

2016-17 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

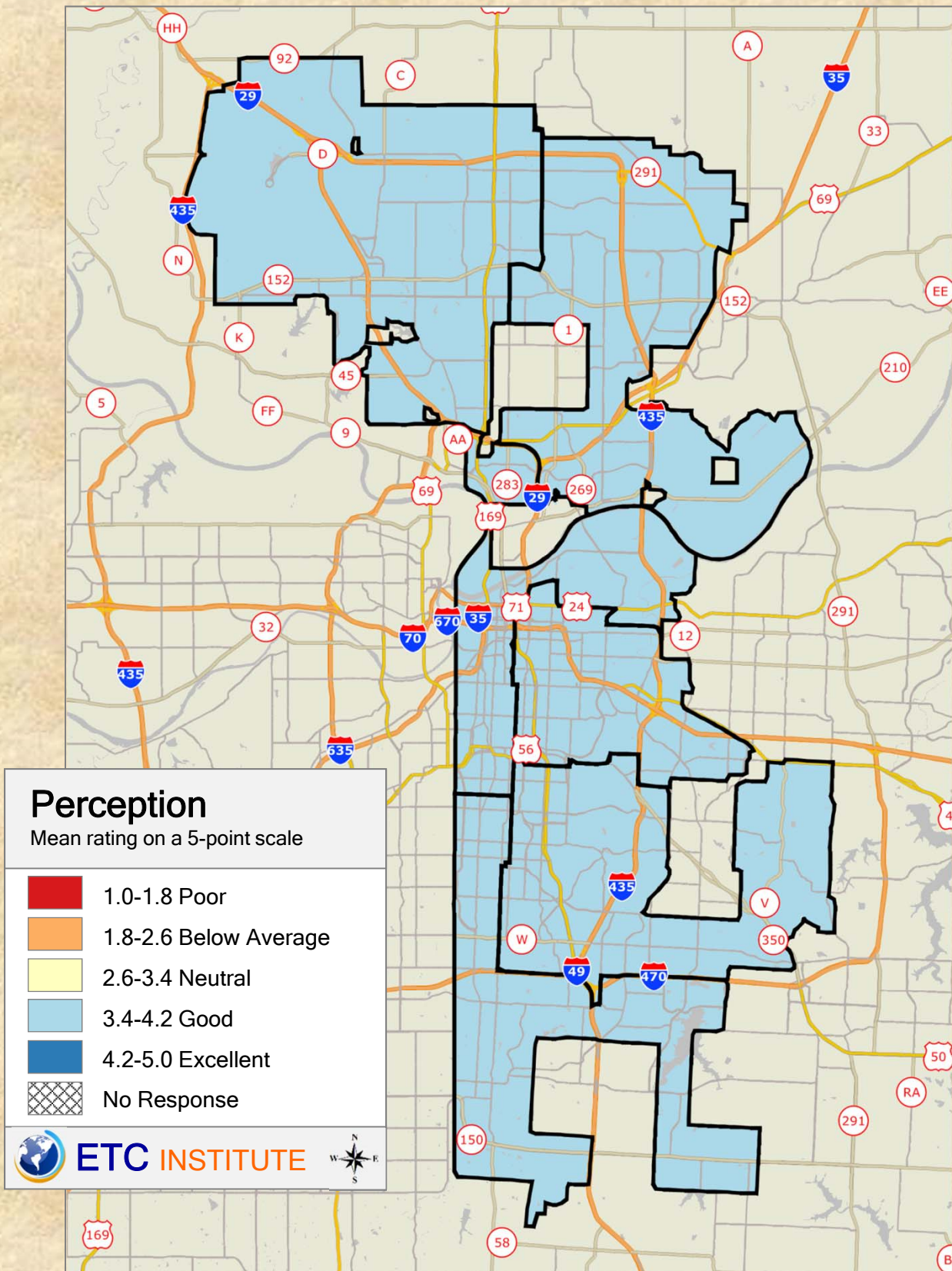
The maps on the following pages show the mean ratings by District.

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.
- **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.

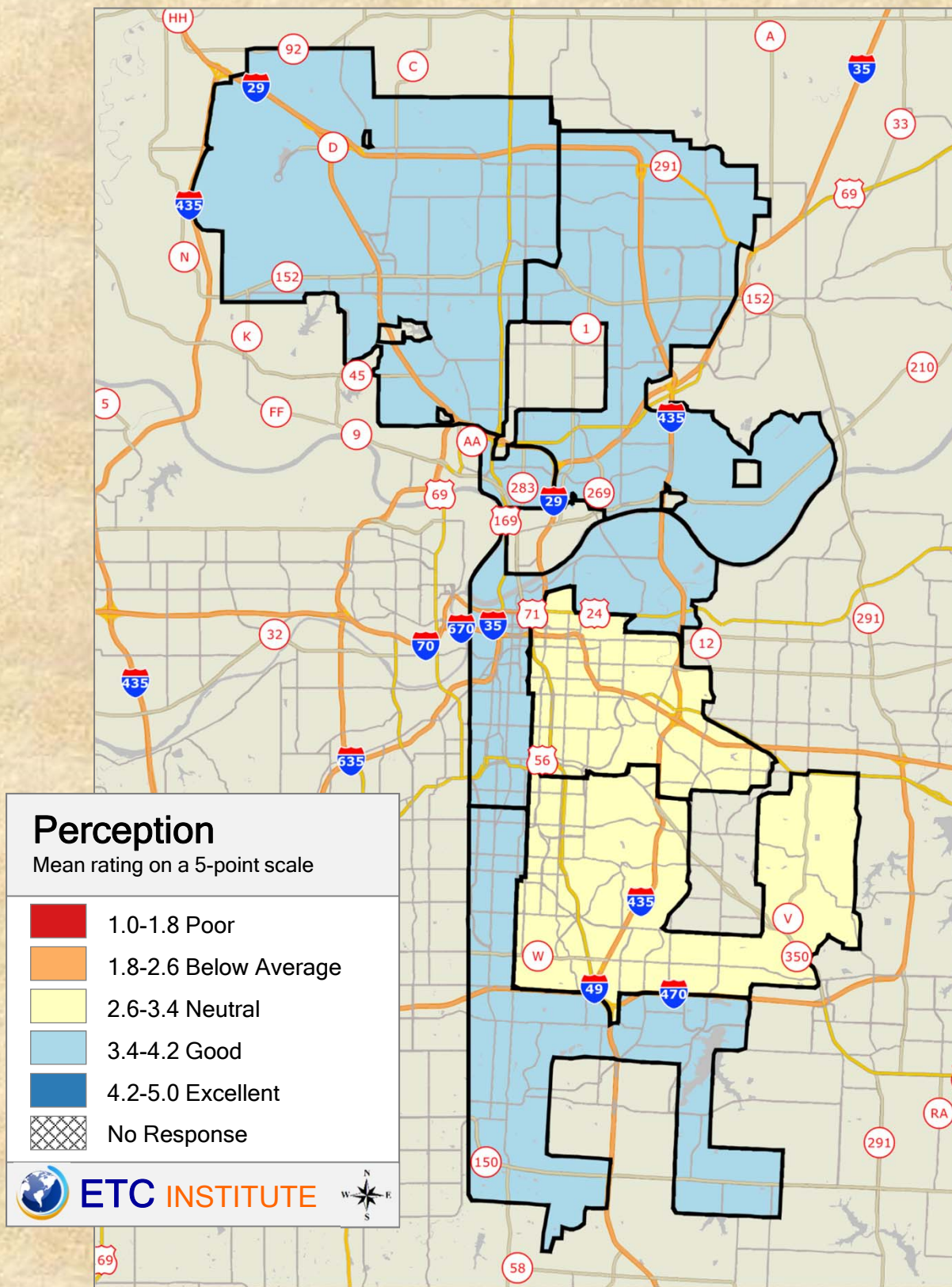
Q1-1 Ratings of the City as a place to live



2016-2017 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

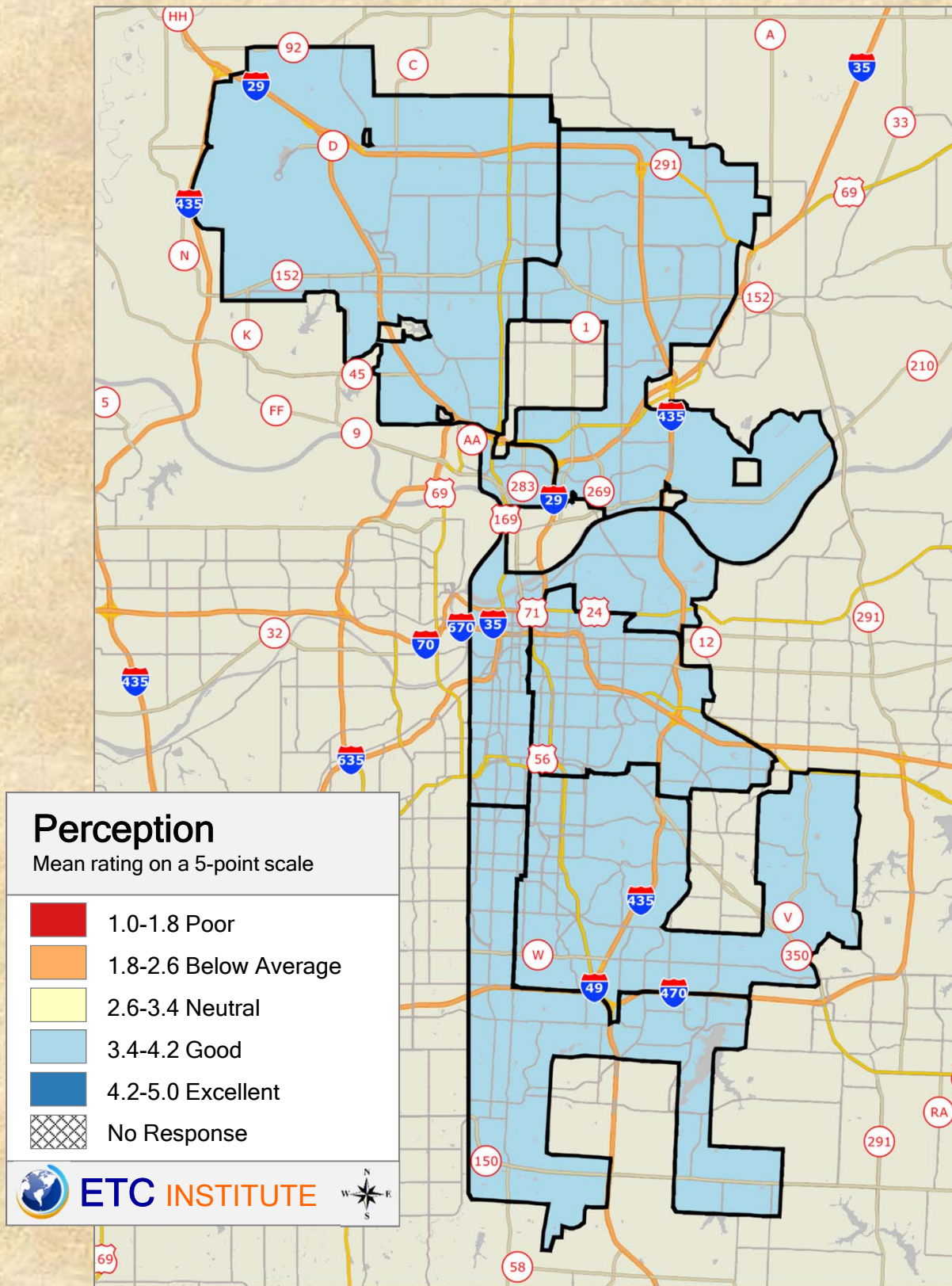
Q1-2 Ratings of the City as a place to raise children



2016-2017 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

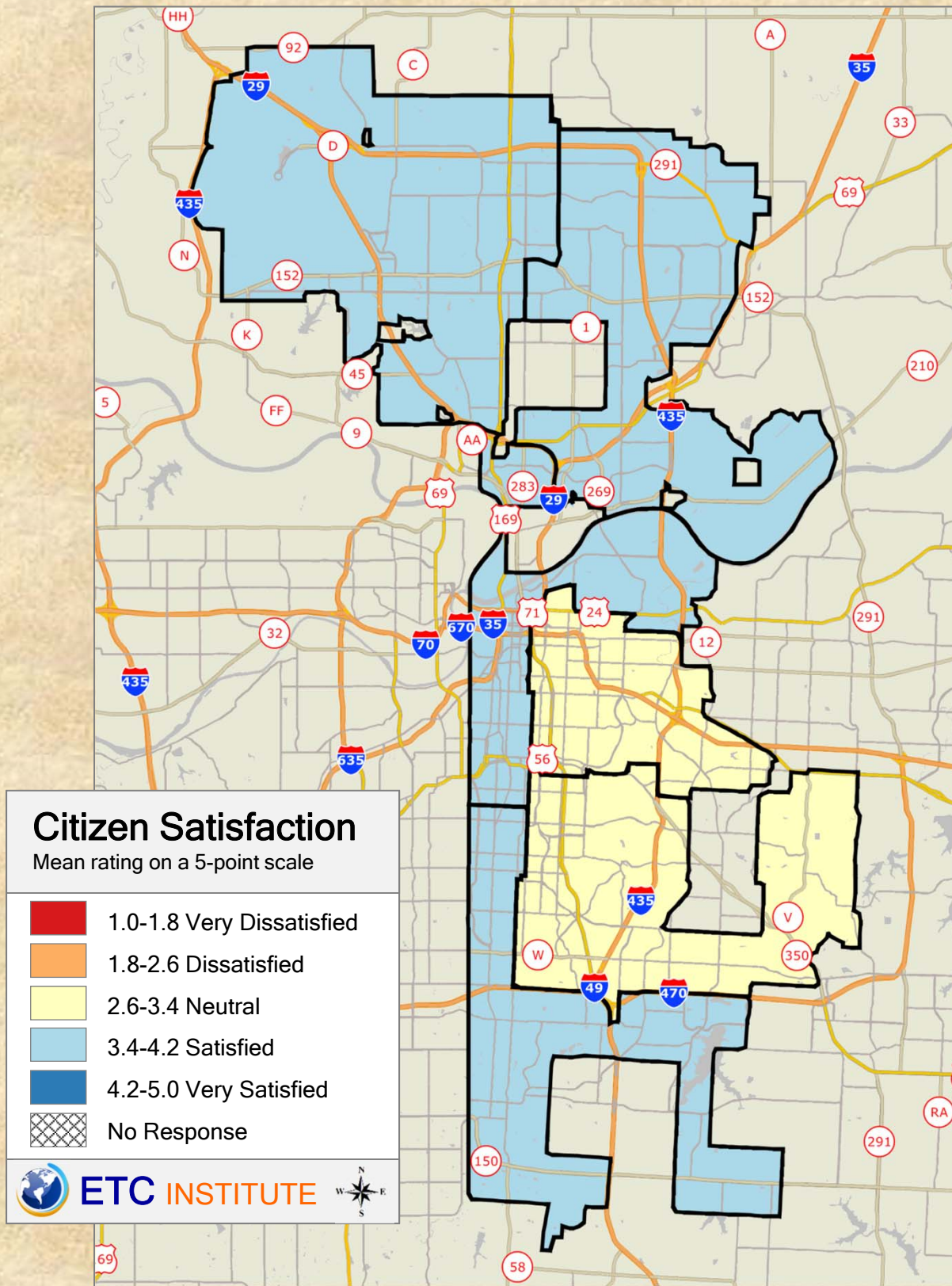
Q1-3 Ratings of the City as a place to work



2016-2017 City of Kansas City, Missouri Citizen Survey

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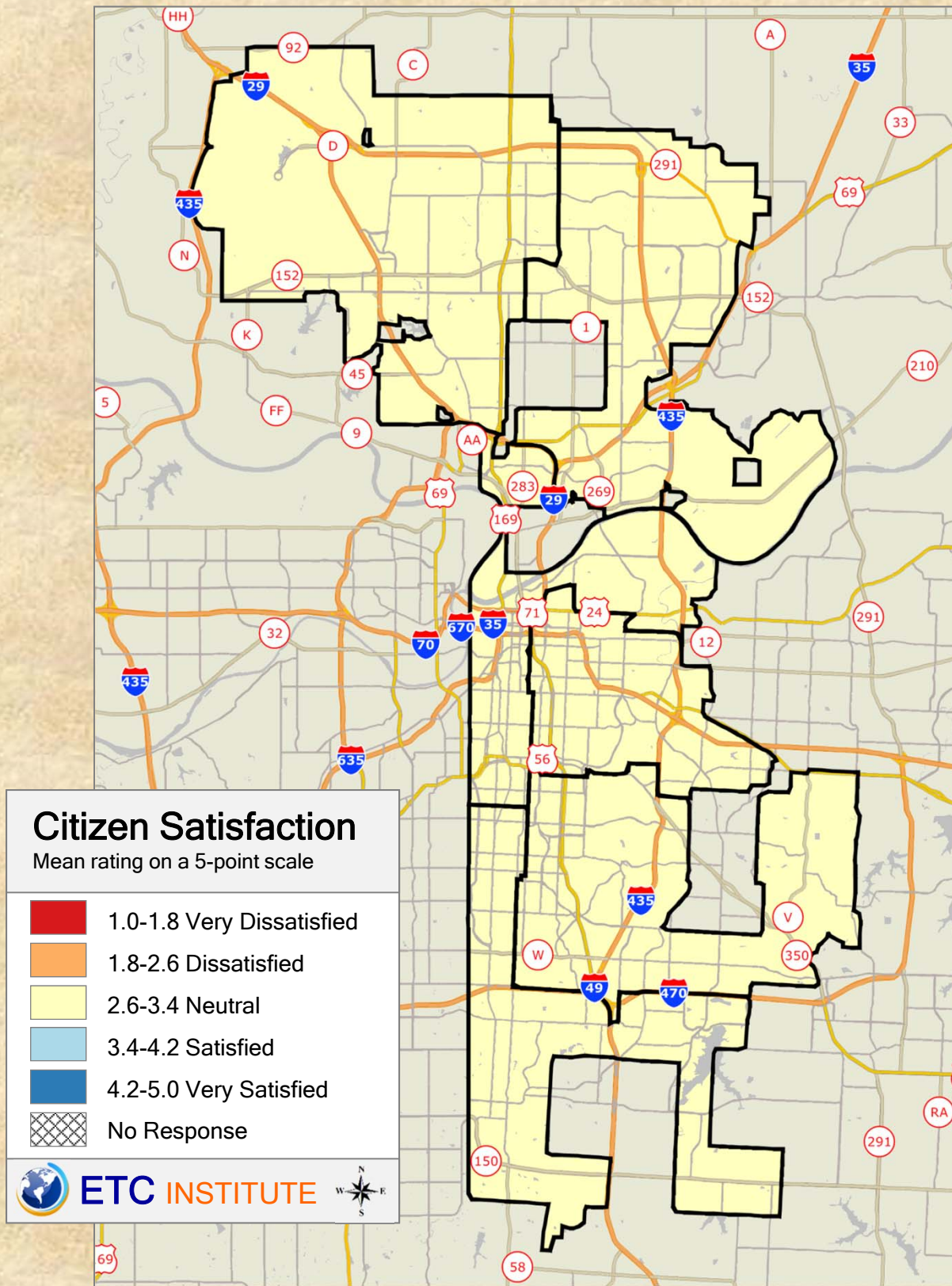
Q2-1 Satisfaction with overall quality of services provided by the City



2016-2017 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

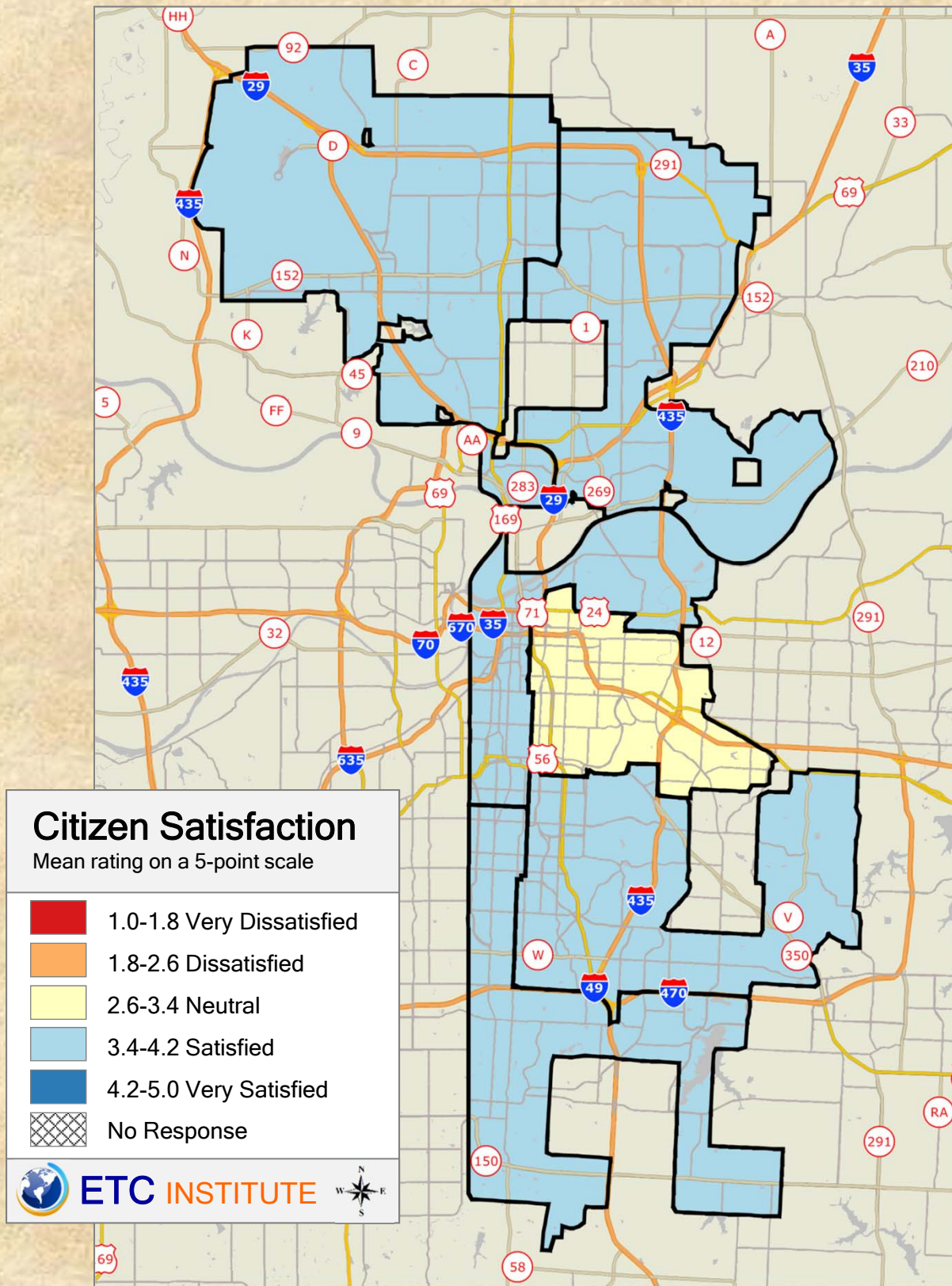
Q2-2 Satisfaction with overall value received for City tax dollars and fees



2016-2017 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

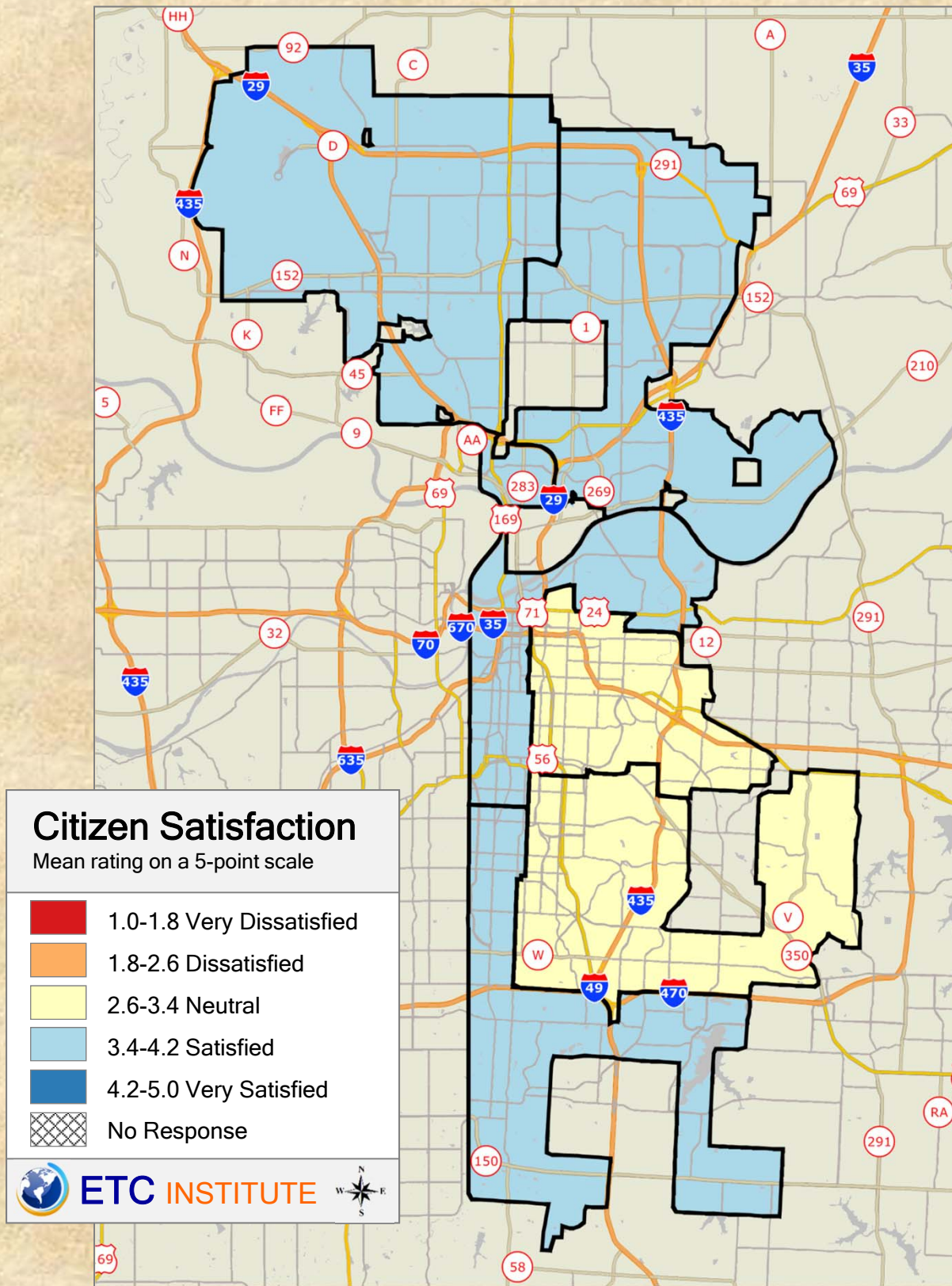
Q2-3 Satisfaction with overall image of the City



2016-2017 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

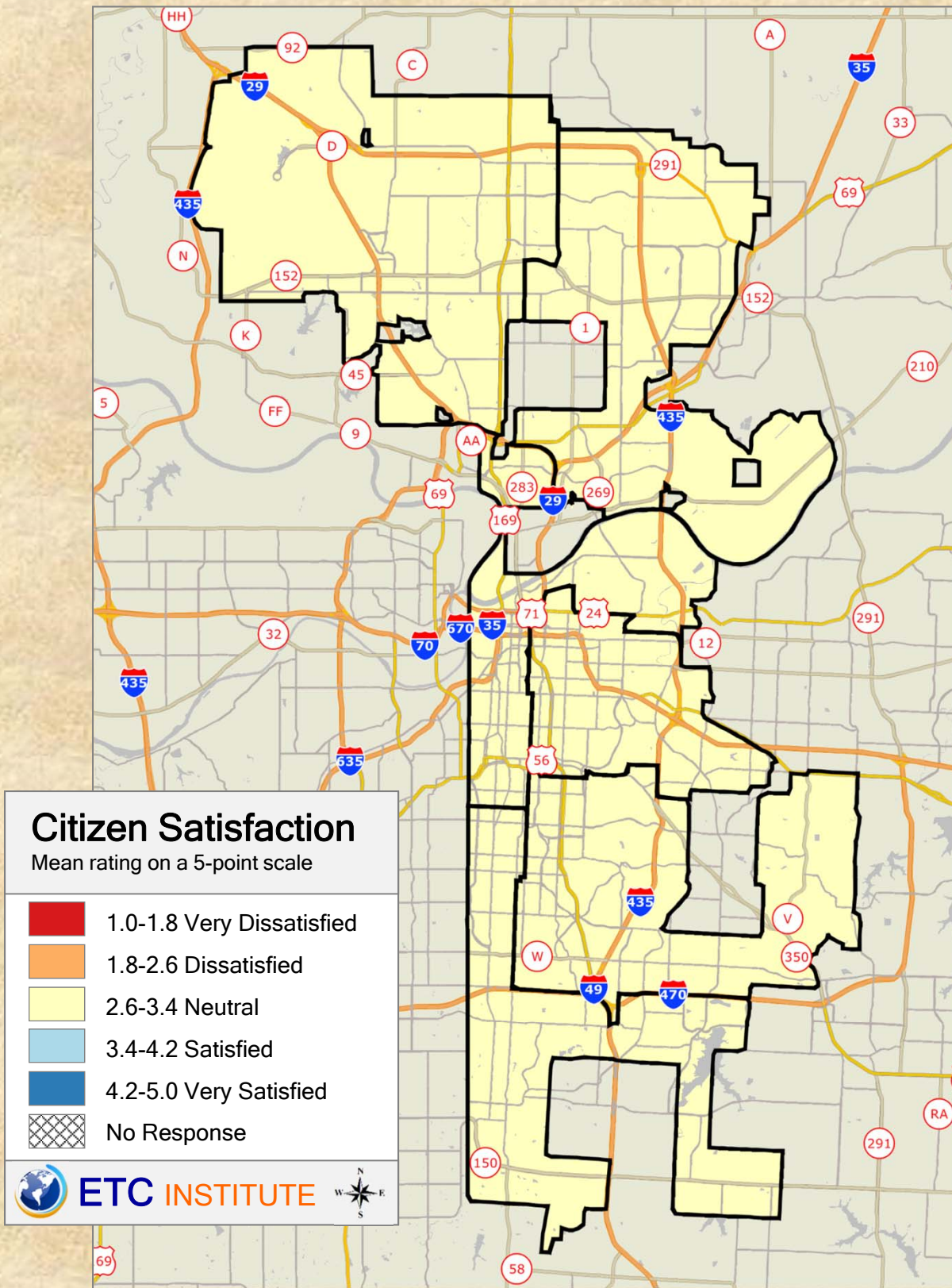
Q2-4 Satisfaction with overall quality of life in the City



2016-2017 City of Kansas City, Missouri Citizen Survey

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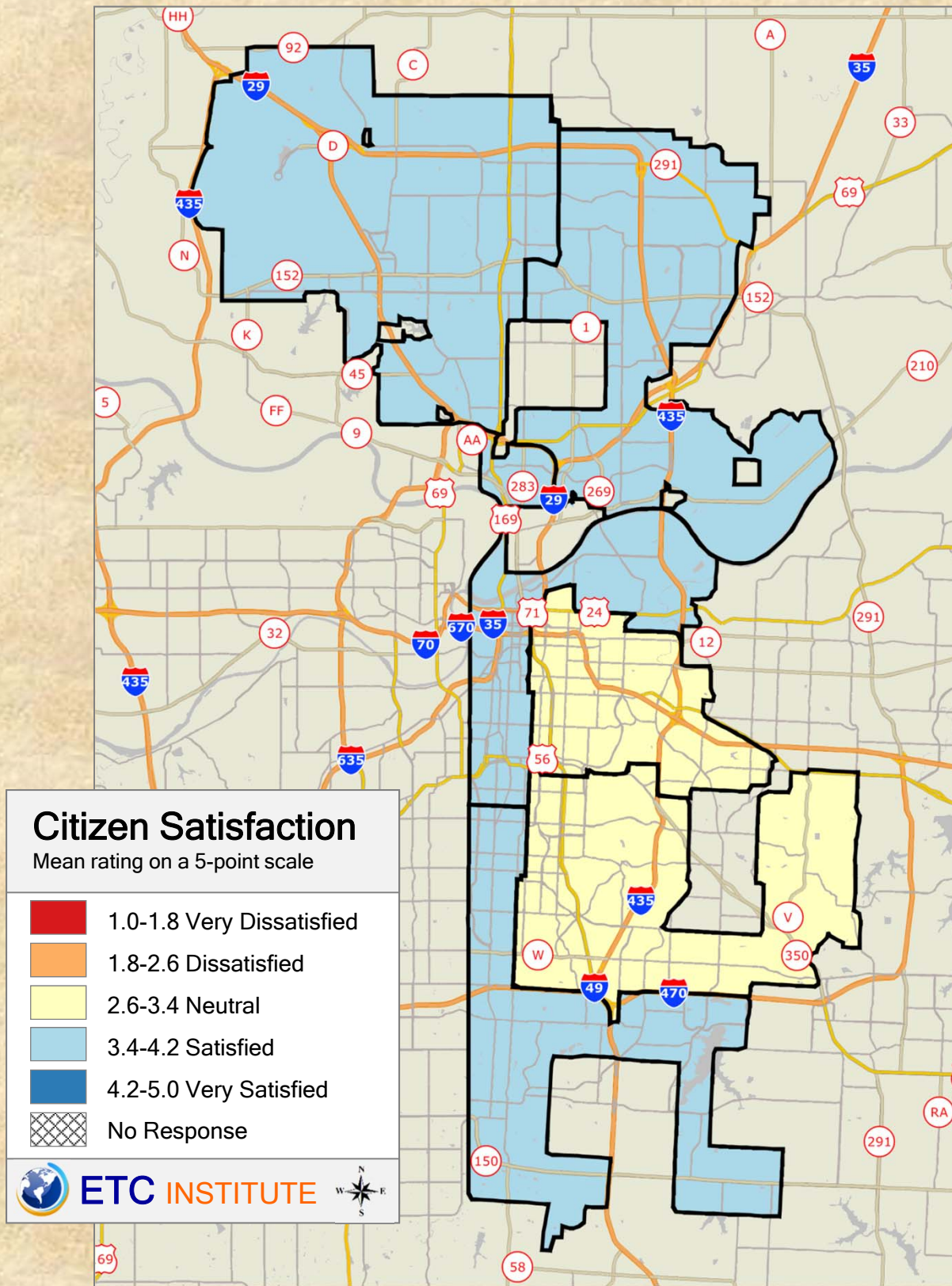
Q2-5 Satisfaction with overall feeling of safety in the City



2016-2017 City of Kansas City, Missouri Citizen Survey

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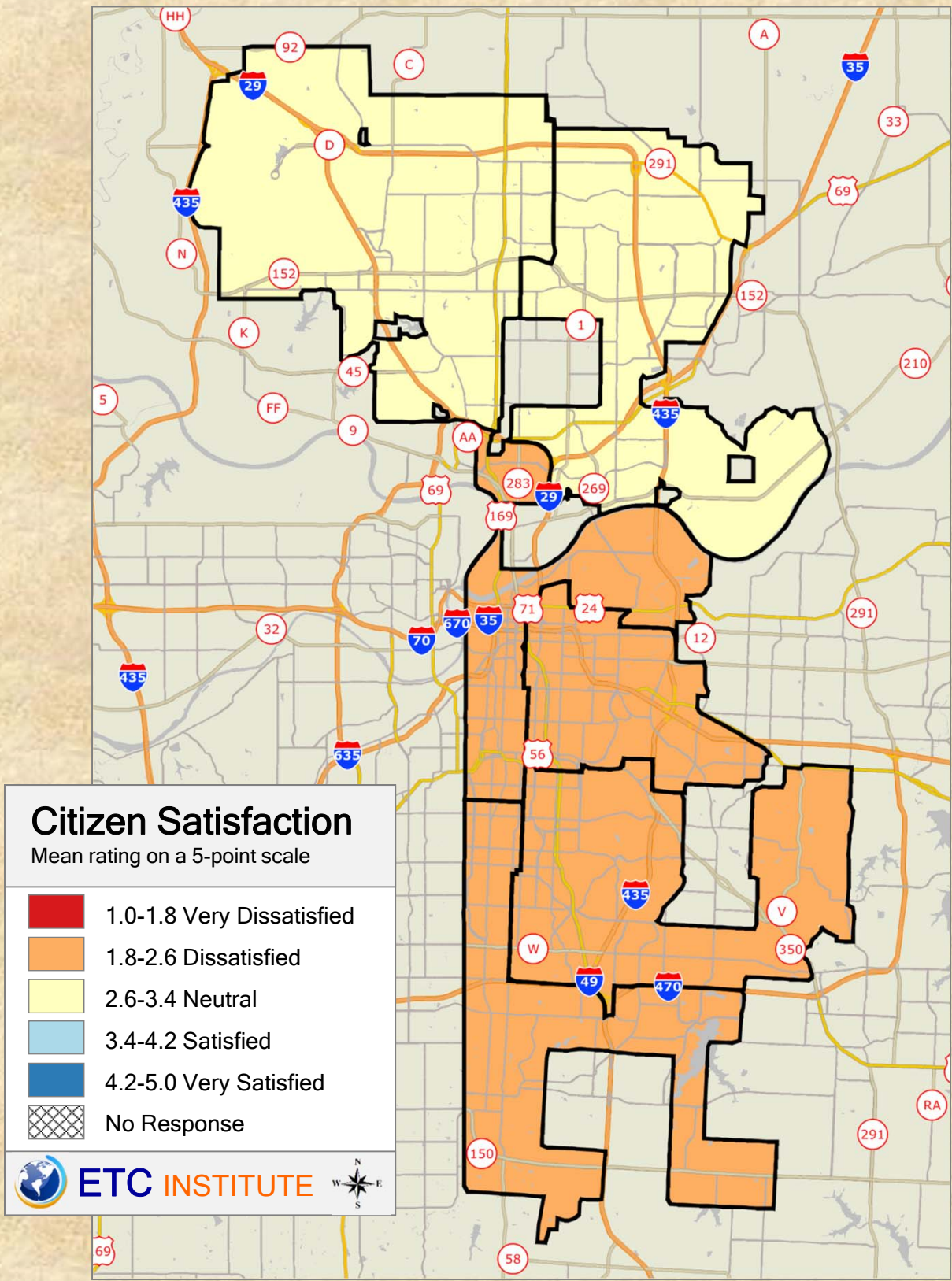
Q2-6 Satisfaction with overall feeling of safety in neighborhoods



2016-2017 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

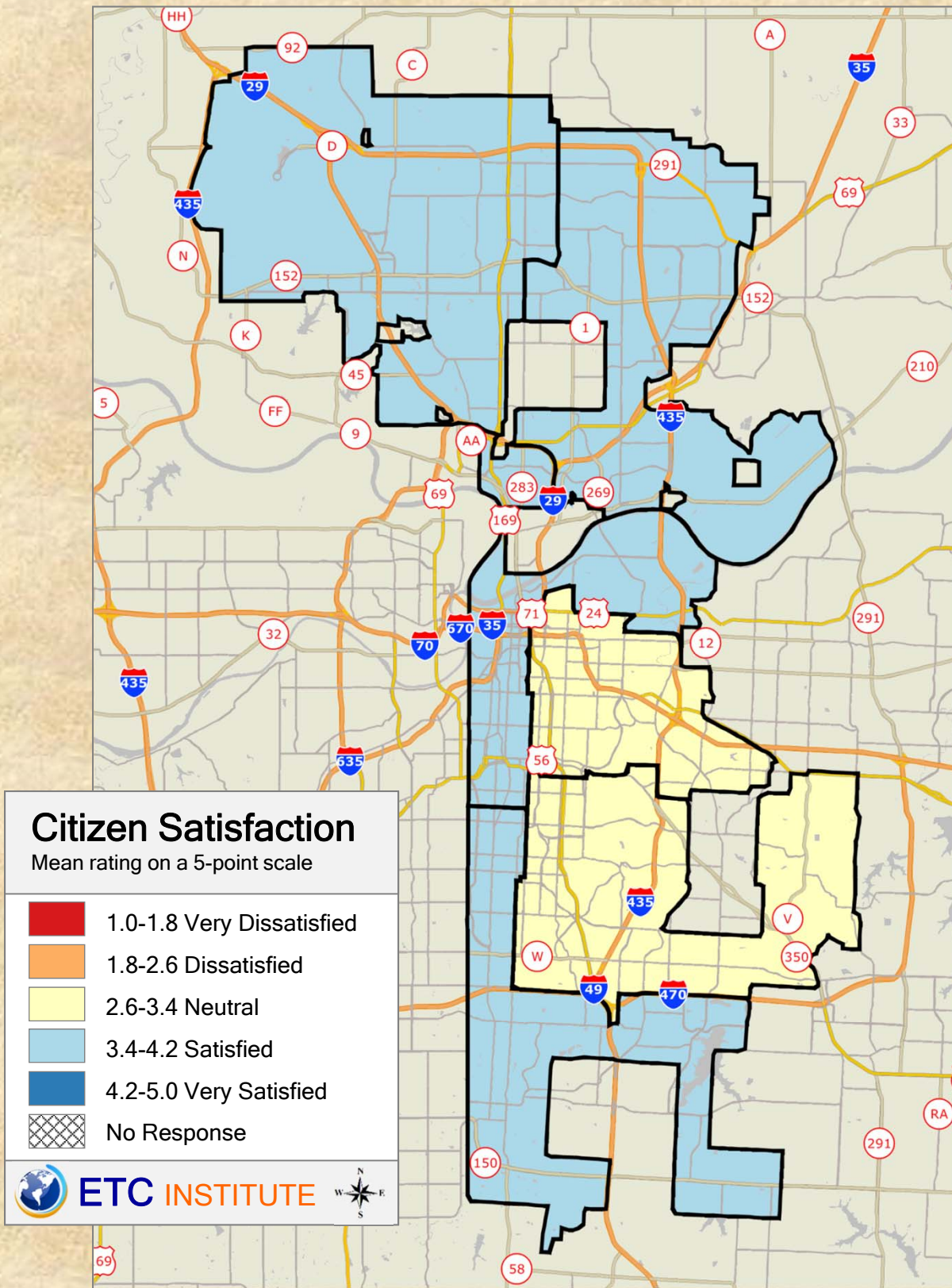
Q2-7 Satisfaction with overall quality of education system within the City



2016-2017 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

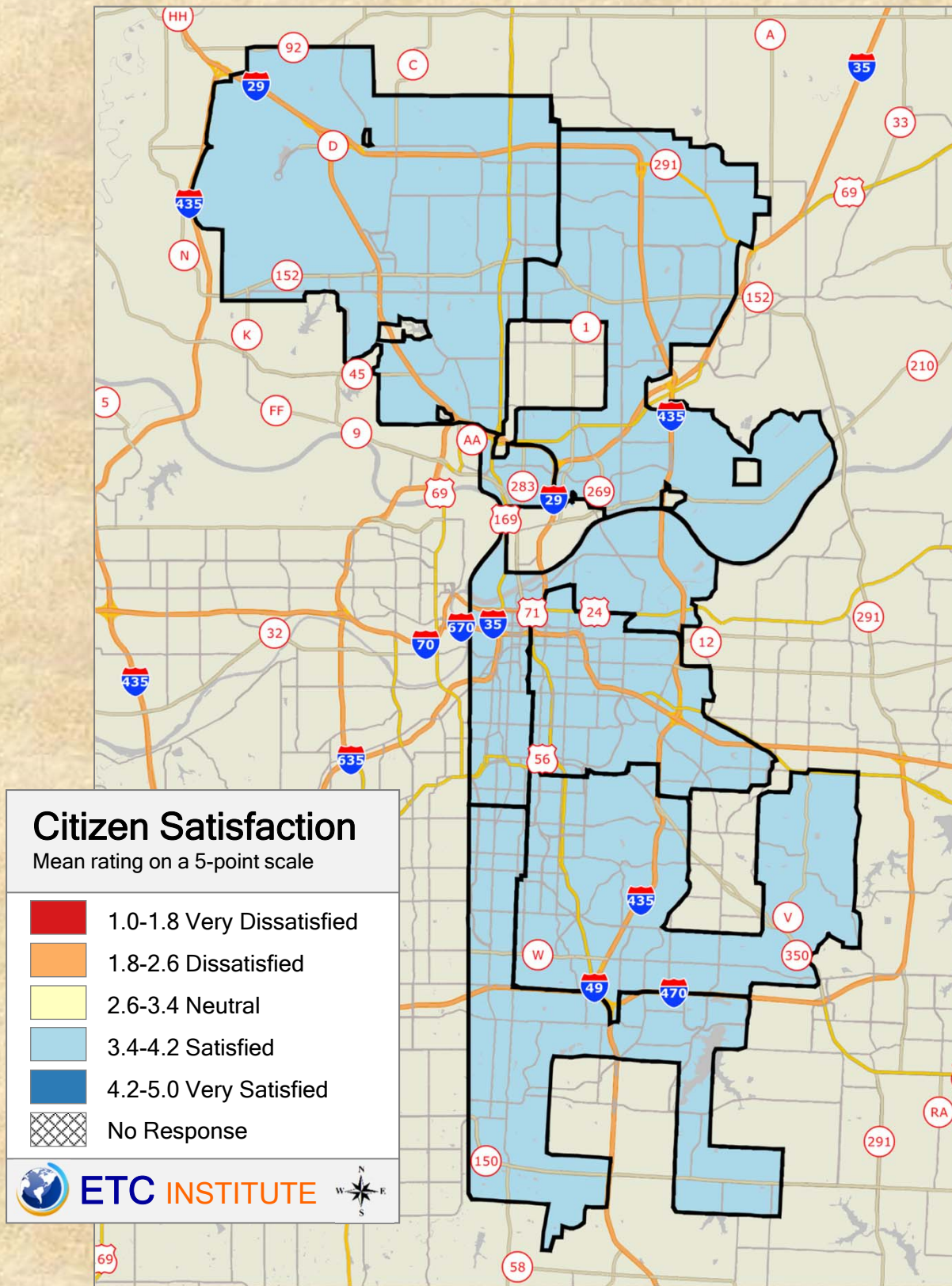
Q2-8 Satisfaction with physical appearance of neighborhoods



2016-2017 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

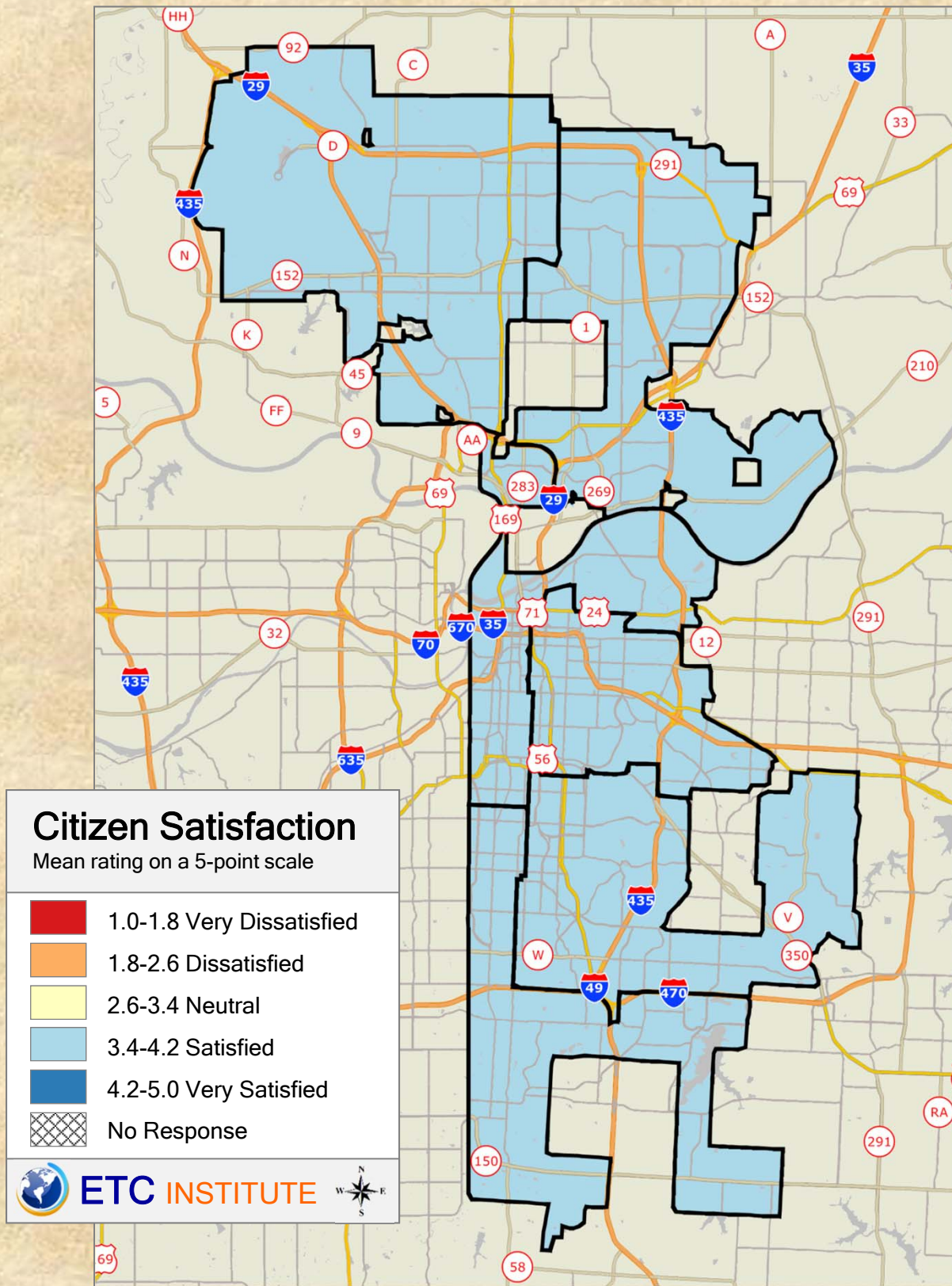
Q3-01 Satisfaction with overall quality of police services



