

# Kansas City, Missouri Employer Survey

## Findings Report

*...helping organizations make better decisions since 1982*

# 2019

**Submitted to the City of Kansas City, Missouri**

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

**February 2020**





# Contents

<b>Executive Summary</b> .....	i
<b>Section 1: Charts and Graphs</b> .....	1
<b>Section 2: Importance-Satisfaction Analysis</b> .....	38
<b>Section 3: Tabular Data</b> .....	42
<b>Section 4: Survey Instrument</b> .....	81

---

# 2019 Kansas City, Missouri Employer Survey

## Executive Summary

---

### Purpose and Methodology

ETC Institute conducted the eighth annual survey of businesses for the City of Kansas City, Missouri and the Economic Development Corporation (EDC) of Kansas City during November and December of 2019. Previous surveys have been conducted during the same time period since 2011. The purpose of the survey is to identify the importance of various issues to businesses and to identify expansion/retention plans of businesses in the future.

The survey was administered by mail and online to a sample of 4,000 establishments during November and December of 2019. A total of 485 businesses completed the survey, with at least 100 surveys being completed in each of the four geographic zones. The results for the random sample of 485 businesses have a precision of at least +/- 4.4% at the 95% level of confidence.

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts depicting the overall results of the survey,
- Importance-Satisfaction analysis used to determine priority actions for the City,
- tables that show the results of the survey,
- a copy of the survey instrument.

### Respondent Profile

**Business Sector:** Respondents were asked to indicate, from a list of 20 possible descriptors, which one best describes their business/organization's sector. ETC Institute then reorganized the 20 possible descriptors into eight broader categories that would allow the responses based on sector type to be analyzed side by side in a meaningful way. Each of the eight categories that were developed include enough respondents to ensure the responses by sector are significant. Nineteen percent (19%) of respondents indicated their business is in the supply chain management sector, 10% are in the design and engineering sector, 7% are in the specialized manufacturing sector, 7% are in the health sciences and services sector, 7% are in the financial and technical services sector, 6% are in the arts sector, 6% are in the public administration sector, and the remaining 39% of respondents were grouped into a category titled other.

**Length of Time Business has been Located in Kansas City, Missouri:** Respondents were asked to indicate how many years their business/organization has been located in Kansas City, Missouri. Sixty percent (60%) indicated they have been in Kansas City, Missouri for 21 or more years, 20% have been in Kansas City, Missouri between 11 and 20 years, 7% have been in Kansas City, Missouri between 6 and 10 years, 7% have been in Kansas City, Missouri between 3 and 5 years, 2% have been in Kansas City, Missouri between 1 and 2 years, 1% have been in Kansas City, Missouri for less than one year, and 2% of respondents did not provide a response to this question.

**Lease or Own Facility:** Respondents were asked to indicate whether they lease or own their facility. Forty-seven percent (47%) of respondents indicated they own their facility, 50% lease, 1% are home-based, and 2% did not provide a response to this question.

**Number of Employees:** Respondents were asked to indicate how many employees their organization employees at the location where the survey was received. Thirty-nine percent (39%) of respondents indicated they have fewer than 10 employees, 28% have between 10 and 24 employees, 16% have between 25 and 49 employees, 8% have between 50 and 99 employees, 8% have 100 or more employees, and 1% did not provide a response to this question. Seventy-five percent (75%) of respondents indicated their company does not have more than one location in the Kansas City metro area.

**Minority/Woman-Owned Business Affiliation:** Respondents were asked to indicate whether their business/organization is minority-owned or woman owned. Twenty percent (20%) of respondents indicated their business/organization is woman-owned and 11% indicated it is minority-owned. *Both selections could be made for this question.*

**Work-From-Home Policy:** Respondents were asked to indicate whether their company has a work-from-home policy. One-fourth (25%) of respondents indicated their company does have a work-from-home policy, 11% indicated they do not have a work-from-home policy, but are considering it, 62% indicated their company does not have a work-from-home policy and are not considering it, and 2% did not provide a response to this question.

**Doing Business With the City as Vendor/Contractor :** Respondents were asked to indicate whether their company has done business with the city as a vendor or contractor. Twenty-seven percent (27%) of respondents indicated their company has done business with the city as a vendor or contractor, 71% have not, and 2% did not provide a response to this question.

**Anticipated Organizational Change Over the Next Three Years:** Nearly half of the respondents (47%) indicated their business/organization does not plan to take any of the actions listed over the next three years.

Twenty-nine percent (29%) of respondents indicated they were planning to increase employment over the next three years. Of those who planned to increase employment, 65% anticipate hiring five or fewer employees, 22% plan to hire between 6 and 10 new employees, 3% plan to hire between 11 and 20 new employees, 7% plan to hire between 21 and 30 new employees, and 4%

plan to hire 31 or more new employees over the next three years. The average salary of the new employees anticipate hiring over the three years is \$19.93 which is more than \$5.00 less than the 2019 average of \$25.65. Only 3% of respondents indicated they anticipate decreasing employment over the next three years. Of those who plan to decrease employment, 63% plan to layoff between 1 and 4 employees and 37% plan to lay off 5 or more employees over the next three years.

Twenty-four percent (24%) of respondents indicated they plan on expanding/renovating their facility in its current location over the next three years. Seven percent (7%) of respondents plan to relocate outside of Kansas City, Missouri within the next three years, 6% plan to relocate to another location in Kansas City, Missouri within the next three years, and 1% plan to close within the next three years. In 2018 the number of respondents who indicated they plan to close their business/organization within the next three years was also 1%.

## Major Findings

**Perceptions of Doing Business in the City of Kansas City, Missouri:** Overall, 65% of respondents indicated the City of Kansas City, Missouri is either an “excellent” (17%) or “good” (48%) place to do business. When asked to rate their satisfaction with various perceptions of the City, 68% were either “very satisfied” or “satisfied” with the overall quality of life in the City. Sixty-eight percent (68%) of respondents were satisfied with the overall image of the City, and 66% were satisfied with the quality of new development in the City. Respondents were least satisfied with the overall quality of the education system within the City (17%).

**Reasons to do Business in the City of Kansas City, Missouri:** Respondents were asked to indicate how important various reasons were in their decision to keep their business in the City of Kansas City, Missouri. Eighty-three percent (83%) of respondents indicated the availability of telecommunications, utilities, and other infrastructure was either “extremely important” or “very important” to their decision to locate their business in Kansas City. Other reasons that were viewed as “extremely important” or “very important” include: the attitude of local government toward business (80%), the low crime rate (77%), and the availability of trained employees (69%).

**Rating City Services, Departments, and Programs:** Respondents were asked to indicate whether their business has used 23 various services during the past two years. Respondents who indicated they had used a particular service were then asked to indicate how satisfied they are with the service. Eighty-nine percent (89%) of respondents indicated they were either “very satisfied” or “satisfied” with fire incident response, 88% were satisfied with the KC Streetcar, 86% were satisfied with ambulance-medical emergency response, 83% were satisfied with fire inspection, 72% were satisfied with health inspections, 72% were satisfied with KCATA bus service, and 70% were satisfied with regulated industries licensing/inspections. Street maintenance (46%), police-crime/safety response (45%), water services (12%), and stormwater drainage (12%) are the four most important city departments or programs to businesses.

**Rating the Workforce:** Forty-four percent (44%) of respondents indicated the City of Kansas City is business friendly. Respondents gave “excellent” or “good” ratings for the availability of workers (45%), the quality of workers (44%), the stability of workers (43%), and the education/technical skill of workers (40%). The quality of workers is the workforce issue that is most important to the respondent’s decision to stay in Kansas City, Missouri.

**Awareness of Services Provided by EDC:** Respondents were asked if they were aware of several services provided by the Economic Development Corporation of Kansas City, Missouri. Twenty-five percent (25%) of respondents indicated they were aware of property tax abatement, 24% were aware of tax increment financing, 23% were aware of financing, 22% were aware of redevelopment incentives, 18% were aware of job/investment incentives, 13% were aware of training funds, 13% were aware of real estate aid, 12% were aware of city service aid, and 11% were aware of regulatory aid.

**Awareness of Services Provided by the KC BizCare Office:** Respondents were asked if they were aware of several services provided by the KC BizCare Office. Twenty percent (20%) of respondents indicated they were aware of business registration (state), 20% were aware of business licensing assistance, 18% were aware of Federal Tax ID/EIN, 13% were aware of zoning clearance, 13% were aware of assistance with navigating City departments, 12% were aware of Small Business resource referrals, 9% were aware of entrepreneurial program referrals, and 7% were aware of finance/capital referrals.

**Awareness and Use of Business Assistance Programs:** Respondents were asked to indicate whether they were aware of and have used six various business assistance programs offered to businesses in Kansas City, Missouri. For each of the business assistance programs the respondent used they were asked to indicate their level of satisfaction with the program. Sixty-six percent (66%) were aware of Metropolitan Community College and 28% have used it, 47% were aware of the Economic Development Corporation of Kansas City, Missouri and 28% have used it, 40% were aware of the Full Employment Council and 23% have used it, 23% were aware of KC Bizcare and 33% have used it, 17% were aware of KCSOURCELINK and 18% have used it, and 6% were aware of Altcap and 20% have used it.

When rating their satisfaction with the business assistance programs used by respondents, 77% of respondents indicated they were either “very satisfied” or “satisfied” with Metropolitan Community College, 75% were satisfied with KC Bizcare, 73% were satisfied with KCSOURCELINK, 71% were satisfied with the Economic Development Corporation of Kansas City, Missouri, 66% were satisfied with Altcap, and 64% were satisfied with the Full Employment Council.

**Funding:** Respondents were asked to indicate the sources of funding they used for their business needs during the past five years. Thirty-nine percent (39%) of respondents indicated they used working capital as a means of funding their business, bank loans were used by 32%, personal savings were used by 21%, credit cards were used by 17%, government grants/funding/incentives were used by 7%, asset backed loans were used by 7%, loans from family/friends were used by 6%, and equity financing was used by 3%.

## Additional Findings

- Twelve percent (12%) of respondents indicated their company currently sells products/services outside the United States.
- Forty-seven percent (47%) of respondents indicated they prefer to get information about business assistance programs via email.
- Forty-seven percent (47%) of respondents indicated their personal residence is located in Kansas City, Missouri.

## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance respondents placed on City services and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. The City should prioritize investments in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 2 of this report.

**Overall Priorities for the City by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise overall satisfaction ratings are listed below:

- Street maintenance (IS Rating=0.3317)
- Police-crime/safety response (IS Rating=0.1579)

The table on the following page shows the Importance-Satisfaction rating for all 23 major categories of City services that were rated.

2019 Importance-Satisfaction Rating Kansas City, Missouri Employer Survey Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Street maintenance	46%	1	28%	23	0.3317	1
<b>High Priority (IS .10-.20)</b>						
Police - crime/safety response	45%	2	65%	9	0.1579	2
<b>Medium Priority (IS &lt;.10)</b>						
Sidewalk maintenance	11%	5	31%	22	0.0765	3
Stormwater drainage	12%	4	48%	19	0.0595	4
Tax collection	11%	6	46%	20	0.0579	5
Water services	12%	3	59%	15	0.0492	6
Airport services	10%	7	62%	11	0.0358	7
Code enforcement	6%	14	45%	21	0.0319	8
Building permits	6%	13	62%	13	0.0246	9
Business licensing	7%	12	66%	8	0.0222	10
Development review	5%	15	61%	14	0.0209	11
RideKC bus service	7%	8	71%	6	0.0206	12
Website usefulness (kcmo.gov)	5%	16	59%	16	0.0185	13
Municipal court	4%	18	55%	17	0.0173	14
311 call center	4%	17	62%	12	0.0147	15
MBE/WBE certification	3%	22	52%	18	0.0125	16
Public incentives requests	3%	21	63%	10	0.0104	17
Regulated Industries licensing/inspections	3%	19	70%	7	0.0095	18
Ambulance - medical emergency response	7%	10	86%	3	0.0094	19
Health inspections	3%	20	73%	5	0.0082	20
KC Streetcar	7%	11	88%	2	0.0080	21
Fire incident response	7%	9	89%	1	0.0075	22
Fire inspection	2%	23	83%	4	0.0033	23



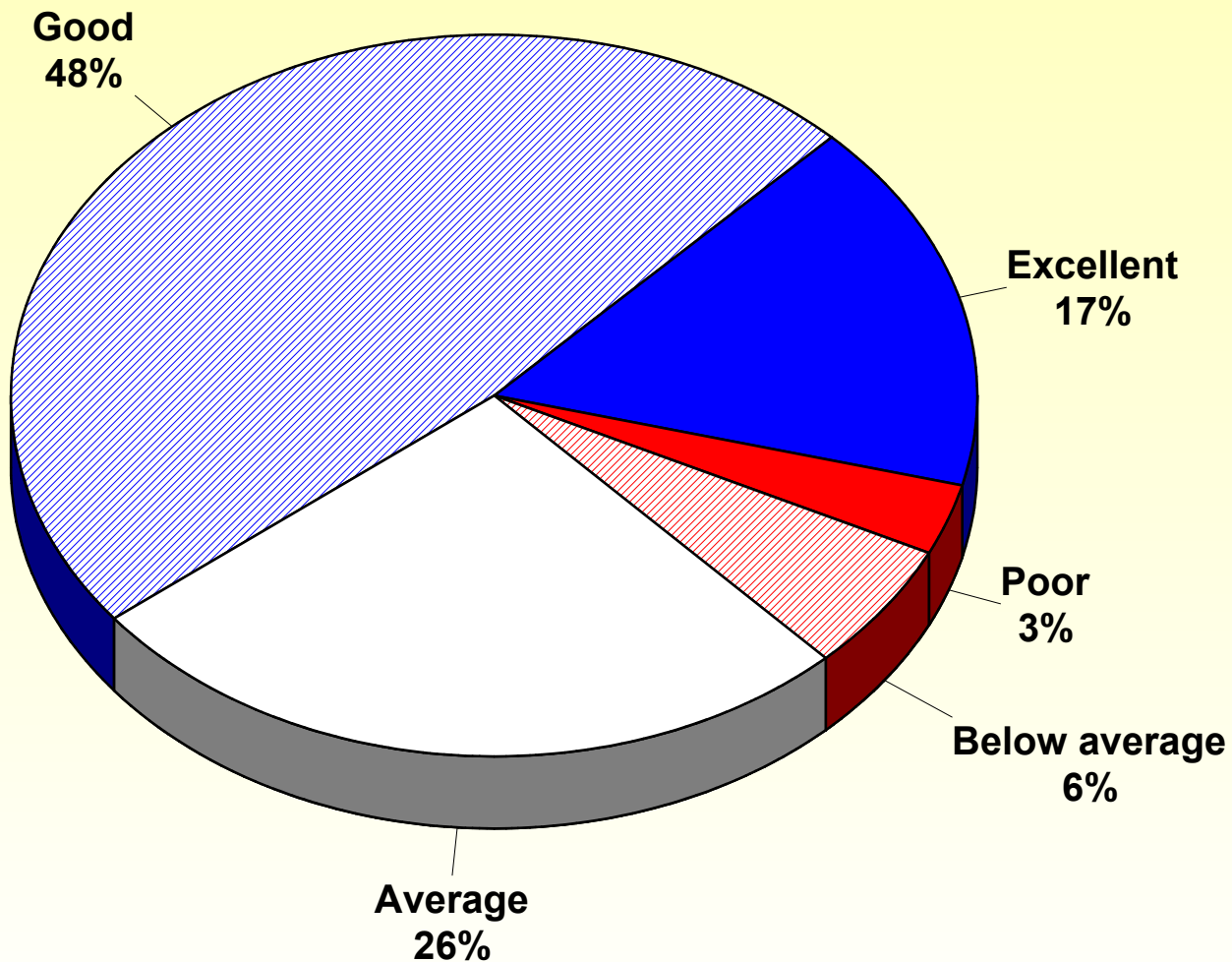
# **Section 1**

## ***Charts and Graphs***

---

# Q1. How would you rate Kansas City, Missouri overall as a place to do business?

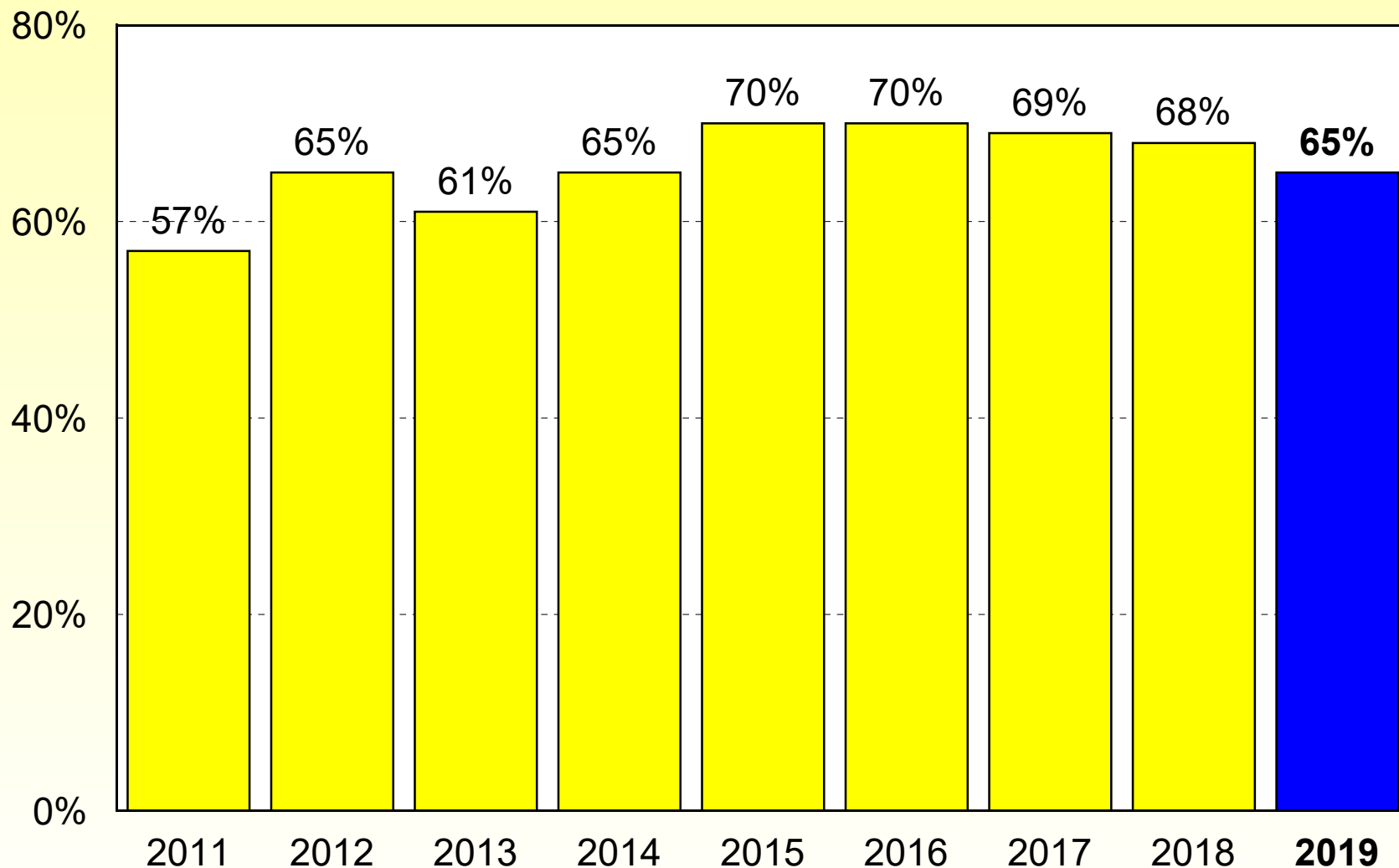
by percentage of respondents (excluding "don't know" responses)



Source: ETC Institute (2019)

## How would you rate Kansas City, Missouri overall as a place to do business?

by percentage of respondents who rated Kansas City as an "excellent" or "good" place to do business (excluding "don't know" responses)



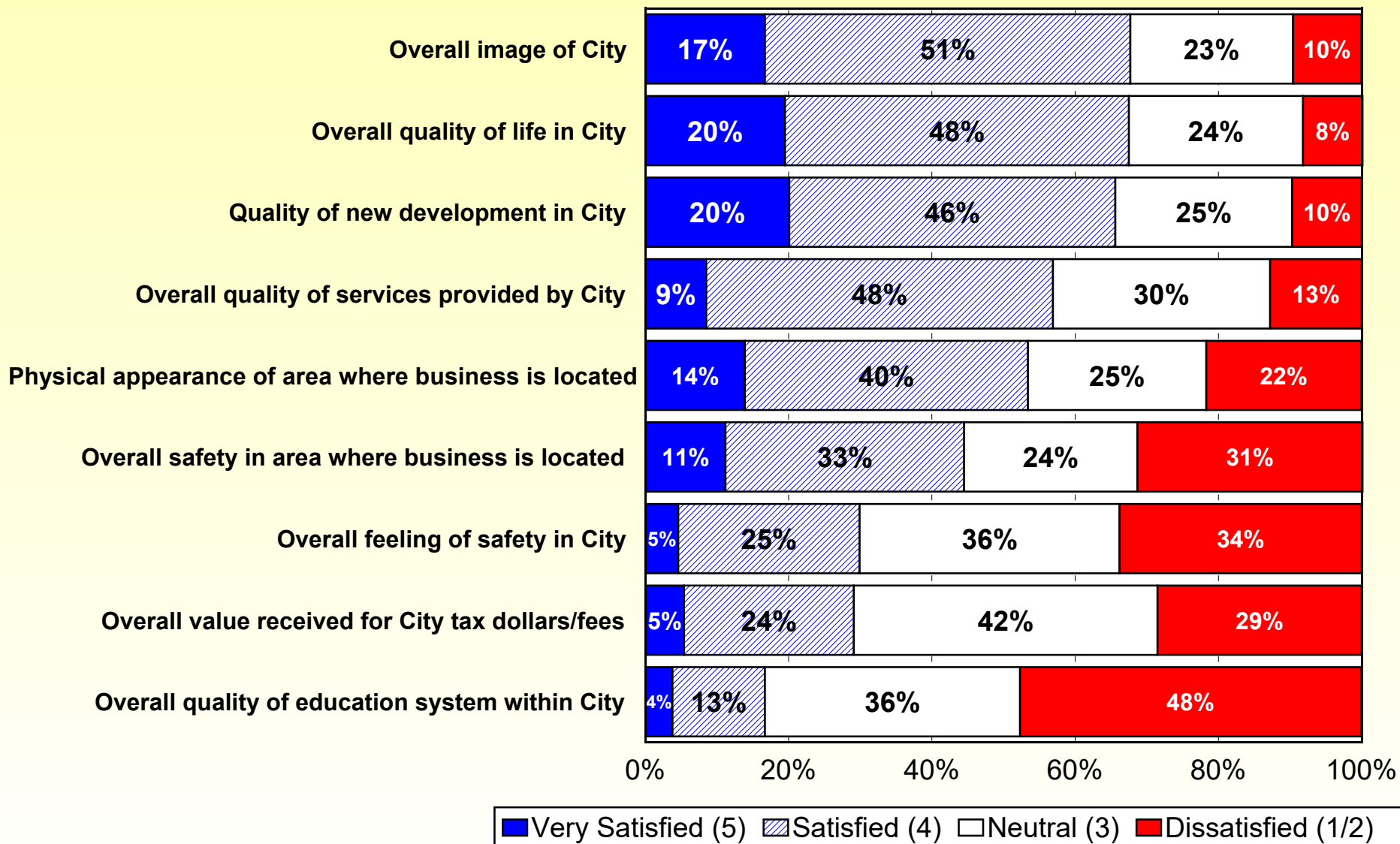
Source: ETC Institute (2019)

ETC Institute (2019)

**TRENDS**

## Q2. Please rate your satisfaction with the following:

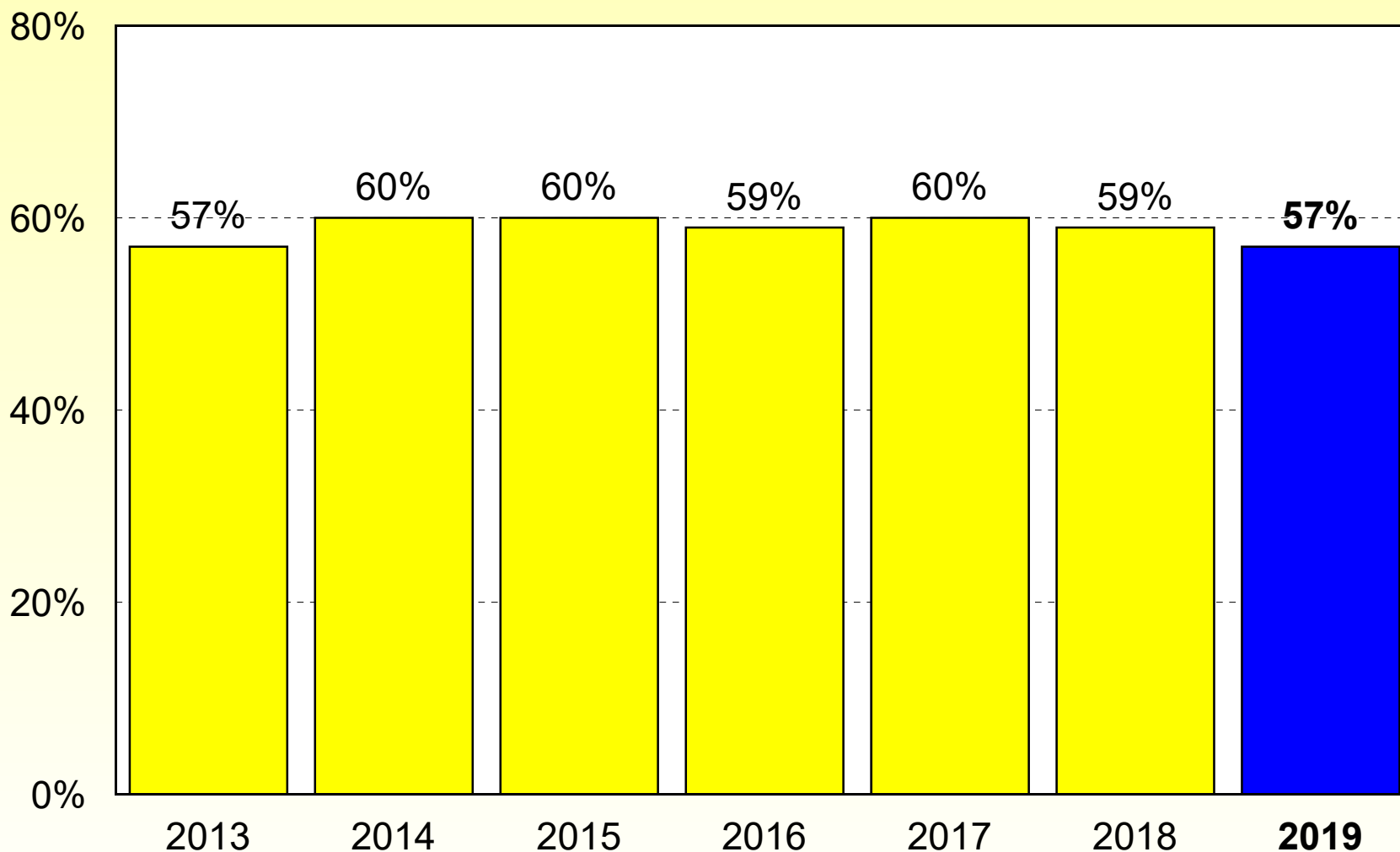
by percentage of respondents (excluding “don't know” responses)



Source: ETC Institute (2019)

## How satisfied are you with the quality of city services in KCMO?

by percentage of respondents who were "very satisfied" or "satisfied" with the quality of city services (excluding "don't know" responses)

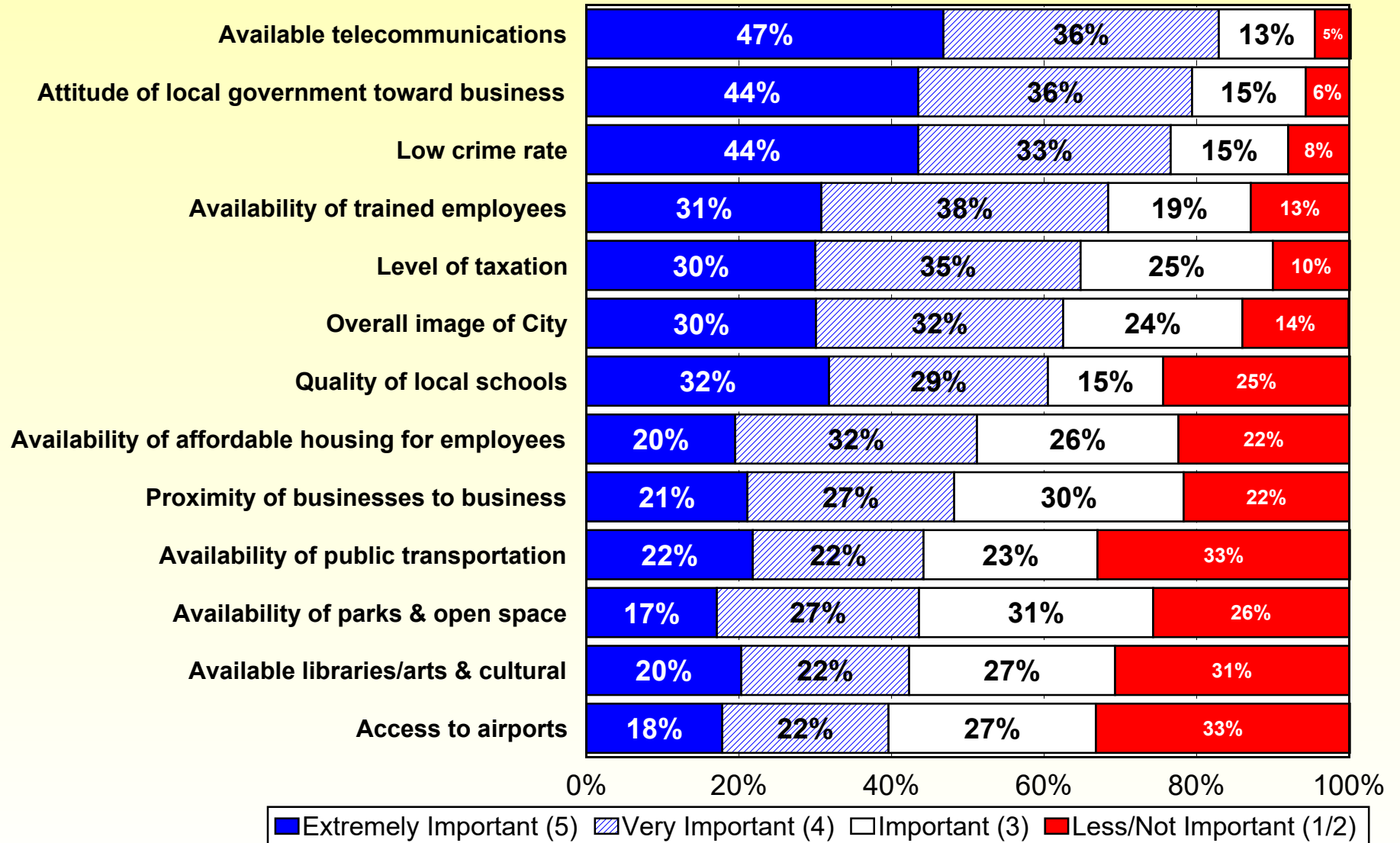


Source: ETC Institute (2019)

**TRENDS**

# Q3. How important were each of the following reasons in your decision to locate your business in the City of Kansas City?

