

# Kansas City, Missouri

## Resident Survey

# GIS Maps by Zip Code

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2020-21

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

by:  
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Olathe, Kansas  
66061

**June 2021**



**ETC**  
I N S T I T U T E

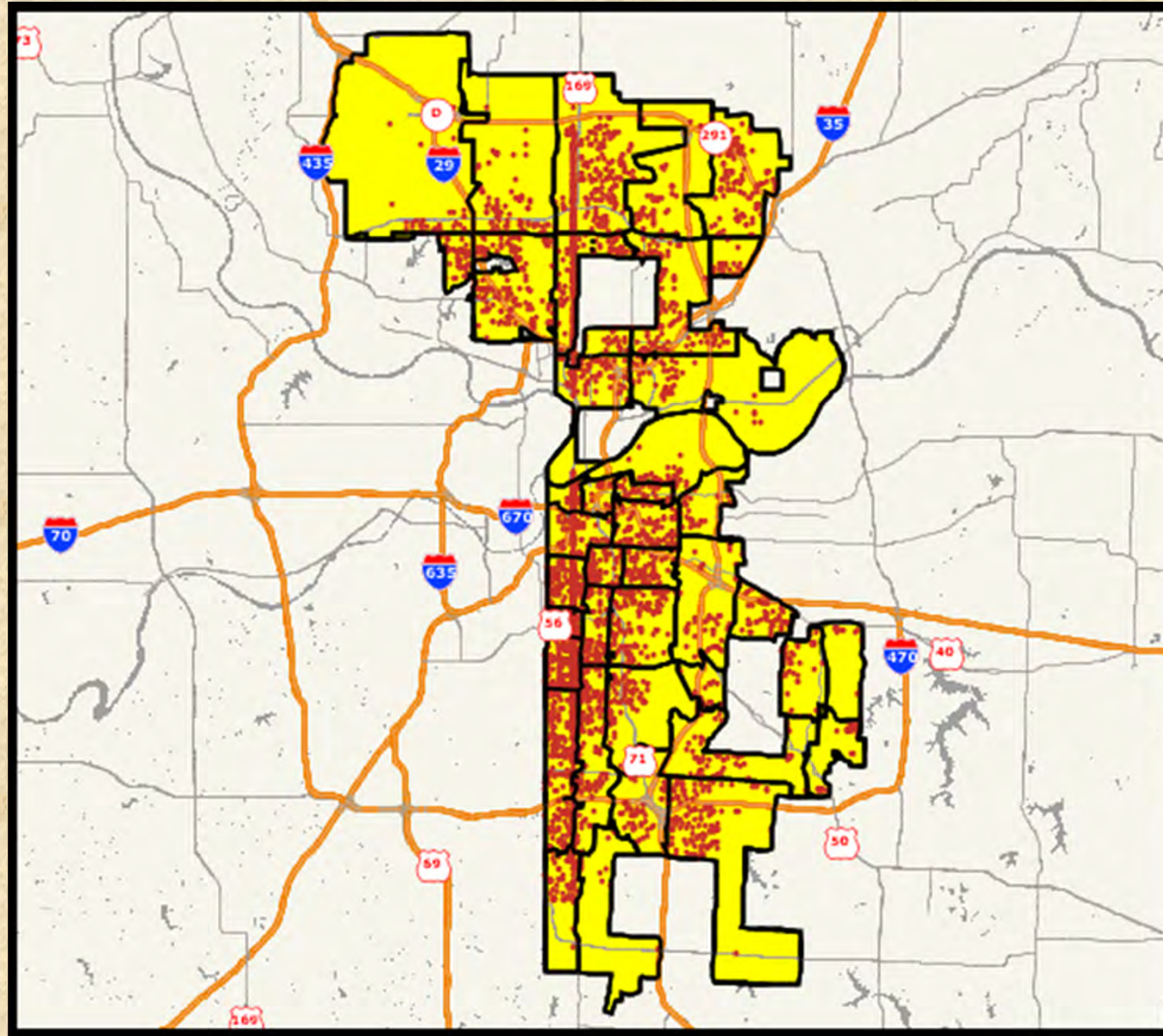
## Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Zip Code. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

