

# 2018-19 KANSAS CITY MISSOURI CITIZEN SURVEY

## APPENDIX B: CROSSTABS BY COUNCIL DISTRICT

Submitted to:

**The City of Kansas City, Missouri**

ETC Institute  
725 W. Frontier Ln,  
Olathe, KS 66061  
913-829-1215



**ASKED ALL YEAR**

**Q1. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate Kansas City, Missouri with regard to each of the following. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q1-1. As a place to live</u>							
Excellent	26.9%	28.7%	17.1%	35.4%	16.2%	24.1%	25.1%
Good	55.1%	56.0%	44.9%	50.8%	50.0%	57.0%	52.2%
Neutral	12.1%	9.7%	23.7%	8.3%	21.3%	13.9%	14.7%
Below average	4.4%	4.6%	8.8%	3.8%	8.5%	3.4%	5.5%
Poor	1.5%	1.0%	5.5%	1.7%	4.1%	1.7%	2.6%
 <u>Q1-2. As a place to raise children</u>							
Excellent	22.4%	27.2%	12.3%	17.7%	12.1%	15.9%	17.7%
Good	50.6%	50.2%	33.6%	39.7%	36.6%	38.9%	41.2%
Neutral	17.3%	15.9%	28.1%	25.1%	27.2%	25.1%	23.4%
Below average	6.2%	5.1%	16.4%	12.1%	14.8%	14.8%	11.8%
Poor	3.4%	1.6%	9.7%	5.4%	9.3%	5.3%	5.9%

**ASKED ALL YEAR**

**Q1. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate Kansas City, Missouri with regard to each of the following. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q1-3. As a place to work</u>							
Excellent	24.3%	26.7%	18.7%	27.8%	16.5%	20.2%	22.5%
Good	52.6%	49.8%	43.2%	51.5%	45.8%	54.4%	49.6%
Neutral	15.2%	15.4%	25.3%	15.6%	24.6%	18.0%	19.0%
Below average	5.8%	5.4%	8.3%	3.5%	8.2%	5.5%	6.0%
Poor	2.0%	2.8%	4.5%	1.5%	4.9%	1.9%	2.9%

**ASKED ALL YEAR**

**Q2. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with each of the following items that may influence your perception of the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q2-1. Overall quality of services provided by City</u>							
Very satisfied	6.8%	7.8%	10.2%	8.9%	7.4%	5.5%	7.8%
Satisfied	44.5%	50.7%	36.9%	50.3%	42.5%	47.6%	45.7%
Neutral	27.7%	23.4%	30.8%	24.5%	28.0%	26.6%	26.7%
Dissatisfied	15.1%	13.2%	16.3%	12.9%	15.4%	17.4%	15.0%
Very dissatisfied	5.9%	4.9%	5.8%	3.4%	6.7%	2.9%	4.8%
 <u>Q2-2. Overall value you receive for your City tax &amp; fees</u>							
Very satisfied	4.3%	6.8%	7.1%	7.7%	4.3%	5.4%	6.0%
Satisfied	33.3%	33.5%	25.8%	35.8%	26.8%	29.9%	31.0%
Neutral	27.8%	30.2%	33.5%	30.4%	32.7%	31.8%	31.1%
Dissatisfied	22.5%	21.3%	23.4%	18.3%	24.0%	24.6%	22.2%
Very dissatisfied	12.1%	8.3%	10.1%	7.8%	12.1%	8.2%	9.7%

**ASKED ALL YEAR**

**Q2. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with each of the following items that may influence your perception of the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q2-3. Overall quality of services provided by City</u>							
Very satisfied	12.2%	16.1%	12.3%	19.0%	10.4%	14.2%	14.3%
Satisfied	50.1%	51.1%	36.2%	53.2%	37.3%	52.5%	47.0%
Neutral	23.1%	21.6%	33.1%	18.4%	31.1%	23.4%	24.9%
Dissatisfied	11.1%	9.3%	13.5%	7.1%	15.9%	7.9%	10.7%
Very dissatisfied	3.5%	1.9%	4.8%	2.3%	5.3%	2.0%	3.3%
 <u>Q2-4. Overall quality of life in City</u>							
Very satisfied	13.7%	17.2%	10.0%	19.6%	8.8%	15.9%	14.4%
Satisfied	53.4%	53.2%	36.3%	54.3%	41.6%	52.3%	48.7%
Neutral	23.0%	21.8%	33.1%	18.6%	30.3%	21.6%	24.5%
Dissatisfied	7.7%	6.1%	13.8%	6.0%	13.7%	9.1%	9.3%
Very dissatisfied	2.3%	1.6%	6.8%	1.5%	5.7%	1.0%	3.1%

**ASKED ALL YEAR**

**Q2. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with each of the following items that may influence your perception of the City of Kansas City, Missouri. (without "don't know")**

N=4606

	Council District						Total
	1	2	3	4	5	6	
<u>Q2-5. Overall feeling of safety in City</u>							
Very satisfied	5.6%	8.9%	5.8%	5.6%	4.9%	4.5%	5.8%
Satisfied	31.8%	35.9%	20.2%	35.9%	20.9%	31.6%	29.5%
Neutral	31.7%	29.3%	29.0%	30.0%	34.1%	29.5%	30.6%
Dissatisfied	21.8%	17.8%	30.0%	21.2%	25.9%	25.7%	23.7%
Very dissatisfied	9.1%	8.1%	15.0%	7.3%	14.3%	8.7%	10.3%

Q2-6. How safe you feel in your neighborhood

Very satisfied	27.7%	30.3%	9.4%	18.1%	11.5%	16.3%	18.5%
Satisfied	43.3%	47.8%	28.6%	40.1%	35.9%	46.1%	40.3%
Neutral	17.4%	14.4%	30.4%	21.4%	25.6%	20.7%	21.8%
Dissatisfied	7.3%	5.3%	17.5%	14.5%	16.2%	12.9%	12.6%
Very dissatisfied	4.3%	2.1%	14.1%	5.9%	10.8%	4.0%	6.9%

**ASKED ALL YEAR**

**Q2. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with each of the following items that may influence your perception of the City of Kansas City, Missouri. (without "don't know")**

N=4606

	Council District						Total
	1	2	3	4	5	6	
<u>Q2-7. Overall quality of education system within City</u>							
Very satisfied	9.6%	11.2%	6.0%	3.5%	3.3%	1.3%	5.5%
Satisfied	31.2%	35.1%	18.4%	13.5%	13.7%	10.4%	19.6%
Neutral	27.5%	29.4%	33.2%	25.1%	32.0%	24.6%	28.5%
Dissatisfied	19.9%	15.8%	24.1%	30.8%	25.9%	34.5%	25.7%
Very dissatisfied	11.8%	8.4%	18.4%	27.1%	25.0%	29.2%	20.7%

Q2-8. Physical appearance of your neighborhood

Very satisfied	23.3%	20.3%	5.4%	18.0%	7.5%	16.6%	15.1%
Satisfied	44.8%	53.6%	19.5%	45.7%	31.8%	45.7%	40.3%
Neutral	18.2%	17.1%	26.6%	19.6%	29.5%	19.6%	21.8%
Dissatisfied	9.8%	6.4%	25.5%	10.3%	19.4%	14.1%	14.2%
Very dissatisfied	3.9%	2.7%	23.0%	6.4%	11.8%	4.0%	8.5%

**ASKED ALL YEAR**

**Q3. QUALITY OF CITY SERVICES. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q3-1. Police services</u>							
Very satisfied	21.2%	23.7%	13.9%	15.5%	12.2%	12.6%	16.2%
Satisfied	51.8%	50.5%	33.0%	42.7%	39.0%	52.4%	44.6%
Neutral	15.5%	14.6%	32.0%	27.5%	28.7%	24.1%	24.2%
Dissatisfied	7.4%	6.5%	11.8%	9.7%	12.9%	8.4%	9.6%
Very dissatisfied	4.2%	4.7%	9.3%	4.6%	7.2%	2.5%	5.4%
 <u>Q3-2. Fire &amp; ambulance services</u>							
Very satisfied	27.5%	29.9%	26.2%	25.2%	24.1%	18.5%	25.1%
Satisfied	52.3%	53.1%	43.5%	50.2%	47.0%	58.4%	50.7%
Neutral	16.0%	13.6%	24.2%	19.8%	23.0%	19.4%	19.5%
Dissatisfied	2.9%	1.8%	3.7%	3.1%	4.0%	2.7%	3.1%
Very dissatisfied	1.4%	1.6%	2.3%	1.6%	1.9%	1.0%	1.7%



**ASKED ALL YEAR**

**Q3. QUALITY OF CITY SERVICES. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q3-3. Maintenance of City streets, sidewalks, &amp; infrastructure</u>							
Very satisfied	3.5%	3.0%	4.1%	2.7%	3.4%	1.9%	3.1%
Satisfied	17.4%	19.8%	17.2%	16.4%	12.5%	11.1%	15.6%
Neutral	23.7%	25.7%	23.4%	23.8%	24.6%	23.2%	24.1%
Dissatisfied	35.5%	32.8%	31.8%	34.2%	34.9%	36.8%	34.4%
Very dissatisfied	19.9%	18.6%	23.5%	22.8%	24.6%	27.0%	22.9%
 <u>Q3-4. Solid waste services (e.g. residential trash/recycling collection)</u>							
Very satisfied	7.4%	12.1%	15.0%	16.1%	11.5%	11.2%	12.4%
Satisfied	27.7%	36.4%	38.2%	40.8%	41.4%	45.6%	38.8%
Neutral	22.1%	20.0%	22.4%	23.5%	25.3%	24.1%	23.0%
Dissatisfied	21.7%	18.2%	13.4%	13.1%	14.8%	12.5%	15.4%
Very dissatisfied	21.1%	13.3%	10.9%	6.4%	7.0%	6.6%	10.4%

**ASKED ALL YEAR**

**Q3. QUALITY OF CITY SERVICES. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q3-5. City water utilities</u>							
Very satisfied	9.6%	12.1%	11.3%	11.6%	8.4%	7.3%	10.0%
Satisfied	39.3%	39.6%	29.8%	39.9%	32.6%	39.6%	36.9%
Neutral	24.4%	23.0%	29.0%	26.1%	30.2%	27.9%	26.8%
Dissatisfied	14.8%	13.7%	16.7%	12.4%	16.1%	17.1%	15.1%
Very dissatisfied	11.9%	11.6%	13.2%	10.0%	12.6%	8.2%	11.1%
 <u>Q3-6. Neighborhood services (e.g. code enforcement, property preservation, animal control)</u>							
Very satisfied	8.4%	10.8%	7.3%	8.7%	5.6%	5.4%	7.6%
Satisfied	36.0%	39.7%	23.0%	33.2%	27.1%	36.3%	32.4%
Neutral	33.6%	33.1%	31.3%	33.5%	33.6%	39.0%	34.1%
Dissatisfied	14.3%	9.3%	21.3%	17.1%	20.6%	14.1%	16.3%
Very dissatisfied	7.6%	7.1%	17.1%	7.5%	13.0%	5.2%	9.6%

**ASKED ALL YEAR**

**Q3. QUALITY OF CITY SERVICES. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q3-7. City parks &amp; recreation programs/facilities</u>							
Very satisfied	13.9%	17.9%	15.1%	19.0%	12.3%	13.2%	15.4%
Satisfied	46.4%	51.3%	36.7%	48.9%	40.0%	51.3%	45.9%
Neutral	29.0%	24.3%	36.4%	23.6%	34.9%	27.4%	29.0%
Dissatisfied	7.2%	4.6%	8.5%	5.4%	8.5%	6.3%	6.7%
Very dissatisfied	3.5%	1.9%	3.2%	3.1%	4.3%	1.9%	3.0%
 <u>Q3-8. Health Department services</u>							
Very satisfied	12.2%	12.7%	15.1%	12.2%	9.9%	5.9%	11.4%
Satisfied	40.0%	42.9%	40.8%	42.7%	38.2%	39.8%	40.7%
Neutral	41.2%	38.0%	34.9%	37.7%	42.2%	48.0%	40.2%
Dissatisfied	3.9%	3.9%	6.0%	4.3%	5.7%	4.9%	4.8%
Very dissatisfied	2.7%	2.5%	3.1%	3.2%	4.0%	1.4%	2.9%

