

# 2015-16 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

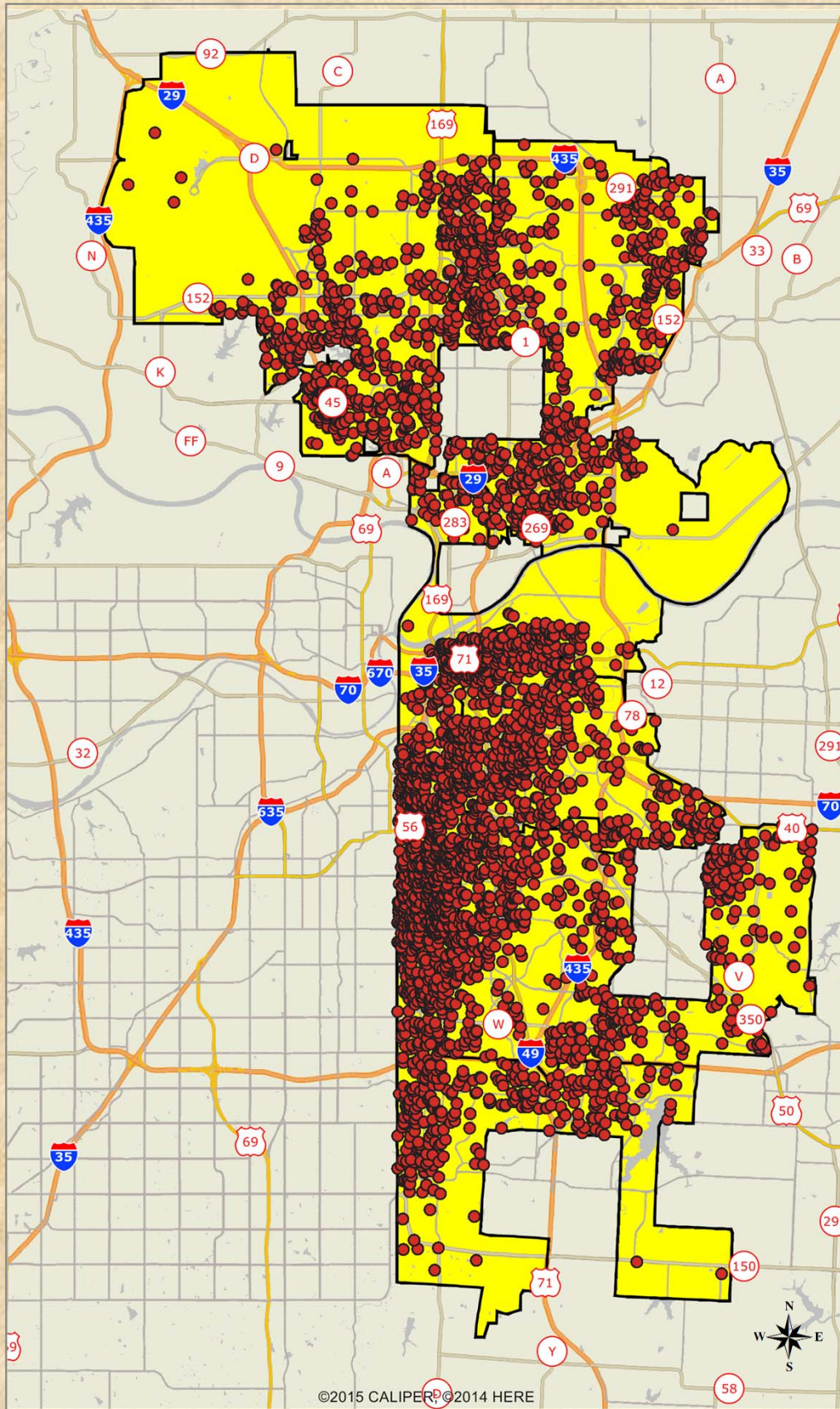
The maps on the following pages show the mean ratings by District.

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:

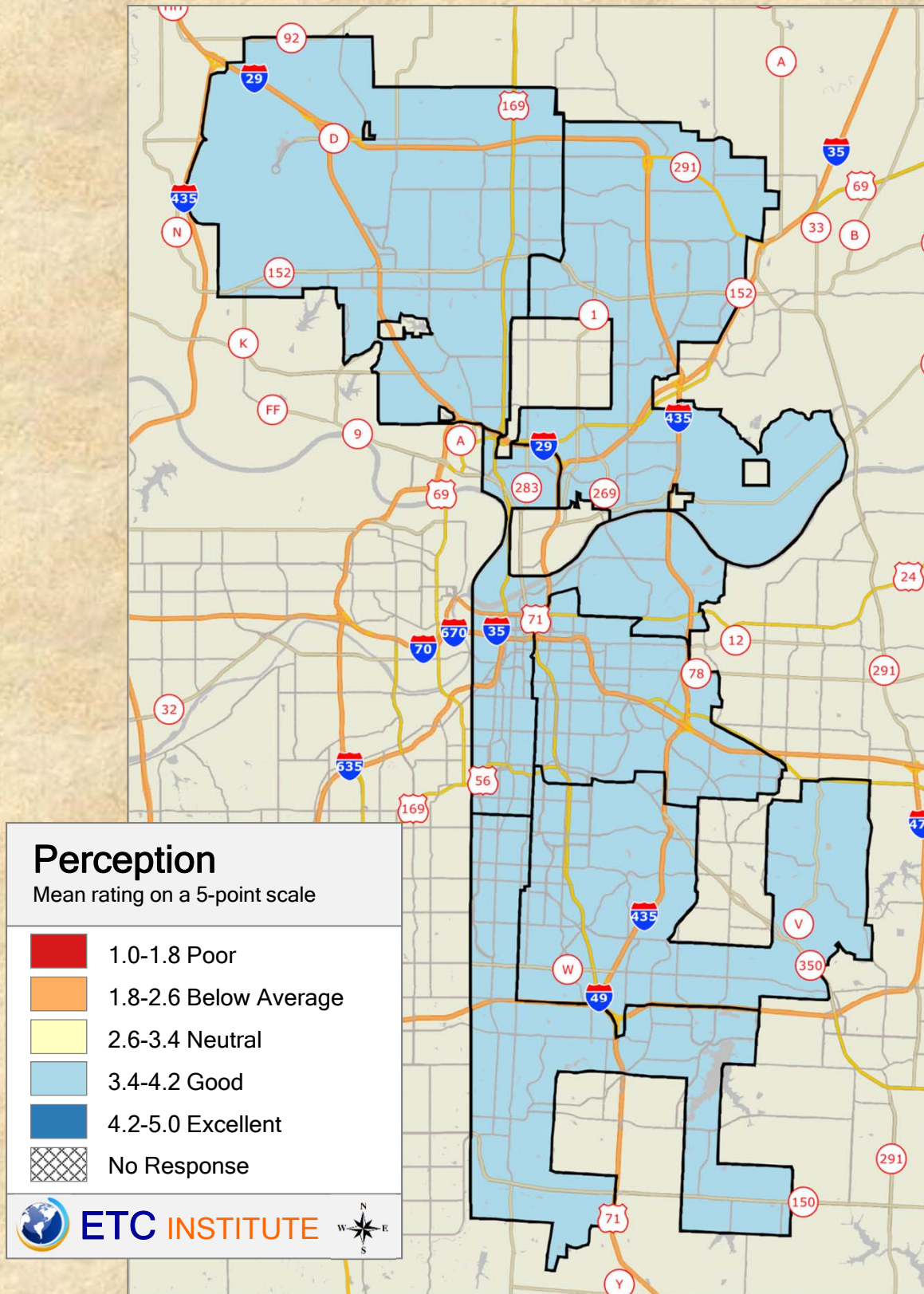
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate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

## Location of Survey Respondents *by Council District*



### FY 2015-16 City of Kansas City, Missouri Citizen Survey

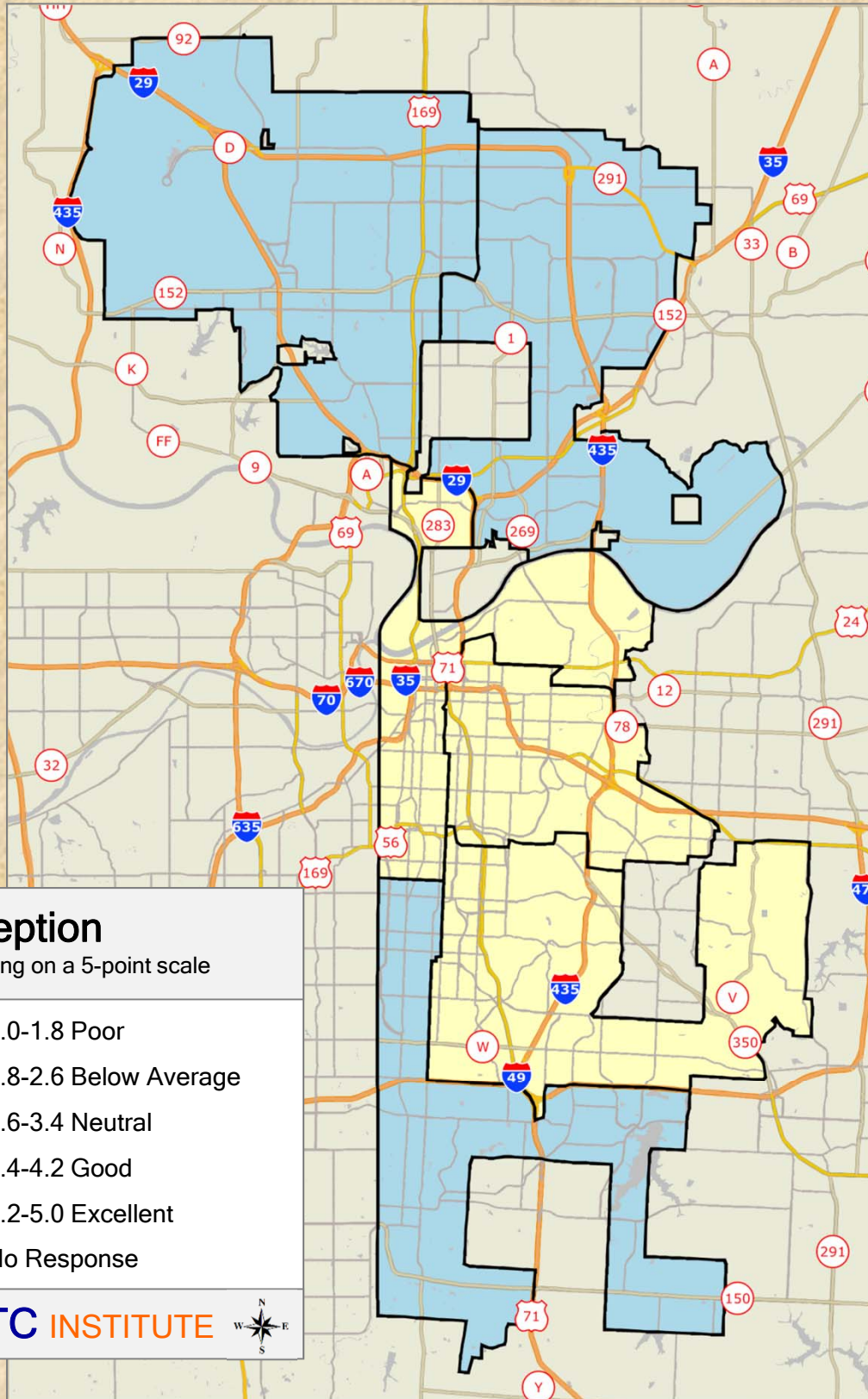
## Q1a Ratings of the city as a place to live



### FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

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



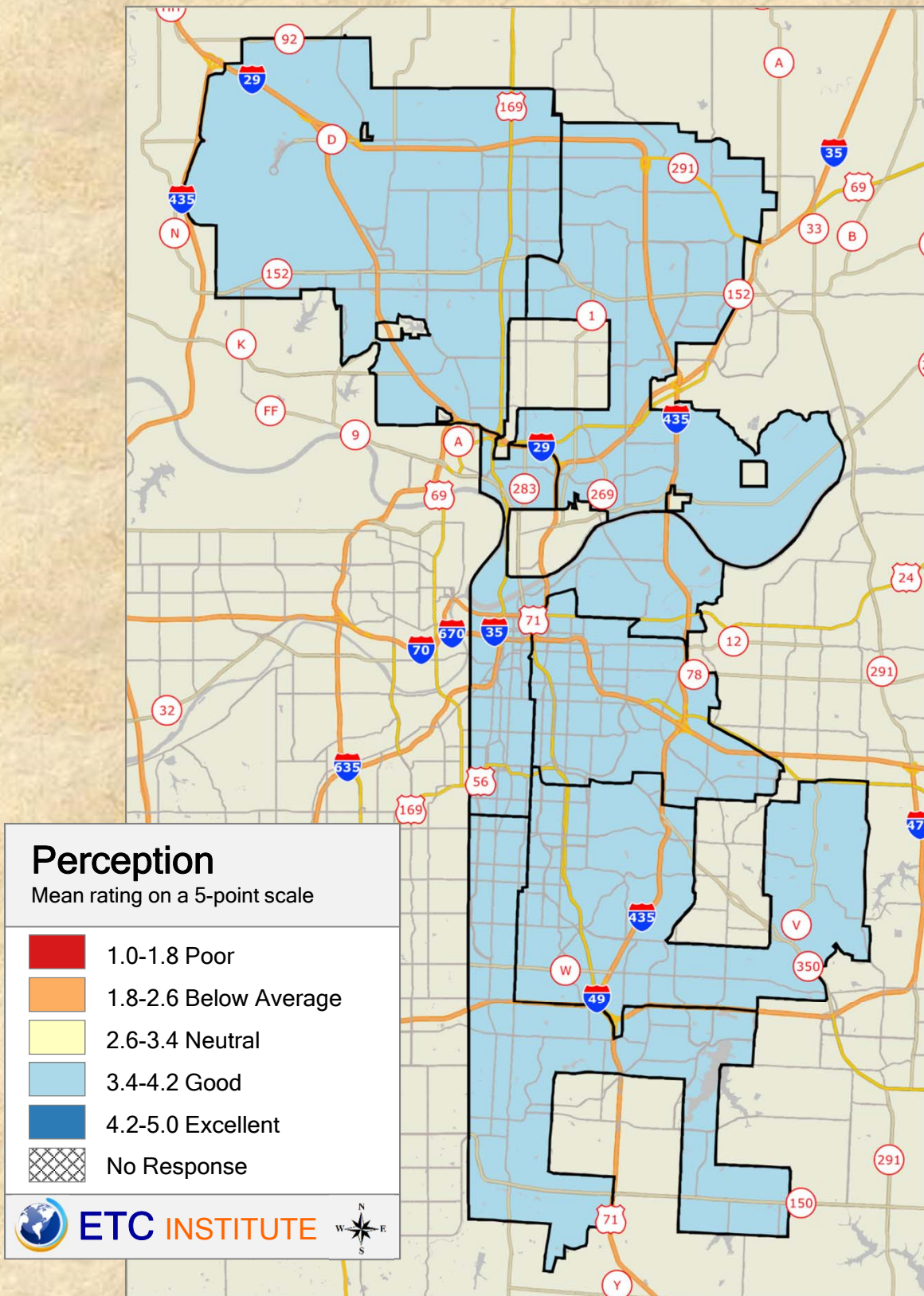
**Perception**  
Mean rating on a 5-point scale

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

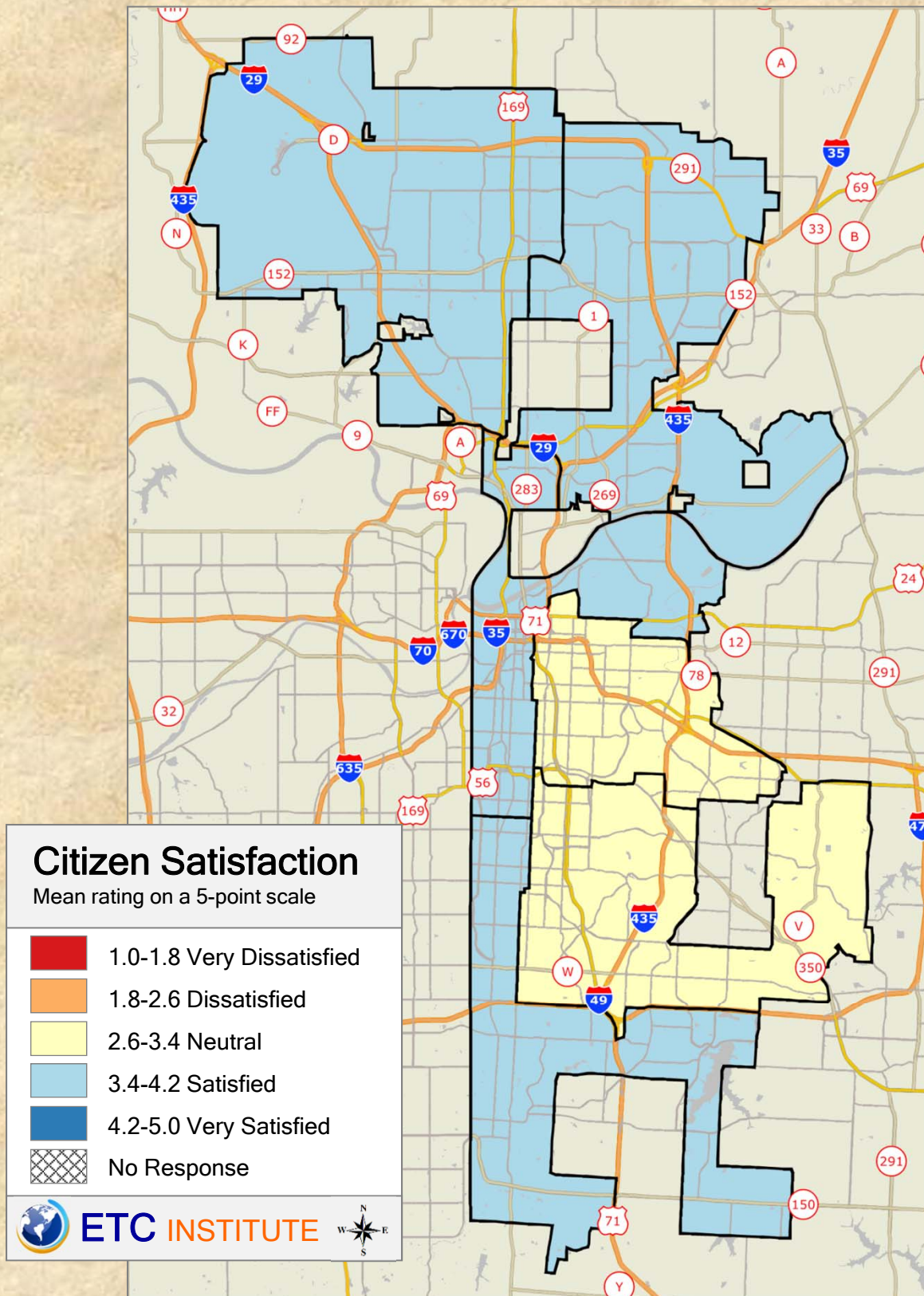
# Q1c Ratings of the city as a place to work