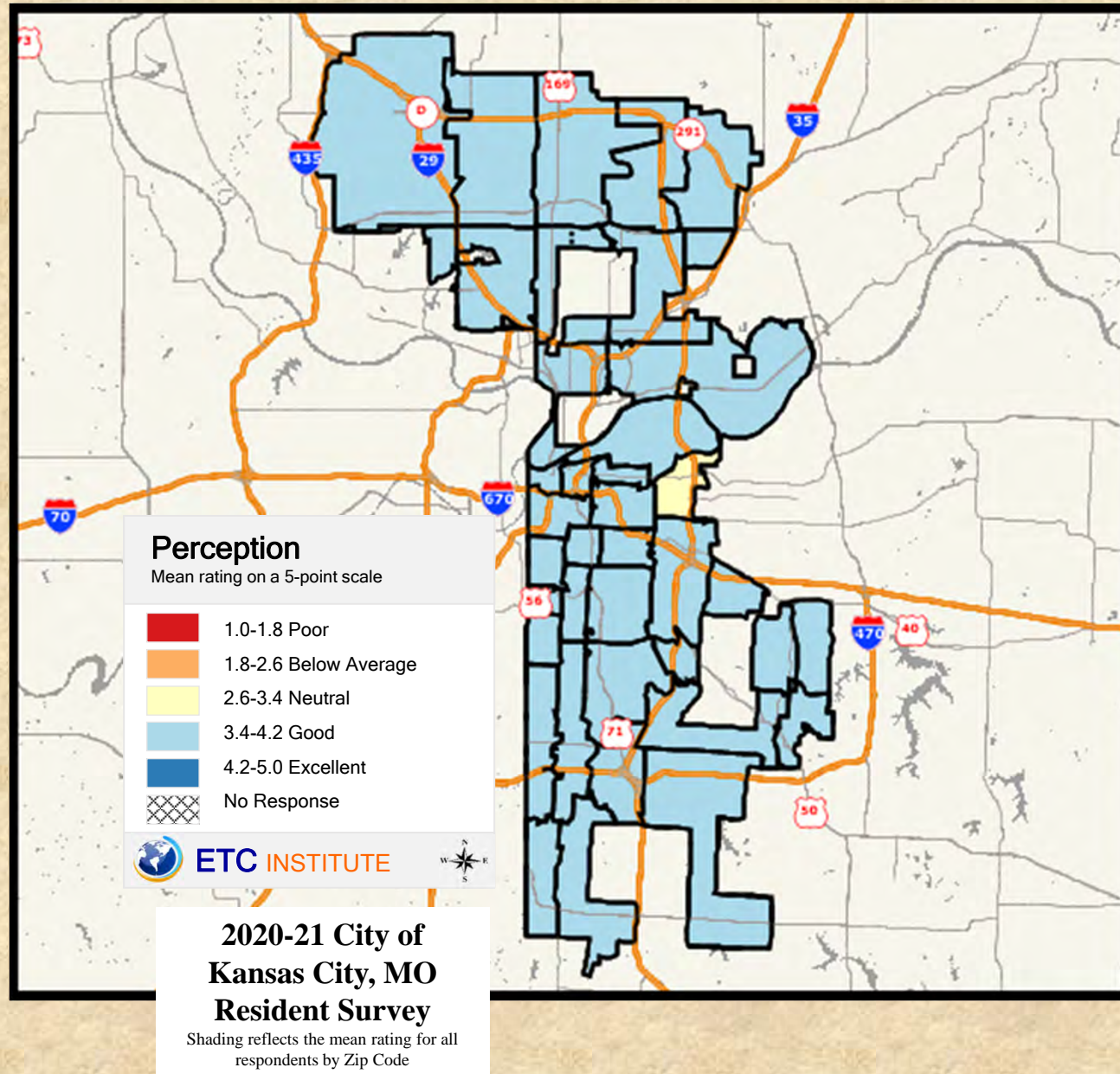
## Location of Survey Respondents



2020-21 City of Kansas City, MO Resident Survey

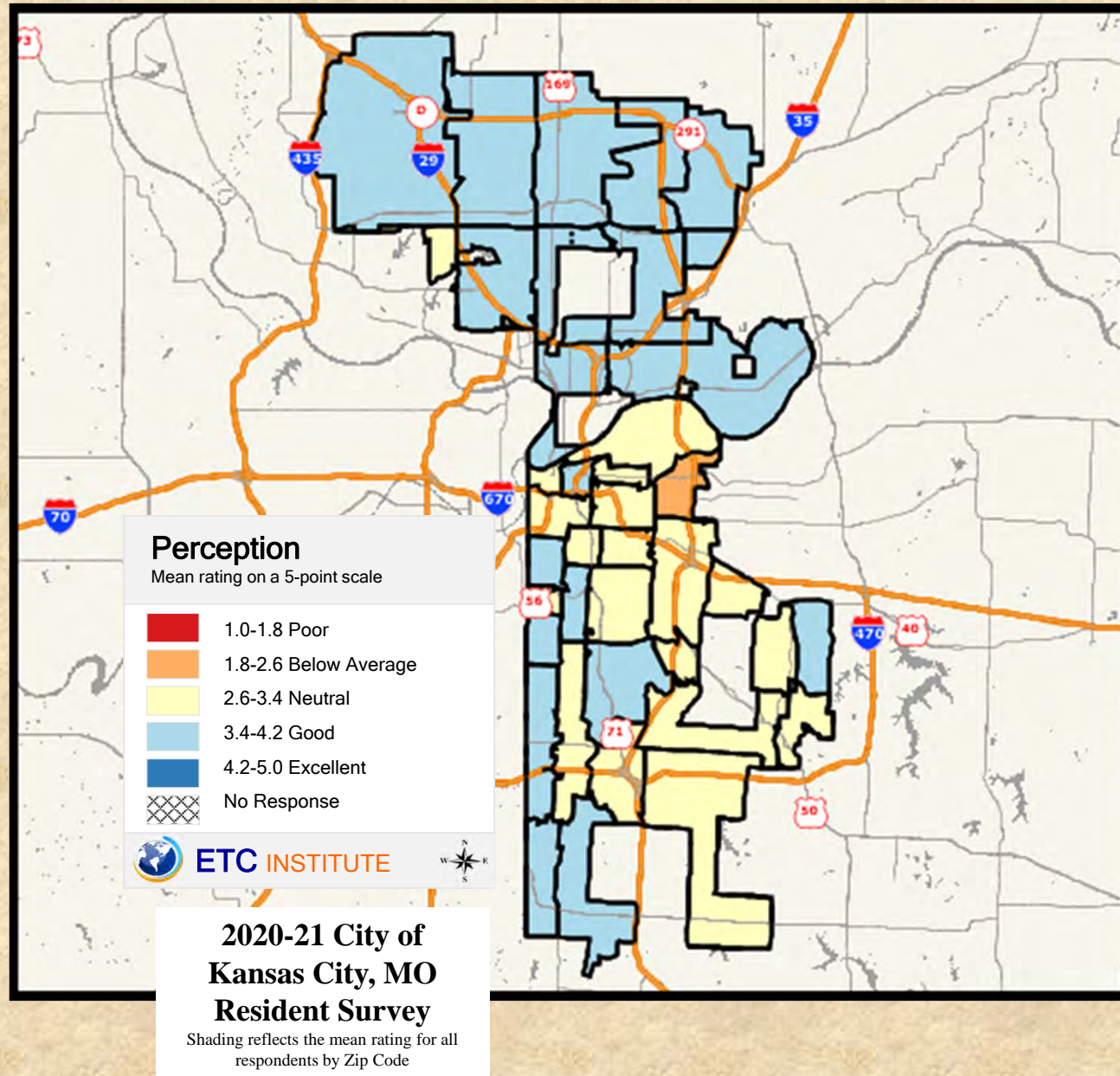


## Q1-1 Ratings of the City as a place to live

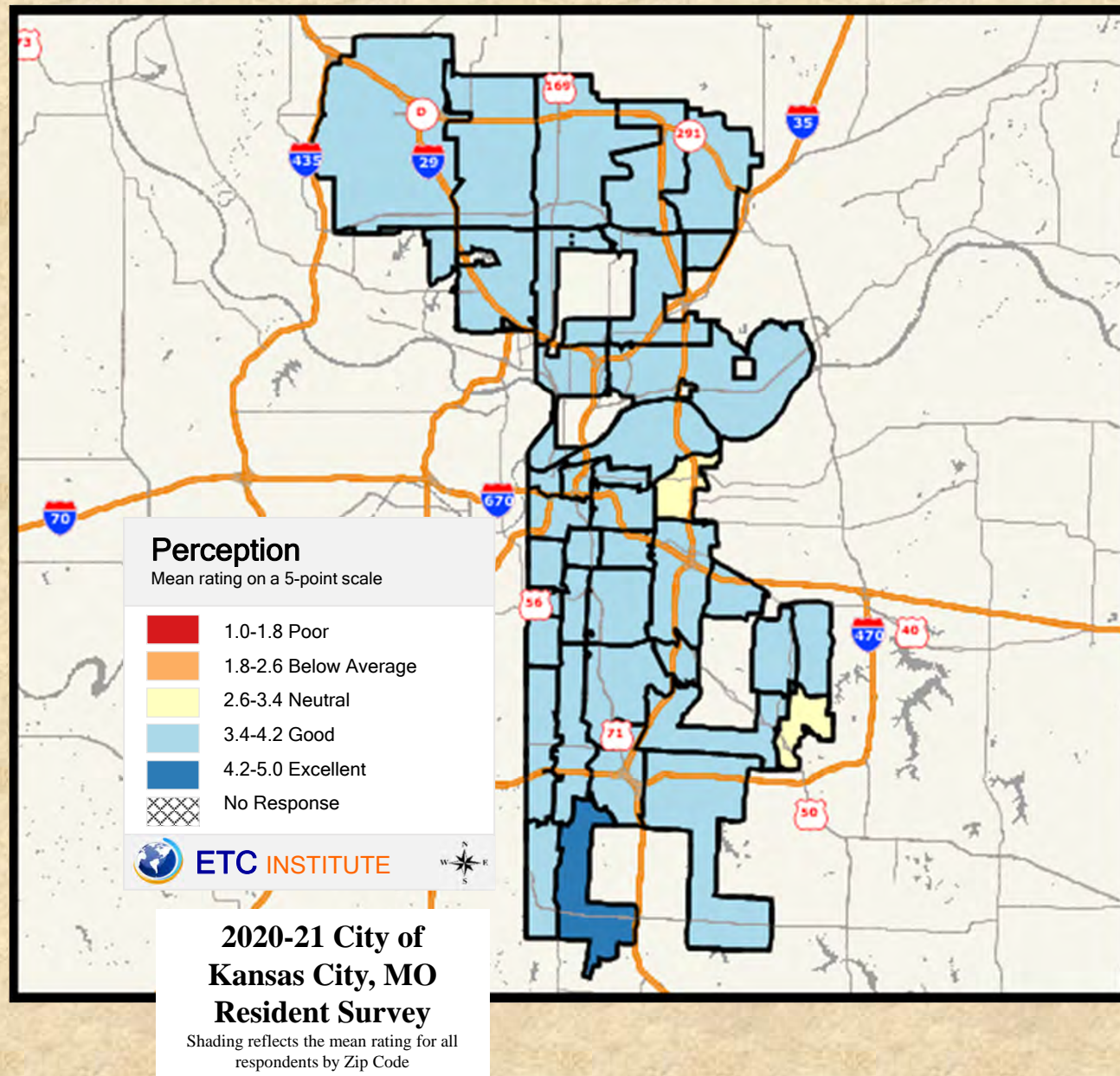




## Q1-2 Ratings of the City as a place to raise children

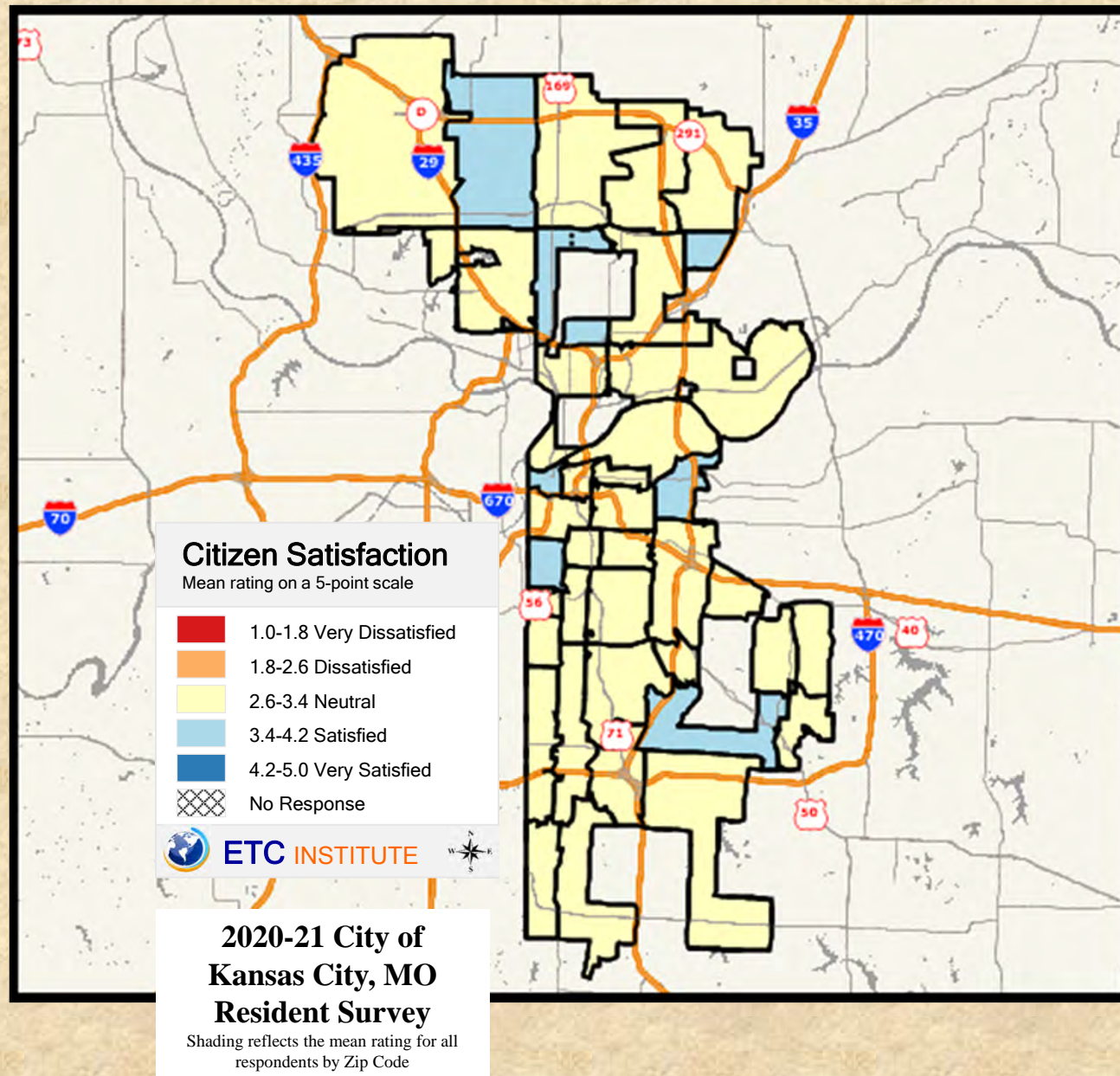


## Q1-3 Ratings of the City as a place to work



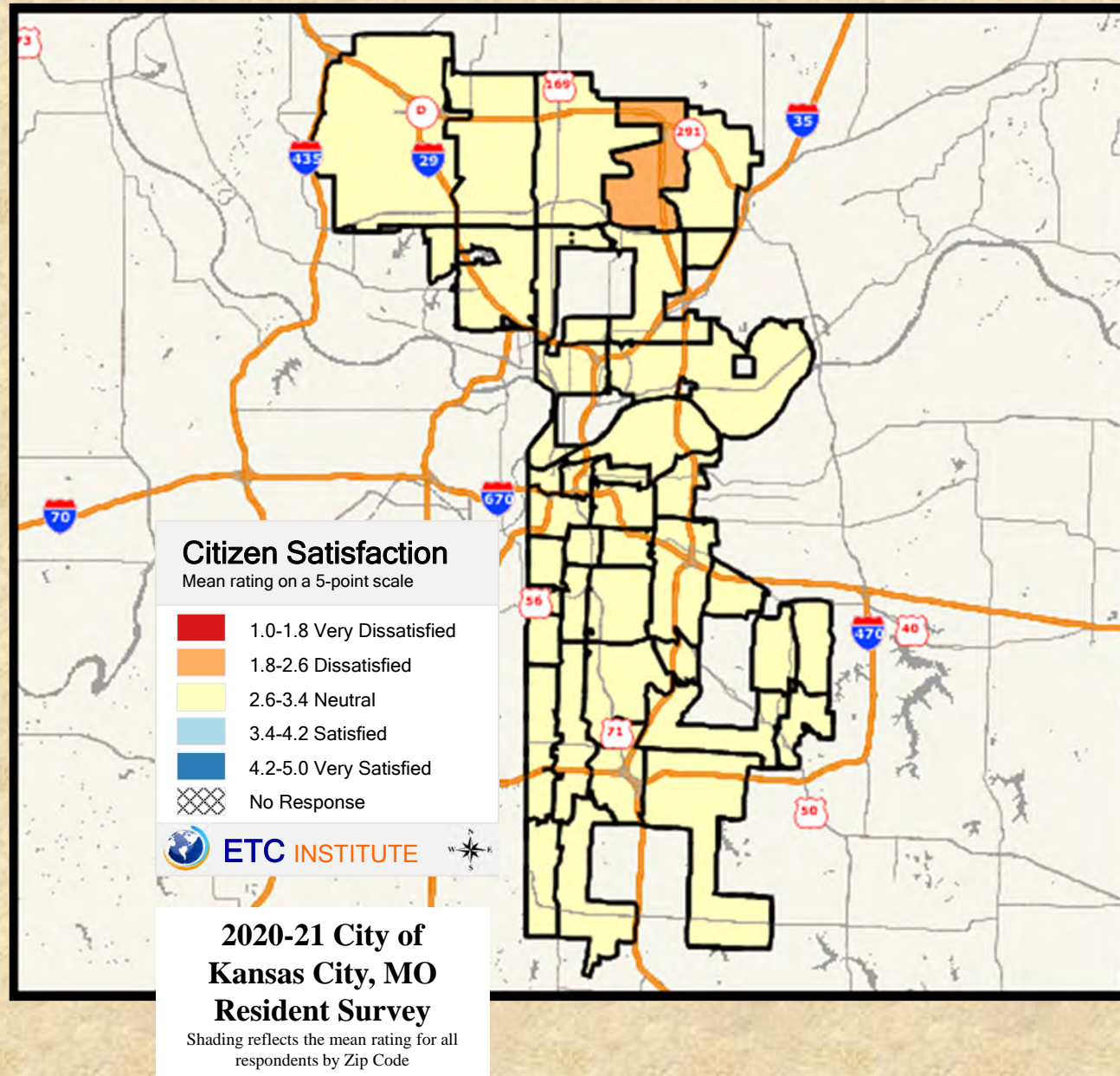


## Q2-1 Satisfaction with overall quality of services provided by the City

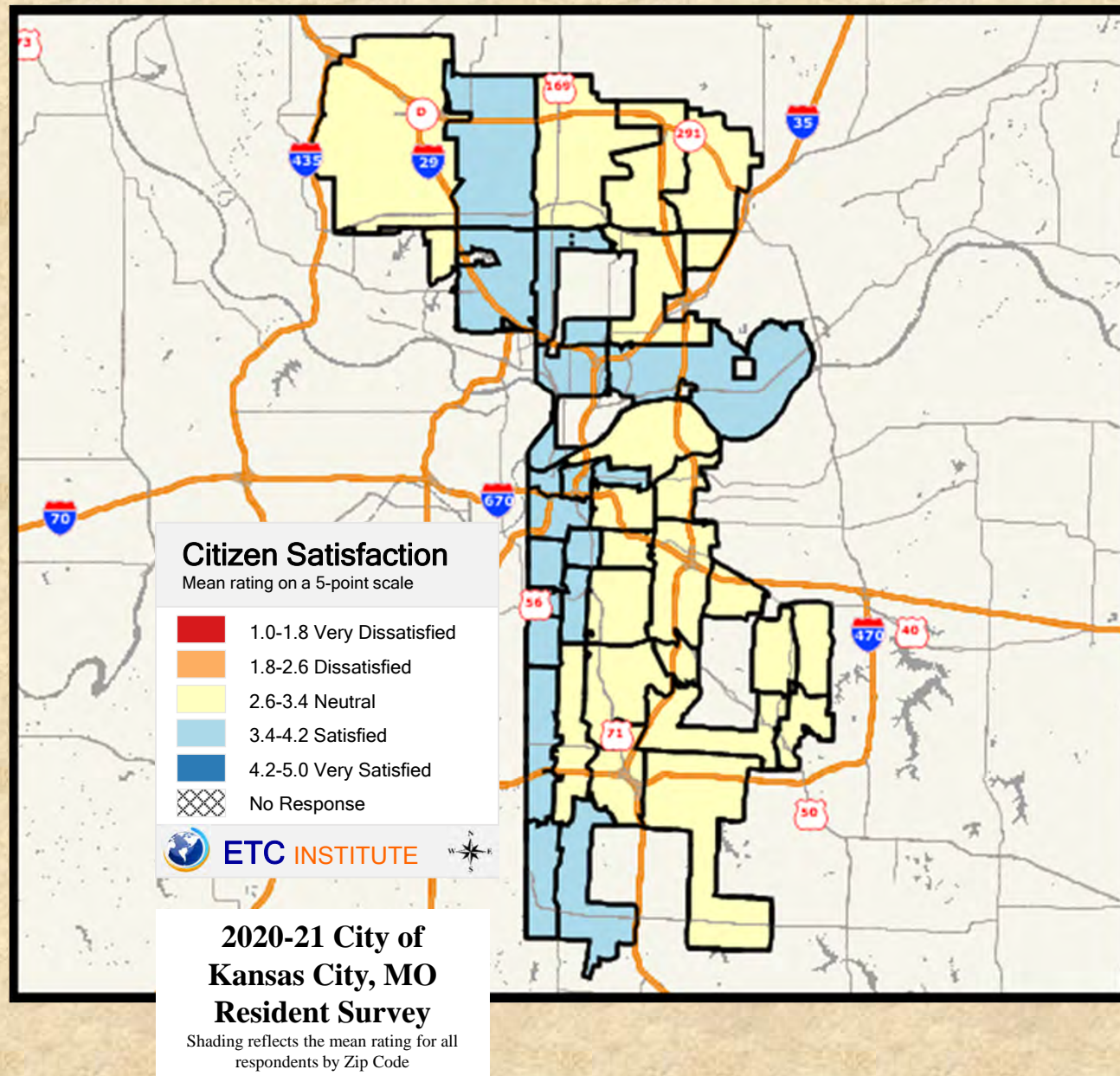




## Q2-2 Satisfaction with overall value received for City tax dollars and fees

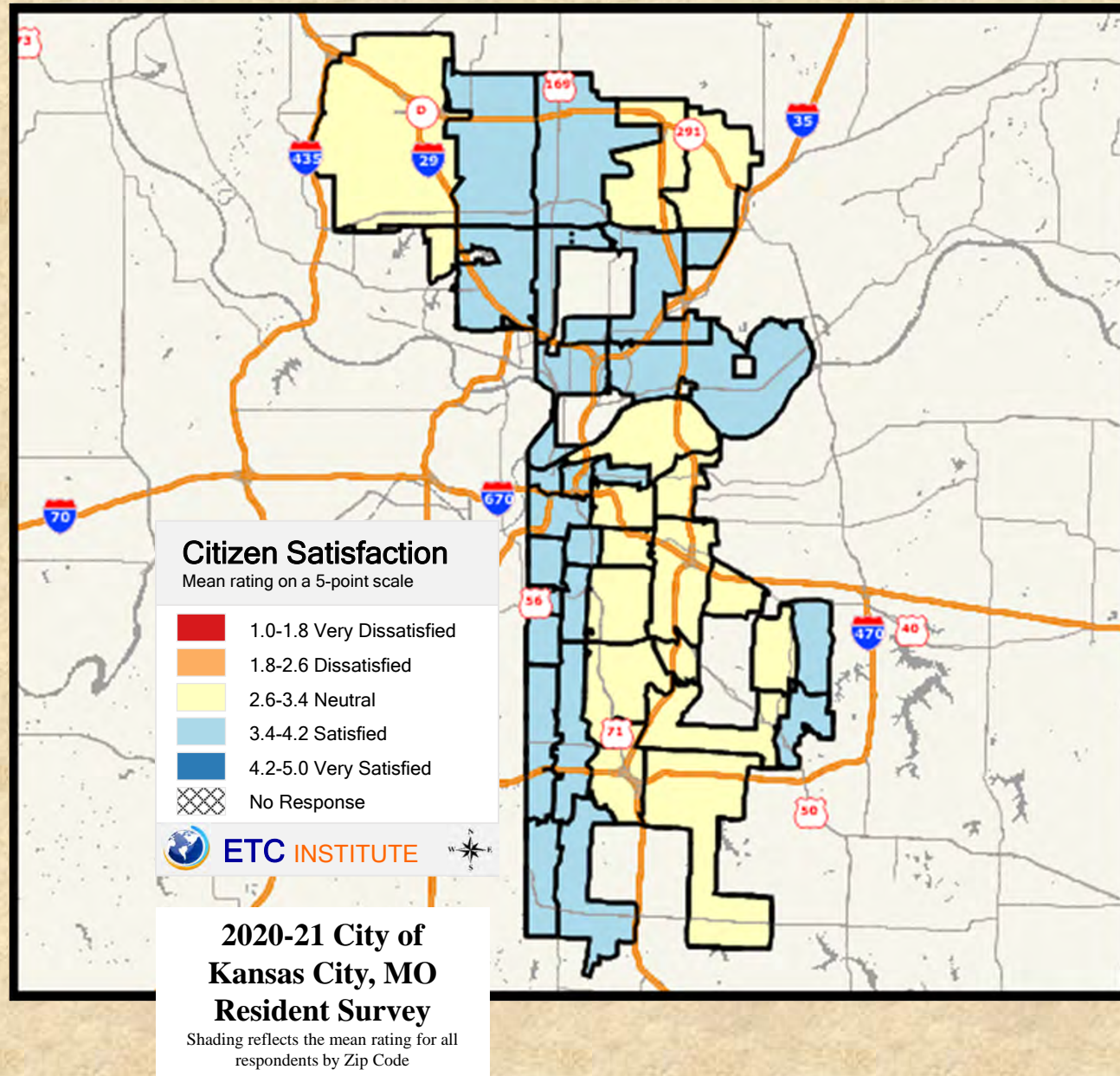


## Q2-3 Satisfaction with overall image of the City



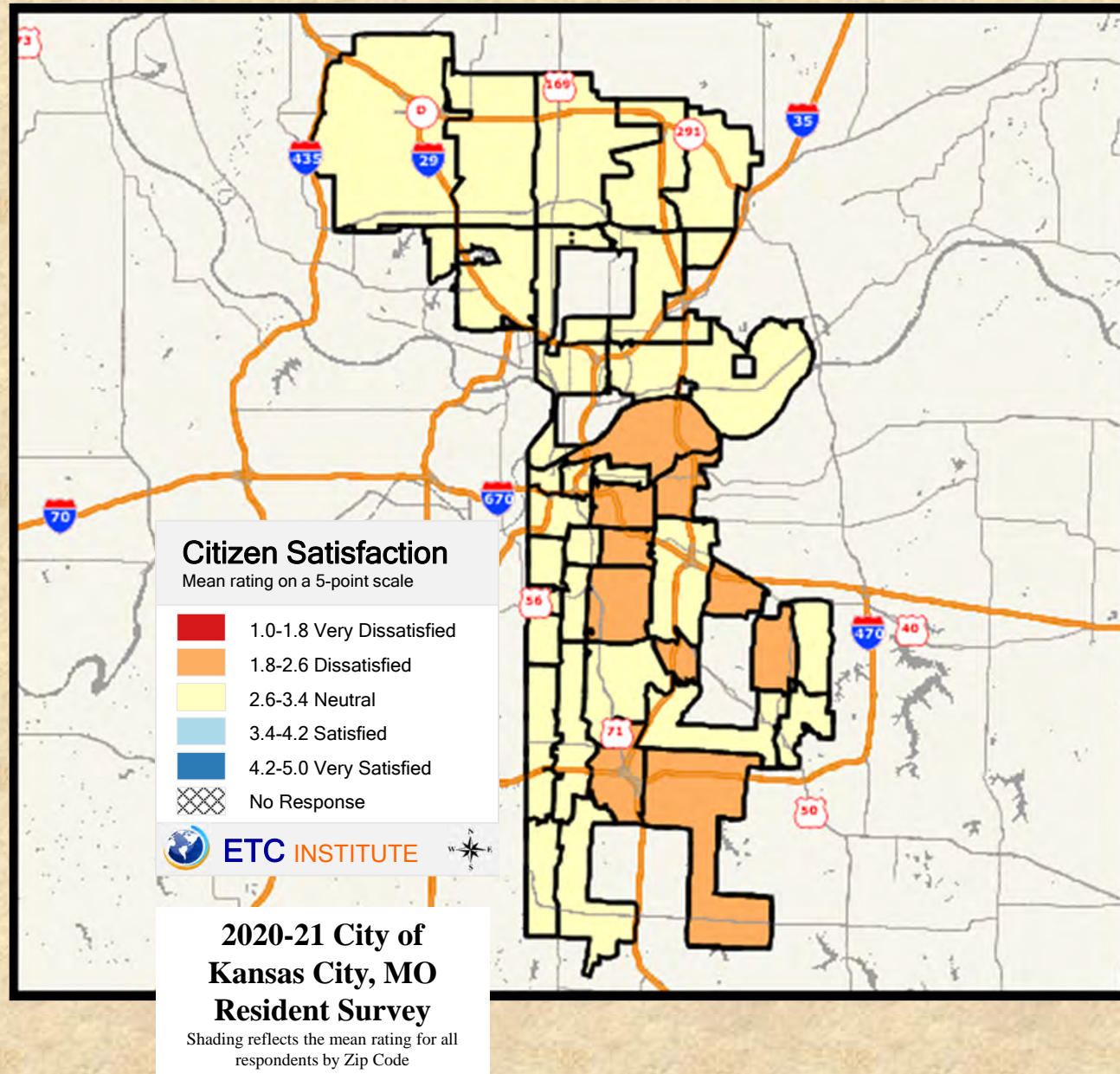


## Q2-4 Satisfaction with overall quality of life in the City

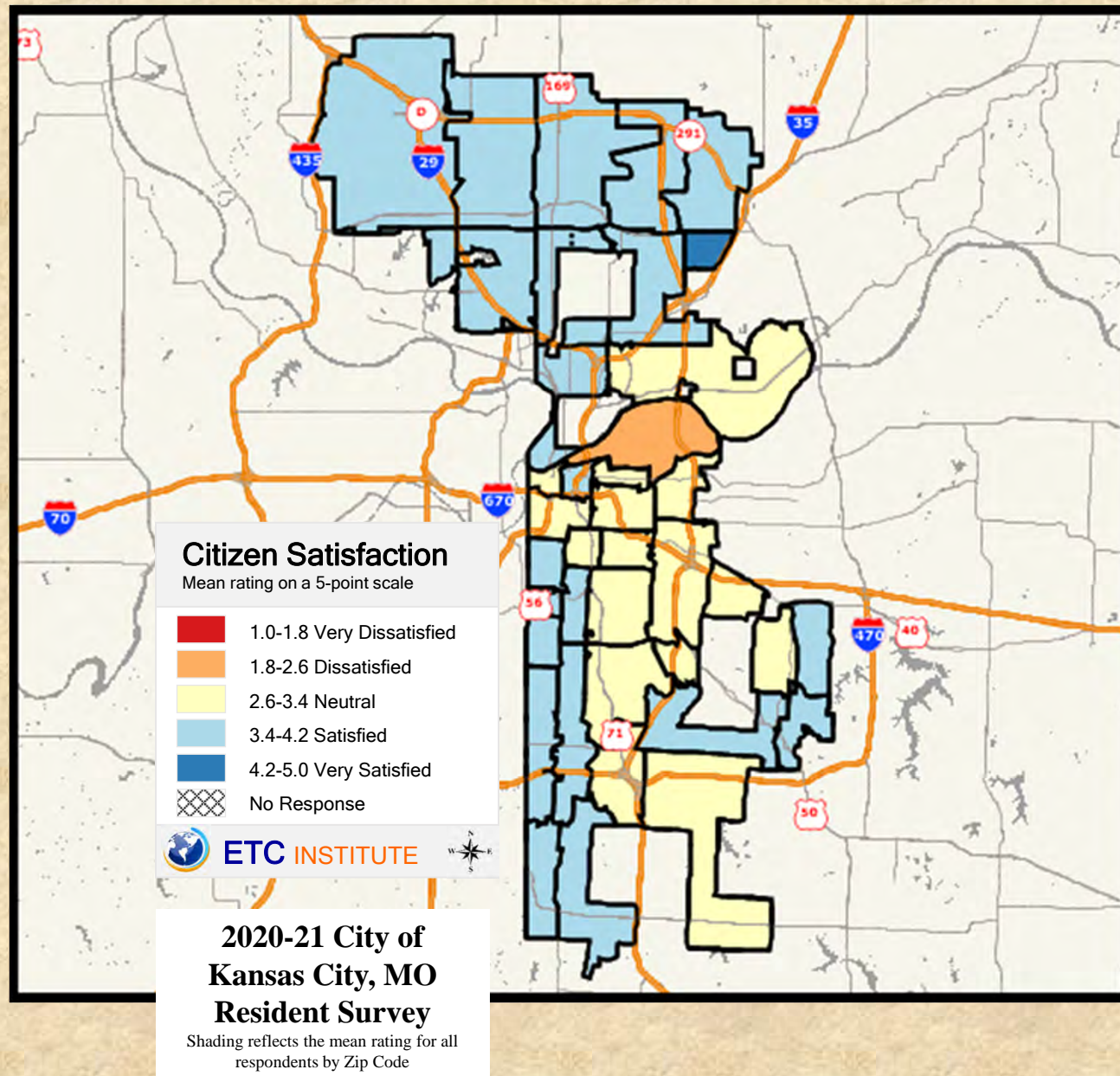




## Q2-5 Satisfaction with overall feeling of safety in the City

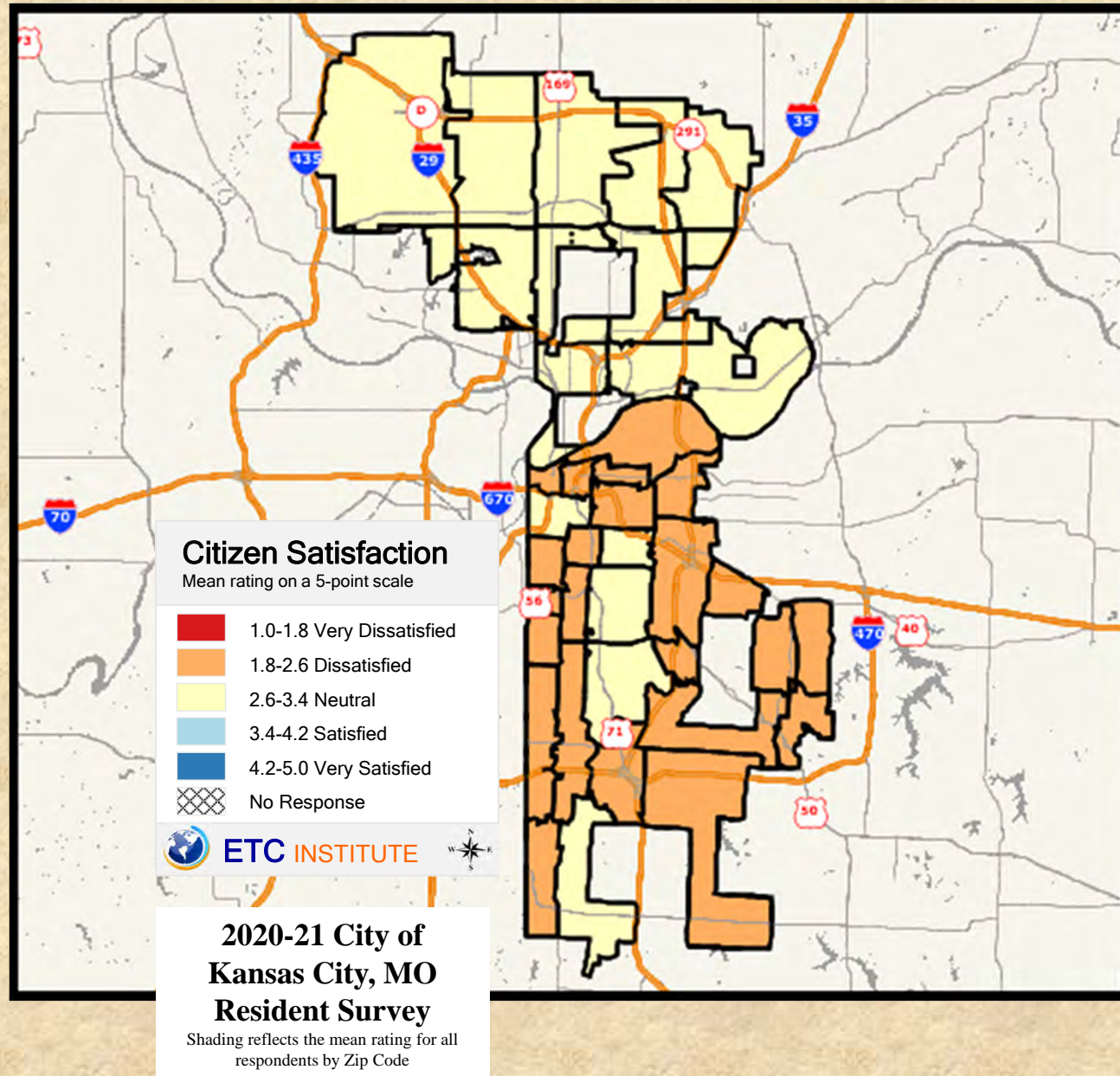


## Q2-6 Satisfaction with overall feeling of safety in neighborhoods



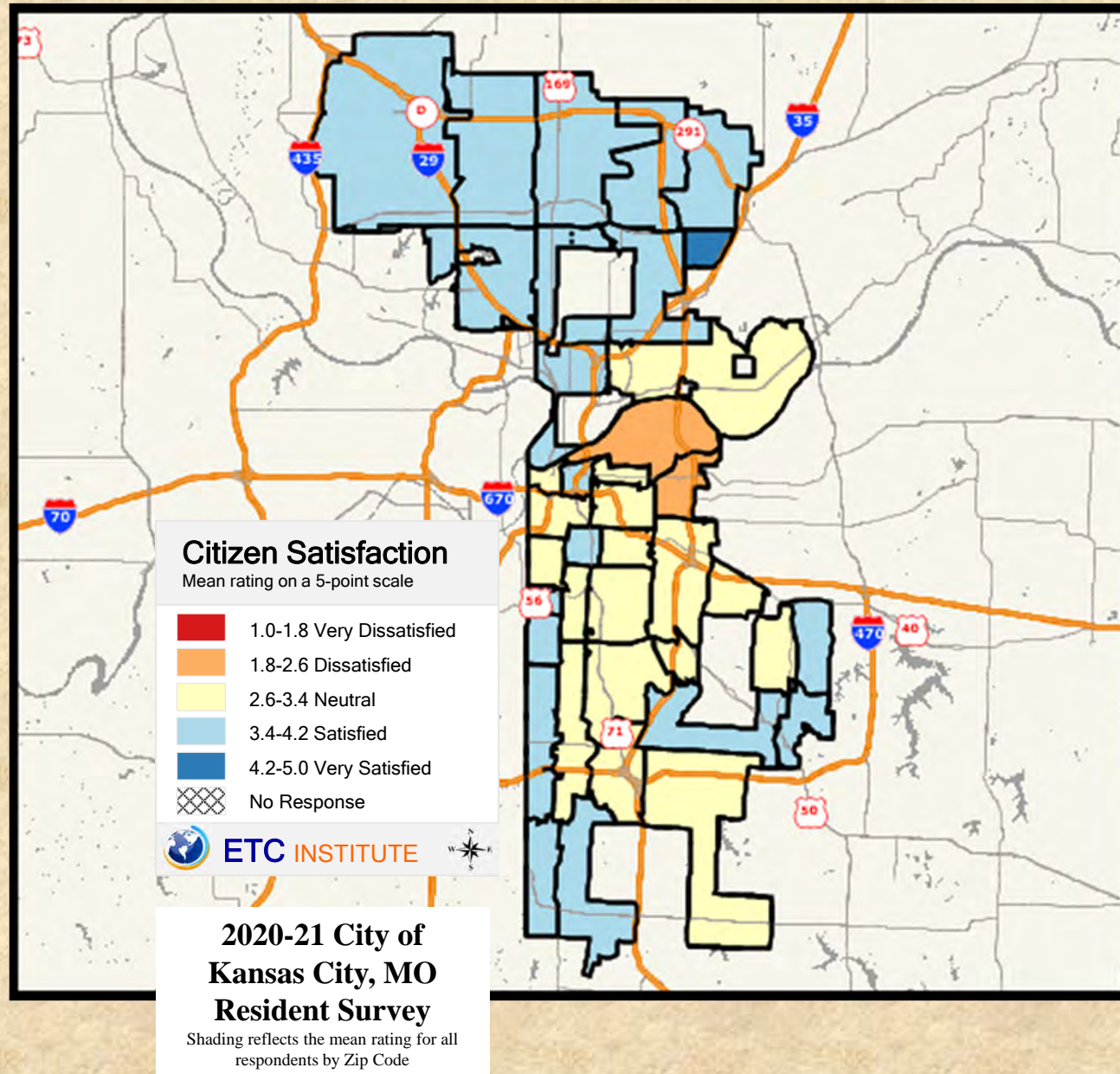


## Q2-7 Satisfaction with overall quality of education system within the City

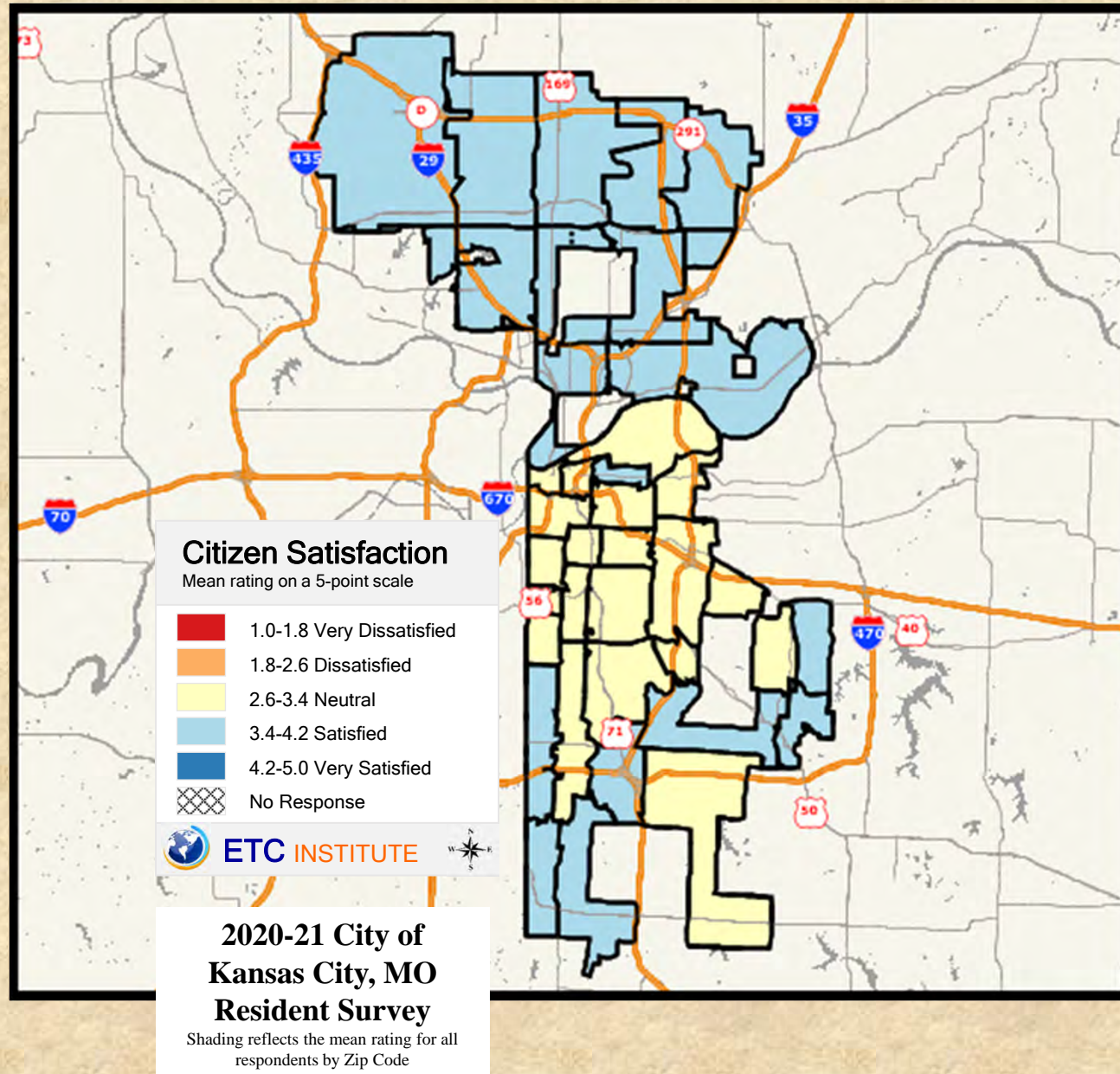




## Q2-8 Satisfaction with physical appearance of neighborhoods

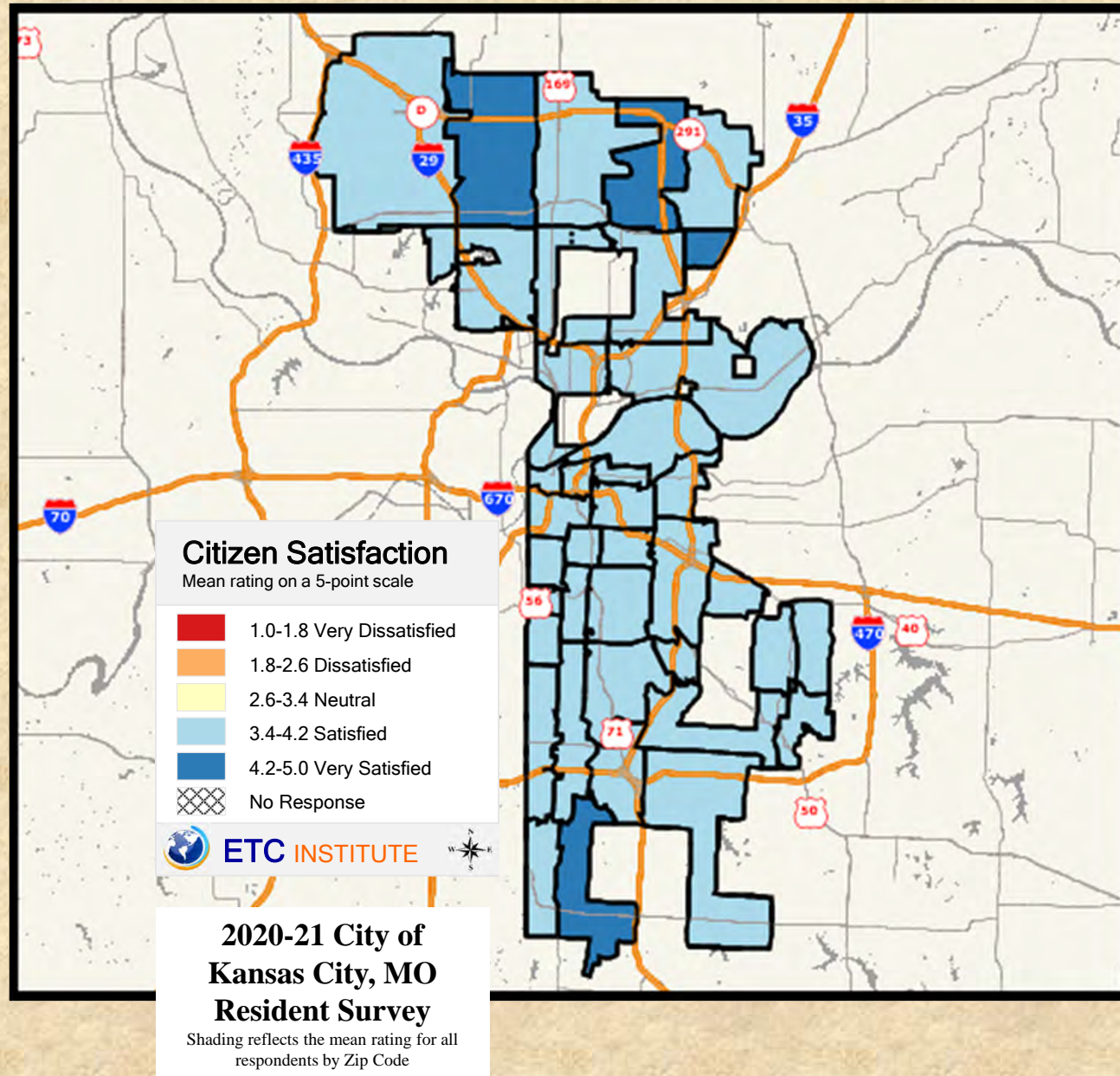


### Q3-01 Satisfaction with overall quality of police services



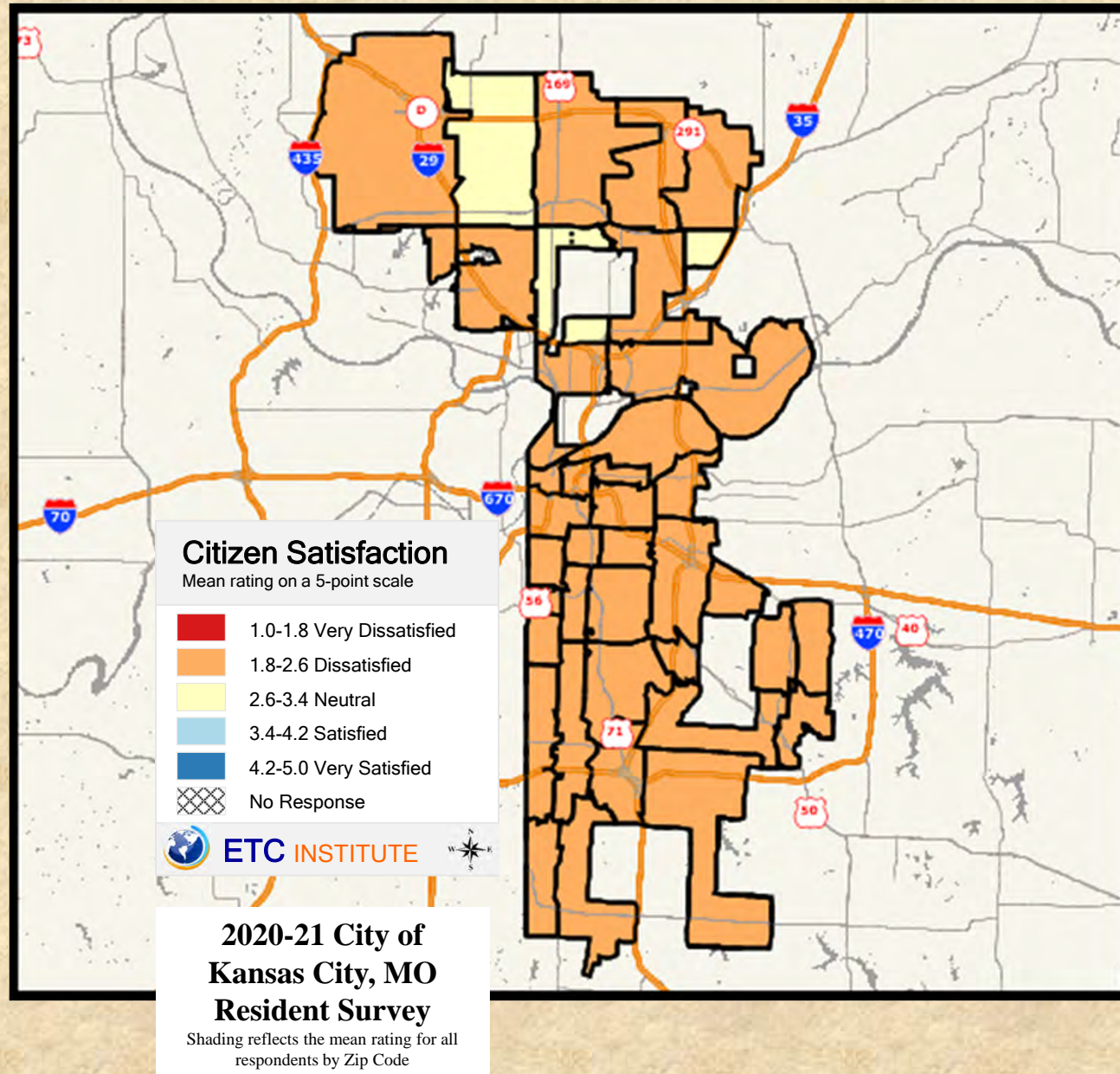


### Q3-02 Satisfaction with overall quality of fire and ambulance services

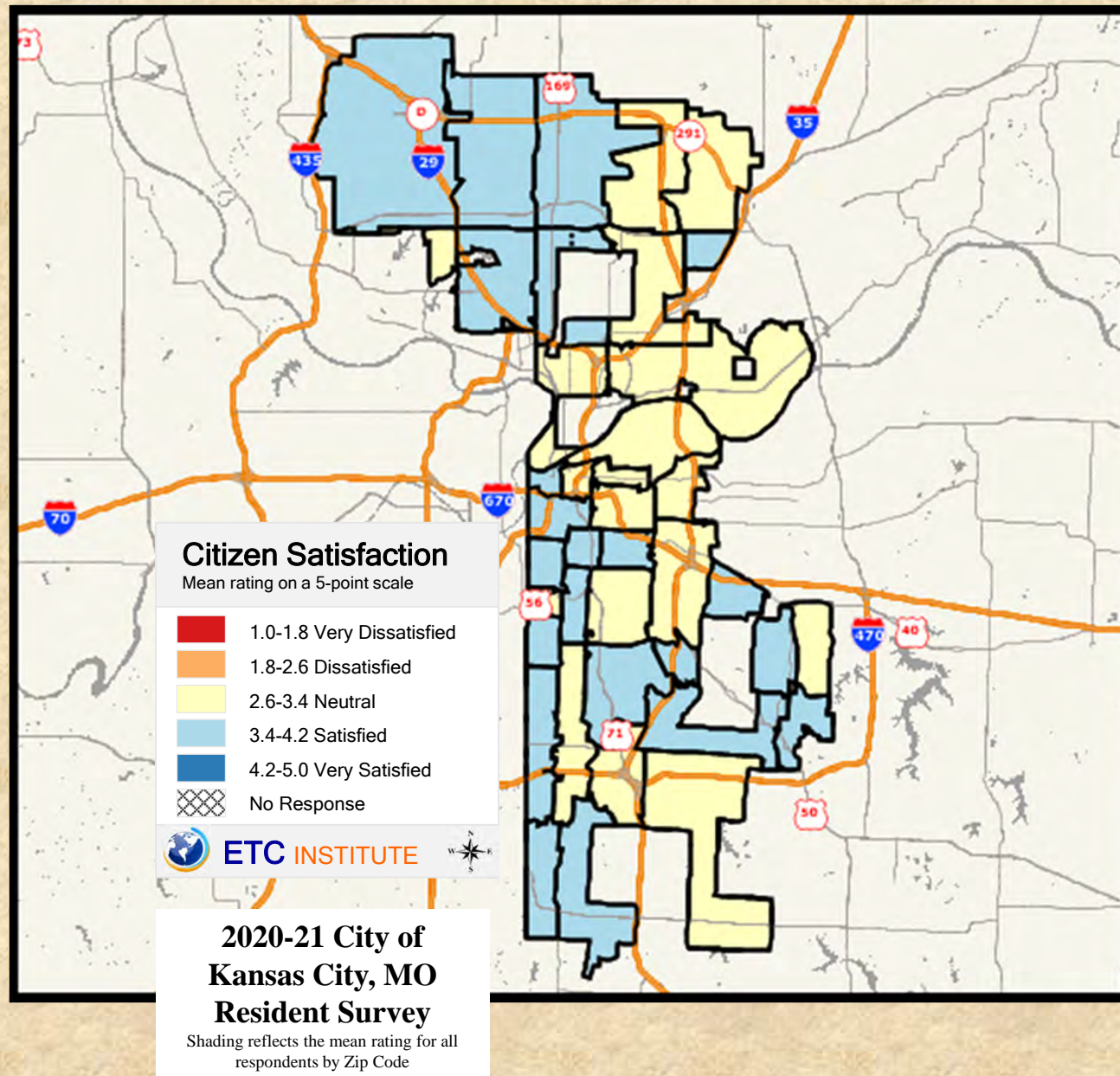




### Q3-03 Satisfaction with overall maintenance of city streets, sidewalks, and infrastructure

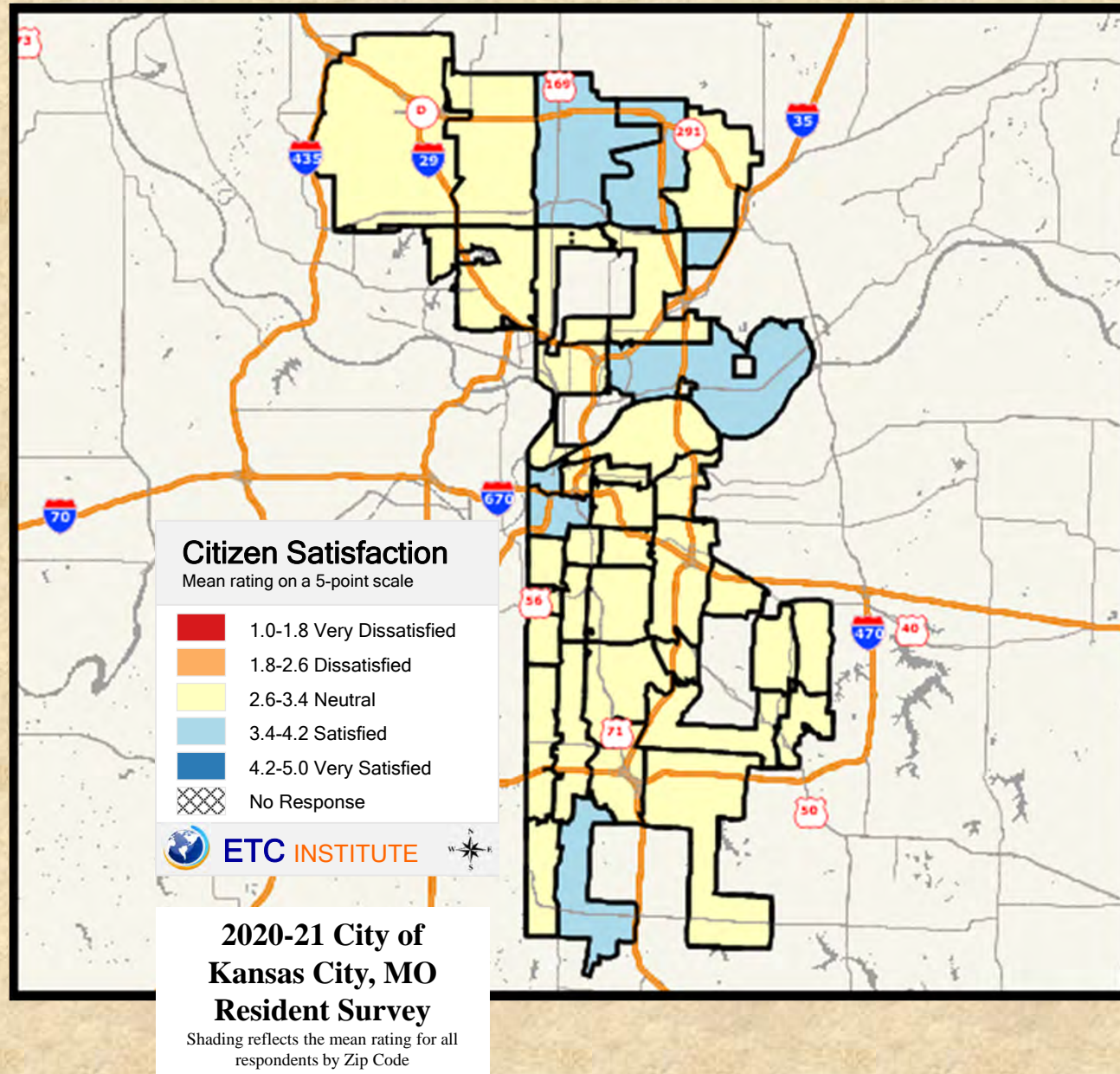


## Q3-04 Satisfaction with overall quality of solid waste services

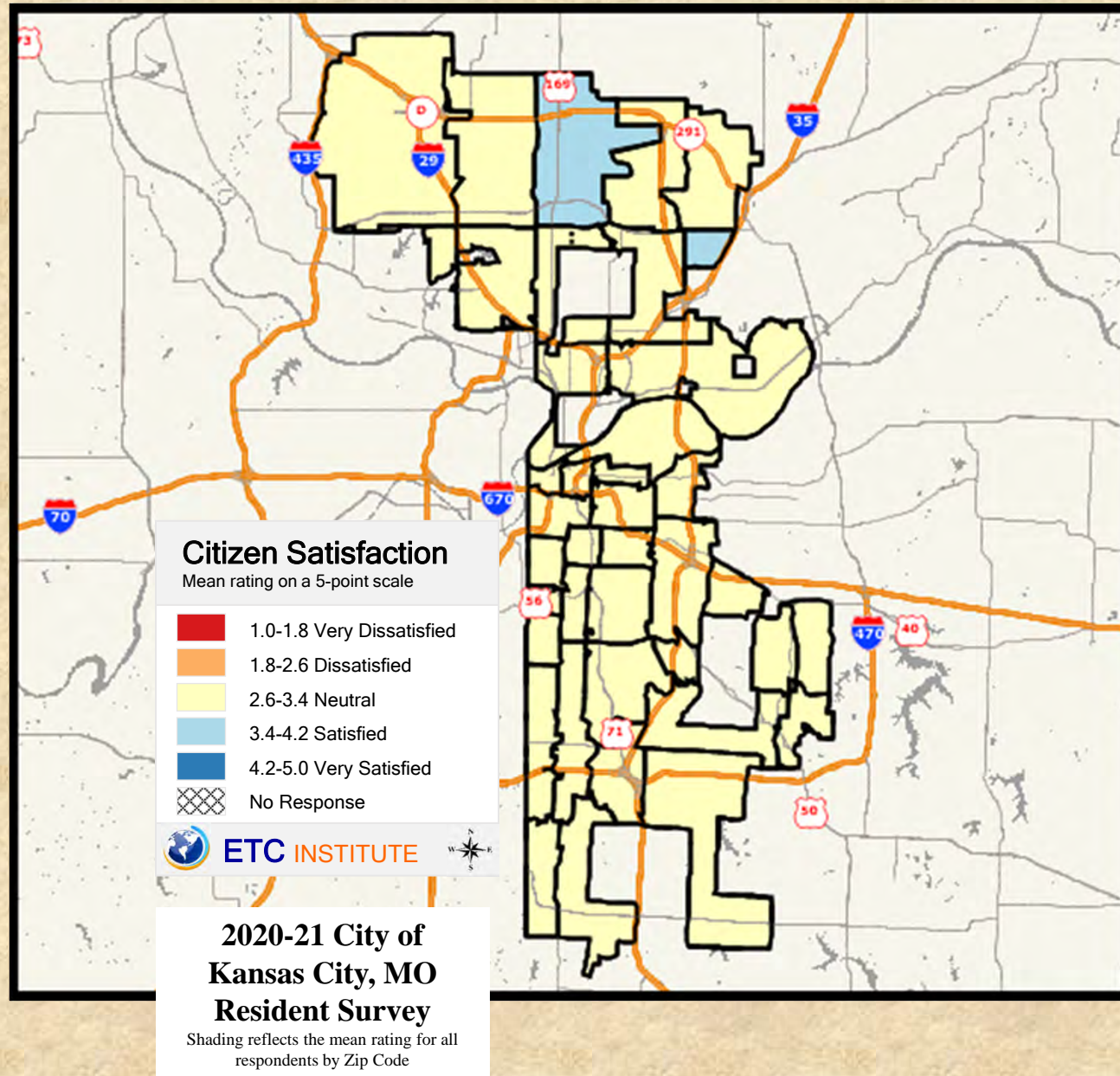