**ASKED ALL YEAR**

**Q3. QUALITY OF CITY SERVICES. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q3-9. Airport facilities</u>							
Very satisfied	20.1%	19.5%	15.7%	14.2%	12.9%	12.2%	15.5%
Satisfied	41.4%	41.7%	37.2%	37.0%	43.5%	39.3%	39.9%
Neutral	23.6%	23.1%	33.8%	23.9%	29.9%	28.6%	27.0%
Dissatisfied	9.4%	9.8%	9.0%	15.4%	8.8%	13.1%	11.2%
Very dissatisfied	5.4%	5.8%	4.4%	9.5%	4.8%	6.8%	6.4%
 <u>Q3-10. City's 311 service</u>							
Very satisfied	13.1%	16.9%	22.0%	18.0%	16.1%	15.2%	17.0%
Satisfied	41.7%	38.6%	36.8%	41.0%	40.3%	45.9%	40.8%
Neutral	32.0%	31.5%	29.3%	28.3%	32.3%	30.3%	30.5%
Dissatisfied	8.0%	7.9%	6.4%	9.2%	7.0%	6.5%	7.5%
Very dissatisfied	5.3%	5.1%	5.5%	3.5%	4.3%	2.0%	4.2%

**ASKED ALL YEAR**

**Q3. QUALITY OF CITY SERVICES. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q3-11. Municipal court services</u>							
Very satisfied	7.4%	10.5%	10.4%	9.2%	8.3%	5.7%	8.6%
Satisfied	31.6%	32.9%	31.7%	31.2%	27.9%	31.1%	30.9%
Neutral	49.7%	46.2%	44.0%	45.0%	47.6%	53.2%	47.4%
Dissatisfied	6.6%	6.2%	8.8%	10.5%	9.6%	8.4%	8.6%
Very dissatisfied	4.6%	4.3%	5.2%	4.1%	6.6%	1.6%	4.5%
 <u>Q3-12. Customer service you receive from City employees</u>							
Very satisfied	10.9%	12.7%	13.8%	11.6%	10.9%	8.7%	11.4%
Satisfied	33.0%	35.3%	34.3%	37.1%	32.7%	37.2%	35.0%
Neutral	38.6%	33.2%	35.8%	33.8%	38.5%	37.7%	36.2%
Dissatisfied	10.9%	10.8%	9.3%	10.4%	11.4%	11.3%	10.7%
Very dissatisfied	6.7%	8.0%	6.8%	7.1%	6.5%	5.1%	6.7%

**ASKED ALL YEAR**

**Q3. QUALITY OF CITY SERVICES. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q3-13. Overall effectiveness of City communication with the public</u>							
Very satisfied	7.1%	8.3%	8.2%	7.4%	6.7%	5.2%	7.1%
Satisfied	30.0%	32.7%	28.9%	35.5%	27.1%	32.7%	31.3%
Neutral	41.0%	38.1%	39.6%	38.6%	42.9%	44.4%	40.8%
Dissatisfied	15.5%	14.1%	14.8%	12.1%	14.2%	13.2%	13.8%
Very dissatisfied	6.4%	6.8%	8.5%	6.5%	9.1%	4.5%	6.9%
 <u>Q3-14. City's stormwater runoff/stormwater management system</u>							
Very satisfied	6.2%	8.6%	8.4%	5.0%	6.1%	3.2%	6.1%
Satisfied	33.0%	33.6%	22.6%	28.8%	21.1%	27.2%	27.5%
Neutral	35.7%	30.6%	35.8%	34.4%	36.9%	33.4%	34.5%
Dissatisfied	15.7%	15.6%	18.8%	19.9%	21.0%	23.1%	19.2%
Very dissatisfied	9.4%	11.6%	14.5%	12.0%	14.9%	13.1%	12.6%

**ASKED ALL YEAR**

**Q3. QUALITY OF CITY SERVICES. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q3-15. Public transportation</u>							
Very satisfied	8.0%	10.2%	16.4%	11.0%	9.4%	3.8%	9.9%
Satisfied	31.0%	36.5%	35.6%	33.0%	31.0%	31.0%	32.9%
Neutral	38.2%	31.6%	30.4%	28.9%	40.2%	37.4%	34.2%
Dissatisfied	15.8%	14.3%	10.0%	19.4%	10.4%	19.0%	15.0%
Very dissatisfied	7.0%	7.4%	7.5%	7.8%	9.0%	8.8%	8.0%

**ASKED ALL YEAR**

**Q4. Which THREE of the major categories of City services listed in Question 3 do you think should receive the MOST EMPHASIS from The City over the next TWO years? (top 3)**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q4. Sum of top 3 choices</u>							
Police services	31.5%	35.7%	30.9%	29.6%	31.3%	32.4%	31.8%
Fire & ambulance services	10.9%	14.9%	12.4%	8.0%	11.7%	10.1%	11.1%
Maintenance of City streets, sidewalks, & infrastructure	62.7%	61.5%	45.9%	60.9%	53.9%	66.8%	58.7%
Solid waste services (e.g. residential trash/recycling collection)	30.4%	24.1%	12.9%	10.5%	11.2%	12.9%	16.3%
City water utilities	15.3%	16.2%	14.5%	13.0%	14.7%	17.5%	15.1%
Neighborhood services (e.g. code enforcement, property preservation, animal control)	12.7%	13.5%	27.7%	16.6%	24.0%	15.2%	18.4%
City parks & recreation programs/facilities	8.5%	7.9%	5.6%	9.8%	8.6%	8.1%	8.2%
Health Department services	2.5%	4.5%	4.2%	4.2%	3.8%	2.0%	3.6%
Airport facilities	14.7%	15.9%	4.4%	20.1%	8.0%	17.9%	13.8%
City's 311 service	3.1%	3.8%	3.2%	3.0%	4.4%	3.8%	3.6%



**ASKED ALL YEAR**

**Q4. Which THREE of the major categories of City services listed in Question 3 do you think should receive the MOST EMPHASIS from The City over the next TWO years? (top 3) (cont.)**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q4. Sum of top 3 choices (cont.)</u>							
Municipal court services	1.0%	1.5%	3.2%	2.1%	2.8%	2.2%	2.2%
Customer service you receive from City employees	6.9%	5.6%	5.2%	5.4%	4.6%	4.4%	5.3%
Overall effectiveness of City communication with the public	8.2%	5.4%	8.9%	5.4%	8.4%	6.7%	7.1%
City's stormwater runoff/ stormwater management system	9.9%	11.3%	10.6%	16.0%	12.8%	20.6%	13.8%
Public transportation	13.8%	12.3%	9.7%	28.7%	10.6%	20.4%	16.6%
None chosen	19.2%	18.6%	30.1%	19.6%	26.5%	16.4%	21.7%

**ASKED ALL YEAR**

**Q5. POLICE SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q5-1. Effectiveness of local police protection</u>							
Very satisfied	17.0%	18.9%	12.1%	10.7%	10.1%	10.1%	12.8%
Satisfied	50.0%	50.6%	31.0%	44.7%	36.2%	47.0%	43.1%
Neutral	19.8%	19.1%	33.6%	28.6%	32.4%	29.9%	27.6%
Dissatisfied	9.8%	7.9%	14.8%	11.8%	13.3%	9.5%	11.3%
Very dissatisfied	3.4%	3.5%	8.4%	4.2%	8.0%	3.5%	5.2%
 <u>Q5-2. Visibility of police in neighborhoods</u>							
Very satisfied	12.9%	15.5%	10.2%	6.9%	7.6%	5.6%	9.5%
Satisfied	35.5%	32.9%	25.7%	32.4%	24.8%	33.4%	30.7%
Neutral	27.6%	29.9%	26.9%	33.6%	33.9%	35.1%	31.4%
Dissatisfied	16.2%	15.7%	24.8%	19.2%	22.9%	19.4%	19.8%
Very dissatisfied	7.8%	6.0%	12.4%	7.9%	10.8%	6.5%	8.6%

**ASKED ALL YEAR**

**Q5. POLICE SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q5-3. City's overall efforts to prevent crime</u>							
Very satisfied	9.0%	10.4%	8.4%	4.9%	6.3%	5.1%	7.1%
Satisfied	30.9%	32.0%	18.9%	27.0%	20.8%	25.9%	25.8%
Neutral	30.7%	29.8%	33.9%	34.8%	32.6%	36.7%	33.3%
Dissatisfied	20.1%	18.9%	24.6%	23.2%	25.5%	23.2%	22.7%
Very dissatisfied	9.3%	8.9%	14.1%	10.1%	14.7%	9.2%	11.1%
 <u>Q5-4. Enforcement of local traffic laws</u>							
Very satisfied	13.0%	13.8%	8.0%	8.1%	6.4%	6.6%	9.1%
Satisfied	41.3%	40.6%	29.8%	37.3%	32.9%	37.3%	36.5%
Neutral	27.1%	28.2%	40.2%	36.0%	38.9%	36.0%	34.7%
Dissatisfied	10.4%	12.5%	13.1%	11.9%	13.2%	13.7%	12.5%
Very dissatisfied	8.2%	4.9%	8.9%	6.7%	8.5%	6.4%	7.2%

**ASKED ALL YEAR**

**Q5. POLICE SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q5-5. Parking enforcement services</u>							
Very satisfied	10.5%	12.4%	6.5%	8.8%	6.8%	6.5%	8.5%
Satisfied	39.7%	38.6%	30.6%	33.7%	30.8%	37.3%	34.8%
Neutral	36.5%	37.7%	43.5%	37.9%	45.7%	44.9%	41.1%
Dissatisfied	9.0%	6.7%	11.0%	11.9%	9.9%	7.3%	9.5%
Very dissatisfied	4.1%	4.6%	8.4%	7.7%	6.9%	4.0%	6.1%
 <u>Q5-6. How quickly police respond to emergencies</u>							
Very satisfied	14.9%	17.7%	12.6%	12.1%	10.5%	11.5%	13.0%
Satisfied	38.9%	39.0%	27.2%	31.8%	29.2%	36.6%	33.3%
Neutral	24.5%	25.6%	30.2%	31.9%	29.9%	31.6%	29.2%
Dissatisfied	14.0%	9.8%	15.8%	15.2%	15.5%	12.3%	14.0%
Very dissatisfied	7.7%	7.9%	14.2%	9.1%	14.8%	8.0%	10.5%

**ASKED ALL YEAR**

**Q6. Which TWO of the Police services listed in Question 5 do you think should receive the MOST EMPHASIS from The City over the next TWO years? (top 2)**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q6. Sum of top 2 choices</u>							
Effectiveness of local police protection	25.2%	28.9%	27.3%	31.6%	31.7%	32.5%	29.8%
Visibility of police in neighborhoods	43.2%	39.6%	39.4%	40.6%	38.8%	43.0%	40.8%
City's overall efforts to prevent crime	51.3%	56.6%	40.3%	56.9%	49.0%	58.1%	52.3%
Enforcement of local traffic laws	12.3%	13.2%	10.7%	10.2%	10.9%	11.5%	11.4%
Parking enforcement services	4.6%	3.1%	6.6%	6.1%	3.1%	3.5%	4.5%
How quickly police respond to emergencies	33.7%	31.6%	30.8%	28.7%	32.9%	28.4%	30.9%
None chosen	13.2%	12.1%	19.9%	10.8%	15.5%	9.9%	13.4%

