

Kansas City, Missouri

Resident Survey

Final Report

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2020-21

Submitted to the City of Kansas City, MO

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Kansas City, Missouri 2020-21 Resident Survey Executive Summary Report

OVERVIEW AND METHODOLOGY

Overview. ETC Institute administered a community survey for the City of Kansas City, Missouri for the purpose of objectively assessing resident satisfaction with the delivery of city services and to gather input about priorities for the City.

Methodology. The 2020-21 DirectionFinder® Survey for the City of Kansas City, Missouri involved the administration of the survey by mail and Internet to a random sample of 4,048 households in the City of Kansas City, Missouri. Although ETC Institute has administered a community survey for Kansas City, Missouri since 2001, the questions for the 2020-21 survey were similar to those that have been used since the 2005 version. For this reason, the 2005 results serve as the base year when comparing the 2020-21 data for trend purposes. From 2001 to 2008, the survey data was conducted at one time. Since the 2009-10 survey, the survey has been administered to one-fourth of the sample every three months to allow the City to assess seasonal differences in survey results.

The source for the random sample was provided by Edith Roman, which is a subsidiary of InfoUSA®. A target sample of 2,250 households was selected at random from all households in Kansas City, Missouri each quarter. The sample was designed to ensure the completion of at least 150 surveys in each of the six City Council Districts each quarter; a total of 600 surveys were completed in each of the six City Council Districts annually.

During the first week of August 2020, November 2020, February 2021, and May 2021, a copy of the survey instrument, a cover letter from the City, and a postage-paid return reply envelope were mailed to each of the 2,250 households in the target sample that was selected for the quarter. Only one person per household was selected. A total of 9,000 households were selected to receive the survey over the course of the year.

Households that did not respond to the survey by mail were contacted by e-mail follow-up and asked to complete the survey online. Of the 9,000 households that received the survey, the total number of households that completed the survey by mail or Internet was 4,048 (a 45% response rate). The results for the random sample of 4,048 surveys have a precision of at least +/-1.5%.

Don't Knows. The percentage of “don't know” and “no opinion” responses has been excluded from many of the graphs that show trends from 2005, 2019-20 and 2020-21 to facilitate valid comparisons. Since the number of “don't know” and “no opinion” responses often reflects the utilization and awareness of city services, the percentage of “don't know” and “no opinion” responses has been provided in section 4 (tabular data).

This summary report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- importance-satisfaction analysis
- benchmarking data
- tabular data that show the results for each question on the survey
- a copy of the survey instrument

MAJOR FINDINGS

Major Categories of City Services

- **Residents were Generally Satisfied with the Major Categories of Services Provided by the City of Kansas City, Missouri.** The overall major categories of city services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the quality of fire and ambulance services (77%), city parks and recreation programs and facilities (59%), the quality of solid waste services (59%), the quality of the city's 311 service (57%), and the quality of police services (55%). Residents were least satisfied with the overall maintenance of streets, sidewalks and infrastructure (17%).

Trends: The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with various categories of major services that are provided by the City from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2020-21) and the short-term percent changes (2019-20 to 2020-21). **Note:** Significant changes are +/- 1.5% (Blue boxes indicate a significant increase in satisfaction and red boxes indicate a significant decrease in satisfaction).

The long-term and short-term changes in satisfaction with major categories of city services that were identified as significant, because satisfaction ratings were +/- 1.5% or more, are listed below:

Overall Satisfaction With Major Category of City Services	2005 Survey	2011-12 Survey	2012-13 Survey	2013-14 Survey	2014-15 Survey	2015-16 Survey	2016-17 Survey	2017-18 Survey	2018-19 Survey	2019-20 Survey	2020-21 Survey	Percentage Change from 2005 to (2020-21)	Percentage Change from (2019-20) to (2020-21)
Quality of fire & ambulance services	N/A	N/A	75.1	75.6	76.9	79.2	77.1	74.9	75.8	74.8	76.9	N/A	2.1
Quality of airport facilities	71.5	73.5	73.8	73.7	70.6	69.0	67.3	52.6	55.4	51.6	52.1	-19.4	0.5
Quality of solid waste services	N/A	N/A	68.5	67.7	68.5	66.6	61.1	60.7	51.2	52.0	58.7	N/A	6.7
Overall quality of police services	N/A	N/A	63.9	63.1	66.1	67.1	64.9	60.0	60.8	57.5	55.2	N/A	-2.3
City parks/recreation programs/facilities	51.2	59.4	58.2	61.4	63.6	63.7	64.8	62.3	61.3	59.7	58.9	7.7	-0.8
Quality of the city's 311 service	N/A	57.3	58.2	60.8	62.8	60.8	58.4	59.0	57.8	56.3	56.6	N/A	0.3
Quality of city water utilities	55.1	51.5	56.6	58.2	60.0	59.0	54.8	50.9	46.9	46.8	50.6	-4.5	3.8
Quality of Health Department services	N/A	N/A	55.0	56.0	58.6	54.1	53.8	51.7	52.1	51.3	50.2	N/A	-1.1
Quality of customer service from city employees	39.1	49.8	44.1	47.8	49.7	46.5	47.8	47.5	46.4	46.2	46.2	7.1	0.0
Quality of neighborhood services	N/A	N/A	43.4	45.3	46.3	45.3	45.0	40.6	40.0	38.7	39.4	N/A	0.7
Quality of municipal court services	34.3	36.7	41.2	44.0	45.4	41.9	40.9	39.2	39.5	38.8	34.6	0.3	-4.2
Effectiveness of city communication with public	30.7	39.2	39.8	43.5	45.6	44.6	44.0	41.5	38.4	39.3	41.4	10.7	2.1
Quality of city's stormwater runoff/mgmt system	32.1	36.3	36.7	41.0	42.0	39.1	38.5	34.2	33.6	33.9	35.3	3.2	1.4
Quality of public transportation	N/A	42.8	36.5	40.1	39.4	39.0	43.9	40.7	42.8	43.4	43.3	N/A	-0.1
Maintenance of streets, sidewalks & infrastructure	N/A	N/A	25.1	27.8	30.2	25.9	24.5	22.8	18.7	16.4	17.1	N/A	0.7
City Planning and Development services	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	30.6	27.8	N/A	-2.8

Significant Changes Since the 2005 Survey. There were significant increases in satisfaction ratings in four (4) major city services that were rated in both 2005 and 2020-21. The significant increases are listed below.

- Effectiveness of city communication with the public (+10.7%)
- City parks/recreation programs/facilities (+7.7%)
- Quality of customer service from city employees (+7.1%)
- Quality of city's stormwater runoff/management system (+3.2%)

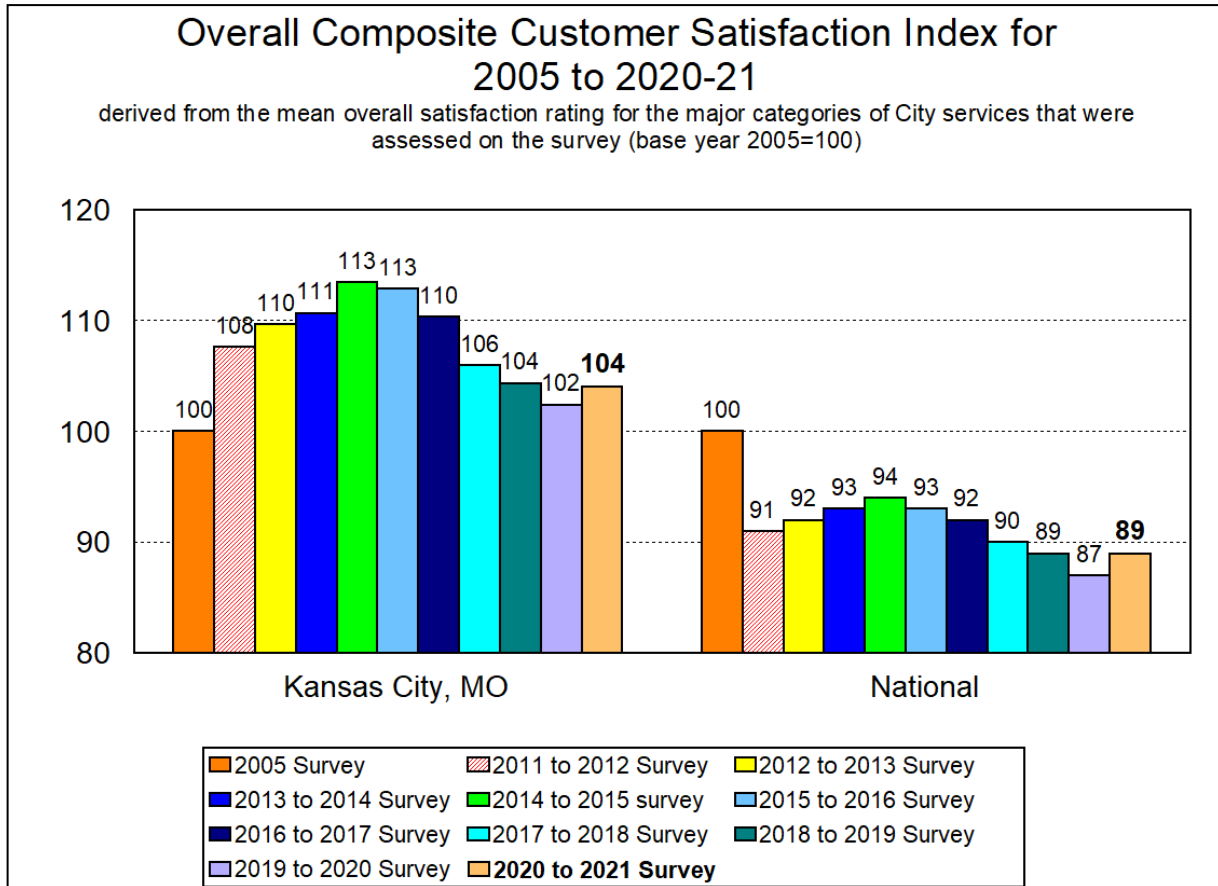
Significant Changes Since the 2019-20 Survey. There were significant increases in satisfaction ratings in four (4) major city services that were rated in both 2019-20 and 2020-21. The significant increases are listed below.

- Quality of solid waste services (+6.7%)
- Quality of city water utilities (+3.8%)
- Quality of fire and ambulance services (+2.1%)
- Effectiveness of city communication with the public (+2.1%)

- **Overall Satisfaction With City Services.** To assess the change in overall satisfaction from previous years, ETC Institute developed a Composite Customer Satisfaction Index for the City. The Composite Customer Satisfaction Index is derived from the mean rating given for the overall major categories of City services that were assessed in 2005 and each year since 2011-12. The index is calculated by dividing the mean rating from the current year by the mean rating from 2005 and then multiplying the result by 100.

The chart on the following page shows the Composite Customer Satisfaction Index for 2005 and each year since 2011-12 for the City of Kansas City and the National Index. The Composite Satisfaction Index for the City of Kansas City increased 2 points from 2019-20

and increased 4 points from 2005. The National Index increased 2 points from 2019-20 and was 11 points below the base year rating of 100 in 2005.



- Major Categories of City Services that Residents Thought Were Most Important.** The three major City services that residents thought should receive the most emphasis from the city were: (1) the maintenance of City streets, sidewalks and infrastructure, (2) the quality of police services and (3) the quality of neighborhood services.

Perceptions of Kansas City, Missouri as a Community

- Most Residents Were Satisfied with the Feeling of Safety and Physical Appearance of Their Neighborhood in Kansas City, Missouri.** Sixty-one percent (61%) of those surveyed, who had an opinion, indicated that they were satisfied with the feeling of safety in their neighborhood; 20% gave a neutral response, and 19% were dissatisfied. Fifty-eight percent (58%) indicated that they were satisfied with the physical appearance of their neighborhood; 20% gave a neutral response, and 22% were dissatisfied.

Trends: The table on the following page shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with items related to residents’ perceptions of Kansas City, Missouri as a community from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2020-21) and the short-term

percentage changes (2019-20 to 2020-21). **Note:** Significant changes are +/- 1.5% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction with Items that Influence Residents Perceptions of KCMO as a Community												Percentage Change from 2005 to 2020-21	Percentage Change from (2019-20) to (2020-21)
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005 Survey	2011-12 Survey	2012-13 Survey	2013-14 Survey	2014-15 Survey	2015-16 Survey	2016-17 Survey	2017-18 Survey	2018-19 Survey	2019-20 Survey	2020-21 Survey		
Feeling of safety in your neighborhood	N/A	N/A	63.3	65.6	65.3	61.2	60.7	58.2	58.8	58.9	60.6	N/A	1.7
Overall quality of life in the city	50.7	54.1	61.2	62.8	67.4	66.9	67.3	64.1	63.1	62.2	58.2	7.5	-4.0
Overall image of the city	36.9	45.3	53.2	56.5	63.0	66.8	65.9	61.0	61.3	59.2	53.9	17.0	-5.3
Quality of services provided by KCMO	41.4	50.0	52.1	55.5	60.3	59.5	57.7	55.8	53.5	49.1	50.7	9.3	1.6
Overall feeling of safety in the city	29.9	36.8	38.5	40.7	45.2	42.1	40.8	34.6	35.3	33.9	32.9	3.0	-1.0
Value received for city tax dollars and fees	24.8	32.1	35.2	37.2	41.6	40.8	40.6	39.5	37.0	32.8	35.5	10.7	2.7
Physical appearance of your neighborhood	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	55.4	55.5	58.3	N/A	2.8
Overall quality of education system	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	25.1	29.2	27.2	N/A	-2.0

The long-term and short-term changes in satisfaction with items related to residents’ perceptions of Kansas City, MO as a community that were identified as significant, because satisfaction ratings were +/- 1.5% or more, are listed below:

Significant Changes Since the 2005 Survey. There were significant increases in satisfaction ratings in all five (5) of the perception items that were rated in both 2005 and 2020-21. The significant increases are listed below:

- Overall image of the city (+17%)
- Value received for city tax dollars and fees (+10.7%)
- Quality of services provided by the city (+9.3%)
- Overall quality of life in the city (+7.5%)
- Overall feeling of safety in the city (+3%)

Significant Changes Since the 2019-20 Survey. There were significant increases in satisfaction ratings in four (4) perception items that were rated in both 2019-20 and 2020-21. The significant increases are listed below.

- Physical appearance of neighborhood (+2.8%)
- Value received for city tax dollars and fees (+2.7%)
- Feeling of safety in neighborhoods (+1.7%)
- Quality of services provided by KCMO (+1.6%)

Overall Ratings of Kansas City, Missouri

- **Overall Ratings.** Seventy-three percent (73%) of those surveyed, who had an opinion, indicated that they were satisfied (combination of “excellent” and “good” responses) with Kansas City as a place to live; 15% gave a neutral response, and 11% were dissatisfied (combination of “below average” and “poor”). Seventy percent (70%) of those surveyed, who had an opinion, indicated that they were satisfied (combination of “excellent” and “good” responses) with Kansas City as a place to work; 19% gave a neutral response, and 11% were dissatisfied (combination of “below average” and “poor”).

Trends: The table below shows the levels of satisfaction (combination of “excellent” and “good” responses) with overall ratings of the City from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2020-21) and the short-term percentage changes (2019-20 to 2020-21). **Note:** *Significant changes are +/- 1.5% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).*

Overall Ratings of the City of "Excellent" and "Good" Responses (Excluding Don't Knows)	Combination	2005 Survey	2011-12 Survey	2012-13 Survey	2013-14 Survey	2014-15 Survey	2015-16 Survey	2016-17 Survey	2017-18 Survey	2018-19 Survey	2019-20 Survey	2020-21 Survey	Percentage Change from 2005 to (2020-21)	Percentage Change from (2019-20) to (2020-21)
As a place to live		69.2	69.8	75.2	75.9	80.1	79.4	79.3	78.8	77.3	76.5	73.5	4.3	-3.0
As a place to work		63.3	62.3	65.0	65.3	70.5	71.2	72.0	71.9	72.1	71.4	70.0	6.7	-1.4
As a place to raise children		51.5	50.4	54.6	56.6	58.7	59.7	60.1	58.4	58.9	60.9	57.8	6.3	-3.1

The long-term and short-term changes in the overall ratings of the City that were identified as significant, because satisfaction ratings were +/- 1.5% or more, are listed below:

Significant Changes Since the 2005 Survey. There were significant increases in positive ratings in all three (3) of the quality of life items that were rated in both 2005 and 2020-21. The significant increases are listed below:

- As a place to work (+6.7%)
- As a place to raise children (+6.3%)
- As a place to live (+4.3%)

Significant Changes Since the 2019-20 Survey. There were no significant increases in ratings in any of the quality of life items that were rated in both 2019-20 and 2020-21.

Police Services

- **Police Services.** The police services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the effectiveness of local police protection (51%), the enforcement of local traffic laws (45%), and how quickly police respond to emergencies (43%),

Trends: The table on the following page shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with police services from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2020-21) and the short-term percentage changes (2019-20 and 2020-21). **Note:** *Significant changes are +/- 1.5% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).*

Satisfaction With Police Services												Percentage Change from	Percentage Change from
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005 Survey	2011-12 Survey	2012-13 Survey	2013-14 Survey	2014-15 Survey	2015-16 Survey	2016-17 Survey	2017-18 Survey	2018-19 Survey	2019-20 Survey	2020-21 Survey	2005 to (2020-21)	(2019-20) to (2020-21)
Effectiveness of local police protection	N/A	N/A	62.0	61.5	66.1	63.0	60.4	55.4	55.9	52.2	51.5	N/A	-0.7
How quickly police respond to emergencies	N/A	57.8	51.8	54.4	56.5	52.0	48.0	44.1	46.3	42.9	43.5	N/A	0.6
Enforcement of local traffic laws	47.3	51.7	51.5	52.0	53.0	51.8	51.2	47.6	45.6	43.3	44.5	-2.8	1.2
Parking enforcement services	N/A	48.5	47.4	47.8	47.6	47.3	46.1	44.2	43.3	39.7	39.3	N/A	-0.4
City's overall efforts to prevent crime	31.2	40.7	41.1	44.3	50.5	44.7	39.4	32.6	32.9	27.6	28.1	-3.1	0.5

Significant Changes Since the 2005 Survey. There were no increases in satisfaction ratings in any of the police services that were rated in both 2005 and 2020-21.

Significant Changes Since the 2019-20 Survey. There were no significant increases in satisfaction ratings in any of the police services that were rated in both 2019-20 and 2020-21.

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

Fire and Emergency Medical Services

- **Fire and Emergency Medical Services.** The fire and emergency medical services with the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: the overall quality of local fire protection and rescue (79%) and how quickly fire and rescue personnel respond to emergencies (79%).

Trends: The table below shows the levels of satisfaction (combination of "very satisfied" and "satisfied" responses) with fire and emergency medical services from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2020-21) and the short-term percentage changes (2019-20 to 2020-21). **Note:** Significant changes are +/- 1.5% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With Fire and Emergency Medical Services												Percentage Change from	Percentage Change from
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005 Survey	2011-12 Survey	2012-13 Survey	2013-14 Survey	2014-15 Survey	2015-16 Survey	2016-17 Survey	2017-18 Survey	2018-19 Survey	2019-20 Survey	2020-21 Survey	2005 to (2020-21)	(2019-20) to (2020-21)
Overall quality of local fire protection & rescue	78.9	78.6	80.1	81.7	82.1	82.8	81.6	80.4	80.9	79.3	80.3	1.4	1.0
How quickly fire & rescue respond to emergencies	N/A	78.5	77.5	80.4	79.4	80.2	79.9	77.1	79.2	77.6	79.4	N/A	1.8
Quality of local emergency medical service	67.2	69.4	68.6	73.3	75.9	76.1	75.9	75.2	75.5	74.7	76.0	8.8	1.3
How quickly emergency medical personnel respond	N/A	68.7	68.6	72.7	75.2	76.2	74.8	74.1	75.2	74.7	76.2	N/A	1.5

The long-term and short-term changes in satisfaction with fire and emergency medical services that were identified as significant, because satisfaction ratings were +/- 1.5% or more, are listed on the following page.

Significant Changes Since the 2005 Survey. There was one significant increase in satisfaction ratings in the fire and emergency medical services that were rated in both 2005 and 2020-21: quality of local emergency medical service (+8.8%).

Significant Changes Since the 2019-20 Survey. There were significant increases in positive ratings in two (2) of the fire and emergency medical services that were rated in both 2005 and 2020-21. The significant increases are listed below:

- How quickly fire and rescue respond to emergencies (+1.8%)
- How quickly emergency medical personnel respond (+1.5%)
- **Fire and Emergency Medical Services Residents Thought Were Most Important.** The three fire and emergency medical services that residents thought should receive the most emphasis from the city were: (1) how quickly fire and rescue respond to emergencies, (2) how quickly emergency medical personnel respond to emergencies, and (3) overall quality of local fire protection and rescue.

City Streets, Sidewalks and Infrastructure Services

- **City Streets, Sidewalks and Infrastructure Services.** The highest levels of satisfaction with City streets, sidewalks and infrastructure services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the adequacy of city street lighting (57%), the maintenance of street signs and traffic signals (53%), and snow removal on major city streets during the past 12 months (51%).

Trends: The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with City streets, sidewalks and infrastructure services from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2020-21) and the short-term percentage changes (2019-20 to 2020-21).

Note: Significant changes are +/- 1.5% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With City Streets, Sidewalks and Infrastructure Services												Percentage Change from 2005 to 2020-21	Percentage Change from (2019-20) to (2020-21)
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005 Survey	2011-12 Survey	2012-13 Survey	2013-14 Survey	2014-15 Survey	2015-16 Survey	2016-17 Survey	2017-18 Survey	2018-19 Survey	2019-20 Survey	2020-21 Survey		
Adequacy of city street lighting	60.2	57.0	61.6	60.2	59.9	58.7	57.0	57.1	54.3	54.1	56.6	-3.6	2.5
Snow removal on major city streets past 12 months	54.5	56.1	59.1	61.7	62.4	59.9	57.1	58.2	52.4	51.9	51.0	-3.5	-0.9
Maintenance of street signs & traffic signals	N/A	52.4	54.9	57.0	60.2	59.5	58.7	57.1	54.7	53.4	52.6	N/A	-0.8
Access to Streets/sidewalks/buildings for people with disabilities	N/A	N/A	44.4	45.9	45.7	42.6	39.6	37.0	36.5	34.4	34.6	N/A	0.2
Maintenance of streets in your neighborhood	35.2	35.8	40.4	39.5	41.5	38.1	36.6	33.4	28.9	23.4	24.5	-10.7	1.1
Snow removal on residential streets past 12 months	36.8	37.4	39.6	39.8	44.6	40.8	38.3	38.3	34.0	32.0	34.4	-2.4	2.4
Condition of sidewalks in your neighborhood	N/A	N/A	36.9	34.9	36.1	33.3	33.4	30.6	30.1	26.4	27.8	N/A	1.4
Maintenance of city streets	21.2	23.8	26.9	28.0	27.3	25.3	24.3	21.6	16.6	13.4	12.9	-8.3	-0.5
On-street bicycle infrastructure	N/A	N/A	N/A	N/A	N/A	27.5	28.4	26.0	27.8	28.3	29.2	N/A	0.9
Condition of sidewalks in the city	18.8	22.7	23.9	26.0	25.2	24.2	22.7	20.0	18.1	17.4	16.8	-2.0	-0.6

The long-term and short-term changes in satisfaction with City streets, sidewalks and infrastructure services that were identified as significant, because satisfaction ratings were +/- 1.5% or more, are listed below:

Significant Changes Since the 2005 Survey. There were no increases in satisfaction ratings in any of the City streets, sidewalks and infrastructure services that were rated in both 2005 and 2020-21.

Significant Changes Since the 2019-20 Survey. There were significant increases in positive ratings in two (2) of the streets, sidewalks and infrastructure services that were rated in both 2019-20 and 2020-21. The significant increases are listed below:

- Adequacy of city street lighting (+2.5%)
- Snow removal on residential streets in the past 12 months (+2.4%)

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

Neighborhood Services

- **Neighborhood Services.** The highest levels of satisfaction with neighborhood services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: animal shelter adoption efforts and community education/resources (60%) and enforcing trash, weeds, and exterior maintenance in neighborhoods (38%). Residents were least satisfied with the demolishing of vacant structures in the dangerous building inventory (16%).

Trends: The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with neighborhood services from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2020-21) and the short-term percentage changes (2019-20 to 2020-21). **Note:** Significant changes are +/- 1.5% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With Neighborhood Services	2005	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	Percentage Change from 2005 to (2020-21)	Percentage Change from (2019-20) to (2020-21)
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey	Survey		
Enforcing the exterior maintenance of residential property	22.3	24.0	25.0	27.9	27.9	26.5	27.8	24.3	24.2	23.8	23.3	1.0	-0.5
Enforcing the clean up of trash/debris on private property	20.6	23.1	26.7	28.8	27.9	28.8	30.1	26.3	25.9	23.8	23.7	3.1	-0.1
Enforcing the mowing/cutting of weeds on private property	19.7	22.4	24.8	27.7	27.0	26.6	28.1	25.1	24.8	24.2	23.7	4.0	-0.5
Enforcing trash/weeds/ext. maint. in neighborhood	N/A	N/A	N/A	N/A	N/A	39.8	39.8	38.3	37.1	36.2	37.9	N/A	1.7
Enforcement of animal code	N/A	N/A	N/A	N/A	N/A	38.4	40.9	36.9	35.5	33.0	35.8	N/A	2.8
Boarding up vacant structures open to entry	N/A	N/A	N/A	N/A	N/A	23.7	25.8	23.4	22.3	21.0	19.7	N/A	-1.3
Demolishing vacant structures in dangerous building inventory	N/A	N/A	N/A	N/A	N/A	17.7	20.3	18	17.4	16.9	15.7	N/A	-1.2

The long-term and short-term changes in satisfaction with neighborhood services that were identified as significant, because satisfaction ratings were +/- 1.5% or more, are listed below:

Significant Changes Since the 2005 Survey. There were significant increases in satisfaction ratings in two (2) of the neighborhood services that were rated in both 2005 and 2020-21. The significant increases are listed below:

- Enforcing the mowing/cutting of weeds on private property (+4%)
- Enforcing the clean-up of trash and debris on private property (+3.1%)

Significant Changes Since the 2019-20 Survey. There were significant increases in satisfaction ratings in two (2) of the neighborhood services that were rated in both 2019-20 and 2020-21. The significant increases are listed below:

- Enforcement of animal code (+2.8%)
- Enforcing trash/weeds/exterior maintenance in neighborhood (+1.7%)

- **Neighborhood Services Residents Thought Were Most Important.** The three neighborhood services that residents thought should receive the most emphasis from the city were: (1) enforcing the clean-up of trash and debris on private property, (2) demolishing vacant structures in dangerous building inventory and (3) enforcing the mowing and cutting of weeds on private property.

Municipal Court Services

- **Municipal Court Services.** The highest levels of satisfaction with the services provided by the Municipal Court, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: ease of using the Municipal Court online ticket payment and information system (44%), courtesy and professionalism of Municipal Court staff (35%), and availability of payment plans and alternative sentencing (30%).
- **Trends:** The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with Municipal Court services from 2019-20 to 2020-21). **Note:** Significant changes are +/- 2.2% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With Municipal Court Services												Percentage	Percentage
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005 Survey	2011-12 Survey	2012-13 Survey	2013-14 Survey	2014-15 Survey	2015-16 Survey	2016-17 Survey	2017-18 Survey	2018-19 Survey	2019-20 Survey	2020-21 Survey	Change from 2005 to 2020-21	Change from (2019-20) to (2020-21)
Ease of using online ticket payment/info system	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	40.6	43.6	N/A	3.0
Courtesy & professionalism of staff	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	34.5	34.6	N/A	0.1
Availability of payment plans/alternative sentencing	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	29.5	30.1	N/A	0.6
Ability to be fair and impartial	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	29.3	27.9	N/A	-1.4
Effectiveness of Problem-Solving Court Programs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	22.5	27.0	N/A	4.5

Significant Changes Since the 2005 Survey. Long-term trend data is not available for Municipal Court services because the items were not rated on the 2005 survey.

Significant Changes Since the 2019-20 Survey. There were significant increases in satisfaction ratings in two (2) of the Municipal Court services that were rated in both 2019-20 and 2020-21. The significant increases are listed below:

- Effectiveness of Problem-Solving Court Programs (+4.5%)
- Ease of using online ticket payment/information system (+3%)

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

311 Call Center Services

- **311 Call Center Services.** The highest levels of satisfaction with the services provided by the 311 Call Center, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: courtesy/professionalism of 311 calltakers (69%) and the ease of utilizing 311 services via phone (68%).

Trends: The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with 311 call center services from each survey since 2012-13. It also shows short-term percentage changes (2019-20 to 2020-21). **Note:** Significant changes are +/- 2.2% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With the 311 Call Center												Percentage Change from 2005 to (2020-21)	Percentage Change from (2019-20) to (2020-21)
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005 Survey	2011-12 Survey	2012-13 Survey	2013-14 Survey	2014-15 Survey	2015-16 Survey	2016-17 Survey	2017-18 Survey	2018-19 Survey	2019-20 Survey	2020-21 Survey		
Courtesy/professionalism of 311 calltakers	N/A	N/A	64.3	68.4	68.9	67.9	66.3	69.2	71.2	68.2	69.3	N/A	1.1
Ease of utilizing 311 services via phone	N/A	N/A	62.9	68.4	68.6	67.9	67.0	68.8	70.3	66.9	68.1	N/A	1.2
How well question/issue were resolved via 311	N/A	N/A	56.4	62.0	62.7	59.5	59.3	61.3	62.1	57.1	60.1	N/A	3.0
Ease of utilizing 311 services via web/mobile app	N/A	N/A	47.9	56.2	52.8	55.7	55.9	55.7	58.2	57.3	59.3	N/A	2.0

Significant Changes Since the 2005 Survey. Long-term trend data is not available for 311 call center services because the items were not rated on the 2005 survey.

Significant Changes Since the 2019-20 Survey. There was a significant increase in satisfaction ratings in one (1) of the 311 Call Center services that was rated in both 2019-20 and 2020-21: how well question/issue was resolved via 311 (+3%).

- **311 Services Residents Thought Were Most Important.** The three 311 services that residents thought should receive the most emphasis from the city were: (1) how well question/issue waws resolved via 311, (2) ease of utilizing 311 services via phone and (3) ease of utilizing 311 services via web/mobile app.

Communication Services

- **Communication.** The highest levels of satisfaction with communication services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the overall usefulness of the city’s website (43%) and the availability of information about city programs and services (42%).

Trends: The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with communication services from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2020-21) and the short-term percentage changes (2019-20 to 2020-21). **Note:** *Significant changes are +/- 2.2% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).*

Satisfaction With Communication Services												Percentage Change from 2005 to (2020-21)	Percentage Change from (2019-20) to (2020-21)
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005 Survey	2011-12 Survey	2012-13 Survey	2013-14 Survey	2014-15 Survey	2015-16 Survey	2016-17 Survey	2017-18 Survey	2018-19 Survey	2019-20 Survey	2020-21 Survey		
Overall usefulness of the city's website	N/A	N/A	45.1	53.4	49.2	47.2	48.2	48.5	46.2	42.0	43.2	N/A	1.2
Availability of info about city programs/services	31.8	42.7	47.1	53.2	50.7	47.3	48.3	46.5	45.8	40.7	41.5	9.7	0.8
Content in the City's magazine, KCMore	N/A	N/A	40.1	45.5	39.9	41.4	44.0	38.4	44.0	40.8	39.1	N/A	-1.7
City's use of social media	N/A	N/A	N/A	N/A	N/A	45.9	45.1	39.2	42.2	37.9	39.0	N/A	1.1
Quality of video programming/web streaming	N/A	N/A	N/A	N/A	N/A	42.4	40.4	35.3	40.2	36.4	38.7	N/A	2.3
Opportunity to engage/provide input into decisions	N/A	N/A	N/A	N/A	N/A	30.3	30.4	28.8	29.6	22.3	22.4	N/A	0.1

The long-term and short-term changes in satisfaction with communication services that were identified as significant, because satisfaction ratings were +/- 2.2% or more, are listed below:

Significant Changes Since the 2005 Survey. There was a significant increase in the satisfaction rating of the only communication service that was rated on the 2005 and 2020-21 survey: availability of information about city programs/services (+9.7%).

Significant Changes Since the 2019-20 Survey. There was a significant increase in the satisfaction rating of one (1) of the communication services that were rated in both 2019-20 and 2020-21: quality of video programming/web streaming (+2.3%).

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

Solid Waste Services

- Solid Waste Services.** The solid waste services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the quality of trash collection services (72%) and the quality of curbside recycling services (69%). Residents were least satisfied with city efforts to clean-up illegal dumping sites (20%).

Trends: The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with solid waste services from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2020-21) and the short-term percentage changes (2019-20 to 2020-21). **Note:** Significant changes are +/- 2.1% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With Solid Waste Services												Percentage Change from 2005 to (2020-21)	Percentage Change from (2019-20) to (2020-21)
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005 Survey	2011-12 Survey	2012-13 Survey	2013-14 Survey	2014-15 Survey	2015-16 Survey	2016-17 Survey	2017-18 Survey	2018-19 Survey	2019-20 Survey	2020-21 Survey		
Quality of trash collection services	57.8	72.2	82.7	80.8	83.1	79.7	69.1	71.6	61.7	64.8	72.2	14.4	7.4
Quality of curbside recycling services	N/A	74.0	81.2	77.9	79.0	76.5	67.8	66.7	60.3	63.8	69.3	N/A	5.5
Quality of bulky item pick-up services	N/A	55.0	60.1	61.2	64.4	53.0	50.3	52.8	48.3	50.9	50.9	N/A	0.0
Overall quality of leaf & brush pick-up services	N/A	N/A	50.1	53.9	56.9	52.0	47.1	51.3	46.5	48.4	50.2	N/A	1.8
Cleanliness of city streets & other public areas	29.9	37.8	46.1	47.4	50.2	43.1	36.9	37.8	31.8	33.9	32.0	2.1	-1.9
City efforts to clean-up illegal dumping sites	N/A	N/A	26.3	29.5	28.1	28.0	23.0	23.8	23.0	22.8	19.7	N/A	-3.1
Quality of recycling drop-off centers	N/A	N/A	N/A	N/A	N/A	59.7	54.6	54.7	47.8	52.1	55.5	N/A	3.4
Quality of leaf & brush drop-off centers	N/A	N/A	N/A	N/A	N/A	54.7	51.3	53.3	47.9	51.9	55.9	N/A	4.0

Significant Changes Since the 2005 Survey. There were two (2) significant increases in satisfaction ratings in the solid waste services that were rated on the 2005 and 2020-21 survey. The significant increases are listed below:

- Quality of trash collection services (+14.4%)
- Cleanliness of city streets and other public areas (+2.1%)

Significant Changes Since the 2019-20 Survey. There were four (4) significant increases in satisfaction ratings in the solid waste services that were rated in both 2019-20 and 2020-21. The significant increases are listed below:

- Quality of trash collection services (+7.4%)
- Quality of curbside recycling services (+5.5%)
- Quality of leaf and brush drop-off centers (+4%)
- Quality of recycling drop-off centers (+3.4%)

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

Parks and Recreation Services

- Parks and Recreation.** The parks and recreation services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the maintenance of city parks (64%), the quality of facilities, picnic shelters, and playgrounds (58%) and the quality of outdoor athletic fields (55%). Residents were least satisfied with tree trimming and other tree care along city streets/other public areas (37%), city swimming pools and programs (31%), and the city’s youth athletic programs and activities (30%).

Trends: The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with parks and recreation services from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2020-21) and the short-term percentage changes (2019-20 to 2020-21). **Note:** Significant changes are +/- 2.1% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With Parks and Recreation Services												Percentage Change from	Percentage Change from
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005 Survey	2011-12 Survey	2012-13 Survey	2013-14 Survey	2014-15 Survey	2015-16 Survey	2016-17 Survey	2017-18 Survey	2018-19 Survey	2019-20 Survey	2020-21 Survey	2005 to (2020-21)	(2019-20) to (2020-21)
Maintenance of city parks	48.9	60.8	68.9	71.1	72.7	70.7	67.6	69.8	67.1	65.9	63.9	15.0	-2.0
Quality of facilities, picnic shelters, playgrounds	N/A	55.2	63.9	65.8	65.7	63.7	60.9	61.9	60.9	60.1	58.3	N/A	-1.8
Maintenance of boulevards & parkways	48.6	55.8	64.2	65.7	67.3	62.3	60.5	59.2	55.1	57.7	52.4	3.8	-5.3
Quality of outdoor athletic fields	41.0	52.3	58.7	63.0	65.4	63.3	59.7	60.1	59.1	59.9	55.1	14.1	-4.8
Walking and biking trails in the city	36.8	46.3	52.8	55.0	53.1	50.9	49.9	51.5	50.0	53.8	51.3	14.5	-2.5
Maintenance & appearance of community centers	35.2	49.7	53.3	54.5	52.4	51.7	50.1	48.9	48.0	51.3	45.3	10.1	-6.0
Tree trimming & other tree care along city streets and other public areas	34.3	37.4	48.1	49.4	45.6	41.7	42.3	40.7	36.8	39.0	36.5	2.2	-2.5
Customer service from Parks/Recreation employees	N/A	N/A	45.1	49.1	45.7	44.3	44.4	45.4	40.0	42.9	45.7	N/A	2.8
Programs & activities at community centers	N/A	43.7	47.4	48.2	48.3	46.1	42.9	45.4	41.8	44.3	38.0	N/A	-6.3
City swimming pools and programs	27.4	32.7	38.6	40.7	41.1	41.3	36.9	35.6	36.4	40.6	31.2	3.8	-9.4
The city's youth programs and activities	32.0	32.2	35.7	40.4	38.3	39.6	34.9	34.2	35.1	36.4	30.2	-1.8	-6.2

Significant Changes Since the 2005 Survey. There were significant increases in satisfaction ratings in seven (7) of the parks and recreation services that were rated on both the 2005 and 2020-21 survey. The significant increases are listed below:

- Maintenance of city parks (+15%)
- Walking and biking trails in the city (+14.5%)
- Quality of outdoor athletic fields (+14.1%)
- Maintenance & appearance of community centers (+10.1%)
- City swimming pools and programs (+3.8%)
- Maintenance of boulevards & parkways (+3.8%)
- Tree trimming and other tree care along city streets and other public areas (+2.2%)

Significant Changes Since the 2019-20 Survey. There was a significant increase in the satisfaction rating of one (1) of the parks and recreation services that were rated on both the 2019-20 and 2020-21 survey: customer service from Parks and Recreation employees (+2.8%).

Parks and Recreation Services Residents Thought Were Most Important. The three parks and recreation services that residents thought should receive the most emphasis from the city were: (1) maintenance of city parks, (2) tree trimming and other tree care along streets and other public areas and (3) maintenance of boulevards and parkways.

Airport Services

- **Airport Services.** The airport services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the ease of moving through airport security (64%) and the cleanliness of facilities (61%).

Trends: The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with airport services from each survey since 2012-13. It also shows short-term percentage changes (2019-20 to 2020-21). **Note:** *Significant changes are +/- 2.1% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).*

Satisfaction With Airport Services												Percentage Change from	Percentage Change from
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005 Survey	2011-12 Survey	2012-13 Survey	2013-14 Survey	2014-15 Survey	2015-16 Survey	2016-17 Survey	2017-18 Survey	2018-19 Survey	2019-20 Survey	2020-21 Survey	2005 to (2020-21)	(2019-20) to (2020-21)
Ease of moving through airport security	N/A	N/A	74.5	76.3	73.3	72.7	72.3	69.6	69.1	66.0	64.4	N/A	-1.6
Cleanliness of facilities	N/A	N/A	77.6	75.9	70.3	70.4	69.7	59.1	60.2	59.3	60.8	N/A	1.5
Availability of parking	N/A	N/A	74.5	72.7	68.0	67.8	67.7	65.2	62.8	57.3	54.7	N/A	-2.6
Food, beverage, and other concessions	N/A	N/A	40.9	42.3	42.1	45.2	39.7	27.8	31.7	30.7	25.9	N/A	-4.8
Availability of seating near departure gates	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	52.6	50.0	53.0	N/A	3.0

Significant Changes Since the 2005 Survey. Long-term trend data is not available for airport services because the items were not rated on the 2005 survey.

Significant Changes Since the 2019-20 Survey. There was a significant increase in the satisfaction rating of one (1) of the airport services that were rated in both 2019-20 and 2020-21: availability of seating near departure gate (+3%).

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

Water Services

- Water Services.** Forty-nine percent (49%) of those surveyed, who had an opinion, indicated that they were satisfied with the quality of KC Water Services Customer Service; 31% gave a neutral response, and 19% were dissatisfied. Forty-four percent (44%) of those surveyed, who had an opinion, indicated they were satisfied with the condition of catch basins in their neighborhood; 27% gave a neutral response, and 29% were dissatisfied.

Trends: The table below shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with water services from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2020-21) and the short-term percentage changes (2019-20 to 2020-21). **Note:** Significant changes are +/- 2.1% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With Water Services												Percentage Change from 2005 to (2020-21)	Percentage Change from (2019-20) to (2020-21)
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005 Survey	2011-12 Survey	2012-13 Survey	2013-14 Survey	2014-15 Survey	2015-16 Survey	2016-17 Survey	2017-18 Survey	2018-19 Survey	2019-20 Survey	2020-21 Survey		
Condition of catch basins in your neighborhood	N/A	43.0	49.7	50.8	51.5	48.3	44.9	45.4	41.9	42.8	44.2	N/A	1.4
Quality of KC Water customer service	N/A	N/A	47.1	49.6	52.2	51.6	45.5	46.6	43.5	49.4	49.4	N/A	0.0
Timeliness of water/sewer line break repairs	N/A	33.3	37.5	41.4	44.3	39.8	39.4	40.3	37.6	39.2	40.4	N/A	1.2

Significant Changes Since the 2005 Survey. Long-term trend data is not available for water services because the items were not rated on the 2005 survey.

Significant Changes Since the 2019-20 Survey. There were no significant increases in satisfaction in any of the water services that were rated in 2019-20 and 2020-21.

City Leadership

- City Leadership.** Sixty percent (60%) of those surveyed, who had an opinion, indicated that they were satisfied with city leadership during the COVID-19 pandemic; 17% gave a neutral response, and 23% were dissatisfied.

Trends: The table on the following page shows the levels of satisfaction (combination of “very satisfied” and “satisfied” responses) with various aspects of leadership in the City from the 2005 survey and each survey since 2011-12. It also shows the long-term percentage changes (2005 to 2020-21) and the short-term percentage changes (2019-20 to 2020-21). **Note:** Significant changes are +/- 2.1% (Blue boxes indicate a significant increase in satisfaction and Red boxes indicate a significant decrease in satisfaction).

Satisfaction With City Leadership												Percentage	Percentage
Combination of "Very Satisfied" and "Satisfied" Responses (Excluding Don't Knows)	2005 Survey	2011-12 Survey	2012-13 Survey	2013-14 Survey	2014-15 Survey	2015-16 Survey	2016-17 Survey	2017-18 Survey	2018-19 Survey	2019-20 Survey	2020-21 Survey	Change from 2005 to (2020-21)	Change from (2019-20) to (2020-21)
Leadership provided by city's elected officials	25.6	39.3	50.5	48.9	53.7	55.9	51.0	46.9	44.2	47.1	49.2	23.6	2.1
Effectiveness of the city manager & app. staff	29.8	36.0	47.3	45.6	51.0	52.0	48.1	44.3	40.7	42.8	41.3	11.5	-1.5
How ethically the city conducts business	N/A	31.5	41.2	41.0	44.8	46.5	43.0	37.6	36.2	38.7	37.9	N/A	-0.8

Significant Changes Since the 2005 Survey. There were significant increases in satisfaction in both of the leadership items rated in 2005 and 2020-21. The increases in satisfaction ratings are listed below:

- Leadership provided by city's elected officials (+23.6%)
- Effectiveness of the city manager & appointed staff (+11.5%)

Significant Changes Since the 2019-20 Survey. There was a significant increase in the satisfaction rating of one (1) of the leadership items rated in 2019-20 and 2020-21: leadership provided by city's elected officials (+2.1%).

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of the City's 2020-21 survey and the subsequent analysis of the survey data, ETC Institute has reached the following conclusions:

- **Satisfaction with Quality of Life in Kansas City Remains High.** Ratings of the City as a place to live and work remain high, as evidenced by a 2-point increase in the Composite Customer Satisfaction Index for Kansas City since the 2019-20 survey.

Recommended Priorities. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in section 2 of this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Priorities for Major City Services.** The first level of analysis reviewed the importance of and satisfaction with major City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City’s overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Overall maintenance of streets, sidewalks and infrastructure (IS Rating=0.5413)
 - Overall quality of police services (IS Rating=0.2083)
 - Quality of neighborhood services (IS Rating=0.1091)

- **Priorities Within Departments:** The second level of analysis reviewed the importance of and satisfaction of services within departments. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department are listed below.
 - **Police Services:** The city's overall efforts to prevent crime and effectiveness of local police protection
 - **Fire and Emergency Medical Services:** None of the fire and emergency medical services items were rated as a high priority
 - **City Streets, Sidewalks and Infrastructure:** Maintenance of city streets and maintenance of neighborhood streets
 - **Neighborhood Services:** maintenance of city streets and maintenance of neighborhood streets
 - **Municipal Court Services:** effectiveness of Problem-Solving Court Programs and ability to be fair and impartial
 - **311 Services:** how well question/issue was resolved via 311 and ease of utilizing 311 services via web/mobile app
 - **Communication Services:** opportunity to engage/provide input into decisions and the availability of information about city programs and services
 - **Parks and Recreation Services:** tree trimming and other tree care along city streets and other public areas, the city’s youth programs and activities and maintenance of boulevards and parkways
 - **Solid Waste Services:** city efforts to clean-up illegal dumping sites and cleanliness of streets and other public areas

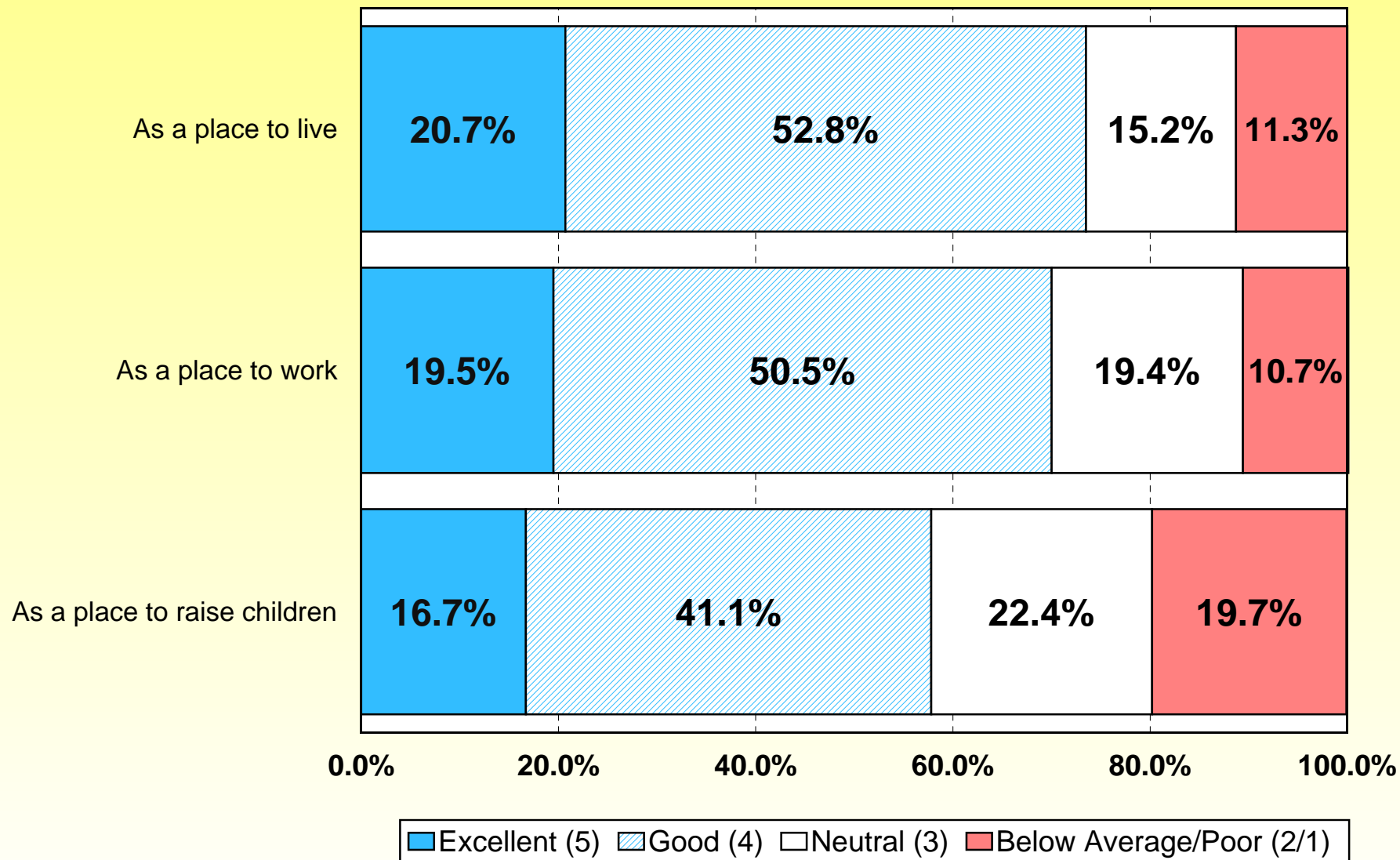
➤ **Airport Services:** Food, beverage, and other concessions

By emphasizing improvements in the areas listed above, the City of Kansas City should be able to continue to improve levels of customer satisfaction in future years and increase satisfaction in areas where improvements are needed.

Section 1:
Charts and Graphs

Overall Ratings of KCMO

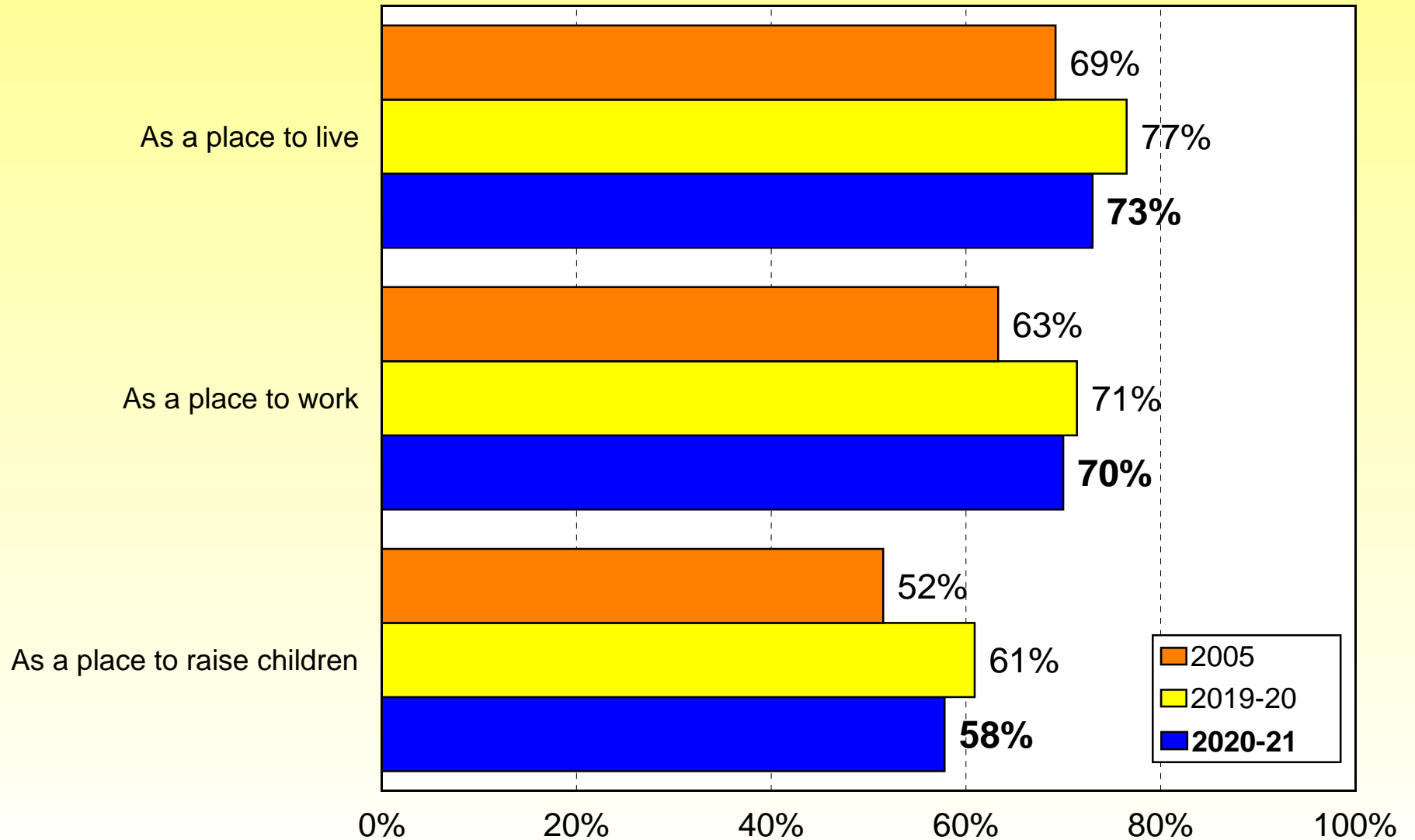
by percentage of respondents (excluding don't knows)



TREND DATA

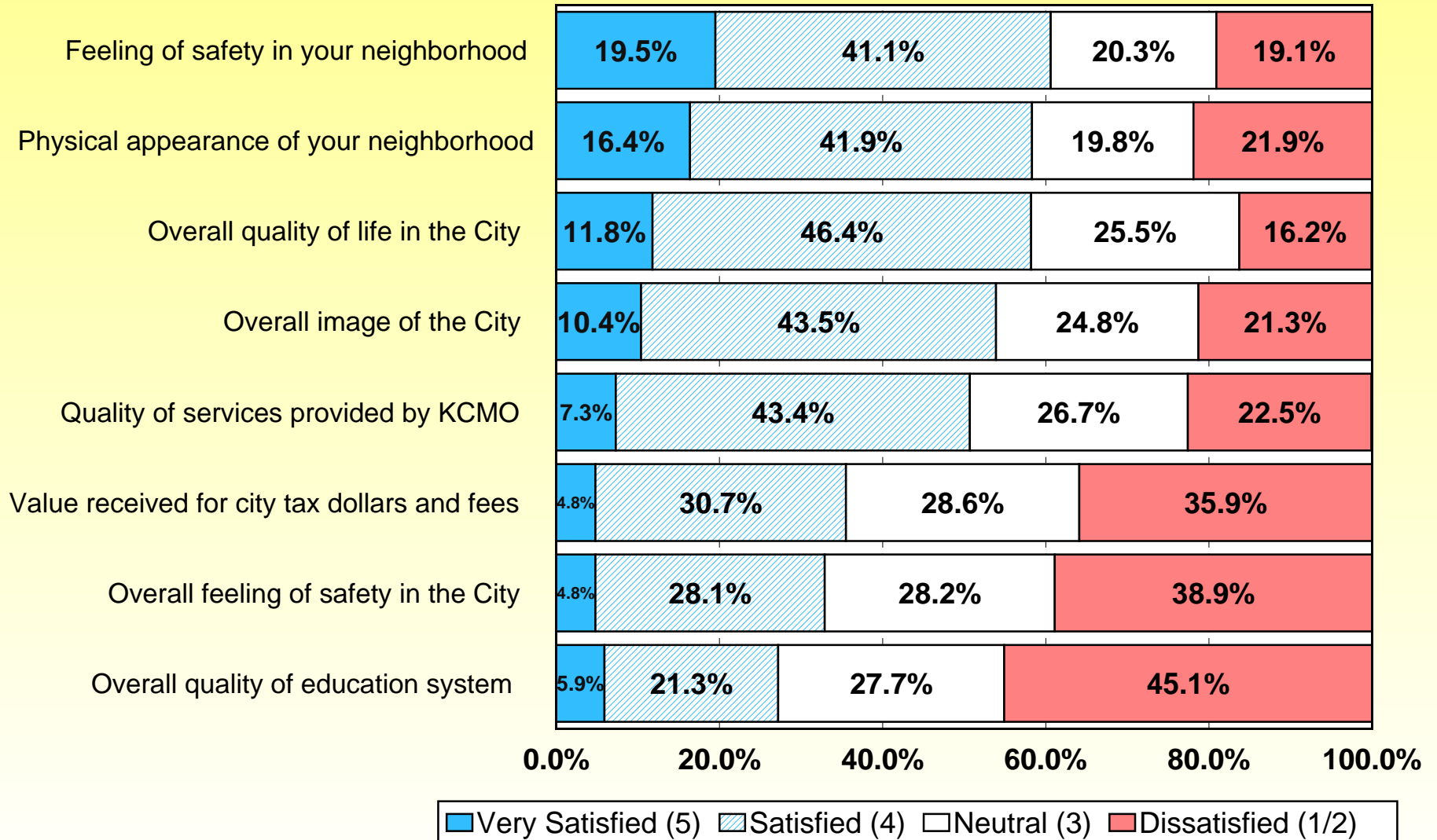
Overall Ratings of KCMO 2005 vs. 2019-20 vs. 2020-21

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



Satisfaction with Items that Influence Residents' Perceptions of KCMO

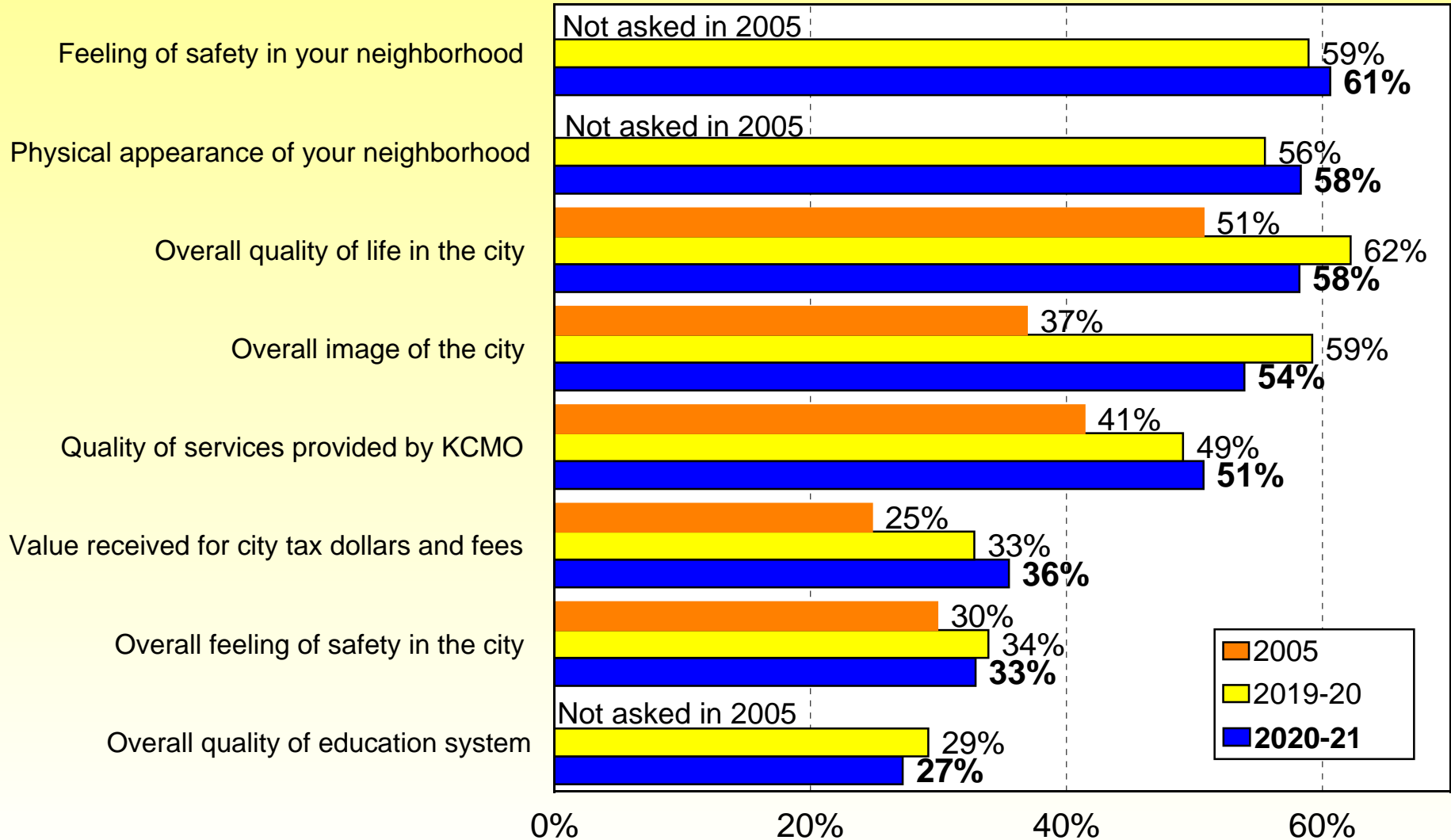
by percentage of respondents (excluding don't knows)



TREND DATA

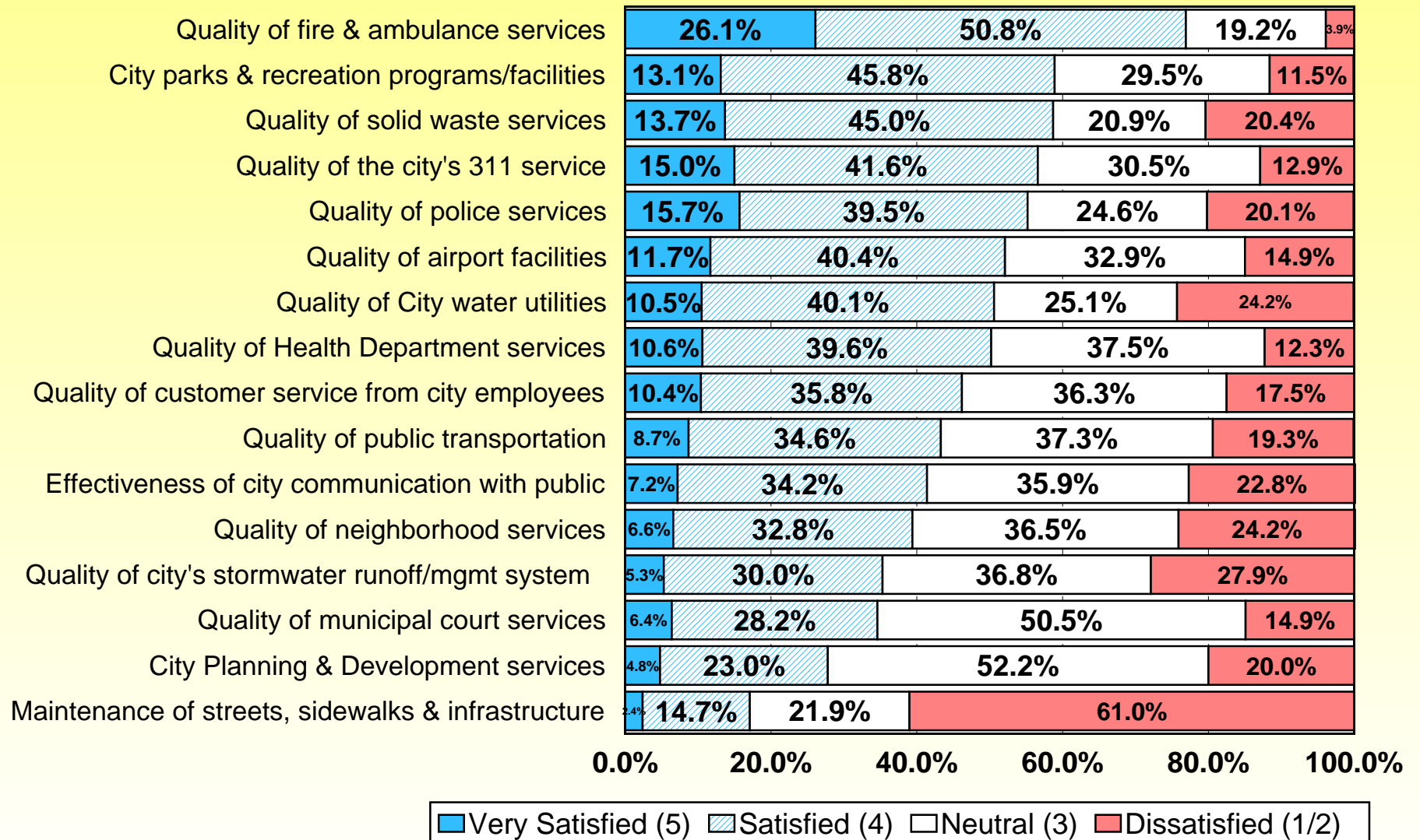
Satisfaction with Items that Influence Residents Perceptions of KCMO 2005 vs. 2019-20 vs. 2020-21

