

2019-20 KANSAS CITY MISSOURI CITIZEN SURVEY

FINAL REPORT

Submitted to:

The City of Kansas City, Missouri

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2019-20 Kansas City, Missouri Citizen Survey Executive Summary Report

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 2019-20 DirectionFinder® Survey for the City of Kansas City, Missouri involved the administration of the survey by mail and Internet to a random sample of 3,754 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 2019-20 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 2019-20 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 150 surveys 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 2019, November 2019, February 2020, and May 2020, 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.

Households that did not respond to the survey by mail were contacted by e-mail follow-up and asked to complete the survey online. Of the 9,000 households that received the survey, the total number of households that completed the survey by mail or Internet was 3,754 (a 42% response rate). The results for the random sample of 3,754 surveys have a precision of at least +/-1.6%.

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, 2018-19 and 2019-20 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 (75%), city parks and recreation programs and facilities (60%), the quality of police services (58%), and the quality of the city's 311 service (56%). Residents were least satisfied with the overall maintenance of streets, sidewalks and infrastructure (16%).

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 2019-20) and the short-term percent changes (2018-19 to 2019-20). **Note:** Significant changes are +/- 1.6% (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 +/- 1.6% 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 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	2019-20 Survey	Percentage Change from 2005 to (2019-20)	Percentage Change from (2018-19) to (2019-20)
Quality of fire & ambulance services	N/A	N/A	75.1	75.6	76.9	79.2	77.1	74.9	75.8	74.8	N/A	-1.0
Quality of airport facilities	71.5	73.5	73.8	73.7	70.6	69.0	67.3	52.6	55.4	51.6	-19.9	-3.8
Quality of solid waste services	N/A	N/A	68.5	67.7	68.5	66.6	61.1	60.7	51.2	52.0	N/A	0.8
Overall quality of police services	N/A	N/A	63.9	63.1	66.1	67.1	64.9	60.0	60.8	57.5	N/A	-3.3
City parks/recreation programs/facilities	51.2	59.4	58.2	61.4	63.6	63.7	64.8	62.3	61.3	59.7	8.5	-1.6
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	56.3	N/A	-1.5
Quality of city water utilities	55.1	51.5	56.6	58.2	60.0	59.0	54.8	50.9	46.9	46.8	-8.3	-0.1
Quality of Health Department services	N/A	N/A	55.0	56.0	58.6	54.1	53.8	51.7	52.1	51.3	N/A	-0.8
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	46.2	7.1	-0.2
Quality of neighborhood services	N/A	N/A	43.4	45.3	46.3	45.3	45.0	40.6	40.0	38.7	N/A	-1.3
Quality of municipal court services	34.3	36.7	41.2	44.0	45.4	41.9	40.9	39.2	39.5	38.8	4.5	-0.7
Effectiveness of city communication with public	30.7	39.2	39.8	43.5	45.6	44.6	44.0	41.5	38.4	39.3	8.6	0.9
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	33.9	1.8	0.3
Quality of public transportation	N/A	42.8	36.5	40.1	39.4	39.0	43.9	40.7	42.8	43.4	N/A	0.6
Maintenance of streets, sidewalks & infrastructure	N/A	N/A	25.1	27.8	30.2	25.9	24.5	22.8	18.7	16.4	N/A	-2.3

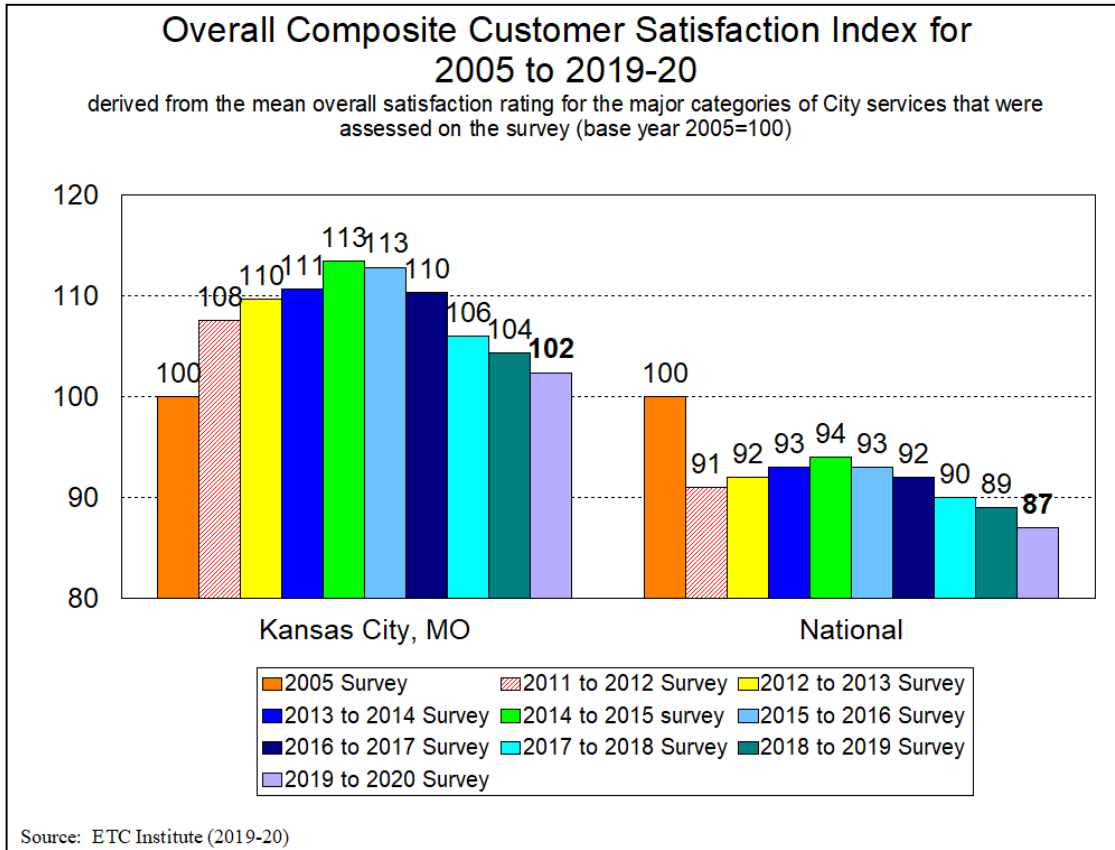
Significant Changes Since the 2005 Survey. There were significant increases in satisfaction ratings in five (5) major city services that were rated in both 2005 and 2019-20. The significant increases are listed below.

- Effectiveness of city communication with the public (+8.6%)
- City parks/recreation programs/facilities (+8.5%)
- Quality of customer service from city employees (+7.1%)
- Quality of municipal court services (+4.5%)
- Quality of city's stormwater runoff/management system (+1.8%)

Significant Changes Since the 2018-19 Survey. There were no significant increases in satisfaction ratings in any of the major city services that were rated in both 2018-19 and 2019-20.

- **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 2018-19 and increased 2 points from 2005. The National Index decreased 2 points from 2018-19 and was 13 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-two percent (62%) 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 13% were dissatisfied. Fifty-nine percent (59%) indicated that they were satisfied with the feeling of safety in their neighborhood; 21% 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 2019-20) and the short-term percentage changes (2018-19 to 2019-20). **Note:** Significant changes are +/- 1.6% (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 (2019-20)	Percentage Change from (2018-19) to (2019-20)
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	2019-20 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	58.9	N/A	0.1
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	62.2	11.5	-0.9
Overall image of the city	36.9	45.3	53.2	56.5	63.0	66.8	65.9	61.0	61.3	59.2	22.3	-2.1
Quality of services provided by KCMO	41.4	50.0	52.1	55.5	60.3	59.5	57.7	55.8	53.5	49.1	7.7	-4.4
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	33.9	4.0	-1.4
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	32.8	8.0	-4.2
Physical appearance of your neighborhood	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	55.4	55.5	N/A	0.1
Overall quality of education system	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	25.1	29.2	N/A	4.1

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 +/- 1.6% 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 2019-20. The significant increases are listed below:

- Overall image of the city (+22.3%)
- Overall quality of life in the city (+11.5%)
- Value received for city tax dollars and fees (+8%)
- Quality of services provided by the city (+7.7%)
- Overall feeling of safety in the city (+4%)

Significant Changes Since the 2018-19 Survey. There was one significant increase in satisfaction ratings in perception items that were rated in both 2018-19 and 2019-20: overall quality of education system (+4.1%).

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; 16% gave a neutral response, and 8% were dissatisfied (combination of "below average" and "poor"). Seventy-one percent (71%) 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; 20% 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 2019-20) and the short-term percentage changes (2018-19 to 2019-20). **Note:** Significant changes are +/- 1.6% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Overall Ratings of the City											Percentage Change from	Percentage Change from
Combination of "Excellent" and "Good" 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	2019-20 Survey	2005 to (2019-20)	(2018-19) to (2019-20)
As a place to live	69.2	69.8	75.2	75.9	80.1	79.4	79.3	78.8	77.3	76.5	7.3	-0.8
As a place to work	63.3	62.3	65.0	65.3	70.5	71.2	72.0	71.9	72.1	71.4	8.1	-0.7
As a place to raise children	51.5	50.4	54.6	56.6	58.7	59.7	60.1	58.4	58.9	60.9	9.4	2.0

The long-term and short-term changes in the overall ratings of the City that were identified as significant, because satisfaction ratings were +/- 1.6% 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 2019-20. The significant increases are listed below:

- As a place to raise children (+9.4%)
- As a place to work (+8.1%)
- As a place to live (+7.3%)

Significant Changes Since the 2018-19 Survey. There was one significant increase in ratings in the quality of life items that were rated in both 2018-19 and 2019-20: as a place to raise children (+2%).

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 (52%), the enforcement of local traffic laws (43%), and how quickly police respond to emergencies (43%),

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 2019-20) and the short-term percentage changes (2018-19 and 2019-20). **Note:** Significant changes are +/- 1.6% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With Police Services											Percentage Change from	Percentage Change from
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	2019-20 Survey	2005 to (2019-20)	(2018-19) to (2019-20)
Effectiveness of local police protection	N/A	N/A	62.0	61.5	66.1	63.0	60.4	55.4	55.9	52.2	N/A	-3.7
How quickly police respond to emergencies	N/A	57.8	51.8	54.4	56.5	52.0	48.0	44.1	46.3	42.9	N/A	-3.4
Enforcement of local traffic laws	47.3	51.7	51.5	52.0	53.0	51.8	51.2	47.6	45.6	43.3	-4.0	-2.3
Visibility of police in neighborhoods	39.0	48.9	47.6	51.5	48.8	47.7	43.4	39.6	40.2	38.4	-0.6	-1.8
Parking enforcement services	N/A	48.5	47.4	47.8	47.6	47.3	46.1	44.2	43.3	39.7	N/A	-3.6
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	27.6	-3.6	-5.3

Significant Changes Since the 2005 Survey. There were no increases in satisfaction ratings in any of the police services that were rated in both 2005 and 2019-20.

Significant Changes Since the 2018-19 Survey. There were no increases in satisfaction ratings in any of the police services that were rated in both 2018-19 and 2019-20.

- **Police Services Residents Thought Were Most Important.** The three police services that residents thought should receive the most emphasis from the city were: (1) the City’s overall efforts to prevent crime, (2) the visibility of police in neighborhoods and (3) effectiveness of local police protection.

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 (79%) and how quickly fire and rescue personnel respond to emergencies (78%).

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 2019-20) and the short-term percentage changes (2018-19 to 2019-20). **Note:** *Significant changes are +/- 1.6% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).*

Satisfaction With											Percentage	Percentage
Fire and Emergency Medical Services											Change from	Change from
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	2019-20	2005 to	(2018-19) to
	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	(2019-20)	(2019-20)
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	79.3	0.4	-1.6
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	77.6	N/A	-1.6
Quality of local emergency medical service	67.2	69.4	68.6	73.3	75.9	76.1	75.9	75.2	75.5	74.7	7.5	-0.8
How quickly emergency medical personnel respond	N/A	68.7	68.6	72.7	75.2	76.2	74.8	74.1	75.2	74.7	N/A	-0.5

The long-term and short-term changes in satisfaction with fire and emergency medical services that were identified as significant, because satisfaction ratings were +/- 1.6% or more, are listed below:

Significant Changes Since the 2005 Survey. There was one significant increase in satisfaction ratings in the fire and emergency medical services that were rated in both 2005 and 2019-20: quality of local emergency medical service (+7.5%).

Significant Changes Since the 2018-19 Survey. There were no increases in the satisfaction ratings in any of the fire and emergency medical services that were rated in both 2018-19 and 2019-20.

- **Fire and Emergency Medical Services Residents Thought Were Most Important.** The three 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, (2) how quickly fire and rescue respond to emergencies and (3) overall quality of local fire protection and rescue.

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 adequacy of city street lighting (54%), the maintenance of street signs and traffic signals (53%), 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 2019-20) and the short-term percentage changes (2018-19 to 2019-20).

Note: Significant changes are +/- 1.6% (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 Change from	Percentage Change from
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	2019-20 Survey	2005 to (2019-20)	(2018-19) to (2019-20)
Adequacy of city street lighting	60.2	57.0	61.6	60.2	59.9	58.7	57.0	57.1	54.3	54.1	-6.1	-0.2
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	51.9	-2.6	-0.5
Maintenance of street signs & traffic signals	N/A	52.4	54.9	57.0	60.2	59.5	58.7	57.1	54.7	53.4	N/A	-1.3
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	34.4	N/A	-2.1
Maintenance of streets in your neighborhood	35.2	35.8	40.4	39.5	41.5	38.1	36.6	33.4	28.9	23.4	-11.8	-5.5
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	32.0	-4.8	-2.0
Condition of sidewalks in your neighborhood	N/A	N/A	36.9	34.9	36.1	33.3	33.4	30.6	30.1	26.4	N/A	-3.7
Maintenance of city streets	21.2	23.8	26.9	28.0	27.3	25.3	24.3	21.6	16.6	13.4	-7.8	-3.2
On-street bicycle infrastructure	N/A	N/A	N/A	N/A	N/A	27.5	28.4	26.0	27.8	28.3	N/A	0.5
Condition of sidewalks in the city	18.8	22.7	23.9	26.0	25.2	24.2	22.7	20.0	18.1	17.4	-1.4	-0.7

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 +/- 1.6% or more, are listed below:

Significant Changes Since the 2005 Survey. There were no increases in satisfaction ratings in any of the City streets, sidewalks and infrastructure services that were rated in both 2005 and 2019-20.

Significant Changes Since the 2018-19 Survey. There were no increases in satisfaction ratings in any of the City streets, sidewalks and infrastructure services that were rated in both 2018-19 and 2019-20.

- **City Streets, Sidewalks and Infrastructure Services Residents Thought Were Most Important.** The three City streets, sidewalks and infrastructure services that residents thought should receive the most emphasis from the city were: (1) the maintenance of city streets, (2) maintenance of neighborhood streets and (3) snow removal on residential streets.

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 enforcing trash, weeds, and exterior maintenance in neighborhoods (36%). 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 2019-20) and the short-term percentage changes (2018-19 to 2019-20). **Note:** Significant changes are +/- 1.6% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With Neighborhood Services	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	Percentage Change from 2005 to (2019-20)	Percentage Change from (2018-19) to (2019-20)
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey		
Exterior maintenance of residential property	22.3	24.0	25.0	27.9	27.9	26.5	27.8	24.3	24.2	23.8	1.5	-0.4
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	23.8	3.2	-2.1
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	24.2	4.5	-0.6
Animal shelter operations & adoption efforts	N/A	N/A	N/A	N/A	N/A	50.6	52.8	50.6	52.7	52.6	N/A	-0.1
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	36.2	N/A	-0.9
Customer service from animal control officers	N/A	N/A	N/A	N/A	N/A	38.5	40.2	37.2	38.0	35.2	N/A	-2.8
Enforcement of animal code	N/A	N/A	N/A	N/A	N/A	38.4	40.9	36.9	35.5	33.0	N/A	-2.5
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	21.0	N/A	-1.3
Demolishing vacant structures in dangerous building inventory	N/A	N/A	N/A	N/A	N/A	17.7	20.3	18	17.4	16.9	N/A	-0.5

The long-term and short-term changes in satisfaction with neighborhood services that were identified as significant, because satisfaction ratings were +/- 1.6% or more, are listed below:

Significant Changes Since the 2005 Survey. There were significant increases in satisfaction ratings in two (2) of the neighborhood services that were rated in both 2005 and 2019-20. The significant increases are listed below:

- Mowing/cutting of weeds on private property (+4.5%)
- Clean-up of trash and debris on private property (+3.2%)

Significant Changes Since the 2018-19 Survey. There were no increases in satisfaction ratings in any of the neighborhood services that were rated in both 2018-19 and 2019-20.

- **Neighborhood Services Residents Thought Were Most Important.** The three 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, (2) demolishing vacant structures in dangerous building inventory and (3) mowing and cutting of weeds on private property.

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 (68%) and the ease of utilizing 311 services via phone (67%).

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 (2018-19 to 2019-20). **Note:** *Significant changes are +/- 2.3% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).*

Satisfaction With the 311 Call Center											Percentage	Percentage
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	2019-20 Survey	Change from 2005 to (2019-20)	Change from (2018-19) to (2019-20)
Courtesy/professionalism of 311 calltakers	N/A	N/A	64.3	68.4	68.9	67.9	66.3	69.2	71.2	68.2	N/A	-3.0
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	66.9	N/A	-3.4
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	57.1	N/A	-5.0
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	57.3	N/A	-0.9

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 2018-19 Survey. There were no increases in the satisfaction ratings in any of the 311 call center services that were rated in both 2018-19 and 2019-20.

Municipal Court Services

- Municipal Court Services.** The highest levels of satisfaction with the services provided by the Municipal Court, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: ease of using the Municipal Court online ticket payment and information system (41%), courtesy and professionalism of Municipal Court staff (35%), and availability of payment plans and alternative sentencing (30%).

Trends: Trend data is not available for Municipal Court services because the items were not rated on previous surveys.

- Municipal Court Services Residents Thought Were Most Important.** The three Municipal Court services that residents thought should receive the most emphasis from the city were: (1) effectiveness of Problem-Solving Court Programs, (2) overall ability of Municipal Court to be fair and impartial and (3) availability of payment plans and alternative sentencing.

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 website (42%) and the content in the City’s magazine, KCMore (41%).

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 2019-20) and the short-term percentage changes (2018-19 to 2019-20). **Note:** Significant changes are +/- 2.3% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With Communication Services											Percentage Change from	Percentage Change from
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	2019-20 Survey	2005 to (2019-20)	(2018-19) to (2019-20)
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	42.0	N/A	-4.2
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	40.7	8.9	-5.1
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	40.8	N/A	-3.2
City's use of social media	N/A	N/A	N/A	N/A	N/A	45.9	45.1	39.2	42.2	37.9	N/A	-4.3
Quality of video programming/web streaming	N/A	N/A	N/A	N/A	N/A	42.4	40.4	35.3	40.2	36.4	N/A	-3.8
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	22.3	N/A	-7.3

The long-term and short-term changes in satisfaction with communication services that were identified as significant, because satisfaction ratings were +/- 2.3% or more, are listed below:

Significant Changes Since the 2005 Survey. There was a significant increase in the satisfaction rating of the only communication service that was rated on the 2005 and 2019-20 survey: availability of information about city programs/services (+8.9%).

Significant Changes Since the 2018-19 Survey. There were no increases in satisfaction in any of the communication services that were rated in both 2018-19 and 2019-20.

- **Communication Items Residents Thought Were Most Important.** The three communication services that residents thought should receive the most emphasis from the city were: (1) the availability of information about city programs/services, (2) opportunity to engage/provide input into decisions made by the city and (3) overall usefulness of the city’s website.

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 (66%), the quality of facilities, picnic shelters, and playgrounds (60%) and the quality of outdoor athletic fields (60%). Residents were least satisfied with tree trimming and other tree care along city streets/other public areas (39%), the quality of communication from Parks and Recreation (38%), and the city’s youth athletic programs and activities (36%).

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 2019-20) and the short-term percentage changes (2018-19 to 2019-20). **Note:** Significant changes are +/- 2.3% (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 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	2019-20 Survey	Percentage Change from 2005 to (2019-20)	Percentage Change from (2018-19) to (2019-20)
Maintenance of city parks	48.9	60.8	68.9	71.1	72.7	70.7	67.6	69.8	67.1	65.9	17.0	-1.2
Quality of facilities, picnic shelters, playgrounds	N/A	55.2	63.9	65.8	65.7	63.7	60.9	61.9	60.9	60.1	N/A	-0.8
Maintenance of boulevards & parkways	48.6	55.8	64.2	65.7	67.3	62.3	60.5	59.2	55.1	57.7	9.1	2.6
Quality of outdoor athletic fields	41.0	52.3	58.7	63.0	65.4	63.3	59.7	60.1	59.1	59.9	18.9	0.8
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	53.8	17.0	3.8
Maintenance & appearance of community centers	35.2	49.7	53.3	54.5	52.4	51.7	50.1	48.9	48.0	51.3	16.1	3.3
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	39.0	4.7	2.2
Customer service from Parks/Recreation employees	N/A	N/A	45.1	49.1	45.7	44.3	44.4	45.4	40.0	42.9	N/A	2.9
Programs & activities at community centers	N/A	43.7	47.4	48.2	48.3	46.1	42.9	45.4	41.8	44.3	N/A	2.5
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	38.0	N/A	0.7
City swimming pools and programs	27.4	32.7	38.6	40.7	41.1	41.3	36.9	35.6	36.4	40.6	13.2	4.2
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	36.4	4.4	1.3

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 2019-20 survey. The significant increases are listed below:

- Quality of outdoor athletic fields (+18.9%)
- Maintenance of city parks (+17%)
- Walking and biking trails in the city (+17%)
- Maintenance & appearance of community centers (+16.1%)
- City swimming pools and programs (+13.2%)
- Maintenance of boulevards & parkways (+9.1%)
- Tree trimming and other tree care along city streets and other public areas (+4.7%)
- The city's youth programs and activities (+4.4%)

Significant Changes Since the 2018-19 Survey. There were significant increases in satisfaction ratings in six (6) of the parks and recreation services that were rated on both the 2018-19 and 2019-20 survey. The significant increases are listed below:

- City swimming pools and programs (+4.2%)
- Walking and biking trails in the city (+3.8%)
- Maintenance & appearance of community centers (+3.3%)
- Customer service from Parks and Recreation employees (+2.9%)
- Maintenance of boulevards & parkways (+2.6%)
- Programs and activities at community centers (+2.5%)

Parks and Recreation Services Residents Thought Were Most Important. The three 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, (2) maintenance of city parks and (3) maintenance of boulevards and parkways.

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 (65%) and the quality of curbside recycling services (64%). 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 2019-20) and the short-term percentage changes (2018-19 to 2019-20). **Note:** *Significant changes are +/- 2.3% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).*

Satisfaction With Solid Waste Services											Percentage	Percentage
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)											Change from	Change from
	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2005 to (2019-20)	(2018-19) to (2019-20)
	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey		
Quality of trash collection services	57.8	72.2	82.7	80.8	83.1	79.7	69.1	71.6	61.7	64.8	7.0	3.1
Quality of curbside recycling services	N/A	74.0	81.2	77.9	79.0	76.5	67.8	66.7	60.3	63.8	N/A	3.5
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	50.9	N/A	2.6
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	48.4	N/A	-1.9
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	33.9	4.0	2.1
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	22.8	N/A	-0.2
Quality of recycling drop-off centers	N/A	N/A	N/A	N/A	N/A	59.7	54.6	54.7	47.8	52.1	N/A	4.3
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	51.9	N/A	4.0

Significant Changes Since the 2005 Survey. There were two (2) significant increases in satisfaction ratings in the solid waste services that were rated on the 2005 and 2019-20 survey. The significant increases are listed below:

- Quality of trash collection services (+7%)
- Cleanliness of city streets and other public areas (+4%)

Significant Changes Since the 2018-19 Survey. There were five (5) significant increases in satisfaction ratings in the solid waste services that were rated in both 2018-19 and 2019-20. The significant increases are listed below:

- Quality of recycling drop-off centers (+4.3%)
- Quality of leaf and brush drop-off centers (+4%)
- Quality of curbside recycling services (+3.5%)
- Quality of trash collection services (+3.1%)
- Quality of bulky item pick-up services (+2.6%)

- **Solid Waste Services Residents Thought Were Most Important.** The three solid waste services that residents thought should receive the most emphasis from the city were: (1) city efforts to clean-up illegal dumping sites, (2) the cleanliness of city streets and other public areas and (3) quality of trash collection services.

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 (66%) and the cleanliness of facilities (59%).

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 (2018-19 to 2019-20). **Note:** Significant changes are +/- 2.3% (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	2019-20	Percentage Change from 2005 to (2019-20)	Percentage Change from (2018-19) to (2019-20)
	Survey	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	66.0	N/A	-3.1
Cleanliness of facilities	N/A	N/A	77.6	75.9	70.3	70.4	69.7	59.1	60.2	59.3	N/A	-0.9
Availability of parking	N/A	N/A	74.5	72.7	68.0	67.8	67.7	65.2	62.8	57.3	N/A	-5.5
Food, beverage, and other concessions	N/A	N/A	40.9	42.3	42.1	45.2	39.7	27.8	31.7	30.7	N/A	-1.0
Availability of seating near departure gates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	52.6	50.0	N/A	-2.6

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 2018-19 Survey. There were no increases in satisfaction ratings in any of the airport services that were rated in both 2018-19 and 2019-20.

- **Airport Services Residents Thought Were Most Important.** The three Airport services that residents thought should receive the most emphasis from the city were: (1) ease of moving through airport security, (2) food, beverage, and other concessions and (3) availability of parking.

Water Services

- **Water Services.** Forty-nine percent (49%) of those surveyed, who had an opinion, indicated that they were satisfied with the quality of Water Services Customer Service; 30% gave a neutral response, and 21% were dissatisfied. Forty-three percent (43%) 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 28% 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 2019-20) and the short-term percentage changes (2018-19 to 2019-20). **Note:** *Significant changes are +/- 2.3% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).*

Satisfaction With Water Services											Percentage Change from 2005 to (2019-20)	Percentage Change from (2018-19) to (2019-20)
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	2019-20 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	42.8	N/A	0.9
Quality of Water Services customer service	N/A	N/A	47.1	49.6	52.2	51.6	45.5	46.6	43.5	49.4	N/A	5.9
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	39.2	N/A	1.6

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 2018-19 Survey. There was one significant increase in satisfaction in the water services that were rated in 2018-19 and 2019-20: quality of Water Services customer service (+5.9%).

City Leadership

- **City Leadership.** Forty-seven percent (47%) 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 20% were dissatisfied.

Trends: The table on the following page 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 2019-20) and the short-term percentage changes (2018-19 to 2019-20). **Note:** *Significant changes are +/- 2.3% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).*

Satisfaction With City Leadership											Percentage Change from 2005 to (2019-20)	Percentage Change from (2018-19) to (2019-20)
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	2019-20 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	47.1	21.5	2.9
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	42.8	13.0	2.1
How ethically the city conducts business	N/A	31.5	41.2	41.0	44.8	46.5	43.0	37.6	36.2	38.7	N/A	2.5

Significant Changes Since the 2005 Survey. There were significant increases in satisfaction in both of the leadership items rated in 2005 and 2019-20. The increases in satisfaction ratings are listed below:

- Leadership provided by city's elected officials (+21.5%)
- Effectiveness of the city manager & appointed staff (+13%)

Significant Changes Since the 2018-19 Survey. There were significant increases in satisfaction ratings in two (2) of the leadership items rated in 2018-19 and 2019-20. The increases in satisfaction ratings are listed below:

- Leadership provided by city's elected officials (+2.9%)
- How ethically the city conducts business (+2.5%)

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of the City's 2019-20 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 2018-19 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:

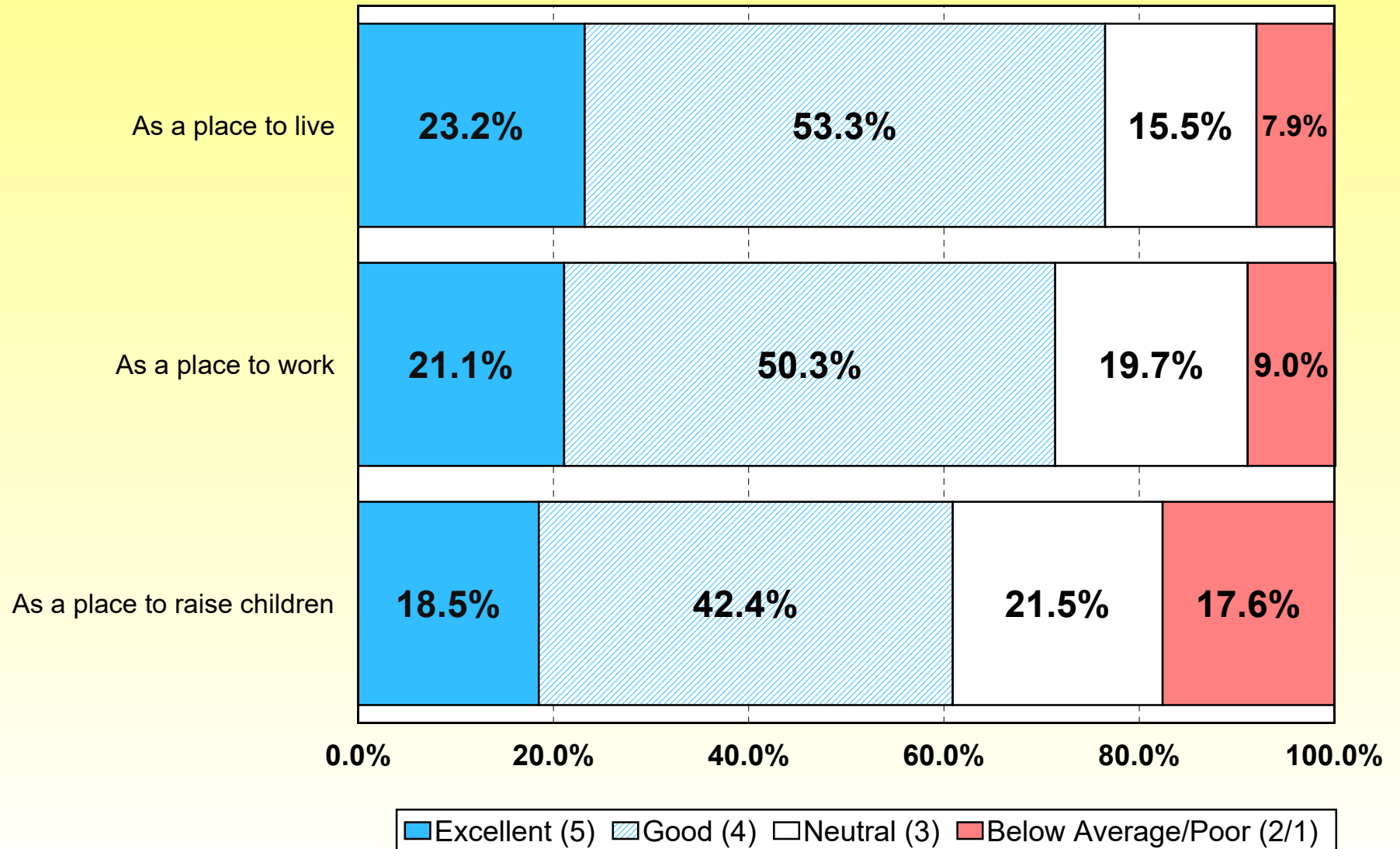
- Overall maintenance of streets, sidewalks and infrastructure (IS Rating=0.5317)
 - Overall quality of police services (IS Rating=0.1500)
 - Quality of neighborhood services (IS Rating=0.1220)
- **Priorities Within Departments:** The second level of analysis reviewed the importance of and satisfaction 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:** How quickly emergency medical personnel respond
 - **City Streets, Sidewalks and Infrastructure:** Maintenance of city streets and maintenance of neighborhood streets
 - **Neighborhood Services:** enforcing the clean-up of trash and debris on private property and demolishing vacant structures in dangerous building inventory
 - **Municipal Court Services:** effectiveness of Problem-Solving Court Programs
 - **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

Overall Ratings of KCMO

by percentage of respondents (excluding don't knows)

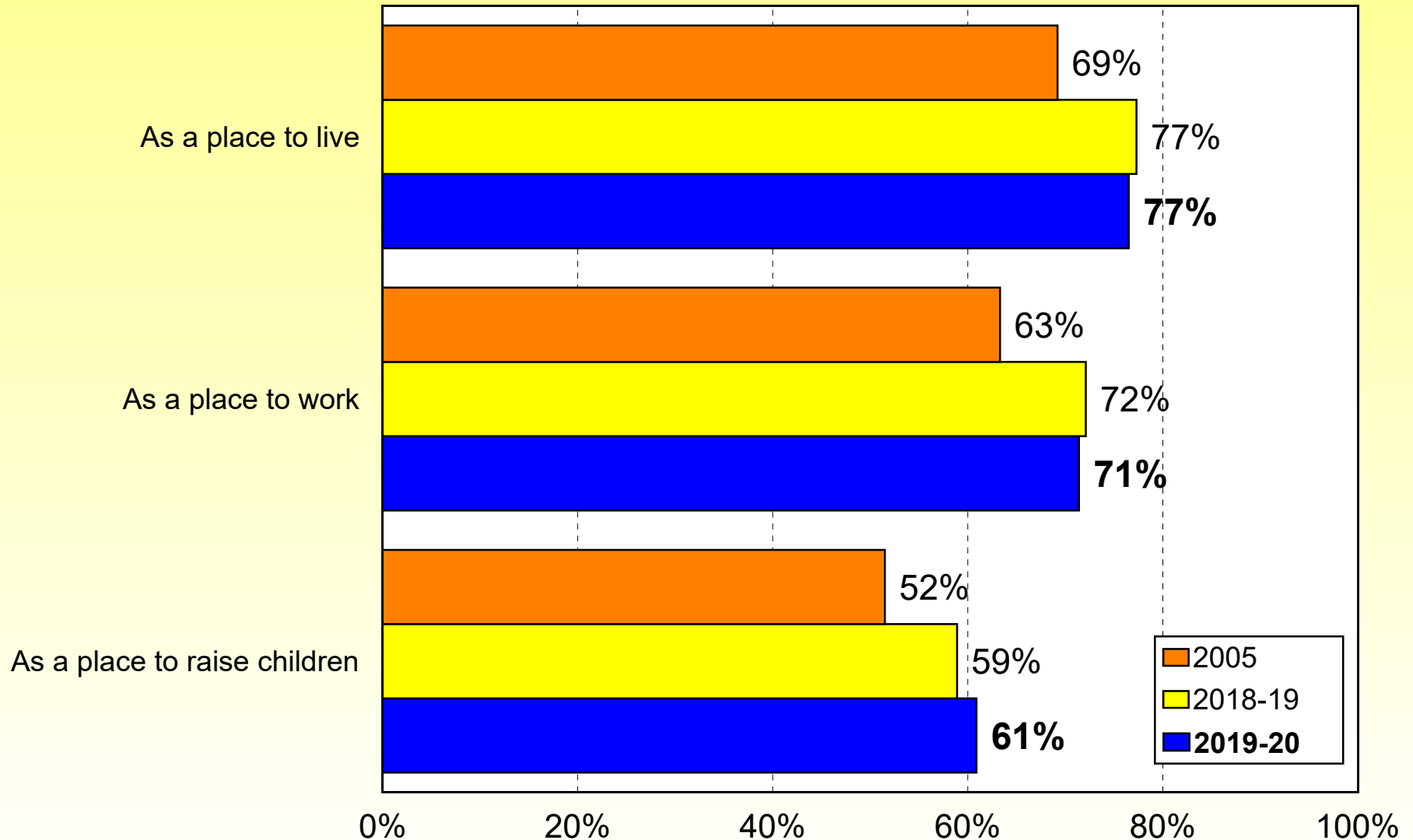


Source: ETC Institute (2019-20)

TREND DATA

Overall Ratings of KCMO 2005 vs. 2018-19 vs. 2019-20

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

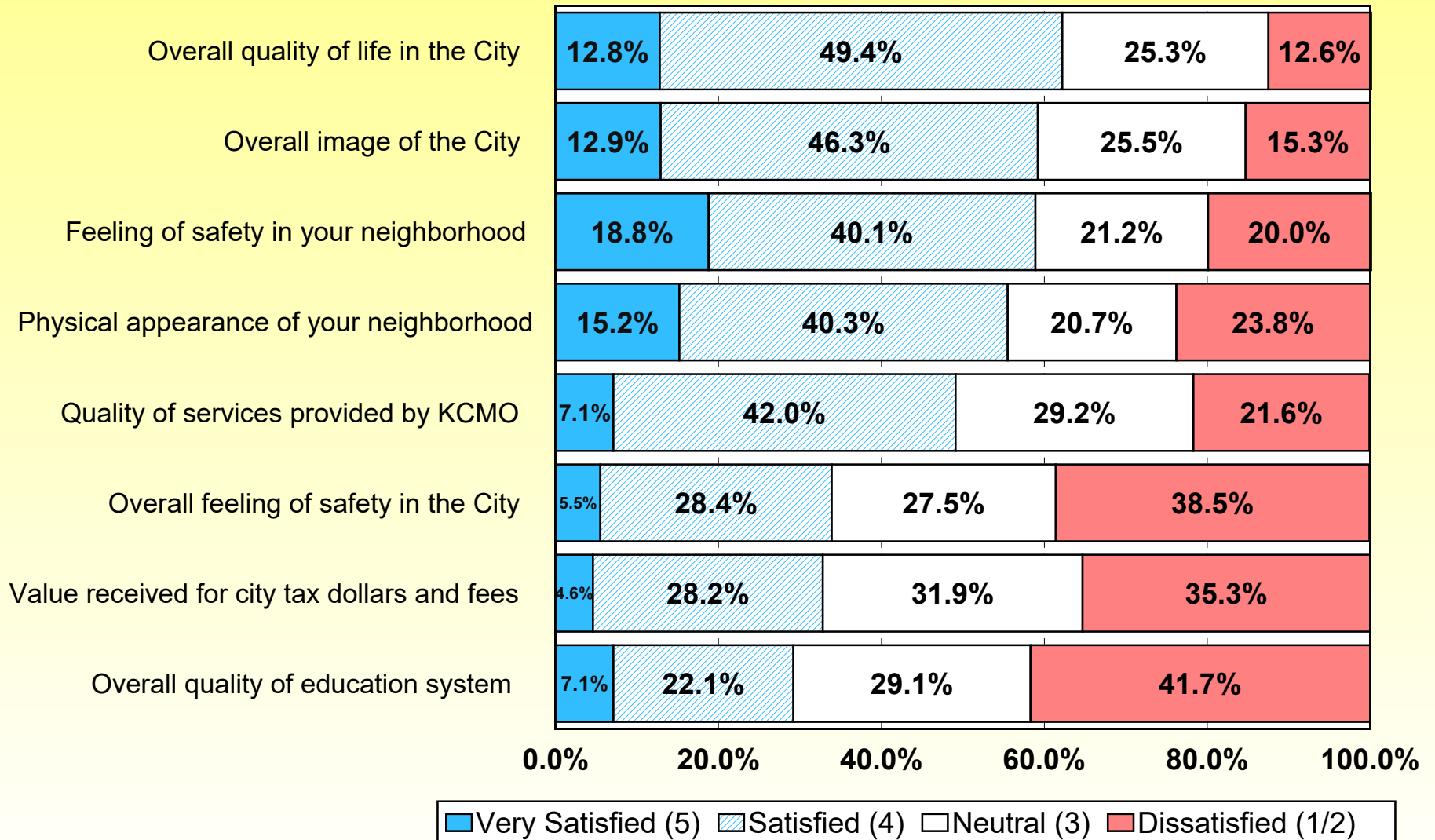


Source: ETC Institute (2019-20)

ETC Institute (2019-20)

Satisfaction with Items that Influence Residents' Perceptions of KCMO

by percentage of respondents (excluding don't knows)

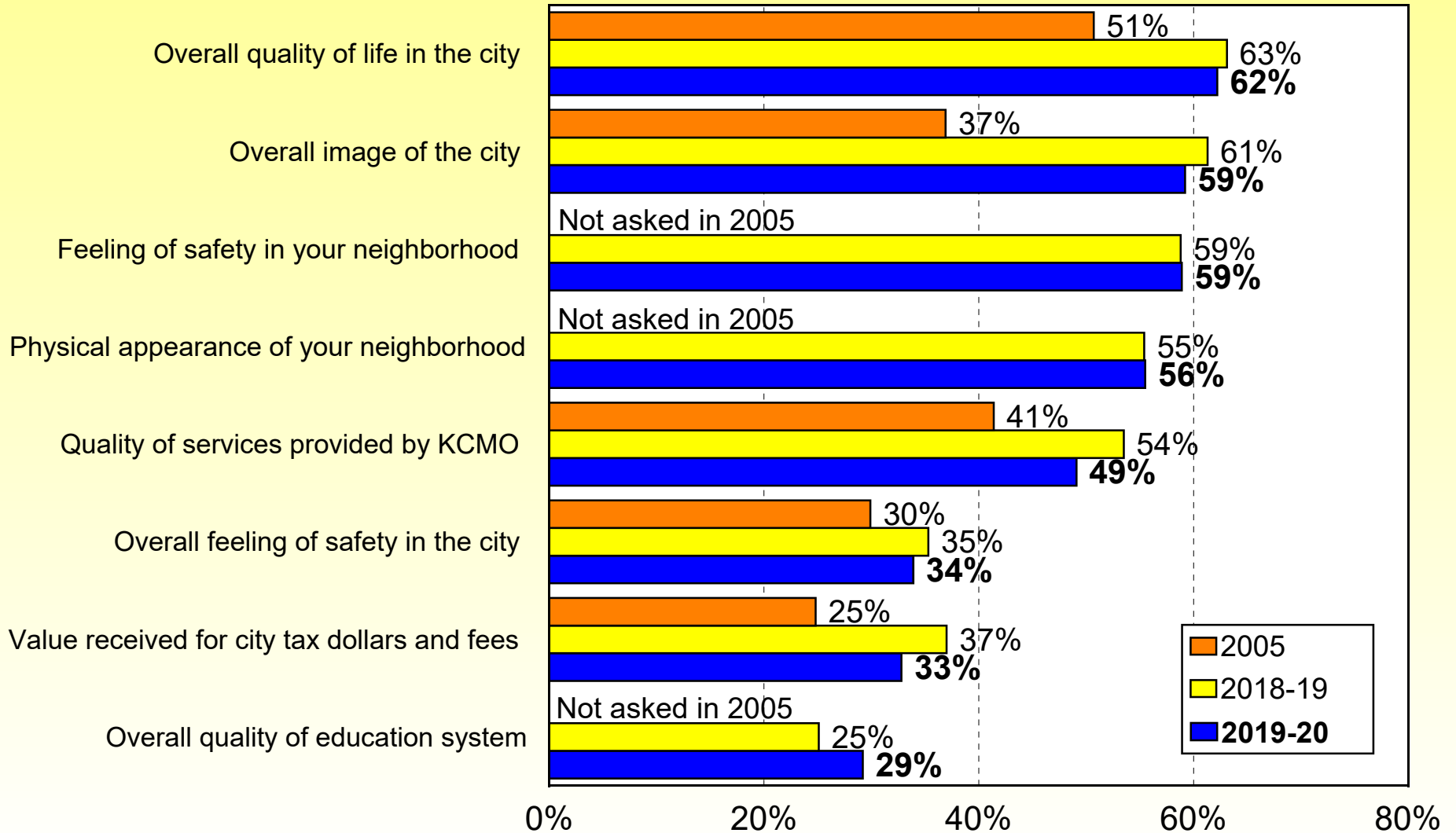


Source: ETC Institute (2019-20)

TREND DATA

Satisfaction with Items that Influence Residents Perceptions of KCMO 2005 vs. 2018-19 vs. 2019-20

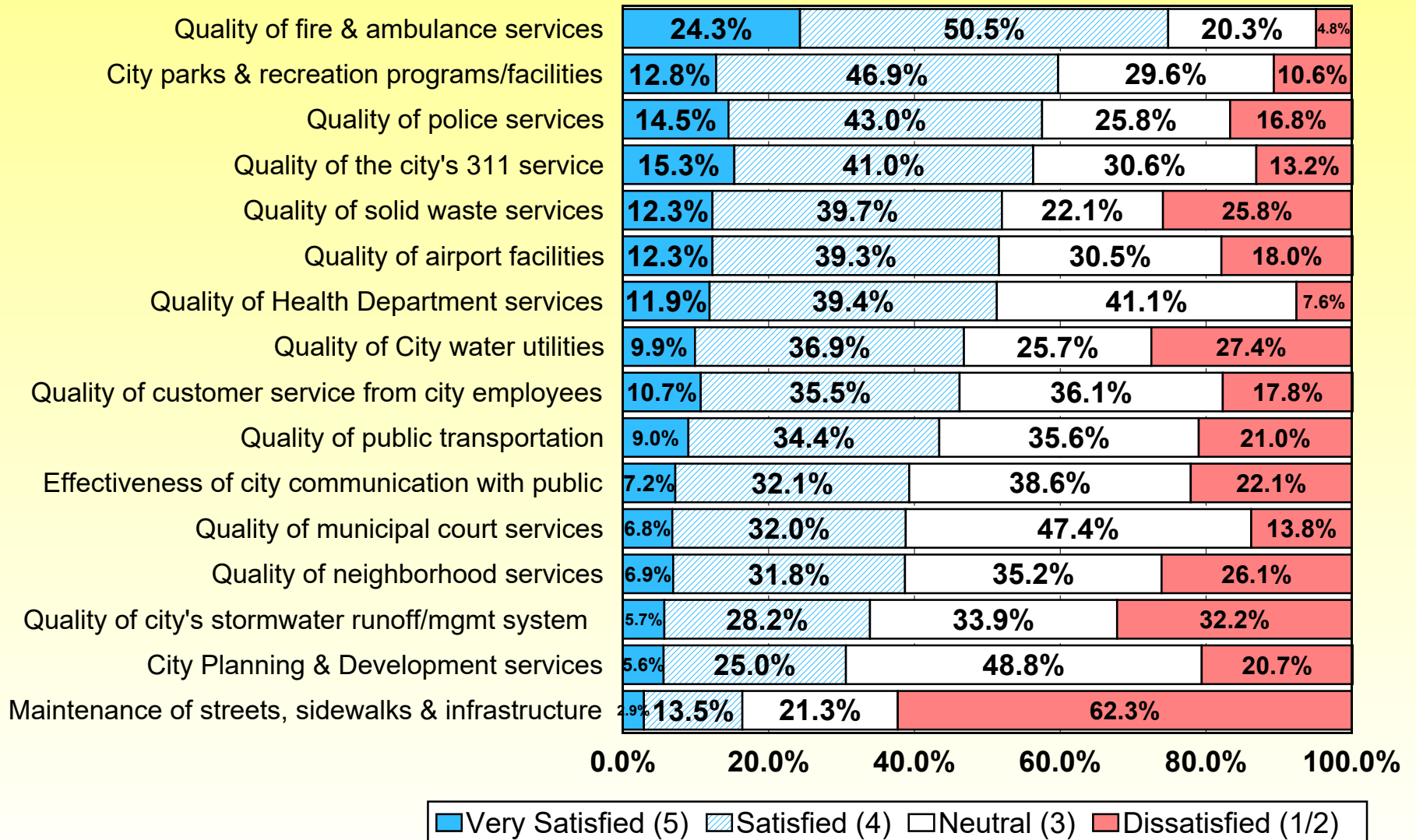
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2019-20)

Overall Satisfaction With Major Categories of City Services

by percentage of respondents (excluding don't knows)

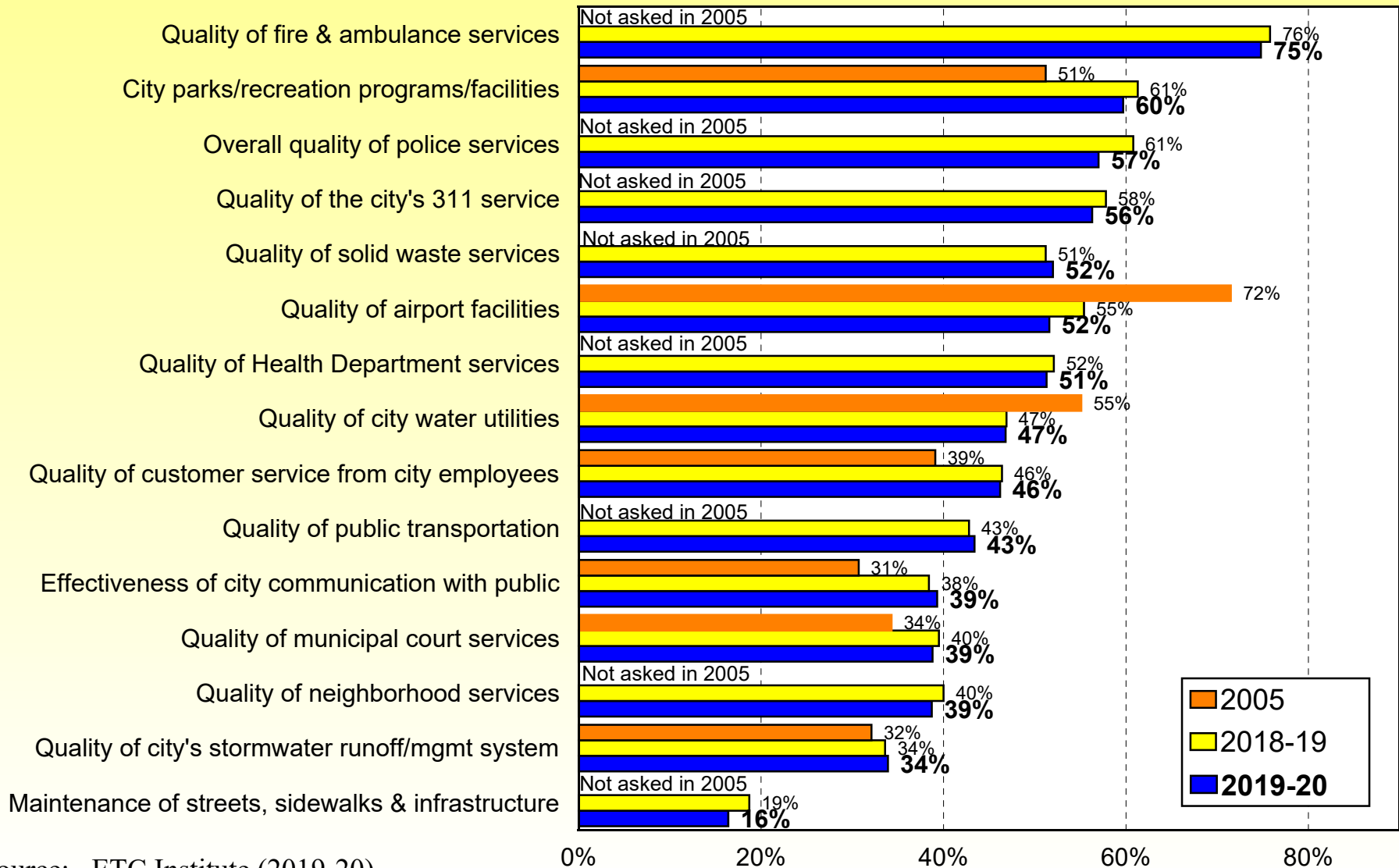


Source: ETC Institute (2019-20)

TREND DATA

Overall Satisfaction With With Major Categories of City Services 2005 vs. 2018-19 vs. 2019-20

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

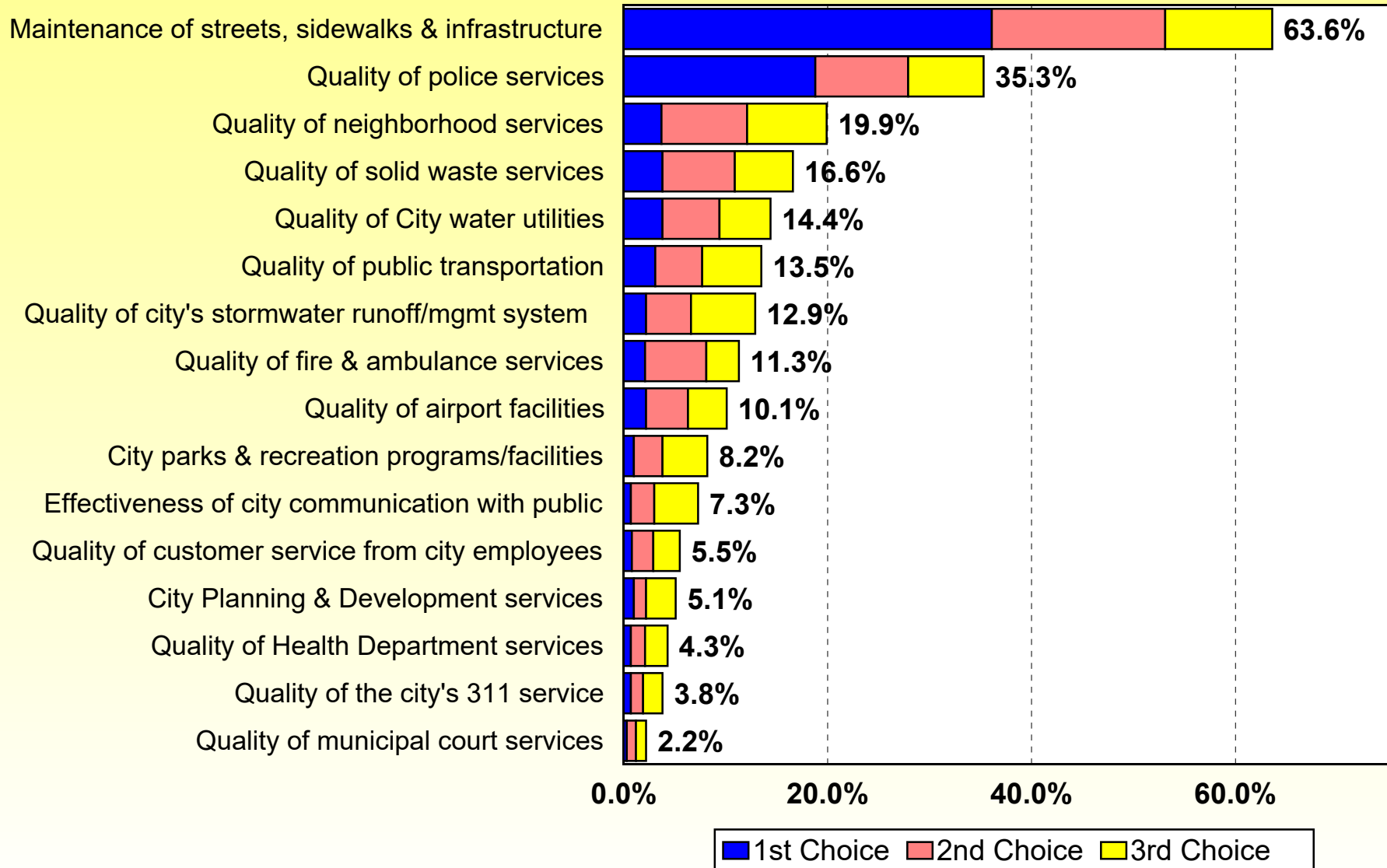


Source: ETC Institute (2019-20)

ETC Institute (2019-20)

