

# 2014-15 KANSAS CITY MISSOURI CITIZEN SURVEY

## APPENDIX A: GIS MAPS BY DISTRICT

Submitted to:

**The City of Kansas City, Missouri**

ETC Institute  
725 W. Frontier Ln,  
Olathe, KS 66061  
913-829-1215



## Interpreting the Maps

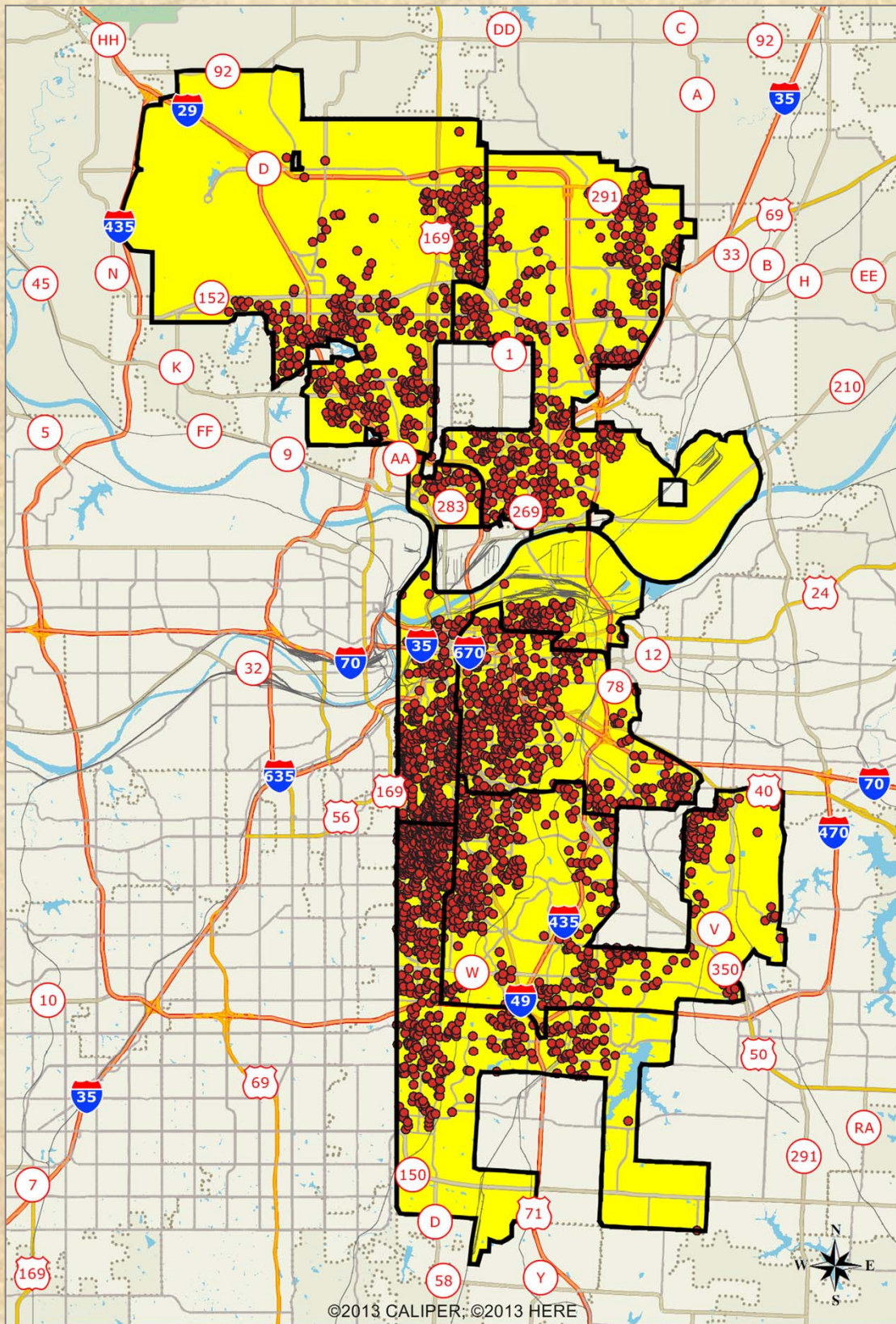
The maps on the following pages show the mean ratings by District.

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:

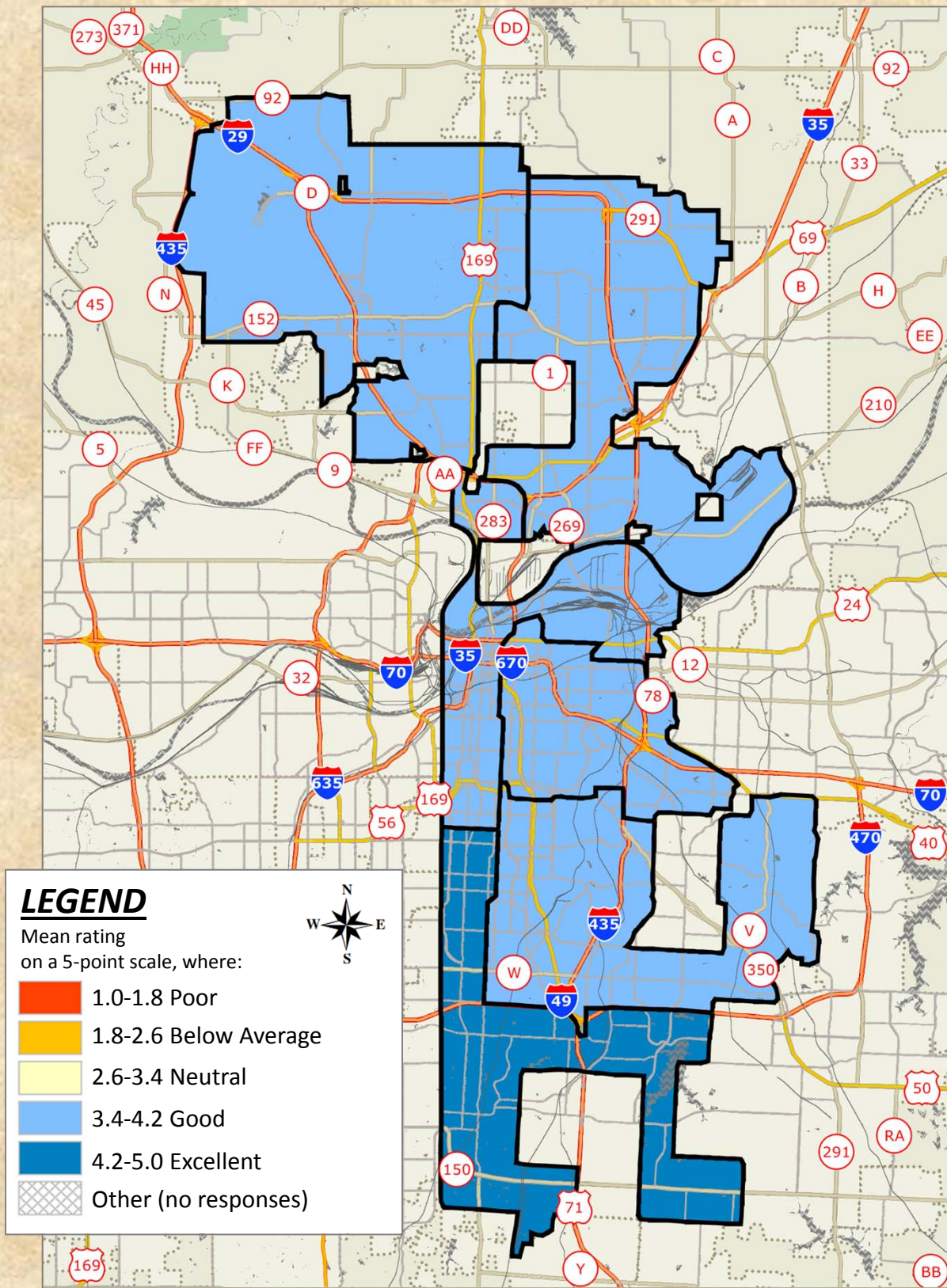
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service.

## Location of Surey Respondents *by Council District*



**FY 2014-15 City of Kansas City, MO Citizen Survey**

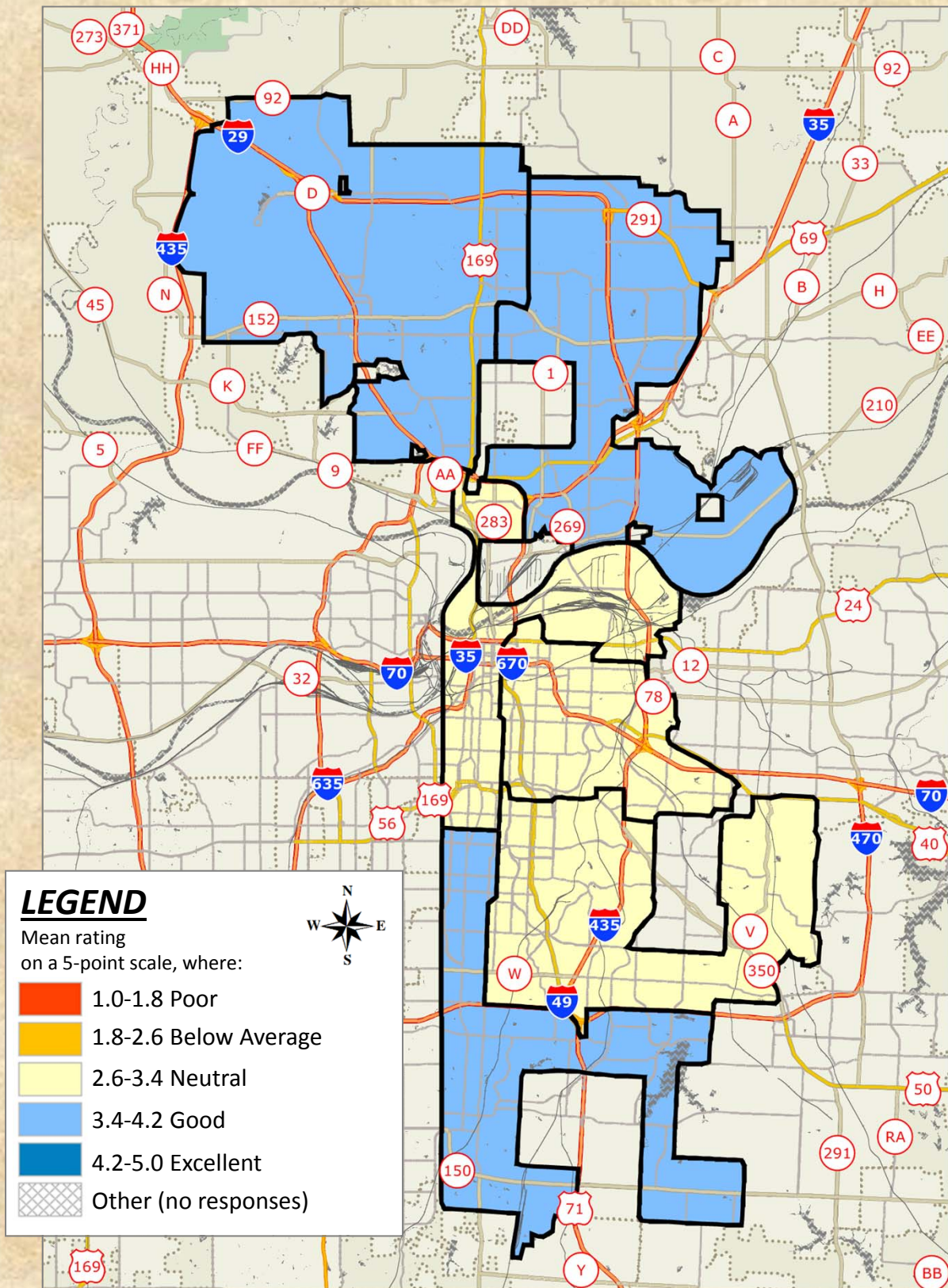
# Q1a Ratings of the city as a place to live



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

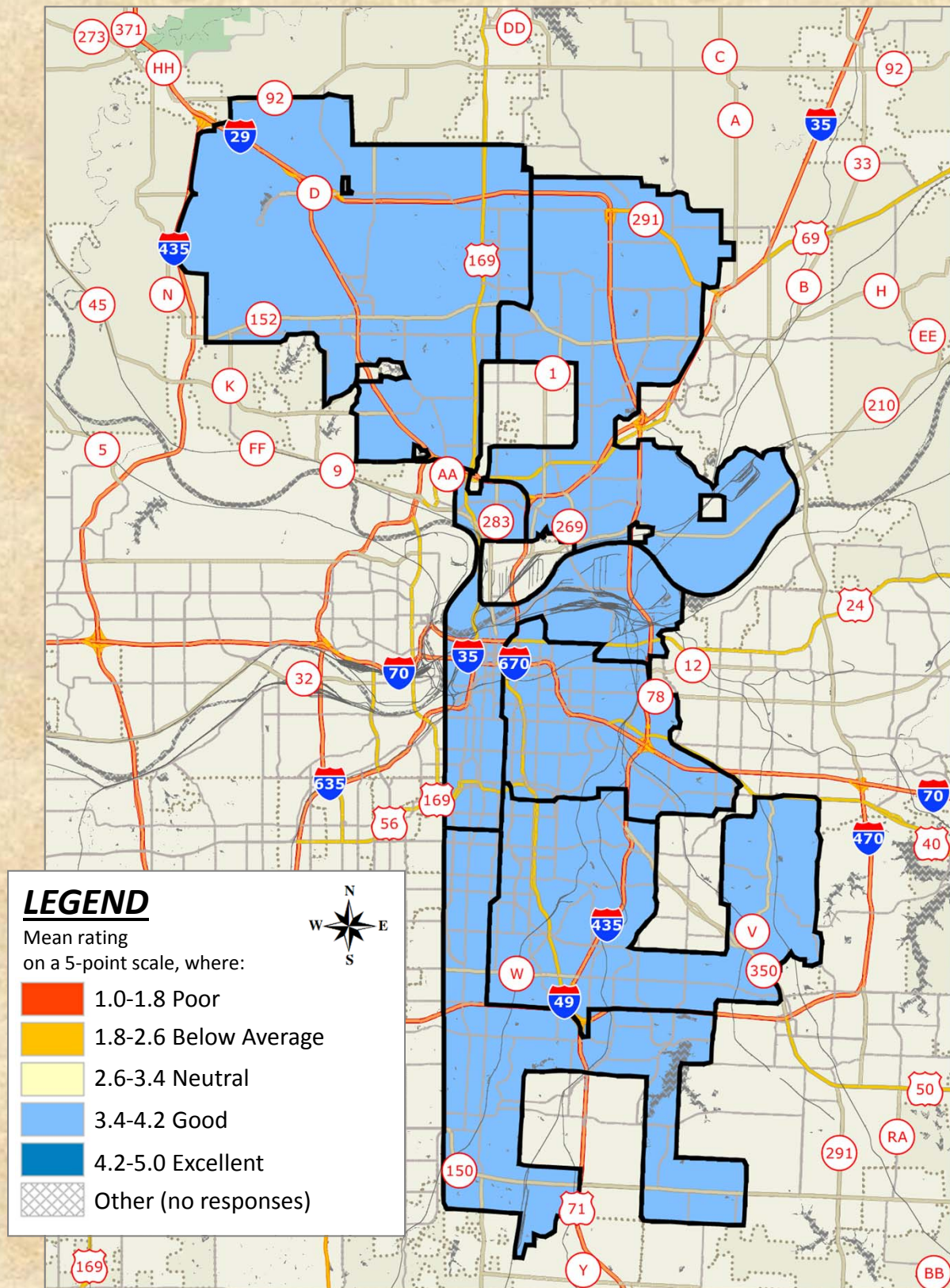
# Q1b Ratings of the city as a place to raise children



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

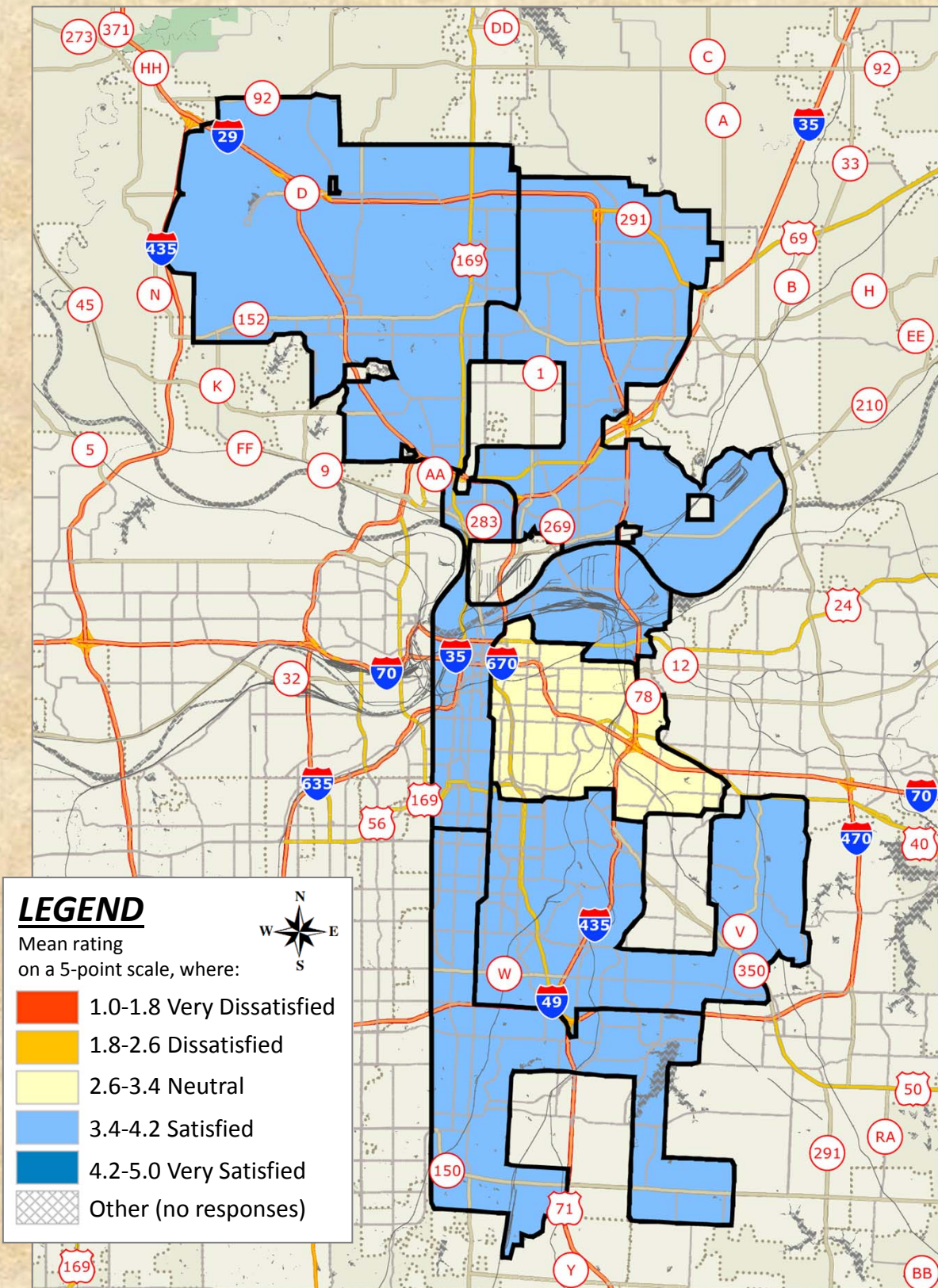
## Q1c Ratings of the city as a place to work



### FY 2014-15 City of Kansas City, MO Citizen Survey

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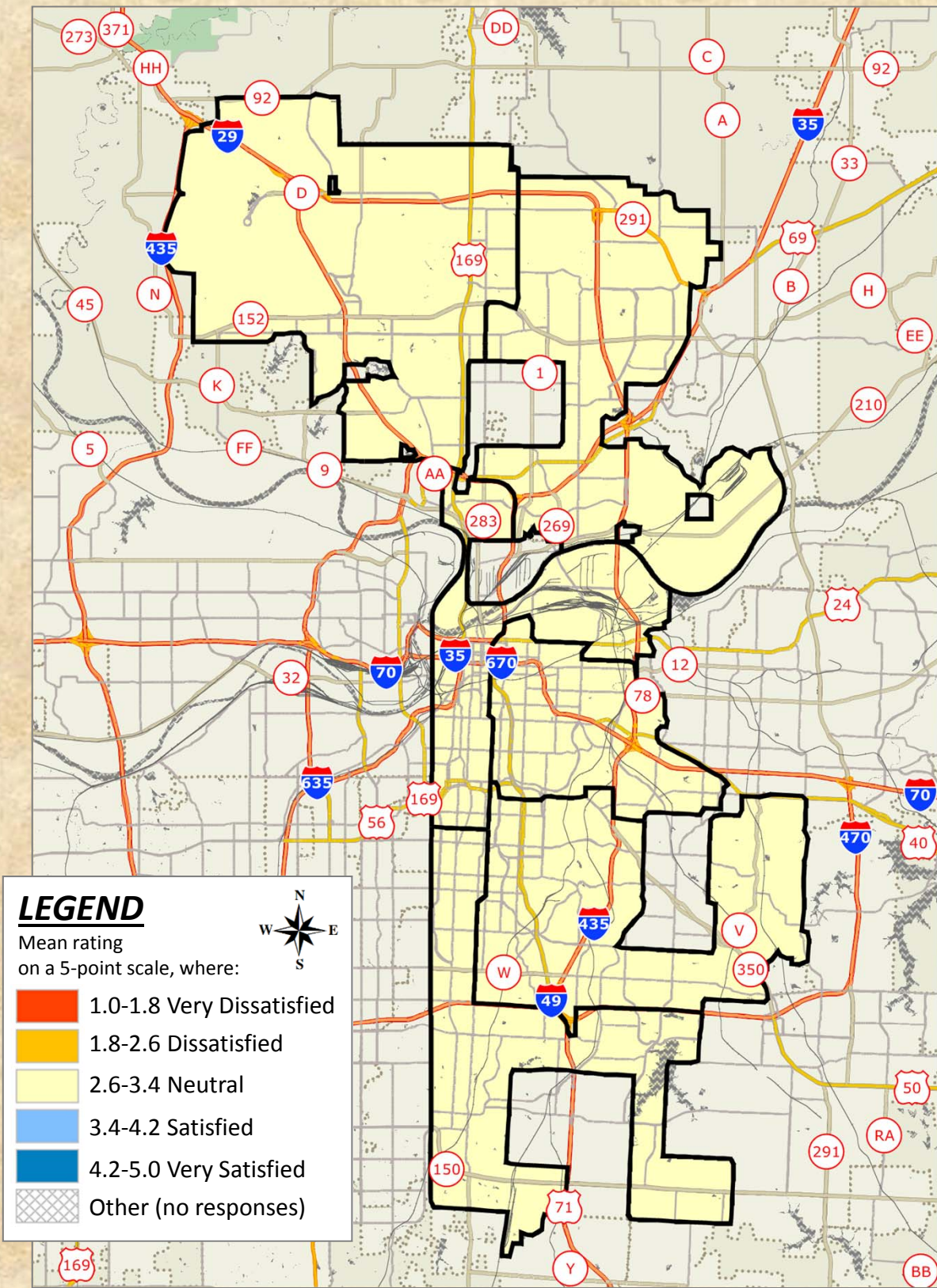
# Q2a Satisfaction with overall quality of city services



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

## Q2b Satisfaction with overall value received for tax dollars and fees

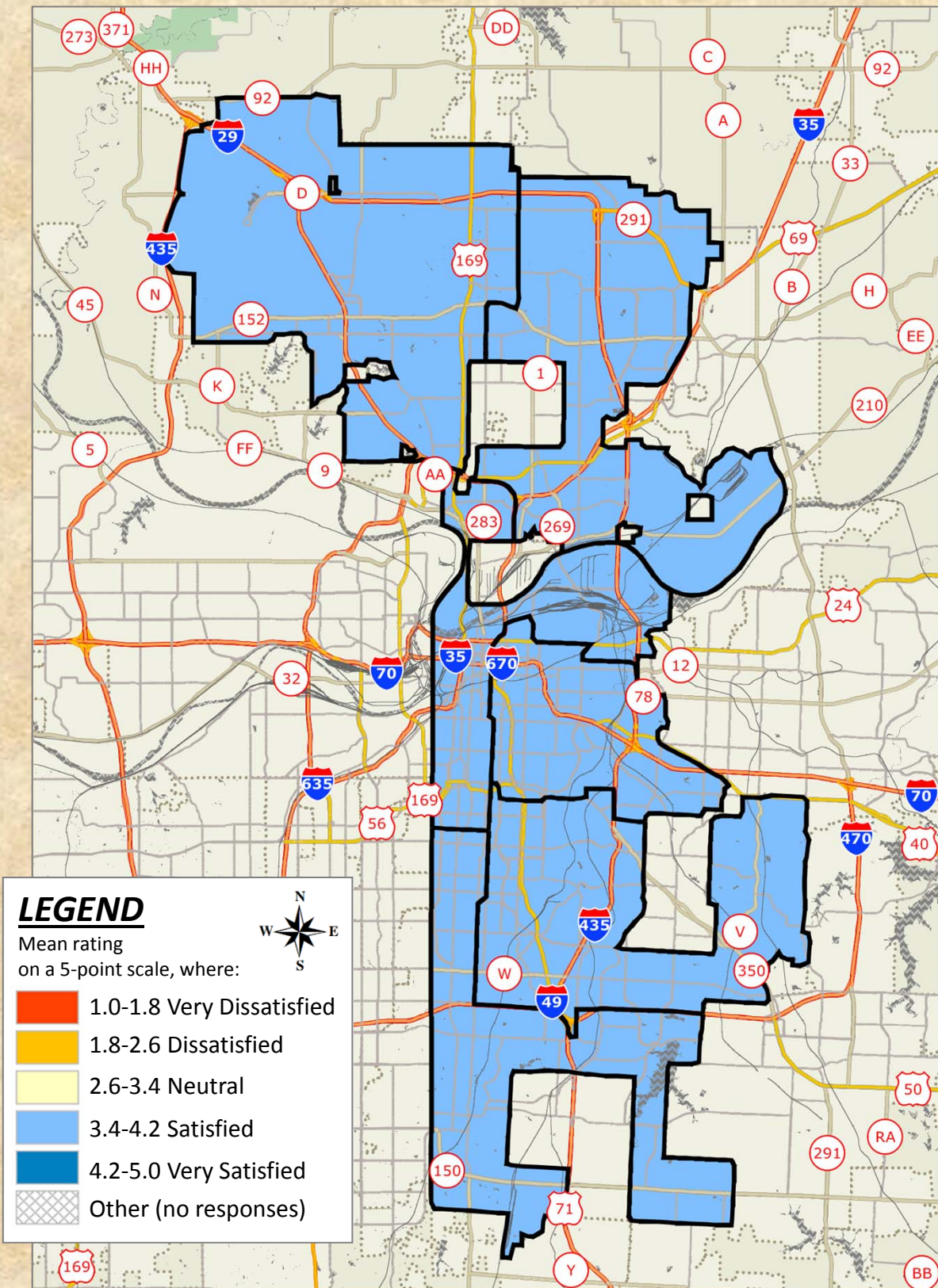


### FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)



## Q2c Satisfaction with overall image of the city

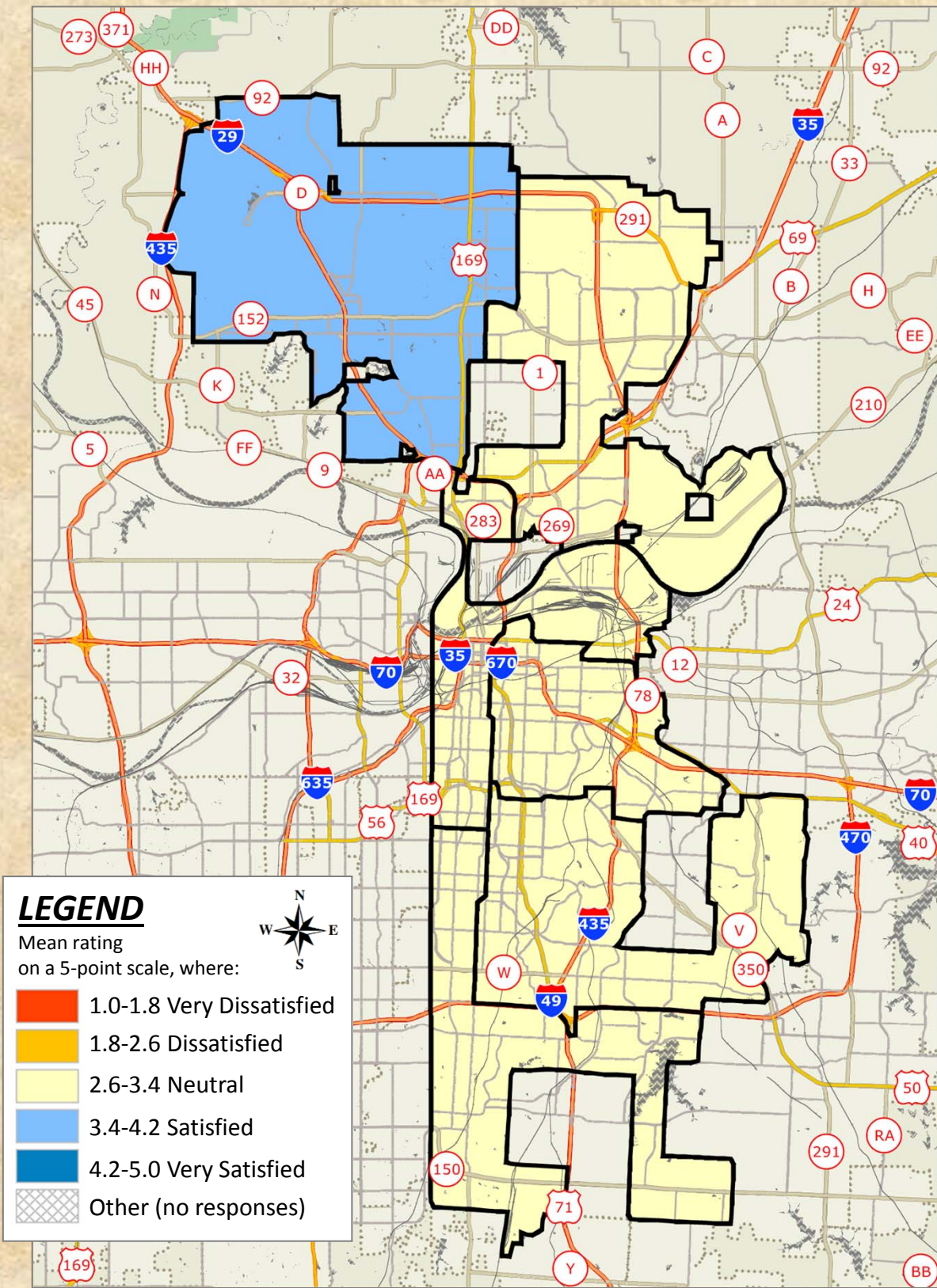


### FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)



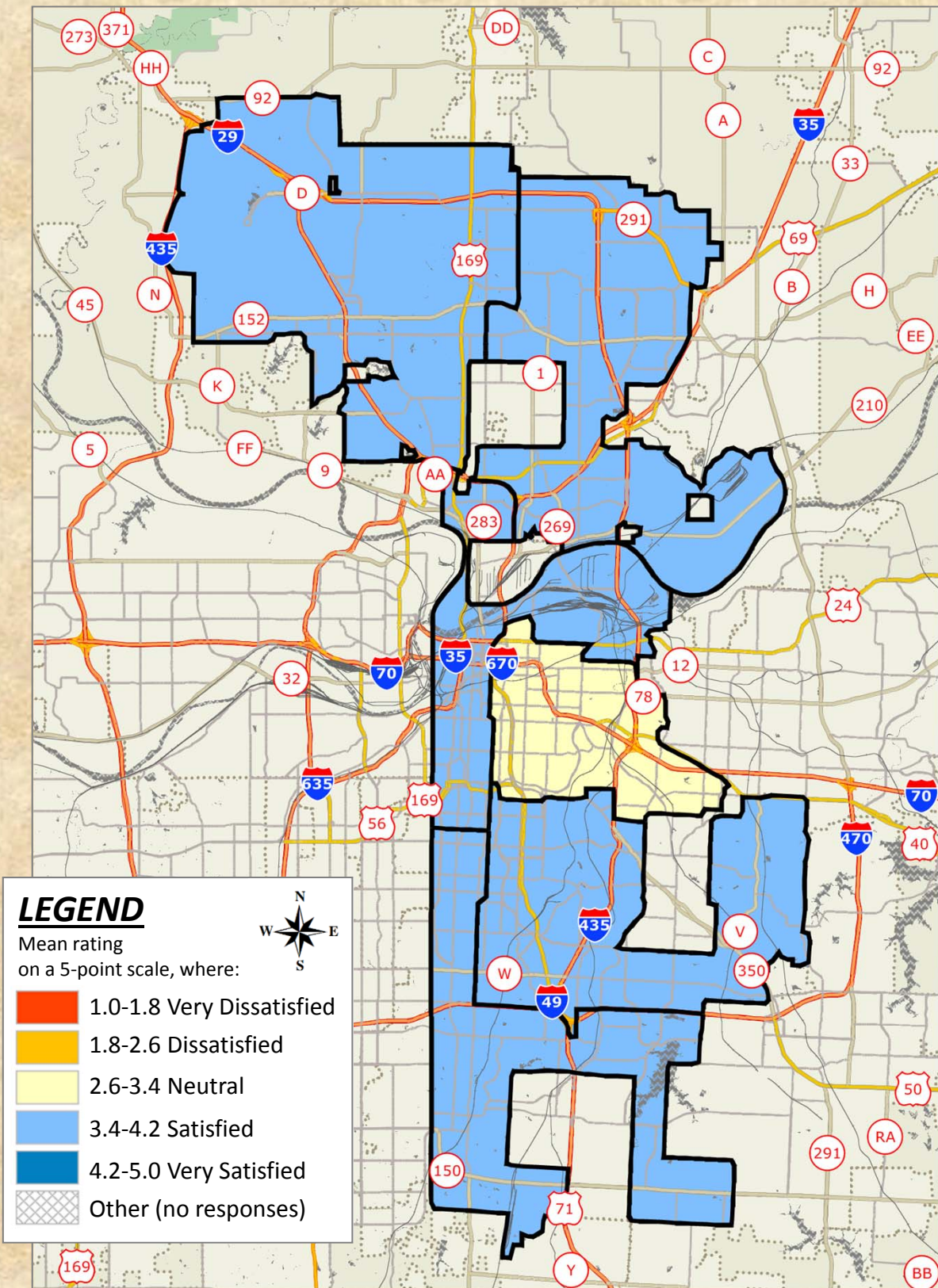
# Q2e Satisfaction with overall feeling of safety in the city



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

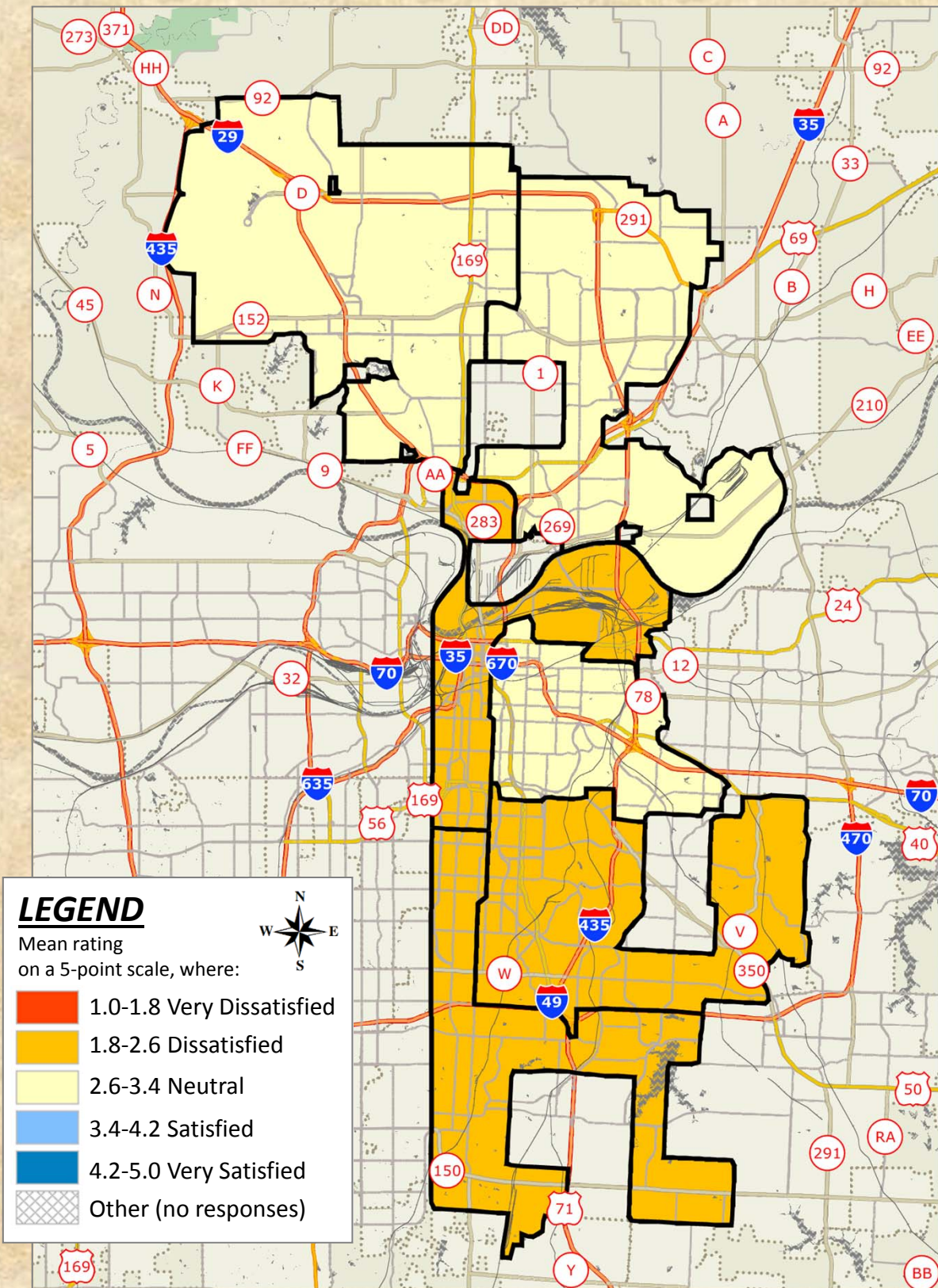
# Q2f Satisfaction with feeling of safety in neighborhoods