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

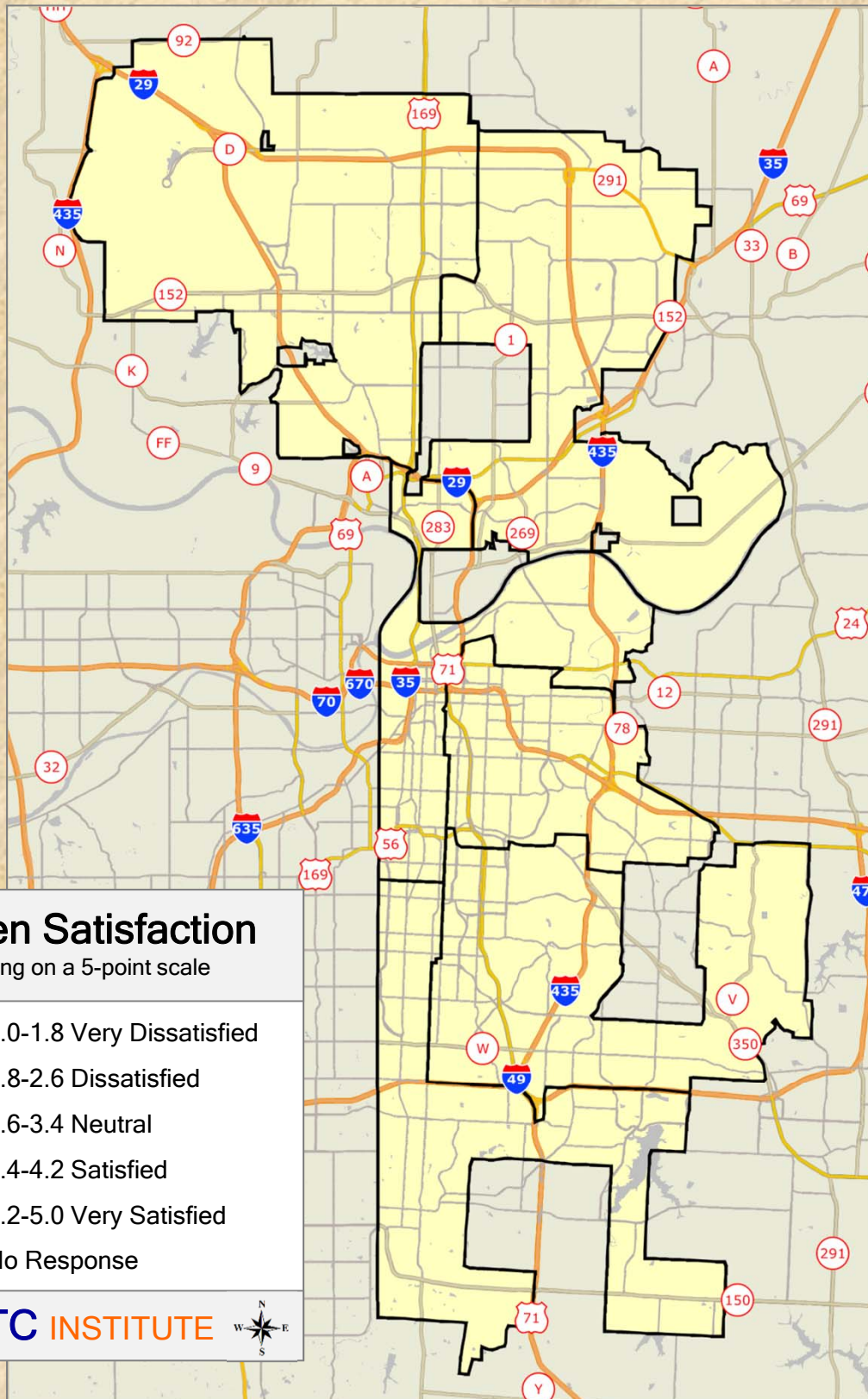
## Q2a Satisfaction with overall quality of city services



### FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

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



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



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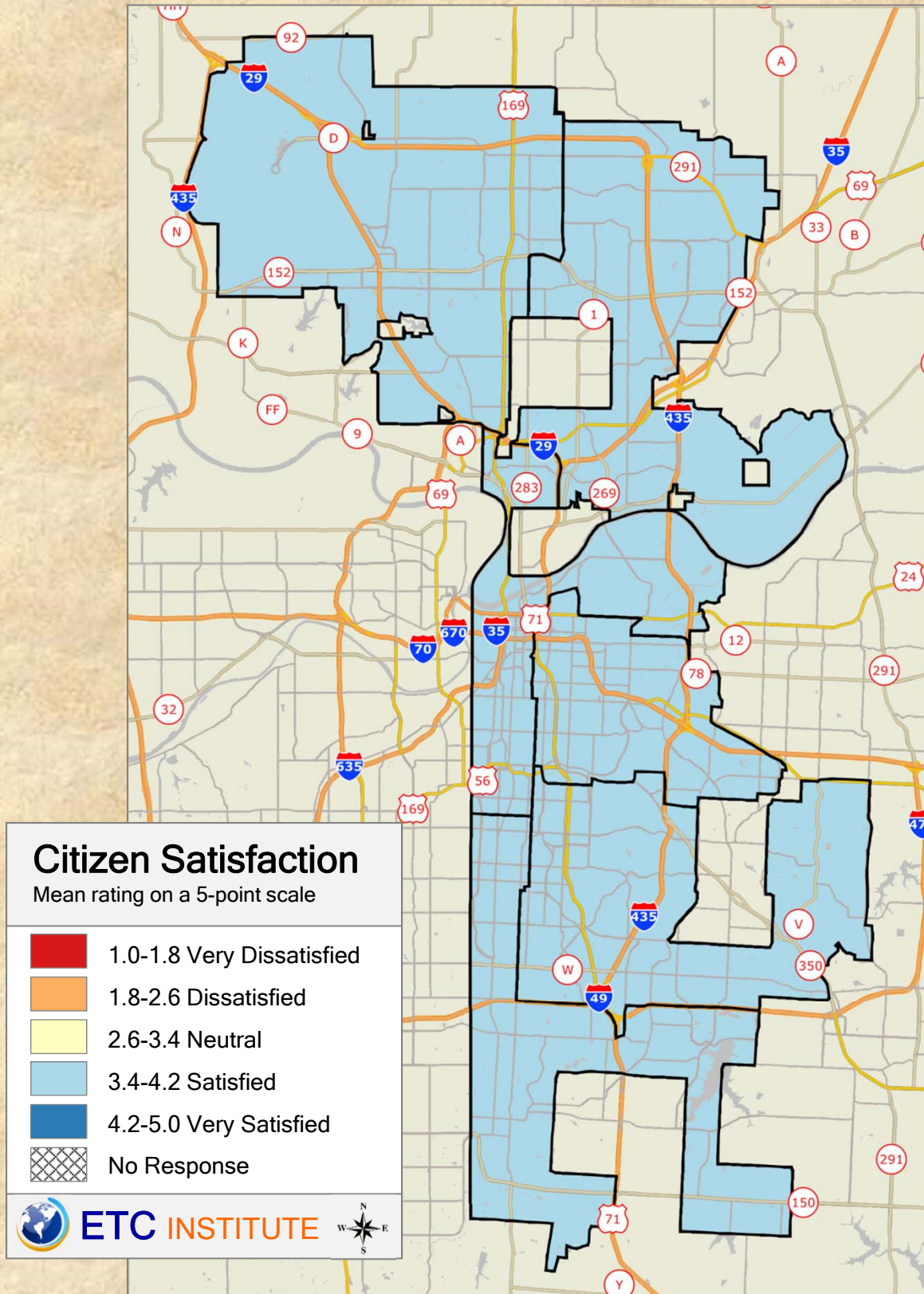


## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District



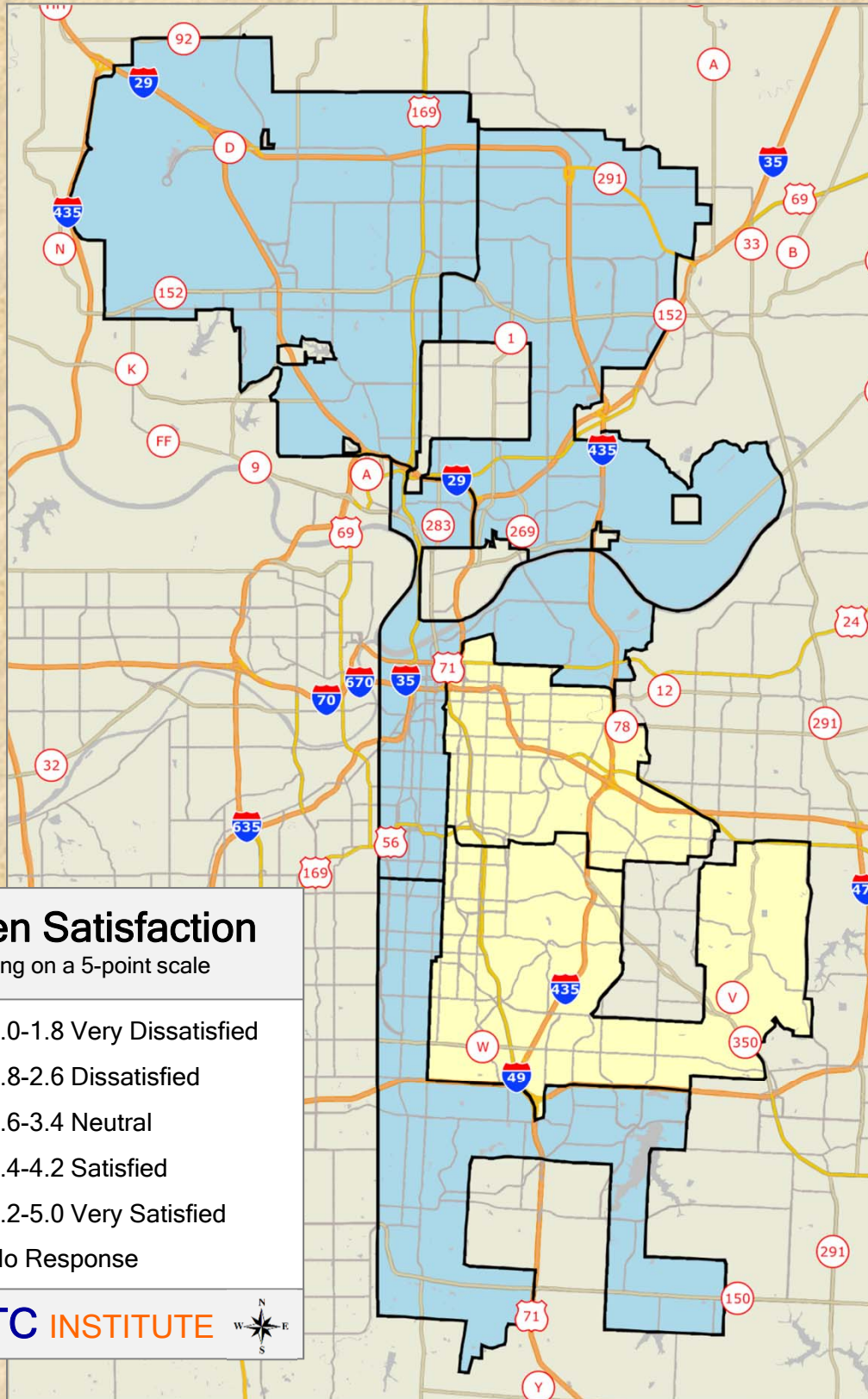
## Q2c Satisfaction with overall image of the city



### FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

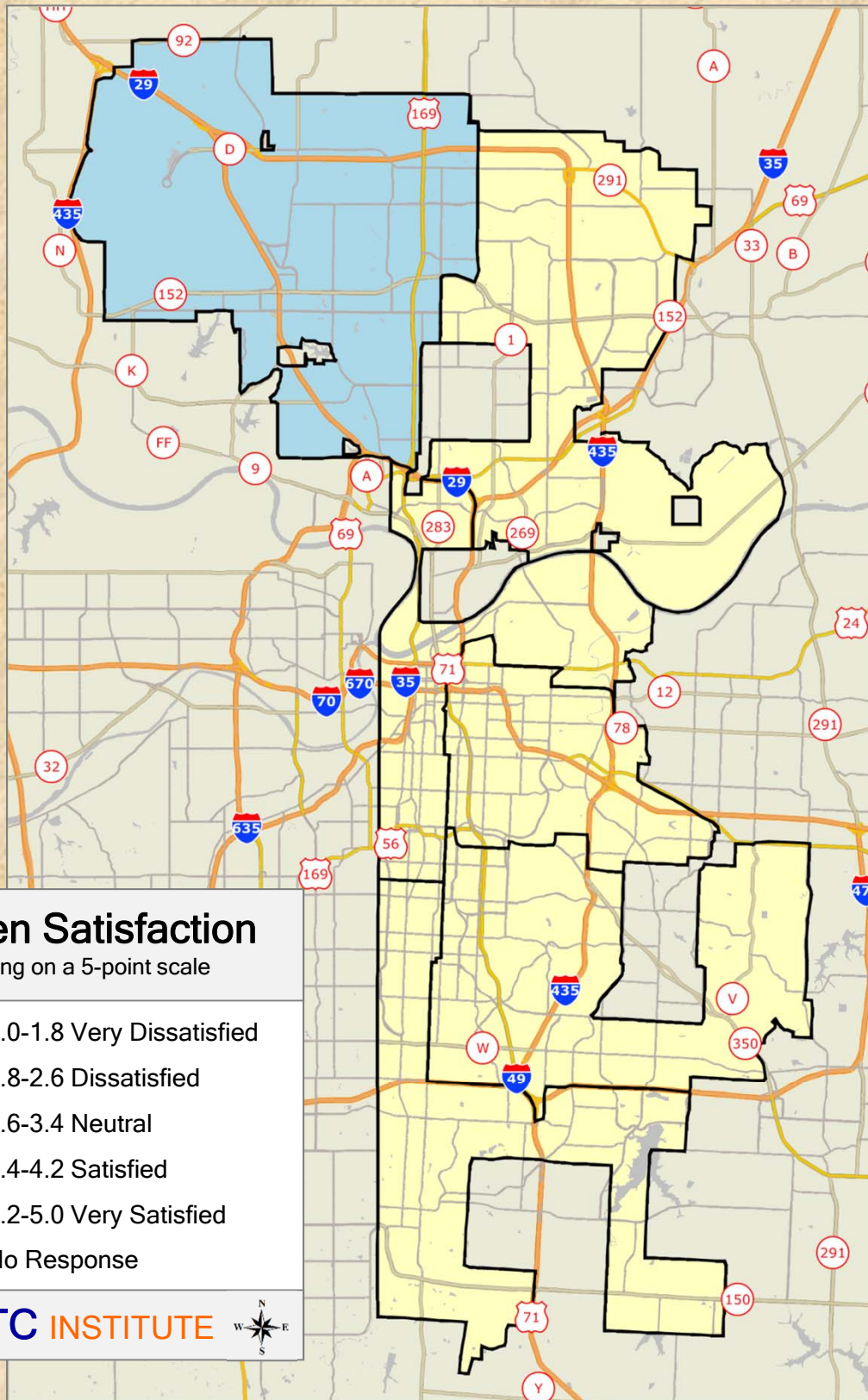
# Q2d Satisfaction with overall quality of life in the city



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

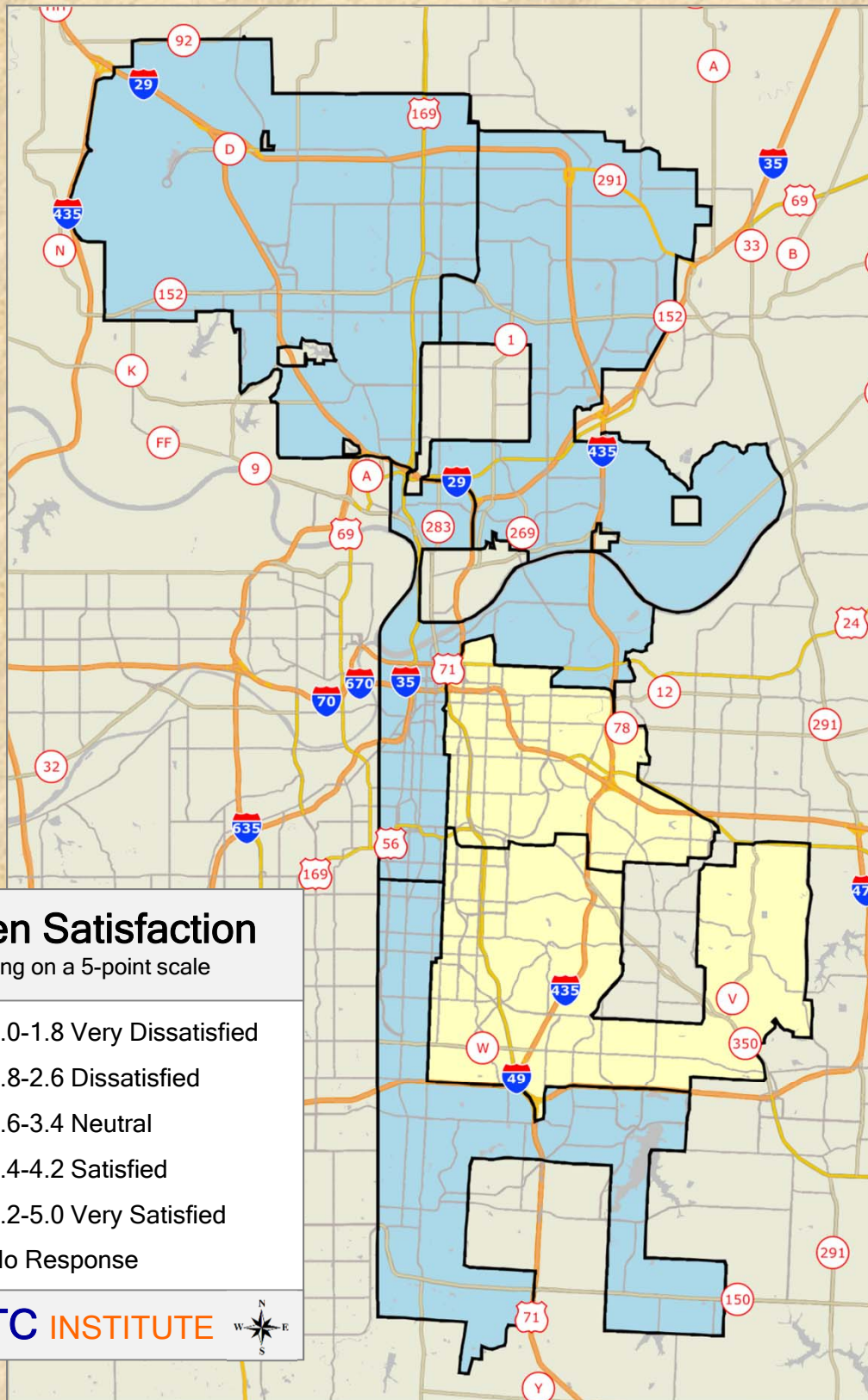
# Q2e Satisfaction with overall feeling of safety in the city



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q2f Satisfaction with feeling of safety in neighborhoods



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



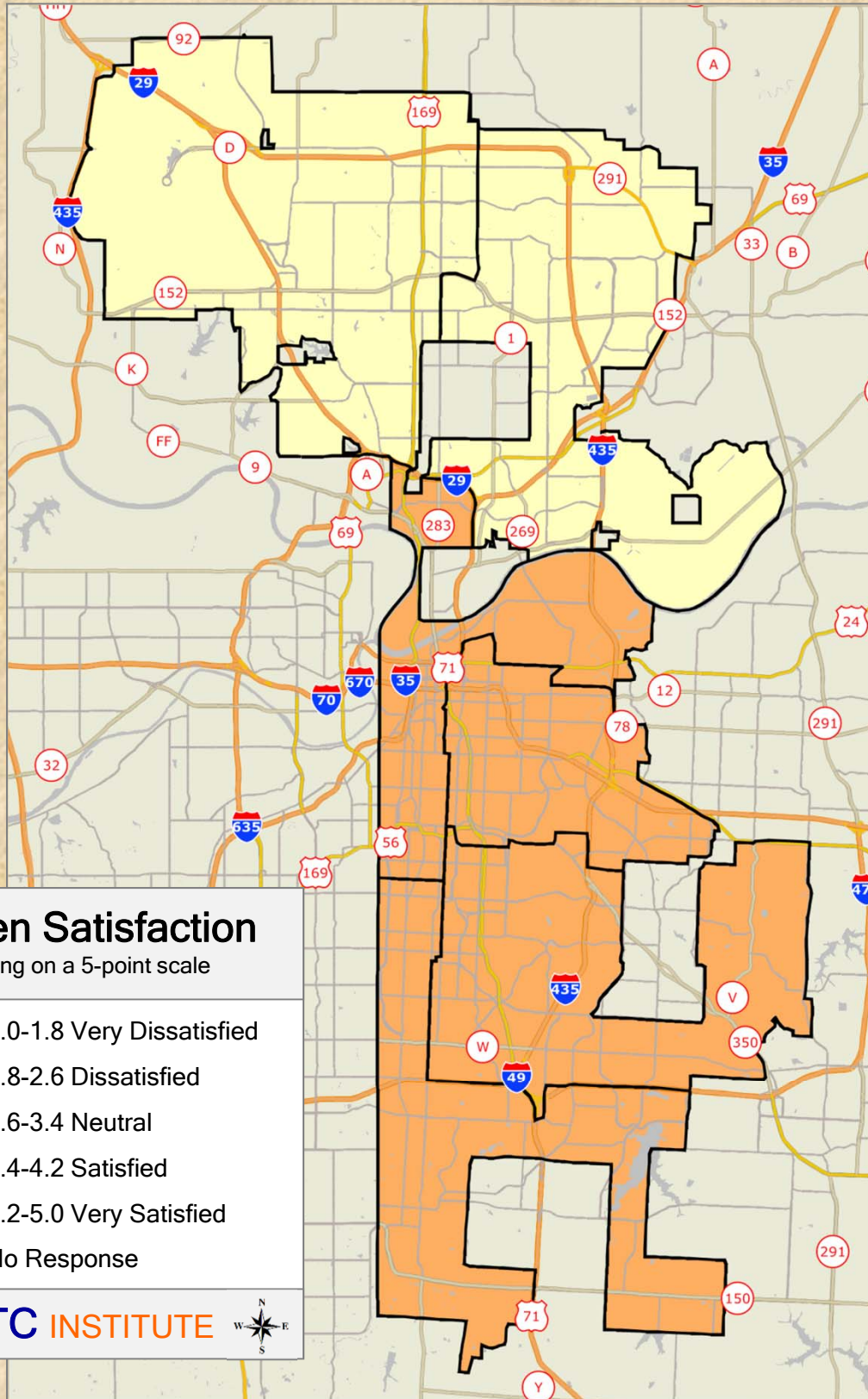
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q2g Satisfaction with overall quality of education system