Major Categories of City Services That Are Most Important For KCMO to Provide

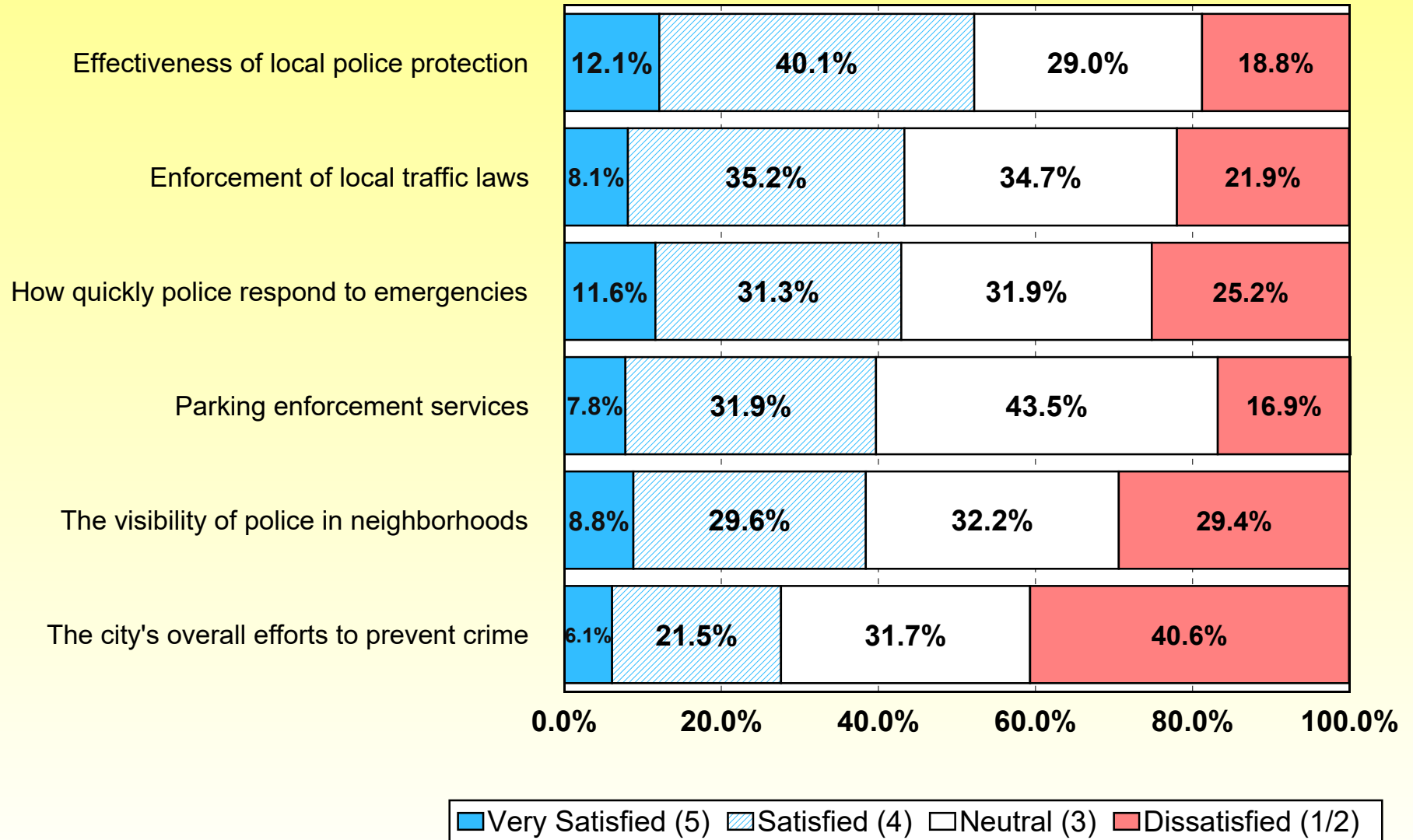
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019-20)

Satisfaction with Police Services

by percentage of respondents (excluding don't knows)



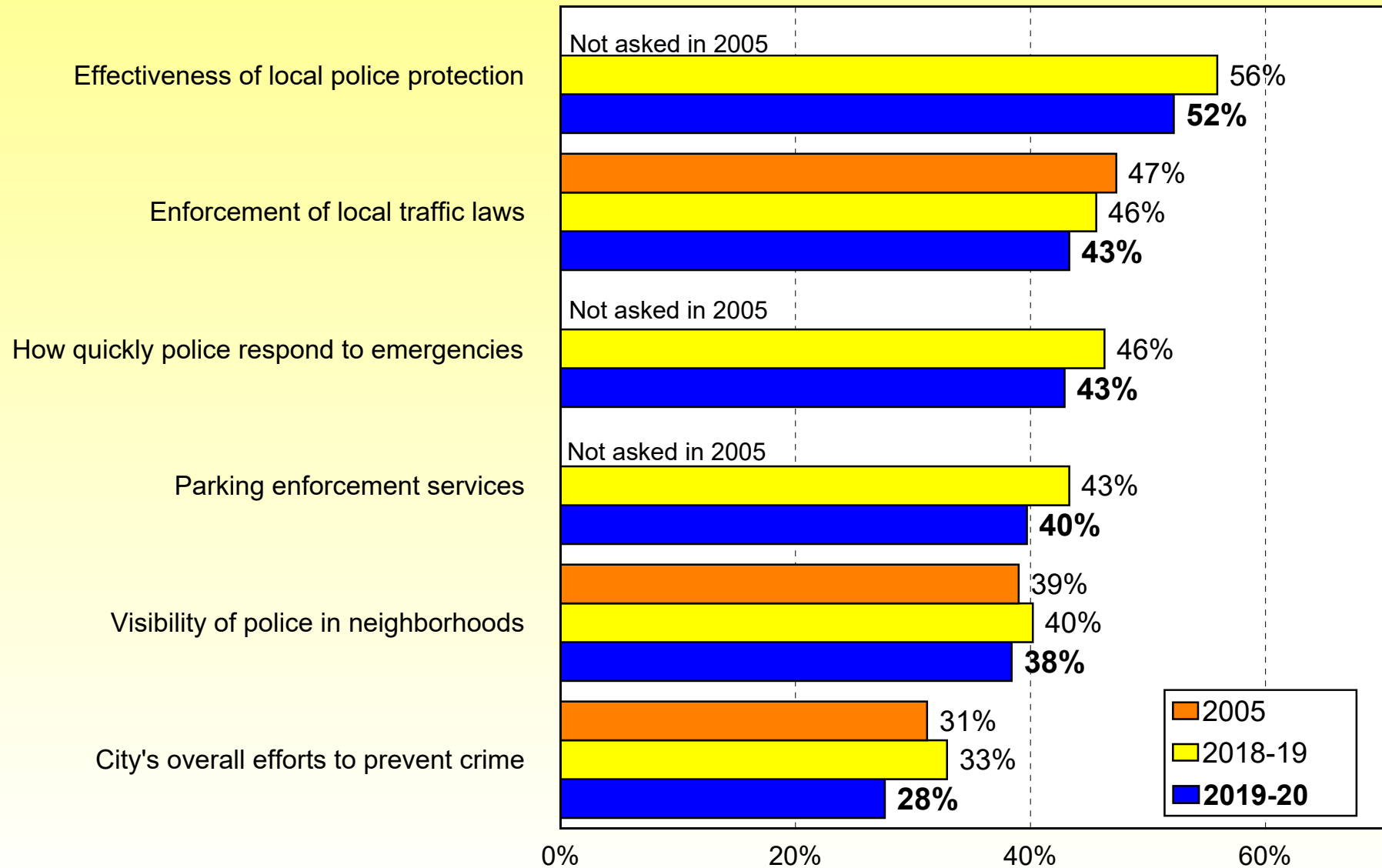
Source: ETC Institute (2019-20)

ETC Institute (2019-20)

TREND DATA

Satisfaction with Police Services 2005 vs. 2018-19 vs. 2019-20

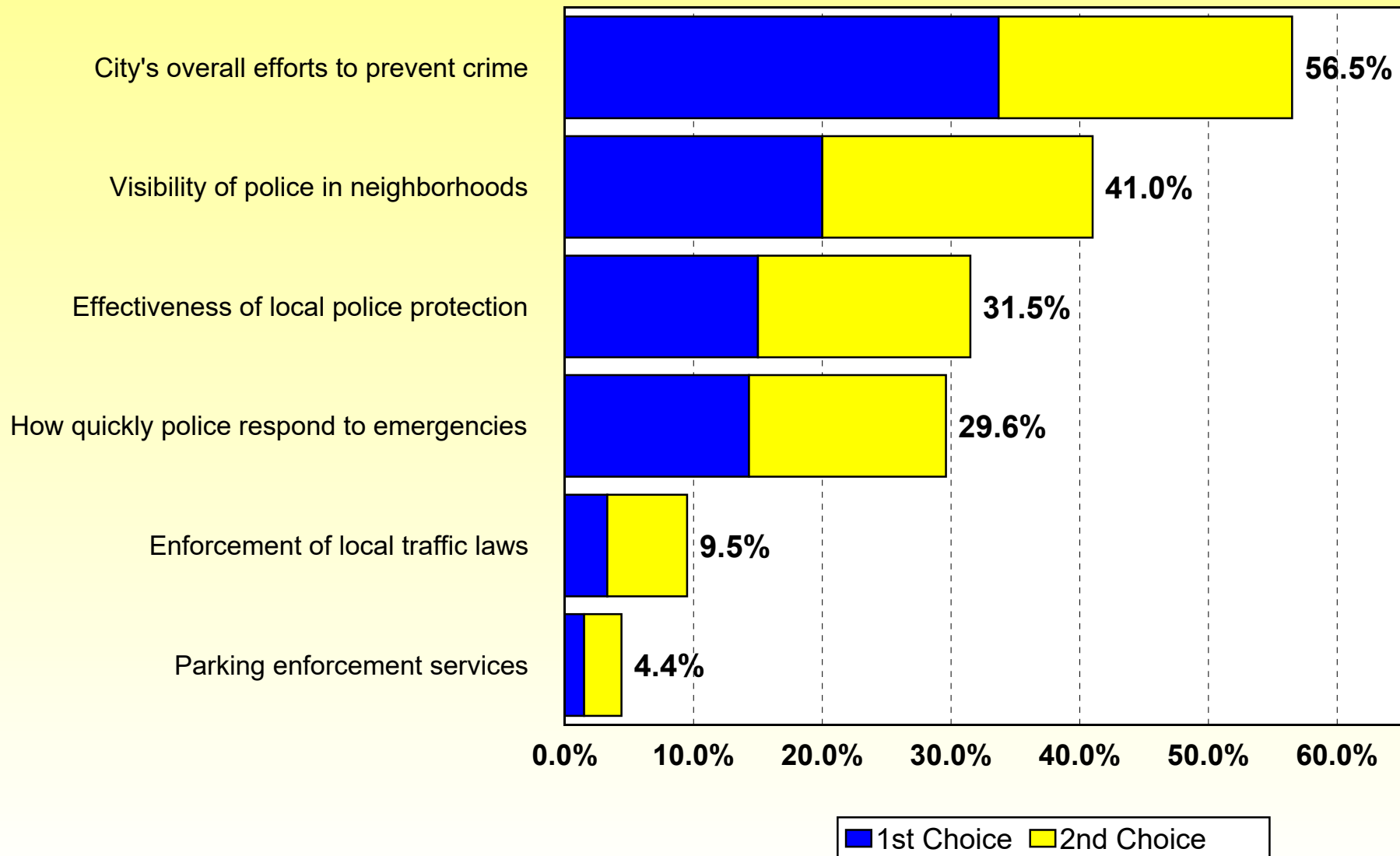
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2019-20)

Police Services That Are Most Important for KCMO to Provide

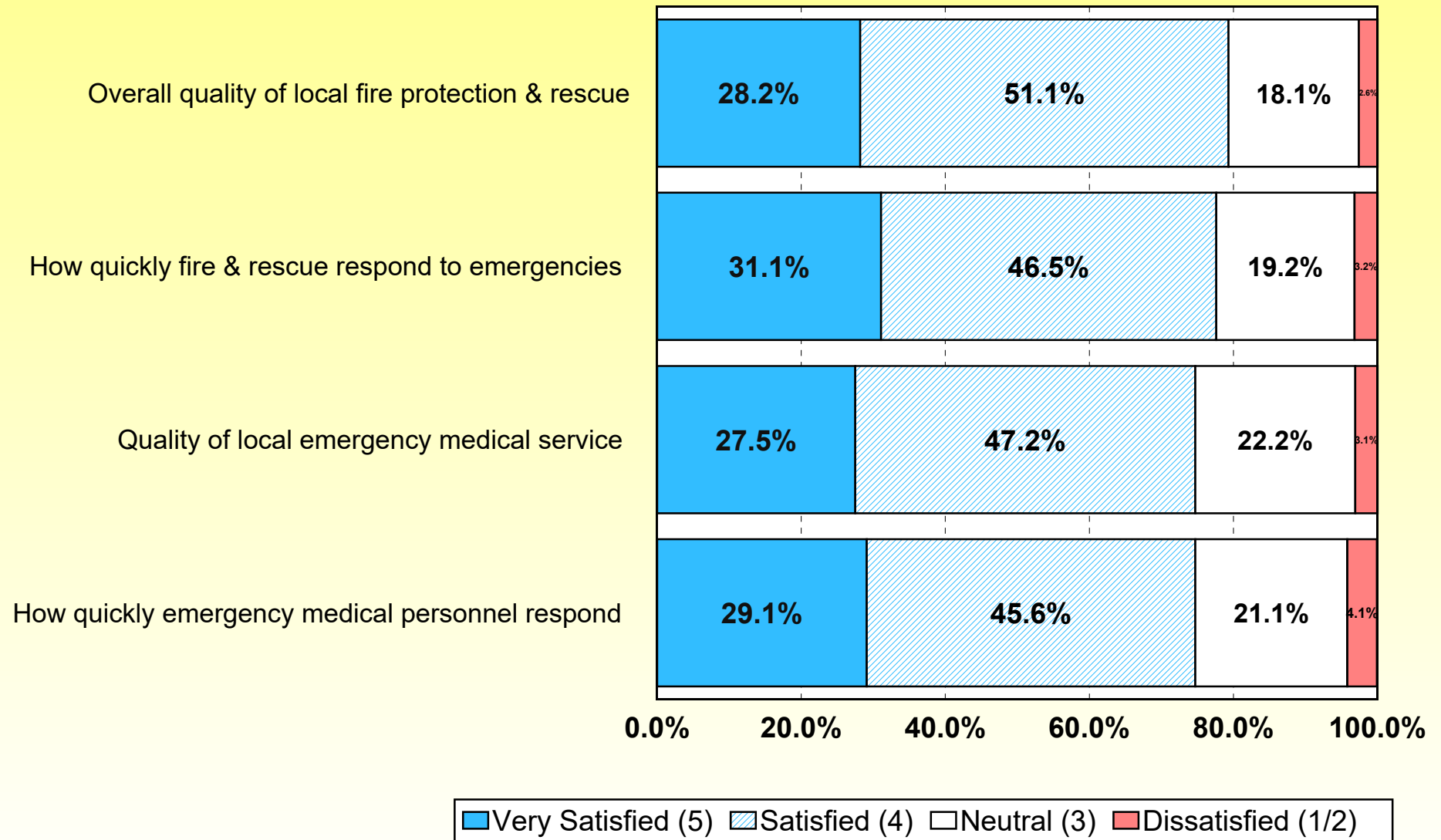
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019-20)

Satisfaction with Fire and Emergency Medical Services

by percentage of respondents (excluding don't knows)



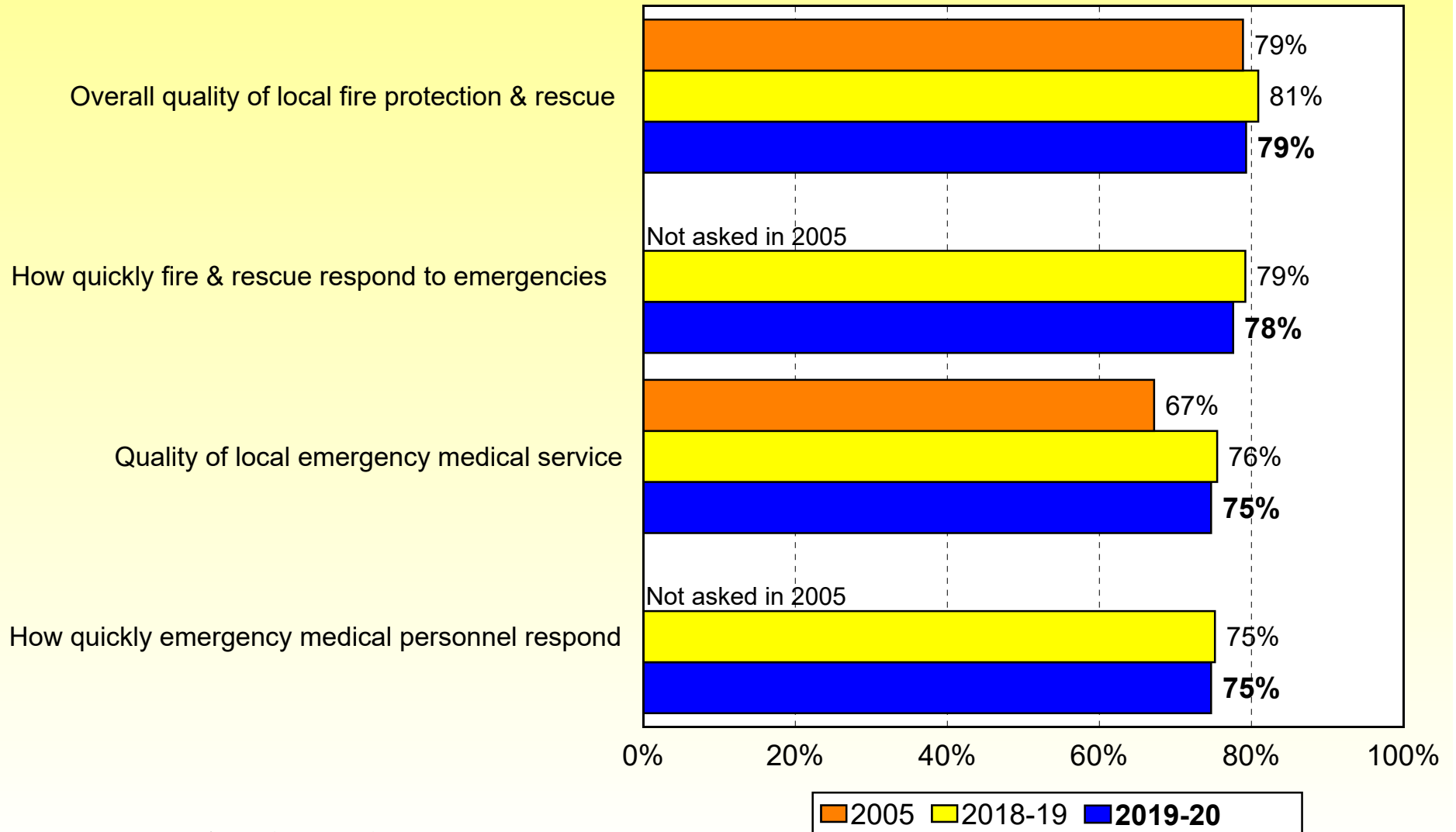
Source: ETC Institute (2019-20)

ETC Institute (2019-20)

TREND DATA

Satisfaction with Fire and Emergency Medical Services 2005 vs. 2018-19 vs. 2019-20

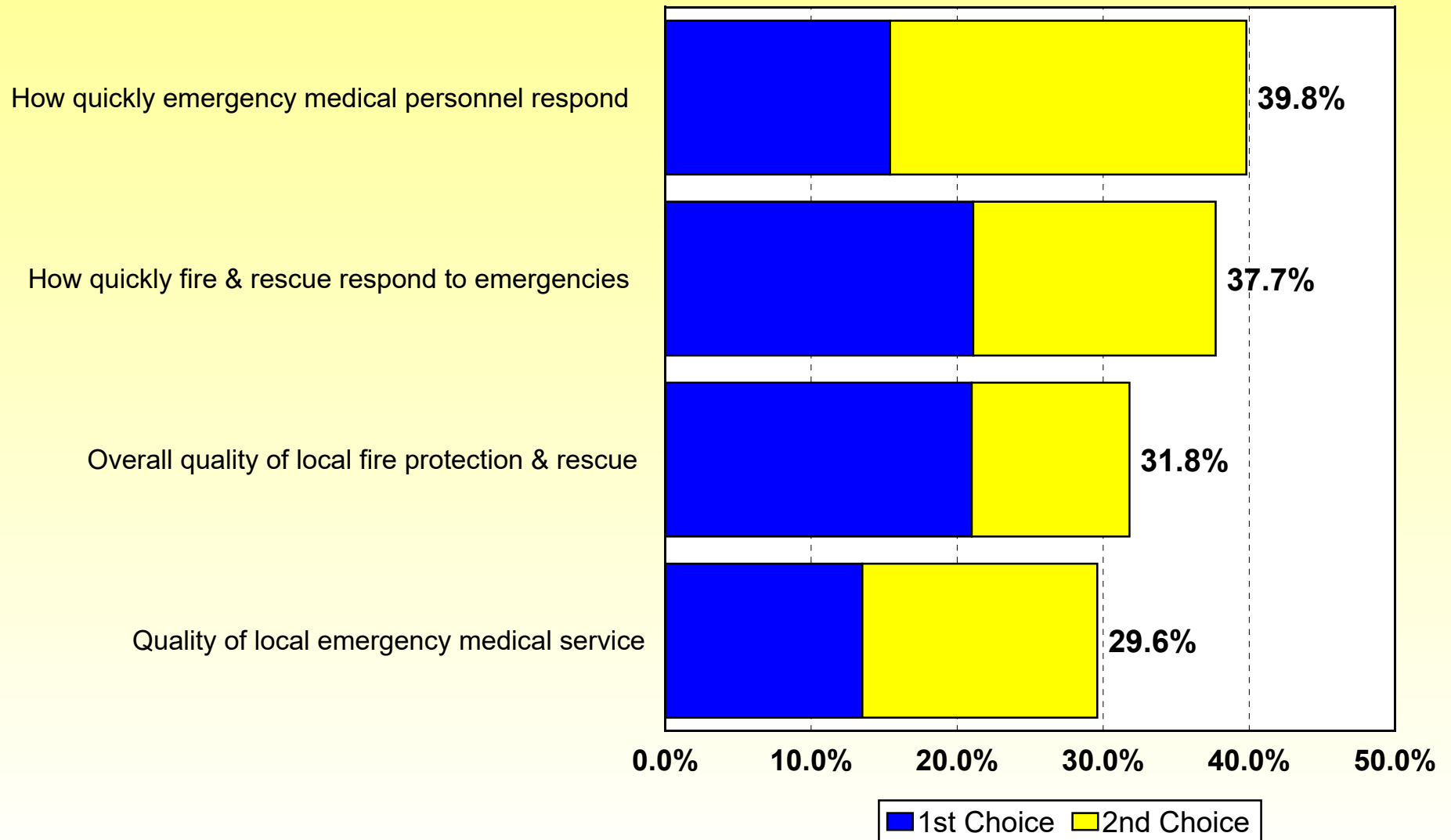
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2019-20)

Fire and Emergency Medical Services That Are Most Important for KCMO to Provide

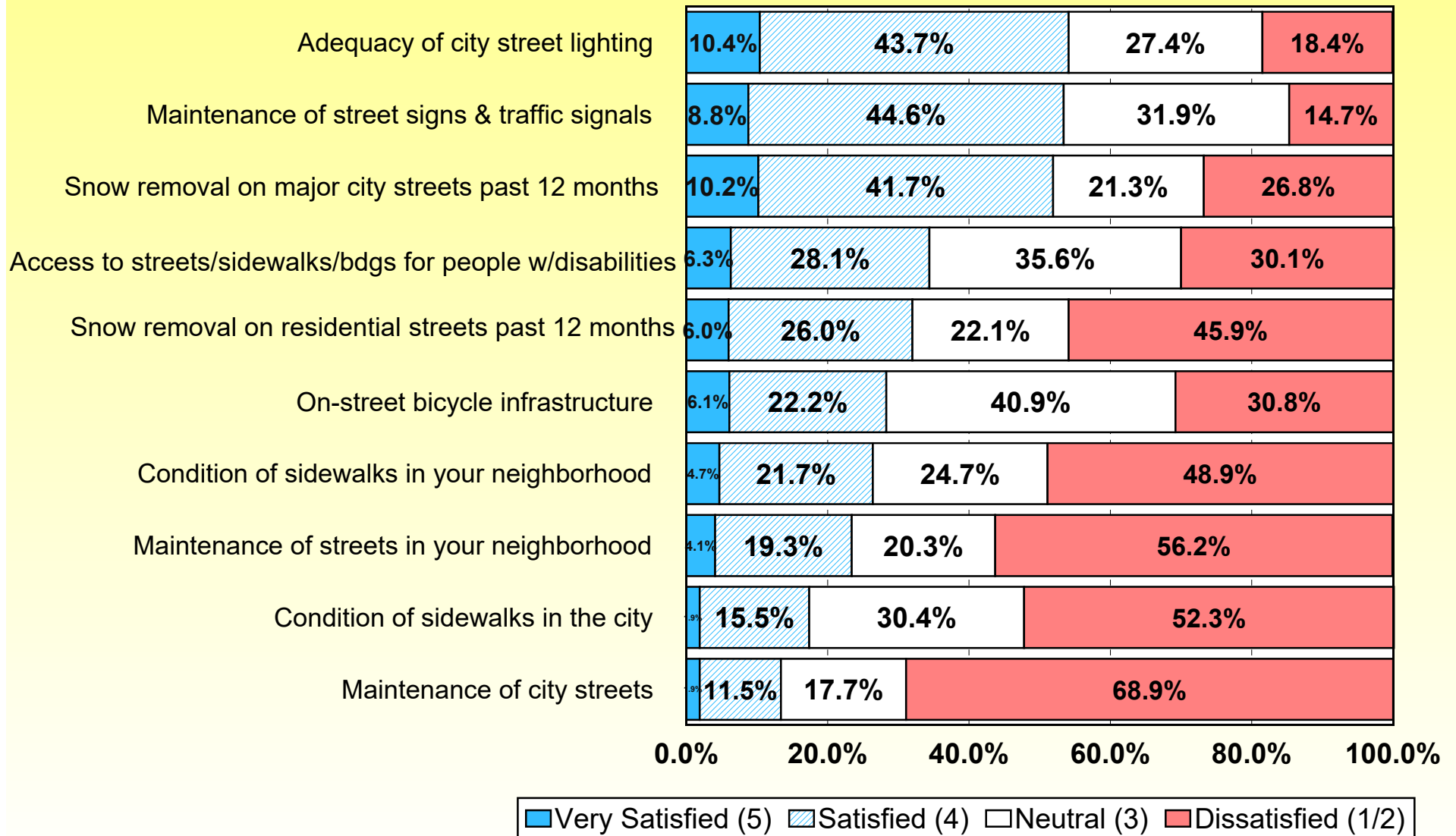
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019-20)

Satisfaction with City Streets, Sidewalks and Infrastructure

by percentage of respondents (excluding don't knows)

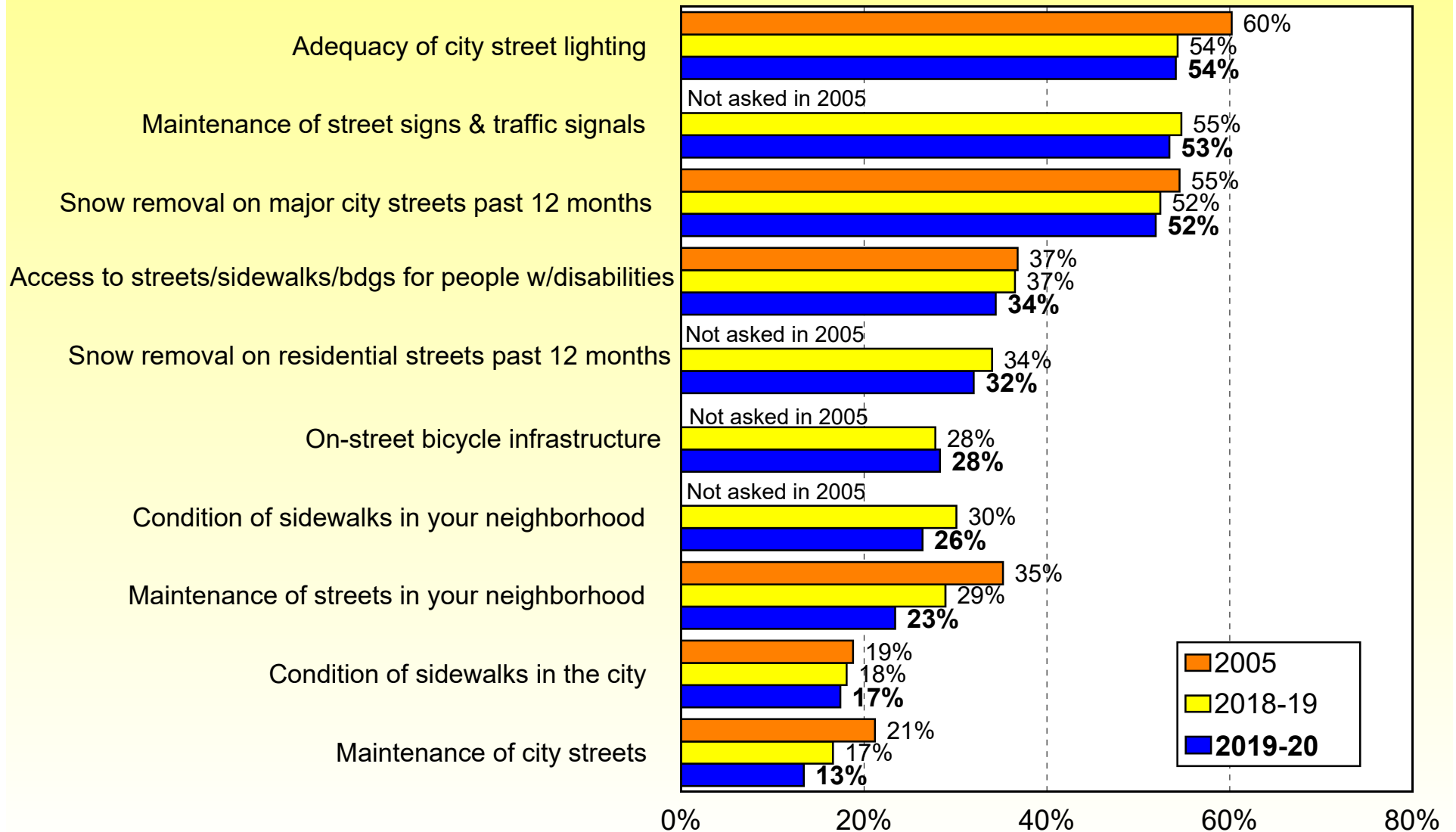


Source: ETC Institute (2019-20)

TREND DATA

Satisfaction with City Streets, Sidewalks and Infrastructure - 2005 vs. 2018-19 vs. 2019-20

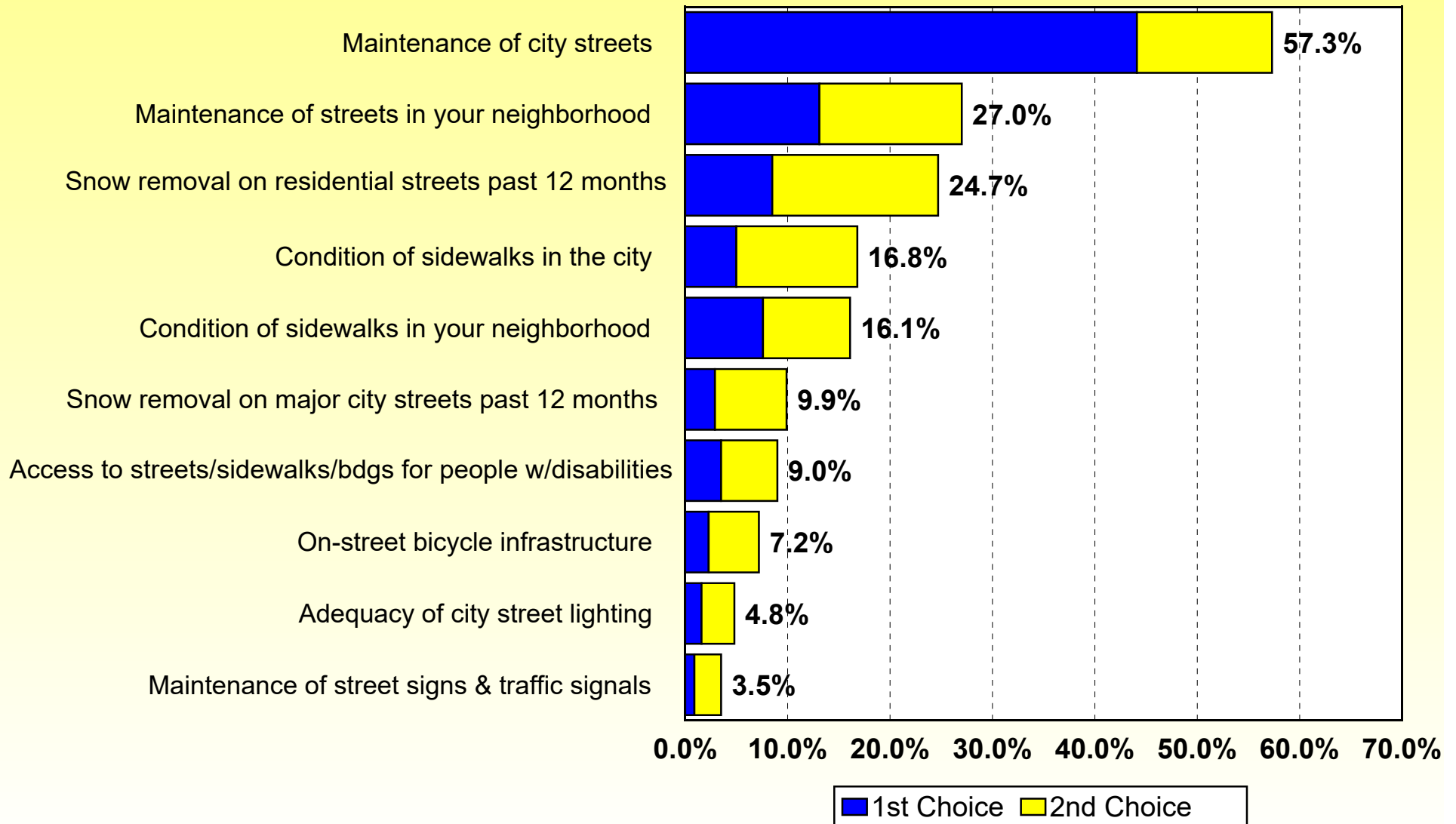
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2019-20)

City Streets, Sidewalks and Infrastructure Services That Are Most Important for KCMO to Provide

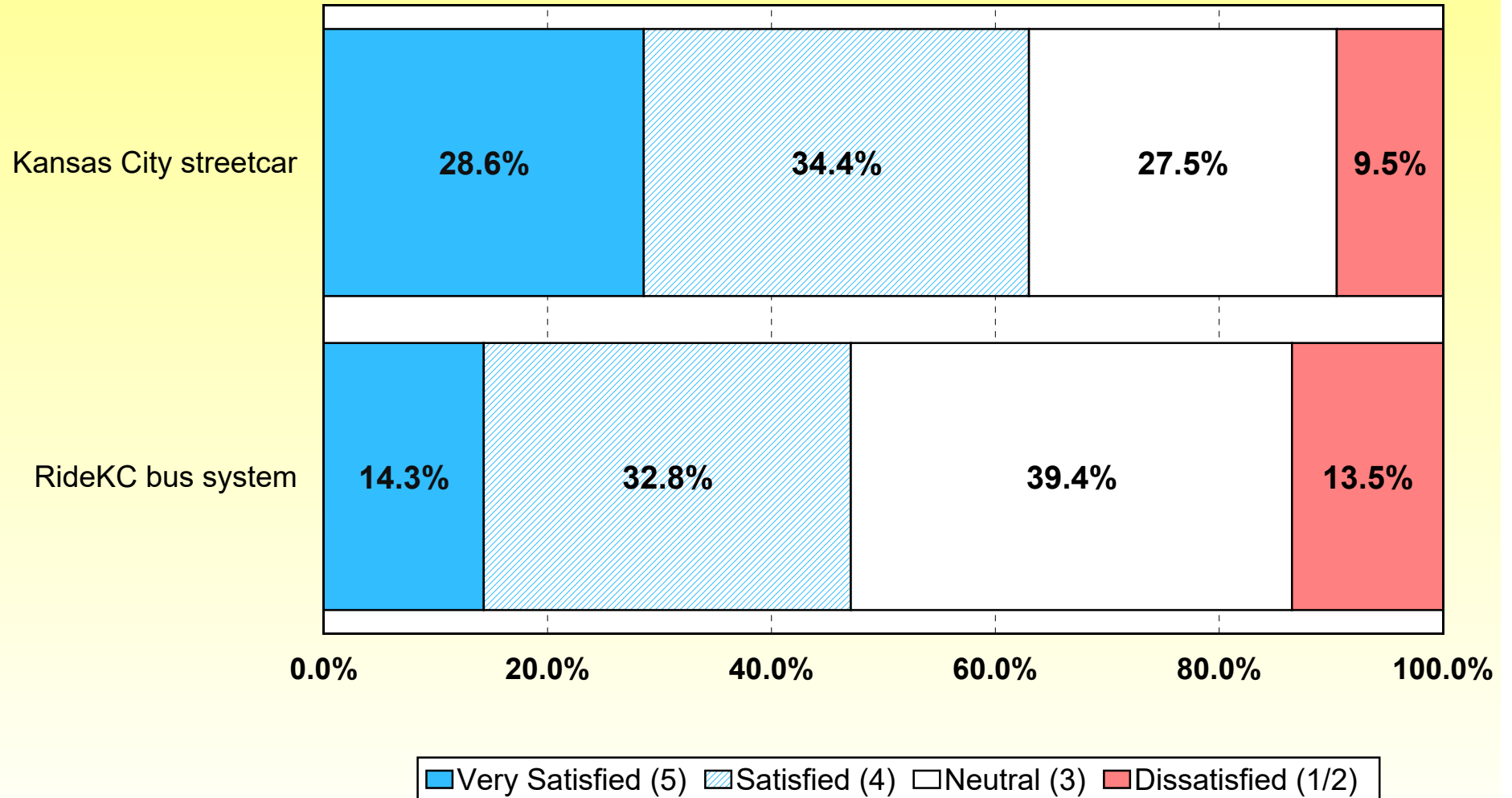
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019-20)

Satisfaction with Public Transportation

by percentage of respondents (excluding don't knows)

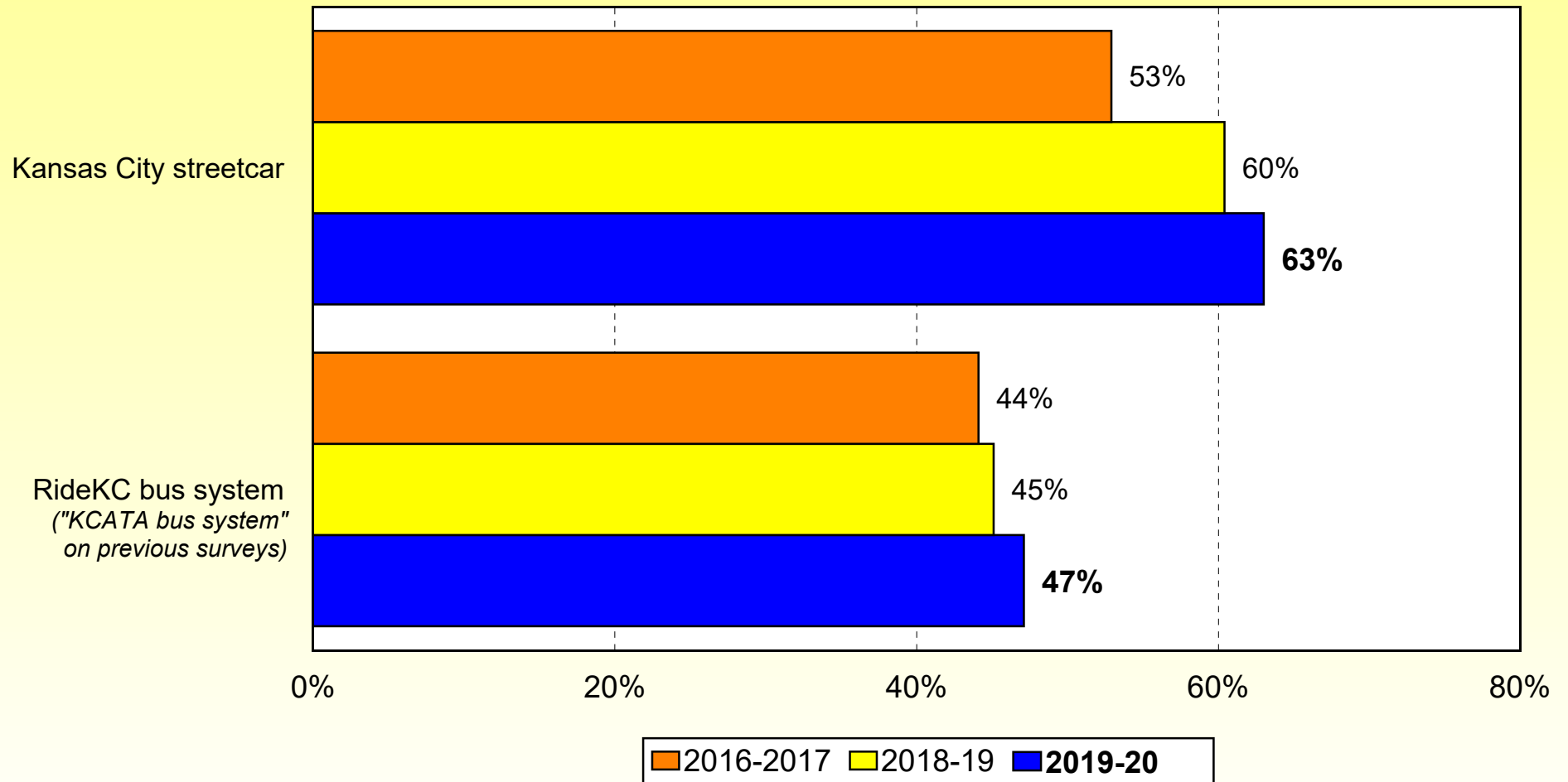


Source: ETC Institute (2019-20)

TREND DATA

Satisfaction with Public Transportation 2016-17 vs. 2018-19 vs. 2019-20

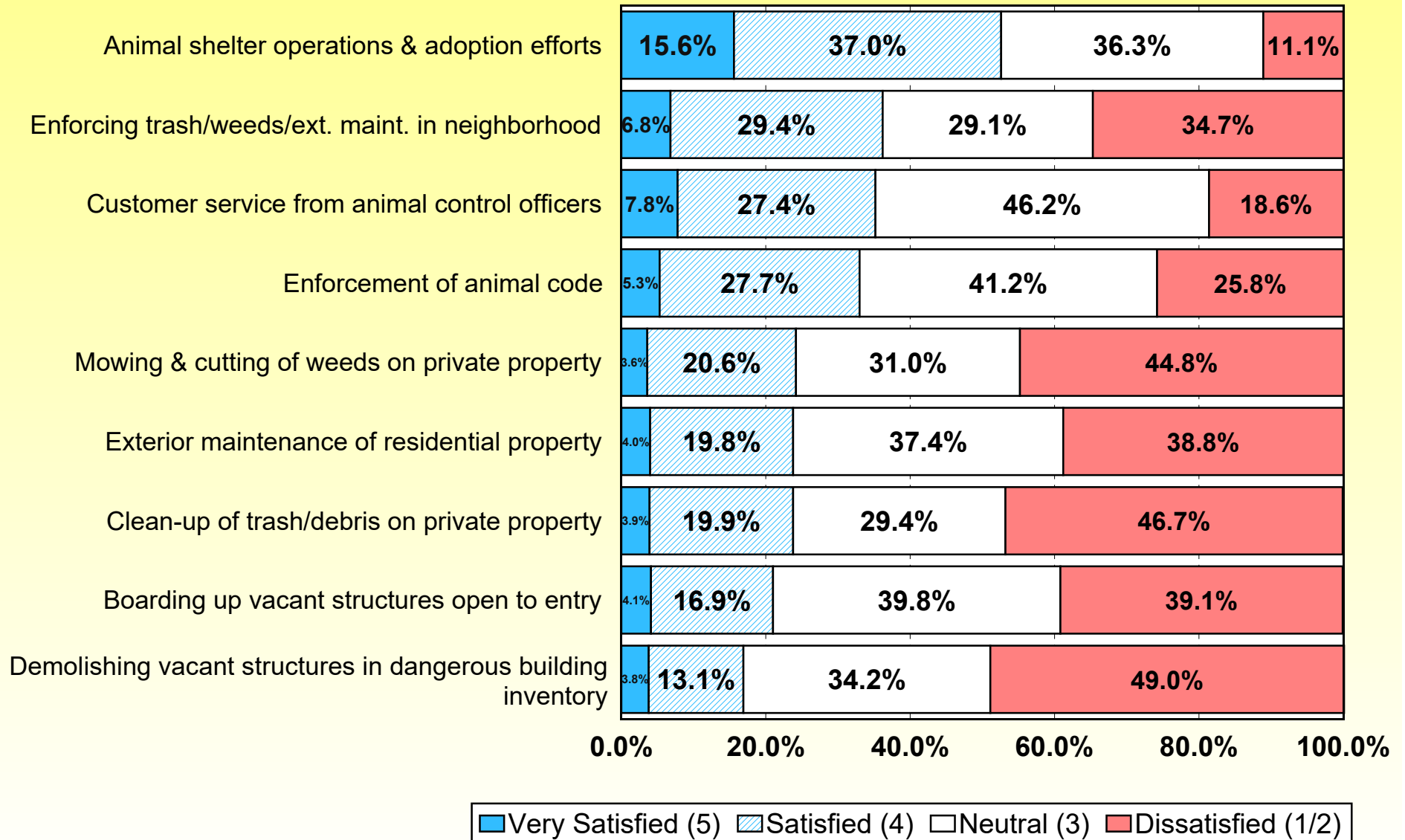
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2019-20)

Satisfaction with Neighborhood Services

by percentage of respondents (excluding don't knows)

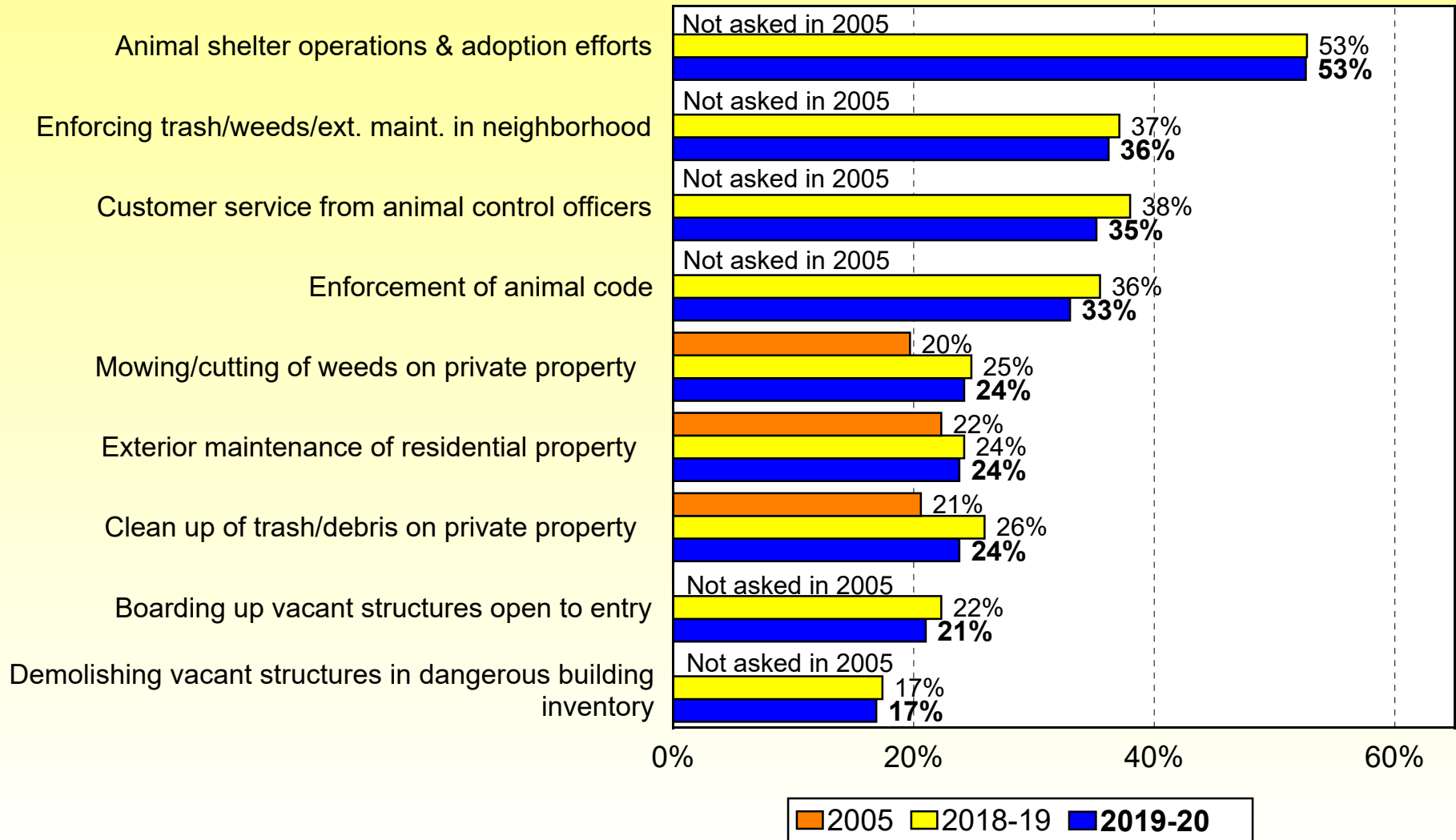


Source: ETC Institute (2019-20)

TREND DATA

Satisfaction with Neighborhood Services 2005 vs. 2018-19 vs. 2019-20

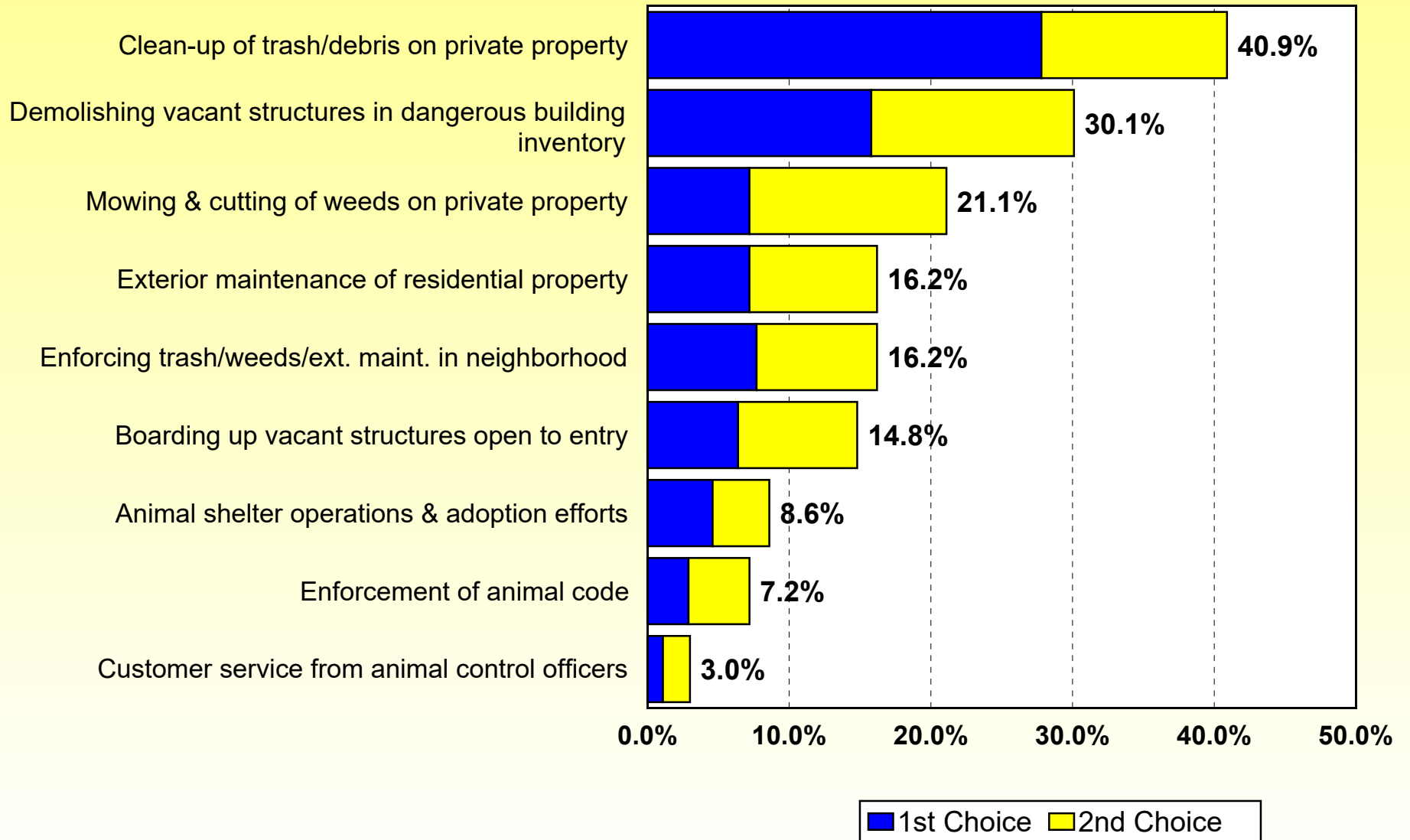
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2019-20)

Neighborhood Services That Are Most Important for KCMO to Provide

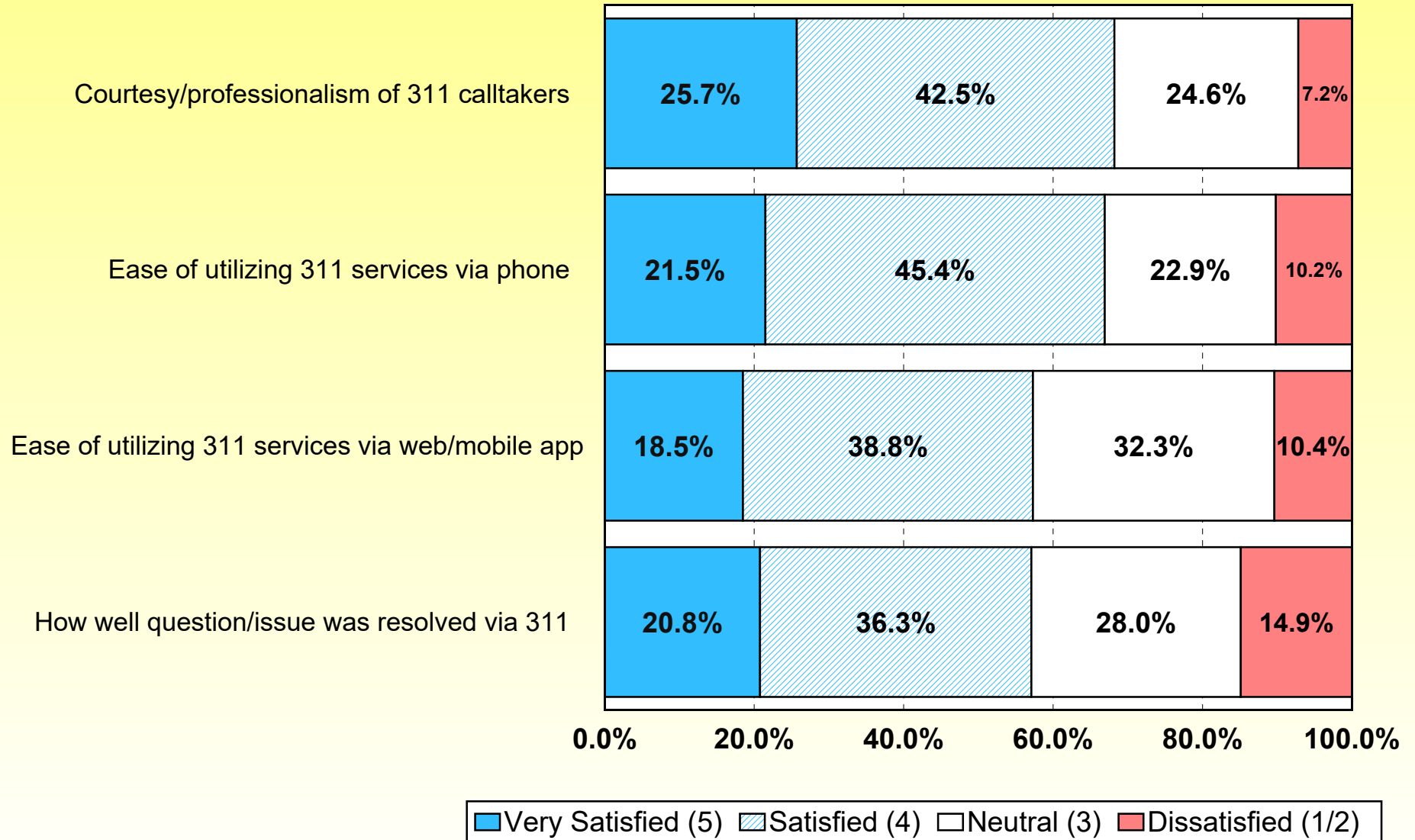
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019-20)

