

2019-20 KANSAS CITY MISSOURI CITIZEN SURVEY

APPENDIX B: CROSSTABS BY COUNCIL DISTRICT

Submitted to:

The City of Kansas City, Missouri

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



ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q1-1. As a place to live</u>							
Excellent	26.4%	28.5%	17.5%	24.9%	17.4%	24.7%	23.2%
Good	55.6%	56.3%	48.7%	55.7%	49.8%	53.9%	53.3%
Neutral	13.9%	11.3%	20.5%	12.2%	22.2%	13.1%	15.5%
Below average	3.6%	2.9%	8.4%	5.4%	8.1%	6.2%	5.8%
Poor	0.5%	1.0%	4.9%	1.8%	2.5%	2.2%	2.1%
 <u>Q1-2. As a place to raise children</u>							
Excellent	22.9%	28.1%	10.9%	18.5%	13.1%	17.9%	18.5%
Good	51.1%	50.3%	36.0%	38.9%	35.8%	42.2%	42.4%
Neutral	17.8%	14.8%	27.7%	22.9%	27.5%	18.6%	21.5%
Below average	6.2%	5.1%	16.0%	13.7%	16.3%	14.7%	12.0%
Poor	2.1%	1.7%	9.5%	6.0%	7.3%	6.6%	5.6%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q1-3. As a place to work</u>							
Excellent	23.9%	25.1%	18.0%	23.4%	17.0%	19.2%	21.1%
Good	50.1%	54.0%	46.3%	50.6%	46.0%	54.7%	50.3%
Neutral	18.6%	13.4%	23.1%	18.0%	26.4%	18.5%	19.7%
Below average	6.4%	6.0%	9.0%	5.2%	7.9%	5.8%	6.7%
Poor	1.0%	1.5%	3.6%	2.9%	2.8%	1.8%	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. (without "don't know")

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q2-1. Overall quality of services provided by City</u>							
Very satisfied	7.5%	7.3%	8.7%	7.1%	7.1%	5.3%	7.1%
Satisfied	46.3%	47.5%	39.2%	41.5%	36.9%	40.9%	42.0%
Neutral	28.2%	28.9%	28.9%	27.9%	32.5%	28.7%	29.2%
Dissatisfied	15.0%	11.6%	16.5%	18.4%	17.9%	18.3%	16.3%
Very dissatisfied	3.0%	4.7%	6.8%	5.1%	5.6%	6.7%	5.3%
 <u>Q2-2. Overall value you receive for your City tax & fees</u>							
Very satisfied	4.6%	4.4%	5.6%	5.1%	4.8%	3.3%	4.6%
Satisfied	33.6%	29.8%	27.3%	28.6%	23.8%	26.3%	28.2%
Neutral	31.1%	32.4%	31.5%	31.4%	34.7%	30.5%	31.9%
Dissatisfied	22.4%	23.1%	24.3%	23.8%	25.7%	25.2%	24.1%
Very dissatisfied	8.3%	10.4%	11.3%	11.1%	11.0%	14.8%	11.2%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q2-3. Overall image of City</u>							
Very satisfied	13.4%	13.7%	10.7%	15.2%	11.3%	13.1%	12.9%
Satisfied	48.8%	50.9%	38.5%	49.8%	39.5%	49.8%	46.3%
Neutral	26.8%	23.7%	28.9%	22.1%	28.7%	23.1%	25.5%
Dissatisfied	8.8%	8.9%	15.6%	10.5%	16.0%	11.2%	11.8%
Very dissatisfied	2.2%	2.9%	6.3%	2.5%	4.5%	2.8%	3.5%
 <u>Q2-4. Overall quality of life in City</u>							
Very satisfied	13.3%	15.0%	8.3%	15.5%	10.0%	14.3%	12.8%
Satisfied	51.2%	56.3%	41.6%	51.9%	41.2%	53.7%	49.4%
Neutral	26.1%	21.8%	29.2%	22.8%	31.7%	20.4%	25.3%
Dissatisfied	8.6%	5.0%	13.8%	7.3%	12.1%	8.6%	9.2%
Very dissatisfied	0.8%	1.8%	7.1%	2.4%	5.1%	3.1%	3.4%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q2-5. Overall feeling of safety in City</u>							
Very satisfied	5.1%	7.0%	5.4%	5.5%	5.0%	4.9%	5.5%
Satisfied	32.2%	35.3%	20.3%	28.4%	22.1%	31.8%	28.4%
Neutral	30.6%	28.2%	28.3%	28.1%	26.7%	23.5%	27.5%
Dissatisfied	21.8%	21.4%	28.3%	26.6%	27.7%	27.8%	25.6%
Very dissatisfied	10.2%	8.1%	17.8%	11.4%	18.5%	11.8%	12.9%
 <u>Q2-6. How safe you feel in your neighborhood</u>							
Very satisfied	25.9%	27.3%	12.5%	14.2%	13.8%	19.0%	18.8%
Satisfied	46.3%	50.5%	26.2%	39.1%	34.0%	43.8%	40.1%
Neutral	16.6%	15.7%	25.5%	22.8%	27.0%	19.6%	21.2%
Dissatisfied	9.0%	4.9%	20.2%	17.4%	15.2%	12.7%	13.2%
Very dissatisfied	2.3%	1.6%	15.7%	6.5%	10.0%	4.9%	6.8%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q2-7. Overall quality of education system within City</u>							
Very satisfied	11.9%	14.1%	6.2%	4.0%	4.7%	1.9%	7.1%
Satisfied	31.7%	37.9%	19.4%	14.0%	18.9%	11.8%	22.1%
Neutral	29.6%	26.8%	28.9%	30.5%	34.6%	24.5%	29.1%
Dissatisfied	18.1%	14.8%	25.9%	25.5%	22.6%	32.2%	23.3%
Very dissatisfied	8.7%	6.3%	19.6%	26.0%	19.1%	29.6%	18.4%
 <u>Q2-8. Physical appearance of your neighborhood</u>							
Very satisfied	25.9%	18.5%	7.5%	14.0%	9.6%	15.9%	15.2%
Satisfied	43.4%	57.6%	24.2%	41.9%	29.0%	44.9%	40.3%
Neutral	18.0%	14.8%	24.9%	20.5%	27.4%	18.8%	20.7%
Dissatisfied	10.4%	5.6%	24.9%	16.3%	19.9%	15.4%	15.4%
Very dissatisfied	2.3%	3.4%	18.5%	7.3%	14.0%	4.9%	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. (without "don't know")

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q3-1. Police services</u>							
Very satisfied	21.3%	18.0%	11.2%	13.5%	11.3%	11.7%	14.5%
Satisfied	47.1%	50.2%	36.0%	42.7%	36.6%	45.3%	43.0%
Neutral	18.9%	20.6%	30.6%	27.0%	31.3%	26.2%	25.8%
Dissatisfied	9.5%	7.7%	12.9%	12.0%	13.7%	12.9%	11.5%
Very dissatisfied	3.3%	3.6%	9.3%	4.8%	7.1%	3.9%	5.3%
 <u>Q3-2. Fire & ambulance services</u>							
Very satisfied	30.8%	24.5%	23.1%	23.9%	21.7%	22.0%	24.3%
Satisfied	48.2%	53.7%	48.1%	50.9%	49.0%	53.3%	50.5%
Neutral	16.8%	16.6%	23.0%	20.8%	24.3%	20.4%	20.3%
Dissatisfied	3.0%	3.2%	3.4%	2.8%	3.3%	3.7%	3.3%
Very dissatisfied	1.1%	2.0%	2.4%	1.5%	1.6%	0.7%	1.5%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q3-3. Maintenance of City streets, sidewalks, & infrastructure</u>							
Very satisfied	3.3%	3.5%	4.6%	2.3%	2.4%	1.2%	2.9%
Satisfied	18.5%	16.5%	12.9%	11.9%	12.1%	9.3%	13.5%
Neutral	25.3%	22.4%	21.6%	20.0%	22.5%	16.2%	21.3%
Dissatisfied	36.2%	35.3%	31.9%	35.4%	34.5%	36.1%	34.9%
Very dissatisfied	16.7%	22.3%	29.0%	30.4%	28.4%	37.2%	27.4%
 <u>Q3-4. Solid waste services (e.g. residential trash/recycling collection)</u>							
Very satisfied	8.8%	12.7%	13.7%	15.7%	13.3%	9.8%	12.3%
Satisfied	36.2%	36.6%	41.6%	40.3%	40.3%	43.3%	39.7%
Neutral	21.0%	22.5%	22.0%	20.8%	25.4%	20.9%	22.1%
Dissatisfied	21.2%	17.5%	13.1%	14.1%	13.0%	18.4%	16.2%
Very dissatisfied	12.9%	10.6%	9.6%	9.2%	8.0%	7.6%	9.6%

ASKED ALL YEAR

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

N=3754

	Council District						Total
	1	2	3	4	5	6	
<u>Q3-5. City water utilities</u>							
Very satisfied	9.7%	10.8%	9.9%	11.9%	9.5%	8.0%	9.9%
Satisfied	41.3%	38.6%	34.9%	38.2%	33.4%	35.3%	36.9%
Neutral	26.1%	24.2%	28.1%	23.9%	27.0%	24.8%	25.7%
Dissatisfied	13.5%	15.8%	14.7%	15.5%	15.7%	17.7%	15.5%
Very dissatisfied	9.4%	10.6%	12.4%	10.5%	14.4%	14.0%	11.9%

Q3-6. Neighborhood services (e.g. code enforcement, property preservation, animal control)