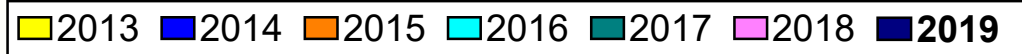
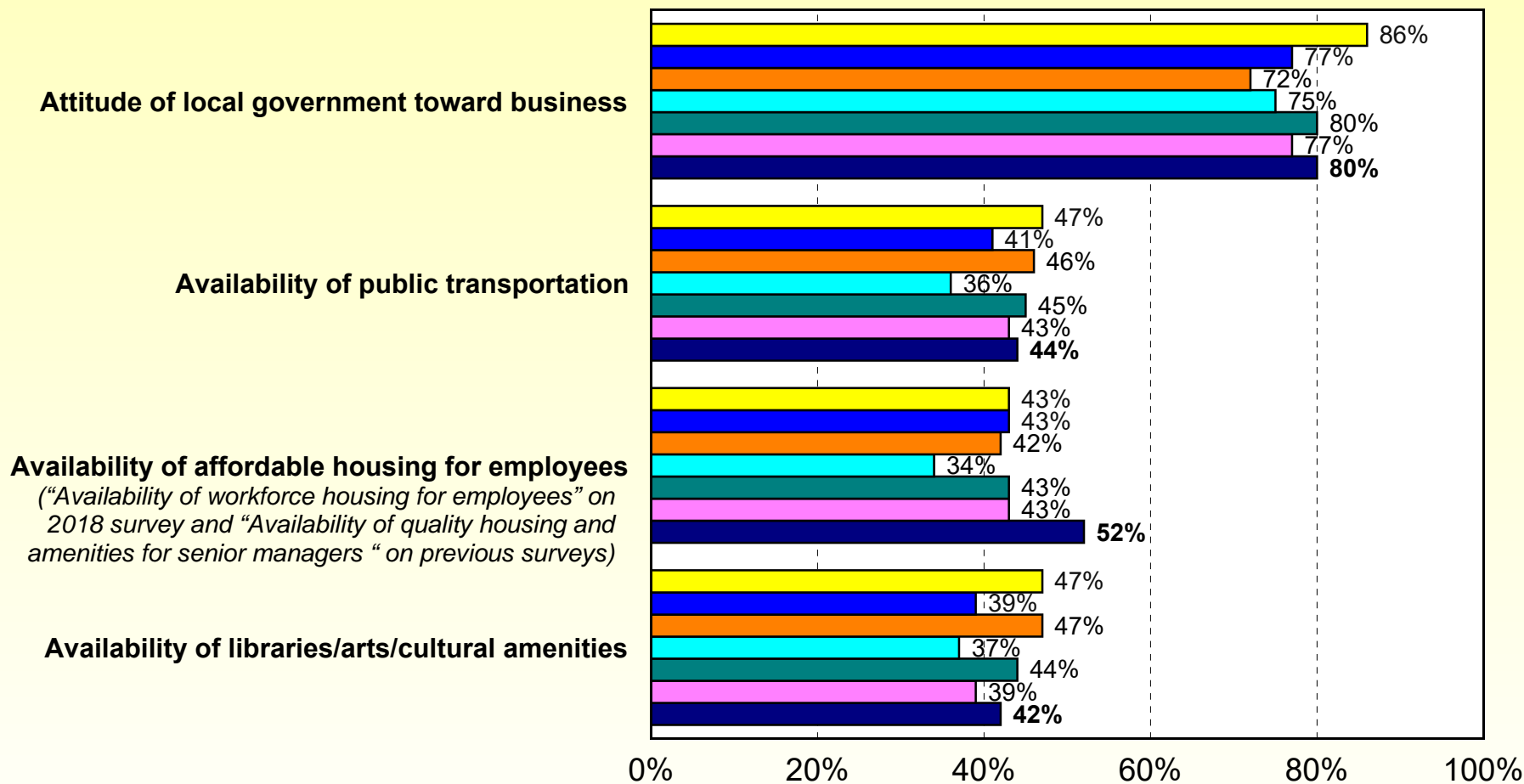
by percentage of respondents (excluding "don't know" responses)



Source: ETC Institute (2019)

# How important were each of the following reasons in your decision to locate your business in the City of Kansas City? 2013 to 2019

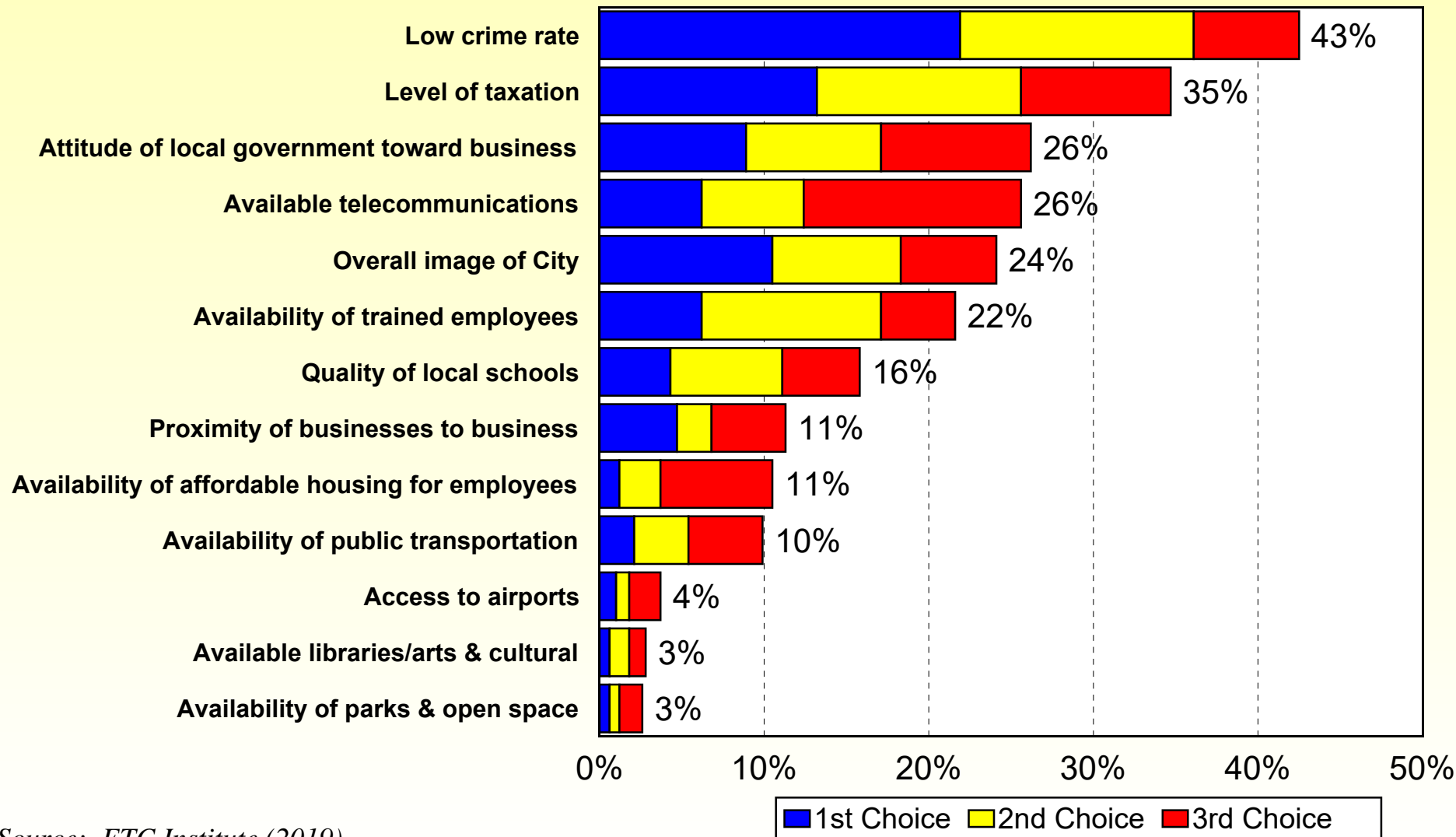
by percentage of respondents who indicated the reason was "extremely important" or "very important"  
(excluding "not provided" responses)



Source: ETC Institute (2019)

## Q4. Which THREE of these reasons will have the most impact on your decision to stay in the City of Kansas City for the next 10 years?

by percentage of respondents who selected the item as one of their top three choices  
(excluding "none chosen")

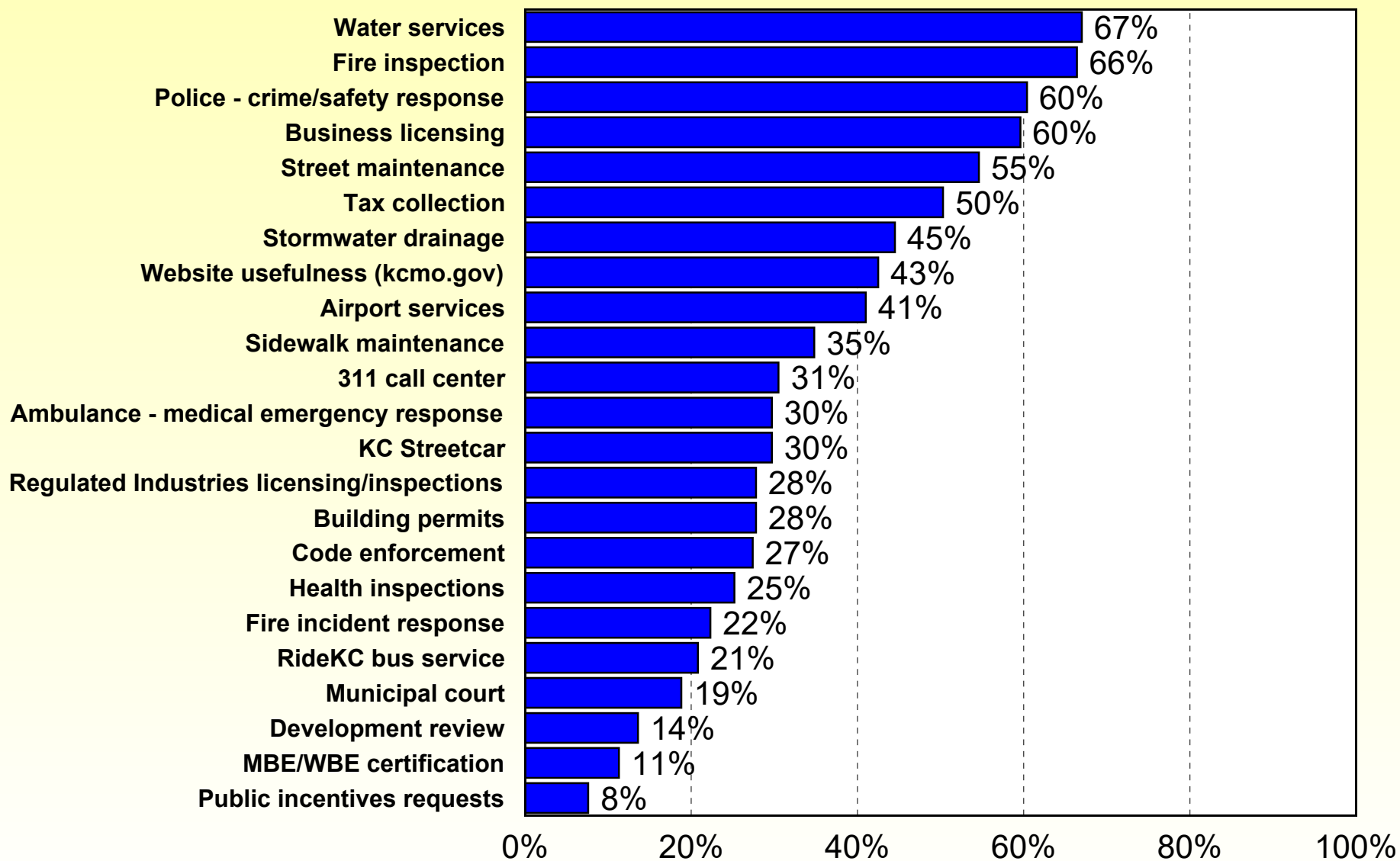


Source: ETC Institute (2019)



## Q5. Has your business used these services over the past 2 years?

by percentage of respondents who answered "yes"

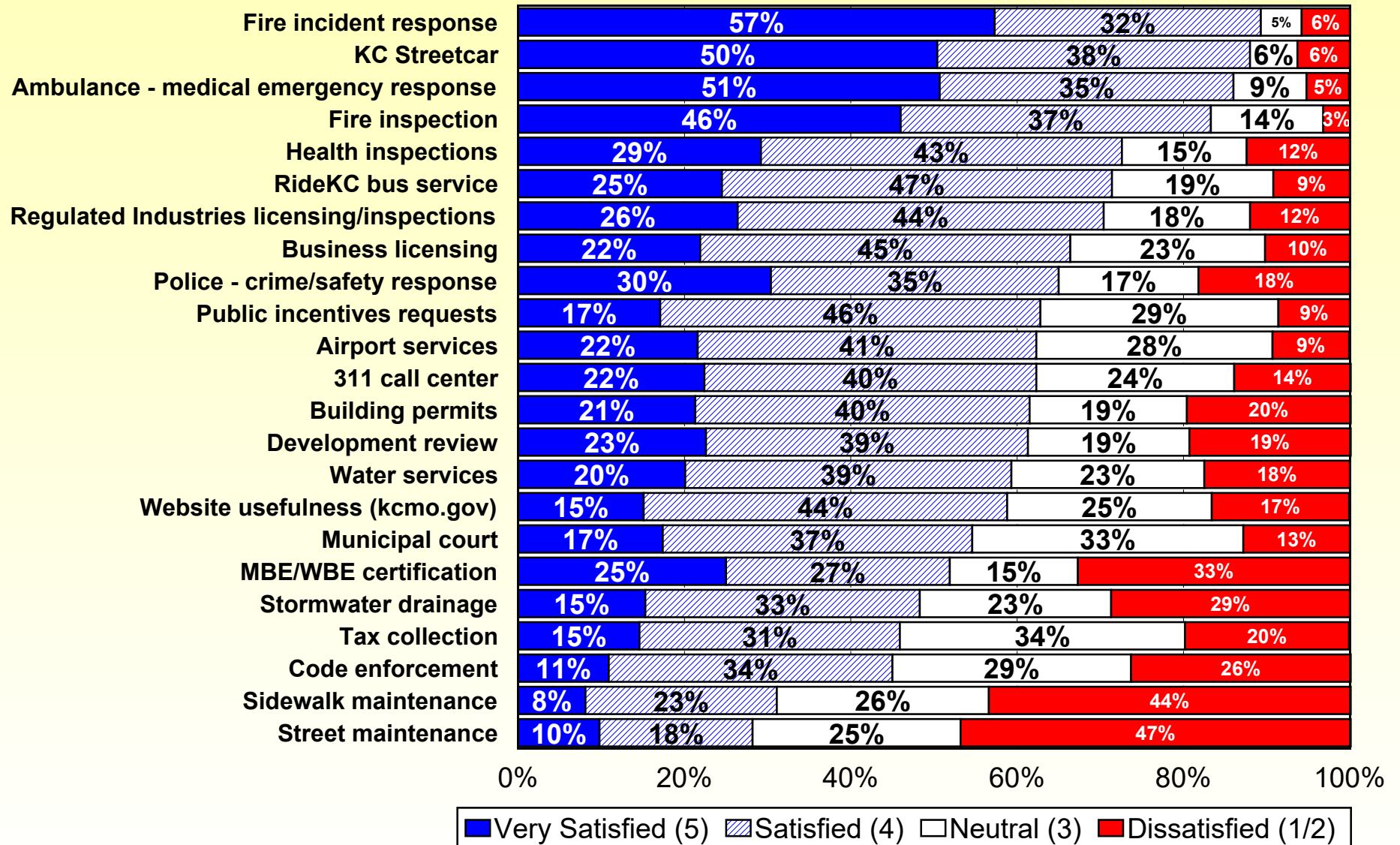


Source: ETC Institute (2019)

Yes

## Q5. Please rate your satisfaction with the following City services:

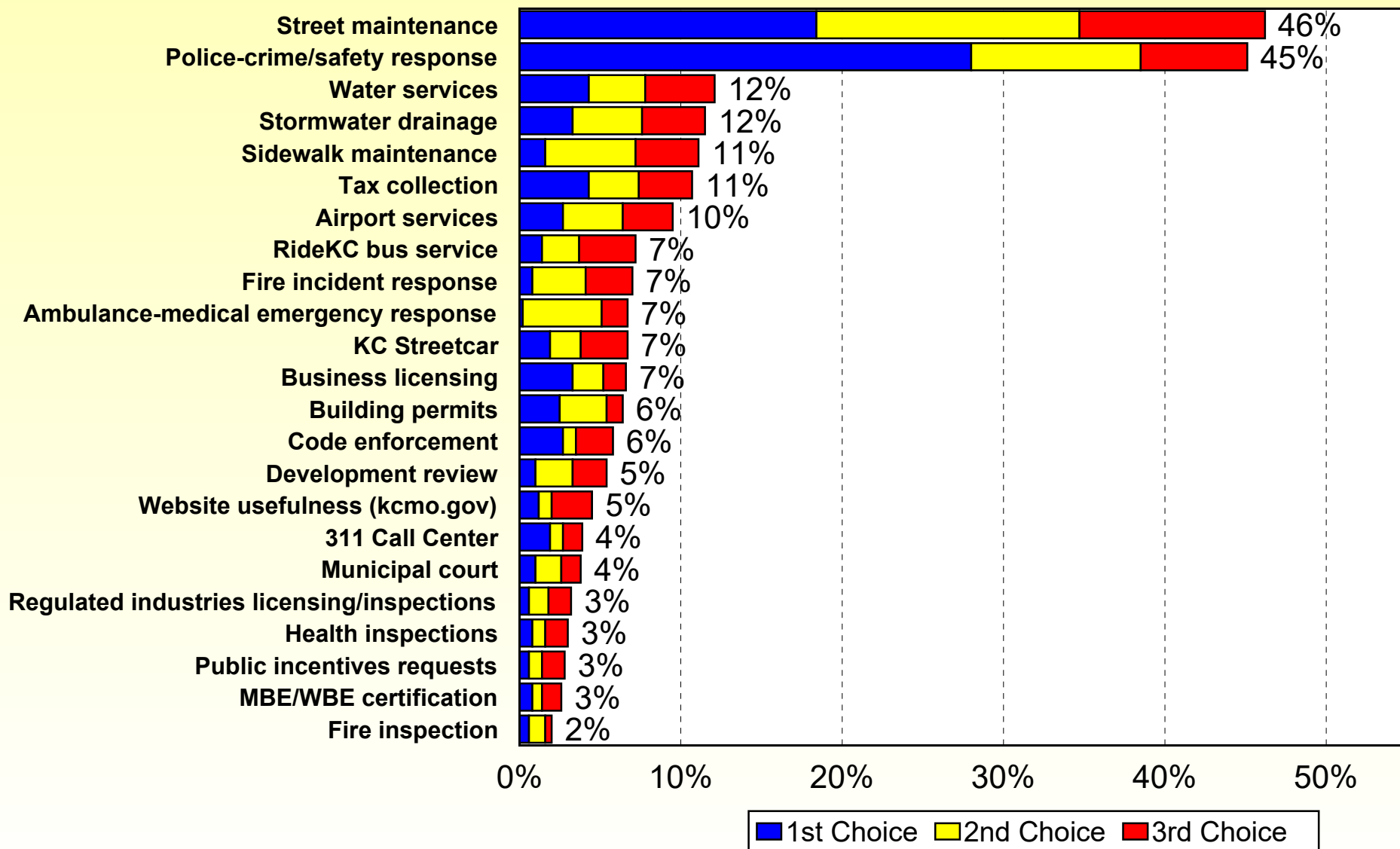
by percentage of respondents who indicated that they have used the service over the past 2 years  
(excluding "don't know" responses)



Source: ETC Institute (2019)

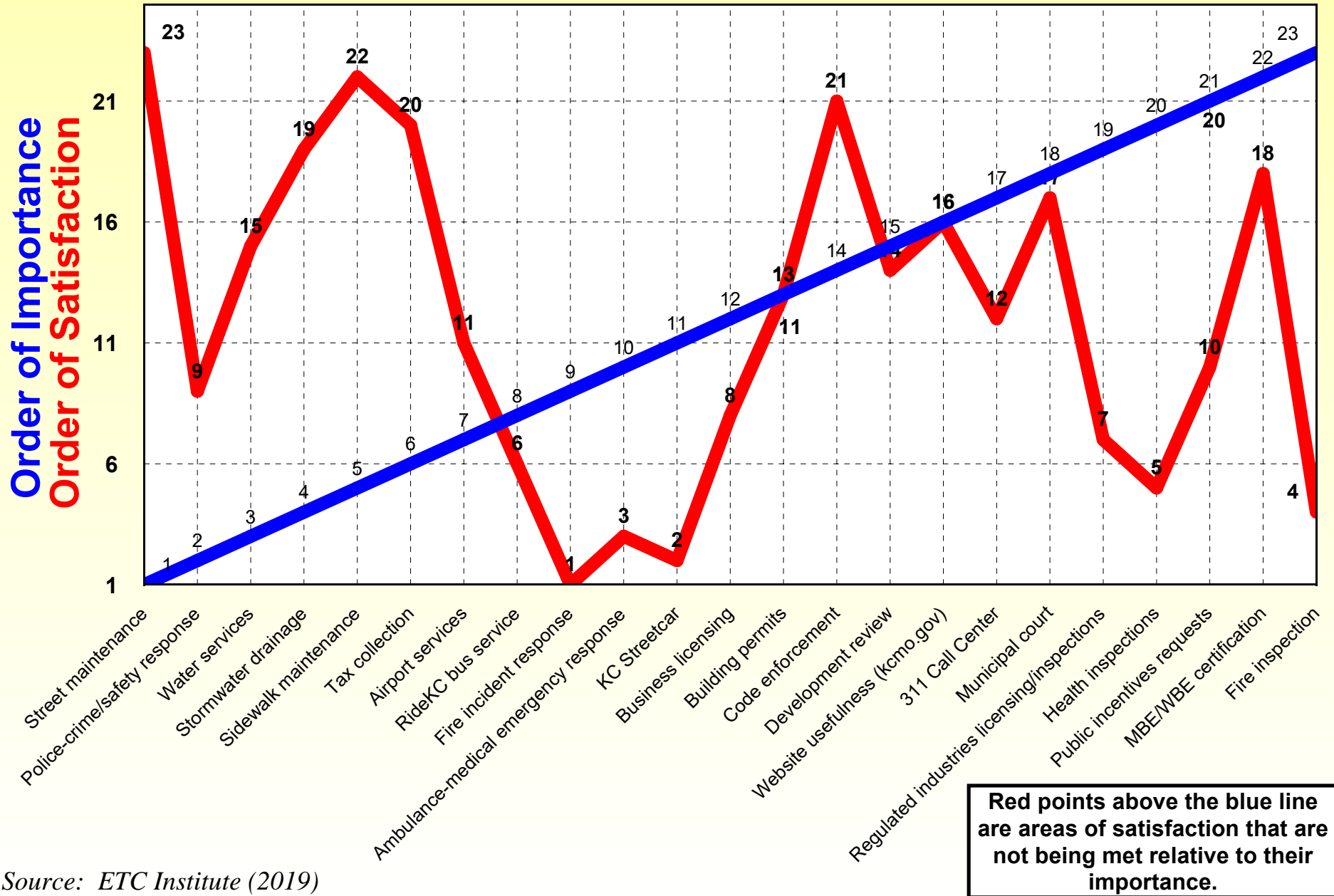
## Q6. Which THREE of these City services should receive the MOST EMPHASIS from the City over the next two years?