Satisfaction with the 311 Call Center

by percentage of respondents (excluding don't knows)

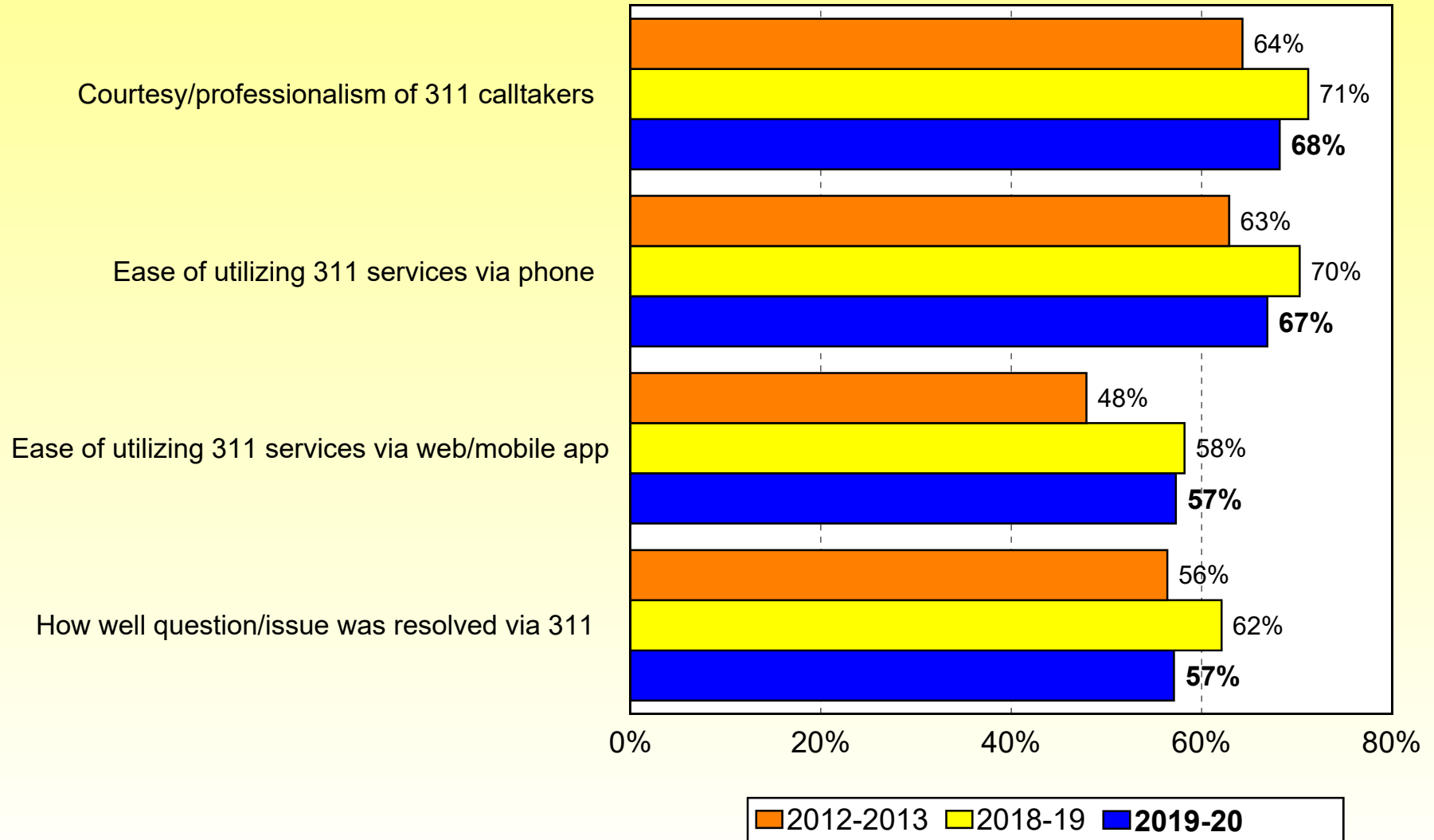


Source: ETC Institute (2019-20)

TREND DATA

Satisfaction with the 311 Call Center 2005 vs. 2018-19 vs. 2019-20

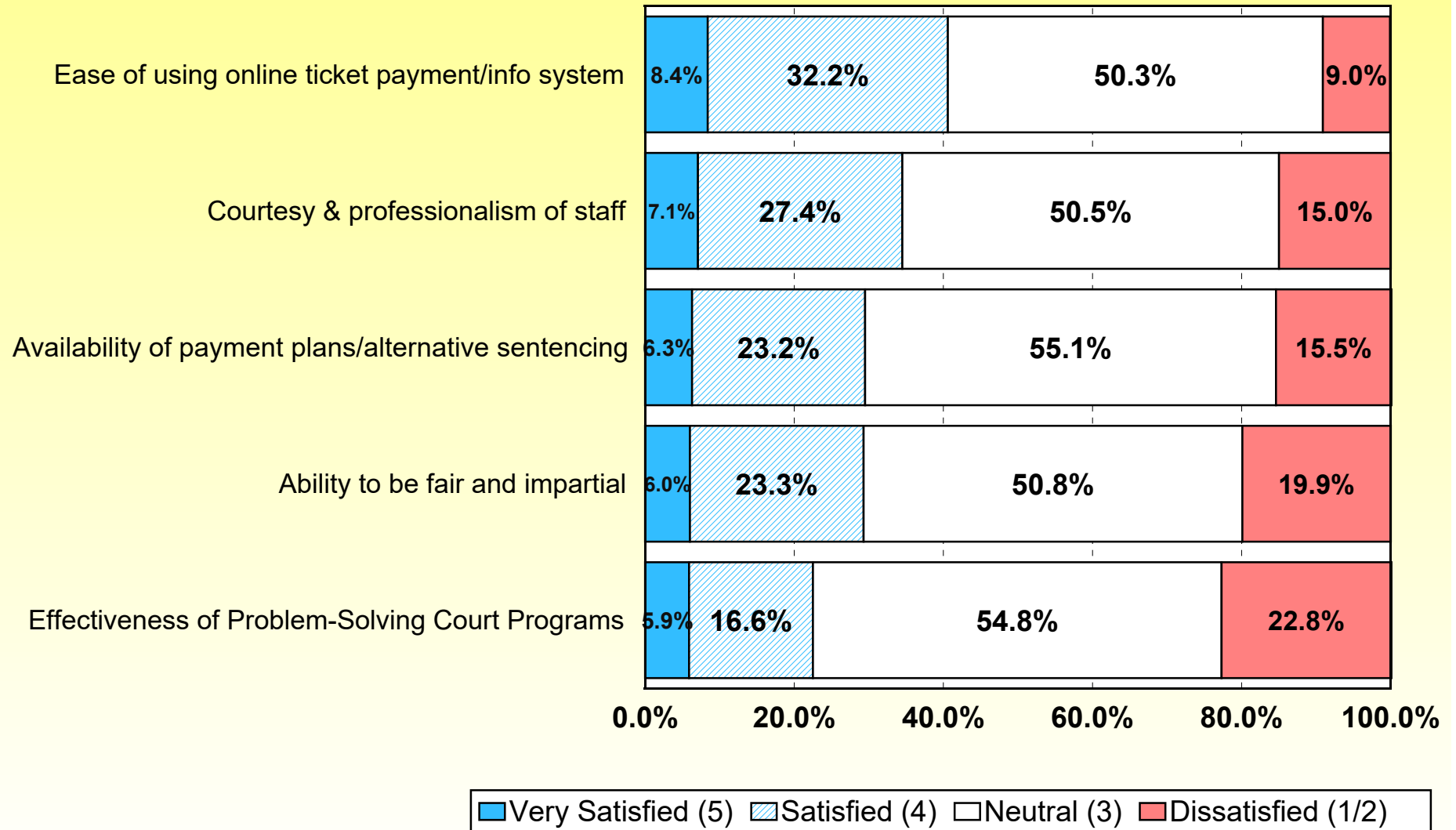
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2019-20)

Satisfaction with Municipal Court Services

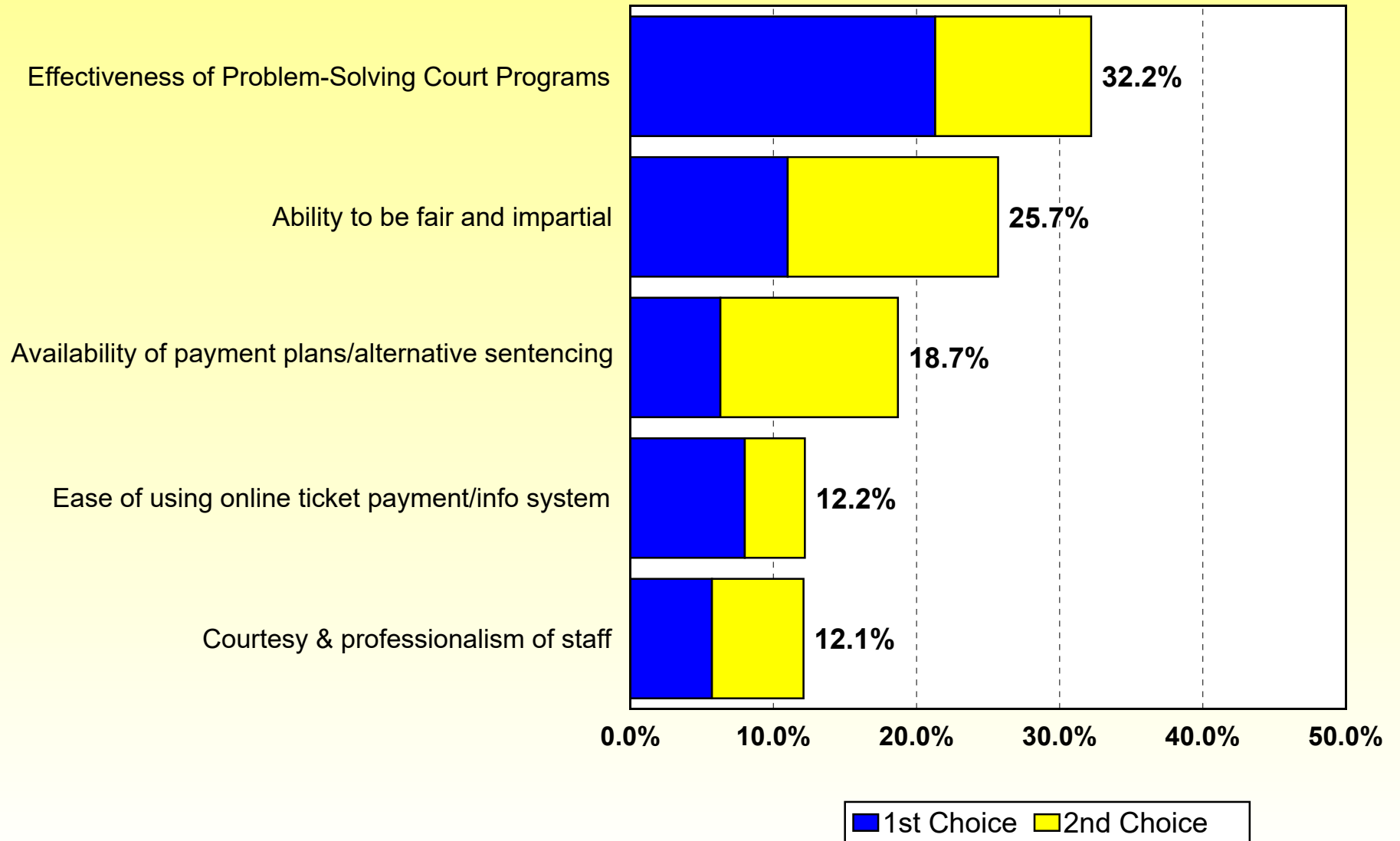
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019-20)

Municipal Court Services That Are Most Important for KCMO to Provide

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

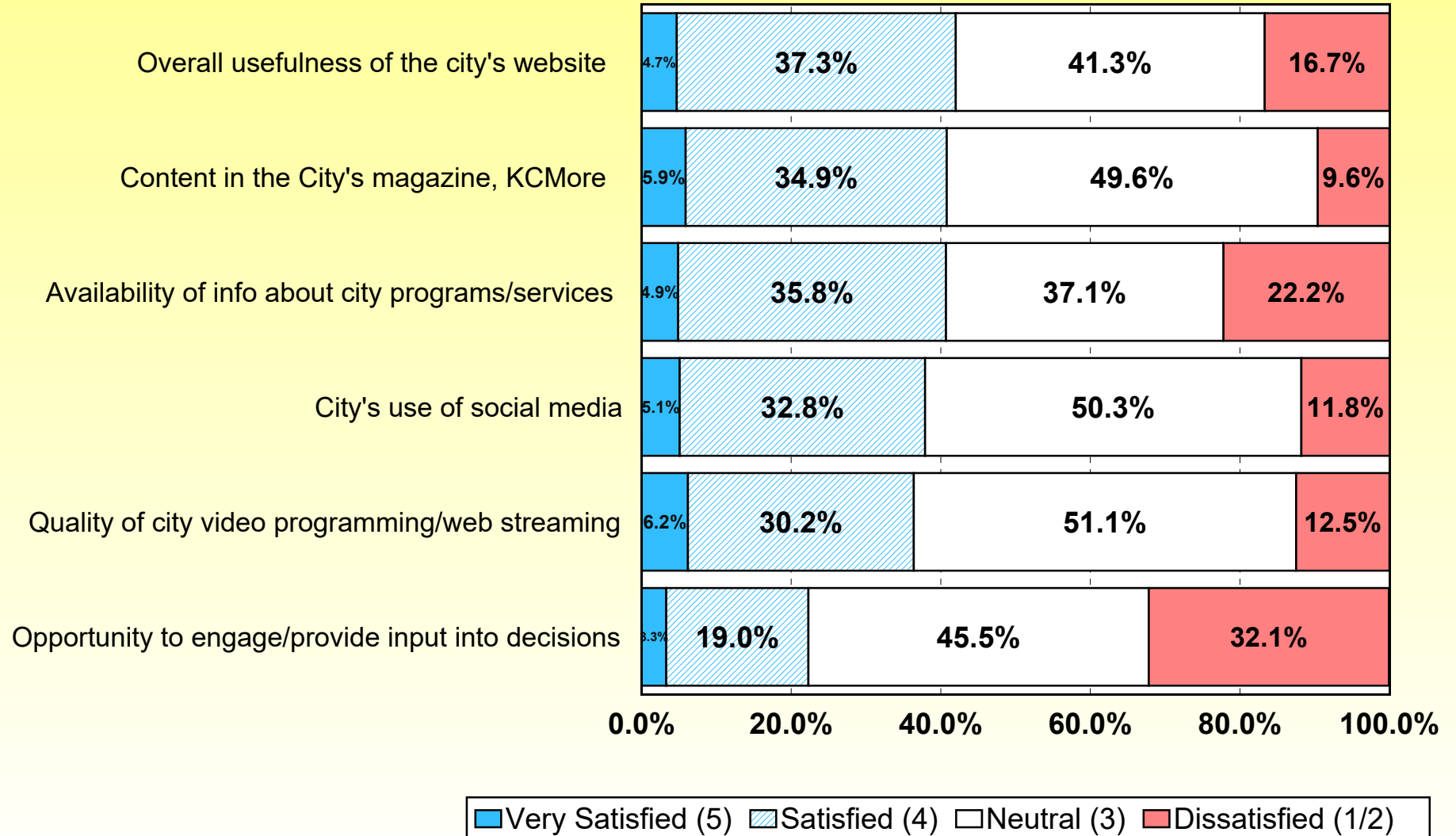


Source: ETC Institute (2019-20)

ETC Institute (2019-20)

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 (2019-20)

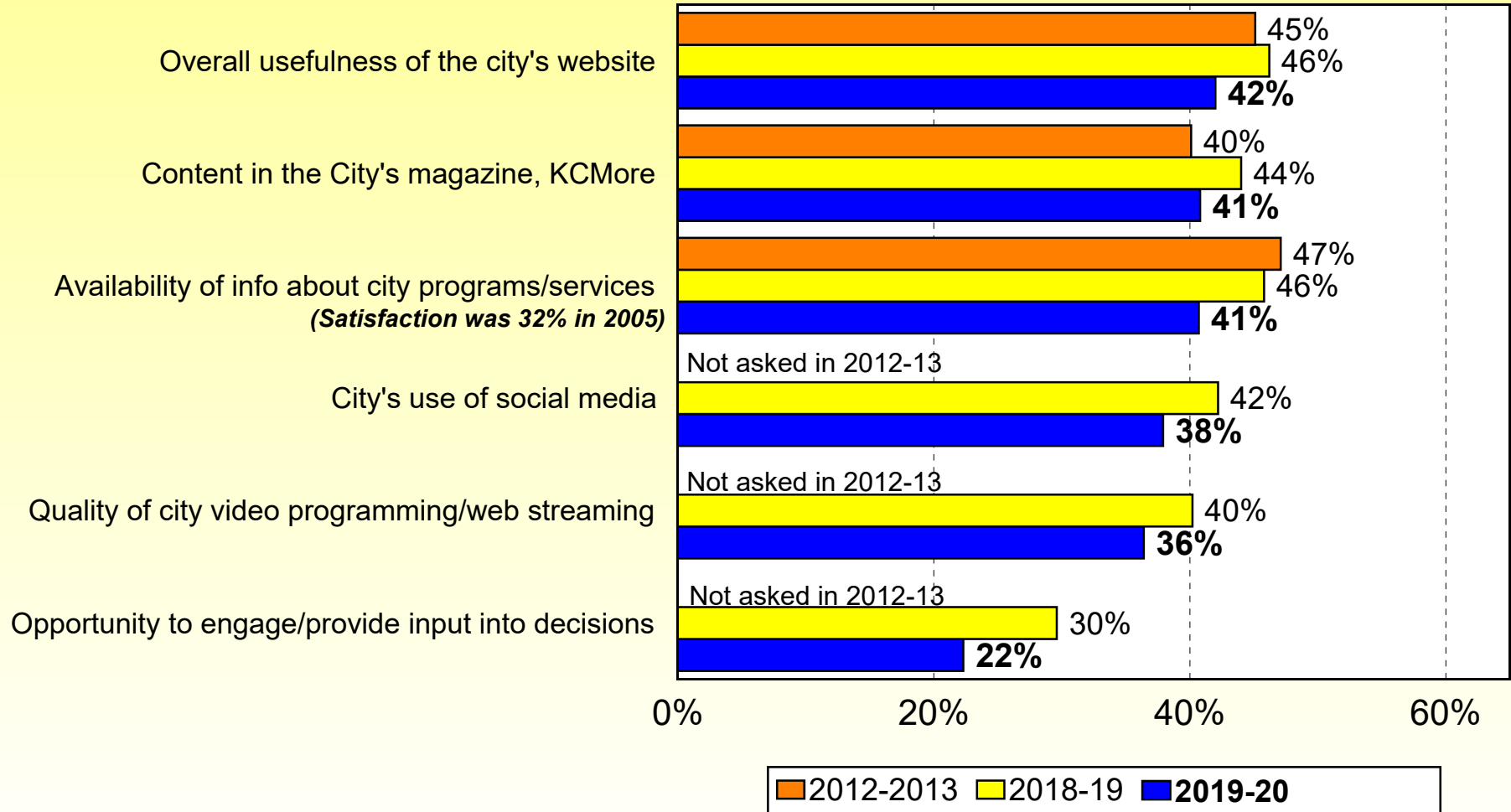
ETC Institute (2019-20)

TREND DATA

Satisfaction with Various Aspects of Communication

2012-13 vs. 2018-19 vs. 2019-20

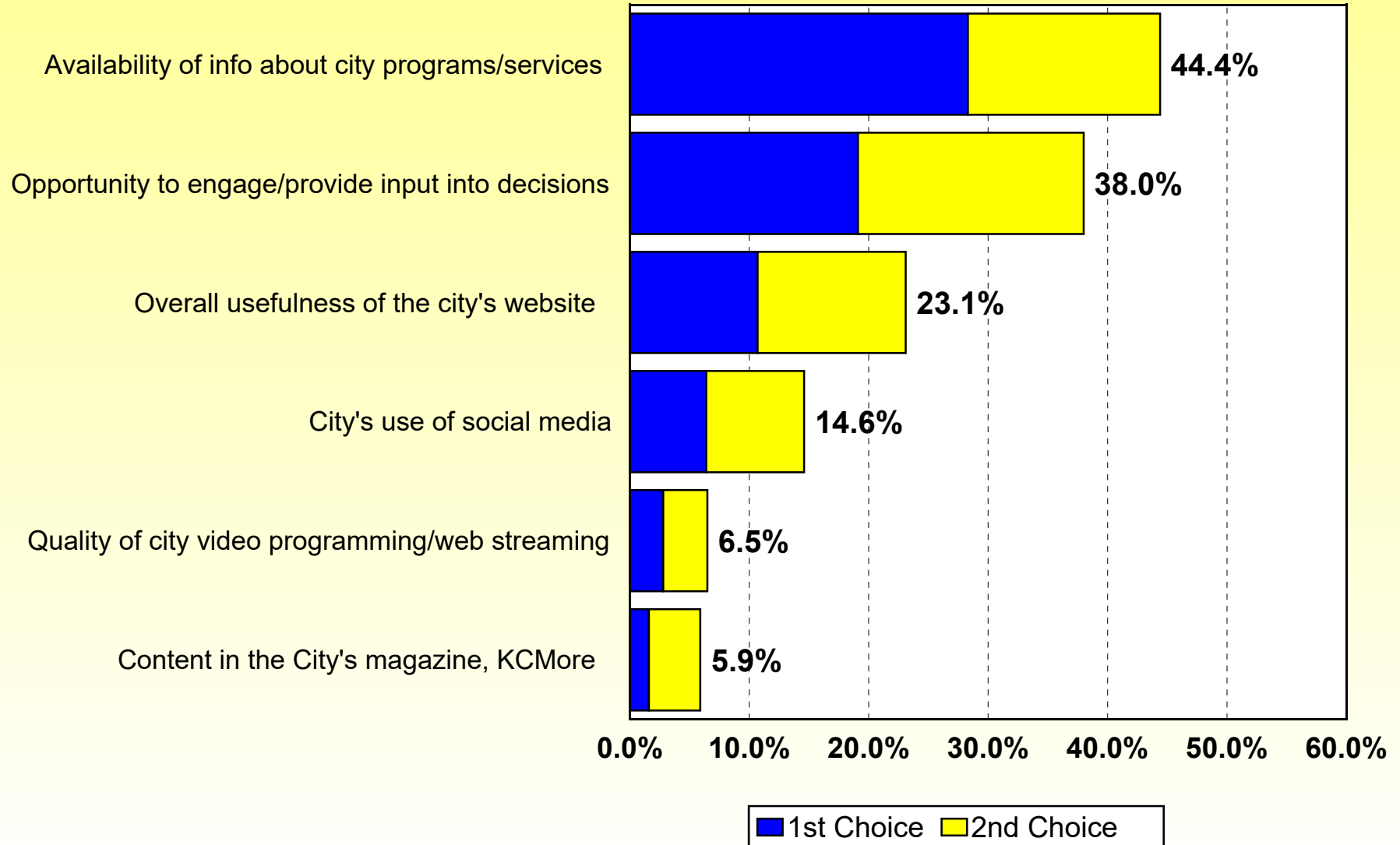
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2019-20)

Communication Services that are Most Important for KCMO to Provide

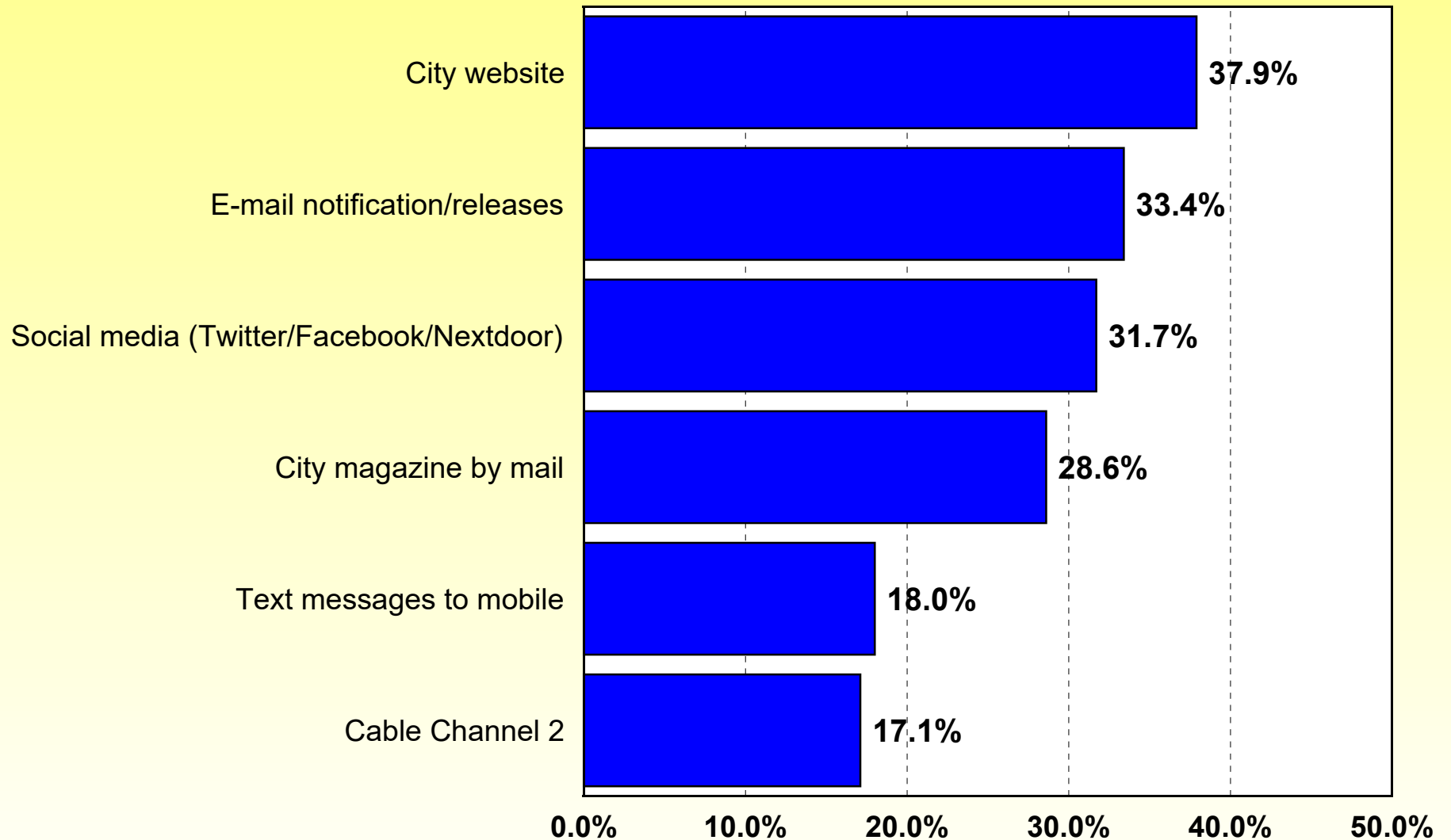
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019-20)

Preferred Methods of Receiving Information From KCMO

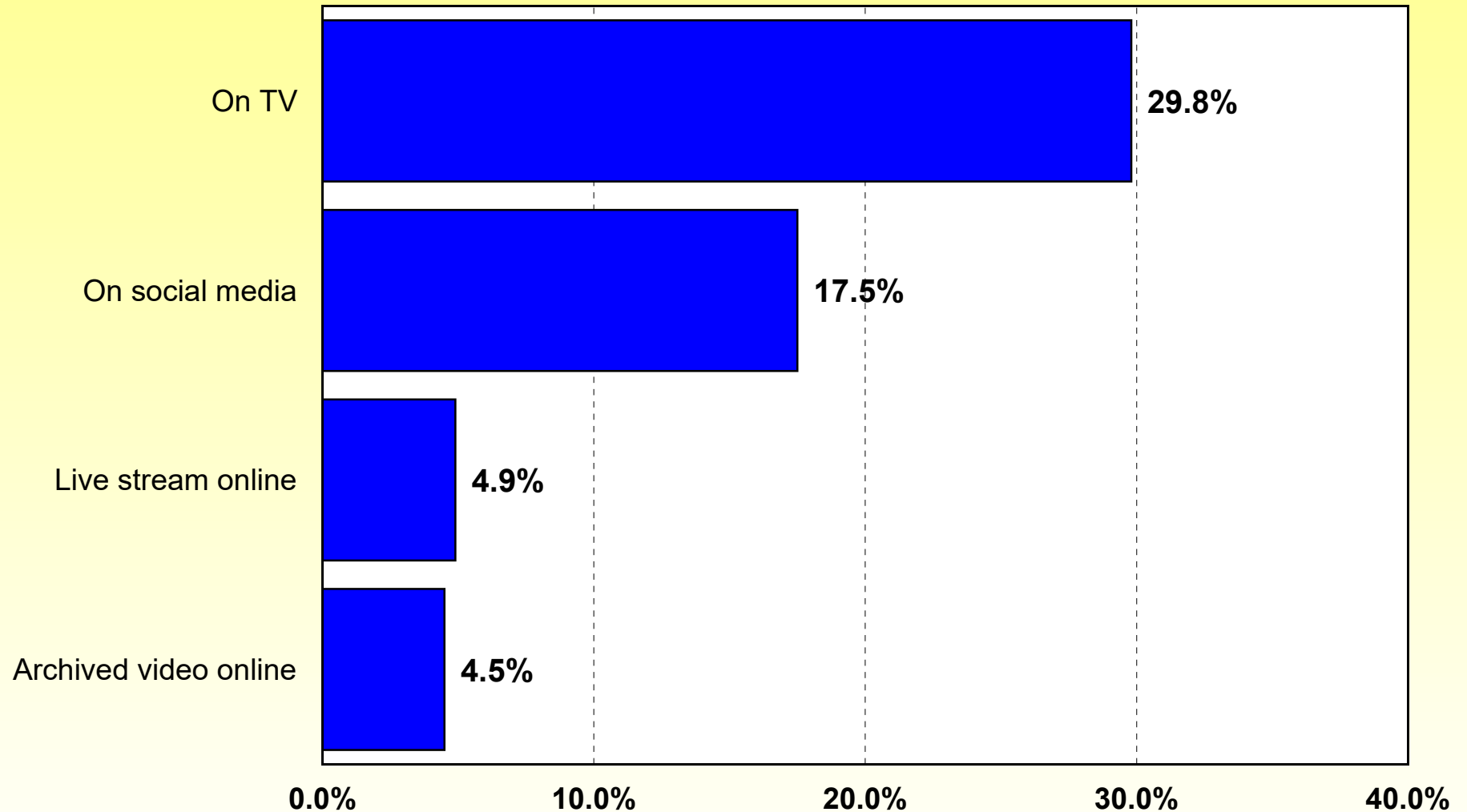
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019-20)

How have you watched Channel 2 or other video content from the City of Kansas City, MO in the last year?

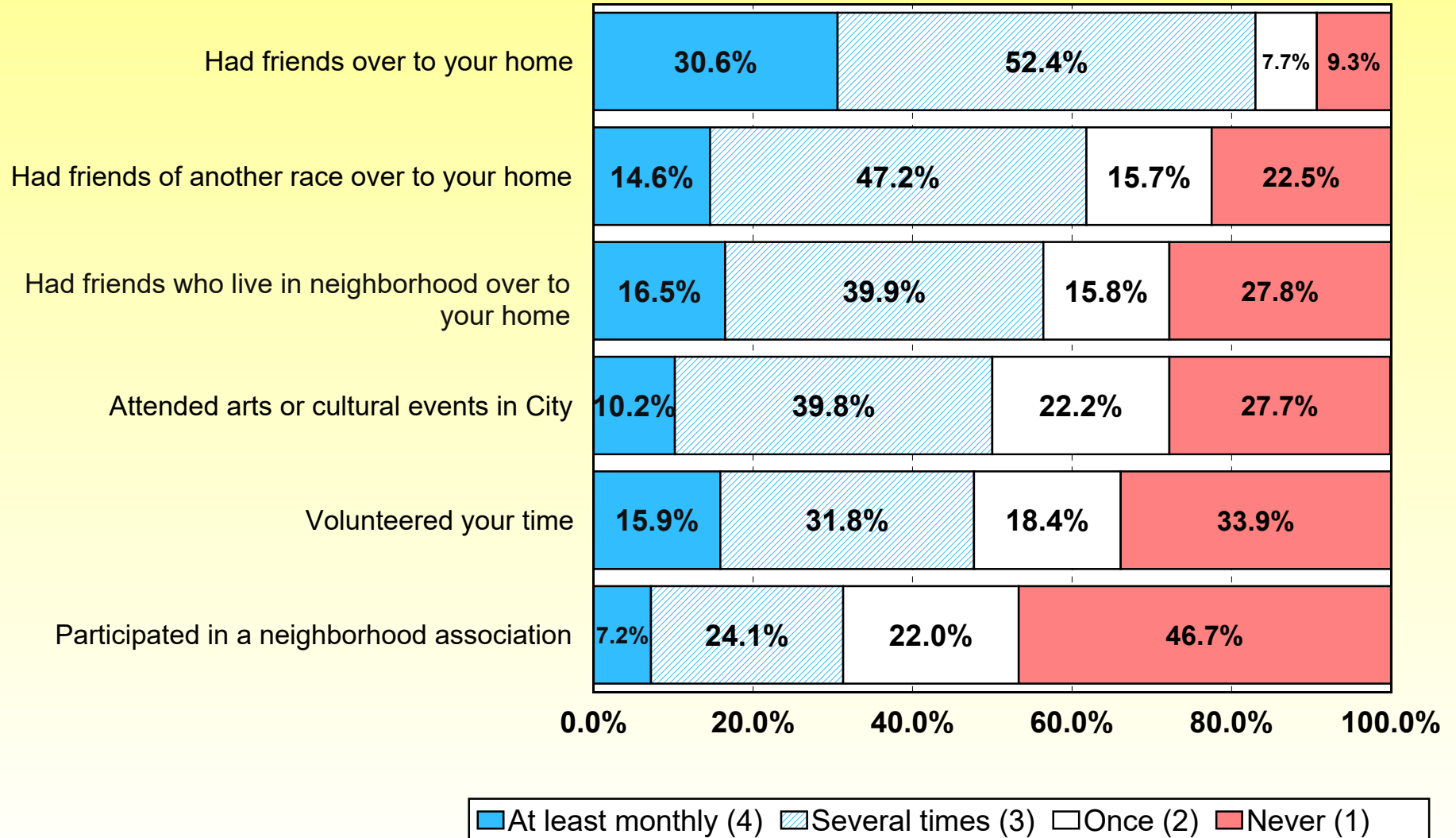
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2019-20)

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)

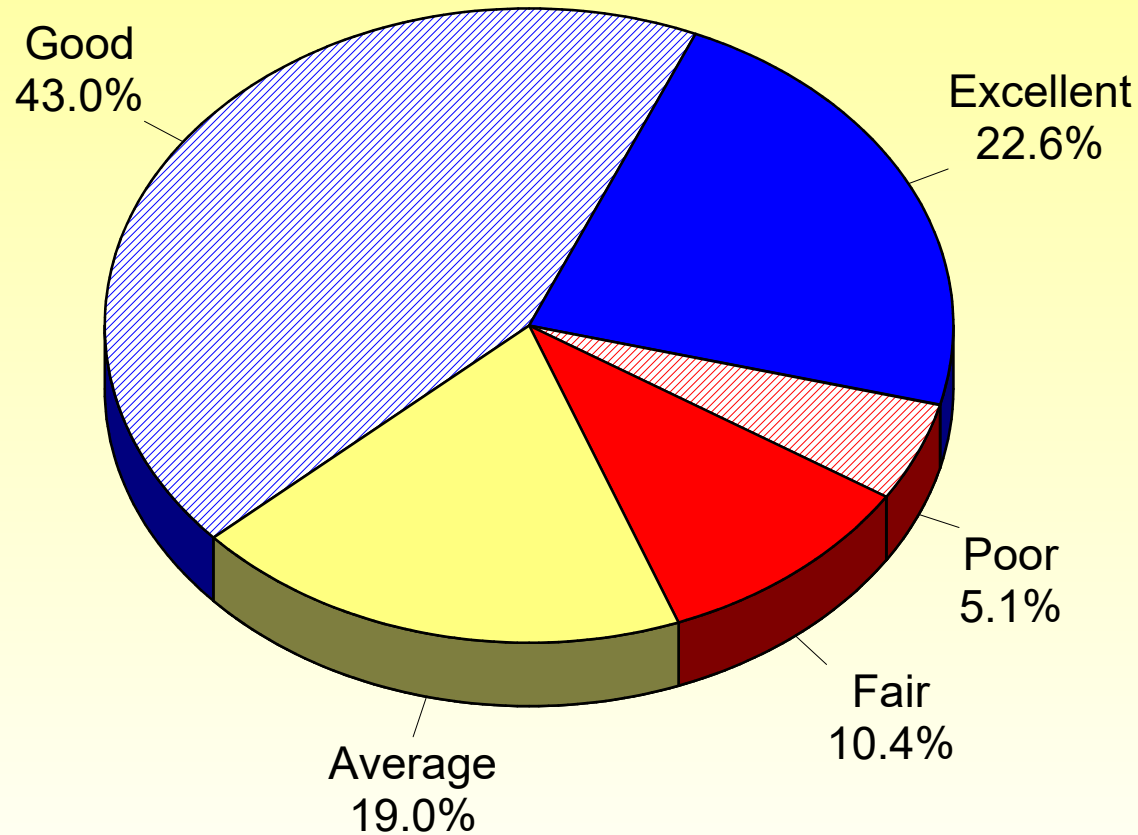


Source: ETC Institute (2019-20)

ETC Institute (2019-20)

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

by percentage of respondents (excluding don't knows)

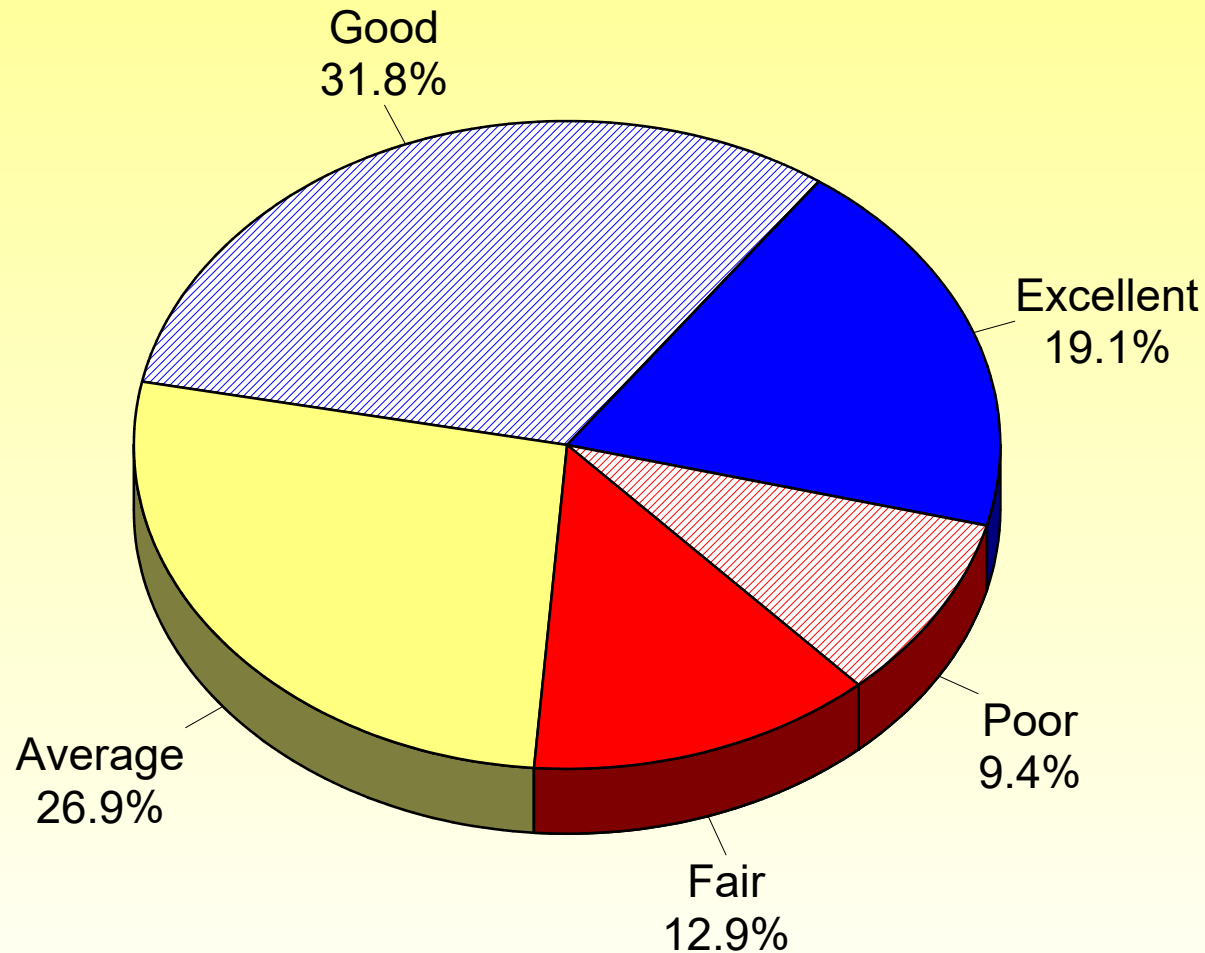


Source: ETC Institute (2019-20)

ETC Institute (2019-20)

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)

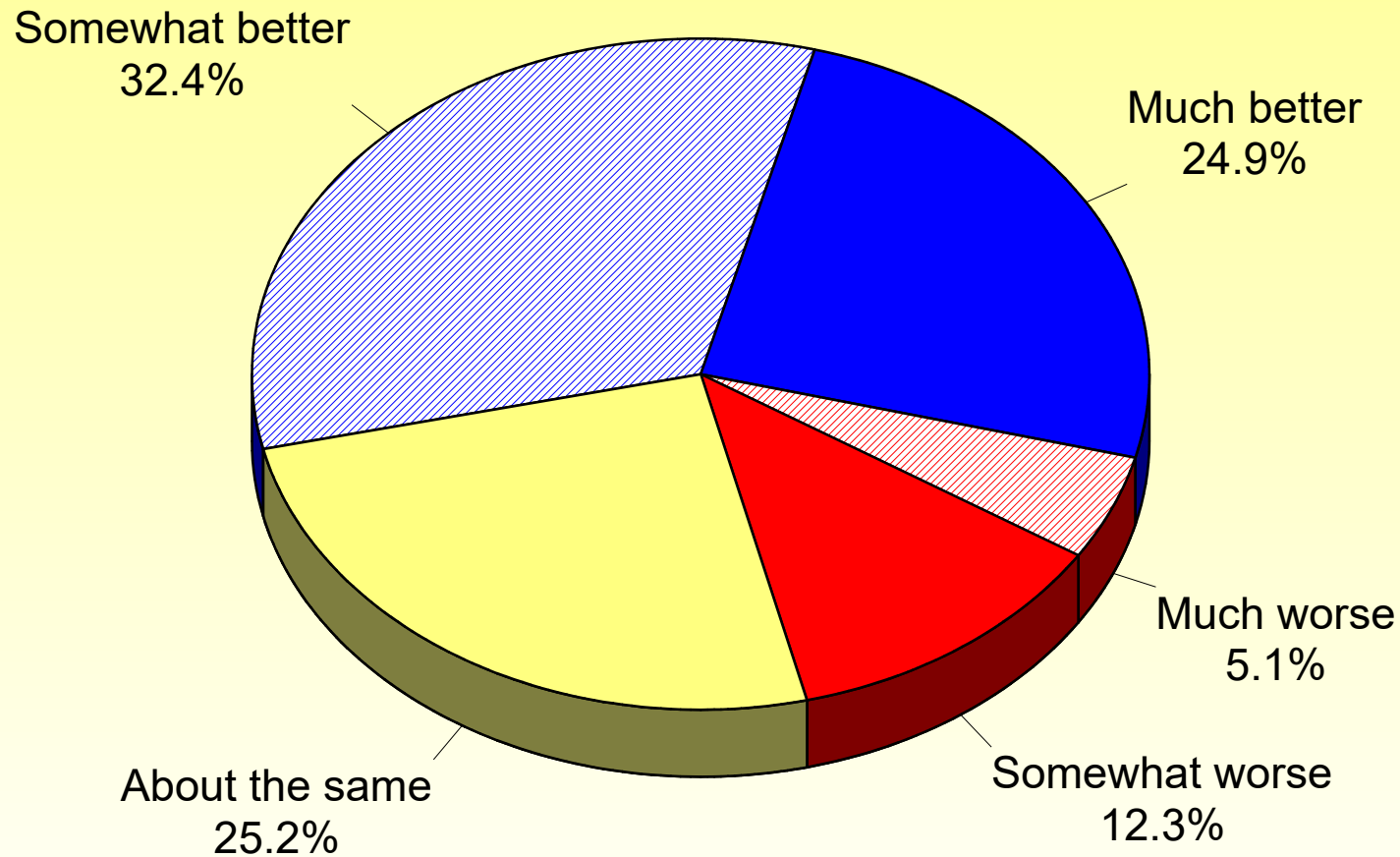


Source: ETC Institute (2019-20)

ETC Institute (2019-20)

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)

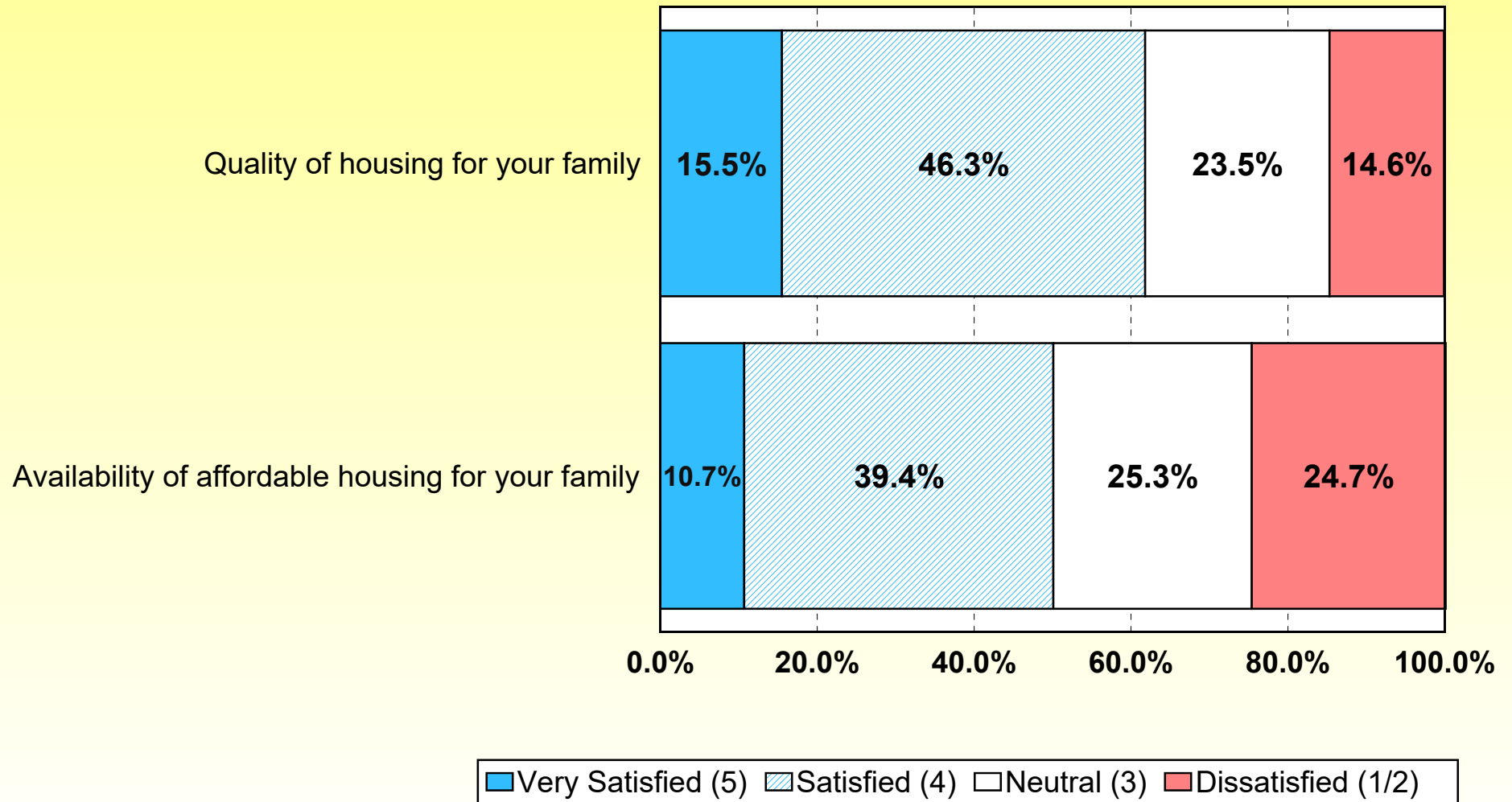


Source: ETC Institute (2019-20)

ETC Institute (2019-20)

Satisfaction with Housing

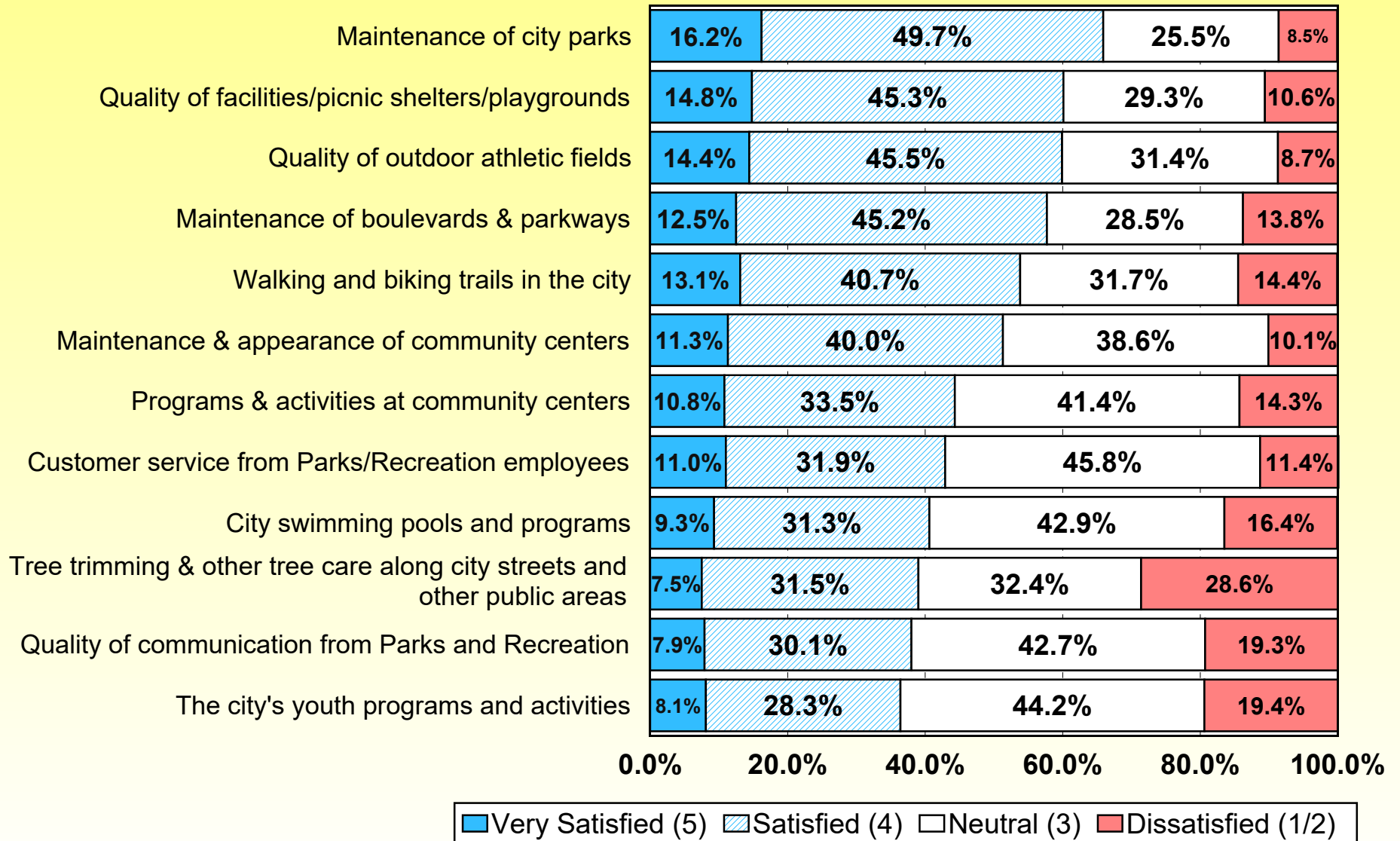
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019-20)

Satisfaction with Parks & Recreation Services

by percentage of respondents (excluding don't knows)

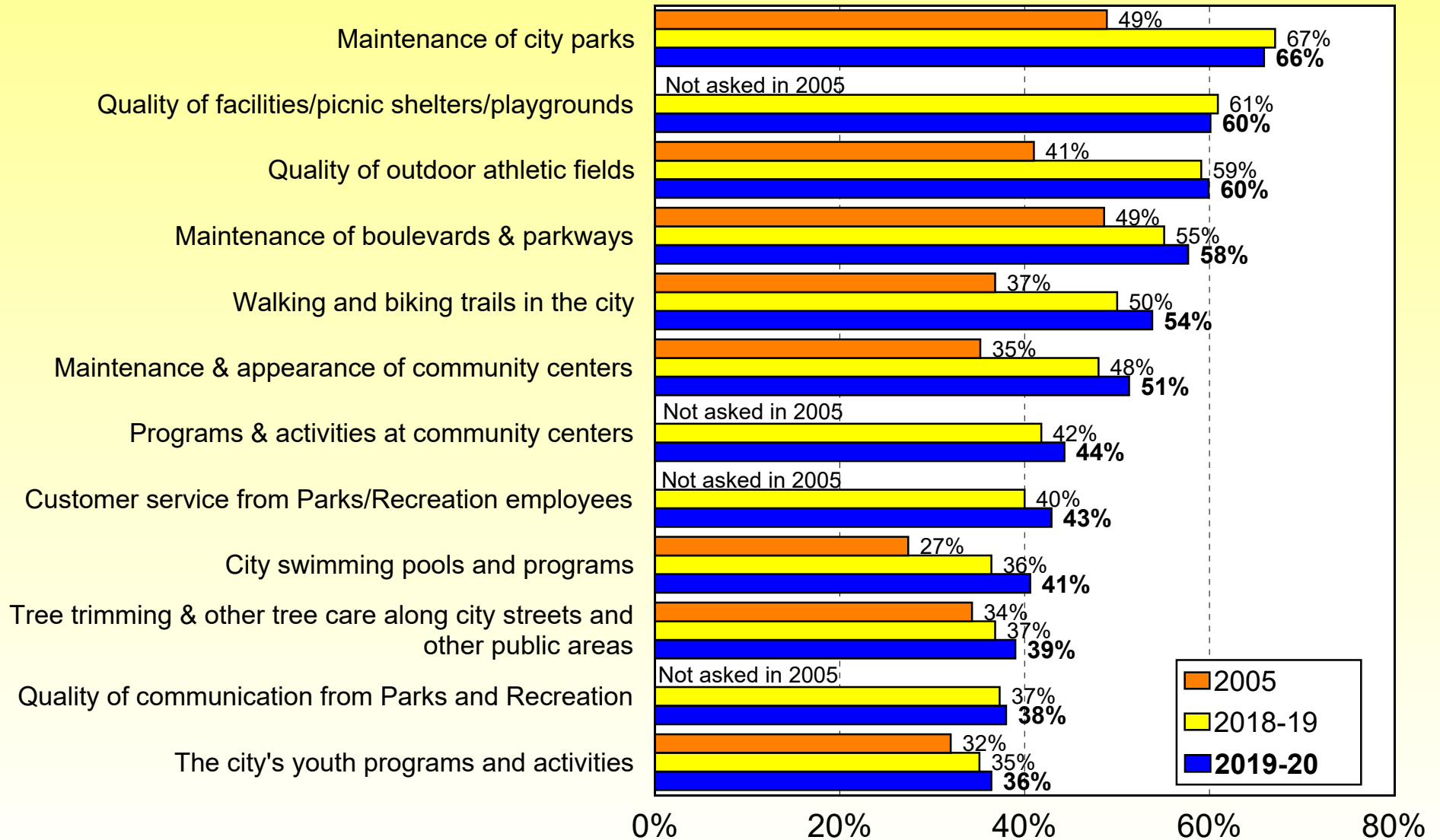


Source: ETC Institute (2019-20)