2016-2017 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

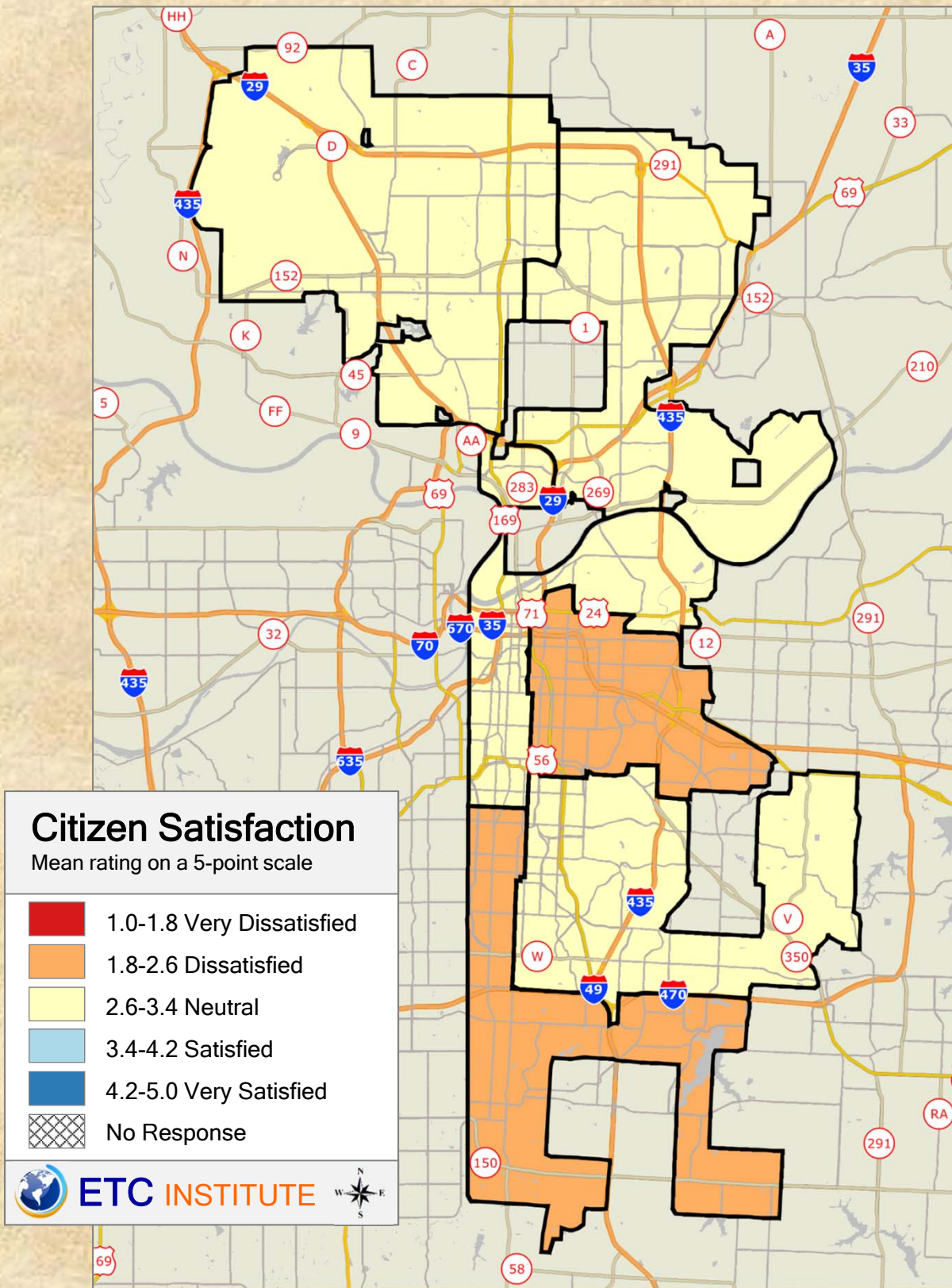
Q3-02 Satisfaction with overall quality of fire and ambulance services



2016-2017 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

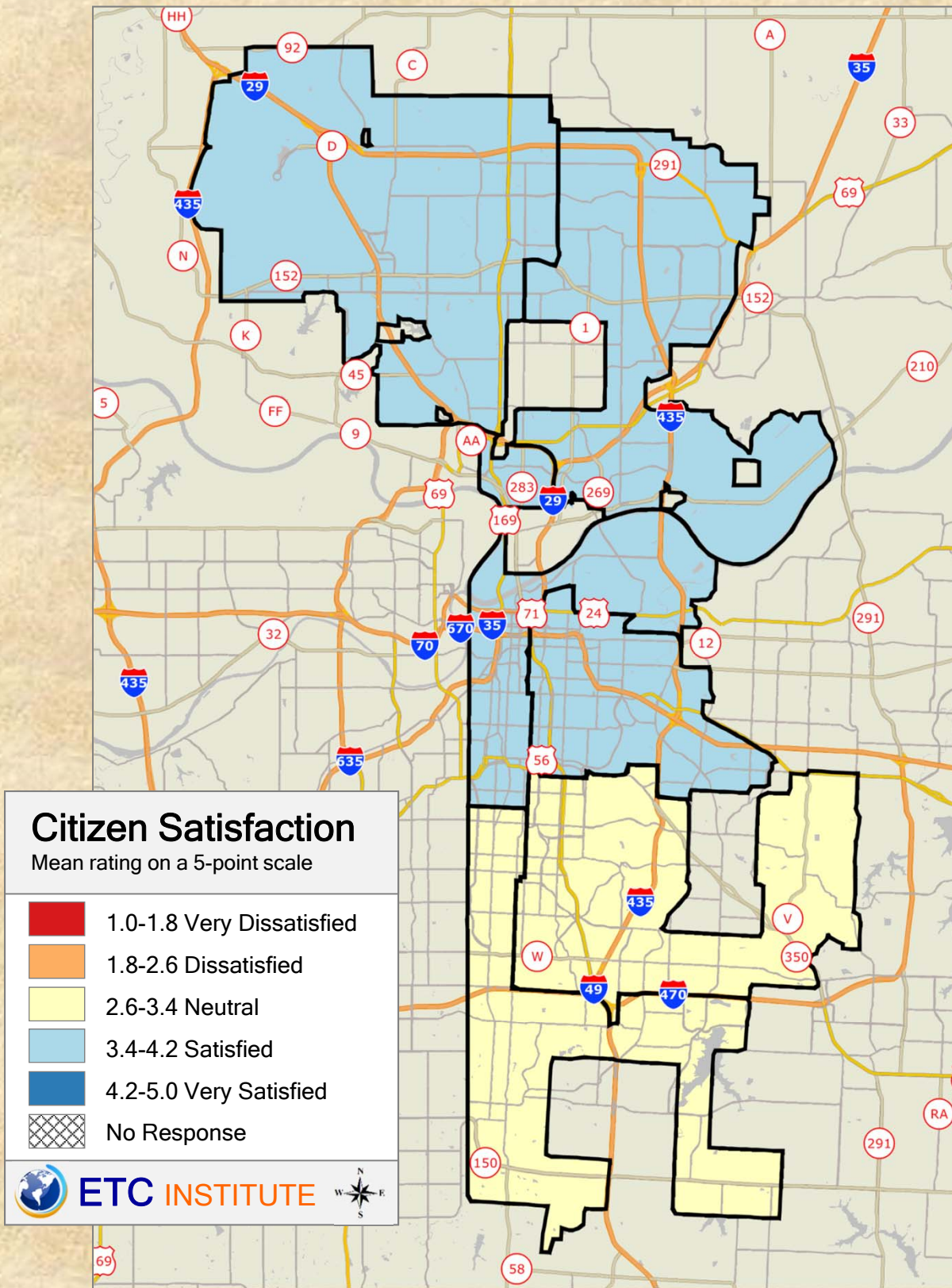
Q3-03 Satisfaction with overall maintenance of city streets, sidewalks, and infrastructure



2016-2017 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

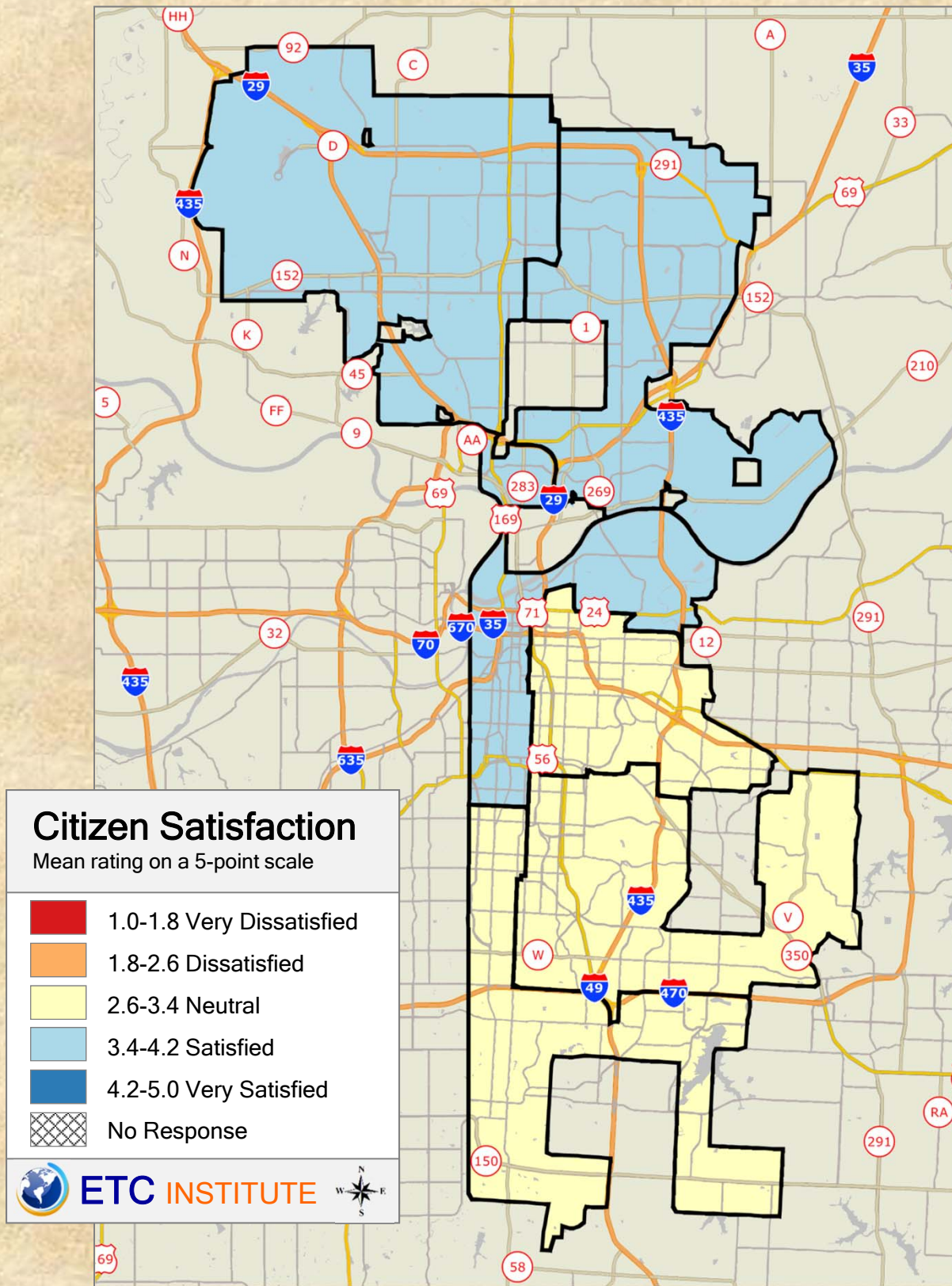
Q3-04 Satisfaction with overall quality of solid waste services



2016-2017 City of Kansas City, Missouri Citizen Survey

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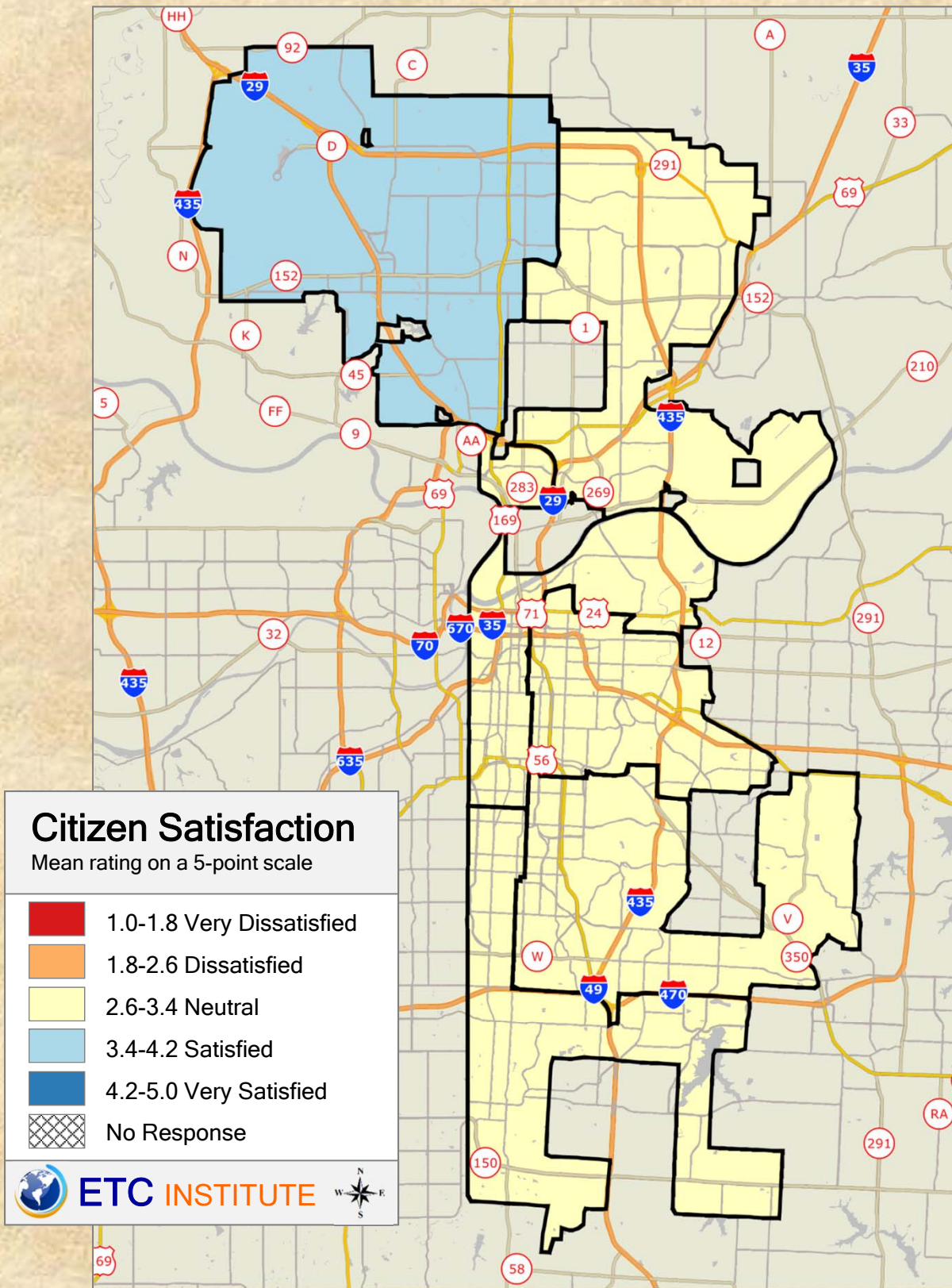
Q3-05 Satisfaction with overall quality of City water utilities



2016-2017 City of Kansas City, Missouri Citizen Survey

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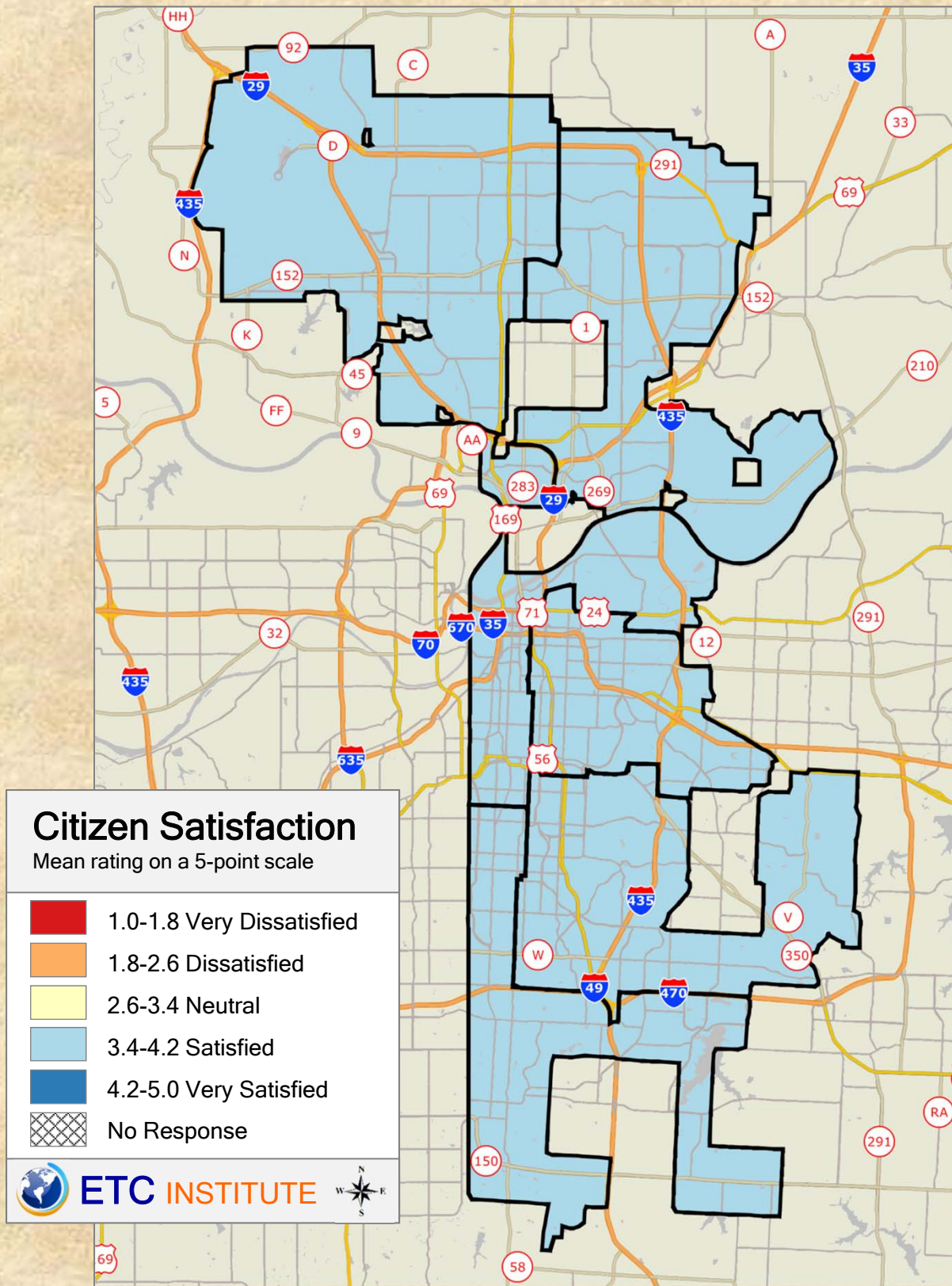
Q3-06 Satisfaction with overall quality of neighborhood services



2016-2017 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

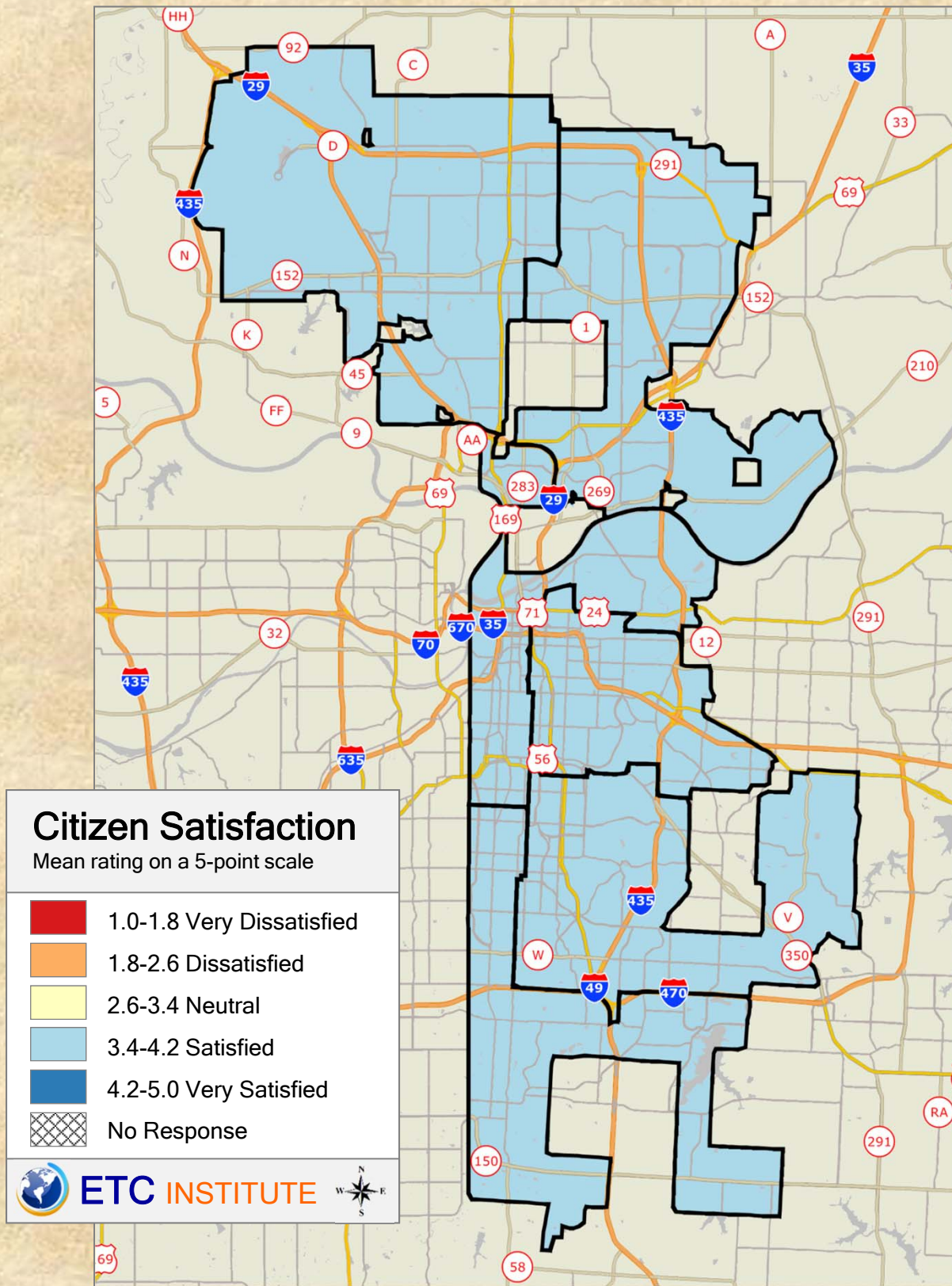
Q3-07 Satisfaction with overall quality of City parks and recreation programs and facilities



2016-2017 City of Kansas City, Missouri Citizen Survey

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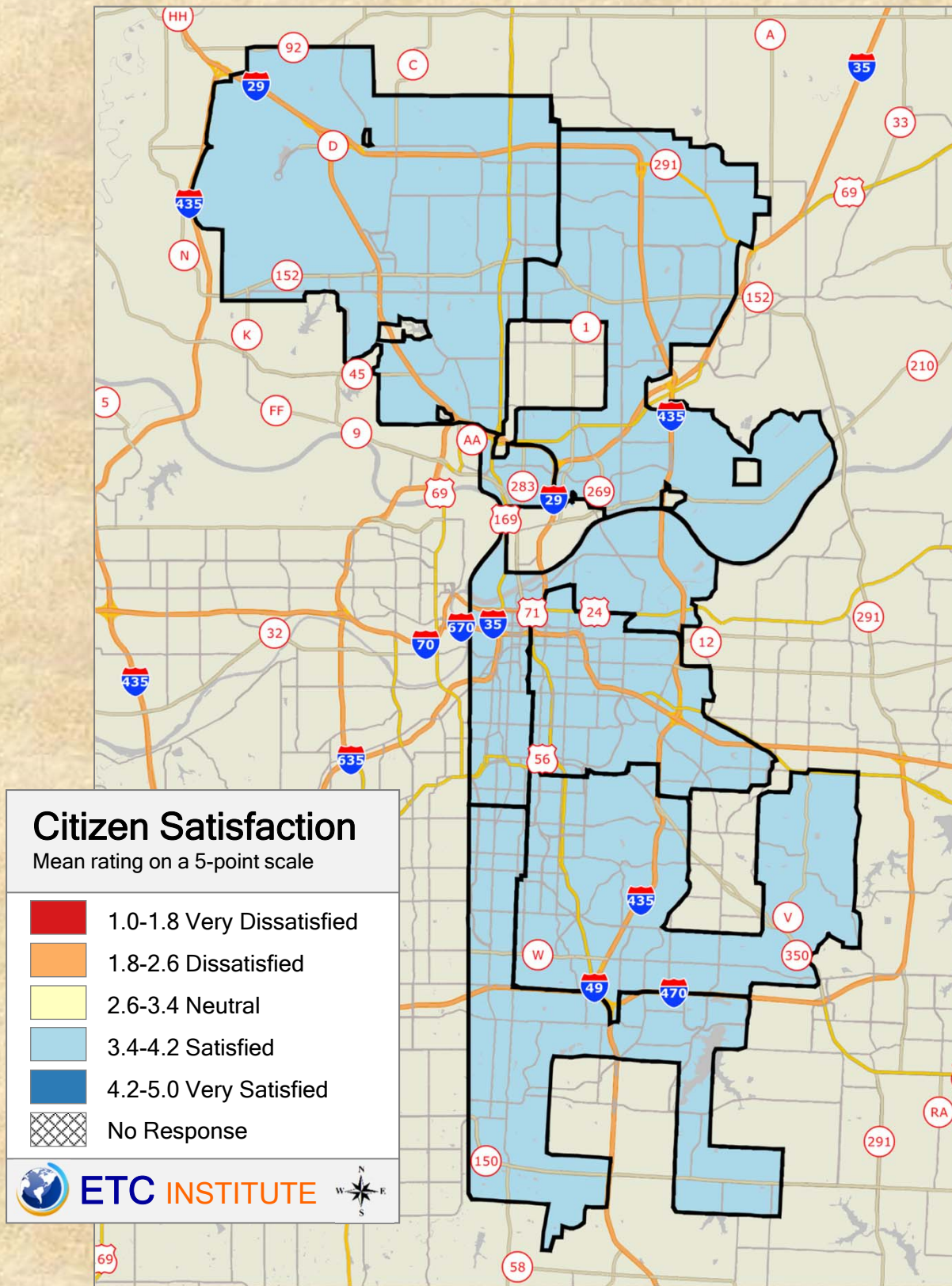
Q3-08 Satisfaction with overall quality of Health Department services



2016-2017 City of Kansas City, Missouri Citizen Survey

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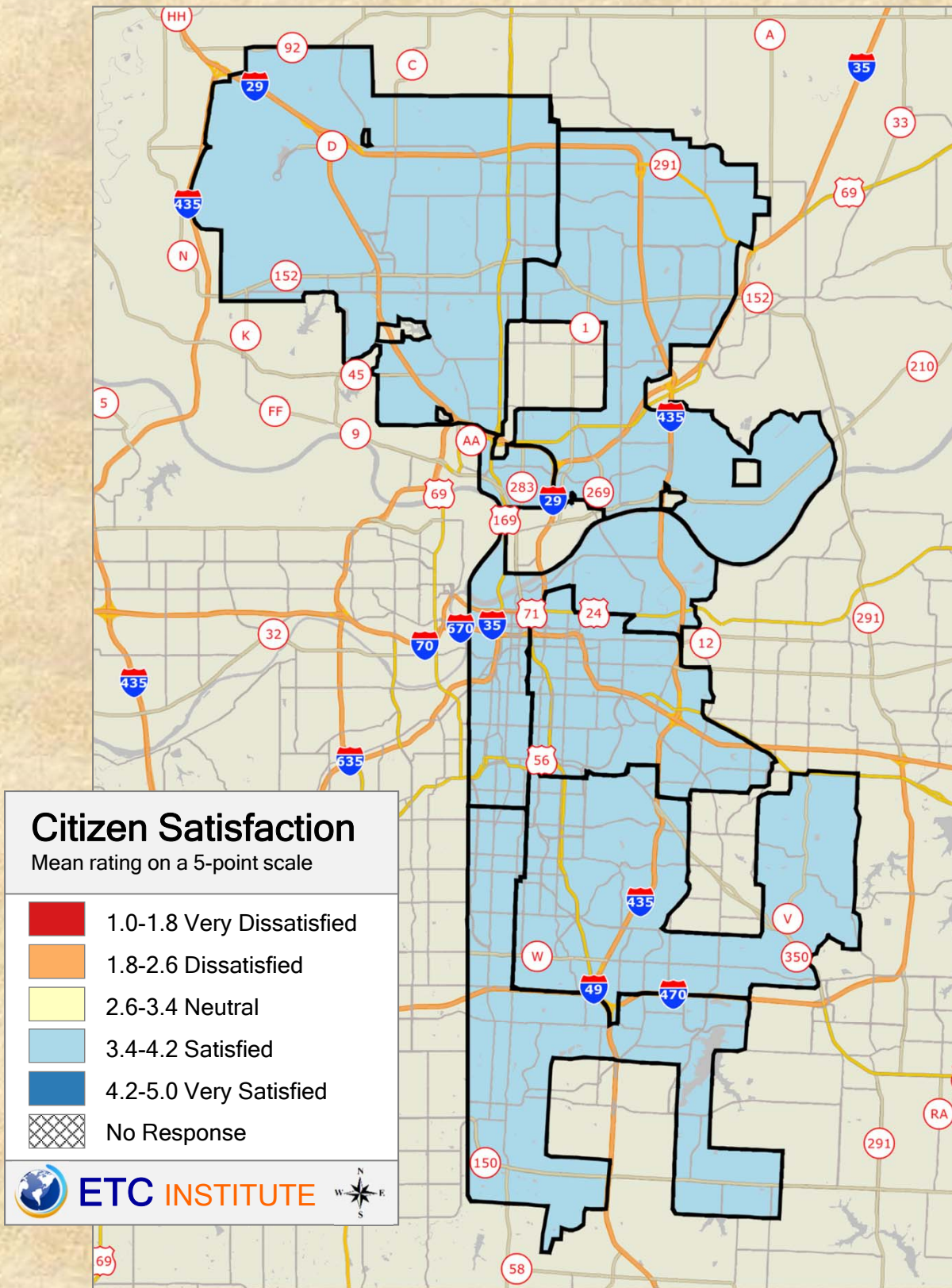
Q3-09 Satisfaction with overall quality of airport facilities



2016-2017 City of Kansas City, Missouri Citizen Survey

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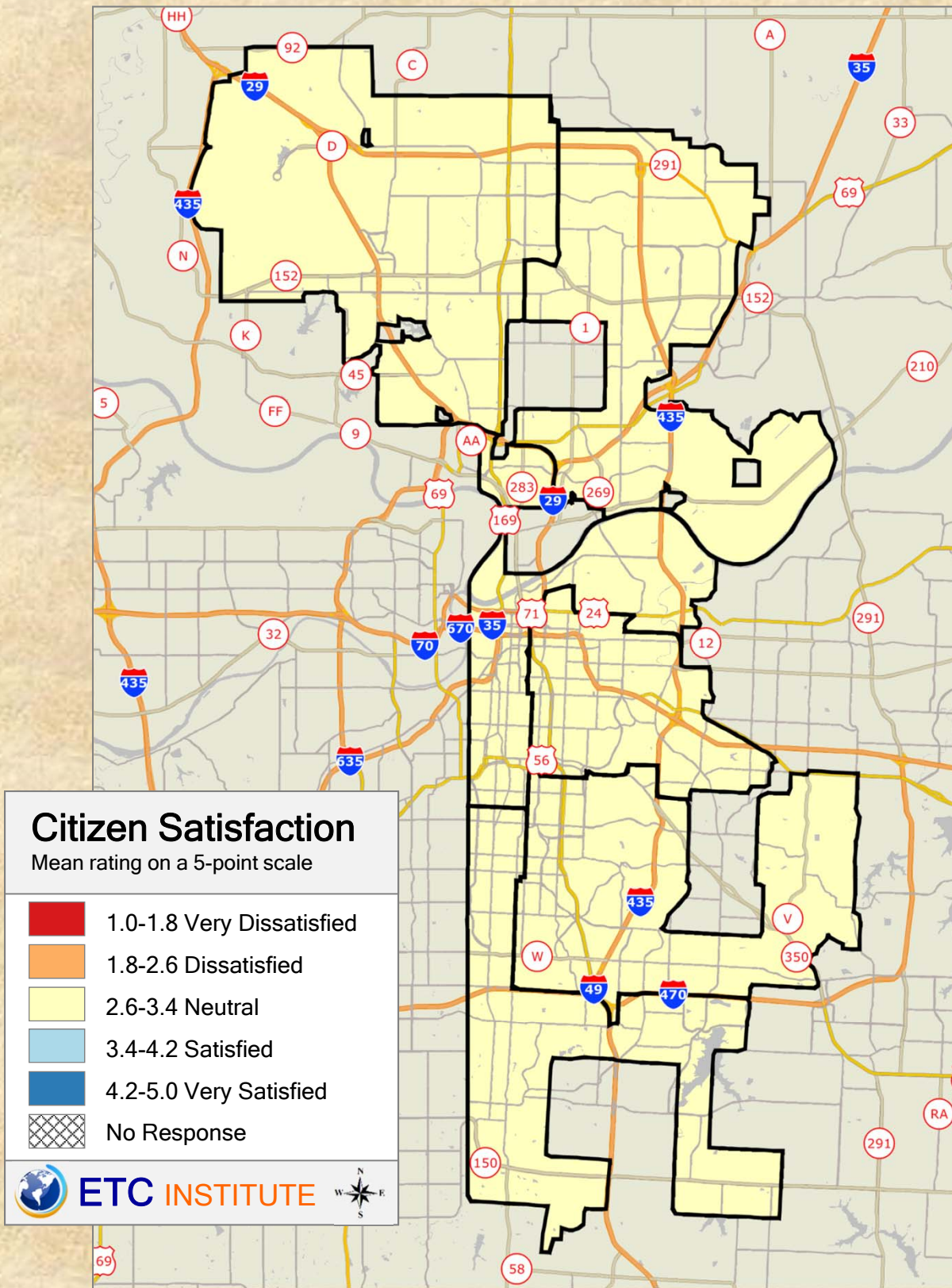
Q3-10 Satisfaction with overall quality of the city's 311 service



2016-2017 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

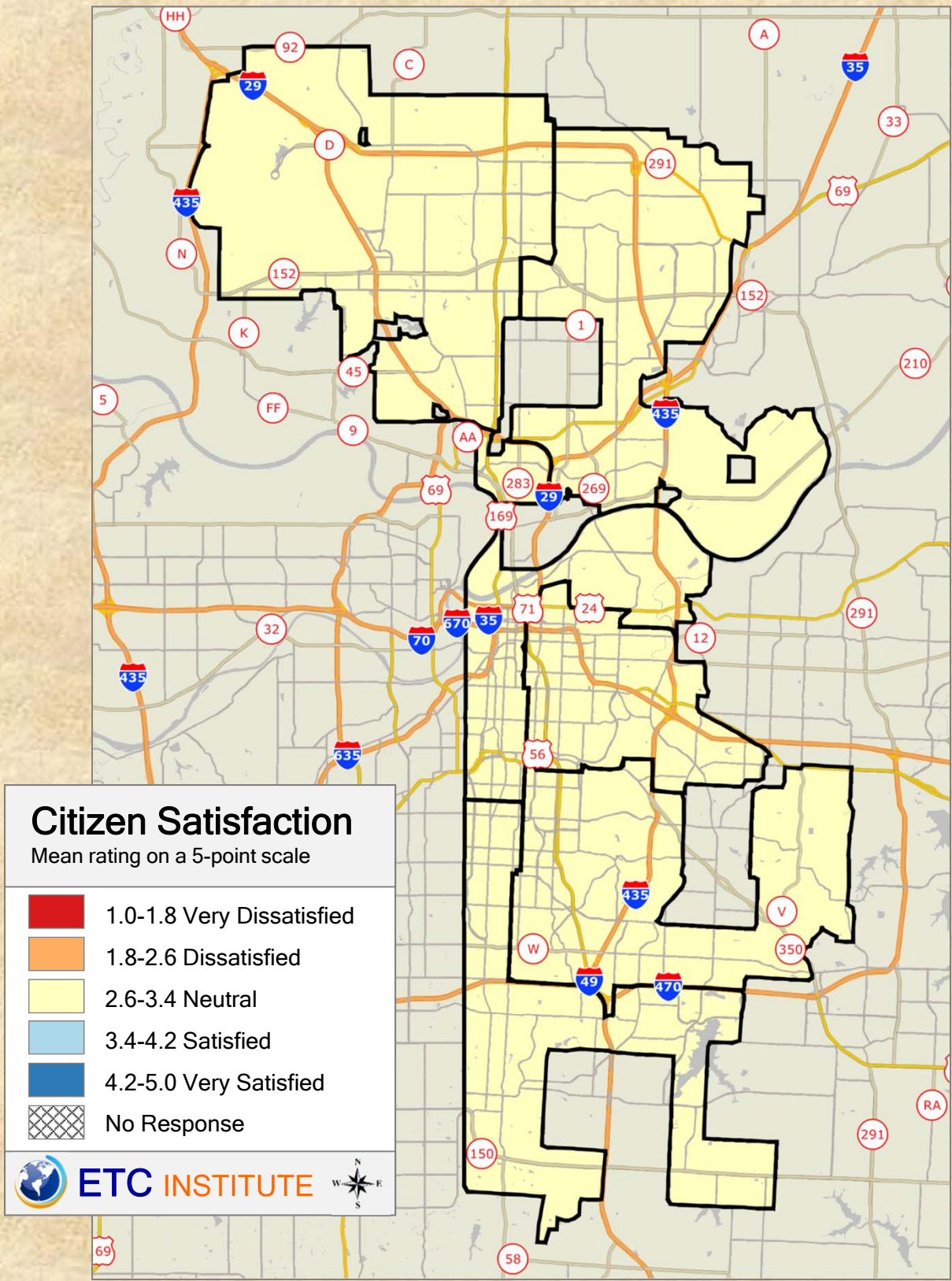
Q3-11 Satisfaction with overall quality of municipal court services



2016-2017 City of Kansas City, Missouri Citizen Survey

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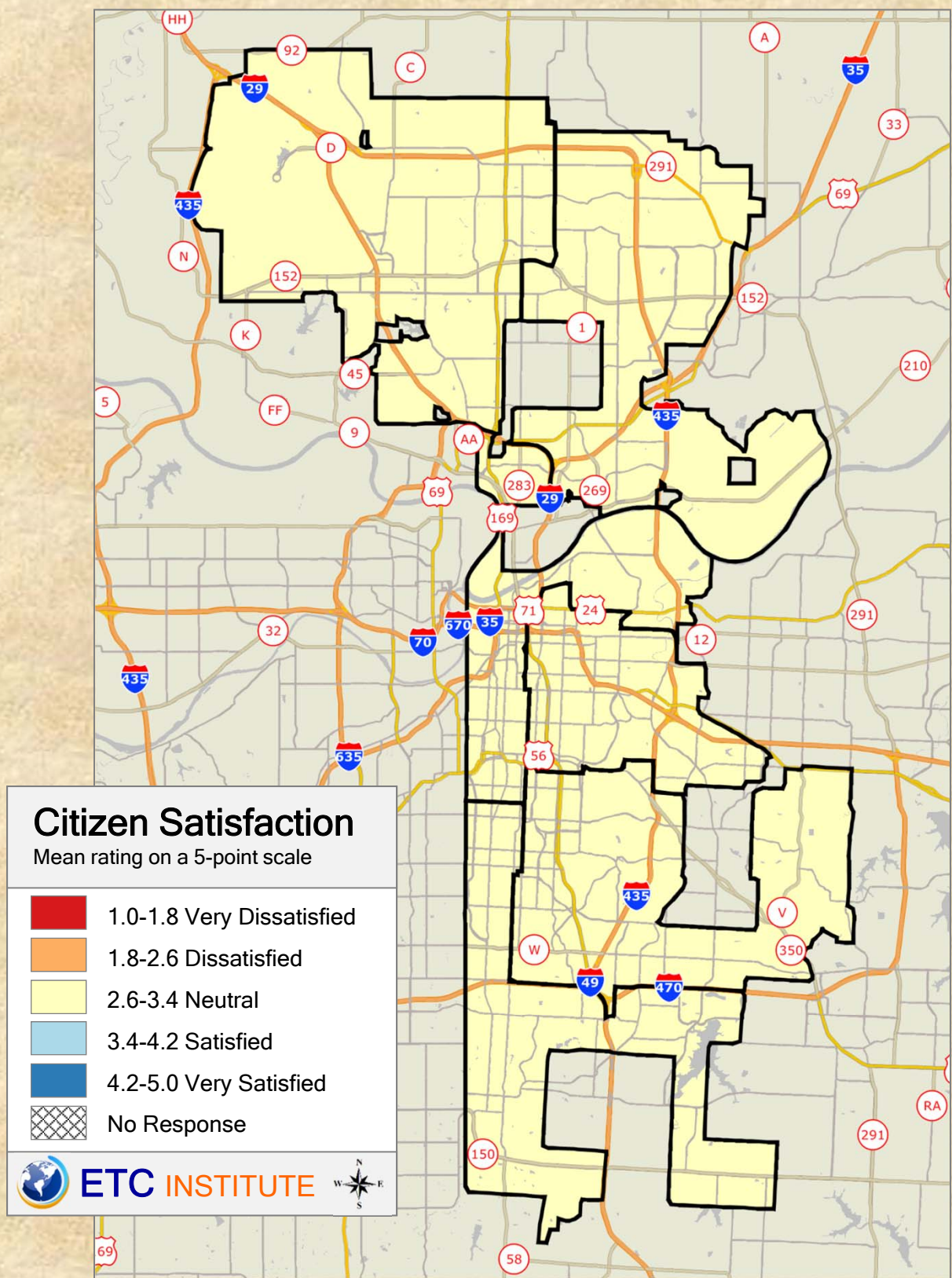
Q3-12 Satisfaction with overall quality of customer service received from city employees



2016-2017 City of Kansas City, Missouri Citizen Survey

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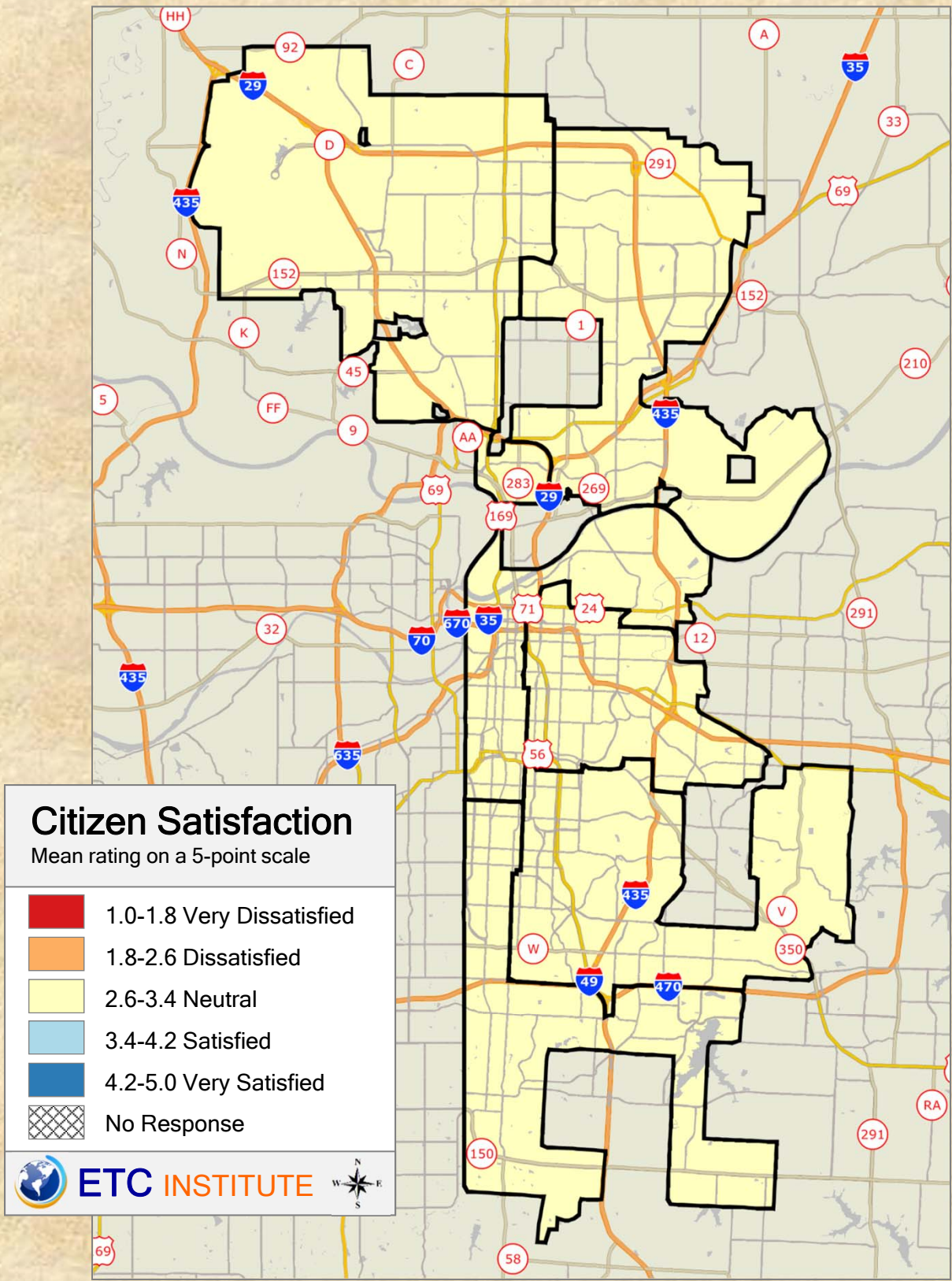
Q3-13 Satisfaction with overall effectiveness of city communication with the public



2016-2017 City of Kansas City, Missouri Citizen Survey

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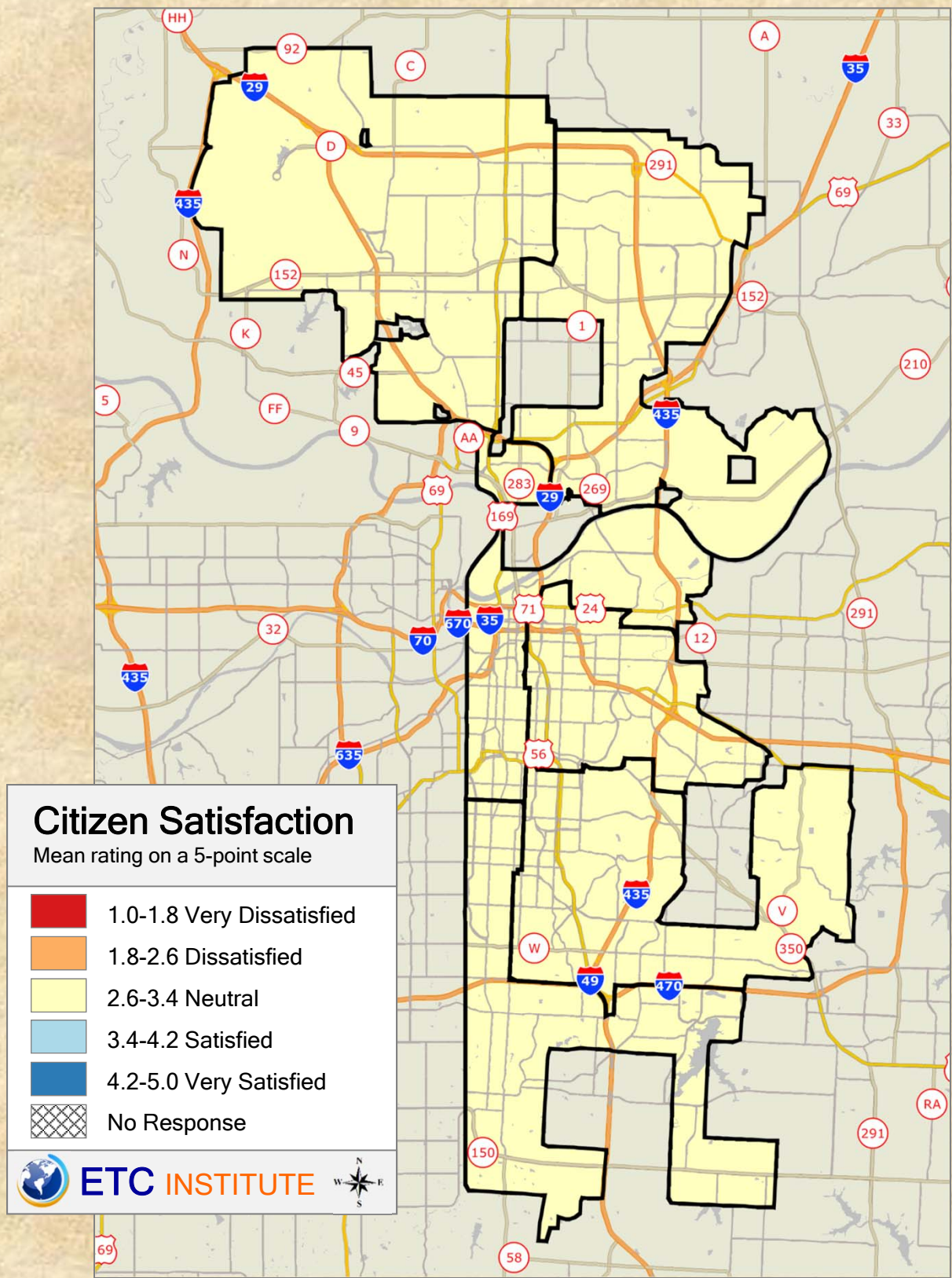
Q3-14 Satisfaction with overall quality of the City stormwater runoff/stormwater management system



