

**2018-19**  
**KANSAS CITY**  
**MISSOURI**  
**CITIZEN**  
**SURVEY**

**FINAL REPORT**

**Submitted to:**

**The City of Kansas City, Missouri**

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# 2018-19 Kansas City, Missouri Citizen Survey Executive Summary Report

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## OVERVIEW AND METHODOLOGY

**Overview.** ETC Institute administered a community survey for the City of Kansas City, Missouri for the purpose of objectively assessing resident satisfaction with the delivery of city services and to gather input about priorities for the City.

**Methodology.** The 2018-19 DirectionFinder® Survey for the City of Kansas City, Missouri involved the administration of the survey by mail, Internet and telephone to a random sample of 4,606 households in the City of Kansas City, Missouri. Although ETC Institute has administered a community survey for Kansas City, Missouri since 2001, the questions for the 2018-19 survey were similar to those that have been used since the 2005 version. For this reason, the 2005 results serve as the base year when comparing the 2018-19 data for trend purposes. From 2001 to 2008, the survey data was conducted at one time. Since the 2009-10 survey, the survey has been administered to one-fourth of the sample every three months to allow the City to assess seasonal differences in survey results.

The source for the random sample was provided by Edith Roman, which is a subsidiary of InfoUSA®. A target sample of 2,250 households was selected at random from all households in Kansas City, Missouri each quarter. The sample was designed to ensure the completion of at least 1,000 surveys per quarter. Of these at least 150 surveys were completed in each of the six City Council Districts each quarter; a total of 600 surveys were completed in each of the six City Council Districts annually.

During the first week of August 2018, November 2018, February 2019, and May 2019, a copy of the survey instrument, a cover letter from the City, and a postage-paid return reply envelope were mailed to each of the 2,250 households in the target sample that was selected for the quarter. Only one person per household was selected. A total of 9,000 households were selected to receive the survey over the course of the year.

Two days before the surveys were mailed; ETC Institute placed a 30-second automated call to each of the households that were selected to receive the survey. The automated message informed potential respondents about the purpose of the survey and encouraged them to complete the survey via mail or online at [www.kcmosurvey.org](http://www.kcmosurvey.org).

Households that did not respond to the survey by mail were contacted by phone/e-mail follow-up and asked to complete the survey by phone or online. Of the 9,000 households that received the survey, the total number of households that completed the survey by mail, Internet or phone was 4,606 (a 51% response rate). The results for the random sample of 4,606 surveys have a precision of at least +/-1.4%.

**Don't Knows.** The percentage of “don't know” and “no opinion” responses has been excluded from many of the graphs that show trends from 2005, 2017-18 and 2018-19 to facilitate valid comparisons. Since the number of “don't know” and “no opinion” responses often reflects the utilization and awareness of city services, the percentage of “don't know” and “no opinion” responses has been provided in section 4 (tabular data).

**This summary report contains:**

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- importance-satisfaction analysis
- benchmarking data
- tabular data that show the results for each question on the survey
- a copy of the survey instrument

## MAJOR FINDINGS

### Major Categories of City Services

- **Residents were Generally Satisfied with the Major Categories of Services Provided by the City of Kansas City, Missouri.** The overall major categories of city services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the quality of fire and ambulance services (76%), city parks and recreation programs and facilities (61%), the quality of police services (61%), and the quality of the city's 311 service (58%). Residents were least satisfied with the overall maintenance of streets, sidewalks and infrastructure (19%).

**Trends:** The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with various categories of major services that are provided by the City from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2018-19) and the short-term percent changes (2017-18 to 2018-19). **Note:** Significant changes are +/- 1.4% (Blue boxes indicate a significant increase in satisfaction and red boxes indicate a significant decrease in satisfaction).

The long-term and short-term changes in satisfaction with major categories of city services that were identified as significant, because satisfaction ratings were +/- 1.4% or more, are listed below:

Overall Satisfaction With Major Category of City Services Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Percentage Change from 2005 to (2018-19)	Percentage Change from (2017-18) to (2018-19)
	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey		
Quality of fire & ambulance services	N/A	N/A	75.1	75.6	76.9	79.2	77.1	74.9	75.8	N/A	0.9
Quality of airport facilities	71.5	73.5	73.8	73.7	70.6	69.0	67.3	52.6	55.4	-16.1	2.8
Quality of solid waste services	N/A	N/A	68.5	67.7	68.5	66.6	61.1	60.7	51.2	N/A	-9.5
Overall quality of police services	N/A	N/A	63.9	63.1	66.1	67.1	64.9	60.0	60.8	N/A	0.8
City parks/recreation programs/facilities	51.2	59.4	58.2	61.4	63.6	63.7	64.8	62.3	61.3	10.1	-1.0
Quality of the city's 311 service	N/A	57.3	58.2	60.8	62.8	60.8	58.4	59.0	57.8	N/A	-1.2
Quality of city water utilities	55.1	51.5	56.6	58.2	60.0	59.0	54.8	50.9	46.9	-8.2	-4.0
Quality of Health Department services	N/A	N/A	55.0	56.0	58.6	54.1	53.8	51.7	52.1	N/A	0.4
Quality of customer service from city employees	39.1	49.8	44.1	47.8	49.7	46.5	47.8	47.5	46.4	7.3	-1.1
Quality of neighborhood services	N/A	N/A	43.4	45.3	46.3	45.3	45.0	40.6	40.0	N/A	-0.6
Quality of municipal court services	34.3	36.7	41.2	44.0	45.4	41.9	40.9	39.2	39.5	5.2	0.3
Effectiveness of city communication with public	30.7	39.2	39.8	43.5	45.6	44.6	44.0	41.5	38.4	7.7	-3.1
Quality of city's stormwater runoff/mgmt system	32.1	36.3	36.7	41.0	42.0	39.1	38.5	34.2	33.6	1.5	-0.6
Quality of public transportation	N/A	42.8	36.5	40.1	39.4	39.0	43.9	40.7	42.8	N/A	2.1
Maintenance of streets, sidewalks & infrastructure	N/A	N/A	25.1	27.8	30.2	25.9	24.5	22.8	18.7	N/A	-4.1

**Significant Changes Since the 2005 Survey.** There were significant increases in satisfaction ratings in five (5) major city services that were rated in both 2005 and 2018-19. The significant increases are listed below.

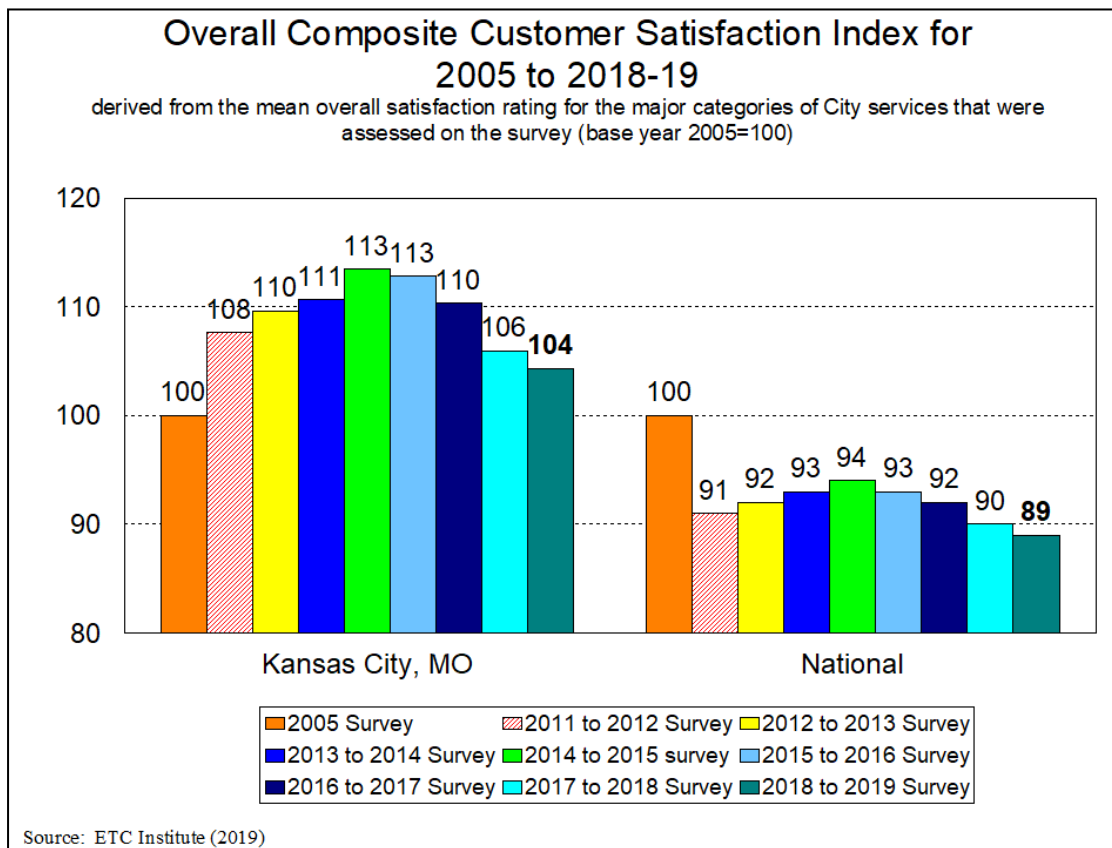
- City parks/recreation programs/facilities (+10.1%)
- Effectiveness of city communication with the public (+7.7%)
- Quality of customer service from city employees (+7.3%)
- Quality of municipal court services (+5.2%)
- Quality of city's stormwater runoff/management system (+1.5%)

**Significant Changes Since the 2017-18 Survey.** There were significant increases in satisfaction ratings in two (2) major city services that were rated in both 2017-18 and 2018-19. The significant increases are listed below.

- Quality of airport facilities (+2.8%)
- Quality of public transportation (+2.1%)

- **Overall Satisfaction With City Services.** To assess the change in overall satisfaction from previous years, ETC Institute developed a Composite Customer Satisfaction Index for the City. The Composite Customer Satisfaction Index is derived from the mean rating given for the overall major categories of City services that were assessed in 2005 and each year since 2011-12. The index is calculated by dividing the mean rating from the current year by the mean rating from 2005 and then multiplying the result by 100.

The chart on the following page shows the Composite Customer Satisfaction Index for 2005 and each year since 2011-12 for the City of Kansas City and the National Index. The Composite Satisfaction Index for the City of Kansas City decreased 2 points from 2017-18 and increased 4 points from 2005. The National Index decreased 1 point from 2017-18 and was 11 points below the base year rating of 100 in 2005.



- Major Categories of City Services that Residents Thought Were Most Important.** The three major City services that residents thought should receive the most emphasis from the City were: (1) the maintenance of City streets, sidewalks and infrastructure, (2) the quality of police services and (3) the quality of neighborhood services.

## Perceptions of Kansas City, Missouri as a Community

- Most Residents Were Satisfied with the Feeling of Safety in Their Neighborhood and the Quality of Life in Kansas City, Missouri.** Sixty-three percent (63%) of those surveyed, who had an opinion, indicated that they were satisfied with the quality of life in Kansas City, Missouri; 25% gave a neutral response, and 12% were dissatisfied. Fifty-nine percent (59%) indicated that they were satisfied with the feeling of safety in their neighborhood; 22% gave a neutral response, and 20% were dissatisfied.

**Trends:** The table on the following page shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with items related to residents’ perceptions of Kansas City, Missouri as a community from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2018-19) and the short-term percentage changes (2017-18 to 2018-19). **Note:** Significant changes are +/- 1.4% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction with Items that Influence Residents Perceptions of KCMO as a Community										Percentage Change from 2005 to (2018-19)	Percentage Change from (2017-18) to (2018-19)
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005 Survey	2011-12 Survey	2012-13 Survey	2013-14 Survey	2014-15 Survey	2015-16 Survey	2016-17 Survey	2017-18 Survey	2018-19 Survey		
Feeling of safety in your neighborhood	N/A	N/A	63.3	65.6	65.3	61.2	60.7	58.2	58.8	N/A	0.6
Overall quality of life in the city	50.7	54.1	61.2	62.8	67.4	66.9	67.3	64.1	63.1	12.4	-1.0
Overall image of the city	36.9	45.3	53.2	56.5	63.0	66.8	65.9	61.0	61.3	24.4	0.3
Quality of services provided by KCMO	41.4	50.0	52.1	55.5	60.3	59.5	57.7	55.8	53.5	12.1	-2.3
Overall feeling of safety in the city	29.9	36.8	38.5	40.7	45.2	42.1	40.8	34.6	35.3	5.4	0.7
Value received for city tax dollars and fees	24.8	32.1	35.2	37.2	41.6	40.8	40.6	39.5	37.0	12.2	-2.5
Physical appearance of your neighborhood	N/A	N/A	N/A	N/A	N/A	55.9	56.4	56.1	55.4	N/A	-0.7
Overall quality of education system	N/A	N/A	N/A	N/A	23.2	22.3	24.0	23.2	25.1	N/A	1.9

The long-term and short-term changes in satisfaction with items related to residents’ perceptions of Kansas City, MO as a community that were identified as significant, because satisfaction ratings were +/- 1.4% or more, are listed below:

**Significant Changes Since the 2005 Survey.** There were significant increases in satisfaction ratings in all five (5) of the perception items that were rated in both 2005 and 2018-19. The significant increases are listed below:

- Overall image of the city (+24.4%)
- Overall quality of life in the city (+12.4%)
- Value received for city tax dollars and fees (+12.2%)
- Quality of services provided by the city (+12.1%)
- Overall feeling of safety in the city (+5.4%)

**Significant Changes Since the 2017-18 Survey.** There was one significant increase in satisfaction in the perception items that were rated in both 2017-18 and 2018-19: overall quality of education system (+1.9%).

## Overall Ratings of Kansas City, Missouri

- **Overall Ratings.** Seventy-seven percent (77%) of those surveyed, who had an opinion, indicated that they were satisfied (combination of “excellent” and “good” responses) with Kansas City as a place to live; 15% gave a neutral response, and 8% were dissatisfied (combination of “below average” and “poor”). Seventy-two percent (72%) of those surveyed, who had an opinion, indicated that they were satisfied (combination of “excellent” and “good” responses) with Kansas City as a place to work; 19% gave a neutral response, and 9% were dissatisfied (combination of “below average” and “poor”).

**Trends:** The table on the following page shows the levels of satisfaction (combination of “excellent” and “good” responses) with overall ratings of the City from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2018-19) and the short-term percentage changes (2017-18 to 2018-19). **Note:** Significant changes are +/- 1.4% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).



Overall Ratings of the City Combination of "Excellent" and "Good" Responses (Excluding Don't Knows)	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Percentage Change from 2005 to (2018-19)	Percentage Change from (2017-18) to (2018-19)
	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey		
As a place to live	69.2	69.8	75.2	75.9	80.1	79.4	79.3	78.8	77.3	8.1	-1.5
As a place to work	63.3	62.3	65.0	65.3	70.5	71.2	72.0	71.9	72.1	8.8	0.2
As a place to raise children	51.5	50.4	54.6	56.6	58.7	59.7	60.1	58.4	58.9	7.4	0.5

The long-term and short-term changes in the overall ratings of the City that were identified as significant, because satisfaction ratings were +/- 1.4% or more, are listed below:

**Significant Changes Since the 2005 Survey.** There were significant increases in positive ratings in all three (3) of the quality of life items that were rated in both 2005 and 2018-19. The significant increases are listed below:

- As a place to work (+8.8%)
- As a place to live (+8.1%)
- As a place to raise children (+7.4%)

**Significant Changes Since the 2017-18 Survey.** There were no increases in ratings in any of the three (3) quality of life items that were rated in both 2017-18 and 2018-19.

## Police Services

- **Police Services.** The police services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the effectiveness of local police protection (56%), how quickly police respond to emergencies (46%), and the enforcement of local traffic laws (46%).

**Trends:** The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with police services from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2018-19) and the short-term percentage changes (2017-18 and 2018-19). **Note:** Significant changes are +/- 1.4% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With Police Services Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Percentage Change from 2005 to (2018-19)	Percentage Change from (2017-18) to (2018-19)
	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey		
Effectiveness of local police protection	N/A	N/A	62.0	61.5	66.1	63.0	60.4	55.4	55.9	N/A	0.5
How quickly police respond to emergencies	N/A	57.8	51.8	54.4	56.5	52.0	48.0	44.1	46.3	N/A	2.2
Enforcement of local traffic laws	47.3	51.7	51.5	52.0	53.0	51.8	51.2	47.6	45.6	-1.7	-2.0
Visibility of police in neighborhoods	39.0	48.9	47.6	51.5	48.8	47.7	43.4	39.6	40.2	1.2	0.6
Parking enforcement services	N/A	48.5	47.4	47.8	47.6	47.3	46.1	44.2	43.3	N/A	-0.9
City's overall efforts to prevent crime	31.2	40.7	41.1	44.3	50.5	44.7	39.4	32.6	32.9	1.7	0.3



**Significant Changes Since the 2005 Survey.** There was a significant increase in the satisfaction rating of one (1) of the police services that were rated in both 2005 and 2018-19. The significant increase is listed below:

- City’s overall efforts to prevent crime (+1.7%)

**Significant Changes Since the 2017-18 Survey.** There was a significant increase in the satisfaction rating of one (1) of the police services that were rated in both 2017-18 and 2018-19.

- How quickly police respond to emergencies (+2.2%)

- **Police Services Residents Thought Were Most Important.** The two police services that residents thought should receive the most emphasis from the City were: (1) the City’s overall efforts to prevent crime and (2) the visibility of police in neighborhoods.

## Fire and Emergency Medical Services

- **Fire and Emergency Medical Services.** The fire and emergency medical services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the overall quality of local fire protection and rescue (81%) and how quickly fire and rescue personnel respond to emergencies (79%).

**Trends:** The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with fire and emergency medical services from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2018-19) and the short-term percentage changes (2017-18 to 2018-19). **Note:** Significant changes are +/- 1.4% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Percentage Change from 2005 to (2018-19)	Percentage Change from (2017-18) to (2018-19)
<b>Fire and Emergency Medical Services</b>											
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey		
Overall quality of local fire protection & rescue	78.9	78.6	80.1	81.7	82.1	82.8	81.6	80.4	80.9	2.0	0.5
How quickly fire & rescue respond to emergencies	N/A	78.5	77.5	80.4	79.4	80.2	79.9	77.1	79.2	N/A	2.1
Quality of local emergency medical service	67.2	69.4	68.6	73.3	75.9	76.1	75.9	75.2	75.5	8.3	0.3
How quickly emergency medical personnel respond	N/A	68.7	68.6	72.7	75.2	76.2	74.8	74.1	75.2	N/A	1.1

The long-term and short-term changes in satisfaction with fire and emergency medical services that were identified as significant, because satisfaction ratings were +/- 1.4% or more, are listed below:

**Significant Changes Since the 2005 Survey.** There were significant increases in satisfaction ratings in both of the fire and emergency medical services that were rated in both 2005 and 2018-19. The significant increases are listed below:

- Quality of local emergency medical service (+8.3%)
- Overall quality of local fire protection and rescue (+2.0%)

**Significant Changes Since the 2017-18 Survey.** There was a significant increase in the satisfaction rating of one (1) of the fire and emergency medical services that were rated in both 2017-18 and 2018-19. The significant increase is listed below:

- How quickly fire and rescue respond to emergencies (+2.1%)

**Fire and Emergency Medical Services Residents Thought Were Most Important.** The two fire and emergency medical services that residents thought should receive the most emphasis from the City were: (1) how quickly emergency medical personnel respond to emergencies and (2) how quickly fire and rescue respond to emergencies.

## City Streets, Sidewalks and Infrastructure Services

- **City Streets, Sidewalks and Infrastructure Services.** The highest levels of satisfaction with City streets, sidewalks and infrastructure services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the maintenance of street signs and traffic signals (55%), the adequacy of city street lighting (54%), and snow removal on major city streets during the past 12 months (52%).

**Trends:** The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with City streets, sidewalks and infrastructure services from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2018-19) and the short-term percentage changes (2017-18 to 2018-19).

**Note:** Significant changes are +/- 1.4% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With City Streets, Sidewalks and Infrastructure Services										Percentage	Percentage
	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Change from 2005 to (2018-19)	Change from (2017-18) to (2018-19)
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey		
Adequacy of city street lighting	60.2	57.0	61.6	60.2	59.9	58.7	57.0	57.1	54.3	-5.9	-2.8
Snow removal on major city streets past 12 months	54.5	56.1	59.1	61.7	62.4	59.9	57.1	58.2	52.4	-2.1	-5.8
Maintenance of street signs & traffic signals	N/A	52.4	54.9	57.0	60.2	59.5	58.7	57.1	54.7	N/A	-2.4
Access to Streets/sidewalks/buildings for people with disabilities	N/A	N/A	44.4	45.9	45.7	42.6	39.6	37.0	36.5	N/A	-0.5
Maintenance of streets in your neighborhood	35.2	35.8	40.4	39.5	41.5	38.1	36.6	33.4	28.9	-6.3	-4.5
Snow removal on residential streets past 12 months	36.8	37.4	39.6	39.8	44.6	40.8	38.3	38.3	34.0	-2.8	-4.3
Condition of sidewalks in your neighborhood	N/A	N/A	36.9	34.9	36.1	33.3	33.4	30.6	30.1	N/A	-0.5
Maintenance of city streets	21.2	23.8	26.9	28.0	27.3	25.3	24.3	21.6	16.6	-4.6	-5.0
On-street bicycle infrastructure	N/A	N/A	N/A	N/A	N/A	27.5	28.4	26.0	27.8	N/A	1.8
Condition of sidewalks in the city	18.8	22.7	23.9	26.0	25.2	24.2	22.7	20.0	18.1	-0.7	-1.9

The long-term and short-term changes in satisfaction with City streets, sidewalks and infrastructure services that were identified as significant, because satisfaction ratings were +/- 1.4% or more, are listed below:

**Significant Changes Since the 2005 Survey.** There were no significant increases in satisfaction ratings in any of the City streets, sidewalks and infrastructure services that were rated in both 2005 and 2018-19.

**Significant Changes Since the 2017-18 Survey.** There was a significant increase in the satisfaction rating of one (1) of the City streets, sidewalks and infrastructure services that were rated in both 2017-18 and 2018-19. The significant increase is listed below:

- On-street bicycle infrastructure (+1.8%)

- **City Streets, Sidewalks and Infrastructure Services Residents Thought Were Most Important.** The two City streets, sidewalks and infrastructure services that residents thought should receive the most emphasis from the City were: (1) the maintenance of city streets and (2) maintenance of neighborhood streets.

## Public Transportation

- **Public Transportation.** The highest level of satisfaction with public transportation, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, was with the Kansas City streetcar (60%).

**Trends:** The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with public transportation from each survey since 2016-17. It also shows short-term percentage changes (2017-18 to 2018-19). **Note:** *Significant changes are +/- 1.4% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).*

Satisfaction With Public Transportation	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Percentage Change from 2005 to (2018-19)	Percentage Change from (2017-18) to (2018-19)
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey		
Kansas City streetcar	N/A	N/A	N/A	N/A	N/A	N/A	52.9	58.6	60.4	N/A	1.8
KCATA bus system	N/A	N/A	N/A	N/A	N/A	N/A	44.1	43.0	45.1	N/A	2.1

**Significant Changes Since the 2005 Survey.** Long-term trend data is not available for public transportation because the items were not rated on the 2005 survey.

**Significant Changes Since the 2017-18 Survey.** There were significant increases in both of the public transportation items that were rated in both 2017-18 and 2018-19. The significant increases are listed below:

- KCATA bus system (+2.1%)
- Kansas City streetcar (+1.8%)

## Neighborhood Services

- **Neighborhood Services.** The highest levels of satisfaction with neighborhood services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: animal shelter operations & adoption efforts (53%) and customer service from animal control officers (38%). Residents were least satisfied with the demolishing of vacant structures in the dangerous building inventory (17%).

**Trends:** The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with neighborhood services from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2018-19) and the short-term percentage changes (2017-18 to 2018-19). **Note:** Significant changes are +/- 1.4% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

<b>Satisfaction With Neighborhood Services</b>										Percentage	Percentage
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Change from	Change from
	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	2005 to	(2017-18) to
										(2018-19)	(2018-19)
Exterior maintenance of residential property	22.3	24.0	25.0	27.9	27.9	26.5	27.8	24.3	24.2	1.9	-0.1
Clean up of trash/debris on private property	20.6	23.1	26.7	28.8	27.9	28.8	30.1	26.3	25.9	5.3	-0.4
Mowing/cutting of weeds on private property	19.7	22.4	24.8	27.7	27.0	26.6	28.1	25.1	24.8	5.1	-0.3
Animal shelter operations & adoption efforts	N/A	N/A	N/A	N/A	N/A	50.6	52.8	50.6	52.7	N/A	2.1
Enforcing trash/weeds/ext. maint. in neighborhood	N/A	N/A	N/A	N/A	N/A	39.8	39.8	38.3	37.1	N/A	-1.2
Customer service from animal control officers	N/A	N/A	N/A	N/A	N/A	38.5	40.2	37.2	38.0	N/A	0.8
Enforcement of animal code	N/A	N/A	N/A	N/A	N/A	38.4	40.9	36.9	35.5	N/A	-1.4
Boarding up vacant structures open to entry	N/A	N/A	N/A	N/A	N/A	23.7	25.8	23.4	22.3	N/A	-1.1
Demolishing vacant structures in dangerous building inventory	N/A	N/A	N/A	N/A	N/A	17.7	20.3	18	17.4	N/A	-0.6

The long-term and short-term changes in satisfaction with neighborhood services that were identified as significant, because satisfaction ratings were +/- 1.4% or more, are listed below:

**Significant Changes Since the 2005 Survey.** There were significant increases in satisfaction ratings in all three (3) of the neighborhood services that were rated in both 2005 and 2018-19. The significant increases are listed below:

- Clean-up of trash and debris on private property (+5.3%)
- Mowing/cutting of weeds on private property (+5.1%)
- Exterior maintenance of residential property (+1.9%)

**Significant Changes Since the 2017-18 Survey.** There was a significant increase in the satisfaction rating of one (1) of the neighborhood services that were rated in both 2017-18 and 2018-19. The significant increase is listed below:

- Animal shelter operations and adoption efforts (+2.1%)

- **Neighborhood Services Residents Thought Were Most Important.** The two neighborhood services that residents thought should receive the most emphasis from the City were: (1) the clean-up of trash and debris on private property and (2) demolishing vacant structures in dangerous building inventory.

### 311 Call Center Services

- **311 Call Center Services.** The highest levels of satisfaction with the services provided by the 311 Call Center, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: courtesy/professionalism of 311 calltakers (71%) and the ease of utilizing 311 services via phone (70%).

**Trends:** The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with 311 call center services from each survey since 2012-13. It also shows short-term percentage changes (2017-18 to 2018-19). **Note:** Significant changes are +/- 2.14% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With the 311 Call Center Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Percentage Change from 2005 to (2018-19)	Percentage Change from (2017-18) to (2018-19)
	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey		
Courtesy/professionalism of 311 calltakers	N/A	N/A	64.3	68.4	68.9	67.9	66.3	69.2	71.2	N/A	2.0
Ease of utilizing 311 services via phone	N/A	N/A	62.9	68.4	68.6	67.9	67.0	68.8	70.3	N/A	1.5
How well question/issue were resolved via 311	N/A	N/A	56.4	62.0	62.7	59.5	59.3	61.3	62.1	N/A	0.8
Ease of utilizing 311 services via web/mobile app	N/A	N/A	47.9	56.2	52.8	55.7	55.9	55.7	58.2	N/A	2.5

**Significant Changes Since the 2005 Survey.** Long-term trend data is not available for 311 call center services because the items were not rated on the 2005 survey.

**Significant Changes Since the 2017-18 Survey.** There was a significant increase in the satisfaction rating of one (1) of the 311 call center services that were rated in both 2017-18 and 2018-19. The significant increase is listed below:

- Ease of utilizing 311 services via web/mobile app (+2.5%)

### Communication Services

- **Communication.** The highest levels of satisfaction with communication services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the overall usefulness of the city’s web-site (46%) and the availability of information about city programs and services (46%).

**Trends:** The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with communication services from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2018-19) and the short-term percentage changes (2017-18 to 2018-19). **Note:** *Significant changes are +/- 2.14% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).*

Satisfaction With Communication Services Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Percentage Change from 2005 to (2018-19)	Percentage Change from (2017-18) to (2018-19)
	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey		
Overall usefulness of the city's website	N/A	N/A	45.1	53.4	49.2	47.2	48.2	48.5	46.2	N/A	-2.3
Availability of info about city programs/services	31.8	42.7	47.1	53.2	50.7	47.3	48.3	46.5	45.8	14.0	-0.7
Content in the City's magazine, KCMore	N/A	N/A	40.1	45.5	39.9	41.4	44.0	38.4	44.0	N/A	5.6
City's use of social media	N/A	N/A	N/A	N/A	N/A	45.9	45.1	39.2	42.2	N/A	3.0
Quality of video programming/web streaming	N/A	N/A	N/A	N/A	N/A	42.4	40.4	35.3	40.2	N/A	4.9
Opportunity to engage/provide input into decisions	N/A	N/A	N/A	N/A	N/A	30.3	30.4	28.8	29.6	N/A	0.8

The long-term and short-term changes in satisfaction with communication services that were identified as significant, because satisfaction ratings were +/- 2.14% or more, are listed below:

**Significant Changes Since the 2005 Survey.** There was one significant increase in satisfaction ratings in the communication services that were rated on the 2005 and 2018-19 survey: availability of information about city programs/services (+14%).

**Significant Changes Since the 2017-18 Survey.** There were three (3) significant increases in satisfaction in the communication services that were rated in both 2017-18 and 2018-19. The significant increases are listed on the following page:

- Content in the City’s magazine, KCMore (+5.6%)
- Quality of video programming/web streaming (+4.9%)
- City’s use of social media (+3.0%)

- **Communication Items Residents Thought Were Most Important.** The two communication services that residents thought should receive the most emphasis from the City were: (1) the availability of information about city programs/services and (2) opportunity to engage/provide input into decisions made by the city.

## Housing

- **Housing.** The highest level of satisfaction with housing, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, was with quality of housing for family (64%).



**Trends:** The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with housing since 2017-18. **Note:** Significant changes are +/- 2.14% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With Housing Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Percentage Change from 2005 to (2018-19)	Percentage Change from (2017-18) to (2018-19)
	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey		
Quality of housing for your family	N/A	N/A	N/A	N/A	N/A	N/A	N/A	65.8	64.1	N/A	-1.7
Availability of affordable housing for your family	N/A	N/A	N/A	N/A	N/A	N/A	N/A	57.4	54.3	N/A	-3.1

**Significant Changes Since the 2005 Survey.** Long-term trend data is not available for housing because the items were not rated on the 2005 survey.

**Significant Changes Since the 2017-18 Survey.** There were no increases in the housing items that were rated in both 2017-18 and 2018-19.

## Parks and Recreation Services

- **Parks and Recreation.** The parks and recreation services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the maintenance of city parks (67%), the quality of facilities, picnic shelters, and playgrounds (61%) and the quality of outdoor athletic fields (59%). Residents were least satisfied with tree trimming and other tree care along city streets/other public areas (37%), City swimming pools and programs (36%), and the city’s youth athletic programs and activities (35%).

**Trends:** The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with parks and recreation services from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2018-19) and the short-term percentage changes (2017-18 to 2018-19). **Note:** Significant changes are +/- 2.14% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With Parks and Recreation Services Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Percentage Change from 2005 to (2018-19)	Percentage Change from (2017-18) to (2018-19)
	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey		
Maintenance of city parks	48.9	60.8	68.9	71.1	72.7	70.7	67.6	69.8	67.1	18.2	-2.7
Quality of facilities, picnic shelters, playgrounds	N/A	55.2	63.9	65.8	65.7	63.7	60.9	61.9	60.9	N/A	-1.0
Maintenance of boulevards & parkways	48.6	55.8	64.2	65.7	67.3	62.3	60.5	59.2	55.1	6.5	-4.1
Quality of outdoor athletic fields	41.0	52.3	58.7	63.0	65.4	63.3	59.7	60.1	59.1	18.1	-1.0
Walking and biking trails in the city	36.8	46.3	52.8	55.0	53.1	50.9	49.9	51.5	50.0	13.2	-1.5
Maintenance & appearance of community centers	35.2	49.7	53.3	54.5	52.4	51.7	50.1	48.9	48.0	12.8	-0.9
Tree trimming & other tree care along city streets and other public areas	34.3	37.4	48.1	49.4	45.6	41.7	42.3	40.7	36.8	2.5	-3.9
Customer service from Parks/Recreation employees	N/A	N/A	45.1	49.1	45.7	44.3	44.4	45.4	40.0	N/A	-5.4
Programs & activities at community centers	N/A	43.7	47.4	48.2	48.3	46.1	42.9	45.4	41.8	N/A	-3.6
Quality of communication from Parks and Recreation	N/A	N/A	40.8	41.4	41.1	41.2	39.1	39.1	37.3	N/A	-1.8
City swimming pools and programs	27.4	32.7	38.6	40.7	41.1	41.3	36.9	35.6	36.4	9.0	0.8
The city's youth programs and activities	32.0	32.2	35.7	40.4	38.3	39.6	34.9	34.2	35.1	3.1	0.9



**Significant Changes Since the 2005 Survey.** There were significant increases in satisfaction ratings in all eight (8) of the parks and recreation services that were rated on both the 2005 and 2017-18 survey. The significant increases are listed below:

- Maintenance of city parks (+18.2%)
- Quality of outdoor athletic fields (+18.1%)
- Walking and biking trails in the city (+13.2%)
- Maintenance & appearance of community centers (+12.8%)
- City swimming pools and programs (+9%)
- Maintenance of boulevards & parkways (+6.5%)
- The city's youth programs and activities (+3.1%)
- Tree trimming and other tree care along city streets and other public areas (+2.5%)

**Significant Changes Since the 2017-18 Survey.** There were no significant increases in satisfaction ratings in any of the parks and recreation services that were rated in both 2017-18 and 2018-19.

**Parks and Recreation Services Residents Thought Were Most Important.** The two parks and recreation services that residents thought should receive the most emphasis from the City were: (1) tree trimming and other tree care along streets and other public areas and (2) maintenance of city parks.

## Solid Waste Services

- **Solid Waste Services.** The solid waste services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the quality of trash collection services (62%) and the quality of curbside recycling services (60%). Residents were least satisfied with city efforts to clean-up illegal dumping sites (23%).

**Trends:** The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with solid waste services from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2018-19) and the short-term percentage changes (2017-18 to 2018-19). **Note:** *Significant changes are +/- 2.14% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).*

Satisfaction With Solid Waste Services Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005 Survey	2011-12 Survey	2012-13 Survey	2013-14 Survey	2014-15 Survey	2015-16 Survey	2016-17 Survey	2017-18 Survey	2018-19 Survey	Percentage Change from 2005 to (2018-19)	Percentage Change from (2017-18) to (2018-19)
Quality of trash collection services	57.8	72.2	82.7	80.8	83.1	79.7	69.1	71.6	61.7	3.9	-9.9
Quality of curbside recycling services	N/A	74.0	81.2	77.9	79.0	76.5	67.8	66.7	60.3	N/A	-6.4
Quality of bulky item pick-up services	N/A	55.0	60.1	61.2	64.4	53.0	50.3	52.8	48.3	N/A	-4.5
Overall quality of leaf & brush pick-up services	N/A	N/A	50.1	53.9	56.9	52.0	47.1	51.3	46.5	N/A	-4.8
Cleanliness of city streets & other public areas	29.9	37.8	46.1	47.4	50.2	43.1	36.9	37.8	31.8	1.9	-6.0
City efforts to clean-up illegal dumping sites	N/A	N/A	26.3	29.5	28.1	28.0	23.0	23.8	23.0	N/A	-0.8
Quality of recycling drop-off centers	N/A	N/A	N/A	N/A	N/A	59.7	54.6	54.7	47.8	N/A	-6.9
Quality of leaf & brush drop-off centers	N/A	N/A	N/A	N/A	N/A	54.7	51.3	53.3	47.9	N/A	-5.4

**Significant Changes Since the 2005 Survey.** There was one significant increase in satisfaction ratings in the solid waste services that were rated on the 2005 and 2018-19 survey: quality of trash collection services (+3.9%)

**Significant Changes Since the 2017-18 Survey.** There were no increases in satisfaction ratings in any of the solid waste services that were rated in both 2017-18 and 2018-19.

- **Solid Waste Services Residents Thought Were Most Important.** The two solid waste services that residents thought should receive the most emphasis from the City were: (1) city efforts to clean-up illegal dumping sites and (2) the cleanliness of city streets and other public areas.

## Airport Services

- **Airport Services.** The airport services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the ease of moving through airport security (69%) and the availability of parking (63%).

**Trends:** The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with airport services from each survey since 2012-13. It also shows short-term percentage changes (2017-18 to 2018-19). **Note:** Significant changes are +/- 2.14% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With Airport Services Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Percentage Change from 2005 to (2018-19)	Percentage Change from (2017-18) to (2018-19)
	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey		
Ease of moving through airport security	N/A	N/A	74.5	76.3	73.3	72.7	72.3	69.6	69.1	N/A	-0.5
Cleanliness of facilities	N/A	N/A	77.6	75.9	70.3	70.4	69.7	59.1	60.2	N/A	1.1
Availability of parking	N/A	N/A	74.5	72.7	68.0	67.8	67.7	65.2	62.8	N/A	-2.4
Food, beverage, and other concessions	N/A	N/A	40.9	42.3	42.1	45.2	39.7	27.8	31.7	N/A	3.9
Availability of seating near departure gates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	51.0	52.6	N/A	1.6

**Significant Changes Since the 2005 Survey.** Long-term trend data is not available for airport services because the items were not rated on the 2005 survey.

**Significant Changes Since the 2017-18 Survey.** There was a significant increase in satisfaction ratings in one (1) of the airport services that were rated in both 2017-18 and 2018-19: food, beverage, and other concessions (+3.9%).

- **Airport Services Residents Thought Were Most Important.** The two Airport services that residents thought should receive the most emphasis from the City were: (1) food, beverage, and other concessions and (2) ease of moving through airport security.

## Water Services

- **Water Services.** Forty-four percent (44%) of those surveyed, who had an opinion, indicated that they were satisfied with the quality of Water Services Customer Service; 34% gave a neutral response, and 23% were dissatisfied. Forty-two percent (42%) of those surveyed, who had an opinion, indicated they were satisfied with the condition of catch basins in their neighborhood; 29% gave a neutral response, and 29% were dissatisfied.

**Trends:** The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with water services from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2018-19) and the short-term percentage changes (2017-18 to 2018-19). **Note:** Significant changes are +/- 1.4% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With Water Services Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Percentage Change from 2005 to (2018-19)	Percentage Change from (2017-18) to (2018-19)
	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey		
Condition of catch basins in your neighborhood	N/A	43.0	49.7	50.8	51.5	48.3	44.9	45.4	41.9	N/A	-3.5
Quality of Water Services customer service	N/A	N/A	47.1	49.6	52.2	51.6	45.5	46.6	43.5	N/A	-3.1
Timeliness of water/sewer line break repairs	N/A	33.3	37.5	41.4	44.3	39.8	39.4	40.3	37.6	N/A	-2.7

**Significant Changes Since the 2005 Survey.** Long-term trend data is not available for water services because the items were not rated on the 2005 survey.

**Significant Changes Since the 2017-18 Survey.** There were no increases in satisfaction in any of the water services that were rated in 2017-18 and 2018-19.

## City Leadership

- **City Leadership.** Forty-four percent (44%) of those surveyed, who had an opinion, indicated that they were satisfied with the leadership provided by the city’s elected officials; 33% gave a neutral response, and 23% were dissatisfied.

**Trends:** The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with various aspects of leadership in the City from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2018-19) and the short-term percentage changes (2017-18 to 2018-19). **Note:** *Significant changes are +/- 2.14% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).*

Satisfaction With City Leadership Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Percentage Change from 2005 to (2018-19)	Percentage Change from (2017-18) to (2018-19)
	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey		
Leadership provided by city's elected officials	25.6	39.3	50.5	48.9	53.7	55.9	51.0	46.9	44.2	18.6	-2.7
Effectiveness of the city manager & app. staff	29.8	36.0	47.3	45.6	51.0	52.0	48.1	44.3	40.7	10.9	-3.6
How ethically the city conducts business	N/A	31.5	41.2	41.0	44.8	46.5	43.0	37.6	36.2	N/A	-1.4

**Significant Changes Since the 2005 Survey.** There were significant increases in satisfaction in both of the leadership items rated in 2005 and 2018-19. The increases in satisfaction ratings are listed below:

- Leadership provided by city's elected officials (+18.6%)
- Effectiveness of the city manager & appointed staff (+10.9%)

**Significant Changes Since the 2017-18 Survey.** There were no increases in satisfaction ratings in any of the city leadership items that were rated in both 2017-18 and 2018-19.

## Other Findings

- **Overall State of Health.** Residents were asked to describe their overall state of health. Nearly seventy-one percent (70.8%) who had an opinion indicated their overall health was “excellent” or “good.” This is an increase of 0.8% from 2017-18, when 70% of residents who had an opinion described their overall health as “excellent” or “good.”
- **Household Financial Situation.** Just over half (54.5%) of residents surveyed who had an opinion thought the financial situation in their household was “excellent” or “good.” This is an increase of 1.4% from 2017-2018, when 53.1% of residents who had an opinion thought their household’s financial situation was “excellent” or “good.”
- **Standard of Living Compared to Parents.** When residents were asked how their standard of living compared to their parents’ when they were the same age, 56.8% who had an opinion indicated it was “much better” or “somewhat better” than their parents’ standard of living. This is an increase of 0.3% from 2017-18, when 56.5% of residents who had an opinion felt their standard of living was “much better” or “somewhat better” than their parents’.

## CONCLUSIONS AND RECOMMENDATIONS

Based on the results of the City's 2018-19 survey and the subsequent analysis of the survey data, ETC Institute has reached the following conclusions:

- **Satisfaction with Quality of Life in Kansas City Remains High.** Despite a 2-point decrease in the Composite Customer Satisfaction Index for Kansas City since the 2017-18 survey, ratings as a place to live and work remain high.

**Recommended Priorities.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in section 2 of this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Priorities for Major City Services.** The first level of analysis reviewed the importance of and satisfaction with major City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
  - Overall maintenance of streets, sidewalks and infrastructure (IS Rating=0.4772)
  - Overall quality of police services (IS Rating=0.1243)
  - Quality of neighborhood services (IS Rating=0.1104)
- **Priorities Within Departments:** The second level of analysis reviewed the importance of and satisfaction of services within departments. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department are listed below.
  - **Police Services:** The city's overall efforts to prevent crime and visibility of police in neighborhoods
  - **Fire and Emergency Medical Services:** There were no services in this category that were rated as a high priority

- **City Streets, Sidewalks and Infrastructure:** Maintenance of city streets
- **Neighborhood Services:** enforcing the clean-up of trash and debris on private property and demolishing vacant structures in dangerous building inventory
- **Communication Services:** opportunity to engage/provide input into decisions and the availability of information about city programs and services
- **Parks and Recreation Services:** tree trimming and other tree care along city streets and other public areas and the city's youth programs and activities
- **Solid Waste Services:** city efforts to clean-up illegal dumping sites and cleanliness of streets and other public areas
- **Airport Services:** Food, beverage, and other concessions

By emphasizing improvements in the areas listed above, the City of Kansas City should be able to continue to improve levels of customer satisfaction in future years and increase satisfaction in areas where improvements are needed.

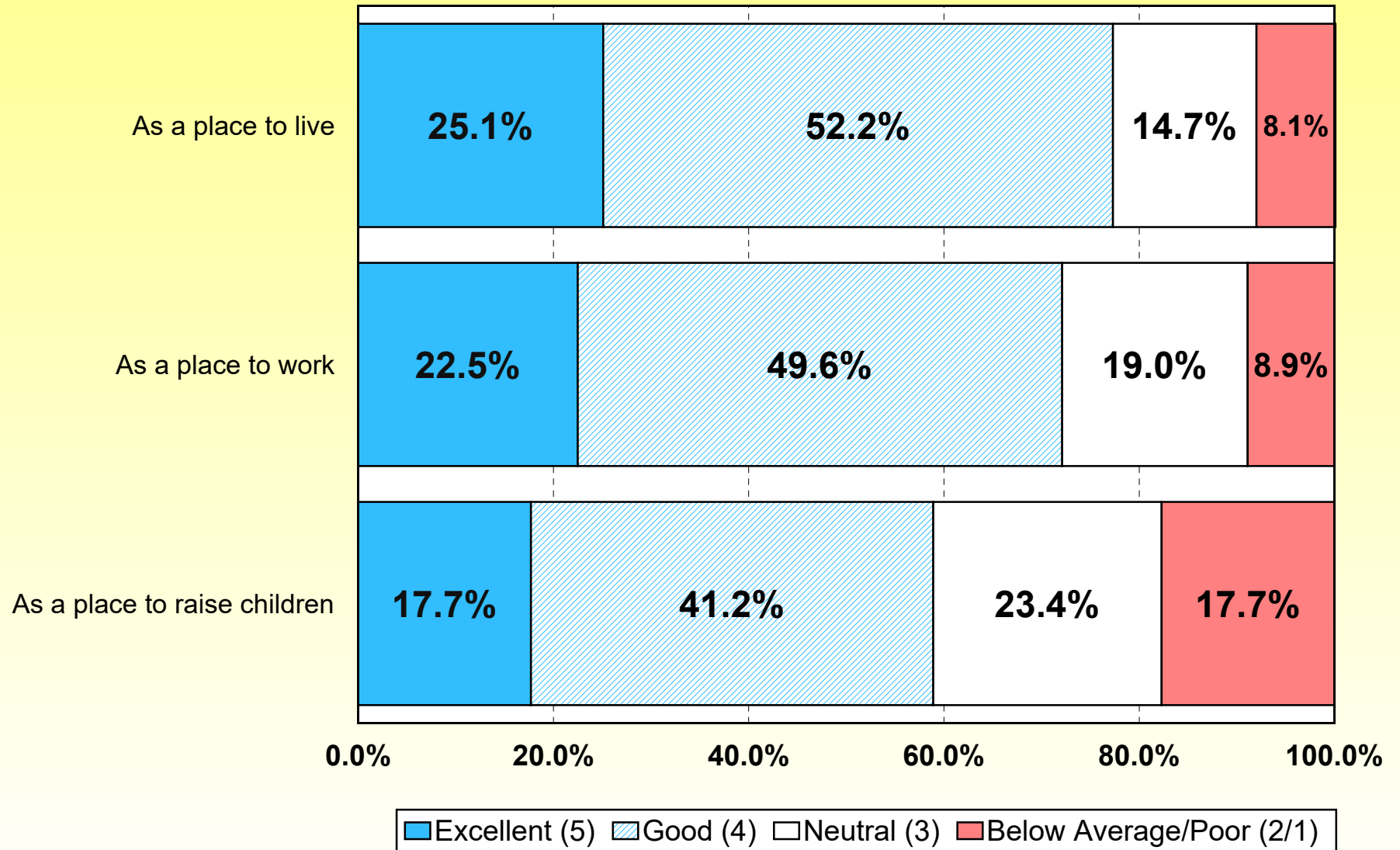
**Section 1:**  
**Charts and Graphs**

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# Overall Ratings of KCMO

by percentage of respondents (excluding don't knows)

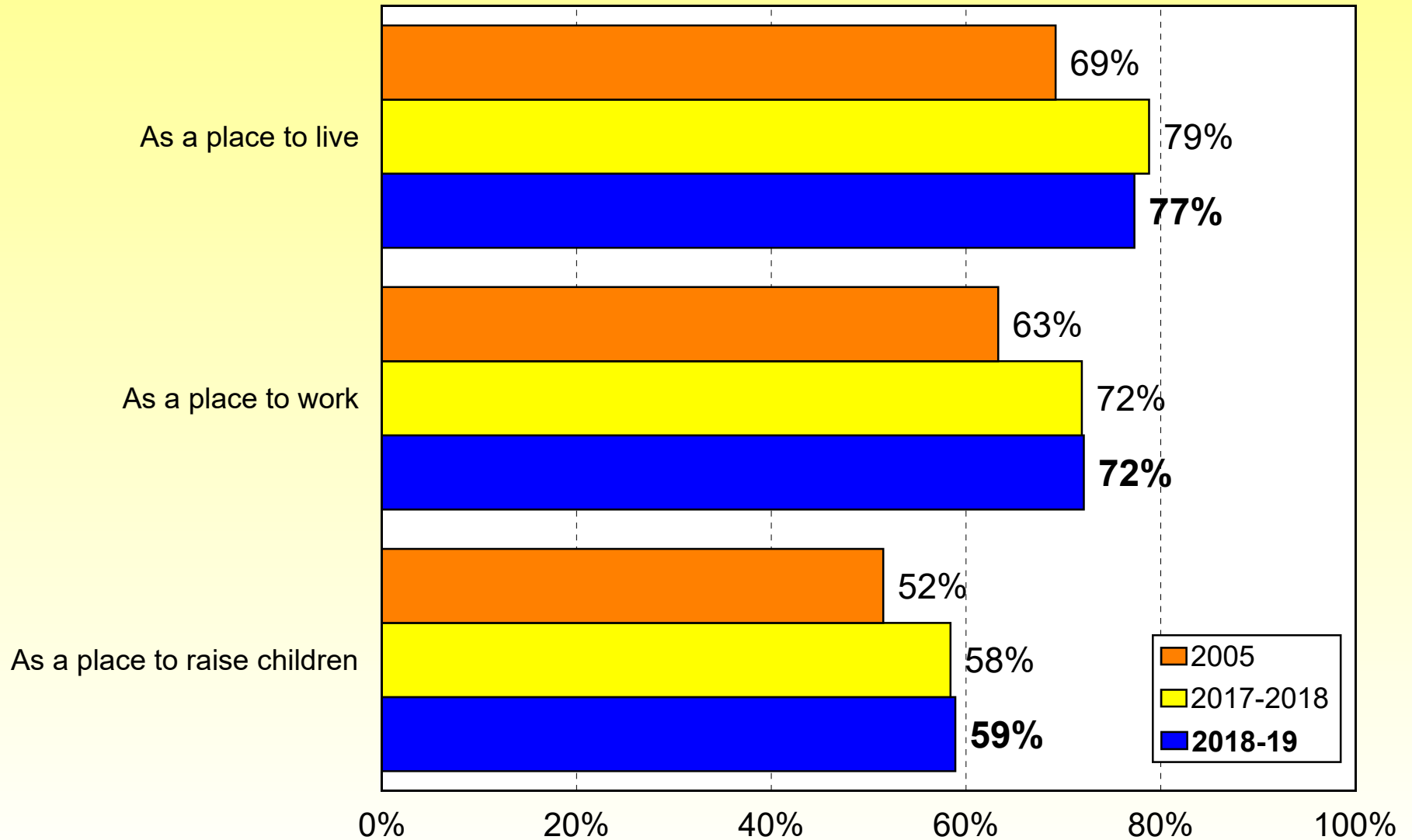


Source: ETC Institute (2018-19)

**TREND DATA**

# Overall Ratings of KCMO 2005 vs 2017-18 vs 2018-19

by percentage of respondents who rated the item as either "Excellent" or "Good" (excluding don't knows)

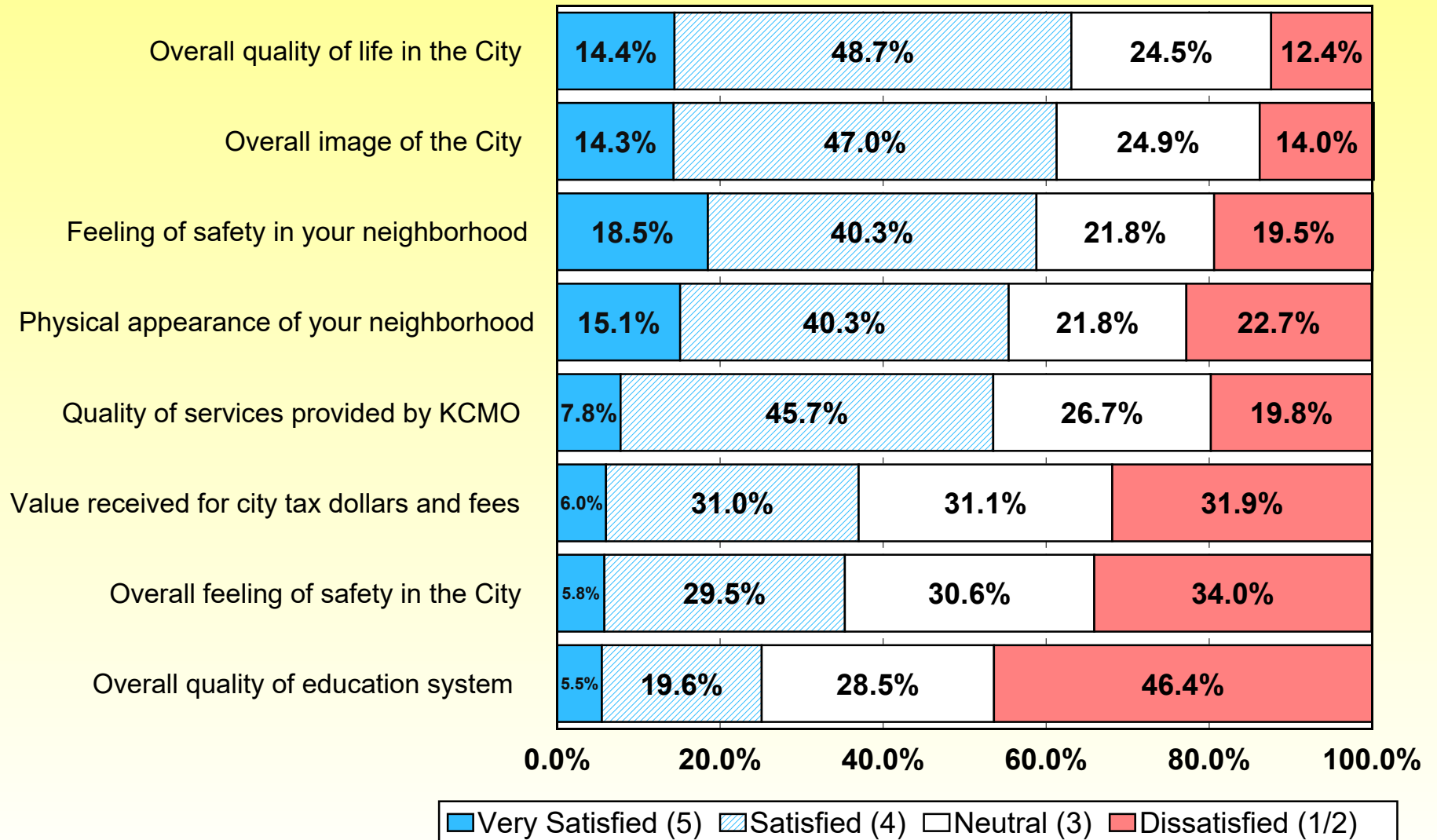


Source: ETC Institute (2018-19)

ETC Institute (2018-19)

# Satisfaction with Items that Influence Residents' Perceptions of KCMO

by percentage of respondents (excluding don't knows)

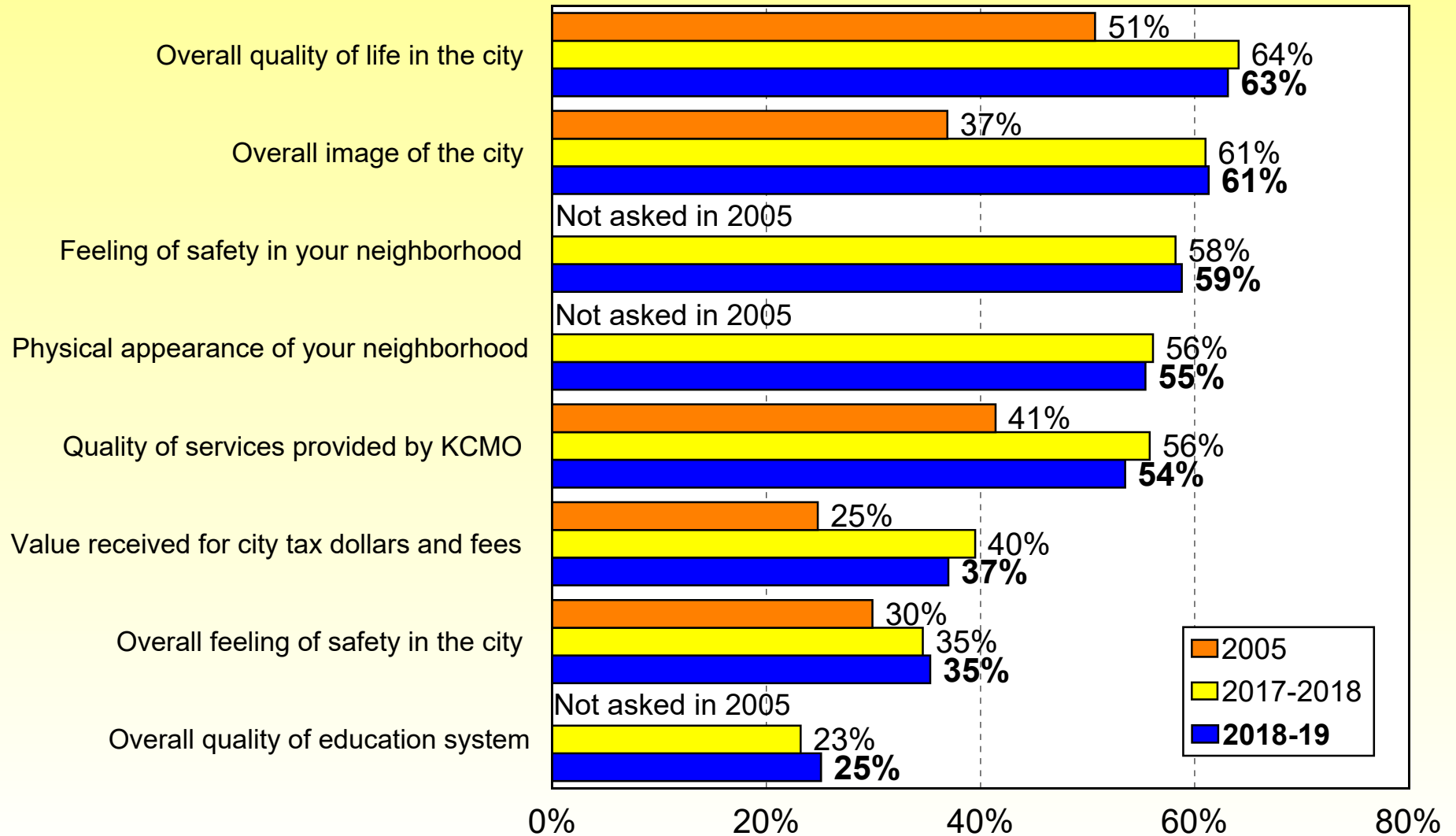


Source: ETC Institute (2018-19)

**TREND DATA**

# Satisfaction with Items that Influence Residents Perceptions of KCMO 2005 vs 2017-18 vs 2018-19

by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)