by percentage of respondents who selected the item as one of their top three choices  
(excluding "none chosen")



Source: ETC Institute (2019)

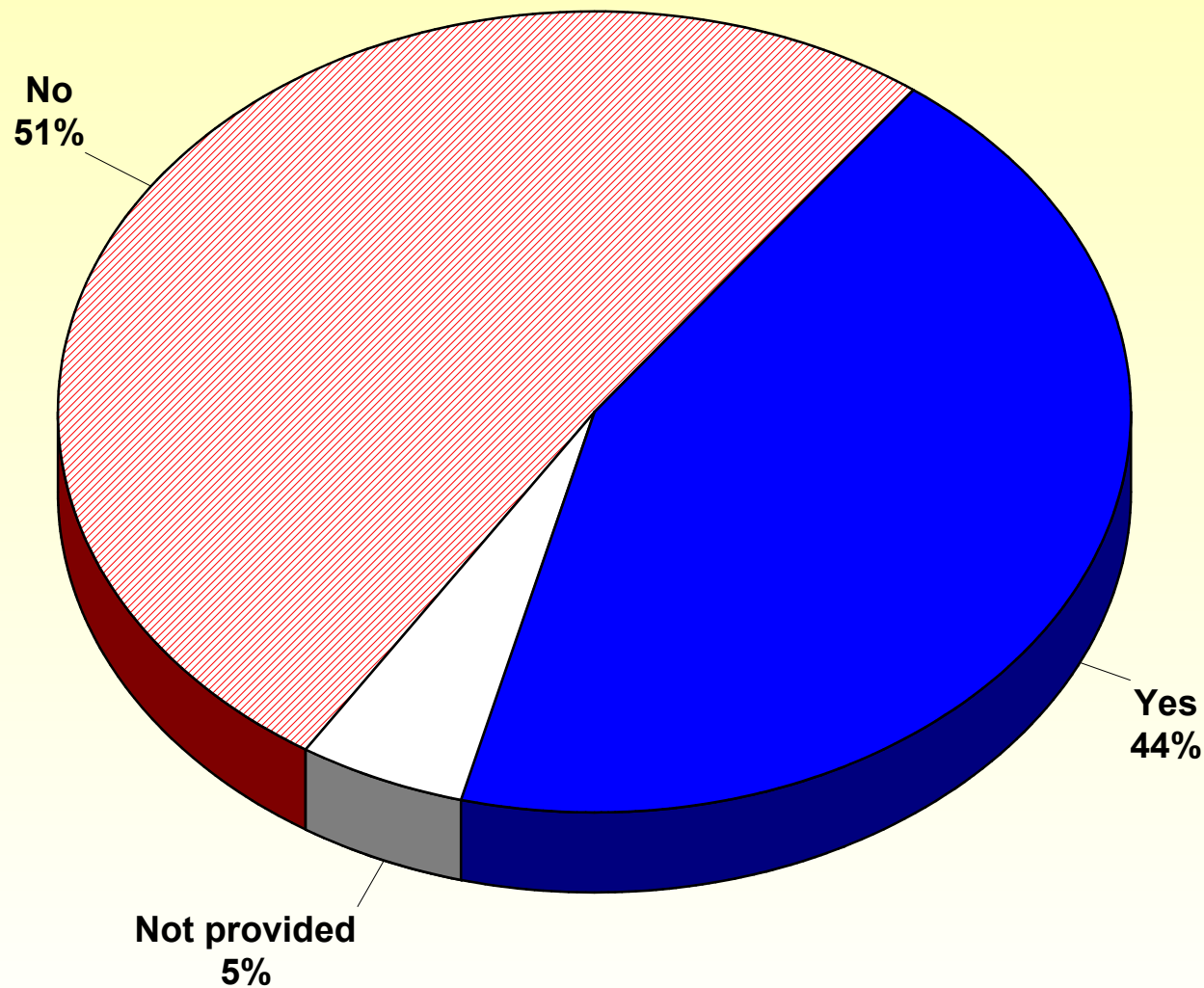
# Satisfaction with City Services vs. Level of Importance



Source: ETC Institute (2019)

## Q7. Do you think that the City of Kansas City is business friendly?

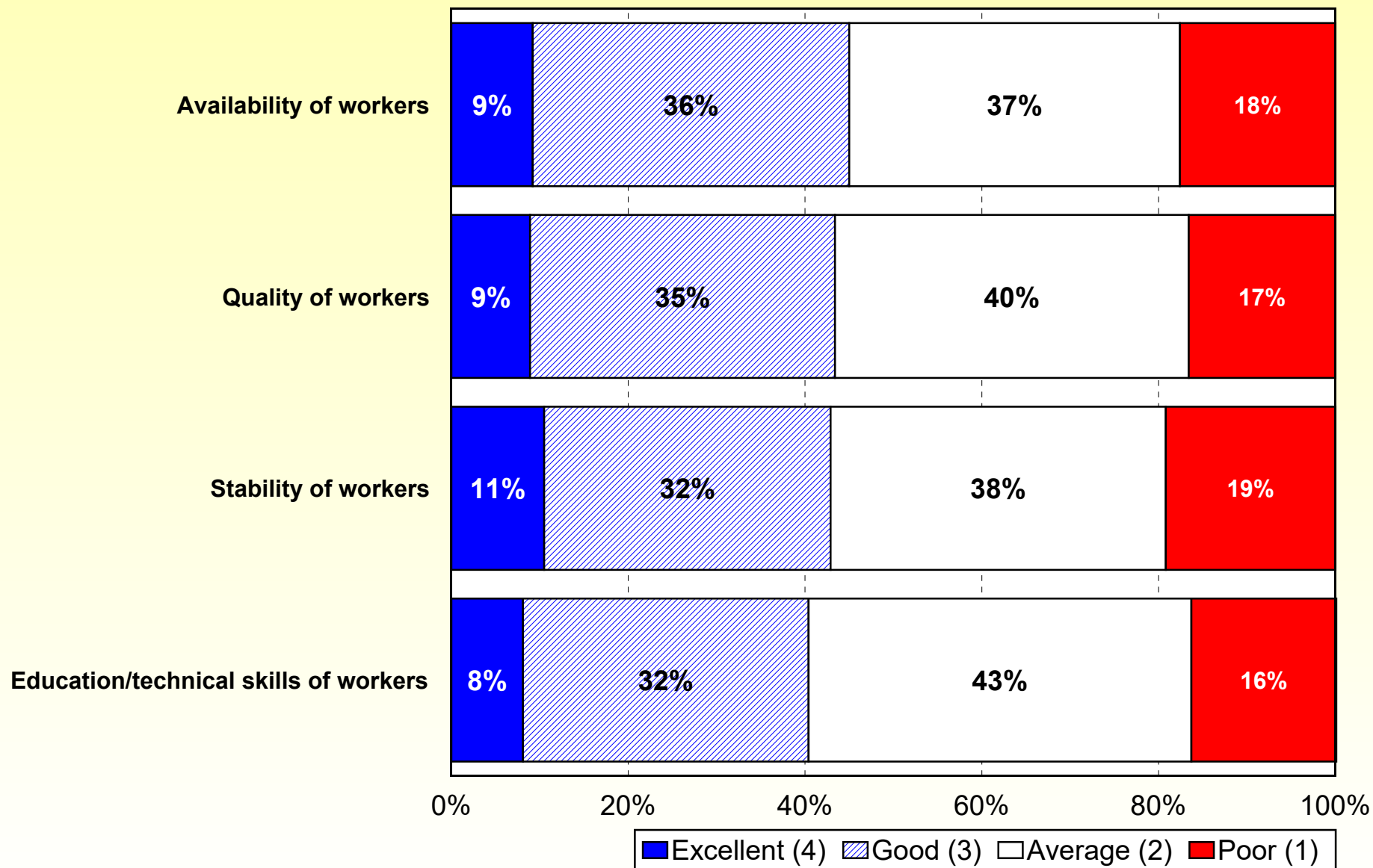
by percentage of respondents (excluding "don't know" responses)



Source: ETC Institute (2019)

## Q8. Please rate several issues about the workforce in Kansas City

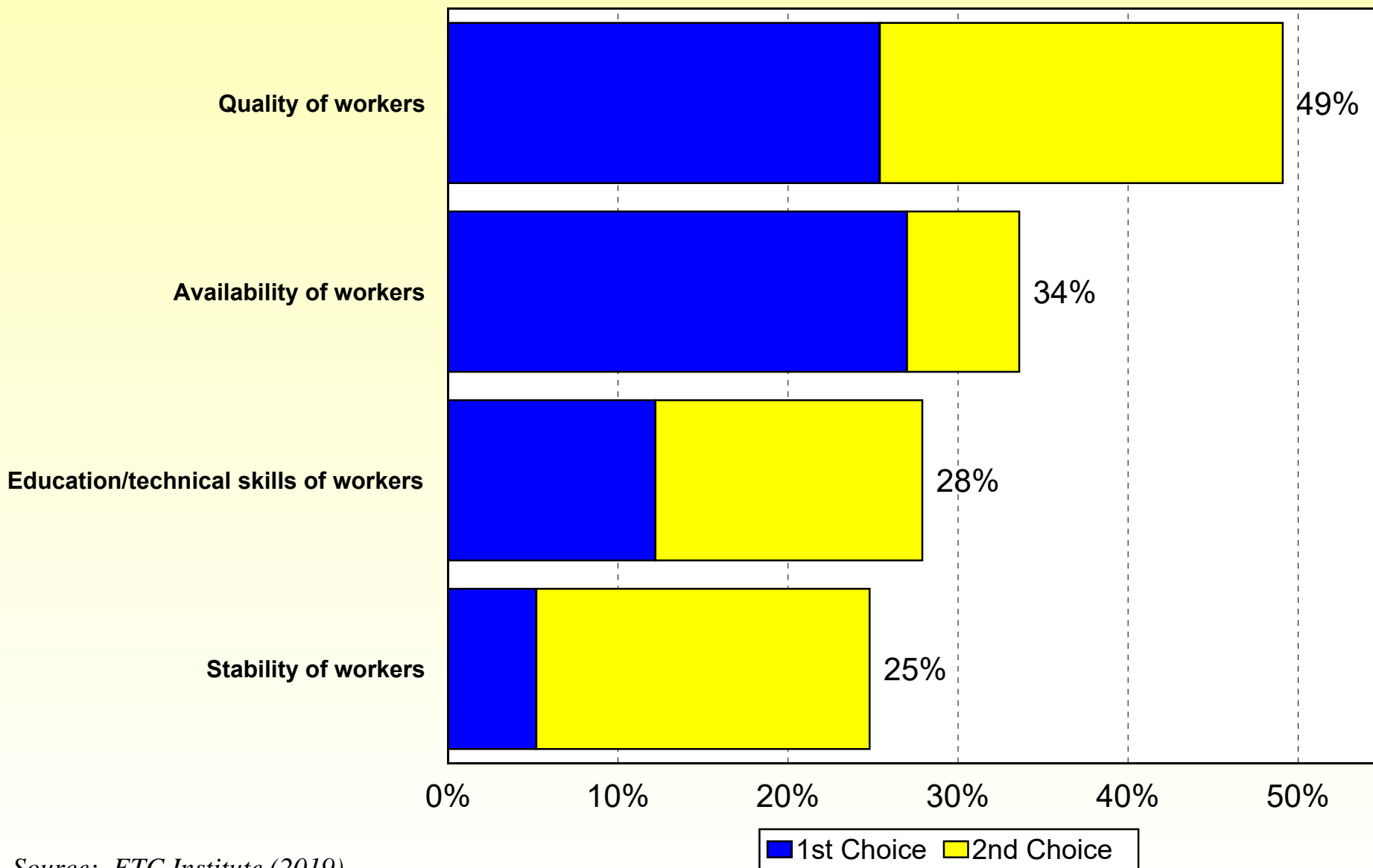
by percentage of respondents (excluding “don't know” responses)



Source: ETC Institute (2019)

## Q9. Which TWO of these issues are most important in your decision to stay in Kansas City, Missouri?

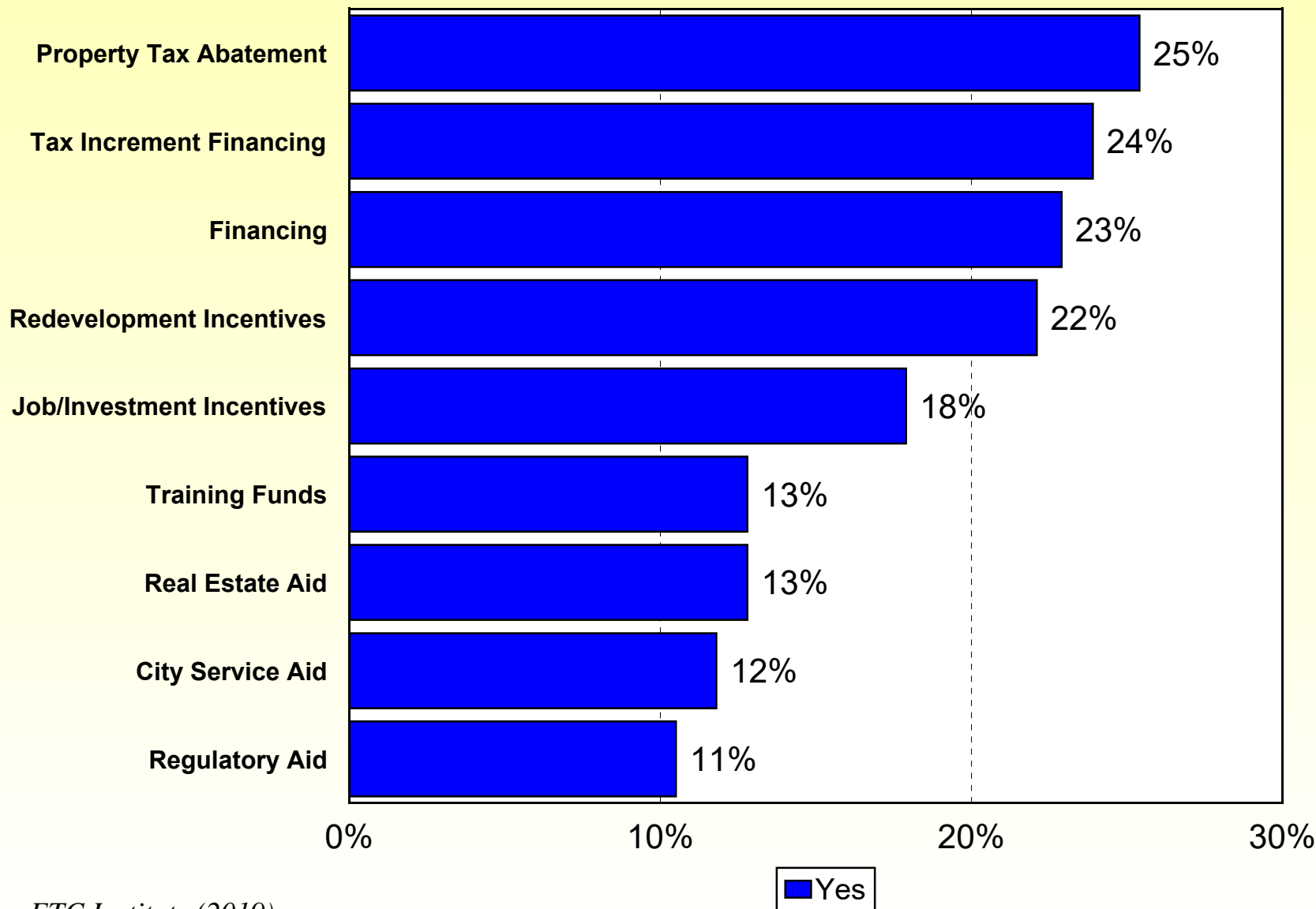
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

## Q10. Are you aware of the following services provided by the EDC of KCMO?

by percentage of respondents (multiple selections could be made)

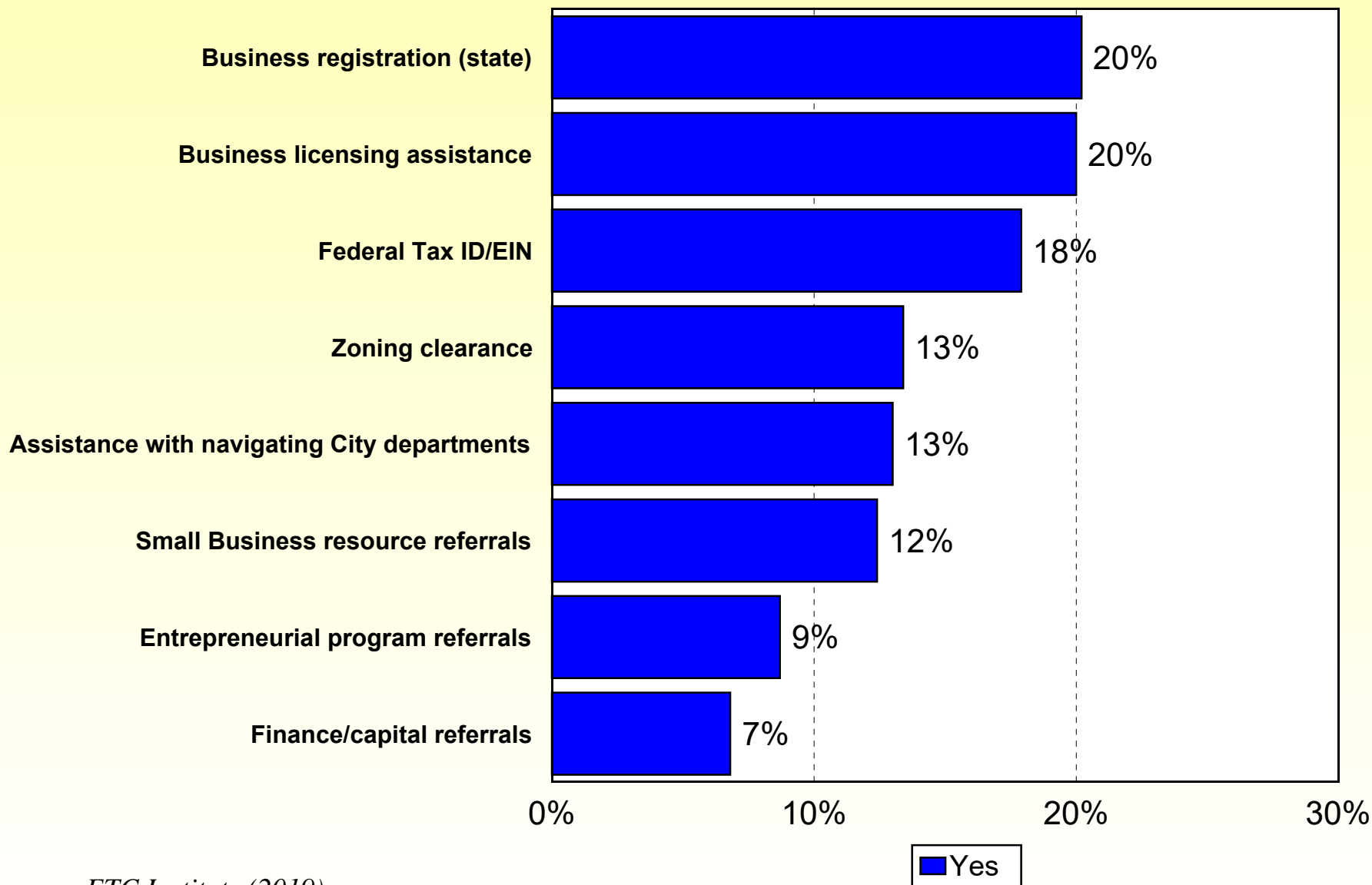


Source: ETC Institute (2019)



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

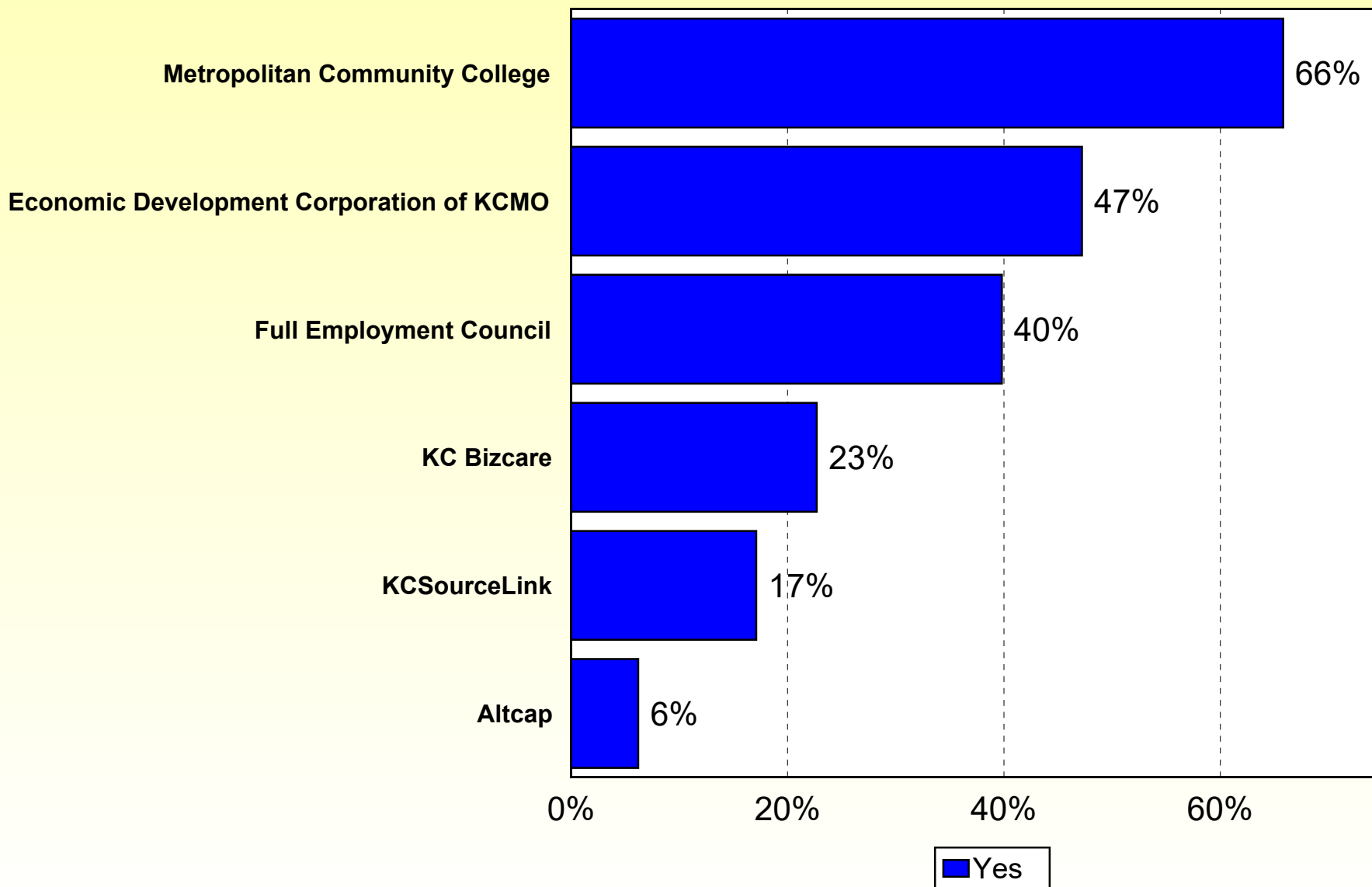
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2019)

# Q12(1). Are you aware of the following business assistance programs?

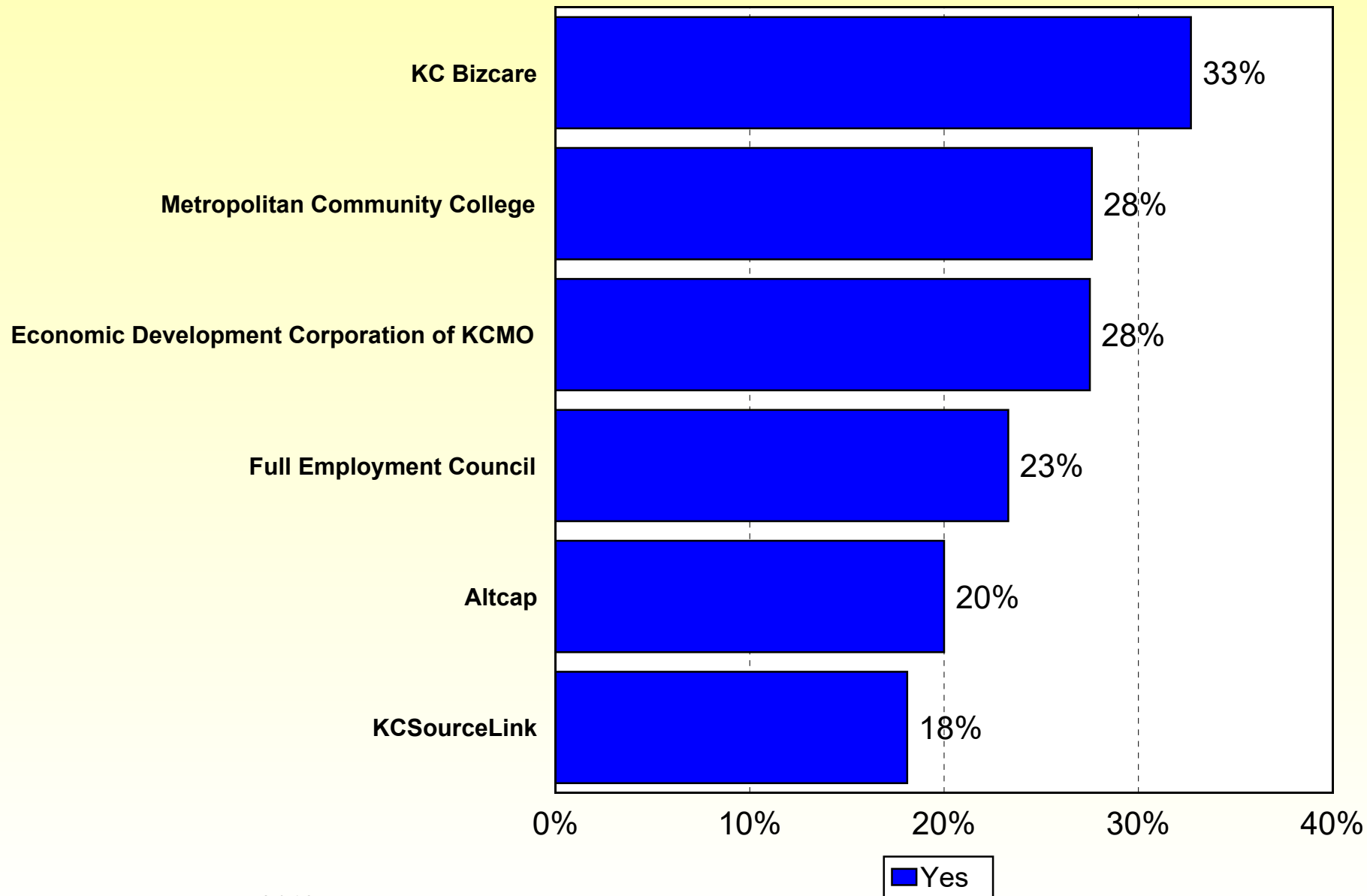
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2019)