## Q3-05 Satisfaction with overall quality of City water utilities

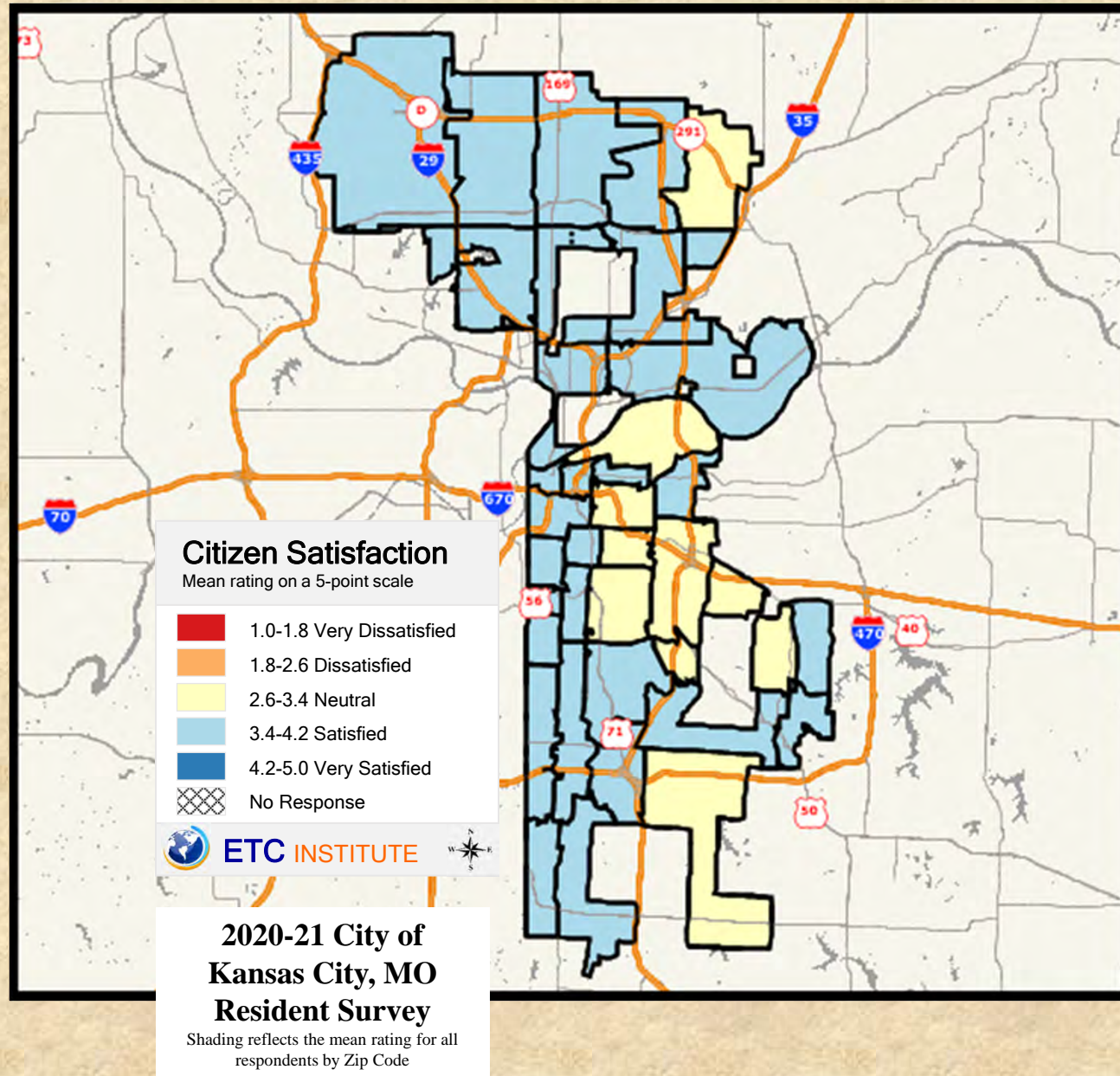


### Q3-06 Satisfaction with overall quality of neighborhood services

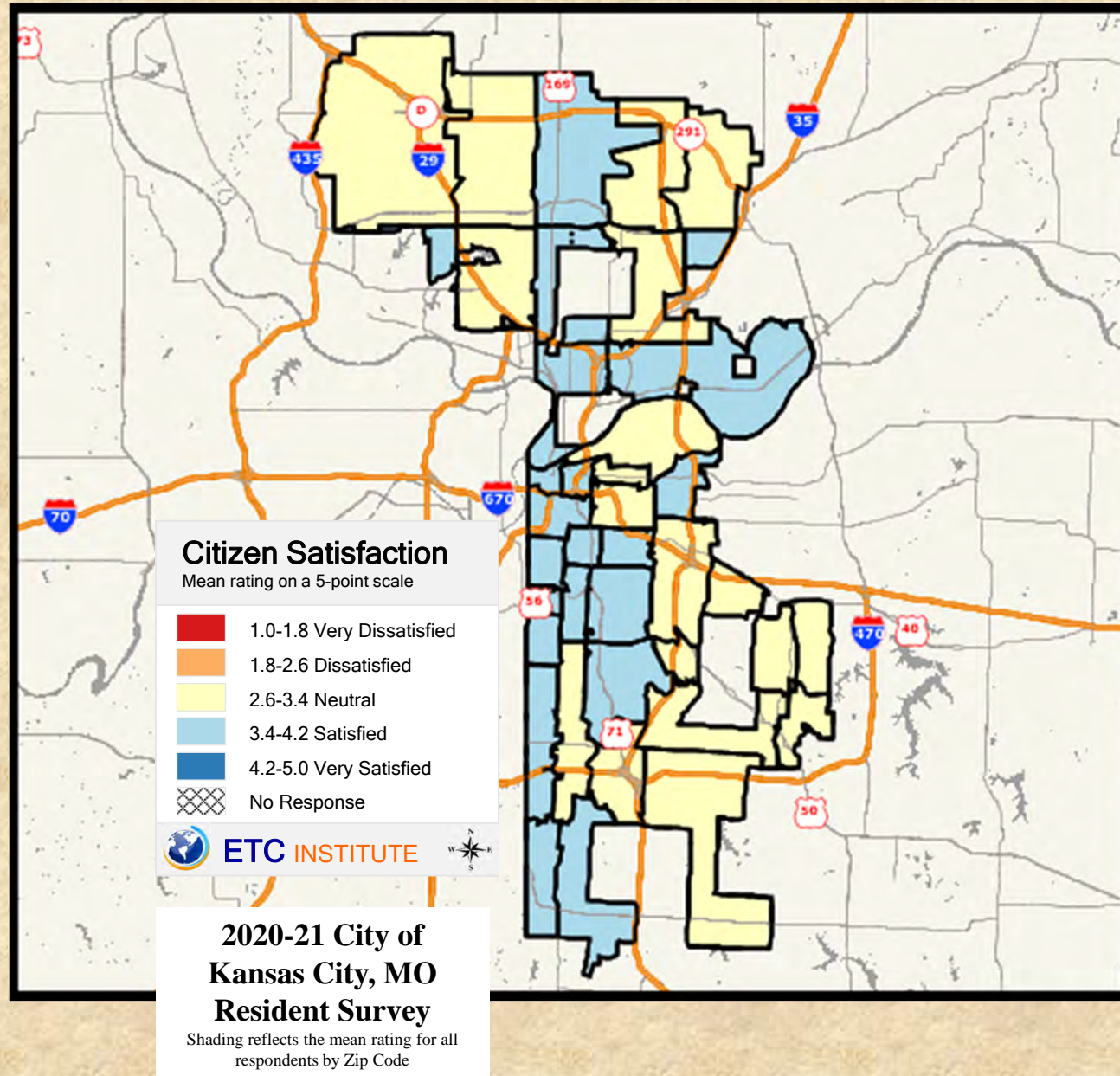




# Q3-07 Satisfaction with overall quality of City parks and recreation programs and facilities

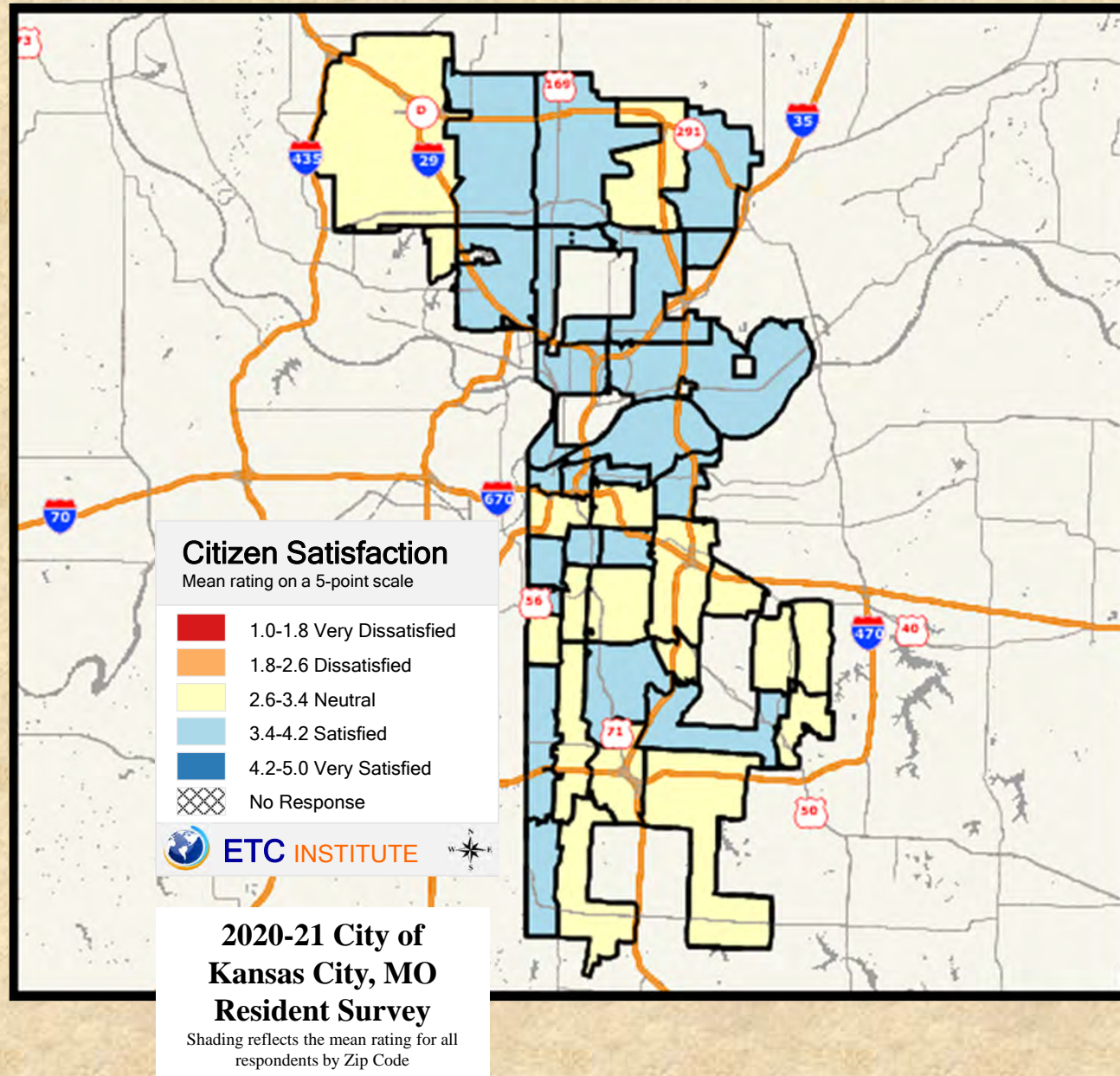


### Q3-08 Satisfaction with overall quality of Health Department services

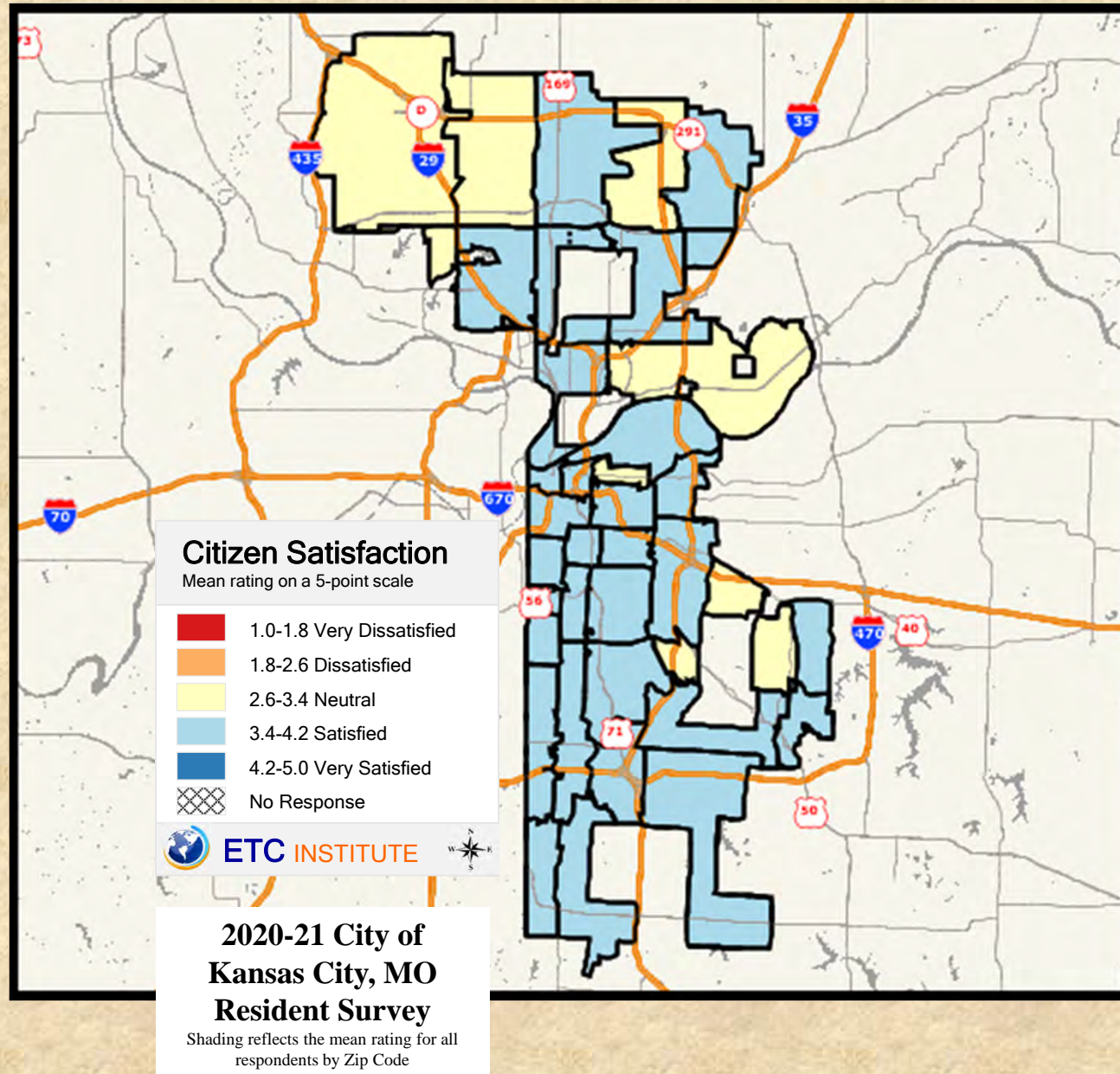




## Q3-09 Satisfaction with overall quality of airport facilities

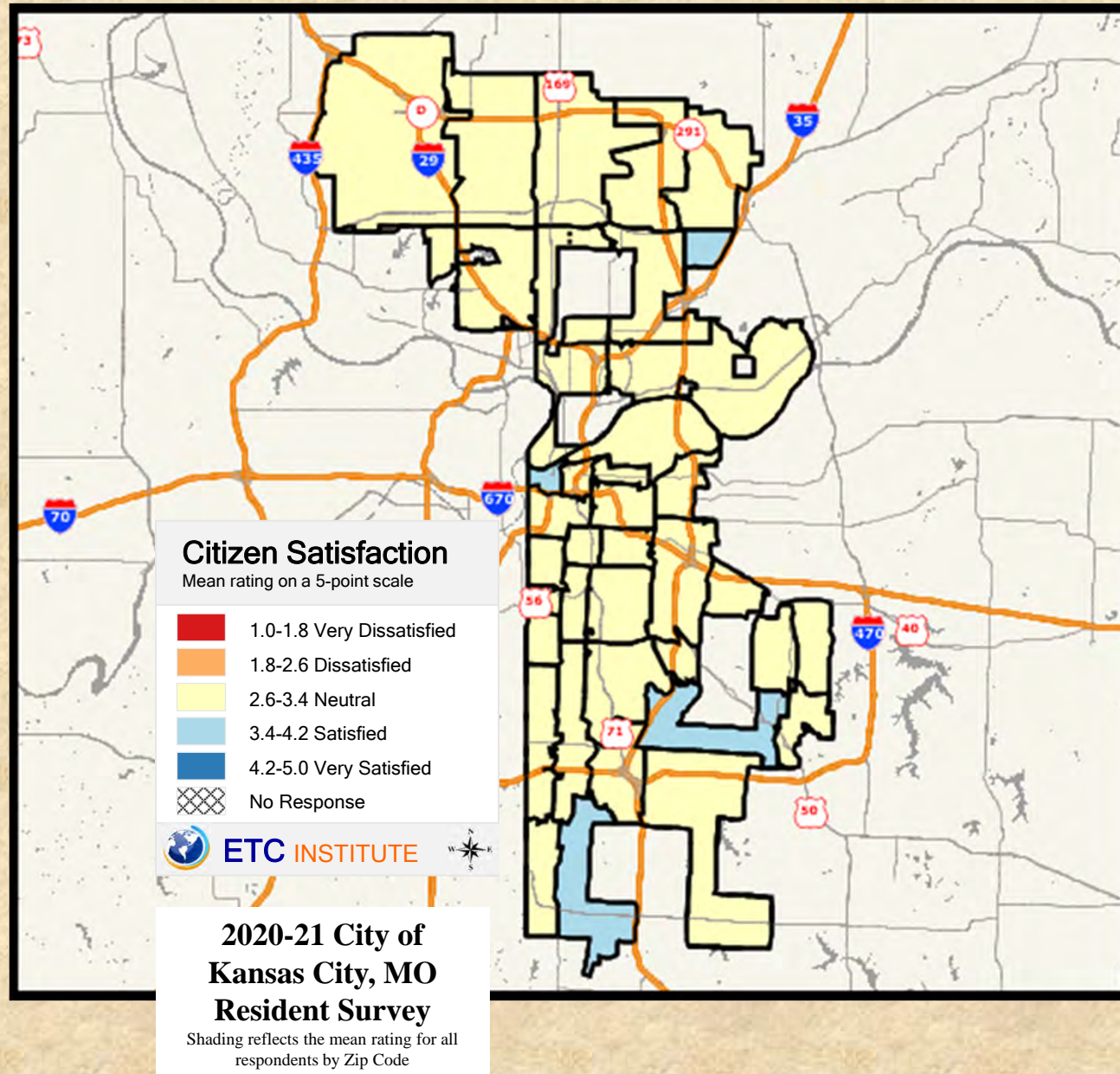


## Q3-10 Satisfaction with overall quality of the city's 311 service

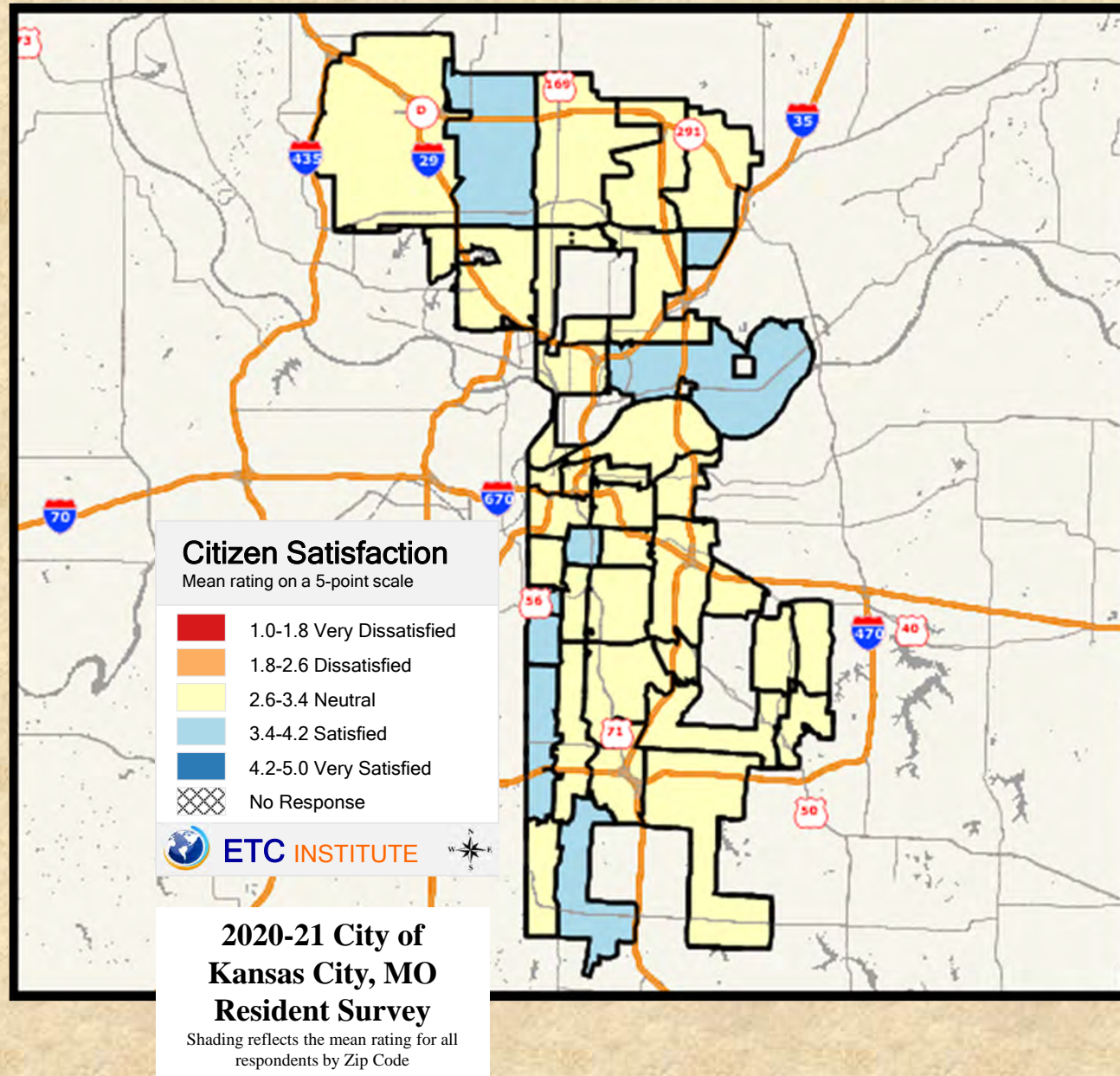




## Q3-11 Satisfaction with overall quality of municipal court services

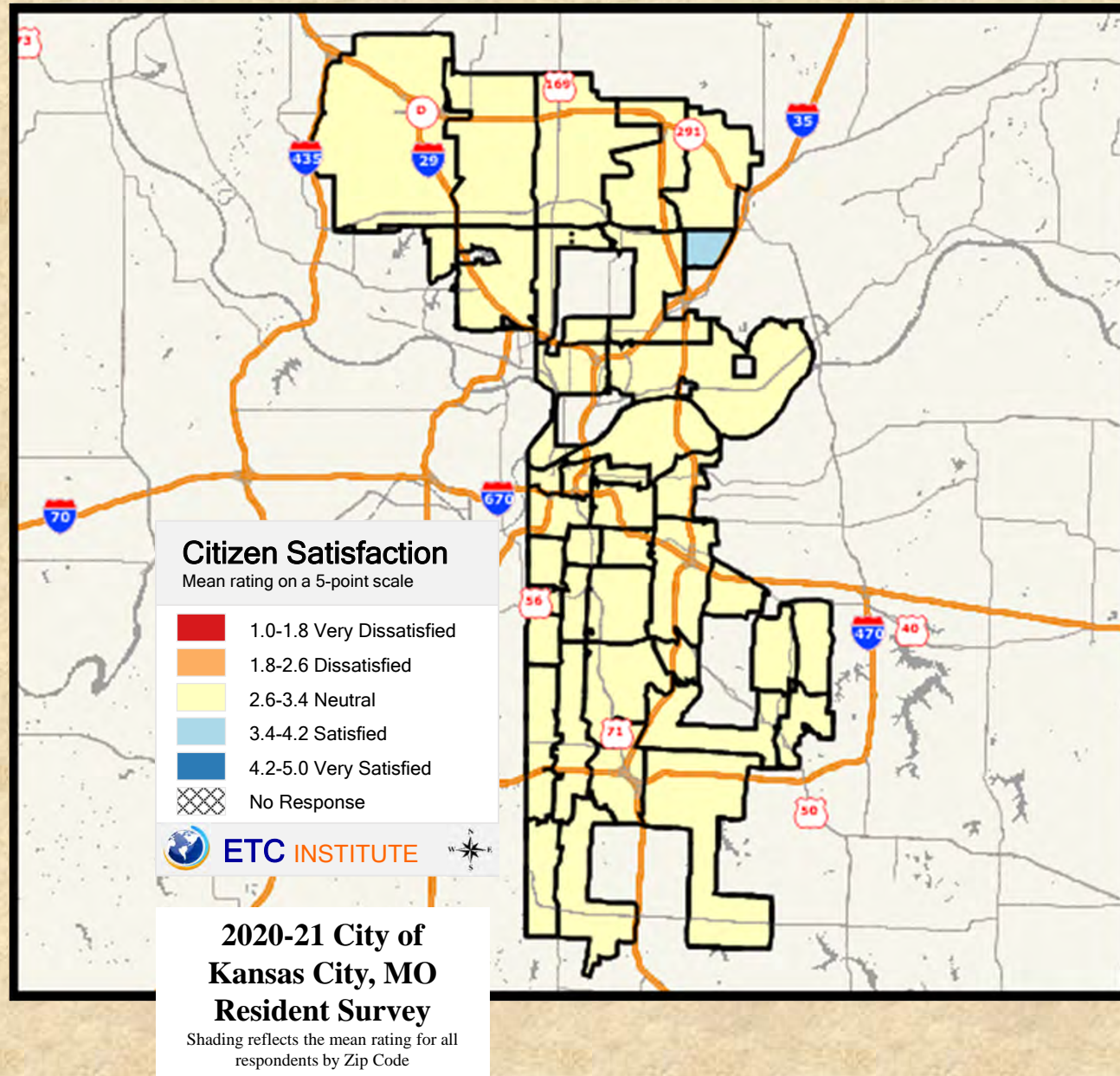


# Q3-12 Satisfaction with overall quality of customer service received from city employees

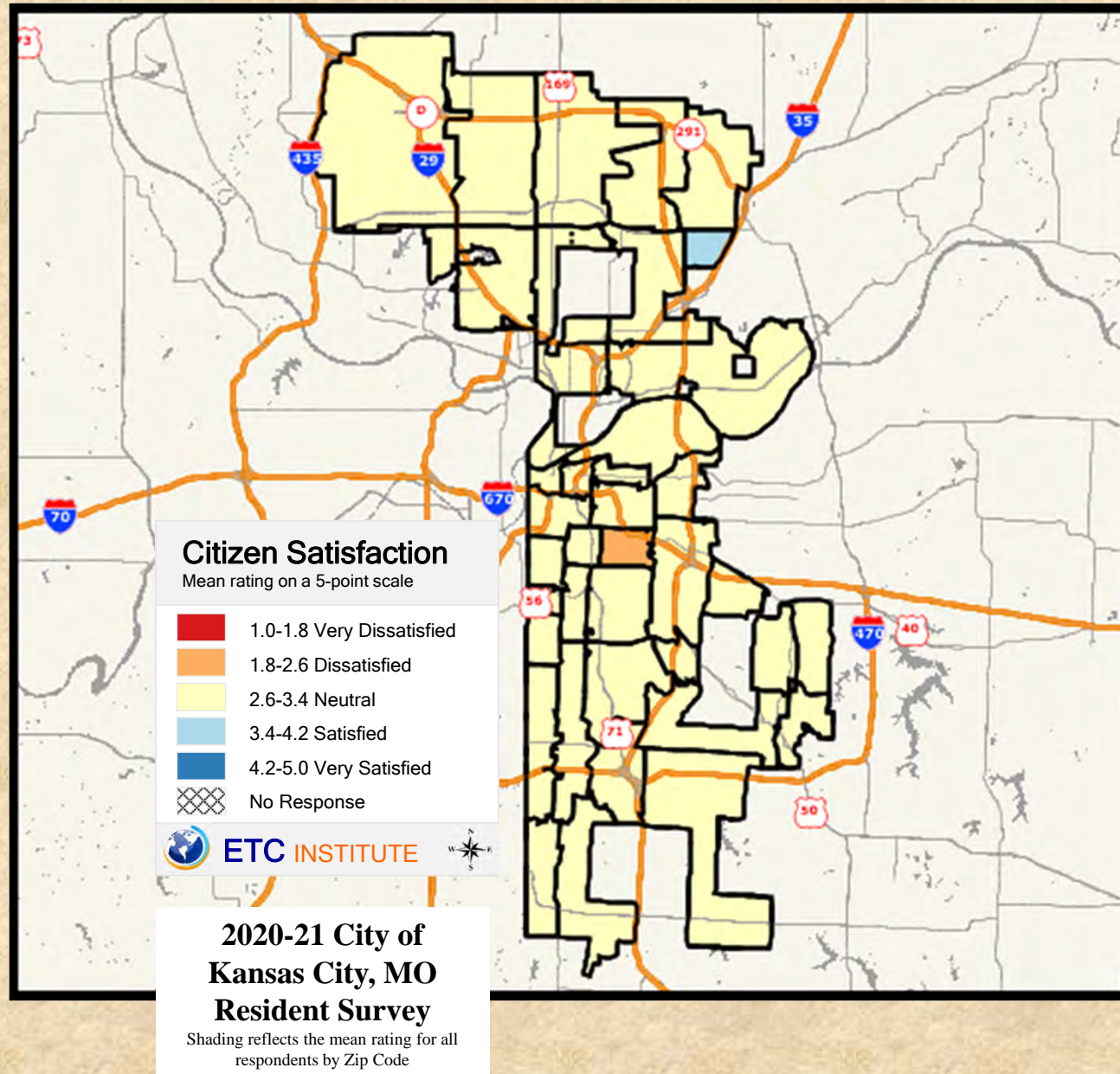




# Q3-13 Satisfaction with overall effectiveness of city communication with the public

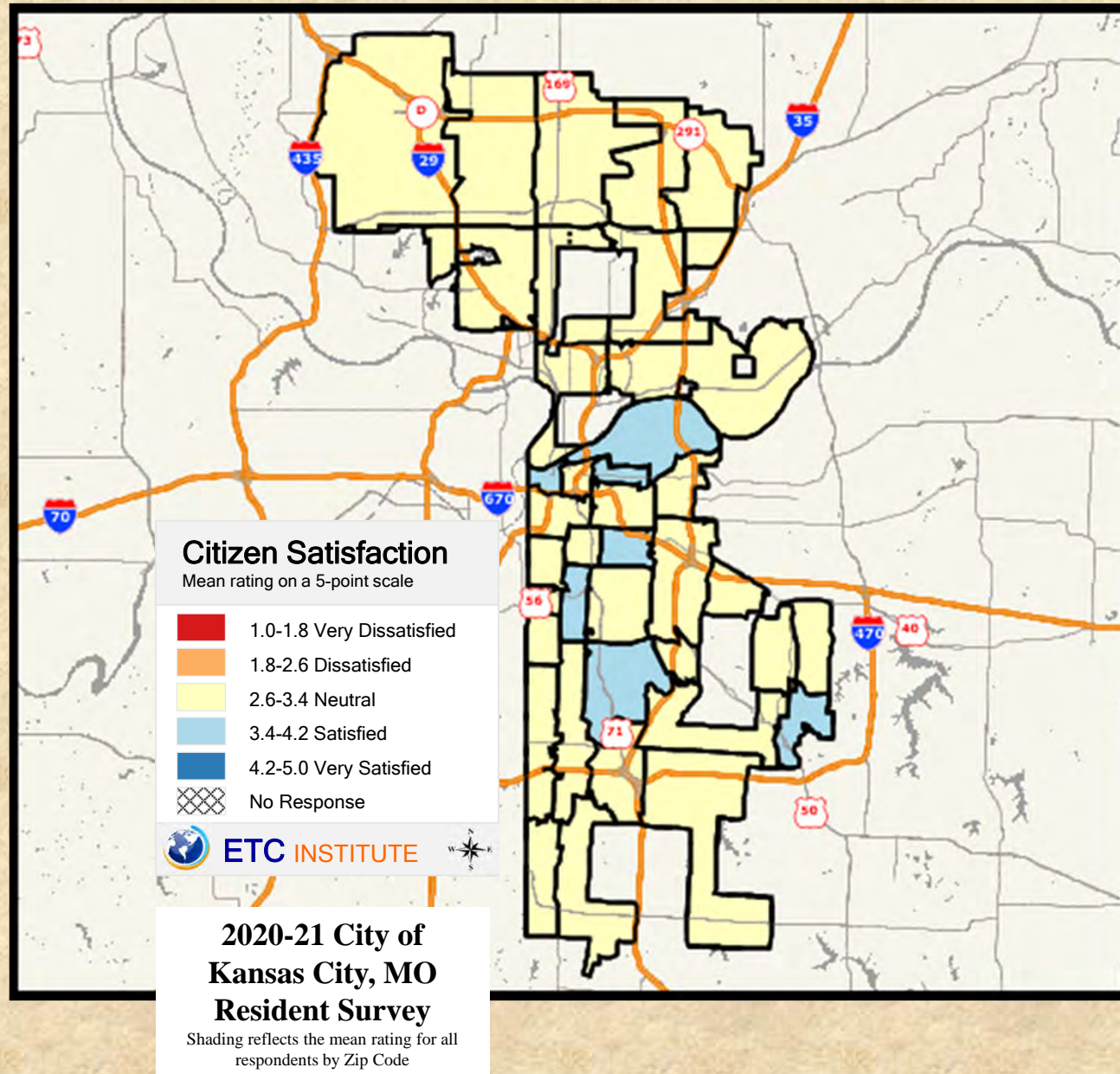


### Q3-14 Satisfaction with overall quality of the City stormwater runoff/ stormwater management system

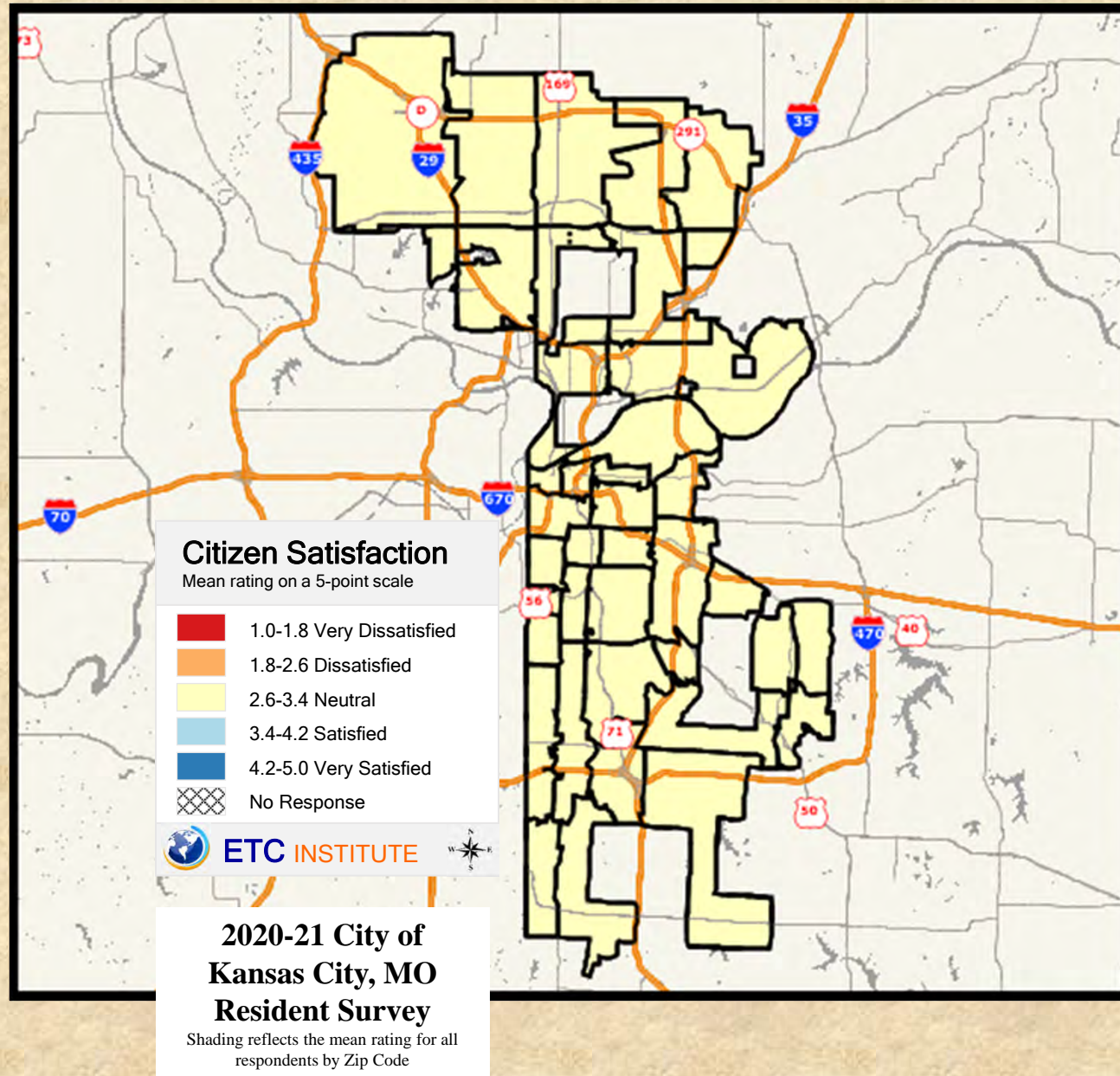




## Q3-15 Satisfaction with overall quality of public transportation

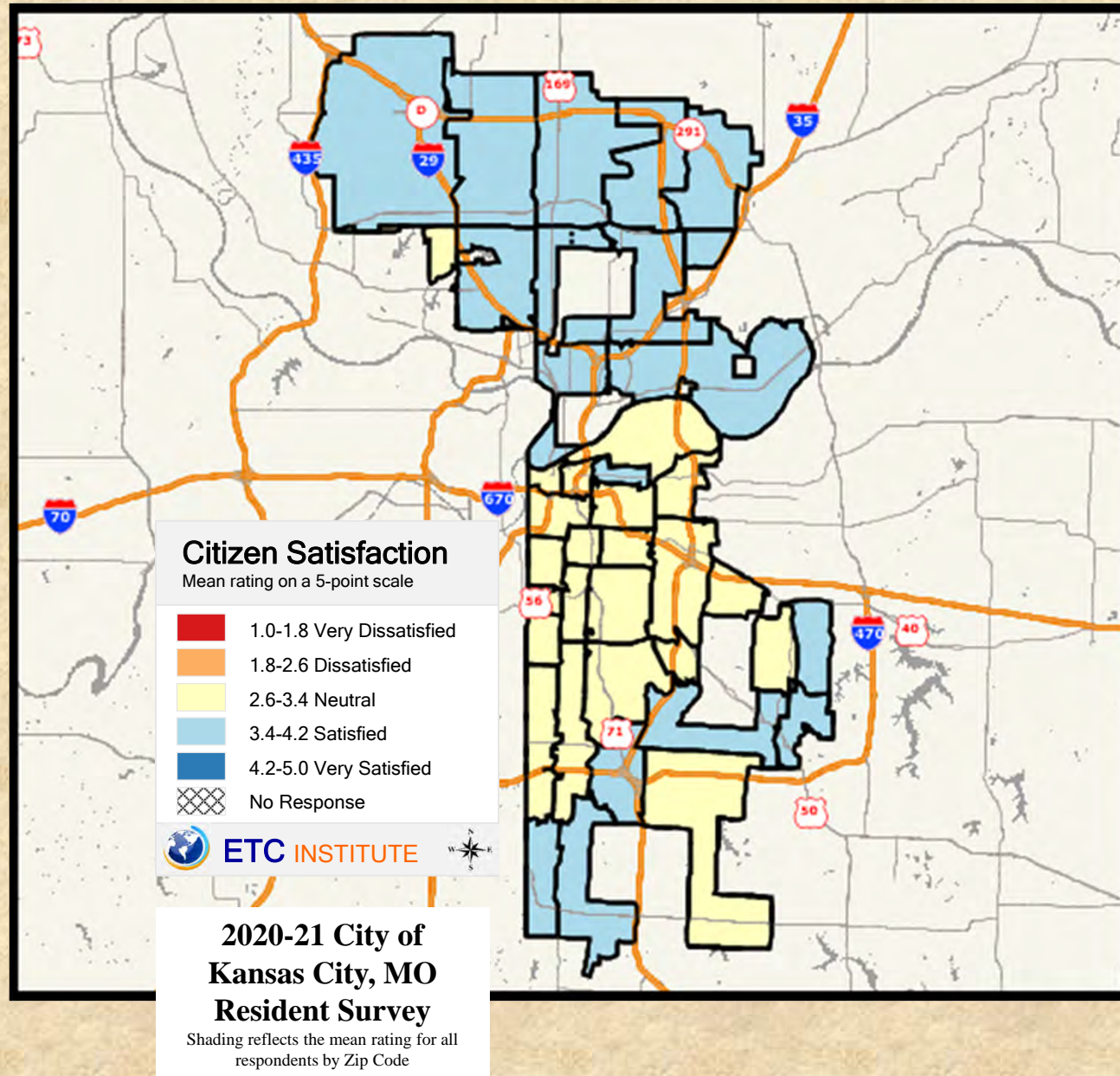


## Q3-16 Satisfaction with City Planning & Development services

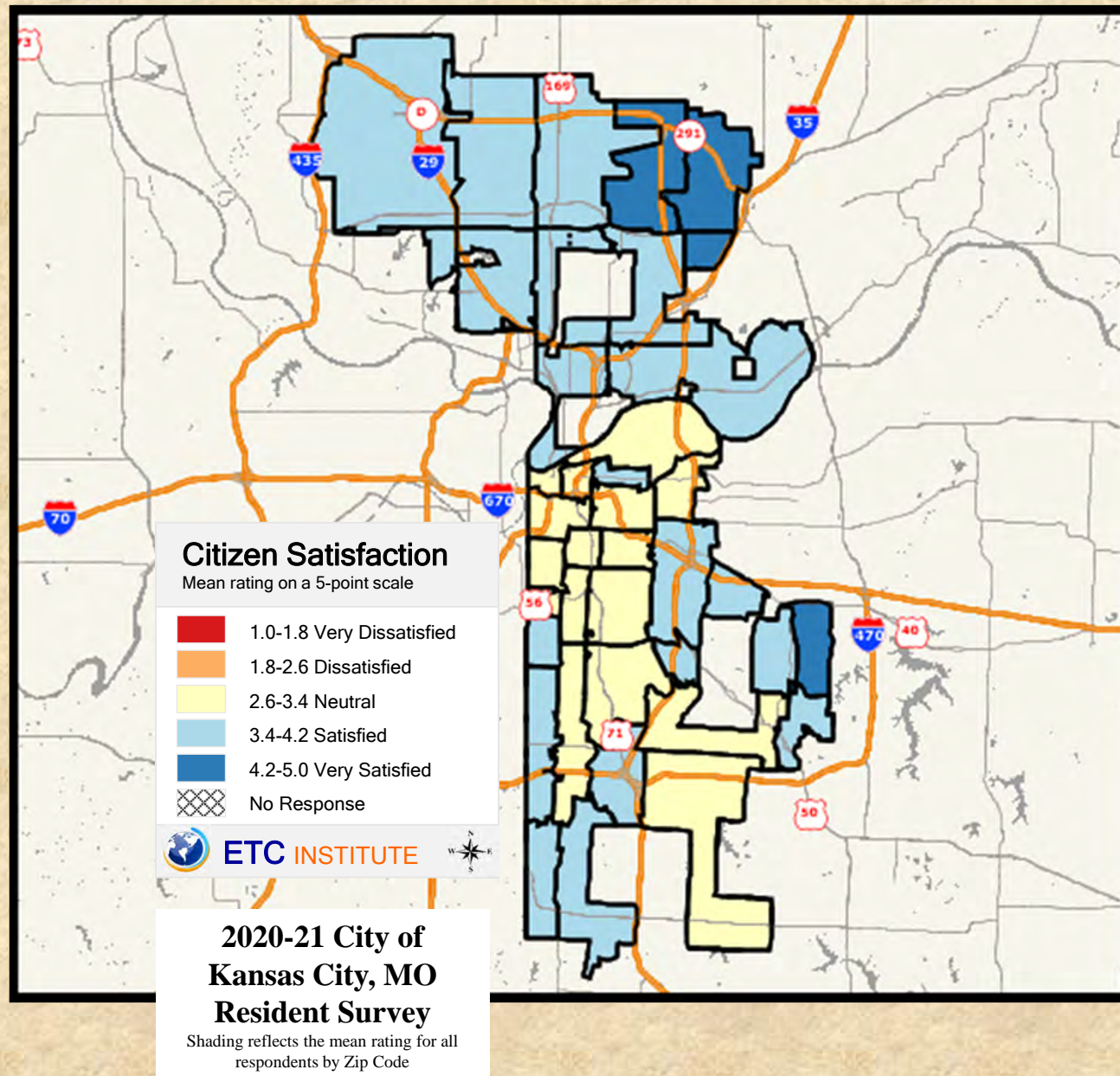




## Q5-1 Satisfaction with effectiveness of local police protection

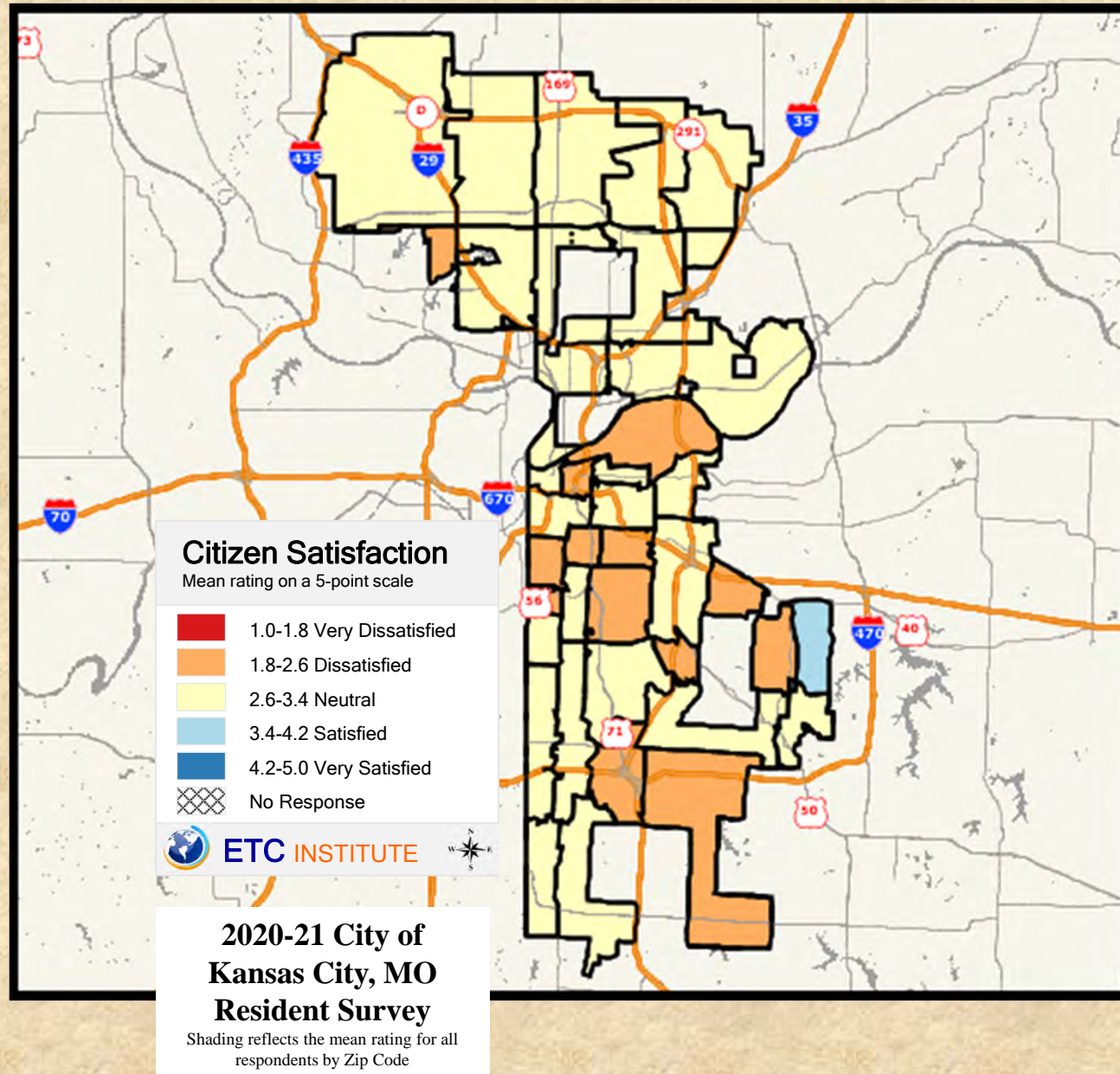


## Q5-2 Satisfaction with the relationship between neighborhood and the police

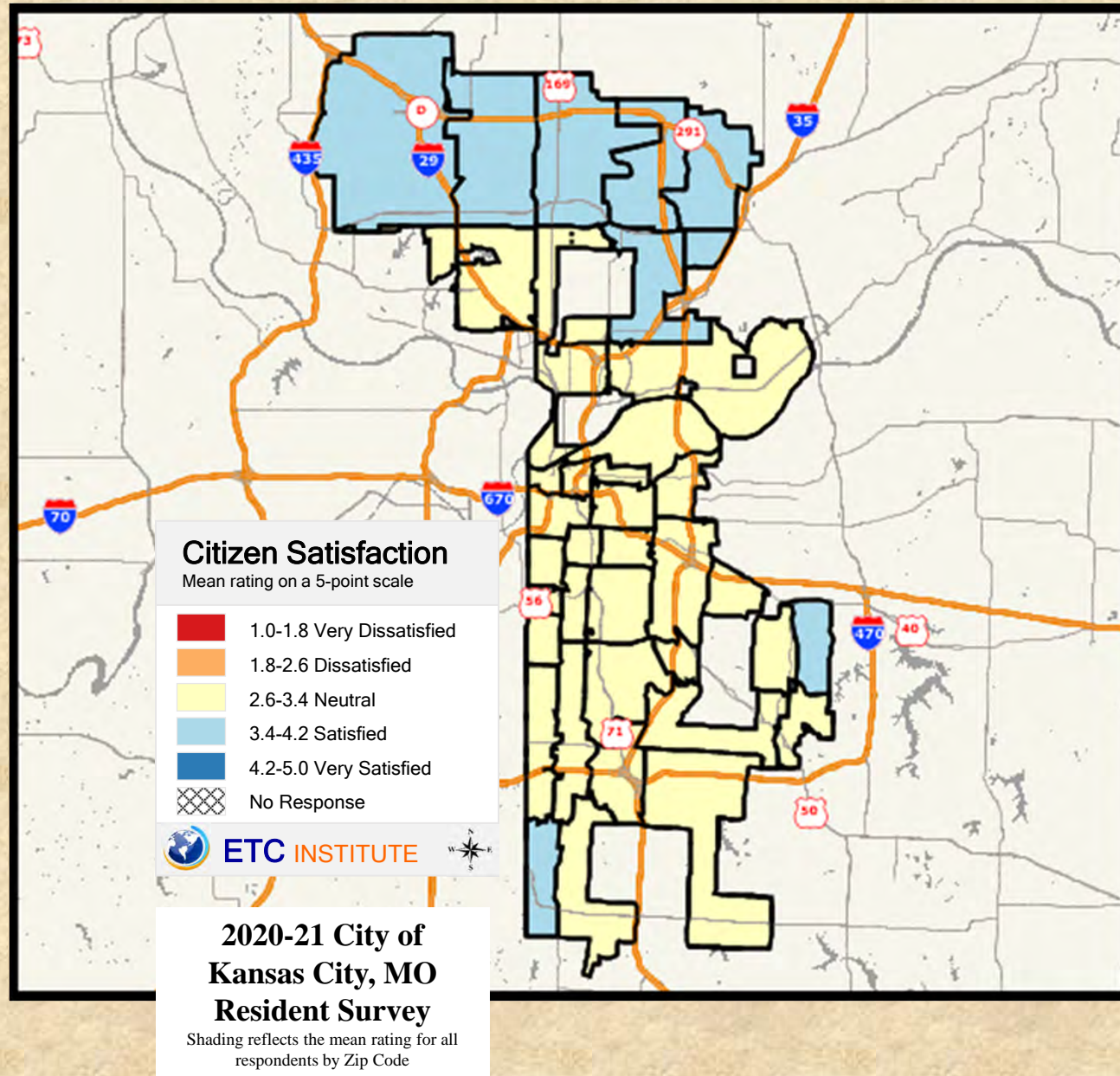




## Q5-3 Satisfaction with the city's overall efforts to prevent crime

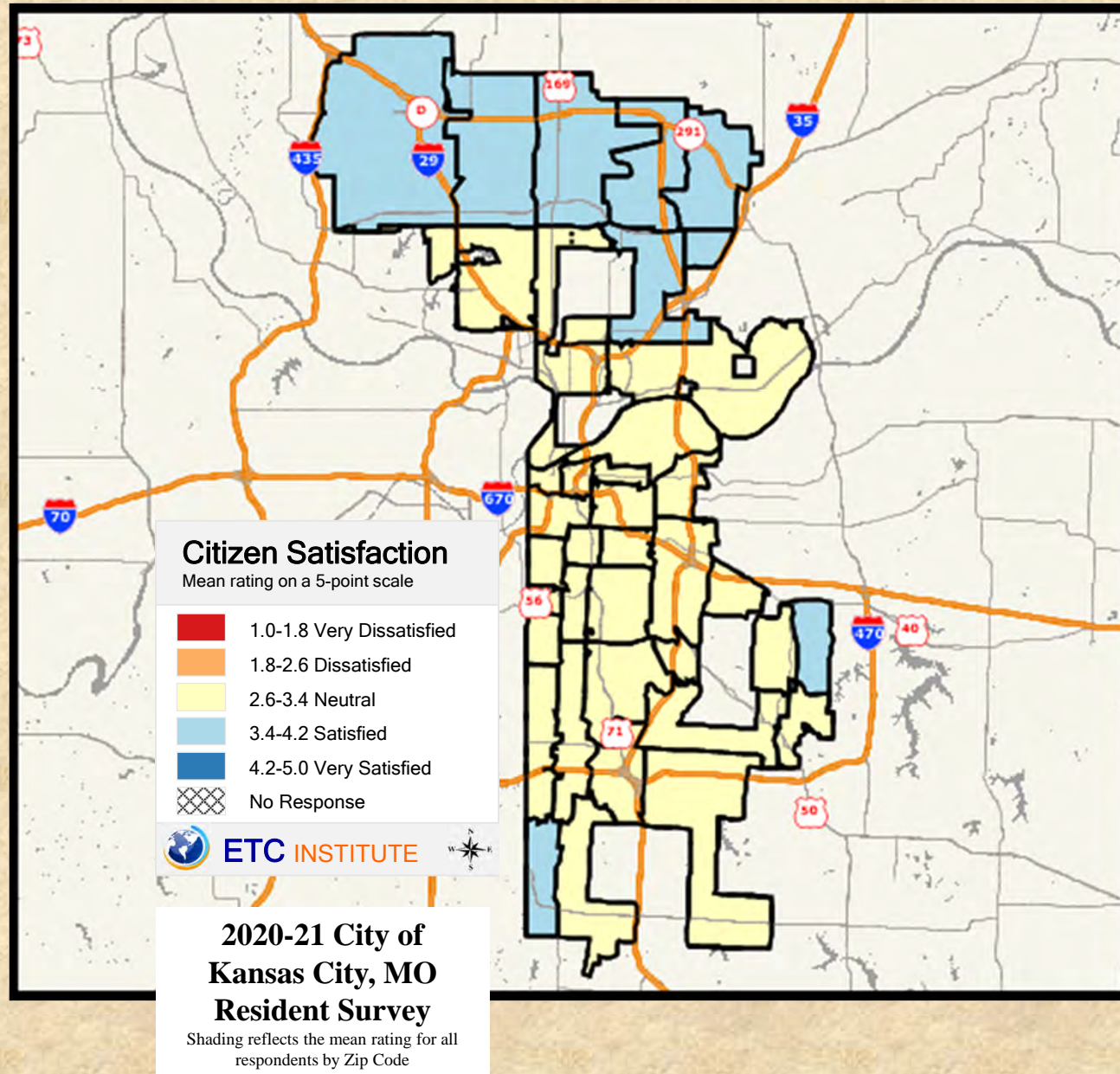