**ASKED ALL YEAR**

**Q7. FIRE AND EMERGENCY MEDICAL SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q7-1. Overall quality of local fire protection &amp; rescue services</u>							
Very satisfied	31.7%	31.1%	34.8%	28.3%	28.3%	22.5%	29.4%
Satisfied	50.4%	51.2%	44.4%	54.1%	50.8%	57.6%	51.5%
Neutral	14.9%	16.1%	17.4%	15.9%	17.6%	18.5%	16.8%
Dissatisfied	1.7%	0.9%	1.9%	1.0%	2.1%	1.3%	1.5%
Very dissatisfied	1.3%	0.7%	1.5%	0.7%	1.2%	0.2%	0.9%
 <u>Q7-2. How quickly fire &amp; rescue personnel respond to emergencies</u>							
Very satisfied	33.0%	34.4%	38.7%	32.0%	31.0%	24.5%	32.3%
Satisfied	47.1%	45.9%	39.3%	48.8%	46.2%	54.4%	46.9%
Neutral	15.1%	16.2%	18.4%	16.0%	18.9%	18.6%	17.3%
Dissatisfied	3.4%	2.3%	2.0%	2.4%	2.8%	2.0%	2.5%
Very dissatisfied	1.4%	1.2%	1.6%	0.7%	1.0%	0.5%	1.1%

**ASKED ALL YEAR**

**Q7. FIRE AND EMERGENCY MEDICAL SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q7-3. Quality of local emergency medical service</u>							
Very satisfied	28.5%	29.6%	31.0%	27.5%	24.6%	22.2%	27.2%
Satisfied	48.8%	47.8%	42.0%	49.4%	49.0%	53.2%	48.3%
Neutral	19.2%	20.3%	22.1%	20.5%	22.4%	22.7%	21.3%
Dissatisfied	2.6%	1.1%	3.2%	1.8%	2.4%	1.5%	2.1%
Very dissatisfied	1.0%	1.1%	1.7%	0.8%	1.5%	0.4%	1.1%

Q7-4. How quickly emergency medical personnel respond to emergencies

Very satisfied	29.9%	31.1%	33.1%	29.6%	26.3%	23.1%	28.9%
Satisfied	45.9%	45.1%	42.1%	45.7%	47.3%	51.9%	46.3%
Neutral	19.0%	20.0%	20.2%	20.4%	20.5%	20.9%	20.2%
Dissatisfied	3.4%	2.5%	2.8%	3.2%	3.8%	3.0%	3.2%
Very dissatisfied	1.8%	1.2%	1.7%	1.1%	2.0%	1.1%	1.5%

**ASKED ALL YEAR**

**Q8. Which TWO of the Fire and Emergency Medical services listed in Question 7 do you think should receive the MOST EMPHASIS from The City over the next TWO years? (top 2)**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q8. Sum of top 2 choices</u>							
Overall quality of local fire protection & rescue services	27.9%	27.5%	24.9%	29.8%	30.5%	32.8%	29.0%
How quickly fire & rescue personnel respond to emergencies	39.7%	42.1%	34.2%	39.0%	39.7%	39.7%	39.1%
Quality of local emergency medical service	24.0%	29.7%	25.0%	26.9%	26.6%	28.8%	26.9%
How quickly emergency medical personnel respond to emergencies	42.3%	41.8%	36.2%	38.0%	40.7%	40.6%	39.8%
None chosen	31.2%	27.8%	37.4%	31.8%	29.5%	27.8%	30.9%



**ASKED ALL YEAR**

**Q9. STREETS, SIDEWALKS, AND INFRASTRUCTURE. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q9-1. Maintenance of City streets</u>							
Very satisfied	1.7%	2.1%	3.2%	1.6%	1.6%	1.0%	1.8%
Satisfied	18.2%	18.8%	15.6%	15.7%	10.9%	10.9%	14.8%
Neutral	21.0%	22.5%	23.6%	24.6%	23.5%	18.5%	22.4%
Dissatisfied	37.0%	35.4%	33.3%	34.7%	35.9%	39.7%	36.0%
Very dissatisfied	22.2%	21.2%	24.2%	23.4%	28.1%	29.8%	24.9%
 <u>Q9-2. Maintenance of streets in your neighborhood</u>							
Very satisfied	5.9%	7.2%	3.4%	4.0%	3.3%	2.6%	4.3%
Satisfied	26.4%	30.8%	19.8%	27.3%	20.4%	23.1%	24.6%
Neutral	22.3%	22.3%	22.6%	23.0%	21.0%	19.8%	21.8%
Dissatisfied	26.4%	23.7%	27.8%	28.2%	30.5%	30.7%	28.0%
Very dissatisfied	19.1%	16.0%	26.4%	17.4%	24.9%	23.7%	21.2%

**ASKED ALL YEAR**

**Q9. STREETS, SIDEWALKS, AND INFRASTRUCTURE. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q9-3. Condition of sidewalks in City</u>							
Very satisfied	2.3%	3.5%	3.4%	2.2%	2.4%	0.3%	2.3%
Satisfied	20.7%	23.5%	14.9%	14.6%	11.5%	11.9%	15.8%
Neutral	34.8%	33.5%	28.8%	30.6%	32.1%	31.2%	31.7%
Dissatisfied	27.3%	29.1%	31.5%	33.2%	32.0%	34.7%	31.6%
Very dissatisfied	14.9%	10.4%	21.3%	19.5%	22.1%	21.9%	18.6%
 <u>Q9-4. Condition of sidewalks in your neighborhood</u>							
Very satisfied	8.6%	9.5%	4.3%	4.6%	4.5%	3.5%	5.6%
Satisfied	31.5%	38.0%	19.8%	22.9%	19.2%	18.6%	24.5%
Neutral	24.8%	22.0%	24.5%	20.7%	25.2%	26.0%	23.7%
Dissatisfied	18.4%	18.7%	23.3%	28.8%	24.0%	24.7%	23.5%
Very dissatisfied	16.6%	11.9%	28.2%	23.1%	27.1%	27.2%	22.7%

**ASKED ALL YEAR**

**Q9. STREETS, SIDEWALKS, AND INFRASTRUCTURE. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q9-5. Maintenance of street signs &amp; traffic signals</u>							
Very satisfied	9.6%	12.1%	9.7%	9.3%	6.2%	7.3%	9.0%
Satisfied	49.5%	52.5%	35.4%	48.7%	42.1%	45.9%	45.7%
Neutral	27.8%	24.6%	33.7%	28.4%	34.6%	35.7%	30.9%
Dissatisfied	8.2%	7.2%	11.5%	8.4%	10.4%	7.3%	8.8%
Very dissatisfied	5.0%	3.6%	9.7%	5.2%	6.7%	3.7%	5.6%
 <u>Q9-6. Snow removal on major City streets during past 12 months</u>							
Very satisfied	9.6%	15.1%	13.4%	11.6%	10.2%	6.4%	10.9%
Satisfied	43.2%	43.5%	38.9%	40.6%	41.3%	42.0%	41.5%
Neutral	17.4%	18.1%	25.1%	22.2%	25.1%	25.1%	22.4%
Dissatisfied	15.3%	12.1%	11.6%	15.8%	12.4%	14.5%	13.7%
Very dissatisfied	14.5%	11.2%	11.1%	9.8%	10.9%	12.1%	11.5%

**ASKED ALL YEAR**

**Q9. STREETS, SIDEWALKS, AND INFRASTRUCTURE. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q9-7. Snow removal on residential streets during past 12 months</u>							
Very satisfied	5.1%	9.4%	9.2%	7.0%	6.9%	4.8%	7.0%
Satisfied	23.3%	28.3%	27.3%	25.9%	28.3%	28.7%	27.0%
Neutral	21.4%	20.3%	25.3%	23.0%	25.6%	22.3%	23.1%
Dissatisfied	23.3%	20.9%	19.5%	25.6%	20.4%	22.7%	22.2%
Very dissatisfied	27.0%	21.1%	18.8%	18.4%	18.8%	21.6%	20.7%
 <u>Q9-8. Adequacy of City street lighting</u>							
Very satisfied	10.1%	13.3%	12.1%	11.0%	9.6%	9.7%	10.9%
Satisfied	46.3%	49.6%	33.7%	45.2%	39.5%	45.9%	43.4%
Neutral	26.4%	22.9%	28.0%	25.9%	28.0%	30.1%	26.9%
Dissatisfied	12.3%	10.8%	15.6%	13.1%	14.5%	10.8%	12.9%
Very dissatisfied	4.9%	3.4%	10.5%	4.8%	8.3%	3.5%	5.9%

**ASKED ALL YEAR**

**Q9. STREETS, SIDEWALKS, AND INFRASTRUCTURE. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q9-9. Accessibility of streets, sidewalks, &amp; buildings for people with disabilities</u>							
Very satisfied	9.7%	10.3%	7.7%	4.9%	7.9%	5.2%	7.4%
Satisfied	34.5%	39.6%	23.2%	30.0%	22.8%	27.7%	29.1%
Neutral	36.6%	32.9%	36.5%	33.7%	36.9%	36.8%	35.5%
Dissatisfied	10.5%	11.7%	18.8%	18.4%	17.4%	19.0%	16.3%
Very dissatisfied	8.7%	5.5%	13.8%	13.1%	15.0%	11.2%	11.6%
 <u>Q9-10. On-street bicycle infrastructure (bike lanes/wayfinding signs)</u>							
Very satisfied	7.8%	8.6%	8.7%	4.7%	5.8%	2.9%	6.2%
Satisfied	23.9%	28.0%	24.3%	21.5%	17.8%	15.9%	21.6%
Neutral	39.7%	37.1%	40.8%	34.3%	47.5%	41.4%	39.9%
Dissatisfied	16.9%	18.5%	14.7%	23.9%	15.3%	25.8%	19.6%
Very dissatisfied	11.8%	7.9%	11.5%	15.7%	13.6%	13.9%	12.7%

**ASKED ALL YEAR**

**Q10. Which TWO of the street, sidewalk, and inbaastructure services listed in Question 9 do you think should receive the MOST EMPHASIS from The City over the next TWO years? (top 2)**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q10. Sum of top 2 choices</u>							
Maintenance of City streets	53.2%	60.2%	33.9%	53.5%	48.0%	60.4%	51.7%
Maintenance of streets in your neighborhood	24.1%	25.3%	25.6%	17.1%	27.9%	22.8%	23.5%
Condition of sidewalks in City	13.8%	13.7%	18.4%	25.4%	16.9%	22.4%	18.9%
Condition of sidewalks in your neighborhood	12.0%	9.8%	22.3%	17.7%	15.4%	16.8%	15.8%
Maintenance of street signs & traffic signals	4.9%	5.0%	4.9%	3.4%	3.5%	3.7%	4.1%
Snow removal on major City streets during past 12 months	13.0%	11.1%	5.5%	8.5%	8.1%	10.6%	9.4%
Snow removal on residential streets during past 12 months	33.1%	27.5%	18.8%	17.7%	20.8%	17.3%	22.0%
Adequacy of City street lighting	6.1%	7.5%	9.7%	7.7%	9.6%	4.7%	7.6%
Accessibility of streets, sidewalks, & buildings for people with disabilities	7.6%	8.0%	10.9%	11.0%	10.7%	9.0%	9.7%
On-street bicycle infrastructure (bike lanes/wayfinding signs)	9.3%	7.7%	5.5%	18.0%	7.8%	12.2%	10.5%
None chosen	10.5%	10.2%	20.3%	8.9%	13.8%	9.0%	12.0%

**ASKED ALL YEAR**

**Q11. PUBLIC TRANSPORTATION. Please rate your satisfaction with the following services. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q11-1. KCATA bus system</u>							
Very satisfied	10.6%	13.8%	22.6%	11.2%	16.7%	12.5%	14.8%
Satisfied	22.1%	28.2%	33.4%	33.2%	28.8%	32.1%	30.3%
Neutral	48.0%	43.2%	31.9%	34.9%	40.9%	40.3%	38.9%
Dissatisfied	10.3%	7.8%	6.8%	14.6%	6.2%	9.1%	9.3%
Very dissatisfied	9.0%	6.9%	5.4%	6.3%	7.4%	6.0%	6.7%
 <u>Q11-2. Kansas City streetcar</u>							
Very satisfied	29.0%	28.0%	22.6%	39.0%	24.3%	28.8%	29.6%
Satisfied	31.8%	31.5%	28.4%	30.2%	28.8%	34.1%	30.8%
Neutral	29.2%	29.7%	35.5%	19.0%	36.4%	26.2%	28.4%
Dissatisfied	3.7%	4.9%	7.1%	5.5%	4.4%	5.5%	5.2%
Very dissatisfied	6.3%	5.8%	6.4%	6.3%	6.0%	5.3%	6.0%