## Q12(2). Have you used these programs?

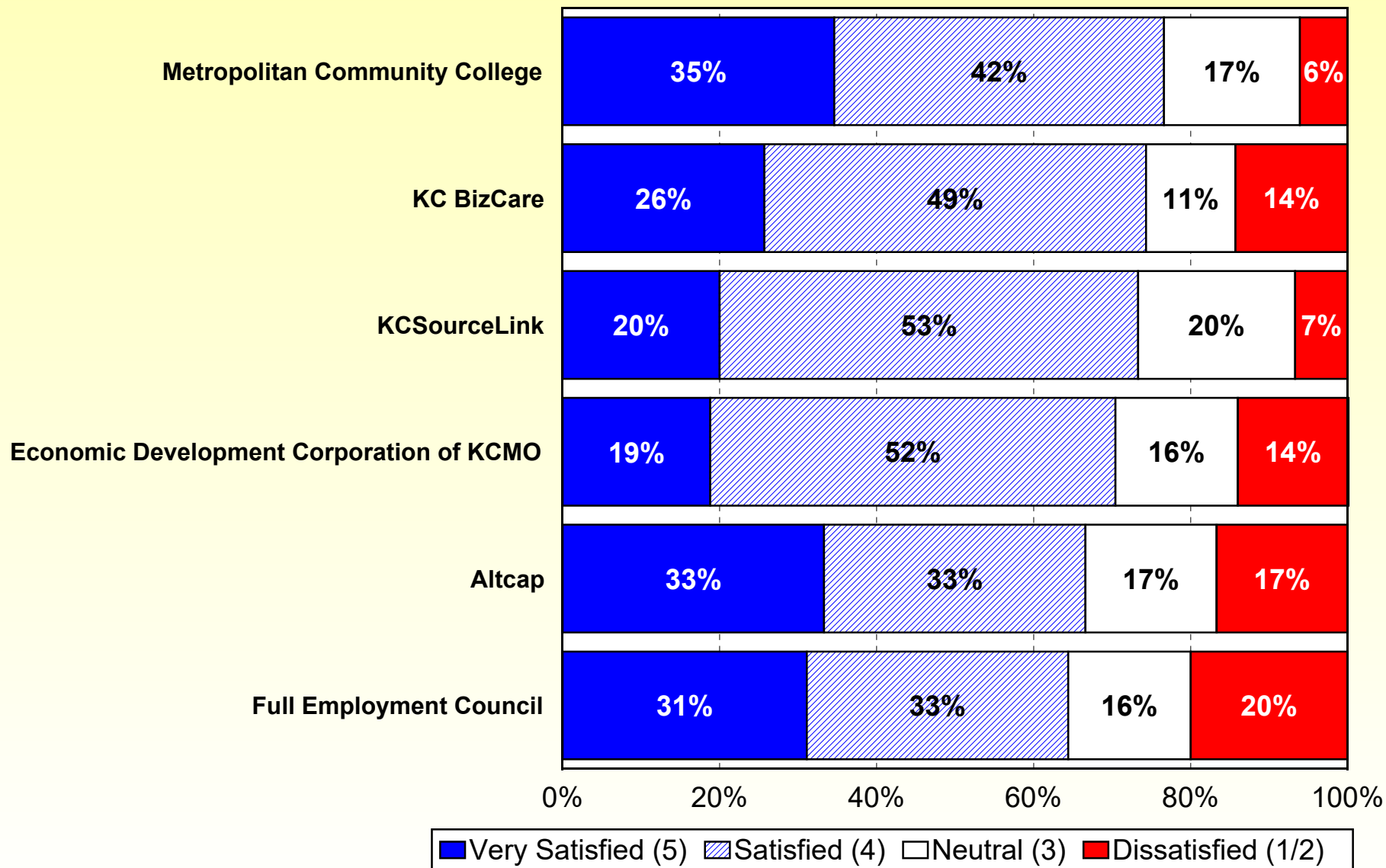
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2019)

# Q12(3). Satisfaction with Business Assistance Programs in Kansas City, Missouri

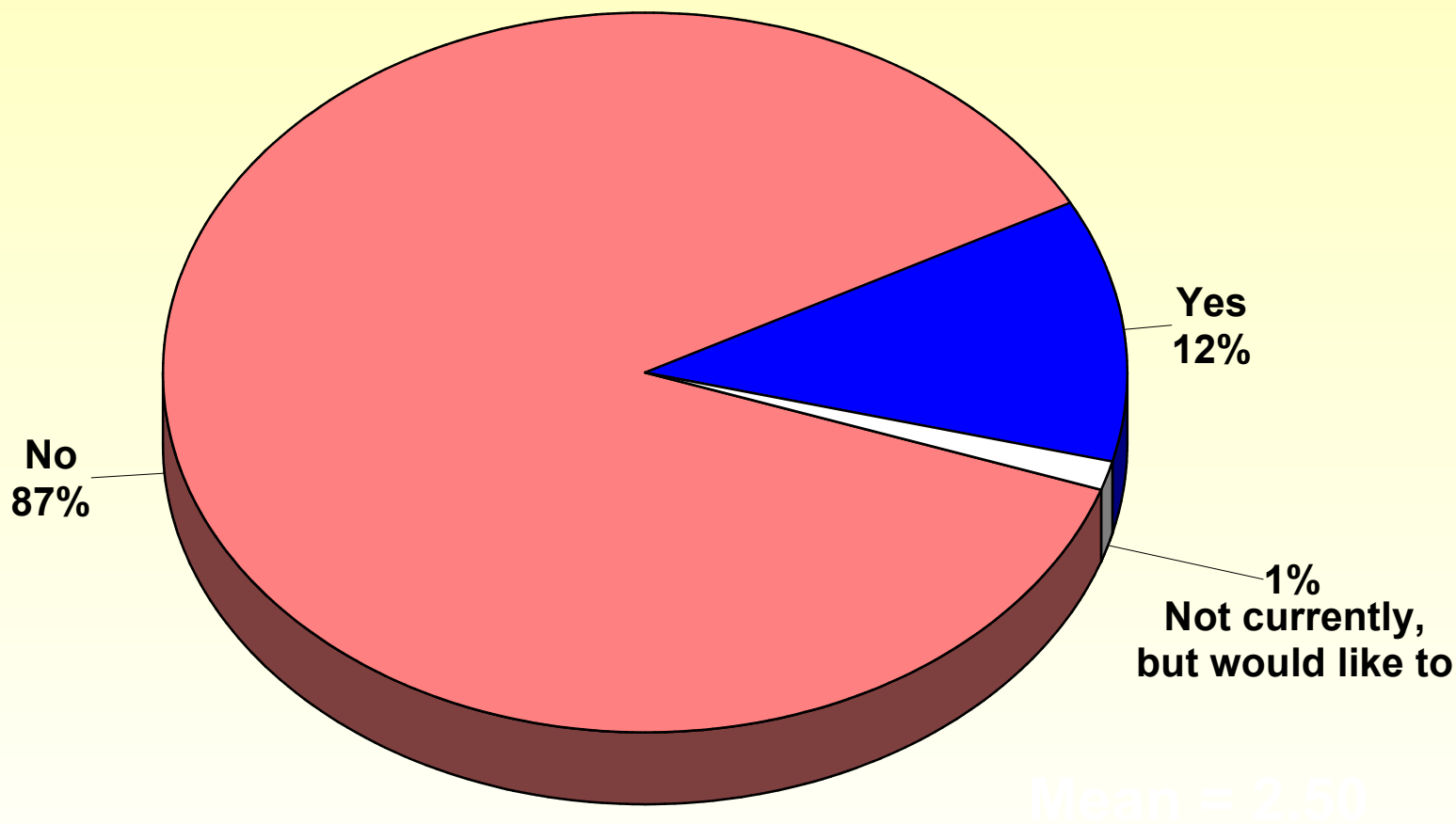
by percentage of respondents (excluding "don't know" responses)



Source: ETC Institute (2019)

# Q13. Does your company currently sell any products/services outside of the United States?

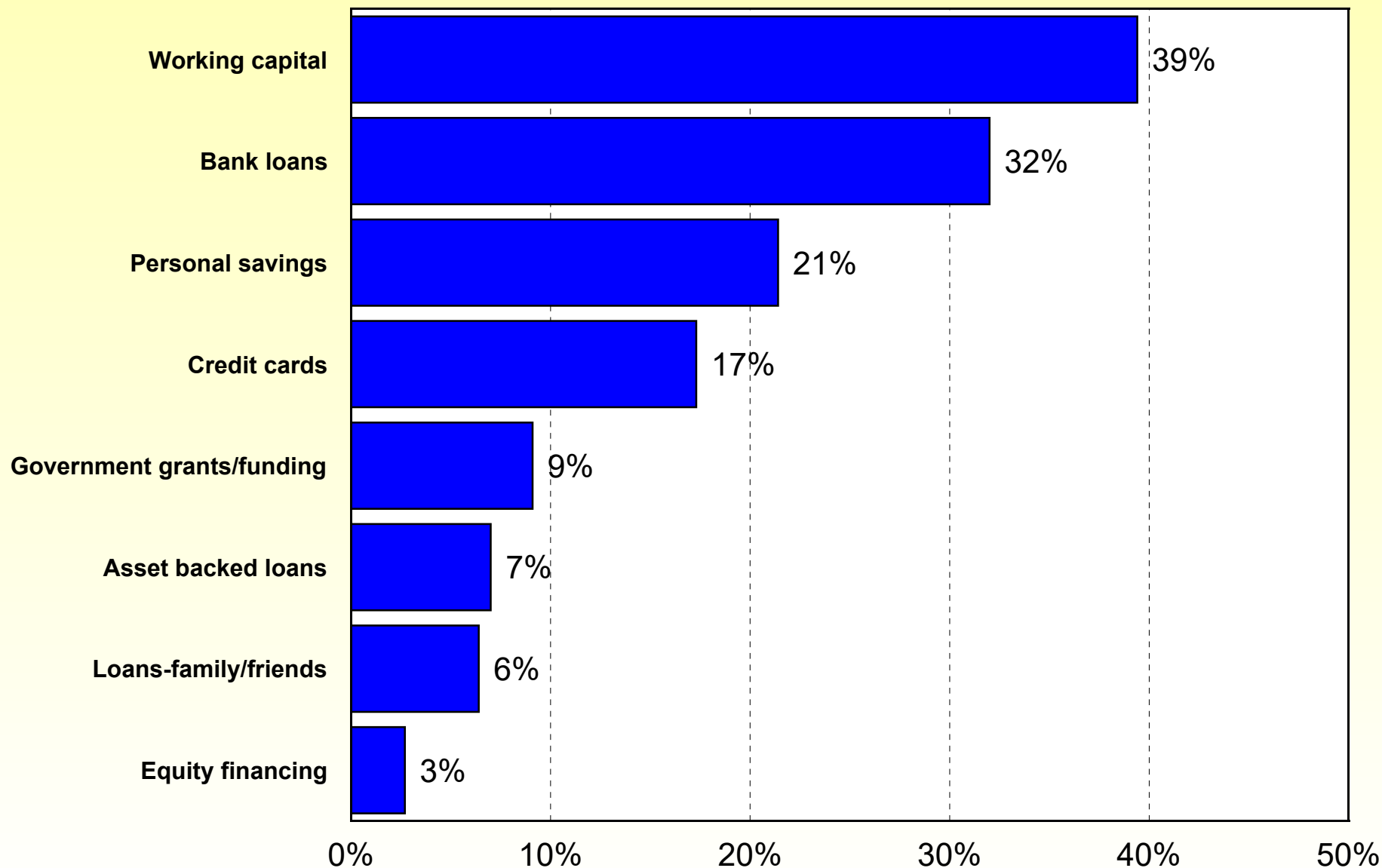
by percentage of respondents (excluding "not provided" responses)



Source: ETC Institute (2019)

# Q14. Which of following has your organization used to fund your business needs during the past five years?

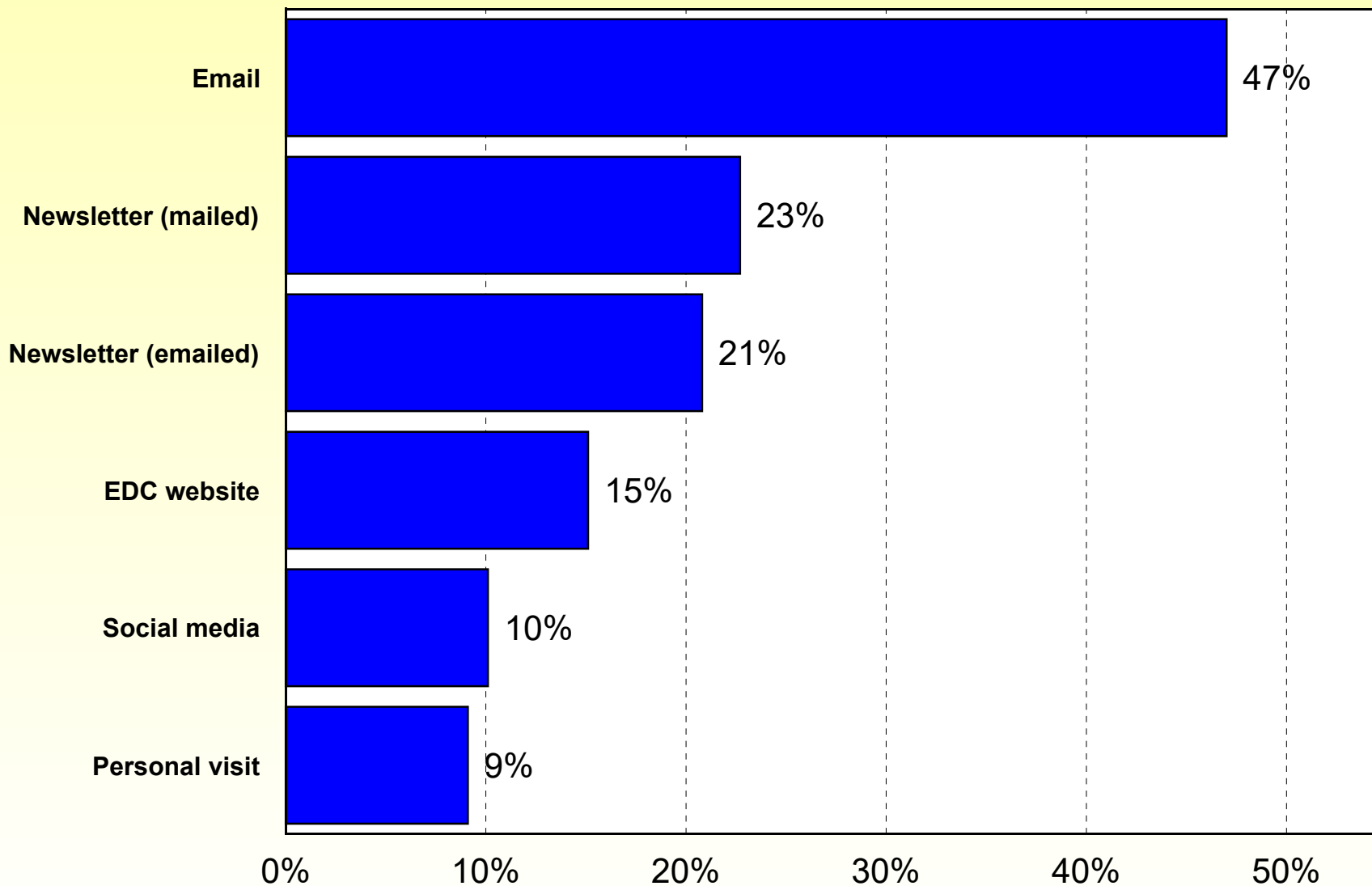
by percentage of respondents



Source: ETC Institute (2019)

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

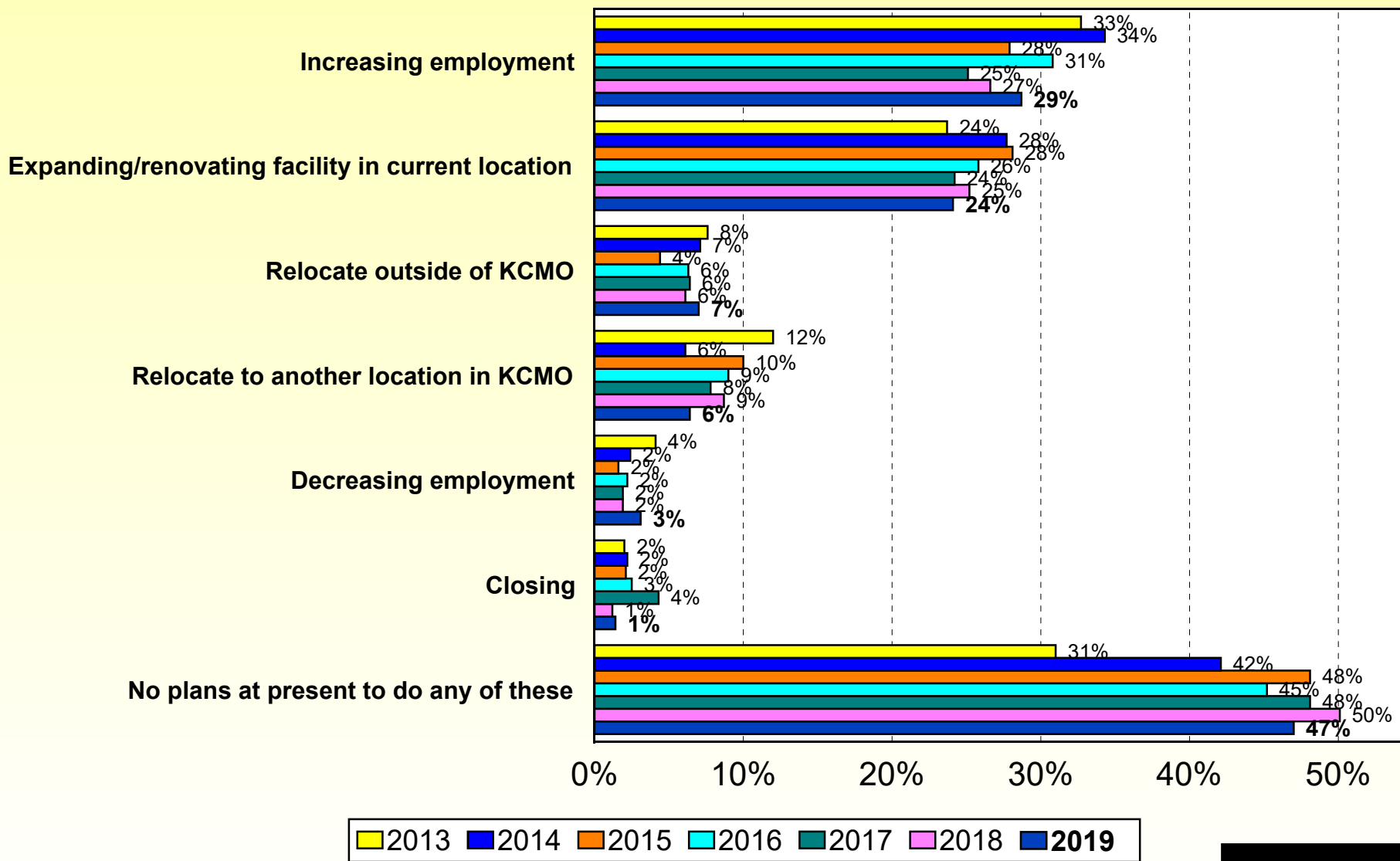
by percentage of respondents (two selections could be made)



Source: ETC Institute (2019)

# Q16. In the next three years, is your organization planning to do any of the following? 2013 to 2019

by percentage of respondents (multiple selections could be made)

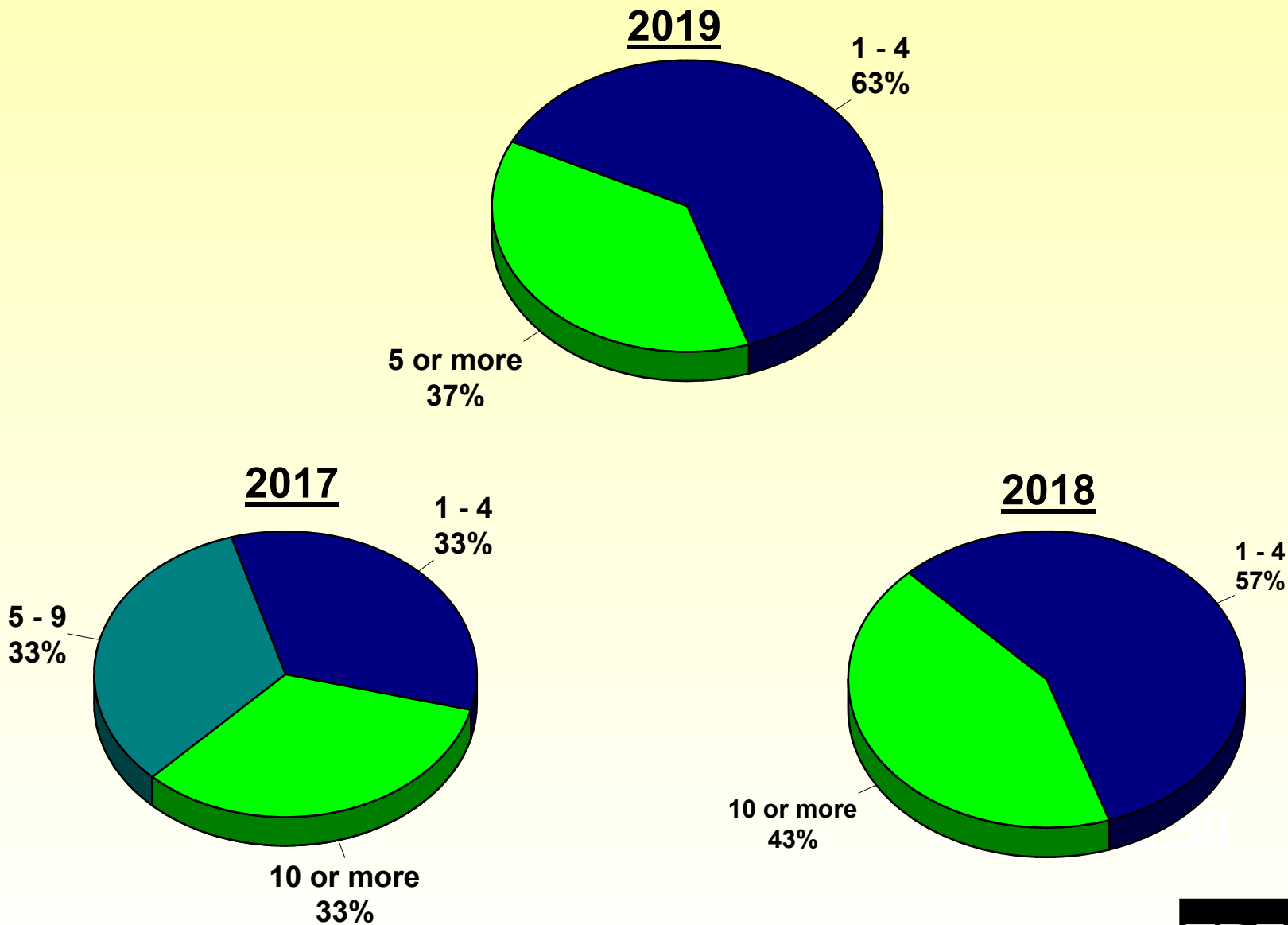


Source: ETC Institute (2019)



# Q16(4). Please indicate the anticipated number of layoffs

by percentage of respondents who selected "decreasing employment" on Question 16



Source: ETC Institute (2019)

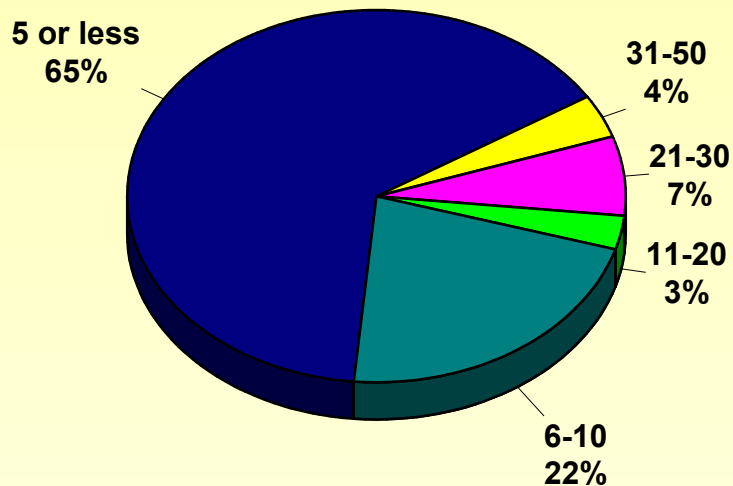
ETC Institute (2019)