TREND DATA

Satisfaction with Parks & Recreation Services 2005 vs. 2018-19 vs. 2019-20

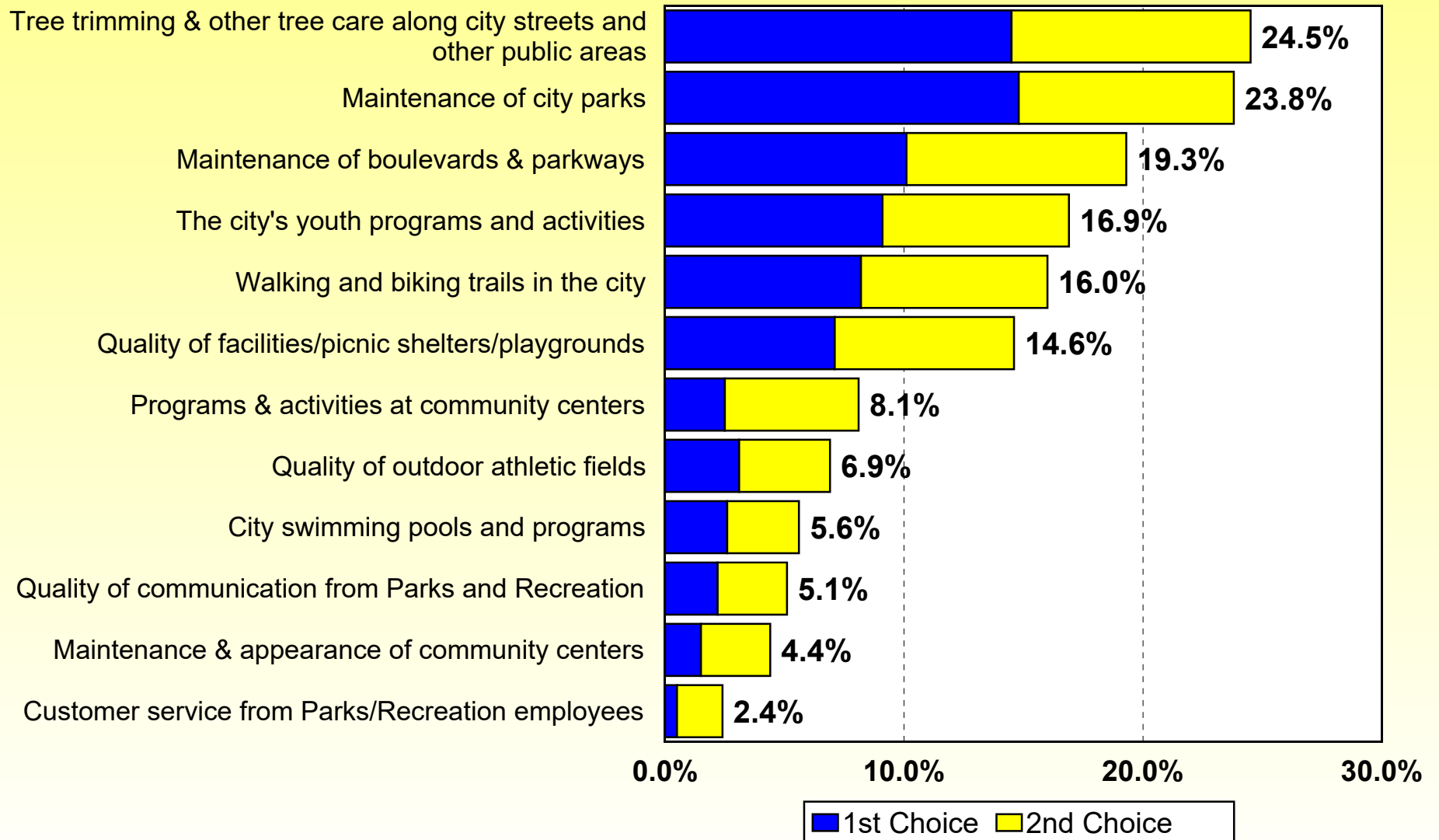
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2019-20)

Parks & Recreation Services That Are Most Important for KCMO to Provide

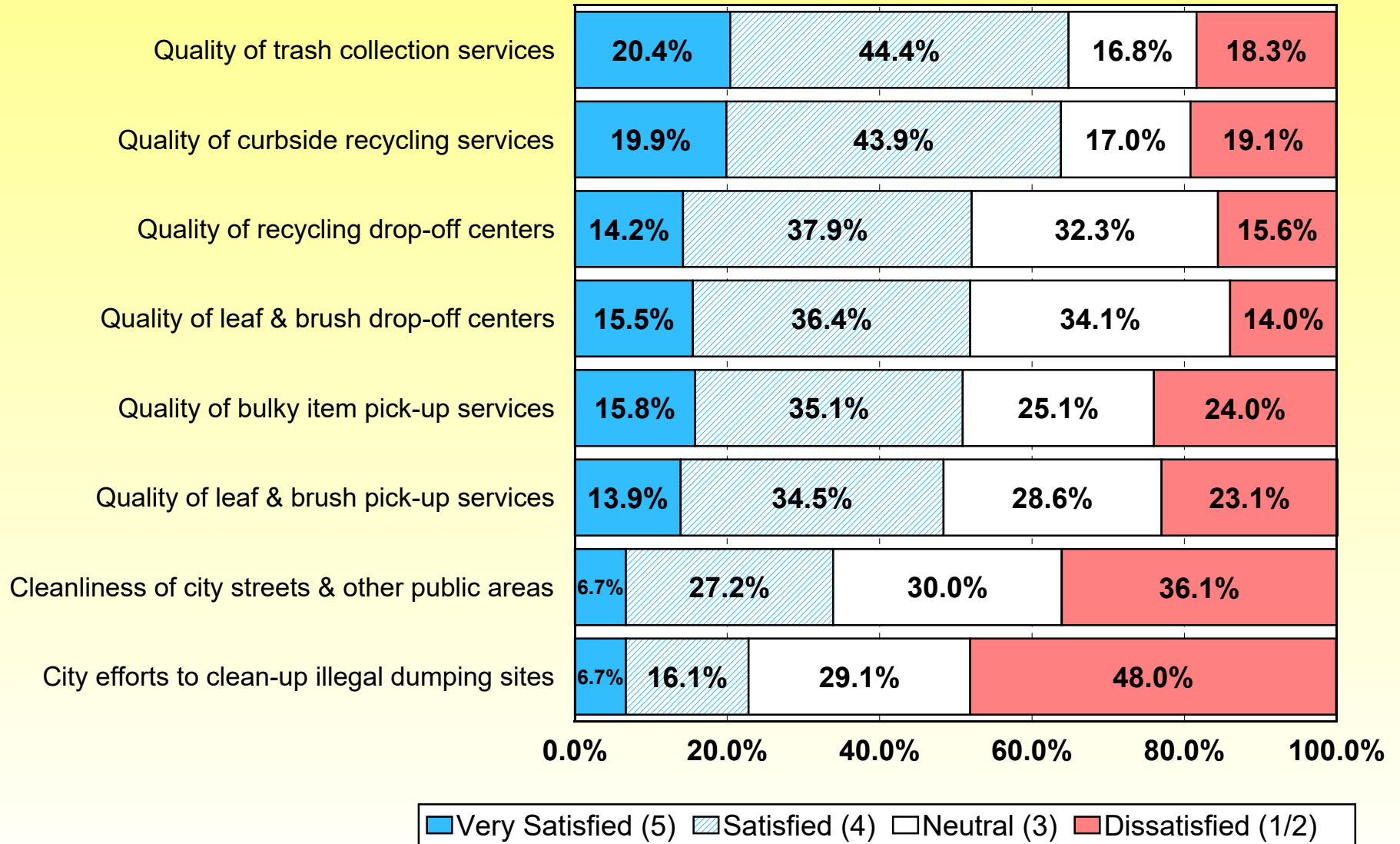
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019-20)

Satisfaction with Solid Waste Services

by percentage of respondents (excluding don't knows)

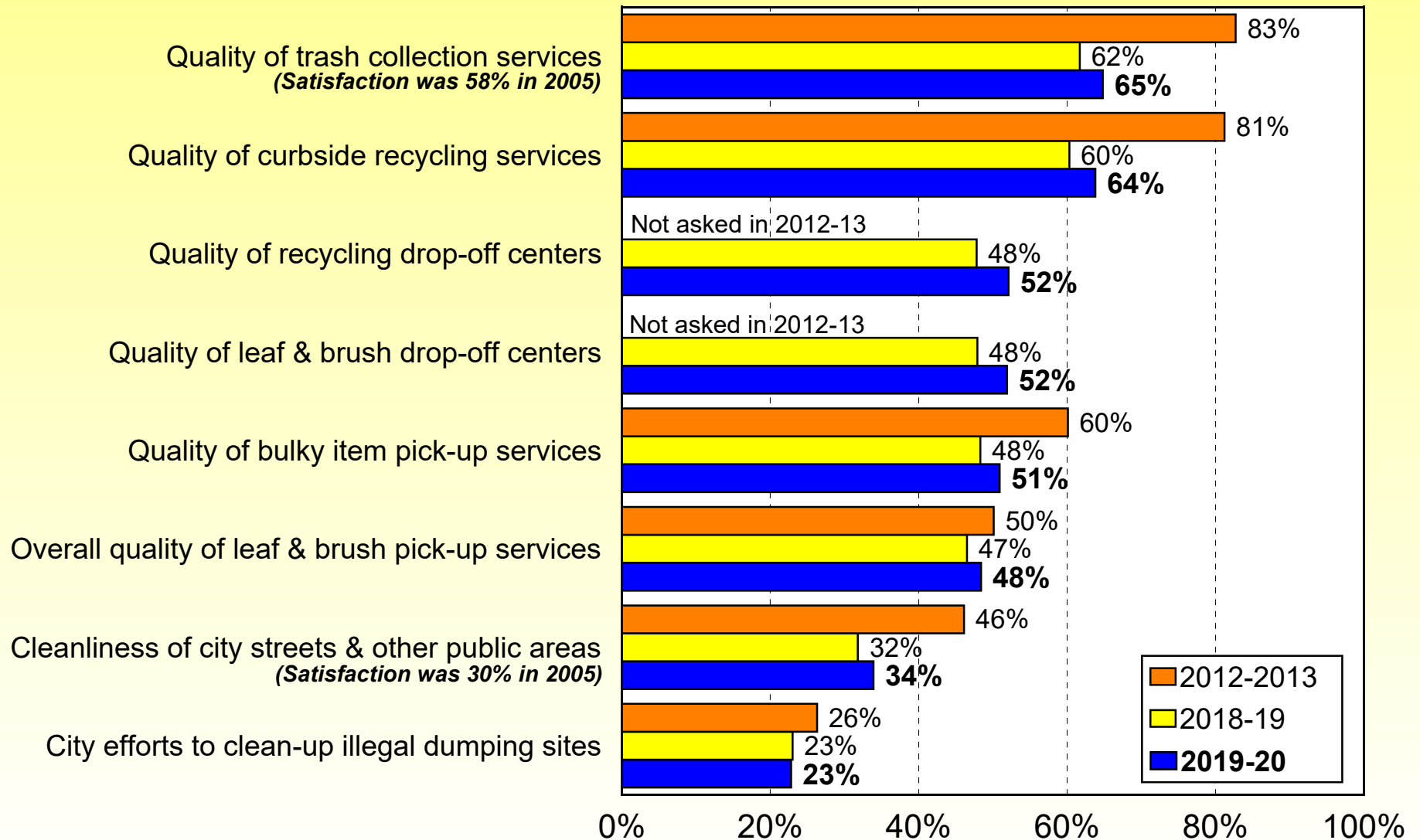


Source: ETC Institute (2019-20)

TREND DATA

Satisfaction with Solid Waste Services 2005 vs. 2018-19 vs. 2019-20

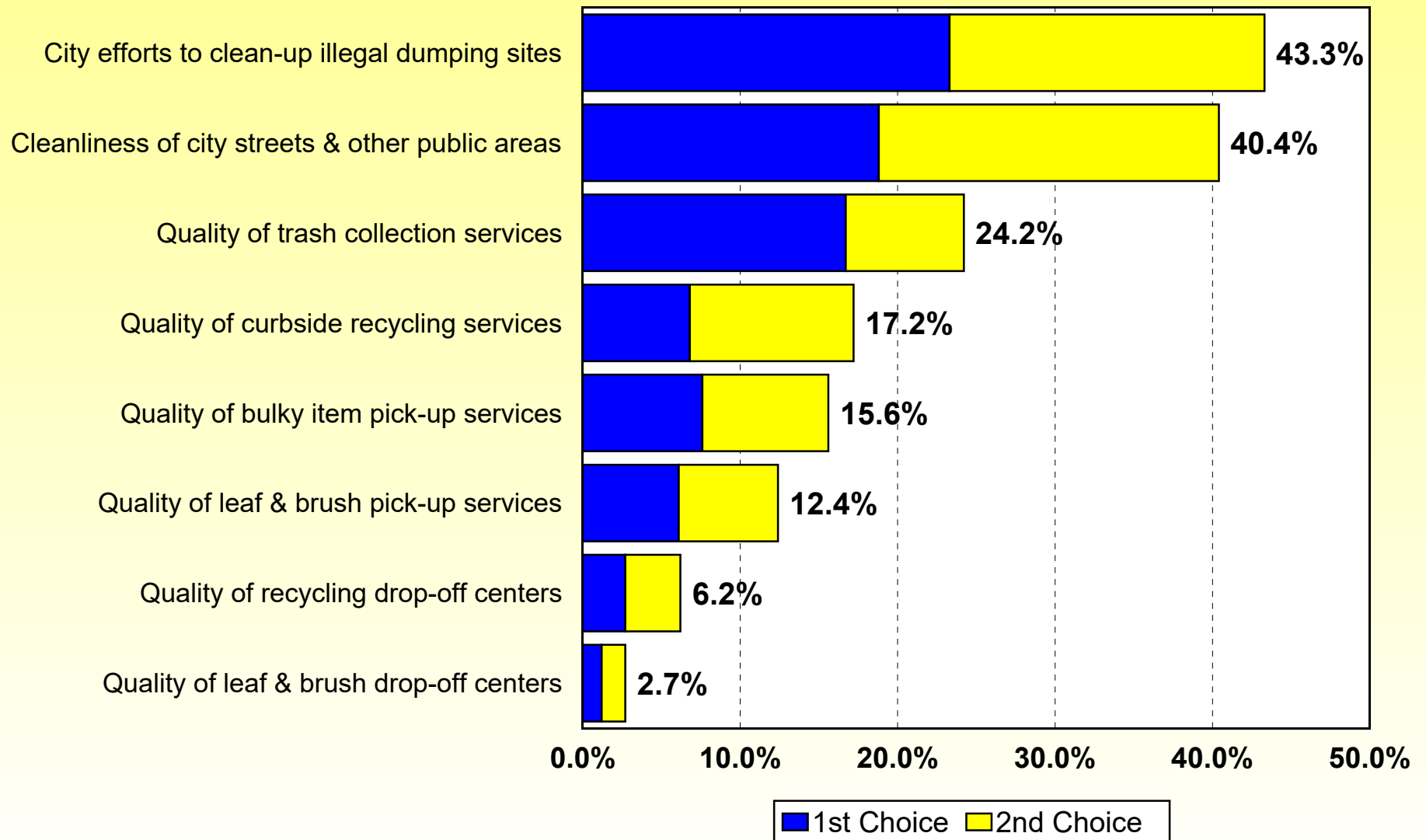
by percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute (2019-20)

Solid Waste Services That Are Most Important for KCMO to Provide

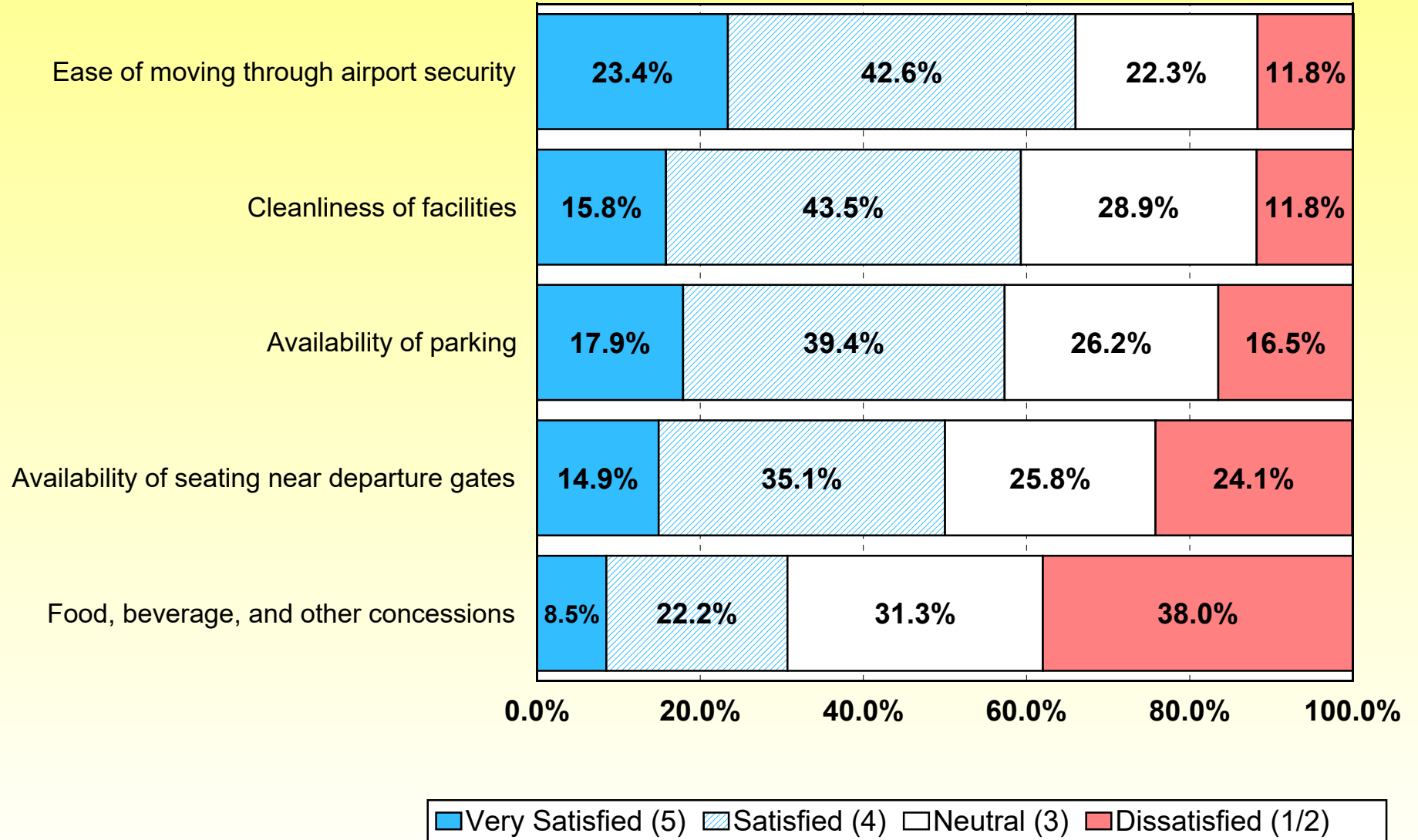
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019-20)

Satisfaction with Various Aspects of the Airport

by percentage of respondents (excluding don't knows)

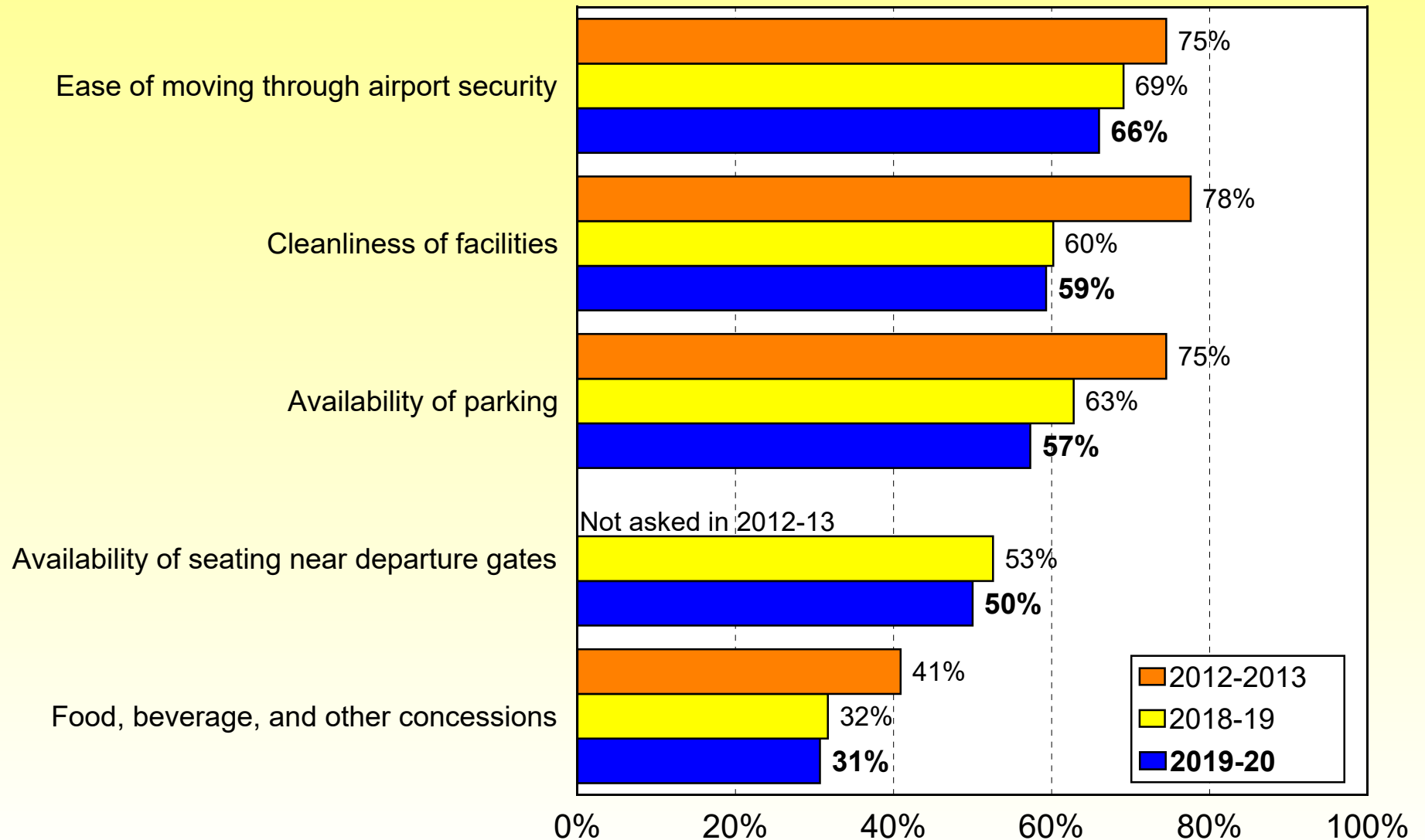


Source: ETC Institute (2019-20)

TREND DATA

Satisfaction with Airport Services 2012-13 vs. 2018-19 vs. 2019-20

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

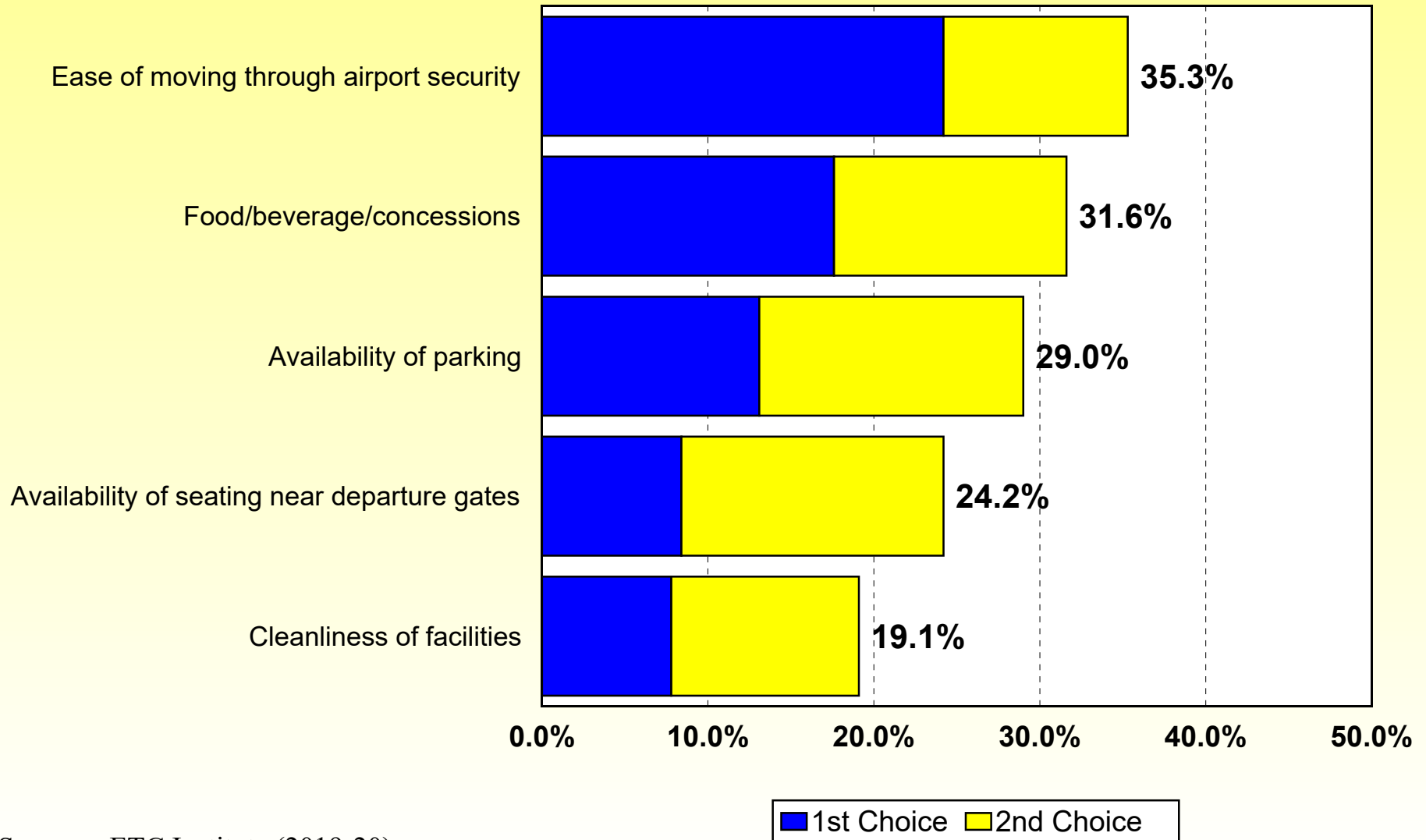


Source: ETC Institute (2019-20)

ETC Institute (2019-20)

Airport Services That Are Most Important for KCMO to Provide

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

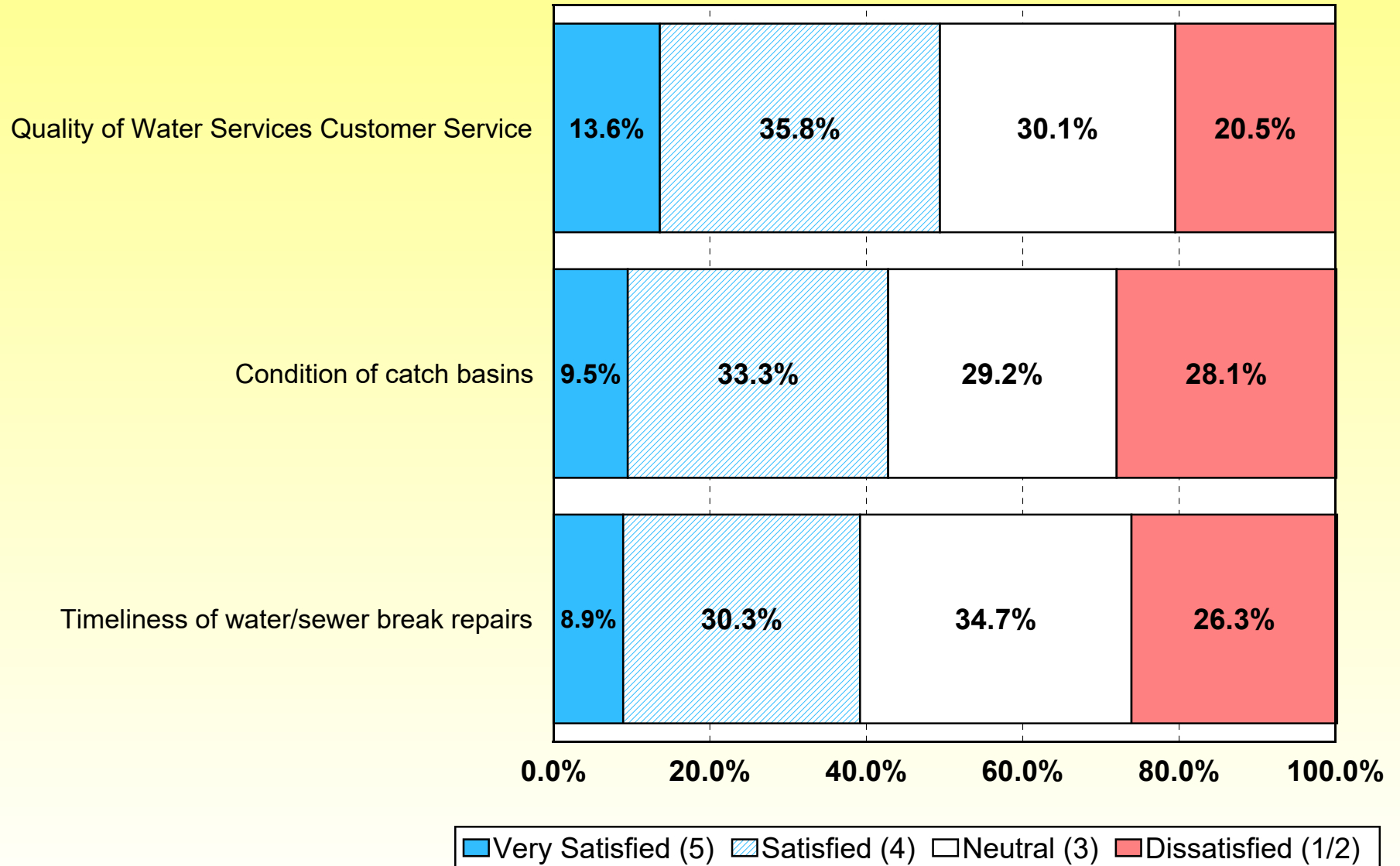


Source: ETC Institute (2019-20)

ETC Institute (2019-20)

Satisfaction with Water Services

by percentage of respondents (excluding don't knows)

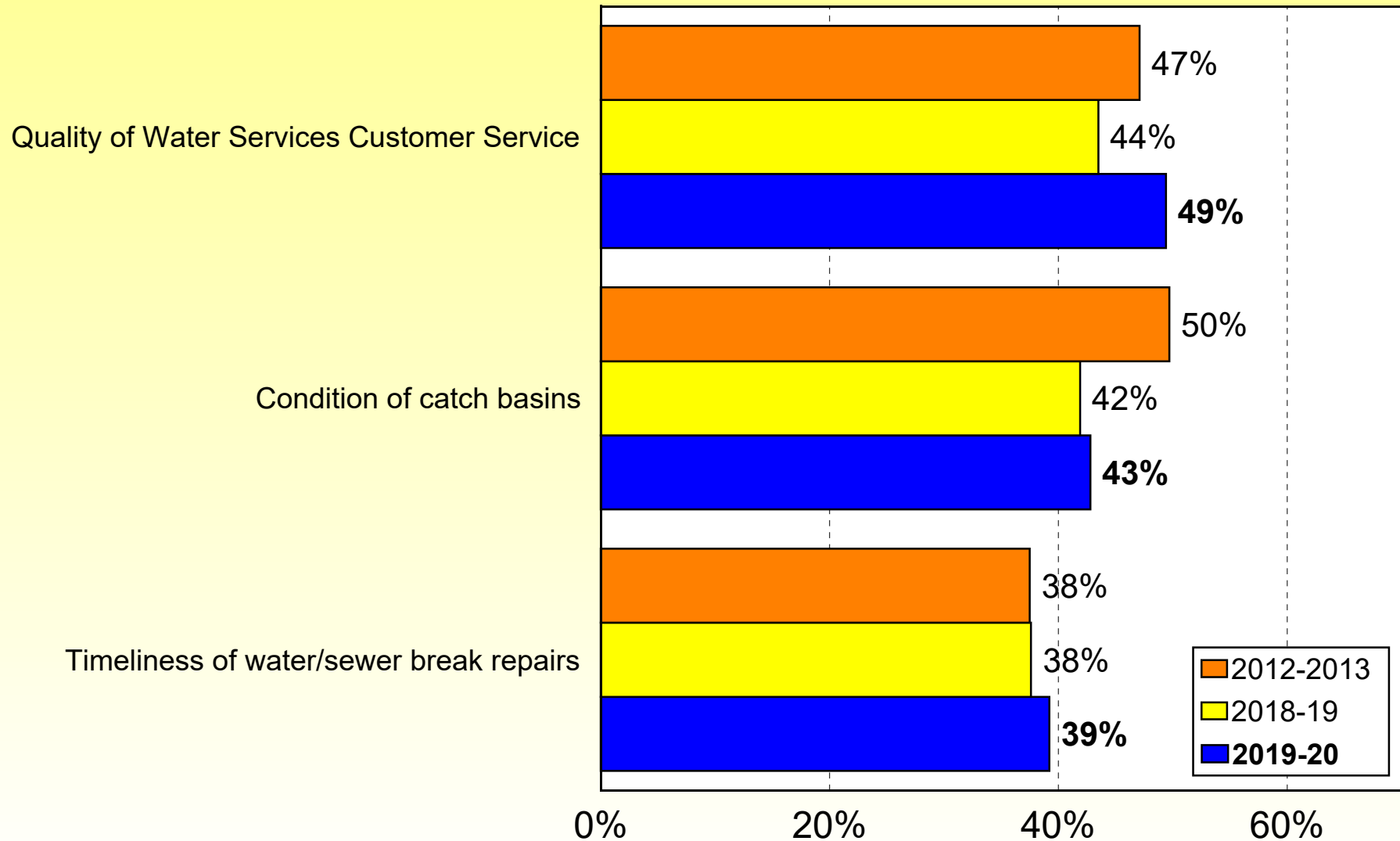


Source: ETC Institute (2019-20)

TREND DATA

Satisfaction with Water Services 2012-13 vs. 2018-19 vs. 2019-20

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

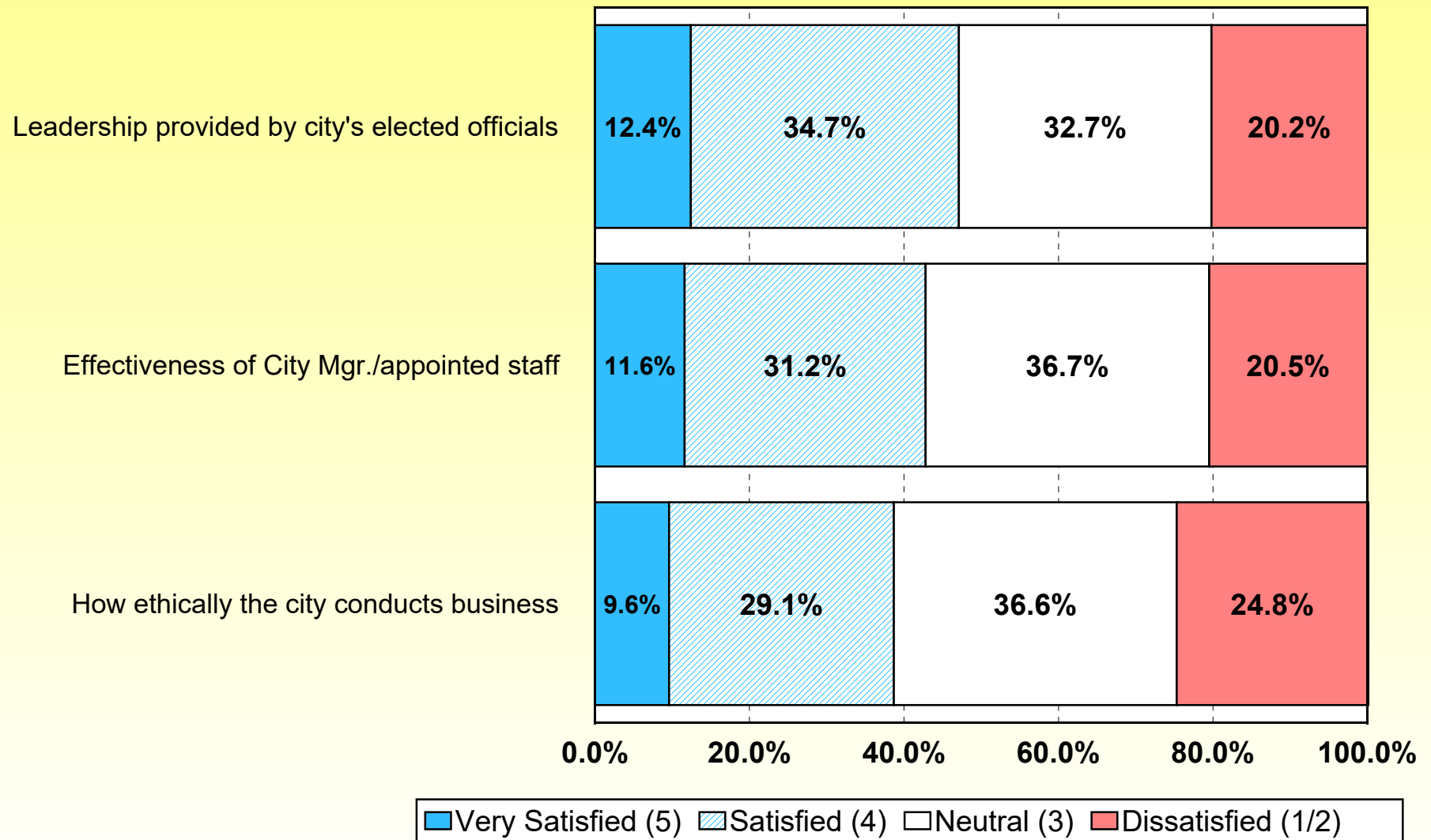


Source: ETC Institute (2019-20)

ETC Institute (2019-20)

Satisfaction with Various Aspects of City Leadership

by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019-20)

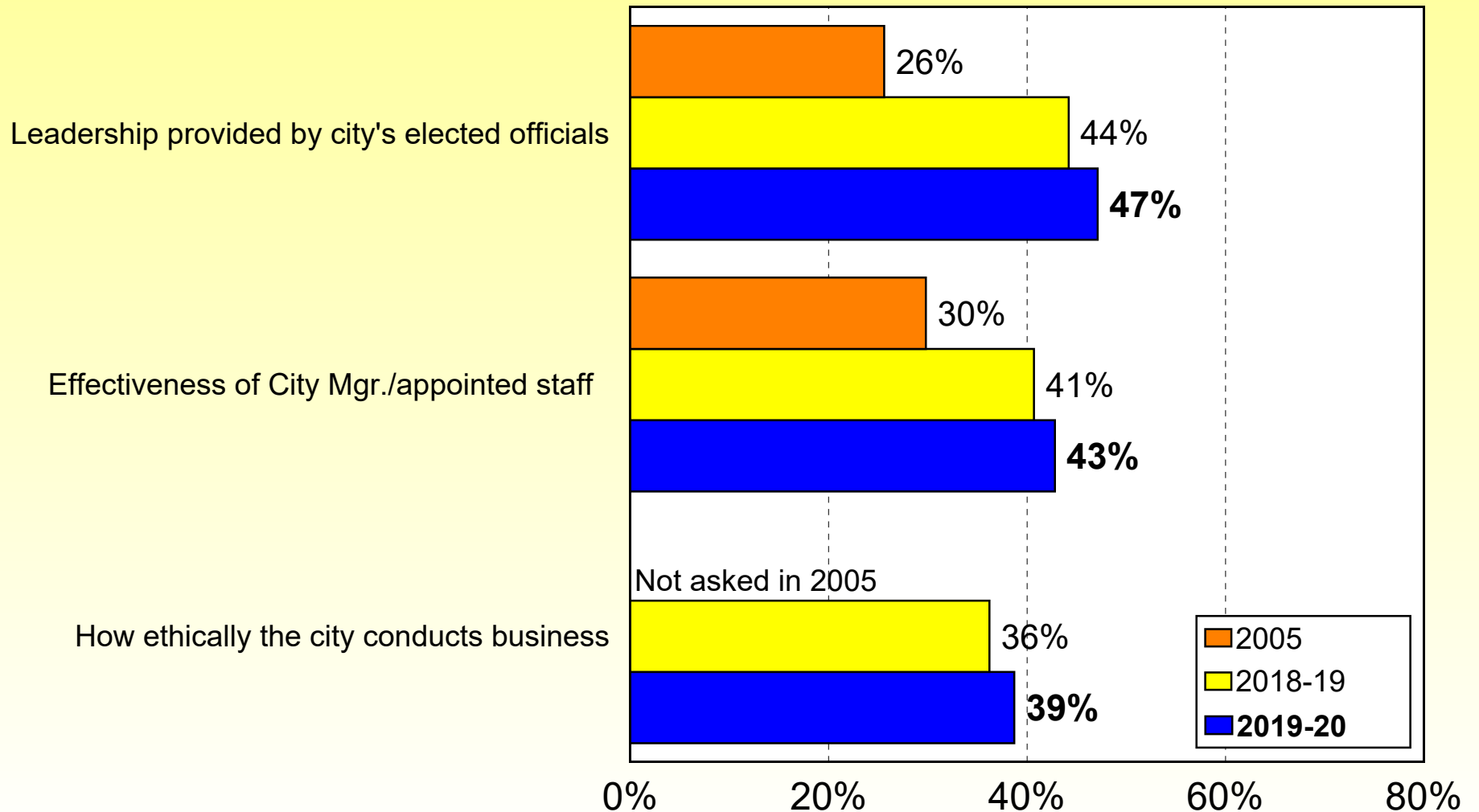
ETC Institute (2019-20)

TREND DATA

Satisfaction with Various Aspects of City Leadership

2005 vs. 2018-19 vs. 2019-20

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

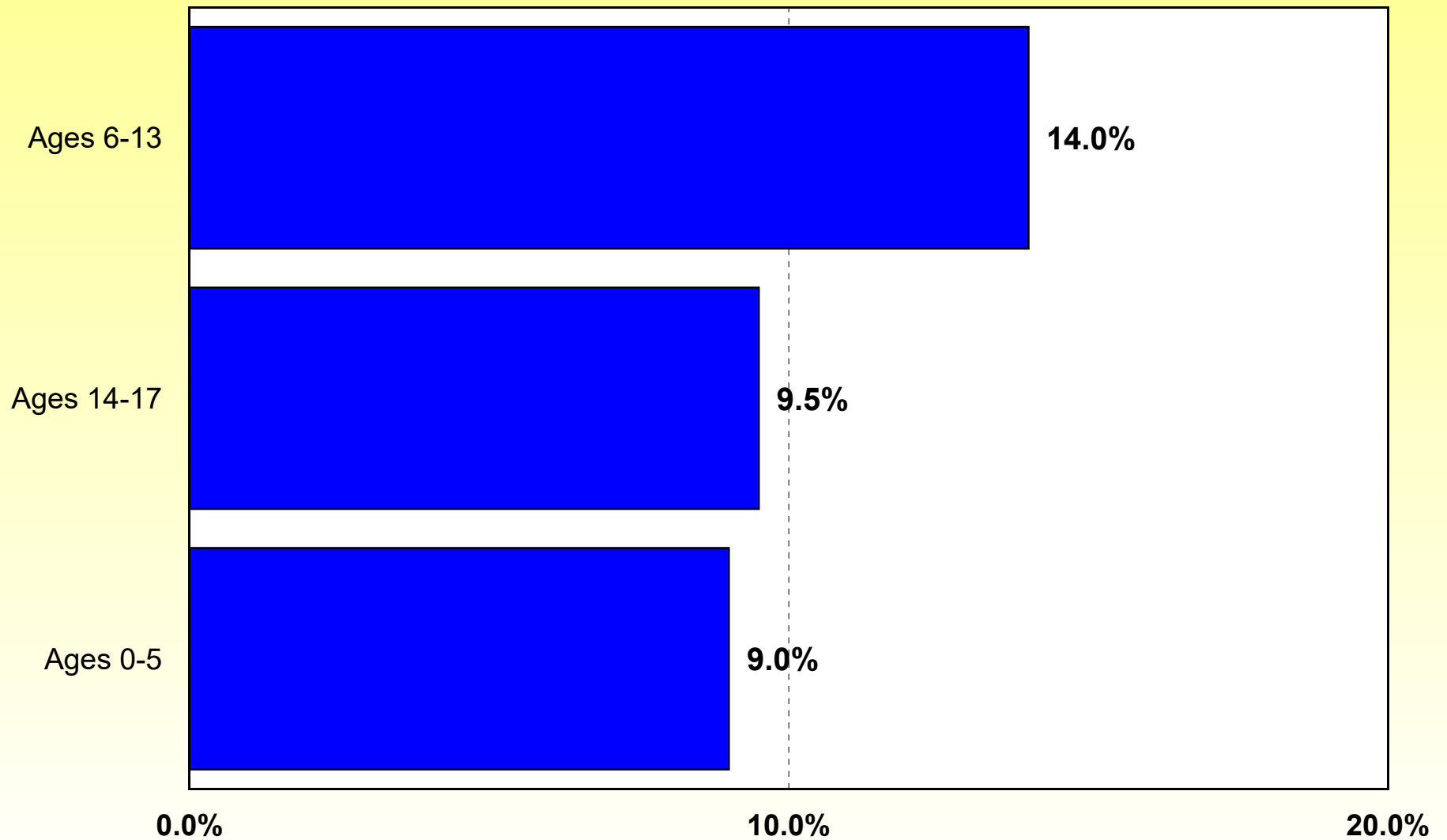


Source: ETC Institute (2019-20)

ETC Institute (2019-20)

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

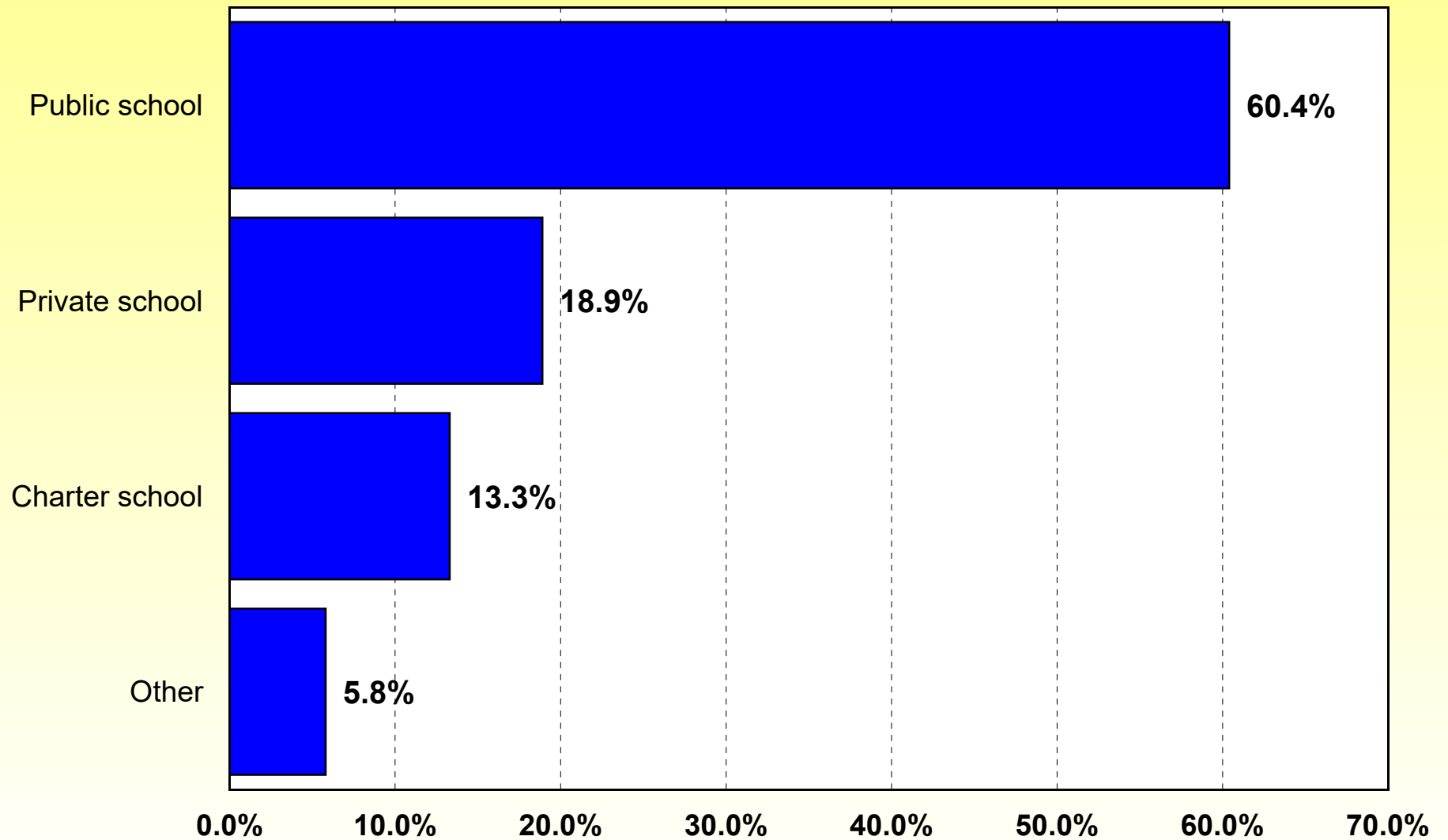
by percentage of respondents (multiple responses could be made)



Source: ETC Institute (2019-20)

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

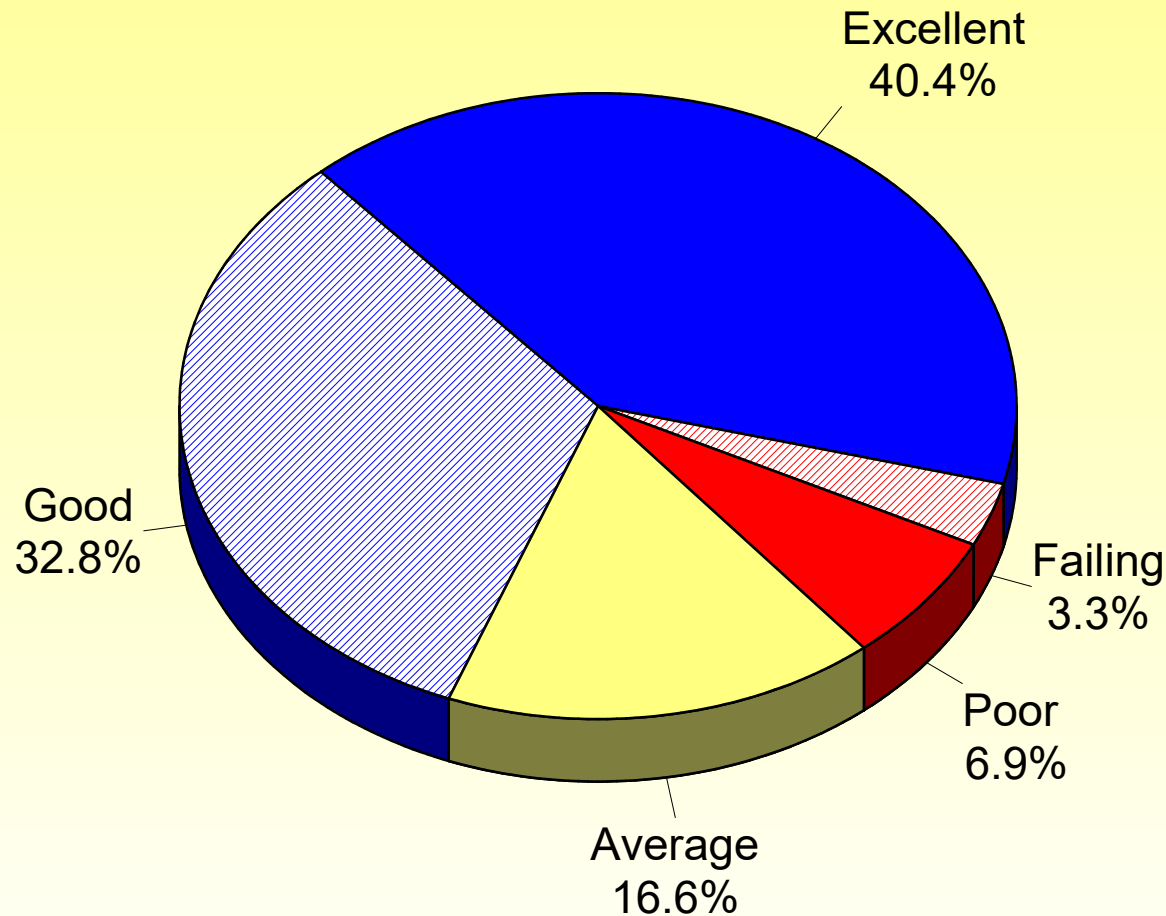
by percentage of respondents (multiple responses could be made)



Source: ETC Institute (2019-20)

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)

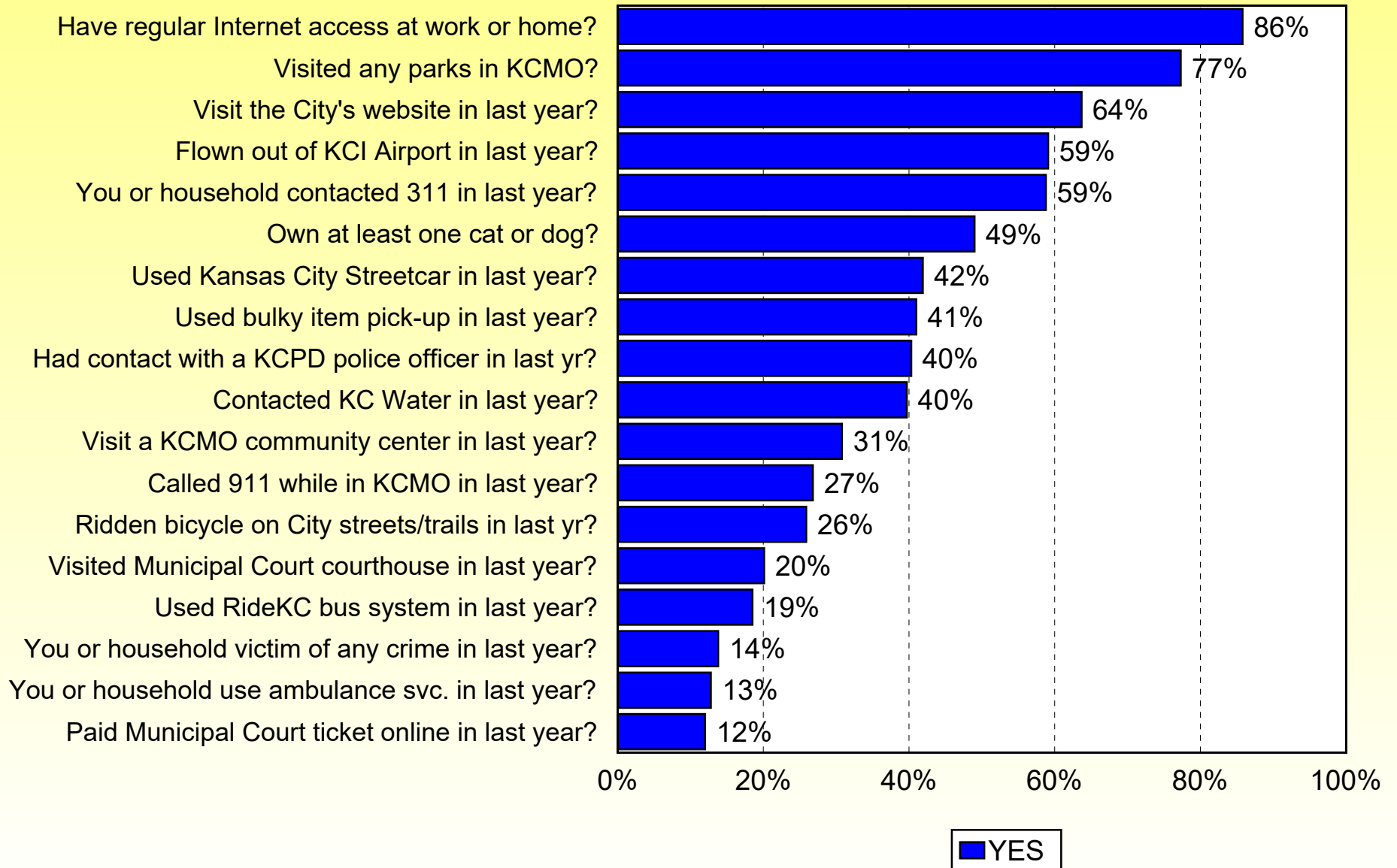


Source: ETC Institute (2019-20)