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



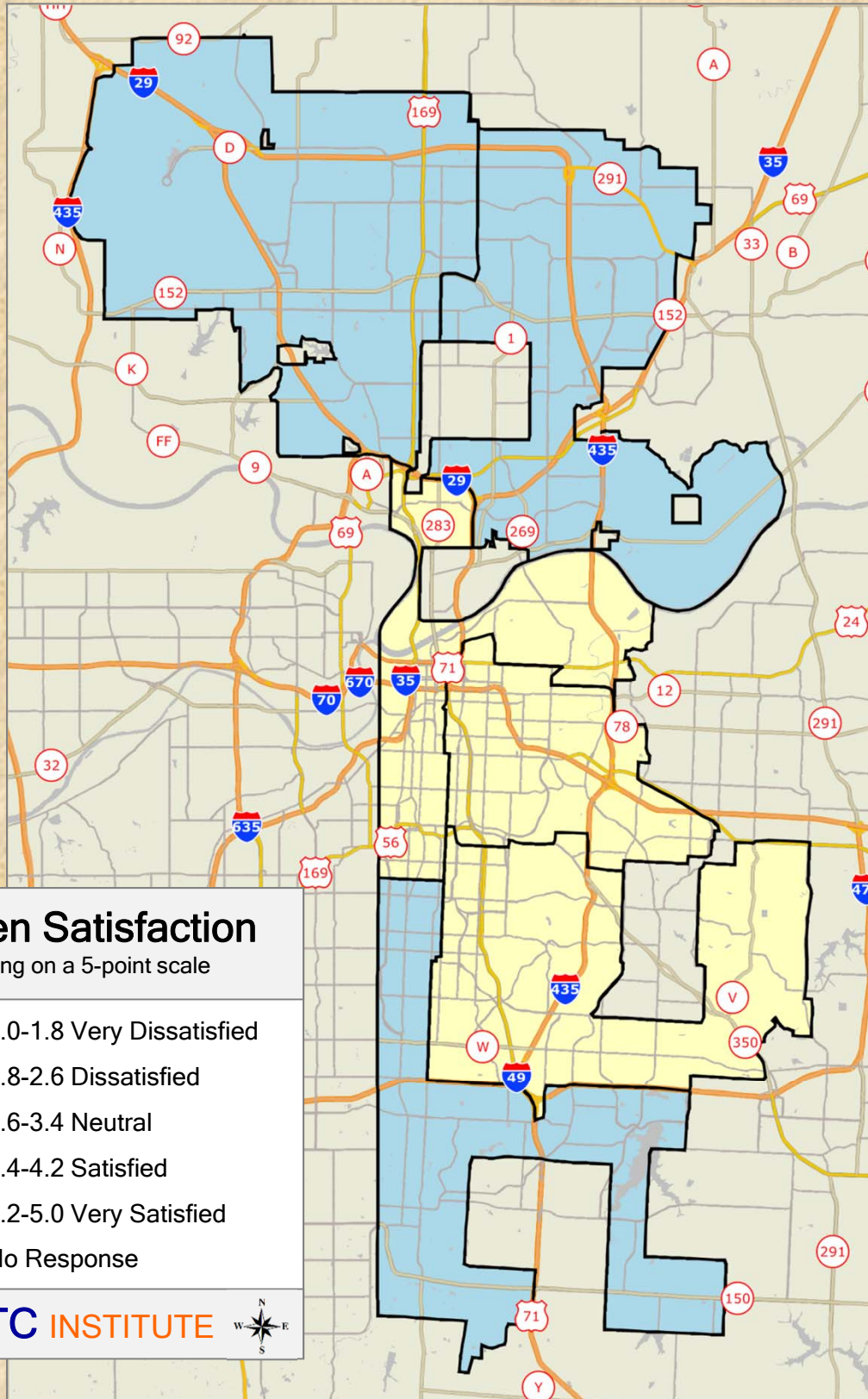
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q2h Satisfaction with physical appearance of neighborhoods



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



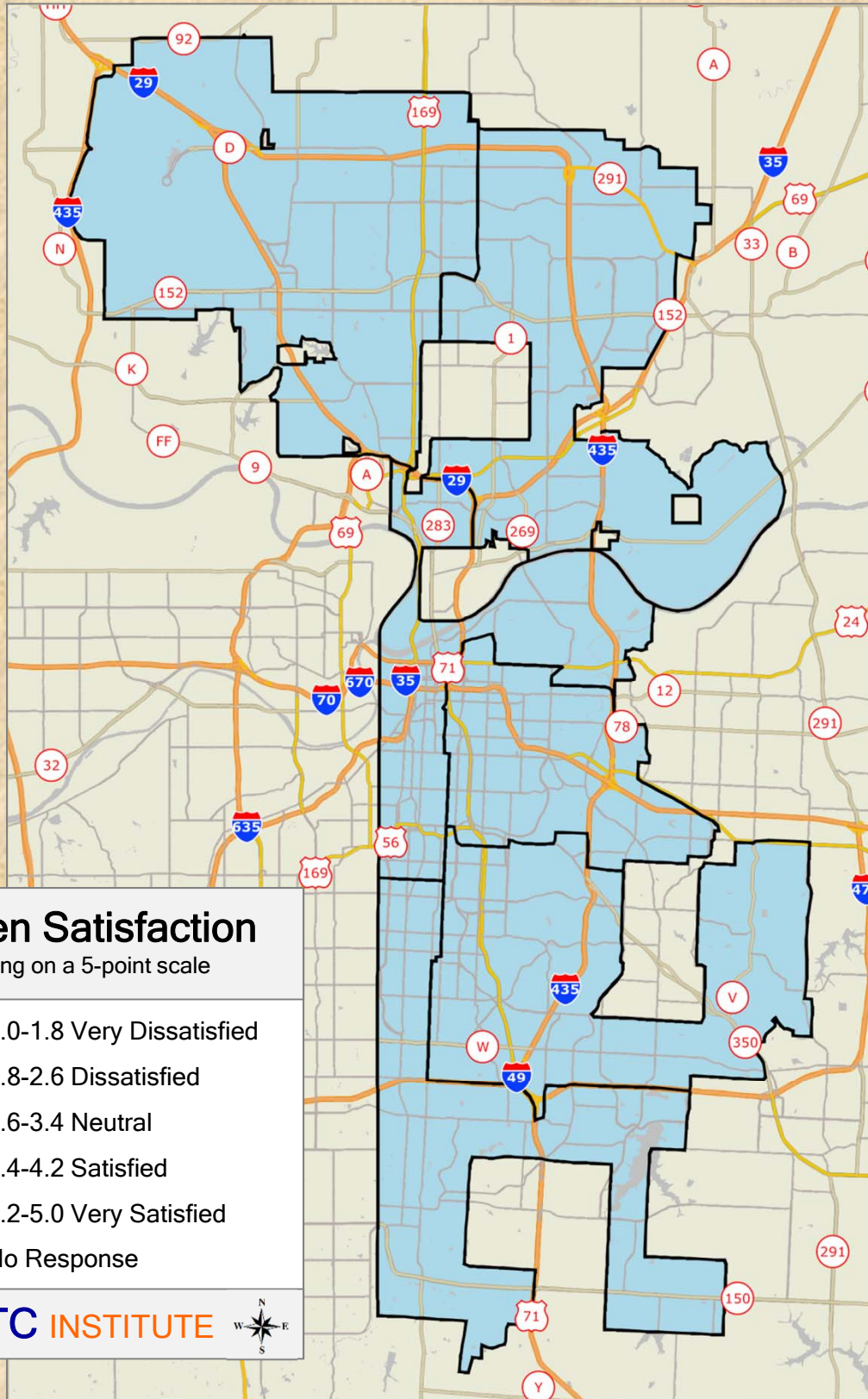
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q3a Satisfaction with overall quality of police services



