

**Performance Audit  
Kansas City Citizen Survey Report**

March 2008

**City Auditor's Office  
City of Kansas City, Missouri**

March 24, 2008

Honorable Mayor and Members of the City Council:

In this report, we provide results of our survey of residents, along with comparison to other large cities and other communities in the region. We also compare results for four areas within the city. The survey was completed by 4,091 households between November 2007 and December 2007.

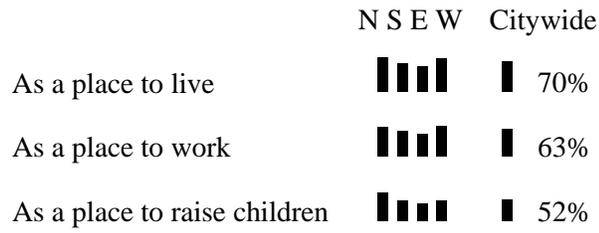
More than half of those surveyed were satisfied with the overall quality of life in the city. This is less than the percent satisfied by those surveyed in other metropolitan communities. The percent expressing satisfaction with the overall feeling of safety increased for the second year in a row with more than a third of respondents expressing that opinion. Satisfaction of Kansas City residents with some city services such as street, downtown, and building maintenance improved again this year, as did satisfaction with some code enforcement activities. Compared to other area communities and large U.S. cities, however, Kansas City's citizen satisfaction is still near or at the bottom for code enforcement efforts, some public safety activities, and some city maintenance services.

Satisfaction also continues to improve in the quality of customer service provided by city employees and the availability of information about city programs and services. This year, we also found increased satisfaction in both the city's efforts to keep citizens informed about local issues and the level of public involvement in local decision-making; however, comparisons with benchmark cities also revealed lower than average satisfaction. Nearly half of the citizens surveyed also expressed a willingness to attend public meetings to discuss city issues.

For about half of the questions, satisfaction with most city services was not statistically different between areas. In other words, citizen satisfaction with services in four geographic areas (north, south, east, and west) was more alike than not. When differences in satisfaction between areas were found, we noted them in the report. Generally, east area respondents are less satisfied with some city services and more reported that they or a member of their household were victims of crime in the last year, while north area respondents were more satisfied and fewer identified themselves or members of their households as crime victims.

We asked respondents about Kansas City as a place to live, work, and raise children. Citywide, most respondents rated the city as a good or excellent place to live and work. But, only about half rated the city as a good or excellent place to raise children. Respondents from the east area rated the city significantly lower as a place to live, work, and raise children.

Percent Rating Kansas City Good or Excellent by Geographic Area:



We hope the report encourages public discussion about performance, city goals, and resident expectations.

The audit team for this project was Vivien Zhi and Douglas Jones.

Gary L. White  
City Auditor

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# Kansas City Citizen Survey Report

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## **Introduction**

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### **Objectives**

The purpose of this report is to provide results of the 2007 citizen survey along with comparison with 25 area communities and 13 large regional U.S. cities. This report also includes analyses of survey results by four geographic areas in the city. We hope this report encourages public discussion about city performance and residents' expectations for performance.

We conducted this audit pursuant to Article II, Section 216 of the Charter of Kansas City, Missouri, which establishes the Office of the City Auditor and outlines the city auditor's primary duties.

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### **Scope and Background**

We report 2007 survey results compared to results from previous years and compared to those of 25 area communities and 13 large regional U.S. cities. We also report 2007 survey results by four geographic areas in the city.

Between November 5, 2007 and December 10, 2007, members from 4,091 households responded to the survey with an overall response rate of 51 percent. The survey results citywide have a 95 percent confidence level and a margin of error up to +/- 1.5 percent. This means that out of 100 samples drawn in the same manner, we would expect 95 to yield results within the specified error range. Small differences between responses on the surveys could be due to sampling error. Appendix A describes the survey and analysis methodologies.

We contracted with ETC Institute to conduct a survey to measure citizen satisfaction with city services and identify which services citizens think should receive most emphasis over the next two years; and to provide comparative survey data from 38 other jurisdictions. The 25 area communities and 13 large regional U.S. cities are:

Kansas City area communities:

Blue Springs, MO	Leawood, KS	Platte County, MO
Bonner Springs, MO	Lee's Summit, MO	Raymore, MO
Butler, MO	Lenexa, KS	Raytown, MO
Excelsior Springs, MO	Liberty, MO	Riverside, MO
Gardner, KS	Merriam, KS	Shawnee, KS
Gladstone, MO	Mission, KS	Spring Hill, MO
Grandview, MO	Olathe, KS	Unified Government of
Independence, MO	Overland Park, KS	Kansas City, KS &
Johnson County, KS	Platte City, MO	Wyandotte County

Large regional U.S. cities:

Arlington, TX	Houston, TX	San Antonio, TX
Dallas, TX	Indianapolis, IN	St. Louis, MO
Denver, CO	Minneapolis, MN	Tulsa, OK
Des Moines, IA	Oklahoma City, OK	Wichita, KS
Fort Worth, TX		

ETC Institute is a market research firm based in Olathe. In 2000, the city joined approximately 20 other cities in the metropolitan area as a charter member of DirectionFinder, a regional citizen survey initiative developed by the ETC Institute. DirectionFinder enables the city to compare its survey results to those of other communities in the region and the United States.

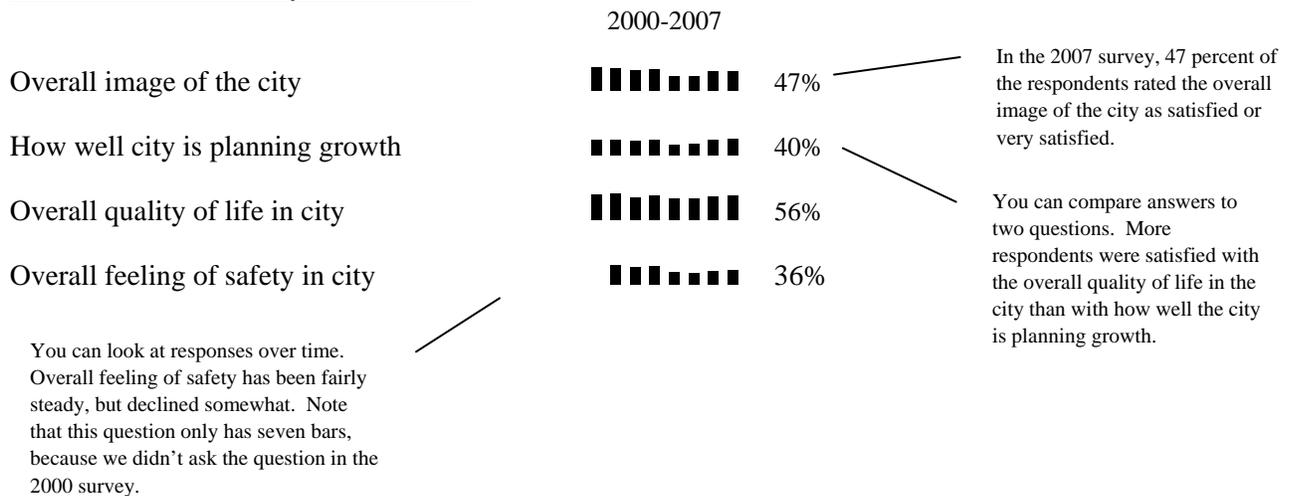
This year's "experience" questions, included whether the respondents called police in the last year, visited downtown in the last year, or called 3-1-1 in the last year. We analyzed the relationship between respondents' "experiences" and their satisfaction with city services.

We conducted this audit in accordance with generally accepted government auditing standards. No information was omitted from this report because it was deemed privileged or confidential. There are no recommendations in the report that would require a response from management so we did not provide the city manager with a draft of the report.

### How to Read the Survey Graphs

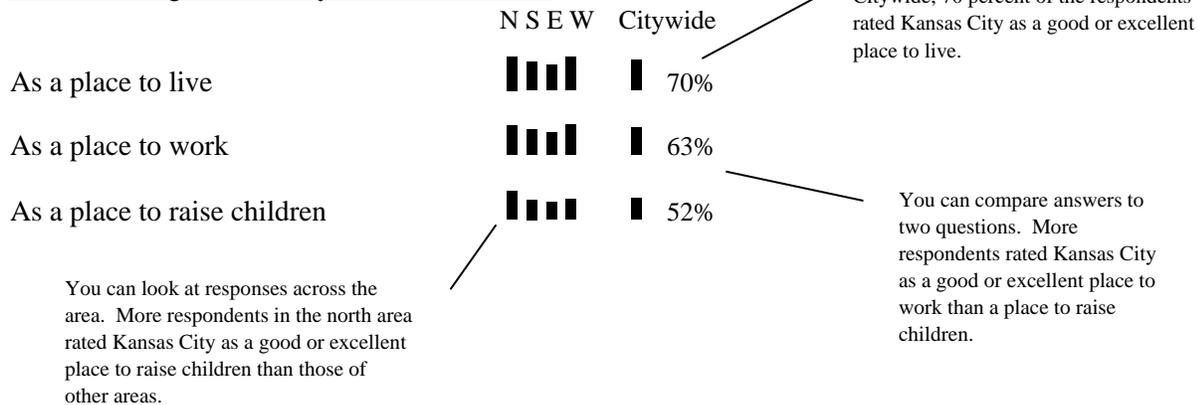
We show the citywide results of resident surveys for eight years, beginning with 2000 and going through 2007. The graphs throughout the report generally show the percent of respondents reporting that they are “satisfied” or “very satisfied” with a service. The graphs make it easy to see the results of the current year, compare results from different questions, and compare results over time. See Appendix B for the survey data for 2000 through 2007 in tables.

#### Percent Satisfied or Very Satisfied with:



We also show the results of resident surveys for four areas – north, south, east, and west – and citywide. The graphs generally show the percent of respondents reporting that they are “satisfied” or “very satisfied” with a service. The graphs make it easy to see the results of one area, compare results across areas, and compare results from different questions. See Appendix C for 2007 survey data by geographic area in tables.

#### Percent Rating Kansas City Good or Excellent:





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## Survey Results

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### Summary

More than half of those surveyed were satisfied with the overall quality of life in the city. This is less than the percent satisfied by those surveyed in other metropolitan area communities. The percent expressing satisfaction with the overall feeling of safety increased for the second year in a row with more than a third of respondents expressing that opinion. Satisfaction of Kansas City residents with some city services such as street, downtown, and building maintenance improved again this year, as did satisfaction with some code enforcement activities. Compared to other area communities and large U.S. cities, however, Kansas City's citizen satisfaction is still near or at the bottom for code enforcement efforts, some public safety activities, and some city maintenance services.

Only 17 questions received a 50 percent or more satisfactory or very satisfactory rating citywide. In this year's survey, we asked 72 questions regarding citizens' satisfaction with the quality of city services, including overall satisfaction with major categories of services the city provides and satisfaction with specific areas in public safety, parks and recreation, communication and leadership, maintenance, and code enforcement.

#### City Services Receiving over 50 Percent Satisfactory Ratings Citywide

	North	South	East	West	Citywide
Overall quality of fire protection and rescue services	68	69	70	65	68
Overall quality of airport facilities	74	63	52	72	65
Overall quality of police, fire, and ambulance services	68	66	60	64	64
Overall quality of trash collection services	69	65	56	60	63
Overall quality of city water utilities	68	58	57	63	61
Adequacy of city street lighting	62	59	55	60	59
Overall quality of local police protection	66	57	49	57	58
Snow removal on major city streets during the past 12 months	60	57	57	52	57
City efforts to enhance fire protection	57	56	61	51	57
Maintenance of traffic signals	59	54	56	56	56
Quality of local ambulance service	53	55	59	47	54
Overall quality of police services	61	53	47	53	54
Overall quality of city convention facility	54	52	46	57	52
How quickly public safety personnel respond to emergencies	53	51	50	47	51
Maintenance of boulevards and parkways	48	52	47	56	50
Overall quality of service provided by city of KCMO	53	50	49	49	50
The location of city parks	44	53	47	60	50

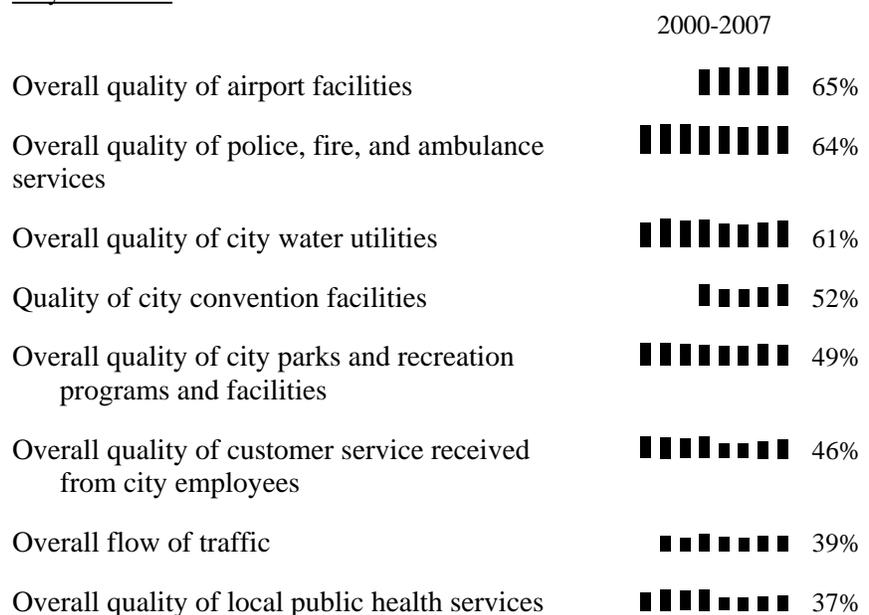
Overall satisfaction with city services was mixed when survey results were compared among different areas. Survey respondents in the north area were more satisfied with water utilities, stormwater runoff/management system, and quality of airport facilities. They also feel safer at home and in their neighborhood. Respondents in the west area visit parks more frequently and are more satisfied with park locations and maintenance. Respondents in the south were less satisfied with public health services and maintenance of streets in their neighborhoods. Respondents in the east area were more satisfied with fire protection, ambulance services, and health services. They, however, feel less safe at home, in the neighborhood, and in parks. Fewer of them agreed that Kansas City is a good or excellent place to live, to raise children, or to work.

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## Overall Survey Results

Satisfaction for about half of the major city services improved slightly this year. Services receiving over 50 percent satisfactory ratings are police, fire, and ambulance services, airport facilities, water utilities, and city convention facilities. Although maintenance of city streets, buildings, and facilities received the lowest satisfaction ratings, satisfaction improved significantly for the second year in a row. As with the past seven surveys, respondents rated maintenance of city streets, buildings and facilities as their highest priority for emphasis in the next two years.

### Percent Satisfied or Very Satisfied with Major Service Categories the City Provides:



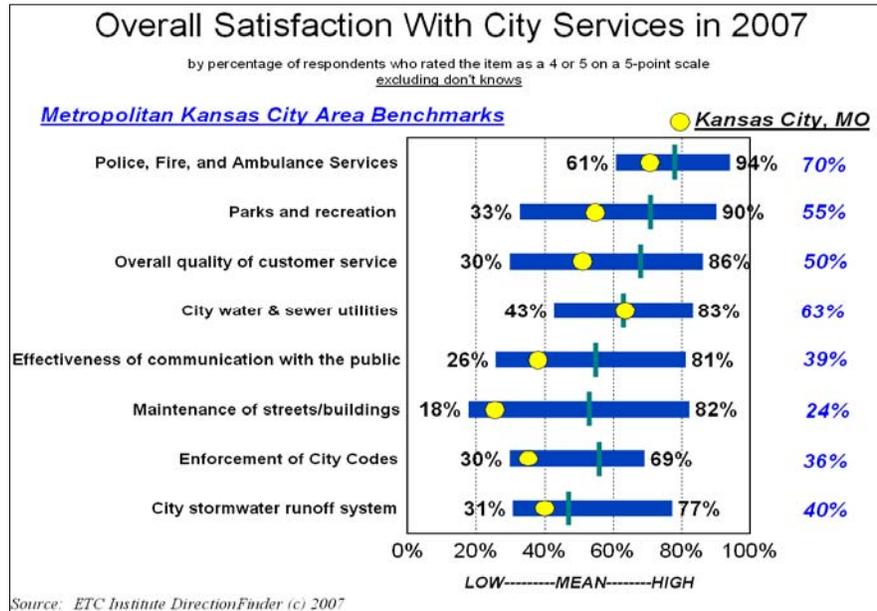
Survey Results

Overall effectiveness of city communication with the public	■■■■■■■■■	36%
Overall quality of city's stormwater runoff/management system	■■■■■■■■■	36%
Overall enforcement of city codes and ordinances	■■■■■■■■■	30%
Overall maintenance of city streets, buildings and facilities	■■■■■■■■■	24%

Which Three Service Categories Should Receive the Most Emphasis from City Leaders Over the Next Two Years?