**ASKED ALL YEAR**

**Q12. NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q12-1. Enforcing clean-up of trash &amp; debris on private property</u>							
Very satisfied	4.5%	6.1%	5.0%	3.5%	5.3%	3.3%	4.6%
Satisfied	22.9%	24.4%	16.3%	25.4%	17.1%	22.0%	21.3%
Neutral	30.1%	35.0%	24.2%	31.7%	24.6%	31.4%	29.3%
Dissatisfied	26.3%	24.0%	25.9%	27.5%	29.6%	31.4%	27.6%
Very dissatisfied	16.1%	10.5%	28.6%	11.8%	23.4%	12.0%	17.2%
 <u>Q12-2. Enforcing mowing &amp; cutting of weeds on private property</u>							
Very satisfied	4.9%	5.6%	4.4%	3.6%	3.4%	3.0%	4.1%
Satisfied	23.1%	23.0%	16.7%	23.4%	17.7%	20.6%	20.7%
Neutral	34.6%	38.3%	25.7%	35.4%	26.1%	35.9%	32.4%
Dissatisfied	22.5%	23.9%	26.9%	26.3%	30.0%	29.7%	26.8%
Very dissatisfied	15.0%	9.1%	26.3%	11.3%	22.8%	10.7%	16.1%



**ASKED ALL YEAR**

**Q12. NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	

Q12-3. Enforcing exterior maintenance of residential property (e.g. condition of buildings)

Very satisfied	5.0%	4.8%	4.3%	3.0%	3.3%	2.1%	3.7%
Satisfied	24.6%	24.2%	14.6%	24.0%	16.7%	19.5%	20.5%
Neutral	35.9%	43.4%	31.4%	37.7%	33.5%	41.6%	37.0%
Dissatisfied	21.8%	20.5%	27.0%	24.6%	29.0%	29.3%	25.6%
Very dissatisfied	12.8%	7.0%	22.7%	10.8%	17.6%	7.5%	13.3%

Q12-4. Enforcing trash, weeds, & exterior maintenance in your neighborhood

Very satisfied	10.2%	10.9%	4.2%	10.0%	6.2%	4.3%	7.6%
Satisfied	33.1%	34.8%	18.3%	33.2%	23.4%	35.0%	29.5%
Neutral	30.5%	32.9%	24.3%	29.9%	25.7%	35.0%	29.6%
Dissatisfied	15.2%	14.5%	23.7%	17.8%	25.0%	18.7%	19.4%
Very dissatisfied	11.0%	6.9%	29.5%	9.0%	19.7%	6.9%	14.0%

**ASKED ALL YEAR**

**Q12. NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	

Q12-5. Boarding up vacant structures that are open to entry

Very satisfied	3.9%	6.6%	3.7%	4.3%	3.7%	2.1%	4.0%
Satisfied	19.4%	20.1%	18.2%	19.6%	15.7%	17.4%	18.3%
Neutral	44.1%	49.0%	29.4%	42.5%	33.2%	44.3%	39.4%
Dissatisfied	19.1%	17.2%	26.5%	22.2%	28.0%	24.4%	23.5%
Very dissatisfied	13.6%	7.1%	22.3%	11.4%	19.3%	11.8%	14.9%

Q12-6. Demolishing vacant structures that are in dangerous building inventory

Very satisfied	3.1%	5.3%	3.9%	4.0%	3.7%	2.0%	3.7%
Satisfied	15.9%	16.7%	10.4%	14.3%	11.5%	15.4%	13.7%
Neutral	39.9%	41.1%	23.9%	37.1%	27.4%	38.7%	33.8%
Dissatisfied	23.3%	25.8%	30.2%	27.6%	28.6%	27.0%	27.4%
Very dissatisfied	17.8%	11.1%	31.6%	16.9%	28.8%	16.8%	21.4%

**ASKED ALL YEAR**

**Q12. NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	

Q12-7. Enforcement of animal code (e.g. animal welfare & pet licensing)

Very satisfied	6.5%	8.3%	7.3%	5.6%	6.2%	3.8%	6.2%
Satisfied	28.5%	33.5%	24.9%	32.2%	25.8%	31.8%	29.3%
Neutral	43.1%	40.0%	35.4%	42.3%	41.0%	47.2%	41.4%
Dissatisfied	14.8%	11.2%	18.0%	12.2%	13.4%	11.8%	13.6%
Very dissatisfied	7.1%	7.0%	14.4%	7.8%	13.7%	5.4%	9.4%

Q12-8. Customer service from animal control officers

Very satisfied	9.3%	9.8%	11.1%	8.3%	8.9%	8.0%	9.2%
Satisfied	28.6%	33.2%	25.1%	28.6%	25.9%	33.6%	28.8%
Neutral	47.4%	45.1%	42.3%	49.3%	48.4%	47.3%	46.6%
Dissatisfied	6.6%	6.6%	10.9%	6.4%	8.3%	6.6%	7.7%
Very dissatisfied	8.2%	5.3%	10.5%	7.5%	8.5%	4.5%	7.6%

**ASKED ALL YEAR**

**Q12. NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q12-9. Animal shelter operations &amp; adoption efforts</u>							
Very satisfied	13.9%	16.1%	17.0%	14.2%	12.8%	14.7%	14.7%
Satisfied	35.3%	43.3%	27.1%	43.8%	35.5%	41.5%	38.0%
Neutral	41.5%	33.0%	42.1%	34.2%	40.2%	38.1%	38.1%
Dissatisfied	5.5%	5.5%	7.8%	4.6%	6.2%	4.0%	5.5%
Very dissatisfied	3.9%	2.1%	6.0%	3.2%	5.3%	1.7%	3.7%

**ASKED ALL YEAR**

**Q13. Which TWO of the neighborhood services listed in Question 12 do you think should receive the MOST EMPHASIS from The City over the next TWO years? (top 2)**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q13. Sum of top 2 choices</u>							
Enforcing clean-up of trash & debris on private property	38.2%	41.2%	34.0%	33.7%	39.8%	39.3%	37.6%
Enforcing mowing & cutting of weeds on private property	15.9%	21.8%	21.0%	15.9%	21.7%	19.7%	19.2%
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	16.2%	16.5%	11.0%	19.6%	16.8%	19.8%	16.9%
Enforcing trash, weeds, & exterior maintenance in your neighborhood	16.2%	11.0%	25.1%	14.9%	17.6%	12.9%	16.2%
Boarding up vacant structures that are open to entry	12.6%	12.0%	14.7%	16.4%	14.3%	12.8%	14.0%
Demolishing vacant structures that are in dangerous building inventory	29.5%	28.8%	25.7%	36.4%	28.0%	31.1%	30.3%

**ASKED ALL YEAR**

**Q13. Which TWO of the neighborhood services listed in Question 12 do you think should receive the MOST EMPHASIS from The City over the next TWO years? (top 2) (cont.)**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q13. Sum of top 2 choices (cont.)</u>							
Enforcement of animal code (e.g. animal welfare & pet licensing)	8.7%	11.3%	6.6%	7.0%	7.9%	7.7%	8.1%
Customer service from animal control officers	4.2%	4.7%	3.2%	2.9%	2.7%	3.8%	3.5%
Animal shelter operations & adoption efforts	11.7%	12.0%	5.4%	10.4%	7.5%	12.5%	9.9%
None chosen	21.3%	18.6%	25.0%	20.0%	20.1%	18.3%	20.5%

**ASKED IN 1Q AND 3Q**

**Q14. 311 CALL CENTER. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2315	Council District						Total
	1	2	3	4	5	6	

Q14-1. Ease of utilizing 311 services via phone

Very satisfied	23.7%	25.8%	35.7%	23.9%	24.7%	27.0%	26.9%
Satisfied	35.9%	44.1%	37.8%	49.7%	43.4%	47.2%	43.4%
Neutral	29.3%	20.7%	22.3%	18.1%	25.0%	19.9%	22.2%
Dissatisfied	7.6%	6.6%	2.1%	6.1%	3.9%	4.3%	4.9%
Very dissatisfied	3.5%	2.8%	2.1%	2.3%	3.0%	1.8%	2.5%

Q14-2. Ease of utilizing 311 services via web or mobile application

Very satisfied	22.1%	25.7%	28.0%	19.2%	17.8%	21.2%	21.9%
Satisfied	29.1%	32.9%	31.8%	43.8%	33.7%	42.9%	36.3%
Neutral	37.8%	30.5%	35.1%	29.1%	39.0%	27.6%	33.2%
Dissatisfied	7.6%	7.2%	1.9%	5.3%	6.8%	7.8%	6.0%
Very dissatisfied	3.5%	3.6%	3.3%	2.6%	2.7%	0.5%	2.6%

**ASKED IN 1Q AND 3Q**

**Q14. 311 CALL CENTER. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2315	Council District						Total
	1	2	3	4	5	6	

Q14-3. Courtesy & professionalism of 311 call takers

Very satisfied	25.4%	28.1%	37.3%	33.7%	25.9%	31.8%	30.6%
Satisfied	35.0%	42.9%	39.5%	41.7%	43.3%	39.7%	40.6%
Neutral	31.0%	22.2%	20.7%	19.7%	26.5%	24.0%	23.7%
Dissatisfied	5.6%	3.9%	0.4%	2.9%	2.1%	3.0%	2.8%
Very dissatisfied	3.0%	3.0%	2.2%	1.9%	2.1%	1.5%	2.2%

Q14-4. How well your question or issue was resolved via 311

Very satisfied	20.3%	24.4%	31.5%	25.2%	20.0%	23.6%	24.2%
Satisfied	38.1%	34.6%	36.3%	36.3%	37.0%	44.6%	37.9%
Neutral	30.5%	25.9%	21.1%	23.4%	28.4%	20.7%	24.8%
Dissatisfied	5.1%	8.3%	5.9%	10.2%	10.4%	6.5%	8.0%
Very dissatisfied	6.1%	6.8%	5.2%	4.9%	4.2%	4.7%	5.2%



**ASKED IN 1Q AND 3Q**

**Q15. COMMUNICATION. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2315	Council District						Total
	1	2	3	4	5	6	

Q15-1. Availability of information about City programs & services

Very satisfied	7.2%	6.3%	12.4%	9.8%	6.1%	6.9%	8.2%
Satisfied	35.1%	46.0%	28.2%	40.8%	34.8%	40.0%	37.6%
Neutral	37.5%	34.2%	38.8%	34.9%	41.7%	39.1%	37.7%
Dissatisfied	15.5%	10.7%	14.1%	12.1%	13.9%	11.6%	12.9%
Very dissatisfied	4.8%	2.9%	6.5%	2.5%	3.5%	2.4%	3.6%

Q15-2. Overall usefulness of City's website

Very satisfied	9.1%	7.4%	10.3%	8.1%	6.2%	6.3%	7.8%
Satisfied	34.5%	45.0%	29.8%	44.1%	34.0%	41.0%	38.4%
Neutral	36.8%	35.1%	47.1%	32.8%	44.9%	35.8%	38.6%
Dissatisfied	16.8%	9.9%	6.6%	11.8%	11.7%	15.3%	12.0%
Very dissatisfied	2.7%	2.5%	6.2%	3.1%	3.2%	1.7%	3.2%

**ASKED IN 1Q AND 3Q**

**Q15. COMMUNICATION. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2315	Council District						Total
	1	2	3	4	5	6	

Q15-3. Opportunity to engage/provide input into decisions made by City

Very satisfied	4.1%	4.1%	8.0%	6.5%	3.8%	3.8%	5.1%
Satisfied	20.5%	29.6%	19.8%	31.9%	17.8%	25.5%	24.5%
Neutral	44.5%	44.9%	43.0%	38.4%	50.0%	46.9%	44.4%
Dissatisfied	17.7%	14.4%	17.9%	15.7%	20.6%	18.3%	17.5%
Very dissatisfied	13.2%	7.0%	11.4%	7.6%	7.8%	5.5%	8.5%