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

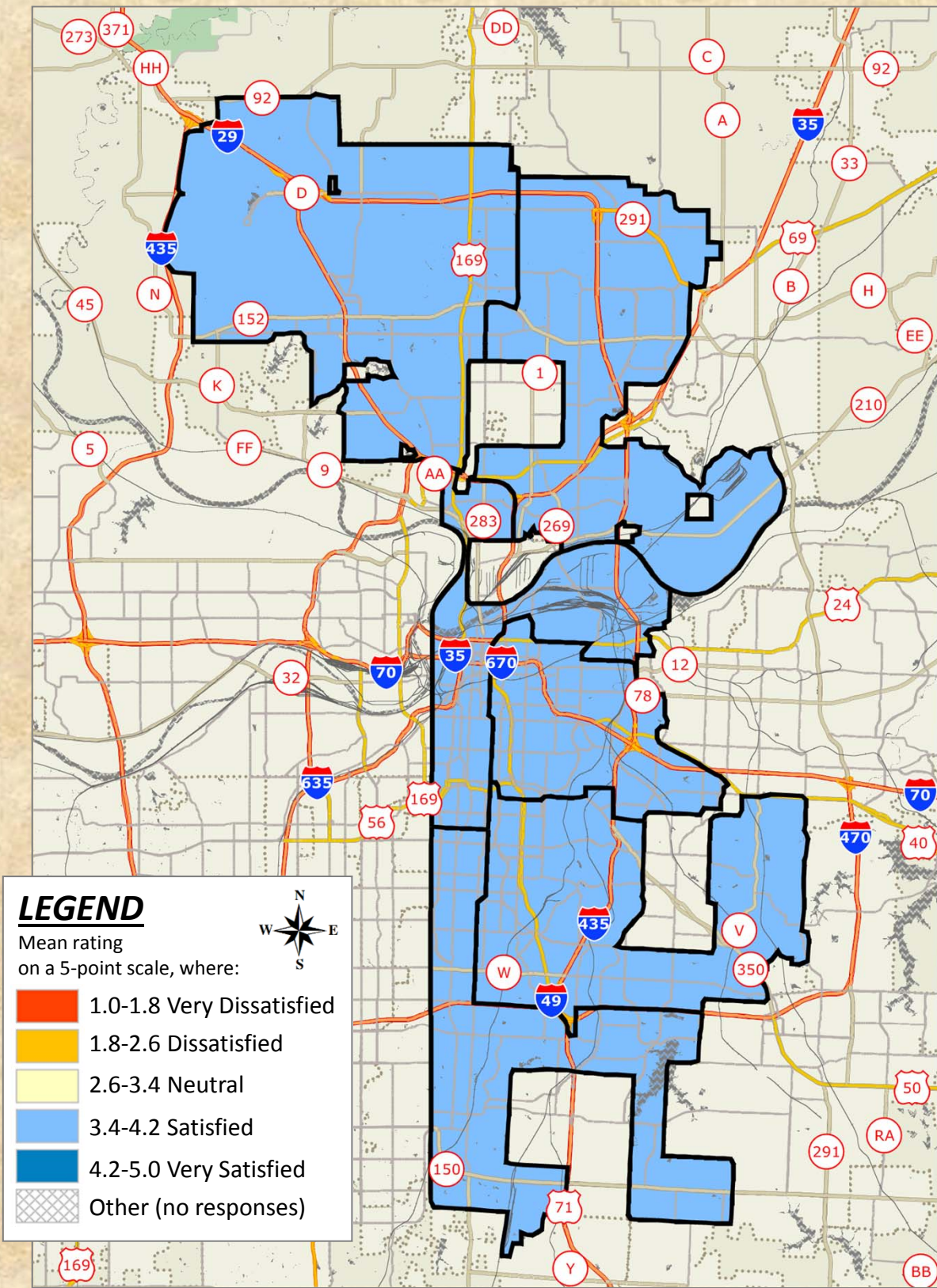
# Q2g Satisfaction with overall quality of education system



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

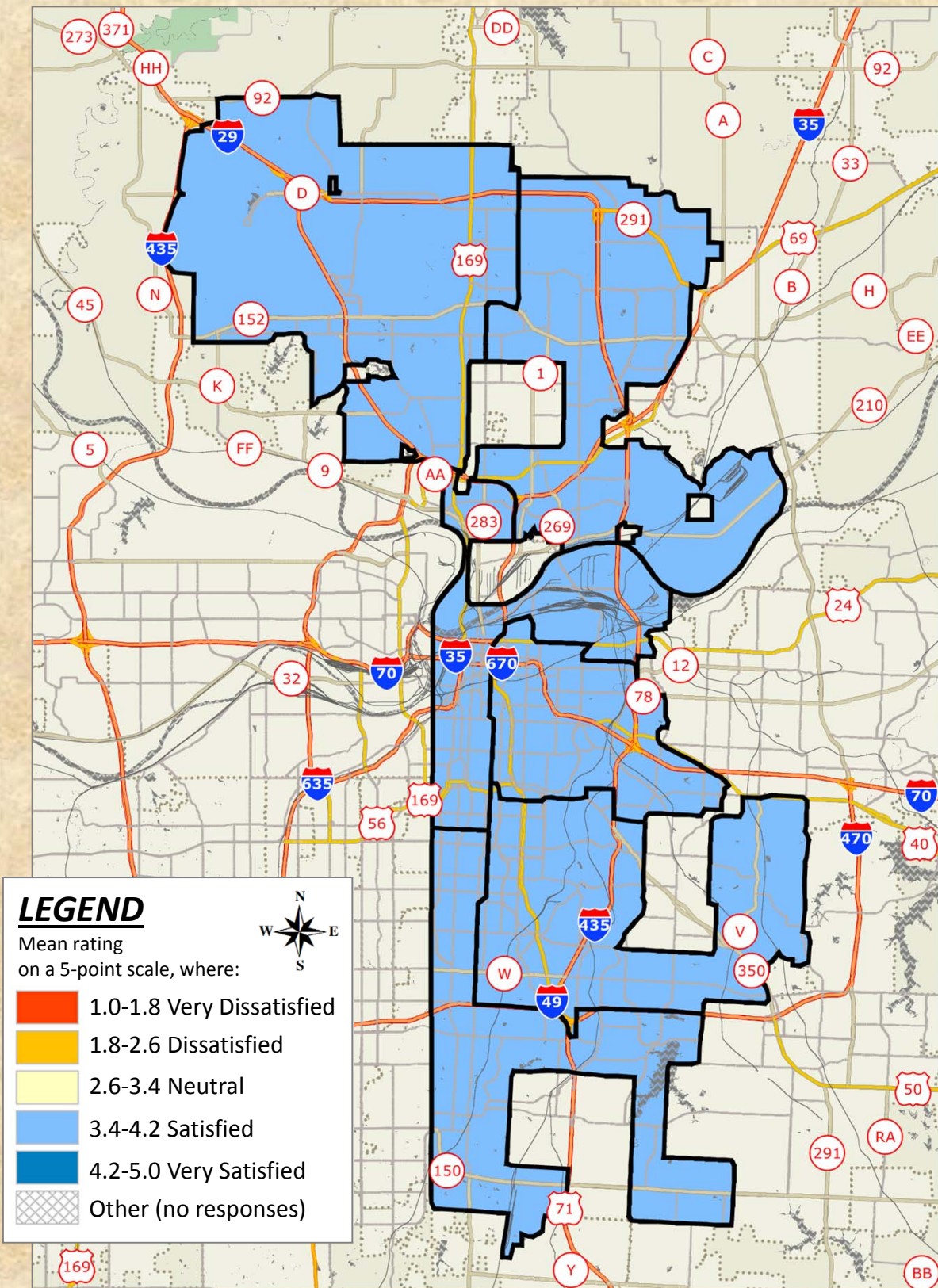
### Q3a Satisfaction with overall quality of police services



### FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

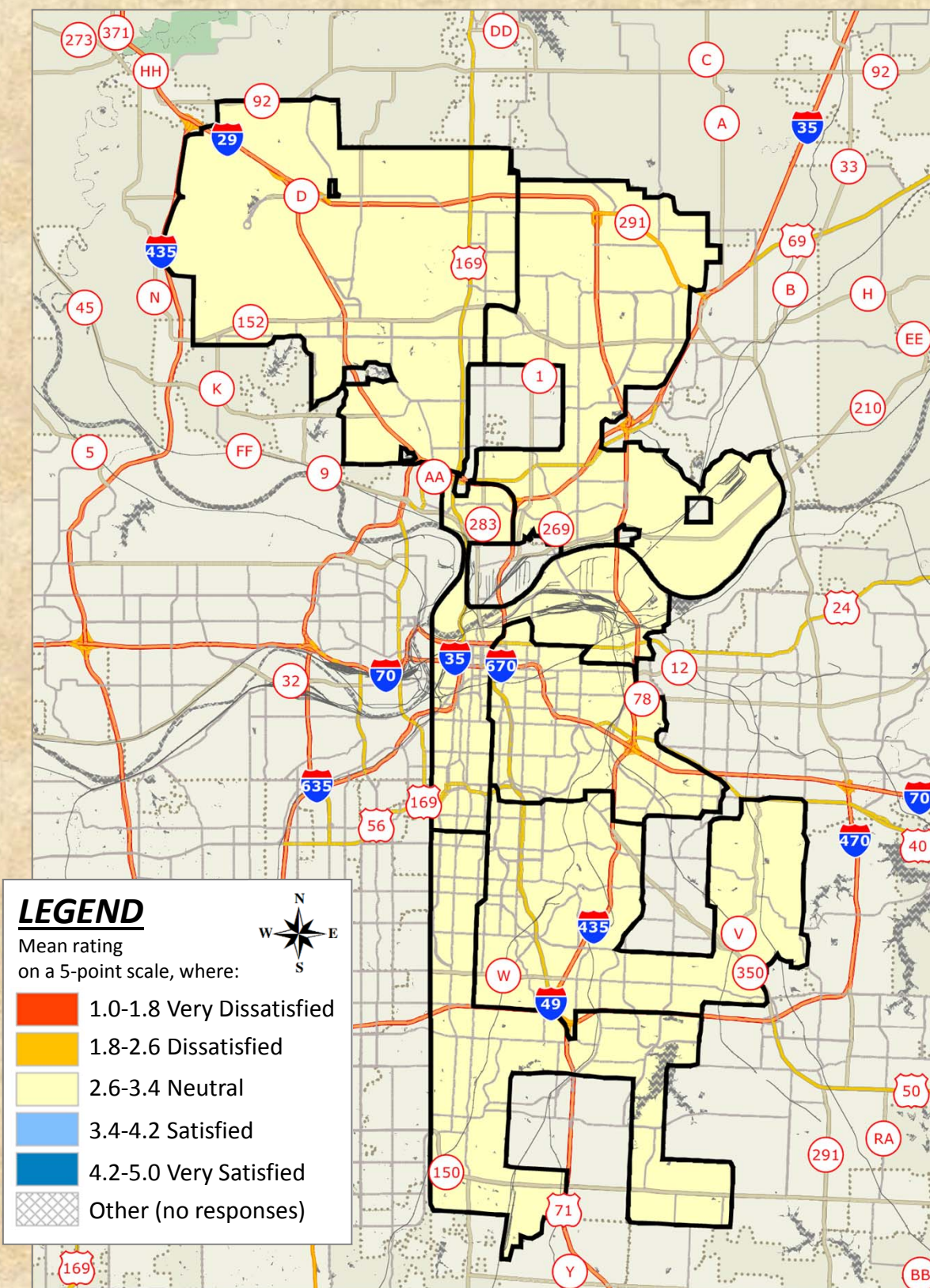
## Q3b Satisfaction with overall quality of fire and ambulance services



### FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

## Q3c Satisfaction with overall maintenance of city streets, sidewalks, and infrastructure

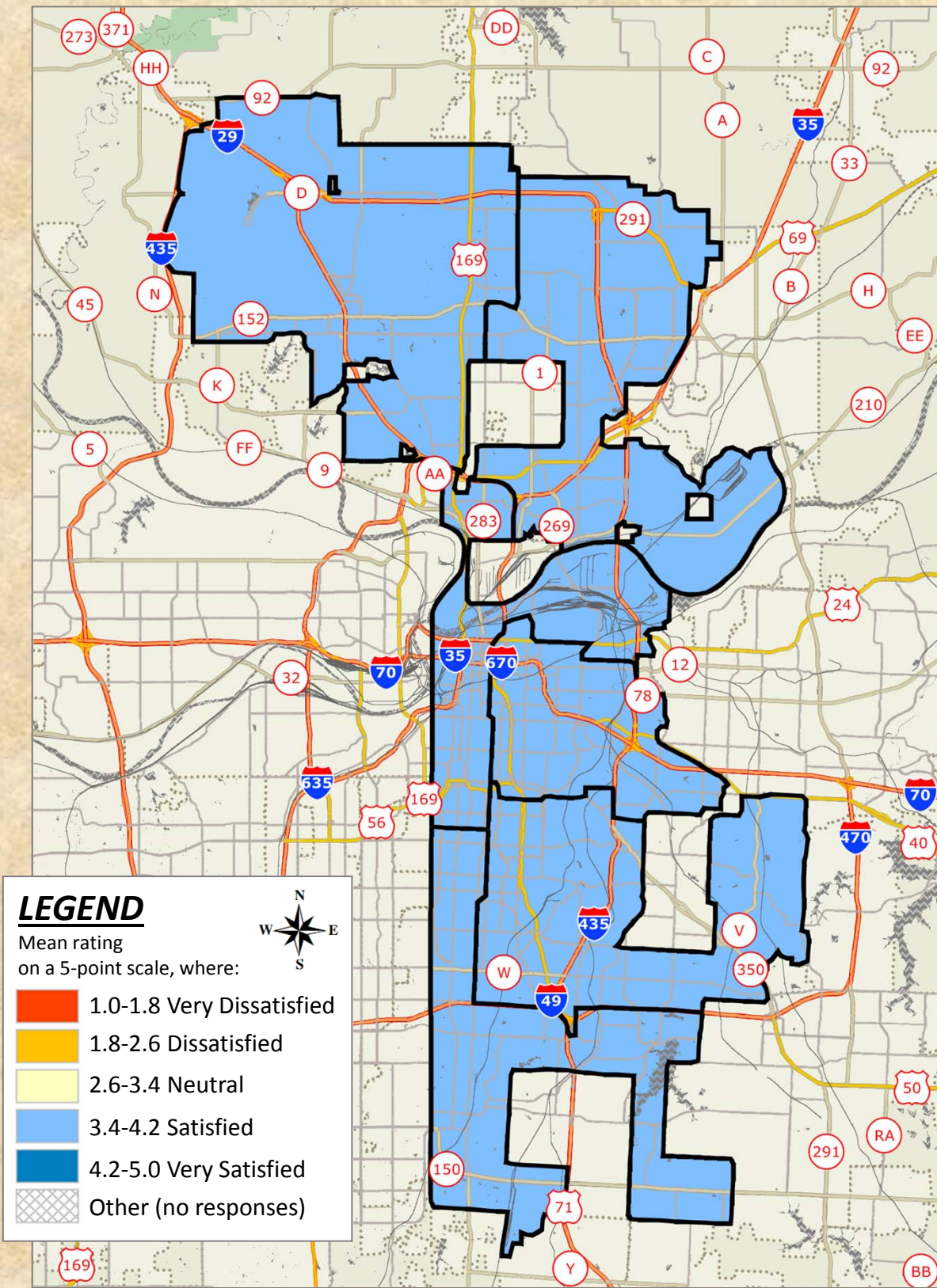


### FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)



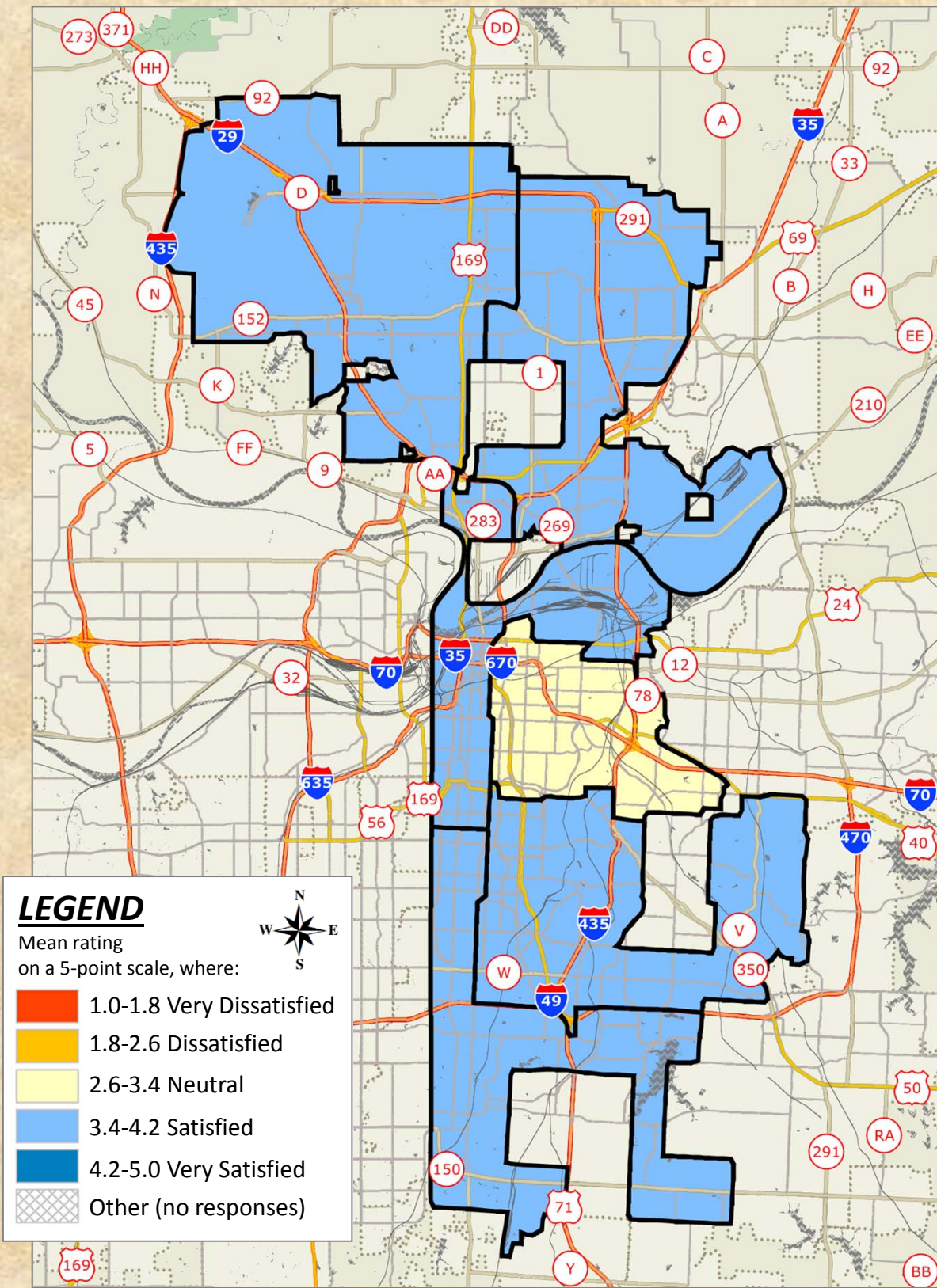
# Q3d Satisfaction with overall quality of solid waste services



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

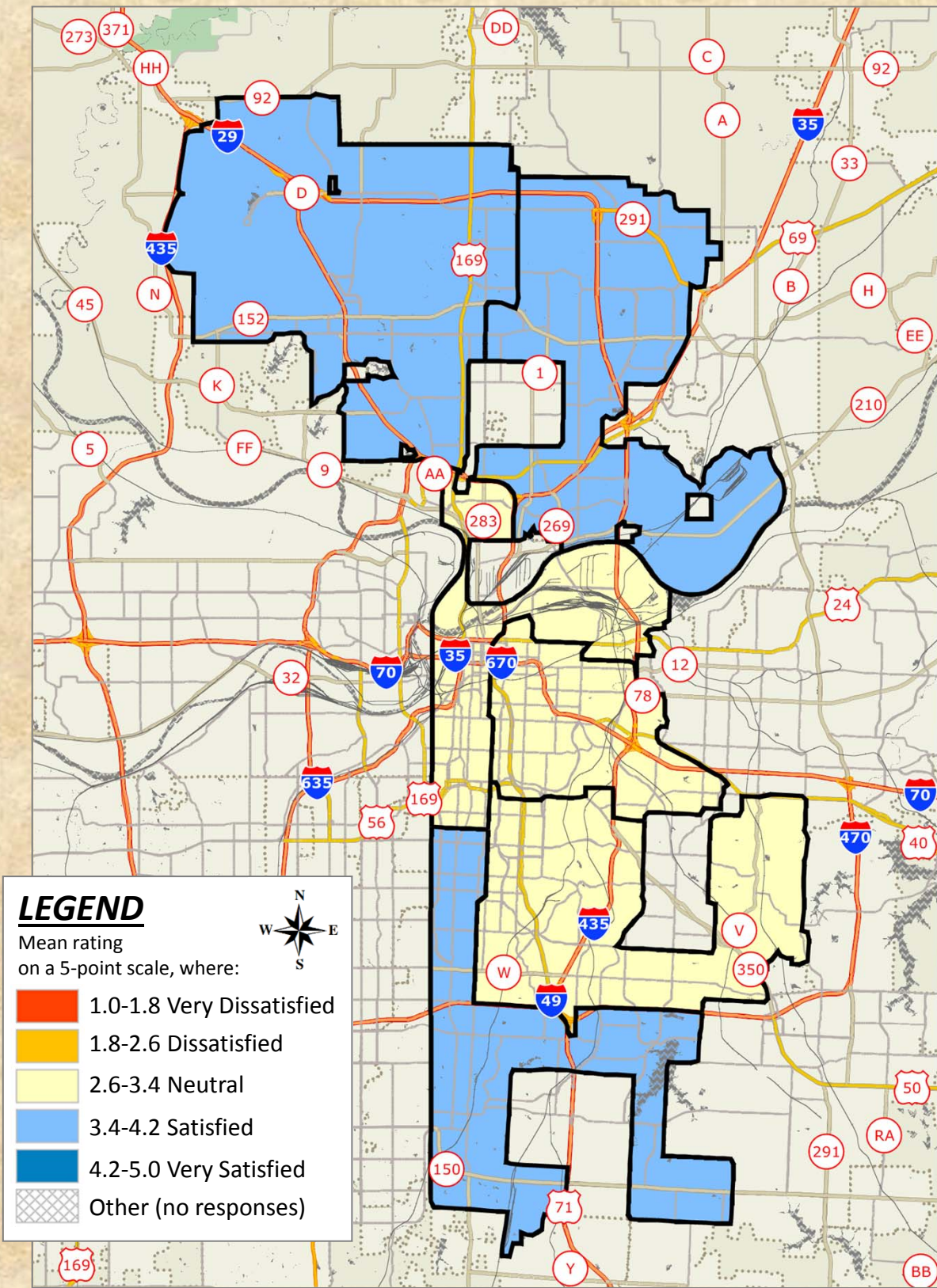
# Q3e Satisfaction with overall quality of city water utilities



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

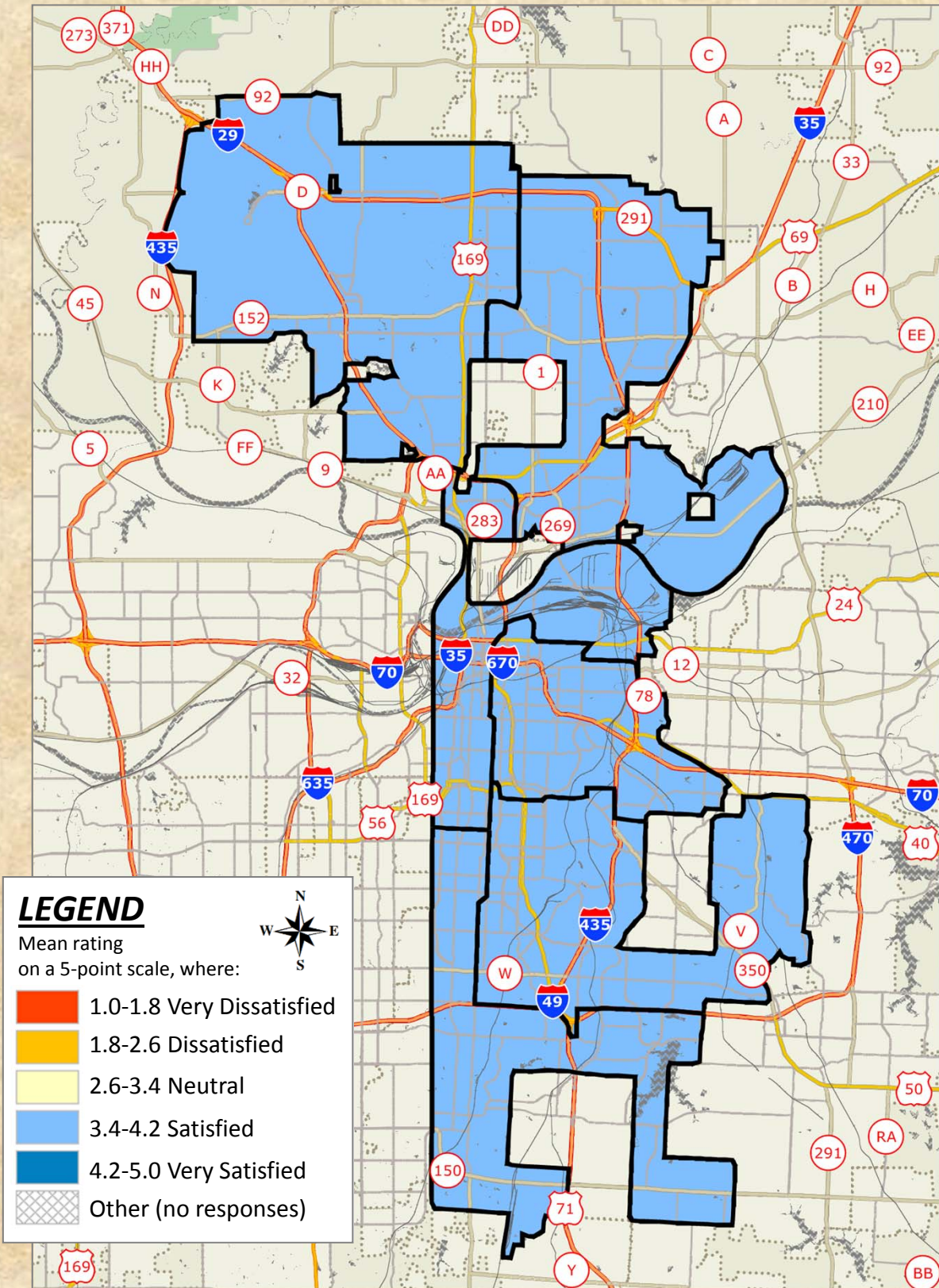
# Q3f Satisfaction with overall quality of neighborhood services



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

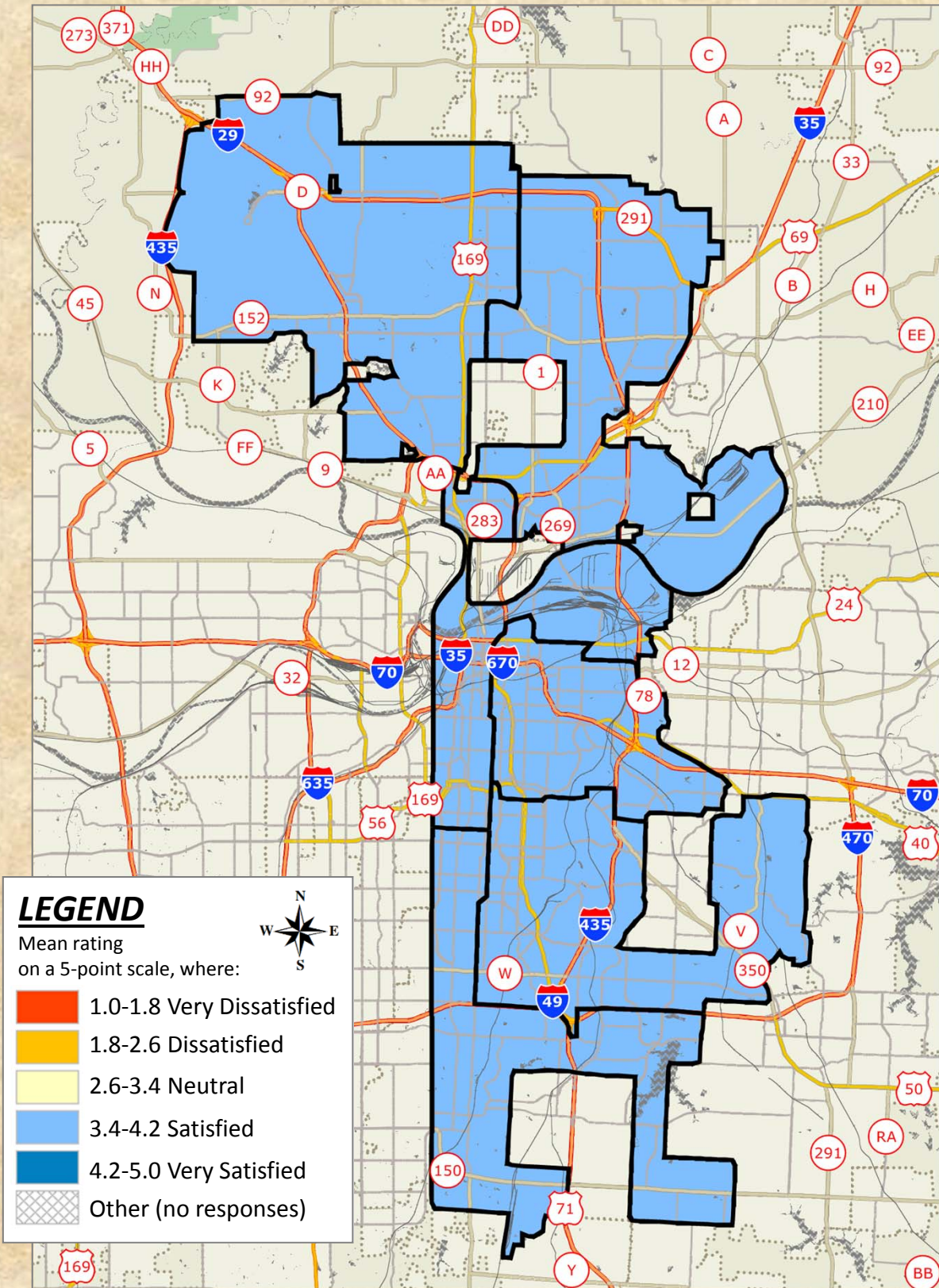
# Q3g Satisfaction with overall quality of city parks and recreation programs and facilities



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

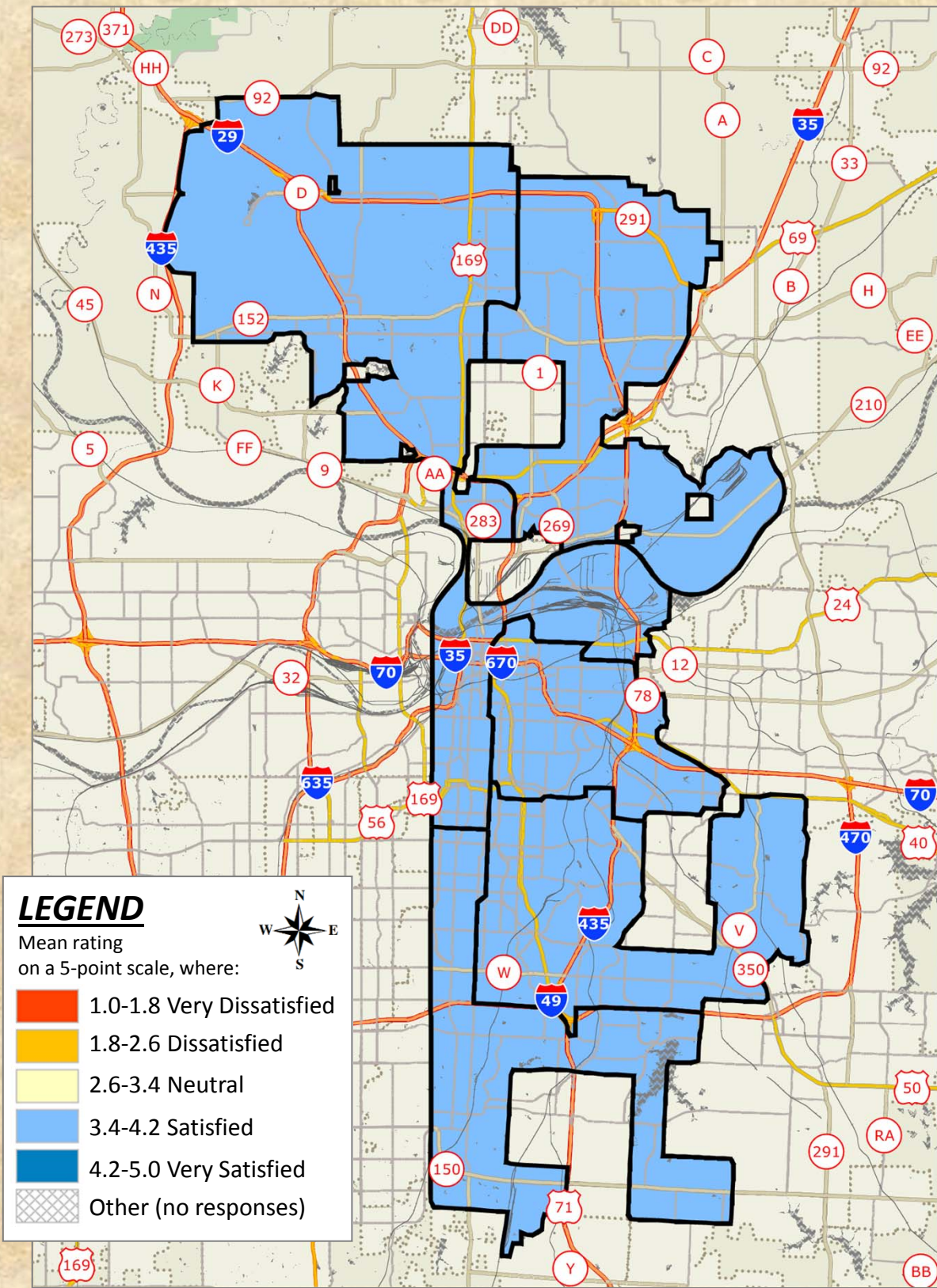
# Q3h Satisfaction with overall quality of Health Department services



