

2017-18 KANSAS CITY MISSOURI CITIZEN SURVEY

APPENDIX A: GIS MAPS BY DISTRICT

Submitted to:

The City of Kansas City, Missouri

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



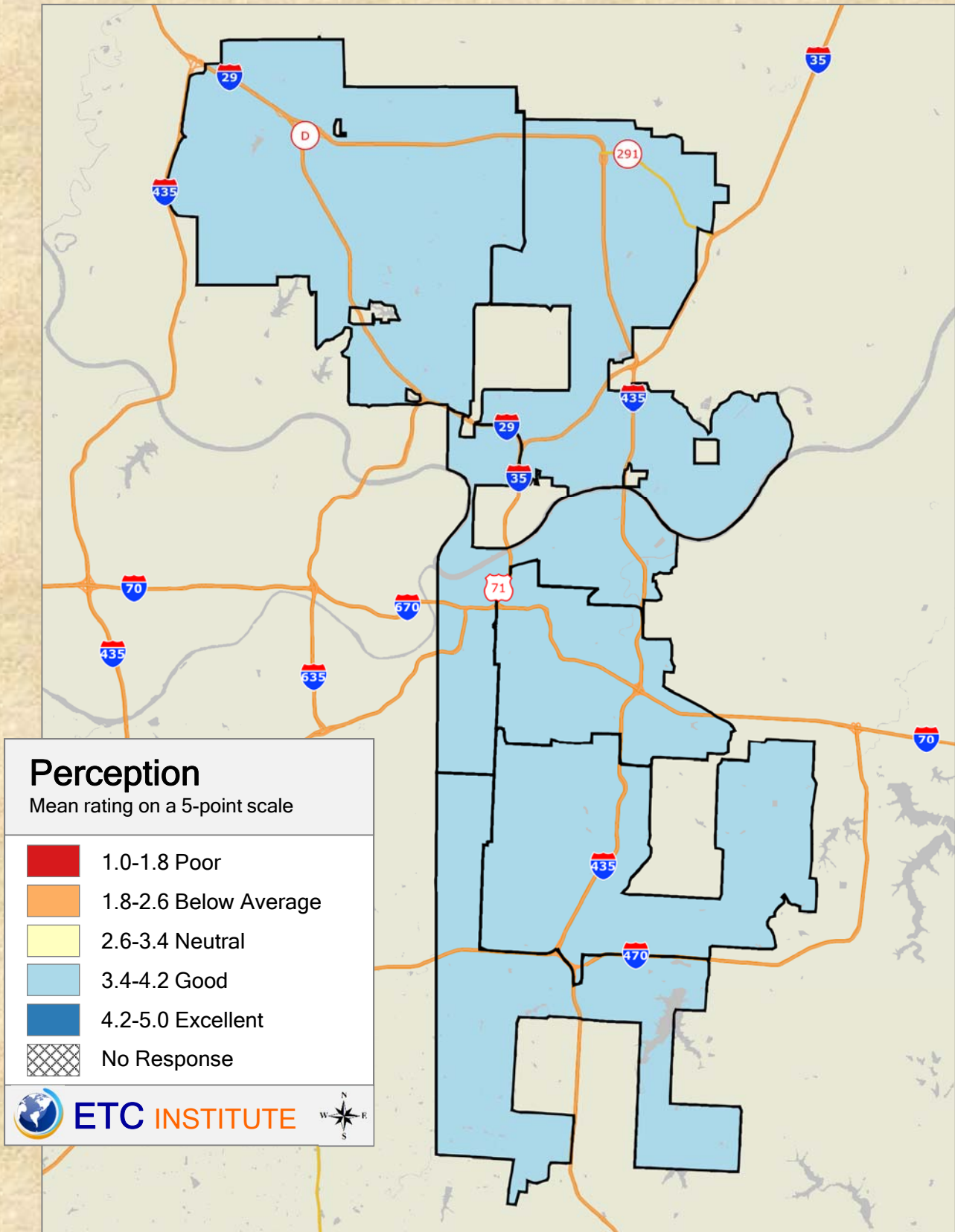
Interpreting the Maps

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

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

- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

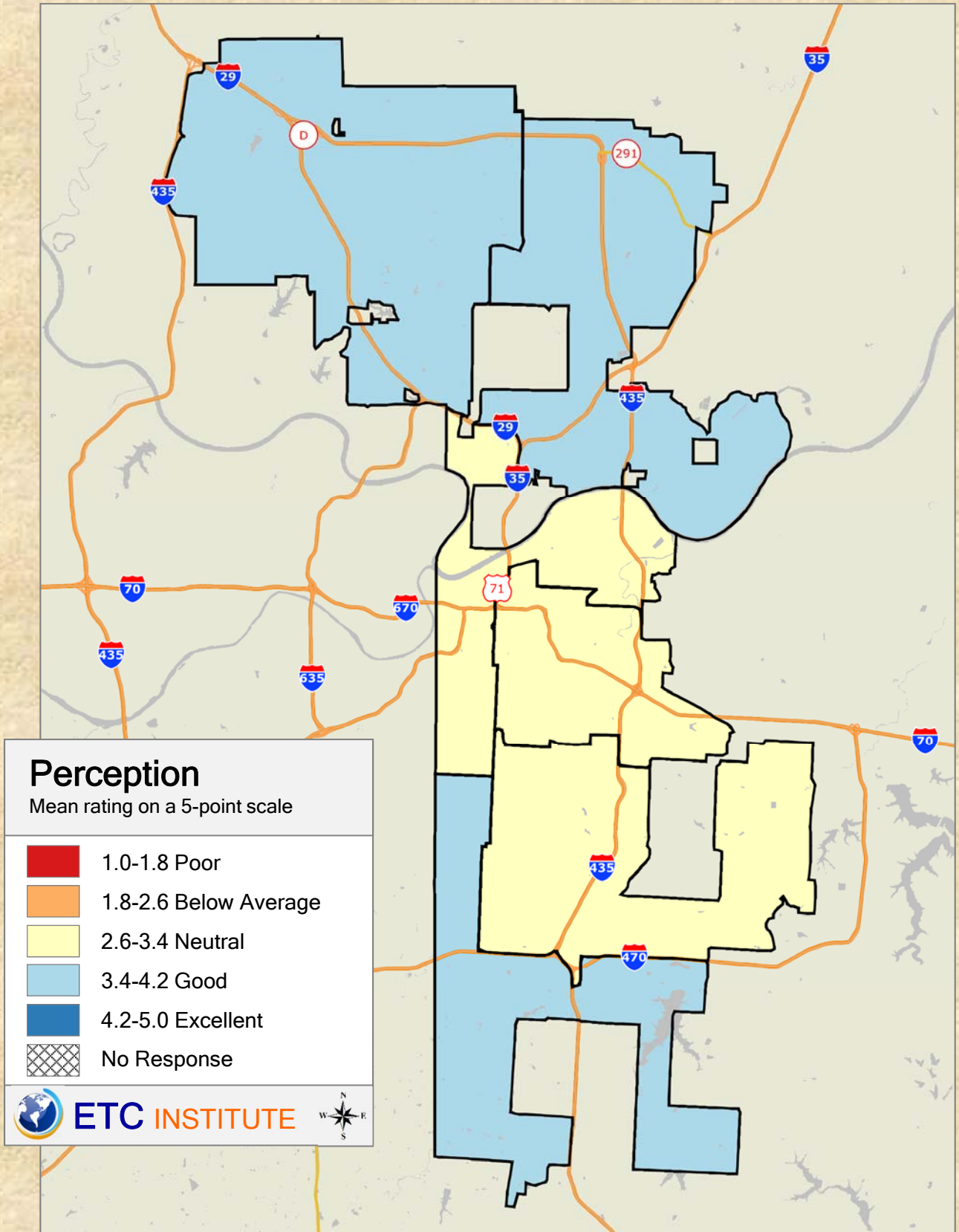
Q1-1 Ratings of the City as a place to live



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

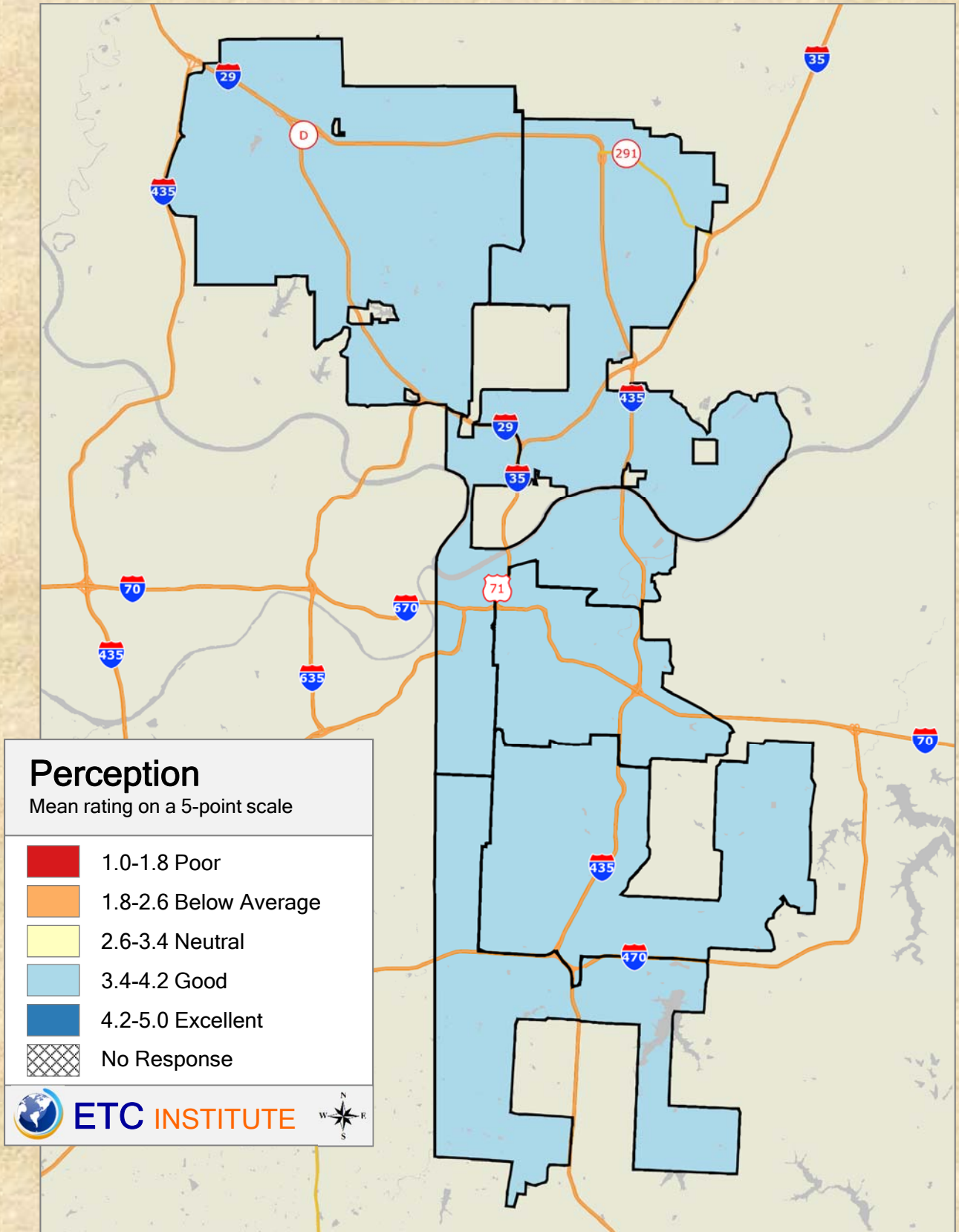
Q1-2 Ratings of the City as a place to raise children



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

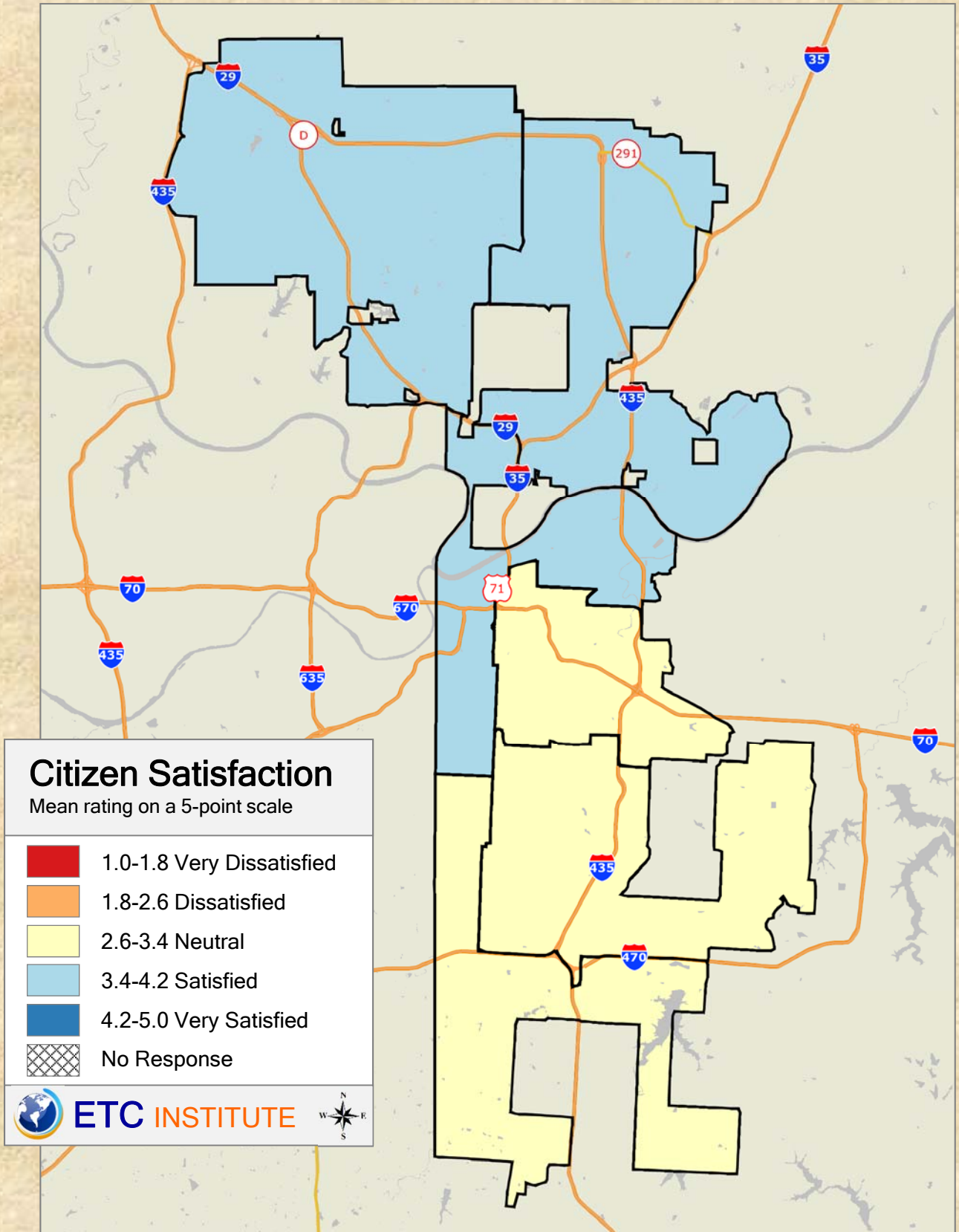
Q1-3 Ratings of the City as a place to work



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

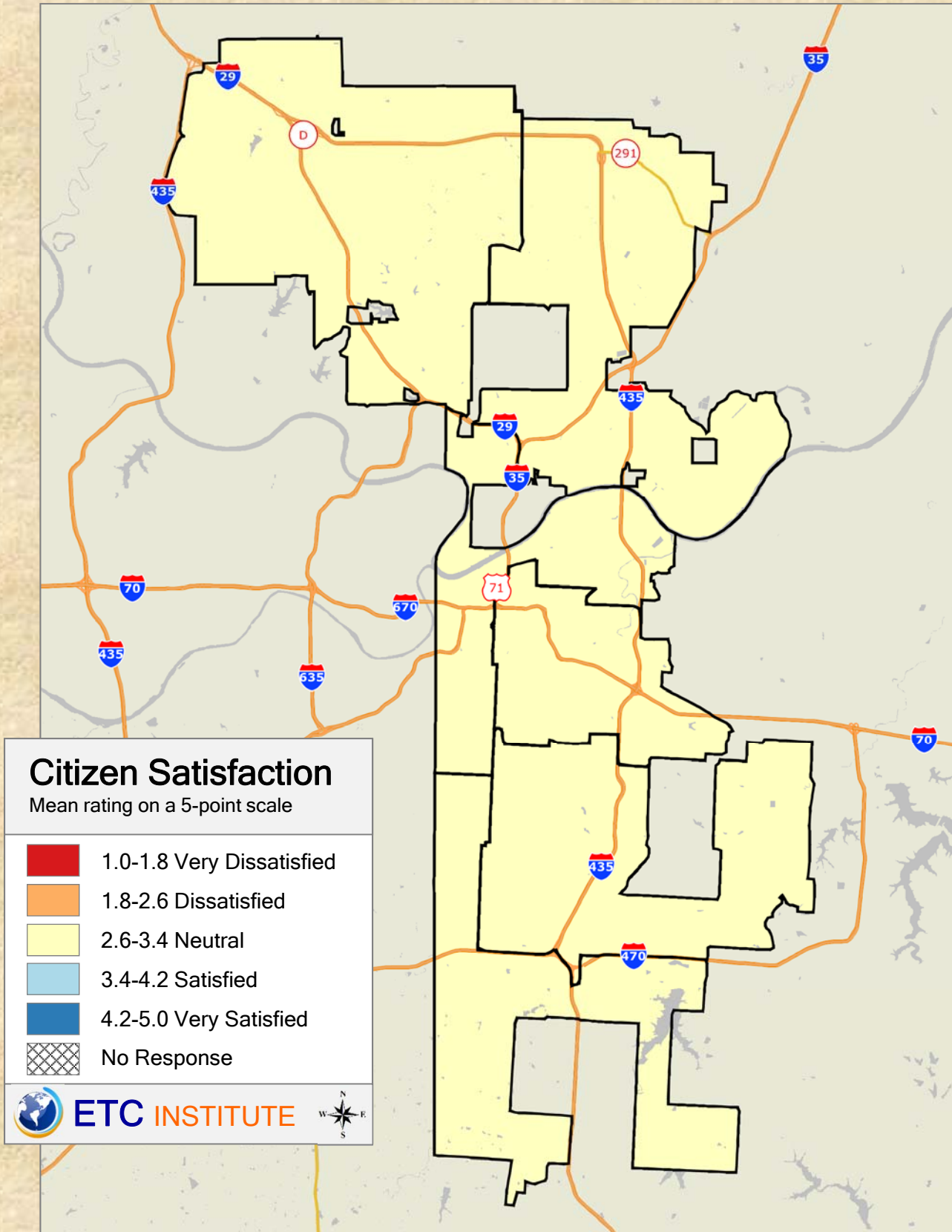
Q2-1 Satisfaction with overall quality of services provided by the City



2017-2018 City of Kansas City, MO Resident Survey

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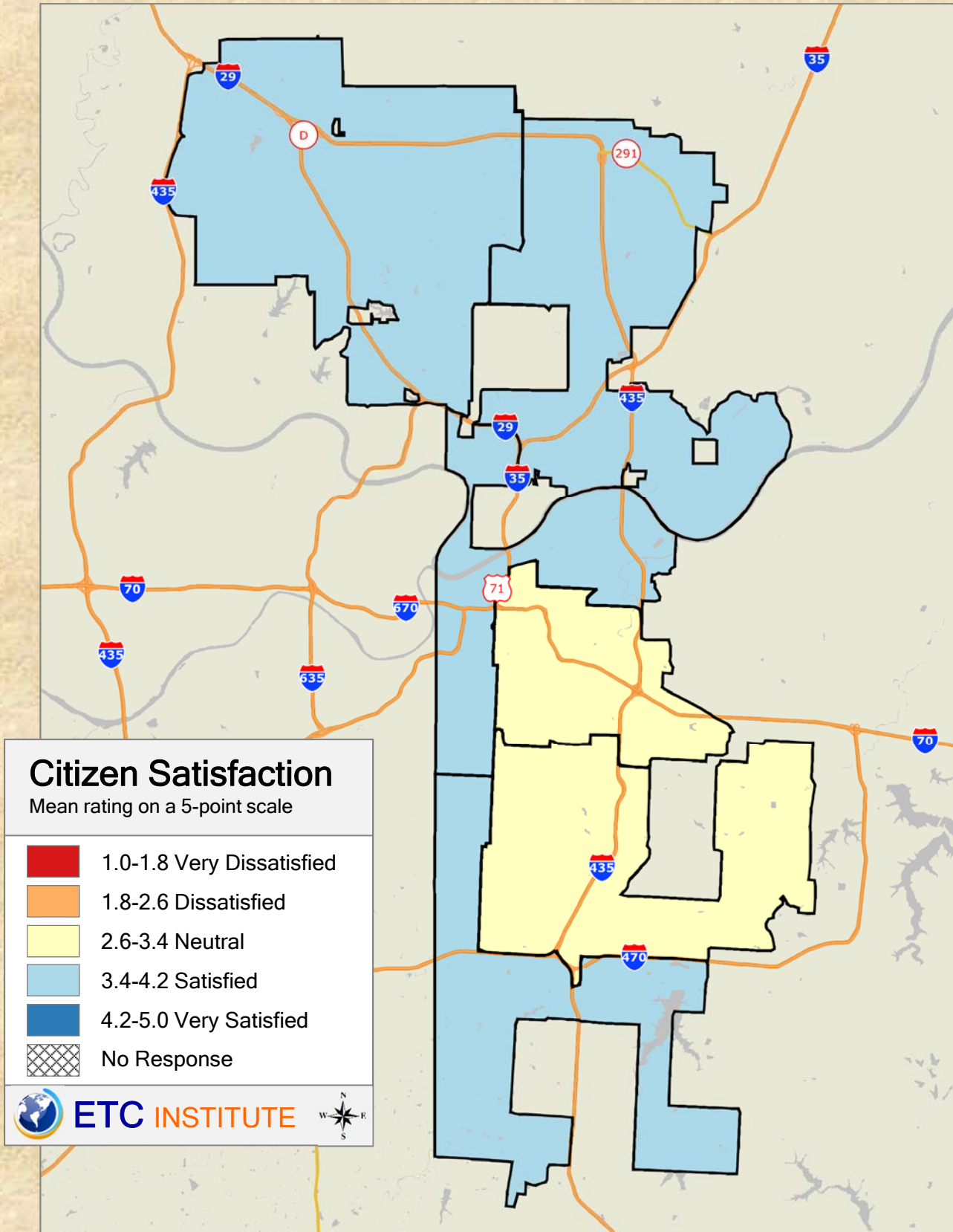
Q2-2 Satisfaction with overall value received for City tax dollars and fees



2017-2018 City of Kansas City, MO Resident Survey

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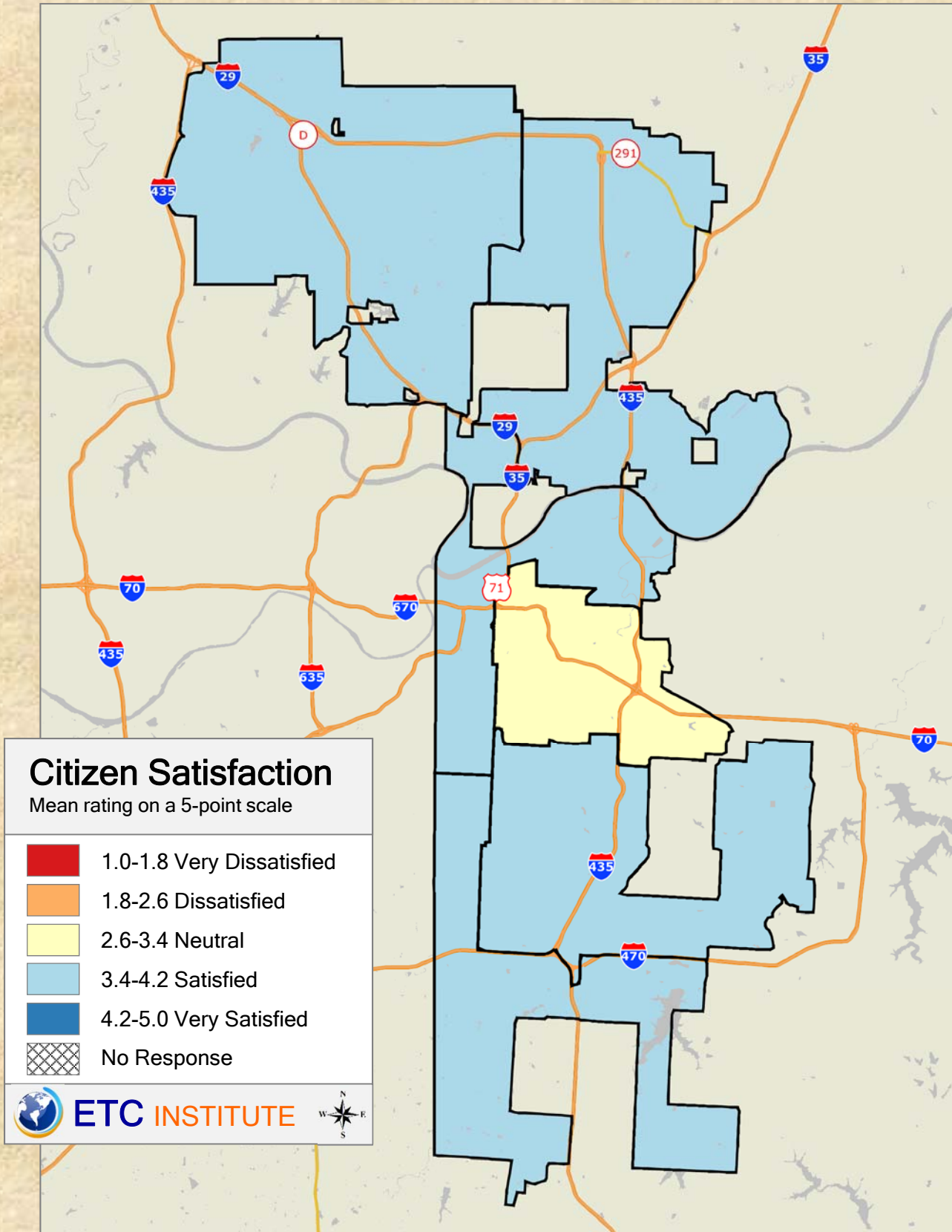
Q2-3 Satisfaction with overall image of the City



2017-2018 City of Kansas City, MO Resident Survey

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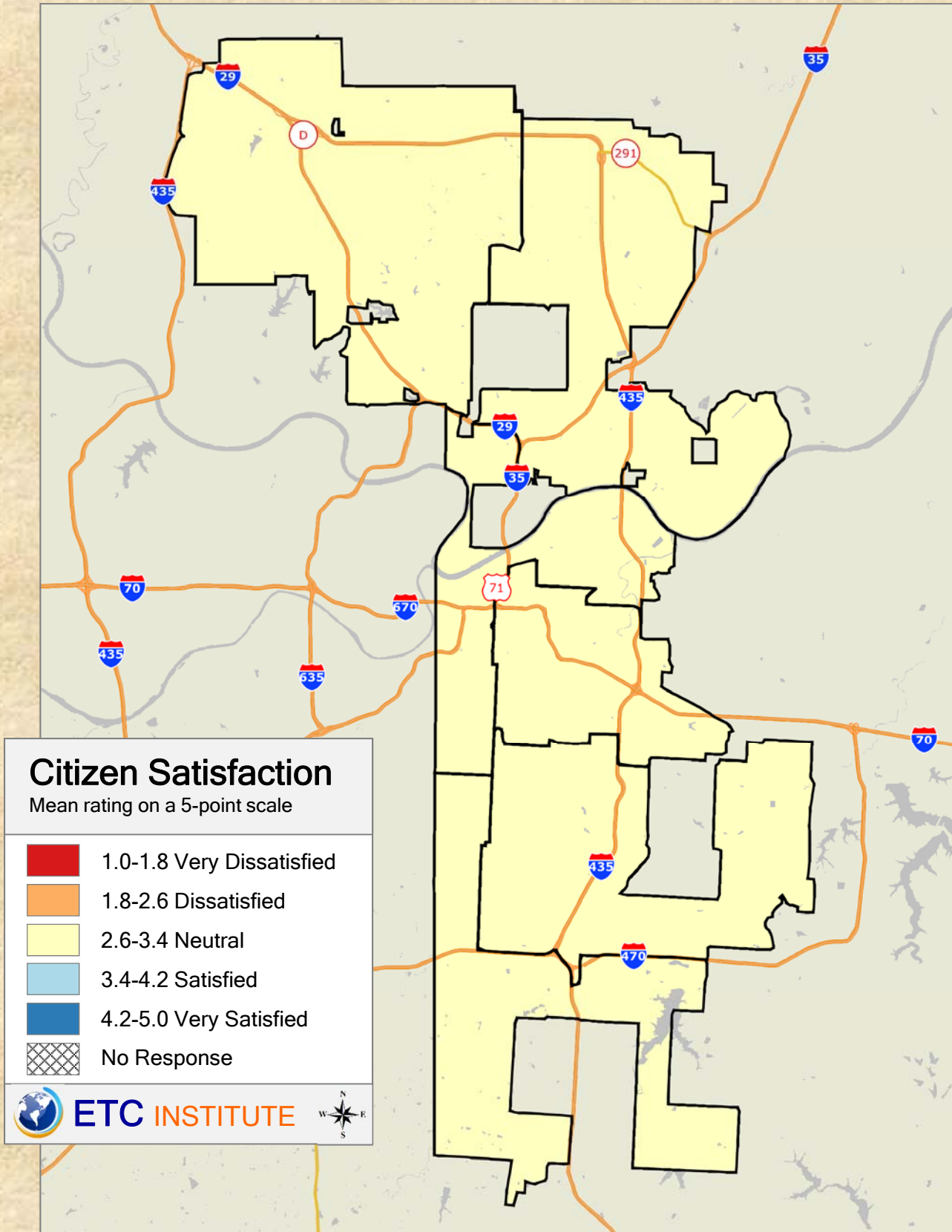
Q2-4 Satisfaction with overall quality of life in the City



2017-2018 City of Kansas City, MO Resident Survey

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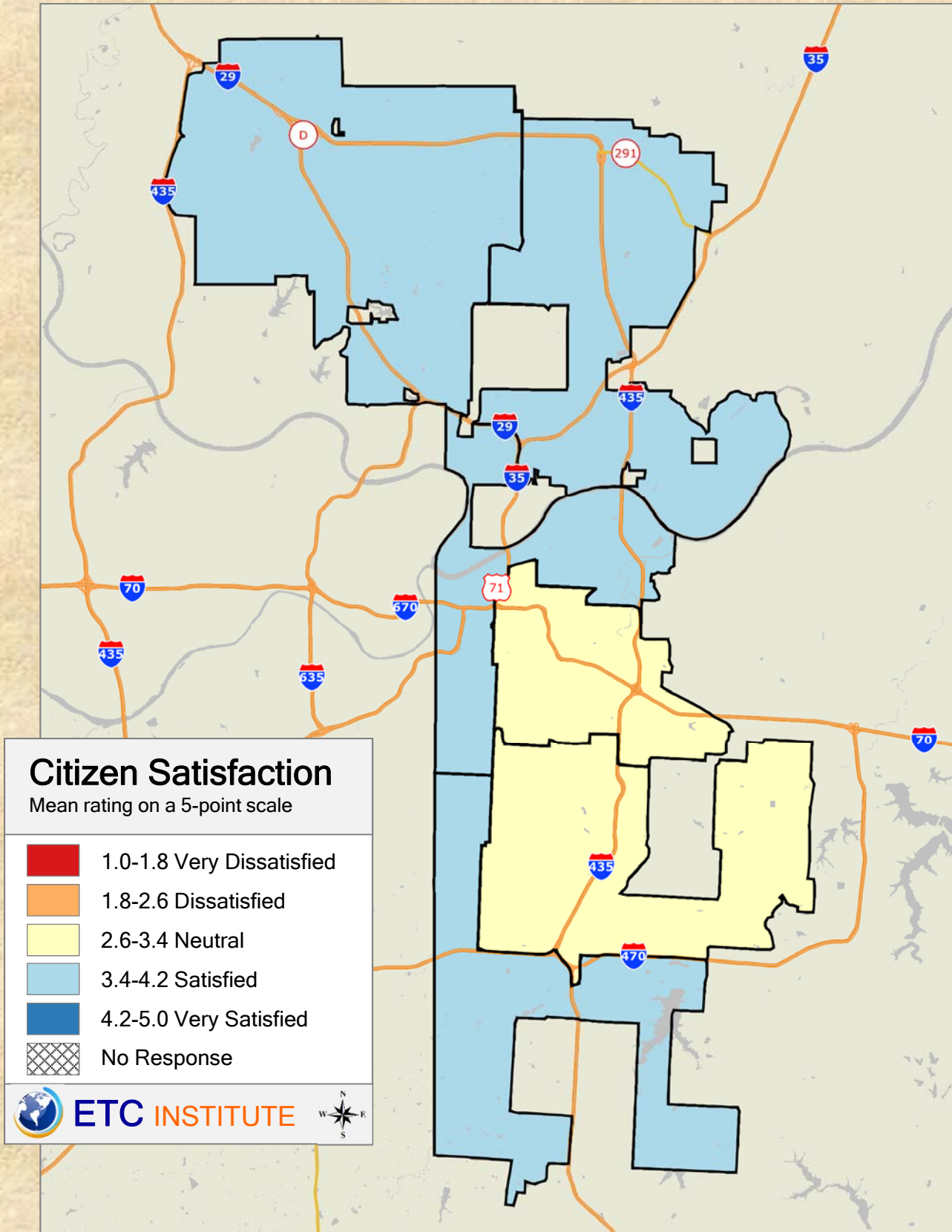
Q2-5 Satisfaction with overall feeling of safety in the City



2017-2018 City of Kansas City, MO Resident Survey

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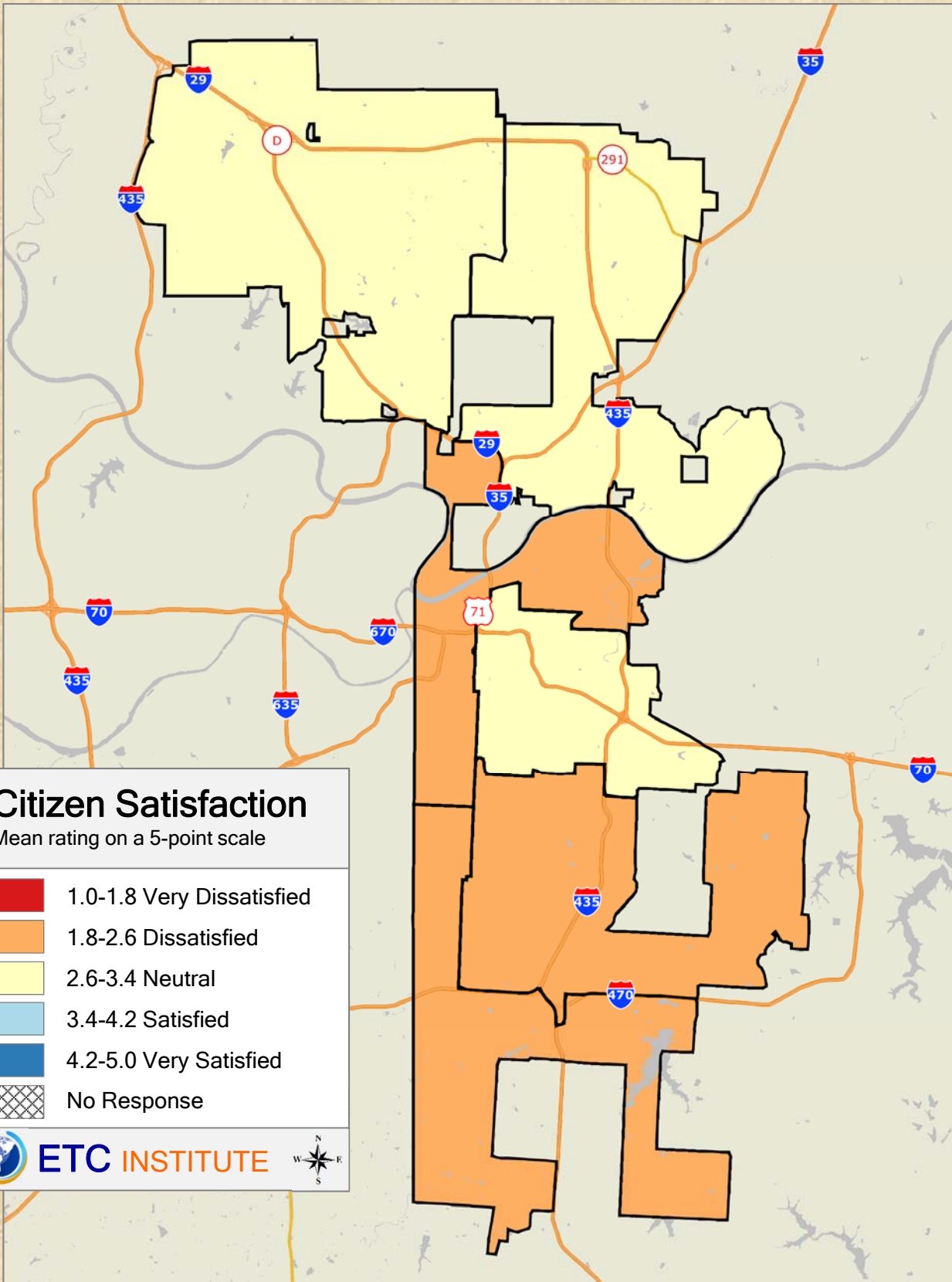
Q2-6 Satisfaction with overall feeling of safety in neighborhoods



2017-2018 City of Kansas City, MO Resident Survey

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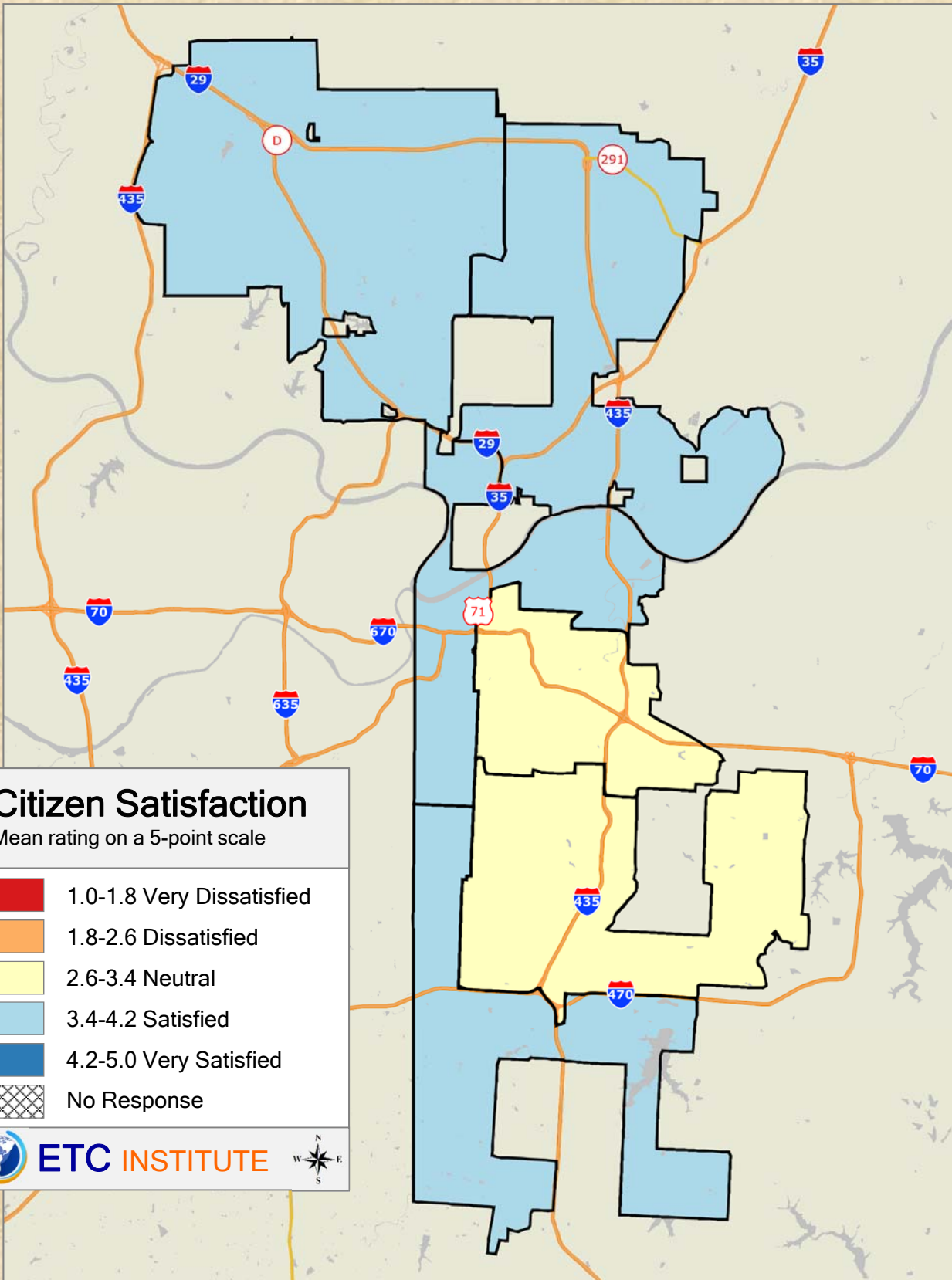
Q2-7 Satisfaction with overall quality of education system within the City



2017-2018 City of Kansas City, MO Resident Survey

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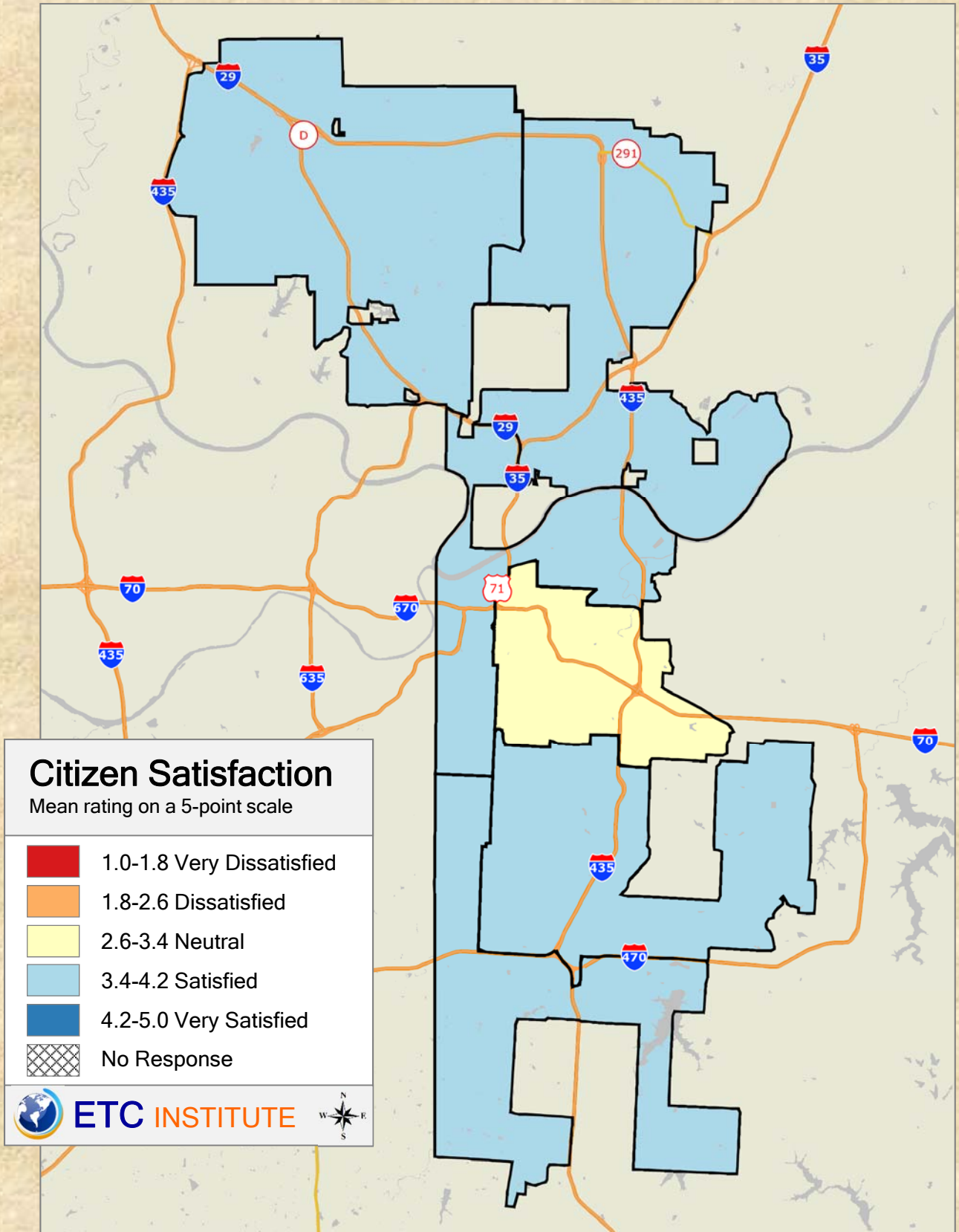
Q2-8 Satisfaction with physical appearance of neighborhoods



2017-2018 City of Kansas City, MO Resident Survey

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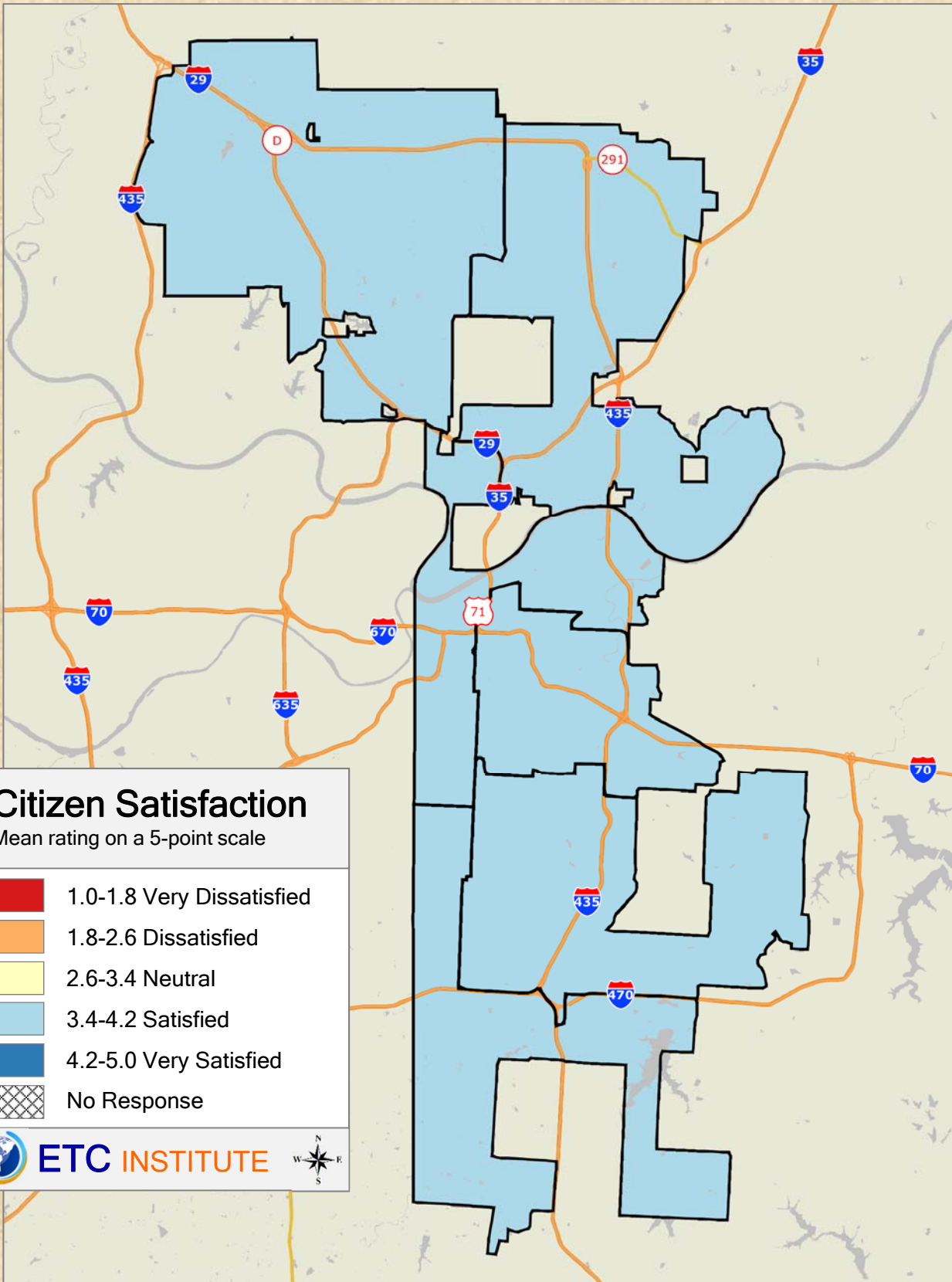
Q3-01 Satisfaction with overall quality of police services



