

FY20-21 Resident Survey Midyear Update



Business Session
December 17, 2020

- **Purpose**

- This presentation will highlight the year-to-date data for FY20-21, collected via surveys in 1Q (August 2020) and 2Q (October 2020)
- Quarterly data is showing a lot of up and down movement; it is more useful to focus on the combined two-quarter view as compared to FY19-20

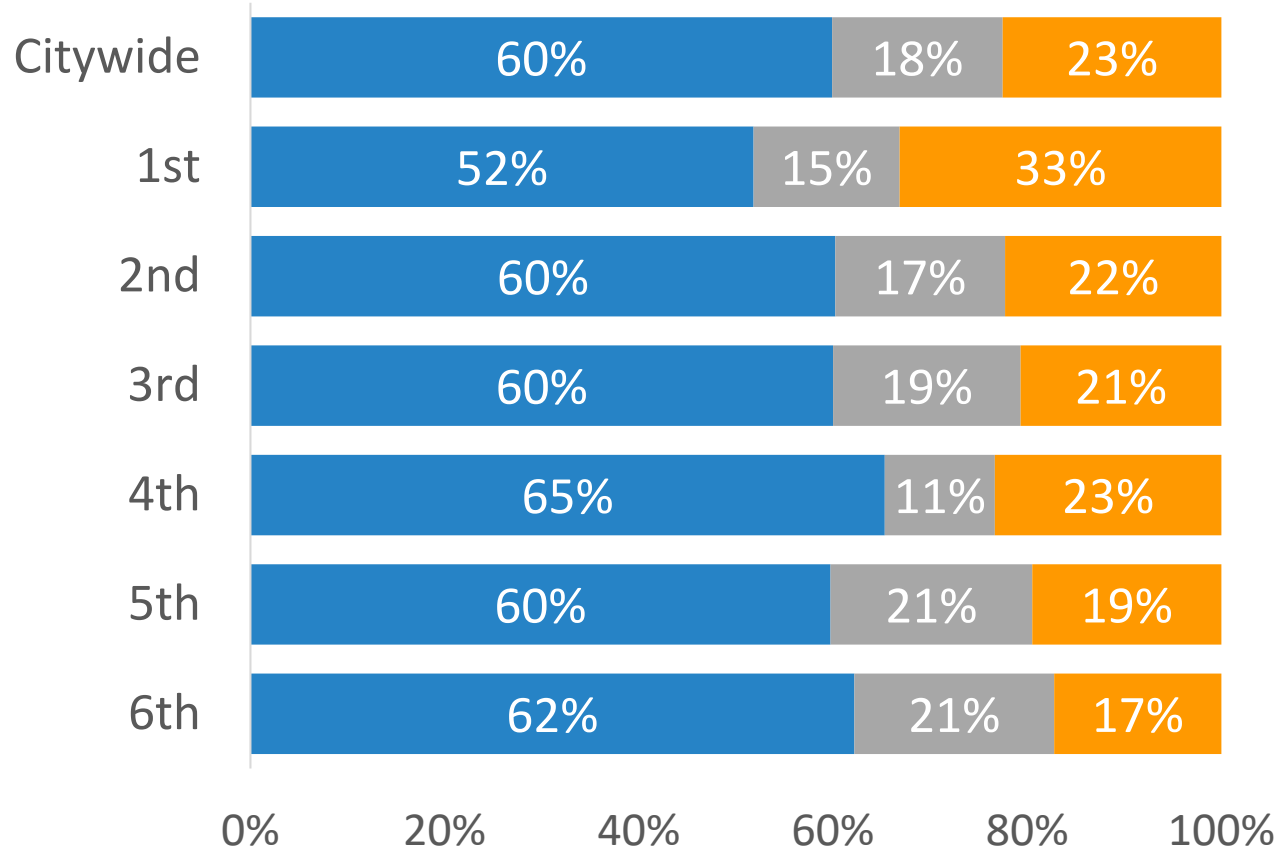
- **Relevance**

- Midyear resident survey data provides a good snapshot to understand resident perceptions of city services in preparation for the FY21-22 budget
- Analysis of a new question on leadership during COVID-19 gives updated perspective on public perceptions