2016-2017 City of Kansas City, Missouri Citizen Survey

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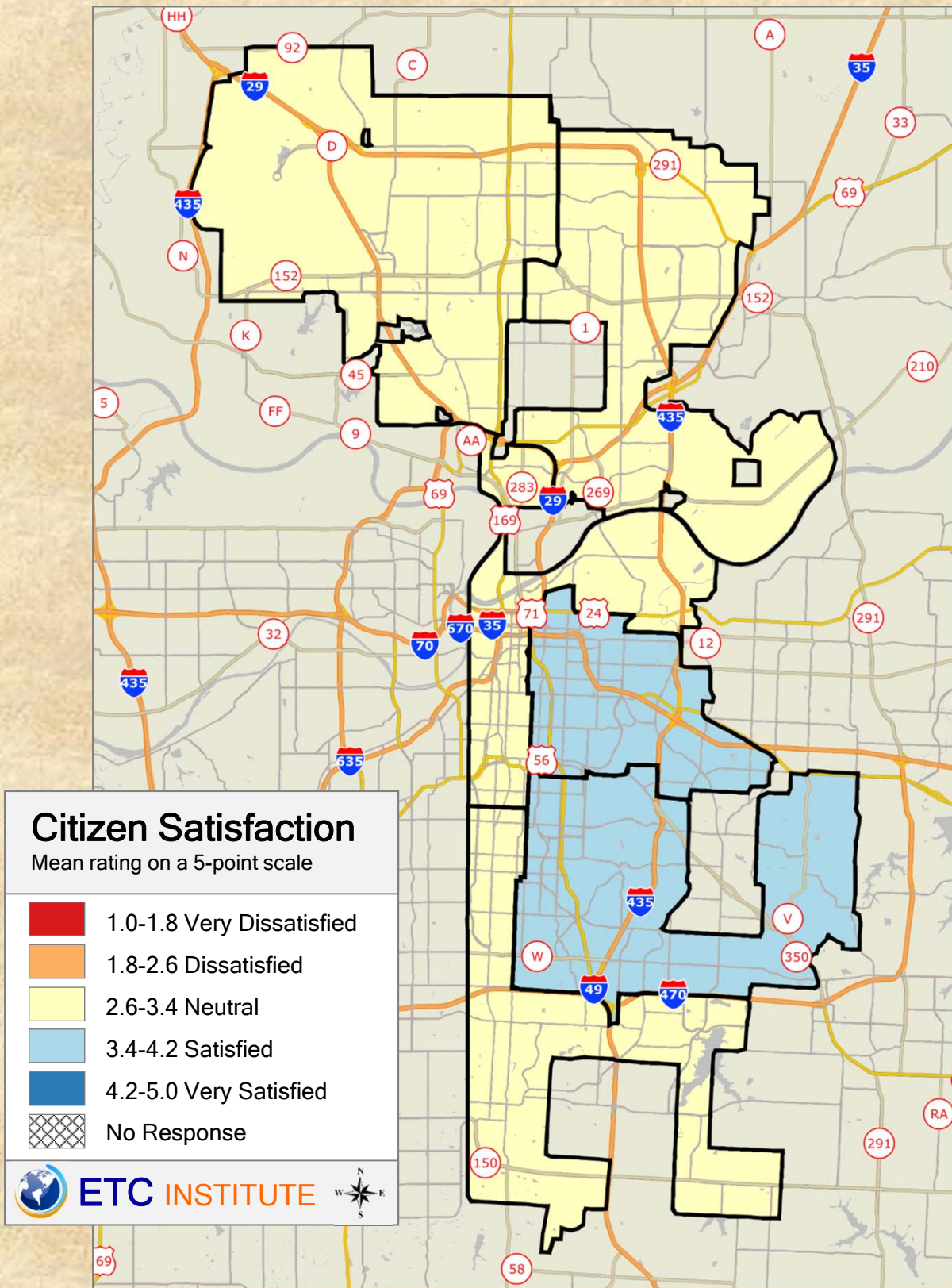
Q3-15 Satisfaction with overall quality of public transportation



2016-2017 City of Kansas City, Missouri Citizen Survey

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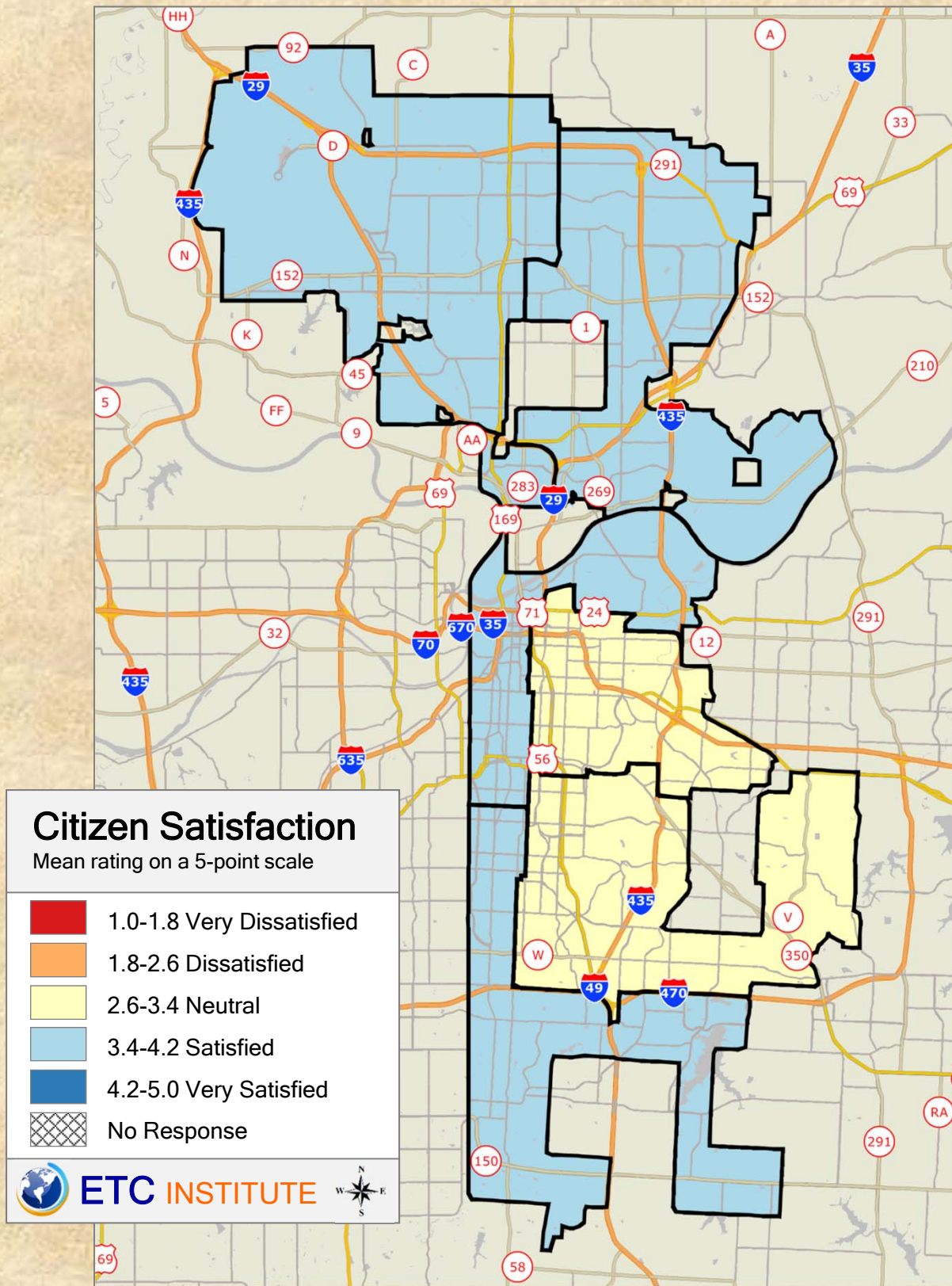
Q5-1 Satisfaction with KCATA bus system



2016-2017 City of Kansas City, Missouri Citizen Survey

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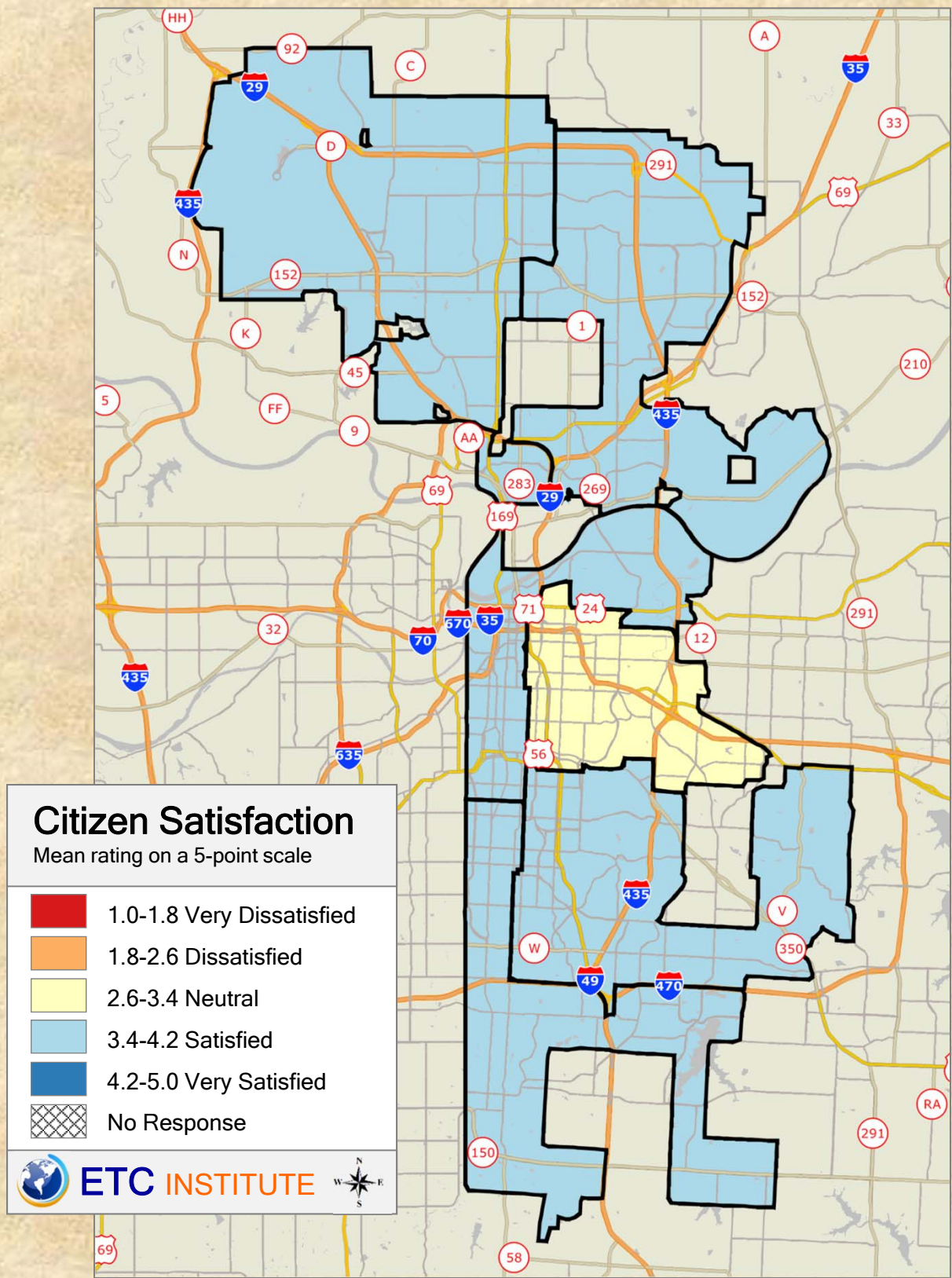
Q5-2 Satisfaction with Kansas City streetcar



2016-2017 City of Kansas City, Missouri Citizen Survey

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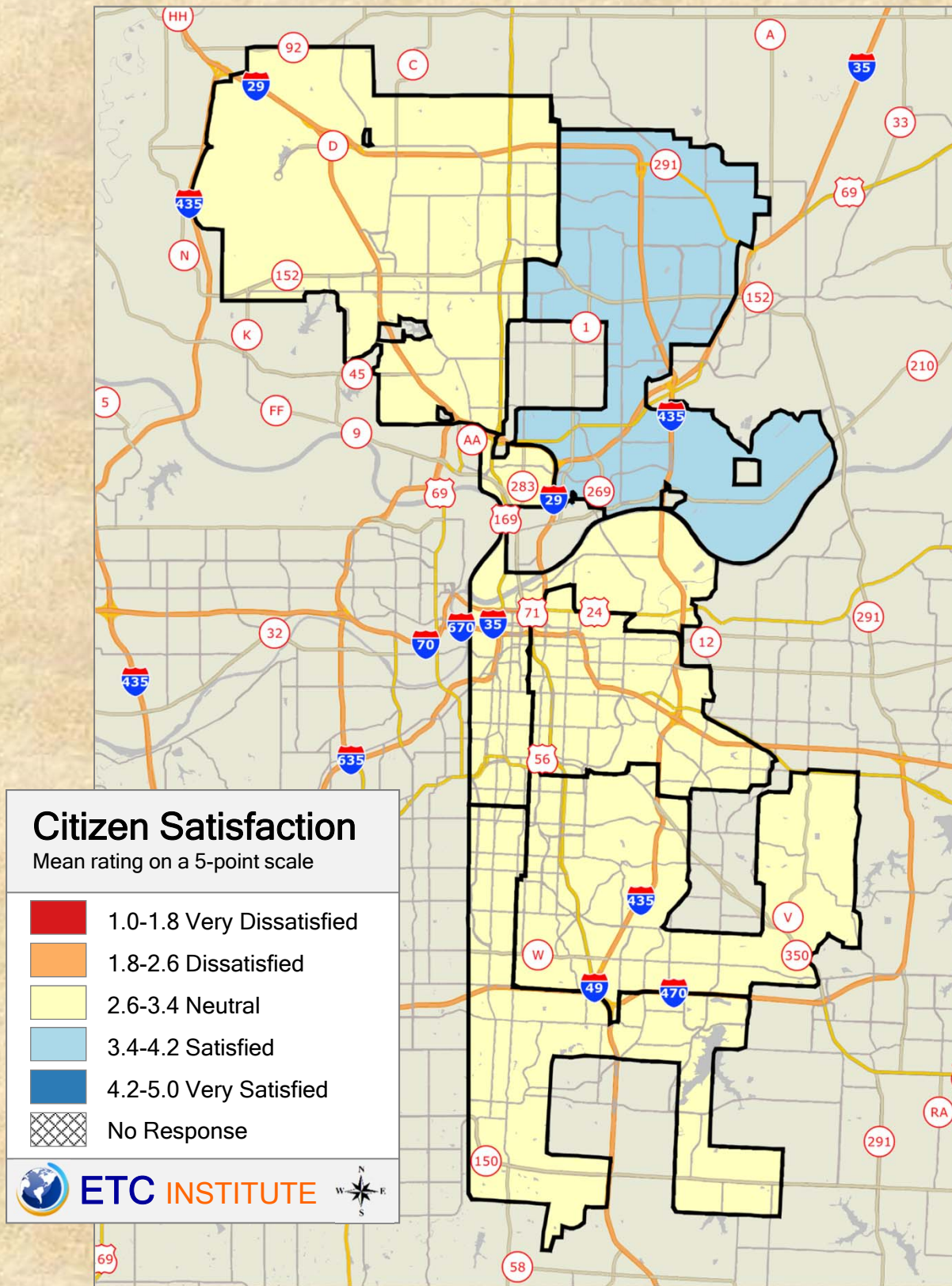
Q6-1 Satisfaction with effectiveness local police protection



2016-2017 City of Kansas City, Missouri Citizen Survey

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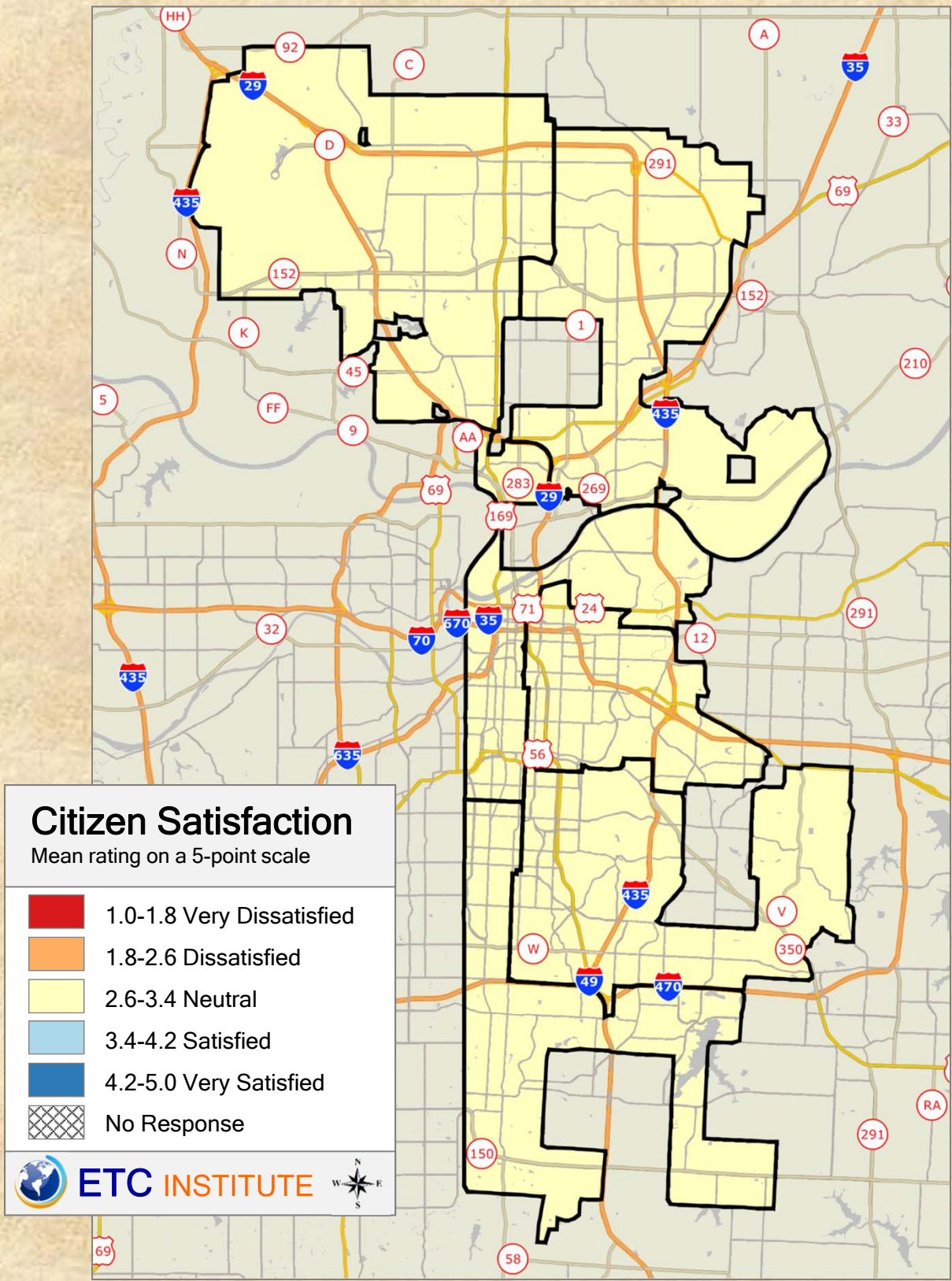
Q6-2 Satisfaction with the visibility of police in neighborhoods



2016-2017 City of Kansas City, Missouri Citizen Survey

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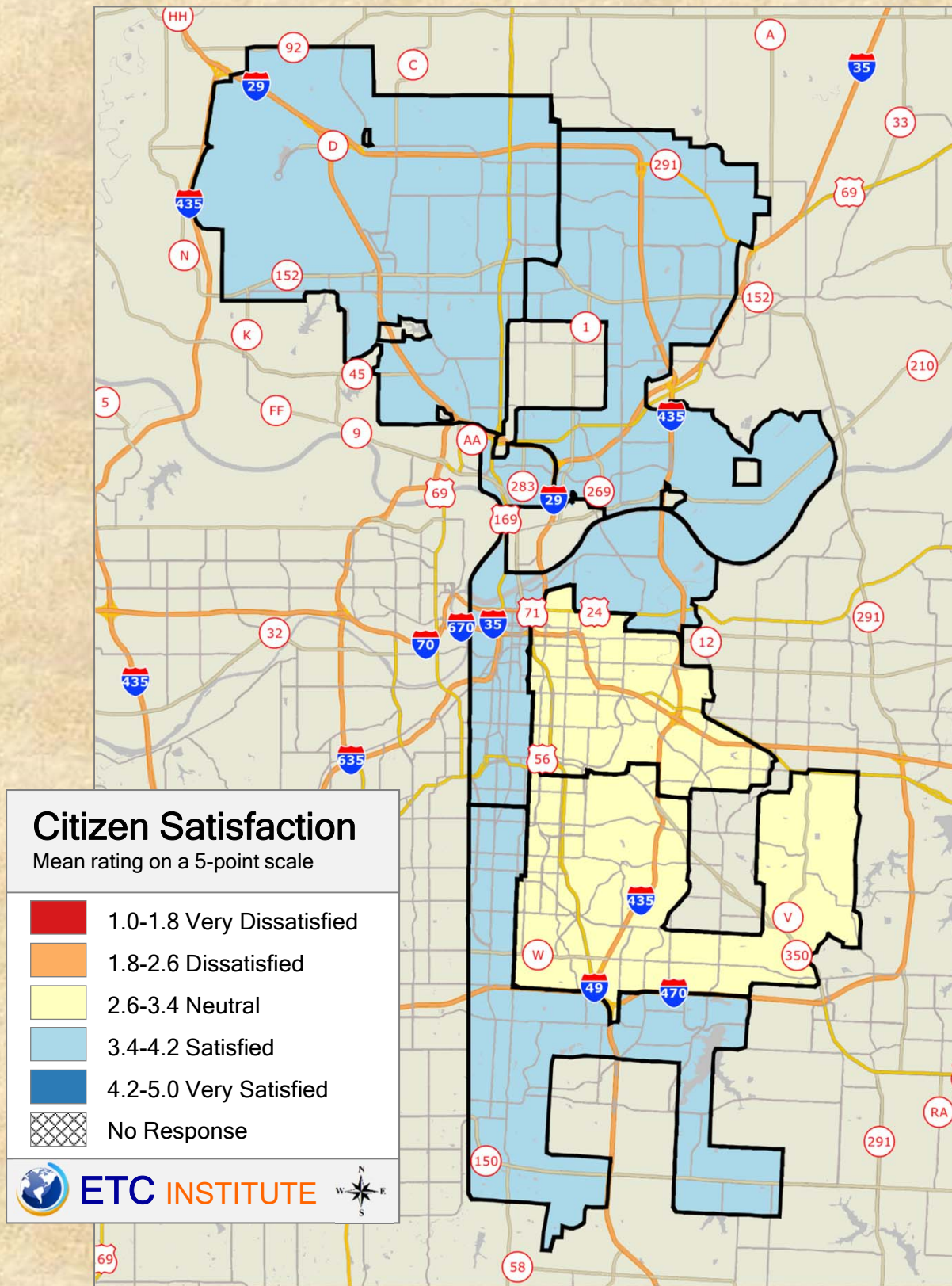
Q6-3 Satisfaction with the city's overall efforts to prevent crime



2016-2017 City of Kansas City, Missouri Citizen Survey

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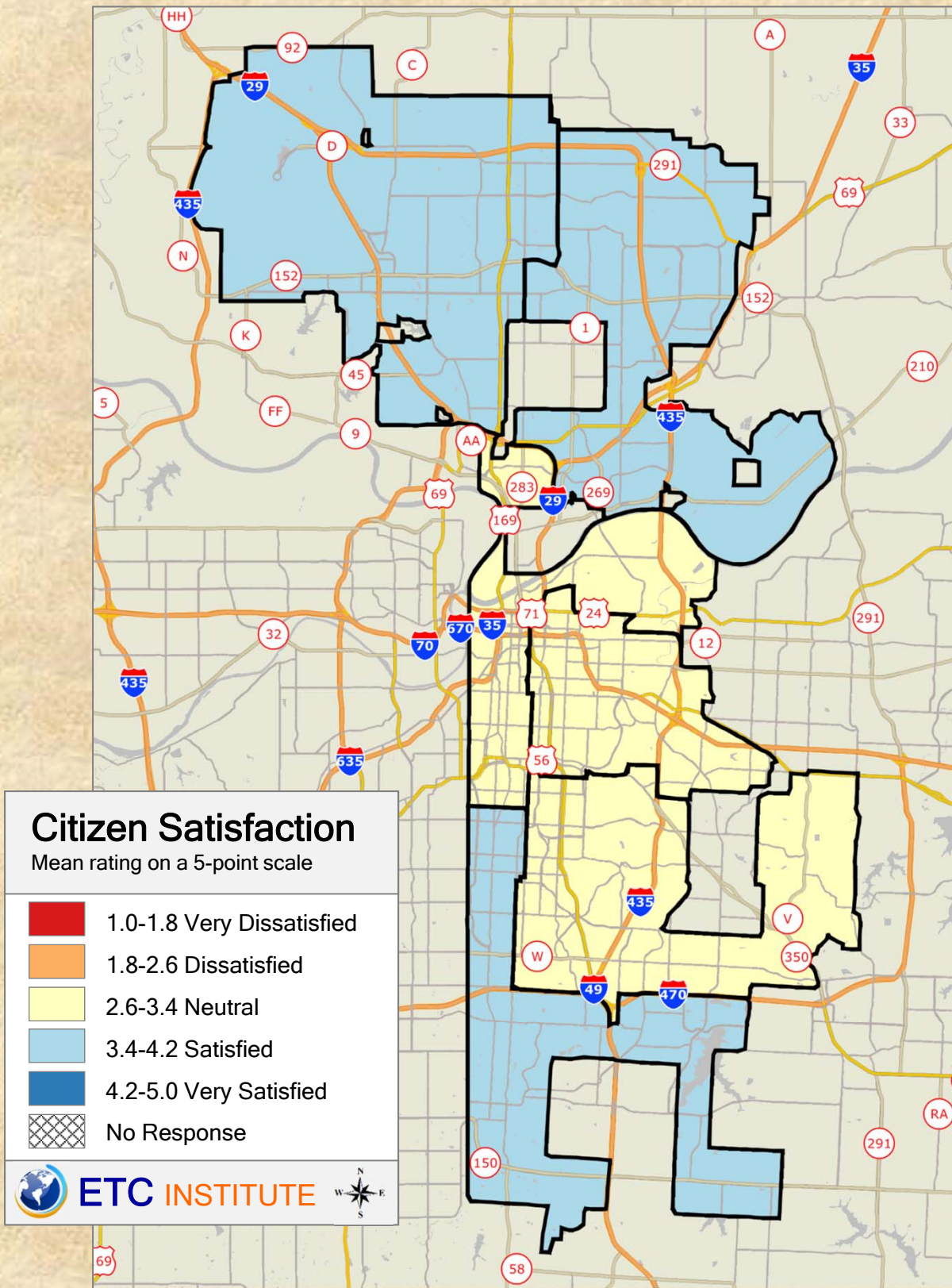
Q6-4 Satisfaction with enforcement of local traffic laws



2016-2017 City of Kansas City, Missouri Citizen Survey

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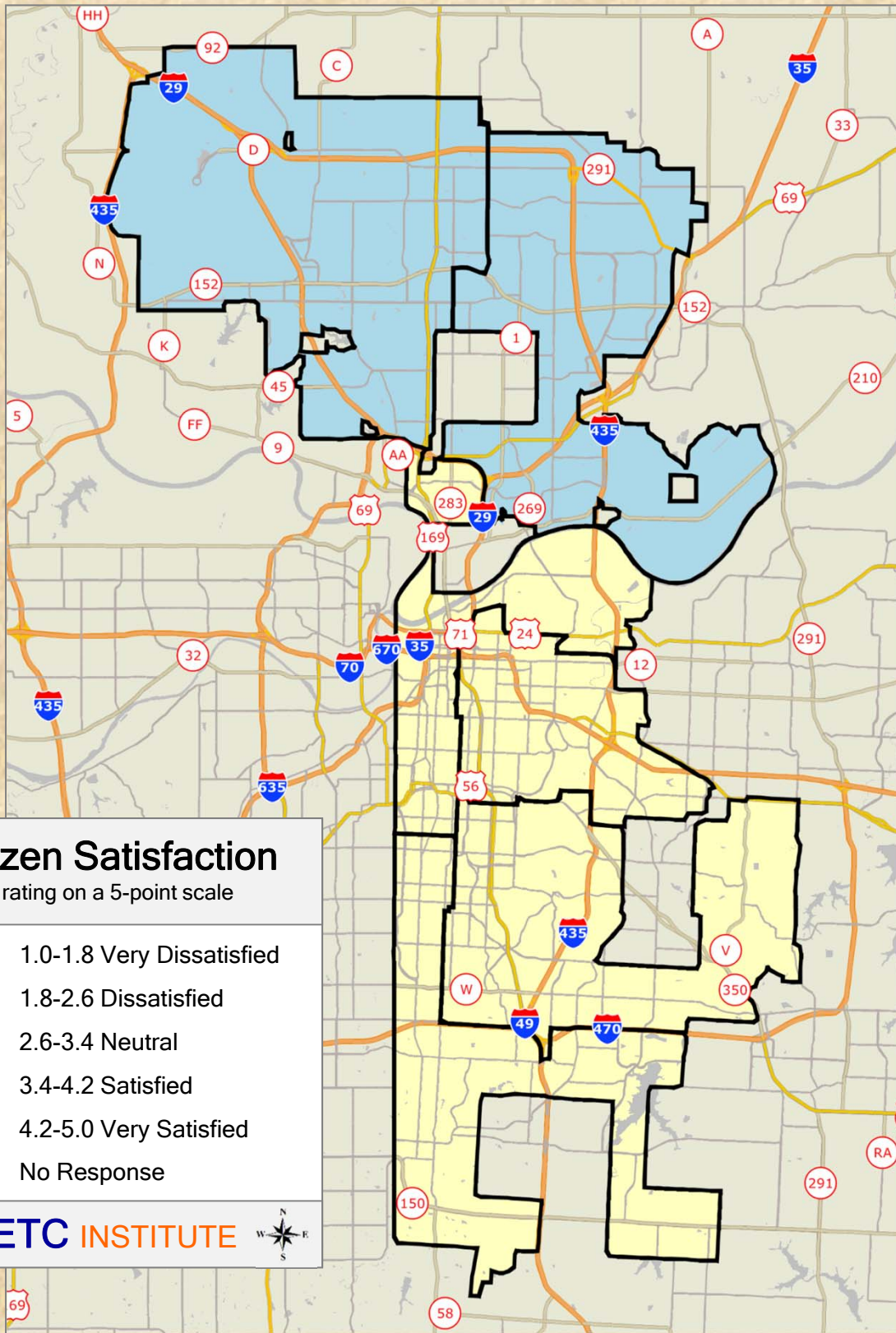
Q6-5 Satisfaction with parking enforcement services



2016-2017 City of Kansas City, Missouri Citizen Survey

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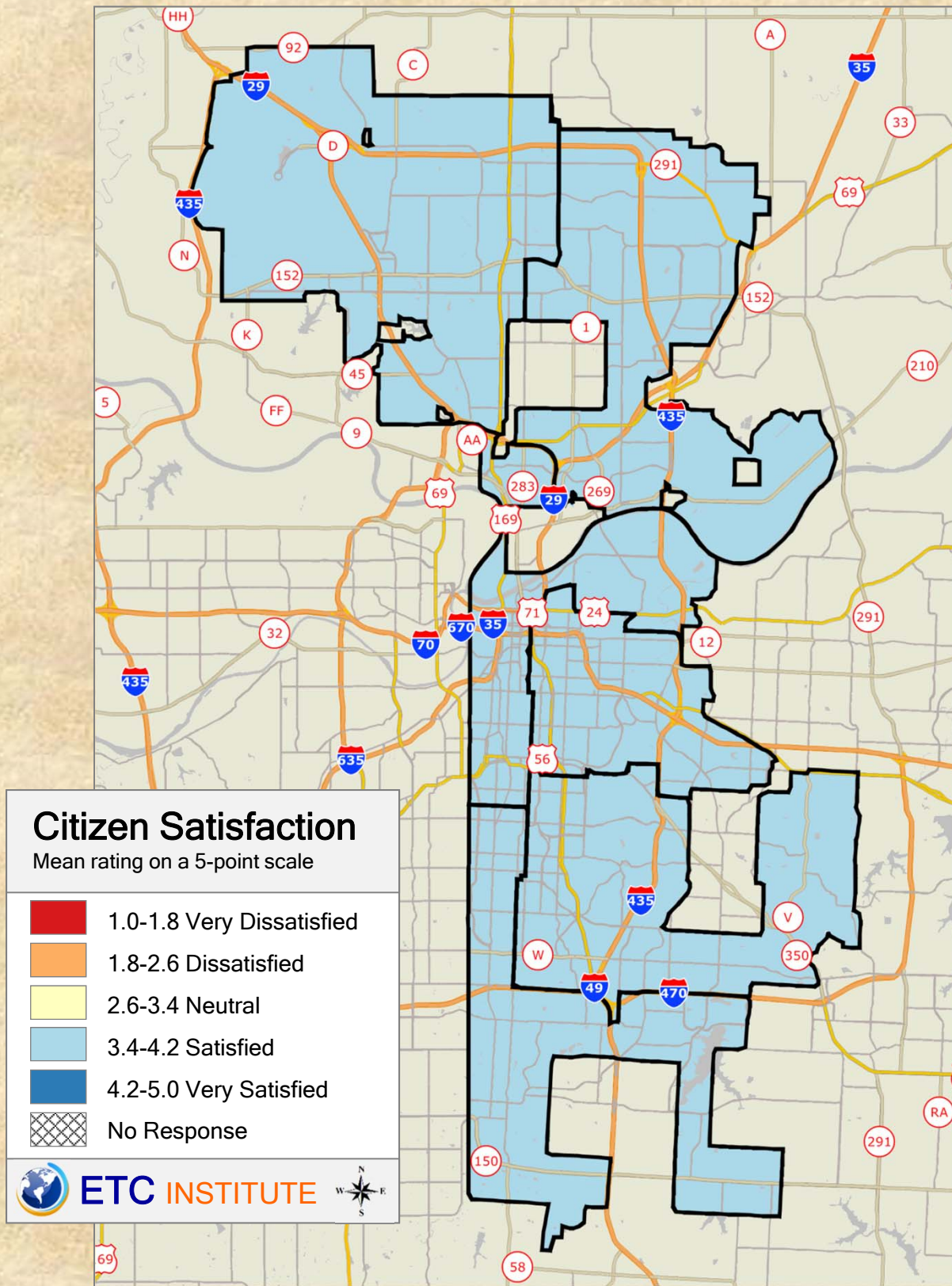
Q6-6 Satisfaction with how quickly police respond to emergencies



2016-2017 City of Kansas City, Missouri Citizen Survey

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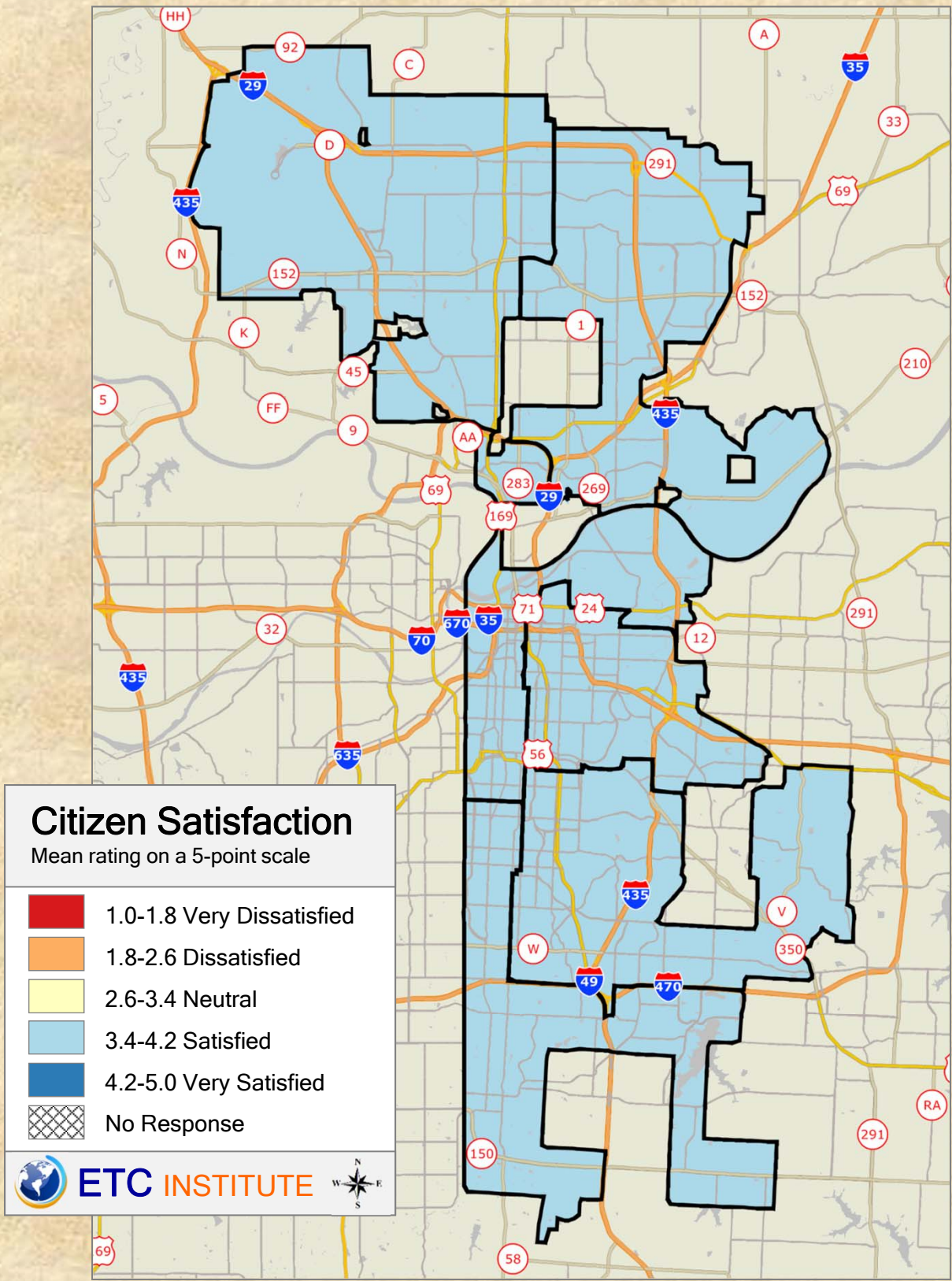
Q8-1 Satisfaction with overall quality of local fire protection and rescue services



2016-2017 City of Kansas City, Missouri Citizen Survey

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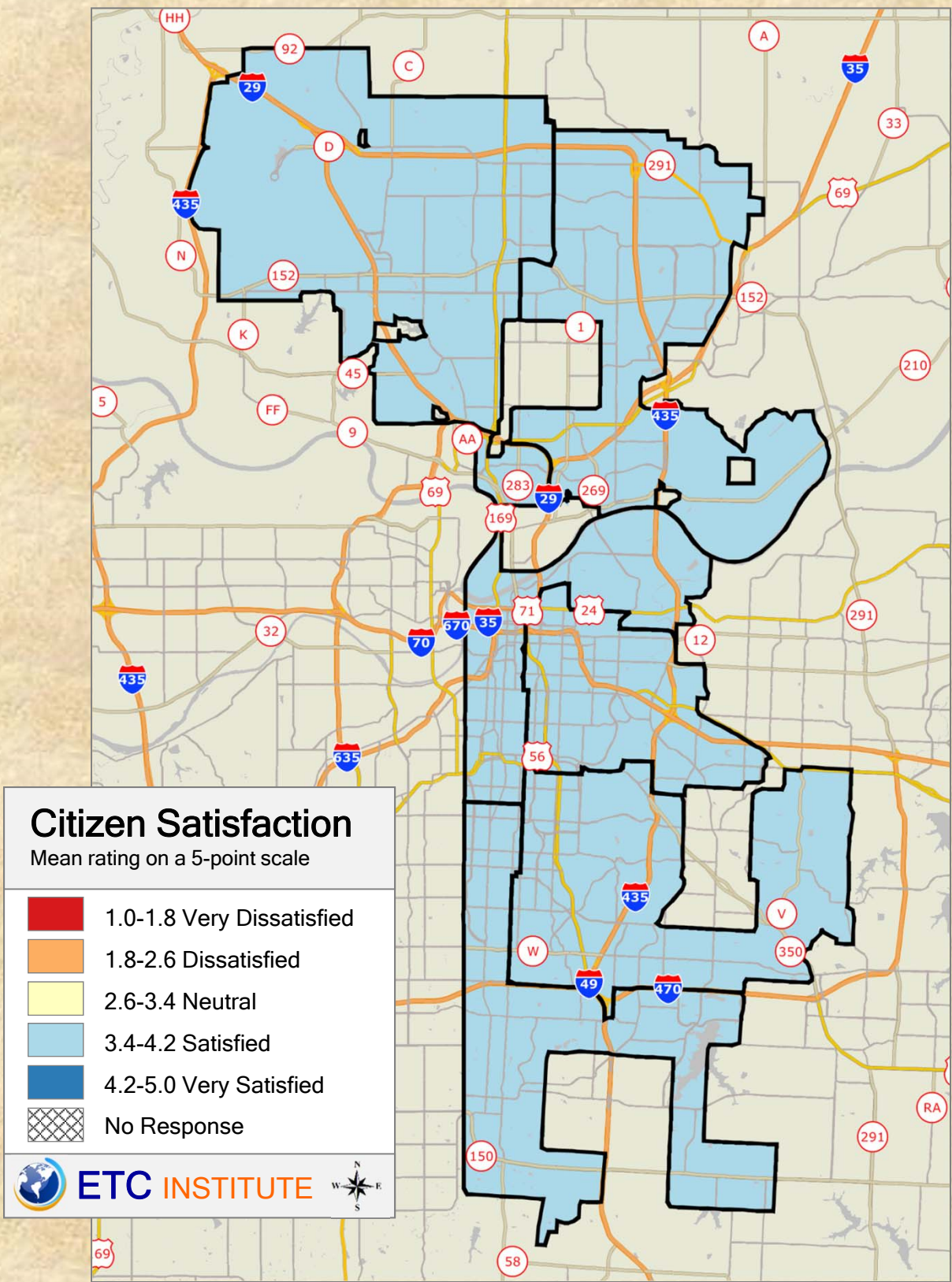
Q8-2 Satisfaction with how quickly fire and rescue personnel respond to emergencies



2016-2017 City of Kansas City, Missouri Citizen Survey

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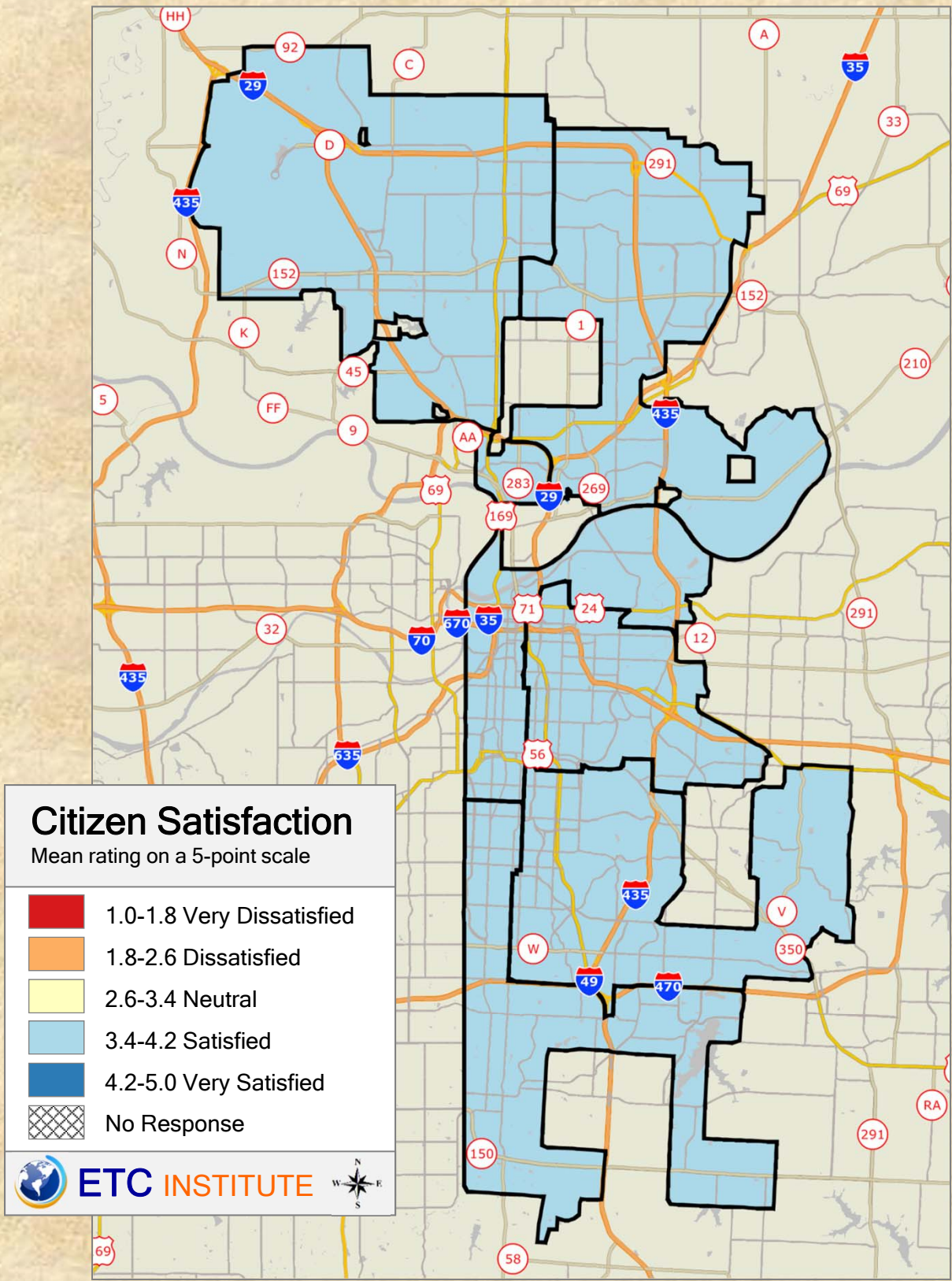
Q8-3 Satisfaction with quality of local emergency medical service



2016-2017 City of Kansas City, Missouri Citizen Survey

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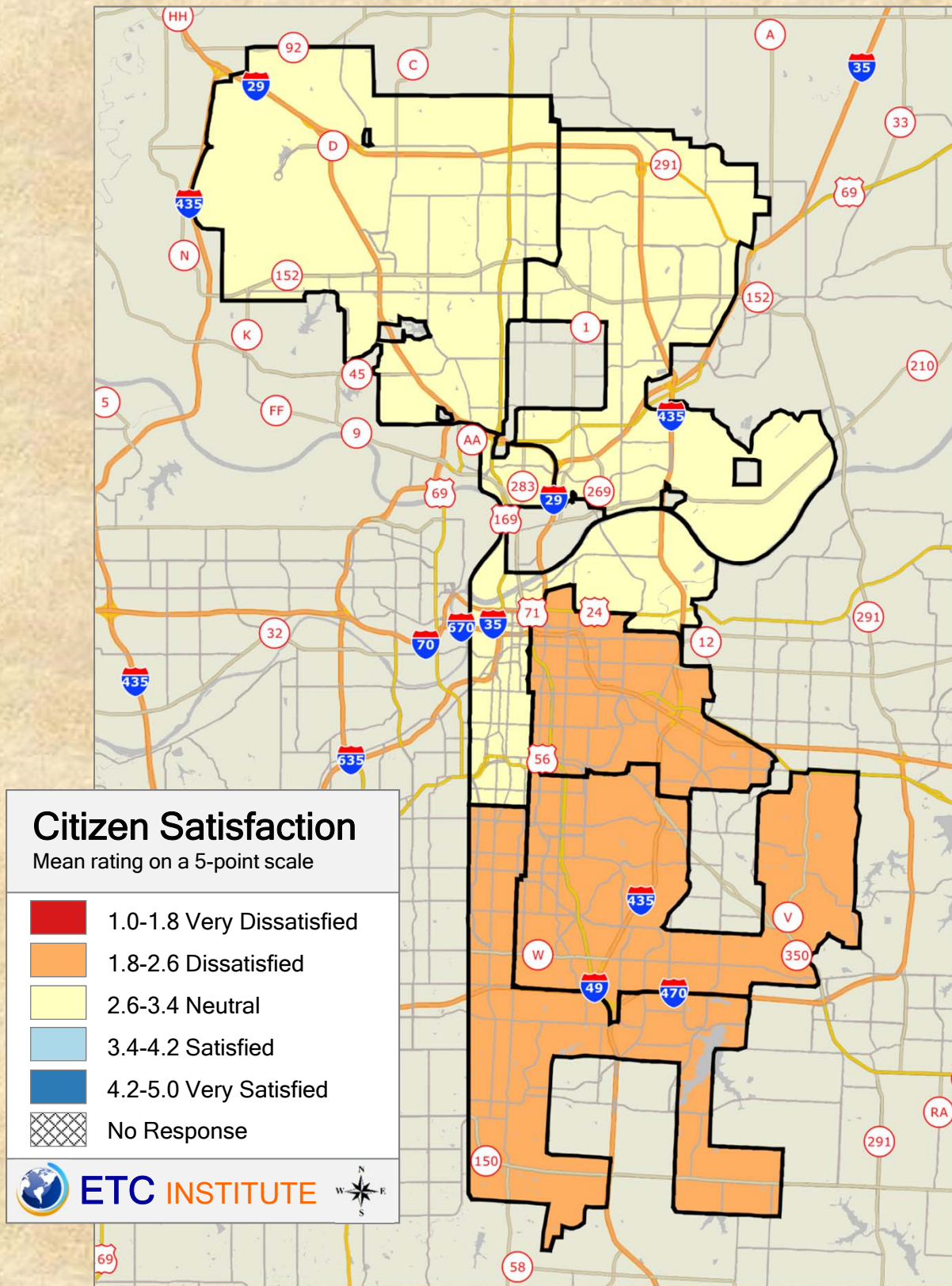
Q8-4 Satisfaction with how quickly emergency medical personnel respond to emergencies



