

Kansas City, Missouri Employer Survey

Cross-Tabular Data

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2019

Submitted to the City of Kansas City, Missouri

by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

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Section 1
Cross-Tabular Data by Sector

Q1. How would you rate Kansas City, Missouri overall as a place to do business? (without "don't know")

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q1. How would you rate KCMO overall as a place to do business</u>									
Excellent	5.9%	20.7%	15.6%	28.3%	15.6%	10.7%	23.3%	13.7%	16.6%
Good	44.1%	46.7%	46.9%	56.5%	53.1%	53.6%	56.7%	44.0%	47.9%
Average	41.2%	25.0%	37.5%	8.7%	28.1%	17.9%	13.3%	30.2%	26.5%
Below average	5.9%	3.3%	0.0%	6.5%	3.1%	14.3%	6.7%	7.1%	5.9%
Poor	2.9%	4.3%	0.0%	0.0%	0.0%	3.6%	0.0%	4.9%	3.2%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q2-1. Overall quality of services provided by City</u>									
Very satisfied	9.1%	11.2%	6.7%	19.1%	0.0%	13.8%	6.9%	5.6%	8.5%
Satisfied	24.2%	47.2%	56.7%	44.7%	65.6%	44.8%	69.0%	47.2%	48.4%
Neutral	42.4%	30.3%	30.0%	25.5%	28.1%	24.1%	13.8%	33.3%	30.3%
Dissatisfied	15.2%	11.2%	6.7%	8.5%	6.3%	17.2%	10.3%	11.7%	11.1%
Very dissatisfied	9.1%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	2.2%	1.7%
 <u>Q2-2. Overall image of City</u>									
Very satisfied	14.7%	14.1%	18.8%	29.8%	12.1%	20.0%	16.7%	15.1%	16.7%
Satisfied	47.1%	53.3%	59.4%	48.9%	54.5%	50.0%	60.0%	47.8%	51.0%
Neutral	29.4%	27.2%	15.6%	12.8%	18.2%	10.0%	13.3%	27.4%	22.7%
Dissatisfied	2.9%	4.3%	3.1%	6.4%	15.2%	16.7%	6.7%	8.1%	7.4%
Very dissatisfied	5.9%	1.1%	3.1%	2.1%	0.0%	3.3%	3.3%	1.6%	2.1%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=485

	Sector							Total	
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit		Other
<u>Q2-3. Overall quality of life in City</u>									
Very satisfied	12.5%	19.1%	36.7%	31.9%	6.1%	26.7%	20.7%	15.8%	19.5%
Satisfied	59.4%	47.2%	40.0%	46.8%	54.5%	36.7%	44.8%	49.2%	48.0%
Neutral	28.1%	27.0%	20.0%	19.1%	24.2%	20.0%	20.7%	25.7%	24.3%
Dissatisfied	0.0%	4.5%	3.3%	0.0%	12.1%	16.7%	10.3%	8.7%	7.0%
Very dissatisfied	0.0%	2.2%	0.0%	2.1%	3.0%	0.0%	3.4%	0.5%	1.3%

Q2-4. Quality of new development in City

Very satisfied	20.0%	21.6%	20.0%	26.7%	15.6%	20.0%	26.7%	17.6%	20.1%
Satisfied	50.0%	38.6%	50.0%	48.9%	37.5%	44.0%	40.0%	48.9%	45.5%
Neutral	20.0%	30.7%	26.7%	15.6%	31.3%	16.0%	26.7%	24.2%	24.7%
Dissatisfied	6.7%	9.1%	3.3%	6.7%	15.6%	12.0%	3.3%	8.2%	8.2%
Very dissatisfied	3.3%	0.0%	0.0%	2.2%	0.0%	8.0%	3.3%	1.1%	1.5%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=485	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q2-5. Overall quality of education system within City</u>									
Very satisfied	6.9%	6.9%	3.6%	2.4%	0.0%	7.4%	4.2%	2.4%	3.8%
Satisfied	6.9%	6.9%	17.9%	16.7%	10.7%	3.7%	16.7%	16.1%	12.9%
Neutral	34.5%	40.3%	35.7%	38.1%	32.1%	48.1%	41.7%	31.0%	35.6%
Dissatisfied	27.6%	25.0%	32.1%	21.4%	46.4%	14.8%	29.2%	29.8%	28.2%
Very dissatisfied	24.1%	20.8%	10.7%	21.4%	10.7%	25.9%	8.3%	20.8%	19.4%
<u>Q2-6. Overall feeling of safety in City</u>									
Very satisfied	6.1%	6.6%	9.4%	4.3%	0.0%	6.7%	3.3%	3.2%	4.6%
Satisfied	21.2%	25.3%	34.4%	34.0%	18.2%	26.7%	40.0%	21.0%	25.3%
Neutral	21.2%	36.3%	31.3%	44.7%	51.5%	26.7%	40.0%	36.0%	36.3%
Dissatisfied	42.4%	17.6%	18.8%	14.9%	27.3%	30.0%	13.3%	29.0%	24.7%
Very dissatisfied	9.1%	14.3%	6.3%	2.1%	3.0%	10.0%	3.3%	10.8%	9.1%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=485	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q2-7. Overall value that you receive for your City & fees</u>									
Very satisfied	3.1%	7.9%	6.3%	8.9%	3.7%	7.4%	3.6%	3.9%	5.4%
Satisfied	21.9%	23.6%	31.3%	22.2%	14.8%	37.0%	39.3%	20.0%	23.7%
Neutral	37.5%	34.8%	40.6%	53.3%	55.6%	22.2%	50.0%	44.4%	42.4%
Dissatisfied	6.3%	22.5%	12.5%	6.7%	14.8%	18.5%	3.6%	20.6%	16.5%
Very dissatisfied	31.3%	11.2%	9.4%	8.9%	11.1%	14.8%	3.6%	11.1%	12.0%
 <u>Q2-8. Overall safety in the area where your business is located</u>									
Very satisfied	15.2%	12.0%	12.5%	19.1%	12.1%	10.0%	10.0%	8.0%	11.2%
Satisfied	27.3%	25.0%	43.8%	36.2%	36.4%	26.7%	46.7%	34.2%	33.3%
Neutral	21.2%	28.3%	21.9%	29.8%	27.3%	23.3%	30.0%	20.3%	24.2%
Dissatisfied	27.3%	23.9%	18.8%	8.5%	18.2%	36.7%	10.0%	26.7%	22.9%
Very dissatisfied	9.1%	10.9%	3.1%	6.4%	6.1%	3.3%	3.3%	10.7%	8.5%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q2-9. Physical appearance of the area where your business is located</u>									
Very satisfied	9.1%	12.1%	18.8%	21.3%	24.2%	13.8%	16.7%	10.8%	13.9%
Satisfied	33.3%	33.0%	37.5%	51.1%	30.3%	41.4%	50.0%	40.9%	39.5%
Neutral	36.4%	29.7%	34.4%	10.6%	24.2%	24.1%	20.0%	23.7%	24.9%
Dissatisfied	6.1%	15.4%	6.3%	10.6%	18.2%	17.2%	10.0%	16.7%	14.1%
Very dissatisfied	15.2%	9.9%	3.1%	6.4%	3.0%	3.4%	3.3%	8.1%	7.5%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	

Q3-1. Overall image of City

Extremely important	11.8%	34.8%	43.8%	31.9%	27.3%	25.0%	26.7%	30.3%	30.1%
Very important	35.3%	28.3%	28.1%	31.9%	30.3%	39.3%	30.0%	34.6%	32.4%
Important	26.5%	22.8%	25.0%	23.4%	24.2%	28.6%	23.3%	22.2%	23.5%
Less important	8.8%	9.8%	3.1%	6.4%	3.0%	3.6%	6.7%	9.2%	7.7%
Not important	17.6%	4.3%	0.0%	6.4%	15.2%	3.6%	13.3%	3.8%	6.2%

Q3-2. Low crime rate

Extremely important	33.3%	47.8%	62.5%	31.9%	42.4%	35.7%	30.0%	46.5%	43.5%
Very important	33.3%	32.6%	28.1%	38.3%	30.3%	35.7%	33.3%	33.0%	33.1%
Important	18.2%	13.0%	9.4%	23.4%	15.2%	21.4%	23.3%	13.0%	15.4%
Less important	9.1%	4.3%	0.0%	2.1%	0.0%	3.6%	3.3%	5.4%	4.2%
Not important	6.1%	2.2%	0.0%	4.3%	12.1%	3.6%	10.0%	2.2%	3.8%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

	Sector							Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	

Q3-3. Quality of local schools

Extremely important	11.8%	31.5%	46.9%	27.7%	31.3%	29.6%	20.0%	36.4%	31.8%
Very important	38.2%	27.2%	34.4%	19.1%	28.1%	25.9%	26.7%	29.9%	28.7%
Important	20.6%	18.5%	9.4%	14.9%	15.6%	22.2%	20.0%	11.4%	15.1%
Less important	11.8%	10.9%	6.3%	14.9%	3.1%	11.1%	16.7%	13.0%	11.7%
Not important	17.6%	12.0%	3.1%	23.4%	21.9%	11.1%	16.7%	9.2%	12.8%

Q3-4. Availability of trained employees

Extremely important	32.4%	35.9%	43.8%	21.3%	21.2%	32.1%	30.0%	29.7%	30.8%
Very important	38.2%	42.4%	31.3%	46.8%	39.4%	25.0%	30.0%	36.8%	37.6%
Important	14.7%	15.2%	18.8%	8.5%	27.3%	25.0%	26.7%	20.0%	18.7%
Less important	8.8%	3.3%	6.3%	17.0%	0.0%	10.7%	6.7%	8.6%	7.7%
Not important	5.9%	3.3%	0.0%	6.4%	12.1%	7.1%	6.7%	4.9%	5.2%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

	Sector							Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	

Q3-5. Level of taxation

Extremely important	27.3%	38.5%	37.5%	25.5%	27.3%	25.0%	26.7%	27.9%	30.0%
Very important	42.4%	37.4%	21.9%	34.0%	27.3%	32.1%	16.7%	39.3%	34.8%
Important	24.2%	18.7%	31.3%	27.7%	33.3%	32.1%	36.7%	22.4%	25.2%
Less important	3.0%	0.0%	6.3%	8.5%	0.0%	3.6%	3.3%	3.8%	3.4%
Not important	3.0%	5.5%	3.1%	4.3%	12.1%	7.1%	16.7%	6.6%	6.7%

Q3-6. Access to airports

Extremely important	15.2%	24.2%	25.0%	19.1%	12.1%	17.9%	13.8%	15.1%	17.8%
Very important	12.1%	19.8%	25.0%	25.5%	15.2%	17.9%	17.2%	25.4%	21.8%
Important	33.3%	26.4%	31.3%	31.9%	33.3%	17.9%	24.1%	25.4%	27.2%
Less important	21.2%	15.4%	12.5%	19.1%	12.1%	28.6%	13.8%	20.0%	18.2%
Not important	18.2%	14.3%	6.3%	4.3%	27.3%	17.9%	31.0%	14.1%	15.1%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q3-7. Availability of affordable housing for employees</u>									
Extremely important	9.4%	23.3%	28.1%	19.1%	9.4%	21.4%	26.7%	18.3%	19.5%
Very important	34.4%	36.7%	37.5%	14.9%	31.3%	21.4%	33.3%	33.3%	31.7%
Important	28.1%	23.3%	25.0%	29.8%	34.4%	35.7%	13.3%	26.3%	26.4%
Less important	18.8%	5.6%	9.4%	27.7%	6.3%	3.6%	13.3%	10.8%	11.3%
Not important	9.4%	11.1%	0.0%	8.5%	18.8%	17.9%	13.3%	11.3%	11.1%
 <u>Q3-8. Proximity of businesses that are important to your business</u>									
Extremely important	9.1%	25.0%	18.8%	25.5%	27.3%	14.3%	26.7%	19.6%	21.1%
Very important	24.2%	30.4%	37.5%	23.4%	30.3%	17.9%	20.0%	27.2%	27.1%
Important	30.3%	32.6%	31.3%	19.1%	27.3%	50.0%	26.7%	29.3%	30.1%
Less important	18.2%	7.6%	9.4%	25.5%	3.0%	7.1%	13.3%	14.7%	12.9%
Not important	18.2%	4.3%	3.1%	6.4%	12.1%	10.7%	13.3%	9.2%	8.8%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	

Q3-9. Availability of public transportation

Extremely important	15.2%	19.8%	31.3%	10.9%	36.4%	22.2%	26.7%	21.5%	21.8%
Very important	9.1%	28.6%	18.8%	21.7%	15.2%	11.1%	26.7%	24.7%	22.4%
Important	39.4%	16.5%	21.9%	13.0%	30.3%	40.7%	13.3%	23.1%	22.8%
Less important	27.3%	19.8%	21.9%	34.8%	6.1%	11.1%	16.7%	17.7%	19.5%
Not important	9.1%	15.4%	6.3%	19.6%	12.1%	14.8%	16.7%	12.9%	13.6%

Q3-10. Availability of libraries, arts, & cultural amenities

Extremely important	12.1%	18.7%	25.0%	17.0%	21.2%	33.3%	20.0%	20.5%	20.3%
Very important	9.1%	17.6%	21.9%	27.7%	24.2%	14.8%	26.7%	24.9%	22.0%
Important	24.2%	29.7%	28.1%	19.1%	21.2%	29.6%	26.7%	28.6%	27.0%
Less important	33.3%	15.4%	15.6%	29.8%	15.2%	11.1%	13.3%	13.5%	16.9%
Not important	21.2%	18.7%	9.4%	6.4%	18.2%	11.1%	13.3%	12.4%	13.8%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q3-11. Attitude of local government toward business</u>									
Extremely important	37.5%	40.7%	53.1%	40.4%	36.4%	44.4%	50.0%	45.1%	43.5%
Very important	46.9%	34.1%	21.9%	40.4%	33.3%	25.9%	26.7%	39.7%	35.9%
Important	6.3%	18.7%	25.0%	14.9%	15.2%	18.5%	13.3%	12.5%	14.9%
Less important	3.1%	3.3%	0.0%	2.1%	3.0%	7.4%	0.0%	0.5%	1.9%
Not important	6.3%	3.3%	0.0%	2.1%	12.1%	3.7%	10.0%	2.2%	3.8%
<u>Q3-12. Availability of telecommunications, utilities, & other infrastructure</u>									
Extremely important	42.4%	46.7%	58.1%	51.1%	33.3%	33.3%	50.0%	48.4%	46.8%
Very important	42.4%	38.0%	35.5%	38.3%	39.4%	37.0%	36.7%	32.6%	36.1%
Important	9.1%	13.0%	6.5%	6.4%	12.1%	25.9%	3.3%	15.2%	12.6%
Less important	0.0%	0.0%	0.0%	2.1%	3.0%	0.0%	3.3%	1.6%	1.3%
Not important	6.1%	2.2%	0.0%	2.1%	12.1%	3.7%	6.7%	2.2%	3.4%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q3-13. Availability of parks & open space</u>									
Extremely important	12.1%	17.6%	21.9%	17.0%	15.2%	14.8%	24.1%	16.4%	17.1%
Very important	12.1%	20.9%	34.4%	31.9%	27.3%	18.5%	20.7%	31.1%	26.5%
Important	24.2%	33.0%	28.1%	17.0%	36.4%	51.9%	34.5%	30.1%	30.7%
Less important	27.3%	15.4%	9.4%	27.7%	6.1%	11.1%	6.9%	14.8%	15.4%
Not important	24.2%	13.2%	6.3%	6.4%	15.2%	3.7%	13.8%	7.7%	10.3%

Q4. Which THREE of the reasons listed in Question 3 will have the MOST IMPACT on your decision to stay in the City of Kansas City for the next 10 years? (top 3)