2017-2018 City of Kansas City, MO Resident Survey

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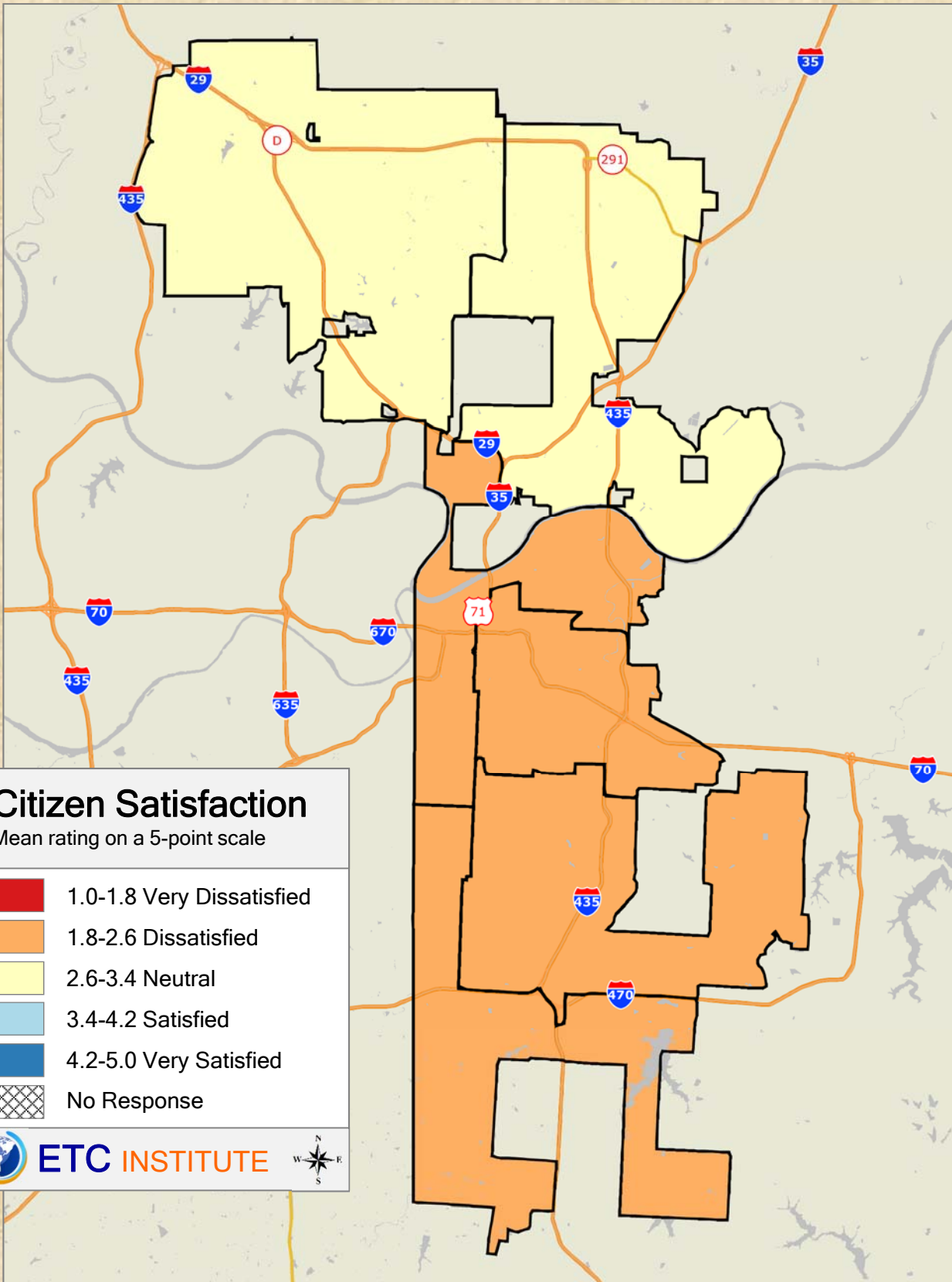
Q3-02 Satisfaction with overall quality of fire and ambulance services



2017-2018 City of Kansas City, MO Resident Survey

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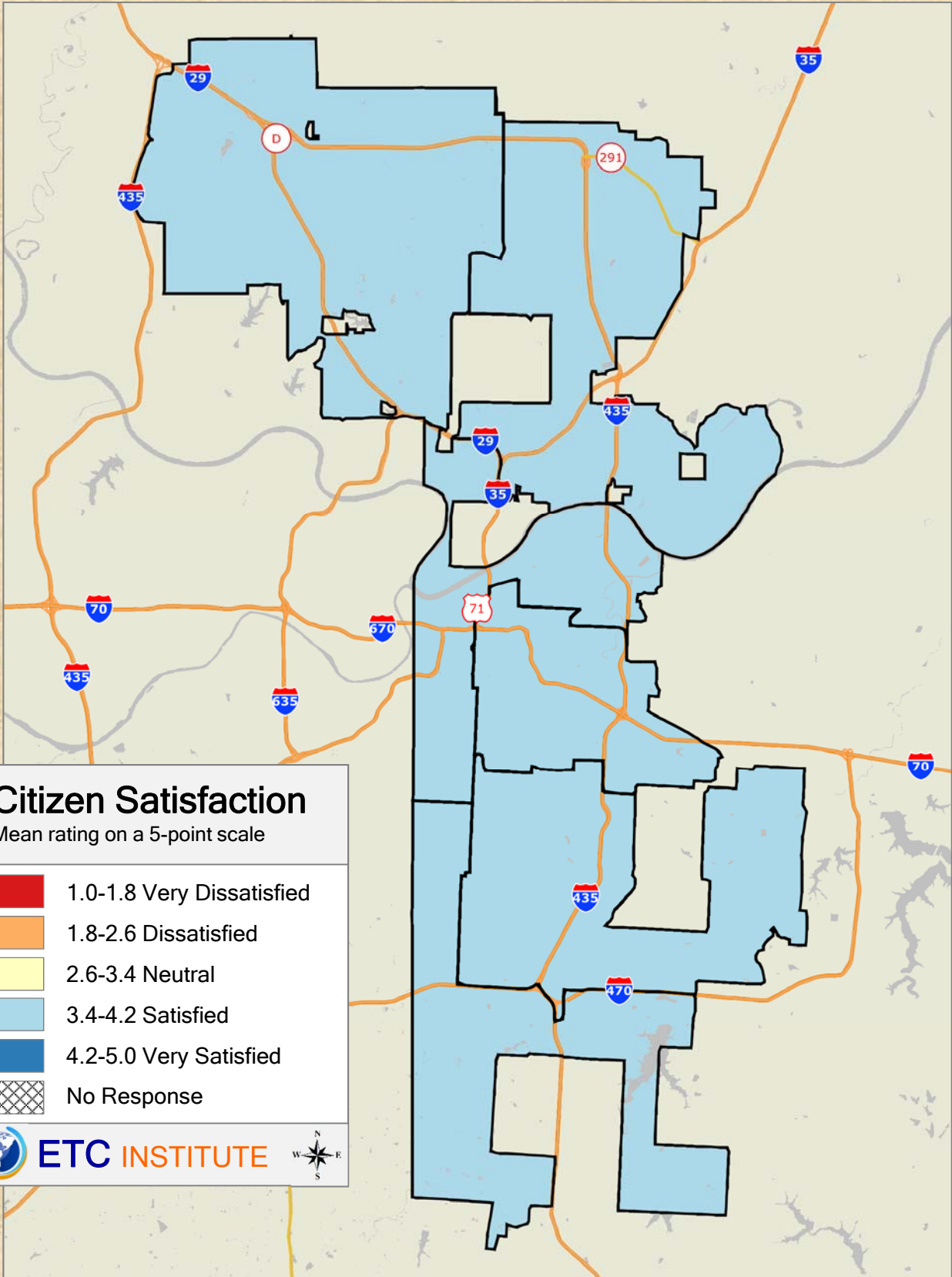
Q3-03 Satisfaction with overall maintenance of city streets, sidewalks, and infrastructure



2017-2018 City of Kansas City, MO Resident Survey

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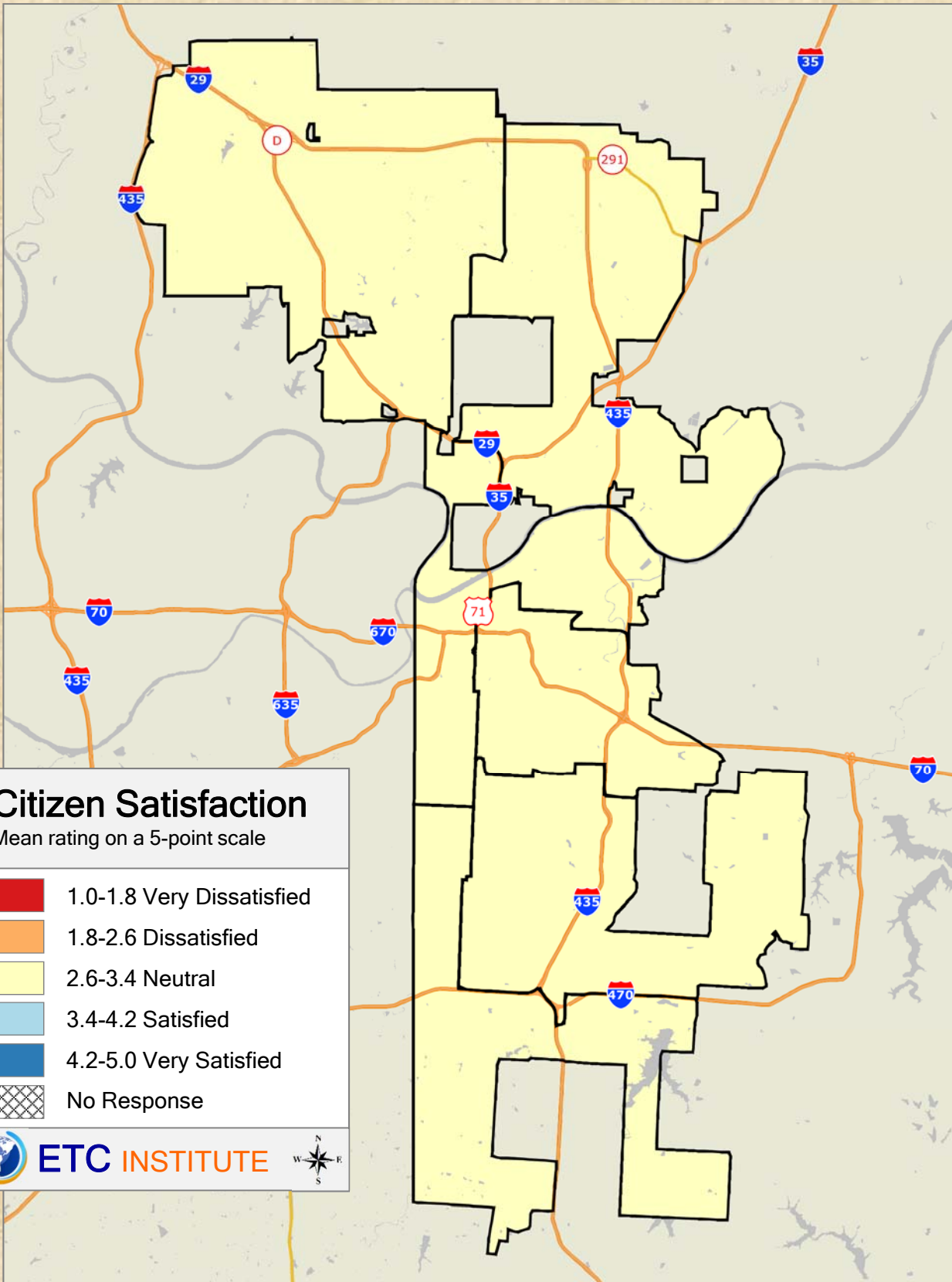
Q3-04 Satisfaction with overall quality of solid waste services



2017-2018 City of Kansas City, MO Resident Survey

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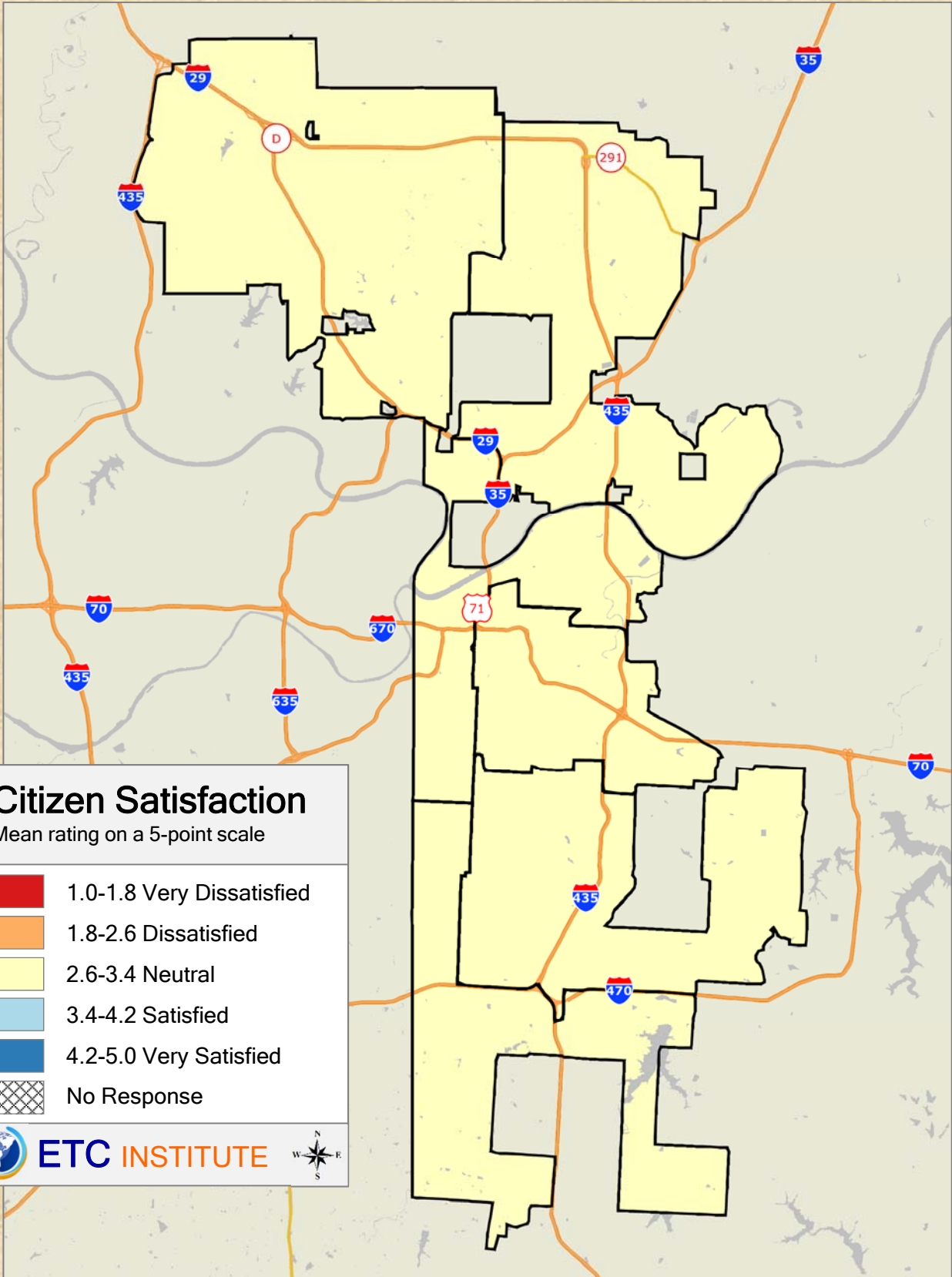
Q3-05 Satisfaction with overall quality of City water utilities



2017-2018 City of Kansas City, MO Resident Survey

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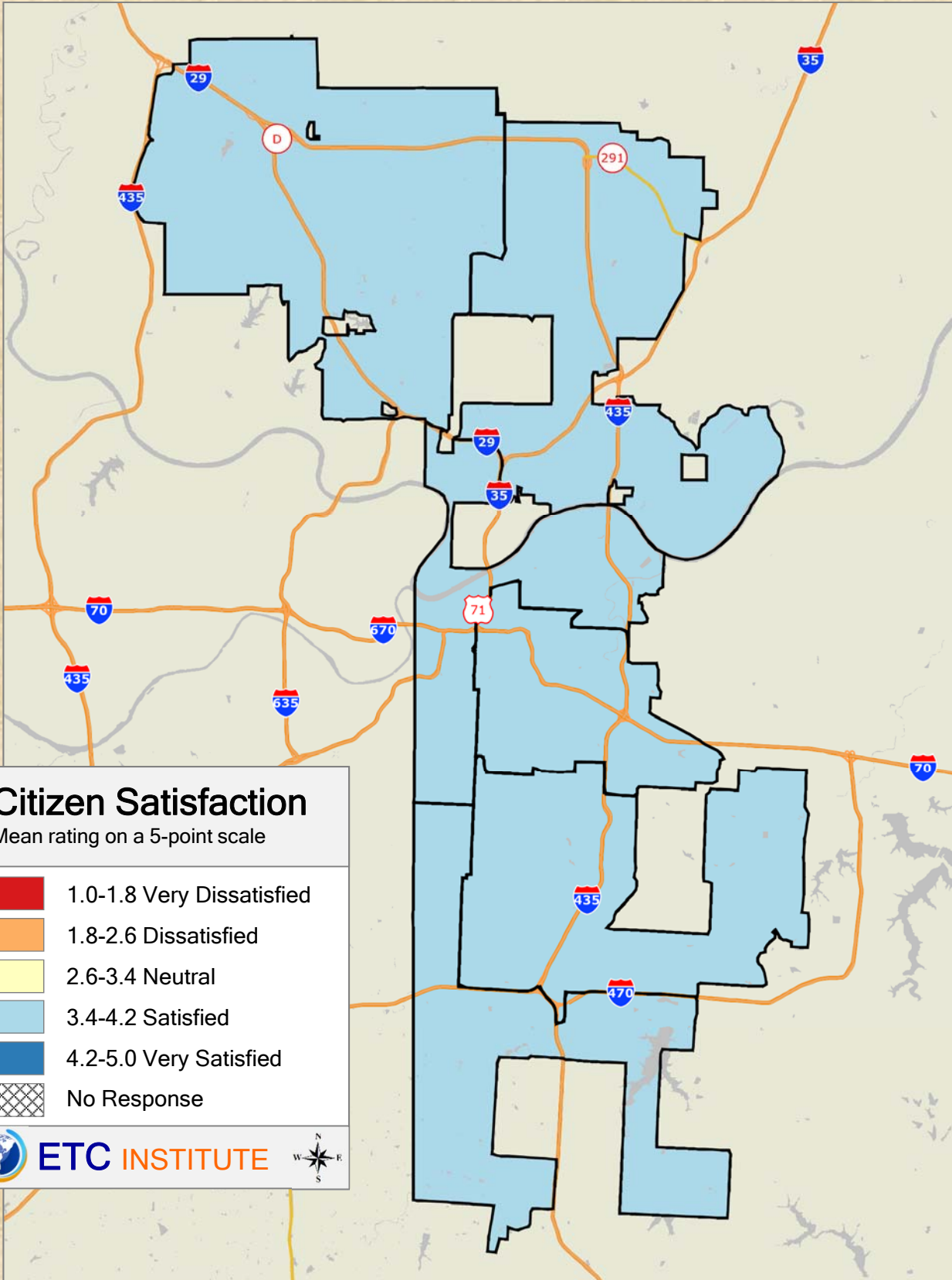
Q3-06 Satisfaction with overall quality of neighborhood services



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

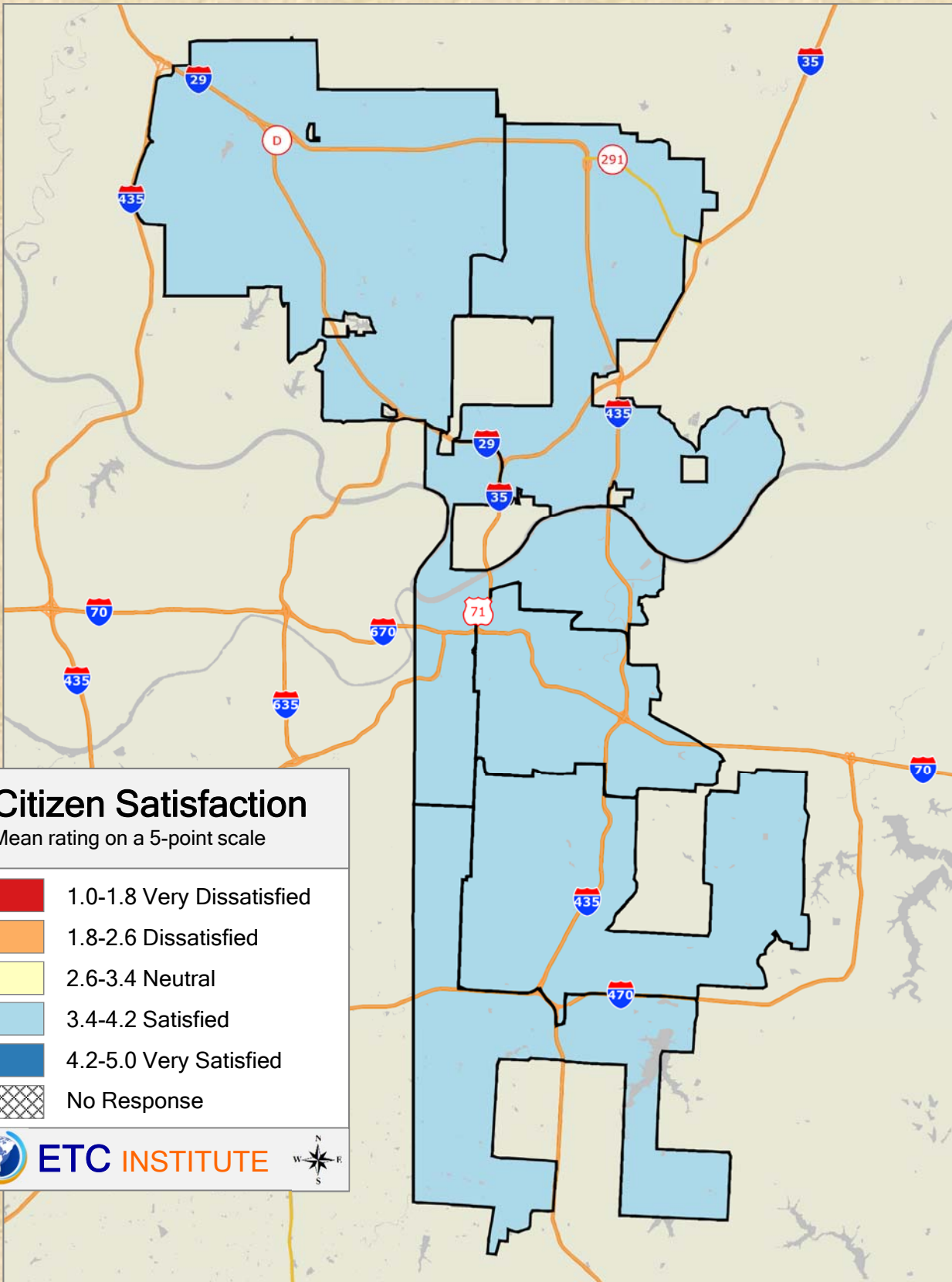
Q3-07 Satisfaction with overall quality of City parks and recreation programs and facilities



2017-2018 City of Kansas City, MO Resident Survey

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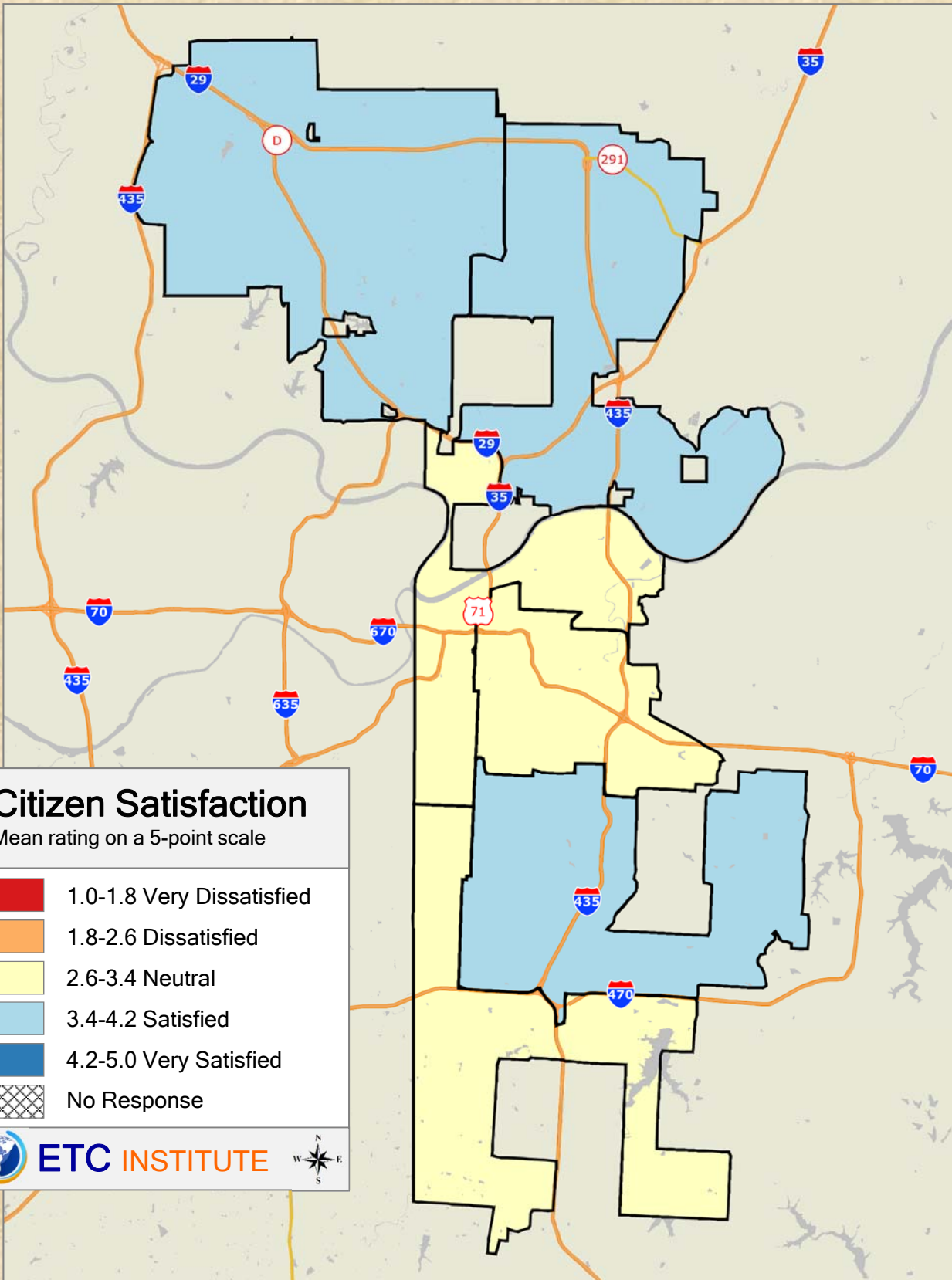
Q3-08 Satisfaction with overall quality of Health Department services



2017-2018 City of Kansas City, MO Resident Survey

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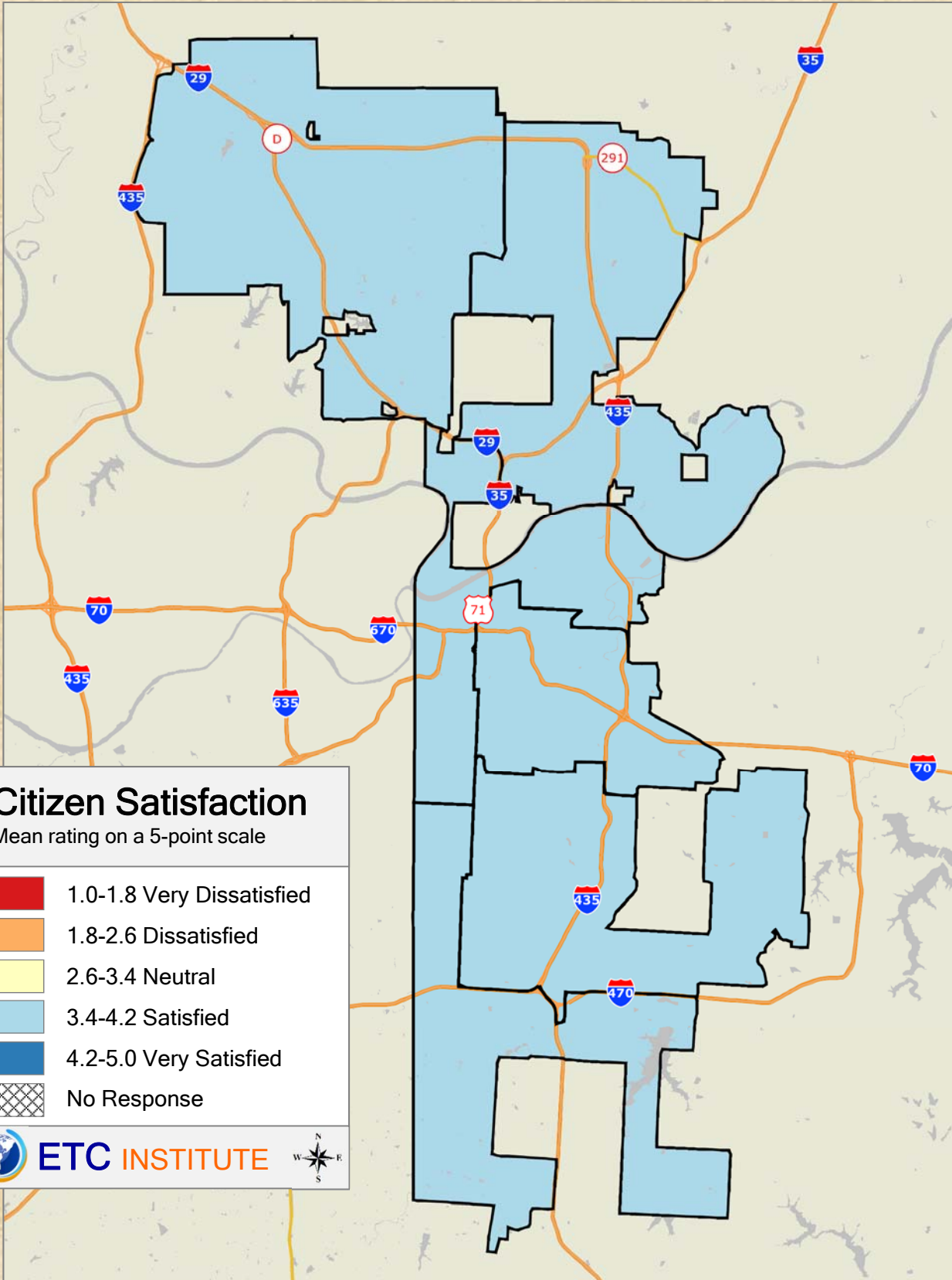
Q3-09 Satisfaction with overall quality of airport facilities



2017-2018 City of Kansas City, MO Resident Survey

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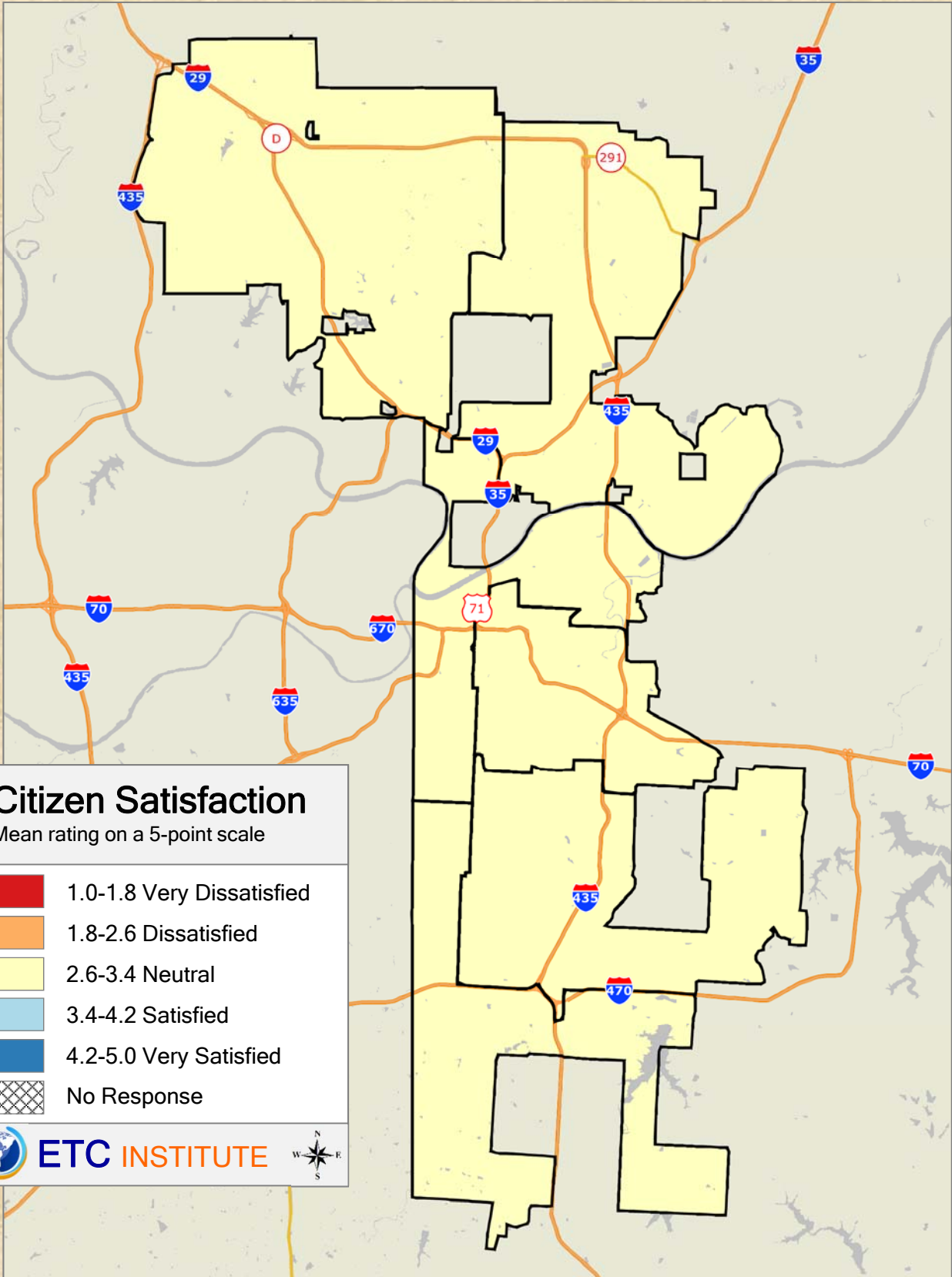
Q3-10 Satisfaction with overall quality of the city's 311 service



2017-2018 City of Kansas City, MO Resident Survey

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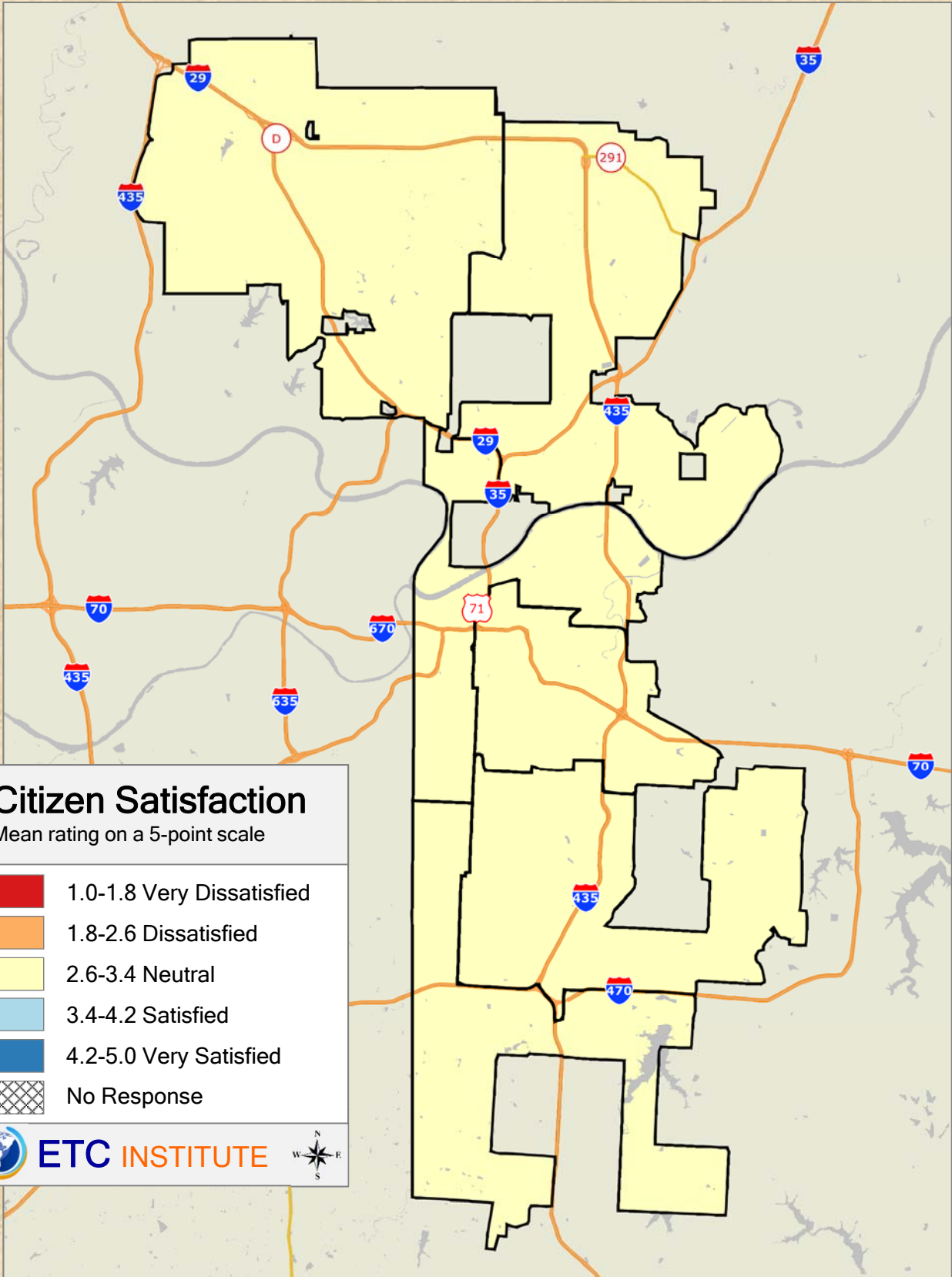
Q3-11 Satisfaction with overall quality of municipal court services



2017-2018 City of Kansas City, MO Resident Survey

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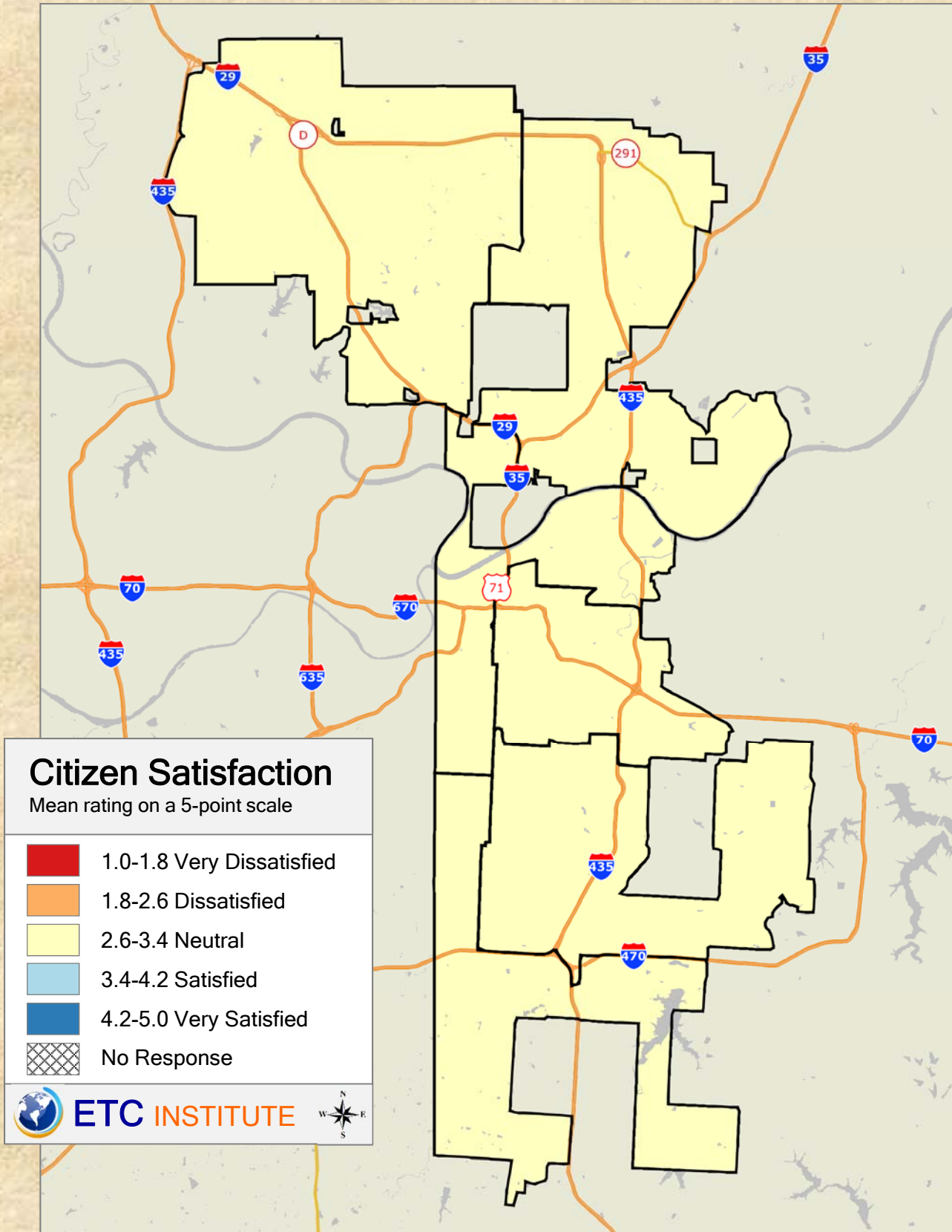
Q3-12 Satisfaction with overall quality of customer service received from city employees



2017-2018 City of Kansas City, MO Resident Survey

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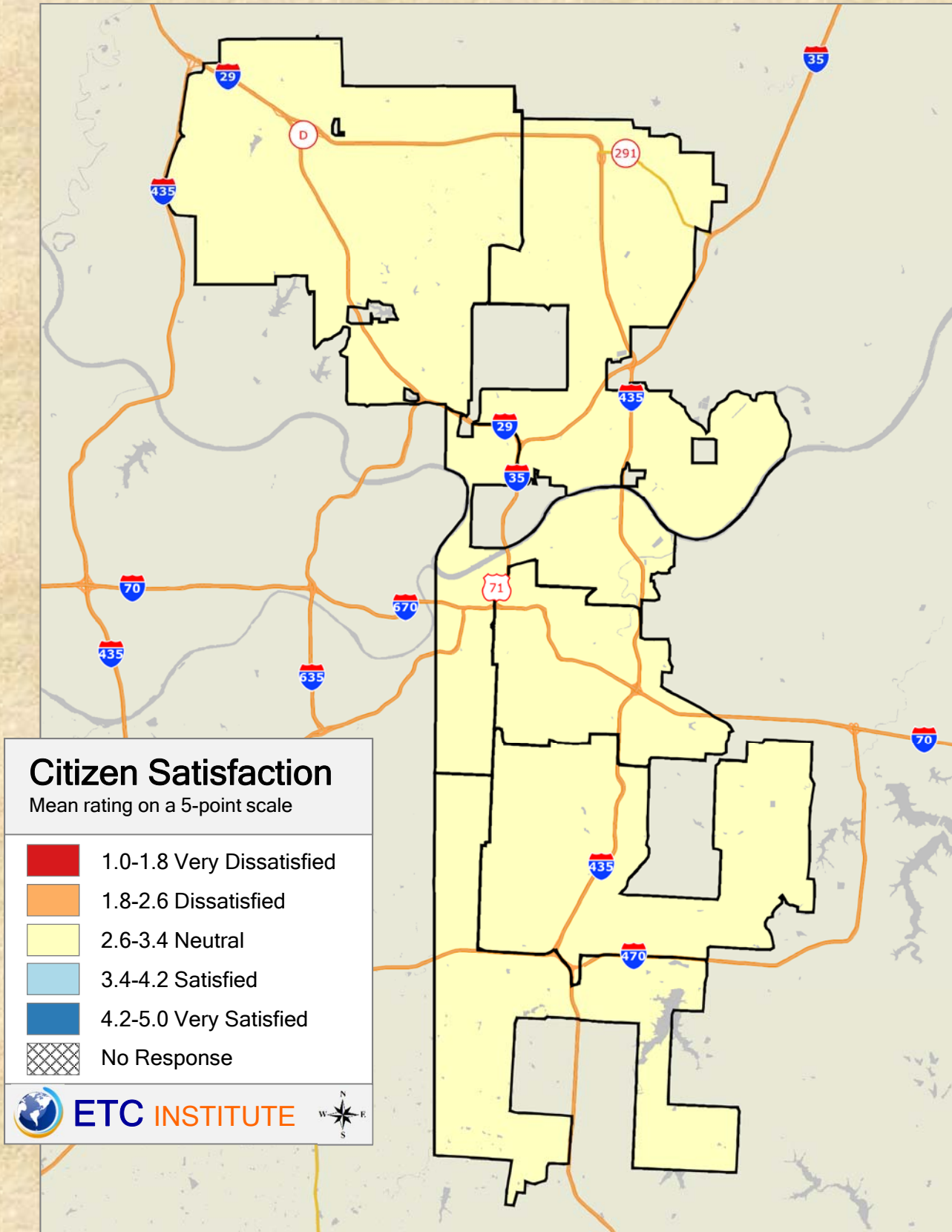
Q3-13 Satisfaction with overall effectiveness of city communication with the public