New Question: Resident satisfaction with City leadership during the COVID-19 pandemic



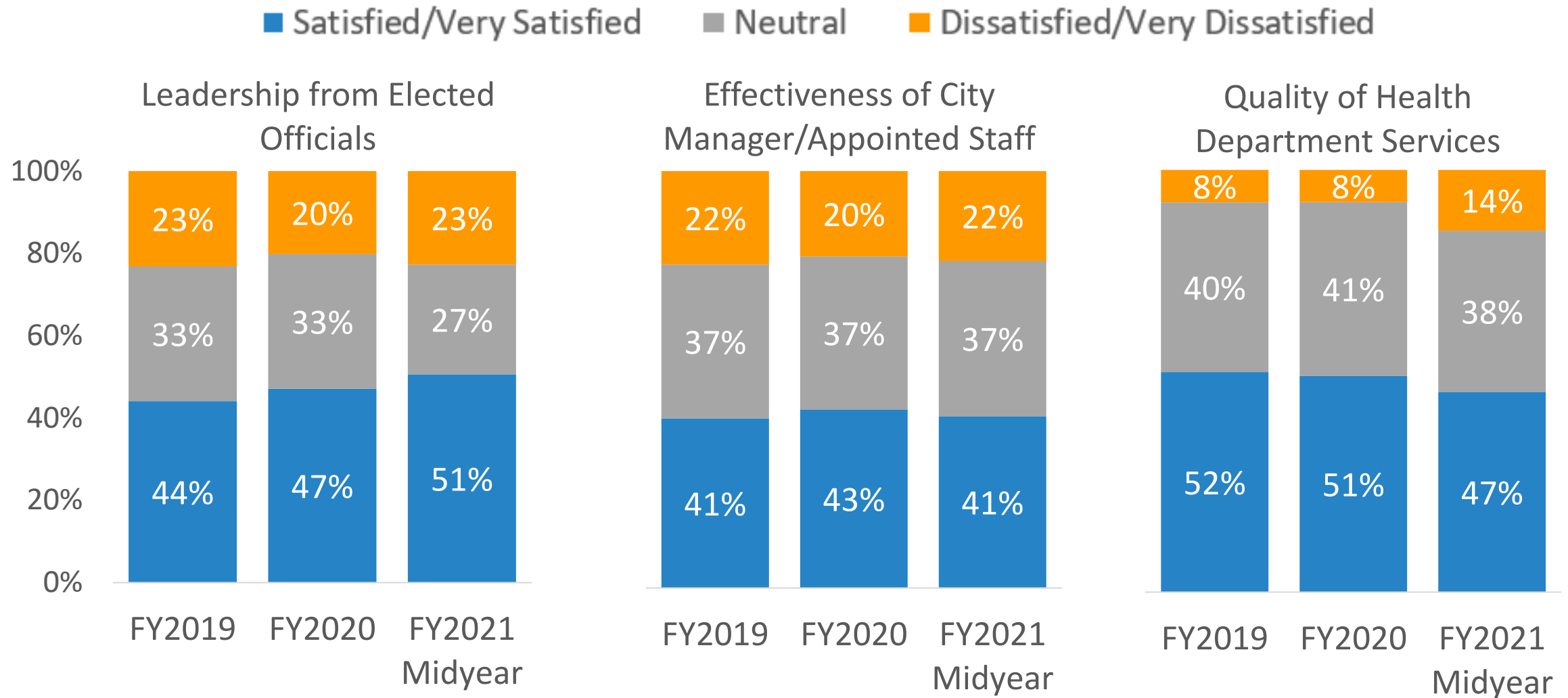
- Satisfied/Very Satisfied
- Neutral
- Dissatisfied/Very Dissatisfied



There is a strong correlation between satisfaction with leadership on COVID and satisfaction with 1) Health Department and 2) elected leadership. There are some differences across demographic groups:

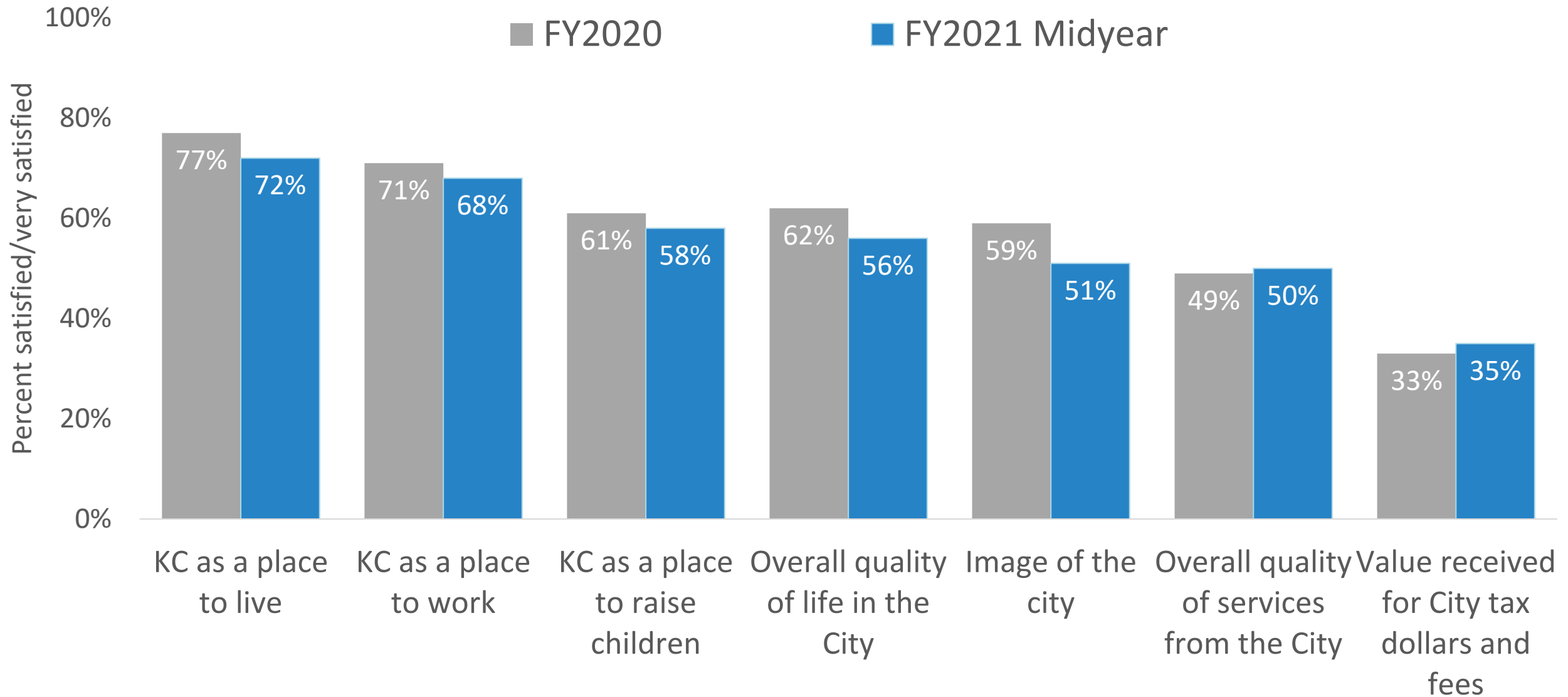
	More Satisfied	Less Satisfied
Race/ethnicity	Asian (70%) Black/African-American (64%)	No race provided (43%) Two or more races (43%) Other (45%) Hispanic (51%)
Age	25-34 (66%) 55-64 (66%)	18-24 (45%) 35-44 (52%)
Income	> \$100K (64%)	< \$30K (52%)
Dwelling type	Apartment or condo building (77%)	

Resident satisfaction over time with elected officials, City Manager, and Health Department