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q4. Sum of top 3 choices</u>									
Overall image of City	11.8%	27.2%	34.4%	34.0%	9.1%	20.0%	16.7%	25.1%	24.1%
Low crime rate	32.4%	40.2%	56.3%	38.3%	36.4%	40.0%	43.3%	45.5%	42.5%
Quality of local schools	14.7%	12.0%	21.9%	12.8%	3.0%	6.7%	16.7%	21.4%	15.9%
Availability of trained employees	35.3%	25.0%	18.8%	19.1%	36.4%	16.7%	10.0%	18.7%	21.6%
Level of taxation	50.0%	43.5%	40.6%	27.7%	27.3%	16.7%	26.7%	33.7%	34.6%
Access to airports	2.9%	6.5%	6.3%	4.3%	0.0%	3.3%	13.3%	1.1%	3.7%
Availability of affordable housing for employees	8.8%	5.4%	9.4%	4.3%	9.1%	13.3%	20.0%	13.4%	10.5%
Proximity of businesses that are important to your business	2.9%	16.3%	6.3%	14.9%	15.2%	10.0%	10.0%	10.2%	11.3%
Availability of public transportation	8.8%	5.4%	6.3%	10.6%	15.2%	3.3%	16.7%	11.8%	9.9%
Availability of libraries, arts, & cultural amenities	2.9%	0.0%	3.1%	2.1%	0.0%	16.7%	3.3%	2.7%	2.9%
Attitude of local government toward business	26.5%	31.5%	21.9%	34.0%	18.2%	26.7%	20.0%	24.6%	26.2%
Availability of telecommunications, utilities, & other infrastructure	38.2%	25.0%	28.1%	46.8%	21.2%	16.7%	20.0%	20.9%	25.6%
Availability of parks & open space	0.0%	0.0%	0.0%	4.3%	3.0%	16.7%	3.3%	2.1%	2.7%
None chosen	14.7%	17.4%	12.5%	12.8%	30.3%	23.3%	23.3%	18.7%	18.6%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q5-1. 311 Call Center</u>									
Yes	23.5%	35.9%	15.6%	21.3%	24.2%	26.7%	33.3%	35.3%	30.5%
No	76.5%	64.1%	84.4%	78.7%	75.8%	73.3%	66.7%	64.7%	69.5%
<u>Q5-2. Business licensing</u>									
Yes	67.6%	65.2%	53.1%	51.1%	39.4%	56.7%	33.3%	66.8%	59.6%
No	32.4%	34.8%	46.9%	48.9%	60.6%	43.3%	66.7%	33.2%	40.4%
<u>Q5-3. Tax collection</u>									
Yes	52.9%	53.3%	50.0%	44.7%	36.4%	43.3%	33.3%	56.1%	50.3%
No	47.1%	46.7%	50.0%	55.3%	63.6%	56.7%	66.7%	43.9%	49.7%
<u>Q5-4. Municipal court</u>									
Yes	14.7%	9.8%	25.0%	17.0%	24.2%	20.0%	23.3%	21.4%	18.8%
No	85.3%	90.2%	75.0%	83.0%	75.8%	80.0%	76.7%	78.6%	81.2%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q5-5. Code enforcement</u>									
Yes	20.6%	20.7%	12.5%	19.1%	27.3%	26.7%	26.7%	36.9%	27.4%
No	79.4%	79.3%	87.5%	80.9%	72.7%	73.3%	73.3%	63.1%	72.6%
 <u>Q5-6. Police-crime/safety response</u>									
Yes	55.9%	76.1%	40.6%	36.2%	57.6%	70.0%	53.3%	63.1%	60.4%
No	44.1%	23.9%	59.4%	63.8%	42.4%	30.0%	46.7%	36.9%	39.6%
 <u>Q5-7. Ambulance-medical emergency response</u>									
Yes	20.6%	30.4%	15.6%	14.9%	48.5%	43.3%	33.3%	31.0%	29.7%
No	79.4%	69.6%	84.4%	85.1%	51.5%	56.7%	66.7%	69.0%	70.3%
 <u>Q5-8. Fire incident response</u>									
Yes	26.5%	19.6%	9.4%	6.4%	36.4%	30.0%	20.0%	25.7%	22.3%
No	73.5%	80.4%	90.6%	93.6%	63.6%	70.0%	80.0%	74.3%	77.7%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q5-9. Fire inspection</u>									
Yes	64.7%	77.2%	37.5%	46.8%	66.7%	76.7%	56.7%	71.1%	66.4%
No	35.3%	22.8%	62.5%	53.2%	33.3%	23.3%	43.3%	28.9%	33.6%
 <u>Q5-10. Health inspections</u>									
Yes	5.9%	27.2%	0.0%	2.1%	33.3%	43.3%	30.0%	32.6%	25.2%
No	94.1%	72.8%	100.0%	97.9%	66.7%	56.7%	70.0%	67.4%	74.8%
 <u>Q5-11. Regulated industries licensing/inspections</u>									
Yes	23.5%	21.7%	15.6%	8.5%	39.4%	43.3%	30.0%	33.7%	27.8%
No	76.5%	78.3%	84.4%	91.5%	60.6%	56.7%	70.0%	66.3%	72.2%
 <u>Q5-12. Building permits</u>									
Yes	5.9%	13.0%	25.0%	25.5%	21.2%	46.7%	30.0%	38.0%	27.8%
No	94.1%	87.0%	75.0%	74.5%	78.8%	53.3%	70.0%	62.0%	72.2%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q5-13. Development review</u>									
Yes	0.0%	6.5%	6.3%	19.1%	15.2%	13.3%	13.3%	19.3%	13.6%
No	100.0%	93.5%	93.8%	80.9%	84.8%	86.7%	86.7%	80.7%	86.4%
 <u>Q5-14. Public incentives requests</u>									
Yes	2.9%	5.4%	3.1%	6.4%	6.1%	10.0%	0.0%	11.8%	7.6%
No	97.1%	94.6%	96.9%	93.6%	93.9%	90.0%	100.0%	88.2%	92.4%
 <u>Q5-15. Airport services</u>									
Yes	32.4%	42.4%	43.8%	55.3%	30.3%	30.0%	53.3%	39.6%	41.0%
No	67.6%	57.6%	56.3%	44.7%	69.7%	70.0%	46.7%	60.4%	59.0%
 <u>Q5-16. Water services</u>									
Yes	64.7%	67.4%	56.3%	55.3%	60.6%	63.3%	56.7%	75.4%	67.0%
No	35.3%	32.6%	43.8%	44.7%	39.4%	36.7%	43.3%	24.6%	33.0%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q5-17. Stormwater drainage</u>									
Yes	47.1%	54.3%	18.8%	34.0%	39.4%	36.7%	43.3%	48.7%	44.5%
No	52.9%	45.7%	81.3%	66.0%	60.6%	63.3%	56.7%	51.3%	55.5%
 <u>Q5-18. Street maintenance</u>									
Yes	47.1%	56.5%	43.8%	40.4%	48.5%	56.7%	60.0%	60.4%	54.6%
No	52.9%	43.5%	56.3%	59.6%	51.5%	43.3%	40.0%	39.6%	45.4%
 <u>Q5-19. Sidewalk maintenance</u>									
Yes	26.5%	23.9%	28.1%	29.8%	45.5%	40.0%	36.7%	41.2%	34.8%
No	73.5%	76.1%	71.9%	70.2%	54.5%	60.0%	63.3%	58.8%	65.2%
 <u>Q5-20. MBE/WBE certification</u>									
Yes	5.9%	13.0%	6.3%	14.9%	0.0%	6.7%	6.7%	15.0%	11.3%
No	94.1%	87.0%	93.8%	85.1%	100.0%	93.3%	93.3%	85.0%	88.7%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q5-21. Website usefulness (kcmo.gov)</u>									
Yes	38.2%	42.4%	46.9%	42.6%	27.3%	36.7%	53.3%	44.4%	42.5%
No	61.8%	57.6%	53.1%	57.4%	72.7%	63.3%	46.7%	55.6%	57.5%
 <u>Q5-22. KC Streetcar</u>									
Yes	14.7%	21.7%	28.1%	46.8%	30.3%	36.7%	36.7%	29.9%	29.7%
No	85.3%	78.3%	71.9%	53.2%	69.7%	63.3%	63.3%	70.1%	70.3%
 <u>Q5-23. RideKC bus service</u>									
Yes	5.9%	20.7%	9.4%	19.1%	33.3%	13.3%	33.3%	23.0%	20.8%
No	94.1%	79.3%	90.6%	80.9%	66.7%	86.7%	66.7%	77.0%	79.2%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	

Q5-1. 311 Call Center

Very satisfied	0.0%	21.9%	25.0%	20.0%	25.0%	37.5%	50.0%	19.0%	22.4%
Satisfied	0.0%	43.8%	75.0%	50.0%	75.0%	12.5%	20.0%	41.3%	39.9%
Neutral	50.0%	28.1%	0.0%	20.0%	0.0%	25.0%	10.0%	25.4%	23.8%
Dissatisfied	12.5%	6.3%	0.0%	10.0%	0.0%	12.5%	20.0%	9.5%	9.1%
Very dissatisfied	37.5%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	4.8%	4.9%

Q5-2. Business licensing

Very satisfied	21.7%	28.1%	13.3%	20.8%	16.7%	20.0%	0.0%	22.7%	21.9%
Satisfied	43.5%	36.8%	40.0%	41.7%	75.0%	53.3%	88.9%	42.0%	44.5%
Neutral	21.7%	26.3%	33.3%	29.2%	8.3%	20.0%	0.0%	23.5%	23.4%
Dissatisfied	4.3%	5.3%	13.3%	4.2%	0.0%	6.7%	0.0%	9.2%	6.9%
Very dissatisfied	8.7%	3.5%	0.0%	4.2%	0.0%	0.0%	11.1%	2.5%	3.3%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	

Q5-3. Tax collection

Very satisfied	11.1%	12.5%	7.1%	23.8%	10.0%	15.4%	0.0%	17.0%	14.6%
Satisfied	27.8%	33.3%	28.6%	19.0%	50.0%	46.2%	44.4%	29.0%	31.3%
Neutral	27.8%	45.8%	35.7%	28.6%	40.0%	38.5%	33.3%	30.0%	34.3%
Dissatisfied	22.2%	4.2%	21.4%	23.8%	0.0%	0.0%	11.1%	17.0%	13.7%
Very dissatisfied	11.1%	4.2%	7.1%	4.8%	0.0%	0.0%	11.1%	7.0%	6.0%

Q5-4. Municipal court

Very satisfied	0.0%	11.1%	12.5%	25.0%	12.5%	60.0%	14.3%	16.7%	17.4%
Satisfied	0.0%	44.4%	37.5%	50.0%	25.0%	20.0%	42.9%	41.7%	37.2%
Neutral	80.0%	33.3%	25.0%	25.0%	50.0%	20.0%	14.3%	30.6%	32.6%
Dissatisfied	20.0%	0.0%	25.0%	0.0%	0.0%	0.0%	28.6%	8.3%	9.3%
Very dissatisfied	0.0%	11.1%	0.0%	0.0%	12.5%	0.0%	0.0%	2.8%	3.5%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	

Q5-5. Code enforcement

Very satisfied	0.0%	15.8%	0.0%	11.1%	0.0%	14.3%	37.5%	9.0%	10.9%
Satisfied	14.3%	26.3%	50.0%	44.4%	75.0%	28.6%	12.5%	34.3%	34.1%
Neutral	28.6%	36.8%	0.0%	0.0%	12.5%	42.9%	12.5%	34.3%	28.7%
Dissatisfied	42.9%	15.8%	50.0%	44.4%	0.0%	0.0%	0.0%	14.9%	17.1%
Very dissatisfied	14.3%	5.3%	0.0%	0.0%	12.5%	14.3%	37.5%	7.5%	9.3%

Q5-6. Police-crime/safety response

Very satisfied	26.3%	22.1%	38.5%	41.2%	33.3%	35.0%	43.8%	30.4%	30.4%
Satisfied	47.4%	41.2%	30.8%	29.4%	38.9%	35.0%	31.3%	29.6%	34.6%
Neutral	10.5%	19.1%	15.4%	17.6%	16.7%	15.0%	12.5%	17.4%	16.8%
Dissatisfied	15.8%	11.8%	7.7%	0.0%	5.6%	15.0%	6.3%	16.5%	12.6%
Very dissatisfied	0.0%	5.9%	7.7%	11.8%	5.6%	0.0%	6.3%	6.1%	5.6%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	

Q5-7. Ambulance-medical emergency response

Very satisfied	71.4%	37.0%	40.0%	42.9%	46.7%	83.3%	80.0%	45.3%	50.7%
Satisfied	14.3%	51.9%	0.0%	42.9%	46.7%	8.3%	10.0%	39.6%	35.3%
Neutral	0.0%	7.4%	20.0%	14.3%	6.7%	8.3%	10.0%	9.4%	8.8%
Dissatisfied	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.7%	2.9%
Very dissatisfied	0.0%	3.7%	40.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%

Q5-8. Fire incident response

Very satisfied	66.7%	44.4%	100.0%	66.7%	58.3%	62.5%	83.3%	52.3%	57.3%
Satisfied	22.2%	44.4%	0.0%	0.0%	33.3%	25.0%	16.7%	36.4%	32.0%
Neutral	0.0%	11.1%	0.0%	33.3%	0.0%	12.5%	0.0%	2.3%	4.9%
Dissatisfied	11.1%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	9.1%	5.8%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	

Q5-9. Fire inspection

Very satisfied	40.9%	44.1%	45.5%	61.9%	50.0%	50.0%	64.7%	41.4%	46.0%
Satisfied	45.5%	33.8%	27.3%	23.8%	40.9%	31.8%	29.4%	42.2%	37.3%
Neutral	13.6%	17.6%	18.2%	14.3%	9.1%	18.2%	5.9%	11.7%	13.5%
Dissatisfied	0.0%	4.4%	0.0%	0.0%	0.0%	0.0%	0.0%	4.7%	2.9%
Very dissatisfied	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%

Q5-10. Health inspections

Very satisfied	0.0%	29.2%	0.0%	100.0%	36.4%	33.3%	42.9%	25.0%	29.2%
Satisfied	50.0%	45.8%	0.0%	0.0%	36.4%	33.3%	57.1%	44.6%	43.4%
Neutral	0.0%	8.3%	0.0%	0.0%	18.2%	25.0%	0.0%	17.9%	15.0%
Dissatisfied	50.0%	4.2%	0.0%	0.0%	9.1%	8.3%	0.0%	5.4%	6.2%
Very dissatisfied	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	6.2%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	

Q5-11. Regulated industries licensing/inspections

Very satisfied	12.5%	20.0%	40.0%	25.0%	30.8%	25.0%	50.0%	25.5%	26.4%
Satisfied	62.5%	35.0%	20.0%	25.0%	53.8%	50.0%	37.5%	45.5%	44.0%
Neutral	12.5%	25.0%	20.0%	0.0%	15.4%	25.0%	0.0%	18.2%	17.6%
Dissatisfied	0.0%	15.0%	0.0%	25.0%	0.0%	0.0%	12.5%	5.5%	6.4%
Very dissatisfied	12.5%	5.0%	20.0%	25.0%	0.0%	0.0%	0.0%	5.5%	5.6%

Q5-12. Building permits

Very satisfied	0.0%	33.3%	33.3%	16.7%	16.7%	23.1%	12.5%	20.6%	21.3%
Satisfied	50.0%	16.7%	50.0%	50.0%	83.3%	61.5%	37.5%	33.8%	40.2%
Neutral	0.0%	16.7%	0.0%	25.0%	0.0%	7.7%	12.5%	25.0%	18.9%
Dissatisfied	50.0%	8.3%	0.0%	8.3%	0.0%	0.0%	12.5%	10.3%	8.7%
Very dissatisfied	0.0%	25.0%	16.7%	0.0%	0.0%	7.7%	25.0%	10.3%	11.0%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	

Q5-13. Development review

Very satisfied	0.0%	33.3%	0.0%	33.3%	20.0%	50.0%	33.3%	15.2%	22.6%
Satisfied	0.0%	33.3%	50.0%	44.4%	80.0%	25.0%	0.0%	36.4%	38.7%
Neutral	0.0%	0.0%	0.0%	11.1%	0.0%	25.0%	33.3%	27.3%	19.4%
Dissatisfied	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	8.1%
Very dissatisfied	0.0%	0.0%	50.0%	11.1%	0.0%	0.0%	33.3%	12.1%	11.3%

Q5-14. Public incentives requests

Very satisfied	0.0%	20.0%	0.0%	0.0%	0.0%	33.3%	0.0%	20.0%	17.1%
Satisfied	100.0%	60.0%	100.0%	66.7%	100.0%	33.3%	0.0%	30.0%	45.7%
Neutral	0.0%	20.0%	0.0%	0.0%	0.0%	33.3%	0.0%	40.0%	28.6%
Dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	2.9%
Very dissatisfied	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	5.0%	5.7%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Sector							Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	

Q5-15. Airport services

Very satisfied	18.2%	33.3%	7.7%	23.1%	10.0%	12.5%	13.3%	22.2%	21.6%
Satisfied	45.5%	35.9%	23.1%	50.0%	60.0%	25.0%	46.7%	40.3%	40.7%
Neutral	36.4%	23.1%	53.8%	15.4%	30.0%	50.0%	40.0%	25.0%	28.4%
Dissatisfied	0.0%	7.7%	7.7%	11.5%	0.0%	12.5%	0.0%	9.7%	7.7%
Very dissatisfied	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	2.8%	1.5%

Q5-16. Water services

Very satisfied	22.7%	24.2%	11.8%	12.0%	21.1%	26.3%	26.7%	18.5%	20.1%
Satisfied	45.5%	27.4%	41.2%	56.0%	52.6%	31.6%	46.7%	38.5%	39.2%
Neutral	18.2%	24.2%	41.2%	24.0%	21.1%	10.5%	13.3%	24.4%	23.2%
Dissatisfied	4.5%	14.5%	5.9%	8.0%	0.0%	26.3%	6.7%	11.1%	10.8%
Very dissatisfied	9.1%	9.7%	0.0%	0.0%	5.3%	5.3%	6.7%	7.4%	6.7%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Sector							Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	

Q5-17. Stormwater drainage

Very satisfied	0.0%	20.0%	0.0%	20.0%	8.3%	18.2%	16.7%	15.9%	15.3%
Satisfied	37.5%	24.0%	60.0%	46.7%	41.7%	45.5%	16.7%	33.0%	33.0%
Neutral	25.0%	16.0%	20.0%	26.7%	41.7%	0.0%	33.3%	25.0%	23.0%
Dissatisfied	6.3%	20.0%	0.0%	6.7%	0.0%	18.2%	25.0%	13.6%	13.9%
Very dissatisfied	31.3%	20.0%	20.0%	0.0%	8.3%	18.2%	8.3%	12.5%	14.8%

Q5-18. Street maintenance

Very satisfied	0.0%	15.7%	0.0%	5.6%	13.3%	13.3%	0.0%	11.0%	9.8%
Satisfied	25.0%	19.6%	14.3%	16.7%	20.0%	33.3%	16.7%	15.6%	18.4%
Neutral	25.0%	15.7%	42.9%	33.3%	20.0%	13.3%	33.3%	26.6%	25.0%
Dissatisfied	18.8%	21.6%	42.9%	33.3%	26.7%	20.0%	22.2%	29.4%	27.0%
Very dissatisfied	31.3%	27.5%	0.0%	11.1%	20.0%	20.0%	27.8%	17.4%	19.9%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Sector							Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	

Q5-19. Sidewalk maintenance

Very satisfied	0.0%	18.2%	0.0%	7.7%	7.1%	9.1%	0.0%	8.3%	8.1%
Satisfied	11.1%	9.1%	33.3%	23.1%	28.6%	54.5%	27.3%	20.8%	23.0%
Neutral	55.6%	36.4%	44.4%	15.4%	21.4%	0.0%	18.2%	23.6%	25.5%
Dissatisfied	11.1%	9.1%	22.2%	46.2%	35.7%	18.2%	18.2%	26.4%	24.2%
Very dissatisfied	22.2%	27.3%	0.0%	7.7%	7.1%	18.2%	36.4%	20.8%	19.3%

Q5-20. MBE/WBE certification

Very satisfied	50.0%	16.7%	0.0%	28.6%	0.0%	50.0%	0.0%	28.0%	25.0%
Satisfied	0.0%	33.3%	50.0%	42.9%	0.0%	50.0%	100.0%	12.0%	26.9%
Neutral	50.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	24.0%	15.4%
Dissatisfied	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	24.0%	15.4%
Very dissatisfied	0.0%	33.3%	0.0%	28.6%	0.0%	0.0%	0.0%	12.0%	17.3%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	

Q5-21. Website usefulness (kcmo.gov)