	2000-2007	
Overall maintenance of city streets, buildings and facilities	■■■■■■■■■	64%
Overall flow of traffic	■■■■■■■■■	27%
Overall quality of police, fire, and ambulance services	■■■■■■■■■	25%
Overall quality of city's stormwater runoff/management system	■■■■■■■■■	25%
Overall enforcement of city codes and ordinances	■■■■■■■■■	22%
Overall effectiveness of city communication with the public	■■■■■■■■■	20%
Overall quality of city parks and recreation programs and facilities	■■■■■■■■■	17%
Overall quality of customer service received from city employees	■■■■■■■■■	14%
Overall quality of city water utilities	■■■■■■■■■	12%
Overall quality of local public health services	■■■■■■■■■	12%
Overall quality of airport facilities	■■■■■■■■■	4%
Overall quality of city convention facilities	■■■■■■■■■	3%

Despite some increases in satisfaction ratings this year, Kansas Citians' overall satisfaction with major categories of city services are still lower than average except for city water and sewer utilities when compared to 25 area communities. Kansas City is near the bottom in enforcement of city codes.



**Survey Results Compared Among Geographic Areas**

Overall satisfaction with major services was mixed among four geographic areas. More north area respondents were satisfied with airport facilities, water utilities, and stormwater runoff efforts. More east area respondents were satisfied with the quality of local public health services.

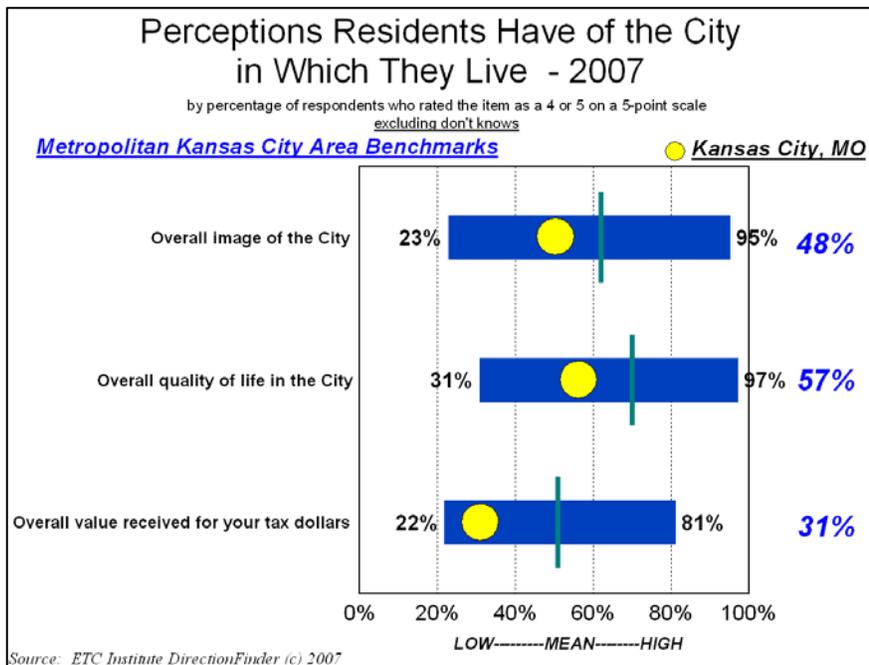
Percent Satisfied or Very Satisfied with Major Service Categories the City Provides:

	N	S	E	W	Citywide
Overall quality of airport facilities	■	■	■	■	■ 65%
Overall quality of police, fire, and ambulance services	■	■	■	■	■ 64%
Overall quality of city water utilities	■	■	■	■	■ 61%
Overall quality of city convention facilities	■	■	■	■	■ 52%
Overall quality of city parks and recreation programs and facilities	■	■	■	■	■ 49%
Overall quality of customer service received from city employees	■	■	■	■	■ 46%
Overall flow of traffic	■	■	■	■	■ 39%
Overall quality of local public health services	■	■	■	■	■ 37%
Overall effectiveness of city communication with the public	■	■	■	■	■ 36%
Overall quality of city's stormwater runoff/management system	■	■	■	■	■ 36%
Overall enforcement of city codes and ordinances	■	■	■	■	■ 30%
Overall maintenance of city streets, buildings and facilities	■	■	■	■	■ 24%

At least half of the respondents were satisfied with the overall quality of life in the city and the overall quality of services provided by the city. Although a little over a third of the respondents were satisfied with the overall feeling of safety in the city, that percentage has been increasing in the last few years. About a third of the respondents were satisfied with the value received for city tax dollars and fees. Compared to other area communities, Kansas City ranked below average in the categories about the perceptions residents have of the city.

Percent Satisfied or Very Satisfied with Items That May Influence Perception of the City:

	2000-2007
Overall quality of life in the city	■ ■ ■ ■ ■ ■ ■ ■ 56%
Overall quality of services provided by the city	■ ■ ■ ■ ■ ■ ■ 50%
Overall image of the city	■ ■ ■ ■ ■ ■ ■ ■ 47%
How well the city is planning growth	■ ■ ■ ■ ■ ■ ■ ■ 40%
Overall feeling of safety in the city	■ ■ ■ ■ ■ ■ ■ 36%
Overall value received for city tax dollars and fees	■ ■ ■ ■ ■ ■ ■ ■ 31%



About 70 percent of the respondents rated Kansas City as a good or excellent place to live. A little over half of them rated Kansas City as a good or excellent place to raise children.

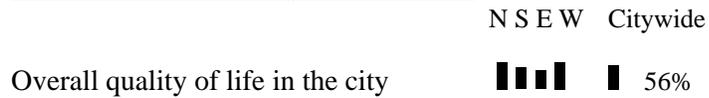
Percent Rating Kansas City Good or Excellent:



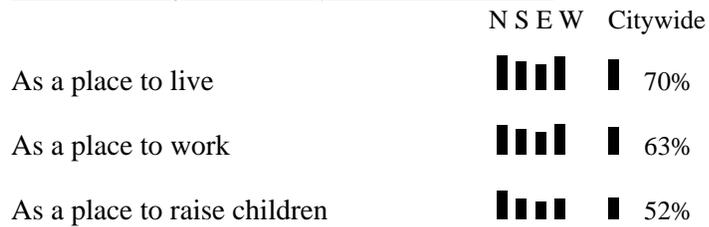
**Survey Results Compared Among Geographic Areas**

More respondents from the north and west areas rated Kansas City as a good or excellent place to live and work. Fewer respondents in the east area were satisfied with overall quality of life. Respondents in the east area also rated Kansas City significantly lower as a place to live, work, and raise children.

Percent Satisfied or Very Satisfied with:



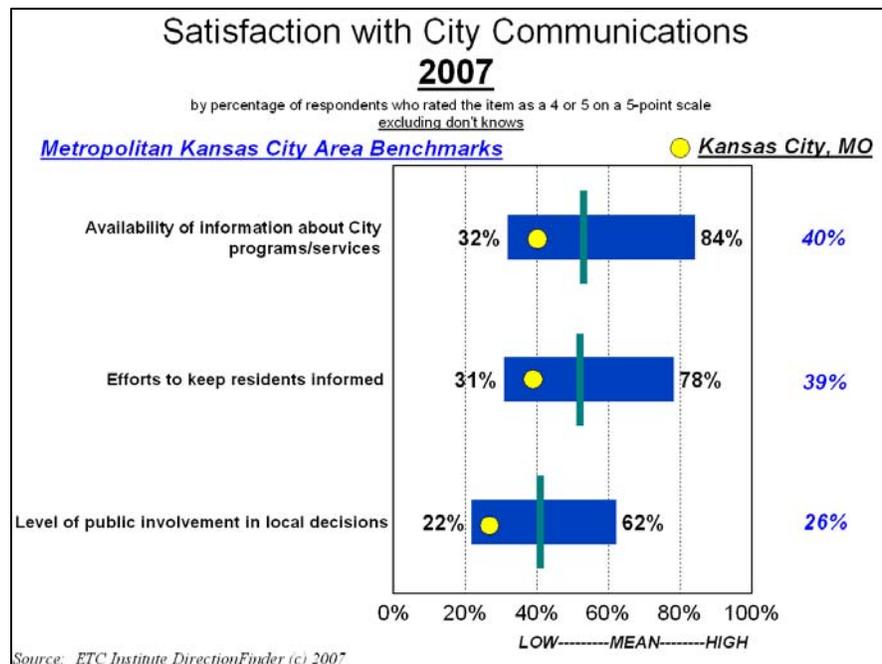
Percent Rating Kansas City Good or Excellent:

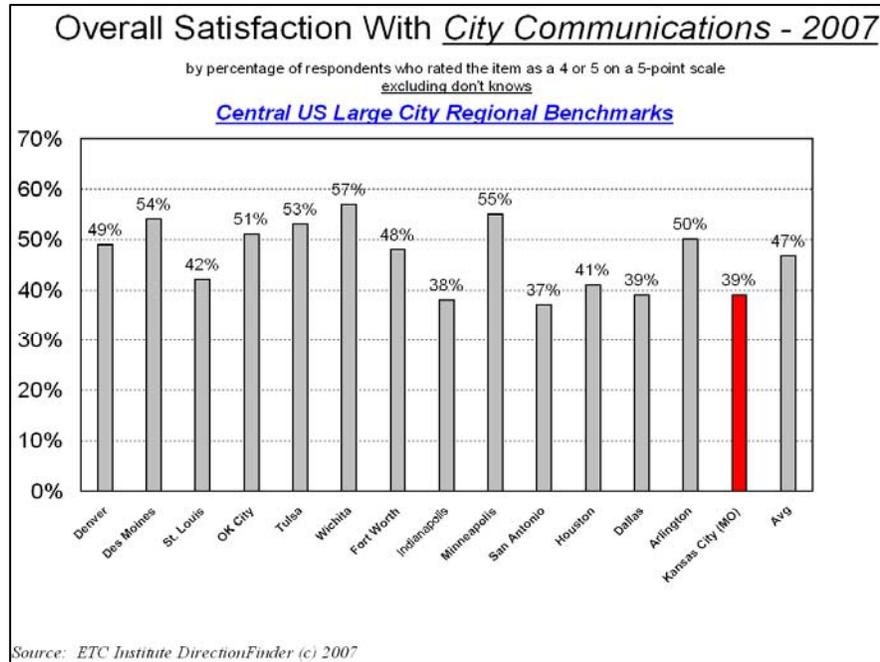


Satisfaction ratings related to city efforts to keep the public informed about local issues and the availability of information about city program and services improved significantly from last year. However, satisfaction with city communications was still low compared to the other area communities and large U.S. cities.

Percent Satisfied or Very Satisfied with Communication and Leadership:  
2000-2007

City efforts to keep you informed about local issues	■ ■ ■ ■ ■ ■ ■ ■	37%
The availability of information about city programs and services	■ ■ ■ ■ ■ ■ ■ ■	36%
Overall quality of leadership provided by elected officials	■ ■ ■ ■ ■ ■ ■ ■	28%
Overall effectiveness of the city manager and appointed staff	■ ■ ■ ■ ■ ■ ■ ■	28%
The level of public involvement in local decision making	■ ■ ■ ■ ■ ■ ■ ■	23%
Overall effectiveness of appointed boards and commissions	■ ■ ■ ■ ■ ■ ■ ■	22%





### Satisfaction Related to Experiences

About 17 percent of the respondents had been to municipal court in the last year. Those who had been to municipal court were less satisfied than the respondents have not been to municipal court in the last year.

About a quarter of the respondents called 3-1-1 in the last year. They were more satisfied with the quality of customer service received from city employees than the respondents who did not call 3-1-1 in the last year.

Over three quarters (78%) of the respondents had visited downtown in the last year. About half of the respondents who visited downtown last year were satisfied with the maintenance and preservation of downtown. They also feel safer downtown during the day and at night than the respondents who did not visit downtown in the last year. Ninety percent of west area respondents visited downtown in the last year. More than half of them were satisfied with downtown's maintenance and preservation.

#### Percent experiencing the following:

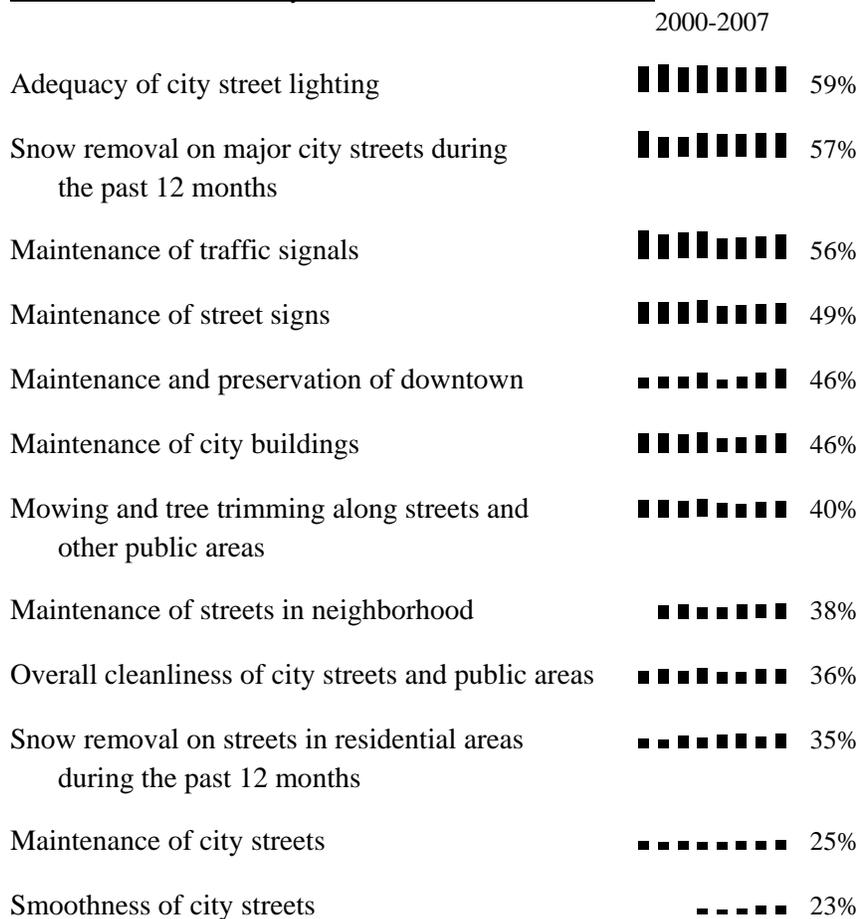
	N	S	E	W	Citywide
Been to municipal court in the last year	■ ■ ■ ■	■			17%
Called 3-1-1 in the last year	■ ■ ■ ■	■			25%
Visited downtown in the last year	■ ■ ■ ■	■			78%