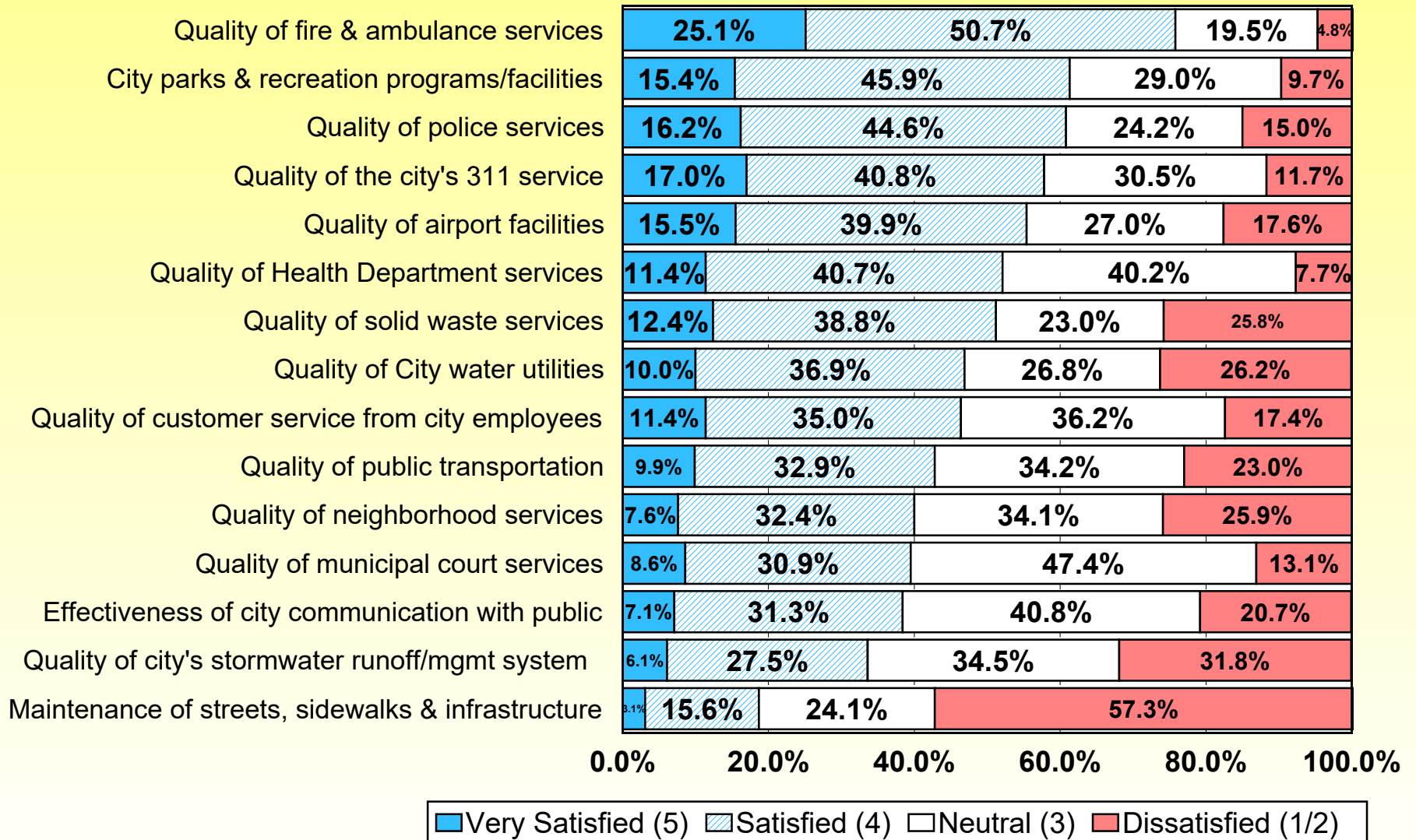


Source: ETC Institute (2018-19)

ETC Institute (2018-19)

# Overall Satisfaction With Major Categories of City Services

by percentage of respondents (excluding don't knows)

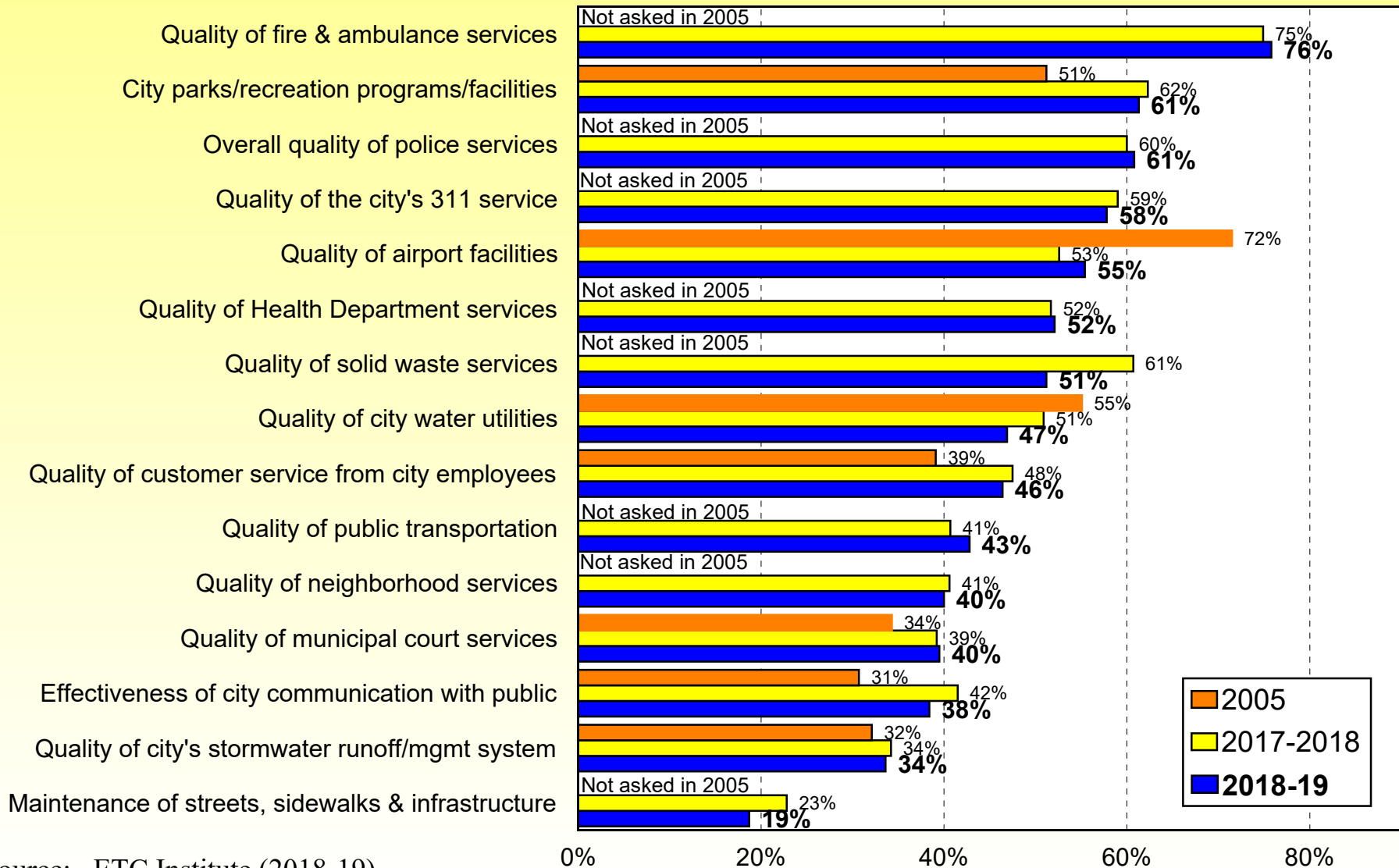


Source: ETC Institute (2018-19)

**TREND DATA**

# Overall Satisfaction With With Major Categories of City Services 2005 vs 2017-18 vs 2018-19

by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)

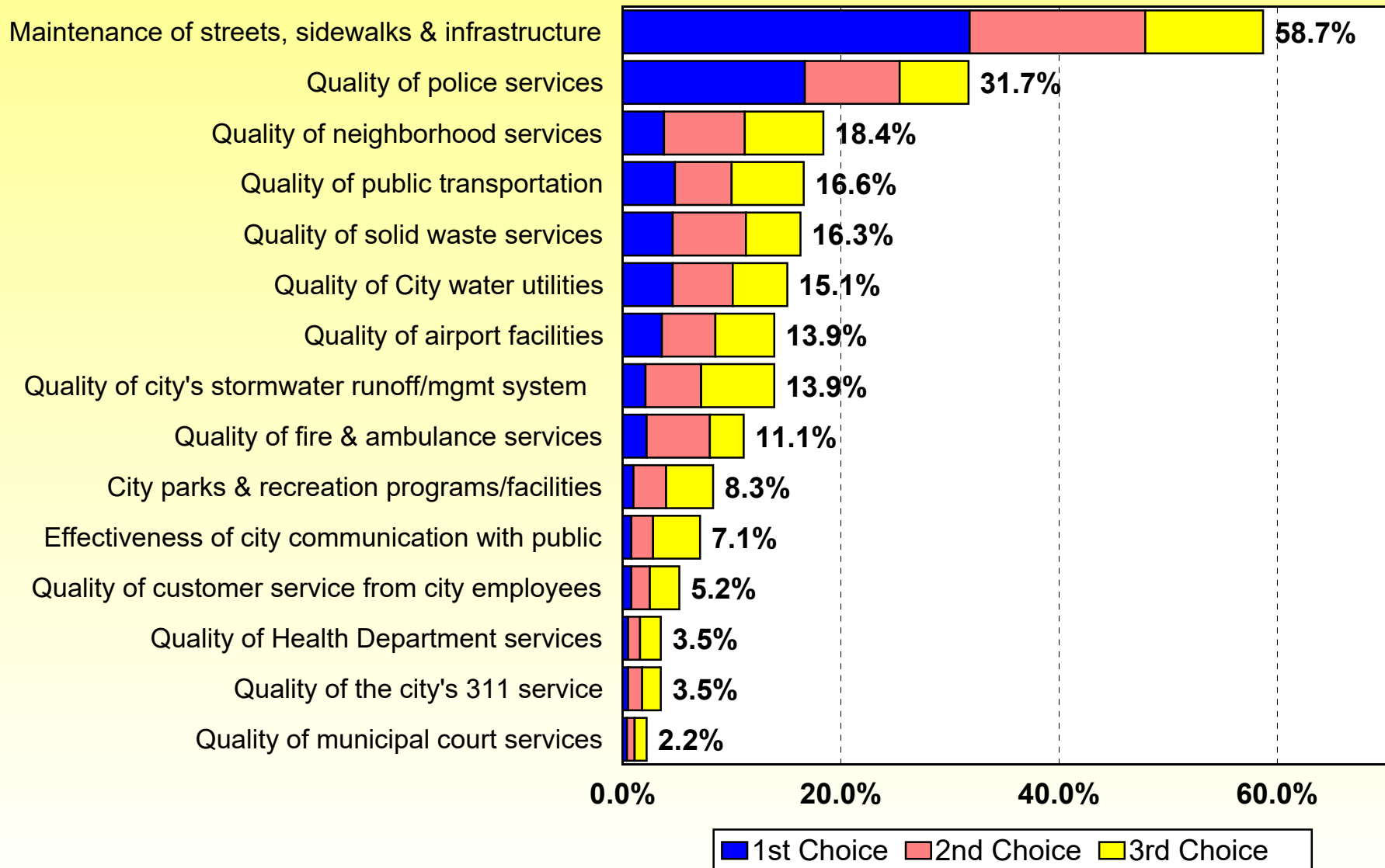


Source: ETC Institute (2018-19)

ETC Institute (2018-19)

# Major Categories of City Services That Should Receive the Most Emphasis from the City Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices

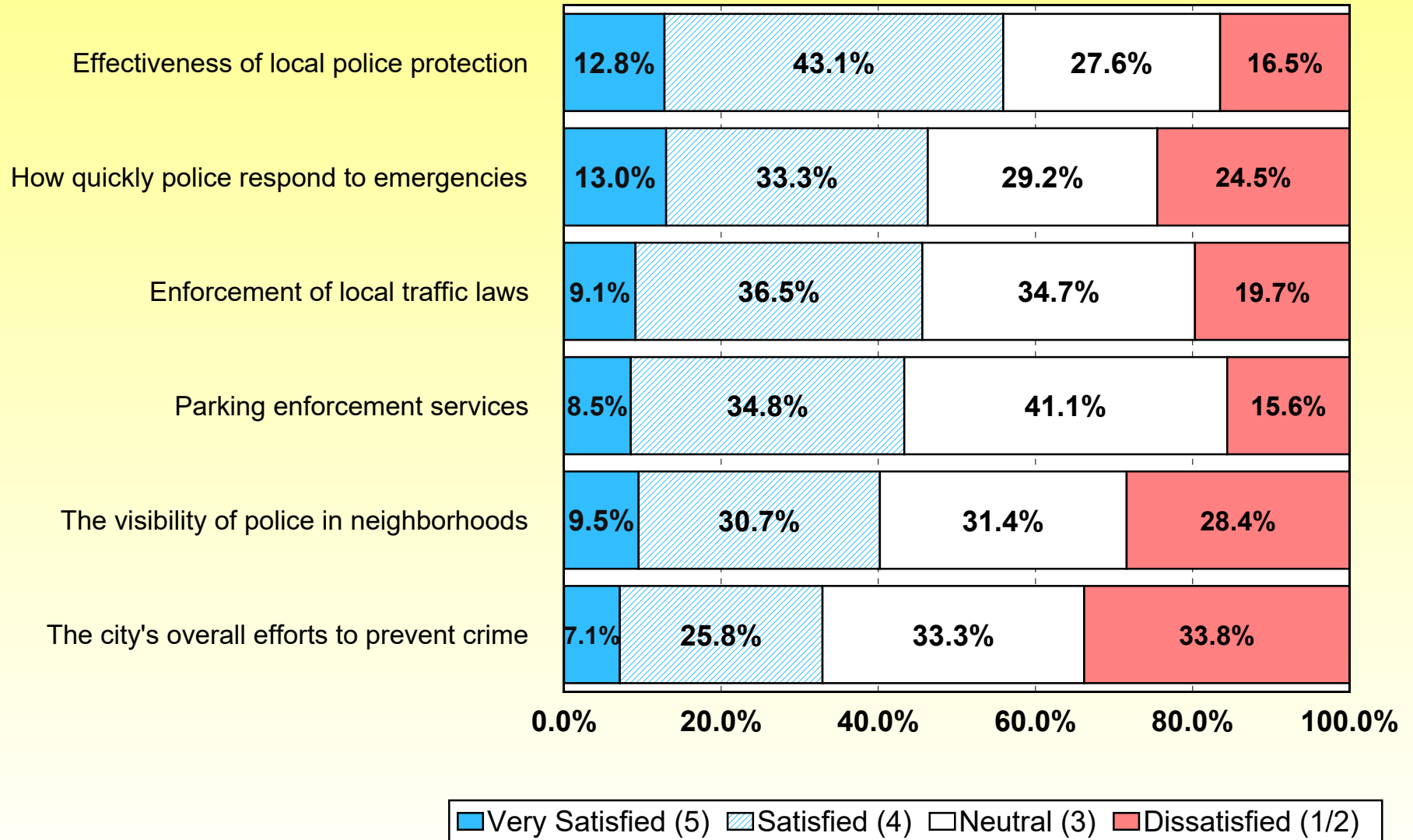


Source: ETC Institute (2018-19)



# Satisfaction with Police Services

by percentage of respondents (excluding don't knows)

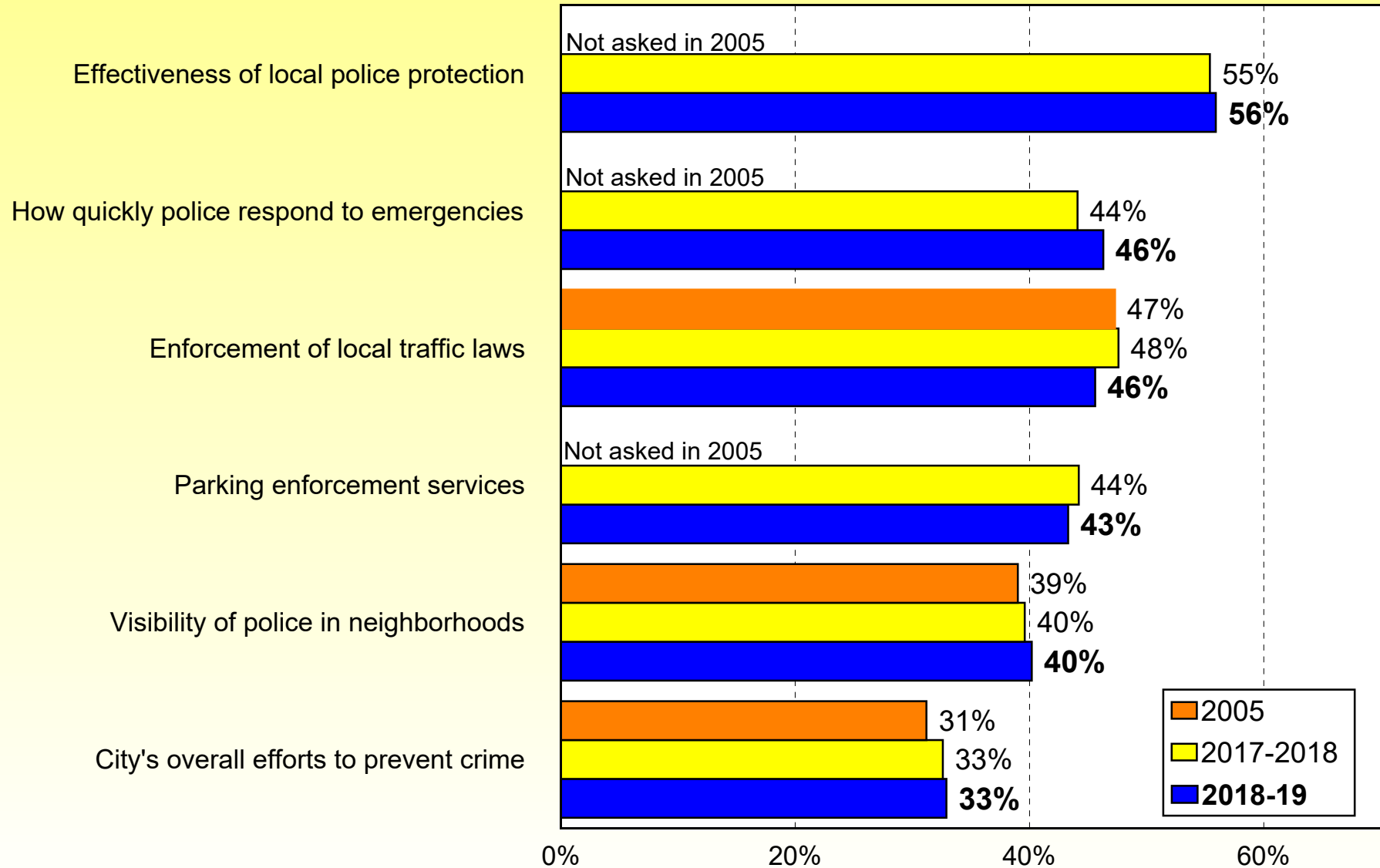


Source: ETC Institute (2018-19)

**TREND DATA**

# Satisfaction with Police Services 2005 vs 2017-18 vs 2018-19

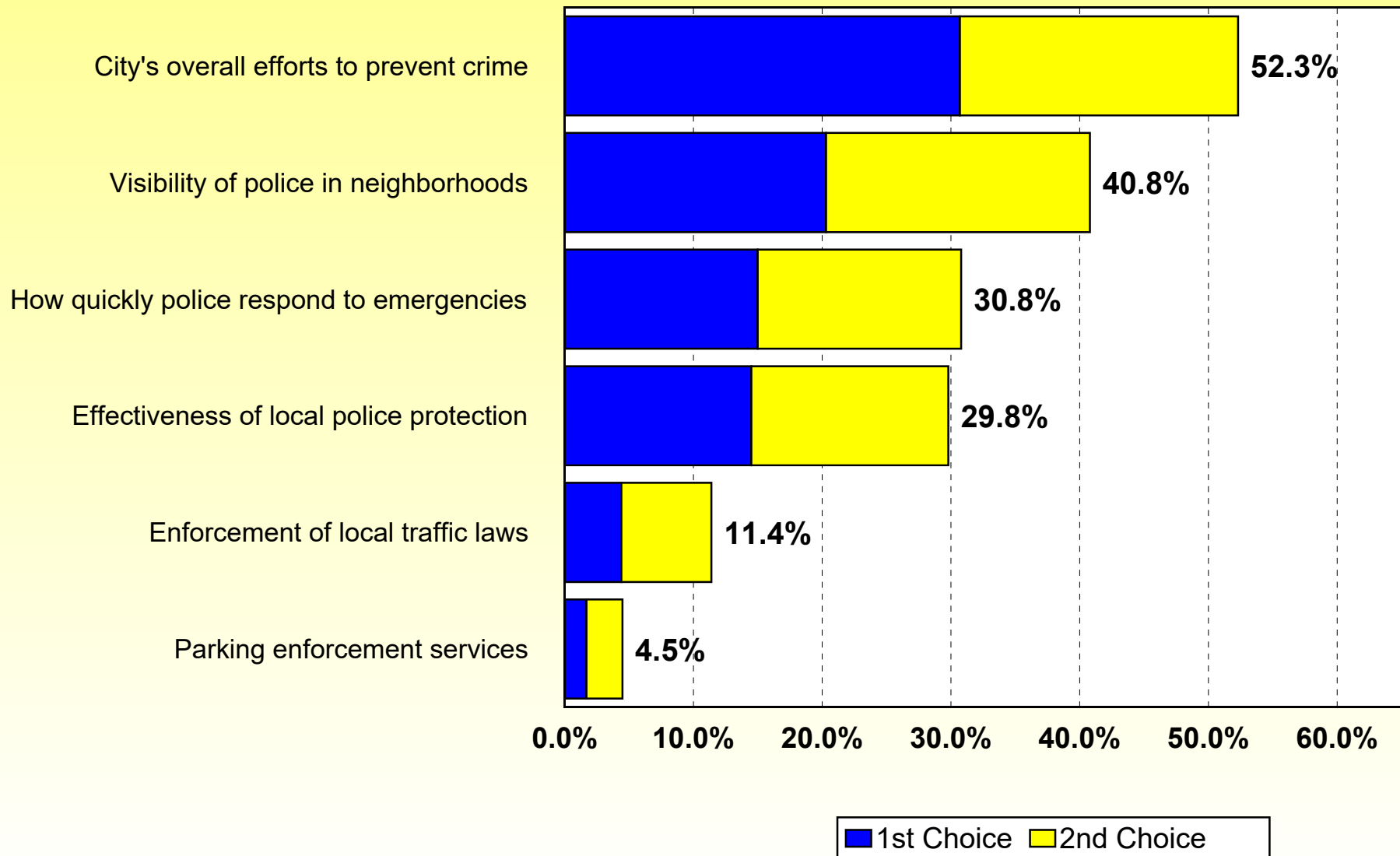
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2018-19)

# Police Services That Should Receive the Most Emphasis from the City Over the Next Two Years

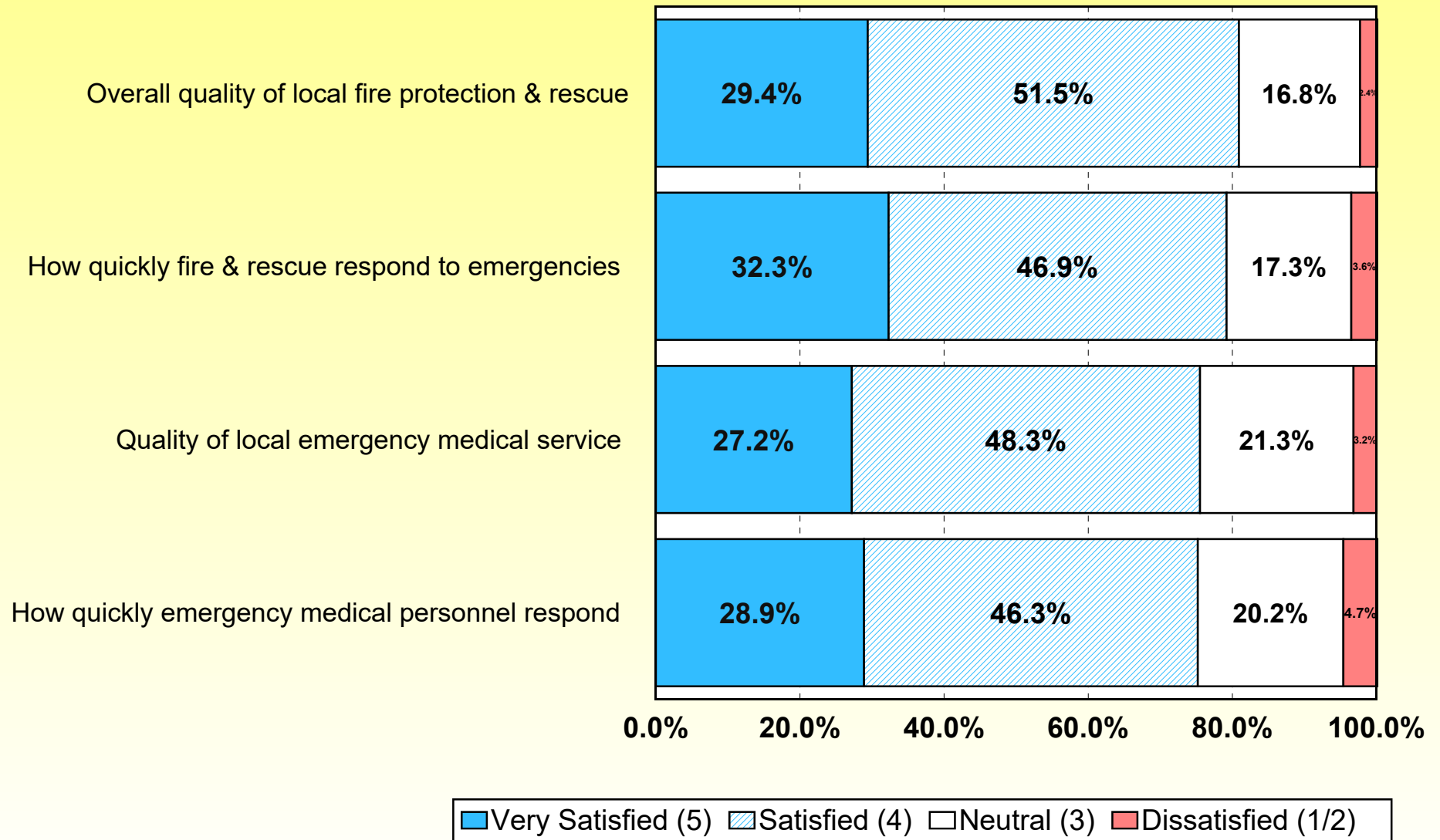
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018-19)

# Satisfaction with Fire and Emergency Medical Services

by percentage of respondents (excluding don't knows)



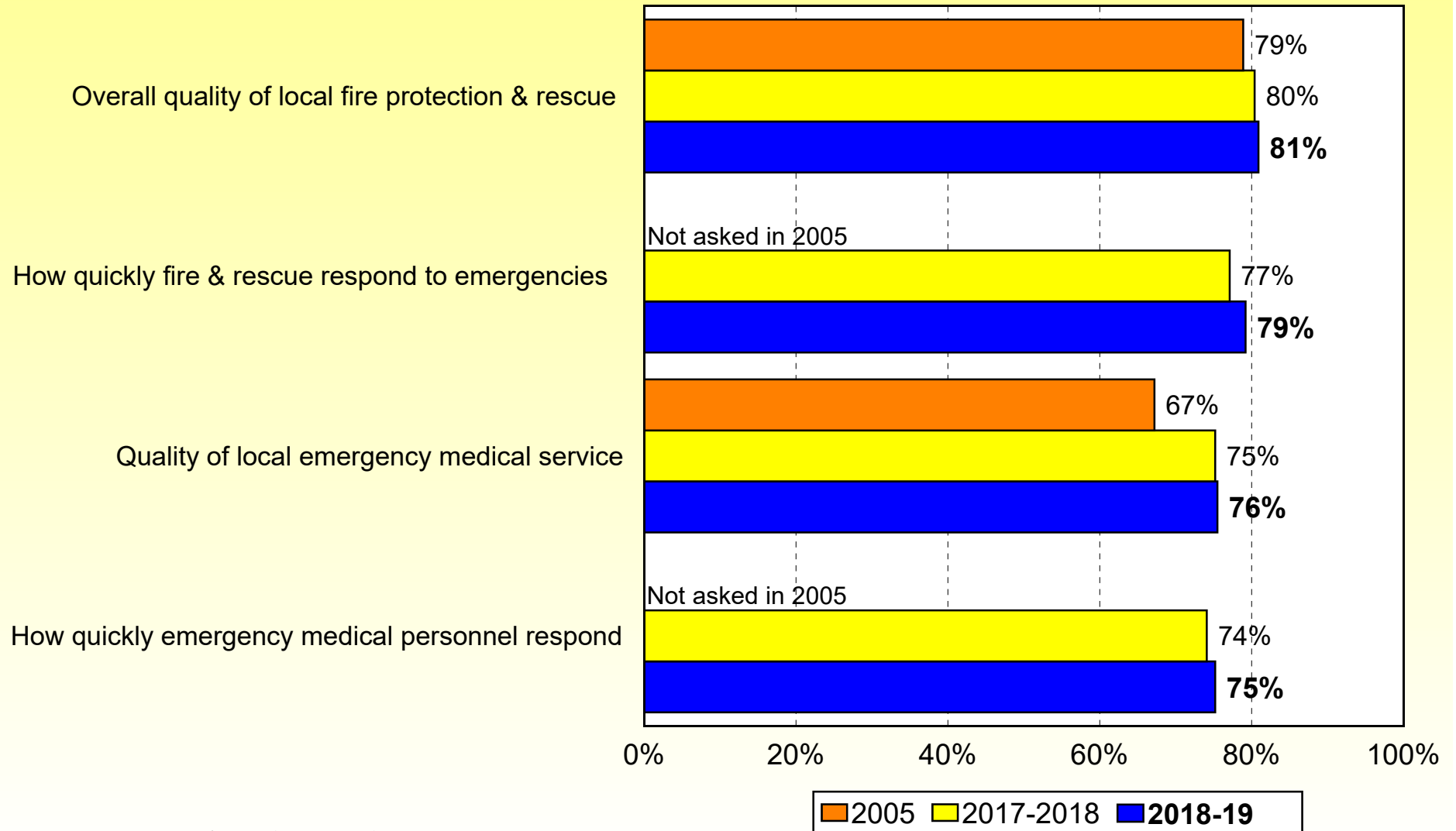
Source: ETC Institute (2018-19)

ETC Institute (2018-19)

**TREND DATA**

# Satisfaction with Fire and Emergency Medical Services 2005 vs 2017-18 vs 2018-19

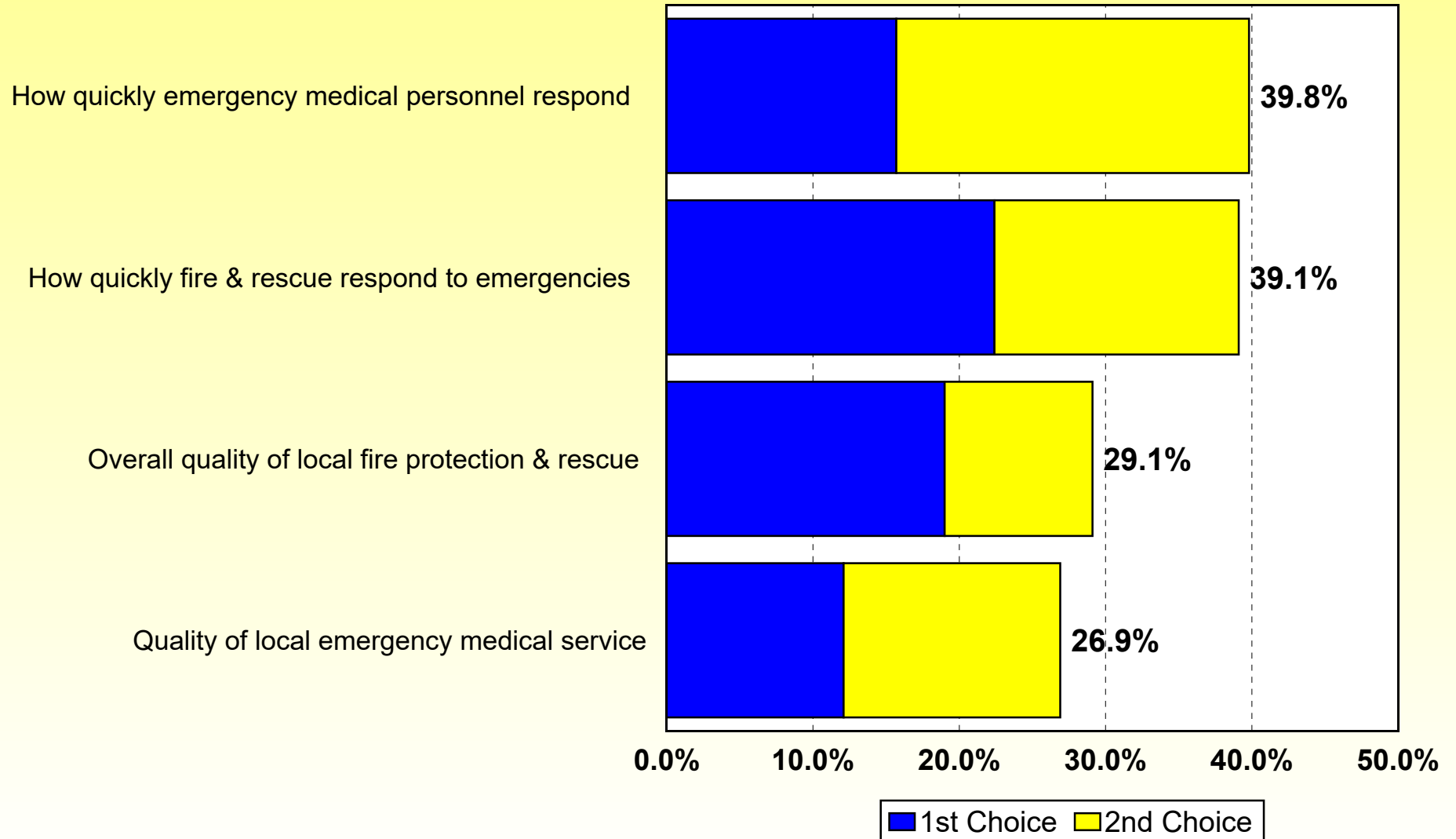
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2018-19)

# Fire and Emergency Medical Services That Should Receive the Most Emphasis from the City Over the Next Two Years

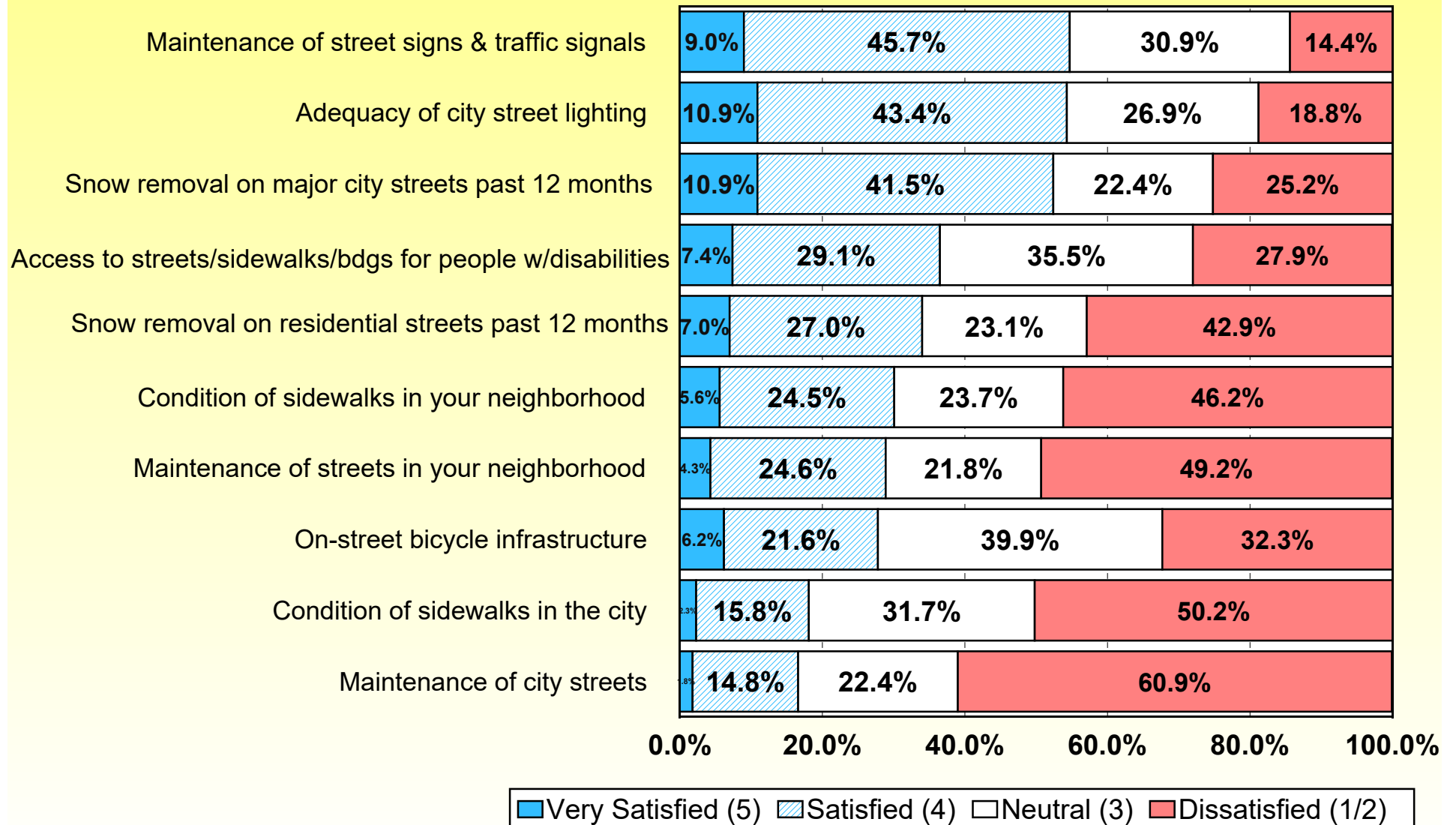
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018-19)

# Satisfaction with City Streets, Sidewalks and Infrastructure

by percentage of respondents (excluding don't knows)



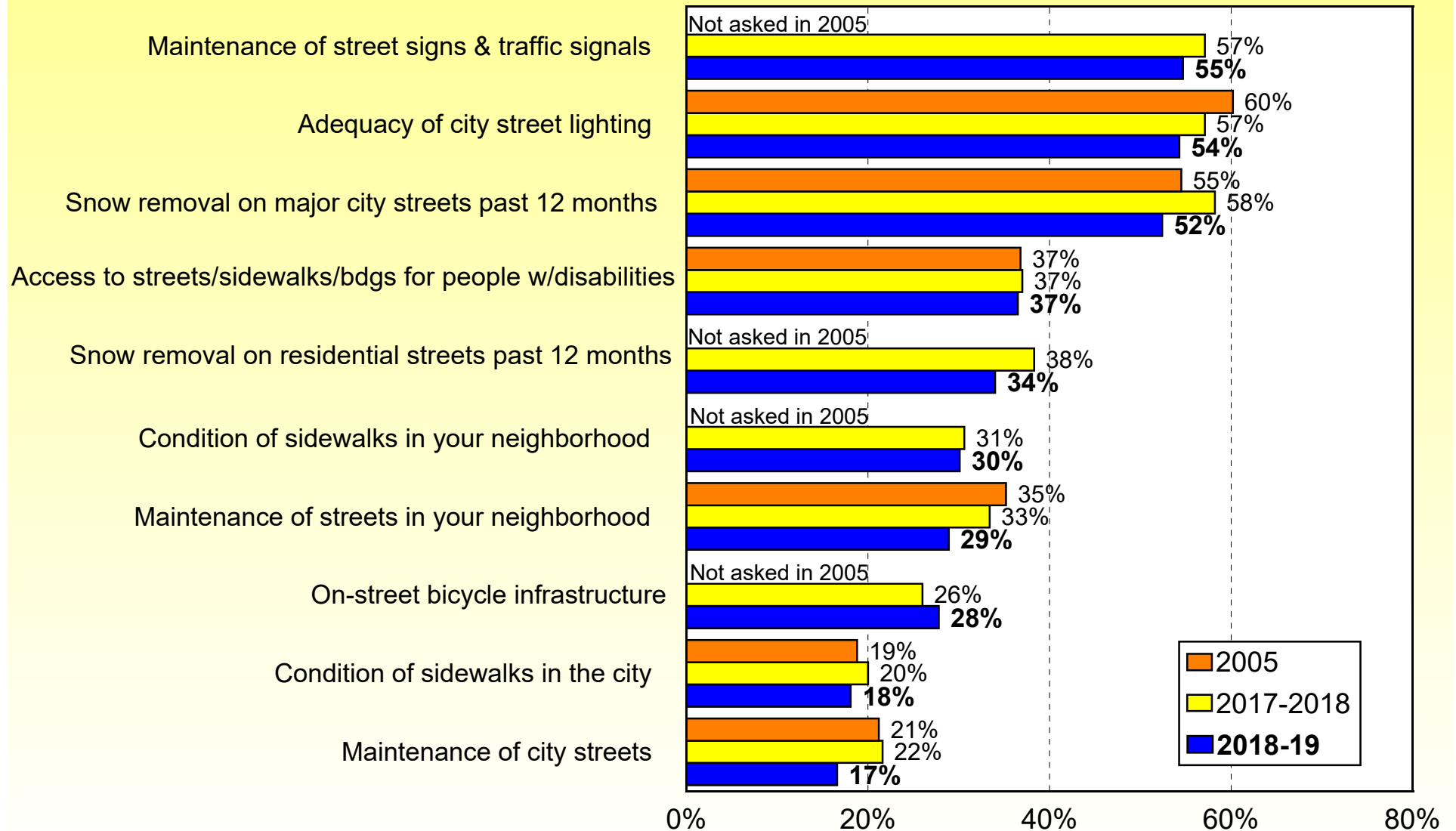
Source: ETC Institute (2018-19)



**TREND DATA**

# Satisfaction with City Streets, Sidewalks and Infrastructure - 2005 vs 2017-18 vs 2018-19

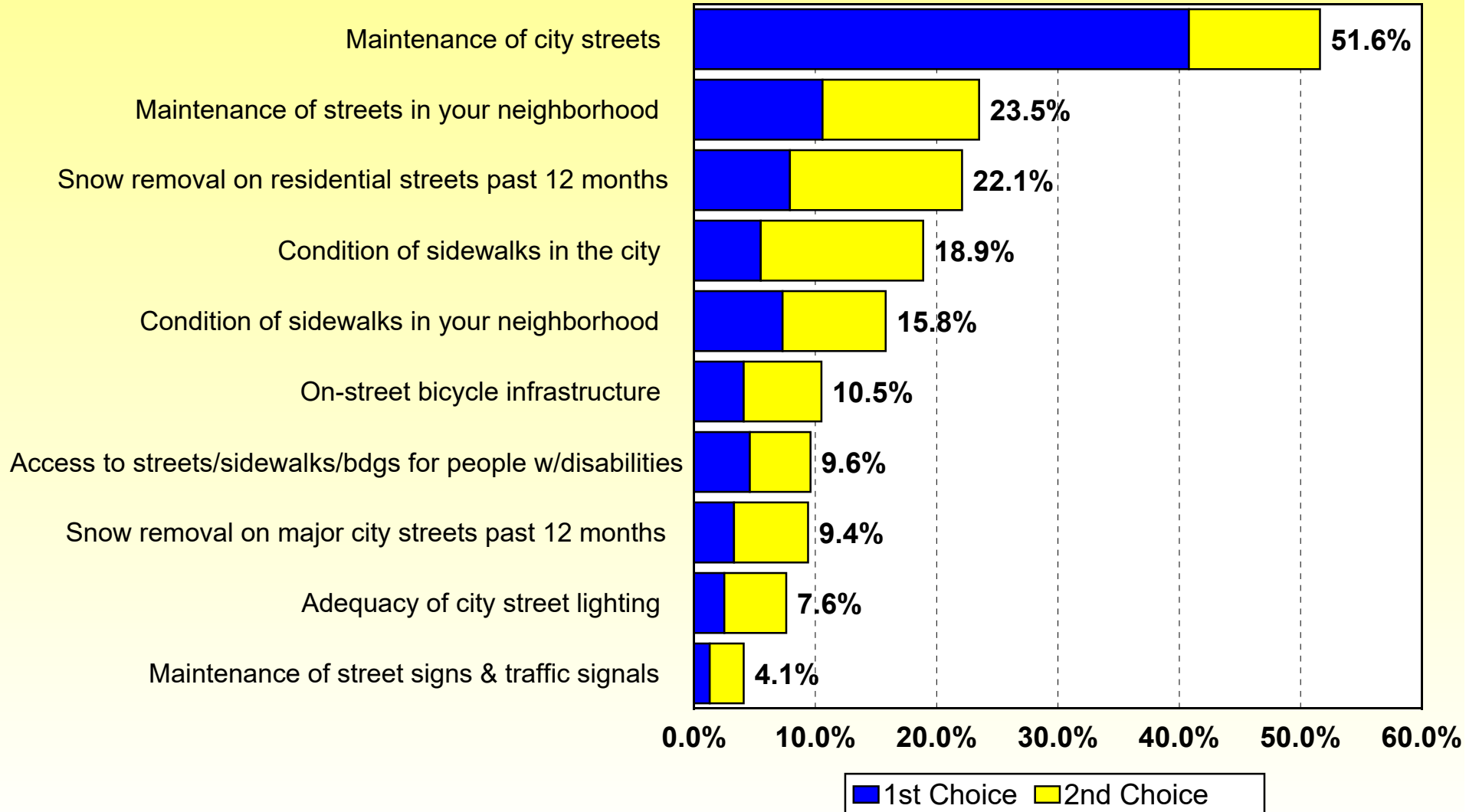
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2018-19)

# City Streets, Sidewalks and Infrastructure Services That Should Receive the Most Emphasis from the City Over the Next Two Years

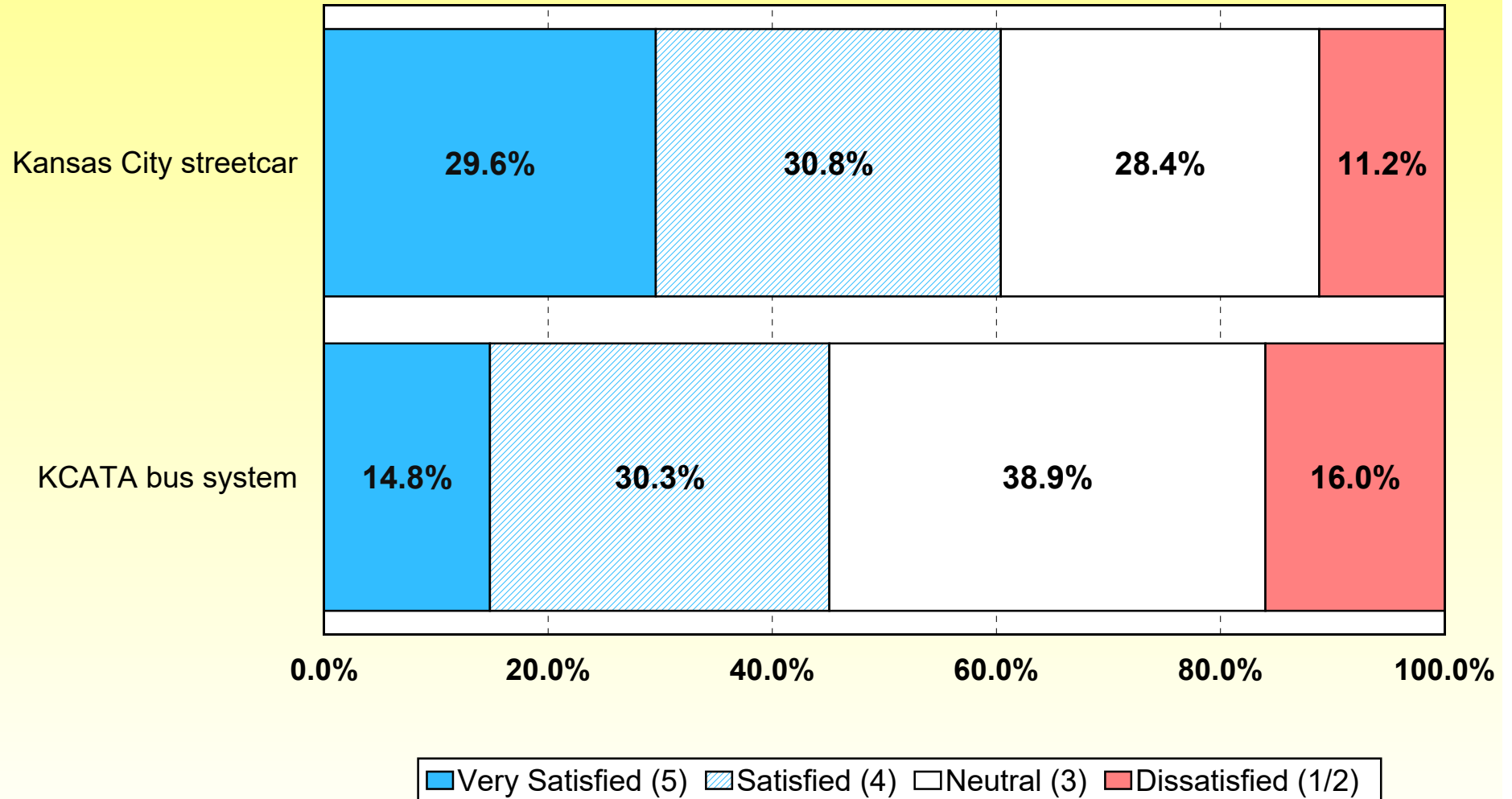
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018-19)

# Satisfaction with Public Transportation

by percentage of respondents (excluding don't knows)

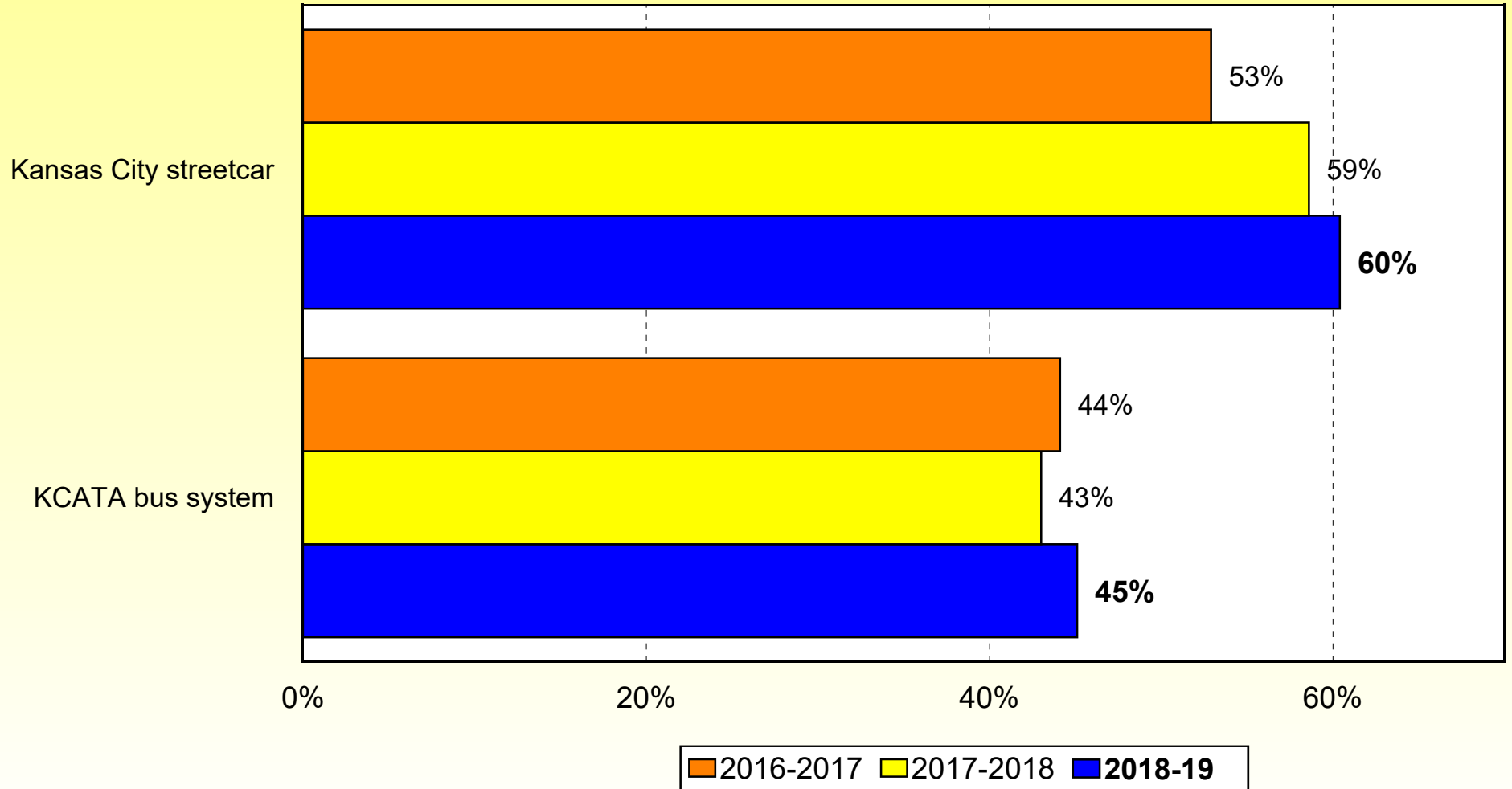


Source: ETC Institute (2018-19)

**TREND DATA**

# Satisfaction with Public Transportation 2016-17 vs 2017-18 vs 2018-19

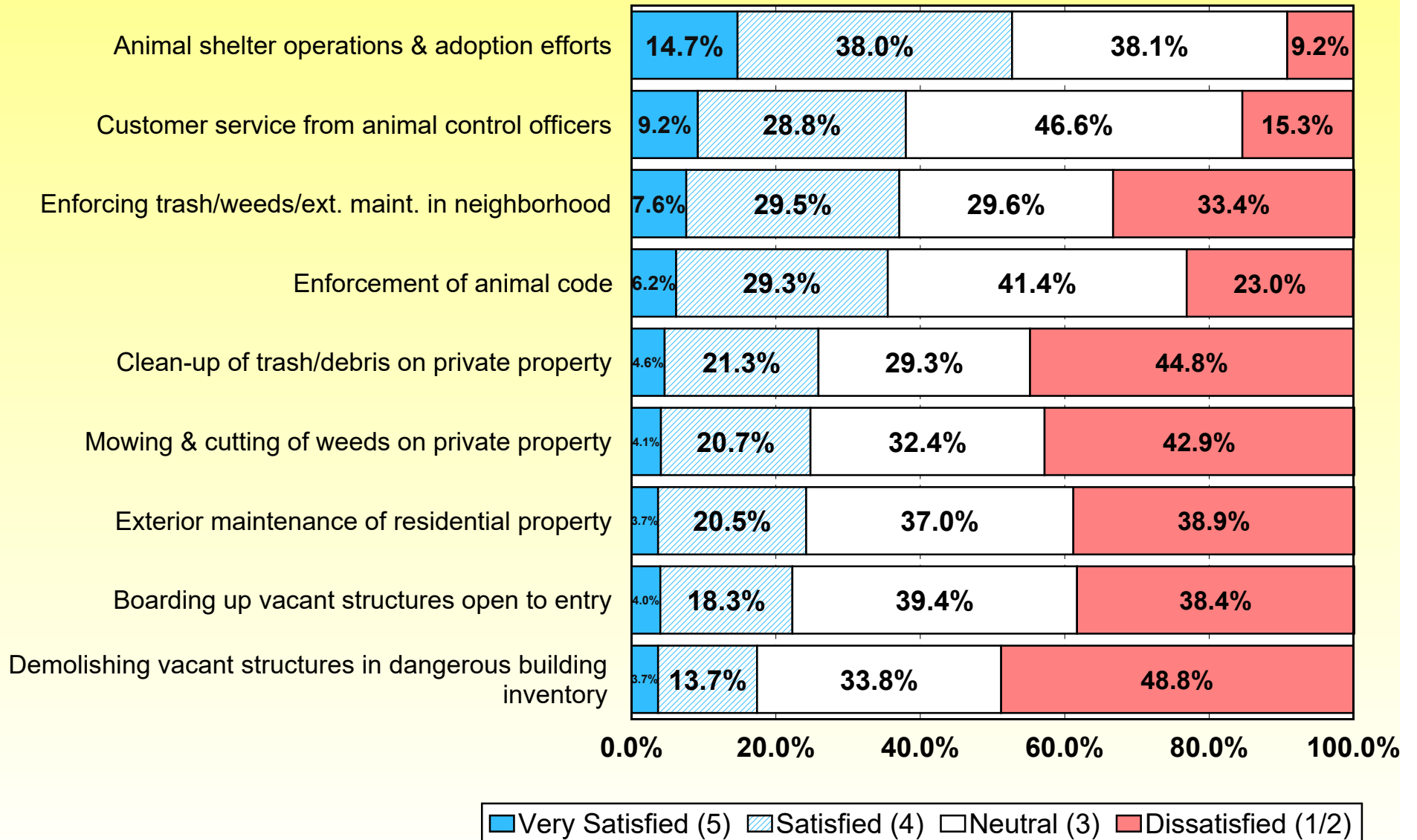
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2018-19)

# Satisfaction with Neighborhood Services

by percentage of respondents (excluding don't knows)

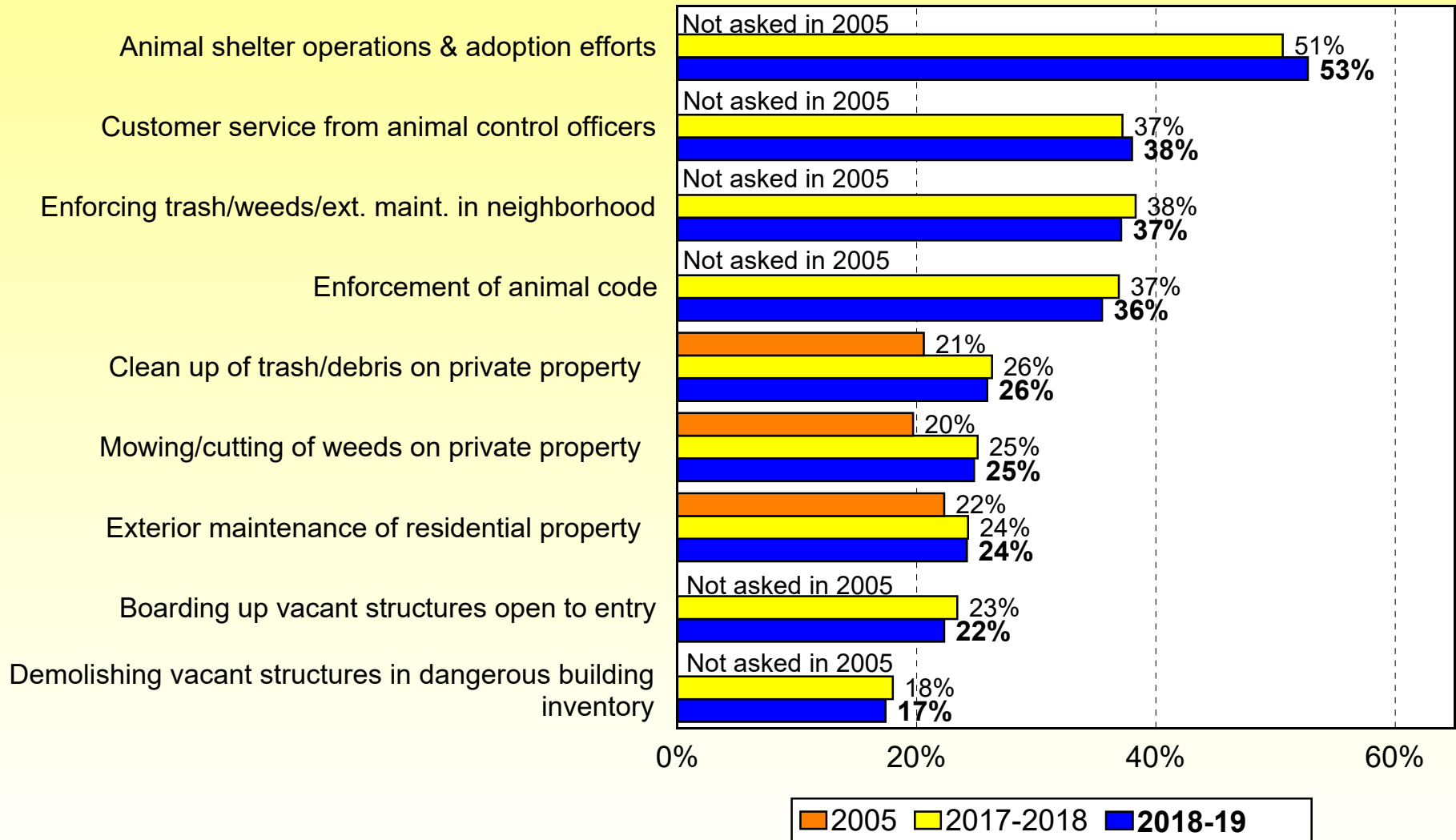


Source: ETC Institute (2018-19)