Very satisfied	15.4%	10.3%	7.1%	15.0%	33.3%	9.1%	18.8%	16.9%	15.1%
Satisfied	38.5%	48.7%	35.7%	60.0%	44.4%	27.3%	56.3%	39.0%	43.7%
Neutral	38.5%	25.6%	50.0%	15.0%	11.1%	45.5%	18.8%	19.5%	24.6%
Dissatisfied	7.7%	7.7%	7.1%	10.0%	0.0%	9.1%	0.0%	13.0%	9.0%
Very dissatisfied	0.0%	7.7%	0.0%	0.0%	11.1%	9.1%	6.3%	11.7%	7.5%

Q5-22. KC Streetcar

Very satisfied	20.0%	35.0%	55.6%	57.1%	50.0%	45.5%	72.7%	51.9%	50.4%
Satisfied	40.0%	55.0%	44.4%	42.9%	10.0%	36.4%	27.3%	35.2%	37.6%
Neutral	40.0%	10.0%	0.0%	0.0%	10.0%	0.0%	0.0%	5.6%	5.7%
Dissatisfied	0.0%	0.0%	0.0%	0.0%	20.0%	9.1%	0.0%	1.9%	2.8%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	10.0%	9.1%	0.0%	5.6%	3.5%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	

Q5-23. RideKC bus service

Very satisfied	100.0%	15.8%	0.0%	22.2%	9.1%	50.0%	33.3%	26.8%	24.5%
Satisfied	0.0%	57.9%	100.0%	77.8%	27.3%	25.0%	33.3%	43.9%	46.9%
Neutral	0.0%	15.8%	0.0%	0.0%	45.5%	25.0%	22.2%	19.5%	19.4%
Dissatisfied	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	11.1%	7.3%	5.1%
Very dissatisfied	0.0%	5.3%	0.0%	0.0%	18.2%	0.0%	0.0%	2.4%	4.1%

Q6. Which THREE of the City services listed in Question 5 do you think should receive the MOST EMPHASIS from the City over the next two years? (top 3)

N=485

	Sector							Total	
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit		Other
<u>Q6. Sum of top 3 choices</u>									
311 Call Center	2.9%	7.6%	0.0%	2.1%	3.0%	3.3%	6.7%	3.2%	3.9%
Business licensing	5.9%	10.9%	6.3%	6.4%	6.1%	3.3%	3.3%	5.9%	6.6%
Tax collection	8.8%	17.4%	15.6%	8.5%	3.0%	10.0%	3.3%	10.2%	10.7%
Municipal court	5.9%	2.2%	9.4%	2.1%	3.0%	0.0%	6.7%	4.3%	3.9%
Code enforcement	8.8%	4.3%	3.1%	4.3%	3.0%	3.3%	13.3%	6.4%	5.8%
Police-crime/safety response	38.2%	53.3%	37.5%	36.2%	45.5%	33.3%	33.3%	49.7%	45.2%
Ambulance-medical emergency response	5.9%	7.6%	9.4%	4.3%	18.2%	6.7%	0.0%	5.9%	6.8%
Fire incident response	8.8%	5.4%	6.3%	8.5%	9.1%	0.0%	0.0%	9.1%	7.0%
Fire inspection	5.9%	1.1%	3.1%	0.0%	6.1%	0.0%	0.0%	2.1%	2.1%
Health inspections	0.0%	2.2%	0.0%	0.0%	6.1%	6.7%	0.0%	4.8%	3.1%
Regulated industries licensing/ inspections	5.9%	2.2%	3.1%	2.1%	6.1%	10.0%	0.0%	2.7%	3.3%
Building permits	2.9%	3.3%	3.1%	6.4%	3.0%	3.3%	10.0%	9.6%	6.4%
Development review	5.9%	4.3%	6.3%	14.9%	0.0%	3.3%	3.3%	4.8%	5.4%
Public incentives requests	2.9%	3.3%	3.1%	2.1%	0.0%	3.3%	0.0%	3.7%	2.9%
Airport services	8.8%	5.4%	12.5%	19.1%	9.1%	3.3%	3.3%	10.7%	9.5%

Q6. Which THREE of the City services listed in Question 5 do you think should receive the MOST EMPHASIS from the City over the next two years? (top 3) (cont.)

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q6. Sum of top 3 choices (cont.)</u>									
Water services	14.7%	14.1%	3.1%	12.8%	15.2%	10.0%	13.3%	11.8%	12.2%
Stormwater drainage	26.5%	9.8%	3.1%	6.4%	3.0%	20.0%	16.7%	11.8%	11.5%
Street maintenance	38.2%	52.2%	46.9%	38.3%	42.4%	50.0%	43.3%	47.1%	46.2%
Sidewalk maintenance	5.9%	7.6%	6.3%	17.0%	15.2%	16.7%	16.7%	10.7%	11.1%
MBE/WBE certification	2.9%	3.3%	3.1%	2.1%	0.0%	3.3%	0.0%	3.2%	2.7%
Website usefulness (kcmo.gov)	8.8%	2.2%	6.3%	6.4%	0.0%	3.3%	10.0%	4.3%	4.5%
KC Streetcar	5.9%	3.3%	6.3%	12.8%	3.0%	10.0%	13.3%	5.9%	6.6%
RideKC bus service	0.0%	5.4%	9.4%	4.3%	21.2%	3.3%	13.3%	7.0%	7.2%
None chosen	14.7%	12.0%	25.0%	14.9%	12.1%	26.7%	20.0%	15.0%	15.9%

Q7. Do you think that the City of Kansas City is business friendly? (without "don't know")

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q7. Is City of Kansas City business friendly</u>									
Yes	80.0%	81.7%	84.6%	83.3%	79.2%	74.1%	82.8%	79.1%	80.4%
No	20.0%	18.3%	15.4%	16.7%	20.8%	25.9%	17.2%	20.9%	19.6%

Q8. Please rate the following items concerning the workforce in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

N=485

	Sector							Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	

Q8-1. Availability of workers

Excellent	9.4%	5.6%	14.8%	22.5%	6.5%	3.8%	14.8%	7.6%	9.2%
Good	37.5%	31.5%	25.9%	50.0%	25.8%	65.4%	40.7%	32.6%	35.8%
Average	28.1%	42.7%	44.4%	22.5%	58.1%	11.5%	37.0%	39.0%	37.4%
Poor	25.0%	20.2%	14.8%	5.0%	9.7%	19.2%	7.4%	20.9%	17.6%

Q8-2. Quality of workers

Excellent	3.1%	2.2%	11.1%	25.0%	9.7%	11.1%	14.3%	8.1%	8.9%
Good	40.6%	33.7%	37.0%	57.5%	22.6%	48.1%	46.4%	26.0%	34.5%
Average	28.1%	42.7%	40.7%	10.0%	58.1%	22.2%	28.6%	49.1%	40.0%
Poor	28.1%	21.3%	11.1%	7.5%	9.7%	18.5%	10.7%	16.8%	16.6%

Q8. Please rate the following items concerning the workforce in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	

Q8-3. Stability of workers

Excellent	6.3%	10.1%	11.1%	22.5%	9.7%	11.1%	14.8%	8.0%	10.5%
Good	28.1%	27.0%	29.6%	55.0%	19.4%	55.6%	48.1%	27.4%	32.4%
Average	28.1%	42.7%	40.7%	17.5%	58.1%	14.8%	18.5%	44.6%	37.9%
Poor	37.5%	20.2%	18.5%	5.0%	12.9%	18.5%	18.5%	20.0%	19.2%

Q8-4. Education/technical skills of workers

Excellent	0.0%	4.5%	14.8%	23.7%	6.5%	8.0%	18.5%	5.3%	8.1%
Good	39.3%	28.4%	22.2%	52.6%	35.5%	44.0%	37.0%	27.1%	32.3%
Average	35.7%	50.0%	51.9%	15.8%	45.2%	28.0%	37.0%	48.8%	43.3%
Poor	25.0%	17.0%	11.1%	7.9%	12.9%	20.0%	7.4%	18.8%	16.4%

Q9. Which TWO of the items listed in Question 8 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri? (top 2)

N=485

	Sector							Total	
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit		Other
<u>Q9. Sum of top 2 choices</u>									
Availability of workers	38.2%	34.8%	28.1%	25.5%	27.3%	30.0%	36.7%	36.4%	33.6%
Quality of workers	58.8%	52.2%	56.3%	44.7%	36.4%	53.3%	50.0%	47.1%	49.1%
Stability of workers	23.5%	32.6%	25.0%	14.9%	36.4%	23.3%	23.3%	21.9%	24.7%
Education/technical skills of workers	17.6%	27.2%	40.6%	34.0%	27.3%	20.0%	33.3%	26.7%	27.8%
None chosen	29.4%	26.1%	25.0%	36.2%	33.3%	36.7%	26.7%	31.0%	30.3%

Q10. Are you aware of the following services provided by the Economic Development Corporation of KCMO?

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q10. Are you aware of following services provided by Economic Development Corporation of KCMO</u>									
Financing	32.4%	17.4%	18.8%	31.9%	9.1%	30.0%	26.7%	23.0%	22.9%
Job/Investment Incentives	17.6%	15.2%	9.4%	29.8%	6.1%	16.7%	26.7%	18.7%	17.9%
Redevelopment Incentives	23.5%	12.0%	18.8%	38.3%	9.1%	30.0%	20.0%	24.6%	22.1%
Property Tax Abatement	23.5%	17.4%	25.0%	36.2%	12.1%	26.7%	26.7%	28.9%	25.4%
Tax Increment Financing	26.5%	16.3%	21.9%	36.2%	6.1%	23.3%	23.3%	27.8%	23.9%
Training Funds	8.8%	10.9%	12.5%	19.1%	6.1%	23.3%	16.7%	11.8%	12.8%
Regulatory Aid	5.9%	7.6%	6.3%	21.3%	6.1%	13.3%	16.7%	10.2%	10.5%
City Service Aid	5.9%	6.5%	9.4%	25.5%	6.1%	16.7%	13.3%	12.3%	11.8%
Real Estate Aid	8.8%	7.6%	15.6%	21.3%	3.0%	23.3%	13.3%	13.4%	12.8%

Q11. Are you aware of the following services provided by the KC BizCare Office?

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q11. Are you aware of following services provided by KC BizCare Office</u>									
Business Registration (State)	11.8%	17.4%	9.4%	27.7%	9.1%	16.7%	26.7%	24.6%	20.2%
Federal Tax ID/EIN	8.8%	13.0%	9.4%	21.3%	6.1%	16.7%	16.7%	25.1%	17.9%
Zoning Clearance	8.8%	7.6%	6.3%	19.1%	9.1%	13.3%	13.3%	17.6%	13.4%
Business Licensing Assistance	14.7%	19.6%	9.4%	23.4%	15.2%	10.0%	20.0%	24.6%	20.0%
Assistance with Navigating City Departments	8.8%	8.7%	9.4%	19.1%	3.0%	13.3%	20.0%	15.5%	13.0%
Small Business Resource Referrals	5.9%	9.8%	9.4%	12.8%	3.0%	13.3%	16.7%	16.0%	12.4%
Finance/Capital Referrals	2.9%	4.3%	3.1%	10.6%	3.0%	6.7%	10.0%	8.6%	6.8%
Entrepreneurial Program Referrals	5.9%	6.5%	6.3%	12.8%	6.1%	6.7%	13.3%	9.6%	8.7%

Q12. Please indicate if you are aware of each of the following business assistance programs.

N=485	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q12-1. Economic Development Corporation of KCMO</u>									
Yes	61.8%	39.1%	56.3%	46.8%	18.2%	40.0%	56.7%	51.9%	47.2%
No	38.2%	60.9%	43.8%	53.2%	81.8%	60.0%	43.3%	48.1%	52.8%
<u>Q12-2. KC BizCare</u>									
Yes	14.7%	19.6%	12.5%	27.7%	18.2%	10.0%	23.3%	28.9%	22.7%
No	85.3%	80.4%	87.5%	72.3%	81.8%	90.0%	76.7%	71.1%	77.3%
<u>Q12-3. KCSourceLink</u>									
Yes	17.6%	13.0%	28.1%	19.1%	12.1%	3.3%	23.3%	18.7%	17.1%
No	82.4%	87.0%	71.9%	80.9%	87.9%	96.7%	76.7%	81.3%	82.9%
<u>Q12-4. Full Employment Council</u>									
Yes	47.1%	32.6%	46.9%	36.2%	33.3%	26.7%	60.0%	41.7%	39.8%
No	52.9%	67.4%	53.1%	63.8%	66.7%	73.3%	40.0%	58.3%	60.2%

Q12. Please indicate if you are aware of each of the following business assistance programs.

N=485	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q12-5. Metropolitan Community College</u>									
Yes	61.8%	62.0%	68.8%	68.1%	60.6%	43.3%	93.3%	67.4%	65.8%
No	38.2%	38.0%	31.3%	31.9%	39.4%	56.7%	6.7%	32.6%	34.2%
 <u>Q12-6. Altcap</u>									
Yes	2.9%	4.3%	6.3%	6.4%	3.0%	0.0%	16.7%	7.5%	6.2%
No	97.1%	95.7%	93.8%	93.6%	97.0%	100.0%	83.3%	92.5%	93.8%

Q12. Please indicate if you have used of each of the following business assistance programs.

Q12-1. Economic Development Corporation of KCMO

Yes	23.8%	19.4%	22.2%	31.8%	0.0%	41.7%	11.8%	34.0%	27.5%
No	76.2%	80.6%	77.8%	68.2%	100.0%	58.3%	88.2%	66.0%	72.5%

Q12-2. KC BizCare

Yes	0.0%	44.4%	25.0%	23.1%	0.0%	66.7%	42.9%	35.2%	32.7%
No	100.0%	55.6%	75.0%	76.9%	100.0%	33.3%	57.1%	64.8%	67.3%

Q12-3. KCSourceLink

Yes	16.7%	33.3%	22.2%	33.3%	0.0%	100.0%	0.0%	11.4%	18.1%
No	83.3%	66.7%	77.8%	66.7%	100.0%	0.0%	100.0%	88.6%	81.9%

Q12-4. Full Employment Council

Yes	6.3%	23.3%	13.3%	11.8%	27.3%	25.0%	33.3%	28.2%	23.3%
No	93.8%	76.7%	86.7%	88.2%	72.7%	75.0%	66.7%	71.8%	76.7%

Q12. Please indicate if you have used of each of the following business assistance programs.

Q12-5. Metropolitan Community College

Yes	19.0%	31.6%	40.9%	25.0%	30.0%	30.8%	35.7%	23.0%	27.6%
No	81.0%	68.4%	59.1%	75.0%	70.0%	69.2%	64.3%	77.0%	72.4%

Q12-6. Altcap

Yes	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	40.0%	21.4%	20.0%
No	100.0%	100.0%	50.0%	100.0%	100.0%	0.0%	60.0%	78.6%	80.0%

Q12. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=161

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	

Q12-1. Economic Development Corporation of KCMO

Very satisfied	40.0%	0.0%	0.0%	28.6%	0.0%	0.0%	50.0%	20.6%	18.8%
Satisfied	40.0%	42.9%	75.0%	28.6%	0.0%	100.0%	0.0%	52.9%	51.6%
Neutral	0.0%	42.9%	25.0%	28.6%	0.0%	0.0%	50.0%	8.8%	15.6%
Dissatisfied	20.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	11.8%	9.4%
Very dissatisfied	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	4.7%

Q12-2. KC BizCare

Very satisfied	0.0%	42.9%	0.0%	25.0%	0.0%	0.0%	0.0%	27.8%	25.7%
Satisfied	0.0%	28.6%	100.0%	25.0%	0.0%	50.0%	66.7%	55.6%	48.6%
Neutral	0.0%	28.6%	0.0%	0.0%	0.0%	50.0%	0.0%	5.6%	11.4%
Dissatisfied	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	5.6%	8.6%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	5.6%	5.7%

Q12. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=161

	Sector							Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	

Q12-3. KCSourceLink

Very satisfied	0.0%	25.0%	0.0%	66.7%	0.0%	0.0%	0.0%	0.0%	20.0%
Satisfied	100.0%	25.0%	50.0%	33.3%	0.0%	100.0%	0.0%	75.0%	53.3%
Neutral	0.0%	25.0%	50.0%	0.0%	0.0%	0.0%	0.0%	25.0%	20.0%
Dissatisfied	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%

Q12-4. Full Employment Council

Very satisfied	0.0%	12.5%	50.0%	50.0%	33.3%	0.0%	50.0%	33.3%	31.1%
Satisfied	0.0%	37.5%	0.0%	50.0%	33.3%	0.0%	33.3%	38.1%	33.3%
Neutral	100.0%	12.5%	50.0%	0.0%	33.3%	50.0%	0.0%	9.5%	15.6%
Dissatisfied	0.0%	25.0%	0.0%	0.0%	0.0%	50.0%	16.7%	4.8%	11.1%
Very dissatisfied	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	8.9%

Q12. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=161

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	

Q12-5. Metropolitan Community College

Very satisfied	25.0%	35.7%	44.4%	37.5%	16.7%	50.0%	20.0%	38.5%	34.6%
Satisfied	25.0%	21.4%	33.3%	37.5%	66.7%	50.0%	70.0%	42.3%	42.0%
Neutral	50.0%	28.6%	11.1%	12.5%	16.7%	0.0%	10.0%	15.4%	17.3%
Dissatisfied	0.0%	14.3%	0.0%	12.5%	0.0%	0.0%	0.0%	3.8%	4.9%
Very dissatisfied	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%

Q12-6. Altcap

Very satisfied	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	33.3%	33.3%
Satisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	33.3%	33.3%
Neutral	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	16.7%
Dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	16.7%

Q13. Does your company currently sell any products/services outside of the United States? (without "not provided")

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q13. Does your company currently sell any products/services outside United States</u>									
Yes	48.5%	19.5%	3.1%	8.7%	6.3%	3.4%	6.7%	6.5%	11.6%
No	48.5%	80.5%	93.8%	91.3%	93.8%	96.6%	93.3%	91.4%	87.1%
Not currently, but would like to	3.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	2.2%	1.3%

Q14. For the last FIVE years, please indicate the sources of funding for your business needs.