## Streets

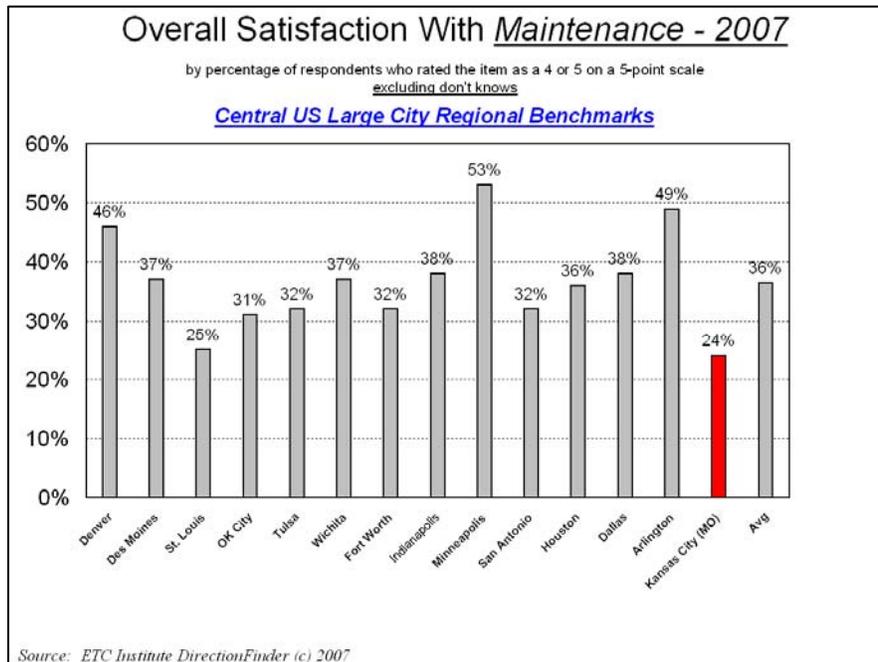
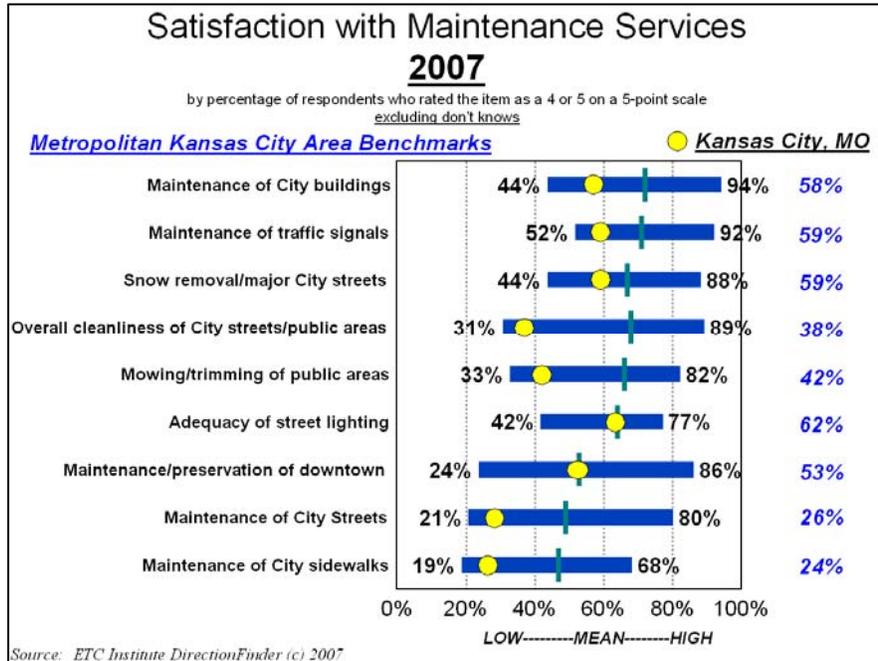
Over half of the respondents were satisfied with the adequacy of city street lighting, snow removal on major city streets and maintenance of the traffic signals. About a fourth of the respondents were satisfied with the smoothness and maintenance of city streets.

Satisfaction with several services increased significantly from last year, including maintenance of neighborhood streets, maintenance of traffic signals, snow removal on residential streets, and mowing and tree trimming along streets and public areas. Satisfaction with maintenance and preservation of downtown and maintenance of city buildings have also increased significantly for the past three years.

### Percent Satisfied or Very Satisfied with Street Services:



Except for adequacy of street lighting and maintenance and preservation of downtown, Kansas City's citizen satisfaction with maintenance services was near the bottom compared to other area communities. Overall satisfaction with maintenance was the lowest among large U.S. cities.



**Survey Results Compared Among Geographic Areas**

More north area respondents were satisfied with maintenance of streets in their neighborhoods but had the fewest respondents satisfied with maintenance and preservation of downtown. Fewer south area respondents were satisfied with the maintenance of streets in their neighborhoods.

Percent Satisfied or Very Satisfied with Services Related to Streets:

	N	S	E	W	Citywide
Adequacy of city street lighting	■	■	■	■	■ 59%
Snow removal on major city streets during the past 12 months	■	■	■	■	■ 57%
Maintenance of traffic signals	■	■	■	■	■ 56%
Maintenance of street signs	■	■	■	■	■ 49%
Maintenance and preservation of downtown	■	■	■	■	■ 46%
Maintenance of city buildings	■	■	■	■	■ 46%
Mowing and tree trimming along streets and other public areas	■	■	■	■	■ 40%
Maintenance of streets in neighborhood	■	■	■	■	■ 38%
Overall cleanliness of city streets and public areas	■	■	■	■	■ 36%
Snow removal on streets in residential areas during the past 12 months	■	■	■	■	■ 35%
Maintenance of major city streets	■	■	■	■	■ 25%

## Public Safety

Satisfaction with overall feeling of safety has increased significantly in the past two years but is still lower than it was in 2003. Over half of the respondents were satisfied with the quality of police protection, quality of fire protection and rescue services, city efforts to enhance fire protection, quality of ambulance service, and how quickly public safety personnel responds to emergencies.

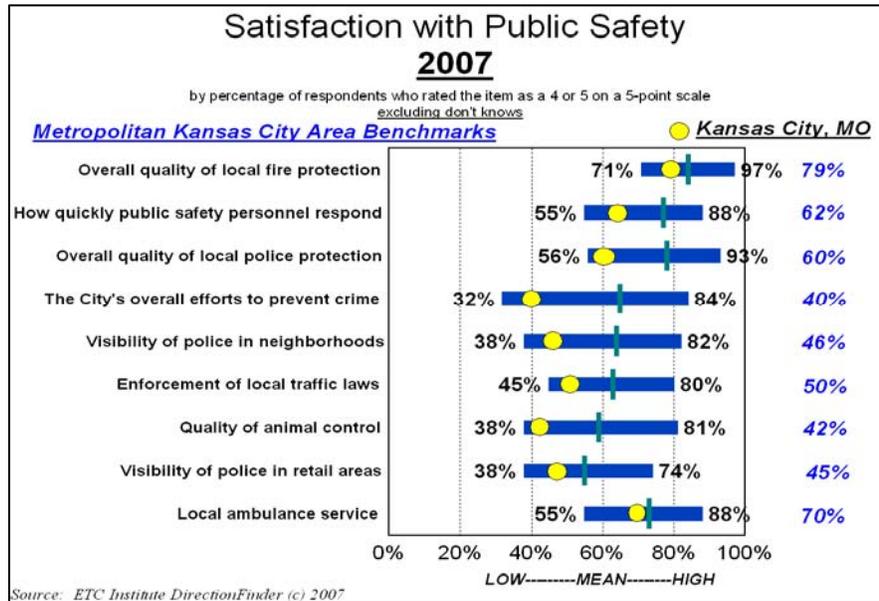
Satisfaction with quality of police protection, visibility of police in neighborhoods and retail areas, enforcement of local traffic laws, and city efforts to enhance fire protection increased significantly from last year. Satisfaction with city efforts to prevent crime has increased significantly for the past two years. However, satisfaction with the quality of fire protection and rescue services and ambulance service decreased significantly from the previous year.

### Percent Satisfied or Very Satisfied with Public Safety Services:

2000-2007

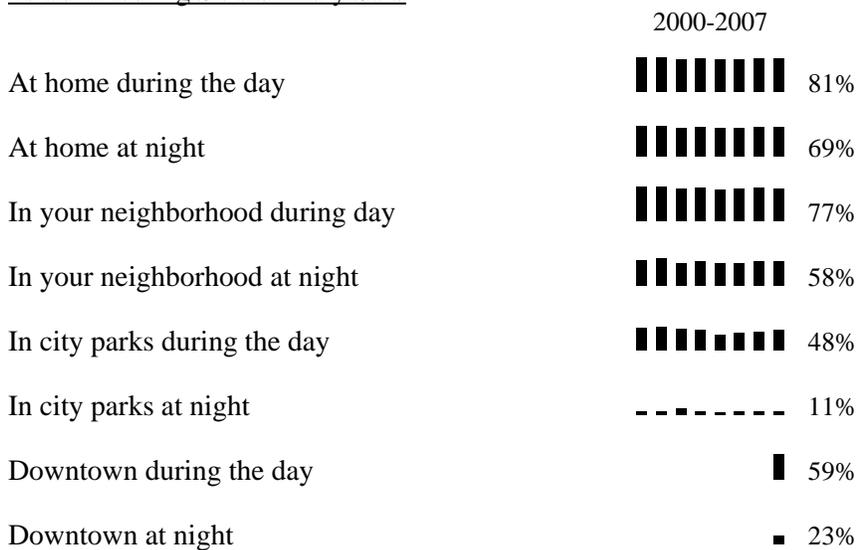
Overall feeling of safety in the city	■■■■■■■	36%
Quality of police protection	■■■■■■■■■	58%
Enforcement of local traffic laws	■■■■■■■■■	47%
Visibility of police in neighborhoods	■■■■■■■■■	45%
Visibility of police in retail areas	■■■■■■■■■	42%
City's overall efforts to prevent crime	■■■■■■■■■	38%
Overall quality of fire protection and rescue services	■■■■■■■■■	68%
City efforts to enhance fire protection	■■■■■■■■■	57%
Quality of ambulance service	■■■■■■■■■	54%
How quickly public safety personnel responds to emergencies	■■■■■■■■■	51%
Quality of animal control	■■■■■■■■■	34%
The city's municipal court	■■■■■■■■■	25%

Satisfaction with public safety ranked very low compared to other area communities. Kansas City is about average on overall satisfaction with public safety when compared to large U.S. cities.



The only significant change in how safe respondents feel was an increase in the percent of respondents who feel safe in city parks at night. This was the first time since 1998 that we asked how safe respondents feel downtown during the day and a night.

Percent Feeling Safe or Very Safe:



**Survey Results Compared Among Geographic Areas**

Respondents in the east area were more satisfied with fire and ambulance services. They, however, feel less safe at home, in their neighborhood, and in city parks during the day and night.

Percent Satisfied or Very Satisfied with Public Safety Services:

	N	S	E	W	Citywide
Quality of police protection	█	█	█	█	█ 58%
Overall quality of police services	█	█	█	█	█ 54%
Enforcement of local traffic laws	█	█	█	█	█ 47%
Visibility of police in neighborhoods	█	█	█	█	█ 45%
Visibility of police in retail areas	█	█	█	█	█ 42%
City's overall efforts to prevent crime	█	█	█	█	█ 38%
Overall quality of fire protection and rescue services	█	█	█	█	█ 68%
City efforts to enhance fire protection	█	█	█	█	█ 57%
Quality of ambulance service	█	█	█	█	█ 54%
How quickly public safety personnel responds to emergencies	█	█	█	█	█ 51%
Quality of animal control	█	█	█	█	█ 34%
The city's municipal court	█	█	█	█	█ 25%
Overall feeling of safety in city	█	█	█	█	█ 36%

Percent Feeling Safe or Very Safe:

	N	S	E	W	Citywide
At home during the day	█	█	█	█	█ 81%
At home at night	█	█	█	█	█ 69%
In your neighborhood during day	█	█	█	█	█ 77%
In your neighborhood at night	█	█	█	█	█ 58%
In city parks during the day	█	█	█	█	█ 48%
In city parks at night	█	█	█	█	█ 11%
Downtown during the day	█	█	█	█	█ 59%
Downtown at night	█	█	█	█	█ 23%

**Satisfaction Related to Experiences**

Over a third of the survey respondents called the police in the last year. They were less satisfied with the quality of local police protection and felt less safe at home and in their neighborhood than those who had not called the police. About 15 percent of the respondents or their family members were victims of a crime in the city in the past year. They were less satisfied with the quality of local police protection and felt much less safe at home and in their neighborhoods than those who were not victims of a crime.

Only six percent of the survey respondents used fire services in the last year. They were more satisfied with the quality of local fire protection and how quickly public safety personnel responded to emergencies.

About 14 percent of the respondents used ambulance service in the last year. They were more satisfied with the quality of local ambulance services. They are also more satisfied with the overall quality of police, fire, and ambulance services.

More east area respondents reported that they or a member of their household were a victim of crime in the last year and that they called the police. North area respondents reported the lowest percentages for both questions.

Percent of respondents experiencing the following:

	N	S	E	W	Citywide
Respondent or anyone in household the victim of crime in the city during the last year	-	-	-	-	- 15%
Called the police in the last year	■	■	■	■	■ 35%
Used fire services in the last year	-	-	-	-	- 6%
Used the ambulance service in the last year	-	-	-	-	- 14%

## Parks and Recreation

About half of the survey respondents were satisfied or very satisfied with maintenance of boulevards and parkways and the location of parks. Many survey respondents did not rate the quality of some recreation programs, responding “don’t know” to the survey. About a third of the respondents report seldom or never visiting parks.

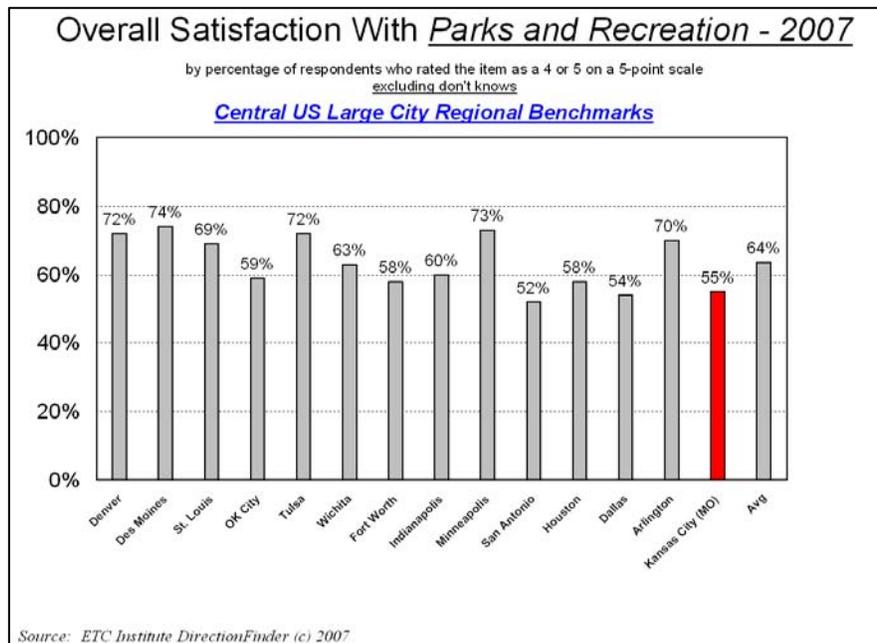
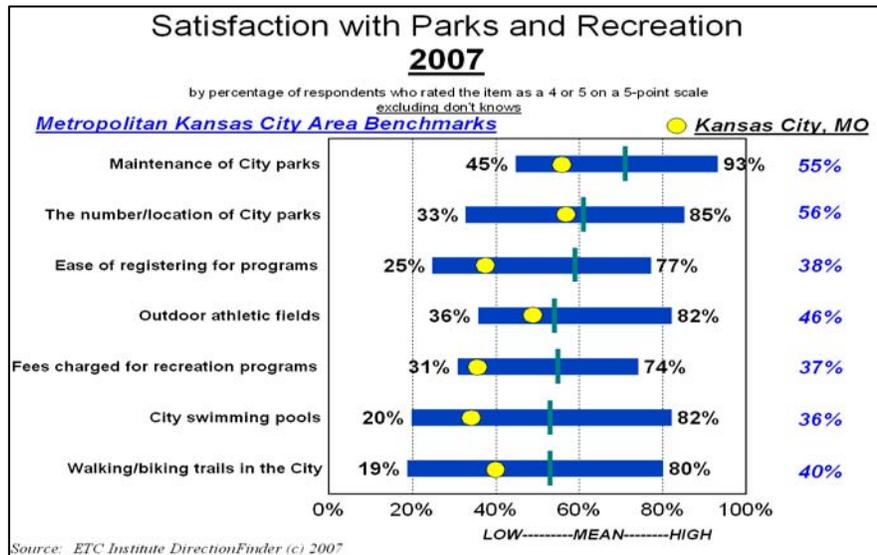
### Percent Satisfied or Very Satisfied with Services Related to Parks and Recreation Programs:

	2000-2007
Maintenance of boulevards and parkways	■ ■ ■ ■ ■ 50%
The location of parks	■ ■ ■ ■ ■ 50%
Maintenance of city parks	■ ■ ■ ■ ■ ■ ■ ■ 48%
Walking and biking trails in city	■ ■ ■ ■ ■ ■ ■ ■ 32%
Maintenance of city community centers	■ ■ ■ ■ ■ 28%
Outdoor athletic fields	■ ■ ■ ■ ■ ■ ■ ■ 28%
City golf courses	■ ■ ■ ■ ■ ■ ■ ■ 24%
City swimming pools and programs	- - - - - ■ ■ ■ ■ ■ 20%
The city's youth athletic programs	■ ■ ■ ■ ■ ■ ■ ■ 20%
Other city recreation programs	■ ■ ■ ■ ■ ■ ■ ■ 19%
Ease of registering for programs	■ ■ ■ ■ ■ ■ ■ ■ 18%
Reasonableness of fees charged for recreation programs	■ ■ ■ ■ ■ ■ ■ ■ 18%
The city's adult athletic programs	■ ■ ■ ■ ■ ■ ■ ■ 16%

### Percent of Respondents Who Visited Parks:

	2000-2007
At least once a week	- - - - - ■ ■ ■ ■ ■ 12%
A few times a month	■ ■ ■ ■ ■ ■ ■ ■ 19%
Monthly	- - - - - ■ ■ ■ ■ ■ 13%
Less than once a month	■ ■ ■ ■ ■ ■ ■ ■ 23%
Seldom or Never	■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ 33%

Satisfaction with parks and recreation ranked below average compared to other area communities and near the bottom among large U.S. cities.