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



Overall Satisfaction With Major Categories of City Services

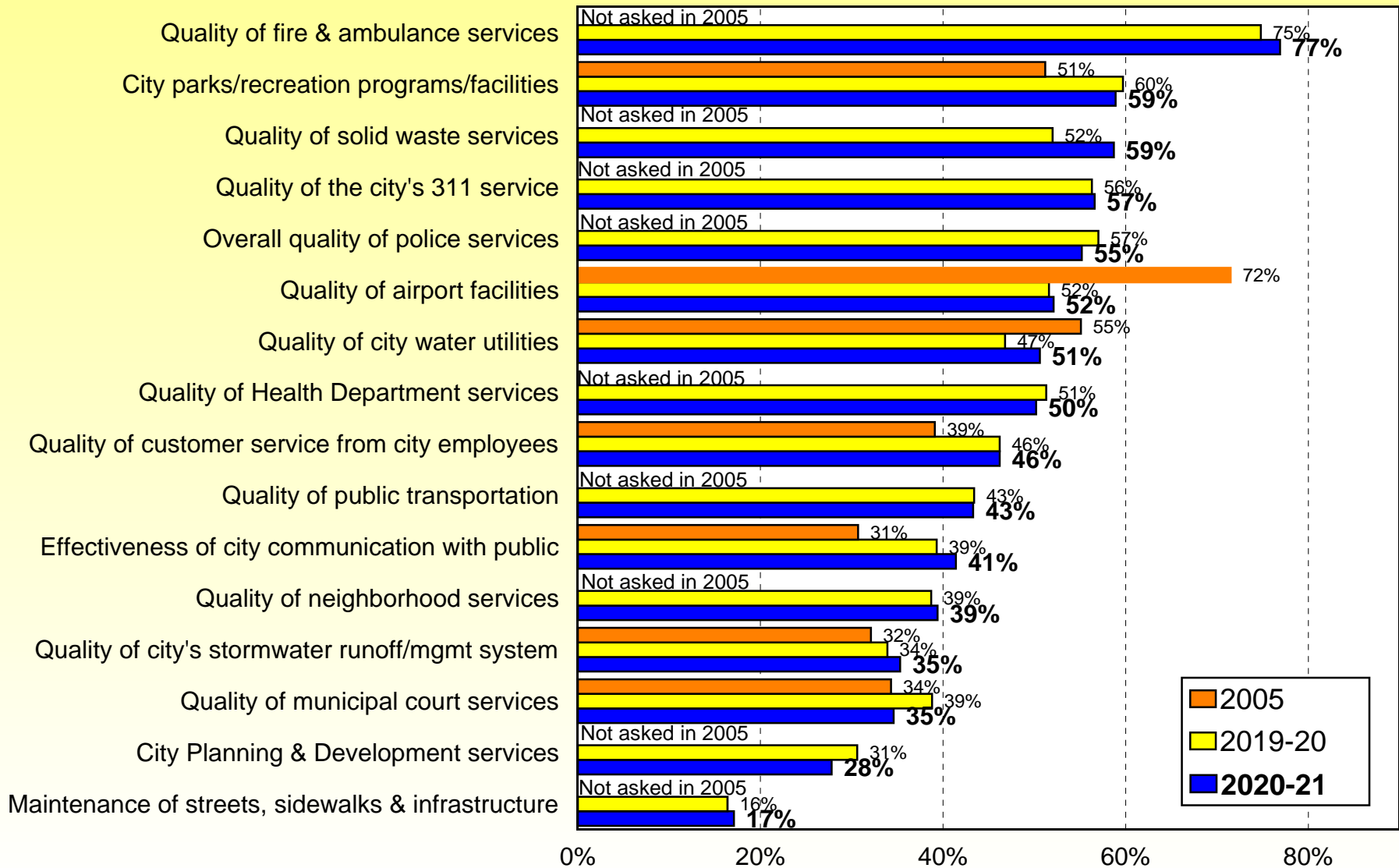
by percentage of respondents (excluding don't knows)



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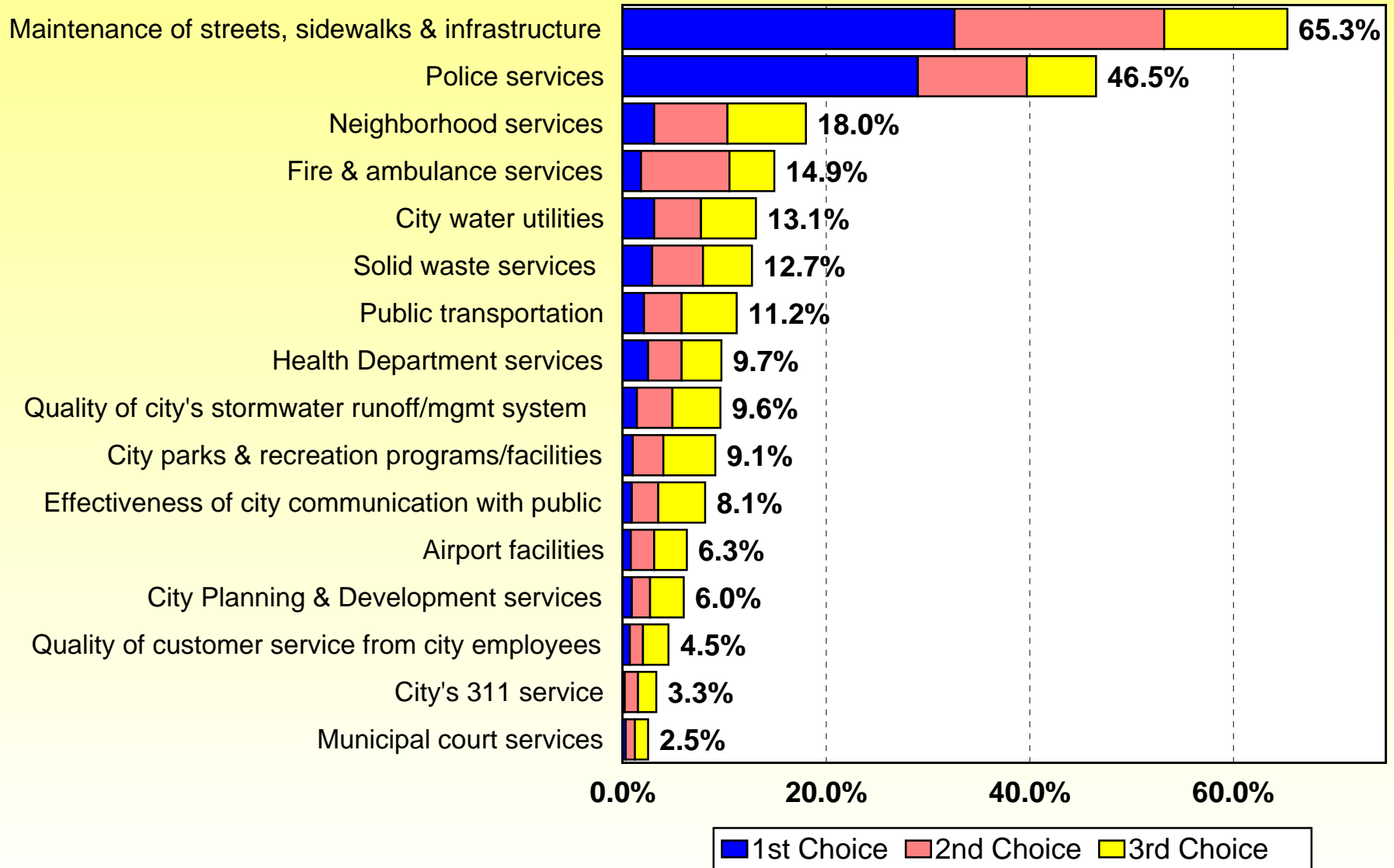
Overall Satisfaction With With Major Categories of City Services 2005 vs. 2019-20 vs. 2020-21

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



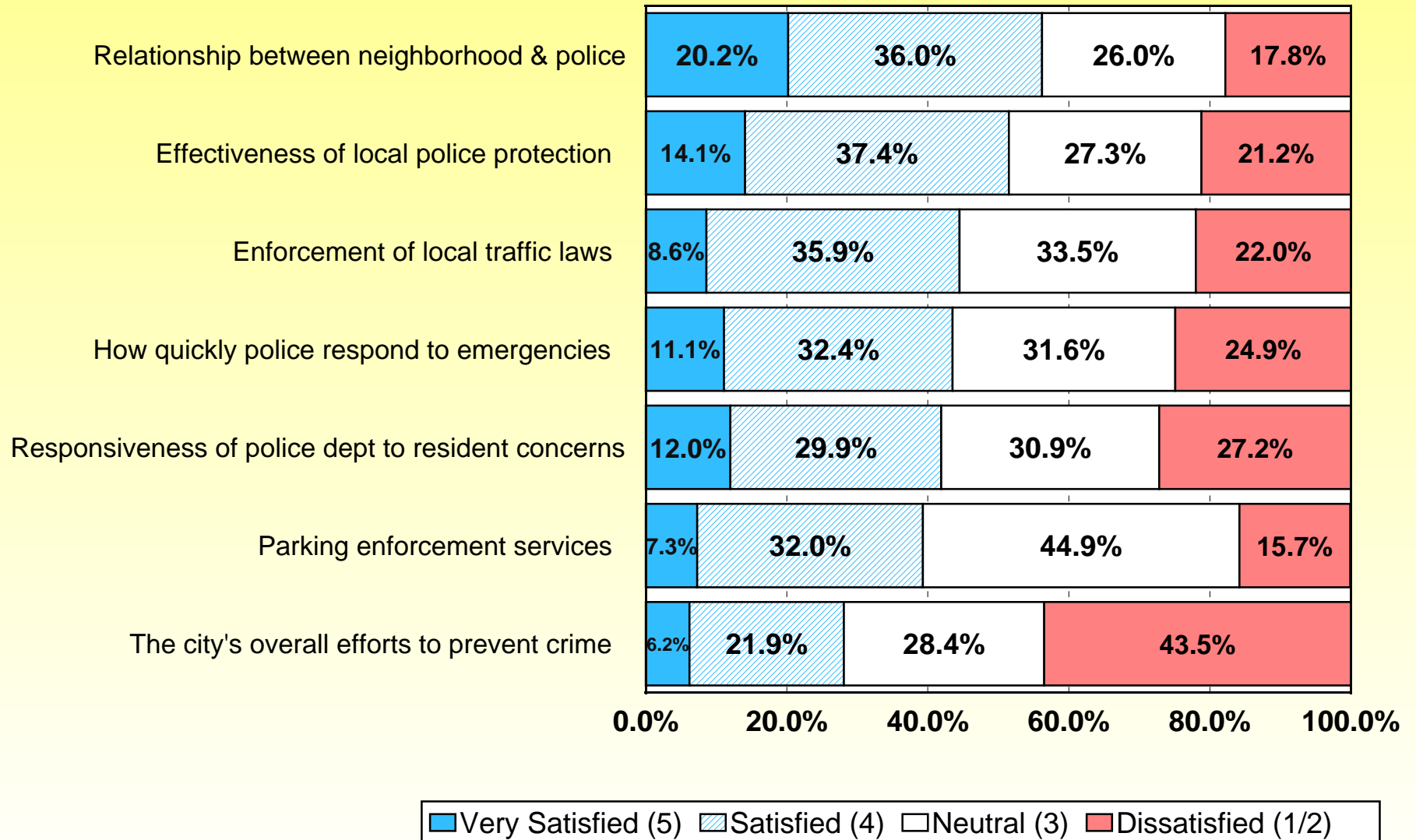
Major Categories of City Services That Are Most Important For KCMO to Provide

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



Satisfaction with Police Services

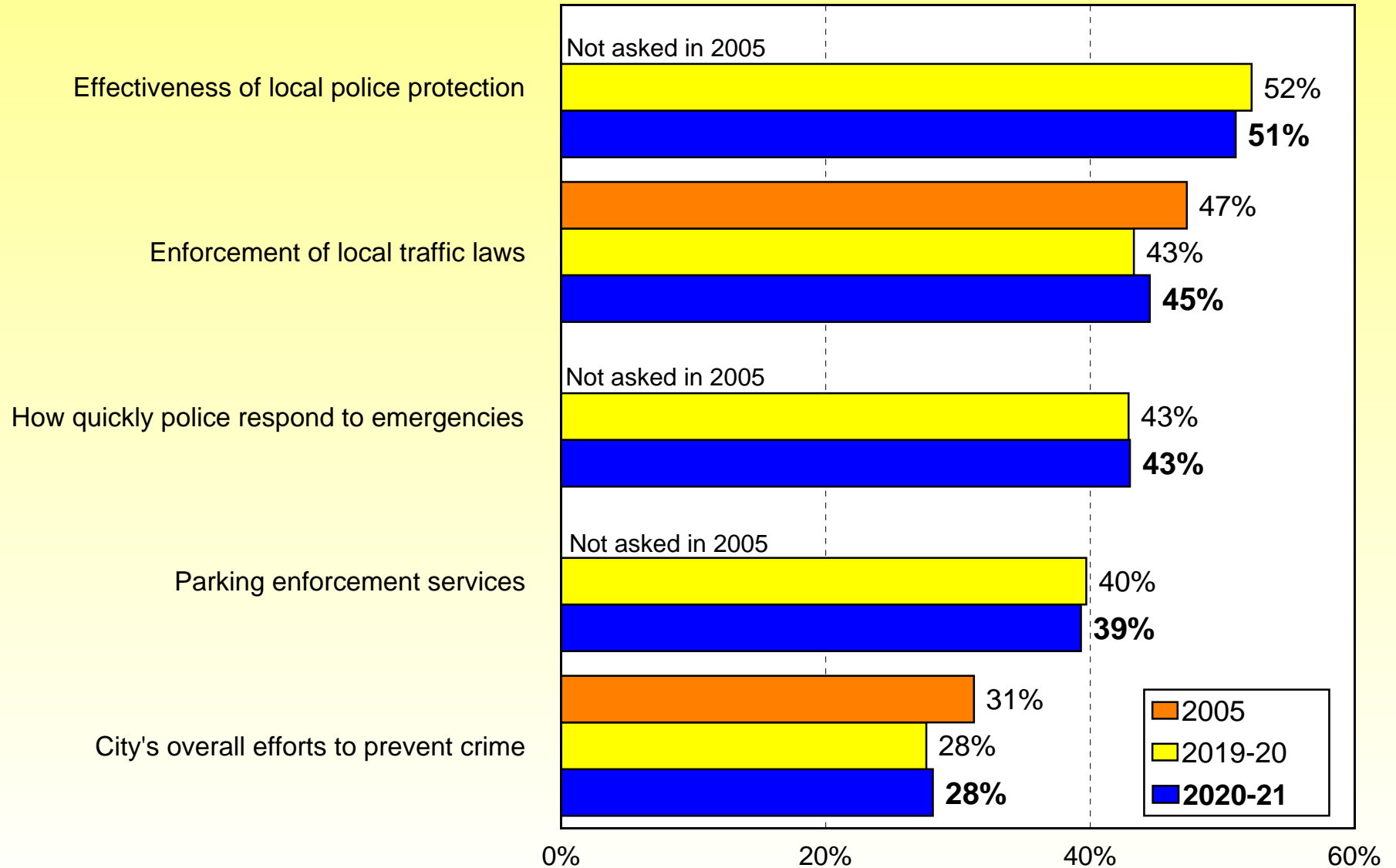
by percentage of respondents (excluding don't knows)



TREND DATA

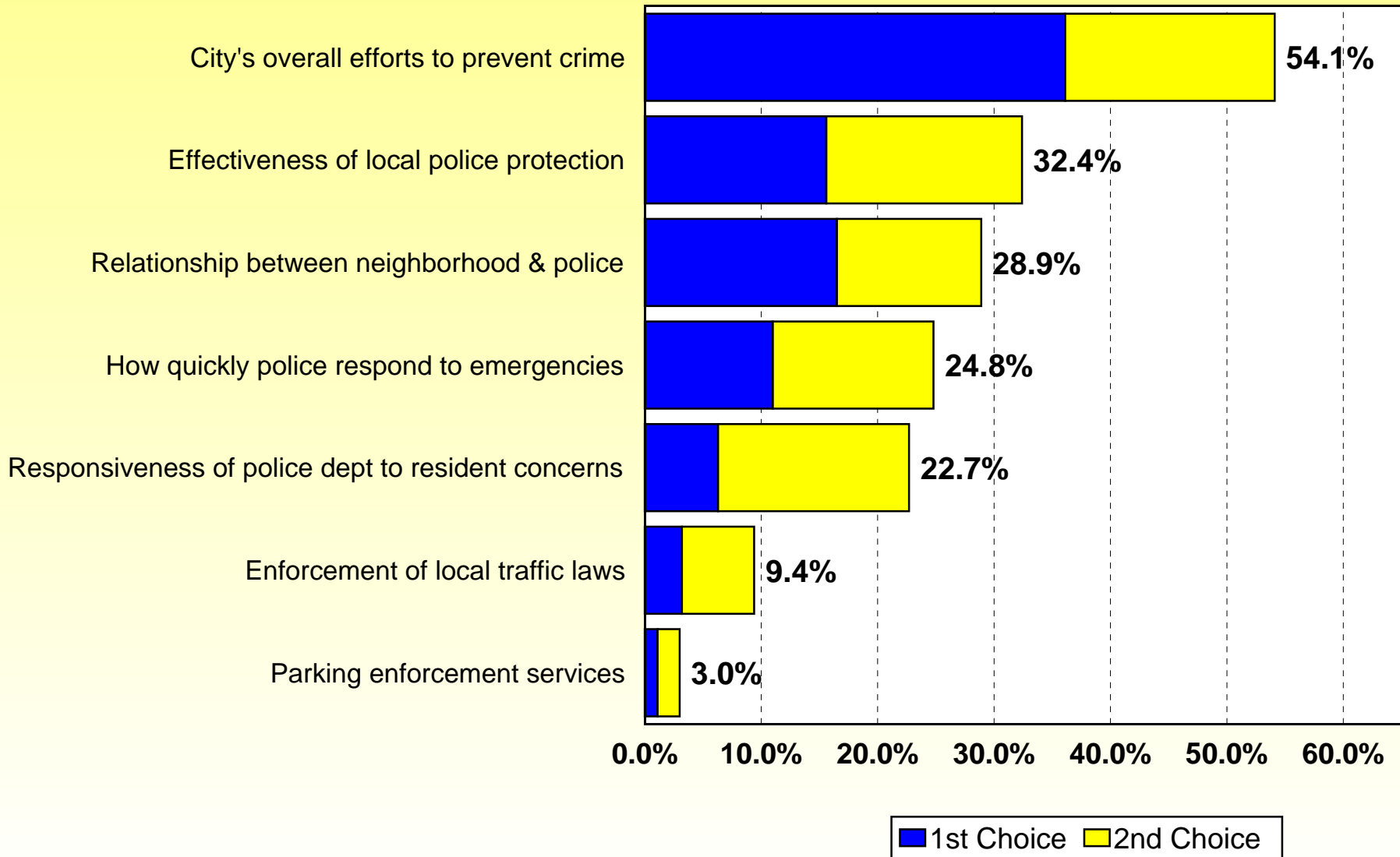
Satisfaction with Police Services 2005 vs. 2019-20 vs. 2020-21

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



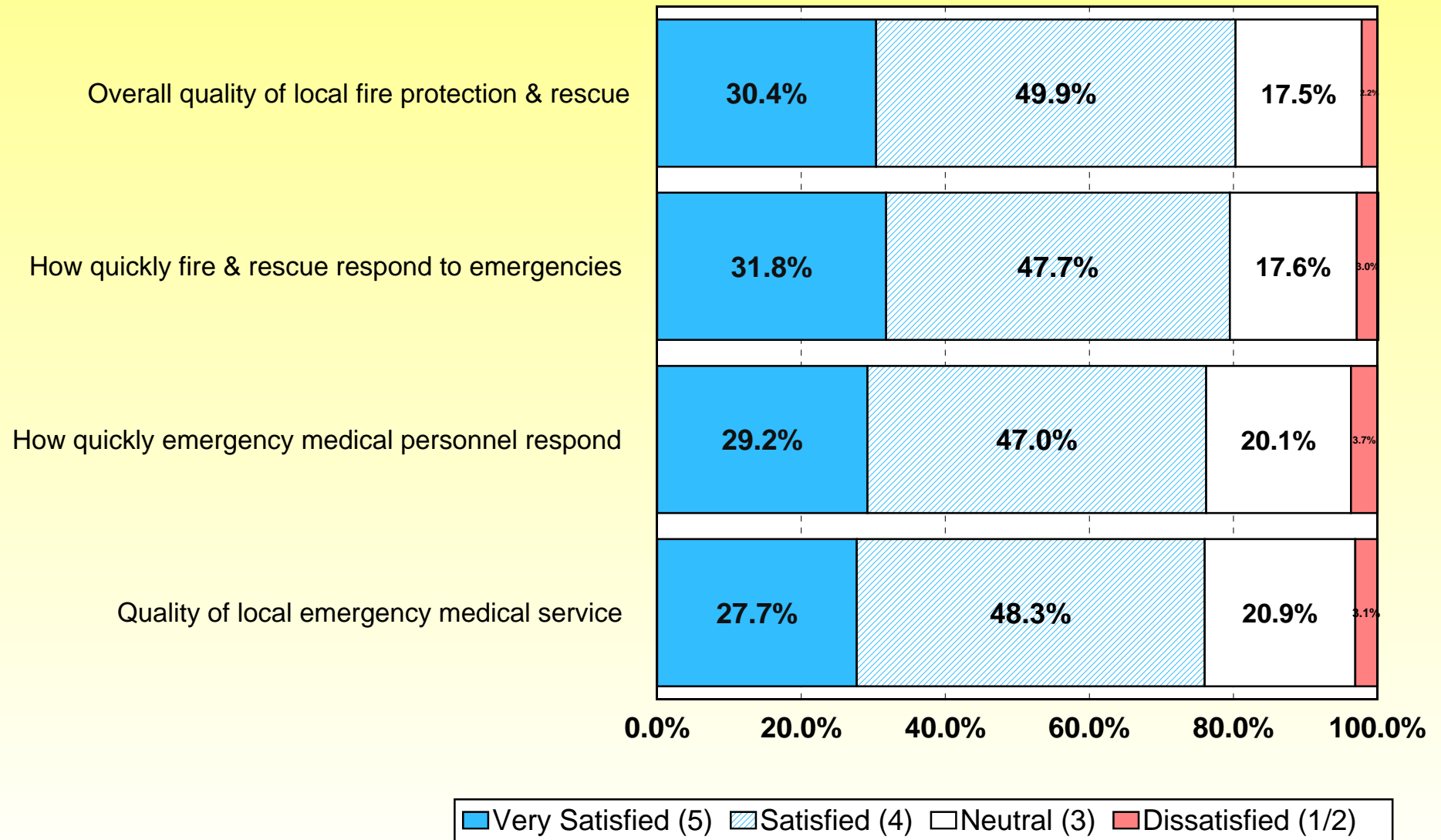
Police Services That Are Most Important for KCMO to Provide

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



Satisfaction with Fire and Emergency Medical Services

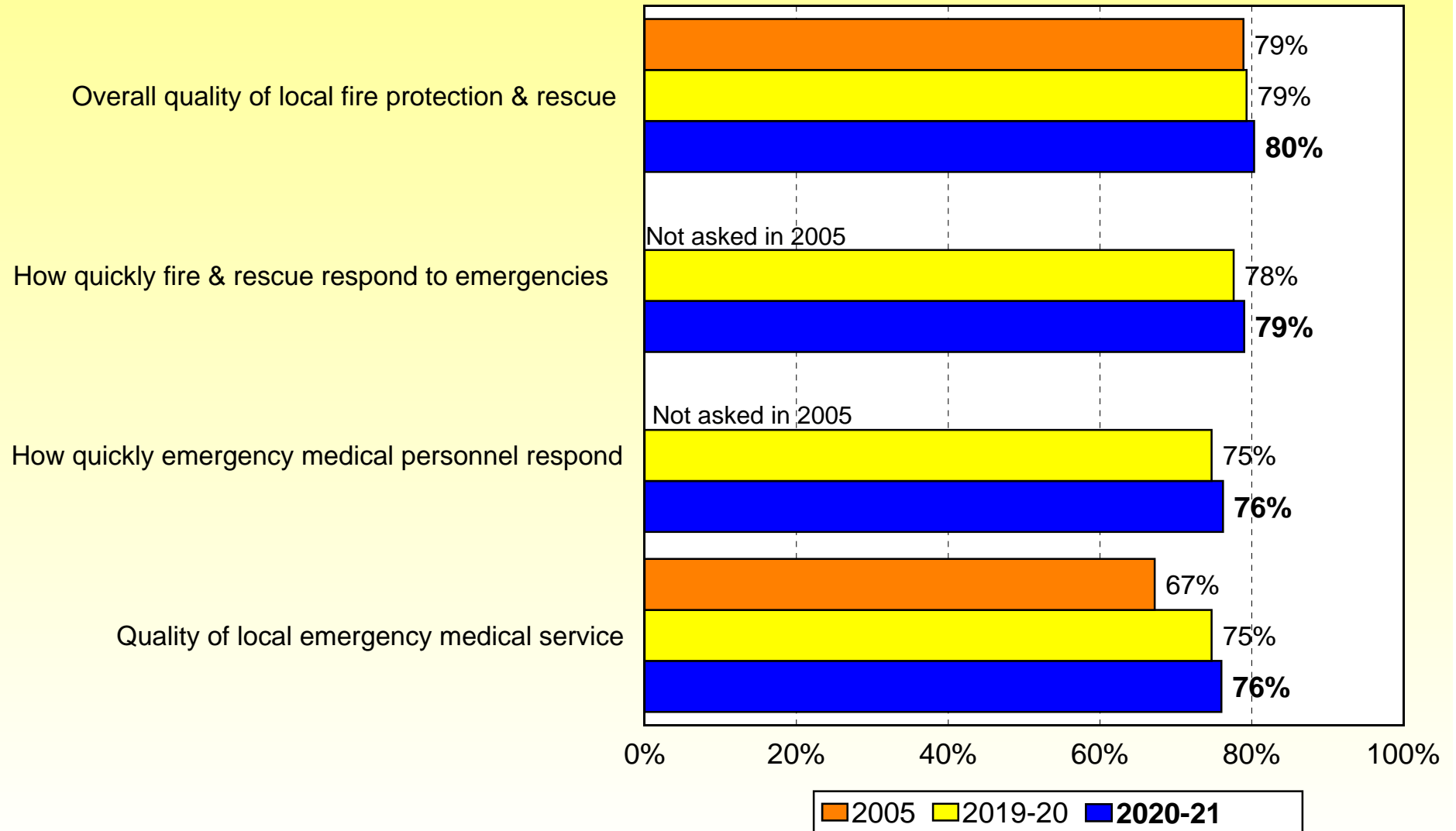
by percentage of respondents (excluding don't knows)



TREND DATA

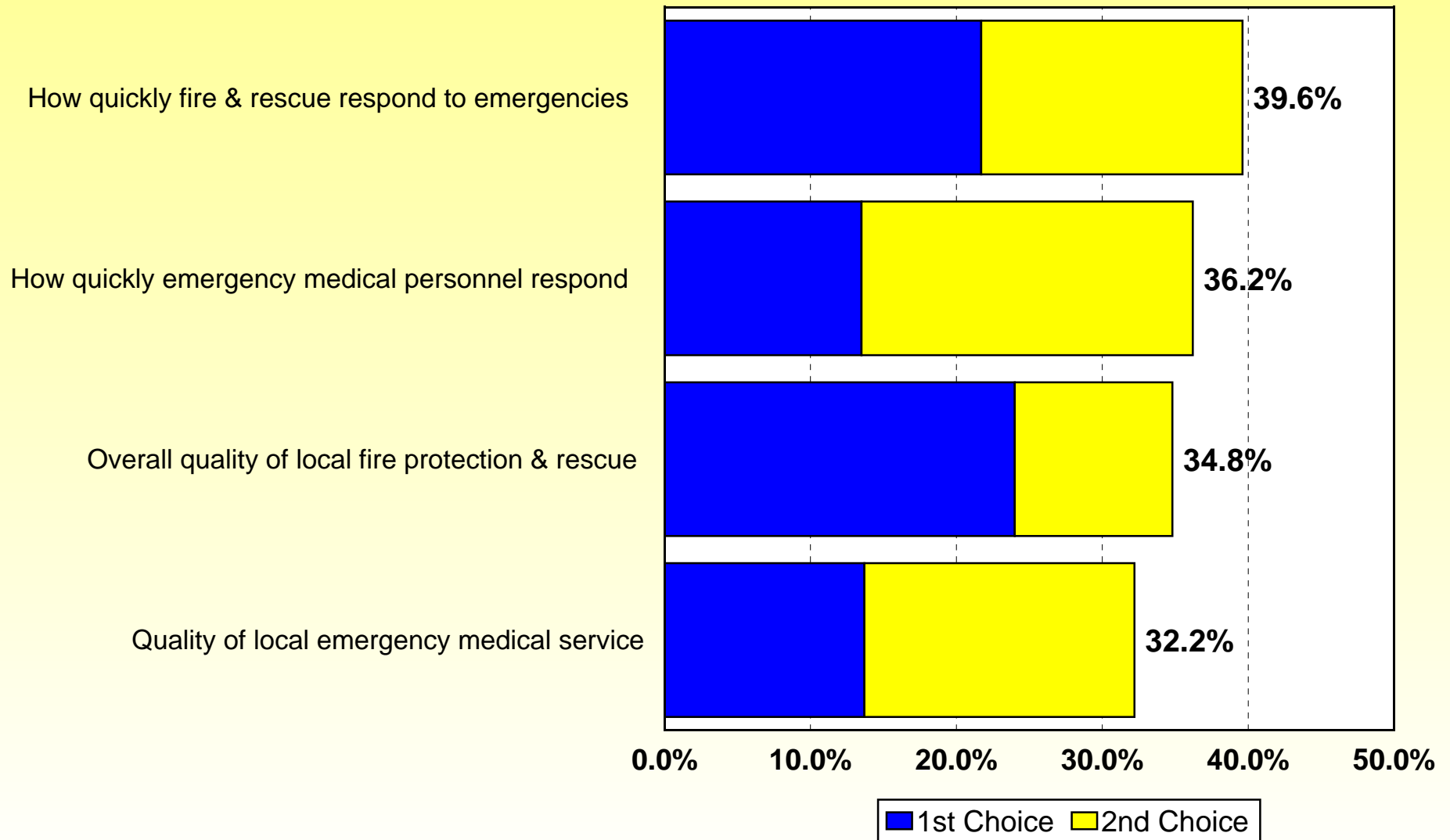
Satisfaction with Fire and Emergency Medical Services 2005 vs. 2019-20 vs. 2020-21

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



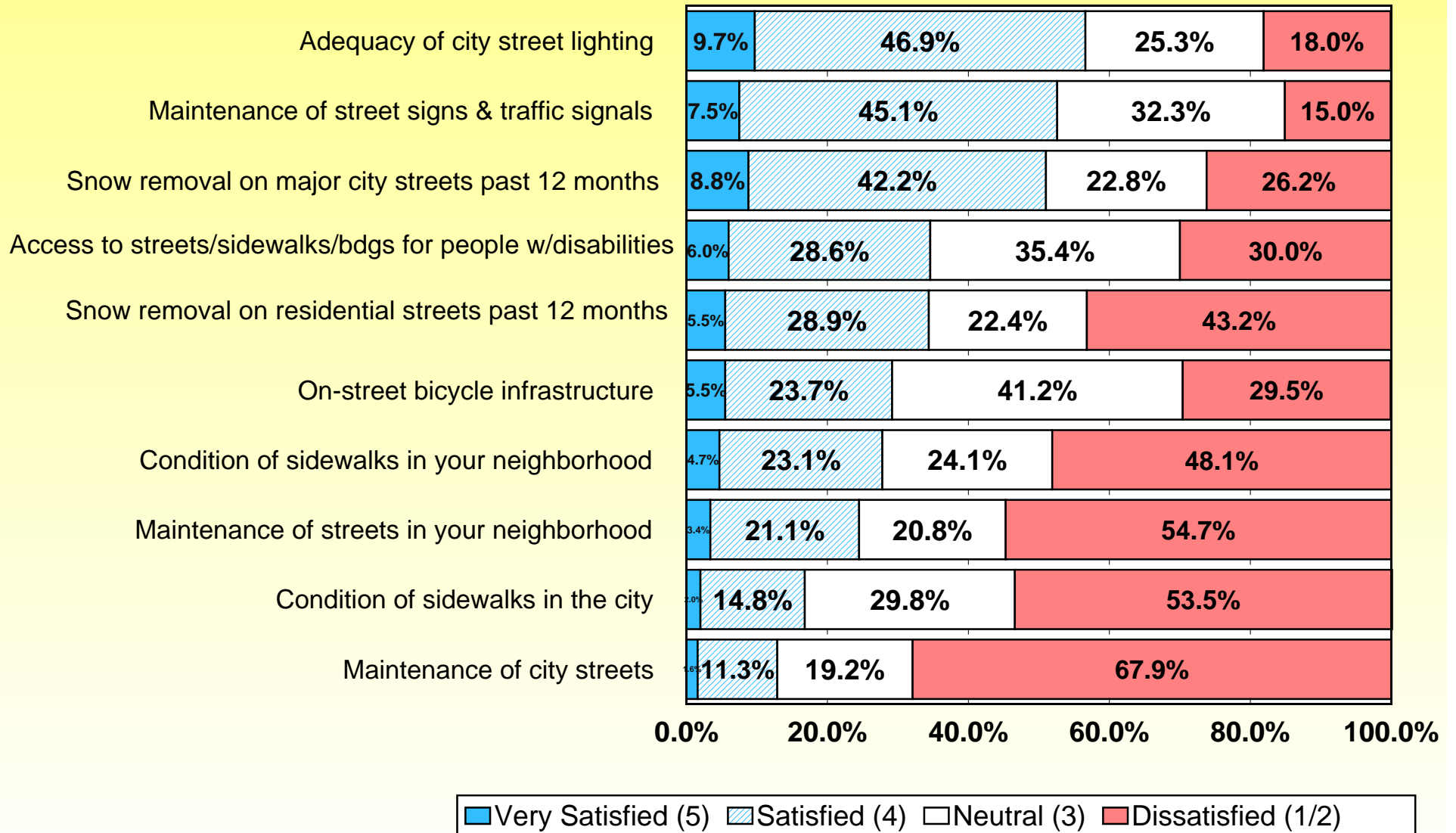
Fire and Emergency Medical Services That Are Most Important for KCMO to Provide

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



Satisfaction with City Streets, Sidewalks and Infrastructure

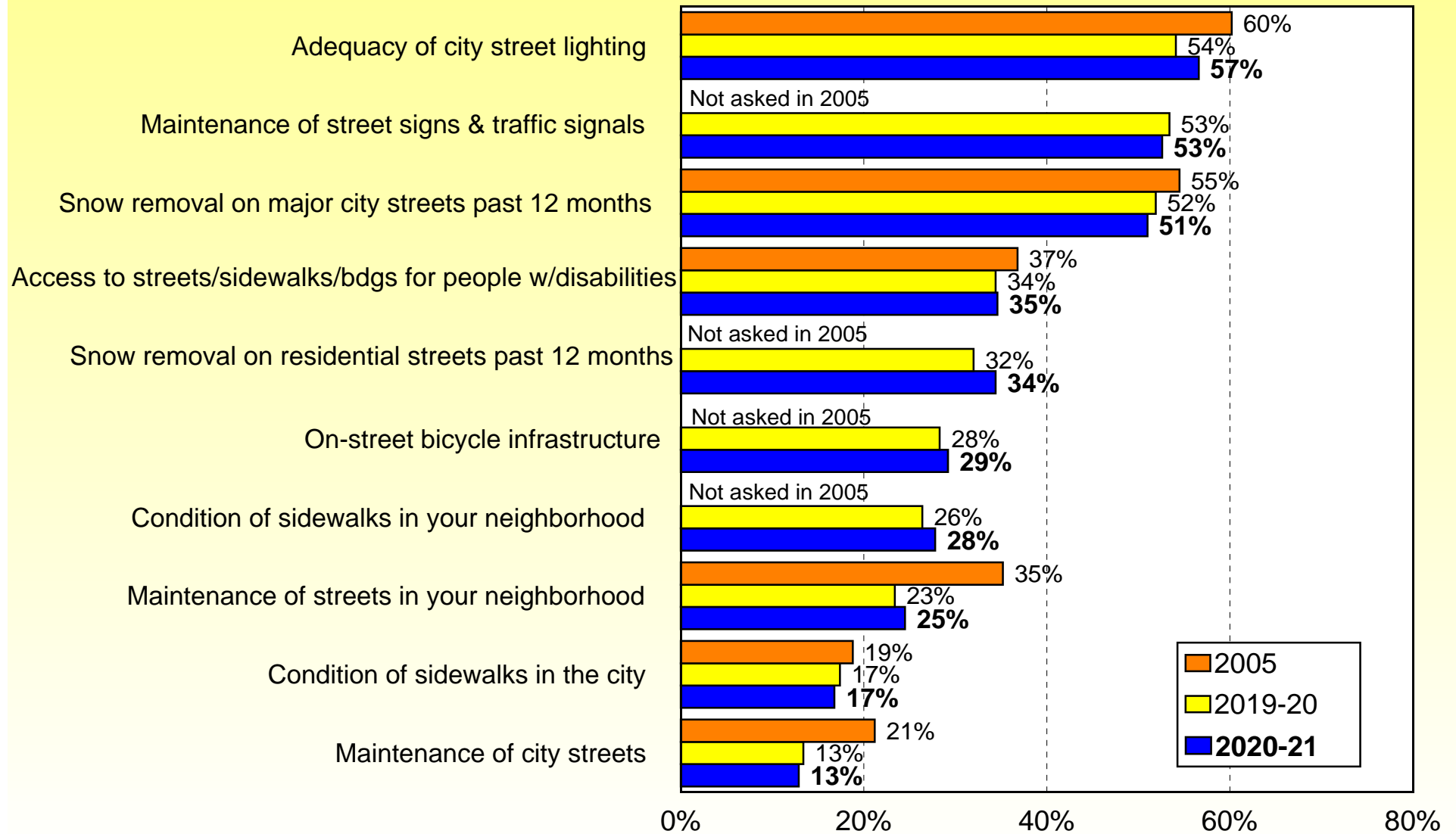
by percentage of respondents (excluding don't knows)



TREND DATA

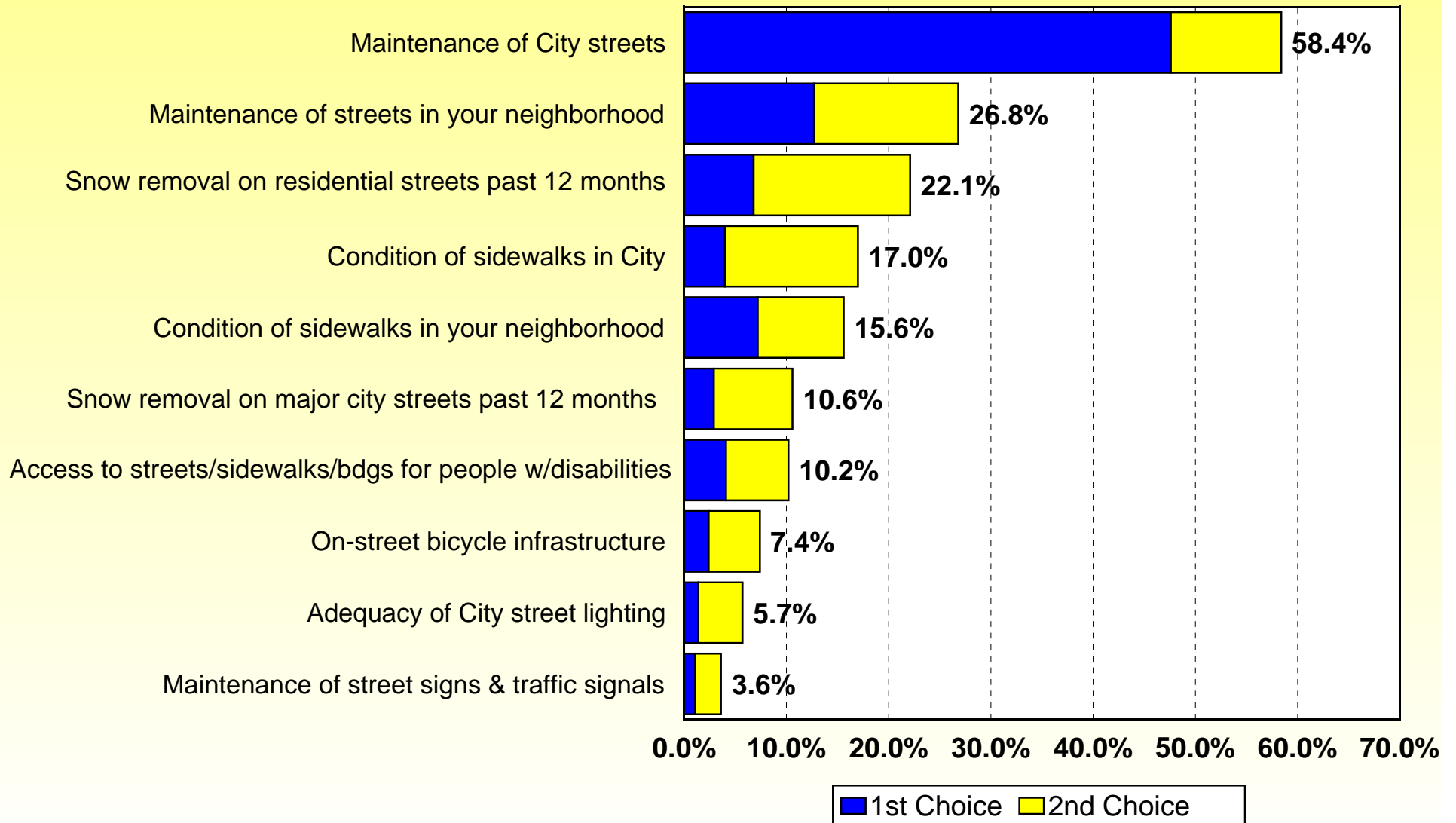
Satisfaction with City Streets, Sidewalks and Infrastructure - 2005 vs. 2019-20 vs. 2020-21

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



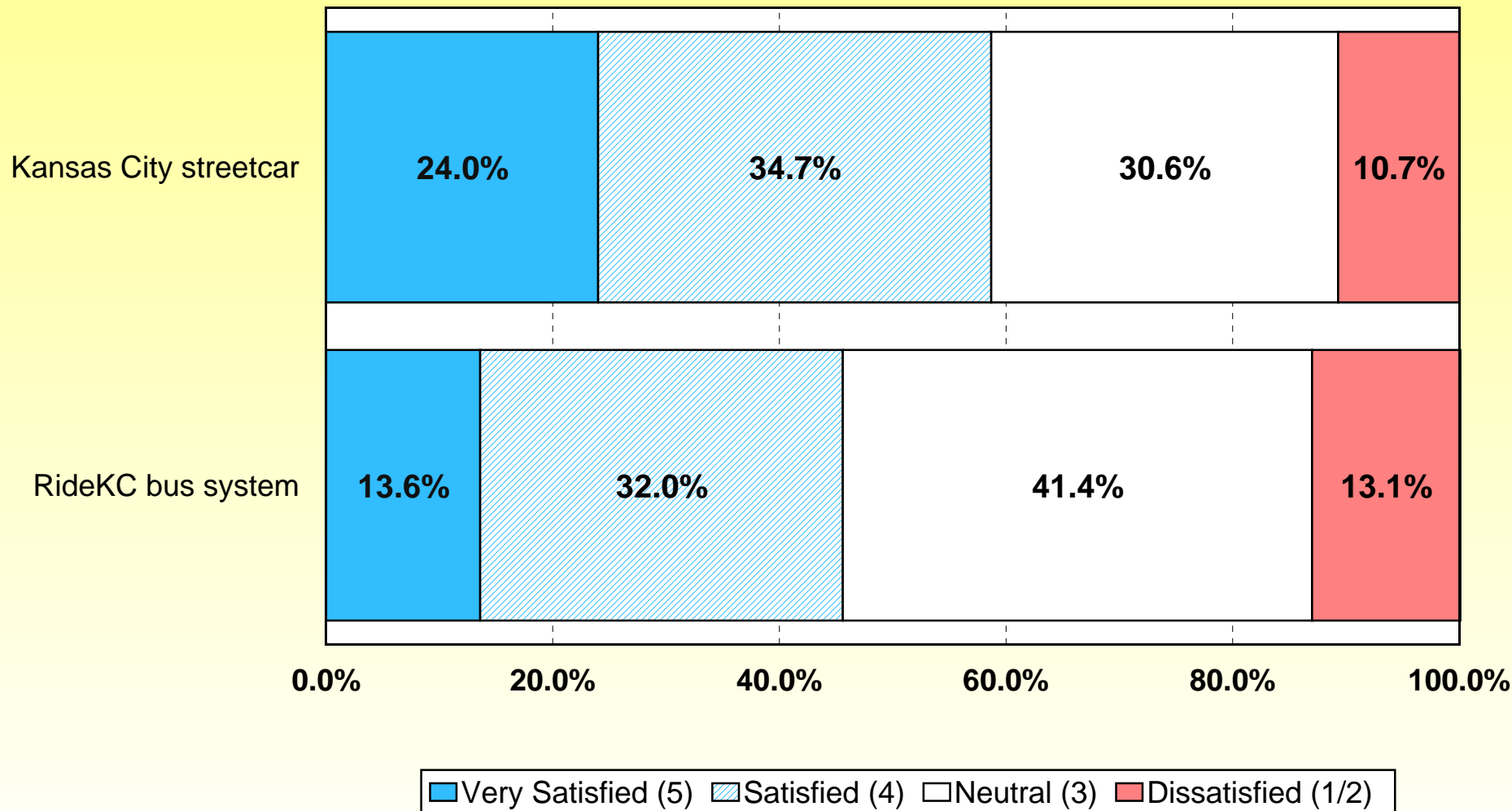
City Streets, Sidewalks and Infrastructure Services That Are Most Important for KCMO to Provide

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



Satisfaction with Public Transportation

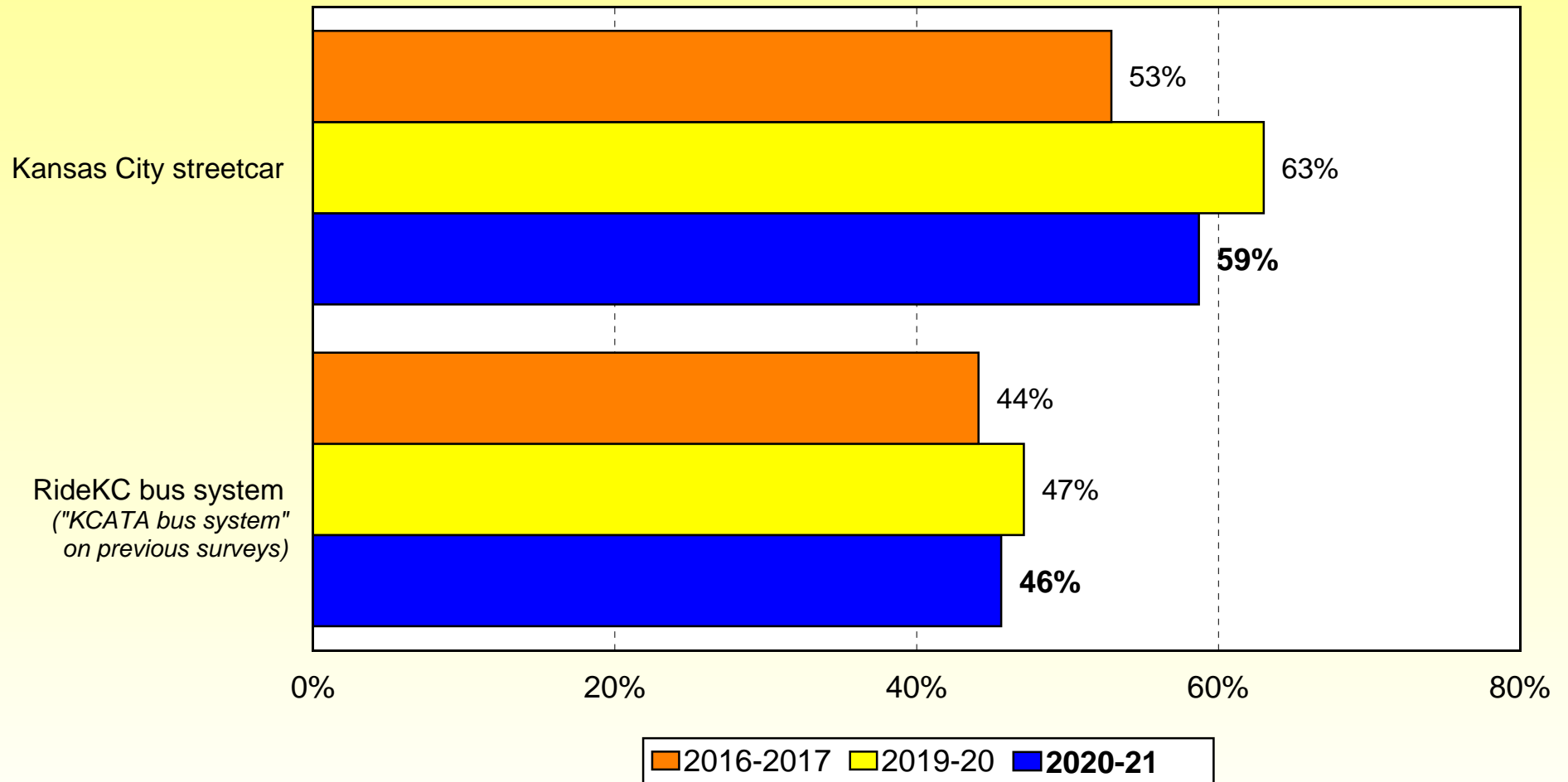
by percentage of respondents (excluding don't knows)



TREND DATA

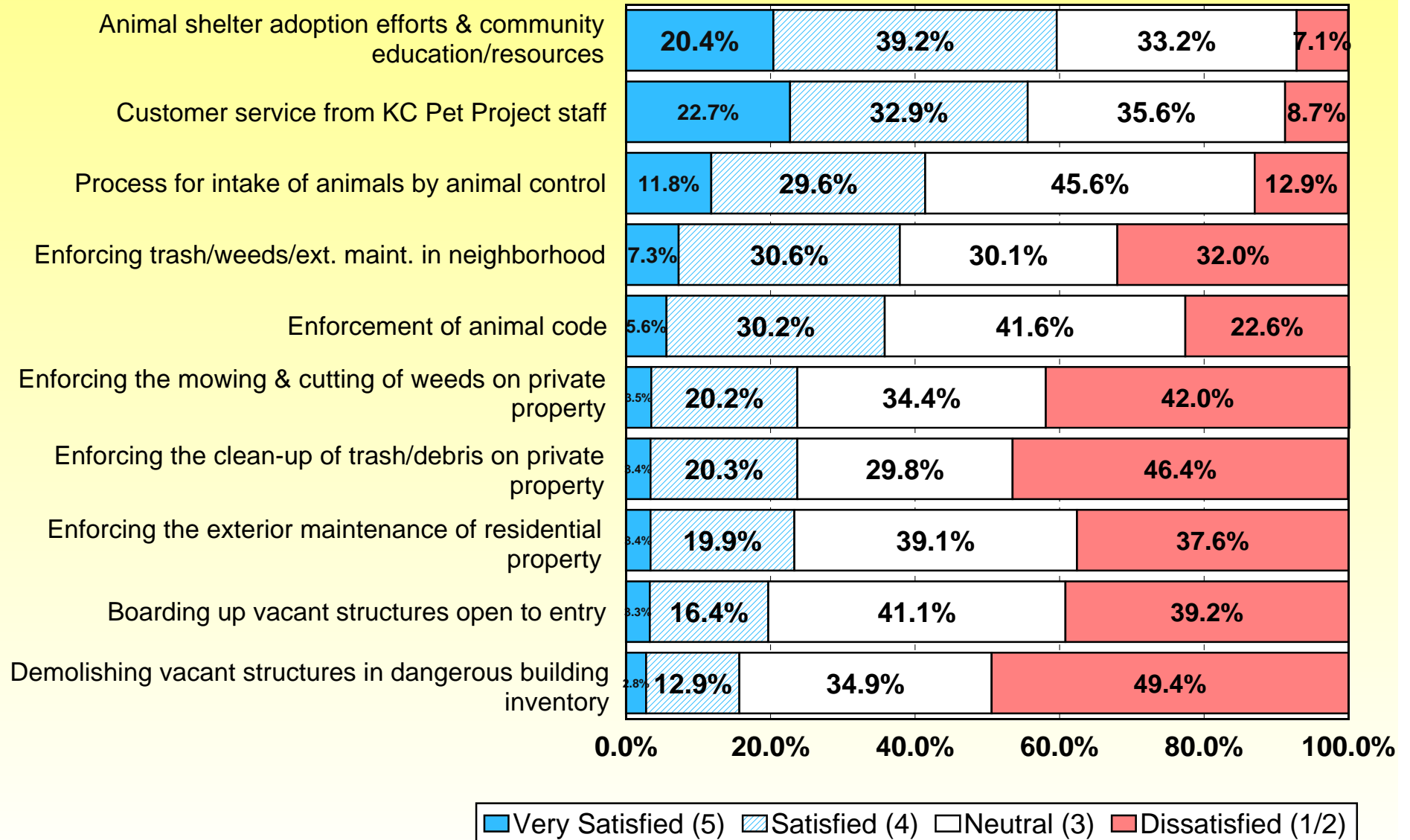
Satisfaction with Public Transportation 2016-17 vs. 2019-20 vs. 2020-21

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



Satisfaction with Neighborhood Services

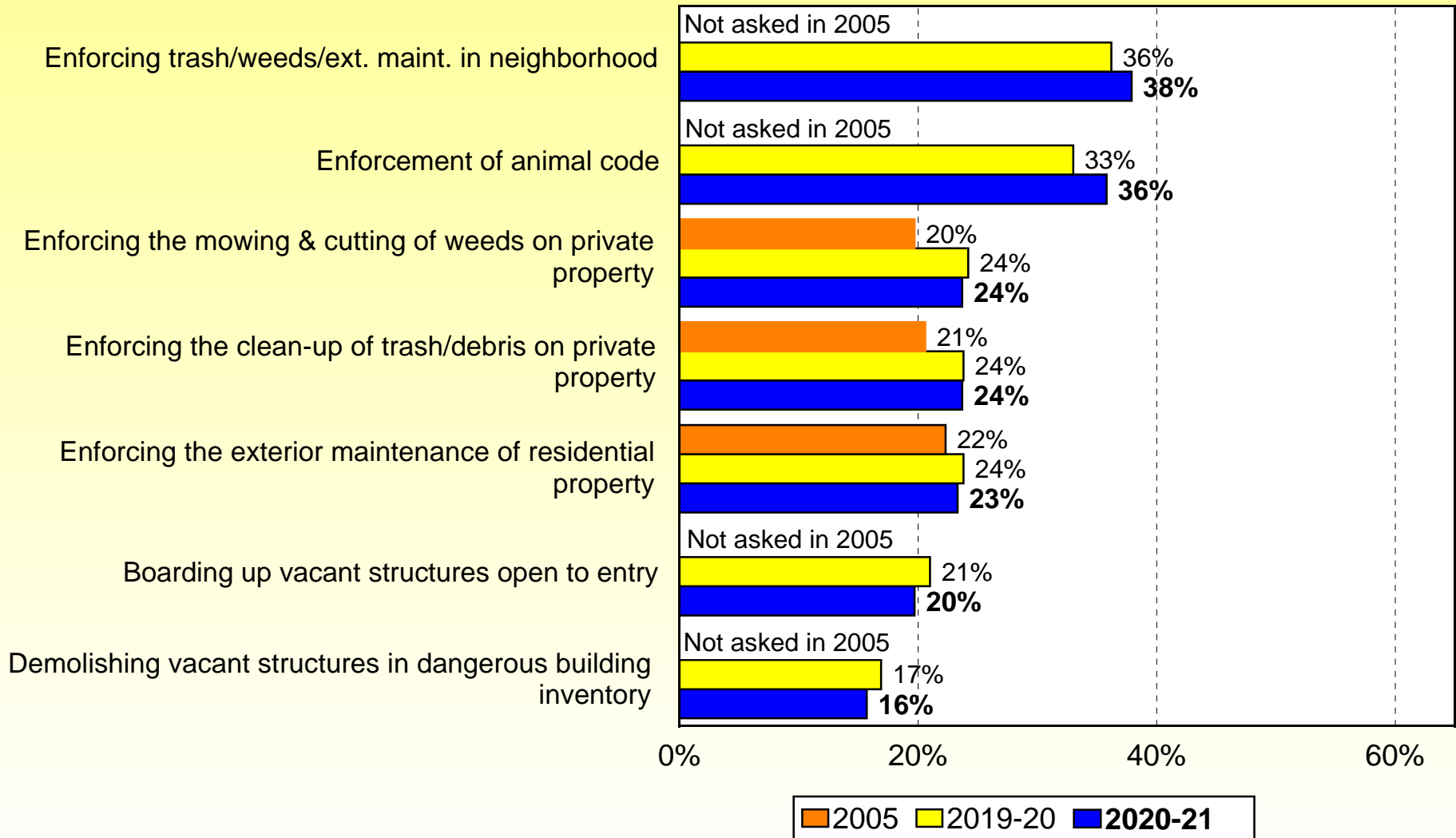
by percentage of respondents (excluding don't knows)



TREND DATA

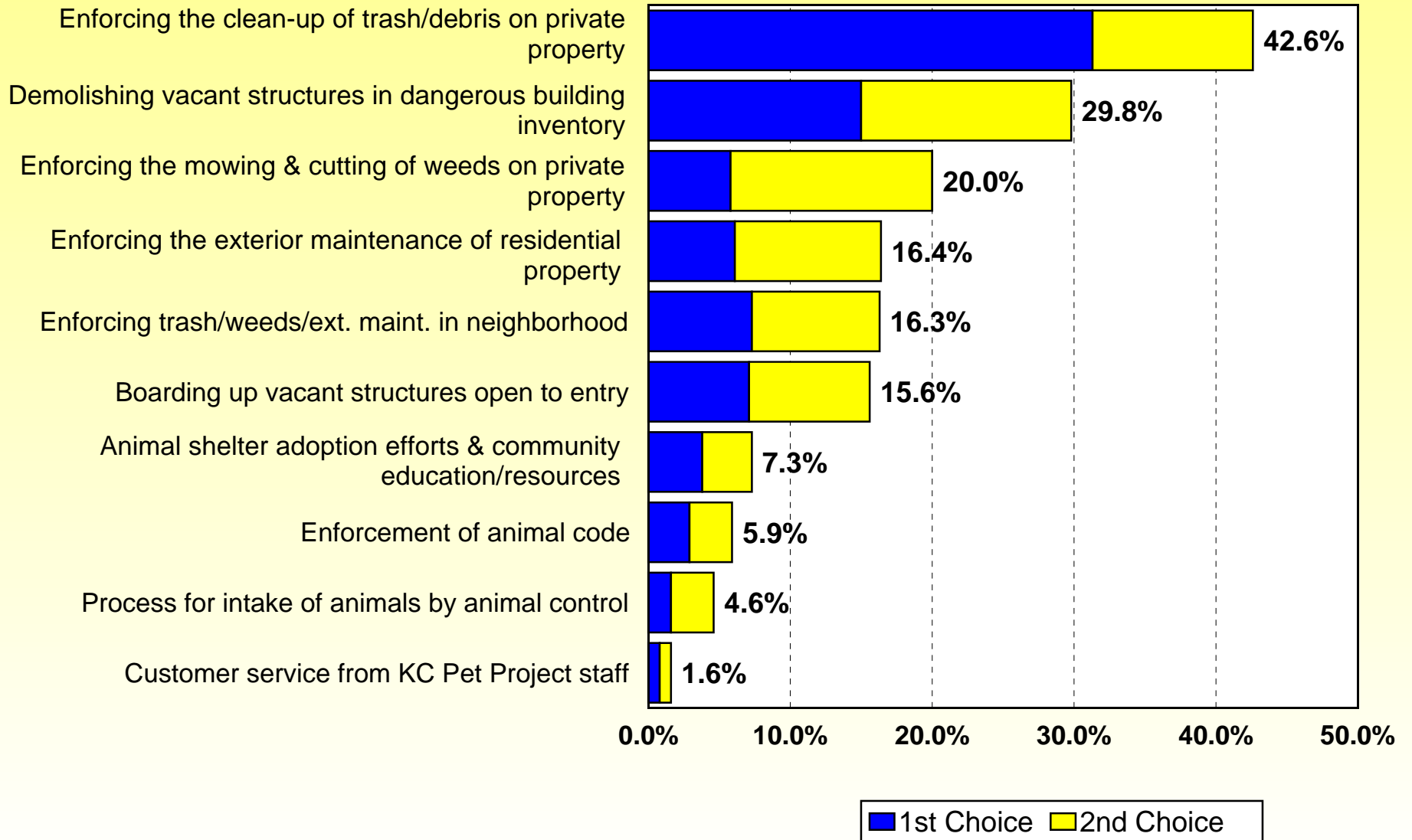
Satisfaction with Neighborhood Services 2005 vs. 2019-20 vs. 2020-21

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



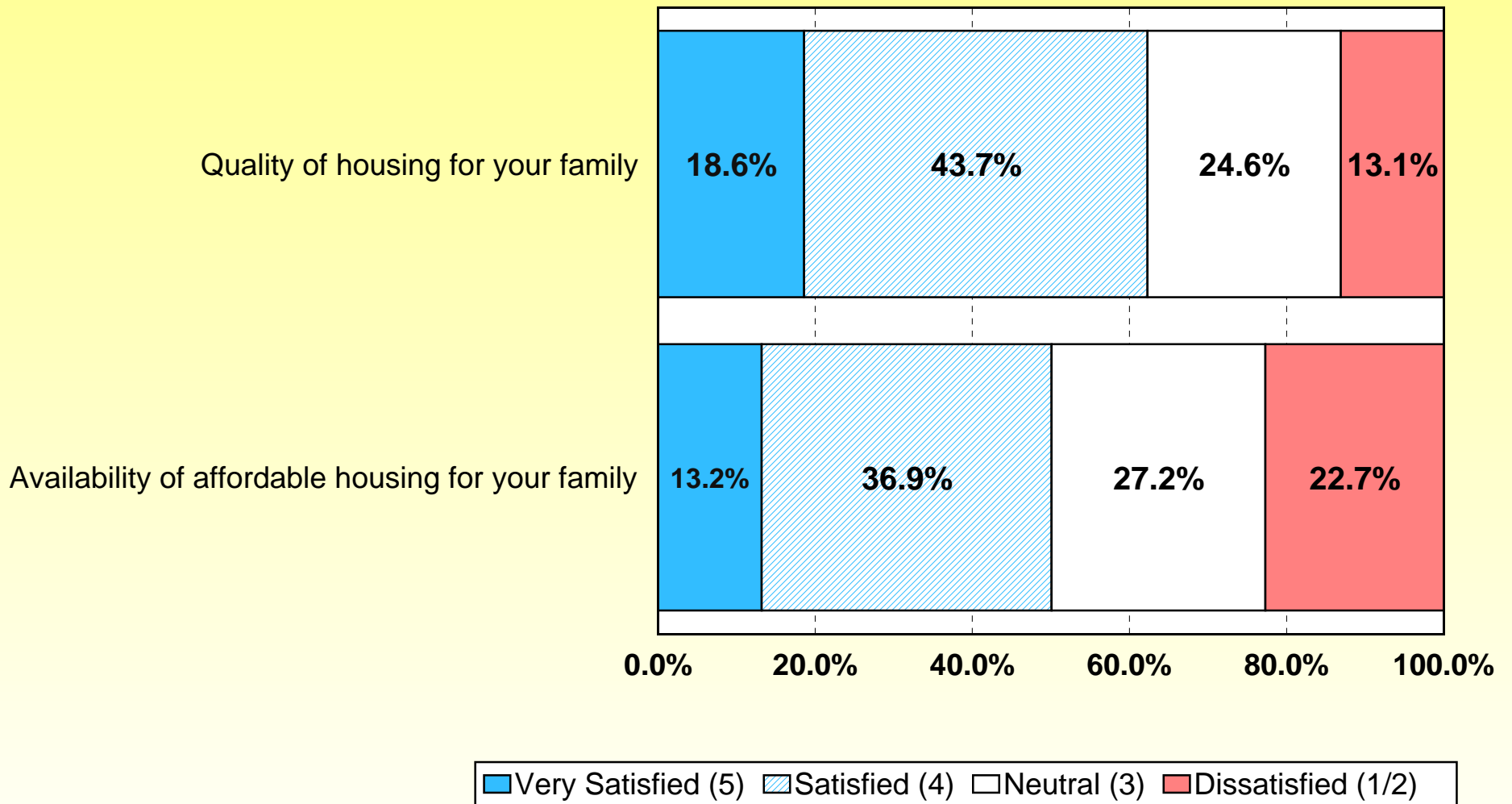
Neighborhood Services That Are Most Important for KCMO to Provide