**TRENDS**

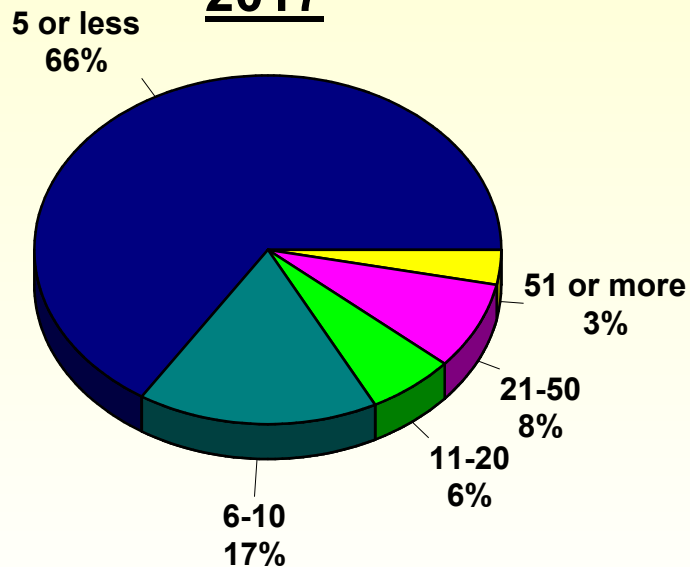
# Q16(5). Please indicate the anticipated number of new hires

by percentage of respondents who selected "increasing employment" on Question 16

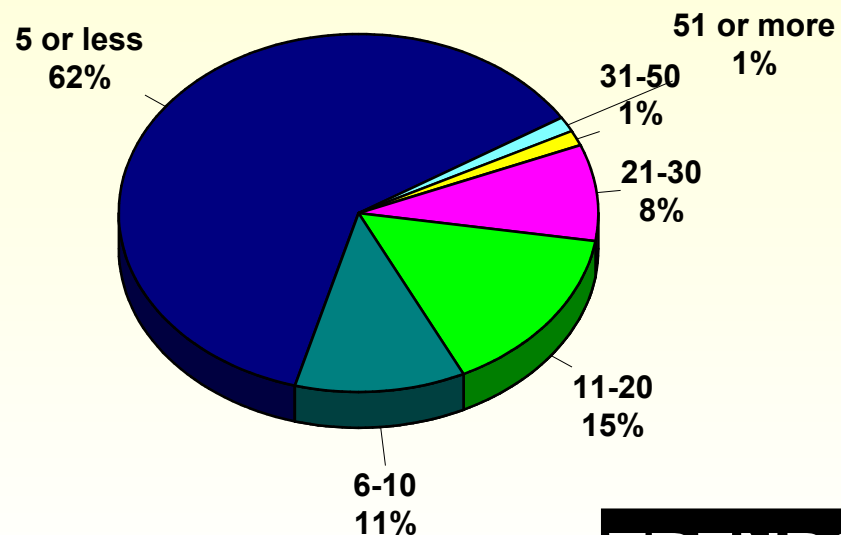
**2019**



**2017**



**2018**



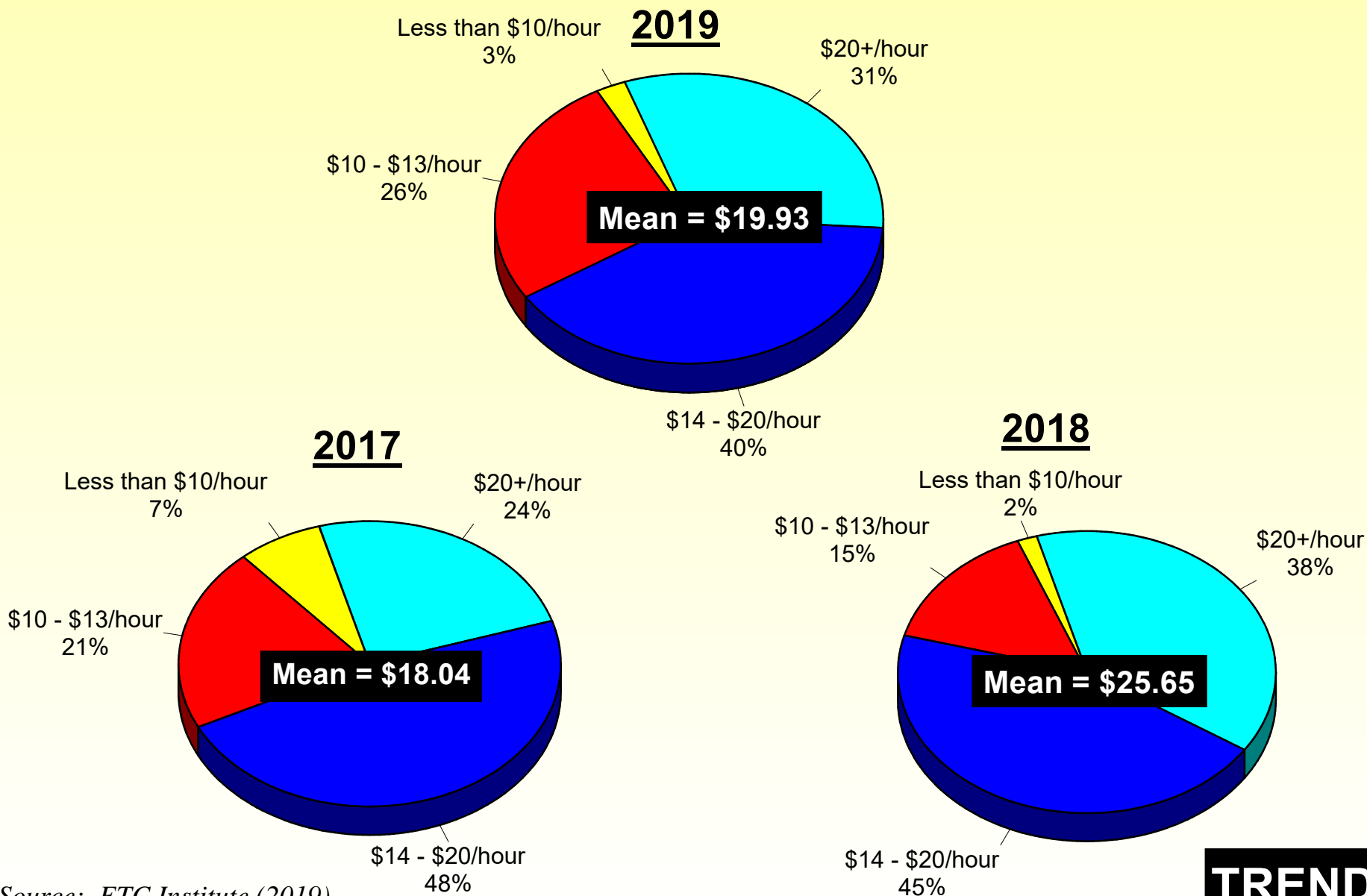
Source: ETC Institute (2019)

ETC Institute (2019)

**TRENDS**

## Q16(5). Wage level (hourly)

by percentage of respondents who selected "increasing employment" on Question 16



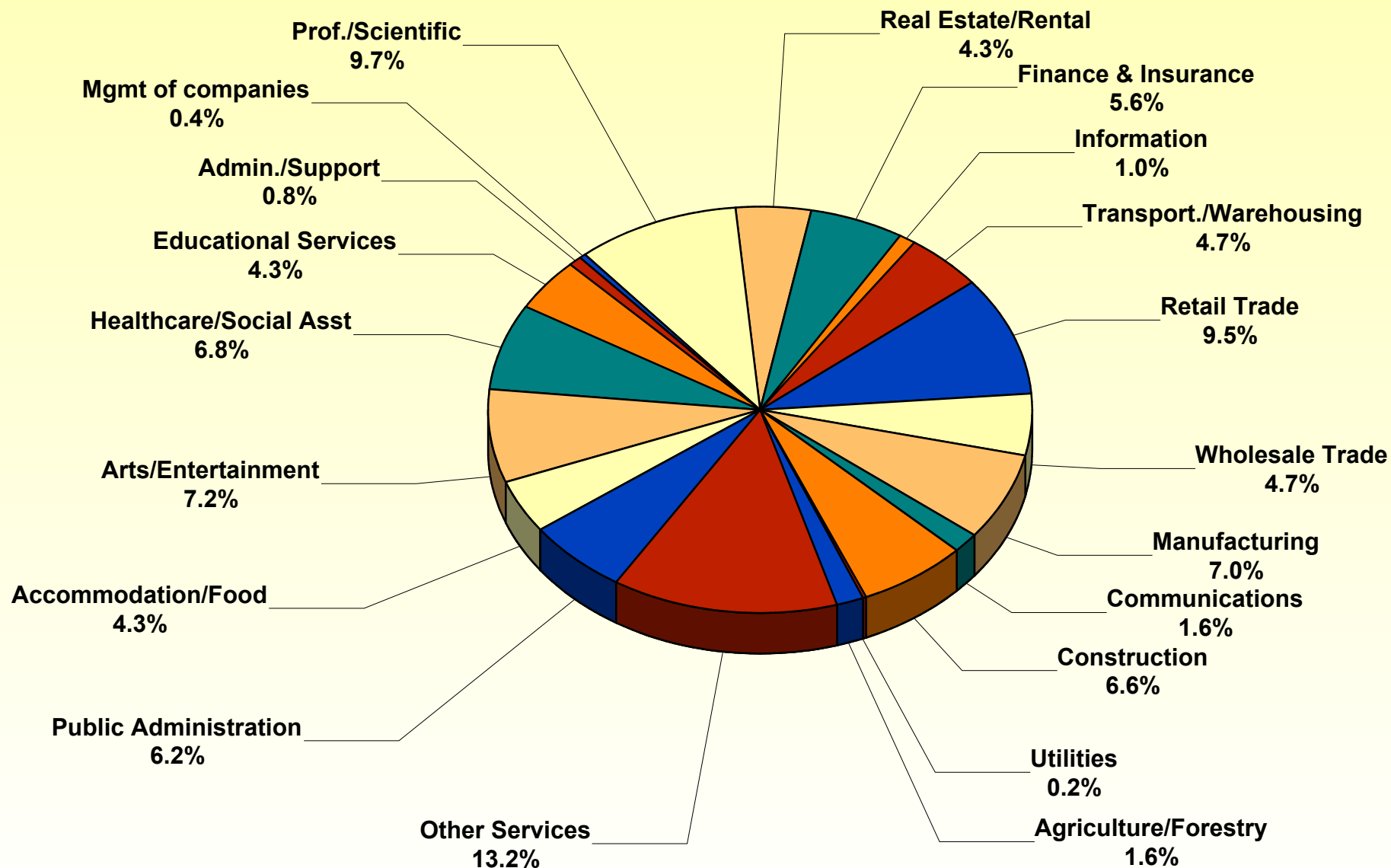
Source: ETC Institute (2019)

ETC Institute (2019)

**TRENDS**

# Q17. Which of the following best describes your business/organization's sector?

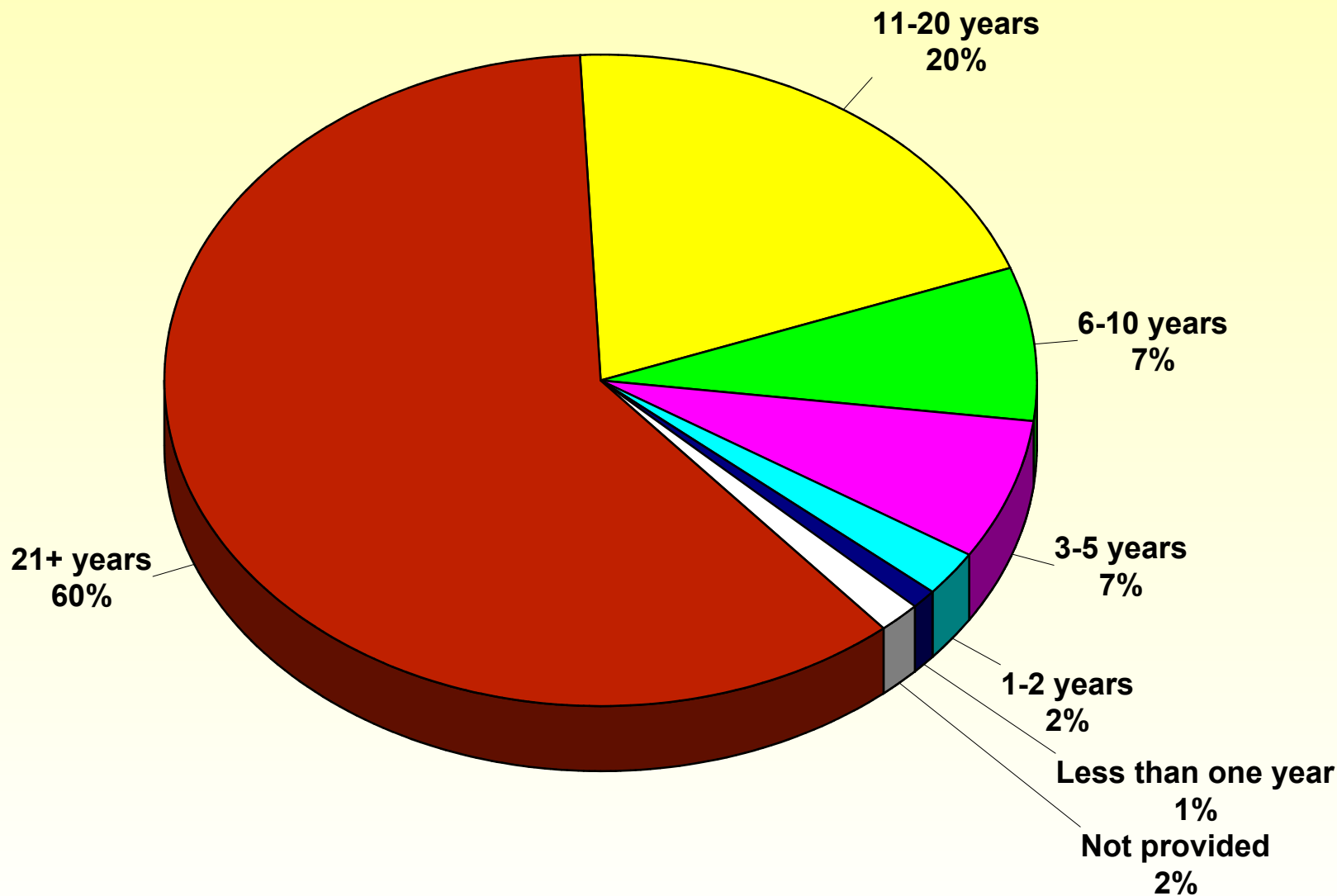
by percentage of respondents



Source: ETC Institute (2019)

# Q18. How long has your business/organization been located in Kansas City, Missouri?

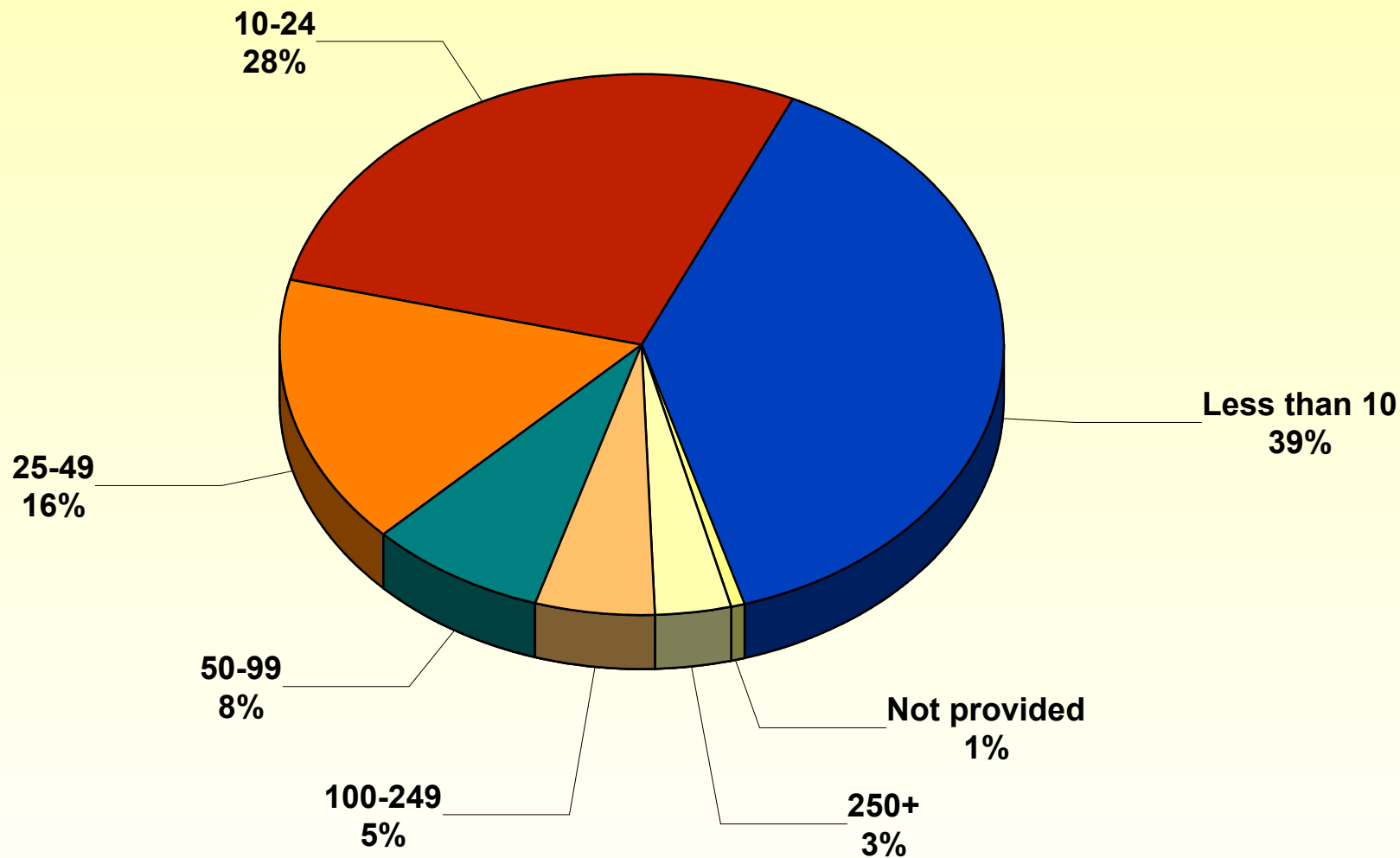
by percentage of respondents



Source: ETC Institute (2019)

# Q19. Approximately how many employees does your organization employ in Kansas City, MO?

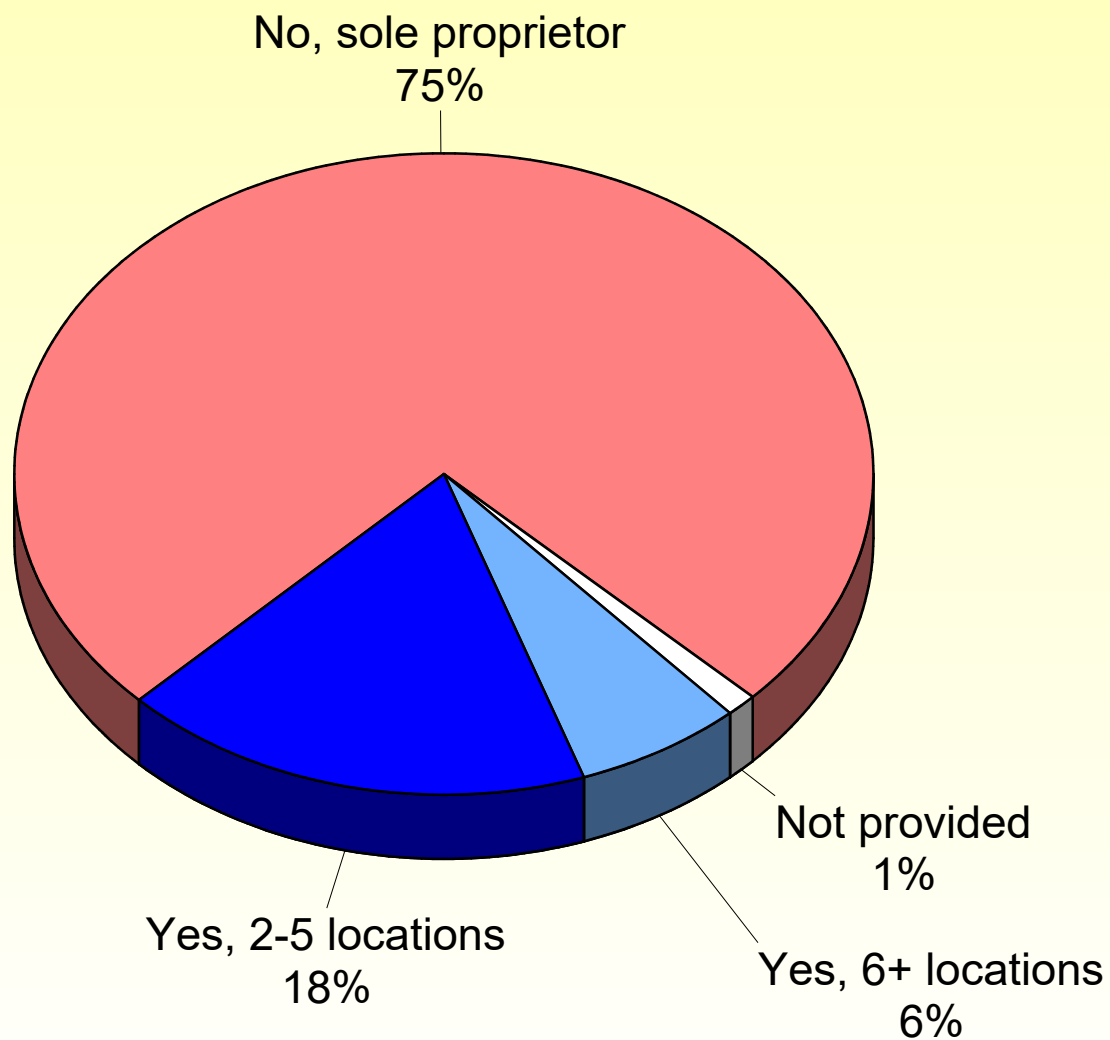
by percentage of respondents



Source: ETC Institute (2019)

## Q20. Does your company have more than one location in the Kansas City metro area?

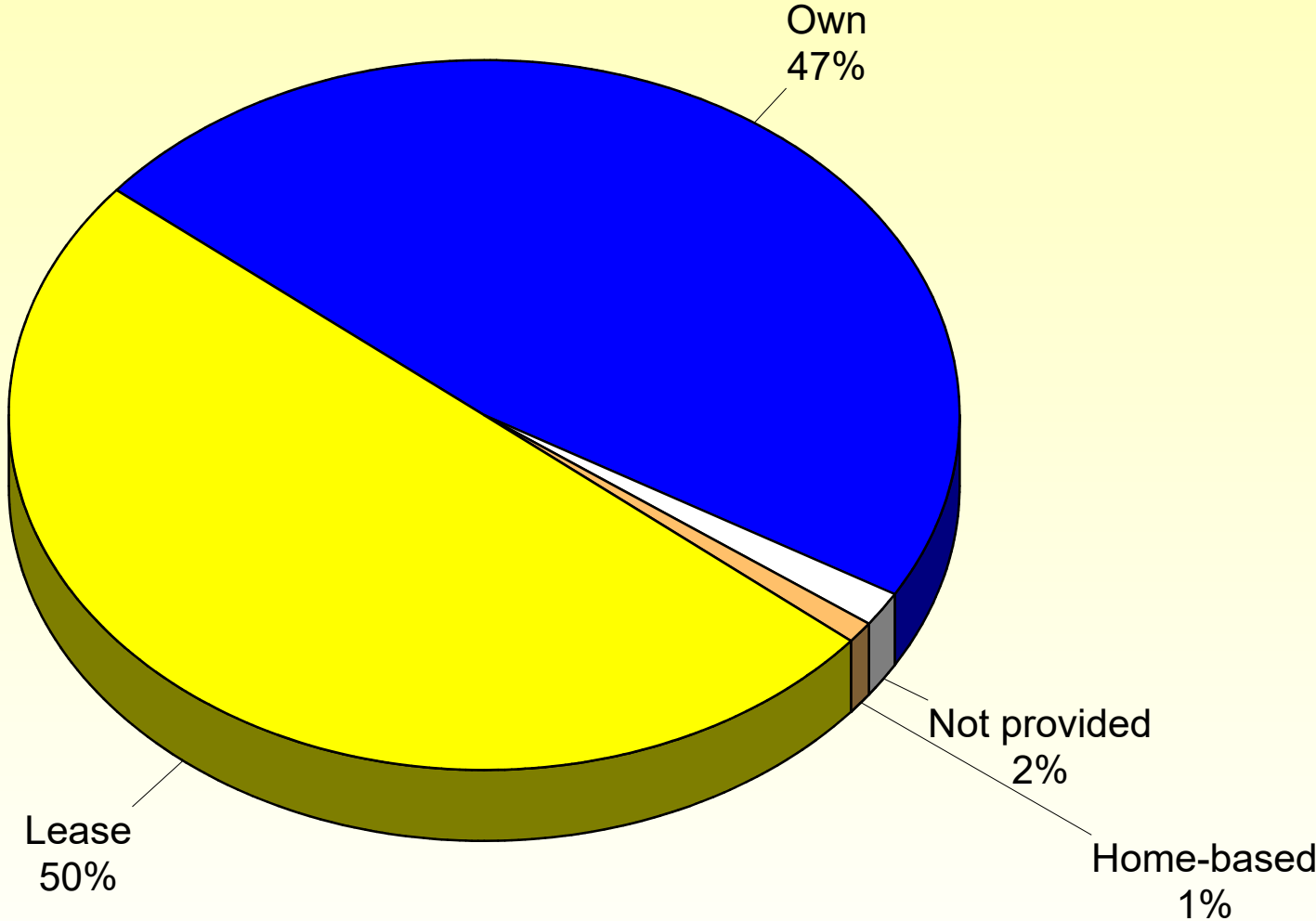
by percentage of respondents



Source: ETC Institute (2019)

# Q21. Do you lease or own your facility?

by percentage of respondents

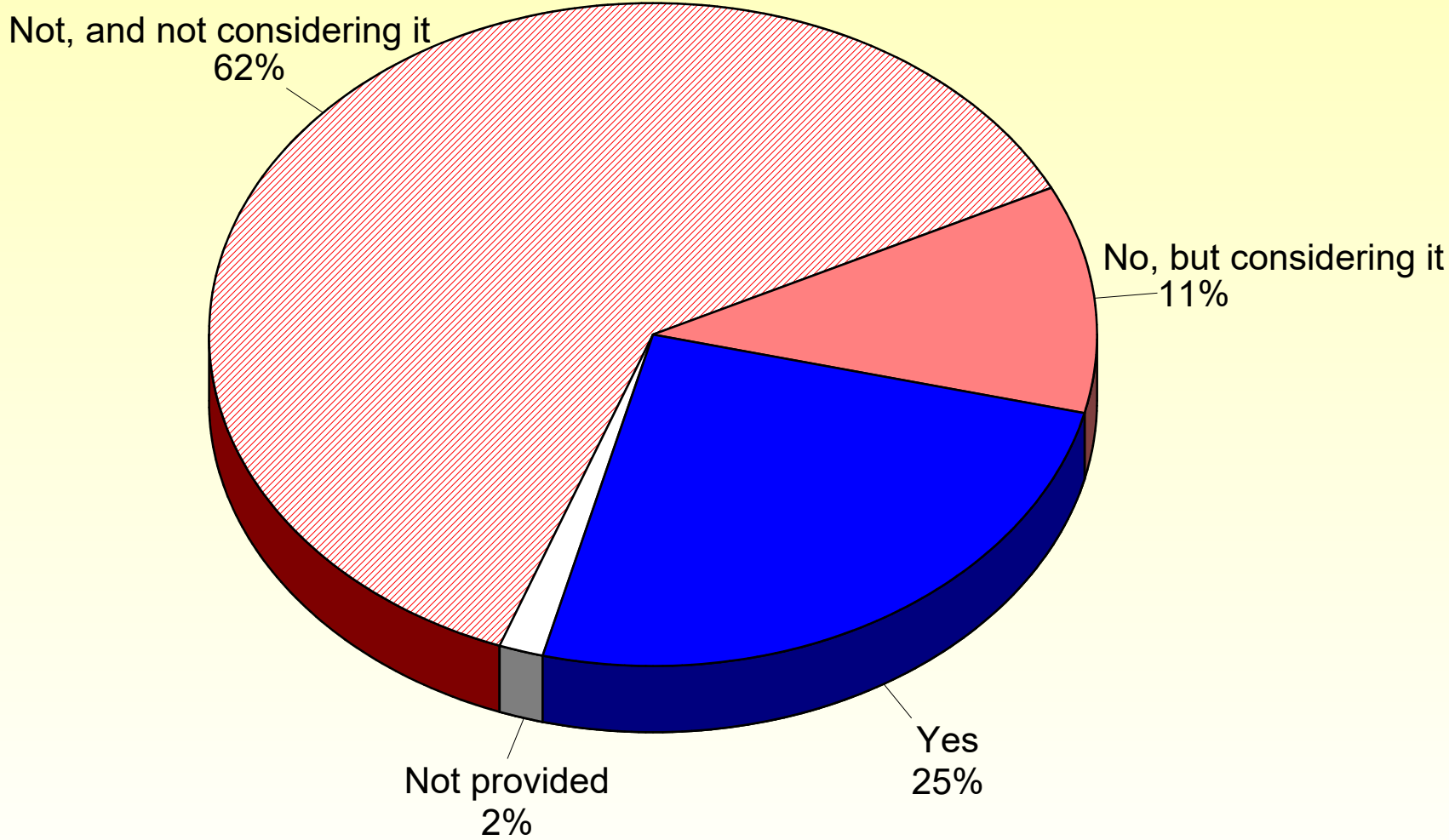


Source: ETC Institute (2019)