### Survey Results Compared Among Geographic Areas

West area respondents visited parks more frequently than respondents from other areas of the city. More respondents in the west area were satisfied with the maintenance of parks, boulevards and parkways, and park locations. East area respondents visited parks less frequently, but were more satisfied with the city’s athletic and other recreation programs. North area respondents were less satisfied with the location of parks and walking and biking trails. South area respondents were more satisfied with walking and biking trails, but less satisfied with fees charged for recreation programs.

#### Percent Satisfied or Very Satisfied with Services Related to Parks and Recreation Programs:

	N	S	E	W	Citywide
Maintenance of boulevards and parkways	■	■	■	■	■ 50%
The location of parks	■	■	■	■	■ 50%
Maintenance of city parks	■	■	■	■	■ 48%
Walking and biking trails in city	■	■	■	■	■ 32%
Maintenance of city community center	■	■	■	■	■ 28%
Outdoor athletic fields	■	■	■	■	■ 28%
City golf courses	■	■	■	■	■ 24%
City swimming pools and programs	■	■	■	■	■ 20%
The city's youth athletic programs	■	■	■	■	■ 20%
Other city recreation programs	■	■	■	■	■ 19%
Ease of registering for programs	■	■	■	■	■ 18%
Reasonableness of fees charged for recreation programs	■	■	■	■	■ 18%
The city's adult athletic programs	■	■	■	■	■ 16%

**Satisfaction Related to Experiences**

About 67 percent of the survey respondents visited city parks in the last year. Overall, they are more satisfied with the maintenance of the city parks, location of city parks and walking and biking trails in the city than those who did not visit a park in the last year. About a third of the respondents seldom or never visited city parks.

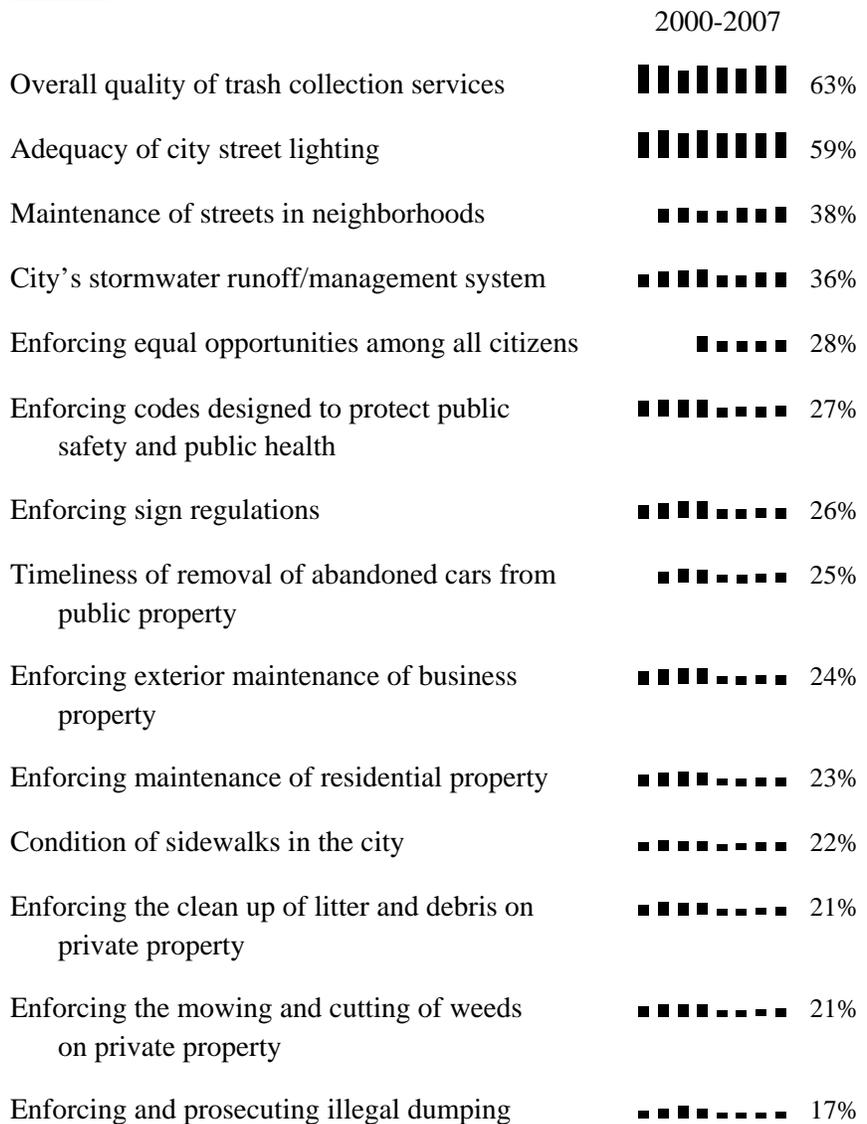
Percent of Respondents Who Visited Parks:

	N	S	E	W	Citywide
At least once a week	-	-	-	-	■ 12%
A few times a month	-	-	-	-	■ 19%
Monthly	-	-	-	-	■ 13%
Less than once a month	■	■	■	■	■ 23%
Seldom or Never	■	■	■	■	■ 33%

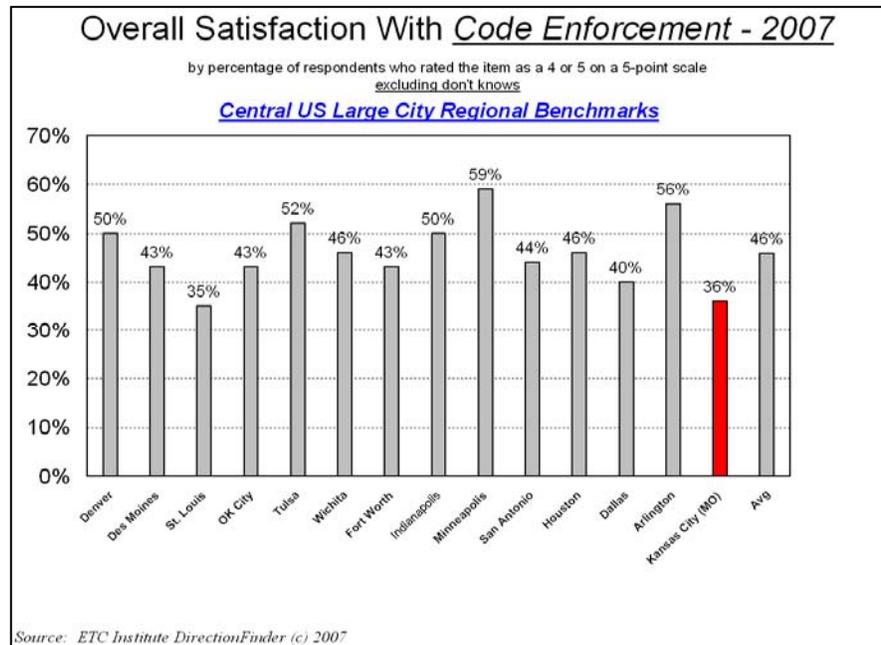
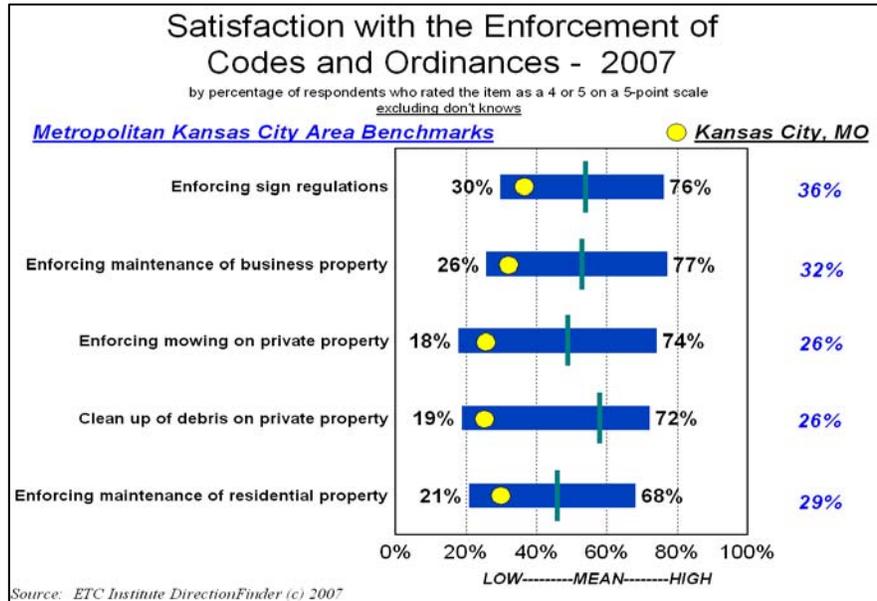
## Neighborhood Livability

Over half of the respondents were satisfied with the quality of trash collection services and the adequacy city street lighting. Satisfaction with services related to code enforcement is still low.

### Percent Satisfied or Very Satisfied with Major Neighborhood Related Services:



Compared to other area communities and large U.S. cities, Kansas City is near the bottom on satisfaction with the enforcement of codes and ordinances.



**Survey Results Compared Among Geographic Areas**

There was little difference in satisfaction for neighborhood services between areas, except for trash collection services. More north area respondents were satisfied. The lowest percentage was reported by respondents in the east area.

Percent Satisfied or Very Satisfied with Major Neighborhood Related Services:

	N	S	E	W	Citywide
Overall quality of trash collection services	■	■	■	■	■ 63%
Adequacy of city street lighting	■	■	■	■	■ 59%
Maintenance of streets in neighborhoods	■	■	■	■	■ 38%
City's stormwater runoff/management system	■	■	■	■	■ 36%
Enforcing equal opportunities among all citizens	■	■	■	■	■ 28%
Enforcing codes designed to protect public safety and public health	■	■	■	■	■ 27%
Enforcing sign regulations	■	■	■	■	■ 26%
Timeliness of removal of abandoned cars from public property	■	■	■	■	■ 25%
Enforcing exterior maintenance of business property	■	■	■	■	■ 24%
Enforcing maintenance of residential property	■	■	■	■	■ 23%
Condition of sidewalks in the city	■	■	■	■	■ 22%
Enforcing the clean up of litter and debris on private property	■	■	■	■	■ 21%
Enforcing the mowing and cutting of weeds on private property	■	■	■	■	■ 21%
Enforcing and prosecuting illegal dumping	■	■	■	■	■ 17%

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## **Appendix A**

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### **Methodology**



### Methodology

We contracted with ETC Institute to conduct a survey to measure citizen satisfaction with city services and identify which services citizens think should receive the most emphasis over the next two years; and to provide survey data from 39 other jurisdiction. ETC Institute is a market research firm based in Olathe. In 2000, the city joined approximately 20 other communities in the metropolitan area as a charter member of DirectionFinder, a regional citizen survey initiative developed by the ETC Institute. DirectionFinder enables the city to compare its survey results to those of other communities in the region and the United States.

Beginning on November 5, 2007, a copy of the survey instrument, a cover letter from the Mayor and City Auditor’s Office, and a postage-paid return reply were mailed to a random sample of 8,000 households. Between November 12, 2007 and December 10, 2007, telephone surveys were administered to households that did not respond to the survey by mail.

The goal is to administer approximately half of the surveys by phone and half by mail to minimize any bias that may have been introduced based on the method. This year, 53 percent of surveys were conducted by phone and 47 percent by mail. Of the 8,000 households that received the survey, 1,904 completed the survey by mail and 2,187 completed the survey by phone. The total number of households that completed the survey by mail or phone was 4,091. Chi square analysis indicates that the respondents who answered the survey by phone were significantly more satisfied with city services than those who answered the survey by mail.

The survey has an overall response rate of 51 percent. The survey results citywide have a 95 percent confidence level and a margin of error up to +/- 1.5 percent. This means that out of 100 samples drawn in the same manner, we would expect 95 to yield results within the specified error range.

Compared to the 2000 Census for the city as a whole, the survey fairly represents respondents in gender. We can not determine whether the survey fairly represents respondents in race because the race category in the survey is not compatible with the Census.

#### Comparison of Respondent Gender to 2000 Census

Source	Male	Female
Census	48.3%	51.7%
2007 Survey	47.9%	52.1%

We report 2007 survey results compared to results from the previous years. The 2006 survey had overall a 95 percent confidence level and margin of error up to +/- 1.5 percent. The other prior years' surveys had margins of error up to +/- 2.8 percent with 95 percent confidence levels. Small differences between responses on the surveys could be due to sampling error.

### Benchmarking Data

Along with the survey results, ETC Institute provided comparative benchmarking information that it obtained by conducting similar citizen surveys for other cities in the region and nationwide. We compared the results of the 2007 citizen survey to survey results of 25 area communities and 13 large regional U.S. cities. The benchmarking information compares the percentage of survey respondents in Kansas City with those of other cities who rated a service satisfactory or very satisfactory. The percentage was calculated based on the total number of respondents of the question excluding those who responded "don't know."

#### Kansas City area communities and survey methodology:

Blue Springs, MO	mail & phone	Merriam, KS	phone only
Bonner Springs, MO	mail & phone	Mission, KS	mail & phone
Butler, MO	mail & phone	Olathe, KS	mail & phone
Excelsior Springs, MO	mail & phone	Overland Park, KS	mail & phone
Gardner, KS	mail & phone	Platte City, MO	phone only
Gladstone, MO	mail & phone	Platte County, MO	mail & phone
Grandview, MO	phone only	Raymore, MO	phone only
Independence, MO	mail & phone	Raytown, MO	mail & phone
Johnson County, KS	mail & phone	Riverside, MO	mail & phone
Kansas City, MO	mail & phone	Shawnee, KS	phone only
Leawood, KS	phone only	Spring Hill, MO	phone only
Lee's Summit, MO	mail & phone	Unified Government of	
Lenexa, KS	mail & phone	Kansas City, KS &	phone only
Liberty, MO	mail & phone	Wyandotte County	

#### Large regional U.S. cities and survey methodology:

Arlington, TX	mail & phone	Kansas City, MO	mail & phone
Dallas, TX	phone only	Minneapolis, MN	phone only
Denver, CO	phone only	Oklahoma City, OK	mail & phone
Des Moines, IA	mail & phone	San Antonio, TX	mail & phone
Fort Worth, TX	mail & phone	St. Louis, MO	mail & phone
Houston, TX	mail & phone	Tulsa, OK	mail & phone
Indianapolis, IN	phone only	Wichita, KS	phone only

### Compared Survey Results by Geographic Area

We divided the city into four areas: north, south, east, and west, based on the following criteria:

- Geographically different
- Approximately similar number of residents
- Approximately same number of survey respondents

**North:** The north area includes all zip codes located in the Kansas City area north of the Missouri River. It contains about 27 percent of the city’s population and 29 percent of the survey respondents.