2017-2018 City of Kansas City, MO Resident Survey

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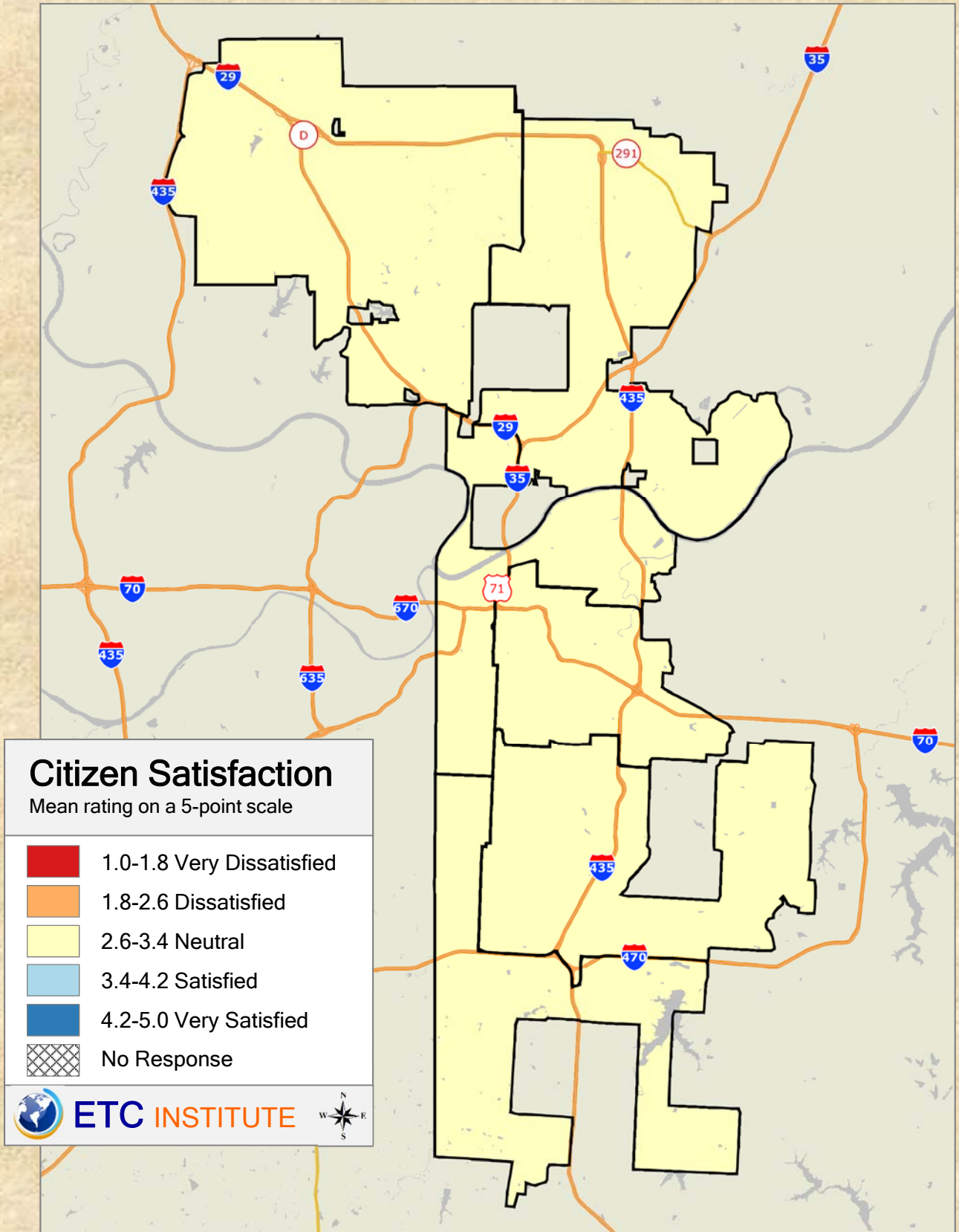
Q3-14 Satisfaction with overall quality of the City stormwater runoff/stormwater management system



2017-2018 City of Kansas City, MO Resident Survey

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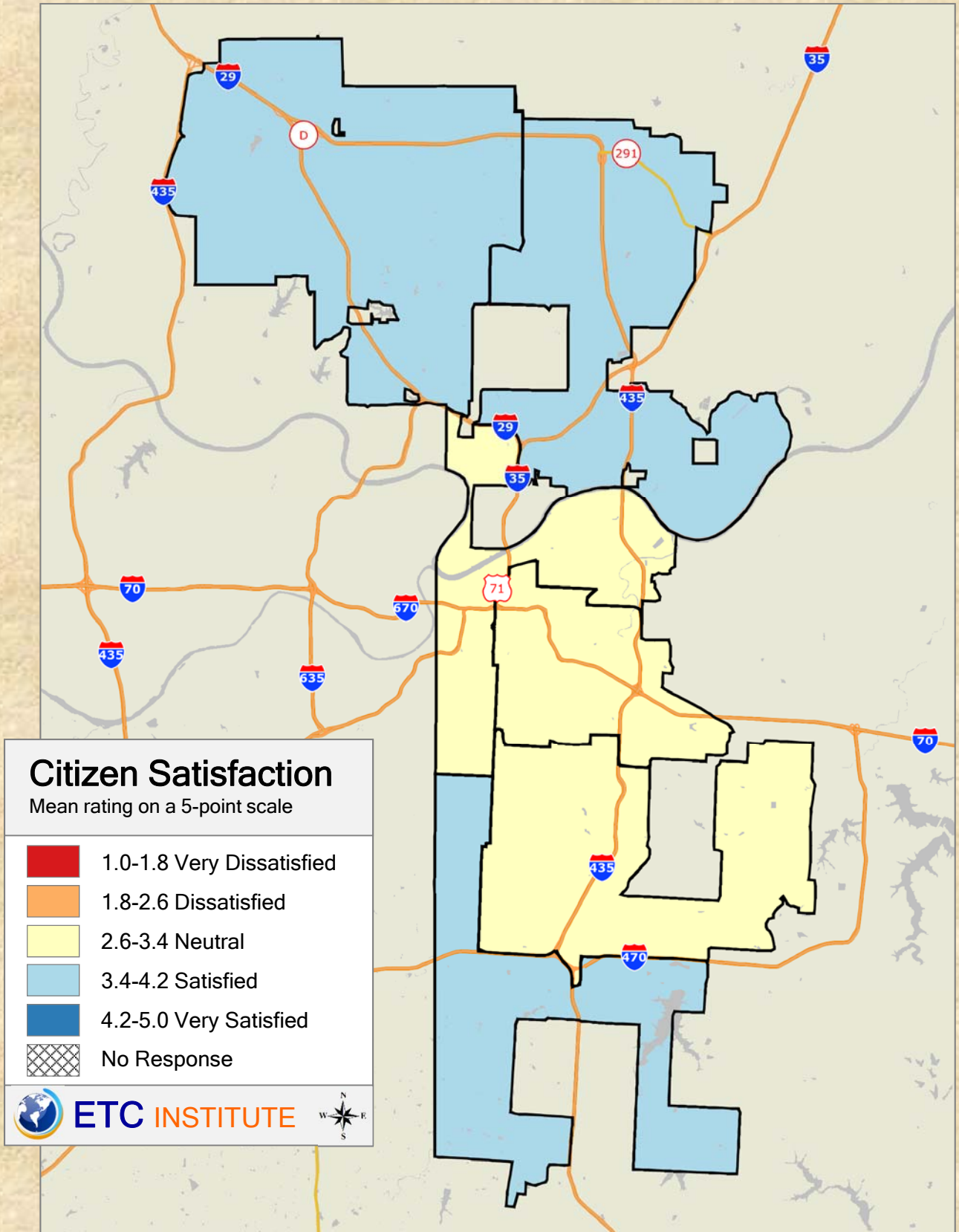
Q3-15 Satisfaction with overall quality of public transportation



2017-2018 City of Kansas City, MO Resident Survey

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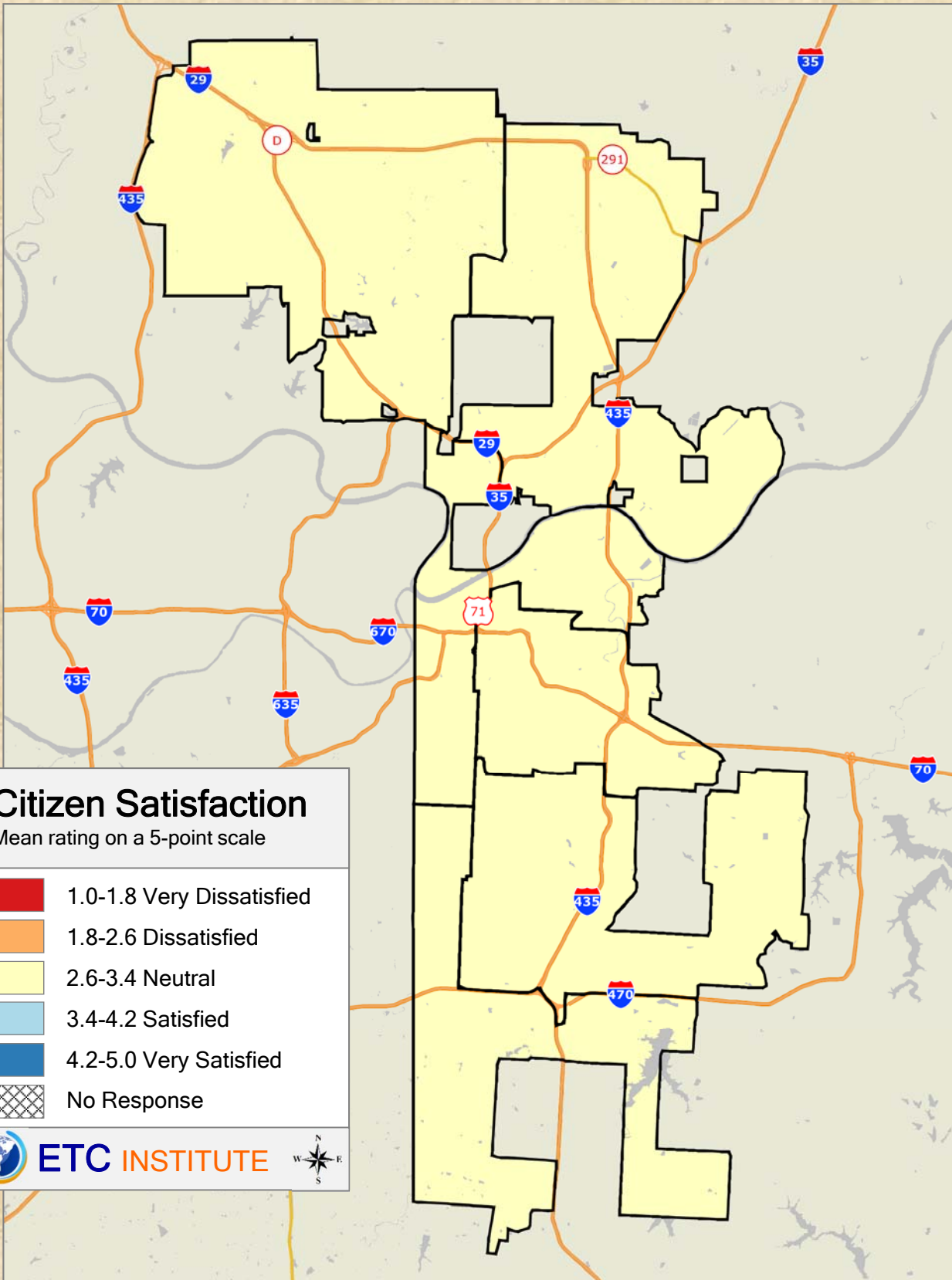
Q5-1 Satisfaction with effectiveness of local police protection



2017-2018 City of Kansas City, MO Resident Survey

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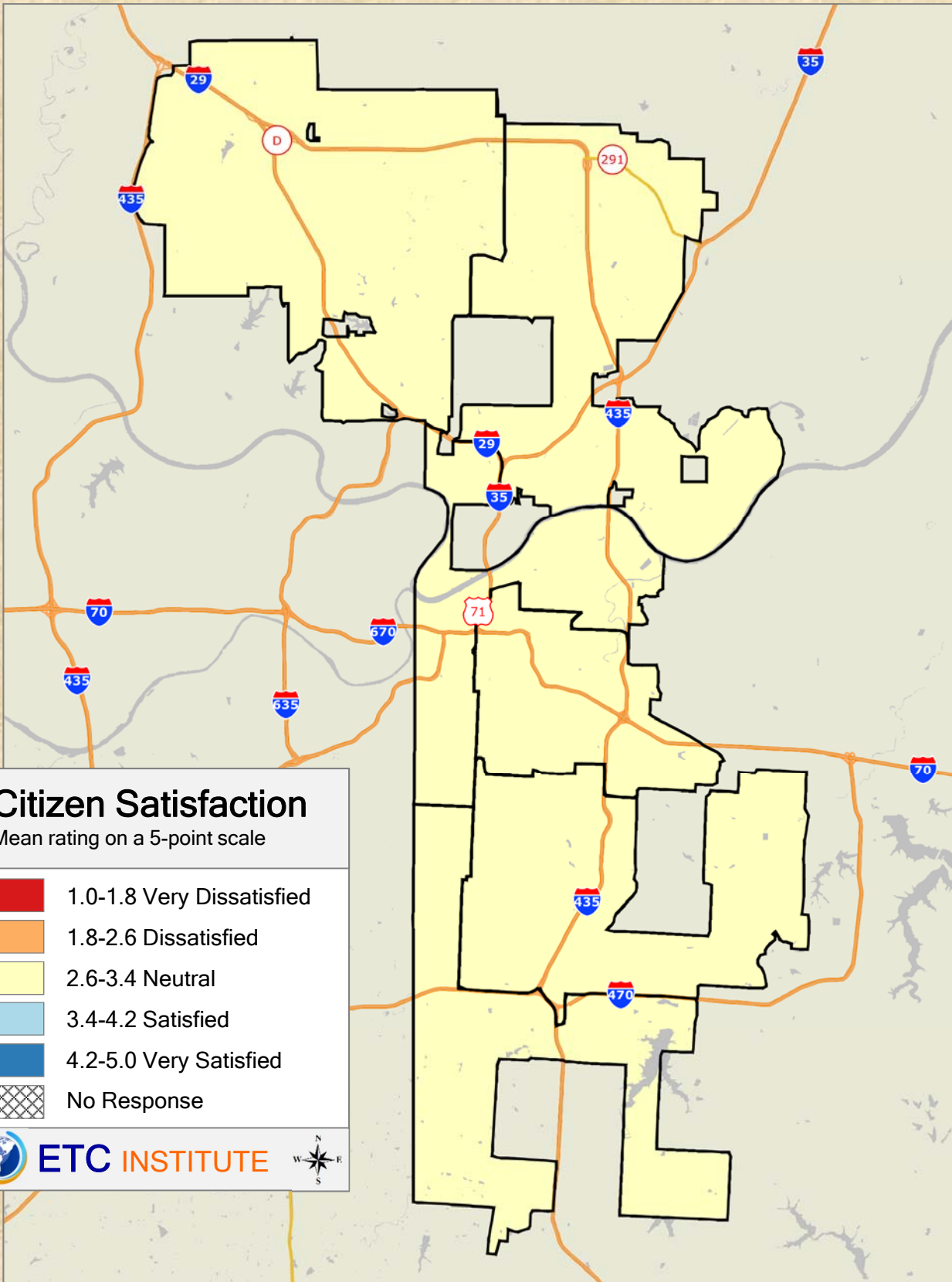
Q5-2 Satisfaction with the visibility of police in neighborhoods



2017-2018 City of Kansas City, MO Resident Survey

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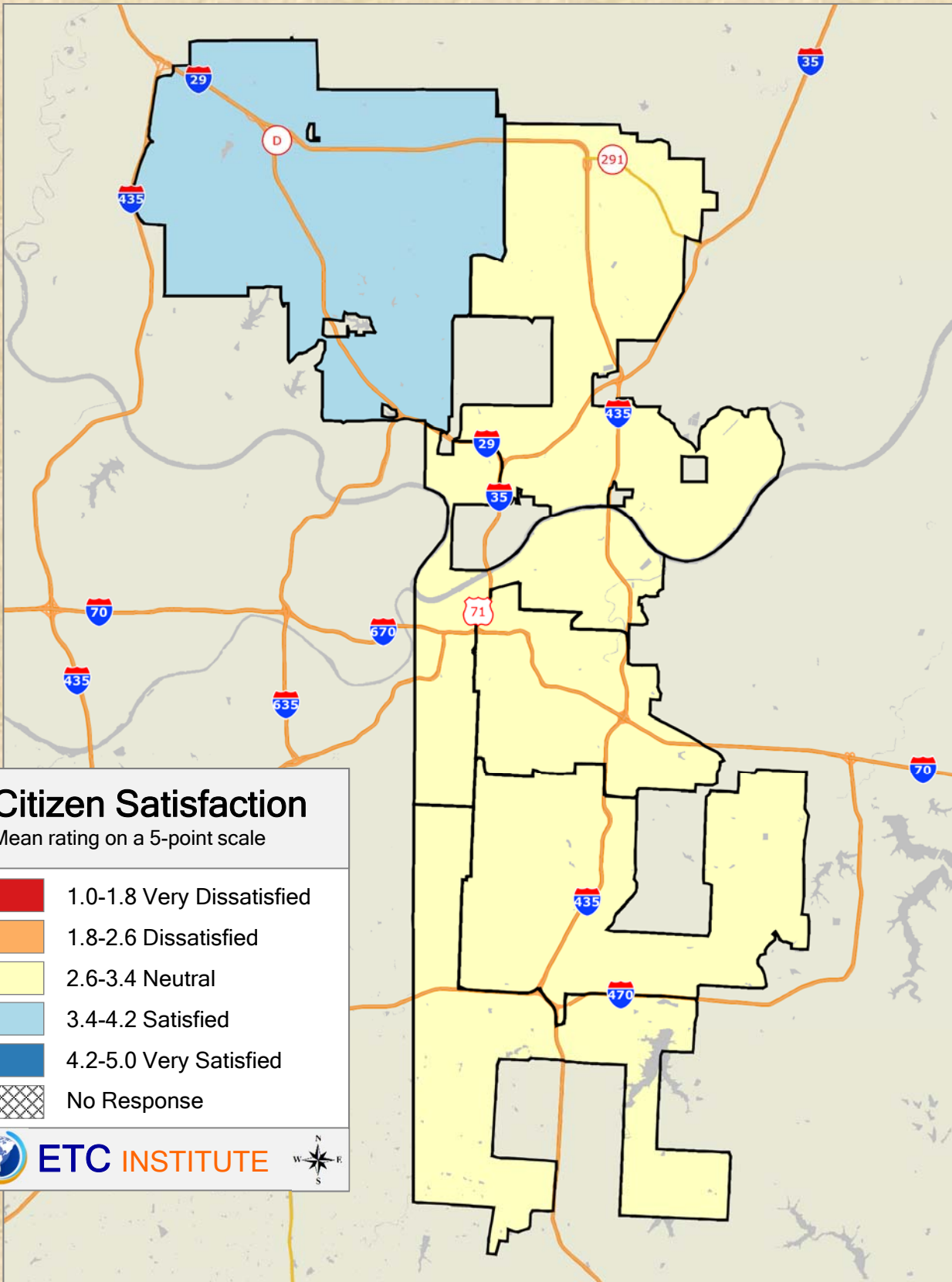
Q5-3 Satisfaction with the city's overall efforts to prevent crime



2017-2018 City of Kansas City, MO Resident Survey

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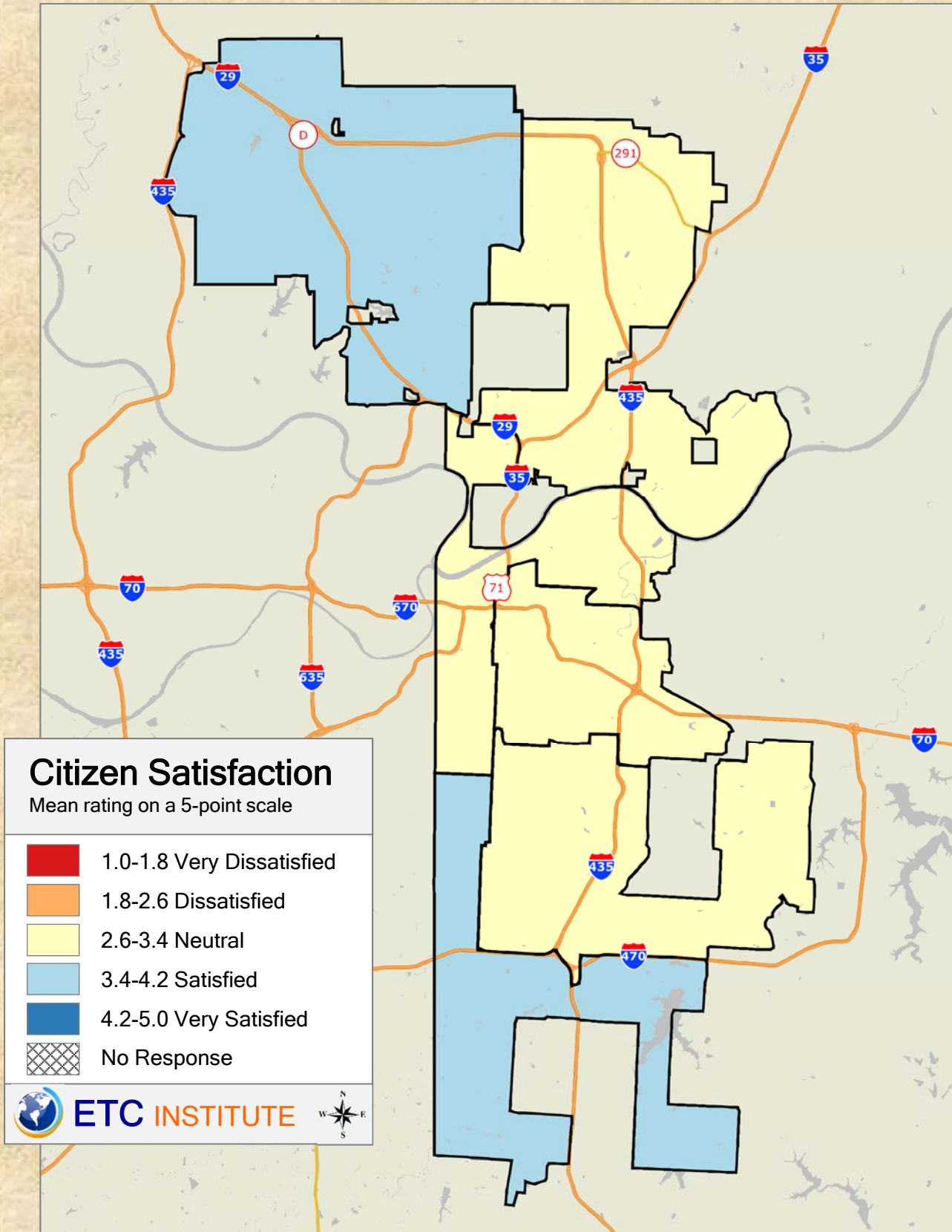
Q5-4 Satisfaction with enforcement of local traffic laws



2017-2018 City of Kansas City, MO Resident Survey

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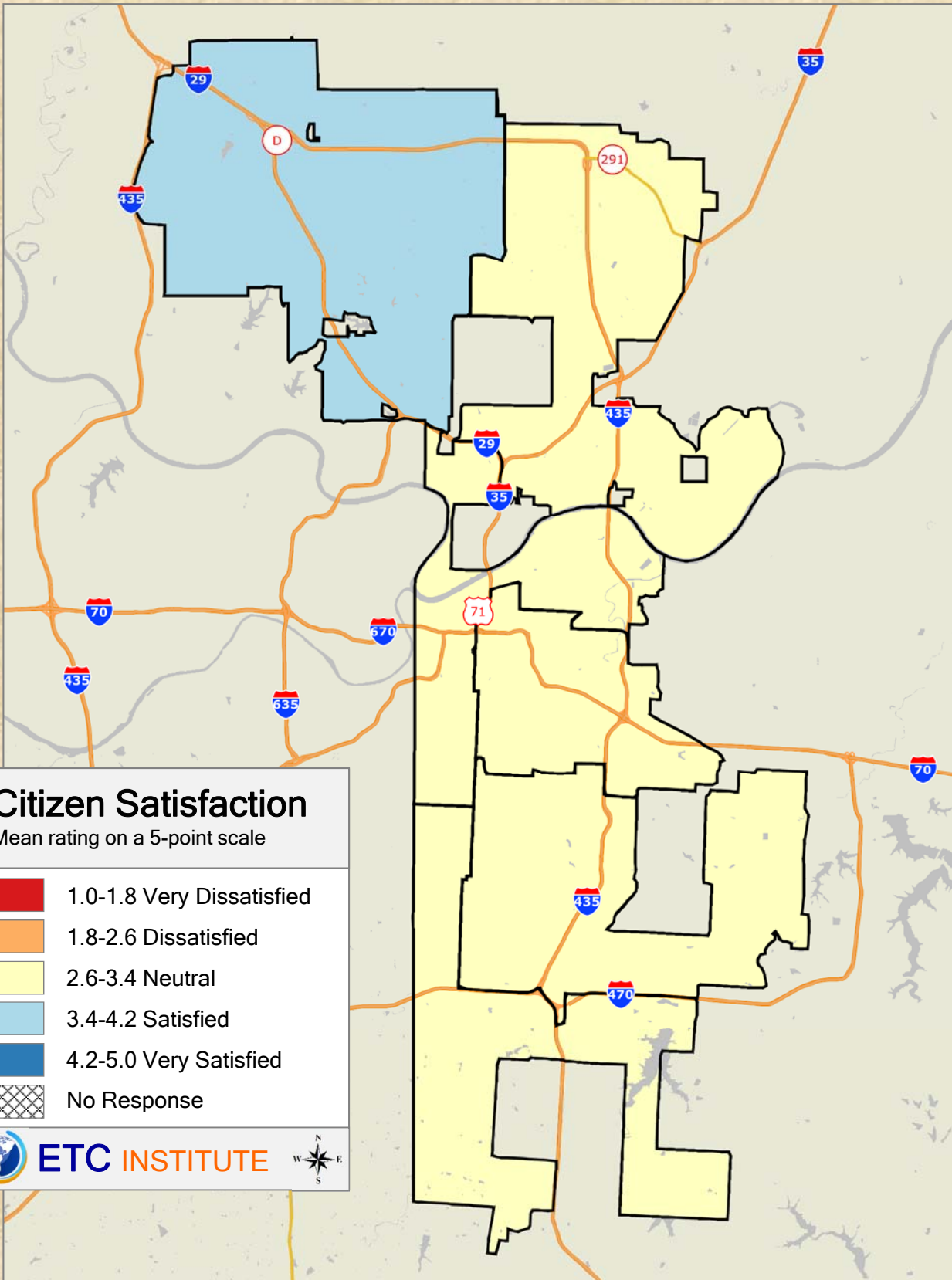
Q5-5 Satisfaction with parking enforcement services



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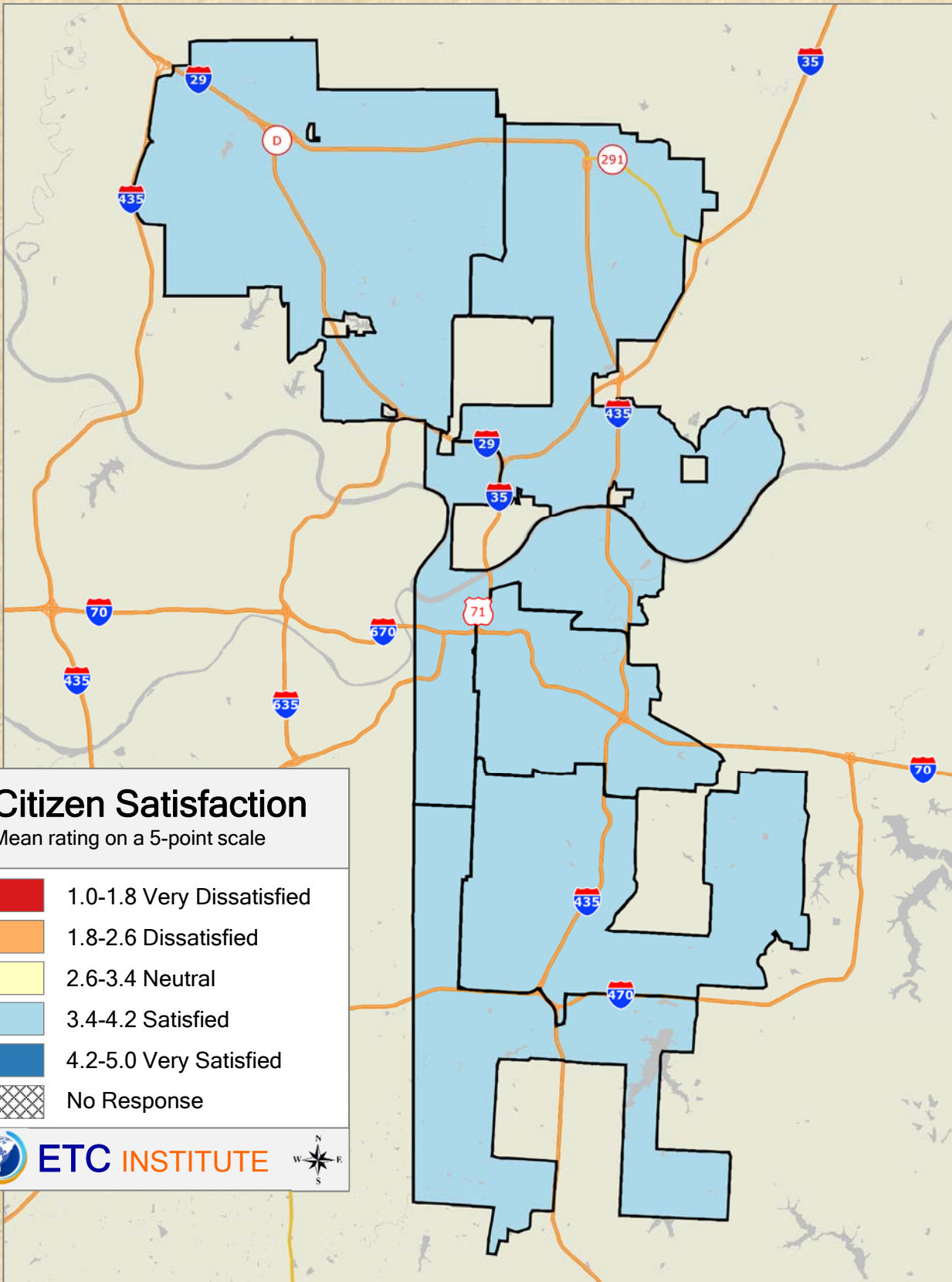
Q5-6 Satisfaction with how quickly police respond to emergencies



2017-2018 City of Kansas City, MO Resident Survey

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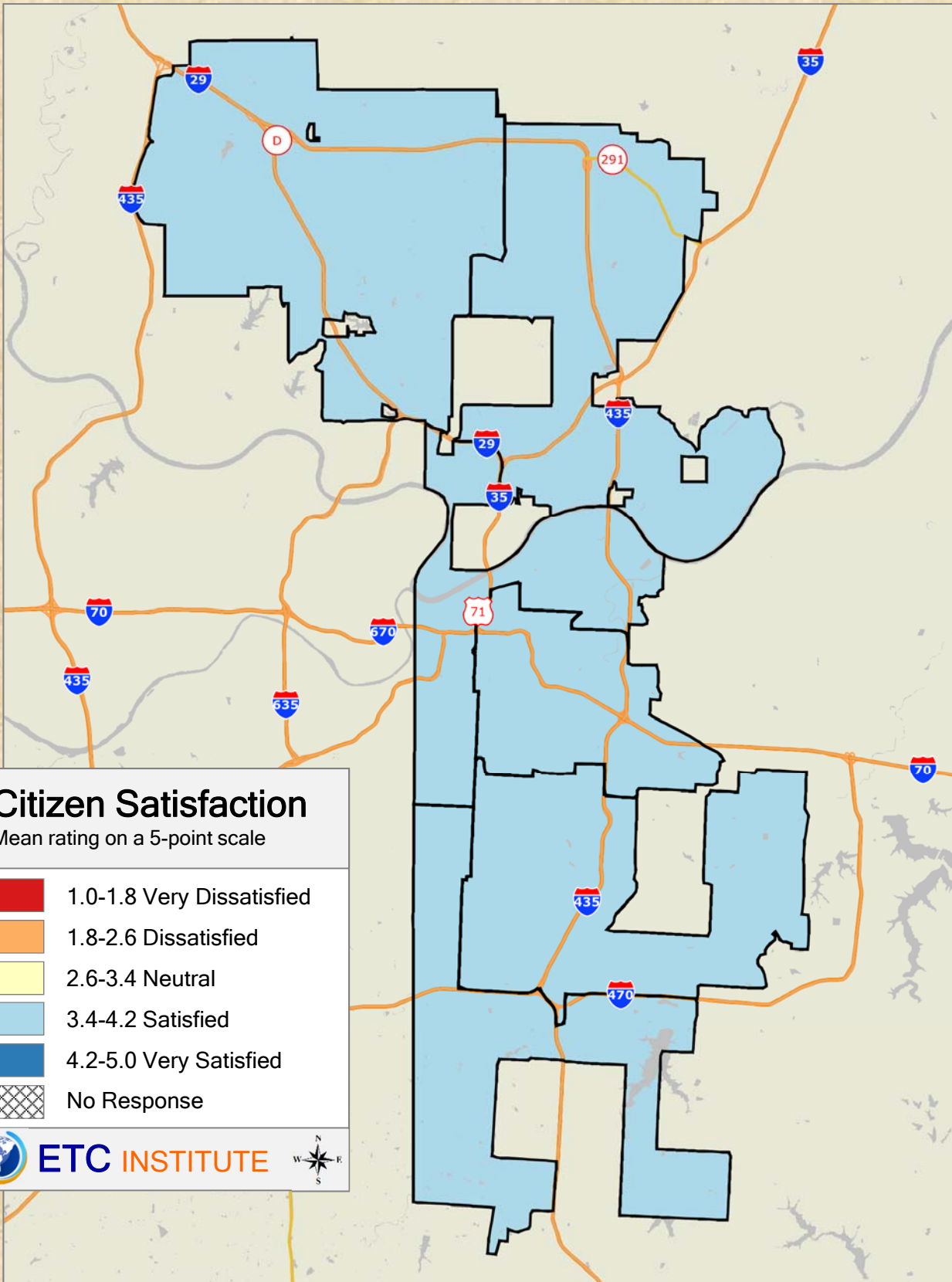
Q7-1 Satisfaction with overall quality of local fire protection and rescue services



2017-2018 City of Kansas City, MO Resident Survey

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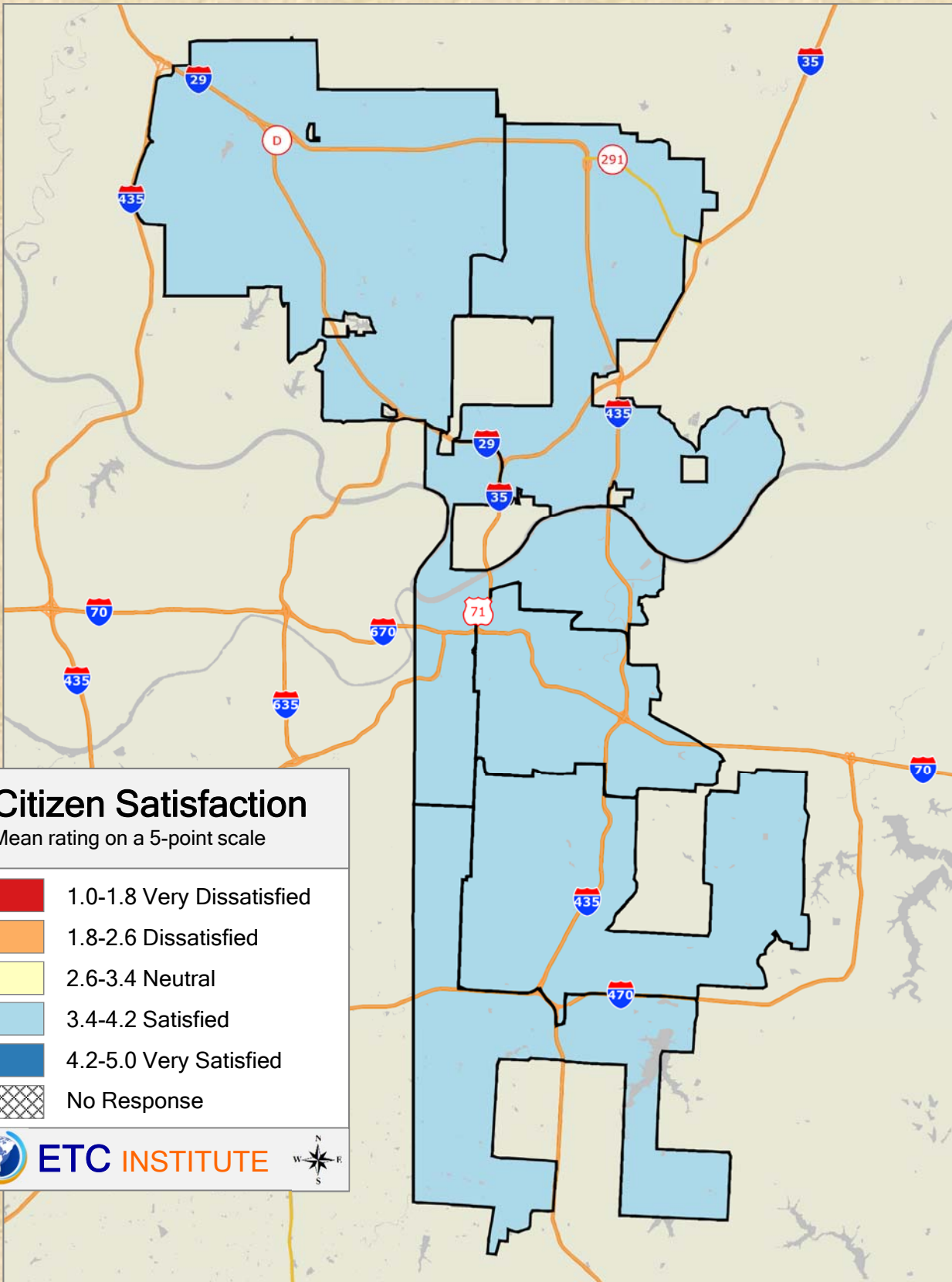
Q7-2 Satisfaction with how quickly fire and rescue personnel respond to emergencies



2017-2018 City of Kansas City, MO Resident Survey

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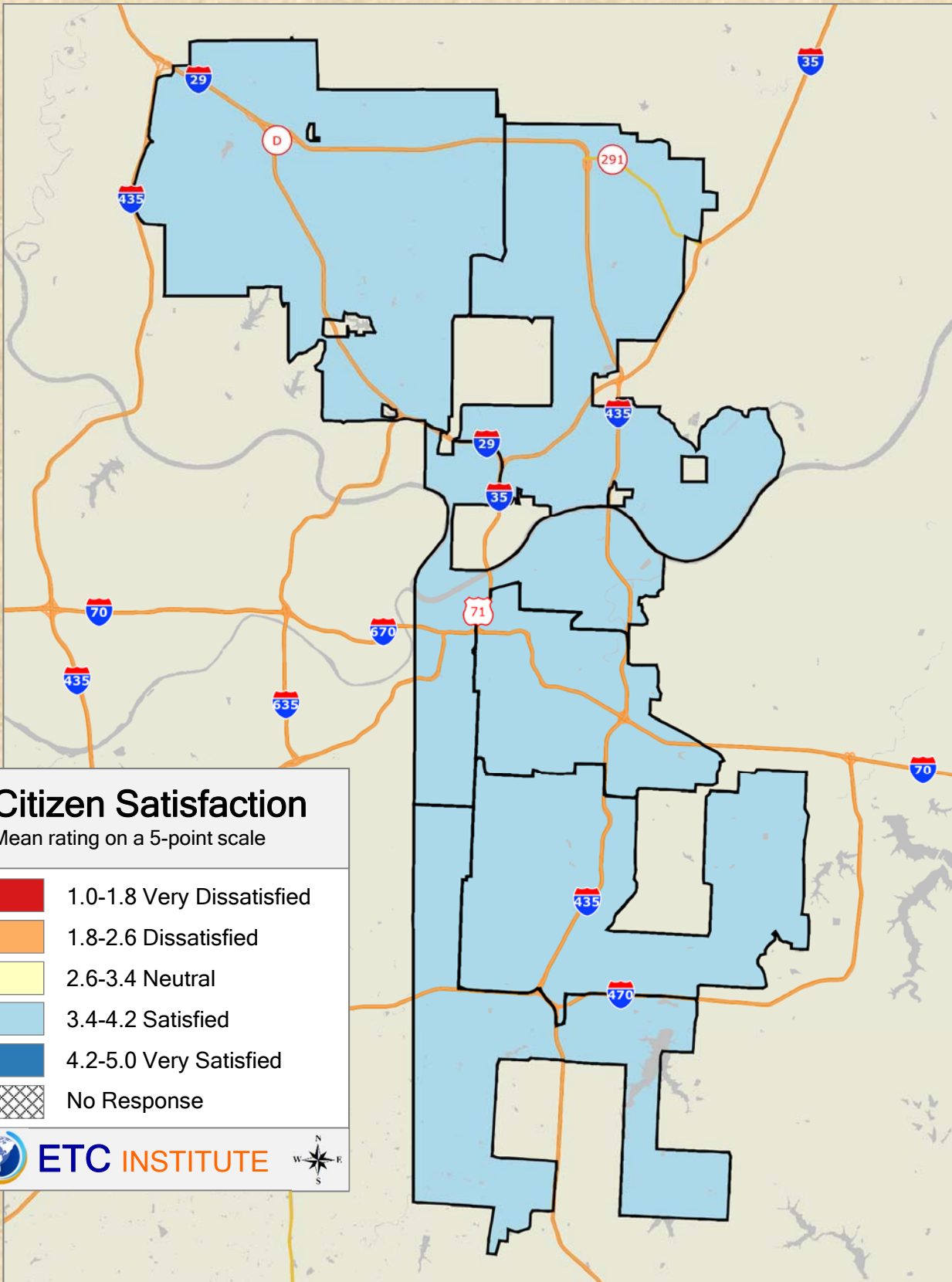
Q7-3 Satisfaction with quality of local emergency medical service



2017-2018 City of Kansas City, MO Resident Survey

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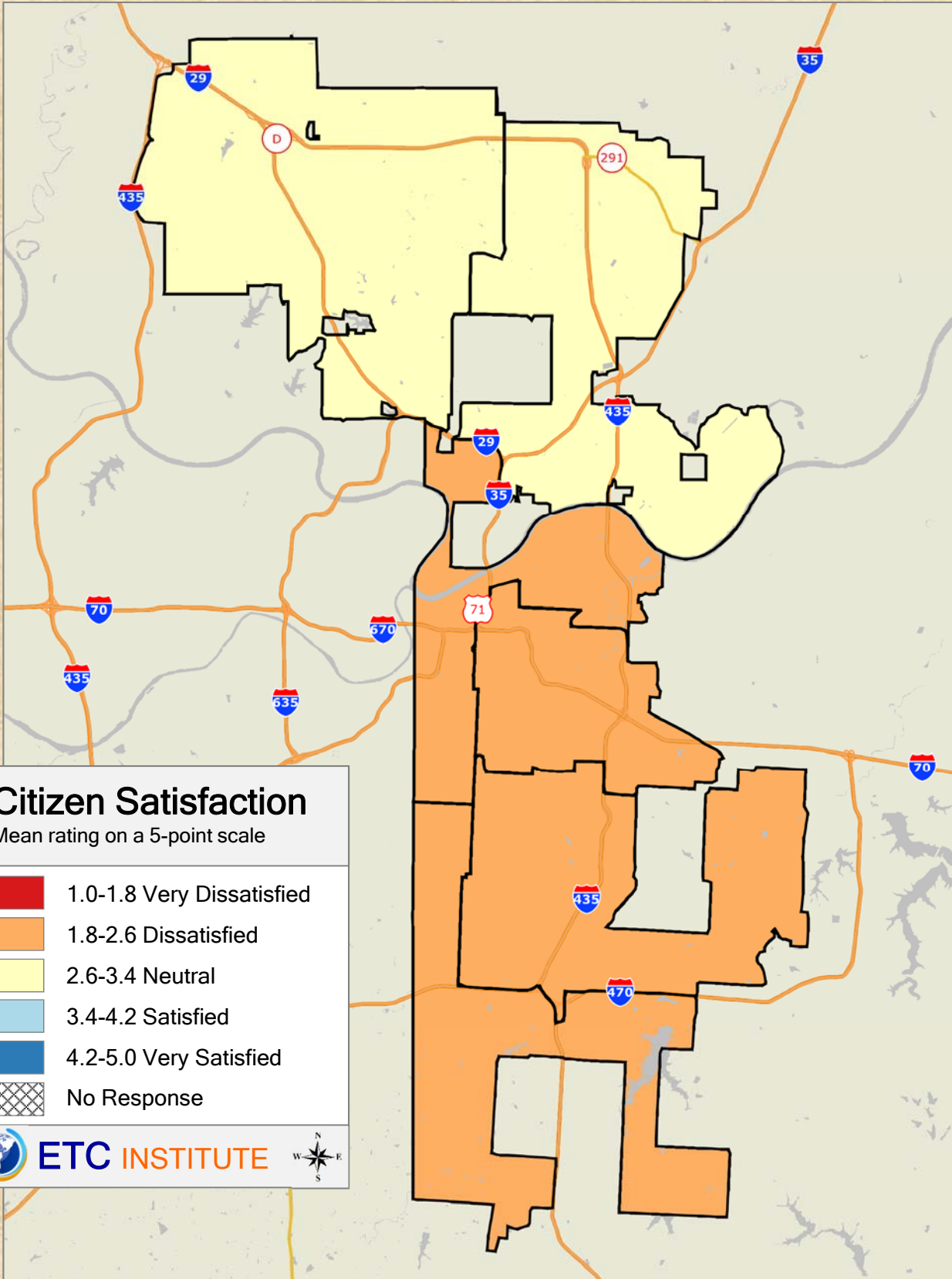
Q7-4 Satisfaction with how quickly emergency medical personnel respond to emergencies