# Q22. Does your company have a work-from-home policy?

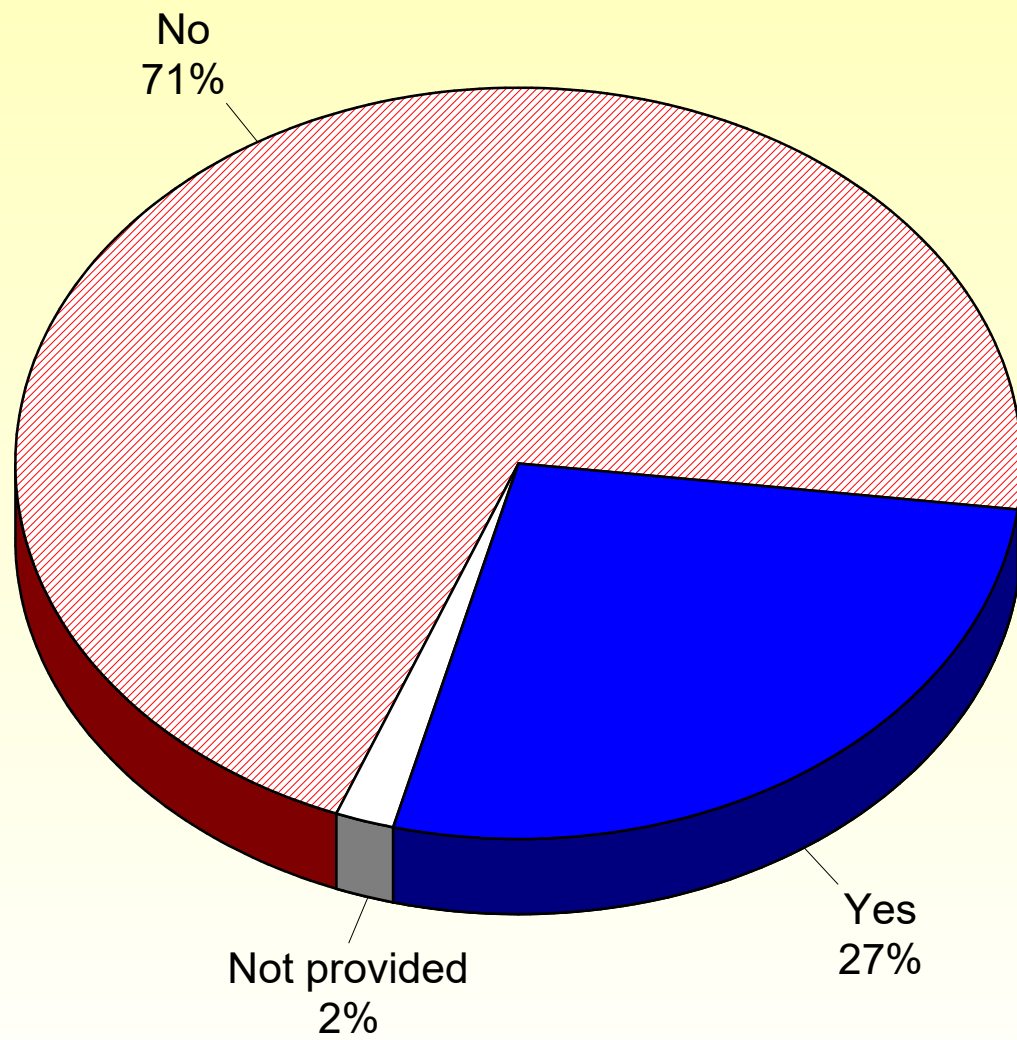
by percentage of respondents



Source: ETC Institute (2019)

## Q23. Have you done business with the city as a vendor or contractor?

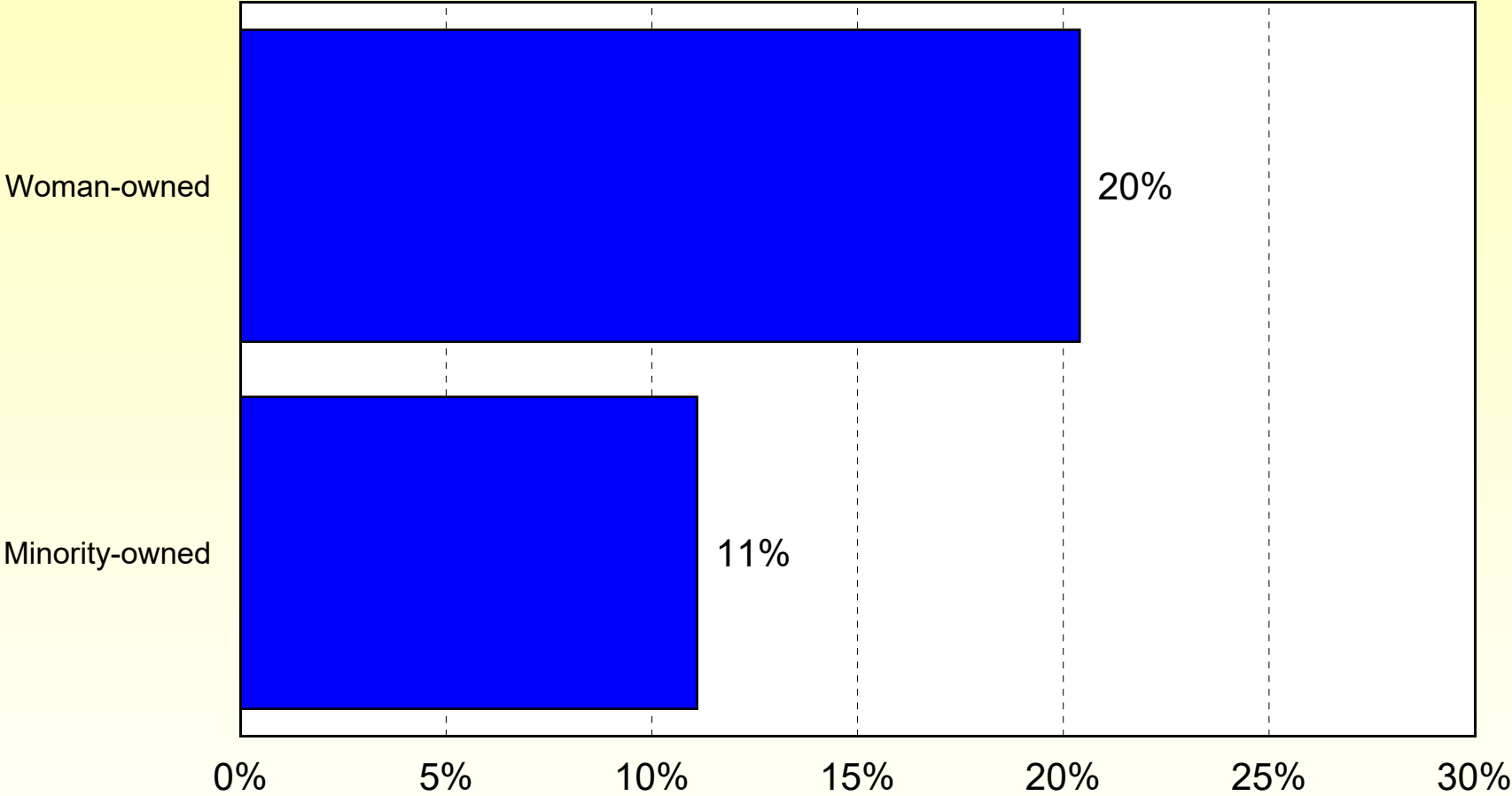
by percentage of respondents



Source: ETC Institute (2019)

# Q24. Is your business a minority or woman-owned business?

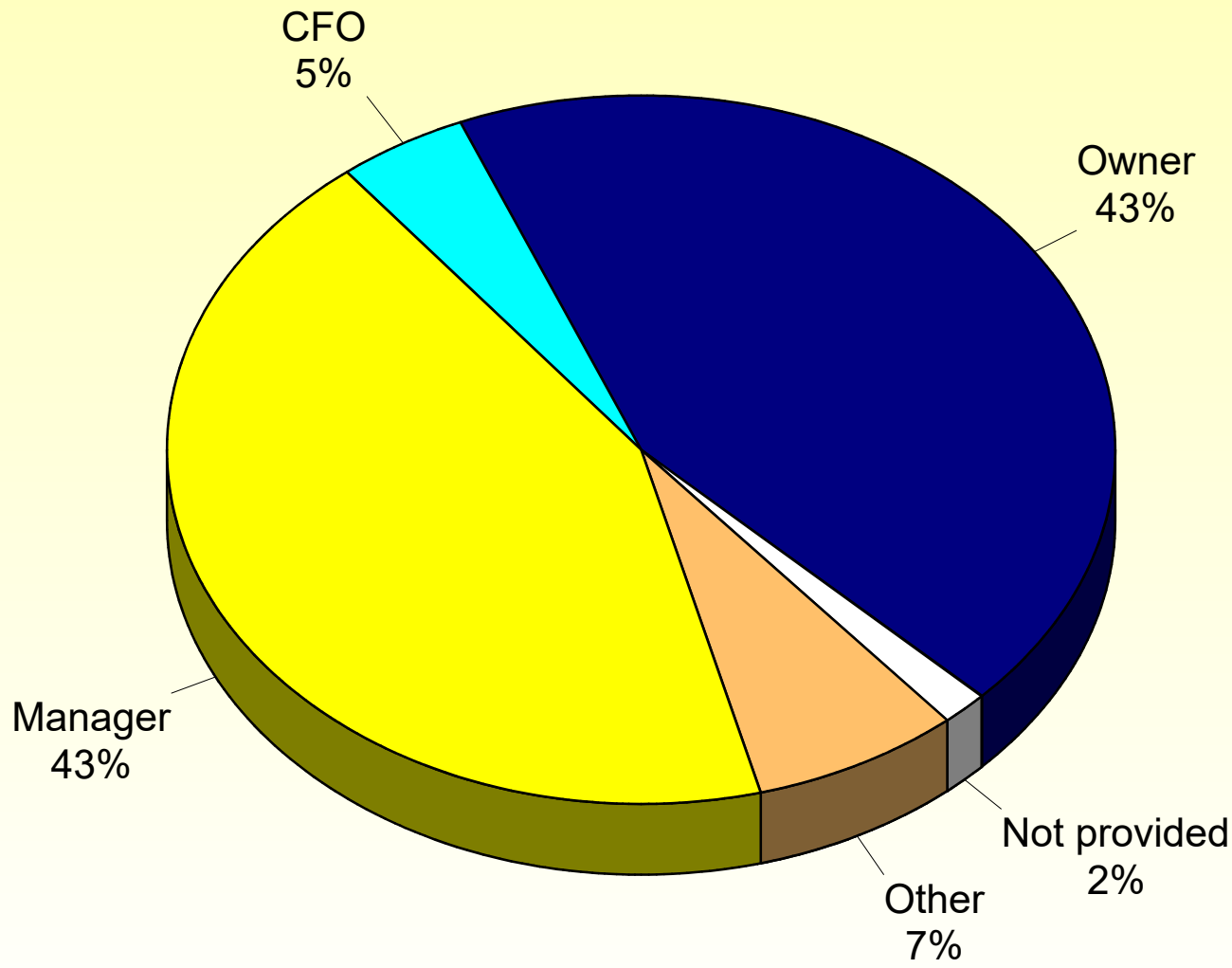
by percentage of respondents (both selections could be made)



Source: ETC Institute (2019)

# Q25. Which of the following best describes your position with your business?

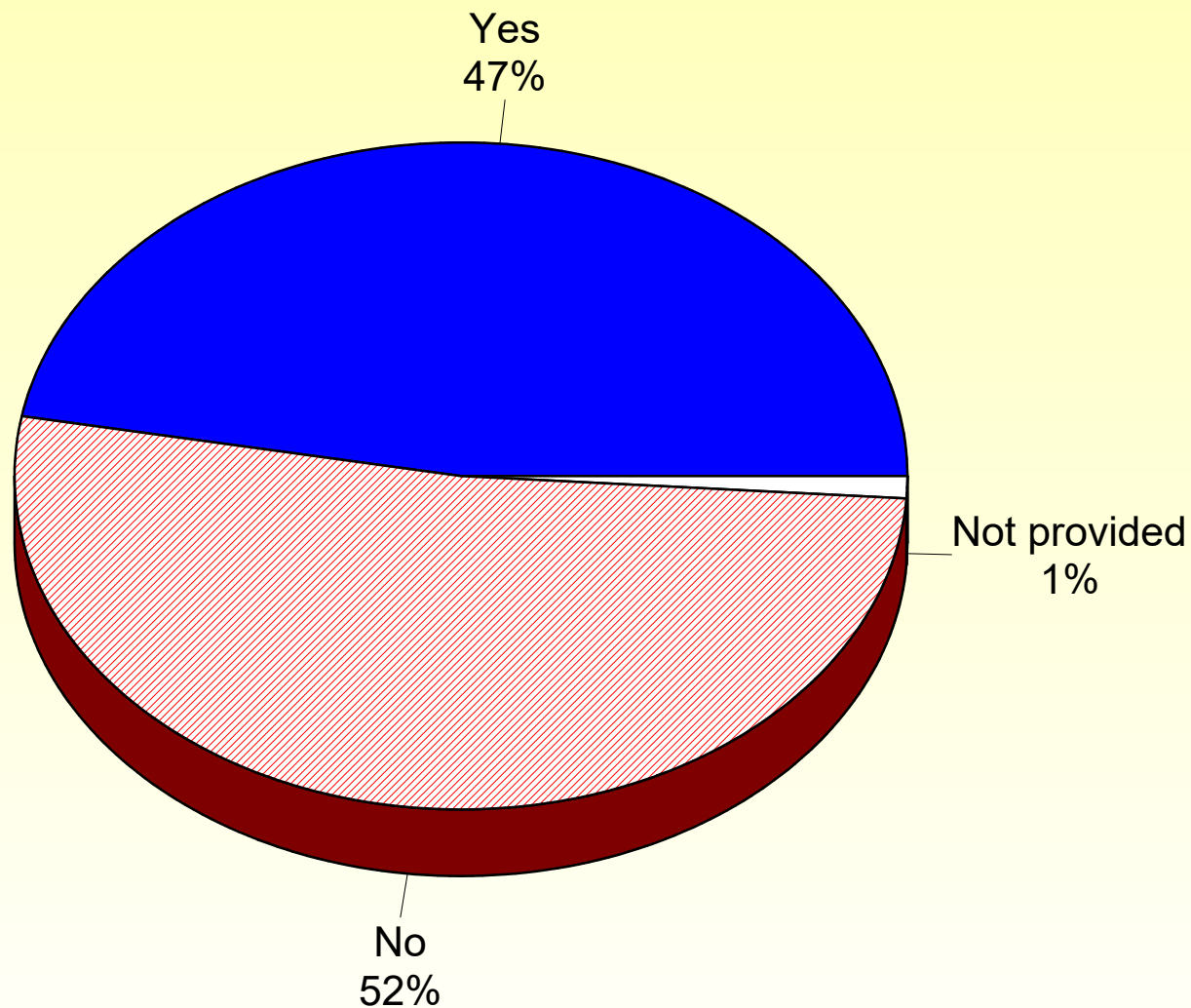
by percentage of respondents



Source: ETC Institute (2019)

## Q26. Is your personal residence in Kansas City, MO?

by percentage of respondents



Source: ETC Institute (2019)

## **Section 2**

# ***Importance-Satisfaction Analysis***

---



# Importance-Satisfaction Analysis

## Kansas City, Missouri Employer Survey

### Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their businesses. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance; and (2) to target resources toward those services where businesses are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation:** Respondents were asked to identify the major categories of City services that are most important to their business. Forty-six percent (46.2%) of respondents selected *street maintenance* as one of the most important services for the City to emphasize.

With regard to satisfaction, 28.2% of respondents surveyed rated the City's *street maintenance* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating for *street maintenance* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 46.2% was multiplied by 71.8% (1-0.282). This calculation yielded an I-S rating of 0.3317, which ranked first out of 23 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.



The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

The results for the City of Kansas City, Missouri Employer Survey are provided on the following pages.



## 2019 Importance-Satisfaction Rating Kansas City, Missouri Employer Survey Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Street maintenance	46%	1	28%	23	0.3317	1
<b><u>High Priority (IS .10-.20)</u></b>						
Police - crime/safety response	45%	2	65%	9	0.1579	2
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Sidewalk maintenance	11%	5	31%	22	0.0765	3
Stormwater drainage	12%	4	48%	19	0.0595	4
Tax collection	11%	6	46%	20	0.0579	5
Water services	12%	3	59%	15	0.0492	6
Airport services	10%	7	62%	11	0.0358	7
Code enforcement	6%	14	45%	21	0.0319	8
Building permits	6%	13	62%	13	0.0246	9
Business licensing	7%	12	66%	8	0.0222	10
Development review	5%	15	61%	14	0.0209	11
RideKC bus service	7%	8	71%	6	0.0206	12
Website usefulness (kcmo.gov)	5%	16	59%	16	0.0185	13
Municipal court	4%	18	55%	17	0.0173	14
311 call center	4%	17	62%	12	0.0147	15
MBE/WBE certification	3%	22	52%	18	0.0125	16
Public incentives requests	3%	21	63%	10	0.0104	17
Regulated Industries licensing/inspections	3%	19	70%	7	0.0095	18
Ambulance - medical emergency response	7%	10	86%	3	0.0094	19
Health inspections	3%	20	73%	5	0.0082	20
KC Streetcar	7%	11	88%	2	0.0080	21
Fire incident response	7%	9	89%	1	0.0075	22
Fire inspection	2%	23	83%	4	0.0033	23

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

© 2019 ETC Institute

## **Section 3**

### ***Tabular Data***

---

**Q1. How would you rate Kansas City, Missouri overall as a place to do business?**

Q1. How would you rate KCMO overall as a place to do business	Number	Percent
Excellent	79	16.3 %
Good	228	47.0 %
Average	126	26.0 %
Below average	28	5.8 %
Poor	15	3.1 %
Don't know	9	1.9 %
Total	485	100.0 %

**WITHOUT "DON'T KNOW"**

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

Q1. How would you rate KCMO overall as a place to do business	Number	Percent
Excellent	79	16.6 %
Good	228	47.9 %
Average	126	26.5 %
Below average	28	5.9 %
Poor	15	3.2 %
Total	476	100.0 %

**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."**

(N=485)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall quality of services provided by City	8.2%	46.8%	29.3%	10.7%	1.6%	3.3%
Q2-2. Overall image of City	16.7%	50.9%	22.7%	7.4%	2.1%	0.2%
Q2-3. Overall quality of life in City	19.0%	46.8%	23.7%	6.8%	1.2%	2.5%
Q2-4. Quality of new development in City	19.2%	43.3%	23.5%	7.8%	1.4%	4.7%
Q2-5. Overall quality of education system within City	3.3%	11.1%	30.7%	24.3%	16.7%	13.8%
Q2-6. Overall feeling of safety in City	4.5%	25.2%	36.1%	24.5%	9.1%	0.6%
Q2-7. Overall value that you receive for your City & fees	5.2%	22.5%	40.2%	15.7%	11.3%	5.2%
Q2-8. Overall safety in the area where your business is located	11.1%	33.2%	24.1%	22.9%	8.5%	0.2%
Q2-9. Physical appearance of the area where your business is located	13.8%	39.2%	24.7%	14.0%	7.4%	0.8%

**WITHOUT "DON'T KNOW"**

**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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall quality of services provided by City	8.5%	48.4%	30.3%	11.1%	1.7%
Q2-2. Overall image of City	16.7%	51.0%	22.7%	7.4%	2.1%
Q2-3. Overall quality of life in City	19.5%	48.0%	24.3%	7.0%	1.3%
Q2-4. Quality of new development in City	20.1%	45.5%	24.7%	8.2%	1.5%
Q2-5. Overall quality of education system within City	3.8%	12.9%	35.6%	28.2%	19.4%
Q2-6. Overall feeling of safety in City	4.6%	25.3%	36.3%	24.7%	9.1%
Q2-7. Overall value that you receive for your City & fees	5.4%	23.7%	42.4%	16.5%	12.0%
Q2-8. Overall safety in the area where your business is located	11.2%	33.3%	24.2%	22.9%	8.5%
Q2-9. Physical appearance of the area where your business is located	13.9%	39.5%	24.9%	14.1%	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.**

(N=485)

	Extremely important	Very important	Important	Less important	Not important	Not provided
Q3-1. Overall image of City	29.9%	32.2%	23.3%	7.6%	6.2%	0.8%
Q3-2. Low crime rate	43.1%	32.8%	15.3%	4.1%	3.7%	1.0%
Q3-3. Quality of local schools	31.3%	28.2%	14.8%	11.5%	12.6%	1.4%
Q3-4. Availability of trained employees	30.5%	37.3%	18.6%	7.6%	5.2%	0.8%
Q3-5. Level of taxation	29.5%	34.2%	24.7%	3.3%	6.6%	1.6%
Q3-6. Access to airports	17.5%	21.4%	26.8%	17.9%	14.8%	1.4%
Q3-7. Availability of affordable housing for employees	19.2%	31.1%	26.0%	11.1%	10.9%	1.6%
Q3-8. Proximity of businesses that are important to your business	20.8%	26.8%	29.7%	12.8%	8.7%	1.2%
Q3-9. Availability of public transportation	21.4%	22.1%	22.5%	19.2%	13.4%	1.4%
Q3-10. Availability of libraries, arts, & cultural amenities	20.0%	21.6%	26.6%	16.7%	13.6%	1.4%
Q3-11. Attitude of local government toward business	42.7%	35.3%	14.6%	1.9%	3.7%	1.9%
Q3-12. Availability of telecommunications, utilities, & other infrastructure	46.0%	35.5%	12.4%	1.2%	3.3%	1.6%
Q3-13. Availability of parks & open space	16.7%	26.0%	30.1%	15.1%	10.1%	2.1%

**WITHOUT "NOT PROVIDED"**

**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)

	Extremely important	Very important	Important	Less important	Not important
Q3-1. Overall image of City	30.1%	32.4%	23.5%	7.7%	6.2%
Q3-2. Low crime rate	43.5%	33.1%	15.4%	4.2%	3.8%
Q3-3. Quality of local schools	31.8%	28.7%	15.1%	11.7%	12.8%
Q3-4. Availability of trained employees	30.8%	37.6%	18.7%	7.7%	5.2%
Q3-5. Level of taxation	30.0%	34.8%	25.2%	3.4%	6.7%
Q3-6. Access to airports	17.8%	21.8%	27.2%	18.2%	15.1%
Q3-7. Availability of affordable housing for employees	19.5%	31.7%	26.4%	11.3%	11.1%
Q3-8. Proximity of businesses that are important to your business	21.1%	27.1%	30.1%	12.9%	8.8%
Q3-9. Availability of public transportation	21.8%	22.4%	22.8%	19.5%	13.6%
Q3-10. Availability of libraries, arts, & cultural amenities	20.3%	22.0%	27.0%	16.9%	13.8%
Q3-11. Attitude of local government toward business	43.5%	35.9%	14.9%	1.9%	3.8%
Q3-12. Availability of telecommunications, utilities, & other infrastructure	46.8%	36.1%	12.6%	1.3%	3.4%
Q3-13. Availability of parks & open space	17.1%	26.5%	30.7%	15.4%	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?**

<u>Q4. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall image of City	51	10.5 %
Low crime rate	106	21.9 %
Quality of local schools	21	4.3 %
Availability of trained employees	30	6.2 %
Level of taxation	64	13.2 %
Access to airports	5	1.0 %
Availability of affordable housing for employees	6	1.2 %
Proximity of businesses that are important to your business	23	4.7 %
Availability of public transportation	10	2.1 %
Availability of libraries, arts, & cultural amenities	3	0.6 %
Attitude of local government toward business	43	8.9 %
Availability of telecommunications, utilities, & other infrastructure	30	6.2 %
Availability of parks & open space	3	0.6 %
None chosen	90	18.6 %
Total	485	100.0 %

**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?**

<u>Q4. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall image of City	38	7.8 %
Low crime rate	69	14.2 %
Quality of local schools	33	6.8 %
Availability of trained employees	53	10.9 %
Level of taxation	60	12.4 %
Access to airports	4	0.8 %
Availability of affordable housing for employees	12	2.5 %
Proximity of businesses that are important to your business	10	2.1 %
Availability of public transportation	16	3.3 %
Availability of libraries, arts, & cultural amenities	6	1.2 %
Attitude of local government toward business	40	8.2 %
Availability of telecommunications, utilities, & other infrastructure	30	6.2 %
Availability of parks & open space	3	0.6 %
None chosen	111	22.9 %
Total	485	100.0 %



**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?**

<u>Q4. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall image of City	28	5.8 %
Low crime rate	31	6.4 %
Quality of local schools	23	4.7 %
Availability of trained employees	22	4.5 %
Level of taxation	44	9.1 %
Access to airports	9	1.9 %
Availability of affordable housing for employees	33	6.8 %
Proximity of businesses that are important to your business	22	4.5 %
Availability of public transportation	22	4.5 %
Availability of libraries, arts, & cultural amenities	5	1.0 %
Attitude of local government toward business	44	9.1 %
Availability of telecommunications, utilities, & other infrastructure	64	13.2 %
Availability of parks & open space	7	1.4 %
None chosen	131	27.0 %
Total	485	100.0 %

**SUM OF TOP 3 CHOICES**

**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)**

<u>Q4. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall image of City	117	24.1 %
Low crime rate	206	42.5 %
Quality of local schools	77	15.9 %
Availability of trained employees	105	21.6 %
Level of taxation	168	34.6 %
Access to airports	18	3.7 %
Availability of affordable housing for employees	51	10.5 %
Proximity of businesses that are important to your business	55	11.3 %
Availability of public transportation	48	9.9 %
Availability of libraries, arts, & cultural amenities	14	2.9 %
Attitude of local government toward business	127	26.2 %
Availability of telecommunications, utilities, & other infrastructure	124	25.6 %
Availability of parks & open space	13	2.7 %
None chosen	90	18.6 %
Total	1213	

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

(N=485)

	Yes	No
Q5-1. 311 Call Center	30.5%	69.5%
Q5-2. Business licensing	59.6%	40.4%
Q5-3. Tax collection	50.3%	49.7%
Q5-4. Municipal court	18.8%	81.2%
Q5-5. Code enforcement	27.4%	72.6%
Q5-6. Police-crime/safety response	60.4%	39.6%
Q5-7. Ambulance-medical emergency response	29.7%	70.3%
Q5-8. Fire incident response	22.3%	77.7%
Q5-9. Fire inspection	66.4%	33.6%
Q5-10. Health inspections	25.2%	74.8%
Q5-11. Regulated industries licensing/inspections	27.8%	72.2%
Q5-12. Building permits	27.8%	72.2%
Q5-13. Development review	13.6%	86.4%
Q5-14. Public incentives requests	7.6%	92.4%
Q5-15. Airport services	41.0%	59.0%
Q5-16. Water services	67.0%	33.0%
Q5-17. Stormwater drainage	44.5%	55.5%
Q5-18. Street maintenance	54.6%	45.4%
Q5-19. Sidewalk maintenance	34.8%	65.2%
Q5-20. MBE/WBE certification	11.3%	88.7%
Q5-21. Website usefulness (kcmo.gov)	42.5%	57.5%
Q5-22. KC Streetcar	29.7%	70.3%
Q5-23. RideKC bus service	20.8%	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."**