## Q5-4 Satisfaction with enforcement of local traffic laws

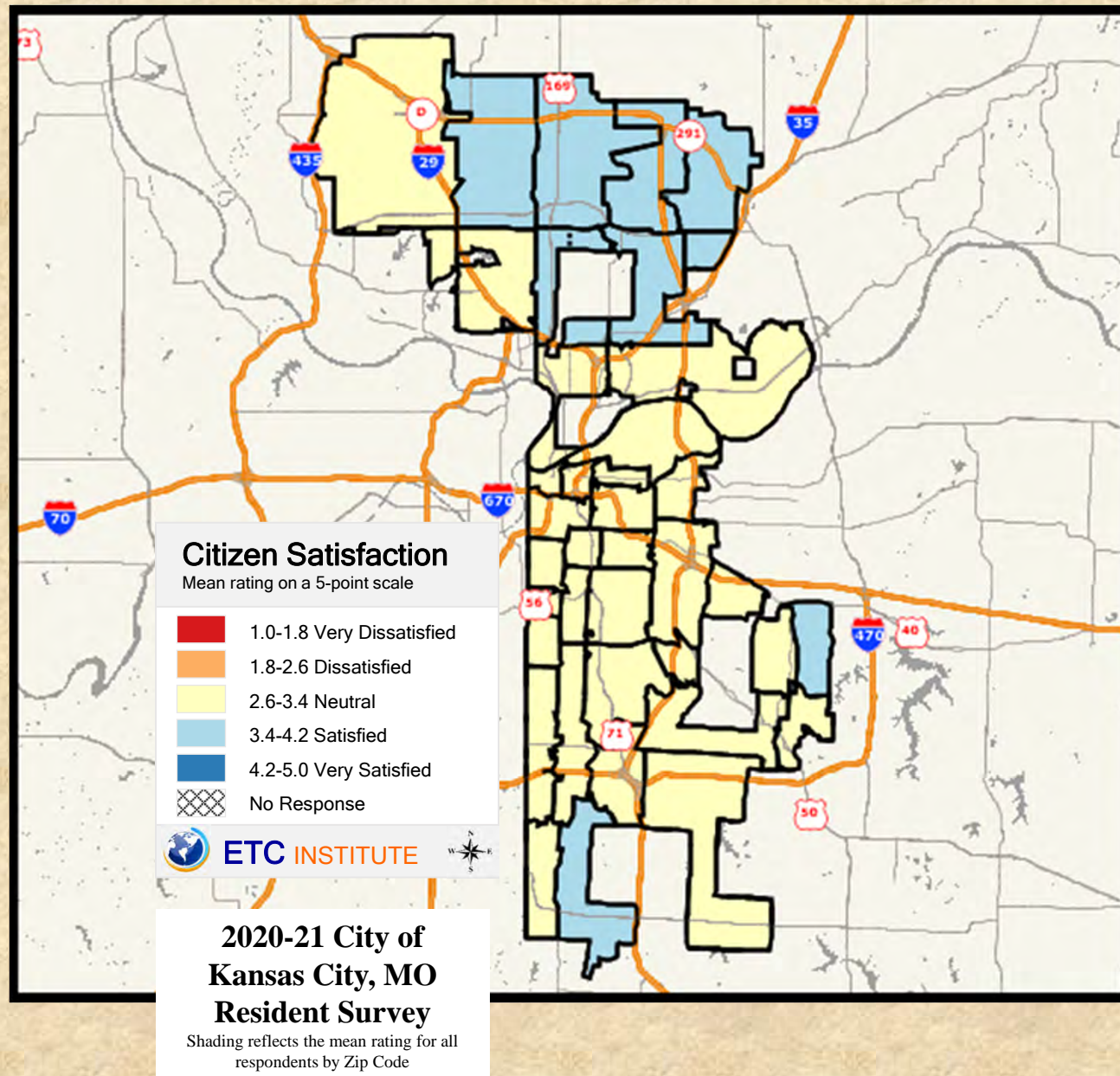




## Q5-5 Satisfaction with parking enforcement services

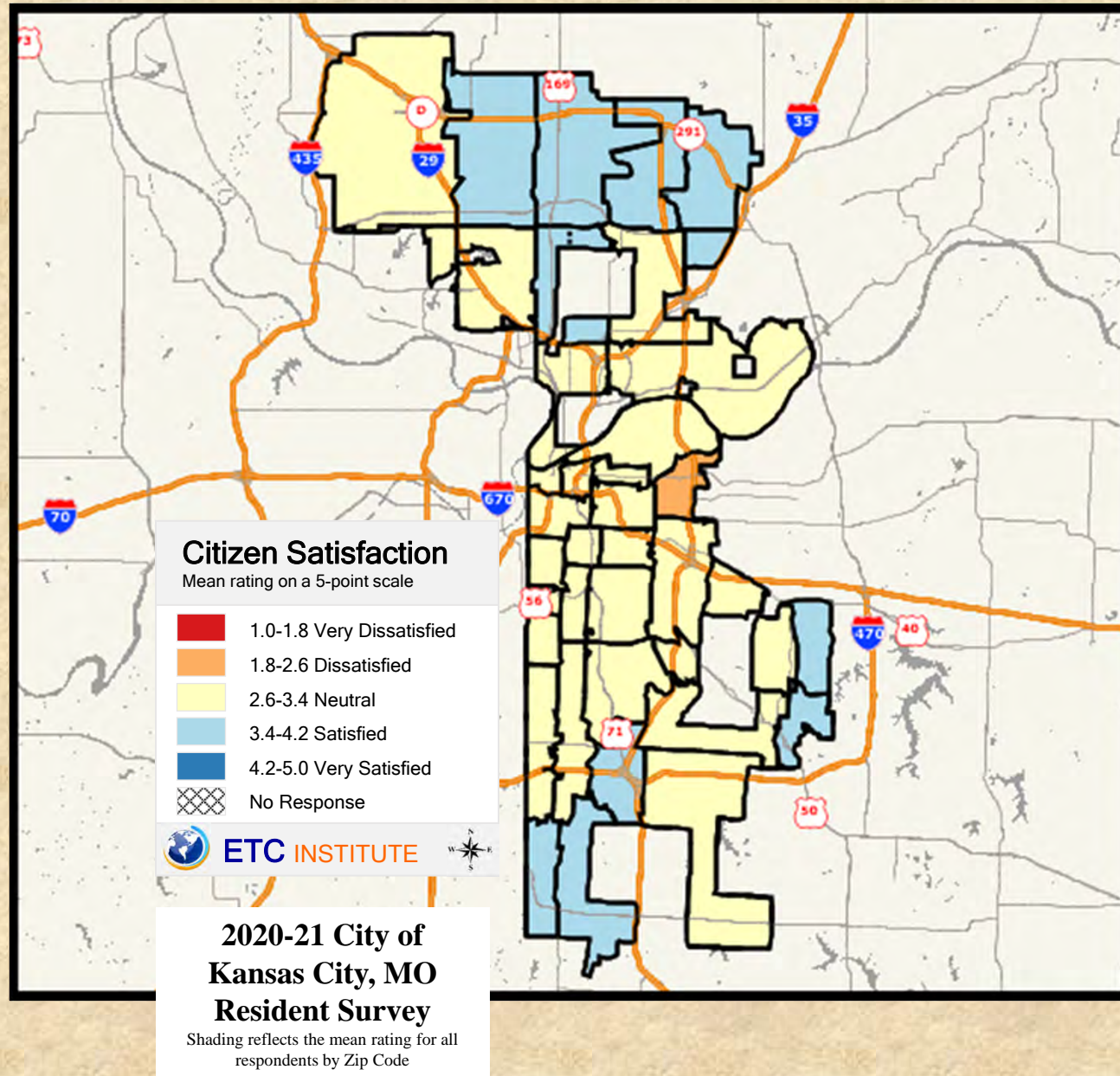


## Q5-6 Satisfaction with how quickly police respond to emergencies

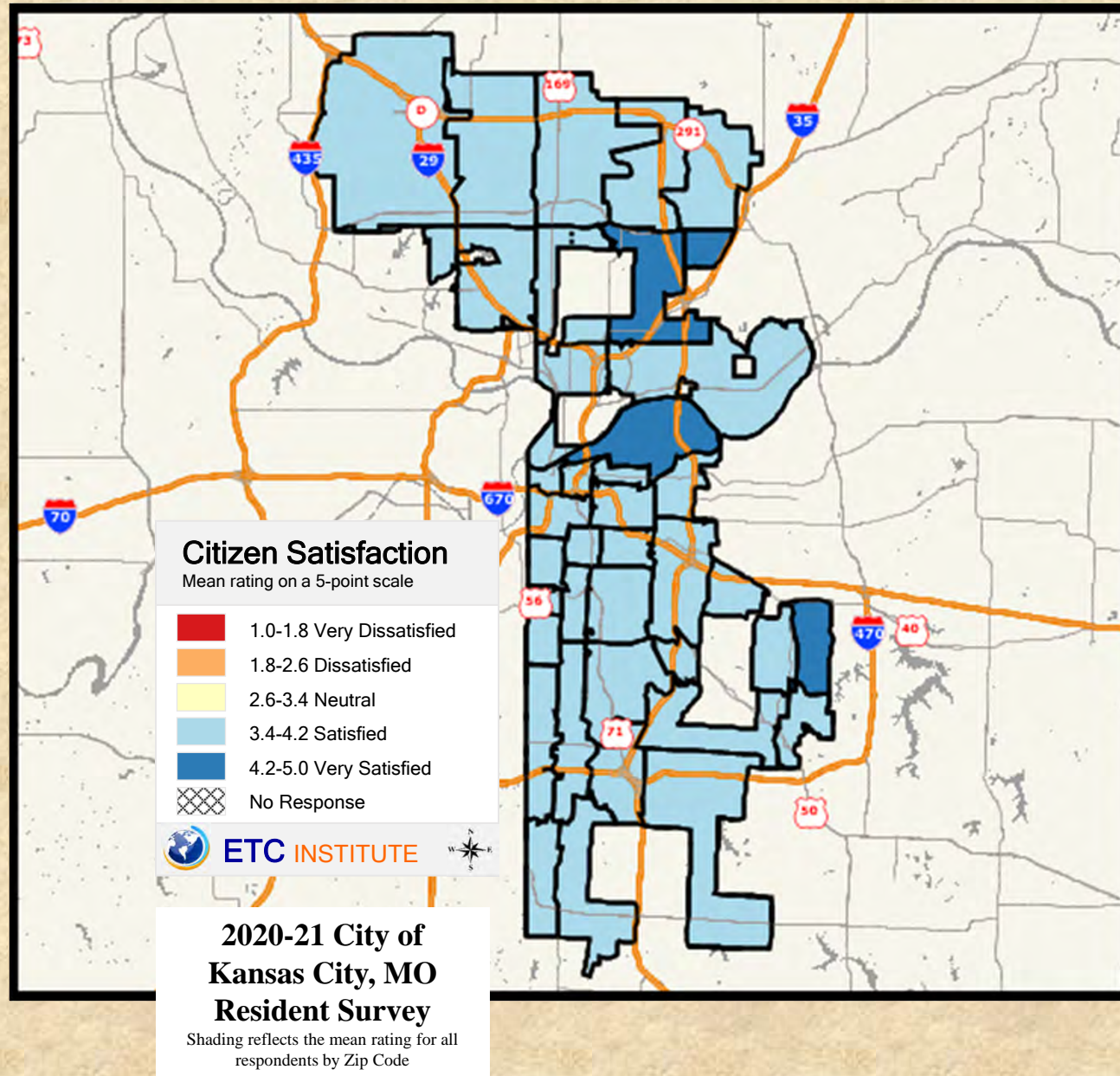




# Q5-7 Satisfaction with responsiveness of the police department to resident concerns

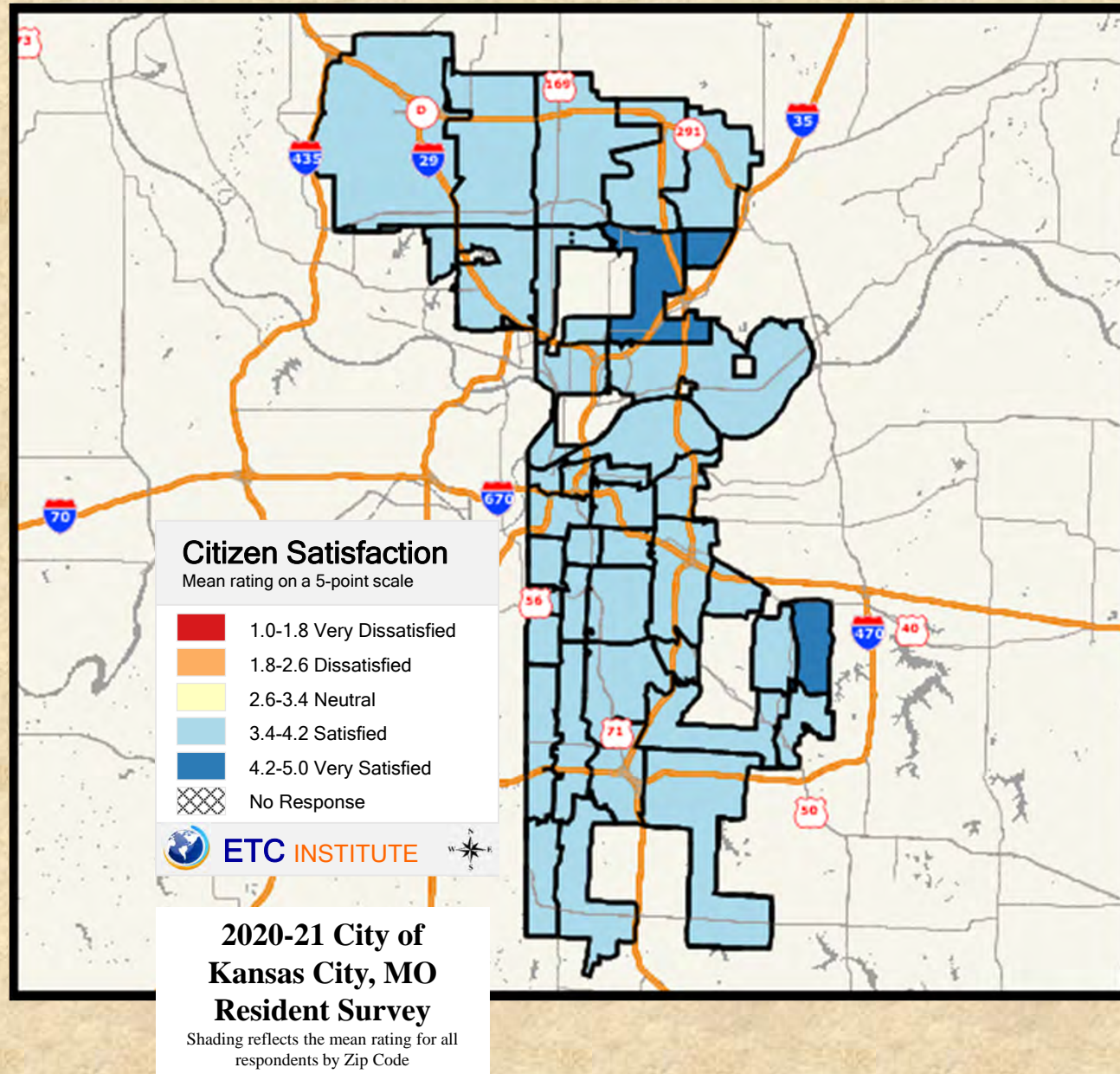


# Q7-1 Satisfaction with overall quality of local fire protection and rescue services

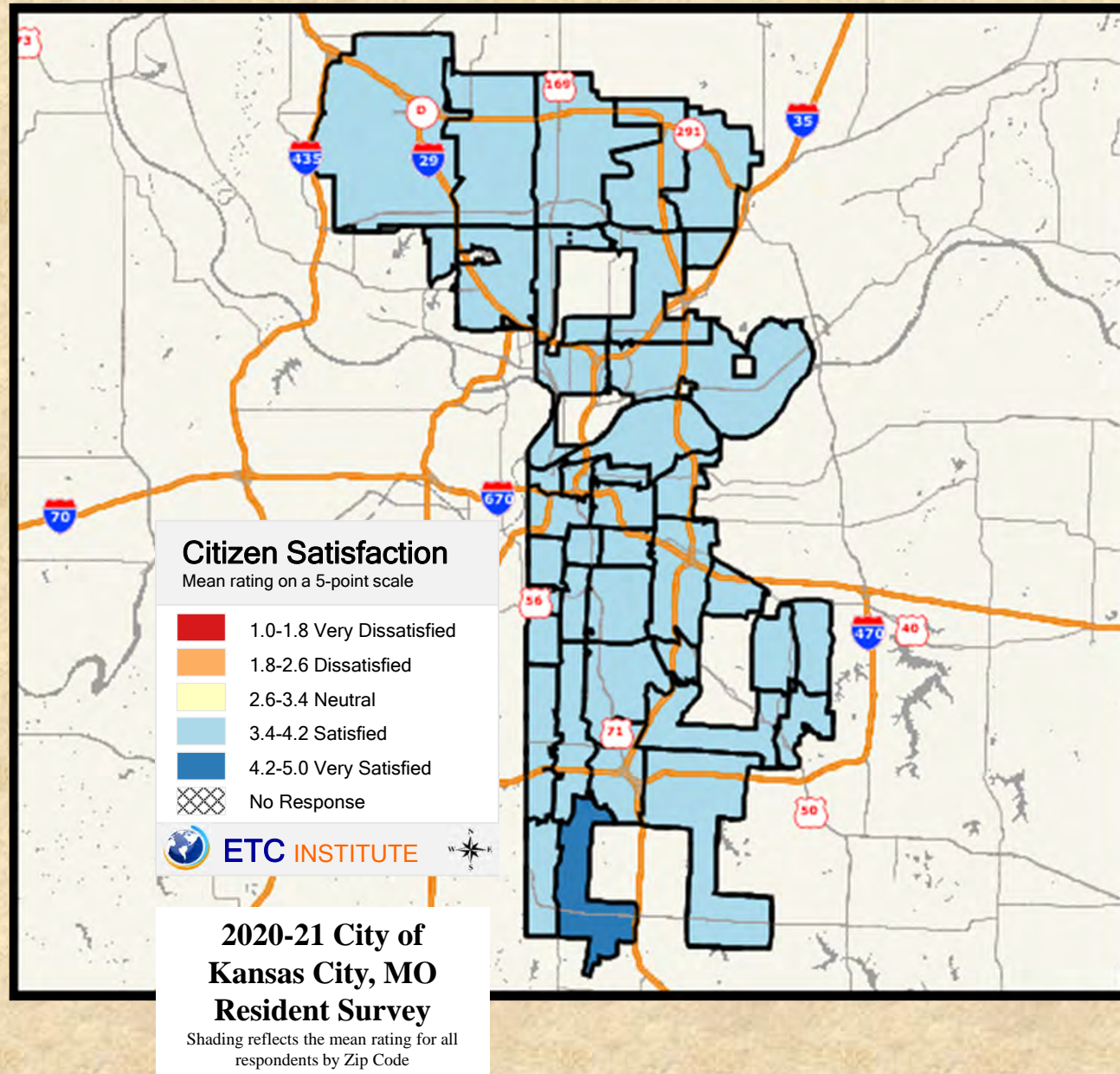




## Q7-2 Satisfaction with how quickly fire and rescue personnel respond to emergencies

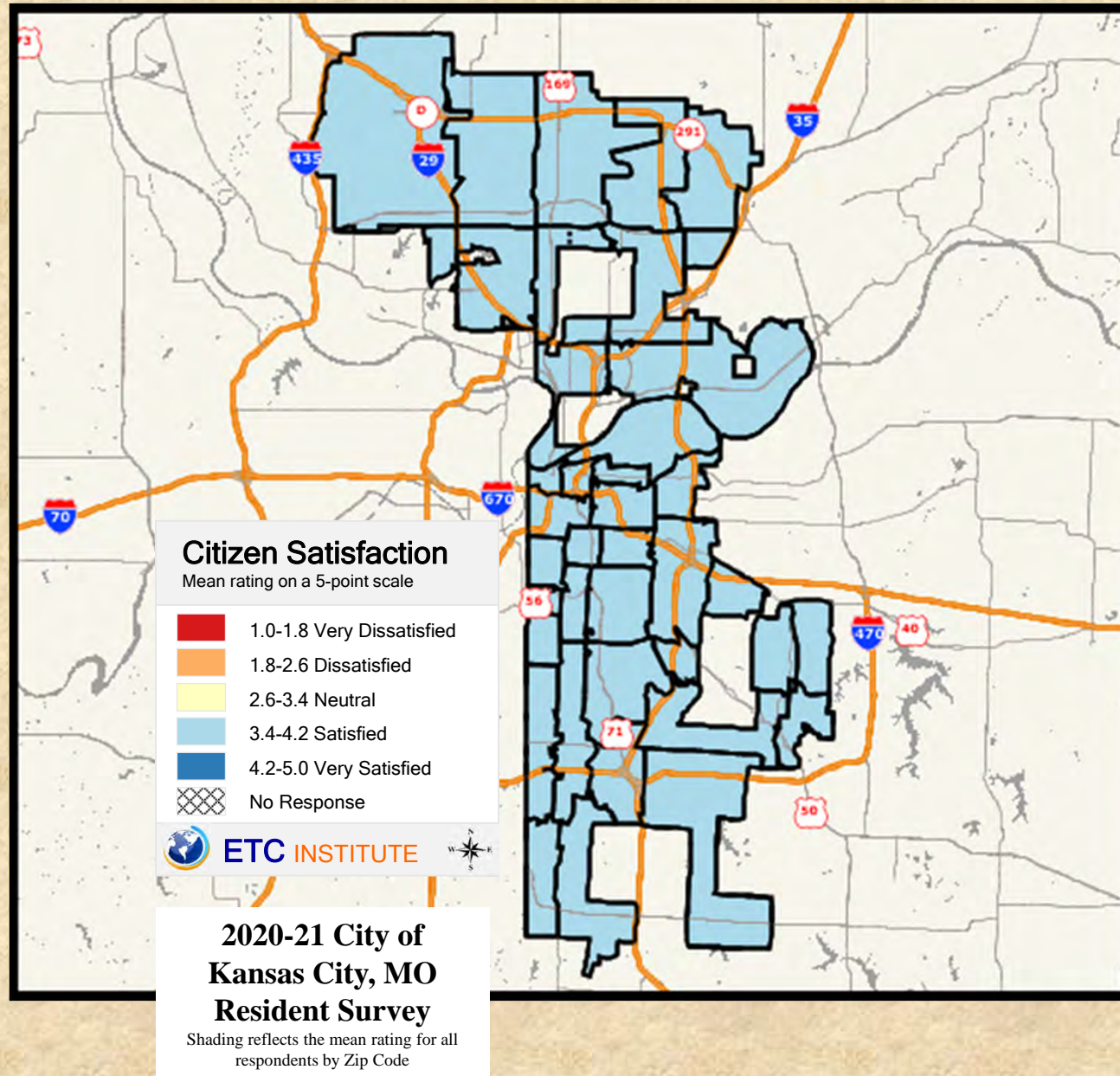


## Q7-3 Satisfaction with quality of local emergency medical service

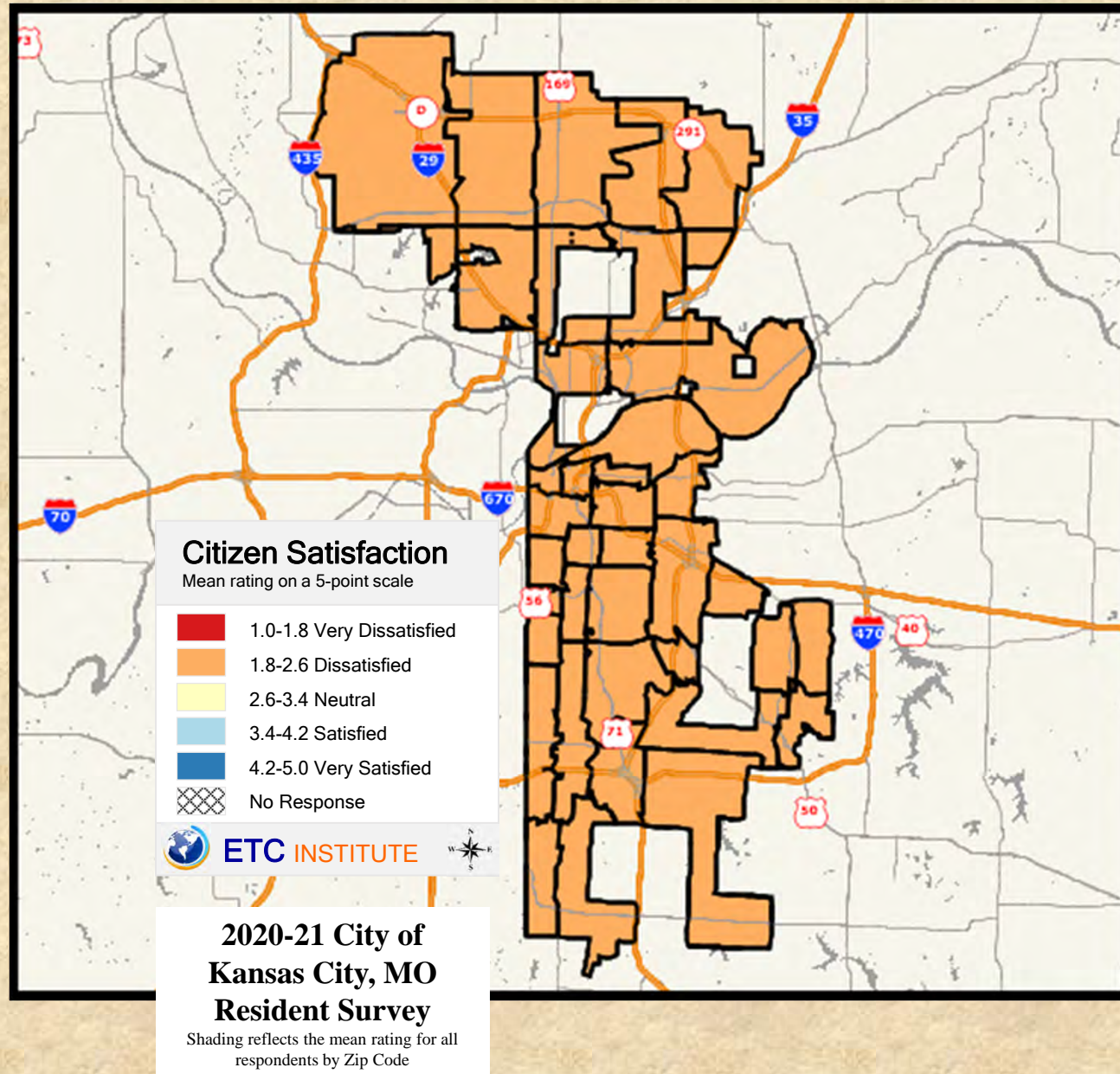




# Q7-4 Satisfaction with how quickly emergency medical personnel respond to emergencies

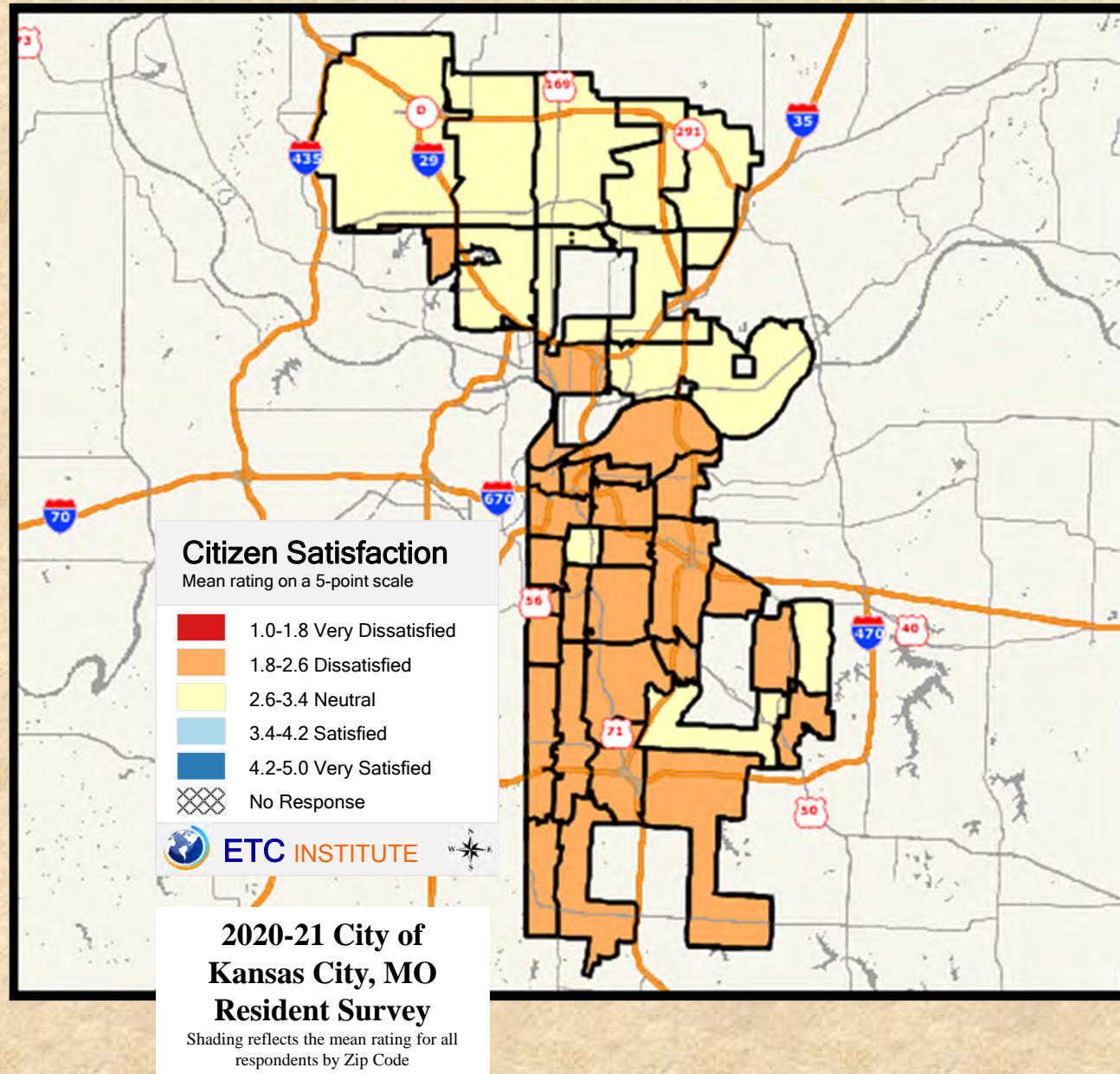


## Q9-01 Satisfaction with maintenance of City streets

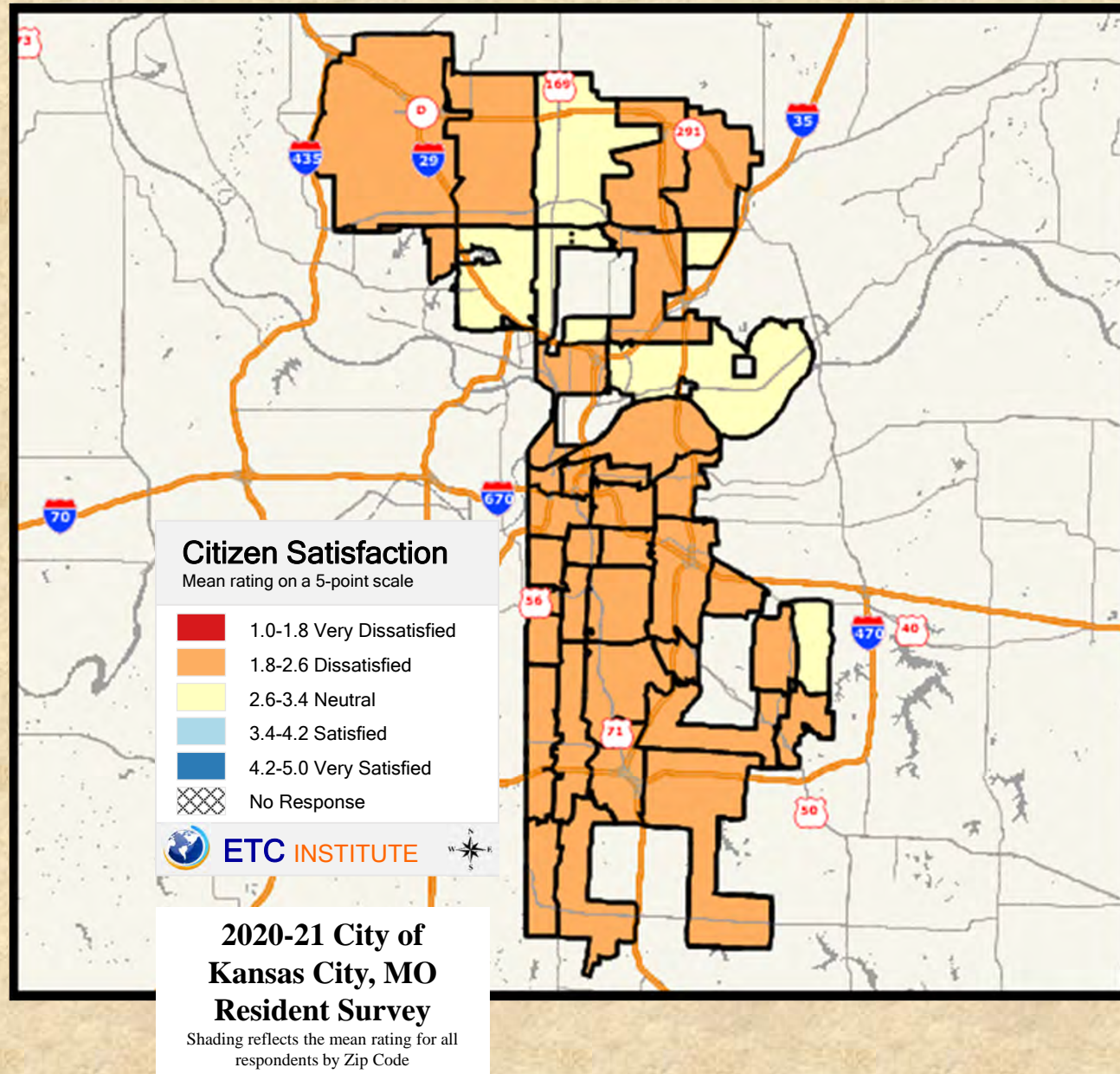




## Q9-02 Satisfaction with maintenance of neighborhood streets

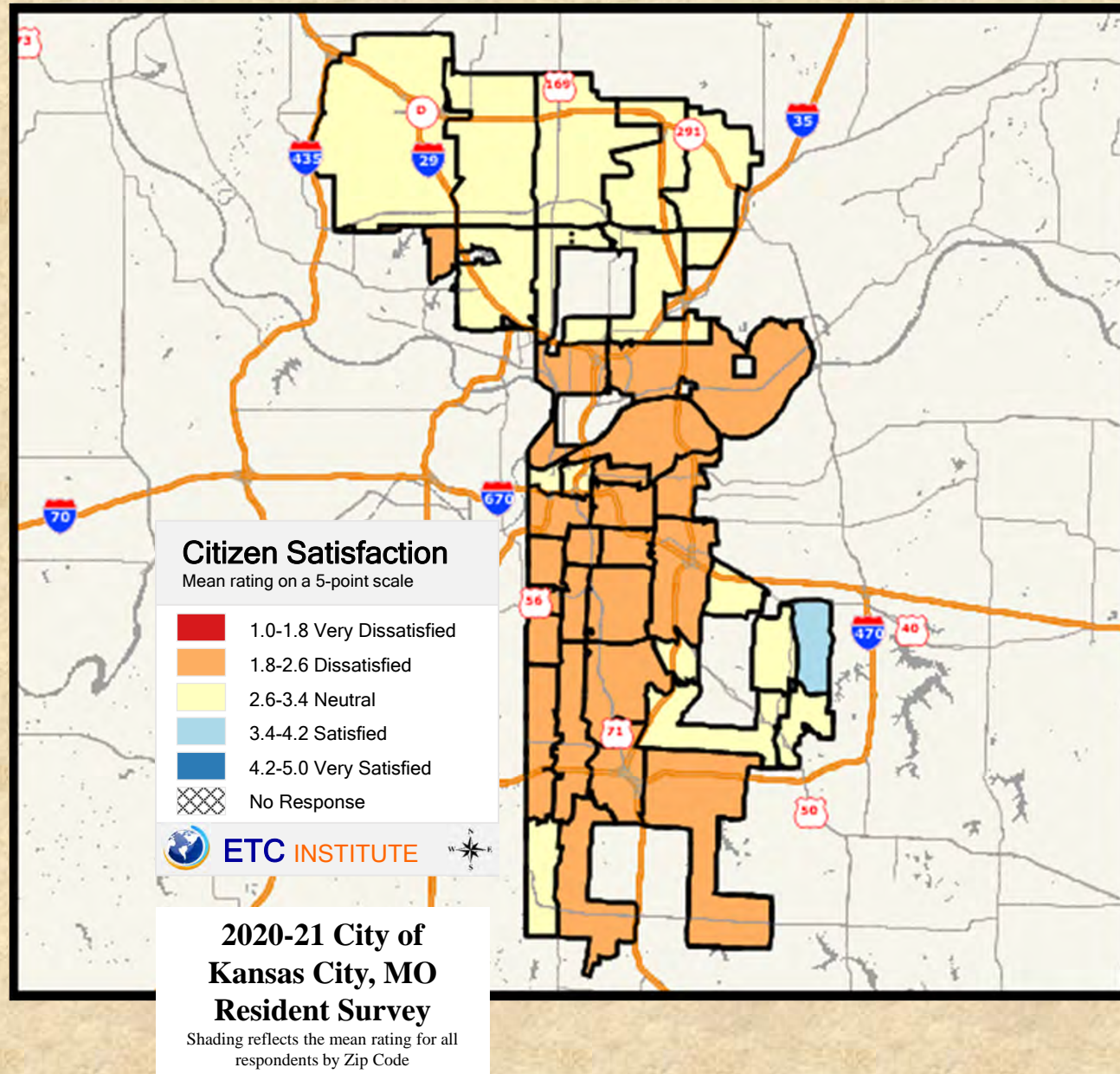


## Q9-03 Satisfaction with condition of sidewalks in the city

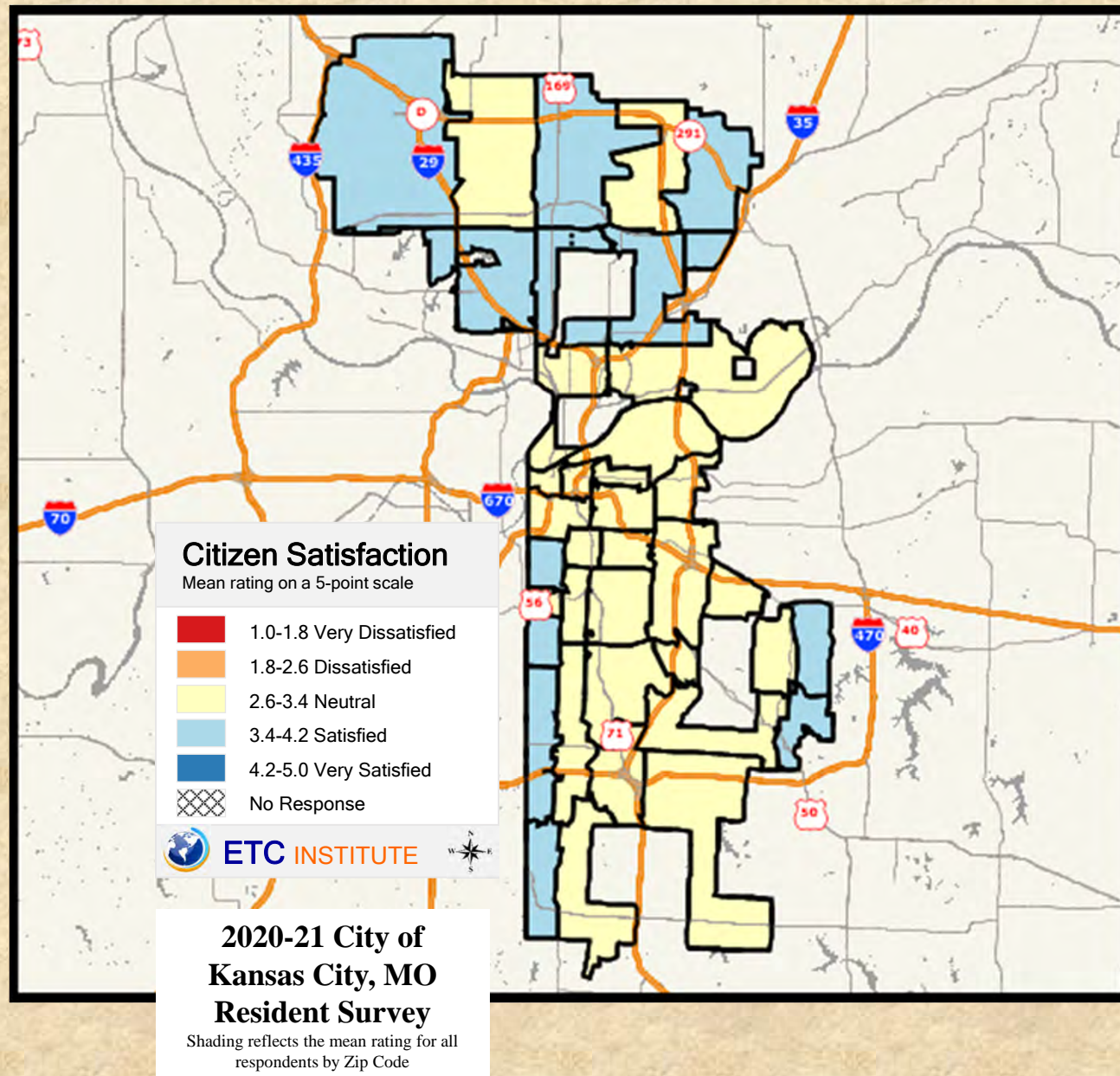




## Q9-04 Satisfaction with condition of neighborhood sidewalks

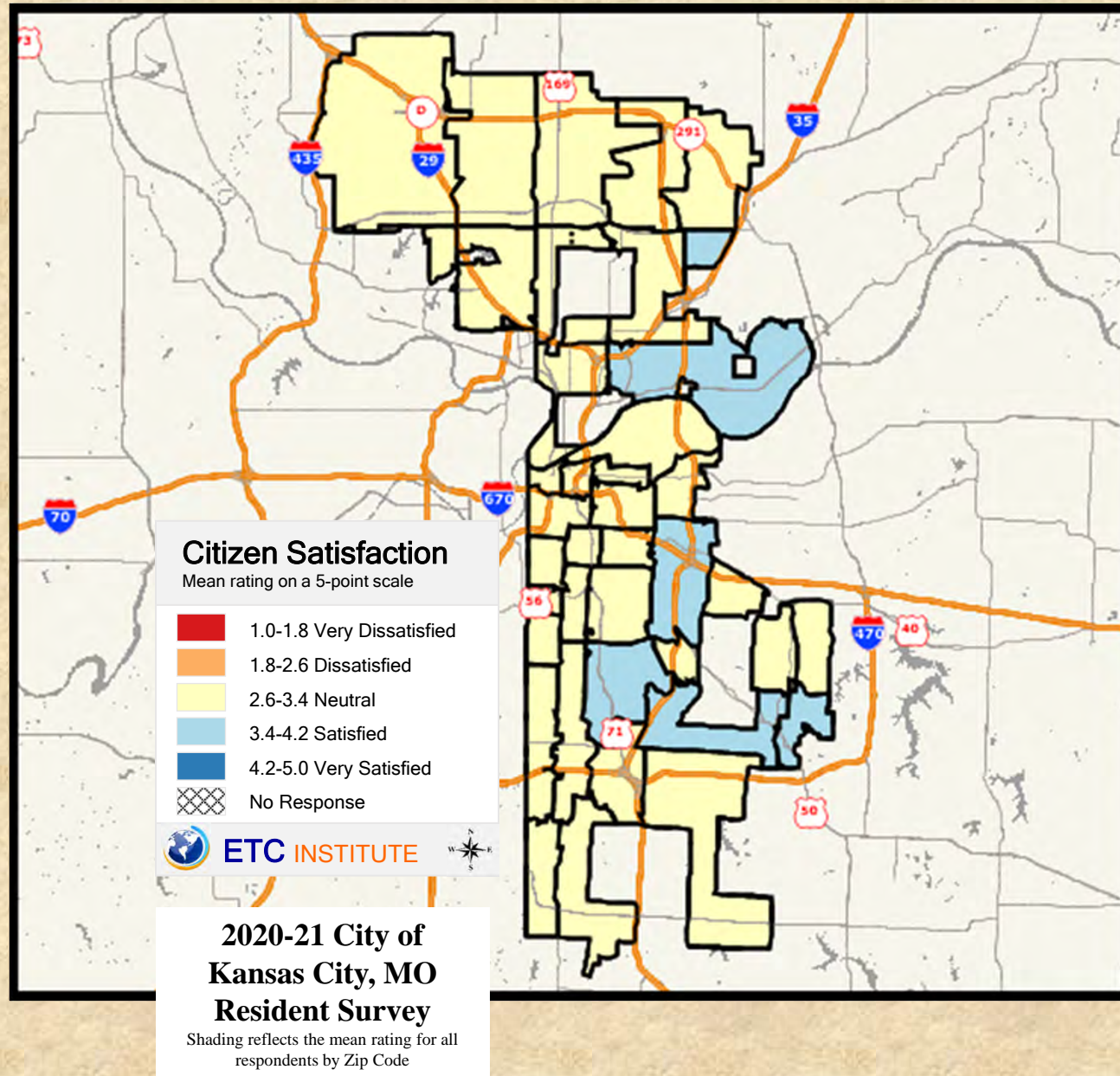


## Q9-05 Satisfaction with maintenance of street signs and traffic signals

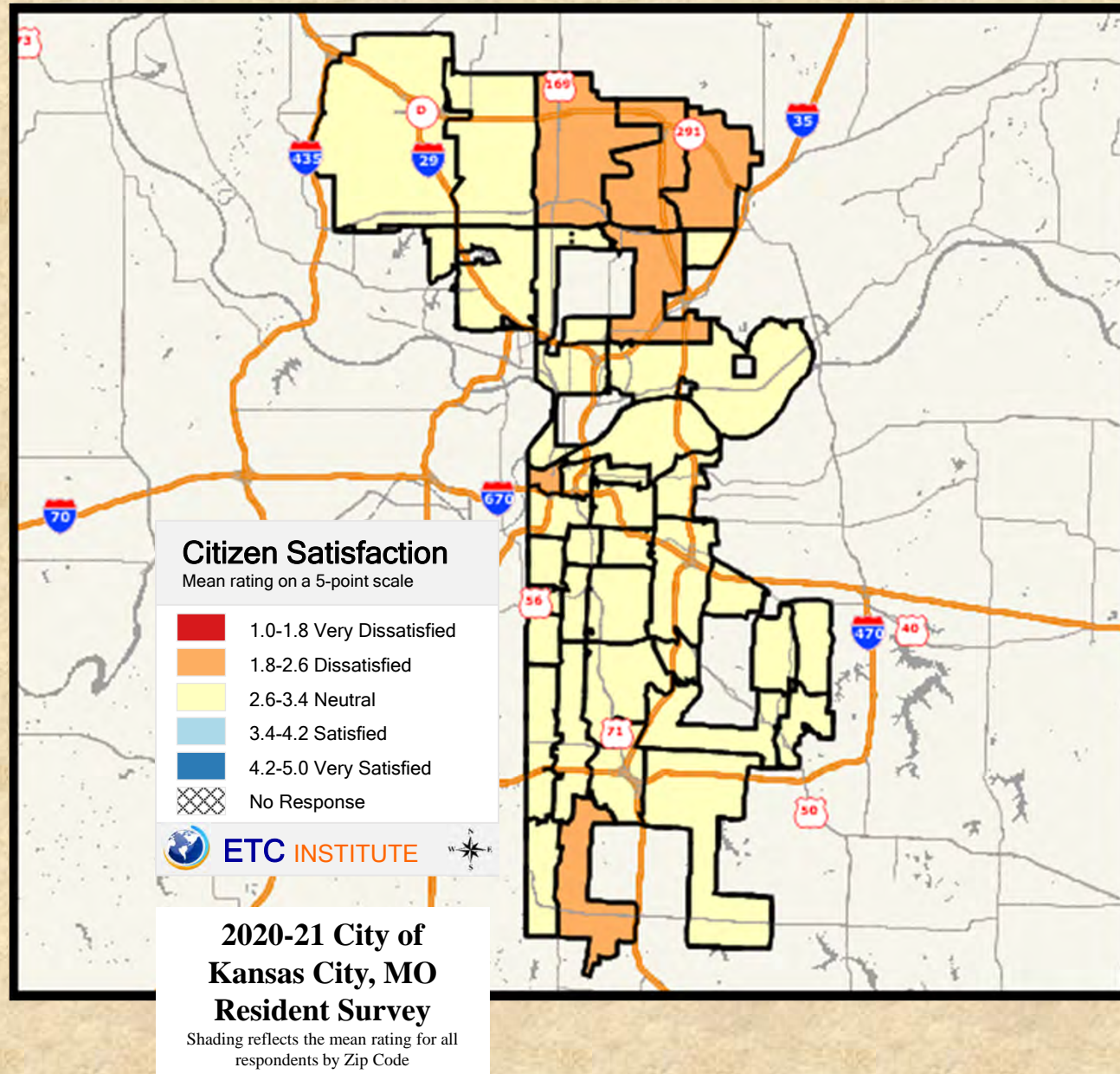




# Q9-06 Satisfaction with snow removal on major city streets during the past 12 months

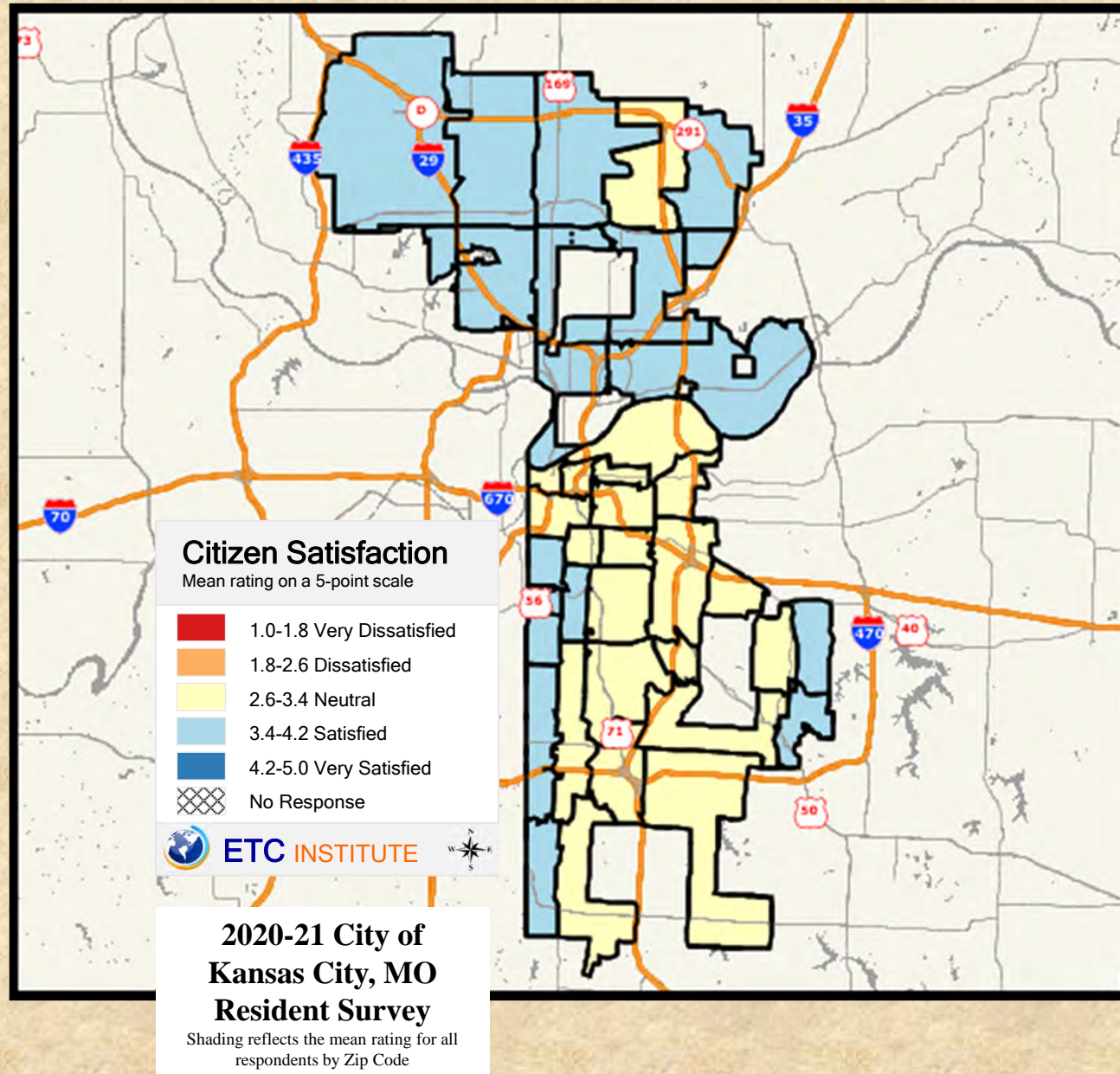


# Q9-07 Satisfaction with snow removal on residential streets during the past 12 months

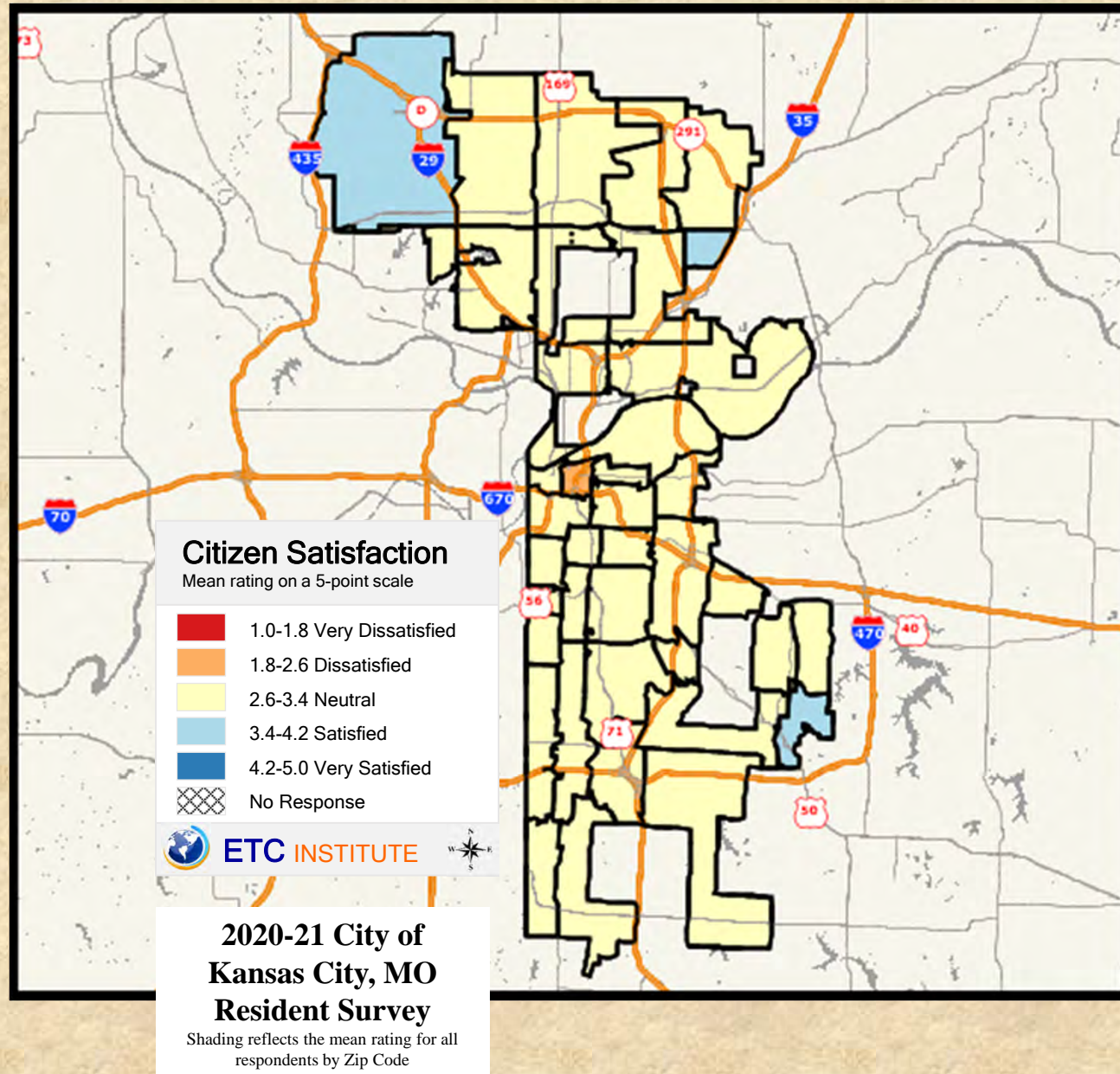