2017-2018 City of Kansas City, MO Resident Survey

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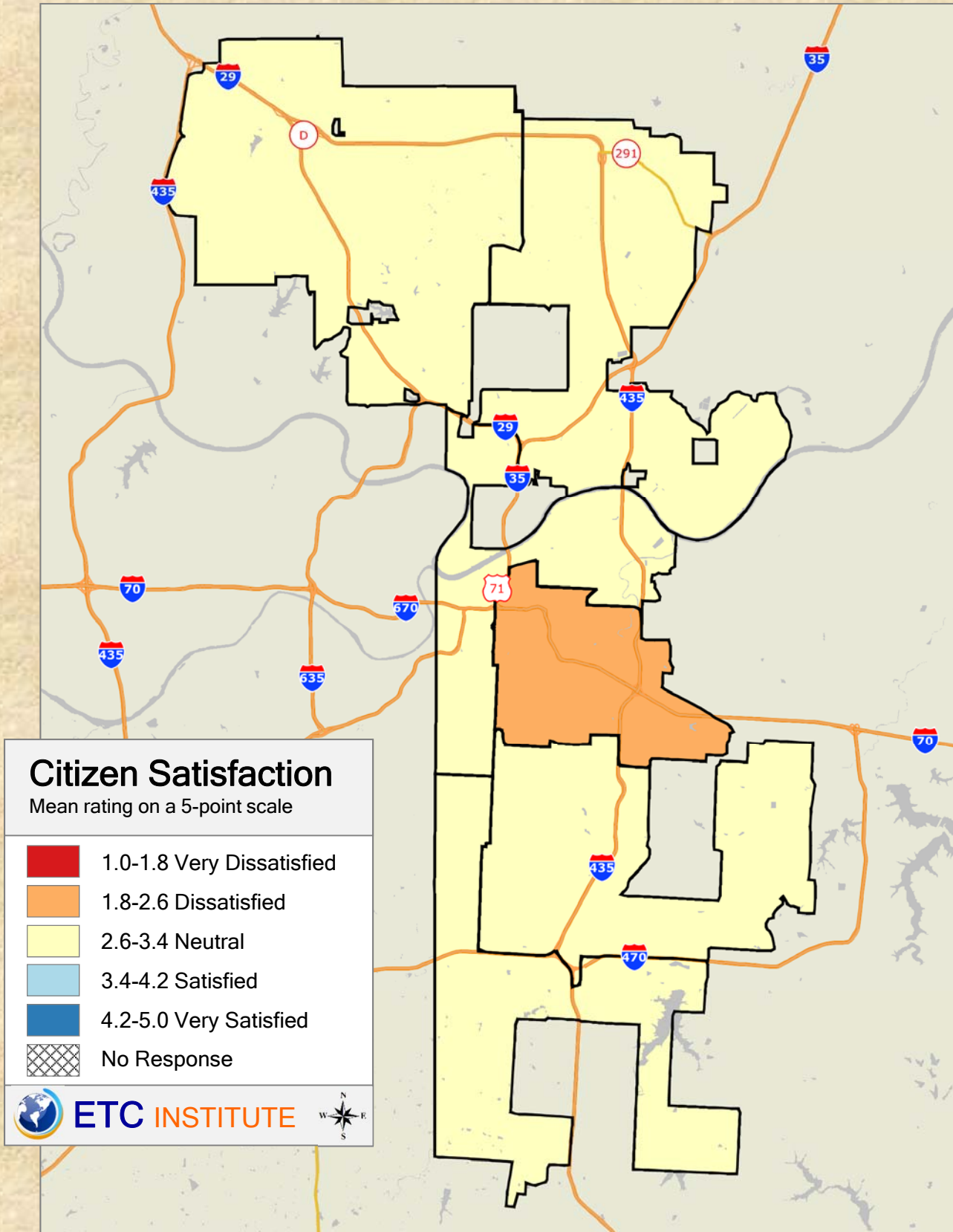
Q9-01 Satisfaction with maintenance of City streets



2017-2018 City of Kansas City, MO Resident Survey

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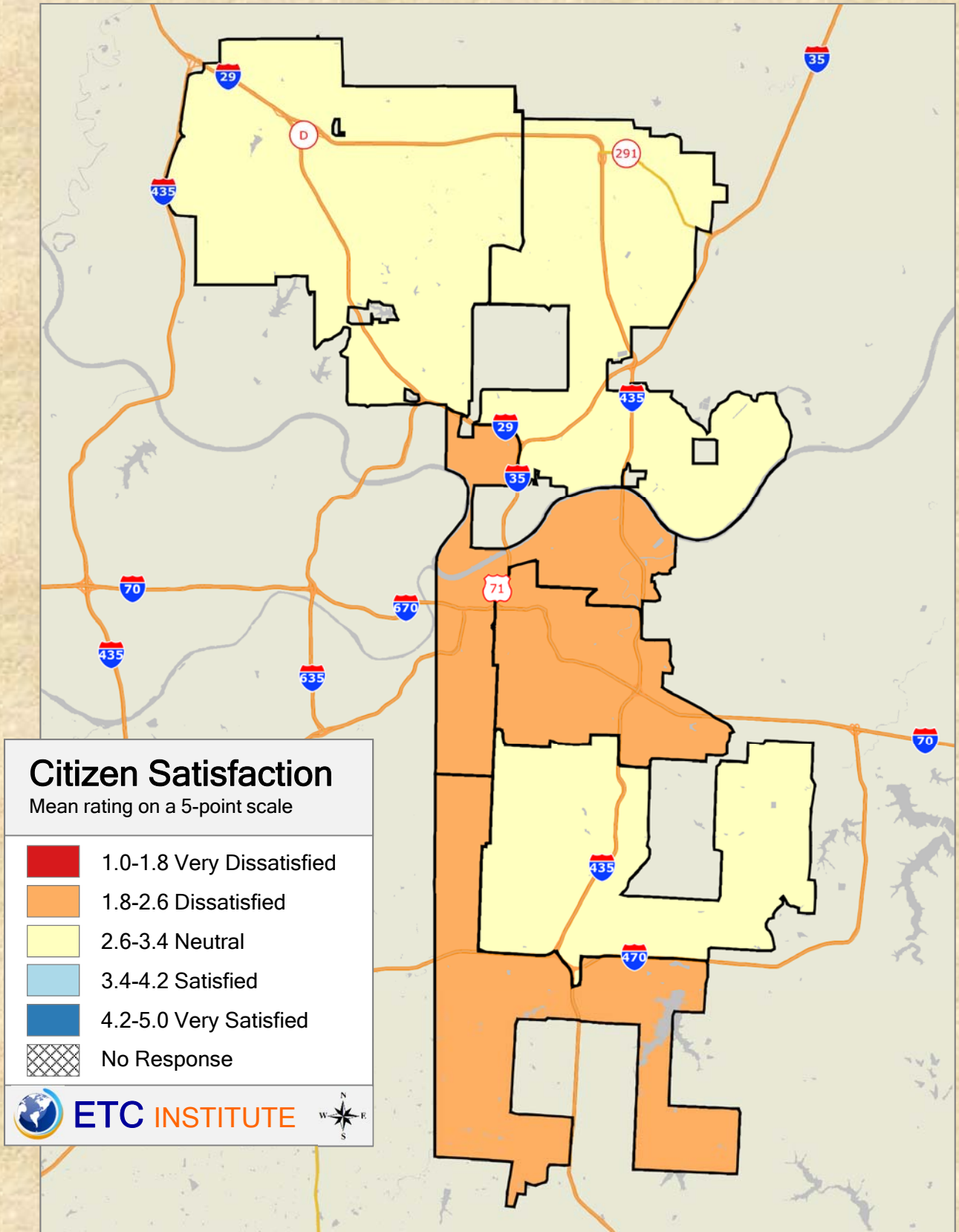
Q9-02 Satisfaction with maintenance of neighborhood streets



2017-2018 City of Kansas City, MO Resident Survey

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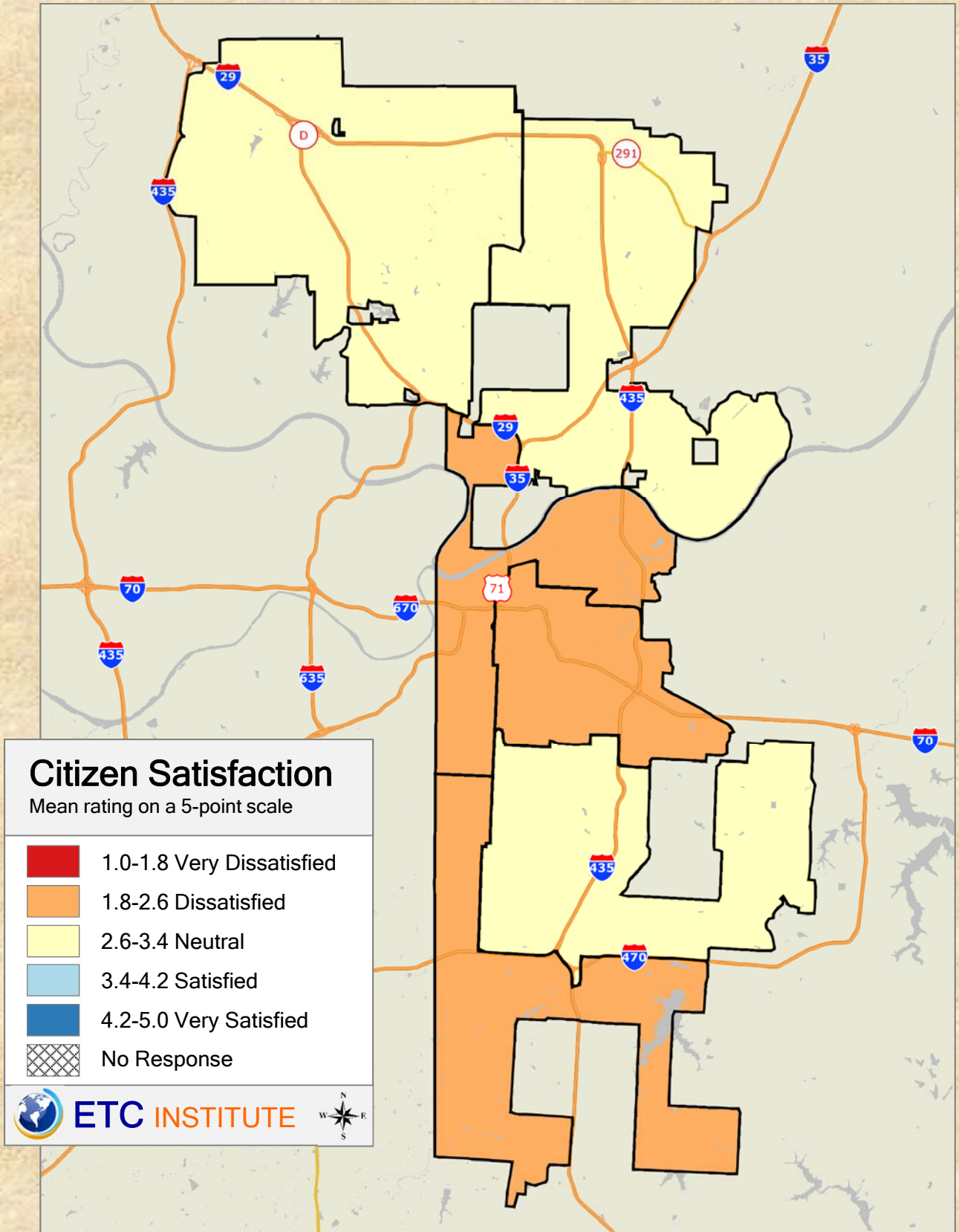
Q9-03 Satisfaction with condition of sidewalks in the city



2017-2018 City of Kansas City, MO Resident Survey

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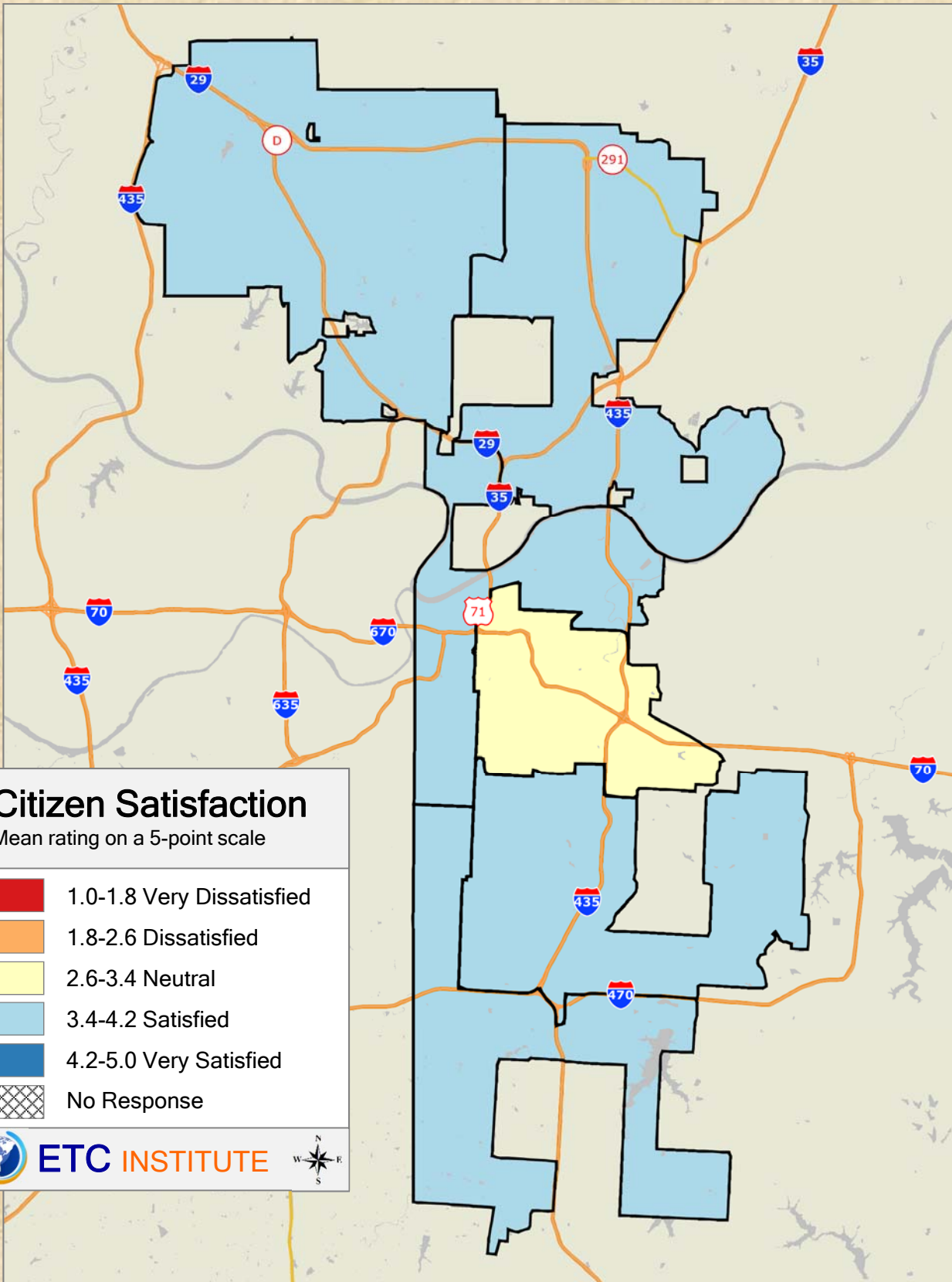
Q9-04 Satisfaction with condition of neighborhood sidewalks



2017-2018 City of Kansas City, MO Resident Survey

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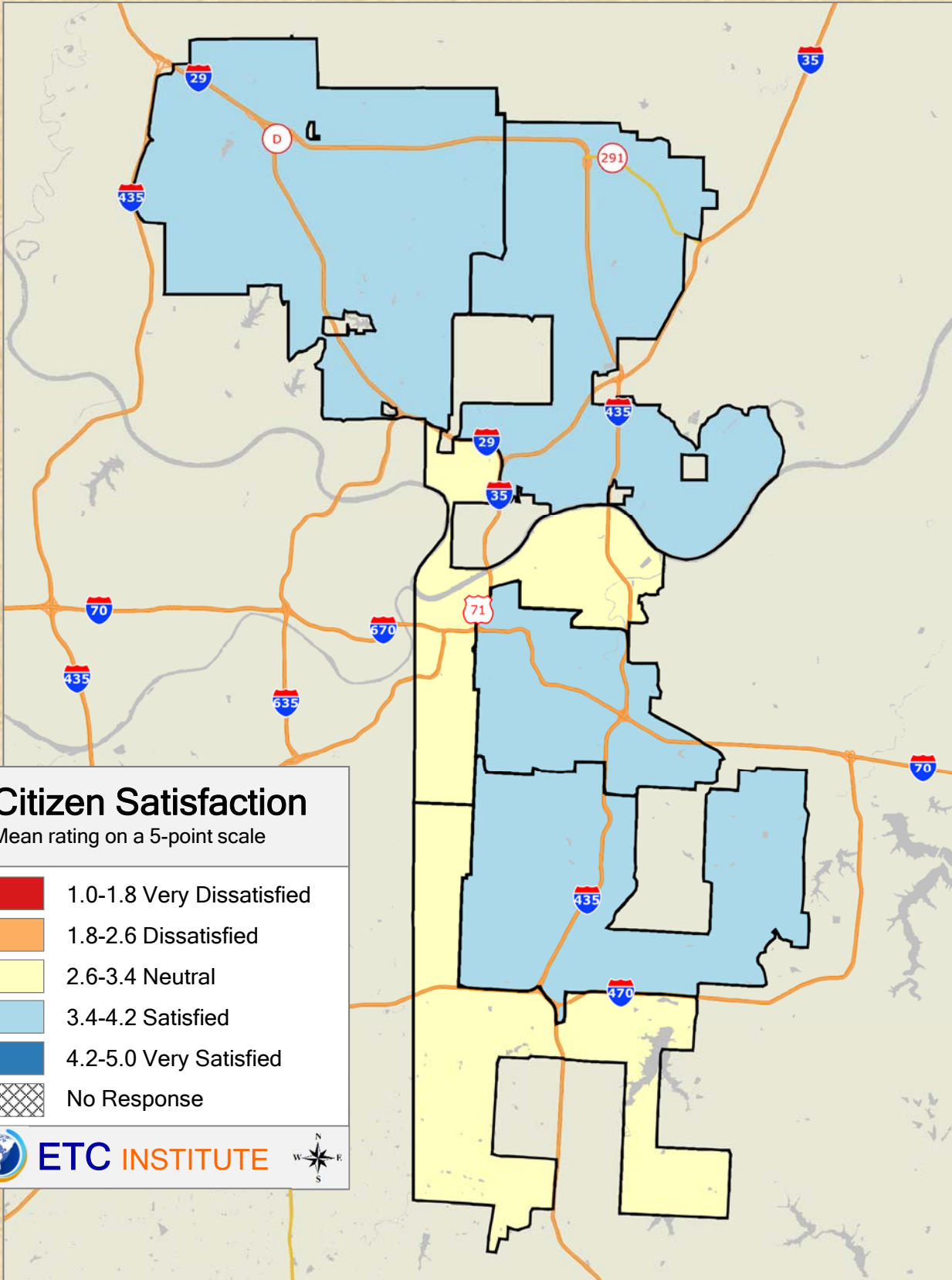
Q9-05 Satisfaction with maintenance of street signs and traffic signals



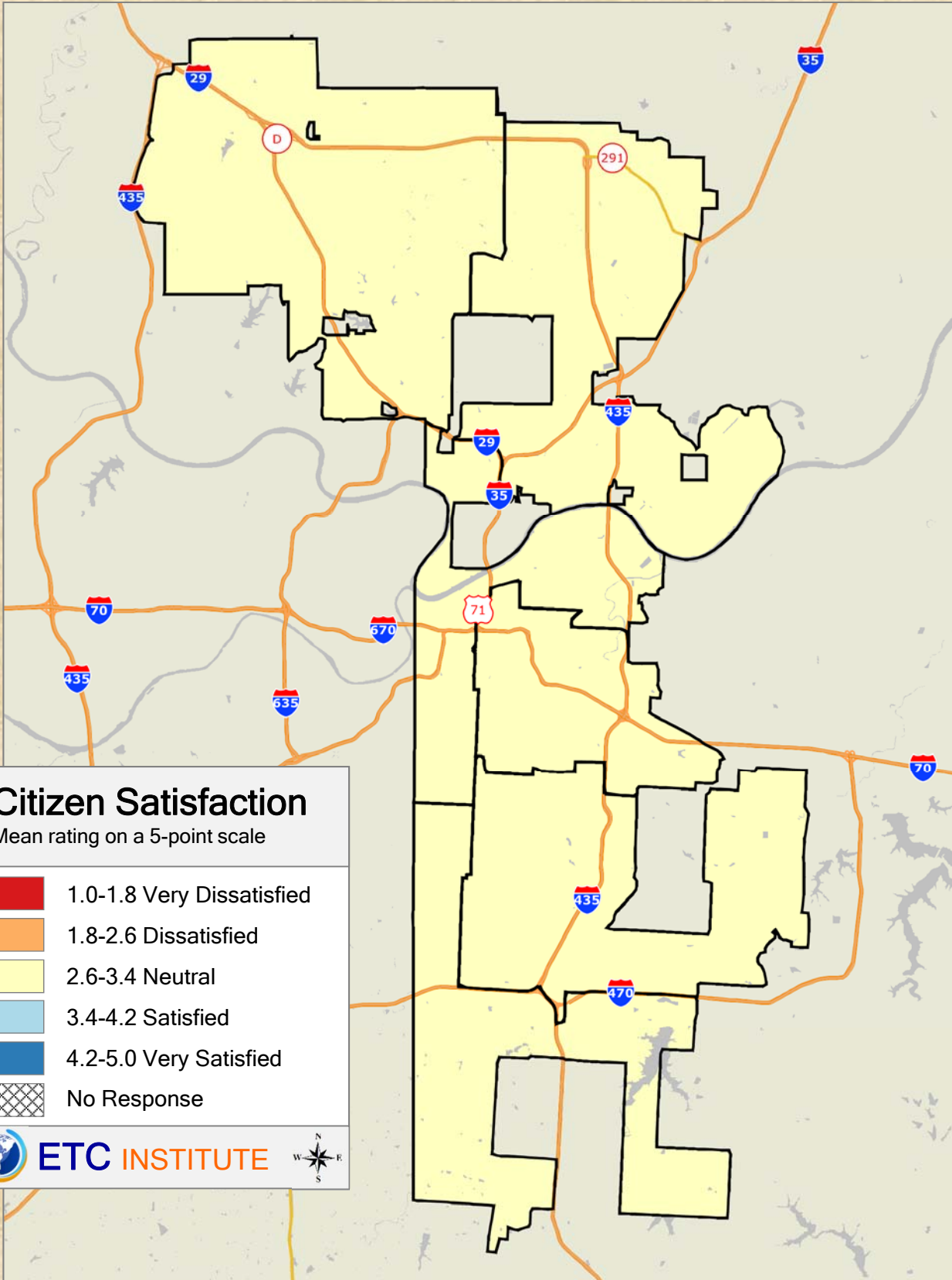
2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

Q9-06 Satisfaction with snow removal on major city streets during the past 12 months



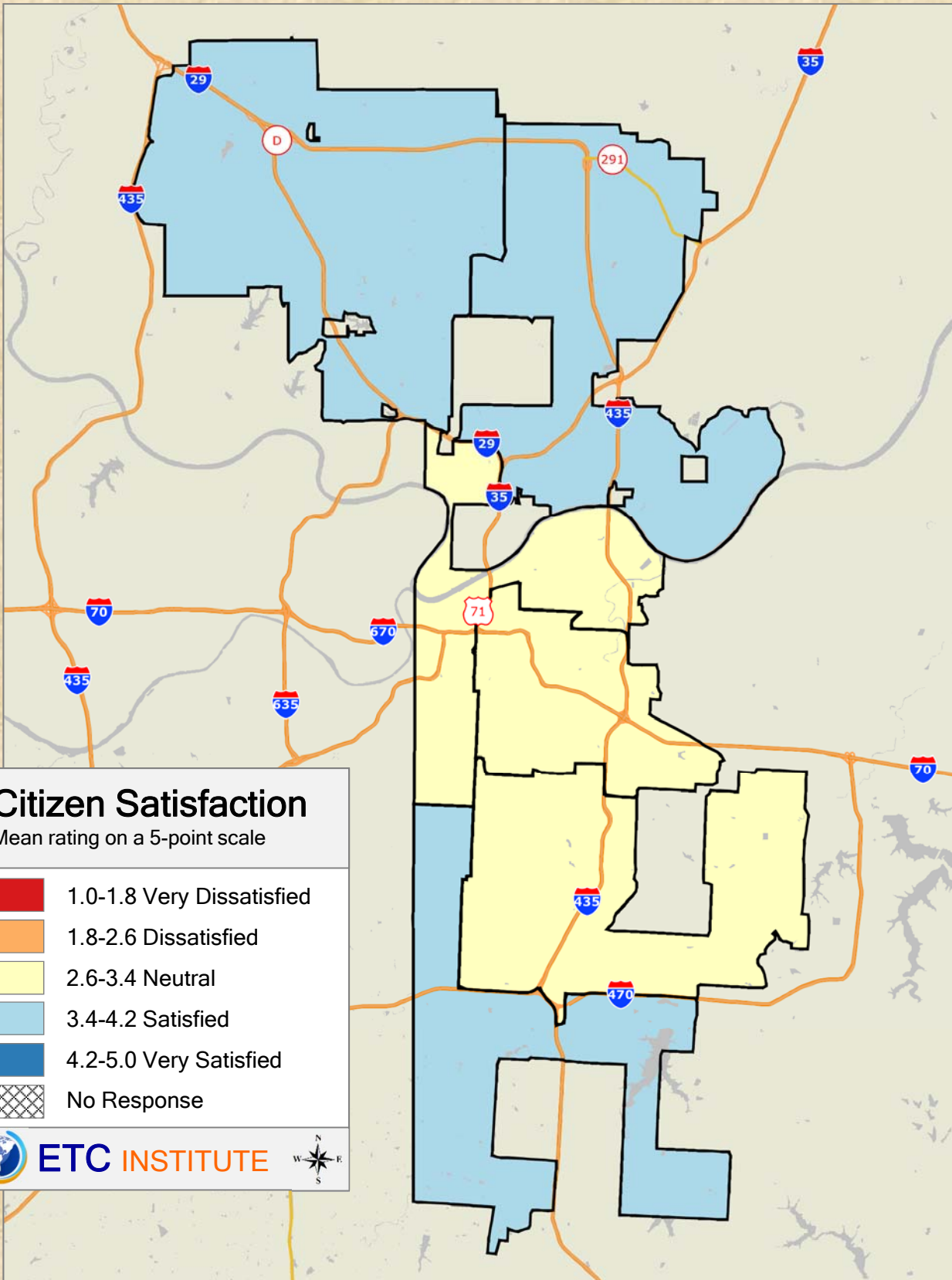
Q9-07 Satisfaction with snow removal on residential streets during the past 12 months



2017-2018 City of Kansas City, MO Resident Survey

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Q9-08 Satisfaction with adequacy of city street lighting



Citizen Satisfaction

Mean rating on a 5-point scale

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



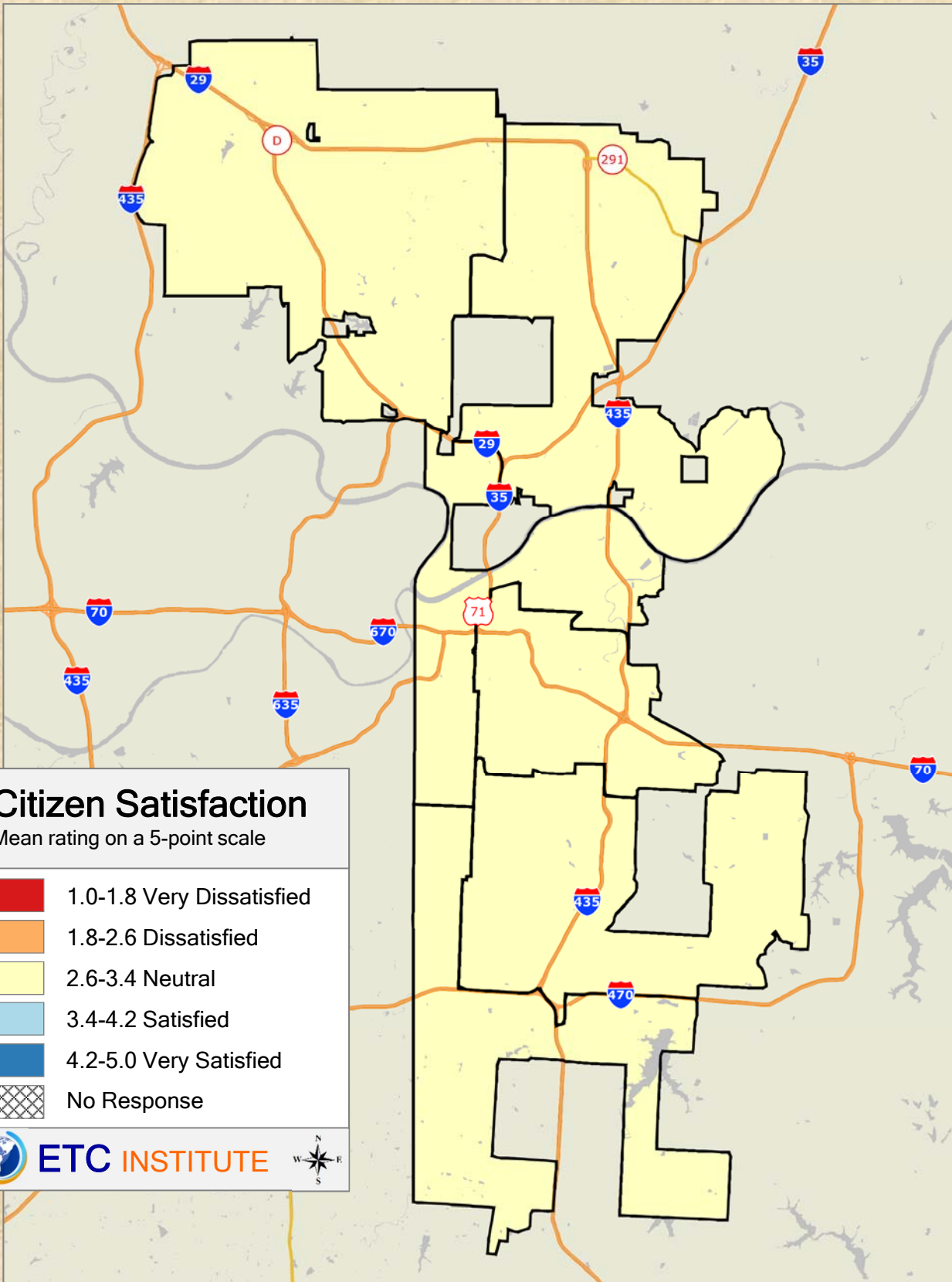
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2017-2018 City of Kansas City, MO Resident Survey

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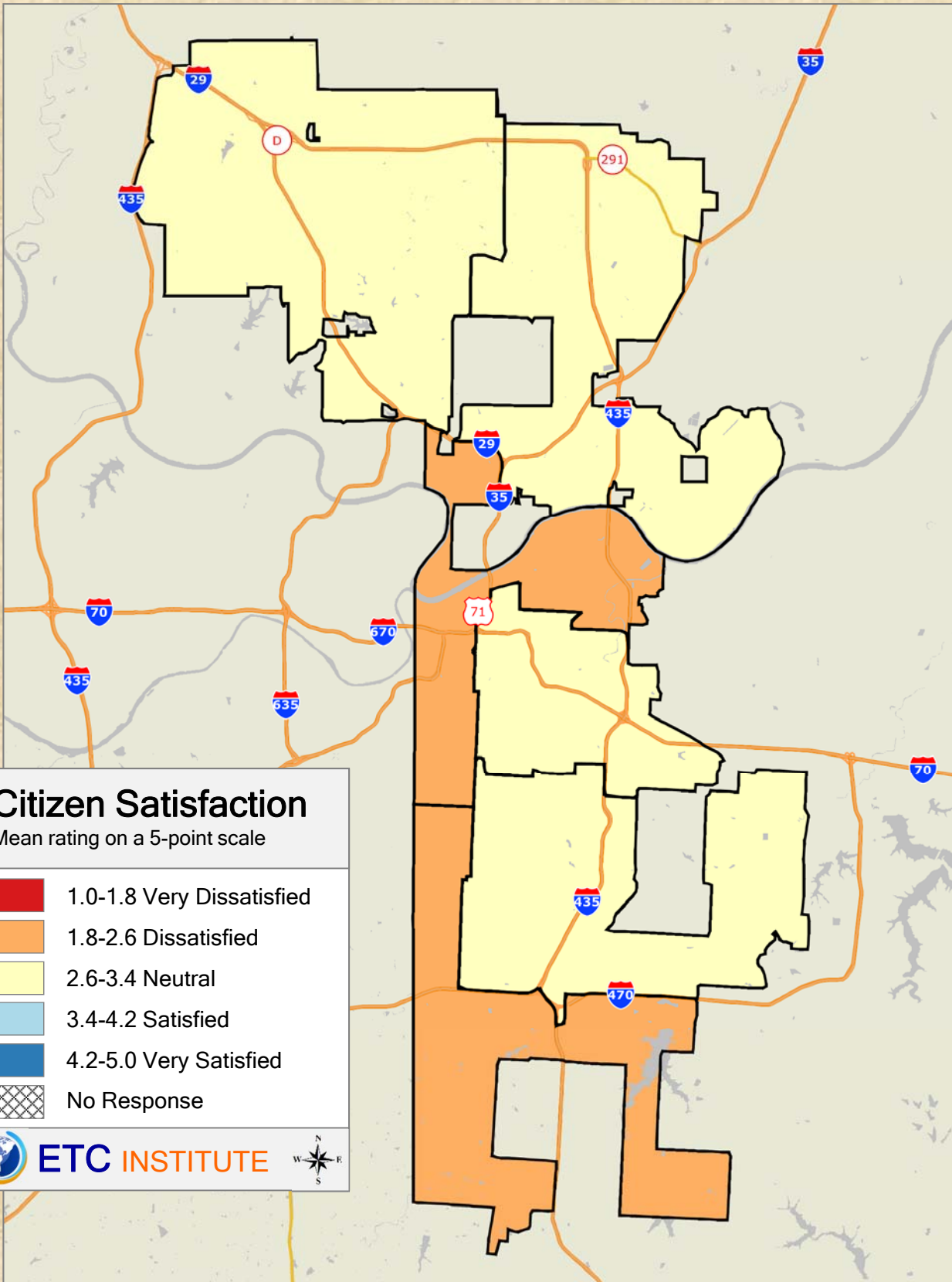
Q9-09 Satisfaction with accessibility of streets, sidewalks, and buildings for people with disabilities



2017-2018 City of Kansas City, MO Resident Survey

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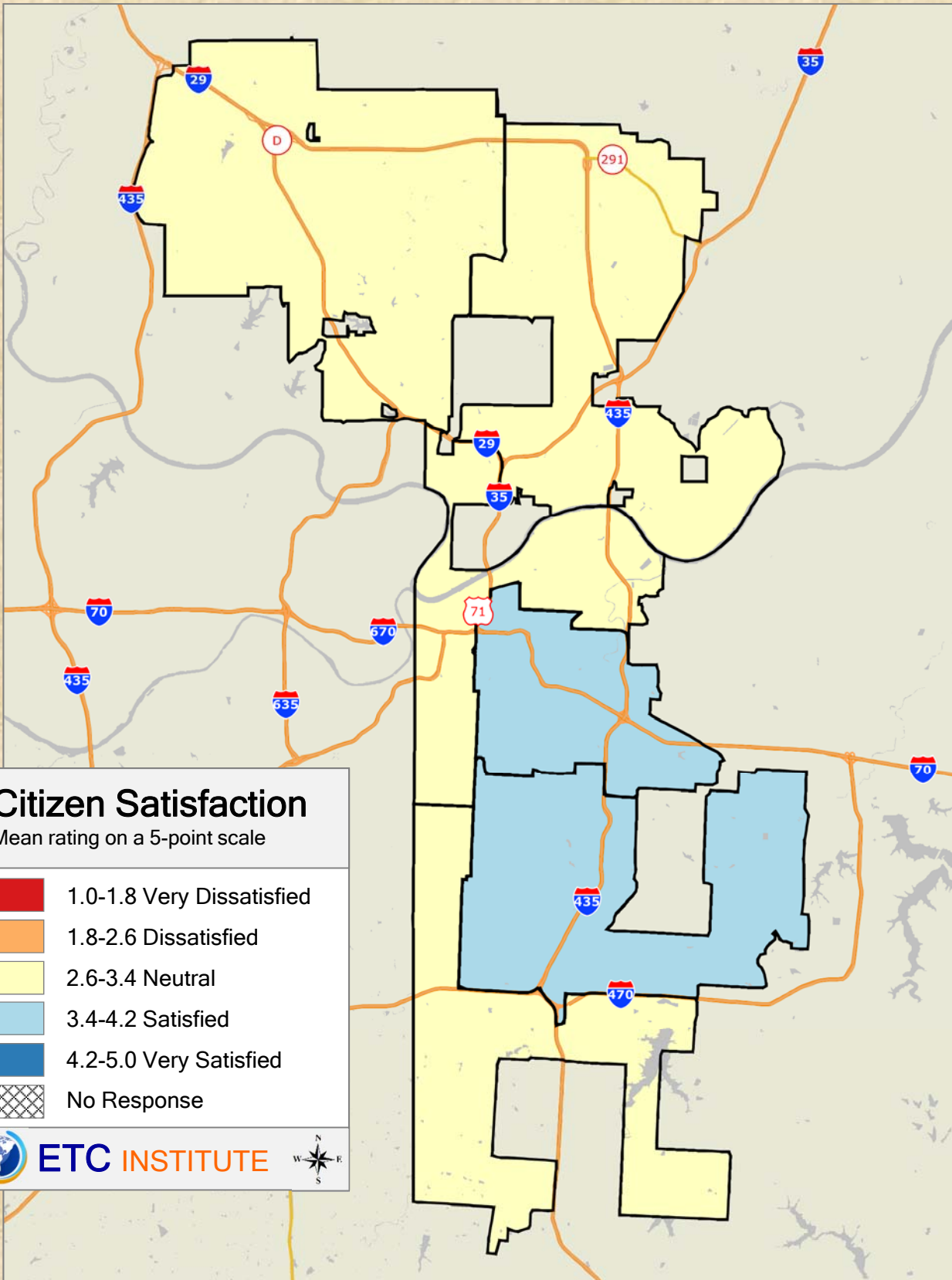
Q9-10 Satisfaction with on-street bicycle infrastructure



2017-2018 City of Kansas City, MO Resident Survey

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Q11-1 Satisfaction with KCATA bus system



Citizen Satisfaction

Mean rating on a 5-point scale

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

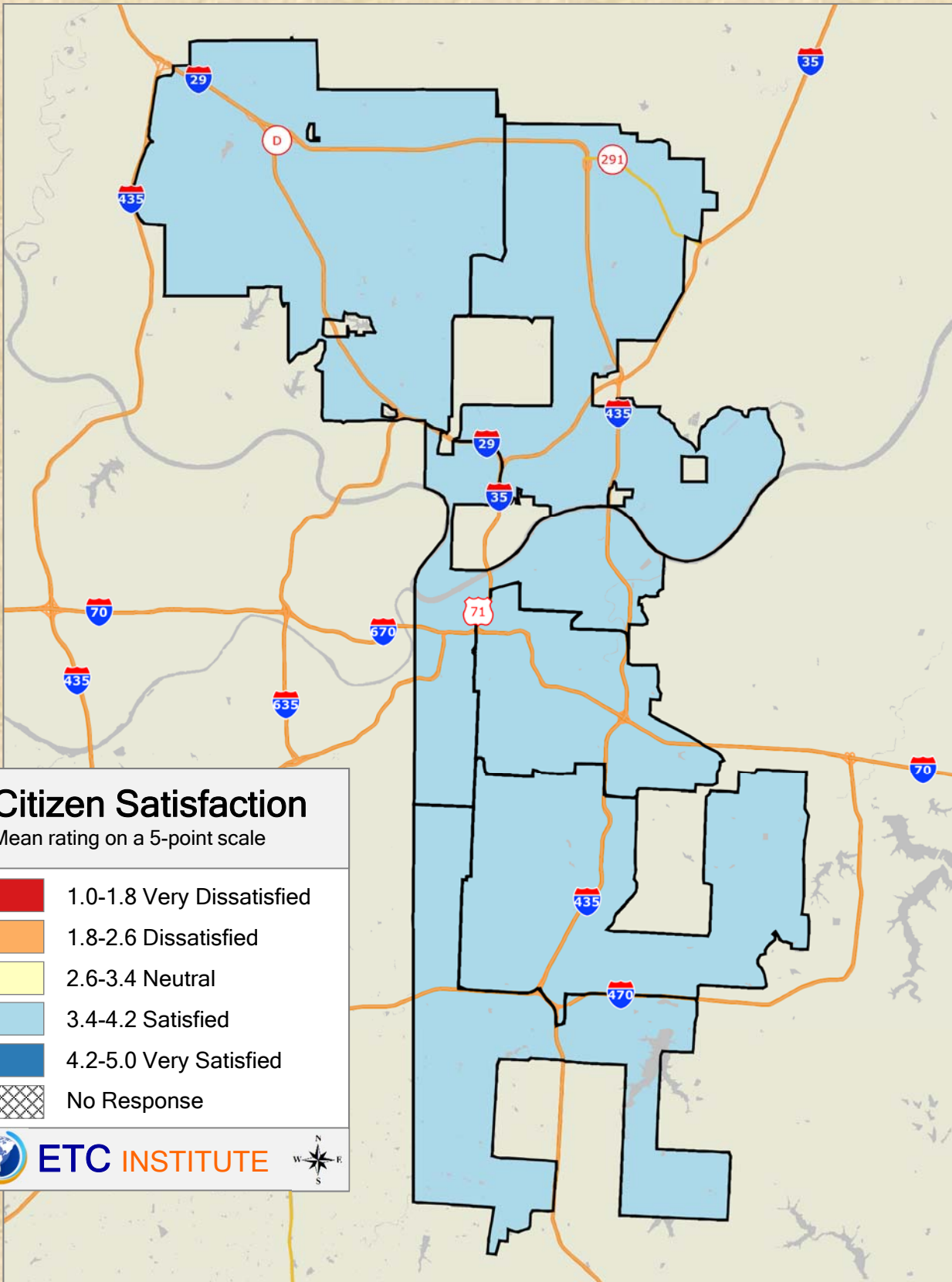
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2017-2018 City of Kansas City, MO Resident Survey

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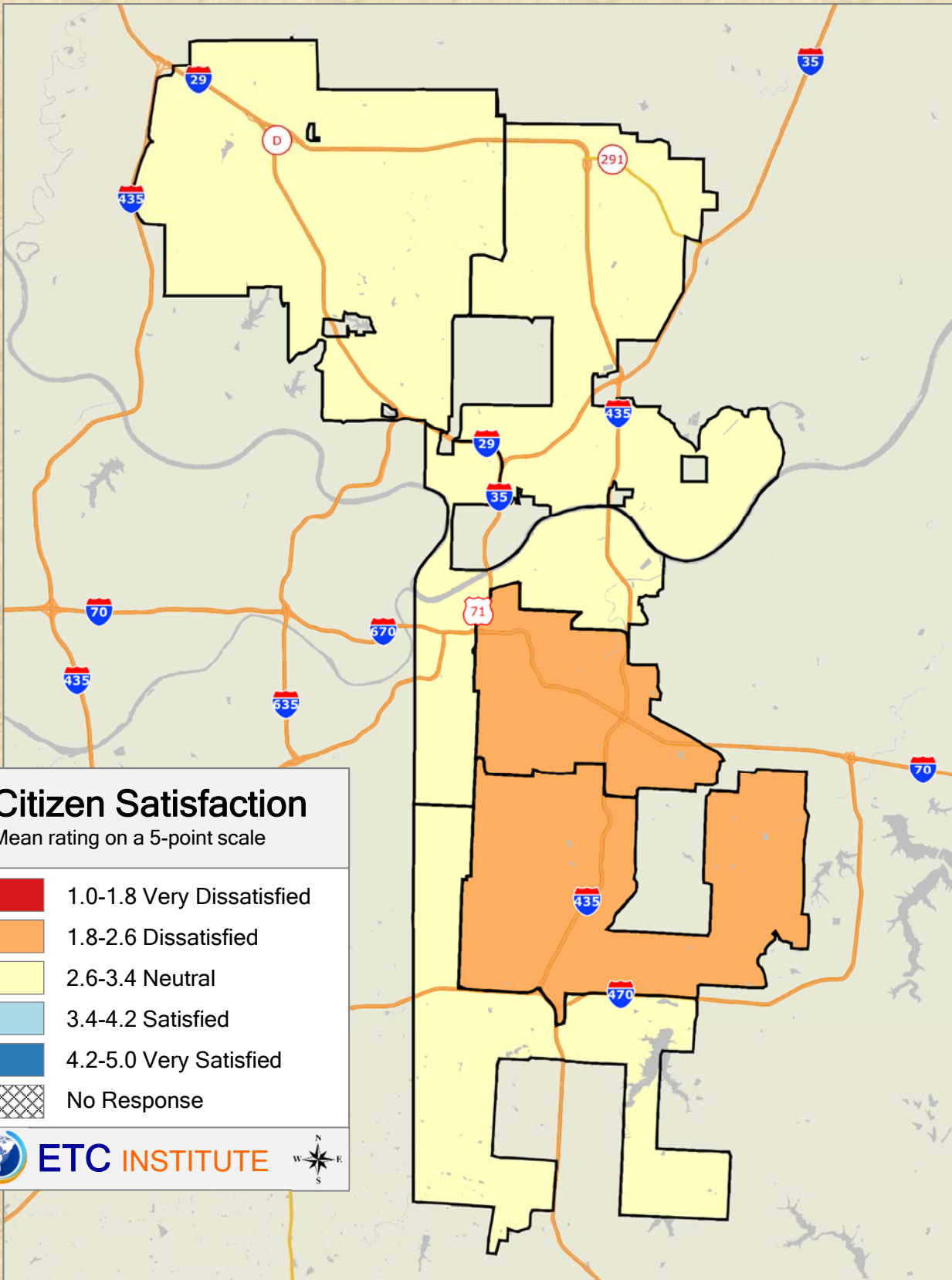
Q11-2 Satisfaction with Kansas City streetcar



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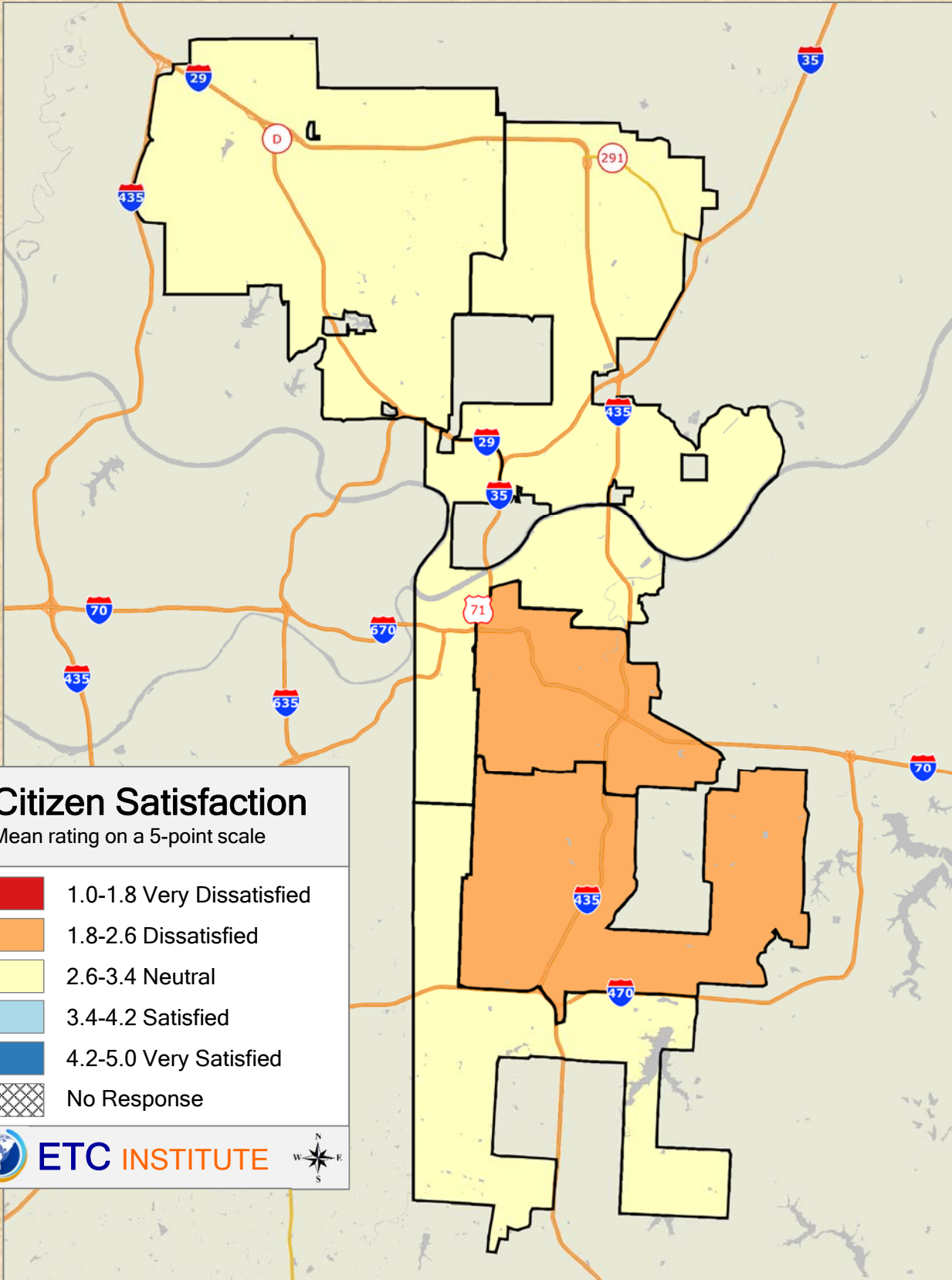
Q12-1 Satisfaction with enforcing clean-up of trash and debris on private property