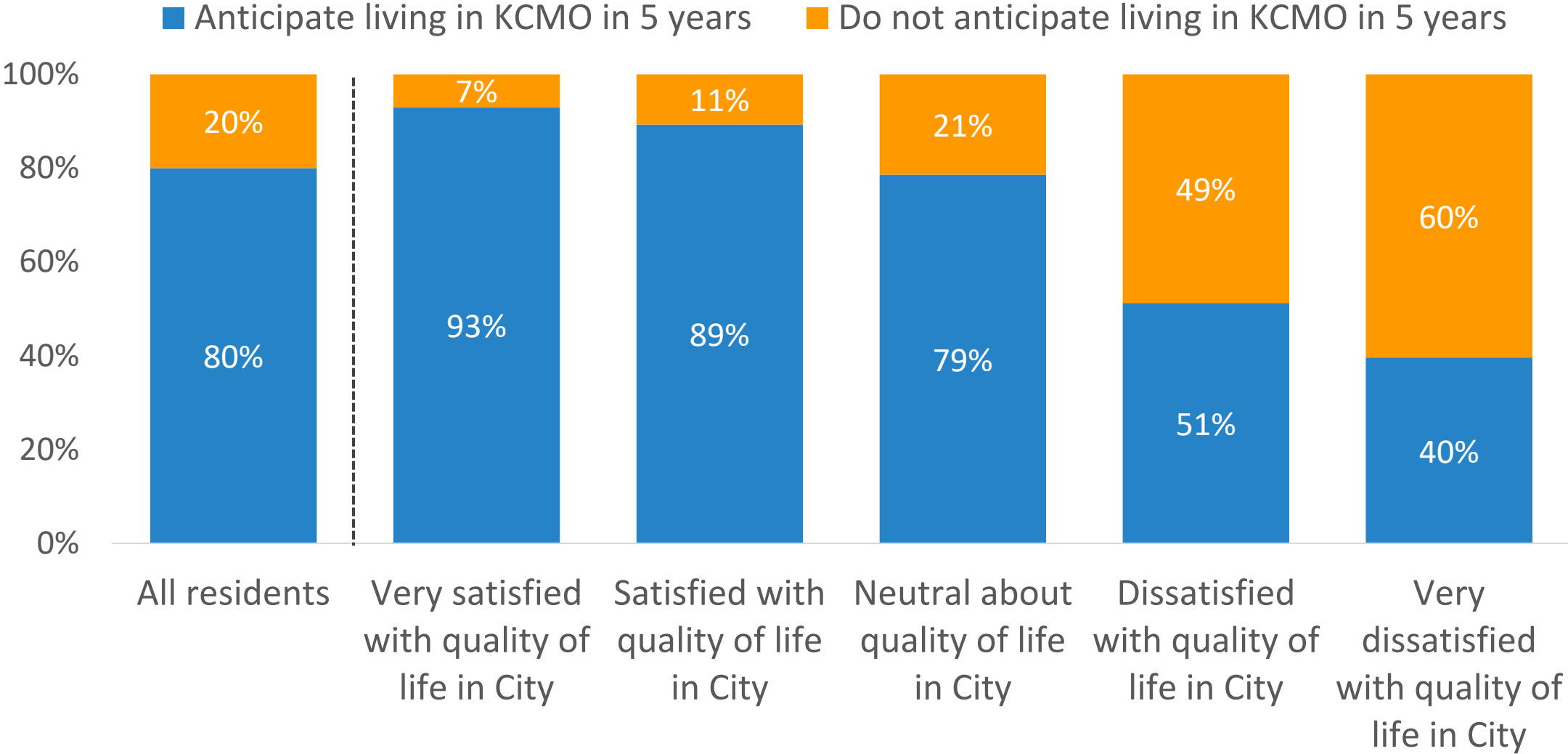


Source: KCMO Resident Survey, FY19-FY21 Midyear

Satisfaction with quality of life: moderate declines compared to prior year



Residents satisfied with quality of life are more likely to anticipate staying in the City