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

# Q3i Satisfaction with overall quality of airport facilities



**LEGEND**

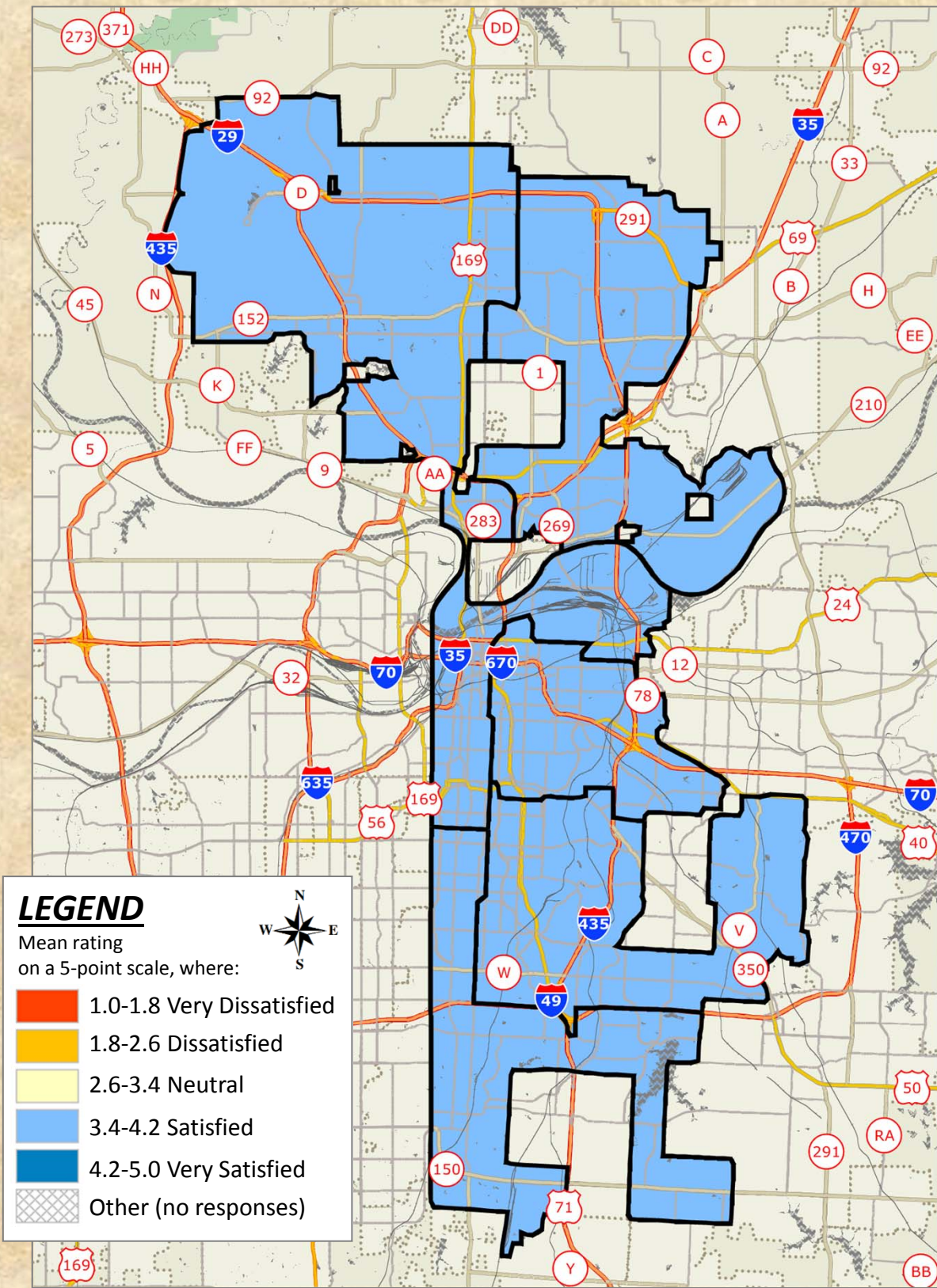
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

# Q3j Satisfaction with overall quality of the city's 311 service



**LEGEND**

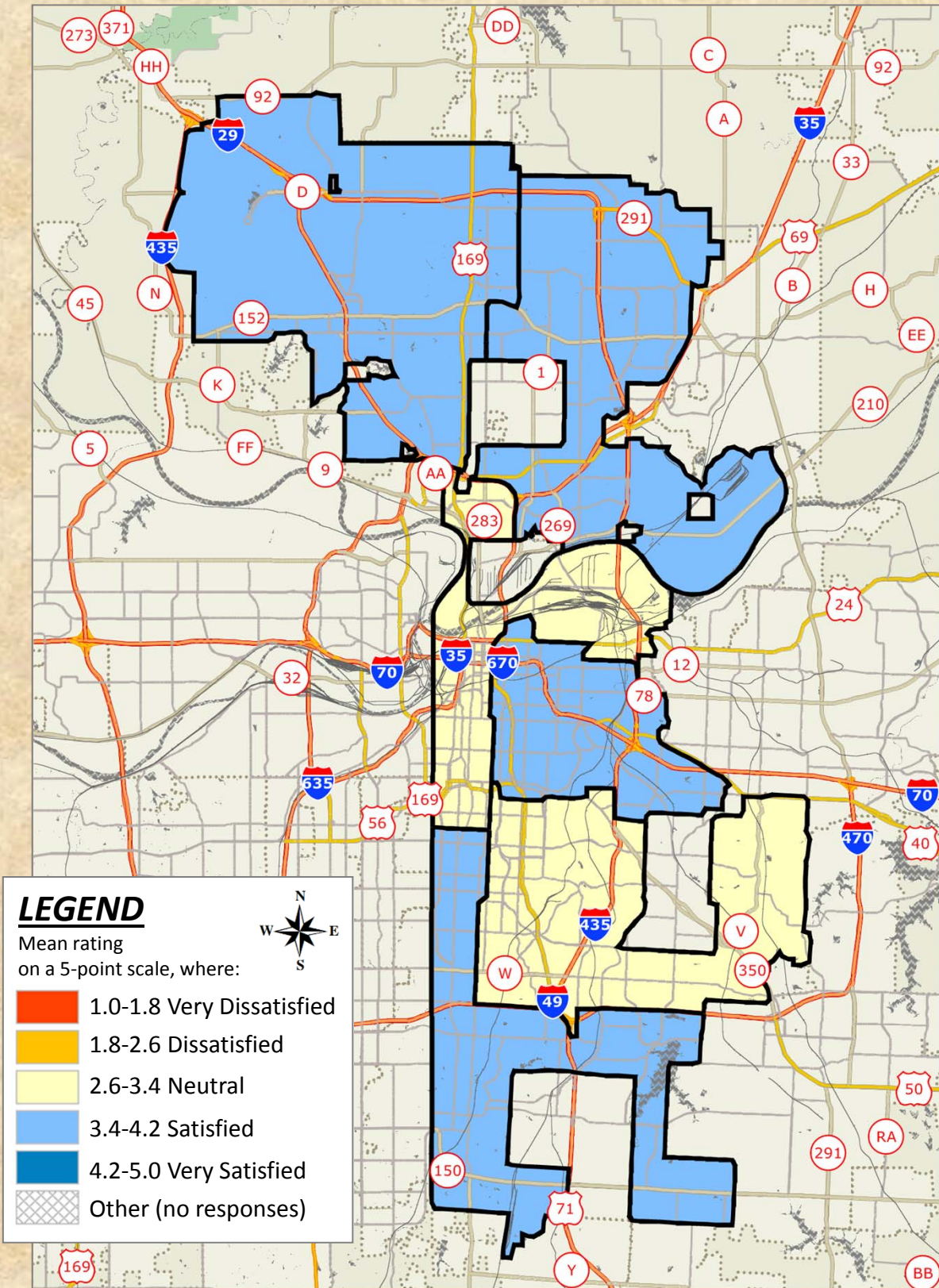
Mean rating on a 5-point scale, where:

<span style="display:inline-block; width:15px; height:15px; background-color:red; border:1px solid black;"></span>	1.0-1.8 Very Dissatisfied
<span style="display:inline-block; width:15px; height:15px; background-color:orange; border:1px solid black;"></span>	1.8-2.6 Dissatisfied
<span style="display:inline-block; width:15px; height:15px; background-color:yellow; border:1px solid black;"></span>	2.6-3.4 Neutral
<span style="display:inline-block; width:15px; height:15px; background-color:lightblue; border:1px solid black;"></span>	3.4-4.2 Satisfied
<span style="display:inline-block; width:15px; height:15px; background-color:darkblue; border:1px solid black;"></span>	4.2-5.0 Very Satisfied
<span style="display:inline-block; width:15px; height:15px; background: repeating-linear-gradient(45deg, transparent, transparent 2px, gray 2px, gray 4px); border:1px solid black;"></span>	Other (no responses)

## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

# Q3k Satisfaction with overall quality of municipal court services

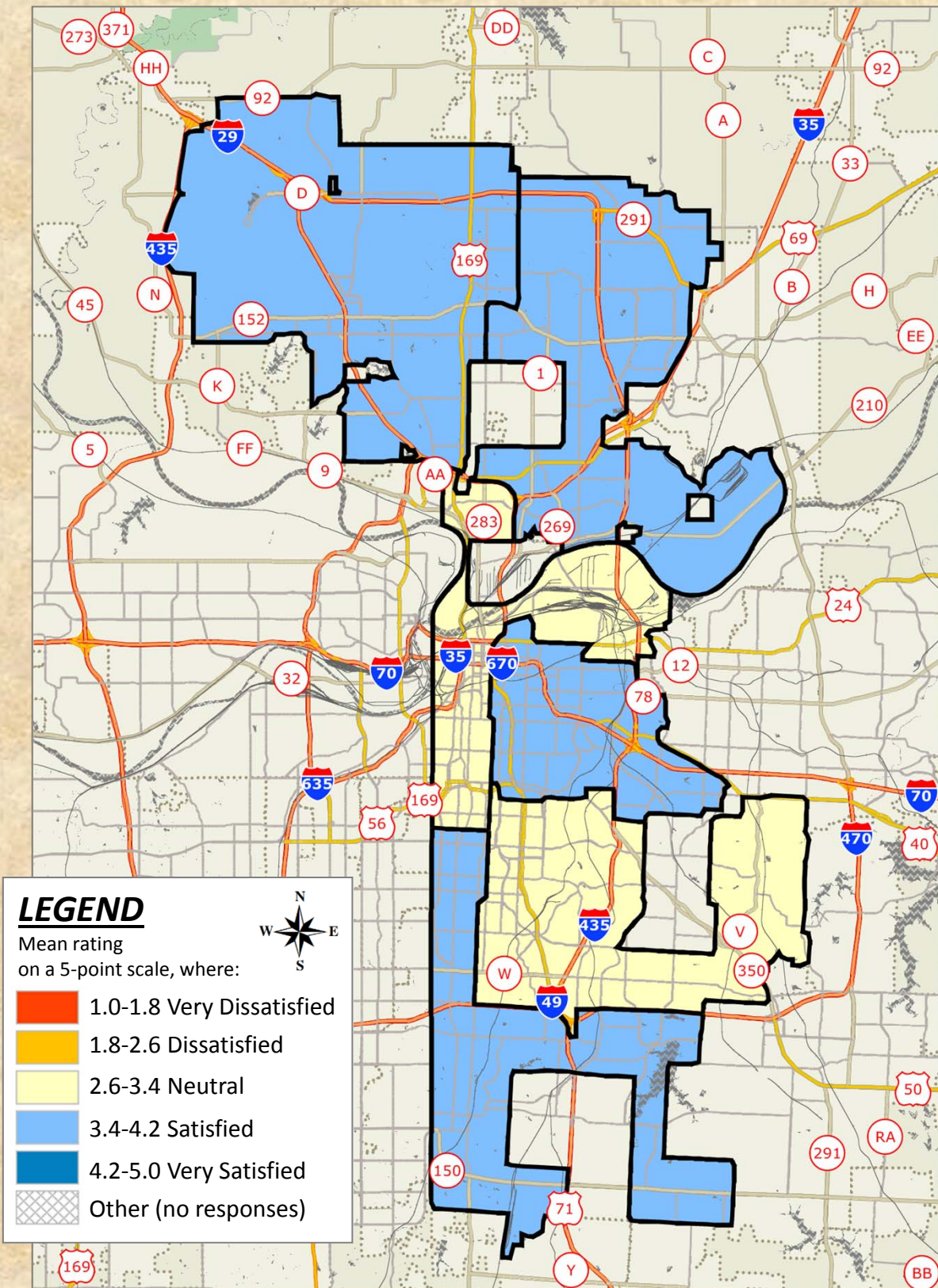


## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)



# Q31 Satisfaction with overall quality of customer service received from city employees



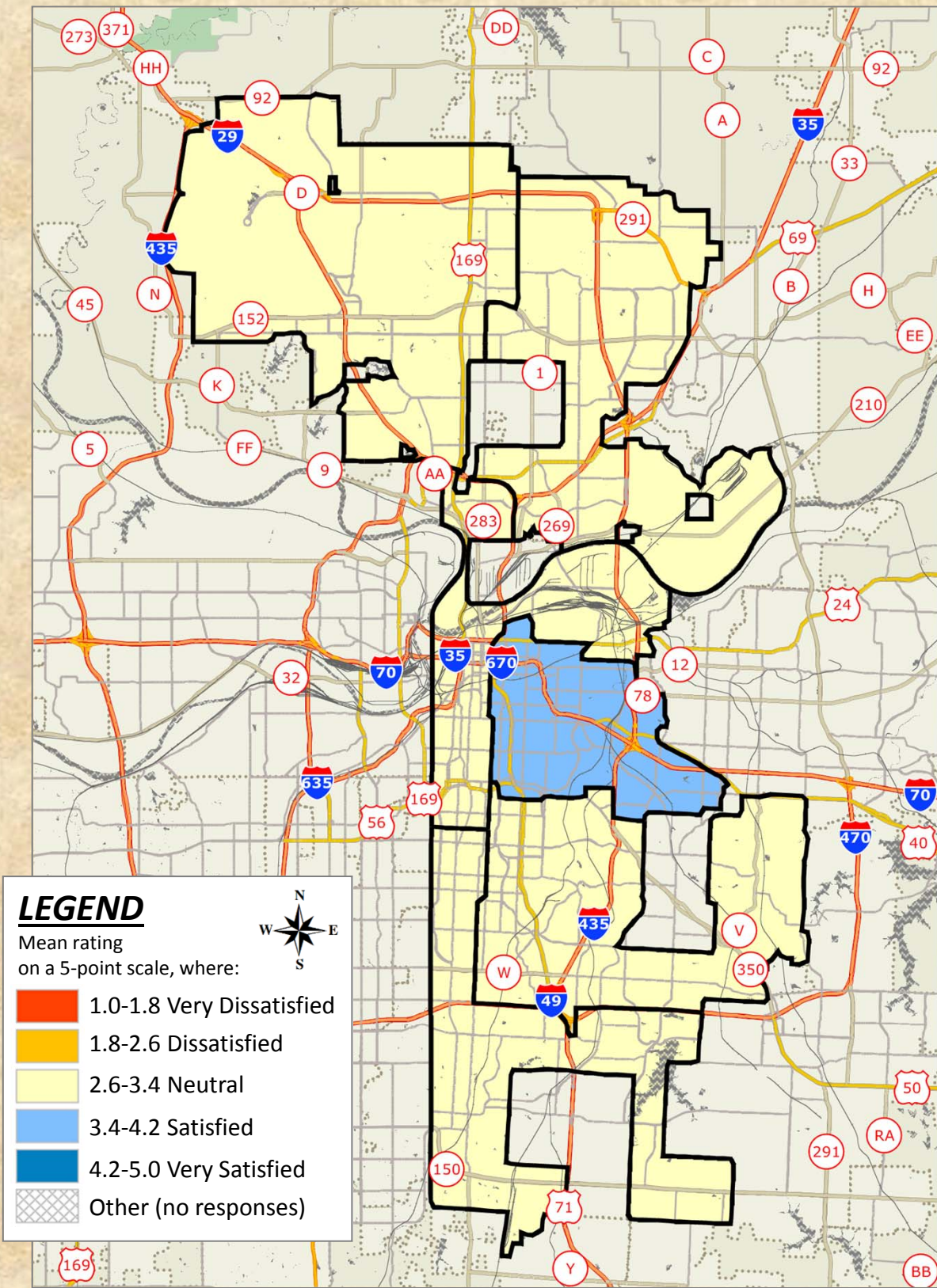
## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)





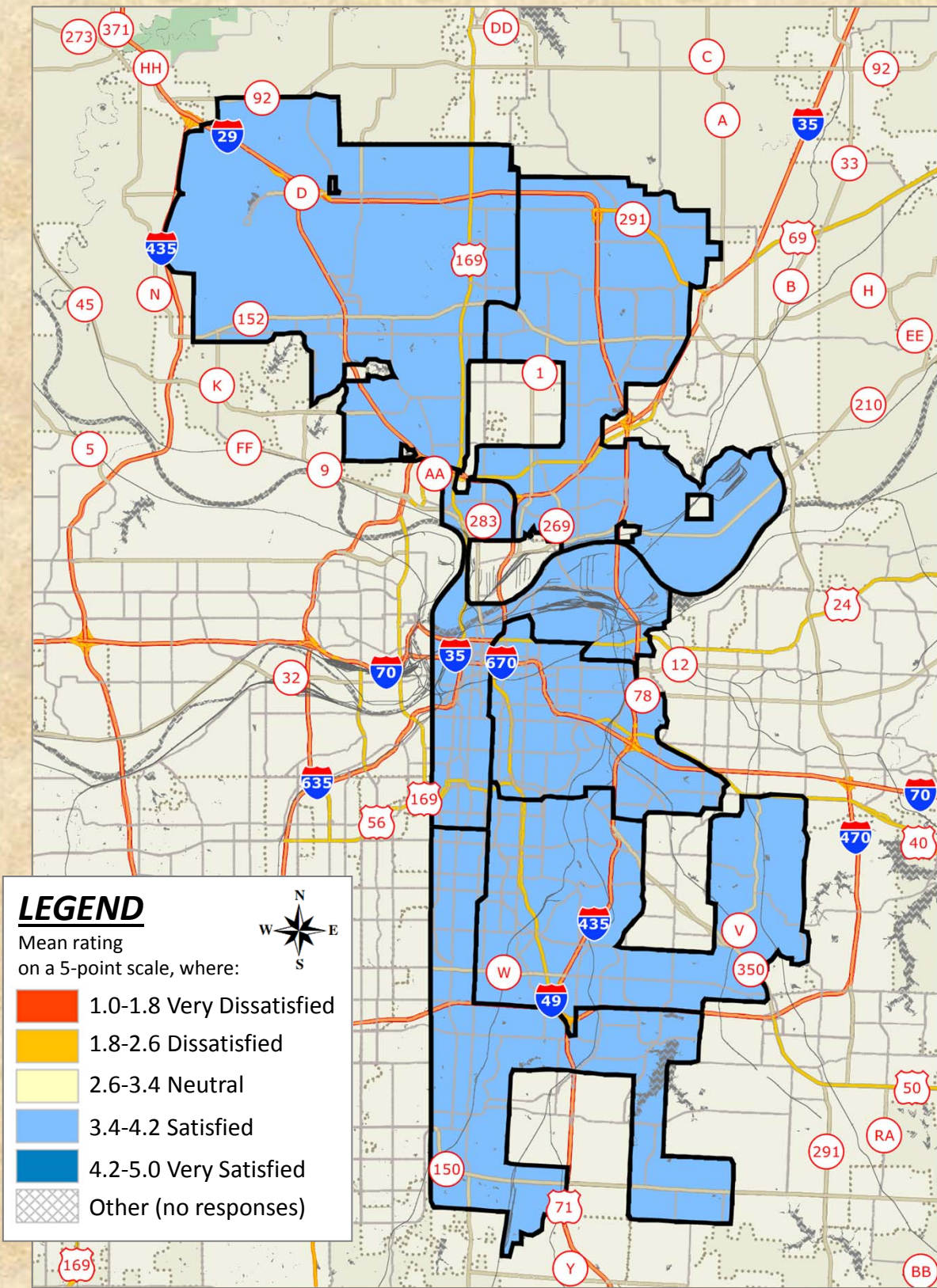
# Q3o Satisfaction with overall quality of public transportation



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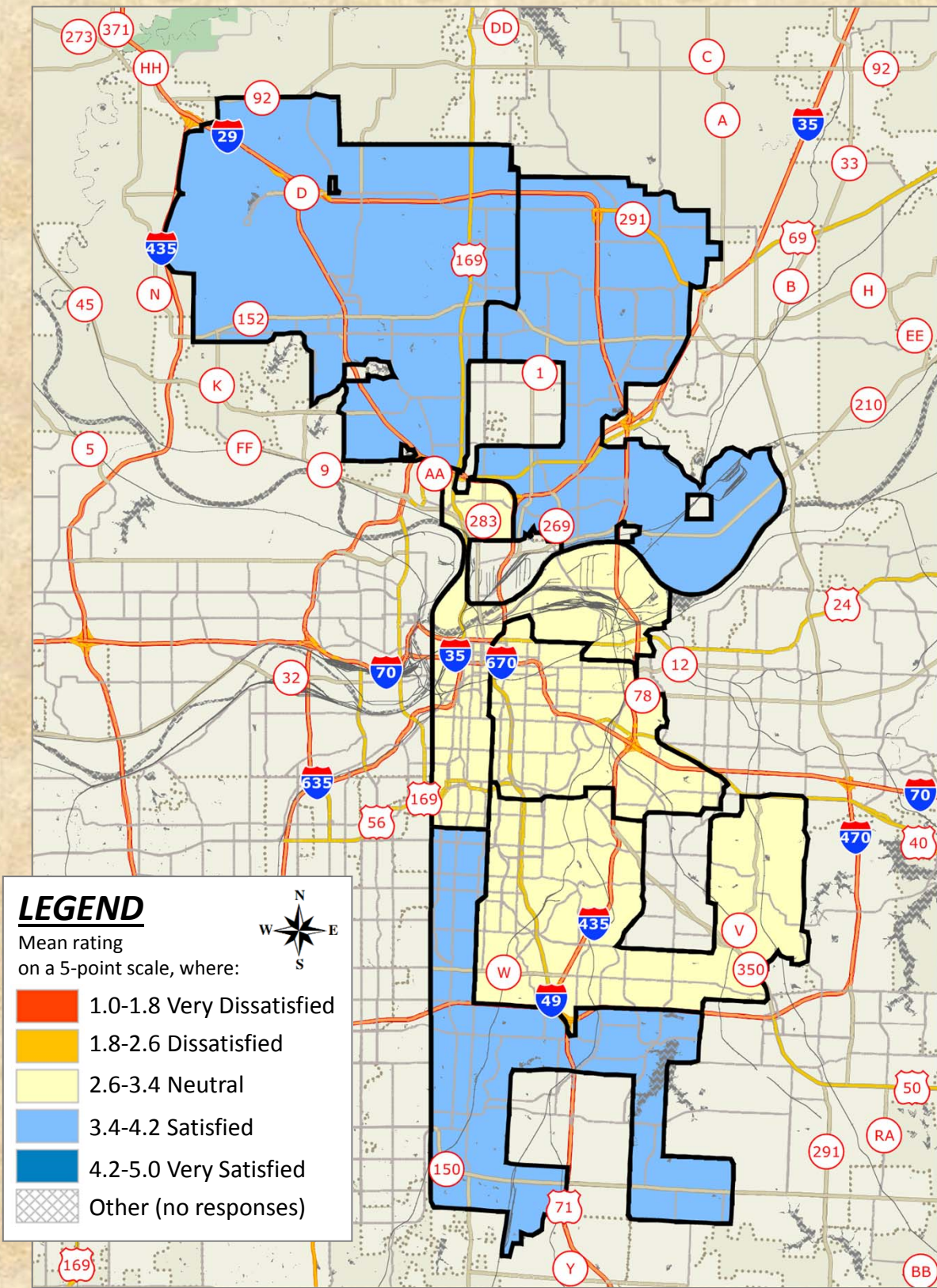
# Q5a Satisfaction with effectiveness of local police protection



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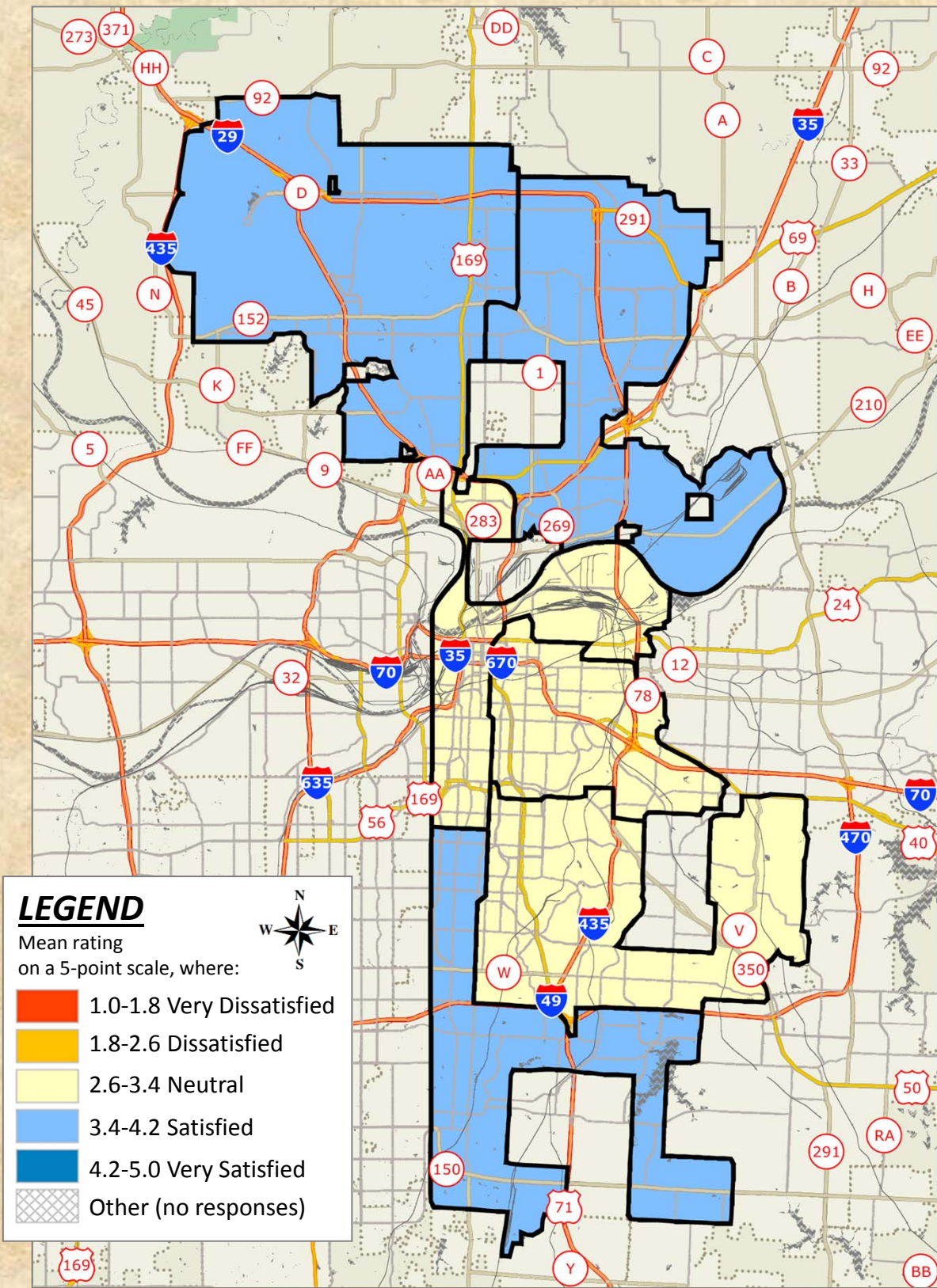
# Q5b Satisfaction with the visibility of police in neighborhoods



## FY 2014-15 City of Kansas City, MO Citizen Survey

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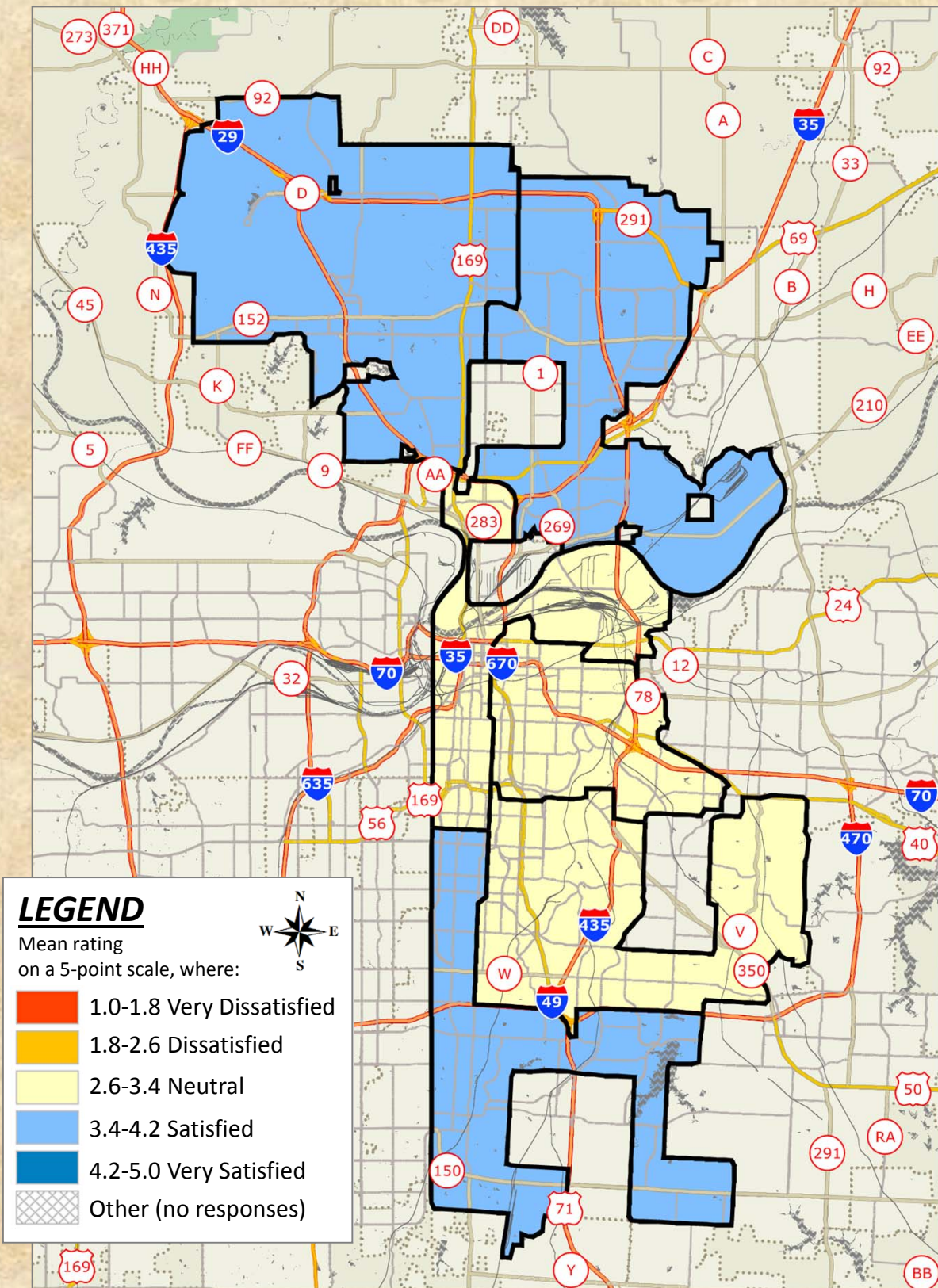
# Q5c Satisfaction with the city's overall efforts to prevent crime



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

# Q5d Satisfaction with enforcement of local traffic laws

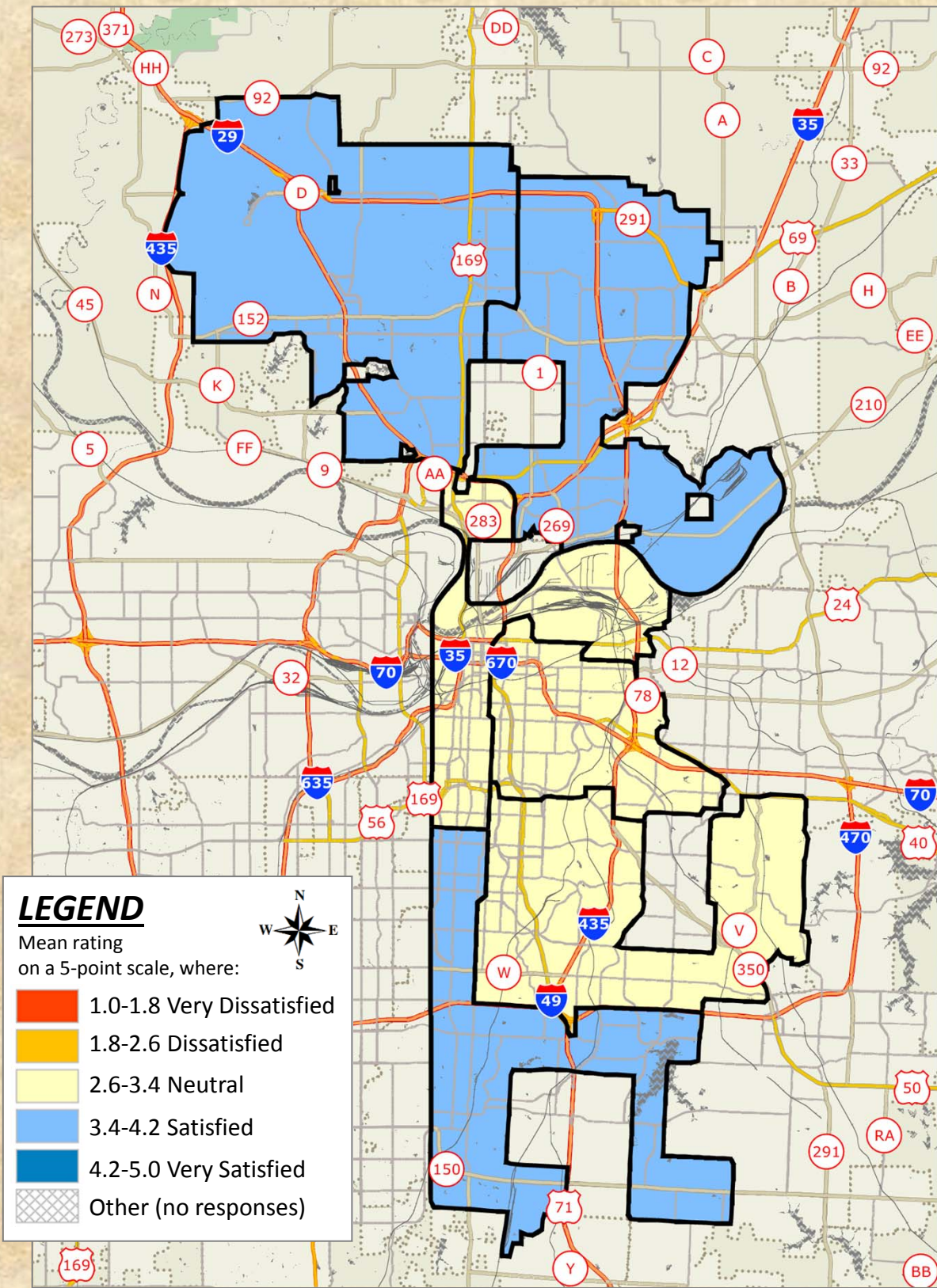


## FY 2014-15 City of Kansas City, MO Citizen Survey

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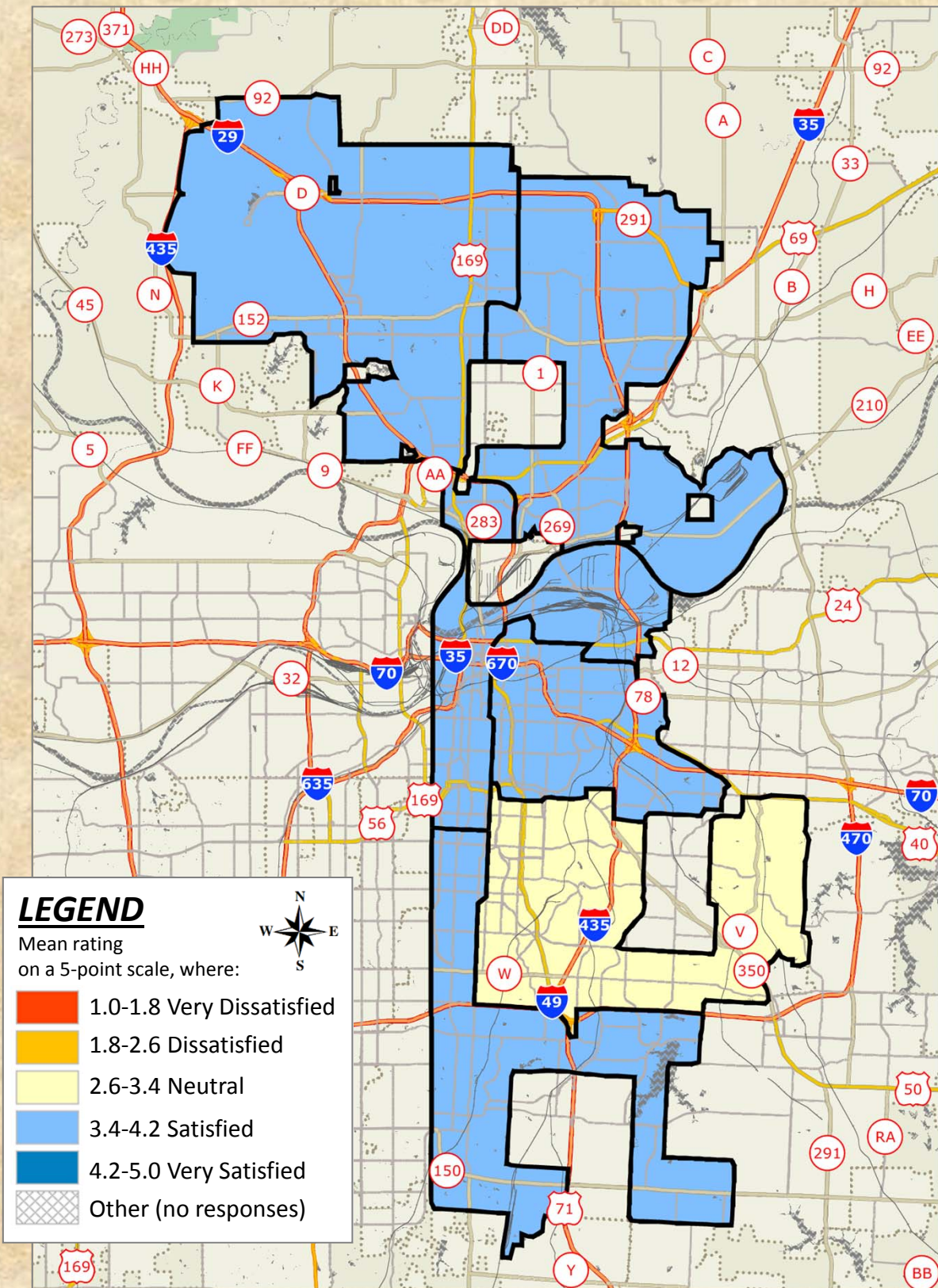
### Q5e Satisfaction with parking enforcement services



