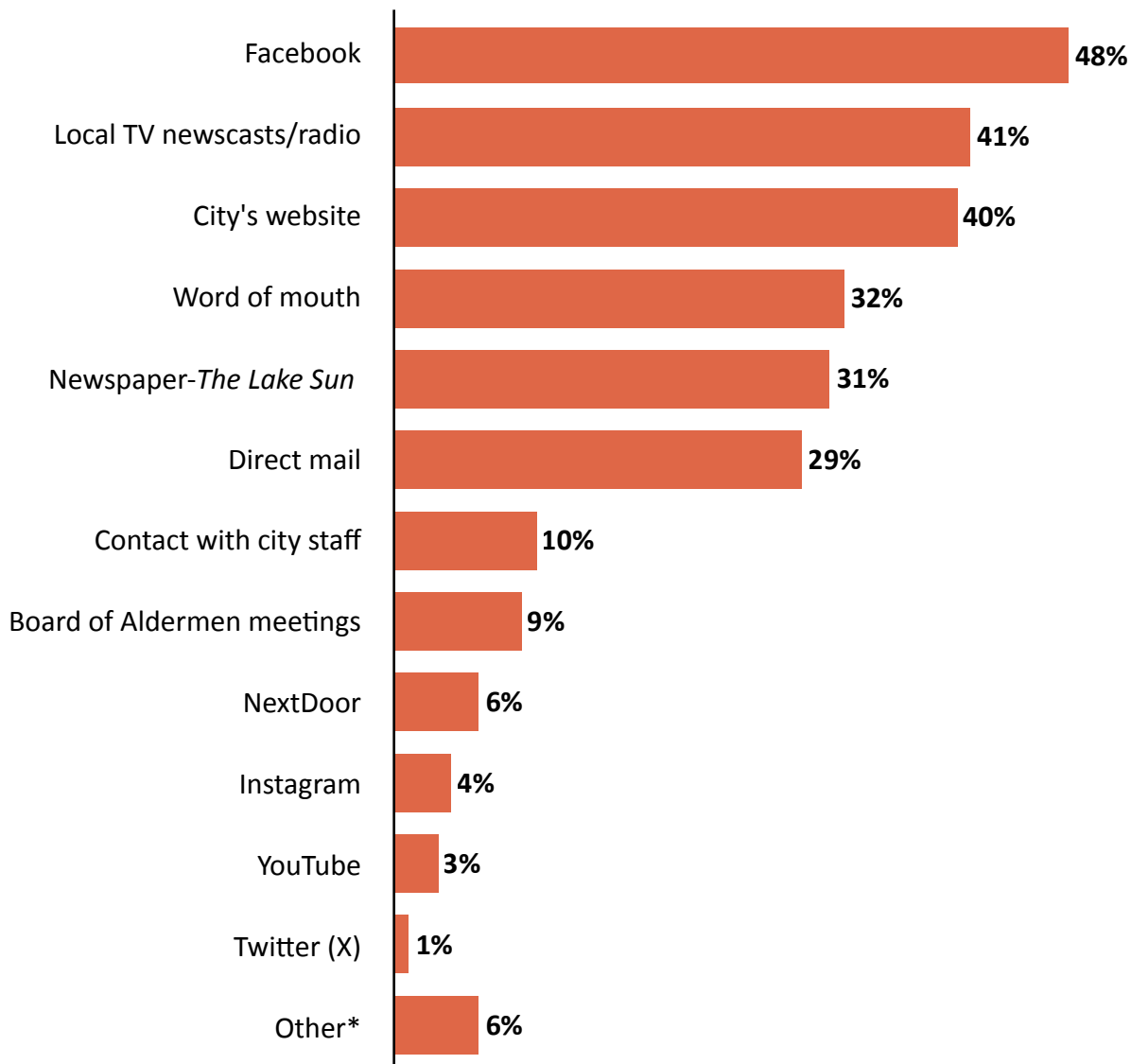
Overall, 75% of those who had contact with an Osage Beach city employee in the past 12 months were satisfied with their experiences.



Preferred Methods of Staying Informed About Osage Beach City Issues, Services, and Programs

The most preferred methods of receiving information about Osage Beach issues, services, and programs were Facebook, local TV newscasts/radio, and the city's website – each identified by at least 40% of respondents. Moreover, about 30% cited word of mouth, the local newspaper (*The Lake Sun*), and direct mail as preferred methods of staying informed about city matters.

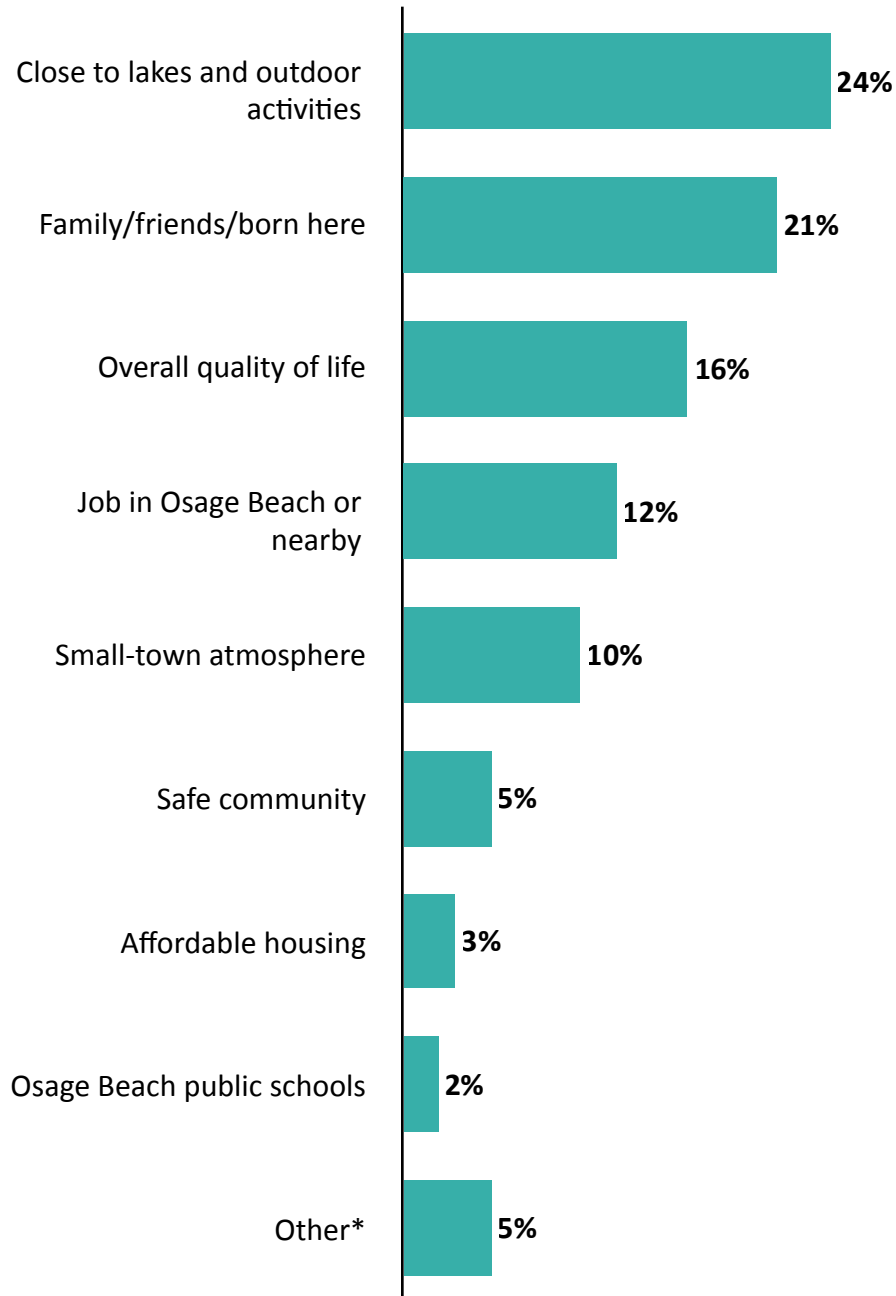
Ten percent or fewer respondents preferred to receive city information via city staff, Board of Aldermen/public meetings, NextDoor, Instagram, YouTube, or Twitter (X).



*See **Appendix A** on page 18 for a listing of “Other” comments.

Primary Reason for Choosing to Live in Osage Beach

The **primary** reason respondents chose to live in Osage Beach was its proximity to lakes and outdoor activities (24%), followed by proximity to family and friends (21%). Osage Beach’s quality of life was mentioned by 16% of respondents.



*See **Appendix B** on page 20 for a listing of “Other” comments.

Appendices

APPENDIX A

“Other” Preferred Methods of Staying Informed About Osage Beach City Issues, Services, and Programs

Email-Related Comments

- Email. (15 comments)
- Email and “subscribe for updates.”
- Email from iHeart radio.
- Email newsletter.
- Email sign up with weekly/monthly updates sent out.
- Email – “Constant Comment” good way.
- I get emails from a website that highlights what is happening.
- More on Lake Alert or email broadcast.
- Need emails on code ordinance changes.
- News email.
- We need a weekly emailed Osage Beach newsletter sent to all citizens!

Specific Email Sources, Apps, and E-newsletters

- Lake Alert. (3 comments)
- Lake Expo. (18 comments)
- Lake News App. (2 comments)
- News app on phone.
- News Break on phone.
- News Break.
- SmartNews.
- Vacation news. (2 comments)

Text and Text Alerts

- Text.
- Text Alerts - These work really well.

Billboards and Signs

- Billboards.
- City Park marquee.
- Signs on Parkway.

Print and Physical Publications

- Business Journal. (5 comments)
- Freebie magazine that's at various restaurants. We love this!
- Miss the free newspaper that we used to get.
- The City should do a monthly newsletter to send to residents or left for pickup at local businesses that talk of the events, meeting, proposals etc. That will be happening that month. Some people don't do social media. Newspapers are good, but a physical newsletter with just City info in it would be great.
- The Focus and neighborhood newsletter was awesome.
- Wish City could publish a free weekly mailed newsletter.

Community and HOA Communication

- Our HOA in Tan Tar A Estates keeps us informed about things to do in Osage Beach MO.
- Phyllis Marose Ward II, Alderman does an excellent job of keeping us informed of the Osage Beach issues, services, and programs that affect us.

Other

- Among The Dogwoods (blog).

APPENDIX B

"Other" Reasons for Choosing to Live in Osage Beach

Retirement and Vacation

- Had a vacation home here and retired here.
- Retired and wanted warmer climate.
- Retirement away from city traffic and family owned a summer place here.
- Retirement. (5 comments)
- Second home - vacation, family.
- Sharing the same experiences that we had here as kids, with our children and grandchildren.
- Vacation home. (3 comments)
- We vacationed here years ago and thought it would be a great place to retire.

Business and Property

- Affordable property tax.
- Business purchase. (2 comments)
- Have a business there. Don't live there. (3 comments)
- Inherited property.
- Property investment.

Location and Convenience

- Close to medical, mainly hospital.
- Convenience to shopping, hospital, doctors.
- Location—between Lake Ozark and Camdenton.
- Near restaurants, shops, lake.
- Originally from Iowa, so close to family still in Iowa and the winters are not as harsh.