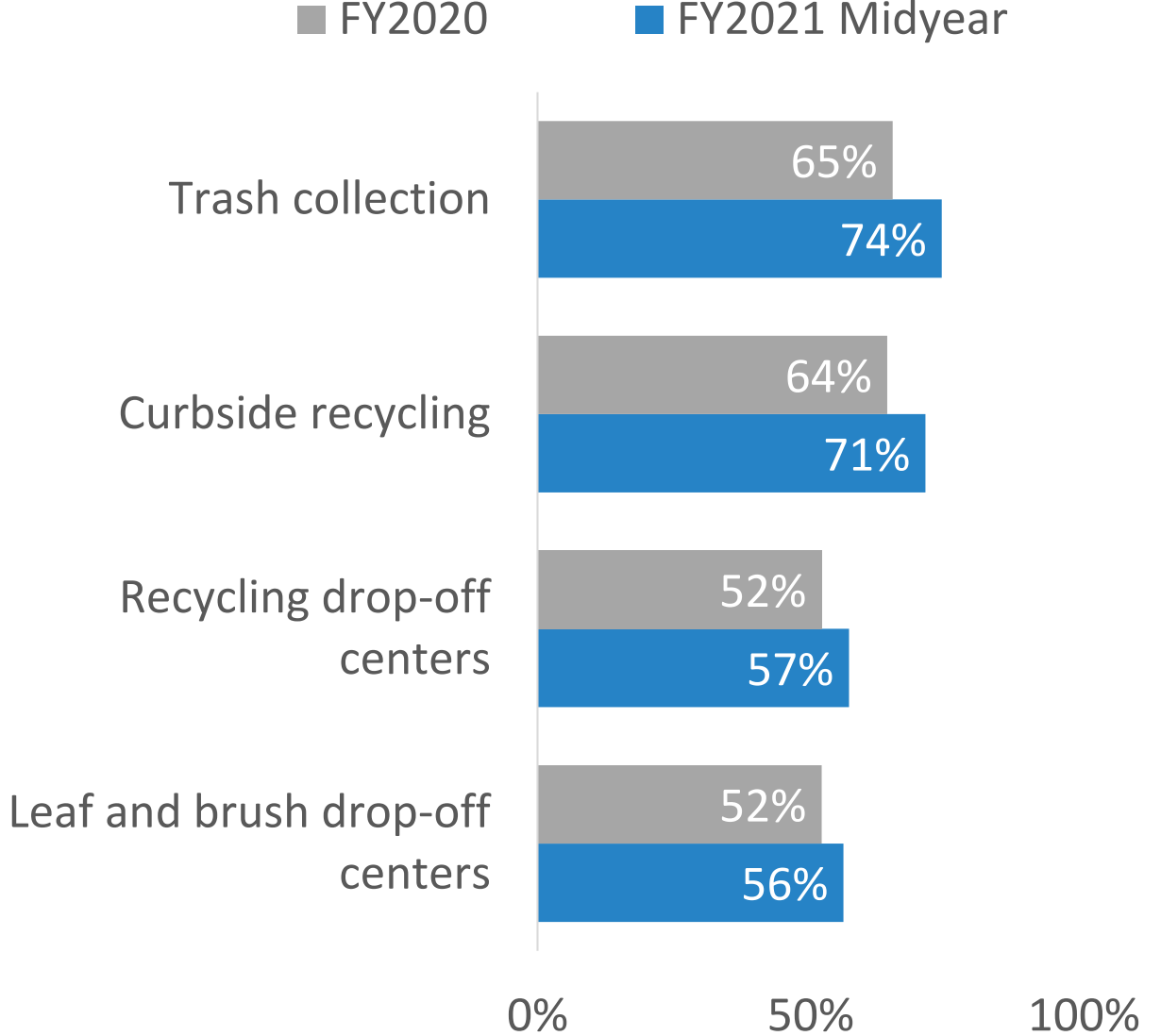
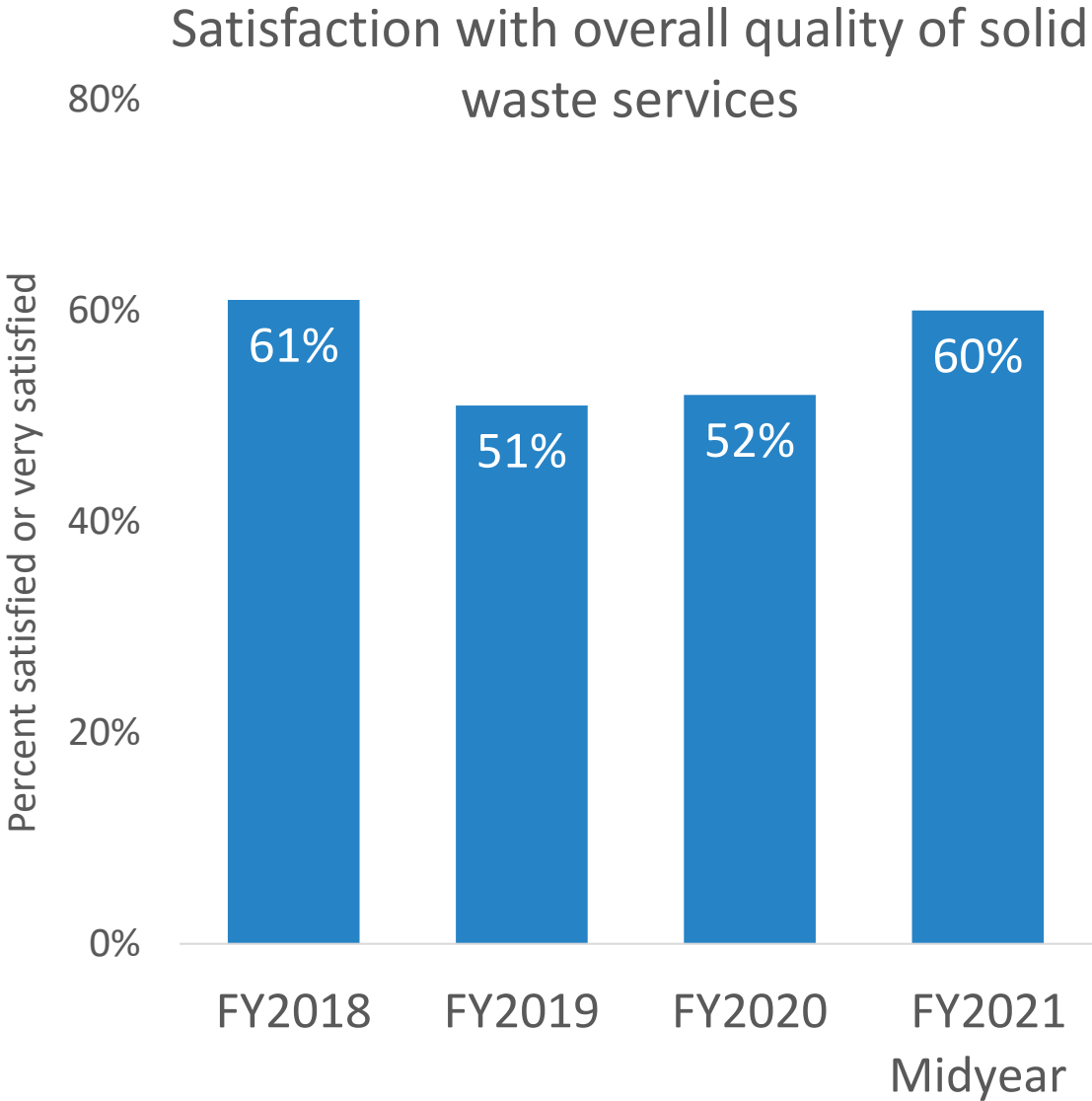
Source: KCMO Resident Survey, FY21 Midyear