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



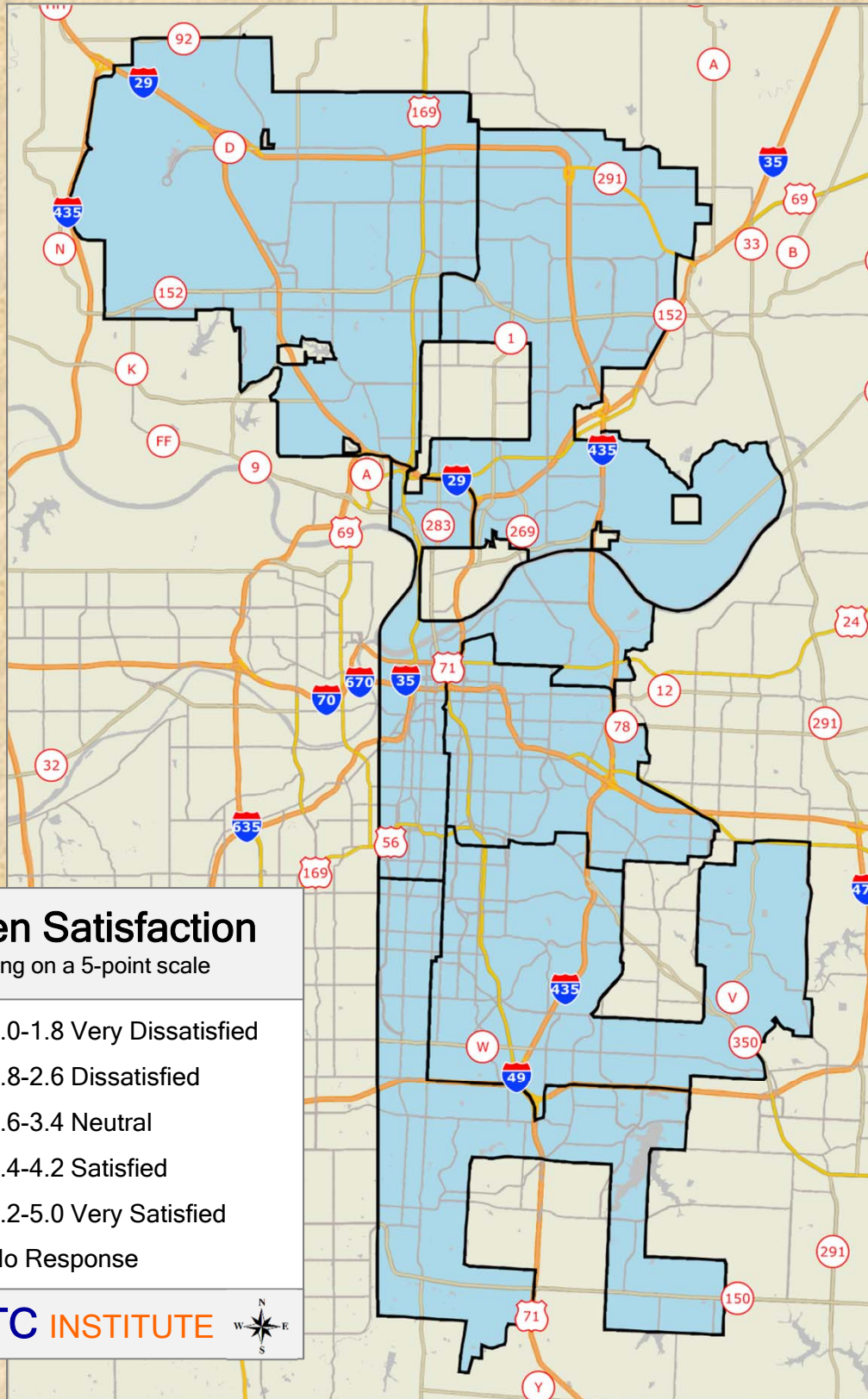
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

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

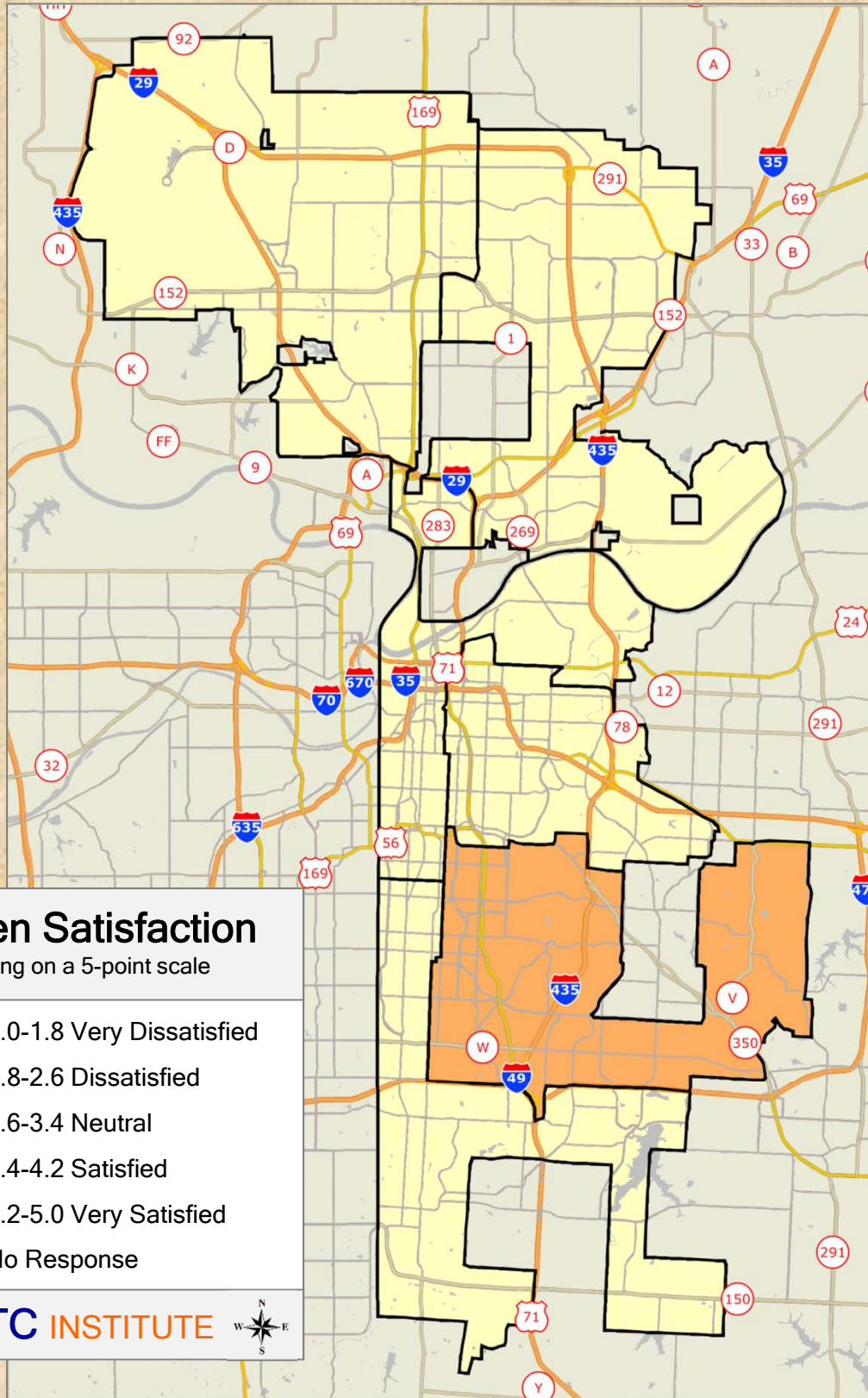


### FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District



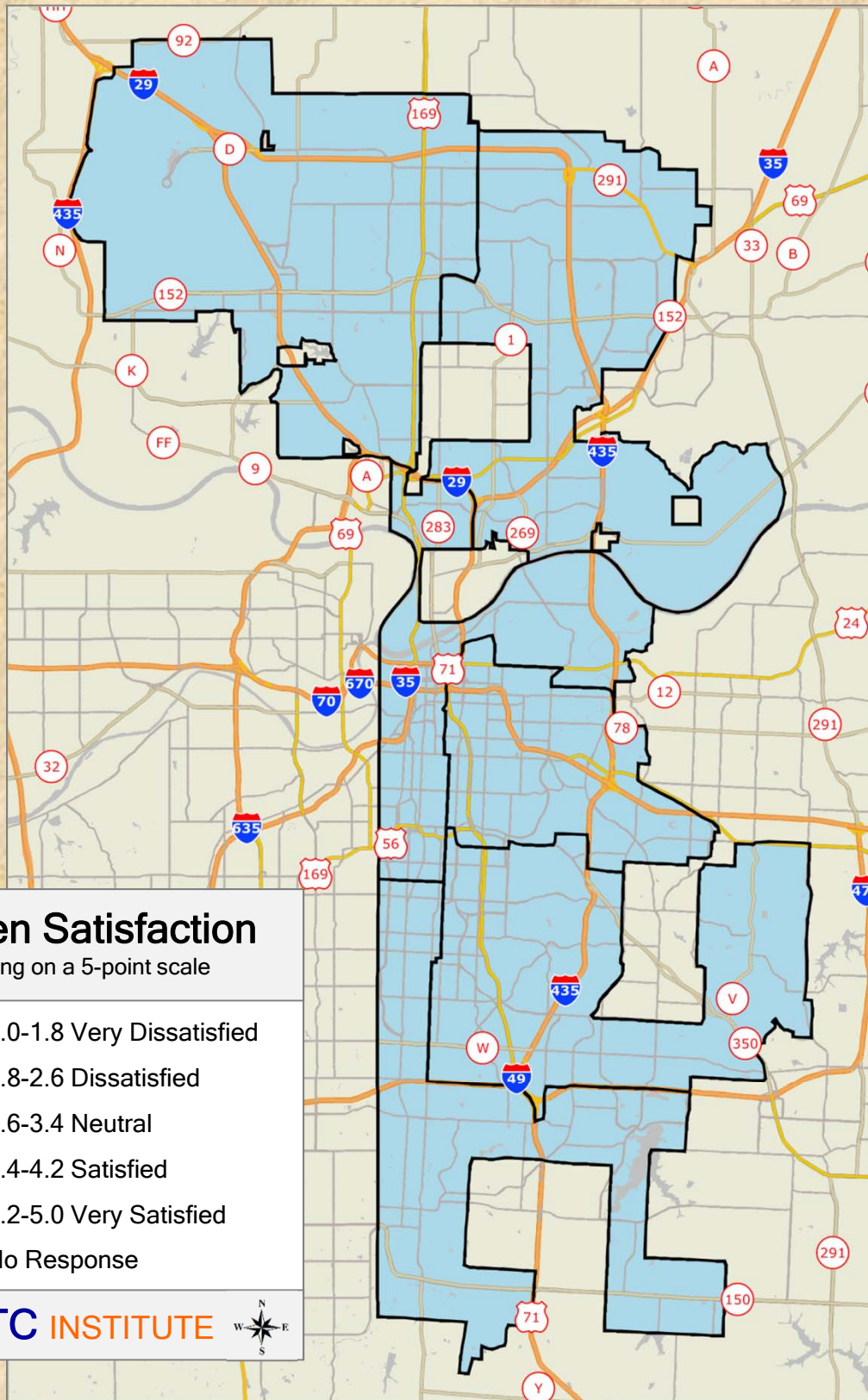
## Q3c Satisfaction with overall maintenance of city streets, sidewalks, and infrastructure



### FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q3d Satisfaction with overall quality of solid waste services



**Citizen Satisfaction**  
Mean rating on a 5-point scale

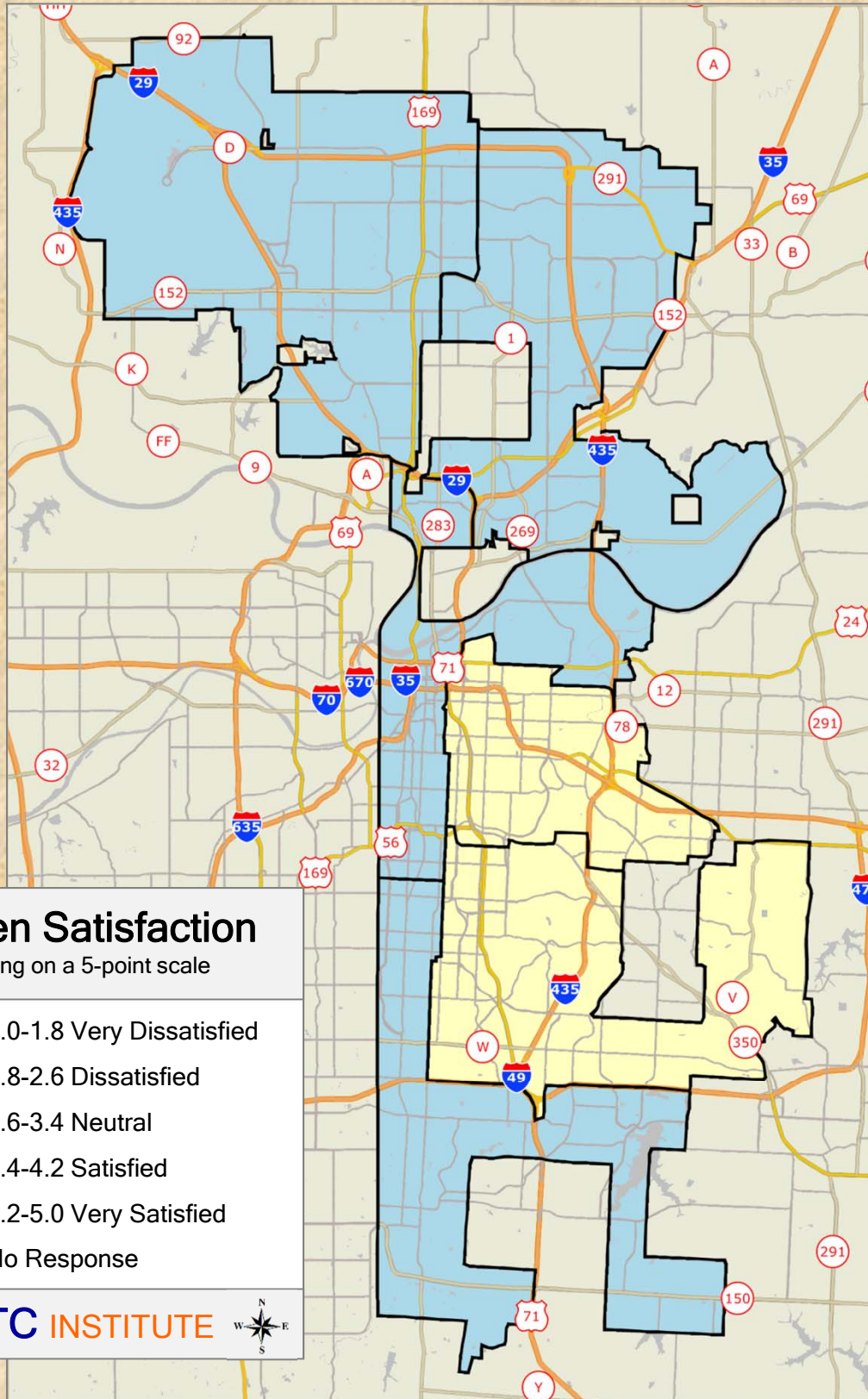
Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	No Response

## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q3e Satisfaction with overall quality of city water utilities



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



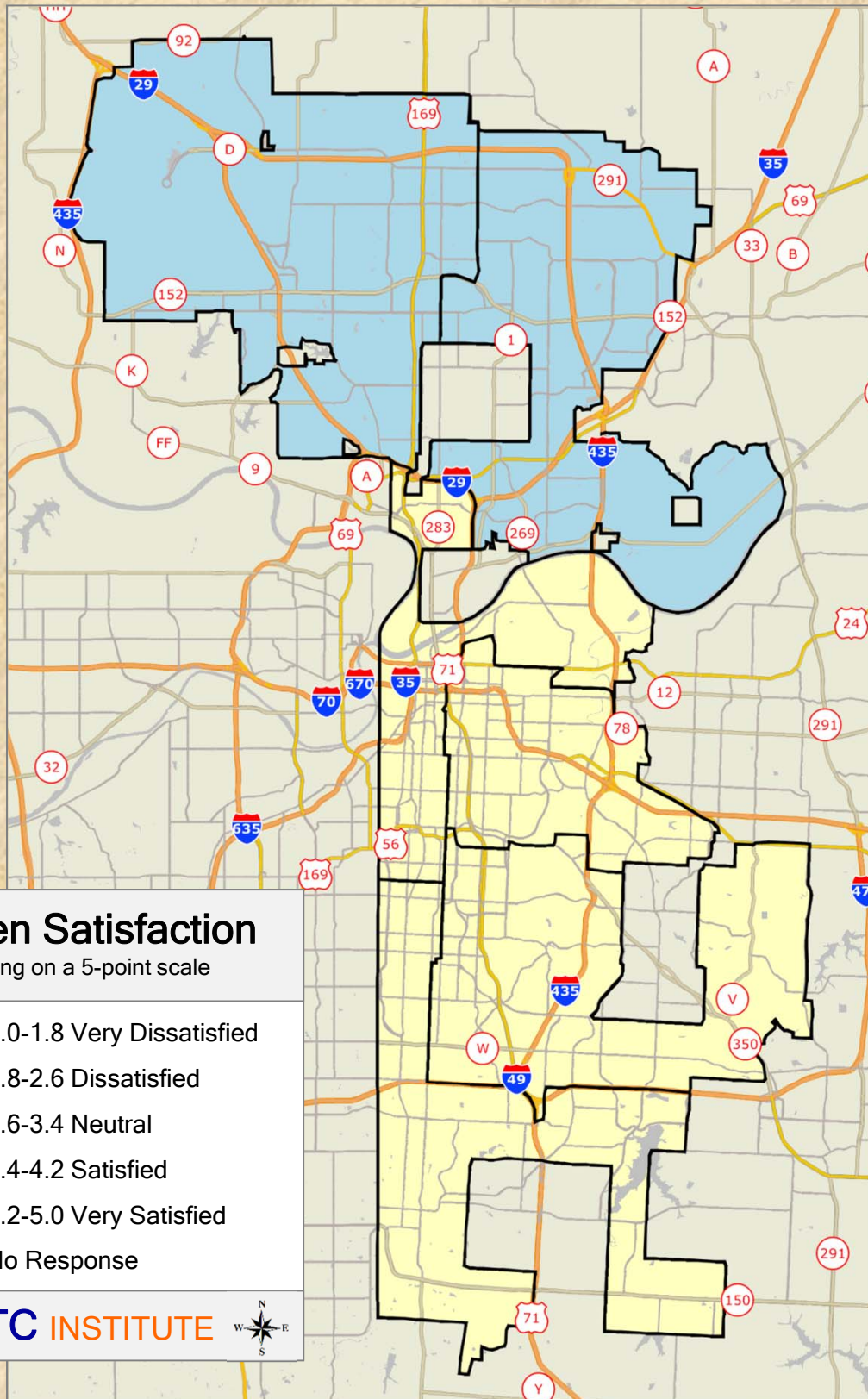
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