Very satisfied	7.8%	7.7%	6.1%	5.6%	7.2%	7.3%	6.9%
Satisfied	38.1%	35.1%	28.1%	30.3%	25.9%	34.0%	31.8%
Neutral	37.0%	37.2%	32.5%	35.9%	35.7%	33.2%	35.2%
Dissatisfied	10.8%	13.1%	19.4%	18.8%	16.0%	16.3%	15.8%
Very dissatisfied	6.4%	7.0%	13.9%	9.4%	15.2%	9.2%	10.3%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q3-7. City parks & recreation programs/facilities</u>							
Very satisfied	14.8%	13.1%	12.6%	13.2%	12.8%	10.8%	12.8%
Satisfied	49.7%	48.5%	40.1%	49.1%	41.4%	52.5%	46.9%
Neutral	26.6%	30.6%	30.7%	27.6%	35.2%	27.1%	29.6%
Dissatisfied	6.4%	6.0%	11.2%	7.2%	6.5%	7.5%	7.5%
Very dissatisfied	2.5%	1.9%	5.3%	2.9%	4.0%	2.1%	3.1%
 <u>Q3-8. Health Department services</u>							
Very satisfied	12.8%	9.9%	14.4%	10.4%	14.1%	9.3%	11.9%
Satisfied	42.6%	41.6%	39.1%	34.8%	38.1%	39.9%	39.4%
Neutral	38.0%	42.2%	37.1%	46.2%	39.9%	43.8%	41.1%
Dissatisfied	4.6%	5.0%	5.9%	6.5%	5.2%	4.3%	5.2%
Very dissatisfied	2.1%	1.3%	3.4%	2.1%	2.8%	2.6%	2.4%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q3-9. Airport facilities</u>							
Very satisfied	13.5%	15.3%	14.1%	9.3%	13.1%	8.8%	12.3%
Satisfied	42.1%	42.7%	33.1%	37.8%	37.6%	41.3%	39.3%
Neutral	25.9%	25.7%	36.9%	29.4%	36.9%	29.4%	30.5%
Dissatisfied	12.8%	10.8%	11.2%	15.4%	7.9%	14.4%	12.1%
Very dissatisfied	5.8%	5.5%	4.7%	8.2%	4.6%	6.2%	5.9%
 <u>Q3-10. City's 311 service</u>							
Very satisfied	14.0%	14.2%	15.0%	16.1%	18.1%	14.2%	15.3%
Satisfied	40.8%	43.1%	43.3%	39.0%	39.2%	40.7%	41.0%
Neutral	33.5%	30.2%	29.2%	31.4%	29.2%	30.3%	30.6%
Dissatisfied	8.4%	8.5%	7.6%	8.0%	9.9%	9.9%	8.8%
Very dissatisfied	3.3%	4.0%	4.9%	5.5%	3.6%	5.0%	4.4%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q3-11. Municipal court services</u>							
Very satisfied	7.7%	6.7%	8.1%	5.3%	7.7%	5.1%	6.8%
Satisfied	38.1%	31.5%	33.4%	29.2%	31.7%	28.4%	32.0%
Neutral	44.4%	50.1%	41.3%	51.9%	45.6%	52.3%	47.4%
Dissatisfied	6.8%	7.3%	9.8%	7.8%	10.4%	10.6%	8.9%
Very dissatisfied	3.0%	4.3%	7.4%	5.8%	4.6%	3.6%	4.9%
 <u>Q3-12. Customer service you receive from City employees</u>							
Very satisfied	10.4%	10.5%	11.6%	9.7%	12.0%	9.7%	10.7%
Satisfied	37.9%	34.1%	36.2%	38.2%	33.0%	34.2%	35.5%
Neutral	37.7%	36.4%	33.4%	36.1%	37.8%	35.1%	36.1%
Dissatisfied	10.0%	12.0%	12.3%	12.4%	9.9%	14.0%	11.8%
Very dissatisfied	4.1%	7.0%	6.5%	3.6%	7.2%	7.0%	6.0%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q3-13. Overall effectiveness of City communication with the public</u>							
Very satisfied	7.2%	6.2%	9.2%	5.6%	7.7%	7.3%	7.2%
Satisfied	35.8%	35.3%	29.4%	30.9%	29.4%	31.6%	32.1%
Neutral	40.4%	38.1%	37.2%	41.7%	38.6%	36.0%	38.6%
Dissatisfied	12.2%	13.6%	14.3%	15.9%	16.7%	16.9%	15.0%
Very dissatisfied	4.4%	6.7%	9.9%	5.9%	7.7%	8.1%	7.1%
 <u>Q3-14. City's stormwater runoff/stormwater management system</u>							
Very satisfied	6.4%	4.7%	6.9%	6.6%	5.6%	4.3%	5.7%
Satisfied	35.5%	32.9%	24.1%	27.4%	23.3%	26.3%	28.2%
Neutral	35.0%	35.8%	35.1%	30.1%	37.2%	30.4%	33.9%
Dissatisfied	16.1%	17.3%	20.7%	23.0%	18.7%	23.8%	20.0%
Very dissatisfied	7.0%	9.3%	13.2%	13.0%	15.2%	15.1%	12.2%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q3-15. Public transportation</u>							
Very satisfied	6.3%	6.8%	13.6%	6.2%	13.8%	7.1%	9.0%
Satisfied	34.2%	35.1%	34.9%	36.6%	35.9%	30.3%	34.4%
Neutral	40.4%	38.4%	32.9%	30.6%	33.1%	38.8%	35.6%
Dissatisfied	12.4%	13.7%	13.0%	17.2%	9.9%	16.7%	13.9%
Very dissatisfied	6.7%	6.0%	5.6%	9.4%	7.3%	7.2%	7.1%
 <u>Q3-16. City Planning & Development services (e.g. issuing permits)</u>							
Very satisfied	4.7%	4.4%	8.3%	5.1%	6.8%	3.7%	5.6%
Satisfied	23.0%	25.8%	27.1%	24.4%	22.7%	27.0%	25.0%
Neutral	54.5%	51.9%	44.8%	45.7%	47.3%	49.5%	48.8%
Dissatisfied	11.3%	11.4%	11.9%	15.7%	13.4%	12.7%	12.8%
Very dissatisfied	6.5%	6.5%	7.9%	9.1%	9.8%	7.1%	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? (top 3)

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q4. Sum of top 3 choices</u>							
Police services	39.1%	31.2%	33.5%	35.1%	33.9%	38.9%	35.3%
Fire & ambulance services	16.7%	13.4%	9.4%	8.7%	9.3%	10.6%	11.3%
Maintenance of City streets, sidewalks, & infrastructure	61.0%	64.5%	53.0%	67.8%	61.1%	73.7%	63.7%
Solid waste services (e.g. residential trash/recycling collection)	23.6%	21.6%	11.2%	13.9%	14.5%	14.7%	16.6%
City water utilities	14.7%	16.5%	13.5%	12.0%	13.4%	16.3%	14.4%
Neighborhood services (e.g. code enforcement, property preservation, animal control)	14.6%	14.2%	27.6%	21.4%	23.3%	18.1%	19.8%
City parks & recreation programs/facilities	9.2%	7.5%	6.8%	10.4%	7.6%	8.2%	8.3%
Health Department services	4.1%	5.4%	5.0%	3.7%	3.6%	4.1%	4.3%
Airport facilities	12.8%	14.4%	5.0%	12.0%	5.7%	11.2%	10.2%
City's 311 service	3.3%	3.8%	5.0%	3.6%	4.7%	3.0%	3.9%

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? (top 3) (cont.)

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q4. Sum of top 3 choices (cont.)</u>							
Municipal court services	1.0%	1.1%	3.6%	1.5%	3.1%	2.4%	2.1%
Customer service you receive from City employees	6.9%	4.6%	4.6%	4.7%	4.7%	7.1%	5.5%
Overall effectiveness of City communication with the public	5.6%	7.0%	8.1%	8.7%	7.2%	7.6%	7.4%
City stormwater runoff/ stormwater management system	9.8%	12.0%	12.2%	15.5%	12.4%	16.0%	13.0%
Public transportation	10.8%	12.0%	9.7%	21.4%	10.1%	16.9%	13.5%
City Planning & Development services (e.g. issuing permits)	3.6%	5.6%	4.5%	7.0%	5.7%	4.4%	5.1%
None chosen	18.2%	18.7%	25.7%	15.5%	22.2%	13.4%	18.9%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q5-1. Effectiveness of local police protection</u>							
Very satisfied	16.5%	16.6%	10.5%	10.0%	10.2%	9.3%	12.1%
Satisfied	47.5%	44.9%	33.9%	40.0%	33.6%	40.8%	40.1%
Neutral	22.6%	27.4%	30.2%	31.1%	32.9%	29.5%	29.0%
Dissatisfied	10.4%	8.7%	15.0%	15.6%	16.0%	15.8%	13.6%
Very dissatisfied	3.0%	2.3%	10.4%	3.3%	7.3%	4.6%	5.2%
 <u>Q5-2. Visibility of police in neighborhoods</u>							
Very satisfied	14.5%	8.9%	8.8%	7.6%	7.5%	5.9%	8.8%
Satisfied	32.0%	35.9%	27.3%	26.2%	28.1%	28.4%	29.6%
Neutral	29.1%	33.8%	31.1%	35.6%	30.1%	33.5%	32.2%
Dissatisfied	18.1%	16.7%	19.7%	23.8%	22.6%	25.2%	21.1%
Very dissatisfied	6.3%	4.7%	13.1%	6.9%	11.7%	6.9%	8.3%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q5-3. City's overall efforts to prevent crime</u>							
Very satisfied	9.6%	5.6%	7.2%	4.3%	5.0%	4.9%	6.1%
Satisfied	25.9%	26.7%	18.7%	18.6%	20.8%	18.7%	21.5%
Neutral	33.4%	34.8%	29.7%	31.1%	32.8%	28.7%	31.7%
Dissatisfied	23.3%	24.8%	25.9%	32.5%	24.5%	32.1%	27.2%
Very dissatisfied	7.9%	8.1%	18.5%	13.5%	17.0%	15.6%	13.4%
 <u>Q5-4. Enforcement of local traffic laws</u>							
Very satisfied	13.0%	8.5%	7.6%	5.3%	7.6%	6.9%	8.1%
Satisfied	40.1%	41.2%	31.4%	33.0%	29.2%	36.0%	35.2%
Neutral	30.1%	32.7%	34.2%	37.7%	39.0%	34.5%	34.7%
Dissatisfied	11.4%	12.4%	15.8%	16.4%	16.3%	14.9%	14.5%
Very dissatisfied	5.4%	5.2%	11.0%	7.5%	7.8%	7.7%	7.4%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q5-5. Parking enforcement services</u>							
Very satisfied	10.3%	7.3%	8.1%	6.4%	7.8%	7.1%	7.8%
Satisfied	37.6%	34.6%	28.9%	28.6%	29.8%	32.3%	31.9%
Neutral	40.3%	46.2%	40.6%	43.0%	45.7%	44.7%	43.5%
Dissatisfied	7.2%	6.7%	13.2%	12.6%	9.2%	10.7%	10.0%
Very dissatisfied	4.5%	5.1%	9.1%	9.3%	7.5%	5.2%	6.9%
 <u>Q5-6. How quickly police respond to emergencies</u>							
Very satisfied	13.8%	13.8%	11.5%	10.3%	11.7%	8.8%	11.6%
Satisfied	37.2%	36.0%	28.9%	28.6%	27.9%	30.7%	31.3%
Neutral	29.3%	34.0%	28.2%	32.5%	33.2%	34.1%	31.9%
Dissatisfied	12.9%	9.6%	16.1%	19.6%	15.5%	15.0%	14.9%
Very dissatisfied	6.8%	6.6%	15.2%	9.1%	11.8%	11.4%	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? (top 2)

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q6. Sum of top 2 choices</u>							
Effectiveness of local police protection	30.4%	29.2%	32.5%	32.8%	30.6%	33.3%	31.5%
Visibility of police in neighborhoods	41.9%	42.0%	38.9%	41.4%	40.2%	41.9%	41.1%
City's overall efforts to prevent crime	53.0%	60.9%	46.2%	58.6%	57.0%	62.9%	56.6%
Enforcement of local traffic laws	11.3%	8.9%	8.9%	10.2%	10.1%	7.6%	9.5%
Parking enforcement services	3.3%	2.4%	5.3%	8.1%	4.6%	2.4%	4.3%
How quickly police respond to emergencies	31.3%	27.8%	29.0%	29.1%	31.3%	29.3%	29.6%
None chosen	12.1%	12.6%	17.5%	8.9%	12.1%	10.0%	12.2%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q7-1. Overall quality of local fire protection & rescue services</u>							
Very satisfied	28.3%	27.9%	29.9%	27.3%	32.0%	23.5%	28.2%
Satisfied	52.8%	53.3%	48.1%	52.6%	45.5%	54.8%	51.1%
Neutral	16.8%	16.2%	19.0%	17.7%	19.2%	19.2%	18.1%
Dissatisfied	2.0%	1.8%	1.9%	2.1%	2.0%	1.7%	1.9%
Very dissatisfied	0.2%	0.8%	1.1%	0.2%	1.3%	0.8%	0.7%
 <u>Q7-2. How quickly fire & rescue personnel respond to emergencies</u>							
Very satisfied	29.6%	30.1%	34.1%	33.9%	32.0%	27.0%	31.1%
Satisfied	50.6%	47.6%	43.8%	43.8%	44.4%	49.0%	46.5%
Neutral	17.4%	18.7%	19.2%	19.1%	21.1%	19.4%	19.2%
Dissatisfied	2.0%	2.5%	1.6%	2.5%	1.3%	3.6%	2.2%
Very dissatisfied	0.4%	1.1%	1.4%	0.7%	1.1%	1.0%	1.0%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q7-3. Quality of local emergency medical service</u>							
Very satisfied	29.1%	27.4%	26.9%	27.4%	29.0%	25.3%	27.5%
Satisfied	46.9%	49.8%	46.4%	47.3%	44.5%	48.6%	47.2%
Neutral	21.2%	20.6%	23.5%	22.4%	22.9%	22.8%	22.2%
Dissatisfied	2.1%	1.0%	2.0%	2.7%	2.7%	2.5%	2.2%
Very dissatisfied	0.6%	1.2%	1.2%	0.2%	0.9%	0.8%	0.9%
 <u>Q7-4. How quickly emergency medical personnel respond to emergencies</u>							
Very satisfied	28.1%	30.1%	30.0%	29.2%	30.8%	25.9%	29.1%
Satisfied	47.7%	47.8%	44.7%	44.5%	42.1%	47.6%	45.6%
Neutral	20.0%	18.0%	22.3%	21.7%	22.9%	21.9%	21.2%
Dissatisfied	2.9%	3.0%	2.0%	3.9%	2.3%	3.4%	2.9%
Very dissatisfied	1.3%	1.1%	1.0%	0.7%	1.9%	1.3%	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? (top 2)