ETC Institute (2019-20)

Please answer the following questions:

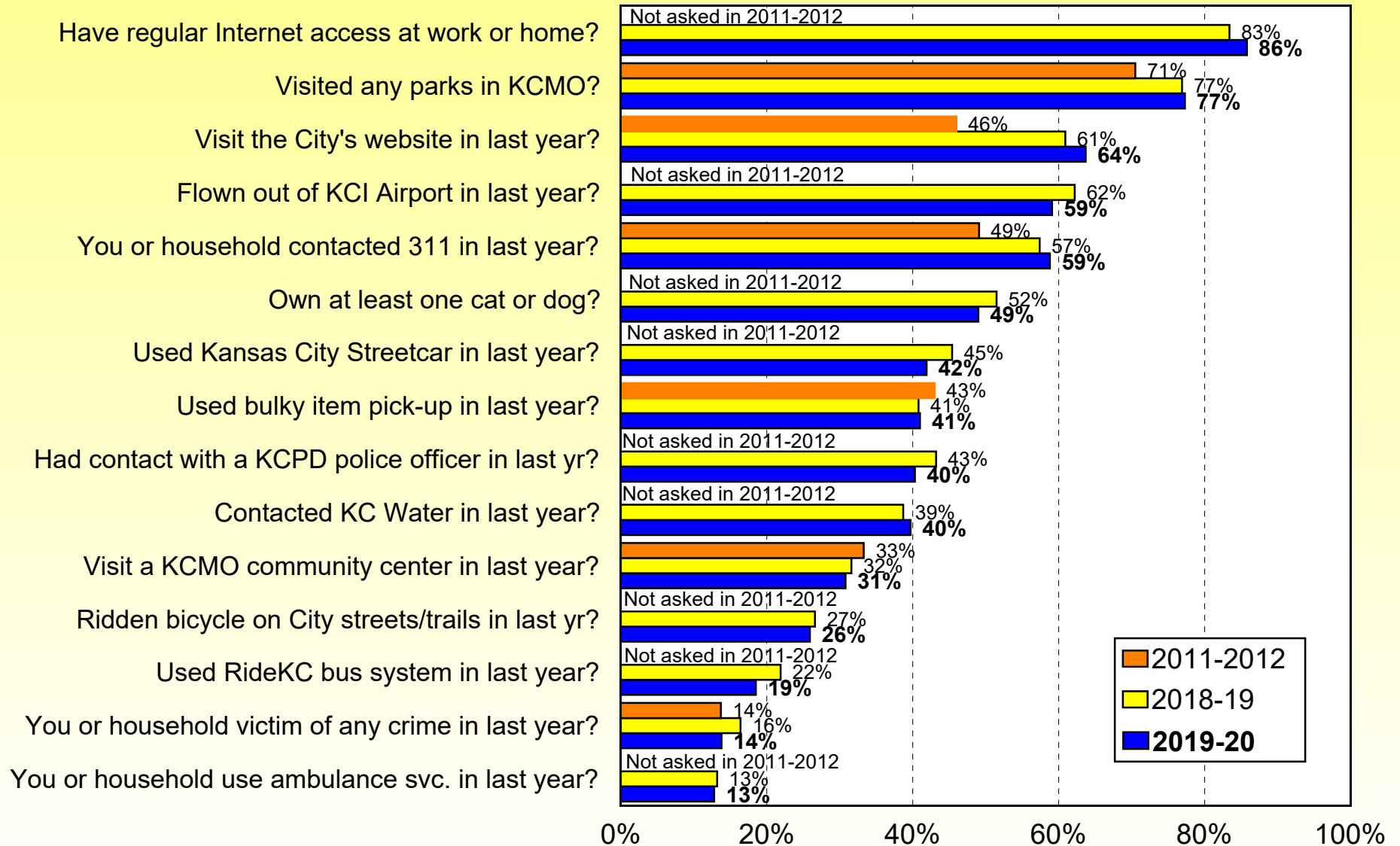
by percentage of respondents who responded "Yes" (excluding not provided)



Source: ETC Institute (2019-20)

TREND DATA

Please answer the following questions:
2011-12 vs. 2018-19 vs. 2019-20
 by percentage of respondents who responded "Yes"



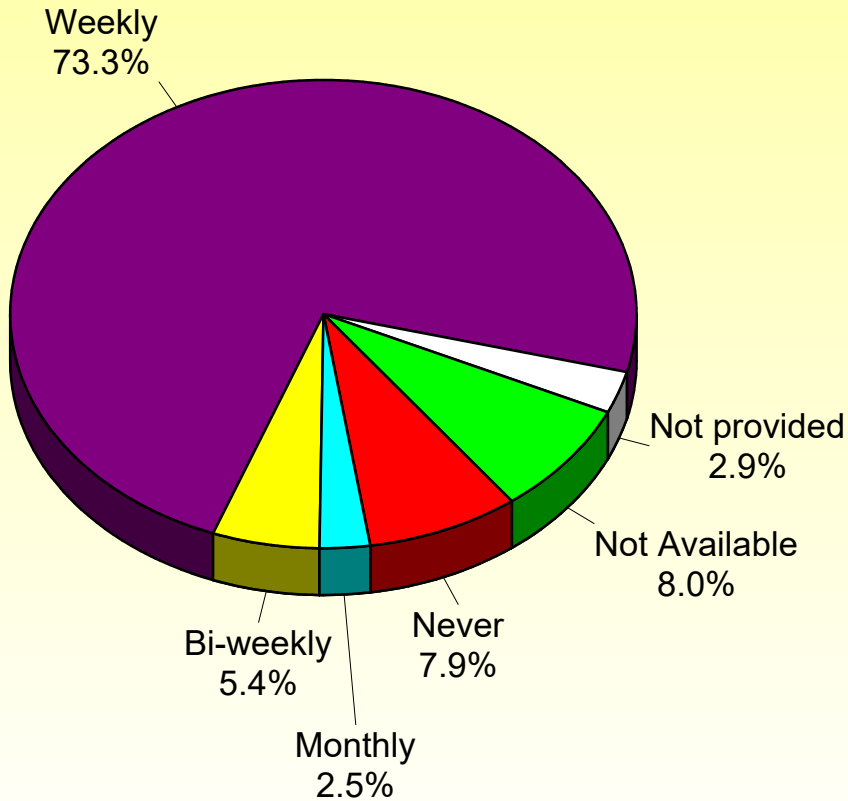
Source: ETC Institute (2019-20)

TREND DATA

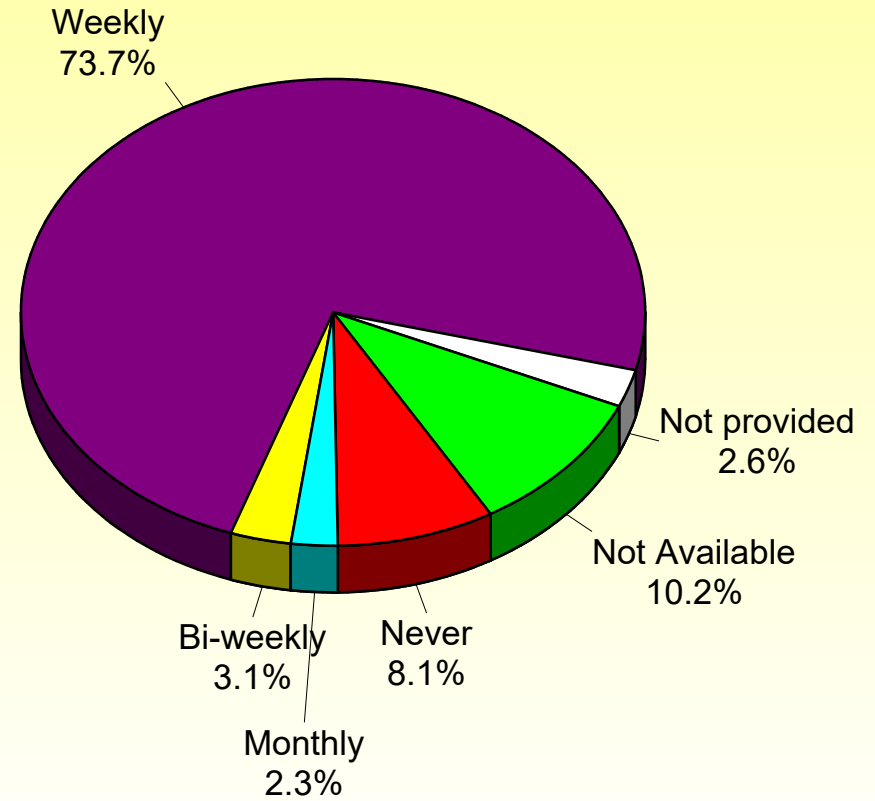
How often does your household use the city's curbside recycling services?

by percentage of respondents

2019-20



2018-19



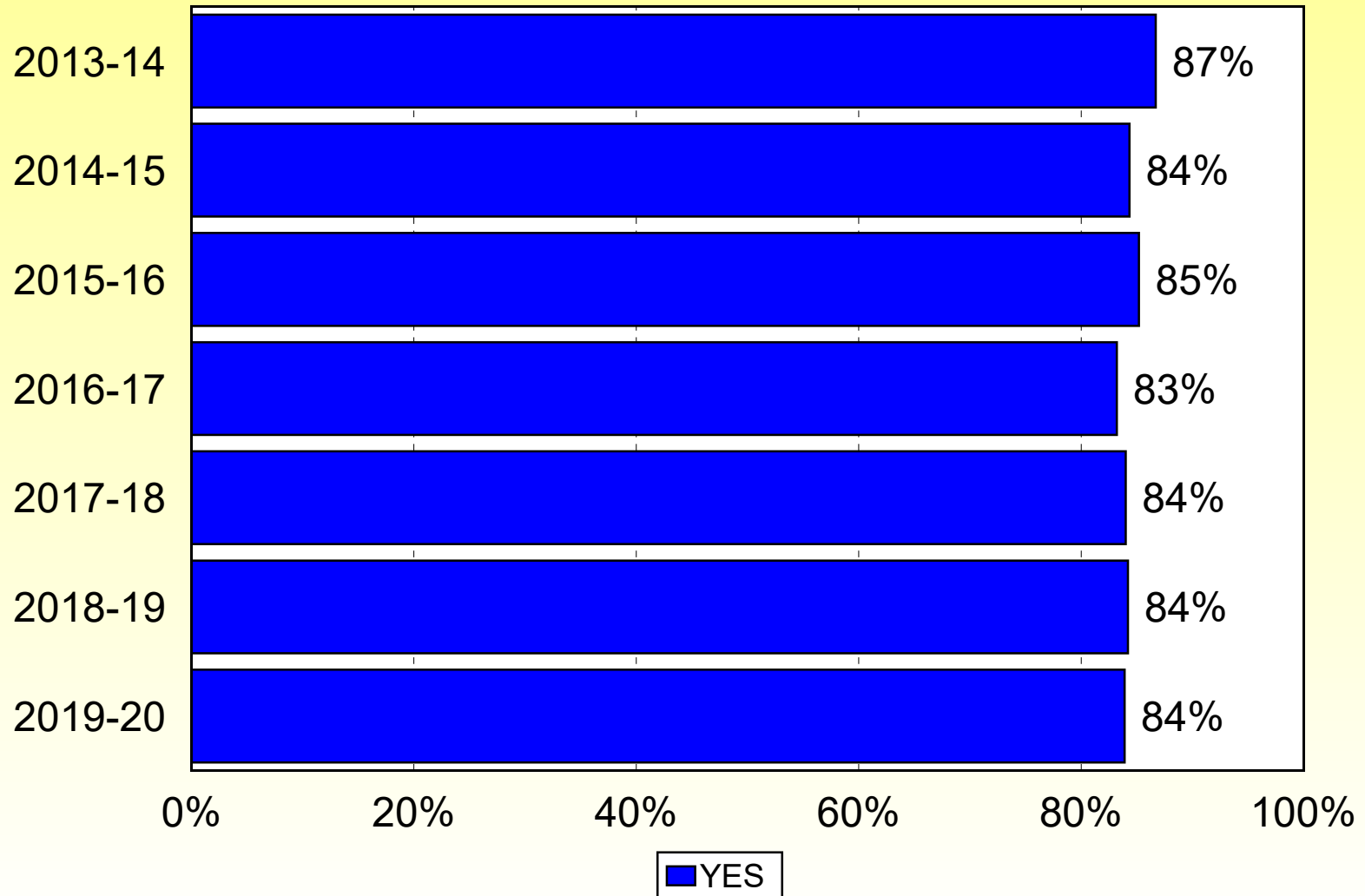
Source: ETC Institute (2019-20)

ETC Institute (2019-20)

TREND DATA

Do you think you will be living in Kansas City, Missouri, five years from now? 2013-2020

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



Source: ETC Institute (2019-20)

Section 2:
Importance-Satisfaction
Matrix Analysis

Importance-Satisfaction Analysis

Kansas City, Missouri

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 provide. 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 to provide. Sixty-four percent (63.6%) of residents selected "*maintenance of streets, sidewalks & infrastructure*" as the most important city service for the City to provide.

With regard to satisfaction, 16.4% 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, 63.6% was multiplied by 83.6% (1-0.164). This calculation yielded an I-S rating of 0.5317, which was first out of the sixteen 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 ≥ 0.20)*
- *Increase Current Emphasis (0.10 ≤ 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
Very High Priority (IS >.20)						
Maintenance of streets, sidewalks & infrastructure	63.6%	1	16.4%	16	0.5317	1
High Priority (IS .10-.20)						
Quality of police services	35.3%	2	57.5%	3	0.1500	2
Quality of neighborhood services	19.9%	3	38.7%	13	0.1220	3
Medium Priority (IS <.10)						
Quality of city's stormwater runoff/mgmt system	12.9%	7	33.9%	14	0.0853	4
Quality of solid waste services	16.6%	4	52.0%	5	0.0797	5
Quality of City water utilities	14.4%	5	46.8%	8	0.0766	6
Quality of public transportation	13.5%	6	43.4%	10	0.0764	7
Quality of airport facilities	10.1%	9	51.6%	6	0.0489	8
Effectiveness of city communication with public	7.3%	11	39.3%	11	0.0443	9
City Planning & Development services	5.1%	13	30.6%	15	0.0354	10
City parks & recreation programs/facilities	8.2%	10	59.7%	2	0.0330	11
Quality of customer service from city employees	5.5%	12	46.2%	9	0.0296	12
Quality of fire & ambulance services	11.3%	8	74.8%	1	0.0285	13
Quality of Health Department services	4.3%	14	51.3%	7	0.0209	14
Quality of the city's 311 service	3.8%	15	56.3%	4	0.0166	15
Quality of municipal court services	2.2%	16	38.8%	12	0.0135	16

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 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 Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
City's overall efforts to prevent crime	56.5%	1	27.6%	6	0.4091	1
Visibility of police in neighborhoods	41.1%	2	38.4%	5	0.2532	2
<u>High Priority (IS .10-.20)</u>						
How quickly police respond to emergencies	29.6%	4	42.9%	3	0.1690	3
Effectiveness of local police protection	31.5%	3	52.2%	1	0.1506	4
<u>Medium Priority (IS <.10)</u>						
Enforcement of local traffic laws	9.5%	5	43.3%	2	0.0539	5
Parking enforcement services	4.4%	6	39.7%	4	0.0265	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

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
None						
<u>High Priority (IS .10-.20)</u>						
How quickly emergency medical personnel respond	39.8%	1	74.7%	4	0.1007	1
<u>Medium Priority (IS <.10)</u>						
How quickly fire & rescue respond to emergencies	37.7%	2	77.6%	2	0.0844	2
Quality of local emergency medical service	29.6%	4	74.7%	3	0.0749	3
Overall quality of local fire protection & rescue	31.8%	3	79.3%	1	0.0658	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.

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
<u>Very High Priority (IS >.20)</u>						
Maintenance of city streets	57.3%	1	13.4%	10	0.4962	1
Maintenance of streets in your neighborhood	27.0%	2	23.4%	8	0.2068	2
<u>High Priority (IS .10-.20)</u>						
Snow removal on residential streets past 12 months	24.7%	3	32.0%	5	0.1680	3
Condition of sidewalks in the city	16.8%	4	17.4%	9	0.1388	4
Condition of sidewalks in your neighborhood	16.1%	5	26.4%	7	0.1185	5
<u>Medium Priority (IS <.10)</u>						
Access to streets/sidewalks/bdgs for people w/disabilities	9.0%	7	34.4%	4	0.0590	6
On-street bicycle infrastructure	7.2%	8	28.3%	6	0.0516	7
Snow removal on major city streets past 12 months	9.9%	6	51.9%	3	0.0476	8
Adequacy of city street lighting	4.8%	9	54.1%	1	0.0220	9
Maintenance of street signs & traffic signals	3.5%	10	53.4%	2	0.0163	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.

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
<u>Very High Priority (IS >.20)</u>						
Clean up of trash/debris on private property	40.9%	1	23.8%	7	0.3117	1
Demolishing vacant structures in dangerous building inventory	30.1%	2	16.9%	9	0.2501	2
<u>High Priority (IS .10-.20)</u>						
Mowing/cutting of weeds on private property	21.1%	3	24.2%	5	0.1599	3
Exterior maintenance of residential property	16.2%	5	23.8%	6	0.1234	4
Boarding up vacant structures open to entry	14.8%	6	21.0%	8	0.1169	5
Enforcing trash/weeds/ext. maint. in neighborhood	16.2%	4	36.2%	2	0.1034	6
<u>Medium Priority (IS <.10)</u>						
Enforcement of animal code	7.2%	8	33.0%	4	0.0482	7
Animal shelter operations & adoption efforts	8.6%	7	52.6%	1	0.0408	8
Customer service from animal control officers	3.0%	9	35.2%	3	0.0194	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 Municipal Court Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Effectiveness of Problem-Solving Court Programs	32.2%	1	22.5%	5	0.2496	1
<u>High Priority (IS .10-.20)</u>						
Ability to be fair and impartial	25.7%	2	29.3%	4	0.1817	2
Availability of payment plans/alternative sentencing	18.7%	3	29.5%	3	0.1318	3
<u>Medium Priority (IS <.10)</u>						
Courtesy & professionalism of staff	12.1%	5	34.5%	2	0.0793	4
Ease of using online ticket payment/info system	12.2%	4	40.6%	1	0.0725	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 Rating

Kansas City, MO

Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Opportunity to engage/provide input into decisions	38.0%	2	22.3%	6	0.2953	1
Availability of info about city programs/services	44.4%	1	40.7%	3	0.2633	2
<u>High Priority (IS .10-.20)</u>						
Overall usefulness of the city's website	23.1%	3	42.0%	1	0.1340	3
<u>Medium Priority (IS <.10)</u>						
City's use of social media	14.6%	4	37.9%	4	0.0907	4
Quality of city video programming/web streaming	6.5%	5	36.4%	5	0.0413	5
Content in the City's magazine, KCMore	5.9%	6	40.8%	2	0.0349	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
Very High Priority (IS >.20)						
None						
High Priority (IS .10-.20)						
Tree trimming & other tree care along city streets and other public areas	24.5%	1	39.0%	10	0.1495	1
The city's youth programs and activities	16.9%	4	36.4%	12	0.1075	2
Medium Priority (IS <.10)						
Maintenance of boulevards & parkways	19.3%	3	57.7%	4	0.0816	3
Maintenance of city parks	23.8%	2	65.9%	1	0.0812	4
Walking and biking trails in the city	16.0%	5	53.8%	5	0.0739	5
Quality of facilities/picnic shelters/playgrounds	14.6%	6	60.1%	2	0.0583	6
Programs & activities at community centers	8.1%	7	44.3%	7	0.0451	7
City swimming pools and programs	5.6%	9	40.6%	9	0.0333	8
Quality of communication from Parks and Recreation	5.1%	10	38.0%	11	0.0316	9
Quality of outdoor athletic fields	6.9%	8	59.9%	3	0.0277	10
Maintenance & appearance of community centers	4.4%	11	51.3%	6	0.0214	11
Customer service from Parks/Recreation employees	2.4%	12	42.9%	8	0.0137	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
Very High Priority (IS >.20)						
City efforts to clean-up illegal dumping sites	43.3%	1	22.8%	8	0.3343	1
Cleanliness of city streets & other public areas	40.4%	2	33.9%	7	0.2670	2
High Priority (IS .10-.20)						
None						
Medium Priority (IS <.10)						
Quality of trash collection services	24.2%	3	64.8%	1	0.0852	3
Quality of bulky item pick-up services	15.6%	5	50.9%	5	0.0766	4
Overall quality of leaf & brush pick-up services	12.4%	6	48.4%	6	0.0640	5
Quality of curbside recycling services	17.2%	4	63.8%	2	0.0623	6
Quality of recycling drop-off centers	6.2%	7	52.1%	3	0.0297	7
Quality of leaf & brush drop-off centers	2.7%	8	51.9%	4	0.0130	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
<u>Very High Priority (IS >.20)</u>						
Food, beverage, and other concessions	31.6%	2	30.7%	5	0.2190	1
<u>High Priority (IS .10-.20)</u>						
Availability of parking	29.0%	3	57.3%	3	0.1238	2
Availability of seating near departure gates	24.2%	4	50.0%	4	0.1210	3
Ease of moving through airport security	35.3%	1	66.0%	1	0.1200	4
<u>Medium Priority (IS <.10)</u>						
Cleanliness of facilities	19.1%	5	59.3%	2	0.0777	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.

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.

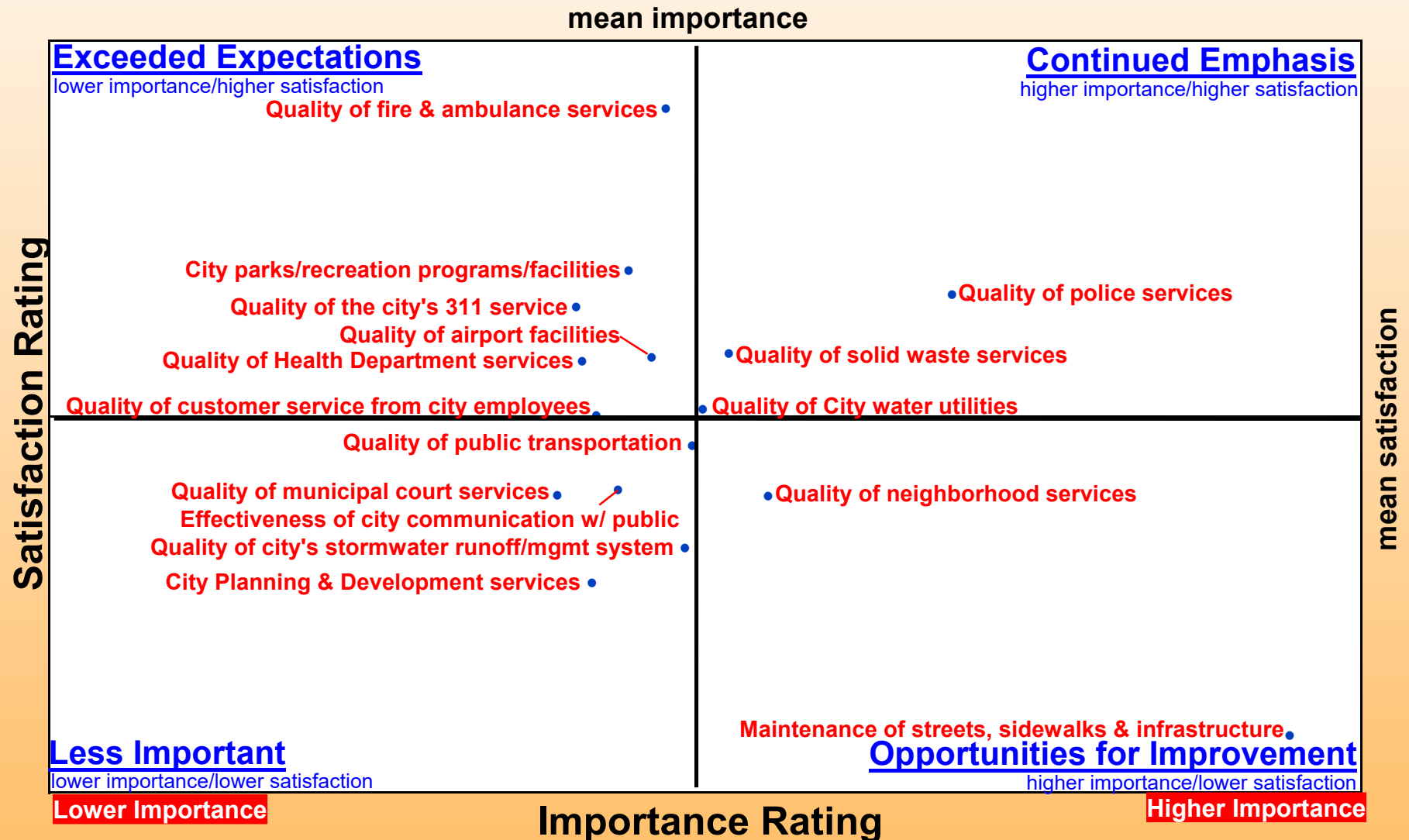
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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.

2019-20 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)

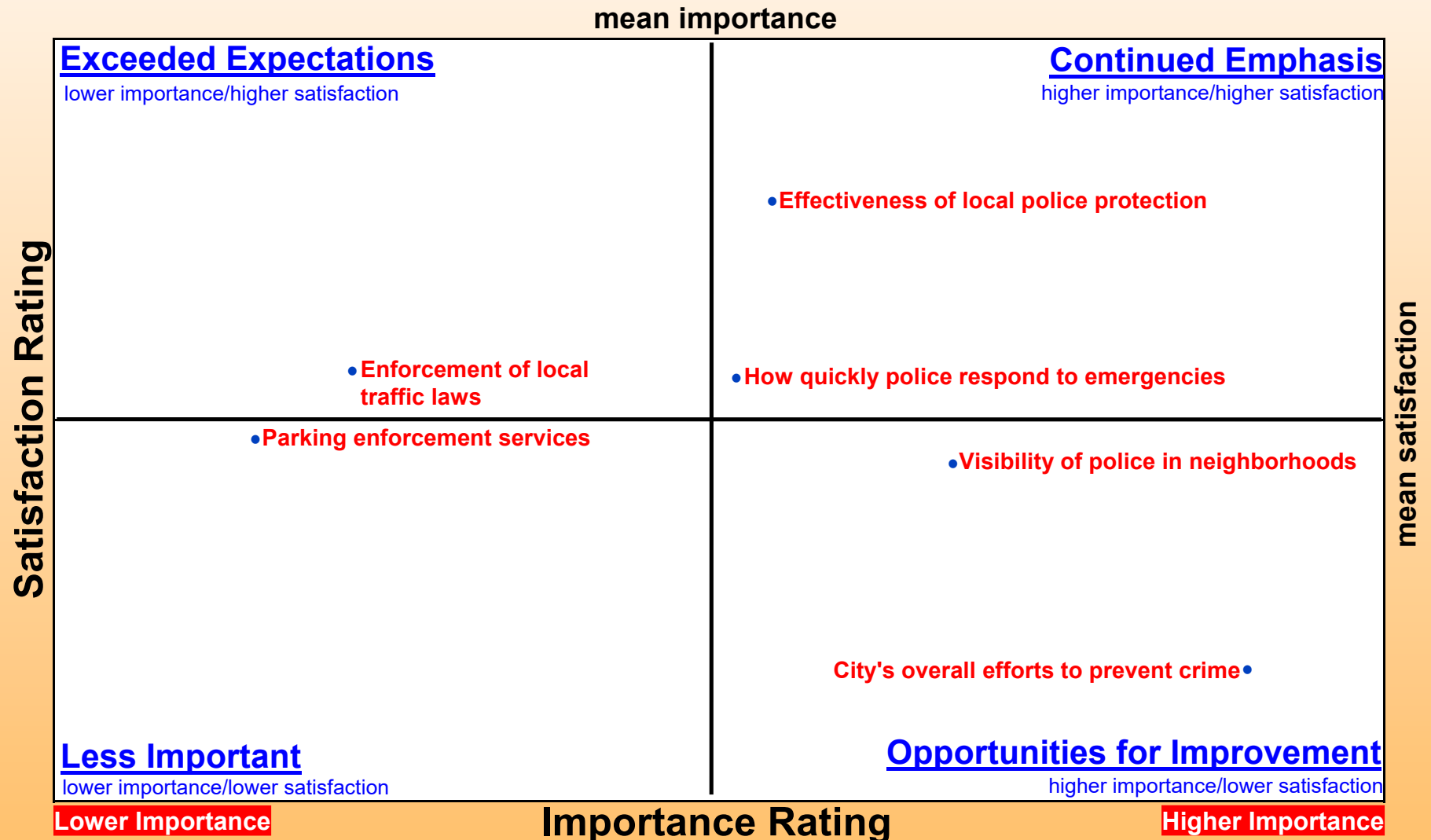


Source: ETC Institute (2019-20)

2019-20 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)

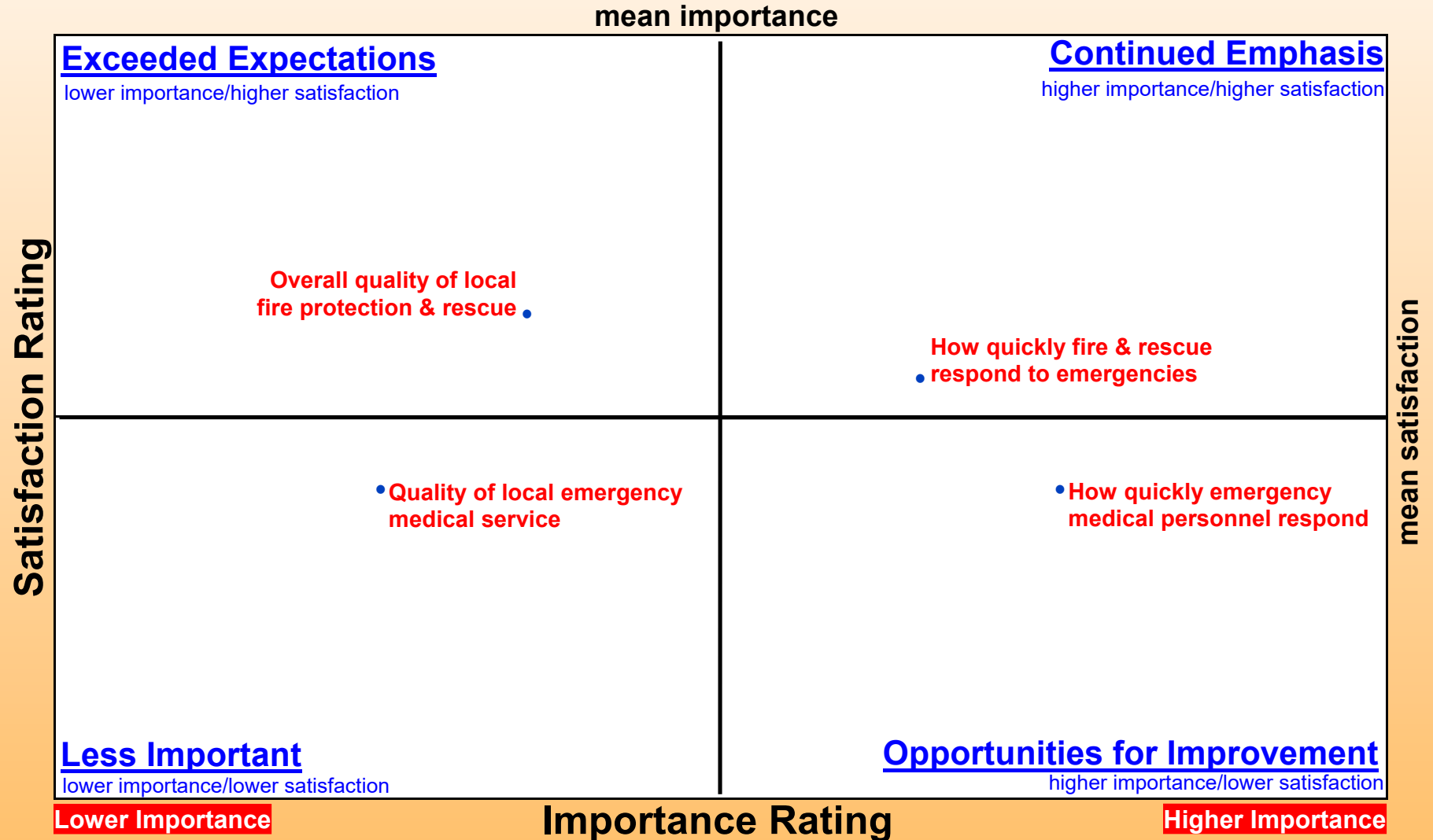


Source: ETC Institute (2019-20)

2019-20 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

-Fire and Emergency Medical Services-

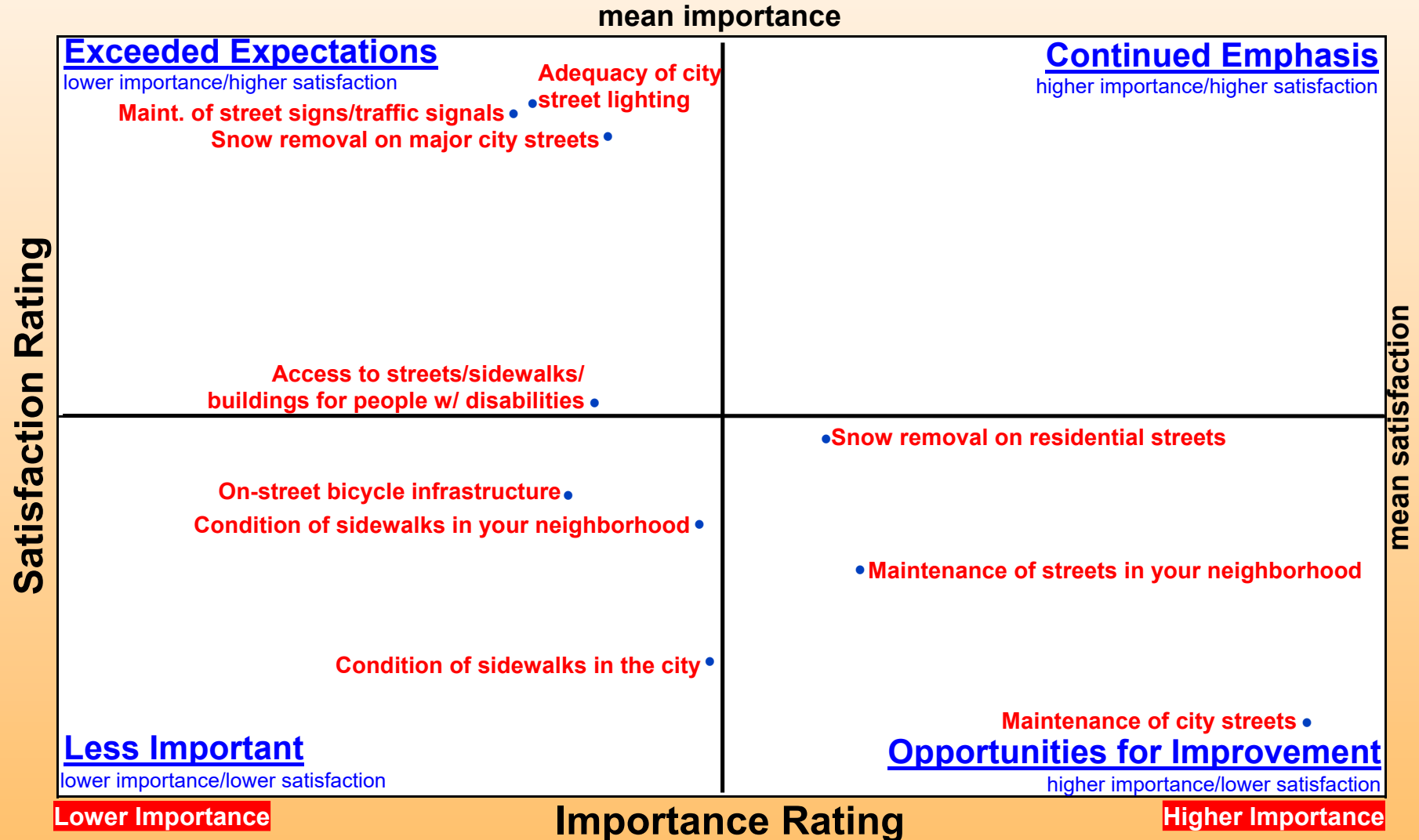
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2019-20)

2019-20 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix -City Streets, Sidewalks and Infrastructure-

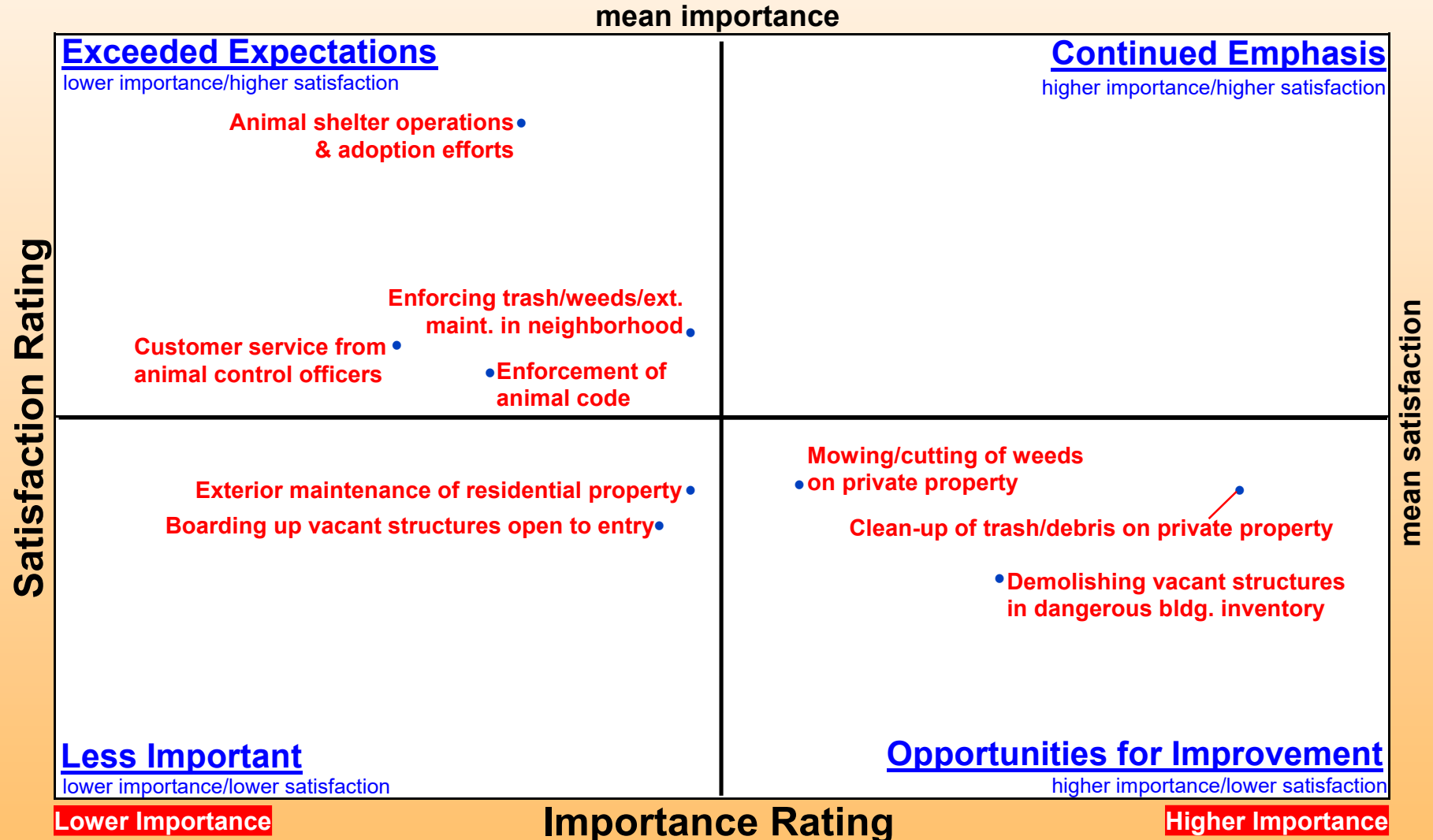
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2019-20)

2019-20 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)

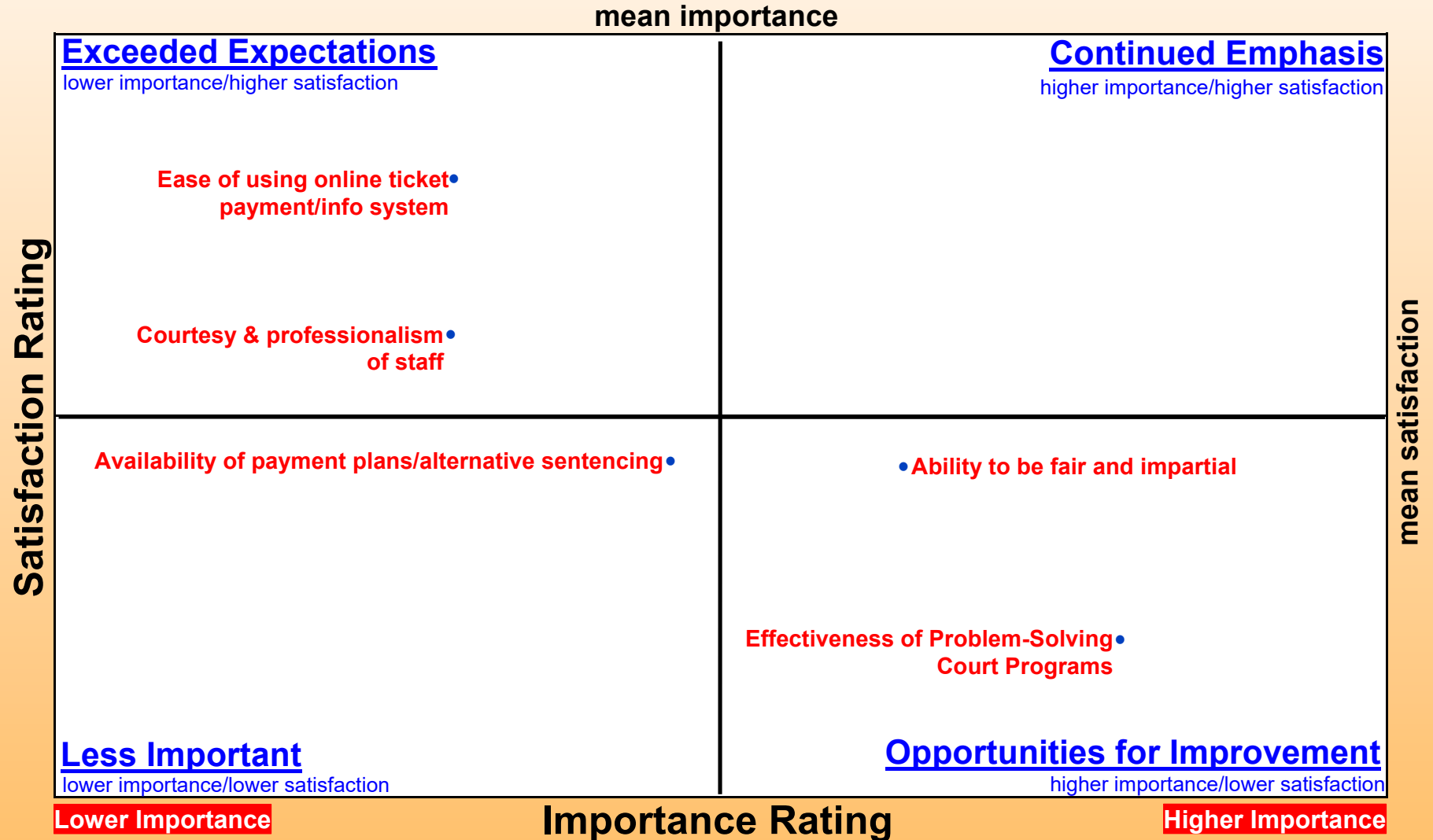


Source: ETC Institute (2019-20)

2019-20 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

-Municipal Court Services-

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

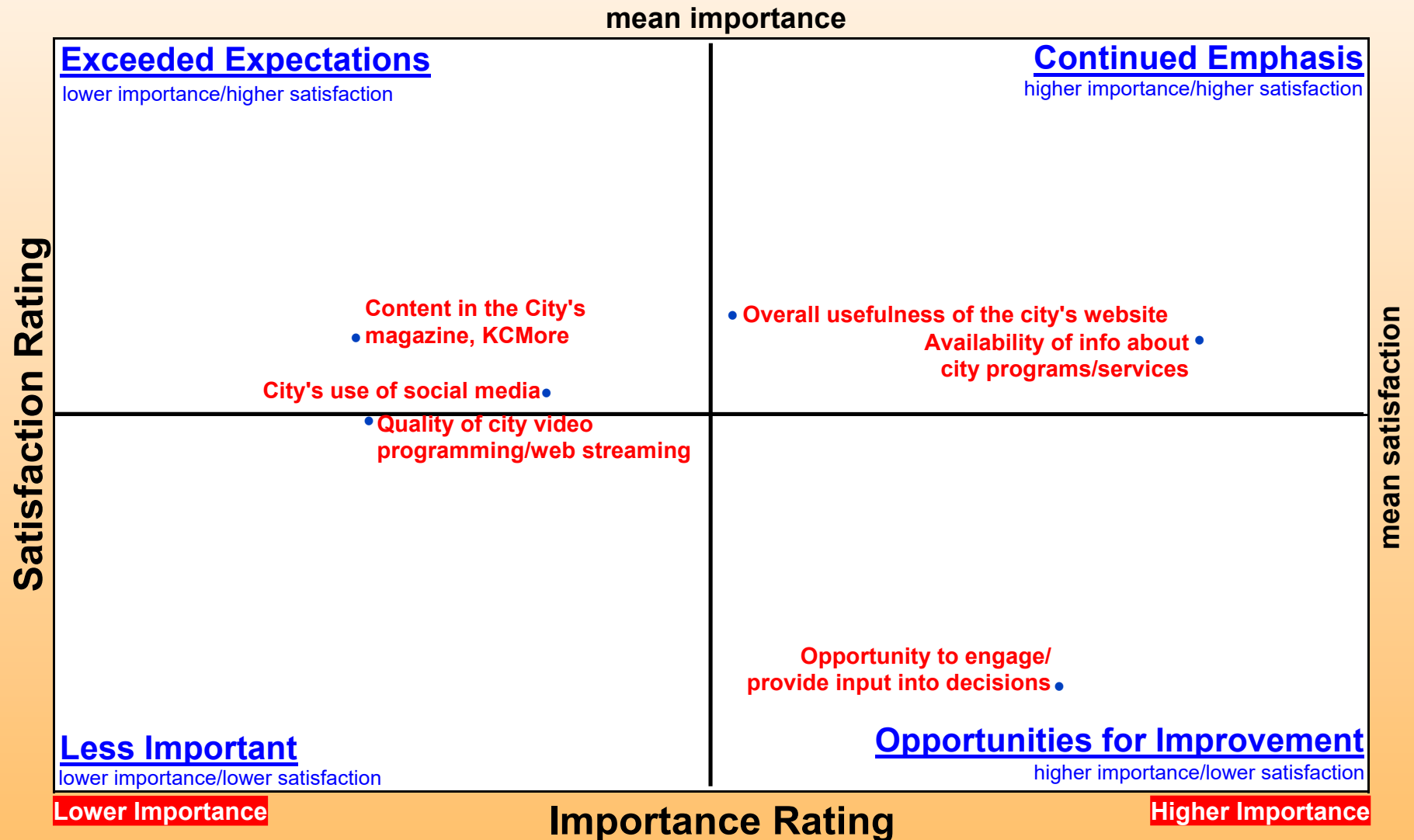


Source: ETC Institute (2019-20)

2019-20 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)

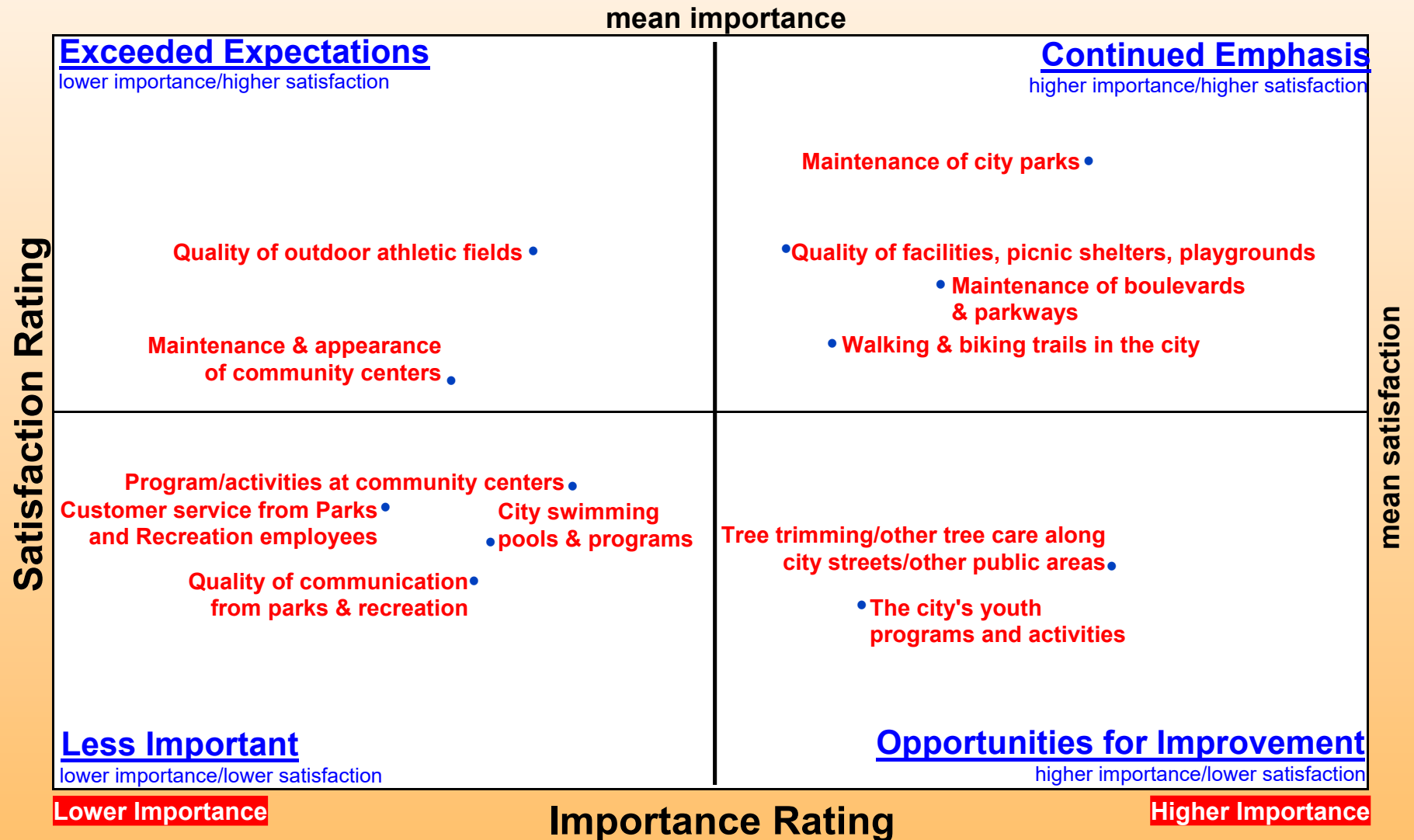


Source: ETC Institute (2019-20)

2019-20 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

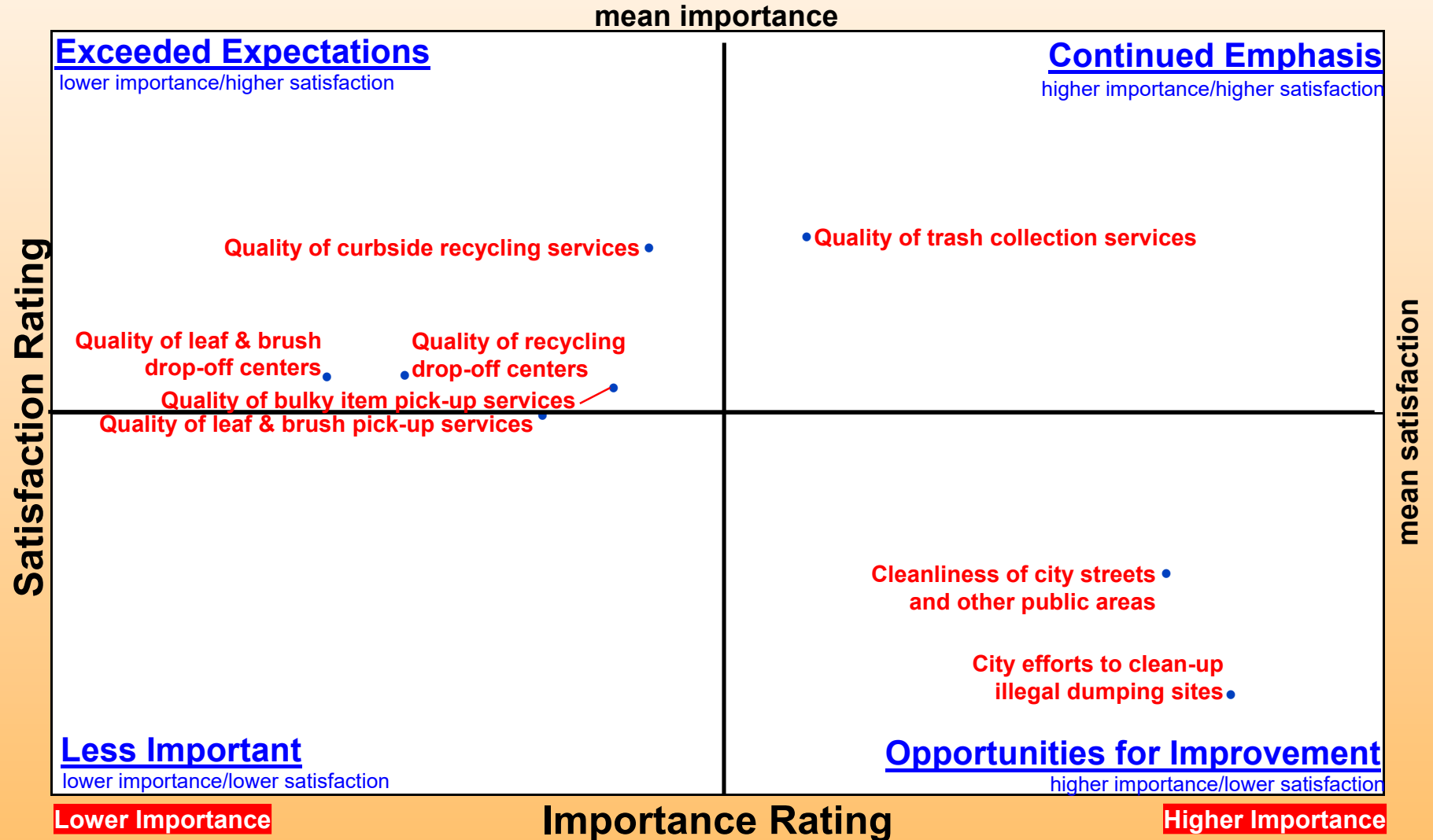
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2019-20)

2019-20 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)

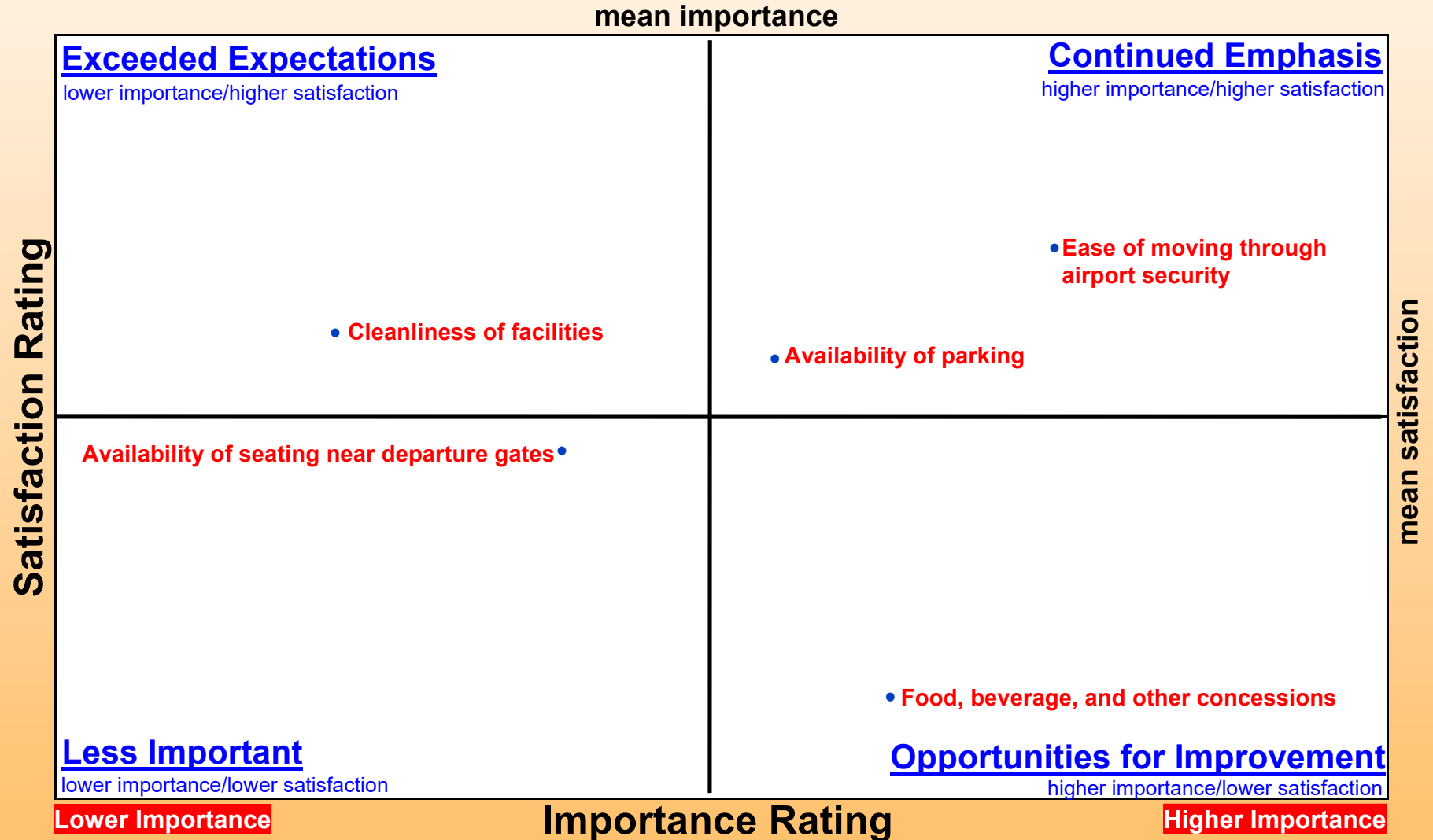


Source: ETC Institute (2019-20)

2019-20 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 (2019-20)

Section 3:
Benchmarking Data

DirectionFinder® Survey

Year 2019-20 Benchmarking Summary Report

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 2019 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 2019 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 37 communities in the Kansas and Missouri Region. Some of the Kansas and Missouri communities represented in this report include:

- Atchison, Kansas
- Basehor, Kansas
- Blue Springs, Missouri
- Branson, Missouri
- Clayton, Missouri
- Columbia, Missouri
- Creve Coeur, Missouri
- Edgerton, Kansas
- Fairway, Kansas
- Gardner, Kansas
- Grain Valley, Missouri
- Grandview, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Kirkwood, Missouri
- Lawrence, Kansas
- Lebanon, Missouri
- Lee's Summit, Missouri
- Lenexa, Kansas
- Maryland Heights, Missouri
- Merriam, Kansas
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Prairie Village, Kansas
- Raymore, Missouri
- Riverside, Missouri
- Roeland Park, Kansas
- Rolla, Missouri
- Shawnee, Kansas
- Smithville, Missouri
- Springfield, Missouri
- St. Joseph, Missouri
- Topeka, Kansas
- University City, Missouri
- Unified Government of 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 37 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.