### FY 2014-15 City of Kansas City, MO Citizen Survey

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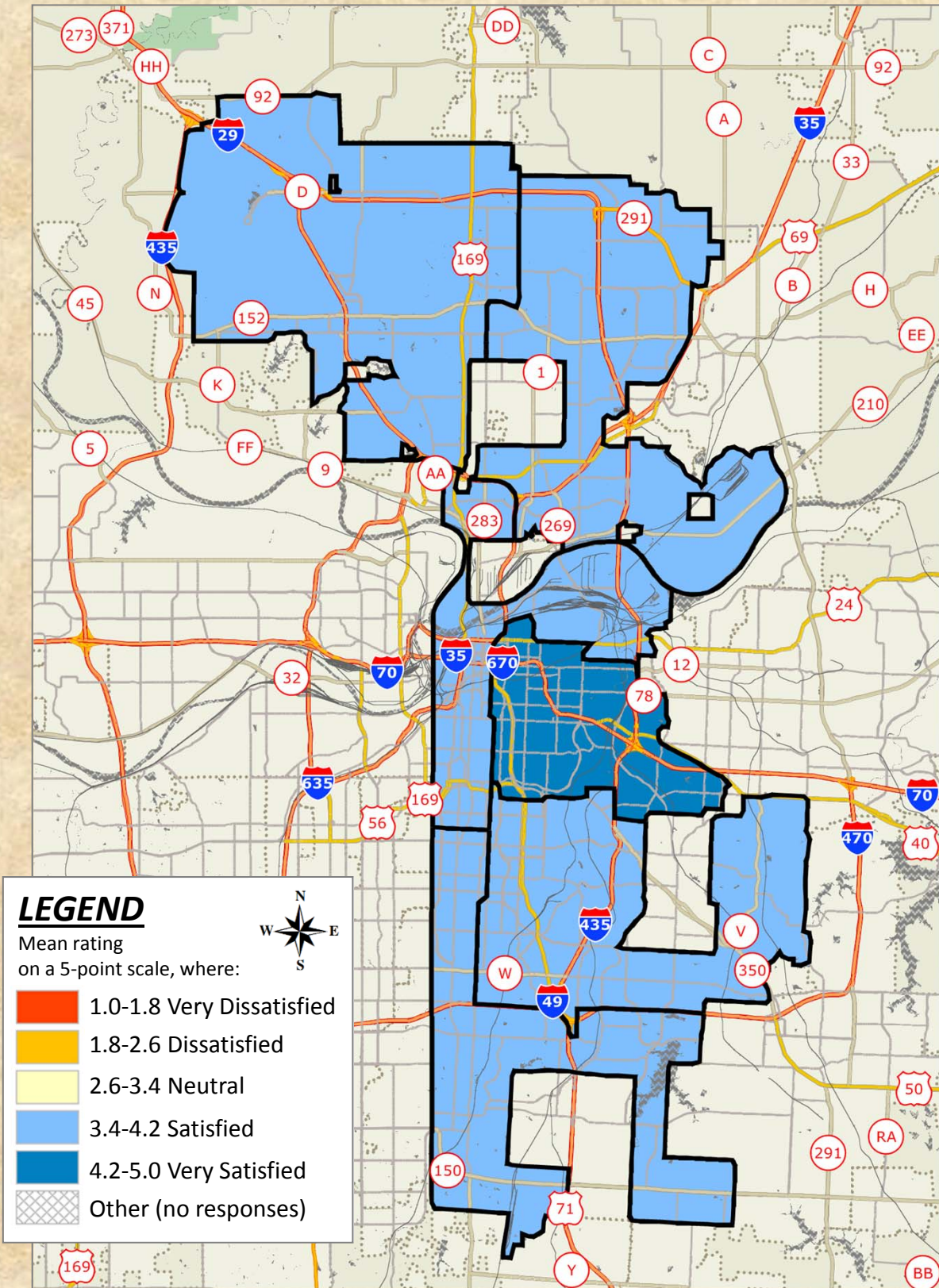
## Q5f Satisfaction with how quickly police respond to emergencies



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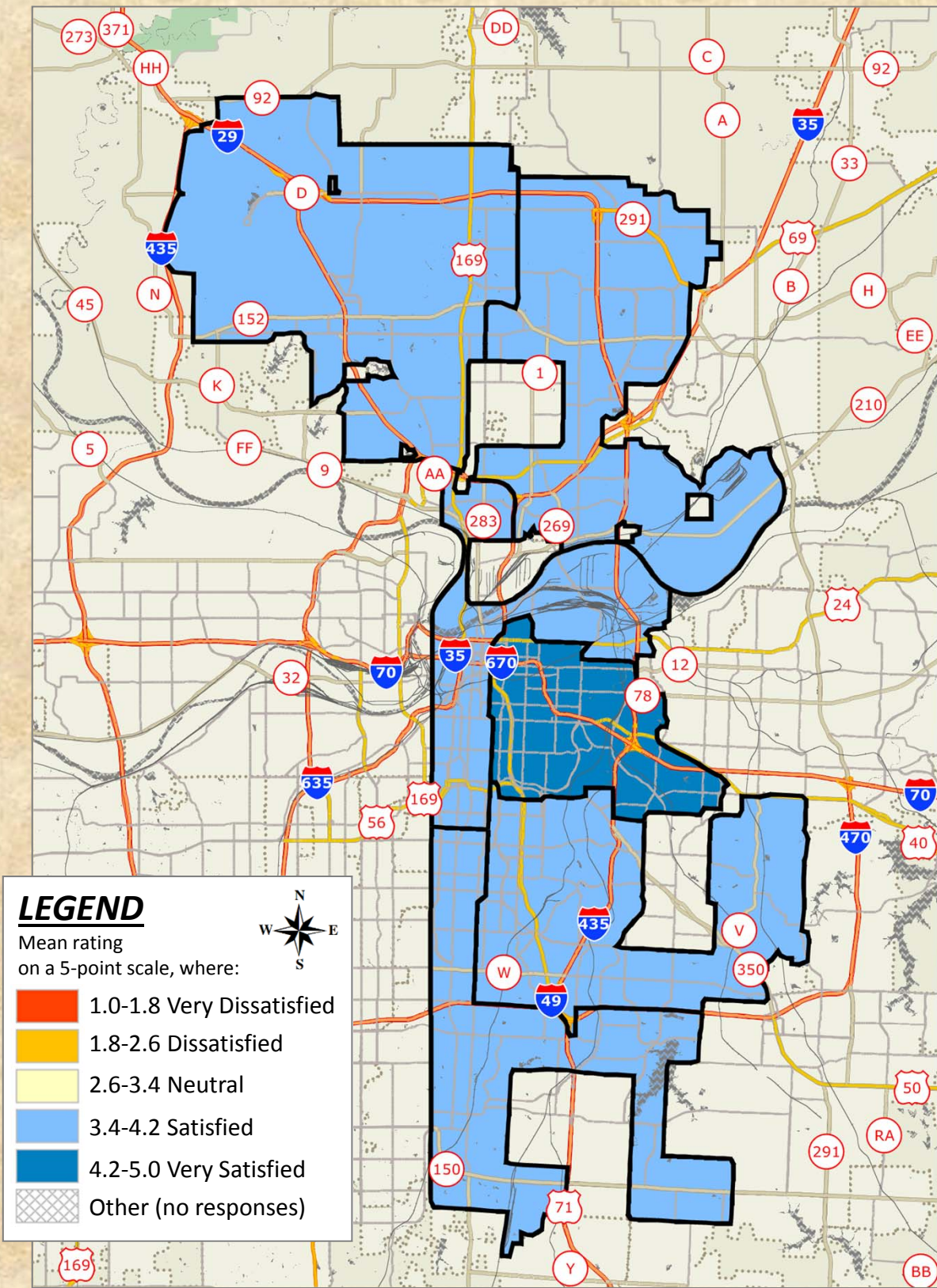
# Q7a Satisfaction with overall quality of local fire protection and rescue services



## FY 2014-15 City of Kansas City, MO Citizen Survey

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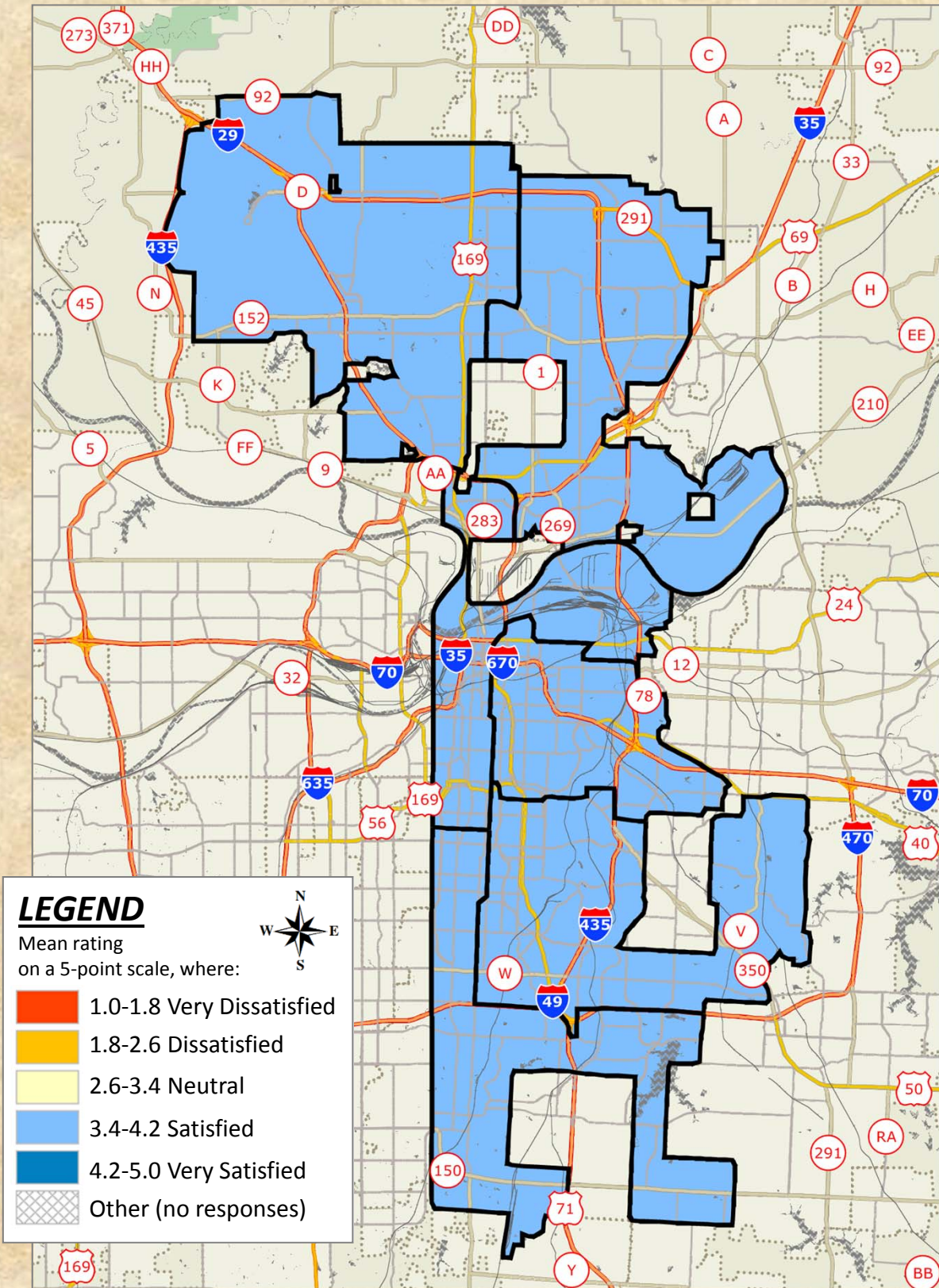
# Q7b Satisfaction with how quickly fire and rescue personnel respond to emergencies



## FY 2014-15 City of Kansas City, MO Citizen Survey

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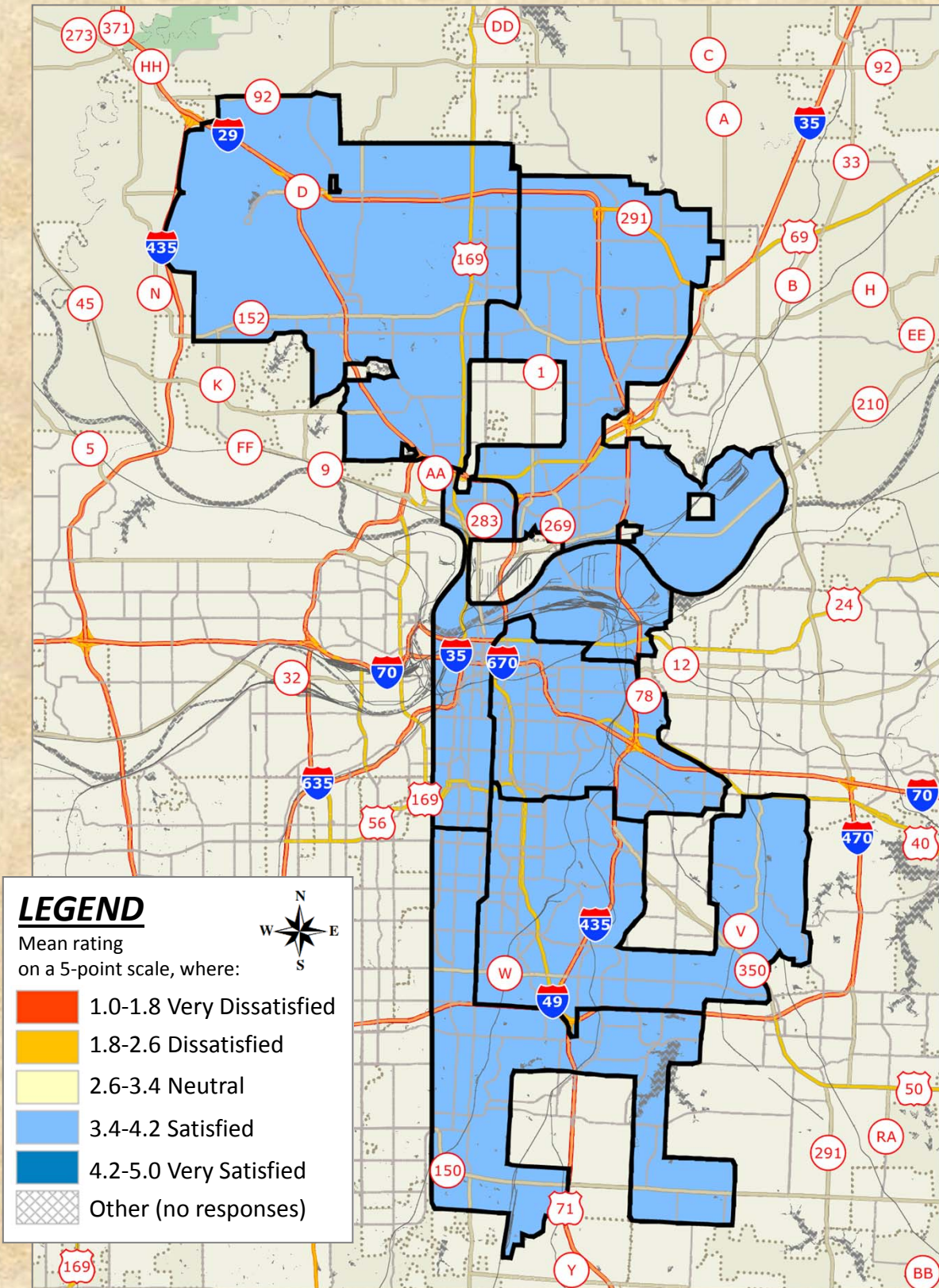
# Q7c Satisfaction with quality of local emergency medical service



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

# Q7d Satisfaction with how quickly emergency medical personnel respond to emergencies

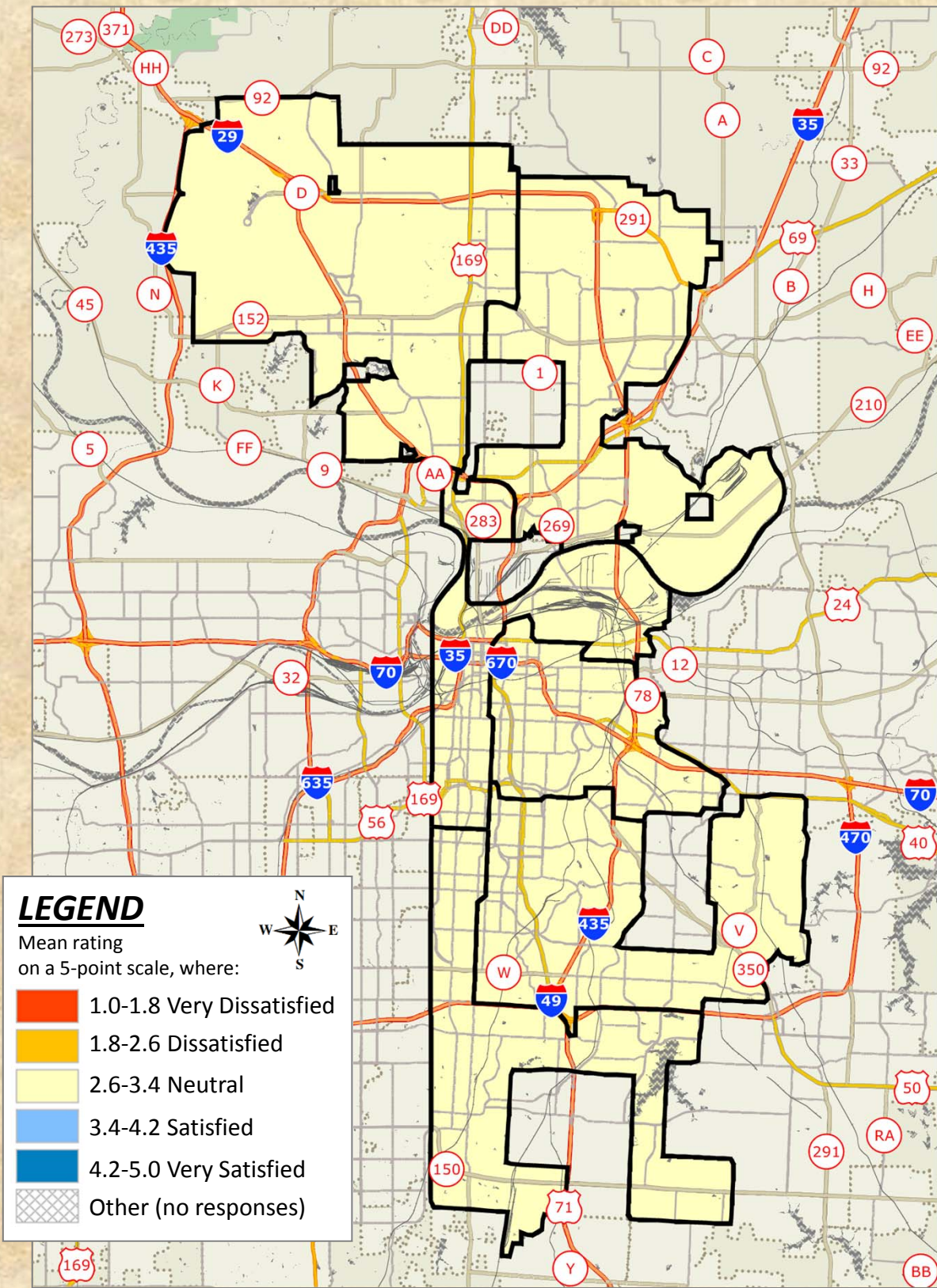


## FY 2014-15 City of Kansas City, MO Citizen Survey

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# Q9b Satisfaction with maintenance of neighborhood streets

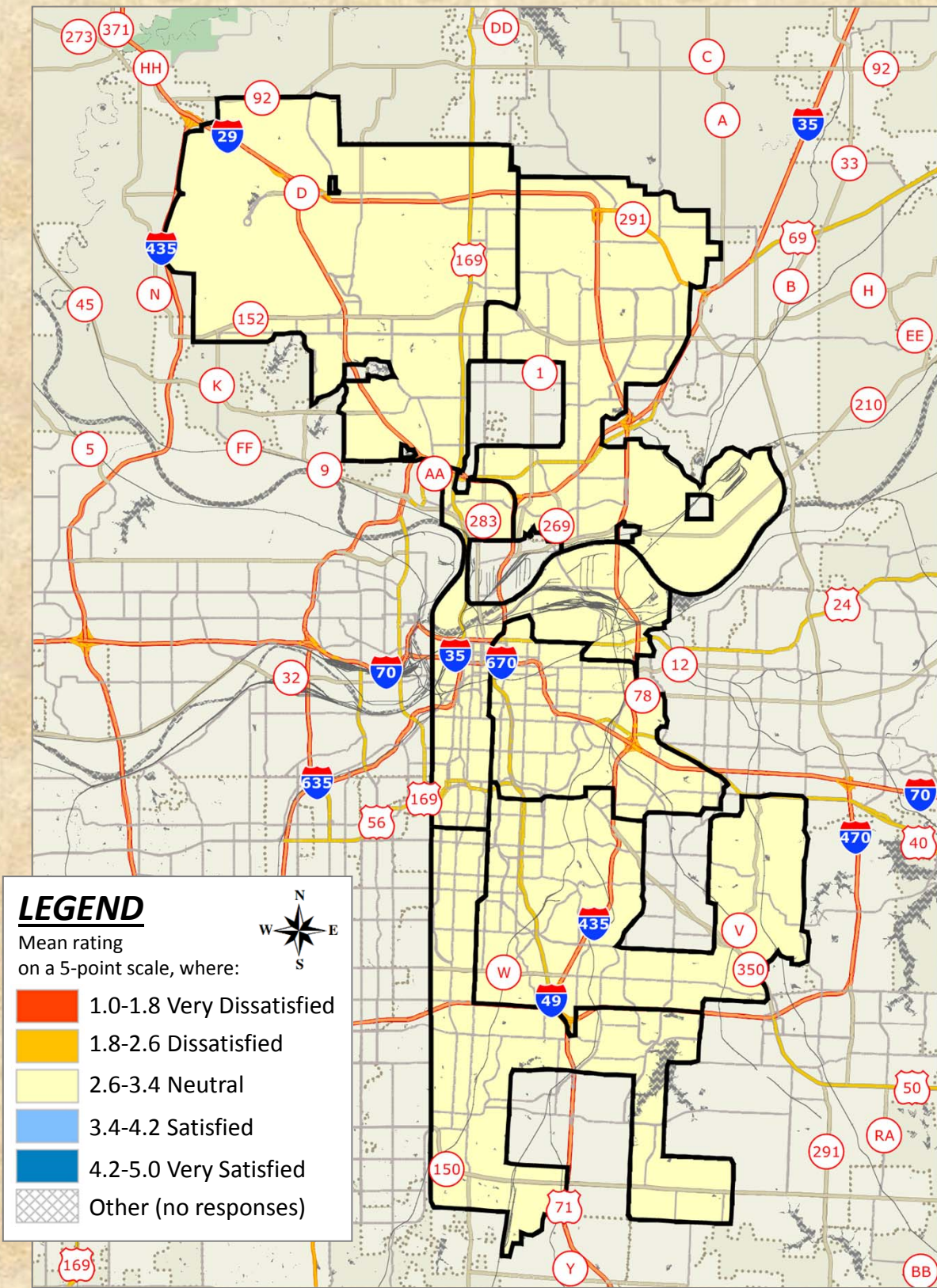


## FY 2014-15 City of Kansas City, MO Citizen Survey

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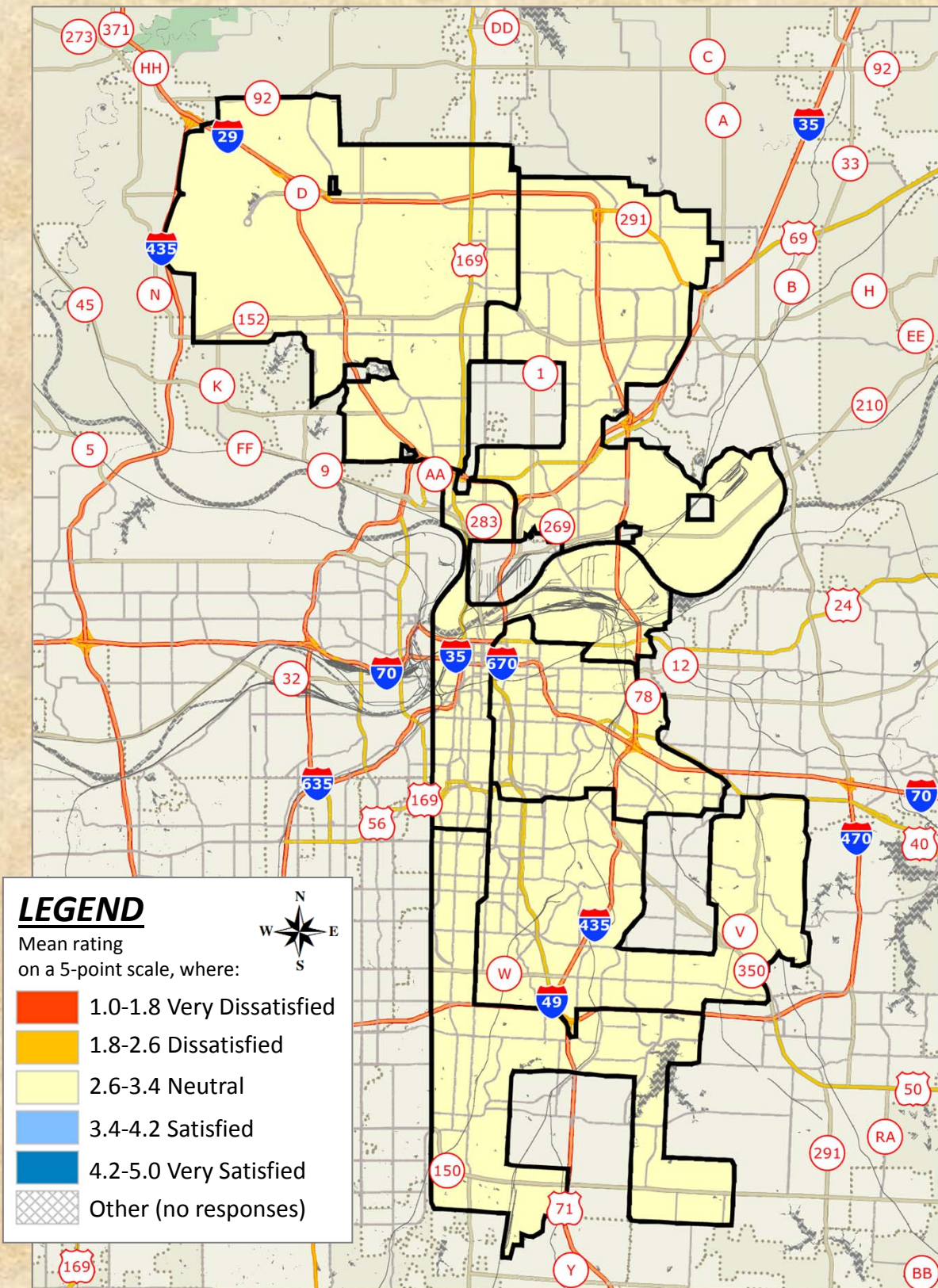
## Q9c Satisfaction with condition of sidewalks in the city



### FY 2014-15 City of Kansas City, MO Citizen Survey

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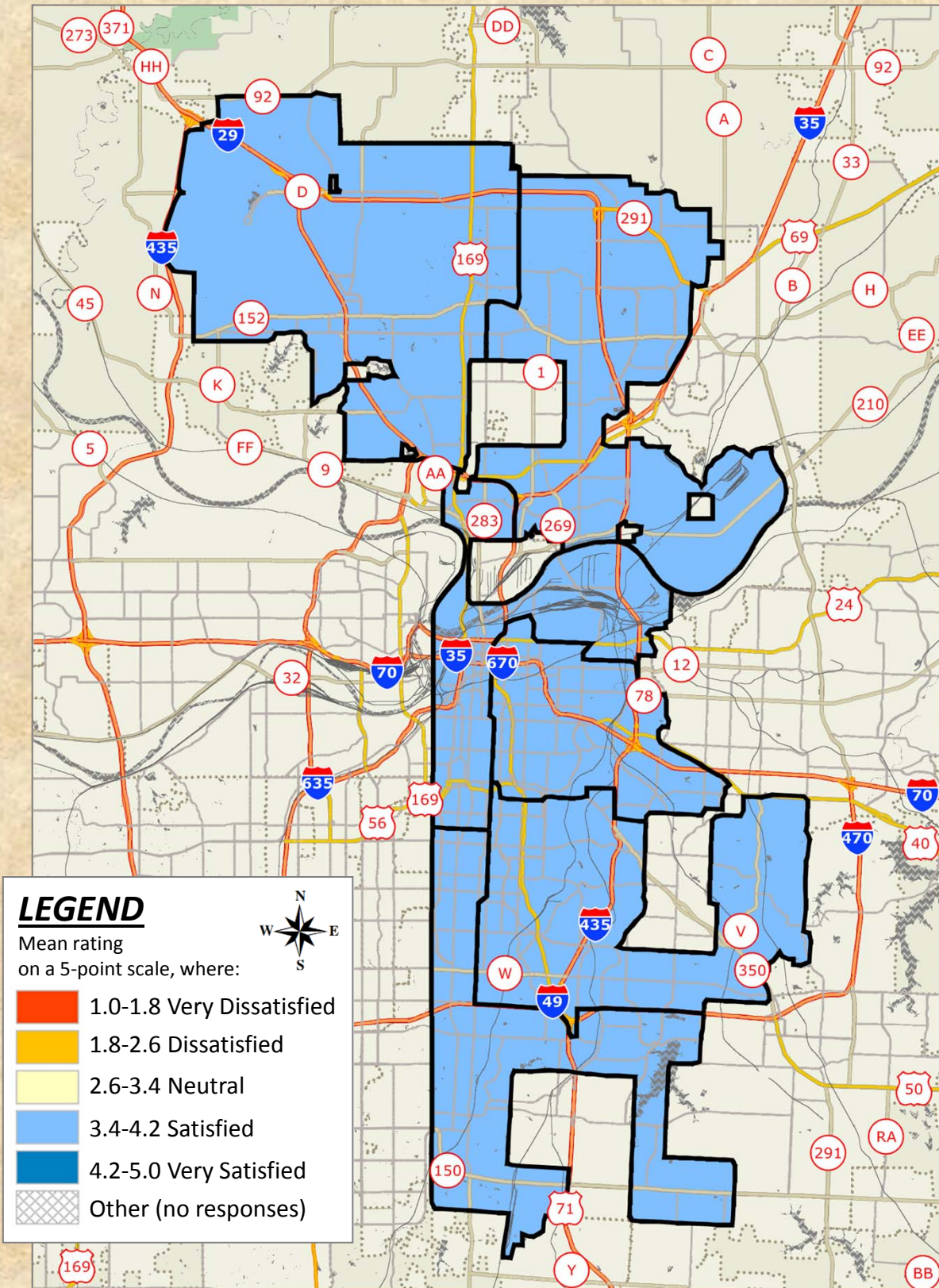
# Q9d Satisfaction with condition of sidewalks in the neighborhood



## FY 2014-15 City of Kansas City, MO Citizen Survey

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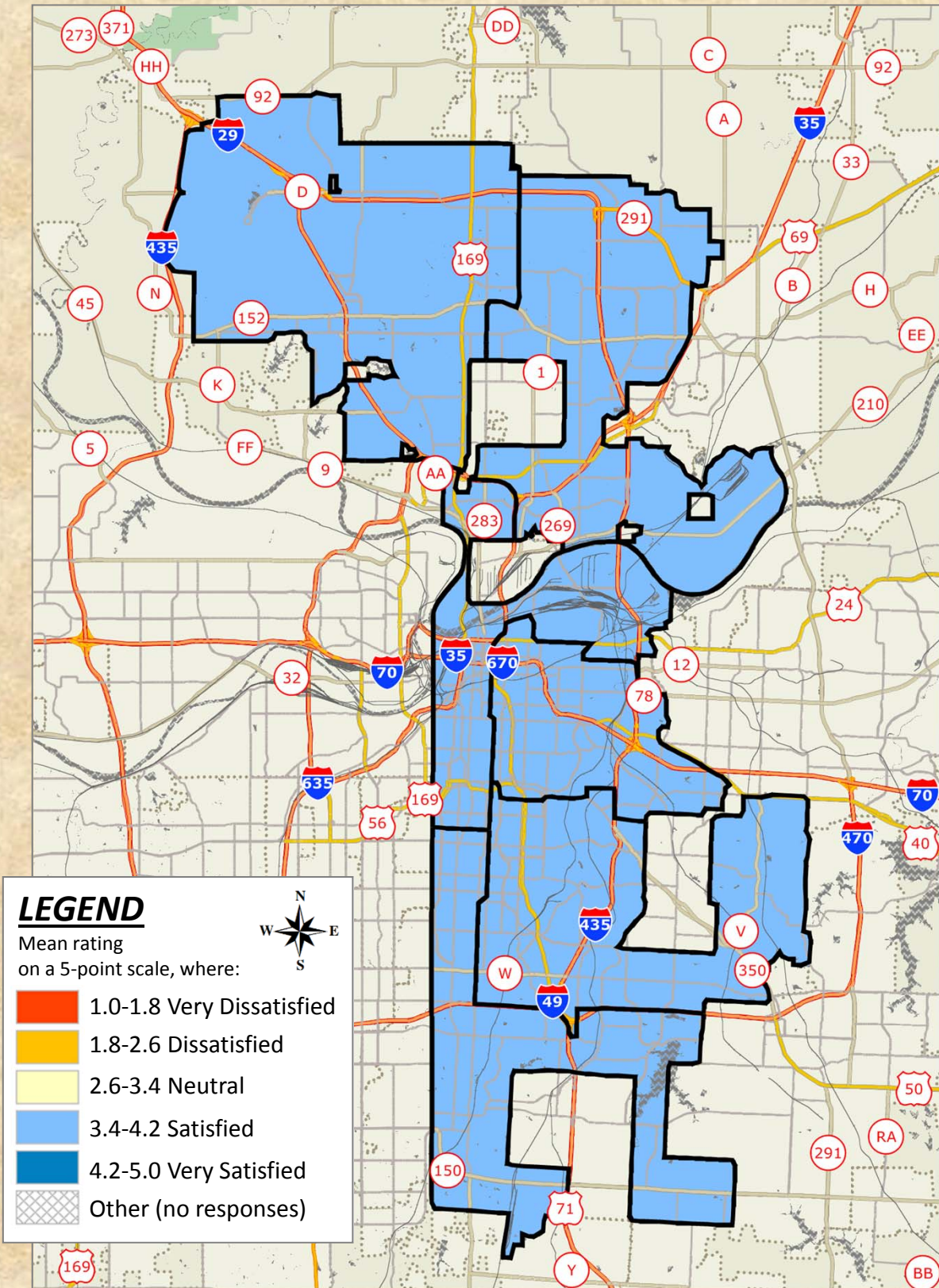
# Q9e Satisfaction with maintenance of street signs and traffic signals



## FY 2014-15 City of Kansas City, MO Citizen Survey

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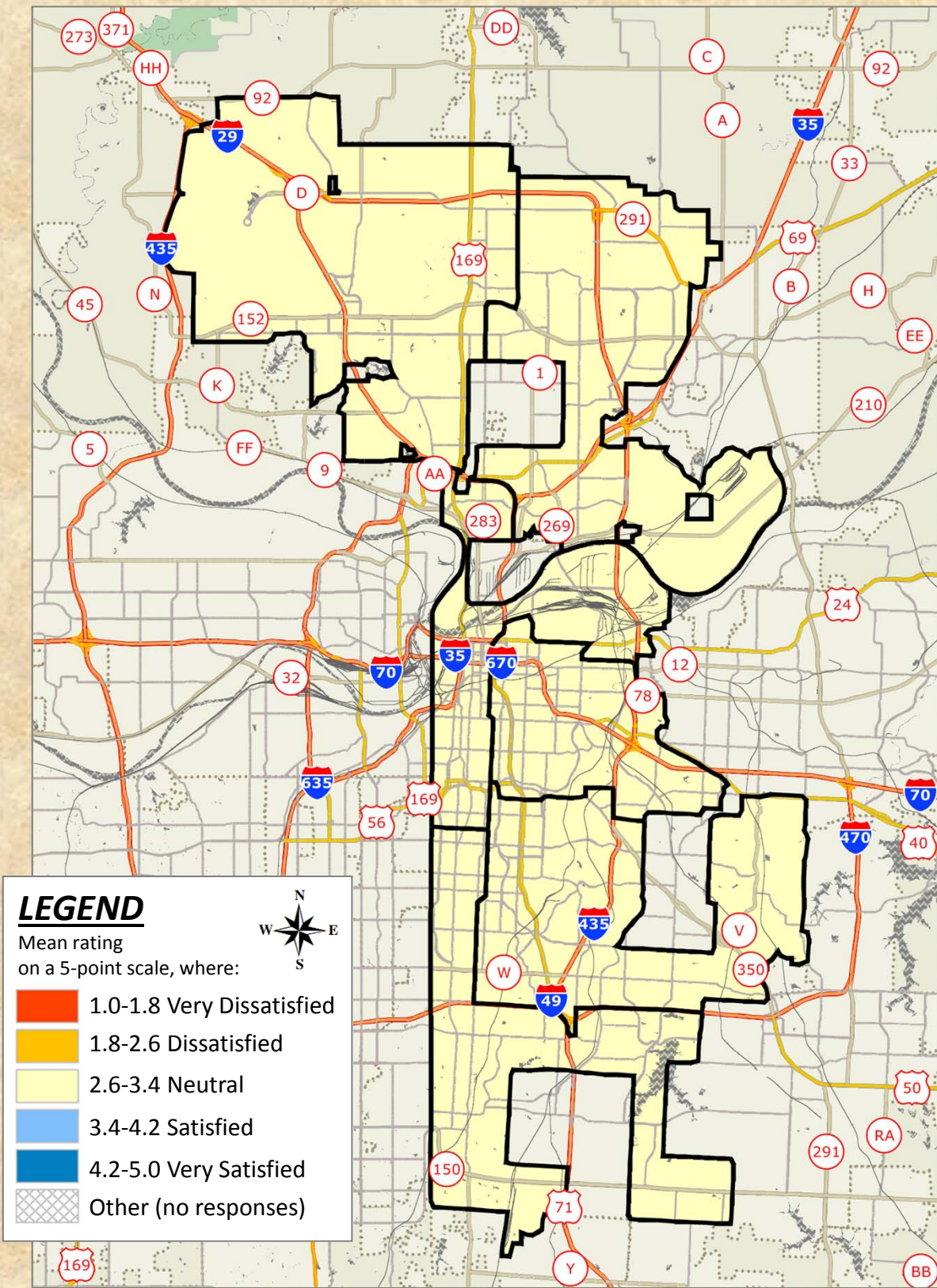
# Q9f Satisfaction with snow removal on major city streets during the past 12 months