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q8. Sum of top 2 choices</u>							
Overall quality of local fire protection & rescue services	28.8%	34.5%	27.2%	33.3%	31.3%	35.1%	31.8%
How quickly fire & rescue personnel respond to emergencies	40.8%	41.5%	28.9%	38.3%	37.0%	39.1%	37.6%
Quality of local emergency medical service	25.0%	27.8%	30.7%	31.9%	29.4%	32.4%	29.6%
How quickly emergency medical personnel respond to emergencies	43.7%	40.1%	35.0%	40.0%	41.9%	38.3%	39.8%
None chosen	29.8%	27.3%	36.6%	26.7%	28.5%	25.7%	29.0%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q9-1. Maintenance of City streets</u>							
Very satisfied	2.0%	2.3%	3.7%	1.0%	1.6%	0.8%	1.9%
Satisfied	14.9%	13.4%	12.8%	12.1%	8.5%	7.9%	11.5%
Neutral	21.2%	18.4%	20.2%	16.4%	18.3%	12.4%	17.7%
Dissatisfied	41.2%	38.6%	34.2%	37.9%	38.0%	36.8%	37.8%
Very dissatisfied	20.7%	27.4%	29.1%	32.7%	33.5%	42.1%	31.1%
 <u>Q9-2. Maintenance of streets in your neighborhood</u>							
Very satisfied	7.0%	5.5%	4.2%	2.5%	3.6%	2.2%	4.1%
Satisfied	24.2%	27.1%	15.2%	20.2%	14.7%	14.8%	19.3%
Neutral	21.1%	21.4%	20.8%	20.7%	20.6%	17.6%	20.3%
Dissatisfied	31.5%	26.9%	31.1%	34.5%	29.6%	33.9%	31.3%
Very dissatisfied	16.3%	19.0%	28.7%	22.0%	31.6%	31.6%	24.9%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q9-3. Condition of sidewalks in City</u>							
Very satisfied	2.6%	2.8%	2.1%	1.2%	1.6%	1.0%	1.9%
Satisfied	23.8%	18.9%	16.8%	12.5%	12.9%	8.5%	15.5%
Neutral	35.9%	33.6%	31.9%	22.9%	34.3%	24.7%	30.4%
Dissatisfied	25.9%	28.7%	25.5%	38.0%	28.1%	36.5%	30.6%
Very dissatisfied	11.8%	16.0%	23.7%	25.4%	23.1%	29.4%	21.7%
 <u>Q9-4. Condition of sidewalks in your neighborhood</u>							
Very satisfied	9.6%	6.3%	3.5%	3.2%	2.8%	2.8%	4.7%
Satisfied	33.6%	29.2%	19.2%	15.8%	17.7%	15.6%	21.7%
Neutral	23.3%	25.7%	25.4%	23.4%	30.6%	20.3%	24.7%
Dissatisfied	18.5%	20.8%	24.1%	26.8%	22.6%	30.1%	23.9%
Very dissatisfied	15.0%	18.1%	27.8%	30.8%	26.4%	31.2%	25.0%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q9-5. Maintenance of street signs & traffic signals</u>							
Very satisfied	12.4%	9.5%	9.0%	6.2%	7.6%	8.3%	8.8%
Satisfied	51.3%	47.4%	37.5%	44.8%	41.4%	45.1%	44.6%
Neutral	25.1%	32.7%	33.7%	33.5%	34.9%	31.1%	31.9%
Dissatisfied	7.5%	7.2%	11.2%	10.5%	10.5%	9.6%	9.4%
Very dissatisfied	3.7%	3.3%	8.6%	5.0%	5.6%	5.8%	5.3%
 <u>Q9-6. Snow removal on major City streets during past 12 months</u>							
Very satisfied	10.9%	9.5%	13.1%	9.4%	11.9%	6.6%	10.2%
Satisfied	45.2%	45.9%	38.4%	38.4%	42.8%	39.6%	41.7%
Neutral	20.1%	19.8%	24.3%	21.5%	21.8%	20.4%	21.3%
Dissatisfied	14.2%	14.4%	13.1%	17.7%	13.8%	18.5%	15.3%
Very dissatisfied	9.5%	10.3%	11.2%	12.9%	9.8%	14.9%	11.5%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q9-7. Snow removal on residential streets during past 12 months</u>							
Very satisfied	5.4%	5.9%	8.5%	4.8%	7.5%	3.9%	6.0%
Satisfied	27.2%	27.6%	27.3%	21.4%	29.5%	23.3%	26.0%
Neutral	20.3%	21.7%	24.2%	24.2%	21.4%	20.8%	22.1%
Dissatisfied	26.7%	23.4%	22.8%	26.7%	23.9%	27.0%	25.1%
Very dissatisfied	20.5%	21.4%	17.2%	22.9%	17.7%	24.9%	20.8%
 <u>Q9-8. Adequacy of City street lighting</u>							
Very satisfied	13.8%	11.2%	10.6%	8.9%	9.8%	8.6%	10.4%
Satisfied	47.6%	48.0%	38.0%	46.0%	37.2%	45.5%	43.7%
Neutral	23.6%	24.8%	29.3%	26.9%	29.8%	29.6%	27.4%
Dissatisfied	12.3%	11.3%	13.4%	13.5%	15.4%	12.1%	13.0%
Very dissatisfied	2.7%	4.6%	8.7%	4.7%	7.8%	4.2%	5.4%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q9-9. Accessibility of streets, sidewalks, & buildings for people with disabilities</u>							
Very satisfied	8.7%	7.3%	7.4%	4.2%	5.9%	4.3%	6.3%
Satisfied	36.4%	33.4%	24.9%	27.5%	23.5%	23.9%	28.1%
Neutral	36.0%	39.0%	32.3%	34.0%	36.7%	35.8%	35.6%
Dissatisfied	12.6%	12.7%	18.3%	21.4%	20.6%	21.7%	18.0%
Very dissatisfied	6.3%	7.5%	17.1%	12.8%	13.3%	14.3%	12.1%
 <u>Q9-10. On-street bicycle infrastructure (bike lanes/wayfinding signs)</u>							
Very satisfied	7.9%	4.9%	6.9%	5.1%	6.1%	5.8%	6.1%
Satisfied	25.3%	27.0%	19.6%	23.4%	22.4%	16.1%	22.2%
Neutral	44.4%	44.6%	41.0%	33.6%	41.6%	40.6%	40.9%
Dissatisfied	12.4%	13.0%	18.6%	20.8%	16.3%	22.5%	17.4%
Very dissatisfied	10.0%	10.5%	13.9%	17.0%	13.7%	15.0%	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? (top 2)

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q10. Sum of top 2 choices</u>							
Maintenance of City streets	58.4%	62.1%	42.4%	56.8%	57.3%	65.7%	57.3%
Maintenance of streets in your neighborhood	27.8%	23.2%	28.2%	22.2%	33.5%	26.9%	27.0%
Condition of sidewalks in City	12.4%	12.9%	13.4%	23.3%	15.1%	22.9%	16.8%
Condition of sidewalks in your neighborhood	12.3%	15.2%	18.5%	20.1%	14.6%	15.8%	16.1%
Maintenance of street signs & traffic signals	4.3%	3.5%	5.8%	4.2%	1.6%	2.1%	3.5%
Snow removal on major City streets during past 12 months	11.9%	11.0%	7.8%	7.0%	9.6%	12.0%	9.9%
Snow removal on residential streets during past 12 months	32.7%	31.8%	20.8%	25.2%	20.0%	17.9%	24.7%
Adequacy of City street lighting	4.6%	4.3%	6.4%	4.2%	5.7%	3.8%	4.8%

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? (top 2) (cont.)

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q10. Sum of top 2 choices (cont.)</u>							
Accessibility of streets, sidewalks, & buildings for people with disabilities	5.7%	8.6%	12.5%	8.6%	11.8%	6.4%	8.9%
On-street bicycle infrastructure (bike lanes/wayfinding signs)	6.2%	6.5%	6.1%	12.0%	6.0%	6.7%	7.2%
None chosen	10.3%	8.9%	17.2%	7.4%	10.9%	8.8%	10.5%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q11-1. RideKC bus system</u>							
Very satisfied	10.1%	9.5%	20.6%	12.2%	20.3%	9.9%	14.3%
Satisfied	27.2%	28.9%	38.0%	36.8%	30.9%	32.2%	32.8%
Neutral	53.4%	50.4%	30.0%	33.8%	34.9%	41.3%	39.4%
Dissatisfied	4.5%	8.1%	6.9%	9.7%	8.5%	9.1%	7.9%
Very dissatisfied	4.9%	3.2%	4.5%	7.5%	5.3%	7.4%	5.6%
 <u>Q11-2. Kansas City streetcar</u>							
Very satisfied	28.9%	24.7%	25.1%	37.2%	27.3%	27.0%	28.6%
Satisfied	33.1%	37.5%	32.2%	34.3%	30.3%	38.2%	34.4%
Neutral	29.8%	29.8%	30.7%	19.8%	30.3%	26.3%	27.5%
Dissatisfied	2.5%	3.3%	6.0%	2.8%	6.6%	4.6%	4.3%
Very dissatisfied	5.6%	4.6%	6.0%	5.9%	5.5%	3.9%	5.2%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q12-1. Enforcing clean-up of trash & debris on private property</u>							
Very satisfied	3.1%	3.2%	6.3%	3.5%	4.3%	3.0%	3.9%
Satisfied	26.6%	24.1%	17.5%	19.3%	15.1%	18.4%	19.9%
Neutral	30.9%	34.0%	22.2%	31.8%	26.8%	31.7%	29.4%
Dissatisfied	26.2%	26.8%	30.1%	31.4%	30.1%	31.8%	29.5%
Very dissatisfied	13.1%	11.9%	24.0%	14.0%	23.7%	15.1%	17.2%
 <u>Q12-2. Enforcing mowing & cutting of weeds on private property</u>							
Very satisfied	3.7%	2.7%	5.2%	3.1%	3.7%	3.0%	3.6%
Satisfied	25.6%	23.6%	16.8%	21.0%	17.8%	19.8%	20.6%
Neutral	33.9%	35.3%	24.7%	34.3%	26.1%	33.3%	31.0%
Dissatisfied	23.9%	27.3%	31.7%	26.3%	29.1%	29.0%	28.0%
Very dissatisfied	12.9%	11.1%	21.5%	15.3%	23.3%	15.0%	16.8%