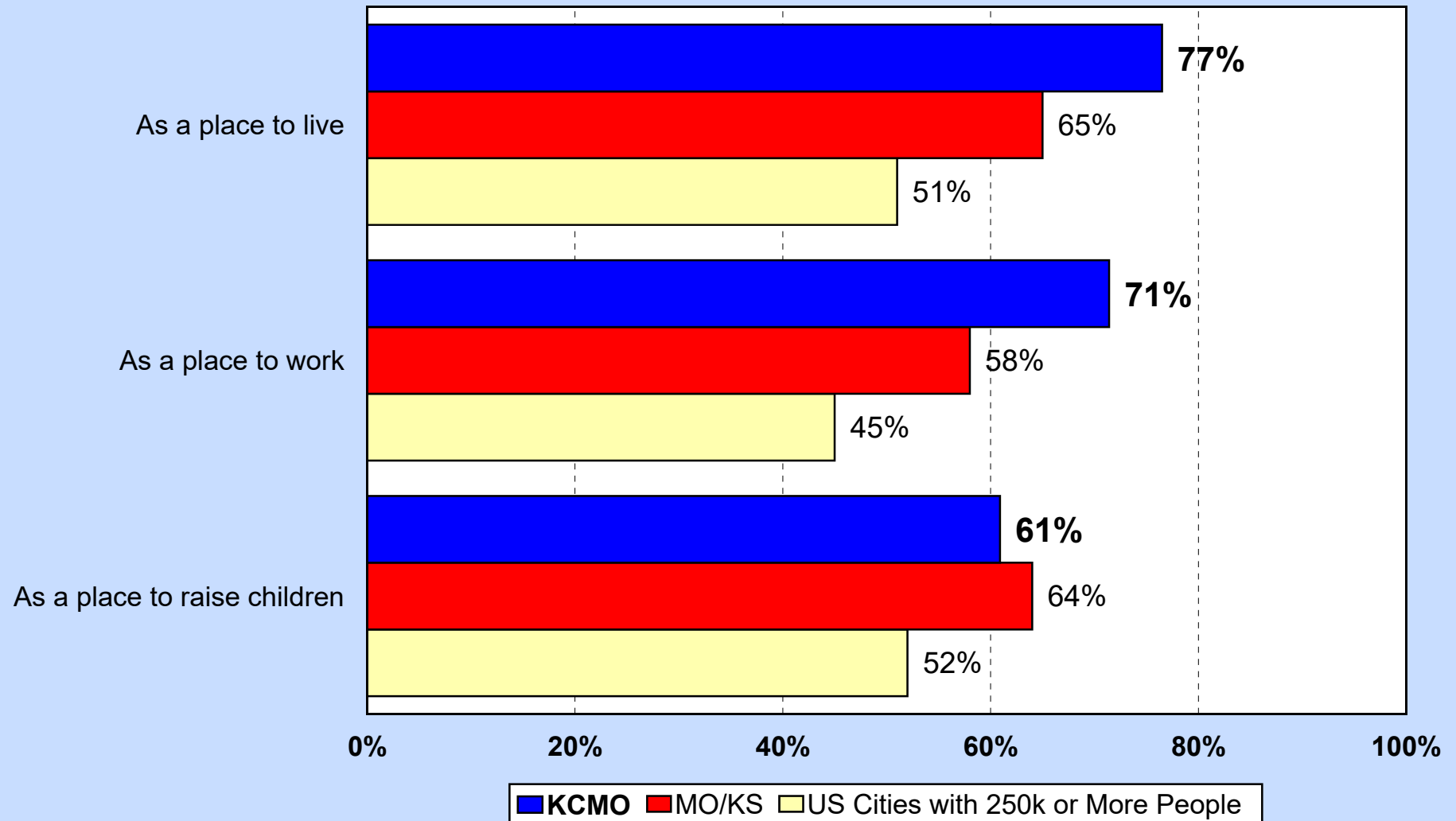
National and Regional Benchmarks

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)

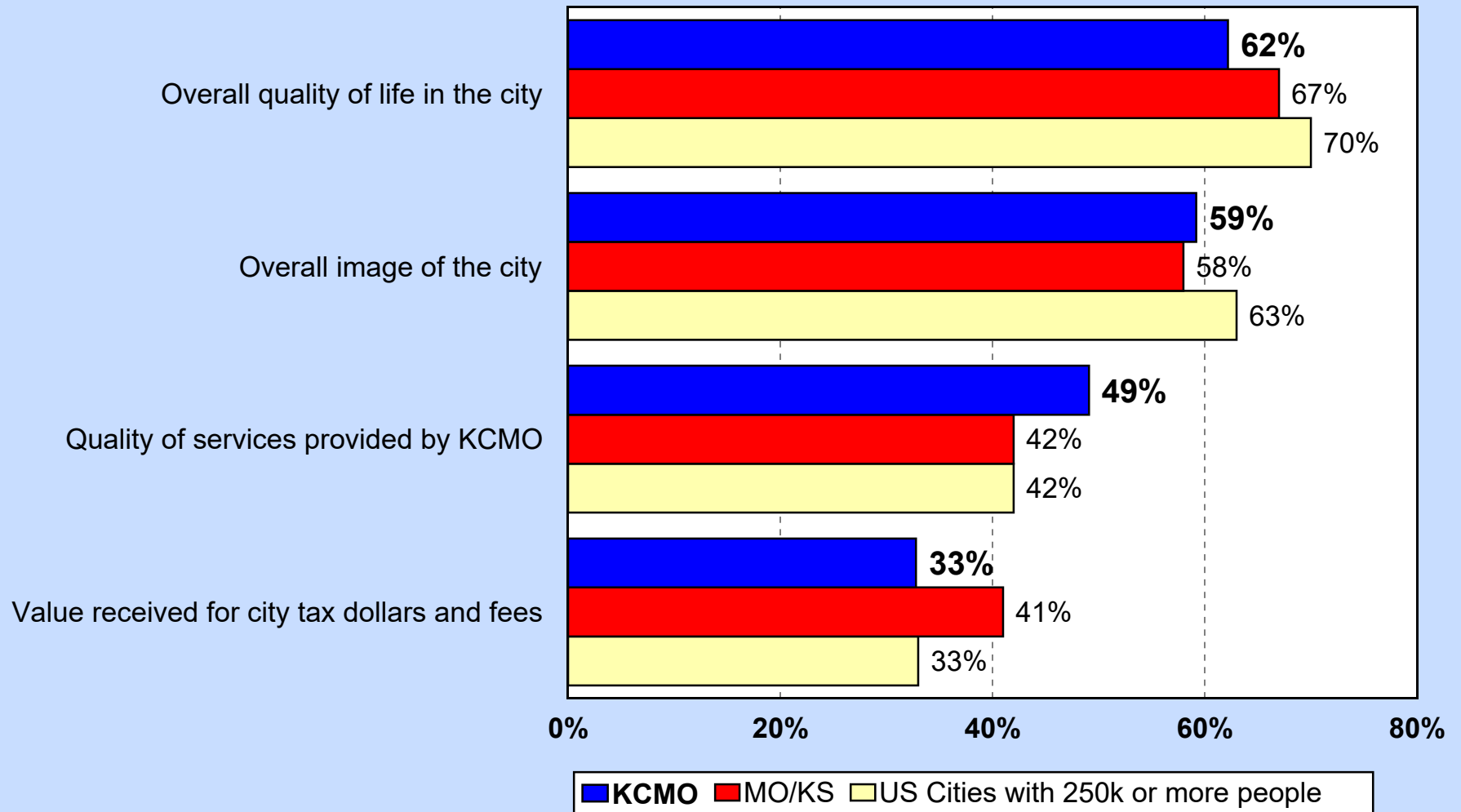


Source: ETC Institute (2019-20)

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)

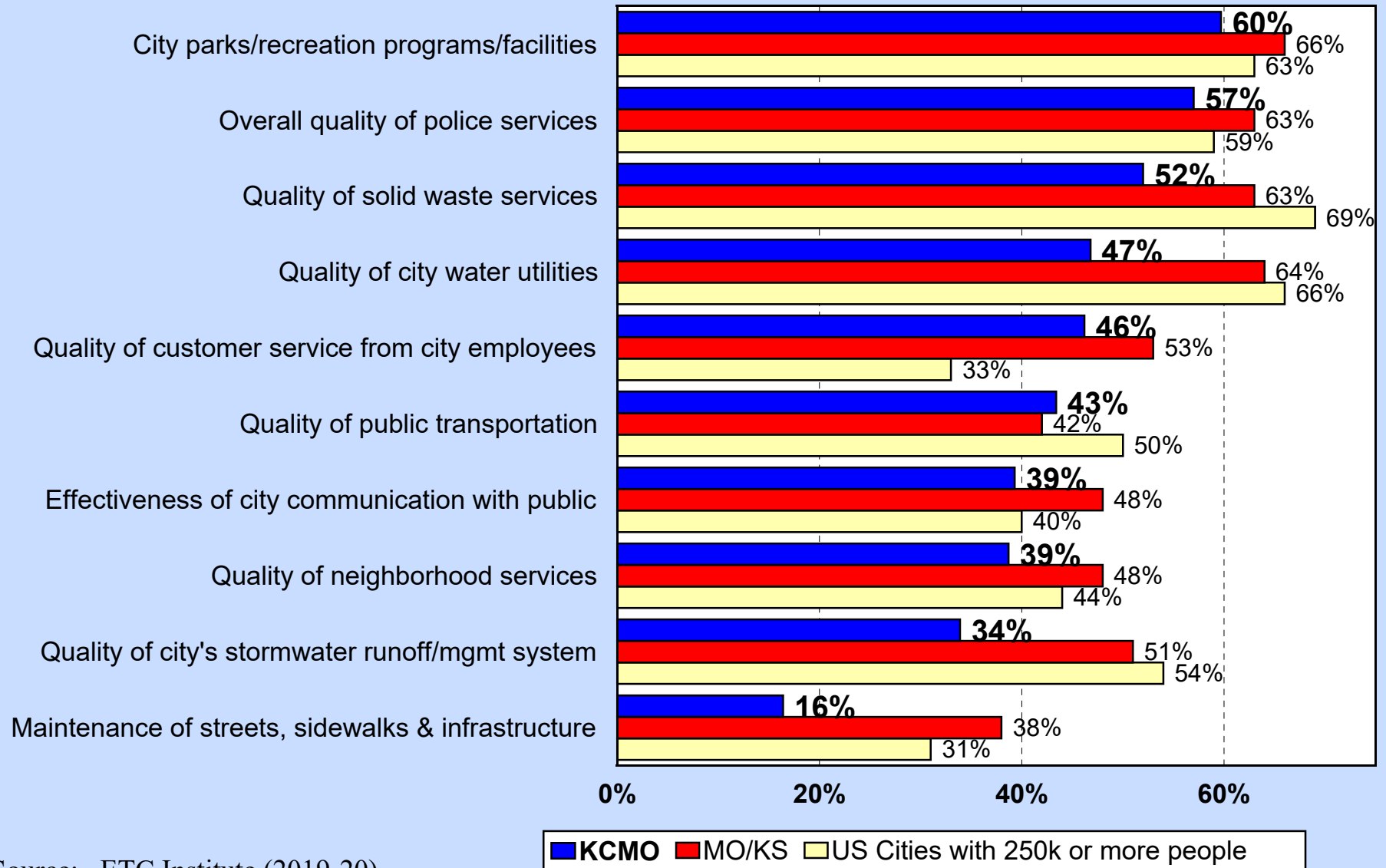


Source: ETC Institute (2019-20)

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)

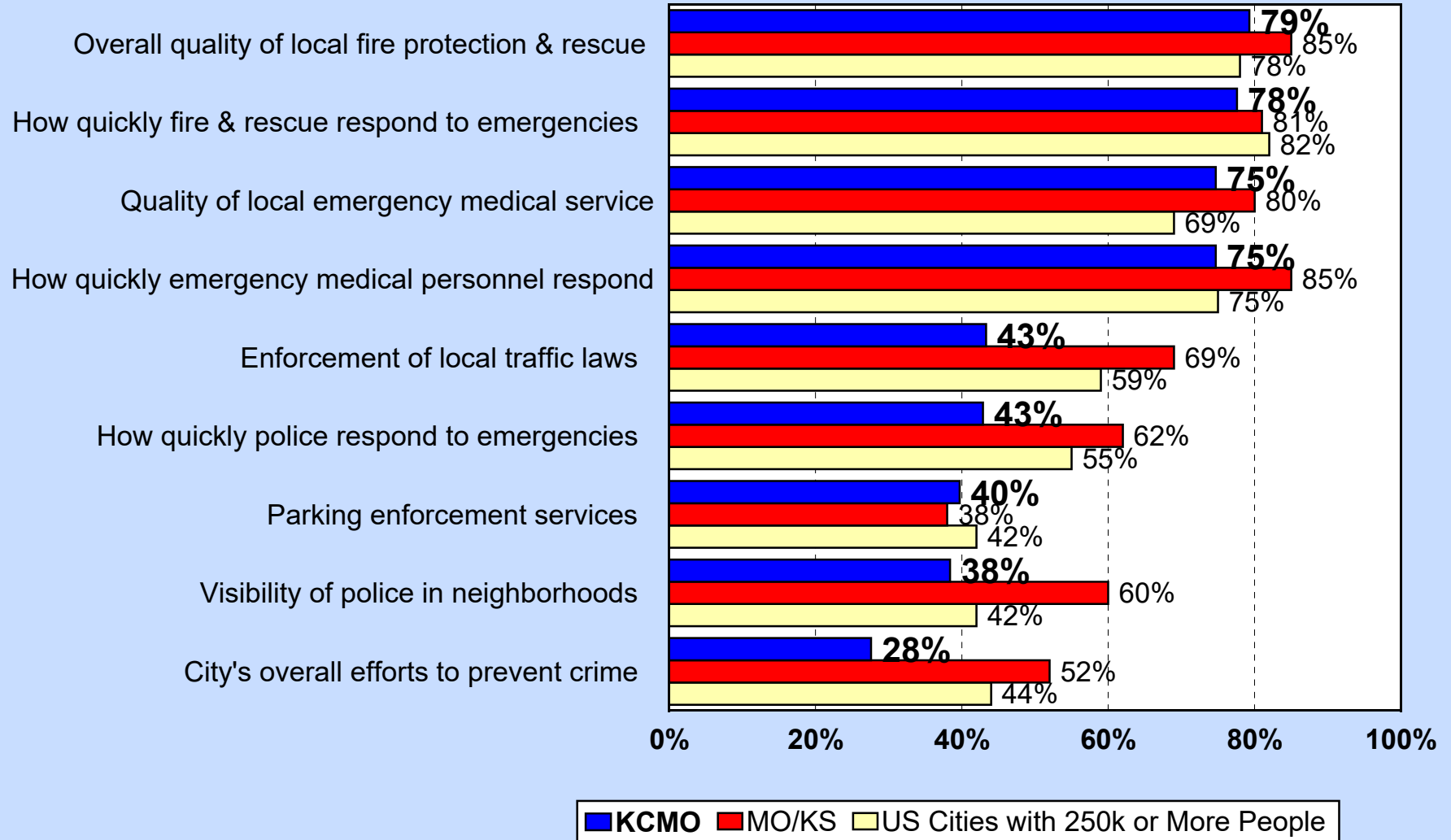


Source: ETC Institute (2019-20)

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)

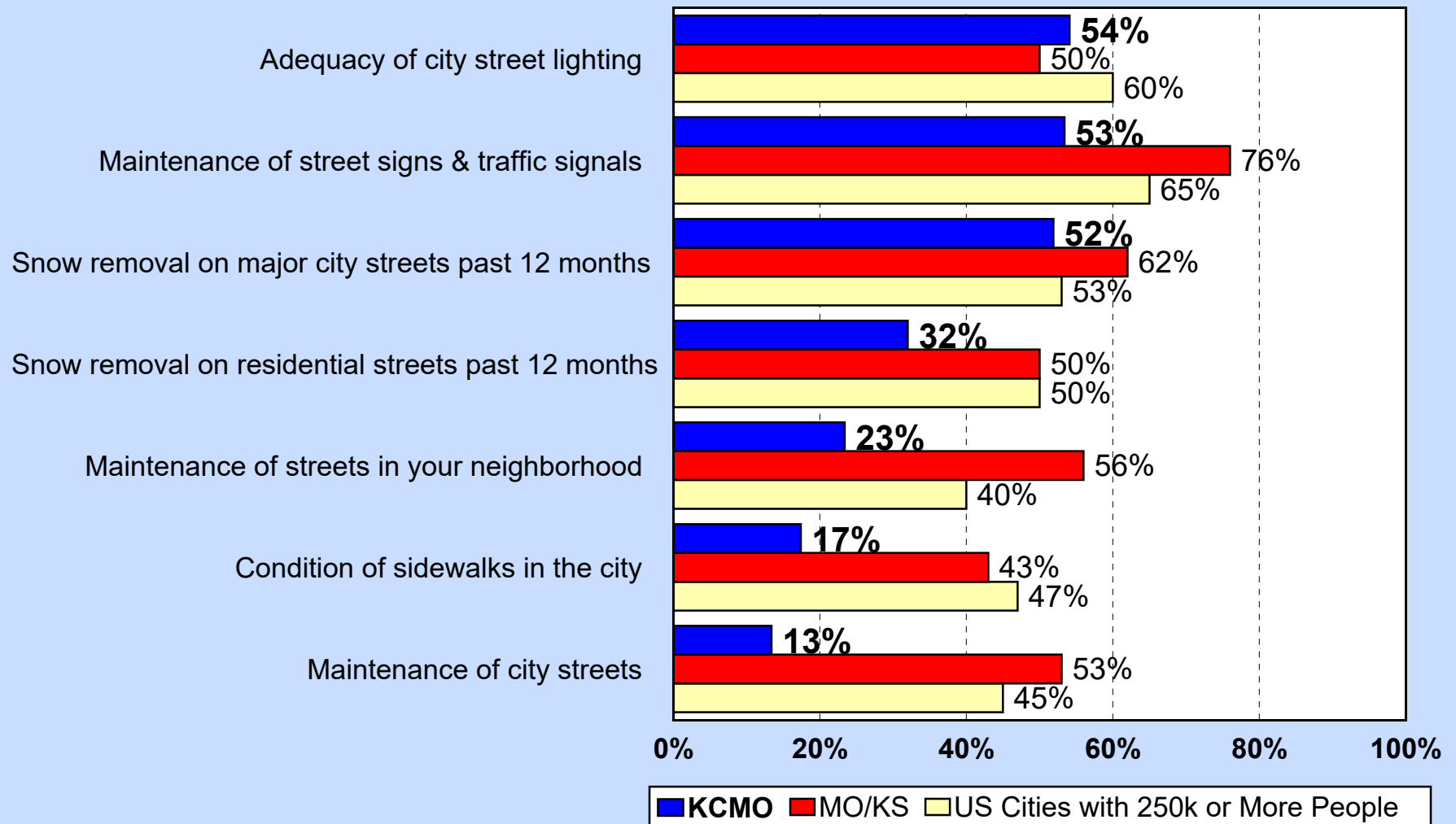


Source: ETC Institute (2019-20)

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)

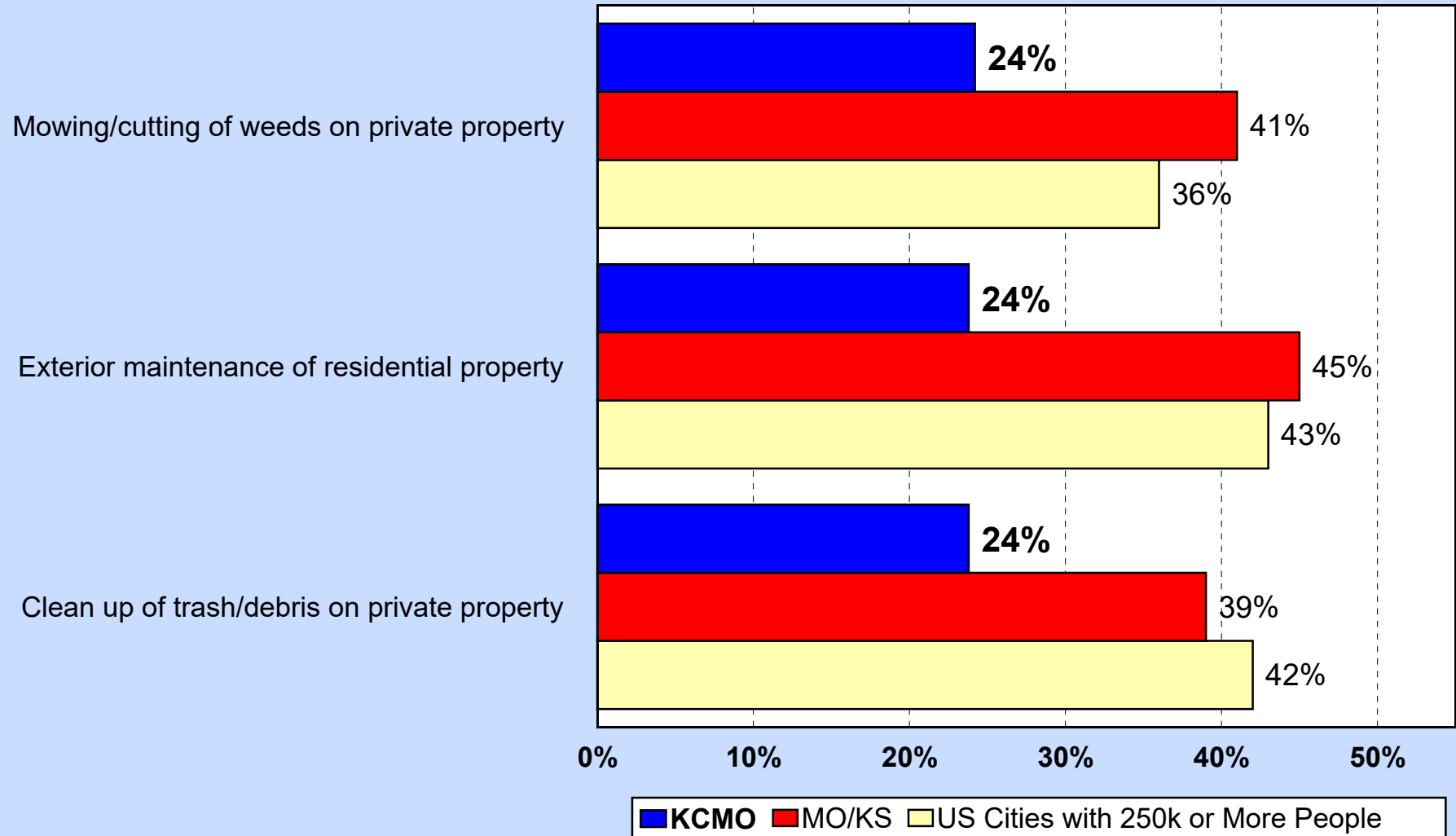


Source: ETC Institute (2019-20)

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)

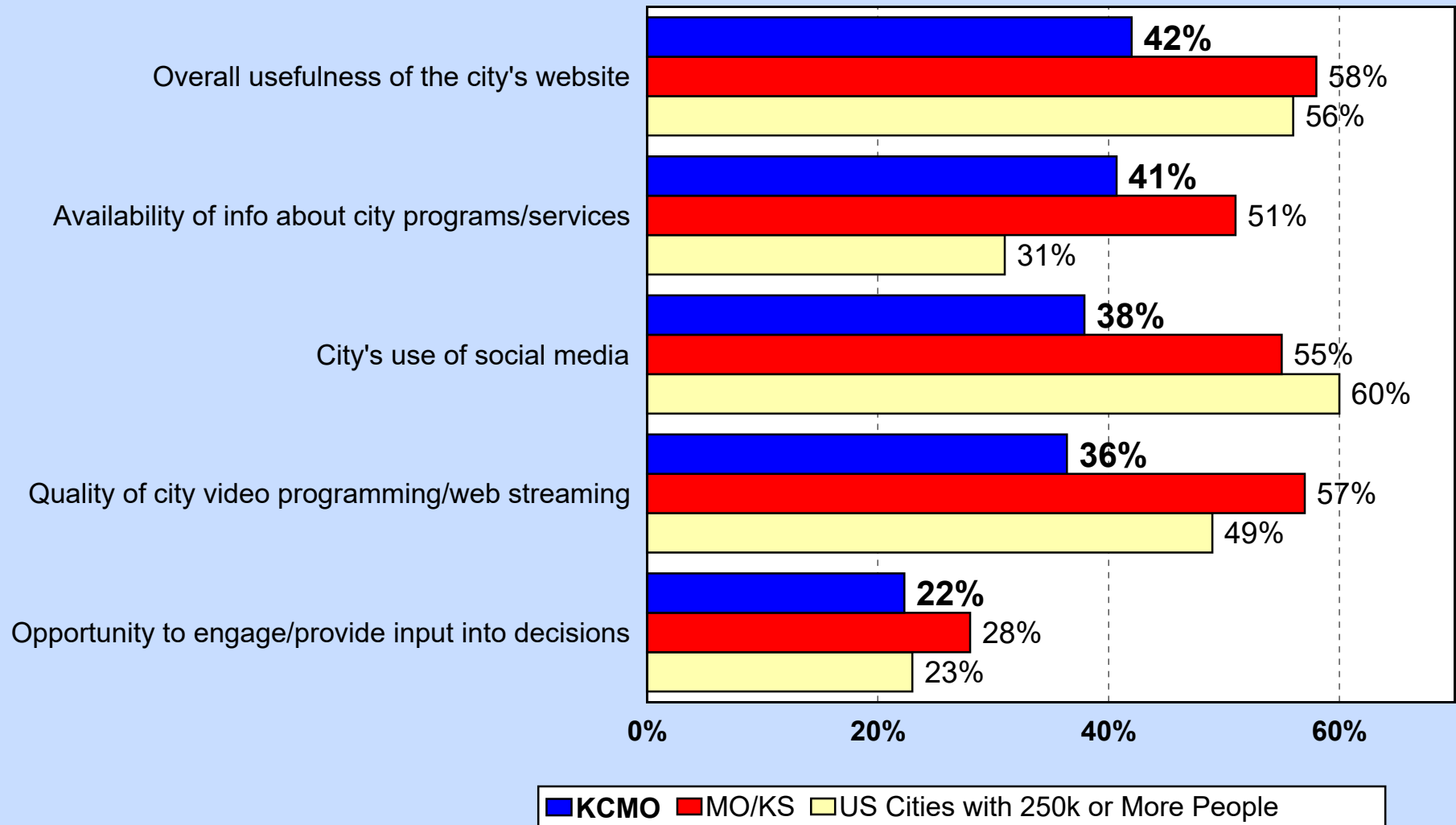


Source: ETC Institute (2019-20)

Overall Satisfaction with Communication

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

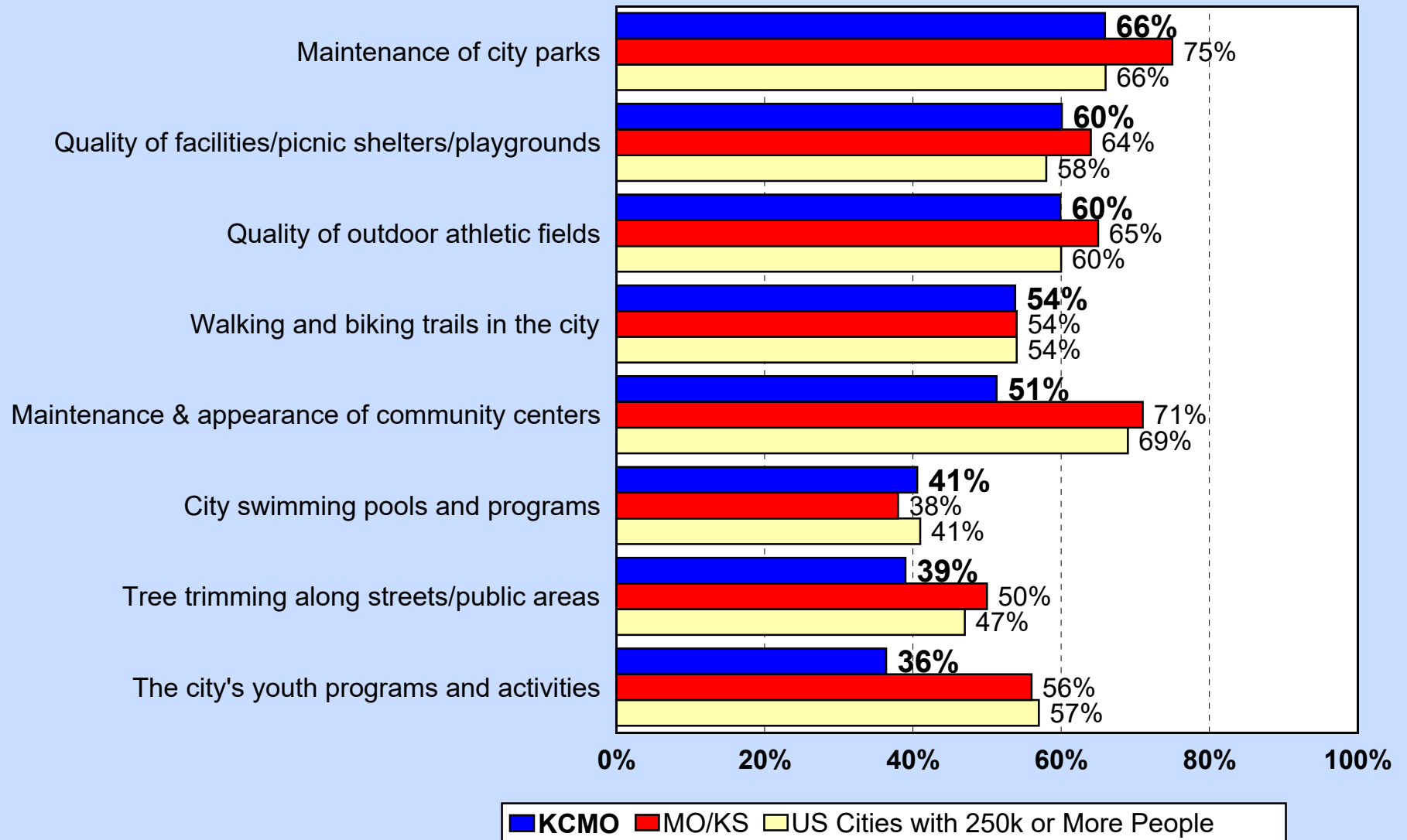
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2019-20)

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)

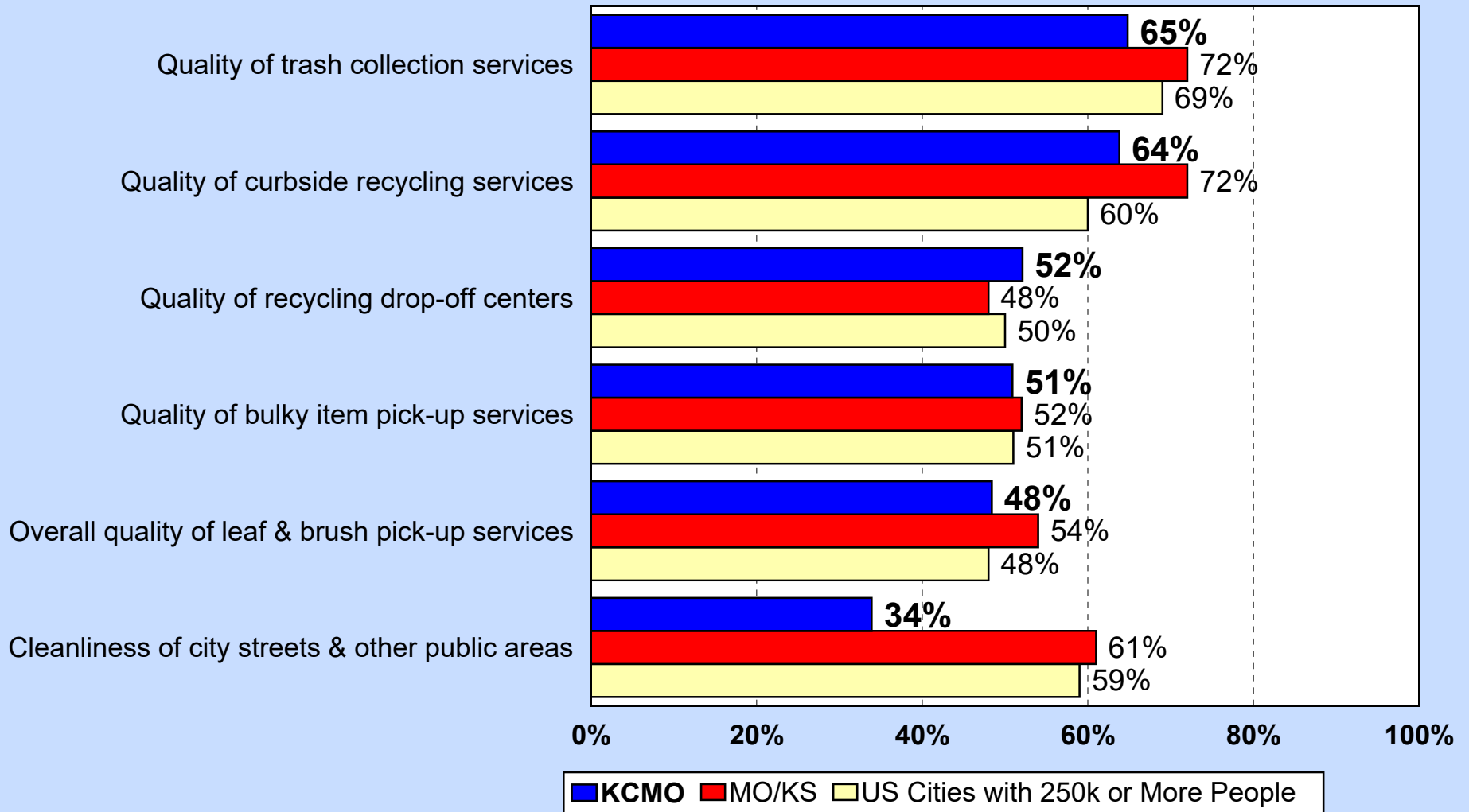


Source: ETC Institute (2019-20)

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)



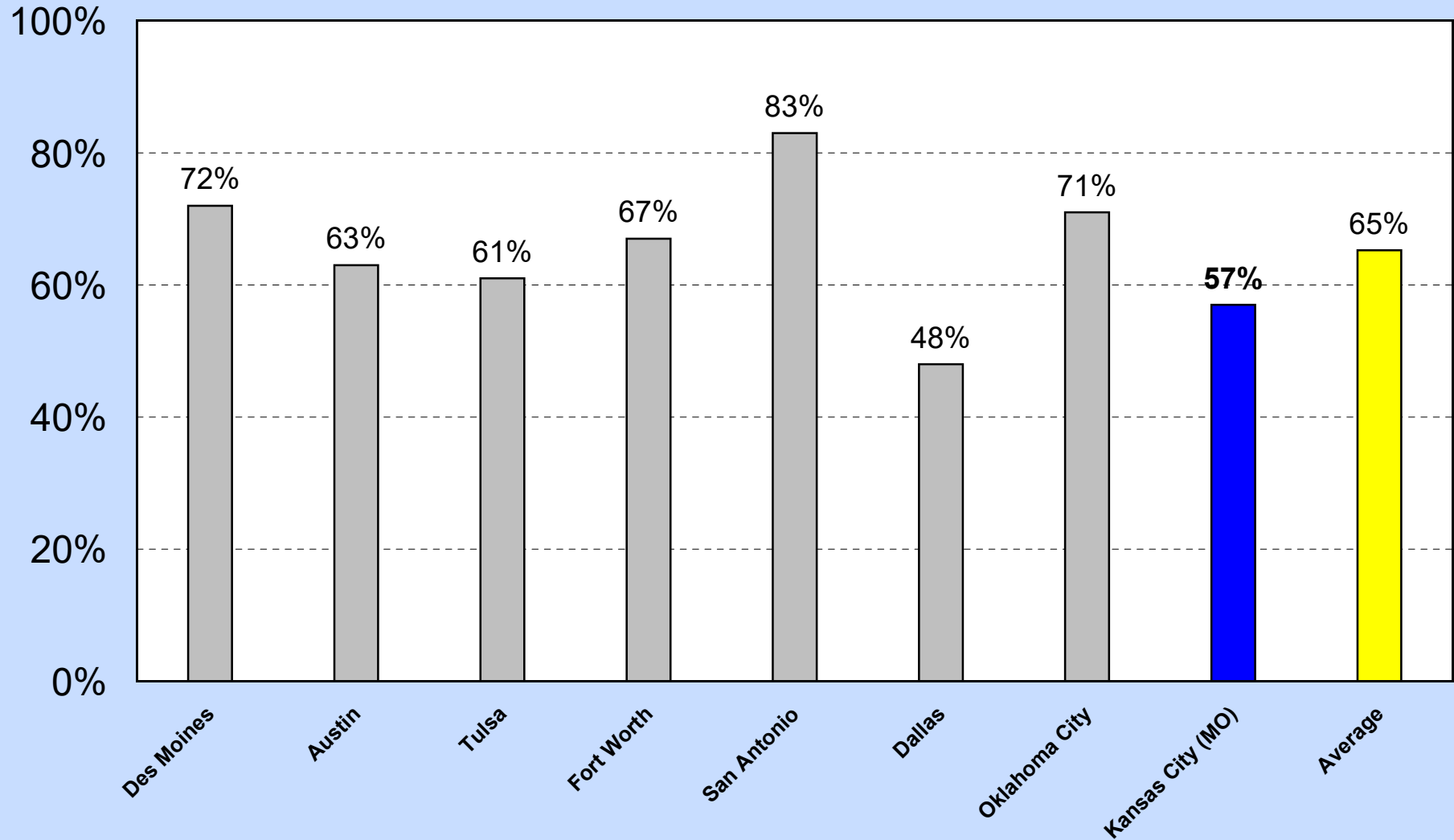
Source: ETC Institute (2019-20)

Selected Head-to-Head Comparisons

Overall Satisfaction With Police Services - 2020

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

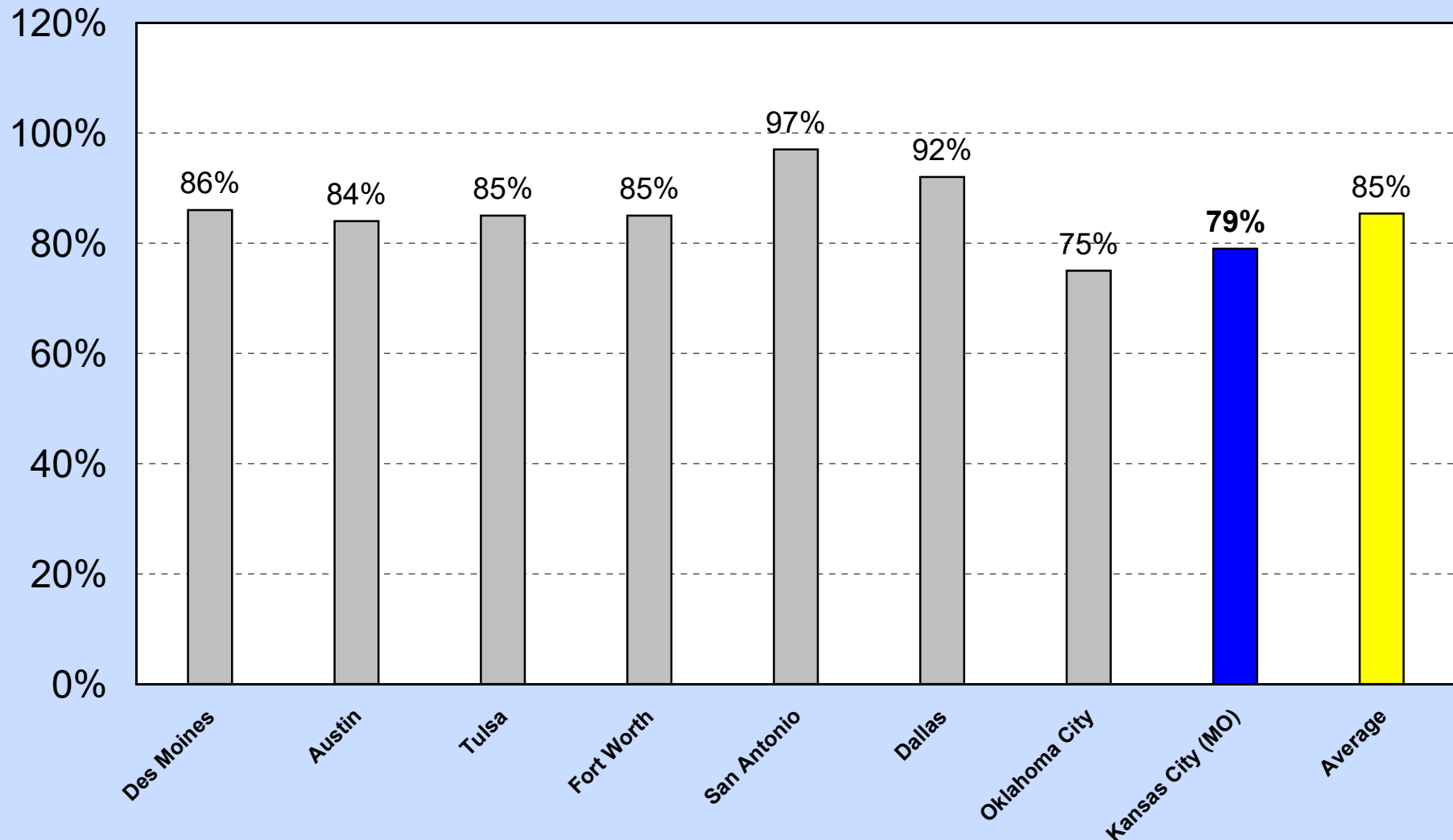


Source: ETC Institute (2019-20)

Overall Satisfaction With Fire Protection & Rescue Services - 2020

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

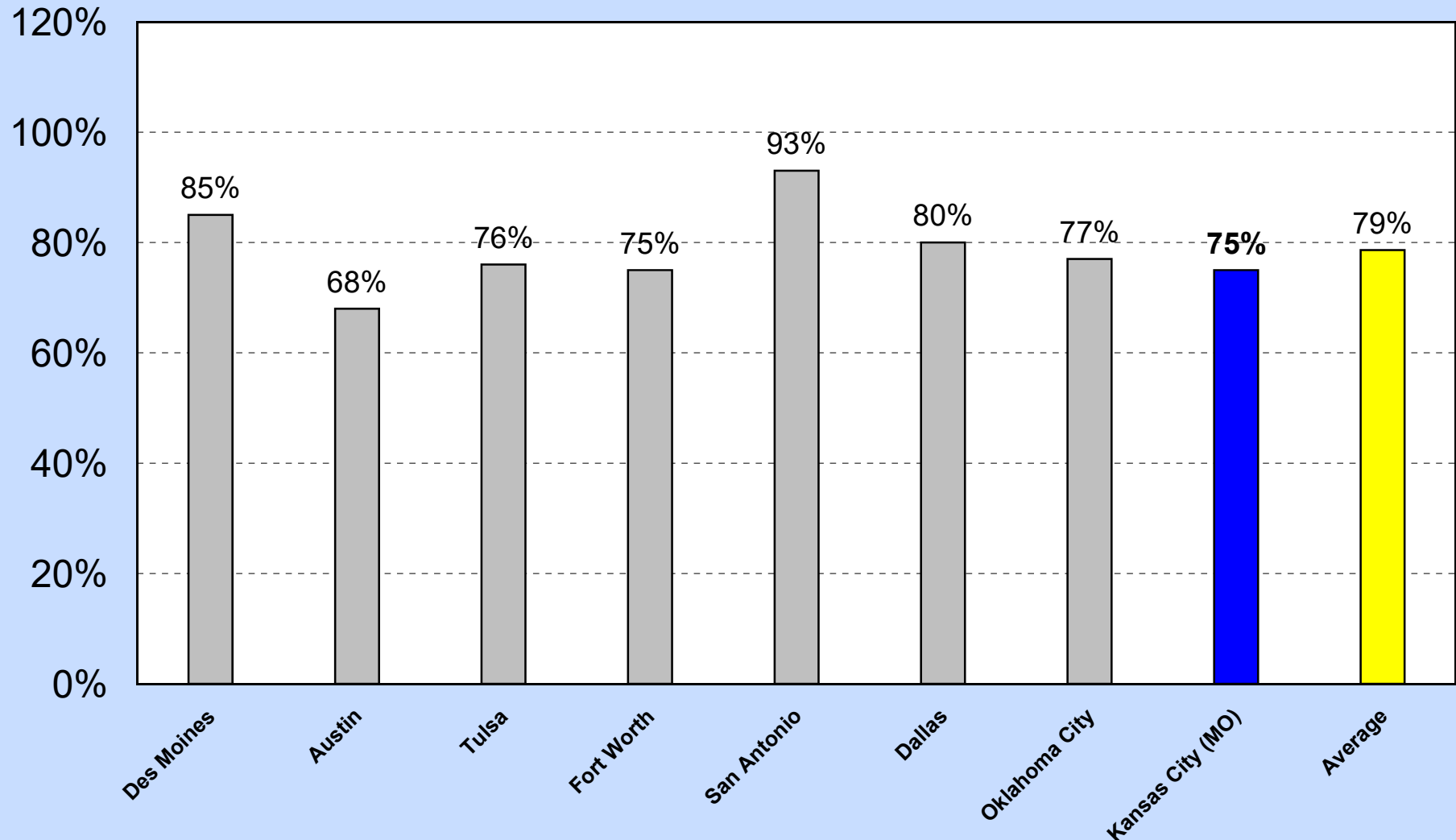


Source: ETC Institute (2019-20)

Overall Satisfaction With Ambulance Services - 2020

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

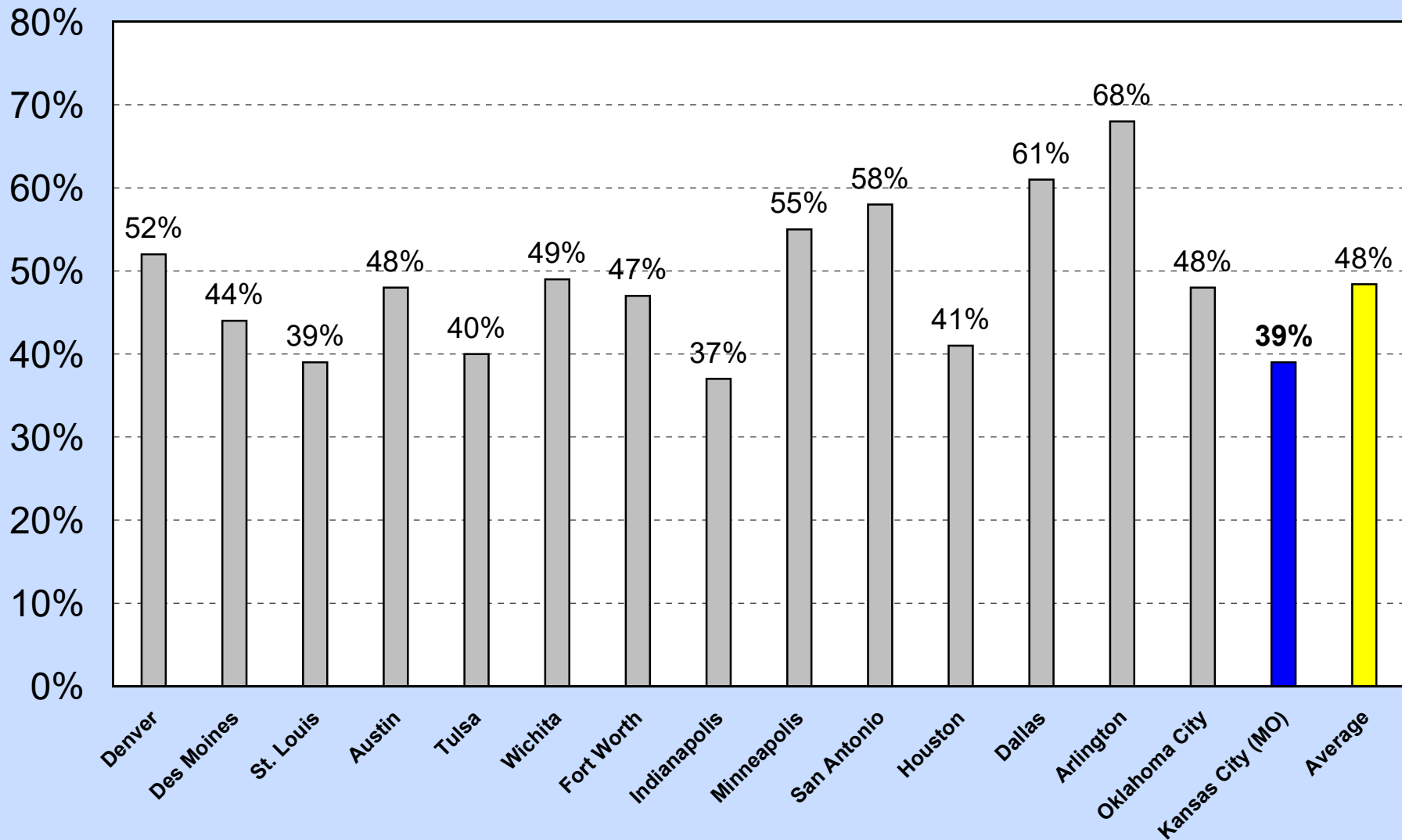


Source: ETC Institute (2019-20)

Overall Satisfaction With City Communications - 2020

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

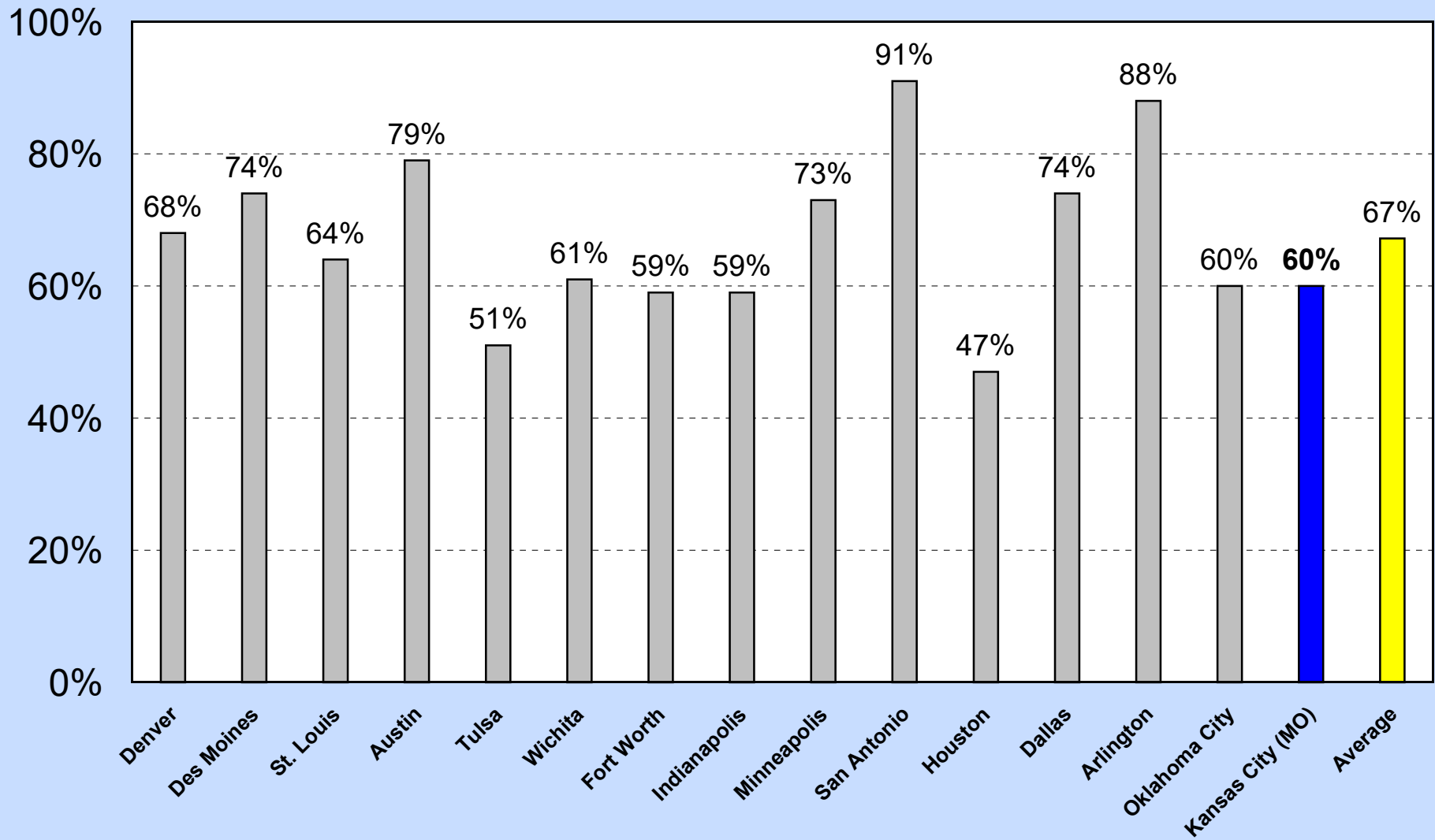


Source: ETC Institute (2019-20)