**TREND DATA**

# Satisfaction with Neighborhood Services 2005 vs 2017-18 vs 2018-19

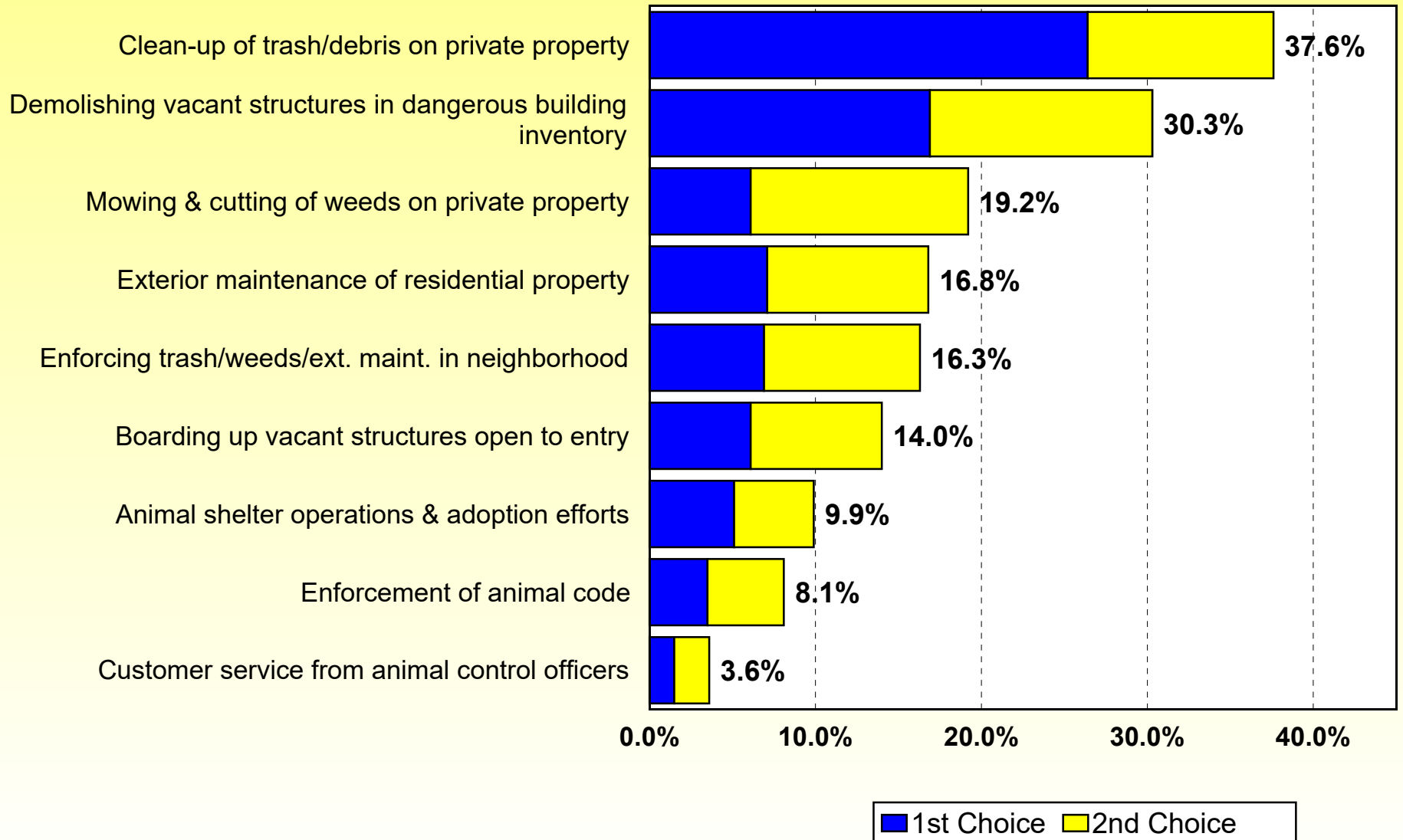
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2018-19)

# Neighborhood Services That Should Receive the Most Emphasis from the City Over the Next Two Years

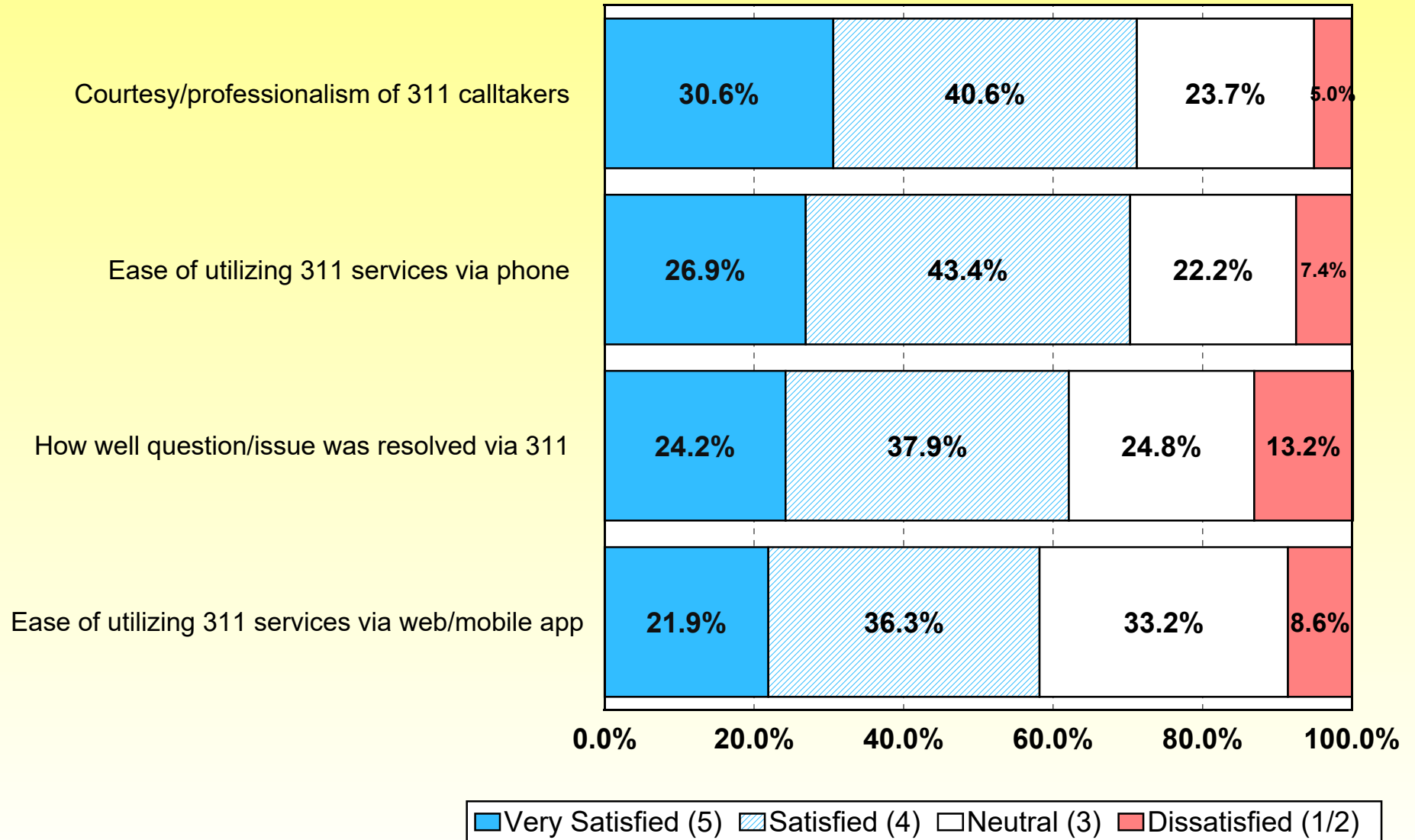
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018-19)

# Satisfaction with the 311 Call Center

by percentage of respondents (excluding don't knows)



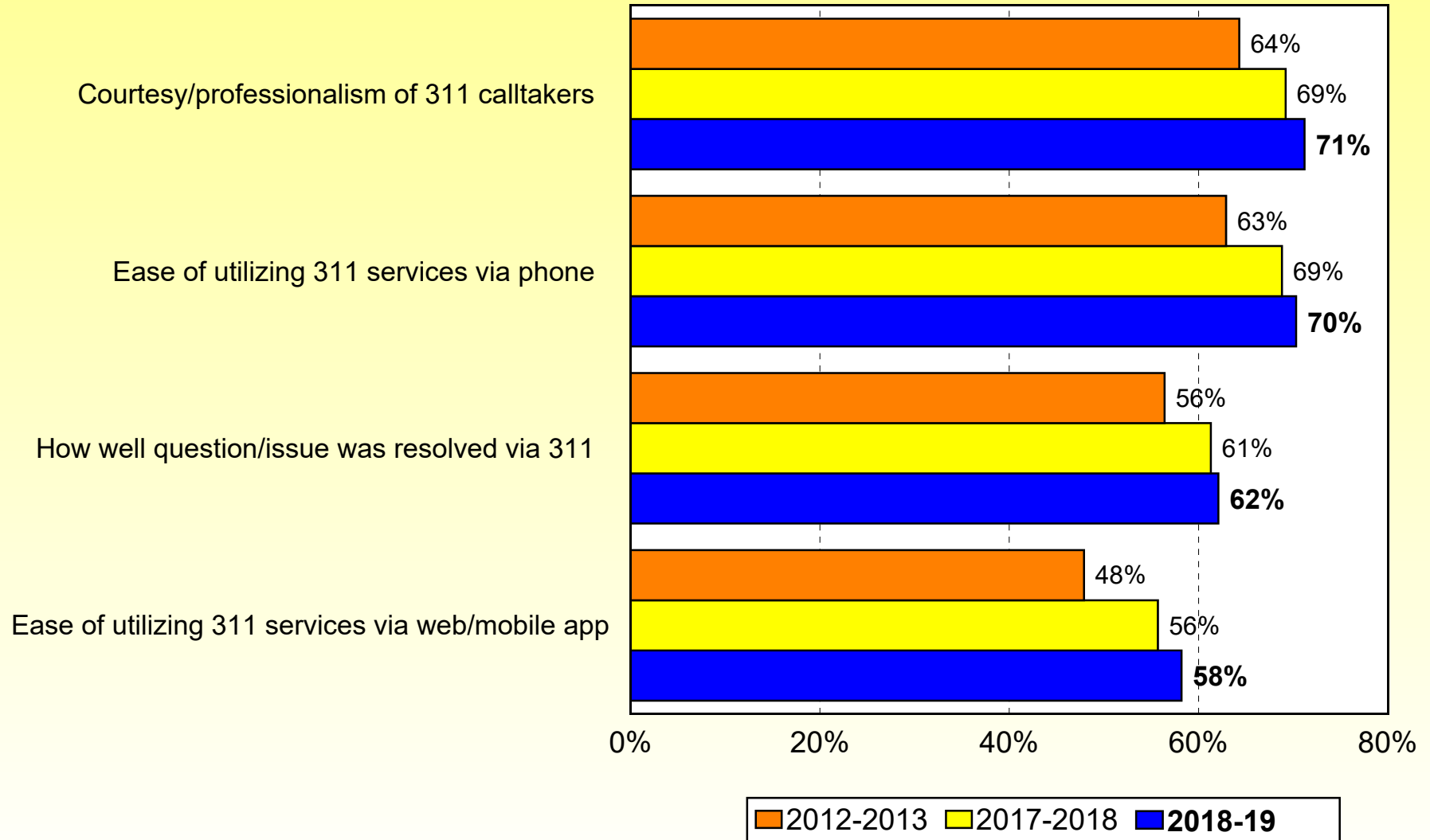
Source: ETC Institute (2018-19)



**TREND DATA**

# Satisfaction with the 311 Call Center 2005 vs 2017-18 vs 2018-19

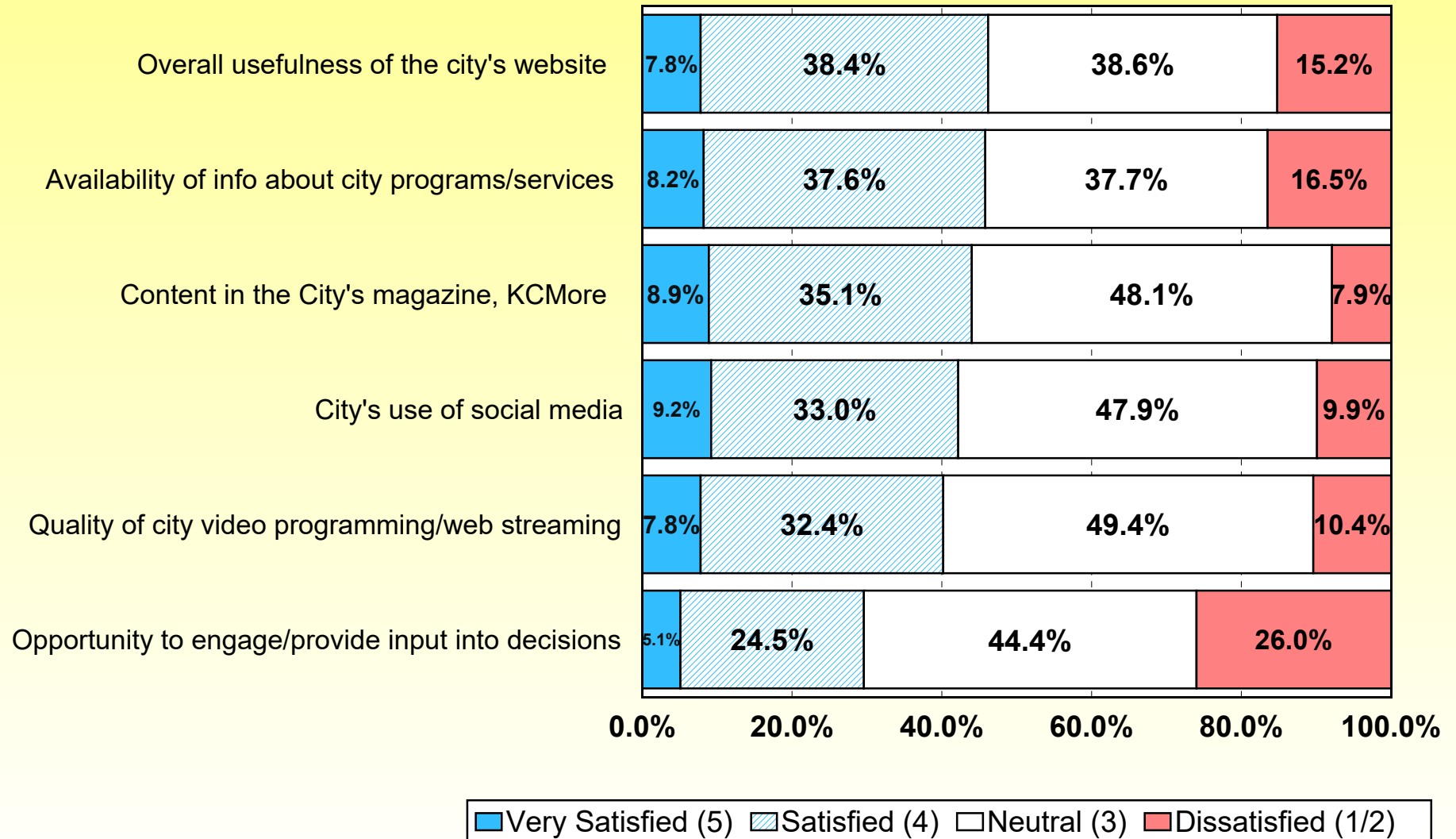
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2018-19)

# Satisfaction with Various Aspects of Communication

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



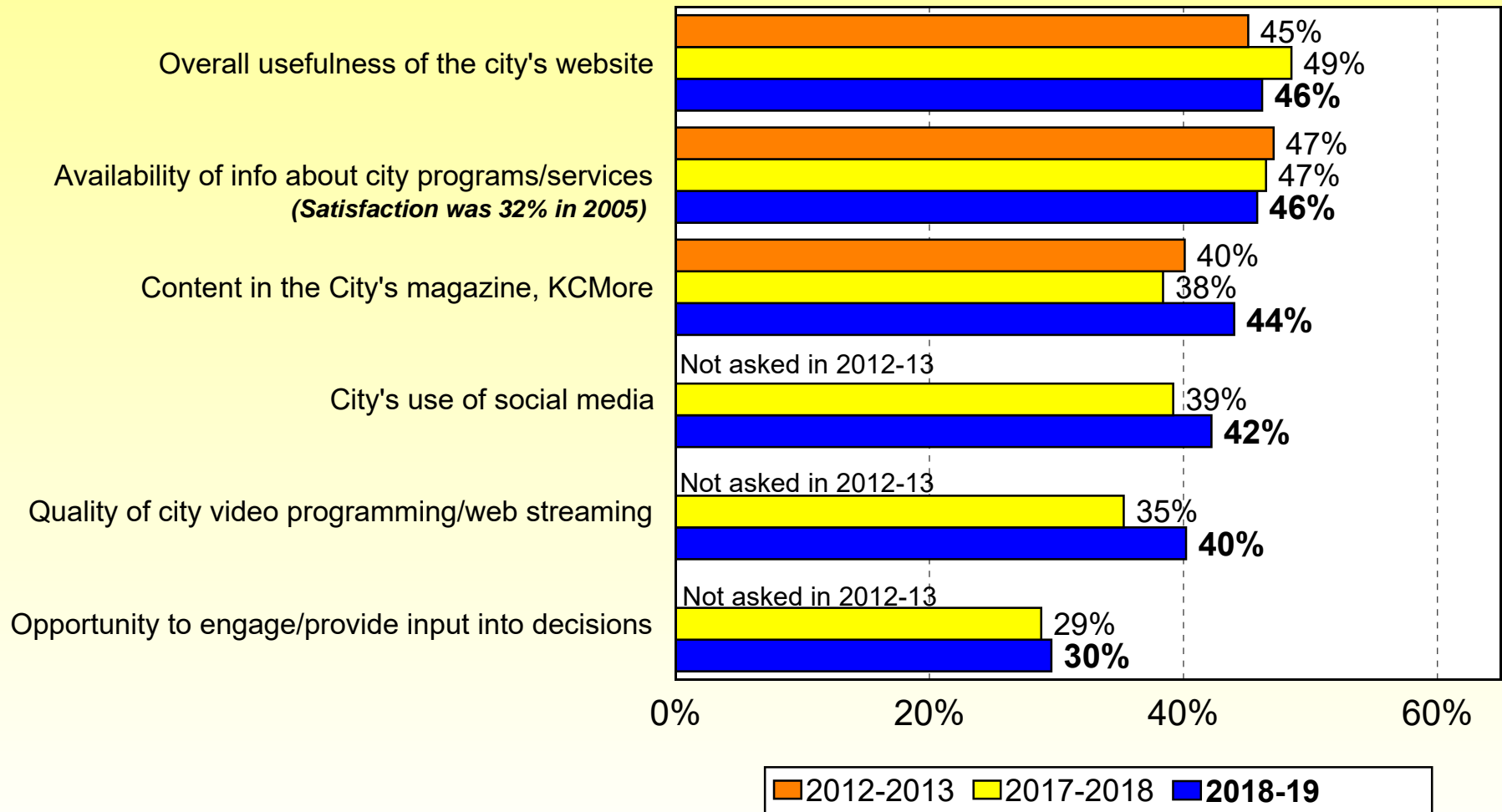
Source: ETC Institute (2018-19)

**TREND DATA**

# Satisfaction with Various Aspects of Communication

## 2012-13 vs 2017-18 vs 2018-19

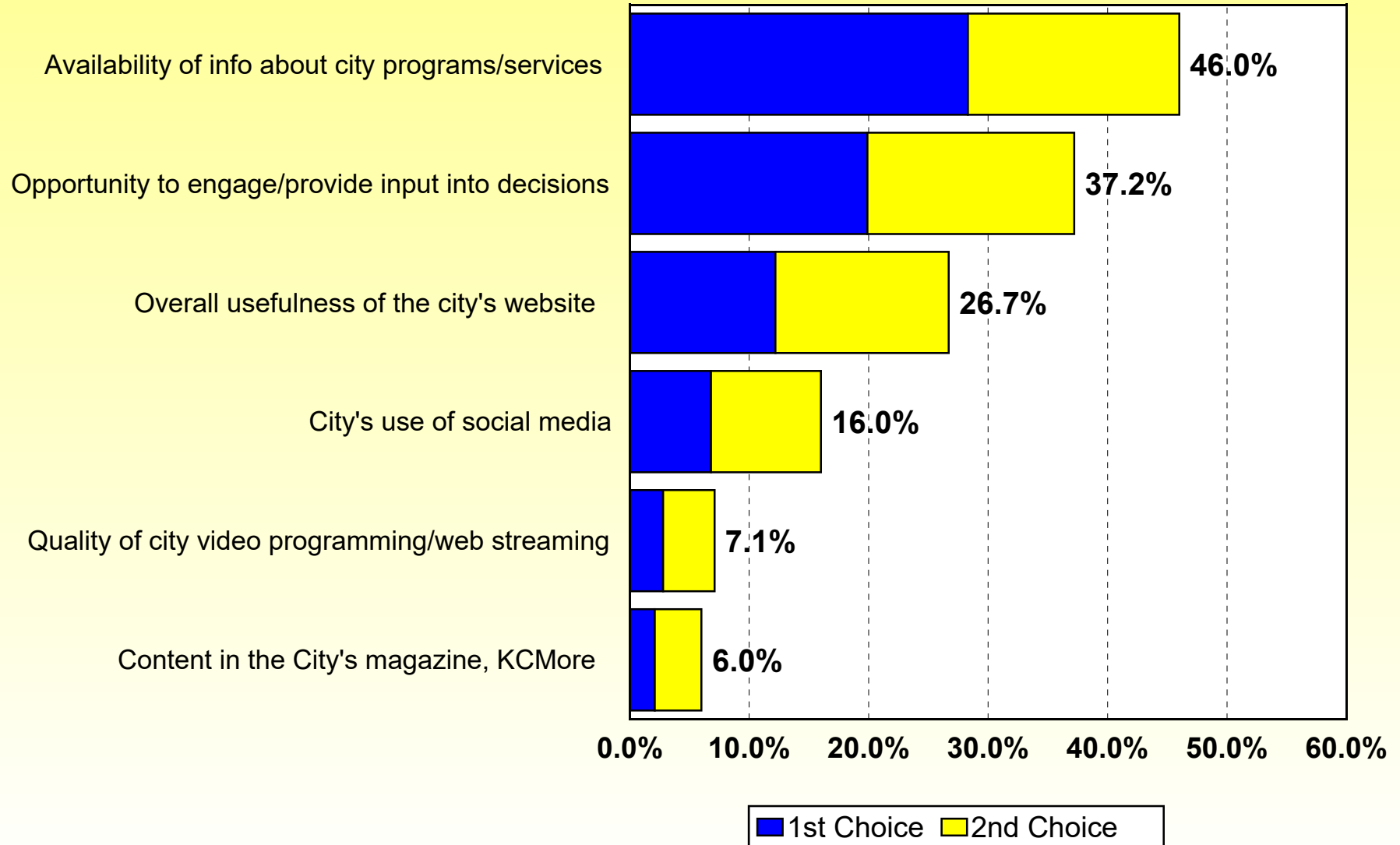
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2018-19)

# Communication Services That Should Receive the Most Emphasis from the City Over the Next Two Years

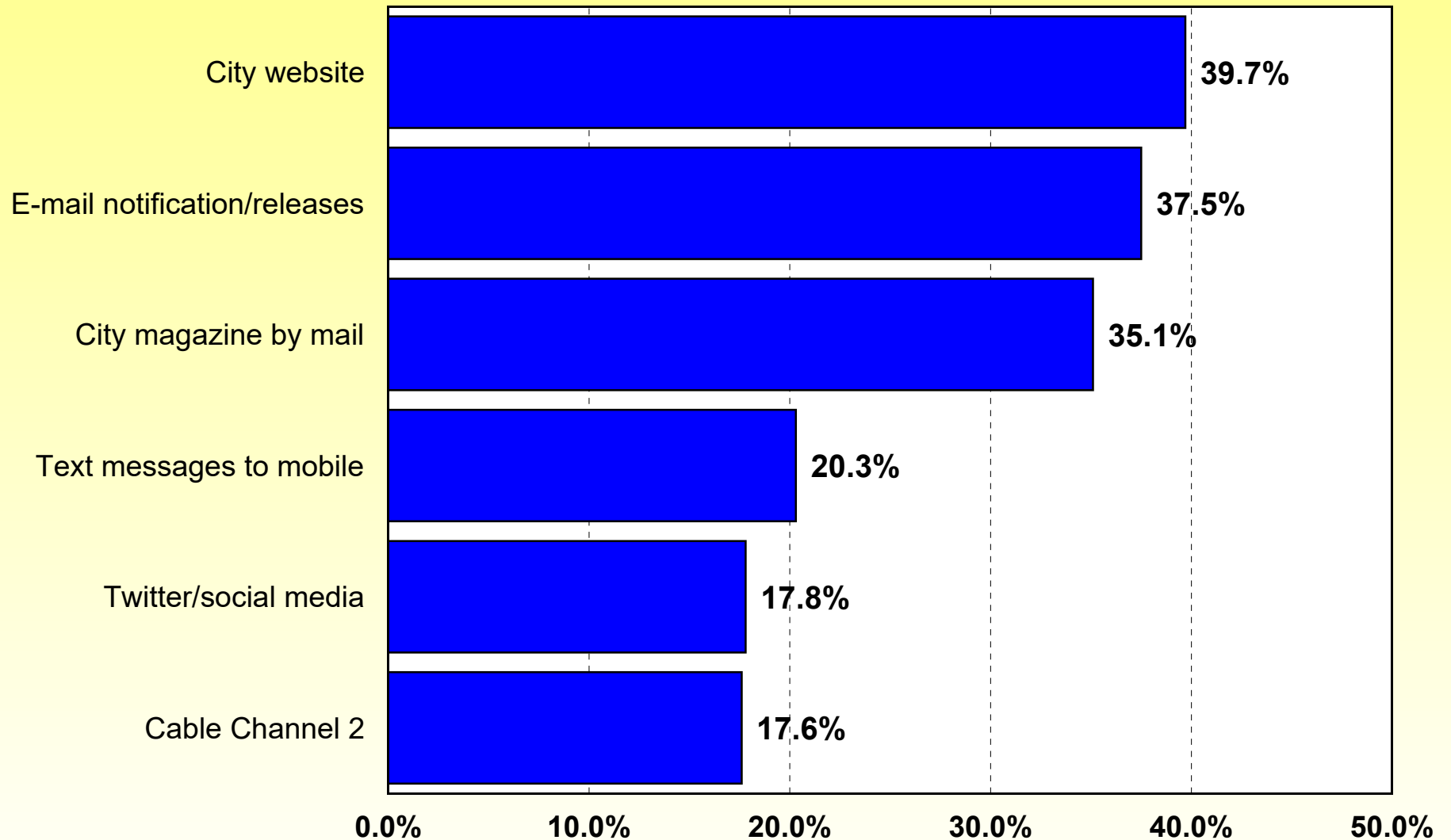
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018-19)

# Preferred Methods of Receiving Information From KCMO

by percentage of respondents who selected the item as one of their top two choices



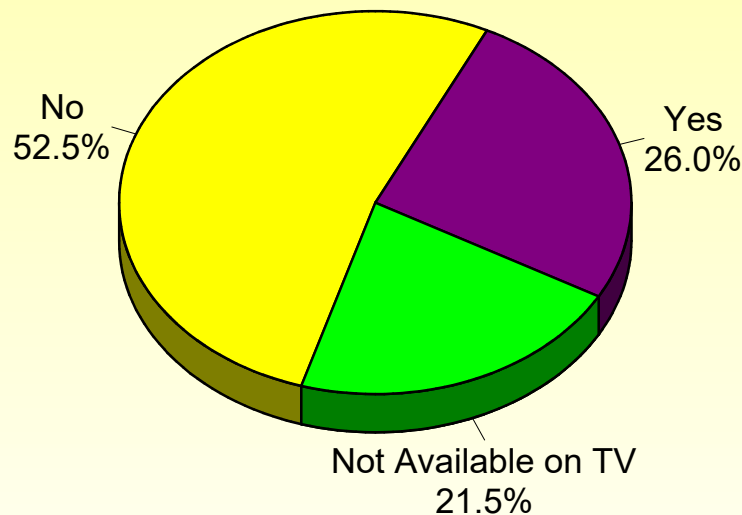
Source: ETC Institute (2018-19)

## TREND DATA

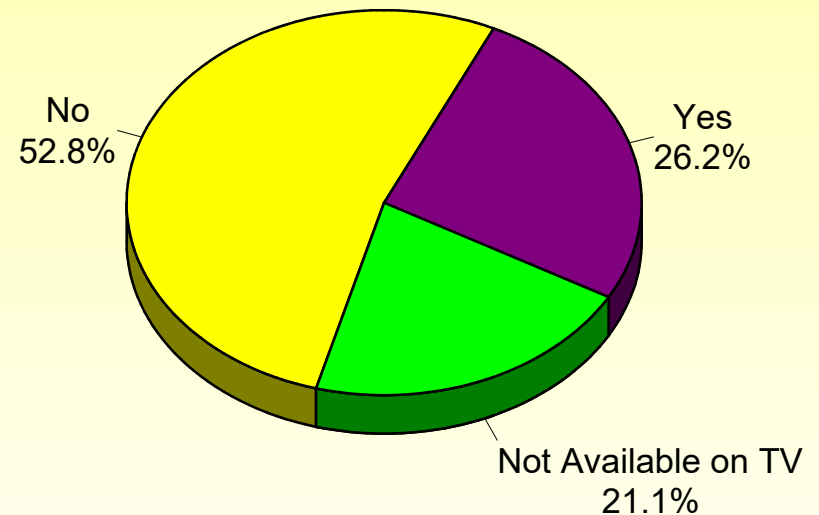
# Have any members of your household watched Channel 2, KCMO's government cable television channel in the last year?

by percentage of respondents (excluding don't knows)

### 2018-19



### 2017-18

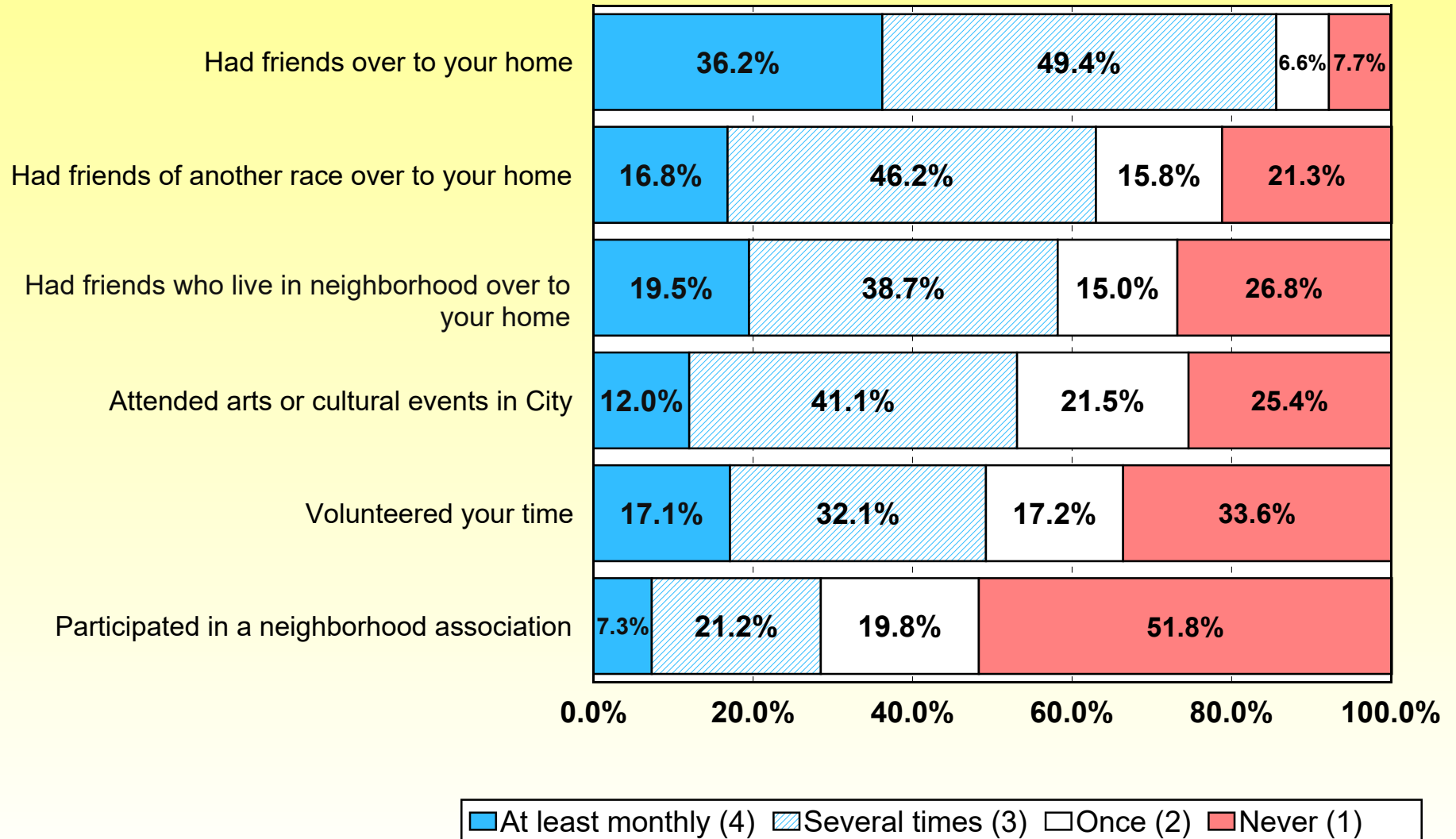


Source: ETC Institute (2018-19)

ETC Institute (2018-19)

# How Often Respondents Have Done Each of the Following in the Past 12 Months

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2018-19)

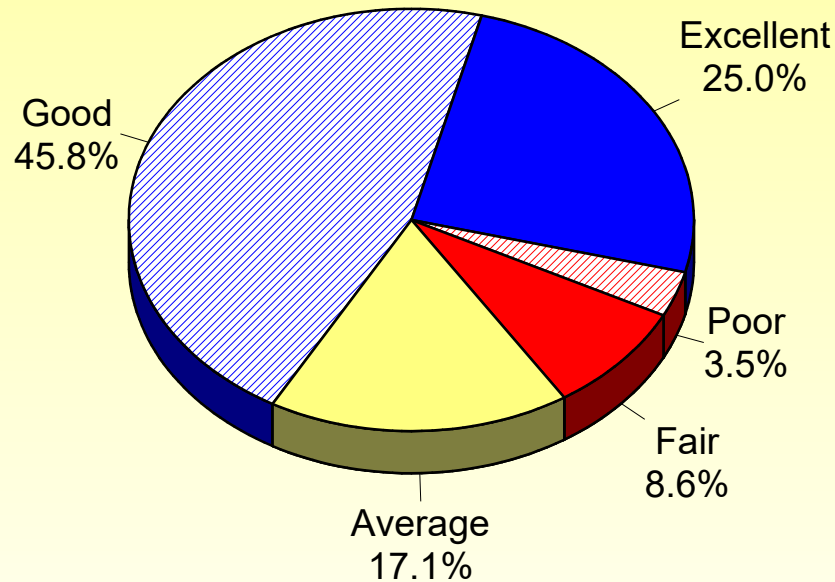


## TREND DATA

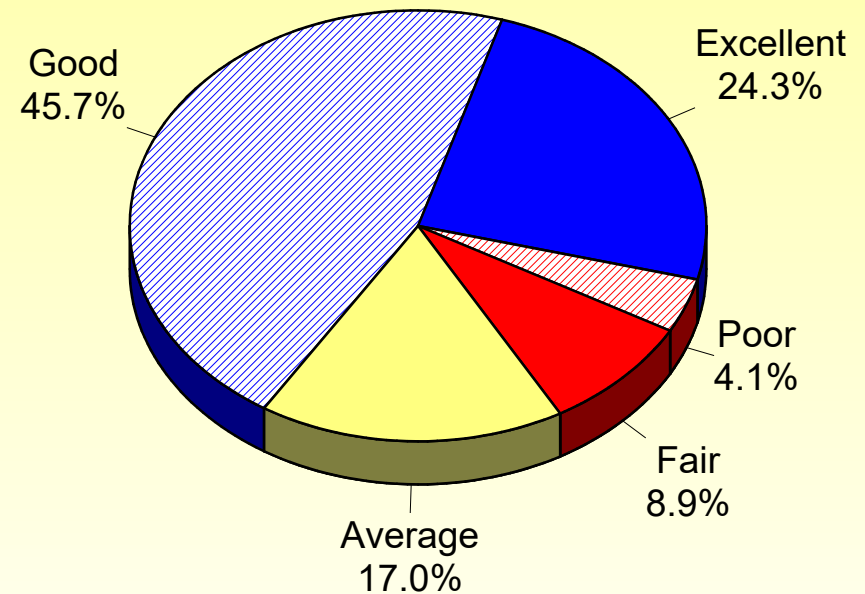
# How would you describe your overall state of health these days?

by percentage of respondents (excluding don't knows)

### 2018-19



### 2017-18



Source: ETC Institute (2018-19)

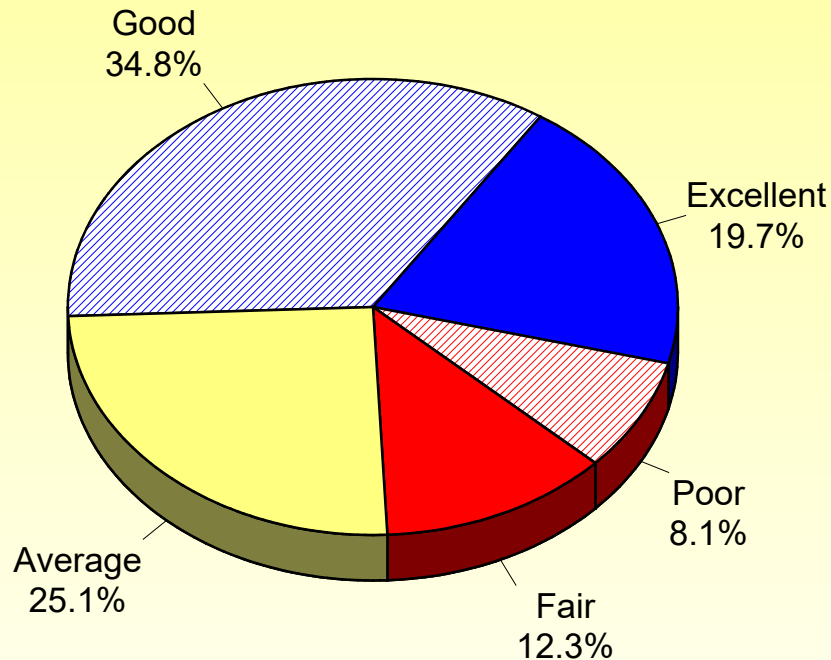
ETC Institute (2018-19)

## TREND DATA

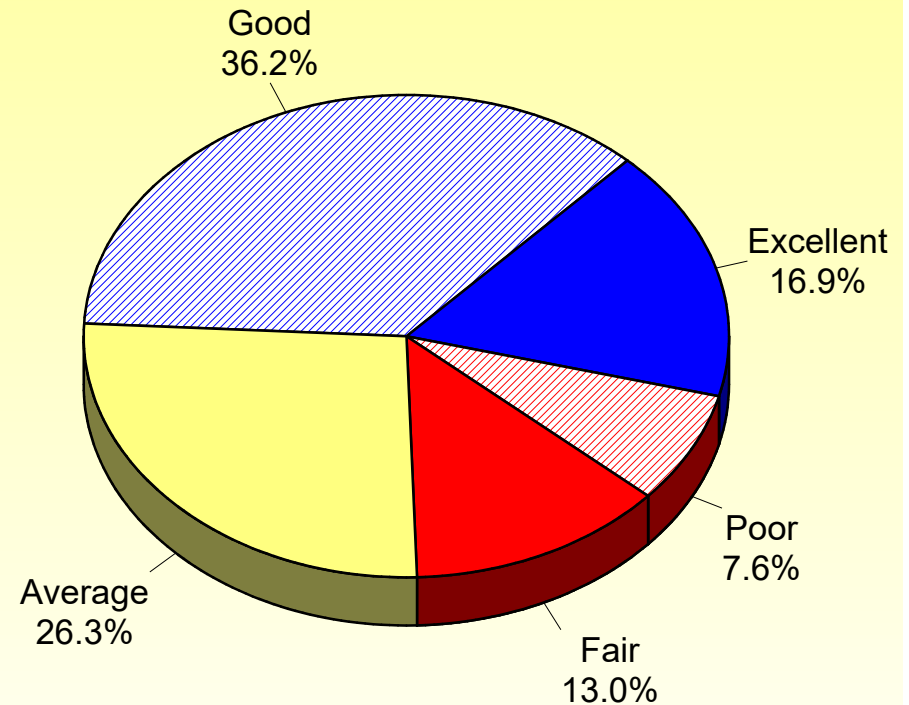
# Thinking about your ability to meet your household's needs, what would you say about your financial situation?

by percentage of respondents (excluding don't knows)

### 2018-19



### 2017-18



Source: ETC Institute (2018-19)

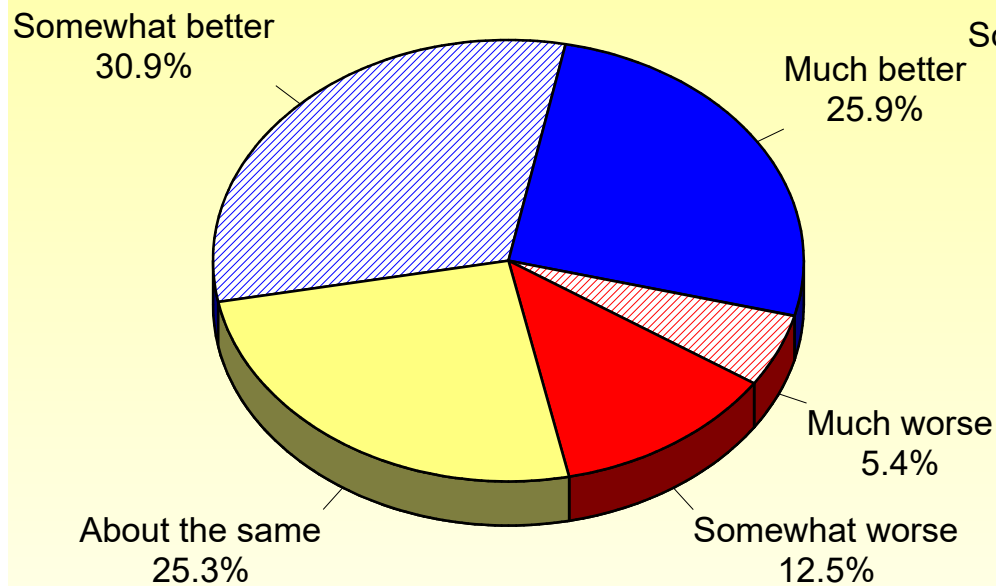
ETC Institute (2018-19)

## TREND DATA

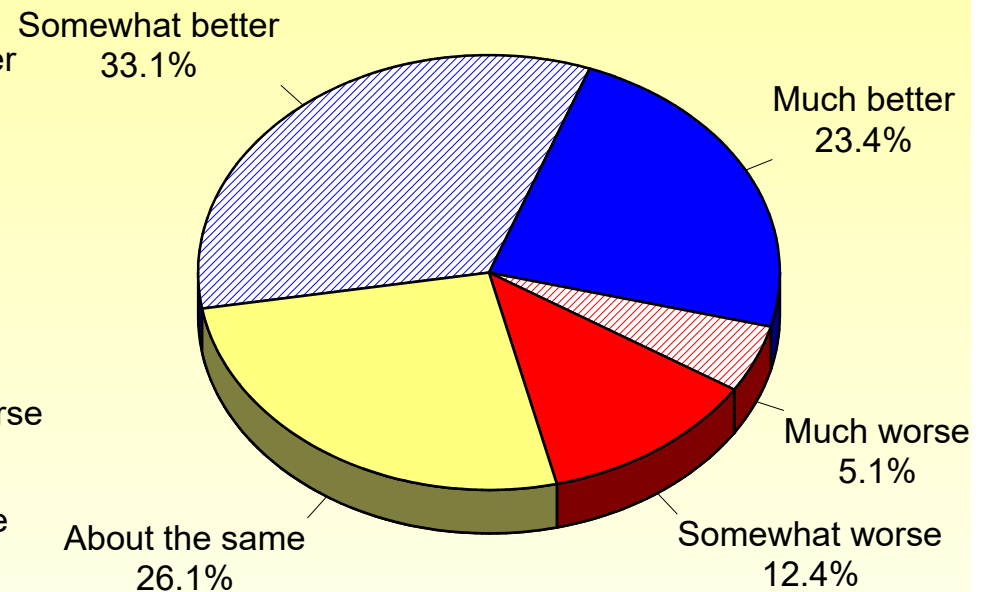
# Thinking about your parents when they were your age, how would you compare your standard of living to theirs?

by percentage of respondents (excluding don't knows)

### 2018-19



### 2017-18

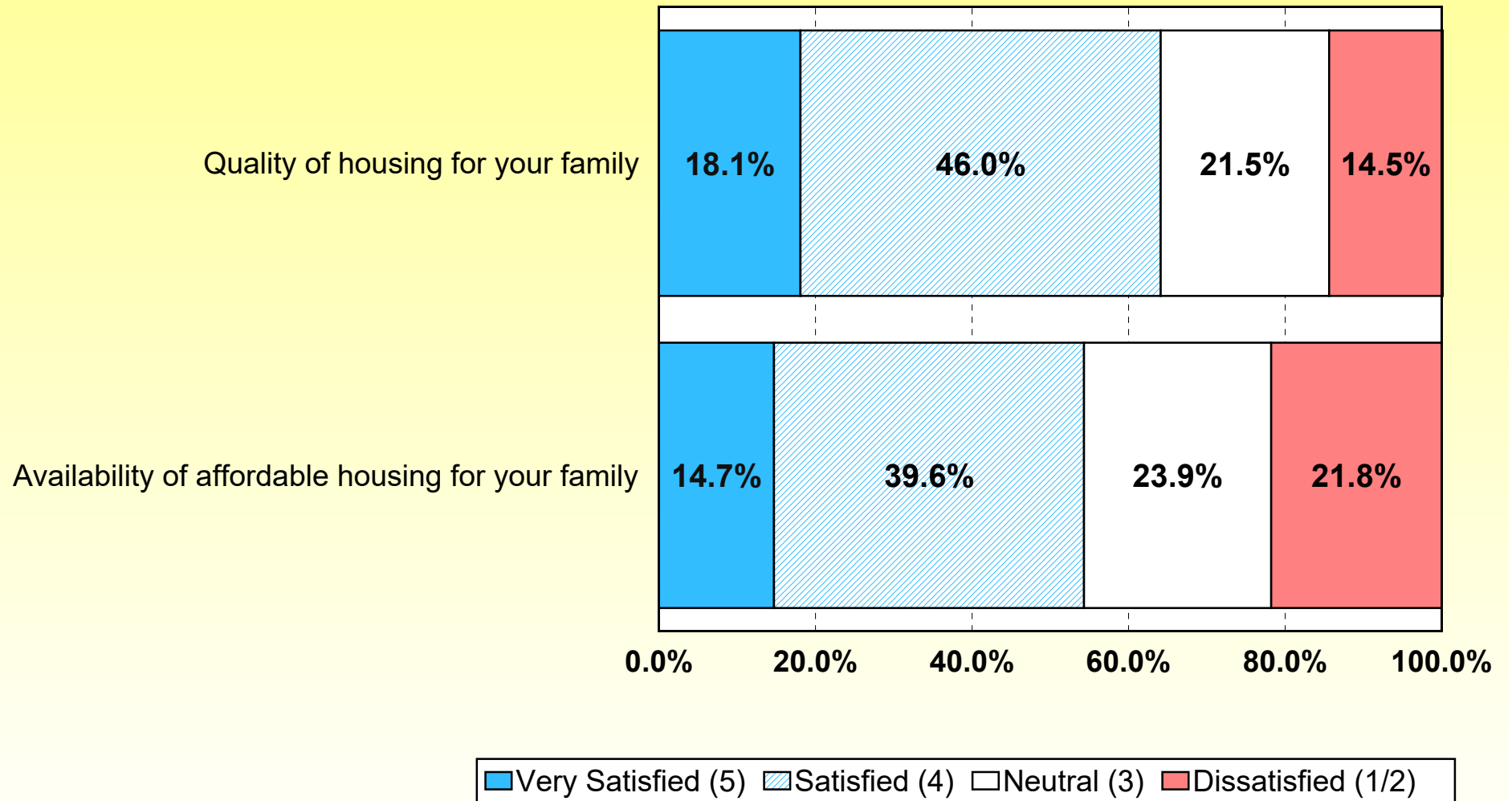


Source: ETC Institute (2018-19)

ETC Institute (2018-19)

# Satisfaction with Housing

by percentage of respondents (excluding don't knows)

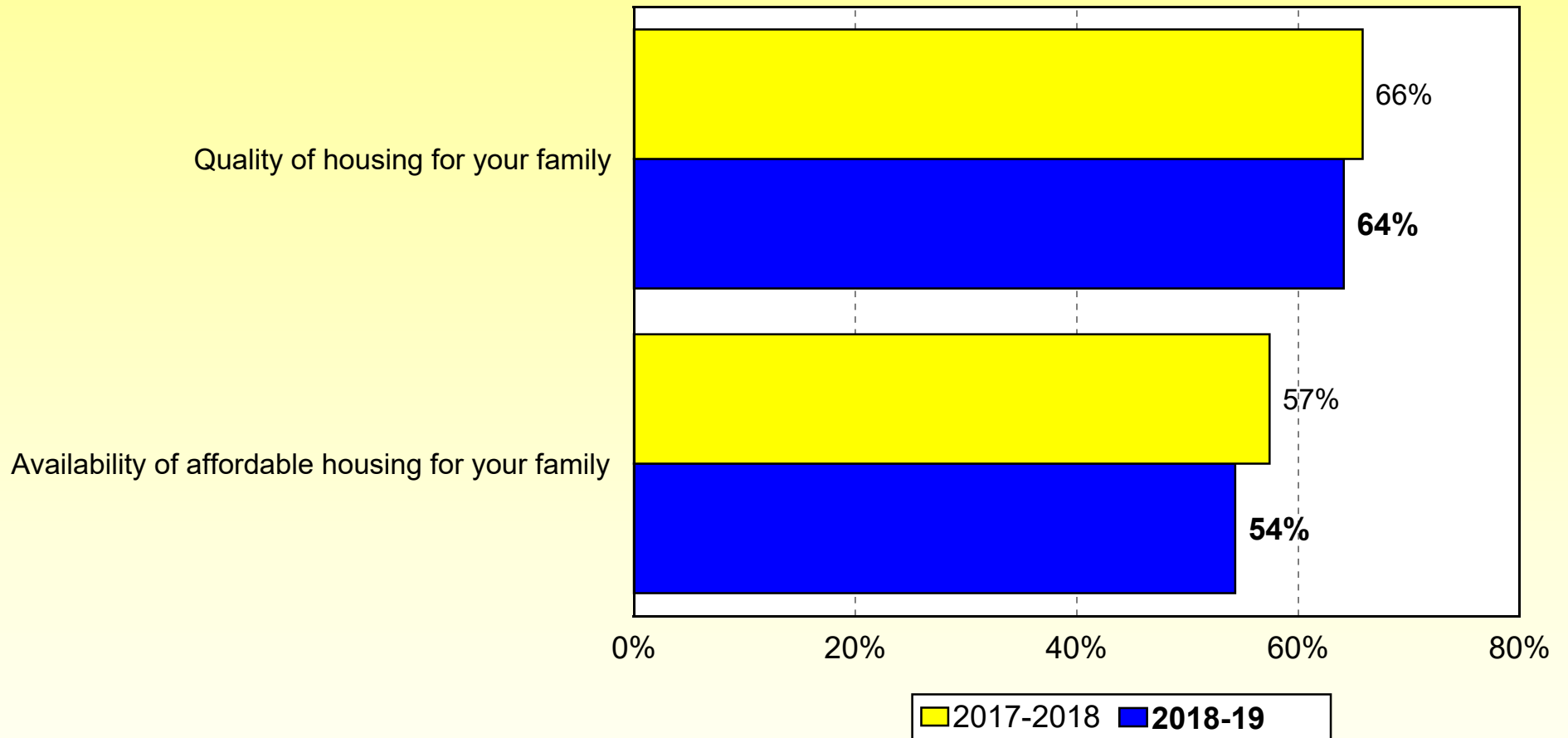


Source: ETC Institute (2018-19)

**TREND DATA**

# Satisfaction with Housing 2017-18 vs 2018-19

by percentage of respondents who rated the item as either “Very Satisfied” or “Satisfied” (excluding don't knows)

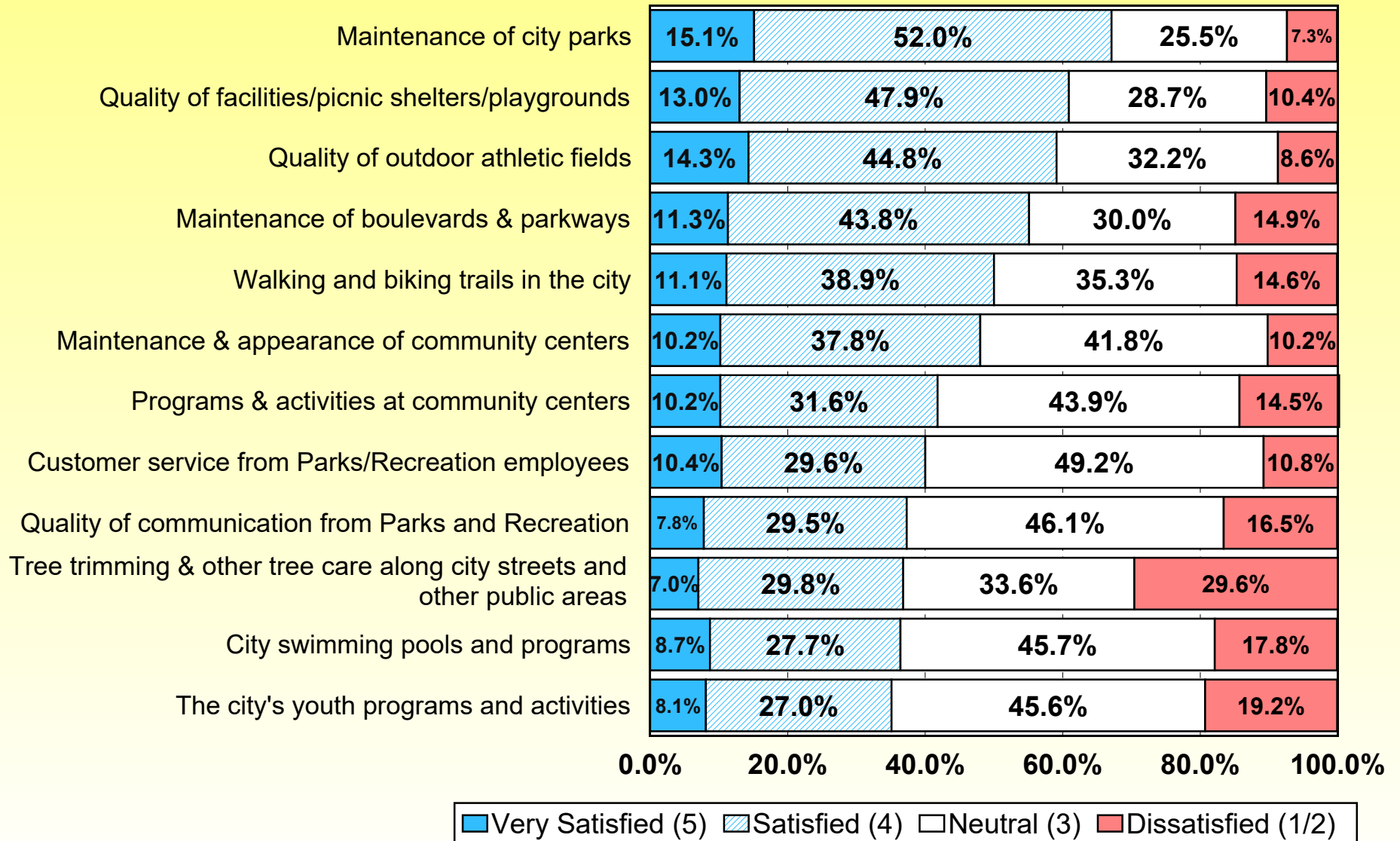


Source: ETC Institute (2018-19)

ETC Institute (2018-19)

# Satisfaction with Parks & Recreation Services

by percentage of respondents (excluding don't knows)