Q15-4. Quality of City video programming including City television channel (Channel 2) & web streaming

Very satisfied	6.8%	6.4%	12.1%	7.8%	7.4%	5.9%	7.8%
Satisfied	30.5%	41.2%	25.1%	37.3%	27.6%	33.3%	32.4%
Neutral	50.3%	45.5%	53.0%	44.7%	50.6%	52.5%	49.4%
Dissatisfied	6.8%	5.3%	5.6%	7.0%	11.1%	6.9%	7.2%
Very dissatisfied	5.6%	1.6%	4.2%	3.3%	3.3%	1.5%	3.2%

**ASKED IN 1Q AND 3Q**

**Q15. COMMUNICATION. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2315	Council District						Total
	1	2	3	4	5	6	

Q15-5. Content in City's magazine, KCMore

Very satisfied	7.2%	8.1%	11.7%	12.1%	7.2%	5.8%	8.9%
Satisfied	32.5%	37.6%	27.9%	37.0%	34.2%	42.1%	35.1%
Neutral	49.4%	48.9%	50.0%	44.2%	49.8%	46.8%	48.1%
Dissatisfied	6.6%	2.2%	4.5%	4.9%	7.6%	3.7%	5.0%
Very dissatisfied	4.2%	3.2%	5.9%	1.9%	1.1%	1.6%	2.9%

Q15-6. City's use of social media

Very satisfied	7.5%	10.6%	10.8%	11.3%	6.8%	7.6%	9.2%
Satisfied	31.0%	36.2%	25.0%	37.5%	28.3%	38.6%	33.0%
Neutral	51.7%	44.4%	50.9%	43.0%	52.0%	47.1%	47.9%
Dissatisfied	6.9%	5.3%	8.0%	4.5%	8.2%	5.4%	6.3%
Very dissatisfied	2.9%	3.4%	5.2%	3.6%	4.7%	1.3%	3.6%

**ASKED IN 1Q AND 3Q**

**Q16. Which TWO of the communication services listed in Question 15 do you think should receive the MOST EMPHASIS from The City over the next TWO years? (top 2)**

N=2315	Council District						Total
	1	2	3	4	5	6	
<u>Q16. Sum of top 2 choices</u>							
Availability of information about City programs & services	44.9%	47.7%	42.0%	47.5%	44.9%	48.3%	46.0%
Overall usefulness of City's website	24.9%	25.7%	19.3%	31.4%	24.5%	31.9%	26.7%
Opportunity to engage/ provide input into decisions made by City	35.7%	38.7%	32.2%	37.2%	39.1%	39.4%	37.2%
Quality of City video programming including City television channel (Channel 2) & web streaming	6.2%	8.2%	8.3%	6.6%	9.5%	3.7%	7.1%
Content in City's magazine, KCMORE	5.6%	5.1%	6.6%	6.6%	6.9%	5.0%	6.0%
City's use of social media	14.8%	16.9%	14.9%	16.3%	14.6%	18.5%	16.0%
None chosen	32.5%	25.7%	35.6%	24.0%	27.5%	24.3%	27.8%

**ASKED IN 1Q AND 3Q**

**Q17. Which are your top 2 preferred methods of receiving information from The City? (top 2)**

N=2315	Council District						Total
	1	2	3	4	5	6	
<u>Q17. Sum of top 2 choices</u>							
City website	39.7%	40.8%	28.2%	43.8%	38.4%	45.2%	39.7%
Text messages to mobile	23.3%	19.3%	16.4%	22.3%	20.8%	19.3%	20.3%
Cable Channel 2	14.4%	19.9%	24.1%	13.0%	23.1%	12.3%	17.6%
Twitter/social media	18.7%	18.7%	12.4%	22.1%	14.1%	19.6%	17.8%
City magazine by mail	31.1%	34.1%	40.2%	28.7%	40.3%	37.6%	35.2%
Email notification/releases	40.0%	38.7%	29.6%	44.2%	31.0%	40.2%	37.5%
None chosen	11.5%	10.3%	19.3%	9.5%	11.6%	8.4%	11.5%

**ASKED IN 1Q AND 3Q**

**Q18. Have any members of your household watched Channel 2, Kansas City, Missouri's government cable television channel, in the last year? (without "not provided")**

N=2315	Council District						Total
	1	2	3	4	5	6	

Q18. Have any members of your household watched Channel 2, Kansas City, Missouri's government cable television channel, in last year

Yes	23.2%	26.2%	32.5%	23.6%	29.9%	21.2%	26.0%
No	57.6%	58.0%	40.5%	56.1%	43.1%	60.1%	52.5%
Not available on my television	19.2%	15.8%	27.0%	20.4%	27.0%	18.8%	21.5%

**ASKED IN 1Q AND 3Q**

**Q19. Please indicate about how many times in the past 12 months you have done each of the following. (without "don't know")**

N=2315

	Council District						Total
	1	2	3	4	5	6	
<u>Q19-1. Attended an arts or cultural event in City</u>							
At least monthly	5.3%	4.9%	8.4%	24.2%	8.9%	13.1%	12.0%
Several times	34.3%	38.8%	28.6%	49.2%	36.4%	52.9%	41.1%
Once	28.3%	23.5%	23.1%	13.5%	25.7%	19.6%	21.5%
Never	32.2%	32.9%	39.9%	13.1%	29.0%	14.4%	25.4%

Q19-2. Participated in a neighborhood association, like a block association, a homeowner or tenant association, or a crime watch group

At least monthly	7.7%	5.3%	11.9%	8.1%	4.9%	6.1%	7.3%
Several times	16.2%	21.5%	17.7%	25.1%	19.5%	24.6%	21.2%
Once	20.4%	17.9%	13.8%	21.4%	19.7%	23.8%	19.8%
Never	55.6%	55.3%	56.6%	45.4%	55.9%	45.6%	51.8%

**ASKED IN 1Q AND 3Q**

**Q19. Please indicate about how many times in the past 12 months you have done each of the following. (without "don't know")**

N=2315

	Council District						Total
	1	2	3	4	5	6	
<u>Q19-3. Volunteered your time</u>							
At least monthly	17.2%	13.2%	14.6%	21.8%	16.1%	17.3%	17.1%
Several times	35.1%	33.0%	27.2%	32.4%	28.0%	37.3%	32.1%
Once	16.8%	19.1%	13.9%	18.0%	18.6%	16.2%	17.2%
Never	30.8%	34.7%	44.3%	27.8%	37.3%	29.2%	33.6%

Q19-4. Had friends over to your home

At least monthly	38.3%	38.5%	28.3%	40.3%	30.8%	40.1%	36.2%
Several times	50.0%	51.9%	45.9%	46.8%	52.2%	50.3%	49.4%
Once	5.9%	5.8%	10.2%	5.4%	7.7%	5.4%	6.6%
Never	5.9%	3.8%	15.6%	7.5%	9.4%	4.3%	7.7%



**ASKED IN 1Q AND 3Q**

**Q19. Please indicate about how many times in the past 12 months you have done each of the following. (without "don't know")**

N=2315

	Council District						Total
	1	2	3	4	5	6	
<u>Q19-5. Had friends who live in your neighborhood over to your home</u>							
At least monthly	21.1%	15.8%	17.0%	26.9%	12.5%	21.4%	19.5%
Several times	40.9%	38.3%	36.8%	38.5%	37.5%	40.9%	38.7%
Once	11.5%	21.1%	14.8%	13.4%	15.1%	14.8%	15.0%
Never	26.5%	24.8%	31.4%	21.2%	34.9%	22.8%	26.8%

Q19-6. Had friends of another race over to your home

At least monthly	18.4%	14.7%	17.0%	21.1%	14.0%	14.2%	16.8%
Several times	47.4%	44.8%	44.2%	46.6%	48.3%	45.0%	46.2%
Once	17.3%	16.1%	13.1%	13.5%	17.3%	18.4%	15.8%
Never	16.9%	24.4%	25.6%	18.8%	20.5%	22.4%	21.3%

**ASKED IN 1Q AND 3Q**

**Q20. How would you describe your overall state of health these days? Would you say it is: (without "don't know")**

N=2315	Council District						Total
	1	2	3	4	5	6	
<u>Q20. How would you describe your overall state of health these days</u>							
Excellent	27.3%	27.0%	15.1%	31.5%	18.0%	29.5%	25.0%
Good	43.7%	51.5%	37.5%	45.4%	47.5%	48.5%	45.8%
Average	15.7%	12.3%	27.5%	14.7%	18.0%	15.5%	17.1%
Fair	9.2%	7.4%	15.7%	5.7%	11.1%	3.8%	8.6%
Poor	4.1%	1.8%	4.2%	2.7%	5.4%	2.7%	3.5%

**Q21. Thinking about your ability to meet your household's needs, would you say your financial situation is: (without "don't know")**

N=2315	Council District						Total
	1	2	3	4	5	6	
<u>Q21. What would you describe your financial situation</u>							
Excellent	20.3%	20.2%	9.6%	27.4%	12.6%	25.1%	19.7%
Good	35.9%	40.8%	20.2%	40.0%	30.1%	39.8%	34.8%
Average	23.8%	25.9%	33.4%	18.1%	30.1%	22.2%	25.1%
Fair	12.1%	9.0%	21.7%	8.7%	16.2%	7.8%	12.3%
Poor	7.9%	4.0%	15.1%	5.9%	11.0%	5.1%	8.1%

**ASKED IN 1Q AND 3Q**

**Q22. Thinking about your parents when they were your age, how would you compare your standard of living to theirs? Would you say your standard of living is: (without "don't know")**

N=2315	Council District						Total
	1	2	3	4	5	6	
<u>Q22. How would you compare your standard of living to your parents' when they were your age</u>							
Much better	24.8%	31.2%	27.1%	25.9%	22.9%	24.7%	25.9%
Somewhat better	33.2%	32.7%	29.0%	30.7%	27.2%	33.5%	30.9%
About the same	25.5%	23.5%	23.7%	26.9%	26.5%	24.9%	25.3%
Somewhat worse	11.2%	10.2%	12.5%	10.6%	15.7%	14.5%	12.5%
Much worse	5.2%	2.5%	7.8%	6.0%	7.7%	2.4%	5.4%

**ASKED IN 1Q AND 3Q**

**Q23. HOUSING. Please rate your satisfaction with the following items concerning housing in Kansas City, Missouri. (without "don't know")**

N=2315	Council District						Total
	1	2	3	4	5	6	

Q23-1. Availability of affordable housing for your family

Very satisfied	12.0%	16.2%	16.2%	16.8%	9.0%	17.4%	14.7%
Satisfied	40.2%	47.2%	27.0%	41.4%	37.6%	43.3%	39.6%
Neutral	29.3%	19.8%	29.4%	19.9%	27.0%	20.3%	23.9%
Dissatisfied	12.8%	12.5%	16.6%	15.3%	15.6%	14.2%	14.6%
Very dissatisfied	5.6%	4.3%	10.8%	6.6%	10.8%	4.7%	7.2%

Q23-2. Quality of housing for your family

Very satisfied	17.8%	21.6%	16.5%	22.4%	8.2%	21.7%	18.1%
Satisfied	50.2%	49.8%	33.7%	49.6%	43.4%	47.9%	46.0%
Neutral	21.1%	21.9%	27.7%	15.6%	26.2%	18.8%	21.5%
Dissatisfied	6.2%	4.1%	14.2%	9.3%	14.1%	9.7%	9.8%
Very dissatisfied	4.7%	2.5%	7.9%	3.2%	8.0%	2.0%	4.7%