2016-2017 City of Kansas City, Missouri Citizen Survey

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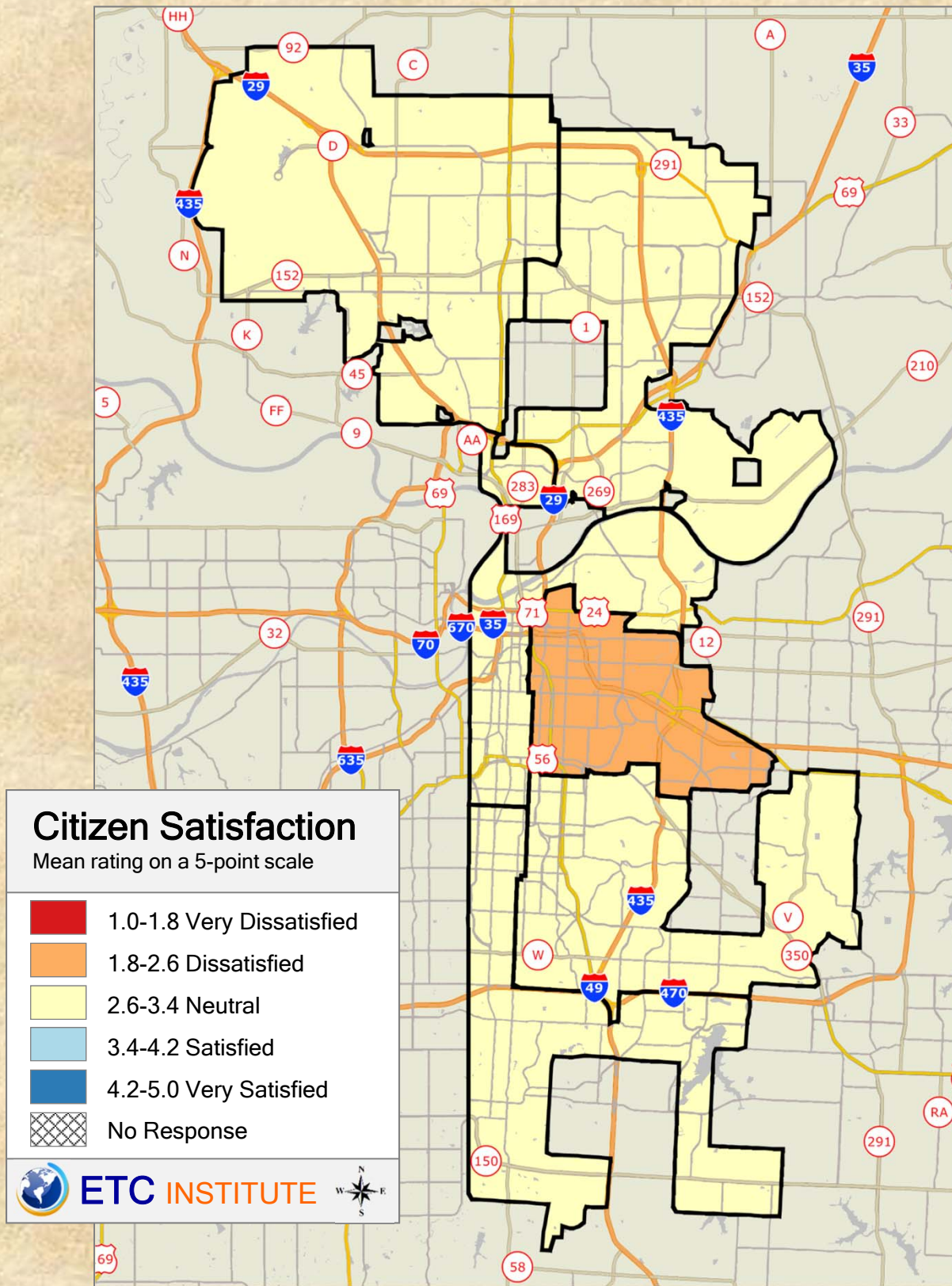
Q10-01 Satisfaction with maintenance of City streets



2016-2017 City of Kansas City, Missouri Citizen Survey

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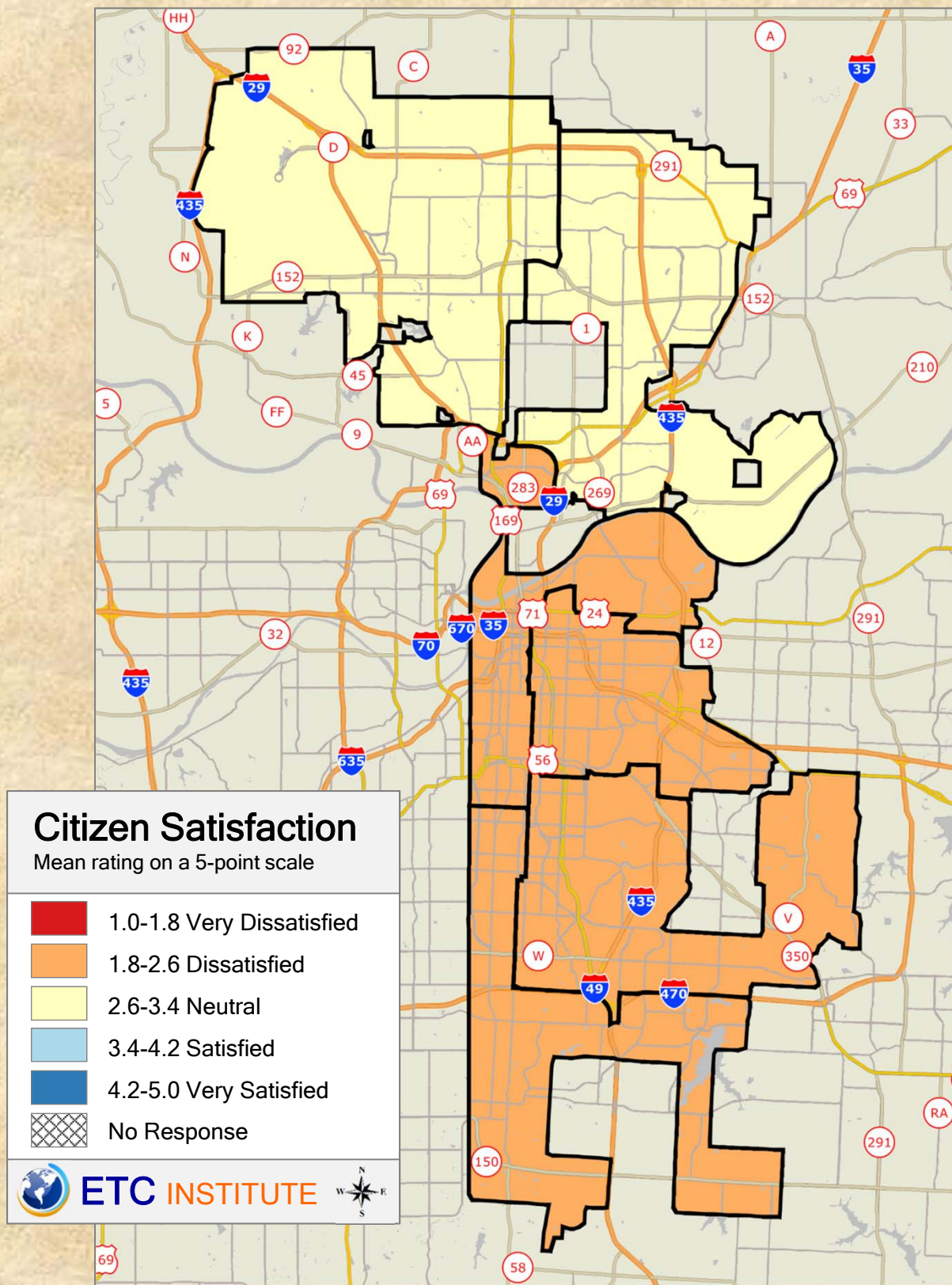
Q10-02 Satisfaction with maintenance of neighborhood streets



2016-2017 City of Kansas City, Missouri Citizen Survey

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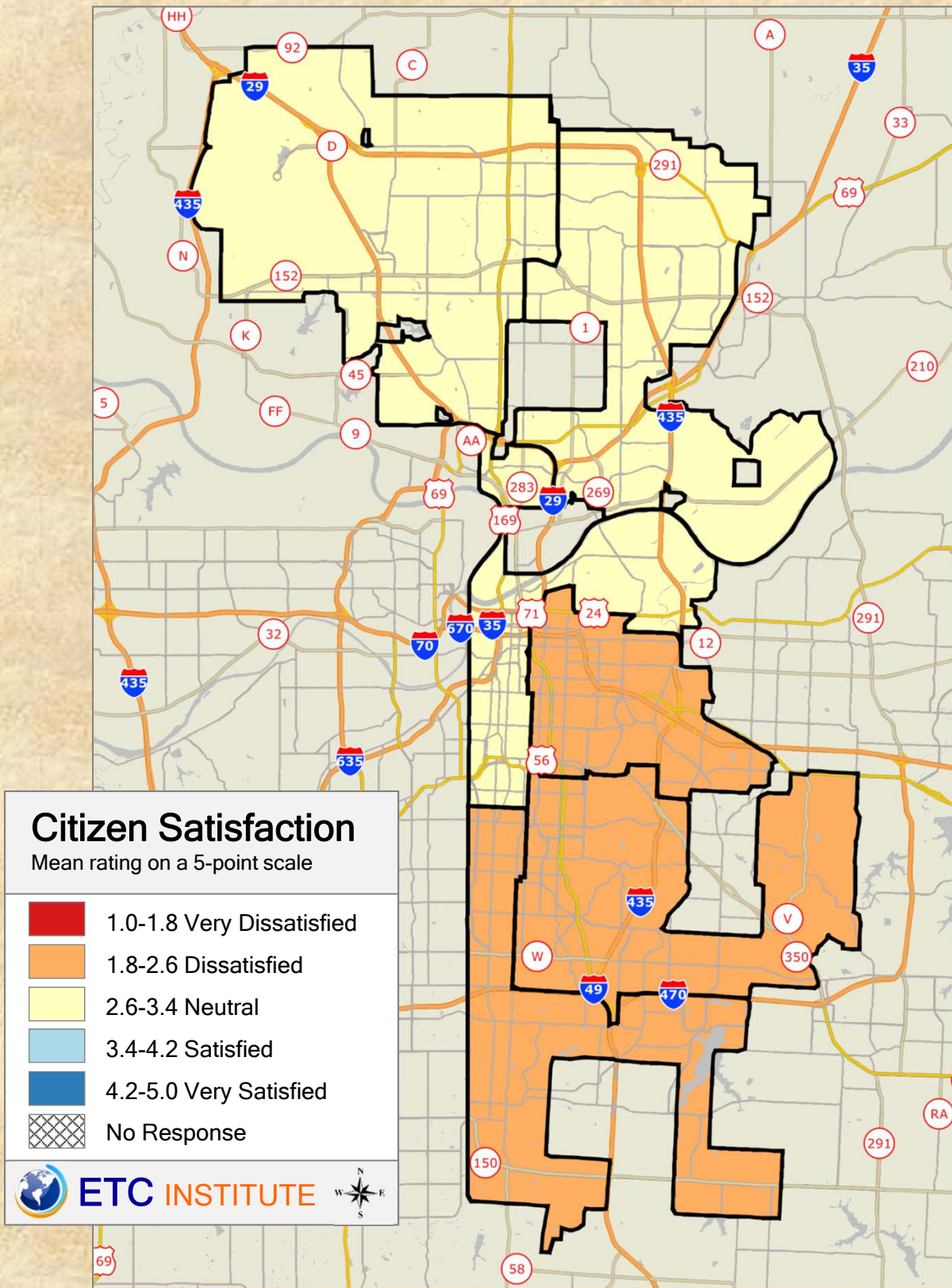
Q10-03 Satisfaction with condition of sidewalks in the city



2016-2017 City of Kansas City, Missouri Citizen Survey

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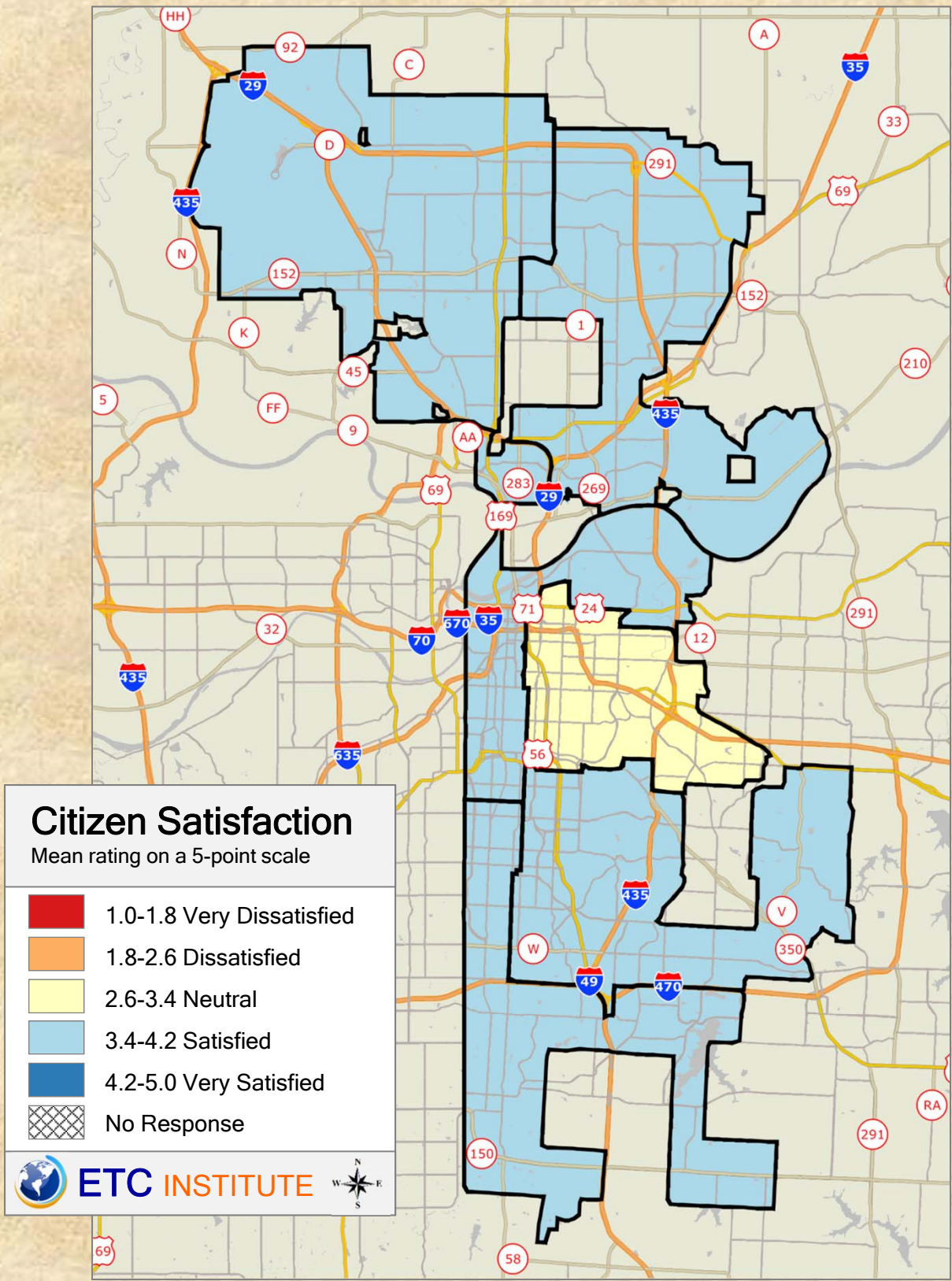
Q10-04 Satisfaction with condition of neighborhood sidewalks



2016-2017 City of Kansas City, Missouri Citizen Survey

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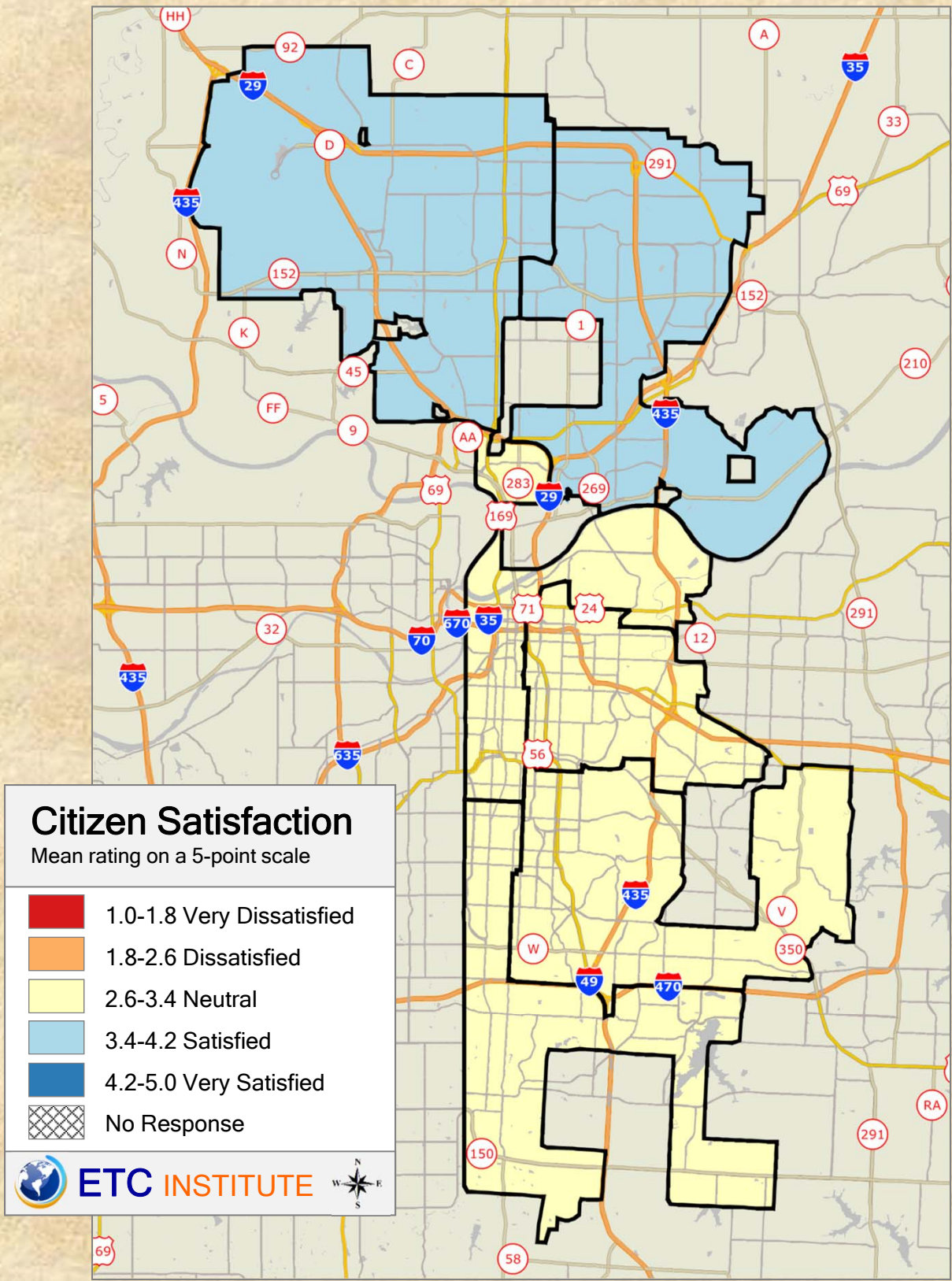
Q10-05 Satisfaction with maintenance of street signs and traffic signals



2016-2017 City of Kansas City, Missouri Citizen Survey

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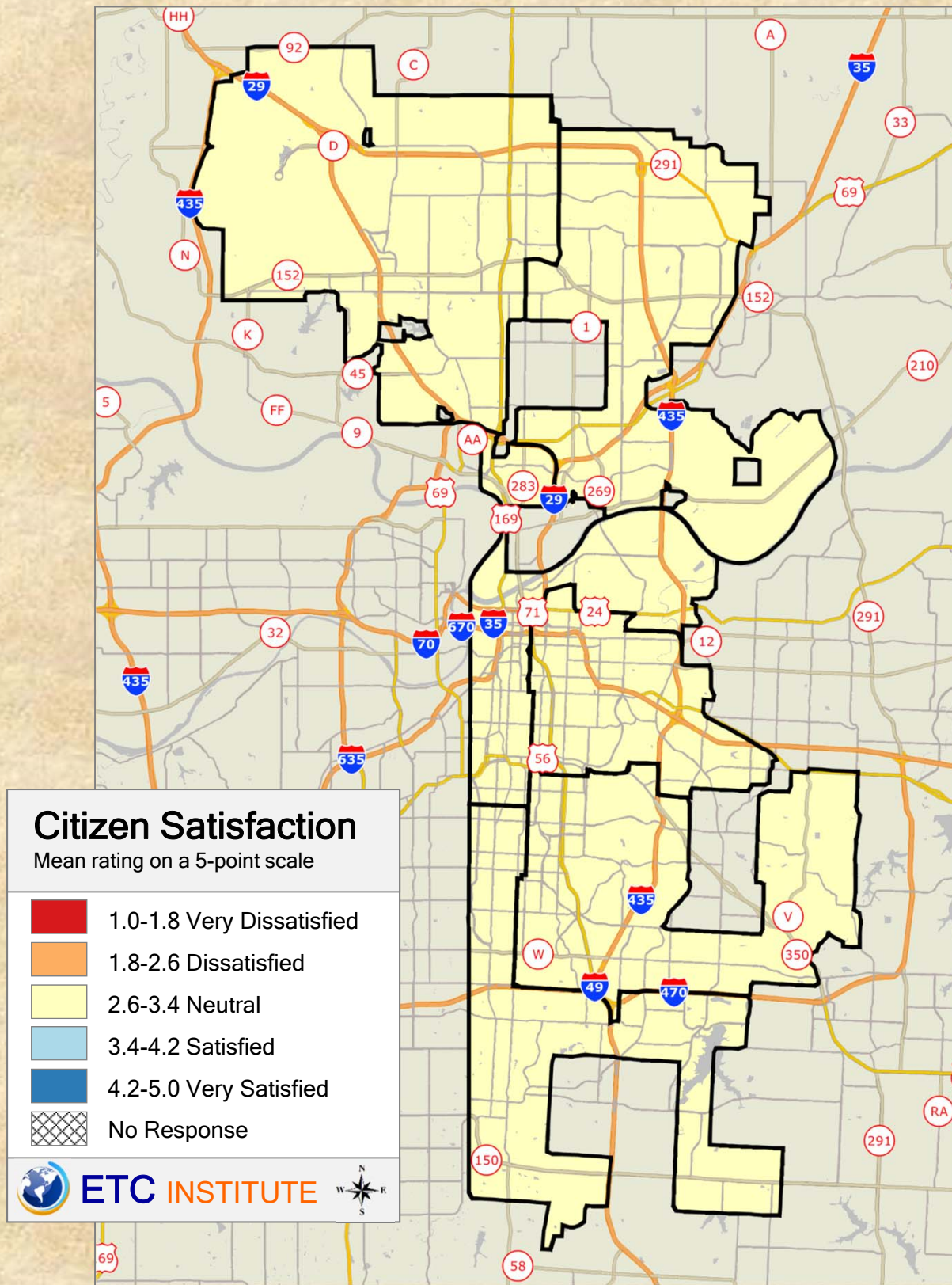
Q10-06 Satisfaction with snow removal on major city streets during the past 12 months



2016-2017 City of Kansas City, Missouri Citizen Survey

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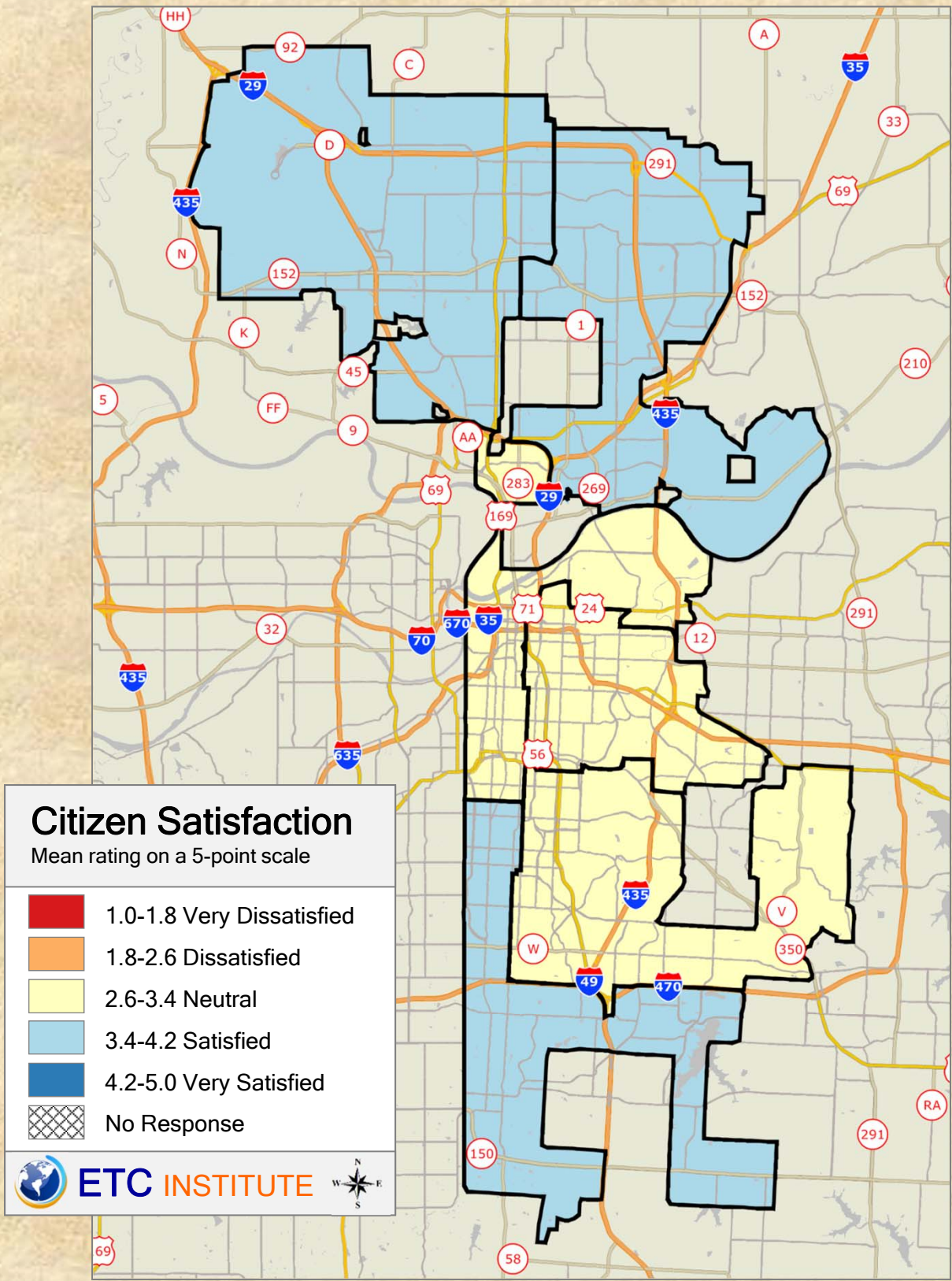
Q10-07 Satisfaction with snow removal on residential streets during the past 12 months



2016-2017 City of Kansas City, Missouri Citizen Survey

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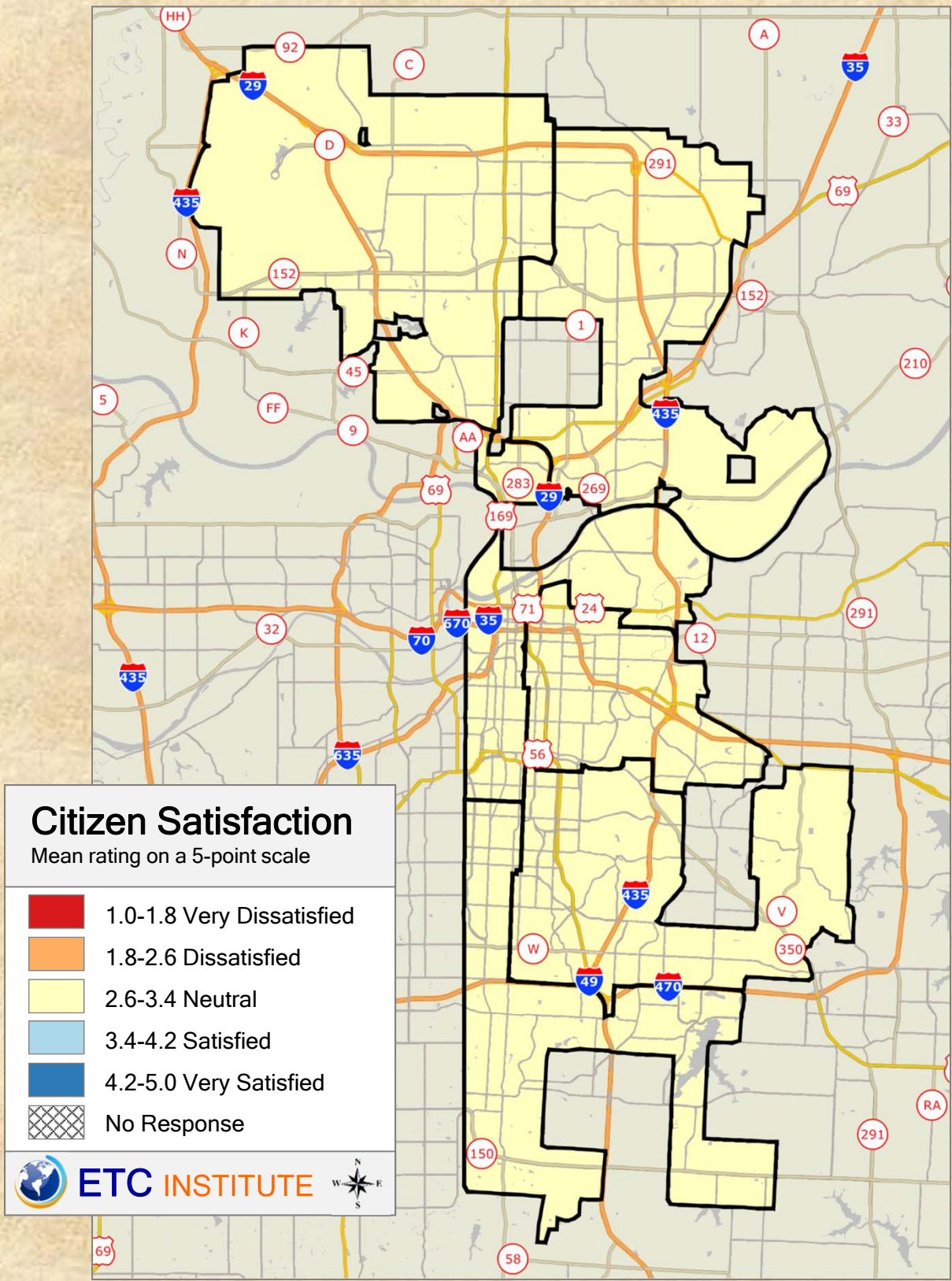
Q10-08 Satisfaction with adequacy of city street lighting



2016-2017 City of Kansas City, Missouri Citizen Survey

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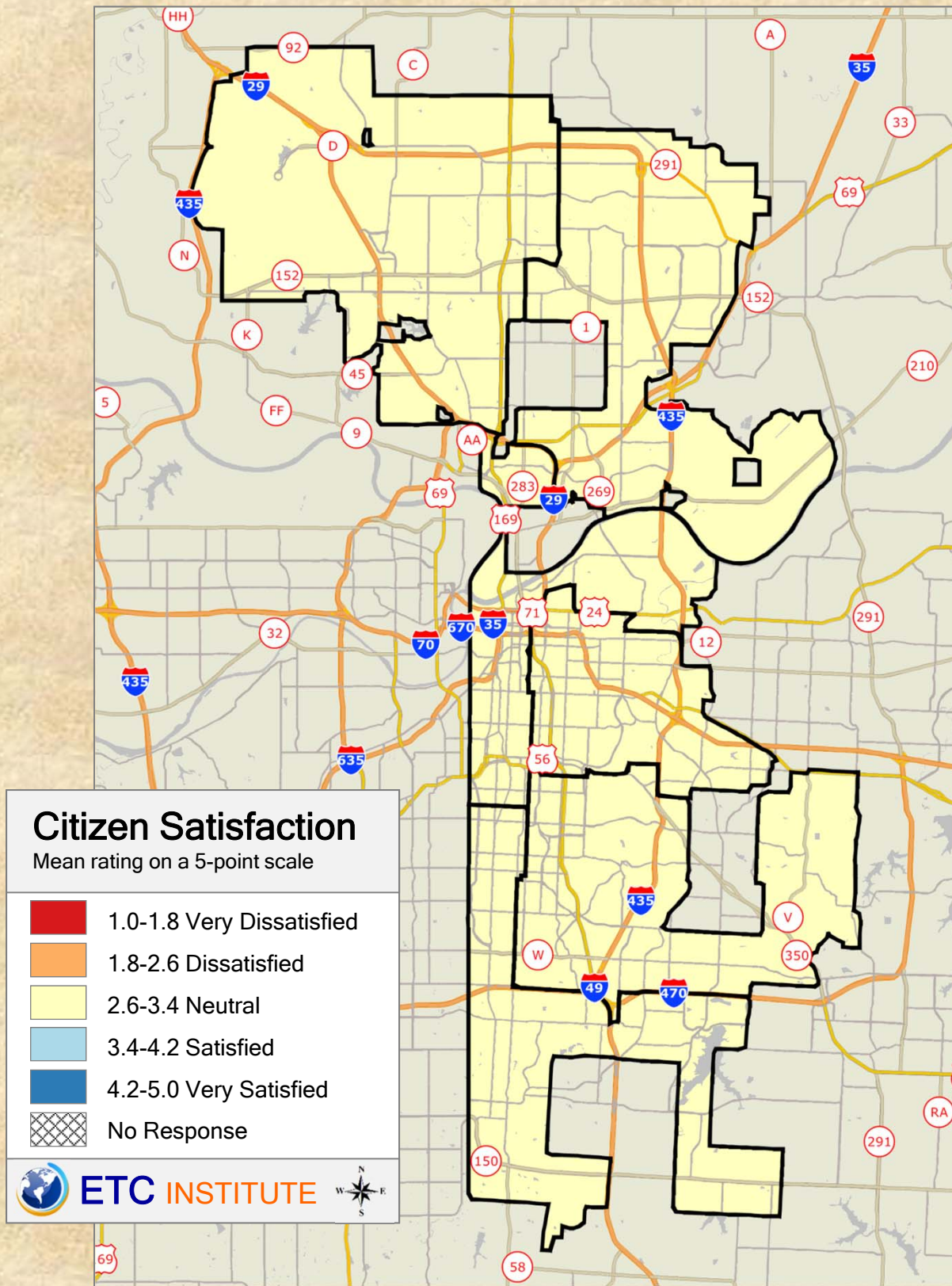
Q10-09 Satisfaction with accessibility of streets, sidewalks, and buildings for people with disabilities



2016-2017 City of Kansas City, Missouri Citizen Survey

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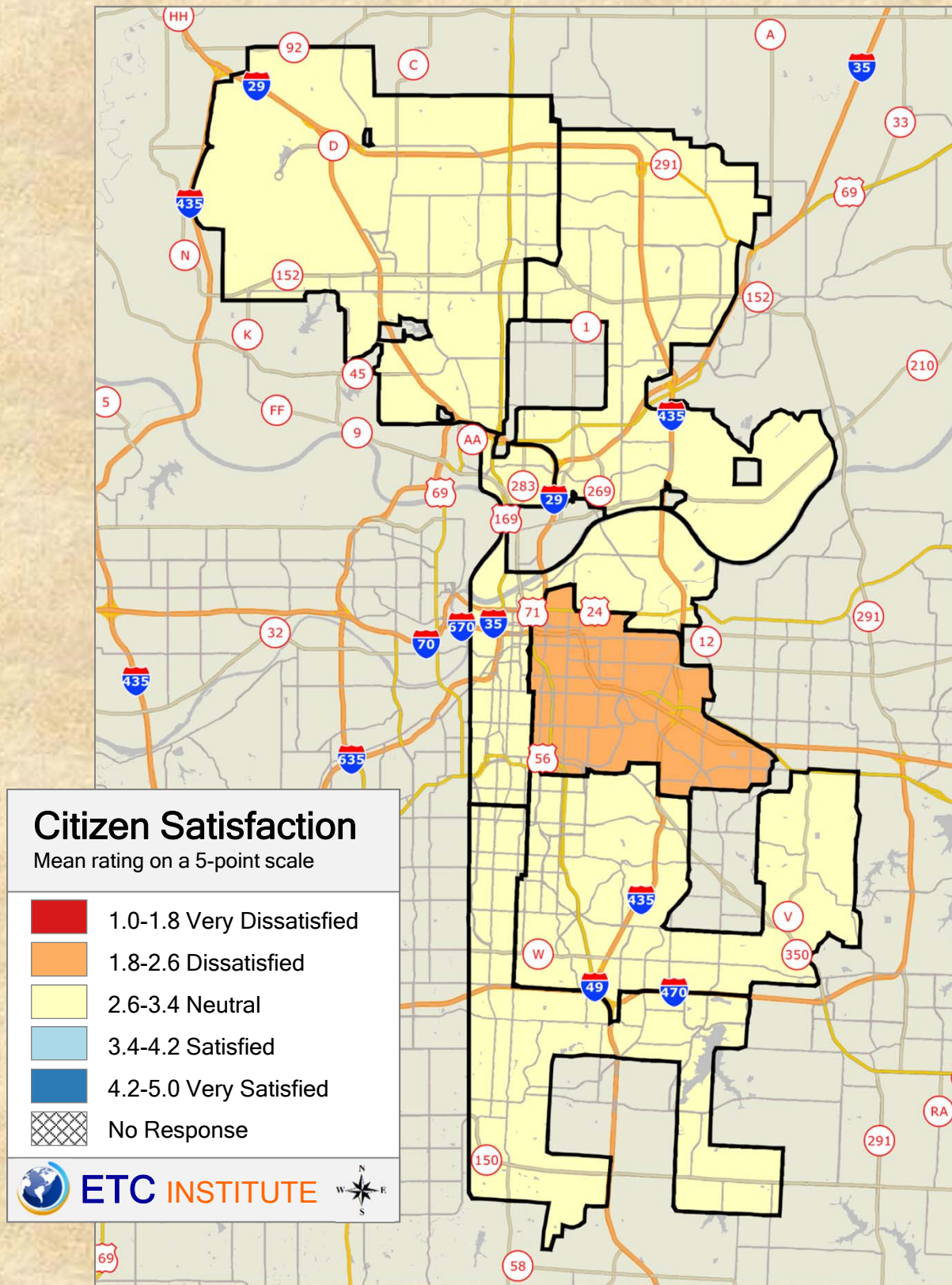
Q10-10 Satisfaction with on-street bicycle infrastructure



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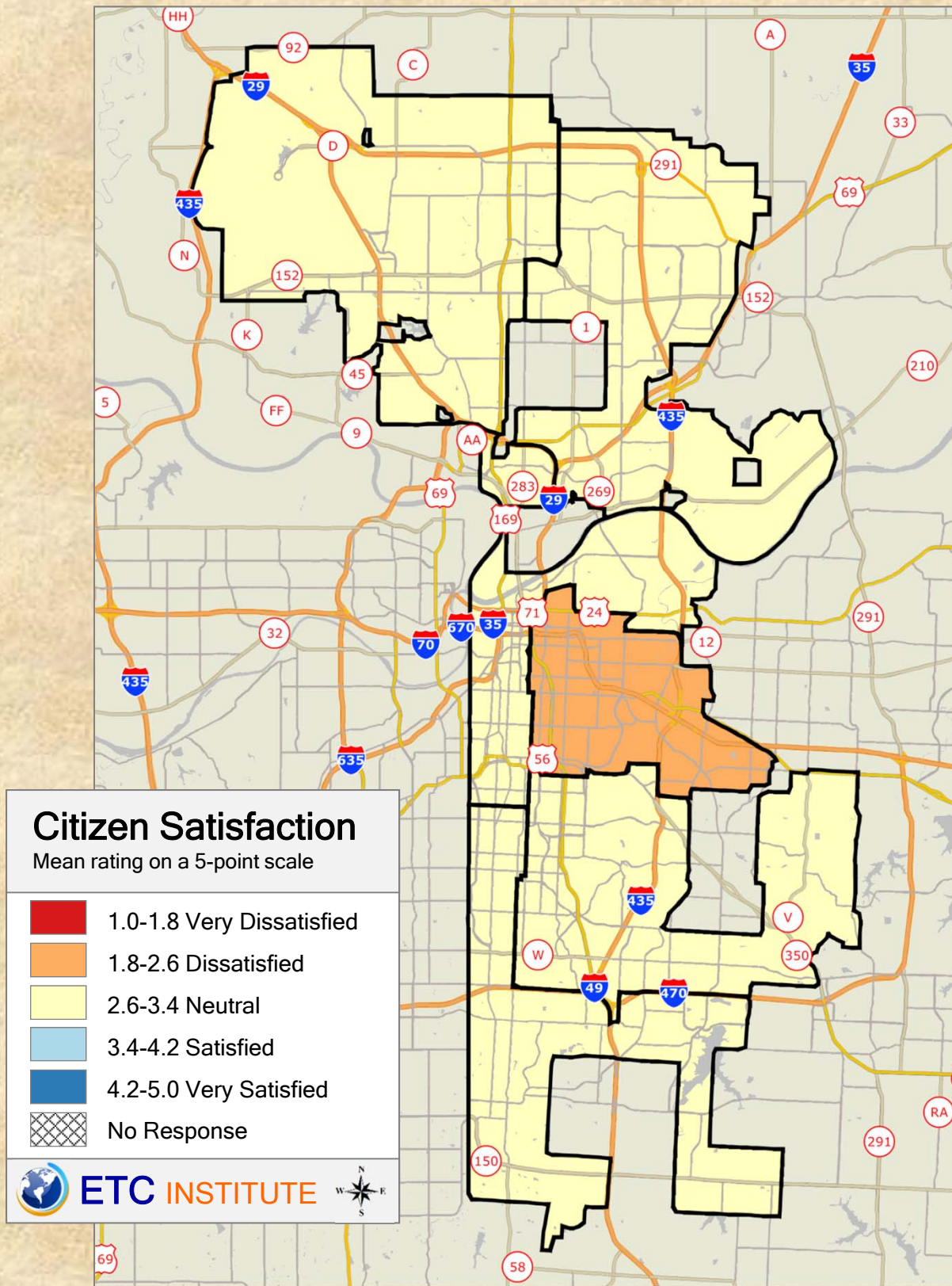
Q12-1 Satisfaction with enforcing clean-up of trash and debris on private property



2016-2017 City of Kansas City, Missouri Citizen Survey

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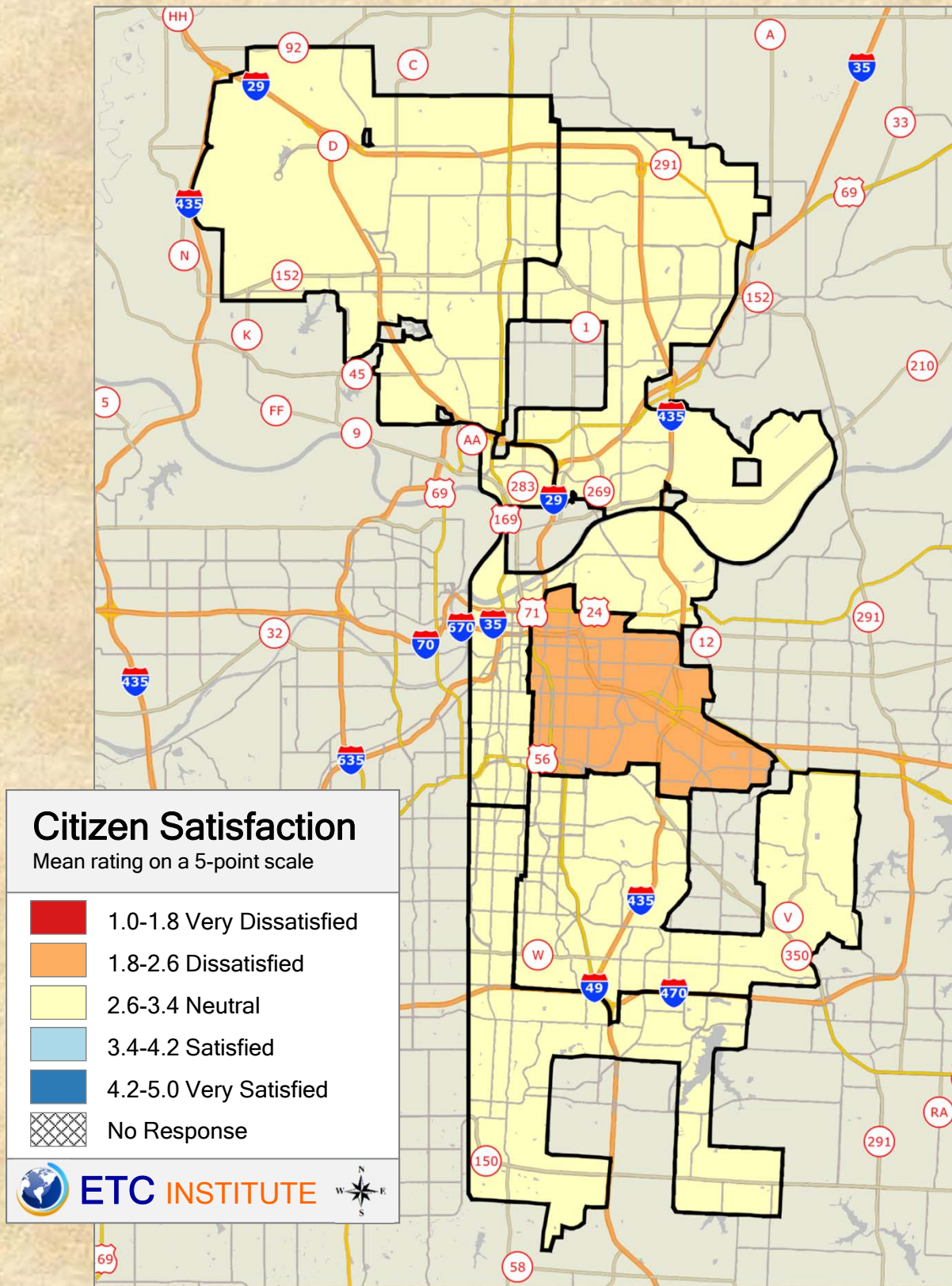
Q12-2 Satisfaction with enforcing mowing and cutting of weeds on private property



2016-2017 City of Kansas City, Missouri Citizen Survey

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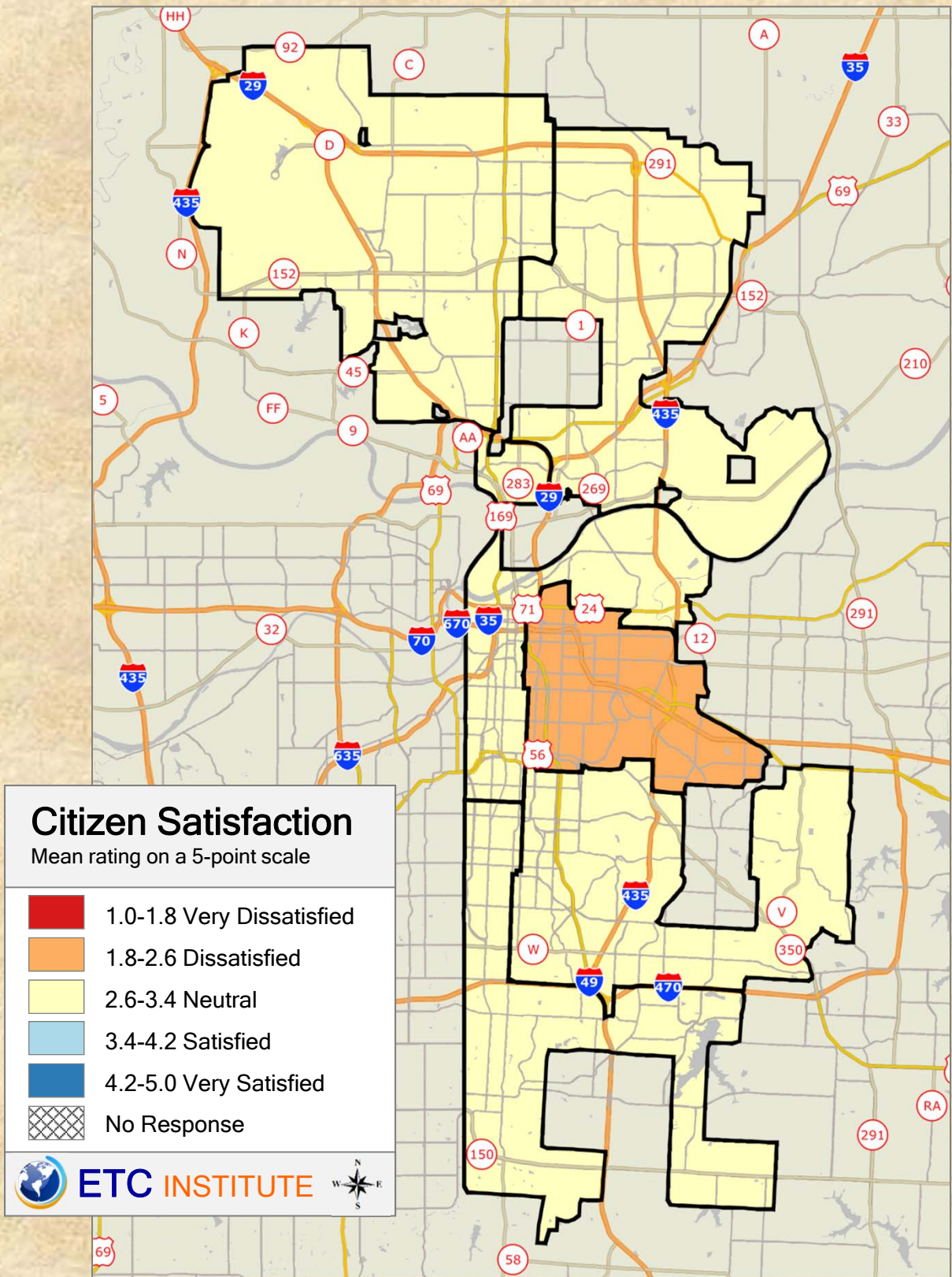
Q12-3 Satisfaction with enforcing the exterior maintenance of residential property