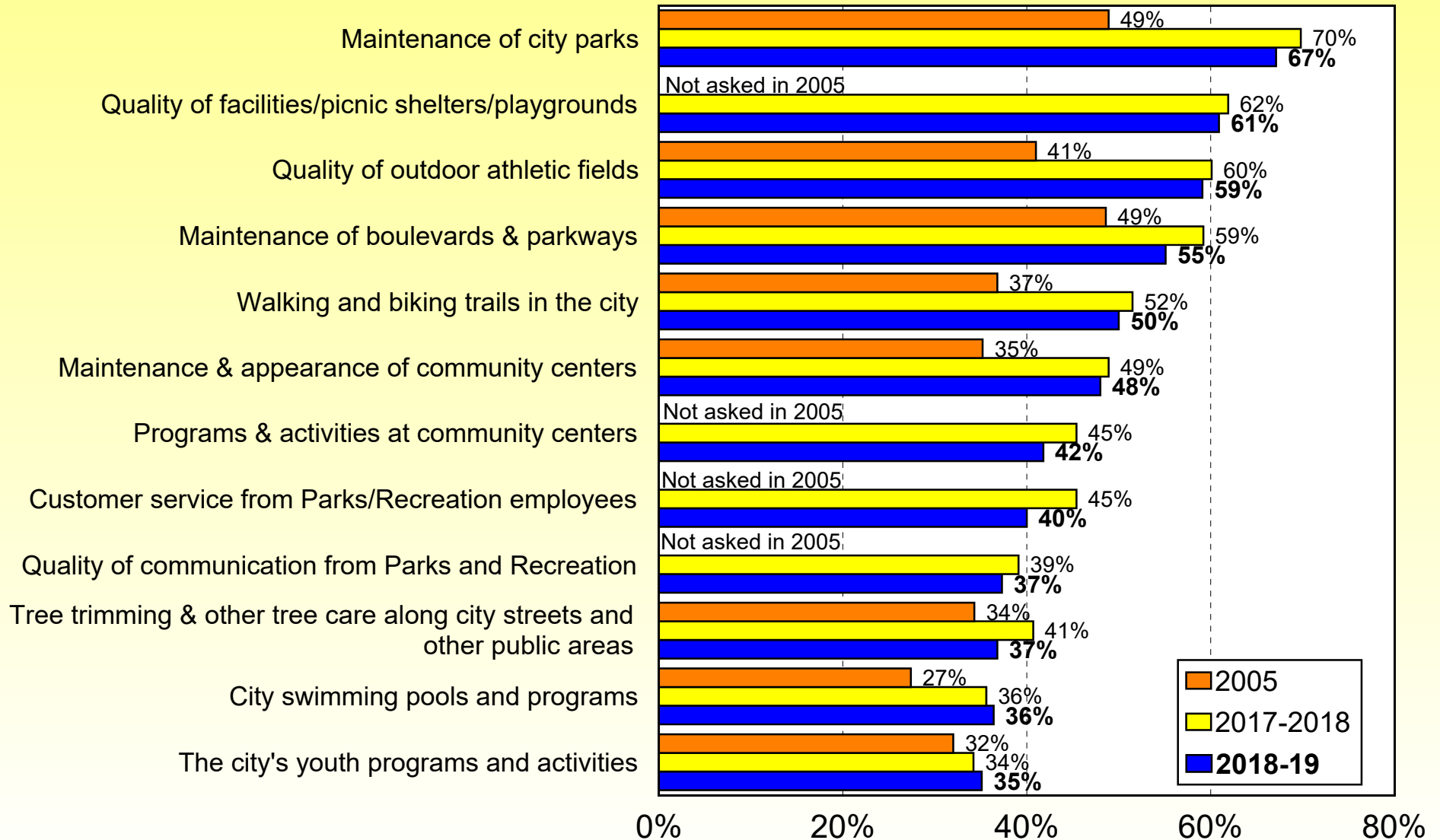


Source: ETC Institute (2018-19)

**TREND DATA**

# Satisfaction with Parks & Recreation Services 2005 vs 2017-18 vs 2018-19

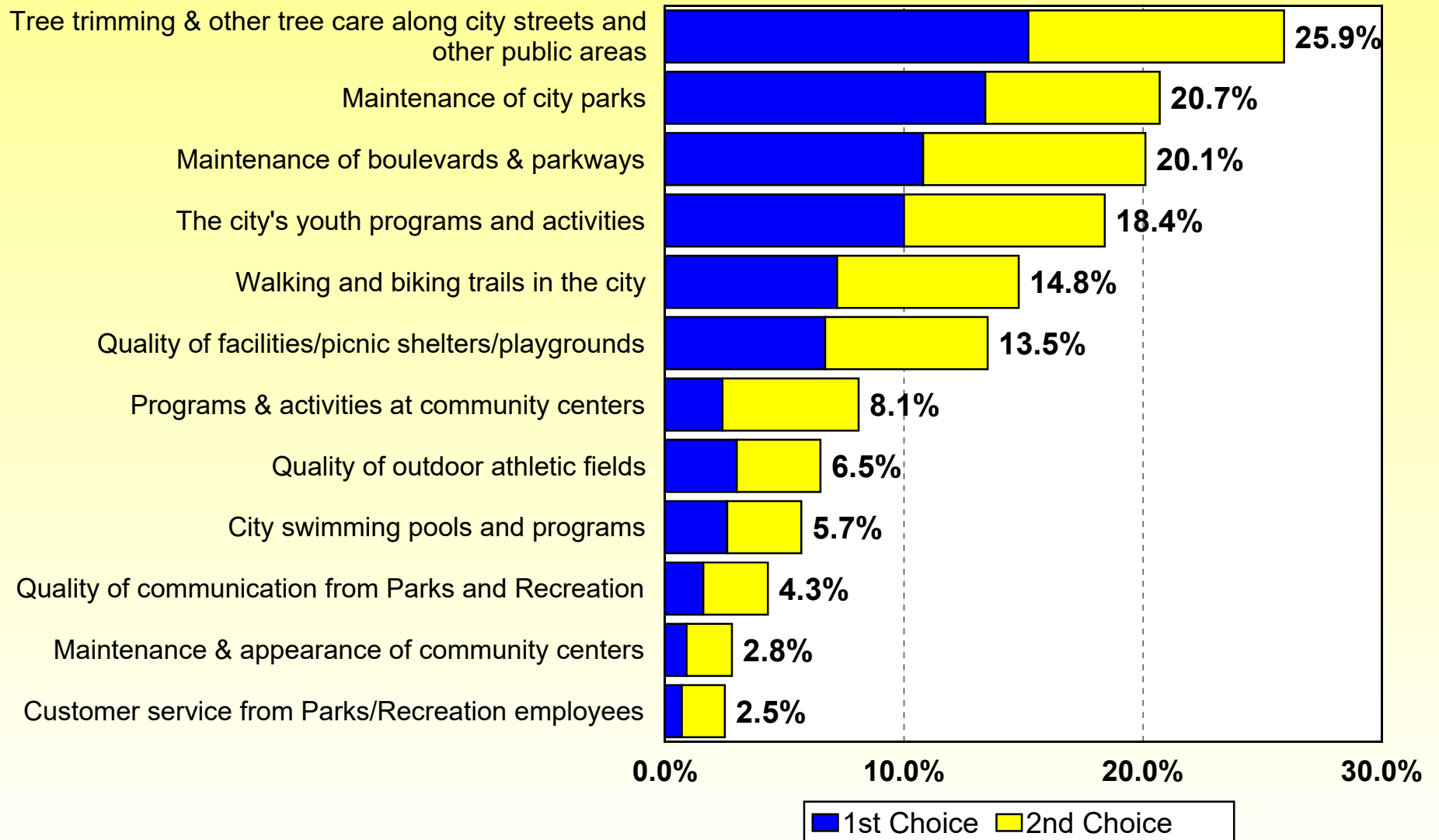
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2018-19)

# Parks & Recreation Services That Should Receive the Most Emphasis from the City Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices

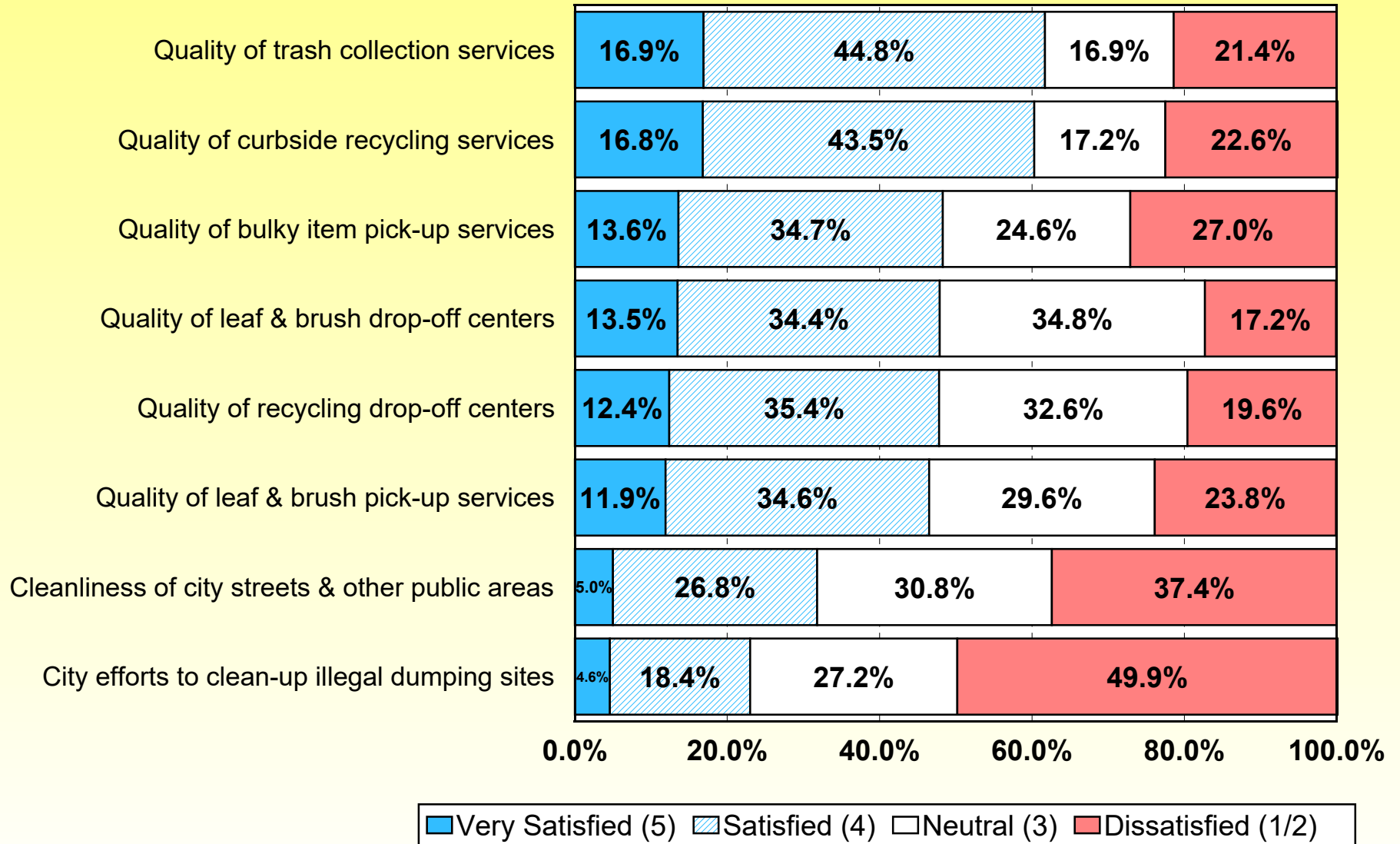


Source: ETC Institute (2018-19)



# Satisfaction with Solid Waste Services

by percentage of respondents (excluding don't knows)

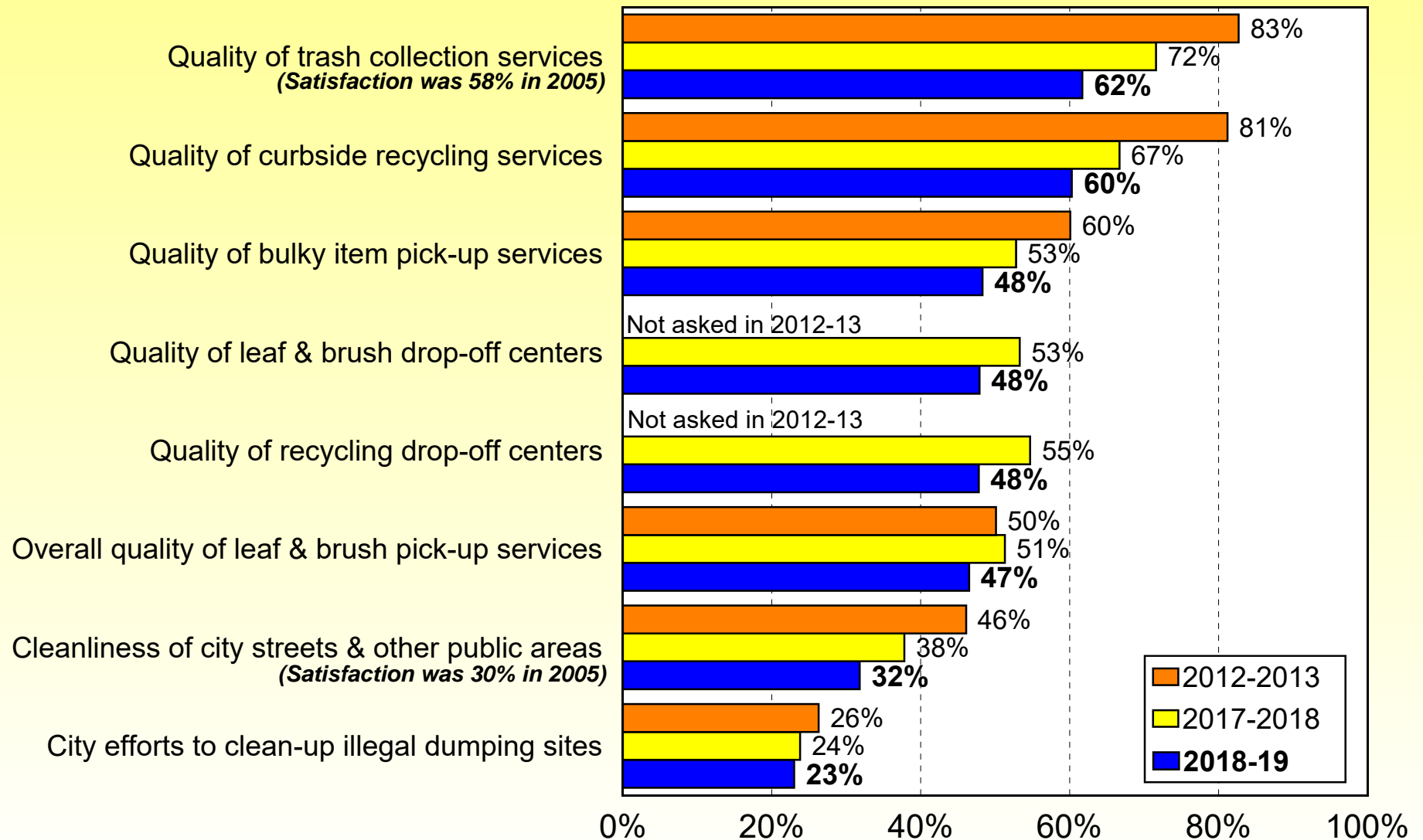


Source: ETC Institute (2018-19)

**TREND DATA**

# Satisfaction with Solid Waste Services 2005 vs 2017-18 vs 2018-19

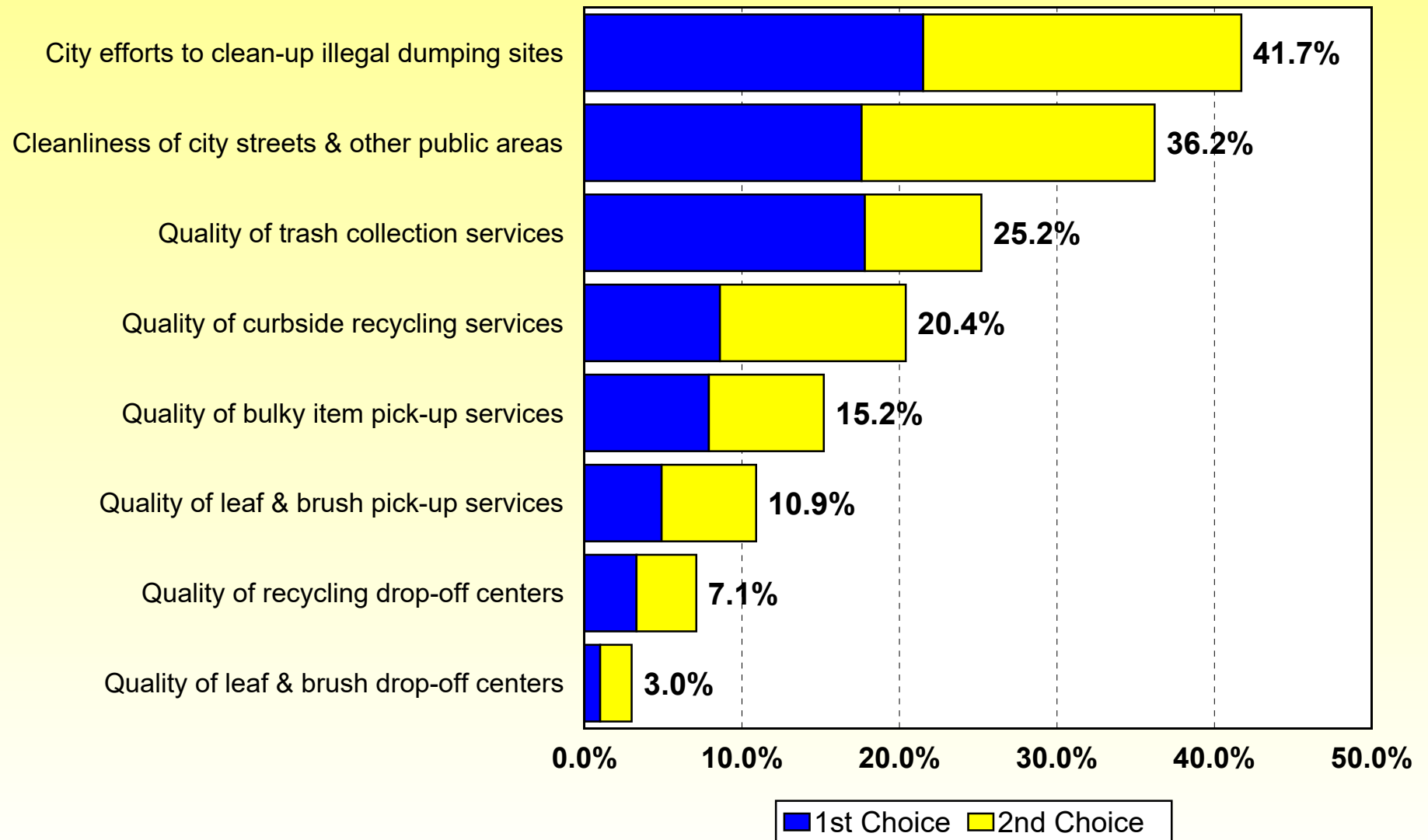
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2018-19)

# Solid Waste Services That Should Receive the Most Emphasis from the City Over the Next Two Years

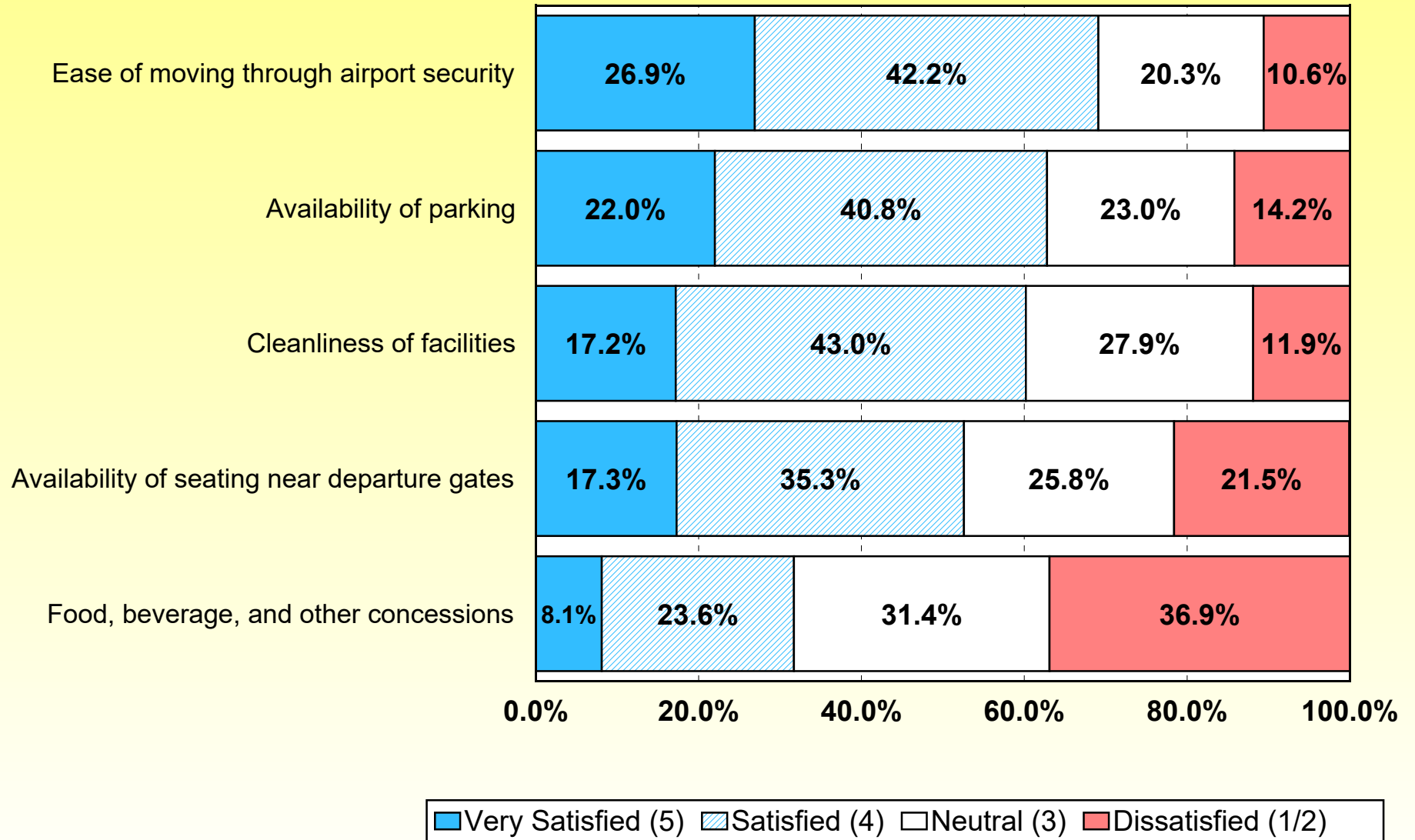
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018-19)

# Satisfaction with Various Aspects of the Airport

by percentage of respondents (excluding don't knows)

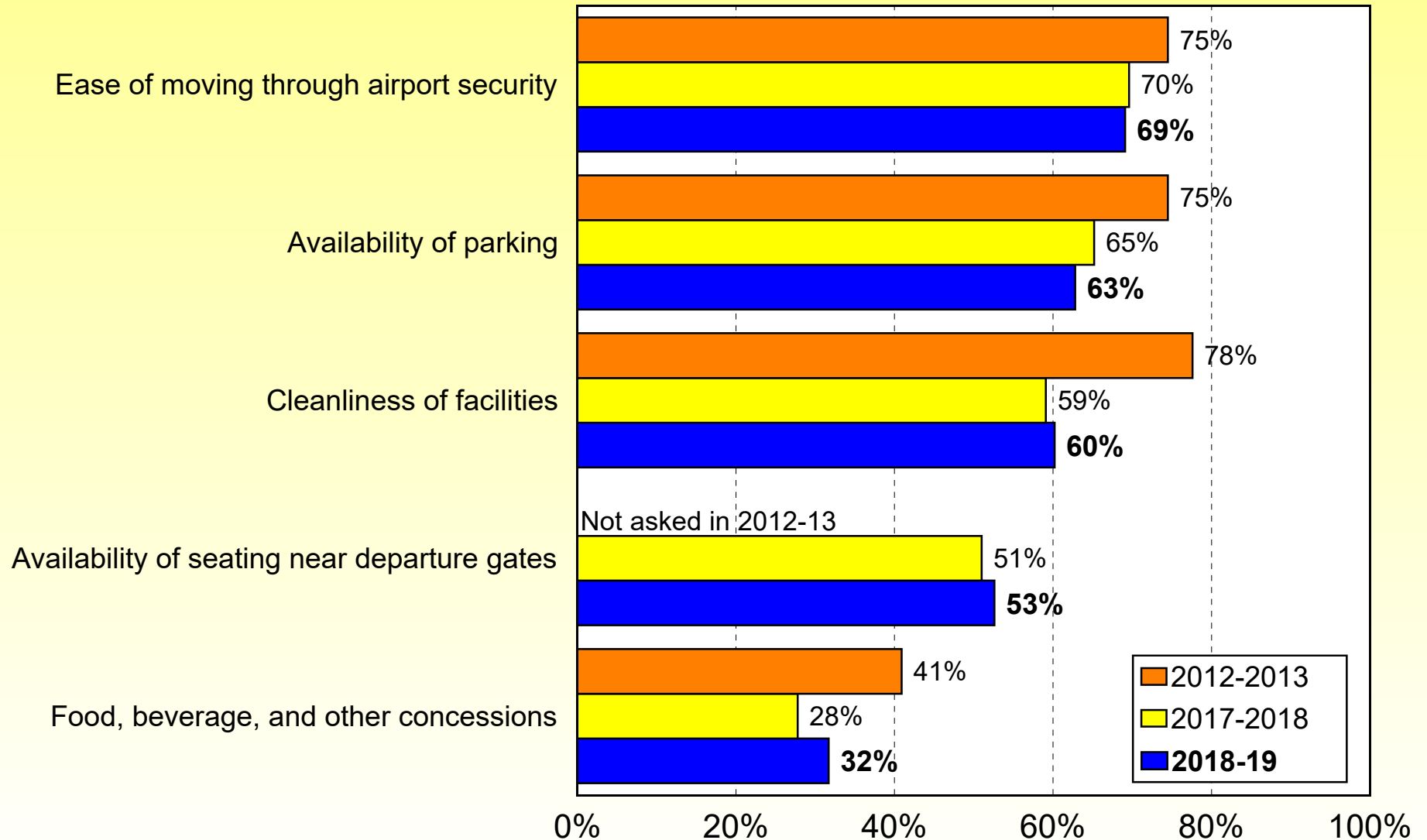


Source: ETC Institute (2018-19)

**TREND DATA**

# Satisfaction with Airport Services 2012-13 vs 2017-18 vs 2018-19

by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)

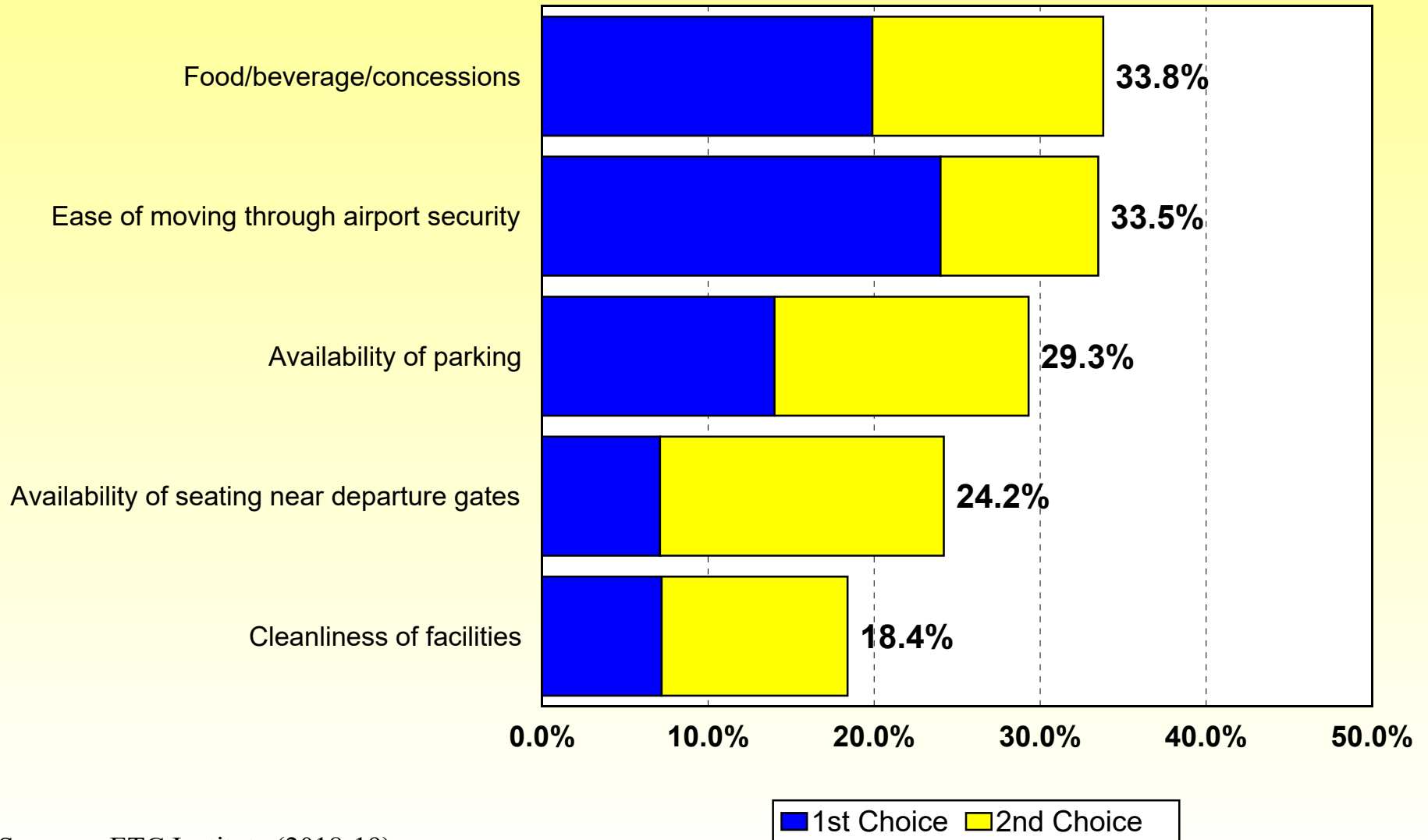


Source: ETC Institute (2018-19)

ETC Institute (2018-19)

# Airport Services That Should Receive the Most Emphasis from the City Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices

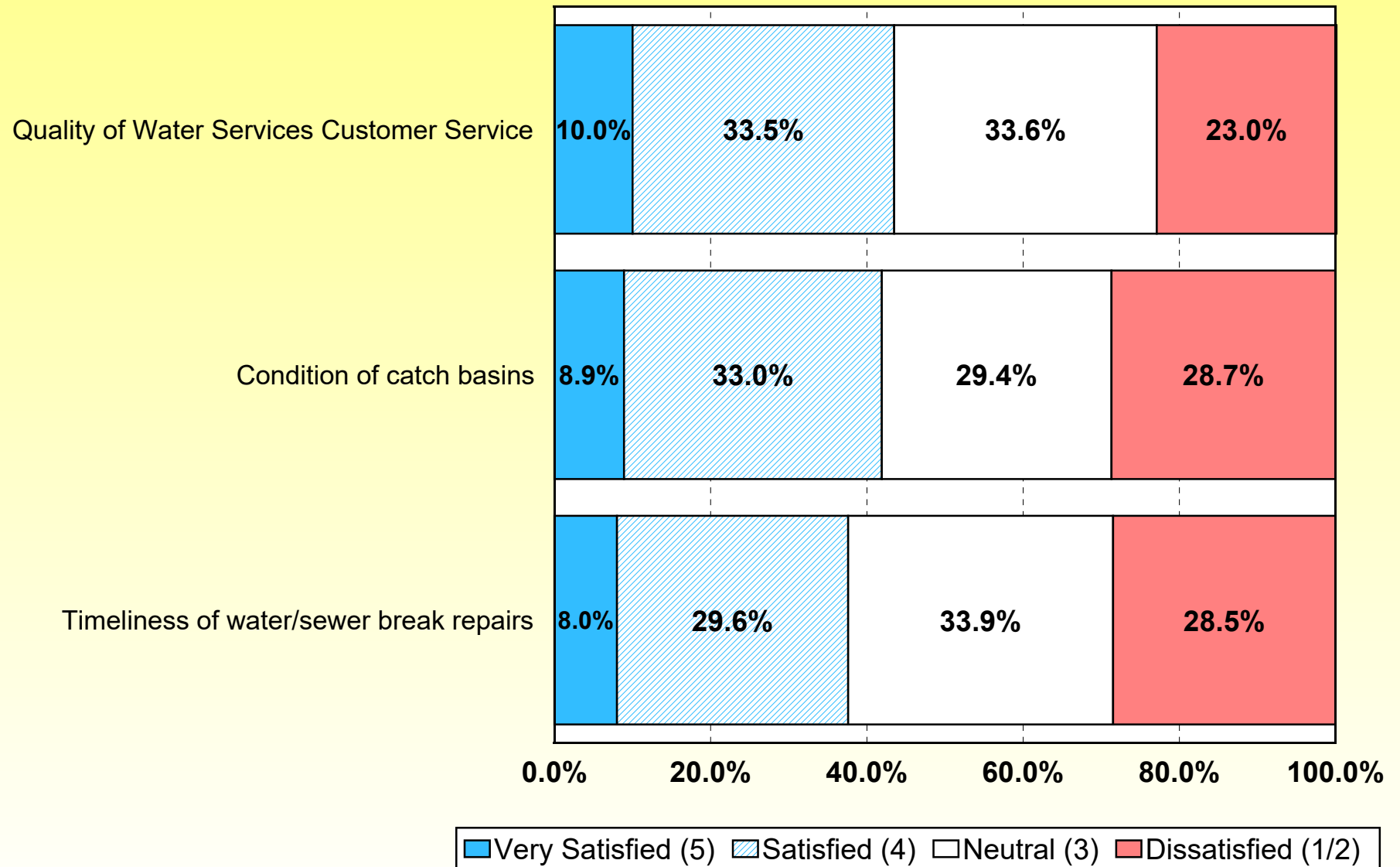


Source: ETC Institute (2018-19)

ETC Institute (2018-19)

# Satisfaction with Water Services

by percentage of respondents (excluding don't knows)



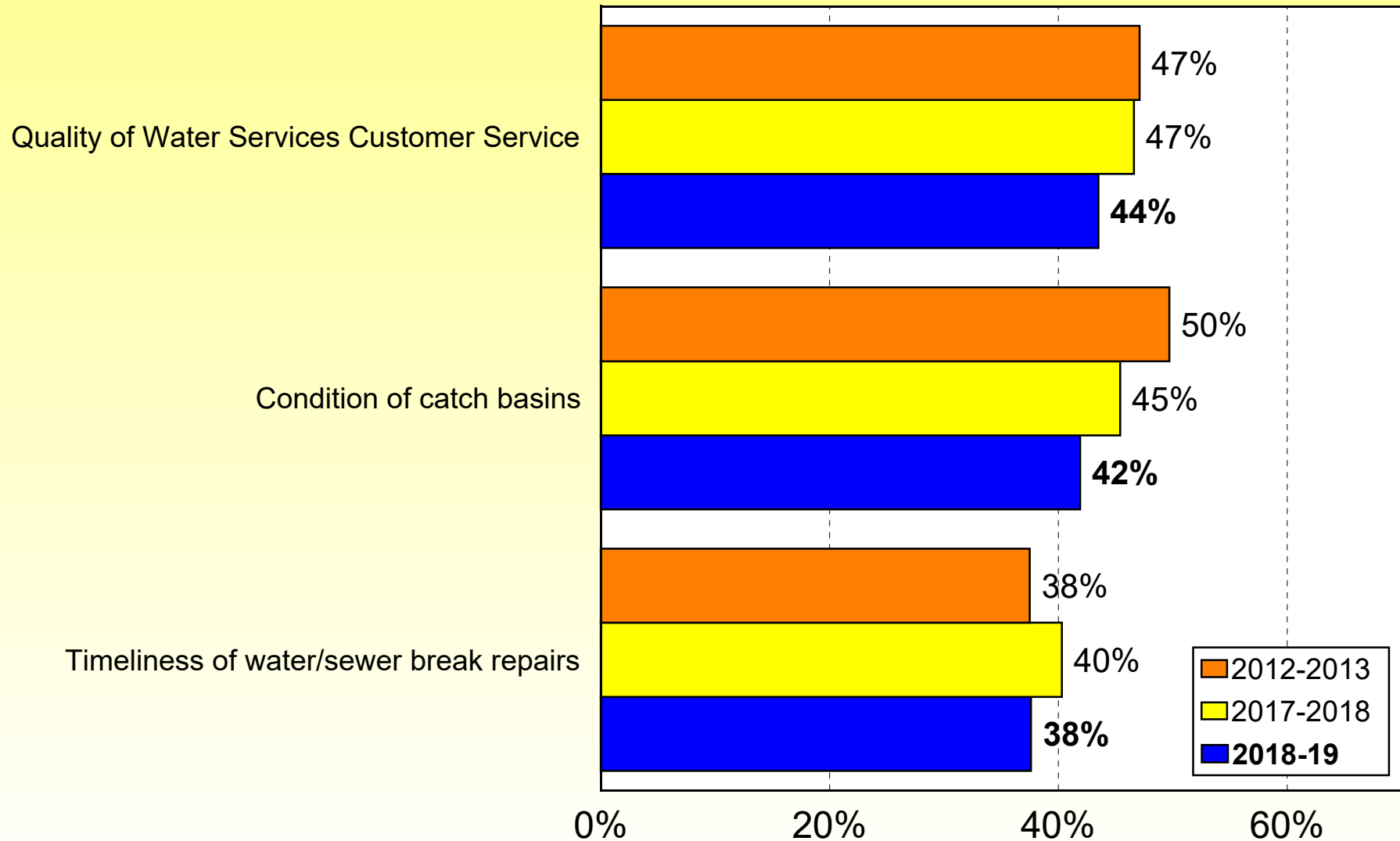
Source: ETC Institute (2018-19)

ETC Institute (2018-19)

**TREND DATA**

# Satisfaction with Water Services 2012-13 vs 2017-18 vs 2018-19

by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



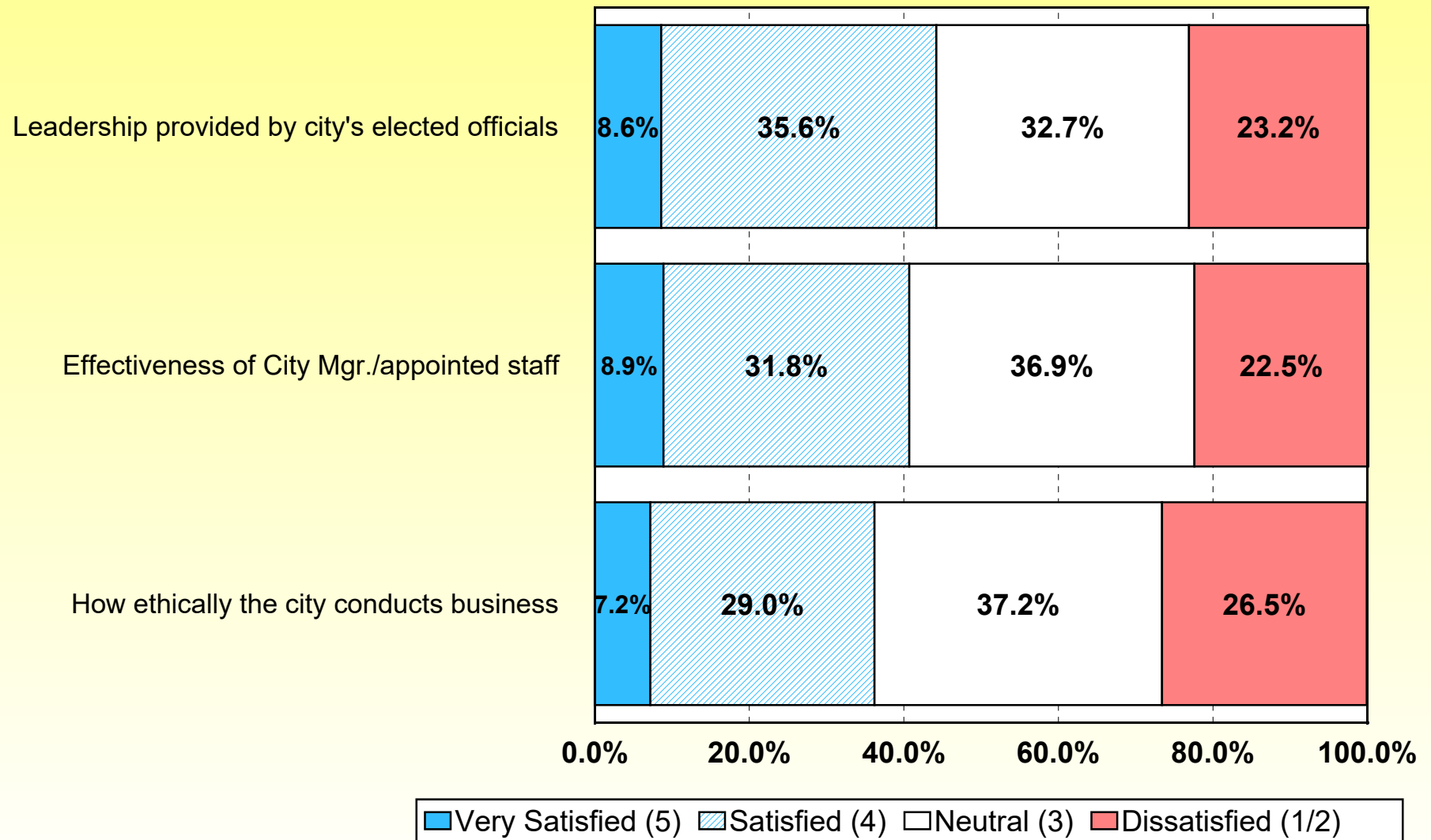
Source: ETC Institute (2018-19)

ETC Institute (2018-19)



# Satisfaction with Various Aspects of City Leadership

by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018-19)

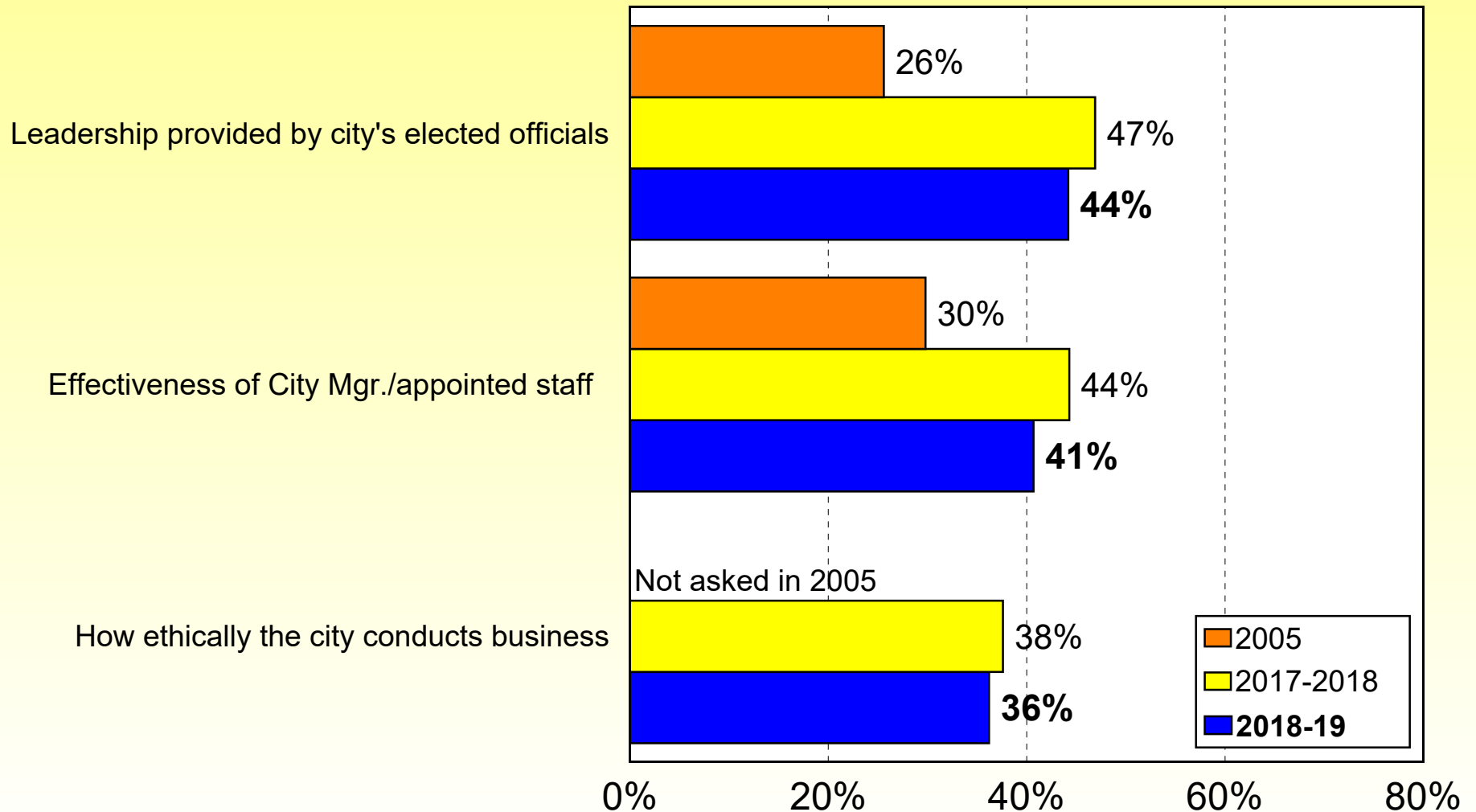
ETC Institute (2018-19)

**TREND DATA**

# Satisfaction with Various Aspects of City Leadership

## 2005 vs 2017-18 vs 2018-19

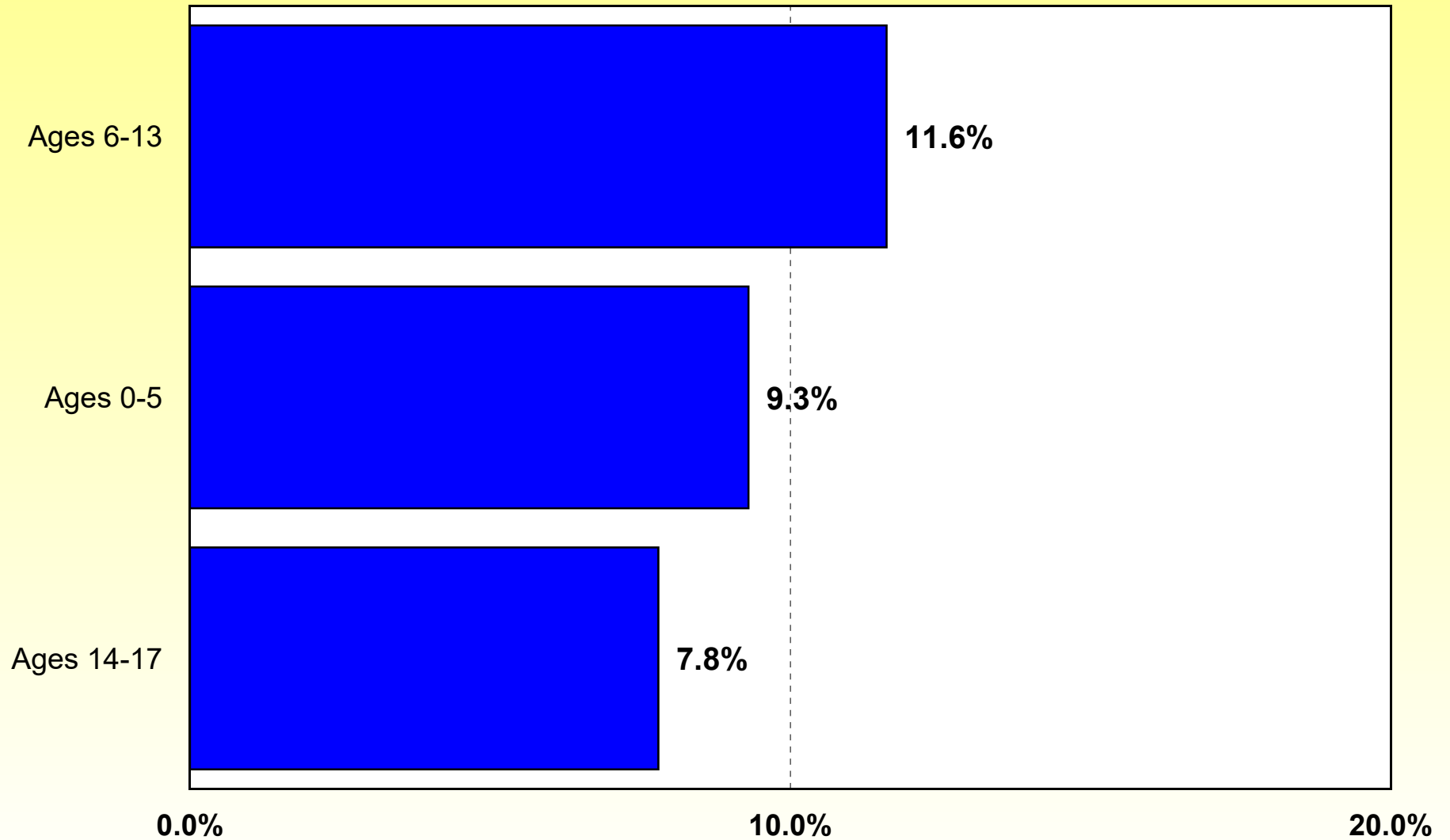
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2018-19)

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

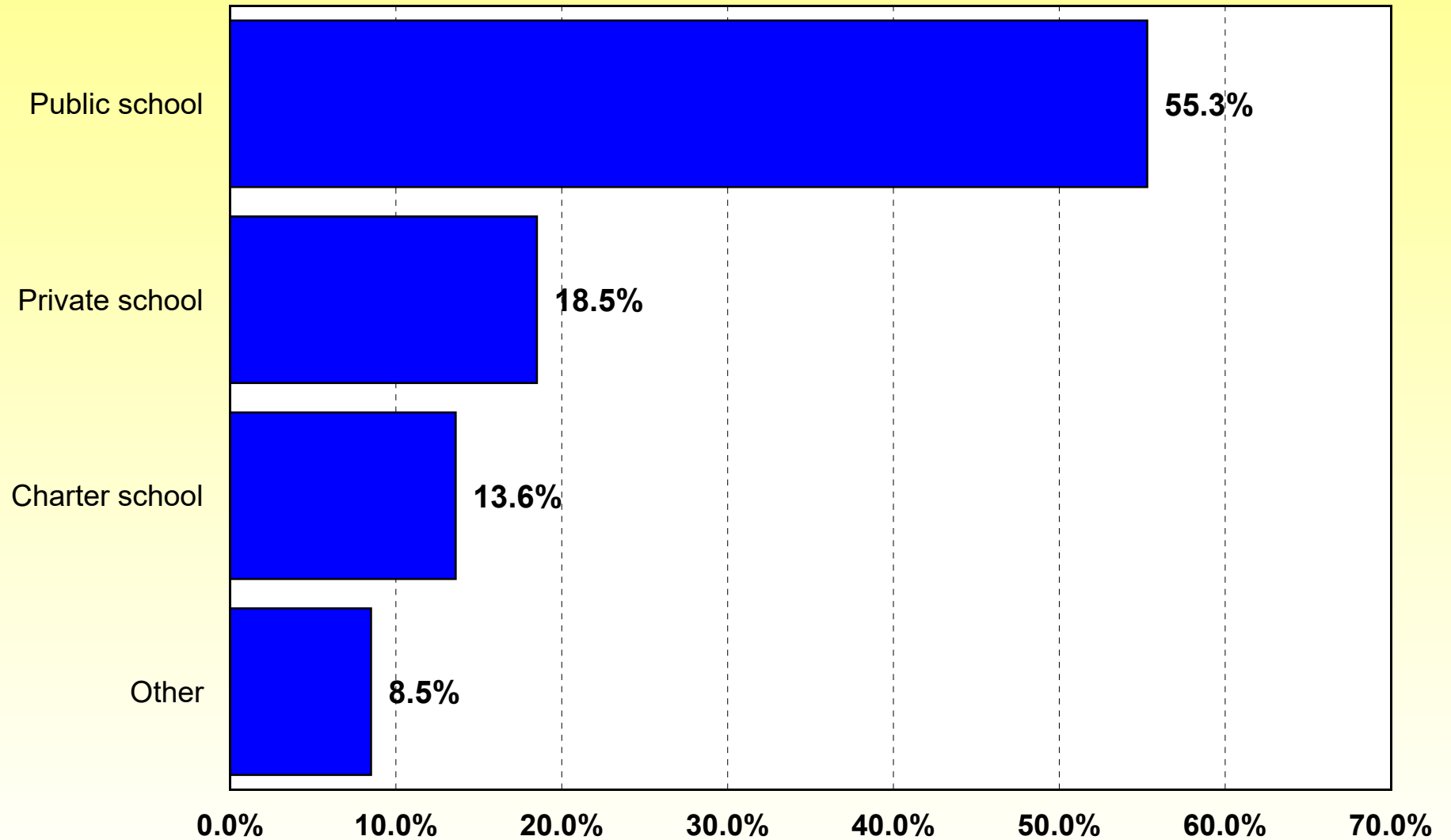
by percentage of respondents (multiple responses could be made)



Source: ETC Institute (2018-19)

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

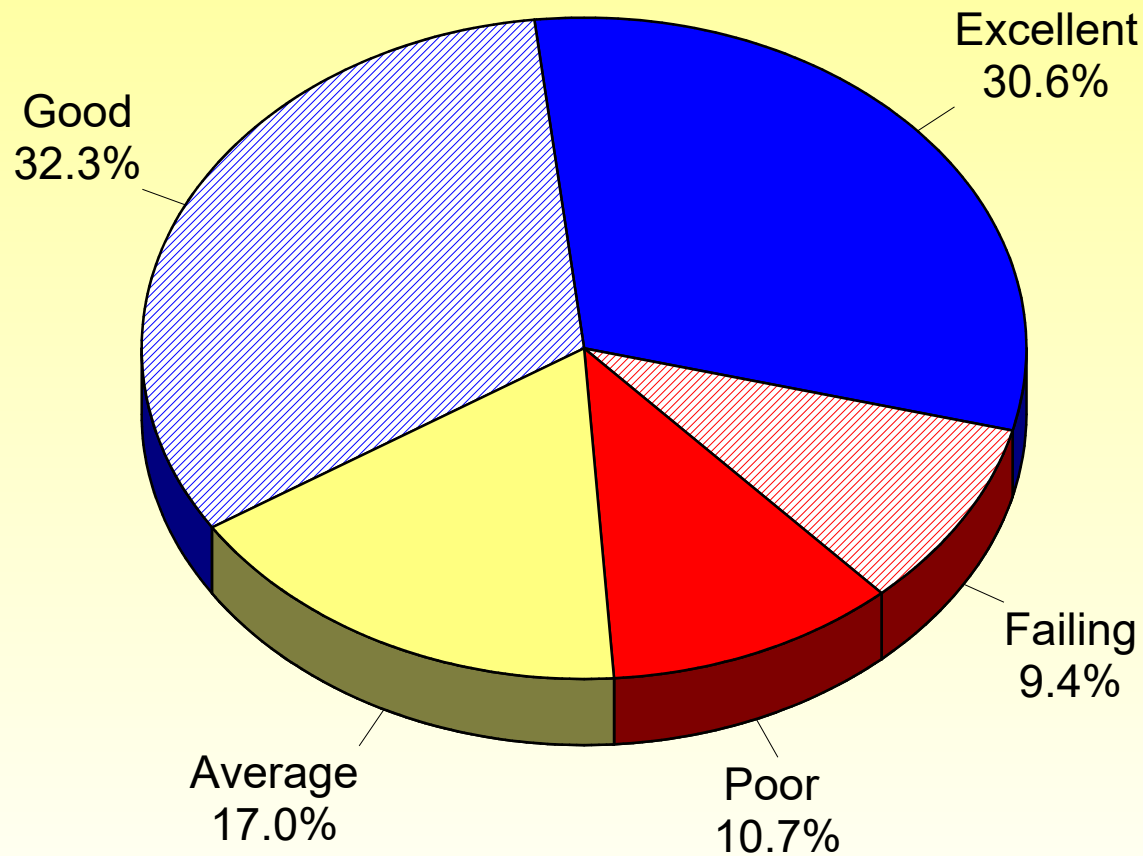
by percentage of respondents (multiple responses could be made)



Source: ETC Institute (2018-19)

# If you have children in Kansas City, Missouri, how would you grade the quality of the school your children attend?

by percentage of respondents (excluding not provided)

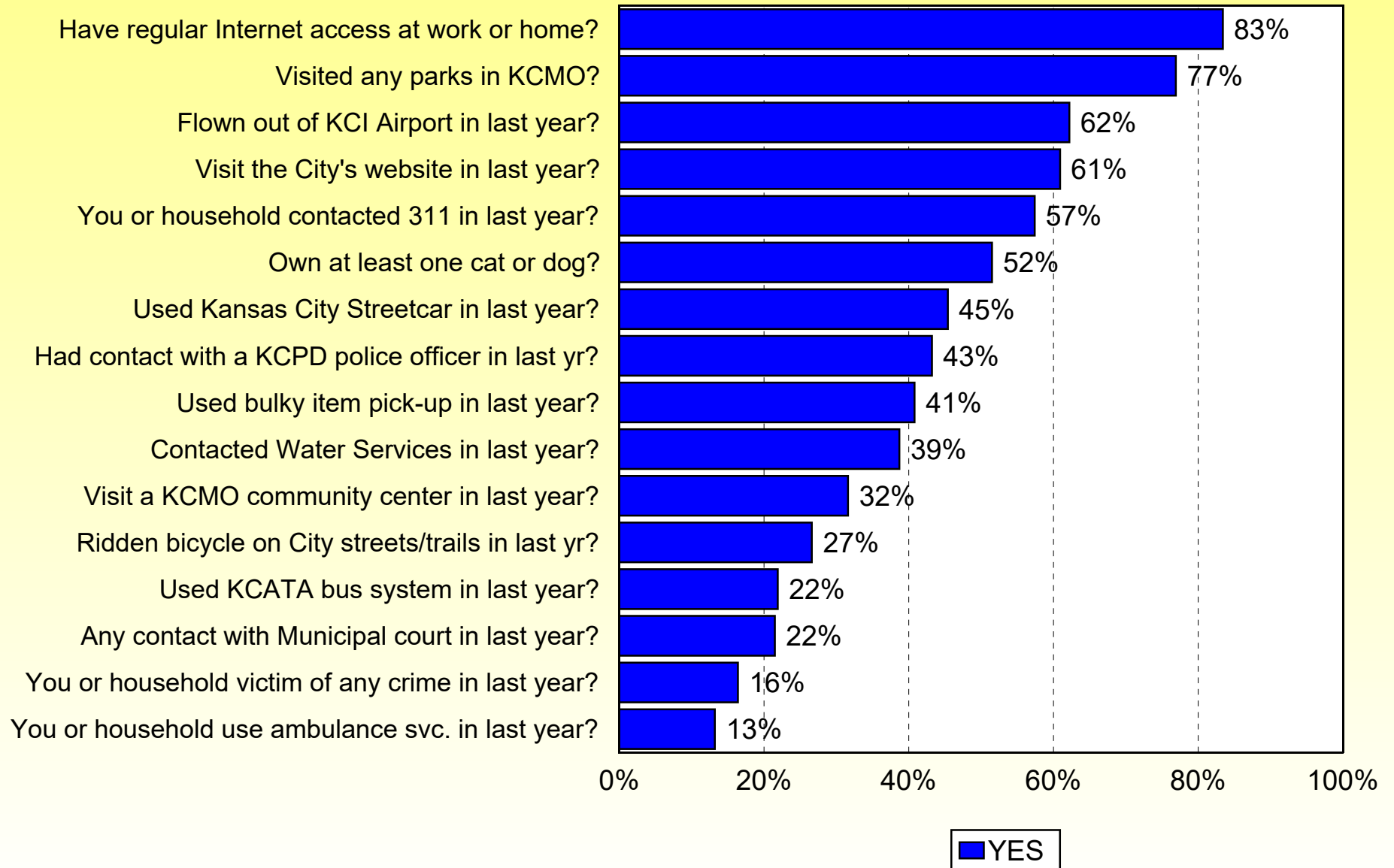


Source: ETC Institute (2018-19)