Personal and Family Reasons

- My parents died in KC in 2020, my wife said let's move here. It worked out because we bought a house and it has doubled plus in price. When my kids finish graduating next year we'll move back to Truman Lake. Less people and no ocean boats.
- Parents bought a cabin here years ago.
- This is where my husband lived when we got married....now I am begging to move out of Osage Beach....the disrespectful vacation rental people who shoot fireworks till 3 am are just too much along with everything else.
- To follow my husband.
- We used to come when younger and friends lived here and loved it. They have since moved to Washington MO.
- Well, my brother-in-law was a real estate agent and swayed me here. Once my son is out of HS we'll be leaving this area since the greed has destroyed it.

Quality of Life and General Sentiments

- Accessibility.
- Cost of living.
- Freedom.
- I have a condo on the lake.
- Nice place to chill.
- Ozark Meadows.

Miscellaneous Comments

- You lived free during the pandemic while I was locked down for almost two years in St. Louis County. I moved here because I don't ever want to experience that type of control - and overwhelming hopelessness - ever again. Thank you for letting people make their own choices.

Questionnaire



City of Osage Beach

1000 City Parkway · Osage Beach, MO 65065
Phone (573) 302-2000 · Fax (573) 302-2039 · www.OsageBeach.org

March 29, 2024

Dear Osage Beach Resident or Business Owner:

The City of Osage Beach is interested in YOUR opinions on Osage Beach's quality of life, City government, the City services we provide, and our customer service to our community. As the City of Osage Beach considers a number of important issues, we want to ensure our priorities are aligned with the needs of **ALL** our residents, **including part-time residents, and our business owners**. Your input on the enclosed Citizen Survey is extremely important and we appreciate your time and attention to it.

Your household has been randomly selected to participate in the 2024 City of Osage Beach Citizen Survey. Please have an adult in the household (age 18 or older) take a few minutes to complete this survey. The information you provide is strictly confidential and will not reveal your identity or household.

Please mail your completed questionnaire in the enclosed, postage-paid, self-addressed envelope by **Saturday, April 20, 2024**. Your completed questionnaire will go directly to Opinion Research Specialists, LLC, a professional research company, who will collect and analyze the results.

For your convenience, you may complete the survey online at **OsageBeachSurvey2024.com** or use the QR code below to take the survey using your smart phone or tablet.

If you have any questions, please call (573) 302-2000. Your participation is greatly appreciated.

Respectfully,

Jeana L. Woods, CPA, ICMA-CM
City Administrator
City of Osage Beach, Missouri



City of Osage Beach — 2024 Citizen Survey

Please have an adult in the household (age 18 or older) take a few minutes to complete this survey. Your answers can be based on personal experience or your general perceptions. Thank you.

1. Please rate Osage Beach on each aspect below.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>No Opinion</u>
a. Osage Beach as a place to live	1	2	3	4	9
b. Osage Beach as a place to raise children	1	2	3	4	9
c. Osage Beach as a place to work	1	2	3	4	9
d. Osage Beach as a place to retire	1	2	3	4	9
e. Osage Beach as a place to do business	1	2	3	4	9
f. Overall appearance and attractiveness of Osage Beach	1	2	3	4	9
g. Overall quality of the public schools	1	2	3	4	9
h. Cost of living in Osage Beach	1	2	3	4	9
i. Overall image or reputation of Osage Beach	1	2	3	4	9
j. Overall quality of life in Osage Beach	1	2	3	4	9

2. Please rate each of the following characteristics as they relate to Osage Beach.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>No Opinion</u>
a. Traffic flow on roadways	1	2	3	4	9
b. Variety of places to shop in Osage Beach	1	2	3	4	9
c. Variety of restaurants in Osage Beach	1	2	3	4	9
d. Cost of water and sewer services	1	2	3	4	9
e. Availability of affordable housing	1	2	3	4	9
f. Overall quality of business and service establishments	1	2	3	4	9
g. Variety of recreational opportunities	1	2	3	4	9
h. Variety of entertainment opportunities	1	2	3	4	9
i. Variety of arts and cultural opportunities	1	2	3	4	9
j. Variety of job opportunities	1	2	3	4	9

3. Over the past five years, has Osage Beach become more desirable, less desirable, or stayed about the same as a:

	<u>More Desirable</u>	<u>Less Desirable</u>	<u>About the Same</u>
a. Place to live?	☐	☐	☐
b. Place to do business?	☐	☐	☐
c. Visitor destination?	☐	☐	☐

4. Please rate the overall quality of each of the following Osage Beach city services.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>No Opinion</u>
a. Police services	1	2	3	4	9
b. Ambulance/emergency medical services	1	2	3	4	9
c. Roadway maintenance	1	2	3	4	9
d. Snow removal on city streets	1	2	3	4	9
e. Traffic enforcement	1	2	3	4	9
f. Stormwater drainage/flood control	1	2	3	4	9
g. Sewer/wastewater services	1	2	3	4	9
h. City water service	1	2	3	4	9
i. Animal control	1	2	3	4	9
j. Annual leaf pick-up services	1	2	3	4	9
k. Building and permitting services	1	2	3	4	9
l. Business and occupational licensing services	1	2	3	4	9
m. City parks and recreation facilities	1	2	3	4	9
n. City recreation programs	1	2	3	4	9
o. Land use, planning and zoning	1	2	3	4	9
p. Code enforcement (trash/junk, abandoned vehicles, weedy lots/tall grass, loud noise, etc.)	1	2	3	4	9
q. Overall quality of Osage Beach city services	1	2	3	4	9

5. How likely or unlikely are you to:

	<u>Very Likely</u>	<u>Likely</u>	<u>Unlikely</u>	<u>Very Unlikely</u>
a. Recommend living in Osage Beach to someone who asks?	1	2	3	4
b. Remain in Osage Beach for the next five years?	1	2	3	4

6. How safe or unsafe do you feel in Osage Beach:

	<u>Very Safe</u>	<u>Safe</u>	<u>Neither Safe nor Unsafe</u>	<u>Unsafe</u>	<u>Very Unsafe</u>
a. From violent crimes (e.g., assault, murder)	1	2	3	4	5
b. From property crimes (e.g., theft, vandalism)	1	2	3	4	5
c. Your overall feeling of safety in Osage Beach	1	2	3	4	5
d. Overall feeling of safety in your neighborhood	1	2	3	4	5

7. Please rate the following aspects of Osage Beach city government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>No Opinion</u>
a. Managing city growth and development	1	2	3	4	9
b. Promoting a supportive business environment	1	2	3	4	9
c. Keeping residents informed about important community issues	1	2	3	4	9
d. Being open and honest with the public	1	2	3	4	9
e. Responding effectively to problems facing Osage Beach	1	2	3	4	9
f. Overall performance of the Osage Beach city government	1	2	3	4	9

8. Have you had phone or in-person contact with an Osage Beach city employee within the last 12 months (including police, fire officials, parks and recreation staff, receptionists, planners or any others)?

☐ No ---> **Skip to Question 9**

☐ Yes --> **Please rate your level of satisfaction with the city employees you contacted regarding:**

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>No Opinion</u>
a. How easy they were to contact	1	2	3	4	5	9
b. Being courteous/professional	1	2	3	4	5	9
c. Being knowledgeable/informed	1	2	3	4	5	9
d. Resolving your issue/concern in a timely manner	1	2	3	4	5	9
e. Overall experience	1	2	3	4	5	9

9. What is the single biggest problem or issue facing Osage Beach today that the City needs to address within the next five years?

10. What is your preferred method of staying informed about Osage Beach city issues, services, and programs? Please check (✓) all that apply.

- | | |
|---|---|
| ☐ City's website (osagebeach-mo.gov) | ☐ Newspaper – <i>The Lake Sun</i> |
| ☐ Contact with city staff | ☐ Local TV newscasts/radio |
| ☐ Facebook | ☐ Board of Aldermen meetings/other public meetings |
| ☐ Instagram | ☐ Word-of-mouth (family and friends) |
| ☐ Twitter (X) | ☐ Direct mail (postcards, brochures) |
| ☐ YouTube | ☐ Other, please specify: _____ |
| ☐ NextDoor | _____ |

11. What is your primary reason for choosing to live in Osage Beach? Check (✓) ONE box only.

- | | |
|--|--|
| ☐ Job in Osage Beach or nearby | ☐ Safe community |
| ☐ Affordable housing | ☐ To be near family and friends/born here |
| ☐ Quality of the public schools | ☐ Overall quality of life |
| ☐ Close to lakes and outdoor activities | ☐ Other, please specify: _____ |
| ☐ Small-town atmosphere | |

12. What do you like **Most about living in Osage Beach?**

13. What do you like **Least about living in Osage Beach?**

These last few questions are about you and your household and are used to group responses to the survey. Your responses are completely confidential and anonymous.

14. About how many years have you lived in Osage Beach? _____ (write 0 if less than 6 months)

15. Are you a full-time or part-time resident of Osage Beach? ☐ Full-Time ☐ Part-Time

16. Do you own or rent your residence in Osage Beach? ☐ Own ☐ Rent

17. Do any children age 17 or younger currently live in your Osage Beach residence? ☐ Yes ☐ No

18. Do you own a business in Osage Beach? ☐ Yes ☐ No

19. Your gender: ☐ Male ☐ Female

20. Your highest level of education completed:

- ☐ Did not complete high school ☐ Associate degree/vocational certificate
☐ High school/GED/HiSET ☐ College graduate
☐ Some College

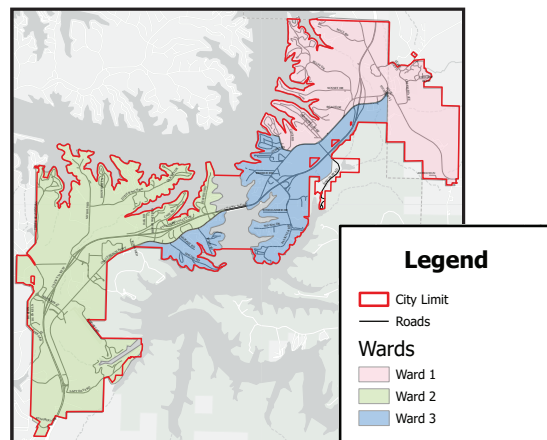
21. What is your birth year? _____ (e.g., 1975)

22. Which category below best describes your total household income in 2023 before taxes?

- ☐ Less than \$40,000 ☐ \$40,000 to \$80,000 ☐ More than \$80,000

23. Use the map to identify which Ward you live in.

- ☐ Ward 1
☐ Ward 2
☐ Ward 3



THANK YOU FOR YOUR PARTICIPATION!

Please return your completed questionnaire by **April 20** in the postage-paid envelope provided.



CITY OF OSAGE BEACH COMMUNITY SURVEY 2024

DEMOGRAPHIC ANALYSIS

Prepared by

Opinion Research Specialists, LLC

636 W. Republic Road, Suite D104

Springfield, Missouri

(417) 889-4506

May 22, 2024

Demographic Analysis Summary

Overall survey results were analyzed based on several factors: whether respondents owned a business in Osage Beach, were full-time or part-time residents, their years of residency in Osage Beach, and the Ward they lived in. Most "statistically significant" differences in opinions (i.e., differences that are real and not due to random chance) were based on whether the respondent was a full-time or part-time resident.