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

# Q9g Satisfaction with snow removal on residential streets during the past 12 months



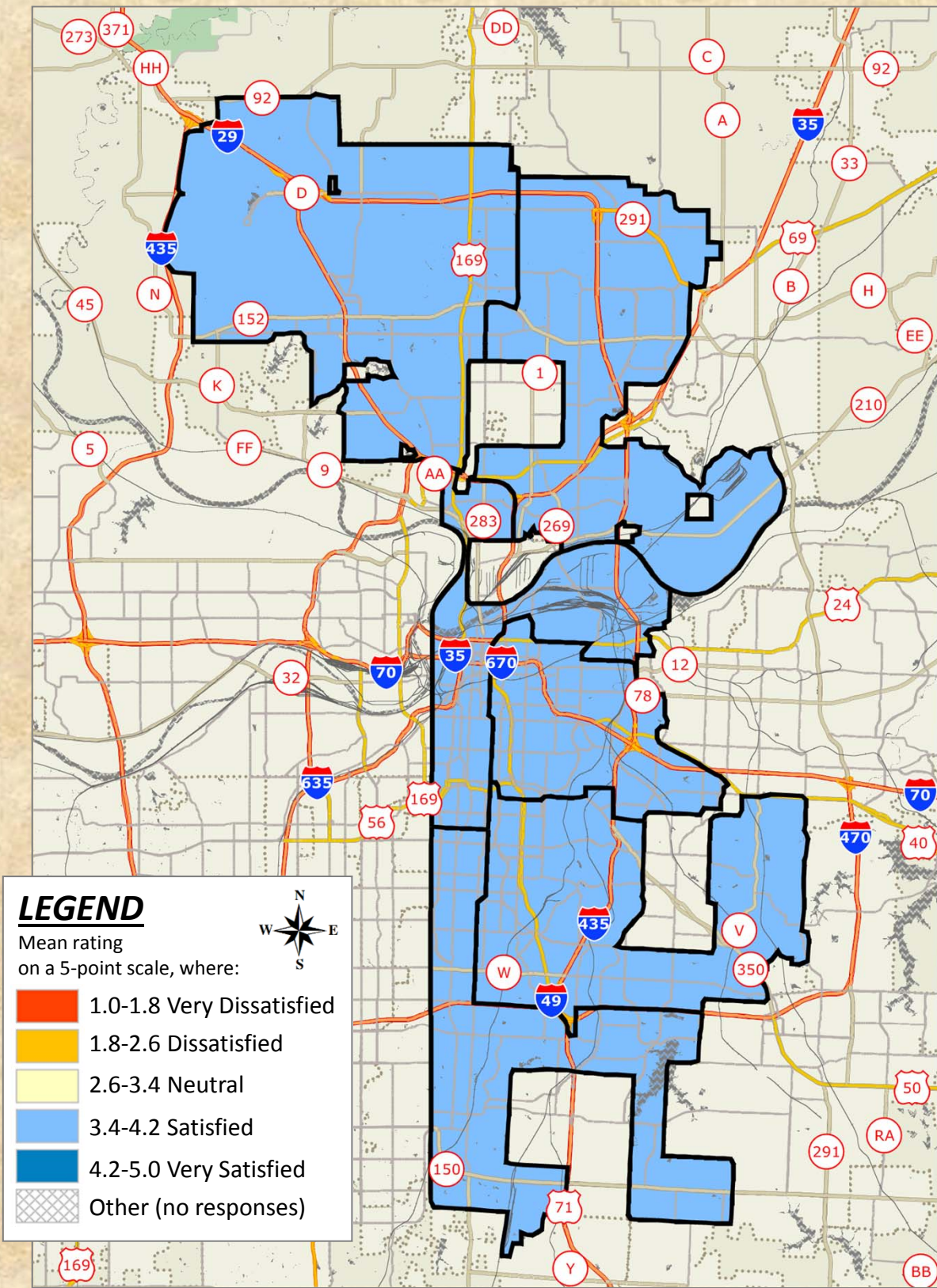
**LEGEND**

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

**FY 2014-15 City of Kansas City, MO Citizen Survey**  
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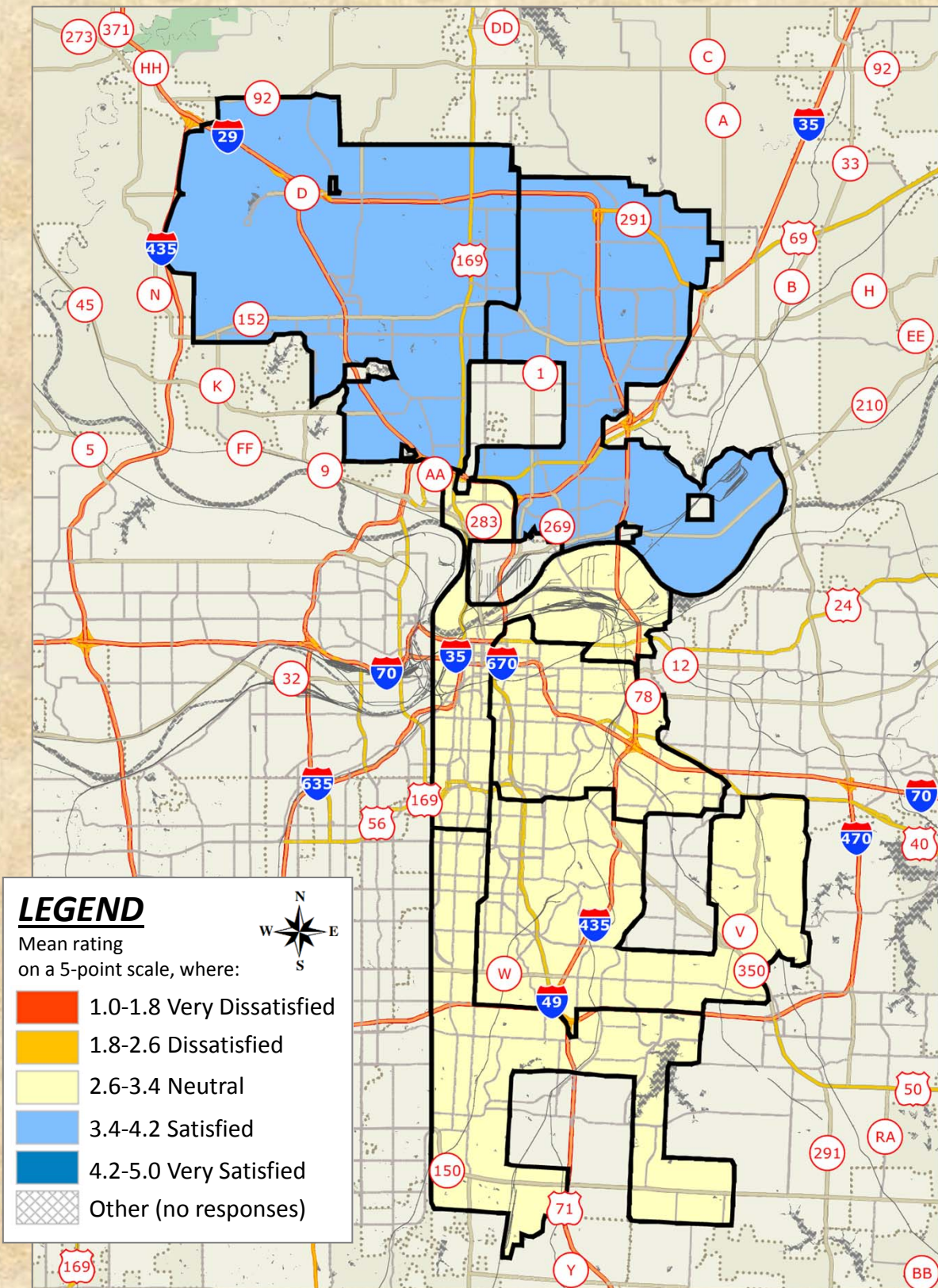
# Q9h Satisfaction with adequacy of city street lighting



## FY 2014-15 City of Kansas City, MO Citizen Survey

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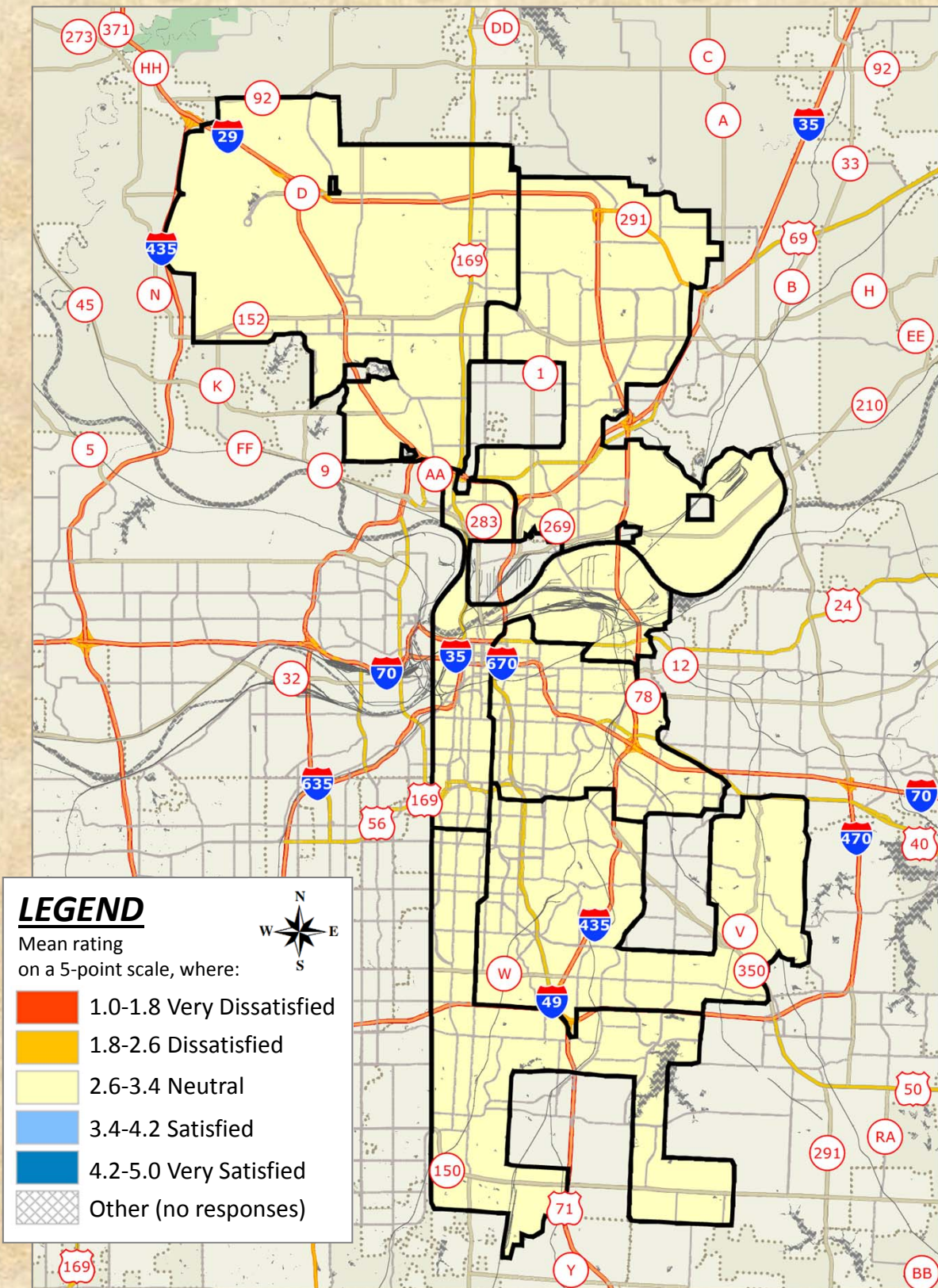
# Q9i Satisfaction with accessibility of streets, sidewalks, and buildings for people with disabilities



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

# Q9j Satisfaction with on-street bicycle infrastructure

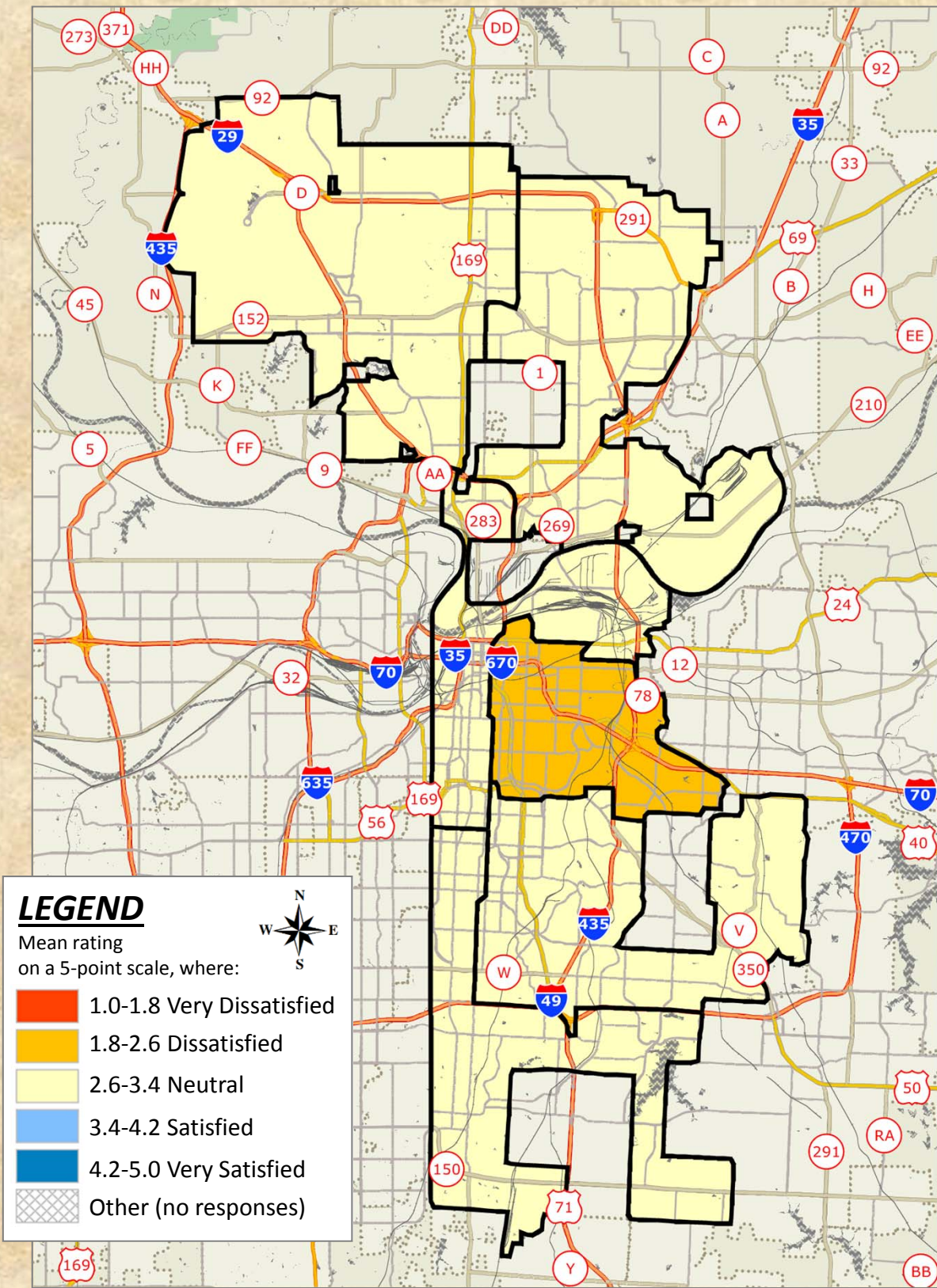


## FY 2014-15 City of Kansas City, MO Citizen Survey

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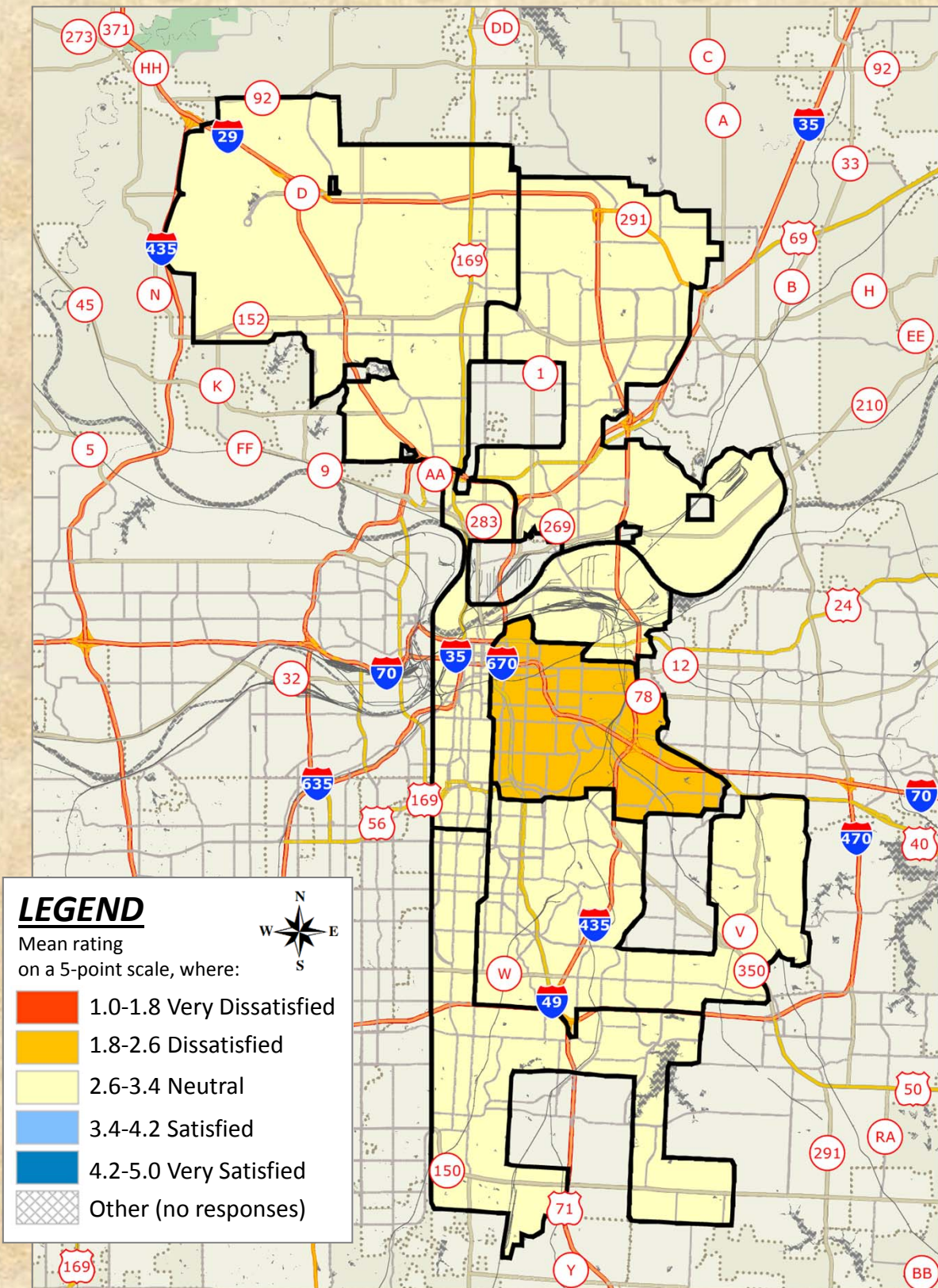
# Q11a Satisfaction with enforcing the cleanup of litter and debris on private property



## FY 2014-15 City of Kansas City, MO Citizen Survey

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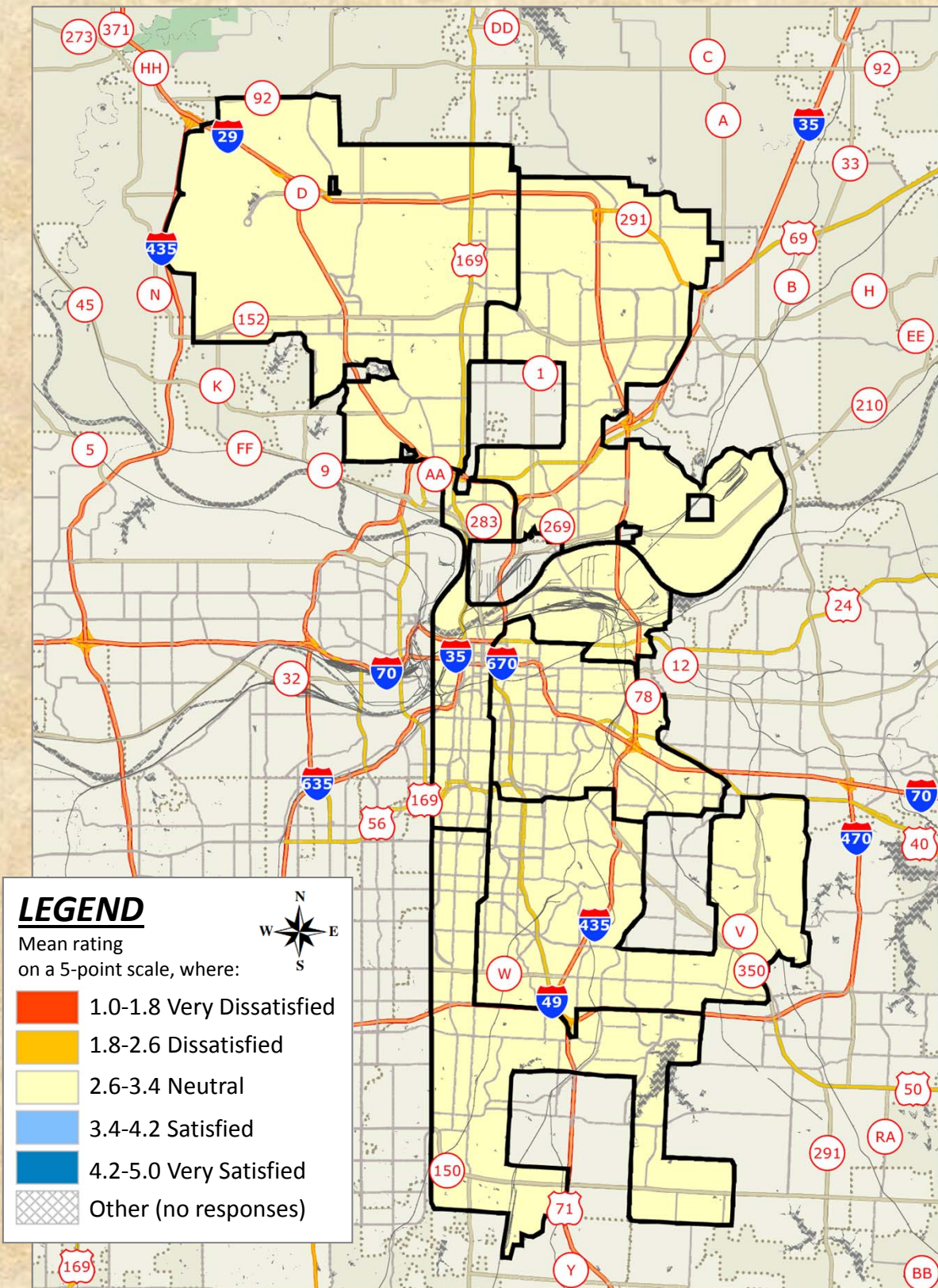
# Q11b Satisfaction with enforcing the mowing and cutting of weeds on private property



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

# Q11c Satisfaction with enforcing the exterior maintenance of residential property

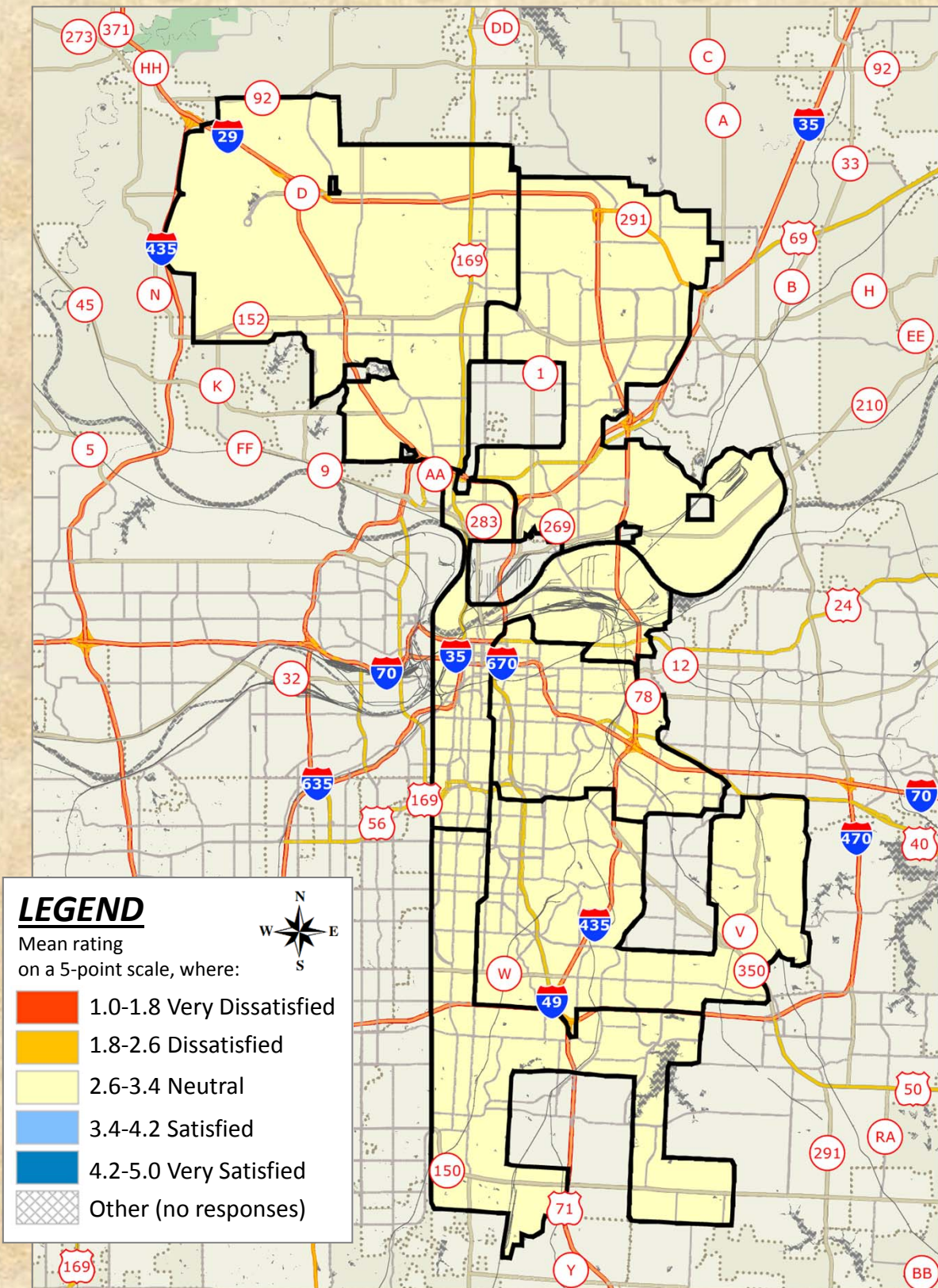


## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)



# Q11e Satisfaction with enforcing the removal of signs in the right of way of city streets



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)



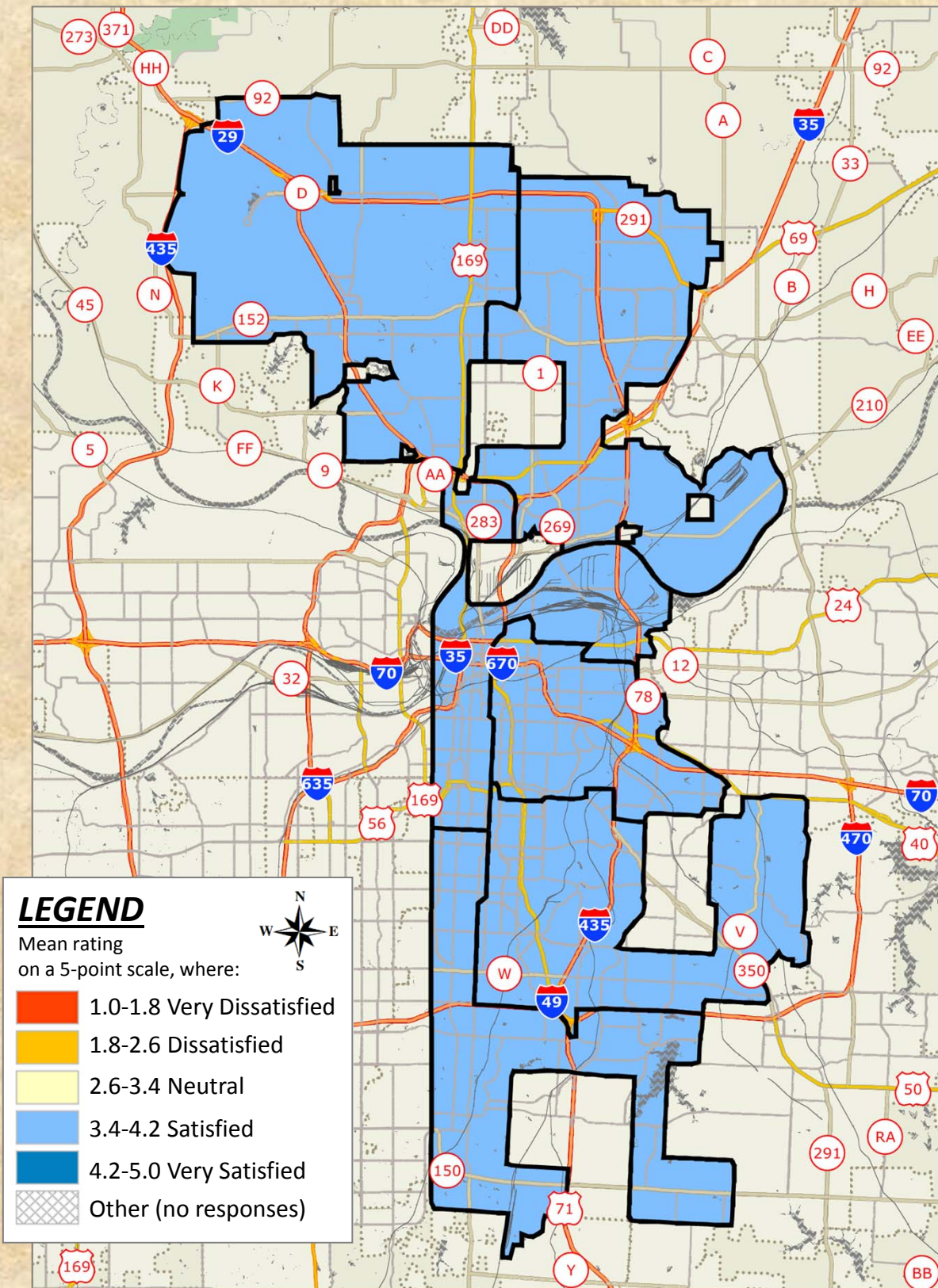








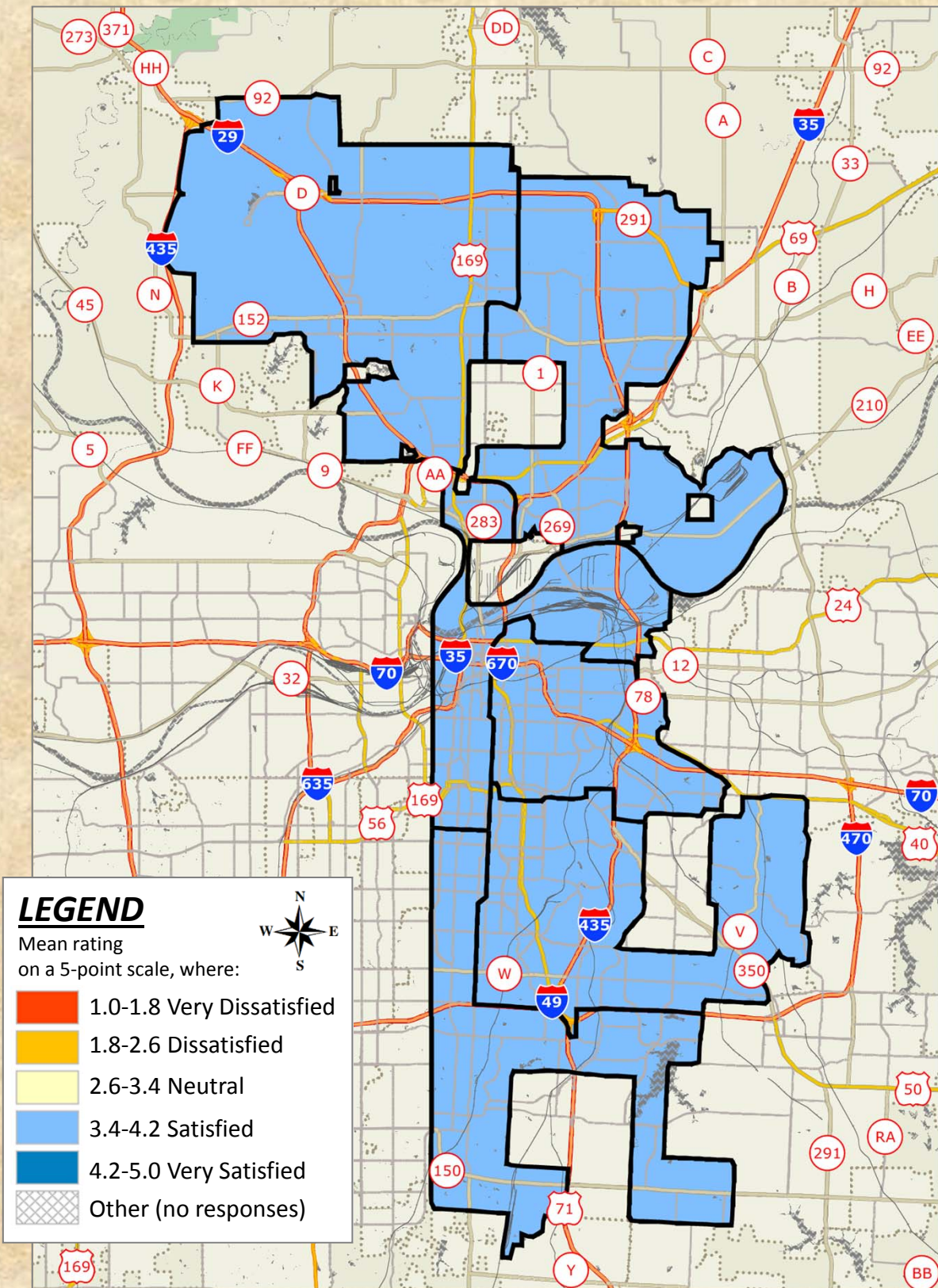
# Q13a Satisfaction with protecting the public from new or unusual health threats or outbreaks