ASKED ALL YEAR

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

N=3754

	Council District						Total
	1	2	3	4	5	6	
<u>Q12-3. Enforcing exterior maintenance of residential property (e.g. condition of buildings)</u>							
Very satisfied	4.2%	3.0%	5.1%	3.9%	3.6%	4.5%	4.0%
Satisfied	25.4%	22.6%	15.7%	20.5%	17.4%	18.2%	19.8%
Neutral	40.6%	40.5%	35.0%	38.3%	34.2%	37.0%	37.4%
Dissatisfied	21.8%	24.1%	25.4%	25.1%	24.6%	27.3%	24.8%
Very dissatisfied	8.0%	9.9%	18.8%	12.2%	20.3%	13.0%	14.0%

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

Very satisfied	8.0%	6.5%	5.9%	8.4%	5.6%	6.9%	6.8%
Satisfied	37.3%	35.4%	20.8%	28.5%	23.4%	32.1%	29.4%
Neutral	28.7%	33.0%	23.5%	32.4%	28.0%	29.6%	29.1%
Dissatisfied	18.4%	15.5%	27.6%	19.7%	21.8%	19.0%	20.5%
Very dissatisfied	7.6%	9.6%	22.2%	11.0%	21.2%	12.3%	14.2%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q12-5. Boarding up vacant structures that are open to entry</u>							
Very satisfied	3.6%	3.0%	5.3%	4.7%	4.0%	3.7%	4.1%
Satisfied	22.3%	18.9%	16.0%	15.5%	16.7%	13.6%	16.9%
Neutral	45.4%	47.7%	32.7%	40.5%	34.5%	42.5%	39.8%
Dissatisfied	19.2%	19.5%	24.1%	25.4%	25.3%	25.3%	23.4%
Very dissatisfied	9.5%	11.0%	22.0%	13.9%	19.5%	14.9%	15.7%
 <u>Q12-6. Demolishing vacant structures that are in dangerous building inventory</u>							
Very satisfied	3.5%	3.5%	4.7%	4.2%	3.2%	3.4%	3.8%
Satisfied	18.8%	13.8%	12.2%	11.7%	10.7%	12.5%	13.1%
Neutral	39.2%	42.8%	26.5%	34.5%	29.8%	36.2%	34.2%
Dissatisfied	25.6%	26.6%	27.7%	31.2%	30.0%	27.8%	28.3%
Very dissatisfied	12.8%	13.3%	28.9%	18.3%	26.2%	20.0%	20.7%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q12-7. Enforcement of animal code (e.g. animal welfare & pet licensing)</u>							
Very satisfied	5.0%	5.0%	5.9%	6.1%	5.6%	4.4%	5.3%
Satisfied	31.6%	29.1%	25.5%	27.9%	24.9%	27.7%	27.7%
Neutral	41.0%	43.8%	39.3%	40.9%	41.2%	41.2%	41.2%
Dissatisfied	13.5%	13.9%	12.6%	16.0%	17.7%	16.8%	15.1%
Very dissatisfied	8.9%	8.2%	16.7%	9.2%	10.7%	9.9%	10.7%
 <u>Q12-8. Customer service from animal control officers</u>							
Very satisfied	8.6%	5.2%	9.1%	7.8%	8.1%	7.9%	7.8%
Satisfied	29.3%	28.1%	26.9%	27.5%	29.0%	23.9%	27.4%
Neutral	46.3%	51.0%	42.7%	45.4%	42.6%	50.0%	46.2%
Dissatisfied	9.0%	8.3%	9.4%	10.7%	11.8%	11.6%	10.2%
Very dissatisfied	6.8%	7.4%	12.0%	8.7%	8.5%	6.6%	8.4%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q12-9. Animal shelter operations & adoption efforts</u>							
Very satisfied	15.1%	15.2%	15.6%	17.9%	14.4%	15.4%	15.6%
Satisfied	38.5%	40.9%	30.1%	39.0%	35.5%	38.4%	37.0%
Neutral	38.5%	34.4%	38.9%	32.9%	37.1%	35.7%	36.3%
Dissatisfied	5.9%	5.5%	8.2%	6.9%	8.1%	5.8%	6.7%
Very dissatisfied	2.1%	3.9%	7.2%	3.3%	4.9%	4.7%	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? (top 2)

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q13. Sum of top 2 choices</u>							
Enforcing clean-up of trash & debris on private property	38.5%	41.2%	37.0%	42.7%	42.2%	43.5%	40.9%
Enforcing mowing & cutting of weeds on private property	21.1%	22.0%	21.6%	16.5%	25.7%	19.6%	21.1%
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	14.9%	13.9%	14.0%	19.7%	14.5%	19.8%	16.2%
Enforcing trash, weeds, & exterior maintenance in your neighborhood	12.9%	13.9%	21.8%	13.6%	20.0%	15.2%	16.2%
Boarding up vacant structures that are open to entry	12.9%	12.6%	14.2%	16.7%	16.7%	15.7%	14.8%
Demolishing vacant structures that are in the dangerous building inventory	28.8%	29.4%	28.1%	32.8%	28.3%	33.4%	30.2%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q13. Sum of top 2 choices (cont.)</u>							
Enforcement of animal code (e.g. animal welfare & pet licensing)	8.3%	9.9%	6.9%	6.6%	6.5%	5.3%	7.2%
Customer service from animal control officers	3.1%	2.7%	3.6%	2.6%	4.1%	2.1%	3.0%
Animal shelter operations & adoption efforts	11.1%	10.4%	6.1%	10.2%	6.3%	7.9%	8.7%
None chosen	22.1%	20.8%	21.0%	17.8%	16.4%	17.3%	19.2%

ASKED IN 1Q AND 3Q

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

N=1893	Council District						Total
	1	2	3	4	5	6	
<u>Q14-1. Ease of utilizing 311 services via phone</u>							
Very satisfied	18.8%	19.7%	24.7%	20.9%	24.5%	19.5%	21.5%
Satisfied	46.4%	44.6%	44.2%	45.0%	48.6%	43.9%	45.4%
Neutral	24.2%	28.2%	19.1%	23.7%	19.6%	23.7%	22.9%
Dissatisfied	8.2%	4.2%	8.8%	7.1%	4.1%	8.8%	6.9%
Very dissatisfied	2.4%	3.3%	3.2%	3.3%	3.3%	4.2%	3.3%
 <u>Q14-2. Ease of utilizing 311 services via web or mobile application</u>							
Very satisfied	18.6%	16.3%	19.4%	19.1%	18.7%	18.8%	18.5%
Satisfied	40.7%	41.6%	36.4%	38.7%	37.9%	38.1%	38.8%
Neutral	33.1%	36.3%	31.6%	32.4%	32.8%	28.3%	32.3%
Dissatisfied	4.7%	3.2%	9.7%	6.9%	8.6%	10.3%	7.4%
Very dissatisfied	2.9%	2.6%	2.9%	2.9%	2.0%	4.5%	3.0%

ASKED IN 1Q AND 3Q

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

N=1893	Council District						Total
	1	2	3	4	5	6	
<u>Q14-3. Courtesy & professionalism of 311 call takers</u>							
Very satisfied	24.9%	20.0%	27.8%	24.9%	27.7%	27.6%	25.7%
Satisfied	41.1%	45.9%	41.5%	45.4%	42.6%	39.4%	42.5%
Neutral	26.9%	27.8%	23.8%	23.9%	24.0%	22.0%	24.6%
Dissatisfied	6.6%	4.4%	3.6%	3.4%	3.7%	6.7%	4.7%
Very dissatisfied	0.5%	2.0%	3.2%	2.4%	2.1%	4.3%	2.5%

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

Very satisfied	16.5%	17.5%	24.2%	20.5%	24.2%	20.8%	20.8%
Satisfied	39.3%	34.1%	34.5%	36.1%	37.1%	36.7%	36.3%
Neutral	28.6%	34.1%	28.6%	28.3%	23.8%	25.8%	28.0%
Dissatisfied	7.3%	9.2%	5.2%	7.8%	10.4%	8.7%	8.1%
Very dissatisfied	8.3%	5.1%	7.5%	7.3%	4.6%	8.0%	6.8%

ASKED IN 1Q AND 3Q

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

	Council District						Total
	1	2	3	4	5	6	
<u>Q15-1. Ease of using Municipal Court online ticket payment & information system</u>							
Very satisfied	12.5%	6.7%	11.1%	7.8%	5.2%	7.1%	8.4%
Satisfied	29.8%	31.7%	27.8%	35.9%	36.6%	32.6%	32.2%
Neutral	52.9%	55.8%	49.4%	43.7%	48.5%	51.8%	50.3%
Dissatisfied	2.9%	1.0%	8.0%	5.8%	5.2%	5.0%	4.9%
Very dissatisfied	1.9%	4.8%	3.7%	6.8%	4.5%	3.5%	4.1%

Q15-2. Effectiveness of Problem-Solving Court Programs (e.g. Drug Court, Mental Health Court, Veterans' Treatment Court)

Very satisfied	5.0%	6.0%	7.2%	4.5%	3.8%	8.3%	5.9%
Satisfied	19.8%	14.0%	19.7%	13.6%	18.9%	11.6%	16.6%
Neutral	57.4%	62.0%	55.3%	45.5%	53.0%	54.5%	54.8%
Dissatisfied	9.9%	9.0%	9.9%	17.0%	12.9%	12.4%	11.7%
Very dissatisfied	7.9%	9.0%	7.9%	19.3%	11.4%	13.2%	11.1%

ASKED IN 1Q AND 3Q

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	Council District						Total
	1	2	3	4	5	6	
<u>Q15-3. Courtesy & professionalism of Municipal Court staff</u>							
Very satisfied	10.3%	5.5%	6.4%	6.1%	6.8%	7.8%	7.1%
Satisfied	27.6%	22.7%	27.3%	26.3%	32.3%	26.1%	27.4%
Neutral	50.9%	58.2%	52.3%	49.1%	41.6%	52.9%	50.5%
Dissatisfied	6.0%	7.3%	8.7%	11.4%	8.7%	5.9%	8.0%
Very dissatisfied	5.2%	6.4%	5.2%	7.0%	10.6%	7.2%	7.0%
<u>Q15-4. Overall ability of Municipal Court to be fair & impartial</u>							
Very satisfied	9.3%	5.6%	4.7%	4.5%	3.3%	9.3%	6.0%
Satisfied	27.1%	20.4%	23.1%	22.7%	25.5%	20.7%	23.3%
Neutral	53.3%	59.3%	49.7%	44.5%	47.7%	52.1%	50.8%
Dissatisfied	7.5%	7.4%	12.4%	20.0%	10.5%	7.1%	10.8%
Very dissatisfied	2.8%	7.4%	10.1%	8.2%	13.1%	10.7%	9.1%

ASKED IN 1Q AND 3Q

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	Council District						Total
	1	2	3	4	5	6	
<u>Q15-5. Availability of payment plans & alternative sentencing (e.g. community service in place of fines)</u>							
Very satisfied	5.3%	6.5%	9.6%	4.7%	5.2%	5.1%	6.3%
Satisfied	23.4%	20.4%	21.2%	22.4%	27.4%	23.7%	23.2%
Neutral	60.6%	65.6%	50.6%	57.6%	48.9%	53.4%	55.1%
Dissatisfied	7.4%	2.2%	10.9%	9.4%	12.6%	6.8%	8.7%
Very dissatisfied	3.2%	5.4%	7.7%	5.9%	5.9%	11.0%	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? (top 2)