Osage Beach Business Owner vs. Non-Business Owners

- Osage Beach business owners were significantly more likely than non-business owners to rate Osage Beach as an "excellent" place to work (27% vs. 16%) and as a place to do business (31% vs. 19%).
- One-third (33%) of Osage Beach business owners said Osage Beach is a more desirable place to do business compared to five years ago, while only 22% of non-business owners felt this way.
- While nearly two-thirds (64%) of non-business owners rated Osage Beach's sewer/wastewater services as either excellent or good, only 41% of business owners did so.
- Both Osage Beach business and non-business owners commonly relied on Facebook, the City's website, local media, word of mouth, and direct mail to stay informed about Osage Beach city issues, services, and programs. However, business owners were more likely than non-business owners to rely on contacts with city staff (21% vs. 10%), whereas non-business owners were more likely to rely on the local newspaper (38% vs. 23%).
- Business owners (73%) were far more likely to have contacted an Osage Beach city employee in the past 12 months than non-business owners (48%).
- Non-business owners were twice as likely as business owners to cite proximity to lakes and outdoor activities as the primary reason for choosing to live in Osage Beach (41% vs. 19%). In contrast, business owners had more diverse reasons for choosing Osage Beach, with about 20% also citing each of the following: quality of life, family and friends/born here, and having a job in or near Osage Beach.

Full vs. Part-Time Osage Beach Residents

- Part-time residents were significantly more likely than full-time residents to rate Osage Beach as either excellent or good on the following quality of life aspects: overall appearance and attractiveness (78% vs. 63%, respectively), cost of living (71% vs. 52%), and overall image or reputation (81% vs. 70%).
- Part-time Osage Beach residents rated all 10 Osage Beach characteristics more positively (excellent + good) than full-time residents (see table below). With the exception of “variety of job opportunities,” these differences were statistically significant, i.e., the differences are likely real and not due to random chance.

Osage Beach Community Characteristics	Excellent/ Good Ratings Full-Time Resident	Excellent/ Good Ratings Part-Time Resident	Difference in Excellent/ Good Ratings
Variety of job opportunities	33%	43%	+10%
Traffic flow on roadways	77%	88%	+11%
Variety of restaurants	63%	76%	+13%
Overall quality of business and service establishments	60%	75%	+15%
Cost of water and sewer services	42%	58%	+16%
Availability of affordable housing	16%	34%	+18%
Variety of places to shop	40%	58%	+18%
Variety of arts & cultural opportunities	21%	40%	+19%
Variety of recreational opportunities	61%	81%	+20%
Variety of entertainment opportunities	47%	71%	+24%

Full vs. Part-Time Osage Beach Residents (Cont'd)

- Part-time residents were significantly more likely than full-time residents to rate Osage Beach as more desirable compared to five years ago in the following ways: as a place to live (50% vs. 30%), as a place to do business (28% vs. 21%), and as a visitor destination (60% vs. 44%).
- Part-time residents gave significantly higher positive ratings (excellent + good) to all six aspects of city government performance (see table below).

City Government Performance	Excellent/ Good Ratings Full-Time Resident	Excellent/ Good Ratings Part-Time Resident	Difference in Excellent/ Good Ratings
Keeping residents informed about important city issues	42%	52%	+10%
Being open & honest with the public	43%	55%	+12%
Managing city growth/development	43%	57%	+14%
Responding effectively to problems facing Osage Beach	37%	54%	+17%
Overall performance of the Osage Beach city government	46%	63%	+17%
Promoting a supportive business environment	47%	65%	+18%

- Both full-time and part-time residents commonly relied on Facebook, the City's website, word of mouth, the local newspaper, and direct mail to stay informed about Osage Beach city issues, services, and programs. However, full-time residents were more likely than part-time residents to also rely on local TV newscasts/radio (45% vs. 33%) and Board of Aldermen meetings or other public meetings (12% vs. 4%).

Full vs. Part-Time Osage Beach Residents (Cont'd)

- Compared to full-time residents, part-time residents gave significantly higher positive ratings (excellent + good) to 8 of the 16 Osage Beach city services assessed, as well as to the overall quality of city services (see table below).

Overall Quality of Osage Beach City Services	Excellent/ Good Ratings Full-Time Resident	Excellent/ Good Ratings Part-Time Resident	Difference in Excellent/ Good Ratings
Animal control	55%	65%	+10%
City water service	73%	83%	+10%
City parks and recreational facilities	68%	80%	+12%
Overall quality of Osage Beach city services	67%	80%	+13%
Business and occupational licensing	58%	74%	+16%
Roadway maintenance	60%	79%	+19%
Sewer/wastewater	54%	74%	+20%
City recreation programs	53%	74%	+21%

- For the vast majority of part-time residents (73%), proximity to lakes and outdoor activities was the primary reason for choosing to live in Osage Beach. In contrast, full-time residents were equally likely to mention one of the following: quality of life (21%), proximity to lakes and outdoor activities (21%), family and friends/born here (20%), and having a job in Osage Beach or nearby (19%).

Years of Osage Beach Residency

- While 46% of recent residents of Osage Beach (less than 10 years) believe Osage Beach has become a more desirable place to live compared to five years ago, only 31% of long-time residents (25+ years) share this view. A plurality of those who have lived in Osage Beach for 10 to 24 years, as well as long-time residents (25+ years), feel that the desirability of Osage Beach as a place to live has remained about the same over the past five years.
- Regardless of their length of residency, a significant percentage of Osage Beach residents (30% to 50%) relied on the City's website, Facebook, local media (TV, radio, and newspaper), word of mouth, and direct mail to stay informed about city issues, services, and programs. However, long-time residents (25+ years) were more than twice as likely to rely on contacts with city staff to stay informed compared to recent residents (less than 10 years) and those with 10-24 years of residency (19% vs. 9% and 8%, respectively).

City Ward

- Notably, there were no statistically significant differences of opinion among residents of Ward 1, Ward 2, and Ward 3 on **any** of the survey questions.

Analysis by Demographic Subgroups

NOTE: In the tables that follow, percentages **bolded in red** indicate statistical significance at the .001 level. This means there is a very high probability that the differences observed among these demographic subgroups also exist in the target population, i.e., Osage Beach.

	Business Owner		Full or Part-Time Resident		Years of Residency			City Ward		
	Yes	No	Full	Part	< 10	10 - 24	25+	1	2	3
Rating Osage Beach Quality of Life Factors										
Osage Beach as a place to live										
Excellent	38%	36%	36%	37%	35%	36%	39%	35%	35%	40%
Good	44%	52%	51%	53%	54%	51%	49%	48%	54%	50%
Fair	16%	10%	12%	8%	10%	11%	10%	13%	9%	9%
Poor	2%	2%	1%	2%	1%	2%	2%	4%	2%	1%
Osage Beach as a place to raise children										
Excellent	33%	24%	27%	19%	23%	21%	33%	27%	26%	27%
Good	39%	52%	48%	55%	56%	49%	45%	43%	52%	53%
Fair	21%	19%	19%	20%	16%	23%	18%	23%	18%	15%
Poor	7%	5%	5%	6%	5%	7%	4%	7%	4%	5%
Osage Beach as a place to work										
Excellent	27%	16%	20%	12%	16%	17%	23%	21%	21%	18%
Good	35%	43%	40%	47%	43%	41%	40%	36%	42%	44%
Fair	30%	29%	28%	33%	29%	30%	28%	28%	26%	30%
Poor	8%	12%	12%	8%	12%	12%	9%	15%	11%	8%
Osage Beach as a place to retire										
Excellent	46%	43%	44%	41%	49%	40%	42%	42%	44%	46%
Good	33%	40%	36%	45%	37%	40%	40%	40%	39%	38%
Fair	15%	14%	15%	12%	11%	16%	13%	12%	12%	13%
Poor	6%	3%	5%	2%	3%	4%	5%	6%	5%	3%
Osage Beach as a place to do business										
Excellent	31%	19%	20%	24%	21%	22%	23%	24%	22%	20%
Good	39%	47%	45%	46%	54%	38%	45%	45%	46%	48%
Fair	22%	29%	28%	25%	21%	32%	27%	24%	27%	27%
Poor	8%	5%	7%	5%	4%	8%	5%	7%	5%	5%
Overall appearance and attractiveness of Osage Beach										
Excellent	18%	18%	16%	22%	20%	18%	16%	18%	18%	18%
Good	47%	51%	47%	56%	49%	48%	54%	52%	50%	51%
Fair	23%	25%	28%	18%	24%	28%	23%	22%	24%	27%
Poor	12%	6%	9%	4%	7%	6%	7%	8%	8%	4%
Overall quality of the public schools										
Excellent	37%	34%	33%	39%	30%	37%	36%	30%	39%	34%
Good	43%	50%	50%	45%	49%	47%	51%	52%	43%	50%
Fair	9%	12%	11%	12%	16%	10%	8%	13%	10%	14%
Poor	11%	4%	6%	4%	5%	6%	5%	5%	8%	2%

	Business Owner		Full or Part-Time Resident		Years of Residency			City Ward		
	Yes	No	Full	Part	< 10	10 - 24	25+	1	2	3
Rating Osage Beach Quality of Life Factors, Cont'd										
Cost of living in Osage Beach										
Excellent	19%	13%	11%	19%	13%	14%	14%	9%	15%	16%
Good	38%	45%	41%	52%	45%	44%	45%	46%	44%	44%
Fair	28%	32%	34%	25%	32%	31%	29%	29%	30%	32%
Poor	15%	10%	14%	4%	10%	11%	12%	16%	11%	8%
Overall image or reputation of Osage Beach										
Excellent	25%	20%	19%	24%	23%	19%	19%	21%	22%	20%
Good	44%	54%	51%	57%	54%	51%	54%	49%	53%	56%
Fair	23%	21%	23%	15%	17%	25%	20%	24%	19%	20%
Poor	8%	5%	7%	4%	6%	5%	7%	6%	6%	4%
OVERALL quality of life in Osage Beach										
Excellent	29%	25%	24%	28%	22%	24%	32%	25%	27%	26%
Good	52%	57%	55%	59%	64%	56%	48%	54%	55%	59%
Fair	17%	16%	18%	11%	12%	18%	17%	17%	15%	14%
Poor	2%	2%	3%	2%	2%	2%	3%	4%	3%	1%
Rating City Characteristics										
Traffic flow on roadways										
Excellent	30%	21%	21%	23%	21%	22%	23%	18%	22%	26%
Good	49%	60%	56%	65%	60%	57%	61%	65%	59%	55%
Fair	15%	16%	18%	10%	16%	17%	11%	13%	15%	14%
Poor	6%	3%	5%	2%	3%	4%	5%	4%	4%	5%
Variety of places to shop in Osage Beach										
Excellent	13%	12%	9%	19%	14%	8%	15%	11%	12%	13%
Good	31%	34%	31%	39%	30%	35%	36%	38%	35%	32%
Fair	30%	33%	34%	29%	33%	33%	33%	29%	33%	33%
Poor	26%	21%	26%	13%	23%	24%	16%	22%	20%	22%
Variety of restaurants in Osage Beach										
Excellent	27%	24%	21%	30%	27%	20%	26%	21%	25%	26%
Good	36%	44%	42%	46%	39%	45%	46%	44%	42%	44%
Fair	24%	24%	26%	19%	26%	25%	20%	23%	24%	22%
Poor	13%	8%	11%	5%	8%	10%	8%	12%	9%	8%
Cost of water and sewer services										
Excellent	13%	11%	10%	17%	13%	13%	10%	12%	12%	14%
Good	32%	36%	32%	41%	38%	34%	32%	35%	33%	36%
Fair	31%	37%	37%	34%	34%	36%	40%	37%	38%	34%
Poor	24%	16%	21%	8%	15%	17%	18%	16%	17%	16%