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q14. Sources of funding for your business needs for last five years</u>									
Personal savings	29.4%	25.0%	25.0%	14.9%	24.2%	10.0%	3.3%	23.5%	21.4%
Loans-family/friends	8.8%	5.4%	3.1%	2.1%	6.1%	3.3%	0.0%	9.6%	6.4%
Bank loans	44.1%	29.3%	25.0%	36.2%	30.3%	30.0%	16.7%	34.2%	32.0%
Working capital	64.7%	42.4%	25.0%	38.3%	39.4%	53.3%	16.7%	37.4%	39.4%
Asset backed loans	11.8%	10.9%	9.4%	2.1%	3.0%	3.3%	3.3%	7.0%	7.0%
Credit cards	17.6%	25.0%	9.4%	19.1%	21.2%	23.3%	3.3%	15.0%	17.3%
Government grants/funding	0.0%	1.1%	3.1%	2.1%	24.2%	23.3%	40.0%	7.5%	9.1%
Equity financing	8.8%	3.3%	0.0%	4.3%	0.0%	3.3%	0.0%	2.1%	2.7%
Not needed	8.8%	23.9%	31.3%	34.0%	3.0%	16.7%	30.0%	24.6%	23.1%

Q15. Which TWO of the following are your preferred methods of getting information about business assistance programs?

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	
<u>Q15. Your preferred methods of getting information about business assistance programs</u>									
Email	52.9%	39.1%	46.9%	51.1%	30.3%	50.0%	36.7%	52.9%	47.0%
Personal visit	8.8%	9.8%	3.1%	4.3%	12.1%	6.7%	3.3%	11.8%	9.1%
Newsletter (mailed)	20.6%	30.4%	18.8%	10.6%	33.3%	16.7%	20.0%	22.5%	22.7%
Newsletter (emailed)	20.6%	15.2%	18.8%	27.7%	21.2%	23.3%	23.3%	21.4%	20.8%
Social media	5.9%	15.2%	6.3%	6.4%	12.1%	16.7%	3.3%	9.6%	10.1%
EDC website	11.8%	15.2%	21.9%	19.1%	6.1%	13.3%	10.0%	16.0%	15.1%

Q16. In the next THREE years, is your organization planning to do any of the following?

N=485

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	

Q16. What is your organization planning to do in next three years

Expanding/renovating your facility in its current location	32.4%	22.8%	12.5%	23.4%	24.2%	33.3%	13.3%	25.7%	24.1%
Relocating to another location in Kansas City, Missouri	11.8%	6.5%	6.3%	14.9%	9.1%	3.3%	6.7%	3.2%	6.4%
Relocating to another location outside Kansas City, Missouri	2.9%	5.4%	9.4%	4.3%	9.1%	3.3%	10.0%	8.6%	7.0%
Decreasing employment	5.9%	3.3%	0.0%	2.1%	3.0%	3.3%	3.3%	3.2%	3.1%
Increasing employment	38.2%	27.2%	37.5%	36.2%	30.3%	13.3%	33.3%	25.7%	28.7%
Closing	0.0%	3.3%	0.0%	0.0%	0.0%	3.3%	0.0%	1.6%	1.4%
No plans at present to do any of these	32.4%	48.9%	37.5%	48.9%	42.4%	50.0%	40.0%	51.3%	47.0%

Q16-5. Please indicate the anticipated number of new hires:

N=105

	Sector								Total
	Specialized Mfg	Supply Chain Mgmt	Financial/ Technical Svcs	Design & Engineering	Health Sciences & Svcs	Arts	Public Admin & Non Profit	Other	

Q16-5. Anticipated number of new hires

5 or less	75.0%	80.0%	72.7%	83.3%	71.4%	100.0%	50.0%	42.9%	64.8%
6-10	25.0%	10.0%	9.1%	8.3%	28.6%	0.0%	33.3%	34.3%	21.9%
11-20	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	16.7%	2.9%	2.9%
21-30	0.0%	5.0%	18.2%	8.3%	0.0%	0.0%	0.0%	8.6%	6.7%
31-50	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.4%	3.8%

Section 2
Cross-Tabular Data by Company Size

Q1. How would you rate Kansas City, Missouri overall as a place to do business? (without "don't know")

N=485

Q19. How many employees does your organization employ in KCMO?						Total
Less than 10	10-24	25-49	50-99	100+		

Q1. How would you rate KCMO overall as a place to do business

Excellent	12.8%	18.9%	18.7%	13.2%	24.4%	16.6%
Good	43.9%	52.3%	49.3%	47.4%	51.2%	47.9%
Average	32.6%	20.5%	21.3%	34.2%	19.5%	26.5%
Below average	6.4%	6.1%	6.7%	5.3%	2.4%	5.9%
Poor	4.3%	2.3%	4.0%	0.0%	2.4%	3.2%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=485	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	
<u>Q2-1. Overall quality of services provided by City</u>						
Very satisfied	6.6%	9.9%	9.5%	7.7%	12.5%	8.5%
Satisfied	47.8%	50.4%	51.4%	38.5%	50.0%	48.4%
Neutral	33.5%	28.2%	24.3%	35.9%	27.5%	30.3%
Dissatisfied	12.1%	6.9%	12.2%	17.9%	10.0%	11.1%
Very dissatisfied	0.0%	4.6%	2.7%	0.0%	0.0%	1.7%
 <u>Q2-2. Overall image of City</u>						
Very satisfied	14.4%	16.9%	25.6%	12.8%	14.6%	16.7%
Satisfied	48.7%	51.5%	47.4%	51.3%	65.9%	51.0%
Neutral	26.7%	21.3%	17.9%	25.6%	14.6%	22.7%
Dissatisfied	8.6%	8.1%	5.1%	7.7%	4.9%	7.4%
Very dissatisfied	1.6%	2.2%	3.8%	2.6%	0.0%	2.1%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=485	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q2-3. Overall quality of life in City

Very satisfied	14.8%	22.4%	26.7%	20.5%	17.5%	19.5%
Satisfied	50.5%	44.0%	50.7%	43.6%	47.5%	48.0%
Neutral	26.4%	23.9%	16.0%	25.6%	32.5%	24.3%
Dissatisfied	6.6%	8.2%	6.7%	10.3%	0.0%	7.0%
Very dissatisfied	1.6%	1.5%	0.0%	0.0%	2.5%	1.3%

Q2-4. Quality of new development in City

Very satisfied	15.3%	24.0%	26.3%	15.8%	20.0%	20.1%
Satisfied	42.0%	45.0%	51.3%	44.7%	55.0%	45.5%
Neutral	31.8%	21.7%	15.8%	26.3%	17.5%	24.7%
Dissatisfied	9.7%	7.0%	3.9%	13.2%	7.5%	8.2%
Very dissatisfied	1.1%	2.3%	2.6%	0.0%	0.0%	1.5%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=485	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q2-5. Overall quality of education system within City

Very satisfied	3.7%	4.3%	3.2%	5.4%	2.9%	3.8%
Satisfied	9.8%	17.1%	19.0%	16.2%	0.0%	12.9%
Neutral	36.8%	35.9%	31.7%	35.1%	40.0%	35.6%
Dissatisfied	29.4%	29.1%	27.0%	13.5%	37.1%	28.2%
Very dissatisfied	20.2%	13.7%	19.0%	29.7%	20.0%	19.4%

Q2-6. Overall feeling of safety in City

Very satisfied	3.7%	4.5%	6.4%	7.9%	2.4%	4.6%
Satisfied	23.9%	24.6%	34.6%	26.3%	17.1%	25.3%
Neutral	37.8%	35.1%	30.8%	39.5%	39.0%	36.3%
Dissatisfied	24.5%	27.6%	17.9%	23.7%	31.7%	24.7%
Very dissatisfied	10.1%	8.2%	10.3%	2.6%	9.8%	9.1%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=485	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q2-7. Overall value that you receive for your City & fees

Very satisfied	5.5%	4.7%	6.8%	5.6%	5.1%	5.4%
Satisfied	23.8%	19.5%	27.4%	30.6%	25.6%	23.7%
Neutral	39.8%	49.2%	39.7%	36.1%	41.0%	42.4%
Dissatisfied	18.2%	12.5%	16.4%	19.4%	20.5%	16.5%
Very dissatisfied	12.7%	14.1%	9.6%	8.3%	7.7%	12.0%

Q2-8. Overall safety in the area where your business is located

Very satisfied	9.6%	13.3%	16.7%	7.7%	4.9%	11.2%
Satisfied	31.9%	34.8%	35.9%	30.8%	31.7%	33.3%
Neutral	30.9%	19.3%	19.2%	20.5%	22.0%	24.2%
Dissatisfied	19.7%	21.5%	21.8%	30.8%	36.6%	22.9%
Very dissatisfied	8.0%	11.1%	6.4%	10.3%	4.9%	8.5%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=485	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	
<u>Q2-9. Physical appearance of the area where your business is located</u>						
Very satisfied	12.8%	13.4%	16.7%	15.4%	12.2%	13.9%
Satisfied	39.0%	41.0%	37.2%	35.9%	43.9%	39.5%
Neutral	28.9%	20.9%	23.1%	23.1%	26.8%	24.9%
Dissatisfied	11.2%	17.2%	15.4%	15.4%	14.6%	14.1%
Very dissatisfied	8.0%	7.5%	7.7%	10.3%	2.4%	7.5%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	
<u>Q3-1. Overall image of City</u>						
Extremely important	28.5%	29.4%	35.9%	28.9%	29.3%	30.1%
Very important	33.9%	31.6%	28.2%	36.8%	31.7%	32.4%
Important	23.7%	25.0%	20.5%	15.8%	31.7%	23.5%
Less important	8.6%	7.4%	6.4%	10.5%	4.9%	7.7%
Not important	5.4%	6.6%	9.0%	7.9%	2.4%	6.2%
 <u>Q3-2. Low crime rate</u>						
Extremely important	46.8%	42.2%	44.9%	36.8%	34.1%	43.5%
Very important	31.2%	35.6%	28.2%	34.2%	43.9%	33.1%
Important	15.6%	12.6%	17.9%	18.4%	17.1%	15.4%
Less important	2.7%	5.2%	7.7%	5.3%	0.0%	4.2%
Not important	3.8%	4.4%	1.3%	5.3%	4.9%	3.8%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q3-3. Quality of local schools

Extremely important	37.6%	26.7%	37.2%	23.7%	20.5%	31.8%
Very important	23.1%	30.4%	21.8%	39.5%	48.7%	28.7%
Important	13.4%	19.3%	16.7%	10.5%	10.3%	15.1%
Less important	12.4%	10.4%	12.8%	15.8%	7.7%	11.7%
Not important	13.4%	13.3%	11.5%	10.5%	12.8%	12.8%

Q3-4. Availability of trained employees

Extremely important	26.9%	30.9%	38.5%	21.1%	43.9%	30.8%
Very important	35.5%	39.7%	35.9%	42.1%	36.6%	37.6%
Important	21.0%	18.4%	17.9%	18.4%	12.2%	18.7%
Less important	9.1%	8.8%	3.8%	10.5%	2.4%	7.7%
Not important	7.5%	2.2%	3.8%	7.9%	4.9%	5.2%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q3-5. Level of taxation

Extremely important	27.9%	34.6%	35.5%	20.5%	19.5%	30.0%
Very important	36.6%	29.4%	31.6%	46.2%	41.5%	34.8%
Important	25.1%	26.5%	23.7%	17.9%	31.7%	25.2%
Less important	4.4%	2.9%	2.6%	5.1%	0.0%	3.4%
Not important	6.0%	6.6%	6.6%	10.3%	7.3%	6.7%

Q3-6. Access to airports

Extremely important	16.8%	15.4%	28.9%	10.3%	17.1%	17.8%
Very important	19.0%	26.5%	22.4%	20.5%	19.5%	21.8%
Important	27.7%	25.0%	22.4%	33.3%	34.1%	27.2%
Less important	19.6%	16.2%	18.4%	23.1%	12.2%	18.2%
Not important	16.8%	16.9%	7.9%	12.8%	17.1%	15.1%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q3-7. Availability of affordable housing for employees

Extremely important	23.1%	17.2%	22.4%	10.3%	15.0%	19.5%
Very important	24.2%	32.1%	36.8%	33.3%	52.5%	31.7%
Important	27.4%	29.1%	23.7%	30.8%	12.5%	26.4%
Less important	12.9%	11.2%	7.9%	12.8%	10.0%	11.3%
Not important	12.4%	10.4%	9.2%	12.8%	10.0%	11.1%

Q3-8. Proximity of businesses that are important to your business

Extremely important	24.3%	19.4%	19.2%	20.5%	17.1%	21.1%
Very important	24.9%	28.4%	34.6%	17.9%	24.4%	27.1%
Important	28.6%	30.6%	28.2%	35.9%	34.1%	30.1%
Less important	12.4%	9.7%	14.1%	20.5%	17.1%	12.9%
Not important	9.7%	11.9%	3.8%	5.1%	7.3%	8.8%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

Q19. How many employees does your organization employ in KCMO?						Total
Less than 10	10-24	25-49	50-99	100+		

Q3-9. Availability of public transportation

Extremely important	24.7%	20.7%	23.4%	13.2%	17.5%	21.8%
Very important	18.8%	20.7%	24.7%	23.7%	37.5%	22.4%
Important	21.5%	22.2%	24.7%	34.2%	15.0%	22.8%
Less important	19.4%	24.4%	13.0%	18.4%	17.5%	19.5%
Not important	15.6%	11.9%	14.3%	10.5%	12.5%	13.6%

Q3-10. Availability of libraries, arts, & cultural amenities

Extremely important	23.1%	19.3%	25.0%	15.4%	7.5%	20.3%
Very important	17.2%	21.5%	27.6%	20.5%	35.0%	22.0%
Important	24.2%	24.4%	27.6%	41.0%	32.5%	27.0%
Less important	19.9%	17.8%	11.8%	15.4%	12.5%	16.9%
Not important	15.6%	17.0%	7.9%	7.7%	12.5%	13.8%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

Q19. How many employees does your organization employ in KCMO?						Total
Less than 10	10-24	25-49	50-99	100+		

Q3-11. Attitude of local government toward business

Extremely important	38.9%	45.2%	50.7%	38.5%	47.5%	43.5%
Very important	35.1%	38.5%	33.3%	38.5%	35.0%	35.9%
Important	18.4%	11.1%	14.7%	12.8%	15.0%	14.9%
Less important	2.7%	1.5%	0.0%	5.1%	0.0%	1.9%
Not important	4.9%	3.7%	1.3%	5.1%	2.5%	3.8%

Q3-12. Availability of telecommunications, utilities, & other infrastructure

Extremely important	49.2%	41.8%	57.1%	41.0%	35.0%	46.8%
Very important	31.9%	44.8%	23.4%	38.5%	50.0%	36.1%
Important	13.0%	9.7%	16.9%	12.8%	12.5%	12.6%
Less important	1.1%	0.7%	2.6%	2.6%	0.0%	1.3%
Not important	4.9%	3.0%	0.0%	5.1%	2.5%	3.4%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

Q19. How many employees does your organization employ in KCMO?						Total
Less than 10	10-24	25-49	50-99	100+		

Q3-13. Availability of parks & open space

Extremely important	19.7%	16.3%	22.4%	7.7%	7.5%	17.1%
Very important	21.9%	25.9%	31.6%	25.6%	40.0%	26.5%
Important	31.7%	25.9%	30.3%	43.6%	30.0%	30.7%
Less important	15.3%	20.7%	9.2%	15.4%	10.0%	15.4%
Not important	11.5%	11.1%	6.6%	7.7%	12.5%	10.3%

Q4. Which THREE of the reasons listed in Question 3 will have the MOST IMPACT on your decision to stay in the City of Kansas City for the next 10 years? (top 3)

N=485

Q19. How many employees does your organization employ in KCMO?					Total
Less than 10	10-24	25-49	50-99	100+	

Q4. Sum of top 3 choices

Overall image of City	23.4%	28.7%	28.2%	17.9%	12.2%	24.1%
Low crime rate	50.5%	33.8%	39.7%	35.9%	46.3%	42.5%
Quality of local schools	19.1%	12.5%	19.2%	7.7%	14.6%	15.9%
Availability of trained employees	17.0%	23.5%	19.2%	25.6%	39.0%	21.6%
Level of taxation	34.0%	36.8%	34.6%	28.2%	34.1%	34.6%
Access to airports	1.6%	3.7%	7.7%	2.6%	7.3%	3.7%
Availability of affordable housing for employees	11.7%	11.0%	12.8%	2.6%	7.3%	10.5%
Proximity of businesses that are important to your business	12.2%	11.0%	11.5%	5.1%	14.6%	11.3%
Availability of public transportation	9.0%	10.3%	12.8%	5.1%	12.2%	9.9%
Availability of libraries, arts, & cultural amenities	3.2%	2.9%	1.3%	2.6%	4.9%	2.9%
Attitude of local government toward business	23.4%	25.7%	24.4%	38.5%	29.3%	26.2%
Availability of telecommunications, utilities, & other infrastructure	25.0%	25.0%	26.9%	23.1%	29.3%	25.6%
Availability of parks & open space	4.3%	2.2%	2.6%	0.0%	0.0%	2.7%
None chosen	16.5%	19.9%	17.9%	28.2%	14.6%	18.6%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q5-1. 311 Call Center

Yes	36.2%	19.9%	29.5%	30.8%	43.9%	30.5%
No	63.8%	80.1%	70.5%	69.2%	56.1%	69.5%

Q5-2. Business licensing

Yes	62.8%	57.4%	64.1%	59.0%	43.9%	59.6%
No	37.2%	42.6%	35.9%	41.0%	56.1%	40.4%

Q5-3. Tax collection

Yes	55.3%	42.6%	48.7%	53.8%	51.2%	50.3%
No	44.7%	57.4%	51.3%	46.2%	48.8%	49.7%

Q5-4. Municipal court

Yes	21.8%	11.0%	12.8%	30.8%	31.7%	18.8%
No	78.2%	89.0%	87.2%	69.2%	68.3%	81.2%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q5-5. Code enforcement

Yes	25.0%	19.1%	33.3%	46.2%	39.0%	27.4%
No	75.0%	80.9%	66.7%	53.8%	61.0%	72.6%

Q5-6. Police-crime/safety response

Yes	52.1%	52.9%	70.5%	79.5%	90.2%	60.4%
No	47.9%	47.1%	29.5%	20.5%	9.8%	39.6%

Q5-7. Ambulance-medical emergency response

Yes	20.2%	20.6%	39.7%	59.0%	58.5%	29.7%
No	79.8%	79.4%	60.3%	41.0%	41.5%	70.3%

Q5-8. Fire incident response

Yes	17.0%	14.0%	23.1%	51.3%	43.9%	22.3%
No	83.0%	86.0%	76.9%	48.7%	56.1%	77.7%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q5-9. Fire inspection