N=1893	Council District						Total
	1	2	3	4	5	6	
<u>Q16. Sum of top 2 choices</u>							
Ease of using Municipal Court online ticket payment & information system	14.2%	9.4%	11.1%	12.7%	13.0%	12.7%	12.2%
Effectiveness of Problem-Solving Court Programs (e.g. Drug Court, Mental Health Court, Veterans' Treatment Court)	30.1%	31.0%	34.1%	32.1%	32.9%	33.1%	32.2%
Courtesy & professionalism of Municipal Court staff	11.0%	10.0%	14.4%	9.5%	14.0%	13.5%	12.1%
Overall ability of Municipal Court to be fair & impartial	23.6%	25.8%	29.8%	27.9%	25.7%	21.6%	25.7%
Availability of payment plans & alternative sentencing (e.g. community service in place of fines)	17.5%	14.8%	20.3%	16.2%	19.9%	22.8%	18.6%
None chosen	50.2%	53.5%	42.3%	49.5%	45.3%	45.5%	47.7%

ASKED IN 1Q AND 3Q

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

N=1893	Council District						Total
	1	2	3	4	5	6	
<u>Q17-1. Availability of information about City programs & services</u>							
Very satisfied	5.7%	4.9%	6.4%	4.0%	2.2%	5.9%	4.9%
Satisfied	41.1%	37.2%	31.4%	38.5%	33.2%	33.8%	35.8%
Neutral	36.2%	40.6%	38.3%	34.5%	36.9%	35.9%	37.1%
Dissatisfied	13.2%	15.4%	17.0%	16.7%	19.8%	18.6%	16.8%
Very dissatisfied	3.8%	1.9%	6.8%	6.3%	7.8%	5.9%	5.4%
 <u>Q17-2. Overall usefulness of City's website</u>							
Very satisfied	5.7%	4.2%	4.6%	5.6%	2.9%	5.0%	4.7%
Satisfied	43.4%	43.9%	32.8%	33.2%	33.9%	36.7%	37.3%
Neutral	38.6%	40.2%	47.9%	39.2%	44.8%	37.8%	41.3%
Dissatisfied	10.1%	10.5%	10.9%	14.2%	13.4%	12.9%	12.0%
Very dissatisfied	2.2%	1.3%	3.8%	7.8%	5.0%	7.6%	4.7%

ASKED IN 1Q AND 3Q

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

N=1893

	Council District						Total
	1	2	3	4	5	6	
<u>Q17-3. Opportunity to engage/provide input into decisions made by City</u>							
Very satisfied	3.7%	3.5%	3.8%	4.3%	1.3%	3.0%	3.3%
Satisfied	21.5%	21.9%	23.7%	15.4%	16.8%	15.5%	19.0%
Neutral	46.7%	46.1%	42.4%	42.3%	48.2%	47.5%	45.5%
Dissatisfied	19.2%	20.6%	18.6%	26.9%	22.6%	21.1%	21.5%
Very dissatisfied	8.9%	7.9%	11.4%	11.1%	11.1%	12.8%	10.6%

Q17-4. Quality of City video programming including City television channel (Channel 2) & web streaming

Very satisfied	10.1%	6.6%	5.5%	5.3%	4.1%	6.0%	6.2%
Satisfied	29.1%	27.2%	34.2%	29.8%	30.9%	28.6%	30.2%
Neutral	53.8%	55.6%	47.2%	51.0%	51.0%	49.4%	51.1%
Dissatisfied	4.4%	6.6%	7.5%	10.6%	9.8%	10.1%	8.2%
Very dissatisfied	2.5%	4.0%	5.5%	3.3%	4.1%	6.0%	4.3%

ASKED IN 1Q AND 3Q

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

N=1893	Council District						Total
	1	2	3	4	5	6	
<u>Q17-5. Content in City's magazine, KCMore</u>							
Very satisfied	8.7%	5.2%	5.5%	3.6%	4.1%	8.7%	5.9%
Satisfied	34.7%	35.5%	37.3%	27.5%	38.1%	34.1%	34.9%
Neutral	49.3%	54.2%	47.3%	53.6%	49.0%	45.7%	49.6%
Dissatisfied	4.0%	2.6%	4.5%	10.9%	6.2%	8.1%	5.9%
Very dissatisfied	3.3%	2.6%	5.5%	4.3%	2.6%	3.5%	3.7%
 <u>Q17-6. City's use of social media</u>							
Very satisfied	6.1%	5.7%	5.7%	4.5%	3.1%	5.4%	5.1%
Satisfied	35.0%	36.0%	32.1%	34.3%	29.3%	30.7%	32.8%
Neutral	49.4%	50.3%	48.8%	47.8%	54.5%	51.0%	50.3%
Dissatisfied	7.2%	5.1%	8.1%	9.6%	9.4%	7.4%	7.8%
Very dissatisfied	2.2%	2.9%	5.3%	3.9%	3.7%	5.4%	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? (top 2)

N=1893	Council District						Total
	1	2	3	4	5	6	
<u>Q18. Sum of top 2 choices</u>							
Availability of information about City programs & services	46.6%	41.9%	43.0%	42.5%	48.2%	44.1%	44.4%
Overall usefulness of City's website	21.0%	23.5%	19.3%	25.4%	20.2%	28.0%	23.0%
Opportunity to engage/ provide input into decisions made by City	35.3%	33.2%	35.7%	41.6%	42.0%	39.8%	38.0%
Quality of City video programming including City television channel (Channel 2) & web streaming	7.4%	4.8%	7.9%	5.7%	6.5%	6.6%	6.5%
Content in City's magazine, KCMore	5.2%	5.8%	9.2%	6.7%	6.5%	2.6%	5.9%
City's use of social media	15.5%	14.5%	15.1%	14.3%	14.3%	13.8%	14.6%
None chosen	31.7%	36.5%	31.5%	29.5%	28.0%	29.7%	31.1%

ASKED IN 1Q AND 3Q

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

N=1893	Council District						Total
	1	2	3	4	5	6	
<u>Q19. Sum of top 2 choices</u>							
City website	38.5%	37.4%	31.8%	43.2%	33.2%	42.4%	37.9%
Text messages to mobile	18.1%	18.7%	17.4%	14.6%	20.2%	18.7%	18.0%
Cable Channel 2 (TV or web)	13.6%	14.5%	21.0%	13.7%	27.4%	13.0%	17.1%
Social media (e.g. Twitter/ Facebook/Nextdoor)	34.0%	33.2%	28.5%	35.9%	23.5%	34.9%	31.7%
City magazine by mail	25.2%	24.8%	35.7%	24.8%	34.9%	26.8%	28.6%
Email notification/releases	34.6%	39.7%	23.6%	38.7%	29.0%	34.6%	33.4%
None chosen	13.9%	11.9%	15.1%	10.2%	10.7%	11.5%	12.2%

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?

N=1893

	Council District						Total
	1	2	3	4	5	6	
<u>Q20. How have you watched Channel 2 or other video content from City of Kansas City, MO in last year</u>							
Watched Channel 2 on TV	29.1%	25.2%	38.4%	21.3%	40.4%	25.4%	29.8%
Watched live stream of Channel 2 online	4.9%	3.9%	7.2%	4.8%	5.2%	3.7%	4.9%
Watched archived video from Channel 2 online	3.9%	2.3%	6.2%	5.4%	4.6%	4.9%	4.5%
Saw videos posted on social media	19.4%	16.5%	17.0%	18.7%	16.9%	16.7%	17.5%

ASKED IN 1Q AND 3Q

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

	Council District						Total
	1	2	3	4	5	6	
<u>Q21-1. Participated in an arts or cultural event in City</u>							
At least monthly	7.3%	3.9%	9.5%	17.2%	7.6%	14.7%	10.2%
Several times	39.2%	41.2%	32.4%	48.0%	32.2%	44.7%	39.8%
Once	22.0%	25.8%	20.7%	16.9%	26.8%	21.3%	22.2%
Never	31.5%	29.0%	37.5%	17.9%	33.3%	19.4%	27.7%

Q21-2. Participated in a neighborhood association, like a block association, a homeowner or tenant association, or a crime watch group

At least monthly	7.4%	4.5%	8.9%	8.9%	5.8%	7.7%	7.2%
Several times	26.1%	22.4%	20.0%	25.4%	17.4%	31.8%	24.1%
Once	23.3%	17.1%	20.4%	27.8%	21.4%	21.6%	22.0%
Never	43.1%	55.9%	50.7%	37.8%	55.4%	38.9%	46.7%

ASKED IN 1Q AND 3Q

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

	Council District						Total
	1	2	3	4	5	6	
<u>Q21-3. Volunteered your time</u>							
At least monthly	16.4%	14.4%	14.6%	16.4%	12.7%	20.3%	15.9%
Several times	27.9%	33.7%	28.2%	33.1%	33.5%	34.1%	31.8%
Once	22.3%	16.5%	18.6%	20.4%	16.7%	16.3%	18.4%
Never	33.5%	35.4%	38.6%	30.1%	37.1%	29.4%	33.9%

Q21-4. Had friends over to your home

At least monthly	30.2%	30.6%	31.7%	36.1%	19.3%	34.4%	30.6%
Several times	56.5%	59.1%	44.3%	48.3%	56.8%	50.2%	52.4%
Once	7.7%	6.2%	8.7%	4.4%	12.5%	7.3%	7.7%
Never	5.6%	4.1%	15.3%	11.1%	11.4%	8.2%	9.3%

ASKED IN 1Q AND 3Q

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

	Council District						Total
	1	2	3	4	5	6	
<u>Q21-5. Had friends who live in your neighborhood over to your home</u>							
At least monthly	18.0%	14.1%	17.4%	20.9%	10.6%	17.7%	16.5%
Several times	41.5%	45.2%	34.4%	41.1%	36.3%	40.7%	39.9%
Once	13.4%	16.9%	16.3%	14.7%	18.7%	14.9%	15.8%
Never	27.1%	23.8%	31.9%	23.3%	34.4%	26.7%	27.8%

Q21-6. Had friends of another race over to your home

At least monthly	12.6%	13.4%	19.1%	16.5%	13.4%	13.0%	14.6%
Several times	43.9%	47.3%	41.2%	47.3%	52.7%	50.3%	47.2%
Once	15.6%	19.8%	16.2%	12.5%	14.1%	16.2%	15.7%
Never	27.9%	19.5%	23.5%	23.7%	19.8%	20.5%	22.5%

ASKED IN 1Q AND 3Q

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

N=1893	Council District						Total
	1	2	3	4	5	6	
<u>Q22. How would you describe your overall state of health these days</u>							
Excellent	21.9%	21.0%	19.4%	30.7%	17.8%	24.3%	22.6%
Good	44.4%	49.8%	38.8%	39.3%	39.6%	45.6%	43.0%
Average	19.0%	15.7%	20.7%	18.8%	21.8%	18.0%	19.0%
Fair	9.8%	8.9%	13.6%	7.3%	15.4%	7.7%	10.4%
Poor	4.9%	4.6%	7.5%	4.0%	5.4%	4.4%	5.1%

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

N=1893	Council District						Total
	1	2	3	4	5	6	
<u>Q23. How would you describe your financial situation</u>							
Excellent	24.2%	19.7%	10.1%	25.9%	13.7%	20.4%	19.1%
Good	33.4%	37.7%	25.6%	33.1%	27.1%	33.6%	31.8%
Average	25.2%	25.0%	31.3%	24.9%	29.1%	26.1%	26.9%
Fair	10.3%	9.7%	18.2%	8.5%	18.4%	12.3%	12.9%
Poor	7.0%	8.0%	14.8%	7.5%	11.7%	7.5%	9.4%

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... (without "don't know")

N=1893	Council District						Total
	1	2	3	4	5	6	
<u>Q24. How would you compare your standard of living to your parents' when they were your age</u>							
Much better	28.4%	26.6%	22.3%	23.7%	25.3%	23.3%	24.9%
Somewhat better	31.4%	32.9%	32.5%	27.3%	36.4%	33.9%	32.4%
About the same	26.4%	24.6%	24.3%	29.3%	22.2%	24.5%	25.2%
Somewhat worse	8.3%	13.3%	13.4%	15.0%	11.1%	13.0%	12.3%
Much worse	5.6%	2.7%	7.5%	4.7%	5.1%	5.2%	5.1%