ETC Institute (2018-19)

# Please answer the following questions:

by percentage of respondents who responded "Yes" (excluding not provided)



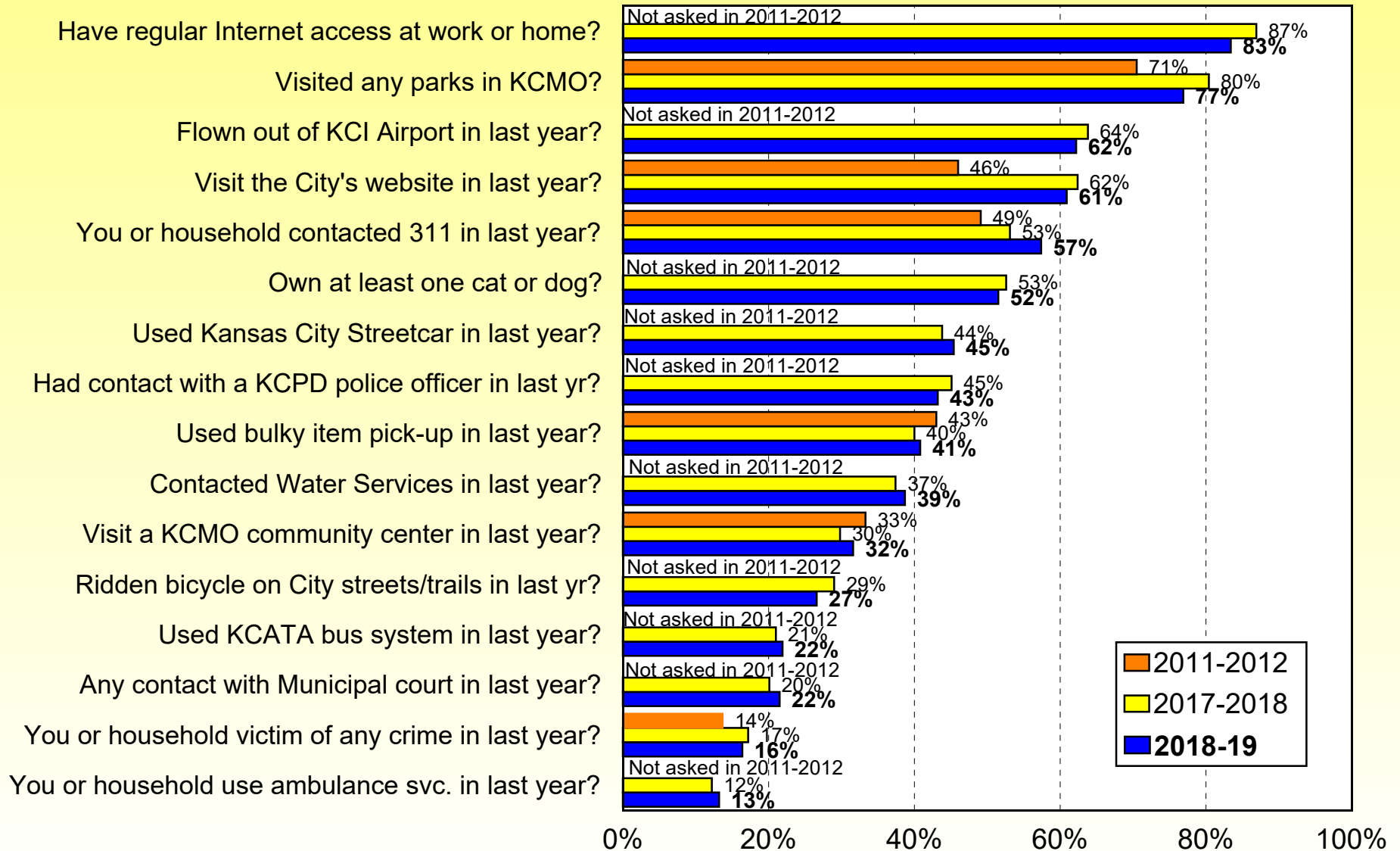
Source: ETC Institute (2018-19)

**TREND DATA**

Please answer the following questions:

2011-12 vs 2017-18 vs 2018-19

by percentage of respondents who responded "Yes"



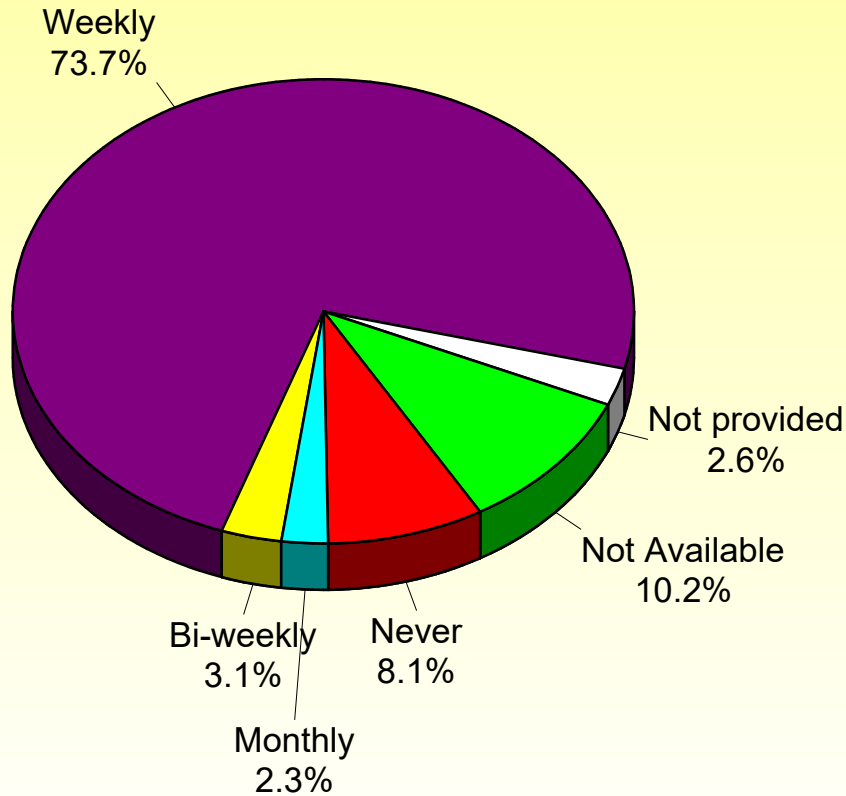
Source: ETC Institute (2018-19)

## TREND DATA

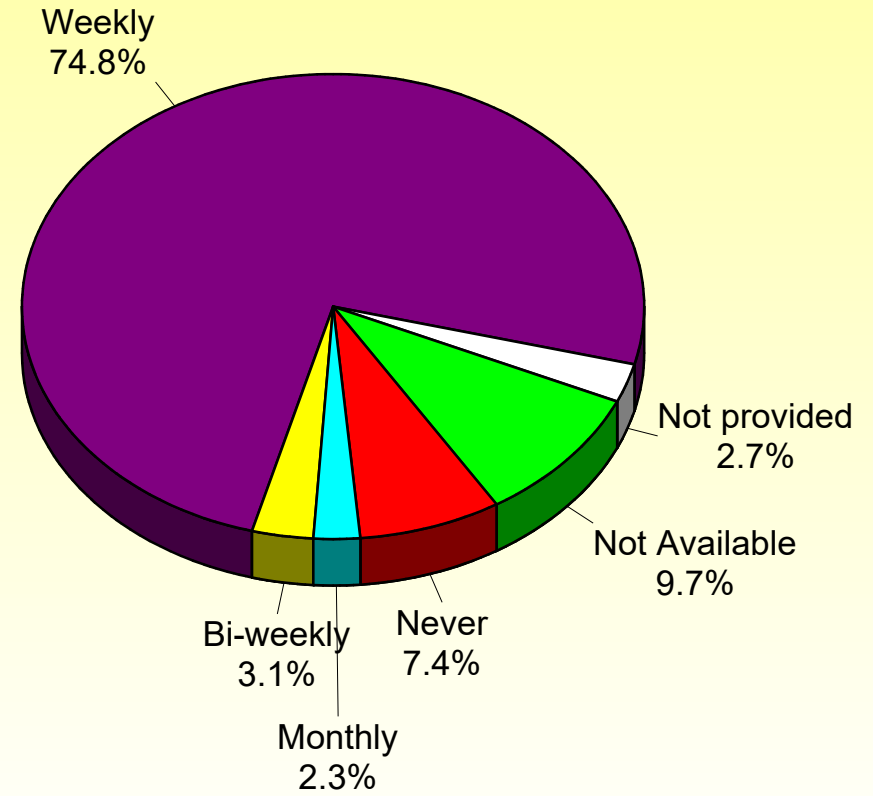
# How often does your household use the city's curbside recycling services?

by percentage of respondents

### 2018-19



### 2017-18



Source: ETC Institute (2018-19)

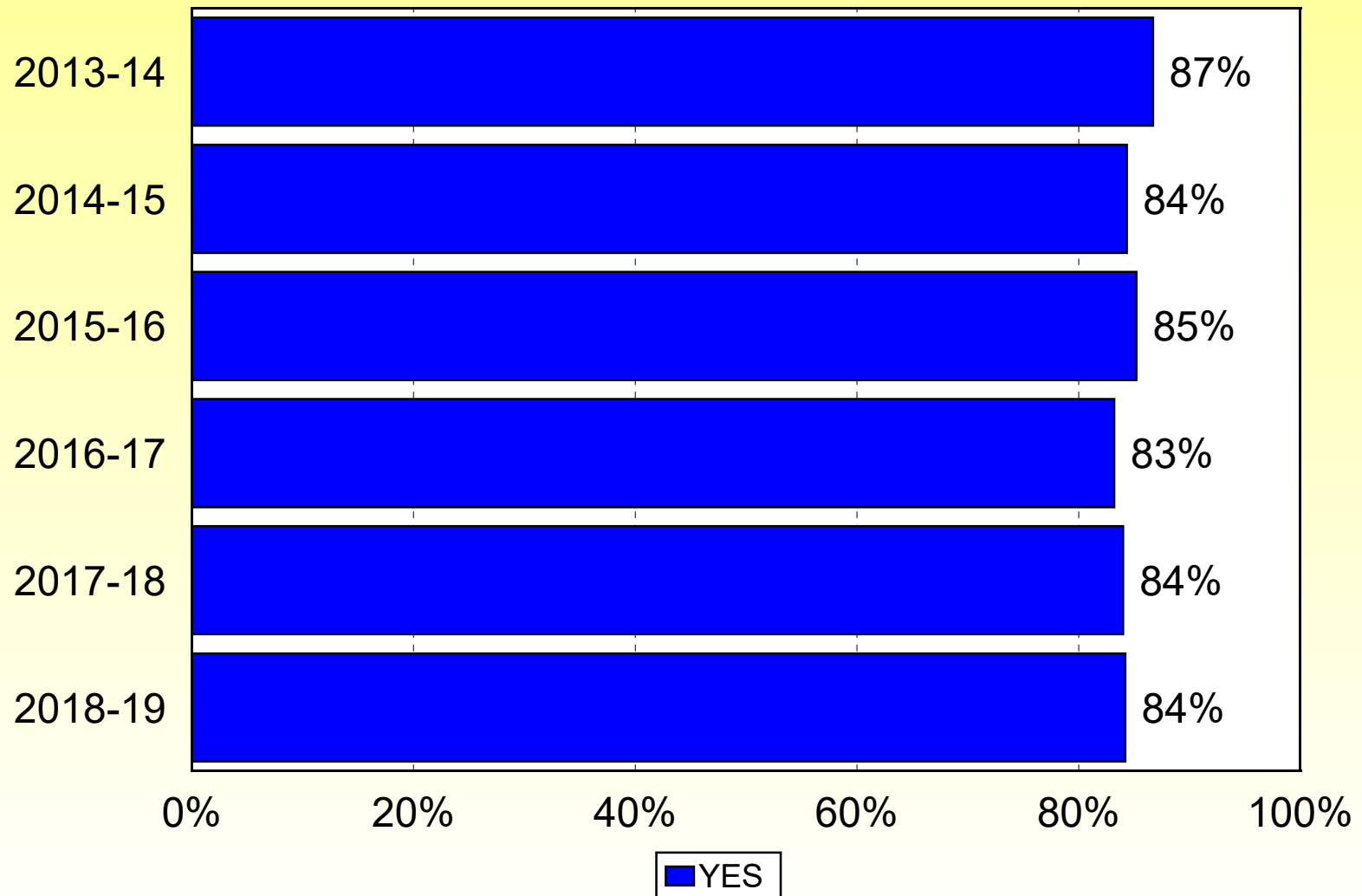
ETC Institute (2018-19)



**TREND DATA**

# Do you think you will be living in Kansas City, Missouri, five years from now? 2013-2019

by percentage of respondents who responded "Yes" (excluding "not provided")



Source: ETC Institute (2018-19)

**Section 2:**  
**Importance-Satisfaction**  
**Matrix Analysis**

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## Importance-Satisfaction Analysis

### Kansas City, Missouri

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### Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their residents. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to residents; and (2) to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall satisfaction among residents by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Methodology

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to emphasize. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation.** Respondents were asked to identify the major categories of city services they felt were most important for the City emphasize over the next two years. Fifty-nine percent (58.7%) of residents selected "*maintenance of streets, sidewalks & infrastructure*" as the most important city service for the City to emphasize.

With regard to satisfaction, 18.7% of those surveyed rated “*maintenance of streets, sidewalks & infrastructure*” as a “4” or a “5” on a 5-point scale excluding “don't know” responses. The I-S rating for “*maintenance of streets, sidewalks & infrastructure*” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 58.7% was multiplied by 81.3% (1-0.187). This calculation yielded an I-S rating of 0.4772, which was first out of the fifteen major categories of city services that were assessed.

The maximum rating is 1.00 and would be achieved when 100% of the respondents selected an activity as one of their top choices to emphasize over the next two years and 0% indicated that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

The I-S Ratings for Kansas City are provided on the following pages.

**Importance-Satisfaction Rating**  
**Kansas City, MO**  
**OVERALL**

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Maintenance of streets, sidewalks & infrastructure	58.7%	1	18.7%	15	0.4772	1
<b><u>High Priority (IS .10-.20)</u></b>						
Overall quality of police services	31.7%	2	60.8%	3	0.1243	2
Quality of neighborhood services	18.4%	3	40.0%	11	0.1104	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Quality of public transportation	16.6%	4	42.8%	10	0.0950	4
Quality of city's stormwater runoff/mgmt system	13.9%	8	33.6%	14	0.0923	5
Quality of city water utilities	15.1%	6	46.9%	8	0.0802	6
Quality of solid waste services	16.3%	5	51.2%	7	0.0795	7
Quality of airport facilities	13.9%	7	55.4%	5	0.0620	8
Effectiveness of city communication with public	7.1%	11	38.4%	13	0.0437	9
City parks/recreation programs/facilities	8.3%	10	61.3%	2	0.0321	10
Quality of customer service from city employees	5.2%	12	46.4%	9	0.0279	11
Quality of fire & ambulance services	11.1%	9	75.8%	1	0.0269	12
Quality of Health Department services	3.5%	13	52.1%	6	0.0168	13
Quality of the city's 311 service	3.5%	14	57.8%	4	0.0148	14
Quality of municipal court services	2.2%	15	39.5%	12	0.0133	15

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## Importance-Satisfaction Rating

### Kansas City, MO

### Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
City's overall efforts to prevent crime	52.3%	1	32.9%	6	0.3509	1
Visibility of police in neighborhoods	40.8%	2	40.2%	5	0.2440	2
<b><u>High Priority (IS .10-.20)</u></b>						
How quickly police respond to emergencies	30.8%	3	46.3%	2	0.1654	3
Effectiveness of local police protection	29.8%	4	55.9%	1	0.1314	4
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Enforcement of local traffic laws	11.4%	5	45.6%	3	0.0620	5
Parking enforcement services	4.5%	6	43.3%	4	0.0255	6

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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**Importance-Satisfaction Rating**  
**Kansas City, MO**  
**Fire and Emergency Medical Services**

<u>Category of Service</u>	<u>Most Important %</u>	<u>Most Important Rank</u>	<u>Satisfaction %</u>	<u>Satisfaction Rank</u>	<u>Importance-Satisfaction Rating</u>	<u>I-S Rating Rank</u>
<b><u>Very High Priority (IS &gt;.20)</u></b>						
None						
<b><u>High Priority (IS .10-.20)</u></b>						
None						
<b><u>Medium Priority (IS &lt;.10)</u></b>						
How quickly emergency medical personnel respond	39.8%	1	75.2%	4	0.0987	1
How quickly fire & rescue respond to emergencies	39.1%	2	79.2%	2	0.0813	2
Quality of local emergency medical service	26.9%	4	75.5%	3	0.0659	3
Overall quality of local fire protection & rescue	29.1%	3	80.9%	1	0.0556	4

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## Importance-Satisfaction Rating

### Kansas City, MO

### City Streets, Sidewalks and Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Maintenance of city streets	51.6%	1	16.6%	10	0.4303	1
<b><u>High Priority (IS .10-.20)</u></b>						
Maintenance of streets in your neighborhood	23.5%	2	28.9%	7	0.1671	2
Condition of sidewalks in the city	18.9%	4	18.1%	9	0.1548	3
Snow removal on residential streets past 12 months	22.1%	3	34.0%	5	0.1459	4
Condition of sidewalks in your neighborhood	15.8%	5	30.1%	6	0.1104	5
<b><u>Medium Priority (IS &lt;.10)</u></b>						
On-street bicycle infrastructure	10.5%	6	27.8%	8	0.0758	6
Access to streets/sidewalks/bdgs for people w/disabilities	9.6%	7	36.5%	4	0.0610	7
Snow removal on major city streets past 12 months	9.4%	8	52.4%	3	0.0447	8
Adequacy of city street lighting	7.6%	9	54.3%	2	0.0347	9
Maintenance of street signs & traffic signals	4.1%	10	54.7%	1	0.0186	10

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## Importance-Satisfaction Rating

### Kansas City, MO

### Neighborhood Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Clean up of trash/debris on private property	37.6%	1	25.9%	5	0.2786	1
Demolishing vacant structures in dangerous building inventory	30.3%	2	17.4%	9	0.2503	2
<b><u>High Priority (IS .10-.20)</u></b>						
Mowing/cutting of weeds on private property	19.2%	3	24.8%	6	0.1444	3
Exterior maintenance of residential property	16.8%	4	24.2%	7	0.1273	4
Boarding up vacant structures open to entry	14.0%	6	22.3%	8	0.1088	5
Enforcing trash/weeds/ext. maint. in neighborhood	16.3%	5	37.1%	3	0.1025	6
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Enforcement of animal code	8.1%	8	35.5%	4	0.0522	7
Animal shelter operations & adoption efforts	9.9%	7	52.7%	1	0.0468	8
Customer service from animal control officers	3.6%	9	38.0%	2	0.0223	9

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## Importance-Satisfaction Rating Kansas City, MO Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Opportunity to engage/provide input into decisions	37.2%	2	29.6%	6	0.2619	1
Availability of info about city programs/services	46.0%	1	45.8%	2	0.2493	2
<b><u>High Priority (IS .10-.20)</u></b>						
Overall usefulness of the city's website	26.7%	3	46.2%	1	0.1436	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
City's use of social media	16.0%	4	42.2%	4	0.0925	4
Quality of city video programming/web streaming	7.1%	5	40.2%	5	0.0425	5
Content in the City's magazine, KCMore	6.0%	6	44.0%	3	0.0336	6

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

### Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

### Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## Importance-Satisfaction Rating Kansas City, MO Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
None						
<b>High Priority (IS .10-.20)</b>						
Tree trimming & other tree care along city streets and other public areas	25.9%	1	36.8%	10	0.1637	1
The city's youth programs and activities	18.4%	4	35.1%	12	0.1194	2
<b>Medium Priority (IS &lt;.10)</b>						
Maintenance of boulevards & parkways	20.1%	3	55.1%	4	0.0902	3
Walking and biking trails in the city	14.8%	5	50.0%	5	0.0740	4
Maintenance of city parks	20.7%	2	67.1%	1	0.0681	5
Quality of facilities/picnic shelters/playgrounds	13.5%	6	60.9%	2	0.0528	6
Programs & activities at community centers	8.1%	7	41.8%	7	0.0471	7
City swimming pools and programs	5.7%	9	36.4%	11	0.0363	8
Quality of communication from Parks and Recreation	4.3%	10	37.3%	9	0.0270	9
Quality of outdoor athletic fields	6.5%	8	59.1%	3	0.0266	10
Customer service from Parks/Recreation employees	2.5%	12	40.0%	8	0.0150	11
Maintenance & appearance of community centers	2.8%	11	48.0%	6	0.0146	12

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

### Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

### Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## Importance-Satisfaction Rating

### Kansas City, MO

### Solid Waste Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
City efforts to clean-up illegal dumping sites	41.7%	1	23.0%	8	0.3211	1
Cleanliness of city streets & other public areas	36.2%	2	31.8%	7	0.2469	2
<b><u>High Priority (IS .10-.20)</u></b>						
None						
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Quality of trash collection services	25.2%	3	61.7%	1	0.0965	3
Quality of curbside recycling services	20.4%	4	60.3%	2	0.0810	4
Quality of bulky item pick-up services	15.2%	5	48.3%	3	0.0786	5
Overall quality of leaf & brush pick-up services	10.9%	6	46.5%	6	0.0583	6
Quality of recycling drop-off centers	7.1%	7	47.8%	5	0.0371	7
Quality of leaf & brush drop-off centers	3.0%	8	47.9%	4	0.0156	8

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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# Importance-Satisfaction Rating

## Kansas City, MO

### Airport

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Food, beverage, and other concessions	33.8%	1	31.7%	5	0.2309	1
<b><u>High Priority (IS .10-.20)</u></b>						
Availability of seating near departure gates	24.2%	4	52.6%	4	0.1147	2
Availability of parking	29.3%	3	62.8%	2	0.1090	3
Ease of moving through airport security	33.5%	2	69.1%	1	0.1035	4
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Cleanliness of facilities	18.4%	5	60.2%	3	0.0732	5

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## **Importance-Satisfaction Matrix Analysis**

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

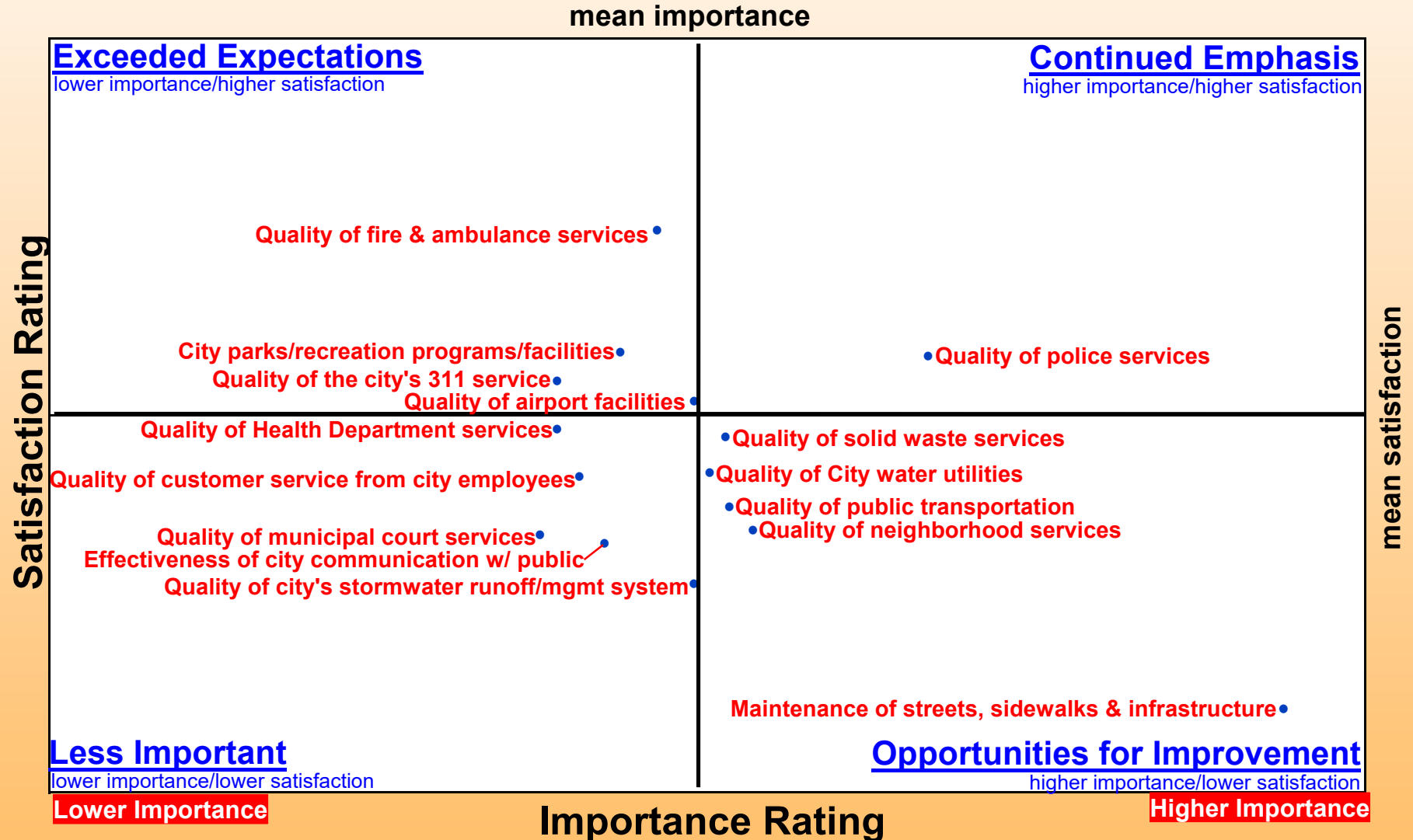
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for the City of Kansas City are provided on the following pages.

# 2019 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

## -Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

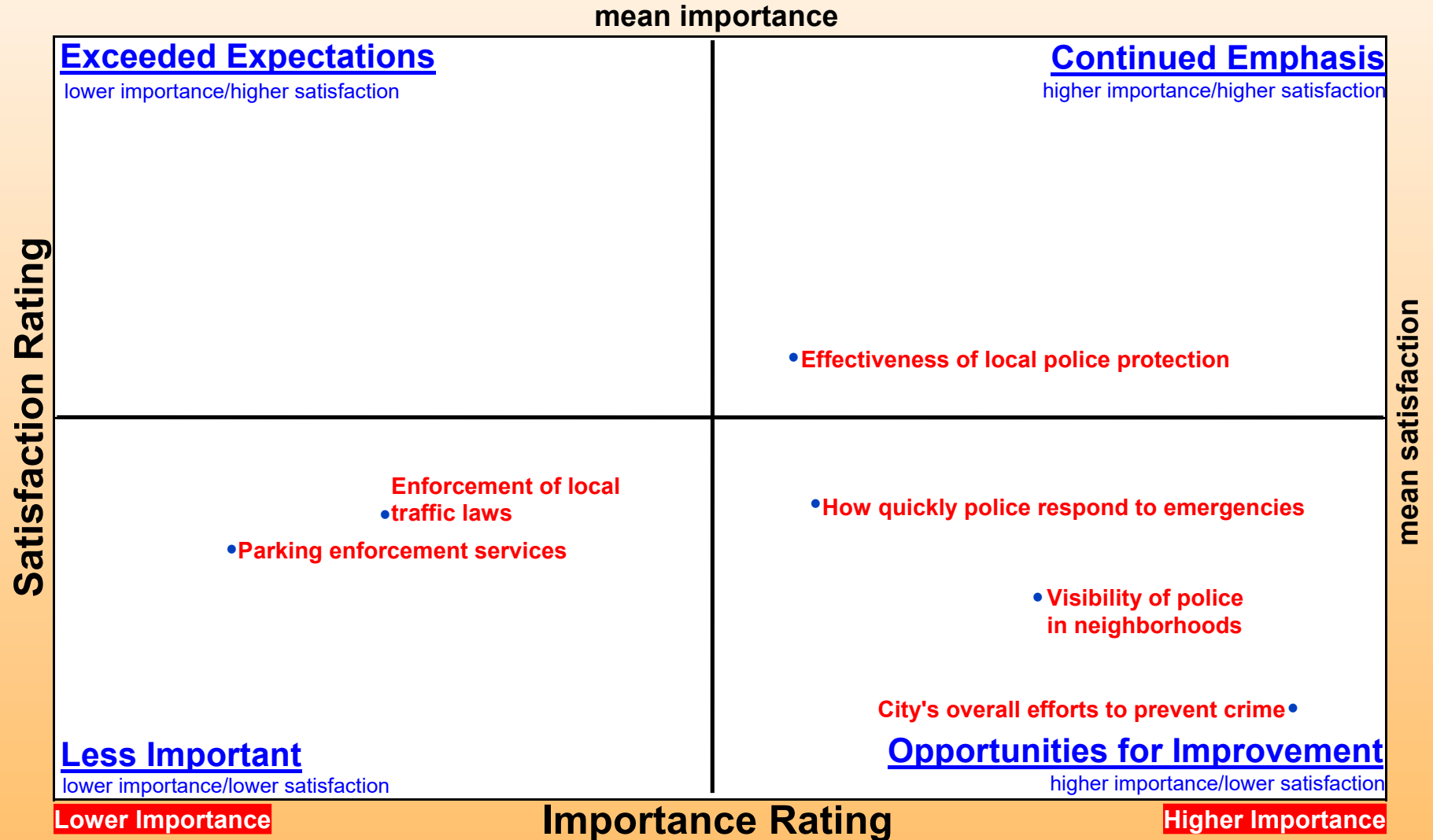


Source: ETC Institute (2019)

# 2019 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

## -Police Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



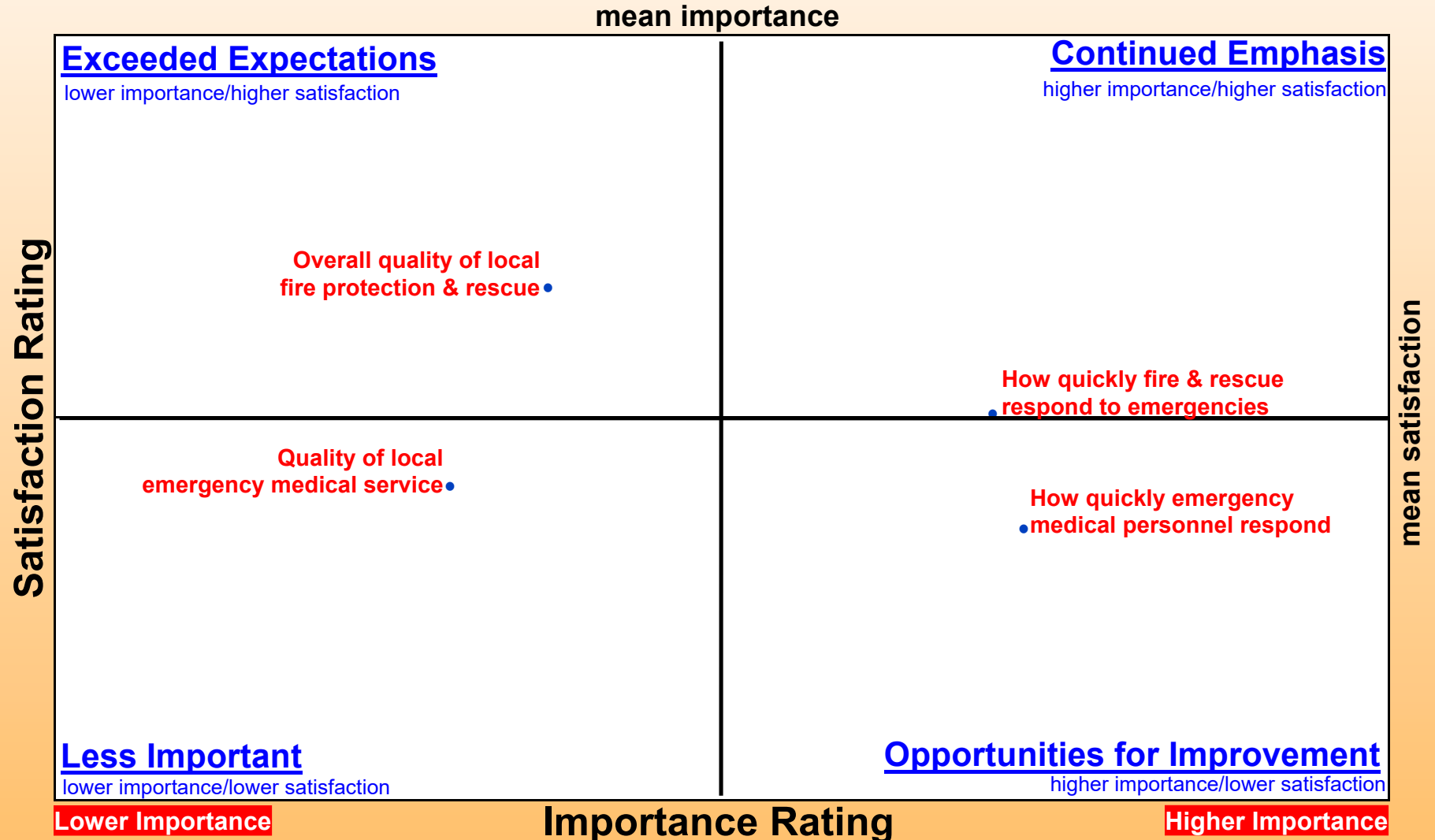
Source: ETC Institute (2019)



# 2019 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

## -Fire and Emergency Medical Services-

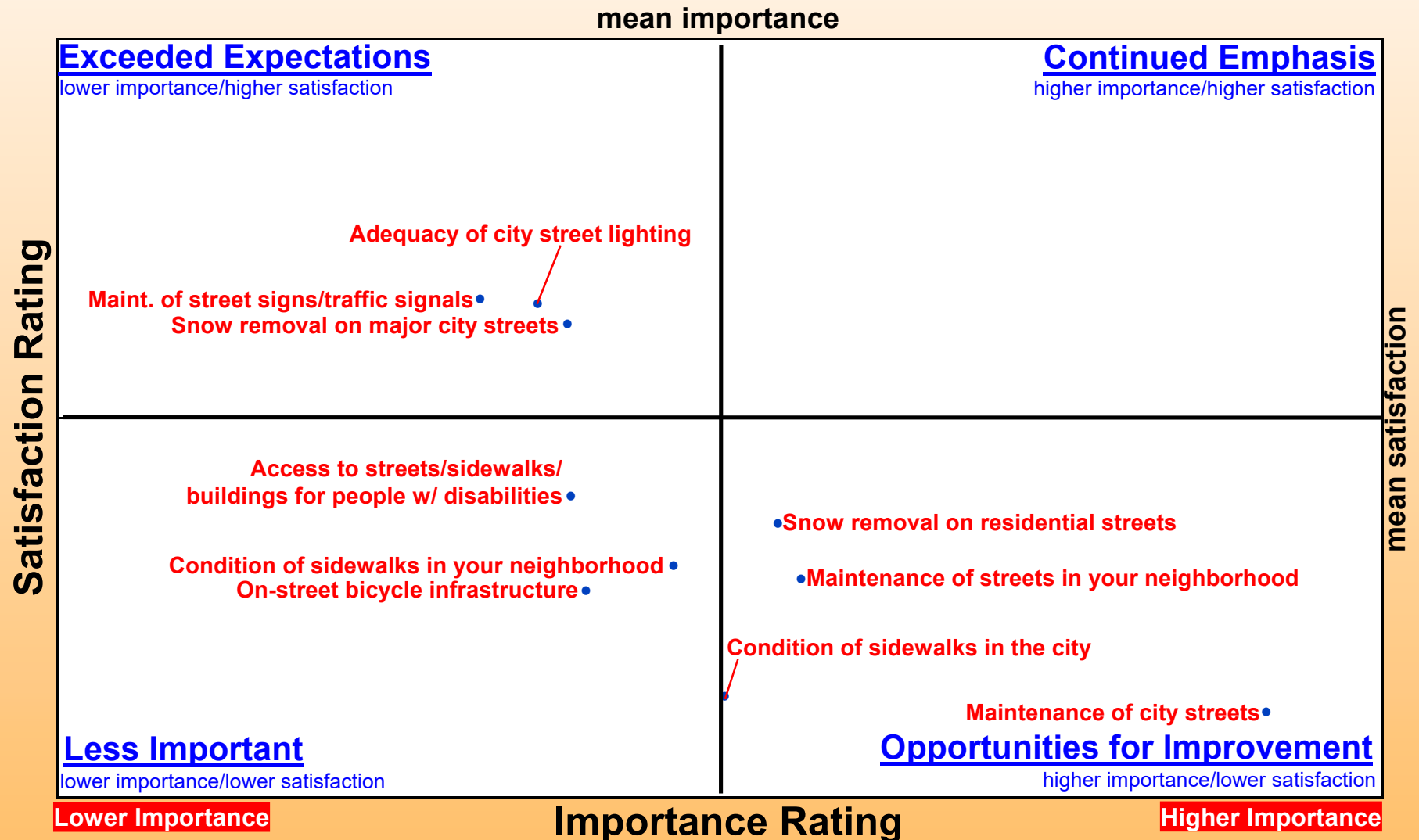
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2019)

# 2019 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix -City Streets, Sidewalks and Infrastructure-

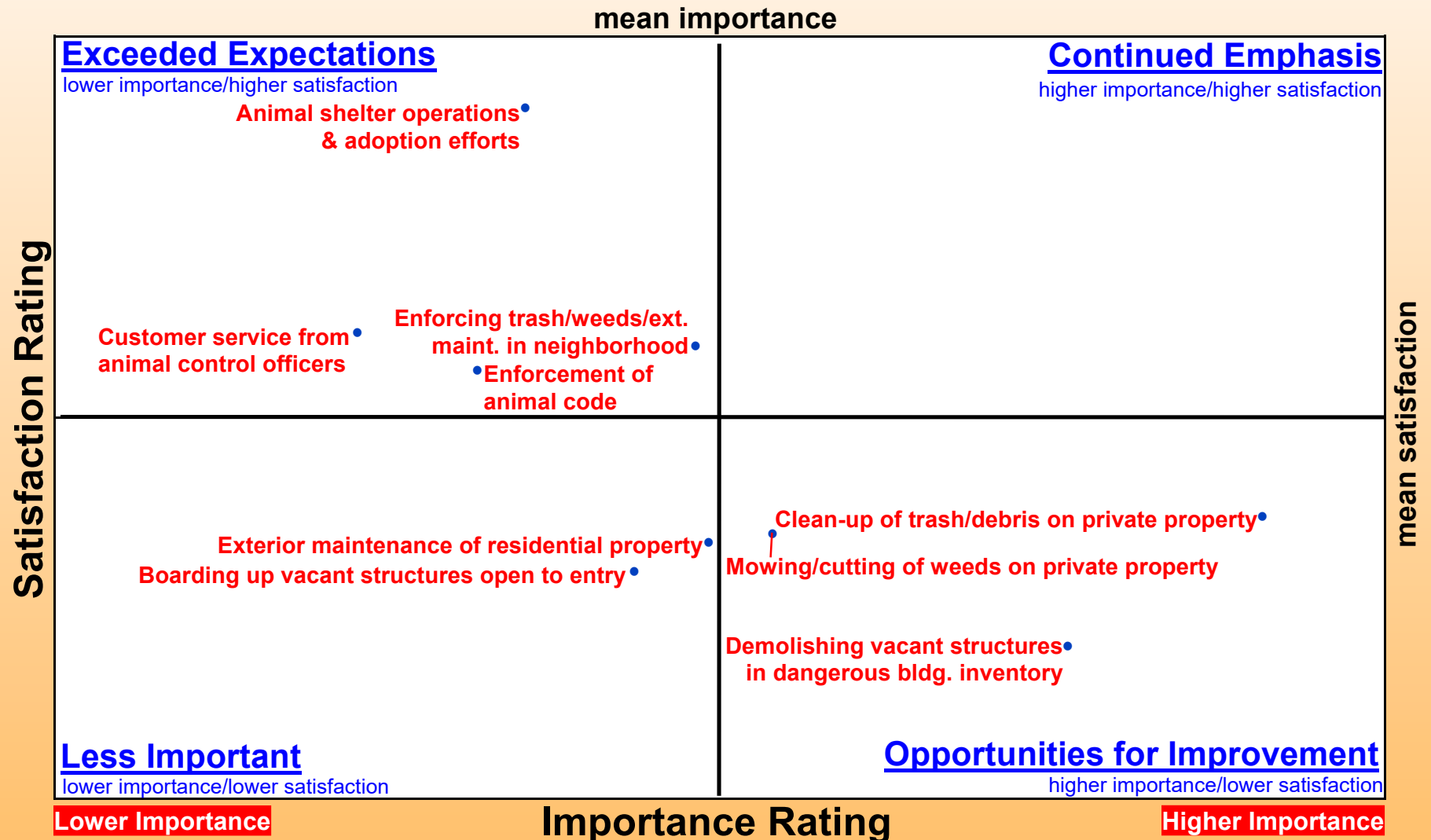
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2019)

# 2019 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix -Neighborhood Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

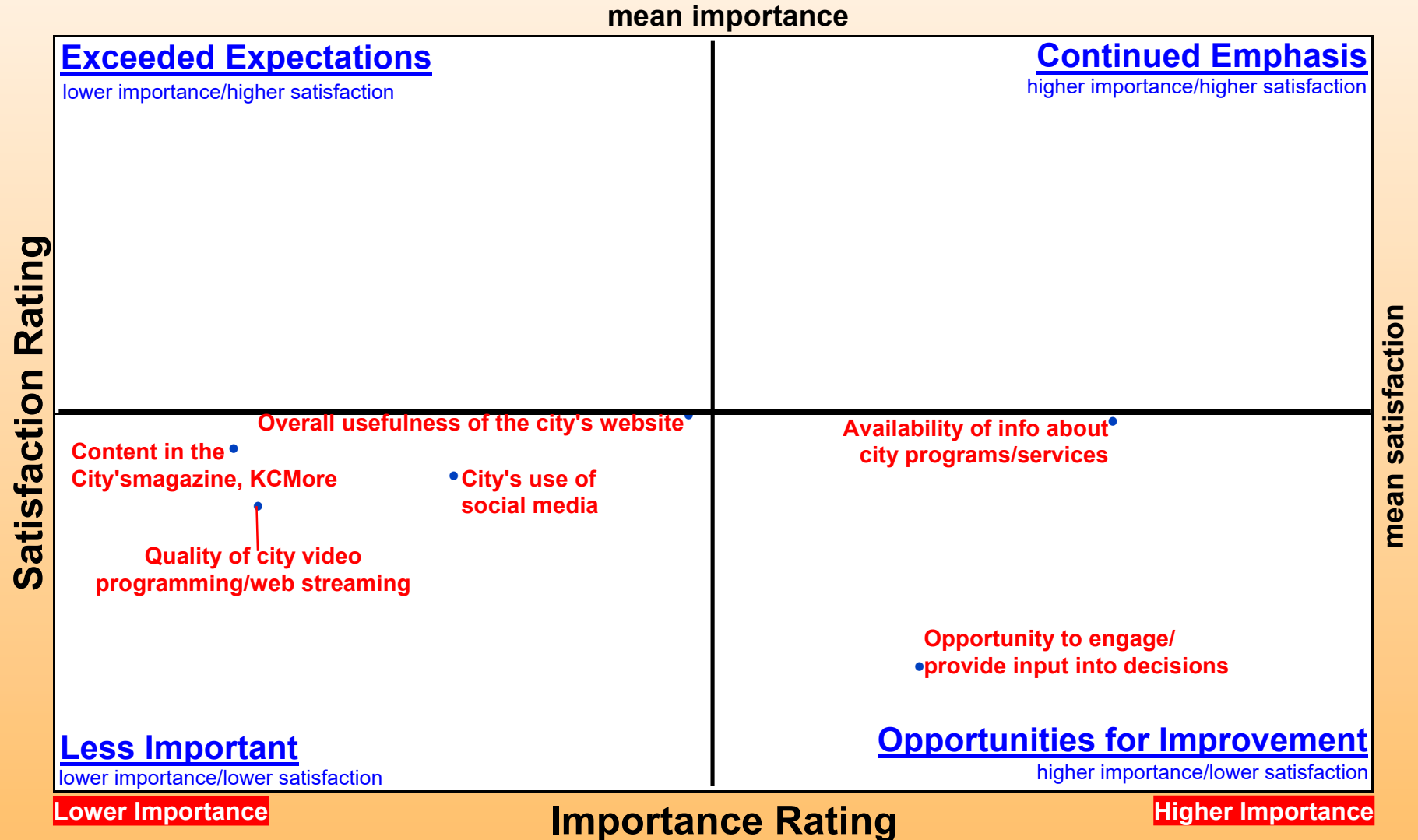


Source: ETC Institute (2019)

# 2019 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

## -Communication-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

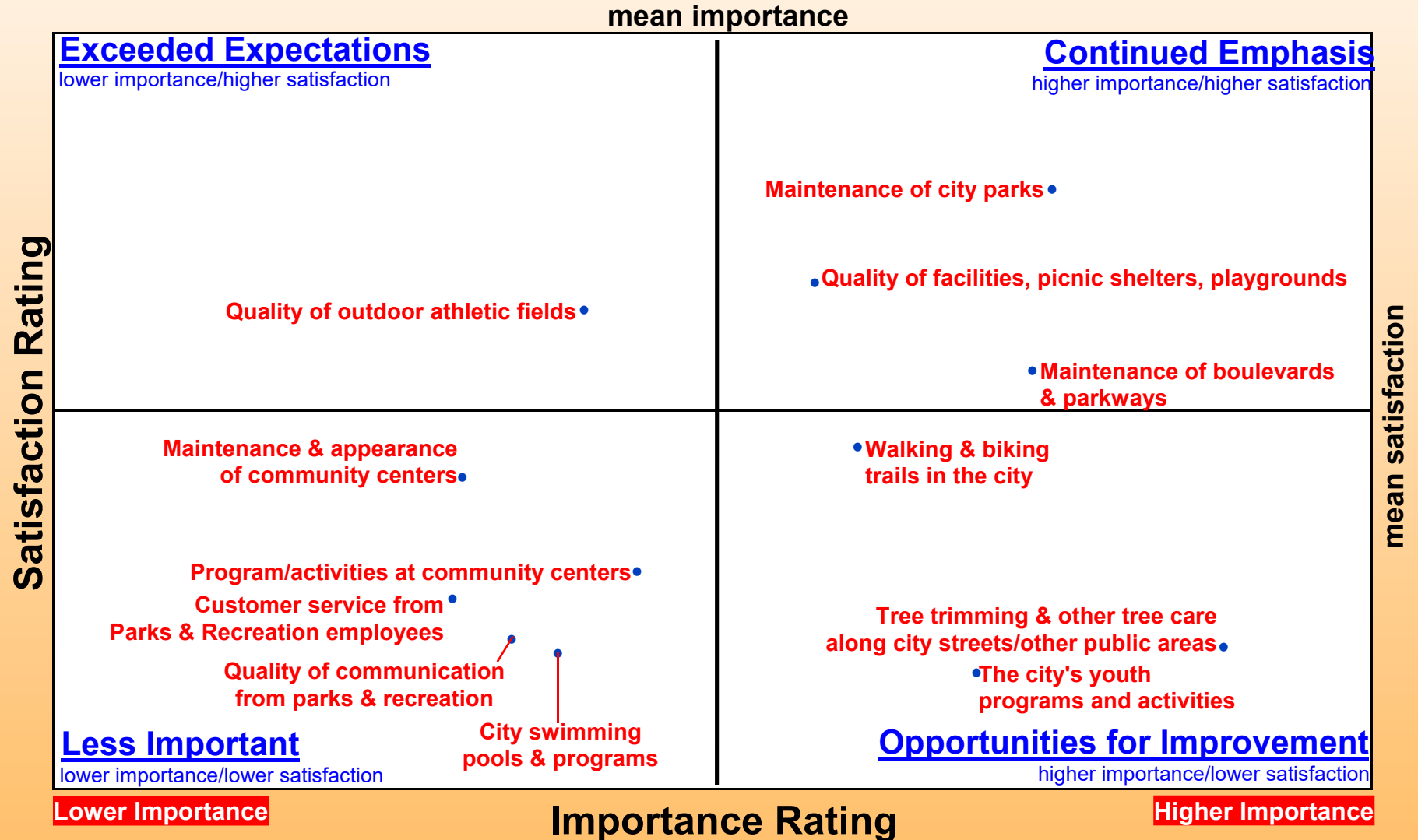


Source: ETC Institute (2019)

# 2019 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

## -Parks and Recreation-

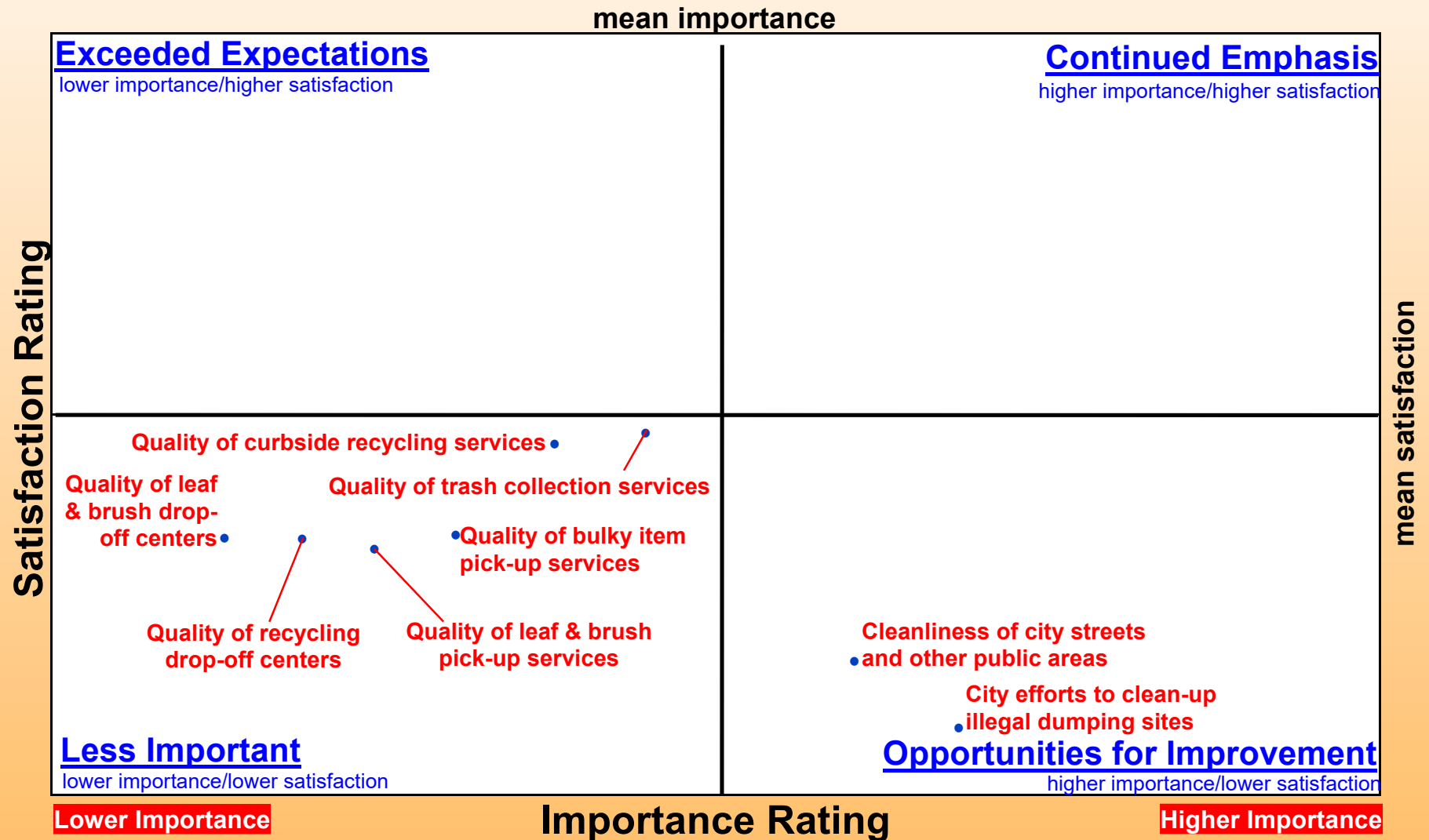
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2019)

# 2019 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix -Solid Waste Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

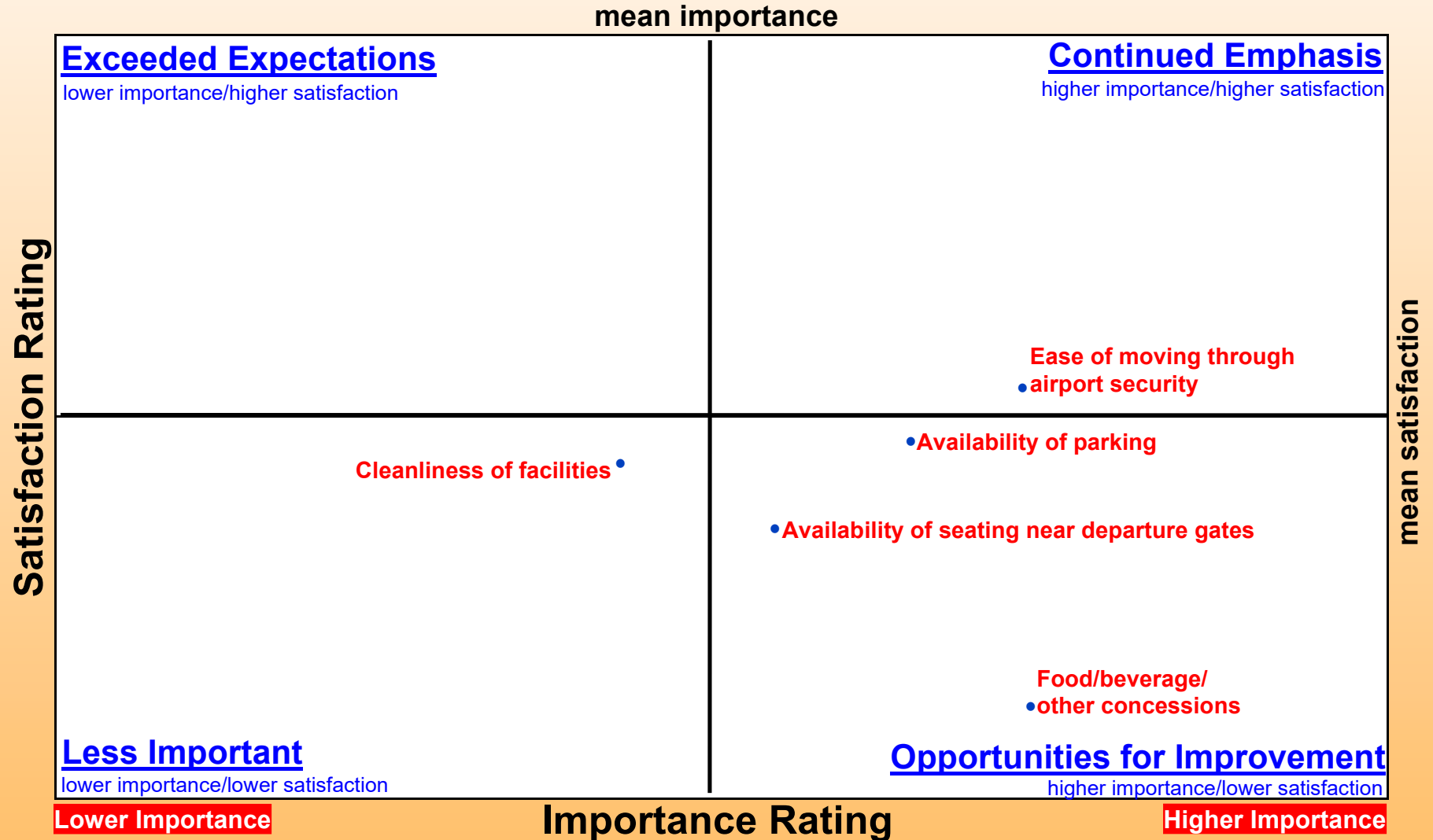


Source: ETC Institute (2019)

# 2019 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

## -Airport-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2019)

**Section 3:**  
**Benchmarking Data**

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# DirectionFinder® Survey

## Year 2018-19 Benchmarking Summary Report

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### Overview

ETC Institute’s *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from the following sources: (1) a national survey that was administered by ETC Institute during the summer of 2018 to a random sample more than 500 residents in the continental United States living in cities with a population of 250,000 or more, (2) a regional survey that was administered by ETC Institute during the summer of 2018 to a random sample of nearly 400 residents living in Kansas and Missouri, (3) the results from individual central U.S. cities where the *DirectionFinder*® Survey has been conducted over the past two years were used as the basis for developing some selected head-to-head comparisons and (4) surveys that have been administered by ETC Institute in 28 communities in the Kansas and Missouri Region. Some of the Kansas and Missouri communities represented in this report include:

- Branson, Missouri
- Clayton, Missouri
- Columbia, Missouri
- Des Peres, Missouri
- Gladstone, Missouri
- Independence, Missouri
- Jackson, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Kirkwood, Missouri
- Lawrence, Kansas
- Lenexa, Kansas
- Mission, Kansas
- North Kansas City, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Perryville, Missouri
- Platte City, Missouri
- Raymore, Missouri
- Roeland Park, Kansas
- Rolla, Missouri
- Roeland Park, Kansas
- Shawnee, Kansas
- Spring Hill, Kansas
- St. Joseph, Missouri
- Warrensburg, Missouri
- Wentzville, Missouri
- Unified Government of Kansas City and Wyandotte County, Kansas

**National/Regional Benchmarks.** The first set of charts on the following pages show how the overall results for the City of Kansas City, Missouri compares to the national average for large cities (population of 250,000 or more) based on the results of a survey that was administered by ETC Institute to a random sample of more than 500 U.S. residents. This set of charts also shows how the City of Kansas City, Missouri compares to residents living in Kansas and Missouri (MO/KS) based on the results of a survey that was administered by ETC Institute to a random sample of nearly 400 residents living in Kansas and Missouri.

**Selected Head-to-Head Comparisons.** The second set of charts on the following pages show how selected results for the City of Kansas City, Missouri compare to other similar-sized cities in the central U.S. where ETC Institute has conducted its DirectionFinder® survey over the past two years.

**Kansas City Metro Benchmarks.** The third set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 28 communities listed on the previous page for several areas of service delivery. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the Kansas and Missouri communities listed on the previous page. The actual ratings for the City of Kansas City, Missouri are listed to the right of each chart. The dot on each bar shows how the results for the City of Kansas City, Missouri compare to the other communities in the Kansas and Missouri region where the DirectionFinder® survey has been administered.