**South:** The south area contains 11 zip codes, and is located in the area from Gregory/63<sup>rd</sup> Street (excluding Raytown), to the city’s south border. It has 27 percent of the city’s total population and 26 percent of the survey respondents.

**East:** the east area contains 11 zip codes and is located in the area from the Missouri River on the north to Gregory/63<sup>rd</sup> on the south (excluding Raytown); from Woodland/Prospect on the west to the city’s east border. It contains 28 percent of the city’s total population and 25 percent of the survey respondents.

**West:** The west area contains 10 zip codes and is bordered by the Missouri river on the north, Gregory and 63<sup>rd</sup> on the south, State Line on the west, and Woodland/Prospect on the east. It includes 19 percent of the city’s total population and 20 percent of the survey respondents.

Geographical Areas by Zip Code

Area	Zip Codes	Population	Survey Respondents	Margin of Error *
North	64116, 64117, 64118, 64119, 64151, 64152, 64153, 64154, 64155, 64156, 64157, 64158, 64160, 64161, 64163, 64164, 64165, 64166, 64167	118,497 (26.9%)	1,172 (29.0%)	+/- 2.85%
South	64114, 64131, 64132, 64134, 64137, 64138, 64139, 64145, 64146, 64147, 64149	117,868 (26.7%)	1,063 (26.3%)	+/- 2.99%
East	64120, 64123, 64124, 64125, 64126, 64127, 64128, 64129, 64130, 64133, 64136	121,607 (27.6%)	1,017 (25.1%)	+/- 3.06%
West	64101, 64102, 64105, 64106, 64108, 64109, 64110, 64111, 64112, 64113	83,235 (18.9%)	794 (19.6%)	+/- 3.46%
City-wide		441,207	4,091 <sup>1</sup>	+/- 1.53%

\* 95% confidence, p=50%

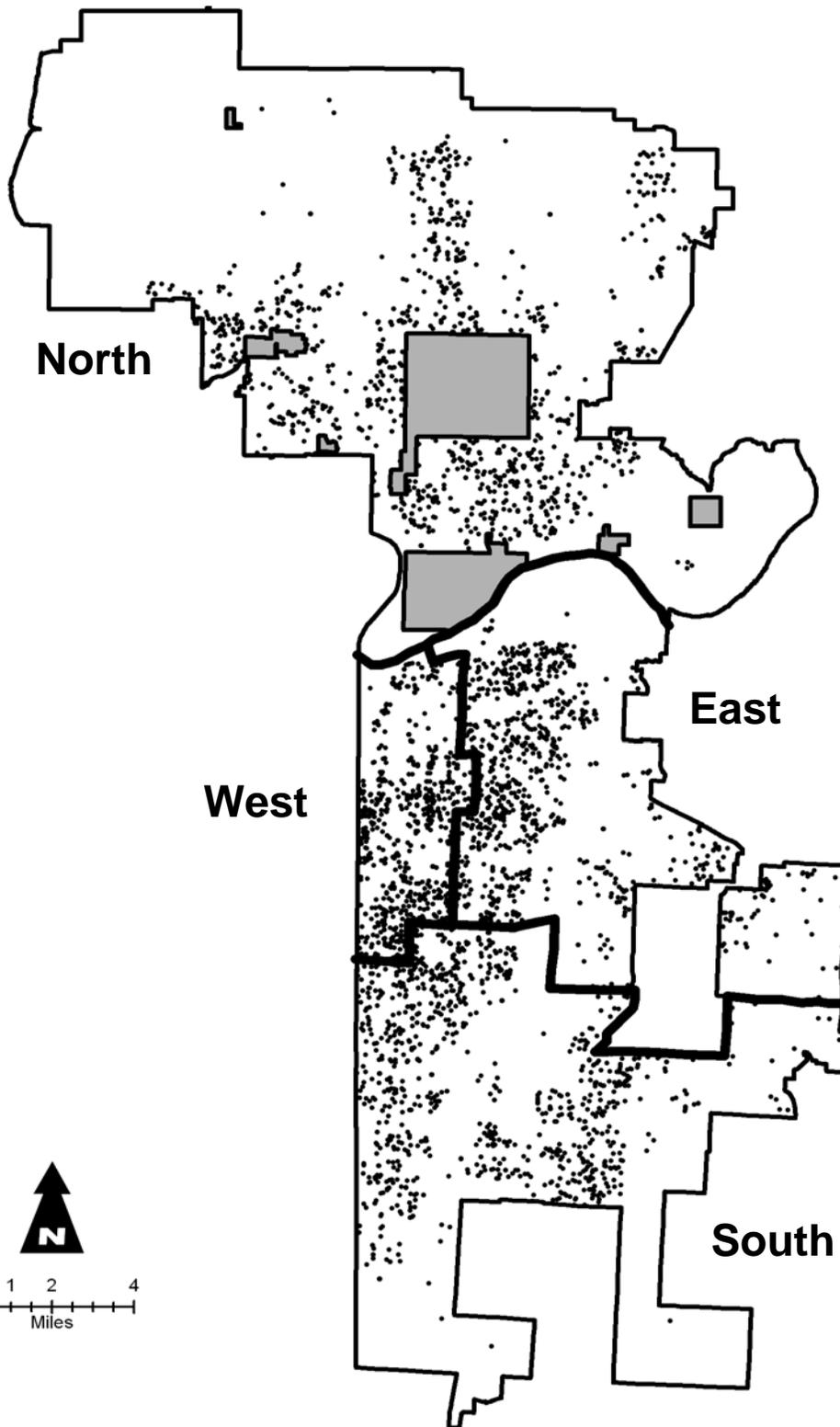
Source: City Planning Department; ETC Institute 2007 DirectionFinder Survey.

<sup>1</sup> Surveys were received from 4,091 households, however, 45 did not include the information necessary to graph their location.

Although less than half of the surveys were conducted by mail citywide, most of the surveys (57%) responded to by west area residents were mail surveys while most of the surveys (58%) responded to by north and east area residents were conducted by phone.

	Mail	Phone
Citywide	47	53
North Area	42	58
South Area	46	54
East Area	42	58
West Area	57	43

General Concentration of Responses to 2007 Citizen Survey



Sources: Citywide Planning Division, City Planning & Development Department and 2007 Citizen Survey Responses



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## **Appendix B**

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### **Citizen Survey Results (2000-2007)**



**Kansas City Citizen Survey Results by Percentage (2000-2007)**

\*A shaded figure indicates significant difference from the previous year.

	2000 N=1205	2001 N=1201	2002 N=1200	2003 N=1210	2004 N=3838	2005 N=4395	2006 N=4105	2007 N= 4091
<b>Q1a Overall quality of police, fire, and ambulance services</b>								
Satisfied/Very Satisfied	67	69	68	65	64	63	65	64
Neutral	19	19	20	21	20	21	19	19
Dissatisfied/Very Dissatisfied	8	8	9	8	9	10	8	8
Don't Know	6	3	4	6	7	6	8	8
<b>Q1b Overall quality of city parks and recreation programs and facilities</b>								
Satisfied/Very Satisfied	54	54	50	48	47	47	51	49
Neutral	24	25	27	26	29	28	26	26
Dissatisfied/Very Dissatisfied	13	13	17	14	16	16	12	13
Don't Know	9	8	6	12	8	9	11	12
<b>Q1c Overall maintenance of city streets, buildings and facilities</b>								
Satisfied/Very Satisfied	24	22	23	20	14	15	21	24
Neutral	32	29	27	28	20	23	29	29
Dissatisfied/Very Dissatisfied	44	48	50	51	64	61	48	46
Don't Know	0	1	1	1	2	1	1	1
<b>Q1d Overall quality of city water utilities</b>								
Satisfied/Very Satisfied	57	65	62	64	55	53	58	61
Neutral	23	20	21	21	26	24	22	21
Dissatisfied/Very Dissatisfied	18	13	15	13	16	19	16	14
Don't Know	2	2	2	2	4	3	3	3
<b>Q1e Overall enforcement of city codes/ordinances</b>								
Satisfied/Very Satisfied	34	41	42	42	26	28	30	30
Neutral	31	29	30	25	35	32	31	30
Dissatisfied/Very Dissatisfied	23	19	21	20	28	29	25	24
Don't Know	12	11	7	12	11	10	14	15
<b>Q1f Overall quality of customer service received from city employees</b>								
Satisfied/Very Satisfied	51	50	47	52	36	36	42	46
Neutral	22	26	25	24	34	32	30	27
Dissatisfied/Very Dissatisfied	19	17	23	17	24	24	19	18
Don't Know	8	7	5	7	6	8	9	9
<b>Q1g Overall effectiveness of city communication with the public</b>								
Satisfied/Very Satisfied	36	42	37	41	28	29	34	36
Neutral	34	32	33	33	37	36	35	34
Dissatisfied/Very Dissatisfied	25	22	27	22	28	30	23	24
Don't Know	5	3	4	5	6	5	7	6

	2000	2001	2002	2003	2004	2005	2006	2007
<b>Q1h Overall quality of city's stormwater runoff/management system</b>								
Satisfied/Very Satisfied	31	37	40	41	29	30	35	36
Neutral	27	29	29	26	30	29	29	27
Dissatisfied/Very Dissatisfied	33	25	26	23	34	34	27	27
Don't Know	9	9	6	10	7	6	9	10
<b>Q1i Overall quality of local public health services</b>								
Satisfied/Very Satisfied	44	51	47	51	32	33	36	37
Neutral	25	24	27	20	36	34	30	28
Dissatisfied/Very Dissatisfied	9	9	16	13	12	13	12	12
Don't Know	22	15	10	16	20	21	22	23
<b>Q1j Overall flow of traffic</b>								
Satisfied/Very Satisfied		39	34	43	36	33	39	39
Neutral		31	31	31	31	30	33	32
Dissatisfied/Very Dissatisfied		28	33	24	30	34	26	26
Don't Know		2	1	2	3	3	3	3
<b>Q1k Overall quality of airport facilities</b>								
Satisfied/Very Satisfied				60	63	64	65	65
Neutral				17	21	19	17	17
Dissatisfied/Very Dissatisfied				6	7	7	6	6
Don't Know				17	8	10	13	13
<b>Q1l Overall quality of city convention facilities</b>								
Satisfied/Very Satisfied				52	41	42	46	52
Neutral				21	33	29	24	19
Dissatisfied/Very Dissatisfied				7	9	8	5	6
Don't Know				20	17	21	25	23
<b>Q2 Item that should receive the most emphasis from city leaders over the next two years</b>								
Police, fire and ambulance	12	13	11	10	15	15	15	13
Parks and recreation	8	6	9	6	3	4	4	5
Maintenance	34	44	36	48	50	44	40	38
Water	7	3	4	5	2	3	4	4
Codes and ordinances	7	4	5	5	4	6	6	6
Customer service	4	2	6	3	3	3	3	3
Communication	6	3	5	3	2	2	3	3
Stormwater	11	6	6	5	5	7	6	7
Public health	6	3	4	2	2	3	3	3
Traffic flow		13	8	6	5	7	7	7
Airport				1	0	1	1	1
Convention facilities				1	1	1	1	1
Don't know	5	3	5	5	7	6	8	9

	2000	2001	2002	2003	2004	2005	2006	2007
<b>Q2 Item that should receive the second most emphasis from city leaders over the next two years</b>								
Police, fire and ambulance	7	8	6	7	9	7	6	6
Parks and recreation	9	6	8	7	7	5	6	6
Maintenance	23	20	15	18	19	21	19	17
Water	10	7	7	7	5	6	6	5
Codes and ordinances	9	10	11	10	9	9	11	9
Customer service	6	6	10	6	7	6	6	6
Communication	10	8	10	7	6	7	7	8
Stormwater	13	11	10	9	11	11	10	9
Public health	5	4	6	4	4	4	4	4
Traffic flow		11	10	11	12	12	10	10
Airport				1	1	1	1	2
Convention facilities				2	2	1	1	1

<b>Q2 Item that should receive the third most emphasis from city leaders over the next two years</b>								
Police, fire and ambulance	8	6	5	5	7	7	4	6
Parks and recreation	8	5	6	6	7	7	6	5
Maintenance	10	11	11	7	8	9	9	8
Water	8	5	5	4	5	6	4	4
Codes and ordinances	9	6	8	8	8	8	8	7
Customer service	8	6	8	5	8	7	6	5
Communication	13	10	13	12	10	10	10	9
Stormwater	16	11	10	10	9	10	9	8
Public health	7	5	7	6	6	5	5	5
Traffic flow		16	17	11	13	12	11	10
Airport				2	2	2	2	2
Convention facilities				4	4	3	1	2

<b>Q3a Overall quality of services provided by the city</b>								
Satisfied/Very Satisfied		55	52	52	41	40	48	50
Neutral		33	34	33	36	37	35	34
Dissatisfied/Very Dissatisfied		11	13	13	19	20	14	13
Don't Know		1	1	2	3	3	3	3

<b>Q3b Overall value that you receive for city tax dollars and fees</b>								
Satisfied/Very Satisfied	35	36	35	35	22	24	29	31
Neutral	34	34	34	33	29	30	33	32
Dissatisfied/Very Dissatisfied	29	27	30	28	45	43	35	35
Don't Know	2	2	2	4	3	2	3	3

<b>Q3c Overall image of the city</b>								
Satisfied/Very Satisfied	55	54	48	52	36	36	47	47
Neutral	28	27	30	27	33	32	32	32
Dissatisfied/Very Dissatisfied	17	18	21	19	28	29	19	19
Don't Know	0	1	2	1	3	3	2	2

	2000	2001	2002	2003	2004	2005	2006	2007
<b>Q3d How well city is planning growth</b>								
Satisfied/Very Satisfied	38	39	36	37	26	30	37	40
Neutral	30	31	30	28	32	31	29	28
Dissatisfied/Very Dissatisfied	25	23	27	26	35	31	23	23
Don't Know	7	7	7	9	7	8	10	9

<b>Q3e Overall quality of life in city</b>								
Satisfied/Very Satisfied	60	61	53	57	52	50	55	56
Neutral	28	26	30	29	29	31	28	28
Dissatisfied/Very Dissatisfied	11	11	16	12	17	18	15	14
Don't Know	1	2	2	2	3	2	2	2

<b>Q3f Overall feeling of safety in city</b>								
Satisfied/Very Satisfied		46	41	44	32	30	33	36
Neutral		31	34	32	29	27	30	31
Dissatisfied/Very Dissatisfied		21	25	24	37	42	36	32
Don't Know		1	1	0	2	1	1	1

<b>Q4 Willing to attend a focus group or public meeting to discuss city issues</b>								
Yes								47
No								48
No answer								5

<b>Q5a Quality of police protection</b>								
Satisfied/Very Satisfied	61	59	56	55	54	52	54	58
Neutral	21	24	24	24	26	25	22	21
Dissatisfied/Very Dissatisfied	16	15	19	18	16	19	19	17
Don't Know	2	2	2	2	5	4	5	4

<b>Q5b Visibility of police in neighborhoods</b>								
Satisfied/Very Satisfied	49	49	48	51	38	38	39	45
Neutral	24	25	27	27	28	27	27	26
Dissatisfied/Very Dissatisfied	26	24	24	22	32	33	31	27
Don't Know	1	1	1	1	2	2	3	2

<b>Q5c Visibility of police in retail areas</b>								
Satisfied/Very Satisfied	46	47	45	47	37	37	38	42
Neutral	31	33	31	29	35	35	32	31
Dissatisfied/Very Dissatisfied	18	16	21	19	23	23	23	20
Don't Know	5	4	3	5	5	5	7	6

<b>Q5d City efforts to prevent crime</b>								
Satisfied/Very Satisfied	48	47	44	46	34	30	33	38
Neutral	32	32	31	30	34	30	30	31
Dissatisfied/Very Dissatisfied	17	17	22	19	26	35	30	25
Don't Know	3	4	3	5	6	5	8	6