## Q9-08 Satisfaction with adequacy of city street lighting

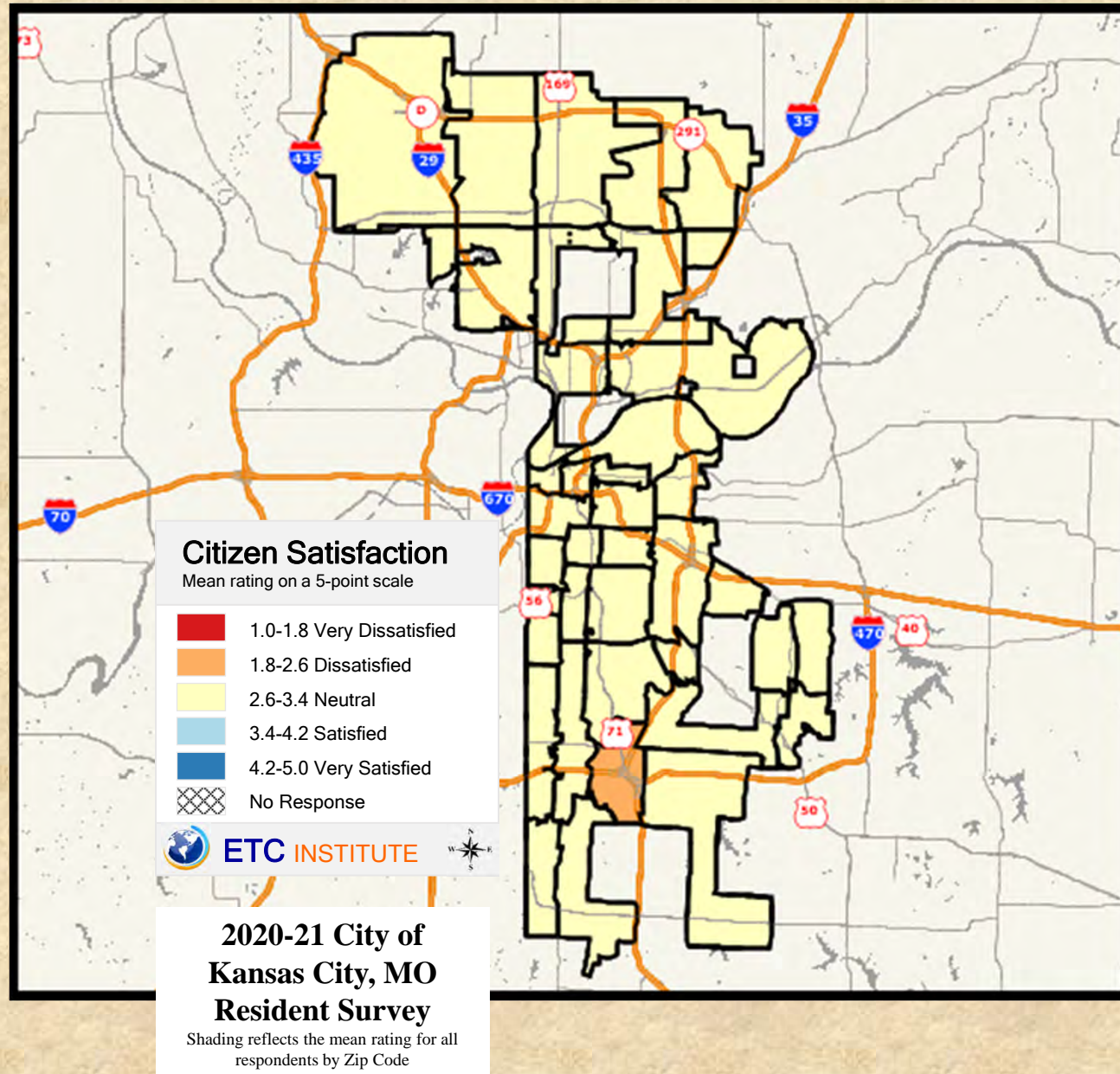


# Q9-09 Satisfaction with accessibility of streets, sidewalks, and buildings for people with disabilities

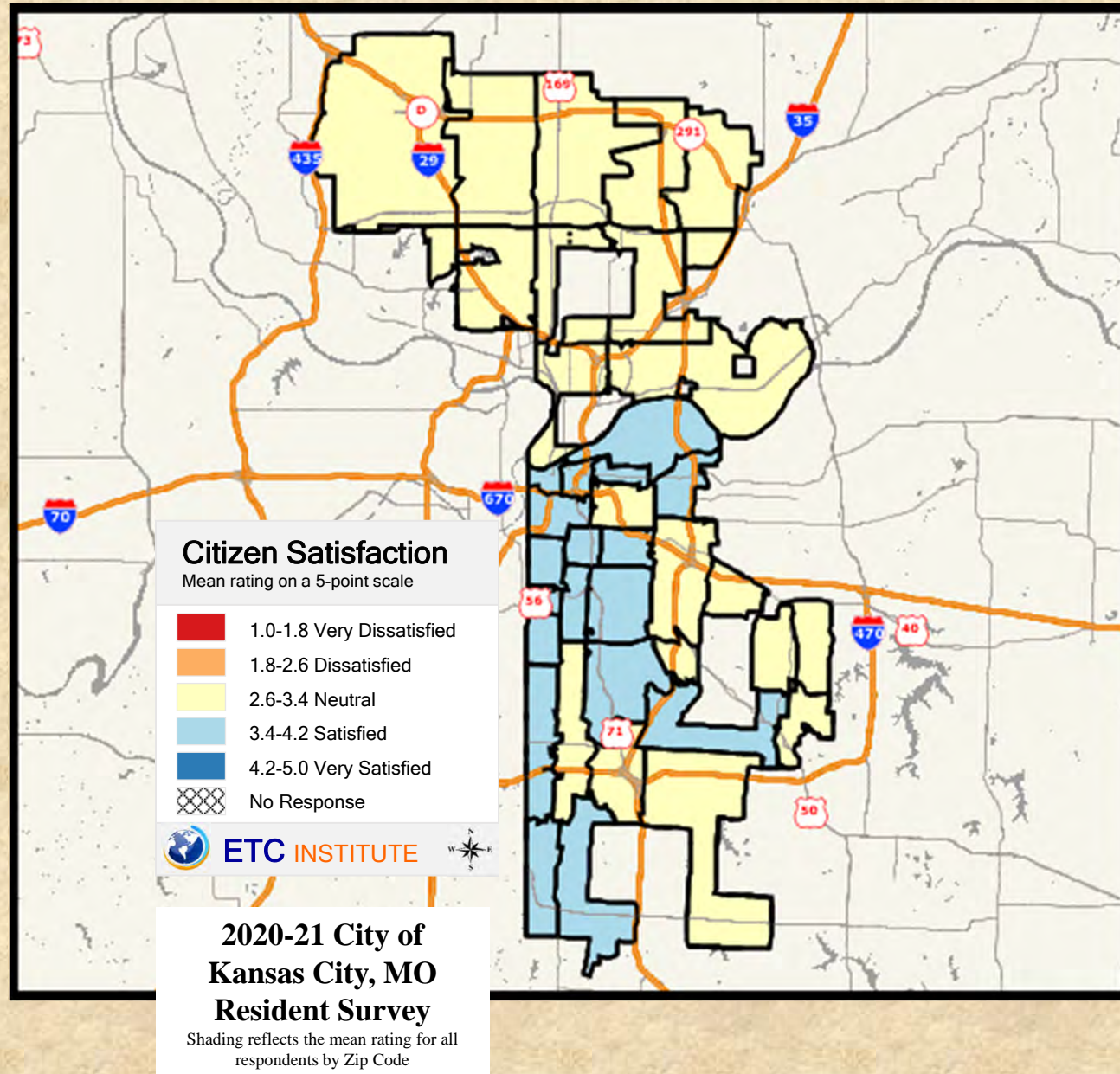




## Q9-10 Satisfaction with on-street bicycle infrastructure

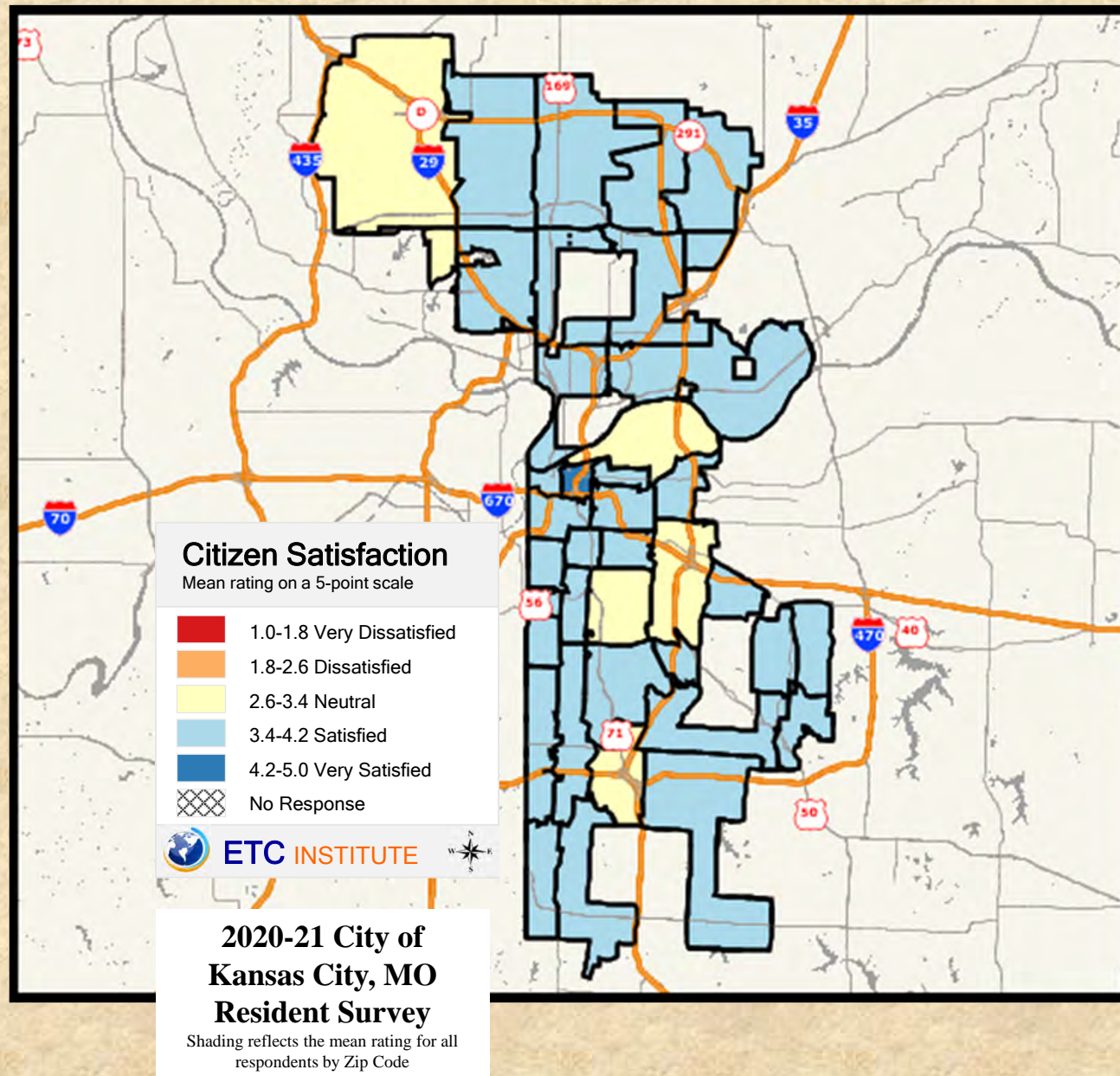


## Q11-1 Satisfaction with RideKC bus system

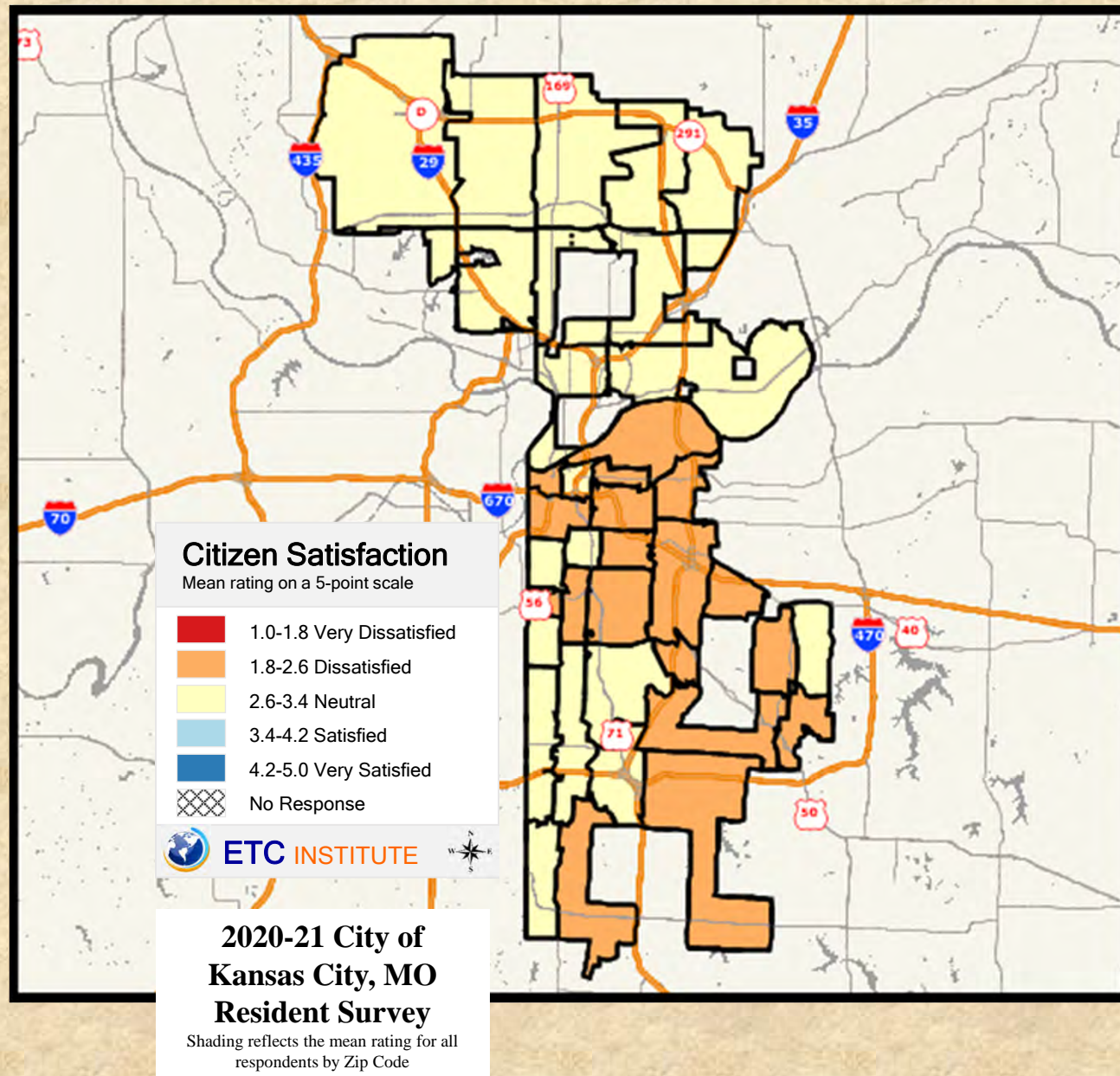




## Q11-2 Satisfaction with Kansas City streetcar

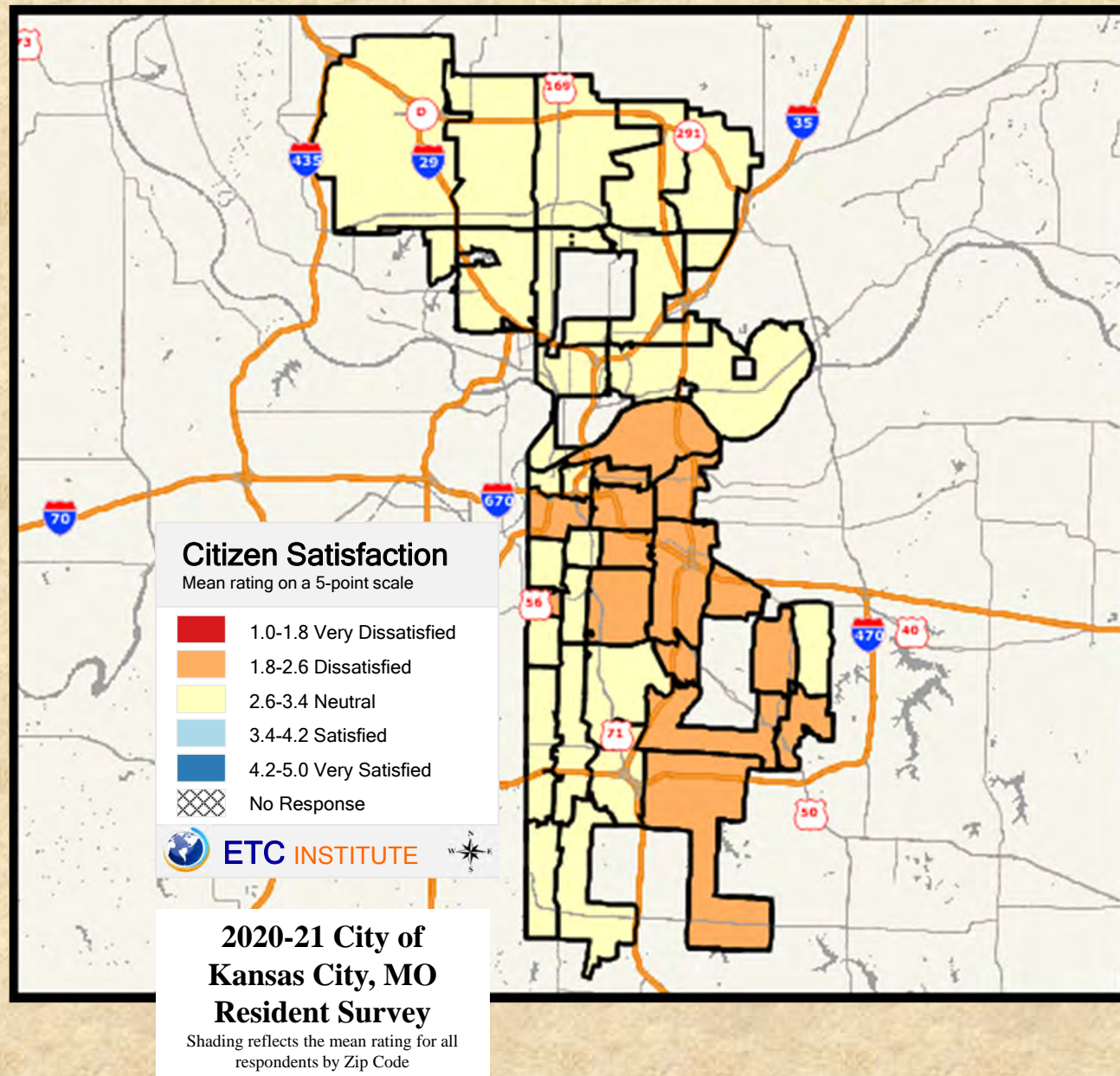


## Q12-01 Satisfaction with enforcing clean-up of trash and debris on private property

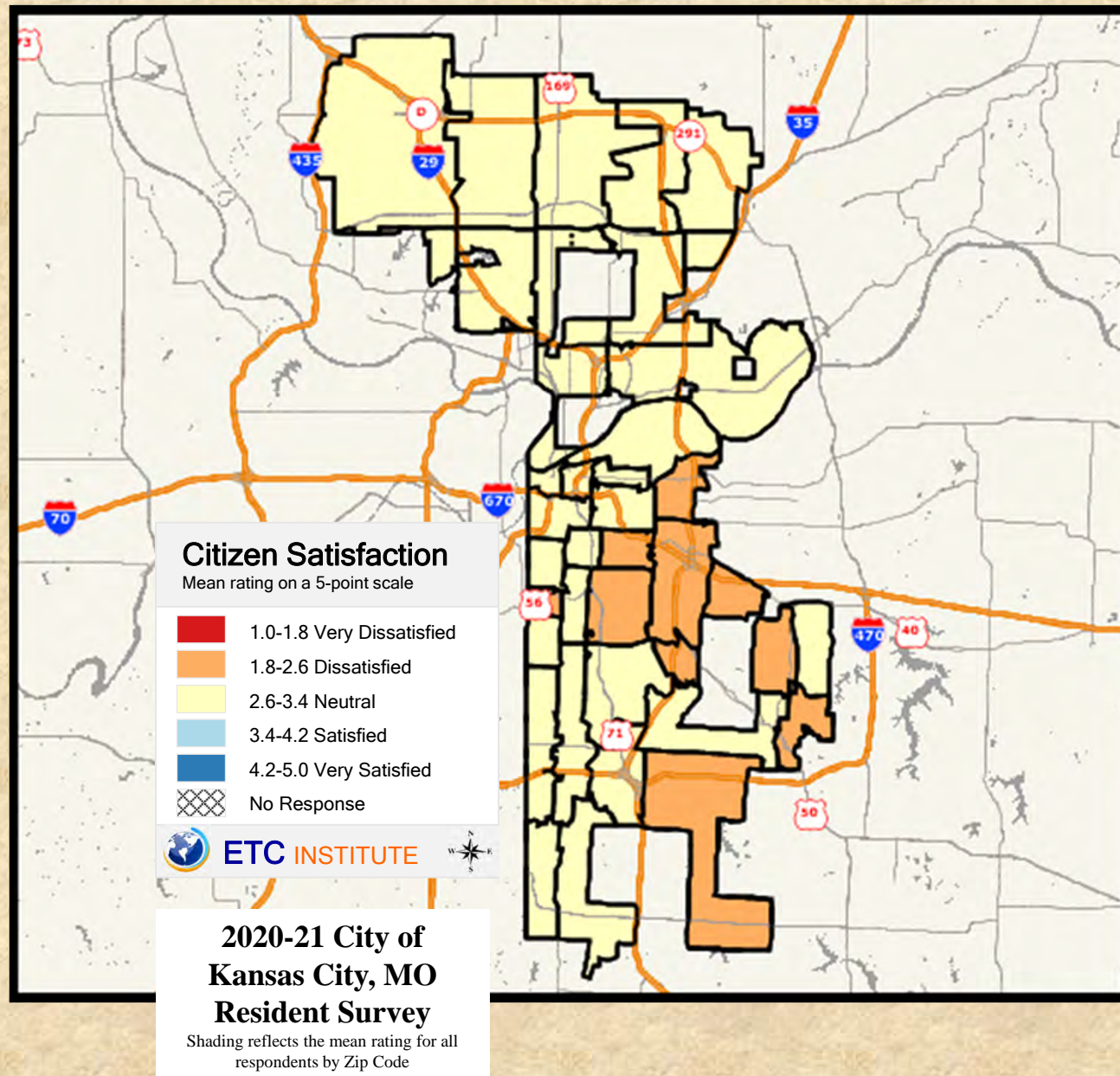




## Q12-02 Satisfaction with enforcing mowing and cutting of weeds on private property

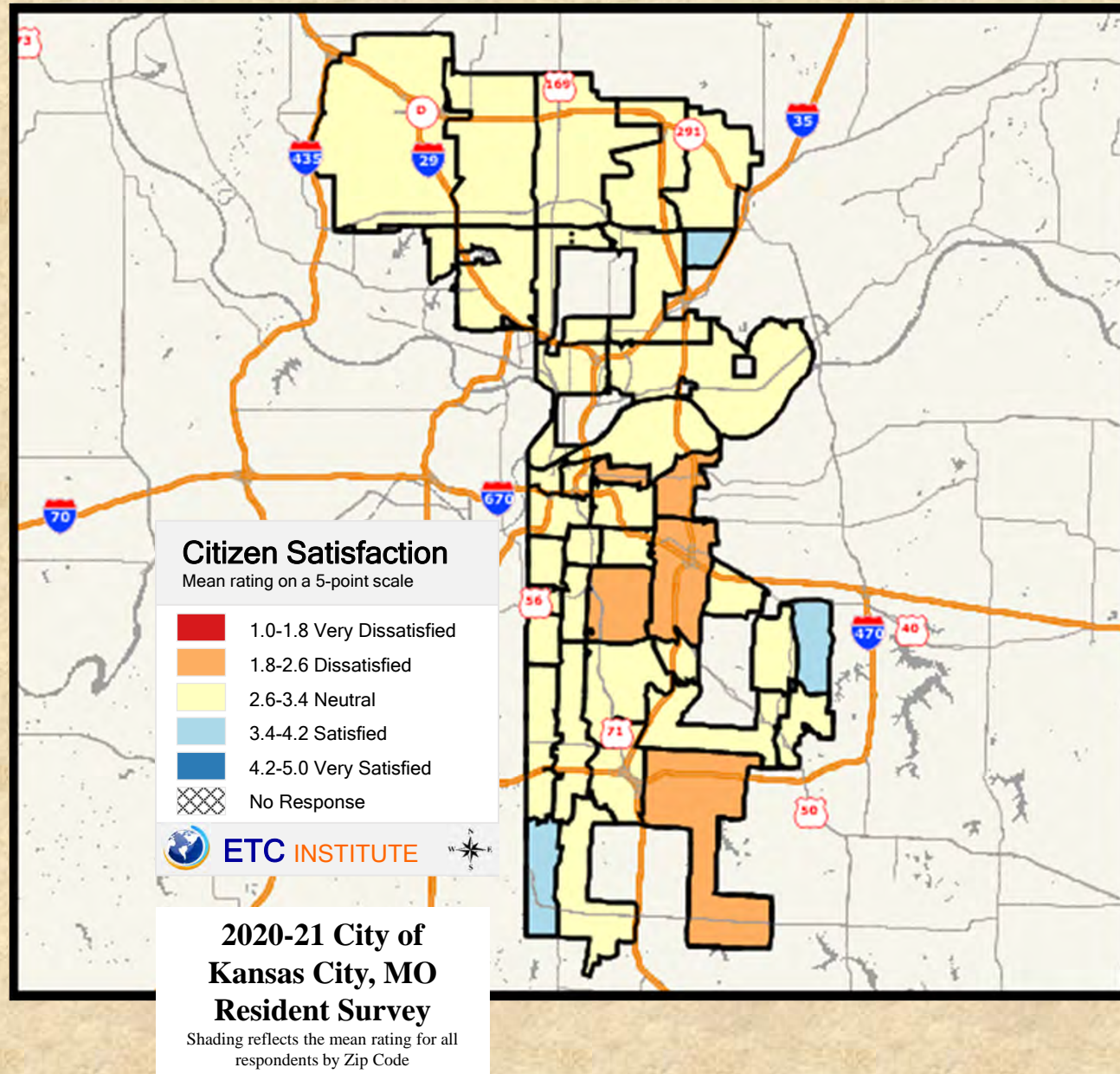


## Q12-03 Satisfaction with enforcing the exterior maintenance of residential property

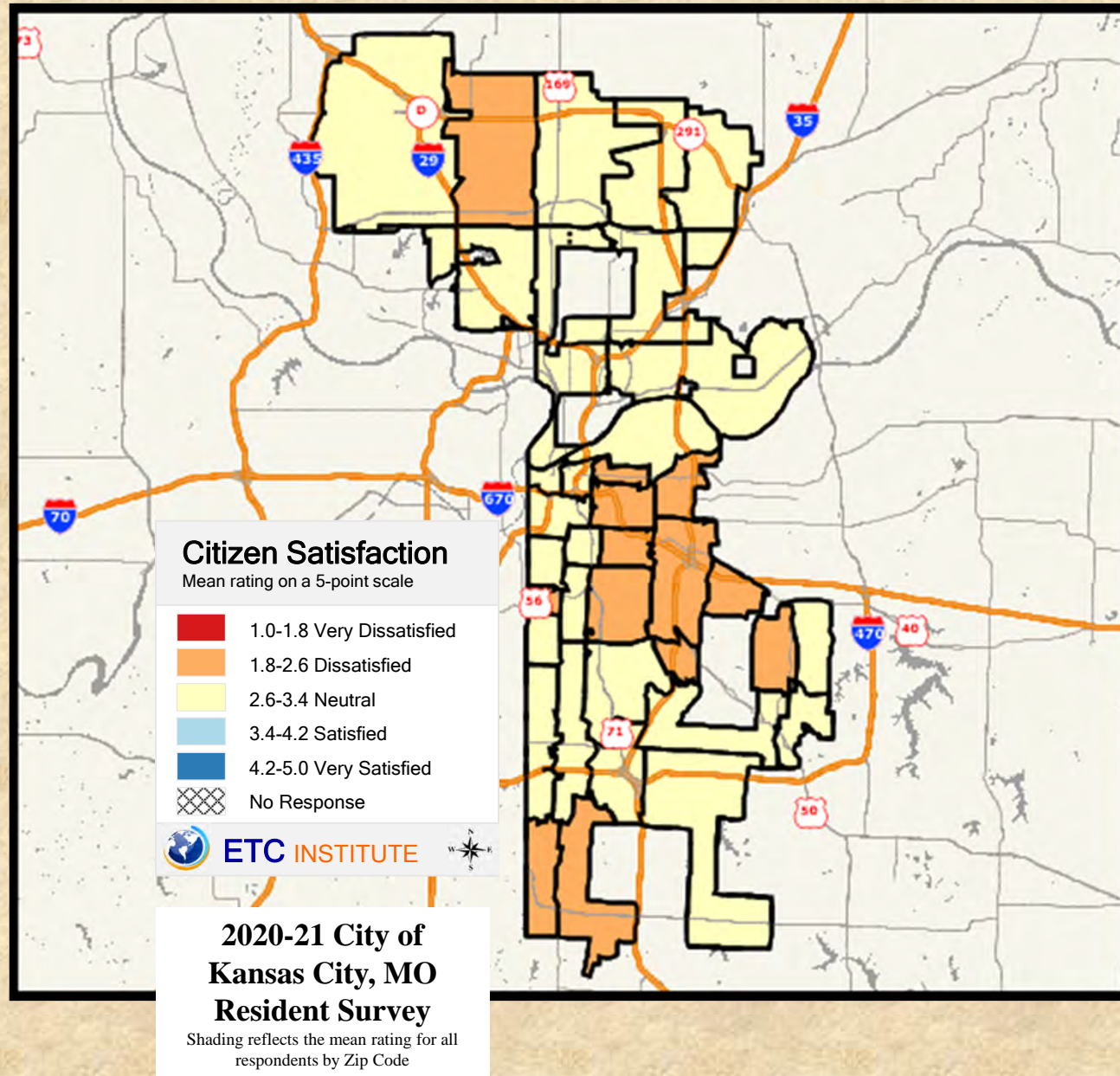




## Q12-04 Satisfaction with enforcing trash, weeds, and exterior maintenance in neighborhoods

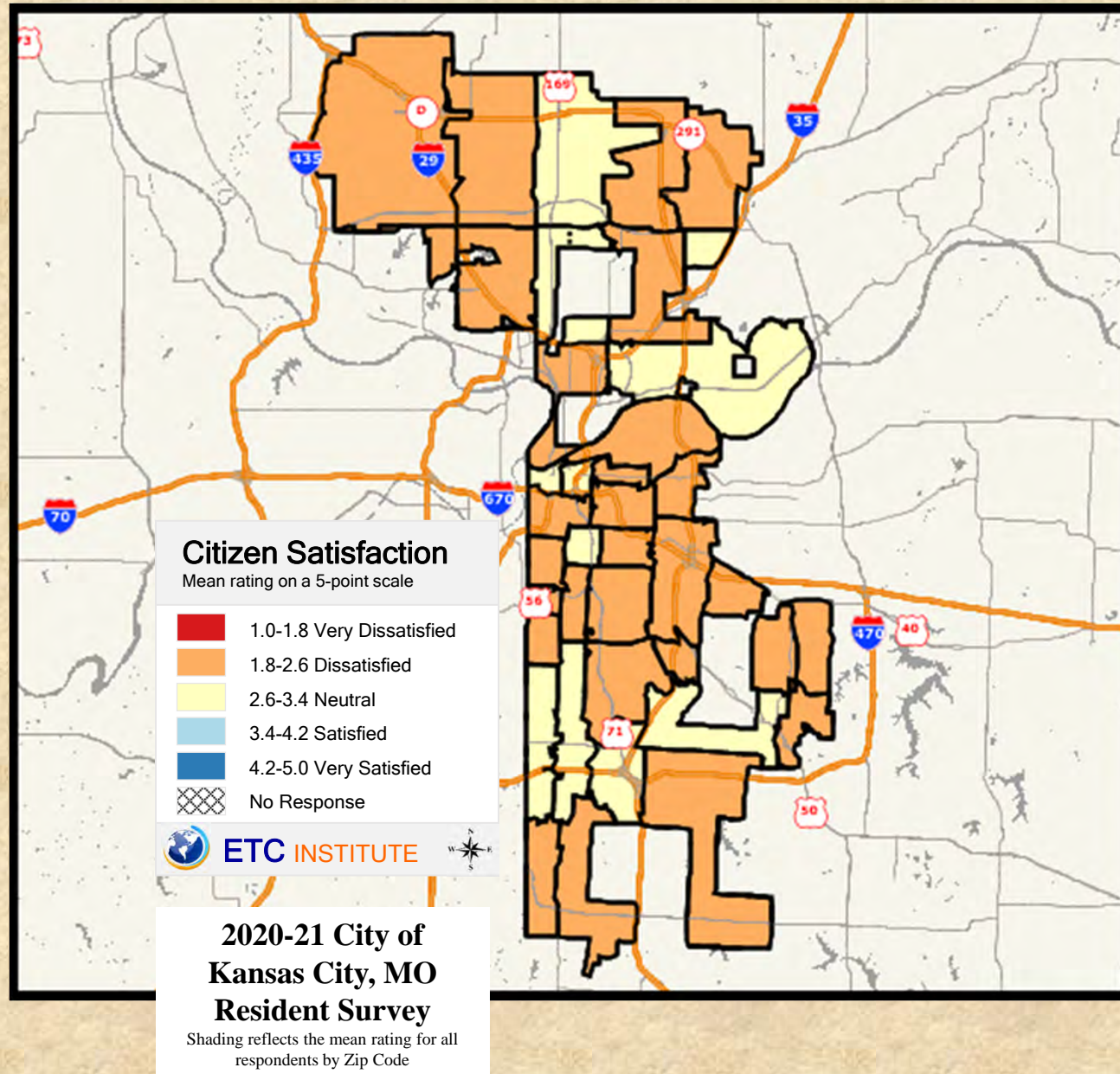


# Q12-05 Satisfaction with boarding up vacant structures that are open to entry

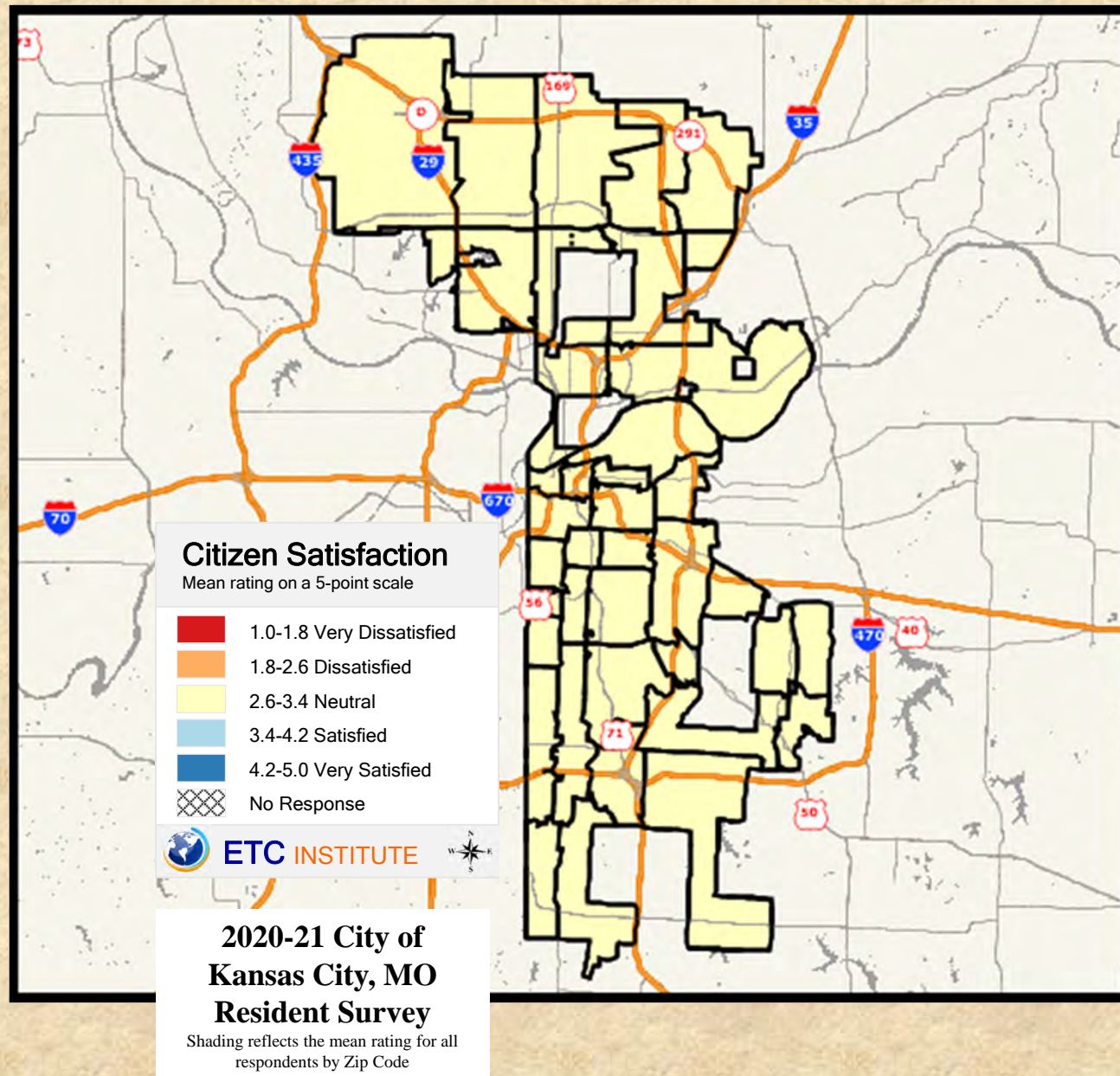




## Q12-06 Satisfaction with demolishing vacant structures that are in the dangerous building inventory

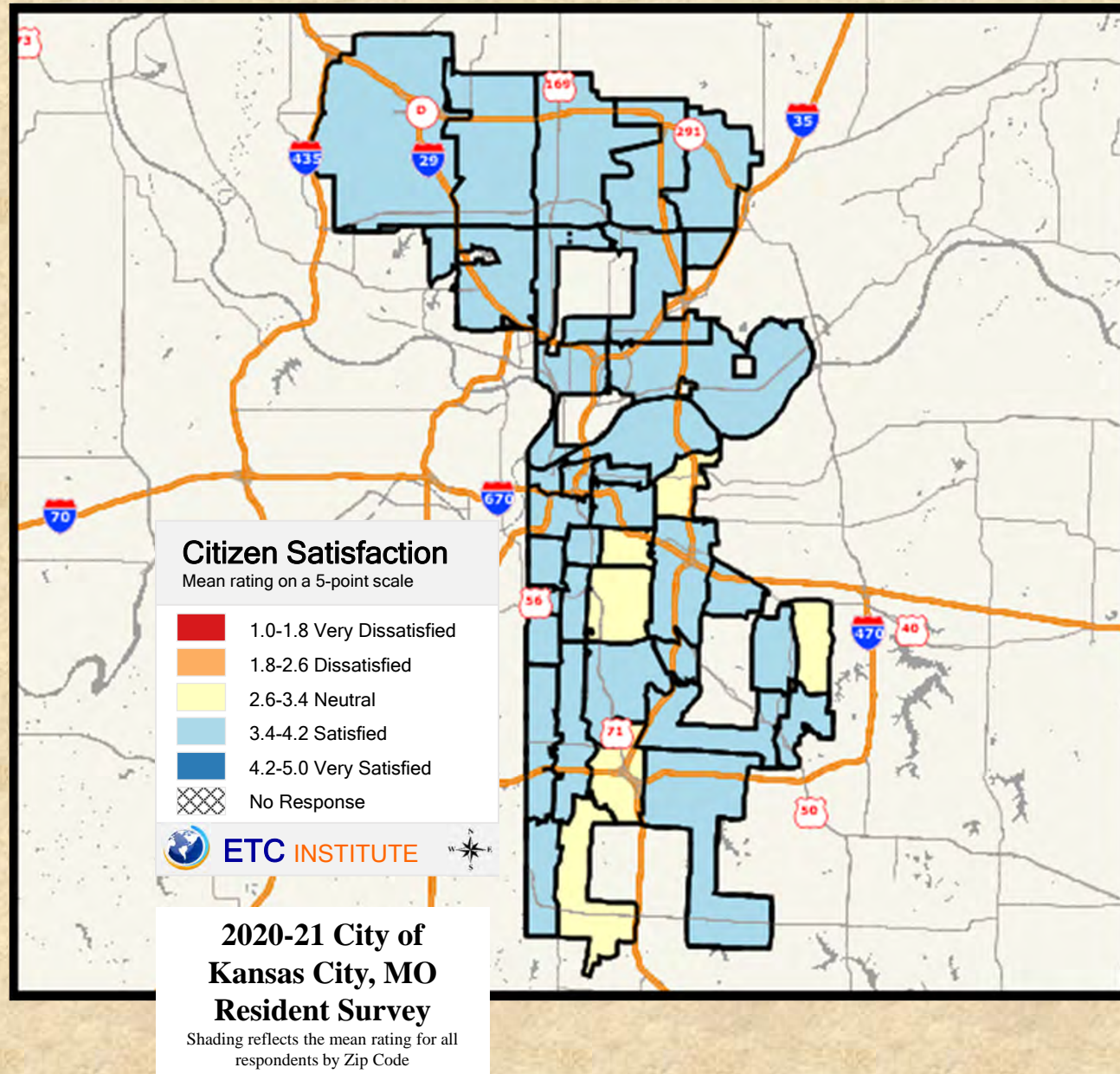


## Q12-07 Satisfaction with enforcement of animal code

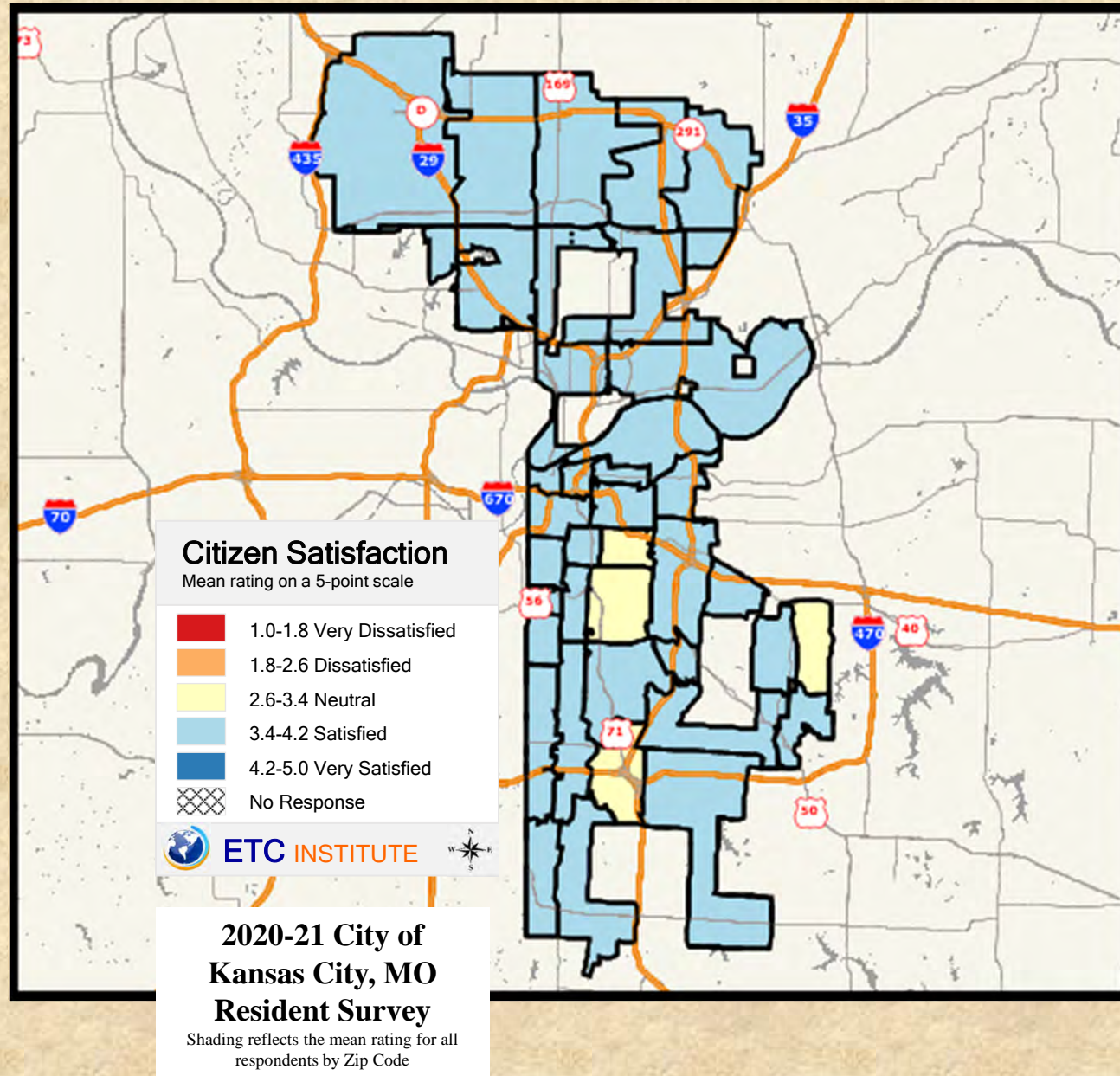




## Q12-08 Satisfaction with customer service from KC Pet Project staff

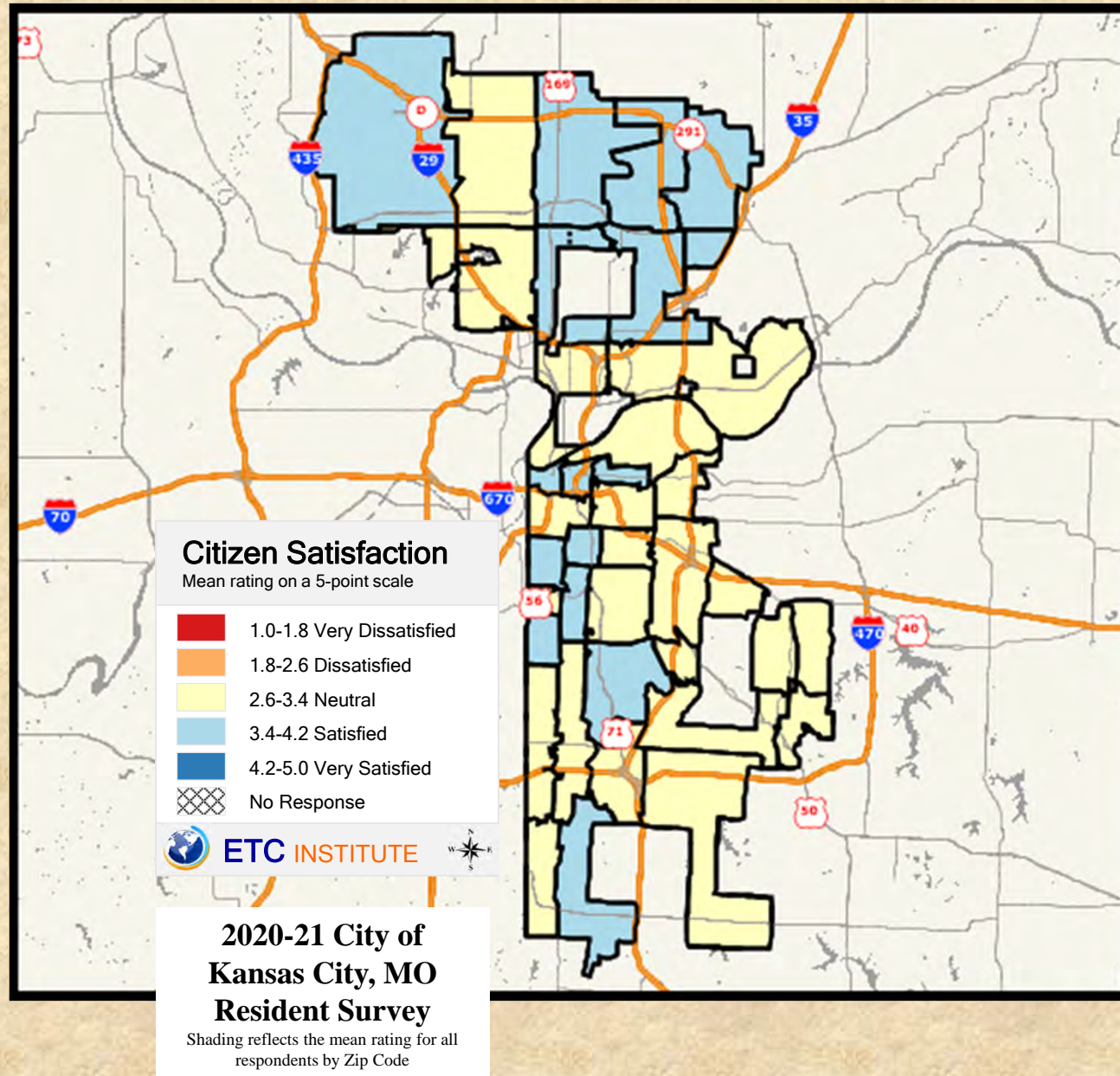


# Q12-09 Satisfaction with animal shelter operations and adoption efforts

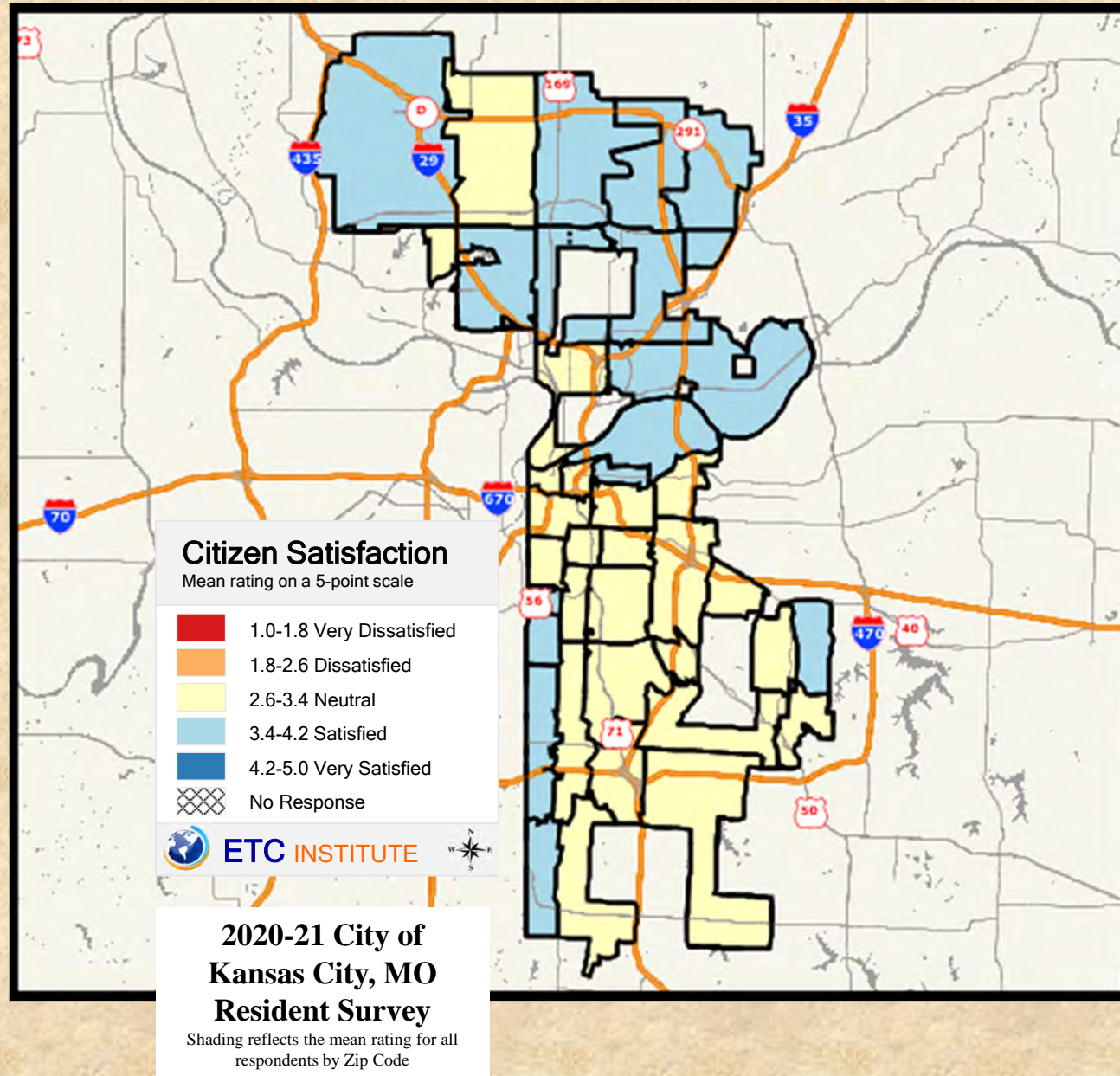




# Q12-10 Satisfaction with process for intake of animals by animal control

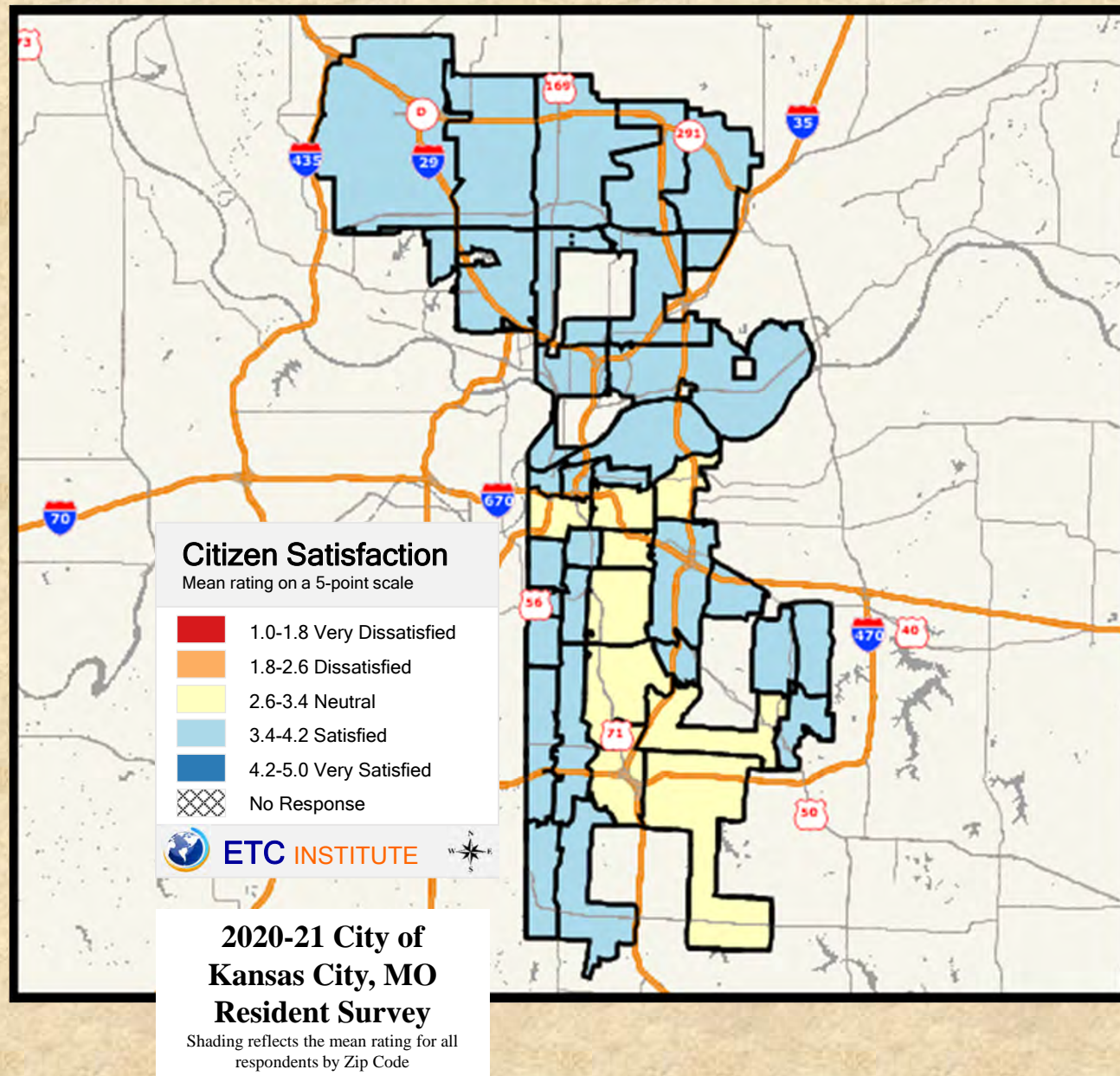


# Q14-1 Satisfaction with the availability of affordable housing for families

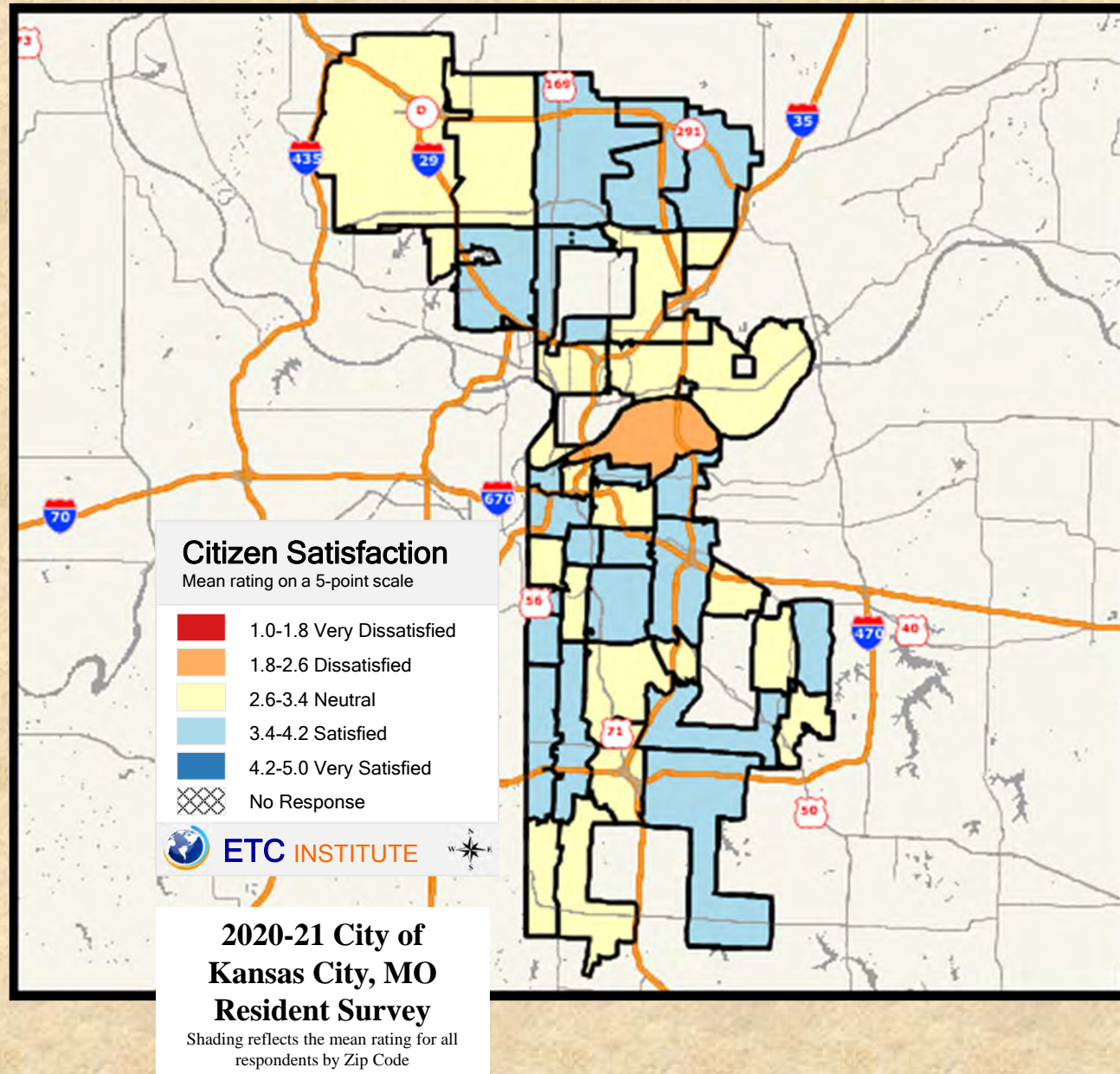