2016-2017 City of Kansas City, Missouri Citizen Survey

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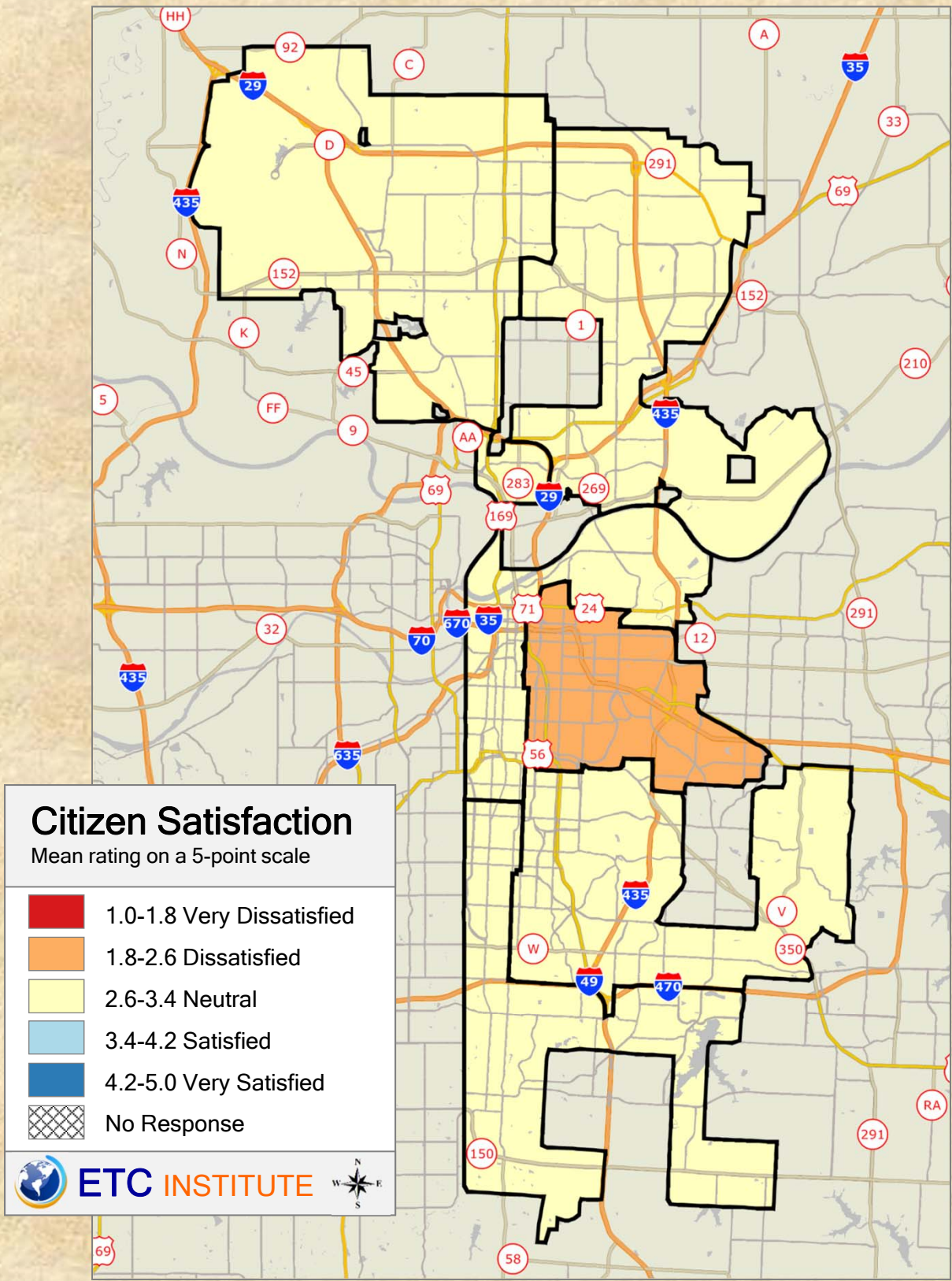
Q12-4 Satisfaction with enforcing trash, weeds, and exterior maintenance in neighborhoods



2016-2017 City of Kansas City, Missouri Citizen Survey

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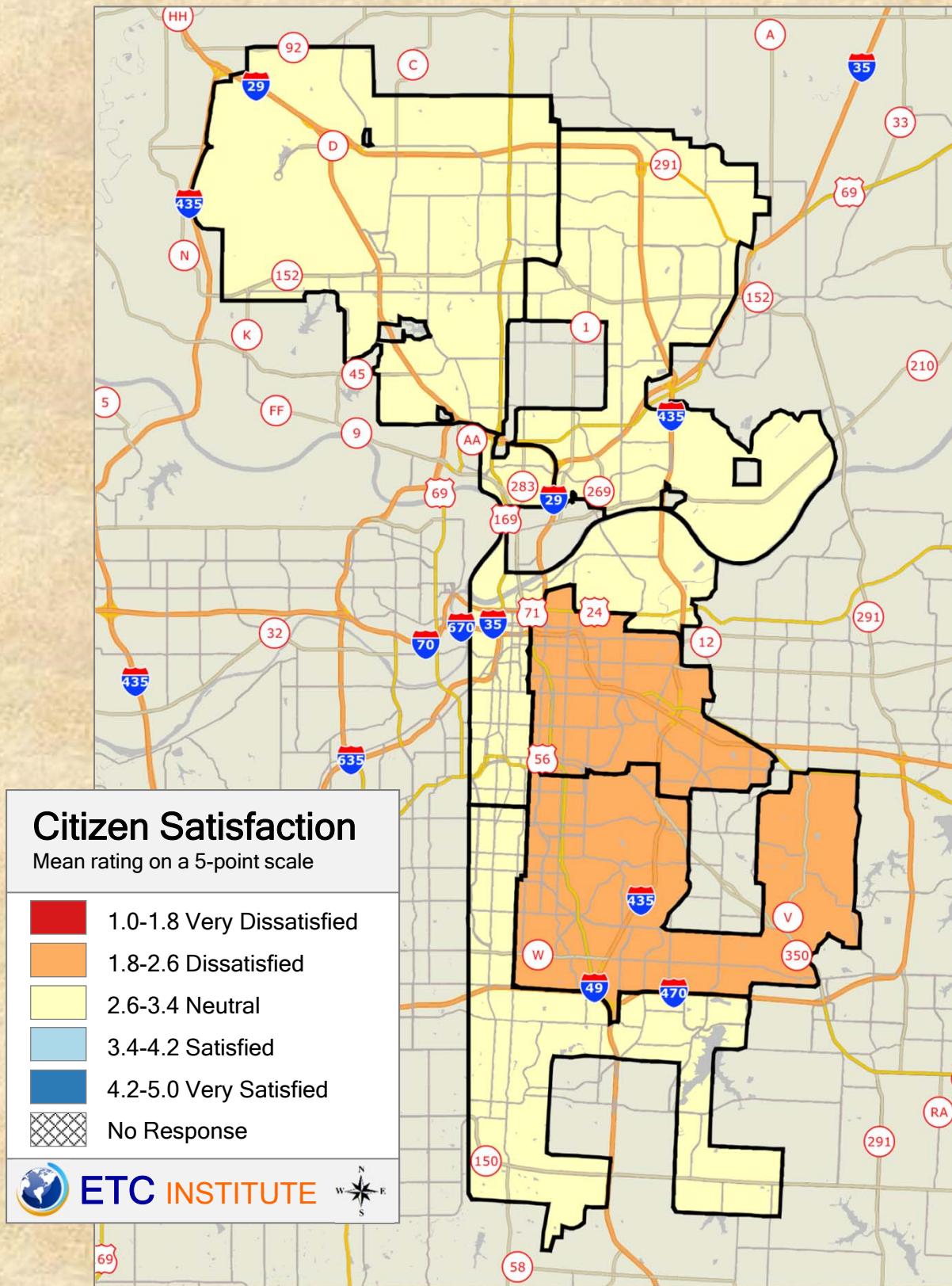
Q12-5 Satisfaction with boarding up vacant structures that are open to entry



2016-2017 City of Kansas City, Missouri Citizen Survey

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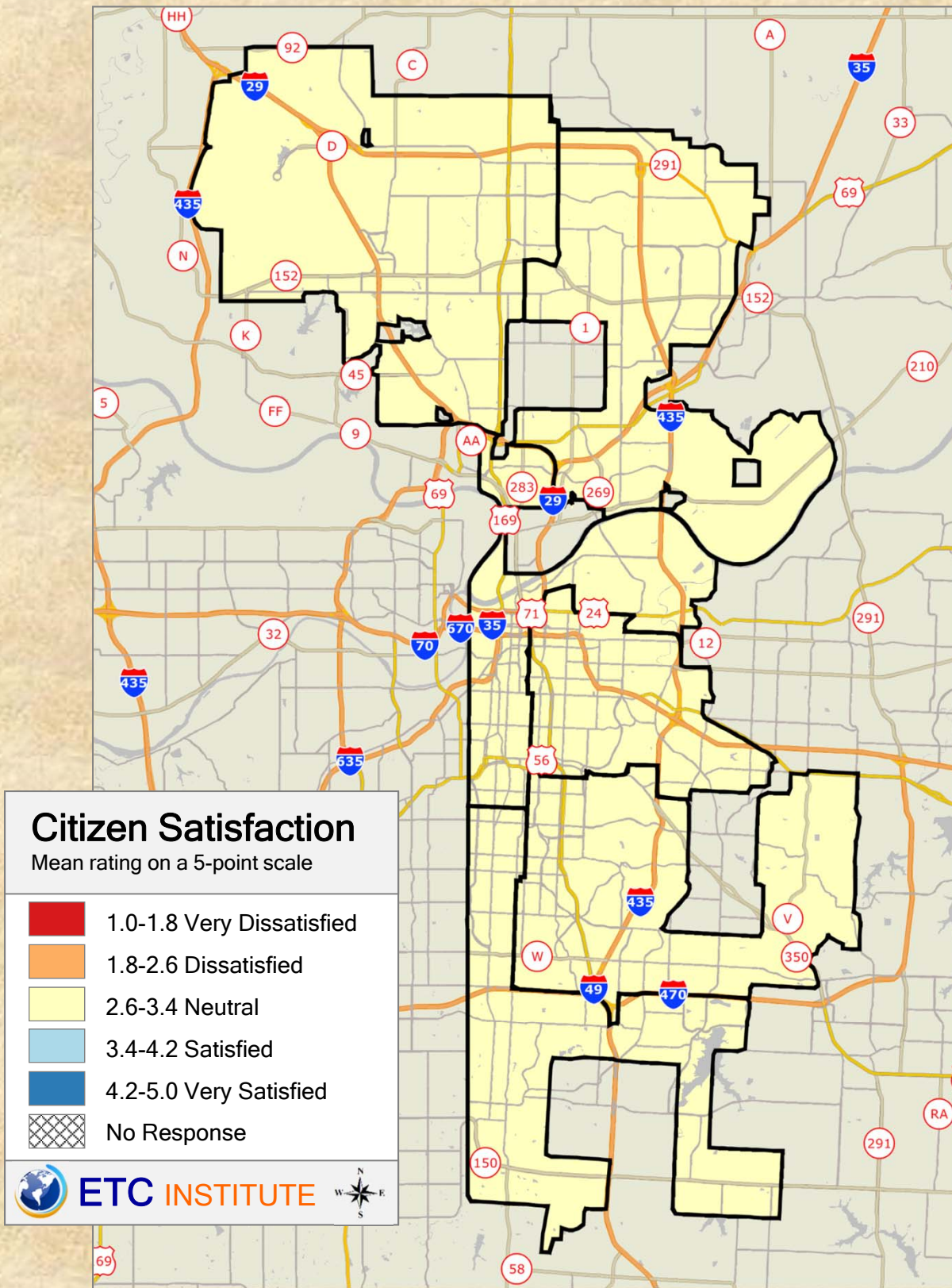
Q12-6 Satisfaction with demolishing vacant structures that are in the dangerous building inventory



2016-2017 City of Kansas City, Missouri Citizen Survey

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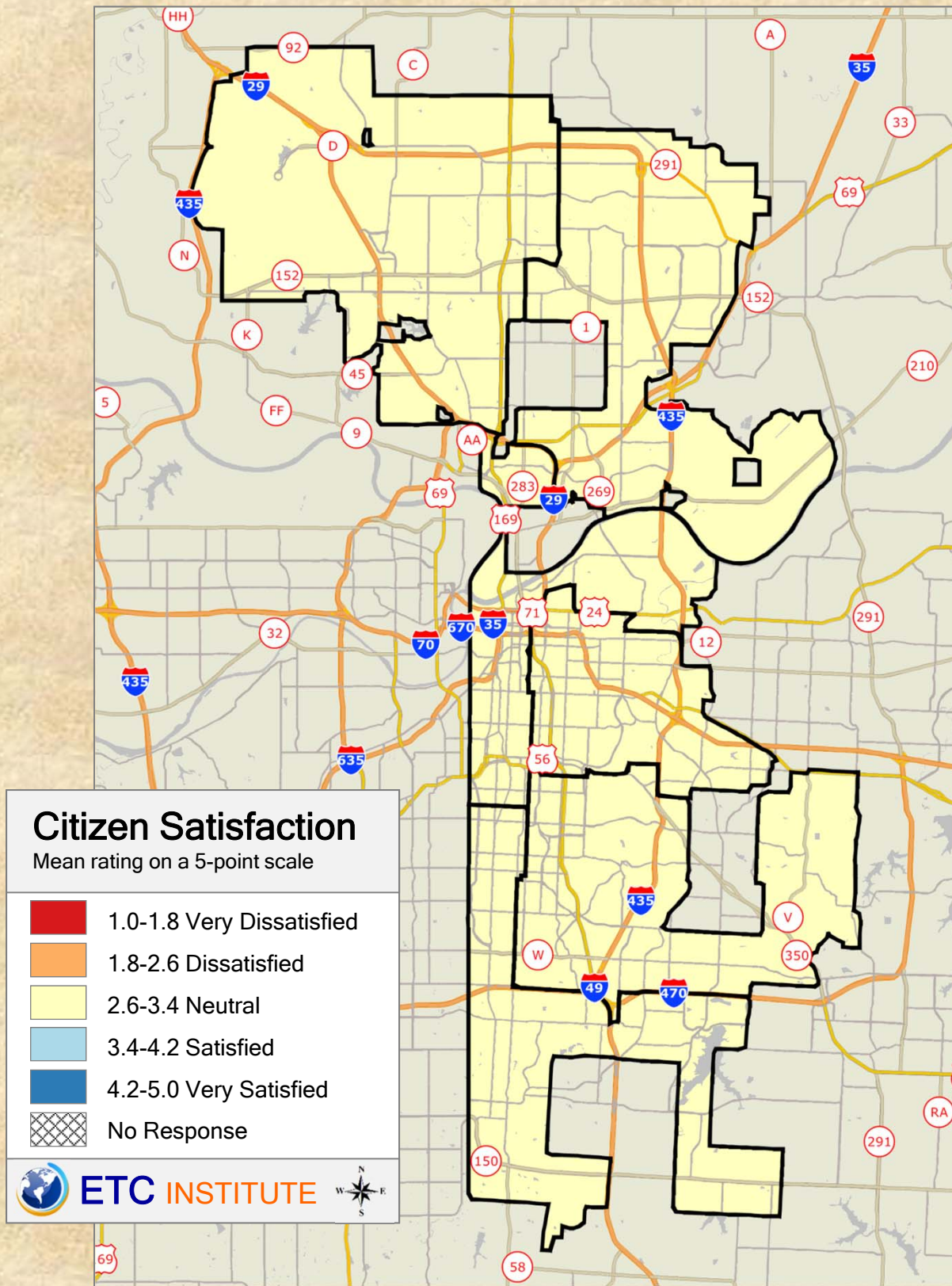
Q12-7 Satisfaction with enforcement of animal code



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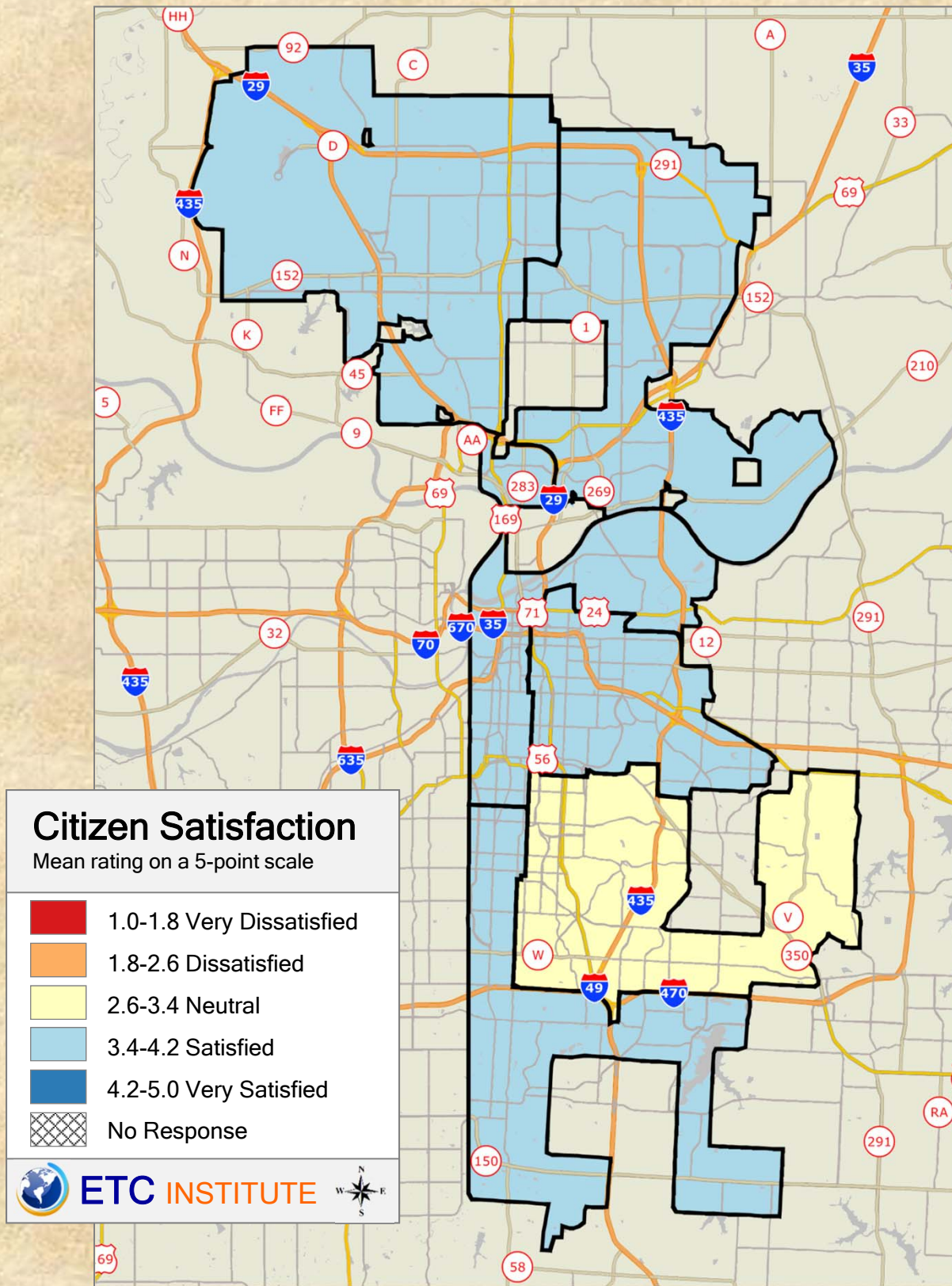
Q12-8 Satisfaction with customer service from animal control officers



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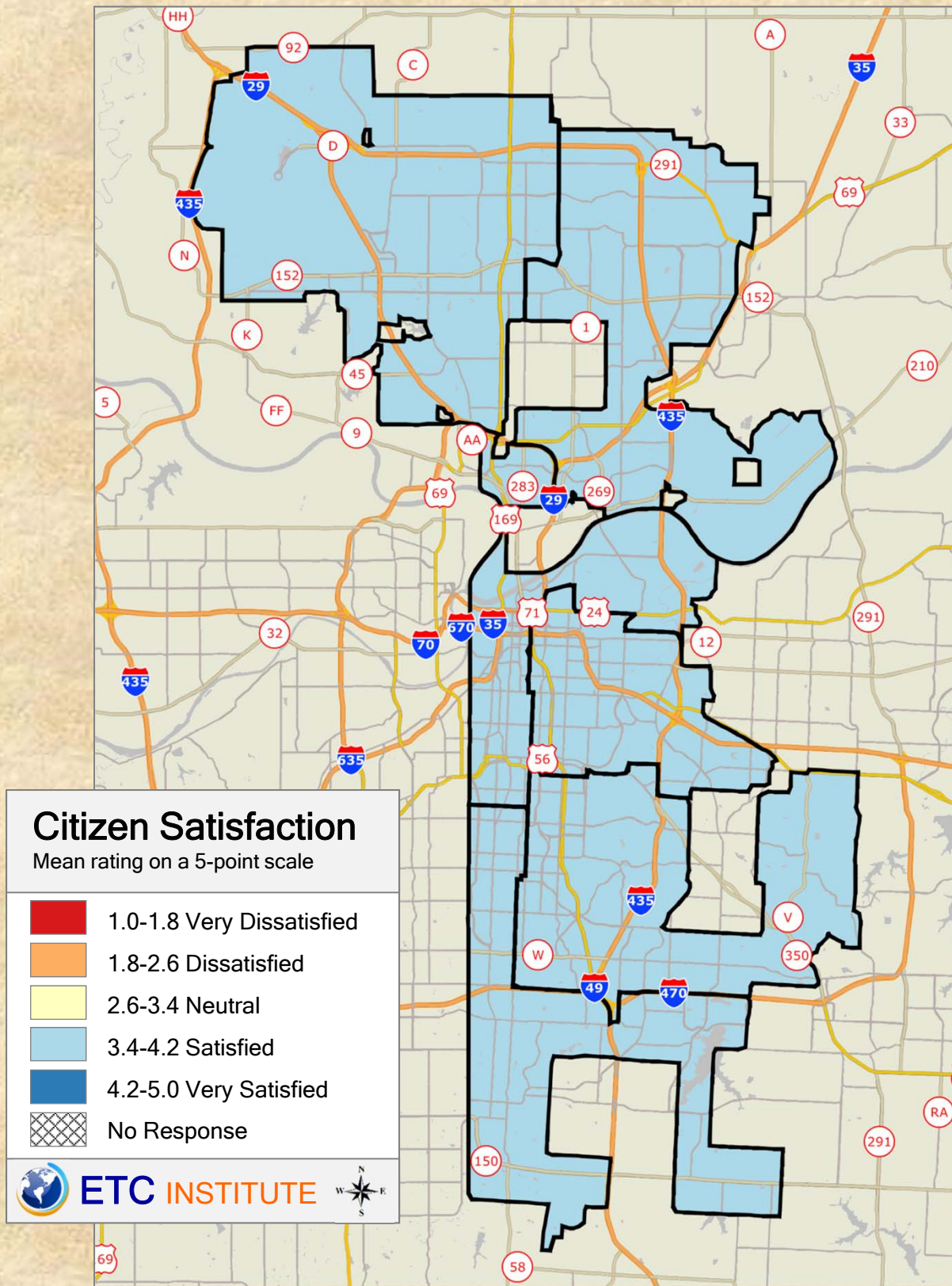
Q12-9 Satisfaction with animal shelter operations and adoption efforts



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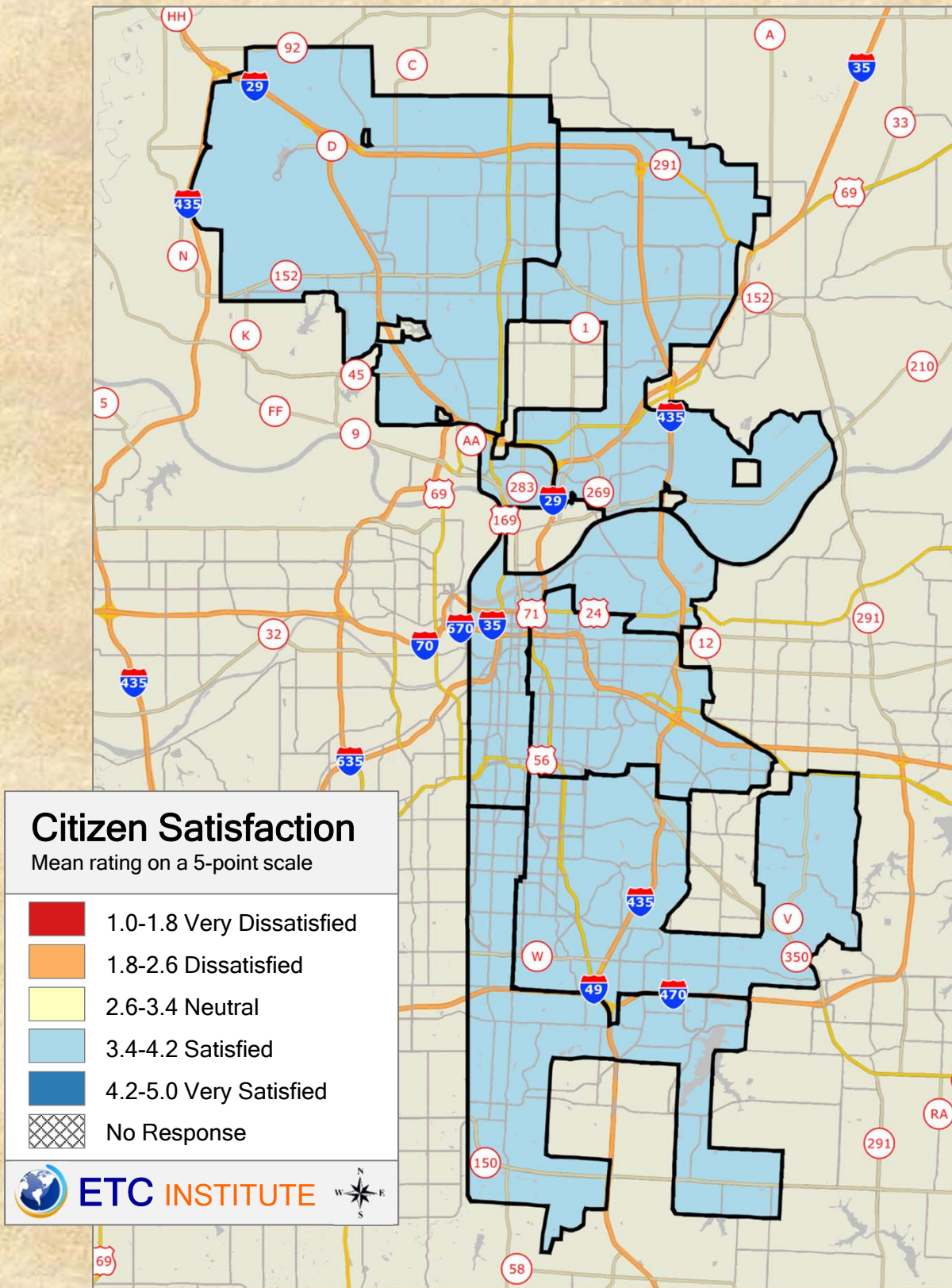
Q14-1 Satisfaction with protecting the public from new or unusual health threats or communicable disease outbreaks



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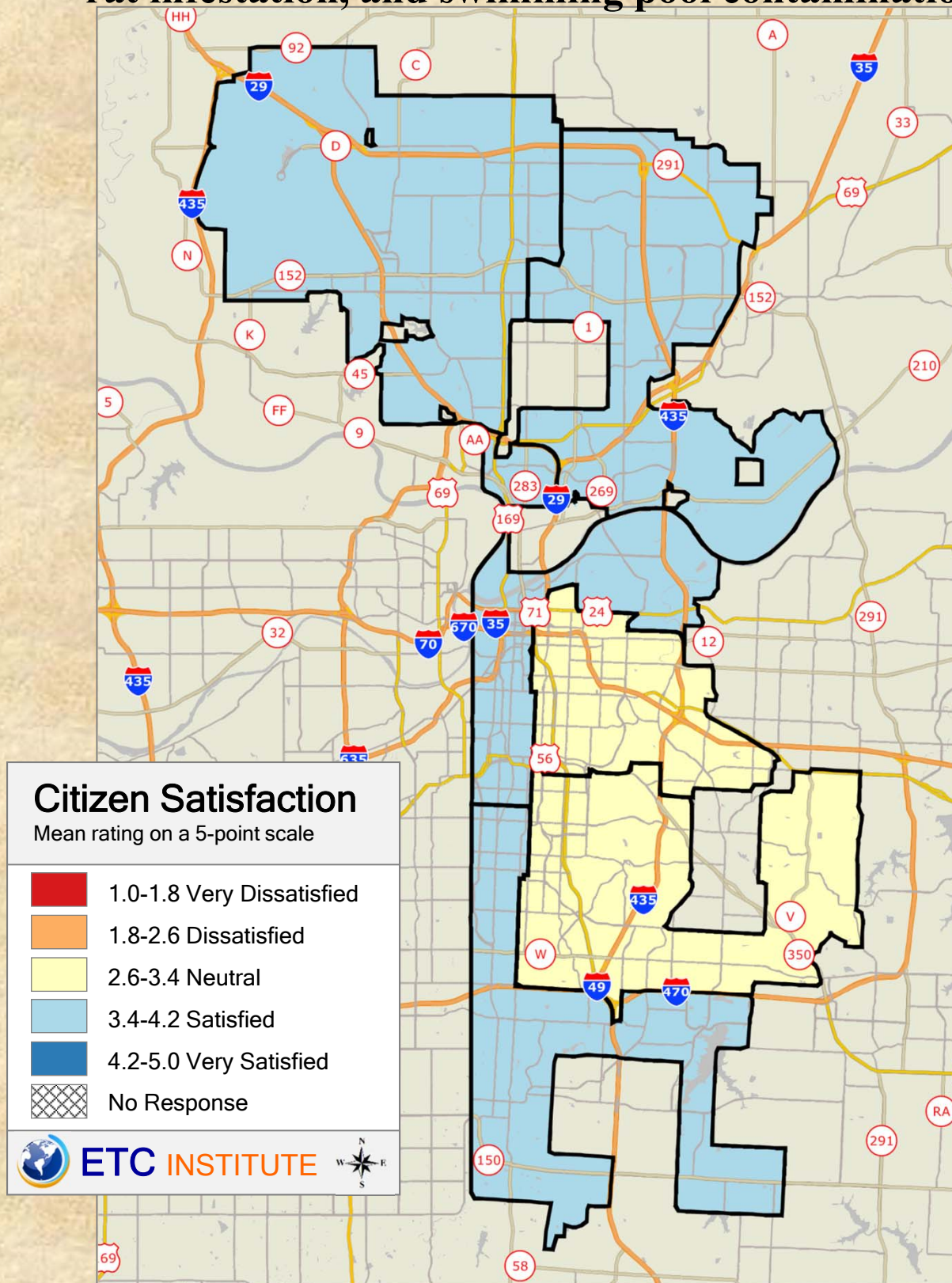
Q14-2 Satisfaction with guarding against food poisoning through restaurant inspections



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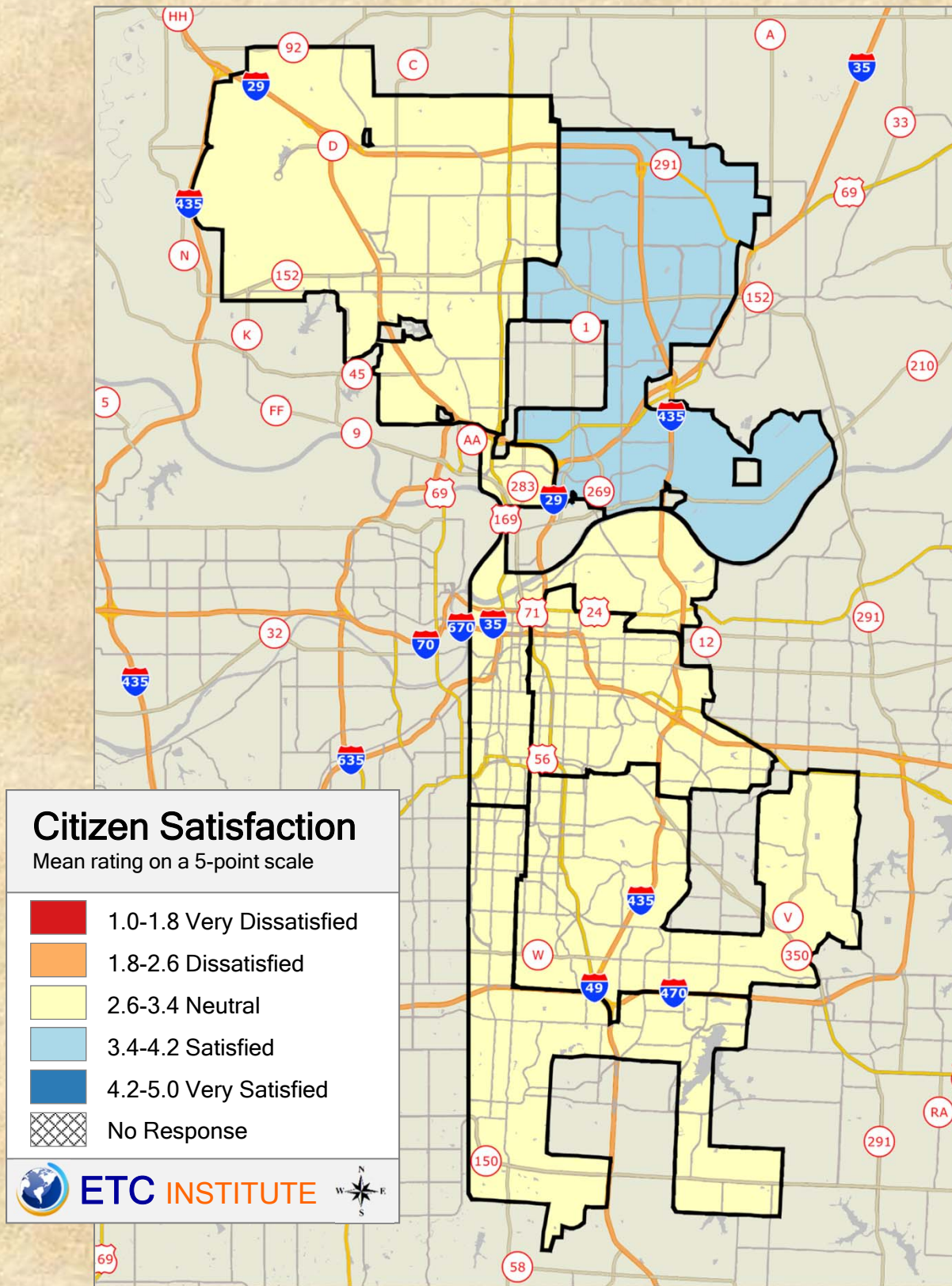
Q14-3 Satisfaction with protecting the public from exposure to environmental risks such as air pollution, lead poisoning, rat infestation, and swimming pool contamination



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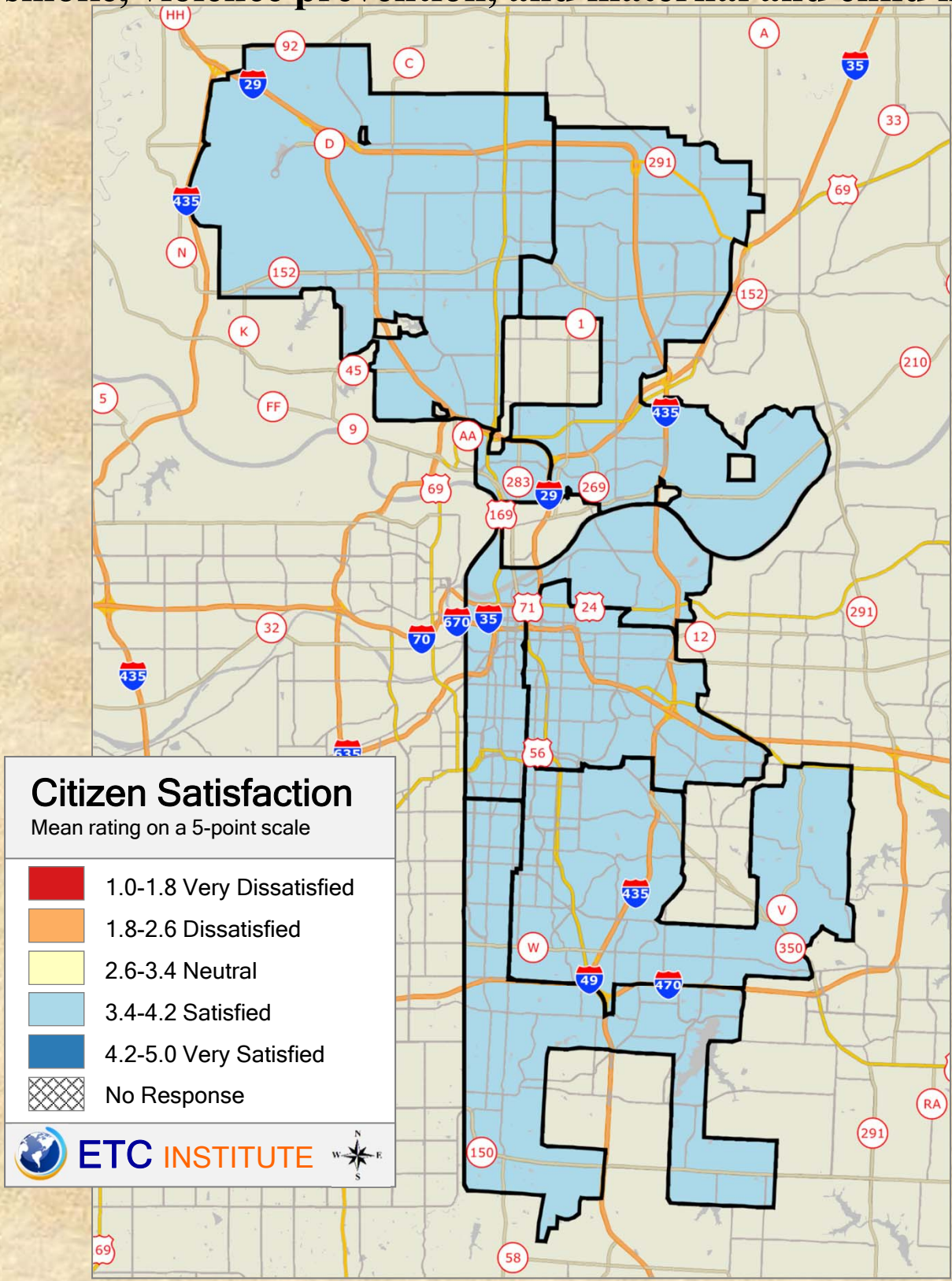
Q14-4 Satisfaction with encouraging access to healthy fruits and vegetables and safe places to exercise



2016-2017 City of Kansas City, Missouri Citizen Survey

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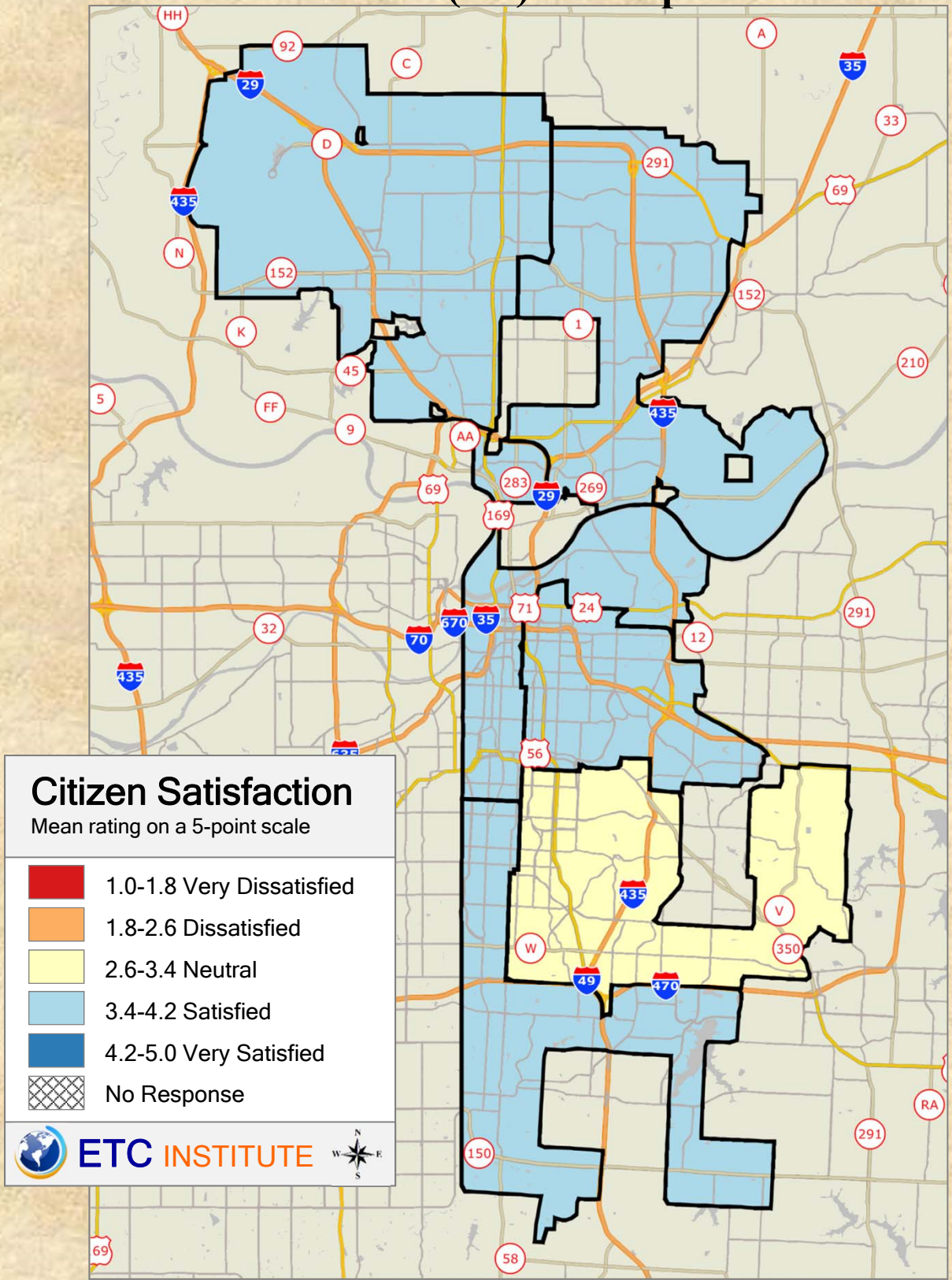
Q14-5 Satisfaction with communicating information regarding public health concerns such as excessive heat, second hand smoke, violence prevention, and maternal and child health



2016-2017 City of Kansas City, Missouri Citizen Survey

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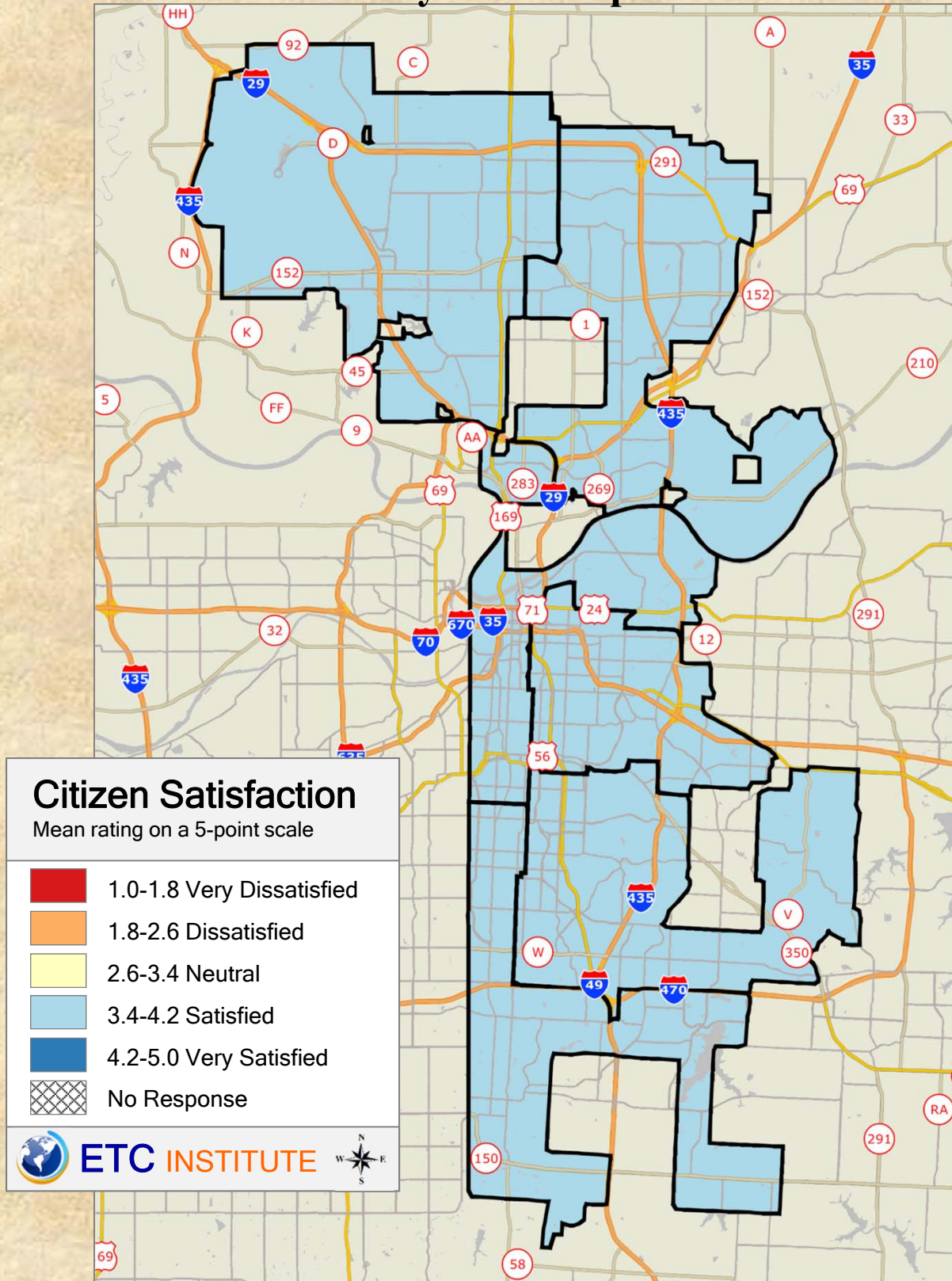
Q14-6 Satisfaction with preventing the spread of infectious diseases through STD/HIV treatment and prevention services and tuberculosis (TB) and hepatitis control



2016-2017 City of Kansas City, Missouri Citizen Survey

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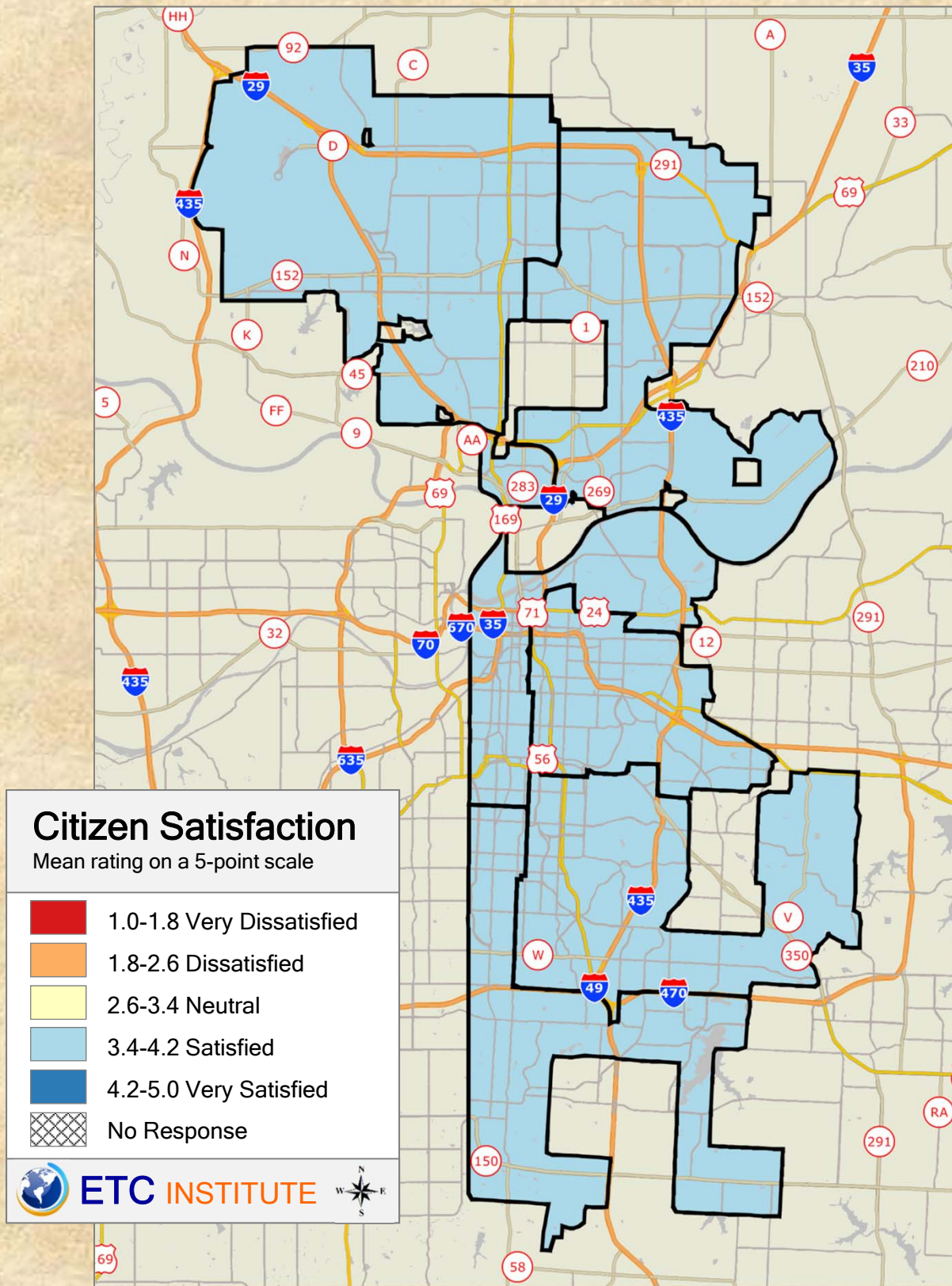
Q14-7 Satisfaction with providing services for families and children such as childhood vaccinations, lead screening, and healthy home inspections