Resident priorities for City services: notable shifts persist

Service Area	Emphasis %	Satisfaction %	I-S Rank FY20	I-S Rank FY21 2Q
Streets, sidewalks, and infrastructure	65%	18%	1	1
Police services	51%	57%	2	2
Neighborhood services	19%	40%	3	3
City water utilities	13%	49%	6	4
Public transportation	11%	42%	7	5
Health Department services	11%	47%	14	6
Stormwater runoff/management	9%	34%	4	7
Effectiveness of city communications	9%	40%	9	8
Solid waste services	12%	60%	5	9
City Planning and Development services	6%	26%	10	10
Parks and recreation	9%	58%	11	11
Fire and EMS services	17%	78%	13	12
Airport facilities	6%	51%	8	13
Customer service from city employees	5%	44%	12	14
Municipal Court services	3%	34%	16	15
311 services	3%	55%	15	16

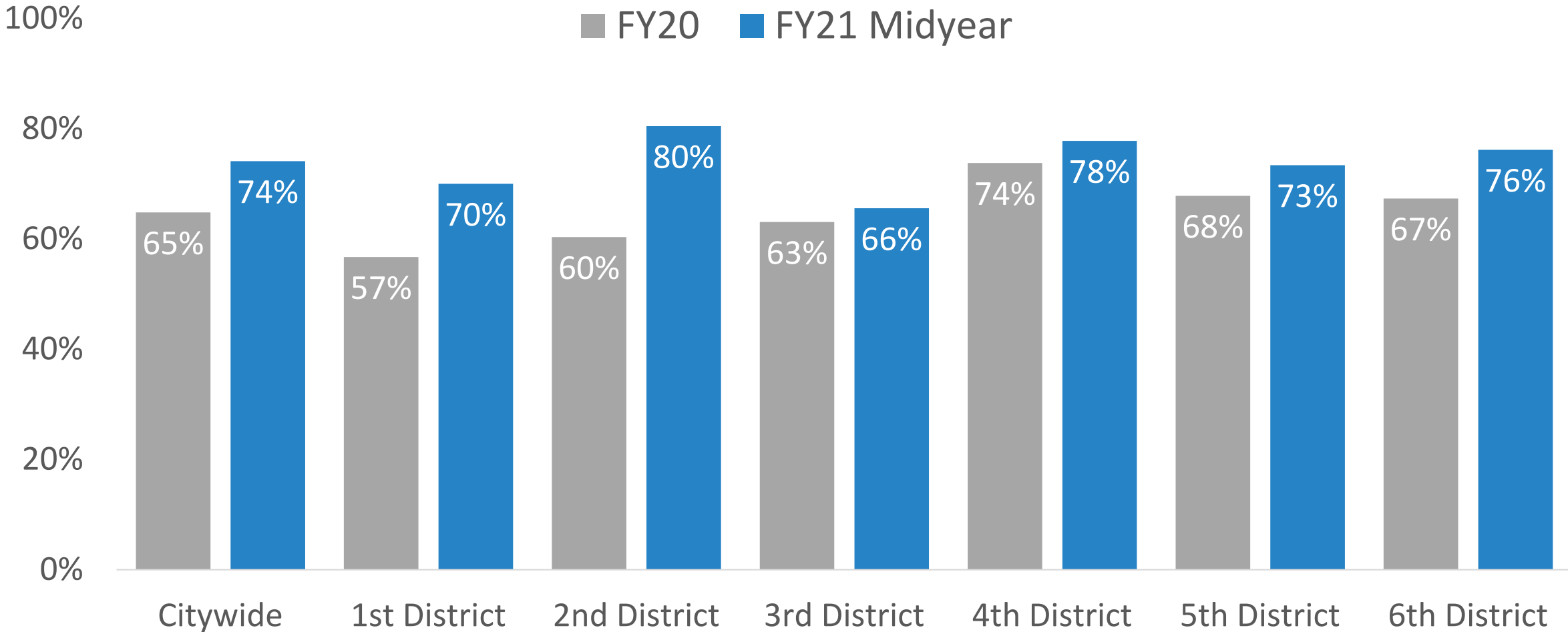
Source: KCMO Resident Survey, FY21 Midyear

Solid Waste: Major increases in satisfaction



Source: KCMO Resident Survey, FY18-FY 21 Midyear

Satisfaction with trash collection by Council District: increases across the board