ASKED IN 1Q AND 3Q

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

N=1893	Council District						Total
	1	2	3	4	5	6	
<u>Q25-1. Availability of affordable housing for your family</u>							
Very satisfied	13.7%	9.7%	9.5%	10.3%	8.9%	11.7%	10.7%
Satisfied	43.5%	48.9%	35.4%	37.0%	31.5%	39.6%	39.4%
Neutral	22.1%	24.8%	22.8%	25.3%	32.2%	24.4%	25.3%
Dissatisfied	15.5%	11.2%	22.1%	17.4%	18.1%	17.9%	17.0%
Very dissatisfied	5.2%	5.4%	10.3%	10.0%	9.3%	6.5%	7.7%
 <u>Q25-2. Quality of housing for your family</u>							
Very satisfied	19.7%	15.1%	12.5%	16.7%	12.6%	16.0%	15.5%
Satisfied	52.8%	53.3%	38.7%	44.6%	39.2%	48.6%	46.3%
Neutral	17.3%	23.5%	24.7%	24.7%	29.5%	21.9%	23.5%
Dissatisfied	8.1%	5.6%	15.9%	9.8%	13.3%	9.1%	10.2%
Very dissatisfied	2.1%	2.5%	8.1%	4.2%	5.4%	4.4%	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. (without "don't know")

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q14-1. Maintenance of City parks</u>							
Very satisfied	17.4%	15.3%	16.8%	18.6%	15.2%	14.1%	16.2%
Satisfied	54.9%	49.8%	43.6%	50.4%	46.7%	52.7%	49.7%
Neutral	22.0%	28.0%	29.2%	22.3%	27.0%	24.9%	25.5%
Dissatisfied	4.2%	5.1%	6.8%	6.9%	8.3%	6.9%	6.4%
Very dissatisfied	1.5%	1.8%	3.6%	1.8%	2.8%	1.4%	2.1%
 <u>Q14-2. Quality of facilities such as picnic shelters & playgrounds in City parks</u>							
Very satisfied	18.1%	11.7%	14.8%	16.8%	14.3%	13.1%	14.8%
Satisfied	47.6%	49.1%	40.2%	47.3%	41.6%	45.9%	45.3%
Neutral	27.6%	30.2%	29.9%	27.8%	31.5%	29.0%	29.3%
Dissatisfied	3.9%	6.4%	9.4%	6.2%	8.7%	10.0%	7.5%
Very dissatisfied	2.8%	2.6%	5.7%	1.8%	3.8%	1.9%	3.1%

ASKED IN 2Q AND 4Q

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

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q14-3. Quality of outdoor athletic fields (i.e. baseball, soccer, & football)</u>							
Very satisfied	13.9%	10.0%	18.1%	17.8%	15.3%	11.2%	14.4%
Satisfied	51.3%	51.7%	41.2%	41.1%	41.4%	46.4%	45.5%
Neutral	27.0%	30.4%	27.6%	35.6%	34.1%	33.0%	31.4%
Dissatisfied	6.1%	5.8%	7.2%	3.4%	6.0%	8.5%	6.1%
Very dissatisfied	1.7%	2.1%	5.9%	2.1%	3.2%	0.9%	2.6%
 <u>Q14-4. Maintenance of boulevards & parkways</u>							
Very satisfied	12.8%	9.4%	14.7%	13.9%	12.9%	11.5%	12.5%
Satisfied	50.8%	46.8%	39.4%	45.3%	45.2%	43.6%	45.2%
Neutral	27.8%	33.8%	26.3%	29.3%	26.7%	27.2%	28.5%
Dissatisfied	6.4%	8.6%	12.0%	8.7%	9.9%	12.9%	9.8%
Very dissatisfied	2.3%	1.4%	7.7%	2.8%	5.3%	4.9%	4.0%

ASKED IN 2Q AND 4Q

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

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q14-5. Walking & biking trails in City</u>							
Very satisfied	12.0%	16.7%	16.5%	12.5%	13.0%	8.3%	13.1%
Satisfied	44.4%	45.5%	32.1%	37.3%	38.7%	45.7%	40.7%
Neutral	32.8%	23.1%	36.2%	35.4%	34.1%	29.1%	31.7%
Dissatisfied	8.3%	10.6%	11.6%	11.4%	10.0%	11.8%	10.6%
Very dissatisfied	2.5%	4.2%	3.6%	3.4%	4.2%	5.1%	3.8%
 <u>Q14-6. City swimming pools & programs</u>							
Very satisfied	9.6%	7.1%	15.3%	9.4%	9.6%	4.2%	9.3%
Satisfied	34.3%	38.4%	29.6%	27.5%	29.2%	28.6%	31.3%
Neutral	41.6%	42.4%	35.2%	45.6%	44.0%	50.0%	42.9%
Dissatisfied	8.4%	8.6%	11.2%	11.1%	12.0%	12.5%	10.6%
Very dissatisfied	6.2%	3.5%	8.7%	6.4%	5.3%	4.8%	5.8%

ASKED IN 2Q AND 4Q

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

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q14-7. City's youth programs & activities</u>							
Very satisfied	8.4%	5.1%	12.0%	10.8%	6.7%	5.1%	8.1%
Satisfied	33.7%	29.1%	31.3%	21.7%	27.1%	25.6%	28.3%
Neutral	45.2%	53.1%	32.7%	49.7%	39.5%	49.4%	44.2%
Dissatisfied	9.0%	10.3%	14.9%	12.1%	16.2%	16.0%	13.2%
Very dissatisfied	3.6%	2.3%	9.1%	5.7%	10.5%	3.8%	6.2%
 <u>Q14-8. Maintenance & appearance of City community centers</u>							
Very satisfied	14.9%	4.8%	16.7%	10.8%	12.9%	6.5%	11.3%
Satisfied	38.8%	48.3%	38.5%	37.1%	37.1%	40.8%	40.0%
Neutral	41.3%	40.1%	31.7%	41.8%	36.7%	41.3%	38.6%
Dissatisfied	1.5%	4.3%	8.1%	7.2%	10.4%	8.2%	6.7%
Very dissatisfied	3.5%	2.4%	5.0%	3.1%	2.9%	3.3%	3.4%

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. (without "don't know")

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q14-9. Programs & activities at City community centers</u>							
Very satisfied	10.7%	7.8%	18.3%	9.1%	9.4%	8.1%	10.8%
Satisfied	34.8%	39.1%	31.7%	36.0%	29.5%	30.6%	33.5%
Neutral	46.1%	45.8%	29.8%	38.3%	39.3%	53.1%	41.4%
Dissatisfied	4.5%	5.2%	12.8%	10.9%	16.5%	5.6%	9.7%
Very dissatisfied	3.9%	2.1%	7.3%	5.7%	5.4%	2.5%	4.6%
 <u>Q14-10. Tree trimming & other tree care along City streets & other public areas</u>							
Very satisfied	6.2%	8.4%	9.1%	10.2%	6.1%	5.2%	7.5%
Satisfied	32.7%	36.7%	25.8%	31.8%	30.6%	31.5%	31.5%
Neutral	35.4%	31.6%	29.9%	32.5%	34.0%	31.1%	32.4%
Dissatisfied	16.9%	17.8%	20.8%	16.3%	17.3%	19.2%	18.1%
Very dissatisfied	8.8%	5.5%	14.4%	9.2%	11.9%	12.9%	10.5%

ASKED IN 2Q AND 4Q

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

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q14-11. Quality of communication from Parks & Recreation</u>							
Very satisfied	9.6%	5.0%	10.0%	7.8%	10.0%	5.2%	7.9%
Satisfied	31.8%	32.6%	30.0%	28.9%	26.5%	31.1%	30.1%
Neutral	42.9%	44.3%	39.5%	43.1%	43.0%	43.4%	42.7%
Dissatisfied	8.1%	11.8%	10.0%	16.5%	13.9%	13.7%	12.4%
Very dissatisfied	7.6%	6.3%	10.5%	3.7%	6.5%	6.6%	6.9%
 <u>Q14-12. Quality of customer service from Parks & Recreation employees</u>							
Very satisfied	10.1%	5.3%	15.2%	14.1%	12.6%	8.2%	11.0%
Satisfied	36.3%	34.4%	31.0%	27.7%	29.6%	32.4%	31.9%
Neutral	47.5%	47.1%	39.6%	45.8%	45.6%	49.5%	45.8%
Dissatisfied	3.4%	7.9%	6.6%	9.0%	7.8%	5.5%	6.7%
Very dissatisfied	2.8%	5.3%	7.6%	3.4%	4.4%	4.4%	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? (top 2)

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q15. Sum of top 2 choices</u>							
Maintenance of City parks	20.9%	27.5%	15.6%	31.4%	22.0%	25.4%	23.8%
Quality of facilities such as picnic shelters & playgrounds in City parks	12.3%	18.4%	12.0%	15.5%	14.9%	14.5%	14.6%
Quality of outdoor athletic fields (i.e. baseball, soccer, & football)	10.6%	7.6%	4.7%	7.6%	4.3%	7.1%	6.9%
Maintenance of boulevards & parkways	16.2%	14.9%	17.3%	20.5%	19.8%	27.3%	19.3%
Walking & biking trails in City	12.6%	16.5%	11.3%	23.1%	11.3%	21.2%	16.0%
City swimming pools & programs	5.6%	3.8%	5.6%	7.3%	5.5%	5.5%	5.5%
City's youth programs & activities	12.3%	13.3%	23.6%	15.8%	18.3%	18.0%	16.9%
Maintenance & appearance of City community centers	4.3%	4.1%	5.0%	3.6%	5.2%	3.9%	4.4%

ASKED IN 2Q AND 4Q

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

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q15. Sum of top 2 choices (cont.)</u>							
Programs & activities at City community centers	7.3%	6.6%	8.0%	8.6%	11.3%	6.4%	8.1%
Tree trimming & other tree care along City streets & other public areas	25.5%	23.4%	24.6%	22.4%	24.1%	27.0%	24.5%
Quality of communication from Parks & Recreation	4.0%	6.3%	4.0%	5.0%	5.5%	5.8%	5.1%
Quality of customer service from Parks & Recreation employees	1.7%	2.5%	3.3%	1.7%	1.8%	3.2%	2.4%
None chosen	29.8%	25.6%	28.2%	16.5%	27.1%	16.4%	24.0%

ASKED IN 2Q AND 4Q

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

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q16-1. Overall quality of trash collection services</u>							
Very satisfied	15.1%	19.7%	23.0%	25.9%	25.0%	14.0%	20.4%
Satisfied	41.6%	40.7%	40.1%	47.9%	42.8%	53.3%	44.4%
Neutral	15.8%	17.7%	19.9%	12.2%	20.6%	14.3%	16.8%
Dissatisfied	17.4%	14.1%	10.1%	10.8%	7.5%	13.0%	12.1%
Very dissatisfied	10.1%	7.9%	7.0%	3.1%	4.1%	5.3%	6.2%
 <u>Q16-2. Overall quality of curbside recycling services</u>							
Very satisfied	15.6%	18.5%	21.4%	24.6%	25.9%	13.8%	19.9%
Satisfied	43.2%	42.8%	42.0%	46.3%	42.4%	46.8%	43.9%
Neutral	14.6%	15.8%	20.7%	14.3%	16.8%	19.9%	17.0%
Dissatisfied	18.0%	13.1%	9.4%	12.1%	8.7%	14.8%	12.7%
Very dissatisfied	8.5%	9.8%	6.5%	2.6%	6.1%	4.7%	6.4%