Overall Satisfaction With Parks and Recreation - 2020

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

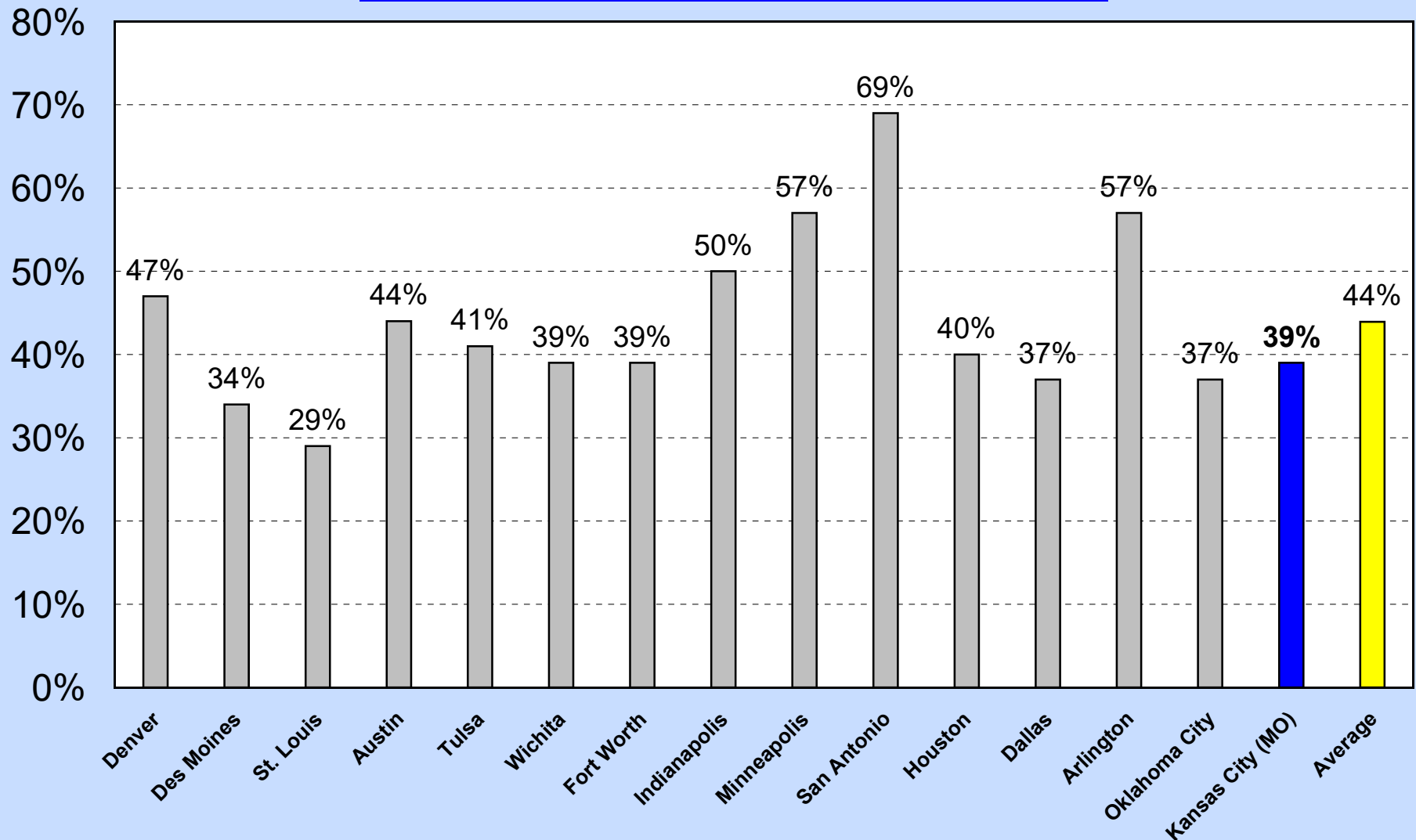


Source: ETC Institute (2019-20)

Overall Satisfaction With Neighborhood Services (Code Enforcement) - 2020

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

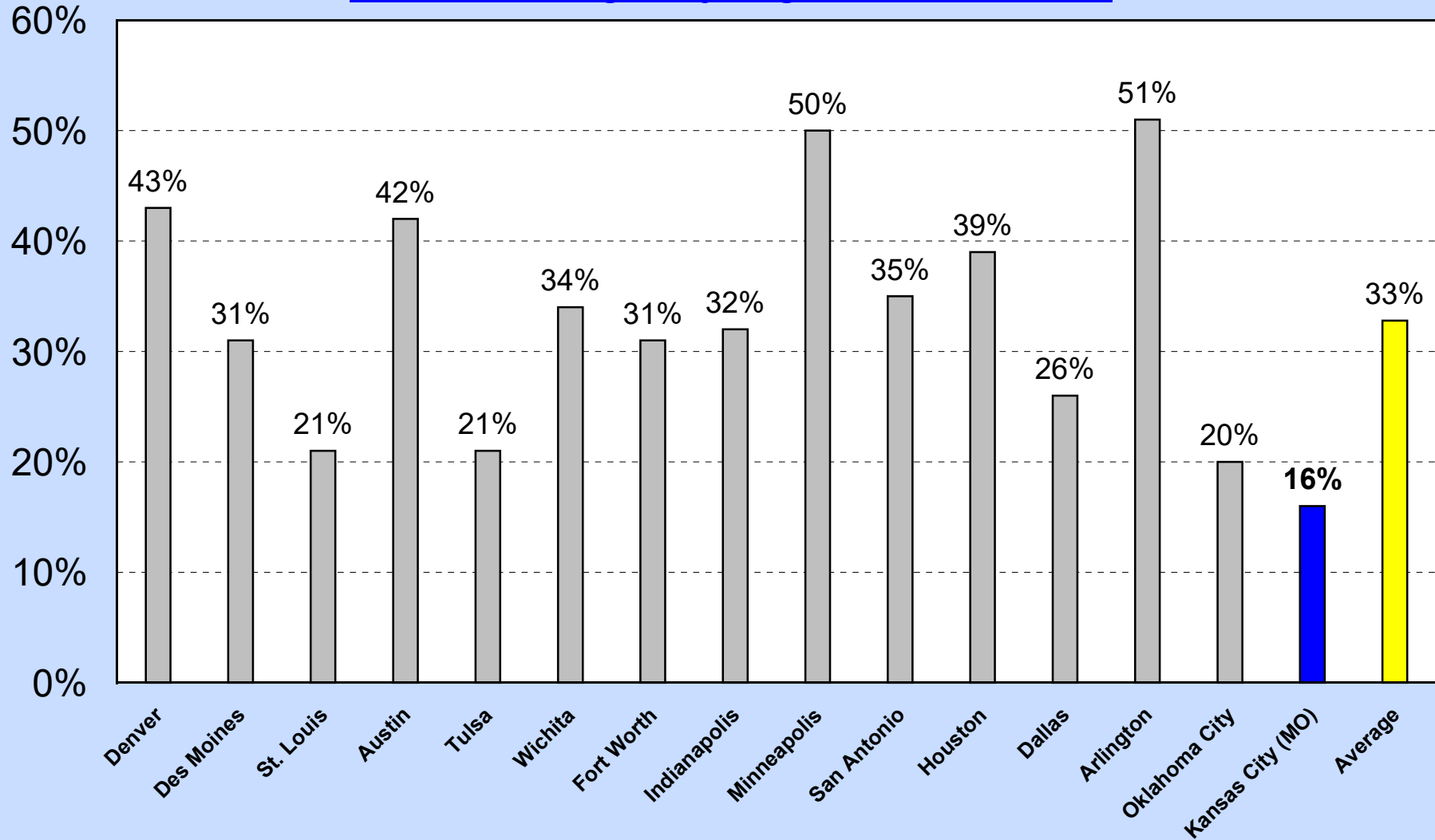


Source: ETC Institute (2019-20)

Overall Satisfaction With Maintenance of Streets, Sidewalks and Infrastructure - 2020

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

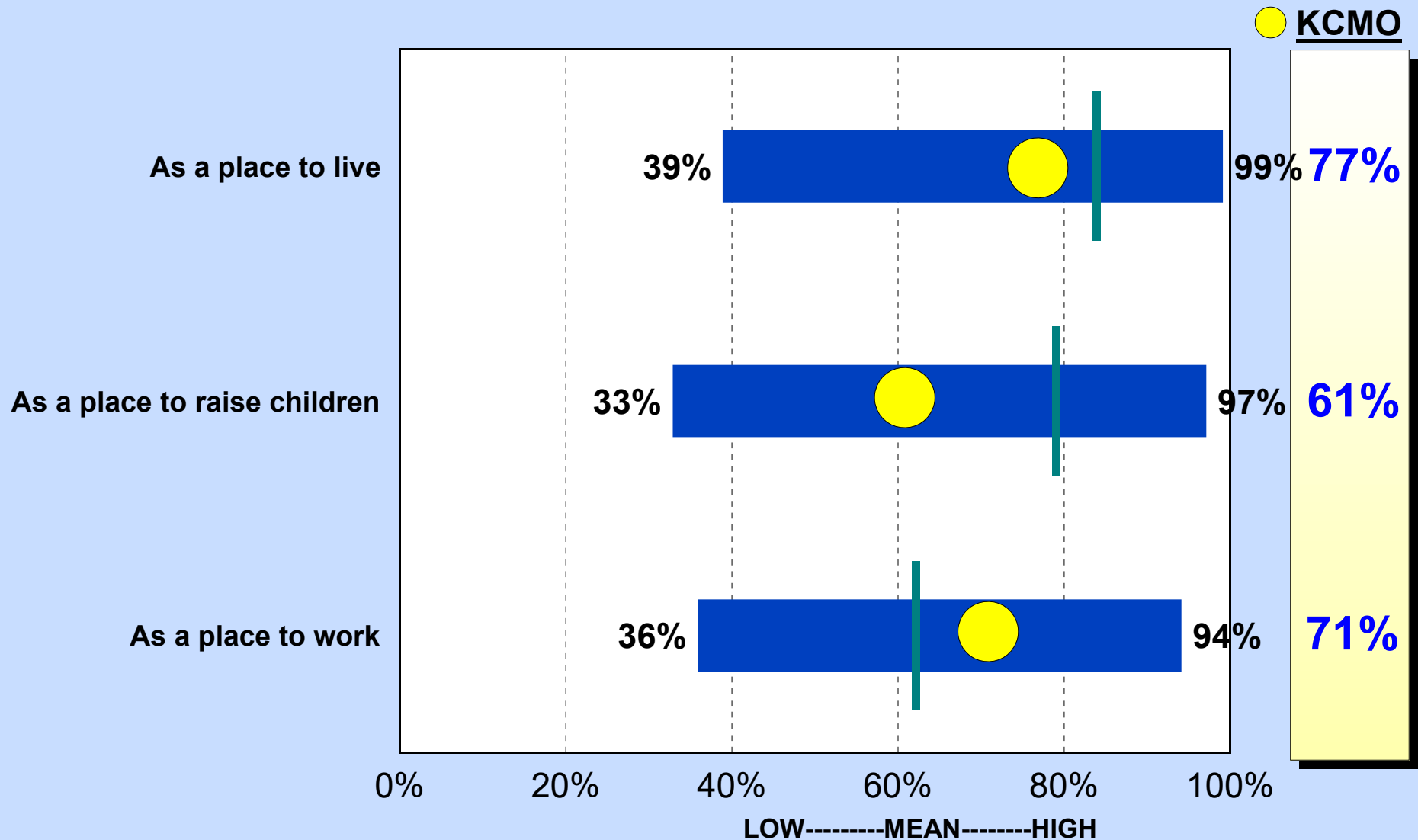


Source: ETC Institute (2019-20)

Metropolitan Kansas City Area Benchmarks

Overall Ratings Residents Have of the City in Which They Live in 2020

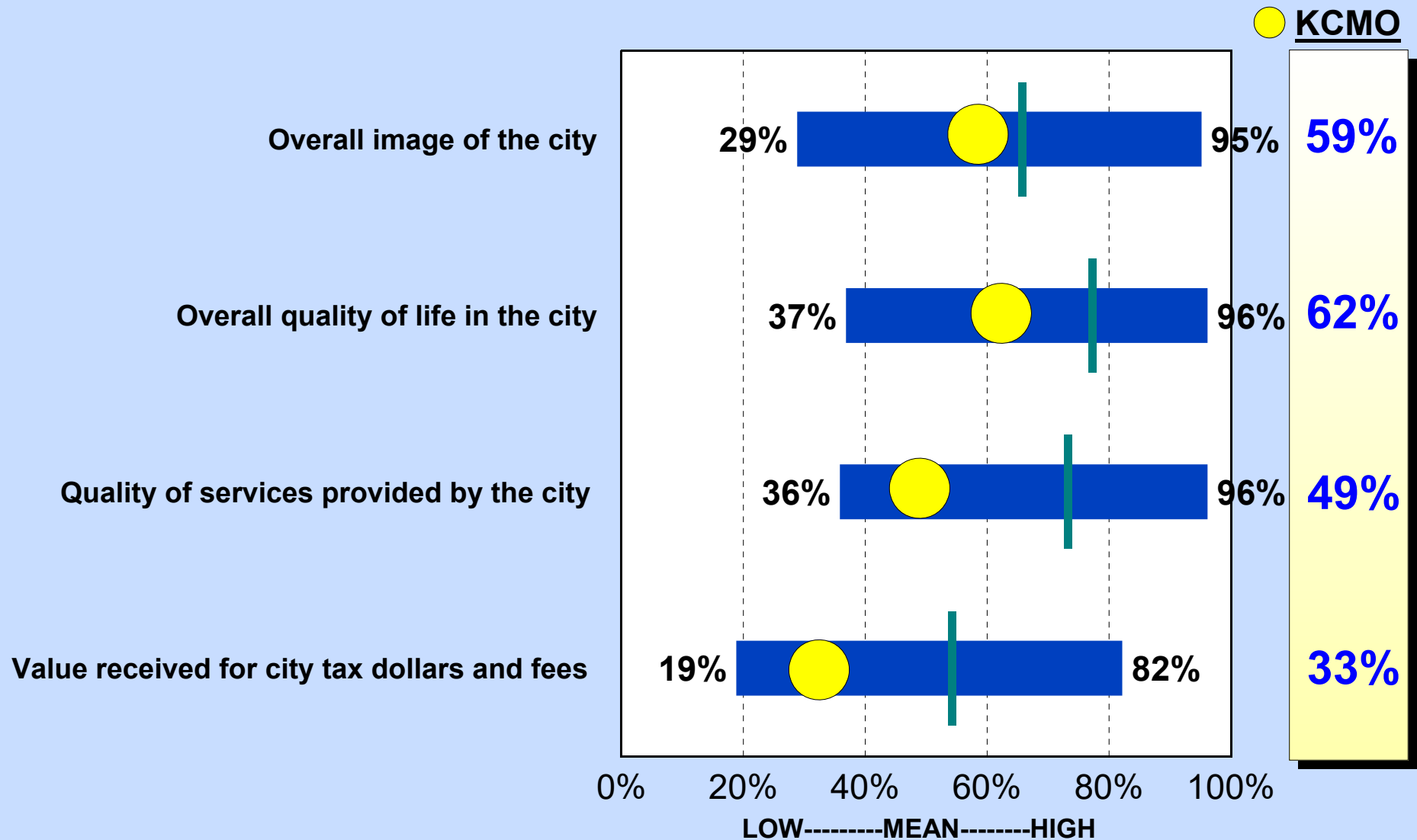
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019-20)

Perceptions that Kansas City Area Residents Have of the City in Which They Live in 2020

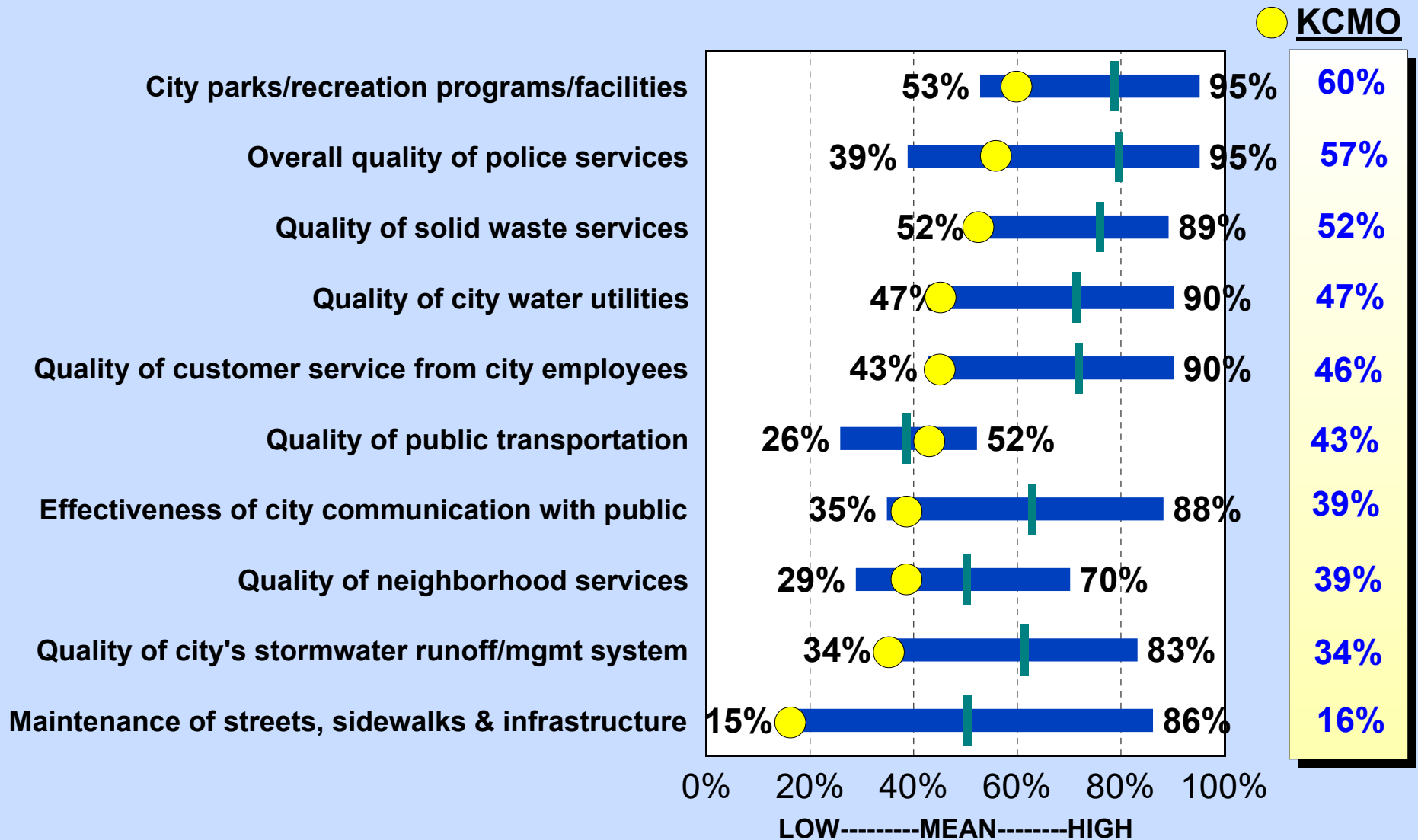
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019-20)

Overall Satisfaction With Major Categories of City Services in the Kansas City Area in 2020

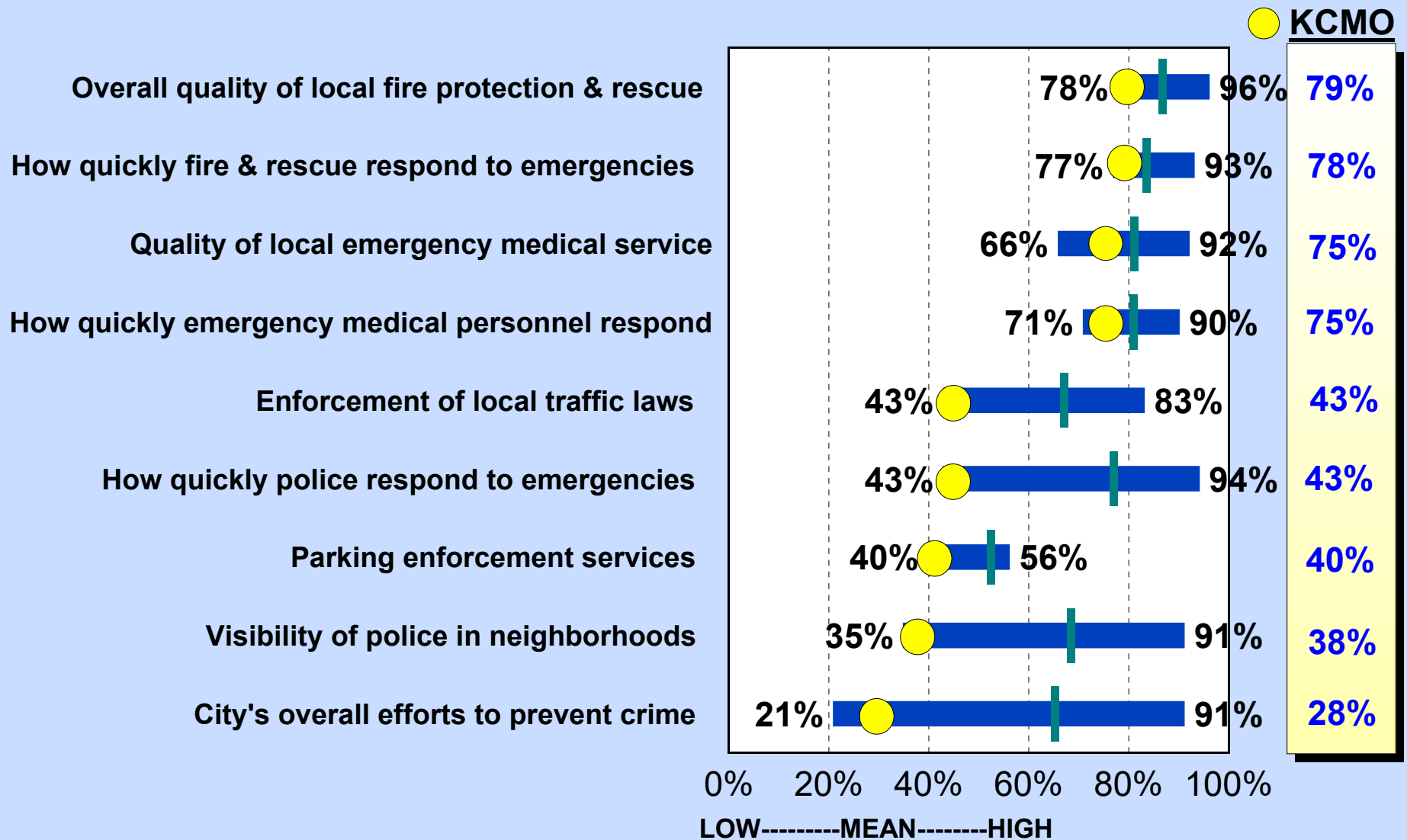
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019-20)

Satisfaction with Various Public Safety Services Provided by Cities in the Kansas City Area in 2020

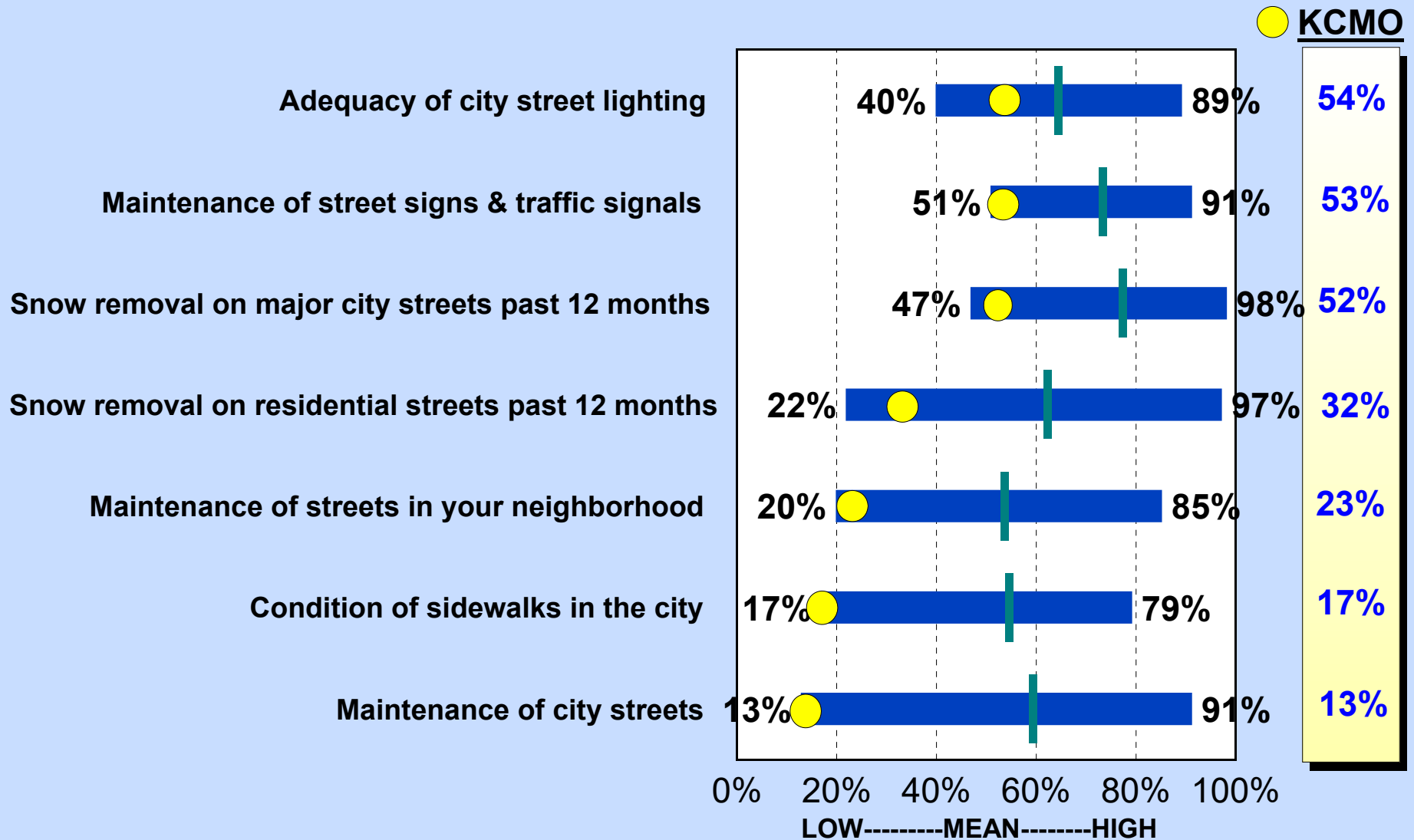
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019-20)

Satisfaction with Streets, Sidewalks and Infrastructure Provided by Cities in the Kansas City Area in 2020

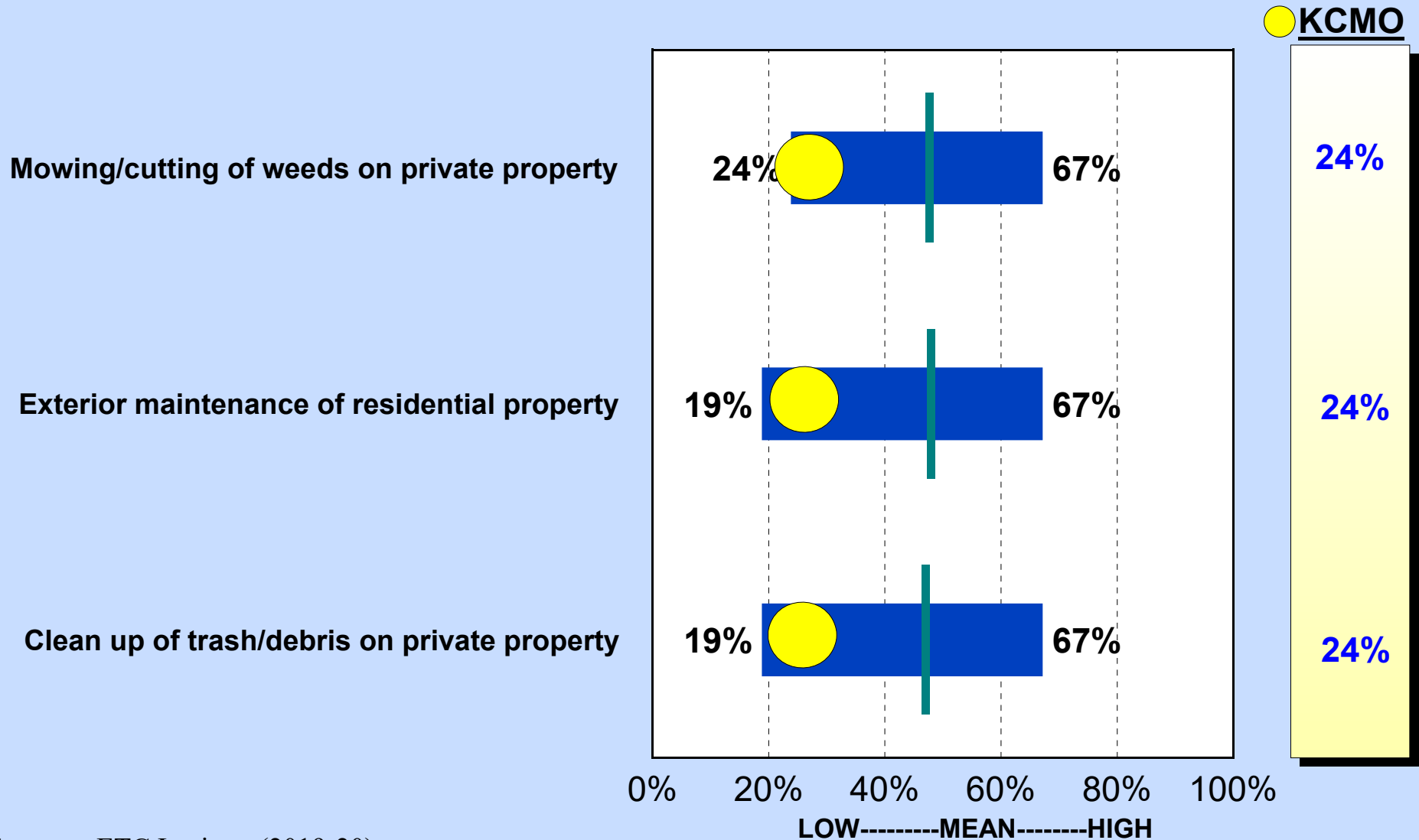
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019-20)

Satisfaction with Neighborhood Services Provided by Cities in the Kansas City Area in 2020

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

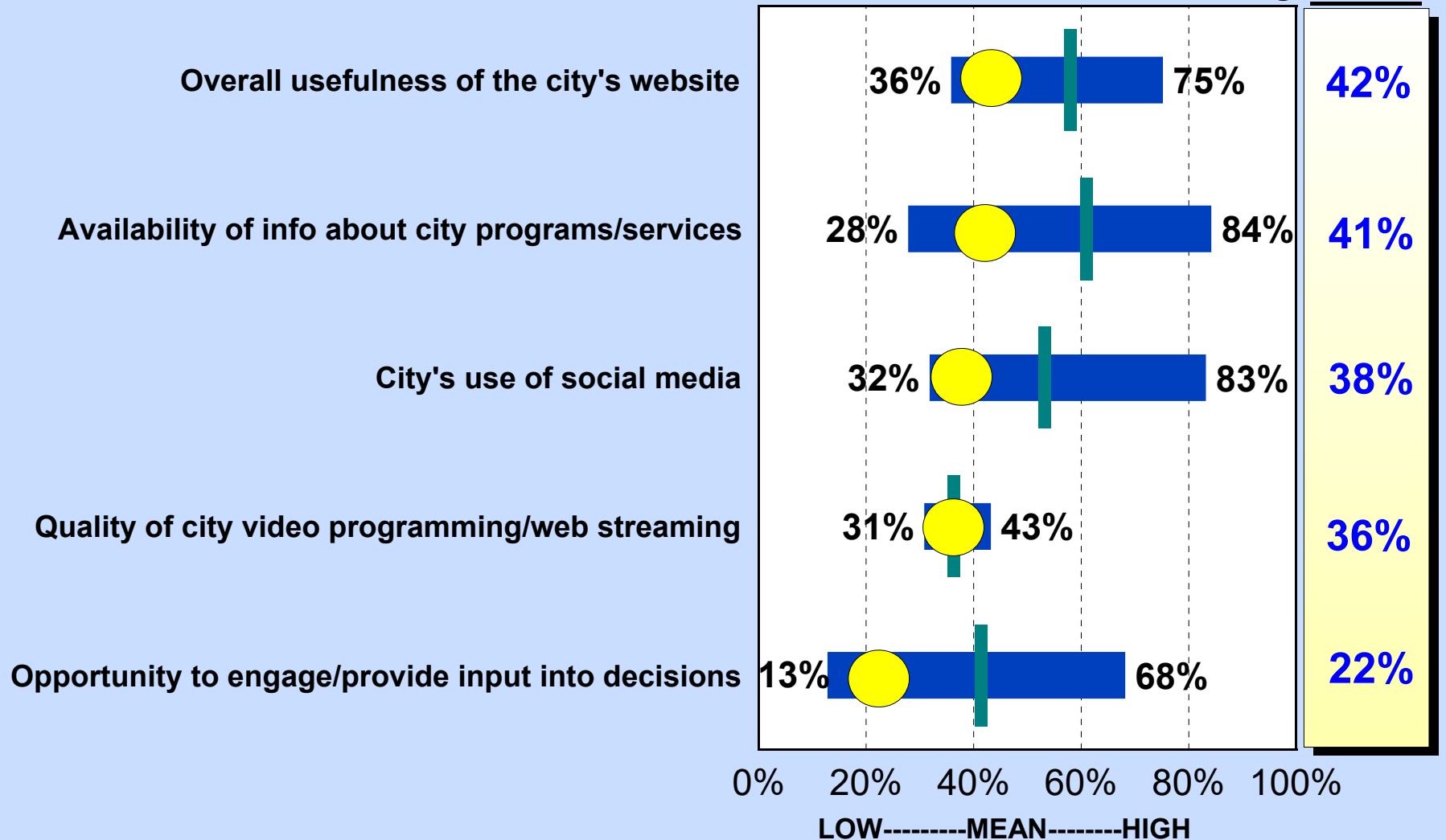


Source: ETC Institute (2019-20)

Satisfaction with Various Aspects of City Communication in 2020

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

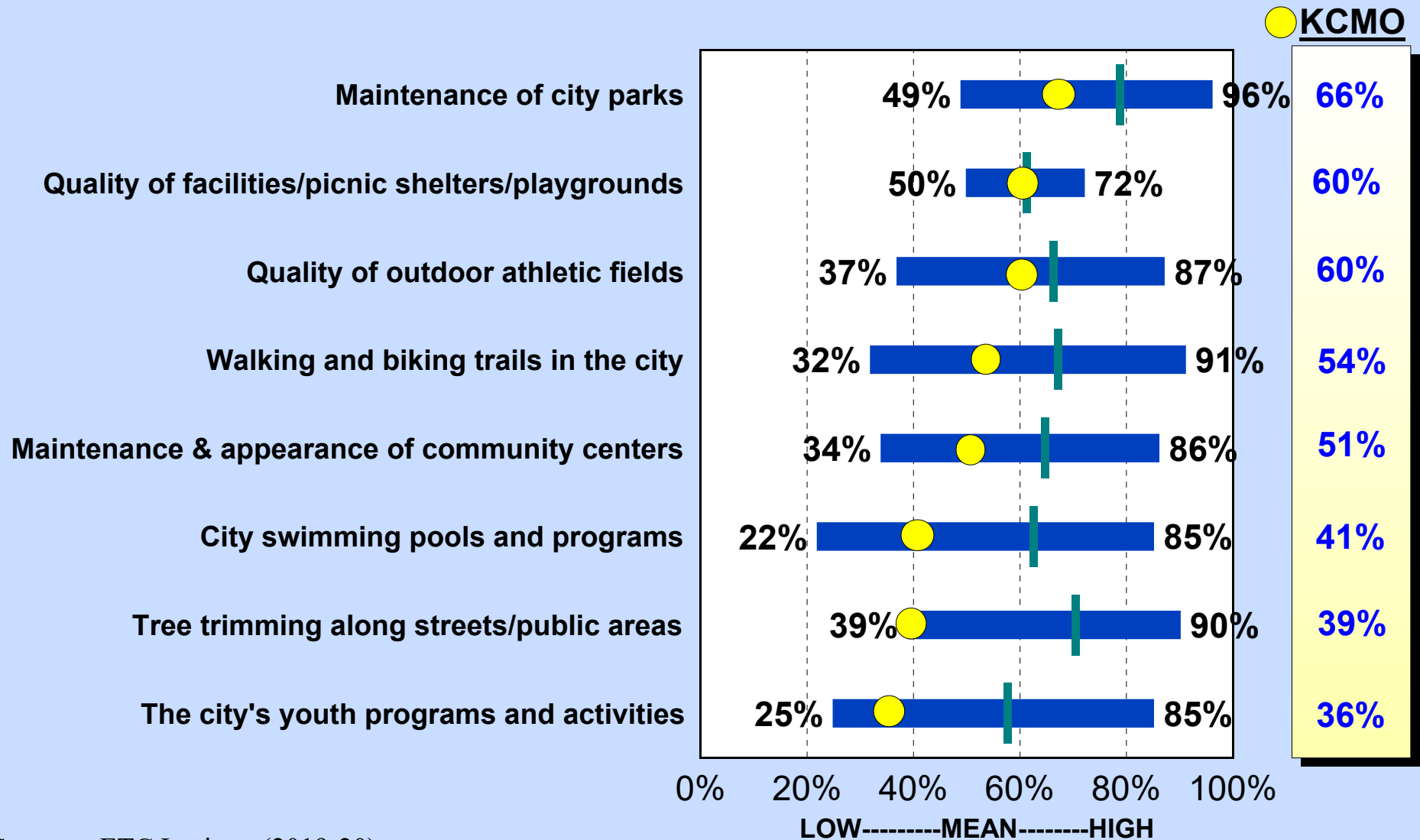
 **KCMO**



Source: ETC Institute (2019-20)

Satisfaction with Parks and Recreation Services Provided by Cities in the Kansas City Area in 2020

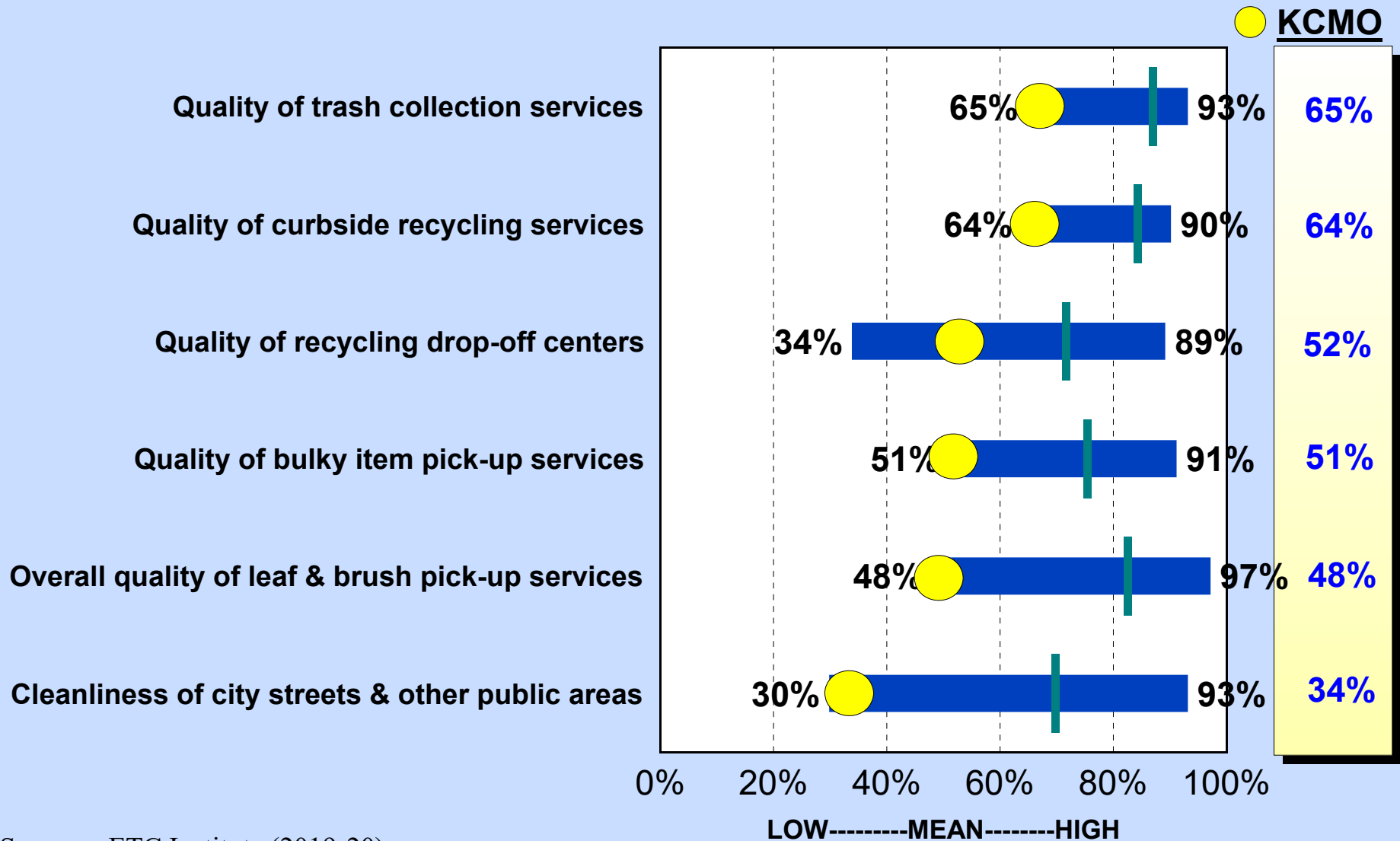
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019-20)

Satisfaction with Solid Waste Services by Cities in the Kansas City Area in 2020

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



Source: ETC Institute (2019-20)

Section 4:
Tabular Data

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=3754)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	23.0%	52.7%	15.3%	5.7%	2.1%	1.1%
Q1-2. As a place to raise children	16.9%	38.8%	19.7%	11.0%	5.1%	8.5%
Q1-3. As a place to work	20.1%	47.9%	18.7%	6.4%	2.2%	4.7%

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=3754)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	23.2%	53.3%	15.5%	5.8%	2.1%
Q1-2. As a place to raise children	18.5%	42.4%	21.5%	12.0%	5.6%
Q1-3. As a place to work	21.1%	50.3%	19.7%	6.7%	2.3%

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=3754)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall quality of services provided by City	7.0%	41.1%	28.6%	15.9%	5.2%	2.2%
Q2-2. Overall value you receive for your City tax & fees	4.4%	27.3%	30.9%	23.3%	10.8%	3.2%
Q2-3. Overall image of City	12.7%	45.6%	25.1%	11.6%	3.4%	1.6%
Q2-4. Overall quality of life in City	12.5%	48.5%	24.8%	9.0%	3.3%	1.8%
Q2-5. Overall feeling of safety in City	5.4%	28.0%	27.1%	25.3%	12.8%	1.4%
Q2-6. How safe you feel in your neighborhood	18.5%	39.5%	20.9%	13.0%	6.7%	1.5%
Q2-7. Overall quality of education system within City	6.3%	19.7%	25.9%	20.7%	16.3%	11.2%
Q2-8. Physical appearance of your neighborhood	15.0%	39.7%	20.4%	15.2%	8.2%	1.5%

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=3754)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall quality of services provided by City	7.1%	42.0%	29.2%	16.3%	5.3%
Q2-2. Overall value you receive for your City tax & fees	4.6%	28.2%	31.9%	24.1%	11.2%
Q2-3. Overall image of City	12.9%	46.3%	25.5%	11.8%	3.5%
Q2-4. Overall quality of life in City	12.8%	49.4%	25.3%	9.2%	3.4%
Q2-5. Overall feeling of safety in City	5.5%	28.4%	27.5%	25.6%	12.9%
Q2-6. How safe you feel in your neighborhood	18.8%	40.1%	21.2%	13.2%	6.8%
Q2-7. Overall quality of education system within City	7.1%	22.1%	29.1%	23.3%	18.4%
Q2-8. Physical appearance of your neighborhood	15.2%	40.3%	20.7%	15.4%	8.4%

ASKED ALL YEAR

Q3. QUALITY OF CITY SERVICES. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Kansas City, Missouri.

(N=3754)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Police services	13.7%	40.6%	24.3%	10.8%	5.0%	5.6%
Q3-2. Fire & ambulance services	21.7%	45.0%	18.1%	2.9%	1.4%	11.0%
Q3-3. Maintenance of City streets, sidewalks, & infrastructure	2.8%	13.3%	21.0%	34.5%	27.1%	1.2%
Q3-4. Solid waste services (e.g. residential trash/recycling collection)	12.1%	39.0%	21.7%	15.9%	9.4%	1.9%
Q3-5. City water utilities	9.7%	36.1%	25.1%	15.2%	11.7%	2.1%
Q3-6. Neighborhood services (e.g. code enforcement, property preservation, animal control)	6.4%	29.6%	32.7%	14.7%	9.5%	7.0%
Q3-7. City parks & recreation programs/facilities	12.0%	43.7%	27.6%	7.0%	2.9%	6.8%
Q3-8. Health Department services	8.9%	29.4%	30.7%	3.9%	1.8%	25.3%
Q3-9. Airport facilities	11.2%	35.9%	27.9%	11.1%	5.4%	8.7%
Q3-10. City's 311 service	12.7%	33.9%	25.3%	7.2%	3.6%	17.2%
Q3-11. Municipal court services	4.4%	20.9%	30.9%	5.8%	3.2%	34.8%
Q3-12. Customer service you receive from City employees	9.1%	30.2%	30.7%	10.0%	5.1%	15.0%
Q3-13. Overall effectiveness of City communication with the public	6.7%	29.7%	35.7%	13.9%	6.6%	7.5%
Q3-14. City's stormwater runoff/stormwater management system	5.1%	25.0%	30.1%	17.7%	10.8%	11.3%
Q3-15. Public transportation	7.2%	27.5%	28.5%	11.1%	5.6%	20.1%
Q3-16. City Planning & Development services (e.g. issuing permits)	3.6%	16.2%	31.6%	8.3%	5.1%	35.2%

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=3754)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Police services	14.5%	43.0%	25.8%	11.5%	5.3%
Q3-2. Fire & ambulance services	24.3%	50.5%	20.3%	3.3%	1.5%
Q3-3. Maintenance of City streets, sidewalks, & infrastructure	2.9%	13.5%	21.3%	34.9%	27.4%
Q3-4. Solid waste services (e.g. residential trash/recycling collection)	12.3%	39.7%	22.1%	16.2%	9.6%
Q3-5. City water utilities	9.9%	36.9%	25.7%	15.5%	11.9%
Q3-6. Neighborhood services (e.g. code enforcement, property preservation, animal control)	6.9%	31.8%	35.2%	15.8%	10.3%
Q3-7. City parks & recreation programs/facilities	12.8%	46.9%	29.6%	7.5%	3.1%
Q3-8. Health Department services	11.9%	39.4%	41.1%	5.2%	2.4%
Q3-9. Airport facilities	12.3%	39.3%	30.5%	12.1%	5.9%
Q3-10. City's 311 service	15.3%	41.0%	30.6%	8.8%	4.4%
Q3-11. Municipal court services	6.8%	32.0%	47.4%	8.9%	4.9%
Q3-12. Customer service you receive from City employees	10.7%	35.5%	36.1%	11.8%	6.0%
Q3-13. Overall effectiveness of City communication with the public	7.2%	32.1%	38.6%	15.0%	7.1%
Q3-14. City's stormwater runoff/stormwater management system	5.7%	28.2%	33.9%	20.0%	12.2%
Q3-15. Public transportation	9.0%	34.4%	35.6%	13.9%	7.1%
Q3-16. City Planning & Development services (e.g. issuing permits)	5.6%	25.0%	48.8%	12.8%	7.9%

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. Top choice	Number	Percent
Police services	704	18.8 %
Fire & ambulance services	80	2.1 %
Maintenance of City streets, sidewalks, & infrastructure	1355	36.1 %
Solid waste services (e.g. residential trash/recycling collection)	141	3.8 %
City water utilities	143	3.8 %
Neighborhood services (e.g. code enforcement, property preservation, animal control)	138	3.7 %
City parks & recreation programs/facilities	39	1.0 %
Health Department services	28	0.7 %
Airport facilities	84	2.2 %
City's 311 service	28	0.7 %
Municipal court services	10	0.3 %
Customer service you receive from City employees	30	0.8 %
Overall effectiveness of City communication with the public	28	0.7 %
City stormwater runoff/stormwater management system	84	2.2 %
Public transportation	115	3.1 %
City Planning & Development services (e.g. issuing permits)	38	1.0 %
None chosen	709	18.9 %
Total	3754	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?

Q4. 2nd choice	Number	Percent
Police services	342	9.1 %
Fire & ambulance services	226	6.0 %
Maintenance of City streets, sidewalks, & infrastructure	640	17.0 %
Solid waste services (e.g. residential trash/recycling collection)	266	7.1 %
City water utilities	211	5.6 %
Neighborhood services (e.g. code enforcement, property preservation, animal control)	315	8.4 %
City parks & recreation programs/facilities	104	2.8 %
Health Department services	53	1.4 %
Airport facilities	154	4.1 %
City's 311 service	46	1.2 %
Municipal court services	32	0.9 %
Customer service you receive from City employees	77	2.1 %
Overall effectiveness of City communication with the public	86	2.3 %
City stormwater runoff/stormwater management system	167	4.4 %
Public transportation	174	4.6 %
City Planning & Development services (e.g. issuing permits)	46	1.2 %
None chosen	815	21.7 %
Total	3754	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	279	7.4 %
Fire & ambulance services	120	3.2 %
Maintenance of City streets, sidewalks, & infrastructure	395	10.5 %
Solid waste services (e.g. residential trash/recycling collection)	215	5.7 %
City water utilities	187	5.0 %
Neighborhood services (e.g. code enforcement, property preservation, animal control)	291	7.8 %
City parks & recreation programs/facilities	167	4.4 %
Health Department services	81	2.2 %
Airport facilities	144	3.8 %
City's 311 service	72	1.9 %
Municipal court services	38	1.0 %
Customer service you receive from City employees	98	2.6 %
Overall effectiveness of City communication with the public	163	4.3 %
City stormwater runoff/stormwater management system	238	6.3 %
Public transportation	218	5.8 %
City Planning & Development services (e.g. issuing permits)	108	2.9 %
None chosen	940	25.0 %
Total	3754	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	1325	35.3 %
Fire & ambulance services	426	11.3 %
Maintenance of City streets, sidewalks, & infrastructure	2390	63.6 %
Solid waste services (e.g. residential trash/recycling collection)	622	16.6 %
City water utilities	541	14.4 %
Neighborhood services (e.g. code enforcement, property preservation, animal control)	744	19.9 %
City parks & recreation programs/facilities	310	8.2 %
Health Department services	162	4.3 %
Airport facilities	382	10.1 %
City's 311 service	146	3.8 %
Municipal court services	80	2.2 %
Customer service you receive from City employees	205	5.5 %
Overall effectiveness of City communication with the public	277	7.3 %
City stormwater runoff/stormwater management system	489	12.9 %
Public transportation	507	13.5 %
City Planning & Development services (e.g. issuing permits)	192	5.1 %
None chosen	709	18.9 %
Total	9507	

ASKED ALL YEAR

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

(N=3754)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Effectiveness of local police protection	11.3%	37.2%	26.9%	12.6%	4.8%	7.2%
Q5-2. Visibility of police in neighborhoods	8.5%	28.4%	30.9%	20.2%	7.9%	4.0%
Q5-3. City's overall efforts to prevent crime	5.7%	20.3%	29.9%	25.7%	12.7%	5.7%
Q5-4. Enforcement of local traffic laws	7.6%	33.0%	32.5%	13.6%	7.0%	6.3%
Q5-5. Parking enforcement services	6.5%	26.5%	36.1%	8.3%	5.7%	16.8%
Q5-6. How quickly police respond to emergencies	9.3%	25.2%	25.6%	12.0%	8.3%	19.6%

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=3754)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Effectiveness of local police protection	12.1%	40.1%	29.0%	13.6%	5.2%
Q5-2. Visibility of police in neighborhoods	8.8%	29.6%	32.2%	21.1%	8.3%
Q5-3. City's overall efforts to prevent crime	6.1%	21.5%	31.7%	27.2%	13.4%
Q5-4. Enforcement of local traffic laws	8.1%	35.2%	34.7%	14.5%	7.4%
Q5-5. Parking enforcement services	7.8%	31.9%	43.5%	10.0%	6.9%
Q5-6. How quickly police respond to emergencies	11.6%	31.3%	31.9%	14.9%	10.3%

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?**

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Effectiveness of local police protection	563	15.0 %
Visibility of police in neighborhoods	752	20.0 %
City's overall efforts to prevent crime	1266	33.7 %
Enforcement of local traffic laws	123	3.3 %
Parking enforcement services	55	1.5 %
How quickly police respond to emergencies	538	14.3 %
None chosen	457	12.2 %
Total	3754	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?