2017-2018 City of Kansas City, MO Resident Survey

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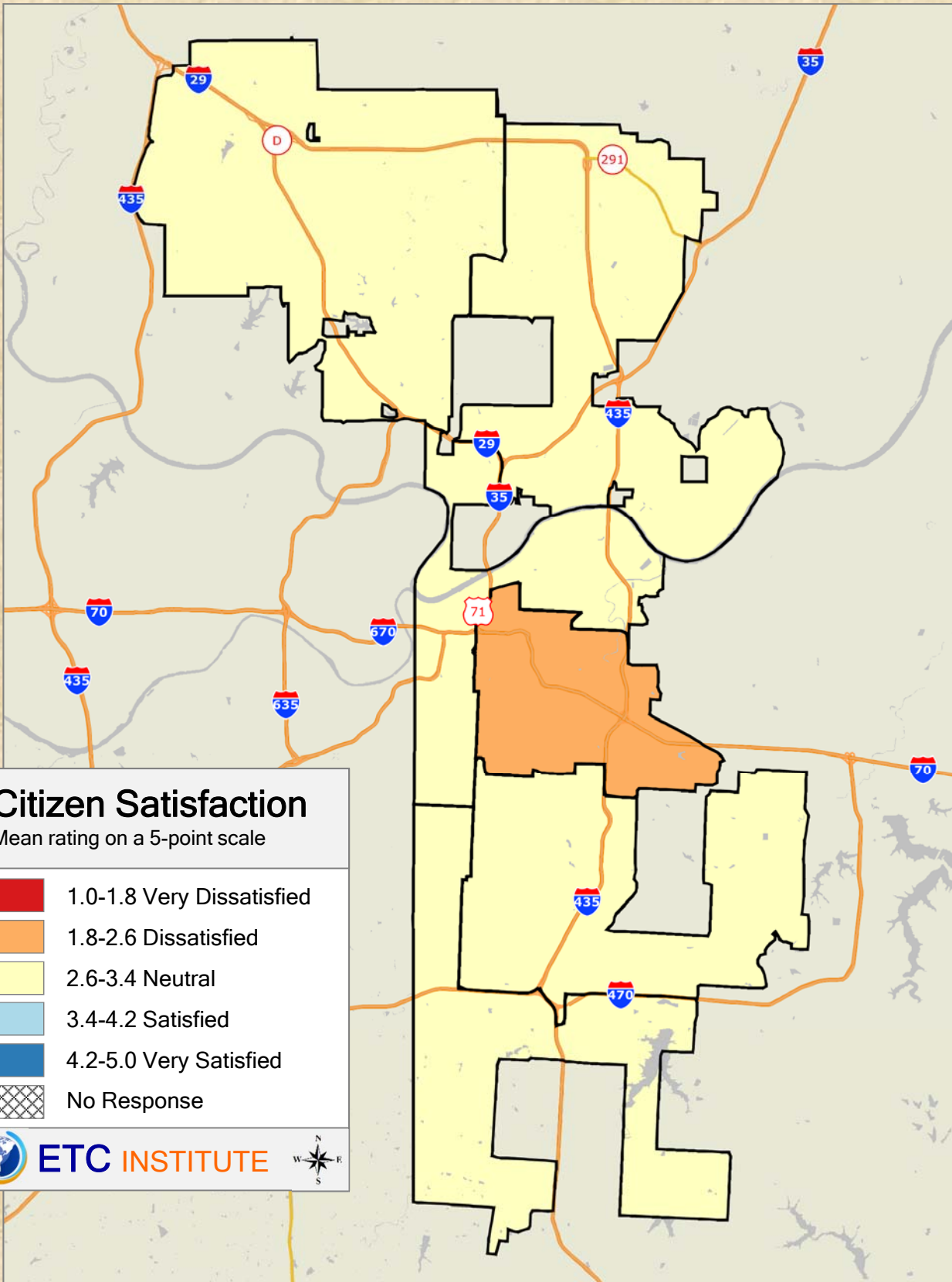
Q12-2 Satisfaction with enforcing mowing and cutting of weeds on private property



2017-2018 City of Kansas City, MO Resident Survey

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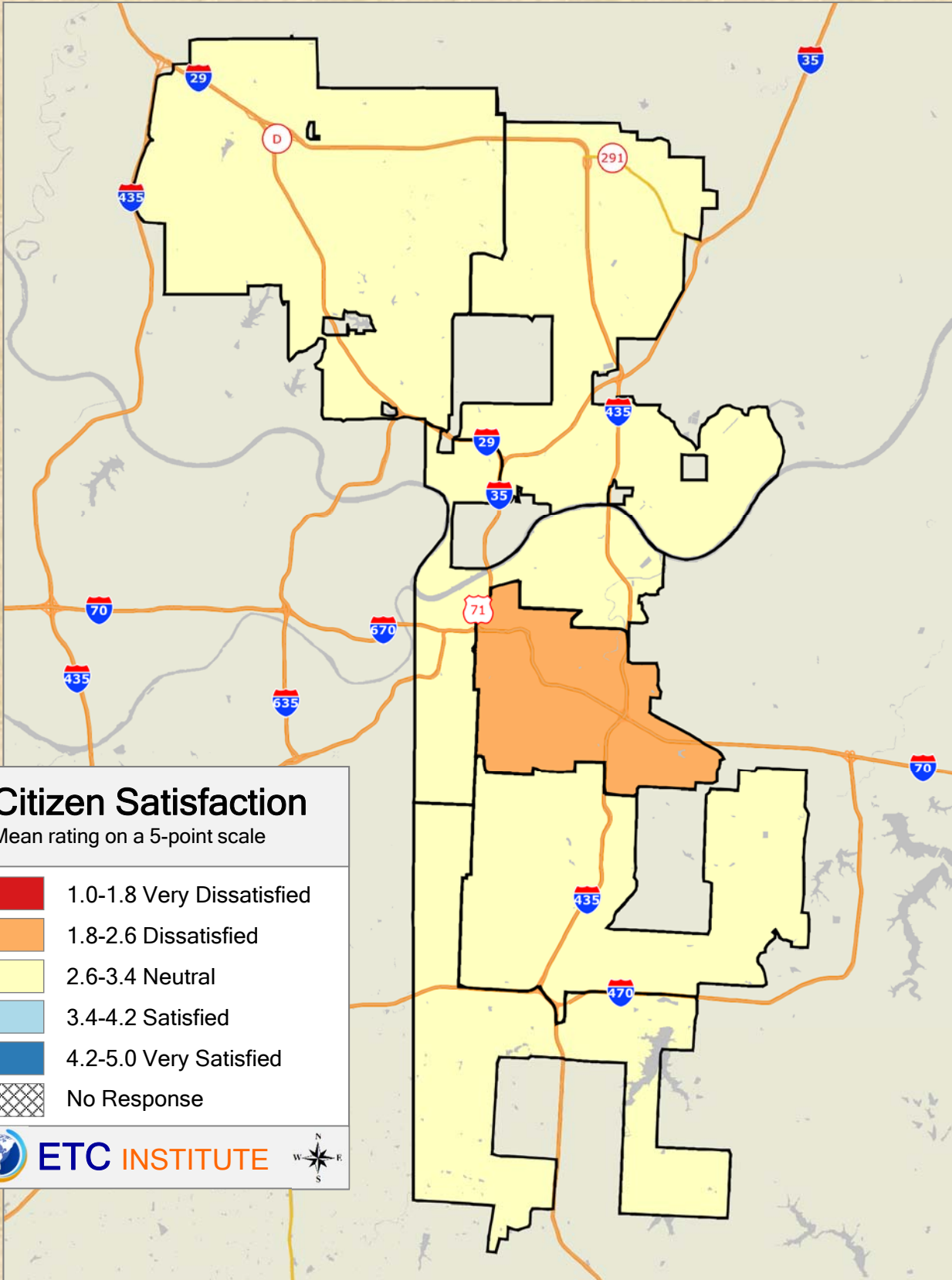
Q12-3 Satisfaction with enforcing the exterior maintenance of residential property



2017-2018 City of Kansas City, MO Resident Survey

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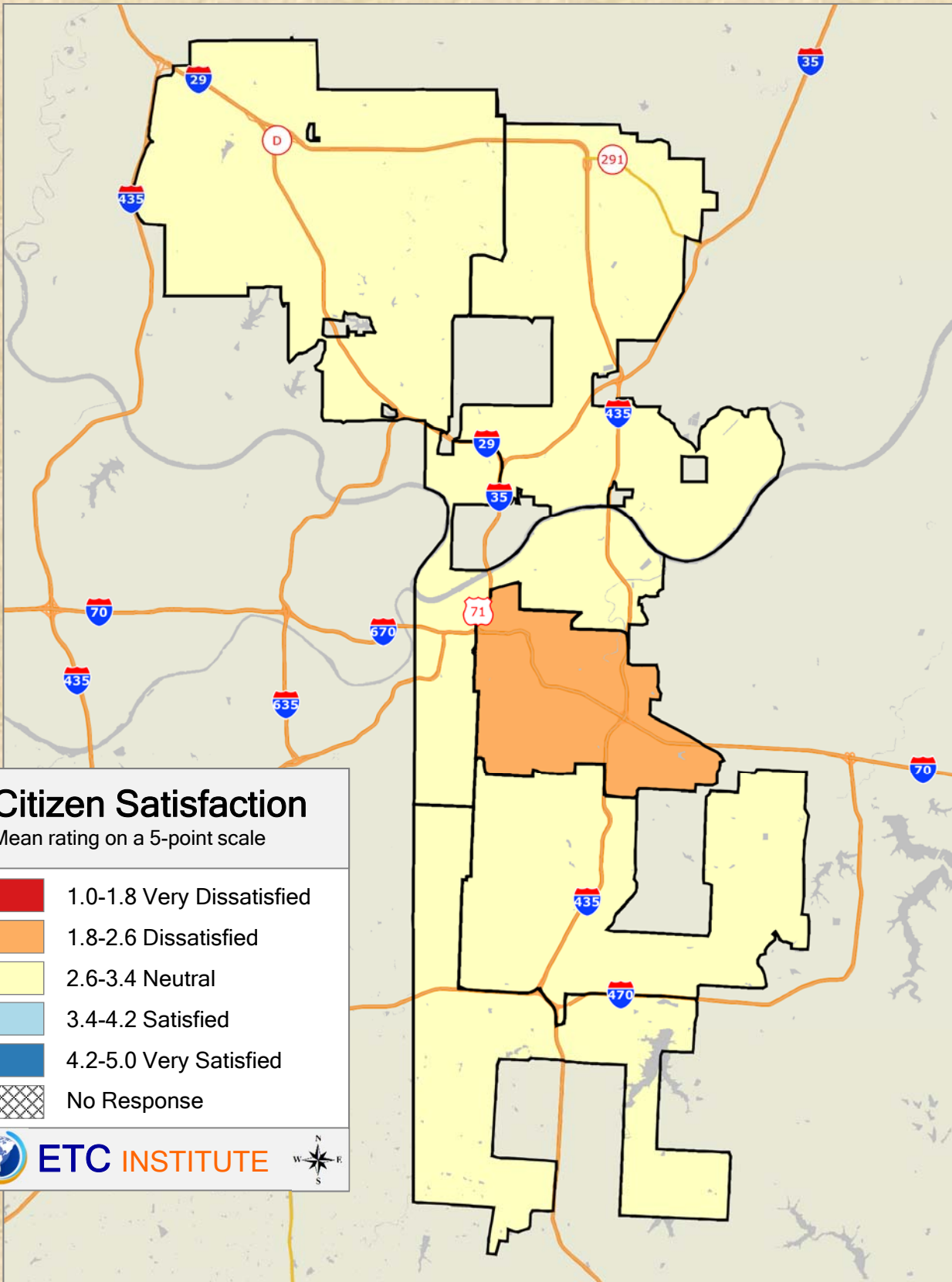
Q12-4 Satisfaction with enforcing trash, weeds, and exterior maintenance in neighborhoods



2017-2018 City of Kansas City, MO Resident Survey

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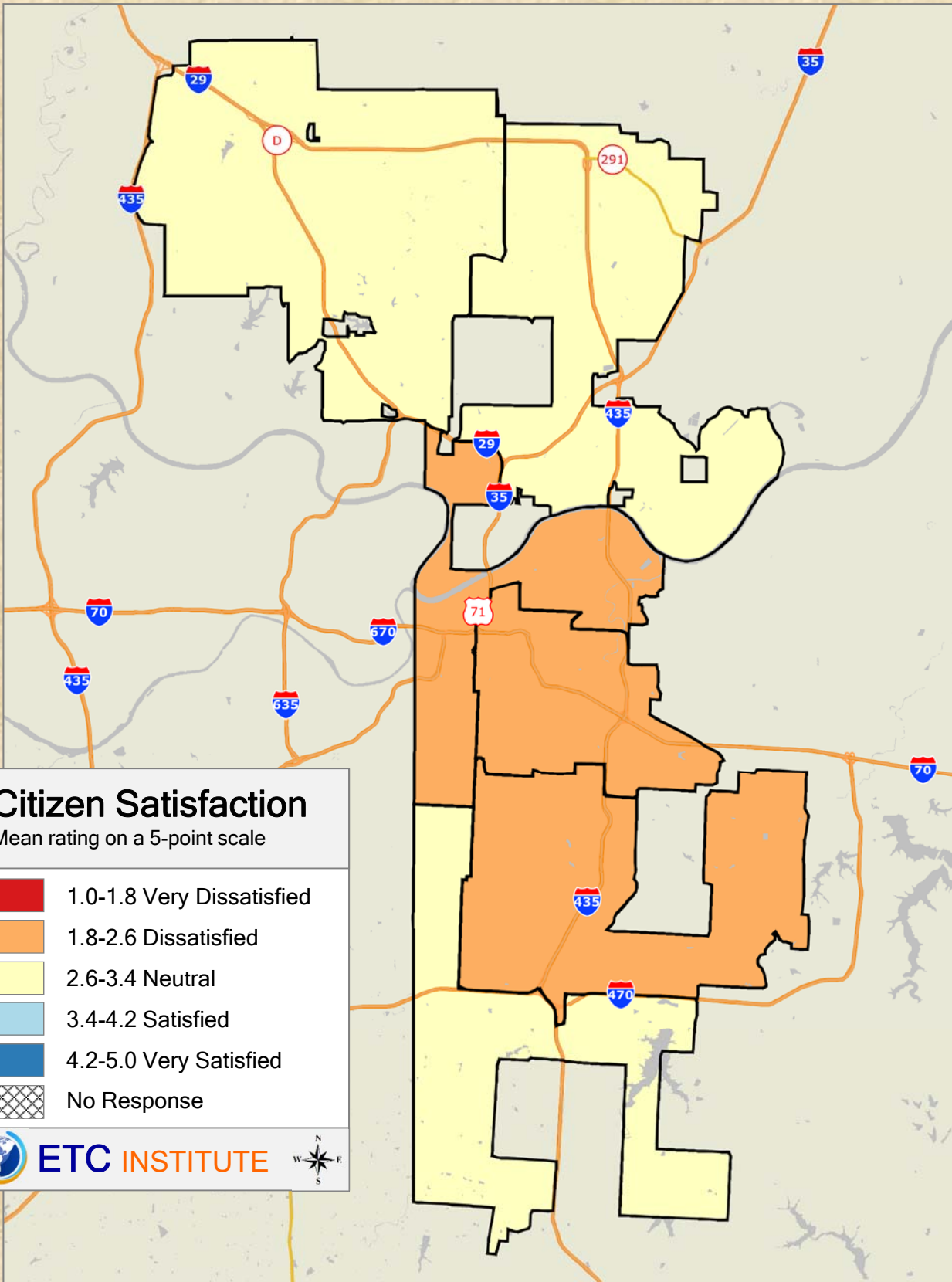
Q12-5 Satisfaction with boarding up vacant structures that are open to entry



2017-2018 City of Kansas City, MO Resident Survey

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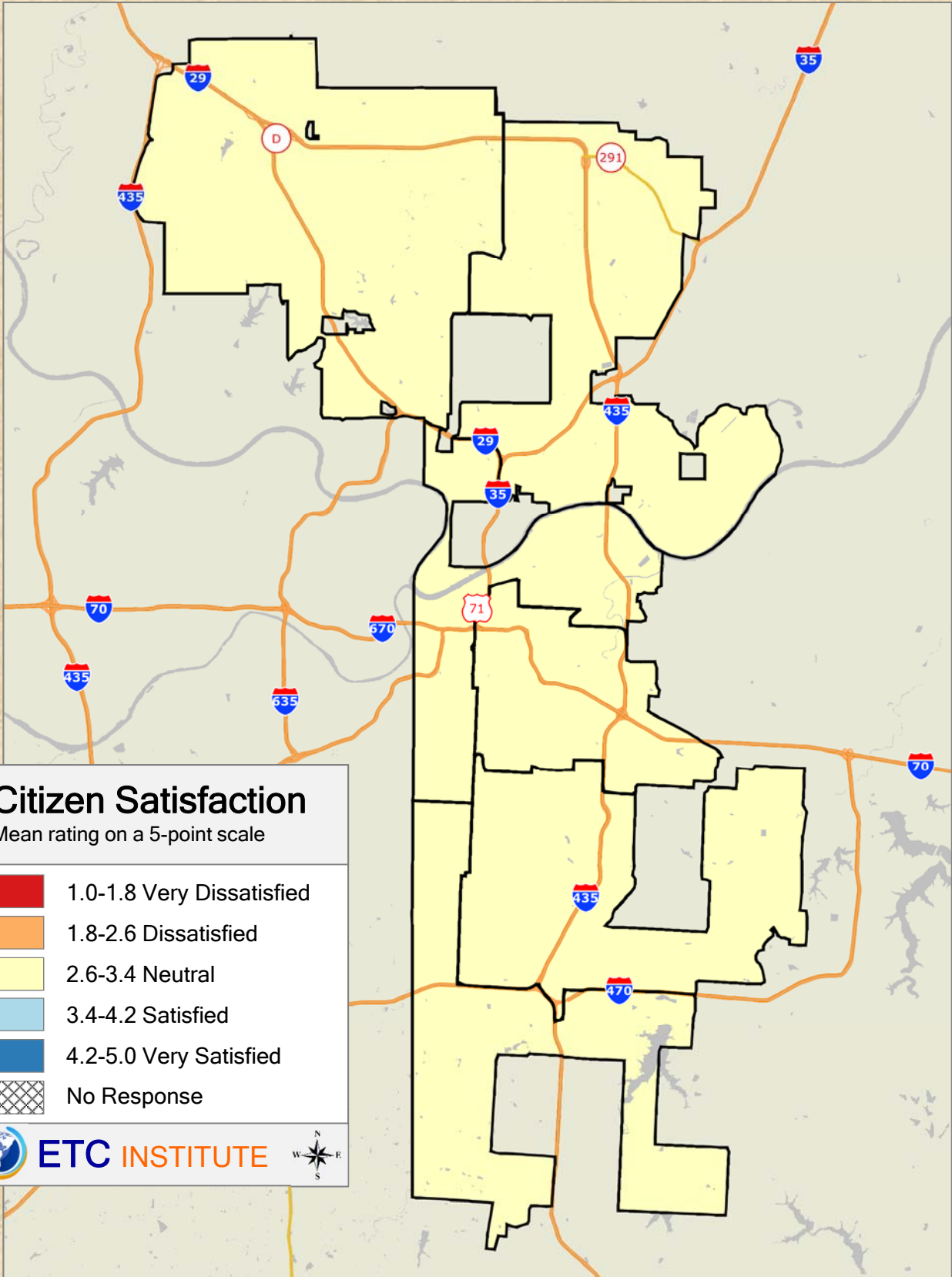
Q12-6 Satisfaction with demolishing vacant structures that are in the dangerous building inventory



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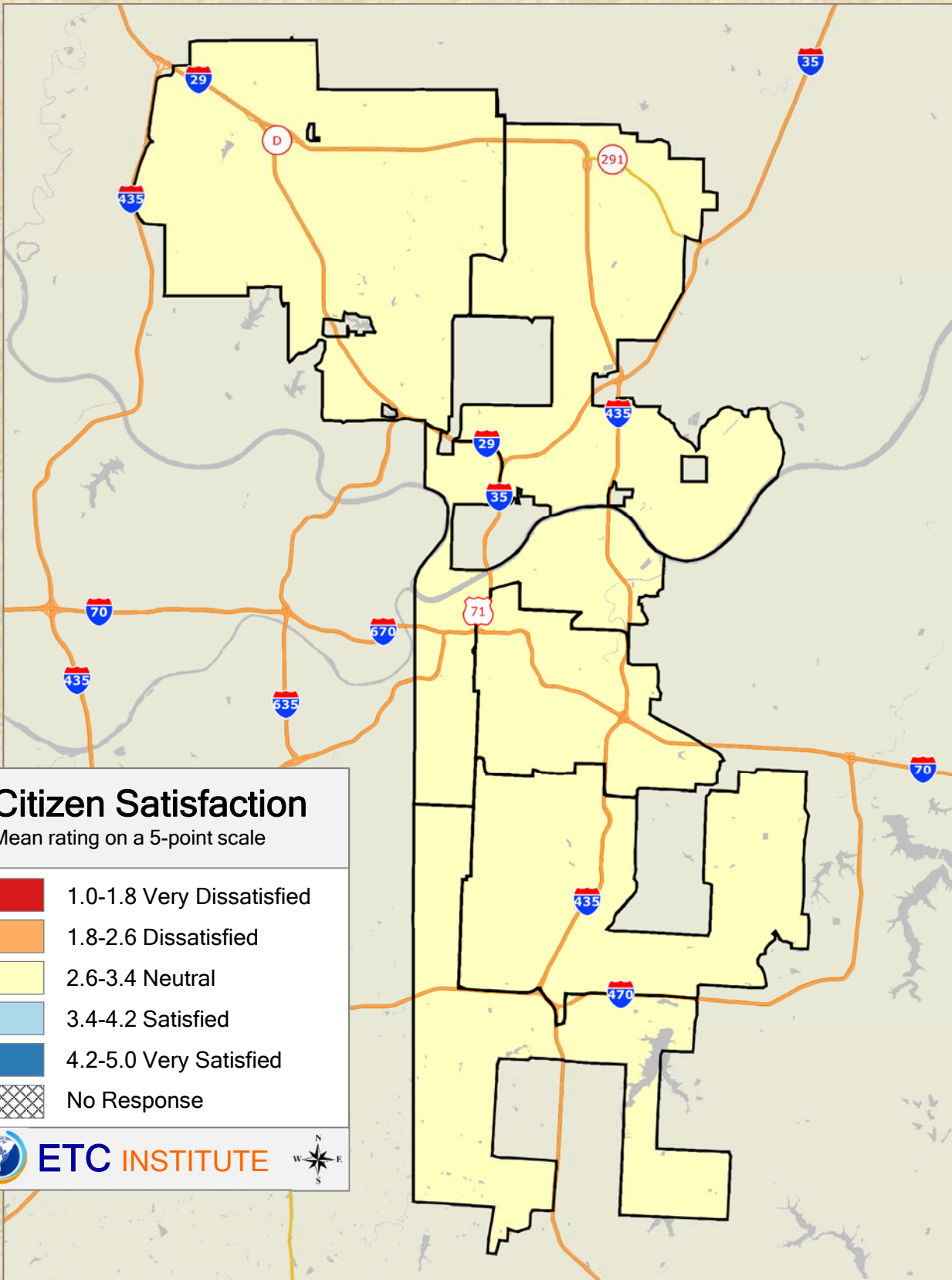
Q12-7 Satisfaction with enforcement of animal code



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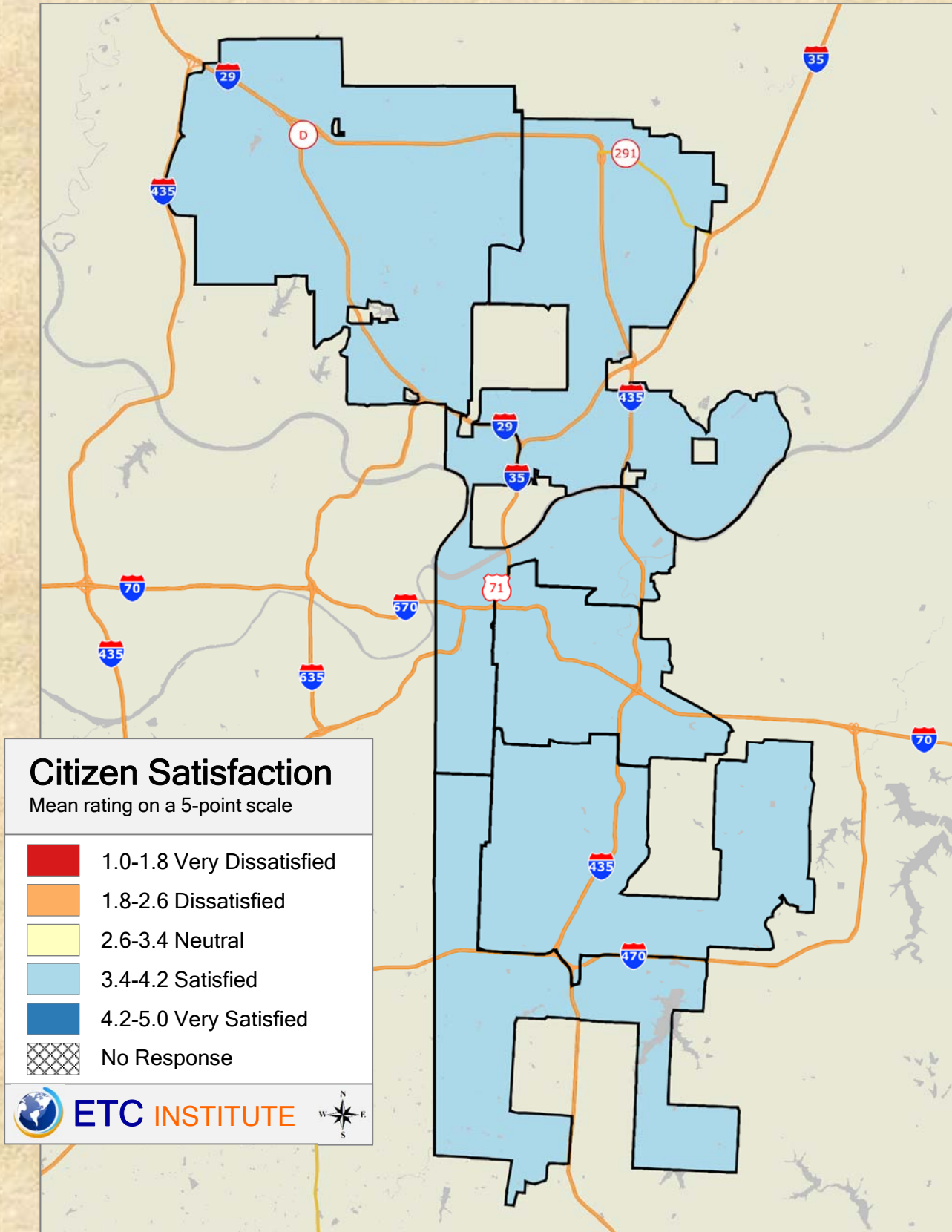
Q12-8 Satisfaction with customer service from animal control officers



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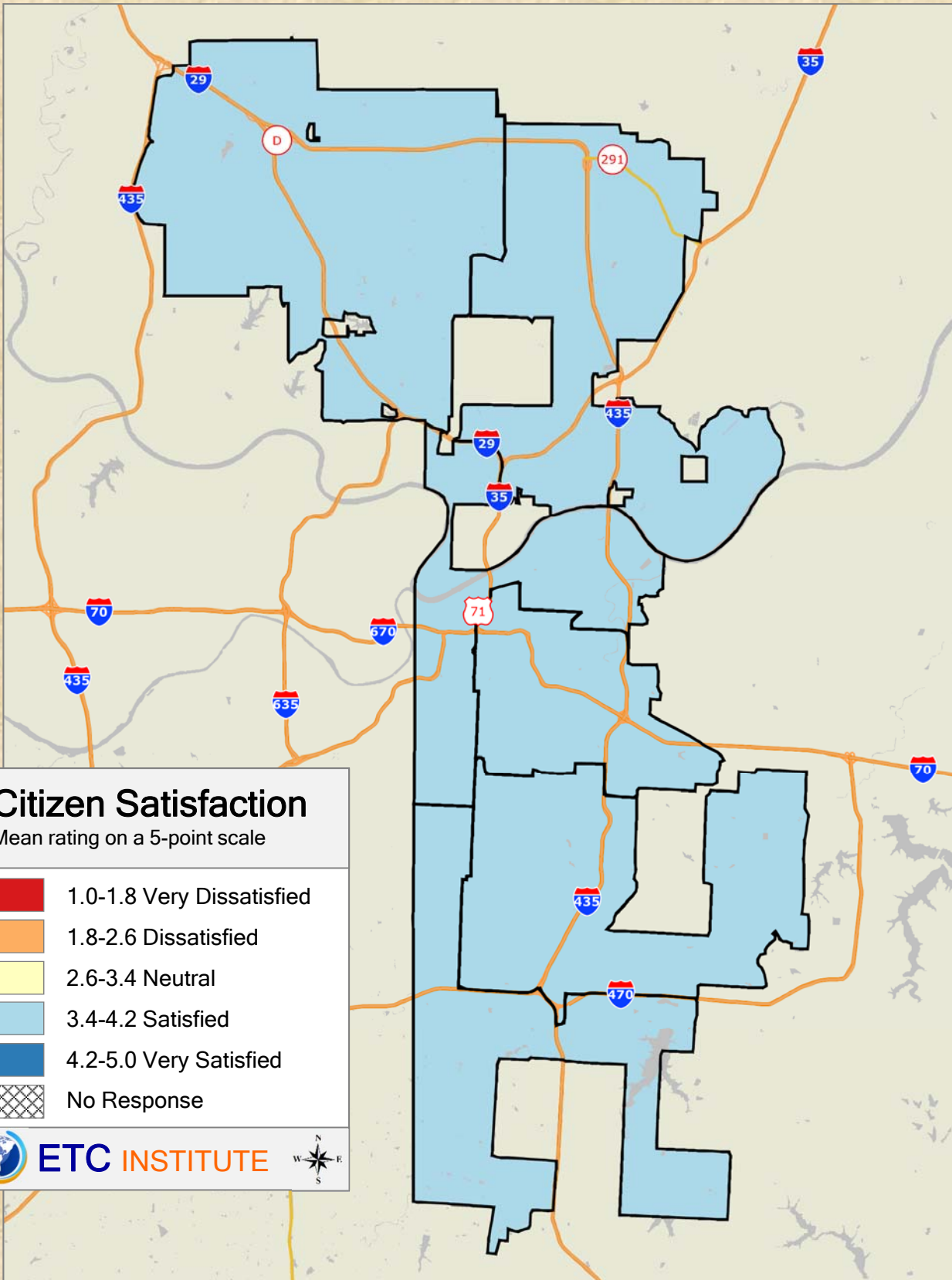
Q12-9 Satisfaction with animal shelter operations and adoption efforts



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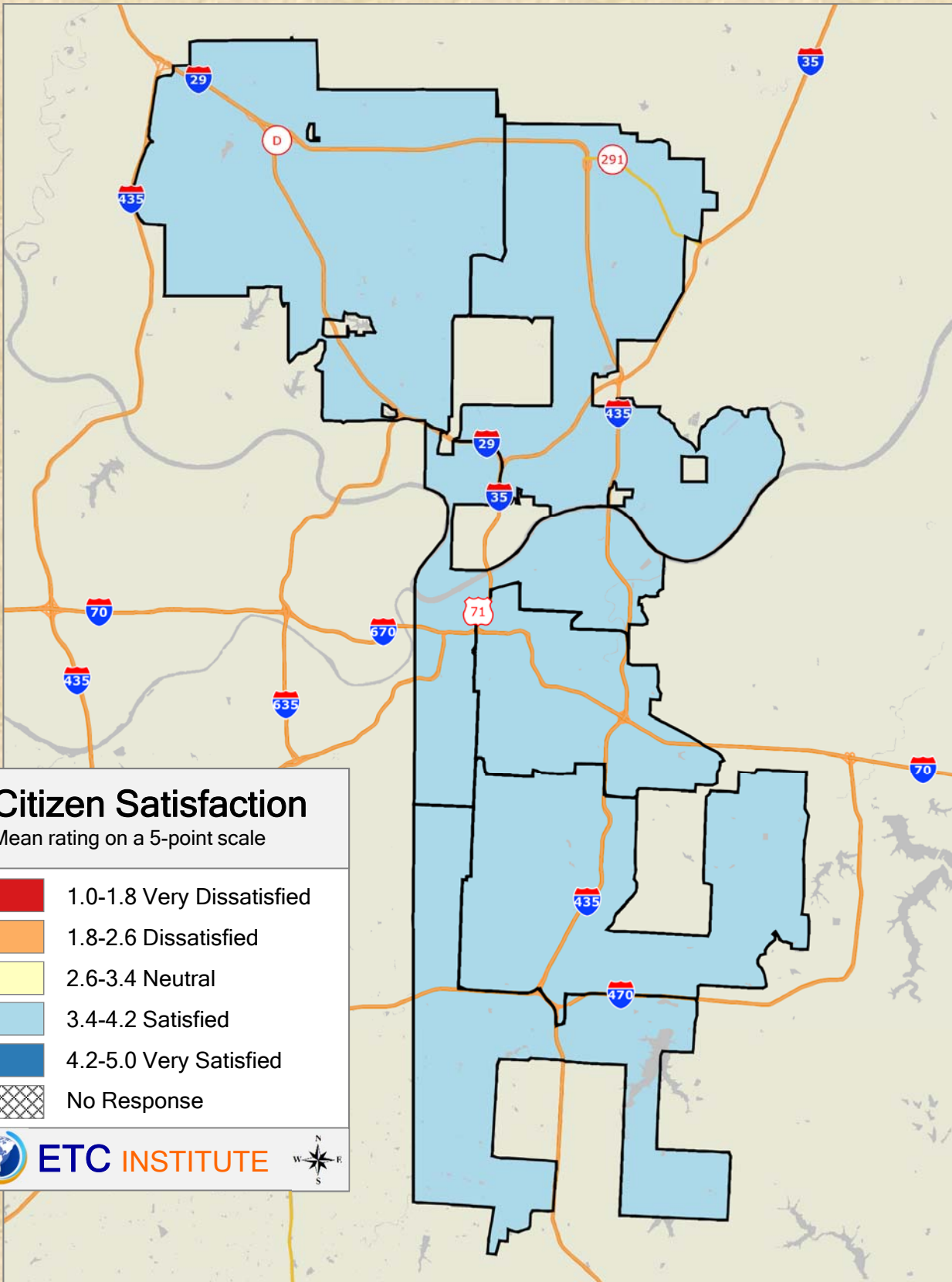
Q14-1 Satisfaction with ease of utilizing 311 services via phone



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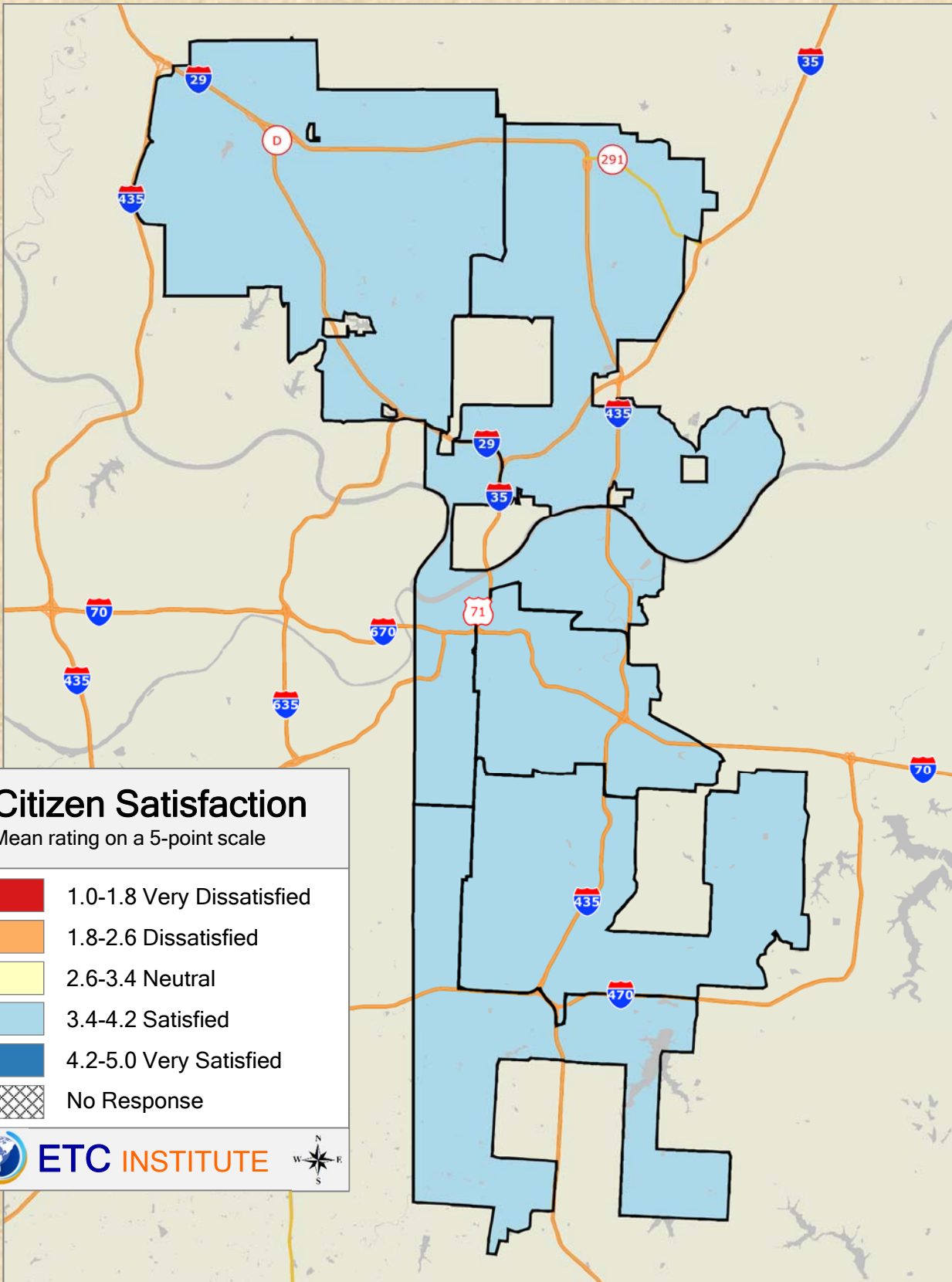
Q14-2 Satisfaction with ease of utilizing 311 services via web or mobile application



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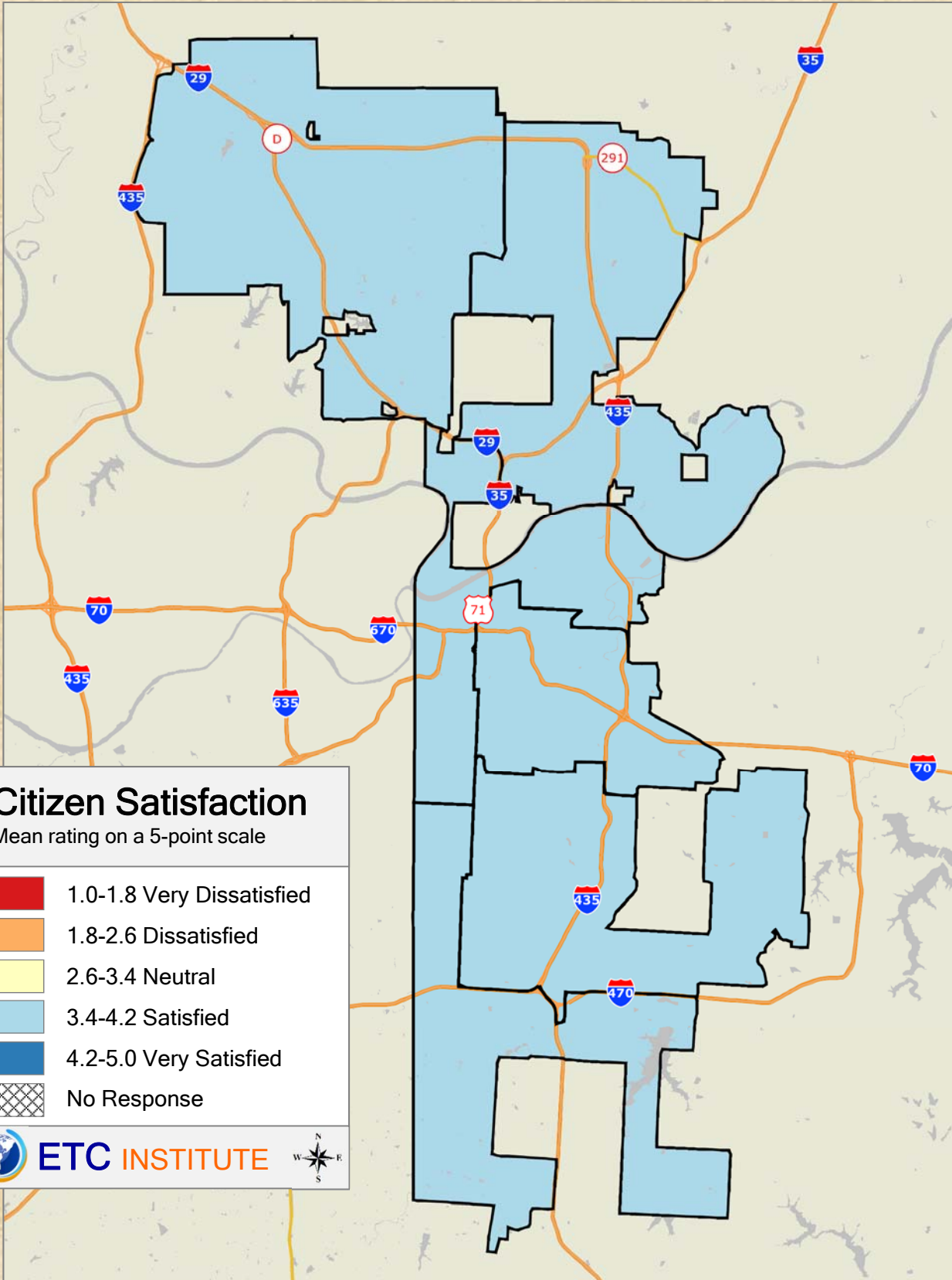
Q14-3 Satisfaction with courtesy and professionalism of 311 call takers



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

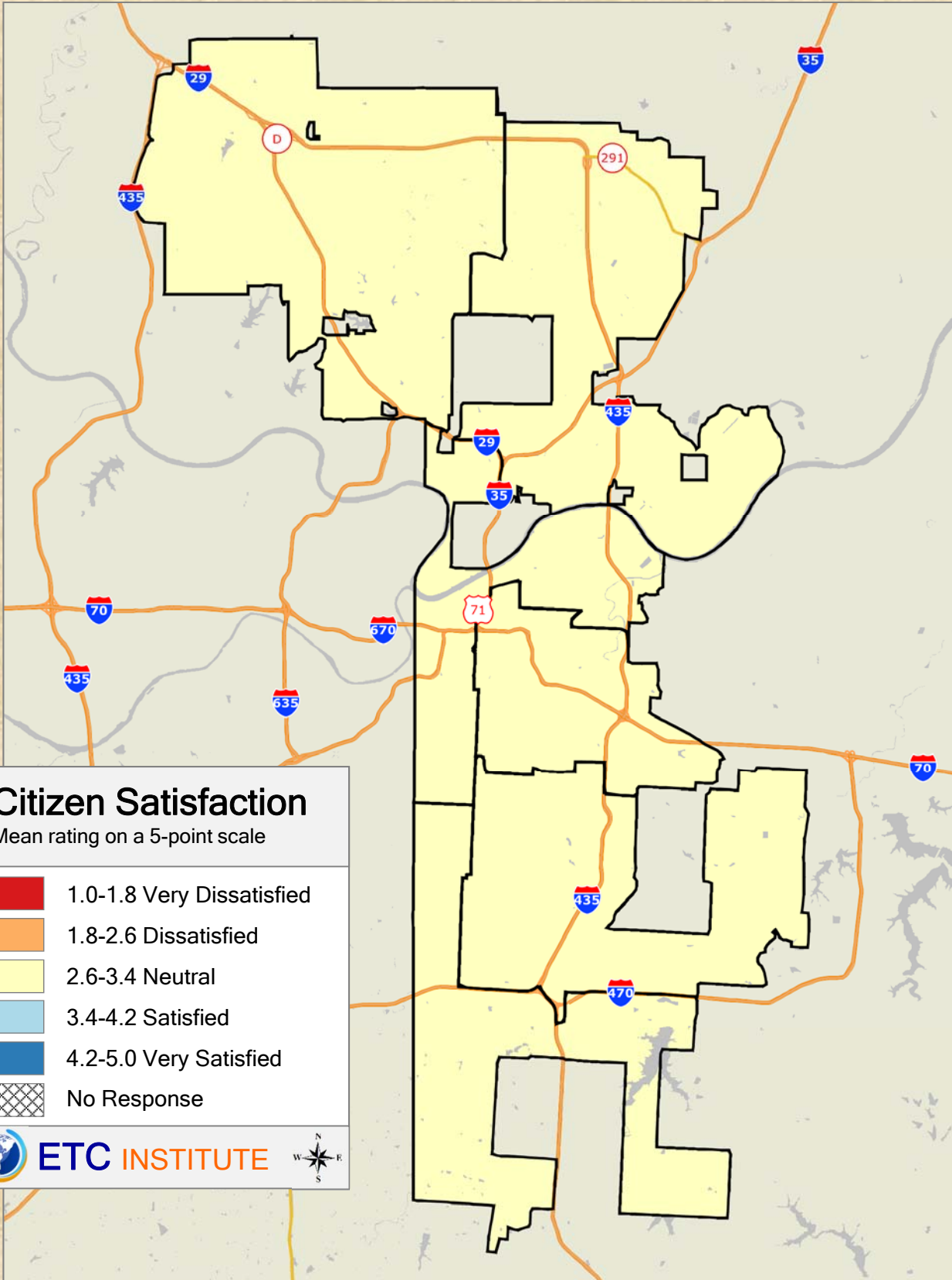
Q14-4 Satisfaction with how well question or issue was resolved via 311