ASKED IN 2Q AND 4Q

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

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q16-3. Overall quality of recycling drop-off centers</u>							
Very satisfied	12.2%	12.9%	16.8%	14.1%	18.1%	10.9%	14.2%
Satisfied	39.6%	42.9%	33.2%	40.8%	33.7%	37.6%	37.9%
Neutral	31.7%	29.0%	33.6%	28.6%	34.6%	35.7%	32.3%
Dissatisfied	10.9%	10.6%	11.2%	13.1%	10.3%	10.9%	11.1%
Very dissatisfied	5.7%	4.6%	5.1%	3.4%	3.3%	5.0%	4.5%
 <u>Q16-4. Overall quality of bulky item pick-up services</u>							
Very satisfied	11.6%	14.0%	18.5%	20.6%	21.1%	8.9%	15.8%
Satisfied	29.3%	38.0%	36.2%	34.6%	33.2%	39.0%	35.1%
Neutral	30.5%	24.0%	23.4%	23.9%	23.6%	25.5%	25.1%
Dissatisfied	19.3%	14.8%	15.8%	15.2%	13.6%	16.6%	15.8%
Very dissatisfied	9.2%	9.2%	6.0%	5.8%	8.6%	10.0%	8.2%

ASKED IN 2Q AND 4Q

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

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q16-5. Overall quality of leaf & brush pick-up services</u>							
Very satisfied	12.9%	9.2%	18.7%	15.3%	17.5%	10.1%	13.9%
Satisfied	33.6%	38.3%	33.2%	33.1%	30.7%	37.7%	34.5%
Neutral	30.3%	28.7%	29.5%	25.0%	32.5%	25.4%	28.6%
Dissatisfied	15.8%	16.5%	12.9%	16.1%	12.8%	16.3%	15.1%
Very dissatisfied	7.5%	7.3%	5.8%	10.5%	6.6%	10.5%	8.0%
 <u>Q16-6. Overall quality of leaf & brush drop-off centers</u>							
Very satisfied	17.8%	13.7%	16.6%	18.0%	14.5%	12.7%	15.5%
Satisfied	42.1%	43.1%	34.1%	32.8%	32.6%	33.3%	36.4%
Neutral	27.6%	31.3%	33.2%	33.9%	38.9%	39.7%	34.1%
Dissatisfied	7.0%	10.0%	9.7%	10.6%	9.0%	10.8%	9.5%
Very dissatisfied	5.6%	1.9%	6.5%	4.8%	5.0%	3.4%	4.5%

ASKED IN 2Q AND 4Q

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

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q16-7. Overall cleanliness of City streets & other public areas</u>							
Very satisfied	6.6%	8.0%	8.2%	6.6%	6.4%	4.1%	6.7%
Satisfied	35.5%	30.1%	22.6%	28.8%	18.2%	28.7%	27.2%
Neutral	27.5%	36.1%	26.2%	27.8%	34.5%	27.3%	30.0%
Dissatisfied	22.6%	18.1%	25.8%	27.4%	25.2%	28.7%	24.6%
Very dissatisfied	7.7%	7.7%	17.2%	9.4%	15.7%	11.3%	11.5%
 <u>Q16-8. City efforts to clean-up illegal dumping sites</u>							
Very satisfied	7.0%	4.7%	11.5%	7.3%	4.6%	4.8%	6.7%
Satisfied	20.0%	20.9%	14.4%	11.1%	13.4%	18.2%	16.1%
Neutral	34.4%	37.2%	23.4%	26.5%	28.6%	26.8%	29.1%
Dissatisfied	24.7%	20.5%	24.1%	35.0%	29.7%	32.0%	27.7%
Very dissatisfied	14.0%	16.7%	26.6%	20.1%	23.7%	18.2%	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? (top 2)

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q17. Sum of top 2 choices</u>							
Overall quality of trash collection services	32.8%	33.2%	15.9%	20.1%	18.9%	23.8%	24.1%
Overall quality of curbside recycling services	24.8%	21.8%	8.0%	18.2%	10.1%	20.3%	17.1%
Overall quality of recycling drop-off centers	5.6%	7.6%	7.0%	7.9%	4.6%	4.5%	6.2%
Overall quality of bulky item pick-up services	15.9%	17.1%	15.0%	12.5%	16.2%	17.0%	15.6%
Overall quality of leaf & brush pick-up services	11.9%	13.9%	4.0%	16.2%	11.9%	16.1%	12.4%
Overall quality of leaf & brush drop-off centers	2.3%	2.5%	4.7%	1.0%	3.4%	2.6%	2.7%
Overall cleanliness of City streets & other public areas	28.8%	35.4%	41.2%	47.2%	43.0%	46.3%	40.4%
City efforts to clean-up illegal dumping sites	34.4%	33.2%	49.5%	48.5%	52.4%	41.5%	43.3%
None chosen	18.9%	15.5%	23.9%	12.9%	18.0%	12.2%	16.9%

ASKED IN 2Q AND 4Q

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

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q18-1. Ease of moving through airport security</u>							
Very satisfied	22.9%	24.1%	19.2%	32.5%	19.0%	21.3%	23.4%
Satisfied	48.5%	44.2%	36.4%	34.7%	41.9%	49.0%	42.6%
Neutral	19.8%	21.6%	30.4%	19.0%	27.1%	17.4%	22.3%
Dissatisfied	6.5%	8.3%	11.7%	8.2%	7.0%	8.7%	8.3%
Very dissatisfied	2.3%	1.8%	2.3%	5.6%	5.0%	3.6%	3.5%
 <u>Q18-2. Availability of parking</u>							
Very satisfied	18.8%	17.5%	16.8%	20.6%	15.6%	18.0%	17.9%
Satisfied	44.1%	39.1%	31.8%	39.7%	36.3%	44.5%	39.4%
Neutral	21.1%	28.1%	32.2%	23.3%	32.4%	20.7%	26.2%
Dissatisfied	10.9%	10.9%	12.1%	10.7%	10.3%	10.5%	10.9%
Very dissatisfied	5.1%	4.4%	7.0%	5.7%	5.3%	6.3%	5.6%

ASKED IN 2Q AND 4Q

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

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q18-3. Food, beverage, & other concessions</u>							
Very satisfied	10.4%	7.6%	8.9%	7.6%	10.6%	5.9%	8.5%
Satisfied	24.2%	21.1%	27.7%	16.3%	21.6%	23.6%	22.2%
Neutral	26.5%	29.8%	39.4%	34.1%	36.5%	22.8%	31.3%
Dissatisfied	25.4%	22.9%	16.4%	24.2%	20.8%	27.6%	23.1%
Very dissatisfied	13.5%	18.5%	7.5%	17.8%	10.6%	20.1%	14.9%
 <u>Q18-4. Cleanliness of facilities</u>							
Very satisfied	17.6%	14.7%	17.9%	15.4%	17.1%	12.4%	15.8%
Satisfied	42.5%	45.9%	46.3%	43.4%	44.1%	38.8%	43.5%
Neutral	27.2%	26.5%	29.8%	28.8%	28.9%	32.6%	28.9%
Dissatisfied	8.4%	8.6%	5.5%	8.2%	6.8%	12.0%	8.3%
Very dissatisfied	4.2%	4.3%	0.5%	4.1%	3.0%	4.3%	3.5%

ASKED IN 2Q AND 4Q

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

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q18-5. Availability of seating near departure gates</u>							
Very satisfied	15.6%	16.2%	16.7%	13.4%	16.1%	11.7%	14.9%
Satisfied	35.5%	35.3%	35.8%	32.8%	37.5%	34.0%	35.1%
Neutral	26.3%	23.4%	31.6%	24.6%	28.4%	21.5%	25.8%
Dissatisfied	17.2%	18.0%	9.3%	17.2%	12.3%	22.3%	16.2%
Very dissatisfied	5.3%	7.2%	6.5%	11.9%	5.7%	10.5%	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? (top 2)

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q19. Sum of top 2 choices</u>							
Ease of moving through airport security	36.8%	35.8%	31.2%	39.6%	36.0%	32.5%	35.3%
Availability of parking	32.1%	29.4%	26.9%	26.1%	30.2%	29.3%	29.0%
Food, beverage, & other concessions	30.5%	38.9%	19.6%	36.3%	26.8%	37.6%	31.6%
Cleanliness of facilities	17.5%	24.7%	13.0%	20.5%	16.8%	22.5%	19.2%
Availability of seating near departure gates	22.5%	26.3%	19.3%	28.7%	21.3%	27.0%	24.2%
None chosen	28.8%	20.6%	43.5%	22.8%	33.2%	24.4%	28.9%

ASKED IN 2Q AND 4Q

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

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q20-1. Condition of catch basins (storm drains) in your neighborhood</u>							
Very satisfied	13.2%	9.4%	10.4%	9.0%	10.8%	4.3%	9.5%
Satisfied	43.4%	40.9%	23.9%	28.9%	31.4%	31.4%	33.3%
Neutral	26.4%	31.9%	29.9%	30.9%	31.4%	24.5%	29.2%
Dissatisfied	11.2%	10.5%	23.5%	19.9%	16.4%	24.9%	17.8%
Very dissatisfied	5.8%	7.2%	12.3%	11.3%	10.1%	14.8%	10.3%
 <u>Q20-2. Timeliness of water/sewer line break repairs</u>							
Very satisfied	10.2%	6.0%	11.7%	11.7%	8.6%	5.1%	8.9%
Satisfied	32.0%	35.6%	26.3%	28.7%	28.2%	31.6%	30.3%
Neutral	38.3%	38.4%	31.6%	36.8%	35.7%	28.5%	34.7%
Dissatisfied	12.1%	13.0%	20.2%	16.6%	18.0%	22.5%	17.4%
Very dissatisfied	7.3%	6.9%	10.1%	6.3%	9.4%	12.3%	8.9%

ASKED IN 2Q AND 4Q

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

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q20-3. Quality of KC Water customer service</u>							
Very satisfied	16.7%	11.1%	19.2%	12.7%	13.2%	8.9%	13.6%
Satisfied	36.6%	38.5%	32.7%	35.9%	35.9%	35.0%	35.8%
Neutral	29.2%	31.3%	30.4%	29.8%	29.5%	30.4%	30.1%
Dissatisfied	9.3%	11.1%	11.5%	12.2%	10.2%	14.4%	11.4%
Very dissatisfied	8.2%	8.0%	6.2%	9.4%	11.2%	11.3%	9.1%

ASKED IN 2Q AND 4Q

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

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q21-1. Overall quality of leadership provided by City's elected officials</u>							
Very satisfied	14.7%	12.5%	10.7%	11.1%	14.2%	11.0%	12.4%
Satisfied	34.4%	33.8%	33.7%	34.1%	32.9%	39.5%	34.7%
Neutral	33.7%	35.9%	30.4%	34.1%	32.5%	29.5%	32.7%
Dissatisfied	10.3%	11.1%	14.8%	14.3%	13.5%	13.5%	12.9%
Very dissatisfied	7.0%	6.6%	10.4%	6.5%	6.9%	6.4%	7.3%
 <u>Q21-2. Overall effectiveness of City Manager & appointed staff</u>							
Very satisfied	13.6%	10.6%	11.5%	12.5%	14.2%	7.2%	11.6%
Satisfied	31.8%	34.6%	29.4%	28.9%	31.4%	31.3%	31.2%
Neutral	36.4%	38.0%	34.0%	40.6%	33.6%	37.7%	36.7%
Dissatisfied	12.0%	9.9%	16.0%	12.5%	12.4%	16.2%	13.2%
Very dissatisfied	6.2%	6.8%	9.2%	5.5%	8.4%	7.5%	7.3%