2016-2017 City of Kansas City, Missouri Citizen Survey

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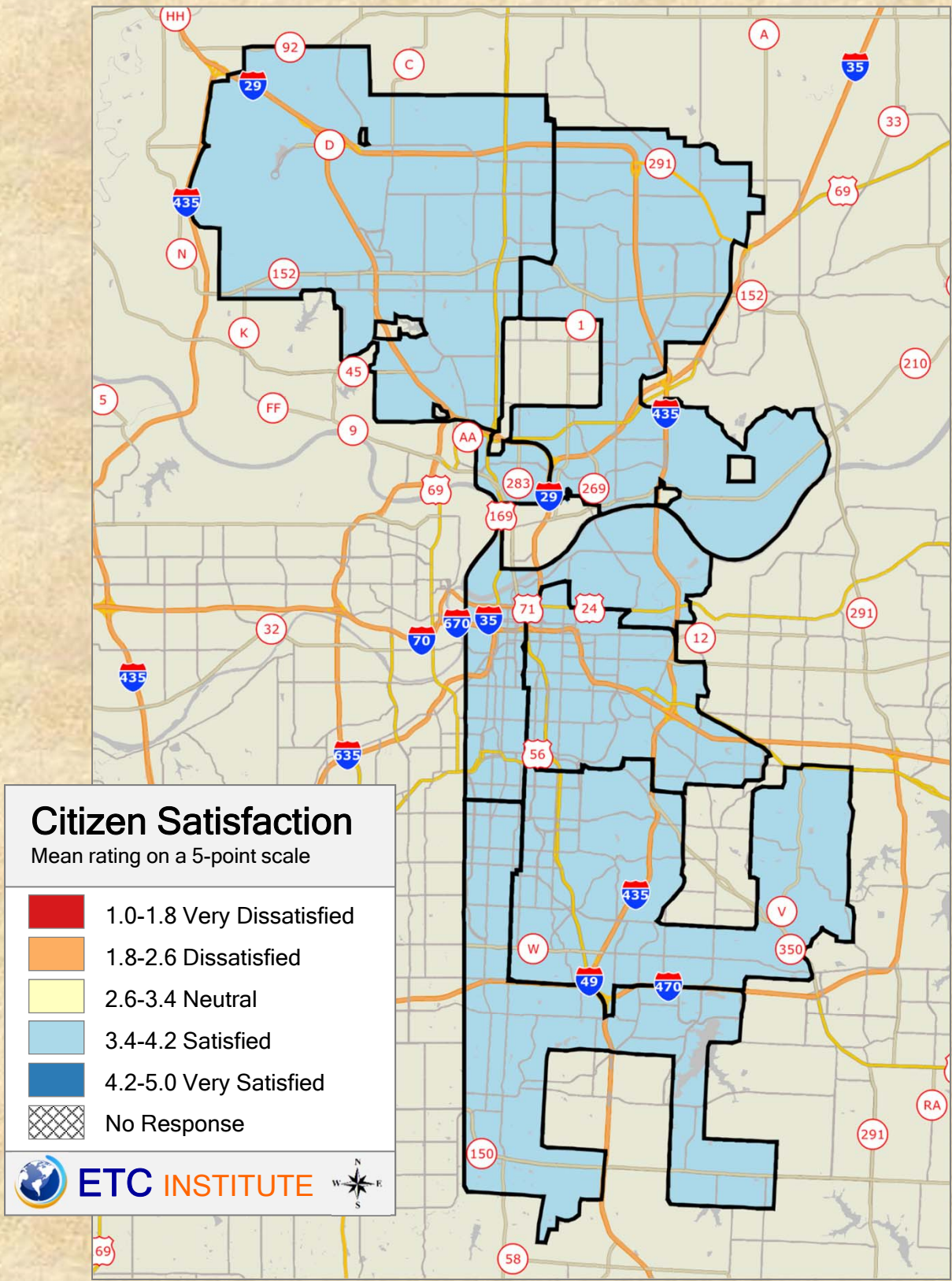
Q14-01 Satisfaction with maintenance of City parks



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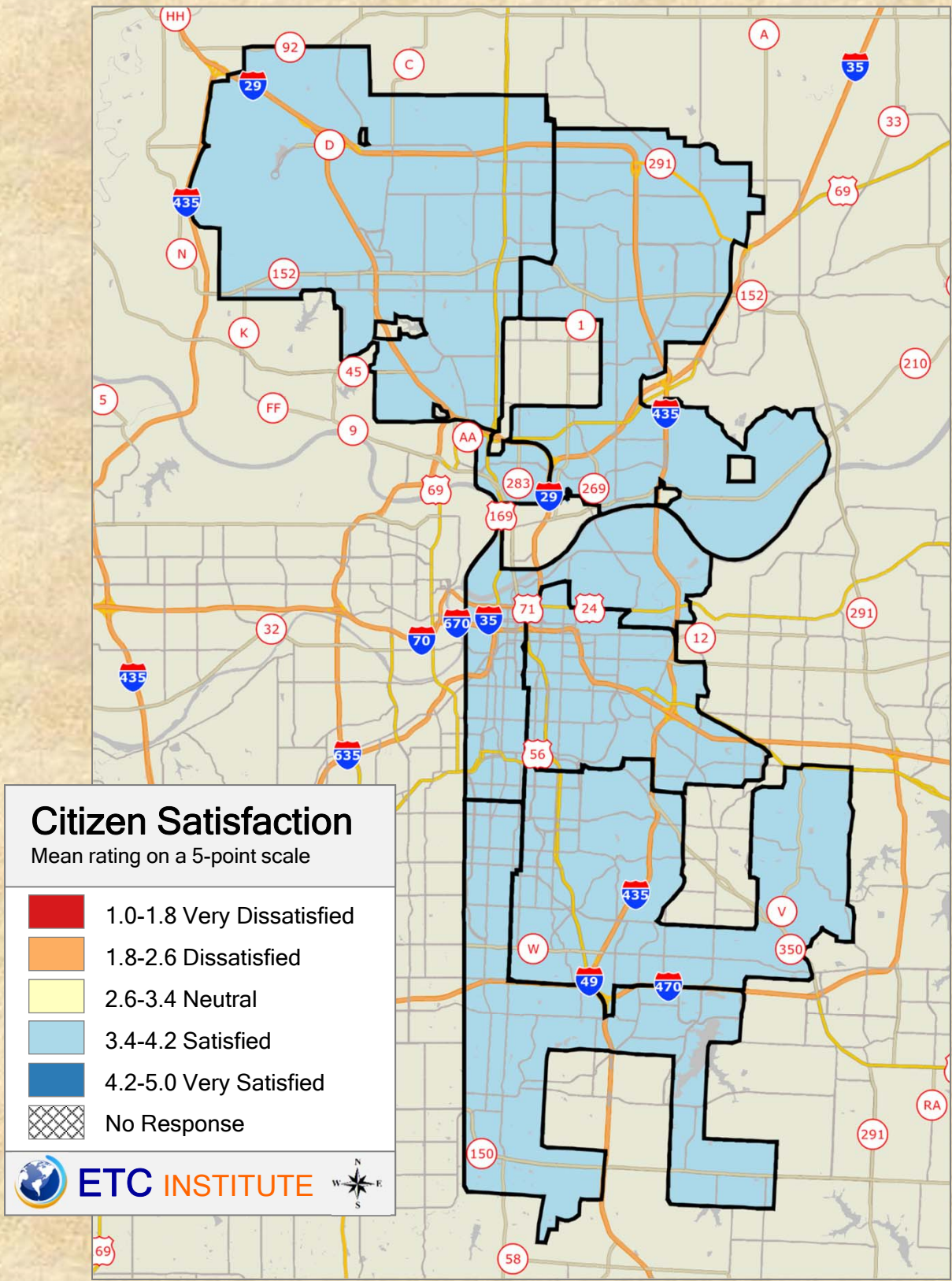
Q14-02 Satisfaction with quality of facilities such as picnic shelters & playgrounds in city parks



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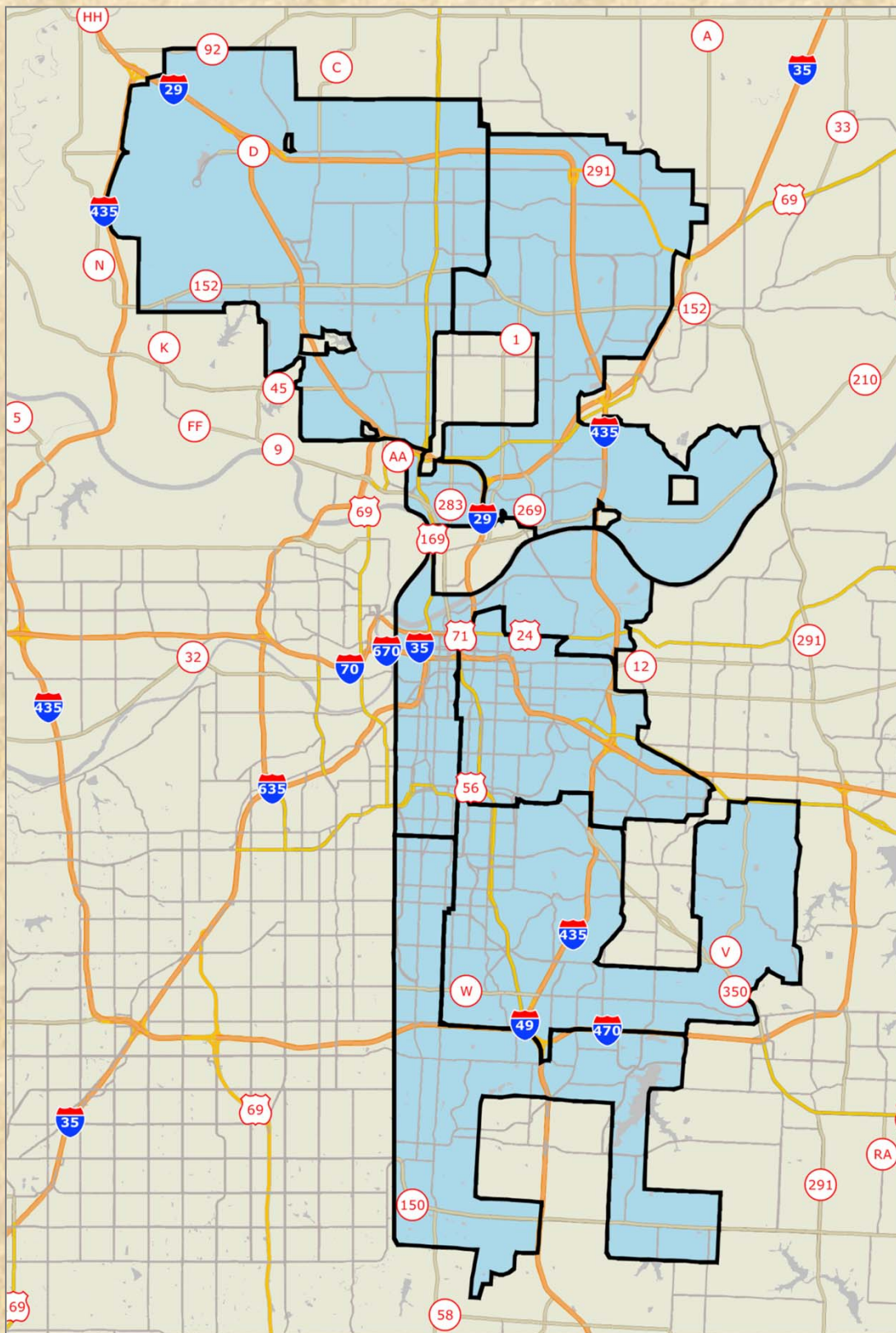
Q14-03 Satisfaction with quality of outdoor athletic fields



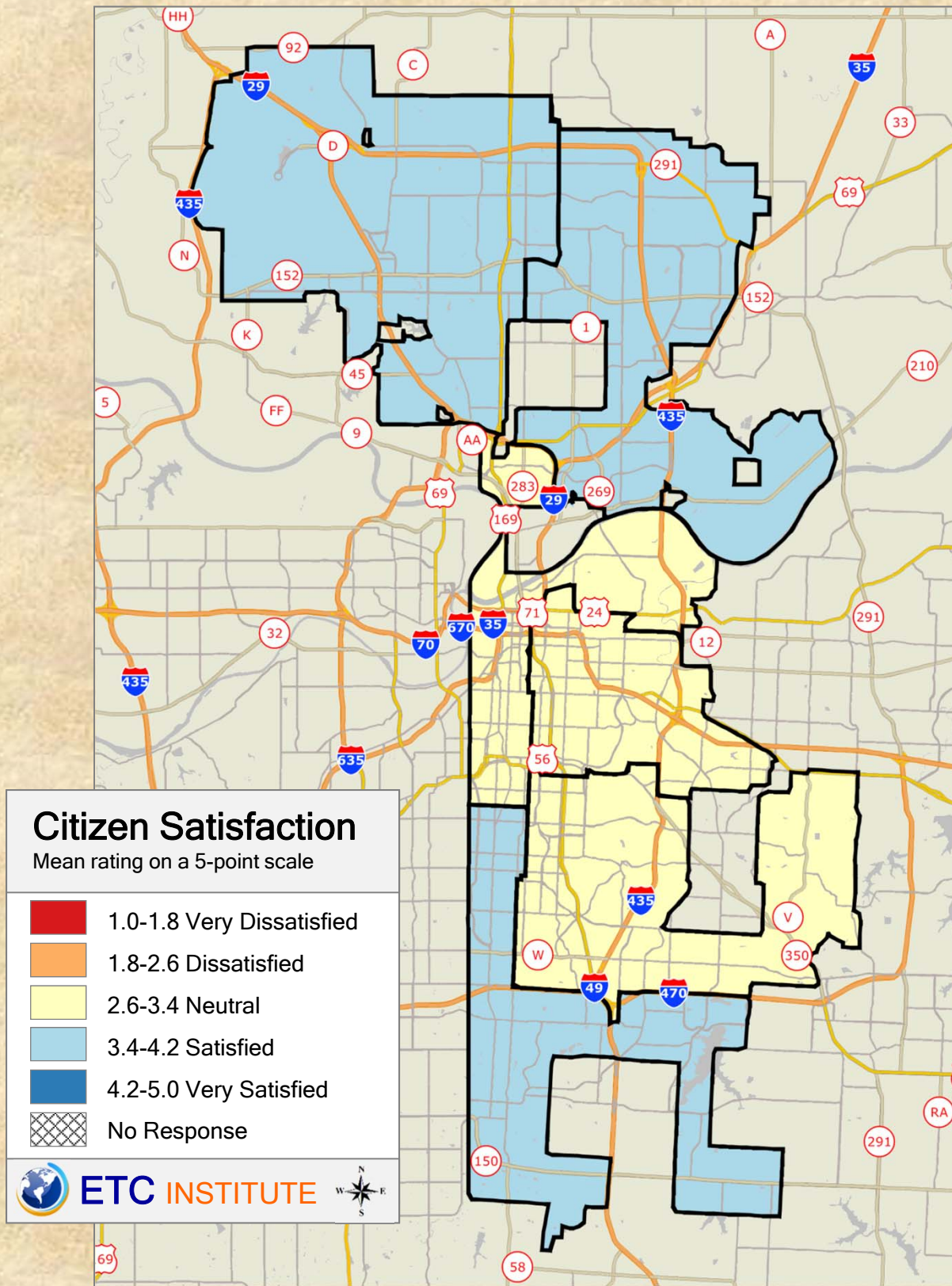
2016-2017 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

Q14-04 Satisfaction with maintenance of boulevards and parkways



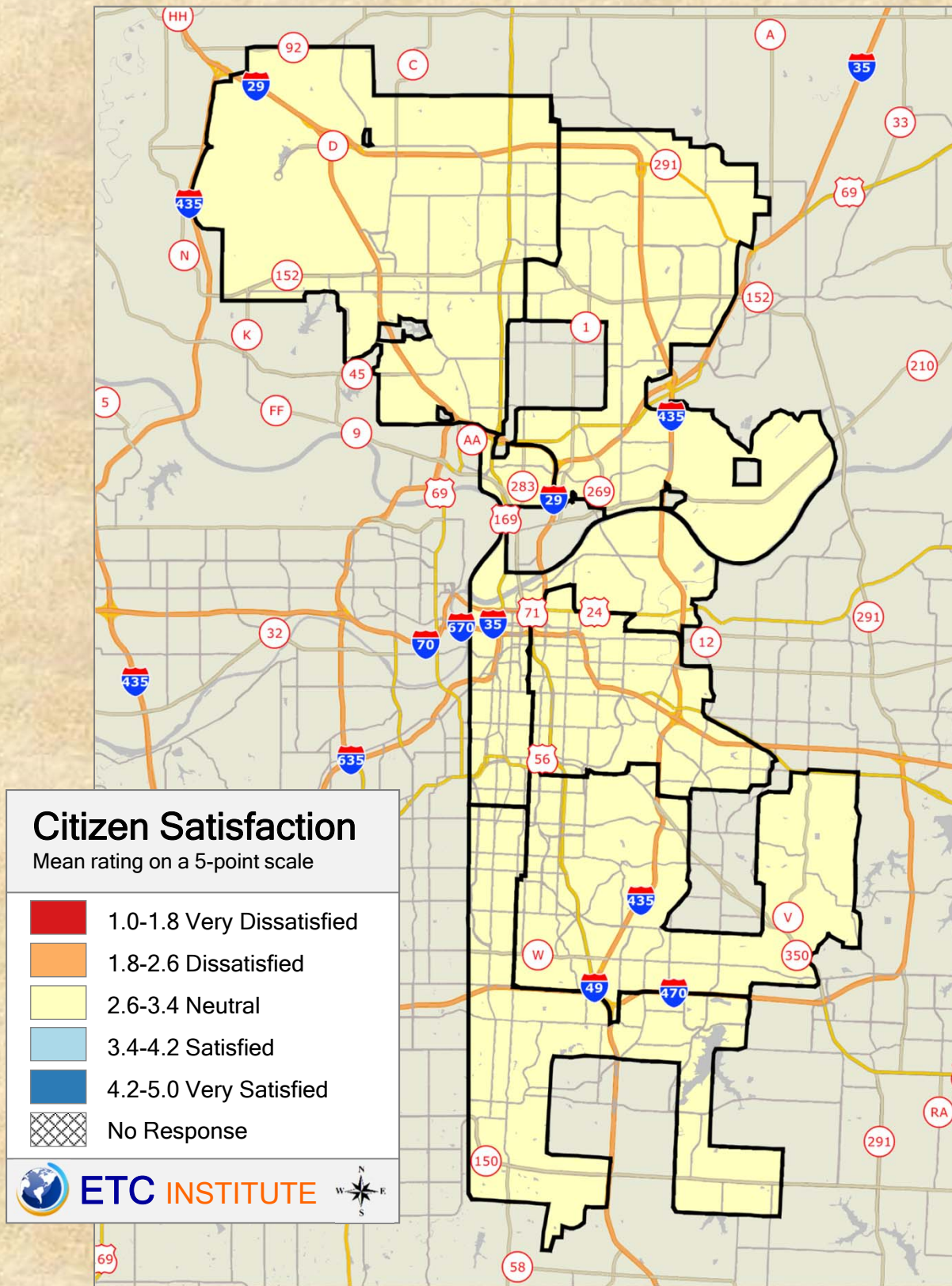
Q14-05 Satisfaction with walking and biking trails in the City



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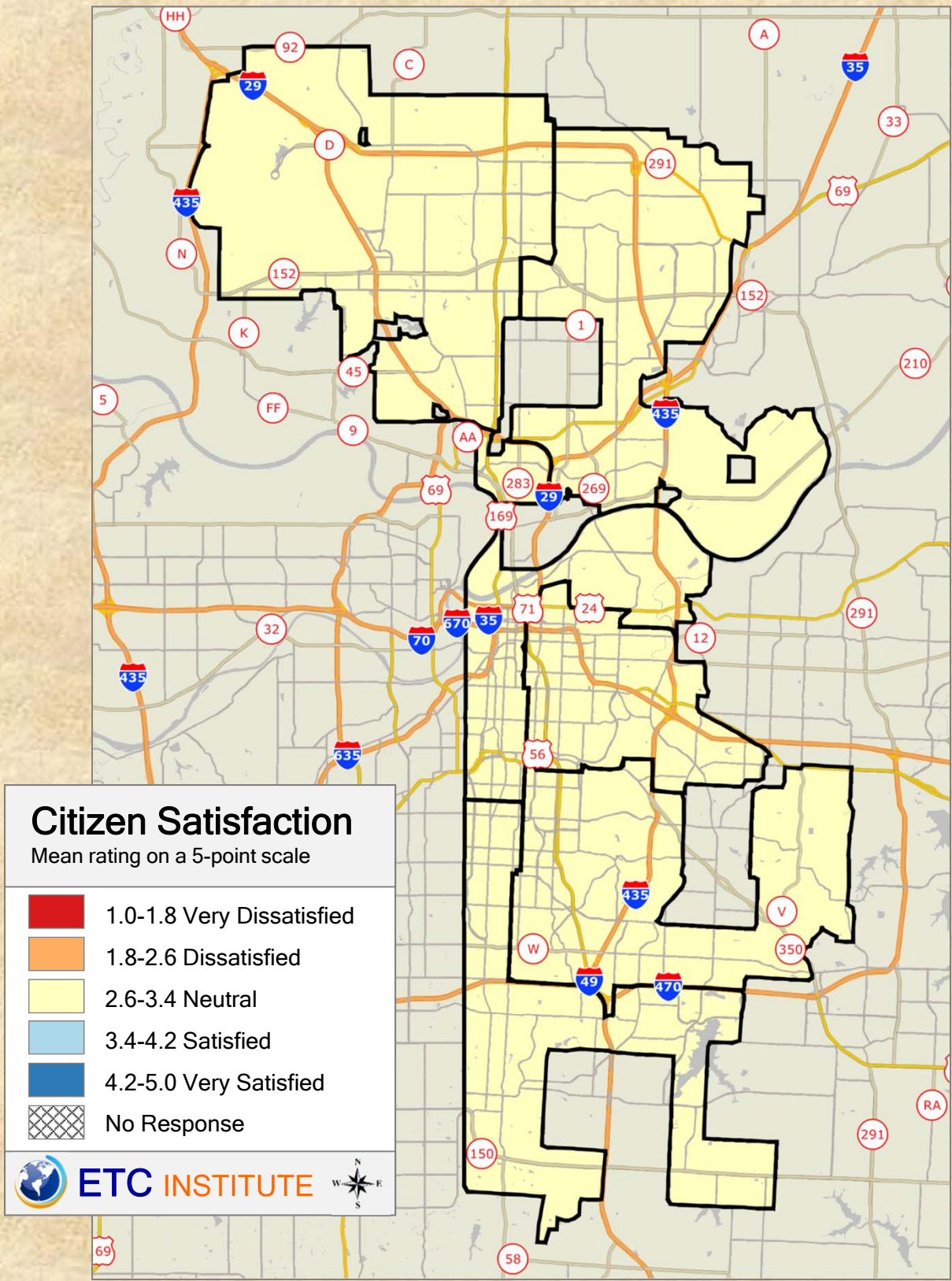
Q14-06 Satisfaction with city swimming pools and programs



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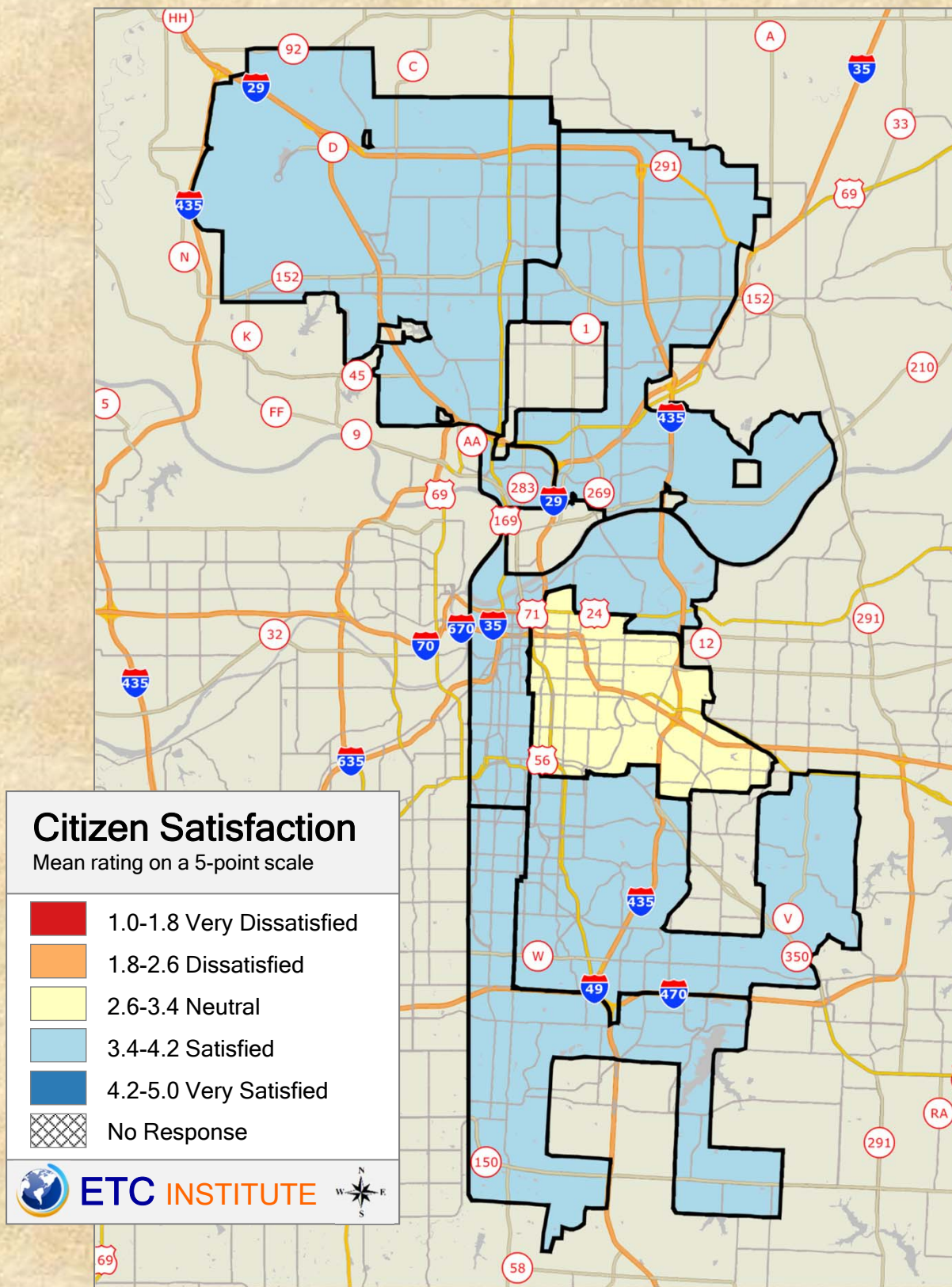
Q14-07 Satisfaction with the City's youth programs and activities



2016-2017 City of Kansas City, Missouri Citizen Survey

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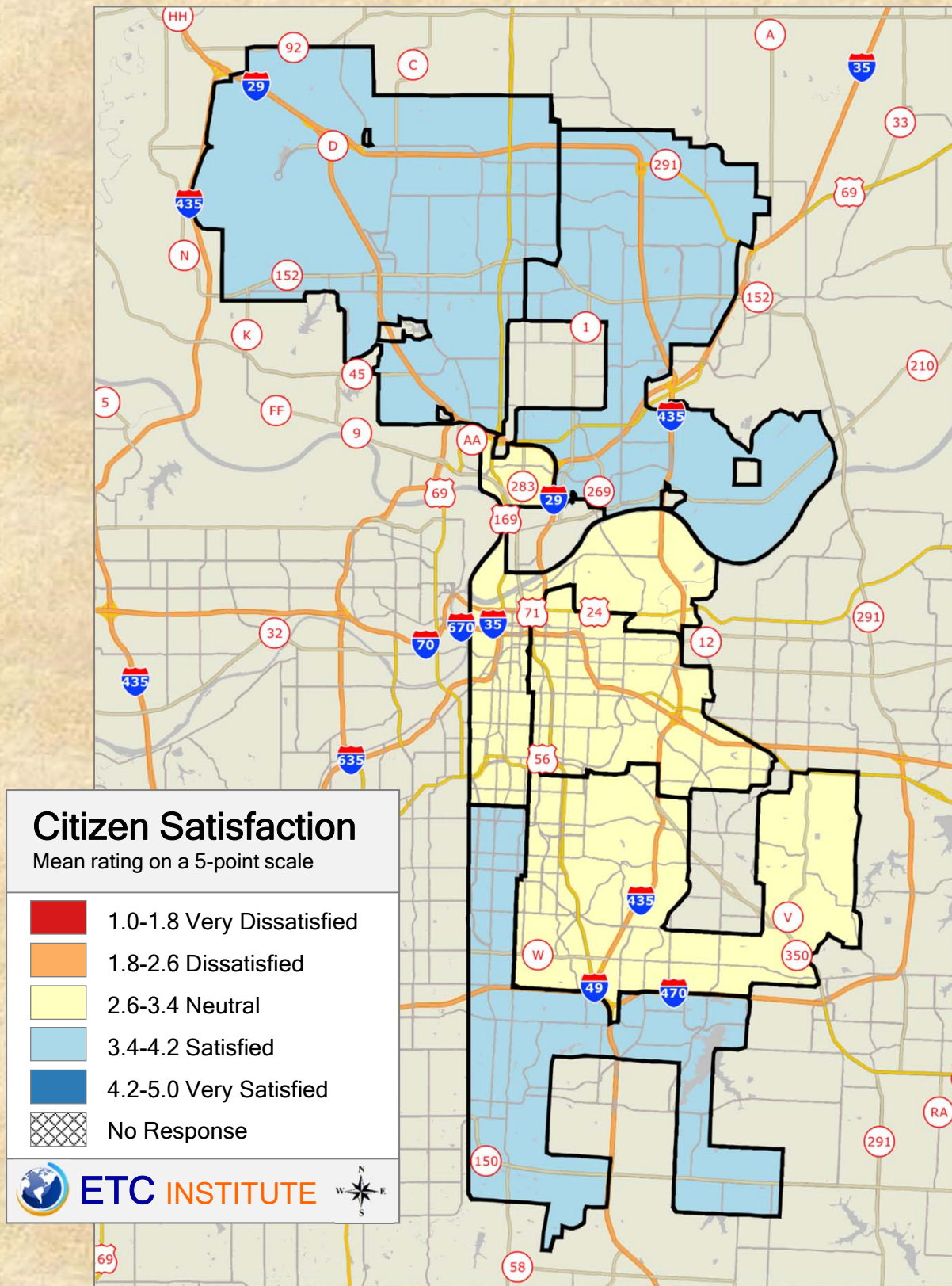
Q14-08 Satisfaction with maintenance and appearance of City community centers



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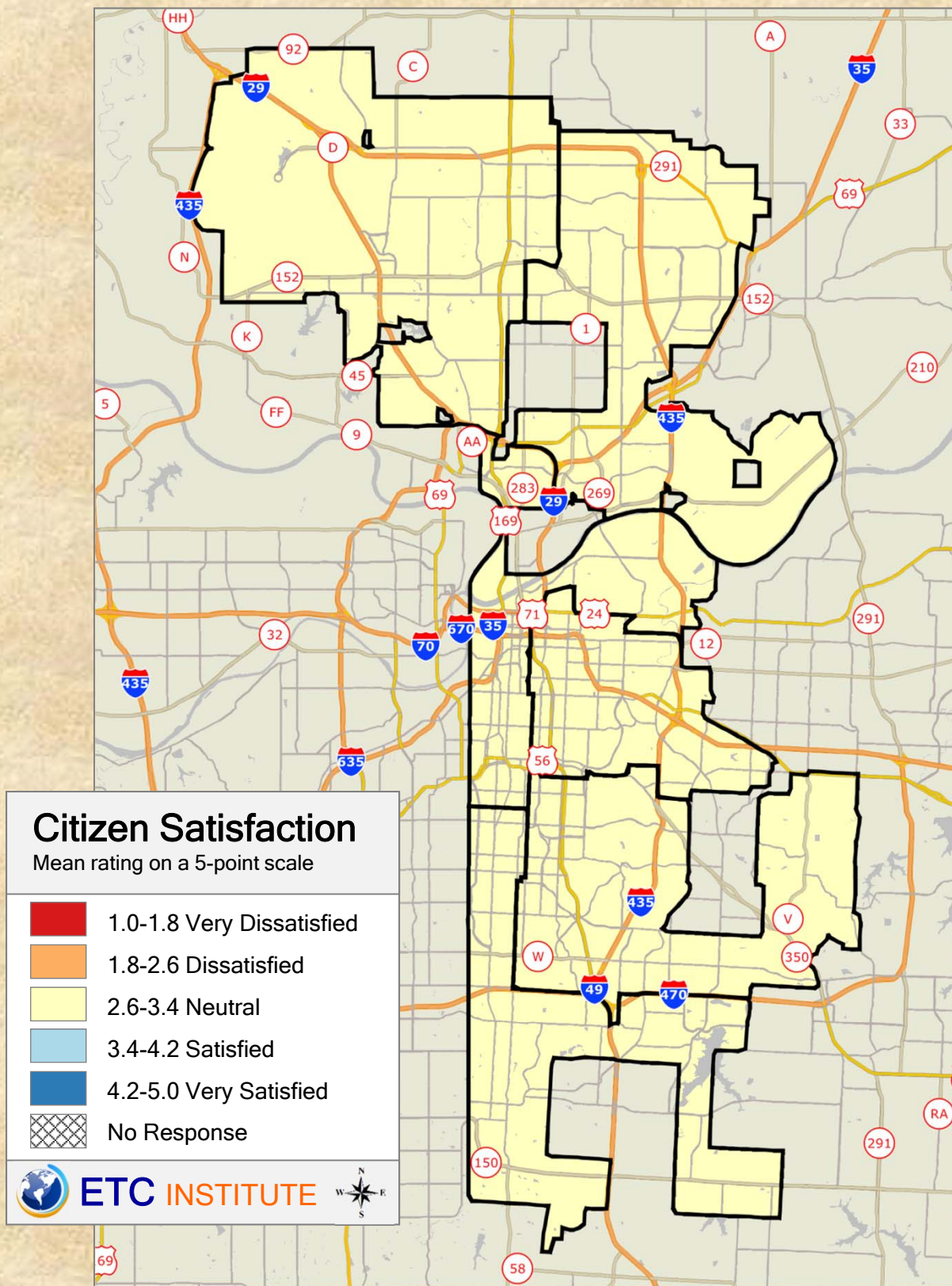
Q14-09 Satisfaction with programs and activities at City community centers



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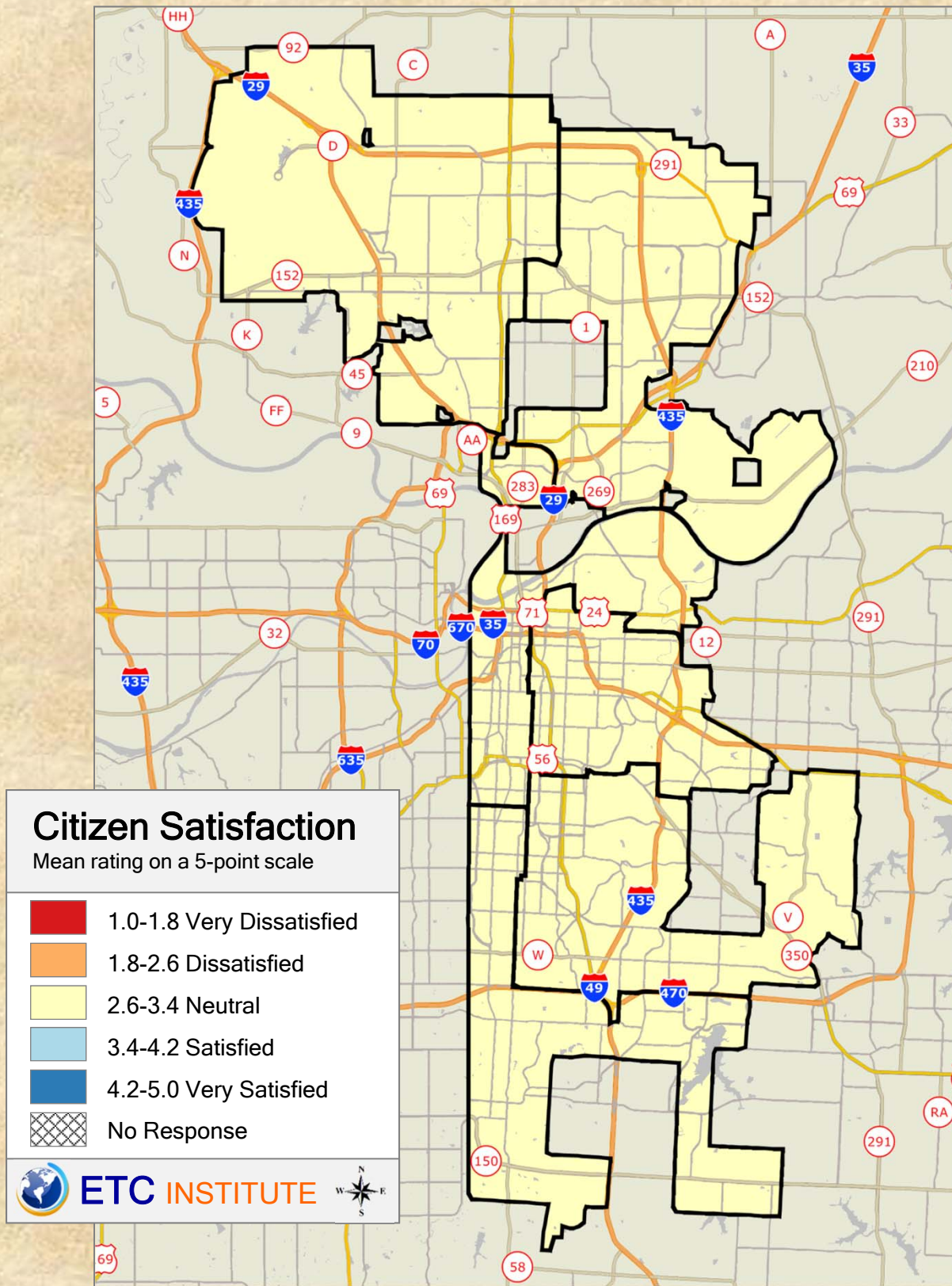
Q14-10 Satisfaction with tree trimming and other tree care along city streets and other public areas



2016-2017 City of Kansas City, Missouri Citizen Survey

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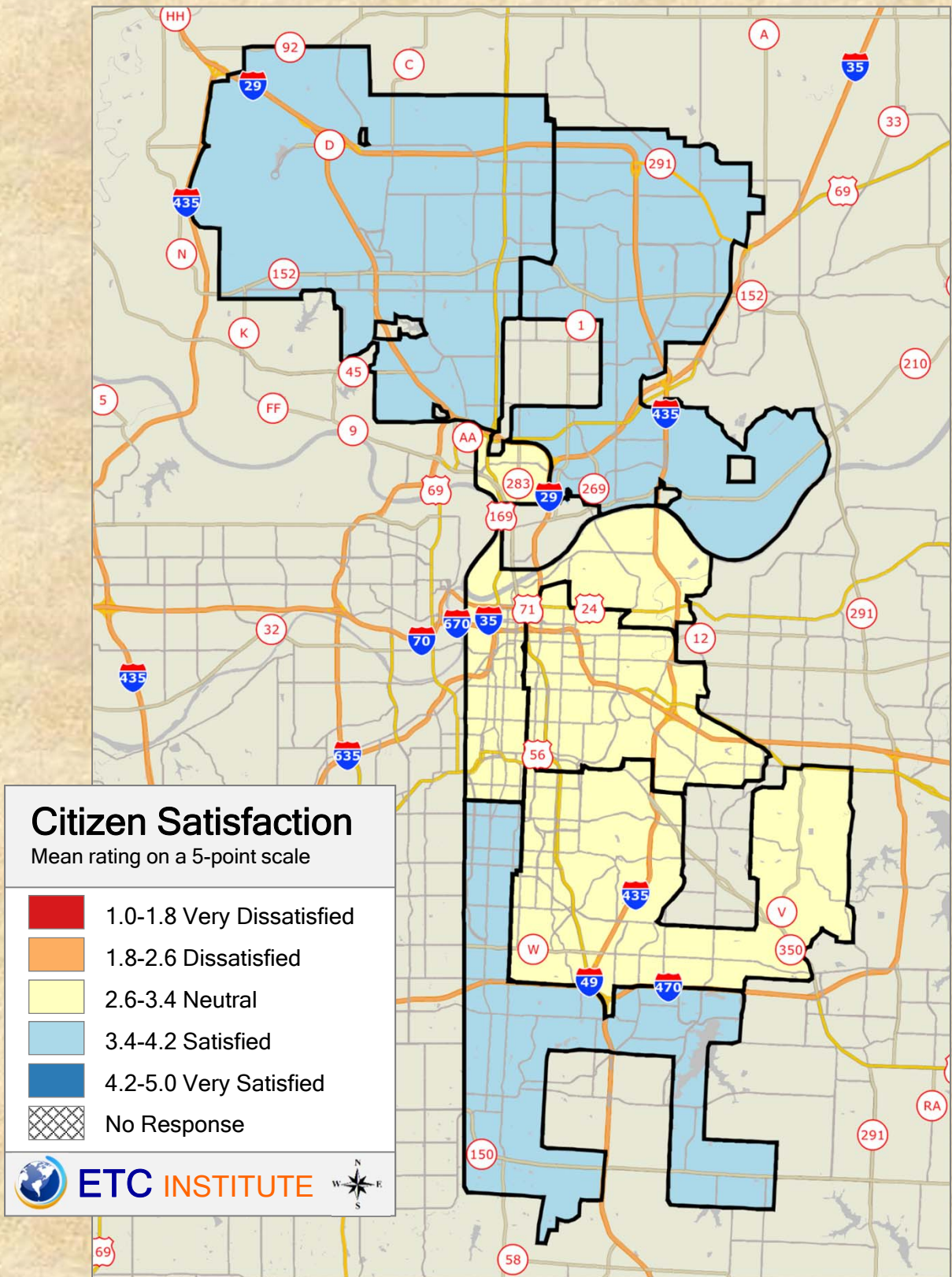
Q14-11 Satisfaction with quality of communication from Parks and Recreation



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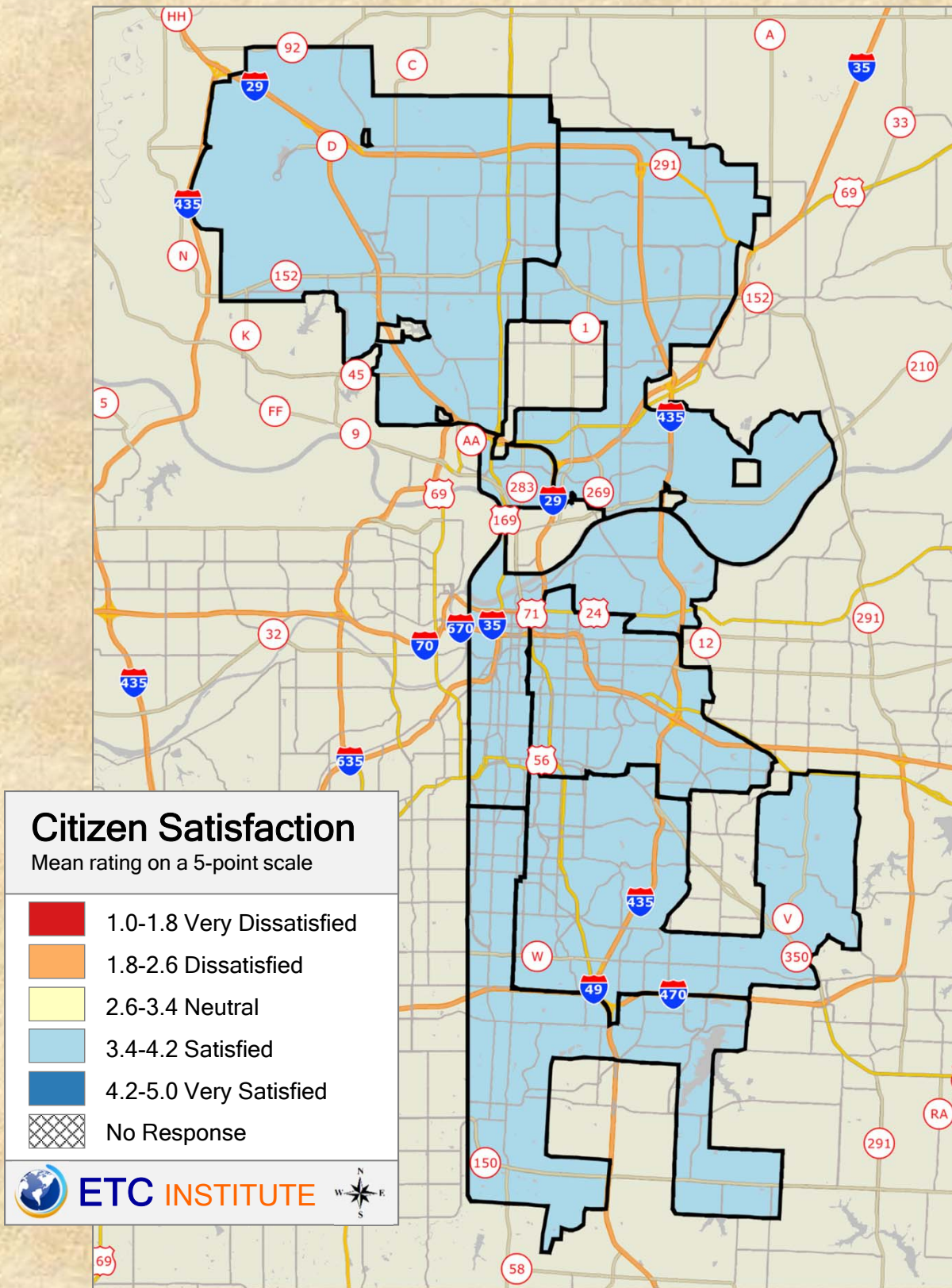
Q14-12 Satisfaction with quality of customer service from Parks and Recreation employees



2016-2017 City of Kansas City, Missouri Citizen Survey

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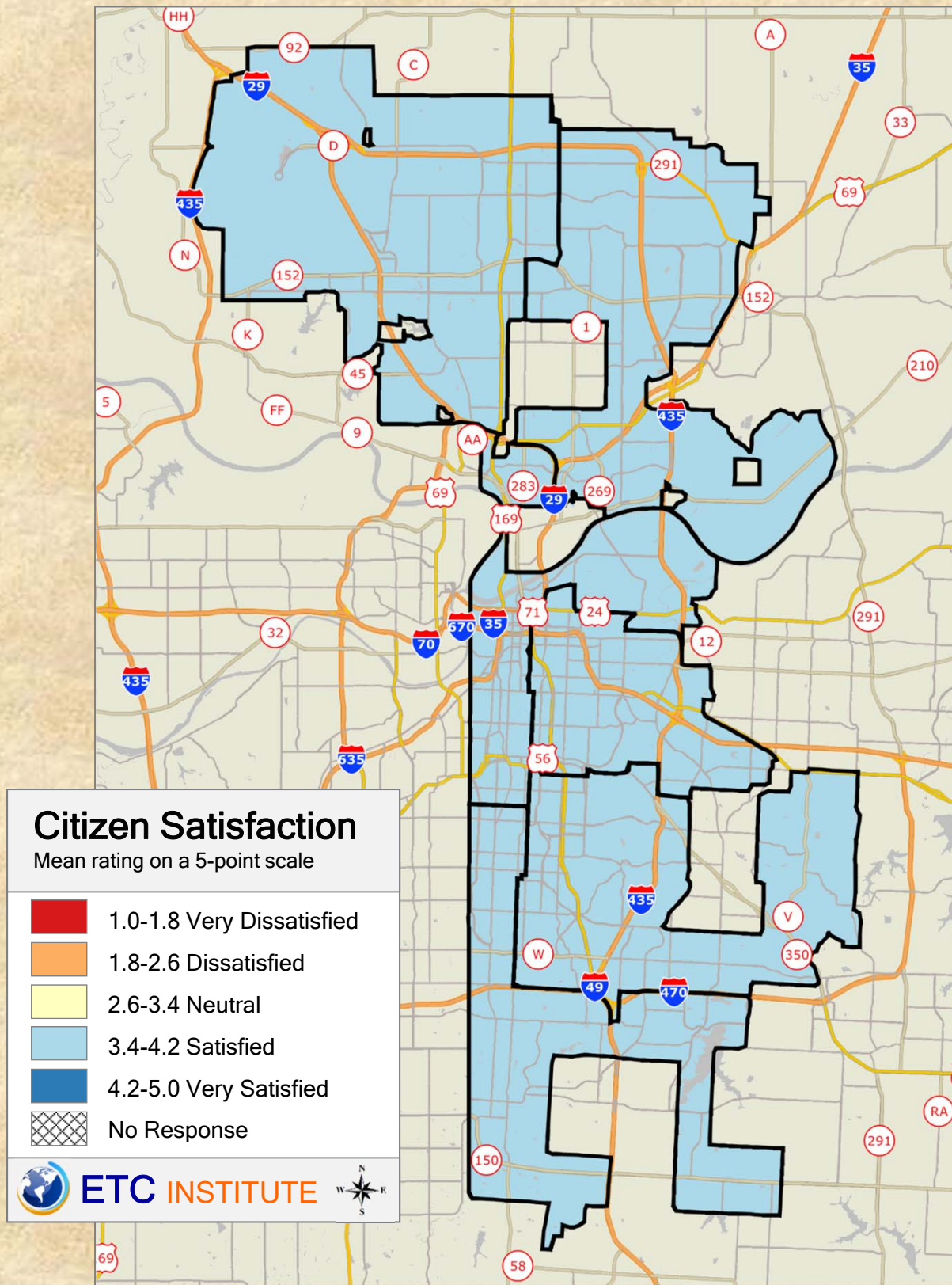
Q16-1 Satisfaction with ease of utilizing 311 services via phone