	2000	2001	2002	2003	2004	2005	2006	2007
<b>Q5e Enforcement of local traffic laws</b>								
Satisfied/Very Satisfied	49	51	50	52	42	45	44	47
Neutral	28	28	29	28	29	28	28	28
Dissatisfied/Very Dissatisfied	20	18	18	15	22	22	21	20
Don't Know	3	3	2	4	6	6	7	6
<b>Q5f Overall quality of police services</b>								
Satisfied/Very Satisfied								54
Neutral								27
Dissatisfied/Very Dissatisfied								13
Don't Know								6
<b>Q5g City efforts to enhance fire protection</b>								
Satisfied/Very Satisfied		57	54	57	42	43	46	57
Neutral		23	25	21	32	30	26	21
Dissatisfied/Very Dissatisfied		6	13	5	6	7	6	4
Don't Know		14	7	16	19	20	22	18
<b>Q5h Overall quality of fire protection/rescue services</b>								
Satisfied/Very Satisfied	78	79	69	79	70	71	72	68
Neutral	12	13	17	12	18	16	14	16
Dissatisfied/Very Dissatisfied	3	2	9	3	2	3	3	2
Don't Know	7	6	5	6	10	10	11	14
<b>Q5i Quality of ambulance service</b>								
Satisfied/Very Satisfied	60	65	61	66	52	54	58	54
Neutral	18	15	19	15	25	22	18	19
Dissatisfied/Very Dissatisfied	5	6	12	5	5	5	4	5
Don't Know	17	14	8	14	17	19	20	23
<b>Q5j How quickly public safety personnel respond to emergencies</b>								
Satisfied/Very Satisfied	54	57	53	59	47	47	51	51
Neutral	21	20	22	19	25	25	19	20
Dissatisfied/Very Dissatisfied	10	10	17	10	12	12	11	10
Don't Know	15	12	8	13	16	16	18	19
<b>Q5k Quality of animal control</b>								
Satisfied/Very Satisfied	43	42	41	43	32	33	32	34
Neutral	26	27	28	26	31	30	27	25
Dissatisfied/Very Dissatisfied	22	21	24	21	24	23	24	22
Don't Know	9	10	7	10	13	14	16	18
<b>Q5l The city's municipal court</b>								
Satisfied/Very Satisfied		36	39	36	23	23	23	25
Neutral		27	27	25	35	31	28	26
Dissatisfied/Very Dissatisfied		10	16	13	15	14	16	12
Don't Know		27	19	26	28	32	33	37

	2000	2001	2002	2003	2004	2005	2006	2007
<b>Q5m Maintenance of city parks</b>								
Satisfied/Very Satisfied	52	52	47	46	45	44	49	48
Neutral	24	25	25	27	29	29	26	25
Dissatisfied/Very Dissatisfied	14	15	22	13	17	17	14	14
Don't Know	10	8	6	13	9	10	11	12
<b>Q5n Maintenance of boulevards and parkways</b>								
Satisfied/Very Satisfied				46	44	46	51	50
Neutral				29	28	28	25	25
Dissatisfied/Very Dissatisfied				15	23	21	17	16
Don't Know				10	5	5	6	8
<b>Q5o The location of city parks</b>								
Satisfied/Very Satisfied				52	48	47	52	50
Neutral				26	30	30	26	26
Dissatisfied/Very Dissatisfied				10	15	14	12	13
Don't Know				12	8	8	10	11
<b>Q5p Walking and biking trails in city</b>								
Satisfied/Very Satisfied	28	30	30	33	30	31	33	32
Neutral	23	26	29	25	29	27	26	24
Dissatisfied/Very Dissatisfied	29	28	30	23	26	26	24	24
Don't Know	20	16	11	19	15	16	18	20
<b>Q5q Maintenance of city community centers</b>								
Satisfied/Very Satisfied				34	23	24	27	28
Neutral				25	35	32	27	25
Dissatisfied/Very Dissatisfied				11	12	12	11	12
Don't Know				30	29	32	35	35
<b>Q5r City swimming pools and programs</b>								
Satisfied/Very Satisfied	14	15	21	22	17	17	19	20
Neutral	21	25	26	23	31	28	25	22
Dissatisfied/Very Dissatisfied	31	28	31	21	19	18	16	15
Don't Know	34	31	22	33	33	37	41	42
<b>Q5s City golf courses</b>								
Satisfied/Very Satisfied	27	25	32	29	26	25	25	24
Neutral	21	24	21	17	32	27	24	20
Dissatisfied/Very Dissatisfied	10	11	17	7	6	6	5	6
Don't Know	42	40	30	47	36	43	47	51
<b>Q5t Outdoor athletic fields</b>								
Satisfied/Very Satisfied	35	33	34	36	26	27	27	28
Neutral	25	27	31	24	32	29	26	23
Dissatisfied/Very Dissatisfied	15	15	19	11	11	10	11	10
Don't Know	25	24	16	29	30	34	36	39

	2000	2001	2002	2003	2004	2005	2006	2007
<b>Q5u The city's youth athletic programs</b>								
Satisfied/Very Satisfied	24	25	29	25	18	18	19	20
Neutral	23	27	26	24	31	27	23	20
Dissatisfied/Very Dissatisfied	15	13	22	13	12	11	11	10
Don't Know	38	36	24	38	39	44	47	49
<b>Q5v The city's adult athletic programs</b>								
Satisfied/Very Satisfied	20	20	26	23	16	15	16	16
Neutral	22	26	26	22	33	28	23	21
Dissatisfied/Very Dissatisfied	14	14	22	13	11	11	11	10
Don't Know	44	40	26	43	41	46	50	53
<b>Q5w Other city recreation programs</b>								
Satisfied/Very Satisfied	26	24	30	25	16	16	18	19
Neutral	23	28	28	24	34	29	25	22
Dissatisfied/Very Dissatisfied	12	11	19	10	10	9	9	9
Don't Know	39	37	24	41	40	45	47	51
<b>Q5x Ease of registering for recreation programs</b>								
Satisfied/Very Satisfied	23	22	28	25	16	16	17	18
Neutral	22	27	27	22	34	28	24	22
Dissatisfied/Very Dissatisfied	10	11	17	10	9	9	9	8
Don't Know	45	41	27	43	41	48	50	53
<b>Q5y Reasonableness of fees charged for recreational programs</b>								
Satisfied/Very Satisfied	25	22	29	24	18	17	18	18
Neutral	22	27	27	22	33	27	25	21
Dissatisfied/Very Dissatisfied	10	11	17	11	10	10	10	9
Don't Know	43	40	27	43	40	46	48	52
<b>Q5z Availability of information about city programs and services</b>								
Satisfied/Very Satisfied	34	38	41	39	27	29	33	36
Neutral	31	33	31	30	32	32	29	28
Dissatisfied/Very Dissatisfied	27	23	22	24	31	30	26	27
Don't Know	8	5	6	7	10	9	12	10
<b>Q5aa City efforts to keep you informed about local issues</b>								
Satisfied/Very Satisfied	33	38	42	39	28	32	33	37
Neutral	31	35	31	29	32	31	31	30
Dissatisfied/Very Dissatisfied	31	24	23	27	34	33	29	28
Don't Know	5	3	5	5	5	5	7	5
<b>Q5bb Level of public involvement in local decision making</b>								
Satisfied/Very Satisfied	23	25	34	27	17	19	20	23
Neutral	31	35	31	33	32	32	32	32
Dissatisfied/Very Dissatisfied	36	31	29	30	40	39	35	33
Don't Know	10	9	6	10	11	10	13	11

	2000	2001	2002	2003	2004	2005	2006	2007
<b>Q5cc Overall quality of leadership provided by elected officials</b>								
Satisfied/Very Satisfied	35	37	38	35	22	24	27	28
Neutral	33	33	34	35	33	33	32	33
Dissatisfied/Very Dissatisfied	26	25	21	21	39	37	32	31
Don't Know	6	5	7	9	6	6	9	8
<b>Q5dd Overall effectiveness of appointed boards and commissions</b>								
Satisfied/Very Satisfied	27	29	35	30	16	17	20	22
Neutral	34	35	33	33	35	35	32	32
Dissatisfied/Very Dissatisfied	27	25	22	22	35	33	30	30
Don't Know	12	10	11	15	14	15	18	16
<b>Q5ee Overall effectiveness of city manager and appointed staff</b>								
Satisfied/Very Satisfied	35	34	37	33	24	26	29	28
Neutral	35	35	34	33	35	34	31	31
Dissatisfied/Very Dissatisfied	18	21	19	18	28	27	23	24
Don't Know	12	11	10	16	12	13	17	17
<b>Q6a Maintenance of city streets</b>								
Satisfied/Very Satisfied	22	20	21	20	20	21	23	25
Neutral	31	25	21	25	16	19	22	23
Dissatisfied/Very Dissatisfied	47	54	57	55	62	58	53	50
Don't Know	0	1	1	1	3	2	2	2
<b>Q6b Maintenance of streets in neighborhood</b>								
Satisfied/Very Satisfied		33	35	29	29	35	34	38
Neutral		23	21	26	19	20	21	20
Dissatisfied/Very Dissatisfied		43	43	45	50	44	43	40
Don't Know		1	1	0	2	1	2	2
<b>Q6c Smoothness of city streets</b>								
Satisfied/Very Satisfied				15	12	15	21	23
Neutral				28	17	19	24	25
Dissatisfied/Very Dissatisfied				57	68	64	53	50
Don't Know				1	3	2	2	3
<b>Q6d Condition of sidewalks in the city</b>								
Satisfied/Very Satisfied	23	27	25	25	16	18	21	22
Neutral	29	29	31	29	27	28	25	25
Dissatisfied/Very Dissatisfied	42	37	40	41	50	48	47	46
Don't Know	6	6	4	6	7	7	7	7
<b>Q6e Maintenance of street signs</b>								
Satisfied/Very Satisfied	51	50	50	54	41	44	46	49
Neutral	28	31	31	28	36	34	32	30
Dissatisfied/Very Dissatisfied	19	17	16	17	20	19	17	17
Don't Know	2	3	3	2	4	3	4	4

	2000	2001	2002	2003	2004	2005	2006	2007
<b>Q6f Maintenance of traffic signals</b>								
Satisfied/Very Satisfied	65	58	60	62	48	50	52	56
Neutral	24	29	26	24	32	30	28	26
Dissatisfied/Very Dissatisfied	10	11	13	13	16	15	14	13
Don't Know	1	2	2	1	5	5	5	4
<b>Q6g Maintenance and preservation of downtown</b>								
Satisfied/Very Satisfied	27	30	30	37	21	28	38	46
Neutral	28	29	28	27	31	31	28	26
Dissatisfied/Very Dissatisfied	33	34	37	28	38	29	21	14
Don't Know	12	6	5	8	10	11	14	13
<b>Q6h Maintenance of city buildings</b>								
Satisfied/Very Satisfied	46	46	45	49	34	37	41	46
Neutral	27	30	30	28	37	35	29	25
Dissatisfied/Very Dissatisfied	11	13	16	10	11	11	9	9
Don't Know	16	11	9	13	17	17	21	20
<b>Q6i Snow removal on major city streets during the past 12 months</b>								
Satisfied/Very Satisfied	61	49	47	57	54	53	56	57
Neutral	22	25	28	25	22	22	21	19
Dissatisfied/Very Dissatisfied	15	24	22	16	20	22	19	20
Don't Know	2	2	4	2	3	3	3	4
<b>Q6j Snow removal on streets in residential areas during the past 12 months</b>								
Satisfied/Very Satisfied	24	22	32	26	34	36	29	35
Neutral	23	24	27	28	21	22	22	22
Dissatisfied/Very Dissatisfied	51	51	36	44	41	40	45	39
Don't Know	2	2	4	2	3	3	4	4
<b>Q6k Mowing and tree trimming along streets and public areas</b>								
Satisfied/Very Satisfied	41	41	40	43	36	33	37	40
Neutral	28	31	32	31	26	29	29	28
Dissatisfied/Very Dissatisfied	28	26	26	24	33	35	29	27
Don't Know	3	2	3	3	4	4	5	4
<b>Q6l Overall cleanliness of city streets and other public areas</b>								
Satisfied/Very Satisfied	32	36	32	37	30	29	35	36
Neutral	35	36	37	36	30	31	31	31
Dissatisfied/Very Dissatisfied	32	26	30	26	37	37	31	29
Don't Know	1	1	2	1	3	3	3	3
<b>Q6m Overall quality of trash collection services</b>								
Satisfied/Very Satisfied	65	63	54	63	59	56	63	63
Neutral	20	20	24	21	19	20	18	18
Dissatisfied/Very Dissatisfied	13	15	19	14	19	21	16	15
Don't Know	2	2	3	3	3	3	3	4

	2000	2001	2002	2003	2004	2005	2006	2007
<b>Q6n Adequacy of city street lighting</b>								
Satisfied/Very Satisfied	60	64	57	63	57	58	58	59
Neutral	23	23	24	24	24	24	23	22
Dissatisfied/Very Dissatisfied	16	12	18	11	16	14	15	14
Don't Know	1	1	2	1	3	3	4	5
<b>Q6o Timeliness of removal of abandoned cars from public property</b>								
Satisfied/Very Satisfied		28	34	33	20	21	22	25
Neutral		26	30	25	27	26	25	24
Dissatisfied/Very Dissatisfied		28	25	25	29	28	23	22
Don't Know		17	11	17	25	25	30	29
<b>Q6p Enforcing clean up of litter and debris on private property</b>								
Satisfied/Very Satisfied	26	33	31	30	16	17	18	21
Neutral	26	28	30	28	25	25	25	24
Dissatisfied/Very Dissatisfied	37	28	33	29	42	42	38	35
Don't Know	11	11	7	13	16	16	20	21
<b>Q6q Enforcing mowing and cutting of weeds on private property</b>								
Satisfied/Very Satisfied	26	31	31	31	16	17	18	21
Neutral	29	29	32	26	25	25	24	23
Dissatisfied/Very Dissatisfied	36	31	30	30	43	43	38	36
Don't Know	9	10	7	13	16	15	20	20
<b>Q6r Enforcing maintenance of residential property</b>								
Satisfied/Very Satisfied	30	33	35	32	18	19	21	23
Neutral	29	32	33	31	30	31	28	25
Dissatisfied/Very Dissatisfied	31	24	24	26	35	35	32	32
Don't Know	10	10	7	12	16	16	20	20
<b>Q6s Enforcing exterior maintenance of business property</b>								
Satisfied/Very Satisfied	33	37	39	38	20	21	23	24
Neutral	32	34	32	32	35	35	30	29
Dissatisfied/Very Dissatisfied	20	16	21	14	26	24	22	22
Don't Know	15	13	8	16	20	20	25	24
<b>Q6t Enforcing codes designed to protect public safety and public health</b>								
Satisfied/Very Satisfied	37	40	41	41	24	25	26	27
Neutral	31	32	30	31	35	35	31	29
Dissatisfied/Very Dissatisfied	15	14	20	13	20	19	17	17
Don't Know	17	14	8	15	22	22	26	26
<b>Q6u Enforcing sign regulations</b>								
Satisfied/Very Satisfied	33	37	40	41	24	24	25	26
Neutral	32	36	32	29	36	35	31	30
Dissatisfied/Very Dissatisfied	17	11	18	12	16	16	17	16
Don't Know	18	16	10	18	24	25	27	28

	2000	2001	2002	2003	2004	2005	2006	2007
<b>Q6v Enforcing and prosecuting illegal dumping</b>								
Satisfied/Very Satisfied	20	25	31	25	14	14	15	17
Neutral	23	29	28	26	23	23	22	21
Dissatisfied/Very Dissatisfied	39	29	32	31	42	42	36	33
Don't Know	18	17	9	18	21	21	27	29
<b>Q6w Enforcing equal opportunity among all citizens</b>								
Satisfied/Very Satisfied				39	26	27	27	28
Neutral				27	31	32	29	26
Dissatisfied/Very Dissatisfied				20	20	21	20	21
Don't Know				14	22	21	25	25
<b>Q7a Were you or anyone in your household a victim of any crime during the last year</b>								
Yes							15	15
No							85	85
<b>Q7b Have you called the police in the last year</b>								
Yes							33	35
No							67	65
<b>Q7c Have you called 311 in the last year</b>								
Yes								25
No								75
<b>Q7d Have you used fire services in the last year</b>								
Yes							7	6
No							93	94
<b>Q7e Have you used ambulance service in the last year</b>								
Yes							14	14
No							86	86
<b>Q7f Have you been to municipal court in the last year</b>								
Yes							22	17
No							78	83
<b>Q7g Have you visited downtown in the last year</b>								
Yes								78
No								22
<b>Q7h Have you been to the KCMO public library in the last year</b>								
Yes								53
No								47