ASKED IN 2Q AND 4Q

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

N=1861	Council District						Total
	1	2	3	4	5	6	
<u>Q21-3. How ethically City conducts business</u>							
Very satisfied	10.7%	9.9%	10.4%	8.2%	10.4%	7.9%	9.6%
Satisfied	30.6%	27.5%	29.0%	29.3%	27.1%	31.2%	29.1%
Neutral	33.7%	39.3%	34.0%	38.3%	36.4%	37.5%	36.6%
Dissatisfied	15.5%	14.1%	14.7%	16.8%	15.6%	14.2%	15.2%
Very dissatisfied	9.5%	9.2%	12.0%	7.4%	10.4%	9.1%	9.6%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	

Q26a. Children in following age groups who live in Kansas City, Missouri

No children/no children in KCMO	66.4%	65.5%	73.8%	70.9%	73.7%	72.5%	70.5%
Ages 0-5	9.8%	9.1%	6.1%	9.5%	8.0%	10.9%	9.0%
Ages 6-13	15.7%	17.4%	13.2%	13.4%	12.3%	12.0%	14.0%
Ages 14-17	11.5%	12.0%	10.4%	7.8%	8.3%	7.1%	9.5%

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

N=917	Council District						Total
	1	2	3	4	5	6	

Q26b. What type of K-12 school do your children attend

Public	78.4%	81.9%	54.5%	33.3%	65.0%	41.2%	60.4%
Charter	1.2%	2.2%	28.8%	23.1%	19.7%	11.5%	13.3%
Private	8.2%	10.4%	12.9%	35.4%	10.9%	37.8%	18.9%
Other	5.3%	2.7%	5.3%	8.8%	4.4%	8.8%	5.8%

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? (without "not provided")

N=917	Council District						Total
	1	2	3	4	5	6	
<u>Q26c. How would you grade quality of school(s) your children attend</u>							
Excellent	44.6%	54.7%	27.5%	46.3%	24.8%	37.9%	40.4%
Good	35.7%	36.6%	35.0%	31.3%	24.0%	32.6%	32.8%
Average	14.0%	5.8%	22.5%	14.9%	34.9%	12.1%	16.6%
Poor	5.1%	1.7%	11.7%	6.0%	10.9%	8.3%	6.9%
Failing	0.6%	1.2%	3.3%	1.5%	5.4%	9.1%	3.3%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	

Q27-1. Were you or anyone in your household the victim of any crime in Kansas City, Missouri, during last year

Yes	11.2%	7.5%	18.0%	16.4%	14.0%	15.8%	13.8%
No	88.8%	92.5%	82.0%	83.6%	86.0%	84.2%	86.2%

Q27-2. Have you had contact with a KCPD police officer during last year

Yes	36.9%	37.4%	43.1%	44.2%	42.2%	38.1%	40.3%
No	63.1%	62.6%	56.9%	55.8%	57.8%	61.9%	59.7%

Q27-3. Have any members of your household used Kansas City, Missouri, ambulance service in last year

Yes	11.7%	10.7%	17.9%	10.3%	15.0%	11.1%	12.8%
No	88.3%	89.3%	82.1%	89.7%	85.0%	88.9%	87.2%

Q27-4. Have you or anyone in your household contacted City's 311 Call Center in last year

Yes	50.7%	50.3%	64.3%	58.4%	67.2%	61.6%	58.8%
No	49.3%	49.7%	35.7%	41.6%	32.8%	38.4%	41.2%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	

Q27-5. Have you visited City's website (kcmo.gov) in last year

Yes	64.6%	62.0%	50.3%	73.8%	58.3%	72.5%	63.7%
No	35.4%	38.0%	49.7%	26.2%	41.7%	27.5%	36.3%

Q27-6. Have you used bulky item pick-up service in last year

Yes	37.7%	44.9%	41.5%	35.2%	42.4%	44.2%	41.0%
No	62.3%	55.1%	58.5%	64.8%	57.6%	55.8%	59.0%

Q27-7. Have you or anyone in your household visited a Kansas City, Missouri, community center in last year

Yes	26.4%	26.0%	38.0%	34.4%	38.4%	22.4%	30.8%
No	73.6%	74.0%	62.0%	65.6%	61.6%	77.6%	69.2%

Q27-8. Have any members of your household visited any parks in Kansas City, Missouri, in last year

Yes	74.1%	75.6%	70.9%	85.6%	75.3%	81.9%	77.3%
No	25.9%	24.4%	29.1%	14.4%	24.7%	18.1%	22.7%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	

Q27-9. Have you used RideKC bus system in last year

Yes	8.7%	7.2%	30.1%	27.0%	21.0%	17.7%	18.5%
No	91.3%	92.8%	69.9%	73.0%	79.0%	82.3%	81.5%

Q27-10. Have you used Kansas City Streetcar in last year

Yes	41.2%	38.8%	31.4%	59.0%	30.0%	50.8%	41.9%
No	58.8%	61.2%	68.6%	41.0%	70.0%	49.2%	58.1%

Q27-11. Do you have regular access to internet at home

Yes	88.3%	92.3%	72.1%	90.1%	81.4%	89.8%	85.8%
No	11.7%	7.7%	27.9%	9.9%	18.6%	10.2%	14.2%

Q27-12. Have you paid a Municipal Court ticket online in last year

Yes	9.8%	11.6%	12.2%	14.7%	10.4%	13.5%	12.0%
No	90.2%	88.4%	87.8%	85.3%	89.6%	86.5%	88.0%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	

Q27-13. Have you visited/been to Municipal Court courthouse in last year

Yes	16.1%	13.2%	25.3%	23.7%	23.1%	19.2%	20.1%
No	83.9%	86.8%	74.7%	76.3%	76.9%	80.8%	79.9%

Q27-14. Have you flown out of Kansas City International Airport in last year

Yes	61.2%	67.2%	40.0%	69.6%	47.5%	68.5%	59.1%
No	38.8%	32.8%	60.0%	30.4%	52.5%	31.5%	40.9%

Q27-15. Have you contacted KC Water regarding your account in last year

Yes	34.7%	39.3%	41.4%	36.6%	44.2%	41.9%	39.7%
No	65.3%	60.7%	58.6%	63.4%	55.8%	58.1%	60.3%

Q27-16. Do you own at least one cat or dog

Yes	50.5%	55.0%	40.4%	53.7%	40.7%	53.4%	49.0%
No	49.5%	45.0%	59.6%	46.3%	59.3%	46.6%	51.0%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	

Q27-17. Have you ridden a bicycle on City streets or trails in last year

Yes	23.6%	26.8%	18.5%	34.8%	19.9%	31.6%	25.9%
No	76.4%	73.2%	81.5%	65.2%	80.1%	68.4%	74.1%

Q27-18. Have you or anyone in your household called 911 while in Kansas City, Missouri, in last year

Yes	20.7%	20.5%	38.6%	27.2%	31.1%	23.0%	26.8%
No	79.3%	79.5%	61.4%	72.8%	68.9%	77.0%	73.2%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q28. How often does your household use City's curbside recycling services</u>							
Weekly	82.3%	78.7%	61.8%	77.3%	69.3%	82.0%	75.4%
Bi-weekly	4.2%	5.7%	7.6%	4.3%	6.5%	5.3%	5.6%
Monthly	1.8%	2.0%	5.0%	1.7%	2.6%	2.3%	2.6%
Never	4.8%	6.2%	14.2%	6.0%	13.5%	4.7%	8.2%
Not available at my residence	6.8%	7.5%	11.3%	10.8%	8.0%	5.6%	8.3%

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q29. Will you be living in Kansas City, Missouri, five years from now</u>							
Yes	86.1%	84.6%	82.6%	83.5%	82.7%	83.8%	83.9%
No	13.9%	15.4%	17.4%	16.5%	17.3%	16.2%	16.1%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q30. Do you own or rent your current residence</u>							
Own	88.9%	85.2%	71.6%	79.2%	78.4%	85.7%	81.6%
Rent	11.1%	14.8%	28.4%	20.8%	21.6%	14.3%	18.4%

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q31. What type of dwelling do you live in</u>							
Single family house (detached from other houses)	89.2%	83.7%	81.0%	76.8%	88.9%	91.1%	85.2%
Duplex or townhome	4.5%	8.1%	7.8%	4.6%	5.3%	3.4%	5.6%
Apartment or condominium building	5.0%	7.0%	9.0%	18.1%	4.8%	4.6%	8.0%
Other	1.3%	1.3%	2.2%	0.5%	1.0%	0.9%	1.2%

ASKED ALL YEAR

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

N=3754

	Council District						Total
	1	2	3	4	5	6	
<u>Q32. How many years have you lived in Kansas City, Missouri</u>							
0-5	13.8%	12.6%	8.4%	14.9%	10.5%	16.0%	12.7%
6-10	11.3%	8.8%	6.3%	13.5%	5.5%	10.6%	9.3%
11-15	10.7%	9.3%	7.0%	8.0%	5.8%	10.1%	8.5%
16-20	11.5%	10.1%	8.0%	8.3%	7.2%	8.9%	9.0%
21-30	16.0%	20.1%	11.2%	18.0%	11.1%	12.3%	14.8%
31+	36.7%	39.2%	59.2%	37.2%	60.0%	42.1%	45.6%

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

N=3754

	Council District						Total
	1	2	3	4	5	6	
<u>Q33. What best describes your race/ethnicity</u>							
Asian/Pacific Islander	2.3%	3.2%	1.8%	5.2%	1.6%	3.2%	2.9%
White	84.9%	82.9%	36.3%	76.7%	39.8%	77.7%	66.5%
American Indian/Eskimo	0.5%	0.8%	2.3%	1.8%	1.6%	0.8%	1.3%
Black/African American	8.2%	10.5%	55.4%	12.1%	55.0%	16.3%	26.2%
Other	2.8%	3.0%	3.1%	5.3%	1.9%	2.9%	3.2%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q34. Are you of Hispanic, Latino, or other Spanish ancestry</u>							
Yes	8.0%	7.7%	8.1%	14.3%	6.2%	7.7%	8.7%
No	92.0%	92.3%	91.9%	85.7%	93.8%	92.3%	91.3%

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q35. Your total annual household income</u>							
Under \$30K	15.2%	12.8%	43.3%	23.1%	35.4%	14.7%	23.9%
\$30K to \$59,999	22.0%	19.0%	30.6%	22.9%	27.6%	24.1%	24.3%
\$60K to \$99,999	30.4%	32.7%	17.4%	22.5%	23.7%	26.3%	25.6%
\$100K+	32.4%	35.4%	8.6%	31.5%	13.3%	35.0%	26.2%

ASKED ALL YEAR

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q36. Your age</u>							
18-24	2.5%	2.5%	1.4%	3.4%	1.8%	1.7%	2.2%
25-34	20.6%	17.7%	12.6%	24.5%	9.5%	21.4%	17.7%
35-44	19.9%	23.2%	18.8%	20.8%	17.0%	20.5%	20.0%
45-54	20.3%	19.3%	23.8%	16.4%	25.0%	14.6%	19.9%
55-64	19.3%	22.3%	17.2%	18.5%	20.8%	22.0%	20.1%
65+	17.4%	15.1%	26.2%	16.4%	25.8%	19.7%	20.1%

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

N=3754	Council District						Total
	1	2	3	4	5	6	
<u>Q37. Your gender identity</u>							
Male	51.9%	50.9%	43.3%	56.7%	45.0%	49.9%	49.6%
Female	47.8%	48.8%	56.4%	42.3%	54.8%	49.0%	49.8%
Other	0.3%	0.3%	0.3%	1.0%	0.2%	1.1%	0.5%