	Business Owner		Full or Part-Time Resident		Years of Residency			City Ward		
	Yes	No	Full	Part	< 10	10 - 24	25+	1	2	3
Rating City Characteristics, Cont'd										
Availability of affordable housing										
Excellent	1%	3%	1%	6%	3%	3%	2%	2%	3%	2%
Good	14%	19%	15%	28%	24%	13%	18%	18%	20%	17%
Fair	35%	38%	34%	47%	36%	40%	37%	34%	38%	40%
Poor	50%	40%	50%	19%	37%	44%	43%	46%	39%	41%
Overall quality of business and service establishments										
Excellent	15%	10%	10%	13%	13%	11%	10%	10%	12%	11%
Good	51%	55%	50%	62%	57%	48%	55%	51%	55%	56%
Fair	29%	30%	35%	20%	27%	35%	28%	35%	27%	29%
Poor	5%	5%	5%	5%	3%	6%	7%	4%	6%	4%
Variety of recreational opportunities										
Excellent	23%	27%	22%	36%	28%	24%	28%	24%	26%	28%
Good	38%	41%	39%	45%	43%	39%	39%	37%	46%	39%
Fair	22%	24%	27%	16%	23%	26%	22%	29%	18%	26%
Poor	17%	8%	12%	3%	6%	11%	11%	10%	10%	7%
Variety of entertainment opportunities										
Excellent	12%	18%	14%	24%	16%	17%	17%	17%	16%	18%
Good	31%	38%	33%	47%	39%	38%	35%	32%	38%	39%
Fair	38%	30%	36%	21%	34%	30%	31%	32%	32%	31%
Poor	19%	14%	17%	8%	11%	15%	17%	19%	14%	12%
Variety of arts and cultural opportunities										
Excellent	4%	5%	3%	7%	4%	6%	4%	6%	3%	4%
Good	16%	23%	18%	33%	24%	21%	20%	19%	24%	22%
Fair	34%	39%	39%	36%	35%	40%	39%	39%	39%	38%
Poor	46%	33%	40%	24%	37%	33%	37%	36%	34%	36%
Variety of job opportunities										
Excellent	11%	9%	9%	9%	8%	10%	9%	7%	10%	9%
Good	25%	27%	24%	34%	27%	24%	30%	27%	27%	24%
Fair	30%	40%	39%	37%	39%	38%	37%	39%	35%	45%
Poor	34%	24%	28%	20%	26%	28%	24%	27%	28%	22%
Desirability of Osage Beach as a Place to Live Compared to Five Years Ago										
More desirable	37%	37%	30%	50%	46%	35%	31%	32%	40%	37%
Less desirable	28%	23%	29%	14%	16%	27%	28%	27%	24%	22%
About the same	35%	40%	41%	36%	38%	38%	41%	41%	36%	41%

	Business Owner		Full or Part-Time Resident		Years of Residency			City Ward		
	Yes	No	Full	Part	< 10	10 - 24	25+	1	2	3
Desirability of Osage Beach as a Place to Do Business Compared to Five Years Ago										
More desirable	33%	22%	21%	28%	25%	24%	22%	22%	28%	23%
Less desirable	21%	19%	22%	12%	13%	21%	23%	22%	17%	17%
About the same	46%	59%	57%	60%	62%	55%	55%	56%	55%	60%
Desirability of Osage Beach as a Visitor Destination Compared to Five Years Ago										
More desirable	55%	48%	44%	60%	57%	47%	45%	47%	50%	48%
Less desirable	17%	13%	15%	10%	9%	14%	17%	12%	15%	13%
About the same	28%	39%	41%	30%	34%	39%	38%	41%	35%	39%
Feelings of Safety in Osage Beach										
From violent crimes (e.g., murder, rape, assault)										
Safe	91%	87%	86%	90%	89%	91%	84%	86%	86%	91%
Neutral	7%	11%	12%	7%	10%	6%	14%	11%	11%	8%
Unsafe	2%	2%	2%	3%	1%	3%	2%	3%	3%	1%
From property crimes (e.g., theft, vandalism)										
Safe	77%	78%	76%	78%	82%	77%	72%	77%	75%	78%
Neutral	15%	17%	18%	16%	12%	17%	22%	16%	19%	18%
Unsafe	8%	5%	6%	6%	6%	6%	6%	7%	6%	4%
Your OVERALL feeling of safety in Osage Beach										
Safe	88%	87%	85%	89%	88%	86%	86%	85%	89%	87%
Neutral	10%	12%	14%	9%	11%	12%	13%	13%	10%	12%
Unsafe	2%	1%	1%	2%	1%	2%	1%	2%	1%	1%
Your OVERALL feeling of safety in your neighborhood										
Safe	90%	92%	91%	93%	94%	91%	89%	88%	93%	93%
Neutral	8%	7%	8%	5%	4%	8%	10%	10%	6%	6%
Unsafe	2%	1%	1%	2%	2%	1%	1%	2%	1%	1%
Rating Osage Beach City Government Performance										
Managing city growth and development										
Excellent	10%	8%	7%	11%	9%	10%	5%	7%	9%	9%
Good	35%	40%	36%	46%	41%	30%	46%	41%	41%	37%
Fair	30%	35%	34%	34%	31%	42%	30%	36%	29%	38%
Poor	25%	17%	23%	9%	19%	18%	19%	16%	21%	16%
Promoting a supportive business environment										
Excellent	13%	10%	9%	14%	11%	12%	9%	12%	10%	9%
Good	31%	44%	38%	51%	43%	38%	46%	38%	47%	40%
Fair	41%	34%	38%	29%	32%	38%	35%	33%	31%	40%
Poor	15%	12%	15%	6%	14%	12%	10%	17%	12%	11%

	Business Owner		Full or Part-Time Resident		Years of Residency			City Ward		
	Yes	No	Full	Part	< 10	10 - 24	25+	1	2	3
Rating Osage Beach City Government Performance, Cont'd										
Keeping residents informed about important community issues										
Excellent	10%	8%	7%	11%	9%	9%	7%	9%	8%	9%
Good	35%	37%	35%	41%	38%	31%	41%	36%	39%	35%
Fair	39%	37%	39%	35%	37%	42%	33%	35%	34%	42%
Poor	16%	18%	19%	13%	16%	18%	19%	20%	19%	14%
Being open and honest with the public										
Excellent	9%	8%	8%	10%	8%	9%	8%	10%	8%	8%
Good	35%	38%	35%	45%	40%	32%	43%	37%	41%	34%
Fair	34%	37%	37%	34%	37%	40%	30%	36%	34%	40%
Poor	22%	17%	20%	11%	15%	19%	19%	17%	17%	18%
Responding effectively to problems facing Osage Beach										
Excellent	8%	8%	7%	10%	11%	9%	5%	10%	8%	8%
Good	30%	34%	30%	44%	32%	28%	41%	33%	35%	33%
Fair	40%	39%	41%	35%	38%	46%	33%	36%	38%	42%
Poor	22%	19%	22%	11%	19%	17%	21%	21%	19%	17%
OVERALL performance of the Osage Beach city government										
Excellent	10%	8%	8%	10%	10%	9%	6%	9%	9%	9%
Good	37%	43%	38%	53%	43%	36%	49%	42%	43%	42%
Fair	40%	36%	39%	31%	36%	43%	29%	38%	33%	39%
Poor	13%	13%	15%	6%	11%	12%	16%	11%	15%	10%
Rating the Overall Quality of Osage Beach City Services										
Police services										
Excellent	42%	38%	38%	39%	35%	39%	41%	40%	35%	42%
Good	50%	52%	50%	55%	53%	50%	52%	48%	56%	49%
Fair	8%	8%	10%	4%	9%	9%	5%	8%	7%	8%
Poor	0%	2%	2%	2%	3%	2%	2%	4%	2%	1%
Ambulance/emergency medical services										
Excellent	42%	40%	39%	41%	40%	41%	41%	41%	40%	41%
Good	50%	50%	51%	49%	49%	48%	53%	45%	53%	51%
Fair	8%	8%	9%	7%	9%	9%	5%	12%	5%	7%
Poor	0%	2%	1%	3%	2%	2%	1%	2%	2%	1%
Roadway maintenance										
Excellent	13%	16%	12%	22%	15%	16%	14%	18%	14%	15%
Good	55%	50%	48%	57%	50%	50%	54%	47%	58%	49%
Fair	24%	25%	28%	17%	25%	26%	23%	24%	19%	30%
Poor	8%	9%	12%	4%	10%	8%	9%	11%	9%	6%

	Business Owner		Full or Part-Time Resident		Years of Residency			City Ward		
	Yes	No	Full	Part	< 10	10 - 24	25+	1	2	3
Rating the Overall Quality of Osage Beach City Services, Cont'd										
Snow removal on city streets										
Excellent	26%	28%	27%	30%	32%	27%	25%	28%	27%	28%
Good	55%	52%	54%	45%	47%	55%	55%	46%	56%	55%
Fair	17%	16%	15%	20%	18%	14%	16%	19%	15%	14%
Poor	2%	4%	4%	5%	3%	4%	4%	7%	2%	3%
Traffic enforcement										
Excellent	23%	19%	18%	21%	21%	19%	18%	23%	19%	18%
Good	56%	61%	59%	64%	59%	59%	65%	54%	64%	61%
Fair	17%	16%	18%	13%	16%	19%	12%	19%	13%	18%
Poor	4%	4%	5%	2%	4%	3%	5%	4%	4%	3%
Stormwater drainage/flood control										
Excellent	22%	15%	16%	15%	19%	18%	12%	15%	18%	17%
Good	49%	56%	55%	56%	53%	55%	57%	59%	56%	51%
Fair	19%	20%	20%	19%	21%	18%	20%	15%	17%	25%
Poor	10%	9%	9%	10%	7%	9%	11%	11%	9%	7%
Sewer/wastewater services										
Excellent	14%	17%	13%	23%	16%	16%	17%	20%	14%	18%
Good	27%	47%	41%	51%	39%	49%	42%	46%	46%	40%
Fair	29%	22%	25%	17%	27%	21%	23%	21%	22%	25%
Poor	30%	14%	21%	9%	18%	14%	18%	13%	18%	17%
City water service										
Excellent	22%	22%	17%	31%	20%	21%	23%	28%	17%	21%
Good	48%	55%	56%	52%	54%	58%	52%	52%	57%	56%
Fair	20%	18%	20%	13%	20%	17%	18%	15%	19%	15%
Poor	10%	5%	7%	4%	6%	4%	7%	5%	7%	8%
Animal control										
Excellent	20%	12%	12%	15%	16%	13%	10%	13%	13%	13%
Good	49%	44%	43%	50%	43%	49%	43%	45%	48%	40%
Fair	24%	27%	26%	28%	29%	21%	30%	29%	28%	25%
Poor	7%	17%	19%	7%	12%	17%	17%	13%	11%	22%
Annual leaf pick-up services										
Excellent	18%	26%	25%	22%	27%	26%	19%	25%	20%	26%
Good	54%	40%	41%	43%	42%	39%	47%	42%	45%	39%
Fair	18%	23%	24%	19%	22%	23%	23%	22%	24%	21%
Poor	10%	11%	10%	16%	9%	12%	11%	11%	11%	14%