**ASKED IN 2Q AND 4Q**

**Q14. PARKS AND RECREATION SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	
<u>Q14-1. Maintenance of City parks</u>							
Very satisfied	13.0%	17.3%	15.5%	20.1%	13.6%	10.6%	15.1%
Satisfied	53.7%	56.5%	40.3%	55.2%	47.6%	57.4%	52.0%
Neutral	27.0%	21.6%	33.7%	18.8%	27.7%	25.9%	25.5%
Dissatisfied	5.1%	3.0%	5.9%	4.8%	8.4%	5.3%	5.4%
Very dissatisfied	1.3%	1.7%	4.6%	1.0%	2.7%	0.8%	1.9%
 <u>Q14-2. Quality of facilities such as picnic shelters &amp; playgrounds in City parks</u>							
Very satisfied	11.6%	16.0%	13.2%	16.5%	11.6%	9.0%	13.0%
Satisfied	54.1%	51.6%	36.8%	54.2%	38.3%	51.0%	47.9%
Neutral	26.5%	26.5%	32.8%	20.9%	35.6%	31.0%	28.7%
Dissatisfied	5.8%	4.2%	10.5%	6.8%	9.4%	8.1%	7.5%
Very dissatisfied	2.0%	1.7%	6.8%	1.6%	5.2%	0.9%	2.9%

**ASKED IN 2Q AND 4Q**

**Q14. PARKS AND RECREATION SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	

Q14-3. Quality of outdoor athletic fields (i.e. baseball, soccer, & football)

Very satisfied	10.5%	18.7%	14.3%	17.5%	16.2%	8.5%	14.3%
Satisfied	52.0%	48.5%	36.1%	45.4%	38.0%	49.7%	44.8%
Neutral	29.8%	25.4%	37.9%	30.1%	35.6%	34.0%	32.2%
Dissatisfied	5.5%	5.2%	6.8%	4.9%	7.3%	5.8%	5.9%
Very dissatisfied	2.2%	2.2%	5.0%	2.1%	3.0%	2.0%	2.7%

Q14-4. Maintenance of boulevards & parkways

Very satisfied	11.8%	11.4%	10.9%	13.4%	10.7%	9.6%	11.3%
Satisfied	47.8%	47.8%	34.3%	45.4%	39.0%	48.1%	43.8%
Neutral	29.6%	29.4%	37.1%	28.3%	31.5%	25.3%	30.0%
Dissatisfied	8.3%	8.5%	10.9%	10.0%	14.0%	14.6%	11.2%
Very dissatisfied	2.5%	2.8%	6.9%	2.9%	4.8%	2.4%	3.7%

**ASKED IN 2Q AND 4Q**

**Q14. PARKS AND RECREATION SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	
<u>Q14-5. Walking &amp; biking trails in City</u>							
Very satisfied	10.4%	17.7%	10.3%	10.3%	12.0%	6.7%	11.1%
Satisfied	46.0%	43.1%	29.5%	39.3%	32.3%	42.7%	38.9%
Neutral	31.5%	27.4%	44.5%	30.4%	42.3%	36.9%	35.3%
Dissatisfied	9.4%	9.4%	10.3%	15.3%	8.3%	11.9%	10.9%
Very dissatisfied	2.7%	2.4%	5.3%	4.7%	5.0%	1.8%	3.7%
 <u>Q14-6. City swimming pools &amp; programs</u>							
Very satisfied	6.4%	15.6%	11.1%	6.1%	9.6%	3.3%	8.7%
Satisfied	37.6%	31.2%	23.4%	28.4%	20.9%	26.8%	27.7%
Neutral	44.5%	42.2%	43.4%	46.7%	48.6%	48.3%	45.7%
Dissatisfied	6.9%	6.5%	13.5%	16.2%	12.0%	13.9%	11.6%
Very dissatisfied	4.6%	4.5%	8.6%	2.6%	8.8%	7.7%	6.2%

**ASKED IN 2Q AND 4Q**

**Q14. PARKS AND RECREATION SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	

Q14-7. City's youth programs & activities

Very satisfied	7.7%	14.9%	10.0%	3.9%	9.5%	2.1%	8.1%
Satisfied	35.1%	30.9%	20.5%	25.4%	23.7%	28.9%	27.0%
Neutral	45.7%	41.5%	42.6%	53.7%	42.3%	49.5%	45.6%
Dissatisfied	7.7%	8.5%	14.5%	14.6%	14.2%	14.7%	12.5%
Very dissatisfied	3.8%	4.3%	12.4%	2.4%	10.3%	4.7%	6.7%

Q14-8. Maintenance & appearance of City community centers

Very satisfied	9.8%	12.7%	12.7%	8.5%	11.1%	6.2%	10.2%
Satisfied	40.4%	39.4%	32.4%	38.5%	36.5%	41.2%	37.8%
Neutral	43.4%	40.3%	40.0%	41.9%	40.5%	44.9%	41.8%
Dissatisfied	3.8%	4.1%	9.5%	8.5%	7.1%	6.2%	6.7%
Very dissatisfied	2.6%	3.6%	5.5%	2.7%	4.7%	1.6%	3.5%



**ASKED IN 2Q AND 4Q**

**Q14. PARKS AND RECREATION SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	
<u>Q14-9. Programs &amp; activities at City community centers</u>							
Very satisfied	10.7%	13.9%	14.3%	5.8%	11.6%	3.9%	10.2%
Satisfied	38.6%	30.6%	29.8%	31.3%	27.4%	33.3%	31.6%
Neutral	42.8%	45.0%	35.5%	48.1%	44.0%	49.3%	43.9%
Dissatisfied	4.7%	5.7%	14.0%	11.9%	8.3%	9.7%	9.3%
Very dissatisfied	3.3%	4.8%	6.4%	2.9%	8.7%	3.9%	5.2%
 <u>Q14-10. Tree trimming &amp; other tree care along City streets &amp; other public areas</u>							
Very satisfied	6.4%	9.7%	7.2%	6.8%	6.8%	5.3%	7.0%
Satisfied	36.0%	37.3%	17.9%	33.4%	24.0%	30.5%	29.8%
Neutral	34.1%	33.3%	34.0%	32.1%	33.4%	34.6%	33.6%
Dissatisfied	15.1%	13.7%	22.3%	18.8%	24.0%	22.4%	19.5%
Very dissatisfied	8.4%	6.0%	18.6%	8.9%	11.8%	7.2%	10.1%

**ASKED IN 2Q AND 4Q**

**Q14. PARKS AND RECREATION SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	

Q14-11. Quality of communication from Parks & Recreation

Very satisfied	7.0%	11.5%	9.6%	8.9%	7.3%	2.9%	7.8%
Satisfied	33.3%	30.8%	24.6%	27.0%	26.8%	35.3%	29.5%
Neutral	48.6%	41.0%	44.2%	47.8%	48.1%	46.2%	46.1%
Dissatisfied	6.2%	10.7%	12.3%	10.2%	8.0%	10.9%	9.7%
Very dissatisfied	4.9%	6.0%	9.2%	6.1%	9.8%	4.7%	6.8%

Q14-12. Quality of customer service from Parks & Recreation employees

Very satisfied	9.1%	15.8%	11.8%	9.6%	10.2%	6.3%	10.4%
Satisfied	32.9%	30.5%	22.4%	32.7%	27.7%	32.5%	29.6%
Neutral	49.8%	44.8%	49.6%	47.4%	50.0%	52.7%	49.2%
Dissatisfied	5.5%	4.9%	7.7%	5.6%	6.1%	5.5%	5.9%
Very dissatisfied	2.7%	3.9%	8.5%	4.8%	6.1%	3.0%	4.9%

**ASKED IN 2Q AND 4Q**

**Q15. Which TWO of the Parks and Recreation services listed in Question 14 do you think should receive the MOST EMPHASIS from The City over the next TWO years? (top 2)**

N=2291	Council District						Total
	1	2	3	4	5	6	
<u>Q15. Sum of top 2 choices</u>							
Maintenance of City parks	21.0%	22.1%	13.3%	24.6%	16.4%	25.9%	20.7%
Quality of facilities such as picnic shelters & playgrounds in City parks	13.8%	11.9%	12.8%	11.6%	16.6%	14.3%	13.5%
Quality of outdoor athletic fields (i.e. baseball, soccer, & football)	11.3%	8.5%	5.3%	4.8%	4.0%	5.5%	6.5%
Maintenance of boulevards & parkways	17.4%	18.4%	15.8%	21.6%	19.8%	26.4%	20.1%
Walking & biking trails in City	17.7%	13.3%	6.7%	22.1%	9.0%	17.8%	14.7%
City swimming pools & programs	3.9%	5.1%	7.5%	4.8%	7.9%	5.0%	5.7%
City's youth programs & activities	15.2%	17.0%	19.7%	15.0%	24.8%	19.1%	18.4%
Maintenance & appearance of City community centers	2.8%	2.8%	3.6%	2.7%	3.7%	1.5%	2.8%

**ASKED IN 2Q AND 4Q**

**Q15. Which TWO of the Parks and Recreation services listed in Question 14 do you think should receive the MOST EMPHASIS from The City over the next TWO years? (top 2) (cont.)**

N=2291	Council District						Total
	1	2	3	4	5	6	
<u>Q15. Sum of top 2 choices (cont.)</u>							
Programs & activities at City community centers	7.2%	9.3%	9.4%	8.0%	7.1%	7.8%	8.1%
Tree trimming & other tree care along City streets & other public areas	22.7%	25.5%	26.7%	23.2%	30.9%	26.4%	25.8%
Quality of communication from Parks & Recreation	4.7%	4.5%	2.5%	7.1%	3.7%	2.8%	4.3%
Quality of customer service from Parks & Recreation employees	2.5%	4.0%	2.5%	2.7%	1.8%	1.8%	2.5%
None chosen	28.2%	25.2%	33.9%	22.1%	24.3%	20.4%	25.4%

**ASKED IN 2Q AND 4Q**

**Q16. SOLID WASTE SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	

Q16-1. Overall quality of trash collection services

Very satisfied	10.8%	14.3%	19.7%	23.0%	17.7%	15.0%	16.9%
Satisfied	32.6%	43.1%	40.9%	44.0%	49.5%	57.1%	44.8%
Neutral	14.4%	14.9%	18.8%	18.1%	19.1%	15.8%	16.9%
Dissatisfied	20.1%	17.5%	11.9%	10.0%	9.1%	8.3%	12.6%
Very dissatisfied	22.1%	10.2%	8.7%	4.9%	4.6%	3.9%	8.8%

Q16-2. Overall quality of curbside recycling services

Very satisfied	11.6%	14.9%	21.0%	20.5%	18.1%	14.3%	16.8%
Satisfied	29.5%	43.9%	40.2%	45.5%	47.9%	52.4%	43.5%
Neutral	16.2%	11.6%	20.7%	17.1%	20.3%	16.9%	17.2%
Dissatisfied	24.0%	17.6%	10.4%	10.5%	8.1%	11.4%	13.5%
Very dissatisfied	18.8%	11.9%	7.6%	6.4%	5.6%	5.0%	9.1%

**ASKED IN 2Q AND 4Q**

**Q16. SOLID WASTE SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	

Q16-3. Overall quality of recycling drop-off centers

Very satisfied	11.1%	13.5%	15.1%	12.7%	10.8%	11.2%	12.4%
Satisfied	31.7%	39.4%	30.6%	37.8%	36.9%	34.9%	35.4%
Neutral	36.2%	27.3%	33.3%	29.6%	35.3%	34.6%	32.6%
Dissatisfied	14.0%	12.8%	12.4%	15.0%	10.8%	15.3%	13.4%
Very dissatisfied	7.0%	7.1%	8.5%	4.9%	6.1%	4.1%	6.2%

Q16-4. Overall quality of bulky item pick-up services

Very satisfied	9.4%	14.7%	16.7%	14.2%	15.9%	10.7%	13.6%
Satisfied	30.2%	39.0%	34.3%	35.9%	32.4%	36.3%	34.7%
Neutral	28.1%	19.3%	24.0%	26.3%	25.5%	24.4%	24.6%
Dissatisfied	18.4%	16.7%	13.8%	16.1%	12.6%	19.6%	16.2%
Very dissatisfied	13.9%	10.3%	11.2%	7.4%	13.5%	8.9%	10.8%