## Q14-2 Satisfaction with the quality of housing for your family

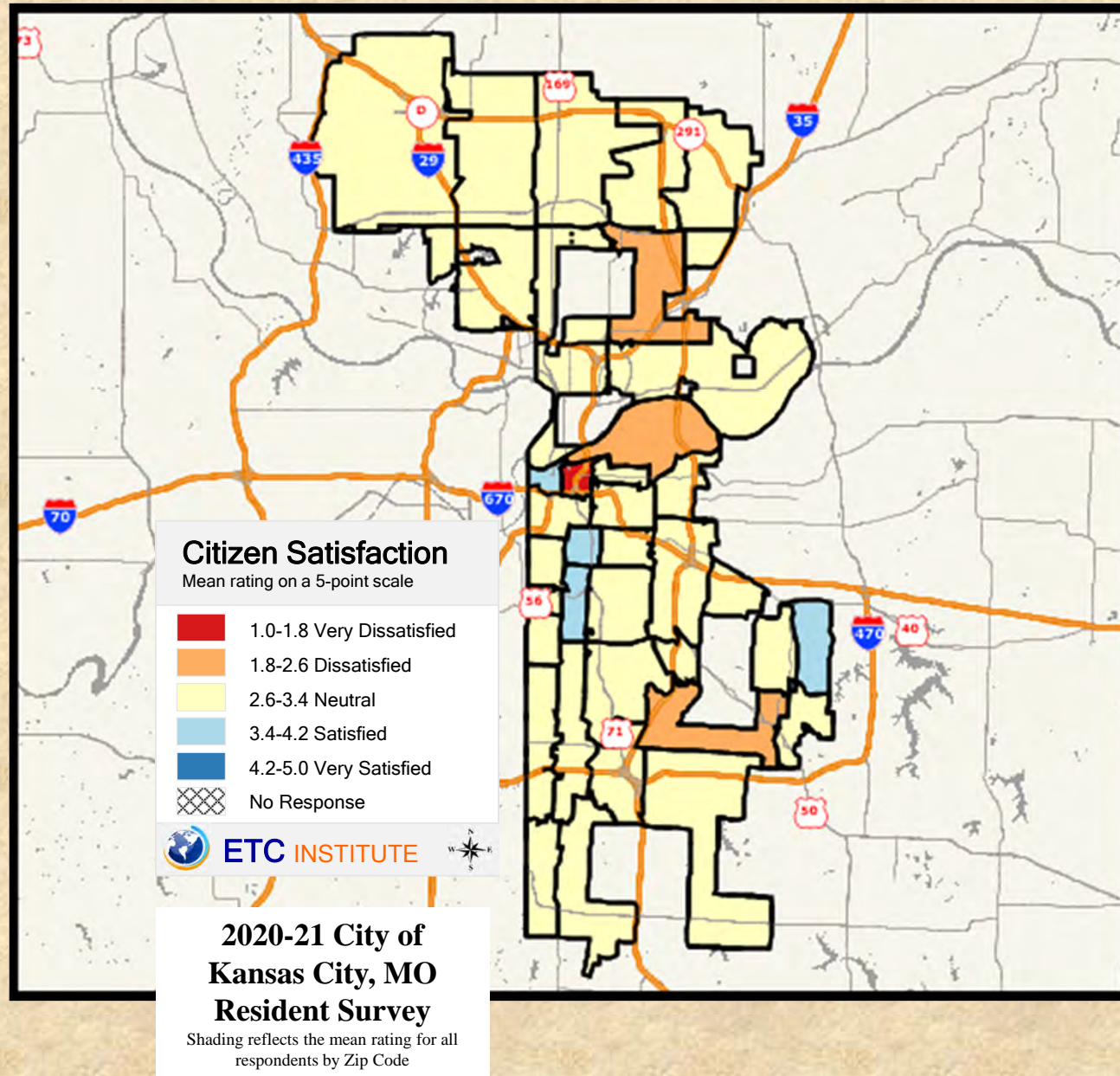


# Q15-1 Satisfaction with ease of using the Municipal Court online ticket payment and information system

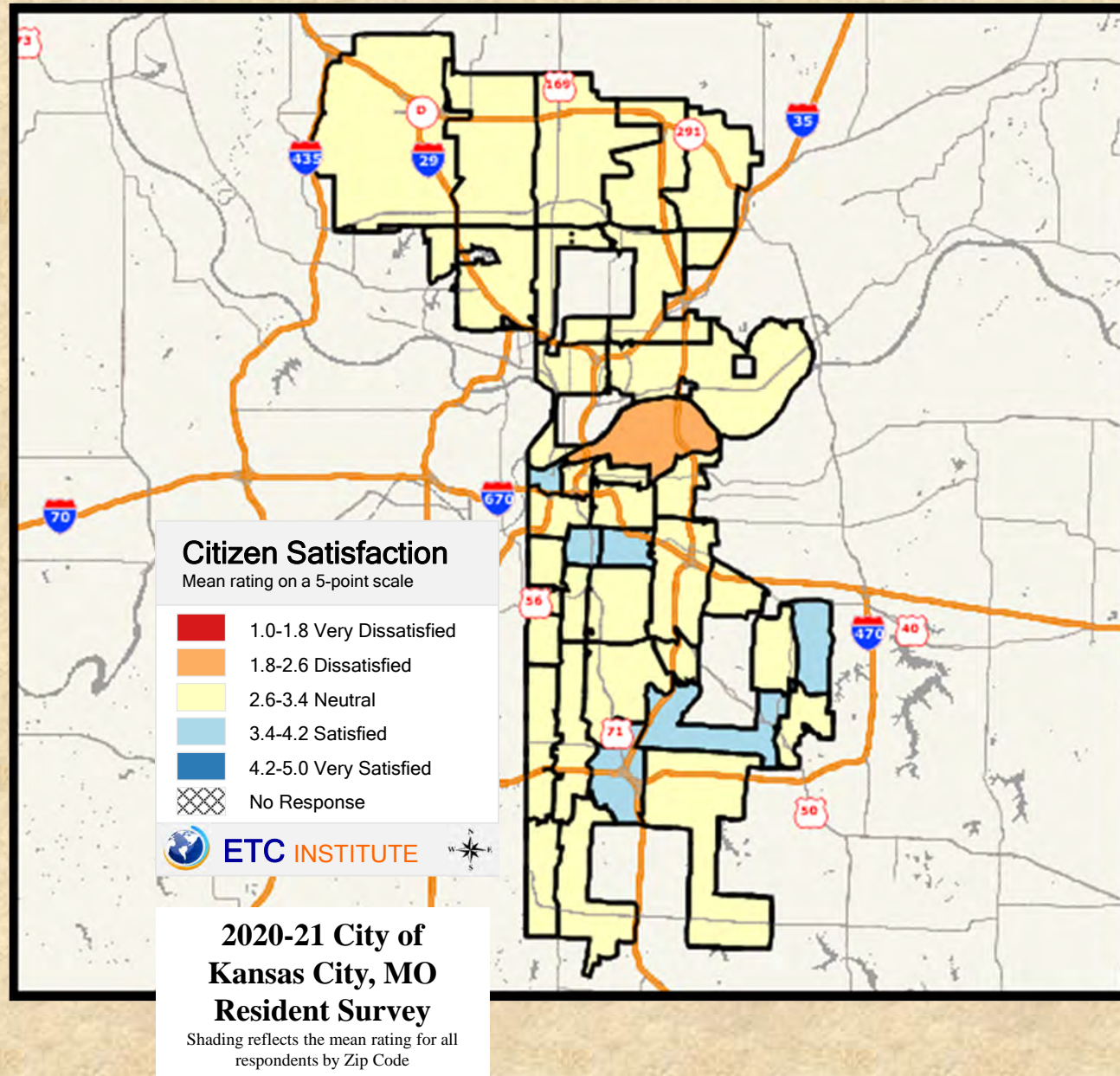




# Q15-2 Satisfaction with effectiveness of Problem-Solving Court Programs

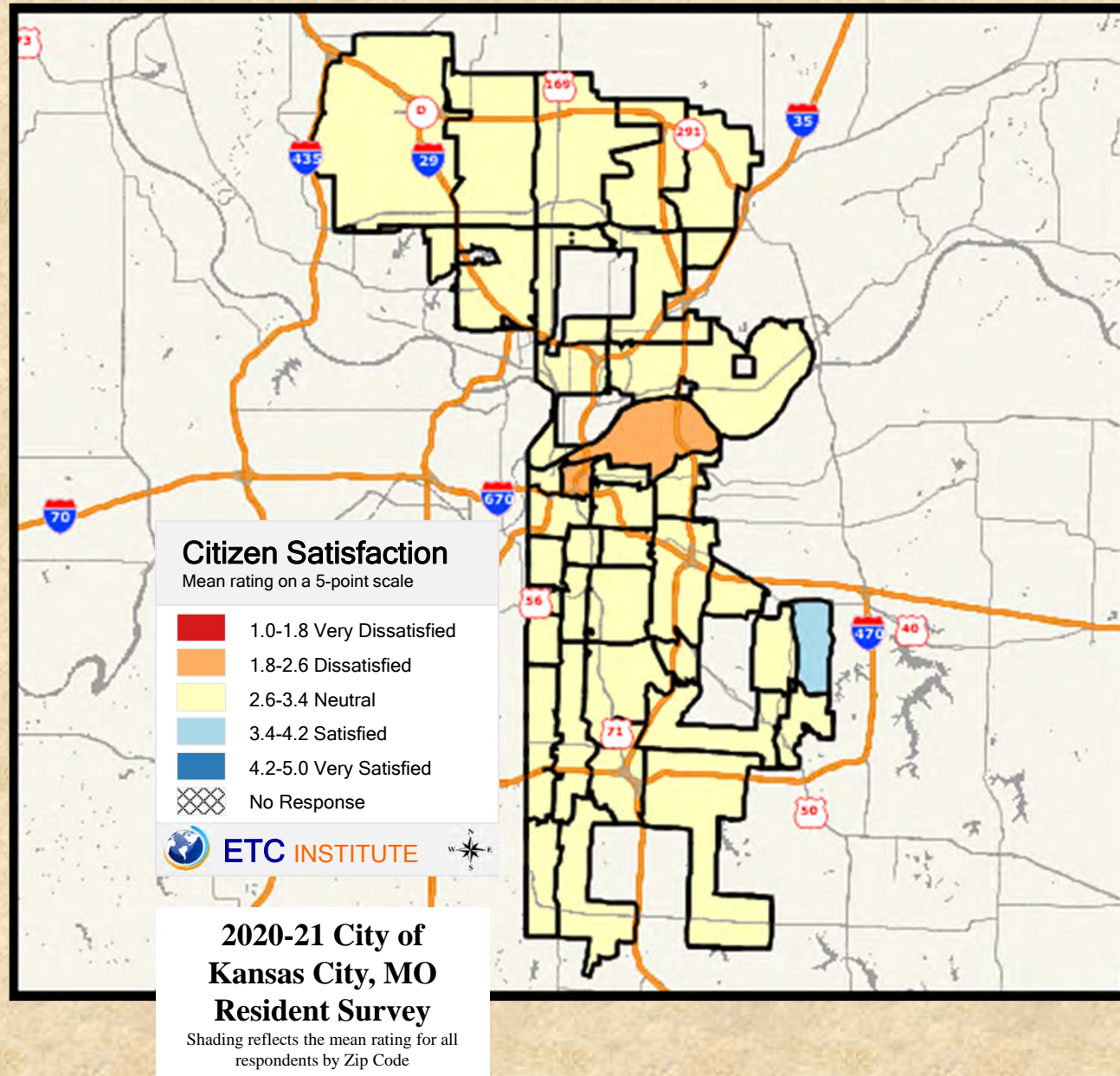


### Q15-3 Satisfaction with courtesy and professionalism of Municipal Court staff

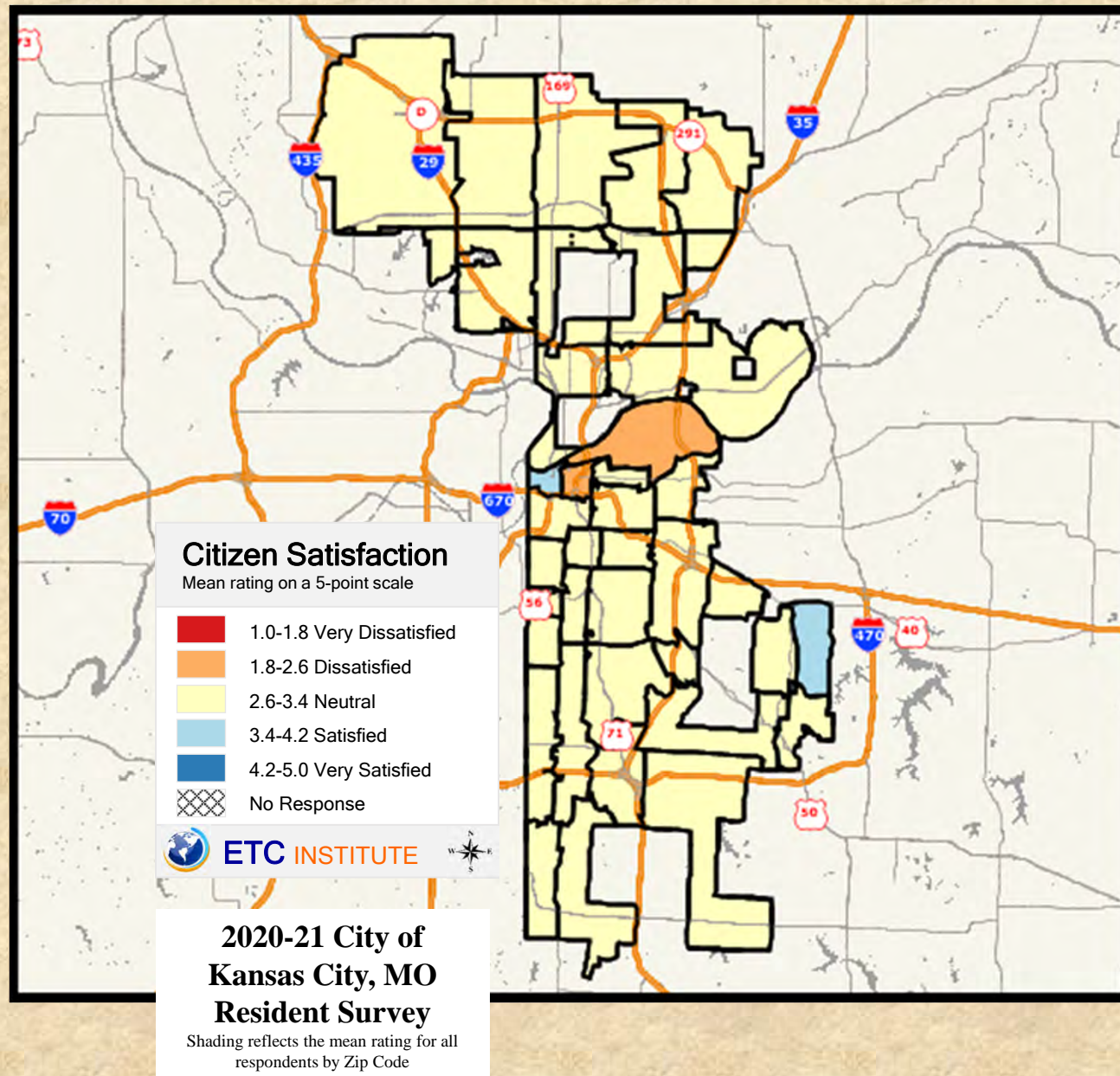




# Q15-4 Satisfaction with overall ability of Municipal Court to be fair and impartial

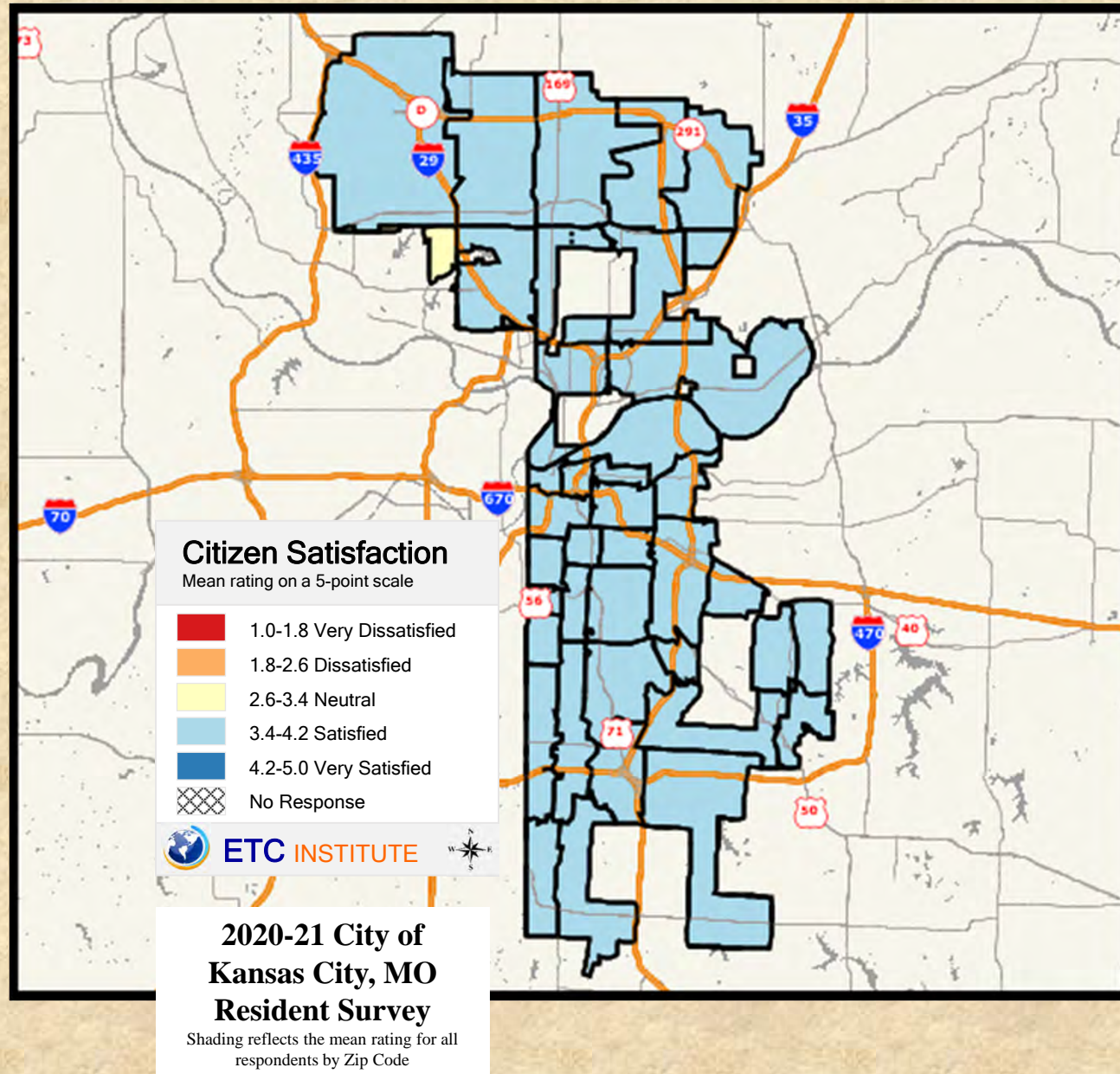


# Q15-5 Satisfaction with availability of payment plans and alternative sentencing

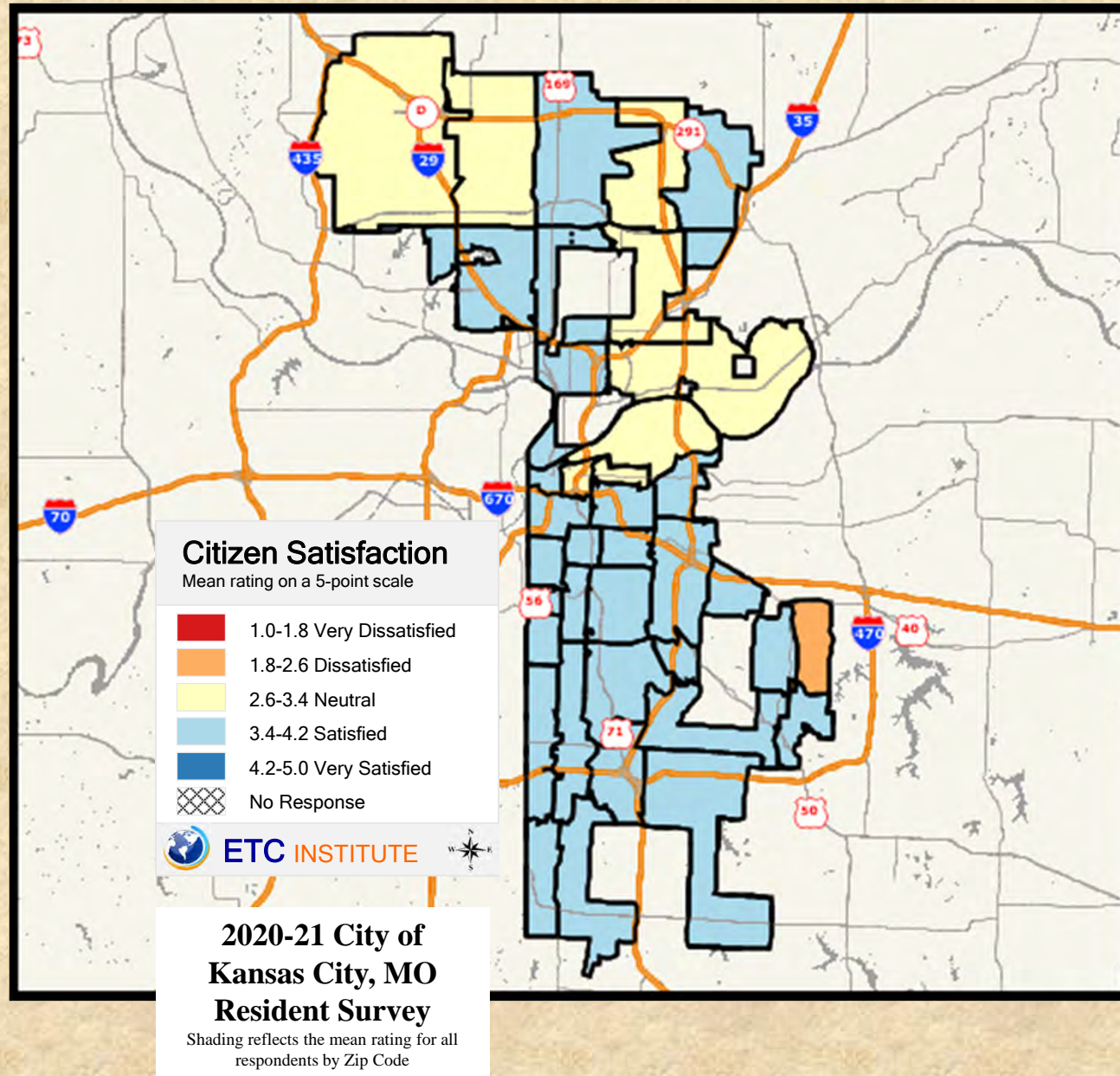




## Q17-1 Satisfaction with ease of utilizing 311 services via phone

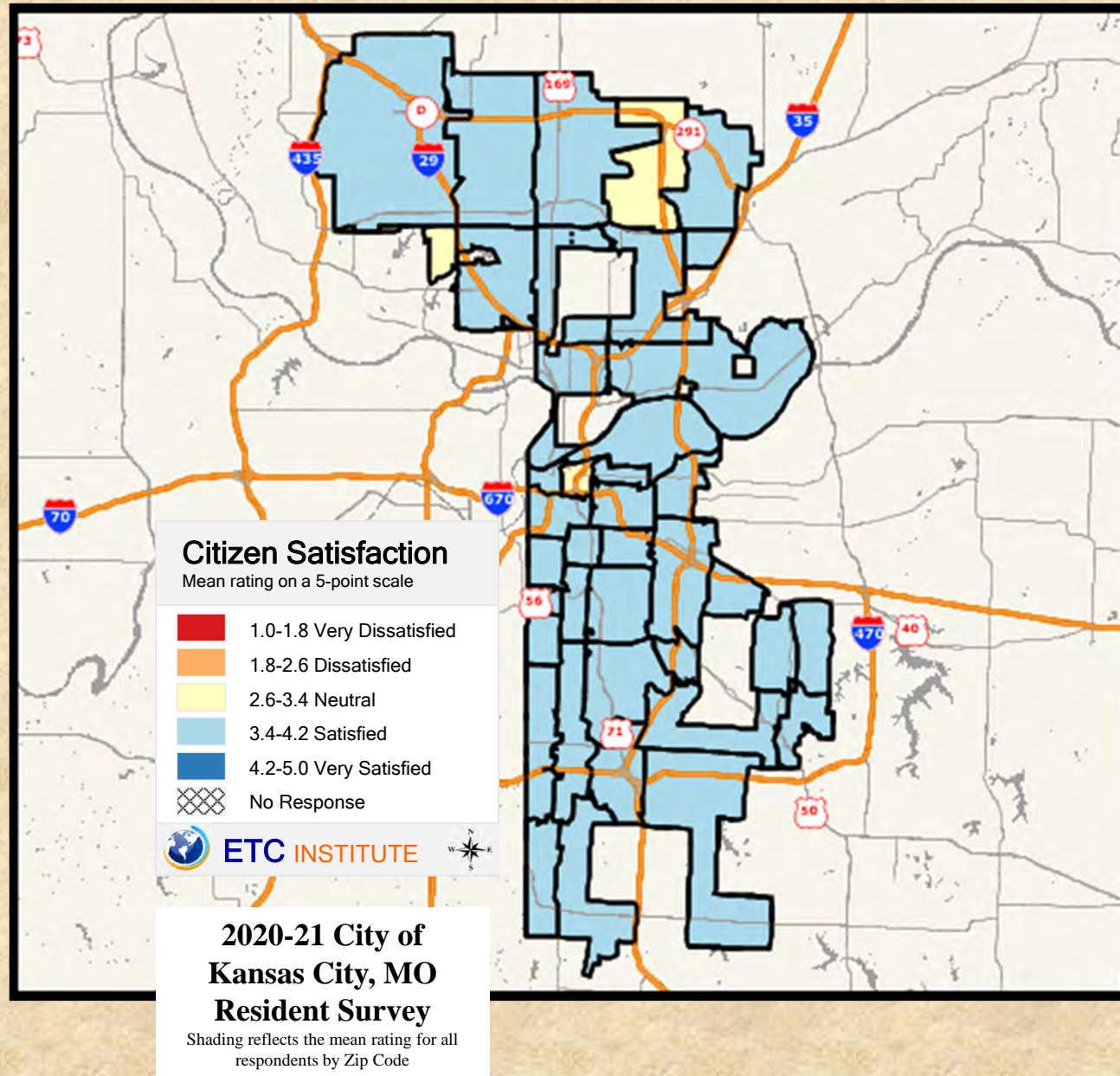


# Q17-2 Satisfaction with ease of utilizing 311 services via web or mobile application

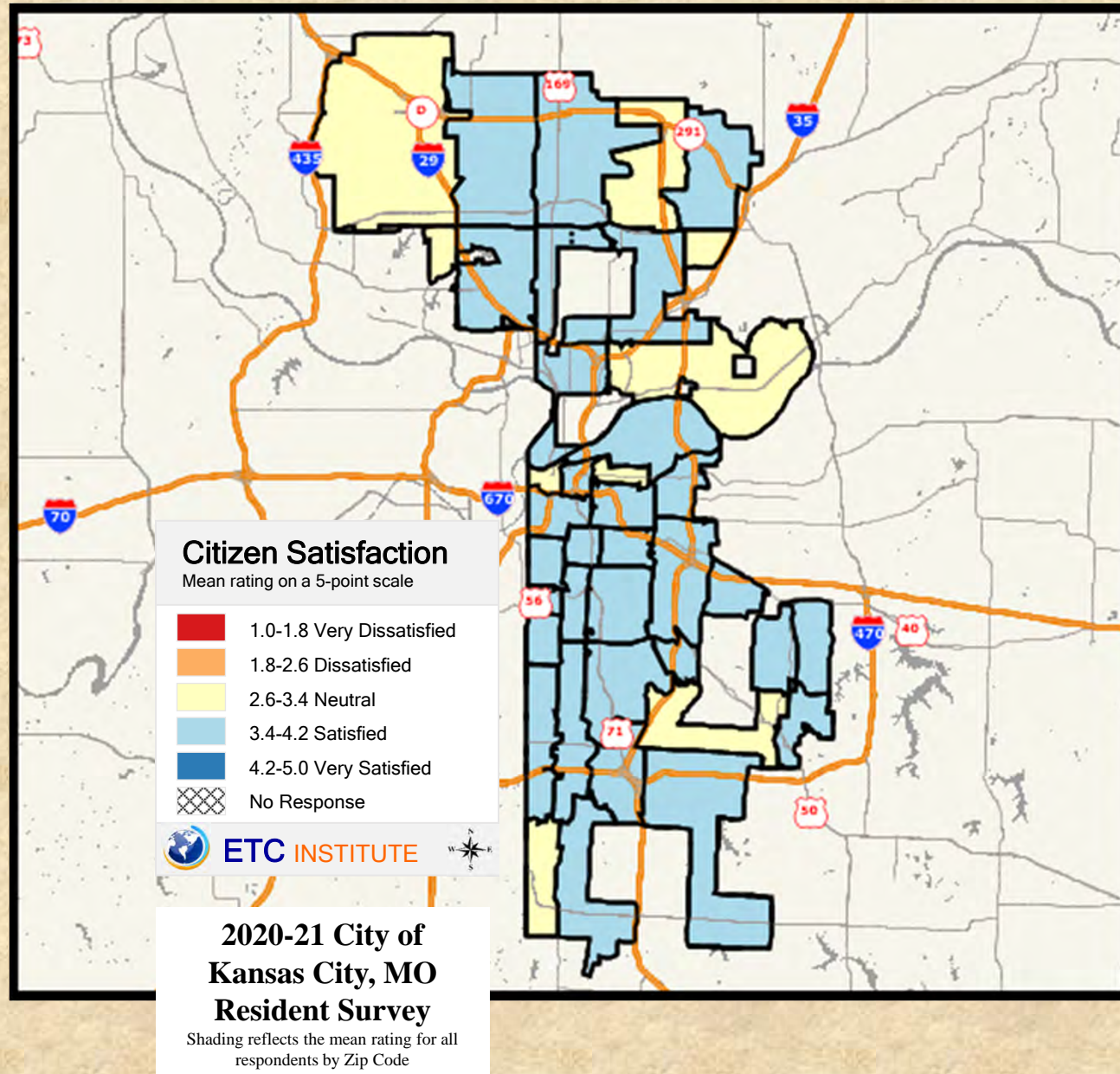




### Q17-3 Satisfaction with courtesy and professionalism of 311 call takers

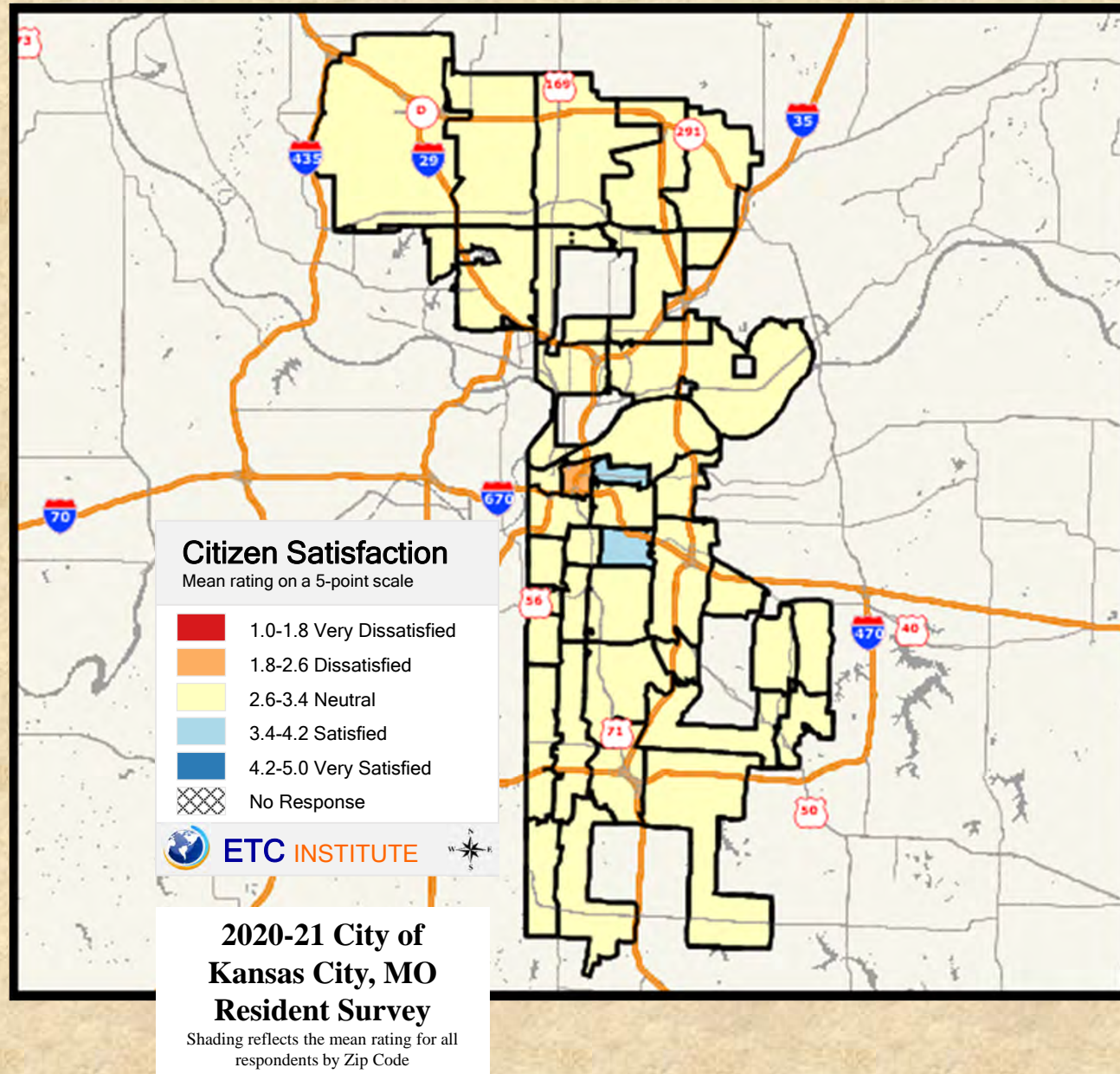


# Q17-4 Satisfaction with how well question or issue was resolved via 311

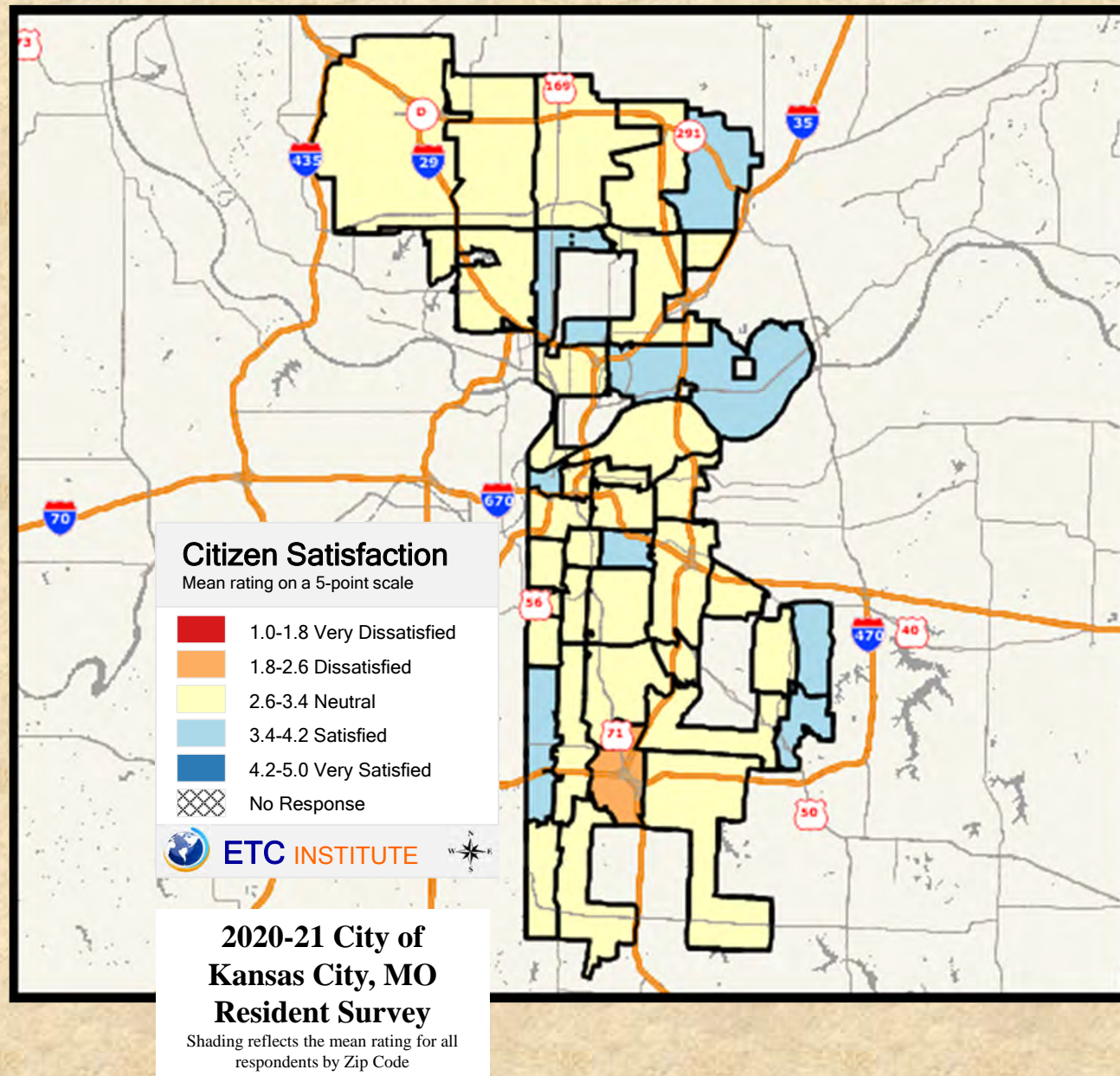




# Q19-1 Satisfaction with the availability of information about city programs and services

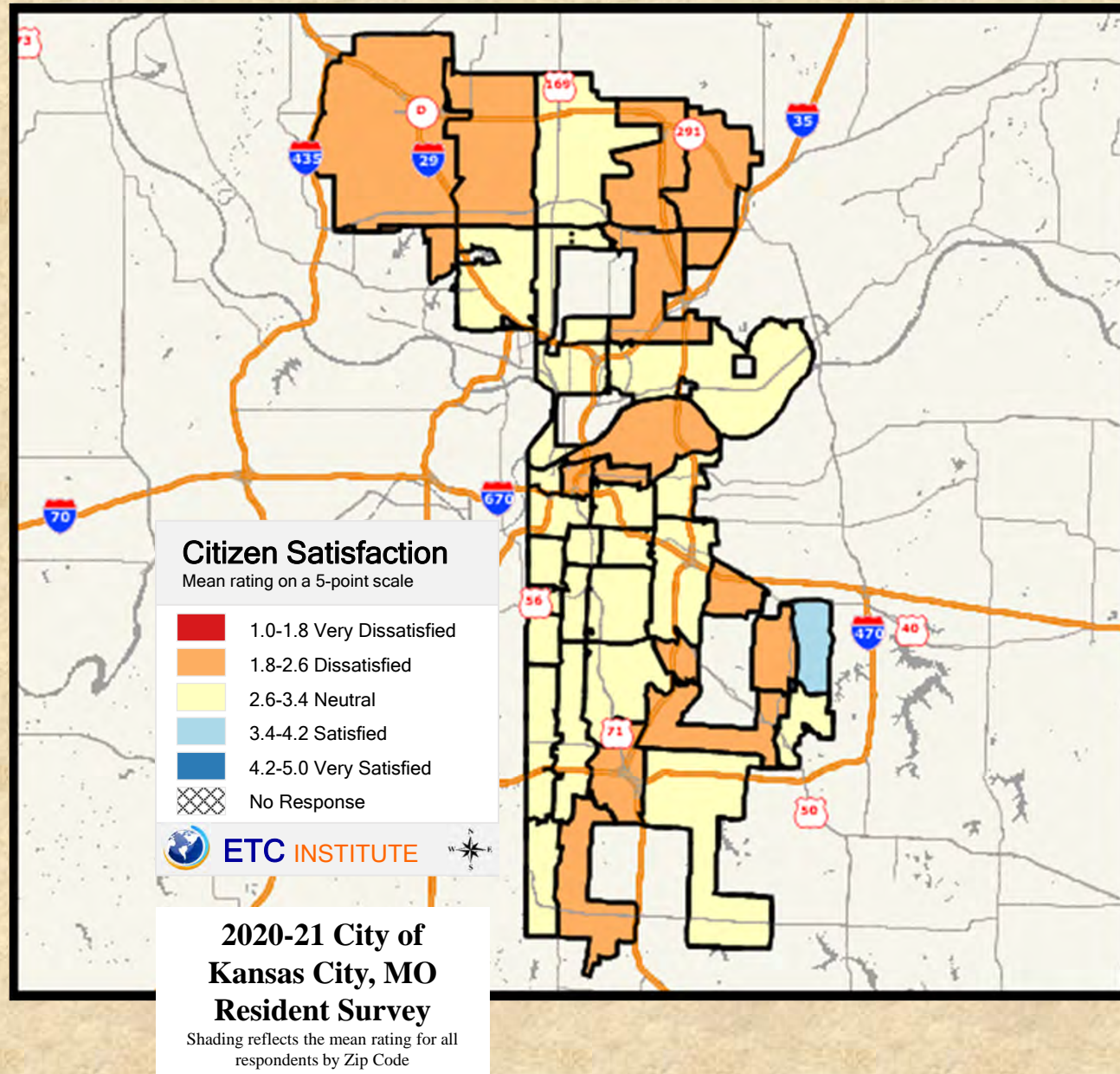


## Q19-2 Satisfaction with overall usefulness of the city's website

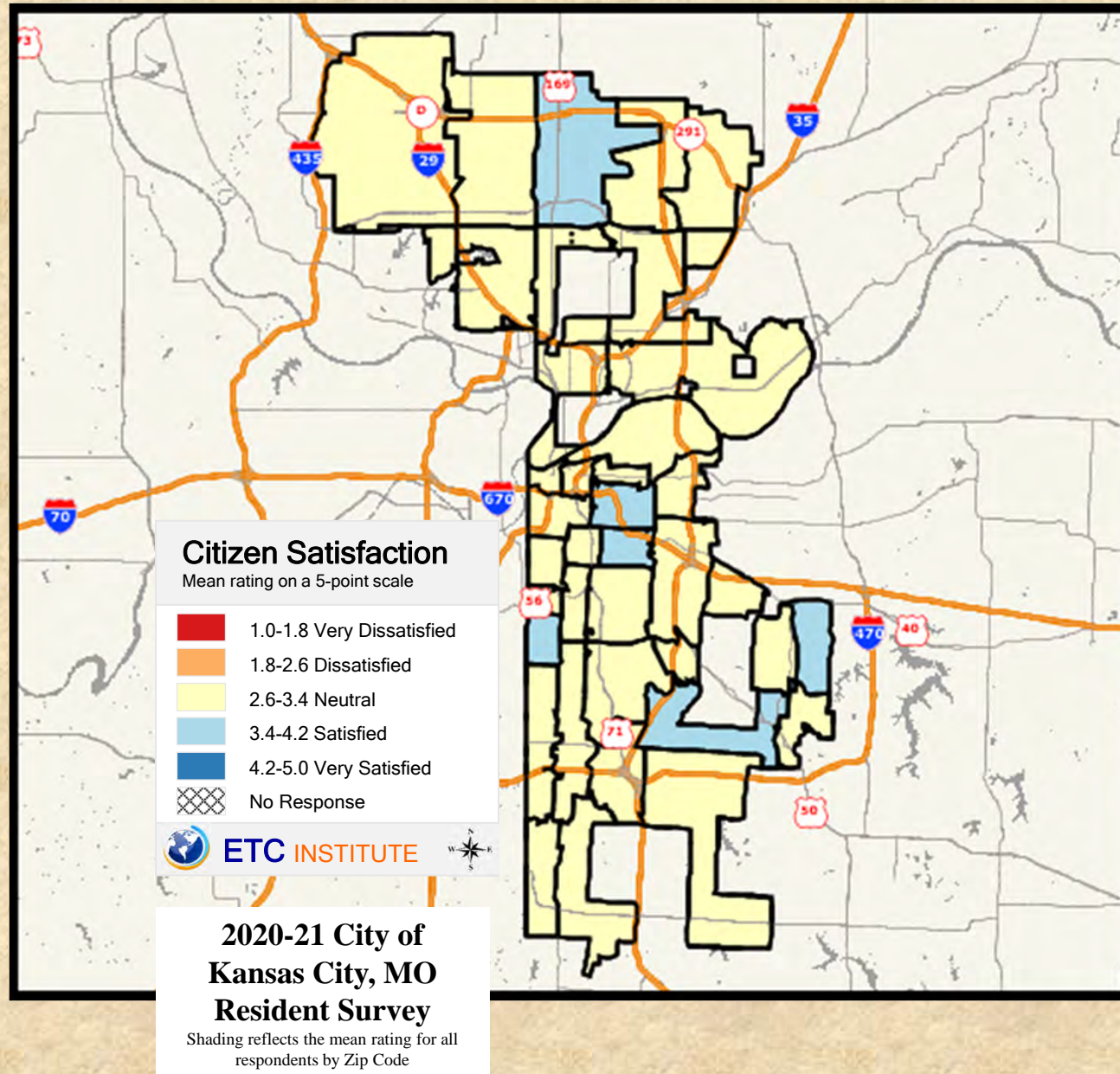




# Q19-3 Satisfaction with opportunity to engage/provide input into decisions made by the city

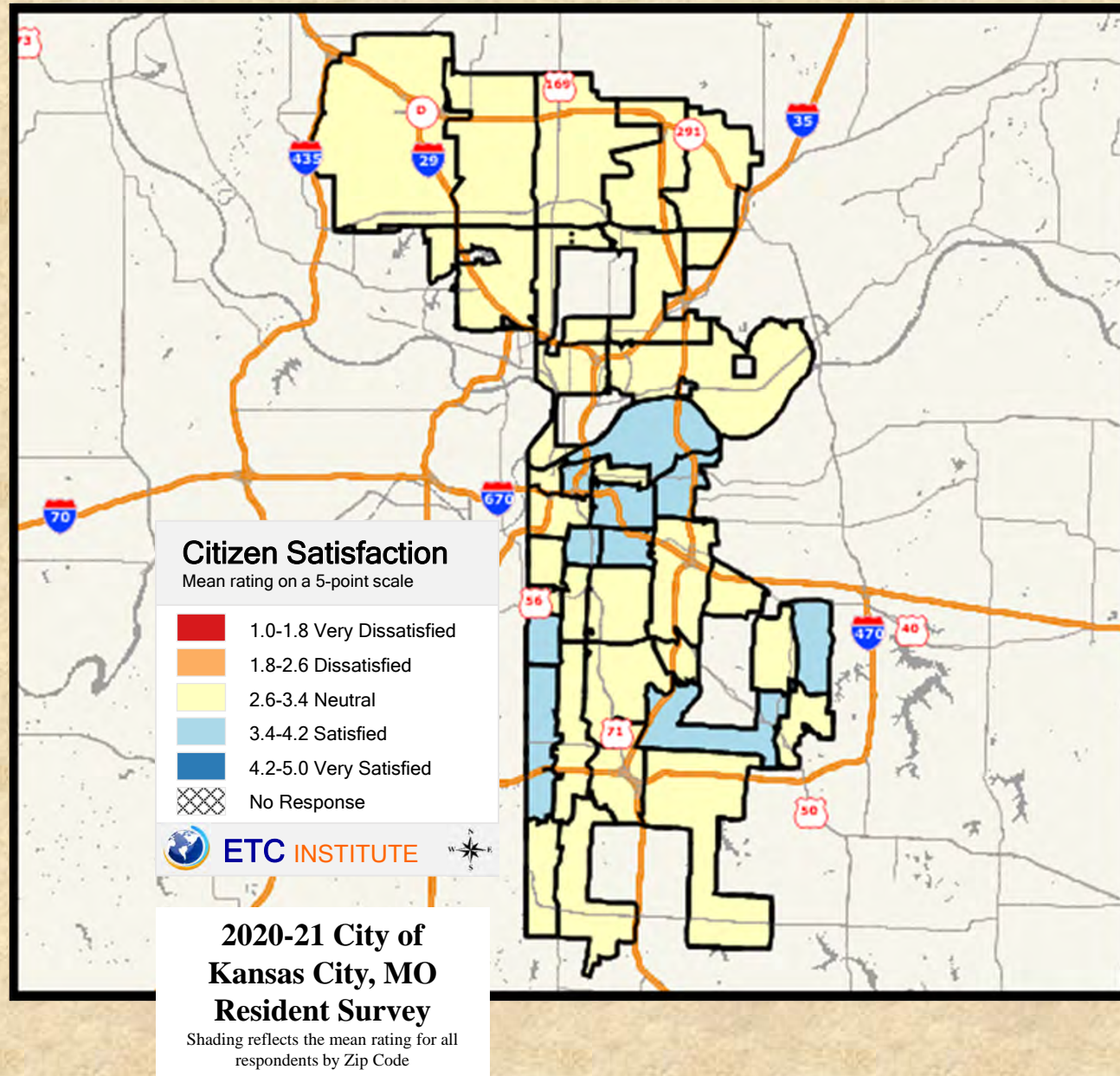


## Q19-4 Satisfaction with quality of city video programming including city television channel (Channel 2) & web streaming