	Business Owner		Full or Part-Time Resident		Years of Residency			City Ward		
	Yes	No	Full	Part	< 10	10 - 24	25+	1	2	3
Rating the Overall Quality of Osage Beach City Services , Cont'd										
Building and permitting services										
Excellent	16%	13%	10%	19%	16%	12%	13%	19%	12%	12%
Good	40%	47%	46%	46%	44%	44%	49%	43%	48%	46%
Fair	26%	28%	30%	24%	26%	30%	27%	26%	24%	31%
Poor	18%	12%	14%	11%	14%	14%	11%	12%	16%	11%
Business and occupational licensing services										
Excellent	23%	14%	12%	26%	20%	14%	13%	21%	15%	16%
Good	38%	49%	46%	48%	43%	44%	51%	41%	48%	46%
Fair	32%	31%	34%	22%	29%	34%	31%	28%	30%	33%
Poor	7%	6%	8%	4%	8%	8%	5%	10%	7%	5%
City parks and recreation facilities										
Excellent	22%	22%	19%	28%	23%	22%	21%	25%	17%	25%
Good	45%	51%	49%	52%	50%	49%	51%	46%	57%	47%
Fair	26%	21%	24%	16%	22%	21%	23%	21%	23%	21%
Poor	7%	6%	8%	4%	5%	8%	5%	8%	3%	7%
City recreation programs										
Excellent	15%	13%	11%	19%	17%	13%	10%	18%	11%	15%
Good	38%	46%	42%	55%	44%	44%	46%	42%	49%	42%
Fair	35%	30%	35%	19%	32%	29%	33%	28%	32%	31%
Poor	12%	11%	12%	7%	7%	14%	11%	12%	8%	12%
Land use, planning and zoning										
Excellent	9%	10%	8%	11%	10%	10%	8%	9%	9%	10%
Good	33%	33%	32%	38%	37%	28%	33%	29%	34%	36%
Fair	36%	35%	36%	33%	33%	39%	36%	41%	30%	35%
Poor	22%	22%	24%	18%	20%	23%	23%	21%	27%	19%
Code enforcement										
Excellent	8%	10%	8%	12%	13%	9%	7%	9%	8%	9%
Good	45%	35%	36%	38%	39%	35%	35%	30%	40%	39%
Fair	31%	32%	33%	30%	29%	32%	35%	40%	29%	31%
Poor	16%	23%	23%	20%	19%	24%	23%	21%	23%	21%
Overall quality of Osage Beach city services										
Excellent	12%	14%	12%	18%	18%	11%	12%	15%	14%	13%
Good	56%	57%	55%	62%	56%	58%	59%	57%	57%	60%
Fair	30%	25%	29%	18%	23%	29%	24%	24%	25%	25%
Poor	2%	3%	4%	2%	3%	2%	5%	4%	4%	2%

	Business Owner		Full or Part-Time Resident		Years of Residency			City Ward		
	Yes	No	Full	Part	< 10	10 - 24	25+	1	2	3
Sources Used to Get Information About Osage Beach City Government and City Issues (% Yes)										
City's website	43%	44%	43%	45%	49%	44%	38%	39%	47%	45%
Contact with city staff	21%	10%	12%	9%	9%	8%	19%	9%	9%	16%
Facebook	47%	43%	43%	44%	46%	45%	38%	43%	43%	48%
Instagram	5%	3%	3%	5%	5%	4%	2%	2%	4%	3%
Twitter (X)	3%	1%	2%	1%	2%	2%	1%	1%	2%	2%
YouTube	2%	3%	3%	3%	3%	2%	4%	1%	3%	4%
NextDoor	4%	7%	6%	7%	10%	5%	5%	6%	8%	6%
Newspaper – The Lake Sun	23%	38%	36%	38%	34%	39%	37%	35%	33%	40%
Local TV newscasts/radio	36%	42%	45%	33%	43%	40%	42%	39%	40%	43%
Board of Aldermen meetings	15%	8%	12%	4%	7%	11%	10%	11%	8%	8%
Word of mouth family/friends	38%	35%	36%	33%	32%	35%	40%	38%	34%	35%
Direct mail (postcards, etc.)	29%	35%	34%	35%	38%	37%	28%	36%	36%	31%
Had Phone or In-Person Contact with a Osage Beach City Employee within the Last 12 Months										
Yes	73%	48%	55%	43%	50%	47%	60%	53%	52%	54%
Satisfaction with Osage Beach City Employees (only asked of respondents with employee contact in past 12										
How easy they were to contact										
Satisfied	88%	84%	83%	92%	85%	82%	89%	85%	88%	85%
Neutral	8%	11%	12%	6%	8%	16%	8%	12%	6%	12%
Dissatisfied	4%	5%	5%	2%	7%	2%	3%	3%	6%	3%
Being courteous/professional										
Satisfied	95%	89%	89%	93%	91%	89%	91%	89%	89%	91%
Neutral	3%	9%	8%	6%	6%	11%	5%	9%	9%	6%
Dissatisfied	2%	2%	3%	1%	3%	0%	4%	2%	2%	3%
Being knowledgeable/informed										
Satisfied	78%	81%	77%	87%	78%	81%	81%	80%	79%	80%
Neutral	13%	12%	14%	9%	11%	13%	13%	13%	11%	15%
Dissatisfied	9%	7%	9%	4%	11%	6%	6%	7%	10%	5%
Resolving issue/concern in a timely manner										
Satisfied	68%	76%	70%	84%	71%	77%	75%	78%	72%	72%
Neutral	17%	12%	16%	6%	12%	14%	14%	14%	11%	16%
Dissatisfied	15%	12%	14%	10%	17%	9%	11%	8%	17%	12%
Overall experience										
Satisfied	72%	80%	74%	86%	76%	81%	77%	82%	75%	79%
Neutral	20%	10%	15%	8%	13%	12%	15%	13%	12%	14%
Dissatisfied	8%	10%	11%	6%	11%	7%	8%	5%	13%	7%

	Business Owner		Full or Part-Time Resident		Years of Residency			City Ward		
	Yes	No	Full	Part	< 10	10 - 24	25+	1	2	3
What is Your Primary Reason for Choosing to Live in Osage Beach?										
Job in Osage Beach or nearby	18%	12%	19%	1%	7%	16%	15%	18%	13%	10%
Affordable housing	3%	2%	2%	1%	3%	2%	0%	2%	1%	2%
Quality of public schools	2%	1%	1%	0%	2%	0%	0%	0%	1%	1%
Near lakes/outdoor activities	19%	41%	21%	73%	42%	38%	33%	37%	36%	41%
Small-town atmosphere	10%	8%	11%	4%	6%	10%	11%	11%	7%	10%
Safe community	6%	4%	5%	3%	5%	4%	4%	5%	5%	2%
Family & friends/born here	20%	15%	20%	7%	16%	12%	20%	15%	17%	15%
Overall quality of life	22%	17%	21%	11%	19%	18%	17%	12%	20%	19%
How Likely or Unlikely Are You to Do the Following:										
Remain in Osage Beach for the next five years										
Very likely	42%	35%	34%	40%	38%	33%	38%	35%	37%	36%
Somewhat likely	44%	51%	50%	50%	49%	51%	49%	46%	48%	53%
Somewhat unlikely	10%	11%	12%	9%	10%	14%	9%	17%	11%	8%
Very unlikely	4%	3%	4%	1%	3%	2%	4%	2%	4%	3%
Recommend living in Osage Beach to someone who asks										
Very likely	55%	54%	53%	56%	58%	50%	56%	54%	52%	58%
Somewhat likely	32%	35%	34%	36%	33%	39%	31%	33%	34%	34%
Somewhat unlikely	7%	8%	10%	6%	7%	9%	8%	11%	10%	6%
Very unlikely	6%	3%	3%	2%	2%	2%	5%	2%	4%	2%



2023 Employee Engagement Survey Summary

Employee Engagement survey was completed in August of 2023. The information included below this summary will allow the Board of Aldermen to see where the City stands in the eyes of it's employees. The information provided comes from our Cultureamp survey software.

97 email invitations to our full-time employees were sent. Of which, only 56 employees completed the survey through the invite link. Talking to some of our employees, I gather that we had low response rates for two reasons. First, employees feel like their comments would not be anonymous and there would be repercussions for those comments. Second, many of our employees are not fans of technology and would much rather have a paper survey to complete.

The survey contained 30 ratings questions and 4 free text questions. The rating questions were broken down into the 7 categories directly below. The questions asked directly to employees are included further below. The below scales offer a snapshot of what our employees think we are doing well and what we can improve on.



Benefits, Compensation, and Recognition were the areas where employees felt that we can improve. As you will see in the Benefits and Compensation section, LAGERS/Retirement was the main focus of the benefits section. Salary, and Holidays were other hot topics. All of those issues are in the process of being addressed for 2024 pending Board approval. There were a couple of comments for benefits outside of current offerings that suggested childcare as a benefit. While the City is not a caregiver, maybe consider a subsidy for childcare expenses.

Recognition is another shortfall as employees feel under appreciated for the job they do. In 2022 an employee of the quarter and employee of the year program was developed. This program was halted in 2023 as there was a lack of participation as well as the program having shortfalls on the administrative side. Currently for 2024 the program is being developed and will be sent for approval to the City Administrator in time for January 1, 2024 implementation.

An employee of the quarter year program will not be the answer to employees feeling underappreciated. There are many avenues that would help with employee recognition, and this is a topic that should be discussed further.

Communication. As you will notice in the below comments sections, communication is a huge piece where employees feel that the City misses the mark. From the top down, employees would like to be more informed about what is going on in their department, other departments, the City as a whole, and board meetings. They would also like to have input into the discussions that will affect their position as well as their department.

If the board requests additional information or have questions regarding this summary, please contact me.

Michael Raye

Human Resources Generalist
City of Osage Beach
1000 City Parkway
Osage Beach, MO 65065
573.302.2000 ext. 1070
mraye@osagebeach.org

“What would you suggest as an improvement for your Direct Supervisor?”

- Hire an individual with knowledge regarding their department they oversee. Do not let an individual who has no or minimal knowledge of said department to manage the department on top of all capital projects pertaining to said department. NO years of experience with the city should outweigh department specific knowledge. It is a disservice to the city and to the citizens. Furthermore, improve communication (and skills) between departments, empower employees to grow their own skills, and make yourself aware of your employee personal and professional needs.
- Big projects require some collaboration on the details and those it will impact if you want it to be successful. Also, taking accountability for shortcomings or mistakes is not a sign of weakness but strength. If time off is submitted, it is a notice to you, to figure coverage out. If you want it to be an employees responsibility to find coverage, then it should not be within your right to decline the arrangement based on an excuse of cutting overtime. And if coverage is needed outside someone's normal shift, notice should probably be given in a text or email depending on the timeline it occurs. Any conversations about a person's performance should never have your worldview implications within it, nor should you invalidate someone's feelings or opinions. That makes the tone weirdly personal and it should stay professional.
- My supervisor does a great job.. Know changes needed.
- My only suggestion would be for my department direct supervisor to learn a little bit more about their staff's positions that way they can fill in if needed. Other than that, my direct supervisor is very good at leading our team
- I would like more communication about the board meetings and management staff meetings. More team building for our department.
- More people to supervise so we're not always on a short staffed shift.
- I would rather have a department meeting to discuss these topics
- Actively listen to staff and don't get defensive when we are just wanting to discuss a topic.
- Better communication, consistency, listening, and giving direction, promote a team environment.
- My direct supervisor and my loyalty to the City is the reason I am here.
- No, He's the absolute best!
- I cannot think of one area that needs improvement. My current supervisor wears many hats well.