**ASKED IN 2Q AND 4Q**

**Q16. SOLID WASTE SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	

Q16-5. Overall quality of leaf & brush pick-up services

Very satisfied	8.9%	13.6%	15.1%	14.3%	11.2%	8.6%	11.9%
Satisfied	33.0%	37.8%	29.2%	36.3%	33.2%	38.0%	34.6%
Neutral	34.0%	27.6%	30.8%	28.7%	30.9%	26.3%	29.6%
Dissatisfied	14.9%	12.9%	13.4%	13.7%	15.8%	19.7%	15.2%
Very dissatisfied	9.2%	8.0%	11.5%	7.0%	8.9%	7.4%	8.6%

Q16-6. Overall quality of leaf & brush drop-off centers

Very satisfied	14.1%	20.7%	11.7%	14.2%	11.0%	9.2%	13.5%
Satisfied	36.3%	36.0%	30.7%	34.6%	33.1%	35.8%	34.4%
Neutral	33.9%	32.0%	34.6%	36.9%	36.8%	34.6%	34.8%
Dissatisfied	10.5%	5.8%	11.7%	11.2%	10.0%	15.0%	10.6%
Very dissatisfied	5.2%	5.5%	11.3%	3.1%	9.0%	5.4%	6.6%

**ASKED IN 2Q AND 4Q**

**Q16. SOLID WASTE SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	

Q16-7. Overall cleanliness of City streets & other public areas

Very satisfied	6.5%	7.1%	4.7%	5.7%	4.3%	2.1%	5.0%
Satisfied	26.5%	29.6%	18.2%	31.7%	22.0%	31.3%	26.8%
Neutral	28.0%	35.2%	30.3%	30.7%	27.9%	32.9%	30.8%
Dissatisfied	26.3%	19.2%	26.2%	24.3%	26.3%	23.5%	24.3%
Very dissatisfied	12.7%	8.9%	20.6%	7.6%	19.5%	10.2%	13.1%

Q16-8. City efforts to clean-up illegal dumping sites

Very satisfied	4.0%	7.0%	4.6%	4.4%	5.1%	2.7%	4.6%
Satisfied	19.9%	21.5%	15.6%	19.6%	16.0%	18.9%	18.4%
Neutral	32.0%	31.3%	19.9%	30.9%	21.4%	29.9%	27.2%
Dissatisfied	27.2%	25.0%	24.2%	30.0%	30.9%	29.2%	27.9%
Very dissatisfied	16.9%	15.2%	35.6%	15.1%	26.6%	19.2%	22.0%



**ASKED IN 2Q AND 4Q**

**Q17. Which TWO of the solid waste services listed in Question 16 do you think should receive the MOST EMPHASIS from The City over the next TWO years? (top 2)**

N=2291	Council District						Total
	1	2	3	4	5	6	
<u>Q17. Sum of top 2 choices</u>							
Overall quality of trash collection services	45.3%	34.0%	16.1%	22.8%	14.2%	20.4%	25.2%
Overall quality of curbside recycling services	35.9%	27.8%	7.8%	24.6%	7.7%	18.8%	20.4%
Overall quality of recycling drop-off centers	3.9%	7.1%	4.7%	10.3%	6.3%	9.0%	7.0%
Overall quality of bulky item pick-up services	11.6%	15.6%	11.4%	13.9%	20.3%	18.3%	15.2%
Overall quality of leaf & brush pick-up services	9.7%	7.9%	9.2%	9.8%	11.3%	17.1%	10.9%
Overall quality of leaf & brush drop-off centers	1.7%	3.1%	3.3%	2.1%	3.4%	4.3%	3.0%
Overall cleanliness of City streets & other public areas	25.1%	32.0%	40.0%	38.0%	44.3%	36.4%	36.1%
City efforts to clean-up illegal dumping sites	28.2%	41.1%	51.7%	38.3%	51.2%	40.2%	41.7%
None chosen	16.6%	12.7%	25.0%	16.9%	18.5%	15.1%	17.4%

**ASKED IN 2Q AND 4Q**

**Q18. AIRPORT. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	

Q18-1. Ease of moving through airport security

Very satisfied	34.9%	28.7%	18.2%	29.7%	20.6%	26.7%	26.9%
Satisfied	41.3%	47.8%	35.3%	43.3%	39.9%	43.8%	42.2%
Neutral	17.7%	14.3%	32.9%	14.6%	29.1%	17.7%	20.3%
Dissatisfied	4.0%	5.7%	8.1%	7.7%	7.5%	8.1%	6.9%
Very dissatisfied	2.1%	3.5%	5.4%	4.7%	2.9%	3.7%	3.7%

Q18-2. Availability of parking

Very satisfied	26.4%	24.3%	12.1%	24.1%	18.8%	23.4%	22.0%
Satisfied	43.5%	46.7%	32.7%	41.3%	33.6%	44.7%	40.8%
Neutral	20.8%	18.9%	34.6%	20.1%	29.6%	17.7%	23.0%
Dissatisfied	5.3%	6.9%	12.1%	9.8%	10.9%	10.8%	9.2%
Very dissatisfied	4.0%	3.2%	8.6%	4.7%	7.2%	3.4%	5.0%

**ASKED IN 2Q AND 4Q**

**Q18. AIRPORT. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	
<u>Q18-3. Food, beverage, &amp; other concessions</u>							
Very satisfied	10.1%	9.7%	7.9%	6.5%	9.0%	6.1%	8.1%
Satisfied	21.5%	23.6%	26.1%	23.3%	27.7%	20.6%	23.6%
Neutral	29.7%	27.2%	43.5%	25.1%	38.7%	28.8%	31.4%
Dissatisfied	24.4%	24.6%	12.6%	27.3%	17.0%	26.7%	22.8%
Very dissatisfied	14.2%	14.9%	9.9%	17.9%	7.7%	17.7%	14.1%
 <u>Q18-4. Cleanliness of facilities</u>							
Very satisfied	20.2%	17.1%	16.0%	18.1%	17.4%	14.0%	17.2%
Satisfied	41.9%	47.8%	40.5%	38.5%	43.9%	46.1%	43.0%
Neutral	23.5%	24.1%	34.4%	27.7%	33.5%	25.8%	27.9%
Dissatisfied	10.1%	8.2%	5.7%	9.6%	3.9%	8.1%	7.8%
Very dissatisfied	4.3%	2.8%	3.4%	6.1%	1.3%	5.9%	4.1%

**ASKED IN 2Q AND 4Q**

**Q18. AIRPORT. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	
<u>Q18-5. Availability of seating near departure gates</u>							
Very satisfied	21.2%	18.4%	15.0%	16.4%	17.5%	15.6%	17.3%
Satisfied	33.4%	33.5%	34.6%	34.5%	38.8%	37.2%	35.3%
Neutral	25.5%	23.7%	34.6%	20.5%	30.7%	23.2%	25.8%
Dissatisfied	14.4%	16.1%	9.6%	18.3%	10.0%	16.2%	14.5%
Very dissatisfied	5.5%	8.2%	6.2%	10.3%	2.9%	7.8%	7.0%

**ASKED IN 2Q AND 4Q**

**Q19. Which TWO of the airport services listed in Question 18 do you think should receive the MOST EMPHASIS from The City over the next TWO years? (top 2)**

N=2291	Council District						Total
	1	2	3	4	5	6	
<u>Q19. Sum of top 2 choices</u>							
Ease of moving through airport security	29.3%	33.1%	28.1%	36.2%	35.9%	36.9%	33.4%
Availability of parking	26.5%	27.8%	28.6%	30.5%	32.2%	29.6%	29.3%
Food, beverage, & other concessions	37.0%	39.1%	20.6%	39.0%	26.4%	39.4%	33.8%
Cleanliness of facilities	23.5%	17.0%	13.3%	21.2%	16.6%	17.8%	18.3%
Availability of seating near departure gates	27.3%	25.8%	19.2%	25.5%	21.4%	25.6%	24.2%
None chosen	25.1%	25.8%	43.1%	21.4%	31.4%	22.6%	27.9%

**ASKED IN 2Q AND 4Q**

**Q20. WATER SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	

Q20-1. Condition of catch basins (storm drains) in your neighborhood

Very satisfied	10.0%	16.5%	5.7%	7.2%	9.4%	5.6%	8.9%
Satisfied	45.5%	43.0%	23.9%	32.1%	27.5%	28.1%	33.0%
Neutral	29.7%	20.1%	33.6%	31.1%	28.9%	31.9%	29.4%
Dissatisfied	8.7%	11.3%	18.6%	19.5%	21.6%	22.2%	17.3%
Very dissatisfied	6.1%	9.1%	18.2%	10.0%	12.6%	12.2%	11.4%

Q20-2. Timeliness of water/sewer line break repairs

Very satisfied	9.3%	13.8%	7.4%	6.7%	8.5%	4.0%	8.0%
Satisfied	36.1%	35.8%	25.6%	31.6%	20.4%	30.7%	29.6%
Neutral	34.8%	31.1%	36.1%	31.9%	39.6%	30.0%	33.9%
Dissatisfied	14.1%	10.2%	17.5%	20.6%	18.6%	23.8%	18.0%
Very dissatisfied	5.7%	9.1%	13.3%	9.3%	12.9%	11.5%	10.5%

**ASKED IN 2Q AND 4Q**

**Q20. WATER SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	
<u>Q20-3. Quality of Water Services customer service</u>							
Very satisfied	9.6%	15.9%	8.7%	8.8%	10.7%	6.4%	10.0%
Satisfied	33.5%	35.3%	33.7%	35.0%	30.9%	32.8%	33.5%
Neutral	33.5%	30.2%	35.9%	30.8%	36.5%	34.4%	33.6%
Dissatisfied	14.9%	8.8%	9.7%	13.3%	11.0%	16.0%	12.3%
Very dissatisfied	8.5%	9.8%	12.0%	12.1%	11.0%	10.4%	10.7%

**ASKED IN 2Q AND 4Q**

**Q21. LEADERSHIP. Please rate your satisfaction with the following aspects of City Leadership in Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	

Q21-1. Overall quality of leadership provided by City's elected officials

Very satisfied	7.1%	8.7%	8.0%	13.4%	6.2%	7.2%	8.6%
Satisfied	36.1%	39.4%	28.1%	37.8%	30.3%	40.8%	35.6%
Neutral	30.9%	29.2%	38.2%	30.6%	37.7%	30.3%	32.7%
Dissatisfied	15.1%	14.6%	13.5%	11.7%	15.0%	12.6%	13.7%
Very dissatisfied	10.8%	8.1%	12.2%	6.5%	10.8%	9.1%	9.5%

Q21-2. Overall effectiveness of City Manager & appointed staff

Very satisfied	8.5%	9.4%	8.8%	12.4%	7.4%	6.5%	8.9%
Satisfied	32.4%	36.4%	24.8%	34.8%	26.8%	34.8%	31.8%
Neutral	35.3%	32.8%	40.2%	35.3%	38.9%	38.8%	36.9%
Dissatisfied	13.7%	13.0%	13.1%	11.3%	18.0%	11.9%	13.5%
Very dissatisfied	10.1%	8.4%	13.1%	6.2%	8.8%	7.9%	9.0%



**ASKED IN 2Q AND 4Q**

**Q21. LEADERSHIP. Please rate your satisfaction with the following aspects of City Leadership in Kansas City, Missouri. (without "don't know")**

N=2291	Council District						Total
	1	2	3	4	5	6	
<u>Q21-3. How ethically City conducts business</u>							
Very satisfied	5.8%	8.1%	6.8%	11.1%	6.1%	4.7%	7.2%
Satisfied	30.8%	32.1%	23.8%	29.2%	26.7%	31.7%	29.0%
Neutral	35.6%	33.4%	43.3%	36.1%	36.5%	38.4%	37.2%
Dissatisfied	16.6%	14.2%	13.4%	13.9%	17.5%	15.8%	15.2%
Very dissatisfied	11.2%	12.2%	12.7%	9.7%	13.2%	9.4%	11.3%