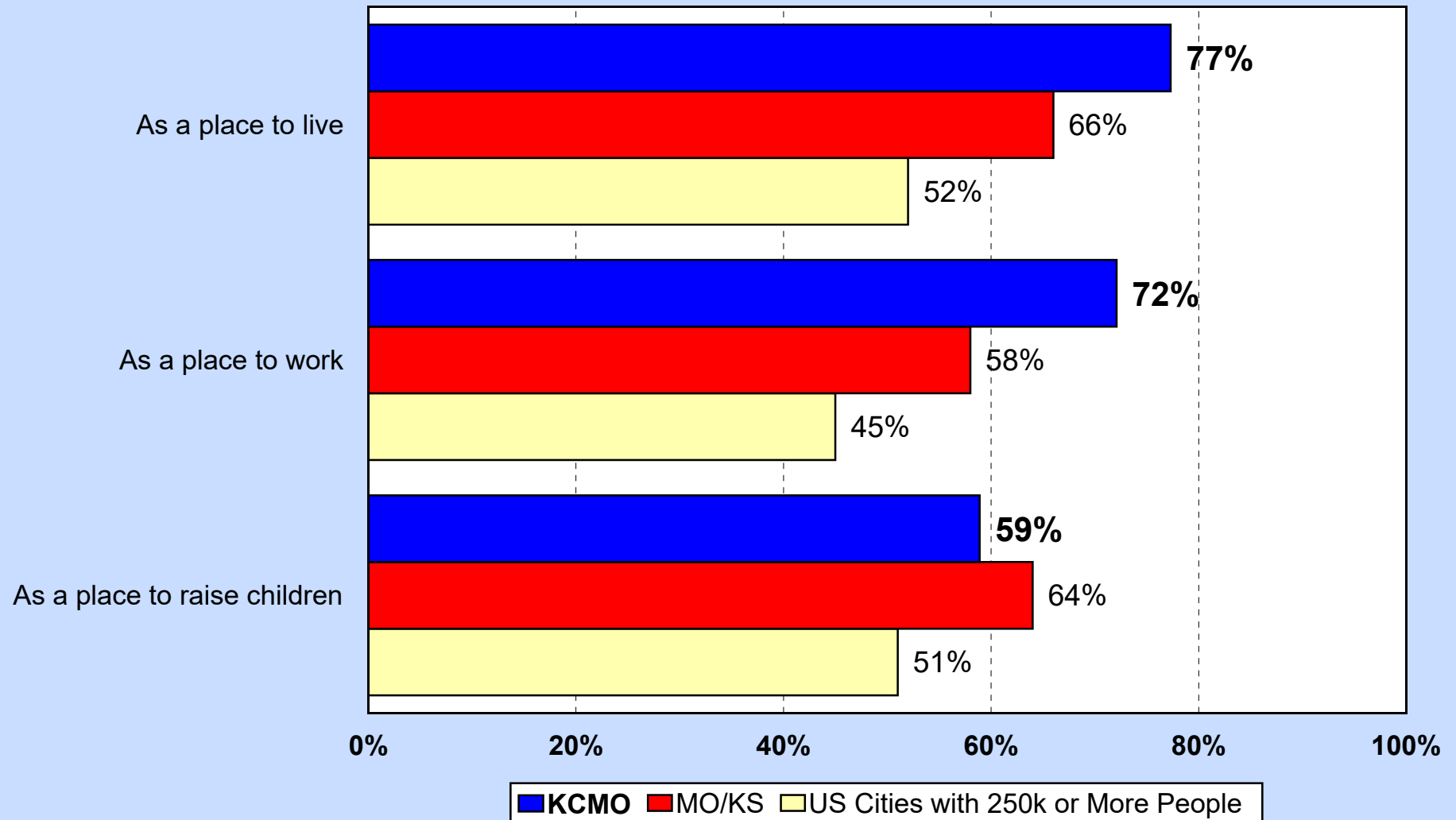
# National and Regional Benchmarks

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of KCMO is not authorized without written consent from ETC Institute.**

# Overall Ratings of the Community

## KCMO vs. MO/KS vs. US Cities with 250k or More People

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)

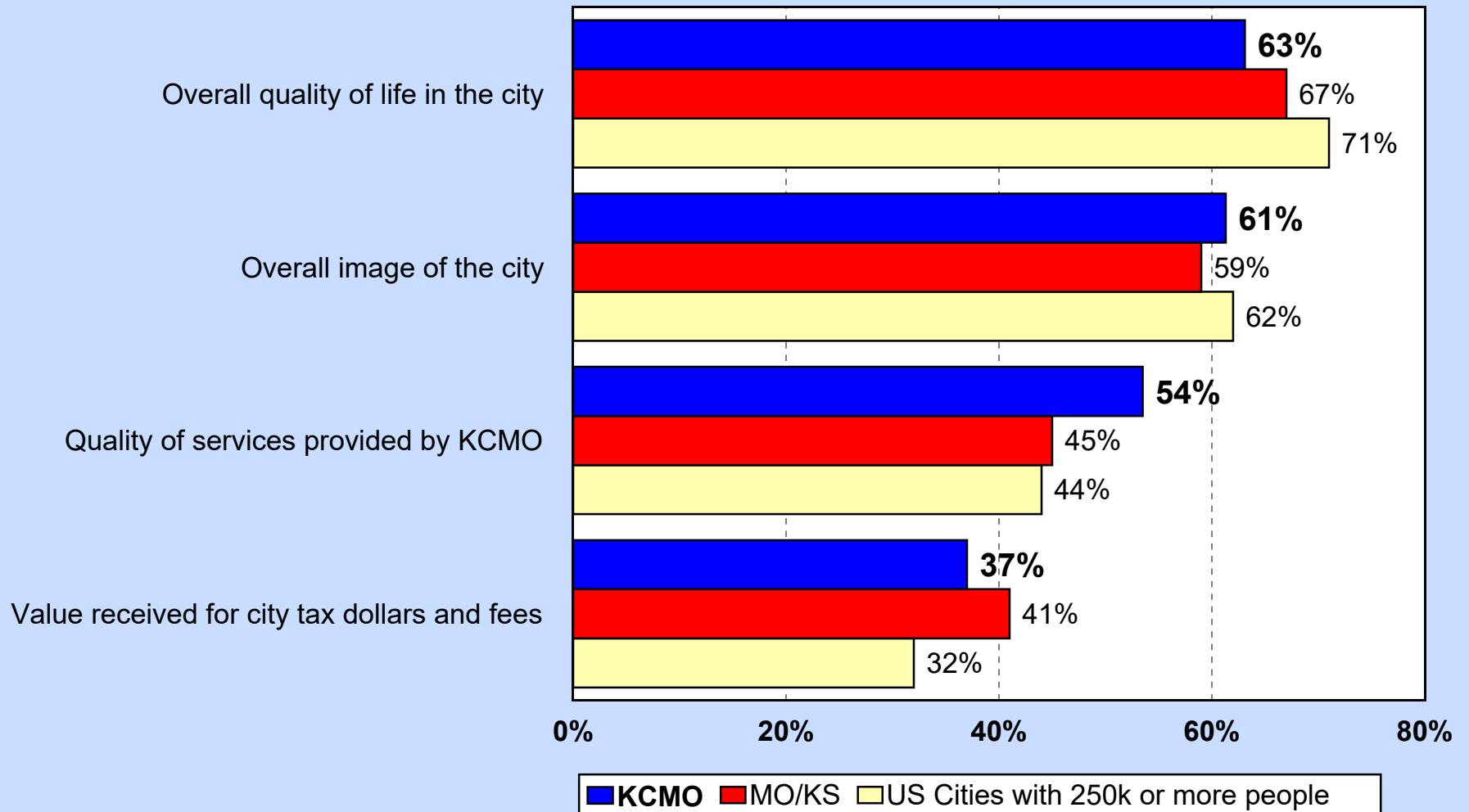


Source: ETC Institute (2019)

# Satisfaction with Issues that Influence Perceptions of the City

## KCMO vs. MO/KS vs. US Cities with 250k or More People

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

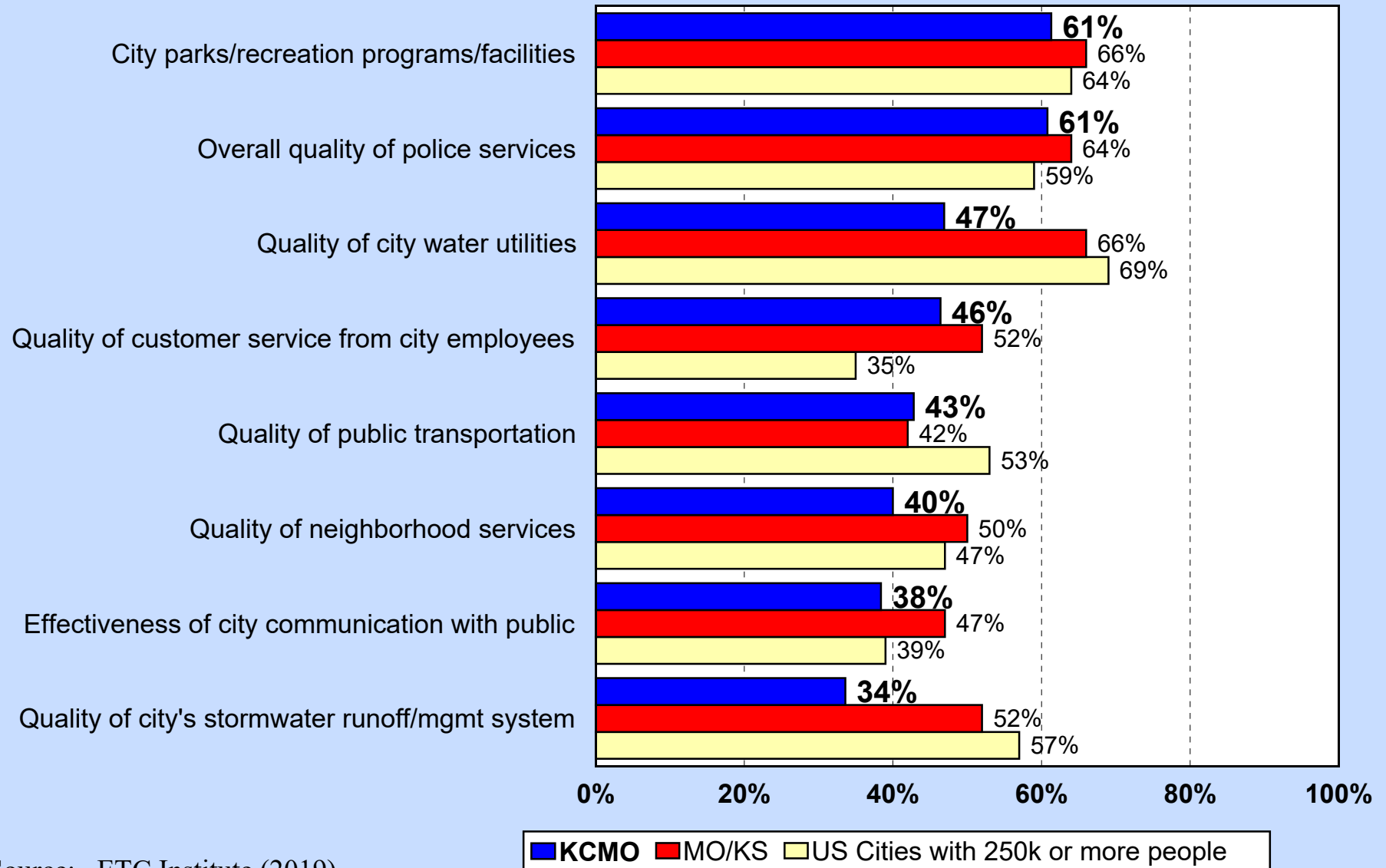


Source: ETC Institute (2019)

# Overall Satisfaction with Major Categories of City Services

## KCMO vs. MO/KS vs. US Cities with 250k or More People

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

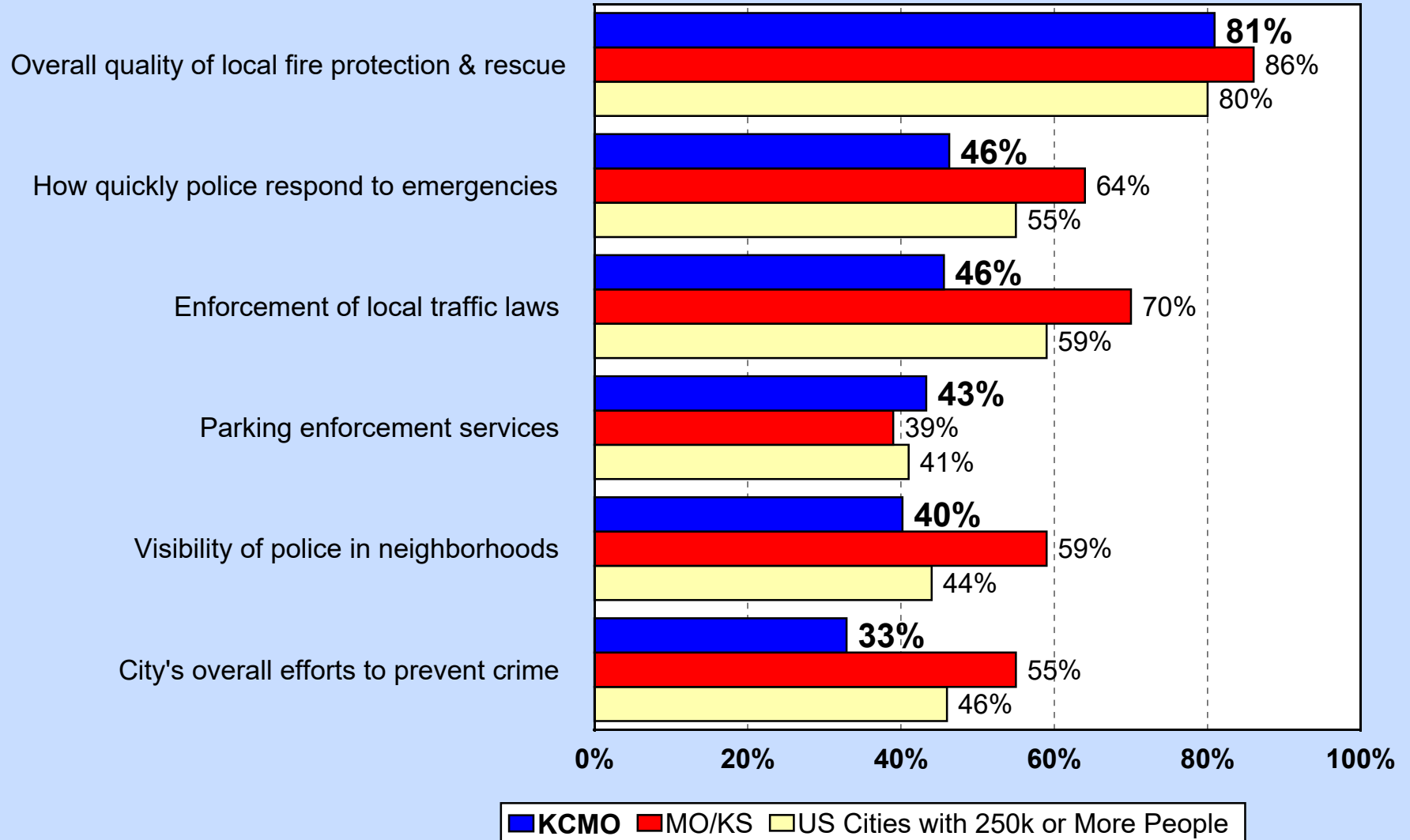


Source: ETC Institute (2019)

# Overall Satisfaction with Public Safety Services

## KCMO vs. MO/KS vs. US Cities with 250k or More People

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

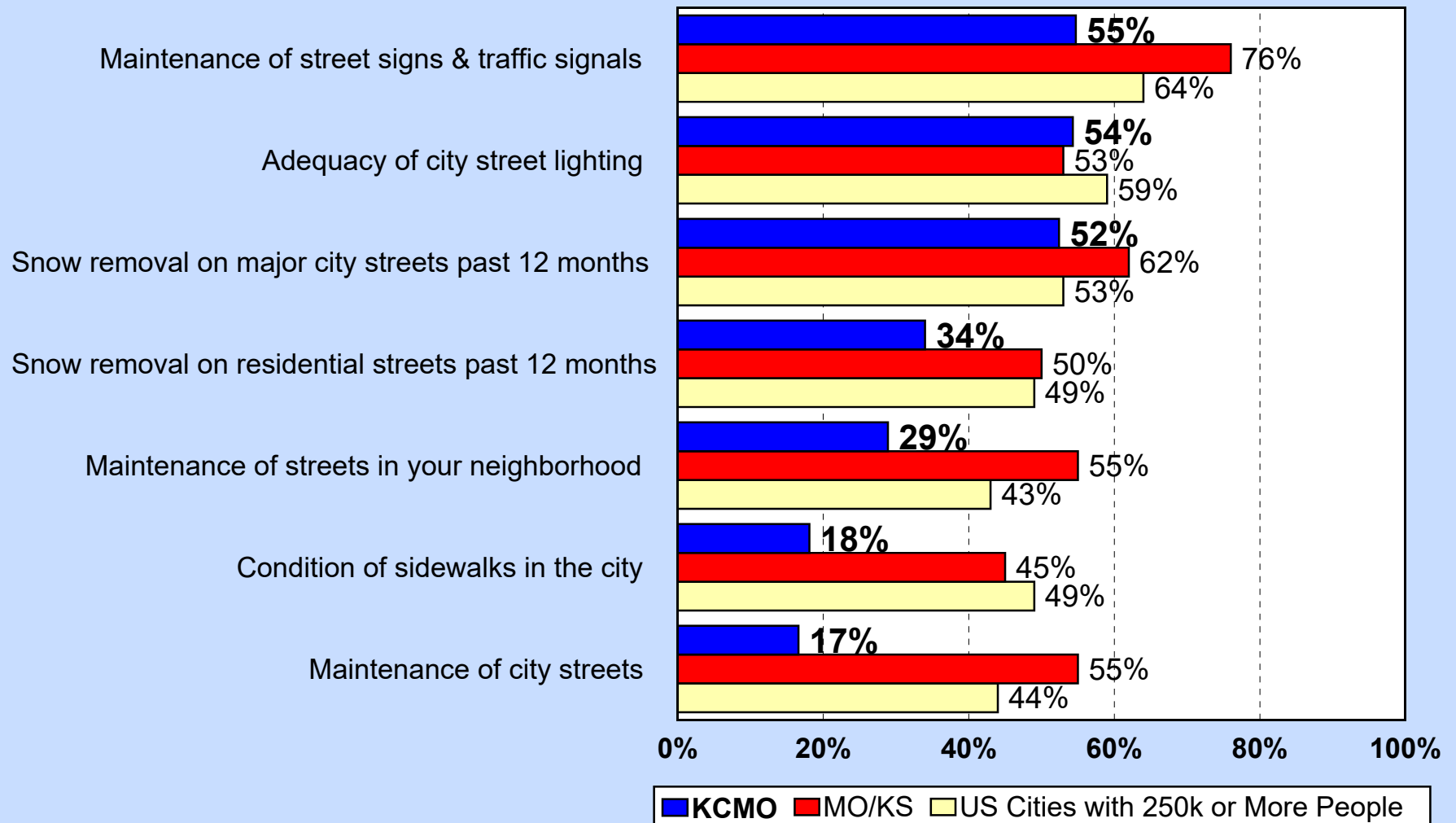


Source: ETC Institute (2019)

# Overall Satisfaction with City Streets, Sidewalks and Infrastructure

## KCMO vs. MO/KS vs. US Cities with 250k or More People

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



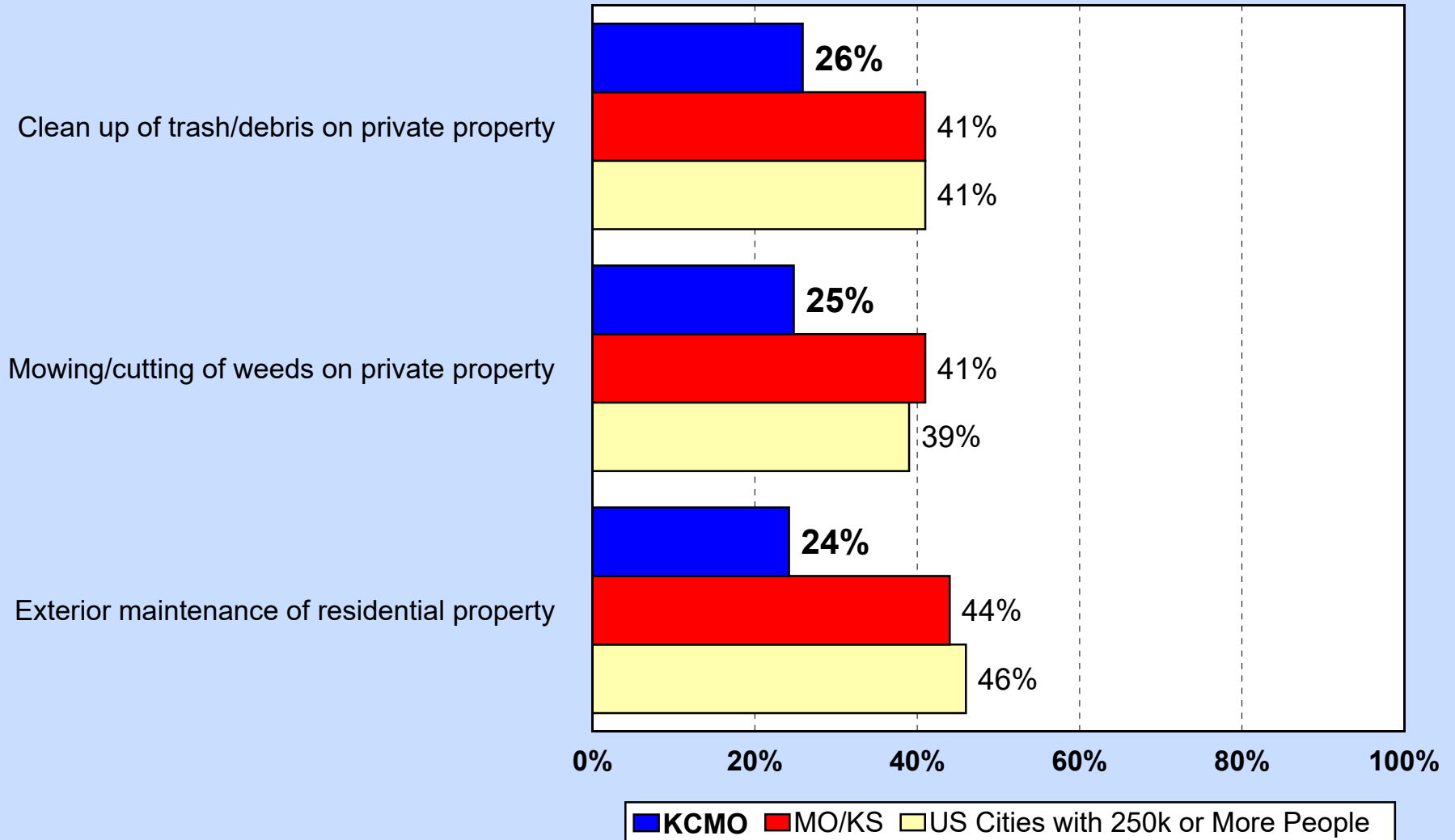
Source: ETC Institute (2019)



# Overall Satisfaction with Neighborhood Services

## KCMO vs. MO/KS vs. US Cities with 250k or More People

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

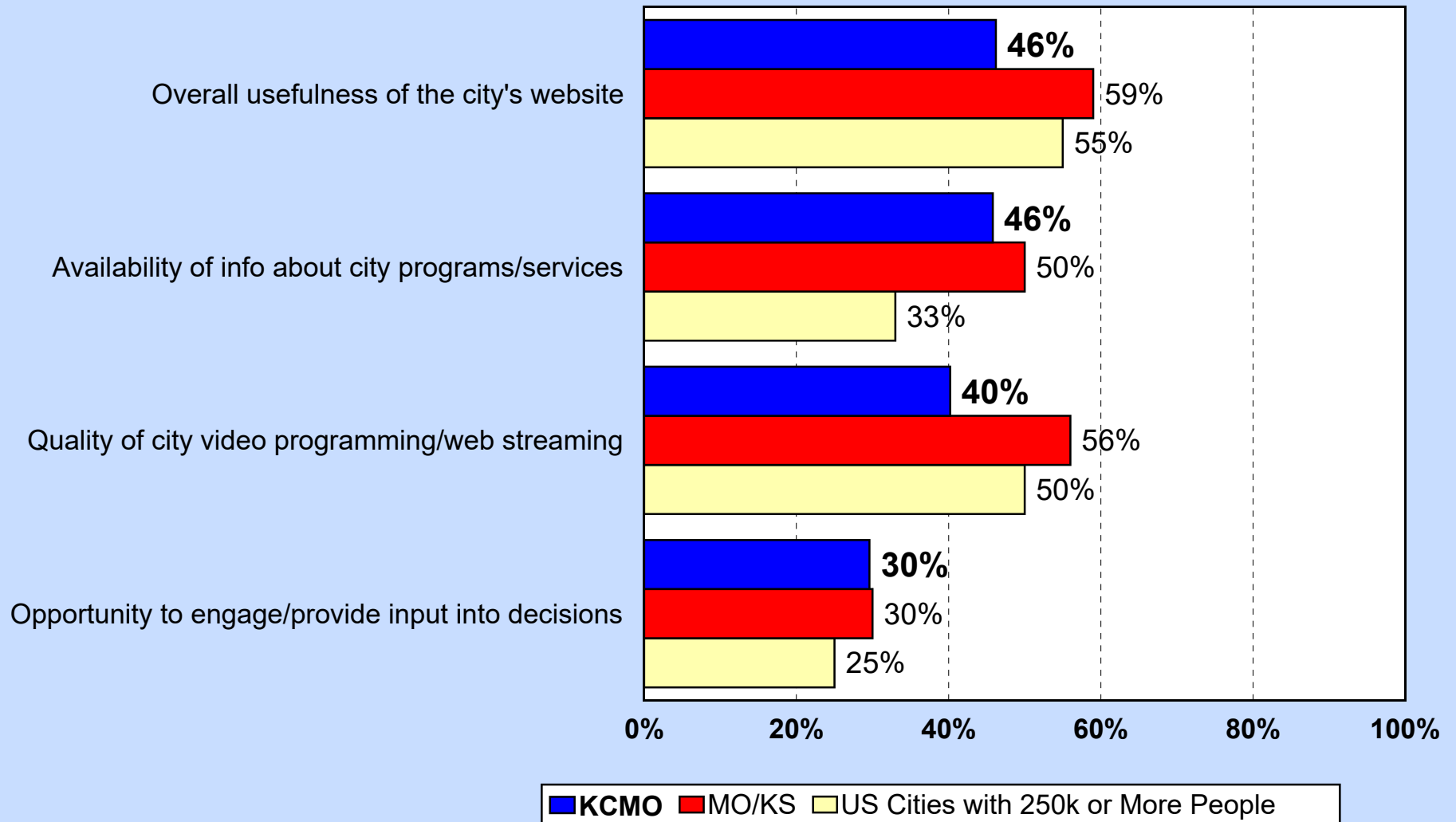


Source: ETC Institute (2019)

# Overall Satisfaction with Communication

## KCMO vs. MO/KS vs. US Cities with 250k or More People

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

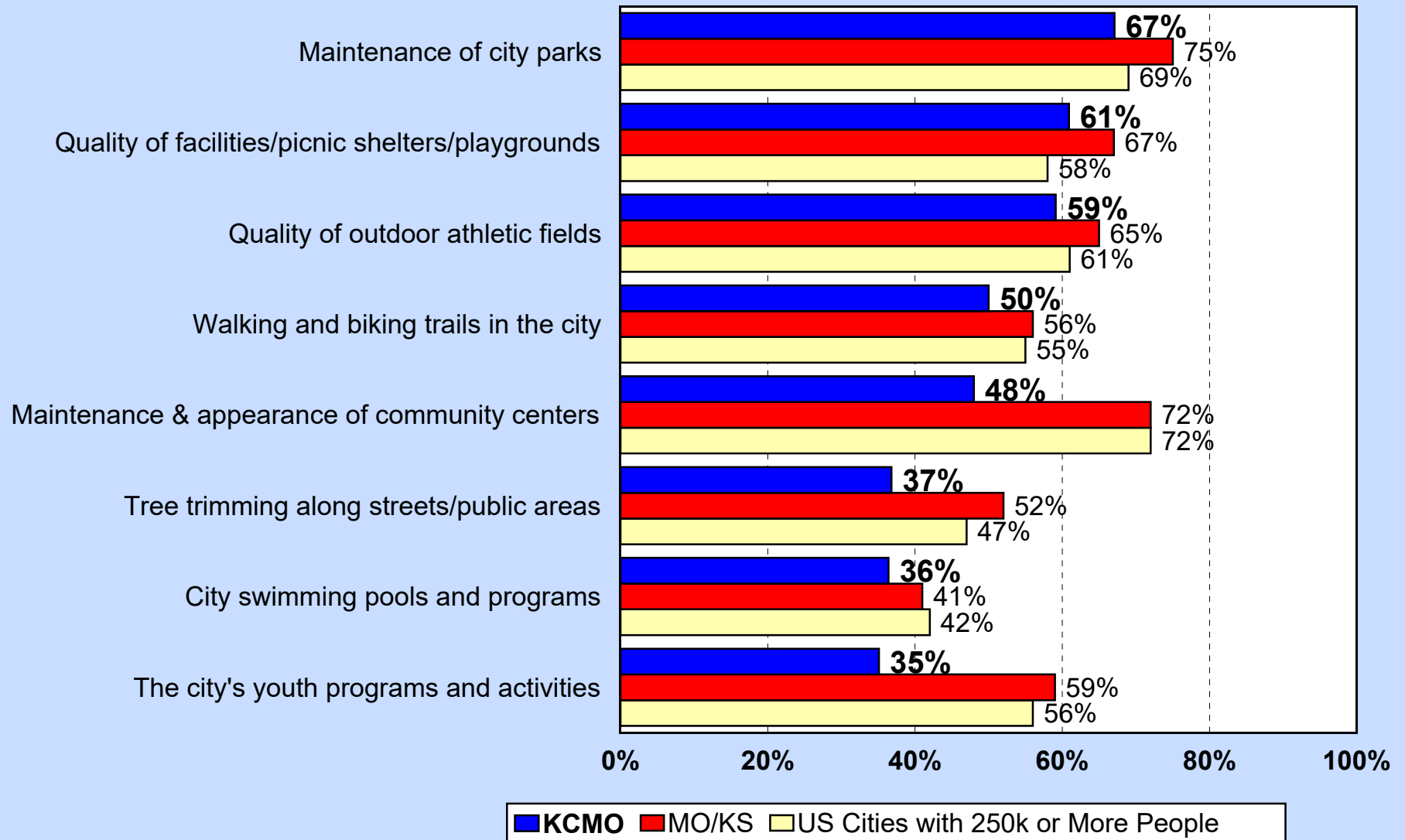


Source: ETC Institute (2019)

# Overall Satisfaction with Parks and Recreation

## KCMO vs. MO/KS vs. US Cities with 250k or More People

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

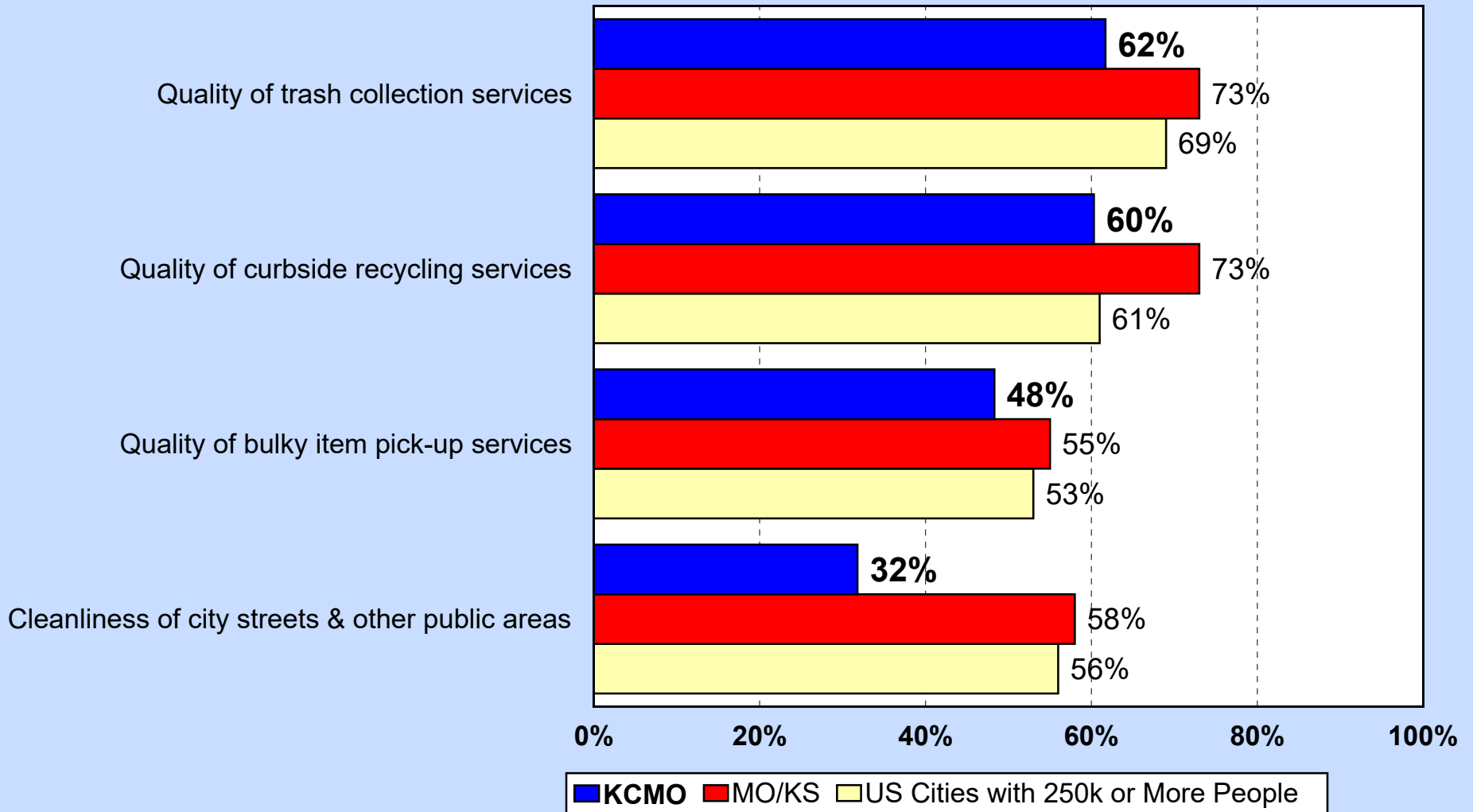


Source: ETC Institute (2019)

# Overall Satisfaction with Solid Waste Services

## KCMO vs. MO/KS vs. US Cities with 250k or More People

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
 where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



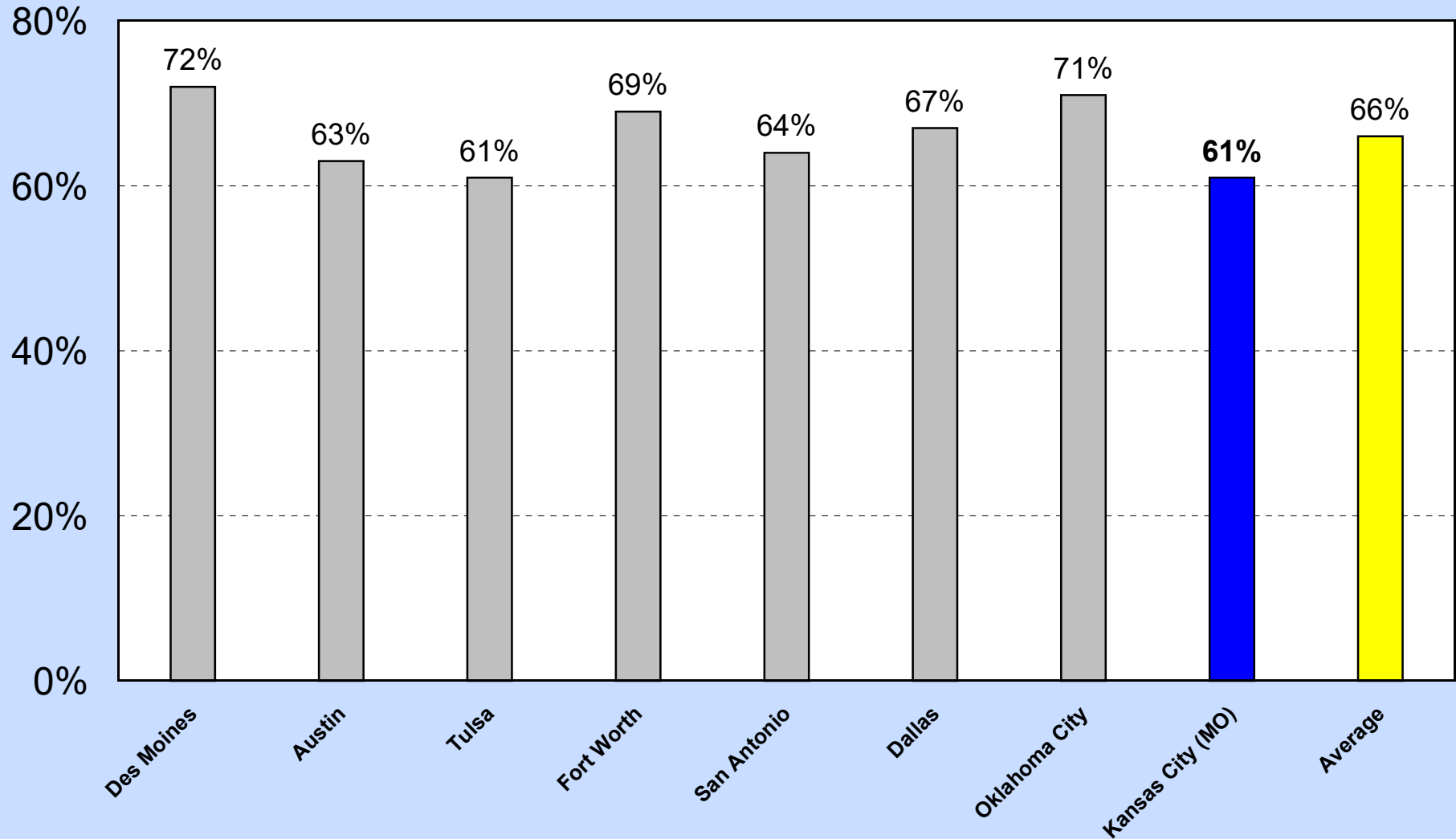
Source: ETC Institute (2019)

# Selected Head-to-Head Comparisons

# Overall Satisfaction With Police Services - 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale  
excluding don't knows

## Central US Large City Regional Benchmarks

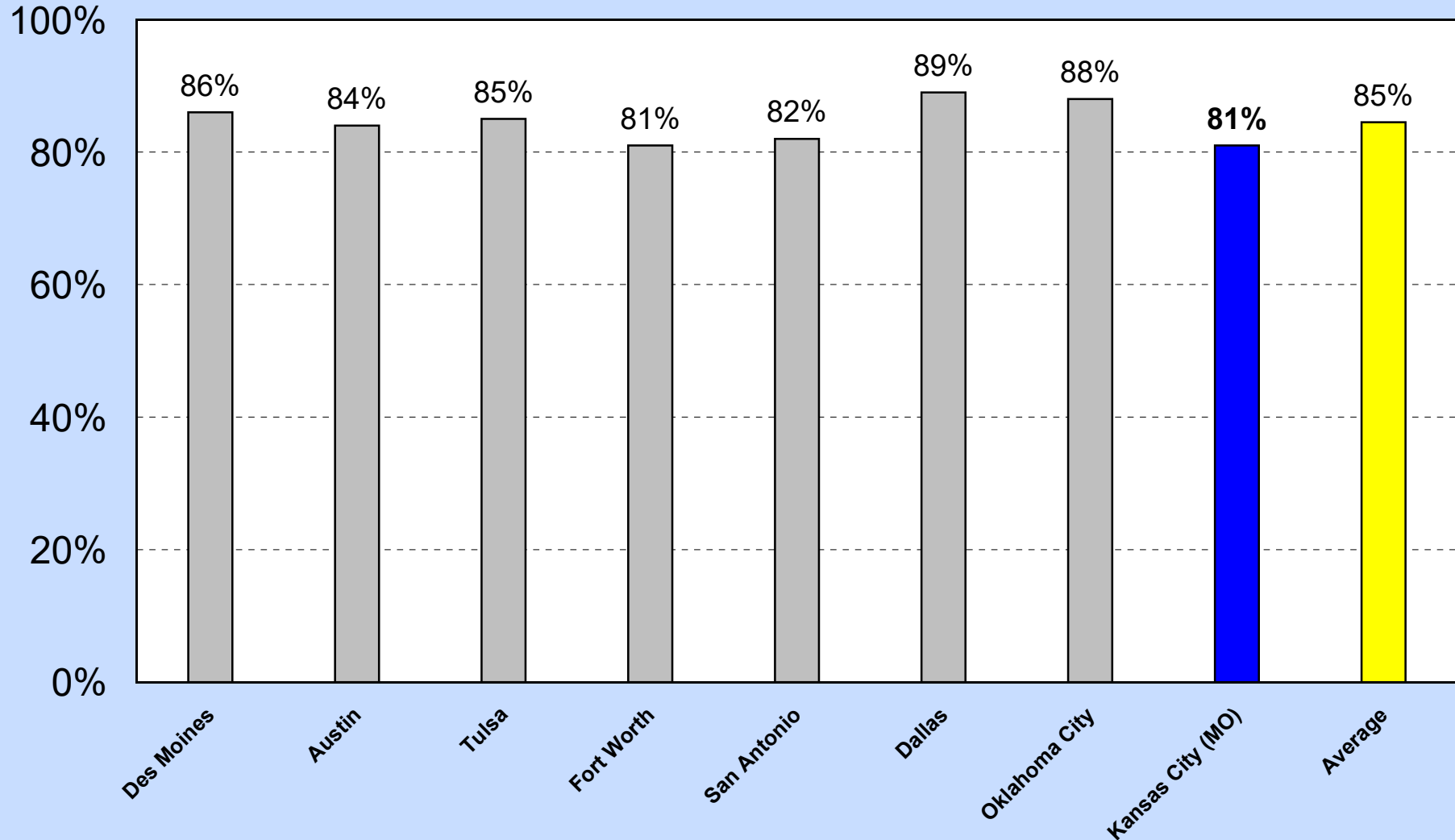


Source: ETC Institute (2019)

# Overall Satisfaction With Fire Protection & Rescue Services - 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale  
excluding don't knows

## Central US Large City Regional Benchmarks

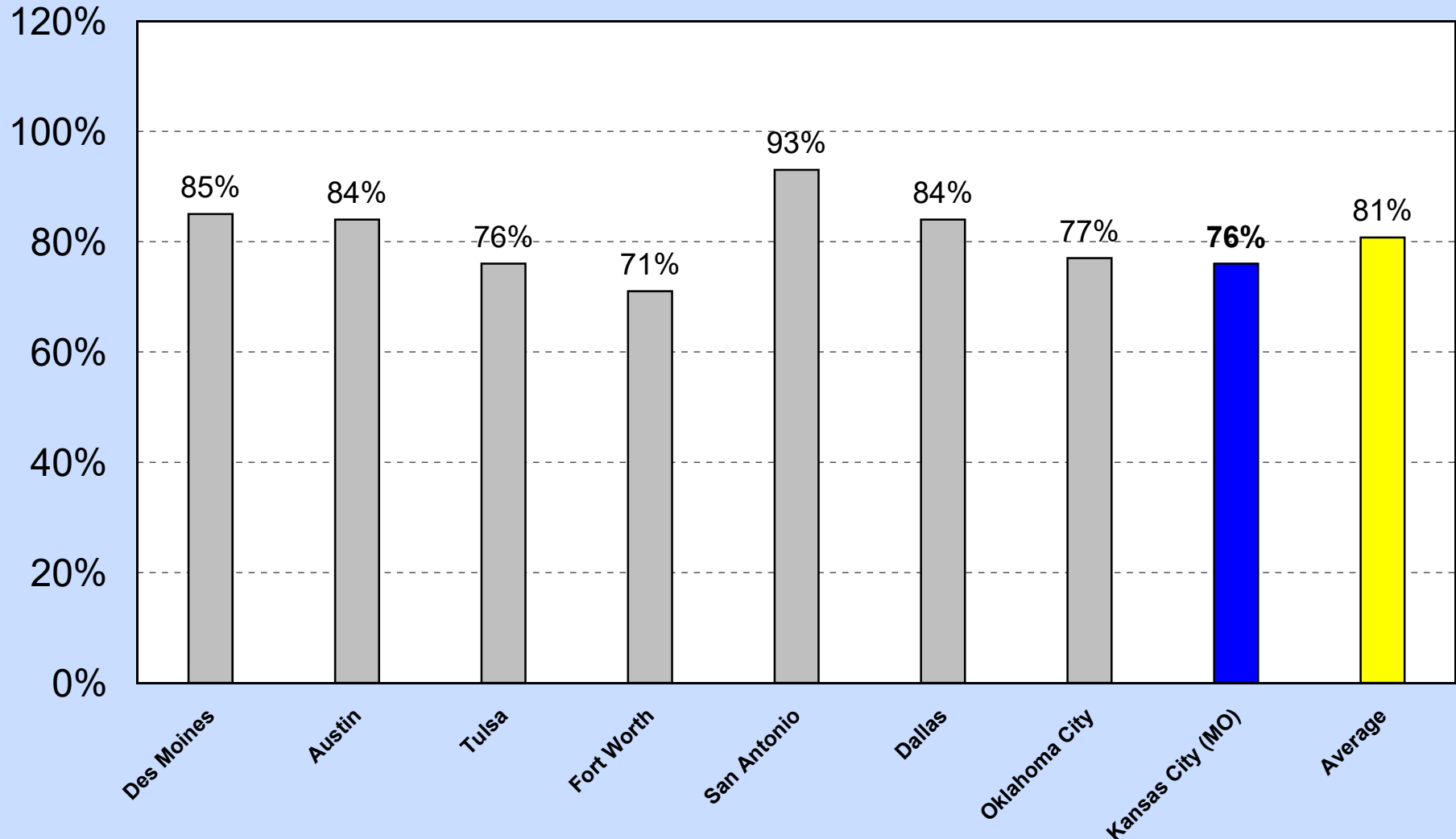


Source: ETC Institute (2019)

# Overall Satisfaction With Ambulance Services - 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale  
excluding don't knows

## Central US Large City Regional Benchmarks



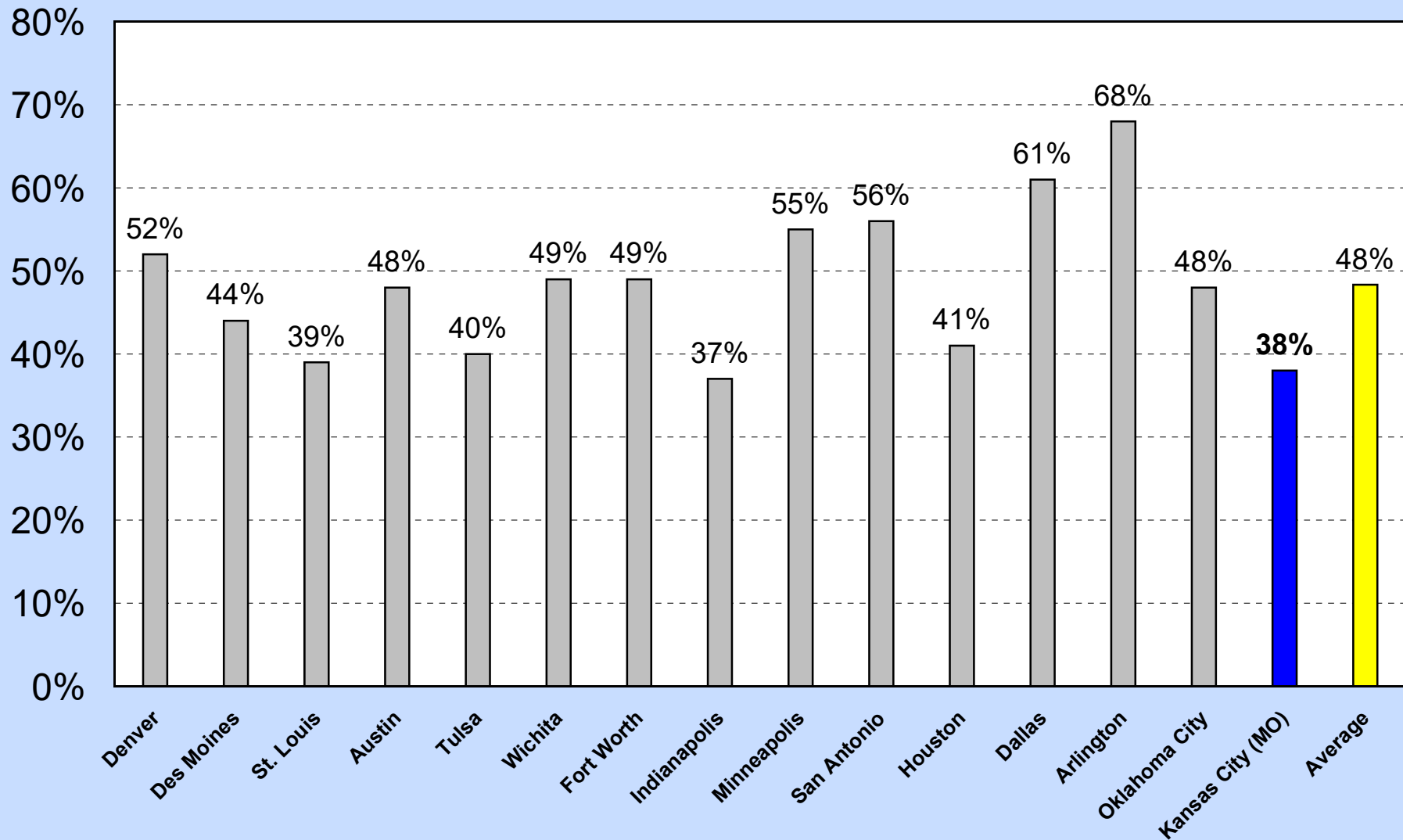
Source: ETC Institute (2019)



# Overall Satisfaction With City Communications - 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale  
excluding don't knows

## Central US Large City Regional Benchmarks

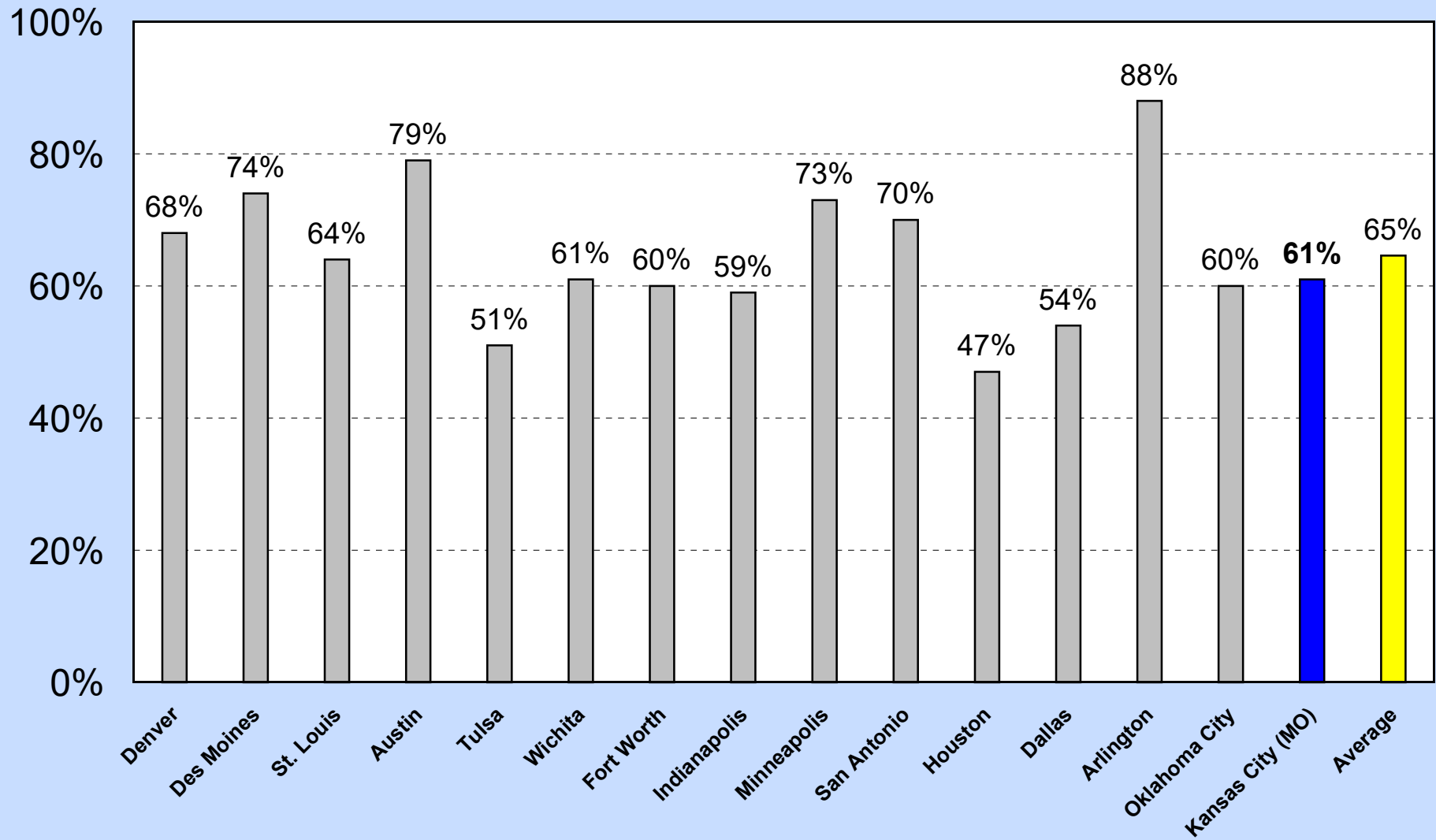


Source: ETC Institute (2019)

# Overall Satisfaction With Parks and Recreation - 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale  
excluding don't knows

## Central US Large City Regional Benchmarks

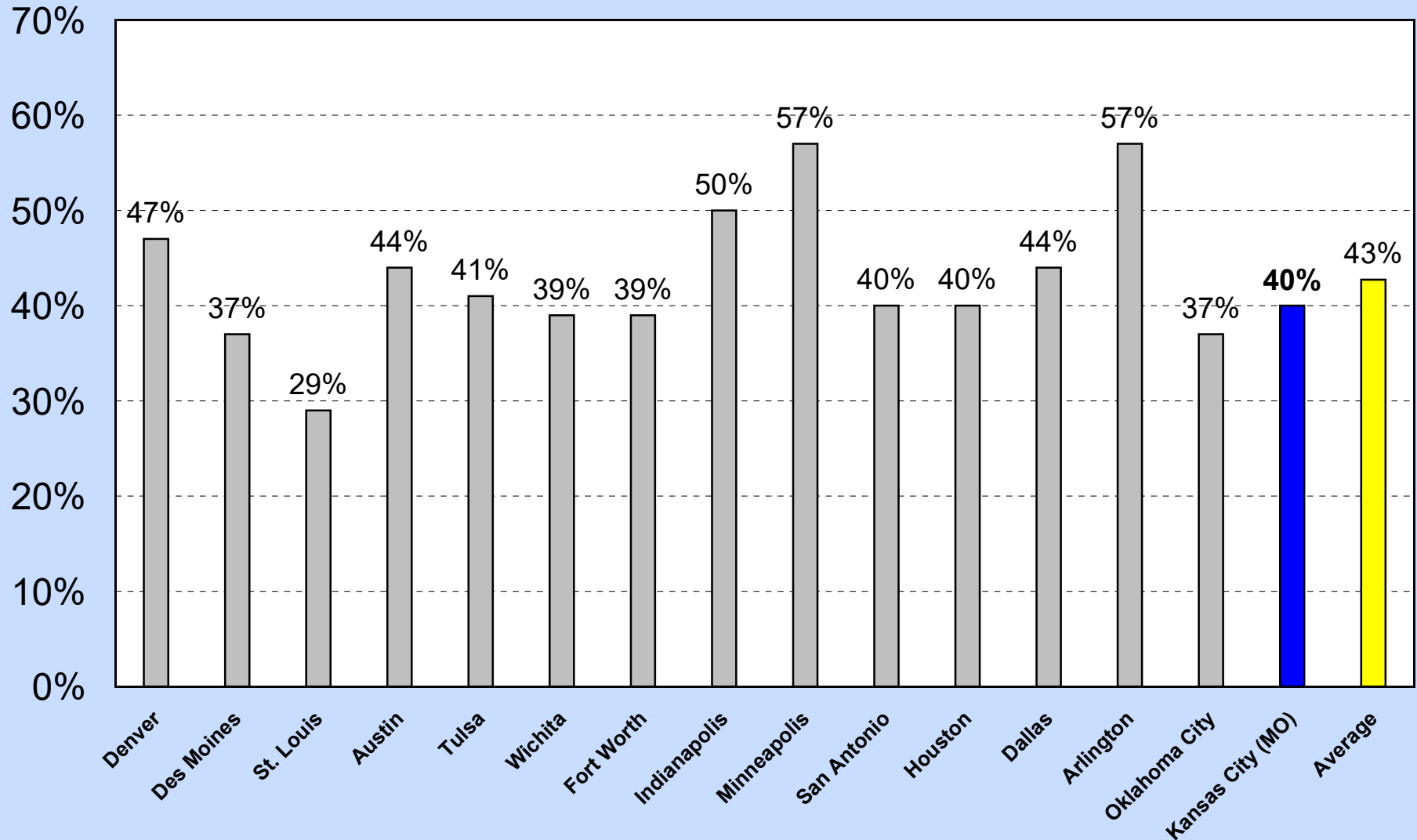


Source: ETC Institute (2019)

# Overall Satisfaction With Neighborhood Services (Code Enforcement) - 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale  
excluding don't knows

## Central US Large City Regional Benchmarks

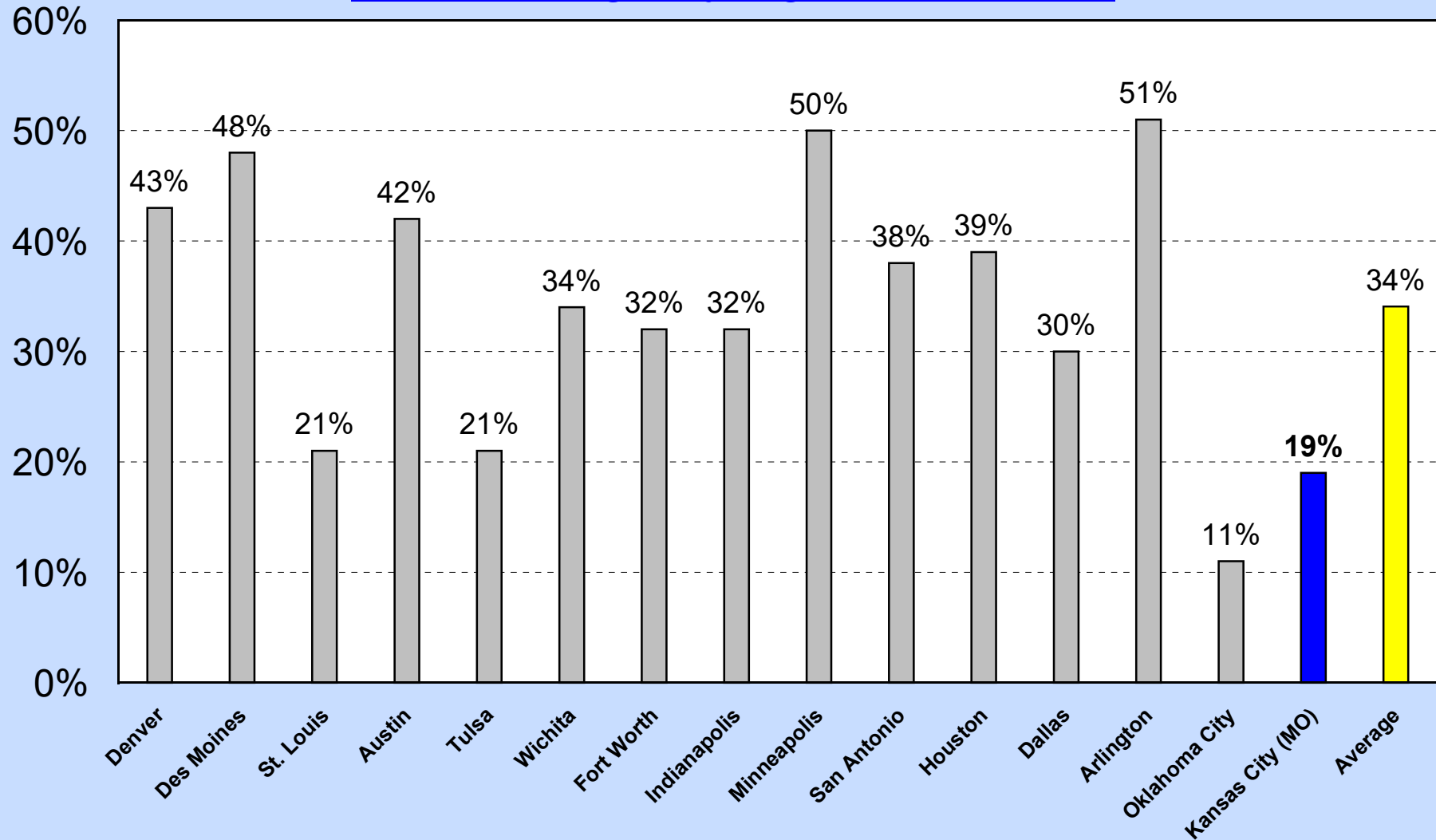


Source: ETC Institute (2019)