	2000	2001	2002	2003	2004	2005	2006	2007
<b>Q8 How often did you or other members in your household visit any city parks in the past 12 months</b>								
At least once a week	15	15	10	14	11	14	13	12
A few times a month	20	20	16	16	18	17	17	19
Monthly	14	13	9	15	13	12	13	13
Less than once a month	17	18	16	14	27	23	25	23
Seldom or Never	34	34	48	41	31	35	32	33

**Q9a Kansas City as a place to live**

Excellent/Good	71	73	70	66	71	69	71	70
Neutral	22	20	20	24	17	19	19	20
Below Average/Poor	7	6	9	9	11	12	10	9
Don't Know	0	0	1	1	1	1	1	1

**Q9b Kansas City as a place to raise children**

Excellent/Good	51	58	55	52	52	49	52	52
Neutral	26	22	23	25	20	22	22	23
Below Average/Poor	21	17	19	18	24	24	22	20
Don't Know	2	3	3	4	5	5	4	4

**Q9c Kansas City as a place to work**

Excellent/Good	69	68	66	57	61	61	62	63
Neutral	22	21	21	25	22	22	22	22
Below Average/Poor	7	9	11	13	14	13	12	12
Don't Know	2	2	2	4	3	3	4	4

**Q10a How safe do you feel at home during the day**

Safe/Very Safe	83	85	80	81	79	80	81	81
Neutral	13	11	12	12	14	13	13	12
Unsafe/Very Unsafe	4	3	6	6	5	6	5	6
Don't Know	0	0	1	1	1	1	1	1

**Q10b How safe do you feel at home at night**

Safe/Very Safe	70	71	65	68	65	65	68	69
Neutral	19	18	20	19	20	20	18	17
Unsafe/Very Unsafe	11	11	14	12	14	14	12	13
Don't Know	0	0	1	1	1	1	1	1

**Q10c How safe do you feel In your neighborhood during the day**

Safe/Very Safe	81	82	77	78	75	77	78	77
Neutral	14	12	14	15	16	15	14	15
Unsafe/Very Unsafe	5	5	8	6	7	7	7	7
Don't Know	0	1	1	1	1	1	1	1

	2000	2001	2002	2003	2004	2005	2006	2007
<b>Q10d How safe do you feel in your neighborhood at night</b>								
Safe/Very Safe	60	63	54	58	53	54	58	58
Neutral	22	20	23	22	25	23	22	21
Unsafe/Very Unsafe	17	16	22	19	21	21	18	19
Don't Know	0	1	1	1	2	1	2	2

<b>Q10e How safe do you feel in city parks during the day</b>								
Safe/Very Safe	53	55	50	49	39	41	45	48
Neutral	23	21	26	20	30	27	25	23
Unsafe/Very Unsafe	11	11	13	12	20	19	14	12
Don't Know	13	12	10	19	11	13	15	17

<b>Q10f How safe do you feel in city parks at night</b>								
Safe/Very Safe	8	11	16	11	5	7	8	11
Neutral	16	19	19	14	18	16	15	18
Unsafe/Very Unsafe	61	54	53	47	62	58	53	47
Don't Know	15	16	12	27	14	19	24	24

<b>Q10g How safe do you feel downtown during the day</b>								
Safe/Very Safe								59
Neutral								19
Unsafe/Very Unsafe								9
Don't Know								13

<b>Q10h How safe do you feel downtown at night</b>								
Safe/Very Safe								23
Neutral								24
Unsafe/Very Unsafe								35
Don't Know								18

<b>Q11 How many persons living in your household (counting yourself) are?</b>								
Q11 Under age 5								0.22
Q11 Ages 5 to 9								0.17
Q11 Ages 10 to 19								0.30
Q11 Ages 20 to 34								0.39
Q11 Ages 35 to 44								0.35
Q11 Ages 45 to 54								0.35
Q11 Ages 55 to 64								0.36
Q11 Ages 65 to 74								0.24
Q11 Ages 75 +								0.19
Average number of people in household								2.57

<b>Q12 Own or rent your current residence</b>								
Own	75	69	67	62	84	83	84	82
Rent	25	31	32	38	16	17	16	18

	2000	2001	2002	2003	2004	2005	2006	2007
<b>Q13 How many years have you lived in KCMO</b>								
Median		25		32	34	34	34	30
<b>Q14 Respondent's race/ethnicity</b>								
Asian/Pacific Islander	1	2	4	1	1	1	2	2
White	68	63	61	62	64	67	64	63
American Indian/Eskimo	2	2	3	1	0	1	1	1
Black/African American	25	30	30	35	28	28	29	27
Hispanic Latino								6
Other	4	3	3	0	6	3	4	0
<b>Q14 Hispanic, Latino, or other Spanish ancestry</b>								
Yes		6	8	10	6	6	8	
No		94	92	89	94	94	92	
<b>Q15 Respondent's total annual household income<sup>2</sup></b>								
Under \$30,000	36	34	33	40	30	30	31	29
\$30,000 to \$59,999	38	39	40	39	33	34	33	34
\$60,000 to \$99,999	19	18	20	16	24	23	23	24
Over \$100,000	6	9	6	5	13	13	14	13
<b>Q16 Respondent's gender</b>								
Male	44	50	46	45	53	49	49	48
Female	56	50	54	55	47	51	51	52
<b>Mail or Phone</b>								
Mail	0	0	0	0	100	77	53	47
Phone	100	100	100	100	0	23	47	53

<sup>2</sup> Excludes those who did not answer this question.

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## **Appendix C**

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### **2007 Citizen Survey Results by Geographic Area**



**2007 Kansas City Citizen Survey Results by Area – Percentage**

	<b>North</b> (N=1172)	<b>South</b> (N=1063)	<b>East</b> (N=1017)	<b>West</b> (N=794)	<b>Citywide</b> (N=4091)
<b>Q1a Overall quality of police, fire and ambulance services</b>					
Satisfied/Very Satisfied	68	66	60	64	64
Neutral	17	19	24	18	19
Dissatisfied/Very Dissatisfied	6	7	10	10	8
Don't Know	10	8	6	8	8
<b>Q1b Overall quality of city parks and recreation programs and facilities</b>					
Satisfied/Very Satisfied	51	48	44	53	49
Neutral	25	28	25	28	26
Dissatisfied/Very Dissatisfied	10	13	17	12	13
Don't Know	14	11	14	7	12
<b>Q1c Overall maintenance of city streets, buildings and facilities</b>					
Satisfied/Very Satisfied	27	24	26	18	24
Neutral	29	29	29	31	29
Dissatisfied/Very Dissatisfied	43	47	43	50	46
Don't Know	1	1	1	1	1
<b>Q1d Overall quality of city water utilities</b>					
Satisfied/Very Satisfied	68	58	57	63	61
Neutral	19	24	22	21	21
Dissatisfied/Very Dissatisfied	11	15	18	13	14
Don't Know	2	2	3	4	3
<b>Q1e Overall enforcement of city codes/ordinances</b>					
Satisfied/Very Satisfied	34	28	30	27	30
Neutral	29	31	28	33	30
Dissatisfied/Very Dissatisfied	18	26	29	26	24
Don't Know	18	16	12	14	15
<b>Q1f Overall quality of customer service received from city employees</b>					
Satisfied/Very Satisfied	45	47	49	41	46
Neutral	27	28	26	29	27
Dissatisfied/Very Dissatisfied	17	16	18	20	18
Don't Know	11	9	7	10	9
<b>Q1g Overall effectiveness of city communication with the public</b>					
Satisfied/Very Satisfied	38	37	36	34	36
Neutral	34	33	33	36	34
Dissatisfied/Very Dissatisfied	21	23	25	26	24
Don't Know	7	6	6	4	6
<b>Q1h Overall quality of city's stormwater runoff/management system</b>					
Satisfied/Very Satisfied	41	35	36	30	36
Neutral	25	27	26	31	27
Dissatisfied/Very Dissatisfied	22	28	29	29	27
Don't Know	12	11	9	10	10

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	North	South	East	West	Citywide
<b>Q1i Overall quality of local public health services</b>					
Satisfied/Very Satisfied	39	33	43	34	37
Neutral	26	31	25	29	28
Dissatisfied/Very Dissatisfied	9	11	16	11	12
Don't Know	26	25	16	25	23
<b>Q1j Overall flow of traffic</b>					
Satisfied/Very Satisfied	37	39	40	41	39
Neutral	33	32	33	30	32
Dissatisfied/Very Dissatisfied	28	27	23	25	26
Don't Know	2	3	4	4	3
<b>Q1k Overall quality of airport facilities</b>					
Satisfied/Very Satisfied	74	63	52	72	65
Neutral	14	17	20	15	17
Dissatisfied/Very Dissatisfied	4	8	7	5	6
Don't Know	7	13	22	8	13
<b>Q1l Overall quality of city convention facilities</b>					
Satisfied/Very Satisfied	54	52	46	57	52
Neutral	17	18	22	20	19
Dissatisfied/Very Dissatisfied	5	6	8	4	6
Don't Know	24	24	24	19	23
<b>Q2 Item that should receive the most emphasis from city leaders over the next two years</b>					
Police, fire and ambulance	12	13	16	11	13
Parks and recreation	5	5	5	5	5
Maintenance	40	40	32	42	38
Water	4	4	4	3	4
Codes and ordinances	3	6	8	7	6
Customer service	3	2	3	3	3
Communication	4	3	3	5	3
Stormwater	6	8	7	7	7
Public health	2	2	4	3	3
Traffic flow	10	7	4	6	7
Airport	1	1	0	1	1
Convention facilities	1	1	1	1	1
Don't know	9	8	12	7	9

	North	South	East	West	Citywide
<b>Q2 Item that should receive the second most emphasis from city leaders over the next two years</b>					
Police, fire and ambulance	6	5	6	7	6
Parks and recreation	4	7	6	8	6
Maintenance	17	18	15	16	17
Water	5	4	5	4	5
Codes and ordinances	7	9	9	12	9
Customer service	7	7	5	5	6
Communication	7	7	9	8	8
Stormwater	8	9	9	11	9
Public health	3	4	5	4	4
Traffic flow	14	10	8	9	10
Airport	2	2	1	2	2
Convention facilities	1	1	1	1	1

<b>Q2 Item that should receive the third most emphasis from city leaders over the next two years</b>					
Police, fire and ambulance	5	6	5	8	6
Parks and recreation	5	6	5	7	5
Maintenance	8	8	9	9	8
Water	3	4	4	3	4
Codes and ordinances	6	7	6	8	7
Customer service	6	5	5	7	5
Communication	9	9	9	7	9
Stormwater	6	10	9	10	8
Public health	4	5	6	6	5
Traffic flow	13	10	8	9	10
Airport	3	1	2	1	2
Convention facilities	2	2	1	2	2

<b>Q3a Overall quality of services provided by the city</b>					
Satisfied/Very Satisfied	53	50	49	49	50
Neutral	34	34	31	35	34
Dissatisfied/Very Dissatisfied	11	13	16	13	13
Don't Know	2	3	3	3	3

<b>Q3b Overall value that you receive for city tax dollars and fees</b>					
Satisfied/Very Satisfied	33	30	30	30	31
Neutral	32	32	31	31	32
Dissatisfied/Very Dissatisfied	33	34	35	35	35
Don't Know	3	4	3	3	3

<b>Q3c Overall image of the city</b>					
Satisfied/Very Satisfied	51	44	44	49	47
Neutral	33	34	29	30	32
Dissatisfied/Very Dissatisfied	15	21	22	20	19
Don't Know	1	2	4	2	2

	North	South	East	West	Citywide
<b>Q3d How well city is planning growth</b>					
Satisfied/Very Satisfied	39	38	43	40	40
Neutral	28	29	28	26	28
Dissatisfied/Very Dissatisfied	24	24	20	24	23
Don't Know	9	9	10	10	9
<b>Q3e Overall quality of life in city</b>					
Satisfied/Very Satisfied	63	52	45	63	56
Neutral	26	31	31	24	28
Dissatisfied/Very Dissatisfied	9	15	22	12	14
Don't Know	2	2	2	1	2
<b>Q3f Overall feeling of safety in city</b>					
Satisfied/Very Satisfied	47	33	27	35	36
Neutral	32	32	29	34	31
Dissatisfied/Very Dissatisfied	21	34	43	31	32
Don't Know	1	1	1	1	1
<b>Q4 Willing to attend a focus group or public meeting to discuss city issues</b>					
Yes	41	49	48	54	47
No	54	46	47	41	48
No Answer	5	5	5	5	5
<b>Q5a Quality of police protection</b>					
Satisfied/Very Satisfied	66	57	49	57	58
Neutral	18	22	24	21	21
Dissatisfied/Very Dissatisfied	11	16	23	18	17
Don't Know	5	4	3	5	4
<b>Q5b Visibility of police in neighborhoods</b>					
Satisfied/Very Satisfied	51	45	41	44	45
Neutral	25	25	26	28	26
Dissatisfied/Very Dissatisfied	23	29	31	25	27
Don't Know	2	2	2	3	2
<b>Q5c Visibility of police in retail areas</b>					
Satisfied/Very Satisfied	46	44	38	42	42
Neutral	30	28	34	34	31
Dissatisfied/Very Dissatisfied	20	22	22	17	20
Don't Know	5	6	6	8	6
<b>Q5d City efforts to prevent crime</b>					
Satisfied/Very Satisfied	43	37	35	37	38
Neutral	32	31	31	31	31
Dissatisfied/Very Dissatisfied	19	26	30	25	25
Don't Know	7	6	5	6	6

	North	South	East	West	Citywide
<b>Q5e Enforcement of local traffic laws</b>					
Satisfied/Very Satisfied	51	47	46	44	47
Neutral	27	27	28	27	28
Dissatisfied/Very Dissatisfied	17	20	20	22	20
Don't Know	5	5	5	7	6
<b>Q5f Overall quality of police services</b>					
Satisfied/Very Satisfied	61	53	47	53	54
Neutral	25	26	31	28	27
Dissatisfied/Very Dissatisfied	9	14	16	13	13
Don't Know	6	7	5	6	6
<b>Q5g City efforts to enhance fire protection</b>					
Satisfied/Very Satisfied	57	56	61	51	57
Neutral	20	20	22	22	21
Dissatisfied/Very Dissatisfied	3	5	5	3	4
Don't Know	19	18	12	24	18
<b>Q5h Overall quality of fire protection/rescue services</b>					
Satisfied/Very Satisfied	68	69	70	65	68
Neutral	15	15	17	16	16
Dissatisfied/Very Dissatisfied	2	3	3	2	2
Don't Know	15	13	10	18	14
<b>Q5i Quality of ambulance service</b>					
Satisfied/Very Satisfied	53	55	59	47	54
Neutral	16	20	20	19	19
Dissatisfied/Very Dissatisfied	4	4	5	5	5
Don't Know	26	22	16	30	23
<b>Q5j How quickly public safety personnel respond to emergencies</b>					
Satisfied/Very Satisfied	53	51	50	47	51
Neutral	17	21	23	21	20
Dissatisfied/Very Dissatisfied	8	9	15	10	10
Don't Know	22	19	12	21	19
<b>Q5k Quality of animal control</b>					
Satisfied/Very Satisfied	36	35	35	31	34
Neutral	26	24	25	27	25
Dissatisfied/Very Dissatisfied	18	24	28	18	22
Don't Know	20	18	12	24	18
<b>Q5l The city's municipal court</b>					
Satisfied/Very Satisfied	24	24	29	22	25
Neutral	24	27	25	28	26
Dissatisfied/Very Dissatisfied	10	13	16	11	12
Don't Know	43	37	30	39	37