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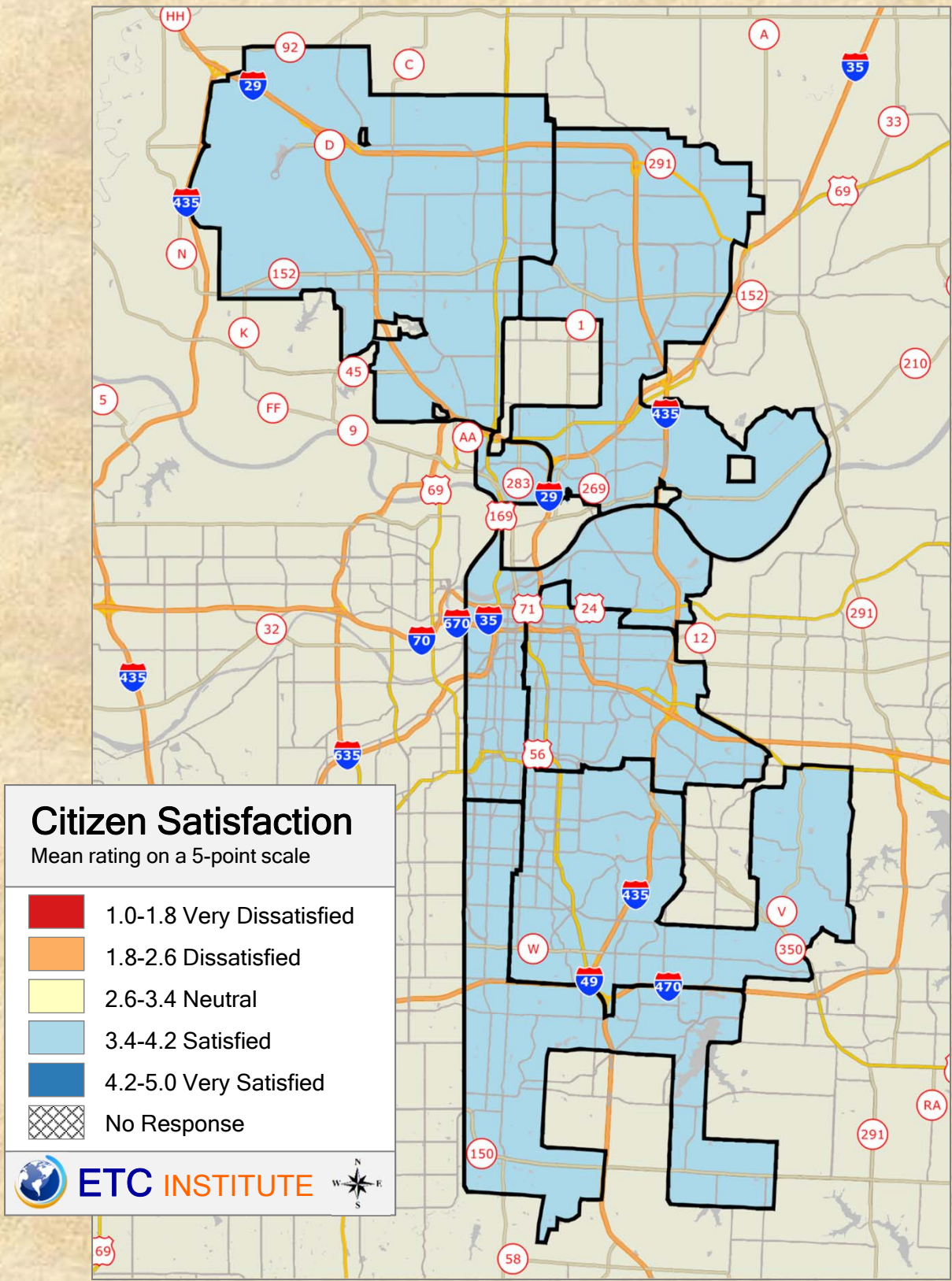
Q16-2 Satisfaction with ease of utilizing 311 services via web or mobile application



2016-2017 City of Kansas City, Missouri Citizen Survey

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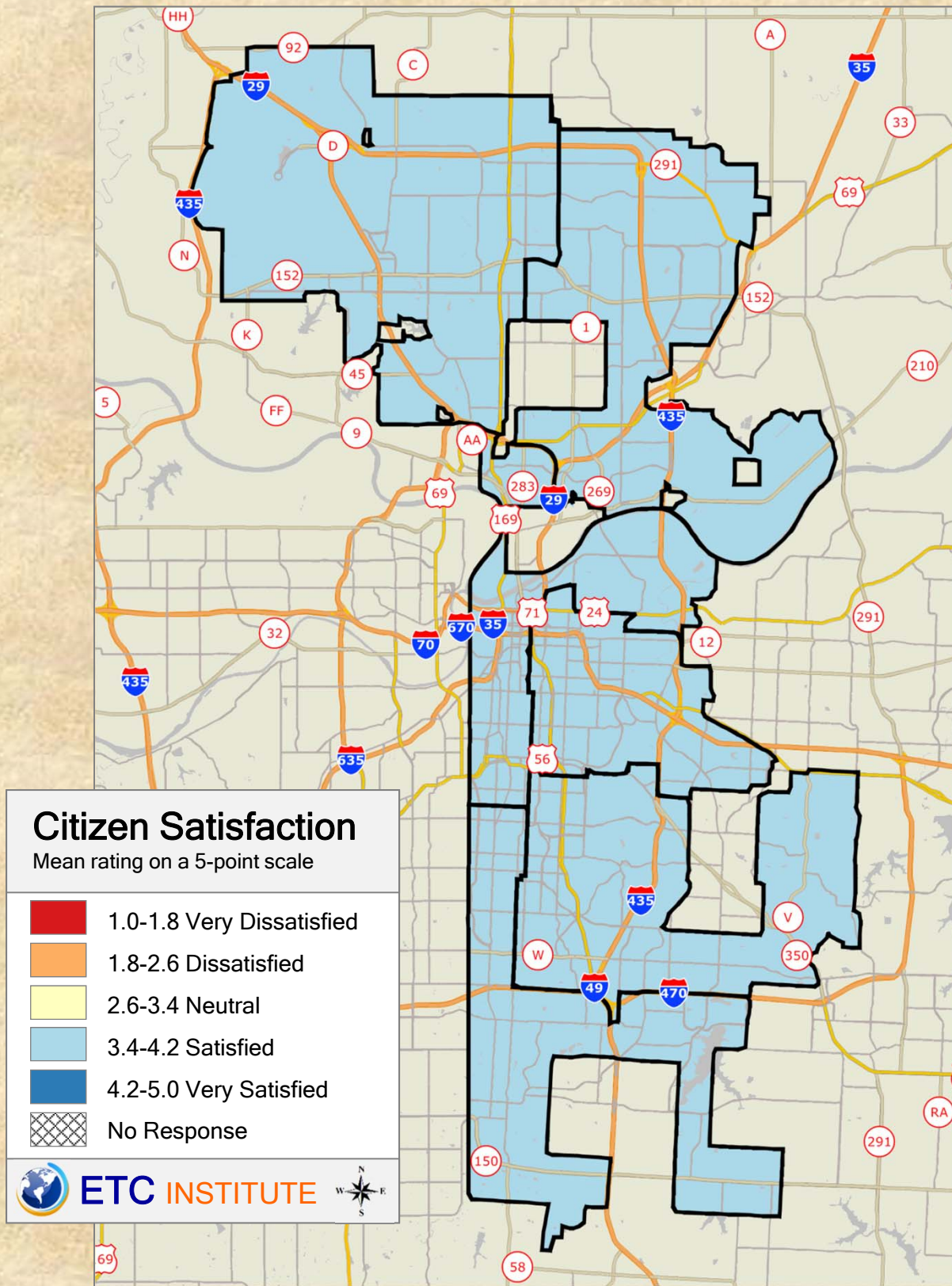
Q16-3 Satisfaction with courtesy and professionalism of 311 call takers



2016-2017 City of Kansas City, Missouri Citizen Survey

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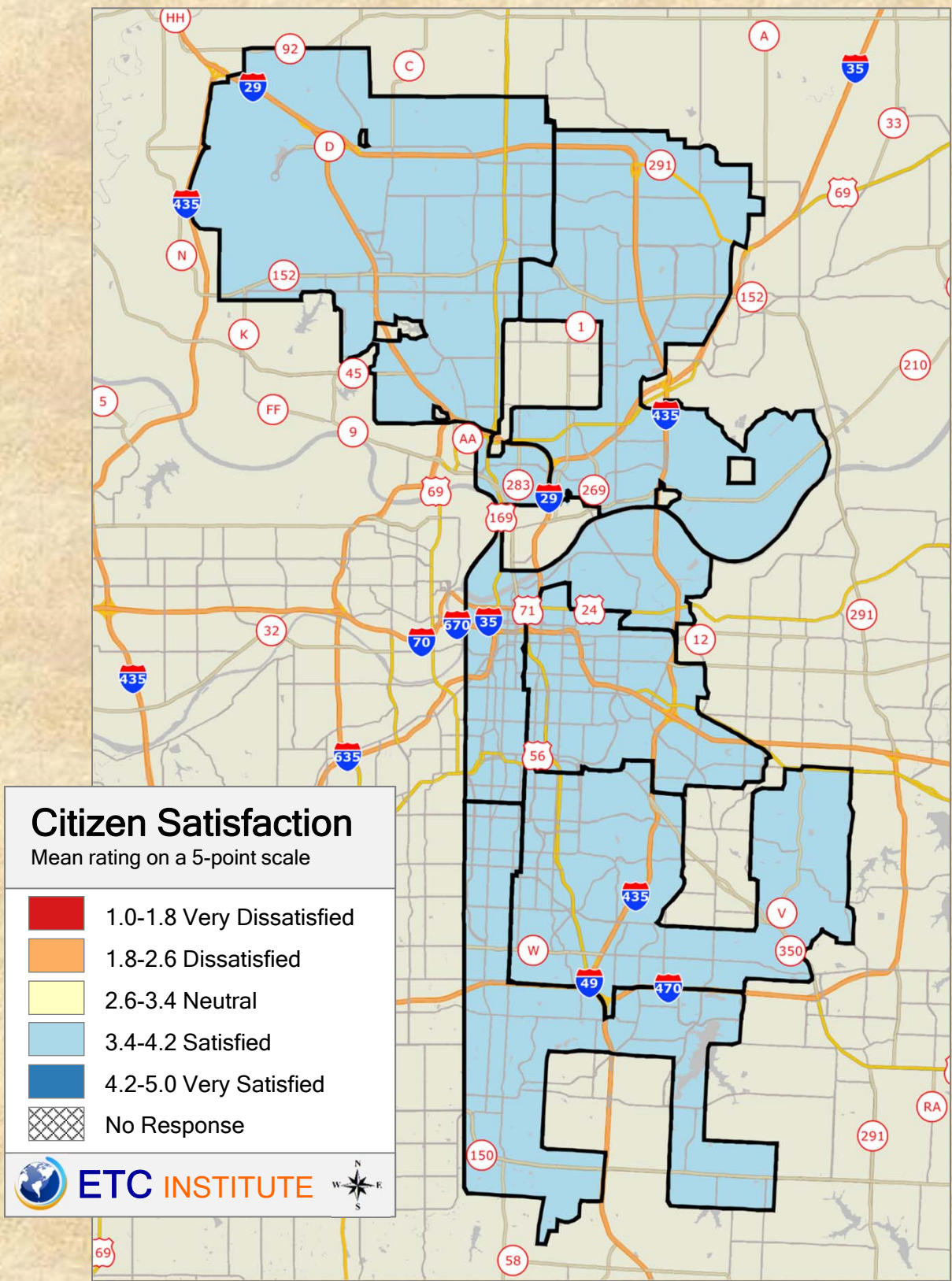
Q16-4 Satisfaction with how well question or issue was resolved via 311



2016-2017 City of Kansas City, Missouri Citizen Survey

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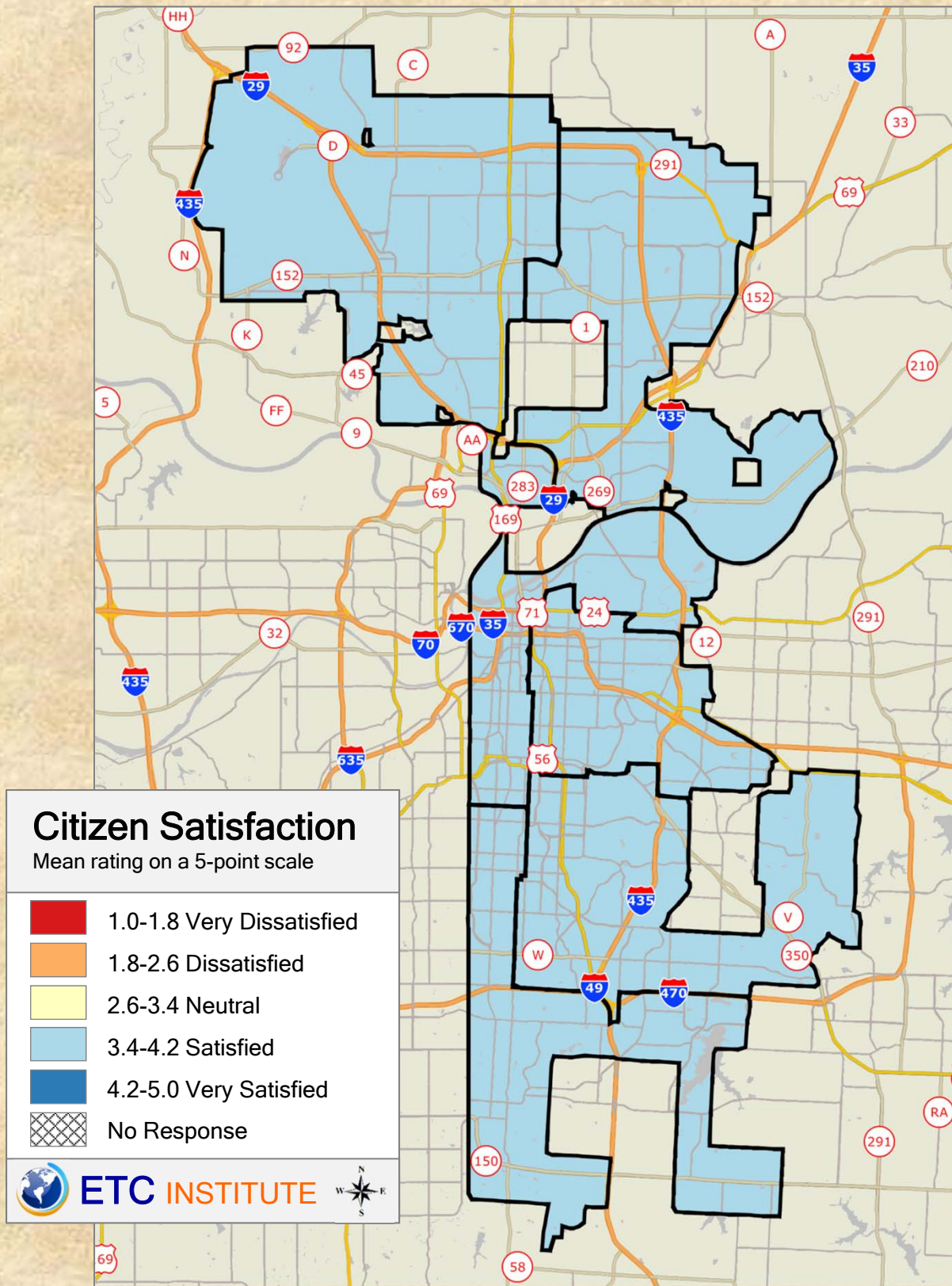
Q16-1 Satisfaction with overall quality of trash collection services



2016-2017 City of Kansas City, Missouri Citizen Survey

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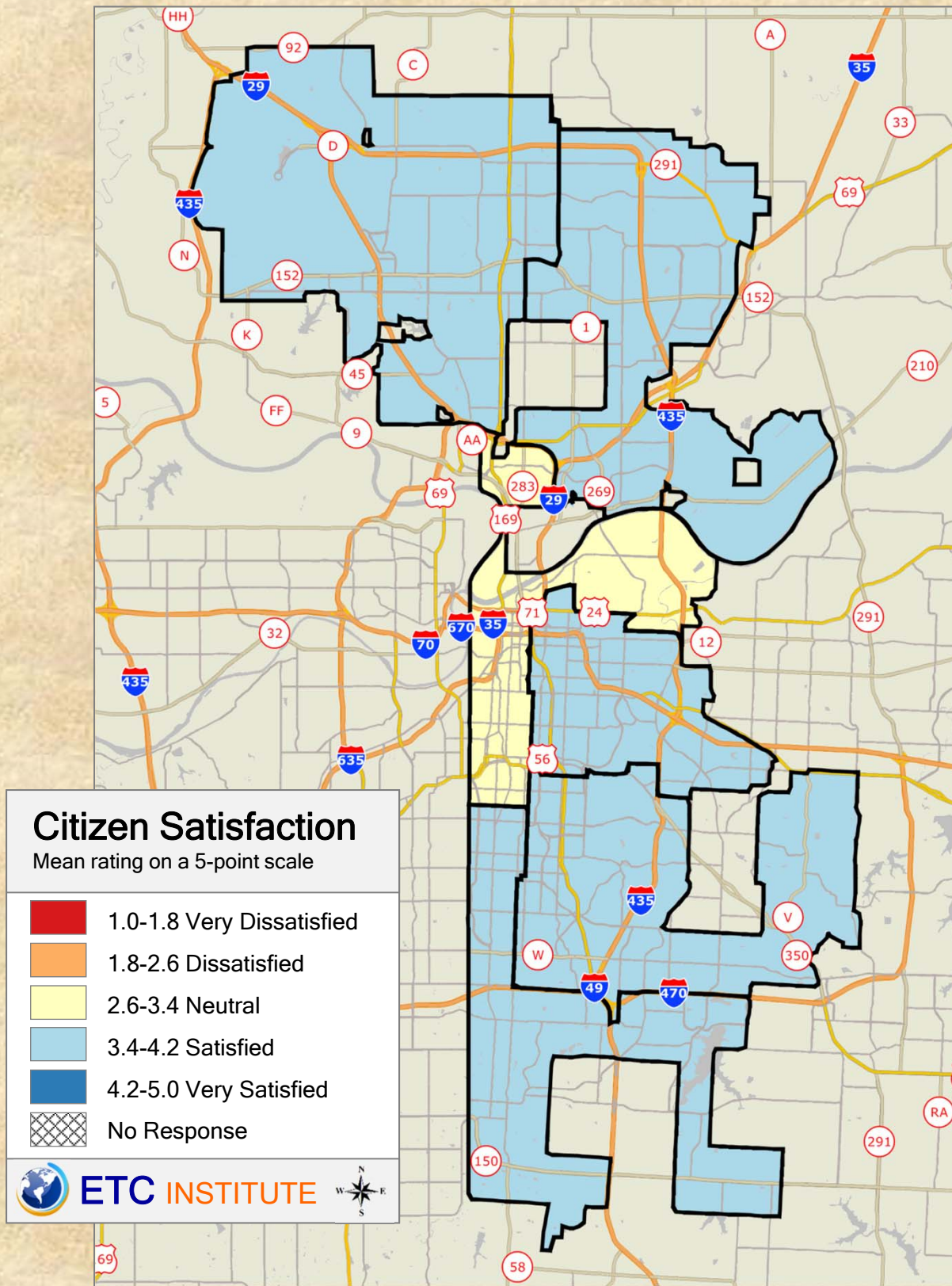
Q16-2 Satisfaction with overall quality of curbside recycling services



2016-2017 City of Kansas City, Missouri Citizen Survey

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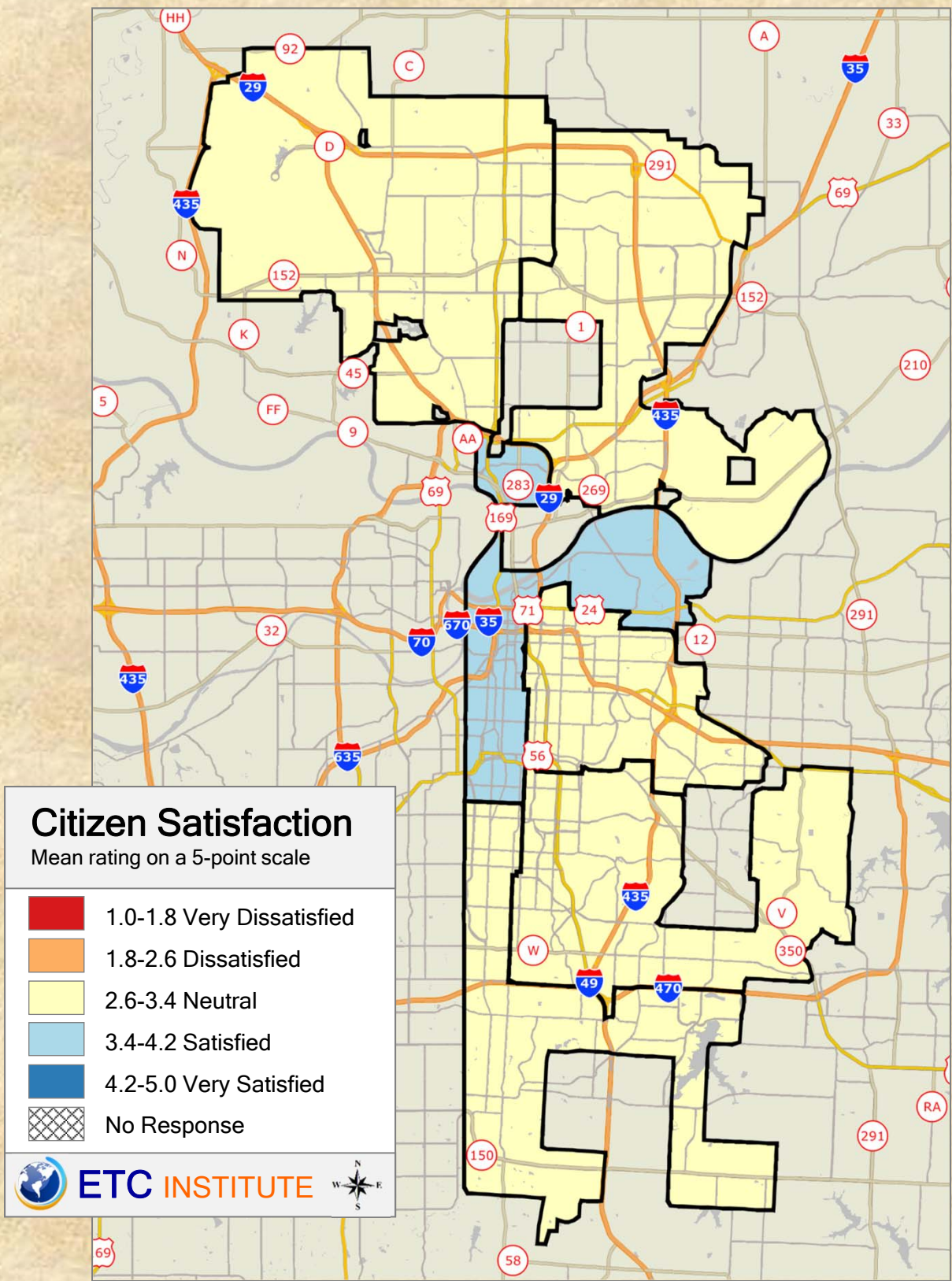
Q16-3 Satisfaction with overall quality of recycling drop-off centers



2016-2017 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

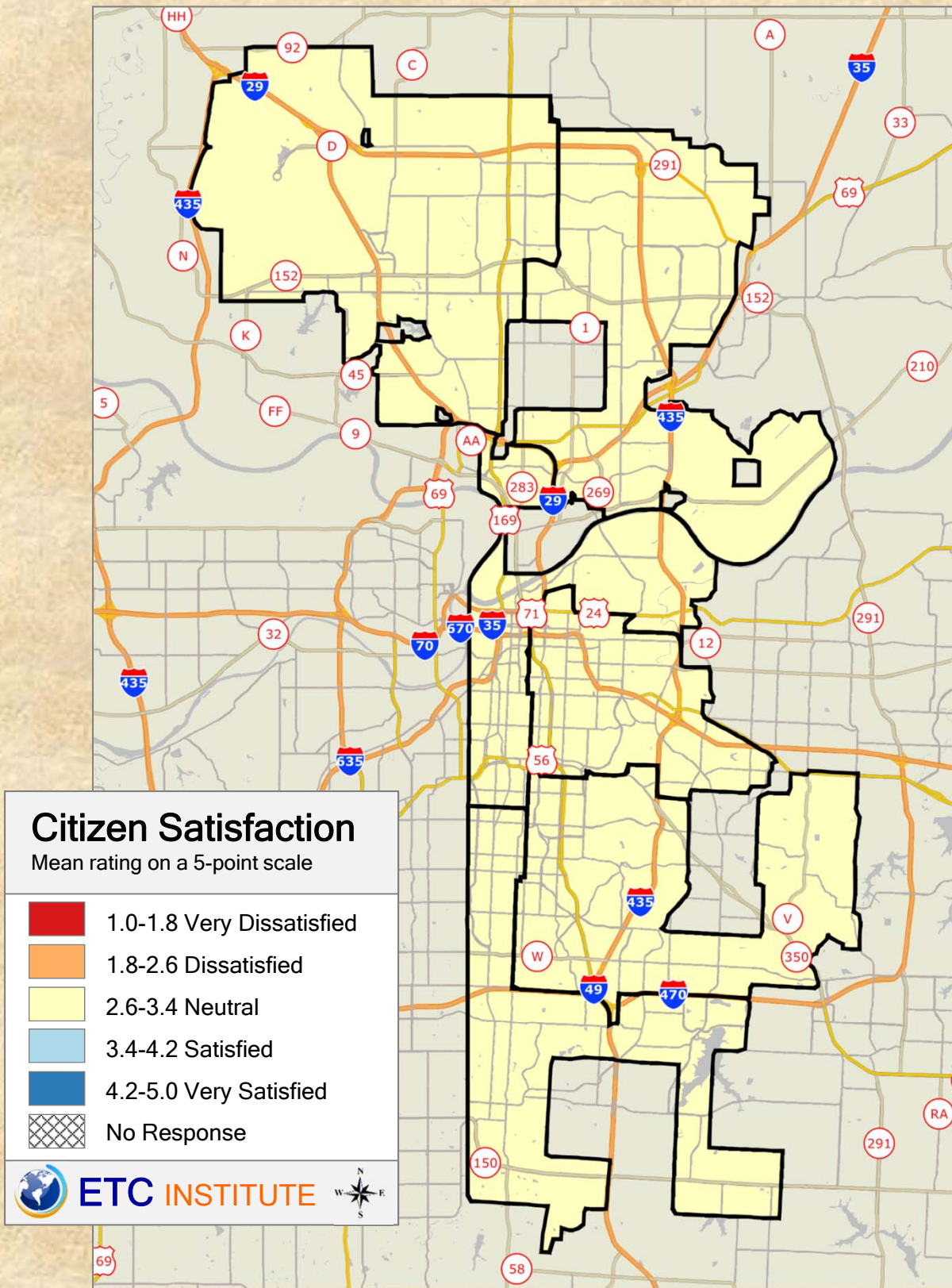
Q16-4 Satisfaction with overall quality of bulky item pick-up services



2016-2017 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

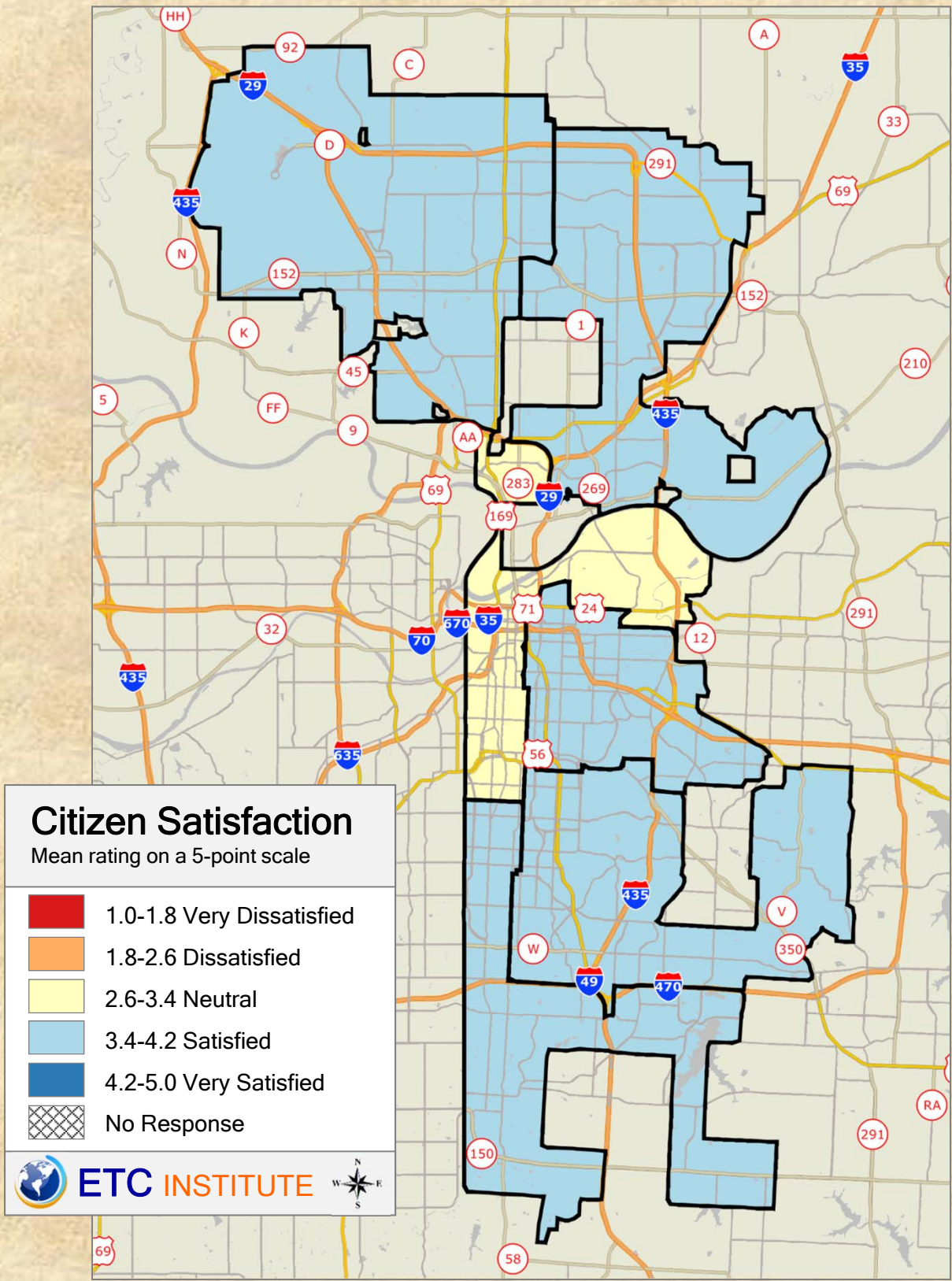
Q16-5 Satisfaction with overall quality of leaf and brush pick-up services



2016-2017 City of Kansas City, Missouri Citizen Survey

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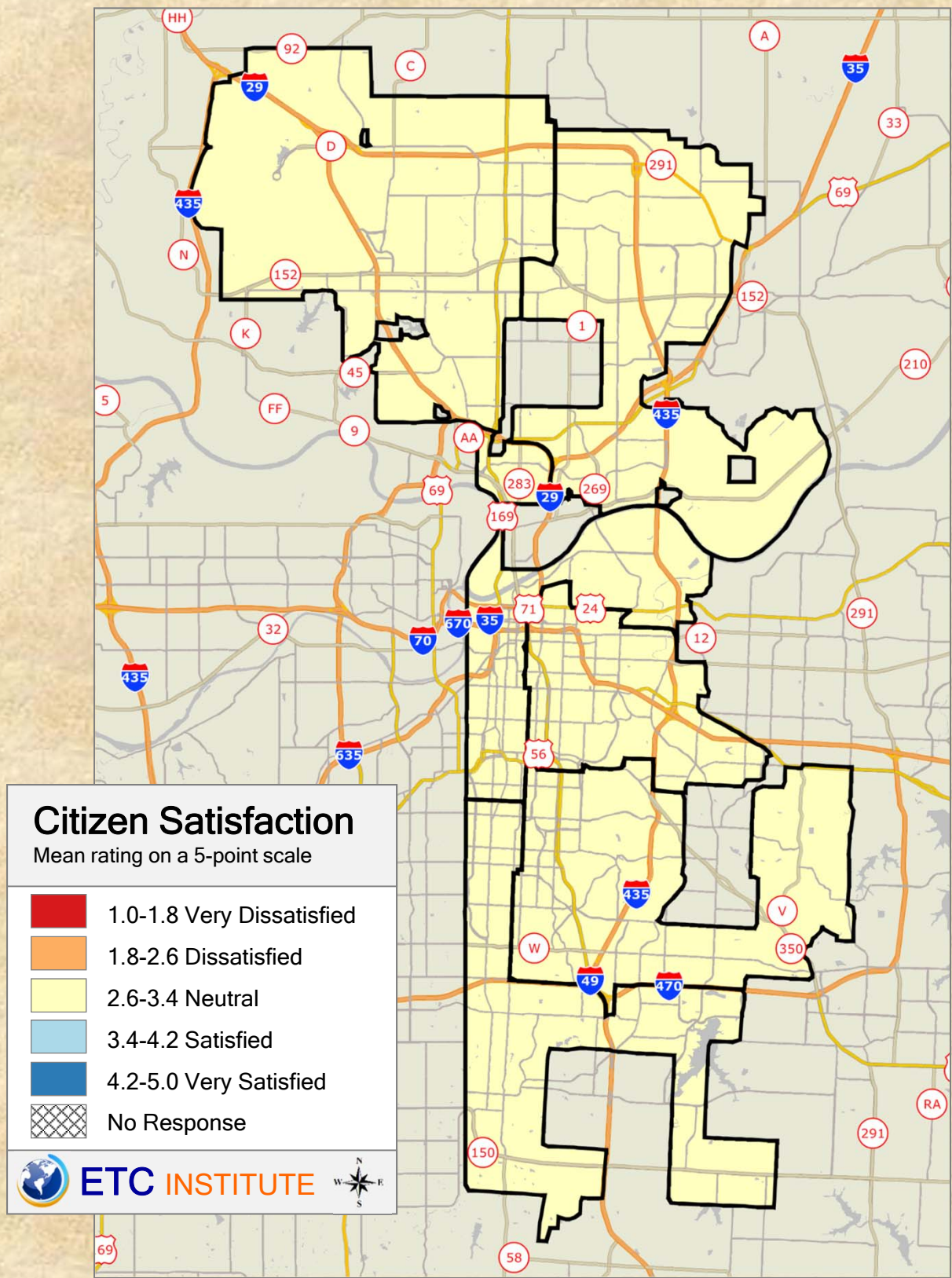
Q16-6 Satisfaction with overall quality of leaf and brush drop-off centers



2016-2017 City of Kansas City, Missouri Citizen Survey

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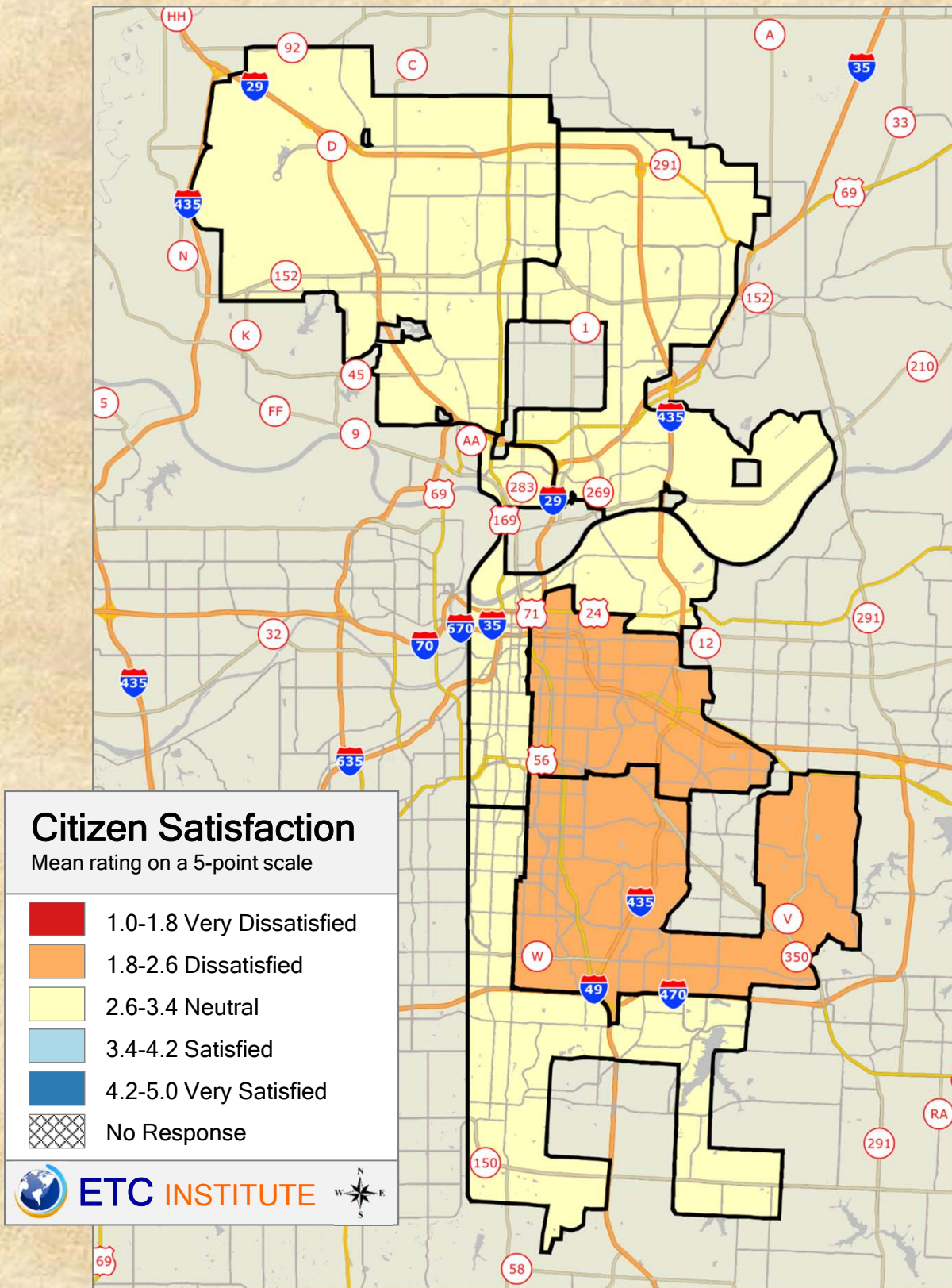
Q16-7 Satisfaction with overall cleanliness of streets and other public areas



2016-2017 City of Kansas City, Missouri Citizen Survey

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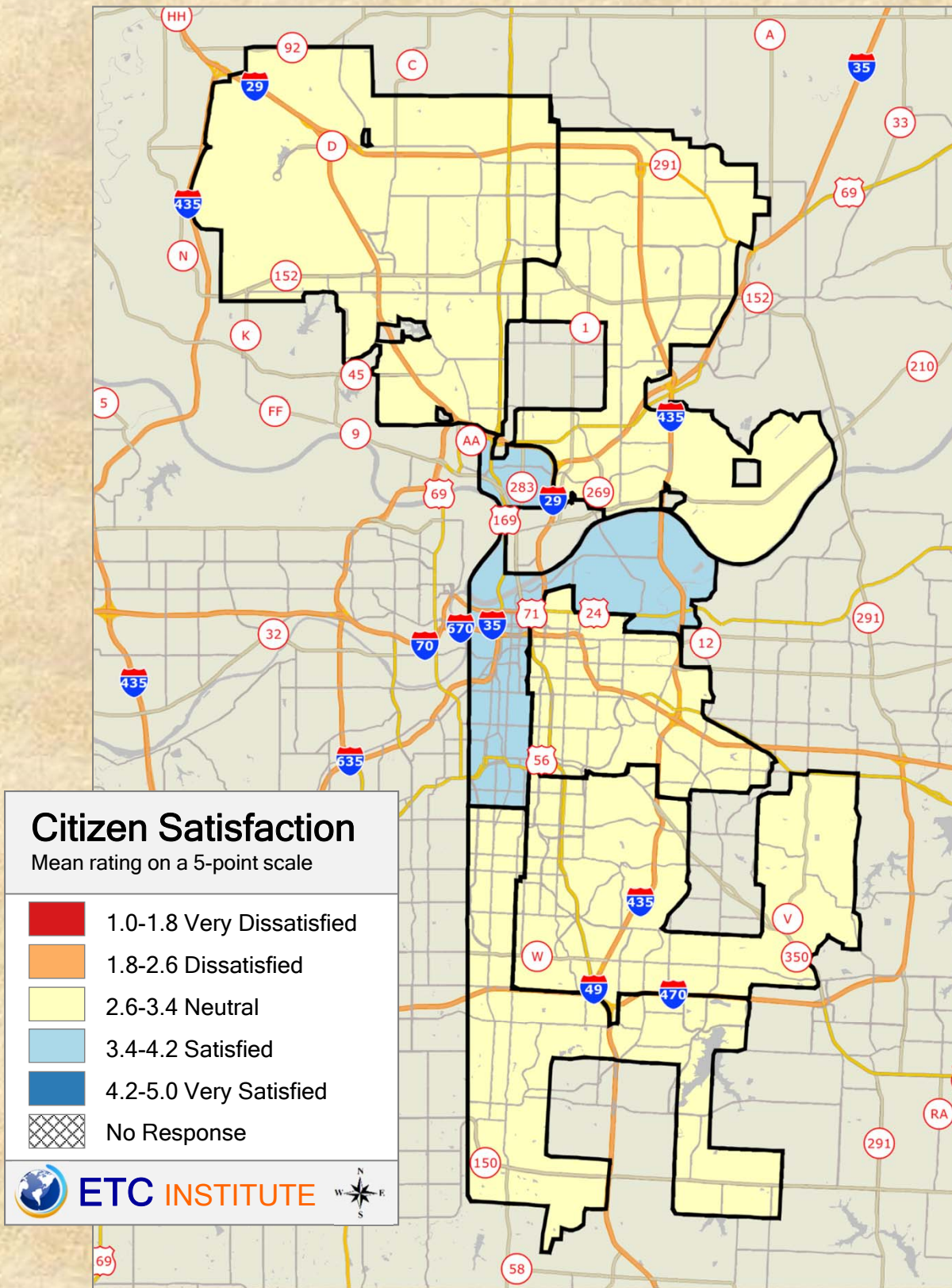
Q16-8 Satisfaction with city efforts to clean up illegal dumping sites



2016-2017 City of Kansas City, Missouri Citizen Survey

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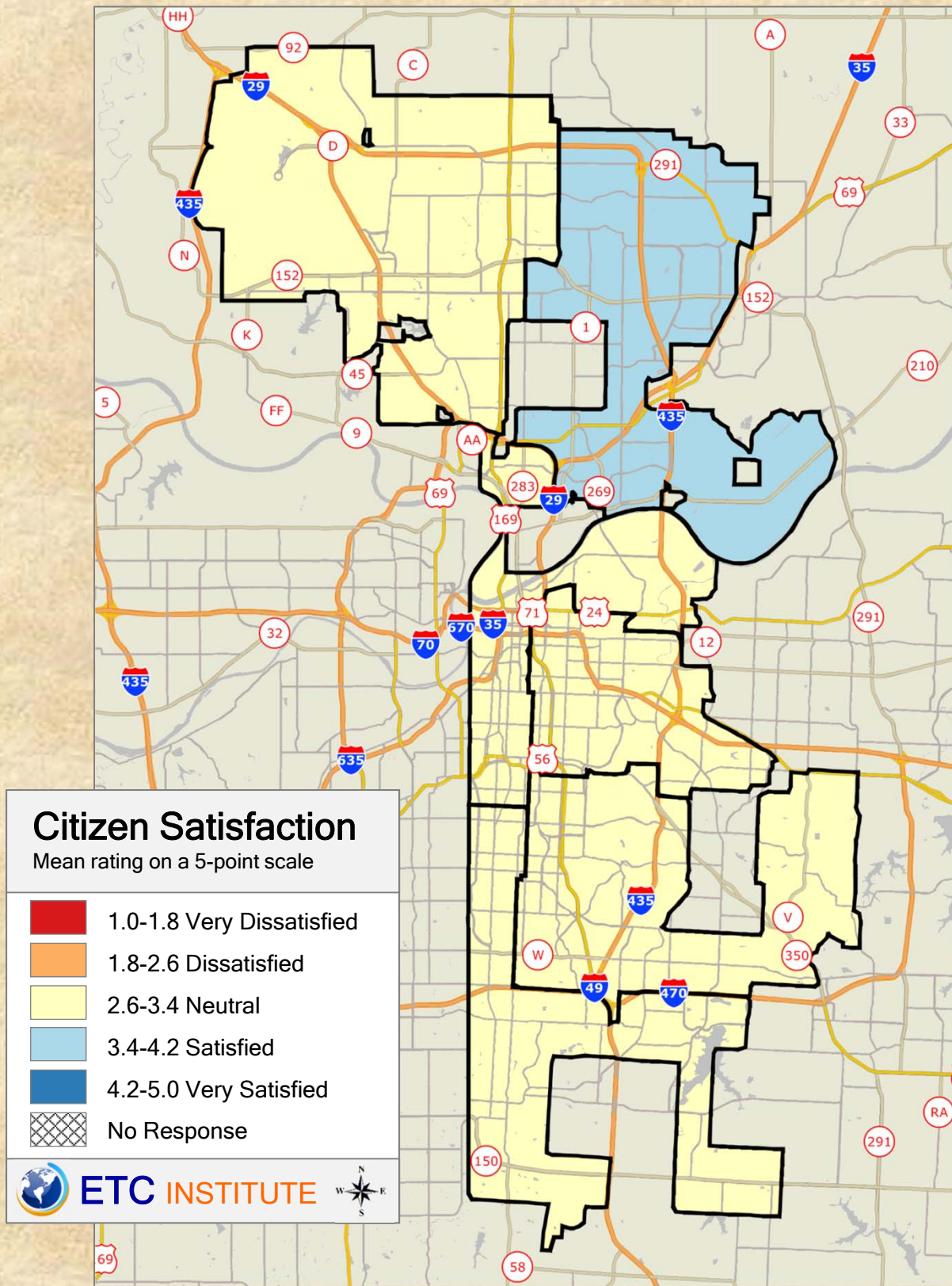
Q17-1 Satisfaction with the availability of information about city programs and services



2016-2017 City of Kansas City, Missouri Citizen Survey

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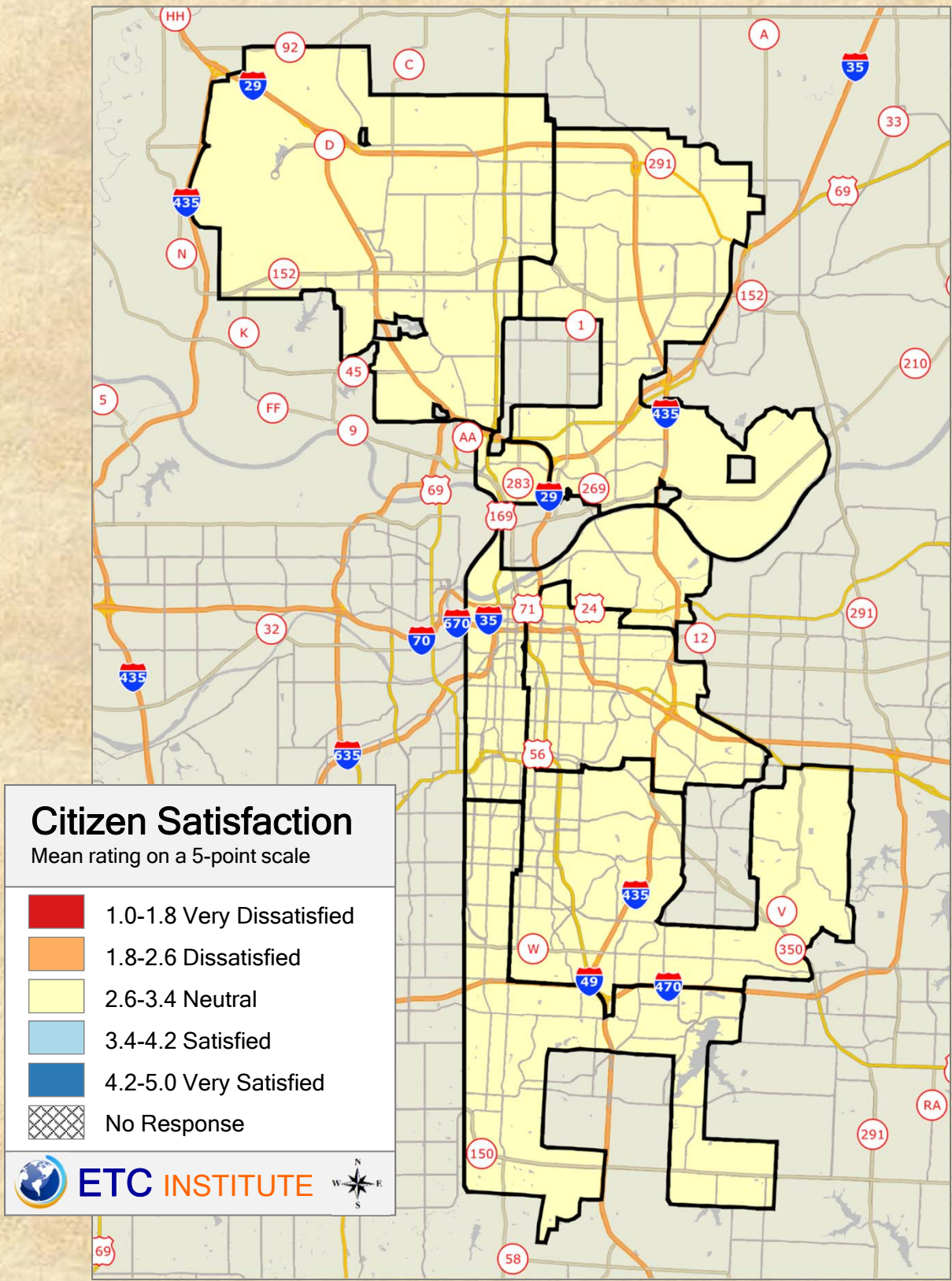
Q17-2 Satisfaction with overall usefulness of the city's website