Yes	59.6%	64.7%	71.8%	79.5%	85.4%	66.4%
No	40.4%	35.3%	28.2%	20.5%	14.6%	33.6%

Q5-10. Health inspections

Yes	15.4%	20.6%	37.2%	41.0%	48.8%	25.2%
No	84.6%	79.4%	62.8%	59.0%	51.2%	74.8%

Q5-11. Regulated industries licensing/inspections

Yes	20.7%	25.7%	35.9%	41.0%	41.5%	27.8%
No	79.3%	74.3%	64.1%	59.0%	58.5%	72.2%

Q5-12. Building permits

Yes	22.9%	19.1%	32.1%	43.6%	58.5%	27.8%
No	77.1%	80.9%	67.9%	56.4%	41.5%	72.2%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q5-13. Development review

Yes	13.3%	8.1%	15.4%	20.5%	24.4%	13.6%
No	86.7%	91.9%	84.6%	79.5%	75.6%	86.4%

Q5-14. Public incentives requests

Yes	5.9%	3.7%	11.5%	10.3%	19.5%	7.6%
No	94.1%	96.3%	88.5%	89.7%	80.5%	92.4%

Q5-15. Airport services

Yes	36.7%	39.0%	51.3%	38.5%	51.2%	41.0%
No	63.3%	61.0%	48.7%	61.5%	48.8%	59.0%

Q5-16. Water services

Yes	62.8%	60.3%	78.2%	82.1%	75.6%	67.0%
No	37.2%	39.7%	21.8%	17.9%	24.4%	33.0%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q5-17. Stormwater drainage

Yes	42.6%	36.8%	48.7%	59.0%	61.0%	44.5%
No	57.4%	63.2%	51.3%	41.0%	39.0%	55.5%

Q5-18. Street maintenance

Yes	48.4%	53.7%	60.3%	66.7%	68.3%	54.6%
No	51.6%	46.3%	39.7%	33.3%	31.7%	45.4%

Q5-19. Sidewalk maintenance

Yes	31.9%	29.4%	35.9%	53.8%	48.8%	34.8%
No	68.1%	70.6%	64.1%	46.2%	51.2%	65.2%

Q5-20. MBE/WBE certification

Yes	12.8%	11.0%	10.3%	7.7%	12.2%	11.3%
No	87.2%	89.0%	89.7%	92.3%	87.8%	88.7%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q5-21. Website usefulness (kcmo.gov)

Yes	43.1%	39.0%	43.6%	41.0%	51.2%	42.5%
No	56.9%	61.0%	56.4%	59.0%	48.8%	57.5%

Q5-22. KC Streetcar

Yes	22.9%	27.2%	38.5%	33.3%	51.2%	29.7%
No	77.1%	72.8%	61.5%	66.7%	48.8%	70.3%

Q5-23. RideKC bus service

Yes	18.6%	14.7%	24.4%	30.8%	34.1%	20.8%
No	81.4%	85.3%	75.6%	69.2%	65.9%	79.2%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	
<u>Q5-1. 311 Call Center</u>						
Very satisfied	22.7%	19.2%	14.3%	41.7%	22.2%	22.4%
Satisfied	36.4%	53.8%	28.6%	25.0%	55.6%	39.9%
Neutral	25.8%	11.5%	33.3%	33.3%	16.7%	23.8%
Dissatisfied	9.1%	7.7%	19.0%	0.0%	5.6%	9.1%
Very dissatisfied	6.1%	7.7%	4.8%	0.0%	0.0%	4.9%
 <u>Q5-2. Business licensing</u>						
Very satisfied	21.4%	25.7%	29.8%	13.6%	0.0%	21.9%
Satisfied	41.1%	52.7%	31.9%	59.1%	47.1%	44.5%
Neutral	26.8%	17.6%	27.7%	18.2%	17.6%	23.4%
Dissatisfied	8.0%	1.4%	2.1%	9.1%	35.3%	6.9%
Very dissatisfied	2.7%	2.7%	8.5%	0.0%	0.0%	3.3%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q5-3. Tax collection

Very satisfied	11.2%	20.0%	30.6%	4.8%	0.0%	14.6%
Satisfied	38.8%	29.1%	8.3%	42.9%	28.6%	31.3%
Neutral	34.7%	29.1%	41.7%	38.1%	33.3%	34.3%
Dissatisfied	11.2%	16.4%	5.6%	9.5%	38.1%	13.7%
Very dissatisfied	4.1%	5.5%	13.9%	4.8%	0.0%	6.0%

Q5-4. Municipal court

Very satisfied	17.5%	15.4%	44.4%	16.7%	0.0%	17.4%
Satisfied	37.5%	38.5%	22.2%	50.0%	33.3%	37.2%
Neutral	35.0%	38.5%	22.2%	16.7%	41.7%	32.6%
Dissatisfied	7.5%	7.7%	0.0%	16.7%	16.7%	9.3%
Very dissatisfied	2.5%	0.0%	11.1%	0.0%	8.3%	3.5%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

Q19. How many employees does your organization employ in KCMO?						Total
Less than 10	10-24	25-49	50-99	100+		

Q5-5. Code enforcement

Very satisfied	11.1%	8.0%	19.2%	5.6%	6.7%	10.9%
Satisfied	22.2%	48.0%	26.9%	50.0%	40.0%	34.1%
Neutral	40.0%	16.0%	19.2%	33.3%	26.7%	28.7%
Dissatisfied	15.6%	20.0%	19.2%	11.1%	20.0%	17.1%
Very dissatisfied	11.1%	8.0%	15.4%	0.0%	6.7%	9.3%

Q5-6. Police-crime/safety response

Very satisfied	29.5%	25.4%	38.9%	30.0%	30.6%	30.4%
Satisfied	31.6%	42.3%	25.9%	36.7%	38.9%	34.6%
Neutral	20.0%	11.3%	20.4%	13.3%	16.7%	16.8%
Dissatisfied	14.7%	14.1%	5.6%	13.3%	13.9%	12.6%
Very dissatisfied	4.2%	7.0%	9.3%	6.7%	0.0%	5.6%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q5-7. Ambulance-medical emergency response

Very satisfied	48.6%	46.2%	60.0%	45.0%	52.2%	50.7%
Satisfied	32.4%	46.2%	30.0%	35.0%	34.8%	35.3%
Neutral	10.8%	3.8%	10.0%	10.0%	8.7%	8.8%
Dissatisfied	2.7%	3.8%	0.0%	10.0%	0.0%	2.9%
Very dissatisfied	5.4%	0.0%	0.0%	0.0%	4.3%	2.2%

Q5-8. Fire incident response

Very satisfied	63.3%	50.0%	55.6%	63.2%	47.1%	57.3%
Satisfied	30.0%	38.9%	27.8%	21.1%	47.1%	32.0%
Neutral	0.0%	0.0%	16.7%	5.3%	5.9%	4.9%
Dissatisfied	6.7%	11.1%	0.0%	10.5%	0.0%	5.8%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

Q19. How many employees does your organization employ in KCMO?						Total
Less than 10	10-24	25-49	50-99	100+		

Q5-9. Fire inspection

Very satisfied	47.7%	37.9%	50.9%	60.0%	40.6%	46.0%
Satisfied	34.6%	52.9%	21.8%	26.7%	40.6%	37.3%
Neutral	15.0%	8.0%	18.2%	13.3%	15.6%	13.5%
Dissatisfied	1.9%	1.1%	9.1%	0.0%	3.1%	2.9%
Very dissatisfied	0.9%	0.0%	0.0%	0.0%	0.0%	0.3%

Q5-10. Health inspections

Very satisfied	29.2%	29.6%	31.0%	40.0%	16.7%	29.2%
Satisfied	41.7%	44.4%	31.0%	40.0%	66.7%	43.4%
Neutral	25.0%	14.8%	13.8%	13.3%	5.6%	15.0%
Dissatisfied	4.2%	0.0%	13.8%	6.7%	5.6%	6.2%
Very dissatisfied	0.0%	11.1%	10.3%	0.0%	5.6%	6.2%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q5-11. Regulated industries licensing/inspections

Very satisfied	31.3%	17.6%	28.6%	31.3%	26.7%	26.4%
Satisfied	31.3%	58.8%	39.3%	50.0%	40.0%	44.0%
Neutral	12.5%	17.6%	21.4%	12.5%	26.7%	17.6%
Dissatisfied	12.5%	2.9%	3.6%	6.3%	6.7%	6.4%
Very dissatisfied	12.5%	2.9%	7.1%	0.0%	0.0%	5.6%

Q5-12. Building permits

Very satisfied	28.2%	24.0%	16.0%	29.4%	4.8%	21.3%
Satisfied	41.0%	40.0%	36.0%	41.2%	42.9%	40.2%
Neutral	15.4%	20.0%	20.0%	17.6%	23.8%	18.9%
Dissatisfied	2.6%	8.0%	20.0%	5.9%	9.5%	8.7%
Very dissatisfied	12.8%	8.0%	8.0%	5.9%	19.0%	11.0%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

Q19. How many employees does your organization employ in KCMO?						Total
Less than 10	10-24	25-49	50-99	100+		

Q5-13. Development review

Very satisfied	33.3%	10.0%	0.0%	42.9%	22.2%	22.6%
Satisfied	33.3%	40.0%	33.3%	57.1%	44.4%	38.7%
Neutral	12.5%	30.0%	25.0%	0.0%	33.3%	19.4%
Dissatisfied	8.3%	10.0%	16.7%	0.0%	0.0%	8.1%
Very dissatisfied	12.5%	10.0%	25.0%	0.0%	0.0%	11.3%

Q5-14. Public incentives requests

Very satisfied	30.0%	25.0%	11.1%	25.0%	0.0%	17.1%
Satisfied	40.0%	50.0%	33.3%	50.0%	62.5%	45.7%
Neutral	20.0%	25.0%	33.3%	25.0%	37.5%	28.6%
Dissatisfied	0.0%	0.0%	11.1%	0.0%	0.0%	2.9%
Very dissatisfied	10.0%	0.0%	11.1%	0.0%	0.0%	5.7%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

Q19. How many employees does your organization employ in KCMO?						Total
Less than 10	10-24	25-49	50-99	100+		

Q5-15. Airport services

Very satisfied	23.5%	15.7%	30.8%	26.7%	10.0%	21.6%
Satisfied	44.1%	41.2%	38.5%	33.3%	40.0%	40.7%
Neutral	26.5%	37.3%	15.4%	33.3%	30.0%	28.4%
Dissatisfied	4.4%	5.9%	12.8%	6.7%	15.0%	7.7%
Very dissatisfied	1.5%	0.0%	2.6%	0.0%	5.0%	1.5%

Q5-16. Water services

Very satisfied	18.6%	16.5%	32.8%	22.6%	6.9%	20.1%
Satisfied	38.9%	53.2%	23.0%	35.5%	37.9%	39.2%
Neutral	27.4%	13.9%	23.0%	25.8%	31.0%	23.2%
Dissatisfied	8.8%	8.9%	14.8%	6.5%	20.7%	10.8%
Very dissatisfied	6.2%	7.6%	6.6%	9.7%	3.4%	6.7%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

Q19. How many employees does your organization employ in KCMO?						Total
Less than 10	10-24	25-49	50-99	100+		

Q5-17. Stormwater drainage

Very satisfied	16.9%	8.2%	26.3%	18.2%	4.3%	15.3%
Satisfied	27.3%	40.8%	18.4%	45.5%	47.8%	33.0%
Neutral	29.9%	12.2%	28.9%	18.2%	17.4%	23.0%
Dissatisfied	15.6%	16.3%	10.5%	9.1%	13.0%	13.9%
Very dissatisfied	10.4%	22.4%	15.8%	9.1%	17.4%	14.8%

Q5-18. Street maintenance

Very satisfied	12.5%	9.7%	6.7%	12.0%	3.8%	9.8%
Satisfied	12.5%	18.1%	22.2%	28.0%	23.1%	18.4%
Neutral	28.4%	23.6%	28.9%	20.0%	15.4%	25.0%
Dissatisfied	28.4%	25.0%	20.0%	20.0%	46.2%	27.0%
Very dissatisfied	18.2%	23.6%	22.2%	20.0%	11.5%	19.9%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q5-19. Sidewalk maintenance

Very satisfied	7.1%	5.1%	11.1%	15.0%	5.3%	8.1%
Satisfied	25.0%	17.9%	11.1%	40.0%	26.3%	23.0%
Neutral	21.4%	23.1%	37.0%	25.0%	26.3%	25.5%
Dissatisfied	23.2%	33.3%	18.5%	5.0%	36.8%	24.2%
Very dissatisfied	23.2%	20.5%	22.2%	15.0%	5.3%	19.3%

Q5-20. MBE/WBE certification

Very satisfied	26.1%	30.8%	12.5%	66.7%	0.0%	25.0%
Satisfied	21.7%	30.8%	37.5%	33.3%	20.0%	26.9%
Neutral	17.4%	7.7%	25.0%	0.0%	20.0%	15.4%
Dissatisfied	17.4%	7.7%	12.5%	0.0%	40.0%	15.4%
Very dissatisfied	17.4%	23.1%	12.5%	0.0%	20.0%	17.3%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q5-21. Website usefulness (kcmo.gov)

Very satisfied	16.9%	13.7%	14.7%	26.7%	4.8%	15.1%
Satisfied	48.1%	49.0%	32.4%	46.7%	33.3%	43.7%
Neutral	20.8%	21.6%	35.3%	6.7%	38.1%	24.6%
Dissatisfied	11.7%	2.0%	8.8%	13.3%	14.3%	9.0%
Very dissatisfied	2.6%	13.7%	8.8%	6.7%	9.5%	7.5%

Q5-22. KC Streetcar

Very satisfied	61.9%	44.4%	50.0%	69.2%	25.0%	50.4%
Satisfied	23.8%	50.0%	40.0%	23.1%	50.0%	37.6%
Neutral	7.1%	2.8%	6.7%	0.0%	10.0%	5.7%
Dissatisfied	2.4%	0.0%	0.0%	7.7%	10.0%	2.8%
Very dissatisfied	4.8%	2.8%	3.3%	0.0%	5.0%	3.5%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

Q19. How many employees does your organization employ in KCMO?						Total
Less than 10	10-24	25-49	50-99	100+		

Q5-23. RideKC bus service

Very satisfied	23.5%	15.8%	42.1%	16.7%	23.1%	24.5%
Satisfied	52.9%	36.8%	42.1%	50.0%	46.2%	46.9%
Neutral	14.7%	36.8%	10.5%	25.0%	15.4%	19.4%
Dissatisfied	5.9%	0.0%	5.3%	8.3%	7.7%	5.1%
Very dissatisfied	2.9%	10.5%	0.0%	0.0%	7.7%	4.1%

Q6. Which THREE of the City services listed in Question 5 do you think should receive the MOST EMPHASIS from the City over the next two years? (top 3)

N=485

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q6. Sum of top 3 choices

311 Call Center	3.2%	3.7%	5.1%	10.3%	0.0%	3.9%
Business licensing	9.0%	5.9%	7.7%	2.6%	0.0%	6.6%
Tax collection	13.8%	10.3%	7.7%	7.7%	4.9%	10.7%
Municipal court	4.3%	2.9%	3.8%	7.7%	2.4%	3.9%
Code enforcement	5.9%	5.9%	5.1%	7.7%	4.9%	5.8%
Police-crime/safety response	38.8%	50.7%	50.0%	43.6%	51.2%	45.2%
Ambulance-medical emergency response	4.3%	6.6%	11.5%	7.7%	9.8%	6.8%
Fire incident response	7.4%	6.6%	6.4%	12.8%	2.4%	7.0%
Fire inspection	2.1%	1.5%	1.3%	2.6%	4.9%	2.1%
Health inspections	2.1%	2.2%	5.1%	7.7%	2.4%	3.1%
Regulated industries licensing/ inspections	2.7%	3.7%	3.8%	5.1%	2.4%	3.3%
Building permits	4.3%	4.4%	9.0%	5.1%	19.5%	6.4%
Development review	3.7%	3.7%	11.5%	7.7%	4.9%	5.4%
Public incentives requests	1.6%	2.9%	6.4%	0.0%	4.9%	2.9%
Airport services	10.6%	9.6%	6.4%	10.3%	9.8%	9.5%
Water services	13.8%	11.0%	9.0%	15.4%	9.8%	12.2%

Q6. Which THREE of the City services listed in Question 5 do you think should receive the MOST EMPHASIS from the City over the next two years? (top 3) (cont.)

N=485	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	
<u>Q6. Sum of top 3 choices (cont.)</u>						
Stormwater drainage	11.2%	11.8%	9.0%	7.7%	22.0%	11.5%
Street maintenance	46.3%	45.6%	44.9%	43.6%	56.1%	46.2%
Sidewalk maintenance	11.2%	14.0%	10.3%	7.7%	7.3%	11.1%
MBE/WBE certification	2.7%	2.9%	1.3%	5.1%	2.4%	2.7%
Website usefulness (kcmo.gov)	5.3%	5.1%	3.8%	2.6%	2.4%	4.5%
KC Streetcar	4.3%	8.1%	7.7%	5.1%	12.2%	6.6%
RideKC bus service	5.9%	8.1%	7.7%	2.6%	12.2%	7.2%
None chosen	19.1%	15.4%	9.0%	15.4%	12.2%	15.9%

Q7. Do you think that the City of Kansas City is business friendly? (without "don't know")

N=485	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	
<u>Q7. Is City of Kansas City business friendly</u>						
Yes	79.7%	84.6%	77.8%	72.7%	80.6%	80.4%
No	20.3%	15.4%	22.2%	27.3%	19.4%	19.6%

Q8. Please rate the following items concerning the workforce in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

N=485

Q19. How many employees does your organization employ in KCMO?					Total
Less than 10	10-24	25-49	50-99	100+	

Q8-1. Availability of workers

Excellent	10.6%	8.1%	6.8%	13.2%	7.9%	9.2%
Good	34.1%	34.7%	39.7%	31.6%	42.1%	35.8%
Average	39.4%	34.7%	37.0%	39.5%	36.8%	37.4%
Poor	15.9%	22.6%	16.4%	15.8%	13.2%	17.6%

Q8-2. Quality of workers

Excellent	10.5%	9.7%	5.5%	7.9%	7.7%	8.9%
Good	33.1%	33.1%	37.0%	31.6%	41.0%	34.5%
Average	41.3%	41.1%	37.0%	44.7%	33.3%	40.0%
Poor	15.1%	16.1%	20.5%	15.8%	17.9%	16.6%

Q8. Please rate the following items concerning the workforce in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

N=485

Q19. How many employees does your organization employ in KCMO?					Total
Less than 10	10-24	25-49	50-99	100+	

Q8-3. Stability of workers

Excellent	11.6%	11.3%	8.2%	10.5%	7.7%	10.5%
Good	33.5%	29.8%	31.5%	34.2%	33.3%	32.4%
Average	37.0%	41.1%	38.4%	36.8%	33.3%	37.9%
Poor	17.9%	17.7%	21.9%	18.4%	25.6%	19.2%

Q8-4. Education/technical skills of workers

Excellent	7.7%	8.2%	9.0%	10.5%	5.4%	8.1%
Good	29.6%	31.1%	34.3%	34.2%	40.5%	32.3%
Average	48.5%	42.6%	37.3%	42.1%	35.1%	43.3%
Poor	14.2%	18.0%	19.4%	13.2%	18.9%	16.4%

Q9. Which TWO of the items listed in Question 8 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri? (top 2)

N=485

Q19. How many employees does your organization employ in KCMO?					Total
Less than 10	10-24	25-49	50-99	100+	

Q9. Sum of top 2 choices

Availability of workers	26.1%	36.0%	38.5%	46.2%	41.5%	33.6%
Quality of workers	43.6%	50.0%	53.8%	64.1%	48.8%	49.1%
Stability of workers	24.5%	25.0%	24.4%	23.1%	29.3%	24.7%
Education/technical skills of workers	30.3%	29.4%	25.6%	15.4%	26.8%	27.8%
None chosen	36.2%	26.5%	28.2%	23.1%	24.4%	30.3%

Q10. Are you aware of the following services provided by the Economic Development Corporation of KCMO?