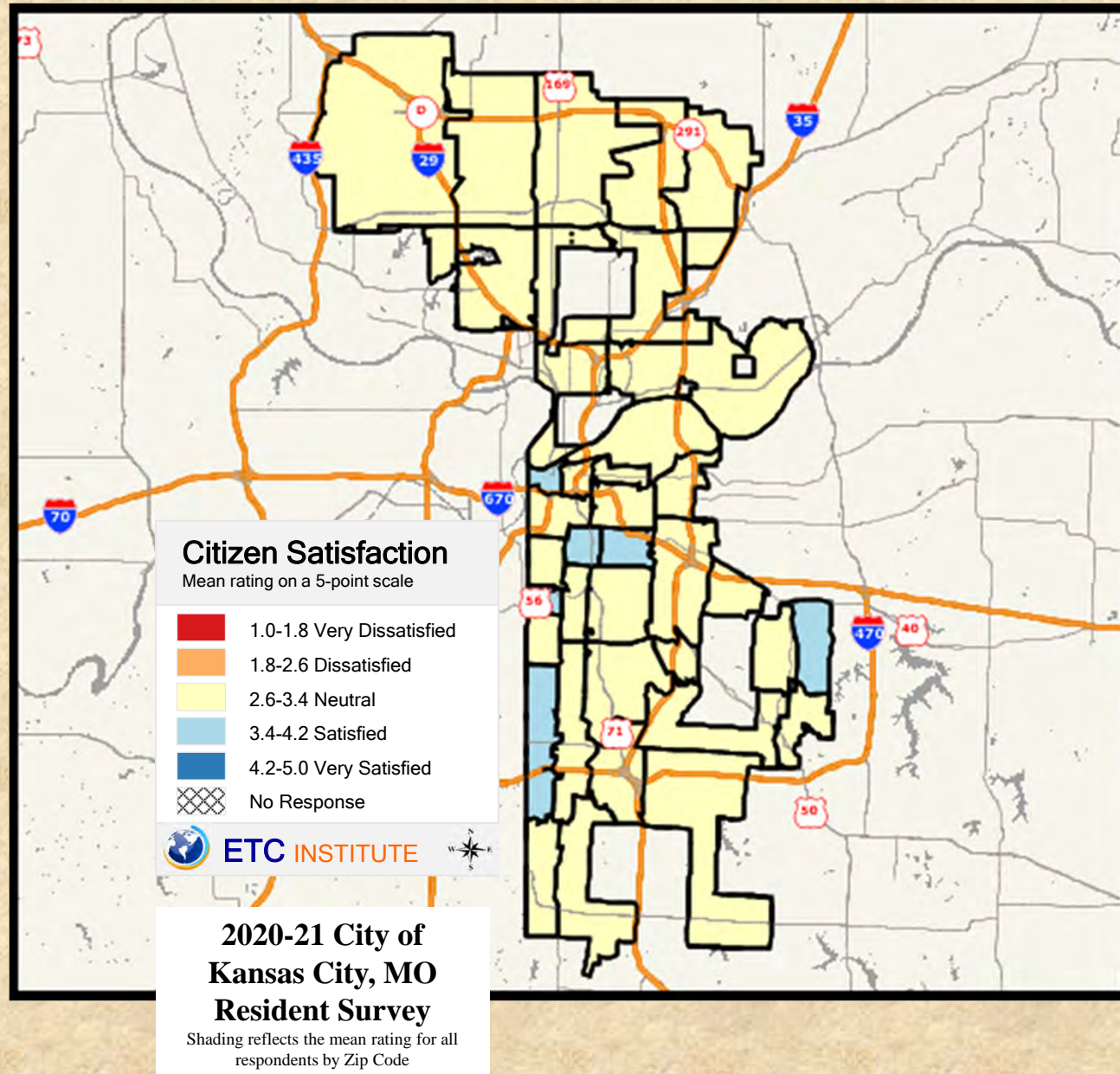




## Q19-5 Satisfaction with the content in the City's magazine, KCMORE

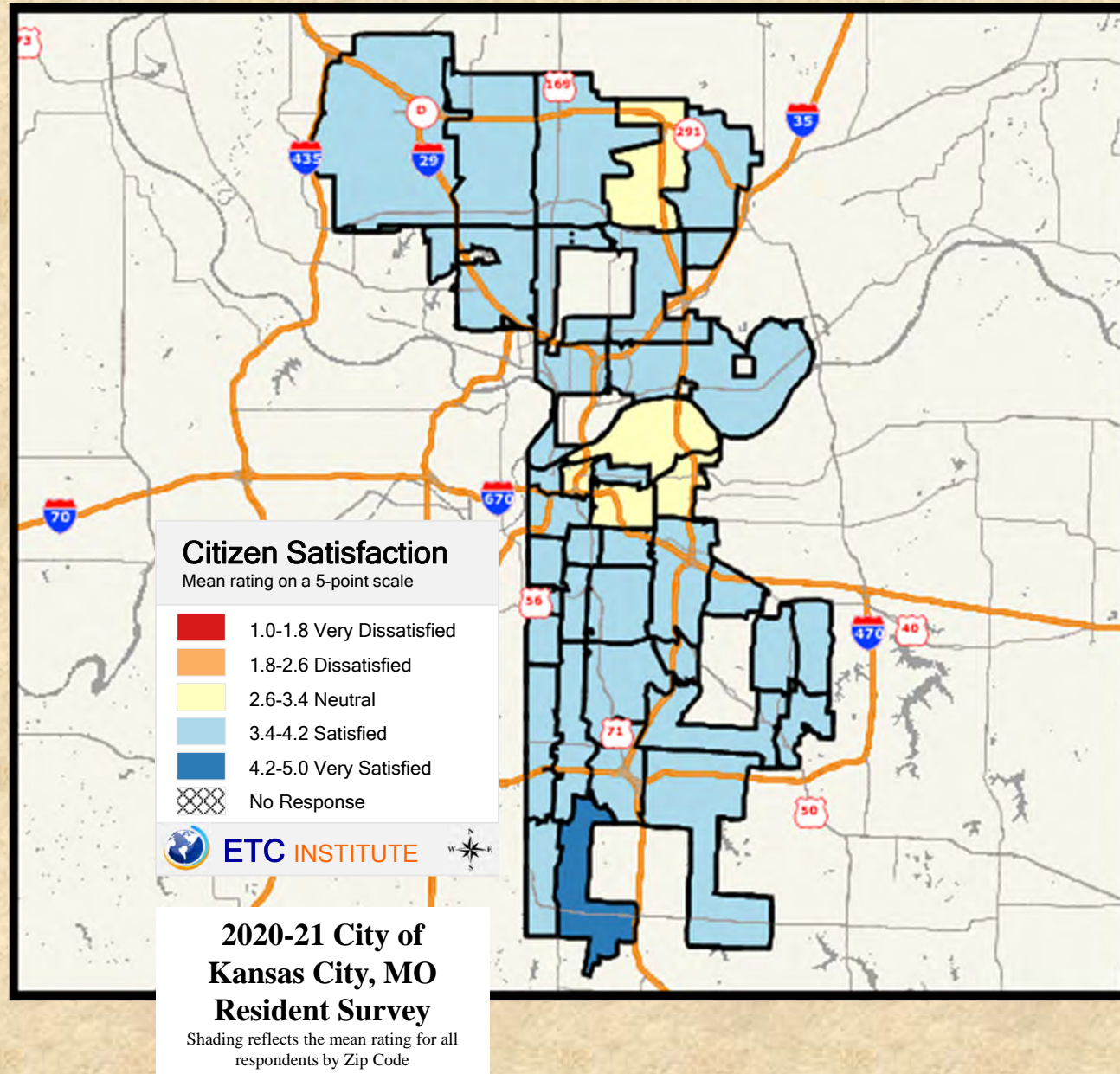


## Q19-6 Satisfaction with the city's use of social media

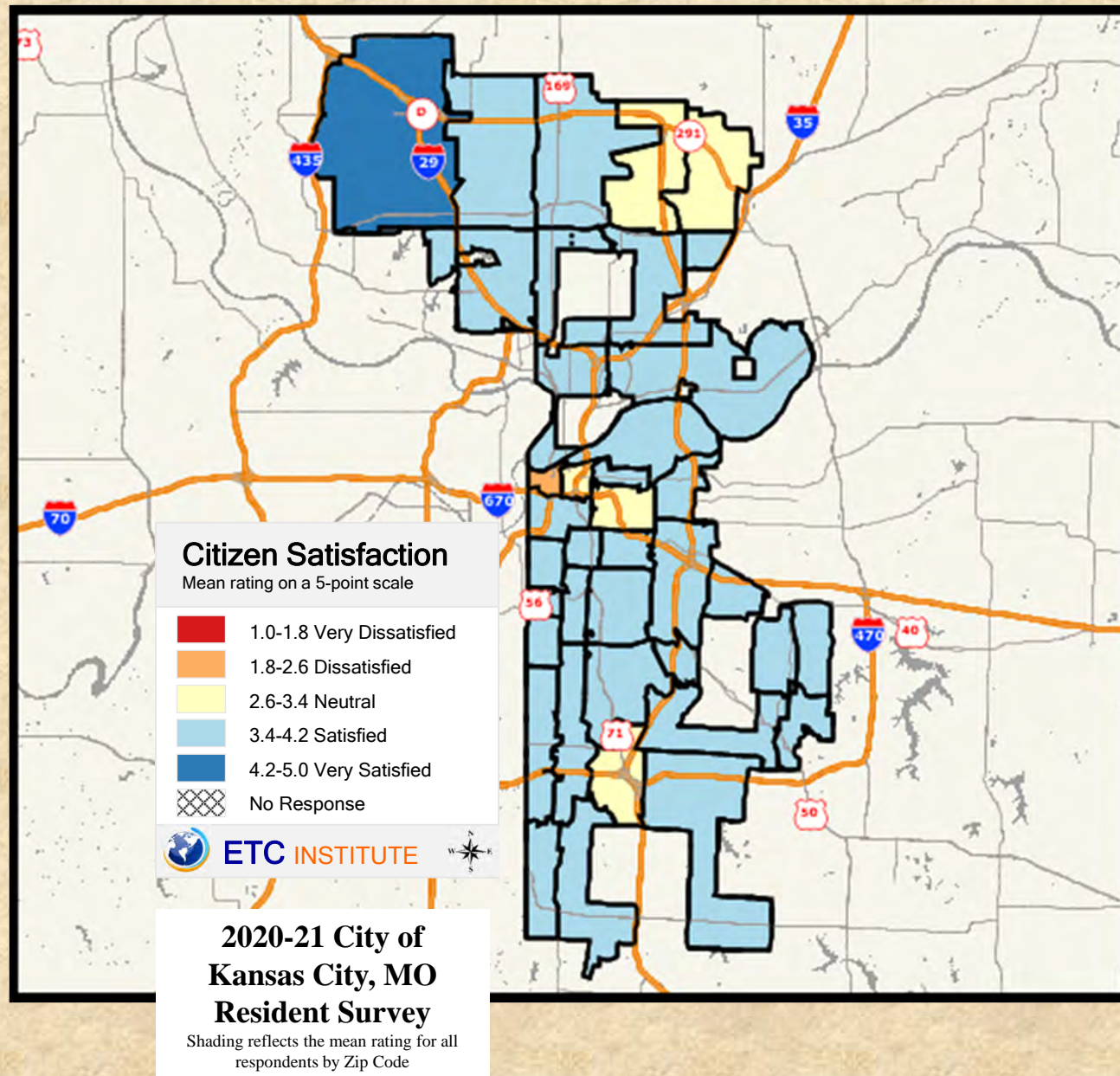




## Q15-1 Satisfaction with overall quality of trash collection services

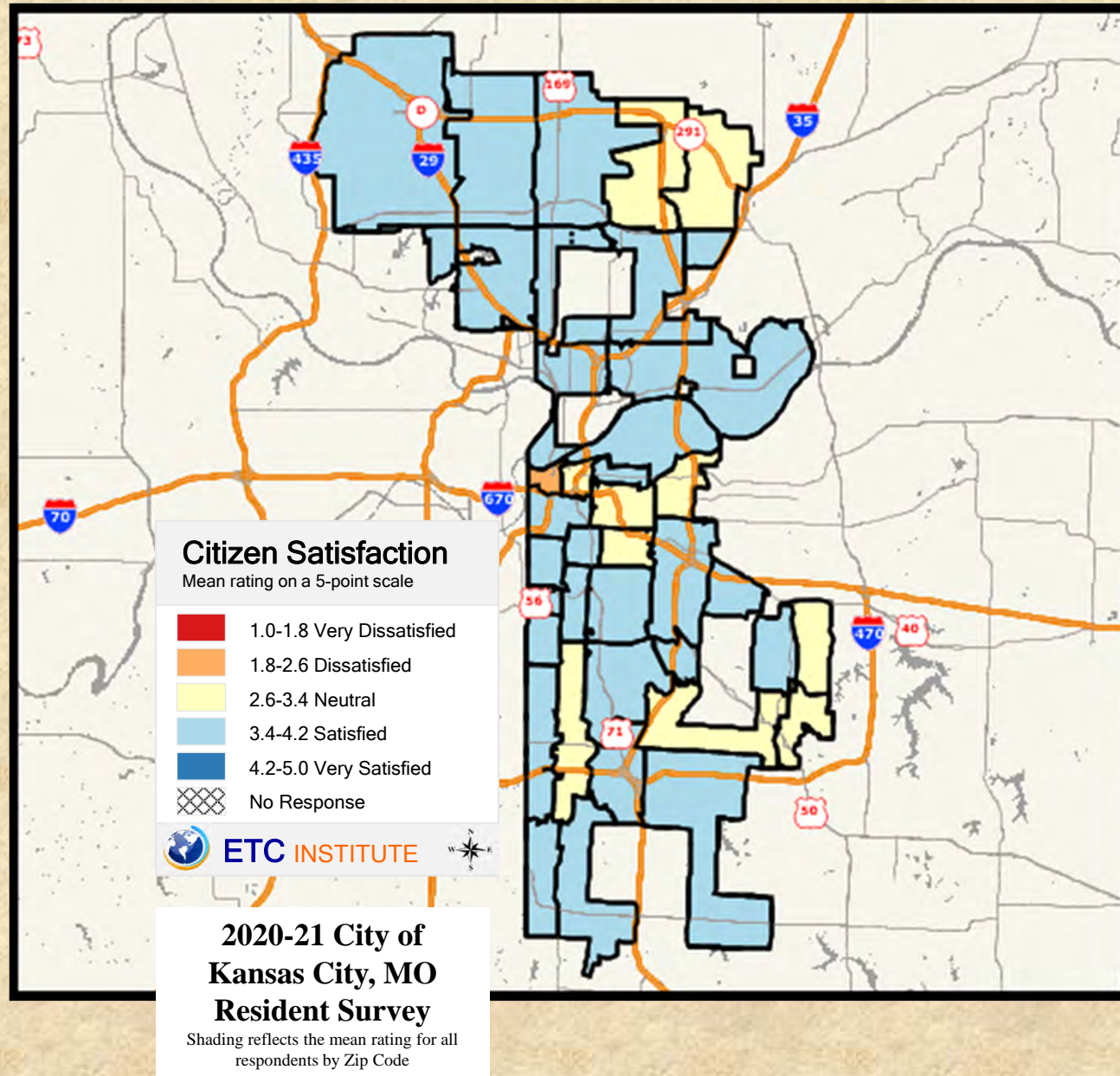


## Q15-2 Satisfaction with overall quality of curbside recycling services

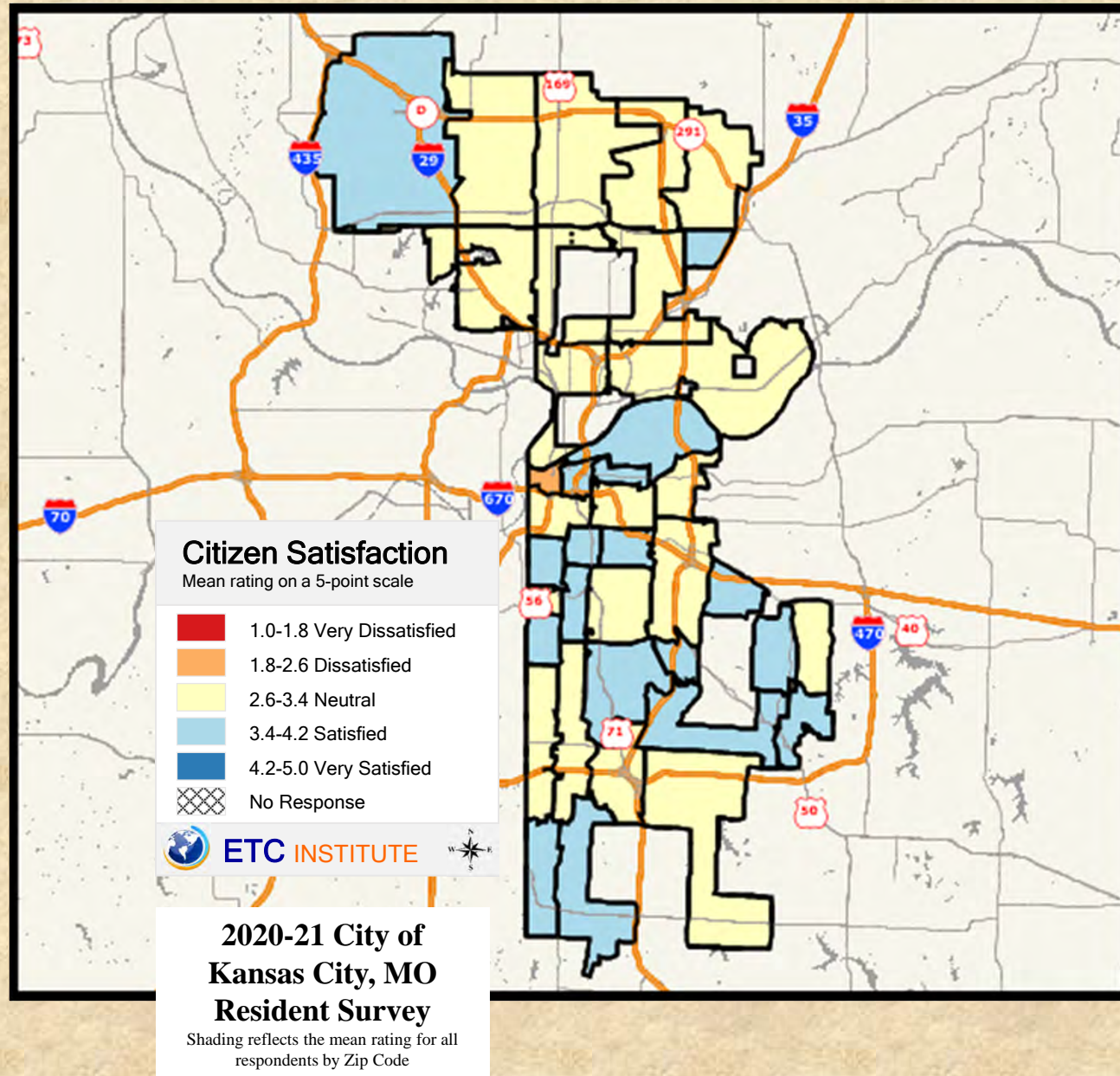




### Q15-3 Satisfaction with overall quality of recycling drop-off centers

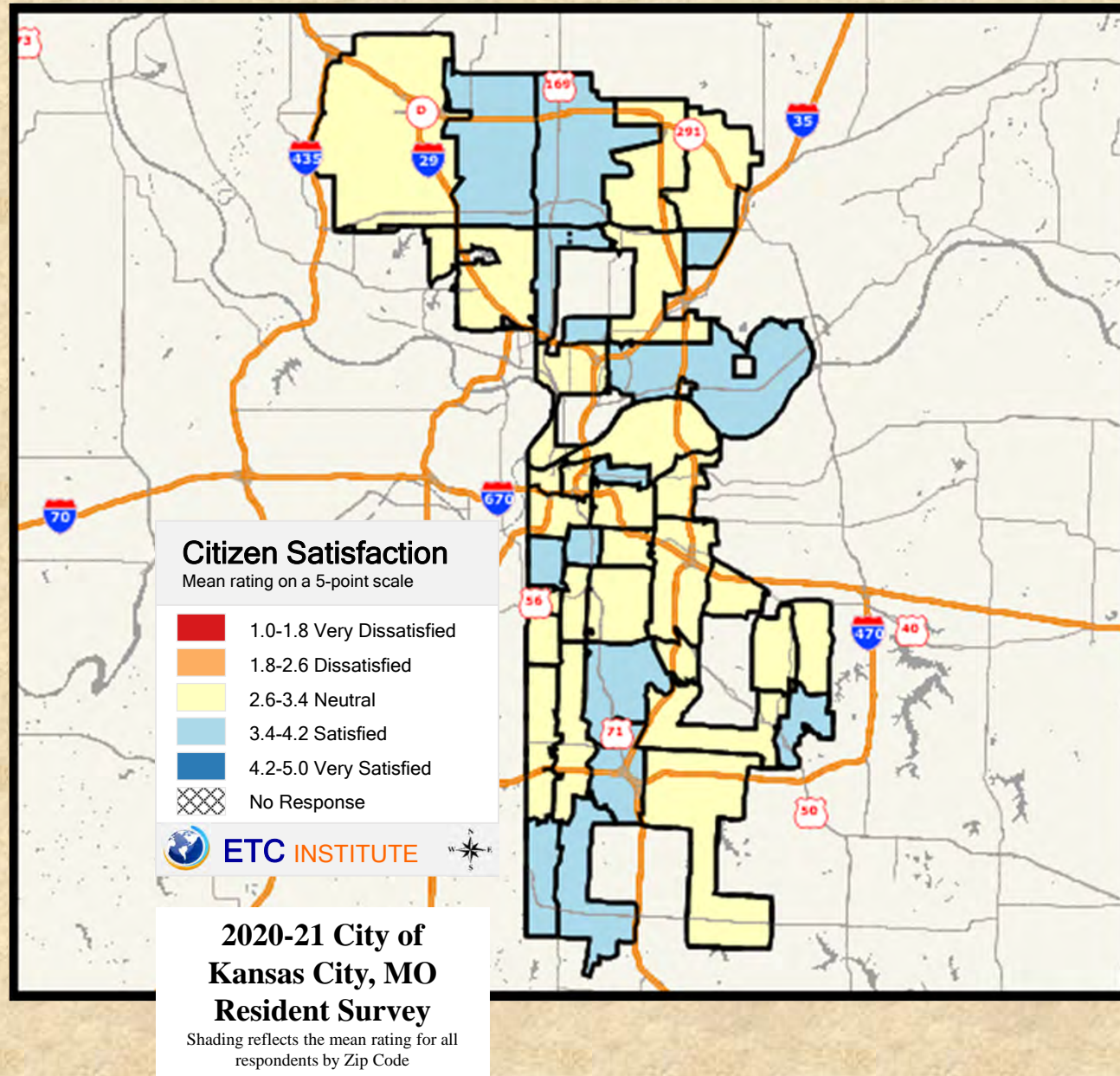


## Q15-4 Satisfaction with overall quality of bulky item pick-up services

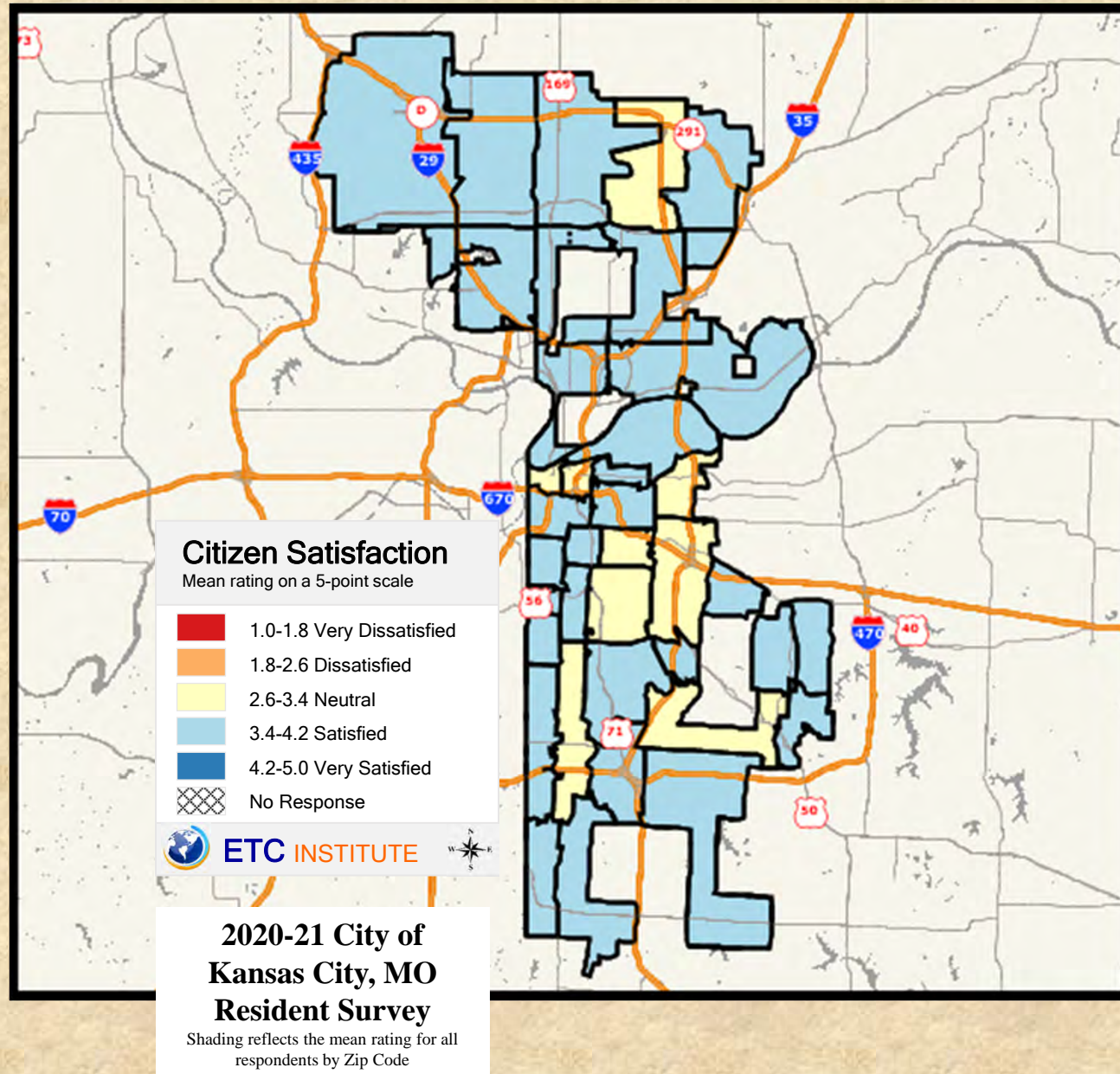




# Q15-5 Satisfaction with overall quality of leaf and brush pick-up services

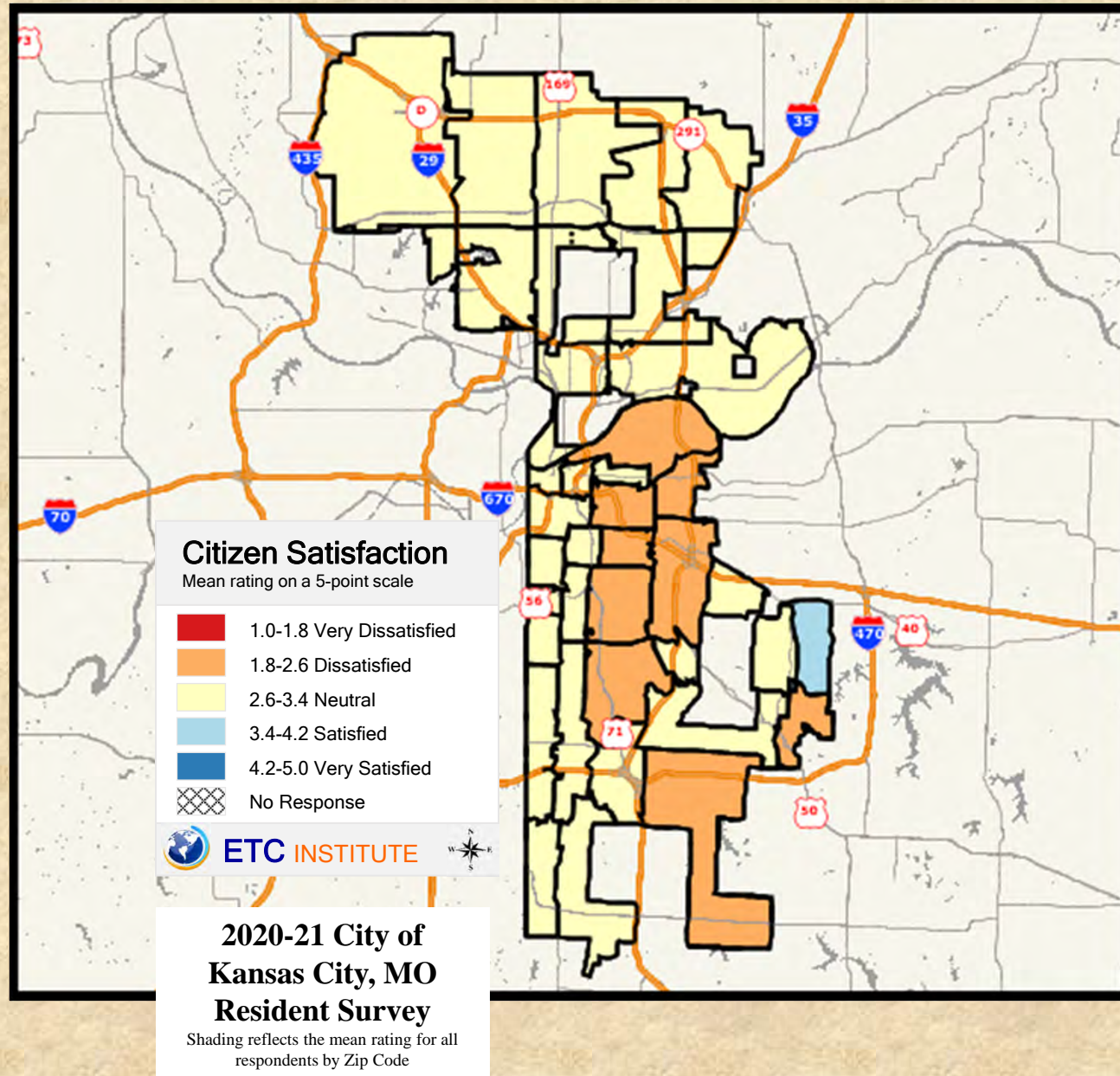


# Q15-6 Satisfaction with overall quality of leaf and brush drop-off centers

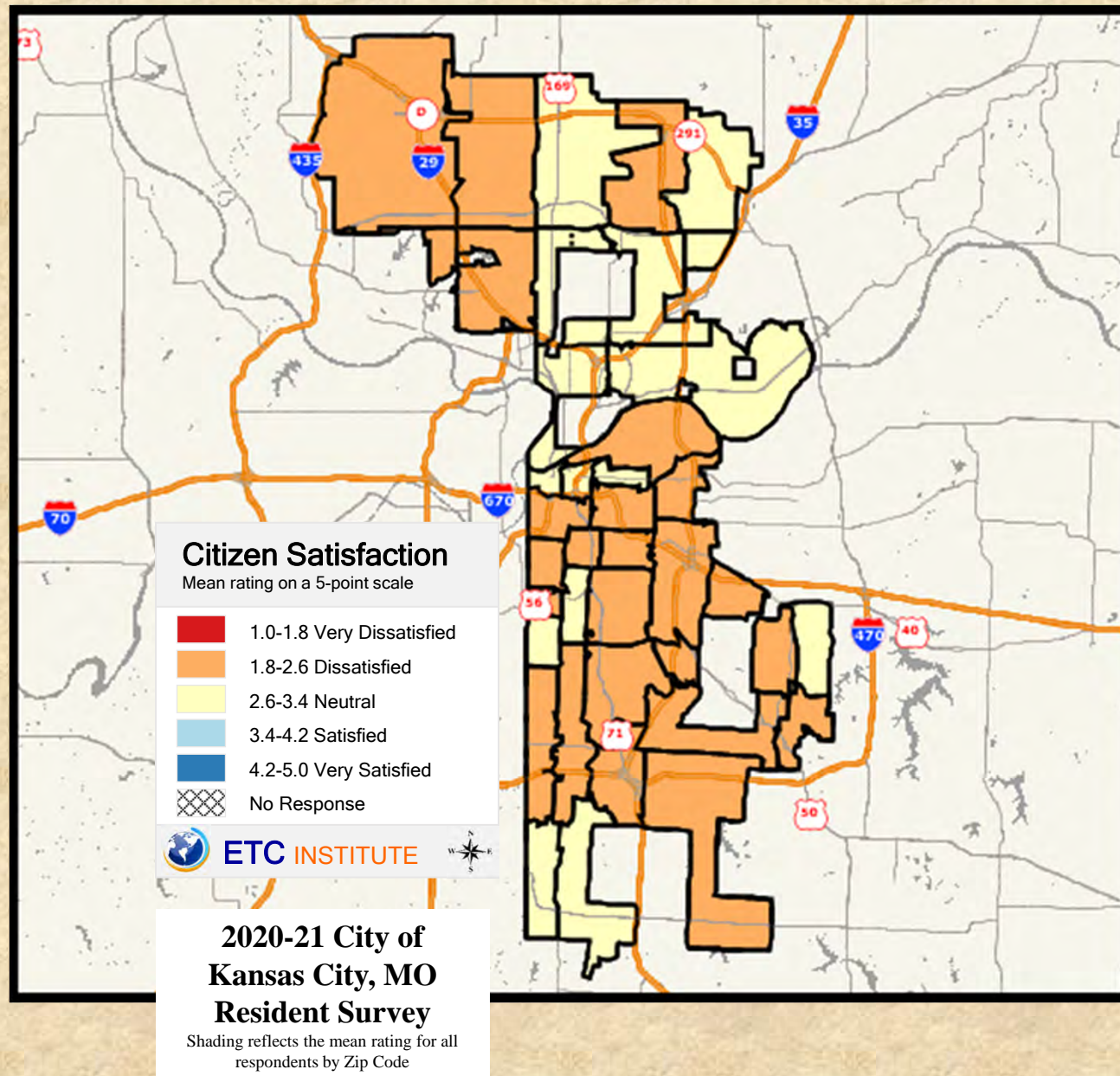




# Q15-7 Satisfaction with overall cleanliness of streets and other public areas

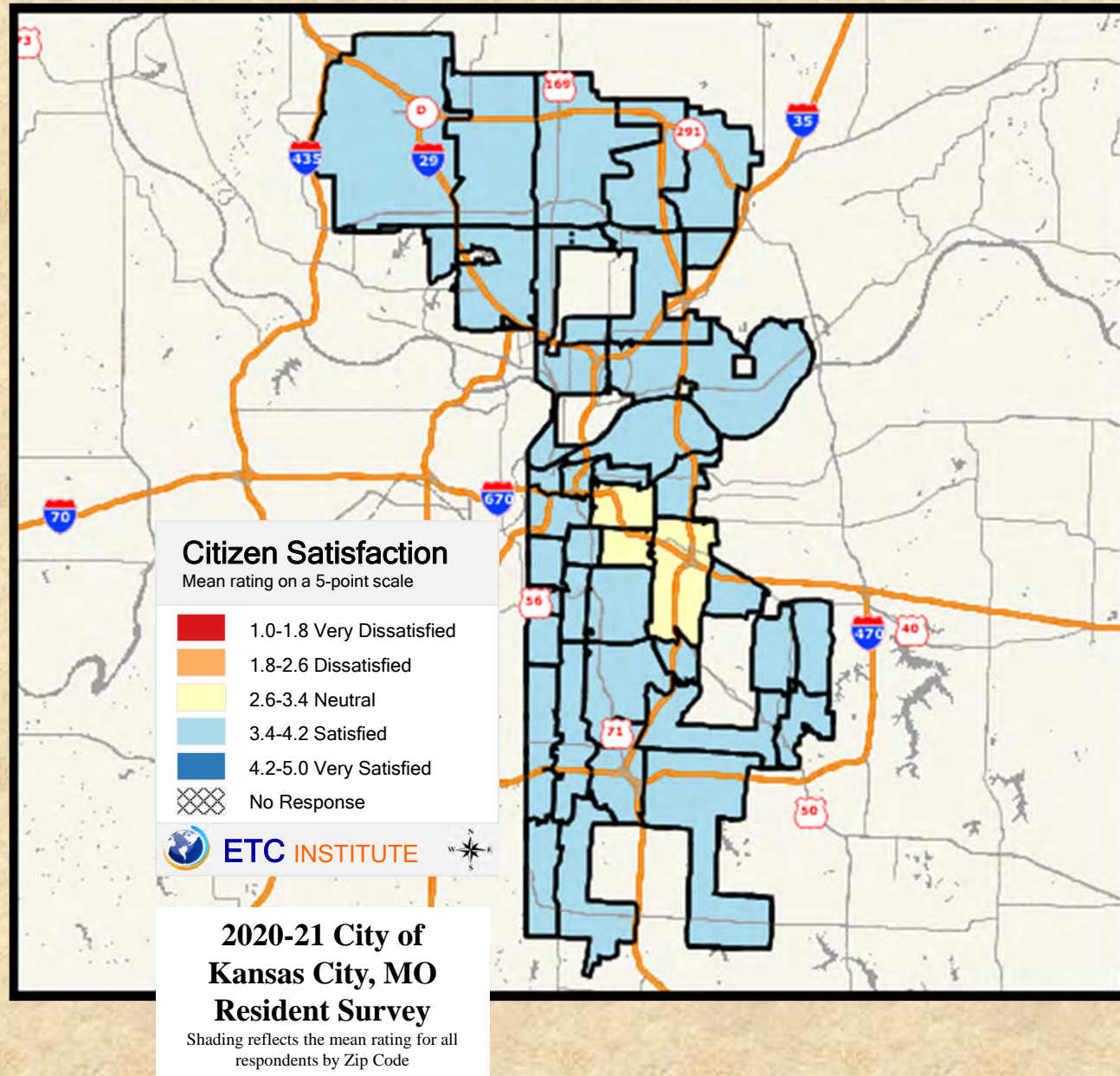


## Q15-8 Satisfaction with city efforts to clean up illegal dumping sites

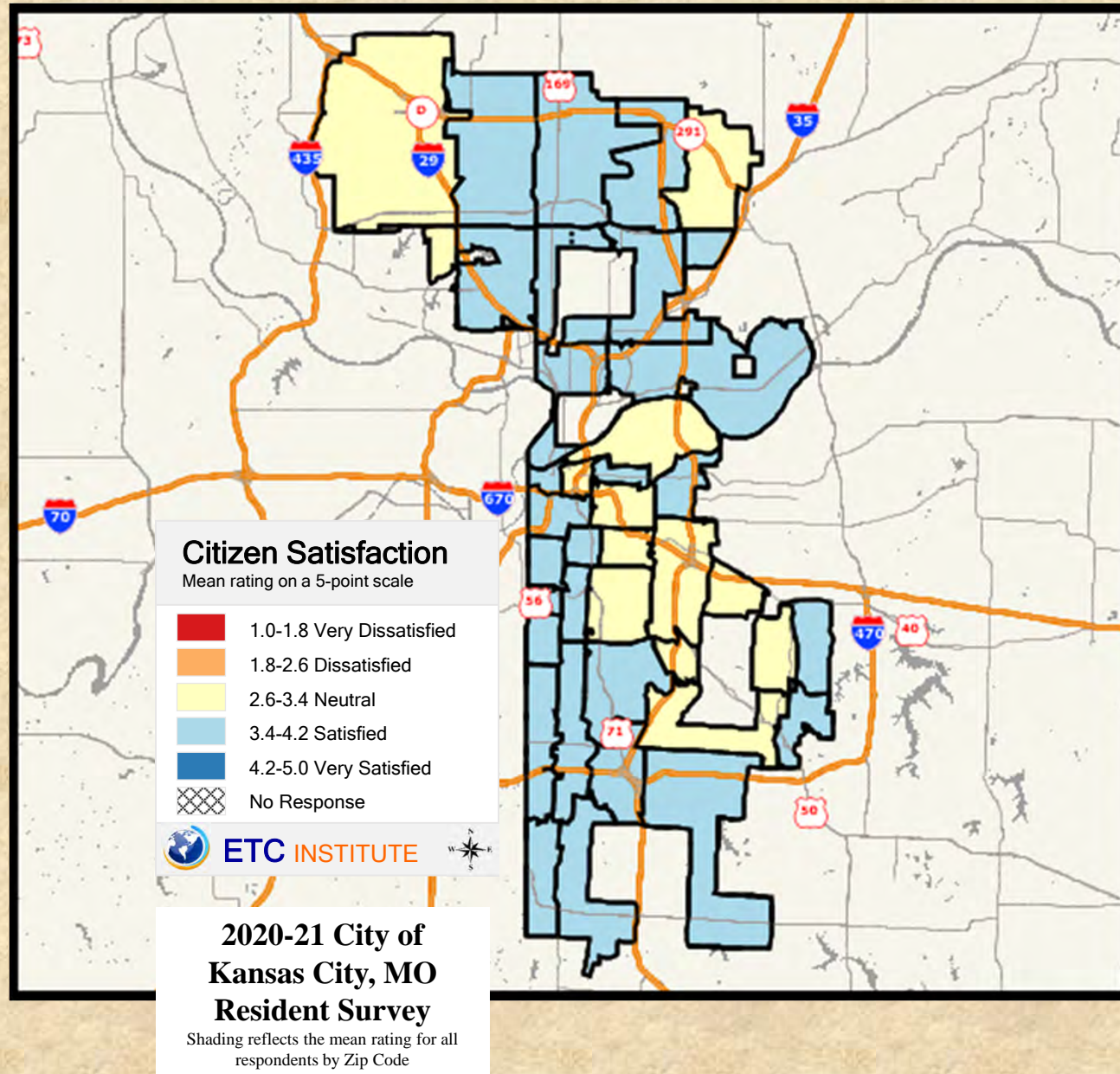




## Q18-01 Satisfaction with maintenance of City parks

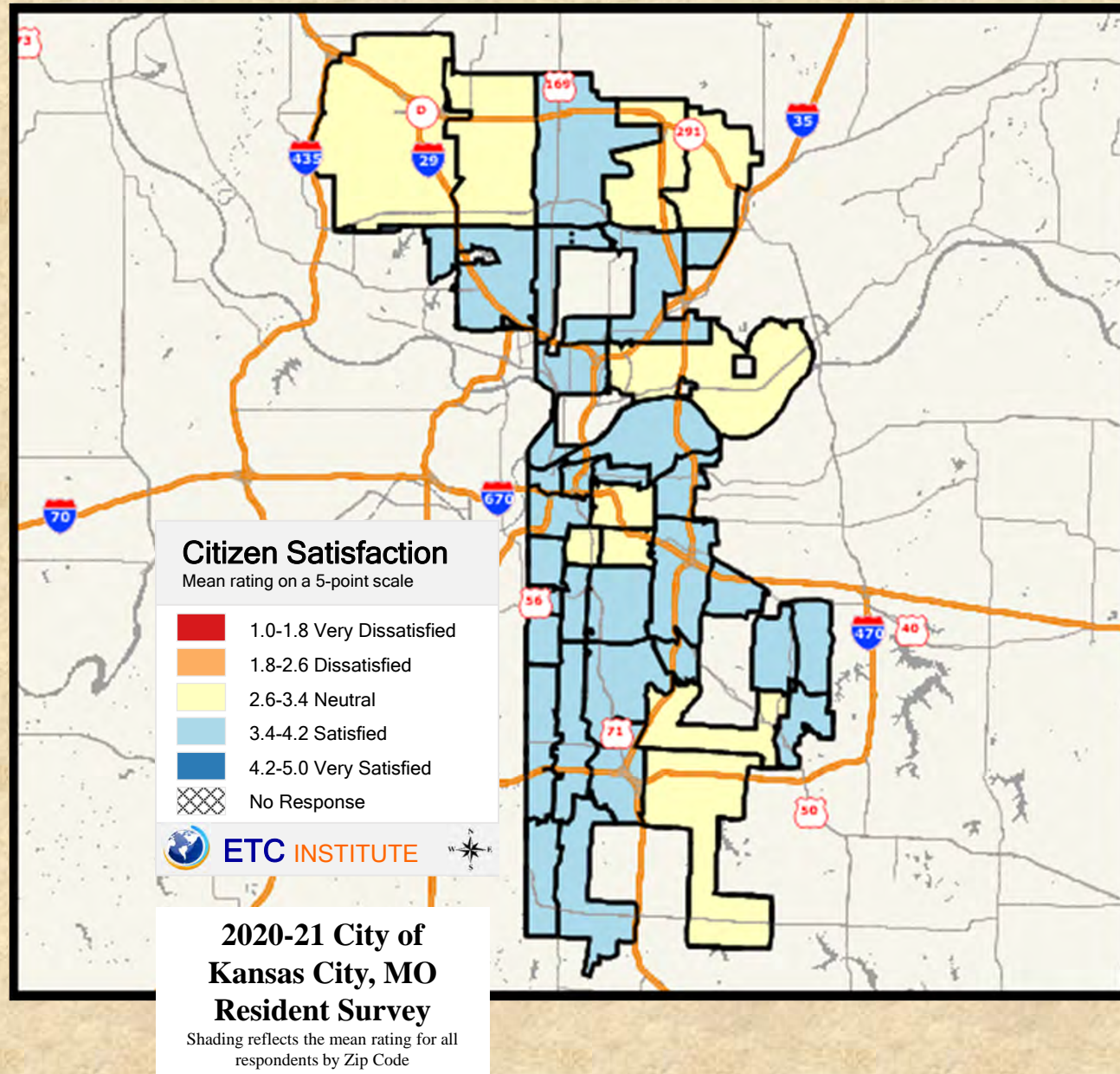


## Q18-02 Satisfaction with quality of facilities such as picnic shelters & playgrounds in city parks

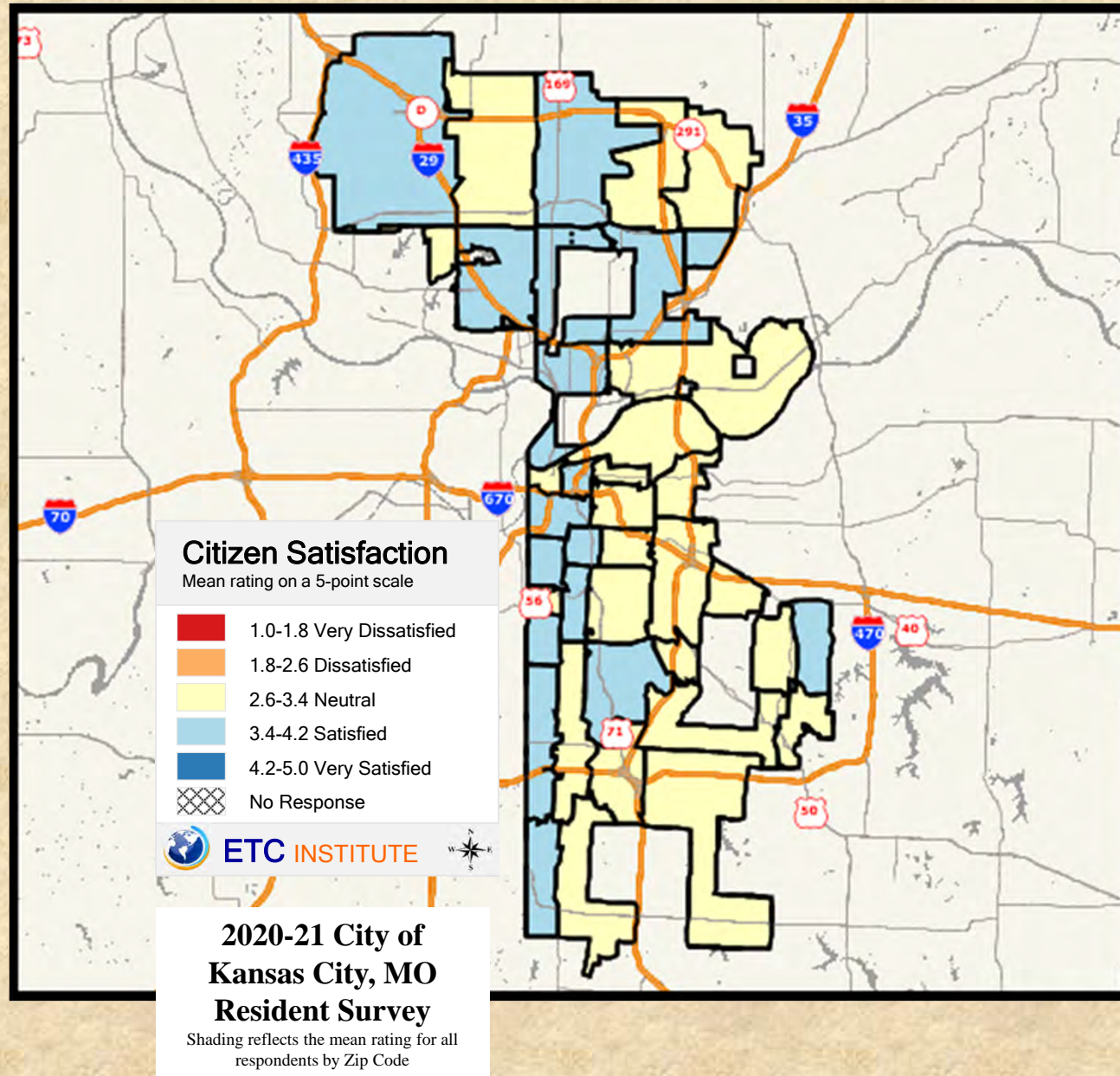




## Q18-03 Satisfaction with quality of outdoor athletic fields

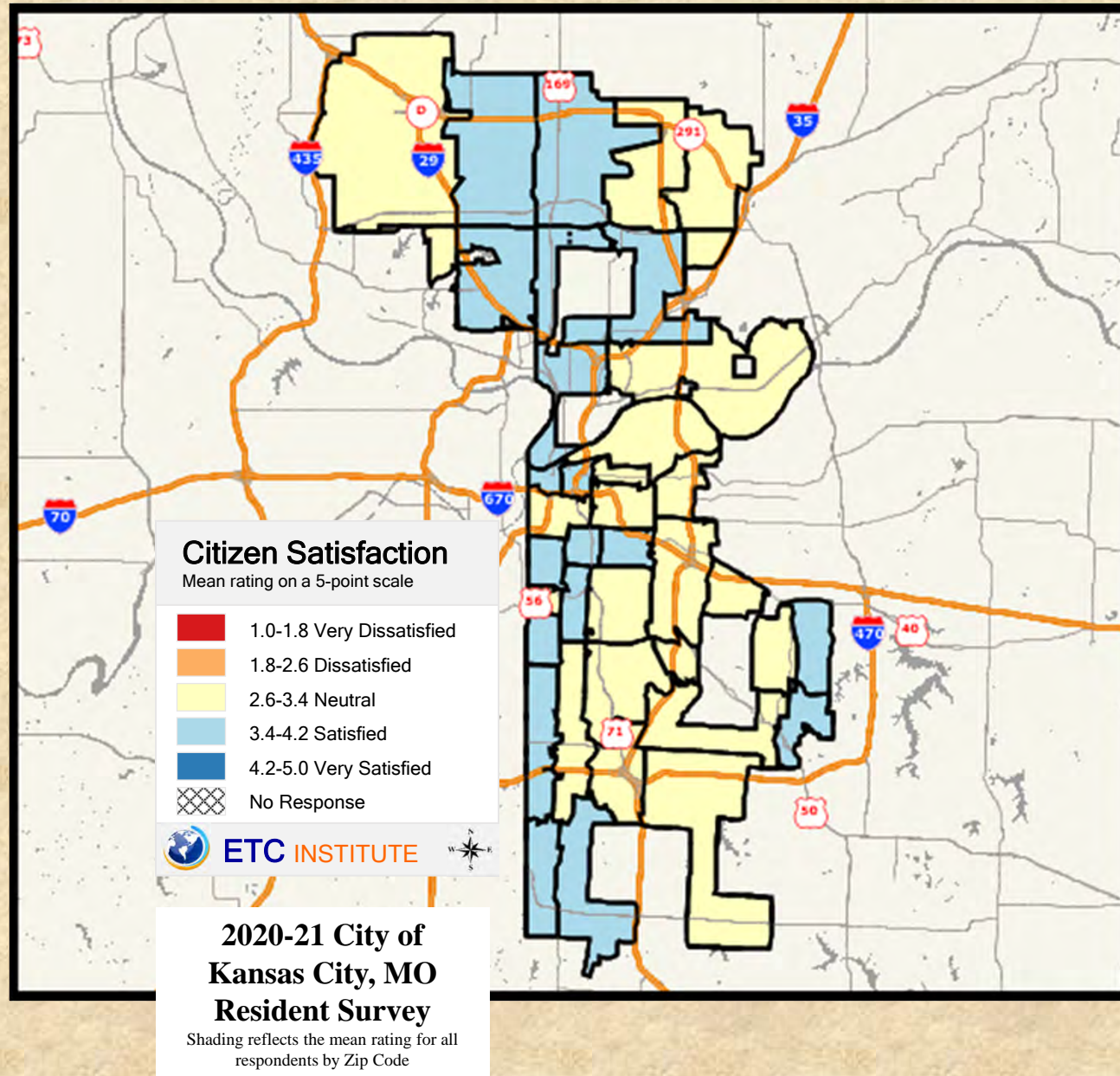


# Q18-04 Satisfaction with maintenance of boulevards and parkways

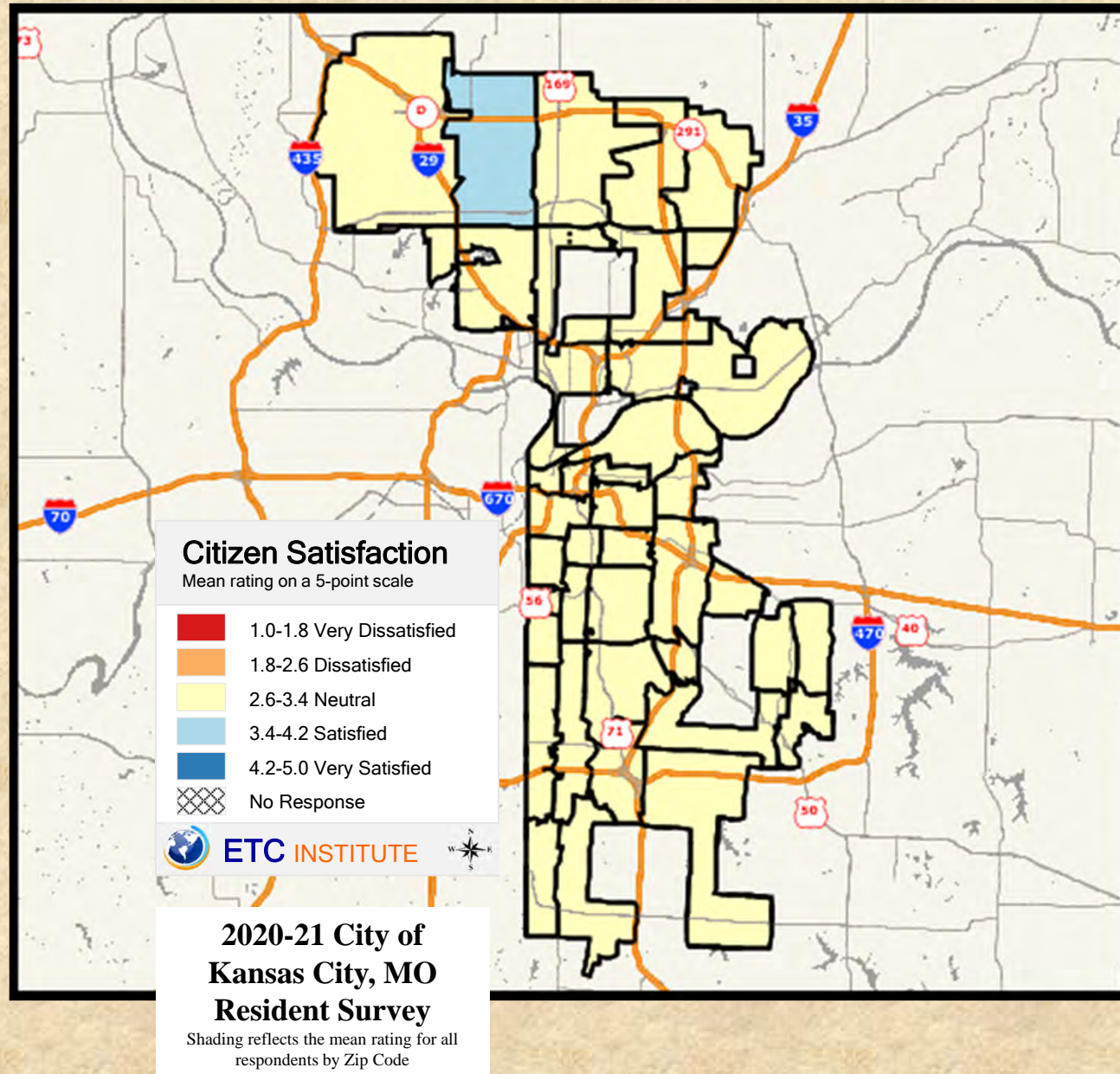




## Q18-05 Satisfaction with walking and biking trails in the City

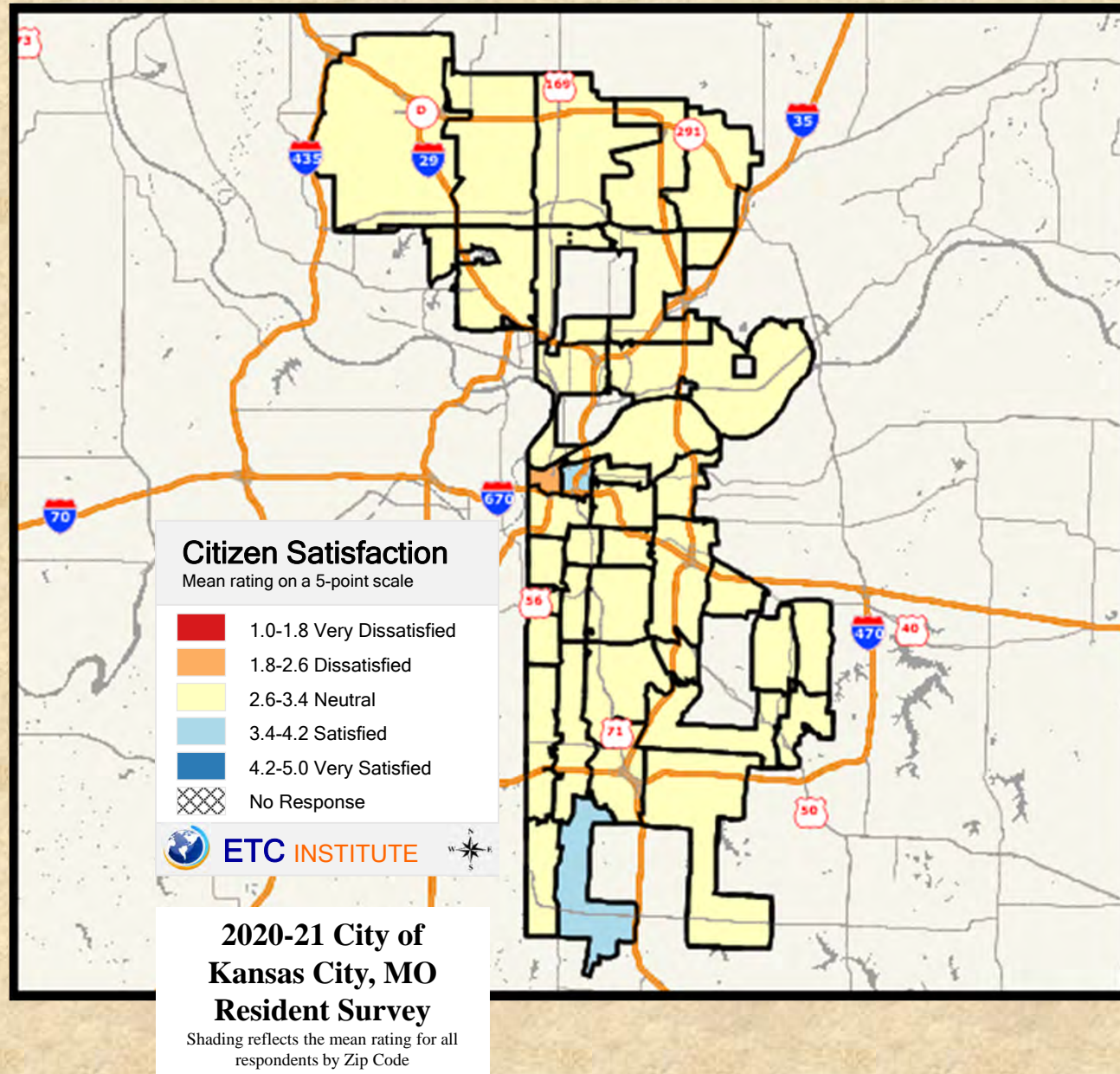


## Q18-06 Satisfaction with city swimming pools and programs

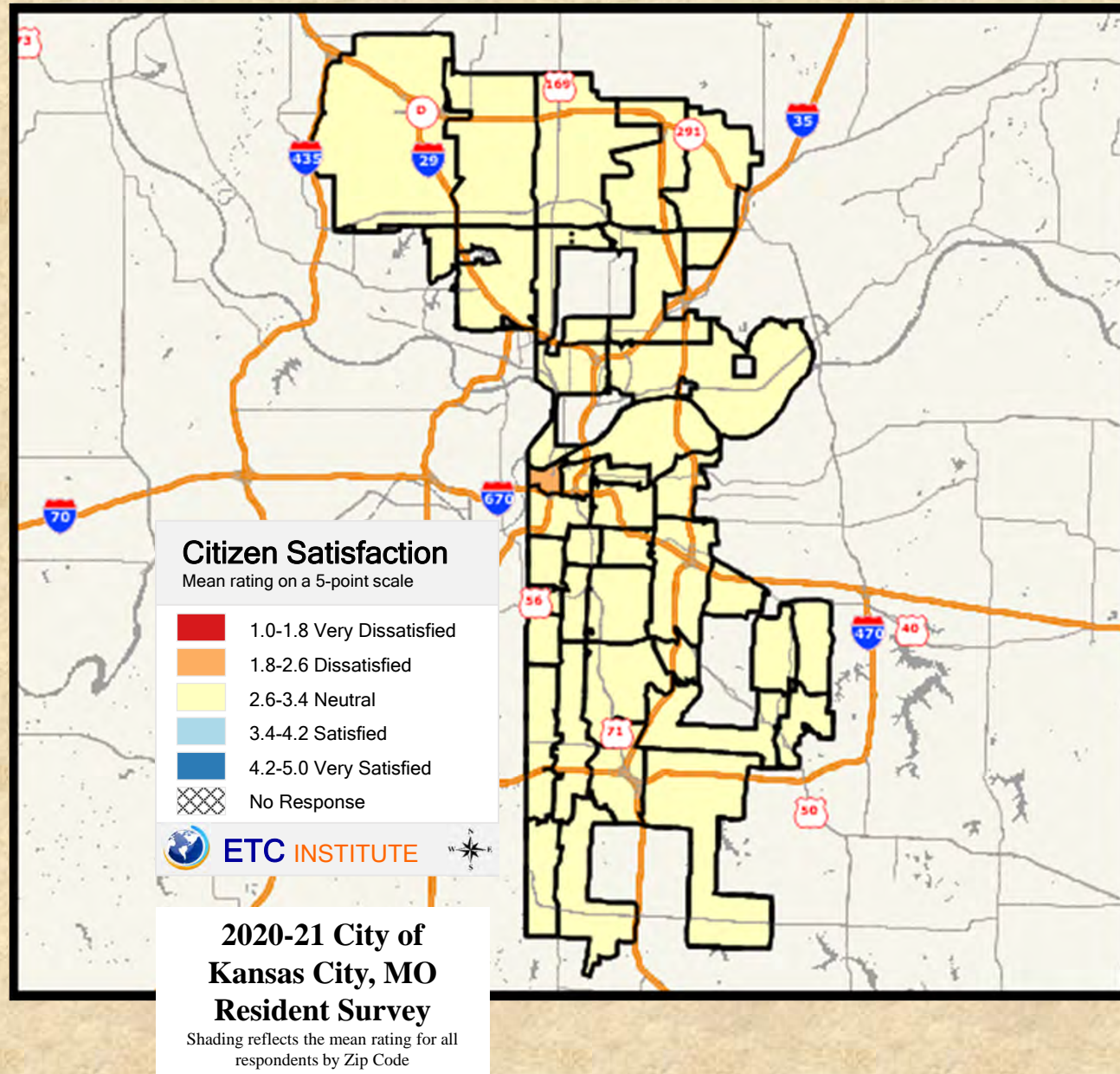




## Q18-07 Satisfaction with the City's youth programs and activities

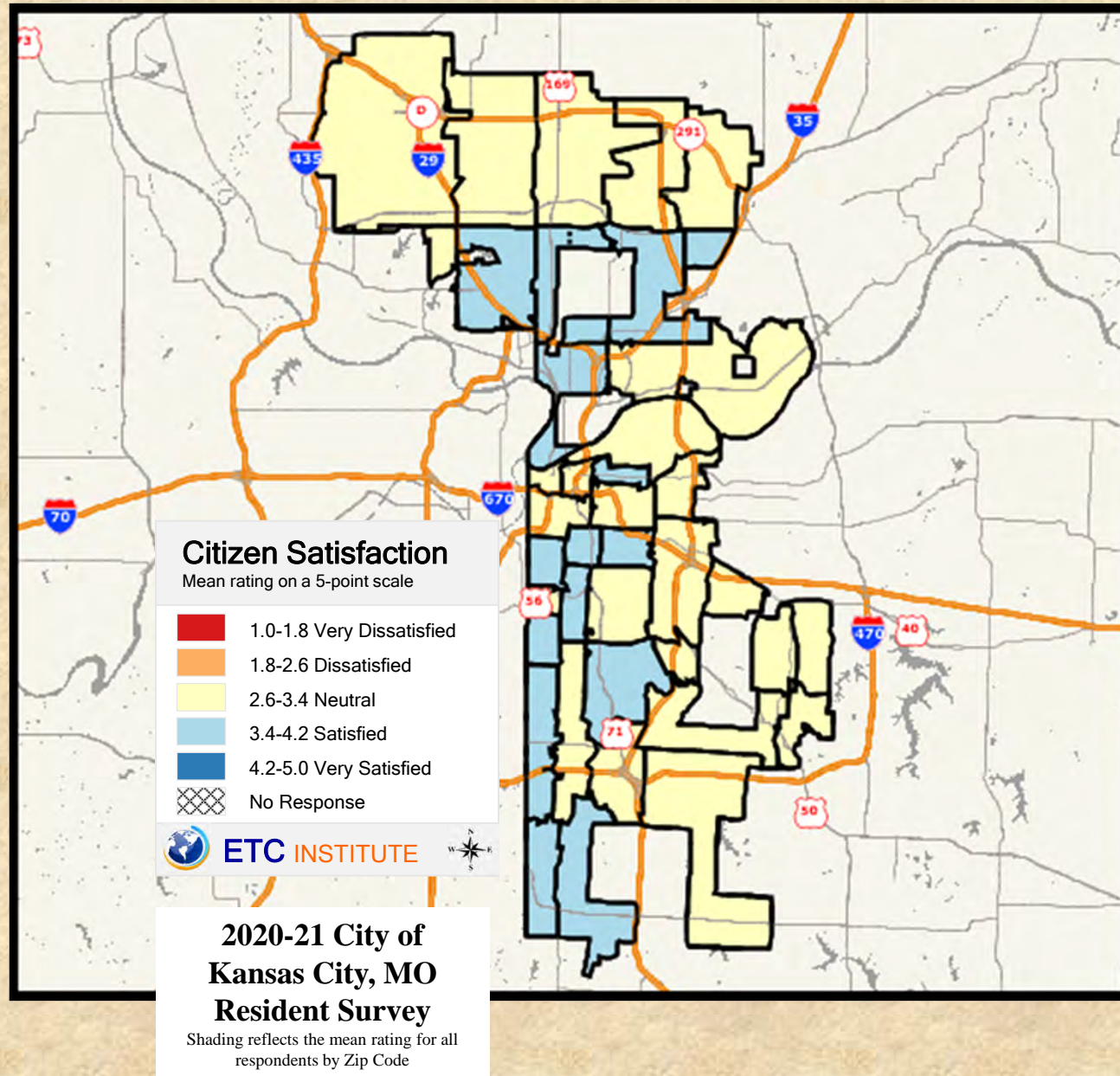


## Q18-08 Satisfaction with the City's older adult programs and activities

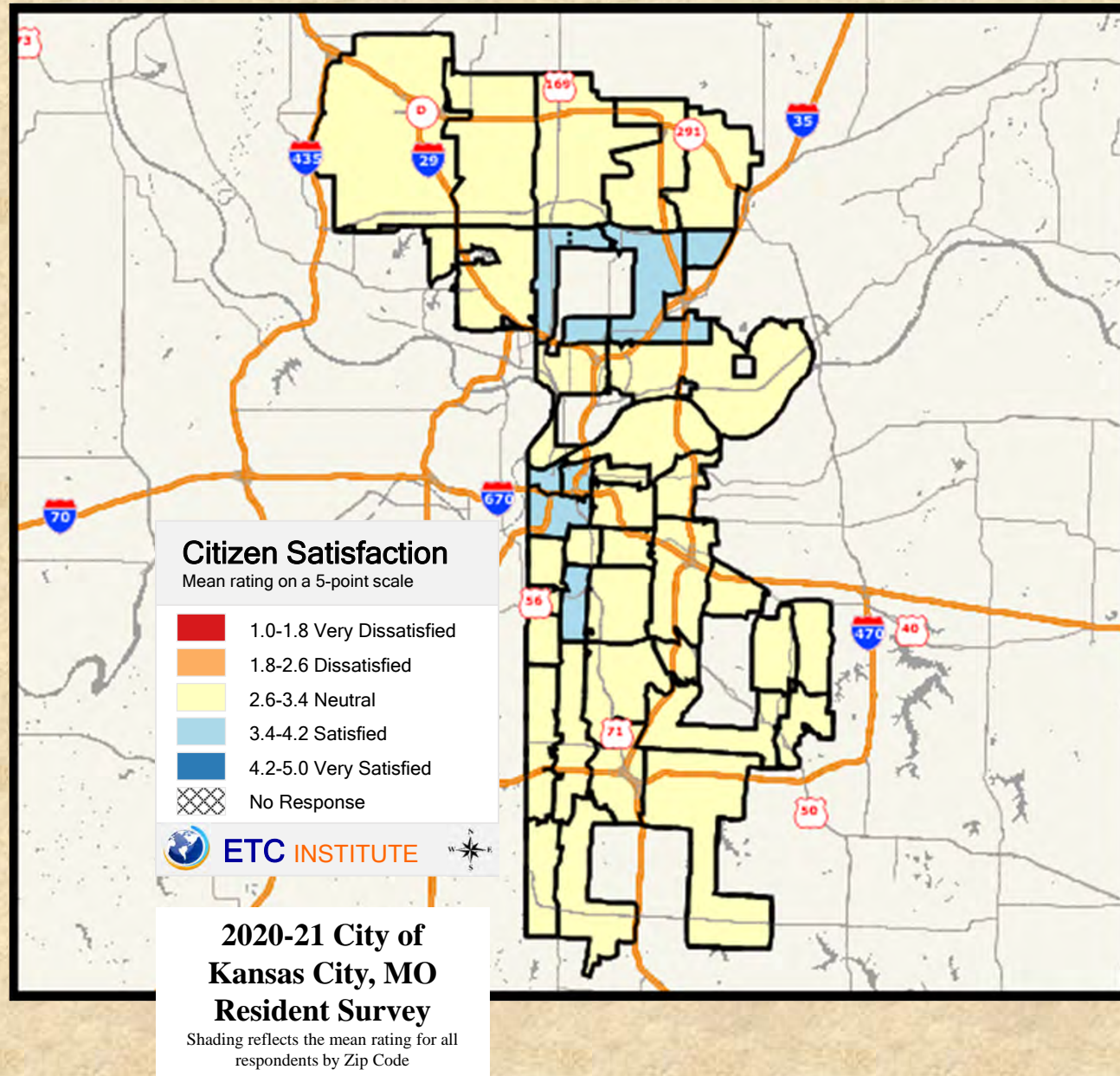




# Q18-09 Satisfaction with maintenance and appearance of City community centers

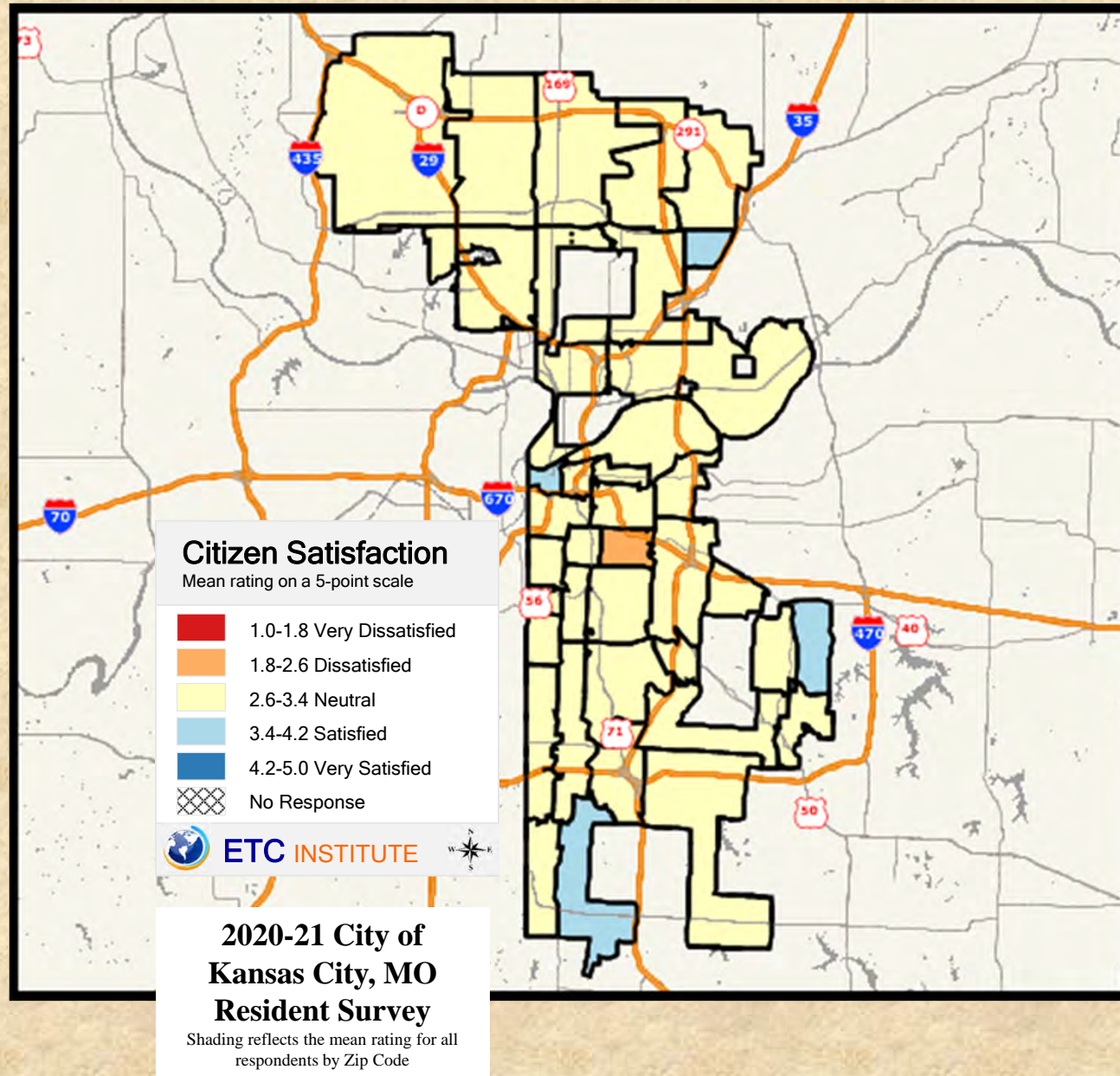


# Q18-10 Satisfaction with programs and activities at City community centers

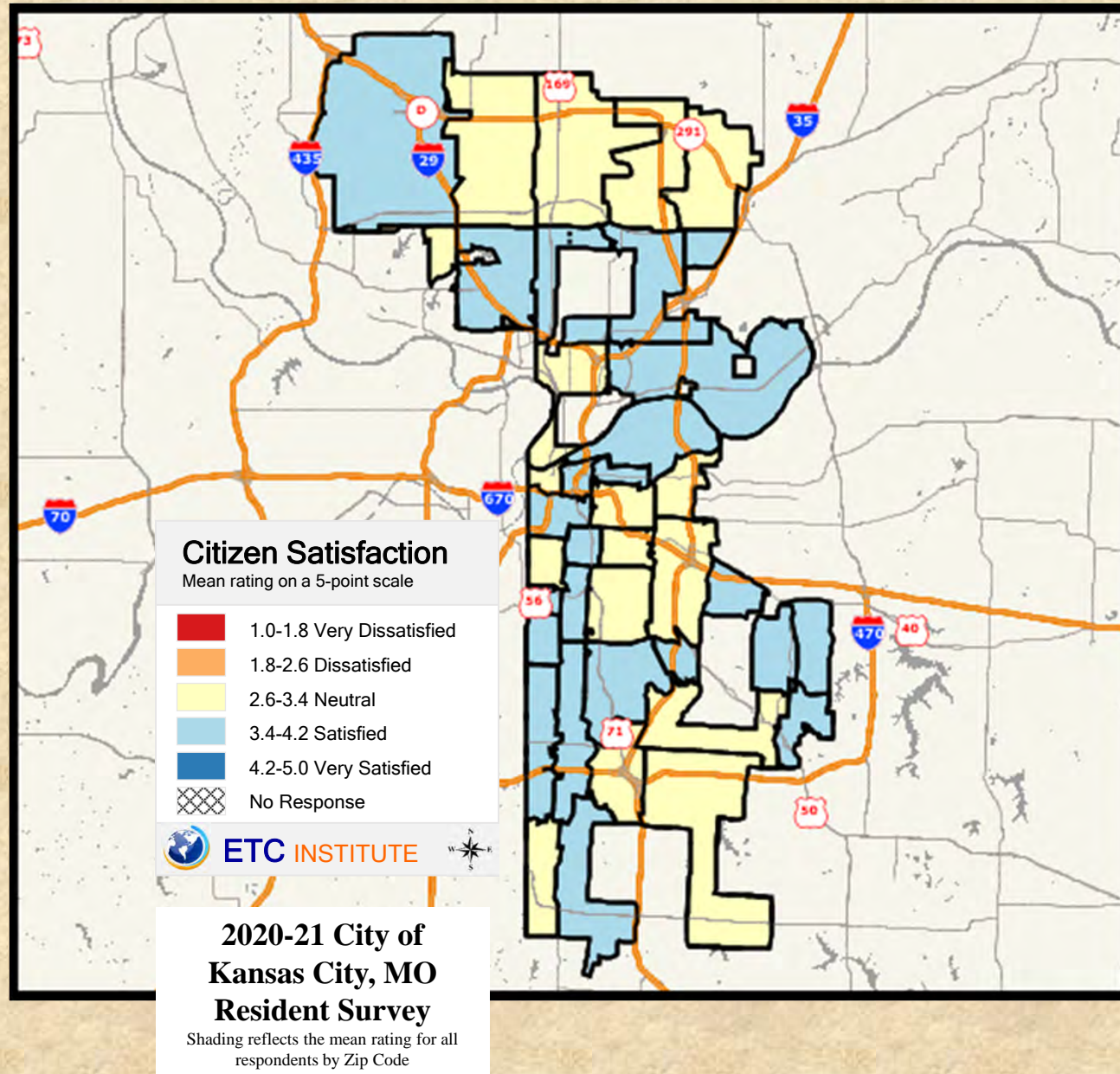