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



Satisfaction with Housing

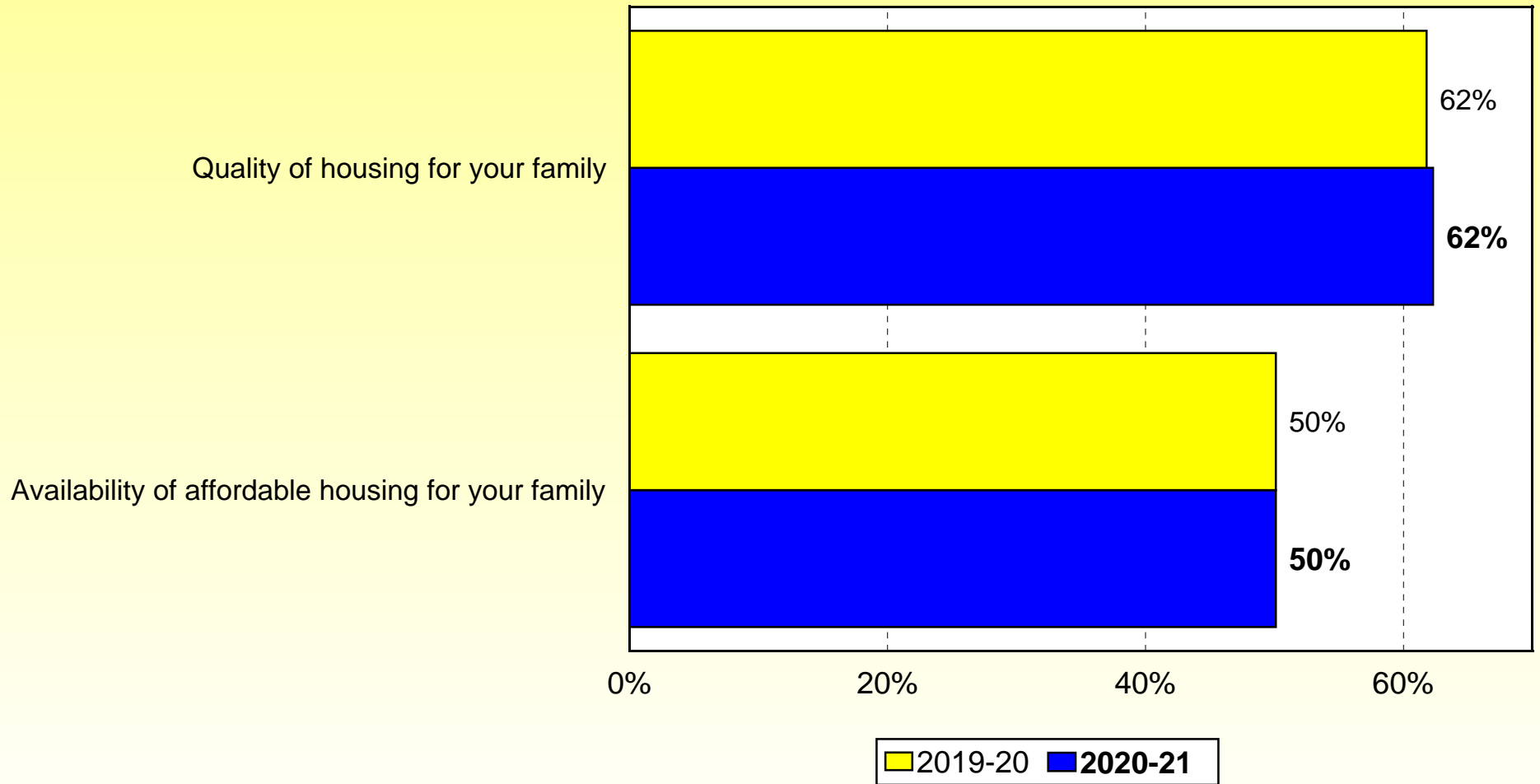
by percentage of respondents (excluding don't knows)



TREND DATA

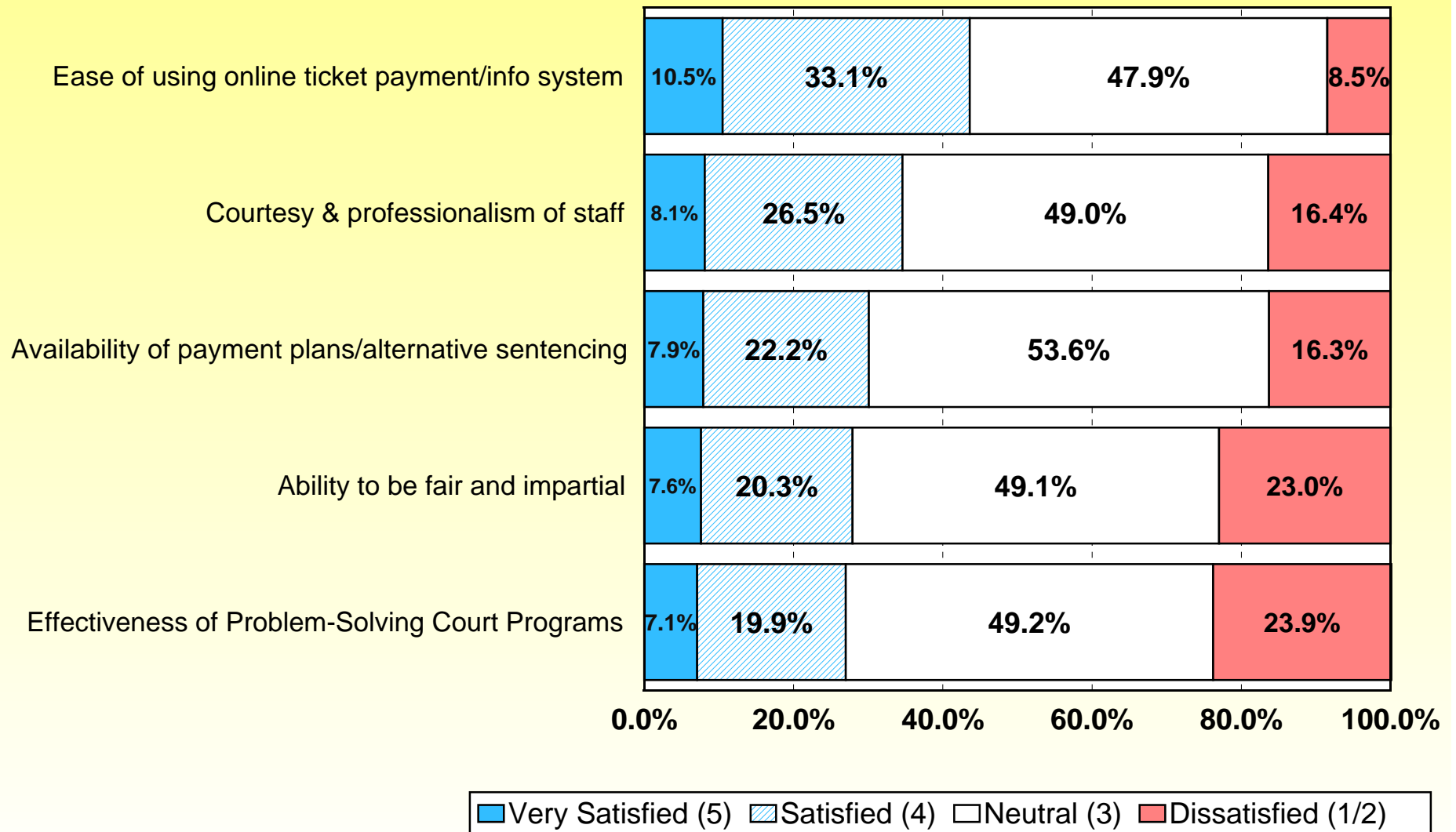
Satisfaction with Housing 2019-20 vs. 2020-21

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



Satisfaction with Municipal Court Services

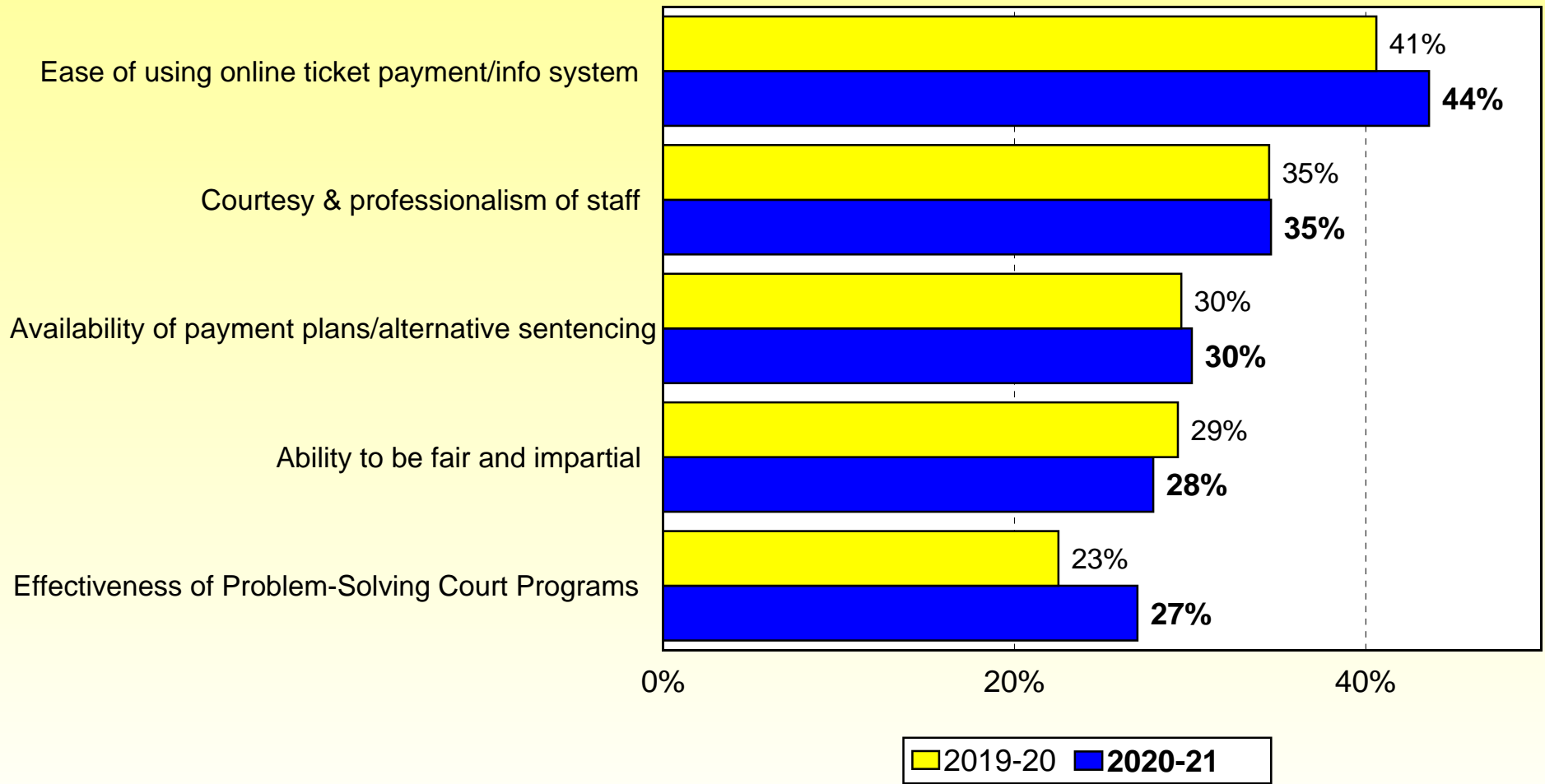
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



TREND DATA

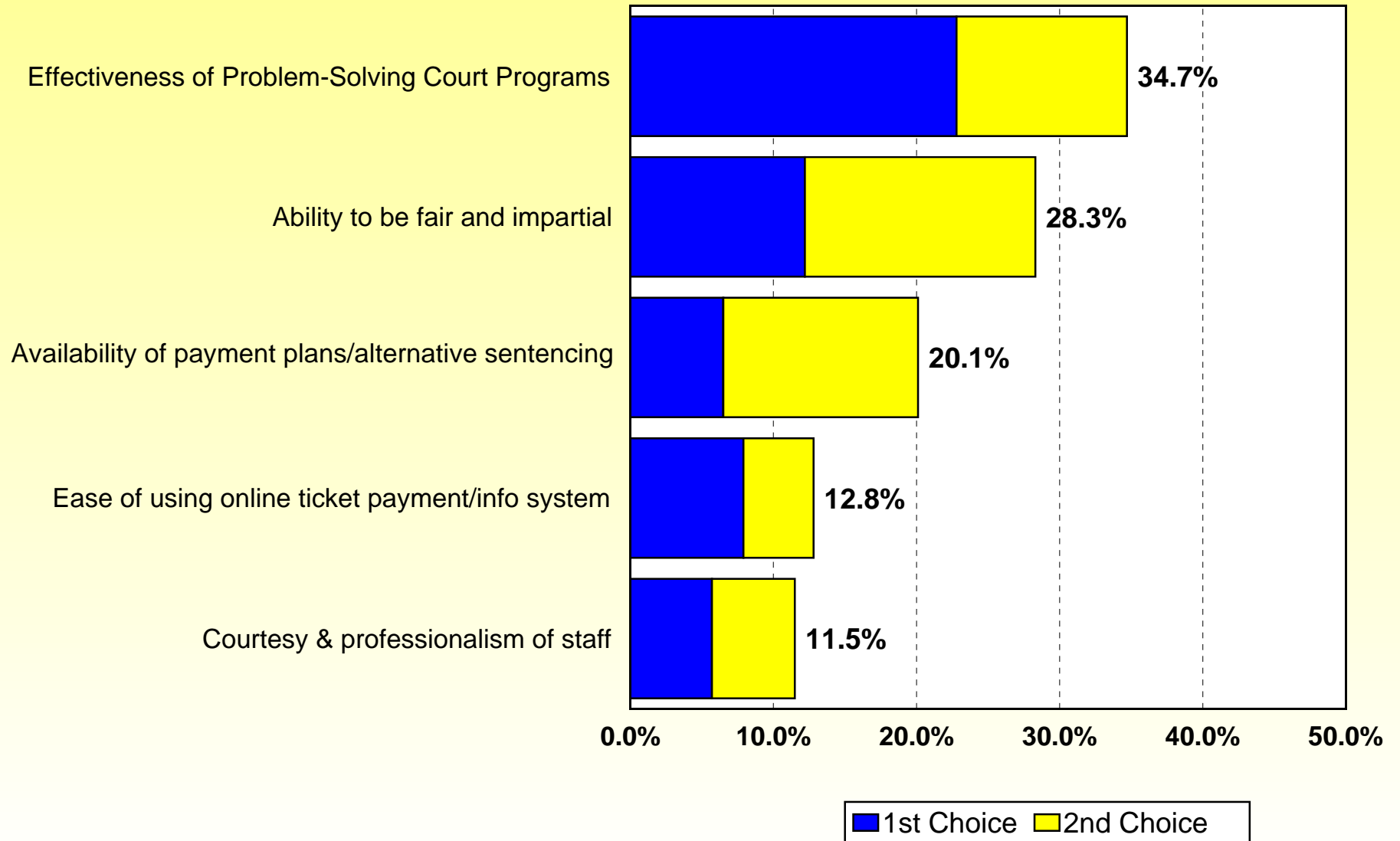
Satisfaction with Municipal Court Services 2019-20 vs. 2020-21

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



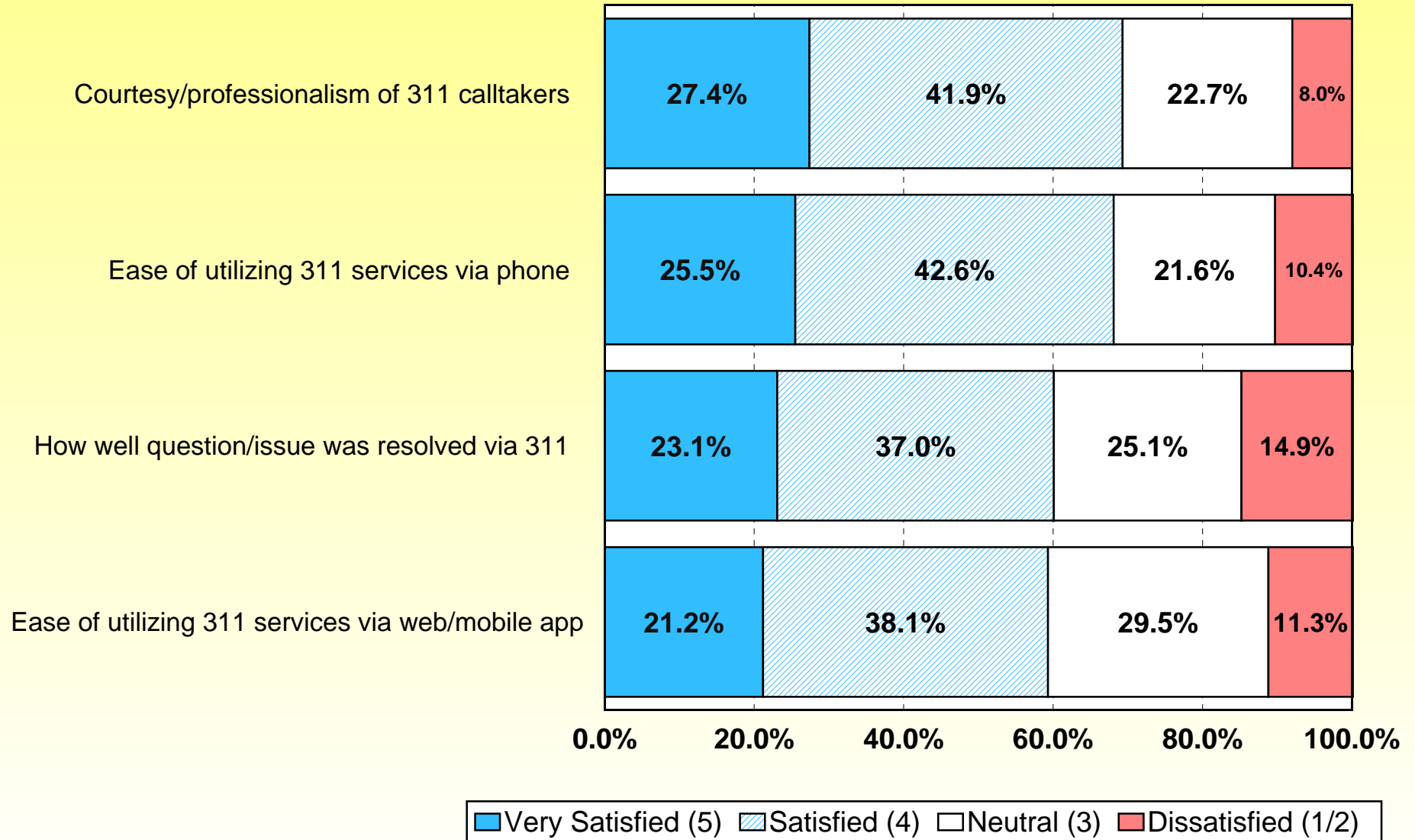
Municipal Court Services That Are Most Important for KCMO to Provide

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



Satisfaction with the 311 Call Center

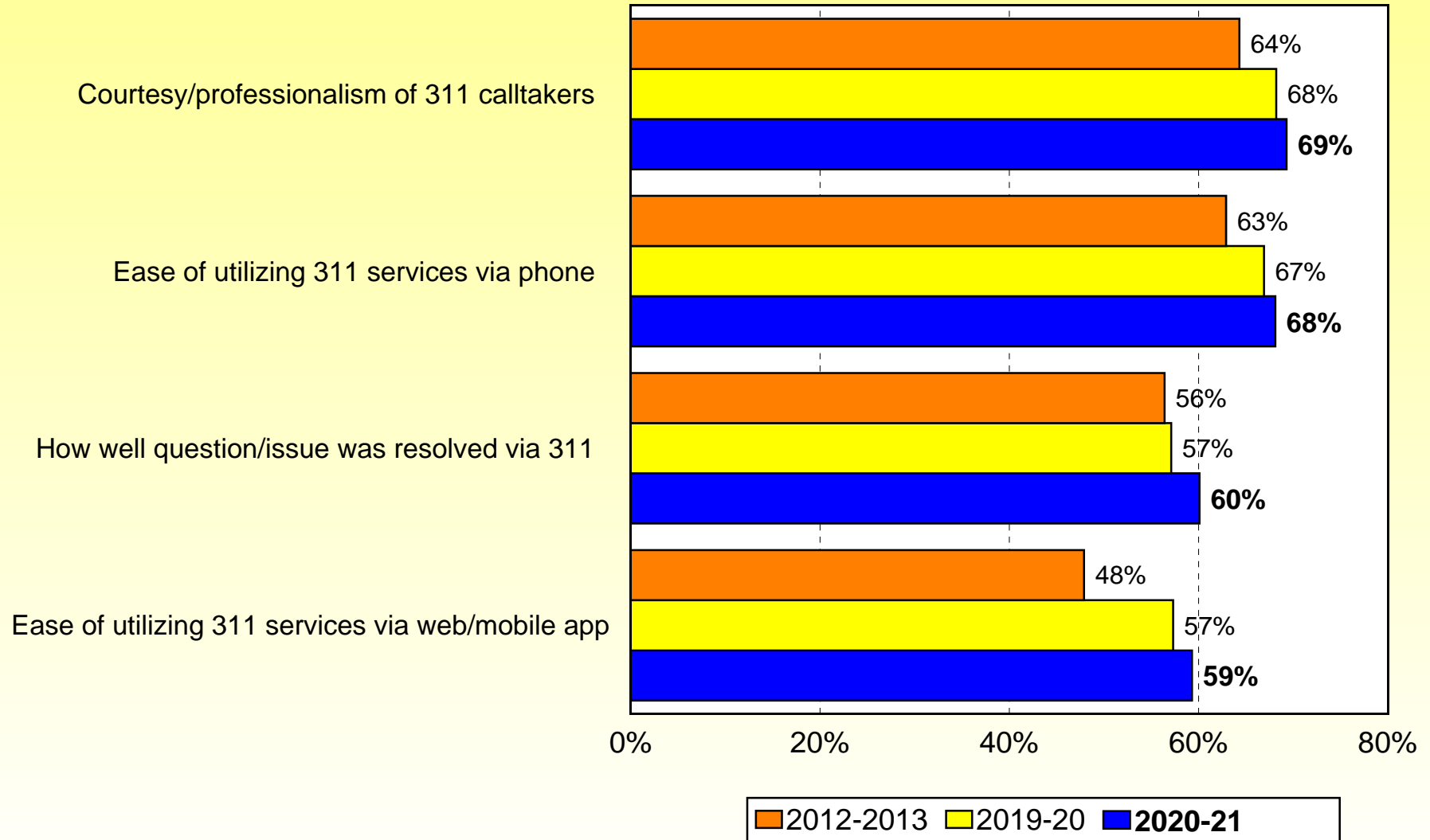
by percentage of respondents (excluding don't knows)



TREND DATA

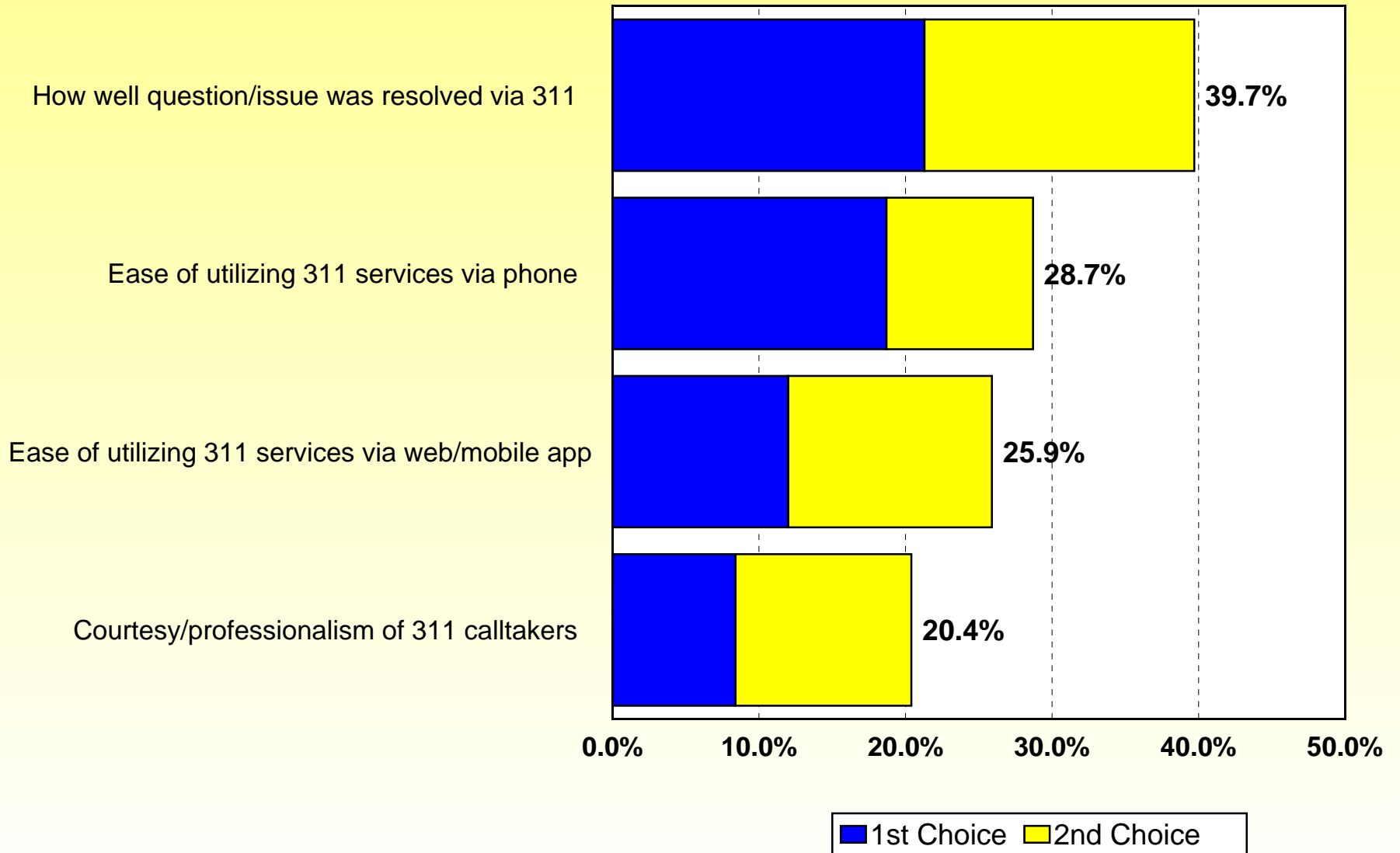
Satisfaction with the 311 Call Center 2005 vs. 2019-20 vs. 2020-21

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



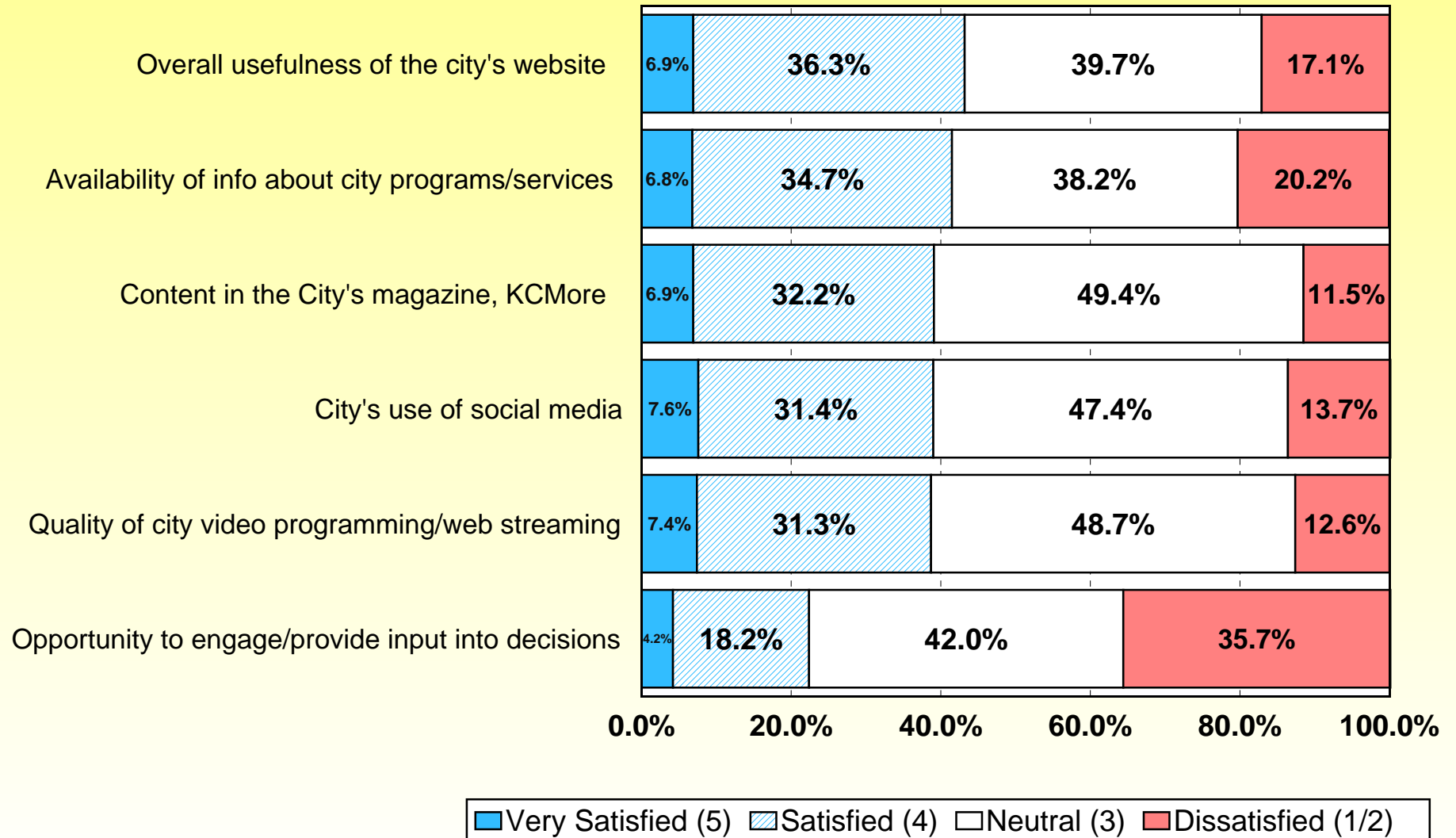
311 Services That Are Most Important for KCMO to Provide

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



Satisfaction with Various Aspects of Communication

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

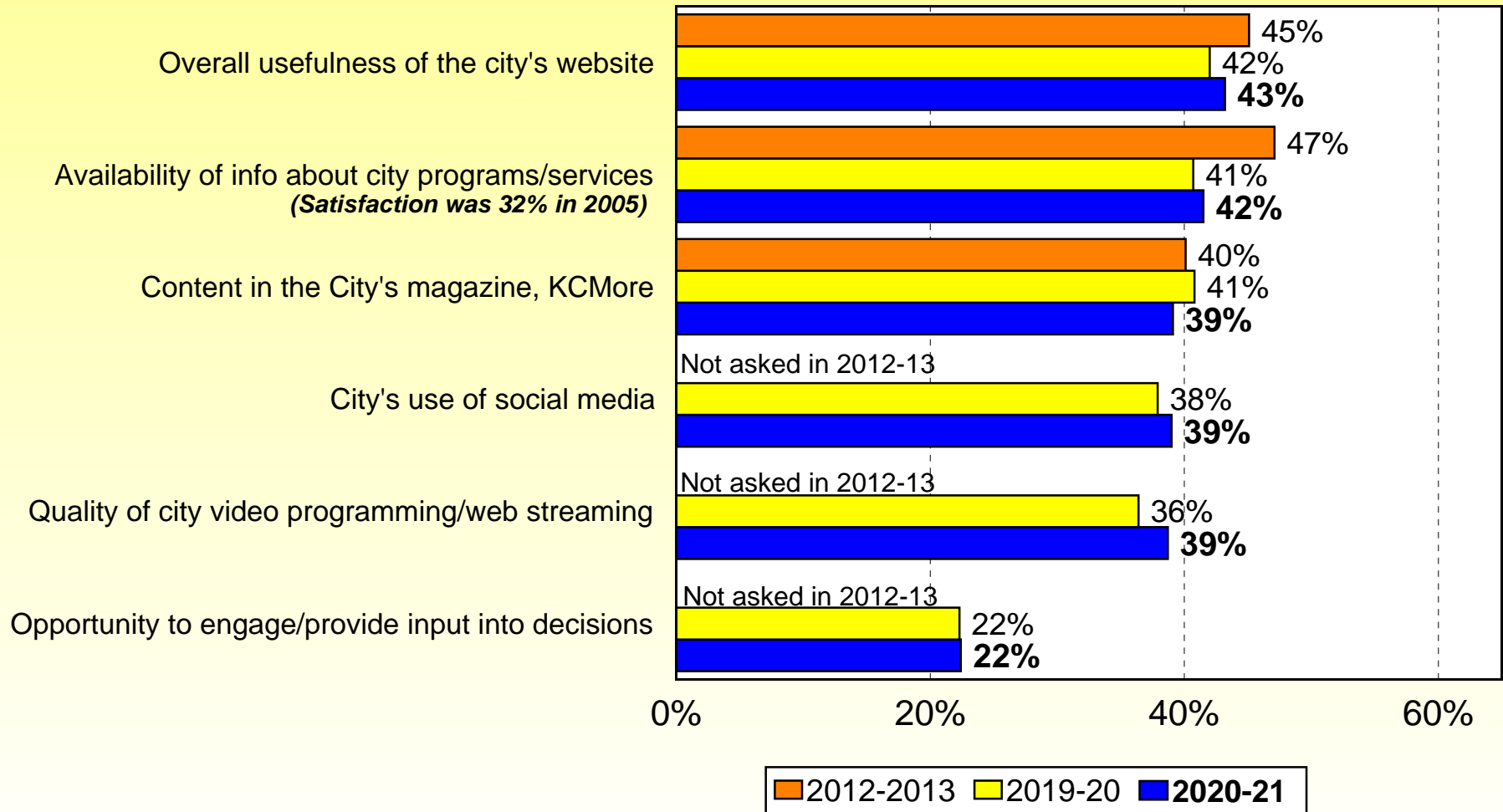


TREND DATA

Satisfaction with Various Aspects of Communication

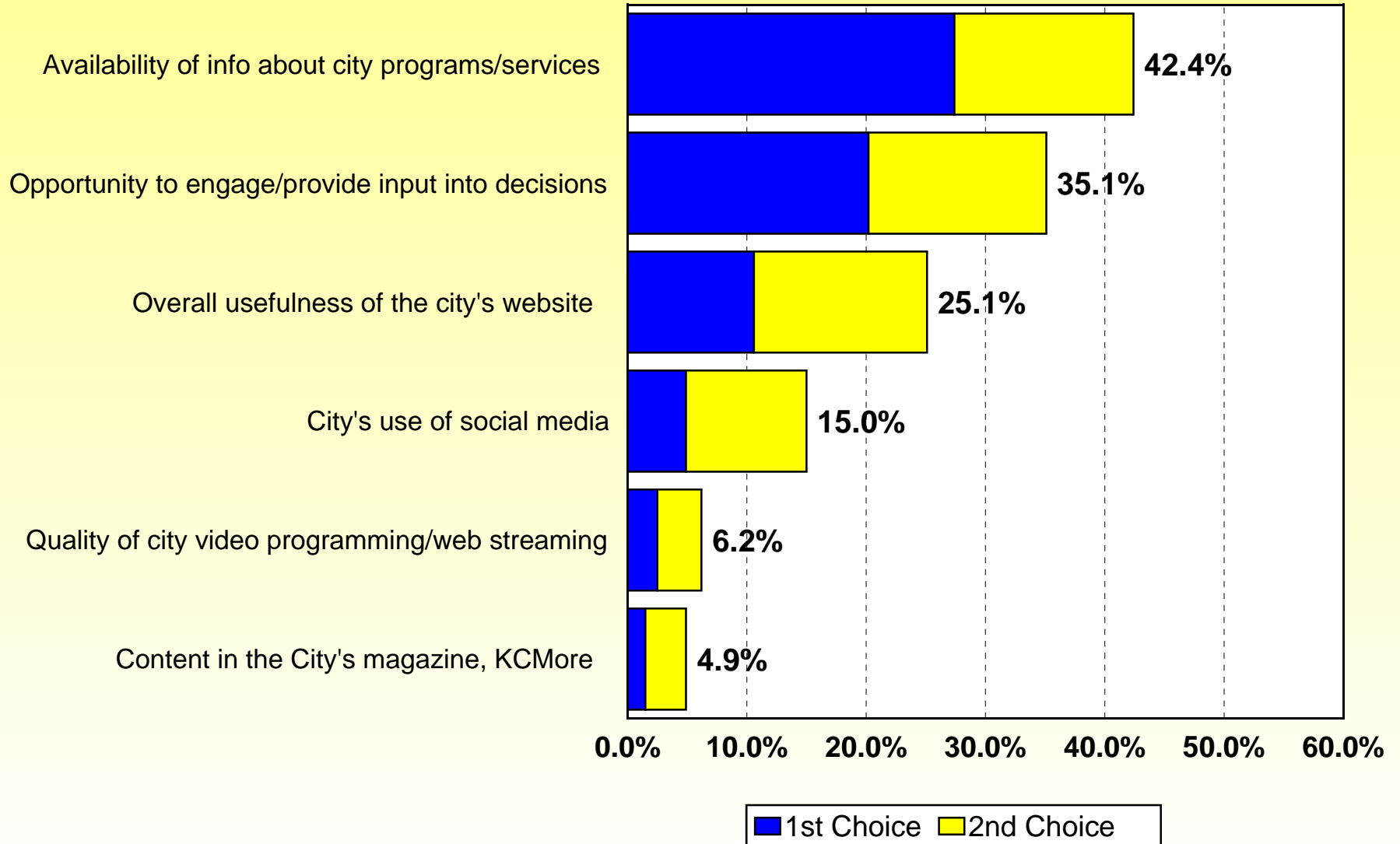
2012-13 vs. 2019-20 vs. 2020-21

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



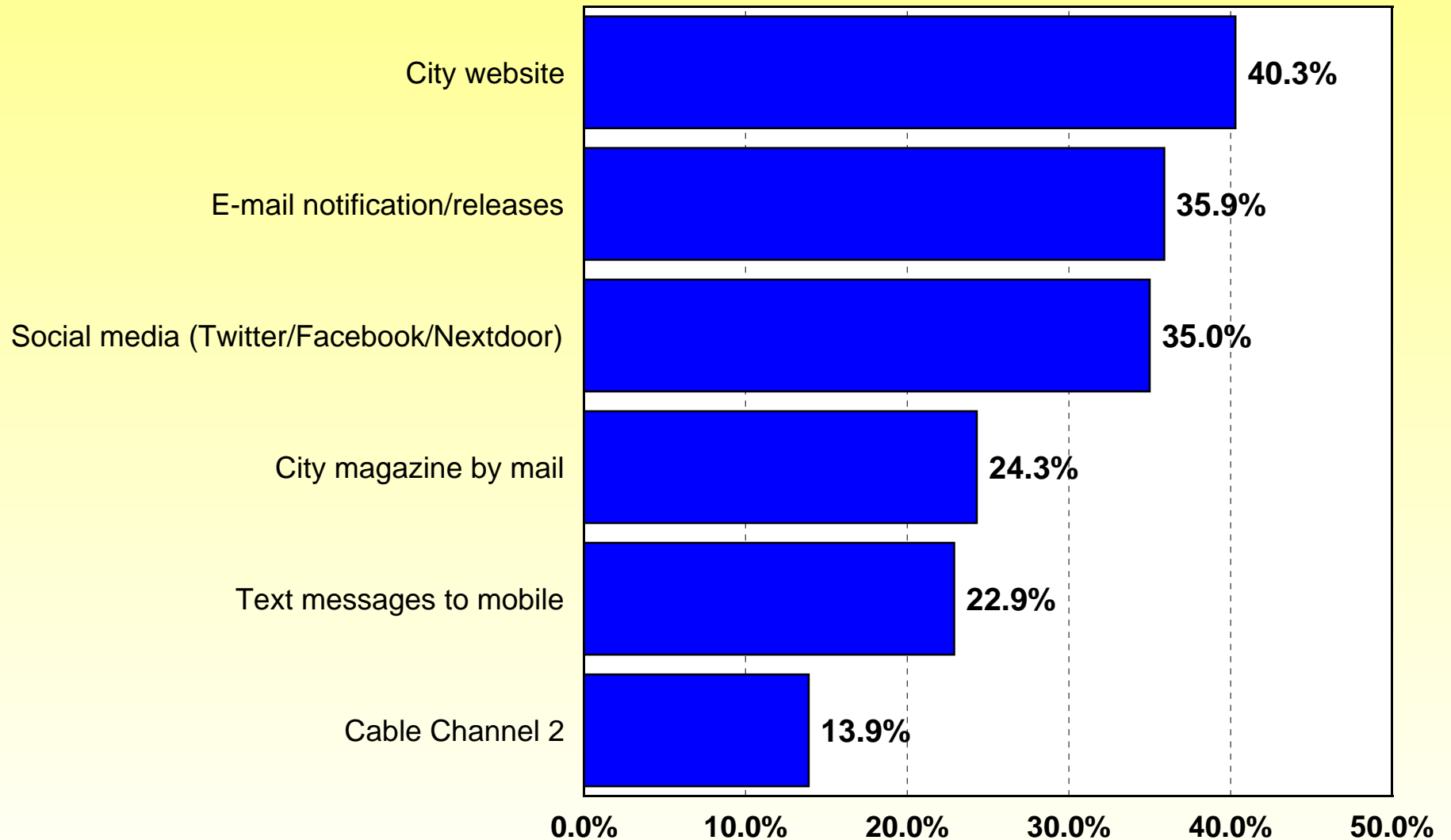
Communication Services that are Most Important for KCMO to Provide

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



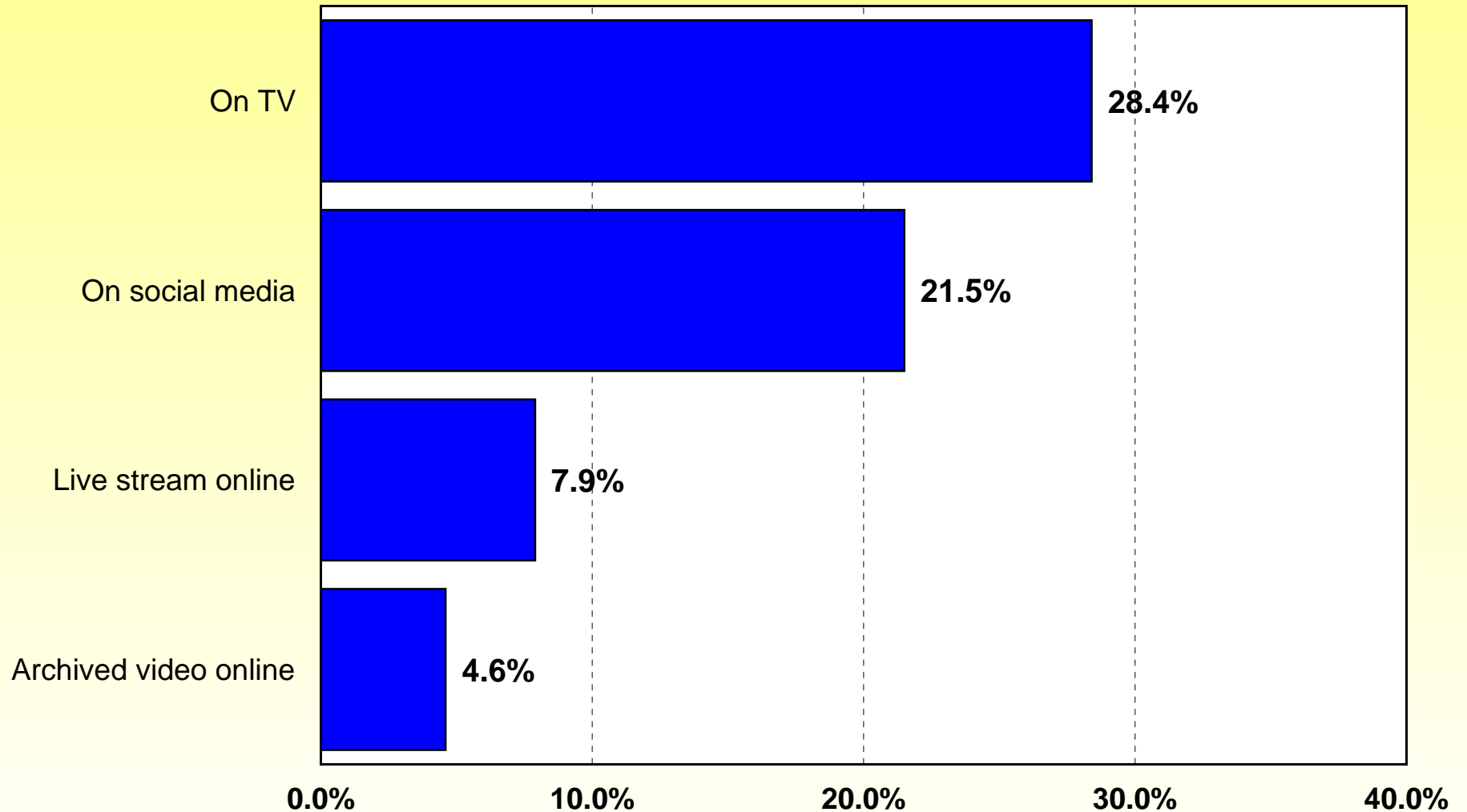
Preferred Methods of Receiving Information From KCMO

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



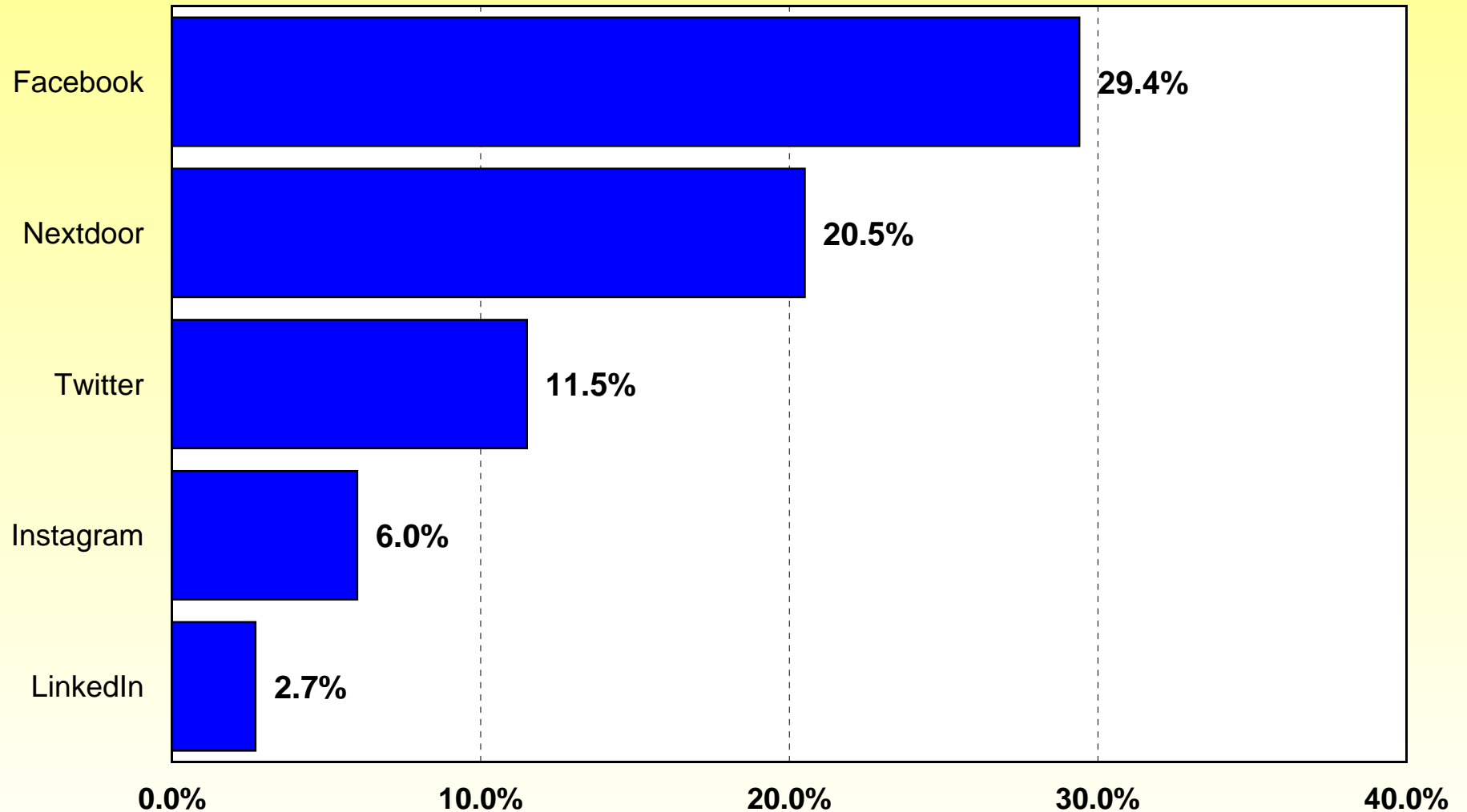
How have you watched Channel 2 or other video content from the City of Kansas City, MO in the last year?

by percentage of respondents (multiple selections could be made)



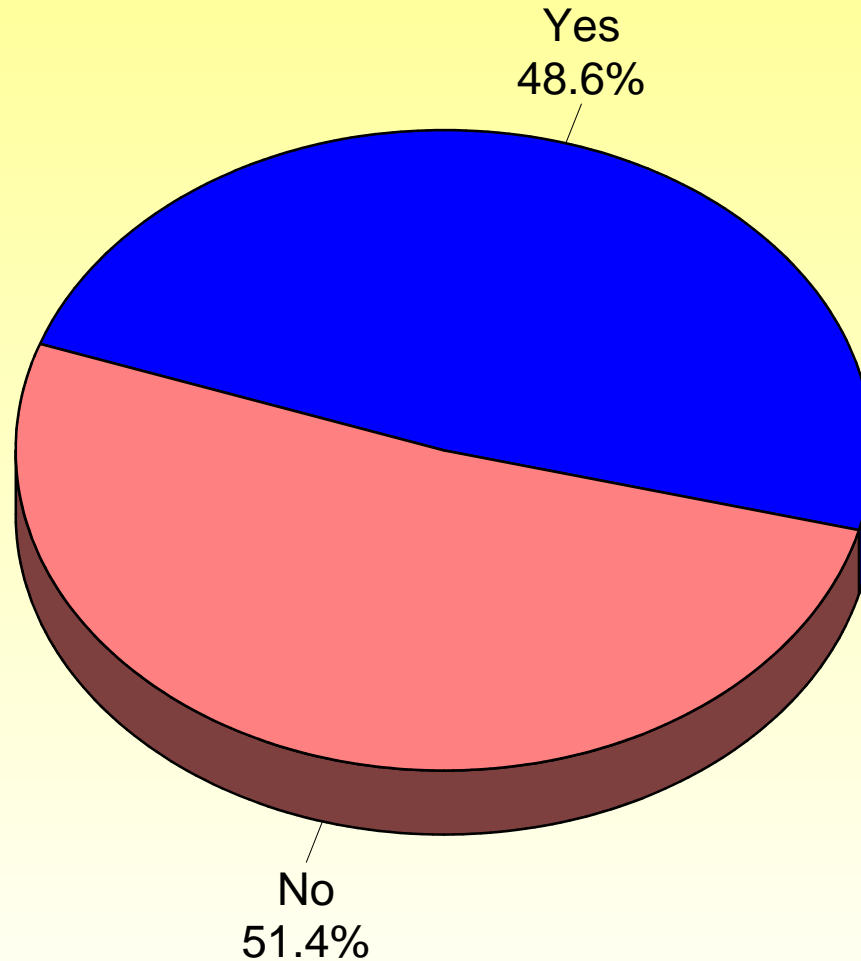
Do you follow the City on any of its social media accounts?

by percentage of respondents (multiple selections could be made)



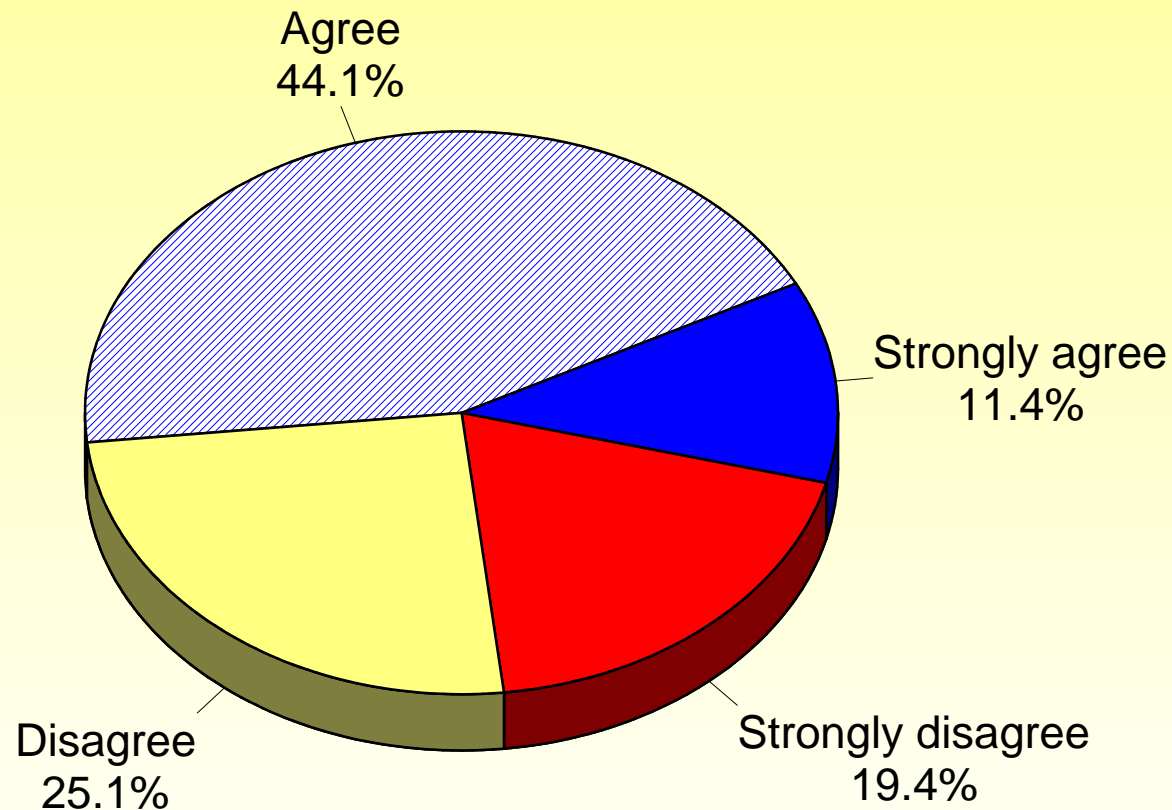
Would you prefer to receive more printed materials from the City mailed to your home?

by percentage of respondents (excluding don't knows)



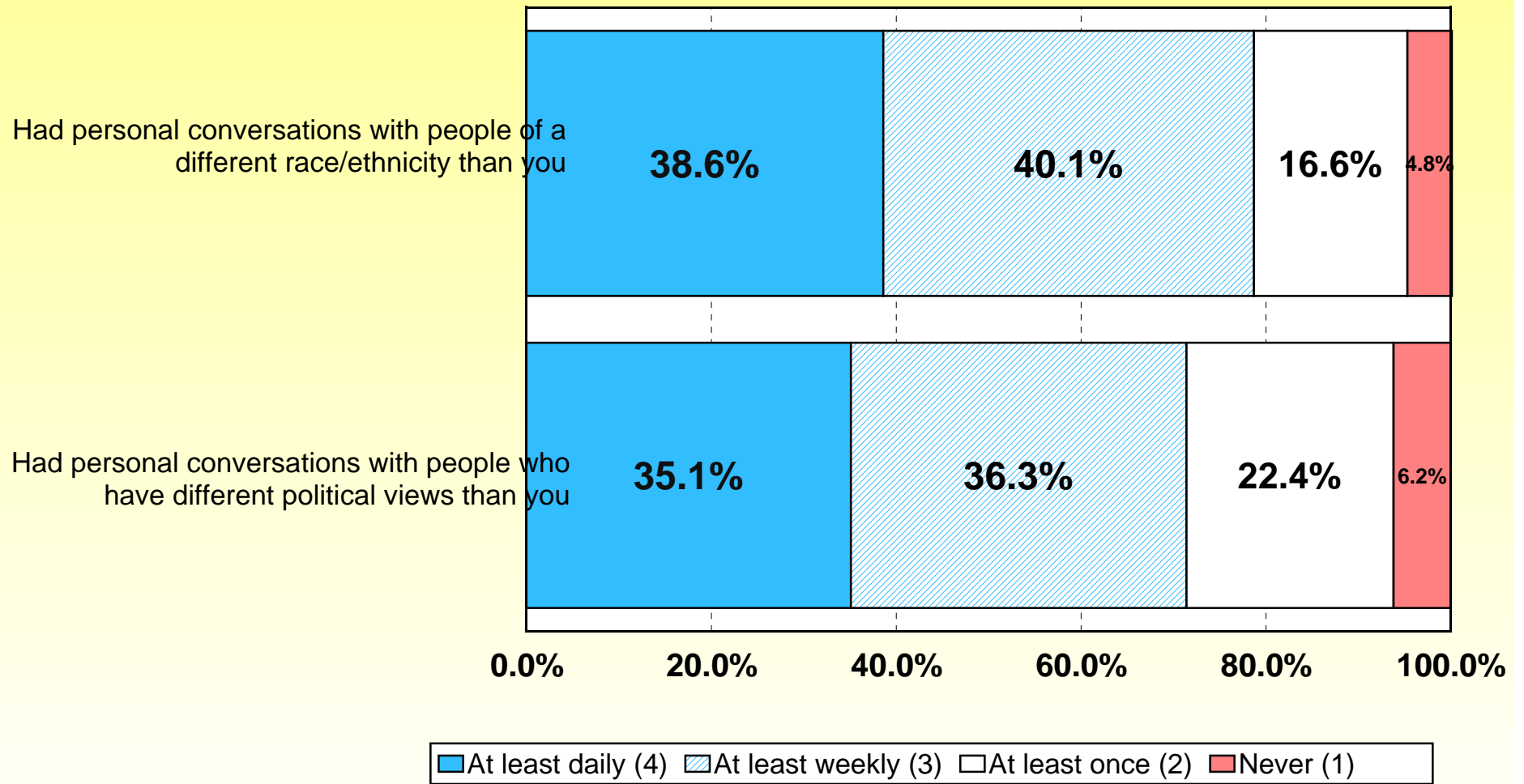
Do you agree or disagree with the statement, “When I need some extra help, I can count on someone in the community to help with daily tasks (e.g. rides, errands, housework, childcare)”?

by percentage of respondents (excluding don't knows)



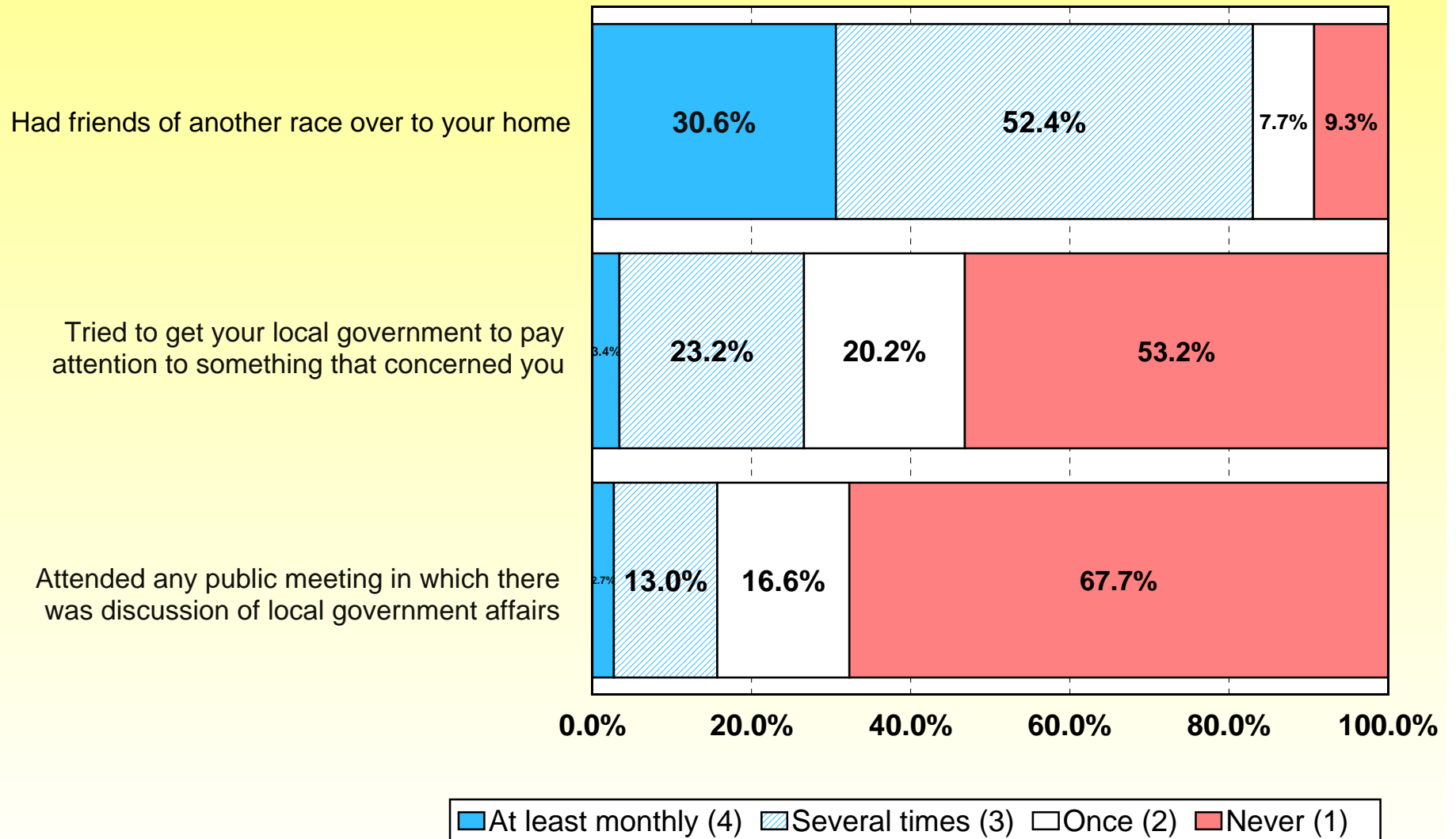
How Often Respondents Have Done Each of the Following in the Past Month

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



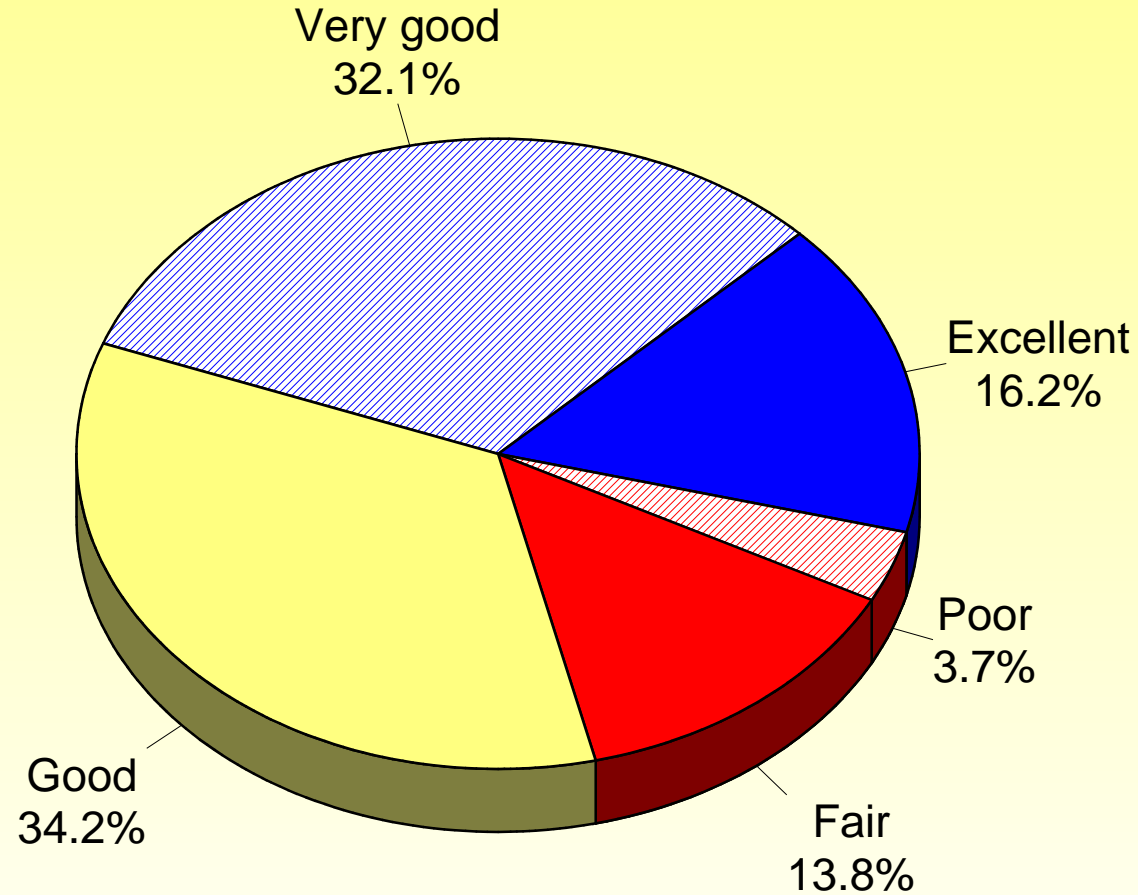
How Often Respondents Have Done Each of the Following in the Past 12 Months