N=485

Q19. How many employees does your organization employ in KCMO?					Total
Less than 10	10-24	25-49	50-99	100+	

Q10. Are you aware of following services provided by Economic Development Corporation of KCMO

Financing	18.6%	20.6%	29.5%	33.3%	29.3%	22.9%
Job/Investment Incentives	13.8%	12.5%	26.9%	28.2%	29.3%	17.9%
Redevelopment Incentives	19.7%	16.9%	26.9%	35.9%	29.3%	22.1%
Property Tax Abatement	22.9%	18.4%	33.3%	33.3%	39.0%	25.4%
Tax Increment Financing	20.2%	18.4%	32.1%	38.5%	31.7%	23.9%
Training Funds	11.7%	7.4%	15.4%	23.1%	22.0%	12.8%
Regulatory Aid	9.0%	8.1%	12.8%	17.9%	14.6%	10.5%
City Service Aid	10.1%	8.8%	15.4%	17.9%	17.1%	11.8%
Real Estate Aid	12.2%	6.6%	16.7%	25.6%	17.1%	12.8%

Q11. Are you aware of the following services provided by the KC BizCare Office?

N=485

Q19. How many employees does your organization employ in KCMO?					Total
Less than 10	10-24	25-49	50-99	100+	

Q11. Are you aware of following services provided by KC BizCare Office

Business Registration (State)	21.8%	12.5%	21.8%	23.1%	31.7%	20.2%
Federal Tax ID/EIN	19.1%	10.3%	21.8%	20.5%	26.8%	17.9%
Zoning Clearance	12.2%	9.6%	14.1%	25.6%	19.5%	13.4%
Business Licensing Assistance	21.8%	14.0%	21.8%	17.9%	29.3%	20.0%
Assistance with Navigating City Departments	12.8%	7.4%	14.1%	20.5%	22.0%	13.0%
Small Business Resource Referrals	12.8%	12.5%	9.0%	17.9%	9.8%	12.4%
Finance/Capital Referrals	5.3%	7.4%	6.4%	10.3%	9.8%	6.8%
Entrepreneurial Program Referrals	6.4%	9.6%	6.4%	17.9%	12.2%	8.7%

Q12. Please indicate if you are aware of each of the following business assistance programs.

N=485	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	
<u>Q12-1. Economic Development Corporation of KCMO</u>						
Yes	44.7%	43.4%	57.7%	43.6%	56.1%	47.2%
No	55.3%	56.6%	42.3%	56.4%	43.9%	52.8%
<u>Q12-2. KC BizCare</u>						
Yes	22.9%	20.6%	24.4%	17.9%	29.3%	22.7%
No	77.1%	79.4%	75.6%	82.1%	70.7%	77.3%
<u>Q12-3. KCSourceLink</u>						
Yes	15.4%	14.0%	20.5%	20.5%	24.4%	17.1%
No	84.6%	86.0%	79.5%	79.5%	75.6%	82.9%
<u>Q12-4. Full Employment Council</u>						
Yes	39.9%	38.2%	34.6%	43.6%	51.2%	39.8%
No	60.1%	61.8%	65.4%	56.4%	48.8%	60.2%

Q12. Please indicate if you are aware of each of the following business assistance programs.

N=485	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	
<u>Q12-5. Metropolitan Community College</u>						
Yes	63.8%	69.9%	62.8%	64.1%	68.3%	65.8%
No	36.2%	30.1%	37.2%	35.9%	31.7%	34.2%
 <u>Q12-6. Altcap</u>						
Yes	5.9%	5.1%	9.0%	5.1%	7.3%	6.2%
No	94.1%	94.9%	91.0%	94.9%	92.7%	93.8%

Q12. Please indicate if you have used of each of the following business assistance programs.

N=364	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	
<u>Q12-1. Economic Development Corporation of KCMO</u>						
Yes	25.0%	15.3%	28.9%	47.1%	52.2%	27.5%
No	75.0%	84.7%	71.1%	52.9%	47.8%	72.5%
<u>Q12-2. KC BizCare</u>						
Yes	32.6%	35.7%	31.6%	14.3%	41.7%	32.7%
No	67.4%	64.3%	68.4%	85.7%	58.3%	67.3%
<u>Q12-3. KCSourceLink</u>						
Yes	24.1%	21.1%	6.3%	12.5%	20.0%	18.1%
No	75.9%	78.9%	93.8%	87.5%	80.0%	81.9%
<u>Q12-4. Full Employment Council</u>						
Yes	21.3%	19.2%	14.8%	47.1%	33.3%	23.3%
No	78.7%	80.8%	85.2%	52.9%	66.7%	76.7%

Q12. Please indicate if you have used each of the following business assistance programs.

N=364

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q12-5. Metropolitan Community College

Yes	28.3%	24.2%	26.5%	36.0%	32.1%	27.6%
No	71.7%	75.8%	73.5%	64.0%	67.9%	72.4%

Q12-6. Altcap

Yes	18.2%	14.3%	14.3%	100.0%	0.0%	20.0%
No	81.8%	85.7%	85.7%	0.0%	100.0%	80.0%

Q12. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=161	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q12-1. Economic Development Corporation of KCMO

Very satisfied	18.2%	22.2%	7.7%	25.0%	25.0%	18.8%
Satisfied	40.9%	55.6%	61.5%	50.0%	58.3%	51.6%
Neutral	22.7%	11.1%	7.7%	12.5%	16.7%	15.6%
Dissatisfied	9.1%	11.1%	15.4%	12.5%	0.0%	9.4%
Very dissatisfied	9.1%	0.0%	7.7%	0.0%	0.0%	4.7%

Q12-2. KC BizCare

Very satisfied	28.6%	30.0%	20.0%	100.0%	0.0%	25.7%
Satisfied	50.0%	40.0%	40.0%	0.0%	80.0%	48.6%
Neutral	14.3%	10.0%	0.0%	0.0%	20.0%	11.4%
Dissatisfied	7.1%	20.0%	0.0%	0.0%	0.0%	8.6%
Very dissatisfied	0.0%	0.0%	40.0%	0.0%	0.0%	5.7%

Q12. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=161

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	
<u>Q12-3. KCSourceLink</u>						
Very satisfied	28.6%	25.0%	0.0%	0.0%	0.0%	20.0%
Satisfied	42.9%	50.0%	100.0%	100.0%	50.0%	53.3%
Neutral	14.3%	25.0%	0.0%	0.0%	50.0%	20.0%
Dissatisfied	14.3%	0.0%	0.0%	0.0%	0.0%	6.7%

<u>Q12-4. Full Employment Council</u>						
Very satisfied	37.5%	20.0%	0.0%	50.0%	28.6%	31.1%
Satisfied	31.3%	40.0%	75.0%	25.0%	14.3%	33.3%
Neutral	12.5%	10.0%	0.0%	0.0%	57.1%	15.6%
Dissatisfied	6.3%	30.0%	0.0%	12.5%	0.0%	11.1%
Very dissatisfied	12.5%	0.0%	25.0%	12.5%	0.0%	8.9%

Q12. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=161

	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	

Q12-5. Metropolitan Community College

Very satisfied	35.5%	27.3%	45.5%	44.4%	25.0%	34.6%
Satisfied	45.2%	36.4%	36.4%	44.4%	50.0%	42.0%
Neutral	12.9%	27.3%	18.2%	11.1%	12.5%	17.3%
Dissatisfied	6.5%	9.1%	0.0%	0.0%	0.0%	4.9%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	12.5%	1.2%

Q12-6. Altcap

Very satisfied	0.0%	0.0%	100.0%	50.0%	0.0%	33.3%
Satisfied	50.0%	100.0%	0.0%	0.0%	0.0%	33.3%
Neutral	50.0%	0.0%	0.0%	0.0%	0.0%	16.7%
Dissatisfied	0.0%	0.0%	0.0%	50.0%	0.0%	16.7%

Q13. Does your company currently sell any products/services outside of the United States? (without "not provided")

N=485	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	
<u>Q13. Does your company currently sell any products/services outside United States</u>						
Yes	6.0%	12.5%	13.5%	15.4%	28.2%	11.6%
No	92.4%	86.8%	83.8%	84.6%	71.8%	87.1%
Not currently, but would like to	1.6%	0.7%	2.7%	0.0%	0.0%	1.3%

Q14. For the last FIVE years, please indicate the sources of funding for your business needs.

N=485	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	
<u>Q14. Sources of funding for your business needs for last five years</u>						
Personal savings	30.3%	16.9%	19.2%	10.3%	9.8%	21.4%
Loans-family/friends	8.5%	5.9%	6.4%	2.6%	2.4%	6.4%
Bank loans	27.1%	35.3%	37.2%	41.0%	24.4%	32.0%
Working capital	35.6%	39.0%	47.4%	43.6%	39.0%	39.4%
Asset backed loans	4.3%	5.9%	12.8%	10.3%	9.8%	7.0%
Credit cards	18.1%	18.4%	21.8%	10.3%	9.8%	17.3%
Government grants/funding	5.3%	9.6%	9.0%	12.8%	22.0%	9.1%
Equity financing	2.7%	1.5%	3.8%	2.6%	4.9%	2.7%
Not needed	26.6%	19.9%	19.2%	20.5%	26.8%	23.1%

Q15. Which TWO of the following are your preferred methods of getting information about business assistance programs?

N=485

Q19. How many employees does your organization employ in KCMO?					Total
Less than 10	10-24	25-49	50-99	100+	

Q15. Your preferred methods of getting information about business assistance programs

Email	46.3%	46.3%	53.8%	48.7%	41.5%	47.0%
Personal visit	8.5%	12.5%	2.6%	7.7%	14.6%	9.1%
Newsletter (mailed)	26.6%	19.9%	17.9%	28.2%	17.1%	22.7%
Newsletter (emailed)	21.3%	19.9%	23.1%	17.9%	22.0%	20.8%
Social media	9.6%	5.9%	14.1%	10.3%	17.1%	10.1%
EDC website	13.8%	10.3%	23.1%	12.8%	22.0%	15.1%

Q16. In the next THREE years, is your organization planning to do any of the following?

N=485	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	
<u>Q16. What is your organization planning to do in next three years</u>						
Expanding/renovating your facility in its current location	19.7%	21.3%	32.1%	25.6%	39.0%	24.1%
Relocating to another location in Kansas City, Missouri	6.4%	5.9%	6.4%	10.3%	4.9%	6.4%
Relocating to another location outside Kansas City, Missouri	4.8%	8.8%	7.7%	7.7%	9.8%	7.0%
Decreasing employment	3.2%	1.5%	6.4%	0.0%	4.9%	3.1%
Increasing employment	25.0%	31.6%	34.6%	20.5%	34.1%	28.7%
Closing	2.1%	1.5%	1.3%	0.0%	0.0%	1.4%
No plans at present to do any of these	52.1%	45.6%	42.3%	51.3%	31.7%	47.0%

Q16-5. Please indicate the anticipated number of new hires:

N=105	Q19. How many employees does your organization employ in KCMO?					Total
	Less than 10	10-24	25-49	50-99	100+	
<u>Q16-5. Anticipated number of new hires</u>						
5 or less	79.4%	75.0%	47.8%	50.0%	12.5%	64.8%
6-10	14.7%	19.4%	34.8%	25.0%	25.0%	21.9%
11-20	2.9%	0.0%	0.0%	25.0%	12.5%	2.9%
21-30	2.9%	5.6%	13.0%	0.0%	12.5%	6.7%
31-50	0.0%	0.0%	4.3%	0.0%	37.5%	3.8%

Section 3

Cross-Tabular Data by Zone

Q1. How would you rate Kansas City, Missouri overall as a place to do business? (without "don't know")

N=485	Zone				Total
	East	North	South	West	
<u>Q1. How would you rate KCMO overall as a place to do business</u>					
Excellent	7.2%	23.1%	14.9%	19.0%	16.6%
Good	55.7%	34.6%	47.5%	51.7%	47.9%
Average	28.9%	31.7%	29.7%	20.1%	26.5%
Below average	6.2%	3.8%	5.0%	7.5%	5.9%
Poor	2.1%	6.7%	3.0%	1.7%	3.2%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=485	Zone				Total
	East	North	South	West	
<u>Q2-1. Overall quality of services provided by City</u>					
Very satisfied	10.4%	11.0%	3.1%	9.1%	8.5%
Satisfied	46.9%	43.0%	55.1%	48.6%	48.4%
Neutral	27.1%	35.0%	30.6%	29.1%	30.3%
Dissatisfied	12.5%	10.0%	9.2%	12.0%	11.1%
Very dissatisfied	3.1%	1.0%	2.0%	1.1%	1.7%
<u>Q2-2. Overall image of City</u>					
Very satisfied	15.0%	19.8%	13.7%	17.6%	16.7%
Satisfied	46.0%	52.8%	47.1%	55.1%	51.0%
Neutral	29.0%	17.0%	29.4%	18.8%	22.7%
Dissatisfied	5.0%	6.6%	8.8%	8.5%	7.4%
Very dissatisfied	5.0%	3.8%	1.0%	0.0%	2.1%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=485

	Zone				Total
	East	North	South	West	
<u>Q2-3. Overall quality of life in City</u>					
Very satisfied	12.5%	24.5%	14.4%	23.0%	19.5%
Satisfied	45.8%	49.1%	45.4%	50.0%	48.0%
Neutral	32.3%	20.8%	29.9%	19.0%	24.3%
Dissatisfied	8.3%	3.8%	10.3%	6.3%	7.0%
Very dissatisfied	1.0%	1.9%	0.0%	1.7%	1.3%

Q2-4. Quality of new development in City

Very satisfied	18.3%	16.7%	18.6%	24.1%	20.1%
Satisfied	47.3%	45.1%	45.4%	44.7%	45.5%
Neutral	21.5%	25.5%	28.9%	23.5%	24.7%
Dissatisfied	11.8%	11.8%	6.2%	5.3%	8.2%
Very dissatisfied	1.1%	1.0%	1.0%	2.4%	1.5%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=485	Zone				Total
	East	North	South	West	
<u>Q2-5. Overall quality of education system within City</u>					
Very satisfied	5.6%	8.6%	0.0%	1.9%	3.8%
Satisfied	9.0%	19.4%	8.6%	13.5%	12.9%
Neutral	44.9%	32.3%	32.1%	34.2%	35.6%
Dissatisfied	21.3%	26.9%	34.6%	29.7%	28.2%
Very dissatisfied	19.1%	12.9%	24.7%	20.6%	19.4%
 <u>Q2-6. Overall feeling of safety in City</u>					
Very satisfied	7.1%	7.5%	2.0%	2.9%	4.6%
Satisfied	16.2%	25.5%	18.6%	34.3%	25.3%
Neutral	33.3%	33.0%	43.1%	36.0%	36.3%
Dissatisfied	34.3%	22.6%	24.5%	20.6%	24.7%
Very dissatisfied	9.1%	11.3%	11.8%	6.3%	9.1%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=485

	Zone				Total
	East	North	South	West	
<u>Q2-7. Overall value that you receive for your City & fees</u>					
Very satisfied	4.2%	7.8%	3.2%	6.0%	5.4%
Satisfied	18.8%	24.3%	21.5%	27.4%	23.7%
Neutral	45.8%	35.0%	45.2%	43.5%	42.4%
Dissatisfied	19.8%	17.5%	20.4%	11.9%	16.5%
Very dissatisfied	11.5%	15.5%	9.7%	11.3%	12.0%

Q2-8. Overall safety in the area where your business is located

Very satisfied	3.0%	17.9%	10.8%	11.9%	11.2%
Satisfied	17.0%	40.6%	31.4%	39.2%	33.3%
Neutral	31.0%	18.9%	27.5%	21.6%	24.2%
Dissatisfied	35.0%	18.9%	19.6%	20.5%	22.9%
Very dissatisfied	14.0%	3.8%	10.8%	6.8%	8.5%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=485	Zone				Total
	East	North	South	West	
<u>Q2-9. Physical appearance of the area where your business is located</u>					
Very satisfied	4.0%	17.9%	16.0%	15.9%	13.9%
Satisfied	29.3%	42.5%	37.0%	44.9%	39.5%
Neutral	29.3%	20.8%	30.0%	22.2%	24.9%
Dissatisfied	21.2%	14.2%	9.0%	13.1%	14.1%
Very dissatisfied	16.2%	4.7%	8.0%	4.0%	7.5%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

	Zone				Total
	East	North	South	West	
<u>Q3-1. Overall image of City</u>					
Extremely important	34.3%	21.7%	26.7%	34.9%	30.1%
Very important	30.3%	31.1%	33.7%	33.7%	32.4%
Important	21.2%	30.2%	24.8%	20.0%	23.5%
Less important	8.1%	12.3%	8.9%	4.0%	7.7%
Not important	6.1%	4.7%	5.9%	7.4%	6.2%