# Q18-11 Satisfaction with tree trimming and other tree care along city streets and other public areas

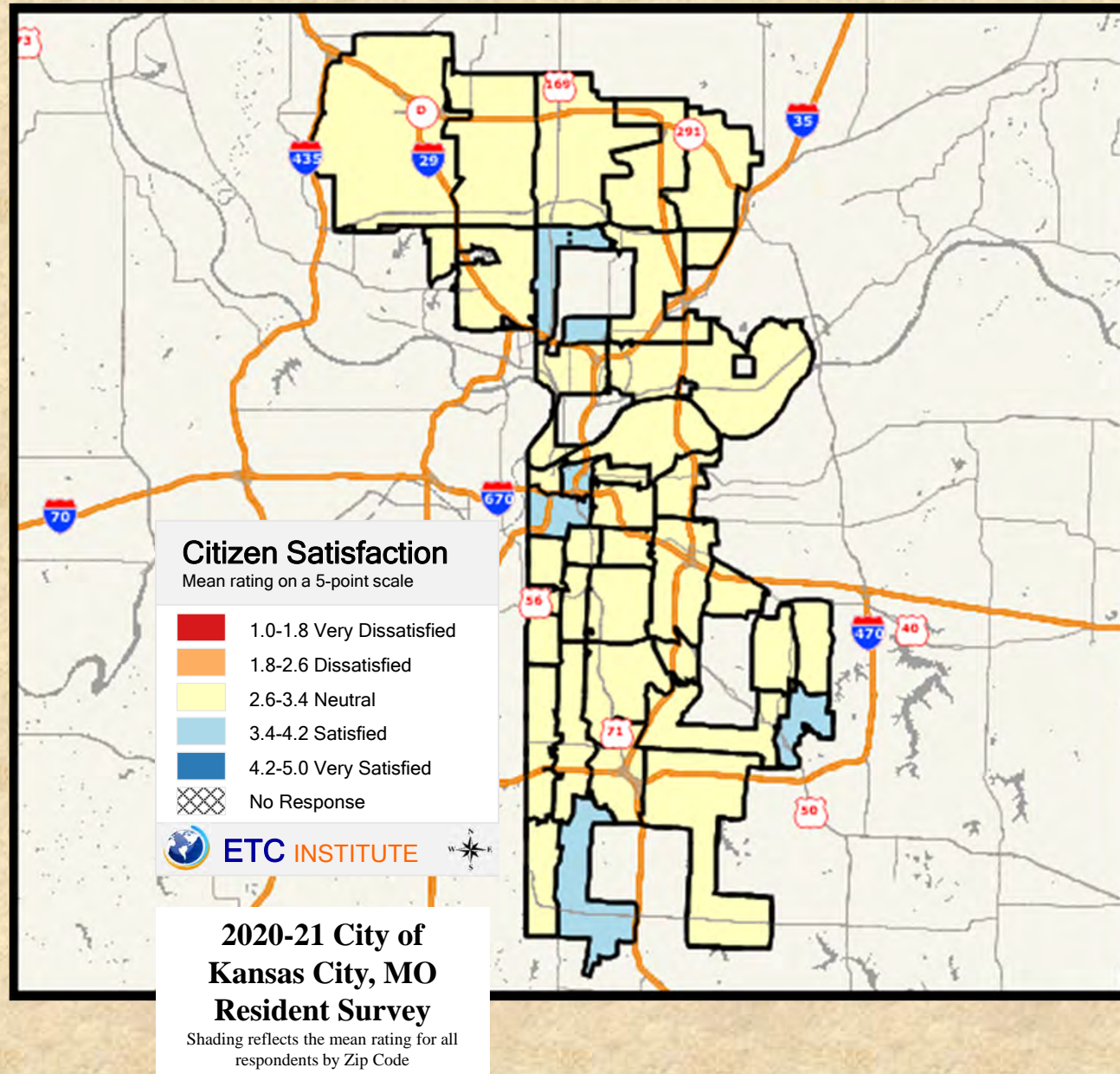


# Q18-12 Satisfaction with tree trimming and other tree care along city streets and other public areas

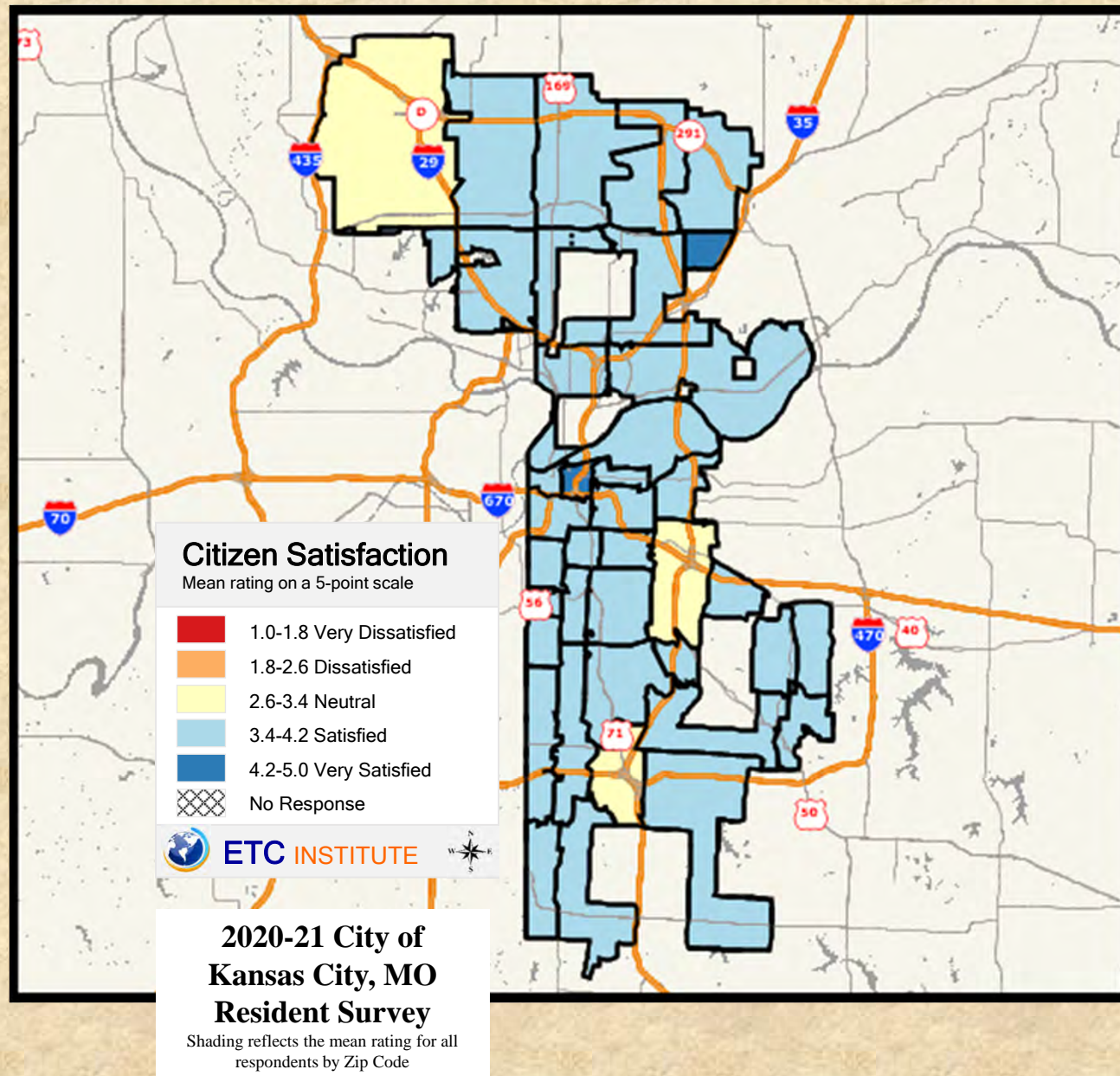




# Q18-13 Satisfaction with tree trimming and other tree care along city streets and other public areas

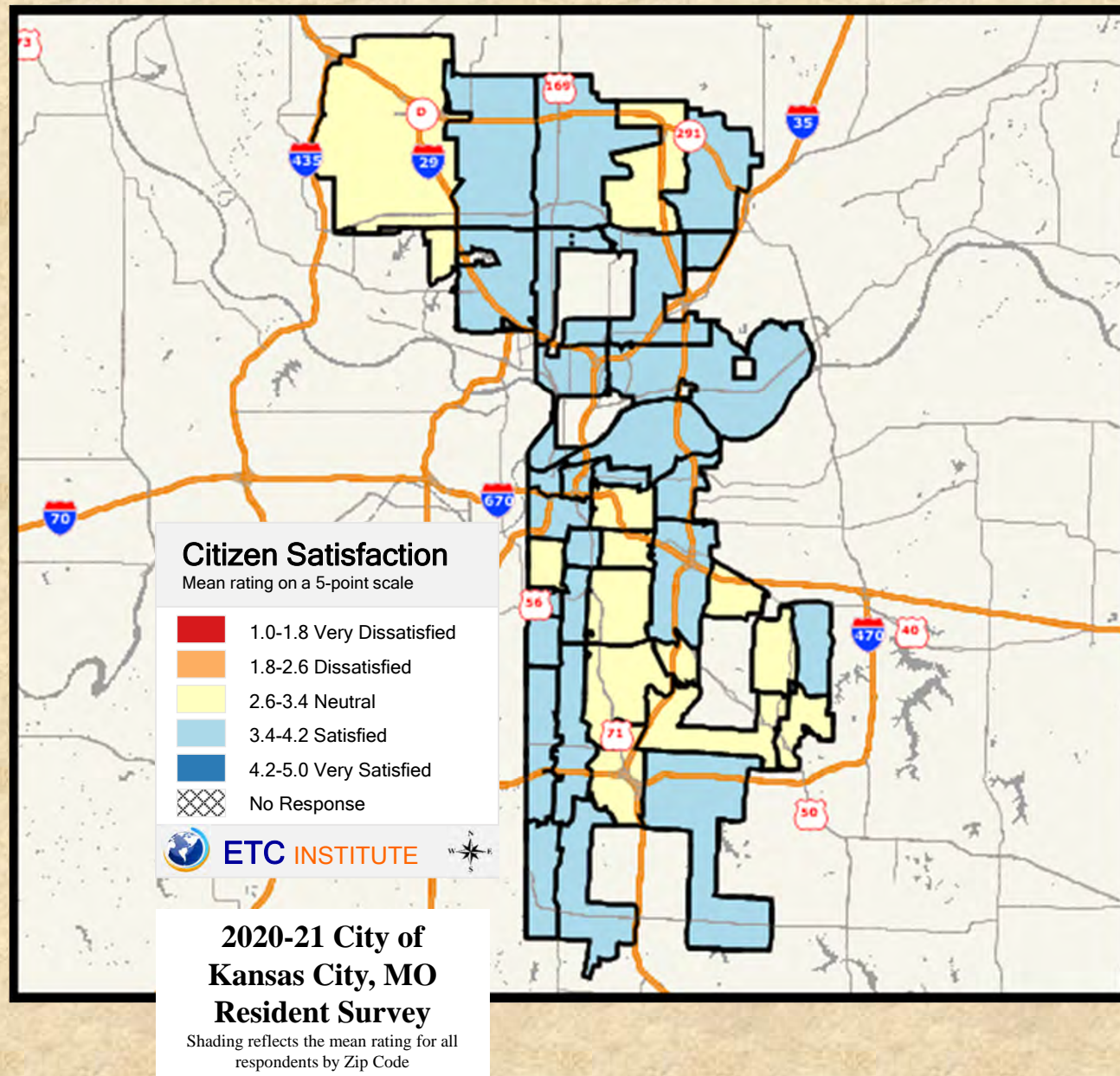


## Q20-1 Satisfaction with ease of moving through airport security

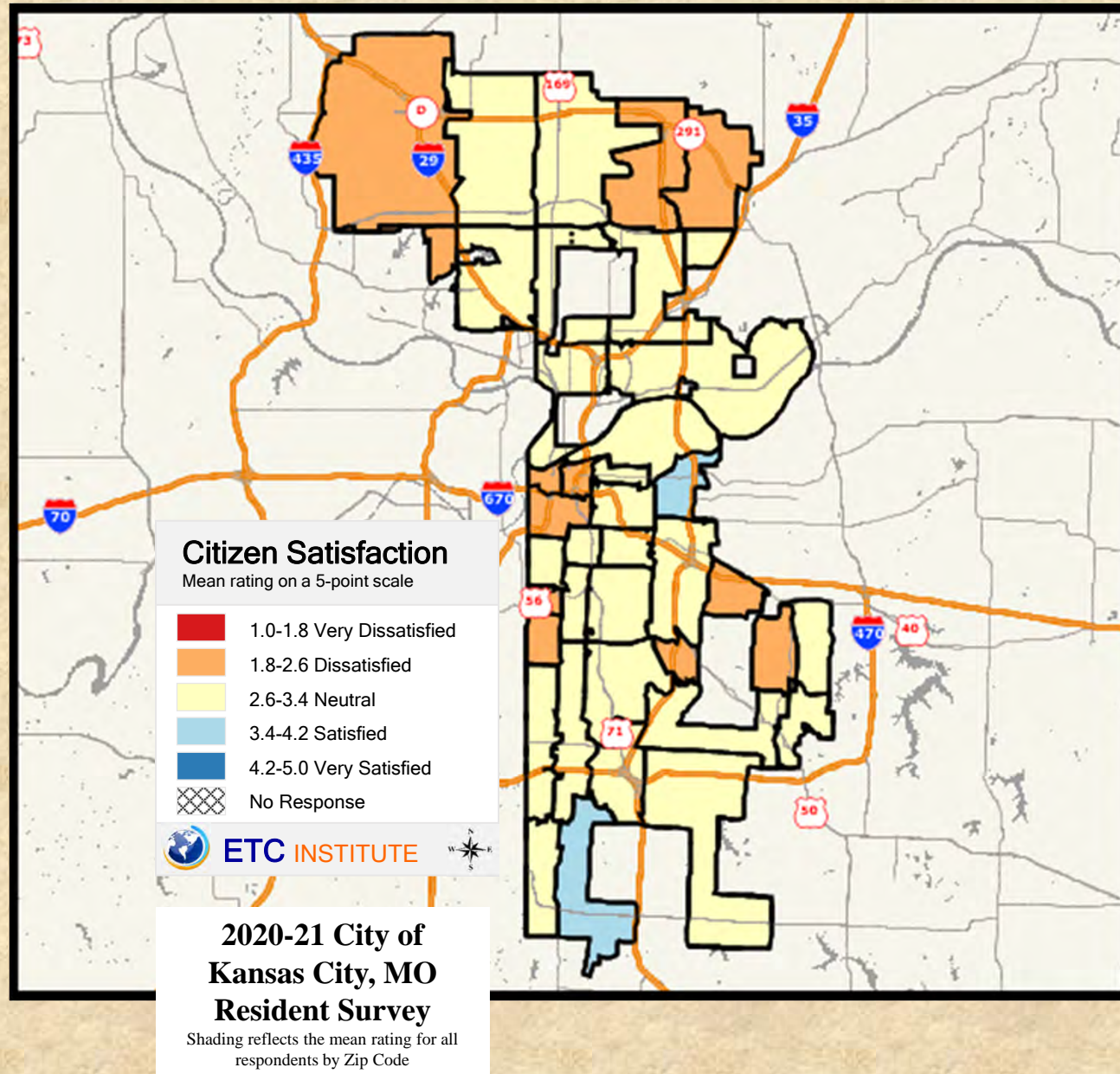




## Q20-2 Satisfaction with availability of parking

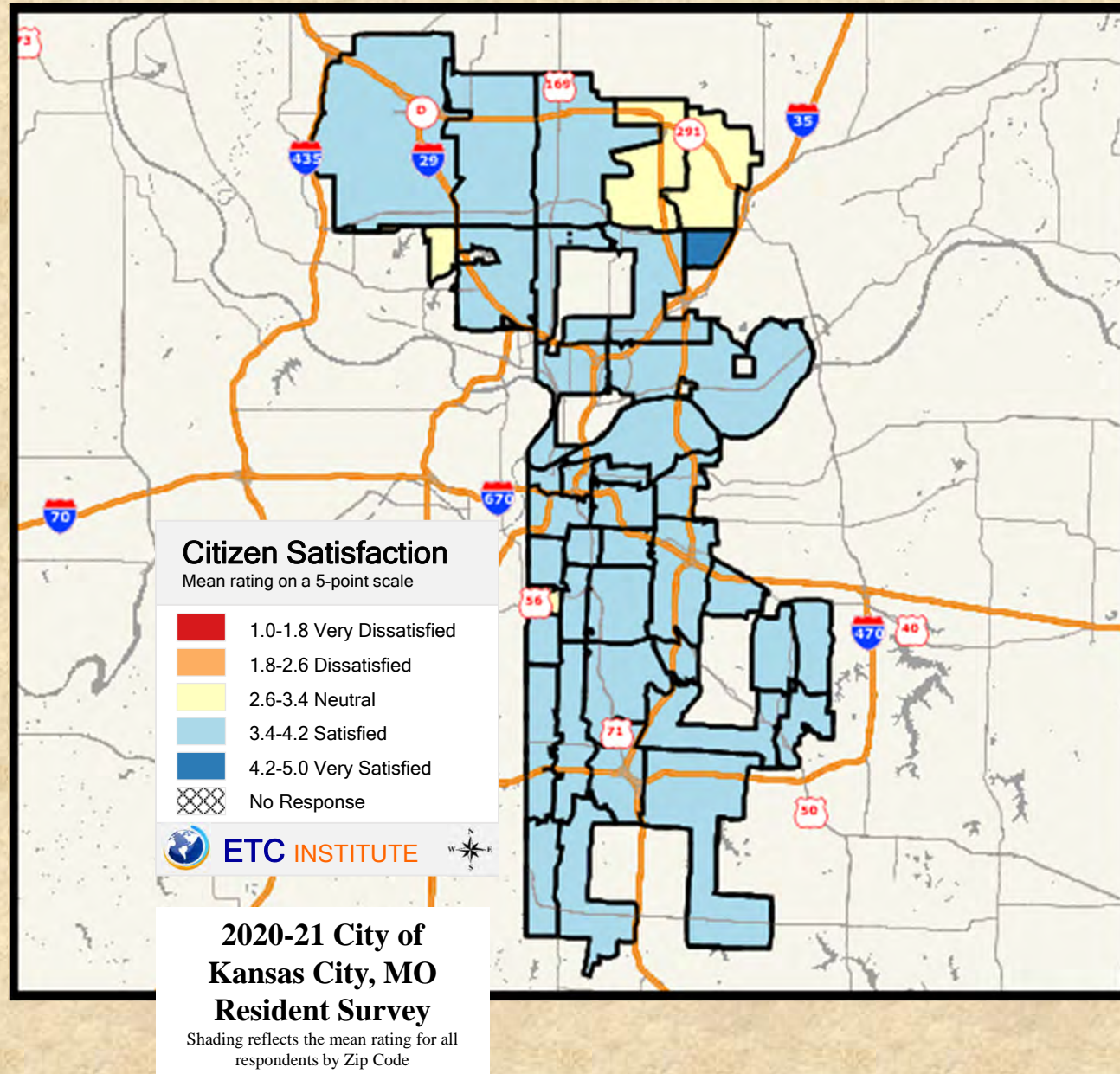


## Q20-3 Satisfaction with food, beverage, and other concessions

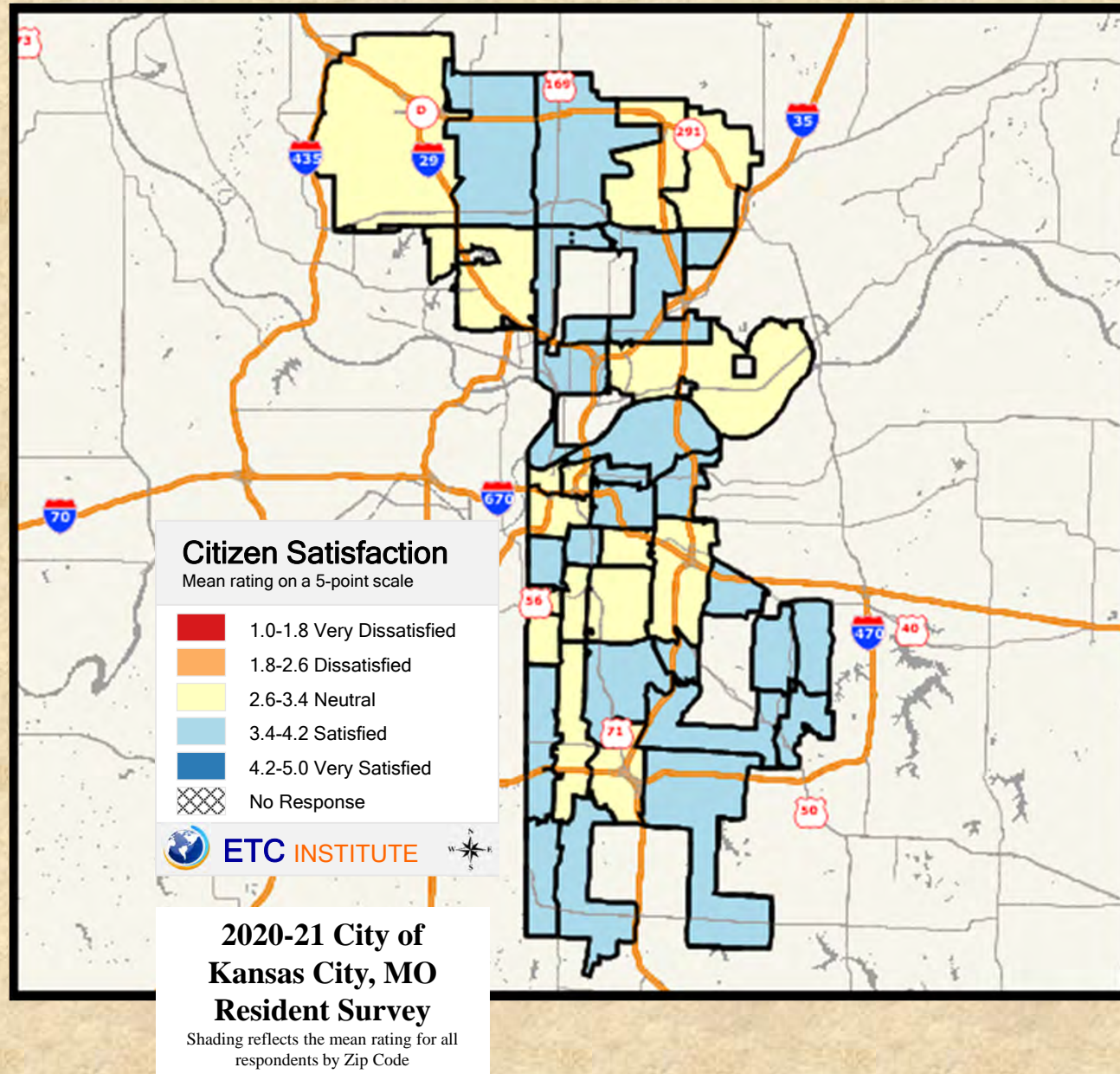




## Q20-4 Satisfaction with cleanliness of facilities

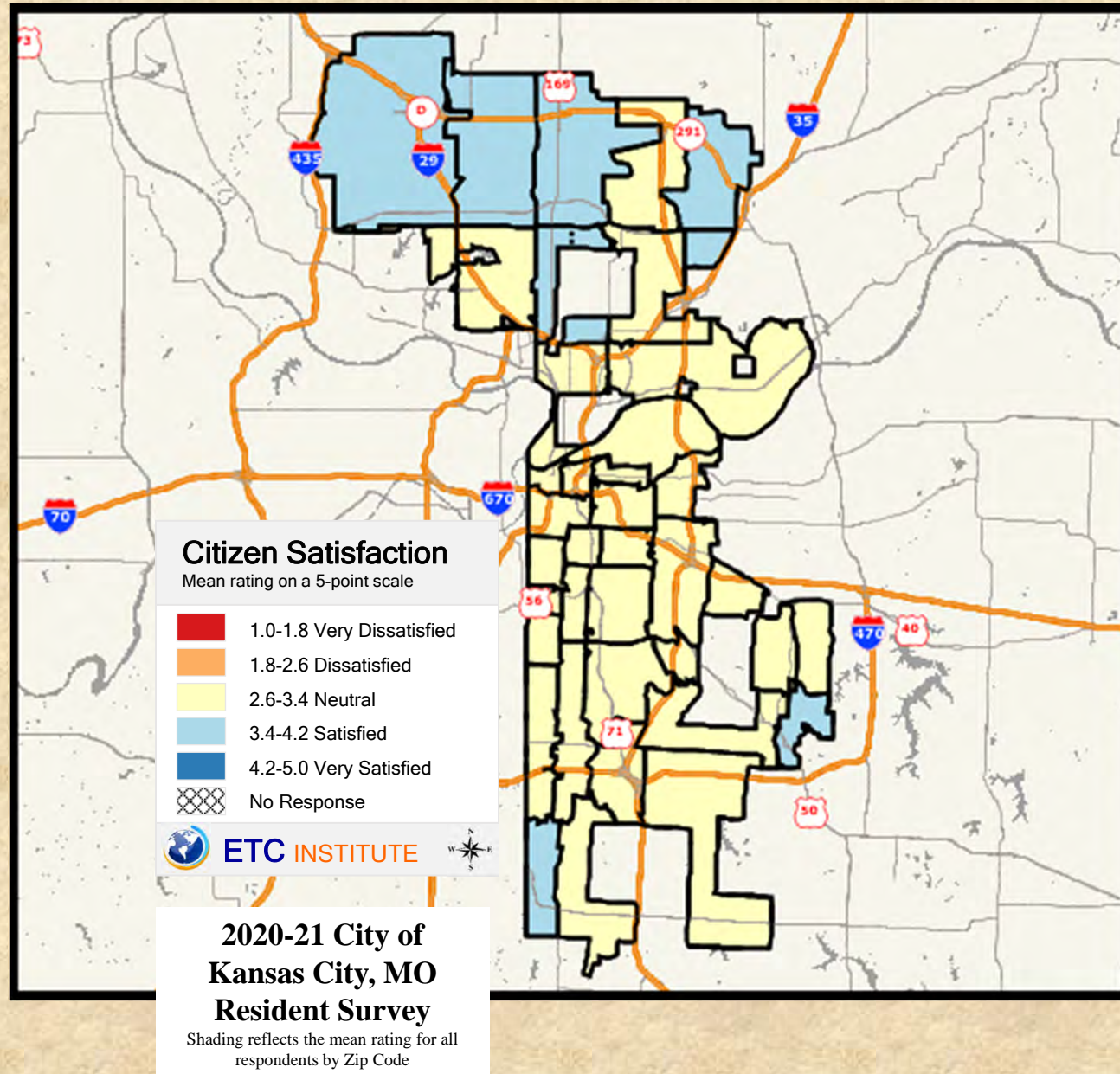


## Q20-5 Satisfaction with availability of seating near departure gates

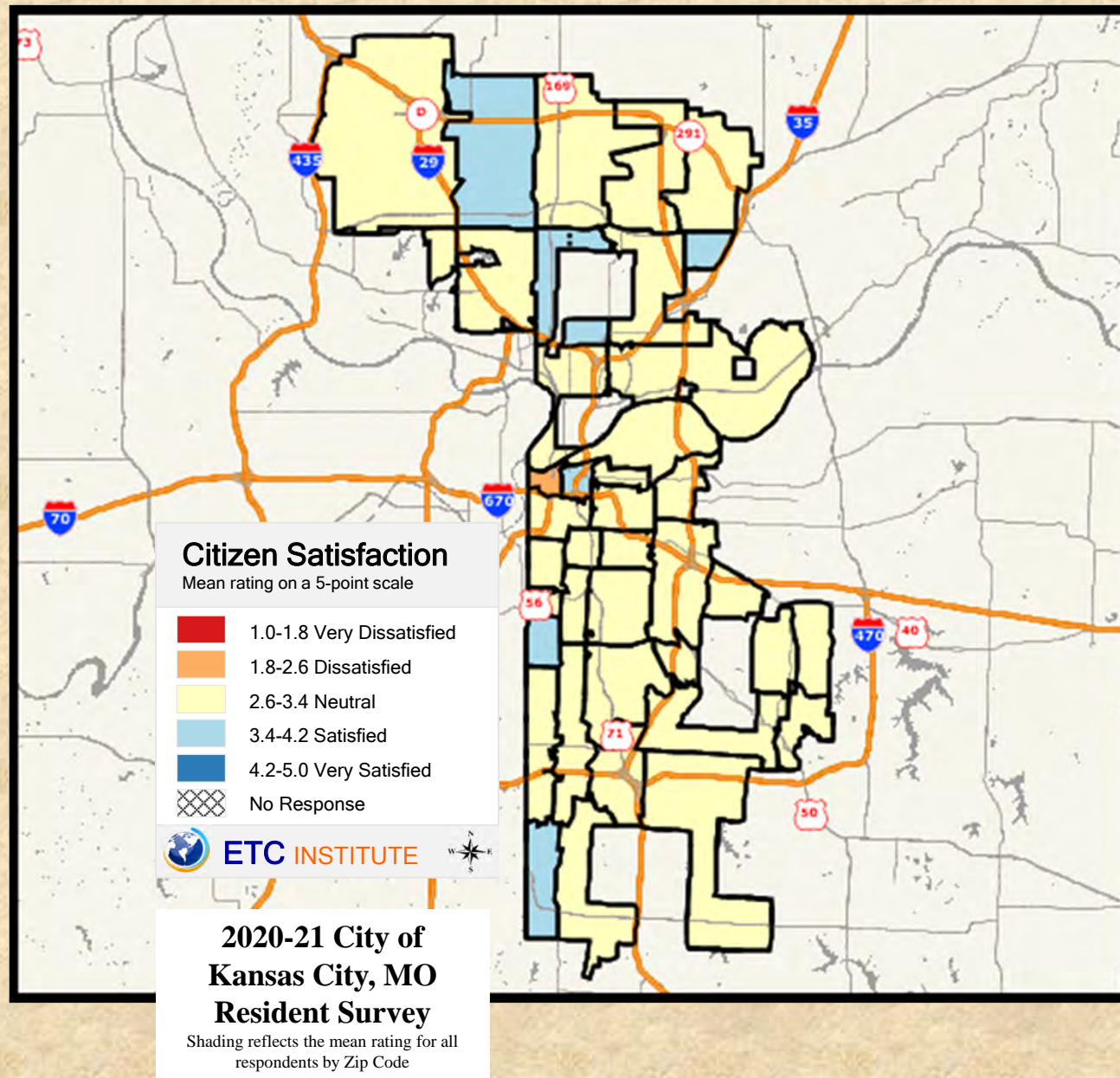




## Q22-1 Satisfaction with condition of catch basins (storm drains) in neighborhood

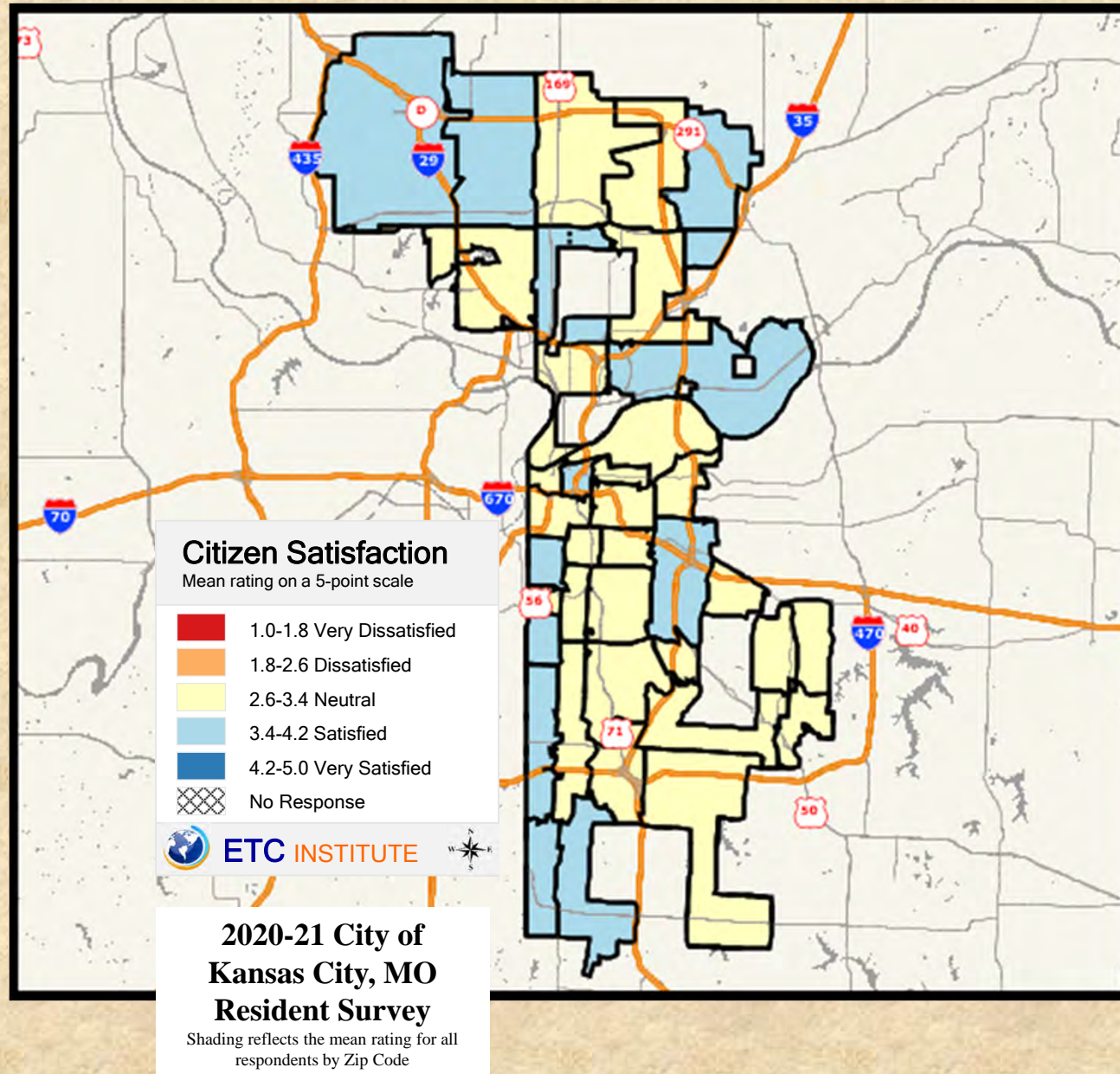


## Q22-2 Satisfaction with timeliness of water/sewer line break repairs

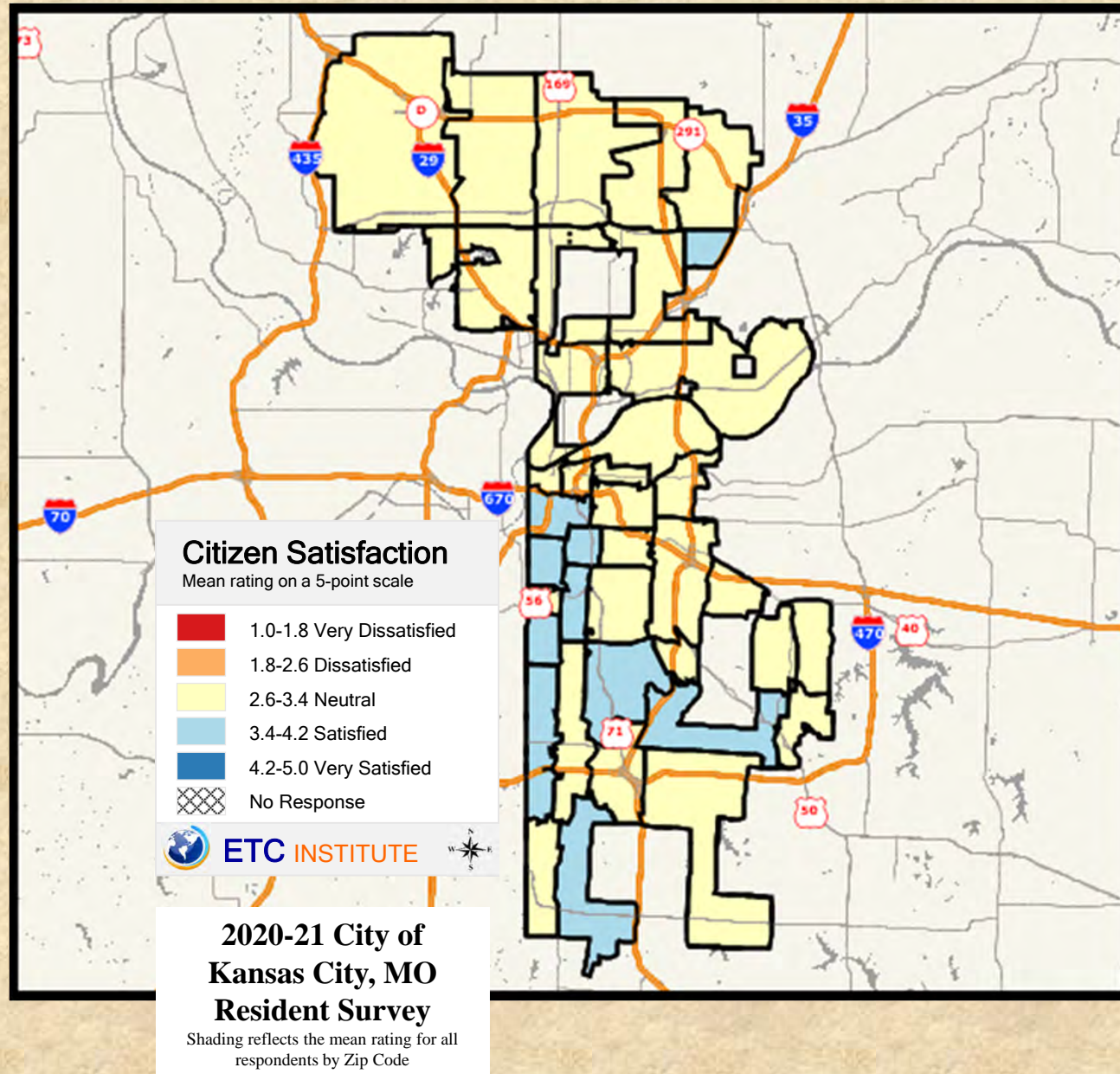




## Q22-3 Satisfaction with KC Water customer service

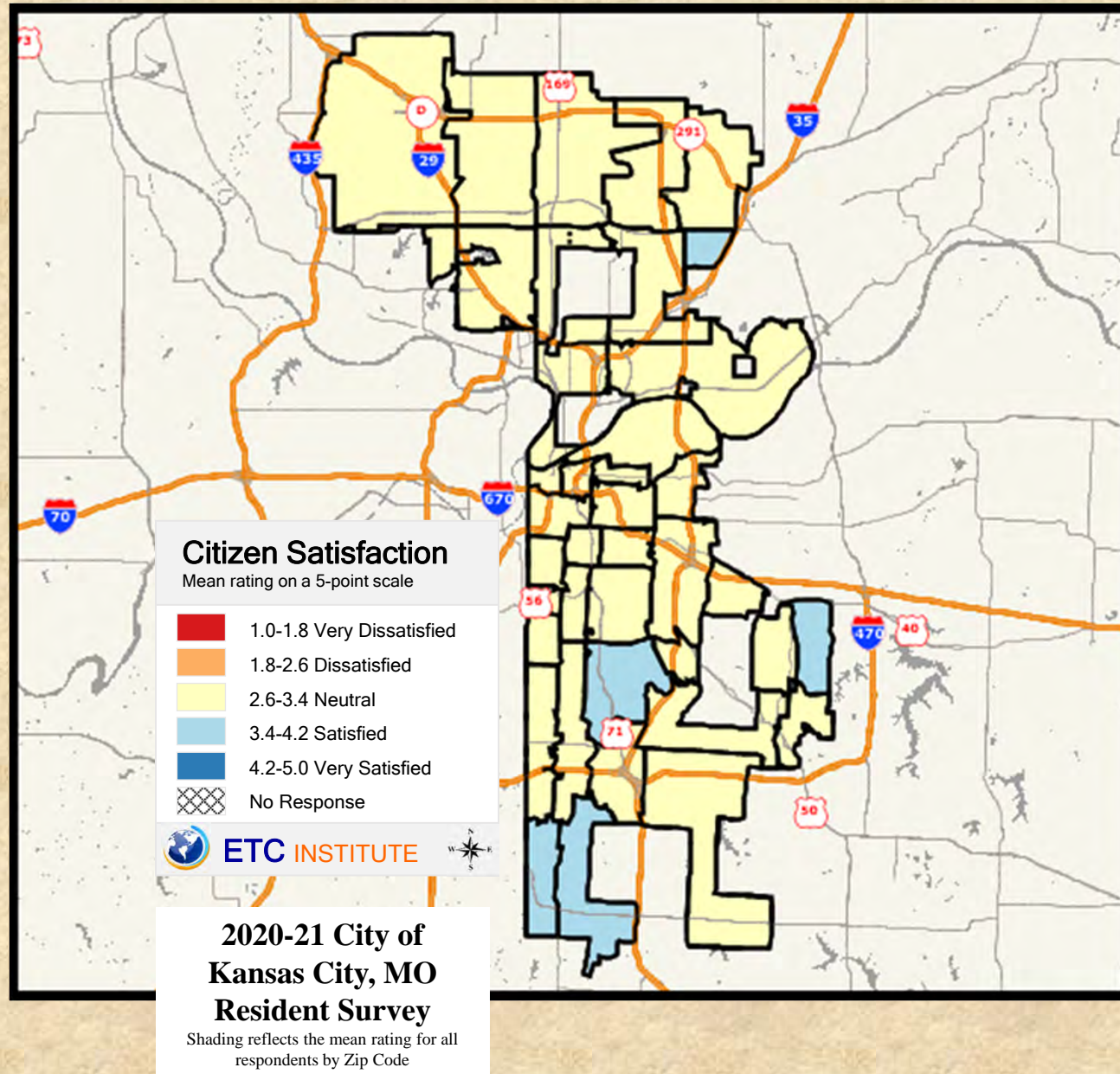


## Q23-1 Satisfaction with overall quality of leadership provided by the city's elected officials

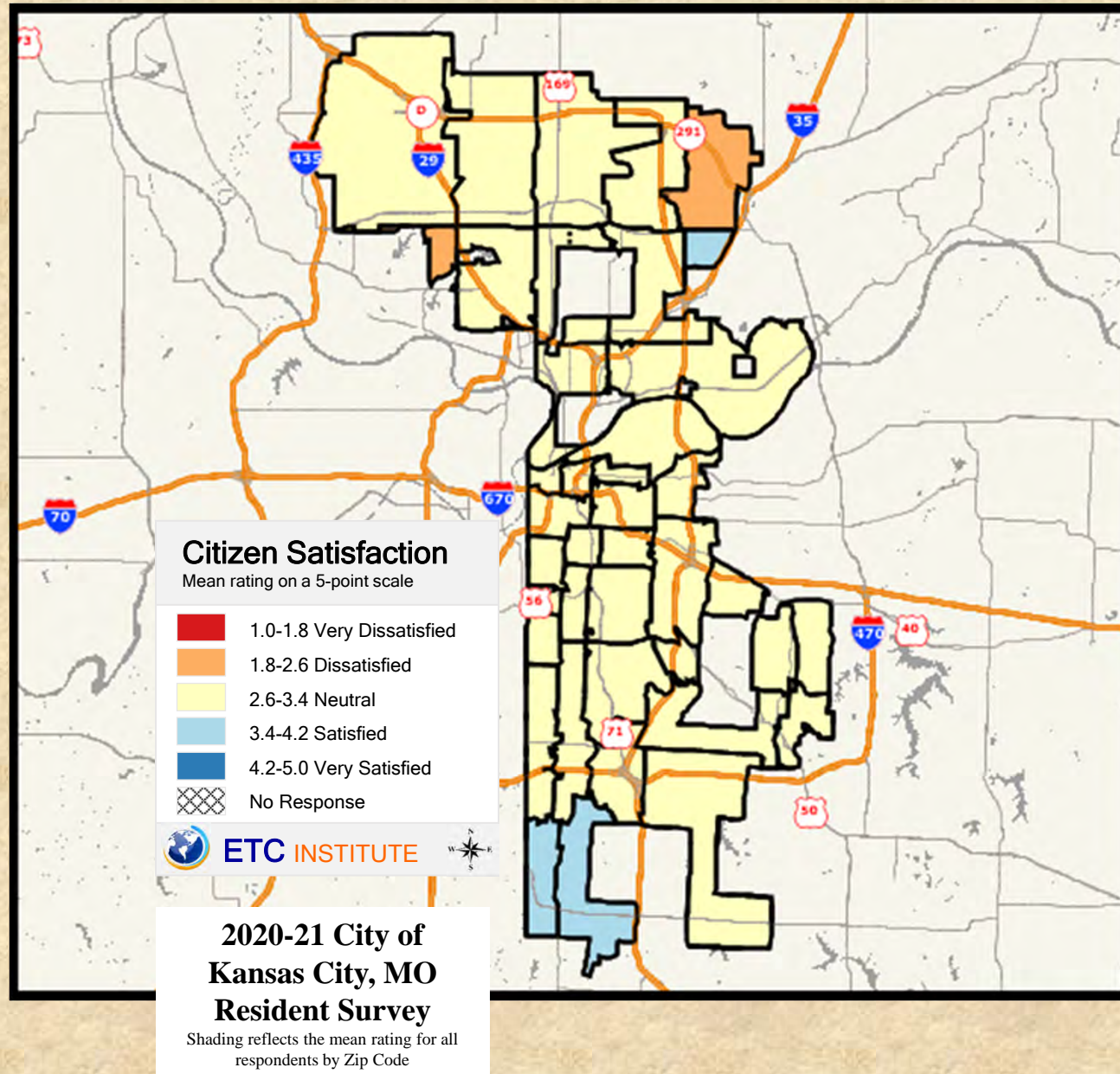




## Q23-2 Satisfaction with overall effectiveness of city manager and appointed staff

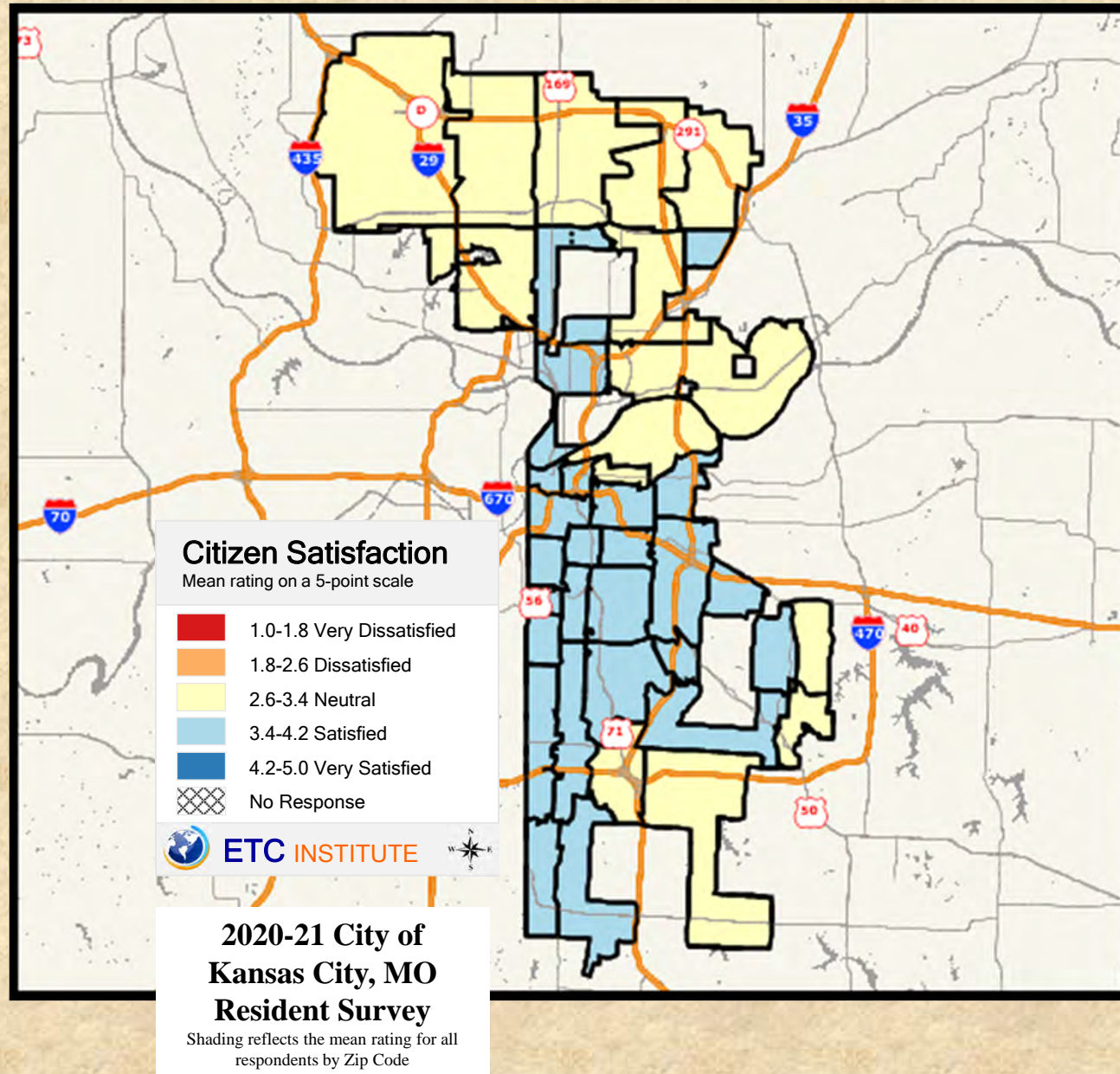


## Q23-3 Satisfaction with how ethically city conducts business

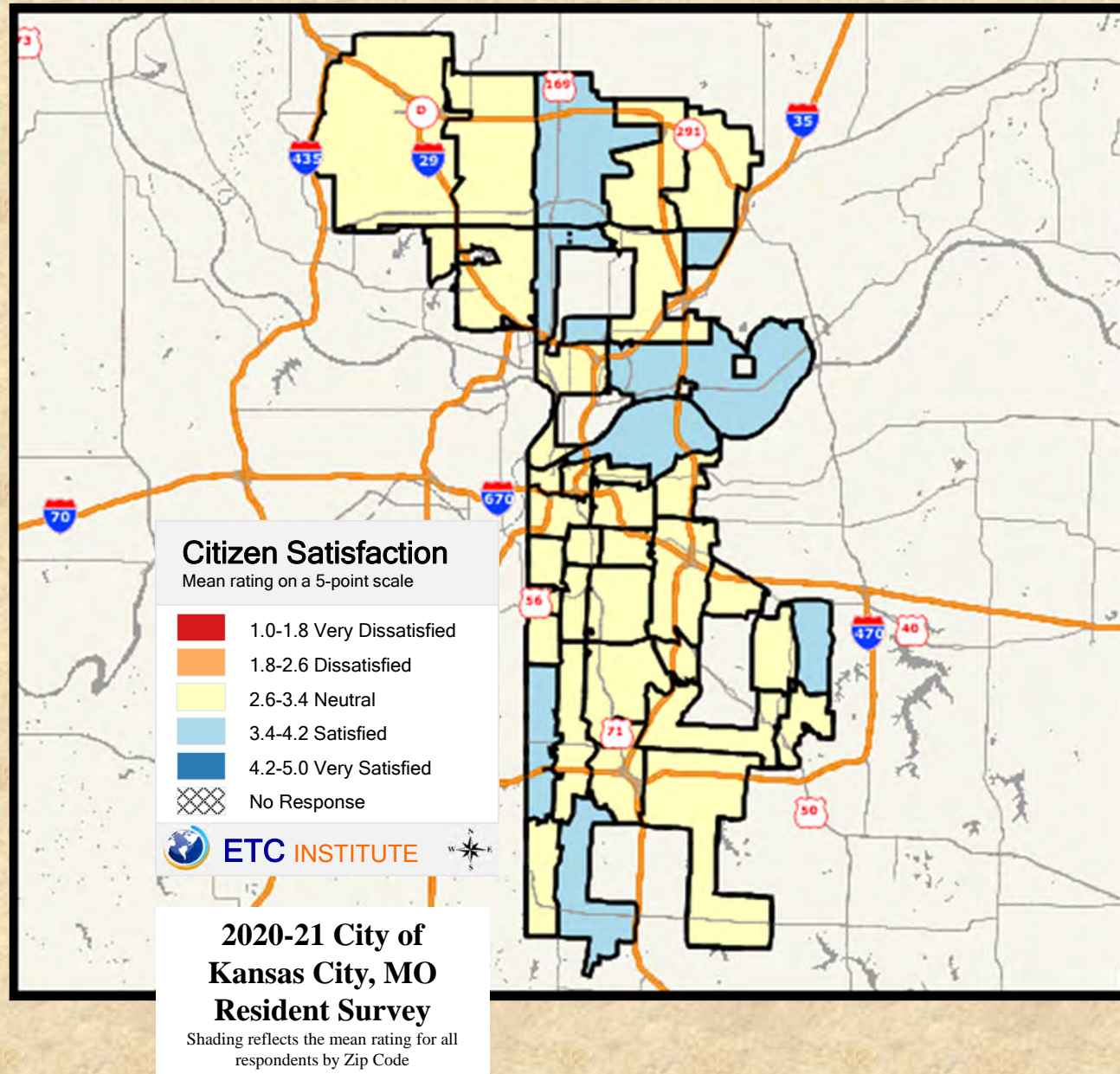




## Q23-4 Satisfaction with City leadership during the COVID-19 pandemic

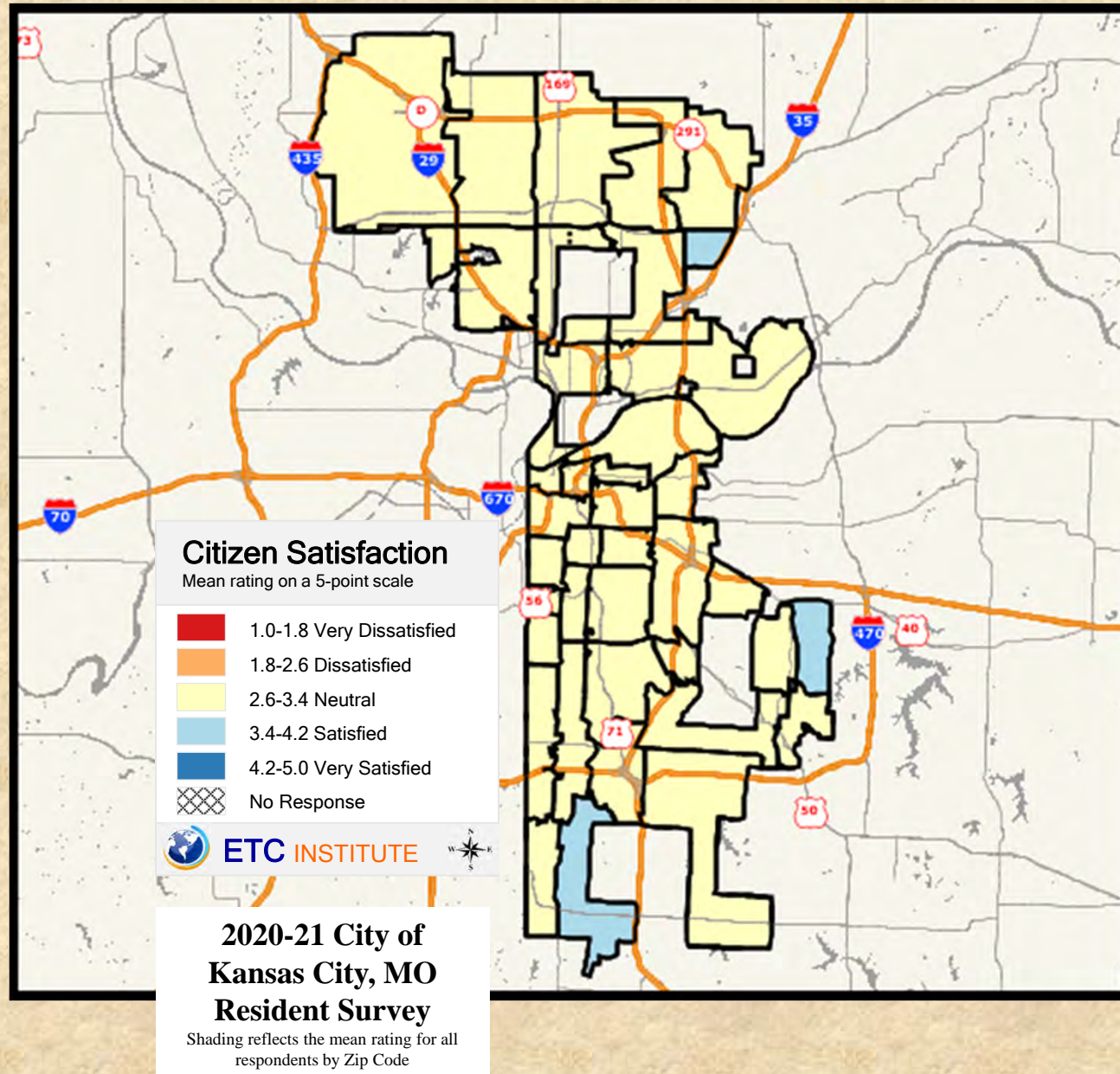


# Q32-1 Satisfaction with job opportunities available within the city limits of Kansas City

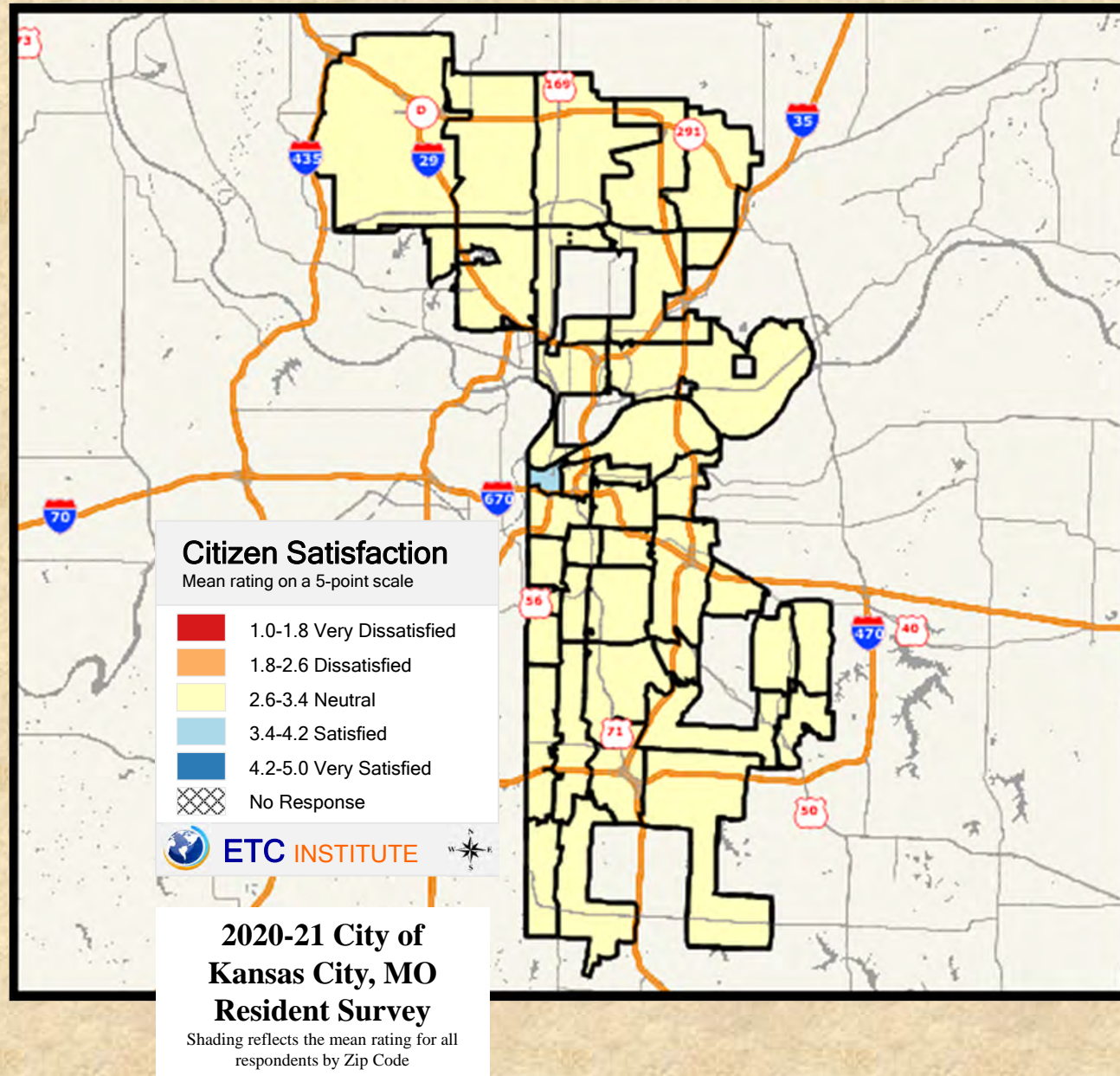




## Q32-2 Satisfaction with the ability to obtain training opportunities to advance career



# Q32-3 Satisfaction with support for entrepreneurs and small business owners available in Kansas City





# Q32-4 Satisfaction with the City's use of economic development incentives to support economic opportunity for residents