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



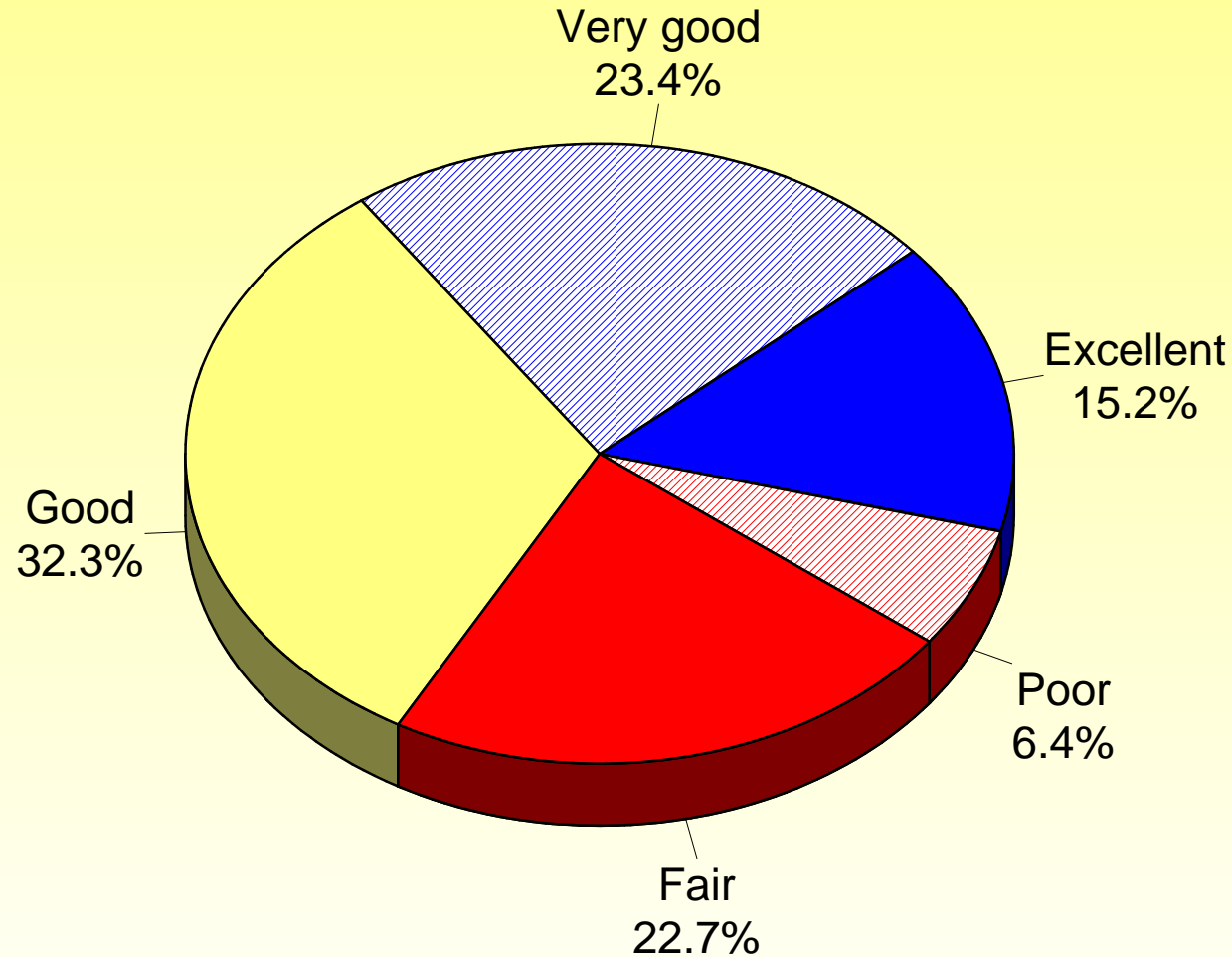
How would you describe your overall state of health these days?

by percentage of respondents (excluding don't knows)



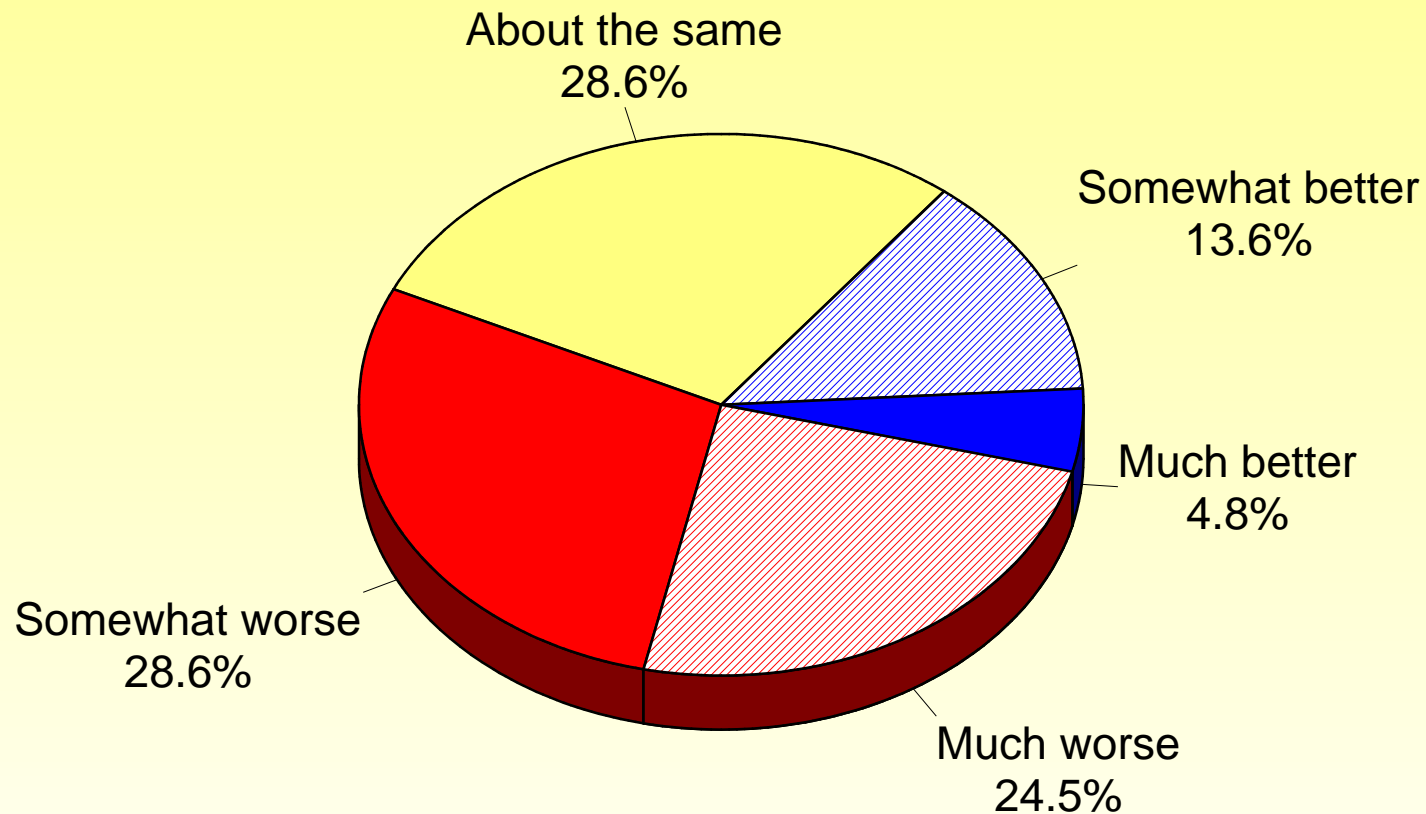
Thinking about your ability to meet your household's needs, what would you say about your financial situation?

by percentage of respondents (excluding don't knows)



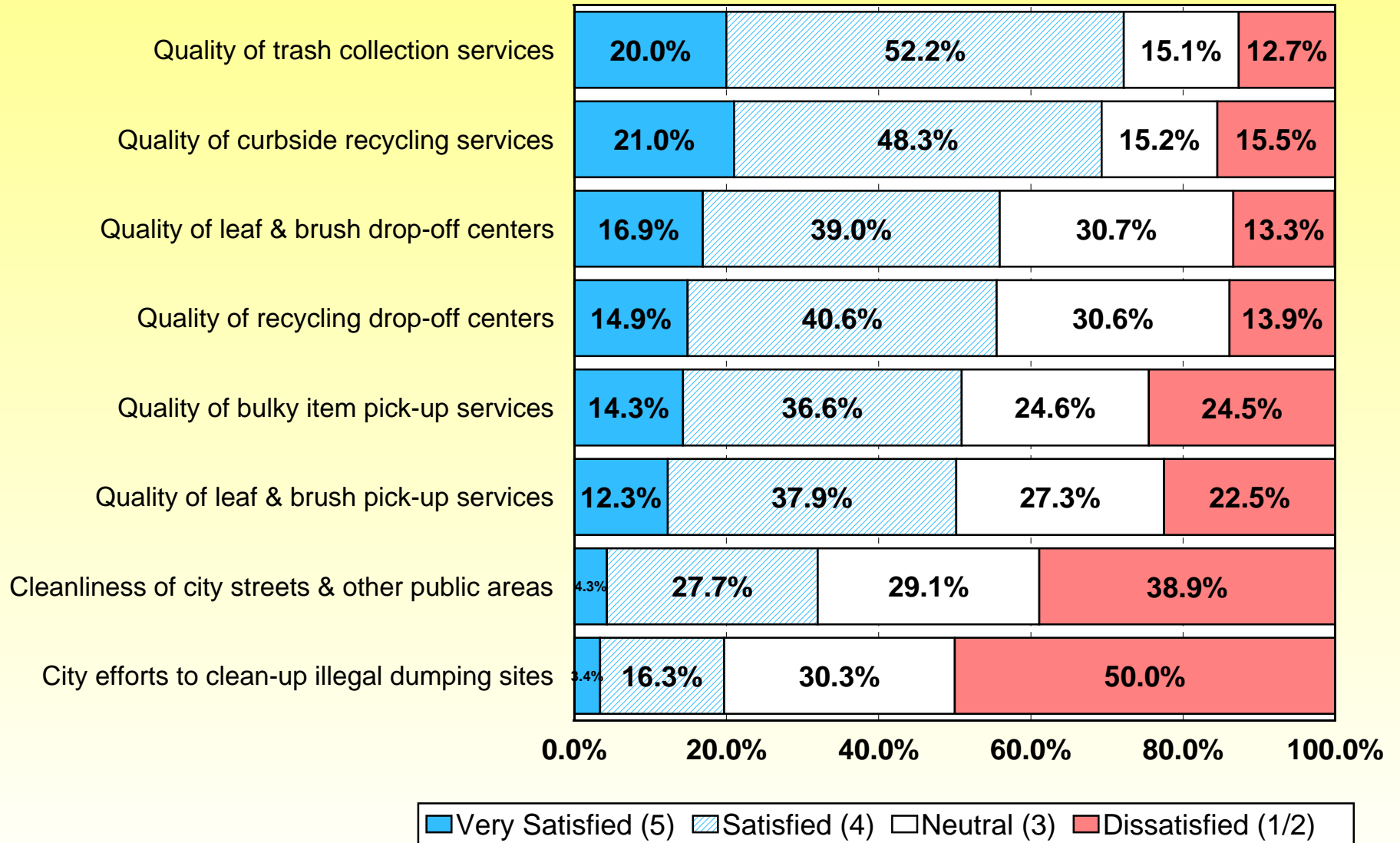
Thinking about your parents when they were your age, how would you compare your standard of living to theirs?

by percentage of respondents (excluding don't knows)



Satisfaction with Solid Waste Services

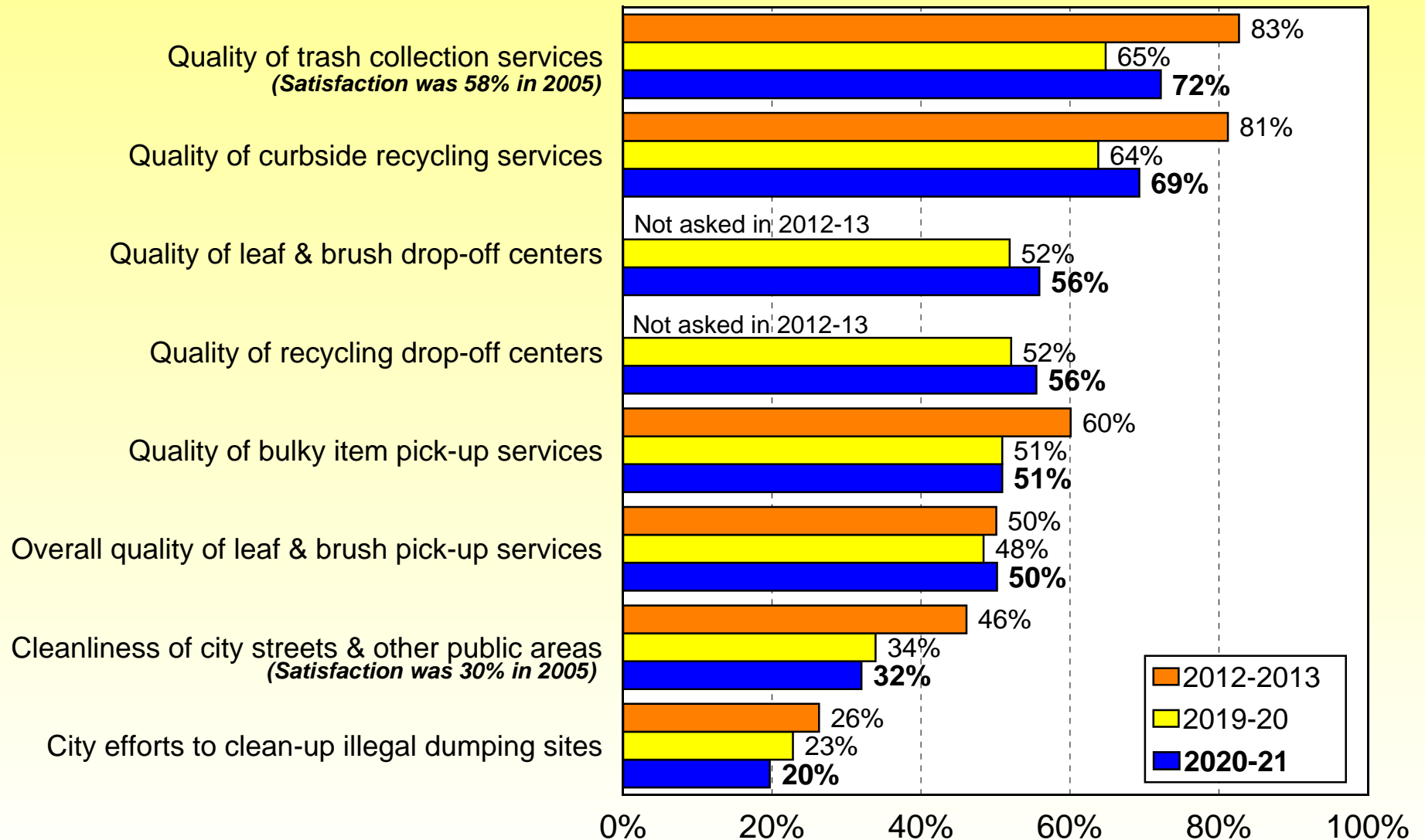
by percentage of respondents (excluding don't knows)



TREND DATA

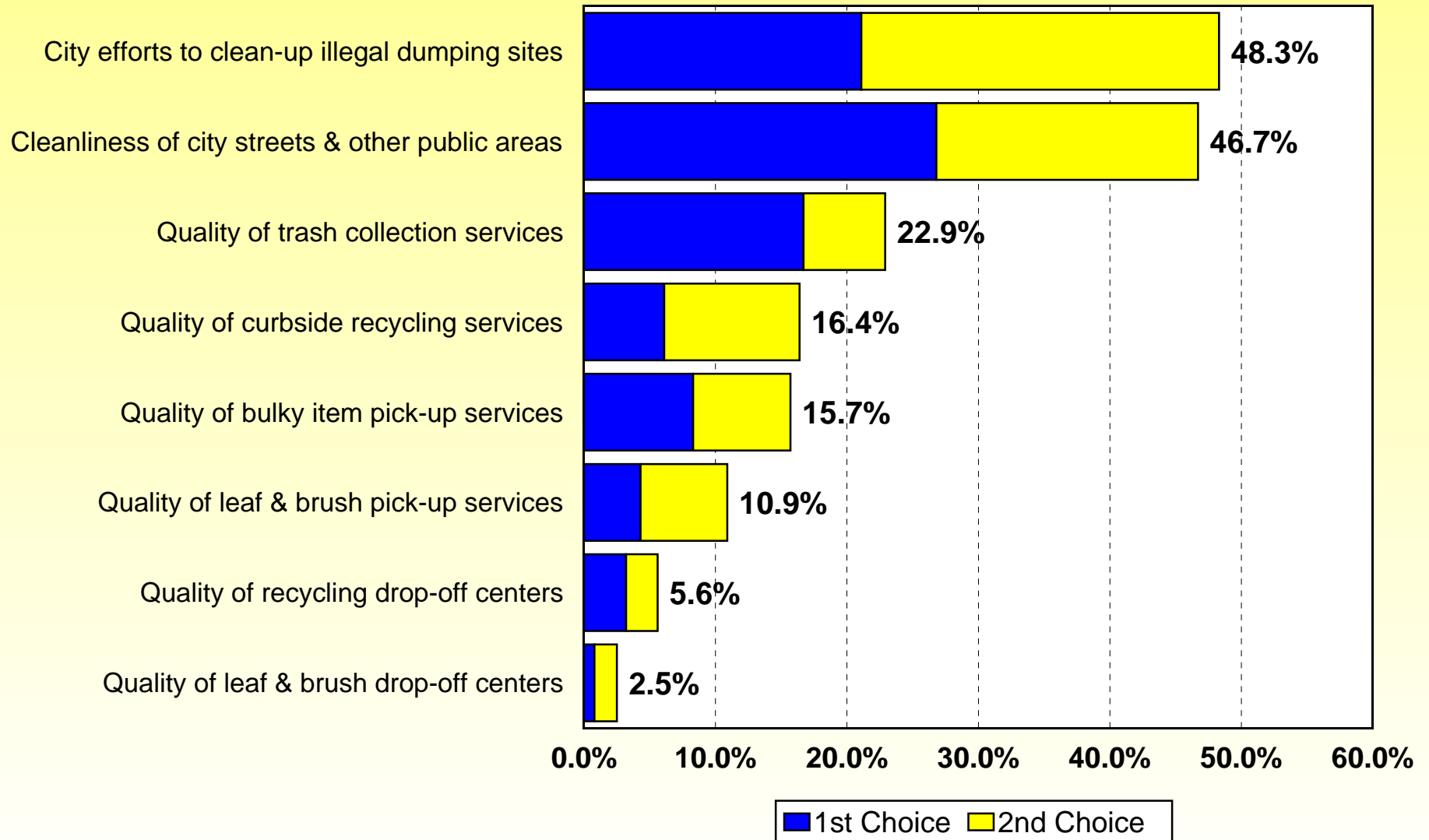
Satisfaction with Solid Waste Services 2005 vs. 2019-20 vs. 2020-21

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



Solid Waste Services That Are Most Important for KCMO to Provide

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

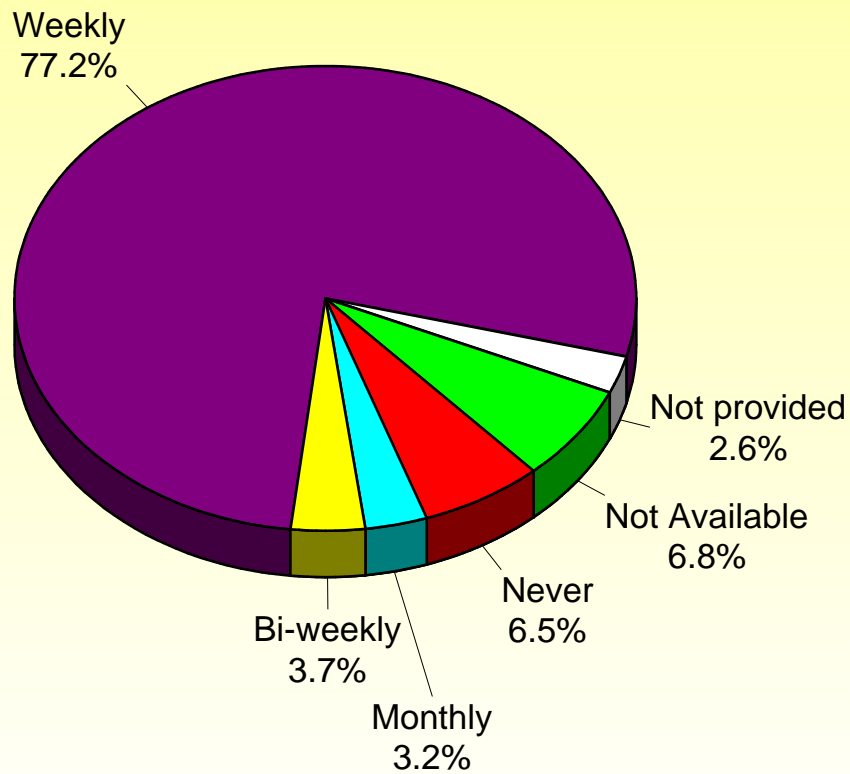


TREND DATA

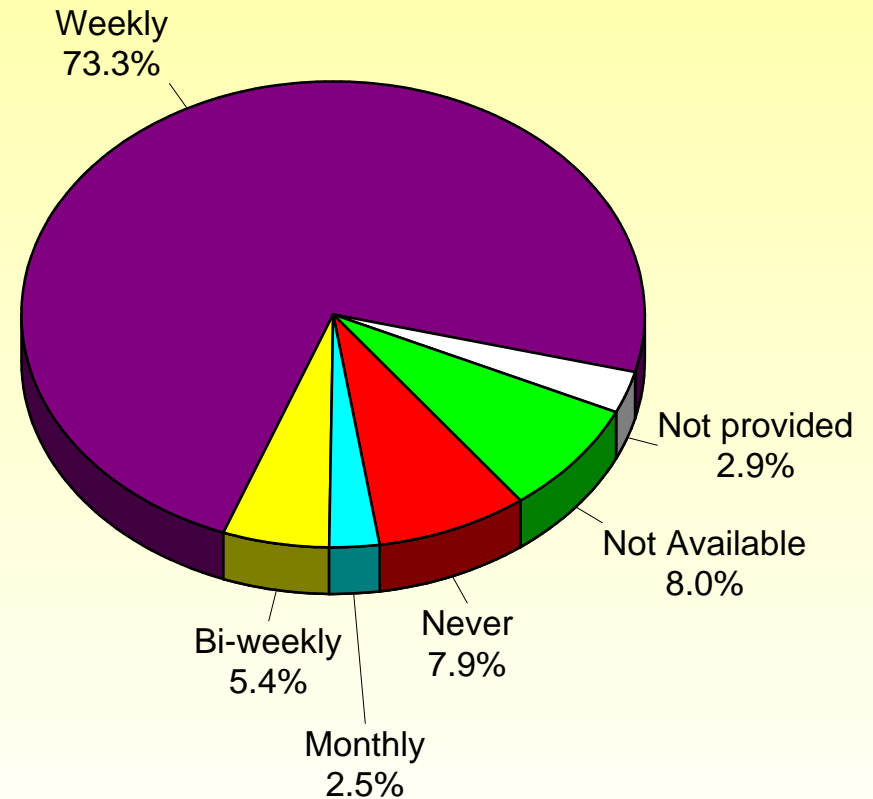
How often does your household use the City's curbside recycling services?

by percentage of respondents

2020-21

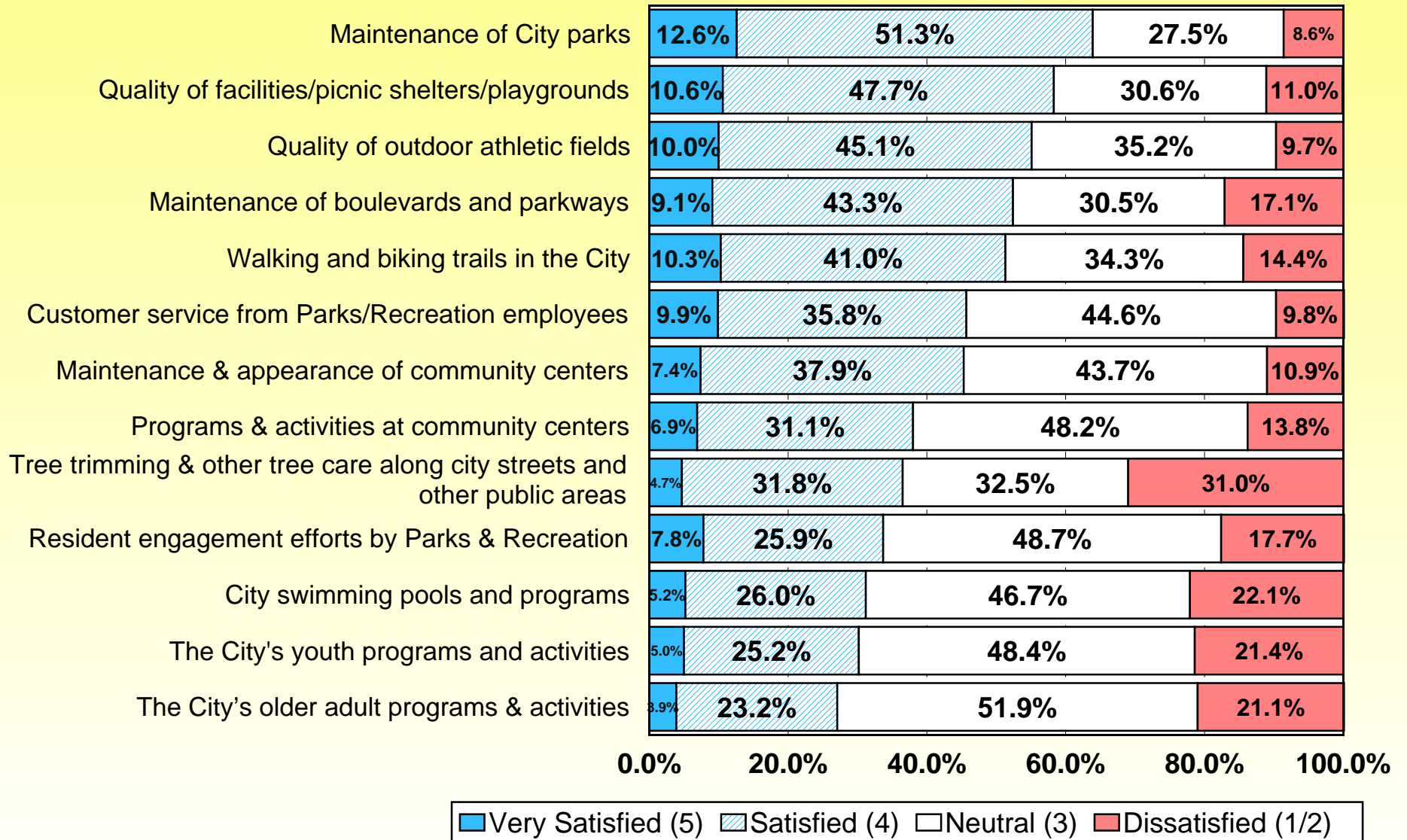


2019-20



Satisfaction with Parks & Recreation Services

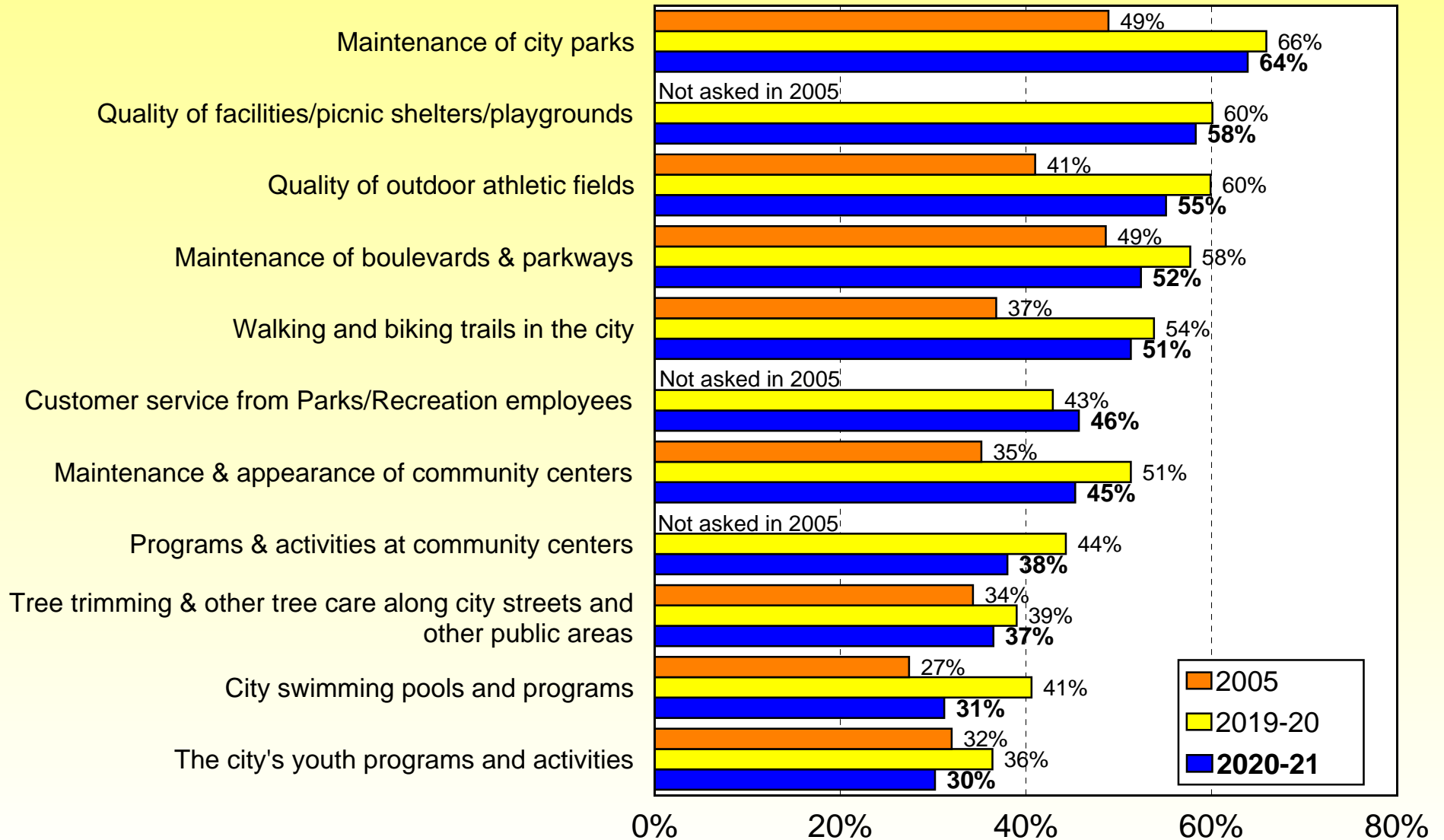
by percentage of respondents (excluding don't knows)



TREND DATA

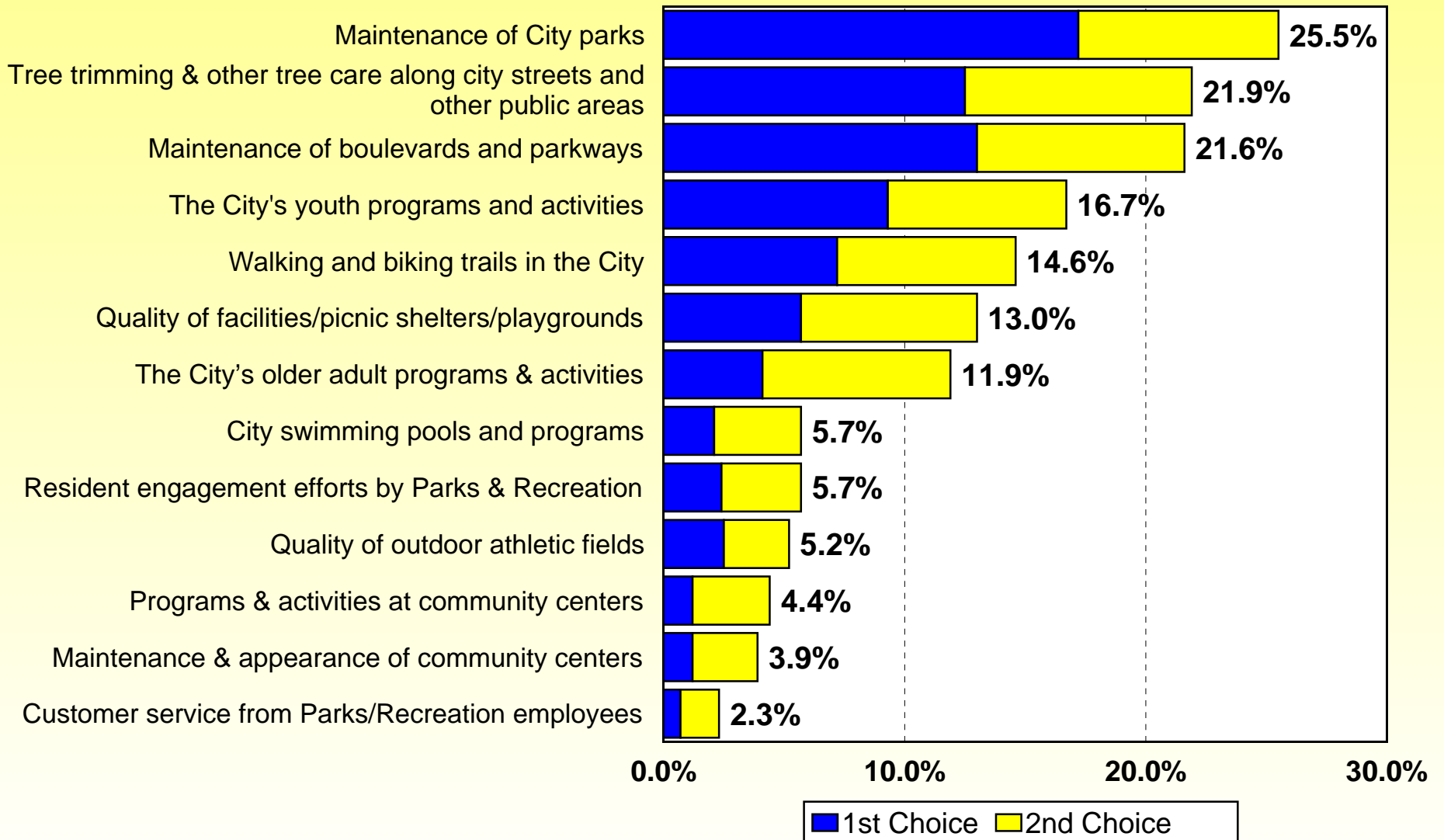
Satisfaction with Parks & Recreation Services 2005 vs. 2019-20 vs. 2020-21

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



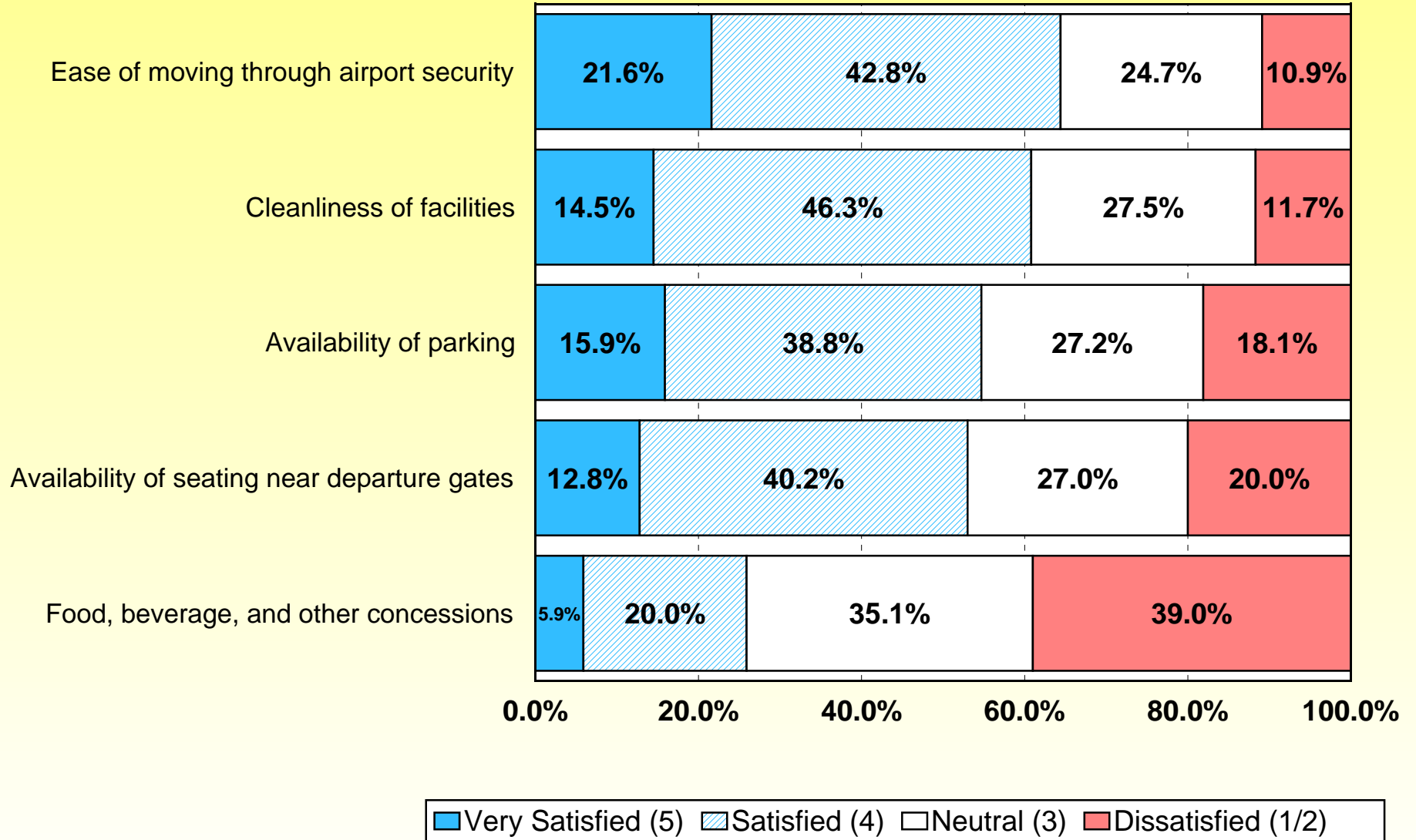
Parks & Recreation Services That Are Most Important for KCMO to Provide

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



Satisfaction with Various Aspects of the Airport

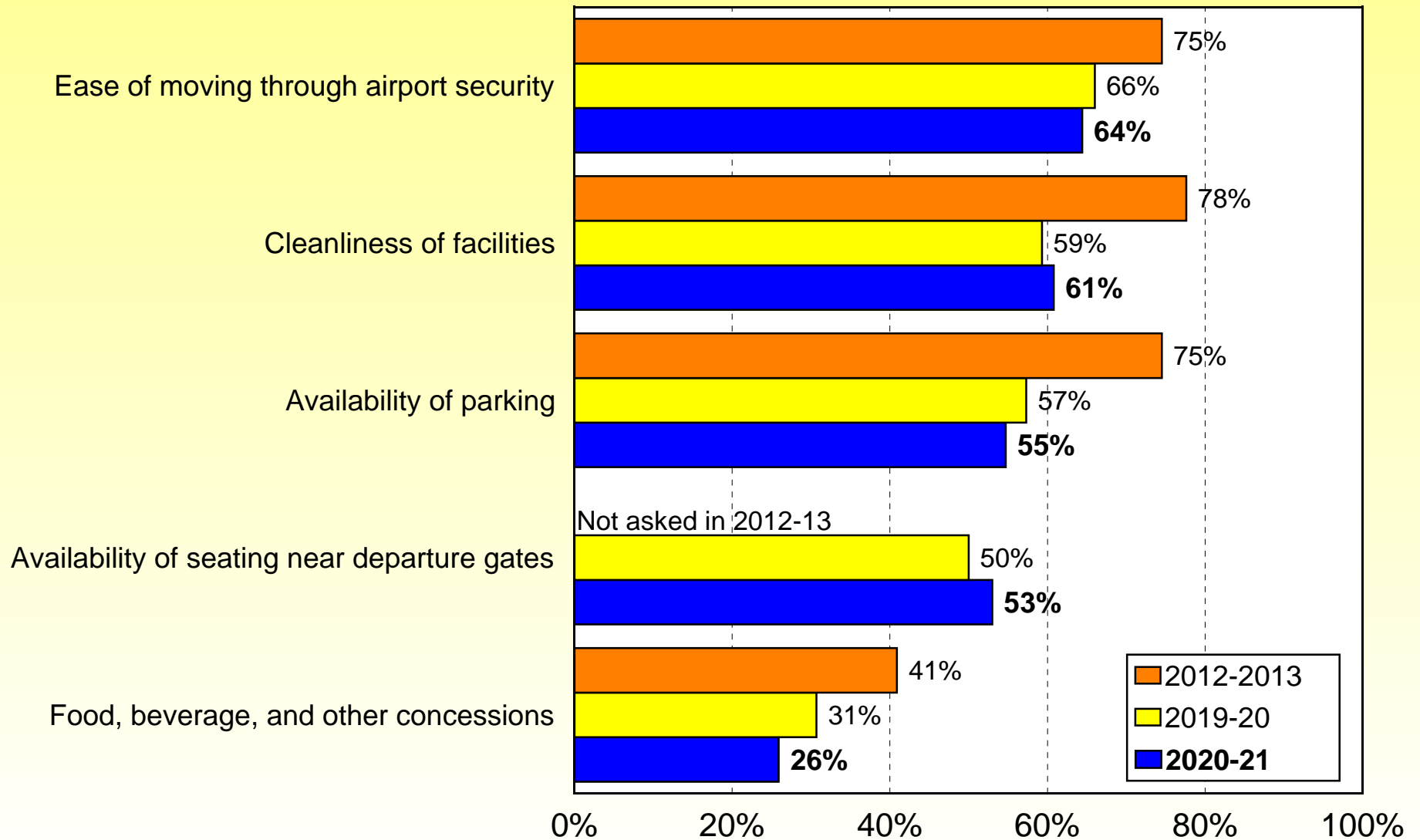
by percentage of respondents (excluding don't knows)



TREND DATA

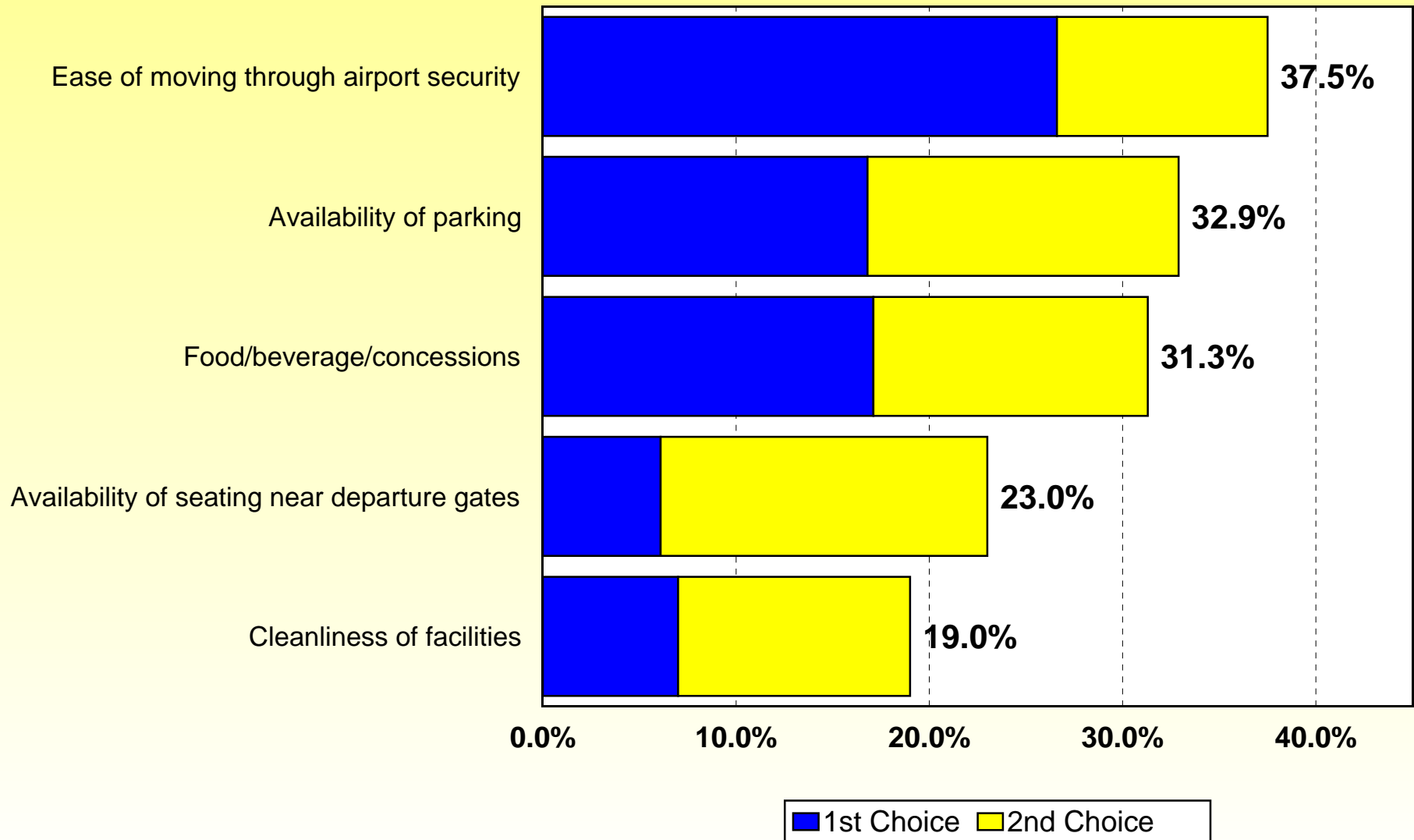
Satisfaction with Airport Services 2012-13 vs. 2019-20 vs. 2020-21

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



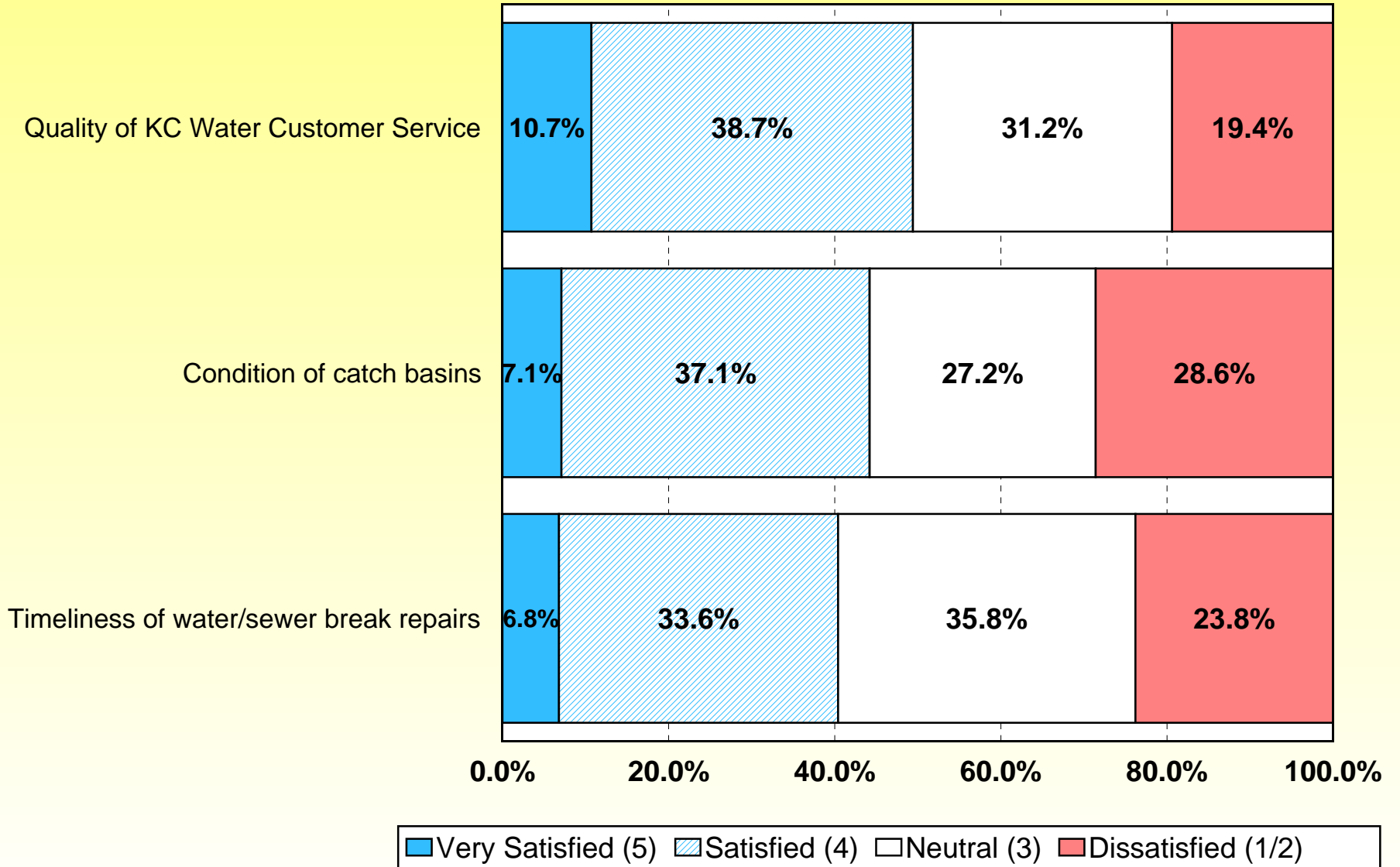
Airport Services That Are Most Important for KCMO to Provide

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



Satisfaction with Water Services

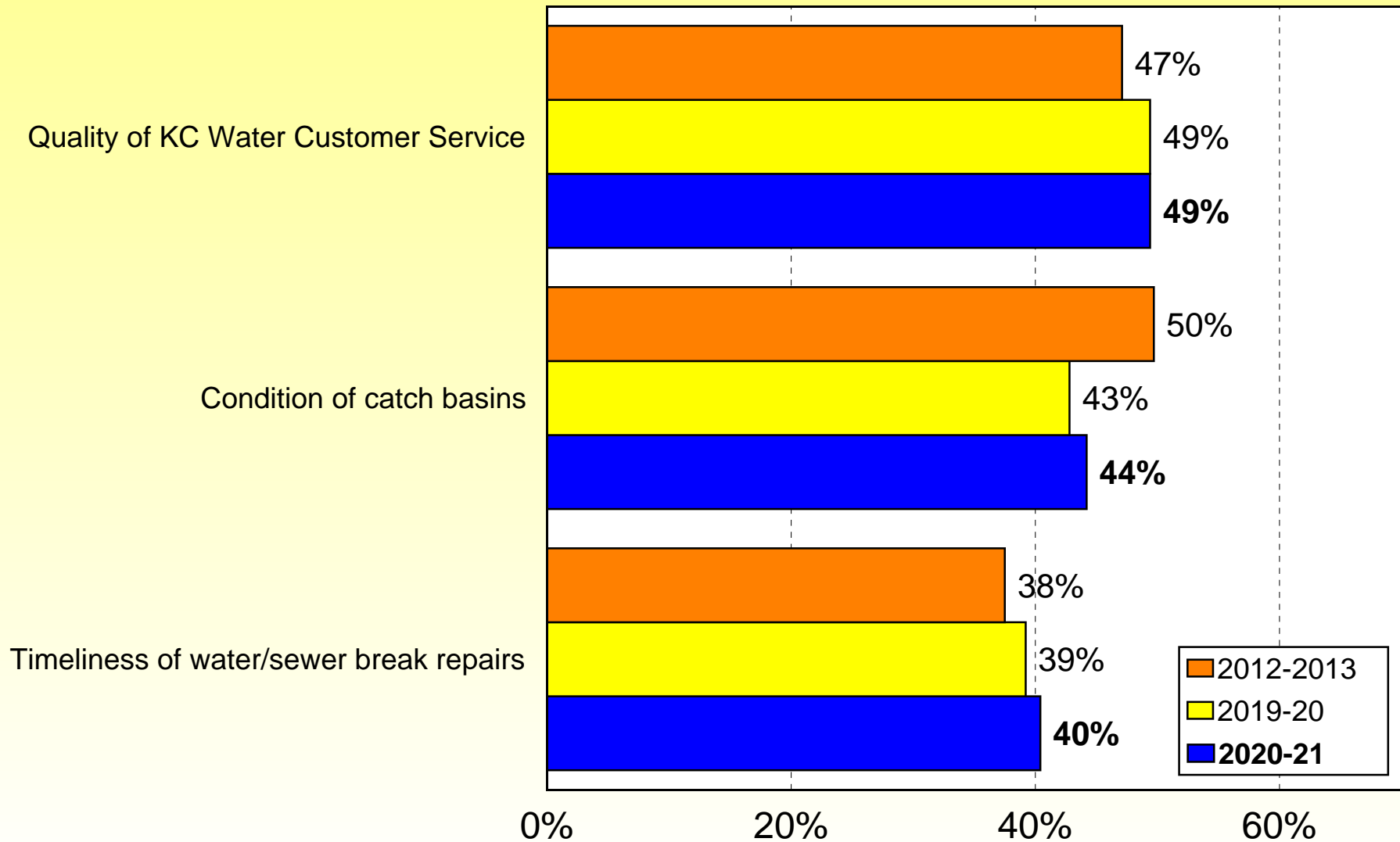
by percentage of respondents (excluding don't knows)



TREND DATA

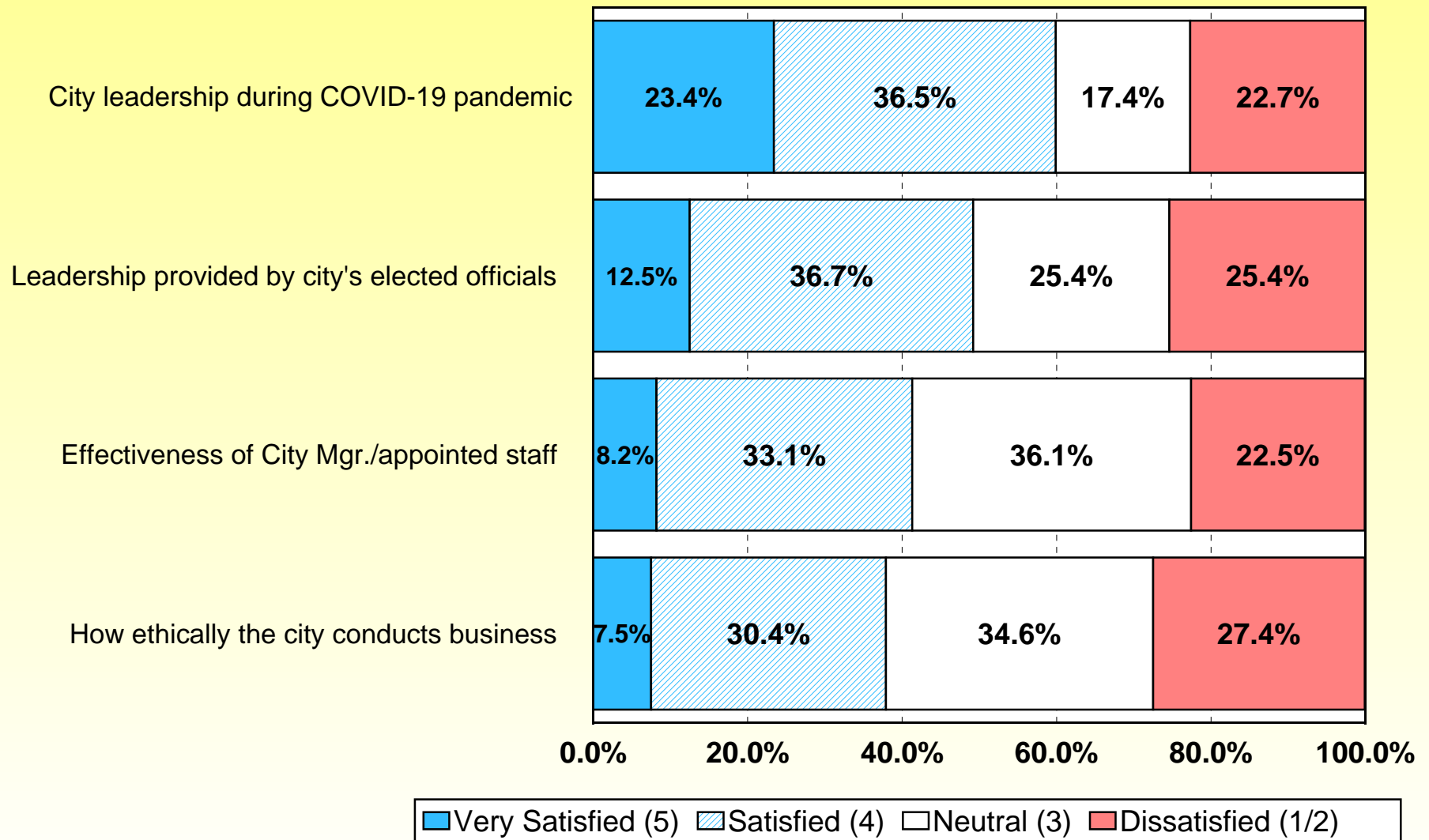
Satisfaction with Water Services 2012-13 vs. 2019-20 vs. 2020-21

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



Satisfaction with Various Aspects of City Leadership

by percentage of respondents (excluding don't knows)

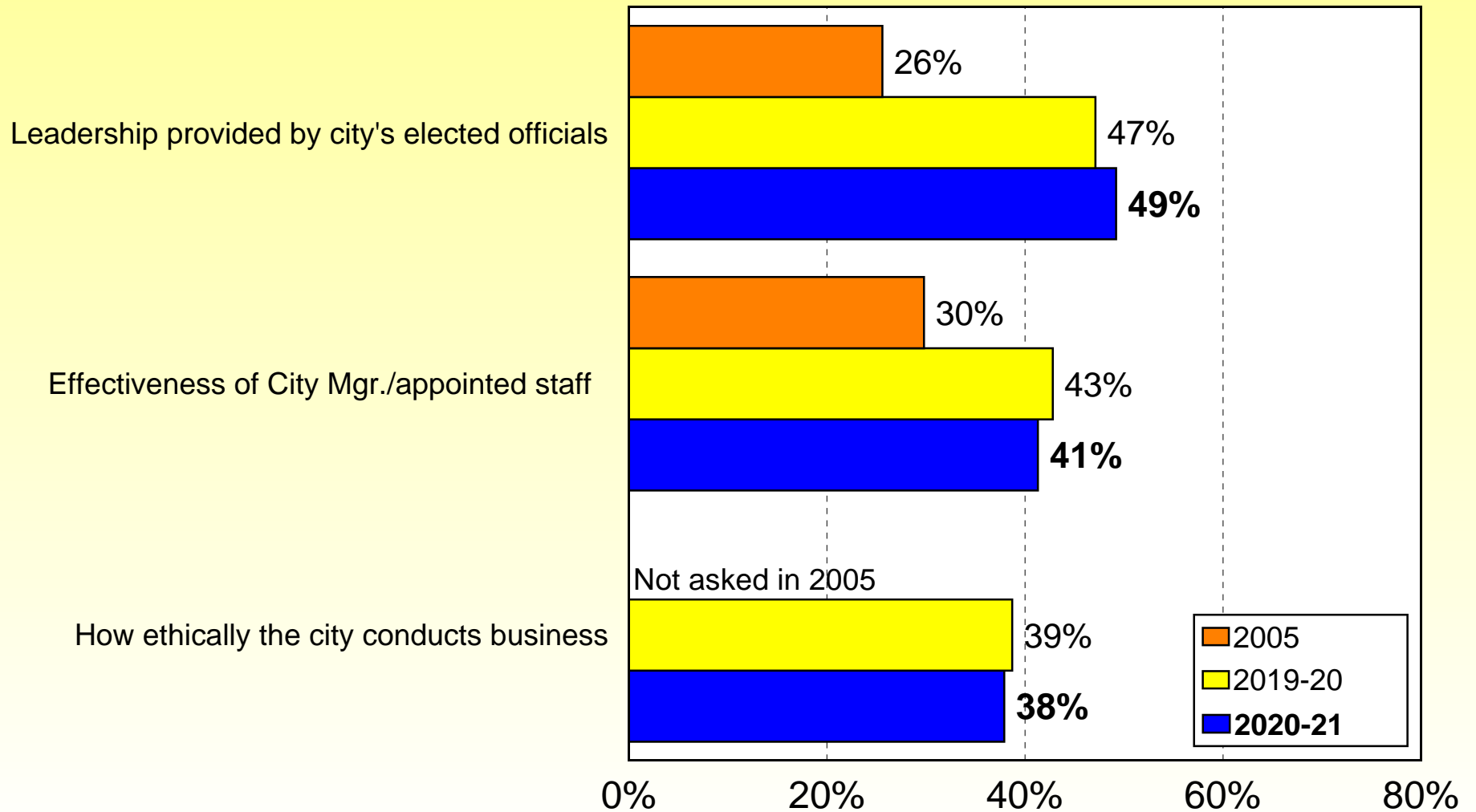


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Satisfaction with Various Aspects of City Leadership

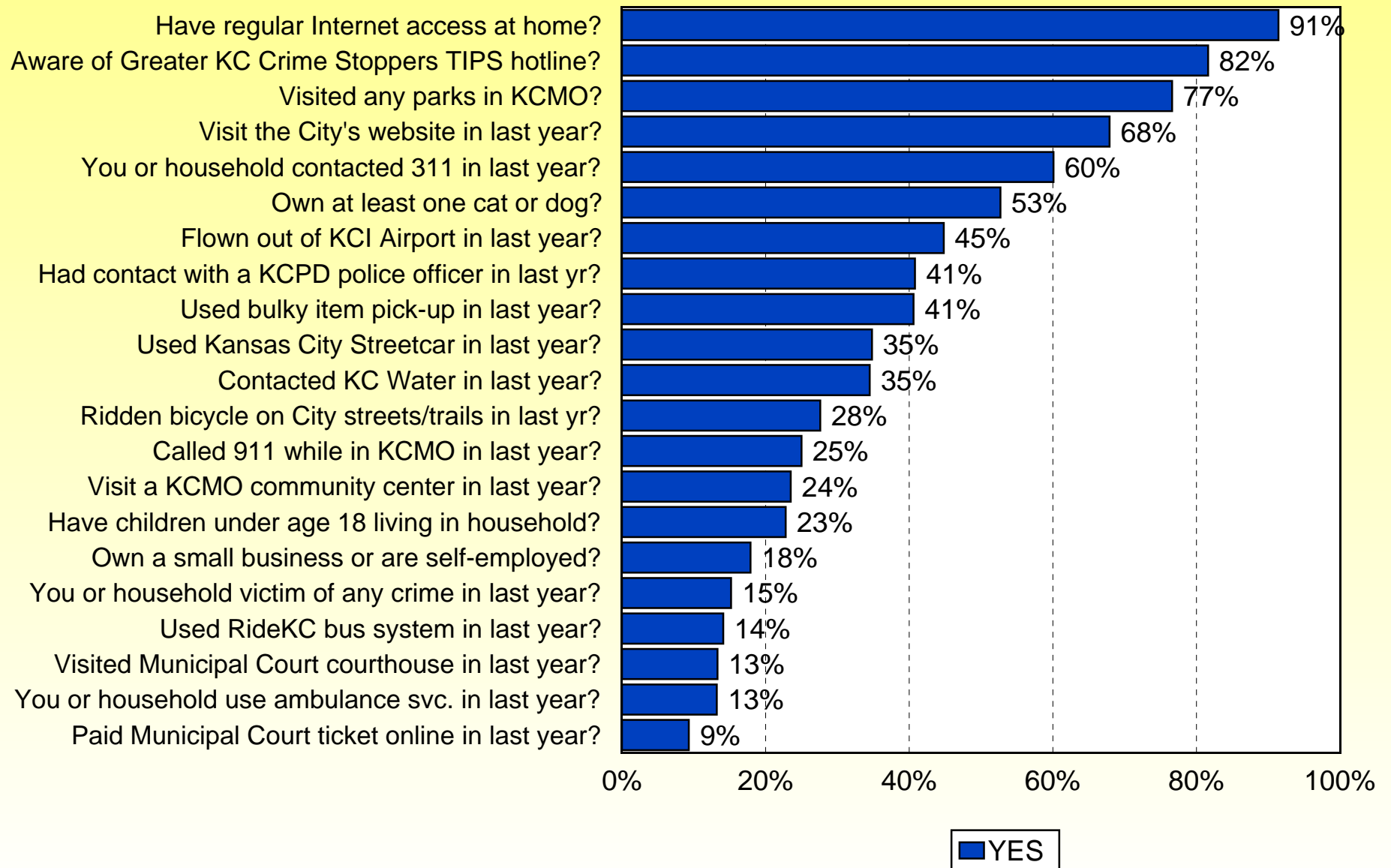
2005 vs. 2019-20 vs. 2020-21

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



Please answer the following questions:

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

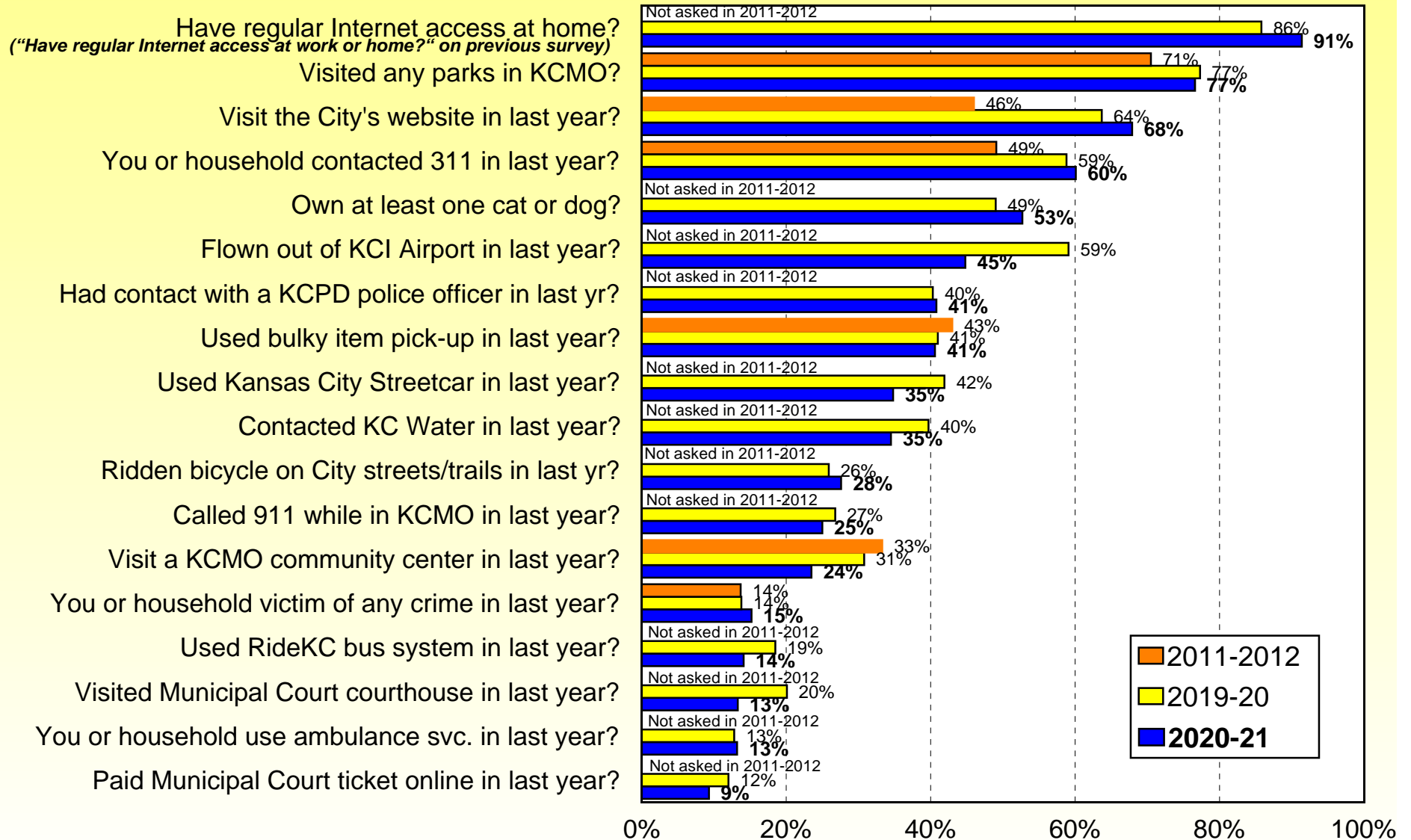


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Please answer the following questions:

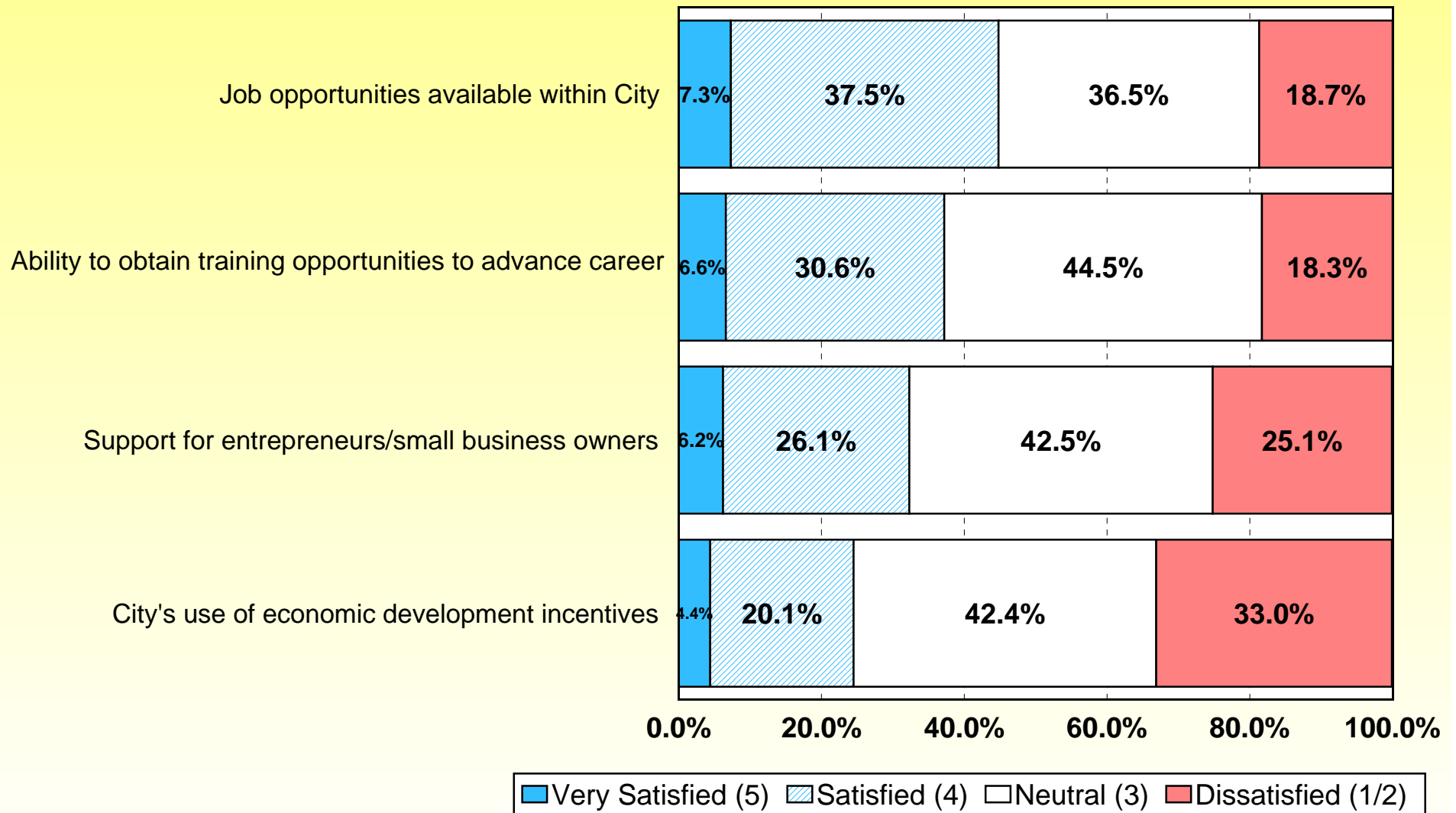
2011-12 vs. 2019-20 vs. 2020-21

by percentage of respondents who responded "Yes"



Satisfaction with Jobs and Economic Development

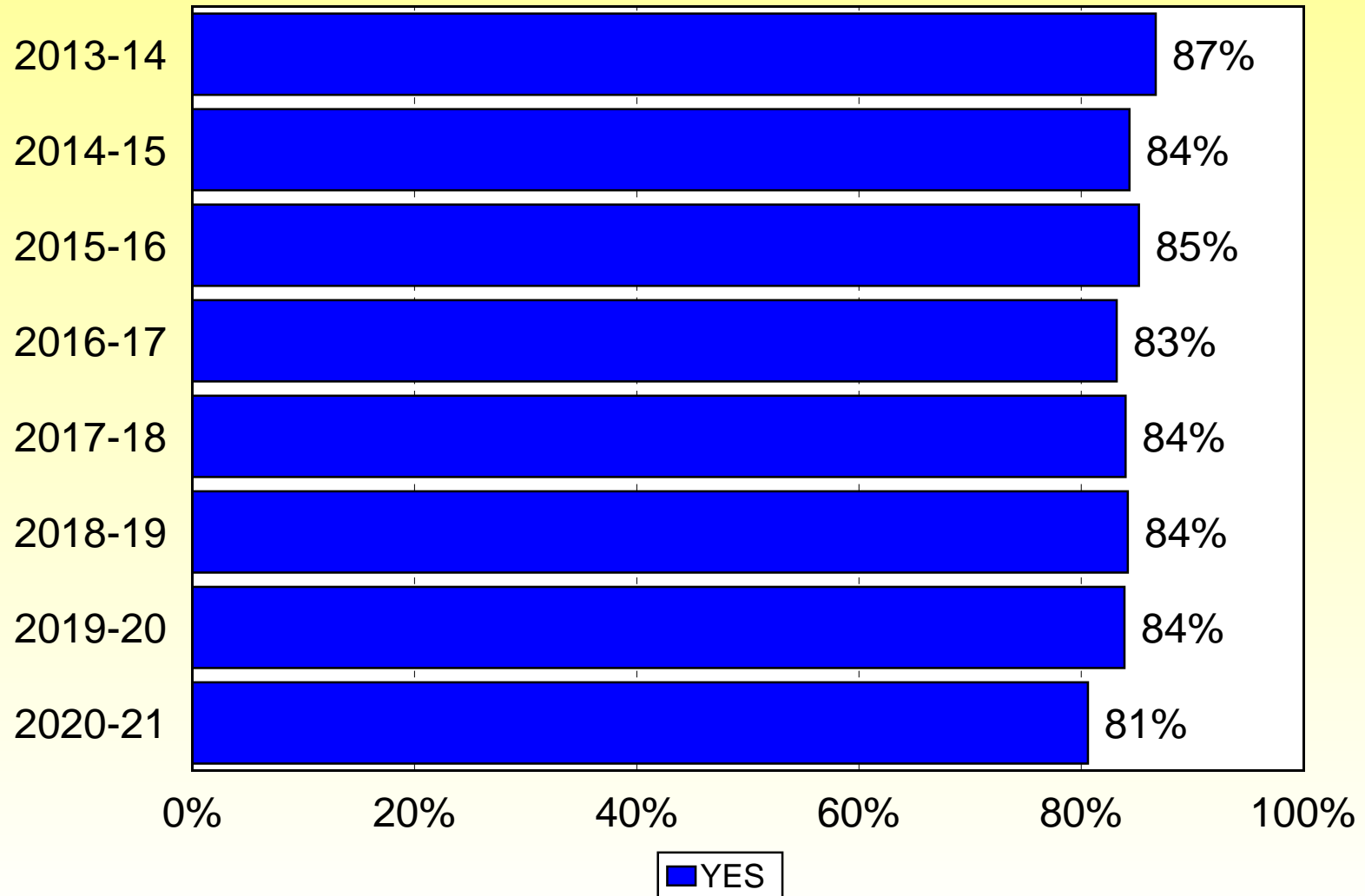
by percentage of respondents (excluding don't knows)



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Do you think you will be living in Kansas City, Missouri, five years from now? 2013-2021

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



Section 2:
Importance-Satisfaction
Analysis

Importance-Satisfaction Analysis

Kansas City, Missouri

Overview

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

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

Methodology

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to provide. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the major categories of city services they felt were most important for the City to provide. Sixty-five percent (65.3%) of residents selected "*maintenance of streets, sidewalks & infrastructure*" as the most important city service for the City to provide.

With regard to satisfaction, 17.1% of those surveyed rated “*maintenance of streets, sidewalks & infrastructure*” as a “4” or a “5” on a 5-point scale excluding “don’t know” responses. The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 65.3% was multiplied by 82.9% (1-0.171). This calculation yielded an I-S rating of 0.5413, which was first out of the sixteen major categories of city services that were assessed.

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

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

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

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis (IS ≥ 0.20)*
- *Increase Current Emphasis (0.10 ≤ IS < 0.20)*
- *Maintain Current Emphasis (IS < 0.10)*

The I-S Ratings for Kansas City are provided on the following pages.

Importance-Satisfaction Rating

Kansas City, MO

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of streets, sidewalks & infrastructure	65.3%	1	17.1%	16	0.5413	1
Quality of police services	46.5%	2	55.2%	5	0.2083	2
<u>High Priority (IS .10-.20)</u>						
Quality of neighborhood services	18.0%	3	39.4%	12	0.1091	3
<u>Medium Priority (IS <.10)</u>						
Quality of City water utilities	13.1%	5	50.6%	7	0.0647	4
Quality of public transportation	11.2%	7	43.3%	10	0.0635	5
Quality of city's stormwater runoff/mgmt system	9.6%	9	35.3%	13	0.0621	6
Quality of solid waste services	12.7%	6	58.7%	3	0.0525	7
Quality of Health Department services	9.7%	8	50.2%	8	0.0483	8
Effectiveness of city communication with public	8.1%	11	41.4%	11	0.0475	9
City Planning & Development services	6.0%	13	27.8%	15	0.0433	10
City parks & recreation programs/facilities	9.1%	10	58.9%	2	0.0374	11
Quality of fire & ambulance services	14.9%	4	76.9%	1	0.0344	12
Quality of airport facilities	6.3%	12	52.1%	6	0.0302	13
Quality of customer service from city employees	4.5%	14	46.2%	9	0.0242	14
Quality of municipal court services	2.5%	16	34.6%	14	0.0164	15
Quality of the city's 311 service	3.3%	15	56.6%	4	0.0143	16

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

Kansas City, MO

Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
The city's overall efforts to prevent crime	54.1%	1	28.1%	7	0.3890	1
<u>High Priority (IS .10-.20)</u>						
Effectiveness of local police protection	32.4%	2	51.5%	2	0.1571	2
How quickly police respond to emergencies	24.8%	4	43.5%	4	0.1401	3
Responsiveness of police dept to resident concerns	22.7%	5	41.9%	5	0.1319	4
Relationship between neighborhood & police	28.9%	3	56.2%	1	0.1266	5
<u>Medium Priority (IS <.10)</u>						
Enforcement of local traffic laws	9.4%	6	44.5%	3	0.0522	6
Parking enforcement services	3.0%	7	39.3%	6	0.0182	7

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

Kansas City, MO

Fire and Emergency Medical Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
None						
<u>High Priority (IS .10-.20)</u>						
None						
<u>Medium Priority (IS <.10)</u>						
How quickly emergency medical personnel respond	36.2%	2	76.2%	3	0.0862	1
How quickly fire & rescue respond to emergencies	39.6%	1	79.4%	2	0.0816	2
Quality of local emergency medical service	32.2%	4	76.0%	4	0.0773	3
Overall quality of local fire protection & rescue	34.8%	3	80.3%	1	0.0686	4

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating Kansas City, MO City Streets, Sidewalks and Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of city streets	58.4%	1	12.9%	10	0.5087	1
Maintenance of streets in your neighborhood	26.8%	2	24.5%	8	0.2023	2
<u>High Priority (IS .10-.20)</u>						
Snow removal on residential streets past 12 months	22.1%	3	34.4%	5	0.1450	3
Condition of sidewalks in the city	17.0%	4	16.8%	9	0.1414	4
Condition of sidewalks in your neighborhood	15.6%	5	27.8%	7	0.1126	5
<u>Medium Priority (IS <.10)</u>						
Access to streets/sidewalks/bdgs for people w/disabilities	10.2%	7	34.6%	4	0.0667	6
On-street bicycle infrastructure	7.4%	8	29.2%	6	0.0524	7
Snow removal on major city streets past 12 months	10.6%	6	51.0%	3	0.0519	8
Adequacy of city street lighting	5.7%	9	56.6%	1	0.0247	9
Maintenance of street signs & traffic signals	3.6%	10	52.6%	2	0.0171	10

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:

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

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Importance-Satisfaction Rating

Kansas City, MO

Neighborhood Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Enforcing the clean-up of trash/debris on private property	42.6%	1	23.7%	7	0.3250	1
Demolishing vacant structures in dangerous building inventory	29.8%	2	15.7%	10	0.2512	2
<u>High Priority (IS .10-.20)</u>						
Enforcing the mowing & cutting of weeds on private property	20.0%	3	23.7%	6	0.1526	3
Enforcing the exterior maintenance of residential property	16.4%	4	23.3%	8	0.1258	4
Boarding up vacant structures open to entry	15.6%	6	19.7%	9	0.1253	5
Enforcing trash/weeds/ext. maint. in neighborhood	16.3%	5	37.9%	4	0.1012	6
<u>Medium Priority (IS <.10)</u>						
Enforcement of animal code	5.9%	8	35.8%	5	0.0379	7
Animal shelter adoption efforts and community education/resources	7.3%	7	59.6%	1	0.0295	8
Process for intake of animals by animal control	4.6%	9	41.4%	3	0.0270	9
Customer service from KC Pet Project staff	1.6%	10	55.6%	2	0.0071	10

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:

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

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Importance-Satisfaction Rating

Kansas City, MO

Municipal Court Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Effectiveness of Problem-Solving Court Programs	34.7%	1	27.0%	5	0.2533	1
Ability to be fair and impartial	28.3%	2	27.9%	4	0.2040	2
<u>High Priority (IS .10-.20)</u>						
Availability of payment plans/alternative sentencing	20.1%	3	30.1%	3	0.1405	3
<u>Medium Priority (IS <.10)</u>						
Courtesy & professionalism of staff	11.5%	5	34.6%	2	0.0752	4
Ease of using online ticket payment/info system	12.8%	4	43.6%	1	0.0722	5

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:

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

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Importance-Satisfaction Rating

Kansas City, MO

311 Call Center

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
None						
<u>High Priority (IS .10-.20)</u>						
How well question/issue was resolved via 311	39.7%	1	60.1%	3	0.1584	1
Ease of utilizing 311 services via web/mobile app	25.9%	3	59.3%	4	0.1054	2
<u>Medium Priority (IS <.10)</u>						
Ease of utilizing 311 services via phone	28.7%	2	68.1%	2	0.0916	3
Courtesy/professionalism of 311 calltakers	20.4%	4	69.3%	1	0.0626	4

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

Kansas City, MO

Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Opportunity to engage/provide input into decisions	35.1%	2	22.4%	6	0.2724	1
Availability of info about city programs/services	42.4%	1	41.5%	2	0.2480	2
<u>High Priority (IS .10-.20)</u>						
Overall usefulness of the city's website	25.1%	3	43.2%	1	0.1426	3
<u>Medium Priority (IS <.10)</u>						
City's use of social media	15.0%	4	39.0%	4	0.0915	4
Quality of city video programming/web streaming	6.2%	5	38.7%	5	0.0380	5
Content in the City's magazine, KCMore	4.9%	6	39.1%	3	0.0298	6

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:

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

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Importance-Satisfaction Rating

Kansas City, MO

Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
None						
<u>High Priority (IS .10-.20)</u>						
Tree trimming & other tree care along city streets and other public areas	21.9%	2	36.5%	9	0.1391	1
The City's youth programs and activities	16.7%	4	30.2%	12	0.1166	2
Maintenance of boulevards and parkways	21.6%	3	52.4%	4	0.1028	3
<u>Medium Priority (IS <.10)</u>						
Maintenance of City parks	25.5%	1	63.9%	1	0.0921	4
The City's older adult programs & activities	11.9%	7	27.1%	13	0.0868	5
Walking and biking trails in the City	14.6%	5	51.3%	5	0.0711	6
Quality of facilities/picnic shelters/playgrounds	13.0%	6	58.3%	2	0.0542	7
City swimming pools and programs	5.7%	8	31.2%	11	0.0392	8
Resident engagement efforts by Parks & Recreation	5.7%	9	33.7%	10	0.0378	9
Programs & activities at community centers	4.4%	11	38.0%	8	0.0273	10
Quality of outdoor athletic fields	5.2%	10	55.1%	3	0.0233	11
Maintenance & appearance of community centers	3.9%	12	45.3%	7	0.0213	12
employees	2.3%	13	45.7%	6	0.0125	13

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:

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

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Importance-Satisfaction Rating Kansas City, MO Solid Waste Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
City efforts to clean-up illegal dumping sites	48.3%	1	19.7%	8	0.3878	1
Cleanliness of city streets & other public areas	46.7%	2	32.0%	7	0.3176	2
High Priority (IS .10-.20)						
None						
Medium Priority (IS <.10)						
Quality of bulky item pick-up services	15.7%	5	50.9%	5	0.0771	3
Quality of trash collection services	22.9%	3	72.2%	1	0.0637	4
Overall quality of leaf & brush pick-up services	10.9%	6	50.2%	6	0.0543	5
Quality of curbside recycling services	16.4%	4	69.3%	2	0.0503	6
Quality of recycling drop-off centers	5.6%	7	55.5%	4	0.0249	7
Quality of leaf & brush drop-off centers	2.5%	8	55.9%	3	0.0110	8

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:

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

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Importance-Satisfaction Rating

Kansas City, MO

Airport

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Food, beverage, and other concessions	31.3%	3	25.9%	5	0.2319	1
<u>High Priority (IS .10-.20)</u>						
Availability of parking	32.9%	2	54.7%	3	0.1490	2
Ease of moving through airport security	37.5%	1	64.4%	1	0.1335	3
Availability of seating near departure gates	23.0%	4	53.0%	4	0.1081	4
<u>Medium Priority (IS <.10)</u>						
Cleanliness of facilities	19.0%	5	60.8%	2	0.0745	5

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:

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

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Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

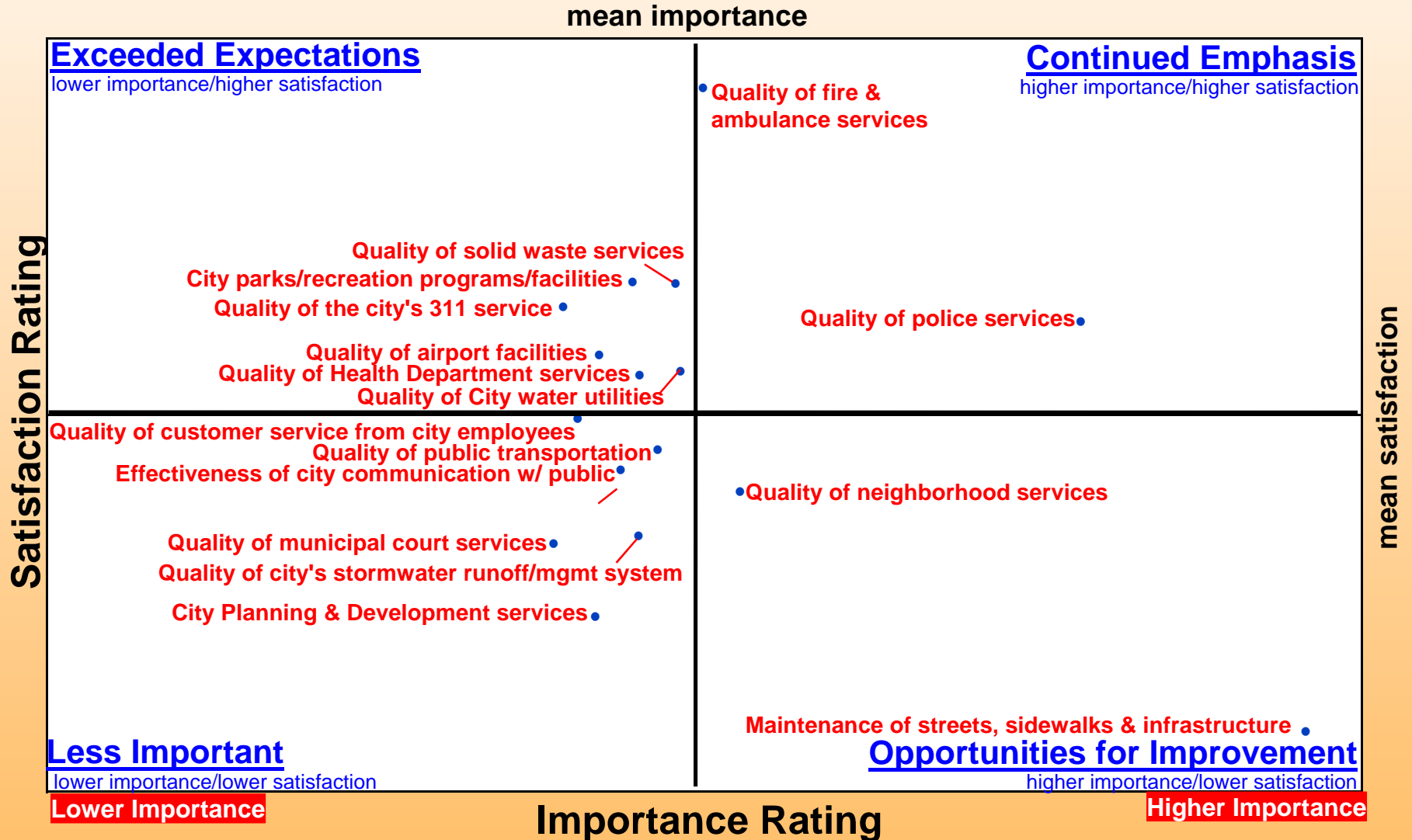
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for the City of Kansas City are provided on the following pages.

2020-21 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

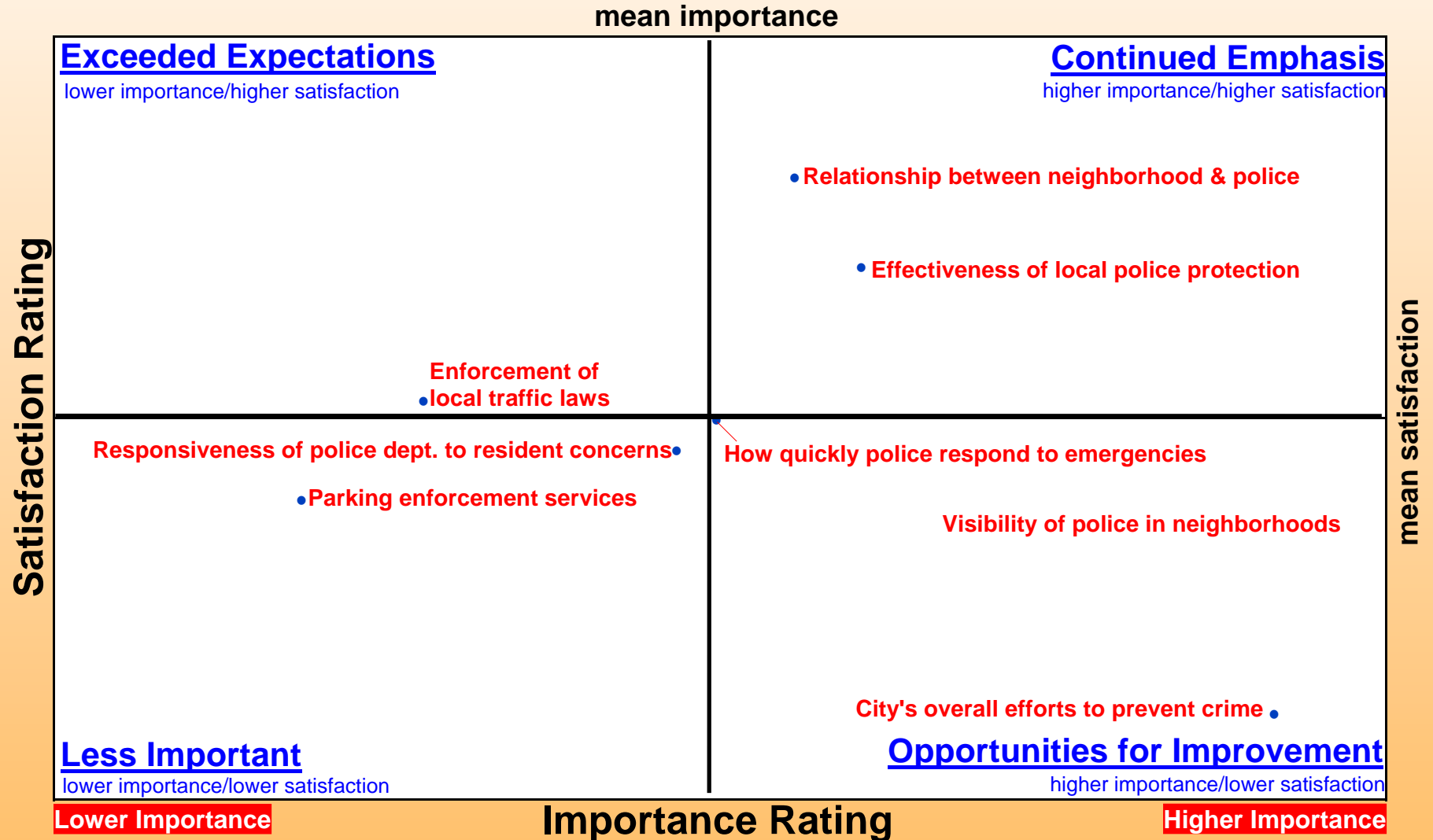
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2020-21 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

-Police Services-

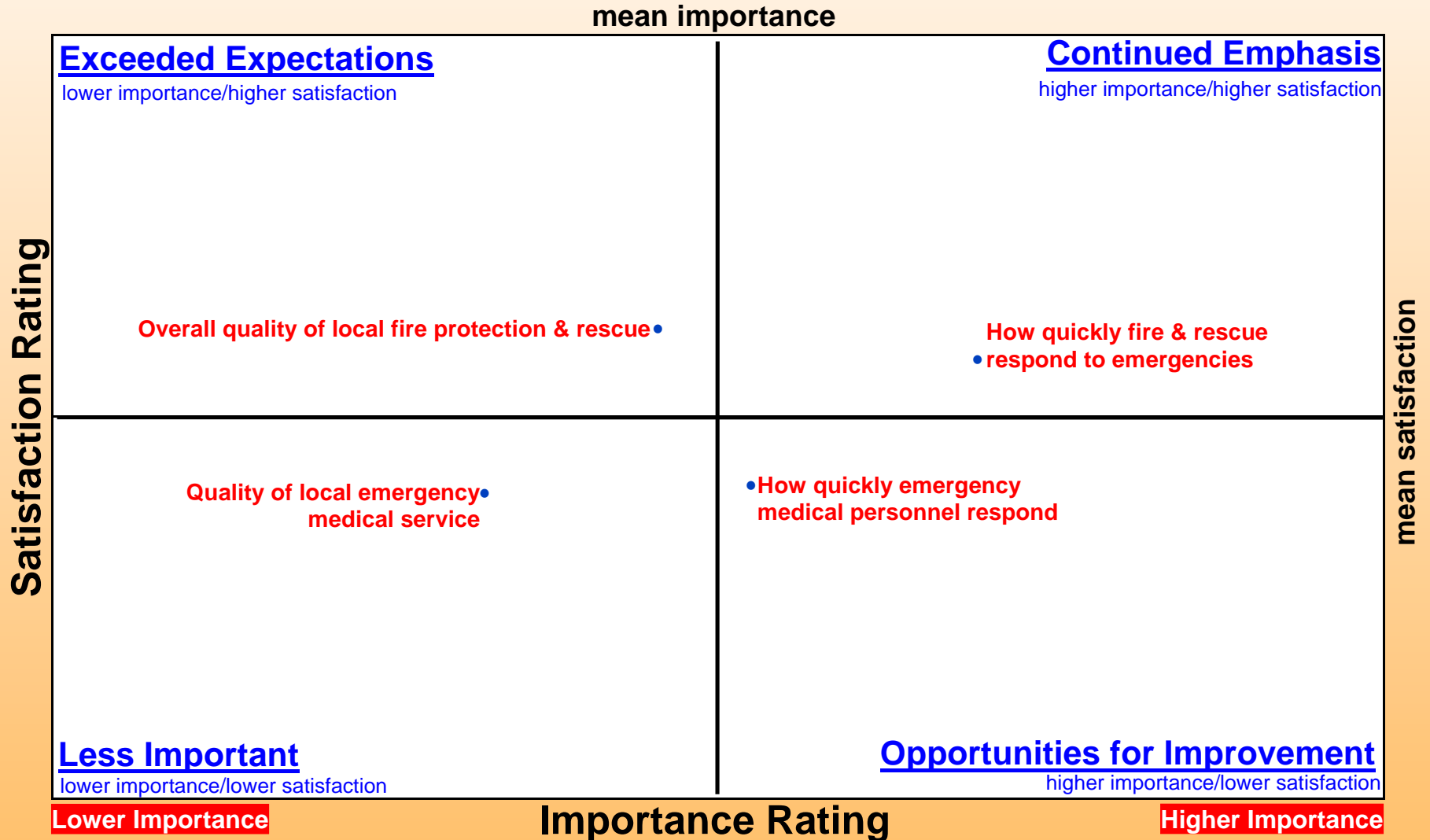
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2020-21 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

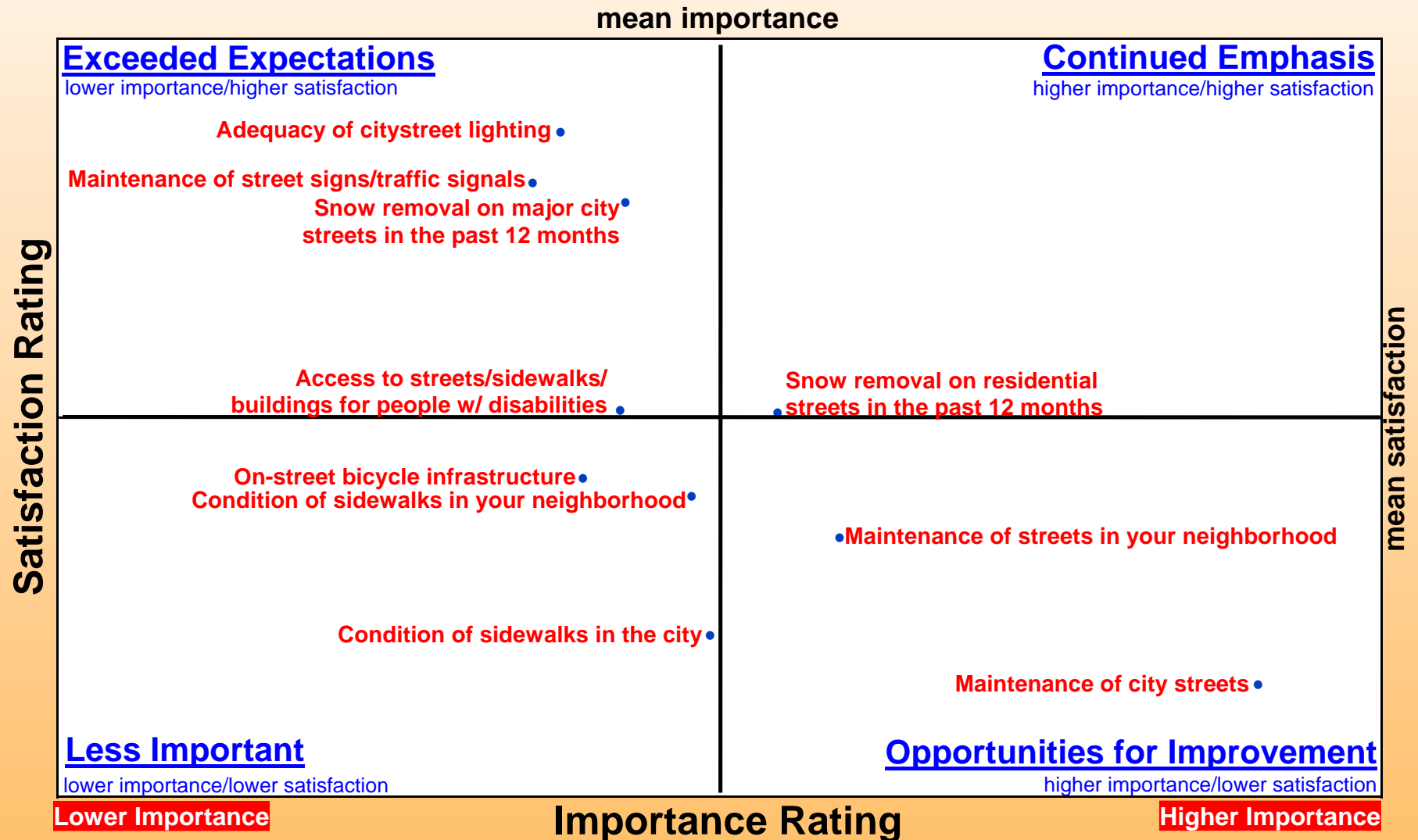
-Fire and Emergency Medical Services-

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



2020-21 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix -City Streets, Sidewalks and Infrastructure-

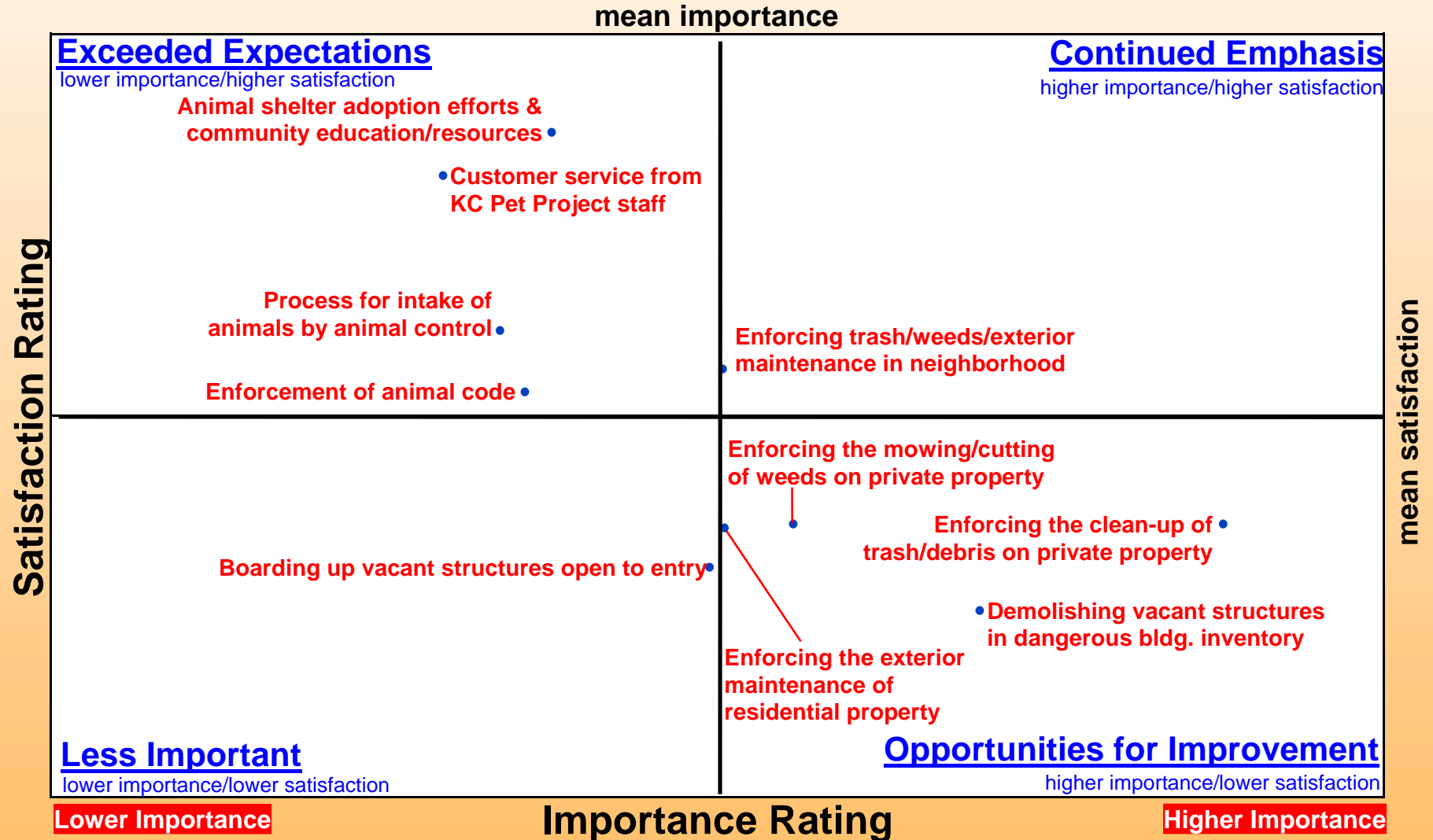
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2020-21 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

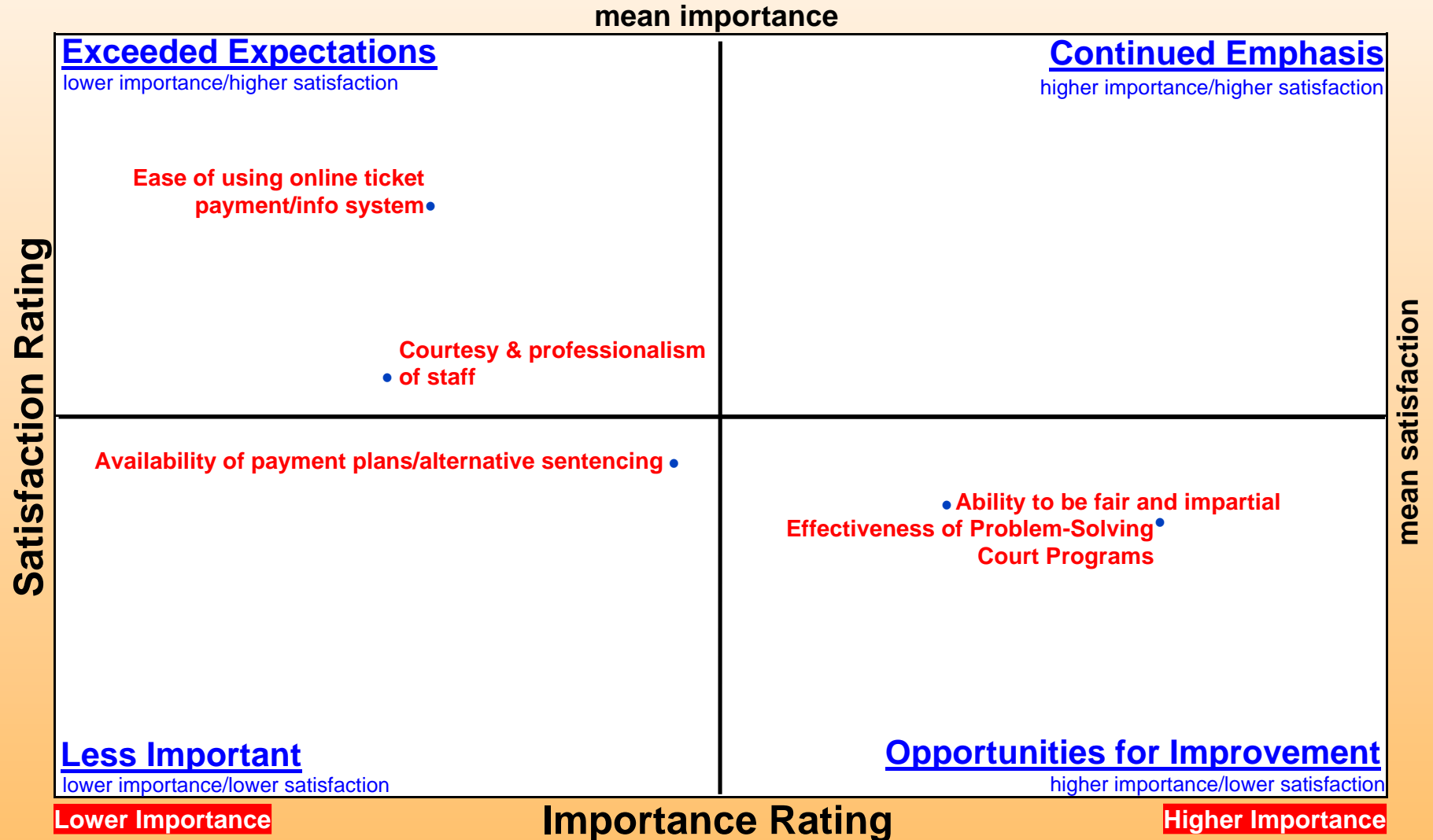
-Neighborhood Services-

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



2020-21 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix -Municipal Court Services-

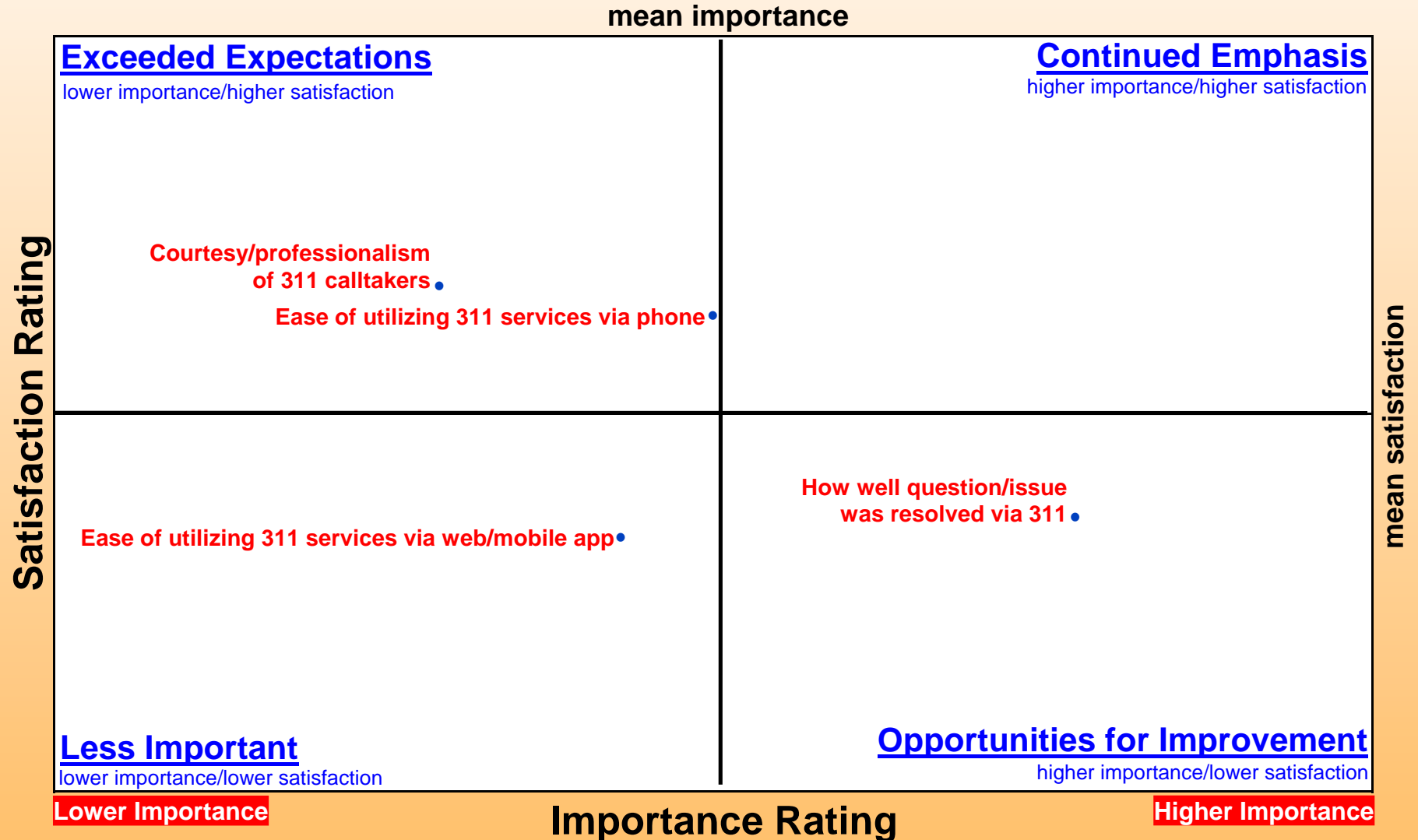
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2020-21 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

-311 Call Center-

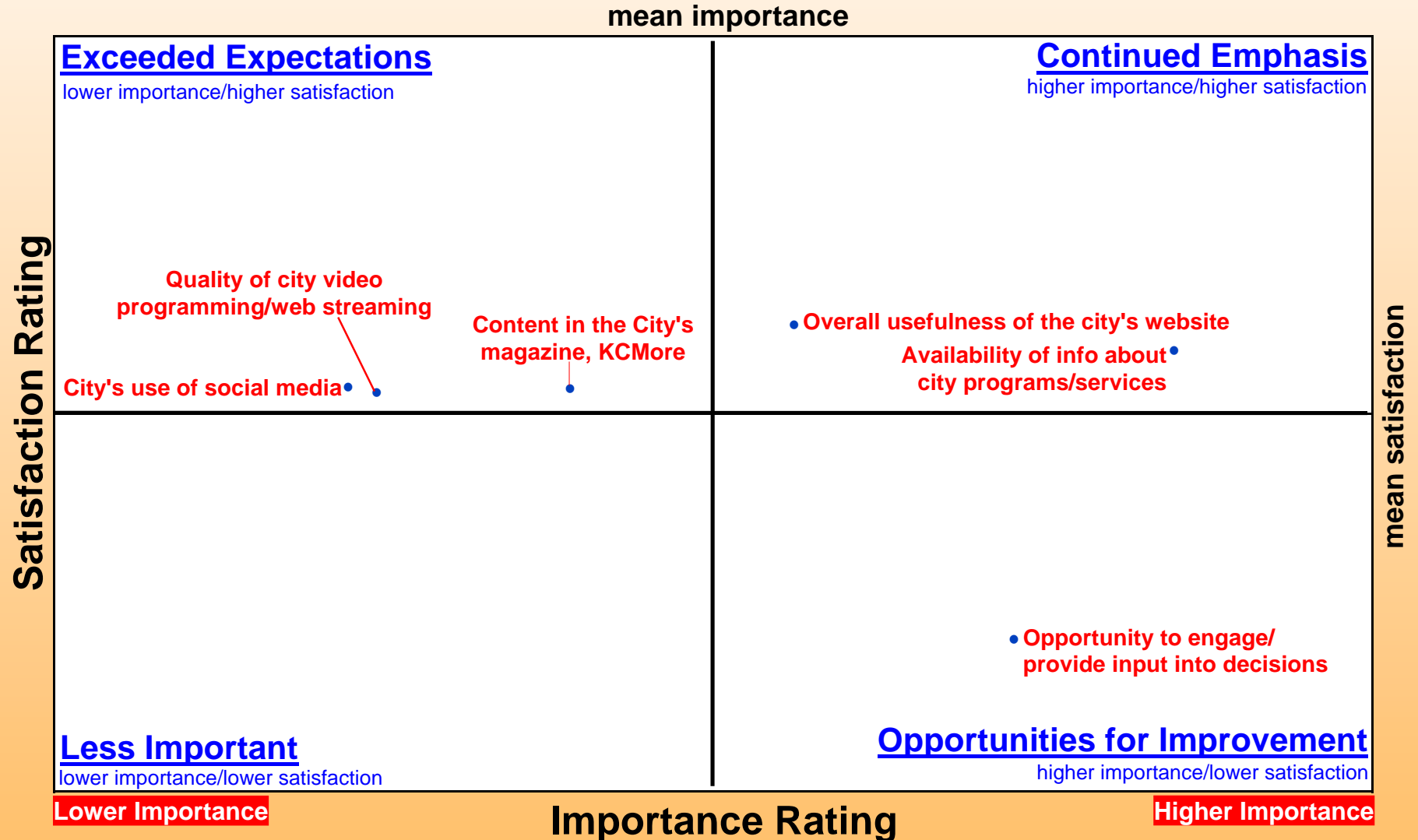
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2020-21 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

-Communication-

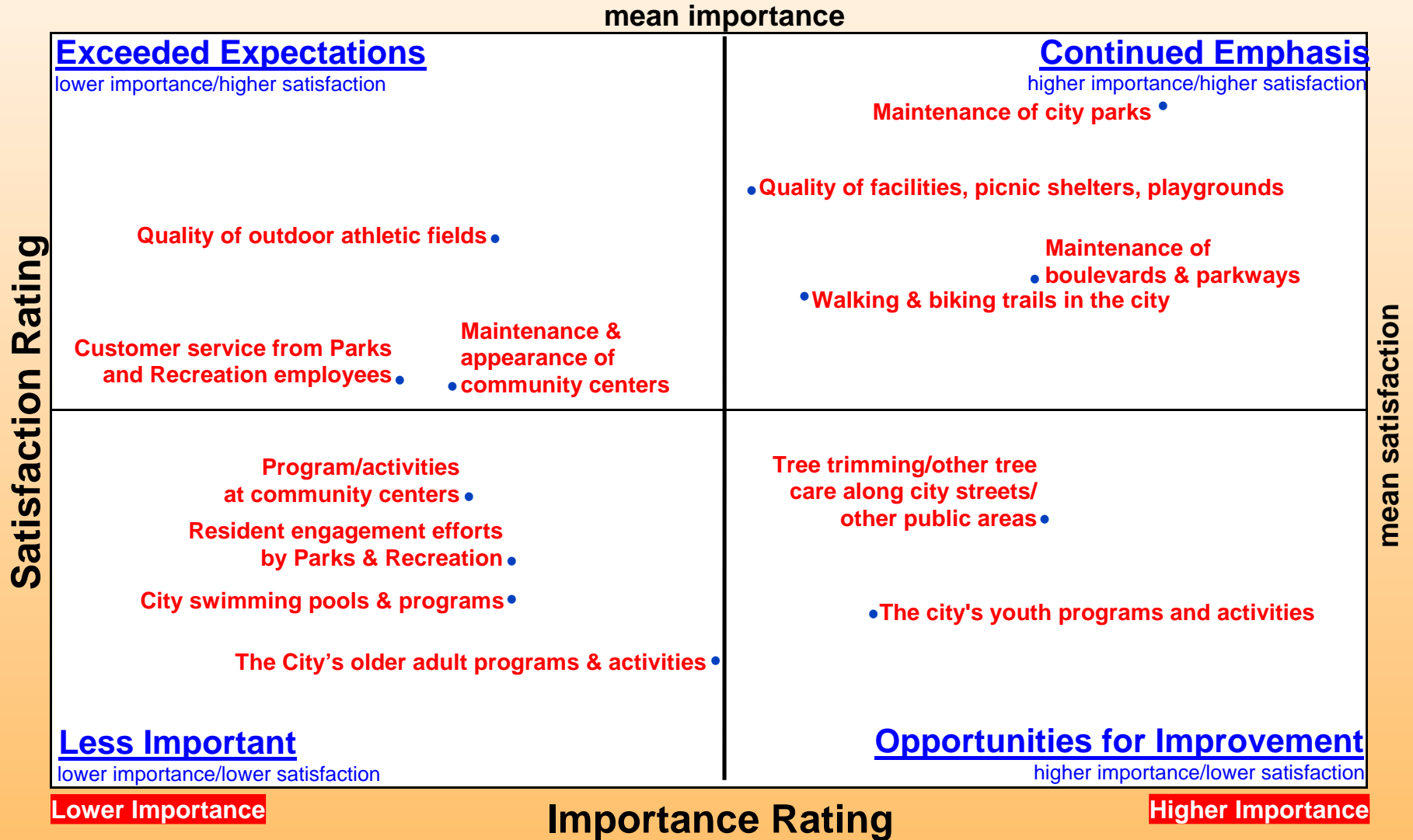
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2020-21 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

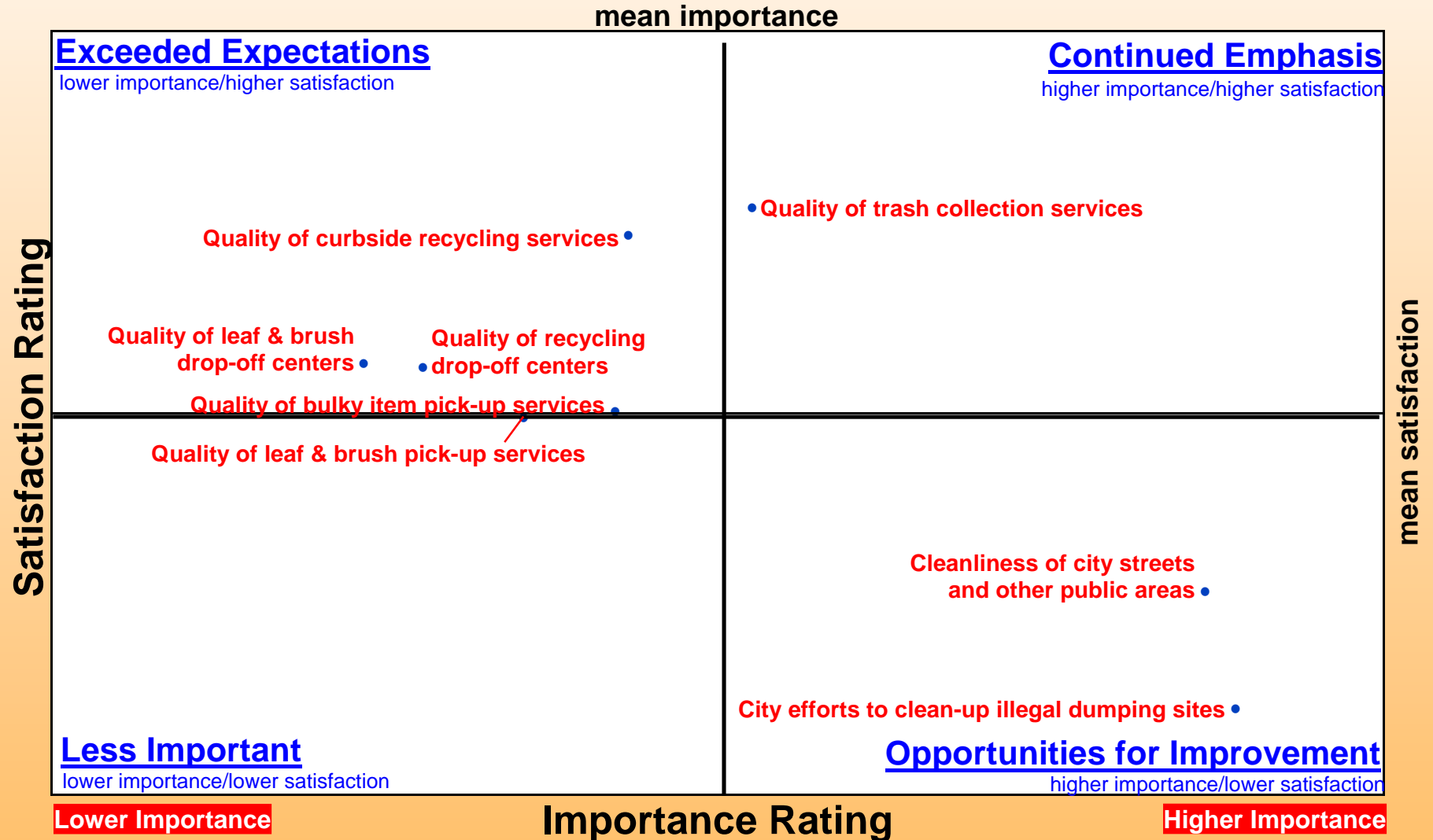
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2020-21 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

-Solid Waste Services-

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

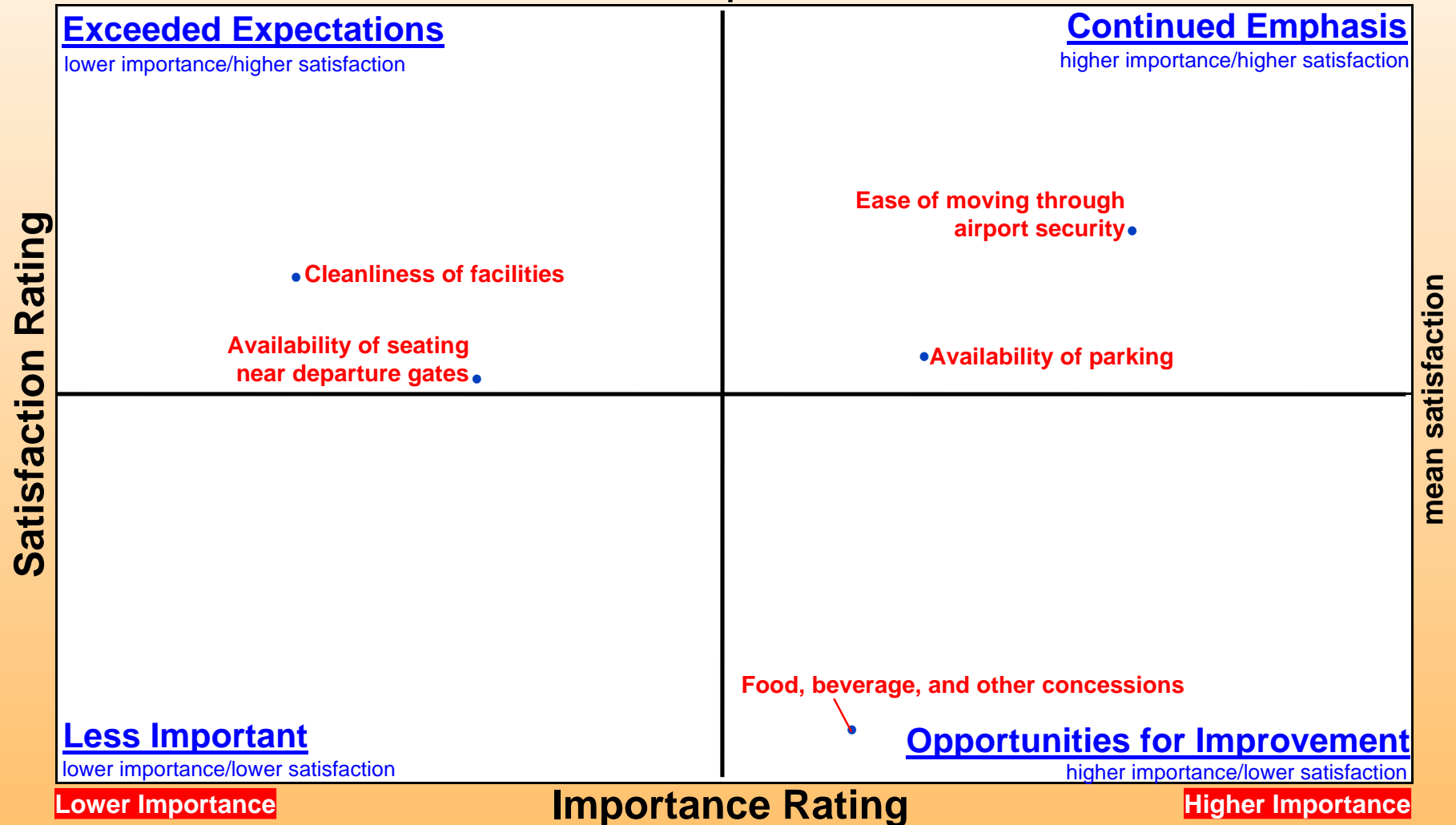


2020-21 KCMO DirectionFinder Importance-Satisfaction Assessment Matrix

-Airport-

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

mean importance



Section 3:
Benchmarking Data

DirectionFinder® Survey

Year 2020-21 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from the following sources: (1) community surveys that have been administered by ETC Institute between January 2019 and May 2021 to a random sample of more than 500 residents in the continental United States living in cities with a population of 250,000 or more, (2) a regional survey that was administered by ETC Institute during the summer of 2020 to a random sample of residents living in the Plains Region of the United States. The Plains Region includes the states of North and South Dakota, Minnesota, Iowa, Nebraska, Wisconsin, Illinois, Kansas, Missouri and Oklahoma, (3) the results from individual central U.S. cities where the *DirectionFinder*® Survey has been conducted over the past two years and were used as the basis for developing some selected head-to-head comparisons, and (4) surveys that have been administered by ETC Institute in 30 communities in Kansas and Missouri. Some of the communities represented in this report include:

- Basehor, Kansas
- Clayton, Missouri
- Columbia, Missouri
- Edgerton, Kansas
- Fairway, Kansas
- Gladstone, Missouri
- Grandview, Missouri
- Johnson County, Kansas
- Lawrence, Kansas
- Lebanon, Missouri
- Lee's Summit, Missouri
- Lenexa, Kansas
- Maryland Heights, Missouri
- Merriam, Kansas
- North Kansas City, Missouri
- Olathe, Kansas
- Perryville, Missouri
- Platte City, Missouri
- Raymore, Missouri
- Richmond, Missouri
- Roeland Park, Kansas
- Rolla, Missouri
- Shawnee, Kansas
- Smithville, Missouri
- Spring Hill, Kansas
- Springfield, Missouri
- St. Joseph, Missouri
- University City, Missouri
- Weldon Spring, Missouri
- Unified Government of Wyandotte County, Kansas

National/Regional Benchmarks. The first set of charts on the following pages show how the overall results for the City of Kansas City, Missouri compare to the national average for large cities (population of 250,000 or more) based on the results of a survey that was administered by ETC Institute to a random sample of more than 500 U.S. residents. This set of charts also shows how the City of Kansas City compares to residents living in the Plains Region of the U.S. based on the results of a survey that was administered by ETC Institute to a random sample of residents in the Plains Region.