Q3-2. Low crime rate

Extremely important	45.5%	38.7%	51.5%	40.8%	43.5%
Very important	33.3%	32.1%	29.7%	35.6%	33.1%
Important	12.1%	20.8%	11.9%	16.1%	15.4%
Less important	5.1%	6.6%	3.0%	2.9%	4.2%
Not important	4.0%	1.9%	4.0%	4.6%	3.8%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485	Zone				Total
	East	North	South	West	
<u>Q3-3. Quality of local schools</u>					
Extremely important	31.6%	33.3%	39.0%	26.9%	31.8%
Very important	29.6%	32.4%	21.0%	30.3%	28.7%
Important	22.4%	14.3%	14.0%	12.0%	15.1%
Less important	8.2%	10.5%	16.0%	12.0%	11.7%
Not important	8.2%	9.5%	10.0%	18.9%	12.8%
 <u>Q3-4. Availability of trained employees</u>					
Extremely important	37.4%	32.1%	29.7%	26.9%	30.8%
Very important	39.4%	38.7%	37.6%	36.0%	37.6%
Important	18.2%	20.8%	18.8%	17.7%	18.7%
Less important	2.0%	4.7%	9.9%	11.4%	7.7%
Not important	3.0%	3.8%	4.0%	8.0%	5.2%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

	Zone				Total
	East	North	South	West	
<u>Q3-5. Level of taxation</u>					
Extremely important	30.5%	36.8%	28.0%	26.7%	30.0%
Very important	42.1%	30.2%	29.0%	36.9%	34.8%
Important	22.1%	25.5%	30.0%	23.9%	25.2%
Less important	1.1%	1.9%	5.0%	4.5%	3.4%
Not important	4.2%	5.7%	8.0%	8.0%	6.7%

<u>Q3-6. Access to airports</u>					
Extremely important	21.4%	22.9%	11.9%	16.1%	17.8%
Very important	16.3%	24.8%	20.8%	23.6%	21.8%
Important	30.6%	23.8%	23.8%	29.3%	27.2%
Less important	17.3%	19.0%	24.8%	14.4%	18.2%
Not important	14.3%	9.5%	18.8%	16.7%	15.1%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

	Zone				Total
	East	North	South	West	
<u>Q3-7. Availability of affordable housing for employees</u>					
Extremely important	20.8%	21.0%	17.0%	19.3%	19.5%
Very important	40.6%	32.4%	27.0%	29.0%	31.7%
Important	24.0%	31.4%	28.0%	23.9%	26.4%
Less important	4.2%	9.5%	16.0%	13.6%	11.3%
Not important	10.4%	5.7%	12.0%	14.2%	11.1%

Q3-8. Proximity of businesses that are important to your business

Extremely important	25.8%	19.8%	18.8%	20.6%	21.1%
Very important	28.9%	28.3%	30.7%	23.4%	27.1%
Important	26.8%	31.1%	33.7%	29.1%	30.1%
Less important	10.3%	14.2%	10.9%	14.9%	12.9%
Not important	8.2%	6.6%	5.9%	12.0%	8.8%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

	Zone				Total
	East	North	South	West	
<u>Q3-9. Availability of public transportation</u>					
Extremely important	28.6%	12.5%	27.0%	20.5%	21.8%
Very important	24.5%	19.2%	17.0%	26.1%	22.4%
Important	17.3%	26.9%	26.0%	21.6%	22.8%
Less important	18.4%	25.0%	15.0%	19.3%	19.5%
Not important	11.2%	16.3%	15.0%	12.5%	13.6%

Q3-10. Availability of libraries, arts, & cultural amenities

Extremely important	25.8%	9.6%	20.8%	23.3%	20.3%
Very important	21.6%	16.3%	18.8%	27.3%	22.0%
Important	16.5%	34.6%	23.8%	30.1%	27.0%
Less important	19.6%	19.2%	22.8%	10.8%	16.9%
Not important	16.5%	20.2%	13.9%	8.5%	13.8%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485

	Zone				Total
	East	North	South	West	
<u>Q3-11. Attitude of local government toward business</u>					
Extremely important	49.5%	32.7%	37.6%	50.0%	43.5%
Very important	34.7%	42.3%	35.6%	33.0%	35.9%
Important	11.6%	18.3%	18.8%	12.5%	14.9%
Less important	1.1%	2.9%	5.0%	0.0%	1.9%
Not important	3.2%	3.8%	3.0%	4.5%	3.8%

Q3-12. Availability of telecommunications, utilities, & other infrastructure

Extremely important	45.8%	49.0%	47.5%	45.5%	46.8%
Very important	40.6%	33.7%	34.7%	35.8%	36.1%
Important	9.4%	14.4%	12.9%	13.1%	12.6%
Less important	1.0%	0.0%	2.0%	1.7%	1.3%
Not important	3.1%	2.9%	3.0%	4.0%	3.4%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=485	Zone				Total
	East	North	South	West	
<u>Q3-13. Availability of parks & open space</u>					
Extremely important	20.8%	10.7%	18.8%	17.7%	17.1%
Very important	21.9%	32.0%	19.8%	29.7%	26.5%
Important	25.0%	30.1%	34.7%	32.0%	30.7%
Less important	17.7%	14.6%	20.8%	11.4%	15.4%
Not important	14.6%	12.6%	5.9%	9.1%	10.3%

Q4. Which THREE of the reasons listed in Question 3 will have the MOST IMPACT on your decision to stay in the City of Kansas City for the next 10 years? (top 3)

N=485	Zone				Total
	East	North	South	West	
<u>Q4. Sum of top 3 choices</u>					
Overall image of City	17.8%	23.6%	28.4%	25.6%	24.1%
Low crime rate	42.6%	39.6%	49.0%	40.3%	42.5%
Quality of local schools	18.8%	17.0%	16.7%	13.1%	15.9%
Availability of trained employees	26.7%	29.2%	16.7%	17.0%	21.6%
Level of taxation	40.6%	35.8%	34.3%	30.7%	34.6%
Access to airports	2.0%	8.5%	0.0%	4.0%	3.7%
Availability of affordable housing for employees	14.9%	8.5%	7.8%	10.8%	10.5%
Proximity of businesses that are important to your business	9.9%	16.0%	8.8%	10.8%	11.3%
Availability of public transportation	14.9%	4.7%	11.8%	9.1%	9.9%
Availability of libraries, arts, & cultural amenities	2.0%	1.9%	2.9%	4.0%	2.9%
Attitude of local government toward business	24.8%	21.7%	22.5%	31.8%	26.2%
Availability of telecommunications, utilities, & other infrastructure	29.7%	28.3%	25.5%	21.6%	25.6%
Availability of parks & open space	4.0%	0.9%	3.9%	2.3%	2.7%
None chosen	11.9%	18.9%	17.6%	22.7%	18.6%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485	Zone				Total
	East	North	South	West	
<u>Q5-1. 311 Call Center</u>					
Yes	33.7%	22.6%	32.4%	32.4%	30.5%
No	66.3%	77.4%	67.6%	67.6%	69.5%
<u>Q5-2. Business licensing</u>					
Yes	62.4%	64.2%	57.8%	56.3%	59.6%
No	37.6%	35.8%	42.2%	43.8%	40.4%
<u>Q5-3. Tax collection</u>					
Yes	50.5%	46.2%	47.1%	54.5%	50.3%
No	49.5%	53.8%	52.9%	45.5%	49.7%
<u>Q5-4. Municipal court</u>					
Yes	20.8%	12.3%	15.7%	23.3%	18.8%
No	79.2%	87.7%	84.3%	76.7%	81.2%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485	Zone				Total
	East	North	South	West	
<u>Q5-5. Code enforcement</u>					
Yes	27.7%	28.3%	26.5%	27.3%	27.4%
No	72.3%	71.7%	73.5%	72.7%	72.6%
<u>Q5-6. Police-crime/safety response</u>					
Yes	69.3%	56.6%	67.6%	53.4%	60.4%
No	30.7%	43.4%	32.4%	46.6%	39.6%
<u>Q5-7. Ambulance-medical emergency response</u>					
Yes	30.7%	26.4%	32.4%	29.5%	29.7%
No	69.3%	73.6%	67.6%	70.5%	70.3%
<u>Q5-8. Fire incident response</u>					
Yes	24.8%	19.8%	20.6%	23.3%	22.3%
No	75.2%	80.2%	79.4%	76.7%	77.7%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485	Zone				Total
	East	North	South	West	

Q5-9. Fire inspection

Yes	71.3%	67.0%	66.7%	63.1%	66.4%
No	28.7%	33.0%	33.3%	36.9%	33.6%

Q5-10. Health inspections

Yes	27.7%	21.7%	28.4%	23.9%	25.2%
No	72.3%	78.3%	71.6%	76.1%	74.8%

Q5-11. Regulated industries licensing/inspections

Yes	30.7%	33.0%	26.5%	23.9%	27.8%
No	69.3%	67.0%	73.5%	76.1%	72.2%

Q5-12. Building permits

Yes	31.7%	21.7%	24.5%	31.3%	27.8%
No	68.3%	78.3%	75.5%	68.8%	72.2%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485	Zone				Total
	East	North	South	West	
<u>Q5-13. Development review</u>					
Yes	9.9%	11.3%	8.8%	19.9%	13.6%
No	90.1%	88.7%	91.2%	80.1%	86.4%
<u>Q5-14. Public incentives requests</u>					
Yes	11.9%	3.8%	2.0%	10.8%	7.6%
No	88.1%	96.2%	98.0%	89.2%	92.4%
<u>Q5-15. Airport services</u>					
Yes	34.7%	46.2%	31.4%	47.2%	41.0%
No	65.3%	53.8%	68.6%	52.8%	59.0%
<u>Q5-16. Water services</u>					
Yes	68.3%	68.9%	63.7%	67.0%	67.0%
No	31.7%	31.1%	36.3%	33.0%	33.0%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485	Zone				Total
	East	North	South	West	
<u>Q5-17. Stormwater drainage</u>					
Yes	43.6%	47.2%	42.2%	44.9%	44.5%
No	56.4%	52.8%	57.8%	55.1%	55.5%
<u>Q5-18. Street maintenance</u>					
Yes	54.5%	58.5%	50.0%	55.1%	54.6%
No	45.5%	41.5%	50.0%	44.9%	45.4%
<u>Q5-19. Sidewalk maintenance</u>					
Yes	32.7%	22.6%	35.3%	43.2%	34.8%
No	67.3%	77.4%	64.7%	56.8%	65.2%
<u>Q5-20. MBE/WBE certification</u>					
Yes	11.9%	6.6%	8.8%	15.3%	11.3%
No	88.1%	93.4%	91.2%	84.7%	88.7%

Q5. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=485

	Zone				Total
	East	North	South	West	

Q5-21. Website usefulness (kcmo.gov)

Yes	39.6%	34.9%	39.2%	50.6%	42.5%
No	60.4%	65.1%	60.8%	49.4%	57.5%

Q5-22. KC Streetcar

Yes	21.8%	18.9%	22.5%	44.9%	29.7%
No	78.2%	81.1%	77.5%	55.1%	70.3%

Q5-23. RideKC bus service

Yes	23.8%	10.4%	20.6%	25.6%	20.8%
No	76.2%	89.6%	79.4%	74.4%	79.2%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474	Zone				Total
	East	North	South	West	
<u>Q5-1. 311 Call Center</u>					
Very satisfied	30.3%	13.6%	21.2%	21.8%	22.4%
Satisfied	30.3%	50.0%	33.3%	45.5%	39.9%
Neutral	24.2%	18.2%	30.3%	21.8%	23.8%
Dissatisfied	12.1%	9.1%	9.1%	7.3%	9.1%
Very dissatisfied	3.0%	9.1%	6.1%	3.6%	4.9%
<u>Q5-2. Business licensing</u>					
Very satisfied	31.7%	27.4%	15.8%	15.8%	21.9%
Satisfied	40.0%	37.1%	56.1%	45.3%	44.5%
Neutral	16.7%	27.4%	19.3%	27.4%	23.4%
Dissatisfied	5.0%	6.5%	7.0%	8.4%	6.9%
Very dissatisfied	6.7%	1.6%	1.8%	3.2%	3.3%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Zone				Total
	East	North	South	West	

Q5-3. Tax collection

Very satisfied	24.0%	13.3%	8.7%	13.0%	14.6%
Satisfied	28.0%	24.4%	45.7%	29.3%	31.3%
Neutral	26.0%	46.7%	26.1%	37.0%	34.3%
Dissatisfied	16.0%	8.9%	10.9%	16.3%	13.7%
Very dissatisfied	6.0%	6.7%	8.7%	4.3%	6.0%

Q5-4. Municipal court

Very satisfied	23.8%	16.7%	6.7%	18.4%	17.4%
Satisfied	38.1%	33.3%	46.7%	34.2%	37.2%
Neutral	38.1%	25.0%	40.0%	28.9%	32.6%
Dissatisfied	0.0%	16.7%	0.0%	15.8%	9.3%
Very dissatisfied	0.0%	8.3%	6.7%	2.6%	3.5%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Zone				Total
	East	North	South	West	
<u>Q5-5. Code enforcement</u>					
Very satisfied	22.2%	7.1%	11.1%	6.4%	10.9%
Satisfied	29.6%	28.6%	33.3%	40.4%	34.1%
Neutral	25.9%	42.9%	29.6%	21.3%	28.7%
Dissatisfied	14.8%	17.9%	18.5%	17.0%	17.1%
Very dissatisfied	7.4%	3.6%	7.4%	14.9%	9.3%

<u>Q5-6. Police-crime/safety response</u>					
Very satisfied	33.3%	29.8%	25.0%	32.6%	30.4%
Satisfied	39.1%	36.8%	32.4%	31.5%	34.6%
Neutral	11.6%	17.5%	19.1%	18.5%	16.8%
Dissatisfied	13.0%	10.5%	16.2%	10.9%	12.6%
Very dissatisfied	2.9%	5.3%	7.4%	6.5%	5.6%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Zone				Total
	East	North	South	West	
<u>Q5-7. Ambulance-medical emergency response</u>					
Very satisfied	60.0%	42.3%	43.8%	54.2%	50.7%
Satisfied	33.3%	42.3%	37.5%	31.3%	35.3%
Neutral	3.3%	7.7%	6.3%	14.6%	8.8%
Dissatisfied	3.3%	3.8%	6.3%	0.0%	2.9%
Very dissatisfied	0.0%	3.8%	6.3%	0.0%	2.2%

Q5-8. Fire incident response

Very satisfied	66.7%	50.0%	50.0%	59.0%	57.3%
Satisfied	25.0%	35.0%	35.0%	33.3%	32.0%
Neutral	0.0%	10.0%	0.0%	7.7%	4.9%
Dissatisfied	8.3%	5.0%	15.0%	0.0%	5.8%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474	Zone				Total
	East	North	South	West	
<u>Q5-9. Fire inspection</u>					
Very satisfied	50.7%	42.0%	48.4%	44.0%	46.0%
Satisfied	39.4%	37.7%	38.7%	34.9%	37.3%
Neutral	9.9%	11.6%	8.1%	20.2%	13.5%
Dissatisfied	0.0%	8.7%	3.2%	0.9%	2.9%
Very dissatisfied	0.0%	0.0%	1.6%	0.0%	0.3%
 <u>Q5-10. Health inspections</u>					
Very satisfied	37.0%	23.8%	37.0%	21.1%	29.2%
Satisfied	40.7%	57.1%	40.7%	39.5%	43.4%
Neutral	18.5%	14.3%	7.4%	18.4%	15.0%
Dissatisfied	3.7%	4.8%	11.1%	5.3%	6.2%
Very dissatisfied	0.0%	0.0%	3.7%	15.8%	6.2%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Zone				Total
	East	North	South	West	

Q5-11. Regulated industries licensing/inspections

Very satisfied	31.0%	25.8%	30.8%	20.5%	26.4%
Satisfied	41.4%	51.6%	42.3%	41.0%	44.0%
Neutral	10.3%	19.4%	11.5%	25.6%	17.6%
Dissatisfied	6.9%	3.2%	3.8%	10.3%	6.4%
Very dissatisfied	10.3%	0.0%	11.5%	2.6%	5.6%

Q5-12. Building permits

Very satisfied	32.3%	5.3%	41.7%	11.3%	21.3%
Satisfied	48.4%	26.3%	33.3%	43.4%	40.2%
Neutral	6.5%	26.3%	16.7%	24.5%	18.9%
Dissatisfied	3.2%	26.3%	0.0%	9.4%	8.7%
Very dissatisfied	9.7%	15.8%	8.3%	11.3%	11.0%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474	Zone				Total
	East	North	South	West	
<u>Q5-13. Development review</u>					
Very satisfied	50.0%	20.0%	33.3%	12.1%	22.6%
Satisfied	30.0%	40.0%	33.3%	42.4%	38.7%
Neutral	0.0%	20.0%	11.1%	27.3%	19.4%
Dissatisfied	20.0%	10.0%	11.1%	3.0%	8.1%
Very dissatisfied	0.0%	10.0%	11.1%	15.2%	11.3%
 <u>Q5-14. Public incentives requests</u>					
Very satisfied	41.7%	0.0%	0.0%	5.9%	17.1%
Satisfied	41.7%	25.0%	100.0%	47.1%	45.7%
Neutral	16.7%	75.0%	0.0%	29.4%	28.6%
Dissatisfied	0.0%	0.0%	0.0%	5.9%	2.9%
Very dissatisfied	0.0%	0.0%	0.0%	11.8%	5.7%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474	Zone				Total
	East	North	South	West	
<u>Q5-15. Airport services</u>					
Very satisfied	26.5%	34.0%	15.6%	14.8%	21.6%
Satisfied	47.1%	34.0%	40.6%	42.0%	40.7%
Neutral	23.5%	25.5%	28.1%	32.1%	28.4%
Dissatisfied	2.9%	4.3%	12.5%	9.9%	7.7%
Very dissatisfied	0.0%	2.1%	3.1%	1.2%	1.5%
<u>Q5-16. Water services</u>					
Very satisfied	25.4%	25.7%	17.2%	15.0%	20.1%
Satisfied	35.8%	41.4%	50.0%	33.6%	39.2%
Neutral	25.4%	21.4%	12.5%	29.2%	23.2%
Dissatisfied	9.0%	7.1%	10.9%	14.2%	10.8%
Very dissatisfied	4.5%	4.3%	9.4%	8.0%	6.7%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Zone				Total
	East	North	South	West	