Source: KCMO Resident Survey, FY20-FY21 Midyear

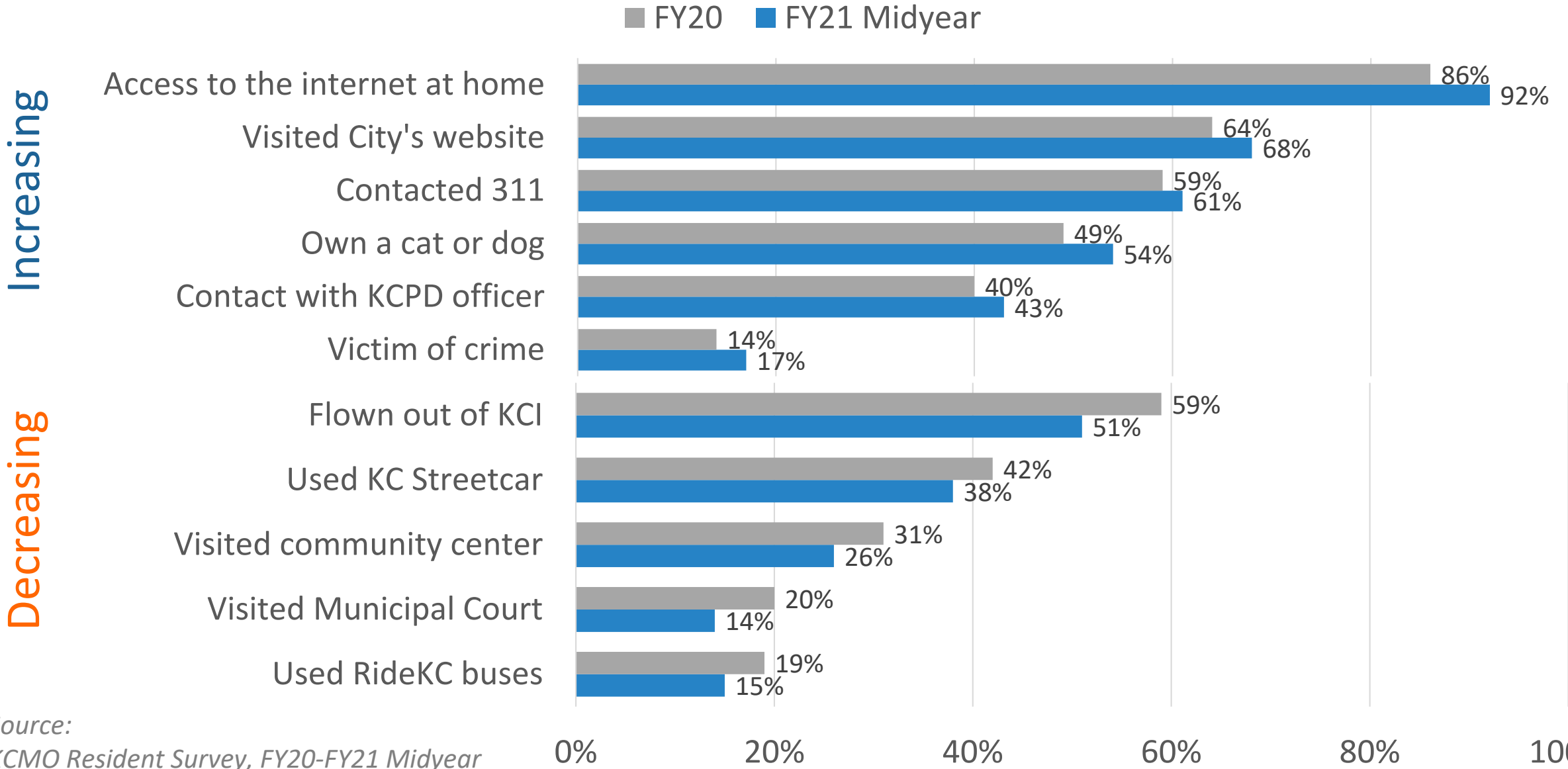
Other service areas currently trending down in satisfaction



Satisfaction decrease of 4% or more compared to FY2020:

- City swimming pools and programs (-10%)
- Quality of outdoor athletic fields (-7%)
- City's youth programs and activities (-6%)
- Programs and activities in City community centers (-6%)
- Maintenance and appearance of City community centers (-6%)
- Kansas City Streetcar (-6%)
- Content in KCMOre magazine (-6%)
- City's municipal court (-5%)
- Ability of municipal court to be fair and impartial (-5%)
- City Planning & Development Services (-5%)
- Snow removal on major city streets (-4%)

Service experiences: Changing trends in many interactions in the last year (due in part to pandemic)



Source: KCMO Resident Survey, FY20-FY21 Midyear

Questions?



For follow-up questions or requests for more information:

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