# Overall Satisfaction With Maintenance of Streets, Sidewalks and Infrastructure - 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale  
excluding don't knows

## Central US Large City Regional Benchmarks

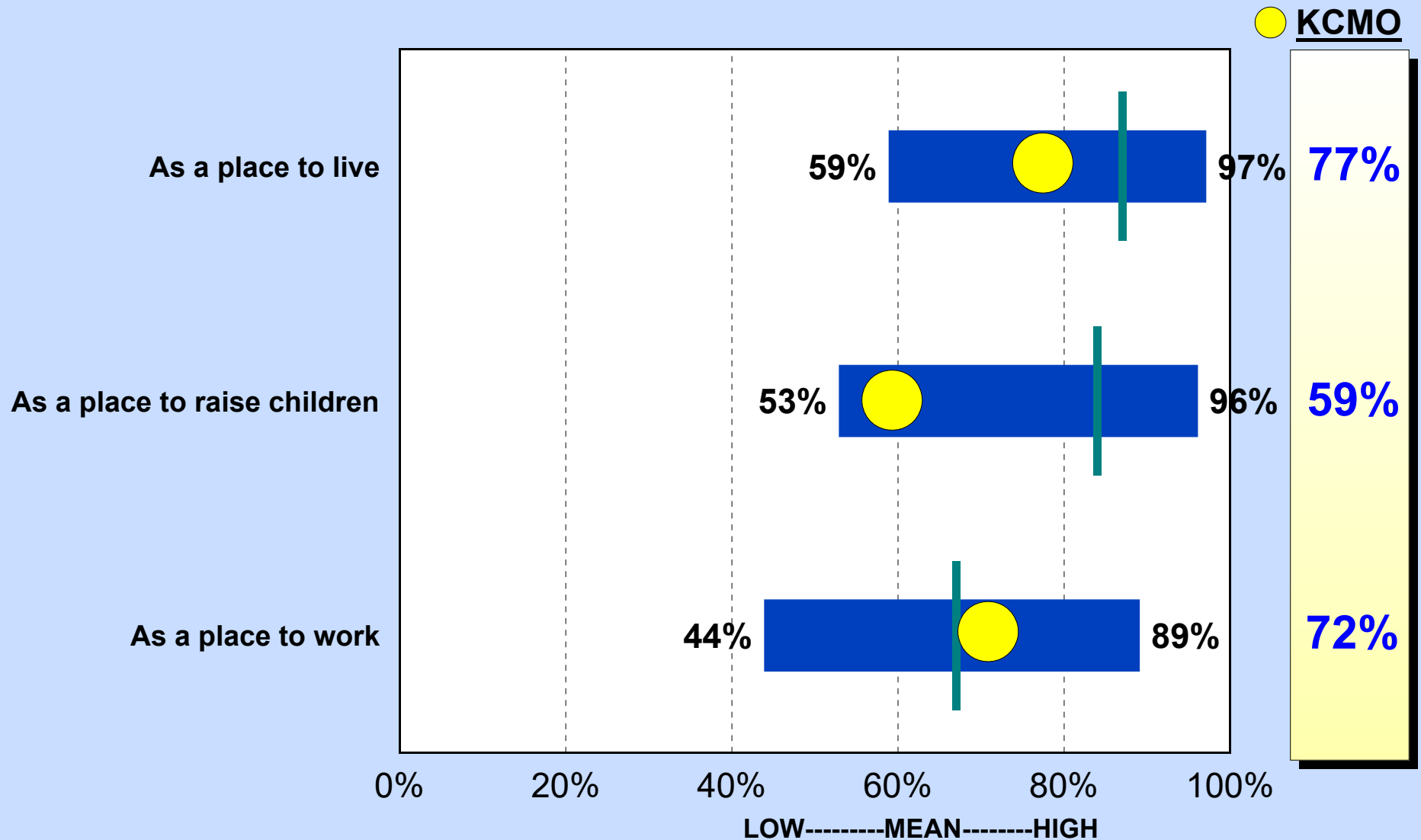


Source: ETC Institute (2019)

# **Metropolitan Kansas City Area Benchmarks**

# Overall Ratings Residents Have of the City in Which They Live in 2019

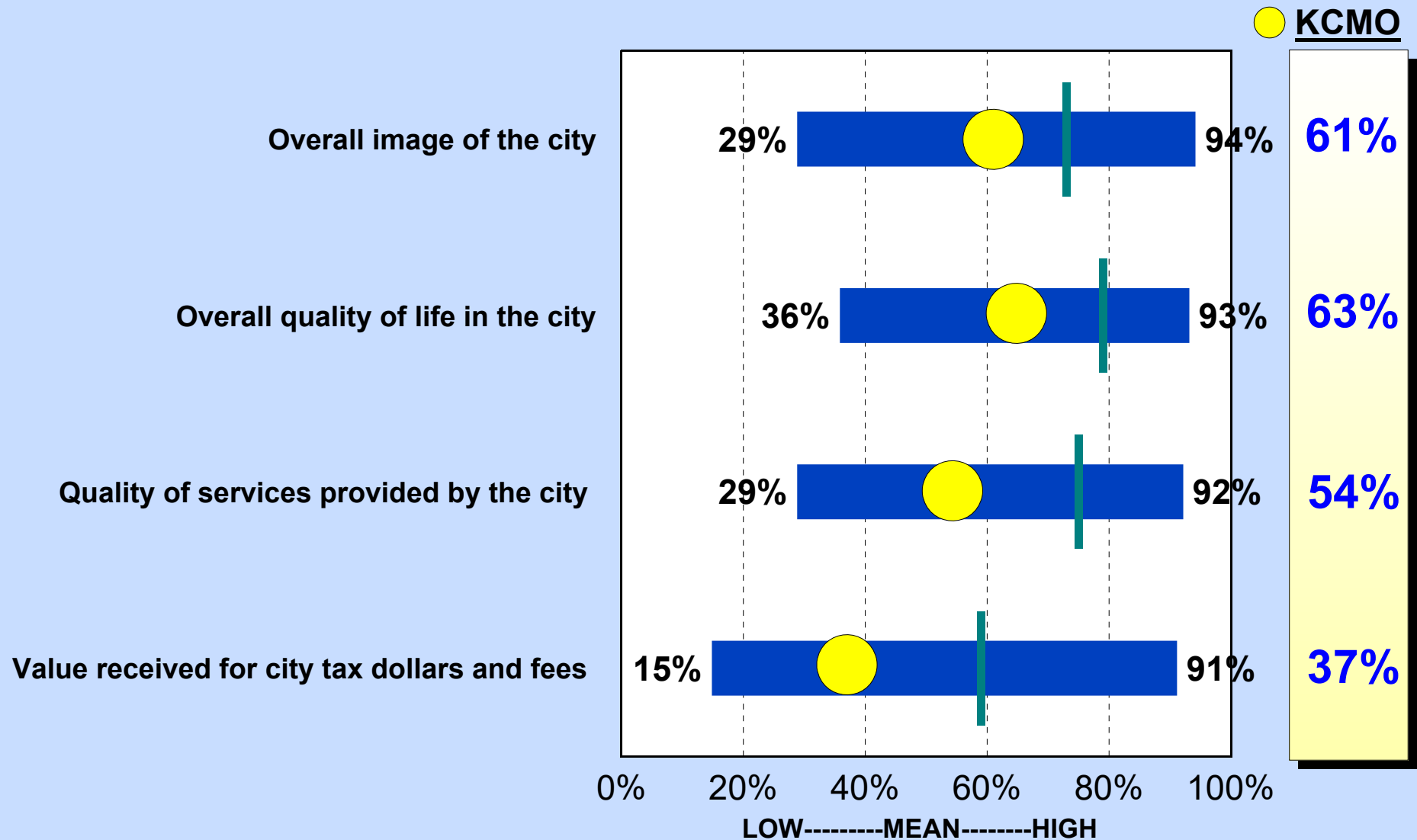
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019)

# Perceptions that Kansas City Area Residents Have of the City in Which They Live in 2019

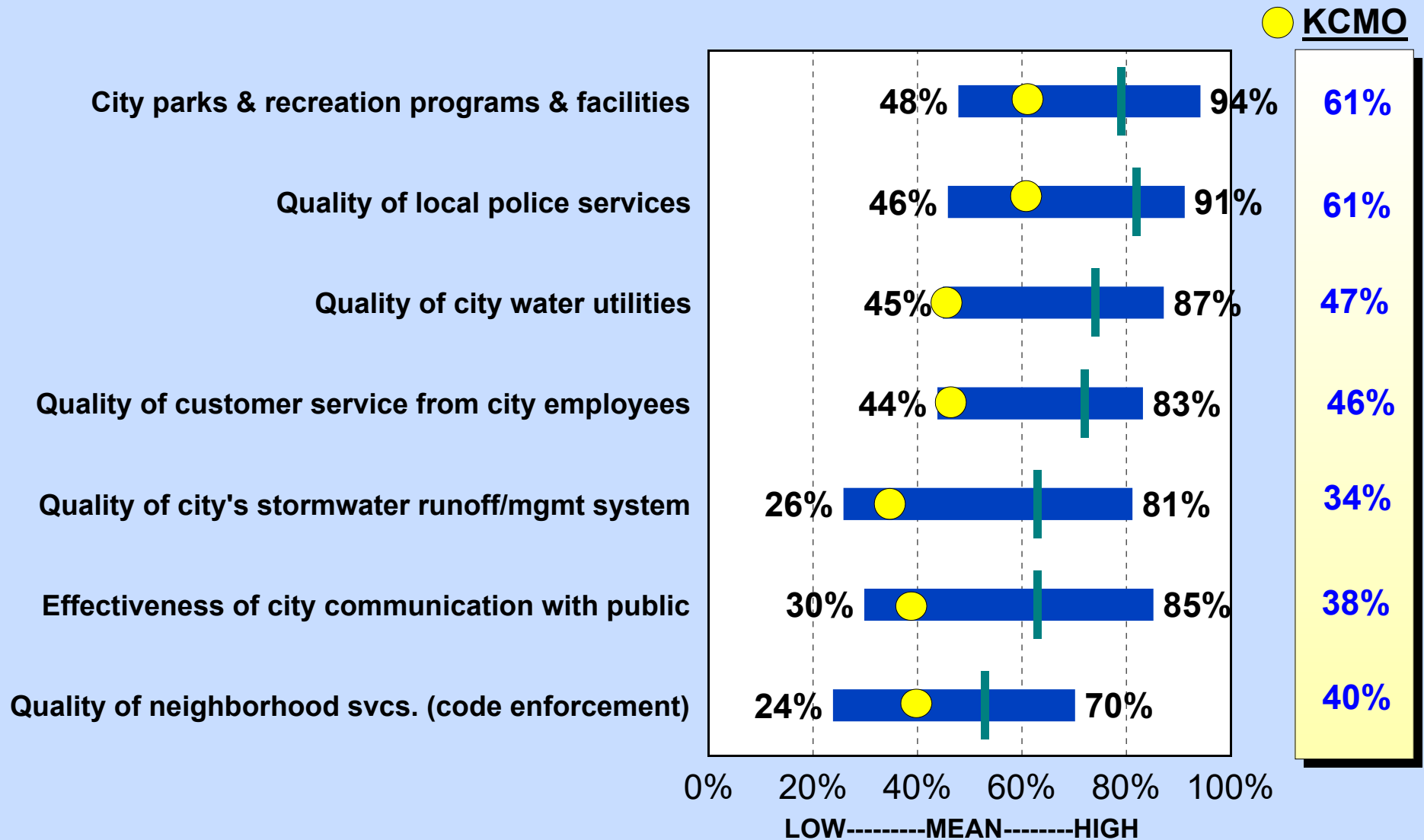
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019)

# Overall Satisfaction With Major Categories of City Services in the Kansas City Area in 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

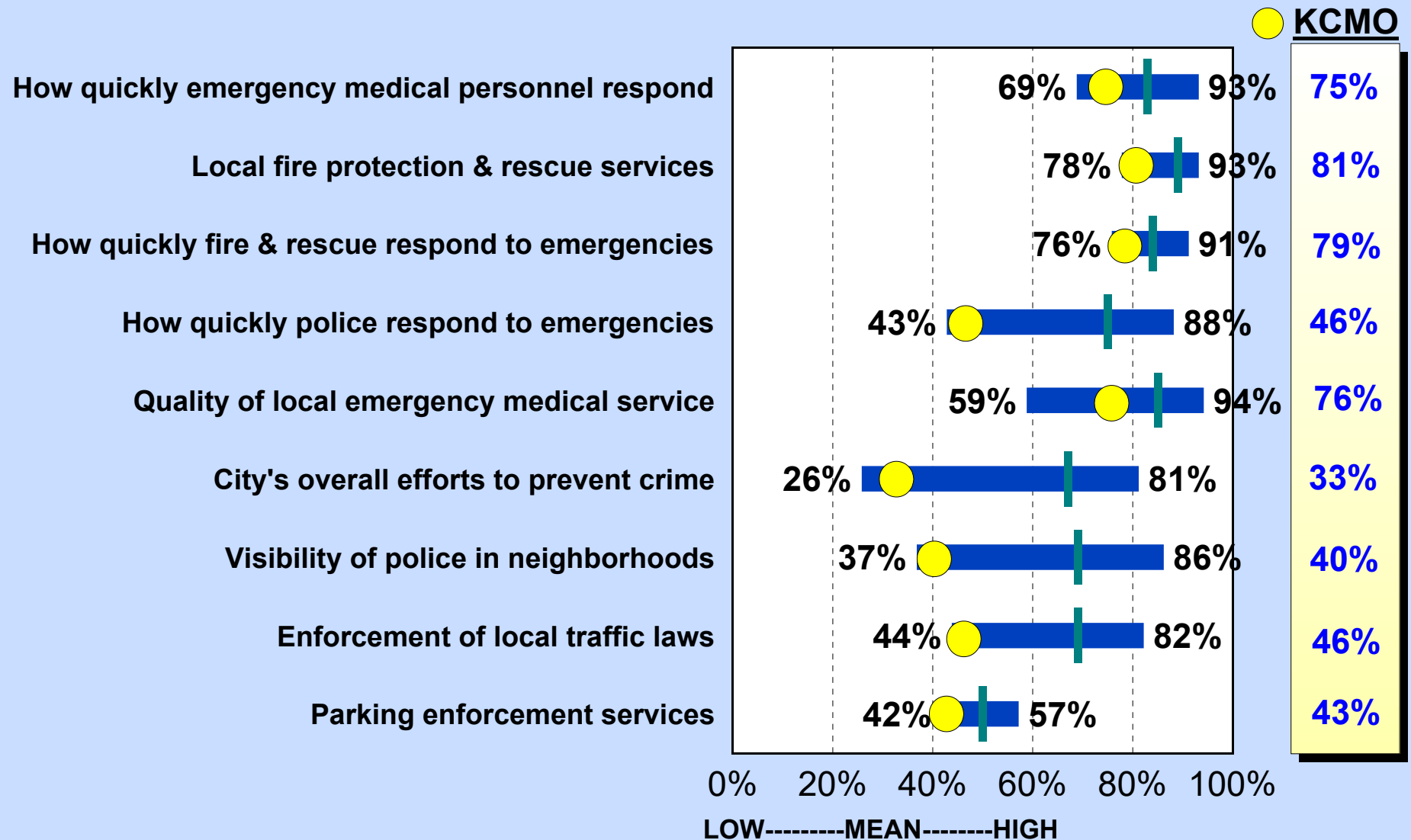


Source: ETC Institute (2019)



# Satisfaction with Various Public Safety Services Provided by Cities in the Kansas City Area in 2019

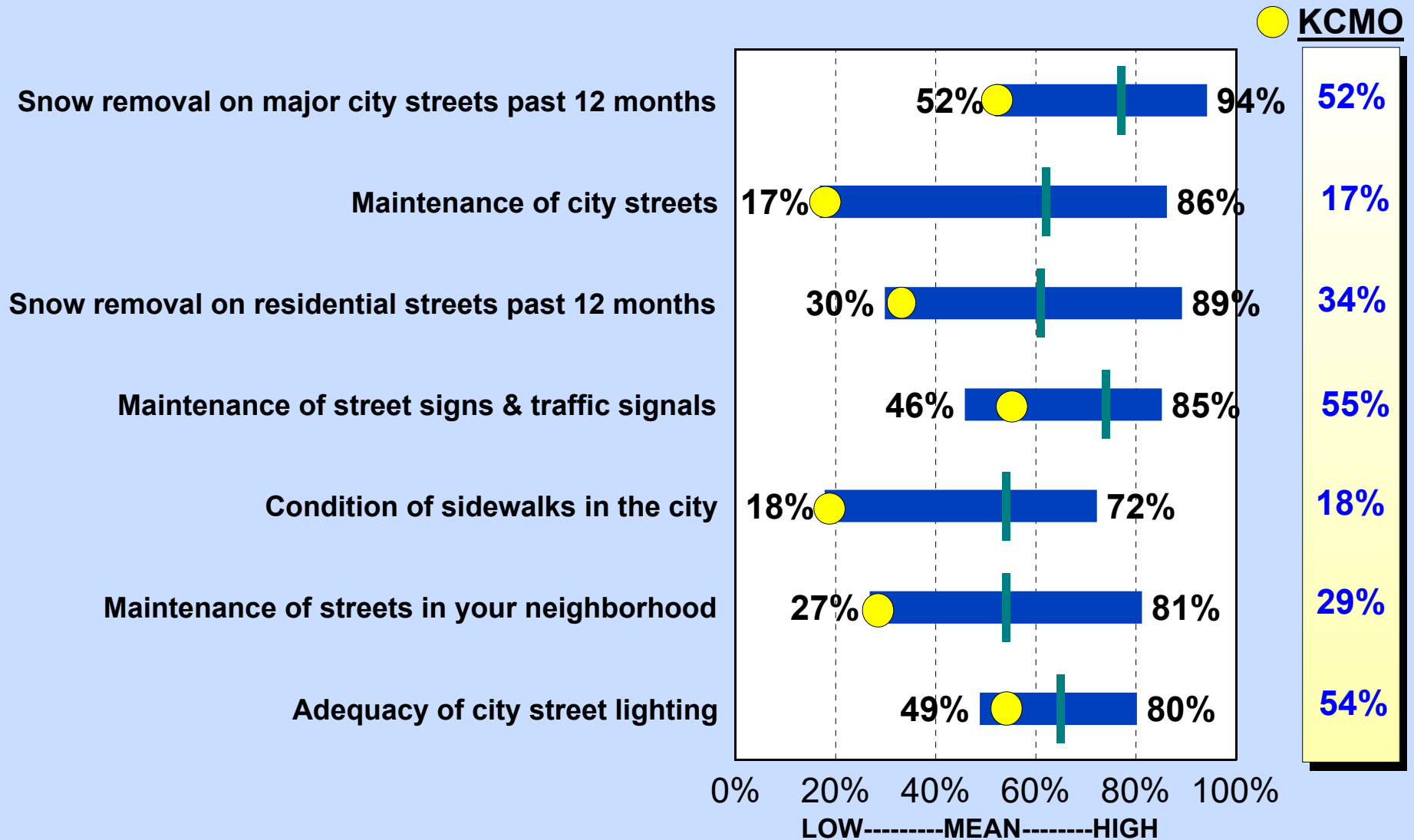
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019)

# Satisfaction with Streets, Sidewalks and Infrastructure Provided by Cities in the Kansas City Area in 2019

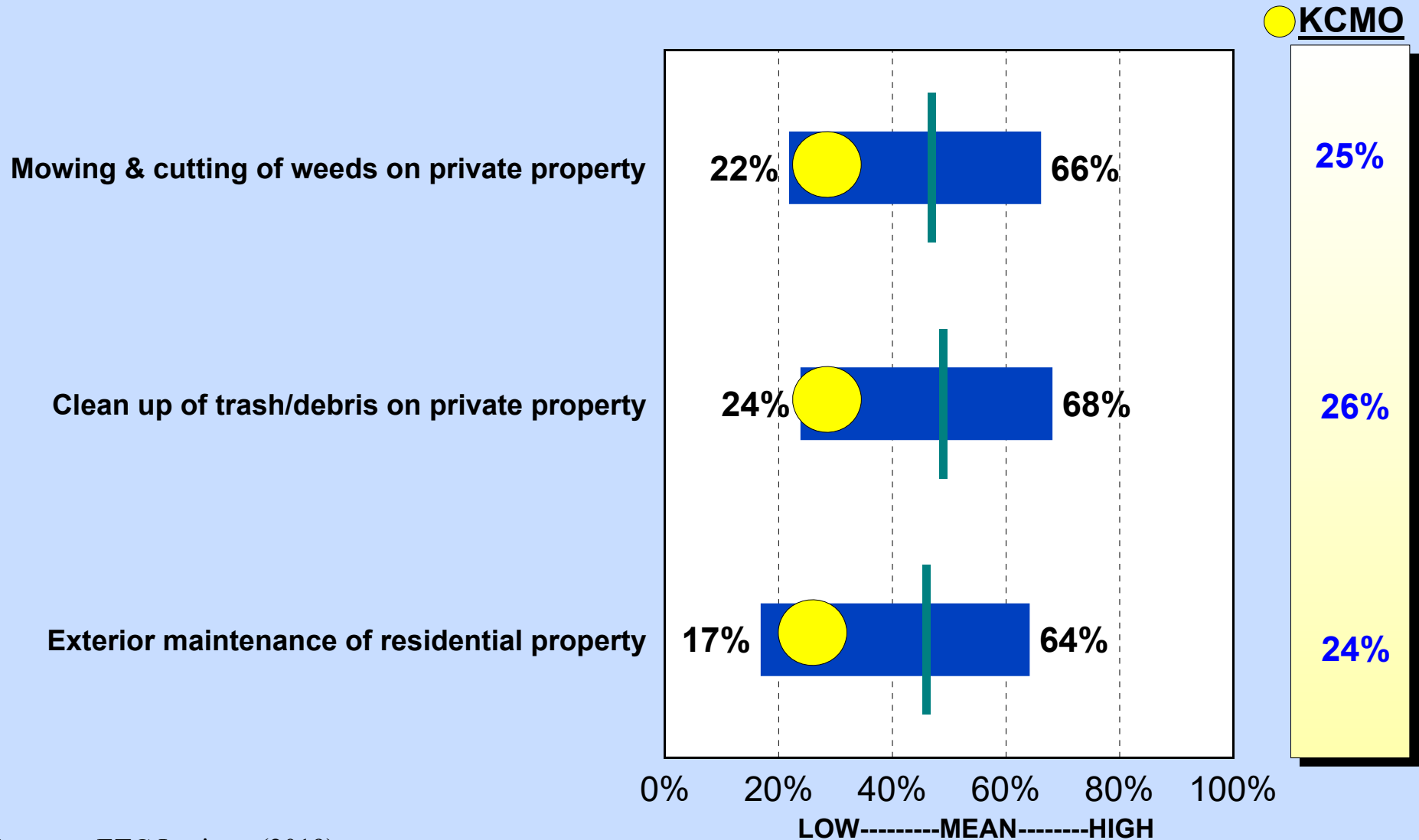
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019)

# Satisfaction with Neighborhood Services Provided by Cities in the Kansas City Area in 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

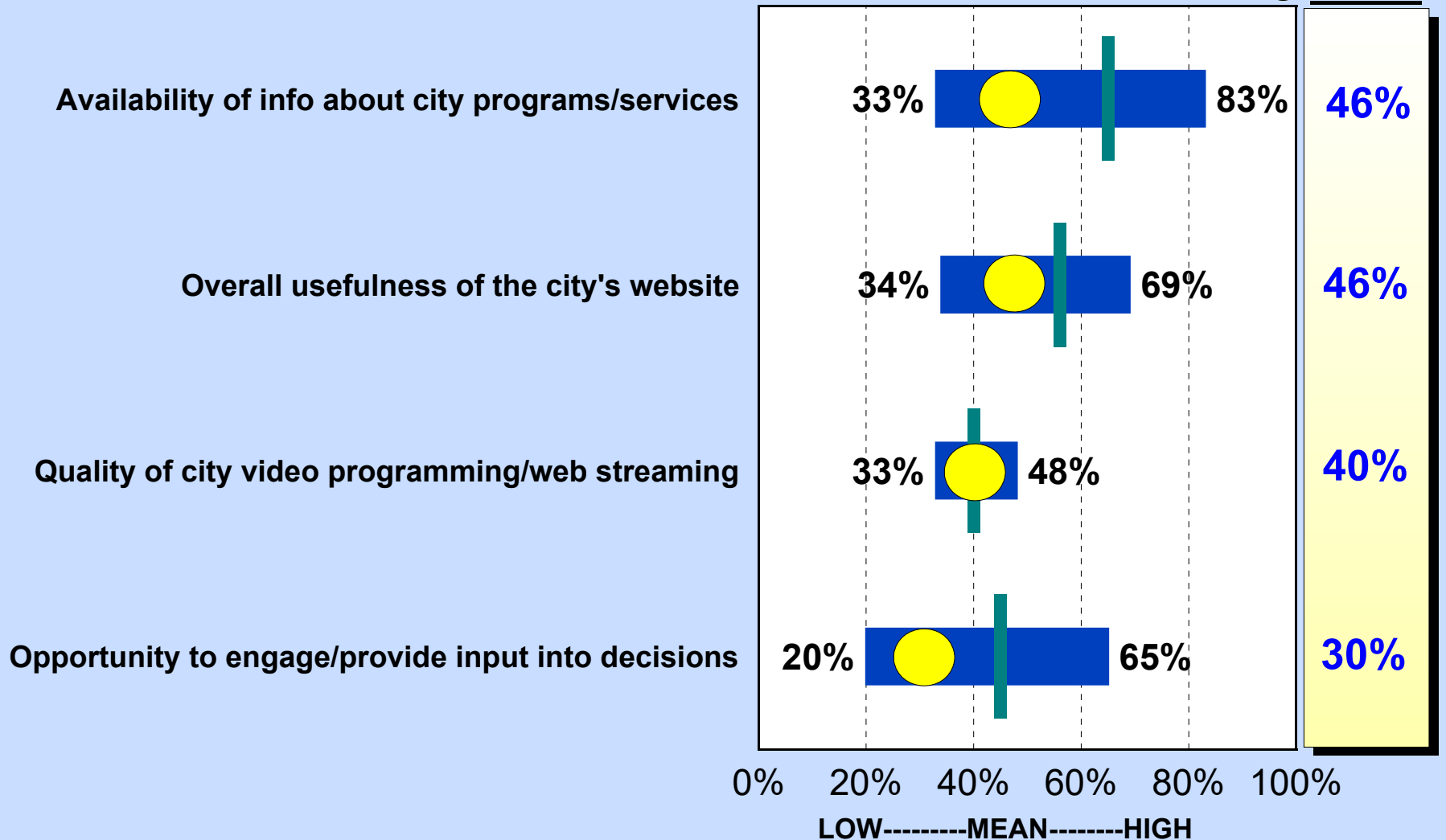


Source: ETC Institute (2019)

# Satisfaction with Various Aspects of City Communications in 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

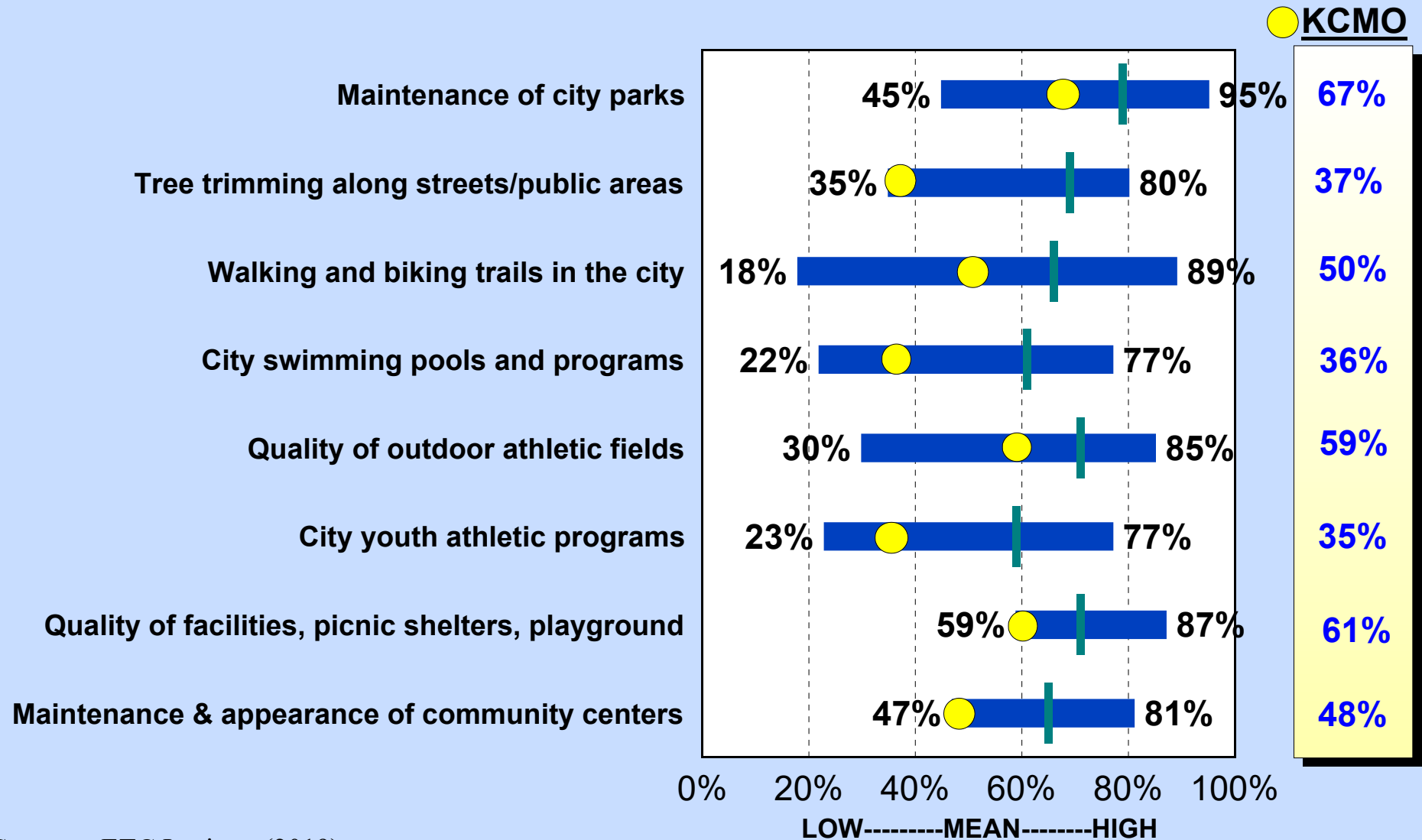
 **KCMO**



Source: ETC Institute (2019)

# Satisfaction with Parks and Recreation Services Provided by Cities in the Kansas City Area in 2019

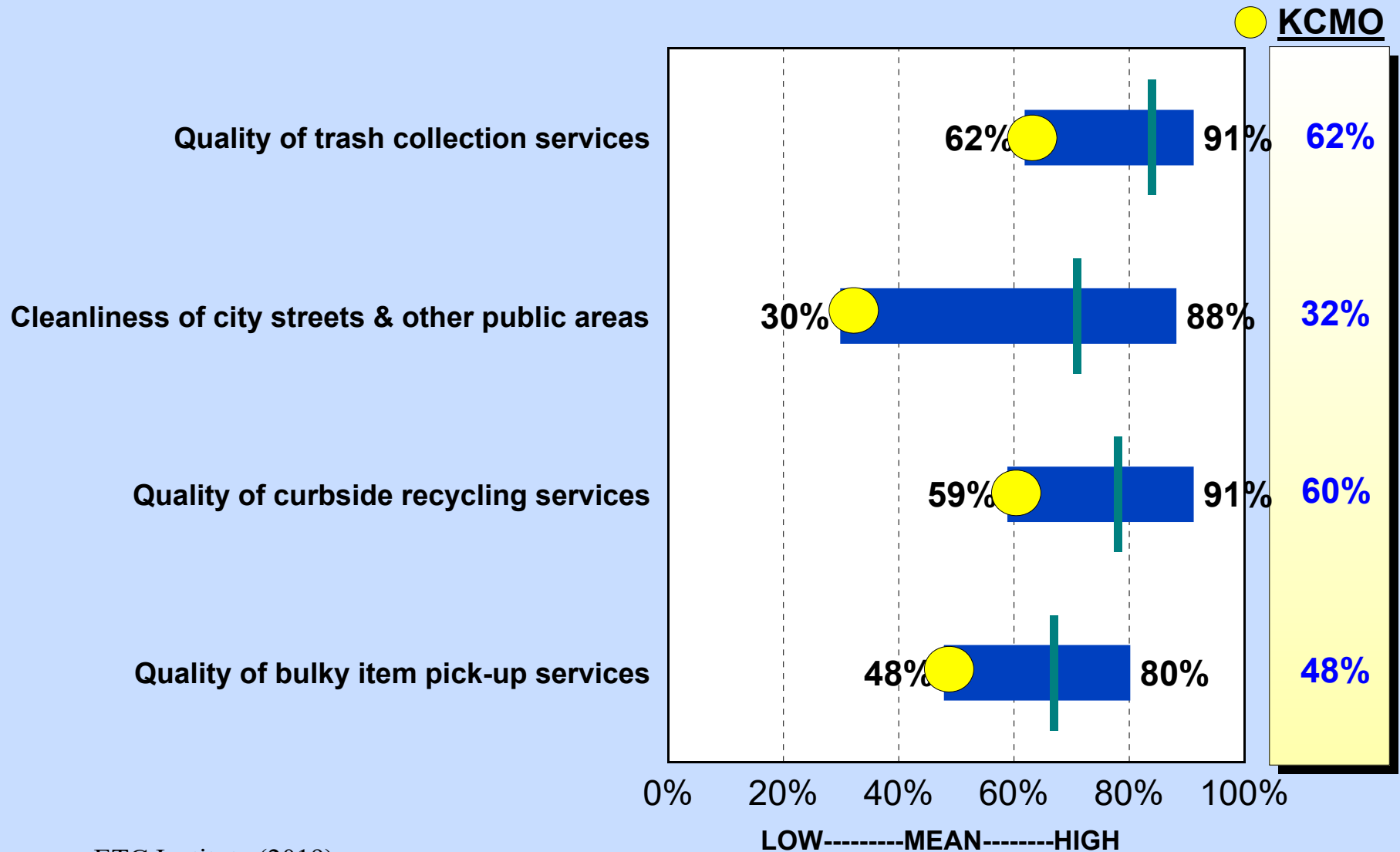
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019)

# Satisfaction with Solid Waste Services by Cities in the Kansas City Area in 2019

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019)

**Section 4:**  
**Tabular Data**

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**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.**

(N=4606)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	24.8%	51.6%	14.5%	5.4%	2.5%	1.1%
Q1-2. As a place to raise children	15.9%	37.1%	21.1%	10.6%	5.3%	10.0%
Q1-3. As a place to work	21.4%	47.4%	18.1%	5.7%	2.8%	4.6%

**WITHOUT "DON'T KNOW"**

**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)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	25.1%	52.2%	14.7%	5.5%	2.6%
Q1-2. As a place to raise children	17.7%	41.2%	23.4%	11.8%	5.9%
Q1-3. As a place to work	22.5%	49.6%	19.0%	6.0%	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.**

(N=4606)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall quality of services provided by City	7.6%	44.2%	25.9%	14.5%	4.7%	3.1%
Q2-2. Overall value you receive for your City tax & fees	5.8%	30.0%	30.0%	21.5%	9.3%	3.4%
Q2-3. Overall image of the City	14.0%	46.1%	24.4%	10.5%	3.2%	1.7%
Q2-4. Overall quality of life in City	14.1%	47.7%	24.0%	9.1%	3.0%	2.1%
Q2-5. Overall feeling of safety in City	5.7%	29.1%	30.2%	23.3%	10.2%	1.5%
Q2-6. How safe you feel in your neighborhood	18.2%	39.5%	21.4%	12.4%	6.8%	1.8%
Q2-7. Overall quality of education system within City	4.8%	17.1%	24.9%	22.4%	18.0%	12.8%
Q2-8. Physical appearance of your neighborhood	14.9%	39.8%	21.5%	14.0%	8.4%	1.4%

**ASKED ALL YEAR**

**WITHOUT "DON'T KNOW"**

**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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall quality of services provided by City	7.8%	45.7%	26.7%	15.0%	4.8%
Q2-2. Overall value you receive for your City tax & fees	6.0%	31.0%	31.1%	22.2%	9.7%
Q2-3. Overall image of the City	14.3%	47.0%	24.9%	10.7%	3.3%
Q2-4. Overall quality of life in City	14.4%	48.7%	24.5%	9.3%	3.1%
Q2-5. Overall feeling of safety in City	5.8%	29.5%	30.6%	23.7%	10.3%
Q2-6. How safe you feel in your neighborhood	18.5%	40.3%	21.8%	12.6%	6.9%
Q2-7. Overall quality of education system within City	5.5%	19.6%	28.5%	25.7%	20.7%
Q2-8. Physical appearance of your neighborhood	15.1%	40.3%	21.8%	14.2%	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.**

(N=4606)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Police services	15.2%	41.8%	22.7%	8.9%	5.0%	6.3%
Q3-2. Fire & ambulance services	22.1%	44.6%	17.2%	2.7%	1.5%	11.9%
Q3-3. Maintenance of City streets, sidewalks, & infrastructure	3.0%	15.4%	23.8%	33.9%	22.6%	1.3%
Q3-4. Solid waste services (e.g. residential trash/recycling collection)	12.1%	37.9%	22.5%	15.0%	10.2%	2.3%
Q3-5. City water utilities	9.8%	36.0%	26.2%	14.7%	10.9%	2.4%
Q3-6. Neighborhood services (e.g. code enforcement, property preservation, animal control)	7.1%	30.0%	31.5%	15.1%	8.9%	7.4%
Q3-7. City parks & recreation programs/facilities	14.2%	42.4%	26.9%	6.2%	2.8%	7.5%
Q3-8. Health Department services	8.3%	29.6%	29.2%	3.5%	2.1%	27.3%
Q3-9. Airport facilities	14.3%	36.6%	24.7%	10.3%	5.8%	8.3%
Q3-10. City's 311 service	13.7%	32.8%	24.6%	6.0%	3.4%	19.6%
Q3-11. Municipal court services	5.4%	19.5%	29.9%	5.4%	2.9%	36.8%
Q3-12. Customer service you receive from City employees	9.8%	30.1%	31.1%	9.2%	5.8%	14.1%
Q3-13. Overall effectiveness of City communication with the public	6.6%	29.0%	37.8%	12.8%	6.4%	7.3%
Q3-14. City's stormwater runoff/stormwater management system	5.5%	24.6%	30.8%	17.2%	11.3%	10.7%
Q3-15. Public transportation	7.9%	26.4%	27.4%	12.0%	6.4%	19.9%

**ASKED ALL YEAR**

**WITHOUT "DON'T KNOW"**

**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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Police services	16.2%	44.6%	24.2%	9.6%	5.4%
Q3-2. Fire & ambulance services	25.1%	50.7%	19.5%	3.1%	1.7%
Q3-3. Maintenance of City streets, sidewalks, & infrastructure	3.1%	15.6%	24.1%	34.4%	22.9%
Q3-4. Solid waste services (e.g. residential trash/recycling collection)	12.4%	38.8%	23.0%	15.4%	10.4%
Q3-5. City water utilities	10.0%	36.9%	26.8%	15.1%	11.1%
Q3-6. Neighborhood services (e.g. code enforcement, property preservation, animal control)	7.6%	32.4%	34.1%	16.3%	9.6%
Q3-7. City parks & recreation programs/facilities	15.4%	45.9%	29.0%	6.7%	3.0%
Q3-8. Health Department services	11.4%	40.7%	40.2%	4.8%	2.9%
Q3-9. Airport facilities	15.5%	39.9%	27.0%	11.2%	6.4%
Q3-10. City's 311 service	17.0%	40.8%	30.5%	7.5%	4.2%
Q3-11. Municipal court services	8.6%	30.9%	47.4%	8.6%	4.5%
Q3-12. Customer service you receive from City employees	11.4%	35.0%	36.2%	10.7%	6.7%
Q3-13. Overall effectiveness of City communication with the public	7.1%	31.3%	40.8%	13.8%	6.9%
Q3-14. City's stormwater runoff/stormwater management system	6.1%	27.5%	34.5%	19.2%	12.6%
Q3-15. Public transportation	9.9%	32.9%	34.2%	15.0%	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?**

<u>Q4. Top choice</u>	<u>Number</u>	<u>Percent</u>
Police services	771	16.7 %
Fire & ambulance services	103	2.2 %
Maintenance of City streets, sidewalks, & infrastructure	1467	31.8 %
Solid waste services (e.g. residential trash/recycling collection)	214	4.6 %
City water utilities	210	4.6 %
Neighborhood services (e.g. code enforcement, property preservation, animal control)	177	3.8 %
City parks & recreation programs/facilities	46	1.0 %
Health Department services	25	0.5 %
Airport facilities	164	3.6 %
City's 311 service	24	0.5 %
Municipal court services	18	0.4 %
Customer service you receive from City employees	39	0.8 %
Overall effectiveness of City communication with the public	36	0.8 %
City's stormwater runoff/stormwater management system	95	2.1 %
Public transportation	219	4.8 %
None chosen	998	21.7 %
Total	4606	100.0 %

**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?**

<u>Q4. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Police services	401	8.7 %
Fire & ambulance services	267	5.8 %
Maintenance of City streets, sidewalks, & infrastructure	742	16.1 %
Solid waste services (e.g. residential trash/recycling collection)	307	6.7 %
City water utilities	255	5.5 %
Neighborhood services (e.g. code enforcement, property preservation, animal control)	339	7.4 %
City parks & recreation programs/facilities	136	3.0 %
Health Department services	52	1.1 %
Airport facilities	224	4.9 %
City's 311 service	62	1.3 %
Municipal court services	30	0.7 %
Customer service you receive from City employees	80	1.7 %
Overall effectiveness of City communication with the public	92	2.0 %
City's stormwater runoff/stormwater management system	233	5.1 %
Public transportation	239	5.2 %
None chosen	1147	24.9 %
Total	4606	100.0 %

**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?**

Q4. 3rd choice	Number	Percent
Police services	291	6.3 %
Fire & ambulance services	143	3.1 %
Maintenance of City streets, sidewalks, & infrastructure	496	10.8 %
Solid waste services (e.g. residential trash/recycling collection)	230	5.0 %
City water utilities	231	5.0 %
Neighborhood services (e.g. code enforcement, property preservation, animal control)	330	7.2 %
City parks & recreation programs/facilities	196	4.3 %
Health Department services	88	1.9 %
Airport facilities	247	5.4 %
City's 311 service	79	1.7 %
Municipal court services	52	1.1 %
Customer service you receive from City employees	125	2.7 %
Overall effectiveness of City communication with the public	199	4.3 %
City's stormwater runoff/stormwater management system	308	6.7 %
Public transportation	306	6.6 %
None chosen	1285	27.9 %
Total	4606	100.0 %

**SUM OF TOP 3 CHOICES**

**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)**

Q4. Sum of top 3 choices	Number	Percent
Police services	1463	31.7 %
Fire & ambulance services	513	11.1 %
Maintenance of City streets, sidewalks, & infrastructure	2705	58.7 %
Solid waste services (e.g. residential trash/recycling collection)	751	16.3 %
City water utilities	696	15.1 %
Neighborhood services (e.g. code enforcement, property preservation, animal control)	846	18.4 %
City parks & recreation programs/facilities	378	8.3 %
Health Department services	165	3.5 %
Airport facilities	635	13.9 %
City's 311 service	165	3.5 %
Municipal court services	100	2.2 %
Customer service you receive from City employees	244	5.2 %
Overall effectiveness of City communication with the public	327	7.1 %
City's stormwater runoff/stormwater management system	636	13.9 %
Public transportation	764	16.6 %
None chosen	998	21.7 %
Total	11386	

**ASKED ALL YEAR**

**Q5. POLICE SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

(N=4606)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Effectiveness of local police protection	11.8%	39.6%	25.4%	10.4%	4.8%	8.0%
Q5-2. Visibility of police in neighborhoods	9.1%	29.5%	30.2%	19.0%	8.2%	4.0%
Q5-3. City's overall efforts to prevent crime	6.7%	24.1%	31.1%	21.2%	10.4%	6.6%
Q5-4. Enforcement of local traffic laws	8.5%	34.0%	32.3%	11.7%	6.8%	6.8%
Q5-5. Parking enforcement services	6.9%	28.6%	33.7%	7.8%	5.0%	17.9%
Q5-6. How quickly police respond to emergencies	10.4%	26.6%	23.4%	11.2%	8.4%	20.0%

**WITHOUT "DON'T KNOW"**

**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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Effectiveness of local police protection	12.8%	43.1%	27.6%	11.3%	5.2%
Q5-2. Visibility of police in neighborhoods	9.5%	30.7%	31.4%	19.8%	8.6%
Q5-3. City's overall efforts to prevent crime	7.1%	25.8%	33.3%	22.7%	11.1%
Q5-4. Enforcement of local traffic laws	9.1%	36.5%	34.7%	12.5%	7.2%
Q5-5. Parking enforcement services	8.5%	34.8%	41.1%	9.5%	6.1%
Q5-6. How quickly police respond to emergencies	13.0%	33.3%	29.2%	14.0%	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?**

Q6. Top choice	Number	Percent
Effectiveness of local police protection	667	14.5 %
Visibility of police in neighborhoods	935	20.3 %
City's overall efforts to prevent crime	1414	30.7 %
Enforcement of local traffic laws	201	4.4 %
Parking enforcement services	79	1.7 %
How quickly police respond to emergencies	692	15.0 %
None chosen	618	13.4 %
Total	4606	100.0 %

**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?**

Q6. 2nd choice	Number	Percent
Effectiveness of local police protection	705	15.3 %
Visibility of police in neighborhoods	942	20.5 %
City's overall efforts to prevent crime	994	21.6 %
Enforcement of local traffic laws	322	7.0 %
Parking enforcement services	130	2.8 %
How quickly police respond to emergencies	730	15.8 %
None chosen	783	17.0 %
Total	4606	100.0 %

**SUM OF TOP 2 CHOICES**

**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)**

Q6. Sum of top 2 choices	Number	Percent
Effectiveness of local police protection	1372	29.8 %
Visibility of police in neighborhoods	1877	40.8 %
City's overall efforts to prevent crime	2408	52.3 %
Enforcement of local traffic laws	523	11.4 %
Parking enforcement services	209	4.5 %
How quickly police respond to emergencies	1422	30.8 %
None chosen	618	13.4 %
Total	8429	



**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.**

(N=4606)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Overall quality of local fire protection & rescue services	23.7%	41.5%	13.5%	1.2%	0.7%	19.3%
Q7-2. How quickly fire & rescue personnel respond to emergencies	24.7%	35.9%	13.2%	1.9%	0.8%	23.5%
Q7-3. Quality of local emergency medical service	20.6%	36.6%	16.1%	1.6%	0.8%	24.3%
Q7-4. How quickly emergency medical personnel respond to emergencies	21.6%	34.7%	15.1%	2.4%	1.1%	25.1%

**WITHOUT "DON'T KNOW"**

**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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall quality of local fire protection & rescue services	29.4%	51.5%	16.8%	1.5%	0.9%
Q7-2. How quickly fire & rescue personnel respond to emergencies	32.3%	46.9%	17.3%	2.5%	1.1%
Q7-3. Quality of local emergency medical service	27.2%	48.3%	21.3%	2.1%	1.1%
Q7-4. How quickly emergency medical personnel respond to emergencies	28.9%	46.3%	20.2%	3.2%	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?**

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local fire protection & rescue services	873	19.0 %
How quickly fire & rescue personnel respond to emergencies	1030	22.4 %
Quality of local emergency medical service	556	12.1 %
How quickly emergency medical personnel respond to emergencies	724	15.7 %
None chosen	1423	30.9 %
Total	4606	100.0 %

**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?**

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local fire protection & rescue services	465	10.1 %
How quickly fire & rescue personnel respond to emergencies	769	16.7 %
Quality of local emergency medical service	682	14.8 %
How quickly emergency medical personnel respond to emergencies	1110	24.1 %
None chosen	1580	34.3 %
Total	4606	100.0 %

**SUM OF TOP 2 CHOICES**

**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)**

<u>Q8. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local fire protection & rescue services	1338	29.1 %
How quickly fire & rescue personnel respond to emergencies	1799	39.1 %
Quality of local emergency medical service	1238	26.9 %
How quickly emergency medical personnel respond to emergencies	1834	39.8 %
None chosen	1423	30.9 %
Total	7632	

**ASKED ALL YEAR**

**Q9. STREETS, SIDEWALKS, AND INFRASTRUCTURE. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

(N=4606)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Maintenance of City streets	1.8%	14.5%	21.9%	35.1%	24.4%	2.3%
Q9-2. Maintenance of streets in your neighborhood	4.2%	24.2%	21.5%	27.6%	20.8%	1.7%
Q9-3. Condition of sidewalks in City	2.1%	14.9%	29.9%	29.8%	17.6%	5.7%
Q9-4. Condition of sidewalks in your neighborhood	5.3%	22.8%	22.1%	21.8%	21.1%	6.9%
Q9-5. Maintenance of street signs & traffic signals	8.7%	44.3%	29.9%	8.6%	5.4%	3.1%
Q9-6. Snow removal on major City streets during past 12 months	10.6%	40.0%	21.6%	13.2%	11.1%	3.6%
Q9-7. Snow removal on residential streets during past 12 months	6.7%	25.9%	22.1%	21.3%	19.9%	4.1%
Q9-8. Adequacy of City street lighting	10.6%	42.3%	26.3%	12.6%	5.8%	2.4%
Q9-9. Accessibility of streets, sidewalks, & buildings for people with disabilities	5.8%	22.8%	27.8%	12.7%	9.0%	21.9%
Q9-10. On-street bicycle infrastructure (bike lanes/wayfinding signs)	5.1%	17.7%	32.8%	16.0%	10.4%	17.9%

**ASKED ALL YEAR**

**WITHOUT "DON'T KNOW"**

**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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Maintenance of City streets	1.8%	14.8%	22.4%	36.0%	24.9%
Q9-2. Maintenance of streets in your neighborhood	4.3%	24.6%	21.8%	28.0%	21.2%
Q9-3. Condition of sidewalks in City	2.3%	15.8%	31.7%	31.6%	18.6%
Q9-4. Condition of sidewalks in your neighborhood	5.6%	24.5%	23.7%	23.5%	22.7%
Q9-5. Maintenance of street signs & traffic signals	9.0%	45.7%	30.9%	8.8%	5.6%
Q9-6. Snow removal on major City streets during past 12 months	10.9%	41.5%	22.4%	13.7%	11.5%
Q9-7. Snow removal on residential streets during past 12 months	7.0%	27.0%	23.1%	22.2%	20.7%
Q9-8. Adequacy of City street lighting	10.9%	43.4%	26.9%	12.9%	5.9%
Q9-9. Accessibility of streets, sidewalks, & buildings for people with disabilities	7.4%	29.1%	35.5%	16.3%	11.6%
Q9-10. On-street bicycle infrastructure (bike lanes/wayfinding signs)	6.2%	21.6%	39.9%	19.6%	12.7%

**ASKED ALL YEAR**

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

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	1881	40.8 %
Maintenance of streets in your neighborhood	487	10.6 %
Condition of sidewalks in City	254	5.5 %
Condition of sidewalks in your neighborhood	338	7.3 %
Maintenance of street signs & traffic signals	62	1.3 %
Snow removal on major City streets during past 12 months	153	3.3 %
Snow removal on residential streets during past 12 months	362	7.9 %
Adequacy of City street lighting	117	2.5 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	213	4.6 %
On-street bicycle infrastructure (bike lanes/wayfinding signs)	188	4.1 %
None chosen	551	12.0 %
Total	4606	100.0 %

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

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	498	10.8 %
Maintenance of streets in your neighborhood	595	12.9 %
Condition of sidewalks in City	617	13.4 %
Condition of sidewalks in your neighborhood	392	8.5 %
Maintenance of street signs & traffic signals	129	2.8 %
Snow removal on major City streets during past 12 months	279	6.1 %
Snow removal on residential streets during past 12 months	653	14.2 %
Adequacy of City street lighting	233	5.1 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	232	5.0 %
On-street bicycle infrastructure (bike lanes/wayfinding signs)	296	6.4 %
None chosen	682	14.8 %
Total	4606	100.0 %

**ASKED ALL YEAR**

**SUM OF TOP 2 CHOICES**

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

<u>Q10. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	2379	51.6 %
Maintenance of streets in your neighborhood	1082	23.5 %
Condition of sidewalks in City	871	18.9 %
Condition of sidewalks in your neighborhood	730	15.8 %
Maintenance of street signs & traffic signals	191	4.1 %
Snow removal on major City streets during past 12 months	432	9.4 %
Snow removal on residential streets during past 12 months	1015	22.1 %
Adequacy of City street lighting	350	7.6 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	445	9.6 %
On-street bicycle infrastructure (bike lanes/wayfinding signs)	484	10.5 %
<u>None chosen</u>	<u>551</u>	<u>12.0 %</u>
Total	8530	

**Q11. PUBLIC TRANSPORTATION. Please rate your satisfaction with the following services.**

(N=4606)

	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	<u>Don't know</u>
Q11-1. KCATA bus system	8.7%	17.8%	22.8%	5.4%	3.9%	41.4%
Q11-2. Kansas City streetcar	19.9%	20.7%	19.1%	3.5%	4.1%	32.7%

**WITHOUT "DON'T KNOW"**

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

(N=4606)

	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>
Q11-1. KCATA bus system	14.8%	30.3%	38.9%	9.3%	6.7%
Q11-2. Kansas City streetcar	29.6%	30.8%	28.4%	5.2%	6.0%

**ASKED ALL YEAR**

**Q12. NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

(N=4606)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Enforcing clean-up of trash & debris on private property	3.9%	18.3%	25.2%	23.7%	14.8%	14.2%
Q12-2. Enforcing mowing & cutting of weeds on private property	3.5%	17.5%	27.4%	22.7%	13.6%	15.3%
Q12-3. Enforcing exterior maintenance of residential property (e.g. condition of buildings)	3.1%	17.2%	31.2%	21.6%	11.2%	15.7%
Q12-4. Enforcing trash, weeds, & exterior maintenance in your neighborhood	6.7%	26.1%	26.1%	17.2%	12.3%	11.6%
Q12-5. Boarding up vacant structures that are open to entry	2.8%	12.8%	27.5%	16.4%	10.4%	30.2%
Q12-6. Demolishing vacant structures that are in dangerous building inventory	2.6%	9.7%	23.9%	19.4%	15.1%	29.4%
Q12-7. Enforcement of animal code (e.g. animal welfare & pet licensing)	4.7%	22.3%	31.4%	10.3%	7.2%	24.1%
Q12-8. Customer service from animal control officers	5.5%	17.1%	27.6%	4.6%	4.5%	40.8%
Q12-9. Animal shelter operations & adoption efforts	9.9%	25.4%	25.5%	3.7%	2.5%	33.0%

**ASKED ALL YEAR**

**WITHOUT "DON'T KNOW"**

**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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Enforcing clean-up of trash & debris on private property	4.6%	21.3%	29.3%	27.6%	17.2%
Q12-2. Enforcing mowing & cutting of weeds on private property	4.1%	20.7%	32.4%	26.8%	16.1%
Q12-3. Enforcing exterior maintenance of residential property (e.g. condition of buildings)	3.7%	20.5%	37.0%	25.6%	13.3%
Q12-4. Enforcing trash, weeds, & exterior maintenance in your neighborhood	7.6%	29.5%	29.6%	19.4%	14.0%
Q12-5. Boarding up vacant structures that are open to entry	4.0%	18.3%	39.4%	23.5%	14.9%
Q12-6. Demolishing vacant structures that are in dangerous building inventory	3.7%	13.7%	33.8%	27.4%	21.4%
Q12-7. Enforcement of animal code (e.g. animal welfare & pet licensing)	6.2%	29.3%	41.4%	13.6%	9.4%
Q12-8. Customer service from animal control officers	9.2%	28.8%	46.6%	7.7%	7.6%
Q12-9. Animal shelter operations & adoption efforts	14.7%	38.0%	38.1%	5.5%	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?**

Q13. Top choice	Number	Percent
Enforcing clean-up of trash & debris on private property	1214	26.4 %
Enforcing mowing & cutting of weeds on private property	283	6.1 %
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	328	7.1 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	316	6.9 %
Boarding up vacant structures that are open to entry	279	6.1 %
Demolishing vacant structures that are in dangerous building inventory	779	16.9 %
Enforcement of animal code (e.g. animal welfare & pet licensing)	163	3.5 %
Customer service from animal control officers	67	1.5 %
Animal shelter operations & adoption efforts	234	5.1 %
None chosen	943	20.5 %
Total	4606	100.0 %

**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?**

Q13. 2nd choice	Number	Percent
Enforcing clean-up of trash & debris on private property	516	11.2 %
Enforcing mowing & cutting of weeds on private property	603	13.1 %
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	449	9.7 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	431	9.4 %
Boarding up vacant structures that are open to entry	364	7.9 %
Demolishing vacant structures that are in dangerous building inventory	615	13.4 %
Enforcement of animal code (e.g. animal welfare & pet licensing)	210	4.6 %
Customer service from animal control officers	96	2.1 %
Animal shelter operations & adoption efforts	222	4.8 %
None chosen	1100	23.9 %
Total	4606	100.0 %

**ASKED ALL YEAR**

**SUM OF TOP 2 CHOICES**

**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)**

<u>Q13. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of trash & debris on private property	1730	37.6 %
Enforcing mowing & cutting of weeds on private property	886	19.2 %
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	777	16.8 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	747	16.3 %
Boarding up vacant structures that are open to entry	643	14.0 %
Demolishing vacant structures that are in dangerous building inventory	1394	30.3 %
Enforcement of animal code (e.g. animal welfare & pet licensing)	373	8.1 %
Customer service from animal control officers	163	3.6 %
Animal shelter operations & adoption efforts	456	9.9 %
None chosen	943	20.5 %
Total	8112	