Q5-17. Stormwater drainage

Very satisfied	20.5%	14.6%	14.3%	13.3%	15.3%
Satisfied	29.5%	37.5%	40.5%	28.0%	33.0%
Neutral	27.3%	20.8%	16.7%	25.3%	23.0%
Dissatisfied	6.8%	10.4%	16.7%	18.7%	13.9%
Very dissatisfied	15.9%	16.7%	11.9%	14.7%	14.8%

Q5-18. Street maintenance

Very satisfied	12.7%	10.3%	8.0%	8.6%	9.8%
Satisfied	21.8%	22.4%	20.0%	12.9%	18.4%
Neutral	23.6%	25.9%	30.0%	22.6%	25.0%
Dissatisfied	23.6%	15.5%	20.0%	39.8%	27.0%
Very dissatisfied	18.2%	25.9%	22.0%	16.1%	19.9%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474	Zone				Total
	East	North	South	West	
<u>Q5-19. Sidewalk maintenance</u>					
Very satisfied	15.6%	18.2%	2.9%	4.2%	8.1%
Satisfied	12.5%	27.3%	34.3%	20.8%	23.0%
Neutral	25.0%	27.3%	25.7%	25.0%	25.5%
Dissatisfied	25.0%	18.2%	14.3%	30.6%	24.2%
Very dissatisfied	21.9%	9.1%	22.9%	19.4%	19.3%
<u>Q5-20. MBE/WBE certification</u>					
Very satisfied	36.4%	14.3%	22.2%	24.0%	25.0%
Satisfied	9.1%	42.9%	44.4%	24.0%	26.9%
Neutral	9.1%	14.3%	11.1%	20.0%	15.4%
Dissatisfied	9.1%	28.6%	11.1%	16.0%	15.4%
Very dissatisfied	36.4%	0.0%	11.1%	16.0%	17.3%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474

	Zone				Total
	East	North	South	West	

Q5-21. Website usefulness (kcmo.gov)

Very satisfied	31.6%	19.4%	15.0%	5.9%	15.1%
Satisfied	50.0%	38.9%	42.5%	43.5%	43.7%
Neutral	7.9%	25.0%	22.5%	32.9%	24.6%
Dissatisfied	2.6%	8.3%	5.0%	14.1%	9.0%
Very dissatisfied	7.9%	8.3%	15.0%	3.5%	7.5%

Q5-22. KC Streetcar

Very satisfied	52.4%	55.0%	39.1%	51.9%	50.4%
Satisfied	33.3%	35.0%	34.8%	40.3%	37.6%
Neutral	4.8%	5.0%	13.0%	3.9%	5.7%
Dissatisfied	9.5%	5.0%	0.0%	1.3%	2.8%
Very dissatisfied	0.0%	0.0%	13.0%	2.6%	3.5%

Q5. If "YES," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=474	Zone				Total
	East	North	South	West	
<u>Q5-23. RideKC bus service</u>					
Very satisfied	39.1%	10.0%	14.3%	25.0%	24.5%
Satisfied	39.1%	50.0%	61.9%	43.2%	46.9%
Neutral	21.7%	30.0%	9.5%	20.5%	19.4%
Dissatisfied	0.0%	0.0%	4.8%	9.1%	5.1%
Very dissatisfied	0.0%	10.0%	9.5%	2.3%	4.1%

Q6. Which THREE of the City services listed in Question 5 do you think should receive the MOST EMPHASIS from the City over the next two years? (top 3)

N=485	Zone				Total
	East	North	South	West	
<u>Q6. Sum of top 3 choices</u>					
311 Call Center	4.0%	1.9%	2.9%	5.7%	3.9%
Business licensing	11.9%	7.5%	2.9%	5.1%	6.6%
Tax collection	13.9%	10.4%	10.8%	9.1%	10.7%
Municipal court	6.9%	1.9%	2.0%	4.5%	3.9%
Code enforcement	6.9%	1.9%	7.8%	6.3%	5.8%
Police-crime/safety response	43.6%	48.1%	48.0%	42.6%	45.2%
Ambulance-medical emergency response	5.0%	11.3%	5.9%	5.7%	6.8%
Fire incident response	5.9%	7.5%	10.8%	5.1%	7.0%
Fire inspection	4.0%	0.9%	2.0%	1.7%	2.1%
Health inspections	3.0%	2.8%	4.9%	2.3%	3.1%
Regulated industries licensing/ inspections	4.0%	0.9%	5.9%	2.8%	3.3%
Building permits	4.0%	6.6%	4.9%	8.5%	6.4%
Development review	3.0%	1.9%	4.9%	9.1%	5.4%
Public incentives requests	3.0%	0.0%	2.9%	4.5%	2.9%
Airport services	5.0%	15.1%	4.9%	11.4%	9.5%
Water services	7.9%	15.1%	10.8%	13.6%	12.2%

Q6. Which THREE of the City services listed in Question 5 do you think should receive the MOST EMPHASIS from the City over the next two years? (top 3) (cont.)

N=485

	Zone				Total
	East	North	South	West	
<u>Q6. Sum of top 3 choices (cont.)</u>					
Stormwater drainage	9.9%	7.5%	8.8%	16.5%	11.5%
Street maintenance	45.5%	52.8%	37.3%	47.7%	46.2%
Sidewalk maintenance	9.9%	4.7%	9.8%	16.5%	11.1%
MBE/WBE certification	2.0%	2.8%	3.9%	2.3%	2.7%
Website usefulness (kcmo.gov)	4.0%	4.7%	2.9%	5.7%	4.5%
KC Streetcar	5.9%	5.7%	4.9%	8.5%	6.6%
RideKC bus service	6.9%	3.8%	11.8%	6.8%	7.2%
None chosen	19.8%	15.1%	17.6%	13.1%	15.9%

Q7. Do you think that the City of Kansas City is business friendly? (without "don't know")

N=485

	Zone				Total
	East	North	South	West	
<u>Q7. Is City of Kansas City business friendly</u>					
Yes	88.0%	79.5%	81.4%	76.2%	80.4%
No	12.0%	20.5%	18.6%	23.8%	19.6%

Q8. Please rate the following items concerning the workforce in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

N=485

	Zone				Total
	East	North	South	West	
<u>Q8-1. Availability of workers</u>					
Excellent	8.5%	6.2%	4.3%	14.3%	9.2%
Good	34.0%	33.0%	32.6%	40.4%	35.8%
Average	37.2%	40.2%	44.6%	31.7%	37.4%
Poor	20.2%	20.6%	18.5%	13.7%	17.6%

Q8-2. Quality of workers

Excellent	8.4%	4.0%	4.4%	14.8%	8.9%
Good	30.5%	30.3%	33.0%	40.1%	34.5%
Average	43.2%	46.5%	46.2%	30.9%	40.0%
Poor	17.9%	19.2%	16.5%	14.2%	16.6%

Q8. Please rate the following items concerning the workforce in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

N=485

	Zone				Total
	East	North	South	West	
<u>Q8-3. Stability of workers</u>					
Excellent	9.5%	5.9%	7.6%	15.6%	10.5%
Good	31.6%	31.7%	30.4%	34.4%	32.4%
Average	29.5%	46.5%	45.7%	33.1%	37.9%
Poor	29.5%	15.8%	16.3%	16.9%	19.2%

Q8-4. Education/technical skills of workers

Excellent	6.6%	4.2%	3.4%	13.8%	8.1%
Good	31.9%	34.7%	29.5%	32.5%	32.3%
Average	41.8%	44.2%	48.9%	40.6%	43.3%
Poor	19.8%	16.8%	18.2%	13.1%	16.4%

Q9. Which TWO of the items listed in Question 8 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri? (top 2)

N=485	Zone				Total
	East	North	South	West	
<u>Q9. Sum of top 2 choices</u>					
Availability of workers	38.6%	37.7%	26.5%	32.4%	33.6%
Quality of workers	47.5%	57.5%	36.3%	52.3%	49.1%
Stability of workers	32.7%	19.8%	26.5%	22.2%	24.7%
Education/technical skills of workers	31.7%	26.4%	25.5%	27.8%	27.8%
None chosen	22.8%	29.2%	38.2%	30.7%	30.3%

Q10. Are you aware of the following services provided by the Economic Development Corporation of KCMO?

N=485	Zone				Total
	East	North	South	West	
<u>Q10. Are you aware of following services provided by Economic Development Corporation of KCMO</u>					
Financing	19.8%	15.1%	23.5%	29.0%	22.9%
Job/Investment Incentives	15.8%	11.3%	14.7%	25.0%	17.9%
Redevelopment Incentives	15.8%	13.2%	16.7%	34.1%	22.1%
Property Tax Abatement	22.8%	19.8%	21.6%	32.4%	25.4%
Tax Increment Financing	20.8%	17.0%	18.6%	33.0%	23.9%
Training Funds	8.9%	8.5%	11.8%	18.2%	12.8%
Regulatory Aid	9.9%	7.5%	9.8%	13.1%	10.5%
City Service Aid	10.9%	8.5%	10.8%	14.8%	11.8%
Real Estate Aid	10.9%	5.7%	9.8%	19.9%	12.8%

Q11. Are you aware of the following services provided by the KC BizCare Office?

N=485	Zone				Total
	East	North	South	West	
<u>Q11. Are you aware of following services provided by KC BizCare Office</u>					
Business Registration (State)	12.9%	14.2%	24.5%	25.6%	20.2%
Federal Tax ID/EIN	16.8%	10.4%	24.5%	19.3%	17.9%
Zoning Clearance	11.9%	7.5%	16.7%	15.9%	13.4%
Business Licensing Assistance	14.9%	15.1%	23.5%	23.9%	20.0%
Assistance with Navigating City Departments	10.9%	9.4%	14.7%	15.3%	13.0%
Small Business Resource Referrals	13.9%	9.4%	11.8%	13.6%	12.4%
Finance/Capital Referrals	8.9%	2.8%	6.9%	8.0%	6.8%
Entrepreneurial Program Referrals	6.9%	3.8%	12.7%	10.2%	8.7%

Q12. Please indicate if you are aware of each of the following business assistance programs.

N=485	Zone				Total
	East	North	South	West	
<u>Q12-1. Economic Development Corporation of KCMO</u>					
Yes	42.6%	39.6%	44.1%	56.3%	47.2%
No	57.4%	60.4%	55.9%	43.8%	52.8%
<u>Q12-2. KC BizCare</u>					
Yes	14.9%	16.0%	25.5%	29.5%	22.7%
No	85.1%	84.0%	74.5%	70.5%	77.3%
<u>Q12-3. KCSourceLink</u>					
Yes	18.8%	13.2%	14.7%	19.9%	17.1%
No	81.2%	86.8%	85.3%	80.1%	82.9%
<u>Q12-4. Full Employment Council</u>					
Yes	46.5%	27.4%	35.3%	46.0%	39.8%
No	53.5%	72.6%	64.7%	54.0%	60.2%

Q12. Please indicate if you are aware of each of the following business assistance programs.

N=485	Zone				Total
	East	North	South	West	

Q12-5. Metropolitan Community College

Yes	66.3%	65.1%	66.7%	65.3%	65.8%
No	33.7%	34.9%	33.3%	34.7%	34.2%

Q12-6. Altcap

Yes	5.9%	1.9%	3.9%	10.2%	6.2%
No	94.1%	98.1%	96.1%	89.8%	93.8%

Q12. Please indicate if you have used of each of the following business assistance programs.

N=364	Zone				Total
	East	North	South	West	

Q12-1. Economic Development Corporation of KCMO

Yes	27.9%	16.7%	17.8%	36.4%	27.5%
No	72.1%	83.3%	82.2%	63.6%	72.5%

Q12-2. KC BizCare

Yes	26.7%	11.8%	38.5%	38.5%	32.7%
No	73.3%	88.2%	61.5%	61.5%	67.3%

Q12-3. KCSourceLink

Yes	15.8%	21.4%	26.7%	14.3%	18.1%
No	84.2%	78.6%	73.3%	85.7%	81.9%

Q12-4. Full Employment Council

Yes	31.9%	17.2%	22.2%	21.0%	23.3%
No	68.1%	82.8%	77.8%	79.0%	76.7%

Q12. Please indicate if you have used of each of the following business assistance programs.

N=364	Zone				Total
	East	North	South	West	
<u>Q12-5. Metropolitan Community College</u>					
Yes	23.9%	33.3%	30.9%	24.3%	27.6%
No	76.1%	66.7%	69.1%	75.7%	72.4%
 <u>Q12-6. Altcap</u>					
Yes	0.0%	0.0%	0.0%	33.3%	20.0%
No	100.0%	100.0%	100.0%	66.7%	80.0%

Q12. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=161	Zone				Total
	East	North	South	West	

Q12-1. Economic Development Corporation of KCMO

Very satisfied	38.5%	0.0%	12.5%	16.7%	18.8%
Satisfied	46.2%	71.4%	50.0%	50.0%	51.6%
Neutral	0.0%	14.3%	12.5%	22.2%	15.6%
Dissatisfied	15.4%	14.3%	0.0%	8.3%	9.4%
Very dissatisfied	0.0%	0.0%	25.0%	2.8%	4.7%

Q12-2. KC BizCare

Very satisfied	50.0%	66.7%	10.0%	22.2%	25.7%
Satisfied	50.0%	0.0%	80.0%	38.9%	48.6%
Neutral	0.0%	0.0%	10.0%	16.7%	11.4%
Dissatisfied	0.0%	33.3%	0.0%	11.1%	8.6%
Very dissatisfied	0.0%	0.0%	0.0%	11.1%	5.7%

Q12. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=161

	Zone				Total
	East	North	South	West	
<u>Q12-3. KCSourceLink</u>					
Very satisfied	0.0%	66.7%	25.0%	0.0%	20.0%
Satisfied	33.3%	0.0%	75.0%	80.0%	53.3%
Neutral	66.7%	33.3%	0.0%	0.0%	20.0%
Dissatisfied	0.0%	0.0%	0.0%	20.0%	6.7%

Q12-4. Full Employment Council

Very satisfied	31.3%	0.0%	50.0%	31.3%	31.1%
Satisfied	37.5%	20.0%	25.0%	37.5%	33.3%
Neutral	18.8%	40.0%	12.5%	6.3%	15.6%
Dissatisfied	6.3%	20.0%	0.0%	18.8%	11.1%
Very dissatisfied	6.3%	20.0%	12.5%	6.3%	8.9%

Q12. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=161	Zone				Total
	East	North	South	West	
<u>Q12-5. Metropolitan Community College</u>					
Very satisfied	33.3%	35.0%	35.0%	34.6%	34.6%
Satisfied	53.3%	50.0%	35.0%	34.6%	42.0%
Neutral	13.3%	15.0%	20.0%	19.2%	17.3%
Dissatisfied	0.0%	0.0%	10.0%	7.7%	4.9%
Very dissatisfied	0.0%	0.0%	0.0%	3.8%	1.2%
<u>Q12-6. Altcap</u>					
Very satisfied	0.0%	0.0%	0.0%	33.3%	33.3%
Satisfied	0.0%	0.0%	0.0%	33.3%	33.3%
Neutral	0.0%	0.0%	0.0%	16.7%	16.7%
Dissatisfied	0.0%	0.0%	0.0%	16.7%	16.7%

Q13. Does your company currently sell any products/services outside of the United States? (without "not provided")

N=485	Zone				Total
	East	North	South	West	
<u>Q13. Does your company currently sell any products/services outside United States</u>					
Yes	12.1%	19.8%	2.0%	12.1%	11.6%
No	87.9%	78.2%	97.0%	86.2%	87.1%
Not currently, but would like to	0.0%	2.0%	1.0%	1.7%	1.3%

Q14. For the last FIVE years, please indicate the sources of funding for your business needs.

N=485	Zone				Total
	East	North	South	West	
<u>Q14. Sources of funding for your business needs for last five years</u>					
Personal savings	19.8%	21.7%	19.6%	23.3%	21.4%
Loans-family/friends	6.9%	3.8%	6.9%	7.4%	6.4%
Bank loans	27.7%	30.2%	30.4%	36.4%	32.0%
Working capital	43.6%	35.8%	34.3%	42.0%	39.4%
Asset backed loans	13.9%	4.7%	4.9%	5.7%	7.0%
Credit cards	19.8%	17.9%	11.8%	18.8%	17.3%
Government grants/funding	9.9%	3.8%	7.8%	12.5%	9.1%
Equity financing	5.0%	0.9%	1.0%	3.4%	2.7%
Not needed	17.8%	25.5%	25.5%	23.3%	23.1%

Q15. Which TWO of the following are your preferred methods of getting information about business assistance programs?

N=485	Zone				Total
	East	North	South	West	
<u>Q15. Your preferred methods of getting information about business assistance programs</u>					
Email	51.5%	41.5%	45.1%	48.9%	47.0%
Personal visit	9.9%	6.6%	7.8%	10.8%	9.1%
Newsletter (mailed)	23.8%	24.5%	21.6%	21.6%	22.7%
Newsletter (emailed)	17.8%	16.0%	25.5%	22.7%	20.8%
Social media	7.9%	13.2%	13.7%	7.4%	10.1%
EDC website	7.9%	16.0%	16.7%	17.6%	15.1%

Q16. In the next THREE years, is your organization planning to do any of the following?

N=485	Zone				Total
	East	North	South	West	
<u>Q16. What is your organization planning to do in next three years</u>					
Expanding/renovating your facility in its current location	24.8%	21.7%	22.5%	26.1%	24.1%
Relocating to another location in Kansas City, Missouri	6.9%	3.8%	2.9%	9.7%	6.4%
Relocating to another location outside Kansas City, Missouri	6.9%	5.7%	5.9%	8.5%	7.0%
Decreasing employment	6.9%	0.9%	4.9%	1.1%	3.1%
Increasing employment	33.7%	25.5%	21.6%	31.8%	28.7%
Closing	0.0%	0.9%	2.9%	1.7%	1.4%
No plans at present to do any of these	38.6%	54.7%	53.9%	43.2%	47.0%

Q16-5. Please indicate the anticipated number of new hires:

N=105	Zone				Total
	East	North	South	West	
<u>Q16-5. Anticipated number of new hires</u>					
5 or less	61.5%	66.7%	46.7%	71.7%	64.8%
6-10	23.1%	22.2%	46.7%	13.0%	21.9%
11-20	3.8%	0.0%	6.7%	2.2%	2.9%
21-30	7.7%	5.6%	0.0%	8.7%	6.7%
31-50	3.8%	5.6%	0.0%	4.3%	3.8%