- My supervisor is someone I respect greatly and am super thankful for. The only thing I could suggest is-- teach me more because I love to learn new things!!
- Seems my supervisor does everything he can, but things gets stopped or delayed in city hall
- I really don't think he can improve on anything if anything I would tell them to take more time off to relax because [REDACTED] is always staying late and helping us and other departments out.
- Myself I would not change a thing he is great
- Overall communication would be the biggest improvement needing to be made.
- I believe she needs to be able to take more time off from work to be able to focus on herself and her family. She is a fantastic supervisor and should be able to dedicate as much if not more time to her family than she does to her job.
- additional training
- Keep up the good work
- My direct supervisor is a positive example for me in my career and I feel blessed to work under him. He needs no improvement in my opinion.
- Quit micromanaging everyone. Needs to listen to employees.
- Only suggestion I have is more communication from the top down.
- I think my direct supervisor consistently has my back as well as everyone else's in [REDACTED].
- Continue/improve level of communication
- Overall, a good supervisor. Empathetic and sincerely cares about department success. Needs to set a date once a month to discuss department specific issues/challenges, but difficult to do with everything going on. Needs to remember in discussions that new managers are not as familiar with Policy and ordinances as those that have been employed by the City for many years.
- An environment were you felt that your opinions are taken into consideration. Prioritize all department equally, not just [REDACTED]. More focus and prioritization on the big picture items.
- My supervisor [REDACTED] fills his job requirements beyond what is required or expected

“What would you suggest as an improvement to the Management Team?”

- Keep on improving with everything as they all do
- Change is good.
- Being open with staff, and involving employees when feasible.
- More promised action and less talk. Follow through with stated promises. Hire more employees (and complete the hiring process in a significantly more streamlined manner (shouldn't take 2-4 months)). Stop protecting/shielding certain employees due to their tenure or lack of "training" because "that's just the way we do things around here" (keep them accountable like any other employee). Value the skilled employees and terminate the underperforming employees. Be more accountable for your actions (stop passing the blame onto the next manager). Listen to citizens, contractors, and developers but don't let them walk right over the city. Management should act in the best interest for the city NOT a specific citizen, contractor, or developer.
- Better communication
- Work as a team. Collaborate. Communicate. Be transparent, your decisions will go over well if people feel like they had a voice. If that voice made no difference to the decision then a follow up would solve a lot of distrust in our department toward the management team.
- I would suggest that the management team include more people in discussions to ensure what is best for everyone involved in any changes
- Communication between management and their staff. I understand that not everything needs to be communicated to lower staff; however, don't make your lower staff feel unheard and not valued
- I would suggest to maybe listen a little bit more to the employees and try and do something to aid in our requests. And it doesn't have to be the exact thing we are asking for just anything in the right direction would go a long way for morale as a whole.
- There is no involvement with staff that is not part of the management team. There is a vast difference in standards between the management team and the lower paid employees. There is a great lack of communication between the two as well.
- Get to know your employees better come do the work in the field with us for a day or so.
- I think the Management team is doing a good job, but there is always room for improvement.

- Listen to your employees. Promote hiring and programs in place to increase applicants. Learn how to dispatch so they can step in when it is at a critical staffing level to help prevent burnout and compassion fatigue.
- Involve their employees when making direct decisions that impact them.
- I would like to see each member of the Management Team spend some time in each of our departments to get a much better understanding of the many issues we contend with on a daily/weekly basis. It's much easier to form an answer or a plan for the residents/community, if the people making them understand what it's like in the trenches.
- No, my department works great together.
- Give thanks to the team when deserved.
- More open and direct with staff.
- Better communications
- More communication with the staff.
- Communication
- There needs to be some sort of oversight or checks system on public works so we don't fall back into the same situation we had for the last 2 years.
- Become more knowledgeable about each individual's job
- How you act and what you say impacts your staff; be who you expect them to be. Get a better pulse on your team by being involved and genuinely checking in more often. You can't lead from your office chair. There seems to be too much division between departments, even ones that work together frequently. Maybe more team building and/or motivational activities but definitely more recognition.
- When employees tell him something it goes in one ear and out the other. Then a week later we are asked why we did or did not do something, when we have already discussed with him.
- I am on the [REDACTED] team. I don't think the board recognizes how overworked some of the managers are with their daily responsibilities. The board is always asking about pet projects and upset they're not done, but they don't realize some managers don't even have enough time for daily work.
- Better communication between employees and office heads.

- For starters, I would not call them a management team. This is not McDonalds. Property is managed, and people are led. Good leaders are what make or break any great organization or government and it is my belief that people in "management roles" should strive to be better leaders and become far more involved than they are. For example, the Board of Alderman makes a lot of decisions that affect my job, yet in the almost ■ years I have been here, not a single Alderman has ever done a ride along with the night shift. I find it odd that people who make decisions that can drastically affect how I do my job have made no effort to actually get in a patrol car and see how their decisions effect us or how we serve our community.
- More personnel training specific to departments. Conflict management, safety, risk management, etc.

“Do you have recommendations for our elected officials?”

- My recommendation is that they continue to stay in on what's going on with the personnel with the City. I have heard many people say that it felt like our elected officials (Board) was starting to have our best interest in mind a couple of years ago when they recognized how underpaid staff was. They now feel like that has went away.
- I would recommend that elected officials listen and consider all feedback from everyone.
- Citizens, contractors, and developers can be WRONG. City staff (employees or city-contracted contractors) are skilled individuals (who has been hired or employed by the city!) who are experts in their line of work, more so than the general public on specific problems. Get to know the individuals who make this city run. There are other employees than upper management. Learn to value and recognize these individuals, because upper management is nothing without their employees. Look to big cities for how to grow and improve our city. Maintaining a small-town staff and infrastructure will not bode well for the city long term, because tourists want the amenities and services they receive from their own cities.
- Get more involved in the follow up of items brought up for discussion. There is an evident gap between what is presented to them and how things are carried out.
- I would always advise leaders to consider the second- and third-order effects of their decisions, not just the direct effects.
- Spend more time with employees of departments to see what they actually do. Example: Spend a few hours with dispatchers on a Friday or Saturday night to see exactly what they have to do. Spend sometime at the Sewer Dept, in the parks, or going out with Public Works. Have regular one-on-one meetings with managers and employees.
- Morale starts at the top and that includes from elected officials. Management is constantly being talked to in a condescending manner.
- Get to know more of the employees that work for The City of Osage Beach rather than just the appointed officials.
- Be nicer. Some of my coworkers who are doing a very good job feel like they can't do anything right for the board. Requests/demands come out as really negative criticism. Some board members talk like we're failing even though we're the best run city at the lake.
- Not really I would say maybe just think more about long term and maintenance of some of these systems that the city wants to take over and also about your employees maybe ask our opinion on some of them before we just take them over.
- Consider employee problems, not just city making money

- I request that our elected officials gaze a bit deeper into what their police department does, and how difficult our job truly is. The types of calls we take, the overtime, and the time away from our families. These few points make it difficult for the average person to want to be part of a department. Our job can quite literally be the life or death decision of your fellow citizens. We diligently and swiftly handle the most horrible of sins. Officers and dispatchers know that we could make more doing less in other professions with less stress. Despite this, a lot of our team members are devoted and hard working. Please look into more funding. This will allow our department to further thrive, and work as a cohesive team. I appreciate your time reading this, and your dedication to our city.
- Ya the biggest waist of your time money and resources is letting the city of lake ozark push their police department non emergency calls on you our current dispatch. That means they fire their dispatchers. Non of their dispatchers want to transfer over so you're putting a bigger strain on our employees when we already are having a hard time filling the open positions we have. They were already turned away by miller county. They have some huge events and transferring dispatch to our city would take away from our citizens. Like for example bike fest
- Often they are debating on things they've never worked in. Asking questions to the people that work in the field would help them.
- Visit each shop, meet the people and listen to them. Go the the lcf airport and inspect the fuel trucks. Go to the street shop and tour the shop. Go to a sewer grinder station and a water tower
- Be more involved with City events and employees.
- Obtain all of the facts before making decisions and/or comments. Trust more but still verify.
- Spend impactful time at each department/location.
- Be involved in all aspects of the city. Learn how the police department, fi re department, ambulance crew, and dispatch center operate so they can make truly informed suggestions and changes. Sit in on dispatch for a shift, engage in a ride along with an officer, get to know the city employees if you are going to be making decisions about our pay and work.
- I appreciate that all age groups are becoming more represented in our city officials. I do think that some may have out dated world views and that is a bigger problem to the group of elected officials more than their experiences can contribute to moving the city forward.
- Do sit-alongs with Communications and ride alongs with Police. At least a day shift and a night shift.
- They need to sit on the police side as it has entirely different needs than the rest of the city departments. They do not understand the job, and they need to see why officer's needs. The pay is not equitant to other agencies in our surrounding agencies. The City of Osage Beach's population goes from around 4500-150,000 each summer yet we have the same number of

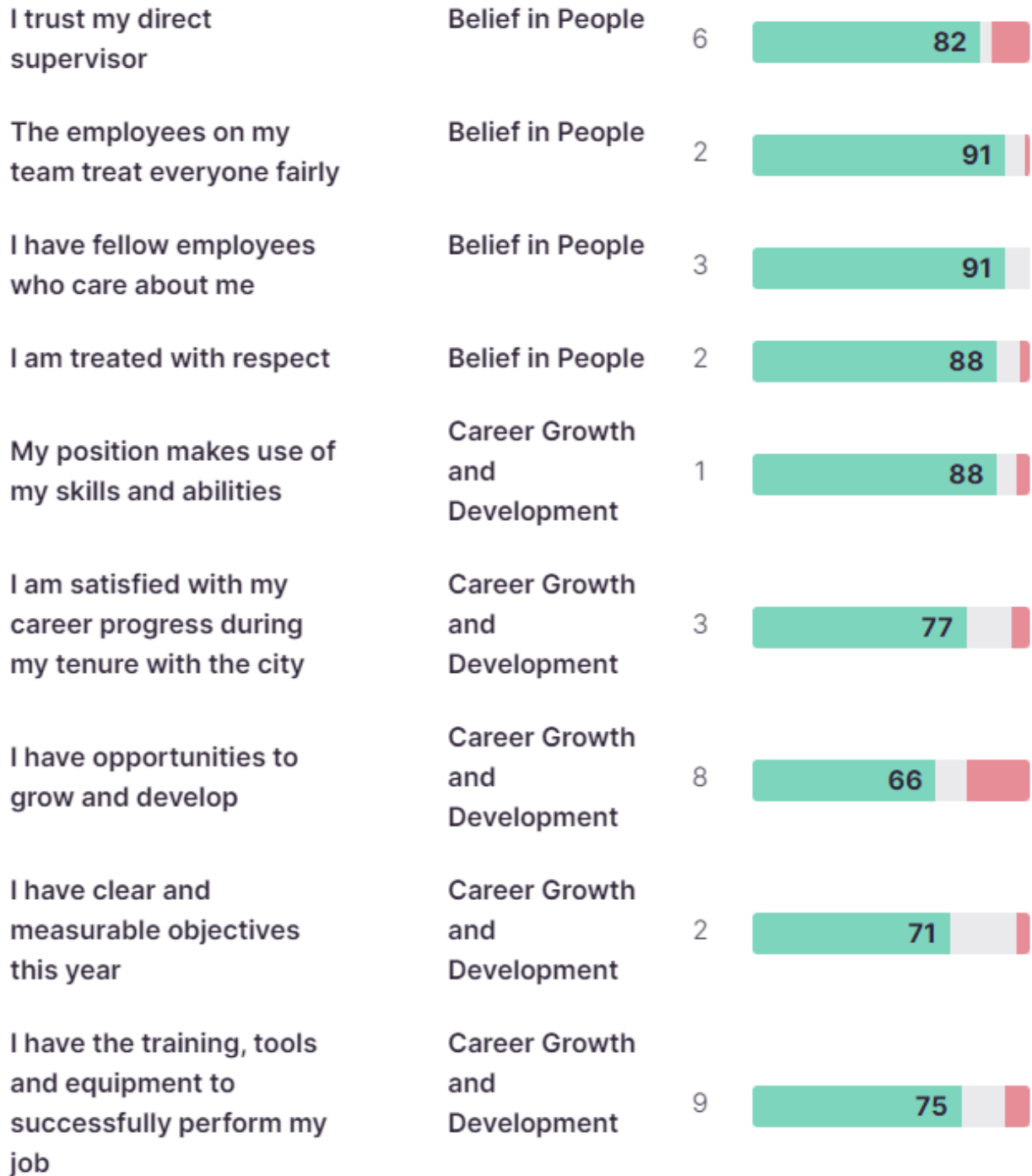
officers on shifts throughout the year. We need to be more competitive with the agencies around us to bring Officers to us.