**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.**

(N=2315)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Ease of utilizing 311 services via phone	18.8%	30.4%	15.6%	3.4%	1.8%	30.1%
Q14-2. Ease of utilizing 311 services via web or mobile application	12.3%	20.3%	18.6%	3.4%	1.5%	44.0%
Q14-3. Courtesy & professionalism of 311 call takers	20.9%	27.7%	16.2%	1.9%	1.5%	31.7%
Q14-4. How well your question or issue was resolved via 311	16.8%	26.3%	17.2%	5.6%	3.6%	30.5%

**WITHOUT "DON'T KNOW"**

**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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Ease of utilizing 311 services via phone	26.9%	43.4%	22.2%	4.9%	2.5%
Q14-2. Ease of utilizing 311 services via web or mobile application	21.9%	36.3%	33.2%	6.0%	2.6%
Q14-3. Courtesy & professionalism of 311 call takers	30.6%	40.6%	23.7%	2.8%	2.2%
Q14-4. How well your question or issue was resolved via 311	24.2%	37.9%	24.8%	8.0%	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.**

(N=2315)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Availability of information about City programs & services	6.9%	31.9%	32.0%	10.9%	3.1%	15.2%
Q15-2. Overall usefulness of City's website	5.7%	28.5%	28.6%	8.9%	2.4%	26.0%
Q15-3. Opportunity to engage/ provide input into decisions made by City	3.8%	18.2%	33.0%	13.0%	6.3%	25.7%
Q15-4. Quality of City video programming including City television channel (Channel 2) & web streaming	4.3%	17.8%	27.1%	4.0%	1.8%	45.1%
Q15-5. Content in City's magazine, KCMore	5.0%	19.6%	26.8%	2.8%	1.6%	44.2%
Q15-6. City's use of social media	5.6%	20.0%	29.1%	3.8%	2.2%	39.4%

**ASKED IN 1Q AND 3Q**

**WITHOUT "DON'T KNOW"**

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

(N=2315)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Availability of information about City programs & services	8.2%	37.6%	37.7%	12.9%	3.6%
Q15-2. Overall usefulness of City's website	7.8%	38.4%	38.6%	12.0%	3.2%
Q15-3. Opportunity to engage/provide input into decisions made by City	5.1%	24.5%	44.4%	17.5%	8.5%
Q15-4. Quality of City video programming including City television channel (Channel 2) & web streaming	7.8%	32.4%	49.4%	7.2%	3.2%
Q15-5. Content in City's magazine, KCMORE	8.9%	35.1%	48.1%	5.0%	2.9%
Q15-6. City's use of social media	9.2%	33.0%	47.9%	6.3%	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?**

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	656	28.3 %
Overall usefulness of City's website	283	12.2 %
Opportunity to engage/provide input into decisions made by City	461	19.9 %
Quality of City video programming including City television channel (Channel 2) & web streaming	65	2.8 %
Content in City's magazine, KCMORE	49	2.1 %
City's use of social media	157	6.8 %
None chosen	644	27.8 %
Total	2315	100.0 %

**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?**

<u>Q16. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	409	17.7 %
Overall usefulness of City's website	335	14.5 %
Opportunity to engage/provide input into decisions made by City	400	17.3 %
Quality of City video programming including City television channel (Channel 2) & web streaming	99	4.3 %
Content in City's magazine, KCMORE	91	3.9 %
City's use of social media	214	9.2 %
None chosen	767	33.1 %
Total	2315	100.0 %

**SUM OF TOP 2 CHOICES**

**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)**

<u>Q16. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	1065	46.0 %
Overall usefulness of City's website	618	26.7 %
Opportunity to engage/provide input into decisions made by City	861	37.2 %
Quality of City video programming including City television channel (Channel 2) & web streaming	164	7.1 %
Content in City's magazine, KCMORE	140	6.0 %
City's use of social media	371	16.0 %
None chosen	644	27.8 %
Total	3863	

**ASKED IN 1Q AND 3Q**

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

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
City website	579	25.0 %
Text messages to mobile	253	10.9 %
Cable Channel 2	213	9.2 %
Twitter/social media	196	8.5 %
City magazine by mail	445	19.2 %
Email notification/releases	362	15.6 %
None chosen	267	11.5 %
Total	2315	100.0 %

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

<u>Q17. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City website	340	14.7 %
Text messages to mobile	218	9.4 %
Cable Channel 2	195	8.4 %
Twitter/social media	216	9.3 %
City magazine by mail	369	15.9 %
Email notification/releases	507	21.9 %
None chosen	470	20.3 %
Total	2315	100.0 %

**SUM OF TOP 2 CHOICES**

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

<u>Q17. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
City website	919	39.7 %
Text messages to mobile	471	20.3 %
Cable Channel 2	408	17.6 %
Twitter/social media	412	17.8 %
City magazine by mail	814	35.1 %
Email notification/releases	869	37.5 %
None chosen	267	11.5 %
Total	4160	

**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?**

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

	Number	Percent
Yes	579	25.0 %
No	1171	50.6 %
Not available on my television	479	20.7 %
Not provided	86	3.7 %
Total	2315	100.0 %

**WITHOUT "NOT PROVIDED"**

**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")**

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

	Number	Percent
Yes	579	26.0 %
No	1171	52.5 %
Not available on my television	479	21.5 %
Total	2229	100.0 %



**ASKED IN 1Q AND 3Q**

**Q19. Please indicate about how many times in the past 12 months you have done each of the following.**

(N=2315)

	At least monthly	Several times	Once	Never	Don't know
Q19-1. Attended an arts or cultural event in City	11.2%	38.4%	20.1%	23.8%	6.5%
Q19-2. Participated in a neighborhood association, like a block association, a homeowner or tenant association, or a crime watch group	6.8%	19.7%	18.4%	48.2%	6.9%
Q19-3. Volunteered your time	15.9%	29.7%	15.9%	31.1%	7.4%
Q19-4. Had friends over to your home	34.6%	47.1%	6.3%	7.4%	4.6%
Q19-5. Had friends who live in your neighborhood over to your home	18.4%	36.5%	14.1%	25.2%	5.9%
Q19-6. Had friends of another race over to your home	15.2%	41.7%	14.3%	19.2%	9.6%

**WITHOUT "DON'T KNOW"**

**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)

	At least monthly	Several times	Once	Never
Q19-1. Attended an arts or cultural event in City	12.0%	41.1%	21.5%	25.4%
Q19-2. Participated in a neighborhood association, like a block association, a homeowner or tenant association, or a crime watch group	7.3%	21.2%	19.8%	51.8%
Q19-3. Volunteered your time	17.1%	32.1%	17.2%	33.6%
Q19-4. Had friends over to your home	36.2%	49.4%	6.6%	7.7%
Q19-5. Had friends who live in your neighborhood over to your home	19.5%	38.7%	15.0%	26.8%
Q19-6. Had friends of another race over to your home	16.8%	46.2%	15.8%	21.3%

**ASKED IN 1Q AND 3Q**

**Q20. How would you describe your overall state of health these days? Would you say it is:**

Q20. How would you describe your overall state of health these days	Number	Percent
Excellent	565	24.4 %
Good	1034	44.7 %
Average	386	16.7 %
Fair	193	8.3 %
Poor	79	3.4 %
Don't know	58	2.5 %
Total	2315	100.0 %

**WITHOUT "DON'T KNOW"**

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

Q20. How would you describe your overall state of health these days	Number	Percent
Excellent	565	25.0 %
Good	1034	45.8 %
Average	386	17.1 %
Fair	193	8.6 %
Poor	79	3.5 %
Total	2257	100.0 %

**ASKED IN 1Q AND 3Q**

**Q21. Thinking about your ability to meet your household's needs, would you say your financial situation is:**

Q21. What would you describe your financial situation	Number	Percent
Excellent	442	19.1 %
Good	780	33.7 %
Average	564	24.4 %
Fair	277	12.0 %
Poor	181	7.8 %
Don't know	71	3.1 %
Total	2315	100.0 %

**WITHOUT "DON'T KNOW"**

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

Q21. What would you describe your financial situation	Number	Percent
Excellent	442	19.7 %
Good	780	34.8 %
Average	564	25.1 %
Fair	277	12.3 %
Poor	181	8.1 %
Total	2244	100.0 %

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:**

Q22. How would you compare your standard of living to your parents' when they were your age	Number	Percent
Much better	576	24.9 %
Somewhat better	686	29.6 %
About the same	563	24.3 %
Somewhat worse	277	12.0 %
Much worse	119	5.1 %
Don't know	94	4.1 %
Total	2315	100.0 %

**WITHOUT "DON'T KNOW"**

**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")**

Q22. How would you compare your standard of living to your parents' when they were your age	Number	Percent
Much better	576	25.9 %
Somewhat better	686	30.9 %
About the same	563	25.3 %
Somewhat worse	277	12.5 %
Much worse	119	5.4 %
Total	2221	100.0 %

**ASKED IN 1Q AND 3Q**

**Q23. HOUSING. Please rate your satisfaction with the following items concerning housing in Kansas City, Missouri.**

(N=2315)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Availability of affordable housing for your family	13.0%	35.0%	21.1%	12.9%	6.3%	11.7%
Q23-2. Quality of housing for your family	16.5%	41.9%	19.6%	8.9%	4.2%	9.0%

**WITHOUT "DON'T KNOW"**

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

(N=2315)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Availability of affordable housing for your family	14.7%	39.6%	23.9%	14.6%	7.2%
Q23-2. Quality of housing for your family	18.1%	46.0%	21.5%	9.8%	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.**

(N=2291)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Maintenance of City parks	13.2%	45.5%	22.3%	4.8%	1.7%	12.6%
Q14-2. Quality of facilities such as picnic shelters & playgrounds in City parks	11.0%	40.4%	24.2%	6.3%	2.5%	15.6%
Q14-3. Quality of outdoor athletic fields (i.e. baseball, soccer, & football)	10.9%	34.2%	24.5%	4.5%	2.1%	23.8%
Q14-4. Maintenance of boulevards & parkways	10.3%	40.0%	27.4%	10.2%	3.4%	8.6%
Q14-5. Walking & biking trails in City	9.0%	31.5%	28.6%	8.9%	3.0%	19.1%
Q14-6. City swimming pools & programs	5.1%	16.3%	26.9%	6.9%	3.7%	41.2%
Q14-7. City's youth programs & activities	4.6%	15.2%	25.8%	7.1%	3.8%	43.6%
Q14-8. Maintenance & appearance of City community centers	6.8%	25.3%	27.9%	4.5%	2.4%	33.2%
Q14-9. Programs & activities at City community centers	6.3%	19.5%	27.1%	5.7%	3.2%	38.2%
Q14-10. Tree trimming & other tree care along City streets & other public areas	6.1%	26.2%	29.5%	17.2%	8.9%	12.2%
Q14-11. Quality of communication from Parks & Recreation	5.4%	20.5%	32.0%	6.8%	4.8%	30.5%
Q14-12. Quality of customer service from Parks & Recreation employees	6.4%	18.4%	30.5%	3.7%	3.1%	38.0%

ASKED IN 2Q AND 4Q

**WITHOUT "DON'T KNOW"**

**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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Maintenance of City parks	15.1%	52.0%	25.5%	5.4%	1.9%
Q14-2. Quality of facilities such as picnic shelters & playgrounds in City parks	13.0%	47.9%	28.7%	7.5%	2.9%
Q14-3. Quality of outdoor athletic fields (i.e. baseball, soccer, & football)	14.3%	44.8%	32.2%	5.9%	2.7%
Q14-4. Maintenance of boulevards & parkways	11.3%	43.8%	30.0%	11.2%	3.7%
Q14-5. Walking & biking trails in City	11.1%	38.9%	35.3%	10.9%	3.7%
Q14-6. City swimming pools & programs	8.7%	27.7%	45.7%	11.6%	6.2%
Q14-7. City's youth programs & activities	8.1%	27.0%	45.6%	12.5%	6.7%
Q14-8. Maintenance & appearance of City community centers	10.2%	37.8%	41.8%	6.7%	3.5%
Q14-9. Programs & activities at City community centers	10.2%	31.6%	43.9%	9.3%	5.2%
Q14-10. Tree trimming & other tree care along City streets & other public areas	7.0%	29.8%	33.6%	19.5%	10.1%
Q14-11. Quality of communication from Parks & Recreation	7.8%	29.5%	46.1%	9.7%	6.8%
Q14-12. Quality of customer service from Parks & Recreation employees	10.4%	29.6%	49.2%	5.9%	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?**

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	308	13.4 %
Quality of facilities such as picnic shelters & playgrounds in City parks	154	6.7 %
Quality of outdoor athletic fields (i.e. baseball, soccer, & football)	68	3.0 %
Maintenance of boulevards & parkways	248	10.8 %
Walking & biking trails in City	164	7.2 %
City swimming pools & programs	60	2.6 %
City's youth programs & activities	230	10.0 %
Maintenance & appearance of City community centers	21	0.9 %
Programs & activities at City community centers	55	2.4 %
Tree trimming & other tree care along City streets & other public areas	348	15.2 %
Quality of communication from Parks & Recreation	36	1.6 %
Quality of customer service from Parks & Recreation employees	16	0.7 %
None chosen	583	25.4 %
Total	2291	100.0 %

**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?**

<u>Q15. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	167	7.3 %
Quality of facilities such as picnic shelters & playgrounds in City parks	155	6.8 %
Quality of outdoor athletic fields (i.e. baseball, soccer, & football)	80	3.5 %
Maintenance of boulevards & parkways	212	9.3 %
Walking & biking trails in City	173	7.6 %
City swimming pools & programs	70	3.1 %
City's youth programs & activities	192	8.4 %
Maintenance & appearance of City community centers	44	1.9 %
Programs & activities at City community centers	131	5.7 %
Tree trimming & other tree care along City streets & other public areas	244	10.7 %
Quality of communication from Parks & Recreation	62	2.7 %
Quality of customer service from Parks & Recreation employees	42	1.8 %
None chosen	719	31.4 %
Total	2291	100.0 %



**ASKED IN 2Q AND 4Q**

**SUM OF TOP 2 CHOICES**

**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)**

<u>Q15. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	475	20.7 %
Quality of facilities such as picnic shelters & playgrounds in City parks	309	13.5 %
Quality of outdoor athletic fields (i.e. baseball, soccer, & football)	148	6.5 %
Maintenance of boulevards & parkways	460	20.1 %
Walking & biking trails in City	337	14.8 %
City swimming pools & programs	130	5.7 %
City's youth programs & activities	422	18.4 %
Maintenance & appearance of City community centers	65	2.8 %
Programs & activities at City community centers	186	8.1 %
Tree trimming & other tree care along City streets & other public areas	592	25.9 %
Quality of communication from Parks & Recreation	98	4.3 %
Quality of customer service from Parks & Recreation employees	58	2.5 %
None chosen	583	25.4 %
Total	3863	

**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.**

(N=2291)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Overall quality of trash collection services	16.2%	43.0%	16.2%	12.1%	8.5%	4.0%
Q16-2. Overall quality of curbside recycling services	15.6%	40.5%	16.0%	12.6%	8.5%	6.7%
Q16-3. Overall quality of recycling drop-off centers	9.1%	26.0%	23.9%	9.8%	4.5%	26.7%
Q16-4. Overall quality of bulky item pick-up services	11.3%	28.7%	20.3%	13.4%	8.9%	17.4%
Q16-5. Overall quality of leaf & brush pick-up services	9.9%	28.7%	24.6%	12.6%	7.2%	17.1%
Q16-6. Overall quality of leaf & brush drop-off centers	9.4%	24.0%	24.3%	7.4%	4.6%	30.2%
Q16-7. Overall cleanliness of City streets & other public areas	4.8%	25.6%	29.5%	23.2%	12.5%	4.5%
Q16-8. City efforts to clean-up illegal dumping sites	3.7%	14.5%	21.5%	22.0%	17.4%	20.9%

ASKED IN 2Q AND 4Q

**WITHOUT "DON'T KNOW"**

**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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Overall quality of trash collection services	16.9%	44.8%	16.9%	12.6%	8.8%
Q16-2. Overall quality of curbside recycling services	16.8%	43.5%	17.2%	13.5%	9.1%
Q16-3. Overall quality of recycling drop-off centers	12.4%	35.4%	32.6%	13.4%	6.2%
Q16-4. Overall quality of bulky item pick-up services	13.6%	34.7%	24.6%	16.2%	10.8%
Q16-5. Overall quality of leaf & brush pick-up services	11.9%	34.6%	29.6%	15.2%	8.6%
Q16-6. Overall quality of leaf & brush drop-off centers	13.5%	34.4%	34.8%	10.6%	6.6%
Q16-7. Overall cleanliness of City streets & other public areas	5.0%	26.8%	30.8%	24.3%	13.1%
Q16-8. City efforts to clean-up illegal dumping sites	4.6%	18.4%	27.2%	27.9%	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?**

Q17. Top choice	Number	Percent
Overall quality of trash collection services	408	17.8 %
Overall quality of curbside recycling services	197	8.6 %
Overall quality of recycling drop-off centers	75	3.3 %
Overall quality of bulky item pick-up services	182	7.9 %
Overall quality of leaf & brush pick-up services	112	4.9 %
Overall quality of leaf & brush drop-off centers	22	1.0 %
Overall cleanliness of City streets & other public areas	403	17.6 %
City efforts to clean-up illegal dumping sites	493	21.5 %
None chosen	399	17.4 %
Total	2291	100.0 %

**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?**

Q17. 2nd choice	Number	Percent
Overall quality of trash collection services	169	7.4 %
Overall quality of curbside recycling services	271	11.8 %
Overall quality of recycling drop-off centers	86	3.8 %
Overall quality of bulky item pick-up services	167	7.3 %
Overall quality of leaf & brush pick-up services	138	6.0 %
Overall quality of leaf & brush drop-off centers	46	2.0 %
Overall cleanliness of City streets & other public areas	425	18.6 %
City efforts to clean-up illegal dumping sites	462	20.2 %
None chosen	527	23.0 %
Total	2291	100.0 %

**SUM OF TOP 2 CHOICES**

**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)**

Q17. Sum of top 2 choices	Number	Percent
Overall quality of trash collection services	577	25.2 %
Overall quality of curbside recycling services	468	20.4 %
Overall quality of recycling drop-off centers	161	7.1 %
Overall quality of bulky item pick-up services	349	15.2 %
Overall quality of leaf & brush pick-up services	250	10.9 %
Overall quality of leaf & brush drop-off centers	68	3.0 %
Overall cleanliness of City streets & other public areas	828	36.2 %
City efforts to clean-up illegal dumping sites	955	41.7 %
None chosen	399	17.4 %
Total	4055	

**ASKED IN 2Q AND 4Q**

**Q18. AIRPORT. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

(N=2291)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Ease of moving through airport security	23.1%	36.2%	17.4%	5.9%	3.2%	14.2%
Q18-2. Availability of parking	18.8%	34.9%	19.6%	7.9%	4.3%	14.5%
Q18-3. Food, beverage, & other concessions	6.8%	19.9%	26.4%	19.1%	11.9%	16.0%
Q18-4. Cleanliness of facilities	14.8%	37.1%	24.1%	6.7%	3.6%	13.6%
Q18-5. Availability of seating near departure gates	15.0%	30.5%	22.3%	12.5%	6.1%	13.7%

**WITHOUT "DON'T KNOW"**

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

(N=2291)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Ease of moving through airport security	26.9%	42.2%	20.3%	6.9%	3.7%
Q18-2. Availability of parking	22.0%	40.8%	23.0%	9.2%	5.0%
Q18-3. Food, beverage, & other concessions	8.1%	23.6%	31.4%	22.8%	14.1%
Q18-4. Cleanliness of facilities	17.2%	43.0%	27.9%	7.8%	4.1%
Q18-5. Availability of seating near departure gates	17.3%	35.3%	25.8%	14.5%	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?**

Q19. Top choice	Number	Percent
Ease of moving through airport security	549	24.0 %
Availability of parking	320	14.0 %
Food, beverage, & other concessions	455	19.9 %
Cleanliness of facilities	164	7.2 %
Availability of seating near departure gates	163	7.1 %
None chosen	640	27.9 %
Total	2291	100.0 %

**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?**

Q19. 2nd choice	Number	Percent
Ease of moving through airport security	217	9.5 %
Availability of parking	351	15.3 %
Food, beverage, & other concessions	319	13.9 %
Cleanliness of facilities	256	11.2 %
Availability of seating near departure gates	391	17.1 %
None chosen	757	33.0 %
Total	2291	100.0 %

**SUM OF TOP 2 CHOICES**

**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)**

Q19. Sum of top 2 choices	Number	Percent
Ease of moving through airport security	766	33.5 %
Availability of parking	671	29.3 %
Food, beverage, & other concessions	774	33.8 %
Cleanliness of facilities	420	18.4 %
Availability of seating near departure gates	554	24.2 %
None chosen	640	27.9 %
Total	3825	

**ASKED IN 2Q AND 4Q**

**Q20. WATER SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

(N=2291)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Condition of catch basins (storm drains) in your neighborhood	7.9%	29.2%	26.0%	15.3%	10.1%	11.5%
Q20-2. Timeliness of water/sewer line break repairs	6.1%	22.7%	25.9%	13.7%	8.0%	23.5%
Q20-3. Quality of Water Services customer service	8.2%	27.5%	27.5%	10.1%	8.8%	18.0%

**WITHOUT "DON'T KNOW"**

**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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Condition of catch basins (storm drains) in your neighborhood	8.9%	33.0%	29.4%	17.3%	11.4%
Q20-2. Timeliness of water/sewer line break repairs	8.0%	29.6%	33.9%	18.0%	10.5%
Q20-3. Quality of Water Services customer service	10.0%	33.5%	33.6%	12.3%	10.7%

**ASKED IN 2Q AND 4Q**

**Q21. LEADERSHIP. Please rate your satisfaction with the following aspects of City Leadership in Kansas City, Missouri.**

(N=2291)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Overall quality of leadership provided by City's elected officials	7.9%	32.6%	30.0%	12.5%	8.7%	8.3%
Q21-2. Overall effectiveness of City Manager & appointed staff	7.7%	27.5%	32.0%	11.7%	7.8%	13.4%
Q21-3. How ethically City conducts business	6.0%	24.4%	31.3%	12.8%	9.5%	16.0%

**WITHOUT "DON'T KNOW"**

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

(N=2291)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Overall quality of leadership provided by City's elected officials	8.6%	35.6%	32.7%	13.7%	9.5%
Q21-2. Overall effectiveness of City Manager & appointed staff	8.9%	31.8%	36.9%	13.5%	9.0%
Q21-3. How ethically City conducts business	7.2%	29.0%	37.2%	15.2%	11.3%



**ASKED ALL YEAR**

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

Q24a. What children in following age groups do you have who live in Kansas City, Missouri

	Number	Percent
No children/no children in KCMO	3428	74.4 %
Ages 0-5	428	9.3 %
Ages 6-13	536	11.6 %
Ages 14-17	358	7.8 %
Total	4750	

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

Q24b. What type of K-12 schools do your children attend

	Number	Percent
Public	550	55.3 %
Charter	135	13.6 %
Private	184	18.5 %
Other	84	8.5 %
Total	953	

**Q24c. If you have children in Kansas City, Missouri, how would you grade the quality of the school(s) your children attend?**

Q24c. How would you grade quality of school(s) your children attend

	Number	Percent
Excellent	261	26.3 %
Good	275	27.7 %
Average	145	14.6 %
Poor	91	9.2 %
Failing	80	8.0 %
Not provided	142	14.3 %
Total	994	100.0 %

**WITHOUT "NOT PROVIDED"**

**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")**

Q24c. How would you grade quality of school(s) your children attend

	Number	Percent
Excellent	261	30.6 %
Good	275	32.3 %
Average	145	17.0 %
Poor	91	10.7 %
Failing	80	9.4 %
Total	852	100.0 %

**ASKED ALL YEAR**

**Q25. Please answer the following questions by circling "Yes" or "No."**

(N=4606)

	Yes	No	Not provided
Q25-1. Were you or anyone in your household the victim of any crime in Kansas City, Missouri, during last year	16.2%	82.2%	1.7%
Q25-2. Have you had contact with a KCPD police officer during last year	42.5%	55.8%	1.7%
Q25-3. Have any members of your household used Kansas City, Missouri, ambulance service in last year	13.0%	85.5%	1.5%
Q25-4. Have you or anyone in your household contacted City's 311 Call Center in last year	56.6%	42.0%	1.4%
Q25-5. Have you visited City's website (kcmo.gov) in last year	60.0%	38.5%	1.5%
Q25-6. Have you used bulky item pick-up service in last year	40.1%	58.3%	1.6%
Q25-7. Have you or anyone in your household visited a Kansas City, Missouri, community center in last year	31.1%	67.3%	1.6%
Q25-8. Have any members of your household visited any parks in Kansas City, Missouri, in last year	75.8%	22.7%	1.5%
Q25-9. Have you used KCATA bus system in last year	21.6%	76.9%	1.5%
Q25-10. Have you used Kansas City Streetcar in last year	44.7%	53.8%	1.5%
Q25-11. Do you have regular access to internet at home	82.1%	16.3%	1.5%
Q25-12. Have you had contact with Municipal Court in last year	21.1%	77.2%	1.7%
Q25-13. Have you flown out of Kansas City International Airport in last year	61.2%	37.3%	1.5%
Q25-14. Have you contacted Water Services regarding your account in last year	38.1%	60.4%	1.6%
Q25-15. Do you own at least one cat or dog	50.6%	47.7%	1.7%

**ASKED ALL YEAR**

**Q25. Please answer the following questions by circling "Yes" or "No."**

(N=4606)

	Yes	No	Not provided
Q25-16. Have you ridden a bicycle on City streets or trails in last year	26.2%	72.3%	1.5%

**ASKED ALL YEAR**

**WITHOUT "NOT PROVIDED"**

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

(N=4606)

	Yes	No
Q25-1. Were you or anyone in your household the victim of any crime in Kansas City, Missouri, during last year	16.4%	83.6%
Q25-2. Have you had contact with a KCPD police officer during last year	43.2%	56.8%
Q25-3. Have any members of your household used Kansas City, Missouri, ambulance service in last year	13.2%	86.8%
Q25-4. Have you or anyone in your household contacted City's 311 Call Center in last year	57.4%	42.6%
Q25-5. Have you visited City's website (kcmo.gov) in last year	60.9%	39.1%
Q25-6. Have you used bulky item pick-up service in last year	40.8%	59.2%
Q25-7. Have you or anyone in your household visited a Kansas City, Missouri, community center in last year	31.6%	68.4%
Q25-8. Have any members of your household visited any parks in Kansas City, Missouri, in last year	76.9%	23.1%
Q25-9. Have you used KCATA bus system in last year	21.9%	78.1%
Q25-10. Have you used Kansas City Streetcar in last year	45.4%	54.6%
Q25-11. Do you have regular access to internet at home	83.4%	16.6%
Q25-12. Have you had contact with Municipal Court in last year	21.5%	78.5%
Q25-13. Have you flown out of Kansas City International Airport in last year	62.2%	37.8%
Q25-14. Have you contacted Water Services regarding your account in last year	38.7%	61.3%

**ASKED ALL YEAR**

**WITHOUT "NOT PROVIDED"**

**Q25. Please answer the following questions by circling "Yes" or "No."**

(N=4606)

	Yes	No
Q25-15. Do you own at least one cat or dog	51.5%	48.5%
Q25-16. Have you ridden a bicycle on City streets or trails in last year	26.6%	73.4%

**ASKED ALL YEAR**

**Q26. How often does your household use The City's curbside recycling services?**

Q26. How often does your household use City's curbside recycling services	Number	Percent
Weekly	3396	73.7 %
Bi-weekly	141	3.1 %
Monthly	105	2.3 %
Never	371	8.1 %
Not available at my residence	471	10.2 %
Not provided	122	2.6 %
Total	4606	100.0 %

**WITHOUT "NOT PROVIDED"**

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

Q26. How often does your household use City's curbside recycling services	Number	Percent
Weekly	3396	75.7 %
Bi-weekly	141	3.1 %
Monthly	105	2.3 %
Never	371	8.3 %
Not available at my residence	471	10.5 %
Total	4484	100.0 %

**Q27. Do you think you will be living in Kansas City, Missouri, five years from now?**

Q27. Will you be living in Kansas City, Missouri, five years from now	Number	Percent
Yes	3740	81.2 %
No	700	15.2 %
Not provided	166	3.6 %
Total	4606	100.0 %

**WITHOUT "NOT PROVIDED"**

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

Q27. Will you be living in Kansas City, Missouri, five years from now	Number	Percent
Yes	3740	84.2 %
No	700	15.8 %
Total	4440	100.0 %

**ASKED ALL YEAR**

**Q28. Do you own or rent your current residence?**

<u>Q28. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	3540	76.9 %
Rent	1039	22.6 %
Not provided	27	0.6 %
Total	4606	100.0 %

**WITHOUT "NOT PROVIDED"**

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

<u>Q28. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	3540	77.3 %
Rent	1039	22.7 %
Total	4579	100.0 %

**Q29. What type of dwelling do you live in?**

<u>Q29. What type of dwelling do you live in</u>	<u>Number</u>	<u>Percent</u>
Single family house (detached from other houses)	3659	79.4 %
Duplex or townhome	277	6.0 %
Apartment or condominium building	529	11.5 %
Other	70	1.5 %
Not provided	71	1.5 %
Total	4606	100.0 %

**WITHOUT "NOT PROVIDED"**

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

<u>Q29. What type of dwelling do you live in</u>	<u>Number</u>	<u>Percent</u>
Single family house (detached from other houses)	3659	80.7 %
Duplex or townhome	277	6.1 %
Apartment or condominium building	529	11.7 %
Other	70	1.5 %
Total	4535	100.0 %

**ASKED ALL YEAR**

**Q30. Approximately how many years have you lived in Kansas City, Missouri?**

Q30. How many years have you lived in Kansas City, Missouri

	Number	Percent
0-5	727	15.8 %
6-10	408	8.9 %
11-15	318	6.9 %
16-20	409	8.9 %
21-30	646	14.0 %
31+	1914	41.6 %
Not provided	184	4.0 %
Total	4606	100.0 %

**WITHOUT "NOT PROVIDED"**

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

Q30. How many years have you lived in Kansas City, Missouri

	Number	Percent
0-5	727	16.4 %
6-10	408	9.2 %
11-15	318	7.2 %
16-20	409	9.2 %
21-30	646	14.6 %
31+	1914	43.3 %
Total	4422	100.0 %

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

Q31. Your race/ethnicity

	Number	Percent
Asian/Pacific Islander	97	2.1 %
White	3084	67.0 %
American Indian/Eskimo	83	1.8 %
Black/African American	1157	25.1 %
Other	121	2.6 %
Total	4542	



**ASKED ALL YEAR**

**Q31-5. Other**

Q31-5. Other	Number	Percent
Hispanic	54	44.6 %
Mixed	22	18.2 %
Mexican	11	9.1 %
Latino	7	5.8 %
European	4	3.3 %
Italian	2	1.7 %
Hebrew	2	1.7 %
German	2	1.7 %
Polish/Italian	1	0.8 %
Scot/Polish	1	0.8 %
Spanish descendant	1	0.8 %
Congo	1	0.8 %
Native Indian/Mexican	1	0.8 %
Lusitanic	1	0.8 %
Hispanic/Latino	1	0.8 %
European Hispanic	1	0.8 %
Native American	1	0.8 %
White/Latino	1	0.8 %
Irish/Egyptian	1	0.8 %
Negro	1	0.8 %
West Indian/Caribbean	1	0.8 %
South Asian/Middle Eastern	1	0.8 %
Black/Indian	1	0.8 %
Creek Indian	1	0.8 %
Hispanic/Indian	1	0.8 %
Total	121	100.0 %

**Q32. Are you of Hispanic, Latino, or other Spanish ancestry?**

Q32. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	377	8.2 %
No	4082	88.6 %
Not provided	147	3.2 %
Total	4606	100.0 %

**WITHOUT "NOT PROVIDED"**

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

Q32. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	377	8.5 %
No	4082	91.5 %
Total	4459	100.0 %

**ASKED ALL YEAR**

**Q33. Would you say your total annual household income is:**

Q33. What is your total annual household income	Number	Percent
Under \$30K	945	20.5 %
\$30K to \$59,999	1061	23.0 %
\$60K to \$99,999	1048	22.8 %
\$100K	1110	24.1 %
Not provided	442	9.6 %
Total	4606	100.0 %

**WITHOUT "NOT PROVIDED"**

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

Q33. What is your total annual household income	Number	Percent
Under \$30K	945	22.7 %
\$30K to \$59,999	1061	25.5 %
\$60K to \$99,999	1048	25.2 %
\$100K	1110	26.7 %
Total	4164	100.0 %

**Q34. What is your age?**

Q34. What is your age	Number	Percent
18-24	121	2.6 %
25-34	879	19.1 %
35-44	835	18.1 %
45-54	877	19.0 %
55-64	879	19.1 %
65+	866	18.8 %
Not provided	149	3.2 %
Total	4606	100.0 %

**WITHOUT "NOT PROVIDED"**

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

Q34. What is your age	Number	Percent
18-24	121	2.7 %
25-34	879	19.7 %
35-44	835	18.7 %
45-54	877	19.7 %
55-64	879	19.7 %
65+	866	19.4 %
Total	4457	100.0 %

**ASKED ALL YEAR**

**Q35. What is your gender identity?**

<u>Q35. What is your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	2258	49.0 %
Female	2314	50.2 %
Other	25	0.5 %
Not provided	9	0.2 %
Total	4606	100.0 %

**WITHOUT "NOT PROVIDED"**

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

<u>Q35. What is your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	2258	49.1 %
Female	2314	50.3 %
Other	25	0.5 %
Total	4597	100.0 %

**ASKED ALL YEAR**

**Q37. What is your home zip code?**

<u>Q37. What is your home zip code</u>	<u>Number</u>	<u>Percent</u>
64068	1	0.0 %
64081	1	0.0 %
64105	57	1.2 %
64106	83	1.8 %
64108	99	2.1 %
64109	116	2.5 %
64110	197	4.3 %
64111	185	4.0 %
64112	142	3.1 %
64113	208	4.5 %
64114	254	5.5 %
64116	151	3.3 %
64117	71	1.5 %
64118	169	3.7 %
64119	159	3.5 %
64120	2	0.0 %
64123	56	1.2 %
64124	65	1.4 %
64125	9	0.2 %
64126	30	0.7 %
64127	142	3.1 %
64128	117	2.5 %
64129	84	1.8 %
64130	196	4.3 %
64131	213	4.6 %
64132	160	3.5 %
64133	214	4.6 %
64134	154	3.3 %
64136	17	0.4 %
64137	71	1.5 %
64138	116	2.5 %
64139	39	0.8 %
64145	67	1.5 %
64146	21	0.5 %
64149	3	0.1 %
64151	183	4.0 %
64152	44	1.0 %
64153	24	0.5 %
64154	78	1.7 %
64155	296	6.4 %
64156	61	1.3 %
64157	190	4.1 %
64158	46	1.0 %
64161	2	0.0 %
64163	1	0.0 %
64164	1	0.0 %
64165	5	0.1 %
64166	2	0.0 %
<u>Not provided</u>	<u>4</u>	<u>0.1 %</u>
Total	4606	100.0 %

**ASKED ALL YEAR**

**WITHOUT "NOT PROVIDED"**

**Q37. What is your home zip code? (without "not provided")**

Q37. What is your home zip code	Number	Percent
64068	1	0.0 %
64081	1	0.0 %
64105	57	1.2 %
64106	83	1.8 %
64108	99	2.2 %
64109	116	2.5 %
64110	197	4.3 %
64111	185	4.0 %
64112	142	3.1 %
64113	208	4.5 %
64114	254	5.5 %
64116	151	3.3 %
64117	71	1.5 %
64118	169	3.7 %
64119	159	3.5 %
64120	2	0.0 %
64123	56	1.2 %
64124	65	1.4 %
64125	9	0.2 %
64126	30	0.7 %
64127	142	3.1 %
64128	117	2.5 %
64129	84	1.8 %
64130	196	4.3 %
64131	213	4.6 %
64132	160	3.5 %
64133	214	4.7 %
64134	154	3.3 %
64136	17	0.4 %
64137	71	1.5 %
64138	116	2.5 %
64139	39	0.8 %
64145	67	1.5 %
64146	21	0.5 %
64149	3	0.1 %
64151	183	4.0 %
64152	44	1.0 %
64153	24	0.5 %
64154	78	1.7 %
64155	296	6.4 %
64156	61	1.3 %
64157	190	4.1 %
64158	46	1.0 %
64161	2	0.0 %
64163	1	0.0 %
64164	1	0.0 %
64165	5	0.1 %
64166	2	0.0 %
Total	4602	100.0 %

**ASKED ALL YEAR**

**Q38. Do you live inside the City limits of Kansas City, Missouri?**

Q38. Do you live inside City limits of Kansas City,  
Missouri

	Number	Percent
Yes	4606	100.0 %
Total	4606	100.0 %

**Council District**

Council District	Number	Percent
1	667	14.5 %
2	684	14.9 %
3	708	15.4 %
4	955	20.7 %
5	811	17.6 %
6	781	17.0 %
Total	4606	100.0 %

**Section 5:**  
**Survey Instrument**

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**City of Kansas City, Missouri**

**Office of the Mayor**

**Office of the City Manager**

Dear Kansas City Resident:

We want to know what you think about the quality of city services you receive and learn more about your priorities for the City. Each year we survey residents to gather this information to aid us in making Kansas City better.

Please complete and return the survey in the enclosed postage-paid envelope. If you prefer to complete the survey online, you can do so at the following web address: <http://www.kcmosurvey.org>. Any information that could be used to identify individual survey responses will remain confidential.

We contract with ETC Institute to administer this survey – they are a national leader in resident survey administration and data analysis whose extensive experience allows Kansas City to compare ourselves to other large U.S. cities and metropolitan communities.

A summary report of survey results will be published and made available to the public. We use these survey results to evaluate and continually improve the services that we provide. If you would like to learn more about the survey or the use of the results, please visit <http://kcmo.gov/survey>.

Thank you for providing us with your feedback. If you have any questions, please call the City Manager's Office at (816) 513-1408 or email us at [resident.survey@kcmo.org](mailto:resident.survey@kcmo.org).

Sincerely,

Sylvester "Sly" James Jr.  
Mayor

Office of the Mayor  
City Hall, 29<sup>th</sup> Floor  
414 E. 12<sup>th</sup> Street  
Kansas City, Missouri 64106  
(816) 513-3500

Troy M. Schulte  
City Manager

Office of the City Manager  
City Hall, 29<sup>th</sup> Floor  
414 E. 12<sup>th</sup> Street  
Kansas City, Missouri 64106  
(816) 513-1408





KANSAS CITY  
MISSOURI

## City of Kansas City, Missouri Resident Survey – Q1/Q3

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and respond to resident concerns. You may complete the survey by returning it in the postage-paid envelope that has been provided, or online at [www.kcmosurvey.org](http://www.kcmosurvey.org). Any information that could be used to identify individual survey responses will remain confidential. If you have questions, please call the City Manager's office at 513-1408.

**1. 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.**

How would you rate Kansas City, Missouri:		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	As a place to live	5	4	3	2	1	9
2.	As a place to raise children	5	4	3	2	1	9
3.	As a place to work	5	4	3	2	1	9

**2. 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.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of services provided by the City	5	4	3	2	1	9
2.	Overall value you receive for your City tax dollars and fees	5	4	3	2	1	9
3.	Overall image of the City	5	4	3	2	1	9
4.	Overall quality of life in the City	5	4	3	2	1	9
5.	Overall feeling of safety in the City	5	4	3	2	1	9
6.	How safe you feel in your neighborhood	5	4	3	2	1	9
7.	Overall quality of education system within the City	5	4	3	2	1	9
8.	Physical appearance of your neighborhood	5	4	3	2	1	9

**3. 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.**

How satisfied are you with the overall quality of...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Police services	5	4	3	2	1	9
02.	Fire and ambulance services	5	4	3	2	1	9
03.	The maintenance of city streets, sidewalks, and infrastructure	5	4	3	2	1	9
04.	Solid waste services (e.g. residential trash/recycling collection)	5	4	3	2	1	9
05.	City water utilities	5	4	3	2	1	9
06.	Neighborhood services (e.g. code enforcement, property preservation, animal control)	5	4	3	2	1	9
07.	City parks and recreation programs/facilities	5	4	3	2	1	9
08.	Health Department services	5	4	3	2	1	9
09.	Airport facilities	5	4	3	2	1	9
10.	The City's 311 service	5	4	3	2	1	9
11.	Municipal court services	5	4	3	2	1	9
12.	Customer service you receive from city employees	5	4	3	2	1	9
13.	Overall effectiveness of city communication with the public	5	4	3	2	1	9
14.	The City's stormwater runoff/stormwater management system	5	4	3	2	1	9
15.	Public transportation	5	4	3	2	1	9

**4. 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? [Write-in your answers below using the numbers from the list in Question 3.]**

1st: \_\_\_\_      2nd: \_\_\_\_      3rd: \_\_\_\_

**5. POLICE SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Effectiveness of local police protection	5	4	3	2	1	9
2.	The visibility of police in neighborhoods	5	4	3	2	1	9
3.	The City's overall efforts to prevent crime	5	4	3	2	1	9
4.	Enforcement of local traffic laws	5	4	3	2	1	9
5.	Parking enforcement services	5	4	3	2	1	9
6.	How quickly police respond to emergencies	5	4	3	2	1	9

**6. Which TWO of the Police services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write-in your answers below using the numbers from the list in Question 5.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**7. FIRE AND EMERGENCY MEDICAL SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of local fire protection and rescue services	5	4	3	2	1	9
2.	How quickly fire and rescue personnel respond to emergencies	5	4	3	2	1	9
3.	Quality of local emergency medical service	5	4	3	2	1	9
4.	How quickly emergency medical personnel respond to emergencies	5	4	3	2	1	9

**8. Which TWO of the Fire and Emergency Medical services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write-in your answers below using the numbers from the list in Question 7.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**9. STREETS, SIDEWALKS, AND INFRASTRUCTURE. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of city streets	5	4	3	2	1	9
02.	Maintenance of streets in YOUR neighborhood	5	4	3	2	1	9
03.	Condition of sidewalks in the City	5	4	3	2	1	9
04.	Condition of sidewalks in YOUR neighborhood	5	4	3	2	1	9
05.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
06.	Snow removal on major city streets during the past 12 months	5	4	3	2	1	9
07.	Snow removal on residential streets during the past 12 months	5	4	3	2	1	9
08.	Adequacy of city street lighting	5	4	3	2	1	9
09.	Accessibility of streets, sidewalks, and buildings for people with disabilities	5	4	3	2	1	9
10.	On-street bicycle infrastructure (bike lanes/wayfinding signs)	5	4	3	2	1	9

**10. Which TWO of the street, sidewalk, and infrastructure services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write-in your answers below using the numbers from the list in Question 9.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**11. PUBLIC TRANSPORTATION. Please rate your satisfaction with the following services.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	KCATA bus system	5	4	3	2	1	9
2.	Kansas City streetcar	5	4	3	2	1	9

**12. NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the clean-up of trash and debris on private property	5	4	3	2	1	9
2.	Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
3.	Enforcing the exterior maintenance of residential property (e.g. condition of buildings)	5	4	3	2	1	9
4.	Enforcing trash, weeds, and exterior maintenance in YOUR neighborhood	5	4	3	2	1	9
5.	Boarding up vacant structures that are open to entry	5	4	3	2	1	9
6.	Demolishing vacant structures that are in the dangerous building inventory	5	4	3	2	1	9
7.	Enforcement of animal code (e.g. animal welfare and pet licensing)	5	4	3	2	1	9
8.	Customer service from animal control officers	5	4	3	2	1	9
9.	Animal shelter operations and adoption efforts	5	4	3	2	1	9

**13. Which TWO of the neighborhood services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write-in your answers below using the numbers from the list in Question 12.]**

1st: \_\_\_\_ 2nd: \_\_\_\_

**14. 311 CALL CENTER. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Ease of utilizing 311 services via phone	5	4	3	2	1	9
2.	Ease of utilizing 311 services via web or mobile application	5	4	3	2	1	9
3.	Courtesy and professionalism of 311 call takers	5	4	3	2	1	9
4.	How well your question or issue was resolved via 311	5	4	3	2	1	9

**15. COMMUNICATION.** Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about city programs and services	5	4	3	2	1	9
2.	Overall usefulness of the City's website	5	4	3	2	1	9
3.	Opportunity to engage/provide input into decisions made by the City	5	4	3	2	1	9
4.	Quality of city video programming including city television channel (Channel 2) and web streaming	5	4	3	2	1	9
5.	The content in the City's magazine, KCMore	5	4	3	2	1	9
6.	The City's use of social media	5	4	3	2	1	9

**16. Which TWO of the communication services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write-in your answers below using the numbers from the list in Question 15.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**17. Which are your top 2 preferred methods of receiving information from the City? [Write-in your answers using the numbers from the list below.]**

- |                            |                         |                                |
|----------------------------|-------------------------|--------------------------------|
| 1. City website            | 3. Cable Channel 2      | 5. City magazine by mail       |
| 2. Text messages to mobile | 4. Twitter/social media | 6. Email notification/releases |

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

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

\_\_\_\_(1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (3) Not available on my television

**19. Please indicate about how many times in the past 12 months you have done each of the following.**

How often have you...	At least monthly	Several times	Once	Never	Don't Know
1. Participated in an arts or cultural event in the city	4	3	2	1	9
2. Participated in a neighborhood association, like a block association, a homeowner or tenant association, or a crime watch group	4	3	2	1	9
3. Volunteered your time	4	3	2	1	9
4. Had friends over to your home	4	3	2	1	9
5. Had friends who live in your neighborhood over to your home	4	3	2	1	9
6. Had friends of another race over to your home	4	3	2	1	9

**20. How would you describe your overall state of health these days? Would you say it is:**

\_\_\_\_(5) Excellent      \_\_\_\_ (3) Average      \_\_\_\_ (1) Poor  
 \_\_\_\_ (4) Good      \_\_\_\_ (2) Fair      \_\_\_\_ (9) Don't Know

**21. Thinking about your ability to meet your household's needs, would you say your financial situation is:**

\_\_\_\_(5) Excellent      \_\_\_\_ (3) Average      \_\_\_\_ (1) Poor  
 \_\_\_\_ (4) Good      \_\_\_\_ (2) Fair      \_\_\_\_ (9) Don't Know

**22. 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:**

\_\_\_\_(5) Much better      \_\_\_\_ (3) About the same      \_\_\_\_ (1) Much worse  
 \_\_\_\_ (4) Somewhat better      \_\_\_\_ (2) Somewhat worse      \_\_\_\_ (9) Don't Know



27. **Do you think you will be living in Kansas City, Missouri, five years from now?**  
 (1) Yes     (2) No
28. **Do you own or rent your current residence?**     (1) Own     (2) Rent
29. **What type of dwelling do you live in?**  
 (1) Single family house (detached from other houses)     (3) Apartment or condominium building  
 (2) Duplex or townhome     (4) Other
30. **Approximately how many years have you lived in Kansas City, Missouri?**    \_\_\_\_\_ years
31. **Which of the following best describes your race/ethnicity? [Check all that apply.]**  
 (1) Asian/Pacific Islander     (3) American Indian/Eskimo     (5) Other: \_\_\_\_\_  
 (2) White     (4) Black/African American
32. **Are you of Hispanic, Latino, or other Spanish ancestry?**     (1) Yes     (2) No
33. **Would you say your total annual household income is:**  
 (1) Under \$30,000     (3) \$60,000 to \$99,999  
 (2) \$30,000 to \$59,999     (4) \$100,000 or more
34. **What is your age?**  
 (1) 18-24     (2) 25-34     (3) 35-44     (4) 45-54     (5) 55-64     (6) 65+
35. **What is your gender identity?**     (1) Male     (2) Female     (3) Other
36. **What is your home street address (please be specific, e.g., 123 W. Main Street – not 123 Main)?**  
 \_\_\_\_\_
37. **What is your home zip code?**    \_\_\_\_\_
38. **Do you live inside the city limits of Kansas City, Missouri?**     (1) Yes     (2) No

**This concludes the survey – Thank you for your time!**

Please return your survey in the postage-paid envelope addressed to:  
 ETC Institute, P.O. Box 480320, Kansas City MO 64148-9902

Your responses will remain completely confidential. The information shown to the right will ONLY be used to help ensure the survey results are statistically representative of residents in the area.  
 Thank you.



KANSAS CITY  
MISSOURI

## City of Kansas City, Missouri Resident Survey - Q2/Q4

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and respond to resident concerns. You may complete the survey by returning it in the postage-paid envelope that has been provided, or online at [www.kcmosurvey.org](http://www.kcmosurvey.org). Any information that could be used to identify individual survey responses will remain confidential. If you have questions, please call the City Manager's office at 513-1408.

**1. 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.**

How would you rate Kansas City, Missouri:	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9

**2. 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.**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the City	5	4	3	2	1	9
2. Overall value you receive for your City tax dollars and fees	5	4	3	2	1	9
3. Overall image of the City	5	4	3	2	1	9
4. Overall quality of life in the City	5	4	3	2	1	9
5. Overall feeling of safety in the City	5	4	3	2	1	9
6. How safe you feel in your neighborhood	5	4	3	2	1	9
7. Overall quality of education system within the City	5	4	3	2	1	9
8. Physical appearance of your neighborhood	5	4	3	2	1	9

**3. 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.**

How satisfied are you with the overall quality of...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Police services	5	4	3	2	1	9
02. Fire and ambulance services	5	4	3	2	1	9
03. The maintenance of city streets, sidewalks, and infrastructure	5	4	3	2	1	9
04. Solid waste services (e.g. residential trash/recycling collection)	5	4	3	2	1	9
05. City water utilities	5	4	3	2	1	9
06. Neighborhood services (e.g. code enforcement, property preservation, animal control)	5	4	3	2	1	9
07. City parks and recreation programs/facilities	5	4	3	2	1	9
08. Health Department services	5	4	3	2	1	9
09. Airport facilities	5	4	3	2	1	9
10. the City's 311 service	5	4	3	2	1	9
11. Municipal court services	5	4	3	2	1	9
12. Customer service you receive from city employees	5	4	3	2	1	9
13. Overall effectiveness of city communication with the public	5	4	3	2	1	9
14. the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
15. Public transportation	5	4	3	2	1	9

**4. 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? [Write-in your answers below using the numbers from the list in Question 3.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**5. POLICE SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Effectiveness of local police protection	5	4	3	2	1	9
2.	The visibility of police in neighborhoods	5	4	3	2	1	9
3.	the City's overall efforts to prevent crime	5	4	3	2	1	9
4.	Enforcement of local traffic laws	5	4	3	2	1	9
5.	Parking enforcement services	5	4	3	2	1	9
6.	How quickly police respond to emergencies	5	4	3	2	1	9

**6. Which TWO of the Police services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write-in your answers below using the numbers from the list in Question 5.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**7. FIRE AND EMERGENCY MEDICAL SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of local fire protection and rescue services	5	4	3	2	1	9
2.	How quickly fire and rescue personnel respond to emergencies	5	4	3	2	1	9
3.	Quality of local emergency medical service	5	4	3	2	1	9
4.	How quickly emergency medical personnel respond to emergencies	5	4	3	2	1	9

**8. Which TWO of the Fire and Emergency Medical services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write-in your answers below using the numbers from the list in Question 7.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**9. STREETS, SIDEWALKS, AND INFRASTRUCTURE. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of city streets	5	4	3	2	1	9
02.	Maintenance of streets in YOUR neighborhood	5	4	3	2	1	9
03.	Condition of sidewalks in the City	5	4	3	2	1	9
04.	Condition of sidewalks in YOUR neighborhood	5	4	3	2	1	9
05.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
06.	Snow removal on major city streets during the past 12 months	5	4	3	2	1	9
07.	Snow removal on residential streets during the past 12 months	5	4	3	2	1	9
08.	Adequacy of city street lighting	5	4	3	2	1	9
09.	Accessibility of streets, sidewalks, and buildings for people with disabilities	5	4	3	2	1	9
10.	On-street bicycle infrastructure (bike lanes/wayfinding signs)	5	4	3	2	1	9

**10. Which TWO of the street, sidewalk, and infrastructure services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write-in your answers below using the numbers from the list in Question 9.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_



**11. PUBLIC TRANSPORTATION. Please rate your satisfaction with the following services.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	KCATA bus system	5	4	3	2	1	9
2.	Kansas City streetcar	5	4	3	2	1	9

**12. NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the clean-up of trash and debris on private property	5	4	3	2	1	9
2.	Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
3.	Enforcing the exterior maintenance of residential property (e.g. condition of buildings)	5	4	3	2	1	9
4.	Enforcing trash, weeds, and exterior maintenance in YOUR neighborhood	5	4	3	2	1	9
5.	Boarding up vacant structures that are open to entry	5	4	3	2	1	9
6.	Demolishing vacant structures that are in the dangerous building inventory	5	4	3	2	1	9
7.	Enforcement of animal code (e.g. animal welfare and pet licensing)	5	4	3	2	1	9
8.	Customer service from animal control officers	5	4	3	2	1	9
9.	Animal shelter operations and adoption efforts	5	4	3	2	1	9

**13. Which TWO of the neighborhood services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write-in your answers below using the numbers from the list in Question 12.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**14. PARKS AND RECREATION SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of City parks	5	4	3	2	1	9
02.	Quality of facilities such as picnic shelters & playgrounds in city parks	5	4	3	2	1	9
03.	Quality of outdoor athletic fields (i.e. baseball, soccer, and football)	5	4	3	2	1	9
04.	Maintenance of boulevards and parkways	5	4	3	2	1	9
05.	Walking and biking trails in the City	5	4	3	2	1	9
06.	City swimming pools and programs	5	4	3	2	1	9
07.	the City's youth programs and activities	5	4	3	2	1	9
08.	Maintenance and appearance of City community centers	5	4	3	2	1	9
09.	Programs and activities at City community centers	5	4	3	2	1	9
10.	Tree trimming & other tree care along city streets and other public areas	5	4	3	2	1	9
11.	Quality of communication from Parks and Recreation	5	4	3	2	1	9
12.	Quality of customer service from Parks and Recreation employees	5	4	3	2	1	9

**15. Which TWO of the Parks and Recreation services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write-in your answers below using the numbers from the list in Question 14.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**16. SOLID WASTE SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of trash collection services	5	4	3	2	1	9
2.	Overall quality of curbside recycling services	5	4	3	2	1	9
3.	Overall quality of recycling drop-off centers	5	4	3	2	1	9
4.	Overall quality of bulky item pick-up services	5	4	3	2	1	9
5.	Overall quality of leaf and brush pick-up services	5	4	3	2	1	9
6.	Overall quality of leaf and brush drop-off centers	5	4	3	2	1	9
7.	Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
8.	City efforts to clean-up illegal dumping sites	5	4	3	2	1	9

**17. Which TWO of the solid waste services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write-in your answers below using the numbers from the list in Question 16.]**

1st: \_\_\_\_ 2nd: \_\_\_\_

**18. AIRPORT. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Ease of moving through airport security	5	4	3	2	1	9
2.	Availability of parking	5	4	3	2	1	9
3.	Food, beverage, and other concessions	5	4	3	2	1	9
4.	Cleanliness of facilities	5	4	3	2	1	9
5.	Availability of seating near departure gates	5	4	3	2	1	9

**19. Which TWO of the airport services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write-in your answers below using the numbers from the list in Question 18.]**

1st: \_\_\_\_ 2nd: \_\_\_\_

**20. WATER SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Condition of catch basins (storm drains) in your neighborhood	5	4	3	2	1	9
2.	Timeliness of water/sewer line break repairs	5	4	3	2	1	9
3.	Quality of Water Services customer service	5	4	3	2	1	9

**21. LEADERSHIP. Please rate your satisfaction with the following aspects of City Leadership in Kansas City, Missouri.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
2.	Overall effectiveness of the City Manager and appointed staff	5	4	3	2	1	9
3.	How ethically the City conducts business	5	4	3	2	1	9

**22. NON-CITY SERVICES - SCHOOLS. Please answer the following questions about education in KCMO (which is not a City-provided service):**

**22a. Do you have any children in the following age groups who live in Kansas City, Missouri?**  
*[Check all that apply.]*

- (1) No Children/No Children in KCMO                       (3) Ages 6-13  
 (2) Ages 0-5     (4) Ages 14-17

**22b. If you have children living in Kansas City, Missouri, what type of K-12 school do your children attend?** *[Check all that apply.]*

- (1) Public                       (2) Charter                       (3) Private                       (4) Other

**22c. If you have children in Kansas City, Missouri, how would you grade the quality of the school(s) your children attend?**

- (1) Excellent                       (3) Average                       (5) Failing  
 (2) Good                               (4) Poor

**23. Please answer the following questions by circling "Yes" or "No."**

	Yes	No
01. Were you or anyone in your household the victim of any crime in Kansas City, Missouri, during the last year?	1	2
02. Have you had contact with a KCPD police officer during the last year?	1	2
03. Have any members of your household used the Kansas City, Missouri, ambulance service in the last year?	1	2
04. Have you or anyone in your household contacted the City's 311 Call Center in the last year?	1	2
05. Have you visited the City's website (kcmo.gov) in the last year?	1	2
06. Have you used the bulky item pick-up service in the last year?	1	2
07. Have you or anyone in your household visited a Kansas City, Missouri, community center in the last year?	1	2
08. Have any members of your household visited any parks in Kansas City, Missouri, in the last year?	1	2
09. Have you used the KCATA bus system in the last year?	1	2
10. Have you used the Kansas City Streetcar in the last year?	1	2
11. Do you have regular access to the internet at home?	1	2
12. Have you had contact with the Municipal Court in the last year?	1	2
13. Have you flown out of Kansas City International Airport in the last year?	1	2
14. Have you contacted Water Services regarding your account in the last year?	1	2
15. Do you own at least one cat or dog?	1	2
16. Have you ridden a bicycle on city streets or trails in the last year?	1	2

**24. How often does your household use the City's curbside recycling services?**

- (1) Weekly                       (3) Monthly                       (5) Not available at my residence  
 (2) Bi-weekly                       (4) Never

25. **Do you think you will be living in Kansas City, Missouri, five years from now?**  
 (1) Yes     (2) No
26. **Do you own or rent your current residence?**     (1) Own     (2) Rent
27. **What type of dwelling do you live in?**  
 (1) Single family house (detached from other houses)     (3) Apartment or condominium building  
 (2) Duplex or townhome     (4) Other
28. **Approximately how many years have you lived in Kansas City, Missouri?**    \_\_\_\_\_ years
29. **Which of the following best describes your race/ethnicity? [Check all that apply.]**  
 (1) Asian/Pacific Islander     (3) American Indian/Eskimo     (5) Other: \_\_\_\_\_  
 (2) White     (4) Black/African American
30. **Are you of Hispanic, Latino, or other Spanish ancestry?**     (1) Yes     (2) No
31. **Would you say your total annual household income is:**  
 (1) Under \$30,000     (3) \$60,000 to \$99,999  
 (2) \$30,000 to \$59,999     (4) \$100,000 or more
32. **What is your age?**  
 (1) 18-24     (2) 25-34     (3) 35-44     (4) 45-54     (5) 55-64     (6) 65+
33. **What is your gender identity?**     (1) Male     (2) Female     (3) Other
34. **What is your home street address (please be specific, e.g., 123 W. Main Street – not 123 Main)?**  
 \_\_\_\_\_
35. **What is your home zip code?**    \_\_\_\_\_
36. **Do you live inside the city limits of Kansas City, Missouri?**     (1) Yes     (2) No

**This concludes the survey – Thank you for your time!**

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