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Effectiveness of local police protection	619	16.5 %
Visibility of police in neighborhoods	790	21.0 %
City's overall efforts to prevent crime	857	22.8 %
Enforcement of local traffic laws	233	6.2 %
Parking enforcement services	107	2.9 %
How quickly police respond to emergencies	575	15.3 %
None chosen	573	15.3 %
Total	3754	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)**

<u>Q6. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Effectiveness of local police protection	1182	31.5 %
Visibility of police in neighborhoods	1542	41.0 %
City's overall efforts to prevent crime	2123	56.5 %
Enforcement of local traffic laws	356	9.5 %
Parking enforcement services	162	4.4 %
How quickly police respond to emergencies	1113	29.6 %
None chosen	457	12.2 %
Total	6935	

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=3754)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Overall quality of local fire protection & rescue services	23.2%	42.0%	14.9%	1.6%	0.6%	17.7%
Q7-2. How quickly fire & rescue personnel respond to emergencies	24.1%	36.0%	14.9%	1.7%	0.7%	22.6%
Q7-3. Quality of local emergency medical service	21.3%	36.5%	17.2%	1.7%	0.7%	22.6%
Q7-4. How quickly emergency medical personnel respond to emergencies	22.1%	34.7%	16.1%	2.2%	0.9%	23.9%

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=3754)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall quality of local fire protection & rescue services	28.2%	51.1%	18.1%	1.9%	0.7%
Q7-2. How quickly fire & rescue personnel respond to emergencies	31.1%	46.5%	19.2%	2.2%	1.0%
Q7-3. Quality of local emergency medical service	27.5%	47.2%	22.2%	2.2%	0.9%
Q7-4. How quickly emergency medical personnel respond to emergencies	29.1%	45.6%	21.2%	2.9%	1.2%

ASKED ALL YEAR

Q8. Which TWO of the Fire and Emergency Medical services listed in Question 8 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	789	21.0 %
How quickly fire & rescue personnel respond to emergencies	791	21.1 %
Quality of local emergency medical service	505	13.5 %
How quickly emergency medical personnel respond to emergencies	579	15.4 %
None chosen	1090	29.0 %
Total	3754	100.0 %

Q8. Which TWO of the Fire and Emergency Medical services listed in Question 8 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	404	10.8 %
How quickly fire & rescue personnel respond to emergencies	622	16.6 %
Quality of local emergency medical service	605	16.1 %
How quickly emergency medical personnel respond to emergencies	916	24.4 %
None chosen	1207	32.2 %
Total	3754	100.0 %

SUM OF TOP 2 CHOICES

Q8. Which TWO of the Fire and Emergency Medical services listed in Question 8 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	1193	31.8 %
How quickly fire & rescue personnel respond to emergencies	1413	37.7 %
Quality of local emergency medical service	1110	29.6 %
How quickly emergency medical personnel respond to emergencies	1495	39.8 %
None chosen	1090	29.0 %
Total	6301	

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=3754)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Maintenance of City streets	1.8%	11.3%	17.4%	37.1%	30.5%	1.8%
Q9-2. Maintenance of streets in your neighborhood	4.0%	19.0%	20.0%	30.7%	24.5%	1.8%
Q9-3. Condition of sidewalks in City	1.7%	14.4%	28.4%	28.6%	20.3%	6.6%
Q9-4. Condition of sidewalks in your neighborhood	4.3%	20.3%	23.0%	22.3%	23.3%	6.7%
Q9-5. Maintenance of street signs & traffic signals	8.5%	43.0%	30.7%	9.1%	5.1%	3.5%
Q9-6. Snow removal on major City streets during past 12 months	9.9%	40.5%	20.7%	14.9%	11.1%	2.9%
Q9-7. Snow removal on residential streets during past 12 months	5.8%	25.3%	21.4%	24.3%	20.2%	2.9%
Q9-8. Adequacy of City street lighting	10.1%	42.4%	26.5%	12.6%	5.3%	3.0%
Q9-9. Accessibility of streets, sidewalks, & buildings for people with disabilities	4.9%	21.9%	27.8%	14.1%	9.4%	21.8%
Q9-10. On-street bicycle infrastructure (bike lanes/wayfinding signs)	5.0%	18.2%	33.4%	14.2%	10.9%	18.3%

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=3754)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Maintenance of City streets	1.9%	11.5%	17.7%	37.8%	31.1%
Q9-2. Maintenance of streets in your neighborhood	4.1%	19.3%	20.3%	31.3%	24.9%
Q9-3. Condition of sidewalks in City	1.9%	15.5%	30.4%	30.6%	21.7%
Q9-4. Condition of sidewalks in your neighborhood	4.7%	21.7%	24.7%	23.9%	25.0%
Q9-5. Maintenance of street signs & traffic signals	8.8%	44.6%	31.9%	9.4%	5.3%
Q9-6. Snow removal on major City streets during past 12 months	10.2%	41.7%	21.3%	15.3%	11.5%
Q9-7. Snow removal on residential streets during past 12 months	6.0%	26.0%	22.1%	25.1%	20.8%
Q9-8. Adequacy of City street lighting	10.4%	43.7%	27.4%	13.0%	5.4%
Q9-9. Accessibility of streets, sidewalks, & buildings for people with disabilities	6.3%	28.1%	35.6%	18.0%	12.1%
Q9-10. On-street bicycle infrastructure (bike lanes/wayfinding signs)	6.1%	22.2%	40.9%	17.4%	13.4%

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	1656	44.1 %
Maintenance of streets in your neighborhood	490	13.1 %
Condition of sidewalks in City	186	5.0 %
Condition of sidewalks in your neighborhood	285	7.6 %
Maintenance of street signs & traffic signals	35	0.9 %
Snow removal on major City streets during past 12 months	110	2.9 %
Snow removal on residential streets during past 12 months	318	8.5 %
Adequacy of City street lighting	60	1.6 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	130	3.5 %
On-street bicycle infrastructure (bike lanes/wayfinding signs)	88	2.3 %
None chosen	396	10.5 %
Total	3754	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	494	13.2 %
Maintenance of streets in your neighborhood	523	13.9 %
Condition of sidewalks in City	443	11.8 %
Condition of sidewalks in your neighborhood	318	8.5 %
Maintenance of street signs & traffic signals	98	2.6 %
Snow removal on major City streets during past 12 months	262	7.0 %
Snow removal on residential streets during past 12 months	608	16.2 %
Adequacy of City street lighting	121	3.2 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	205	5.5 %
On-street bicycle infrastructure (bike lanes/wayfinding signs)	184	4.9 %
None chosen	498	13.3 %
Total	3754	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)

Q10. Sum of top 2 choices	Number	Percent
Maintenance of City streets	2150	57.3 %
Maintenance of streets in your neighborhood	1013	27.0 %
Condition of sidewalks in City	629	16.8 %
Condition of sidewalks in your neighborhood	603	16.1 %
Maintenance of street signs & traffic signals	133	3.5 %
Snow removal on major City streets during past 12 months	372	9.9 %
Snow removal on residential streets during past 12 months	926	24.7 %
Adequacy of City street lighting	181	4.8 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	335	9.0 %
On-street bicycle infrastructure (bike lanes/wayfinding signs)	272	7.2 %
None chosen	396	10.5 %
Total	7010	

ASKED ALL YEAR

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

(N=3754)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. RideKC bus system	7.8%	18.0%	21.6%	4.3%	3.0%	45.3%
Q11-2. Kansas City streetcar	18.5%	22.3%	17.8%	2.8%	3.4%	35.3%

WITHOUT "DON'T KNOW"

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

(N=3754)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. RideKC bus system	14.3%	32.8%	39.4%	7.9%	5.6%
Q11-2. Kansas City streetcar	28.6%	34.4%	27.5%	4.3%	5.2%

ASKED ALL YEAR

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

(N=3754)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Enforcing clean-up of trash & debris on private property	3.3%	16.9%	24.9%	25.0%	14.6%	15.3%
Q12-2. Enforcing mowing & cutting of weeds on private property	3.0%	17.2%	26.0%	23.5%	14.1%	16.2%
Q12-3. Enforcing exterior maintenance of residential property (e.g. condition of buildings)	3.4%	16.4%	31.0%	20.5%	11.6%	17.1%
Q12-4. Enforcing trash, weeds, & exterior maintenance in your neighborhood	6.0%	25.7%	25.5%	17.9%	12.4%	12.4%
Q12-5. Boarding up vacant structures that are open to entry	2.9%	11.7%	27.5%	16.2%	10.9%	30.8%
Q12-6. Demolishing vacant structures that are in dangerous building inventory	2.6%	9.1%	23.8%	19.7%	14.4%	30.4%
Q12-7. Enforcement of animal code (e.g. animal welfare & pet licensing)	4.0%	20.7%	30.9%	11.3%	8.0%	25.1%
Q12-8. Customer service from animal control officers	4.7%	16.5%	27.7%	6.1%	5.1%	40.0%
Q12-9. Animal shelter operations & adoption efforts	10.5%	24.9%	24.4%	4.5%	3.0%	32.8%

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=3754)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Enforcing clean-up of trash & debris on private property	3.9%	19.9%	29.4%	29.5%	17.2%
Q12-2. Enforcing mowing & cutting of weeds on private property	3.6%	20.6%	31.0%	28.0%	16.8%
Q12-3. Enforcing exterior maintenance of residential property (e.g. condition of buildings)	4.0%	19.8%	37.4%	24.8%	14.0%
Q12-4. Enforcing trash, weeds, & exterior maintenance in your neighborhood	6.8%	29.4%	29.1%	20.5%	14.2%
Q12-5. Boarding up vacant structures that are open to entry	4.1%	16.9%	39.8%	23.4%	15.7%
Q12-6. Demolishing vacant structures that are in dangerous building inventory	3.8%	13.1%	34.2%	28.3%	20.7%
Q12-7. Enforcement of animal code (e.g. animal welfare & pet licensing)	5.3%	27.7%	41.2%	15.1%	10.7%
Q12-8. Customer service from animal control officers	7.8%	27.4%	46.2%	10.2%	8.4%
Q12-9. Animal shelter operations & adoption efforts	15.6%	37.0%	36.3%	6.7%	4.4%

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?

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of trash & debris on private property	1042	27.8 %
Enforcing mowing & cutting of weeds on private property	270	7.2 %
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	271	7.2 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	289	7.7 %
Boarding up vacant structures that are open to entry	241	6.4 %
Demolishing vacant structures that are in the dangerous building inventory	595	15.8 %
Enforcement of animal code (e.g. animal welfare & pet licensing)	110	2.9 %
Customer service from animal control officers	43	1.1 %
Animal shelter operations & adoption efforts	173	4.6 %
None chosen	720	19.2 %
Total	3754	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?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of trash & debris on private property	493	13.1 %
Enforcing mowing & cutting of weeds on private property	522	13.9 %
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	336	9.0 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	320	8.5 %
Boarding up vacant structures that are open to entry	315	8.4 %
Demolishing vacant structures that are in the dangerous building inventory	538	14.3 %
Enforcement of animal code (e.g. animal welfare & pet licensing)	162	4.3 %
Customer service from animal control officers	71	1.9 %
Animal shelter operations & adoption efforts	152	4.0 %
None chosen	845	22.5 %
Total	3754	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	1535	40.9 %
Enforcing mowing & cutting of weeds on private property	792	21.1 %
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	607	16.2 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	609	16.2 %
Boarding up vacant structures that are open to entry	556	14.8 %
Demolishing vacant structures that are in the dangerous building inventory	1133	30.1 %
Enforcement of animal code (e.g. animal welfare & pet licensing)	272	7.2 %
Customer service from animal control officers	114	3.0 %
Animal shelter operations & adoption efforts	325	8.6 %
<u>None chosen</u>	<u>720</u>	<u>19.2 %</u>
Total	6663	

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=1893)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Ease of utilizing 311 services via phone	15.7%	33.3%	16.8%	5.1%	2.4%	26.6%
Q14-2. Ease of utilizing 311 services via web or mobile application	11.4%	23.8%	19.8%	4.5%	1.8%	38.6%
Q14-3. Courtesy & professionalism of 311 call takers	18.3%	30.3%	17.5%	3.4%	1.8%	28.6%
Q14-4. How well your question or issue was resolved via 311	15.4%	26.8%	20.7%	6.0%	5.0%	26.1%

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=1893)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Ease of utilizing 311 services via phone	21.5%	45.4%	22.9%	6.9%	3.3%
Q14-2. Ease of utilizing 311 services via web or mobile application	18.5%	38.8%	32.3%	7.4%	3.0%
Q14-3. Courtesy & professionalism of 311 call takers	25.7%	42.5%	24.6%	4.7%	2.5%
Q14-4. How well your question or issue was resolved via 311	20.8%	36.3%	28.0%	8.1%	6.8%

Q15. MUNICIPAL COURT. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

(N=1893)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Ease of using Municipal Court online ticket payment & information system	3.3%	12.7%	19.9%	2.0%	1.6%	60.5%
Q15-2. Effectiveness of Problem-Solving Court Programs (e.g. Drug Court, Mental Health Court, Veterans' Treatment Court)	2.2%	6.1%	20.1%	4.3%	4.1%	63.3%
Q15-3. Courtesy & professionalism of Municipal Court staff	3.1%	11.9%	22.0%	3.5%	3.1%	56.4%
Q15-4. Overall ability of Municipal Court to be fair & impartial	2.5%	9.7%	21.1%	4.5%	3.8%	58.4%
Q15-5. Availability of payment plans & alternative sentencing (e.g. community service in place of fines)	2.3%	8.3%	19.8%	3.1%	2.4%	64.0%

WITHOUT "DON'T KNOW"**Q15. MUNICIPAL COURT. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")**

(N=1893)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Ease of using Municipal Court online ticket payment & information system	8.4%	32.2%	50.3%	4.9%	4.1%
Q15-2. Effectiveness of Problem-Solving Court Programs (e.g. Drug Court, Mental Health Court, Veterans' Treatment Court)	5.9%	16.6%	54.8%	11.7%	11.1%
Q15-3. Courtesy & professionalism of Municipal Court staff	7.1%	27.4%	50.5%	8.0%	7.0%
Q15-4. Overall ability of Municipal Court to be fair & impartial	6.0%	23.3%	50.8%	10.8%	9.1%
Q15-5. Availability of payment plans & alternative sentencing (e.g. community service in place of fines)	6.3%	23.2%	55.1%	8.7%	6.8%

ASKED IN 1Q AND 3Q

Q16. Which TWO of the Municipal Court services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q16. Top choice	Number	Percent
Ease of using Municipal Court online ticket payment & information system	152	8.0 %
Effectiveness of Problem-Solving Court Programs (e.g. Drug Court, Mental Health Court, Veterans' Treatment Court)	403	21.3 %
Courtesy & professionalism of Municipal Court staff	108	5.7 %
Overall ability of Municipal Court to be fair & impartial	208	11.0 %
Availability of payment plans & alternative sentencing (e.g. community service in place of fines)	119	6.3 %
None chosen	903	47.7 %
Total	1893	100.0 %

Q16. Which TWO of the Municipal Court services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q16. 2nd choice	Number	Percent
Ease of using Municipal Court online ticket payment & information system	79	4.2 %
Effectiveness of Problem-Solving Court Programs (e.g. Drug Court, Mental Health Court, Veterans' Treatment Court)	207	10.9 %
Courtesy & professionalism of Municipal Court staff	121	6.4 %
Overall ability of Municipal Court to be fair & impartial	278	14.7 %
Availability of payment plans & alternative sentencing (e.g. community service in place of fines)	234	12.4 %
None chosen	974	51.5 %
Total	1893	100.0 %

SUM OF TOP 2 CHOICES

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

Q16. Sum of top 2 choices	Number	Percent
Ease of using Municipal Court online ticket payment & information system	231	12.2 %
Effectiveness of Problem-Solving Court Programs (e.g. Drug Court, Mental Health Court, Veterans' Treatment Court)	610	32.2 %
Courtesy & professionalism of Municipal Court staff	229	12.1 %
Overall ability of Municipal Court to be fair & impartial	486	25.7 %
Availability of payment plans & alternative sentencing (e.g. community service in place of fines)	353	18.7 %
None chosen	903	47.7 %
Total	2812	

ASKED IN 1Q AND 3Q

Q17. COMMUNICATION. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

(N=1893)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Availability of information about City programs & services	4.1%	30.4%	31.4%	14.3%	4.6%	15.2%
Q17-2. Overall usefulness of City's website	3.6%	28.6%	31.7%	9.2%	3.6%	23.2%
Q17-3. Opportunity to engage/ provide input into decisions made by City	2.4%	14.1%	33.8%	16.0%	7.9%	25.9%
Q17-4. Quality of City video programming including City television channel (Channel 2) & web streaming	3.3%	16.3%	27.6%	4.4%	2.3%	46.1%
Q17-5. Content in City's magazine, KCMORE	3.2%	18.6%	26.5%	3.2%	2.0%	46.6%
Q17-6. City's use of social media	3.1%	19.7%	30.2%	4.7%	2.4%	40.0%

WITHOUT "DON'T KNOW"

Q17. COMMUNICATION. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")

(N=1893)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Availability of information about City programs & services	4.9%	35.8%	37.1%	16.8%	5.4%
Q17-2. Overall usefulness of City's website	4.7%	37.3%	41.3%	12.0%	4.7%
Q17-3. Opportunity to engage/provide input into decisions made by City	3.3%	19.0%	45.5%	21.5%	10.6%
Q17-4. Quality of City video programming including City television channel (Channel 2) & web streaming	6.2%	30.2%	51.1%	8.2%	4.3%
Q17-5. Content in City's magazine, KCMORE	5.9%	34.9%	49.6%	5.9%	3.7%
Q17-6. City's use of social media	5.1%	32.8%	50.3%	7.8%	4.0%

ASKED IN 1Q AND 3Q

Q18. Which TWO of the communication services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q18. Top choice	Number	Percent
Availability of information about City programs & services	535	28.3 %
Overall usefulness of City's website	202	10.7 %
Opportunity to engage/provide input into decisions made by City	362	19.1 %
Quality of City video programming including City television channel (Channel 2) & web streaming	53	2.8 %
Content in City's magazine, KCMORE	31	1.6 %
City's use of social media	121	6.4 %
None chosen	589	31.1 %
Total	1893	100.0 %

Q18. Which TWO of the communication services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q18. 2nd choice	Number	Percent
Availability of information about City programs & services	305	16.1 %
Overall usefulness of City's website	234	12.4 %
Opportunity to engage/provide input into decisions made by City	357	18.9 %
Quality of City video programming including City television channel (Channel 2) & web streaming	70	3.7 %
Content in City's magazine, KCMORE	81	4.3 %
City's use of social media	155	8.2 %
None chosen	691	36.5 %
Total	1893	100.0 %

SUM OF TOP 2 CHOICES**Q18. Which TWO of the communication services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)**

Q18. Sum of top 2 choices	Number	Percent
Availability of information about City programs & services	840	44.4 %
Overall usefulness of City's website	436	23.1 %
Opportunity to engage/provide input into decisions made by City	719	38.0 %
Quality of City video programming including City television channel (Channel 2) & web streaming	123	6.5 %
Content in City's magazine, KCMORE	112	5.9 %
City's use of social media	276	14.6 %
None chosen	589	31.1 %
Total	3095	

ASKED IN 1Q AND 3Q**Q19. Which are your top 2 preferred methods of receiving information from The City?**

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
City website	427	22.6 %
Text messages to mobile	198	10.5 %
Cable Channel 2 (TV or web)	165	8.7 %
Social media (e.g. Twitter/Facebook/Nextdoor)	320	16.9 %
City magazine by mail	285	15.1 %
Email notification/releases	267	14.1 %
None chosen	231	12.2 %
Total	1893	100.0 %

Q19. Which are your top 2 preferred methods of receiving information from The City?

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City website	290	15.3 %
Text messages to mobile	142	7.5 %
Cable Channel 2 (TV or web)	158	8.3 %
Social media (e.g. Twitter/Facebook/Nextdoor)	281	14.8 %
City magazine by mail	257	13.6 %
Email notification/releases	366	19.3 %
None chosen	399	21.1 %
Total	1893	100.0 %

SUM OF TOP 2 CHOICES**Q19. Which are your top 2 preferred methods of receiving information from The City? (top 2)**

<u>Q19. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
City website	717	37.9 %
Text messages to mobile	340	18.0 %
Cable Channel 2 (TV or web)	323	17.1 %
Social media (e.g. Twitter/Facebook/Nextdoor)	601	31.7 %
City magazine by mail	542	28.6 %
Email notification/releases	633	33.4 %
None chosen	231	12.2 %
Total	3387	

ASKED IN 1Q AND 3Q

Q20. How have you watched Channel 2 or other video content from the City of Kansas City, MO in the last year?

Q20. How have you watched Channel 2 or other video content from City of Kansas City, MO in last year	Number	Percent
Watched Channel 2 on TV	564	29.8 %
Watched live stream of Channel 2 online	93	4.9 %
Watched archived video from Channel 2 online	86	4.5 %
Saw videos posted on social media	332	17.5 %
Total	1075	

ASKED IN 1Q AND 3Q**Q21. Please indicate about how many times in the past 12 months you have done each of the following.**

(N=1893)

	At least monthly	Several times	Once	Never	Don't know
Q21-1. Participated in an arts or cultural event in City	9.3%	36.2%	20.1%	25.2%	9.2%
Q21-2. Participated in a neighborhood association, like a block association, a homeowner or tenant association, or a crime watch group	6.7%	22.1%	20.2%	42.9%	8.1%
Q21-3. Volunteered your time	14.5%	29.1%	16.8%	30.9%	8.7%
Q21-4. Had friends over to your home	28.6%	49.0%	7.2%	8.7%	6.5%
Q21-5. Had friends who live in your neighborhood over to your home	15.2%	36.8%	14.5%	25.6%	7.9%
Q21-6. Had friends of another race over to your home	12.8%	41.2%	13.7%	19.6%	12.7%

WITHOUT "DON'T KNOW"**Q21. Please indicate about how many times in the past 12 months you have done each of the following. (without "don't know")**

(N=1893)

	At least monthly	Several times	Once	Never
Q21-1. Participated in an arts or cultural event in City	10.2%	39.8%	22.2%	27.7%
Q21-2. Participated in a neighborhood association, like a block association, a homeowner or tenant association, or a crime watch group	7.2%	24.1%	22.0%	46.7%
Q21-3. Volunteered your time	15.9%	31.8%	18.4%	33.9%
Q21-4. Had friends over to your home	30.6%	52.4%	7.7%	9.3%
Q21-5. Had friends who live in your neighborhood over to your home	16.5%	39.9%	15.8%	27.8%
Q21-6. Had friends of another race over to your home	14.6%	47.2%	15.7%	22.5%

ASKED IN 1Q AND 3Q

Q22. How would you describe your overall state of health these days? Would you say it is...

Q22. How would you describe your overall state of health these days	Number	Percent
Excellent	416	22.0 %
Good	793	41.9 %
Average	350	18.5 %
Fair	191	10.1 %
Poor	94	5.0 %
Don't know	49	2.6 %
Total	1893	100.0 %

WITHOUT "DON'T KNOW"

Q22. How would you describe your overall state of health these days? Would you say it is... (without "don't know")

Q22. How would you describe your overall state of health these days	Number	Percent
Excellent	416	22.6 %
Good	793	43.0 %
Average	350	19.0 %
Fair	191	10.4 %
Poor	94	5.1 %
Total	1844	100.0 %

Q23. Thinking about your ability to meet your household's needs, would you say your financial situation is...

Q23. How would you describe your financial situation	Number	Percent
Excellent	350	18.5 %
Good	584	30.9 %
Average	494	26.1 %
Fair	236	12.5 %
Poor	172	9.1 %
Don't know	57	3.0 %
Total	1893	100.0 %

WITHOUT "DON'T KNOW"

Q23. Thinking about your ability to meet your household's needs, would you say your financial situation is... (without "don't know")

Q23. How would you describe your financial situation	Number	Percent
Excellent	350	19.1 %
Good	584	31.8 %
Average	494	26.9 %
Fair	236	12.9 %
Poor	172	9.4 %
Total	1836	100.0 %

ASKED IN 1Q AND 3Q

Q24. 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...

Q24. How would you compare your standard of living to your parents' when they were your age	Number	Percent
Much better	454	24.0 %
Somewhat better	591	31.2 %
About the same	460	24.3 %
Somewhat worse	225	11.9 %
Much worse	93	4.9 %
Don't know	70	3.7 %
Total	1893	100.0 %

WITHOUT "DON'T KNOW"

Q24. 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")

Q24. How would you compare your standard of living to your parents' when they were your age	Number	Percent
Much better	454	24.9 %
Somewhat better	591	32.4 %
About the same	460	25.2 %
Somewhat worse	225	12.3 %
Much worse	93	5.1 %
Total	1823	100.0 %

ASKED IN 1Q AND 3Q

Q25. HOUSING. Please rate your satisfaction with the following items concerning housing in Kansas City, Missouri.

(N=1893)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Availability of affordable housing for your family	9.4%	34.8%	22.3%	15.0%	6.8%	11.7%
Q25-2. Quality of housing for your family	14.1%	42.2%	21.4%	9.3%	4.0%	8.9%

WITHOUT "DON'T KNOW"

Q25. HOUSING. Please rate your satisfaction with the following items concerning housing in Kansas City, Missouri. (without "don't know")

(N=1893)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Availability of affordable housing for your family	10.7%	39.4%	25.3%	17.0%	7.7%
Q25-2. Quality of housing for your family	15.5%	46.3%	23.5%	10.2%	4.4%

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=1861)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Maintenance of City parks	14.2%	43.5%	22.4%	5.6%	1.9%	12.5%
Q14-2. Quality of facilities such as picnic shelters & playgrounds in City parks	12.6%	38.5%	24.9%	6.3%	2.6%	15.0%
Q14-3. Quality of outdoor athletic fields (i.e. baseball, soccer, & football)	10.8%	34.2%	23.6%	4.6%	2.0%	24.8%
Q14-4. Maintenance of boulevards & parkways	11.3%	40.8%	25.7%	8.8%	3.7%	9.7%
Q14-5. Walking & biking trails in City	10.6%	33.0%	25.6%	8.6%	3.1%	19.0%
Q14-6. City swimming pools & programs	5.6%	18.9%	25.8%	6.4%	3.5%	39.8%
Q14-7. City's youth programs & activities	4.7%	16.3%	25.5%	7.6%	3.5%	42.4%
Q14-8. Maintenance & appearance of City community centers	7.6%	26.8%	25.8%	4.5%	2.3%	33.0%
Q14-9. Programs & activities at City community centers	6.7%	20.6%	25.5%	6.0%	2.8%	38.4%
Q14-10. Tree trimming & other tree care along City streets & other public areas	6.7%	28.2%	29.0%	16.1%	9.3%	10.7%
Q14-11. Quality of communication from Parks & Recreation	5.5%	21.0%	29.8%	8.7%	4.8%	30.2%
Q14-12. Quality of customer service from Parks & Recreation employees	6.7%	19.3%	27.8%	4.1%	2.8%	39.3%

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=1861)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Maintenance of City parks	16.2%	49.7%	25.5%	6.4%	2.1%
Q14-2. Quality of facilities such as picnic shelters & playgrounds in City parks	14.8%	45.3%	29.3%	7.5%	3.1%
Q14-3. Quality of outdoor athletic fields (i.e. baseball, soccer, & football)	14.4%	45.5%	31.4%	6.1%	2.6%
Q14-4. Maintenance of boulevards & parkways	12.5%	45.2%	28.5%	9.8%	4.0%
Q14-5. Walking & biking trails in City	13.1%	40.7%	31.7%	10.6%	3.8%
Q14-6. City swimming pools & programs	9.3%	31.3%	42.9%	10.6%	5.8%
Q14-7. City's youth programs & activities	8.1%	28.3%	44.2%	13.2%	6.2%
Q14-8. Maintenance & appearance of City community centers	11.3%	40.0%	38.6%	6.7%	3.4%
Q14-9. Programs & activities at City community centers	10.8%	33.5%	41.4%	9.7%	4.6%
Q14-10. Tree trimming & other tree care along City streets & other public areas	7.5%	31.5%	32.4%	18.1%	10.5%
Q14-11. Quality of communication from Parks & Recreation	7.9%	30.1%	42.7%	12.4%	6.9%
Q14-12. Quality of customer service from Parks & Recreation employees	11.0%	31.9%	45.8%	6.7%	4.7%

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?

Q15. Top choice	Number	Percent
Maintenance of City parks	275	14.8 %
Quality of facilities such as picnic shelters & playgrounds in City parks	133	7.1 %
Quality of outdoor athletic fields (i.e. baseball, soccer, & football)	58	3.1 %
Maintenance of boulevards & parkways	188	10.1 %
Walking & biking trails in City	152	8.2 %
City swimming pools & programs	48	2.6 %
City's youth programs & activities	169	9.1 %
Maintenance & appearance of City community centers	27	1.5 %
Programs & activities at City community centers	46	2.5 %
Tree trimming & other tree care along City streets & other public areas	269	14.5 %
Quality of communication from Parks & Recreation	41	2.2 %
Quality of customer service from Parks & Recreation employees	9	0.5 %
None chosen	446	24.0 %
Total	1861	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?

Q15. 2nd choice	Number	Percent
Maintenance of City parks	168	9.0 %
Quality of facilities such as picnic shelters & playgrounds in City parks	139	7.5 %
Quality of outdoor athletic fields (i.e. baseball, soccer, & football)	71	3.8 %
Maintenance of boulevards & parkways	172	9.2 %
Walking & biking trails in City	145	7.8 %
City swimming pools & programs	55	3.0 %
City's youth programs & activities	145	7.8 %
Maintenance & appearance of City community centers	54	2.9 %
Programs & activities at City community centers	104	5.6 %
Tree trimming & other tree care along City streets & other public areas	187	10.0 %
Quality of communication from Parks & Recreation	54	2.9 %
Quality of customer service from Parks & Recreation employees	35	1.9 %
None chosen	532	28.6 %
Total	1861	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)

Q15. Sum of top 2 choices	Number	Percent
Maintenance of City parks	443	23.8 %
Quality of facilities such as picnic shelters & playgrounds in City parks	272	14.6 %
Quality of outdoor athletic fields (i.e. baseball, soccer, & football)	129	6.9 %
Maintenance of boulevards & parkways	360	19.3 %
Walking & biking trails in City	297	16.0 %
City swimming pools & programs	103	5.6 %
City's youth programs & activities	314	16.9 %
Maintenance & appearance of City community centers	81	4.4 %
Programs & activities at City community centers	150	8.1 %
Tree trimming & other tree care along City streets & other public areas	456	24.5 %
Quality of communication from Parks & Recreation	95	5.1 %
Quality of customer service from Parks & Recreation employees	44	2.4 %
None chosen	446	24.0 %
Total	3190	

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=1861)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Overall quality of trash collection services	19.7%	42.8%	16.2%	11.7%	6.0%	3.5%
Q16-2. Overall quality of curbside recycling services	18.7%	41.2%	16.0%	11.9%	6.0%	6.2%
Q16-3. Overall quality of recycling drop-off centers	10.2%	27.1%	23.1%	8.0%	3.2%	28.5%
Q16-4. Overall quality of bulky item pick-up services	13.3%	29.6%	21.1%	13.3%	6.9%	15.8%
Q16-5. Overall quality of leaf & brush pick-up services	11.5%	28.5%	23.6%	12.5%	6.7%	17.2%
Q16-6. Overall quality of leaf & brush drop-off centers	10.5%	24.6%	23.0%	6.4%	3.1%	32.5%
Q16-7. Overall cleanliness of City streets & other public areas	6.3%	25.7%	28.4%	23.3%	10.9%	5.5%
Q16-8. City efforts to clean-up illegal dumping sites	5.3%	12.6%	22.8%	21.7%	15.9%	21.8%

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=1861)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Overall quality of trash collection services	20.4%	44.4%	16.8%	12.1%	6.2%
Q16-2. Overall quality of curbside recycling services	19.9%	43.9%	17.0%	12.7%	6.4%
Q16-3. Overall quality of recycling drop-off centers	14.2%	37.9%	32.3%	11.1%	4.5%
Q16-4. Overall quality of bulky item pick-up services	15.8%	35.1%	25.1%	15.8%	8.2%
Q16-5. Overall quality of leaf & brush pick-up services	13.9%	34.5%	28.6%	15.1%	8.0%
Q16-6. Overall quality of leaf & brush drop-off centers	15.5%	36.4%	34.1%	9.5%	4.5%
Q16-7. Overall cleanliness of City streets & other public areas	6.7%	27.2%	30.0%	24.6%	11.5%
Q16-8. City efforts to clean-up illegal dumping sites	6.7%	16.1%	29.1%	27.7%	20.3%

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	310	16.7 %
Overall quality of curbside recycling services	126	6.8 %
Overall quality of recycling drop-off centers	50	2.7 %
Overall quality of bulky item pick-up services	142	7.6 %
Overall quality of leaf & brush pick-up services	113	6.1 %
Overall quality of leaf & brush drop-off centers	23	1.2 %
Overall cleanliness of City streets & other public areas	349	18.8 %
City efforts to clean-up illegal dumping sites	434	23.3 %
None chosen	314	16.9 %
Total	1861	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	139	7.5 %
Overall quality of curbside recycling services	193	10.4 %
Overall quality of recycling drop-off centers	65	3.5 %
Overall quality of bulky item pick-up services	149	8.0 %
Overall quality of leaf & brush pick-up services	117	6.3 %
Overall quality of leaf & brush drop-off centers	28	1.5 %
Overall cleanliness of City streets & other public areas	402	21.6 %
City efforts to clean-up illegal dumping sites	372	20.0 %
None chosen	396	21.3 %
Total	1861	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	449	24.2 %
Overall quality of curbside recycling services	319	17.2 %
Overall quality of recycling drop-off centers	115	6.2 %
Overall quality of bulky item pick-up services	291	15.6 %
Overall quality of leaf & brush pick-up services	230	12.4 %
Overall quality of leaf & brush drop-off centers	51	2.7 %
Overall cleanliness of City streets & other public areas	751	40.4 %
City efforts to clean-up illegal dumping sites	806	43.3 %
None chosen	314	16.9 %
Total	3326	

ASKED IN 2Q AND 4Q

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

(N=1861)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Ease of moving through airport security	19.2%	35.1%	18.4%	6.8%	2.8%	17.6%
Q18-2. Availability of parking	14.7%	32.3%	21.4%	8.9%	4.6%	18.1%
Q18-3. Food, beverage, & other concessions	6.9%	18.2%	25.6%	18.9%	12.2%	18.3%
Q18-4. Cleanliness of facilities	13.1%	36.1%	24.0%	6.9%	2.9%	16.9%
Q18-5. Availability of seating near departure gates	12.4%	29.1%	21.3%	13.4%	6.6%	17.2%

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=1861)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Ease of moving through airport security	23.4%	42.6%	22.3%	8.3%	3.5%
Q18-2. Availability of parking	17.9%	39.4%	26.2%	10.9%	5.6%
Q18-3. Food, beverage, & other concessions	8.5%	22.2%	31.3%	23.1%	14.9%
Q18-4. Cleanliness of facilities	15.8%	43.5%	28.9%	8.3%	3.5%
Q18-5. Availability of seating near departure gates	14.9%	35.1%	25.8%	16.2%	7.9%

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	450	24.2 %
Availability of parking	244	13.1 %
Food, beverage, & other concessions	328	17.6 %
Cleanliness of facilities	146	7.8 %
Availability of seating near departure gates	156	8.4 %
None chosen	537	28.9 %
Total	1861	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	207	11.1 %
Availability of parking	296	15.9 %
Food, beverage, & other concessions	261	14.0 %
Cleanliness of facilities	211	11.3 %
Availability of seating near departure gates	294	15.8 %
None chosen	592	31.8 %
Total	1861	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	657	35.3 %
Availability of parking	540	29.0 %
Food, beverage, & other concessions	589	31.6 %
Cleanliness of facilities	357	19.1 %
Availability of seating near departure gates	450	24.2 %
None chosen	537	28.9 %
Total	3130	

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=1861)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Condition of catch basins (storm drains) in your neighborhood	8.3%	29.0%	25.4%	15.5%	9.0%	12.8%
Q20-2. Timeliness of water/sewer line break repairs	6.7%	22.9%	26.3%	13.2%	6.7%	24.2%
Q20-3. Quality of KC Water customer service	11.6%	30.3%	25.5%	9.7%	7.7%	15.3%

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=1861)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Condition of catch basins (storm drains) in your neighborhood	9.5%	33.3%	29.2%	17.8%	10.3%
Q20-2. Timeliness of water/sewer line break repairs	8.9%	30.3%	34.7%	17.4%	8.9%
Q20-3. Quality of KC Water customer service	13.6%	35.8%	30.1%	11.4%	9.1%

ASKED IN 2Q AND 4Q

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

(N=1861)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Overall quality of leadership provided by City's elected officials	11.2%	31.3%	29.5%	11.7%	6.6%	9.8%
Q21-2. Overall effectiveness of City Manager & appointed staff	9.8%	26.5%	31.1%	11.2%	6.2%	15.2%
Q21-3. How ethically City conducts business	8.0%	24.2%	30.5%	12.6%	8.0%	16.7%

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=1861)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Overall quality of leadership provided by City's elected officials	12.4%	34.7%	32.7%	12.9%	7.3%
Q21-2. Overall effectiveness of City Manager & appointed staff	11.6%	31.2%	36.7%	13.2%	7.3%
Q21-3. How ethically City conducts business	9.6%	29.1%	36.6%	15.2%	9.6%

ASKED ALL YEAR**Q26a. Do you have any children in the following age groups who live in Kansas City, Missouri?**

Q26a. Children in following age groups who live in Kansas City, Missouri	Number	Percent
No children/no children in KCMO	2646	70.5 %
Ages 0-5	336	9.0 %
Ages 6-13	525	14.0 %
Ages 14-17	356	9.5 %
Total	3863	

Q26b. If you have children living in Kansas City, Missouri, what type of K-12 school do your children attend?

Q26b. What type of K-12 school do your children attend	Number	Percent
Public	554	60.4 %
Charter	122	13.3 %
Private	173	18.9 %
Other	53	5.8 %
Total	902	

Q26b-4. Other

Q26b-4. Other	Number	Percent
Homeschooled	14	40.0 %
Day care	3	8.6 %
SIGNATURE SCHOOL	2	5.7 %
MCC	1	2.9 %
My kids are out of school	1	2.9 %
TOO YOUNG	1	2.9 %
Pre-K	1	2.9 %
NKC SCHOOLS	1	2.9 %
Early Education Center-Calvary Lutheran Church	1	2.9 %
Attending a private preschool, will attend a private grade school next year	1	2.9 %
CHRISTIAN PRESCHOOL	1	2.9 %
MAGNET SCHOOL	1	2.9 %
Not school age yet, will be private once they reach school age	1	2.9 %
LIBRARY	1	2.9 %
ONLY 4	1	2.9 %
Forced to go outside of KCMO School District because of horrible education system	1	2.9 %
LIBERTY SCHOOLS	1	2.9 %
UMKC	1	2.9 %
Private daycare	1	2.9 %
Total	35	100.0 %

ASKED ALL YEAR

Q26c. If you have children in Kansas City, Missouri, how would you grade the quality of the school(s) your children attend?

Q26c. How would you grade quality of school(s) your children attend	Number	Percent
Excellent	341	37.2 %
Good	277	30.2 %
Average	140	15.3 %
Poor	58	6.3 %
Failing	28	3.1 %
Not provided	73	8.0 %
Total	917	100.0 %

WITHOUT "NOT PROVIDED"

Q26c. If you have children in Kansas City, Missouri, how would you grade the quality of the school(s) your children attend? (without "not provided")

Q26c. How would you grade quality of school(s) your children attend	Number	Percent
Excellent	341	40.4 %
Good	277	32.8 %
Average	140	16.6 %
Poor	58	6.9 %
Failing	28	3.3 %
Total	844	100.0 %

ASKED ALL YEAR**Q27. Please answer the following questions by circling "Yes" or "No."**

(N=3754)

	Yes	No	Not provided
Q27-1. Were you or anyone in your household the victim of any crime in Kansas City, Missouri, during last year	13.5%	84.4%	2.1%
Q27-2. Have you had contact with a KCPD police officer during last year	39.5%	58.5%	2.1%
Q27-3. Have any members of your household used Kansas City, Missouri, ambulance service in last year	12.5%	85.6%	1.9%
Q27-4. Have you or anyone in your household contacted City's 311 Call Center in last year	57.5%	40.4%	2.1%
Q27-5. Have you visited City's website (kcmo.gov) in last year	62.4%	35.6%	2.0%
Q27-6. Have you used bulky item pick-up service in last year	40.2%	57.8%	2.1%
Q27-7. Have you or anyone in your household visited a Kansas City, Missouri, community center in last year	30.2%	67.7%	2.1%
Q27-8. Have any members of your household visited any parks in Kansas City, Missouri, in last year	75.8%	22.2%	2.0%
Q27-9. Have you used RideKC bus system in last year	18.2%	79.8%	2.0%
Q27-10. Have you used Kansas City Streetcar in last year	41.1%	56.9%	2.0%
Q27-11. Do you have regular access to internet at home	84.2%	14.0%	1.8%
Q27-12. Have you paid a Municipal Court ticket online in last year	11.7%	86.0%	2.3%
Q27-13. Have you visited/been to Municipal Court courthouse in last year	19.7%	78.3%	2.0%
Q27-14. Have you flown out of Kansas City International Airport in last year	58.1%	40.1%	1.8%
Q27-15. Have you contacted KC Water regarding your account in last year	38.9%	59.1%	2.0%

ASKED ALL YEAR

Q27. Please answer the following questions by circling "Yes" or "No."

	<u>Yes</u>	<u>No</u>	<u>Not provided</u>
Q27-16. Do you own at least one cat or dog	47.8%	49.7%	2.5%
Q27-17. Have you ridden a bicycle on City streets or trails in last year	25.5%	72.8%	1.7%
Q27-18. Have you or anyone in your household called 911 while in Kansas City, Missouri, in last year	26.2%	71.8%	2.0%

ASKED ALL YEAR

WITHOUT "NOT PROVIDED"

Q27. Please answer the following questions by circling "Yes" or "No." (without "not provided")

(N=3754)

	Yes	No
Q27-1. Were you or anyone in your household the victim of any crime in Kansas City, Missouri, during last year	13.8%	86.2%
Q27-2. Have you had contact with a KCPD police officer during last year	40.3%	59.7%
Q27-3. Have any members of your household used Kansas City, Missouri, ambulance service in last year	12.8%	87.2%
Q27-4. Have you or anyone in your household contacted City's 311 Call Center in last year	58.8%	41.2%
Q27-5. Have you visited City's website (kcmo.gov) in last year	63.7%	36.3%
Q27-6. Have you used bulky item pick-up service in last year	41.0%	59.0%
Q27-7. Have you or anyone in your household visited a Kansas City, Missouri, community center in last year	30.8%	69.2%
Q27-8. Have any members of your household visited any parks in Kansas City, Missouri, in last year	77.3%	22.7%
Q27-9. Have you used RideKC bus system in last year	18.5%	81.5%
Q27-10. Have you used Kansas City Streetcar in last year	41.9%	58.1%
Q27-11. Do you have regular access to internet at home	85.8%	14.2%
Q27-12. Have you paid a Municipal Court ticket online in last year	12.0%	88.0%
Q27-13. Have you visited/been to Municipal Court courthouse in last year	20.1%	79.9%
Q27-14. Have you flown out of Kansas City International Airport in last year	59.1%	40.9%
Q27-15. Have you contacted KC Water regarding your account in last year	39.7%	60.3%

ASKED ALL YEAR

WITHOUT "NOT PROVIDED"

Q27. Please answer the following questions by circling "Yes" or "No." (without "not provided")

	Yes	No
Q27-16. Do you own at least one cat or dog	49.0%	51.0%
Q27-17. Have you ridden a bicycle on City streets or trails in last year	25.9%	74.1%
Q27-18. Have you or anyone in your household called 911 while in Kansas City, Missouri, in last year	26.8%	73.2%

ASKED ALL YEAR

Q28. How often does your household use The City's curbside recycling services?

Q28. How often does your household use City's curbside recycling services	Number	Percent
Weekly	2749	73.2 %
Bi-weekly	204	5.4 %
Monthly	93	2.5 %
Never	298	7.9 %
Not available at my residence	302	8.0 %
Not provided	108	2.9 %
Total	3754	100.0 %

WITHOUT "NOT PROVIDED"

Q28. How often does your household use The City's curbside recycling services? (without "not provided")

Q28. How often does your household use City's curbside recycling services	Number	Percent
Weekly	2749	75.4 %
Bi-weekly	204	5.6 %
Monthly	93	2.6 %
Never	298	8.2 %
Not available at my residence	302	8.3 %
Total	3646	100.0 %

Q29. Do you think you will be living in Kansas City, Missouri, five years from now?

Q29. Will you be living in Kansas City, Missouri, five years from now	Number	Percent
Yes	3026	80.6 %
No	581	15.5 %
Not provided	147	3.9 %
Total	3754	100.0 %

WITHOUT "NOT PROVIDED"

Q29. Do you think you will be living in Kansas City, Missouri, five years from now? (without "not provided")

Q29. Will you be living in Kansas City, Missouri, five years from now	Number	Percent
Yes	3026	83.9 %
No	581	16.1 %
Total	3607	100.0 %

ASKED ALL YEAR

Q30. Do you own or rent your current residence?

<u>Q30. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	3026	80.6 %
Rent	684	18.2 %
Not provided	44	1.2 %
Total	3754	100.0 %

WITHOUT "NOT PROVIDED"

Q30. Do you own or rent your current residence? (without "not provided")

<u>Q30. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	3026	81.6 %
Rent	684	18.4 %
Total	3710	100.0 %

Q31. What type of dwelling do you live in?

<u>Q31. What type of dwelling do you live in</u>	<u>Number</u>	<u>Percent</u>
Single family house (detached from other houses)	3149	83.9 %
Duplex or townhome	206	5.5 %
Apartment or condominium building	296	7.9 %
Other	44	1.2 %
Not provided	59	1.6 %
Total	3754	100.0 %

WITHOUT "NOT PROVIDED"

Q31. What type of dwelling do you live in? (without "not provided")

<u>Q31. What type of dwelling do you live in</u>	<u>Number</u>	<u>Percent</u>
Single family house (detached from other houses)	3149	85.2 %
Duplex or townhome	206	5.6 %
Apartment or condominium building	296	8.0 %
Other	44	1.2 %
Total	3695	100.0 %

ASKED ALL YEAR

Q31-4. Other

<u>Q31-4. Other</u>	<u>Number</u>	<u>Percent</u>
Mobile home	6	30.0 %
Patio home	2	10.0 %
SENIOR LIVING	2	10.0 %
Co-op	2	10.0 %
LG BEDROOOM	1	5.0 %
Live at home with parents	1	5.0 %
Parents' home	1	5.0 %
2-story home	1	5.0 %
Own home	1	5.0 %
MODULAR	1	5.0 %
Raised ranch	1	5.0 %
<u>Back of business building</u>	<u>1</u>	<u>5.0 %</u>
Total	20	100.0 %

Q32. Approximately how many years have you lived in Kansas City, Missouri?

Q32. How many years have you lived in Kansas City, Missouri

<u>Missouri</u>	<u>Number</u>	<u>Percent</u>
0-5	465	12.4 %
6-10	341	9.1 %
11-15	310	8.3 %
16-20	329	8.8 %
21-30	539	14.4 %
31+	1666	44.4 %
<u>Not provided</u>	<u>104</u>	<u>2.8 %</u>
Total	3754	100.0 %

WITHOUT "NOT PROVIDED"

Q32. Approximately how many years have you lived in Kansas City, Missouri? (without "not provided")

Q32. How many years have you lived in Kansas City, Missouri

<u>Missouri</u>	<u>Number</u>	<u>Percent</u>
0-5	465	12.7 %
6-10	341	9.3 %
11-15	310	8.5 %
16-20	329	9.0 %
21-30	539	14.8 %
31+	1666	45.6 %
Total	3650	100.0 %

ASKED ALL YEAR

Q33. Which of the following best describes your race/ethnicity?

Q33. What best describes your race/ethnicity	Number	Percent
Asian/Pacific Islander	108	2.9 %
White	2496	66.5 %
American Indian/Eskimo	48	1.3 %
Black/African American	983	26.2 %
Other	119	3.2 %
Total	3754	

Q34. Are you of Hispanic, Latino, or other Spanish ancestry?

Q34. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	323	8.6 %
No	3401	90.6 %
Not provided	30	0.8 %
Total	3754	100.0 %

WITHOUT "NOT PROVIDED"

Q34. Are you of Hispanic, Latino, or other Spanish ancestry? (without "not provided")

Q34. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	323	8.7 %
No	3401	91.3 %
Total	3724	100.0 %

ASKED ALL YEAR

Q35. Would you say your total annual household income is...

<u>Q35. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	796	21.2 %
\$30K to \$59,999	809	21.6 %
\$60K to \$99,999	850	22.6 %
\$100K+	871	23.2 %
Not provided	428	11.4 %
Total	3754	100.0 %

WITHOUT "NOT PROVIDED"

Q35. Would you say your total annual household income is... (without "not provided")

<u>Q35. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	796	23.9 %
\$30K to \$59,999	809	24.3 %
\$60K to \$99,999	850	25.6 %
\$100K+	871	26.2 %
Total	3326	100.0 %

Q36. What is your age?

<u>Q36. Your age</u>	<u>Number</u>	<u>Percent</u>
18-24	80	2.1 %
25-34	645	17.2 %
35-44	729	19.4 %
45-54	723	19.3 %
55-64	730	19.4 %
65+	731	19.5 %
Not provided	116	3.1 %
Total	3754	100.0 %

WITHOUT "NOT PROVIDED"

Q36. What is your age? (without "not provided")

<u>Q36. Your age</u>	<u>Number</u>	<u>Percent</u>
18-24	80	2.2 %
25-34	645	17.7 %
35-44	729	20.0 %
45-54	723	19.9 %
55-64	730	20.1 %
65+	731	20.1 %
Total	3638	100.0 %

ASKED ALL YEAR

Q37. What is your gender identity?

<u>Q37. Your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	1859	49.5 %
Female	1867	49.7 %
Other	20	0.5 %
Not provided	8	0.2 %
Total	3754	100.0 %

WITHOUT "NOT PROVIDED"

Q37. What is your gender identity? (without "not provided")

<u>Q37. Your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	1859	49.6 %
Female	1867	49.8 %
Other	20	0.5 %
Total	3746	100.0 %

ASKED ALL YEAR

Q39. What is your home zip code?

<u>Q39. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
64101	1	0.0 %
64105	26	0.7 %
64106	40	1.1 %
64108	53	1.4 %
64109	102	2.7 %
64110	146	3.9 %
64111	144	3.8 %
64112	65	1.7 %
64113	147	3.9 %
64114	213	5.7 %
64116	92	2.5 %
64117	78	2.1 %
64118	143	3.8 %
64119	156	4.2 %
64120	1	0.0 %
64123	49	1.3 %
64124	64	1.7 %
64125	6	0.2 %
64126	32	0.9 %
64127	134	3.6 %
64128	91	2.4 %
64129	60	1.6 %
64130	211	5.6 %
64131	191	5.1 %
64132	112	3.0 %
64133	135	3.6 %
64134	167	4.4 %
64136	14	0.4 %
64137	51	1.4 %
64138	83	2.2 %
64139	17	0.5 %
64145	42	1.1 %
64146	24	0.6 %
64149	2	0.1 %
64151	215	5.7 %
64152	58	1.5 %
64153	46	1.2 %
64154	64	1.7 %
64155	205	5.5 %
64156	44	1.2 %
64157	171	4.6 %
64158	25	0.7 %
64161	1	0.0 %
64163	3	0.1 %
64165	2	0.1 %
64166	2	0.1 %
<u>Not provided</u>	<u>26</u>	<u>0.7 %</u>
Total	3754	100.0 %

ASKED ALL YEAR

WITHOUT "NOT PROVIDED"

Q39. What is your home zip code? (without "not provided")

Q39. Your home zip code	Number	Percent
64101	1	0.0 %
64105	26	0.7 %
64106	40	1.1 %
64108	53	1.4 %
64109	102	2.7 %
64110	146	3.9 %
64111	144	3.9 %
64112	65	1.7 %
64113	147	3.9 %
64114	213	5.7 %
64116	92	2.5 %
64117	78	2.1 %
64118	143	3.8 %
64119	156	4.2 %
64120	1	0.0 %
64123	49	1.3 %
64124	64	1.7 %
64125	6	0.2 %
64126	32	0.9 %
64127	134	3.6 %
64128	91	2.4 %
64129	60	1.6 %
64130	211	5.7 %
64131	191	5.1 %
64132	112	3.0 %
64133	135	3.6 %
64134	167	4.5 %
64136	14	0.4 %
64137	51	1.4 %
64138	83	2.2 %
64139	17	0.5 %
64145	42	1.1 %
64146	24	0.6 %
64149	2	0.1 %
64151	215	5.8 %
64152	58	1.6 %
64153	46	1.2 %
64154	64	1.7 %
64155	205	5.5 %
64156	44	1.2 %
64157	171	4.6 %
64158	25	0.7 %
64161	1	0.0 %
64163	3	0.1 %
64165	2	0.1 %
64166	2	0.1 %
Total	3728	100.0 %

ASKED ALL YEAR

Q40. Do you live inside the City limits of Kansas City, Missouri?

Q40. Do you live inside City limits of Kansas City, Missouri	Number	Percent
Yes	3754	100.0 %
Total	3754	100.0 %

Council District

Council District	Number	Percent
1	611	16.3 %
2	626	16.7 %
3	606	16.1 %
4	618	16.5 %
5	635	16.9 %
6	658	17.5 %
Total	3754	100.0 %

Section 5:
Survey Instrument



City of Kansas City, Missouri
Office of the Mayor
Office of the City Manager

Dear Kansas City Resident:

As the City of Kansas City strives to lead the community through the COVID-19 Pandemic, we realize that it is more important than ever to get input from residents. While much has changed during this time, we want to ensure that we can continue to meet your needs for city services as we move forward from this time of crisis.

For this reason, 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.

Sincerely,

A handwritten signature in black ink, appearing to read 'Quinton Lucas'.

Quinton Lucas
Mayor
City Hall, 29th Floor
414 E. 12th Street
Kansas City, Missouri 64106
(816) 513-3500

A handwritten signature in black ink, appearing to read 'Earnest Rouse'.

Earnest Rouse
Acting City Manager
City Hall, 29th Floor
414 E. 12th Street
Kansas City, Missouri 64106
(816) 513-1408



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. 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
16.	City Planning and Development services (e.g. issuing permits)	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 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.	RideKC 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. MUNICIPAL COURT. 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 using the Municipal Court online ticket payment and information system	5	4	3	2	1	9
2.	Effectiveness of Problem-Solving Court Programs (e.g. Drug Court, Mental Health Court, Veterans' Treatment Court)	5	4	3	2	1	9
3.	Courtesy and professionalism of Municipal Court staff	5	4	3	2	1	9
4.	Overall ability of Municipal Court to be fair and impartial	5	4	3	2	1	9
5.	Availability of payment plans and alternative sentencing (e.g. community service in place of fines)	5	4	3	2	1	9

16. Which TWO of the Municipal Court 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. 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

18. 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 17.]

1st: ____ 2nd: ____

19. 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
- 2. Text messages to mobile
- 3. Channel 2 (tv or web)
- 4. Social media (e.g. Twitter/Facebook/Nextdoor)
- 5. City magazine by mail
- 6. Email notification/releases

1st: ____ 2nd: ____

20. How have you watched Channel 2 or other video content from the City of Kansas City, MO in the last year? [Check all that apply]

- ____(1) Watched Channel 2 on TV
- ____(2) Watched live stream of Channel 2 online
- ____(3) Watched archived video from Channel 2 online
- ____(4) Saw videos posted on social media

21. 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

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

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

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

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

24. 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...

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

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of affordable housing for your family	5	4	3	2	1	9
2.	The quality of housing for your family	5	4	3	2	1	9

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

26a. 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 *[Skip to Q27.]* (3) Ages 6-13
 (2) Ages 0-5 (4) Ages 14-17

26b. 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: _____

26c. 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

27. 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 RideKC 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 paid a Municipal Court ticket online in the last year?	1	2
13.	Have you visited/been to the Municipal Court courthouse in the last year?	1	2
14.	Have you flown out of Kansas City International Airport in the last year?	1	2
15.	Have you contacted KC Water regarding your account in the last year?	1	2
16.	Do you own at least one cat or dog?	1	2
17.	Have you ridden a bicycle on city streets or trails in the last year?	1	2
18.	Have you or anyone in your household called 911 while in Kansas City, Missouri, in the last year?	1	2

28. 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

29. **Do you think you will be living in Kansas City, Missouri, five years from now?**
 (1) Yes (2) No
30. **Do you own or rent your current residence?** (1) Own (2) Rent
31. **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: _____
32. **Approximately how many years have you lived in Kansas City, Missouri?** _____ years
33. **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
34. **Are you of Hispanic, Latino, or other Spanish ancestry?** (1) Yes (2) No
35. **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
36. **What is your age?**
 (1) 18-24 (2) 25-34 (3) 35-44 (4) 45-54 (5) 55-64 (6) 65+
37. **What is your gender identity?** (1) Male (2) Female (3) Other
38. **What is your home street address? [Please be specific, e.g. "123 W. Main Street," not "123 Main."]**

39. **What is your home zip code?** _____
40. **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. 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
16. City Planning and Development services (e.g. issuing permits)	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 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.	RideKC 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 and 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 and 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 KC Water 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 RideKC 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 paid a Municipal Court ticket online in the last year?	1	2
13.	Have you visited/been to the Municipal Court courthouse in the last year?	1	2
14.	Have you flown out of Kansas City International Airport in the last year?	1	2
15.	Have you contacted KC Water regarding your account in the last year?	1	2
16.	Do you own at least one cat or dog?	1	2
17.	Have you ridden a bicycle on city streets or trails in the last year?	1	2
18.	Have you or anyone in your household called 911 while in Kansas City, Missouri, 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!

Please return your survey in the postage-paid envelope addressed to:
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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.