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

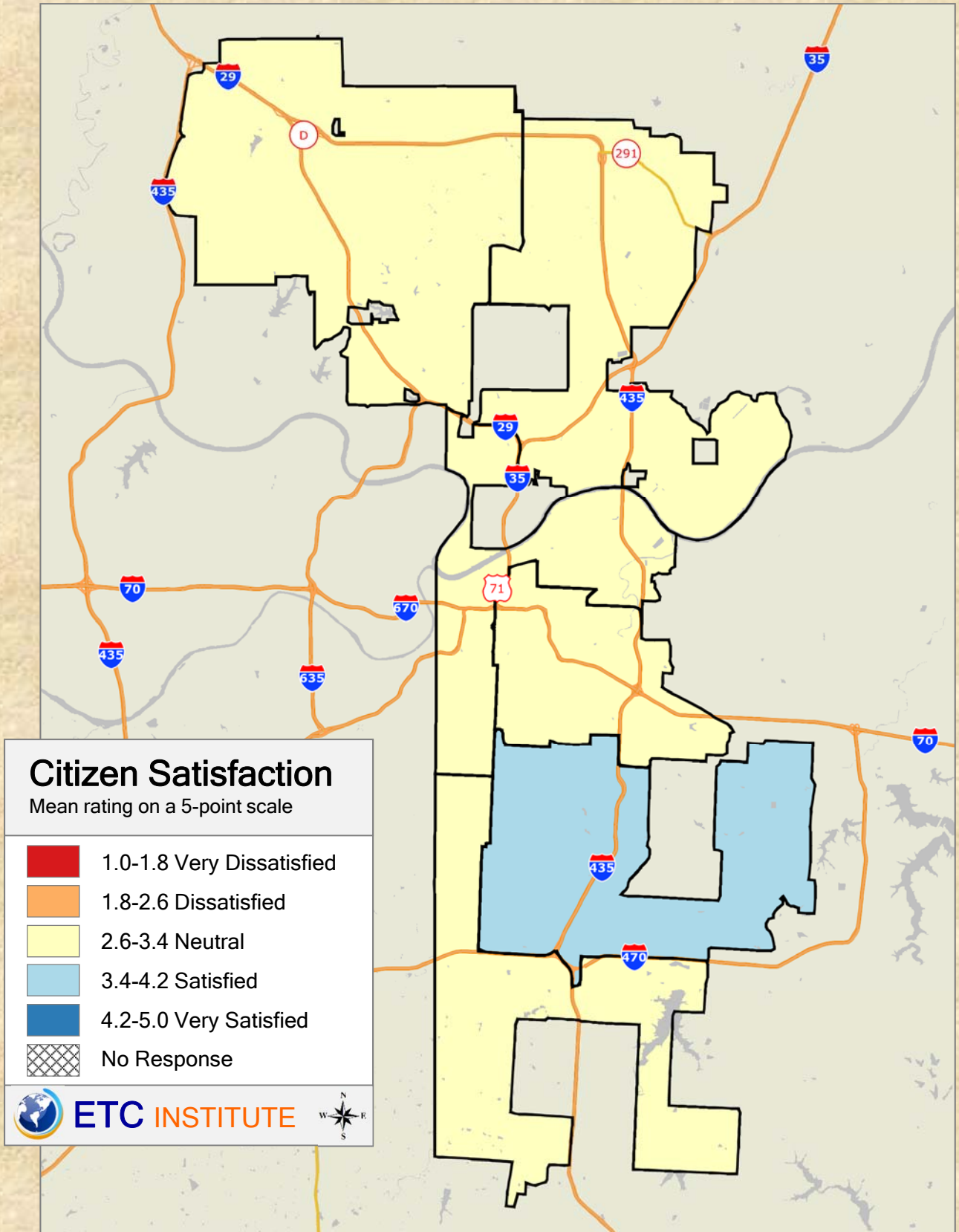
Q15-1 Satisfaction with the availability of information about city programs and services



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

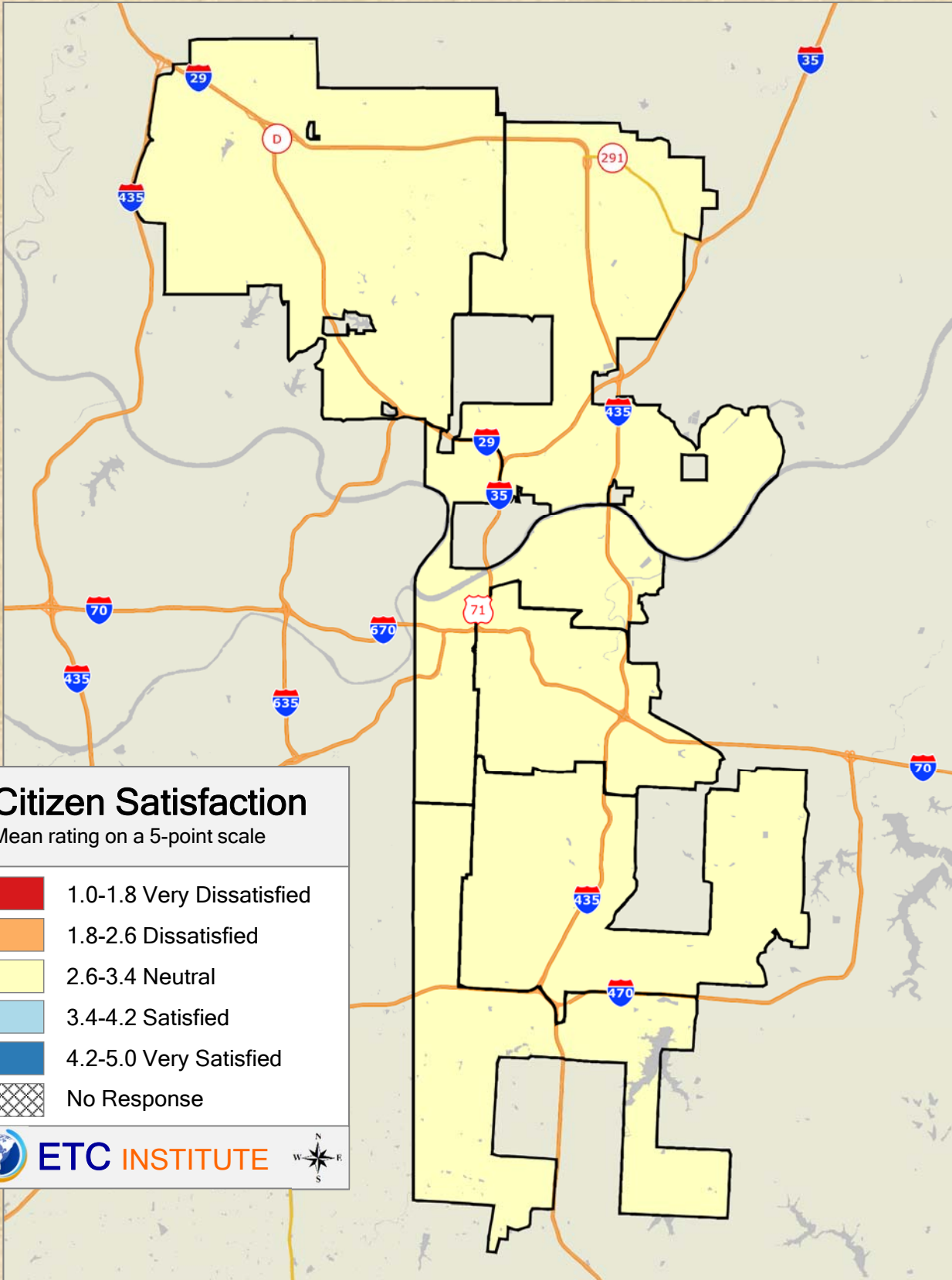
Q15-2 Satisfaction with overall usefulness of the city's website



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

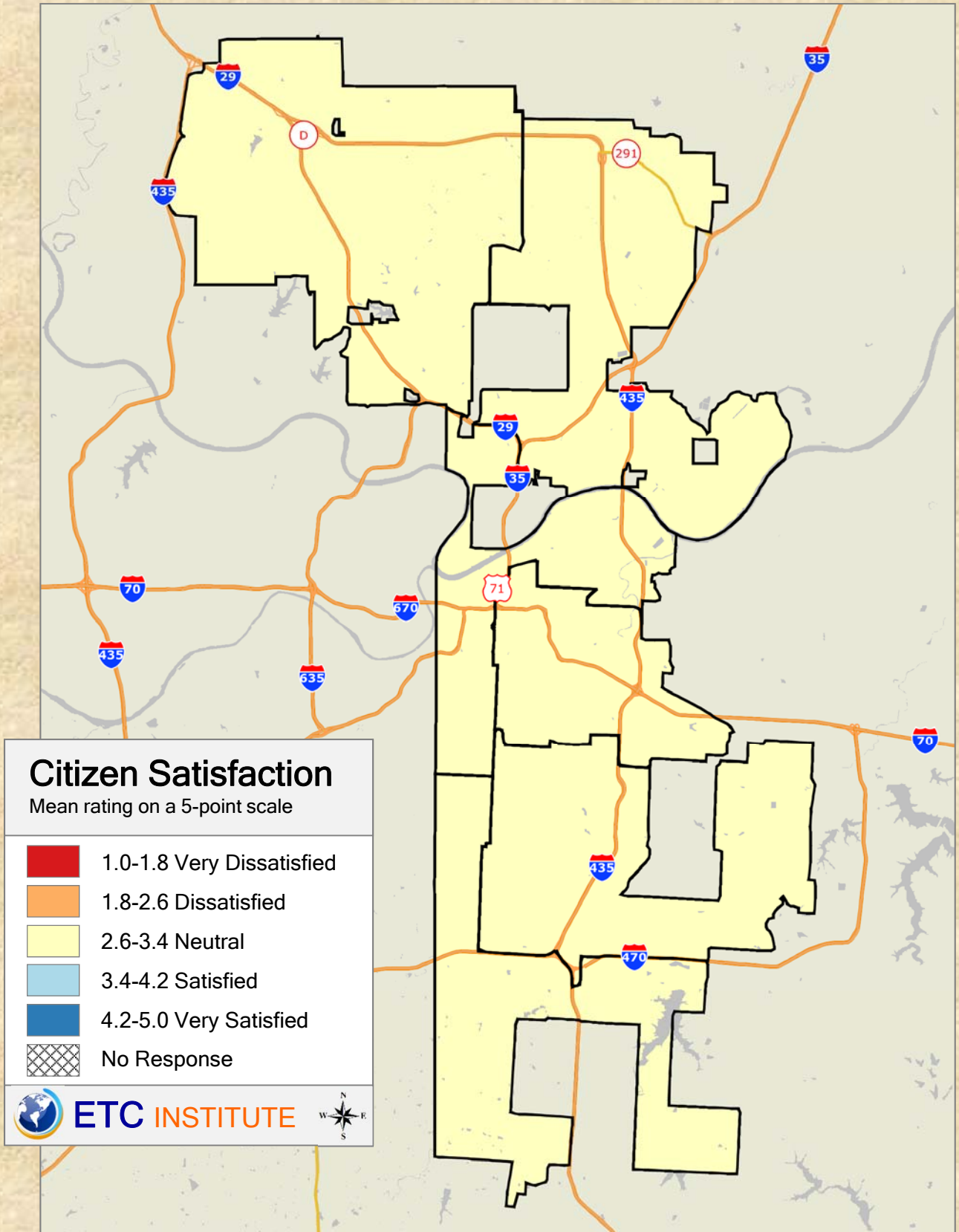
Q15-3 Satisfaction with opportunity to engage/provide input into decisions made by the city



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

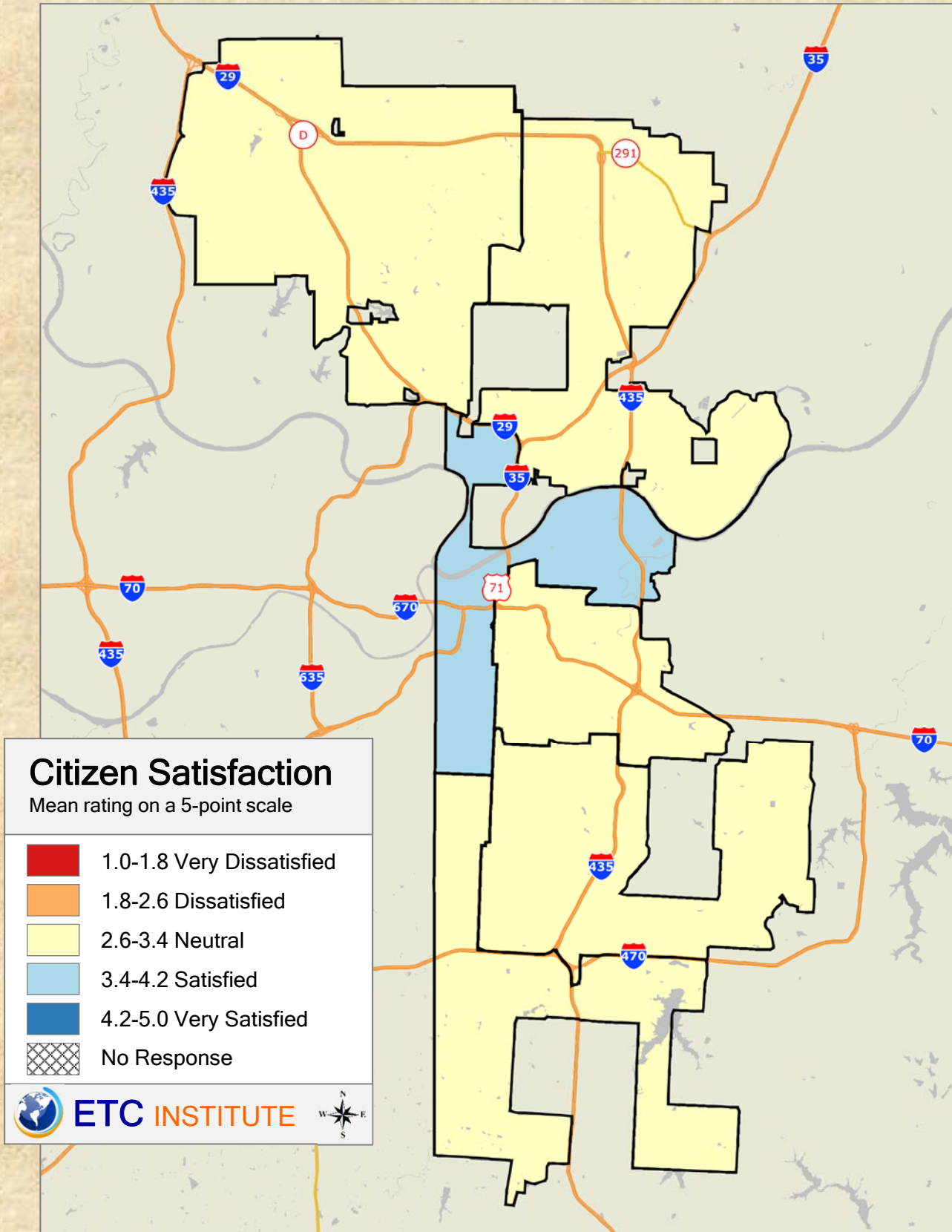
Q15-4 Satisfaction with quality of city video programming including city television channel (Channel 2) & web streaming



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

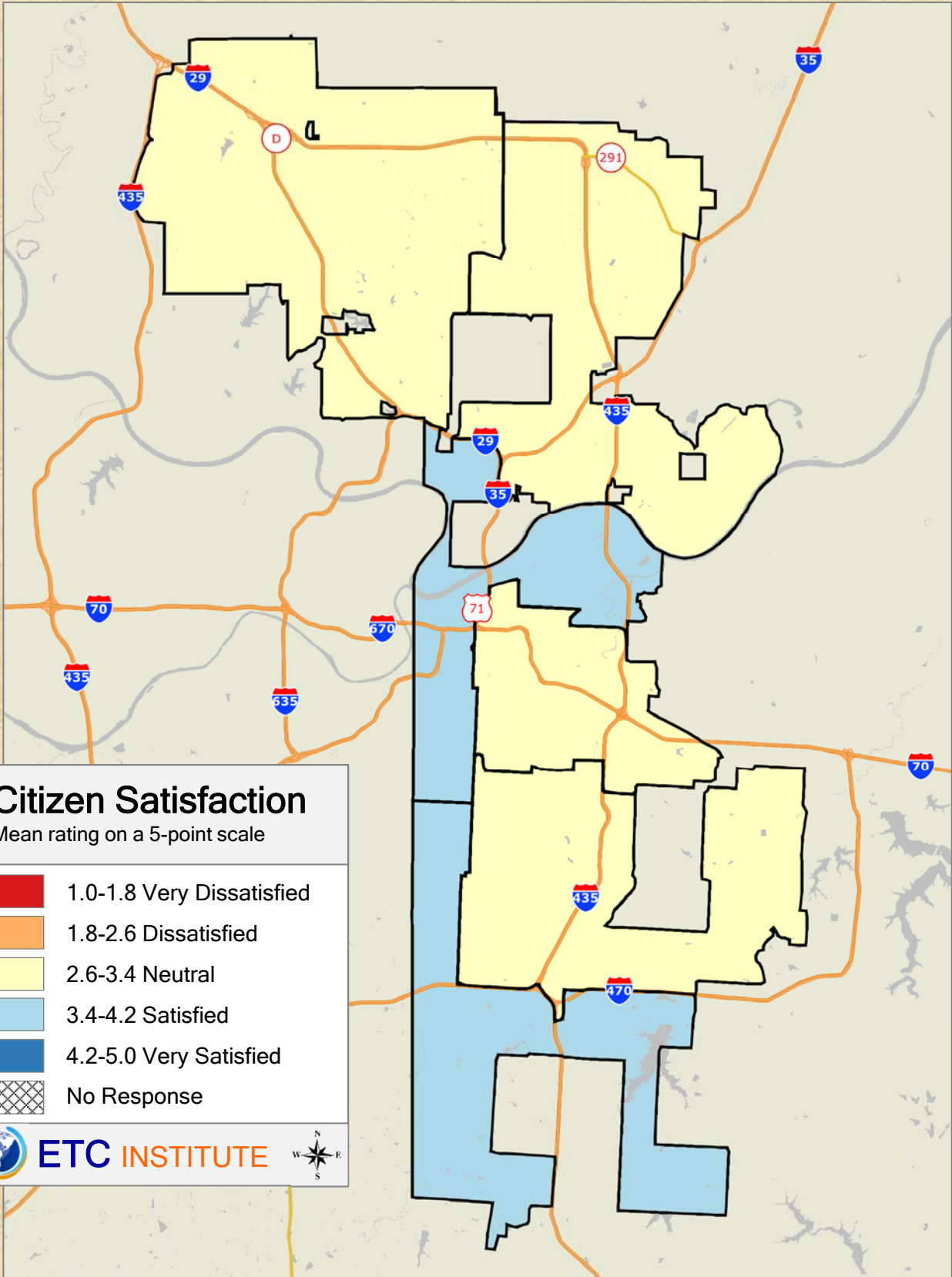
Q15-5 Satisfaction with the content in the City's magazine KCMore



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

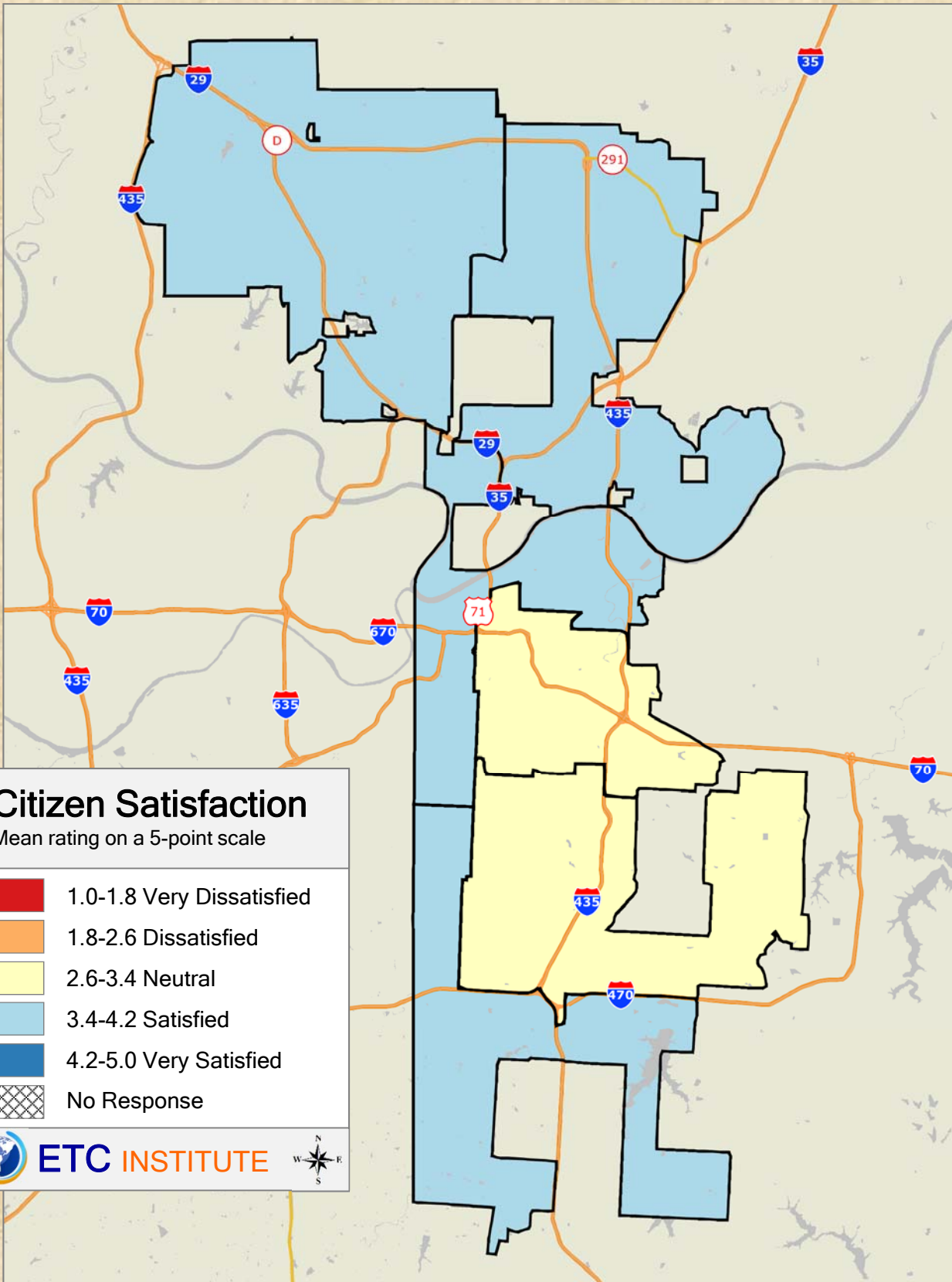
Q15-6 Satisfaction with the city's use of social media



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

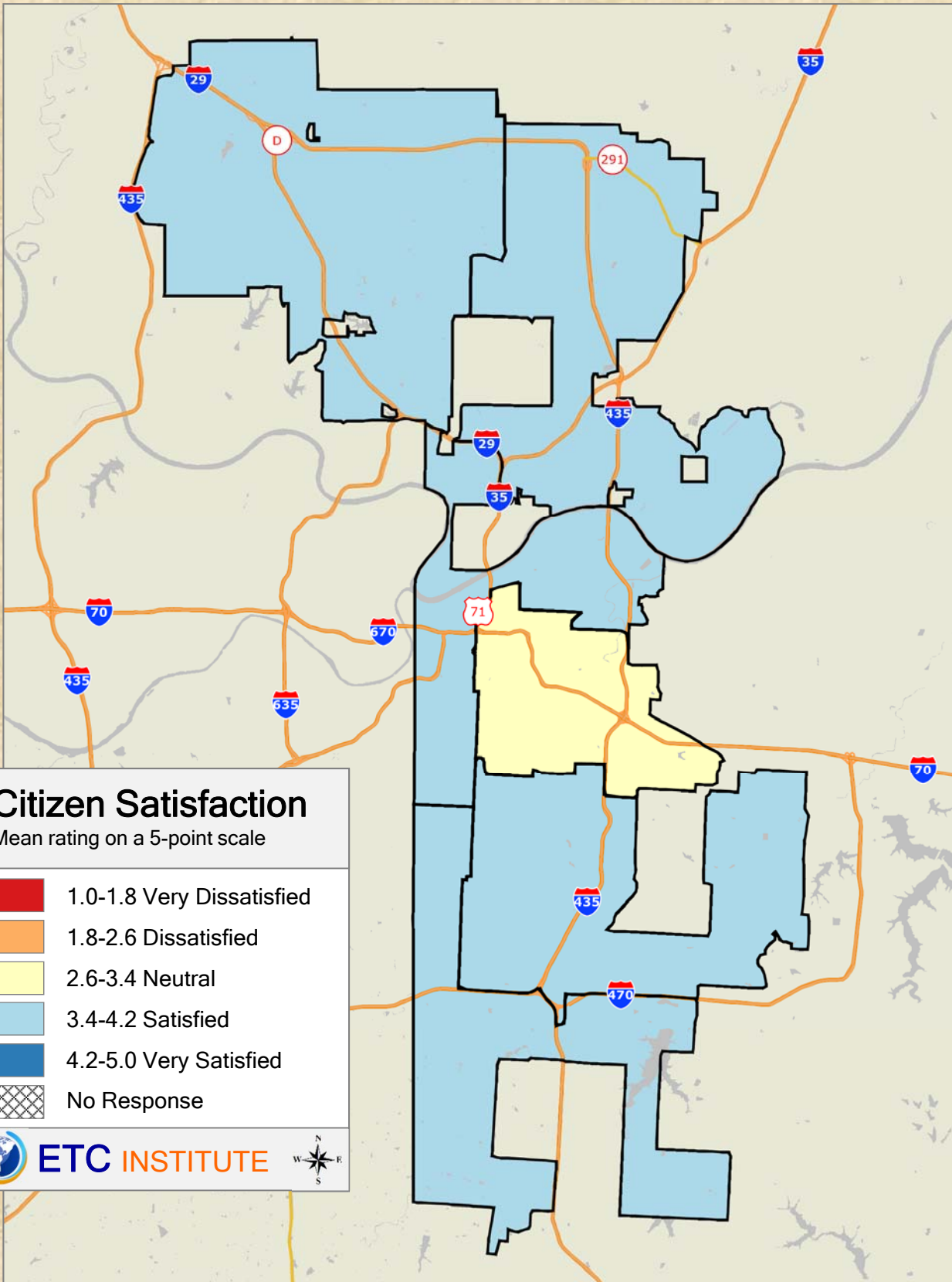
Q23-1 Satisfaction with the availability of affordable housing for your family



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

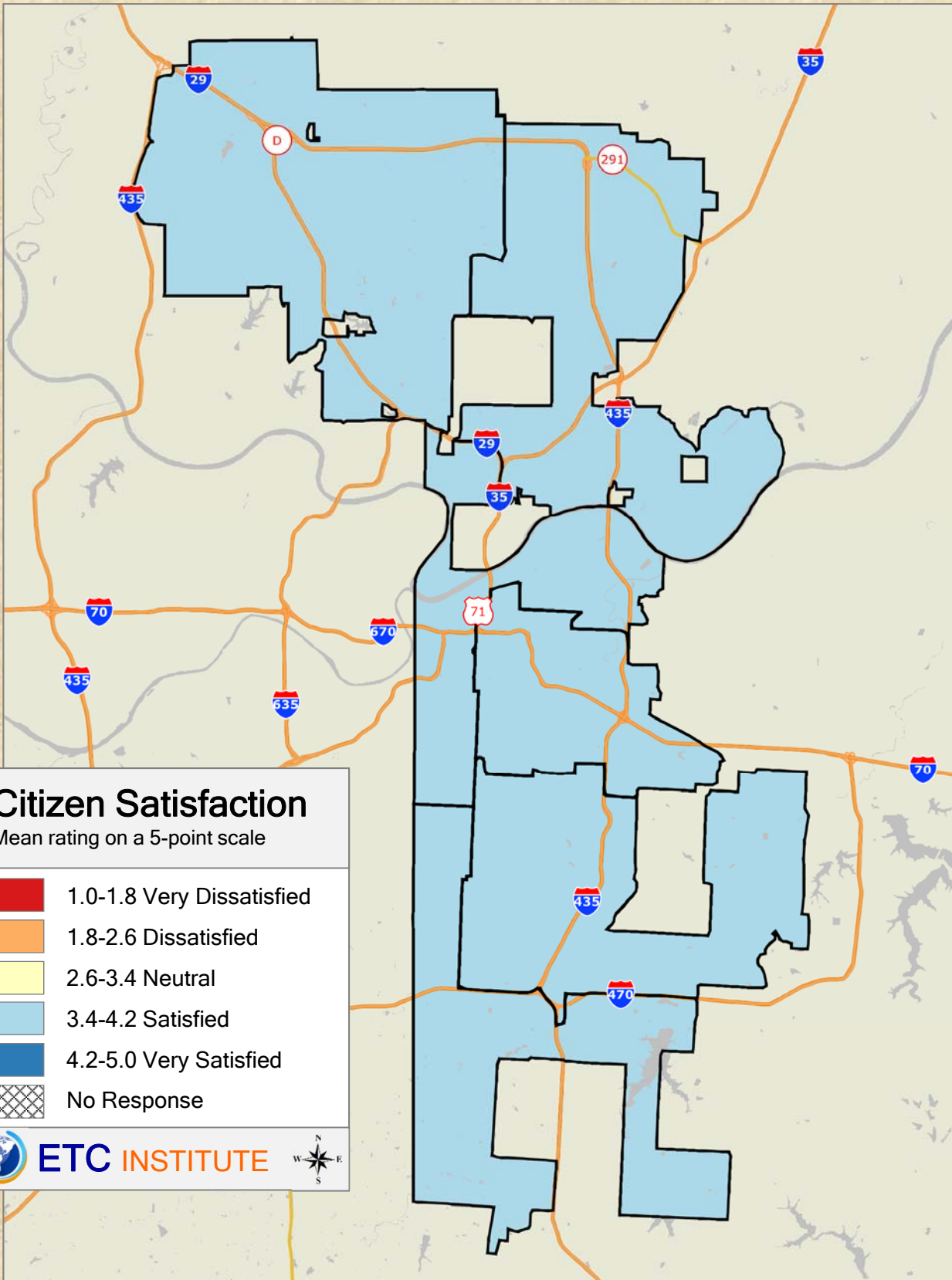
Q23-2 Satisfaction with the quality of housing for your family



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

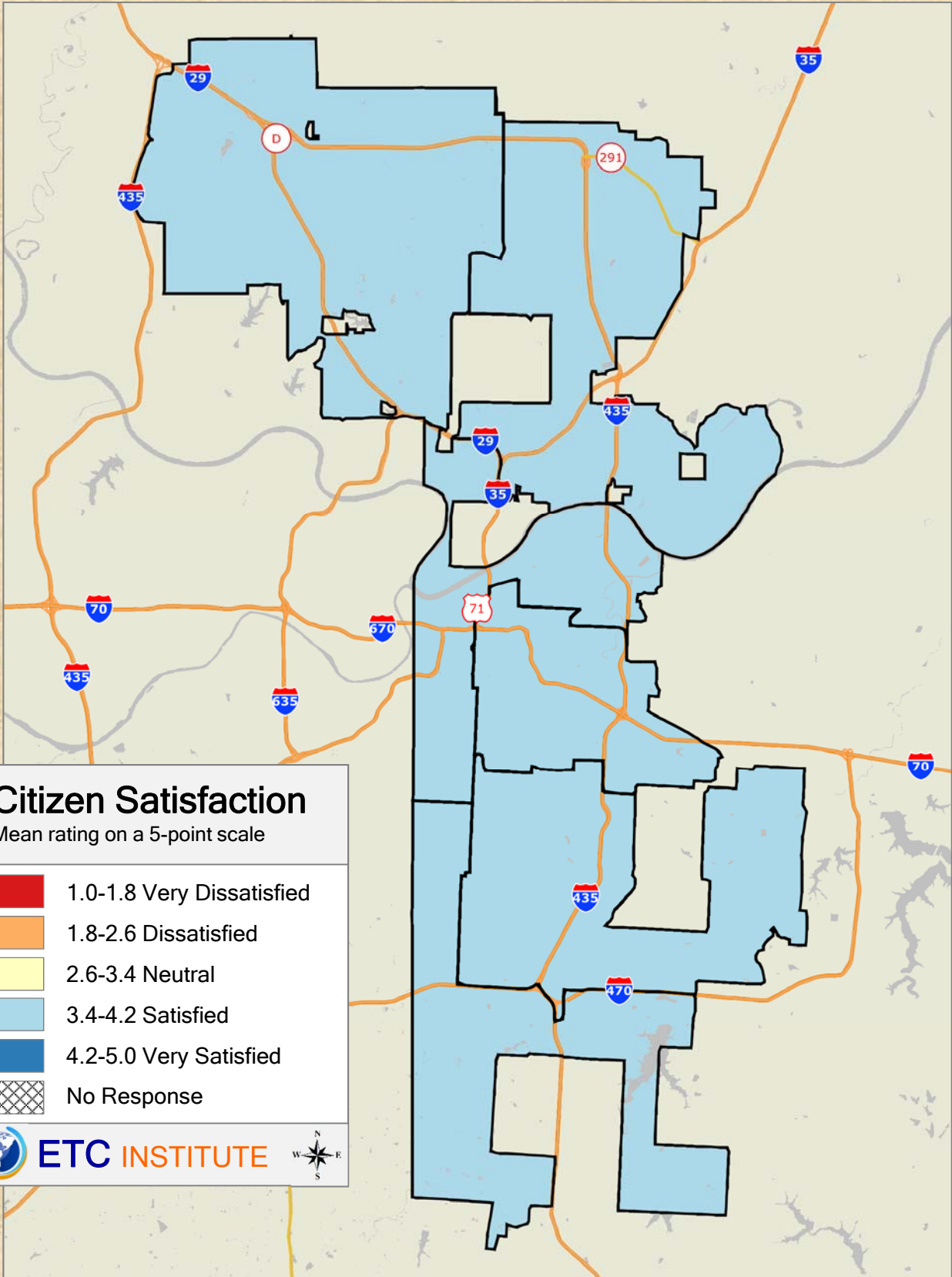
Q14-01 Satisfaction with maintenance of City parks



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

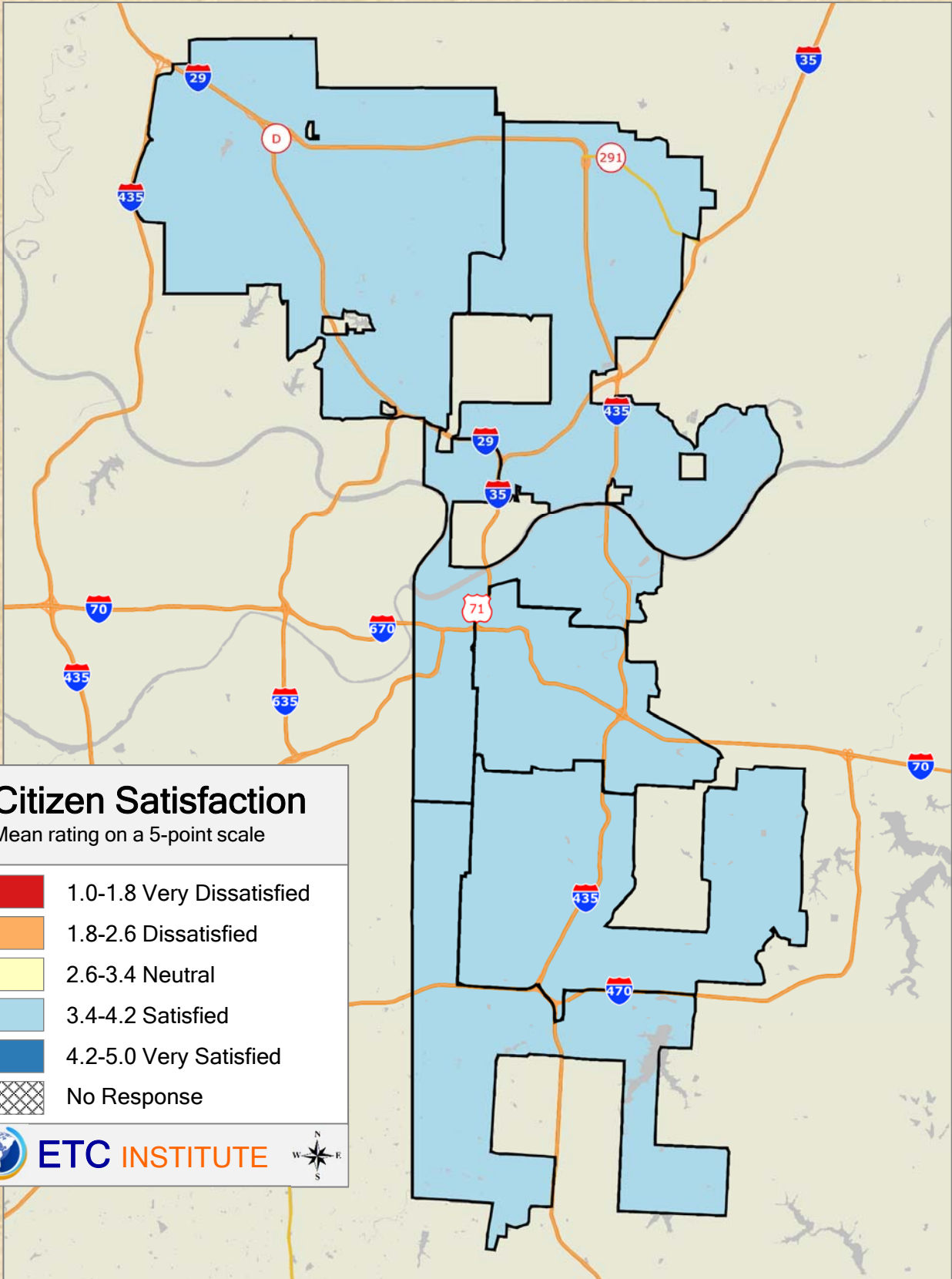
Q14-02 Satisfaction with quality of facilities such as picnic shelters & playgrounds in city parks



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

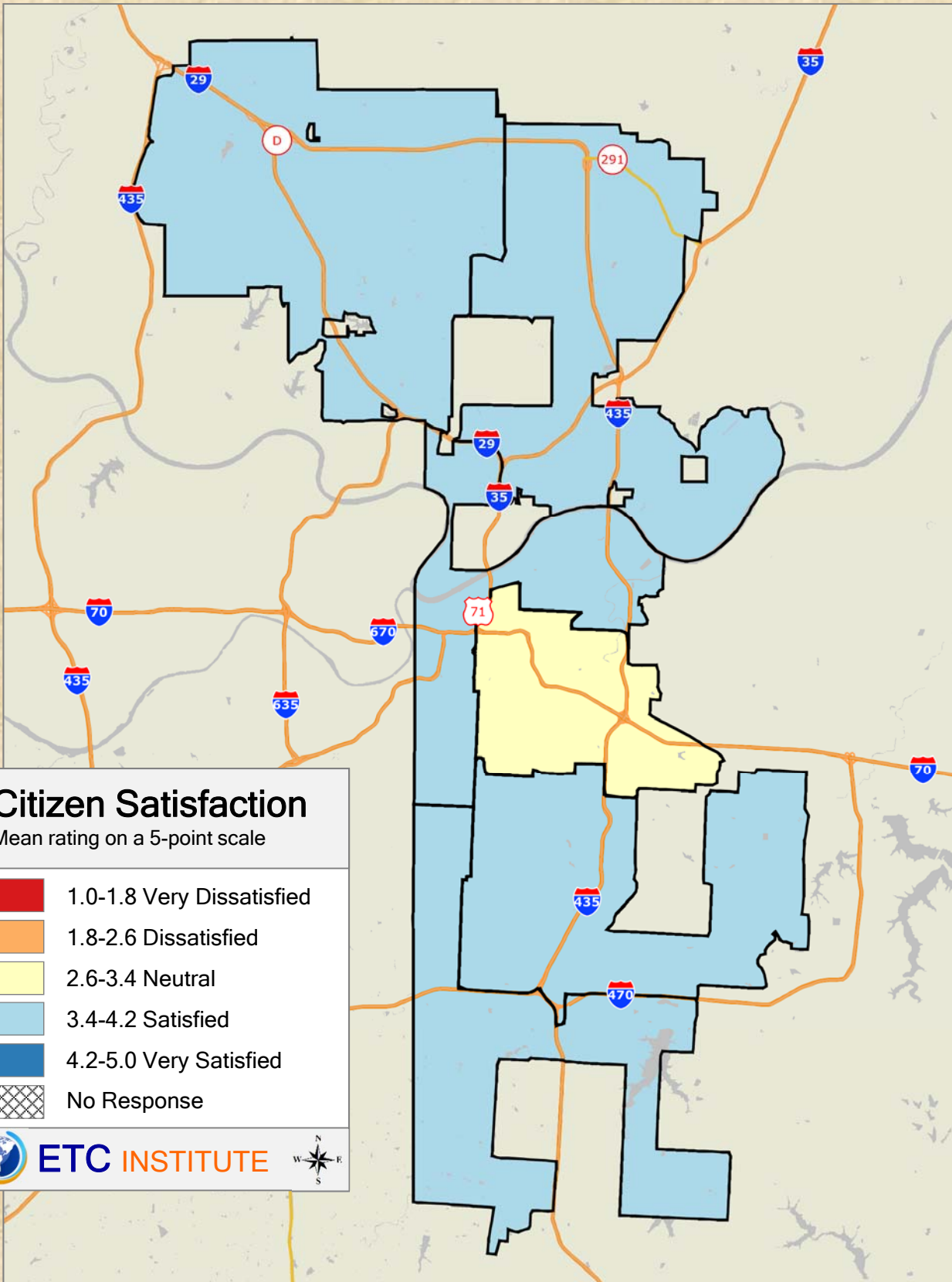
Q14-03 Satisfaction with quality of outdoor athletic fields



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

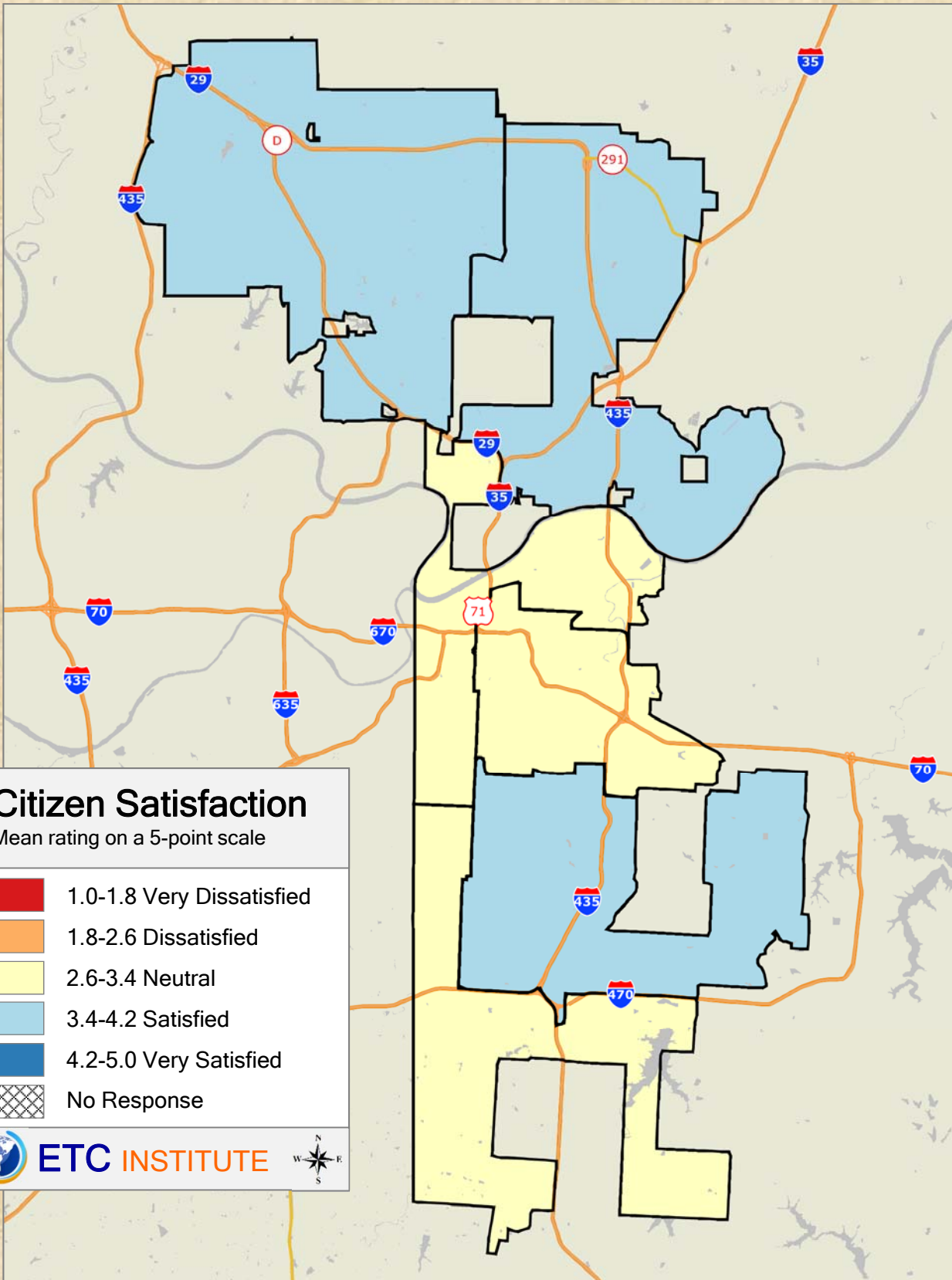
Q14-04 Satisfaction with maintenance of boulevards and parkways



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

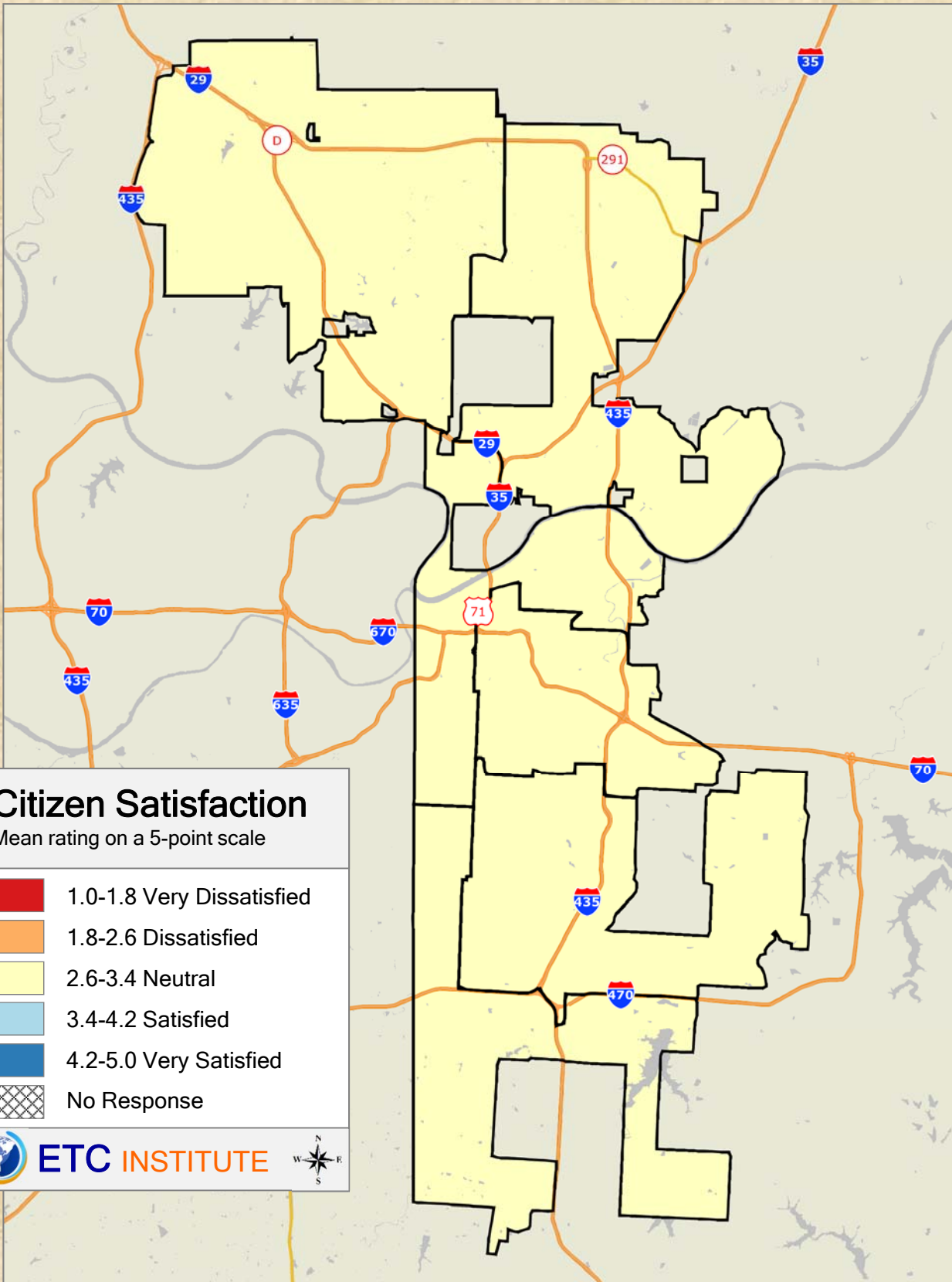
Q14-05 Satisfaction with walking and biking trails in the City