## FY 2014-15 City of Kansas City, MO Citizen Survey

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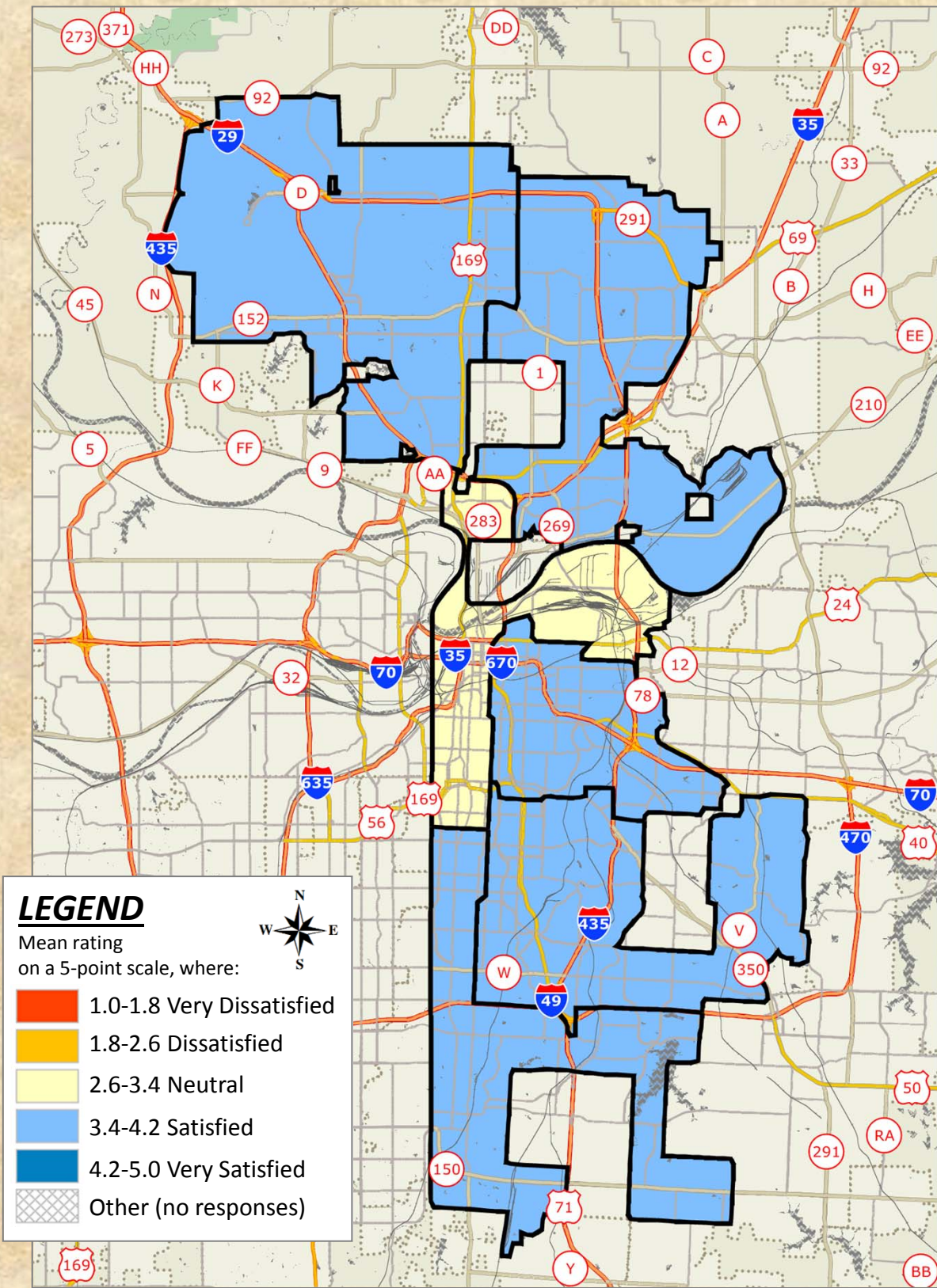
# Q13b Satisfaction with guarding against food poisoning through restaurant inspections



## FY 2014-15 City of Kansas City, MO Citizen Survey

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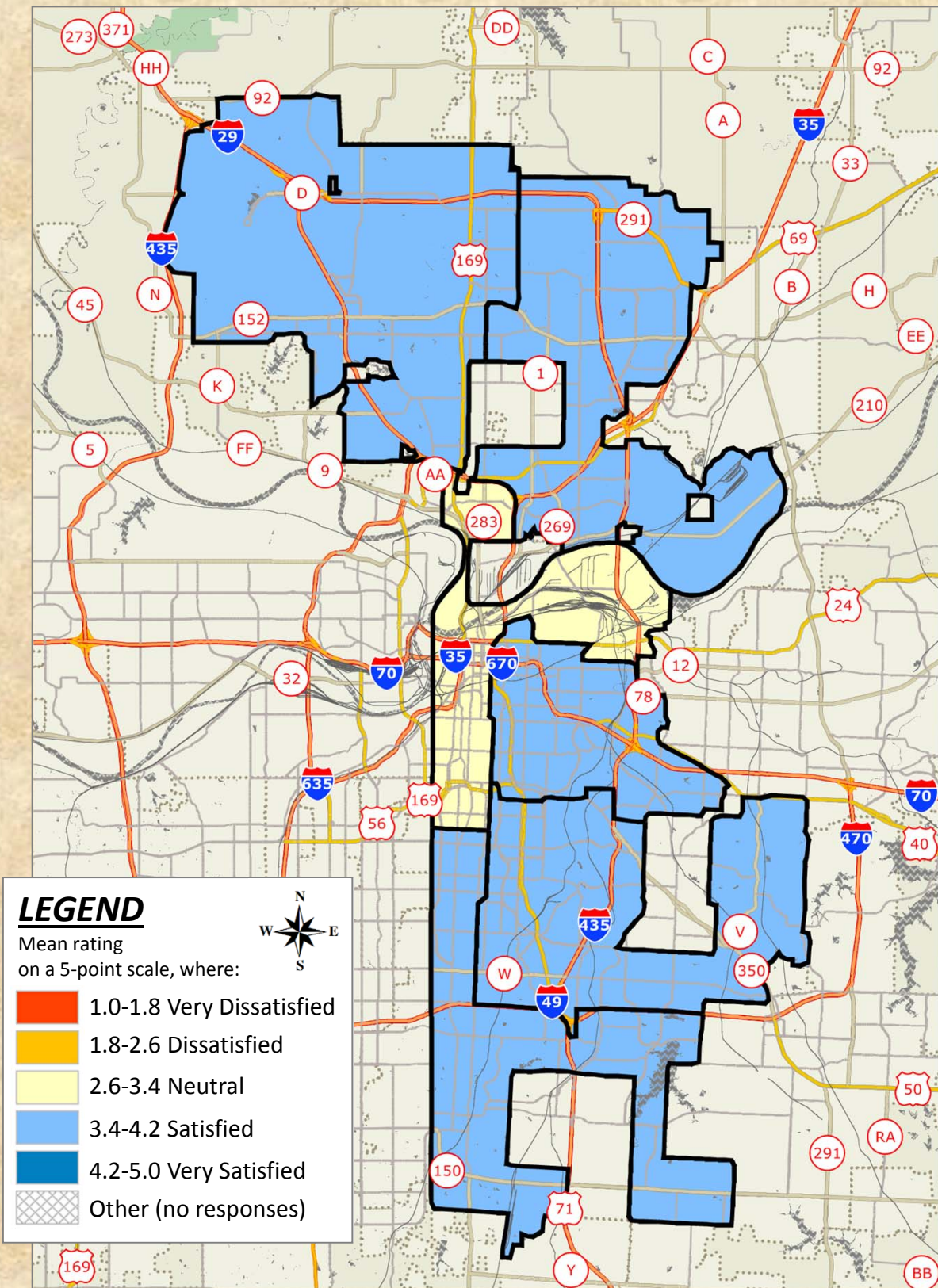
# Q13c Satisfaction with protecting the public from exposure to environmental risks



## FY 2014-15 City of Kansas City, MO Citizen Survey

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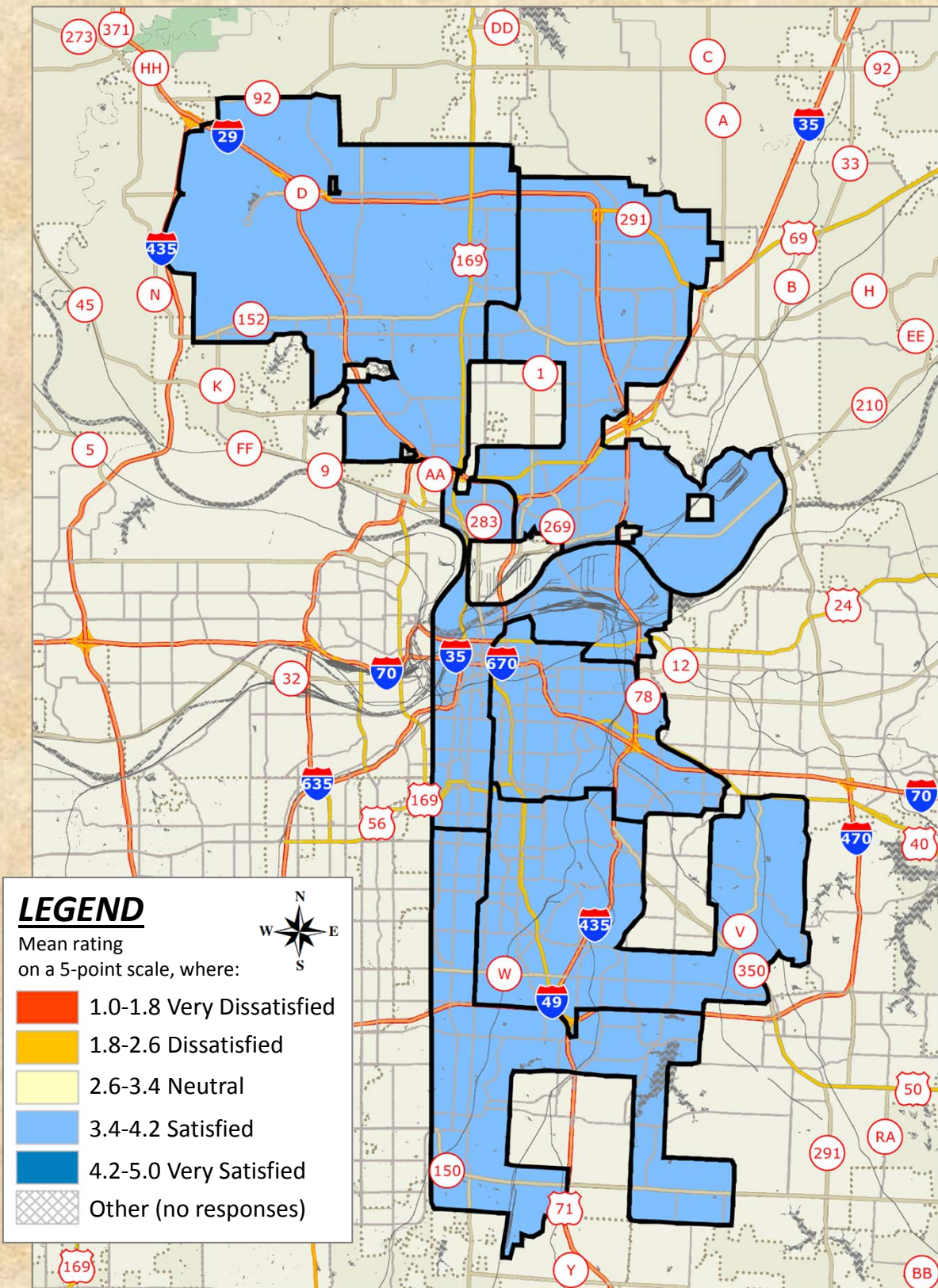
# Q13d Satisfaction with encouraging access to healthy fruits and vegetables, safe places to exercise, etc.



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

## Q13e Satisfaction with communicating information regarding public health concerns



### FY 2014-15 City of Kansas City, MO Citizen Survey

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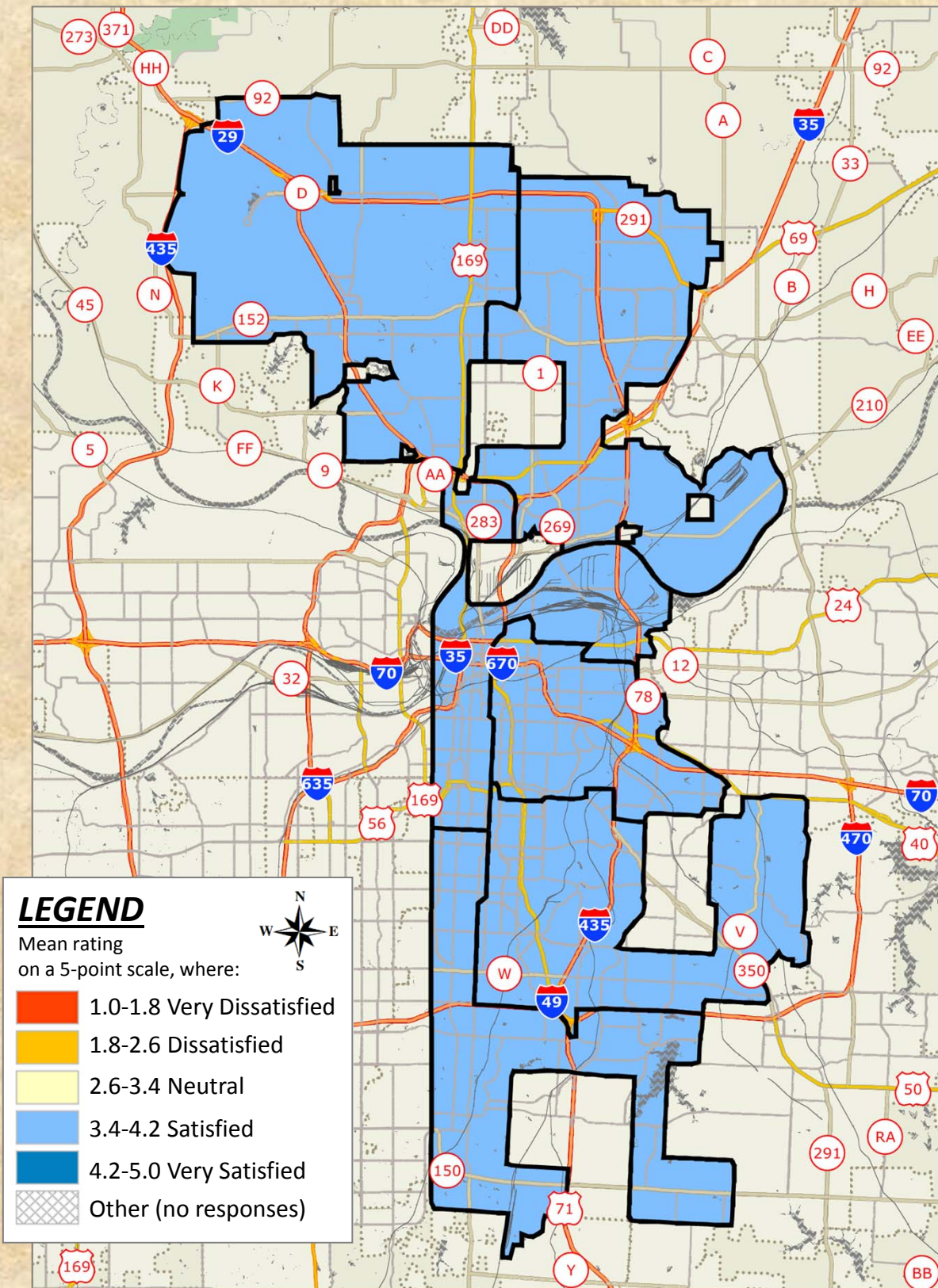








# Q15c Satisfaction with courtesy and professionalism of 311 calltakers



## FY 2014-15 City of Kansas City, MO Citizen Survey

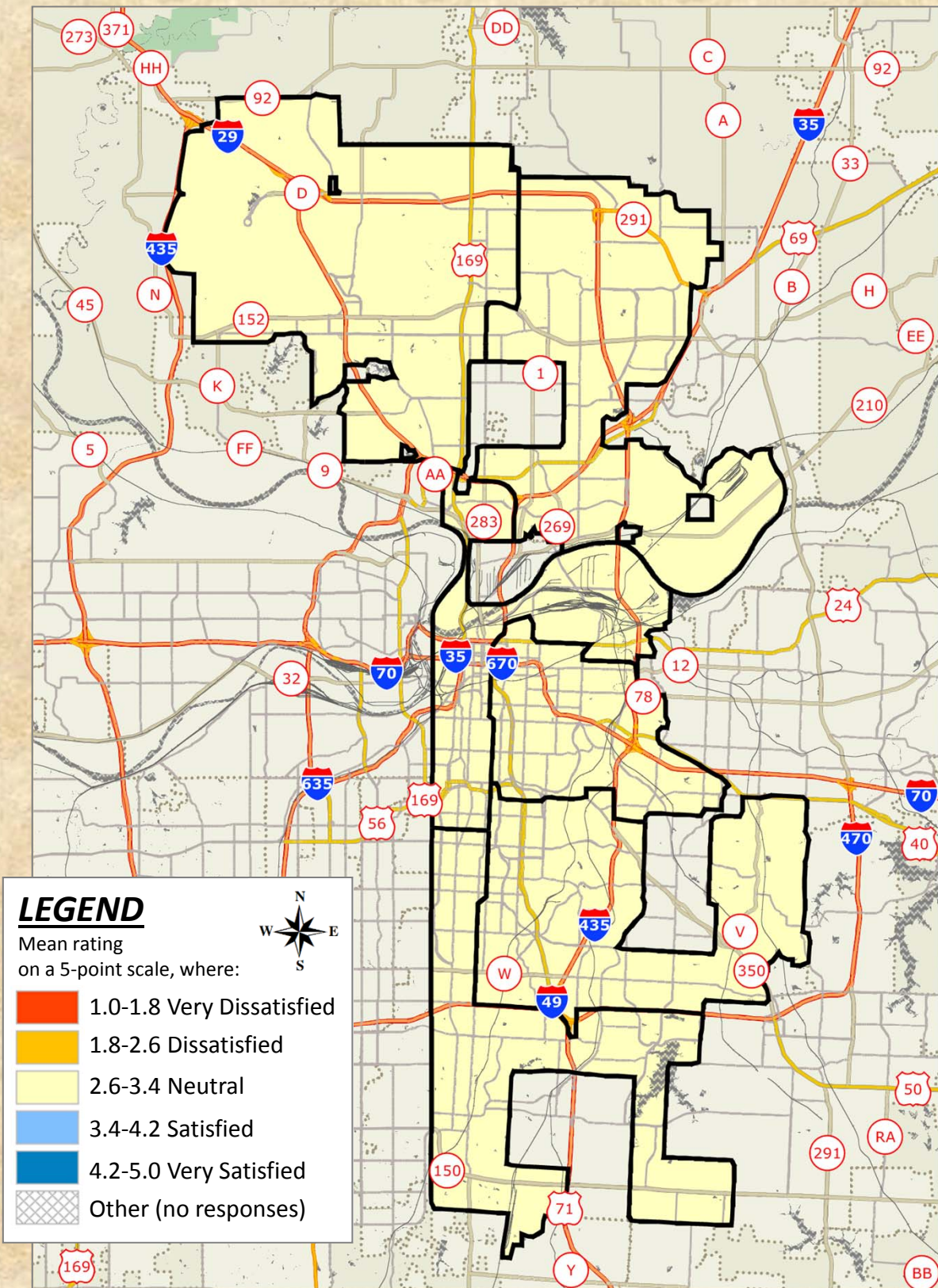
Shading reflects the mean rating for all respondents by District (merged as needed)







# Q16c Satisfaction with the level of public involvement in local decision making

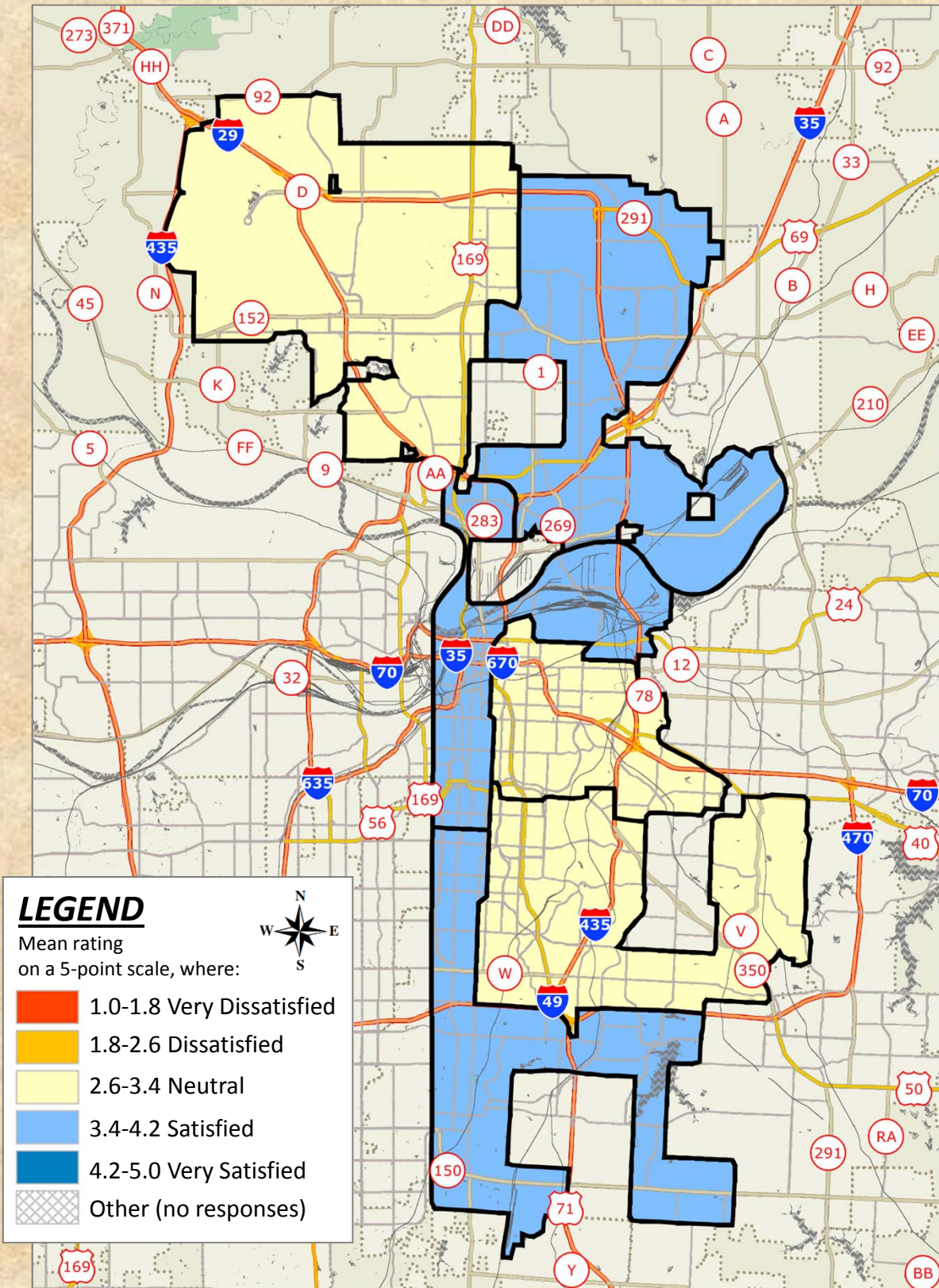


## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)



# Q16e Satisfaction with the content of the city's magazine, KCMore

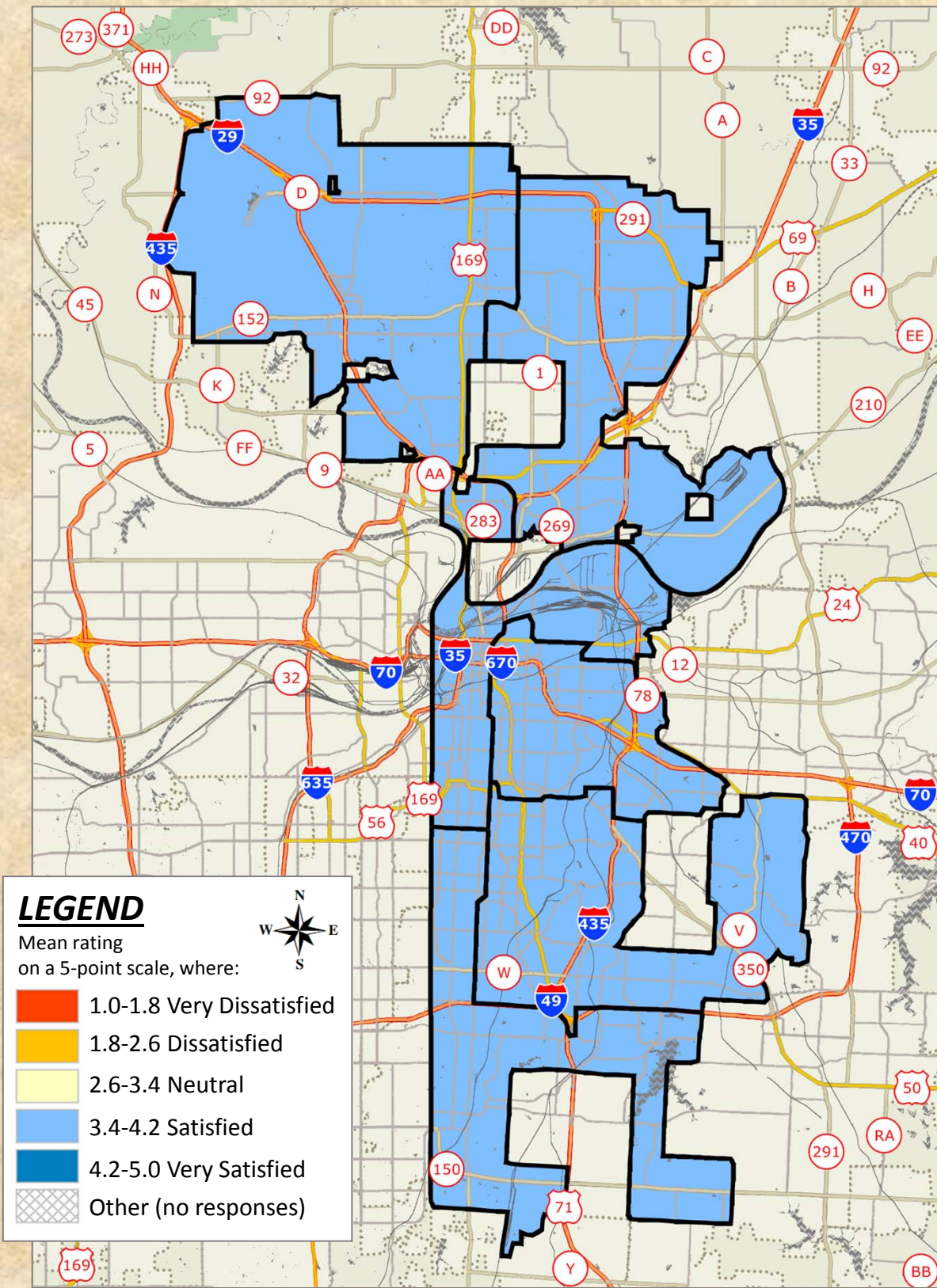


## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)



# Q13a Satisfaction with maintenance of city parks

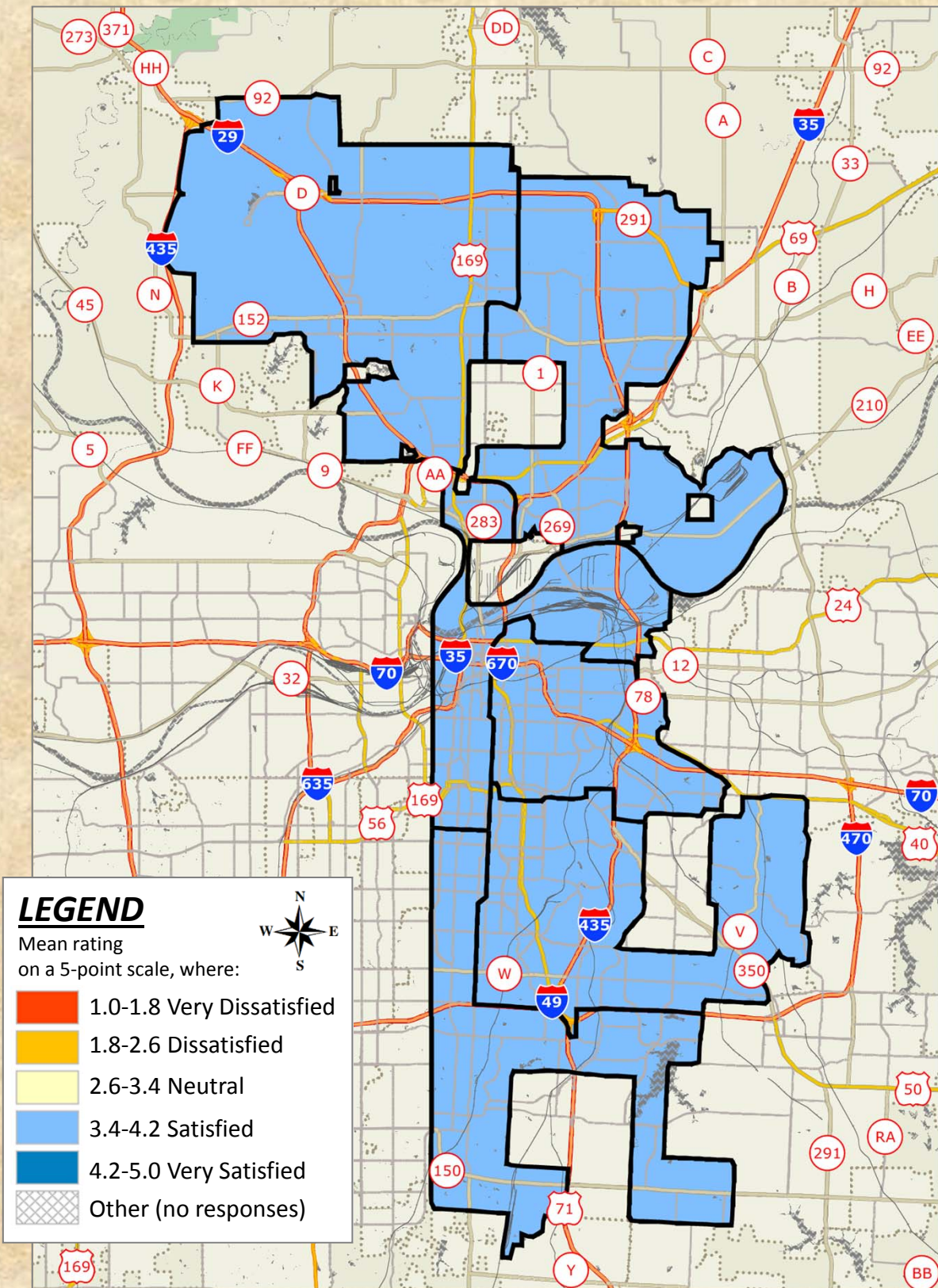


## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)



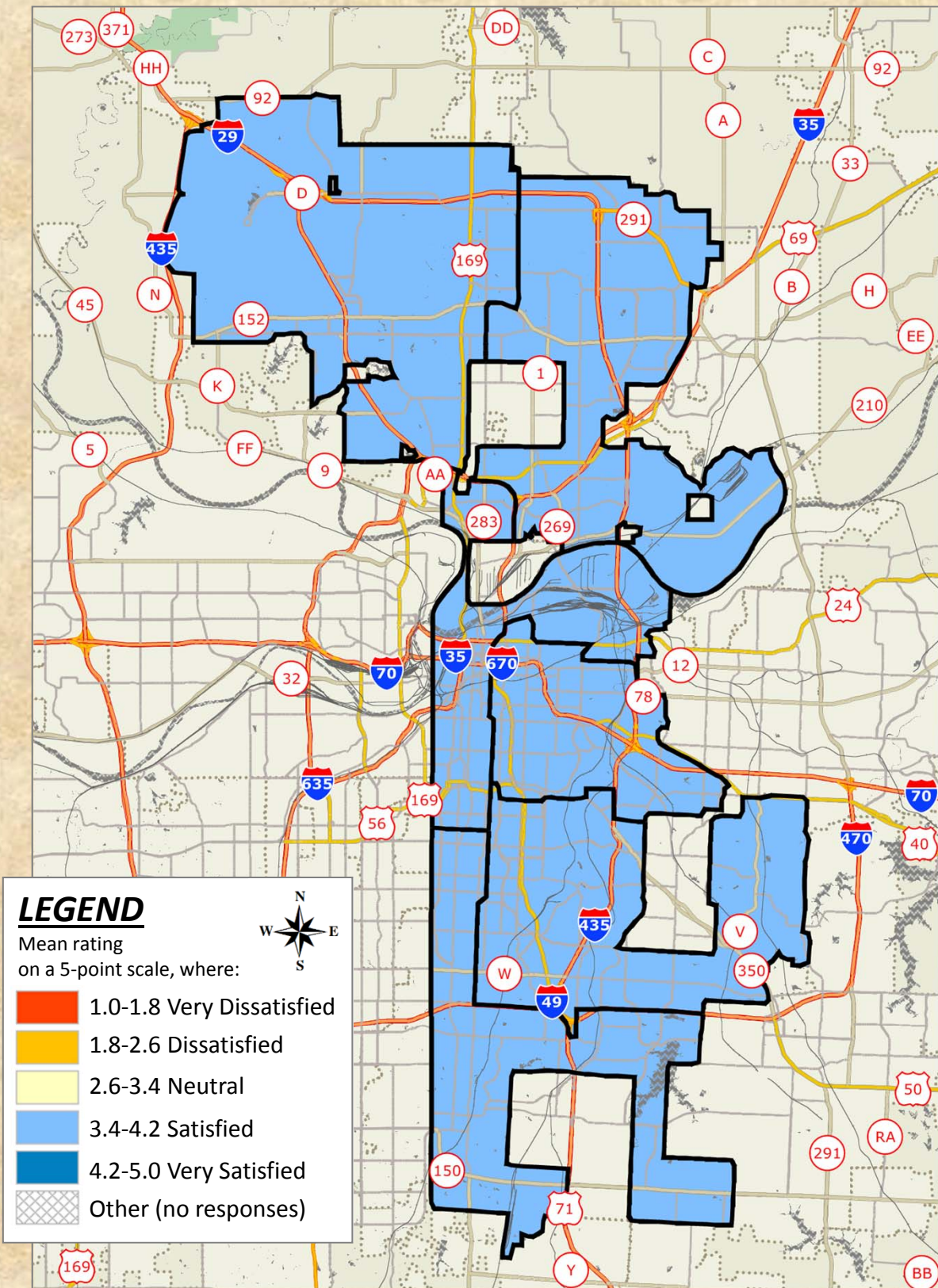
## Q13c Satisfaction with outdoor athletic fields



### FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

# Q13d Satisfaction with maintenance of boulevards and parkways



## FY 2014-15 City of Kansas City, MO Citizen Survey

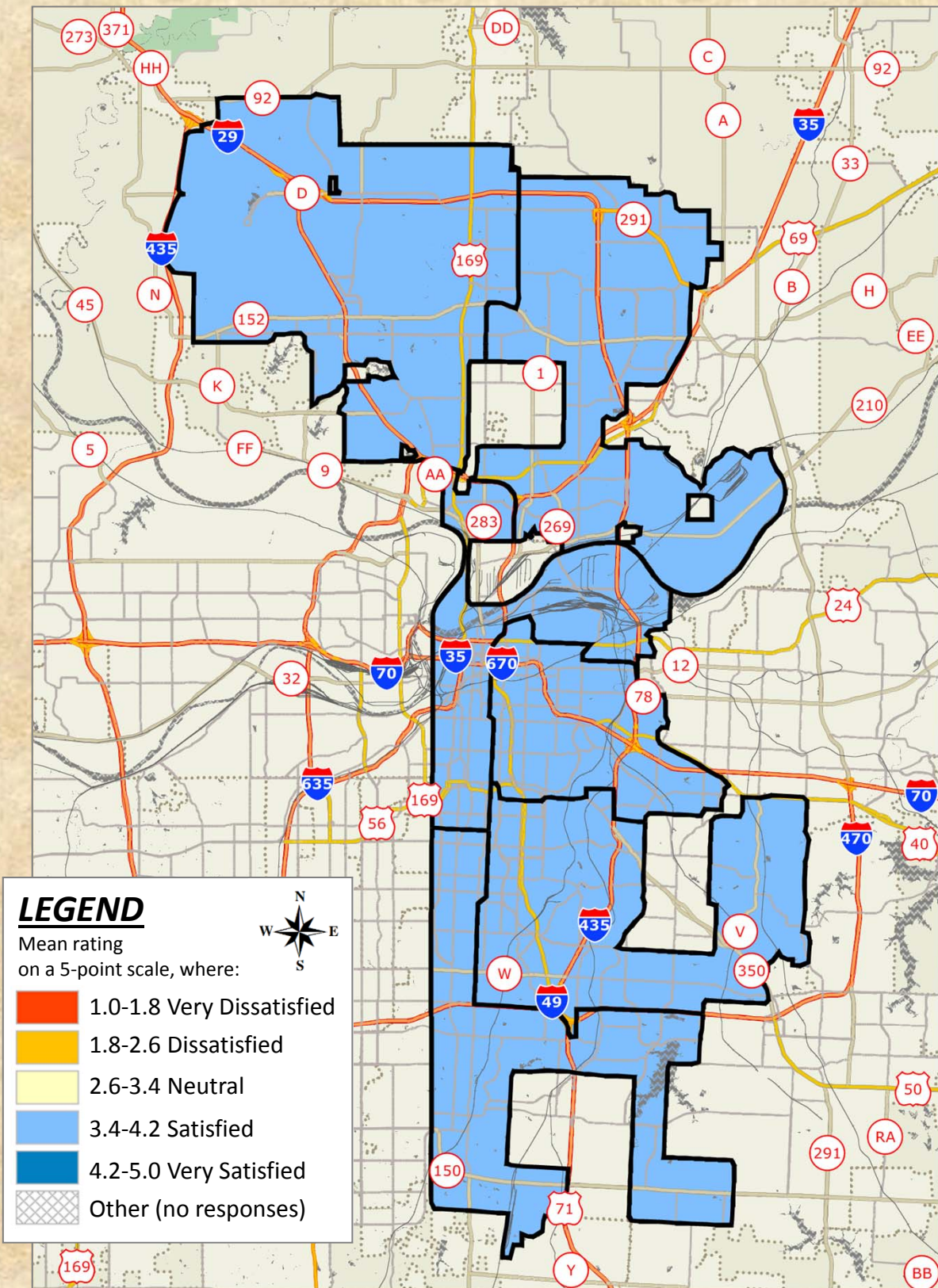
Shading reflects the mean rating for all respondents by District (merged as needed)