- Take the time to talk with the employees, get to know them.

“What additional benefits would you like to see the City offer? “

- A retirement plan that rivals other departments.
- Several employees and I have discussed how some kind of childcare benefit would be helpful.
- Sick pay for when you are still on probation since personal time is not available
- Pension. Better pay
- We need a good retirement program.. we need a pension plan.
- Financial adviser. Better retirement.
- What happened to the employee of the quarter program? That lasted for 1 year and then stopped. Why?
- Make the next raise for dispatch across the board not just certain employees. You have 1 employee that is "topped out" and doesn't receive an accurate pay rate. Her last raise was a lump sum and not added hourly so any overtime she works is not accounted for in that lump sum.
- A pension plan in addition to optional 401K. All state of Missouri holidays off. Allow Managers to earn comp time if they work holidays.
- A pension based retirement option.
- I believe the employees of the City have many good benefits. I am satisfied.
- Lagers
- Pension plan
- Better retirement
- A better health option that does not have such a high deductible. Or more HSA contribution to offset the difference.
- More competitive pay and retirement.
- Pension plans
- Stop using uniforms as a benefit to tax an employee. Provide a fully paid pension plan. Recognize Juneteenth day as a city holiday since it is a federal holiday. Cost of living adjustments made to the yearly performance review raise. More equal pay scale across all departments.

- We already offer a wellness program, but maybe we can improve it.
- Loggers
- The times have changed in the life of Osage Beach and in Emergency services. Our population has grown greatly and so has the work load for the emergency workers. the cost of living is much higher than it used to be. it is always an issue for retaining people if we cant beat other pay scales for parttime and for full time employees.
- Missouri LAGERS.
- I would like to see our retirement revisited.
- Additional funding of retirement matches.
- We have a pretty good benefit package for the most part. Nothing particular that i can think about. Just continue to stay on top of the salary rates for our positions.
- If possible I know it would be a big undertaking but I would really like lagers retirement and maybe a little more incentive on cross training and actually being approved for some cross training that I feel alot of us have deserved many times over.
- Daycare. Take-home vehicle.
- Defined pension and pay that is on par or higher than other law enforcement agencies in the area. Weare supposed to be the pride of the Lake but our starting pay can be made at just about any other job in the area.
- The benefits the City currently has are fi ne.
- More holidays and follow state schedule. Lower deductible health plan that isn't as expensive as the current copay plan. Or city contribute more to the copay plan to make it accessible for more employees. Vacation time able to be used before 1 year
- A pension would be nice but not at the cost of losing other benefits. More professional/personal development training opportunities for lower-level staff. I feel like they don't have the same opportunities to grow as upper level staff and they're the future.
- Lagers pension program. Having a pension would turn this job into a career
- Lower dedecutable insurance plans
- I would like to see the city clean up current shortfalls before additional benefits are offered or considered.
- All the state/federal holidays. If the county gets Truman Day and Juneteenth, we should too.
- Retirement plan, and more money



The coaching I get from my direct supervisor helps me to achieve better results

Coaching and Support

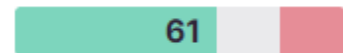
6



In the past 12 months, my direct supervisor has talked with me regarding my career progress

Coaching and Support

5



My supervisor recognizes the importance of my personal life

Coaching and Support

5



My peers give constructive coaching and feedback to each other

Coaching and Support

5



My department acts on feedback received by our customers (Citizens, Customers, Vendors)

Communications

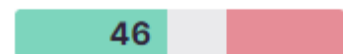
8



I believe my input is valued by the City

Communications

10



My direct supervisor keeps me up to date on issues that directly impact my job

Communications

7



I have regular one on one discussions with my supervisor

Communications

7

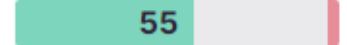


My salary aligns with similar positions in my field regionally	Compensation and Benefits	10	36		
I am satisfied with the retirement program offered by the City	Compensation and Benefits	16	28		
My overall compensation is fair for the the job that I perform	Compensation and Benefits	11	39		
My insurance benefits meet my/my families' needs	Compensation and Benefits	8	52		
The wellness benefits provided by the city have improved my health	Compensation and Benefits	4	26		
I have confidence in the leadership of the Management team.	Leadership and Direction	12	55		
The management team encourages teamwork between all City Departments	Leadership and Direction	8	59		
I would recommend the City of Osage Beach as a good place to work	Leadership and Direction	10	77		

I believe in the vision of the City as presented by our elected officials

Leadership and Direction

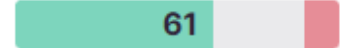
6



I am optimistic about the future of the City

Leadership and Direction

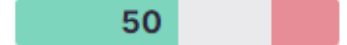
4



I am appreciated for my contributions to the City

Recognition

5



Employees are recognized for great performance

Recognition

9



Employees on my team recognize each other for their contributions

Recognition

5



Viewing the All Results report for results from 01 Jul 2023 to 01 Sep 2023, compared to City of Osage Beach

Rating Questions

30

Free Text Questions

4

Multiple Choice Questions

0

Questions marked in green are recommended focus areas based on the question's impact on Leadership and Direction, favorable score and comparison to benchmarks. [What does this mean?](#)

Focus	Impact ▼	Question	Factor		Favorable score	Comparison
	VERY HIGH	I believe my input is valued by the City <i>n = 56</i>	Communications	10	46 18 36	No comparison
	VERY HIGH	I have opportunities to grow and develop <i>n = 56</i>	Career Growth and Development	8	66 11 23	No comparison
	VERY HIGH	I am appreciated for my contributions to the City <i>n = 56</i>	Recognition	5	50 29 21	No comparison
	VERY HIGH	Employees are recognized for great performance <i>n = 56</i>	Recognition	9	41 27 32	No comparison
	HIGH	I am satisfied with my career progress during my tenure with the city <i>n = 56</i>	Career Growth and Development	3	77 16 7	No comparison
	HIGH	I have fellow employees who care about me <i>n = 56</i>	Belief in People	3	91 9	No comparison
	HIGH	I am treated with respect <i>n = 56</i>	Belief in People	2	88 8	No comparison
	HIGH	I trust my direct supervisor <i>n = 56</i>	Belief in People	6	82 14	No comparison
	HIGH	I have the training, tools and equipment to successfully perform my job <i>n = 56</i>	Career Growth and Development	9	75 16 9	No comparison
	HIGH	My overall compensation is fair for the the job that I perform <i>n = 56</i>	Compensation and Benefits	11	39 31 30	No comparison
	MEDIUM	My department acts on feedback received by our customers (Citizens, Customers, Vendors) <i>n = 56</i>	Communications	8	75 20	No comparison
	MEDIUM	The coaching I get from my direct supervisor helps me to achieve better results <i>n = 56</i>	Coaching and Support	6	75 9 16	No comparison
	MEDIUM	My direct supervisor keeps me up to date on issues that directly impact my job <i>n = 56</i>	Communications	7	80 6 14	No comparison
	MEDIUM	My salary aligns with similar positions in my field regionally <i>n = 56</i>	Compensation and Benefits	10	36 34 30	No comparison
	MEDIUM	In the past 12 months, my direct supervisor has talked with me regarding my career progress <i>n = 56</i>	Coaching and Support	5	61 19 20	No comparison
	MEDIUM	I have clear and measurable objectives this year <i>n = 56</i>	Career Growth and Development	2	71 24	No comparison

🚩	 LOW	Employees on my team recognize each other for their contributions	<i>n</i> = 56	Recognition	5	77 21	No comparison
🚩	 LOW	My position makes use of my skills and abilities	<i>n</i> = 56	Career Growth and Development	1	88 7	No comparison
🚩	 LOW	My supervisor recognizes the importance of my personal life	<i>n</i> = 55	Coaching and Support	5	85 8 7	No comparison
🚩	 LOW	The wellness benefits provided by the city have improved my health	<i>n</i> = 53	Compensation and Benefits	4	26 59 15	No comparison
🚩	 LOW	The employees on my team treat everyone fairly	<i>n</i> = 56	Belief in People	2	91 7	No comparison
🚩	 LOW	I have regular one on one discussions with my supervisor	<i>n</i> = 56	Communications	7	80 7 13	No comparison
🚩	 LOW	I am satisfied with the retirement program offered by the City	<i>n</i> = 54	Compensation and Benefits	16	28 41 31	No comparison
🚩	 INSIGNIFICANT	My peers give constructive coaching and feedback to each other	<i>n</i> = 56	Coaching and Support	5	77 21	No comparison
🚩	 INSIGNIFICANT	My insurance benefits meet my/my families' needs	<i>n</i> = 54	Compensation and Benefits	8	52 31 17	No comparison
	N/A	I have confidence in the leadership of the Management team.	<i>n</i> = 56	Leadership and Direction	12	55 22 23	No comparison
	N/A	The management team encourages teamwork between all City Departments	<i>n</i> = 56	Leadership and Direction	8	59 20 21	No comparison
	N/A	I would recommend the City of Osage Beach as a good place to work	<i>n</i> = 56	Leadership and Direction	10	77 10 13	No comparison
	N/A	I believe in the vision of the City as presented by our elected officials	<i>n</i> = 56	Leadership and Direction	6	55 41	No comparison
	N/A	I am optimistic about the future of the City	<i>n</i> = 56	Leadership and Direction	4	61 28 11	No comparison

Active Osage Beach Economic Development Projects Utilizing Incentivized Programs

*6 Projects- 1-fully operational (construction completed); 2 start-ups (approved); 3-under construction.
Total Project Costs: \$876.9 million / Total Incentives for Reimbursable Costs: \$187.5 million (21.3%)
Total Acres: 375.6 ac.*