(N=474)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. 311 Call Center	22.2%	39.6%	23.6%	9.0%	4.9%	0.7%
Q5-2. Business licensing	21.5%	43.7%	22.9%	6.8%	3.2%	1.8%
Q5-3. Tax collection	14.3%	30.8%	33.8%	13.5%	5.9%	1.7%
Q5-4. Municipal court	17.0%	36.4%	31.8%	9.1%	3.4%	2.3%
Q5-5. Code enforcement	10.9%	34.1%	28.7%	17.1%	9.3%	0.0%
Q5-6. Police-crime/safety response	30.3%	34.5%	16.7%	12.5%	5.6%	0.3%
Q5-7. Ambulance-medical emergency response	50.0%	34.8%	8.7%	2.9%	2.2%	1.4%
Q5-8. Fire incident response	56.7%	31.7%	4.8%	5.8%	0.0%	1.0%
Q5-9. Fire inspection	45.8%	37.2%	13.5%	2.9%	0.3%	0.3%
Q5-10. Health inspections	28.4%	42.2%	14.7%	6.0%	6.0%	2.6%
Q5-11. Regulated industries licensing/ inspections	25.6%	42.6%	17.1%	6.2%	5.4%	3.1%
Q5-12. Building permits	20.9%	39.5%	18.6%	8.5%	10.9%	1.6%
Q5-13. Development review	22.2%	38.1%	19.0%	7.9%	11.1%	1.6%
Q5-14. Public incentives requests	16.7%	44.4%	27.8%	2.8%	5.6%	2.8%
Q5-15. Airport services	21.5%	40.5%	28.2%	7.7%	1.5%	0.5%
Q5-16. Water services	19.9%	38.8%	23.0%	10.7%	6.6%	0.9%
Q5-17. Stormwater drainage	15.2%	32.7%	22.7%	13.7%	14.7%	0.9%
Q5-18. Street maintenance	9.7%	18.2%	24.8%	26.7%	19.8%	0.8%
Q5-19. Sidewalk maintenance	8.0%	22.7%	25.2%	23.9%	19.0%	1.2%

**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."**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-20. MBE/WBE certification	24.5%	26.4%	15.1%	15.1%	17.0%	1.9%
Q5-21. Website usefulness (kcmo.gov)	14.9%	43.1%	24.3%	8.9%	7.4%	1.5%
Q5-22. KC Streetcar	50.4%	37.6%	5.7%	2.8%	3.5%	0.0%
Q5-23. RideKC bus service	24.5%	46.9%	19.4%	5.1%	4.1%	0.0%

**WITHOUT "DON'T KNOW"**

**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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. 311 Call Center	22.4%	39.9%	23.8%	9.1%	4.9%
Q5-2. Business licensing	21.9%	44.5%	23.4%	6.9%	3.3%
Q5-3. Tax collection	14.6%	31.3%	34.3%	13.7%	6.0%
Q5-4. Municipal court	17.4%	37.2%	32.6%	9.3%	3.5%
Q5-5. Code enforcement	10.9%	34.1%	28.7%	17.1%	9.3%
Q5-6. Police-crime/safety response	30.4%	34.6%	16.8%	12.6%	5.6%
Q5-7. Ambulance-medical emergency response	50.7%	35.3%	8.8%	2.9%	2.2%
Q5-8. Fire incident response	57.3%	32.0%	4.9%	5.8%	0.0%
Q5-9. Fire inspection	46.0%	37.3%	13.5%	2.9%	0.3%
Q5-10. Health inspections	29.2%	43.4%	15.0%	6.2%	6.2%
Q5-11. Regulated industries licensing/ inspections	26.4%	44.0%	17.6%	6.4%	5.6%
Q5-12. Building permits	21.3%	40.2%	18.9%	8.7%	11.0%
Q5-13. Development review	22.6%	38.7%	19.4%	8.1%	11.3%
Q5-14. Public incentives requests	17.1%	45.7%	28.6%	2.9%	5.7%
Q5-15. Airport services	21.6%	40.7%	28.4%	7.7%	1.5%
Q5-16. Water services	20.1%	39.2%	23.2%	10.8%	6.7%
Q5-17. Stormwater drainage	15.3%	33.0%	23.0%	13.9%	14.8%
Q5-18. Street maintenance	9.8%	18.4%	25.0%	27.0%	19.9%
Q5-19. Sidewalk maintenance	8.1%	23.0%	25.5%	24.2%	19.3%
Q5-20. MBE/WBE certification	25.0%	26.9%	15.4%	15.4%	17.3%
Q5-21. Website usefulness (kcmo.gov)	15.1%	43.7%	24.6%	9.0%	7.5%
Q5-22. KC Streetcar	50.4%	37.6%	5.7%	2.8%	3.5%
Q5-23. RideKC bus service	24.5%	46.9%	19.4%	5.1%	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?**

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
311 Call Center	9	1.9 %
Business licensing	16	3.3 %
Tax collection	21	4.3 %
Municipal court	5	1.0 %
Code enforcement	13	2.7 %
Police-crime/safety response	136	28.0 %
Ambulance-medical emergency response	1	0.2 %
Fire incident response	4	0.8 %
Fire inspection	3	0.6 %
Health inspections	4	0.8 %
Regulated industries licensing/inspections	3	0.6 %
Building permits	12	2.5 %
Development review	5	1.0 %
Public incentives requests	3	0.6 %
Airport services	13	2.7 %
Water services	21	4.3 %
Stormwater drainage	16	3.3 %
Street maintenance	89	18.4 %
Sidewalk maintenance	8	1.6 %
MBE/WBE certification	4	0.8 %
Website usefulness (kcmo.gov)	6	1.2 %
KC Streetcar	9	1.9 %
RideKC bus service	7	1.4 %
None chosen	77	15.9 %
Total	485	100.0 %

**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?**

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
311 Call Center	4	0.8 %
Business licensing	9	1.9 %
Tax collection	15	3.1 %
Municipal court	8	1.6 %
Code enforcement	4	0.8 %
Police-crime/safety response	51	10.5 %
Ambulance-medical emergency response	24	4.9 %
Fire incident response	16	3.3 %
Fire inspection	5	1.0 %
Health inspections	4	0.8 %
Regulated industries licensing/inspections	6	1.2 %
Building permits	14	2.9 %
Development review	11	2.3 %
Public incentives requests	4	0.8 %
Airport services	18	3.7 %
Water services	17	3.5 %
Stormwater drainage	21	4.3 %
Street maintenance	79	16.3 %
Sidewalk maintenance	27	5.6 %
MBE/WBE certification	3	0.6 %
Website usefulness (kcmo.gov)	4	0.8 %
KC Streetcar	9	1.9 %
RideKC bus service	11	2.3 %
None chosen	121	24.9 %
Total	485	100.0 %

**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?**

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
311 Call Center	6	1.2 %
Business licensing	7	1.4 %
Tax collection	16	3.3 %
Municipal court	6	1.2 %
Code enforcement	11	2.3 %
Police-crime/safety response	32	6.6 %
Ambulance-medical emergency response	8	1.6 %
Fire incident response	14	2.9 %
Fire inspection	2	0.4 %
Health inspections	7	1.4 %
Regulated industries licensing/inspections	7	1.4 %
Building permits	5	1.0 %
Development review	10	2.1 %
Public incentives requests	7	1.4 %
Airport services	15	3.1 %
Water services	21	4.3 %
Stormwater drainage	19	3.9 %
Street maintenance	56	11.5 %
Sidewalk maintenance	19	3.9 %
MBE/WBE certification	6	1.2 %
Website usefulness (kcmo.gov)	12	2.5 %
KC Streetcar	14	2.9 %
RideKC bus service	17	3.5 %
None chosen	168	34.6 %
Total	485	100.0 %



**SUM OF TOP 3 CHOICES****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)**

<u>Q6. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
311 Call Center	19	3.9 %
Business licensing	32	6.6 %
Tax collection	52	10.7 %
Municipal court	19	3.9 %
Code enforcement	28	5.8 %
Police-crime/safety response	219	45.2 %
Ambulance-medical emergency response	33	6.8 %
Fire incident response	34	7.0 %
Fire inspection	10	2.1 %
Health inspections	15	3.1 %
Regulated industries licensing/inspections	16	3.3 %
Building permits	31	6.4 %
Development review	26	5.4 %
Public incentives requests	14	2.9 %
Airport services	46	9.5 %
Water services	59	12.2 %
Stormwater drainage	56	11.5 %
Street maintenance	224	46.2 %
Sidewalk maintenance	54	11.1 %
MBE/WBE certification	13	2.7 %
Website usefulness (kcmo.gov)	22	4.5 %
KC Streetcar	32	6.6 %
RideKC bus service	35	7.2 %
None chosen	77	15.9 %
Total	1166	

**Q7. Do you think that the City of Kansas City is business friendly?**

Q7. Is City of Kansas City business friendly	Number	Percent
Yes	328	67.6 %
No	80	16.5 %
Don't know	77	15.9 %
Total	485	100.0 %

**WITHOUT "DON'T KNOW"**

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

Q7. Is City of Kansas City business friendly	Number	Percent
Yes	328	80.4 %
No	80	19.6 %
Total	408	100.0 %

**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."**

(N=485)

	Excellent	Good	Average	Poor	Don't know
Q8-1. Availability of workers	8.5%	32.9%	34.3%	16.1%	8.3%
Q8-2. Quality of workers	8.3%	31.8%	37.0%	15.3%	7.6%
Q8-3. Stability of workers	9.7%	30.0%	35.1%	17.8%	7.4%
Q8-4. Education/technical skills of workers	7.2%	28.9%	38.8%	14.7%	10.3%

**WITHOUT "DON'T KNOW"**

**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)

	Excellent	Good	Average	Poor
Q8-1. Availability of workers	9.2%	35.8%	37.4%	17.6%
Q8-2. Quality of workers	8.9%	34.5%	40.0%	16.6%
Q8-3. Stability of workers	10.5%	32.4%	37.9%	19.2%
Q8-4. Education/technical skills of workers	8.1%	32.3%	43.3%	16.4%

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

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of workers	131	27.0 %
Quality of workers	123	25.4 %
Stability of workers	25	5.2 %
Education/technical skills of workers	59	12.2 %
<u>None chosen</u>	<u>147</u>	<u>30.3 %</u>
Total	485	100.0 %

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

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of workers	32	6.6 %
Quality of workers	115	23.7 %
Stability of workers	95	19.6 %
Education/technical skills of workers	76	15.7 %
<u>None chosen</u>	<u>167</u>	<u>34.4 %</u>
Total	485	100.0 %

**SUM OF TOP 2 CHOICES**

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

<u>Q9. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of workers	163	33.6 %
Quality of workers	238	49.1 %
Stability of workers	120	24.7 %
Education/technical skills of workers	135	27.8 %
<u>None chosen</u>	<u>147</u>	<u>30.3 %</u>
Total	803	

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

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

	Number	Percent
Financing	111	22.9 %
Job/Investment Incentives	87	17.9 %
Redevelopment Incentives	107	22.1 %
Property Tax Abatement	123	25.4 %
Tax Increment Financing	116	23.9 %
Training Funds	62	12.8 %
Regulatory Aid	51	10.5 %
City Service Aid	57	11.8 %
Real Estate Aid	62	12.8 %
Total	776	

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

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

	Number	Percent
Business Registration (State)	98	20.2 %
Federal Tax ID/EIN	87	17.9 %
Zoning Clearance	65	13.4 %
Business Licensing Assistance	97	20.0 %
Assistance with Navigating City Departments	63	13.0 %
Small Business Resource Referrals	60	12.4 %
Finance/Capital Referrals	33	6.8 %
Entrepreneurial Program Referrals	42	8.7 %
Total	545	

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

(N=485)

	Yes	No
Q12-1. Economic Development Corporation of KCMO	47.2%	52.8%
Q12-2. KC BizCare	22.7%	77.3%
Q12-3. KCSOURCELINK	17.1%	82.9%
Q12-4. Full Employment Council	39.8%	60.2%
Q12-5. Metropolitan Community College	65.8%	34.2%
Q12-6. Altcap	6.2%	93.8%

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

(N=364)

	Yes	No
Q12-1. Economic Development Corporation of KCMO	27.5%	72.5%
Q12-2. KC BizCare	32.7%	67.3%
Q12-3. KCSOURCELINK	18.1%	81.9%
Q12-4. Full Employment Council	23.3%	76.7%
Q12-5. Metropolitan Community College	27.6%	72.4%
Q12-6. Altcap	20.0%	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."**

(N=161)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Economic Development Corporation of KCMO	18.5%	50.8%	15.4%	9.2%	4.6%	1.5%
Q12-2. KC BizCare	25.7%	48.6%	11.4%	8.6%	5.7%	0.0%
Q12-3. KCSOURCELINK	20.0%	53.3%	20.0%	6.7%	0.0%	0.0%
Q12-4. Full Employment Council	30.4%	32.6%	15.2%	10.9%	8.7%	2.2%
Q12-5. Metropolitan Community College	34.6%	42.0%	17.3%	4.9%	1.2%	0.0%
Q12-6. Altcap	33.3%	33.3%	16.7%	16.7%	0.0%	0.0%

**WITHOUT "DON'T KNOW"**

**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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Economic Development Corporation of KCMO	18.8%	51.6%	15.6%	9.4%	4.7%
Q12-2. KC BizCare	25.7%	48.6%	11.4%	8.6%	5.7%
Q12-3. KCSOURCELINK	20.0%	53.3%	20.0%	6.7%	0.0%
Q12-4. Full Employment Council	31.1%	33.3%	15.6%	11.1%	8.9%
Q12-5. Metropolitan Community College	34.6%	42.0%	17.3%	4.9%	1.2%
Q12-6. Altcap	33.3%	33.3%	16.7%	16.7%	0.0%

**Q13. Does your company currently sell any products/services outside of the United States?**

Q13. Does your company currently sell any products/ services outside United States	Number	Percent
Yes	55	11.3 %
No	413	85.2 %
Not currently, but would like to	6	1.2 %
Not provided	11	2.3 %
Total	485	100.0 %

**WITHOUT "NOT PROVIDED"**

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

Q13. Does your company currently sell any products/ services outside United States	Number	Percent
Yes	55	11.6 %
No	413	87.1 %
Not currently, but would like to	6	1.3 %
Total	474	100.0 %

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

Q14. Sources of funding for your business needs for last five years	Number	Percent
Personal savings	104	21.4 %
Loans-family/friends	31	6.4 %
Bank loans	155	32.0 %
Working capital	191	39.4 %
Asset backed loans	34	7.0 %
Credit cards	84	17.3 %
Government grants/funding	44	9.1 %
Equity financing	13	2.7 %
Not needed	112	23.1 %
Total	768	

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

Q15. Your preferred methods of getting information about business assistance programs	Number	Percent
Email	228	47.0 %
Personal visit	44	9.1 %
Newsletter (mailed)	110	22.7 %
Newsletter (emailed)	101	20.8 %
Social media	49	10.1 %
EDC website	73	15.1 %
Total	605	



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

Q16. What is your organization planning to do in next three years	Number	Percent
Expanding/renovating your facility in its current location	117	24.1 %
Relocating to another location in Kansas City, Missouri	31	6.4 %
Relocating to another location outside Kansas City, Missouri	34	7.0 %
Decreasing employment	15	3.1 %
Increasing employment	139	28.7 %
Closing	7	1.4 %
No plans at present to do any of these	228	47.0 %
Total	571	

**Q16-2. Where do you plan on moving to another location in Kansas City?**

Q16-2. Where?	Number	Percent
Available space	1	6.7 %
OUT OF WESTPORT	1	6.7 %
Out of downtown	1	6.7 %
I-35 AND BANNISTER	1	6.7 %
8523 FLORA AVE	1	6.7 %
TWO FLOORS DOWN	1	6.7 %
More central Kansas City	1	6.7 %
Not sure	1	6.7 %
KCMO	1	6.7 %
Downtown area	1	6.7 %
Unsure	1	6.7 %
GLADSTONE	1	6.7 %
CROSS ROADS	1	6.7 %
Westport or Downtown	1	6.7 %
South of I70	1	6.7 %
Total	15	100.0 %

**Q16-2. Why do you plan on moving to another location in Kansas City?**

<u>Q16-2. Why?</u>	<u>Number</u>	<u>Percent</u>
MORE SPACE	2	9.1 %
End of lease	1	4.5 %
Space	1	4.5 %
Can't afford building	1	4.5 %
RIDICULOUS TAXATION BY JACKSON CO	1	4.5 %
IT IS NOT SAFE, TERRIBLE WORKFORCE	1	4.5 %
Not enough parking for clients	1	4.5 %
COST OF RENT	1	4.5 %
Cost	1	4.5 %
OFFICE SPACE	1	4.5 %
Would like to be more connected to the city and not isolated	1	4.5 %
Running out of space	1	4.5 %
CLOSER TO OUR SERVICE AREA	1	4.5 %
Updated facilities/lease expiration	1	4.5 %
More acreage for expansion	1	4.5 %
CONSOLIDATE LOCATIONS	1	4.5 %
TAXES, SAFETY	1	4.5 %
MORE SPACE, OWN BUILDING	1	4.5 %
OWNER SOLD, LEASE EXPIRES	1	4.5 %
Better foot traffic and more people to hire	1	4.5 %
<u>Lot of demolition here</u>	<u>1</u>	<u>4.5 %</u>
Total	22	100.0 %

**Q16-3. Where do you plan on moving to another location outside of Kansas City?**

<u>Q16-3. Where?</u>	<u>Number</u>	<u>Percent</u>
KCK	5	26.3 %
JOCO	1	5.3 %
Grandview	1	5.3 %
Texas	1	5.3 %
Independence	1	5.3 %
NKC	1	5.3 %
OUT OF WESTPORT	1	5.3 %
We're considering moving out of KCMO	1	5.3 %
Overland Park	1	5.3 %
JoCo Kansas	1	5.3 %
Where we don't pay parking, access to docks for deliveries	1	5.3 %
UTAH	1	5.3 %
Kansas	1	5.3 %
NORTHLAND	1	5.3 %
<u>FAIRWAY</u>	<u>1</u>	<u>5.3 %</u>
Total	19	100.0 %

**Q16-3. Why do you plan on moving to another location outside of Kansas City?**

<u>Q16-3. Why?</u>	<u>Number</u>	<u>Percent</u>
Taxes	2	10.5 %
Better location	1	5.3 %
Avoid Etax	1	5.3 %
Reasonable price	1	5.3 %
Tax incentives	1	5.3 %
LOWER PROPERTY AND SALES TAX	1	5.3 %
NOT SAFE, TERRIBLE WORKFORCE	1	5.3 %
If we can locate a commercial space for sale at a lower prices with low taxes	1	5.3 %
LOWER RENT	1	5.3 %
Less regulation	1	5.3 %
Friendlier business environment	1	5.3 %
We can not get trucks or UPS to pickup and deliver conveniently	1	5.3 %
CLOSER TO KC CLIENTS	1	5.3 %
MORE OPPORTUNITY	1	5.3 %
Large donor population	1	5.3 %
EARNINGS TAX	1	5.3 %
ETAX	1	5.3 %
MORE SPACE	1	5.3 %
Total	19	100.0 %

**Q16-4. Please indicate the anticipated number of layoffs:**

<u>Q16-4. Anticipated number of layoffs</u>	<u>Number</u>	<u>Percent</u>
2	2	25.0 %
3	2	25.0 %
4	1	12.5 %
5+	3	37.5 %
Total	8	100.0 %

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

<u>Q16-5. Anticipated number of new hires</u>	<u>Number</u>	<u>Percent</u>
5 or less	68	64.8 %
6-10	23	21.9 %
11-20	3	2.9 %
21-30	7	6.7 %
31-50	4	3.8 %
Total	105	100.0 %

**Q16-5. Please indicate the hourly wage level:**

<u>Q16-5. Hourly wage level</u>	<u>Number</u>	<u>Percent</u>
9	2	2.5 %
10	9	11.3 %
12	6	7.5 %
13	6	7.5 %
14	3	3.8 %
15	12	15.0 %
16	2	2.5 %
17	2	2.5 %
18	2	2.5 %
19	4	5.0 %
20	7	8.8 %
21	1	1.3 %
24	1	1.3 %
25	4	5.0 %
26	1	1.3 %
28	1	1.3 %
29	1	1.3 %
30	8	10.0 %
32	1	1.3 %
35	1	1.3 %
36	1	1.3 %
40	3	3.8 %
45	1	1.3 %
60	1	1.3 %
Total	80	100.0 %

**Q16-6. Why are you planning on closing?**

<u>Q16-6. Why</u>	<u>Number</u>	<u>Percent</u>
Retirement	2	28.6 %
THIEVES AND HOMELESS ARE RUINING OUR BUSINESS	1	14.3 %
RETIRE	1	14.3 %
AGE	1	14.3 %
CRIME	1	14.3 %
Lack of business	1	14.3 %
Total	7	100.0 %

**Q17. Which of the following best describes your business/organization's sector?**

Q17. What best describes your business/organization's sector

	Number	Percent
Agriculture, Forestry, Fishing, & Hunting	8	1.6 %
Utilities	1	0.2 %
Construction	32	6.6 %
Communications	8	1.6 %
Manufacturing	34	7.0 %
Wholesale Trade	23	4.7 %
Retail Trade	46	9.5 %
Transportation & Warehousing	23	4.7 %
Information	5	1.0 %
Finance & Insurance	27	5.6 %
Real Estate & Rental Leasing	21	4.3 %
Professional, Scientific, & Technical Services	47	9.7 %
Management of Companies & Enterprises	2	0.4 %
Administrative, Support, Waste Management, Remediation Services	4	0.8 %
Educational Services	21	4.3 %
Health Care & Social Assistance	33	6.8 %
Arts, Entertainment, & Recreation	35	7.2 %
Accommodation & Food Services	21	4.3 %
Public Administration	30	6.2 %
Other Services	64	13.2 %
Total	485	100.0 %

**Q18. How long has your business/organization been located in Kansas City, Missouri?**

Q18. How long has your business/organization been located in KCMO

	Number	Percent
Less than one year	5	1.0 %
1-2 years	11	2.3 %
3-5 years	34	7.0 %
6-10 years	36	7.4 %
11-20 years	98	20.2 %
21+ years	293	60.4 %
Not provided	8	1.6 %
Total	485	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q18. How long has your business/organization been located in Kansas City, Missouri? (without "not provided")**

Q18. How long has your business/organization been located in KCMO

	Number	Percent
Less than one year	5	1.0 %
1-2 years	11	2.3 %
3-5 years	34	7.1 %
6-10 years	36	7.5 %
11-20 years	98	20.5 %
21+ years	293	61.4 %
Total	477	100.0 %

**Q19. Approximately how many employees does your organization employ in Kansas City, Missouri?**

Q19. How many employees does your organization employ in KCMO	Number	Percent
Less than 10	188	38.8 %
10-24	136	28.0 %
25-49	78	16.1 %
50-99	39	8.0 %
100-249	25	5.2 %
250-499	14	2.9 %
500+	2	0.4 %
Not provided	3	0.6 %
Total	485	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q19. Approximately how many employees does your organization employ in Kansas City, Missouri? (without "not provided")**

Q19. How many employees does your organization employ in KCMO	Number	Percent
Less than 10	188	39.0 %
10-24	136	28.2 %
25-49	78	16.2 %
50-99	39	8.1 %
100-249	25	5.2 %
250-499	14	2.9 %
500+	2	0.4 %
Total	482	100.0 %

**Q20. Does your company have more than one location in the KC metro area?**

Q20. Does your company have more than one location in the KC metro area	Number	Percent
No, sole proprietor	362	74.6 %
Yes, 2-5 locations	86	17.7 %
Yes, 6+ locations	31	6.4 %
Not provided	6	1.2 %
Total	485	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q20. Does your company have more than one location in the KC metro area? (without "not provided")**

Q20. Does your company have more than one location in the KC metro area	Number	Percent
No, sole proprietor	362	75.6 %
Yes, 2-5 locations	86	18.0 %
Yes, 6+ locations	31	6.5 %
Total	479	100.0 %

**Q21. Do you lease or own your facility?**

<u>Q21. Do you lease or own your facility</u>	<u>Number</u>	<u>Percent</u>
Own	230	47.4 %
Lease	242	49.9 %
Home-based	5	1.0 %
Not provided	8	1.6 %
Total	485	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q21. Do you lease or own your facility? (without "not provided")**

<u>Q21. Do you lease or own your facility</u>	<u>Number</u>	<u>Percent</u>
Own	230	48.2 %
Lease	242	50.7 %
Home-based	5	1.0 %
Total	477	100.0 %

**Q22. Does your company have a work-from-home policy?**

<u>Q22. Does your company have a work-from-home policy</u>	<u>Number</u>	<u>Percent</u>
Yes	122	25.2 %
No, but considering it	53	10.9 %
No, and not considering it	302	62.3 %
Not provided	8	1.6 %
Total	485	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q22. Does your company have a work-from-home policy? (without "not provided")**

<u>Q22. Does your company have a work-from-home policy</u>	<u>Number</u>	<u>Percent</u>
Yes	122	25.6 %
No, but considering it	53	11.1 %
No, and not considering it	302	63.3 %
Total	477	100.0 %

**Q23. Have you done business with the city as a vendor or contractor?**

Q23. Have you done business with City as a vendor or contractor	Number	Percent
Yes	131	27.0 %
No	345	71.1 %
Not provided	9	1.9 %
Total	485	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q23. Have you done business with the city as a vendor or contractor? (without "not provided")**

Q23. Have you done business with City as a vendor or contractor	Number	Percent
Yes	131	27.5 %
No	345	72.5 %
Total	476	100.0 %

**Q24. Is your business a minority or woman-owned business?**

Q24. Is your business a minority or woman-owned business	Number	Percent
Minority-owned	54	11.1 %
Woman-owned	99	20.4 %
Total	153	

**Q25. Which of the following best describes your position with your business?**

Q25. What best describes your position with your business	Number	Percent
Owner	210	43.3 %
CFO	22	4.5 %
Manager	210	43.3 %
Other	35	7.2 %
Not provided	8	1.6 %
Total	485	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q25. Which of the following best describes your position with your business? (without "not provided")**

Q25. What best describes your position with your business	Number	Percent
Owner	210	44.0 %
CFO	22	4.6 %
Manager	210	44.0 %
Other	35	7.3 %
Total	477	100.0 %



**Q25-4. Other**

<u>Q25-4. Other</u>	<u>Number</u>	<u>Percent</u>
CONTROLLER	6	21.4 %
President	4	14.3 %
COO	3	10.7 %
CEO	2	7.1 %
Executive Director	2	7.1 %
President/CEO	2	7.1 %
VICE PRESIDENT	2	7.1 %
Account executive	1	3.6 %
COD	1	3.6 %
Executive	1	3.6 %
Director of accounting	1	3.6 %
PASTOR	1	3.6 %
OFFICE MANAGER	1	3.6 %
HR MANAGER	1	3.6 %
Total	28	100.0 %

**Q26. Is your personal residence in KCMO?**

<u>Q26. Is your personal residence in KCMO</u>	<u>Number</u>	<u>Percent</u>
Yes	229	47.2 %
No	251	51.8 %
Not provided	5	1.0 %
Total	485	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q26. Is your personal residence in KCMO? (without "not provided")**

<u>Q26. Is your personal residence in KCMO</u>	<u>Number</u>	<u>Percent</u>
Yes	229	47.7 %
No	251	52.3 %
Total	480	100.0 %

**Q27. What could the City or EDC do to help your business thrive in Kansas City?**

- 1. Lobby the city to be safer. 2. Increase redevelopment of mid town to mixed use and affordable housing.
- Addressing inconsistencies with MBE certification. 25% bloodline proof is nearly impossible for native Americans because of the rules in place at the time they were counted. I am a card carrying Cherokee but none of my family can prove more than 3% because most of our family were prevented from getting on the books back in the late 1800s.
- AFFORDABLE RENTAL SPACE
- Assist with affordable housing development
- assist with WBE certification
- Assistance with training, money for new employees. Speed up the Turkey Creek drainage project.
- ATTRACT MORE CONVENTIONS AND EVENTS THAT DRAW VISITORS FROM NEIGHBORING STATES AS WELL AS NATIONALLY.
- Better applicants
- BETTER MANAGEMENT OF PROPERTY TAX INCREASES.
- Better police relations.
- BETTER ROADS, LOWER TAXES.
- BRING BACK NICER WEALTHIER STORES TO THE PLAZA.
- Bus line
- BUS SERVICE NEEDS MORE ROUTES TO GET PEOPLE TO WORK.
- Celebrate us.
- Change your MBE/WISE policies. They are antiquated and the system smacks of reverse discrimination.
- CHARGES FOR STORM WATER ARE VERY HIGH. POLICE TO COME WHEN CALLED.
- CHEAPER TAXES, OUR BUSINESS TAXES ARE SO RIDICULOUS.
- CLEAN THE STREETS, PICK UP TRASH, QUIT APPROVING USED CAR LOTS, IMPROVE INFRASTRUCTURE, CURBS, SEWERS, SIDEWALKS.
- CLEAN UP MY AREA AND WORK ON CRIME.
- CLEAN UP THIS CORNER! 43RD & PROSPECT
- Continue to invest in schools and upkeep with city infrastructure
- Continue to promote new business in the South Kansas City area.
- Continue to support construction in the KC region.
- Continue to support local business
- CRIME ACTIVITY.
- CRIME RATE, FASTER POLICE RESPONSE.
- Cut taxes, increase the law enforcement presence and shorten the building permit process.
- CUT THE PROCESS FOR WBE CERTIFICATION.
- Deal with crime, street maintenance, sidewalk maintenance.
- Decrease crime so the perception is Kansas City is a safe place to work and live.
- Divert TIF to affordable housing dollars.
- Do away with the 1% earnings tax. figure out your water service dept and make it easier on smaller businesses.
- DO SOMETHING WITH THE HOMELESS THAT BREAK WINDOWS, STEAL, DEFECATE, WE NEED MORE AND IMMEDIATE ASSISTANCE.
- DOING A GOOD JOB NOW.