# Q13h Satisfaction with maintenance and appearance of city community centers

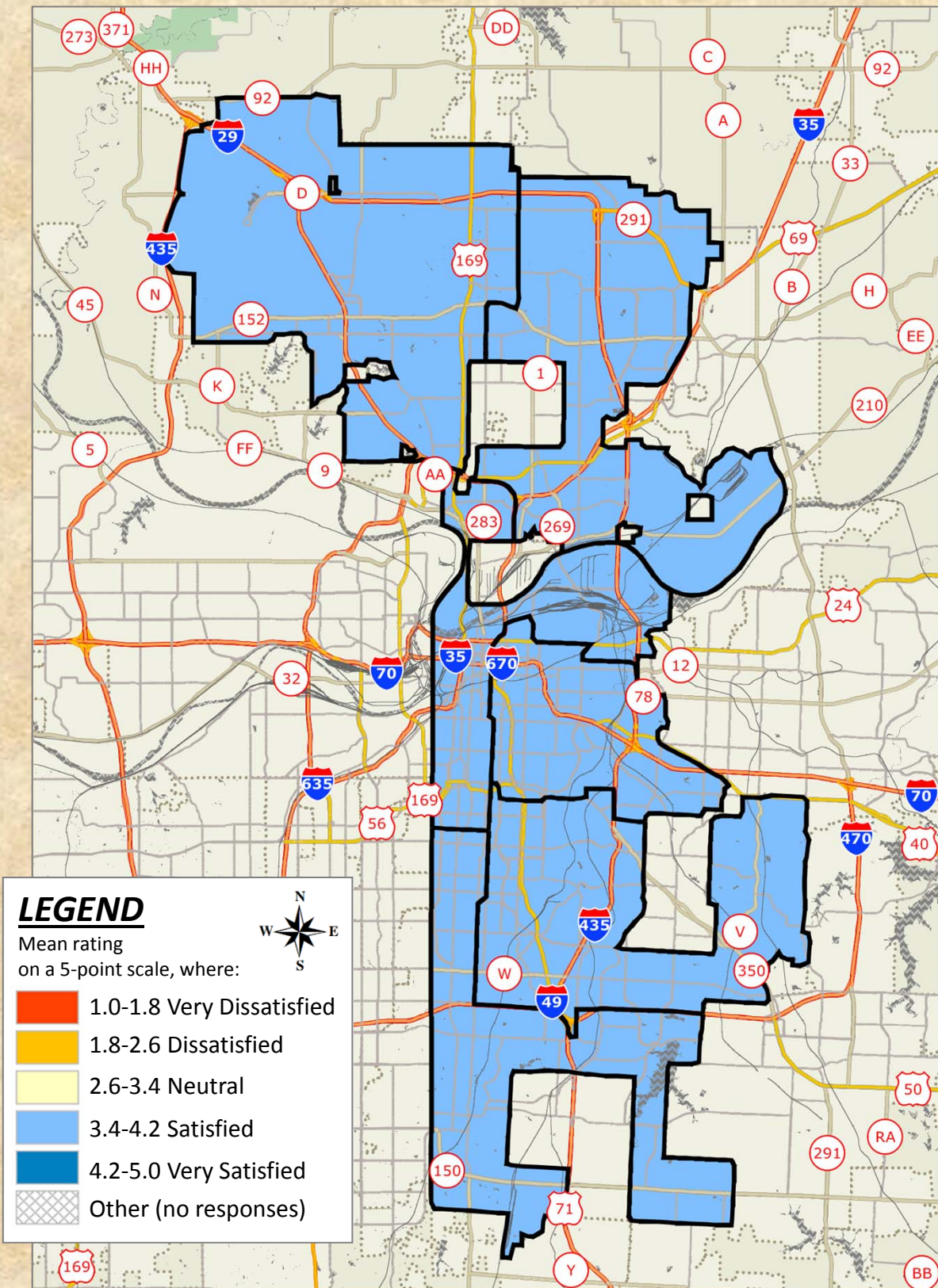


## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)



# Q13i Satisfaction with programs and activities at city community centers

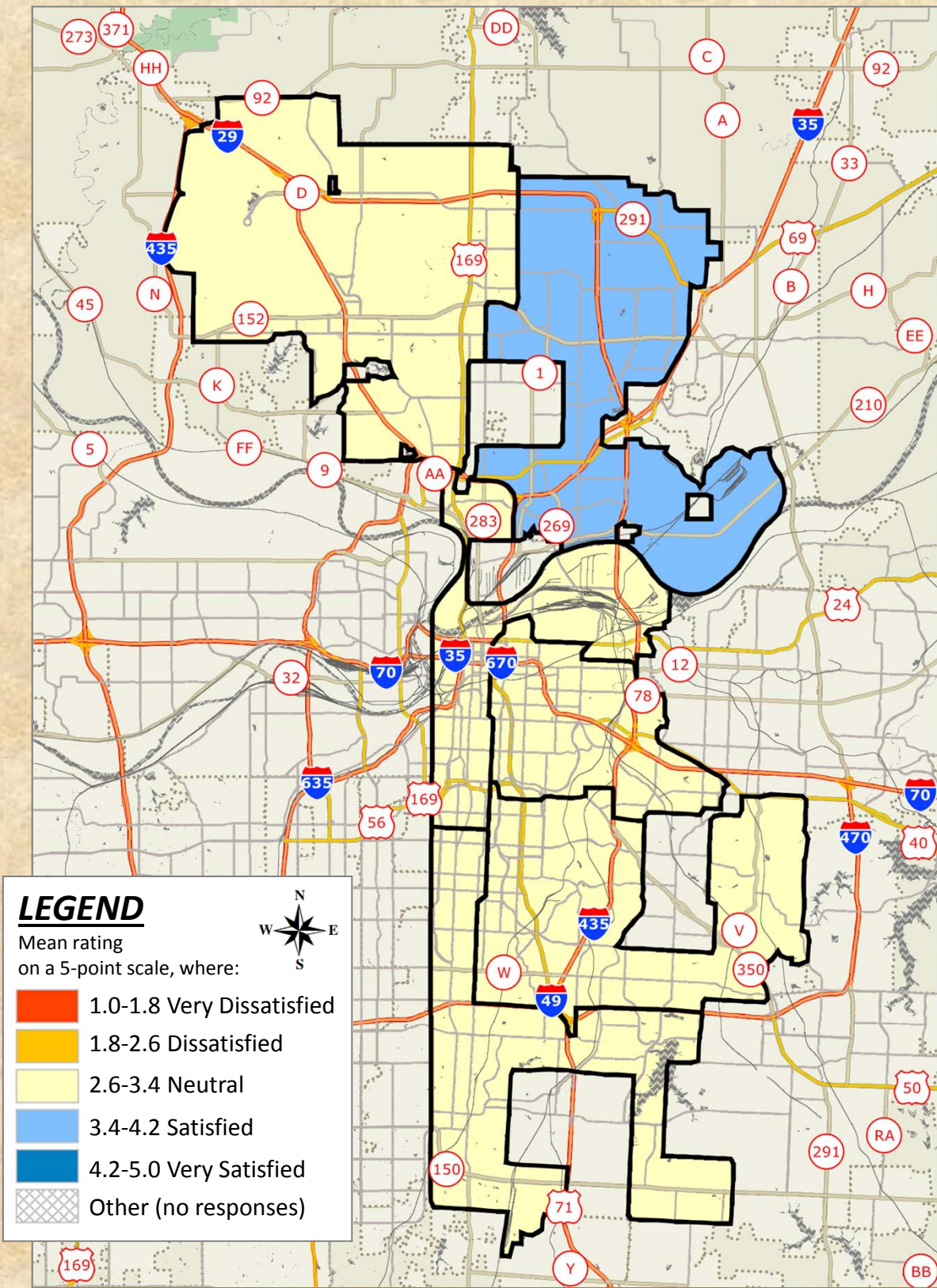


## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)



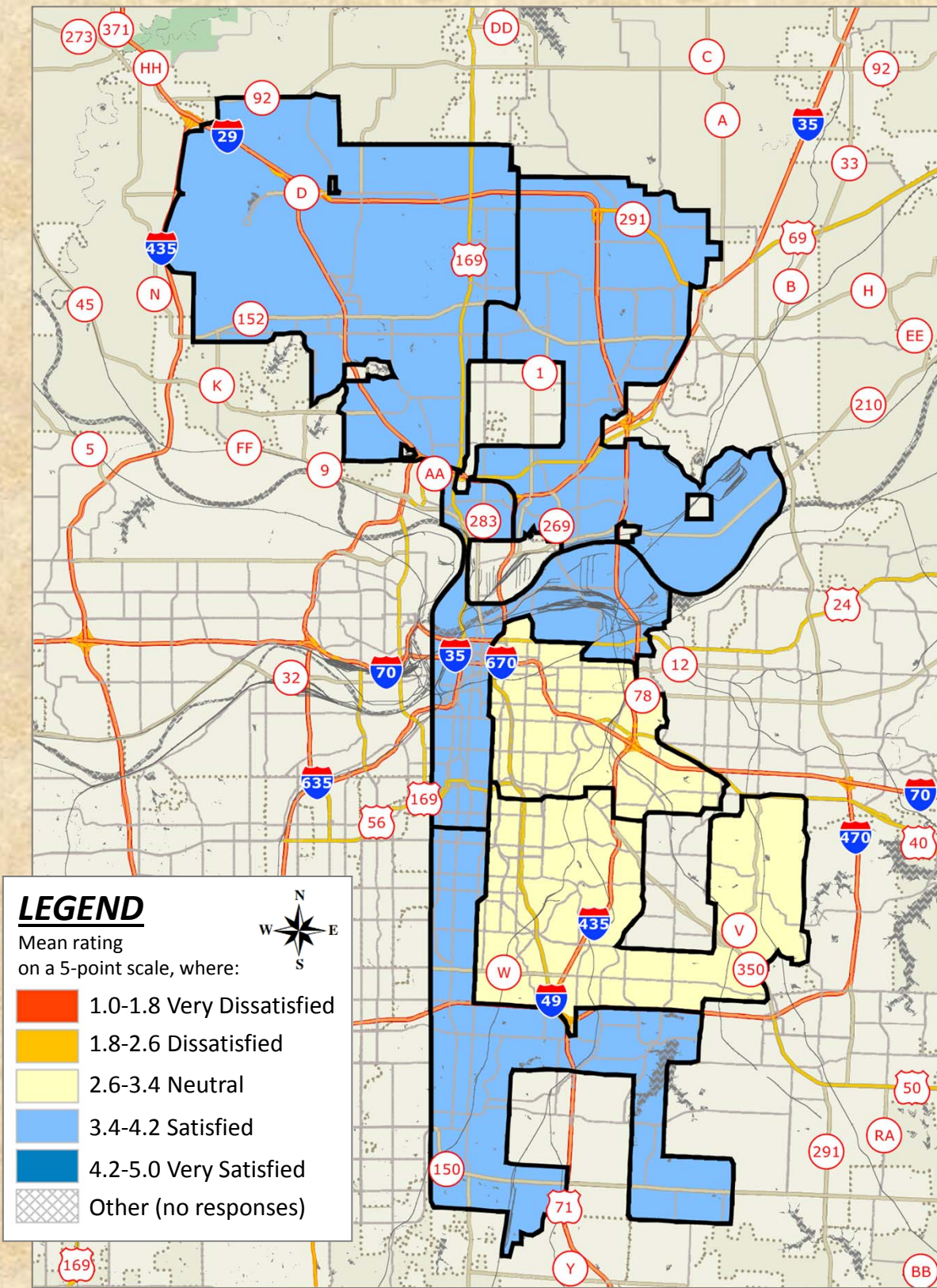
# Q13k Satisfaction with quality of communication from Parks and Recreation



## FY 2014-15 City of Kansas City, MO Citizen Survey

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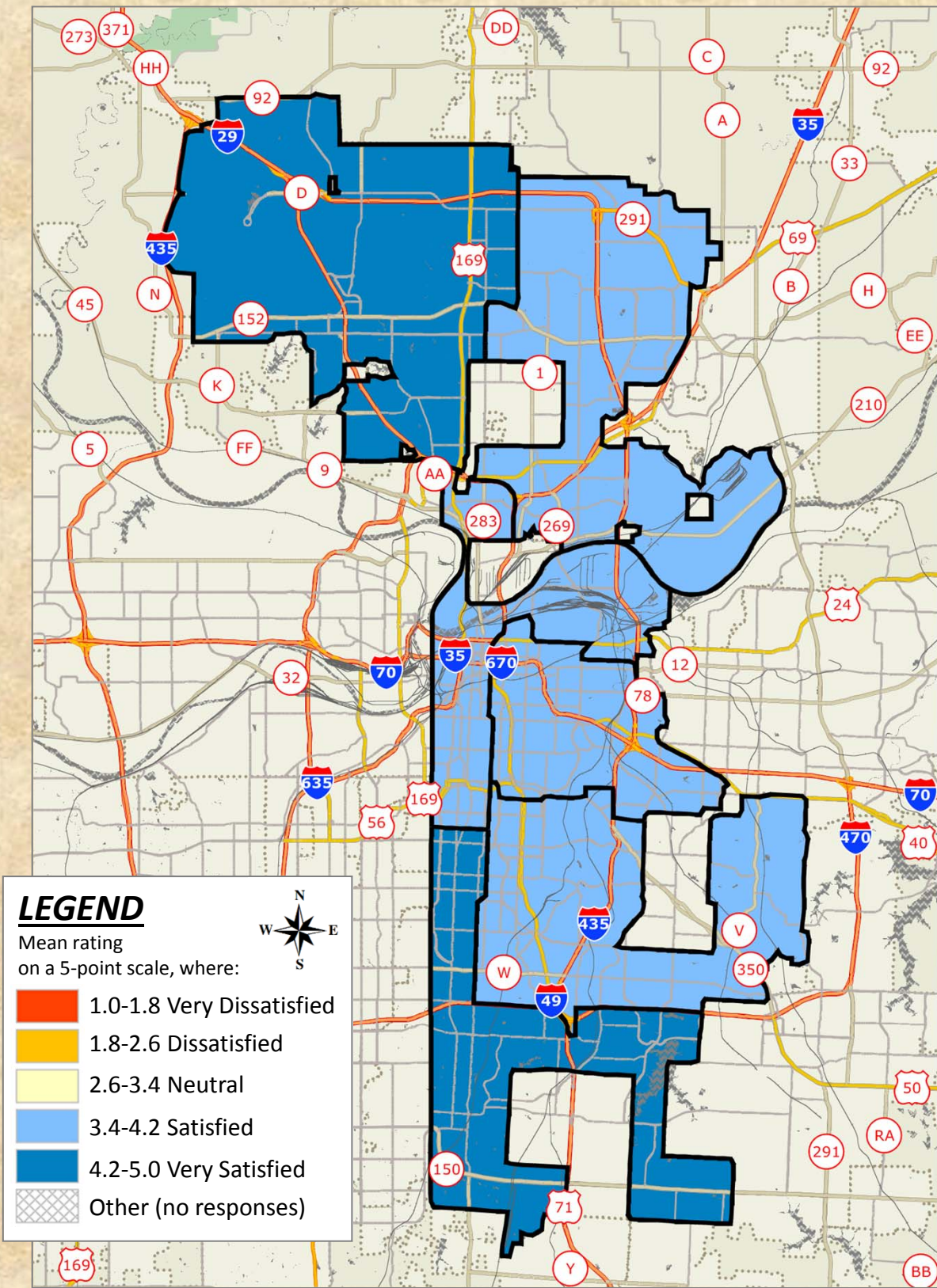
# Q13I Satisfaction with quality of customer service from Parks and Recreation employees



## FY 2014-15 City of Kansas City, MO Citizen Survey

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# Q15a Satisfaction with overall quality of trash collection services

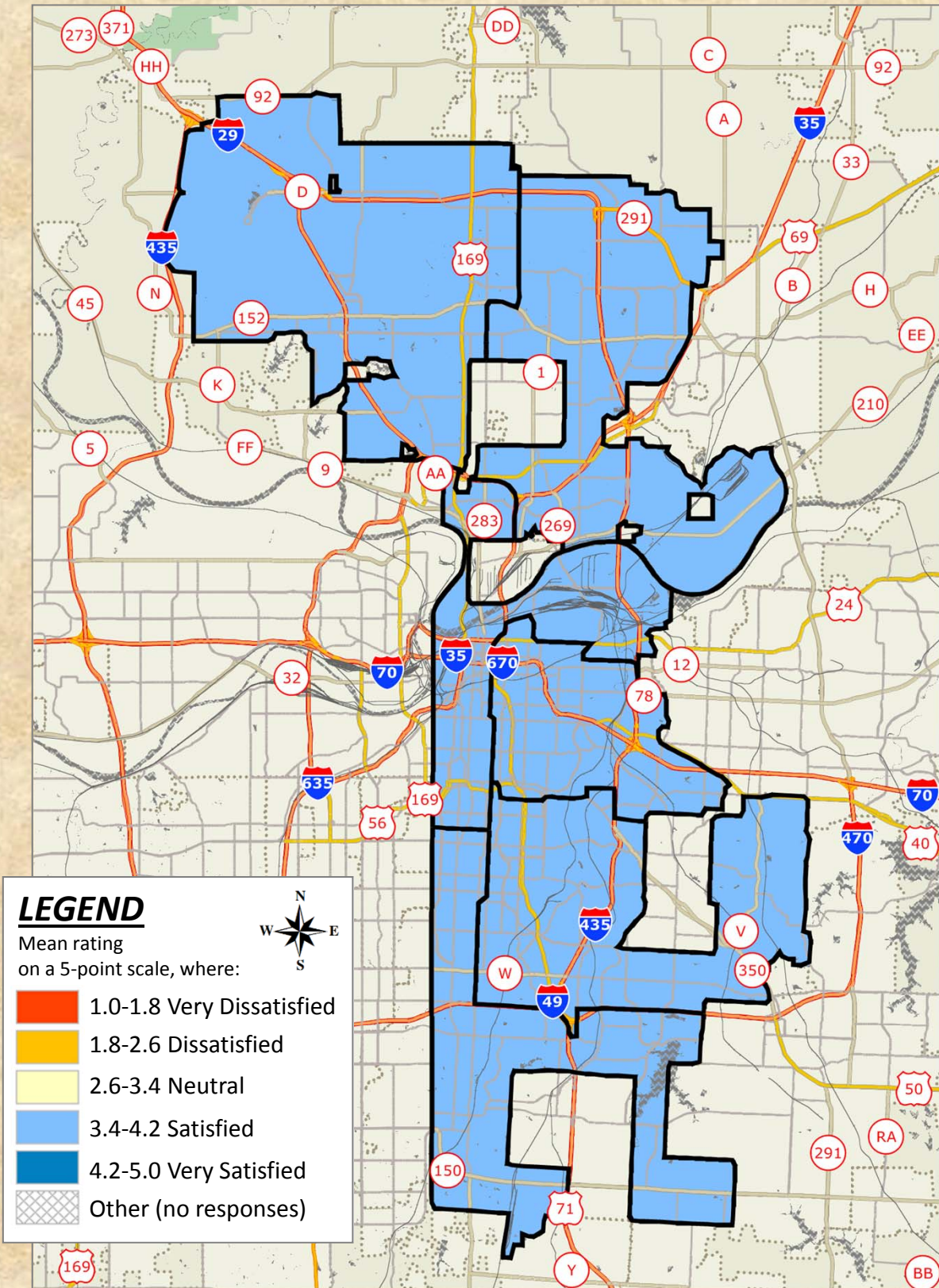


## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)



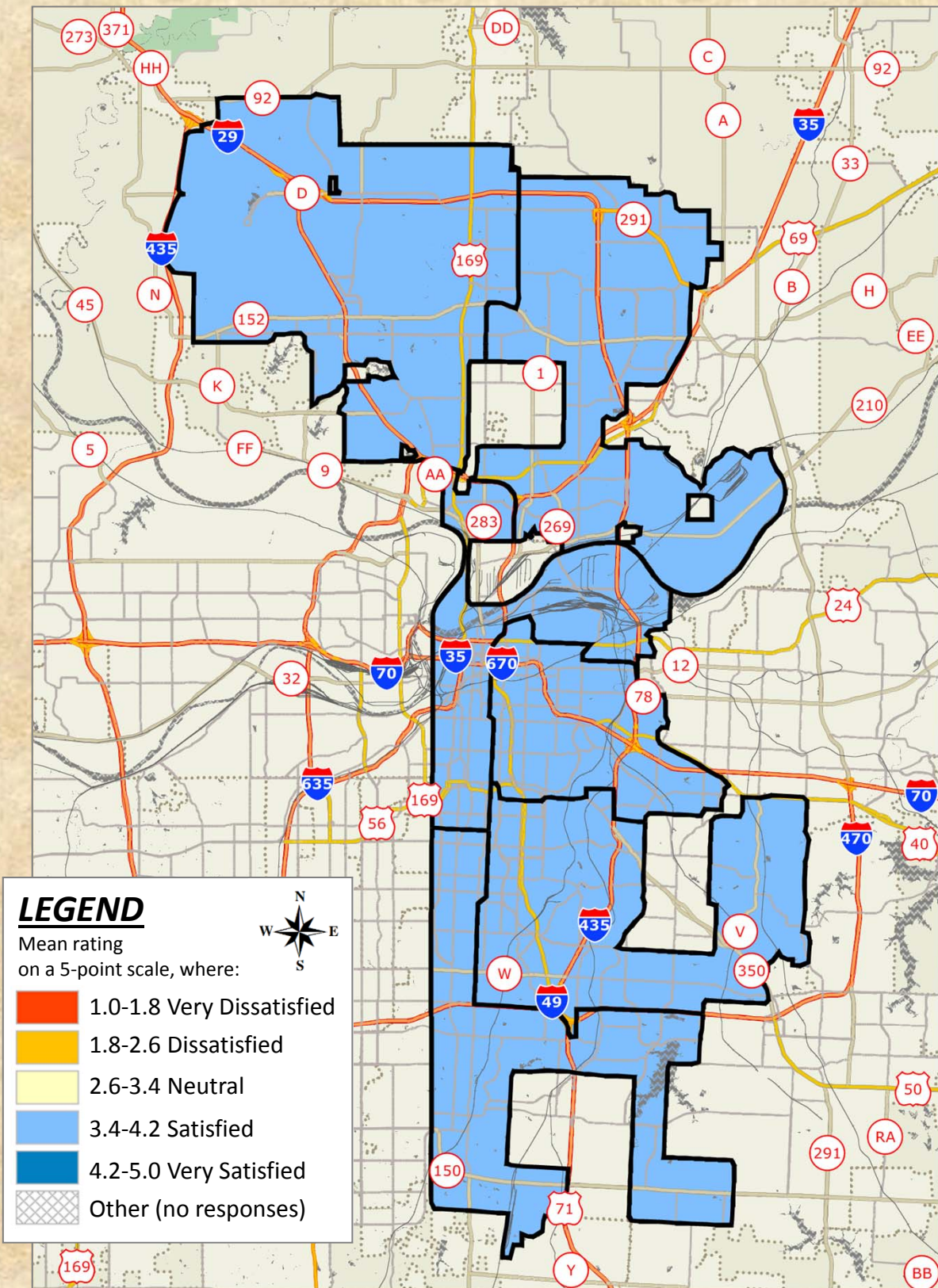
# Q15c Satisfaction with overall quality of bulky item pick-up services



## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

# Q15d Satisfaction with overall quality of leaf and brush pick-up services

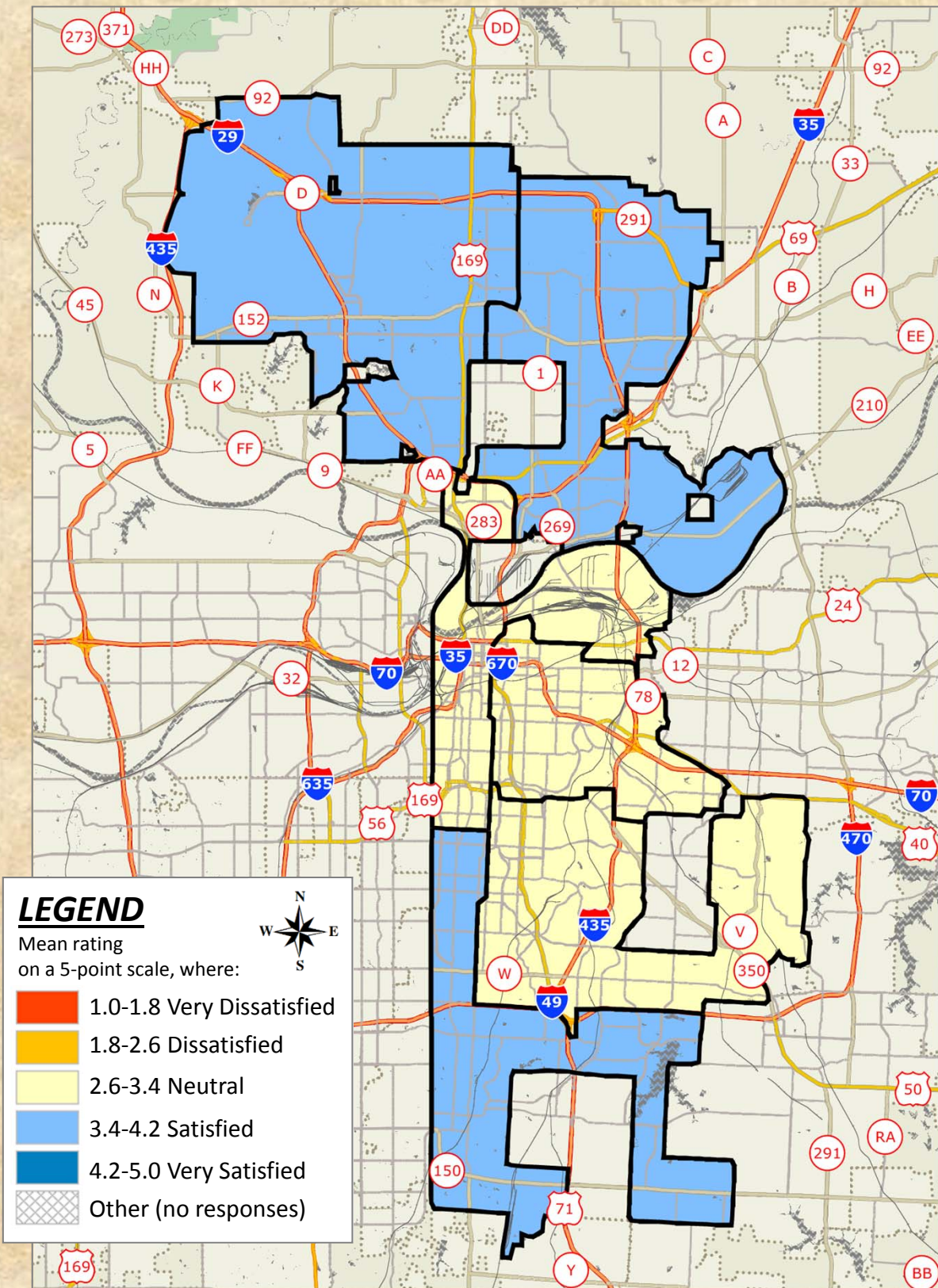


## FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)



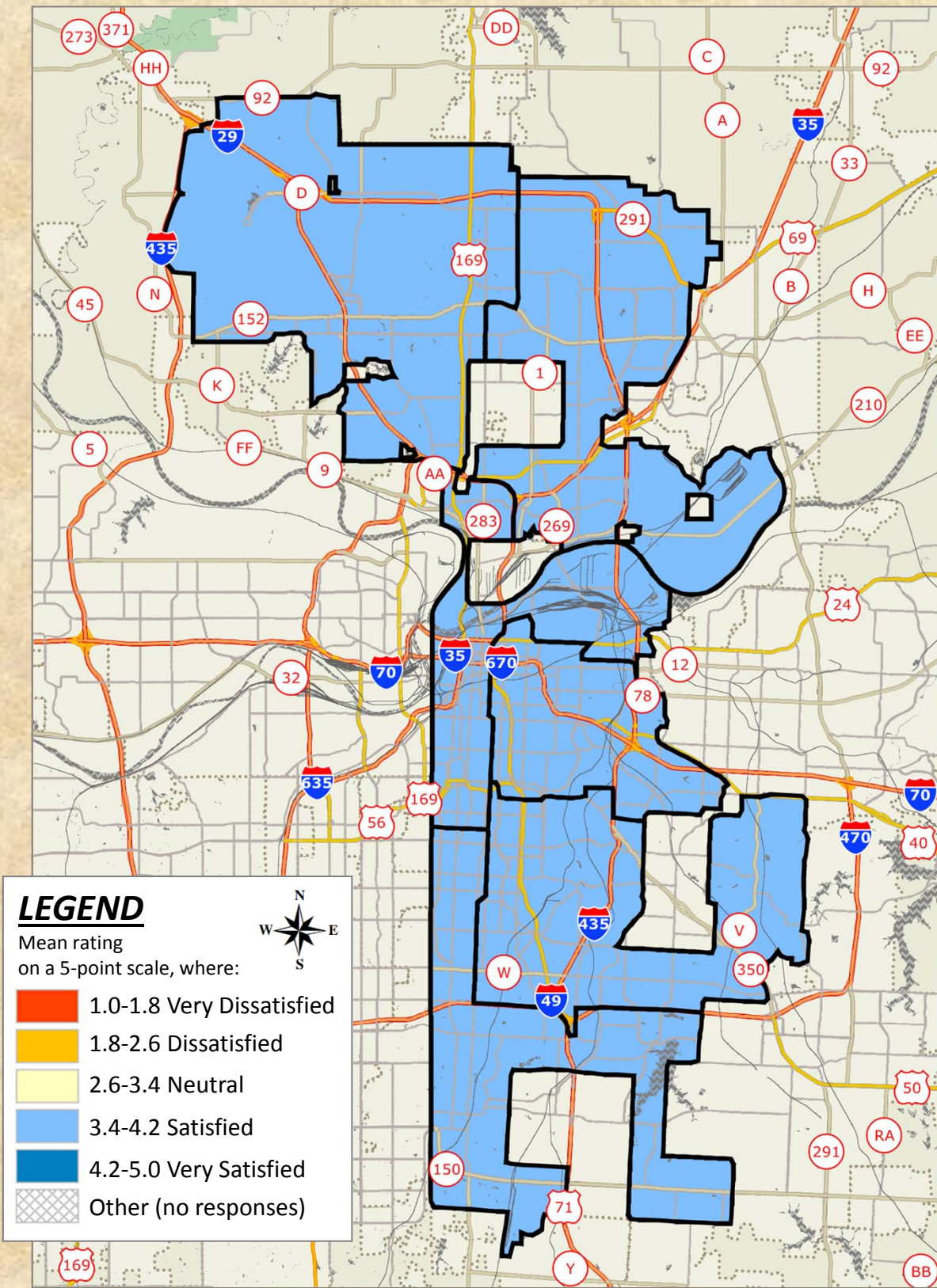
# Q15e Satisfaction with overall cleanliness of city streets and other public areas



## FY 2014-15 City of Kansas City, MO Citizen Survey

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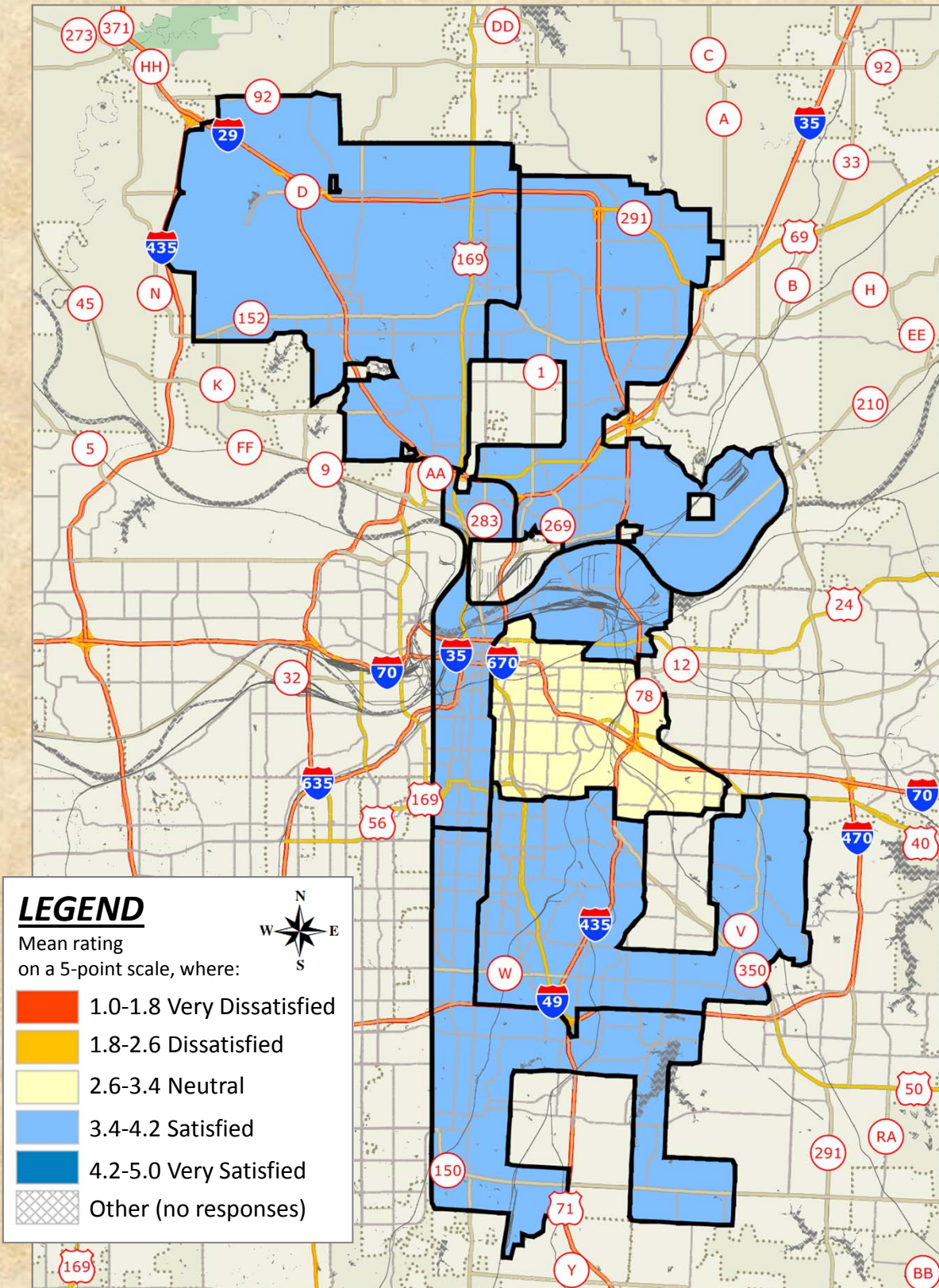
# Q17a Satisfaction with ease of moving through airport security