Selected Head-to-Head Comparisons. The second set of charts on the following pages show how selected results for the City of Kansas City, Missouri compare to other similar-sized cities in the central U.S. where ETC Institute has conducted its DirectionFinder® survey over the past two years.

Kansas City Metro Benchmarks. The third set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 30 communities listed on the previous page for several areas of service delivery. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the Kansas and Missouri communities listed on the previous page. The actual ratings for the City of Kansas City, Missouri are listed to the right of each chart. The dot on each bar shows how the results for the City of Kansas City, Missouri compare to other communities in Kansas and Missouri where the DirectionFinder® survey has been administered.

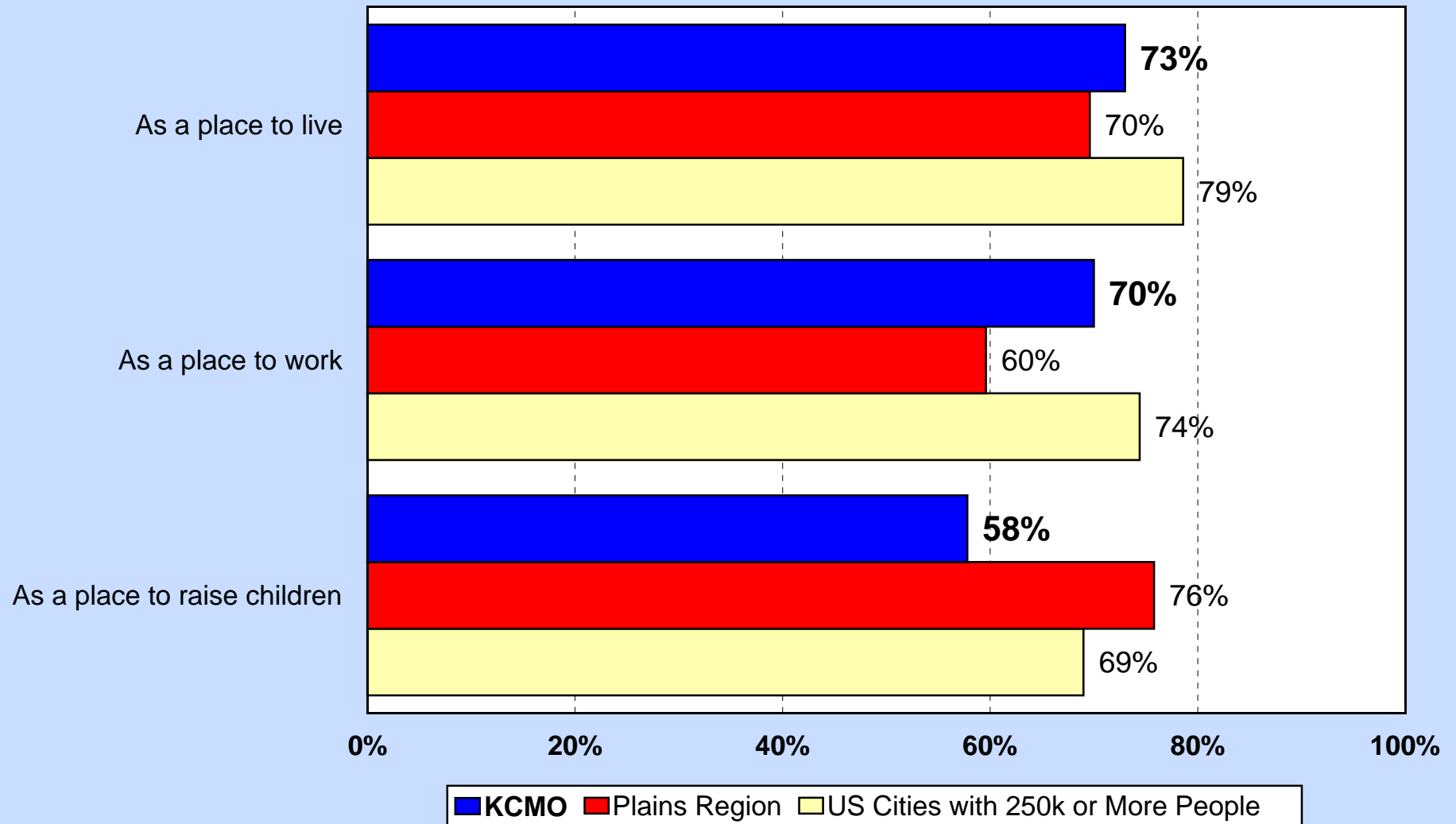
National and Regional Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of KCMO is not authorized without written consent from ETC Institute.

Overall Ratings of the Community

KCMO vs. Plains Region vs. U.S. Cities with 250k or More

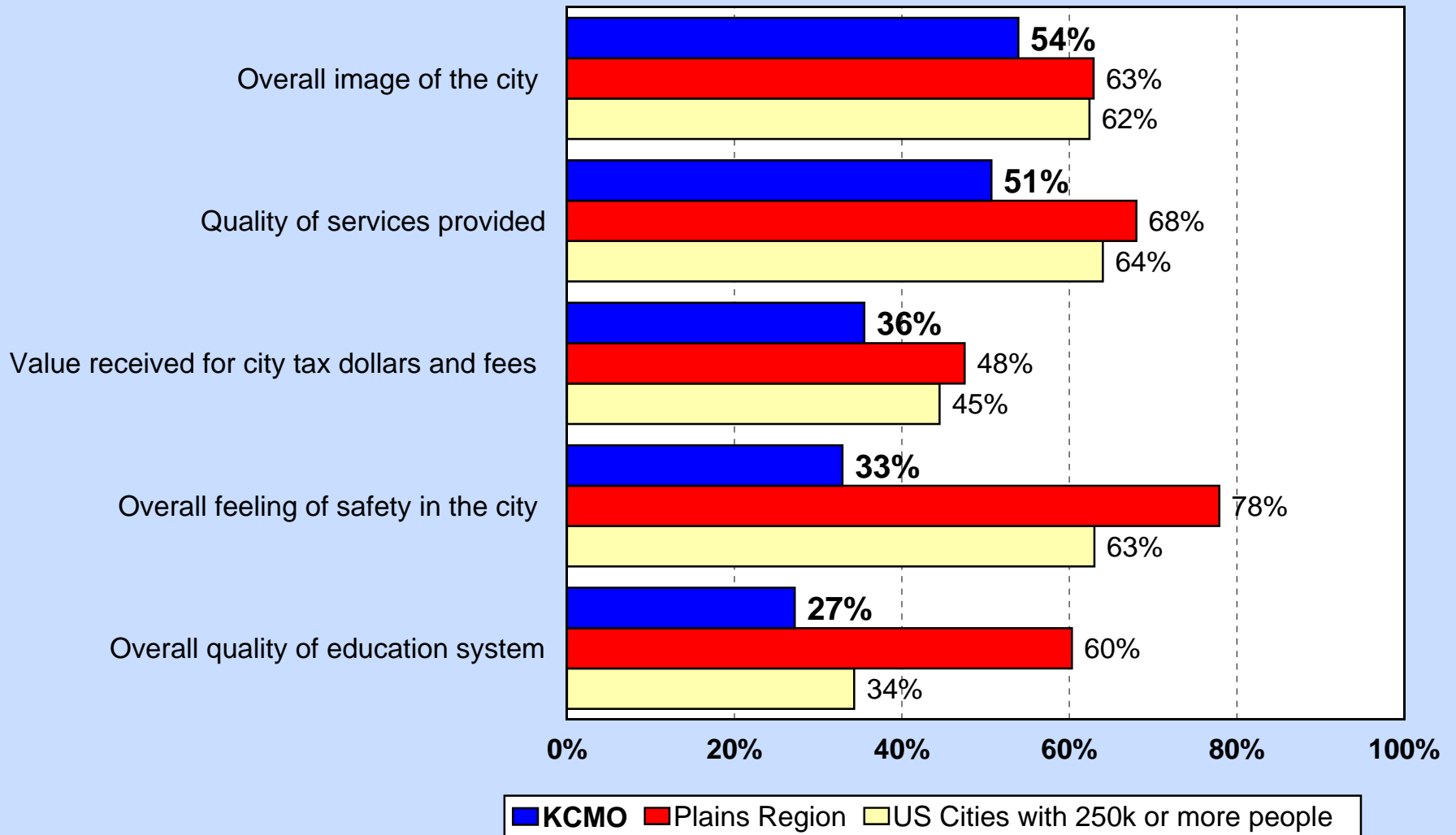
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)



Satisfaction with Issues that Influence Perceptions of the City

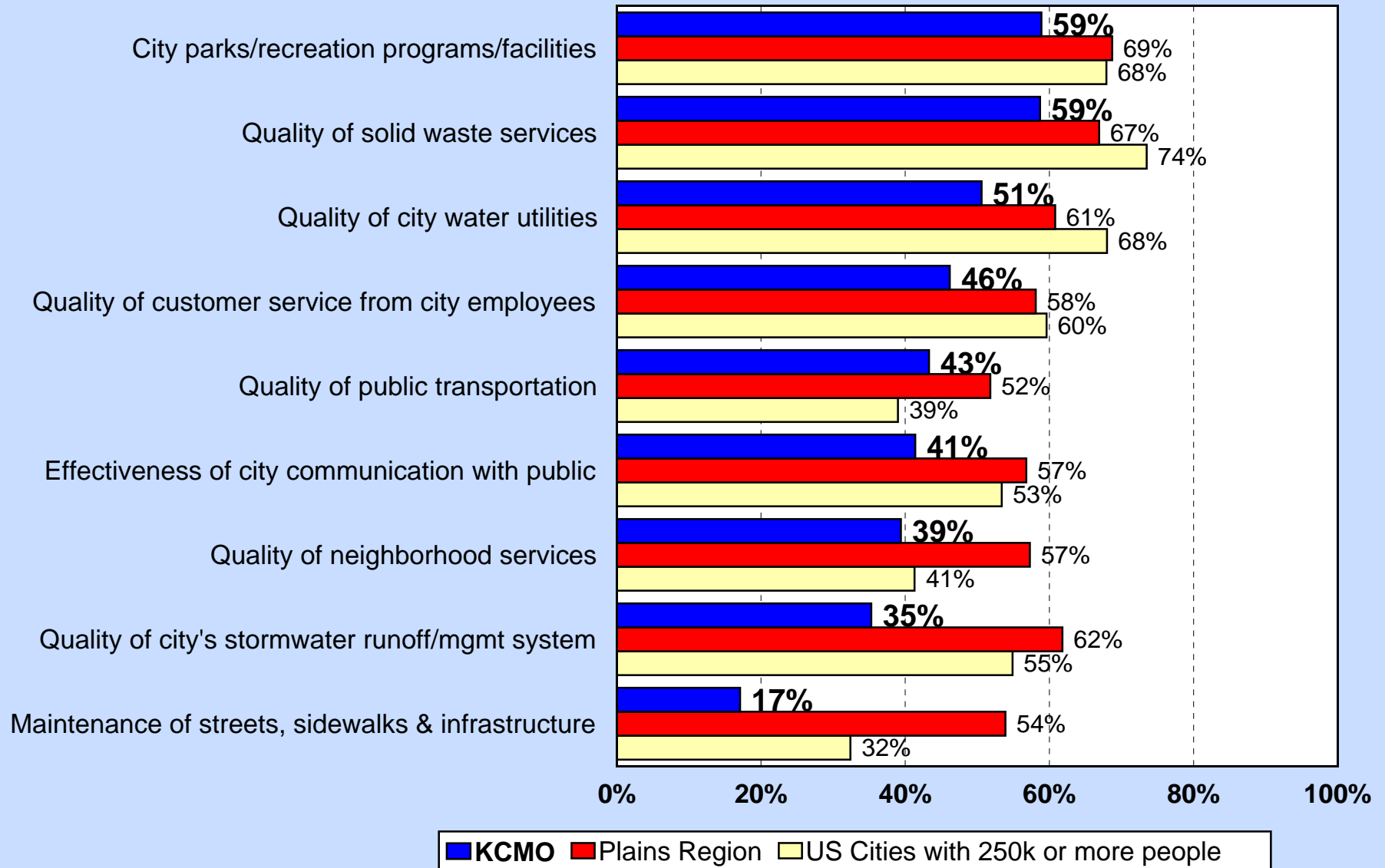
KCMO vs. Plains Region vs. U.S. Cities with 250k or More

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



Overall Satisfaction with Major Categories of City Services KCMO vs. Plains Region vs. U.S. Cities with 250k or More

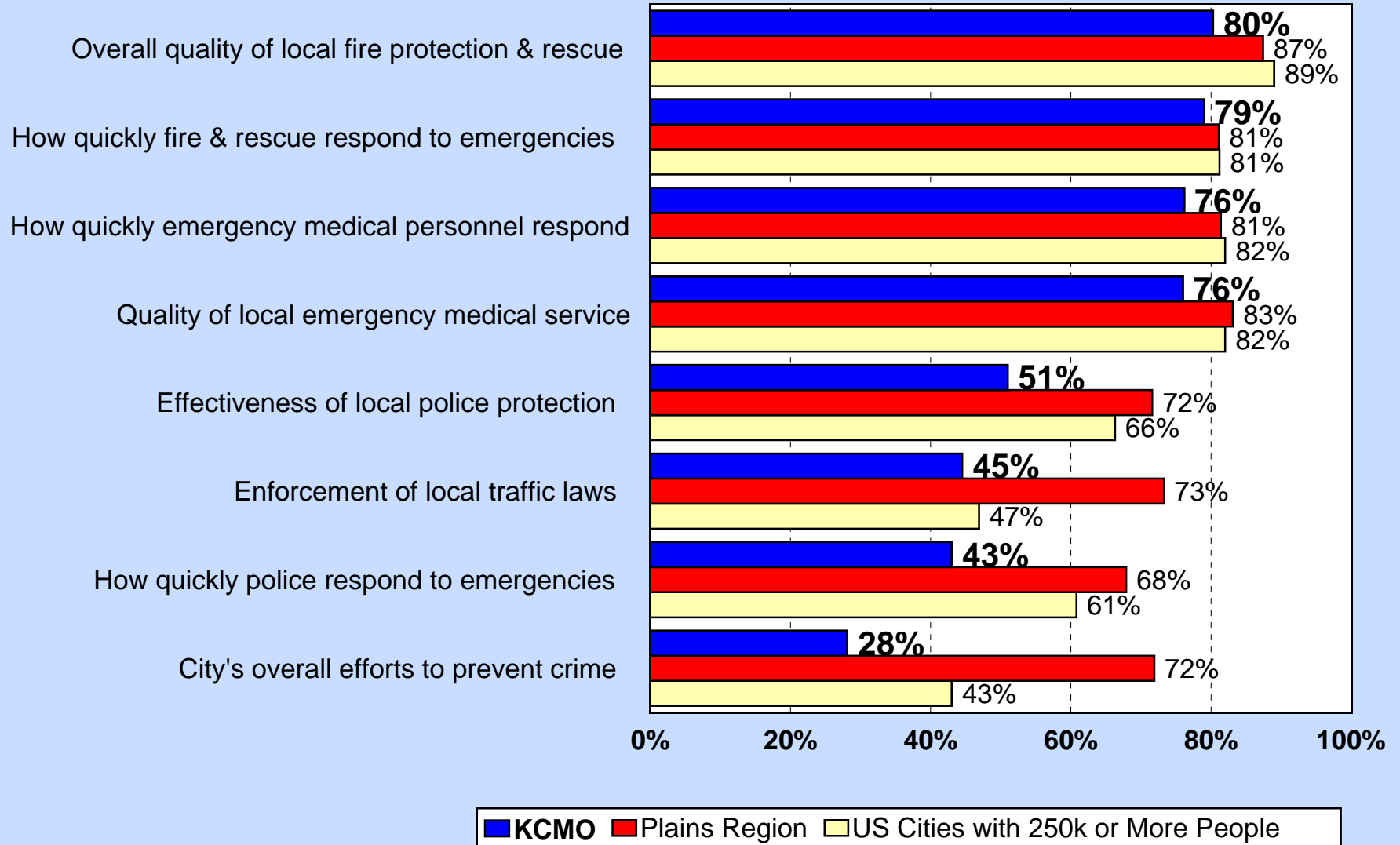
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Public Safety Services

KCMO vs. Plains Region vs. U.S. Cities with 250k or More

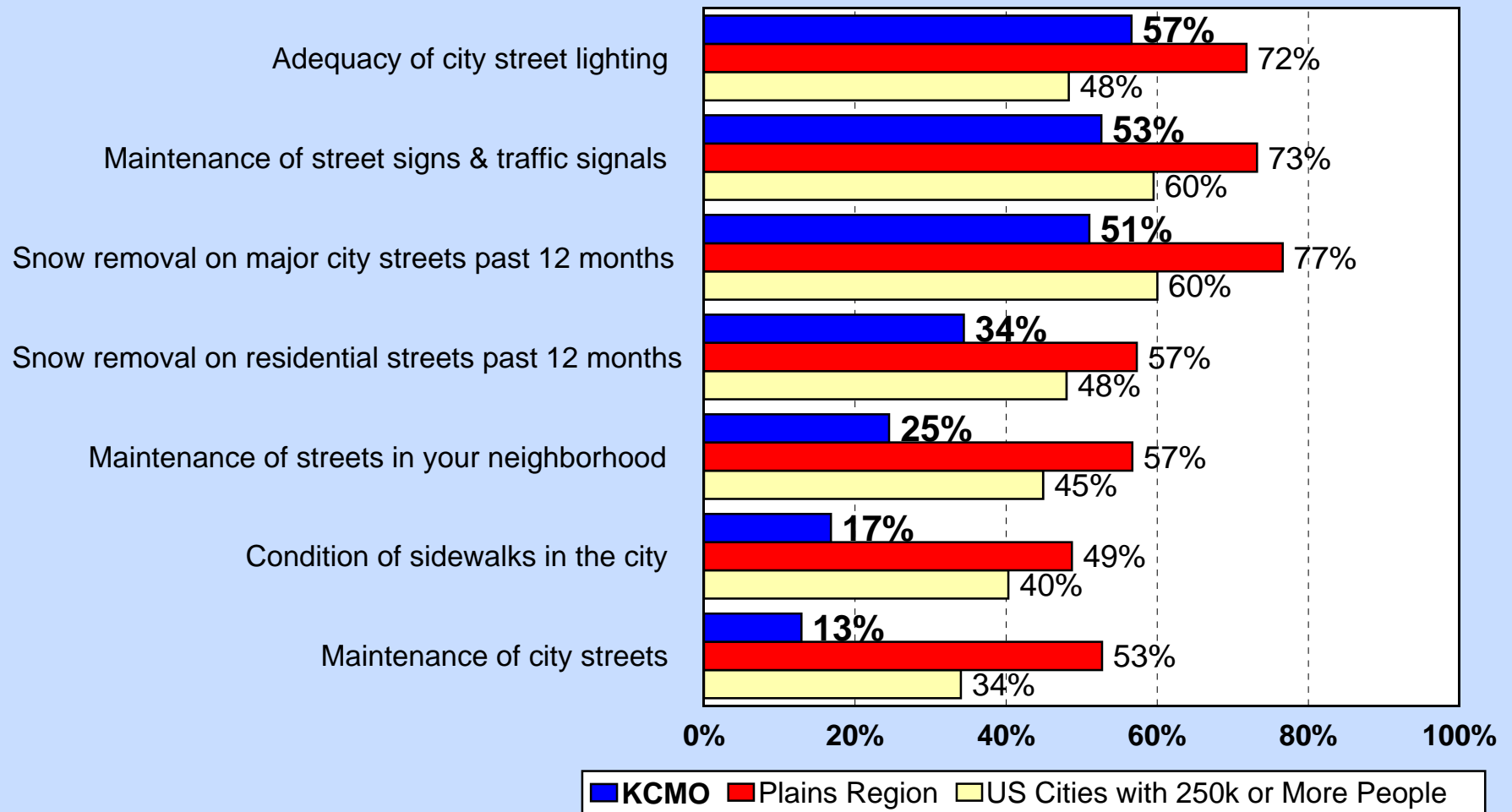
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
 where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with City Streets, Sidewalks and Infrastructure

KCMO vs. Plains Region vs. U.S. Cities with 250k or More

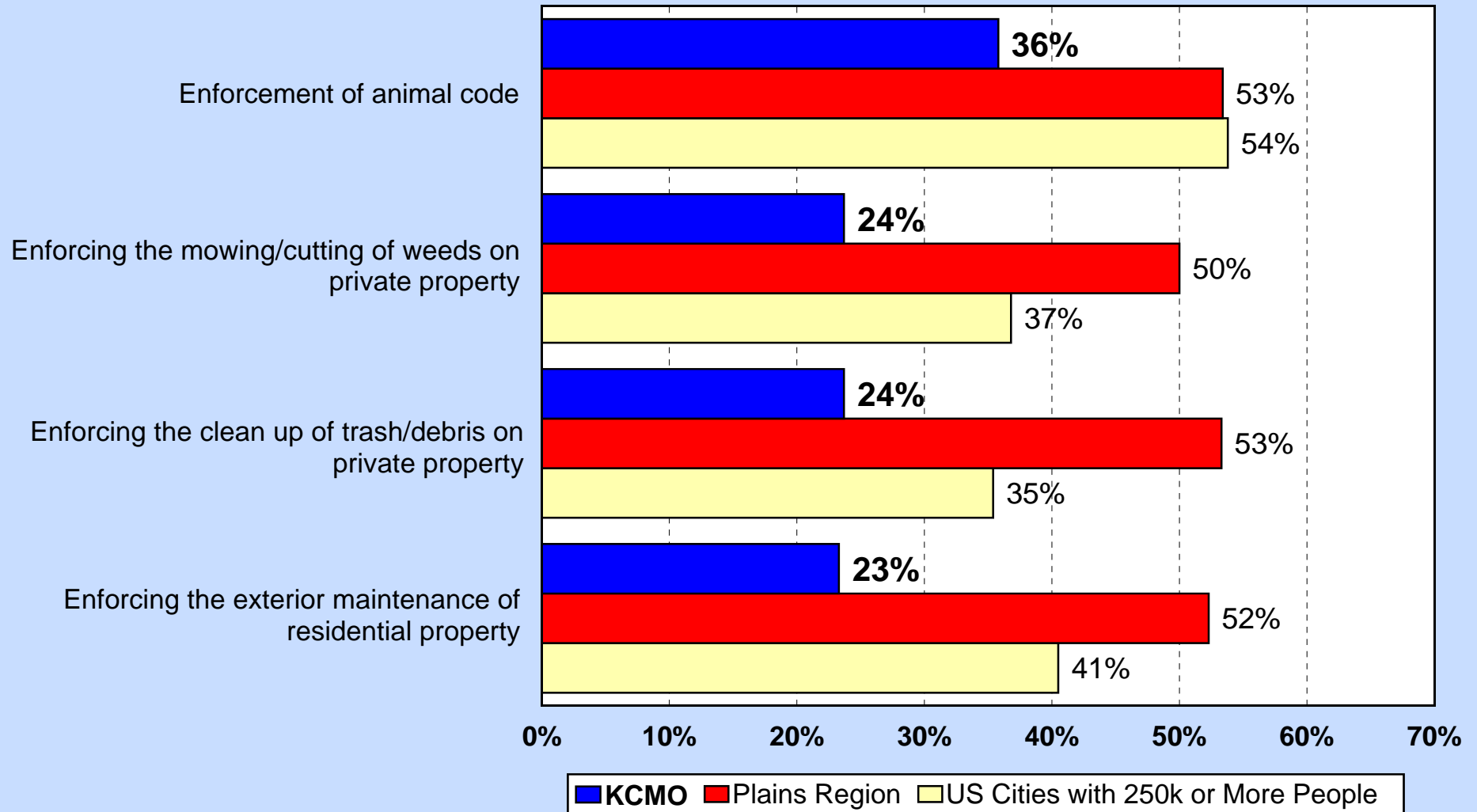
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Neighborhood Services

KCMO vs. Plains Region vs. U.S. Cities with 250k or More

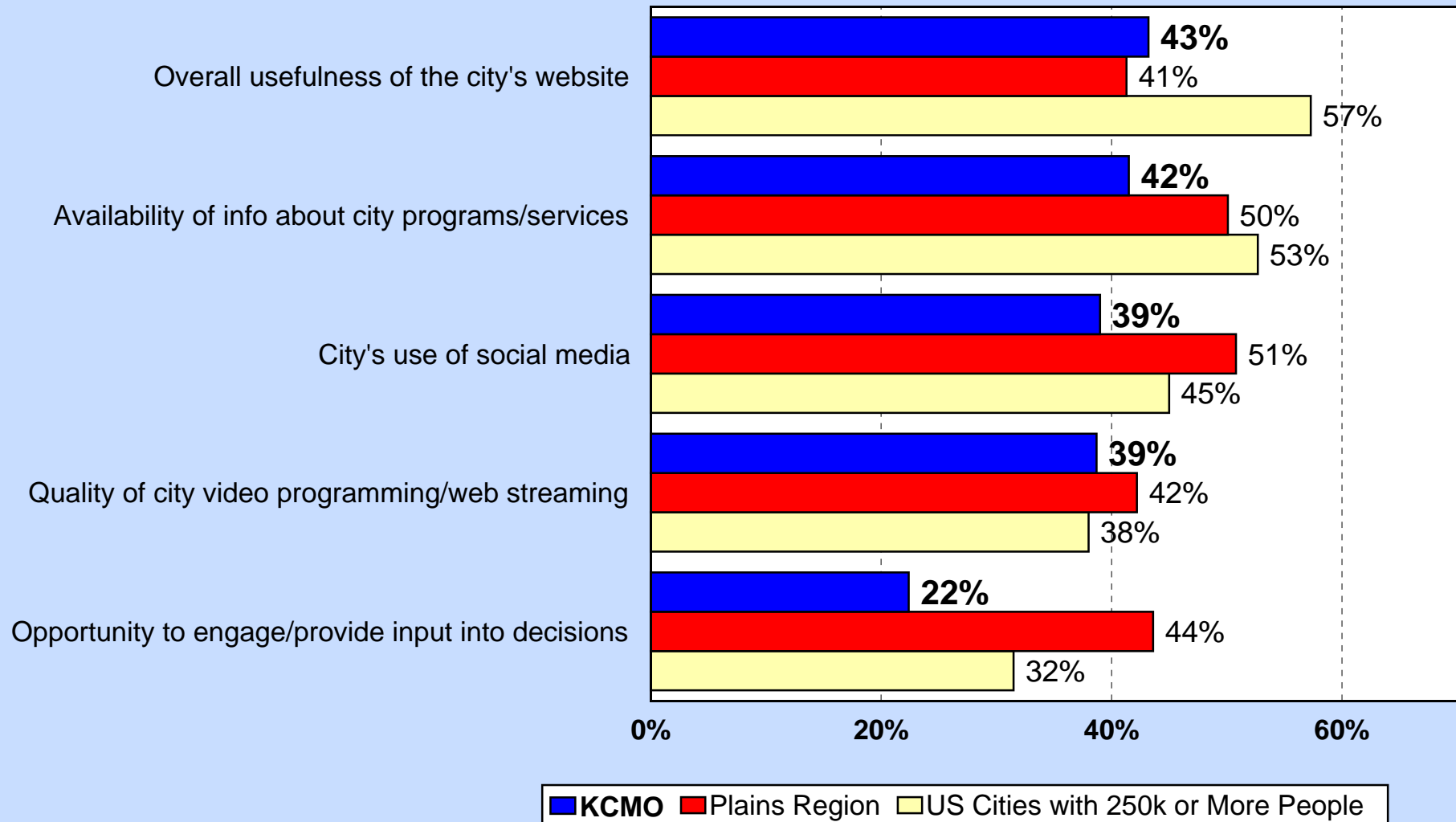
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Communication

KCMO vs. Plains Region vs. U.S. Cities with 250k or More

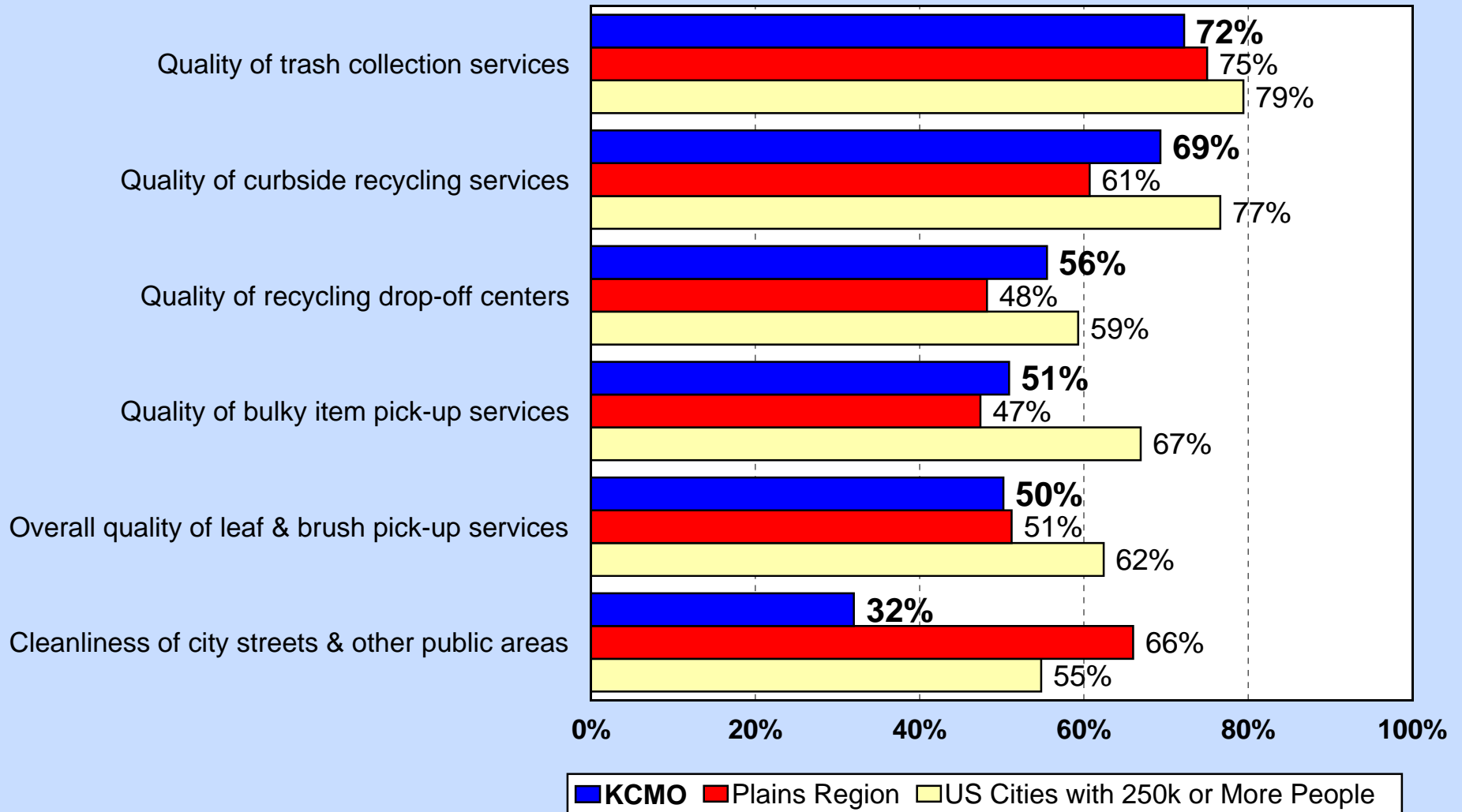
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Solid Waste Services

KCMO vs. Plains Region vs. U.S. Cities with 250k or More

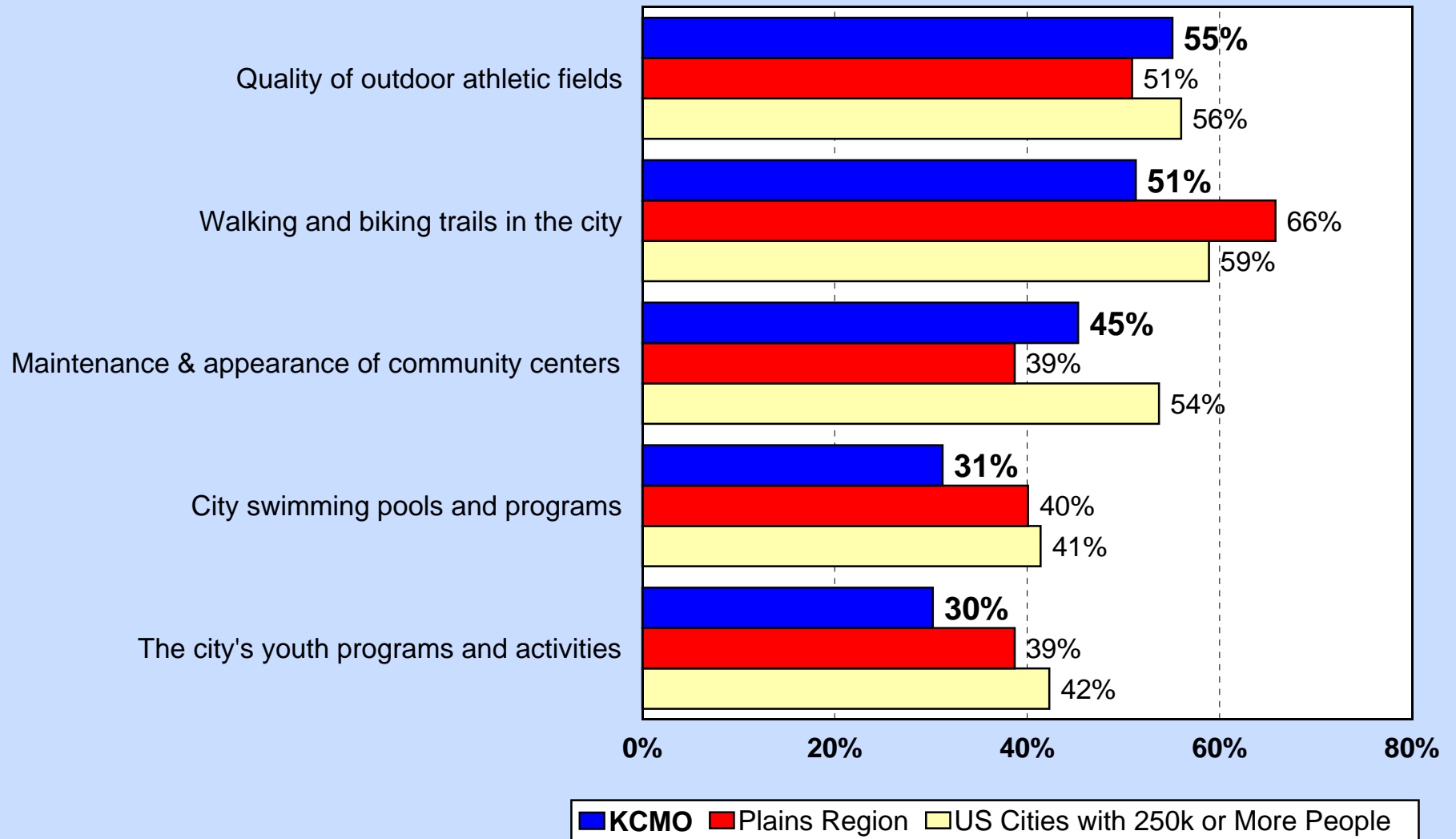
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
 where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Parks and Recreation

KCMO vs. Plains Region vs. U.S. Cities with 250k or More

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

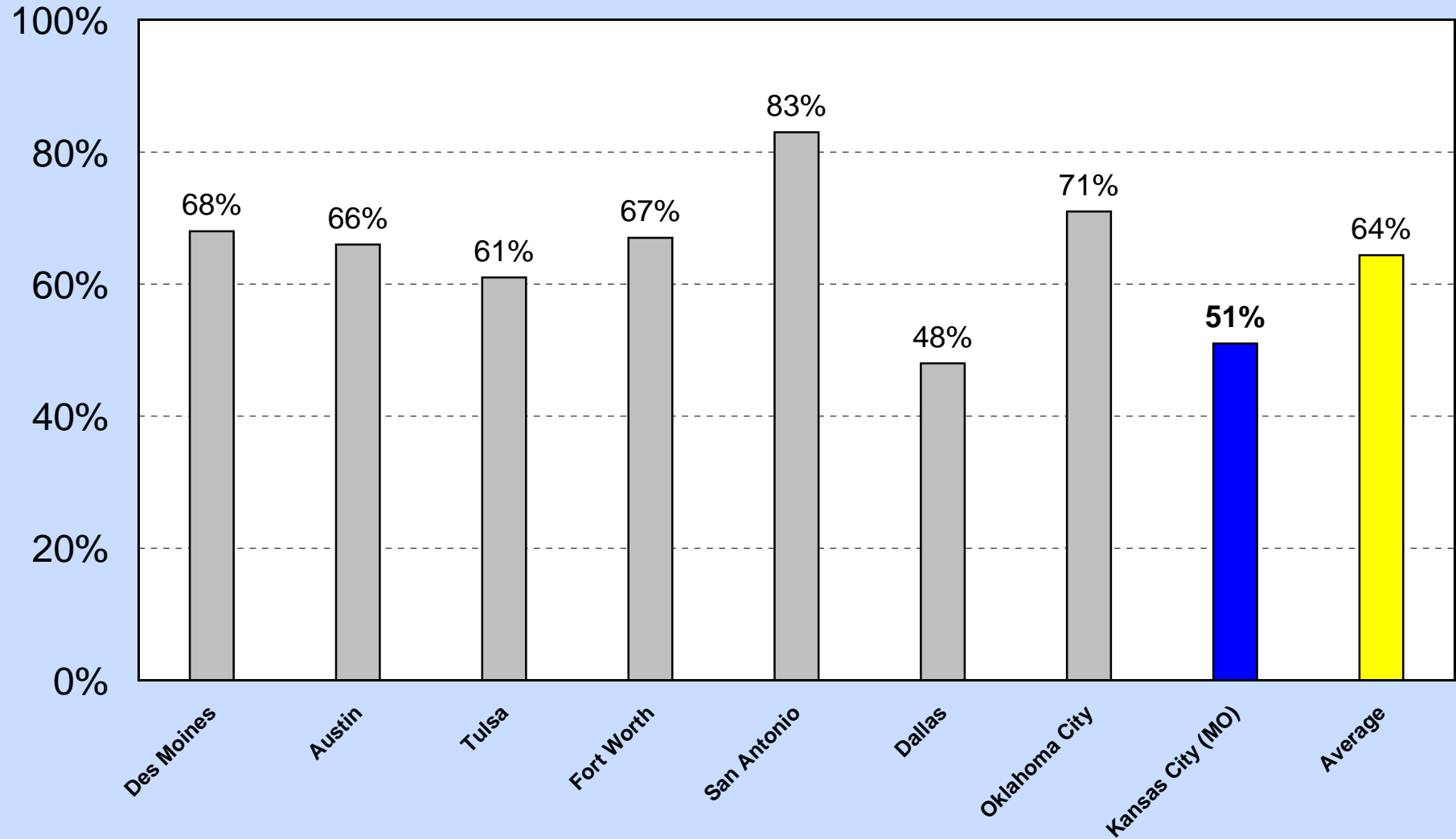


Selected Head-to-Head Comparisons

Overall Satisfaction With Police Services - 2021

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

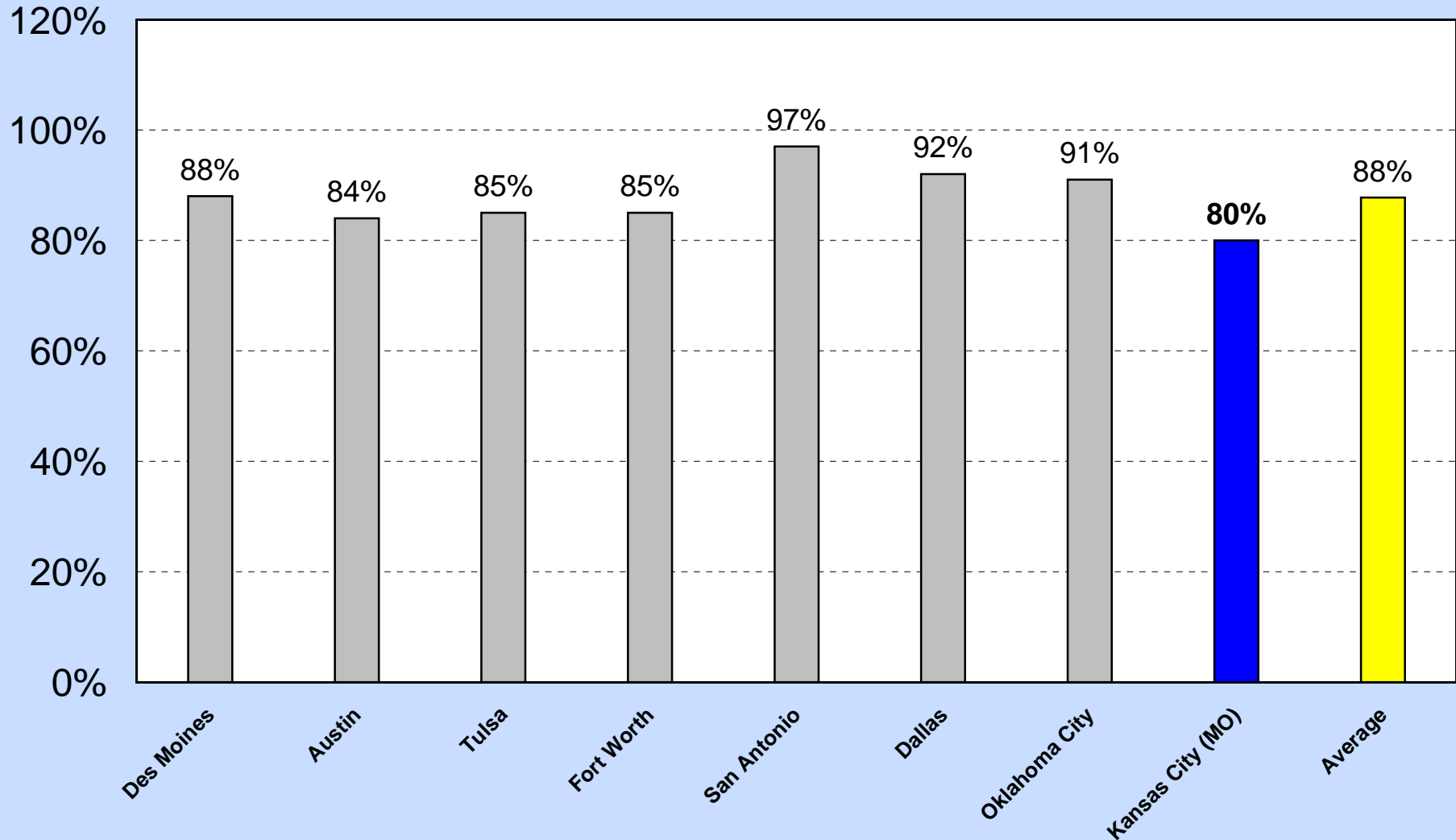
Central US Large City Regional Benchmarks



Overall Satisfaction With Fire Protection & Rescue Services - 2021

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

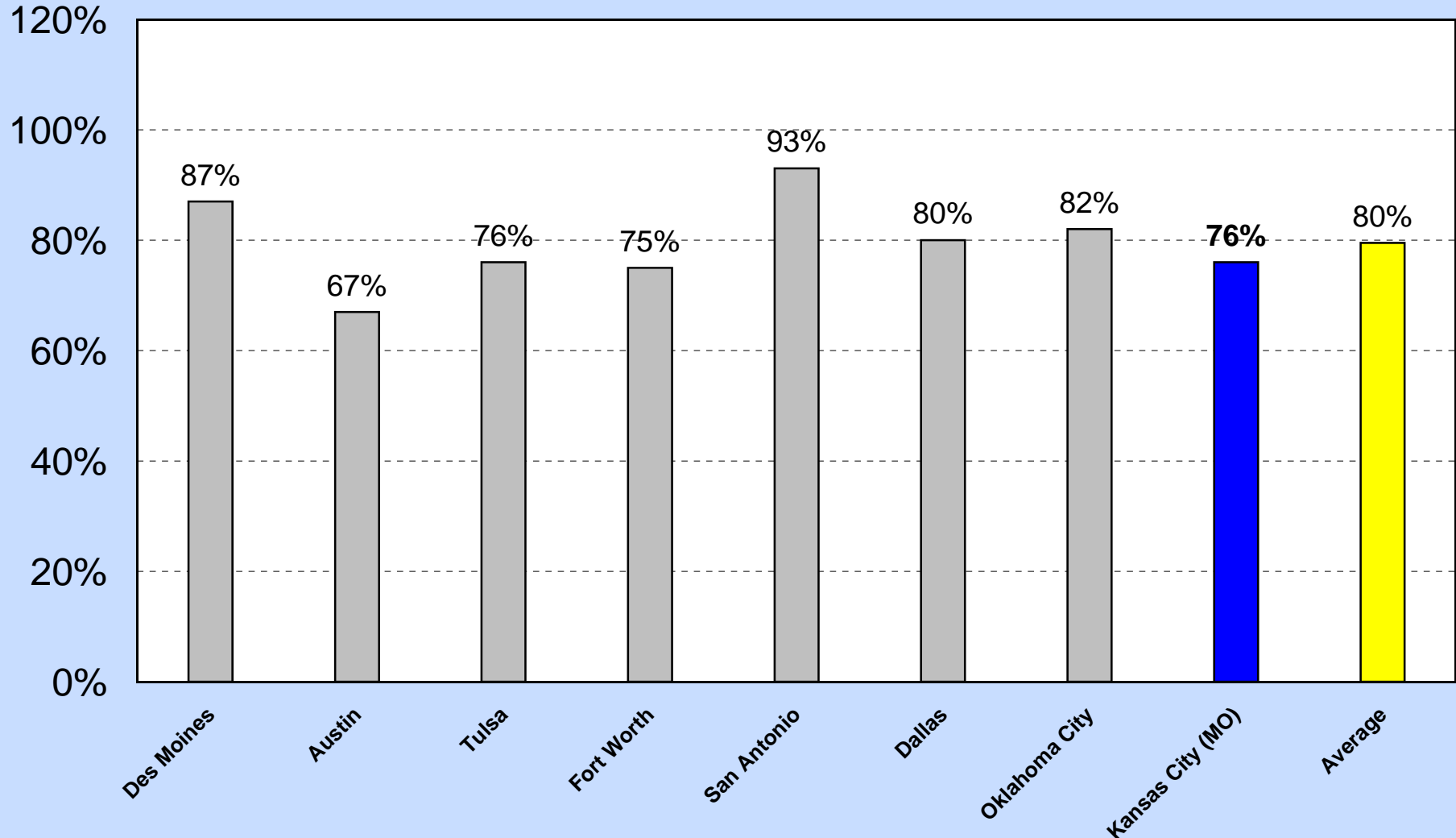
Central US Large City Regional Benchmarks



Overall Satisfaction With Ambulance Services - 2021

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

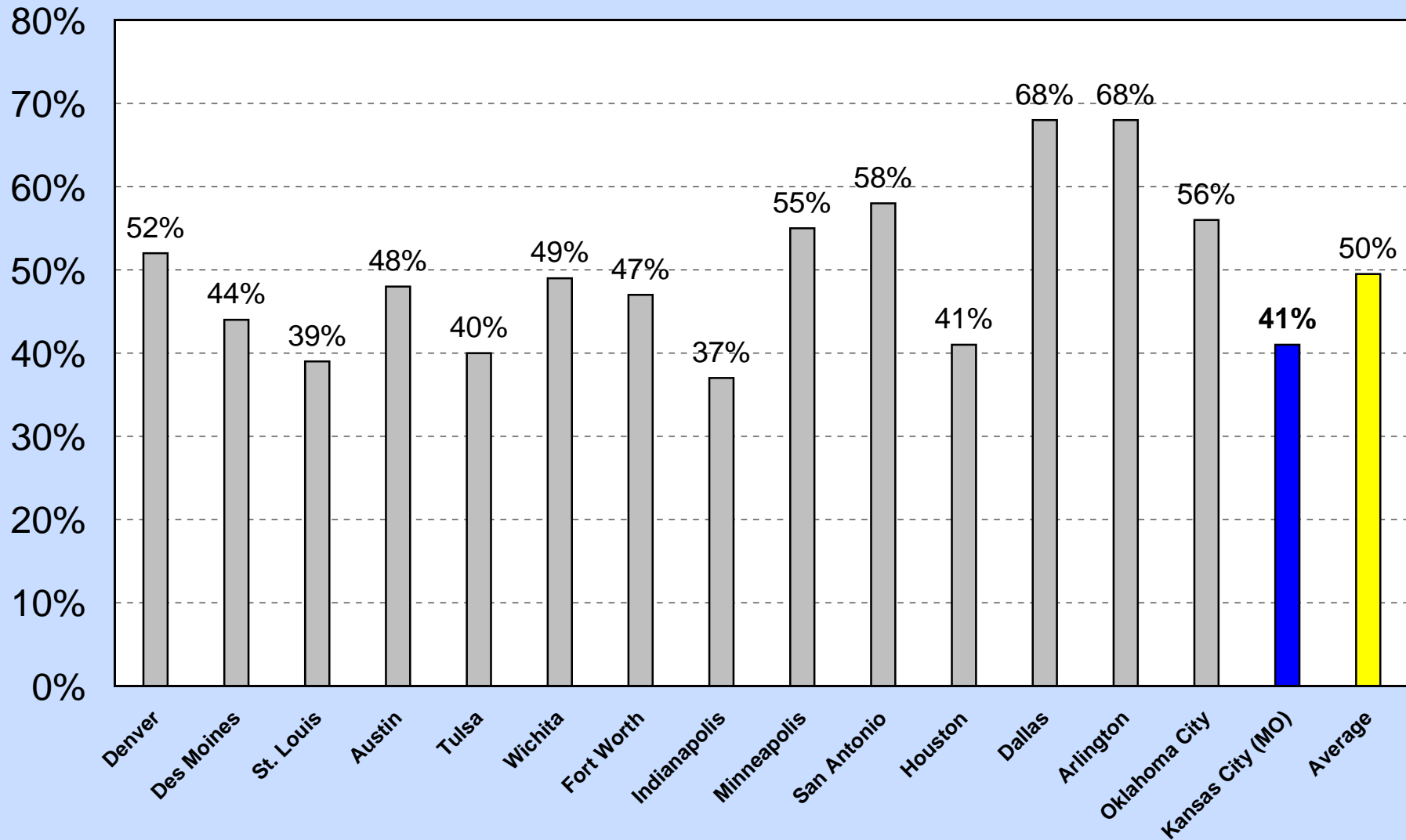
Central US Large City Regional Benchmarks



Overall Satisfaction With City Communications - 2021

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

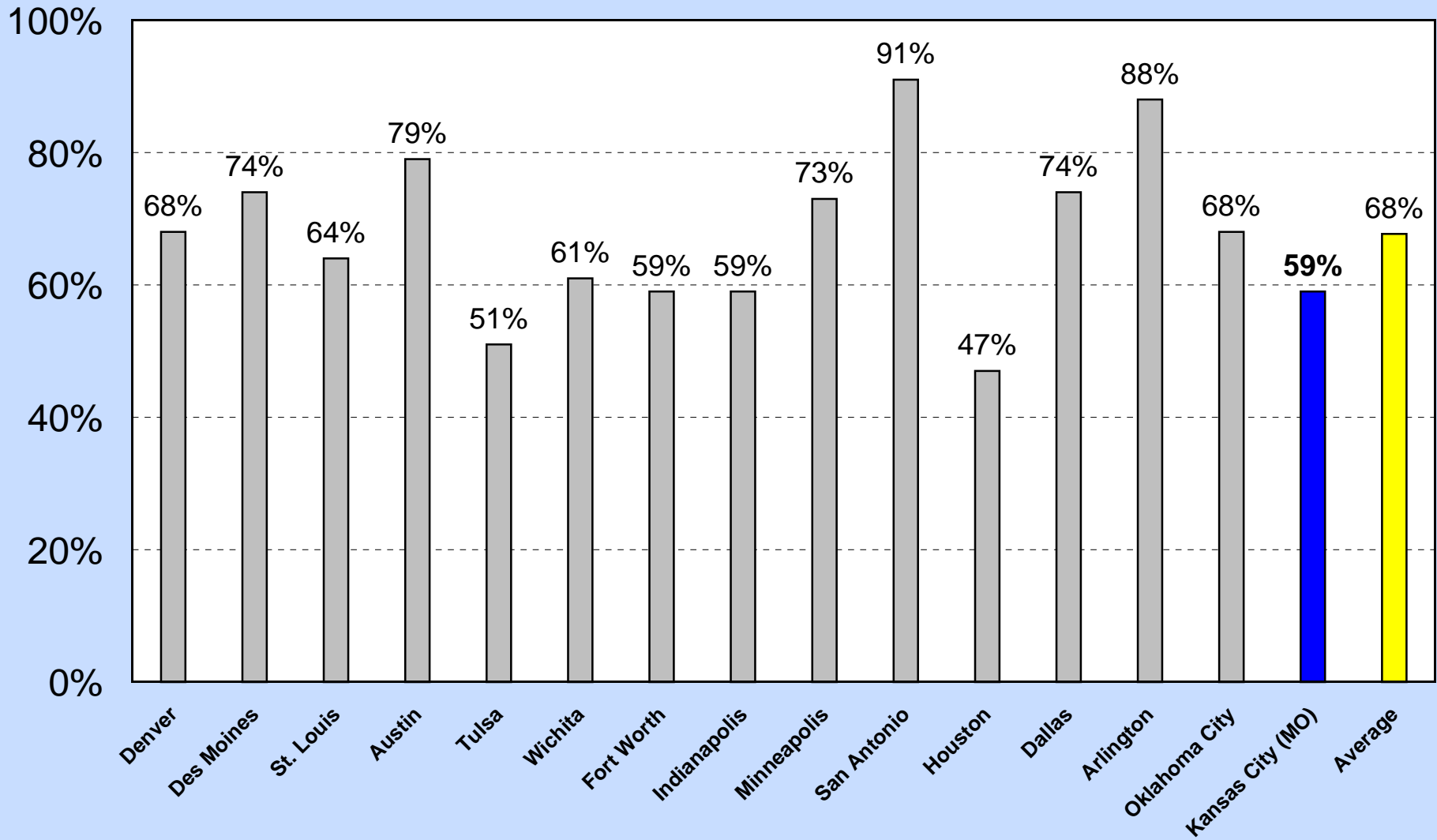
Central US Large City Regional Benchmarks



Overall Satisfaction With Parks and Recreation - 2021

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

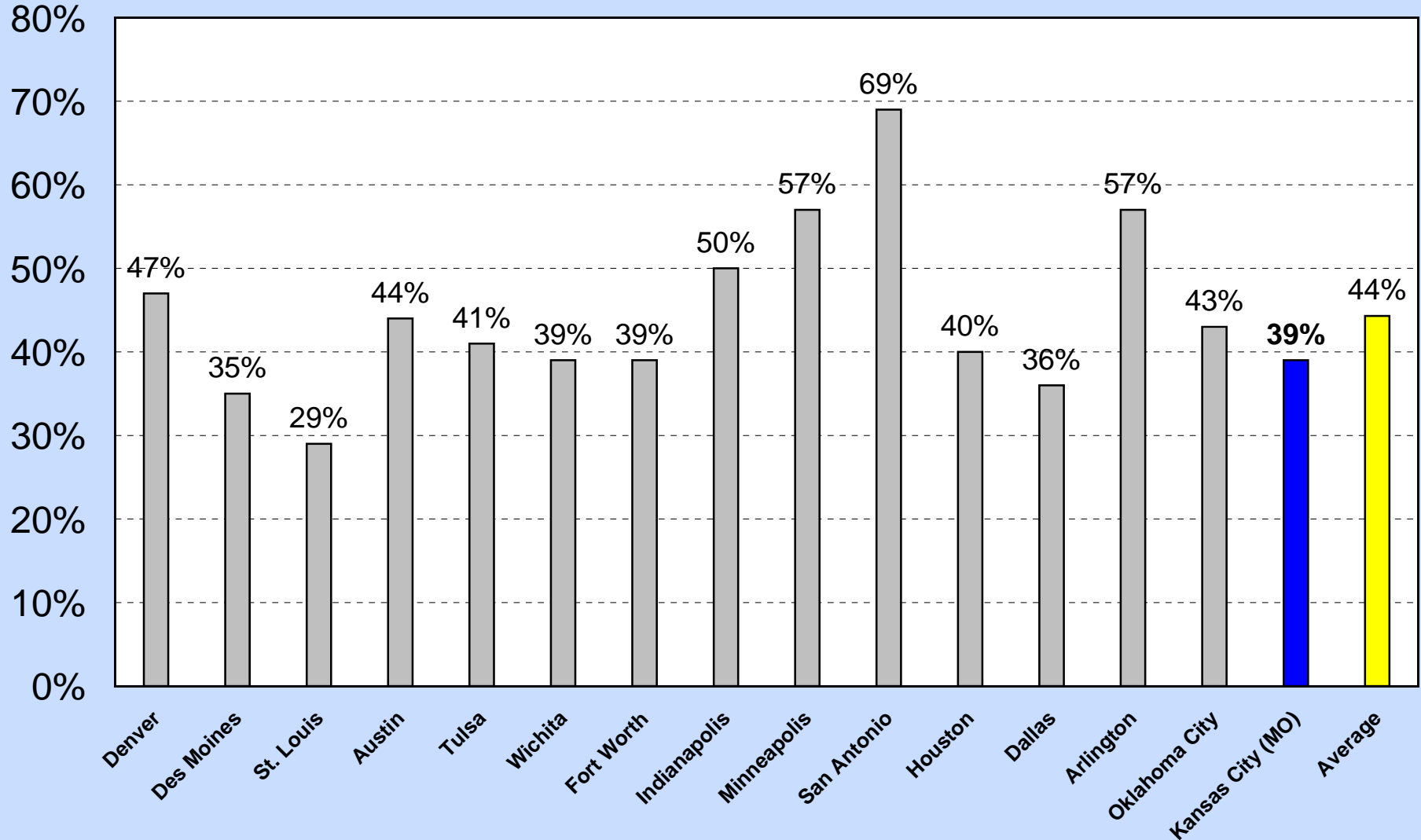
Central US Large City Regional Benchmarks



Overall Satisfaction With Neighborhood Services (Code Enforcement) - 2021

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

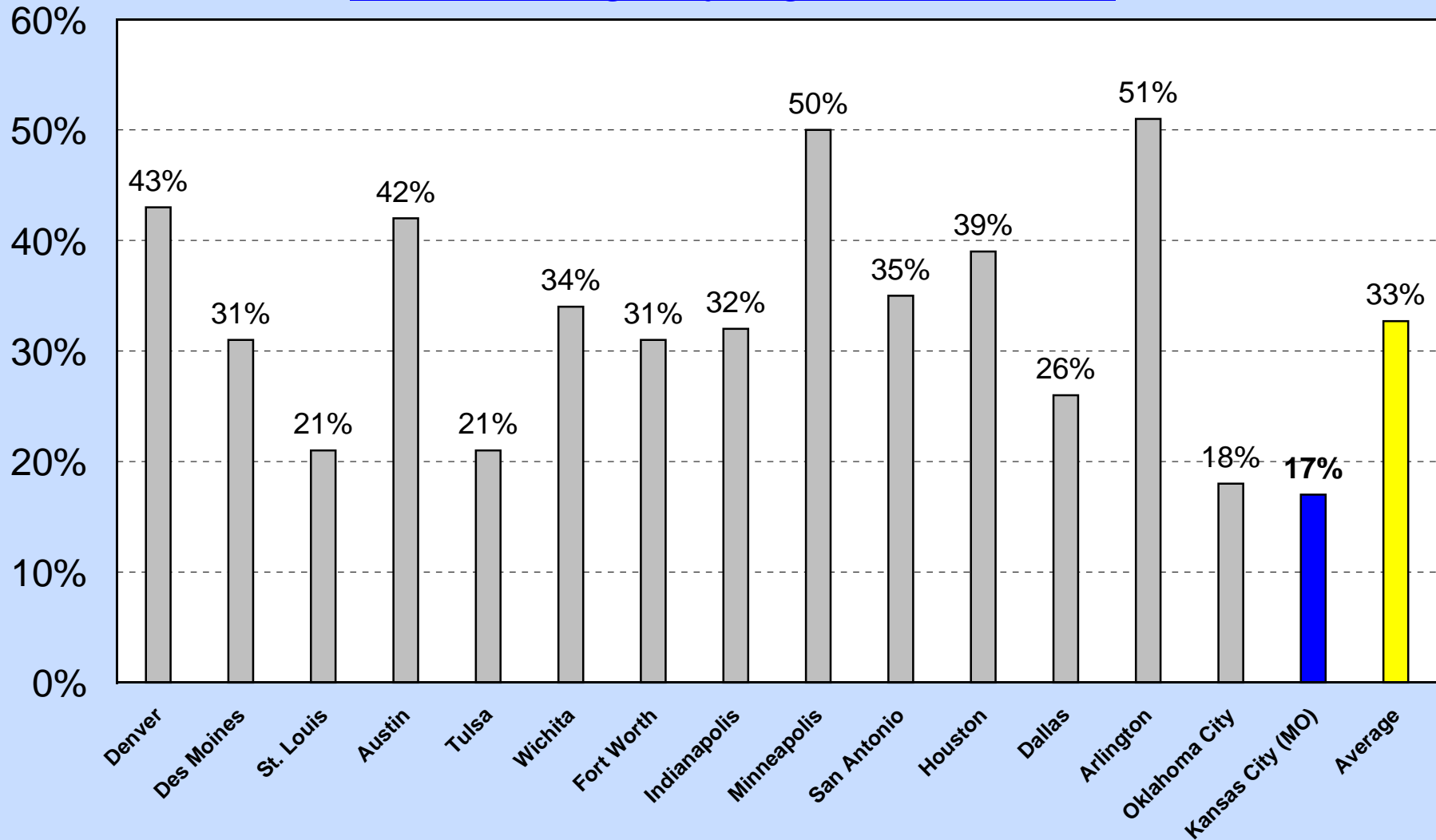
Central US Large City Regional Benchmarks



Overall Satisfaction With Maintenance of Streets, Sidewalks and Infrastructure - 2021