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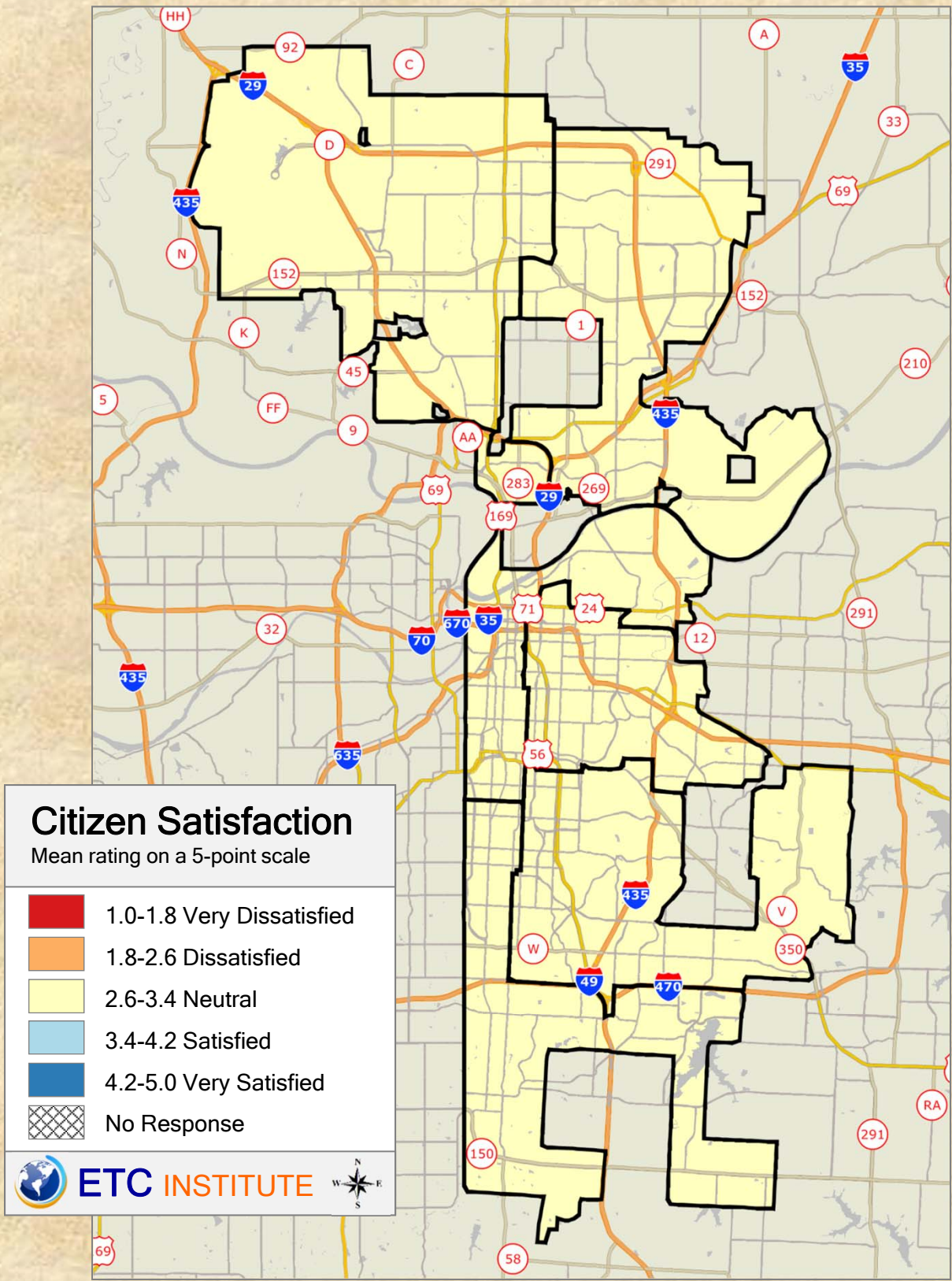
Q17-3 Satisfaction with opportunity to engage/provide input into decisions made by the city



2016-2017 City of Kansas City, Missouri Citizen Survey

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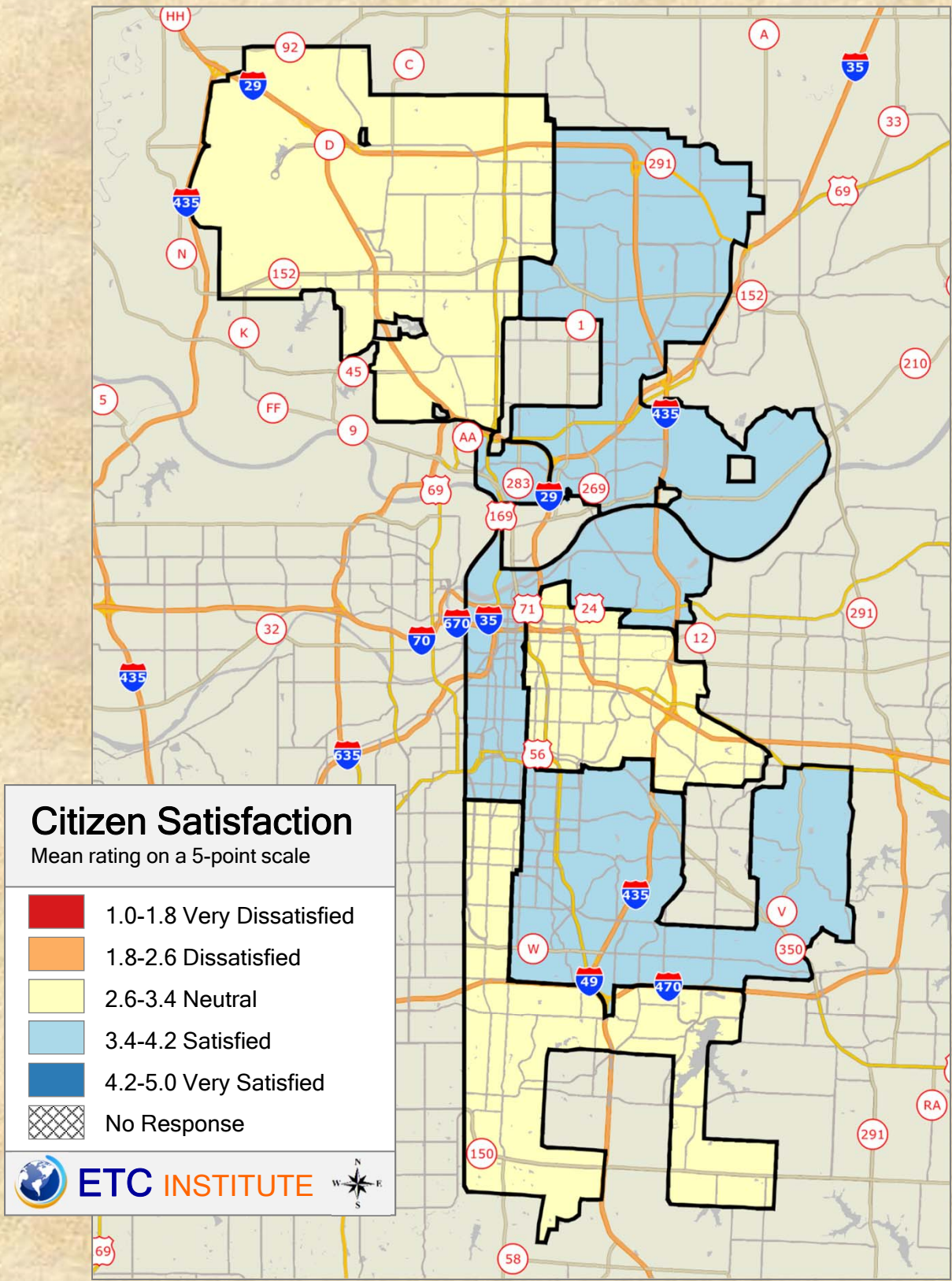
Q17-4 Satisfaction with quality of city video programming including city television channel (Channel 2) & web streaming



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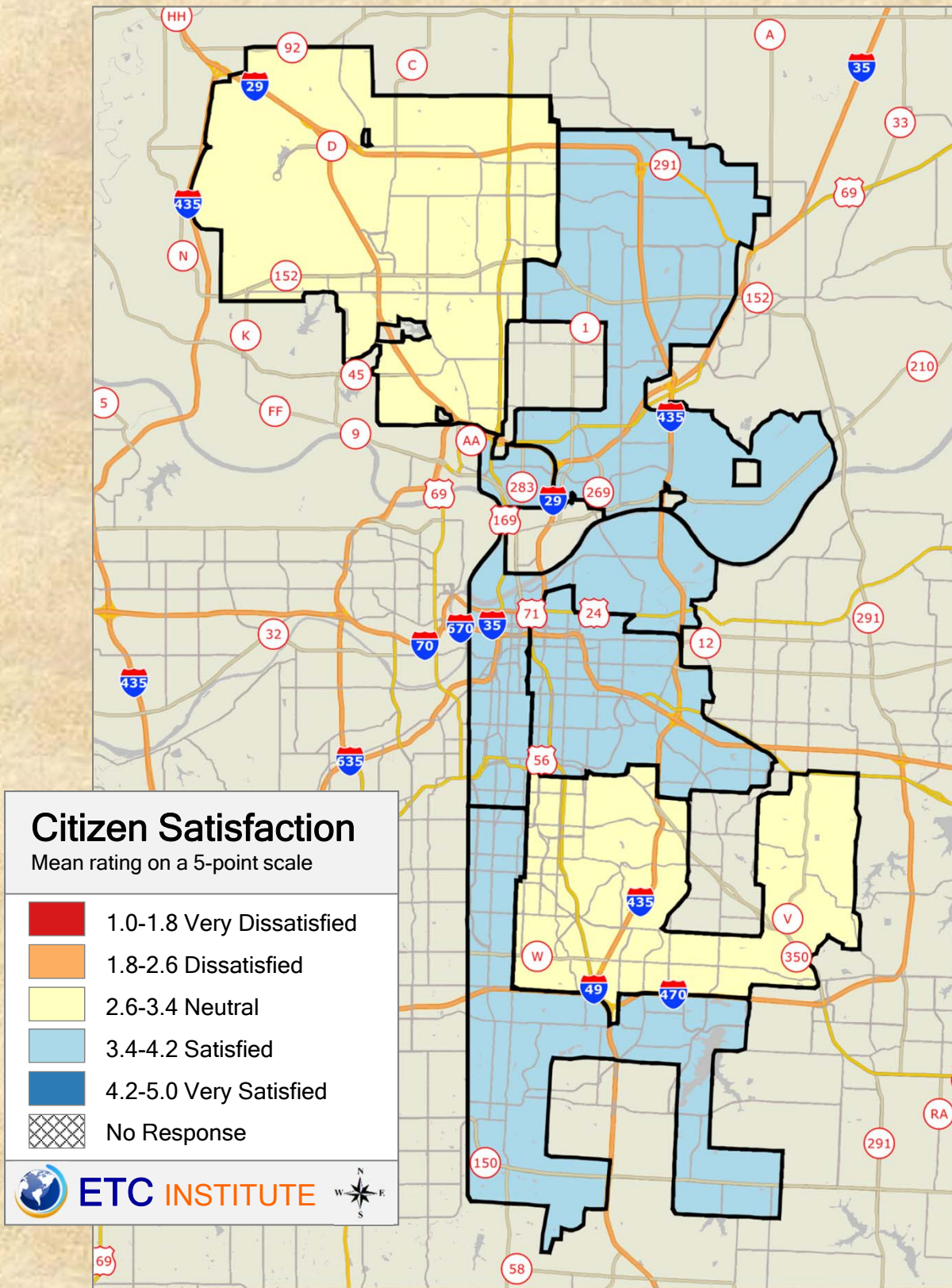
Q17-5 Satisfaction with the content in the City's magazine KCMore



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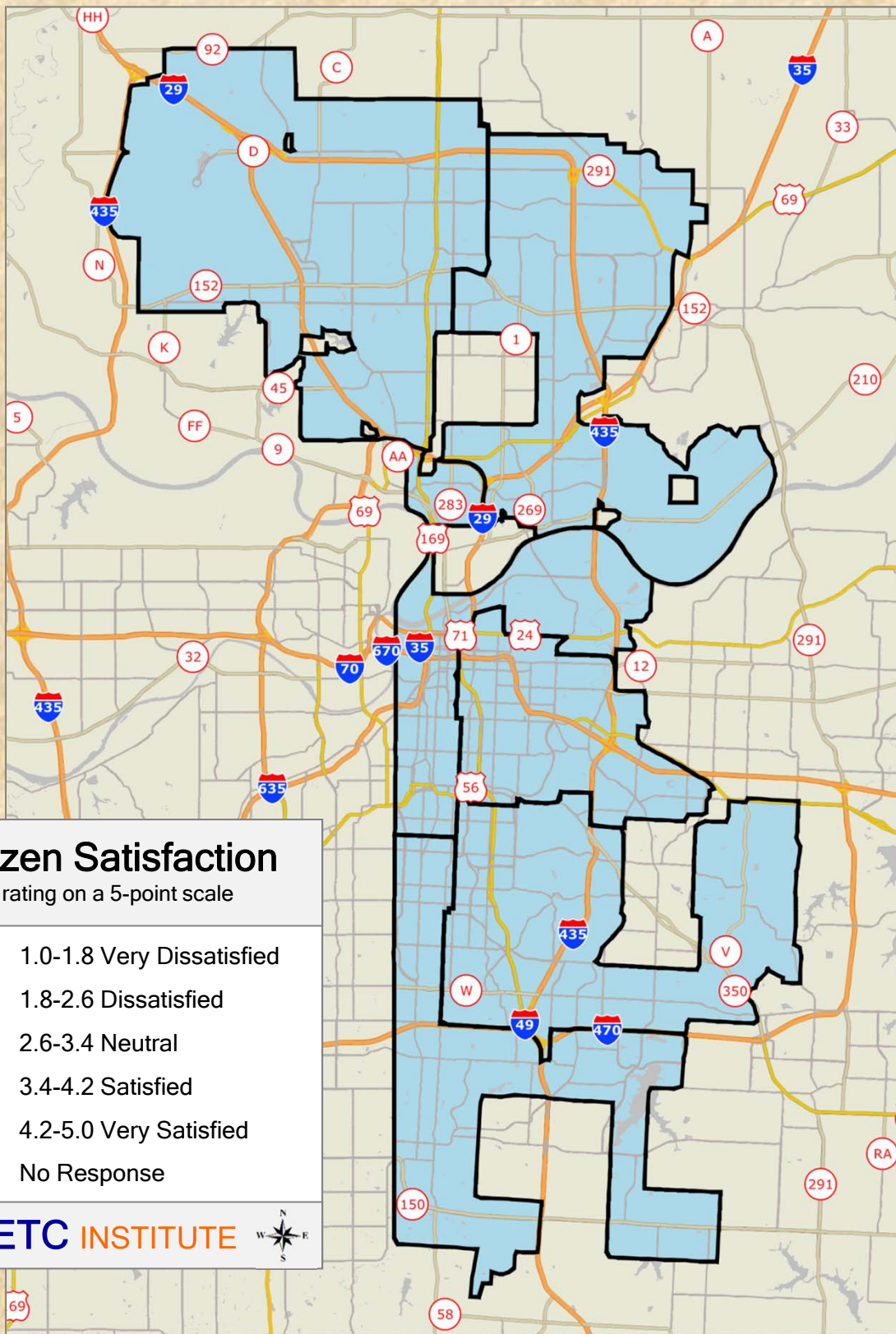
Q17-6 Satisfaction with the city's use of social media



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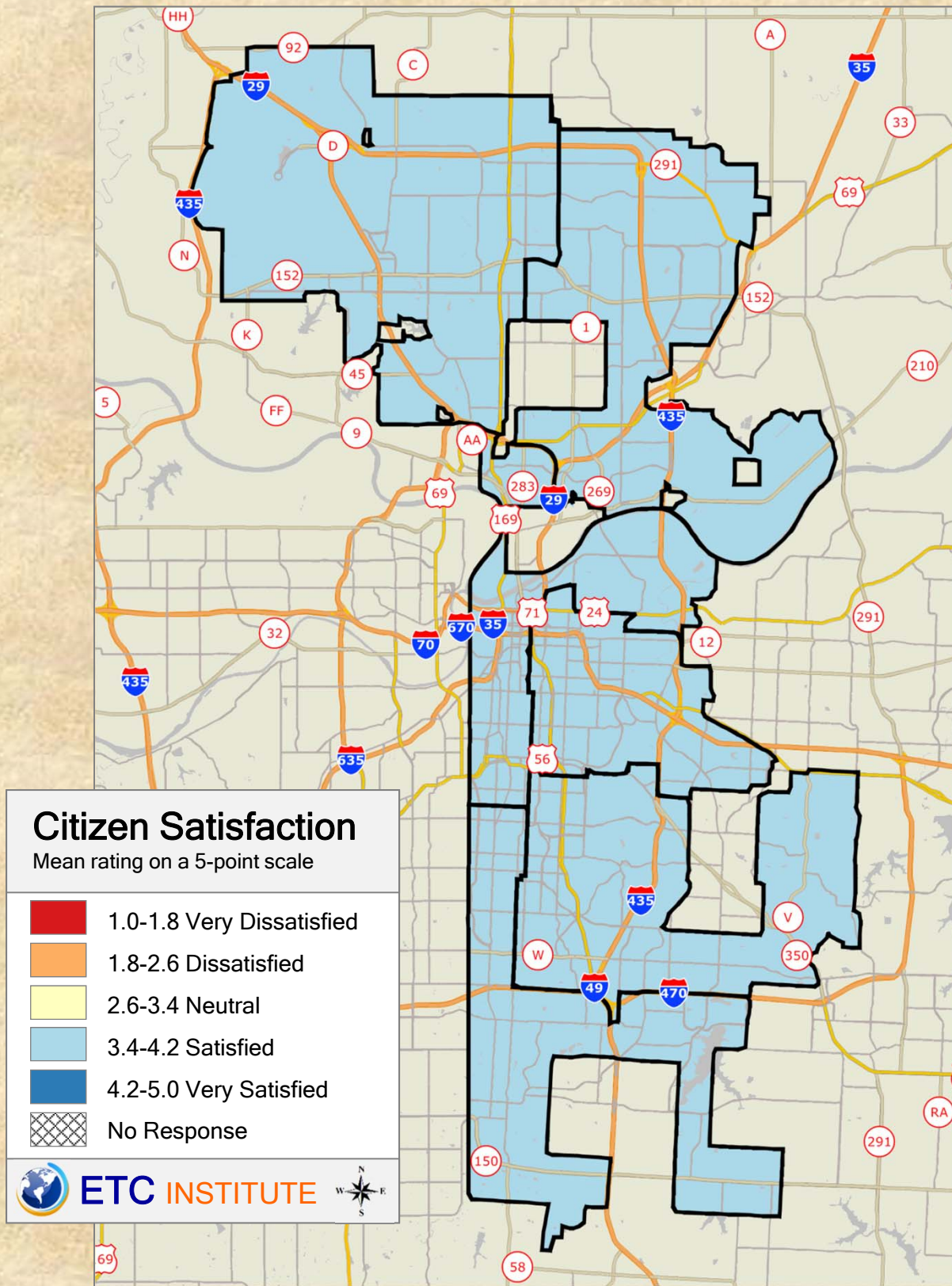
Q18-1 Satisfaction with ease of moving through airport security



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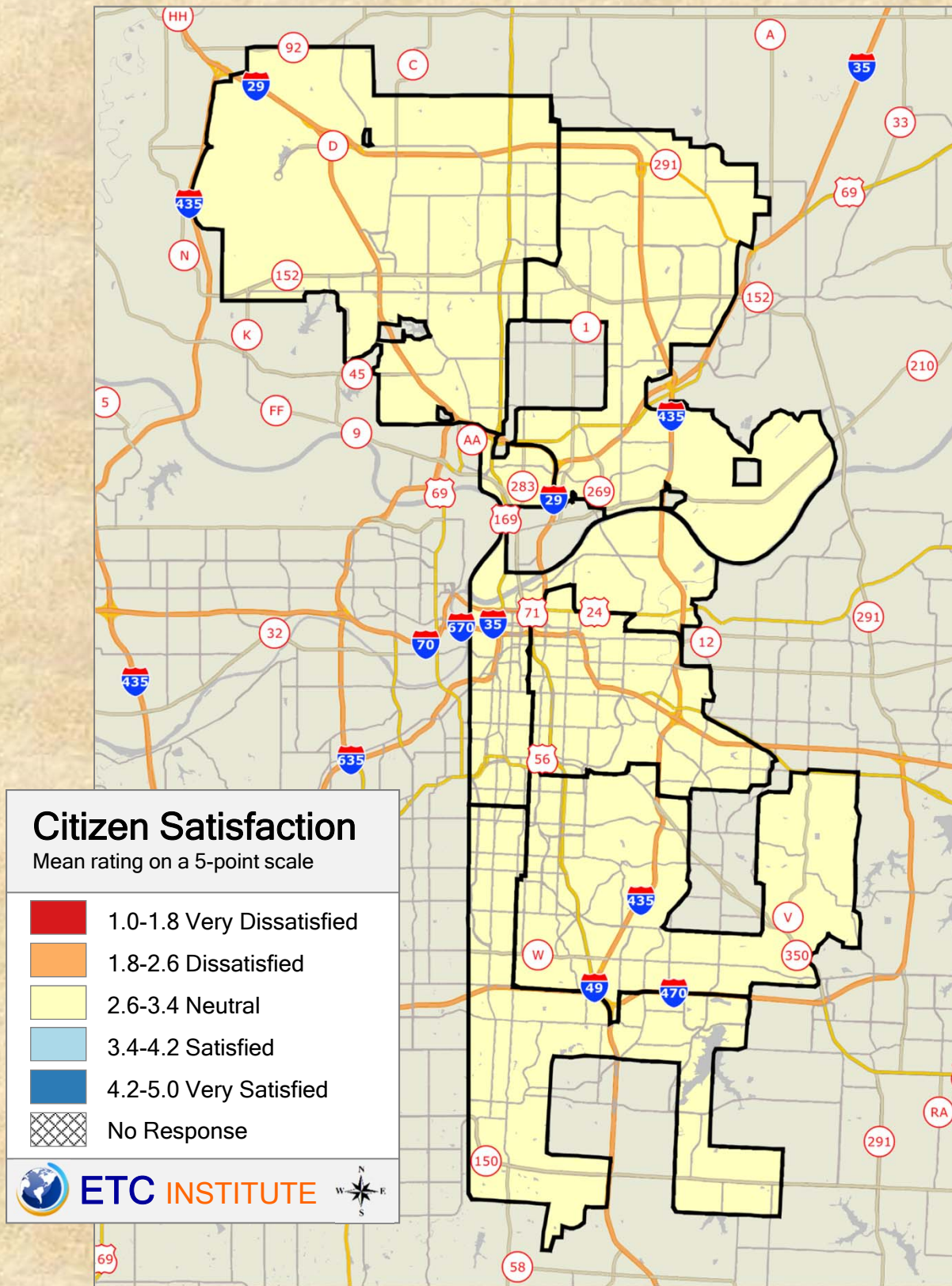
Q18-2 Satisfaction with availability of parking



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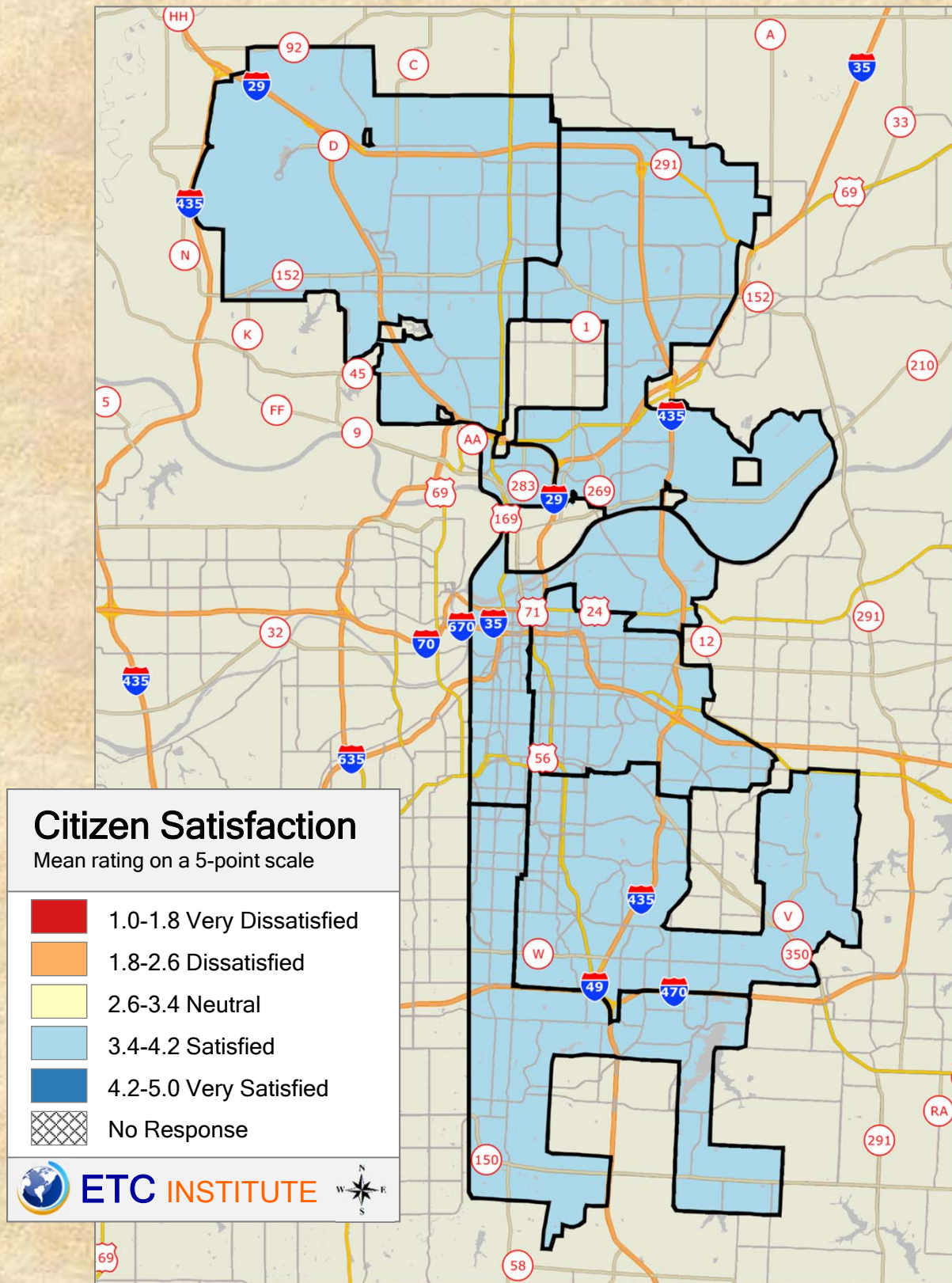
Q18-3 Satisfaction with food, beverage, and other concessions



2016-2017 City of Kansas City, Missouri Citizen Survey

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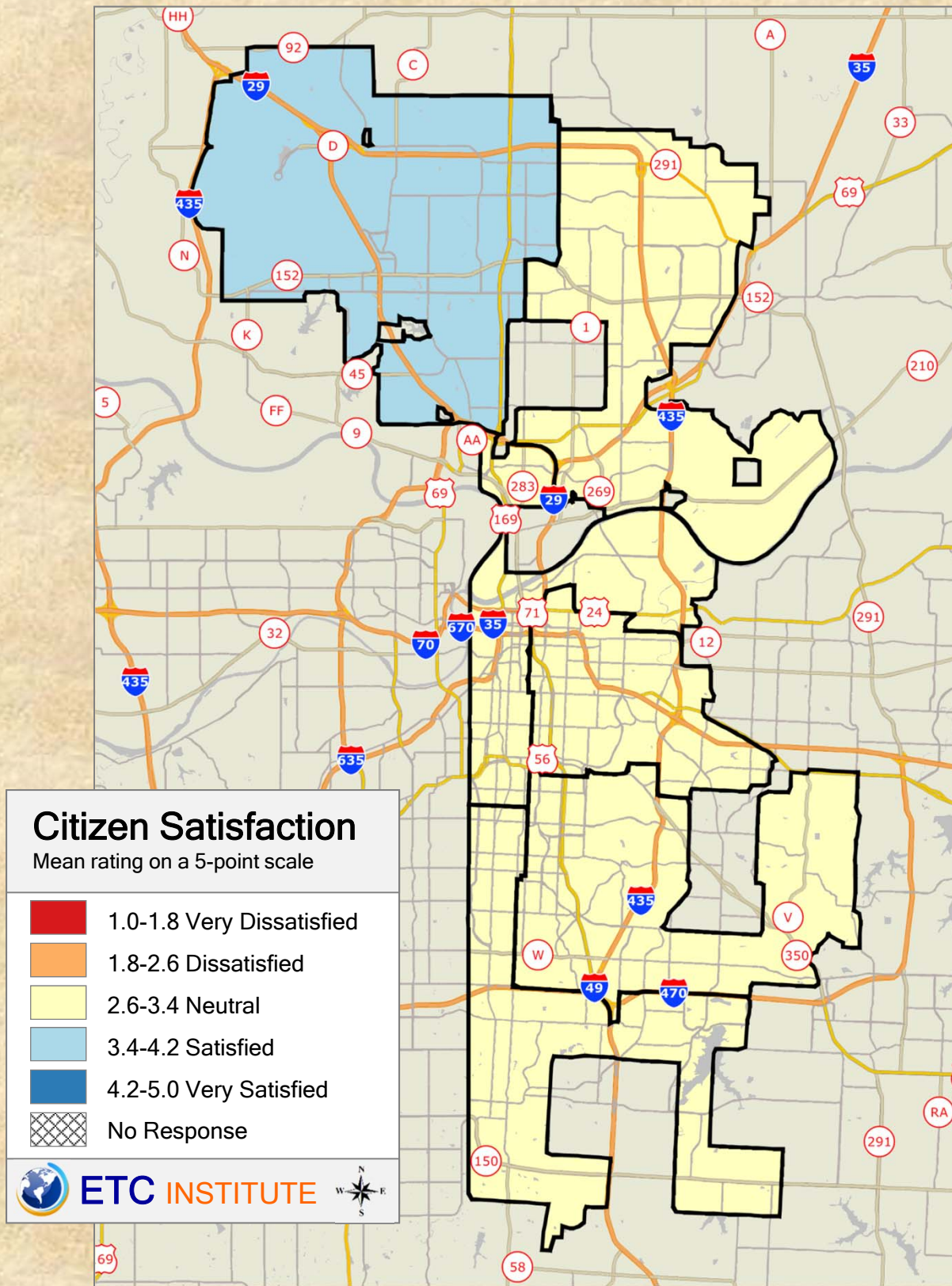
Q18-4 Satisfaction with cleanliness of facilities



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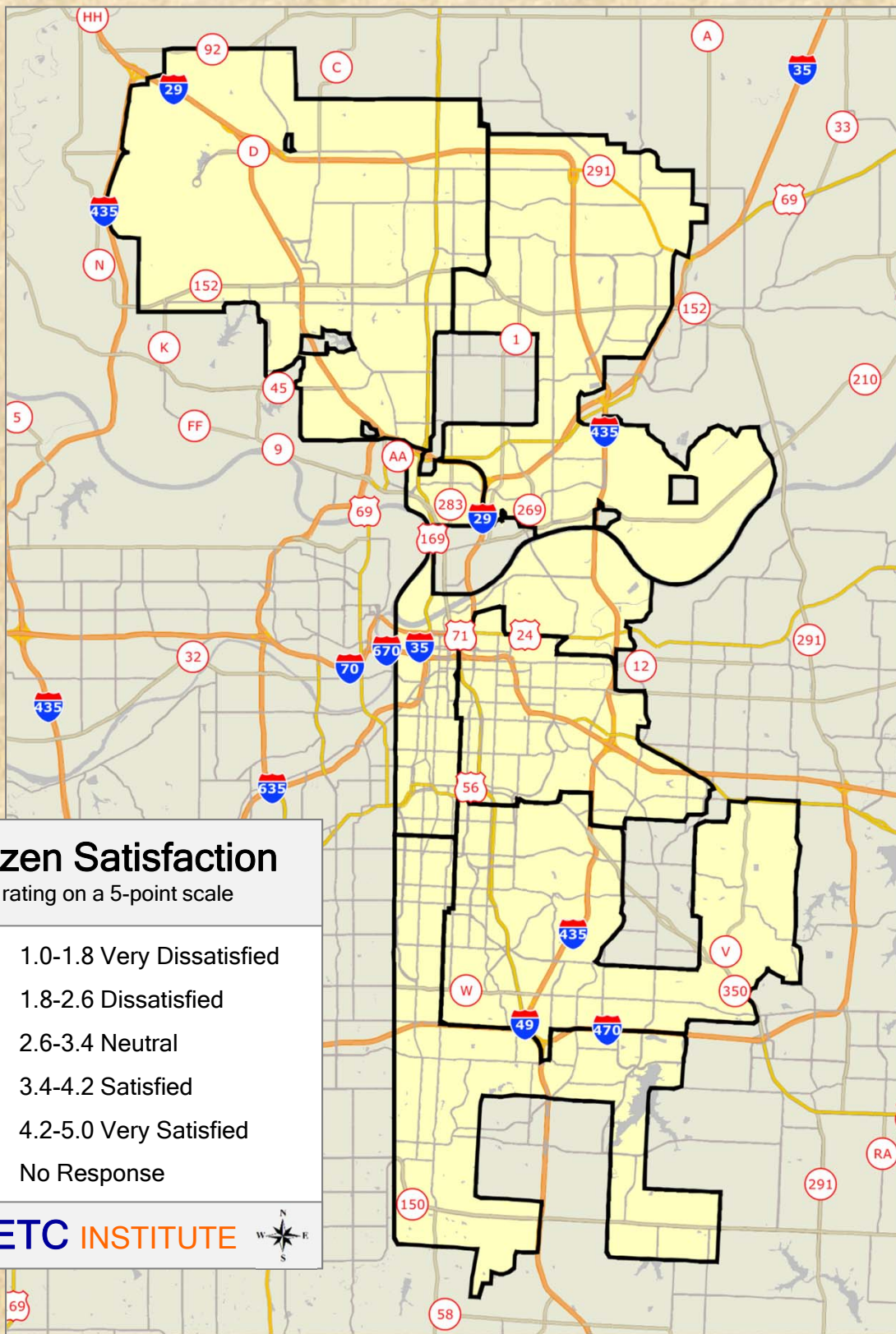
Q20-1 Satisfaction with condition of catch basins (storm drains) in neighborhood



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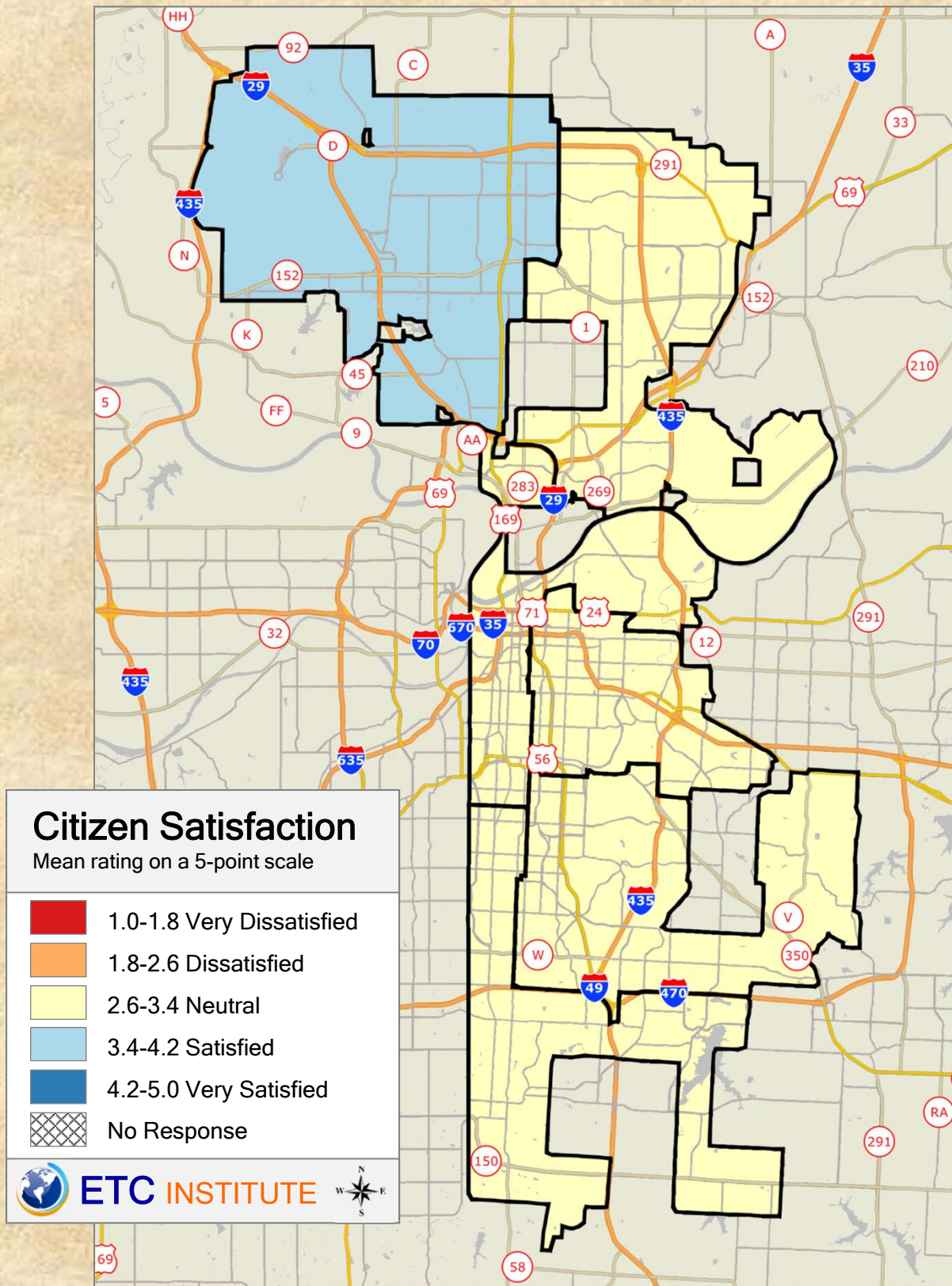
Q20-2 Satisfaction with timeliness of water/sewer line break repairs



2016-2017 City of Kansas City, Missouri Citizen Survey

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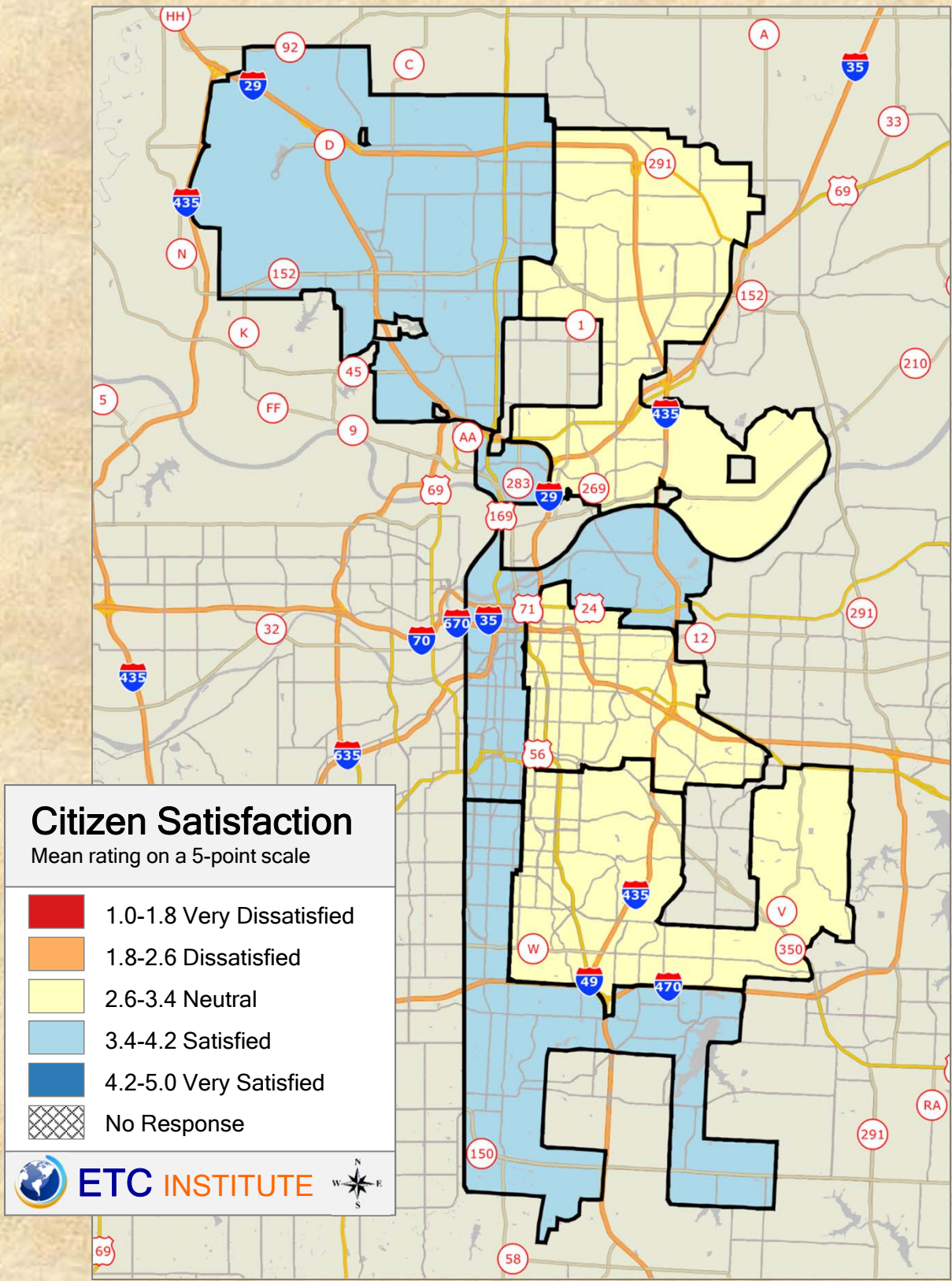
Q20-3 Satisfaction with Water Services customer service



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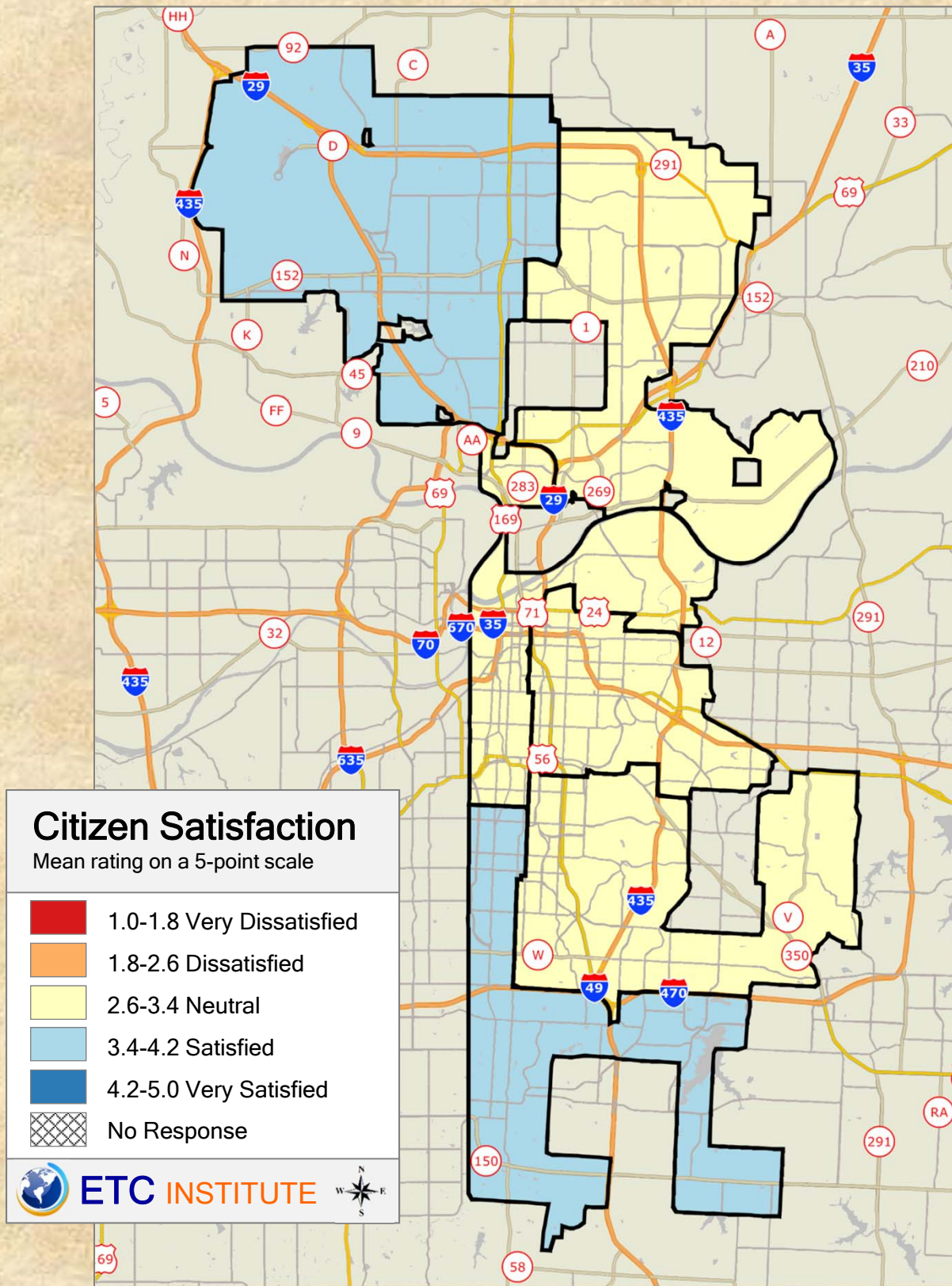
Q21-1 Satisfaction with overall quality of leadership provided by the city's elected officials



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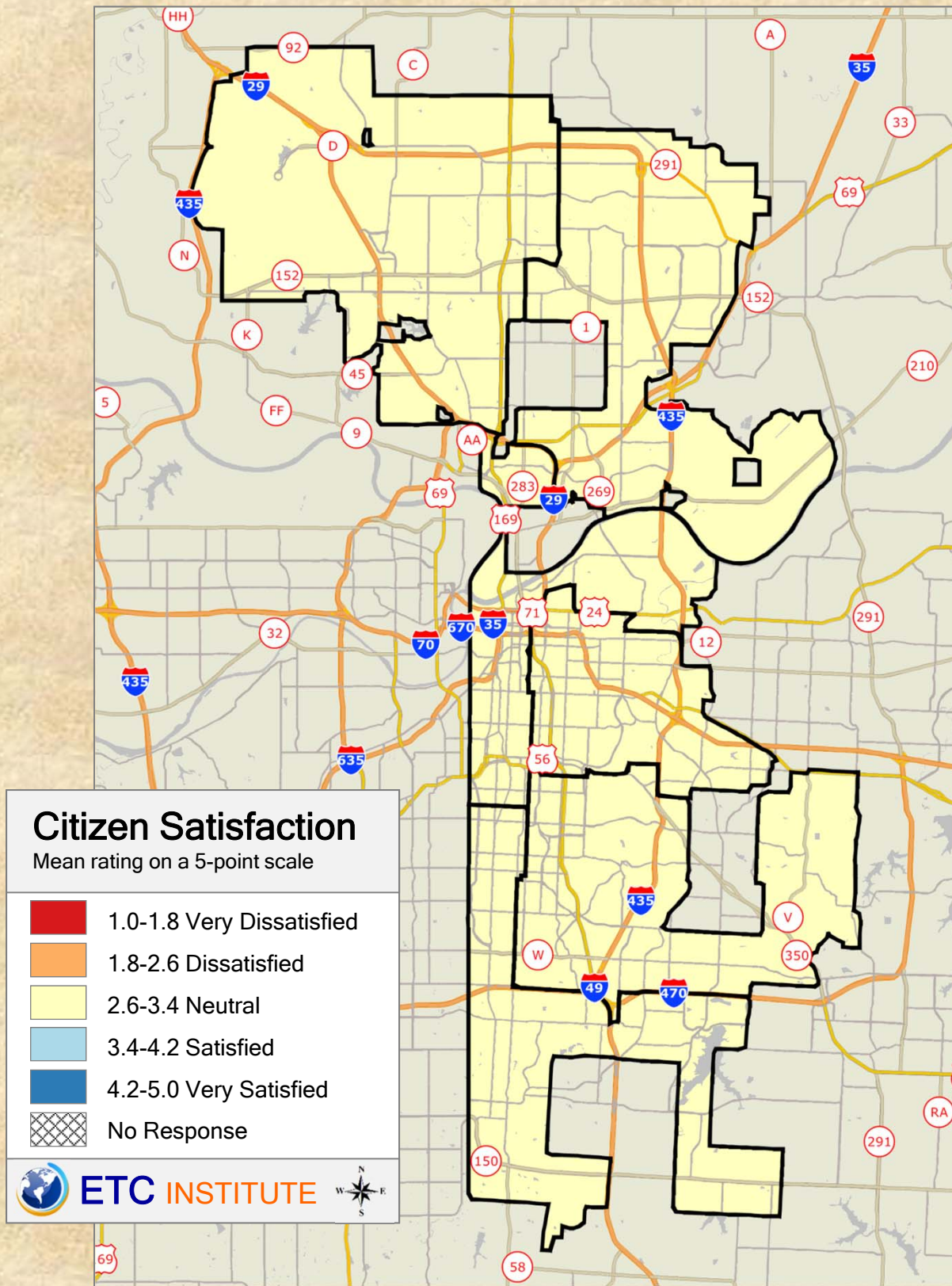
Q21-2 Satisfaction with overall effectiveness of city manager and appointed staff



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Q21-3 Satisfaction with how ethically city conducts business



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