## FY 2014-15 City of Kansas City, MO Citizen Survey

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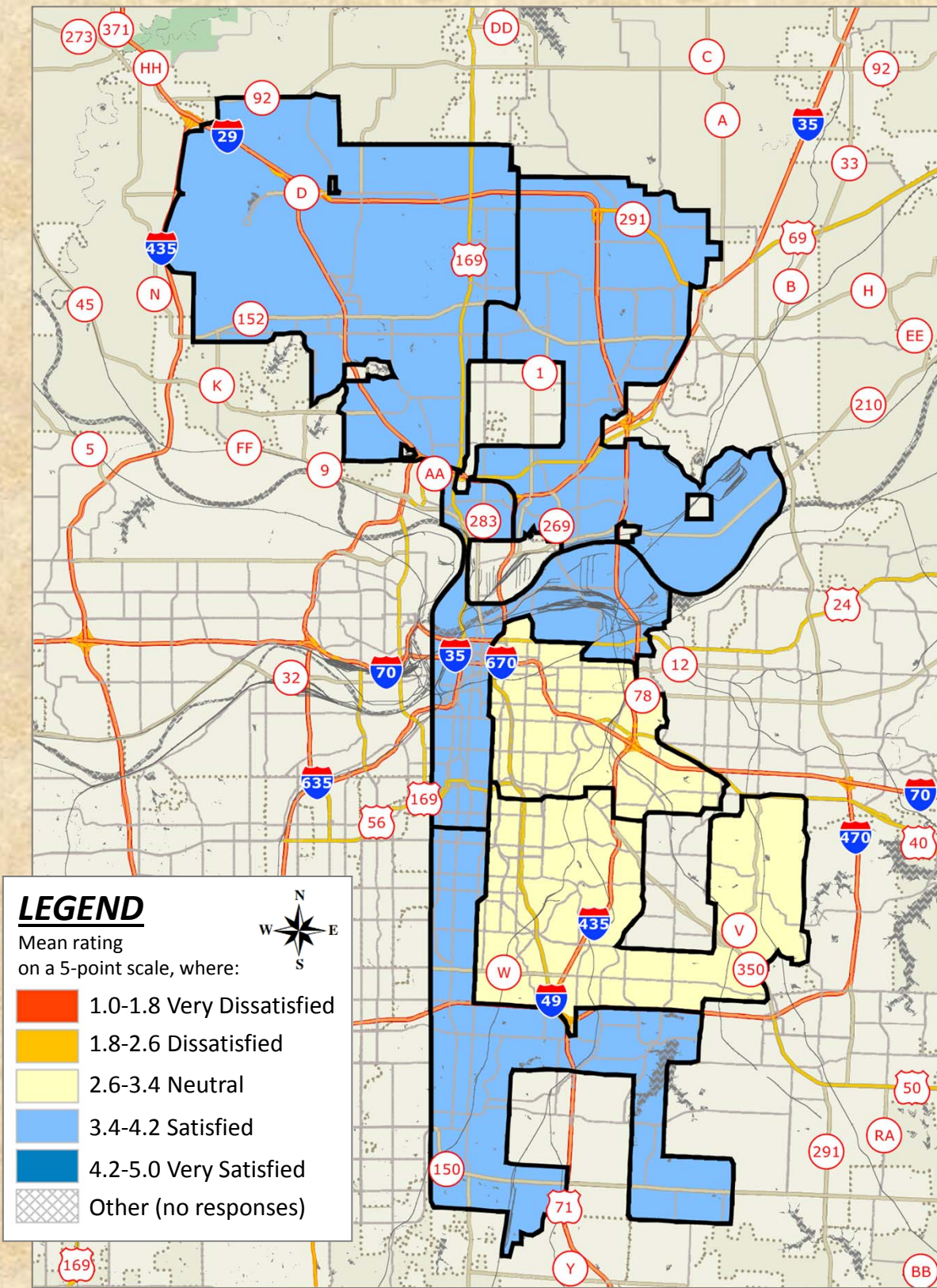
# Q17b Satisfaction with availability of parking



## FY 2014-15 City of Kansas City, MO Citizen Survey

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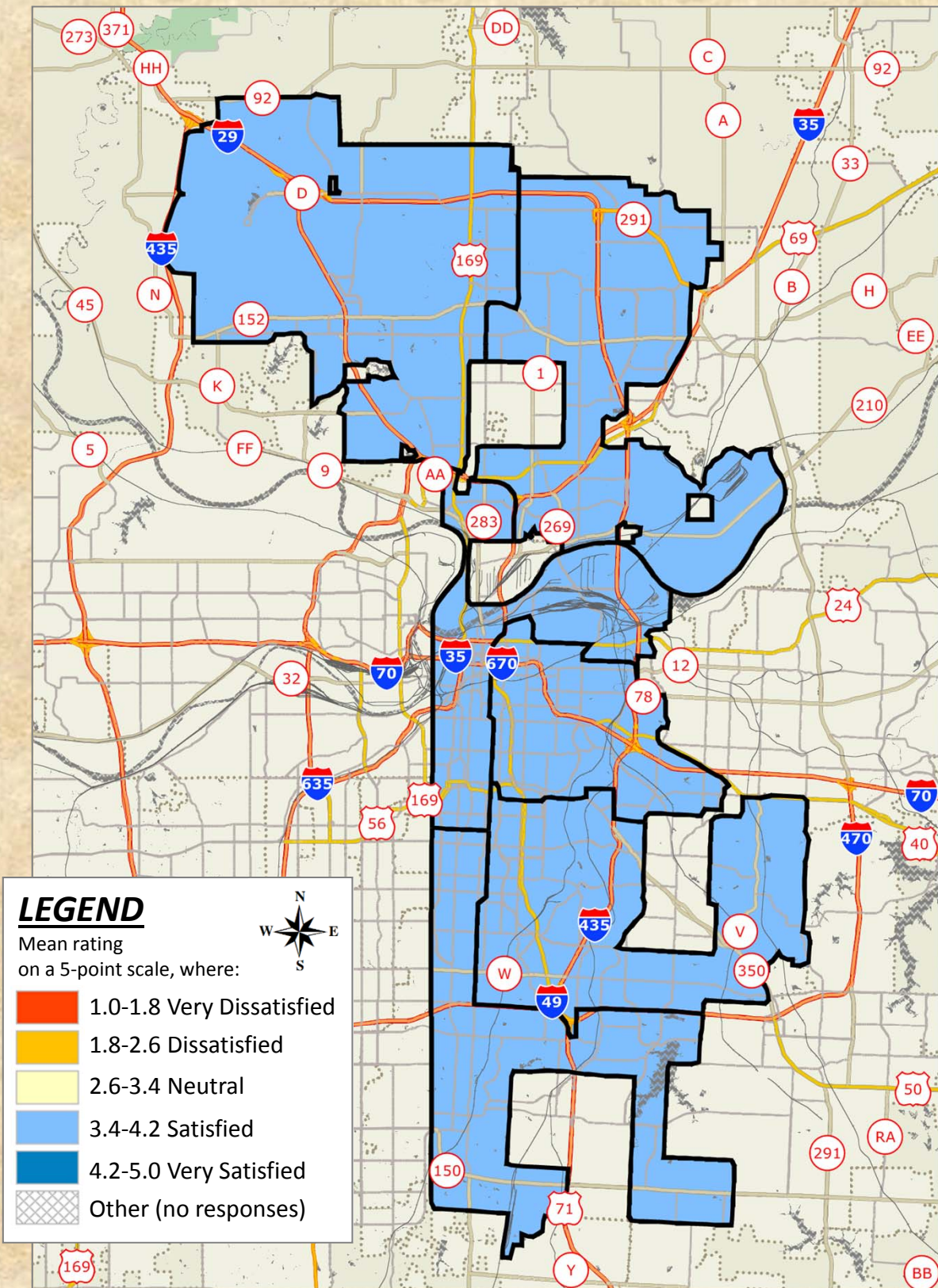
### Q17c Satisfaction with price of parking



### FY 2014-15 City of Kansas City, MO Citizen Survey

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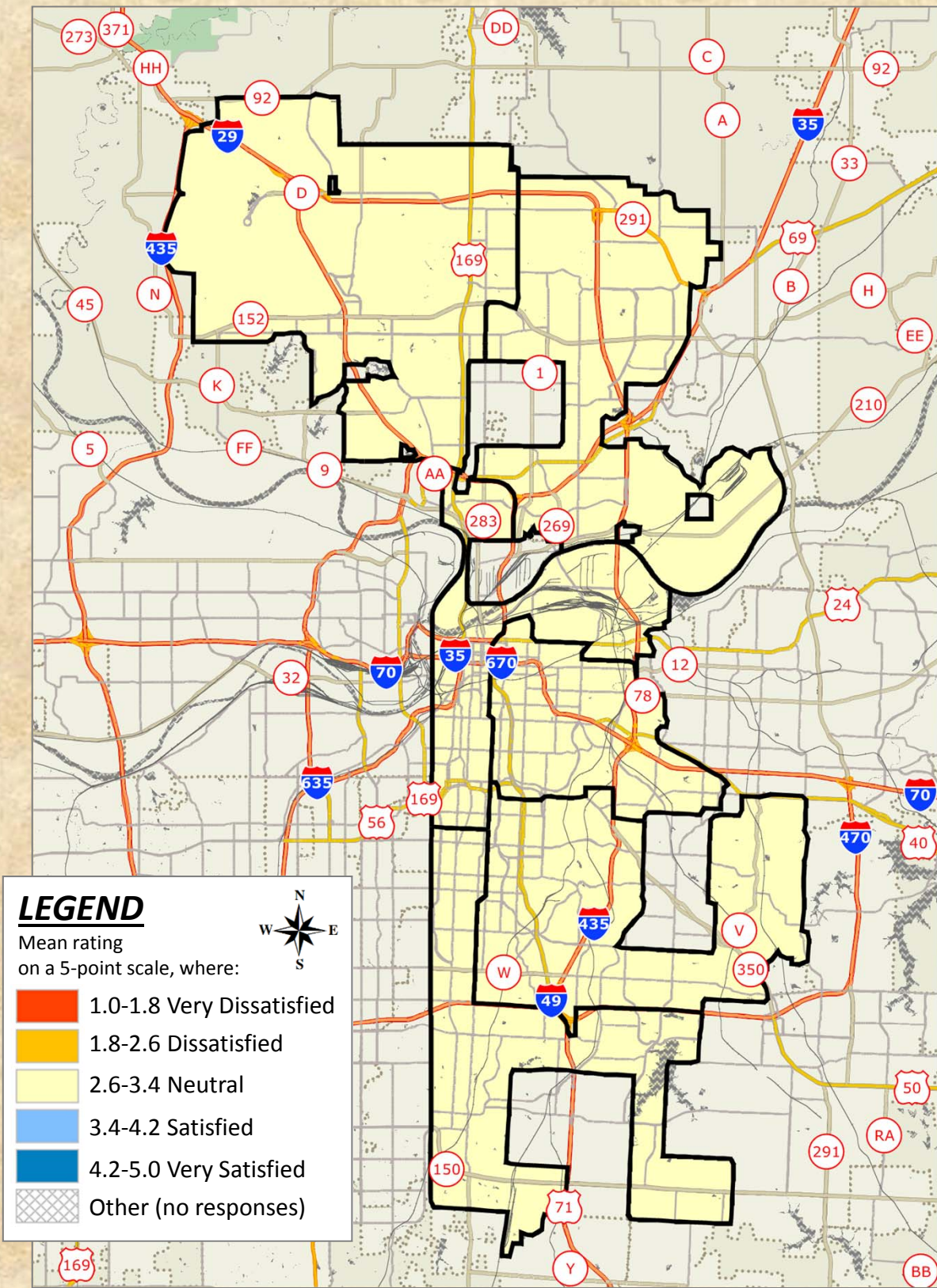
# Q17d Satisfaction with helpfulness of signs and other directions



## FY 2014-15 City of Kansas City, MO Citizen Survey

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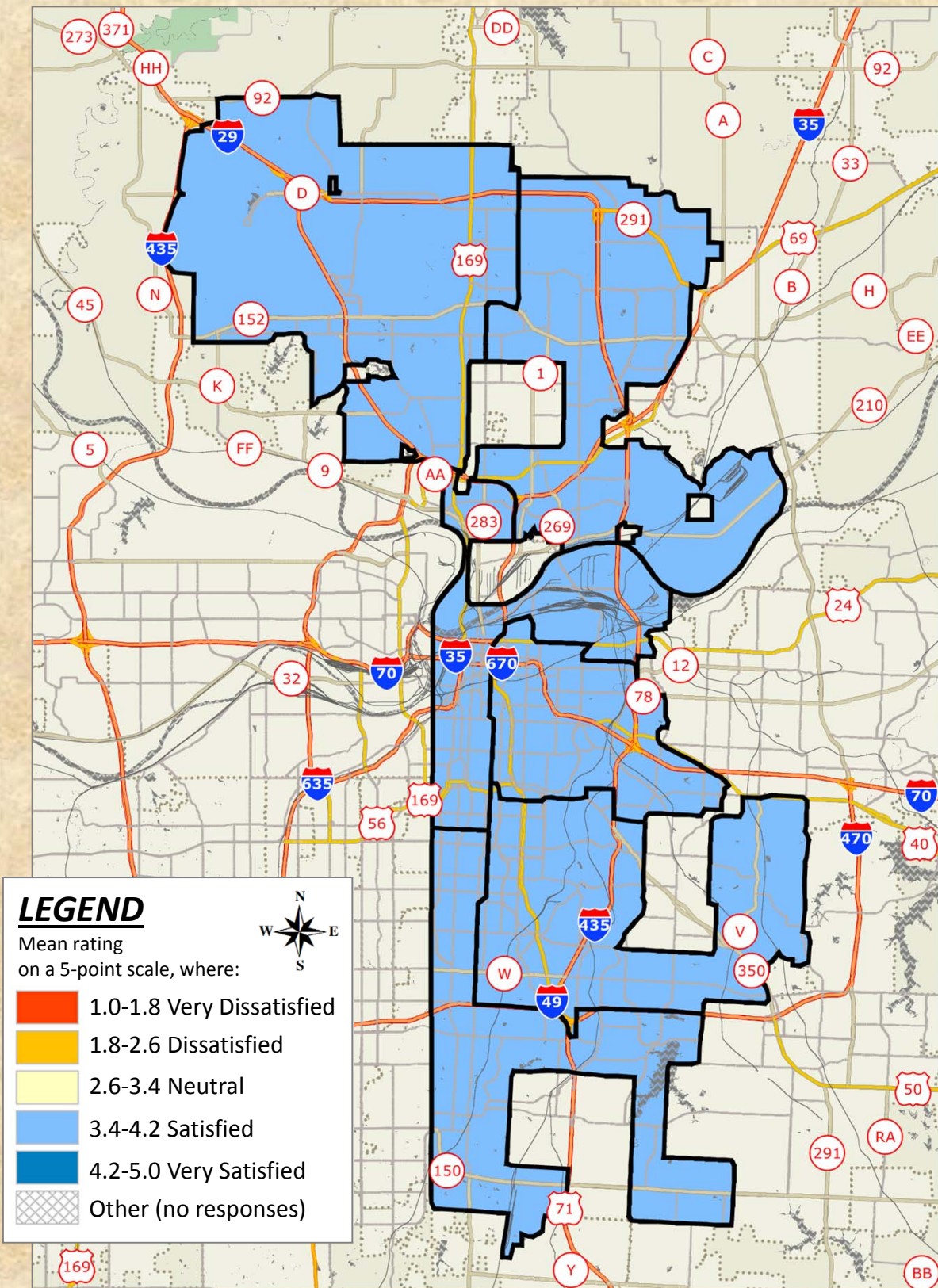
# Q17e Satisfaction with food, beverage, and other concessions



## FY 2014-15 City of Kansas City, MO Citizen Survey

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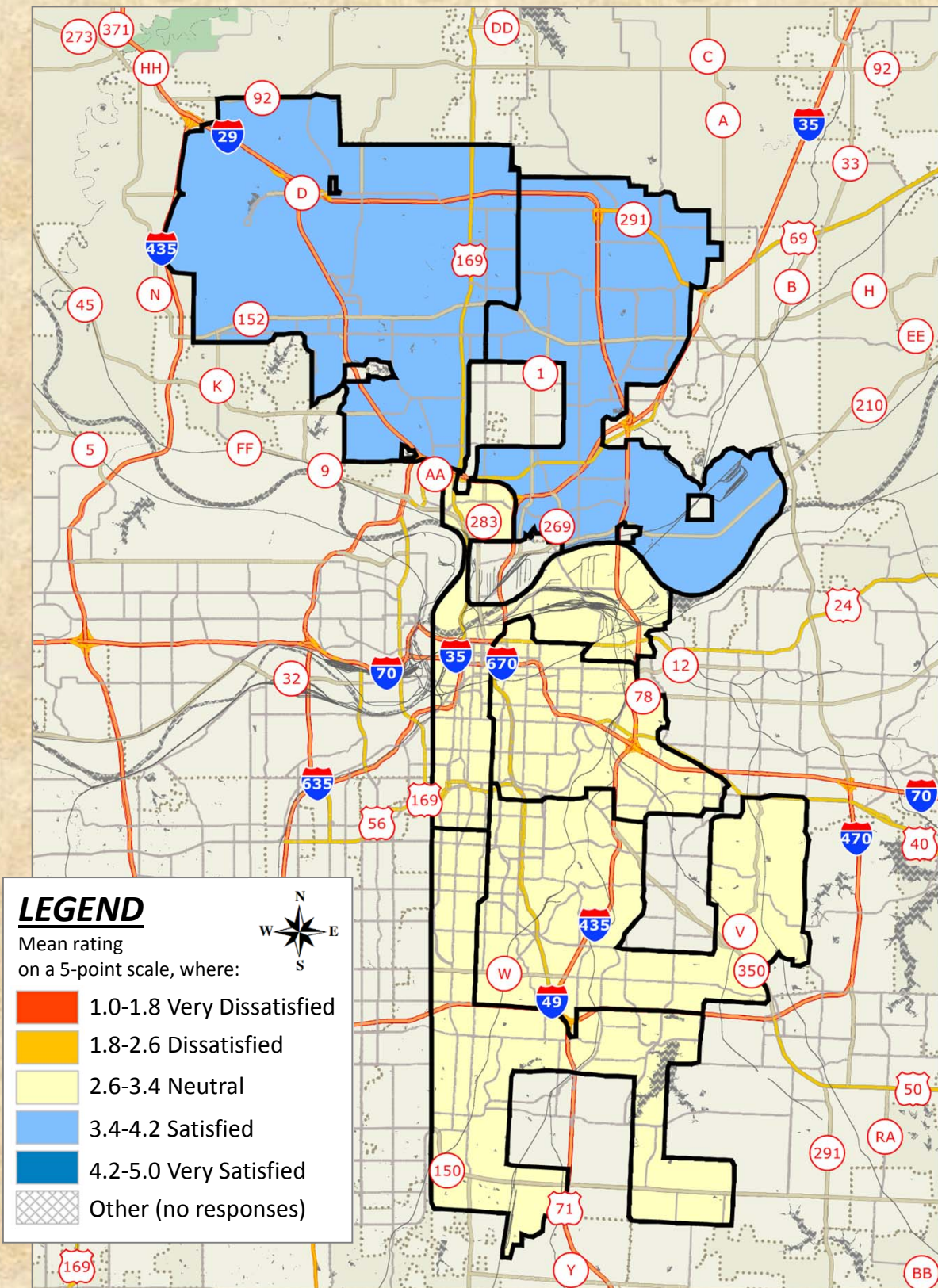
## Q17f Satisfaction with cleanliness of facilities



### FY 2014-15 City of Kansas City, MO Citizen Survey

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## Q19a Satisfaction with condition of catch basins (storm drains) in the neighborhood

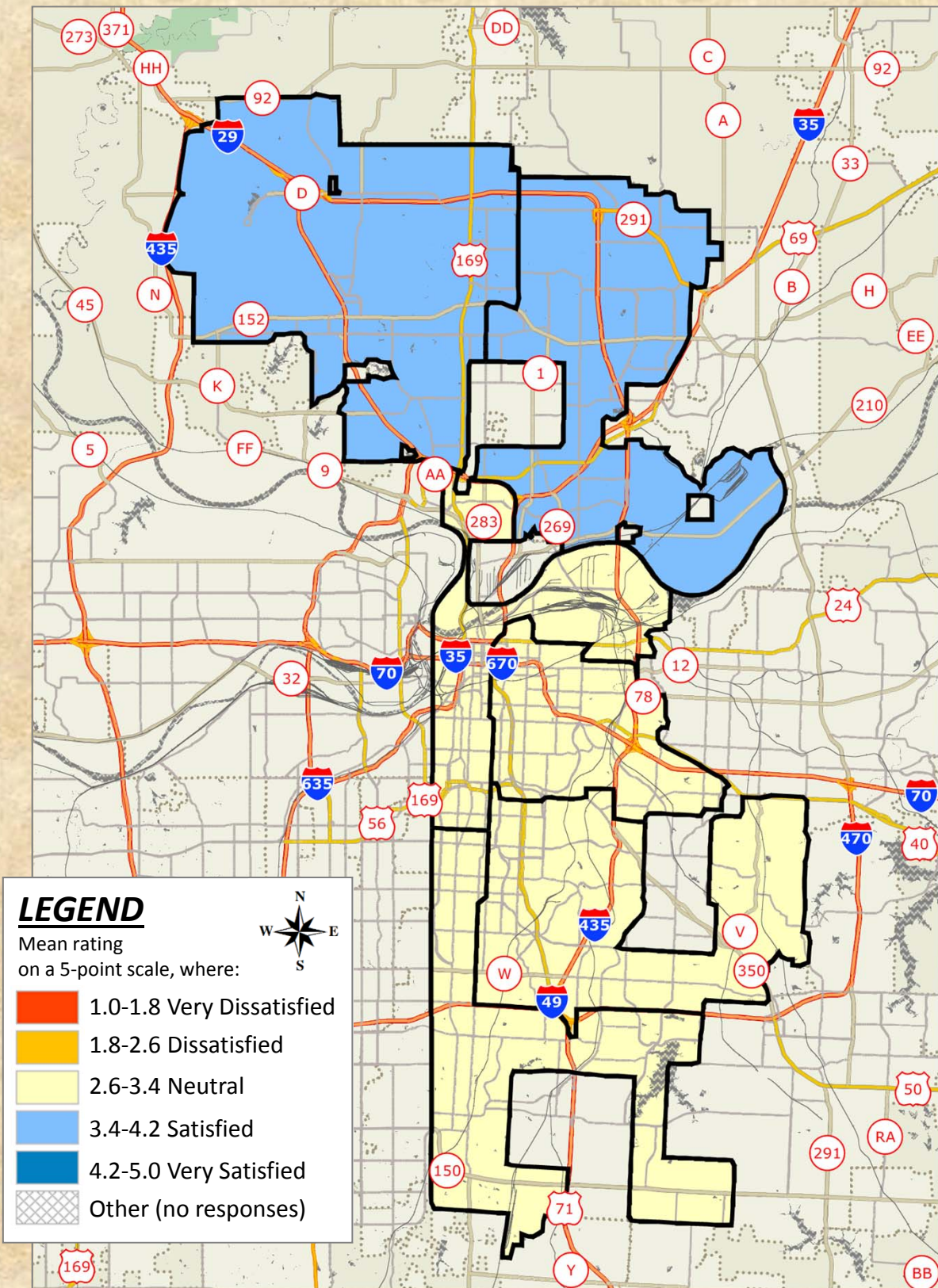


### FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)



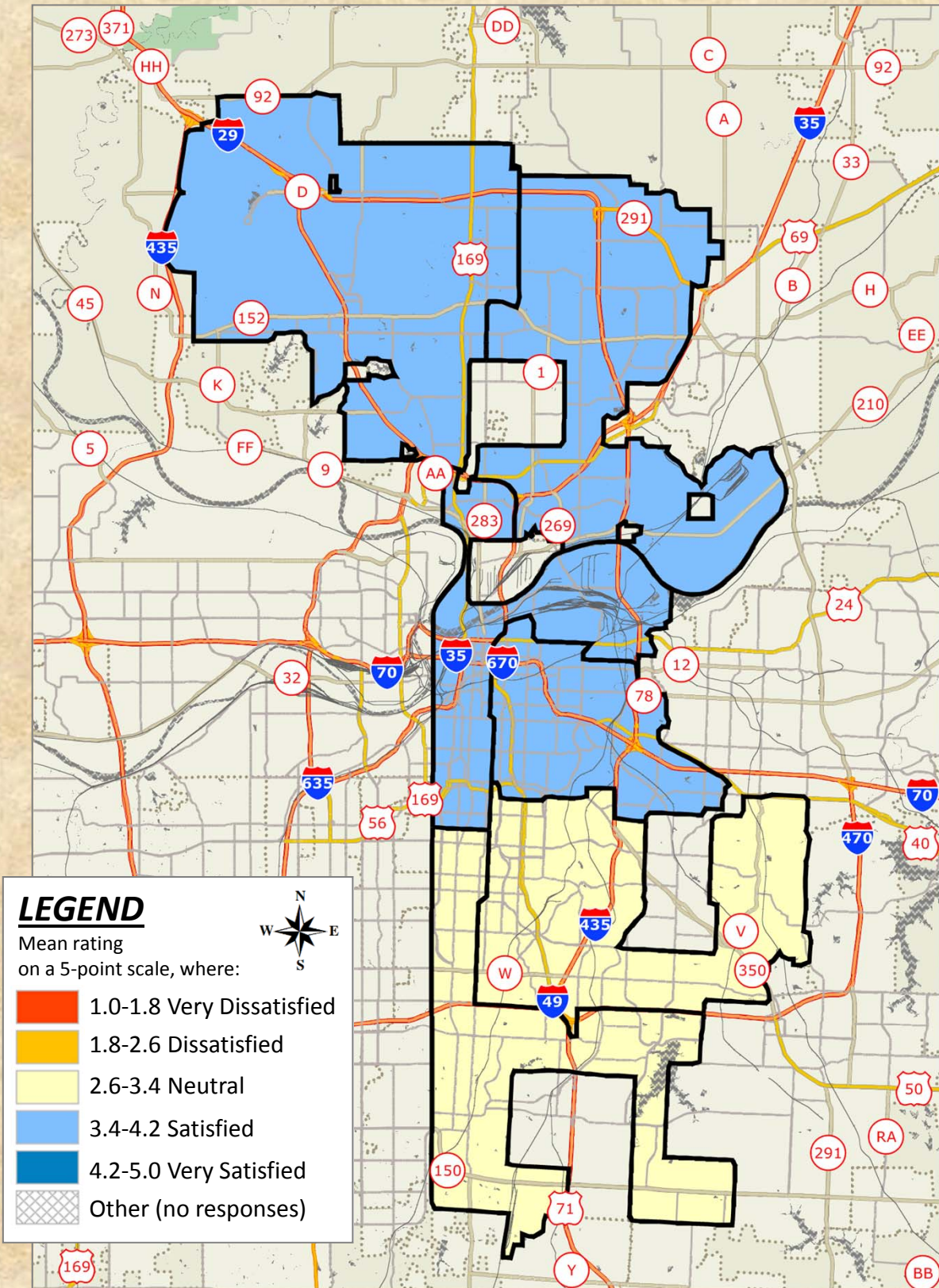
## Q19b Satisfaction with timeliness of water/sewer line break repairs



### FY 2014-15 City of Kansas City, MO Citizen Survey

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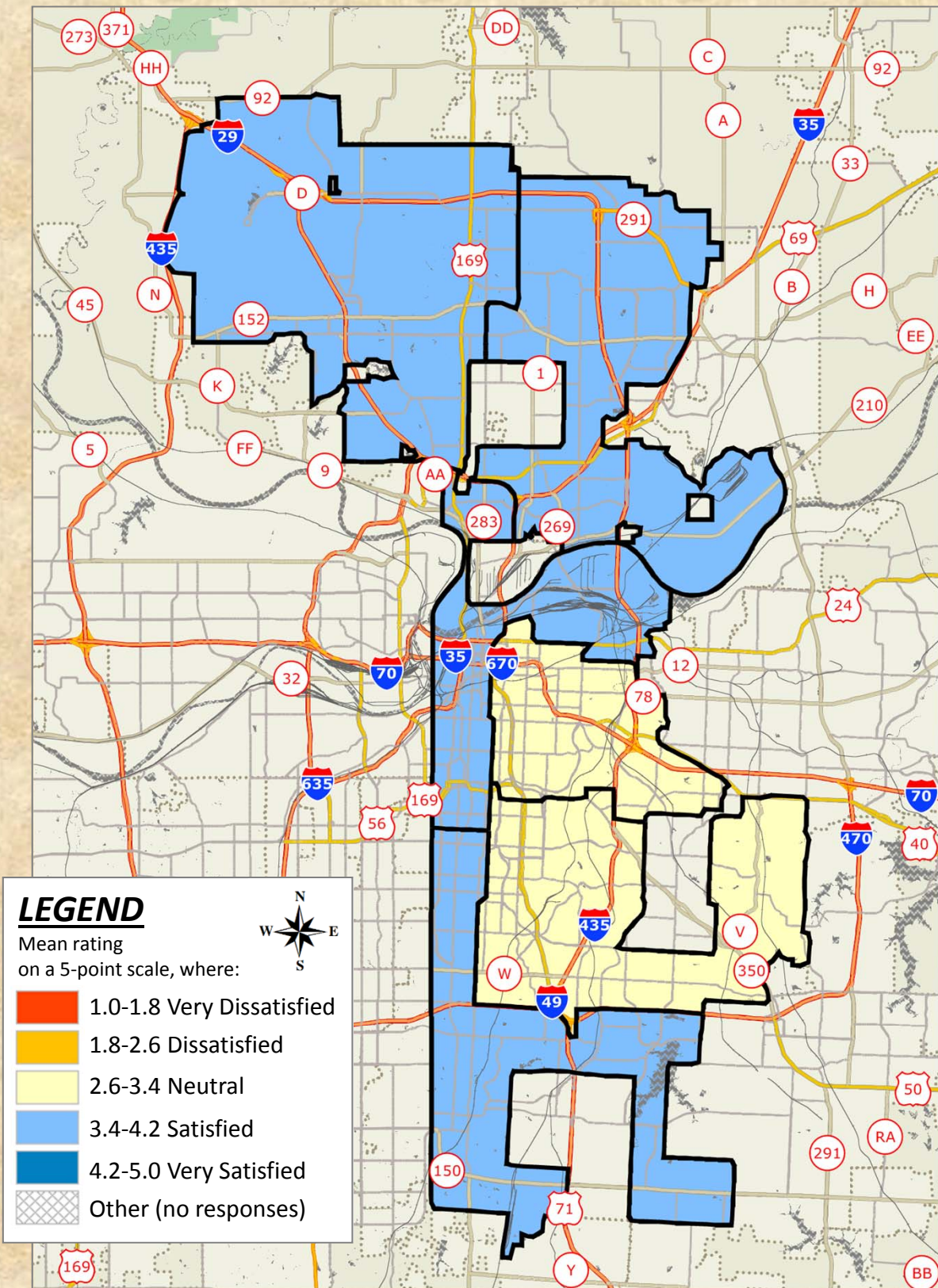
## Q19c Satisfaction with quality of Water Services customer service



### FY 2014-15 City of Kansas City, MO Citizen Survey

Shading reflects the mean rating for all respondents by District (merged as needed)

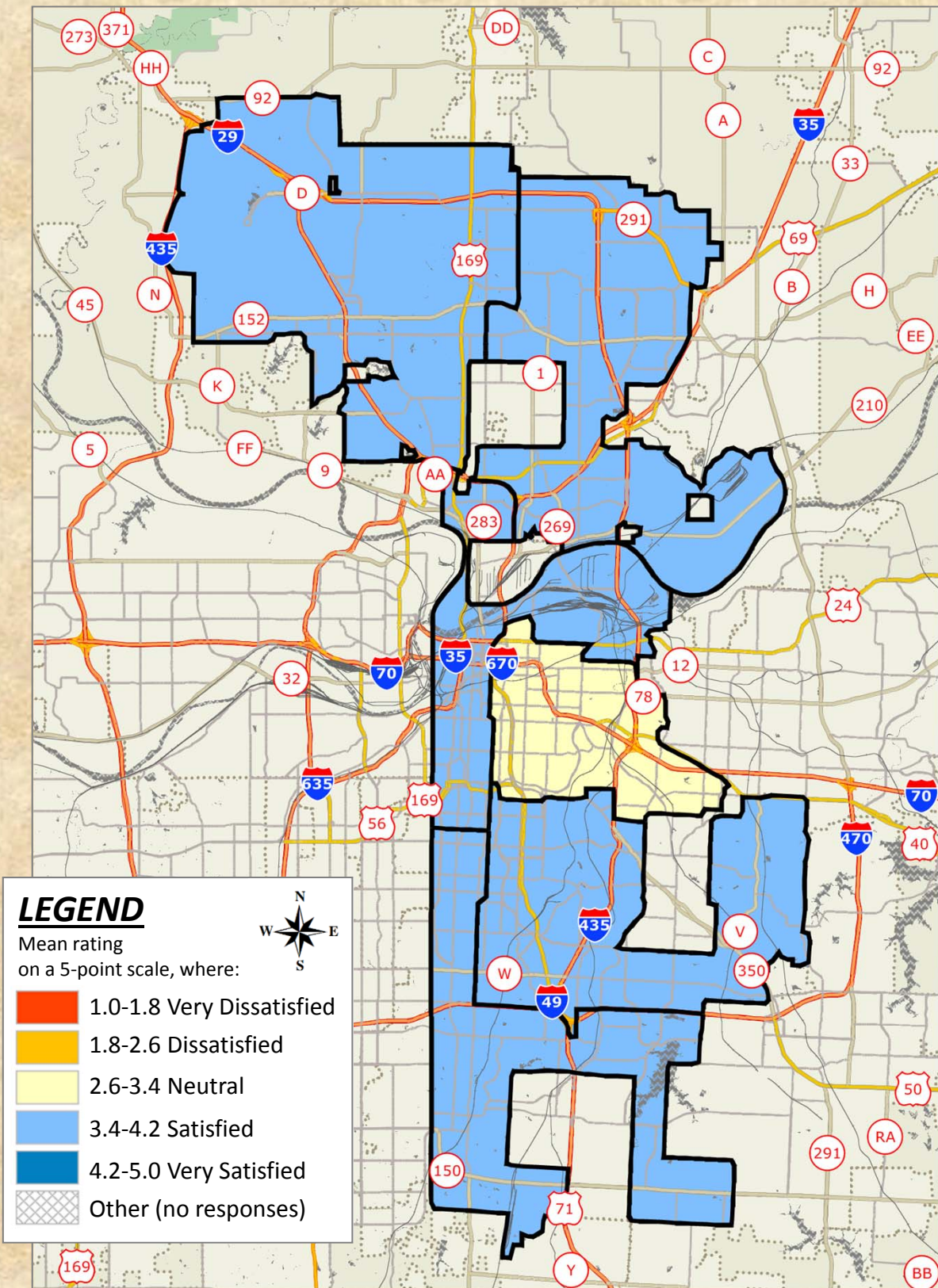
# Q20a Satisfaction with overall quality of leadership provided by the city's elected officials



## FY 2014-15 City of Kansas City, MO Citizen Survey

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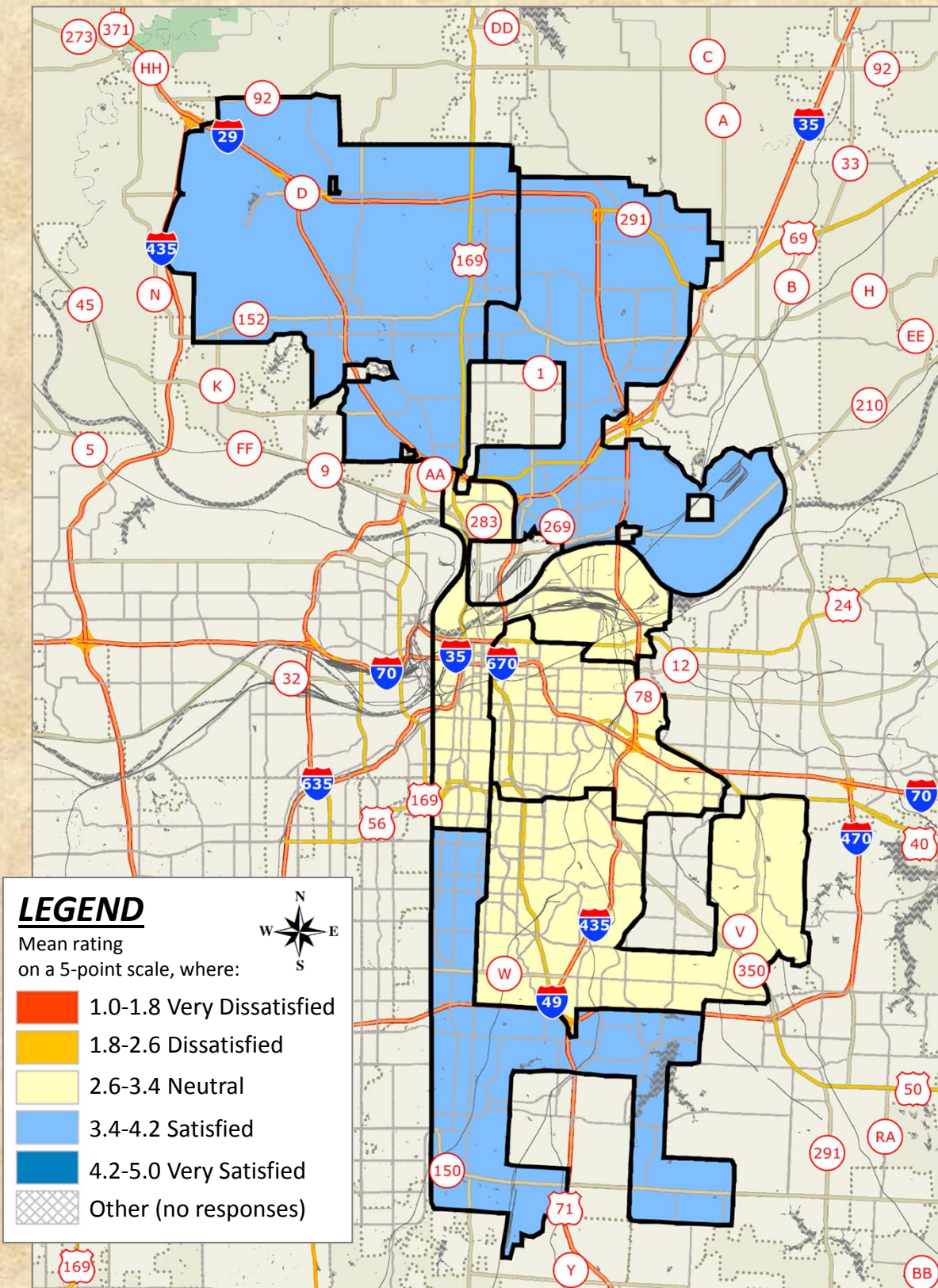
## Q20b Satisfaction with overall effectiveness of the city manager and appointed staff



### FY 2014-15 City of Kansas City, MO Citizen Survey

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# Q20c Satisfaction with how ethically the city conducts business



## FY 2014-15 City of Kansas City, MO Citizen Survey

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