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

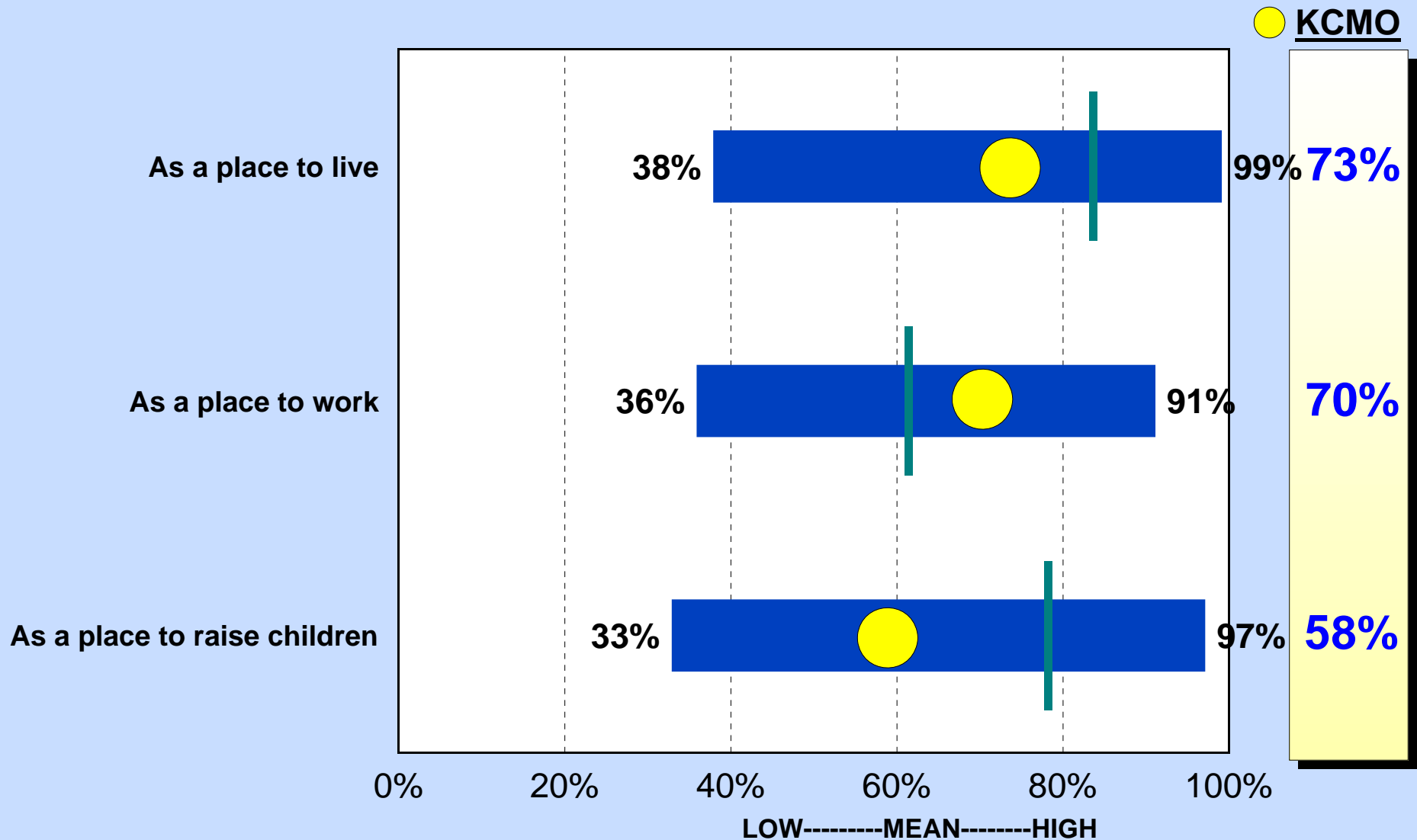
Central US Large City Regional Benchmarks



Metropolitan Kansas City Area Benchmarks

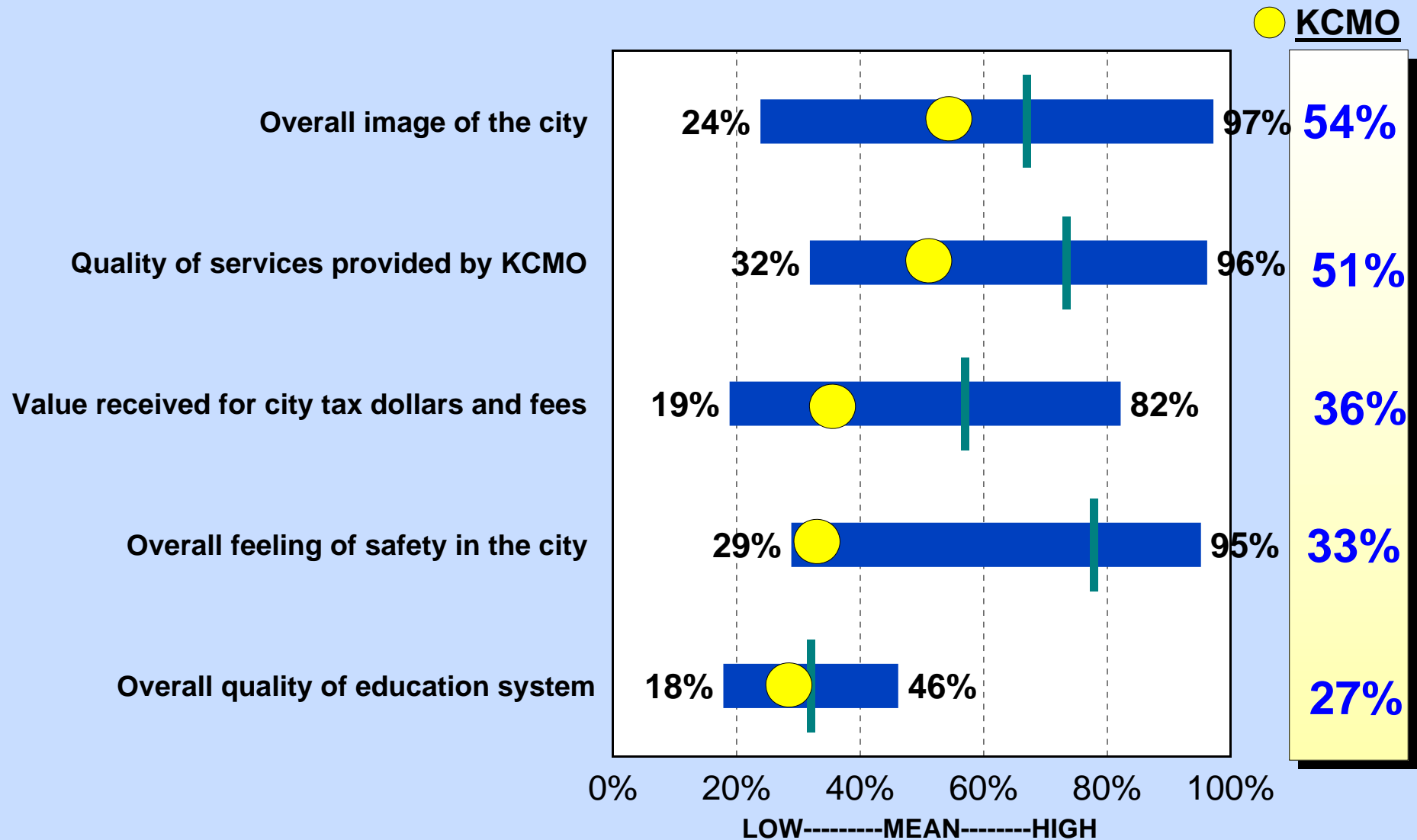
Overall Ratings Residents Have of the City in Which They Live in 2021

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



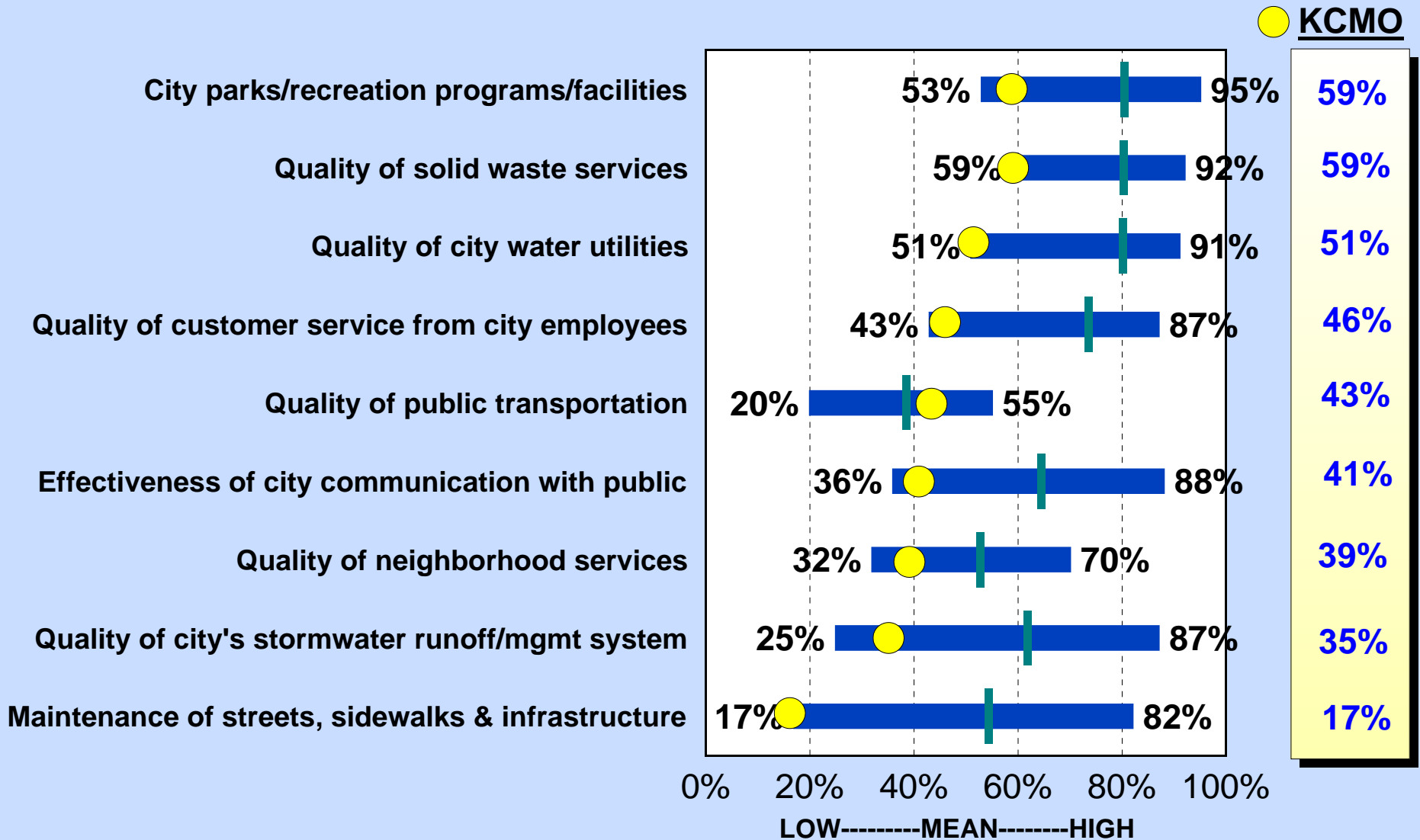
Perceptions that Kansas City Area Residents Have of the City in Which They Live in 2021

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



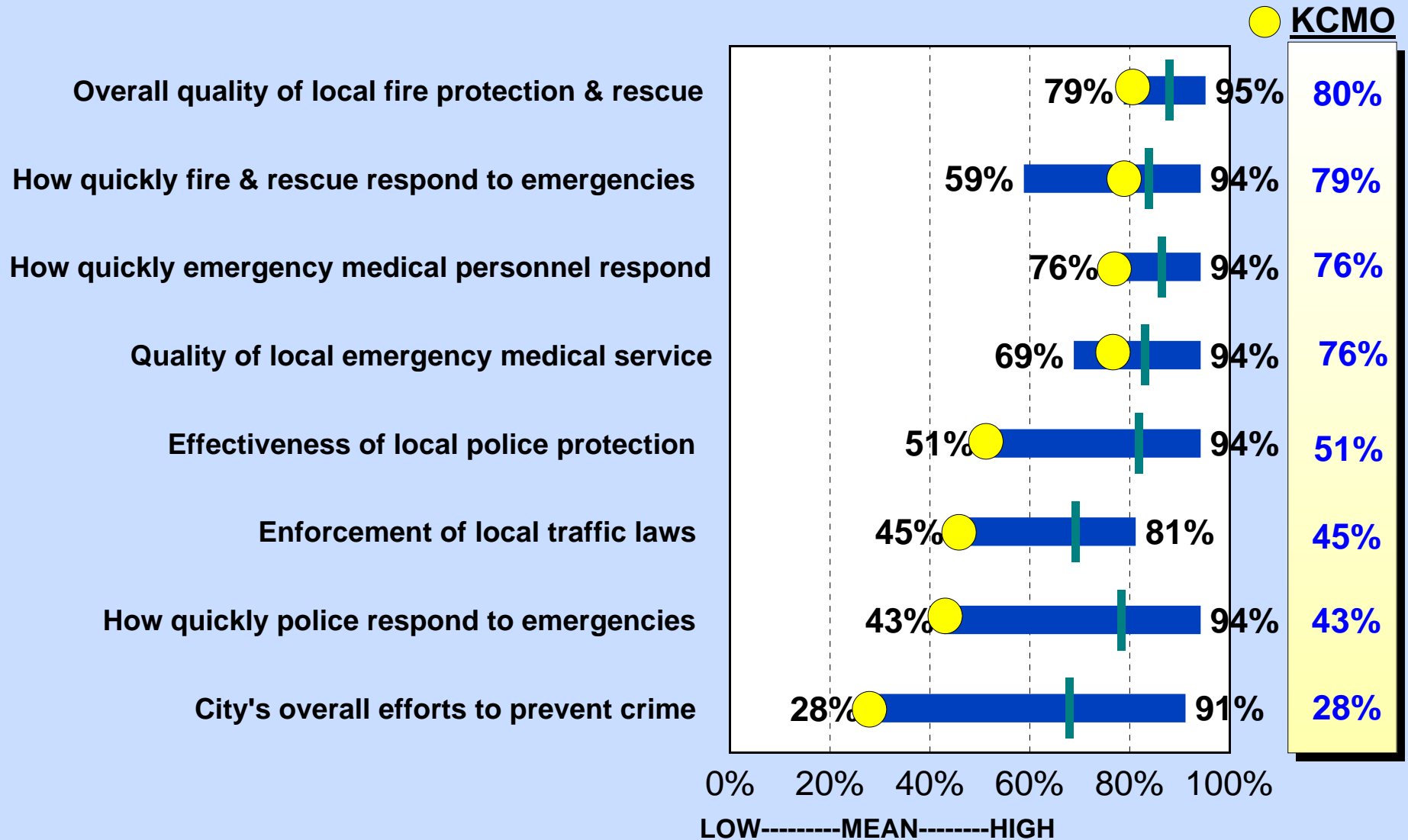
Overall Satisfaction With Major Categories of City Services in the Kansas City Area in 2021

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



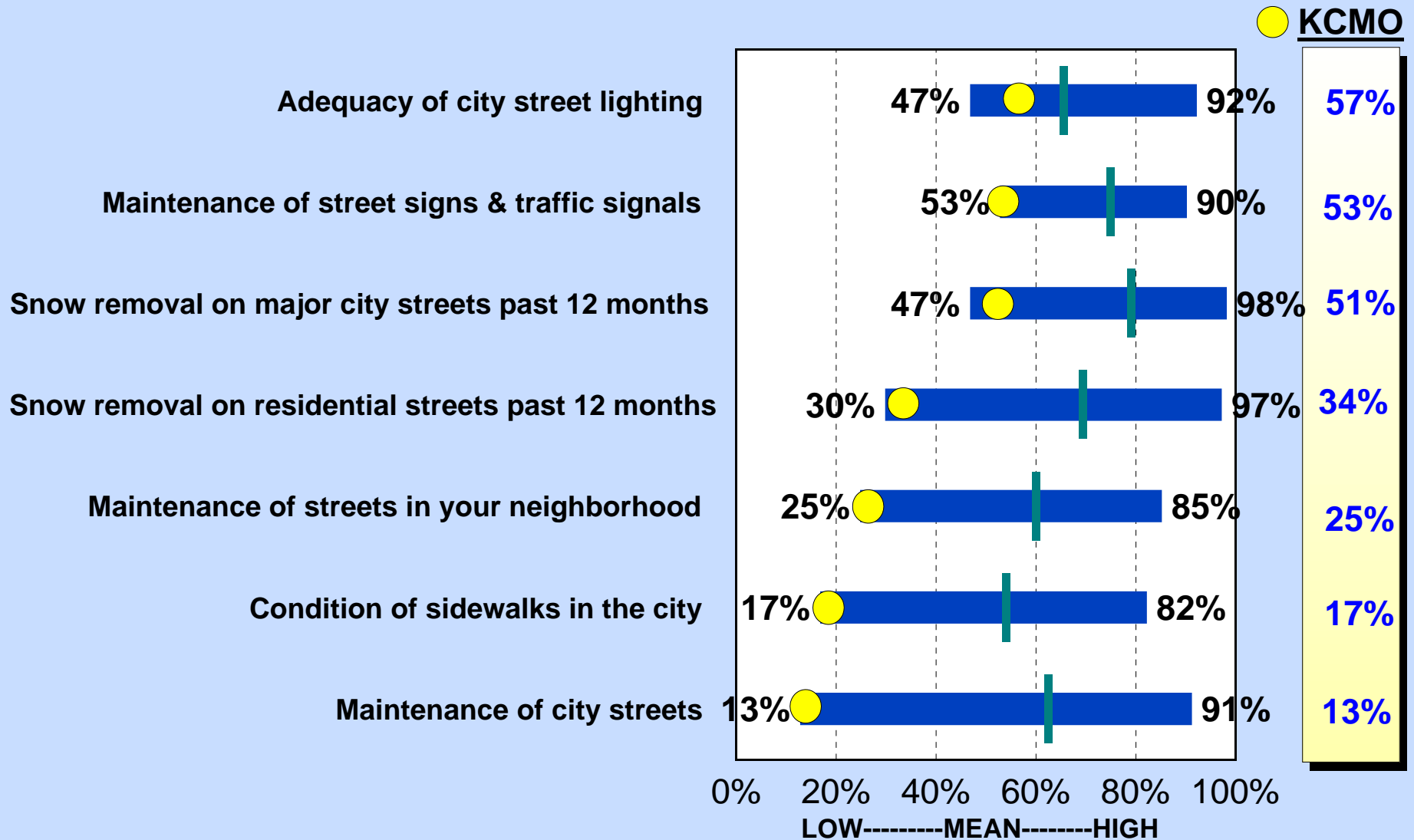
Satisfaction with Various Public Safety Services Provided by Cities in the Kansas City Area in 2021

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



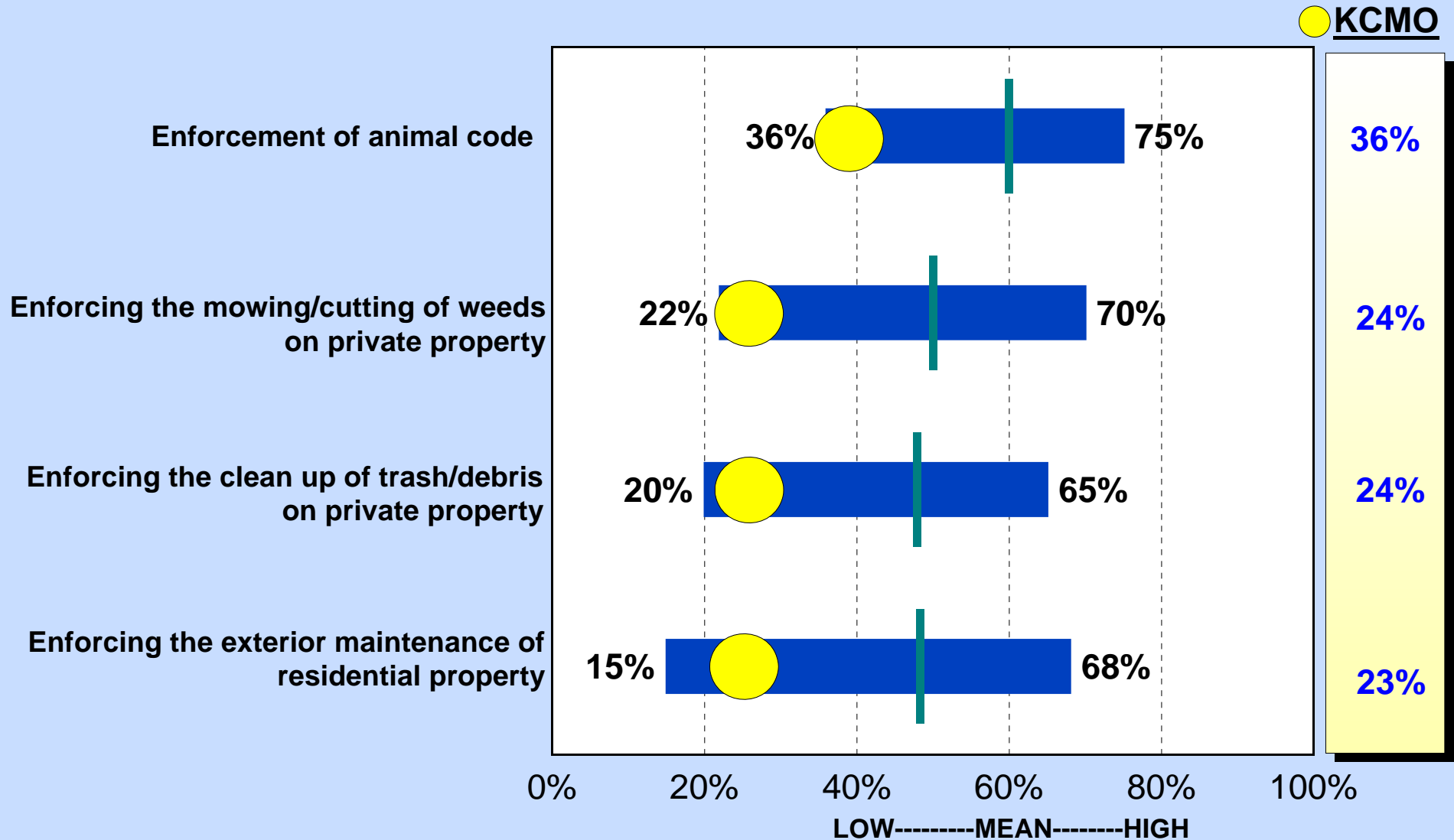
Satisfaction with Streets, Sidewalks and Infrastructure Provided by Cities in the Kansas City Area in 2021

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



Satisfaction with Neighborhood Services Provided by Cities in the Kansas City Area in 2021

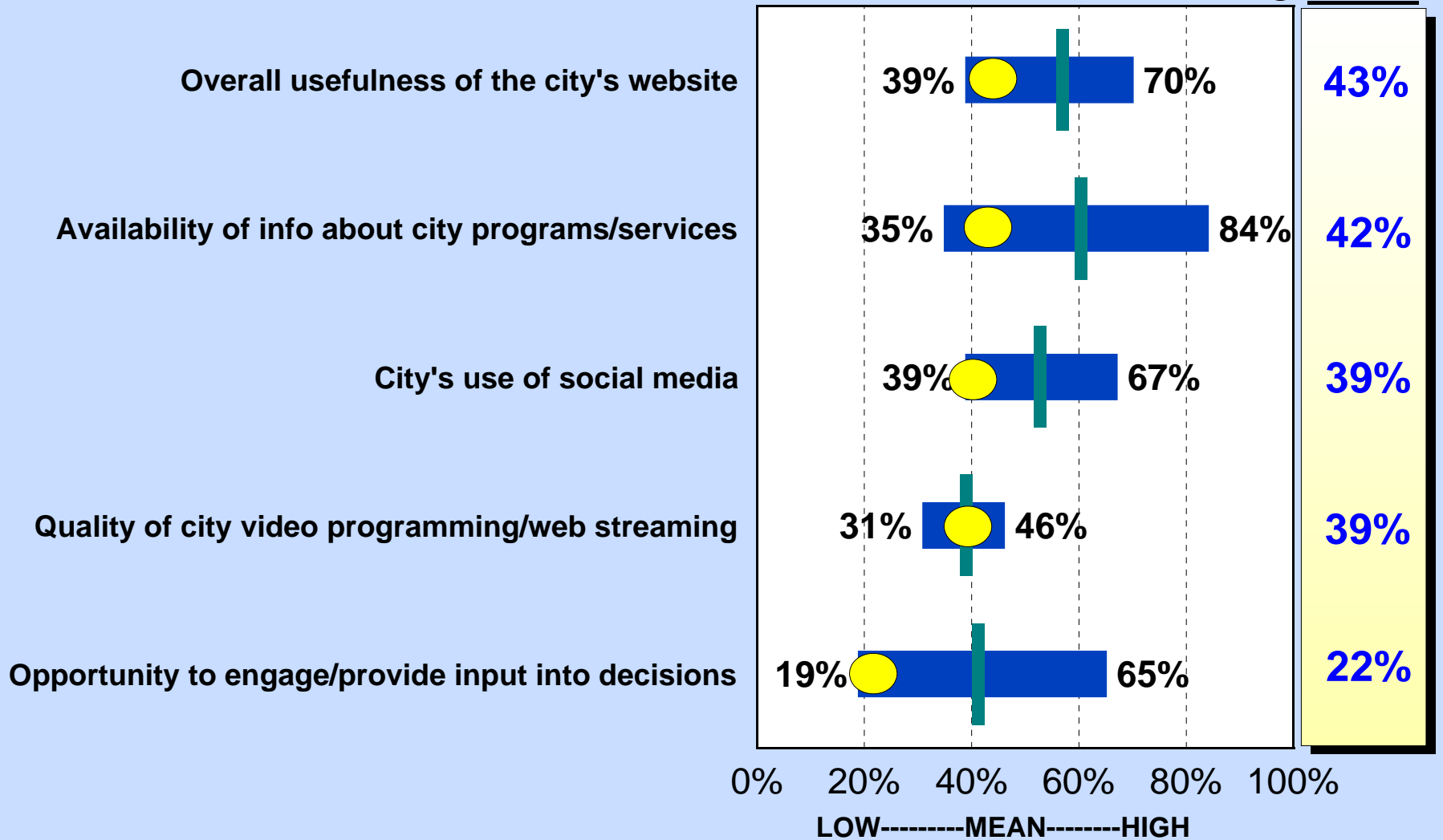
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Satisfaction with Various Aspects of City Communication in 2021

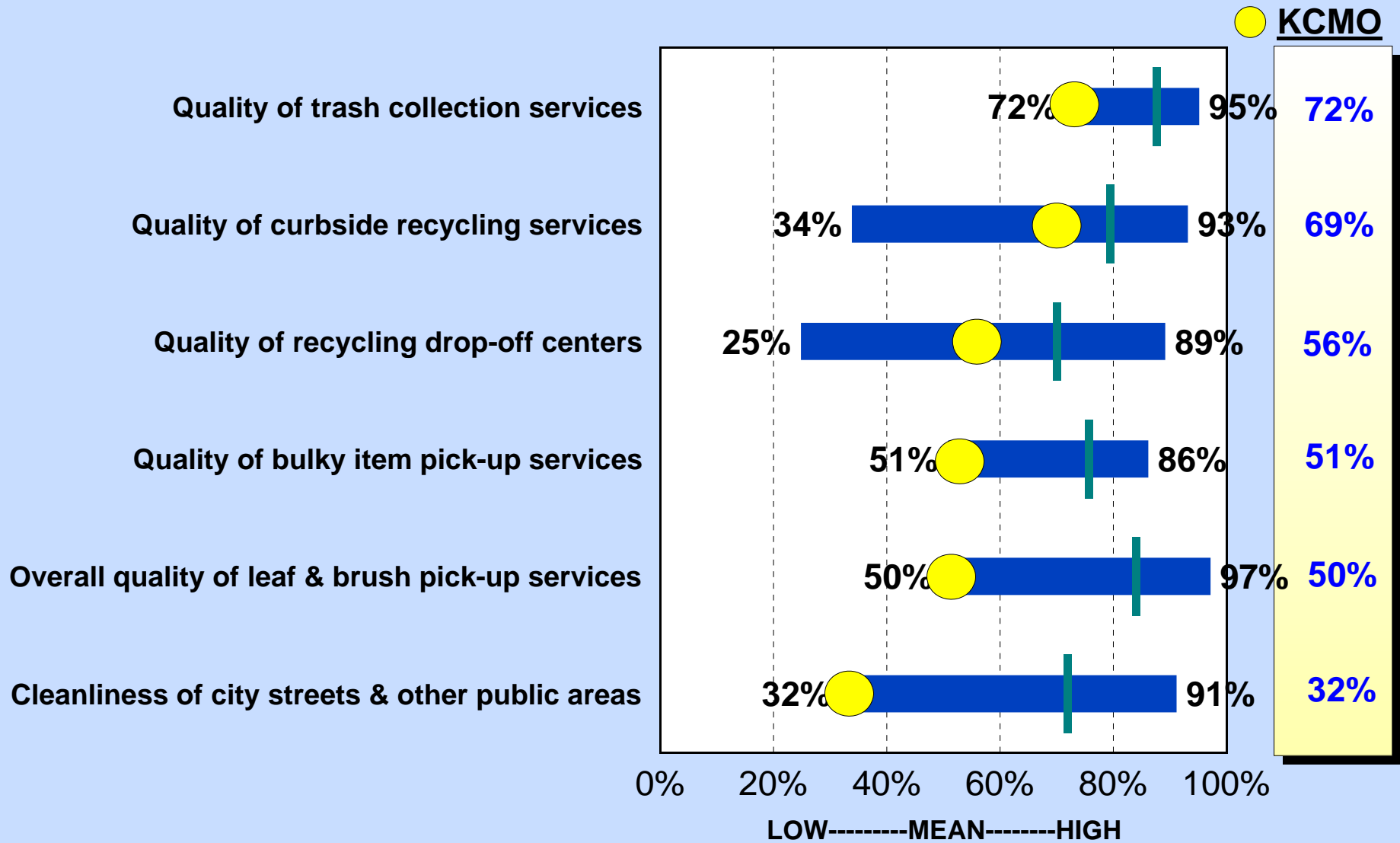
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

 **KCMO**



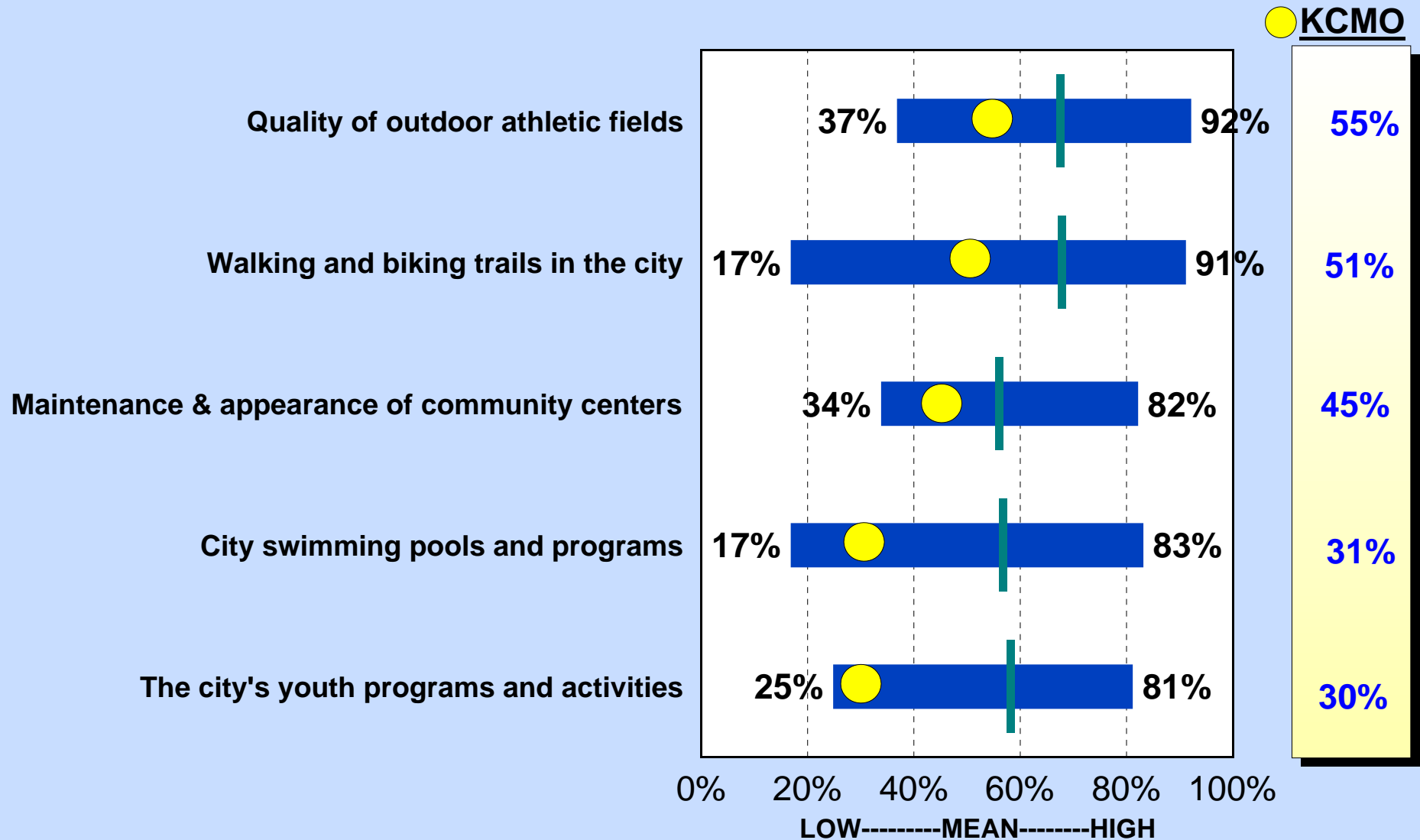
Satisfaction with Solid Waste Services by Cities in the Kansas City Area in 2021

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



Satisfaction with Parks and Recreation Services Provided by Cities in the Kansas City Area in 2021

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



Section 4:
Tabular Data

ASKED ALL YEAR

Q1. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Kansas City, Missouri with regard to each of the following:

(N=4048)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	20.6%	52.3%	15.1%	7.8%	3.4%	0.9%
Q1-2. As a place to raise children	15.1%	37.3%	20.3%	11.2%	6.6%	9.4%
Q1-3. As a place to work	18.5%	47.9%	18.4%	6.5%	3.6%	5.1%

WITHOUT "DON'T KNOW"

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

(N=4048)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	20.7%	52.8%	15.2%	7.9%	3.4%
Q1-2. As a place to raise children	16.7%	41.1%	22.4%	12.4%	7.3%
Q1-3. As a place to work	19.5%	50.5%	19.4%	6.9%	3.8%

ASKED ALL YEAR

Q2. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with each of the following items that may influence your perception of the City of Kansas City, Missouri.

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall quality of services provided by City	7.2%	42.5%	26.1%	16.5%	5.6%	2.1%
Q2-2. Overall value you receive for your City tax dollars & fees	4.7%	29.9%	27.8%	23.2%	11.8%	2.5%
Q2-3. Overall image of City	10.2%	42.9%	24.4%	14.6%	6.4%	1.5%
Q2-4. Overall quality of life in City	11.7%	45.7%	25.1%	11.5%	4.4%	1.6%
Q2-5. Overall feeling of safety in City	4.7%	27.7%	27.9%	23.6%	14.8%	1.3%
Q2-6. How safe you feel in your neighborhood	19.3%	40.6%	20.0%	12.7%	6.3%	1.2%
Q2-7. Overall quality of education system within City	5.1%	18.5%	24.2%	21.3%	18.0%	12.8%
Q2-8. Physical appearance of your neighborhood	16.2%	41.4%	19.6%	14.1%	7.5%	1.1%

ASKED ALL YEAR

WITHOUT "DON'T KNOW"

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

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall quality of services provided by City	7.3%	43.4%	26.7%	16.8%	5.7%
Q2-2. Overall value you receive for your City tax dollars & fees	4.8%	30.7%	28.6%	23.8%	12.1%
Q2-3. Overall image of City	10.4%	43.5%	24.8%	14.8%	6.5%
Q2-4. Overall quality of life in City	11.8%	46.4%	25.5%	11.7%	4.5%
Q2-5. Overall feeling of safety in City	4.8%	28.1%	28.2%	23.9%	15.0%
Q2-6. How safe you feel in your neighborhood	19.5%	41.1%	20.3%	12.8%	6.3%
Q2-7. Overall quality of education system within City	5.9%	21.3%	27.7%	24.5%	20.6%
Q2-8. Physical appearance of your neighborhood	16.4%	41.9%	19.8%	14.3%	7.6%

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

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Police services	15.0%	37.7%	23.5%	11.6%	7.7%	4.5%
Q3-2. Fire & ambulance services	23.7%	46.1%	17.4%	2.3%	1.2%	9.3%
Q3-3. Maintenance of City streets, sidewalks, & infrastructure	2.4%	14.6%	21.7%	35.5%	24.8%	1.0%
Q3-4. Solid waste services (e.g. residential trash/recycling collection)	13.4%	44.3%	20.6%	12.4%	7.7%	1.7%
Q3-5. City water utilities	10.3%	39.3%	24.6%	13.9%	9.8%	2.0%
Q3-6. Neighborhood services (e.g. code enforcement, property preservation, animal control)	6.1%	30.2%	33.6%	13.0%	9.2%	7.9%
Q3-7. City parks & recreation programs/facilities	12.3%	42.8%	27.6%	7.4%	3.4%	6.6%
Q3-8. Health Department services	8.4%	31.6%	29.9%	5.1%	4.7%	20.1%
Q3-9. Airport facilities	10.5%	36.4%	29.6%	9.4%	4.1%	10.0%
Q3-10. City's 311 service	12.5%	34.9%	25.6%	6.8%	4.0%	16.2%
Q3-11. Municipal court services	4.1%	18.0%	32.2%	5.6%	3.9%	36.3%
Q3-12. Customer service you receive from City employees	8.9%	30.6%	31.0%	9.4%	5.5%	14.6%
Q3-13. Overall effectiveness of City communication with the public	6.8%	32.1%	33.8%	13.5%	7.9%	5.9%
Q3-14. City's stormwater runoff/stormwater management system	4.7%	26.5%	32.5%	15.4%	9.2%	11.6%
Q3-15. Public transportation	6.7%	26.7%	28.8%	10.0%	5.0%	22.9%
Q3-16. City Planning & Development services (e.g. issuing permits)	3.1%	14.9%	33.8%	7.4%	5.5%	35.3%

ASKED ALL YEAR

WITHOUT "DON'T KNOW"

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

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Police services	15.7%	39.5%	24.6%	12.1%	8.0%
Q3-2. Fire & ambulance services	26.1%	50.8%	19.2%	2.6%	1.3%
Q3-3. Maintenance of City streets, sidewalks, & infrastructure	2.4%	14.7%	21.9%	35.9%	25.1%
Q3-4. Solid waste services (e.g. residential trash/recycling collection)	13.7%	45.0%	20.9%	12.6%	7.8%
Q3-5. City water utilities	10.5%	40.1%	25.1%	14.2%	10.0%
Q3-6. Neighborhood services (e.g. code enforcement, property preservation, animal control)	6.6%	32.8%	36.5%	14.2%	10.0%
Q3-7. City parks & recreation programs/facilities	13.1%	45.8%	29.5%	7.9%	3.6%
Q3-8. Health Department services	10.6%	39.6%	37.5%	6.4%	5.9%
Q3-9. Airport facilities	11.7%	40.4%	32.9%	10.4%	4.5%
Q3-10. City's 311 service	15.0%	41.6%	30.5%	8.2%	4.7%
Q3-11. Municipal court services	6.4%	28.2%	50.5%	8.7%	6.2%
Q3-12. Customer service you receive from City employees	10.4%	35.8%	36.3%	11.0%	6.5%
Q3-13. Overall effectiveness of City communication with the public	7.2%	34.2%	35.9%	14.4%	8.4%
Q3-14. City's stormwater runoff/stormwater management system	5.3%	30.0%	36.8%	17.4%	10.5%
Q3-15. Public transportation	8.7%	34.6%	37.3%	12.9%	6.4%
Q3-16. City Planning & Development services (e.g. issuing permits)	4.8%	23.0%	52.2%	11.4%	8.6%

ASKED ALL YEAR**Q4. Which THREE of the major categories of City services listed in Question 3 do you think should receive the MOST EMPHASIS from The City over the next TWO years?**

Q4. Top choice	Number	Percent
Police services	1173	29.0 %
Fire & ambulance services	71	1.8 %
Maintenance of City streets, sidewalks, & infrastructure	1318	32.6 %
Solid waste services (e.g. residential trash/recycling collection)	119	2.9 %
City water utilities	124	3.1 %
Neighborhood services (e.g. code enforcement, property preservation, animal control)	125	3.1 %
City parks & recreation programs/facilities	42	1.0 %
Health Department services	102	2.5 %
Airport facilities	32	0.8 %
City's 311 service	8	0.2 %
Municipal court services	11	0.3 %
Customer service you receive from City employees	28	0.7 %
Overall effectiveness of City communication with the public	38	0.9 %
City stormwater runoff/stormwater management system	58	1.4 %
Public transportation	83	2.1 %
City Planning & Development services (e.g. issuing permits)	36	0.9 %
None chosen	680	16.8 %
Total	4048	100.0 %

Q4. Which THREE of the major categories of City services listed in Question 3 do you think should receive the MOST EMPHASIS from The City over the next TWO years?

Q4. 2nd choice	Number	Percent
Police services	432	10.7 %
Fire & ambulance services	352	8.7 %
Maintenance of City streets, sidewalks, & infrastructure	835	20.6 %
Solid waste services (e.g. residential trash/recycling collection)	203	5.0 %
City water utilities	187	4.6 %
Neighborhood services (e.g. code enforcement, property preservation, animal control)	292	7.2 %
City parks & recreation programs/facilities	122	3.0 %
Health Department services	133	3.3 %
Airport facilities	95	2.3 %
City's 311 service	51	1.3 %
Municipal court services	38	0.9 %
Customer service you receive from City employees	54	1.3 %
Overall effectiveness of City communication with the public	105	2.6 %
City stormwater runoff/stormwater management system	141	3.5 %
Public transportation	148	3.7 %
City Planning & Development services (e.g. issuing permits)	71	1.8 %
None chosen	789	19.5 %
Total	4048	100.0 %

ASKED ALL YEAR**Q4. Which THREE of the major categories of City services listed in Question 3 do you think should receive the MOST EMPHASIS from The City over the next TWO years?**

Q4. 3rd choice	Number	Percent
Police services	274	6.8 %
Fire & ambulance services	178	4.4 %
Maintenance of City streets, sidewalks, & infrastructure	490	12.1 %
Solid waste services (e.g. residential trash/recycling collection)	195	4.8 %
City water utilities	220	5.4 %
Neighborhood services (e.g. code enforcement, property preservation, animal control)	313	7.7 %
City parks & recreation programs/facilities	208	5.1 %
Health Department services	158	3.9 %
Airport facilities	128	3.2 %
City's 311 service	74	1.8 %
Municipal court services	51	1.3 %
Customer service you receive from City employees	101	2.5 %
Overall effectiveness of City communication with the public	185	4.6 %
City stormwater runoff/stormwater management system	189	4.7 %
Public transportation	219	5.4 %
City Planning & Development services (e.g. issuing permits)	133	3.3 %
None chosen	932	23.0 %
Total	4048	100.0 %

SUM OF TOP 3 CHOICES**Q4. Which THREE of the major categories of City services listed in Question 3 do you think should receive the MOST EMPHASIS from The City over the next TWO years? (top 3)**

Q4. Top choice	Number	Percent
Police services	1879	46.5 %
Fire & ambulance services	601	14.9 %
Maintenance of City streets, sidewalks, & infrastructure	2643	65.3 %
Solid waste services (e.g. residential trash/recycling collection)	517	12.7 %
City water utilities	531	13.1 %
Neighborhood services (e.g. code enforcement, property preservation, animal control)	730	18.0 %
City parks & recreation programs/facilities	372	9.1 %
Health Department services	393	9.7 %
Airport facilities	255	6.3 %
City's 311 service	133	3.3 %
Municipal court services	100	2.5 %
Customer service you receive from City employees	183	4.5 %
Overall effectiveness of City communication with the public	328	8.1 %
City stormwater runoff/stormwater management system	388	9.6 %
Public transportation	450	11.2 %
City Planning & Development services (e.g. issuing permits)	240	6.0 %
None chosen	680	16.8 %
Total	10423	

ASKED ALL YEAR

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

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Effectiveness of local police protection	13.2%	34.9%	25.5%	13.0%	6.8%	6.6%
Q5-2. Relationship between my neighborhood & police	18.2%	32.4%	23.4%	9.9%	6.1%	10.0%
Q5-3. City's overall efforts to prevent crime	5.8%	20.6%	26.7%	24.9%	16.1%	6.0%
Q5-4. Enforcement of local traffic laws	8.0%	33.3%	31.0%	12.9%	7.4%	7.4%
Q5-5. Parking enforcement services	5.8%	25.4%	35.7%	7.6%	4.9%	20.5%
Q5-6. How quickly police respond to emergencies	8.9%	25.8%	25.2%	11.3%	8.6%	20.2%
Q5-7. Responsiveness of police department to resident concerns	10.0%	24.8%	25.6%	12.7%	9.8%	17.1%

WITHOUT "DON'T KNOW"

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

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Effectiveness of local police protection	14.1%	37.4%	27.3%	13.9%	7.3%
Q5-2. Relationship between my neighborhood & police	20.2%	36.0%	26.0%	11.0%	6.8%
Q5-3. City's overall efforts to prevent crime	6.2%	21.9%	28.4%	26.4%	17.1%
Q5-4. Enforcement of local traffic laws	8.6%	35.9%	33.5%	14.0%	8.0%
Q5-5. Parking enforcement services	7.3%	32.0%	44.9%	9.5%	6.2%
Q5-6. How quickly police respond to emergencies	11.1%	32.4%	31.6%	14.1%	10.8%
Q5-7. Responsiveness of police department to resident concerns	12.0%	29.9%	30.9%	15.3%	11.9%

ASKED ALL YEAR

Q6. Which TWO of the Police services listed in Question 5 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q6. Top choice	Number	Percent
Effectiveness of local police protection	633	15.6 %
Relationship between my neighborhood & police	669	16.5 %
City's overall efforts to prevent crime	1462	36.1 %
Enforcement of local traffic laws	130	3.2 %
Parking enforcement services	45	1.1 %
How quickly police respond to emergencies	447	11.0 %
Responsiveness of police department to resident concerns	254	6.3 %
None chosen	408	10.1 %
Total	4048	100.0 %

Q6. Which TWO of the Police services listed in Question 5 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q6. 2nd choice	Number	Percent
Effectiveness of local police protection	679	16.8 %
Relationship between my neighborhood & police	500	12.4 %
City's overall efforts to prevent crime	727	18.0 %
Enforcement of local traffic laws	251	6.2 %
Parking enforcement services	76	1.9 %
How quickly police respond to emergencies	560	13.8 %
Responsiveness of police department to resident concerns	665	16.4 %
None chosen	590	14.6 %
Total	4048	100.0 %

SUM OF TOP 3 CHOICES

Q6. Which TWO of the Police services listed in Question 5 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

Q6. Sum of top 3 choices	Number	Percent
Effectiveness of local police protection	1312	32.4 %
Relationship between my neighborhood & police	1169	28.9 %
City's overall efforts to prevent crime	2189	54.1 %
Enforcement of local traffic laws	381	9.4 %
Parking enforcement services	121	3.0 %
How quickly police respond to emergencies	1007	24.8 %
Responsiveness of police department to resident concerns	919	22.7 %
None chosen	408	10.1 %
Total	7506	

ASKED ALL YEAR

Q7. FIRE AND EMERGENCY MEDICAL SERVICES. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Overall quality of local fire protection & rescue services	24.9%	40.9%	14.3%	1.2%	0.7%	18.1%
Q7-2. How quickly fire & rescue personnel respond to emergencies	24.7%	37.0%	13.7%	1.5%	0.8%	22.3%
Q7-3. Quality of local emergency medical service	21.4%	37.3%	16.1%	1.5%	0.8%	22.9%
Q7-4. How quickly emergency medical personnel respond to emergencies	22.2%	35.7%	15.3%	2.0%	0.8%	24.0%

WITHOUT 'DON'T KNOW'

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

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall quality of local fire protection & rescue services	30.4%	49.9%	17.5%	1.4%	0.8%
Q7-2. How quickly fire & rescue personnel respond to emergencies	31.8%	47.7%	17.6%	1.9%	1.1%
Q7-3. Quality of local emergency medical service	27.7%	48.3%	20.9%	2.0%	1.1%
Q7-4. How quickly emergency medical personnel respond to emergencies	29.2%	47.0%	20.1%	2.6%	1.1%

ASKED ALL YEAR

Q8. Which TWO of the Fire and Emergency Medical services listed in Question 8 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q8. Top choice	Number	Percent
Overall quality of local fire protection & rescue services	971	24.0 %
How quickly fire & rescue personnel respond to emergencies	878	21.7 %
Quality of local emergency medical service	556	13.7 %
How quickly emergency medical personnel respond to emergencies	548	13.5 %
None chosen	1095	27.1 %
Total	4048	100.0 %

Q8. Which TWO of the Fire and Emergency Medical services listed in Question 8 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q8. 2nd choice	Number	Percent
Overall quality of local fire protection & rescue services	436	10.8 %
How quickly fire & rescue personnel respond to emergencies	724	17.9 %
Quality of local emergency medical service	750	18.5 %
How quickly emergency medical personnel respond to emergencies	917	22.7 %
None chosen	1221	30.2 %
Total	4048	100.0 %

SUM OF TOP 2 CHOICES

Q8. Which TWO of the Fire and Emergency Medical services listed in Question 8 do you think should receive the MOST EMPHASIS from The City over the next TWO years? (top 2)

Q8. Top choice	Number	Percent
Overall quality of local fire protection & rescue services	1407	34.8 %
How quickly fire & rescue personnel respond to emergencies	1602	39.6 %
Quality of local emergency medical service	1306	32.2 %
How quickly emergency medical personnel respond to emergencies	1465	36.2 %
None chosen	1095	27.1 %
Total	6875	

ASKED ALL YEAR

Q9. STREETS, SIDEWALKS, AND INFRASTRUCTURE. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Maintenance of City streets	1.5%	11.1%	18.8%	38.1%	28.6%	1.8%
Q9-2. Maintenance of streets in your neighborhood	3.4%	20.8%	20.5%	29.8%	24.1%	1.4%
Q9-3. Condition of sidewalks in City	1.9%	13.7%	27.7%	30.3%	19.4%	6.9%
Q9-4. Condition of sidewalks in your neighborhood	4.4%	21.5%	22.4%	23.2%	21.6%	6.9%
Q9-5. Maintenance of street signs & traffic signals	7.3%	43.8%	31.3%	9.4%	5.2%	3.0%
Q9-6. Snow removal on major City streets during past 12 months	8.6%	41.2%	22.2%	14.7%	10.9%	2.5%
Q9-7. Snow removal on residential streets during past 12 months	5.3%	28.1%	21.7%	22.8%	19.2%	2.9%
Q9-8. Adequacy of City street lighting	9.5%	45.5%	24.6%	12.2%	5.3%	2.9%
Q9-9. Accessibility of streets, sidewalks, & buildings for people with disabilities	4.7%	22.3%	27.7%	14.9%	8.5%	21.9%
Q9-10. On-street bicycle infrastructure (bike lanes/wayfinding signs)	4.5%	19.4%	33.6%	14.2%	9.9%	18.3%

ASKED ALL YEAR

WITHOUT "DON'T KNOW"

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

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Maintenance of City streets	1.6%	11.3%	19.2%	38.8%	29.1%
Q9-2. Maintenance of streets in your neighborhood	3.4%	21.1%	20.8%	30.3%	24.4%
Q9-3. Condition of sidewalks in City	2.0%	14.8%	29.8%	32.6%	20.9%
Q9-4. Condition of sidewalks in your neighborhood	4.7%	23.1%	24.1%	24.9%	23.2%
Q9-5. Maintenance of street signs & traffic signals	7.5%	45.1%	32.3%	9.7%	5.3%
Q9-6. Snow removal on major City streets during past 12 months	8.8%	42.2%	22.8%	15.1%	11.1%
Q9-7. Snow removal on residential streets during past 12 months	5.5%	28.9%	22.4%	23.4%	19.8%
Q9-8. Adequacy of City street lighting	9.7%	46.9%	25.3%	12.5%	5.5%
Q9-9. Accessibility of streets, sidewalks, & buildings for people with disabilities	6.0%	28.6%	35.4%	19.1%	10.9%
Q9-10. On-street bicycle infrastructure (bike lanes/wayfinding signs)	5.5%	23.7%	41.2%	17.4%	12.1%

ASKED ALL YEAR

Q10. Which TWO of the street, sidewalk, and infrastructure services listed in Question 9 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	1926	47.6 %
Maintenance of streets in your neighborhood	515	12.7 %
Condition of sidewalks in City	162	4.0 %
Condition of sidewalks in your neighborhood	291	7.2 %
Maintenance of street signs & traffic signals	46	1.1 %
Snow removal on major City streets during past 12 months	118	2.9 %
Snow removal on residential streets during past 12 months	277	6.8 %
Adequacy of City street lighting	55	1.4 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	164	4.1 %
On-street bicycle infrastructure (bike lanes/wayfinding signs)	97	2.4 %
None chosen	397	9.8 %
Total	4048	100.0 %

Q10. Which TWO of the street, sidewalk, and infrastructure services listed in Question 9 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	436	10.8 %
Maintenance of streets in your neighborhood	569	14.1 %
Condition of sidewalks in City	527	13.0 %
Condition of sidewalks in your neighborhood	340	8.4 %
Maintenance of street signs & traffic signals	100	2.5 %
Snow removal on major City streets during past 12 months	310	7.7 %
Snow removal on residential streets during past 12 months	618	15.3 %
Adequacy of City street lighting	175	4.3 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	245	6.1 %
On-street bicycle infrastructure (bike lanes/wayfinding signs)	204	5.0 %
None chosen	524	12.9 %
Total	4048	100.0 %

ASKED ALL YEAR

SUM OF TOP 2 CHOICES

Q10. Which TWO of the street, sidewalk, and infrastructure services listed in Question 9 do you think should receive the MOST EMPHASIS from The City over the next TWO years? (top 2)

Q10. Sum of top 2 choices	Number	Percent
Maintenance of City streets	2362	58.4 %
Maintenance of streets in your neighborhood	1084	26.8 %
Condition of sidewalks in City	689	17.0 %
Condition of sidewalks in your neighborhood	631	15.6 %
Maintenance of street signs & traffic signals	146	3.6 %
Snow removal on major City streets during past 12 months	428	10.6 %
Snow removal on residential streets during past 12 months	895	22.1 %
Adequacy of City street lighting	230	5.7 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	409	10.2 %
On-street bicycle infrastructure (bike lanes/wayfinding signs)	301	7.4 %
None chosen	397	9.8 %
Total	7572	

ASKED ALL YEAR

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

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. RideKC bus system	7.0%	16.4%	21.2%	3.9%	2.8%	48.7%
Q11-2. Kansas City Streetcar	14.8%	21.5%	18.9%	3.1%	3.5%	38.2%

WITHOUT "DON'T KNOW"

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

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. RideKC bus system	13.6%	32.0%	41.4%	7.7%	5.4%
Q11-2. Kansas City Streetcar	24.0%	34.7%	30.6%	5.0%	5.7%

ASKED ALL YEAR

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

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Enforcing clean-up of trash & debris on private property	2.9%	17.0%	25.0%	24.5%	14.5%	16.1%
Q12-2. Enforcing mowing & cutting of weeds on private property	2.9%	16.7%	28.5%	22.5%	12.2%	17.1%
Q12-3. Enforcing exterior maintenance of residential property (e.g. condition of buildings)	2.8%	16.5%	32.4%	20.4%	10.8%	17.0%
Q12-4. Enforcing trash, weeds, & exterior maintenance in your neighborhood	6.3%	26.8%	26.3%	16.7%	11.4%	12.5%
Q12-5. Boarding up vacant structures that are open to entry	2.3%	11.2%	28.2%	16.6%	10.3%	31.5%
Q12-6. Demolishing vacant structures that are in dangerous building inventory	1.9%	8.9%	24.0%	19.6%	14.4%	31.2%
Q12-7. Enforcement of animal code (e.g. animal welfare & pet licensing)	4.1%	21.9%	30.1%	10.0%	6.4%	27.6%
Q12-8. Customer service from KC Pet Project staff	13.7%	19.8%	21.4%	2.4%	2.8%	39.9%
Q12-9. Animal shelter adoption efforts & community education/resources	13.5%	25.9%	21.9%	2.9%	1.8%	34.0%
Q12-10. Process for intake of animals by animal control	6.3%	15.9%	24.5%	3.8%	3.1%	46.4%

ASKED ALL YEAR

WITHOUT "DON'T KNOW"

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

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Enforcing clean-up of trash & debris on private property	3.4%	20.3%	29.8%	29.1%	17.3%
Q12-2. Enforcing mowing & cutting of weeds on private property	3.5%	20.2%	34.4%	27.2%	14.8%
Q12-3. Enforcing exterior maintenance of residential property (e.g. condition of buildings)	3.4%	19.9%	39.1%	24.6%	13.0%
Q12-4. Enforcing trash, weeds, & exterior maintenance in your neighborhood	7.3%	30.6%	30.1%	19.0%	13.0%
Q12-5. Boarding up vacant structures that are open to entry	3.3%	16.4%	41.1%	24.2%	15.0%
Q12-6. Demolishing vacant structures that are in dangerous building inventory	2.8%	12.9%	34.9%	28.5%	20.9%
Q12-7. Enforcement of animal code (e.g. animal welfare & pet licensing)	5.6%	30.2%	41.6%	13.8%	8.8%
Q12-8. Customer service from KC Pet Project staff	22.7%	32.9%	35.6%	4.0%	4.7%
Q12-9. Animal shelter adoption efforts & community education/resources	20.4%	39.2%	33.2%	4.4%	2.7%
Q12-10. Process for intake of animals by animal control	11.8%	29.6%	45.6%	7.1%	5.8%

ASKED ALL YEAR**Q13. Which TWO of the neighborhood services listed in Question 12 do you think should receive the MOST EMPHASIS from the City over the next TWO years?**

Q13. Top choice	Number	Percent
Enforcing clean-up of trash & debris on private property	1265	31.3 %
Enforcing mowing & cutting of weeds on private property	235	5.8 %
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	246	6.1 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	294	7.3 %
Boarding up vacant structures that are open to entry	289	7.1 %
Demolishing vacant structures that are in the dangerous building inventory	606	15.0 %
Enforcement of animal code (e.g. animal welfare & pet licensing)	118	2.9 %
Customer service from KC Pet Project staff	31	0.8 %
Animal shelter adoption efforts & community education/ resources	152	3.8 %
Process for intake of animals by animal control	65	1.6 %
None chosen	747	18.5 %
Total	4048	100.0 %

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

Q13. 2nd choice	Number	Percent
Enforcing clean-up of trash & debris on private property	459	11.3 %
Enforcing mowing & cutting of weeds on private property	576	14.2 %
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	417	10.3 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	363	9.0 %
Boarding up vacant structures that are open to entry	346	8.5 %
Demolishing vacant structures that are in the dangerous building inventory	600	14.8 %
Enforcement of animal code (e.g. animal welfare & pet licensing)	120	3.0 %
Customer service from KC Pet Project staff	33	0.8 %
Animal shelter adoption efforts & community education/ resources	140	3.5 %
Process for intake of animals by animal control	120	3.0 %
None chosen	874	21.6 %
Total	4048	100.0 %

ASKED ALL YEAR

SUM OF TOP 2 CHOICES

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

Q13. Sum of top 2 choices	Number	Percent
Enforcing clean-up of trash & debris on private property	1724	42.6 %
Enforcing mowing & cutting of weeds on private property	811	20.0 %
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	663	16.4 %
Enforcing trash, weeds, & exterior maintenance in your neighborhood	657	16.3 %
Boarding up vacant structures that are open to entry	635	15.6 %
Demolishing vacant structures that are in the dangerous building inventory	1206	29.8 %
Enforcement of animal code (e.g. animal welfare & pet licensing)	238	5.9 %
Customer service from KC Pet Project staff	64	1.6 %
Animal shelter adoption efforts & community education/resources	292	7.3 %
Process for intake of animals by animal control	185	4.6 %
None chosen	747	18.5 %
Total	7222	

ASKED ALL YEAR

Q14. Housing. Please rate your satisfaction with the following items concerning housing in Kansas City, Missouri.

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Availability of affordable housing for your family	11.1%	31.1%	22.9%	11.6%	7.5%	15.8%
Q14-2. Quality of housing for your family	16.5%	38.8%	21.9%	7.4%	4.3%	11.2%

WITHOUT "DON'T KNOW"

Q14. Housing. Please rate your satisfaction with the following items concerning housing in Kansas City, Missouri. (without "don't know")

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Availability of affordable housing for your family	13.2%	36.9%	27.2%	13.8%	8.9%
Q14-2. Quality of housing for your family	18.6%	43.7%	24.6%	8.3%	4.8%

ASKED IN 1Q AND 3Q

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

(N=1952)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Ease of using Municipal Court online ticket payment & information system	4.7%	14.8%	21.4%	2.3%	1.5%	55.3%
Q15-2. Effectiveness of Problem-Solving Court Programs (e.g. Drug Court, Mental Health Court, Veterans' Treatment Court)	2.8%	7.9%	19.5%	6.0%	3.5%	60.3%
Q15-3. Courtesy & professionalism of Municipal Court staff	3.6%	11.8%	21.9%	4.1%	3.2%	55.3%
Q15-4. Overall ability of Municipal Court to be fair & impartial	3.3%	8.9%	21.6%	6.0%	4.1%	56.1%
Q15-5. Availability of payment plans & alternative sentencing (e.g. community service in place of fines)	3.1%	8.7%	20.9%	3.4%	2.9%	61.1%

WITHOUT "DON'T KNOW"

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

(N=1952)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Ease of using Municipal Court online ticket payment & information system	10.5%	33.1%	47.9%	5.2%	3.3%
Q15-2. Effectiveness of Problem-Solving Court Programs (e.g. Drug Court, Mental Health Court, Veterans' Treatment Court)	7.1%	19.9%	49.2%	15.1%	8.8%
Q15-3. Courtesy & professionalism of Municipal Court staff	8.1%	26.5%	49.0%	9.2%	7.2%
Q15-4. Overall ability of Municipal Court to be fair & impartial	7.6%	20.3%	49.1%	13.7%	9.3%
Q15-5. Availability of payment plans & alternative sentencing (e.g. community service in place of fines)	7.9%	22.2%	53.6%	8.8%	7.5%

ASKED IN 1Q AND 3Q

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

Q16. Top choice	Number	Percent
Ease of using Municipal Court online ticket payment & information system	154	7.9 %
Effectiveness of Problem-Solving Court Programs (e.g. Drug Court, Mental Health Court, Veterans' Treatment Court)	446	22.8 %
Courtesy & professionalism of Municipal Court staff	111	5.7 %
Overall ability of Municipal Court to be fair & impartial	238	12.2 %
Availability of payment plans & alternative sentencing (e.g. community service in place of fines)	126	6.5 %
None chosen	877	44.9 %
Total	1952	100.0 %

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

Q16. 2nd choice	Number	Percent
Ease of using Municipal Court online ticket payment & information system	96	4.9 %
Effectiveness of Problem-Solving Court Programs (e.g. Drug Court, Mental Health Court, Veterans' Treatment Court)	232	11.9 %
Courtesy & professionalism of Municipal Court staff	114	5.8 %
Overall ability of Municipal Court to be fair & impartial	315	16.1 %
Availability of payment plans & alternative sentencing (e.g. community service in place of fines)	265	13.6 %
None chosen	930	47.6 %
Total	1952	100.0 %

SUM OF TOP 2 CHOICES

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

Q16. Sum of top 2 choices	Number	Percent
Ease of using Municipal Court online ticket payment & information system	250	12.8 %
Effectiveness of Problem-Solving Court Programs (e.g. Drug Court, Mental Health Court, Veterans' Treatment Court)	678	34.7 %
Courtesy & professionalism of Municipal Court staff	225	11.5 %
Overall ability of Municipal Court to be fair & impartial	553	28.3 %
Availability of payment plans & alternative sentencing (e.g. community service in place of fines)	391	20.1 %
None chosen	877	44.9 %
Total	2974	

ASKED IN 1Q AND 3Q

Q17. 311 CALL CENTER. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

(N=1952)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Ease of utilizing 311 services via phone	18.8%	31.4%	15.9%	4.9%	2.8%	26.3%
Q17-2. Ease of utilizing 311 services via web or mobile application	13.0%	23.3%	18.0%	4.9%	2.0%	38.9%
Q17-3. Courtesy & professionalism of 311 call takers	20.0%	30.7%	16.6%	3.5%	2.3%	26.8%
Q17-4. How well your question or issue was resolved via 311	17.2%	27.5%	18.7%	5.7%	5.3%	25.6%

WITHOUT "DON'T KNOW"

Q17. 311 CALL CENTER. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")

(N=1952)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Ease of utilizing 311 services via phone	25.5%	42.6%	21.6%	6.6%	3.8%
Q17-2. Ease of utilizing 311 services via web or mobile application	21.2%	38.1%	29.5%	8.0%	3.3%
Q17-3. Courtesy & professionalism of 311 call takers	27.4%	41.9%	22.7%	4.8%	3.2%
Q17-4. How well your question or issue was resolved via 311	23.1%	37.0%	25.1%	7.7%	7.2%

ASKED IN 1Q AND 3Q

Q18. Which TWO of the 311 services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q18. Top choice	Number	Percent
Ease of utilizing 311 services via phone	365	18.7 %
Ease of utilizing 311 services via web or mobile application	234	12.0 %
Courtesy & professionalism of 311 call takers	163	8.4 %
How well your question or issue was resolved via 311	416	21.3 %
None chosen	774	39.7 %
Total	1952	100.0 %

Q18. Which TWO of the 311 services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q18. 2nd choice	Number	Percent
Ease of utilizing 311 services via phone	196	10.0 %
Ease of utilizing 311 services via web or mobile application	271	13.9 %
Courtesy & professionalism of 311 call takers	234	12.0 %
How well your question or issue was resolved via 311	359	18.4 %
None chosen	892	45.7 %
Total	1952	100.0 %

SUM OF TOP 2 CHOICES

Q18. Which TWO of the 311 services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

Q18. Sum of top 2 choices	Number	Percent
Ease of utilizing 311 services via phone	561	28.7 %
Ease of utilizing 311 services via web or mobile application	505	25.9 %
Courtesy & professionalism of 311 call takers	397	20.4 %
How well your question or issue was resolved via 311	775	39.7 %
None chosen	774	39.7 %
Total	3012	

ASKED IN 1Q AND 3Q

Q19. COMMUNICATION. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

(N=1952)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Availability of information about City programs & services	5.7%	28.8%	31.8%	12.1%	4.6%	17.0%
Q19-2. Overall usefulness of City's website	5.3%	27.8%	30.4%	9.3%	3.8%	23.3%
Q19-3. Opportunity to engage/ provide input into decisions made by City	3.1%	13.7%	31.6%	15.9%	11.0%	24.7%
Q19-4. Quality of City video programming including City television channel (Channel 2) & web streaming	4.3%	17.9%	27.8%	4.4%	2.9%	42.8%
Q19-5. Content in City's magazine, KCMOre	3.7%	17.4%	26.7%	3.3%	2.9%	46.0%
Q19-6. City's use of social media	5.0%	20.5%	30.9%	4.6%	4.3%	34.7%

WITHOUT "DON'T KNOW"

Q19. COMMUNICATION. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")

(N=1952)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Availability of information about City programs & services	6.8%	34.7%	38.2%	14.6%	5.6%
Q19-2. Overall usefulness of City's website	6.9%	36.3%	39.7%	12.1%	5.0%
Q19-3. Opportunity to engage/provide input into decisions made by City	4.2%	18.2%	42.0%	21.1%	14.6%
Q19-4. Quality of City video programming including City television channel (Channel 2) & web streaming	7.4%	31.3%	48.7%	7.6%	5.0%
Q19-5. Content in City's magazine, KCMOre	6.9%	32.2%	49.4%	6.2%	5.3%
Q19-6. City's use of social media	7.6%	31.4%	47.4%	7.1%	6.6%

ASKED IN 1Q AND 3Q

Q20. Which TWO of the communication services listed in Question 19 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	535	27.4 %
Overall usefulness of City's website	206	10.6 %
Opportunity to engage/provide input into decisions made by City	394	20.2 %
Quality of City video programming including City television channel (Channel 2) & web streaming	48	2.5 %
Content in City's magazine, KCMORE	29	1.5 %
City's use of social media	95	4.9 %
None chosen	645	33.0 %
Total	1952	100.0 %

Q20. Which TWO of the communication services listed in Question 19 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	293	15.0 %
Overall usefulness of City's website	284	14.5 %
Opportunity to engage/provide input into decisions made by City	291	14.9 %
Quality of City video programming including City television channel (Channel 2) & web streaming	72	3.7 %
Content in City's magazine, KCMORE	66	3.4 %
City's use of social media	197	10.1 %
None chosen	749	38.4 %
Total	1952	100.0 %

SUM OF TOP 2 CHOICES

Q20. Which TWO of the communication services listed in Question 19 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

<u>Q20. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	828	42.4 %
Overall usefulness of City's website	490	25.1 %
Opportunity to engage/provide input into decisions made by City	685	35.1 %
Quality of City video programming including City television channel (Channel 2) & web streaming	120	6.2 %
Content in City's magazine, KCMORE	95	4.9 %
City's use of social media	292	15.0 %
None chosen	645	33.0 %
Total	3155	

ASKED IN 1Q AND 3Q

Q21. Which are your top 2 preferred methods of receiving information from The City?