**ASKED ALL YEAR**

**Q24a. Do you have any children in the following age groups who live in Kansas City, Missouri?**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q24a. What children in following age groups do you have who live in Kansas City, Missouri</u>							
No children/no children in KCMO	64.2%	73.2%	73.7%	80.4%	75.6%	76.3%	74.4%
Ages 0-5	15.6%	8.8%	7.6%	6.8%	9.1%	9.1%	9.3%
Ages 6-13	19.5%	11.0%	11.2%	8.1%	12.1%	9.9%	11.6%
Ages 14-17	10.5%	9.9%	8.3%	5.7%	6.5%	6.9%	7.8%

**Q24b. If you have children living in Kansas City, Missouri, what type of K-12 school do your children attend?**

N=994	Council District						Total
	1	2	3	4	5	6	
<u>Q24b. What type of K-12 schools do your children attend</u>							
Public	77.6%	82.8%	49.2%	31.6%	53.7%	27.6%	55.3%
Charter	1.3%	0.0%	36.4%	23.9%	19.5%	9.2%	13.6%
Private	10.8%	7.6%	10.6%	31.0%	9.8%	42.9%	18.5%
Other	5.4%	4.5%	11.4%	7.1%	14.6%	9.2%	8.5%

**ASKED ALL YEAR**

**Q24c. If you have children in Kansas City, Missouri, how would you grade the quality of the school(s) your children attend? (without "not provided")**

N=994	Council District						Total
	1	2	3	4	5	6	
<u>Q24c. How would you grade quality of school(s) your children attend</u>							
Excellent	33.8%	39.4%	20.3%	32.5%	19.6%	36.6%	30.6%
Good	38.5%	36.6%	27.6%	24.6%	30.8%	31.7%	32.3%
Average	12.3%	12.7%	25.2%	19.0%	23.1%	12.2%	17.0%
Poor	6.7%	8.5%	16.3%	14.3%	14.0%	6.5%	10.7%
Failing	8.7%	2.8%	10.6%	9.5%	12.6%	13.0%	9.4%

**ASKED ALL YEAR**

**Q25. Please answer the following questions by circling "Yes" or "No." (without "not provided")**

N=4606	Council District						Total
	1	2	3	4	5	6	

Q25-1. Were you or anyone in your household the victim of any crime in Kansas City, Missouri, during last year

Yes	11.8%	11.5%	19.6%	21.8%	18.0%	13.6%	16.4%
No	88.2%	88.5%	80.4%	78.2%	82.0%	86.4%	83.6%

Q25-2. Have you had contact with a KCPD police officer during last year

Yes	41.3%	40.1%	46.2%	46.0%	42.8%	41.8%	43.2%
No	58.7%	59.9%	53.8%	54.0%	57.2%	58.2%	56.8%

Q25-3. Have any members of your household used Kansas City, Missouri, ambulance service in last year

Yes	11.6%	13.5%	20.0%	9.5%	16.3%	9.7%	13.2%
No	88.4%	86.5%	80.0%	90.5%	83.7%	90.3%	86.8%

Q25-4. Have you or anyone in your household contacted City's 311 Call Center in last year

Yes	49.6%	48.0%	65.1%	53.6%	65.4%	62.0%	57.4%
No	50.4%	52.0%	34.9%	46.4%	34.6%	38.0%	42.6%

**ASKED ALL YEAR**

**Q25. Please answer the following questions by circling "Yes" or "No." (without "not provided")**

N=4606	Council District						Total
	1	2	3	4	5	6	

Q25-5. Have you visited City's website (kcmo.gov) in last year

Yes	62.0%	61.6%	46.4%	65.5%	59.1%	68.6%	60.9%
No	38.0%	38.4%	53.6%	34.5%	40.9%	31.4%	39.1%

Q25-6. Have you used bulky item pick-up service in last year

Yes	39.1%	43.6%	41.7%	33.8%	44.8%	43.3%	40.8%
No	60.9%	56.4%	58.3%	66.2%	55.2%	56.7%	59.2%

Q25-7. Have you or anyone in your household visited a Kansas City, Missouri, community center in last year

Yes	27.0%	27.1%	42.1%	32.0%	37.1%	23.9%	31.6%
No	73.0%	72.9%	57.9%	68.0%	62.9%	76.1%	68.4%

Q25-8. Have any members of your household visited any parks in Kansas City, Missouri, in last year

Yes	74.4%	75.2%	69.1%	86.7%	71.7%	81.1%	76.9%
No	25.6%	24.8%	30.9%	13.3%	28.3%	18.9%	23.1%

**ASKED ALL YEAR**

**Q25. Please answer the following questions by circling "Yes" or "No." (without "not provided")**

N=4606	Council District						Total
	1	2	3	4	5	6	

Q25-9. Have you used KCATA bus system in last year

Yes	10.4%	9.0%	35.4%	29.0%	21.5%	22.6%	21.9%
No	89.6%	91.0%	64.6%	71.0%	78.5%	77.4%	78.1%

Q25-10. Have you used Kansas City Streetcar in last year

Yes	46.6%	42.3%	30.8%	64.3%	34.0%	48.8%	45.4%
No	53.4%	57.7%	69.2%	35.7%	66.0%	51.2%	54.6%

Q25-11. Do you have regular access to internet at home

Yes	86.9%	88.4%	67.3%	87.4%	80.1%	88.8%	83.4%
No	13.1%	11.6%	32.7%	12.6%	19.9%	11.2%	16.6%

Q25-12. Have you had contact with Municipal Court in last year

Yes	20.7%	17.5%	21.3%	22.6%	25.4%	20.2%	21.5%
No	79.3%	82.5%	78.7%	77.4%	74.6%	79.8%	78.5%

**ASKED ALL YEAR**

**Q25. Please answer the following questions by circling "Yes" or "No." (without "not provided")**

N=4606	Council District						Total
	1	2	3	4	5	6	

Q25-13. Have you flown out of Kansas City International Airport in last year

Yes	67.4%	66.6%	38.9%	74.2%	50.4%	71.9%	62.2%
No	32.6%	33.4%	61.1%	25.8%	49.6%	28.1%	37.8%

Q25-14. Have you contacted Water Services regarding your account in last year

Yes	39.8%	35.5%	42.7%	31.8%	45.5%	38.2%	38.7%
No	60.2%	64.5%	57.3%	68.2%	54.5%	61.8%	61.3%

Q25-15. Do you own at least one cat or dog

Yes	58.8%	54.5%	35.9%	54.0%	47.5%	57.5%	51.5%
No	41.2%	45.5%	64.1%	46.0%	52.5%	42.5%	48.5%

Q25-16. Have you ridden a bicycle on City streets or trails in last year

Yes	26.2%	25.8%	16.4%	34.6%	18.8%	34.7%	26.6%
No	73.8%	74.2%	83.6%	65.4%	81.2%	65.3%	73.4%

**ASKED ALL YEAR**

**Q26. How often does your household use The City's curbside recycling services? (without "not provided")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q26. How often does your household use City's curbside recycling services</u>							
Weekly	84.6%	81.9%	63.4%	69.2%	72.5%	84.8%	75.7%
Bi-weekly	2.6%	2.7%	4.8%	2.6%	3.3%	3.1%	3.1%
Monthly	2.0%	2.1%	3.4%	1.9%	3.6%	1.2%	2.3%
Never	5.4%	4.5%	12.9%	7.3%	13.8%	5.6%	8.3%
Not available at my residence	5.5%	8.8%	15.5%	19.0%	6.9%	5.3%	10.5%

**Q27. Do you think you will be living in Kansas City, Missouri, five years from now? (without "not provided")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q27. Will you be living in Kansas City, Missouri, five years from now</u>							
Yes	82.9%	85.9%	84.0%	84.3%	81.2%	87.1%	84.2%
No	17.1%	14.1%	16.0%	15.7%	18.8%	12.9%	15.8%



**ASKED ALL YEAR**

**Q28. Do you own or rent your current residence? (without "not provided")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q28. Do you own or rent your current residence</u>							
Own	84.8%	83.8%	67.4%	68.9%	75.6%	86.2%	77.3%
Rent	15.2%	16.2%	32.6%	31.1%	24.4%	13.8%	22.7%

**Q29. What type of dwelling do you live in? (without "not provided")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q29. What type of dwelling do you live in</u>							
Single family house (detached from other houses)	86.9%	83.2%	78.0%	64.0%	86.3%	90.2%	80.7%
Duplex or townhome	8.2%	7.4%	7.8%	4.2%	5.9%	4.3%	6.1%
Apartment or condominium building	3.6%	8.7%	10.1%	30.7%	5.8%	5.3%	11.7%
Other	1.2%	0.7%	4.1%	1.2%	2.0%	0.3%	1.5%

**ASKED ALL YEAR**

**Q30. Approximately how many years have you lived in Kansas City, Missouri? (without "not provided")**

N=4606

	Council District						Total
	1	2	3	4	5	6	
<u>Q30. How many years have you lived in Kansas City, Missouri</u>							
0-5	17.8%	15.9%	8.8%	24.1%	12.0%	17.5%	16.4%
6-10	13.0%	8.6%	5.0%	12.4%	6.3%	9.3%	9.2%
11-15	10.5%	8.2%	4.6%	7.5%	5.2%	7.5%	7.2%
16-20	11.3%	9.7%	7.4%	10.4%	6.4%	10.2%	9.2%
21-30	15.1%	19.0%	13.1%	13.4%	14.2%	13.5%	14.6%
31+	32.3%	38.7%	61.2%	32.1%	55.9%	42.0%	43.3%

**Q31. Which of the following best describes your race/ethnicity?**

N=4606

	Council District						Total
	1	2	3	4	5	6	
<u>Q31. Your race/ethnicity</u>							
Asian/Pacific Islander	3.3%	2.2%	1.7%	2.3%	1.2%	2.0%	2.1%
White	82.5%	82.2%	31.1%	80.8%	45.6%	78.1%	67.0%
American Indian/Eskimo	1.6%	1.2%	2.5%	1.8%	2.3%	1.3%	1.8%
Black/African American	6.6%	10.2%	60.2%	11.5%	47.6%	15.5%	25.1%
Other	3.6%	2.6%	3.0%	3.0%	2.0%	1.7%	2.6%

**ASKED ALL YEAR**

**Q32. Are you of Hispanic, Latino, or other Spanish ancestry? (without "not provided")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q32. Are you of Hispanic, Latino, or other Spanish ancestry</u>							
Yes	8.4%	8.5%	8.6%	10.9%	6.0%	7.8%	8.5%
No	91.6%	91.5%	91.4%	89.1%	94.0%	92.2%	91.5%

**Q33. Would you say your total annual household income is: (without "not provided")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q33. What is your total annual household income</u>							
Under \$30K	12.0%	9.3%	51.4%	18.9%	31.7%	12.8%	22.7%
\$30K to \$59,999	22.8%	23.5%	28.2%	21.7%	29.6%	27.4%	25.5%
\$60K to \$99,999	28.9%	35.6%	13.6%	22.7%	23.4%	28.3%	25.2%
\$100K	36.2%	31.5%	6.8%	36.7%	15.4%	31.5%	26.7%

**ASKED ALL YEAR**

**Q34. What is your age? (without "not provided")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q34. What is your age</u>							
18-24	3.6%	1.4%	2.7%	5.3%	1.8%	1.0%	2.7%
25-34	27.6%	21.1%	11.0%	24.3%	14.1%	19.8%	19.7%
35-44	22.5%	20.7%	14.7%	19.7%	14.6%	20.5%	18.7%
45-54	15.4%	17.0%	21.8%	17.8%	26.2%	19.2%	19.7%
55-64	13.9%	21.7%	25.1%	16.8%	22.8%	18.6%	19.7%
65+	17.0%	18.1%	24.8%	16.1%	20.5%	20.8%	19.4%

**Q35. What is your gender identity? (without "not provided")**

N=4606	Council District						Total
	1	2	3	4	5	6	
<u>Q35. What is your gender identity</u>							
Male	51.1%	52.5%	41.8%	55.3%	43.6%	49.2%	49.1%
Female	47.8%	46.9%	57.6%	44.1%	55.9%	50.6%	50.3%
Other	1.1%	0.6%	0.6%	0.5%	0.5%	0.1%	0.5%