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

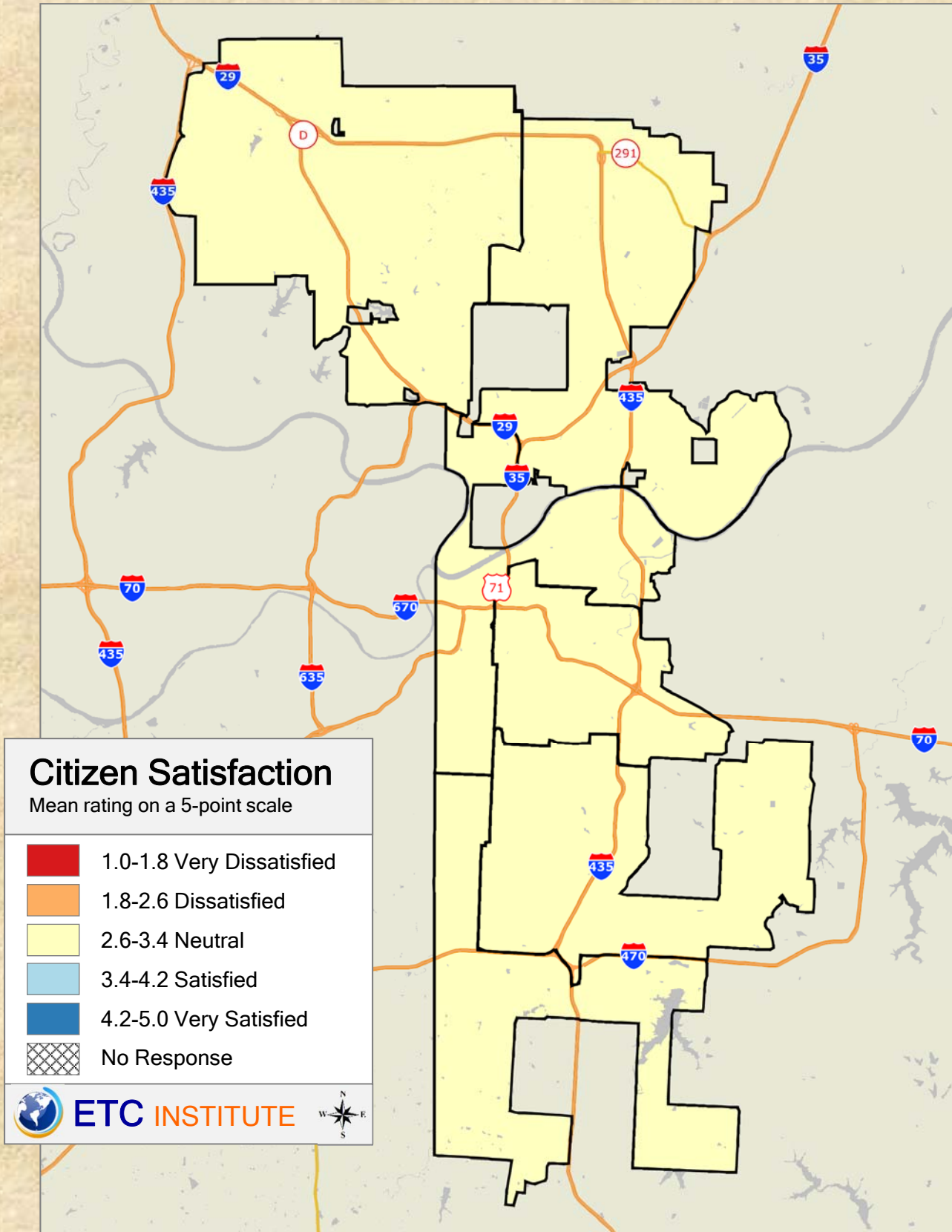
Q14-06 Satisfaction with city swimming pools and programs



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

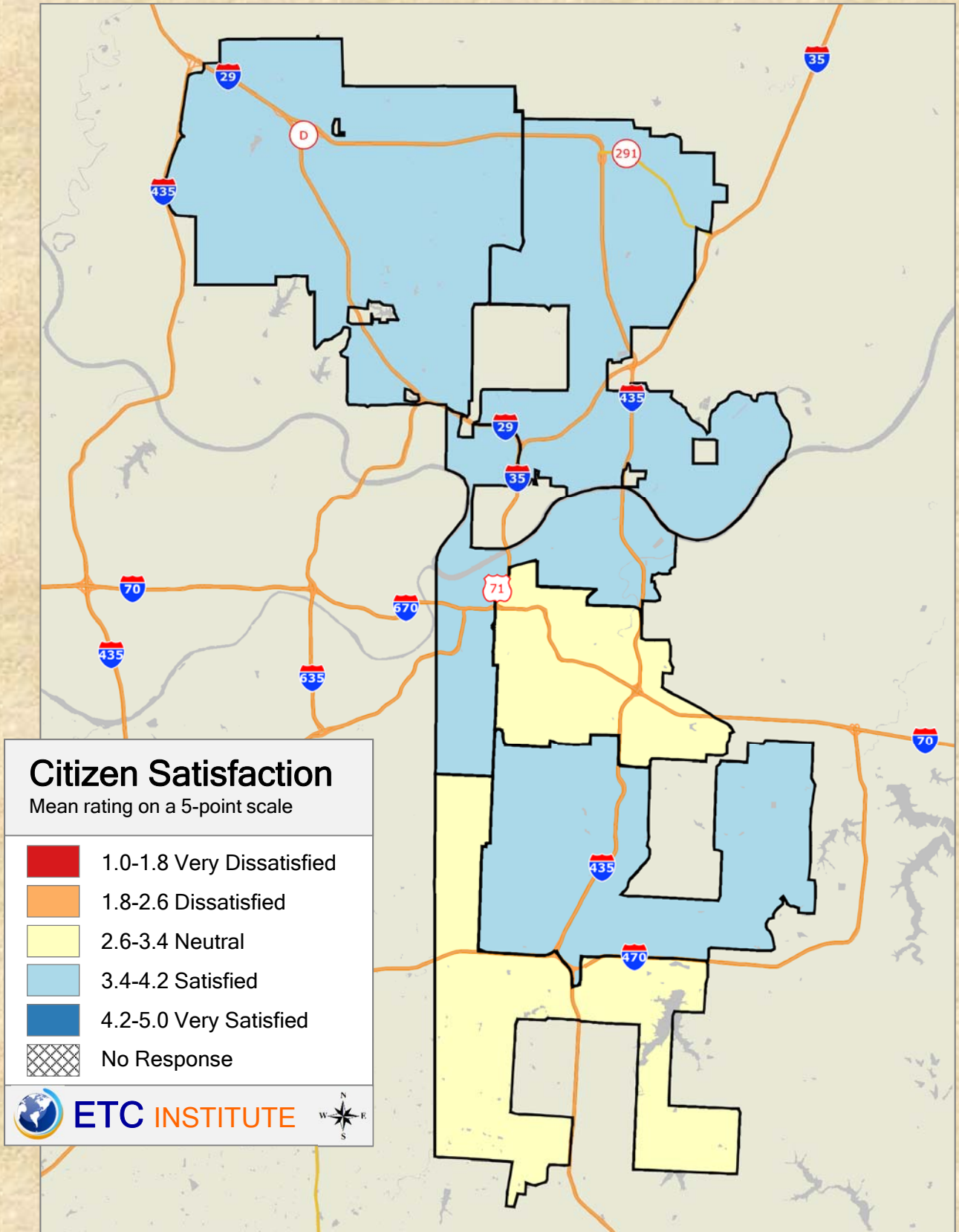
Q14-07 Satisfaction with the City's youth programs and activities



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

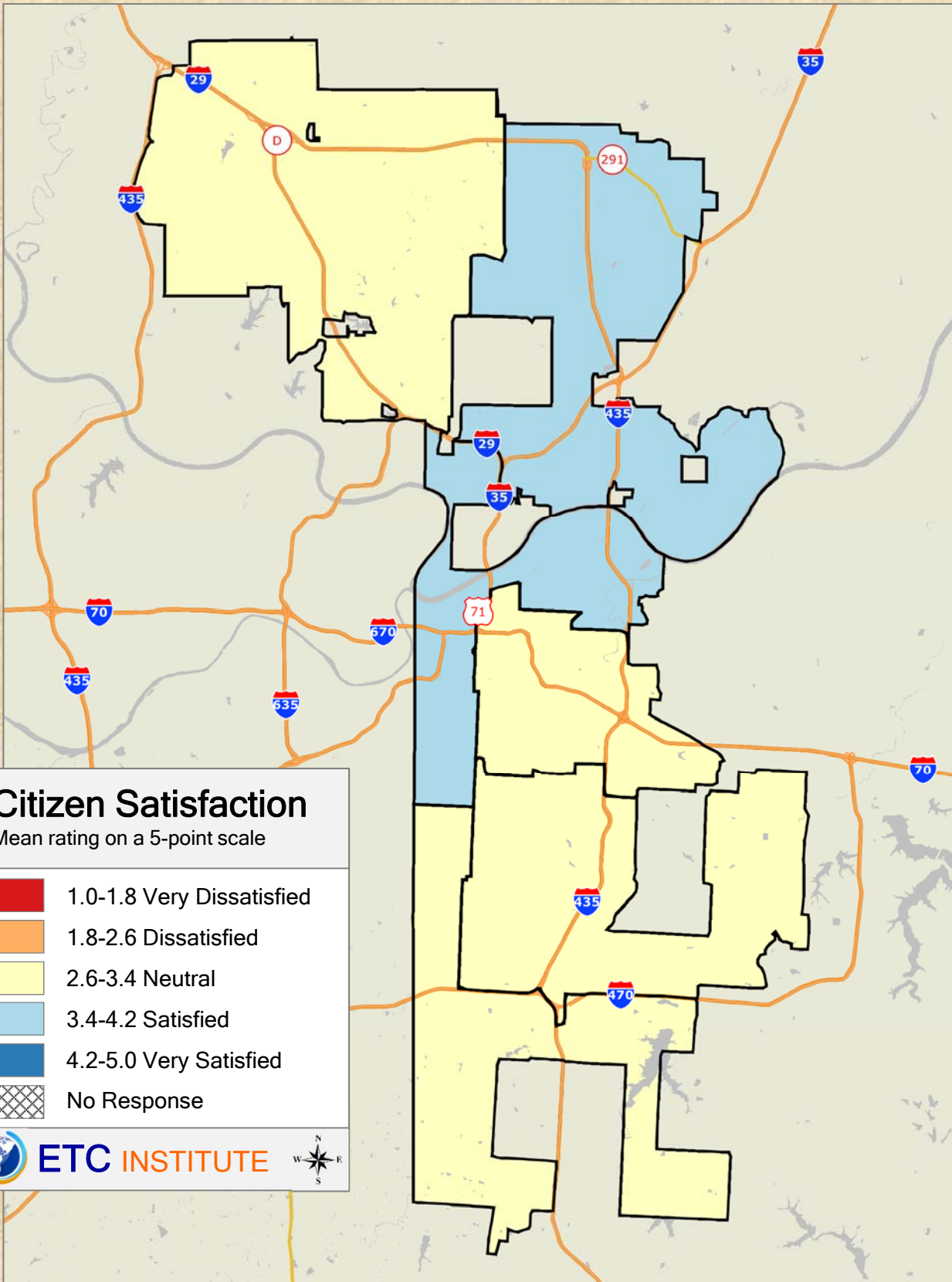
Q14-08 Satisfaction with maintenance and appearance of City community centers



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

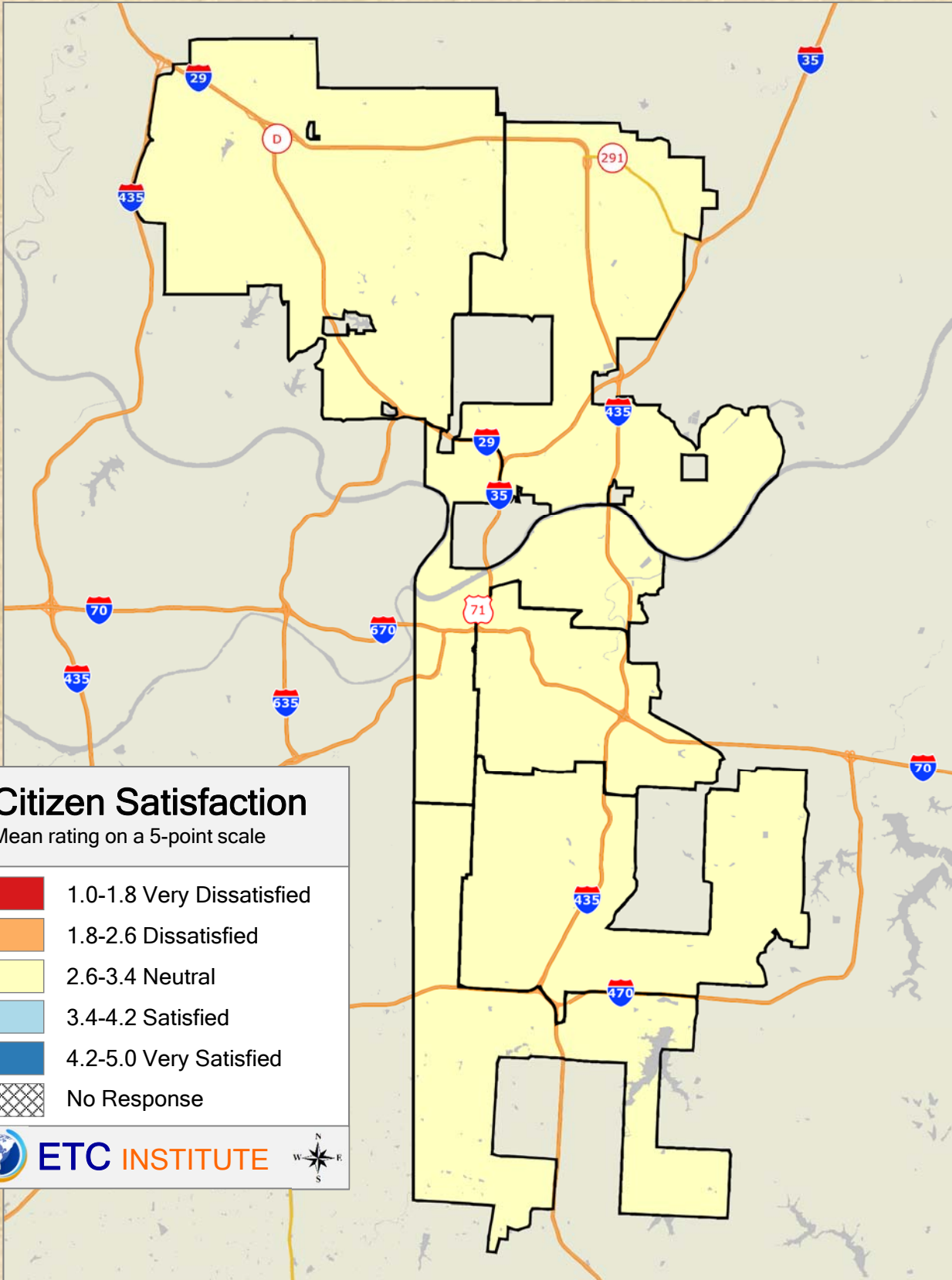
Q14-09 Satisfaction with programs and activities at City community centers



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

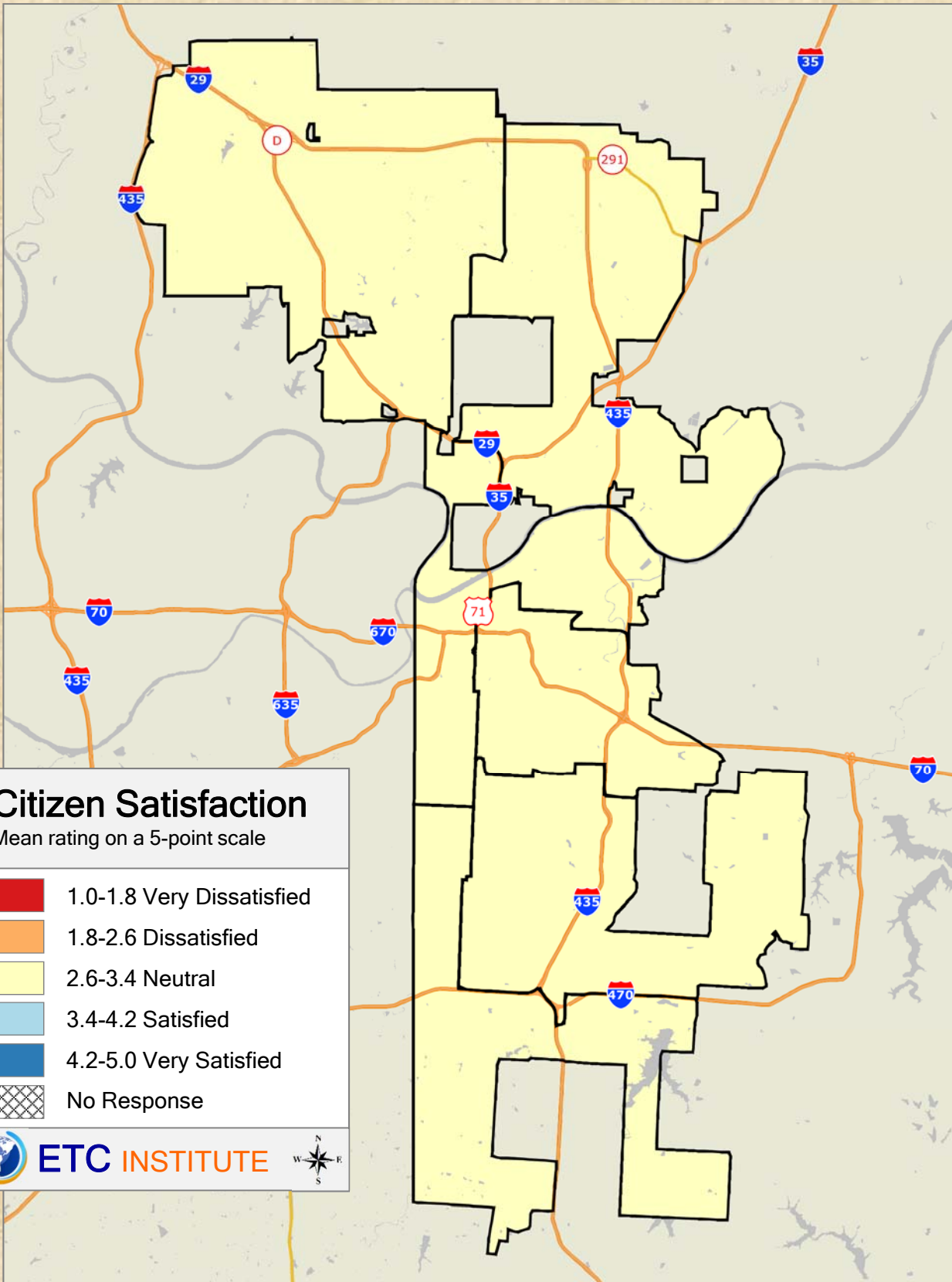
Q14-10 Satisfaction with tree trimming and other tree care along city streets and other public areas



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

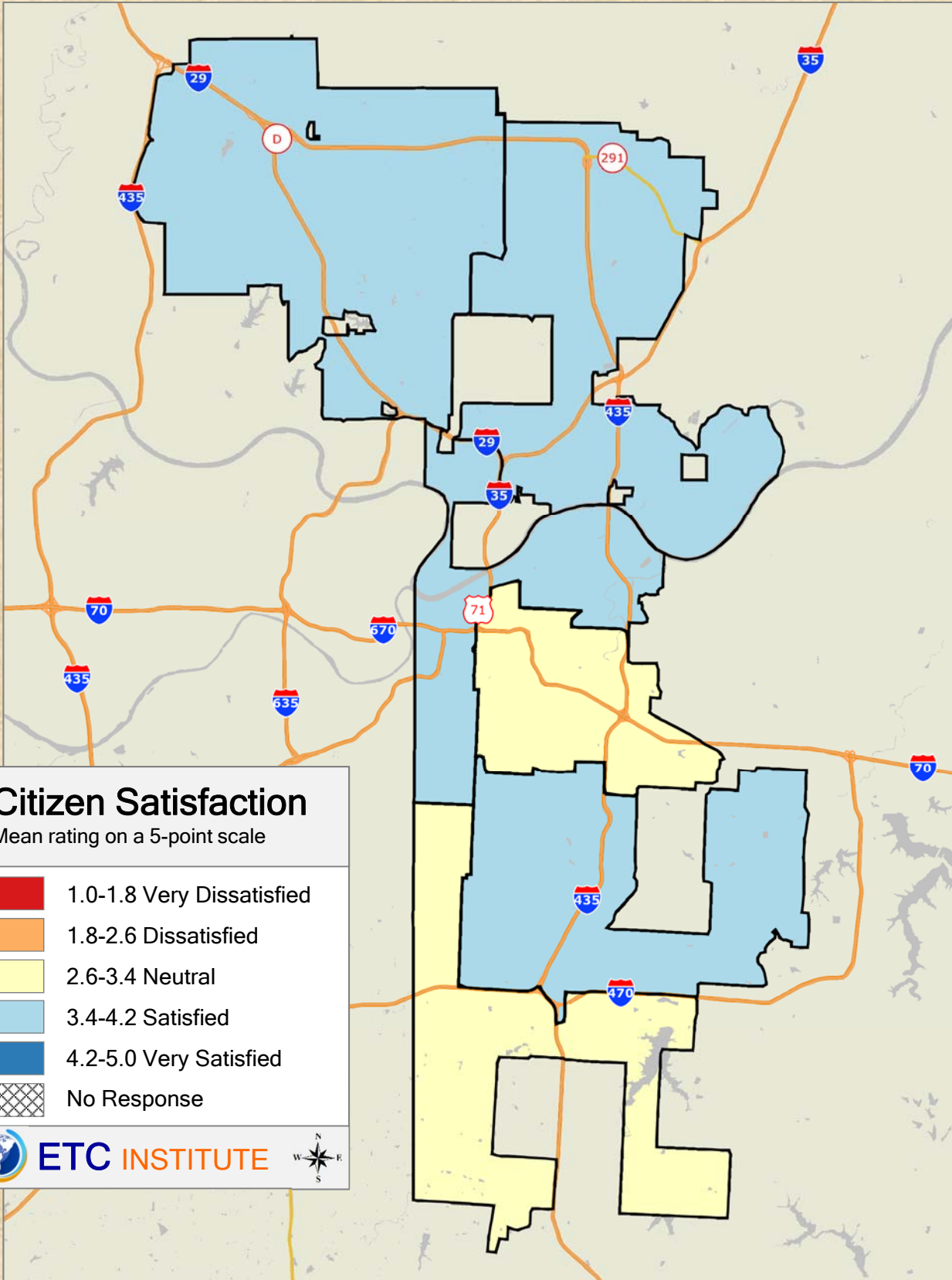
Q14-11 Satisfaction with quality of communication from Parks and Recreation



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

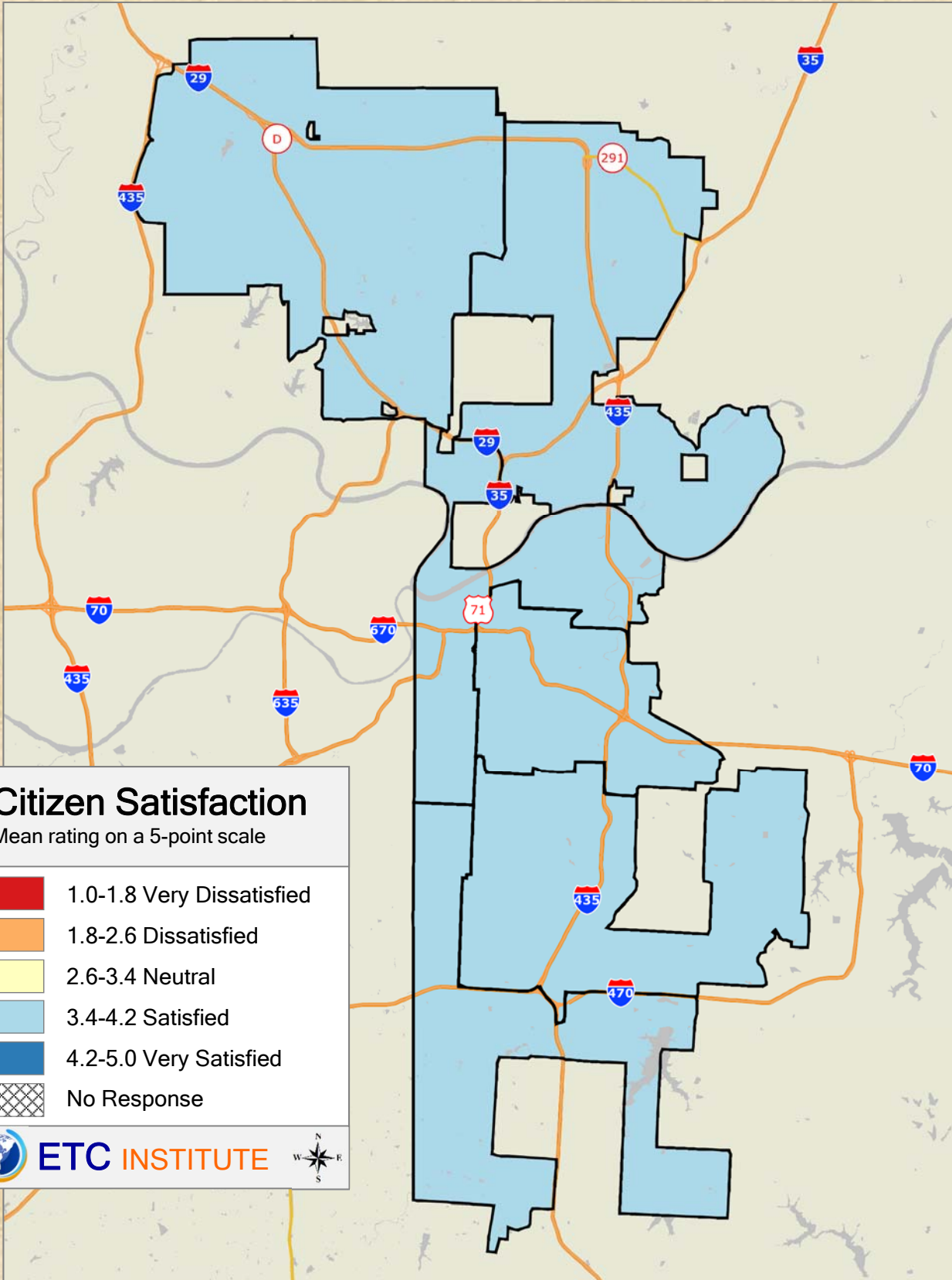
Q14-12 Satisfaction with quality of customer service from Parks and Recreation employees



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

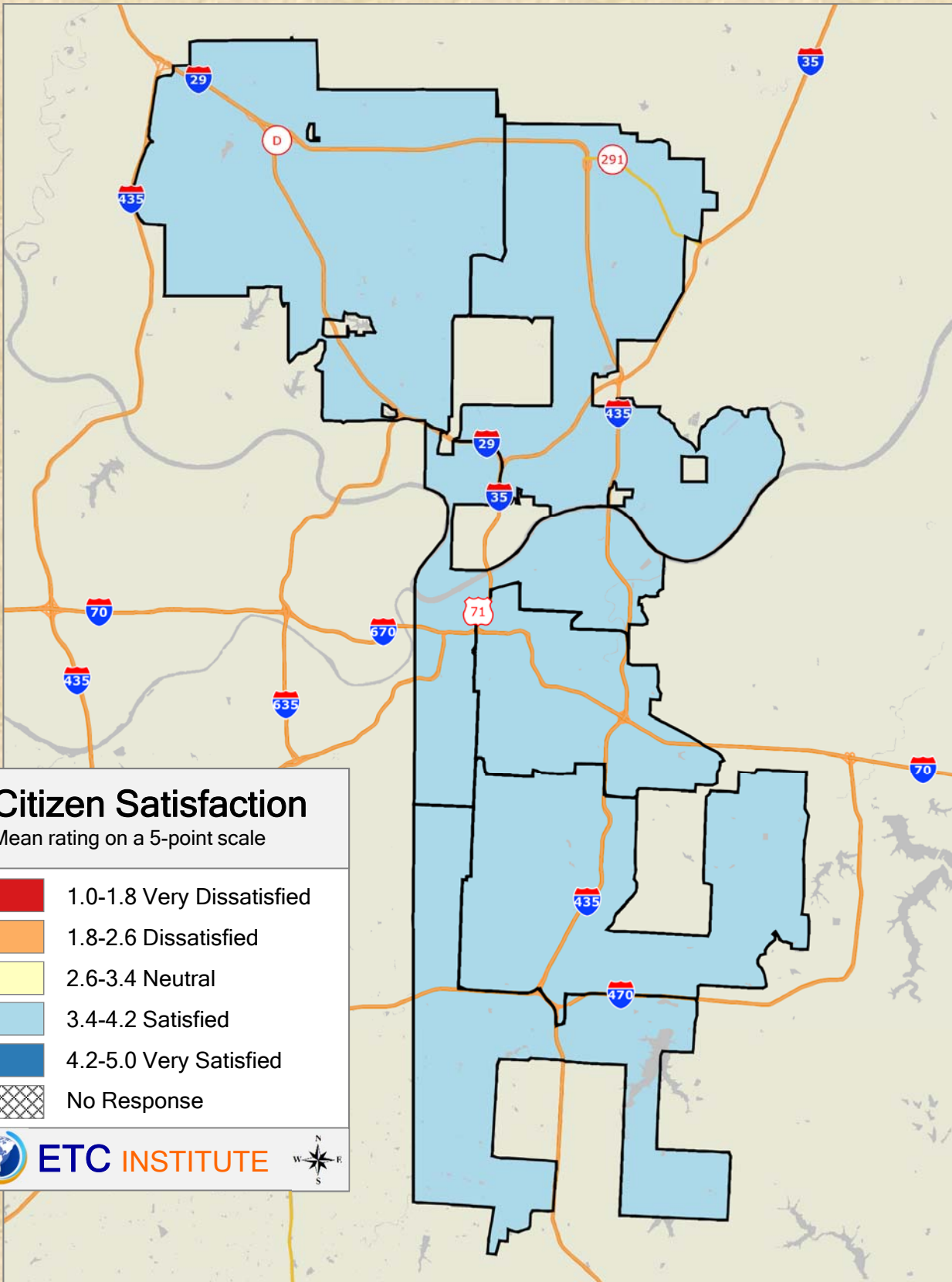
Q16-1 Satisfaction with overall quality of trash collection services



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

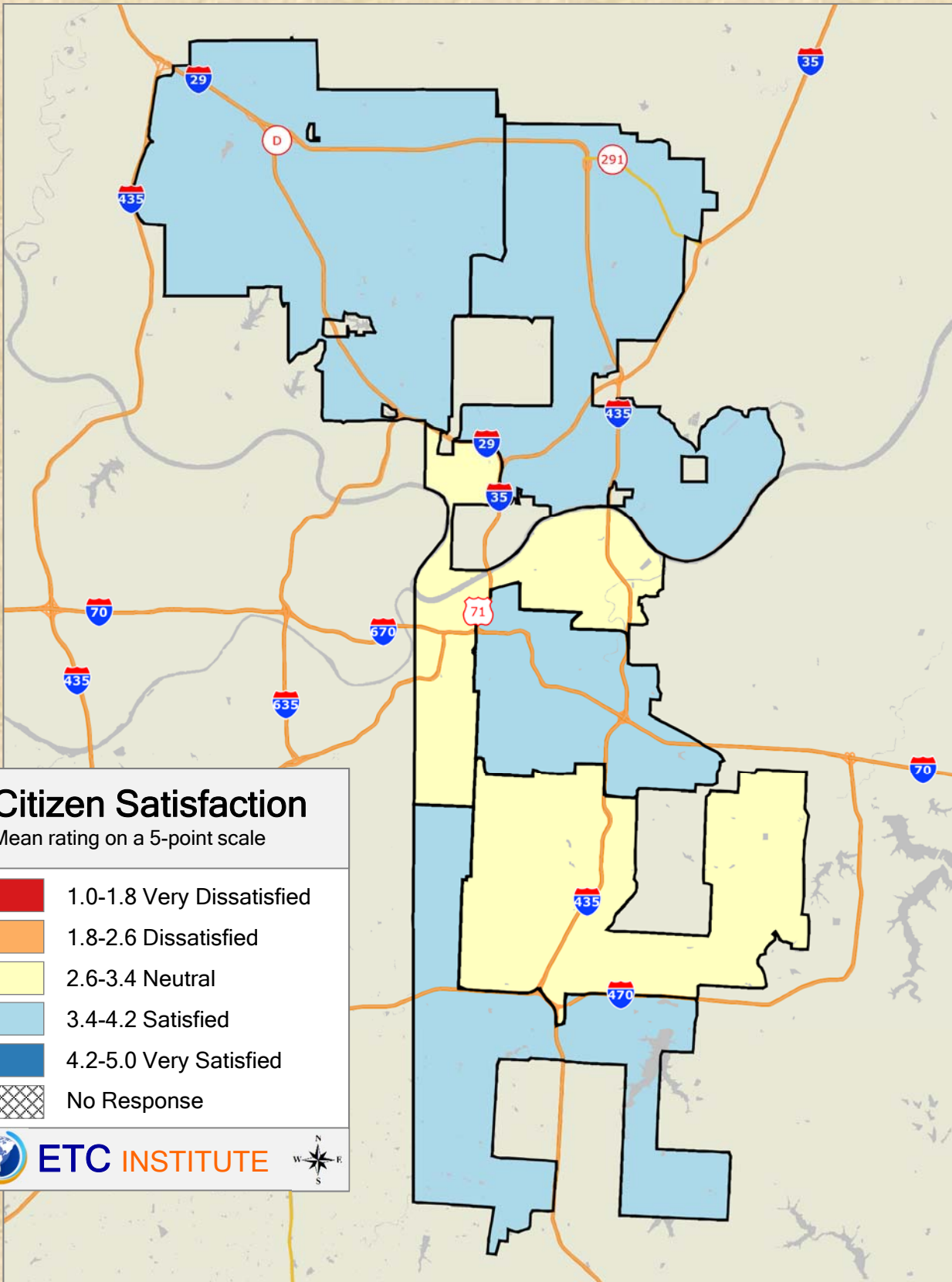
Q16-2 Satisfaction with overall quality of curbside recycling services



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

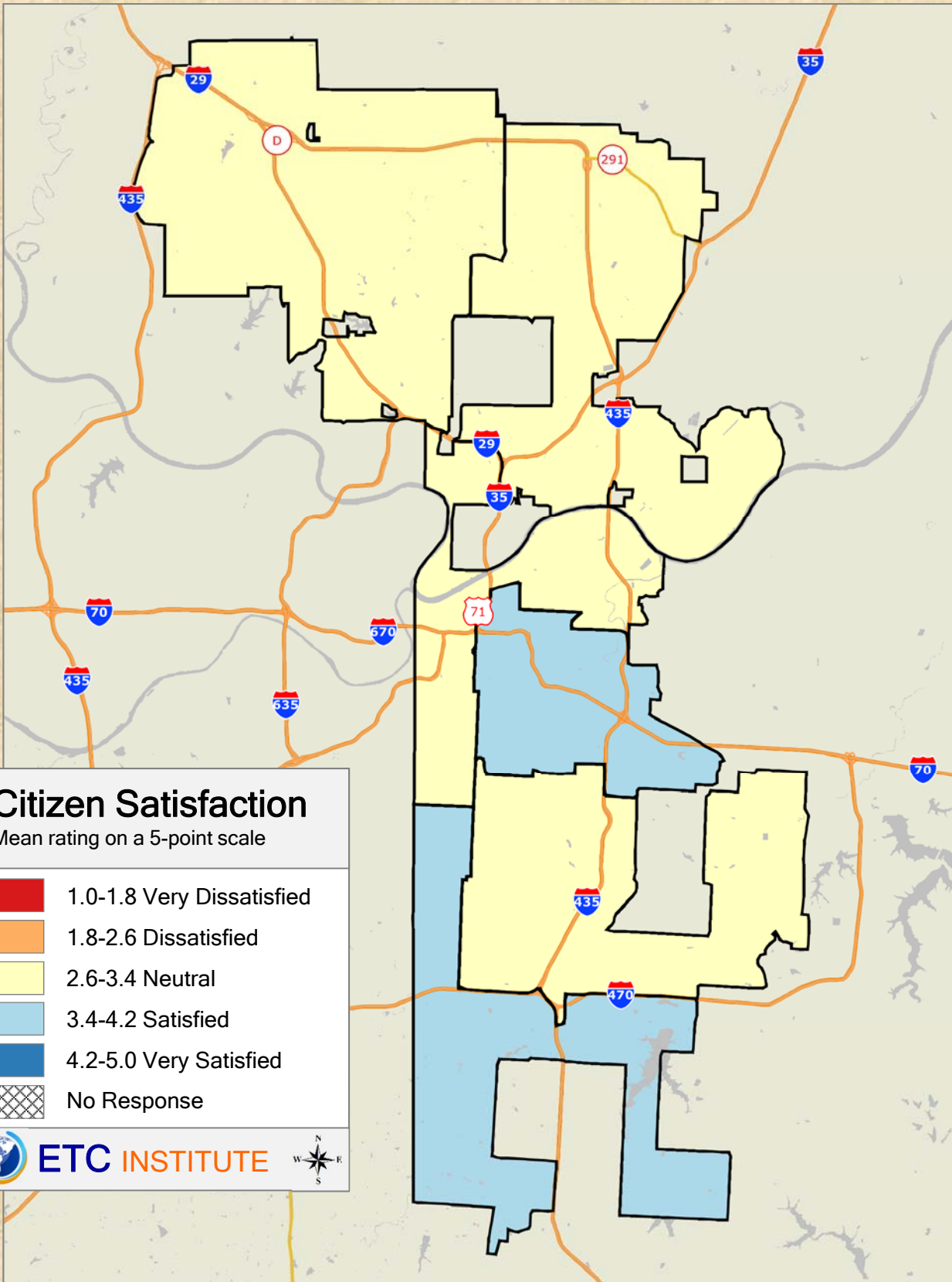
Q16-3 Satisfaction with overall quality of recycling drop-off centers



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

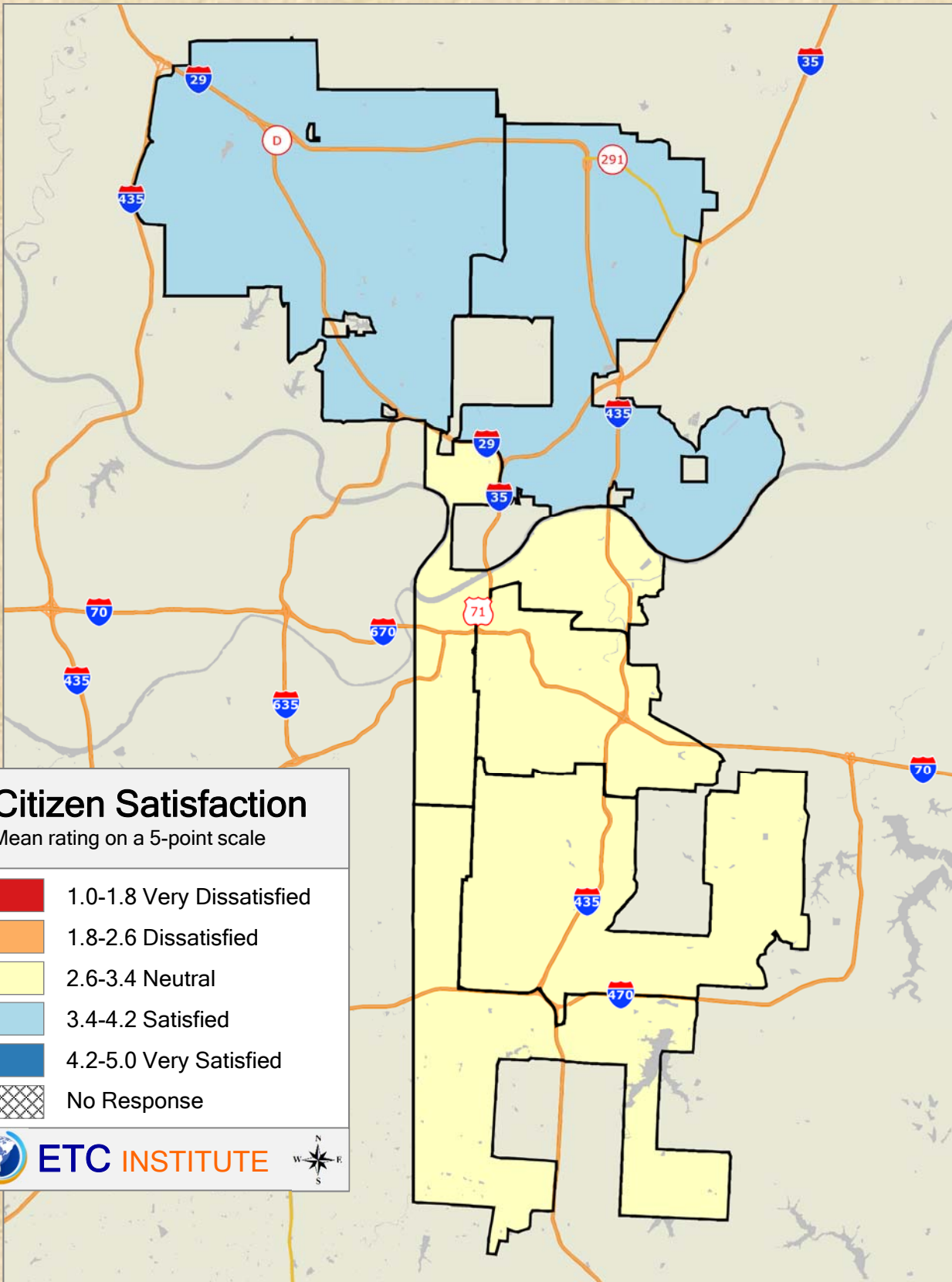
Q16-4 Satisfaction with overall quality of bulky item pick-up services



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

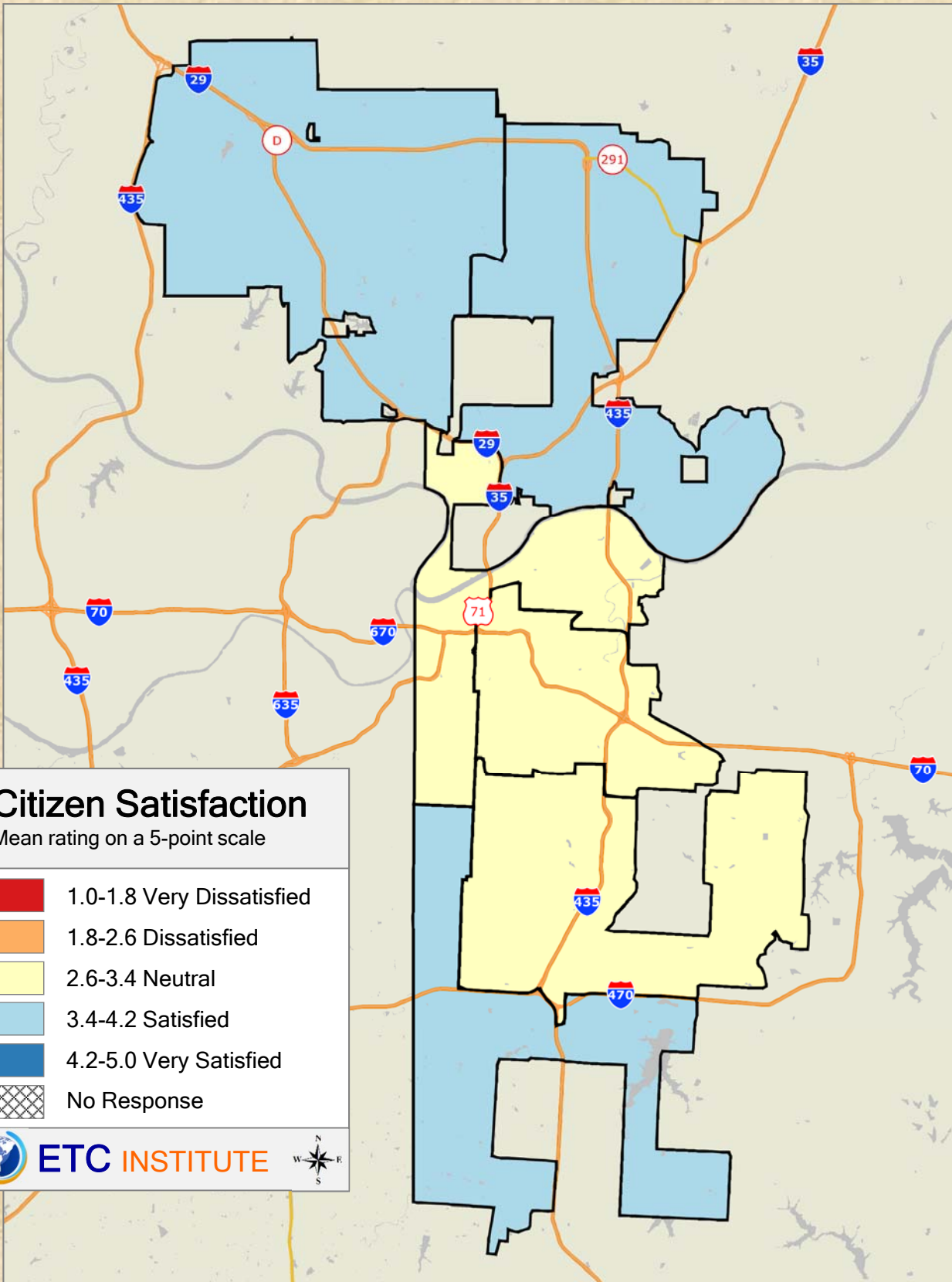
Q16-5 Satisfaction with overall quality of leaf and brush pick-up services