Arrowhead Redevelopment Project: TIF, CID-1% Sales Tax

Approved: Plan/Project Approved 02/18/2016
Area Type: Blight
Description: 226 ac.; Eight redevelopment districts; mixed use – institutional, residential, recreation, retail, and office.
Project Costs: TIF – 23 years; Total \$385.7 million; \$55.8 TIF Reimbursable Costs (14.5%)
Surplus: 50% EATS; 50% PILOTS Commercial
CID – 33 – years; \$28.1 million Reimbursable Costs Cap
Financing Method: Pay-As-You-Go
Status: Under Construction

Beach Drive: CID-1% Sales Tax/TDD-1% Sales Tax

Approved: Transportation Project Agreement 04/06/2023
Description: 74 ac.; Public Service/Public Improvement
Project Costs: Aggregate CID (27-years) & TDD; \$6.2 million Reimbursable Costs (plus issuance costs)
Financing Method: CID/TDD entity TBD
Status: Start-Up

Dierbergs Osage Beach Redevelopment Project: TIF, TDD-1% Sales Tax

Approved: Plan/Project Approved 12/16/2010/Amended 03/17/2011
Area Type: Blight
Description: 14.45 ac.; 142,000 sq. ft. retail; no residential.
Project Costs: TIF – 23 years (org. est. 13 years); Total \$34.2 million; \$5.1 TIF Reimbursable Costs (14.9%)
Surplus: 50% EATS; 50% PILOTS
TDD – \$3.5 million Reimbursable Costs Cap (plus issuance costs)
Financing Method: Pay-As-You-Go/TIF Notes; TDD Notes
Status: Fully Operational

Lakeport Village: TIF(Local)/SuperTIF(State), CID-1% Sales Tax/TDD-1% Sales Tax/Ch.100

Approved: Plan/Project Approved 06/01/2023
Area Type: Blight/Economic Development
Description: 13.71 ac.; mixed use amusement/retail/food/hotel; no residential.
Project Costs: Project: (nearly) \$360 million
TIF – \$51.9 TIF Reimbursable Costs
TIF(State) – \$10.9 million Reimbursable Costs
CID/TDD – \$15.7 million Reimbursable Costs
TOTAL - \$78.5 million Reimbursable Costs (21.8%)
Surplus: 50% EATS; Varied PILOTS/OBFPD PILOTS 100%-TBD
Financing Method: Bonds/TIF Notes/CID Notes/Industrial Revenue Bonds; Obligations through MDFB (Missouri Development Finance Board)
Status: Start-Up

Osage Beach Commons Redevelopment Project (TSG Osage Beach LLC): TIF, CID-1% Sales Tax

Approved: Plan/Project Approved 09/21/2017
Area Type: Blight
Description: 25 ac.; 131,000 sq. ft. retail; no residential.
Project Costs: TIF – 23 years; Total \$30.5 million; \$4.6 TIF Reimbursable Costs (15.0%)
Surplus: 50% EATS; 50% PILOTS
CID – \$2.0 million Reimbursable Costs
Financing Method: TIF Notes/CID Notes
Status: Under Construction

Preserve at Sycamore Creek LLC: Ch.353, Ch.100, Osage Beach Economic Fee Reimbursement

Approved: Plan/Project Approved 10/06/2022
Area Type: Blight
Description: 22.4 ac.; multi-building, multi-family; 268 rental units/amenities; approx. 297,000 sq. ft. space
Project Costs: Total \$60.3 million; \$3.7 Abatement(\$2.5m/Exemption(\$.9m)/Fee Reimb.(\$.3m)
– Total incentive = 6.1%
Abatement Varied PILOTS; 100%-75%-50%-25% 5-year increments
Financing Method: Notes/Equity Finance
Status: Under Construction

Other Active Transportation Development Districts (TDD)*:

Osage Station TDD (TDD00096) – current – .75% Sales Tax / Organized 7/19/2005 / approx. 26 ac.

Prewitt Point TDD (TDD00003) – current – 1.0% Sales Tax / Organized 8/2006 (?) / approx. 130 ac.

** TDDs are formed by the court (not the City) under Missouri TDD Act, RSMo 238.200 – 238.275. The two listed above are active in the City, but not in conjunction with any active City of Osage Beach adopted TIF, or other incentivized programs. No City representatives are on either TDD Board noted above.*

Completed/Inactive Osage Beach Economic Development Projects Utilizing Incentivized Programs

Prewitt's Point/Prewitt's Hwy 54 Enterprises LLC (approved 2000) – Completed/TIF Bonds Paid (23 yr. TIF, paid 21.5 yrs.) / 130 ac., 500,000 sq. ft. Retail-no residential, \$101.1 million w/ \$17.3 reimbursable costs (17.1%) / Includes an active TDD / Surplus: 50% EATS, 75% PILOTS / Blight/Econ Dev project.

Marina View Redevelopment (Hammons) (approved 2007) – Inactive – No Construction / Pay-As-You-Go, 28 ac. Hotel/Convention/Amenities-no residential, \$99 million w/ \$3.7 reimbursable costs (3.7%) / Surplus 50% EATS, 50% PILOTS / Blight/Econ Dev project.

Osage Beach Fleet Management Data

Vehicle ID	Dept	Vehicle Type	Year	Type	Make/Model	Odometer	Annual Mileage	Sell Replace	24	25	26	27	28	29	30	31	32	33
7932	LCF	F250	2023	N	2023 FORD F250 8256	1,054	n/a	2033										
7951	GG	Chevy 2500	2023	N	2023 CHV2500 9024	566	n/a	2033										
4031	Airport	Mid Size SUV 4x4	2013	N	Ford Explorer	126,546	11,717	2026										
2817	LCF	Full-size Sedan	2006	N	Ford Taurus SE 4dr Sedan	78,518	4,411	2028										
	LCF	Ford Refueling Truck	1988	S	Ford AV Gas Truck	broken	n/a	2024	Being Sold/Replaced in 2024									
	LCF	Ford Refueling Truck	1989	S	Ford Jet Fuel Gas Truck	broken	n/a	2024	Being Sold in 2024									
7873	LCF	FreightlinerRefueling Truck	2006	S	Ford Jet Fuel Gas Truck	6,654	374	2035										
	GG	Ford Refueling Truck	1988	S	Ford AV Gas Truck	broken	n/a	2024	Being Sold/Replaced in 2024									
	GG	Ford Refueling Truck	1985	S	Ford Jet Fuel Gas Truck	broken	n/a	2025										
7826	BLDG	2021 Ford F-150 Super Crew	2021	N	2021 Ford F-150 Super Crew	11,402	4,072	2031										
7900	BLDG	2022 F150 7490	2022	N	2022 F150 7490	6,189	3,438	2032										
7937	BLDG	2023 FORD F150 0571	2023	N	2023 FORD F150 0571	914	n/a	2023										
7040	ADMIN	Mid Size SUV 4x4	2008	N	Ford Explorer XLT V6 4x4	96,122	6,084	2025										
7938	Parks	2023 FORD F150 0679	2023	N	2023 FORD F150 0679	1,295	n/a	2033										
7952	Parks	2023 CHV2500 8543	2023	N	2023 CHV2500 8543	594	n/a	2033										
7041	Parks	Mid Size SUV	2008	N	Ford Explorer XLT V6 4dr 4x4	111,927	7,084	2024	Being Sold/Replaced in 2024									
15	PD	Mid Size SUV	2017	P	Ford Utility Police Interceptor	88,456	13,008	2026/32										
16	PD	Mid Size SUV	2014	P	Ford Utility Police Interceptor	79,329	8,095	2025/31										
17	PD	Mid Size SUV	2014	P	Ford Utility Police Interceptor	83,934	8,565	2024/30	Being Sold/Replaced in 2024									
18	PD	Mid Size SUV	2017	P	Ford Utility Police Interceptor	88,240	12,976	2025/31										
19	PD	Mid Size SUV	2023	P	Ford Utility Police Interceptor	4,569	n/a	2029										
21	PD	Mid Size SUV	2014	P	Ford Utility Police Interceptor	97,498	9,949	2023/29										
9513	PD	Full-size Sedan	2015	P	Ford Sedan Police Interceptor	41,123	4,673	2028										
9514	PD	Full-size Sedan	2015	P	Ford Sedan Police Interceptor	86,053	9,779	2026										
24	PD	Mid Size SUV	2014	P	Ford Utility Police Interceptor	108,497	11,071	2024/30	Being Sold/Replaced in 2024									
26	PD	Mid Size SUV	2021	P	Ford Utility Police Interceptor	44,175	15,777	2027/33										
27	PD	Mid Size SUV	2022	P	Ford Utility Police Interceptor	23,457	13,032	28										
29	PD	Mid Size SUV	2021	P	Ford Utility Police Interceptor	41,965	14,988	2027										
31	PD	Mid Size SUV	2023	P	Ford Utility Police Interceptor	7,095	n/a	2029										
32	PD	Mid Size SUV	2023	P	Ford Utility Police Interceptor	1,230	n/a	2029										
7781	PD	Full-size Sedan	2010	N	Ford Fusion	72,606	5,261	2026										
987	PD	Full-size Sedan	2023	N	Chevy Equinox	1,134	n/a	2033										
4029	PD	Mid Size SUV	2013	P	Ford Explorer Utility	123,352	11,421	2025										
9040	Amb	Ford E350	2015	S	Ford E350	73,024	9,737	2030										
4768	Amb	F550	2022	S	2022 AMB F550 9133	5,556	n/a	2037										

Average Age of Fleet = 10 years

Average total and annual mileage =

49,465

8,789

Total Vehicles in Fleet =

34

NOTES:

Vehicle Type

P =Police Patrol Fleet Replacement Schedule = 6 Yrs/100,000 Miles

N= Non- Police/Unmarked Police Replacement Schedule = 10 Yrs/100,000 Miles

S= Specialized Vehicles Replacement Schedule = 15 Yrs/100,000 Mile

Milage updated in Sept. 2023.

Notes:Vehicles Sold in 2023

BLDG 2004 Ford Explorer (VIN 6877)
 Parks 2004 Ford F350 (VIN 7404)
 Parks 2008 Ford F350 (VIN 3317)
 Police 2017 Ford Explorer/Interceptor (VIN 7009)
 Police 2016 Ford Explorer/Interceptor (VIN 2970)
 Trans 2009 Dodge Caravan (VIN 6646)
 Sewer 1999 Chevy C70 boom/crane truck (VIN 5774)
 Sewer 1996 International 4900 pump truck (VIN 4179)
 AMB 2010 Ambulance E450 (VIN 4768)
 LCF 2005 Ford F350 dump truck w/ plow (VIN 7774)
 GG 2005 Ford F250 w/ plow (VIN 8019)

Vehicles purchased in 2024

LCF Fuel Truck/Replacement
 GG Fuel Truck/Replacement
 Parks F150 Super Crew/Replacement
 Police Ford Interceptor/Replacement
 Police Ford Interceptor/Replacement
 Police Ford Interceptor K-9/Add
 Sewer Pump Truck/Replacement
 Sewer Service Truck w/Crane
 Sewer F150/Replaced 2023
 Sewer F150/Replaced 2023
 Trans International 16' Dump/Approved and ordered in 2023
 Water F250 Service Truck/Replacement
 Water F350 Service Truck/Replacement