<u>Q21. Top choice</u>	<u>Number</u>	<u>Percent</u>
City website	514	26.3 %
Text messages to mobile	269	13.8 %
Cable Channel 2 (TV or web)	131	6.7 %
Social media (e.g. Twitter/Facebook/Nextdoor)	345	17.7 %
City magazine, KCMOre, by mail	220	11.3 %
Email notification/releases	271	13.9 %
None chosen	202	10.3 %
Total	1952	100.0 %

Q21. Which are your top 2 preferred methods of receiving information from The City?

<u>Q21. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City website	273	14.0 %
Text messages to mobile	178	9.1 %
Cable Channel 2 (TV or web)	141	7.2 %
Social media (e.g. Twitter/Facebook/Nextdoor)	338	17.3 %
City magazine, KCMOre, by mail	255	13.1 %
Email notification/releases	429	22.0 %
None chosen	338	17.3 %
Total	1952	100.0 %

SUM OF TOP 2 CHOICES

Q21. Which are your top 2 preferred methods of receiving information from The City? (top 2)

<u>Q21. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
City website	787	40.3 %
Text messages to mobile	447	22.9 %
Cable Channel 2 (TV or web)	272	13.9 %
Social media (e.g. Twitter/Facebook/Nextdoor)	683	35.0 %
City magazine, KCMOre, by mail	475	24.3 %
Email notification/releases	700	35.9 %
None chosen	202	10.3 %
Total	3566	

ASKED IN 1Q AND 3Q

Q22. How have you watched Channel 2 or other video content from the City of Kansas City, MO in the last year?

Q22. How have you watched Channel 2 or other video content from City in last year	Number	Percent
Watched Channel 2 on TV	555	28.4 %
Watched live stream of Channel 2 online	154	7.9 %
Watched archived video from Channel 2 online	90	4.6 %
Saw videos posted on social media	419	21.5 %
Total	1218	

Q23. Do you follow the City on any of its social media accounts?

Q23. Do you follow City on any of its social media accounts	Number	Percent
Twitter	224	11.5 %
Facebook	574	29.4 %
Instagram	117	6.0 %
LinkedIn	53	2.7 %
Nextdoor	401	20.5 %
Total	1369	

Q24. Would you prefer to receive more printed materials from the City mailed to your home?

Q24. Would you prefer to receive more printed materials from City mailed to your home	Number	Percent
Yes	773	39.6 %
No	816	41.8 %
Don't know	363	18.6 %
Total	1952	100.0 %

WITHOUT "DON'T KNOW"

Q24. Would you prefer to receive more printed materials from the City mailed to your home? (without "don't know")

Q24. Would you prefer to receive more printed materials from City mailed to your home	Number	Percent
Yes	773	48.6 %
No	816	51.4 %
Total	1589	100.0 %

ASKED IN 1Q AND 3Q

Q25. Do you agree or disagree with the following statement? "When I need some extra help, I can count on someone in the community to help with daily tasks (e.g. rides, errands, housework, childcare)."

Q25. When I need some extra help, I can count on someone in the community to help with daily tasks (e.g. rides, errands, housework, childcare)

	Number	Percent
Strongly agree	139	7.1 %
Agree	537	27.5 %
Disagree	306	15.7 %
Strongly disagree	236	12.1 %
Don't know	734	37.6 %
Total	1952	100.0 %

WITHOUT "DON'T KNOW"

Q25. Do you agree or disagree with the following statement? "When I need some extra help, I can count on someone in the community to help with daily tasks (e.g. rides, errands, housework, childcare)."
(without "don't know")

Q25. When I need some extra help, I can count on someone in the community to help with daily tasks (e.g. rides, errands, housework, childcare)

	Number	Percent
Strongly agree	139	11.4 %
Agree	537	44.1 %
Disagree	306	25.1 %
Strongly disagree	236	19.4 %
Total	1218	100.0 %

ASKED IN 1Q AND 3Q

Q26. Please indicate about how many times in the past month you have done each of the following.

(N=1952)

	At least daily	At least weekly	At least once	Never	Don't know
Q26-1. Had personal conversations with people of a different race or ethnicity than you	36.3%	37.7%	15.6%	4.5%	6.0%
Q26-2. Had personal conversations with people who have different political views than you	32.0%	33.0%	20.4%	5.7%	8.9%

WITHOUT "DON'T KNOW"

Q26. Please indicate about how many times in the past month you have done each of the following. (without "don't know")

(N=1952)

	At least daily	At least weekly	At least once	Never
Q26-1. Had personal conversations with people of a different race or ethnicity than you	38.6%	40.1%	16.6%	4.8%
Q26-2. Had personal conversations with people who have different political views than you	35.1%	36.3%	22.4%	6.2%

ASKED IN 1Q AND 3Q

Q27. Please indicate about how many times in the past 12 months you have done each of the following.

(N=1952)

	At least monthly	Several times	Once	Never	Don't know
Q27-1. Attended any public meeting in which there was discussion of local government affairs	2.4%	11.8%	15.1%	61.5%	9.2%
Q27-2. Tried to get your local government to pay attention to something that concerned you	3.0%	20.3%	17.7%	46.7%	12.2%
Q27-3. Had friends of another race over to your home	14.2%	35.1%	10.5%	26.0%	14.2%

WITHOUT "DON'T KNOW"

Q27. Please indicate about how many times in the past 12 months you have done each of the following. (without "don't know")

(N=1952)

	At least monthly	Several times	Once	Never
Q27-1. Attended any public meeting in which there was discussion of local government affairs	2.7%	13.0%	16.6%	67.7%
Q27-2. Tried to get your local government to pay attention to something that concerned you	3.4%	23.2%	20.2%	53.2%
Q27-3. Had friends of another race over to your home	16.5%	40.9%	12.2%	30.3%

ASKED IN 1Q AND 3Q

Q28. How would you describe your overall state of health these days? Would you say it is...

Q28. How would you describe your overall state of health these days	Number	Percent
Excellent	306	15.7 %
Very good	607	31.1 %
Good	647	33.1 %
Fair	261	13.4 %
Poor	70	3.6 %
Don't know	61	3.1 %
Total	1952	100.0 %

WITHOUT "DON'T KNOW"

Q28. How would you describe your overall state of health these days? Would you say it is... (without "don't know")

Q28. How would you describe your overall state of health these days	Number	Percent
Excellent	306	16.2 %
Very good	607	32.1 %
Good	647	34.2 %
Fair	261	13.8 %
Poor	70	3.7 %
Total	1891	100.0 %

ASKED IN 1Q AND 3Q

Q29. Thinking about your ability to meet your household's needs, would you say your financial situation is...

Q29. What is your financial situation	Number	Percent
Excellent	287	14.7 %
Very good	440	22.5 %
Good	608	31.1 %
Fair	427	21.9 %
Poor	121	6.2 %
Don't know	69	3.5 %
Total	1952	100.0 %

WITHOUT "DON'T KNOW"

Q29. Thinking about your ability to meet your household's needs, would you say your financial situation is... (without "don't know")

Q29. What is your financial situation	Number	Percent
Excellent	287	15.2 %
Very good	440	23.4 %
Good	608	32.3 %
Fair	427	22.7 %
Poor	121	6.4 %
Total	1883	100.0 %

ASKED IN 1Q AND 3Q

Q30. Thinking about your parents when they were your age, how would you compare your standard of living to theirs? Would you say your standard of living is...

Q30. How would you compare your standard of living to your parents'	Number	Percent
Much better	89	4.6 %
Somewhat better	254	13.0 %
About the same	536	27.5 %
Somewhat worse	535	27.4 %
Much worse	459	23.5 %
Don't know	79	4.0 %
Total	1952	100.0 %

WITHOUT "DON'T KNOW"

Q30. Thinking about your parents when they were your age, how would you compare your standard of living to theirs? Would you say your standard of living is... (without "don't know")

Q30. How would you compare your standard of living to your parents'	Number	Percent
Much better	89	4.8 %
Somewhat better	254	13.6 %
About the same	536	28.6 %
Somewhat worse	535	28.6 %
Much worse	459	24.5 %
Total	1873	100.0 %

ASKED IN 2Q AND 4Q

Q15. Solid Waste Services. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

(N=2096)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Overall quality of trash collection services	19.4%	50.6%	14.6%	7.7%	4.6%	3.1%
Q15-2. Overall quality of curbside recycling services	20.0%	45.9%	14.4%	9.9%	4.9%	4.9%
Q15-3. Overall quality of recycling drop-off centers	10.5%	28.8%	21.8%	6.3%	3.6%	29.0%
Q15-4. Overall quality of bulky item pick-up services	12.2%	31.2%	20.9%	13.4%	7.5%	14.8%
Q15-5. Overall quality of leaf & brush pick-up services	10.3%	31.6%	22.8%	12.5%	6.3%	16.6%
Q15-6. Overall quality of leaf & brush drop-off centers	11.8%	27.3%	21.5%	5.8%	3.6%	30.0%
Q15-7. Overall cleanliness of City streets & other public areas	4.2%	26.8%	28.1%	25.5%	12.1%	3.4%
Q15-8. City efforts to clean-up illegal dumping sites	2.6%	12.4%	23.0%	22.4%	15.7%	23.9%

ASKED IN 2Q AND 4Q

WITHOUT "DON'T KNOW"

Q15. Solid Waste Services. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")

(N=2096)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Overall quality of trash collection services	20.0%	52.2%	15.1%	7.9%	4.8%
Q15-2. Overall quality of curbside recycling services	21.0%	48.3%	15.2%	10.4%	5.1%
Q15-3. Overall quality of recycling drop-off centers	14.9%	40.6%	30.6%	8.8%	5.1%
Q15-4. Overall quality of bulky item pick-up services	14.3%	36.6%	24.6%	15.7%	8.8%
Q15-5. Overall quality of leaf & brush pick-up services	12.3%	37.9%	27.3%	14.9%	7.6%
Q15-6. Overall quality of leaf & brush drop-off centers	16.9%	39.0%	30.7%	8.2%	5.1%
Q15-7. Overall cleanliness of City streets & other public areas	4.3%	27.7%	29.1%	26.4%	12.5%
Q15-8. City efforts to clean-up illegal dumping sites	3.4%	16.3%	30.3%	29.4%	20.6%

ASKED IN 2Q AND 4Q

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

Q16. Top choice	Number	Percent
Overall quality of trash collection services	349	16.7 %
Overall quality of curbside recycling services	128	6.1 %
Overall quality of recycling drop-off centers	68	3.2 %
Overall quality of bulky item pick-up services	173	8.3 %
Overall quality of leaf & brush pick-up services	91	4.3 %
Overall quality of leaf & brush drop-off centers	16	0.8 %
Overall cleanliness of City streets & other public areas	561	26.8 %
City efforts to clean-up illegal dumping sites	443	21.1 %
None chosen	267	12.7 %
Total	2096	100.0 %

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

Q16. 2nd choice	Number	Percent
Overall quality of trash collection services	129	6.2 %
Overall quality of curbside recycling services	215	10.3 %
Overall quality of recycling drop-off centers	51	2.4 %
Overall quality of bulky item pick-up services	156	7.4 %
Overall quality of leaf & brush pick-up services	139	6.6 %
Overall quality of leaf & brush drop-off centers	35	1.7 %
Overall cleanliness of City streets & other public areas	417	19.9 %
City efforts to clean-up illegal dumping sites	571	27.2 %
None chosen	383	18.3 %
Total	2096	100.0 %

SUM OF TOP 2 CHOICES

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

Q16. Top choice	Number	Percent
Overall quality of trash collection services	478	22.9 %
Overall quality of curbside recycling services	343	16.4 %
Overall quality of recycling drop-off centers	119	5.6 %
Overall quality of bulky item pick-up services	329	15.7 %
Overall quality of leaf & brush pick-up services	230	10.9 %
Overall quality of leaf & brush drop-off centers	51	2.5 %
Overall cleanliness of City streets & other public areas	978	46.7 %
City efforts to clean-up illegal dumping sites	1014	48.3 %
None chosen	267	12.7 %
Total	3809	

ASKED IN 2Q AND 4Q

Q17. How often does your household use the City's curbside recycling services?

Q17. How often does your household use City's curbside recycling services	Number	Percent
Weekly	1617	77.1 %
Bi-weekly	77	3.7 %
Monthly	67	3.2 %
Never	137	6.5 %
Not available at my residence	143	6.8 %
Not provided	55	2.6 %
Total	2096	100.0 %

WITHOUT "NOT PROVIDED"

Q17. How often does your household use the City's curbside recycling services? (without "not provided")

Q17. How often does your household use City's curbside recycling services	Number	Percent
Weekly	1617	79.2 %
Bi-weekly	77	3.8 %
Monthly	67	3.3 %
Never	137	6.7 %
Not available at my residence	143	7.0 %
Total	2041	100.0 %

ASKED IN 2Q AND 4Q

Q18. Parks and Recreation Services. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

(N=2096)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Maintenance of City parks	10.8%	43.8%	23.5%	5.1%	2.2%	14.6%
Q18-2. Quality of facilities such as picnic shelters & playgrounds in City parks	8.5%	38.4%	24.6%	6.6%	2.3%	19.6%
Q18-3. Quality of outdoor athletic fields (e.g. baseball, soccer, & football)	7.2%	32.4%	25.3%	5.3%	1.7%	28.1%
Q18-4. Maintenance of boulevards & parkways	8.2%	38.8%	27.4%	11.5%	3.9%	10.2%
Q18-5. Walking & biking trails in City	8.1%	32.1%	26.9%	8.5%	2.8%	21.6%
Q18-6. City swimming pools & programs	2.8%	13.9%	25.0%	7.2%	4.7%	46.4%
Q18-7. City's youth programs & activities	2.6%	13.0%	25.0%	6.5%	4.6%	48.2%
Q18-8. City's older adult programs & activities	2.0%	11.7%	26.2%	6.6%	4.0%	49.6%
Q18-9. Maintenance & appearance of City community centers	4.5%	23.3%	26.9%	4.7%	2.1%	38.6%
Q18-10. Programs & activities at City community centers	3.7%	16.9%	26.2%	5.0%	2.5%	45.7%
Q18-11. Tree trimming & other tree care along City streets & other public areas	4.1%	27.9%	28.5%	18.5%	8.6%	12.4%
Q18-12. Quality of customer service from Parks & Recreation employees	5.6%	20.4%	25.4%	3.2%	2.3%	42.9%
Q18-13. Resident engagement efforts by Parks & Recreation	4.3%	14.5%	27.2%	6.2%	3.7%	44.1%

ASKED IN 2Q AND 4Q

WITHOUT "DON'T KNOW"

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

(N=2096)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Maintenance of City parks	12.6%	51.3%	27.5%	6.0%	2.6%
Q18-2. Quality of facilities such as picnic shelters & playgrounds in City parks	10.6%	47.7%	30.6%	8.2%	2.8%
Q18-3. Quality of outdoor athletic fields (e.g. baseball, soccer, & football)	10.0%	45.1%	35.2%	7.4%	2.3%
Q18-4. Maintenance of boulevards & parkways	9.1%	43.3%	30.5%	12.8%	4.3%
Q18-5. Walking & biking trails in City	10.3%	41.0%	34.3%	10.9%	3.5%
Q18-6. City swimming pools & programs	5.2%	26.0%	46.7%	13.4%	8.7%
Q18-7. City's youth programs & activities	5.0%	25.2%	48.4%	12.6%	8.8%
Q18-8. City's older adult programs & activities	3.9%	23.2%	51.9%	13.2%	7.9%
Q18-9. Maintenance & appearance of City community centers	7.4%	37.9%	43.7%	7.6%	3.3%
Q18-10. Programs & activities at City community centers	6.9%	31.1%	48.2%	9.2%	4.6%
Q18-11. Tree trimming & other tree care along City streets & other public areas	4.7%	31.8%	32.5%	21.1%	9.9%
Q18-12. Quality of customer service from Parks & Recreation employees	9.9%	35.8%	44.6%	5.7%	4.1%
Q18-13. Resident engagement efforts by Parks & Recreation	7.8%	25.9%	48.7%	11.1%	6.6%

ASKED IN 2Q AND 4Q

Q19. Which TWO of the Parks and Recreation services listed in Question 18 above do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q19. Top choice	Number	Percent
Maintenance of City parks	360	17.2 %
Quality of facilities such as picnic shelters & playgrounds in City parks	120	5.7 %
Quality of outdoor athletic fields (e.g. baseball, soccer, & football)	52	2.5 %
Maintenance of boulevards & parkways	272	13.0 %
Walking & biking trails in City	150	7.2 %
City swimming pools & programs	45	2.1 %
City's youth programs & activities	194	9.3 %
City's older adult programs & activities	86	4.1 %
Maintenance & appearance of City community centers	26	1.2 %
Programs & activities at City community centers	25	1.2 %
Tree trimming & other tree care along City streets & other public areas	262	12.5 %
Quality of customer service from Parks & Recreation employees	15	0.7 %
Resident engagement efforts by Parks & Recreation	50	2.4 %
None chosen	439	20.9 %
Total	2096	100.0 %

Q19. Which TWO of the Parks and Recreation services listed in Question 18 above do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q19. 2nd choice	Number	Percent
Maintenance of City parks	175	8.3 %
Quality of facilities such as picnic shelters & playgrounds in City parks	153	7.3 %
Quality of outdoor athletic fields (e.g. baseball, soccer, & football)	56	2.7 %
Maintenance of boulevards & parkways	181	8.6 %
Walking & biking trails in City	155	7.4 %
City swimming pools & programs	76	3.6 %
City's youth programs & activities	155	7.4 %
City's older adult programs & activities	163	7.8 %
Maintenance & appearance of City community centers	56	2.7 %
Programs & activities at City community centers	67	3.2 %
Tree trimming & other tree care along City streets & other public areas	196	9.4 %
Quality of customer service from Parks & Recreation employees	33	1.6 %
Resident engagement efforts by Parks & Recreation	69	3.3 %
None chosen	561	26.8 %
Total	2096	100.0 %

ASKED IN 2Q AND 4Q

SUM OF TOP 2 CHOICES

Q19. Which TWO of the Parks and Recreation services listed in Question 18 above do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

<u>Q19. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	535	25.5 %
Quality of facilities such as picnic shelters & playgrounds in City parks	273	13.0 %
Quality of outdoor athletic fields (e.g. baseball, soccer, & football)	108	5.2 %
Maintenance of boulevards & parkways	453	21.6 %
Walking & biking trails in City	305	14.6 %
City swimming pools & programs	121	5.7 %
City's youth programs & activities	349	16.7 %
City's older adult programs & activities	249	11.9 %
Maintenance & appearance of City community centers	82	3.9 %
Programs & activities at City community centers	92	4.4 %
Tree trimming & other tree care along City streets & other public areas	458	21.9 %
Quality of customer service from Parks & Recreation employees	48	2.3 %
Resident engagement efforts by Parks & Recreation	119	5.7 %
None chosen	439	20.9 %
Total	3631	

ASKED IN 2Q AND 4Q

Q20. Airport. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

(N=2096)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Ease of moving through airport security	17.5%	34.5%	20.0%	6.0%	2.8%	19.2%
Q20-2. Availability of parking	12.7%	31.2%	21.8%	10.6%	3.9%	19.8%
Q20-3. Food, beverage, & other concessions	4.7%	15.8%	27.8%	19.7%	11.2%	20.8%
Q20-4. Cleanliness of facilities	11.8%	37.6%	22.3%	6.7%	2.8%	18.8%
Q20-5. Availability of seating near departure gates	10.4%	32.6%	21.9%	11.5%	4.8%	18.9%

WITHOUT "DON'T KNOW"

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

(N=2096)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Ease of moving through airport security	21.6%	42.8%	24.7%	7.4%	3.5%
Q20-2. Availability of parking	15.9%	38.8%	27.2%	13.2%	4.9%
Q20-3. Food, beverage, & other concessions	5.9%	20.0%	35.1%	24.9%	14.1%
Q20-4. Cleanliness of facilities	14.5%	46.3%	27.5%	8.3%	3.4%
Q20-5. Availability of seating near departure gates	12.8%	40.2%	27.0%	14.1%	5.9%

ASKED IN 2Q AND 4Q

Q21. Which TWO of the airport services listed in Question 20 above do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q21. Top choice	Number	Percent
Ease of moving through airport security	558	26.6 %
Availability of parking	353	16.8 %
Food, beverage, & other concessions	358	17.1 %
Cleanliness of facilities	147	7.0 %
Availability of seating near departure gates	127	6.1 %
None chosen	553	26.4 %
Total	2096	100.0 %

Q21. Which TWO of the airport services listed in Question 20 above do you think should receive the MOST EMPHASIS from the City over the next TWO years?

Q21. 2nd choice	Number	Percent
Ease of moving through airport security	228	10.9 %
Availability of parking	338	16.1 %
Food, beverage, & other concessions	297	14.2 %
Cleanliness of facilities	252	12.0 %
Availability of seating near departure gates	355	16.9 %
None chosen	626	29.9 %
Total	2096	100.0 %

SUM OF TOP 2 CHOICES

Q21. Which TWO of the airport services listed in Question 20 above do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

Q21. Sum of top 2 choices	Number	Percent
Ease of moving through airport security	786	37.5 %
Availability of parking	691	32.9 %
Food, beverage, & other concessions	655	31.3 %
Cleanliness of facilities	399	19.0 %
Availability of seating near departure gates	482	23.0 %
None chosen	553	26.4 %
Total	3566	

ASKED IN 2Q AND 4Q

Q22. Water Services. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

(N=2096)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Condition of catch basins (storm drains) in your neighborhood	6.2%	32.3%	23.7%	16.3%	8.6%	12.9%
Q22-2. Timeliness of water/sewer line break repairs	5.1%	25.2%	26.8%	11.2%	6.6%	25.1%
Q22-3. Quality of KC Water customer service	8.8%	31.9%	25.7%	8.3%	7.8%	17.6%

WITHOUT "DON'T KNOW"

Q22. Water Services. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri. (without "don't know")

(N=2096)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Condition of catch basins (storm drains) in your neighborhood	7.1%	37.1%	27.2%	18.7%	9.9%
Q22-2. Timeliness of water/sewer line break repairs	6.8%	33.6%	35.8%	15.0%	8.8%
Q22-3. Quality of KC Water customer service	10.7%	38.7%	31.2%	10.0%	9.4%

ASKED IN 2Q AND 4Q

Q23. Leadership. Please rate your satisfaction with the following aspects of City Leadership in Kansas City, Missouri.

(N=2096)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Overall quality of leadership provided by City's elected officials	11.7%	34.2%	23.7%	11.2%	12.5%	6.7%
Q23-2. Overall effectiveness of City Manager & appointed staff	7.0%	28.2%	30.7%	8.9%	10.2%	14.9%
Q23-3. How ethically City conducts business	6.3%	25.6%	29.2%	10.6%	12.5%	15.8%
Q23-4. City leadership during COVID-19 Pandemic	22.3%	34.8%	16.6%	8.3%	13.2%	4.7%

WITHOUT "DON'T KNOW"

Q23. Leadership. Please rate your satisfaction with the following aspects of City Leadership in Kansas City, Missouri. (without "don't know")

(N=2096)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Overall quality of leadership provided by City's elected officials	12.5%	36.7%	25.4%	12.0%	13.4%
Q23-2. Overall effectiveness of City Manager & appointed staff	8.2%	33.1%	36.1%	10.5%	12.0%
Q23-3. How ethically City conducts business	7.5%	30.4%	34.6%	12.6%	14.8%
Q23-4. City leadership during COVID-19 Pandemic	23.4%	36.5%	17.4%	8.8%	13.9%

ASKED ALL YEAR

Q31. Please answer the following questions by circling "Yes" or "No."

(N=4048)

	Yes	No	Not provided
Q31-1. Were you or anyone in your household the victim of any crime in Kansas City, Missouri, during last year	14.9%	82.9%	2.2%
Q31-2. Have you had contact with a KCPD police officer during last year	39.9%	58.0%	2.1%
Q31-3. Have any members of your household used Kansas City, Missouri, ambulance service in last year	12.9%	85.0%	2.1%
Q31-4. Have you or anyone in your household contacted City's 311 Call Center in last year	59.0%	39.2%	1.9%
Q31-5. Have you visited City's website (kcmo.gov) in last year	66.6%	31.4%	2.0%
Q31-6. Have you used bulky item pick-up service in last year	39.7%	58.2%	2.1%
Q31-7. Have you or anyone in your household visited a Kansas City, Missouri, community center in last year	22.9%	74.7%	2.4%
Q31-8. Have any members of your household visited any parks in Kansas City, Missouri, in last year	75.0%	22.9%	2.0%
Q31-9. Have you used RideKC bus system in last year	13.8%	84.1%	2.1%
Q31-10. Have you used Kansas City Streetcar in last year	34.1%	64.0%	2.0%
Q31-11. Do you have regular access to internet at home	89.6%	8.5%	1.9%
Q31-12. Have you paid a Municipal Court ticket online in last year	9.1%	88.6%	2.3%
Q31-13. Have you visited/been to Municipal Court courthouse in last year	12.9%	84.6%	2.5%
Q31-14. Have you flown out of Kansas City International Airport in last year	43.9%	54.1%	2.0%

ASKED ALL YEAR

Q31. Please answer the following questions by circling "Yes" or "No."

	Yes	No	Not provided
Q31-15. Have you contacted KC Water regarding your account in last year	33.6%	64.0%	2.4%
Q31-16. Do you own at least one cat or dog	51.0%	45.8%	3.1%
Q31-17. Have you ridden a bicycle on City streets or trails in last year	27.0%	70.8%	2.2%
Q31-18. Have you or anyone in your household called 911 while in Kansas City, Missouri, in last year	24.5%	73.3%	2.2%
Q31-19. Do you have children under age of 18 living in your household?	22.3%	75.5%	2.2%
Q31-20. Do you own a small business or are you self-employed	17.5%	79.9%	2.6%
Q31-21. Are you aware of Greater Kansas City Crime Stoppers TIPS hotline	79.8%	18.0%	2.2%

ASKED ALL YEAR

WITHOUT "NOT PROVIDED"

Q31. Please answer the following questions by circling "Yes" or "No." (without "not provided")

(N=4048)

	Yes	No
Q31-1. Were you or anyone in your household the victim of any crime in Kansas City, Missouri, during last year	15.2%	84.8%
Q31-2. Have you had contact with a KCPD police officer during last year	40.8%	59.2%
Q31-3. Have any members of your household used Kansas City, Missouri, ambulance service in last year	13.2%	86.8%
Q31-4. Have you or anyone in your household contacted City's 311 Call Center in last year	60.1%	39.9%
Q31-5. Have you visited City's website (kcmo.gov) in last year	67.9%	32.1%
Q31-6. Have you used bulky item pick-up service in last year	40.6%	59.4%
Q31-7. Have you or anyone in your household visited a Kansas City, Missouri, community center in last year	23.5%	76.5%
Q31-8. Have any members of your household visited any parks in Kansas City, Missouri, in last year	76.6%	23.4%
Q31-9. Have you used RideKC bus system in last year	14.1%	85.9%
Q31-10. Have you used Kansas City Streetcar in last year	34.8%	65.2%
Q31-11. Do you have regular access to internet at home	91.4%	8.6%
Q31-12. Have you paid a Municipal Court ticket online in last year	9.3%	90.7%
Q31-13. Have you visited/been to Municipal Court courthouse in last year	13.3%	86.7%
Q31-14. Have you flown out of Kansas City International Airport in last year	44.8%	55.2%

ASKED ALL YEAR

WITHOUT "NOT PROVIDED"

Q31. Please answer the following questions by circling "Yes" or "No." (without "not provided")

	Yes	No
Q31-15. Have you contacted KC Water regarding your account in last year	34.5%	65.5%
Q31-16. Do you own at least one cat or dog	52.7%	47.3%
Q31-17. Have you ridden a bicycle on City streets or trails in last year	27.6%	72.4%
Q31-18. Have you or anyone in your household called 911 while in Kansas City, Missouri, in last year	25.0%	75.0%
Q31-19. Do you have children under age of 18 living in your household?	22.8%	77.2%
Q31-20. Do you own a small business or are you self-employed	17.9%	82.1%
Q31-21. Are you aware of Greater Kansas City Crime Stoppers TIPS hotline	81.6%	18.4%

ASKED ALL YEAR

Q32. Jobs and Economic Development. Please rate your satisfaction with the following areas.

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q32-1. Job opportunities available within City limits of Kansas City	5.5%	28.1%	27.3%	10.3%	3.7%	25.2%
Q32-2. Ability to obtain training opportunities to advance your career	4.2%	19.6%	28.6%	8.0%	3.8%	35.8%
Q32-3. Support for entrepreneurs & small business owners available in Kansas City	3.9%	16.6%	27.0%	9.6%	6.4%	36.5%
Q32-4. City's use of economic development incentives to support economic opportunity for residents	2.8%	12.7%	26.8%	12.7%	8.2%	36.8%

WITHOUT "DON'T KNOW"

Q32. Jobs and Economic Development. Please rate your satisfaction with the following areas. (without "don't know")

(N=4048)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q32-1. Job opportunities available within City limits of Kansas City	7.3%	37.5%	36.5%	13.7%	5.0%
Q32-2. Ability to obtain training opportunities to advance your career	6.6%	30.6%	44.5%	12.4%	5.9%
Q32-3. Support for entrepreneurs & small business owners available in Kansas City	6.2%	26.1%	42.5%	15.1%	10.0%
Q32-4. City's use of economic development incentives to support economic opportunity for residents	4.4%	20.1%	42.4%	20.1%	12.9%

ASKED ALL YEAR

Q33. Do you think you will be living in Kansas City, Missouri, five years from now?

Q33. Will you be living in Kansas City, Missouri, five years from now	Number	Percent
Yes	3126	77.2 %
No	753	18.6 %
Not provided	169	4.2 %
Total	4048	100.0 %

WITHOUT "NOT PROVIDED"

Q33. Do you think you will be living in Kansas City, Missouri, five years from now? (without "not provided")

Q33. Will you be living in Kansas City, Missouri, five years from now	Number	Percent
Yes	3126	80.6 %
No	753	19.4 %
Total	3879	100.0 %

Q34. Do you own or rent your current residence?

Q34. Do you own or rent your current residence	Number	Percent
Own	3278	81.0 %
Rent	742	18.3 %
Not provided	28	0.7 %
Total	4048	100.0 %

WITHOUT "NOT PROVIDED"

Q34. Do you own or rent your current residence? (without "not provided")

Q34. Do you own or rent your current residence	Number	Percent
Own	3278	81.5 %
Rent	742	18.5 %
Total	4020	100.0 %

ASKED ALL YEAR

Q35. What type of dwelling do you live in?

<u>Q35. What type of dwelling do you live in</u>	<u>Number</u>	<u>Percent</u>
Single family house (detached from other houses)	3383	83.6 %
Duplex or townhome	251	6.2 %
Apartment or condominium building	341	8.4 %
Other	20	0.5 %
Not provided	53	1.3 %
Total	4048	100.0 %

WITHOUT "NOT PROVIDED"

Q35. What type of dwelling do you live in? (without "not provided")

<u>Q35. What type of dwelling do you live in</u>	<u>Number</u>	<u>Percent</u>
Single family house (detached from other houses)	3383	84.7 %
Duplex or townhome	251	6.3 %
Apartment or condominium building	341	8.5 %
Other	20	0.5 %
Total	3995	100.0 %

Q35-4. Other

<u>Q35-4. Other</u>	<u>Number</u>	<u>Percent</u>
Not provided	3	18.8 %
Mobile home	2	12.5 %
Mixed use, residential and commercial	1	6.3 %
Senior living	1	6.3 %
Senior Apartment	1	6.3 %
Staying with friend	1	6.3 %
Manufactured home	1	6.3 %
FAMILY HOUSE	1	6.3 %
Senior building	1	6.3 %
Pre fab	1	6.3 %
Live with parents. I help with household bills. Buy own groceries	1	6.3 %
Ranch style home	1	6.3 %
Condo	1	6.3 %
Total	16	100.0 %

ASKED ALL YEAR

Q36. Approximately how many years have you lived in Kansas City, Missouri?

Q36. How many years have you lived in Kansas City, Missouri	Number	Percent
0-5	456	11.3 %
6-10	348	8.6 %
11-15	309	7.6 %
16-20	334	8.3 %
21-30	671	16.6 %
31+	1830	45.2 %
Not provided	100	2.5 %
Total	4048	100.0 %

WITHOUT "NOT PROVIDED"

Q36. Approximately how many years have you lived in Kansas City, Missouri? (without "not provided")

Q36. How many years have you lived in Kansas City, Missouri	Number	Percent
0-5	456	11.6 %
6-10	348	8.8 %
11-15	309	7.8 %
16-20	334	8.5 %
21-30	671	17.0 %
31+	1830	46.4 %
Total	3948	100.0 %

Q37. Which of the following best describes your race/ethnicity?

Q37. Which following best describes your race/ethnicity	Number	Percent
Asian/Pacific Islander	106	2.6 %
White	2677	66.1 %
American Indian/Eskimo	54	1.3 %
Black/African American	1063	26.3 %
Other	105	2.6 %
Total	4005	

ASKED ALL YEAR

Q37-5. Other

<u>Q37-5. Other</u>	<u>Number</u>	<u>Percent</u>
Hispanic	34	32.4 %
Mexican	19	18.1 %
Mixed	7	6.7 %
Latino	6	5.7 %
Multiple	5	4.8 %
European	4	3.8 %
Italian	3	2.9 %
Hispanic/Latino	3	2.9 %
Spanish	2	1.9 %
Portuguese	1	1.0 %
Chicano	1	1.0 %
IRISH	1	1.0 %
Haitian	1	1.0 %
Portuguese, Hawaiian, Puerto Rican	1	1.0 %
More than one	1	1.0 %
Spanish/Latin	1	1.0 %
Bi-racial	1	1.0 %
COLORED NATIVE	1	1.0 %
Middle Eastern	1	1.0 %
German	1	1.0 %
Canadian/Asian	1	1.0 %
White/Hispanic	1	1.0 %
Mestizo	1	1.0 %
Syrian	1	1.0 %
Hispanic/Mexican	1	1.0 %
Black and Mexican	1	1.0 %
Scottish & German	1	1.0 %
Cheerokee Indian	1	1.0 %
White/Latino	1	1.0 %
Cherokee/Anglo	1	1.0 %
White/Irish	1	1.0 %
Total	105	100.0 %

ASKED ALL YEAR

Q38. Are you of Hispanic, Latino, or other Spanish ancestry?

Q38. Are you of Hispanic, Latino, or other Spanish ancestr	Number	Percent
Yes	350	8.7 %
No	3632	90.7 %
Not provided	23	0.6 %
Total	4005	100.0 %

WITHOUT "NOT PROVIDED"

Q38. Are you of Hispanic, Latino, or other Spanish ancestry? (without "not provided")

Q38. Are you of Hispanic, Latino, or other Spanish ancestr	Number	Percent
Yes	350	8.8 %
No	3632	91.2 %
Total	3982	100.0 %

Q39. Would you say your total annual household income is...

Q39. What is your total annual household income	Number	Percent
Under \$30K	809	20.0 %
\$30K to \$59,999	983	24.3 %
\$60K to \$99,999	927	22.9 %
\$100K+	910	22.5 %
Not provided	419	10.4 %
Total	4048	100.0 %

WITHOUT "NOT PROVIDED"

Q39. Would you say your total annual household income is... (without "not provided")

Q39. What is your total annual household income	Number	Percent
Under \$30K	809	22.3 %
\$30K to \$59,999	983	27.1 %
\$60K to \$99,999	927	25.5 %
\$100K+	910	25.1 %
Total	3629	100.0 %

ASKED ALL YEAR

Q40. What is your age?

<u>Q40. What is your age</u>	<u>Number</u>	<u>Percent</u>
18-24	97	2.4 %
25-34	750	18.5 %
35-44	785	19.4 %
45-54	785	19.4 %
55-64	780	19.3 %
65+	737	18.2 %
Not provided	114	2.8 %
Total	4048	100.0 %

WITHOUT "NOT PROVIDED"

Q40. What is your age? (without "not provided")

<u>Q40. What is your age</u>	<u>Number</u>	<u>Percent</u>
18-24	97	2.5 %
25-34	750	19.1 %
35-44	785	20.0 %
45-54	785	20.0 %
55-64	780	19.8 %
65+	737	18.7 %
Total	3934	100.0 %

Q41. What is your gender identity?

<u>Q41. What is your gender</u>	<u>Number</u>	<u>Percent</u>
Male	1991	49.2 %
Female	2007	49.6 %
Other	29	0.7 %
Not provided	21	0.5 %
Total	4048	100.0 %

WITHOUT "NOT PROVIDED"

Q41. What is your gender identity? (without "not provided")

<u>Q41. What is your gender</u>	<u>Number</u>	<u>Percent</u>
Male	1991	49.4 %
Female	2007	49.8 %
Other	29	0.7 %
Total	4027	100.0 %

ASKED ALL YEAR

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

Do you live inside City limits of Kansas City, Missouri	Number	Percent
Yes	4048	100.0 %
Total	4048	100.0 %

Council District

Council District	Number	Percent
1	658	16.3 %
2	672	16.6 %
3	611	15.1 %
4	639	15.8 %
5	666	16.5 %
6	802	19.8 %
Total	4048	100.0 %

Section 5:
Survey Instrument



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

Dear Kansas City Resident:

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

For this reason, we want to know what you think about the quality of city services you receive and learn more about your priorities for the City. Each year we survey residents to gather this information to aid us in making Kansas City better.

Please complete and return the survey in the enclosed postage-paid envelope. If you prefer to complete the survey online, you can do so at the following web address: <http://www.kcmosurvey.org>. Any information that could be used to identify individual survey responses will remain confidential.

We contract with ETC Institute to administer this survey – they are a national leader in resident survey administration and data analysis whose extensive experience allows Kansas City to compare ourselves to other large U.S. cities and metropolitan communities.

A summary report of survey results will be published and made available to the public. We use these survey results to evaluate and continually improve the services that we provide. If you would like to learn more about the survey or the use of the results, please visit <http://kcmo.gov/survey>.

Thank you for providing us with your feedback. If you have any questions, please call the City Manager's Office at (816) 513-1408 or email us at resident.survey@kcmo.org.

Sincerely,

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

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



City of Kansas City, Missouri Resident Survey – Q1/Q3

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and respond to resident concerns. You may complete the survey by returning it in the postage-paid envelope that has been provided, or online at www.kcmosurvey.org. Any information that could be used to identify individual survey responses will remain confidential. If you have questions, please call the City Manager's office at 816-513-1408.

1. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate Kansas City, Missouri with regard to each of the following.

How would you rate Kansas City, Missouri...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9

2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Kansas City, Missouri.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the City	5	4	3	2	1	9
2. Overall value you receive for your City tax dollars and fees	5	4	3	2	1	9
3. Overall image of the City	5	4	3	2	1	9
4. Overall quality of life in the City	5	4	3	2	1	9
5. Overall feeling of safety in the City	5	4	3	2	1	9
6. How safe you feel in your neighborhood	5	4	3	2	1	9
7. Overall quality of education system within the City	5	4	3	2	1	9
8. Physical appearance of your neighborhood	5	4	3	2	1	9

3. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Kansas City, Missouri.

How satisfied are you with the overall quality of...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Police services	5	4	3	2	1	9
02. Fire and ambulance services	5	4	3	2	1	9
03. The maintenance of city streets, sidewalks, and infrastructure	5	4	3	2	1	9
04. Solid waste services (e.g. residential trash/recycling collection)	5	4	3	2	1	9
05. City water utilities	5	4	3	2	1	9
06. Neighborhood services (e.g. code enforcement, property preservation, animal control)	5	4	3	2	1	9
07. City parks and recreation programs/facilities	5	4	3	2	1	9
08. Health Department services	5	4	3	2	1	9
09. Airport facilities	5	4	3	2	1	9
10. The City's 311 service	5	4	3	2	1	9
11. Municipal court services	5	4	3	2	1	9
12. Customer service you receive from city employees	5	4	3	2	1	9
13. Overall effectiveness of city communication with the public	5	4	3	2	1	9
14. The City's stormwater runoff/stormwater management system	5	4	3	2	1	9
15. Public transportation	5	4	3	2	1	9
16. City Planning and Development services (e.g. issuing permits)	5	4	3	2	1	9

4. Which THREE of the major categories of city services listed in Question 3 do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 3.]

1st: _____ 2nd: _____ 3rd: _____

5. Police Services. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Effectiveness of local police protection	5	4	3	2	1	9
2.	The relationship between my neighborhood and the police	5	4	3	2	1	9
3.	The City's overall efforts to prevent crime	5	4	3	2	1	9
4.	Enforcement of local traffic laws	5	4	3	2	1	9
5.	Parking enforcement services	5	4	3	2	1	9
6.	How quickly police respond to emergencies	5	4	3	2	1	9
7.	Responsiveness of the police department to resident concerns	5	4	3	2	1	9

6. Which TWO of the Police services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 5.]

1st: ____ 2nd: ____

7. Fire and Emergency Medical Services. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of local fire protection and rescue services	5	4	3	2	1	9
2.	How quickly fire and rescue personnel respond to emergencies	5	4	3	2	1	9
3.	Quality of local emergency medical service	5	4	3	2	1	9
4.	How quickly emergency medical personnel respond to emergencies	5	4	3	2	1	9

8. Which TWO of the Fire and Emergency Medical services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 7.]

1st: ____ 2nd: ____

9. Streets, Sidewalks, and Infrastructure. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of city streets	5	4	3	2	1	9
02.	Maintenance of streets in YOUR neighborhood	5	4	3	2	1	9
03.	Condition of sidewalks in the City	5	4	3	2	1	9
04.	Condition of sidewalks in YOUR neighborhood	5	4	3	2	1	9
05.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
06.	Snow removal on major city streets during the past 12 months	5	4	3	2	1	9
07.	Snow removal on residential streets during the past 12 months	5	4	3	2	1	9
08.	Adequacy of city street lighting	5	4	3	2	1	9
09.	Accessibility of streets, sidewalks, and buildings for people with disabilities	5	4	3	2	1	9
10.	On-street bicycle infrastructure (bike lanes/wayfinding signs)	5	4	3	2	1	9

10. Which TWO of the street, sidewalk, and infrastructure services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 9.]

1st: ____ 2nd: ____

11. Public Transportation. Please rate your satisfaction with the following services.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	RideKC bus system	5	4	3	2	1	9
2.	Kansas City Streetcar	5	4	3	2	1	9

12. Neighborhood Services. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Enforcing the clean-up of trash and debris on private property	5	4	3	2	1	9
02.	Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
03.	Enforcing the exterior maintenance of residential property (e.g. condition of buildings)	5	4	3	2	1	9
04.	Enforcing trash, weeds, and exterior maintenance in YOUR neighborhood	5	4	3	2	1	9
05.	Boarding up vacant structures that are open to entry	5	4	3	2	1	9
06.	Demolishing vacant structures that are in the dangerous building inventory	5	4	3	2	1	9
07.	Enforcement of animal code (e.g. animal welfare and pet licensing)	5	4	3	2	1	9
08.	Customer service from KC Pet Project staff	5	4	3	2	1	9
09.	Animal shelter adoption efforts & community education/resources	5	4	3	2	1	9
10.	Process for intake of animals by animal control	5	4	3	2	1	9

13. Which TWO of the neighborhood services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 12.]

1st: ____ 2nd: ____

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

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

15. Municipal Court. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Ease of using the Municipal Court online ticket payment and information system	5	4	3	2	1	9
2.	Effectiveness of Problem-Solving Court Programs (e.g. Drug Court, Mental Health Court, Veterans' Treatment Court)	5	4	3	2	1	9
3.	Courtesy and professionalism of Municipal Court staff	5	4	3	2	1	9
4.	Overall ability of Municipal Court to be fair and impartial	5	4	3	2	1	9
5.	Availability of payment plans and alternative sentencing (e.g. community service in place of fines)	5	4	3	2	1	9

16. Which TWO of the Municipal Court services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 15.]

1st: ____ 2nd: ____

17. 311 Call Center. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Ease of utilizing 311 services via phone	5	4	3	2	1	9
2.	Ease of utilizing 311 services via web or mobile application	5	4	3	2	1	9
3.	Courtesy and professionalism of 311 call takers	5	4	3	2	1	9
4.	How well your question or issue was resolved via 311	5	4	3	2	1	9

18. Which TWO of the 311 services listed in Question 17 do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 17.]

1st: ____ 2nd: ____

19. **Communication.** Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about city programs and services	5	4	3	2	1	9
2.	Overall usefulness of the City's website	5	4	3	2	1	9
3.	Opportunity to engage/provide input into decisions made by the City	5	4	3	2	1	9
4.	Quality of city video programming including city television channel (Channel 2) and web streaming	5	4	3	2	1	9
5.	The content in the City's magazine, KCMOre	5	4	3	2	1	9
6.	The City's use of social media	5	4	3	2	1	9

20. Which TWO of the communication services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 19.]

1st: ____ 2nd: ____

21. Which are your top 2 preferred methods of receiving information from the City? [Write in your answers using the numbers from the list below.]

- | | |
|----------------------------|--|
| 1. City website | 4. Social media (e.g. Twitter/Facebook/Nextdoor) |
| 2. Text messages to mobile | 5. City magazine, KCMOre, by mail |
| 3. Channel 2 (tv or web) | 6. Email notification/releases |

1st: ____ 2nd: ____

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

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

23. Do you follow the City on any of its social media accounts? [Check all that apply.]

- ____(1) Twitter ____ (2) Facebook ____ (3) Instagram ____ (4) LinkedIn ____ (5) Nextdoor

24. Would you prefer to receive more printed materials from the City mailed to your home?

- ____(1) Yes ____ (2) No ____ (9) Don't Know

25. Do you agree or disagree with the following statement? "When I need some extra help, I can count on someone in the community to help with daily tasks (e.g. rides, errands, housework, childcare)."

- ____(1) Strongly Agree ____ (2) Agree ____ (3) Disagree ____ (4) Strongly Disagree ____ (9) Don't Know

26. Please indicate about how many times in the past month you have done each of the following.

How often have you...	At least daily	At least weekly	At least once	Never	Don't Know
1. Had personal conversations with people of a different race or ethnicity than you	4	3	2	1	9
2. Had personal conversations with people who have different political views than you	4	3	2	1	9

27. Please indicate about how many times in the past 12 months you have done each of the following.

How often have you...	At least monthly	Several times	Once	Never	Don't Know
1. Attended any public meeting in which there was discussion of local government affairs	4	3	2	1	9
2. Tried to get your local government to pay attention to something that concerned you	4	3	2	1	9
3. Had friends of another race over to your home	4	3	2	1	9

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

___(1) Excellent ___(2) Very Good ___(3) Good ___(4) Fair ___(5) Poor ___(9) Don't Know

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

___(1) Excellent ___(2) Very Good ___(3) Good ___(4) Fair ___(5) Poor ___(9) Don't Know

30. Thinking about your parents when they were your age, how would you compare your standard of living to theirs? Would you say your standard of living is...

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

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

01. Were you or anyone in your household the victim of any crime in Kansas City, Missouri, during the last year?	Yes	No
02. Have you had contact with a KCPD police officer during the last year?	Yes	No
03. Have any members of your household used the Kansas City, Missouri, ambulance service in the last year?	Yes	No
04. Have you or anyone in your household contacted the City's 311 Call Center in the last year?	Yes	No
05. Have you visited the City's website (kcmo.gov) in the last year?	Yes	No
06. Have you used the bulky item pick-up service in the last year?	Yes	No
07. Have you or anyone in your household visited a Kansas City, Missouri, community center in the last year?	Yes	No
08. Have any members of your household visited any parks in Kansas City, Missouri, in the last year?	Yes	No
09. Have you used the RideKC bus system in the last year?	Yes	No
10. Have you used the Kansas City Streetcar in the last year?	Yes	No
11. Do you have regular access to the internet at home?	Yes	No
12. Have you paid a Municipal Court ticket online in the last year?	Yes	No
13. Have you visited/been to the Municipal Court courthouse in the last year?	Yes	No
14. Have you flown out of Kansas City International Airport in the last year?	Yes	No
15. Have you contacted KC Water regarding your account in the last year?	Yes	No
16. Do you own at least one cat or dog?	Yes	No
17. Have you ridden a bicycle on city streets or trails in the last year?	Yes	No
18. Have you or anyone in your household called 911 while in Kansas City, Missouri, in the last year?	Yes	No
19. Do you have children under the age of 18 living in your household?	Yes	No
20. Do you own a small business or are you self-employed?	Yes	No
21. Are you aware of the Greater Kansas City Crime Stoppers TIPS hotline, a phone and online resource for the community to anonymously report information to help solve crimes?	Yes	No

32. Jobs and Economic Development. Please rate your satisfaction with the following areas.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Job opportunities available within the city limits of Kansas City	5	4	3	2	1	9
2. Ability to obtain training opportunities to advance your career	5	4	3	2	1	9
3. Support for entrepreneurs and small business owners available in Kansas City	5	4	3	2	1	9
4. City's use of economic development incentives to support economic opportunity for residents	5	4	3	2	1	9

33. **Do you think you will be living in Kansas City, Missouri, five years from now?**
 (1) Yes (2) No
34. **Do you own or rent your current residence?** (1) Own (2) Rent
35. **What type of dwelling do you live in?**
 (1) Single family house (detached from other houses) (3) Apartment or condominium building
 (2) Duplex or townhome (4) Other: _____
36. **Approximately how many years have you lived in Kansas City, Missouri?** _____ years
37. **Which of the following best describes your race/ethnicity? [Check all that apply.]**
 (1) Asian/Pacific Islander (3) American Indian/Eskimo (5) Other: _____
 (2) White (4) Black/African American
38. **Are you of Hispanic, Latino, or other Spanish ancestry?** (1) Yes (2) No
39. **Would you say your total annual household income is...**
 (1) Under \$30,000 (2) \$30,000 to \$59,999 (3) \$60,000 to \$99,999 (4) \$100,000 or more
40. **What is your age?**
 (1) 18-24 (2) 25-34 (3) 35-44 (4) 45-54 (5) 55-64 (6) 65+
41. **What is your gender identity?** (1) Male (2) Female (3) Other

This concludes the survey. Thank you for your time!

Please return your survey in the postage-paid envelope addressed to:
 ETC Institute, P.O. Box 480320, Kansas City, MO 64148-9902

Your responses will remain completely confidential. The information shown to the right will ONLY be used to help ensure the survey results are statistically representative of residents in the area. Thank you.



City of Kansas City, Missouri Resident Survey – Q2/Q4

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and respond to resident concerns. You may complete the survey by returning it in the postage-paid envelope that has been provided, or online at www.kcmosurvey.org. Any information that could be used to identify individual survey responses will remain confidential. If you have questions, please call the City Manager's office at 816-513-1408.

1. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate Kansas City, Missouri with regard to each of the following.

How would you rate Kansas City, Missouri...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9

2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Kansas City, Missouri.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the City	5	4	3	2	1	9
2. Overall value you receive for your City tax dollars and fees	5	4	3	2	1	9
3. Overall image of the City	5	4	3	2	1	9
4. Overall quality of life in the City	5	4	3	2	1	9
5. Overall feeling of safety in the City	5	4	3	2	1	9
6. How safe you feel in your neighborhood	5	4	3	2	1	9
7. Overall quality of education system within the City	5	4	3	2	1	9
8. Physical appearance of your neighborhood	5	4	3	2	1	9

3. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Kansas City, Missouri.

How satisfied are you with the overall quality of...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Police services	5	4	3	2	1	9
02. Fire and ambulance services	5	4	3	2	1	9
03. The maintenance of city streets, sidewalks, and infrastructure	5	4	3	2	1	9
04. Solid waste services (e.g. residential trash/recycling collection)	5	4	3	2	1	9
05. City water utilities	5	4	3	2	1	9
06. Neighborhood services (e.g. code enforcement, property preservation, animal control)	5	4	3	2	1	9
07. City parks and recreation programs/facilities	5	4	3	2	1	9
08. Health Department services	5	4	3	2	1	9
09. Airport facilities	5	4	3	2	1	9
10. The City's 311 service	5	4	3	2	1	9
11. Municipal court services	5	4	3	2	1	9
12. Customer service you receive from city employees	5	4	3	2	1	9
13. Overall effectiveness of city communication with the public	5	4	3	2	1	9
14. The City's stormwater runoff/stormwater management system	5	4	3	2	1	9
15. Public transportation	5	4	3	2	1	9
16. City Planning and Development services (e.g. issuing permits)	5	4	3	2	1	9

4. Which THREE of the major categories of city services listed in Question 3 do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 3.]

1st: _____ 2nd: _____ 3rd: _____

5. Police Services. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Effectiveness of local police protection	5	4	3	2	1	9
2.	The relationship between my neighborhood and the police	5	4	3	2	1	9
3.	The City's overall efforts to prevent crime	5	4	3	2	1	9
4.	Enforcement of local traffic laws	5	4	3	2	1	9
5.	Parking enforcement services	5	4	3	2	1	9
6.	How quickly police respond to emergencies	5	4	3	2	1	9
7.	Responsiveness of the police department to resident concerns	5	4	3	2	1	9

6. Which TWO of the Police services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 5.]

1st: ____ 2nd: ____

7. Fire and Emergency Medical Services. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of local fire protection and rescue services	5	4	3	2	1	9
2.	How quickly fire and rescue personnel respond to emergencies	5	4	3	2	1	9
3.	Quality of local emergency medical service	5	4	3	2	1	9
4.	How quickly emergency medical personnel respond to emergencies	5	4	3	2	1	9

8. Which TWO of the Fire and Emergency Medical services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 7.]

1st: ____ 2nd: ____

9. Streets, Sidewalks, and Infrastructure. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of city streets	5	4	3	2	1	9
02.	Maintenance of streets in YOUR neighborhood	5	4	3	2	1	9
03.	Condition of sidewalks in the City	5	4	3	2	1	9
04.	Condition of sidewalks in YOUR neighborhood	5	4	3	2	1	9
05.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
06.	Snow removal on major city streets during the past 12 months	5	4	3	2	1	9
07.	Snow removal on residential streets during the past 12 months	5	4	3	2	1	9
08.	Adequacy of city street lighting	5	4	3	2	1	9
09.	Accessibility of streets, sidewalks, and buildings for people with disabilities	5	4	3	2	1	9
10.	On-street bicycle infrastructure (bike lanes/wayfinding signs)	5	4	3	2	1	9

10. Which TWO of the street, sidewalk, and infrastructure services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 9.]

1st: ____ 2nd: ____

11. Public Transportation. Please rate your satisfaction with the following services.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	RideKC bus system	5	4	3	2	1	9
2.	Kansas City Streetcar	5	4	3	2	1	9

12. Neighborhood Services. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Enforcing the clean-up of trash and debris on private property	5	4	3	2	1	9
02.	Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
03.	Enforcing the exterior maintenance of residential property (e.g. condition of buildings)	5	4	3	2	1	9
04.	Enforcing trash, weeds, and exterior maintenance in YOUR neighborhood	5	4	3	2	1	9
05.	Boarding up vacant structures that are open to entry	5	4	3	2	1	9
06.	Demolishing vacant structures that are in the dangerous building inventory	5	4	3	2	1	9
07.	Enforcement of animal code (e.g. animal welfare and pet licensing)	5	4	3	2	1	9
08.	Customer service from KC Pet Project staff	5	4	3	2	1	9
09.	Animal shelter adoption efforts & community education/resources	5	4	3	2	1	9
10.	Process for intake of animals by animal control	5	4	3	2	1	9

13. Which TWO of the neighborhood services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 12.]

1st: ____ 2nd: ____

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

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

15. Solid Waste Services. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of trash collection services	5	4	3	2	1	9
2.	Overall quality of curbside recycling services	5	4	3	2	1	9
3.	Overall quality of recycling drop-off centers	5	4	3	2	1	9
4.	Overall quality of bulky item pick-up services	5	4	3	2	1	9
5.	Overall quality of leaf and brush pick-up services	5	4	3	2	1	9
6.	Overall quality of leaf and brush drop-off centers	5	4	3	2	1	9
7.	Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
8.	City efforts to clean-up illegal dumping sites	5	4	3	2	1	9

16. Which TWO of the solid waste services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 15.]

1st: ____ 2nd: ____

17. How often does your household use the City's curbside recycling services?

____(1) Weekly ____ (3) Monthly ____ (5) Not available at my residence
 ____ (2) Bi-weekly ____ (4) Never

18. Parks and Recreation Services. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of City parks	5	4	3	2	1	9
02.	Quality of facilities such as picnic shelters and playgrounds in city parks	5	4	3	2	1	9
03.	Quality of outdoor athletic fields (e.g. baseball, soccer, and football)	5	4	3	2	1	9
04.	Maintenance of boulevards and parkways	5	4	3	2	1	9
05.	Walking and biking trails in the City	5	4	3	2	1	9
06.	City swimming pools and programs	5	4	3	2	1	9
07.	The City's youth programs and activities	5	4	3	2	1	9
08.	The City's older adult programs and activities	5	4	3	2	1	9
09.	Maintenance and appearance of City community centers	5	4	3	2	1	9
10.	Programs and activities at City community centers	5	4	3	2	1	9
11.	Tree trimming and other tree care along city streets and other public areas	5	4	3	2	1	9
12.	Quality of customer service from Parks and Recreation employees	5	4	3	2	1	9
13.	Resident engagement efforts by Parks and Recreation	5	4	3	2	1	9

19. Which TWO of the Parks and Recreation services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 18.]

1st: ____ 2nd: ____

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Ease of moving through airport security	5	4	3	2	1	9
2.	Availability of parking	5	4	3	2	1	9
3.	Food, beverage, and other concessions	5	4	3	2	1	9
4.	Cleanliness of facilities	5	4	3	2	1	9
5.	Availability of seating near departure gates	5	4	3	2	1	9

21. Which TWO of the airport services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 20.]

1st: ____ 2nd: ____

22. Water Services. Please rate your satisfaction with the following services provided by the City of Kansas City, Missouri.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Condition of catch basins (storm drains) in your neighborhood	5	4	3	2	1	9
2.	Timeliness of water/sewer line break repairs	5	4	3	2	1	9
3.	Quality of KC Water customer service	5	4	3	2	1	9

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
2.	Overall effectiveness of the City Manager and appointed staff	5	4	3	2	1	9
3.	How ethically the City conducts business	5	4	3	2	1	9
4.	City leadership during the COVID-19 pandemic	5	4	3	2	1	9

24. Jobs and Economic Development. Please rate your satisfaction with the following areas.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Job opportunities available within the city limits of Kansas City	5	4	3	2	1	9
2.	Ability to obtain training opportunities to advance your career	5	4	3	2	1	9
3.	Support for entrepreneurs and small business owners available in Kansas City	5	4	3	2	1	9
4.	City's use of economic development incentives to support economic opportunity for residents	5	4	3	2	1	9

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

01.	Were you or anyone in your household the victim of any crime in Kansas City, Missouri, during the last year?	Yes	No
02.	Have you had contact with a KCPD police officer during the last year?	Yes	No
03.	Have any members of your household used the Kansas City, Missouri, ambulance service in the last year?	Yes	No
04.	Have you or anyone in your household contacted the City's 311 Call Center in the last year?	Yes	No
05.	Have you visited the City's website (kcmo.gov) in the last year?	Yes	No
06.	Have you used the bulky item pick-up service in the last year?	Yes	No
07.	Have you or anyone in your household visited a Kansas City, Missouri, community center in the last year?	Yes	No
08.	Have any members of your household visited any parks in Kansas City, Missouri, in the last year?	Yes	No
09.	Have you used the RideKC bus system in the last year?	Yes	No
10.	Have you used the Kansas City Streetcar in the last year?	Yes	No
11.	Do you have regular access to the internet at home?	Yes	No
12.	Have you paid a Municipal Court ticket online in the last year?	Yes	No
13.	Have you visited/been to the Municipal Court courthouse in the last year?	Yes	No
14.	Have you flown out of Kansas City International Airport in the last year?	Yes	No
15.	Have you contacted KC Water regarding your account in the last year?	Yes	No
16.	Do you own at least one cat or dog?	Yes	No
17.	Have you ridden a bicycle on city streets or trails in the last year?	Yes	No
18.	Have you or anyone in your household called 911 while in Kansas City, Missouri, in the last year?	Yes	No
19.	Do you have children under the age of 18 living in your household?	Yes	No
20.	Do you own a small business or are you self-employed?	Yes	No
21.	Are you aware of the Greater Kansas City Crime Stoppers TIPS hotline, a phone and online resource for the community to anonymously report information to help solve crimes?	Yes	No

26. **Do you think you will be living in Kansas City, Missouri, five years from now?**
 (1) Yes (2) No
27. **Do you own or rent your current residence?** (1) Own (2) Rent
28. **What type of dwelling do you live in?**
 (1) Single family house (detached from other houses) (3) Apartment or condominium building
 (2) Duplex or townhome (4) Other: _____
29. **Approximately how many years have you lived in Kansas City, Missouri?** _____ years
30. **Which of the following best describes your race/ethnicity? [Check all that apply.]**
 (1) Asian/Pacific Islander (3) American Indian/Eskimo (5) Other: _____
 (2) White (4) Black/African American
31. **Are you of Hispanic, Latino, or other Spanish ancestry?** (1) Yes (2) No
32. **Would you say your total annual household income is...**
 (1) Under \$30,000 (2) \$30,000 to \$59,999 (3) \$60,000 to \$99,999 (4) \$100,000 or more
33. **What is your age?**
 (1) 18-24 (2) 25-34 (3) 35-44 (4) 45-54 (5) 55-64 (6) 65+
34. **What is your gender identity?** (1) Male (2) Female (3) Other

This concludes the survey. Thank you for your time!

Please return your survey in the postage-paid envelope addressed to:
 ETC Institute, P.O. Box 480320, Kansas City, MO 64148-9902

Your responses will remain completely confidential. The information shown to the right will ONLY be used to help ensure the survey results are statistically representative of residents in the area. Thank you.