	North	South	East	West	Citywide
<b>Q5m Maintenance of city parks</b>					
Satisfied/Very Satisfied	49	46	45	55	48
Neutral	24	28	26	22	25
Dissatisfied/Very Dissatisfied	12	16	15	15	14
Don't Know	15	10	14	8	12
<b>Q5n Maintenance of boulevards and parkways</b>					
Satisfied/Very Satisfied	48	52	47	56	50
Neutral	26	25	26	21	25
Dissatisfied/Very Dissatisfied	15	16	18	18	16
Don't Know	11	7	9	5	8
<b>Q5o The location of city parks</b>					
Satisfied/Very Satisfied	44	53	47	60	50
Neutral	28	25	28	21	26
Dissatisfied/Very Dissatisfied	15	12	13	11	13
Don't Know	13	10	12	8	11
<b>Q5p Walking and biking trails in city</b>					
Satisfied/Very Satisfied	28	36	30	35	32
Neutral	24	24	24	21	24
Dissatisfied/Very Dissatisfied	26	21	24	28	24
Don't Know	22	19	23	15	20
<b>Q5q Maintenance of city community centers</b>					
Satisfied/Very Satisfied	28	29	30	24	28
Neutral	23	24	27	25	25
Dissatisfied/Very Dissatisfied	9	11	14	13	12
Don't Know	39	36	29	37	35
<b>Q5r City swimming pools and programs</b>					
Satisfied/Very Satisfied	23	17	24	17	20
Neutral	19	23	26	20	22
Dissatisfied/Very Dissatisfied	12	15	17	17	15
Don't Know	46	44	33	46	42
<b>Q5s City golf courses</b>					
Satisfied/Very Satisfied	24	24	23	25	24
Neutral	19	20	19	19	20
Dissatisfied/Very Dissatisfied	5	5	9	5	6
Don't Know	51	50	49	51	51
<b>Q5t Outdoor athletic fields</b>					
Satisfied/Very Satisfied	30	27	31	23	28
Neutral	22	24	23	22	23
Dissatisfied/Very Dissatisfied	8	10	12	10	10
Don't Know	40	38	35	44	39

	North	South	East	West	Citywide
<b>Q5u The city's youth athletic programs</b>					
Satisfied/Very Satisfied	21	18	23	16	20
Neutral	19	22	22	19	20
Dissatisfied/Very Dissatisfied	7	12	14	11	10
Don't Know	53	49	42	55	49
<b>Q5v The city's adult athletic programs</b>					
Satisfied/Very Satisfied	17	16	20	13	16
Neutral	19	22	21	21	21
Dissatisfied/Very Dissatisfied	7	10	14	10	10
Don't Know	57	52	46	56	53
<b>Q5w Other city recreation programs</b>					
Satisfied/Very Satisfied	18	17	23	15	19
Neutral	23	22	23	21	22
Dissatisfied/Very Dissatisfied	6	9	11	9	9
Don't Know	54	52	43	55	51
<b>Q5x Ease of registering for recreation programs</b>					
Satisfied/Very Satisfied	19	16	20	16	18
Neutral	20	22	25	19	22
Dissatisfied/Very Dissatisfied	5	8	11	9	8
Don't Know	56	54	44	56	53
<b>Q5y Reasonableness of fees charged for recreational programs</b>					
Satisfied/Very Satisfied	18	17	19	18	18
Neutral	20	23	24	18	21
Dissatisfied/Very Dissatisfied	7	7	14	8	9
Don't Know	56	53	44	55	52
<b>Q5z Availability of information about city programs and services</b>					
Satisfied/Very Satisfied	37	36	35	37	36
Neutral	29	26	27	28	28
Dissatisfied/Very Dissatisfied	24	28	29	25	27
Don't Know	9	10	9	9	10
<b>Q5aa City efforts to keep you informed about local issues</b>					
Satisfied/Very Satisfied	38	36	36	37	37
Neutral	31	30	28	30	30
Dissatisfied/Very Dissatisfied	26	29	31	29	28
Don't Know	6	5	5	4	5
<b>Q5bb Level of public involvement in local decision making</b>					
Satisfied/Very Satisfied	22	22	23	25	23
Neutral	34	31	32	31	32
Dissatisfied/Very Dissatisfied	32	34	34	34	33
Don't Know	12	12	11	10	11

	North	South	East	West	Citywide
<b>Q5cc Overall quality of leadership provided by elected officials</b>					
Satisfied/Very Satisfied	33	27	25	28	28
Neutral	33	31	32	34	33
Dissatisfied/Very Dissatisfied	26	33	33	31	31
Don't Know	8	9	9	6	8
<b>Q5dd Overall effectiveness of appointed boards and commissions</b>					
Satisfied/Very Satisfied	23	22	21	21	22
Neutral	33	29	32	34	32
Dissatisfied/Very Dissatisfied	27	32	30	29	30
Don't Know	17	17	16	15	16
<b>Q5ee Overall effectiveness of city manager and appointed staff</b>					
Satisfied/Very Satisfied	27	30	29	28	28
Neutral	31	29	31	35	31
Dissatisfied/Very Dissatisfied	23	25	23	22	24
Don't Know	19	16	16	14	17
<b>Q6a Maintenance of city streets</b>					
Satisfied/Very Satisfied	26	24	30	22	25
Neutral	24	22	24	21	23
Dissatisfied/Very Dissatisfied	48	52	45	56	50
Don't Know	2	2	2	2	2
<b>Q6b Maintenance of streets in neighborhood</b>					
Satisfied/Very Satisfied	44	34	36	35	38
Neutral	19	21	20	23	20
Dissatisfied/Very Dissatisfied	35	42	43	40	40
Don't Know	2	2	1	2	2
<b>Q6c Smoothness of city streets</b>					
Satisfied/Very Satisfied	26	20	25	20	23
Neutral	26	24	26	24	25
Dissatisfied/Very Dissatisfied	47	53	47	53	50
Don't Know	2	3	2	3	3
<b>Q6d Condition of sidewalks in the city</b>					
Satisfied/Very Satisfied	27	19	21	22	22
Neutral	27	25	25	23	25
Dissatisfied/Very Dissatisfied	37	49	49	51	46
Don't Know	10	7	5	4	7
<b>Q6e Maintenance of street signs</b>					
Satisfied/Very Satisfied	54	47	48	47	49
Neutral	28	31	29	32	30
Dissatisfied/Very Dissatisfied	14	18	20	18	17
Don't Know	3	4	3	3	4

	North	South	East	West	Citywide
<b>Q6f Maintenance of traffic signals</b>					
Satisfied/Very Satisfied	59	54	56	56	56
Neutral	26	27	26	26	26
Dissatisfied/Very Dissatisfied	11	14	15	13	13
Don't Know	4	4	3	4	4
<b>Q6g Maintenance and preservation of downtown</b>					
Satisfied/Very Satisfied	42	44	49	53	46
Neutral	27	26	25	27	26
Dissatisfied/Very Dissatisfied	15	14	13	14	14
Don't Know	16	16	13	6	13
<b>Q6h Maintenance of city buildings</b>					
Satisfied/Very Satisfied	42	45	52	49	46
Neutral	24	26	25	26	25
Dissatisfied/Very Dissatisfied	8	8	9	9	9
Don't Know	26	21	14	16	20
<b>Q6i Snow removal on major city streets during the past 12 months</b>					
Satisfied/Very Satisfied	60	57	57	52	57
Neutral	18	18	20	20	19
Dissatisfied/Very Dissatisfied	19	20	19	23	20
Don't Know	3	5	4	5	4
<b>Q6j Snow removal on streets in residential areas during the past 12 months</b>					
Satisfied/Very Satisfied	39	34	36	30	35
Neutral	20	23	22	24	22
Dissatisfied/Very Dissatisfied	39	38	39	41	39
Don't Know	3	4	3	6	4
<b>Q6k Mowing and tree trimming along streets and public areas</b>					
Satisfied/Very Satisfied	42	38	38	44	40
Neutral	30	30	25	28	28
Dissatisfied/Very Dissatisfied	24	27	34	23	27
Don't Know	5	5	3	4	4
<b>Q6l Overall cleanliness of city streets and other public areas</b>					
Satisfied/Very Satisfied	40	34	32	39	36
Neutral	33	31	29	31	31
Dissatisfied/Very Dissatisfied	24	31	36	26	29
Don't Know	3	3	3	3	3
<b>Q6m Overall quality of trash collection services</b>					
Satisfied/Very Satisfied	69	65	56	60	63
Neutral	17	16	20	19	18
Dissatisfied/Very Dissatisfied	11	15	21	15	15
Don't Know	3	3	3	7	4

	North	South	East	West	Citywide
<b>Q6n Adequacy of city street lighting</b>					
Satisfied/Very Satisfied	62	59	55	60	59
Neutral	23	21	24	20	22
Dissatisfied/Very Dissatisfied	11	14	18	16	14
Don't Know	4	6	4	5	5
<b>Q6o Timeliness of removal of abandon cars from public property</b>					
Satisfied/Very Satisfied	23	24	29	23	25
Neutral	24	24	26	24	24
Dissatisfied/Very Dissatisfied	17	24	28	19	22
Don't Know	37	28	18	35	29
<b>Q6p Enforcing clean up of litter and debris on private property</b>					
Satisfied/Very Satisfied	20	21	25	18	21
Neutral	26	23	22	23	24
Dissatisfied/Very Dissatisfied	27	37	41	37	35
Don't Know	27	20	12	23	21
<b>Q6q Enforcing mowing and cutting of weeds on private property</b>					
Satisfied/Very Satisfied	20	19	24	19	21
Neutral	24	24	21	22	23
Dissatisfied/Very Dissatisfied	29	38	43	37	36
Don't Know	26	19	12	22	20
<b>Q6r Enforcing maintenance of residential property</b>					
Satisfied/Very Satisfied	23	21	27	20	23
Neutral	26	24	26	24	25
Dissatisfied/Very Dissatisfied	26	35	35	34	32
Don't Know	25	19	13	21	20
<b>Q6s Enforcing exterior maintenance of business property</b>					
Satisfied/Very Satisfied	24	23	28	23	24
Neutral	29	29	30	26	29
Dissatisfied/Very Dissatisfied	17	24	23	27	22
Don't Know	30	24	19	24	24
<b>Q6t Enforcing codes designed to protect public safety and public health</b>					
Satisfied/Very Satisfied	28	26	30	25	27
Neutral	29	29	30	28	29
Dissatisfied/Very Dissatisfied	13	19	20	19	17
Don't Know	30	26	20	28	26
<b>Q6u Enforcing sign regulations</b>					
Satisfied/Very Satisfied	26	24	29	26	26
Neutral	31	31	31	27	30
Dissatisfied/Very Dissatisfied	12	17	18	16	16
Don't Know	31	28	21	31	28

	North	South	East	West	Citywide
<b>Q6v Enforcing and prosecuting illegal dumping</b>					
Satisfied/Very Satisfied	17	16	22	14	17
Neutral	22	22	19	19	21
Dissatisfied/Very Dissatisfied	27	33	40	34	33
Don't Know	34	29	19	34	29
<b>Q6w Enforcing equal opportunity among all citizens</b>					
Satisfied/Very Satisfied	31	26	29	27	28
Neutral	26	27	27	24	26
Dissatisfied/Very Dissatisfied	13	22	29	19	21
Don't Know	30	24	15	30	25
<b>Q7a Were you or anyone in your household a victim of any crime during the last year</b>					
Yes	10	12	21	18	15
No	90	88	79	82	85
<b>Q7b Have you called the police in the last year</b>					
Yes	26	34	43	40	35
No	74	66	57	60	65
<b>Q7c Have you called 311 in the last year</b>					
Yes	21	25	28	29	25
No	79	75	72	71	75
<b>Q7d Have you used fire services in the last year</b>					
Yes	5	6	7	6	6
No	95	94	93	94	94
<b>Q7e Have you used ambulance service in the last year</b>					
Yes	12	14	18	10	14
No	88	86	82	90	86
<b>Q7f Have you been to municipal court in the last year</b>					
Yes	12	20	21	17	17
No	88	80	79	83	83
<b>Q7g Have you visited downtown in the last year</b>					
Yes	78	76	72	90	78
No	22	24	28	10	22
<b>Q7h Have you been to the KCMO public library in the last year</b>					
Yes	42	53	52	72	53
No	58	47	48	28	47

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	North	South	East	West	Citywide
<b>Q8 How often did you or other members of your household visit city parks in the past 12 months</b>					
At least once a week	8	13	12	20	12
A few times a month	15	18	19	26	19
Monthly	16	10	12	12	13
Less than once a month	26	22	21	21	23
Seldom or Never	35	36	37	22	33
<b>Q9a Kansas City as a place to live</b>					
Excellent/Good	78	65	60	77	70
Neutral	16	24	25	16	20
Below Average/Poor	6	10	14	7	9
Don't Know	0	1	1	1	1
<b>Q9b Kansas City as a place to raise children</b>					
Excellent/Good	67	48	42	49	52
Neutral	19	24	29	22	23
Below Average/Poor	11	24	26	22	20
Don't Know	3	5	3	6	4
<b>Q9c Kansas City as a place to work</b>					
Excellent/Good	68	59	54	70	63
Neutral	20	24	25	18	22
Below Average/Poor	8	13	18	9	12
Don't Know	4	4	3	3	4
<b>Q10a How safe do you feel at home during the day</b>					
Safe/Very Safe	88	80	72	82	81
Neutral	8	14	16	12	12
Unsafe/Very Unsafe	3	5	11	4	6
Don't Know	1	1	1	2	1
<b>Q10b How safe do you feel at home at night</b>					
Safe/Very Safe	81	66	57	70	69
Neutral	11	20	21	18	17
Unsafe/Very Unsafe	6	13	22	11	13
Don't Know	1	1	1	2	1
<b>Q10c How safe do you feel in your neighborhood during the day</b>					
Safe/Very Safe	89	76	64	77	77
Neutral	8	17	20	15	15
Unsafe/Very Unsafe	2	6	14	6	7
Don't Know	1	1	1	2	1

	North	South	East	West	Citywide
<b>Q10d How safe do you feel in your neighborhood at night</b>					
Safe/Very Safe	77	55	44	52	58
Neutral	15	24	24	24	21
Unsafe/Very Unsafe	6	19	30	23	19
Don't Know	1	2	2	2	2
<b>Q10e How safe do you feel in city parks during the day</b>					
Safe/Very Safe	49	47	39	61	48
Neutral	24	24	24	21	23
Unsafe/Very Unsafe	9	13	19	7	12
Don't Know	19	17	18	11	17
<b>Q10f How safe do you feel in city parks at night</b>					
Safe/Very Safe	15	9	9	11	11
Neutral	21	18	13	21	18
Unsafe/Very Unsafe	38	49	53	48	47
Don't Know	26	24	25	19	24
<b>Q10g How safe do you feel downtown during the day</b>					
Safe/Very Safe	55	57	55	73	59
Neutral	22	19	19	15	19
Unsafe/Very Unsafe	10	9	10	5	9
Don't Know	13	14	16	8	13
<b>Q10h How safe do you feel downtown at night</b>					
Safe/Very Safe	18	21	23	32	23
Neutral	26	25	21	27	24
Unsafe/Very Unsafe	39	36	35	29	35
Don't Know	17	19	22	12	18
<b>Q12 Do you own or rent your current residence</b>					
Own	89	85	75	77	82
Rent	11	15	25	23	18
<b>Q13 How many years have you lived in KCMO</b>					
Median	25	35	38	28	30
<b>Q14 Respondent's race/ethnicity</b>					
Asian/Pacific Islander	2	1	2	1	2
White	86	61	35	68	63
American Indian/Eskimo	1	1	2	1	1
Black/African American	6	32	51	23	27
Hispanic, Latino or other Spanish ancestry	4	4	11	7	6
Other	1	0	0	0	0

*Kansas City Citizen Survey Report*

	<b>North</b>	<b>South</b>	<b>East</b>	<b>West</b>	<b>Citywide</b>
<b>Q15 Respondent's annual household income<sup>3</sup></b>					
Under \$30,000	17	26	49	24	29
\$30,000 to \$59,999	34	38	36	28	34
\$60,000 to \$99,999	32	26	11	24	24
Over \$100,000	18	10	3	24	13
<b>Q16 Respondent's gender</b>					
Male	50	48	44	49	48
Female	50	52	56	51	52
<b>Mail or Phone</b>					
Mail	42	46	42	57	47
Phone	58	54	58	43	53

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<sup>3</sup> Excludes those who did not answer this question.