**Q27. What could the City or EDC do to help your business thrive in Kansas City? (cont.)**

- DROP KC EARNINGS TAX
- EDUCATION IMPROVEMENTS. MORE POLICE OFFICERS NEEDED AND CITY EMPLOYEES NEED TO IMPROVE THEIR WORK ETHIC IN THE WATER DEPT.
- Eliminate liquor cards. Increase public transportation presence in our area. Address homelessness and panhandling. Reduce police response time.
- ELIMINATE THE EARNINGS TAX, PICK UP TRASH ALONG THE STREETS AND HIGHWAYS.
- ensure access to financing. support business development
- EXPAND INDUSTRY KNOWLEDGE OF OUR SERVICES AND CAPABILITIES
- INCREASE LIGHTING AND SAFETY EQUIPMENT AND SERVICES AROUND OUR BUSINESS LOCATION
- Expand transit, bike lanes, and other ways for employees to get around the city without driving. Our workforce increasingly demands this, and Kansas City is far behind other cities. Reduce the influence neighborhoods have on stopping new development, so we can head off the types of housing shortages other cities have experienced with giving NIMBYs too much power and constraining supply of housing.
- Faster response time for shoplifting calls This gets very expensive.
- FINANCE AND GROWTH STRATEGY ASSISTANCE
- FIND A WAY TO LOWER TAXES. FIND ME A NEW LOCATION. FIND ME A BUYER SO I CAN RETIRE.
- FINISH ROAD REPAIR, ROAD HAS BEEN CLOSED NEAR BLUE RIVER AND PROSPECT FOR MONTHS. WE ARE BOXED IN. I AM AFRAID THAT IF THERE WAS AN EMERGENCY WE COULDN'T DRIVE OUT.
- Fix crime, education, real estate tax and water service department issues.
- FIX POT HOLES OUT FRONT.
- FIX THE AIRPORT!
- Fix the MBE/WBE process. There aren't enough qualified minority contractors to fill the quota created by the city. Too many underqualified companies are doing subpar work leading to increased costs for development. They also price gouge so they are more expensive than other contractors, but the unwritten rule is you need to hit your mark at any cost or you could lose your incentive.
- Fix the roads and infrastructure, help small businesses have a voice. Codes and permitting have greatly improved!
- FIX THE SINK HOLE
- FIX THE SINK HOLE AND THE WATER QUALITY.
- Fix the streets
- FIX THE STREETS AND REDUCE THE MURDER RATE.
- FIX WATER MAIN BREAKS SPRING-FALL.
- Fix Wornall Road!
- Get crime rate lower and improve the education system.
- GET FASTER ON PERMITS FOR EXPANSIONS.
- get rid of gun shows that don't have background checks
- Get rid of the etax. Don't cave to general public whining. An \$18000 application fee to apply for incentives is very inhibitive to most projects. And then to deny the project makes investors go to other places more business friendly

**Q27. What could the City or EDC do to help your business thrive in Kansas City? (cont.)**

- Get the roads fixed. The damage done to our vehicles and the traffic the never ending construction causes puts a financial burden on us.
- GIVE MY BUSINESS THE SAME TAX BREAKS AND FINANCIAL INCENTIVES THAT YOU GIVE TO CORPORATE ENTITIES. WE WILL GLADLY ACCEPT A CHECK FROM THE CITY OF KCMO.
- Give small business tax breaks/incentives
- Grant Information
- HAVE THE WORKFORCE BE MORE FRIENDLY AND KNOWLEDGEABLE FOR CONSTRUCTION AUDITS, BETTER STREETS.
- HELP GET OUR NEW CHILD CARE EXPANSION GOING.
- Help small business more
- Help us to find a commercial space we can afford to buy.
- HIGHLIGHT SMALL BUSINESS ON SOCIAL MEDIA
- HOLD MORE JOB FAIRS OR EXPOSE BUSINESSES TO OTHER BUSINESSES. HELP MAKE STARTING A BUSINESS EASIER.
- HOMELESSNESS, DECAY AND DISREPAIR. PANHANDLERS. 311 SERVICES ARE RUDE. SHOULD BE CHARGING FOR THE STREET CAR. KEEP BUSES AND STREETCARS FREE FOR VISITORS.
- I can't think of anything
- I think the EDC does great things for our city, and overall the city as a whole functions well.
- If I could have a grant to fix my building it will be great
- Imposing regulations not necessary.
- Improve city funding for the arts. Improve education.
- Improve crime prevention, properly maintain the streets
- IMPROVE PUBLIC TRANSPORTATION, REPAIR POT HOLES AND ROAD SURFACE CONDITIONS.
- Improve Response to Crime
- IMPROVE ROAD CLEAN UP, ADD LIGHTING TO HIGHWAYS, IMPROVE STREET MAINTENANCE.
- IMPROVE SNOW REMOVAL IN MISSOURI.
- Improve the infrastructure (roads) around our facilities so that trucks don't have to drive through potholes to get to their destination. Also work with the permitting department to make that process go smoother and faster. You are driving business away from this city because of the amount of time it takes to get a building permit.
- Improve the roads/streets, then the schools, keep up the good work on the street car
- Improve upon low income transportation for medical needs, revamp the RideKC system for this and hire/train appropriate and kind people to help our sick and underserved community.
- IMPROVED INFRASTRUCTURE, BETTER ROADS AND PUBLIC TRANSIT.
- IMPROVEMENTS MADE FROM SURVEY
- Increase parking option in the Broadway/Midtown area. Increase police there also. Increase hotels.
- INCREASE POLICE PATROL IN OUR AREA. DECREASE CRIME AROUND BANNISTER ROAD AND JAMES A REED RD.
- KCPL PARKING LOTS GO OUT AT NIGHT, BEEN REPORTED, TREES COME DOWN AND ARE NOT REMOVED, VERY DANGEROUS.
- KEEP AFTER THE CRIME, POLICE TOO SLOW TO RESPOND.
- KEEP BUILDING

**Q27. What could the City or EDC do to help your business thrive in Kansas City? (cont.)**

- KEEP CITY SEWER SERVICES RUNNING SMOOTHLY.
- KEEP DOING A GOOD JOB.
- KEEP IMPROVING
- Keep safe, lower taxes
- KEEP THE STREETS CLEAN REPAIRED, INCREASE TOURISM.
- Keep up with maintenance of area, trash, potholes
- KEEPING A SAFE CITY
- KNOCK DOWN THE COST OF WATER
- Less Taxes
- LIMIT TAXES GRANT UNUSED LAND TO USE
- LOWER KILLINGS
- LOWER OR ELIMINATE ALL TAXES!!
- Lower property tax, repair water utility to our property, plan out construction with retail businesses
- LOWER TAXES
- LOWER TAXES AND MIN WAGE, POLICE RESPONSE
- LOWER TAXES ON RETAIL, PERSONAL PROPERTY, AND SELF EMPLOYMENT. OFFER GRANTS TO HELP WITH PROPERTY UPKEEP.
- Lower water/sewer rates. We will be letting employees go as minimum wage goes up.
- Make Health Department more business friendly. Look to Kansas for answers. Water rates are insanely high.
- Make Prospect safer. Need more patrols at 74th and Prospect.
- MAKE SURE AFTER CERTIFICATION THE BUSINESSES GET PAID FOR WORK BY THE CITY.
- MAKE SURE BUSINESSES KNOW ABOUT EDC. THEY HELP US IMMENSELY AND THERE ARE OPPORTUNITIES TO GROW AND THRIVE.
- MBE PROCESSED IN A TIMELY MANNER.
- MINIMIZE PROPERTY TAXES
- MORE BUSINESS ADVERTISING
- MORE BUSINESSES AROUND.
- MORE GRANTS
- MORE PATROLLING OF POLICE FOR PREVENTING CRIME.
- More police officers in the area - the crime is crazy!
- MORE POLICE PRESENCE IS NEEDED, LACK OF PARKING FOR OUR BUSINESSES LEADS TO MANY PROBLEMS.
- More police protection. Tax incentives
- MORE RESOURCES FOR THE WEBSITE.
- NEED BETTER INSPECTOR AND PAY INVOICES BETTER, NOT 90-120 DAYS.
- Need quality staff because of location.
- NEED TO PUT MONEY INTO FRONT STREET, BARELY PASSABLE.
- NOTHING
- nothing needed at present.
- Odessa, MO
- Paperwork takes too long. Customer service improvements at city hall. Work on streets and education.

**Q27. What could the City or EDC do to help your business thrive in Kansas City? (cont.)**

- Patrol area for speeders from Ford drop lots near Worlds of Fun
- Pay faster.
- PERMITTING-NEED HELP TO GET IT DONE. BETTER WAY FOR ALL DEPARTMENTS.
- POLICE RESPONSE TIME AND ATTITUDES.
- PROCESS OF CODES FOR NEW CONSTRUCTION NEEDS TO BE SIMPLIFIED, MORE HELP WITH LITTER AND PANHANDLERS WHO MAKE AREAS OF PROPERTY UNUSABLE.
- Promote EDC
- Promote education in the construction trades
- Promote small business more. Embrace the KC heart as city's symbol
- Provide a more business friendly environment. Actually, be responsive and work to help rather than continual roadblocks couple with slow, indifferent responses.
- PROVIDE A SAFE ENVIRONMENT FOR CLIENTS, KEEP LOCAL BUSINESS ENVIRONMENT THRIVING FOR PARENTS.
- Provide better infrastructure, quit handing out tax incentives to new companies that burden existing long time KC Companies.
- Provide business opportunities
- PROVIDE SUPPORT TO THRIVING SMALL BUSINESSES, SIMILAR TO WHAT I OFFER LARGE COMPANIES.
- Provide us incentives and grants to expand our current location so we can accommodate our new hires.
- PUBLISH MORE INFORMATION ON BUS SERVICES
- PUT IN A BUS STOP AT EAST END OF FRONT STREET AROUND THE IMPOUND LOT.
- QUALITY EDUCATION, HOUSING, JOBS, BUS SERVICE MORE ACCESSIBLE FOR JOBS.
- REDUCE BREAK INS/VIOLATIONS, IMPROVE STREETS AND ALLEYS.
- Reduce crime, larger police presence, better schools.
- REDUCE PROPERTY TAXES
- RESURFACE/REPAIR STREETS IN/AROUND THE NORTHEAST INDUSTRIAL AREA. MAJOR NEEDS ON FRONT ST.
- Retain good city personnel
- ROAD REPAIRS AND GAS LINES, INFRASTRUCTURE.
- SAFETY
- Send notices for business renewal license.
- SIDEWALKS IN OUR NEIGHBORHOOD.
- SMALL BUSINESS INCENTIVES
- SMALL LOANS FOR SMALL BUSINESS.
- SNOW REMOVAL AT CROSSWALKS IN DOWNTOWN KCMO. IT IS DANGEROUS AND A LIABILITY RISK.
- SPRUCE UP THE AREA A LITTLE BIT-WHERE OUR BUSINESS IS-MORE BUSINESS ENVIRONMENT FRIENDLY
- STAY OUT OF THE WAY
- Stop giving away the damn farm to the big ticket developers and start focusing on small businesses in the city's urban core. We're out here slapping leather by ourselves with ZERO assistance yet developers and pet big businesses seem to get all the city contracts and the city's financial attention at the same time.

**Q27. What could the City or EDC do to help your business thrive in Kansas City? (cont.)**

- Stop giving money from my tax dollars for failing Prospect businesses.
- STOP PASSING STUPID TENANT LAWS. STOP GIVING THE FARM TO GET BUSINESSES HERE. TRY MAKING KC GREAT SO PEOPLE WANT TO LIVE HERE. KANSAS CITY NEEDS TO HELP THE PEOPLE WHO NEED THE HELP, GET THE HOMELESS OFF THE STREETS.
- STOP SENDING TAX NOTICES OUT TO CLIENTS.
- STOP THE GOOD OLE BOY NETWORK. HOMELESSNESS IS GETTING OUT OF HAND.
- STORM DRAINS/SEWERS. EVERY TIME IT RAINS THE SEWER GAS BACKS UP IN MY STORE TO THE POINT WHERE WE HAVE TO LEAVE THE DOORS OPEN.
- Streamline licensing especially expansion of liquor licensing.
- STREET MAINTENANCE, POLICE PRESENCE.
- street maintenance. Snow removal. Reduce crime.
- SUPPORT US
- TAKE BETTER CARE OF THE STREETS AND SIDEWALKS, STOP REQUIRING LIQUOR CARDS FOR RESTAURANT STAFF.
- TAKE CARE OF INFRASTRUCTURE, STREETS, STORM WATER.
- TALK WITH ME ABOUT WAYS TO MOVE FORWARD.
- TAXATION INCREASE, MINIMUM WAGE INCREASE, COMPETITION FROM ACROSS STATE LINE (KANSAS)
- THE RESPONSE TIME WITH EMERGENCY VEHICLES.
- THEY DON'T KNOW WHERE WE ARE AT OR SEEM INTERESTED.
- TRAIN SKILLED WORKERS, RESOURCE FOR SKILLED LABOR AVAILABLE.
- TRY TO ATTRACT MORE BUSINESSES, LOOK AT SUCCESSFUL CITIES TO SEE WHAT THEY ARE DOING.
- VERY HAPPY WITH SERVICES.
- WE ARE A NON PROFIT OVER 35 YEARS IN KCMO. WE ARE CONSIDERING A CAPITAL CAMPAIGN TO FINANCE OUR OWN BUILDING. ADVICE/ASSISTANCE IN SECURING FUNDING WOULD HELP.
- WE ARE ALWAYS IN NEED OF FUNDING FROM FOUNDATIONS. WE ARE A NON-PROFIT.
- We have a major issue with sewers and water drainage. We would like to see this fixed.
- WE NEED WORKERS.
- Work on the permit process. It is a nightmare, especially sidewalks. We should be working together, not an us vs them process.

**Zone**

Zone	Number	Percent
East	101	20.8 %
North	106	21.9 %
South	102	21.0 %
West	176	36.3 %
Total	485	100.0 %

**Sector**

Sector	Number	Percent
Specialized Manufacturing	34	7.0 %
Supply Chain Management	92	19.0 %
Financial & Technical Services	32	6.6 %
Design & Engineering	47	9.7 %
Health Sciences & Services	33	6.8 %
Arts	30	6.2 %
Public Admin & Non Profit	30	6.2 %
Other	187	38.6 %
Total	485	100.0 %



## **Section 4**

# ***Survey Instrument***

---



November 2019

Dear Kansas City Employer:

The City of Kansas City, Missouri and the Economic Development Corporation (EDC) of Kansas City value your company and recognize your role in making Kansas City a great place to live, work and build a business.

Your perspective is important to us! We kindly request your participation in the 2019 Annual Kansas City Employer Survey. This survey, in its ninth year, helps the EDC and City leadership identify issues that affect businesses in our community and determine ways to ensure that you receive services more quickly and effectively.

Please complete and return the survey at your earliest convenience. A postage-paid envelope – addressed to ETC Institute, the contracting agency that conducts this survey – is enclosed. You may also complete the survey online at [kcmobizsurvey.org](http://kcmobizsurvey.org).

Your responses will, of course, remain confidential. If you have a specific need for EDC or City services, please indicate that need in the space provided on the last page of the survey.

We intend to have survey results completed and available by January 2020. A copy of the 2019 results will be accessible on the EDC website at [www.edckc.com](http://www.edckc.com) and the City of Kansas City, Missouri website at [www.kcmo.gov/survey](http://www.kcmo.gov/survey).

If you have any questions concerning the process, please contact Jim Malle with the EDC at 816-691-2127 or at [jmalle@edckc.com](mailto:jmalle@edckc.com).

Thank you for taking the time to help us improve the business climate in Kansas City, Missouri.

Sincerely,

Quinton Lucas  
Mayor  
Kansas City, Missouri

Greg Flisram  
Interim President & CEO  
Economic Development Corporation of Kansas City

# 2019 Kansas City, Missouri Employer Survey

This survey is sponsored by the City of Kansas City, Missouri and the Economic Development Corporation of Kansas City, Missouri and is designed to improve the services to Kansas City, Missouri's businesses. If you have questions, please call Jim Malle at 816-691-2127 or email at [jmalle@edckc.com](mailto:jmalle@edckc.com) for clarification. Your responses are confidential unless you indicate a need for a response at the end of this survey.

**Part 1: PERCEPTIONS OF THE COMMUNITY**

**1. How would you rate Kansas City, Missouri overall as a place to do business?**

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

**2. 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."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the City	5	4	3	2	1	9
2. Overall image of the City	5	4	3	2	1	9
3. Overall quality of life in the City	5	4	3	2	1	9
4. Quality of new development in the City	5	4	3	2	1	9
5. Overall quality of the education system within the City	5	4	3	2	1	9
6. Overall feeling of safety in the City	5	4	3	2	1	9
7. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
8. Overall safety in the area where your business is located	5	4	3	2	1	9
9. Physical appearance of the area where your business is located	5	4	3	2	1	9

**3. Using a scale of 1 to 5, where 5 is "Extremely Important" and 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.**

Reason	Extremely Important	Very Important	Important	Less Important	Not Important
01. Overall image of the City	5	4	3	2	1
02. Low crime rate	5	4	3	2	1
03. Quality of local schools	5	4	3	2	1
04. Availability of trained employees	5	4	3	2	1
05. Level of taxation	5	4	3	2	1
06. Access to airports	5	4	3	2	1
07. Availability of affordable housing for employees	5	4	3	2	1
08. Proximity of businesses that are important to your business	5	4	3	2	1
09. Availability of public transportation	5	4	3	2	1
10. Availability of libraries, arts, and cultural amenities	5	4	3	2	1
11. Attitude of local government toward business	5	4	3	2	1
12. Availability of telecommunications, utilities, and other infrastructure	5	4	3	2	1
13. Availability of parks and open space	5	4	3	2	1

**4. 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? [Write in your answers below using the numbers from the list in Question 3.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**Part 2: CITY SERVICE DELIVERY**

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

Department/Service/Program	Has your business used this service over the past 2 years?		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
	Yes	No						
01. 311 call center	Yes	No	5	4	3	2	1	9
02. Business licensing	Yes	No	5	4	3	2	1	9
03. Tax collection	Yes	No	5	4	3	2	1	9
04. Municipal court	Yes	No	5	4	3	2	1	9
05. Code enforcement	Yes	No	5	4	3	2	1	9
06. Police - crime/safety response	Yes	No	5	4	3	2	1	9
07. Ambulance - medical emergency response	Yes	No	5	4	3	2	1	9
08. Fire incident response	Yes	No	5	4	3	2	1	9
09. Fire inspection	Yes	No	5	4	3	2	1	9
10. Health inspections	Yes	No	5	4	3	2	1	9
11. Regulated Industries licensing/inspections	Yes	No	5	4	3	2	1	9
12. Building permits	Yes	No	5	4	3	2	1	9
13. Development review	Yes	No	5	4	3	2	1	9
14. Public incentives requests	Yes	No	5	4	3	2	1	9
15. Airport services	Yes	No	5	4	3	2	1	9
16. Water services	Yes	No	5	4	3	2	1	9
17. Stormwater drainage	Yes	No	5	4	3	2	1	9
18. Street maintenance	Yes	No	5	4	3	2	1	9
19. Sidewalk maintenance	Yes	No	5	4	3	2	1	9
20. MBE/WBE certification	Yes	No	5	4	3	2	1	9
21. Website usefulness ( <a href="http://kcmo.gov">kcmo.gov</a> )	Yes	No	5	4	3	2	1	9
22. KC Streetcar	Yes	No	5	4	3	2	1	9
23. RideKC bus service	Yes	No	5	4	3	2	1	9

6. 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? [Write in your answers below using the numbers from the list in Question 5]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

7. Do you think that the City of Kansas City is business friendly?  
 \_\_\_\_ (1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (9) Don't Know

**Part 3: WORKFORCE ISSUES**

8. 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."

Workforce	Excellent	Good	Average	Poor	Don't Know
1. The availability of workers	4	3	2	1	9
2. The quality of workers	4	3	2	1	9
3. The stability of workers	4	3	2	1	9
4. The education/technical skills of workers	4	3	2	1	9

9. Which TWO of the items listed in Question 8 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri? [Write in your answers below using the numbers from the list in Question 8, or circle "NONE."]

1st: \_\_\_\_ 2nd: \_\_\_\_ NONE

**Part 4: BUSINESS ASSISTANCE PROGRAMS**

10. Are you aware of the following services provided by the Economic Development Corporation of KCMO? [Check all that apply.]

- (1) Financing
- (2) Job/Investment Incentives
- (3) Redevelopment Incentives
- (4) Property tax abatement
- (5) Tax Increment Financing
- (6) Training funds
- (7) Regulatory aid
- (8) City service aid
- (9) Real estate aid

11. Are you aware of the following services provided by the KC BizCare Office? [Check all that apply.]

- (1) Business registration (state)
- (2) Federal Tax ID/EIN
- (3) Zoning clearance
- (4) Business licensing assistance
- (5) Assistance with navigating City departments
- (6) Small Business resource referrals
- (7) Finance/capital referrals
- (8) Entrepreneurial program referrals

12. Please indicate if you are aware of and if you have used each of the following business assistance programs. 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."

Business Assistance Programs	Are you aware of this program?		Have you used this program?		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
	Yes	No	Yes	No						
1. Economic Development Corporation of KCMO	Yes	No	Yes	No	5	4	3	2	1	9
2. KC BizCare	Yes	No	Yes	No	5	4	3	2	1	9
3. KCSOURCELINK	Yes	No	Yes	No	5	4	3	2	1	9
4. Full Employment Council	Yes	No	Yes	No	5	4	3	2	1	9
5. Metropolitan Community College	Yes	No	Yes	No	5	4	3	2	1	9
6. Altcap	Yes	No	Yes	No	5	4	3	2	1	9

13. Does your company currently sell any products/services outside of the United States?

- (1) Yes
- (2) No
- (3) Not currently, but would like to

14. For the last FIVE years, please indicate the sources of funding for your business needs. [Check all that apply.]

- (1) Personal Savings
- (2) Loans-Family/Friends
- (3) Bank Loans
- (4) Working Capital
- (5) Asset Backed Loans
- (6) Credit Cards
- (7) Government Grants/Funding
- (8) Equity Financing
- (9) Not Needed

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

- (1) Email
- (2) Personal visit
- (3) Newsletter (mailed)
- (4) Newsletter (emailed)
- (5) Social media
- (6) EDC Website

## Part 5: FUTURE PLANS

16. In the next THREE years, is your organization planning to do any of the following? [Check all that apply.]

- (1) Expanding/renovating your facility in its current location
- (2) Relocating to another location in Kansas City, Missouri  
(Where? \_\_\_\_\_ Why? \_\_\_\_\_)
- (3) Relocating to another location outside Kansas City, Missouri  
(What city/where? \_\_\_\_\_ Why? \_\_\_\_\_)
- (4) Decreasing employment (Please indicate the anticipated number of layoffs: \_\_\_\_\_)
- (5) Increasing employment (Please indicate the anticipated number of new hires: \_\_\_\_\_ HOURLY Wage Level: \_\_\_\_\_)
- (6) Closing (Why? \_\_\_\_\_)
- (7) No plans at present to do any of these

## DEMOGRAPHICS

17. Which of the following best describes your business/organization's sector?

- (01) Agriculture, Forestry, Fishing, and Hunting
- (02) Mining
- (03) Utilities
- (04) Construction
- (05) Communications
- (06) Manufacturing
- (07) Wholesale Trade
- (08) Retail Trade
- (09) Transportation and Warehousing
- (10) Information
- (11) Finance and Insurance
- (12) Real Estate and Rental Leasing
- (13) Professional, Scientific, and Technical Services
- (14) Management of Companies and Enterprises
- (15) Administrative, Support, Waste Management, Remediation Services
- (16) Educational Services
- (17) Health Care and Social Assistance
- (18) Arts, Entertainment, and Recreation
- (19) Accommodation and Food Services
- (20) Public Administration
- (21) Other Services

18. How long has your business/organization been located in Kansas City, Missouri?

- (1) Less than one year
- (2) 1-2 years
- (3) 3-5 years
- (4) 6-10 years
- (5) 11-20 years
- (6) 21 or more years

19. Approximately how many employees does your organization employ in Kansas City, Missouri?

- (1) Less than 10
- (2) 10-24
- (3) 25-49
- (4) 50-99
- (5) 100-249
- (6) 250-499
- (7) 500 or more

20. Does your company have more than one location in the KC metro area?

- (1) No, Sole proprietor
- (2) Yes, 2-5 locations
- (3) Yes, 6 or more locations

21. Do you lease or own your facility?  (1) Own  (2) Lease  (3) Home-based

22. Does your company have a work-from-home policy?

- (1) Yes
- (2) No, but considering it
- (3) No, and not considering it

23. Have you done business with the city as a vendor or contractor?

- (1) Yes
- (2) No

24. Is your business a minority or woman-owned business? (select all that apply)

- (1) Minority-owned
- (2) Woman-owned

**25. Which of the following best describes your position with your business?**

\_\_\_(1) Owner    \_\_\_(2) CFO    \_\_\_(3) Manager    \_\_\_(4) Other: \_\_\_\_\_

**26. Is your personal residence in KCMO?**    \_\_\_(1) Yes    \_\_\_(2) No

**27. What could the City or EDC do to help your business thrive in Kansas City?**

---

---

**If you would like to speak to an Economic Development Corporation of Kansas City, Missouri staff member on one of the above issues, please add your contact information below.**

Your Name: \_\_\_\_\_

Email: \_\_\_\_\_

Company Name: \_\_\_\_\_

Issue you would like to discuss: \_\_\_\_\_

Telephone : \_\_\_\_\_

\_\_\_\_\_

**This concludes the survey. Thank you for your time!**

Please return your completed survey in the enclosed return-reply envelope addressed to: P.O. Box 480320,  
Kansas City, Missouri 64148-9902.

Your responses will remain completely confidential. The Information printed to the right will ONLY be used to help identify which areas of the City are having problems. If your address is not correct, please provide the correct information. Thank you.