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

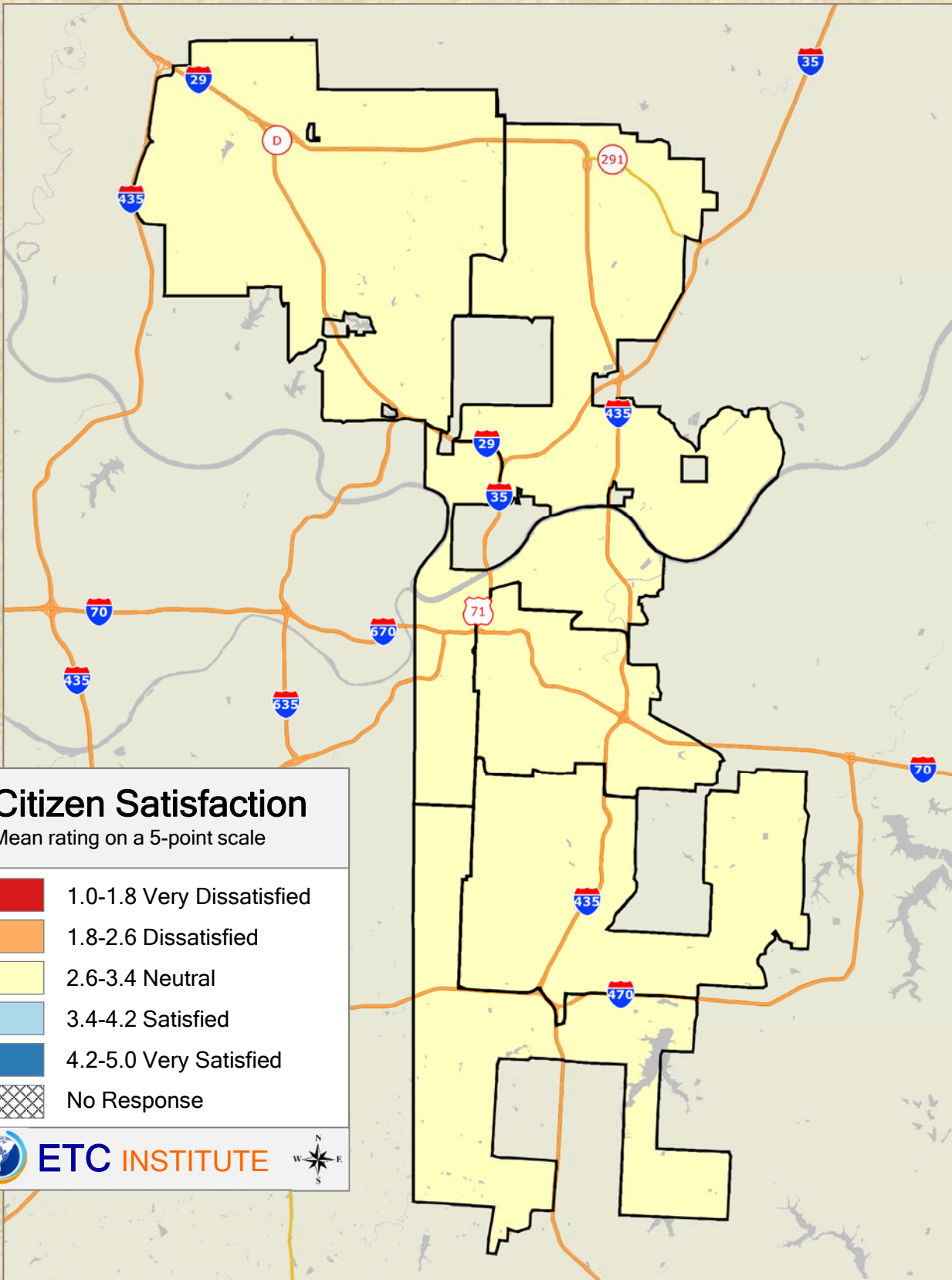
Q16-6 Satisfaction with overall quality of leaf and brush drop-off centers



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

Q16-7 Satisfaction with overall cleanliness of streets and other public areas



Citizen Satisfaction

Mean rating on a 5-point scale

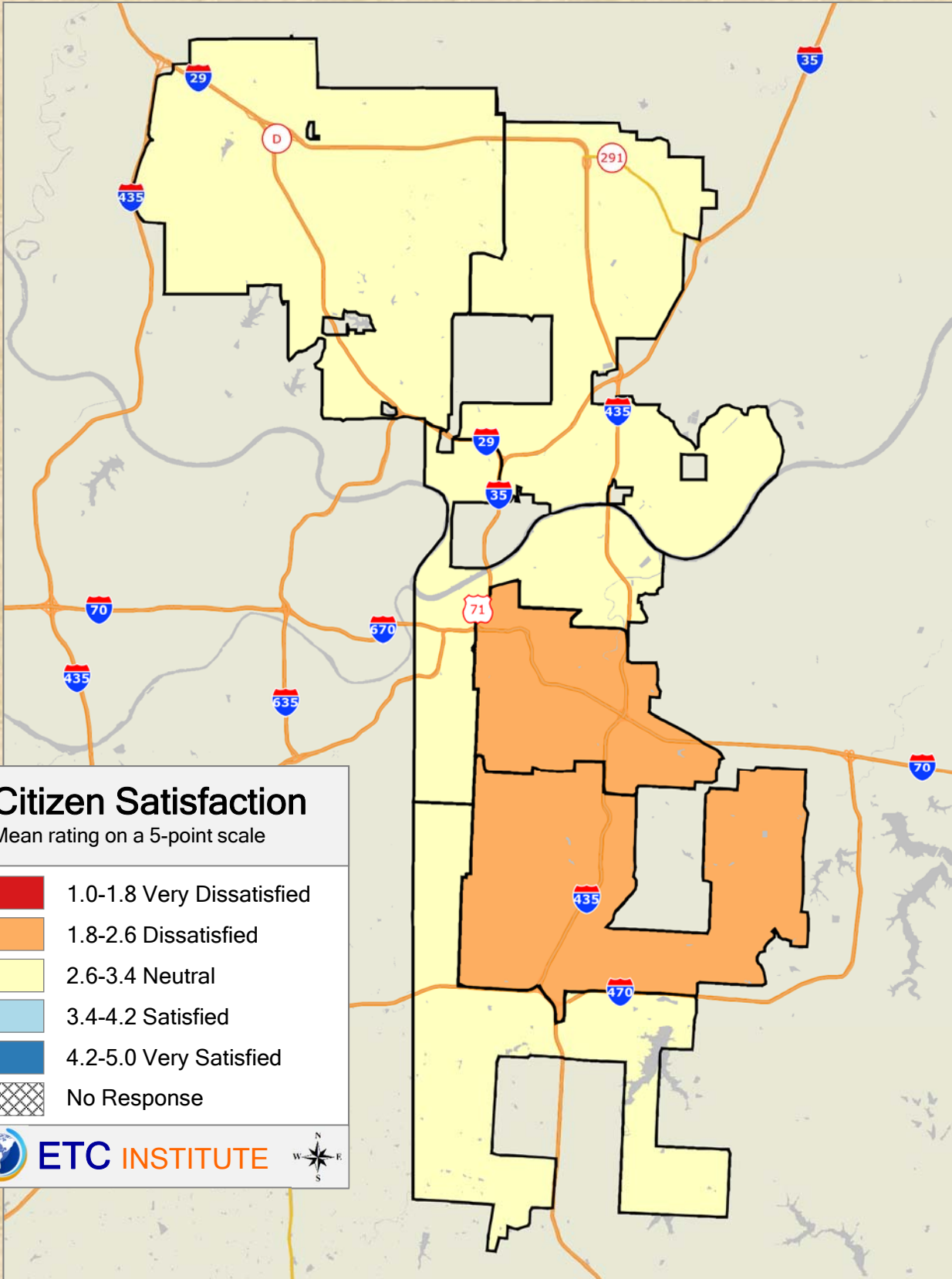
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

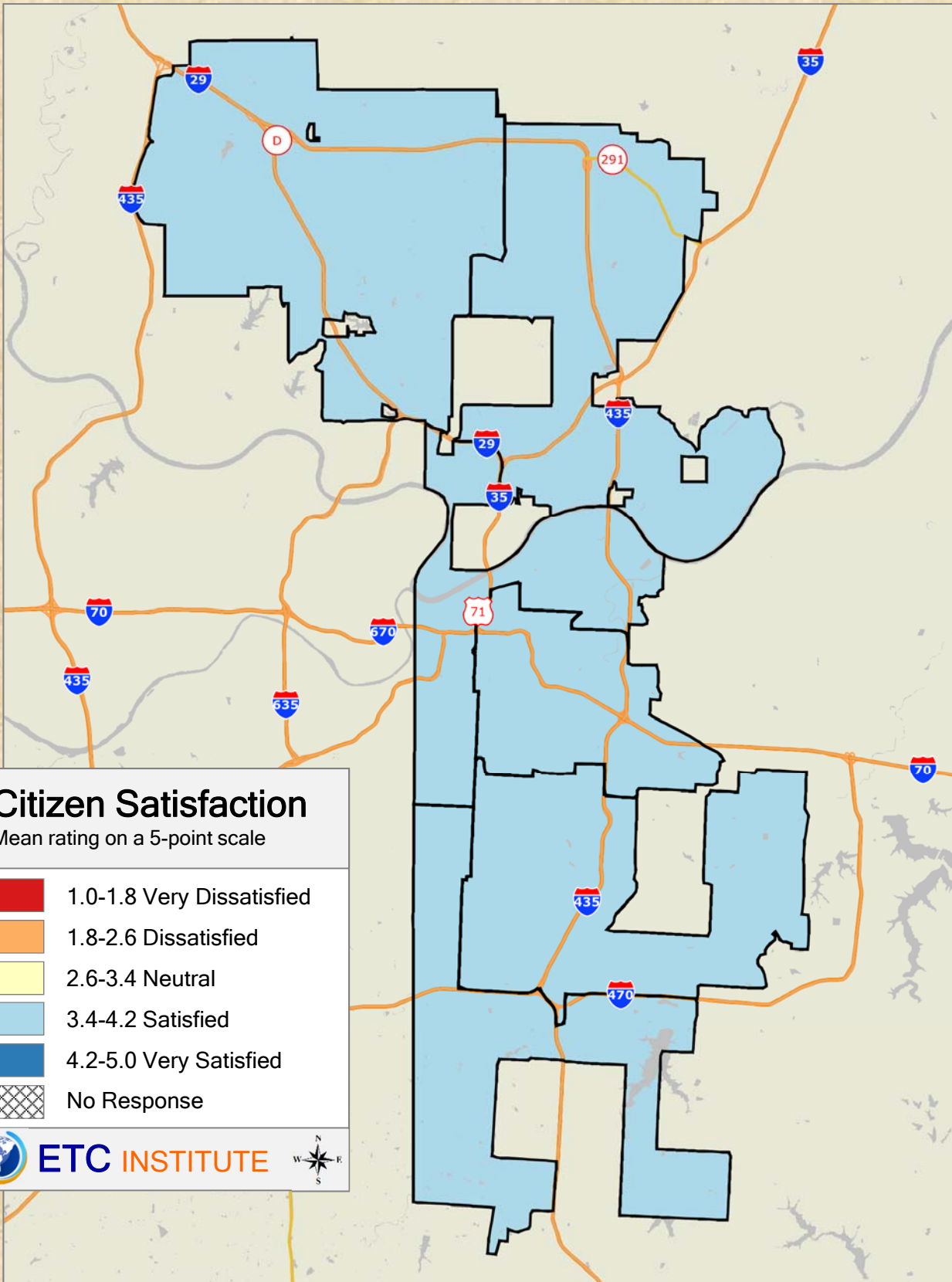
Q16-8 Satisfaction with city efforts to clean up illegal dumping sites



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

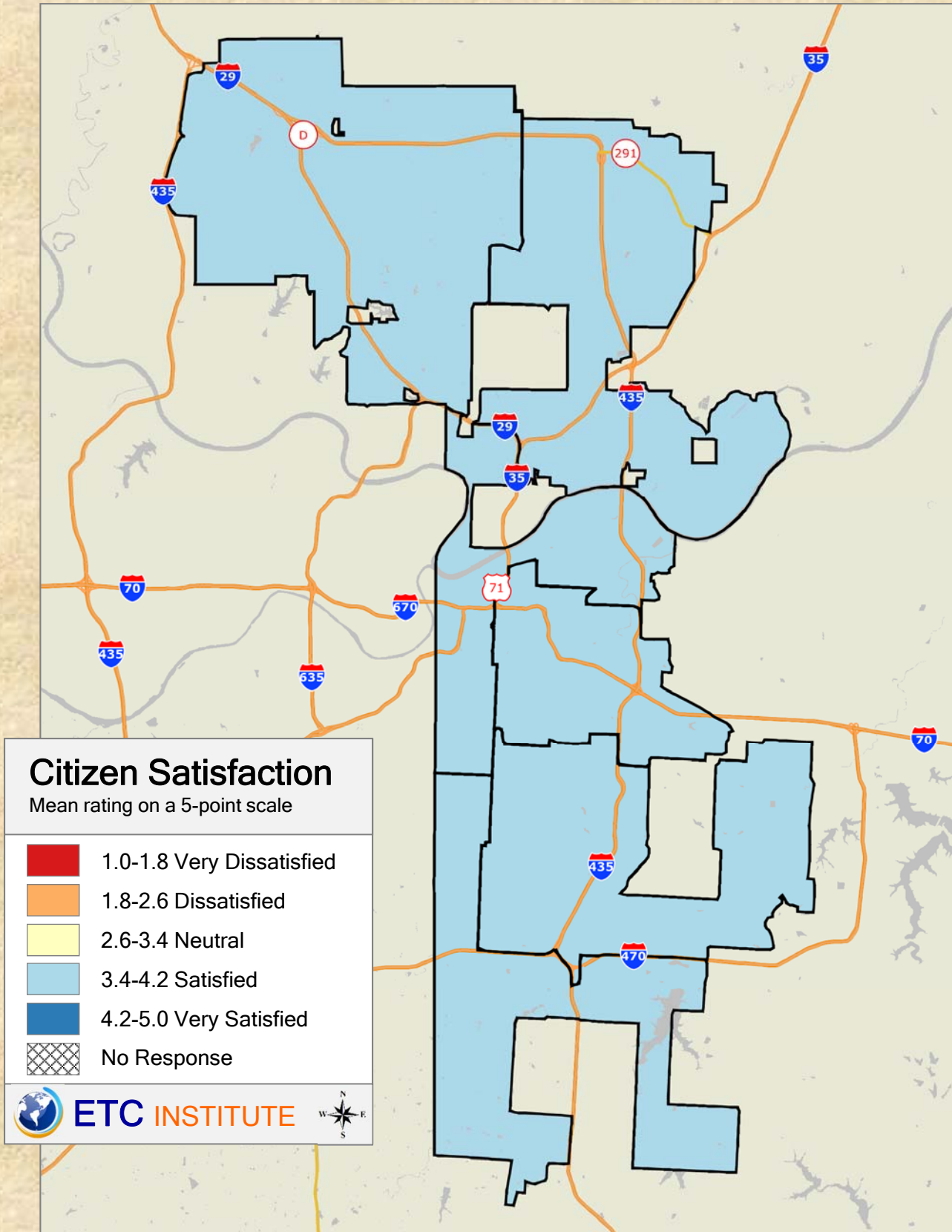
Q18-1 Satisfaction with ease of moving through airport security



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

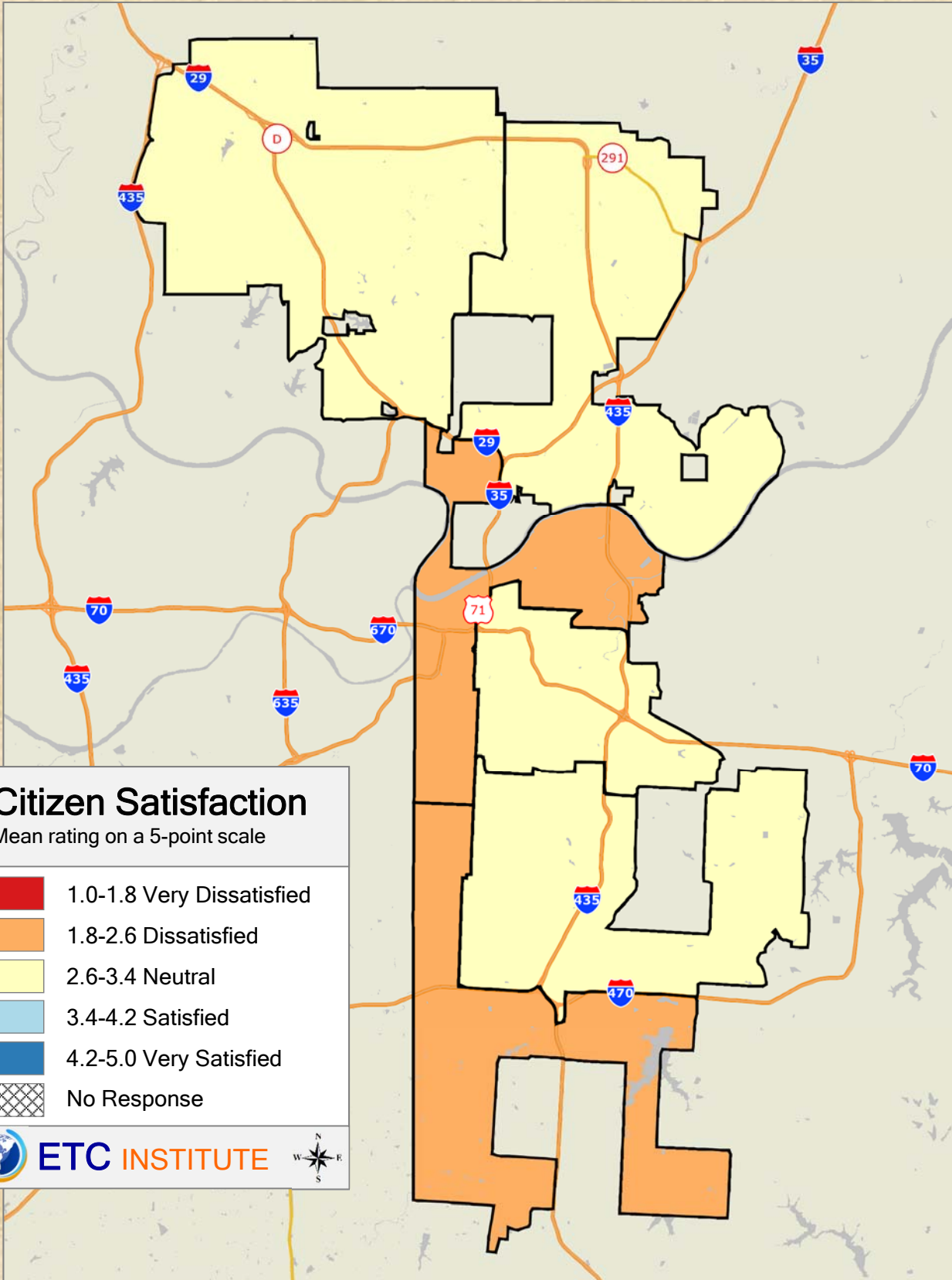
Q18-2 Satisfaction with availability of parking



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

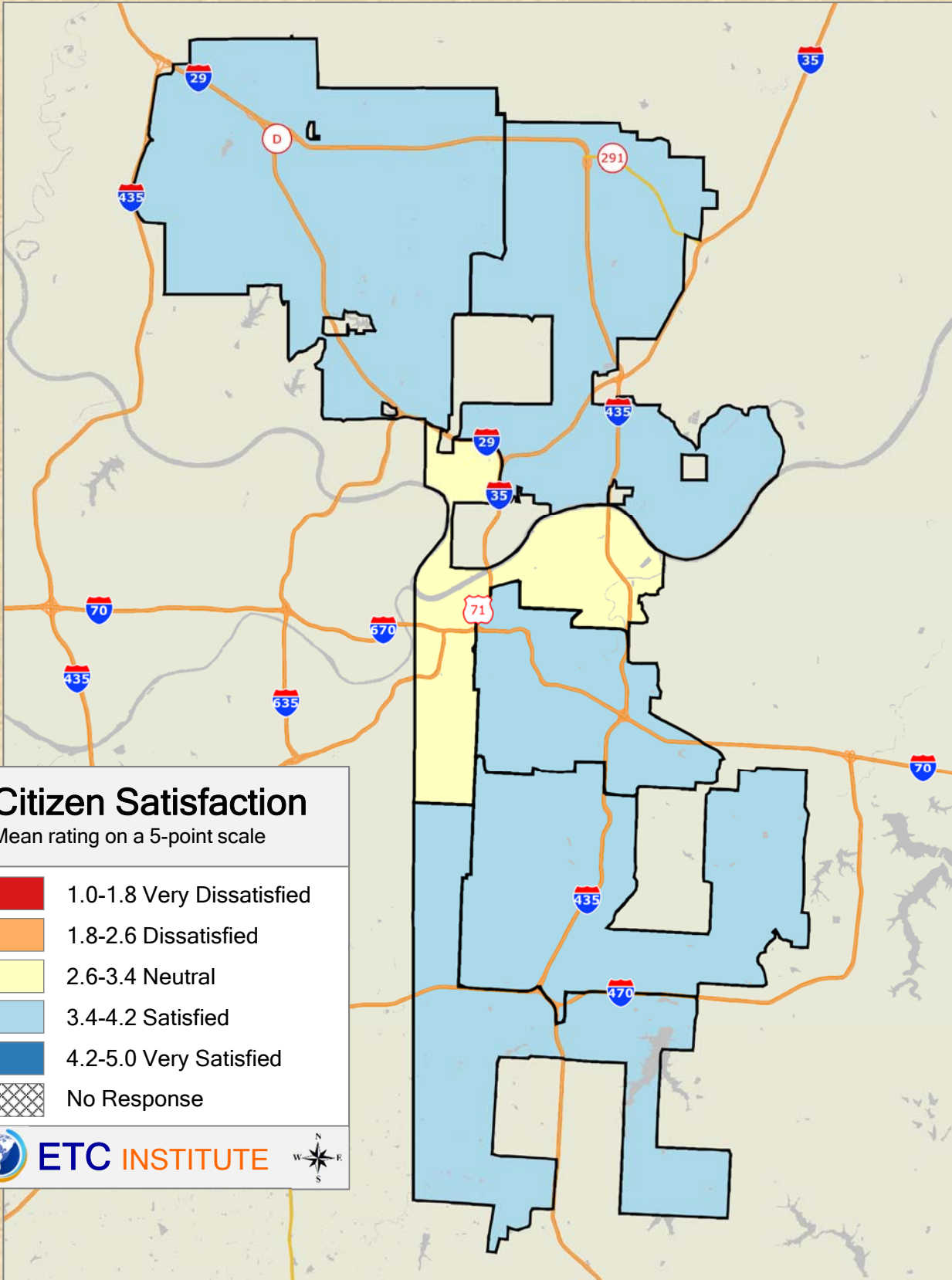
Q18-3 Satisfaction with food, beverage, and other concessions



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

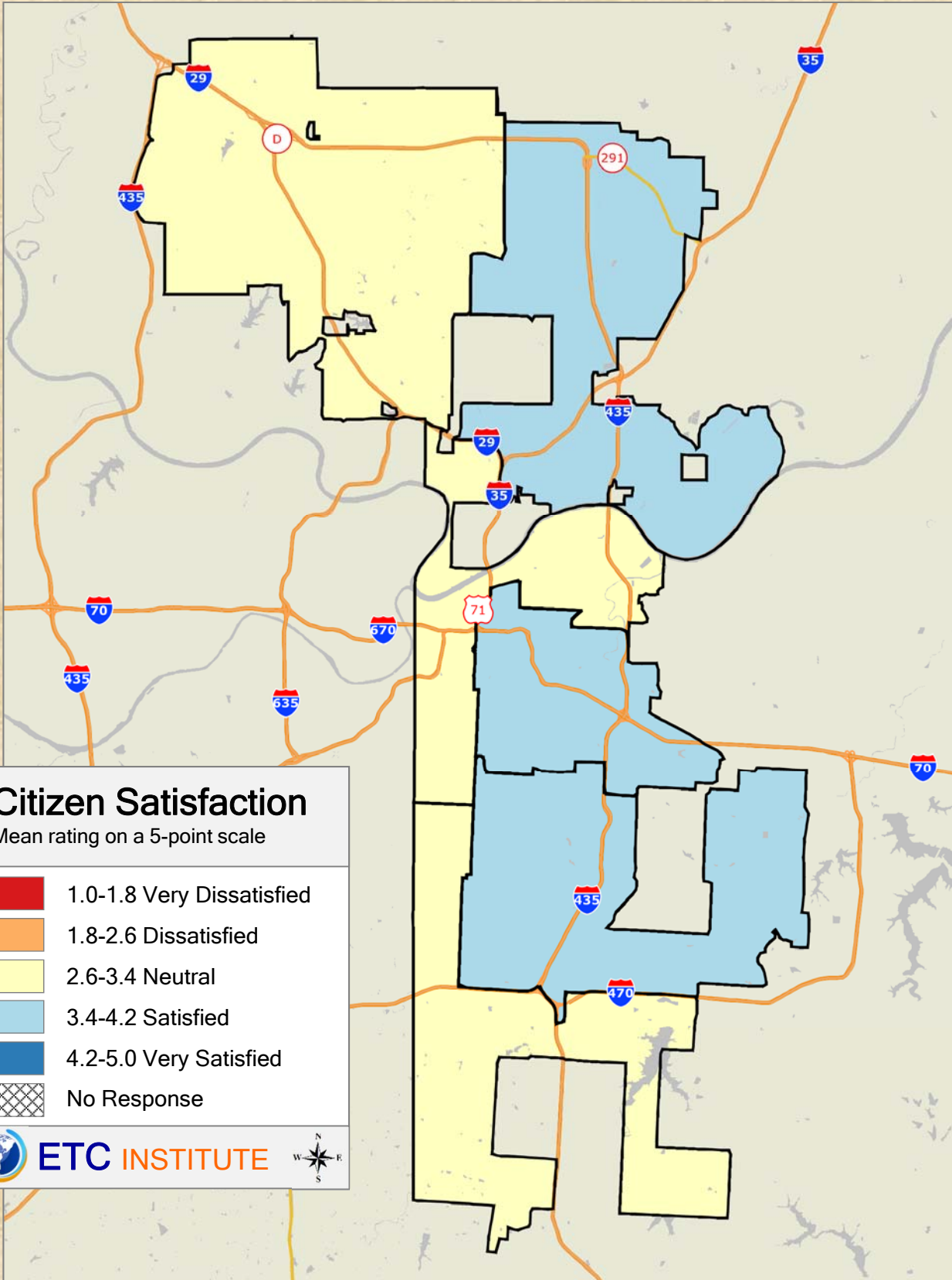
Q18-4 Satisfaction with cleanliness of facilities



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

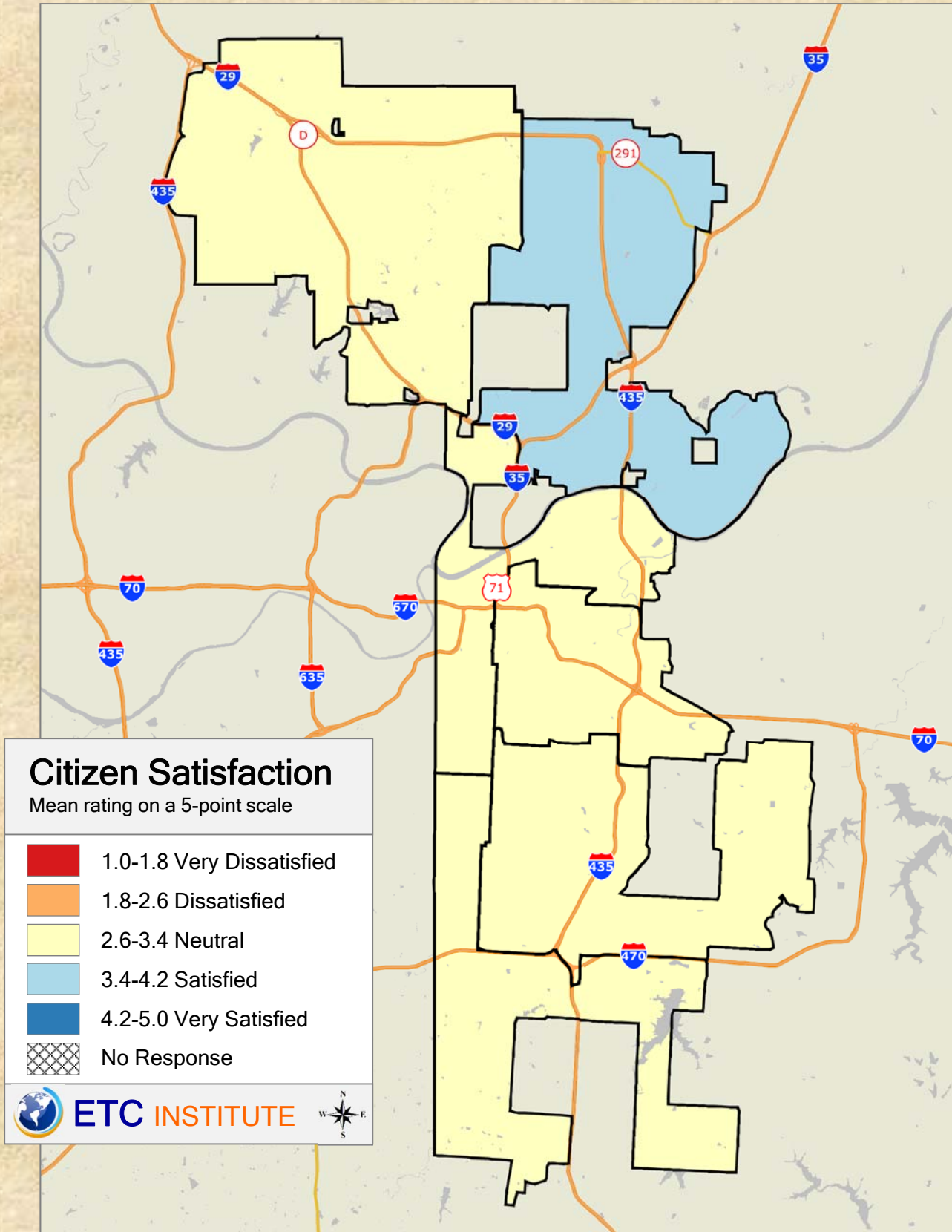
Q18-5 Satisfaction with availability of seating near departure gates



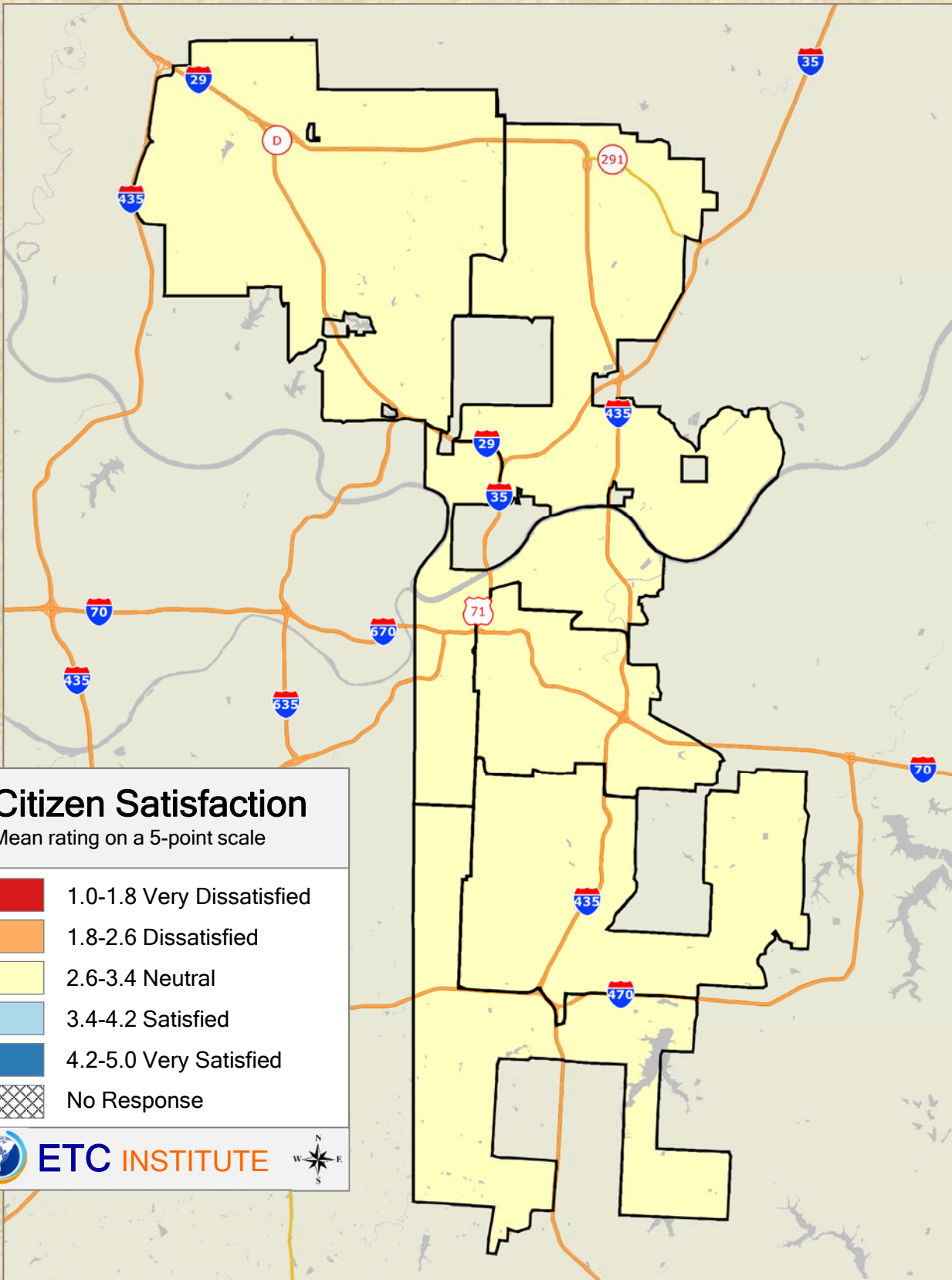
2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

Q20-1 Satisfaction with condition of catch basins (storm drains) in neighborhood



Q20-2 Satisfaction with timeliness of water/sewer line break repairs



Citizen Satisfaction

Mean rating on a 5-point scale

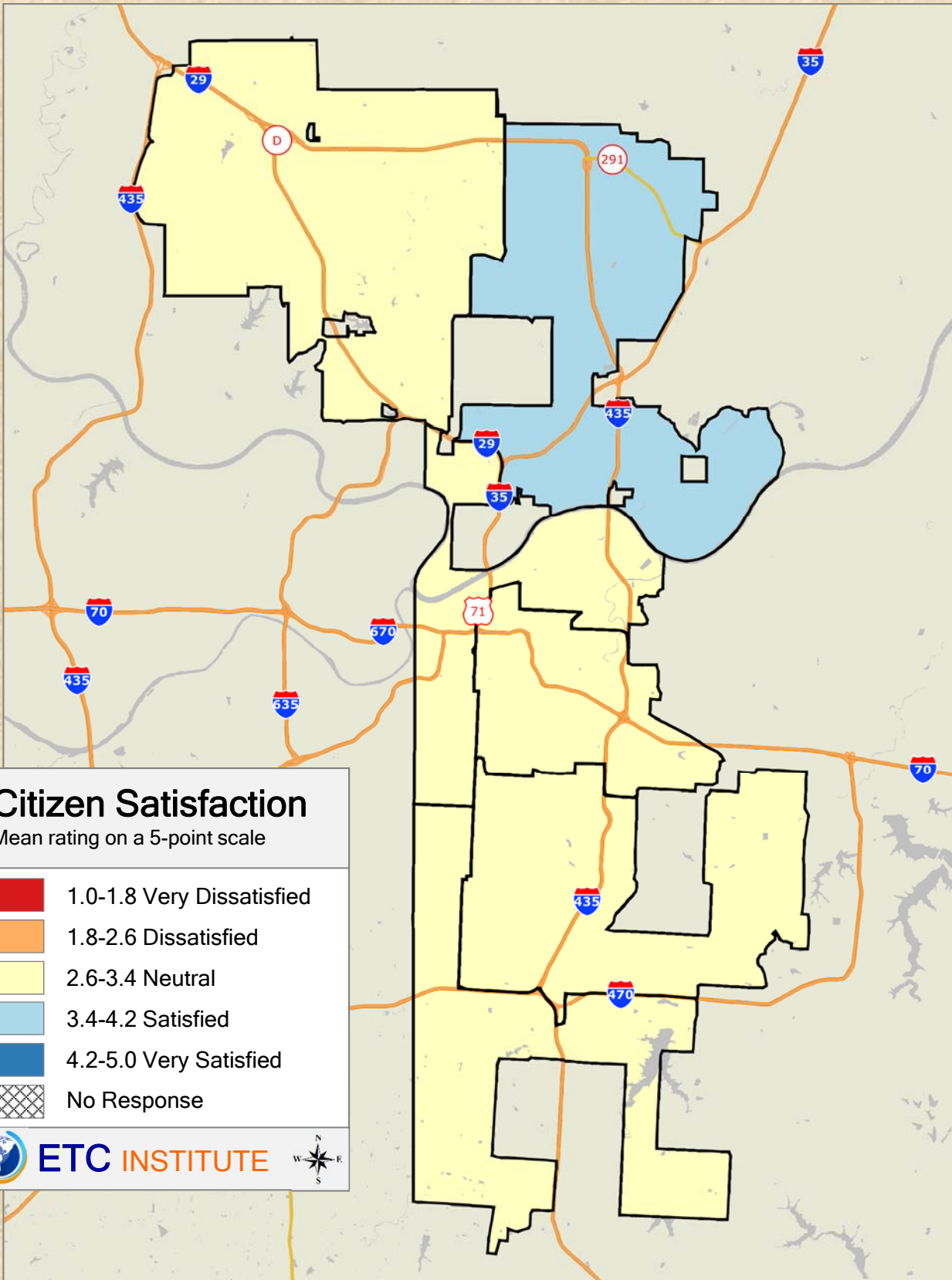
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

Q20-3 Satisfaction with Water Services customer service



Citizen Satisfaction

Mean rating on a 5-point scale

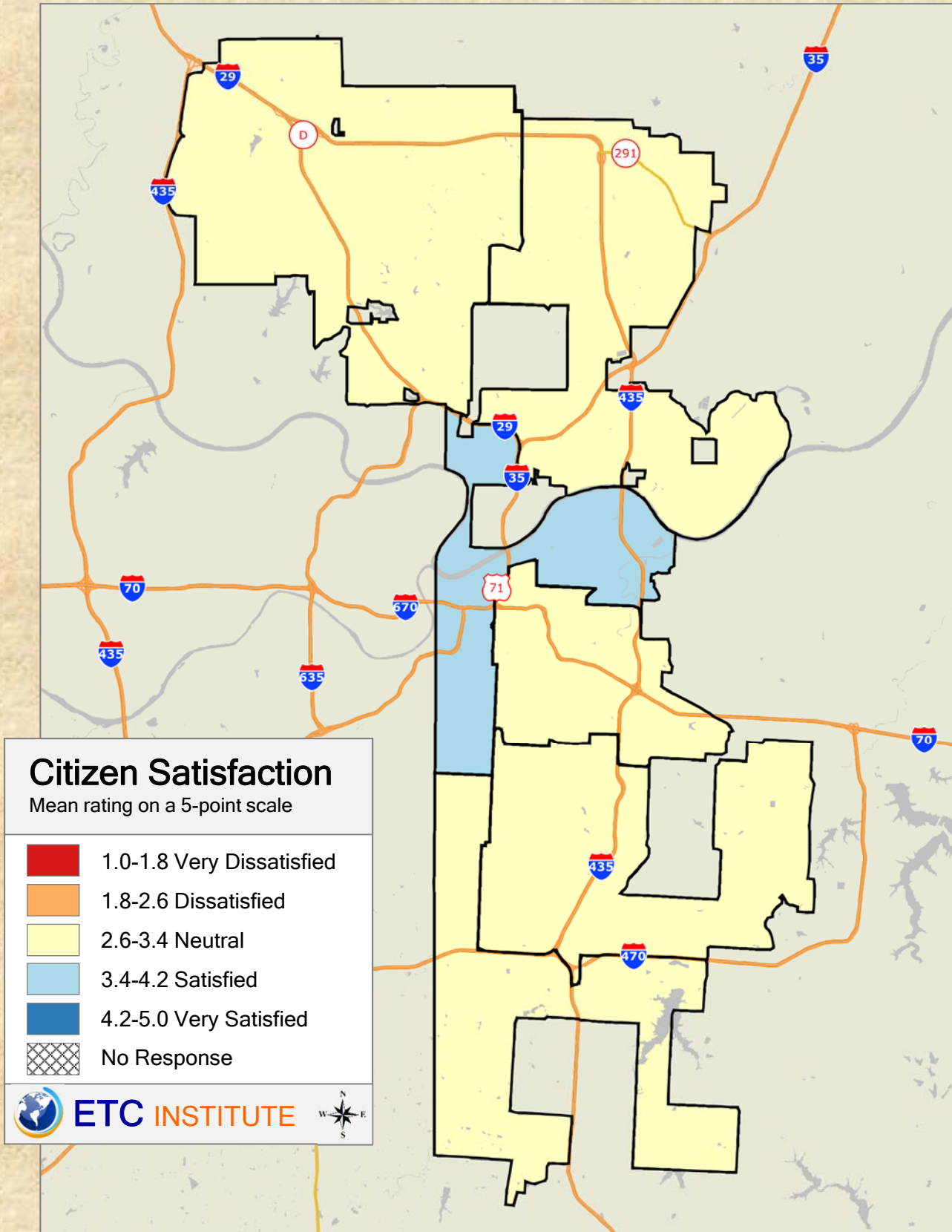
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

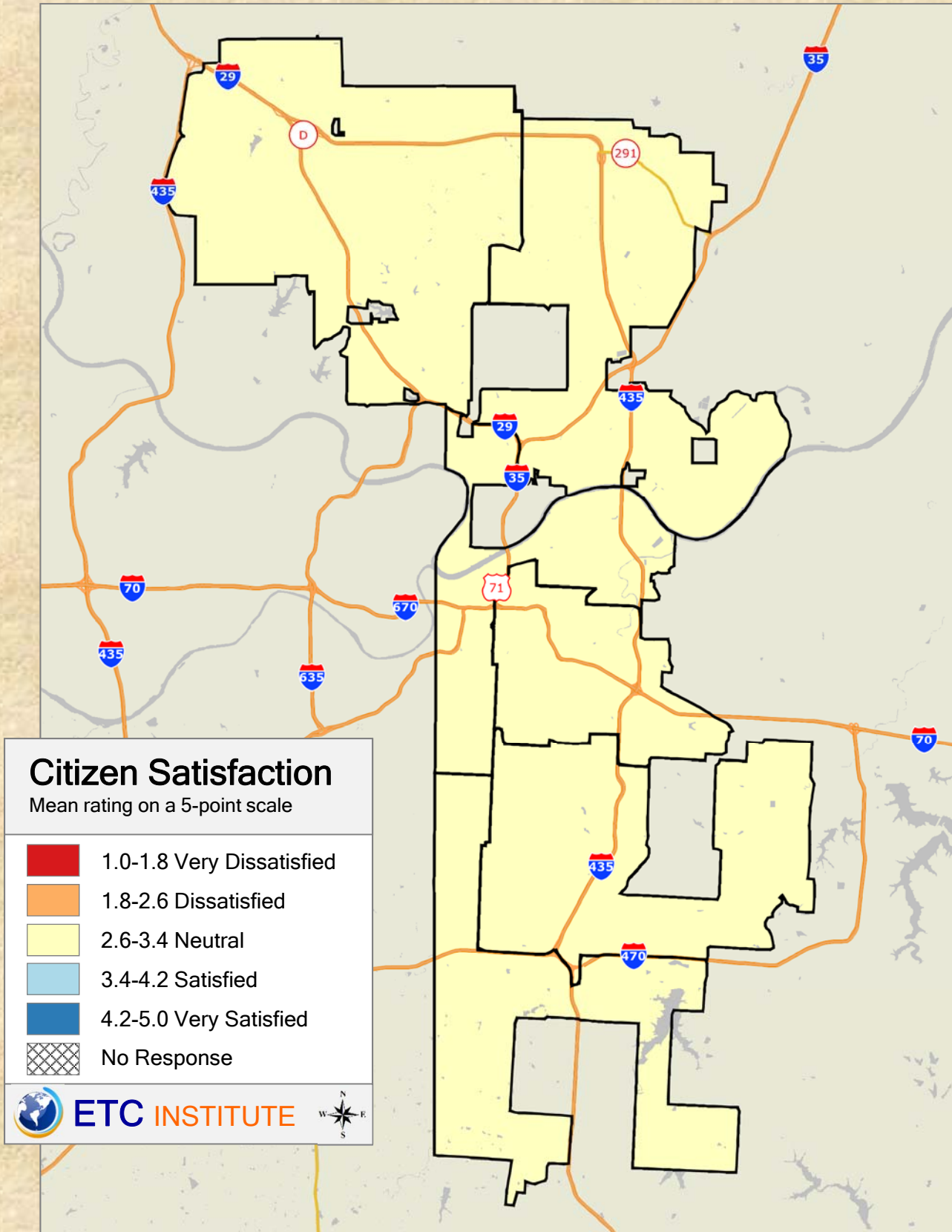
Q21-1 Satisfaction with overall quality of leadership provided by the city's elected officials



2017-2018 City of Kansas City, MO Resident Survey

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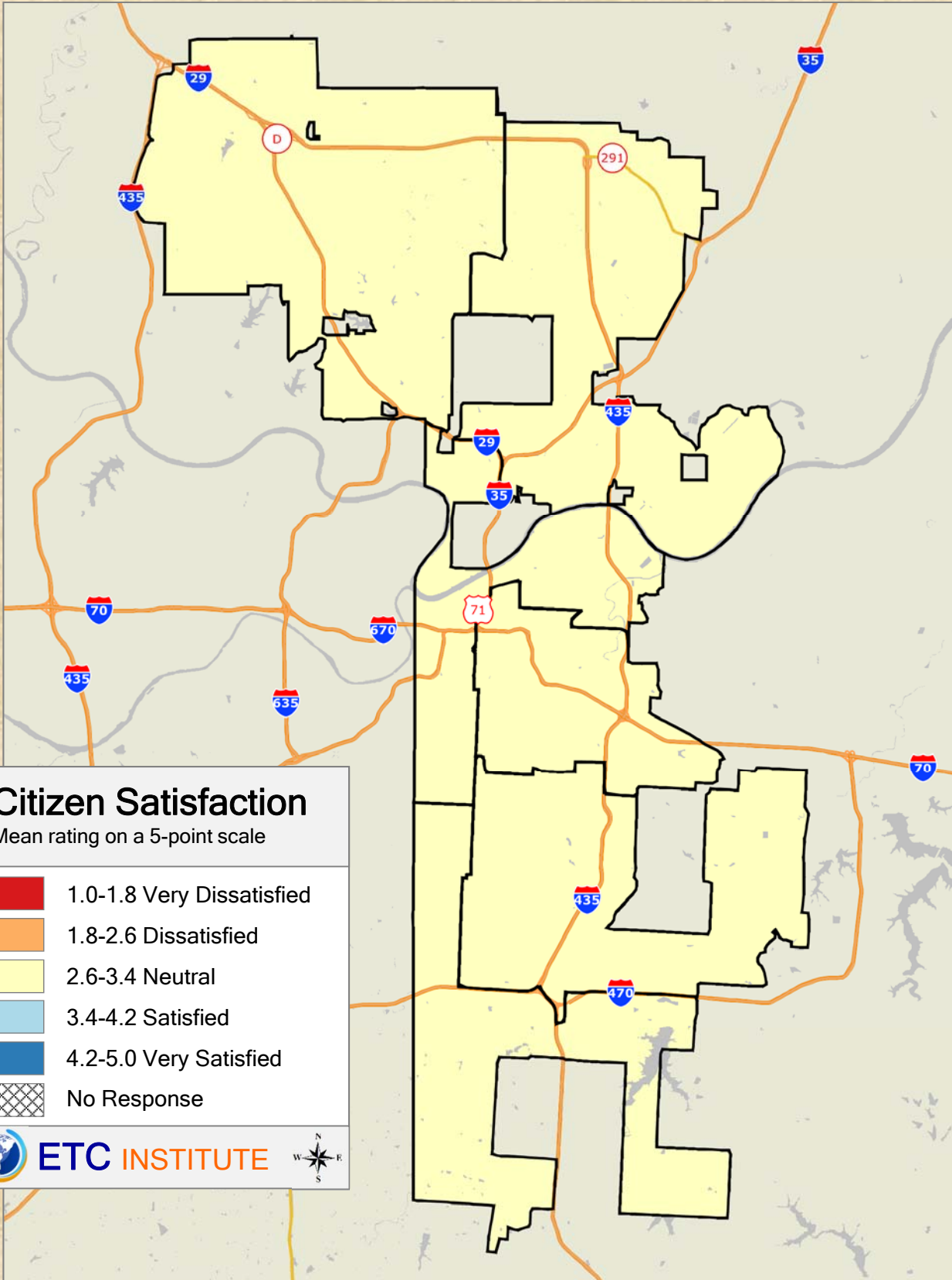
Q21-2 Satisfaction with overall effectiveness of city manager and appointed staff



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

Q21-3 Satisfaction with how ethically city conducts business



2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District