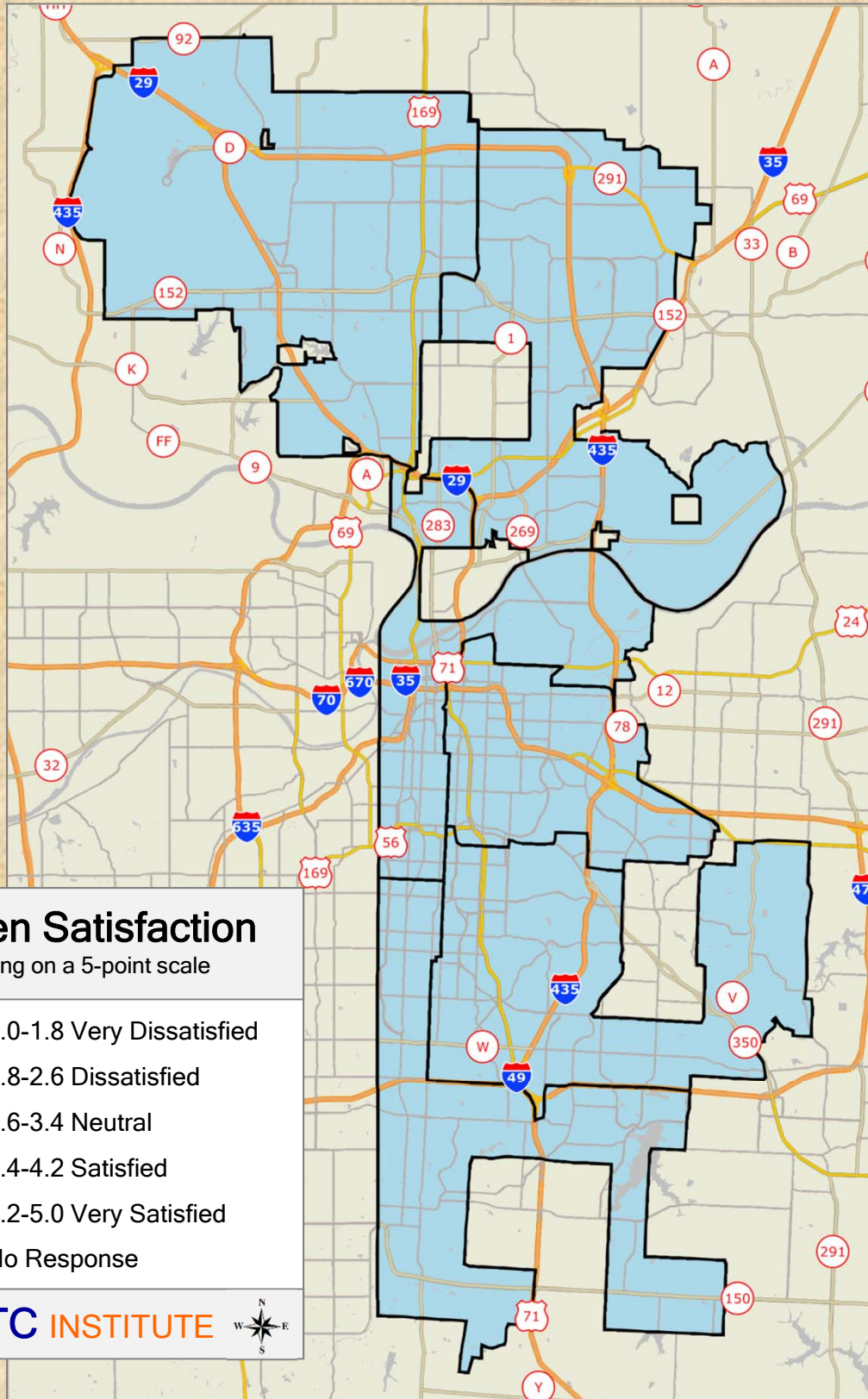
# Q3f Satisfaction with overall quality of neighborhood services



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

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



## Citizen Satisfaction

Mean rating on a 5-point scale

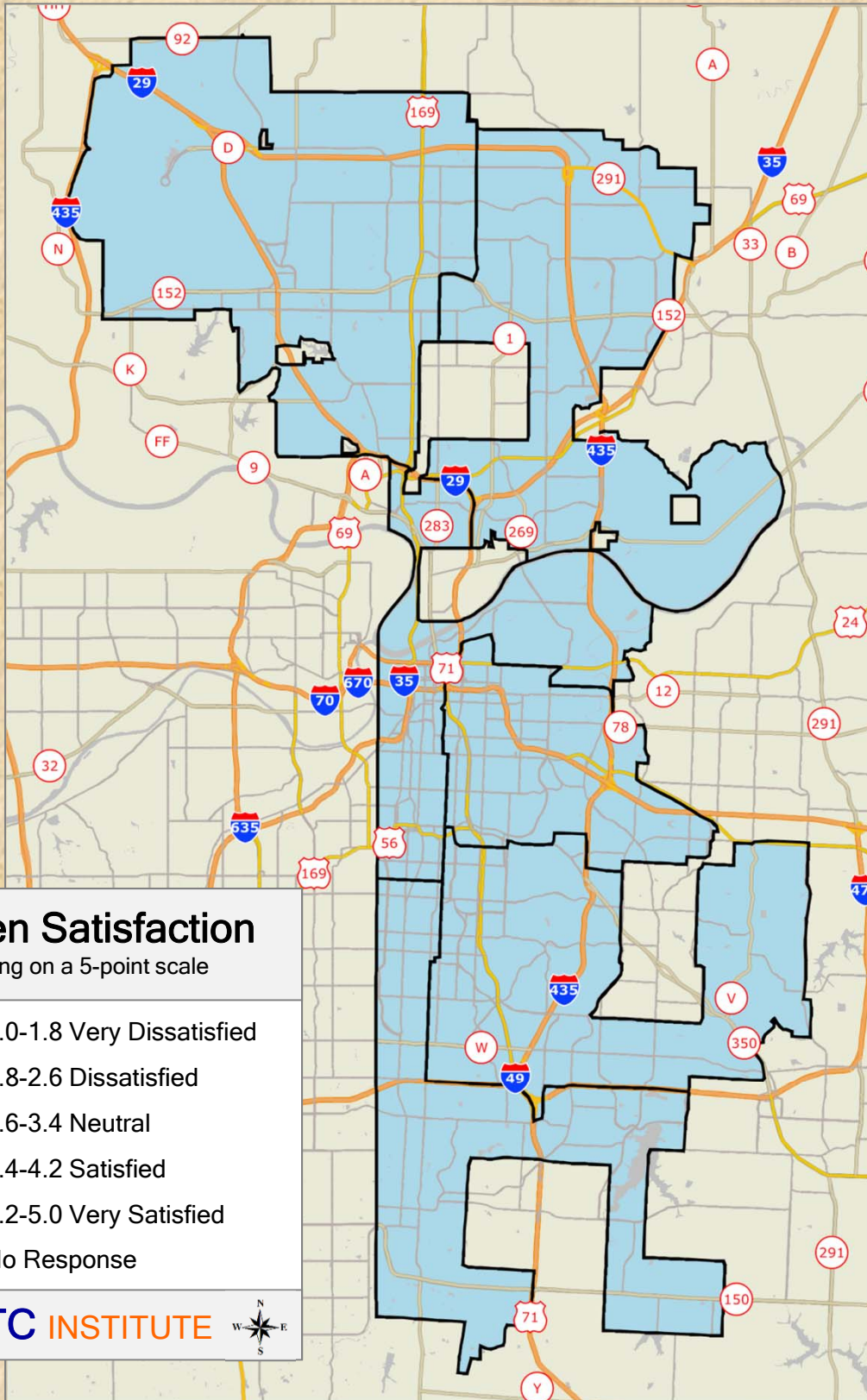
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q3h Satisfaction with overall quality of Health Department services



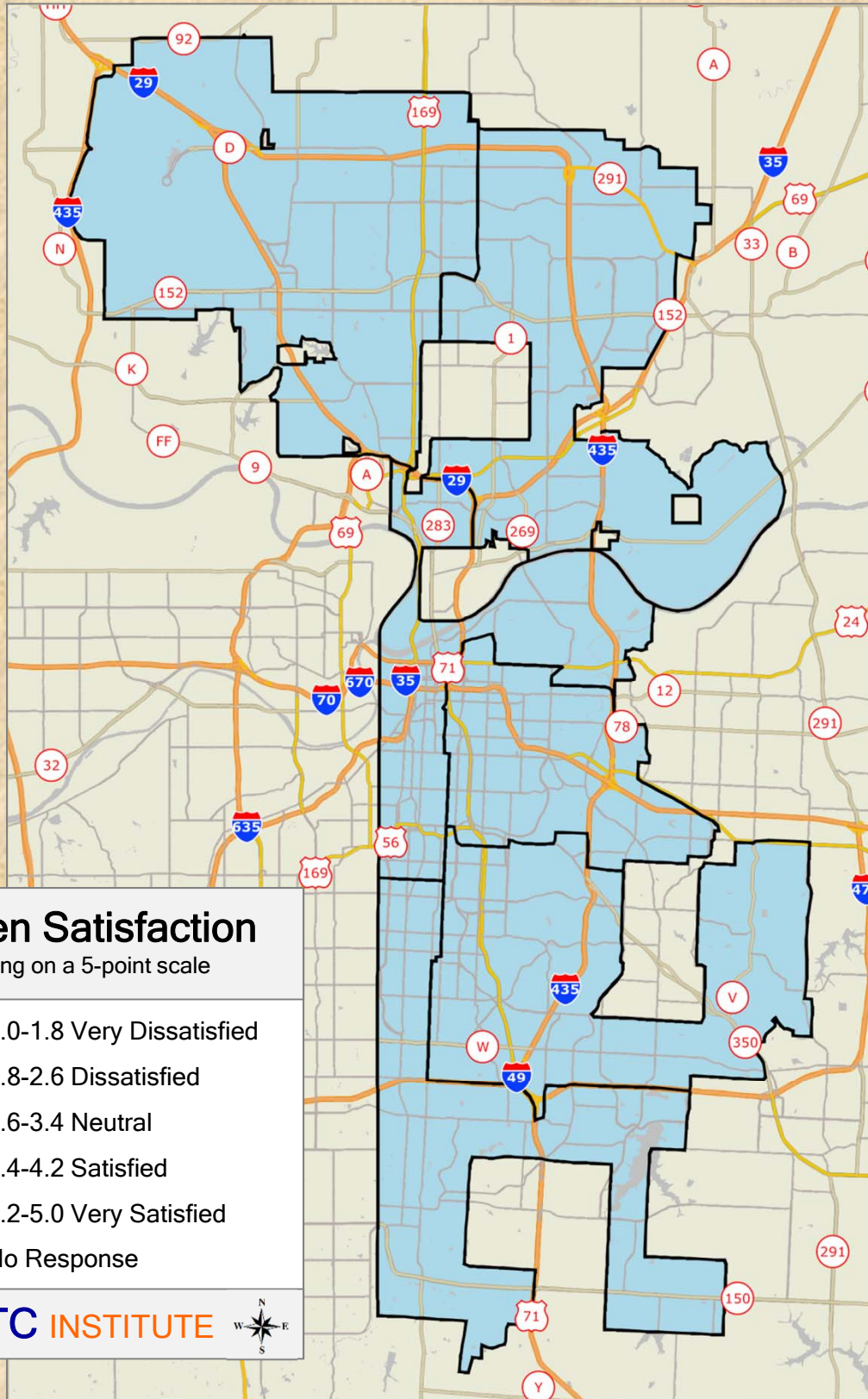
**Citizen Satisfaction**  
 Mean rating on a 5-point scale

- 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
- No Response

## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q3i Satisfaction with overall quality of airport facilities



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



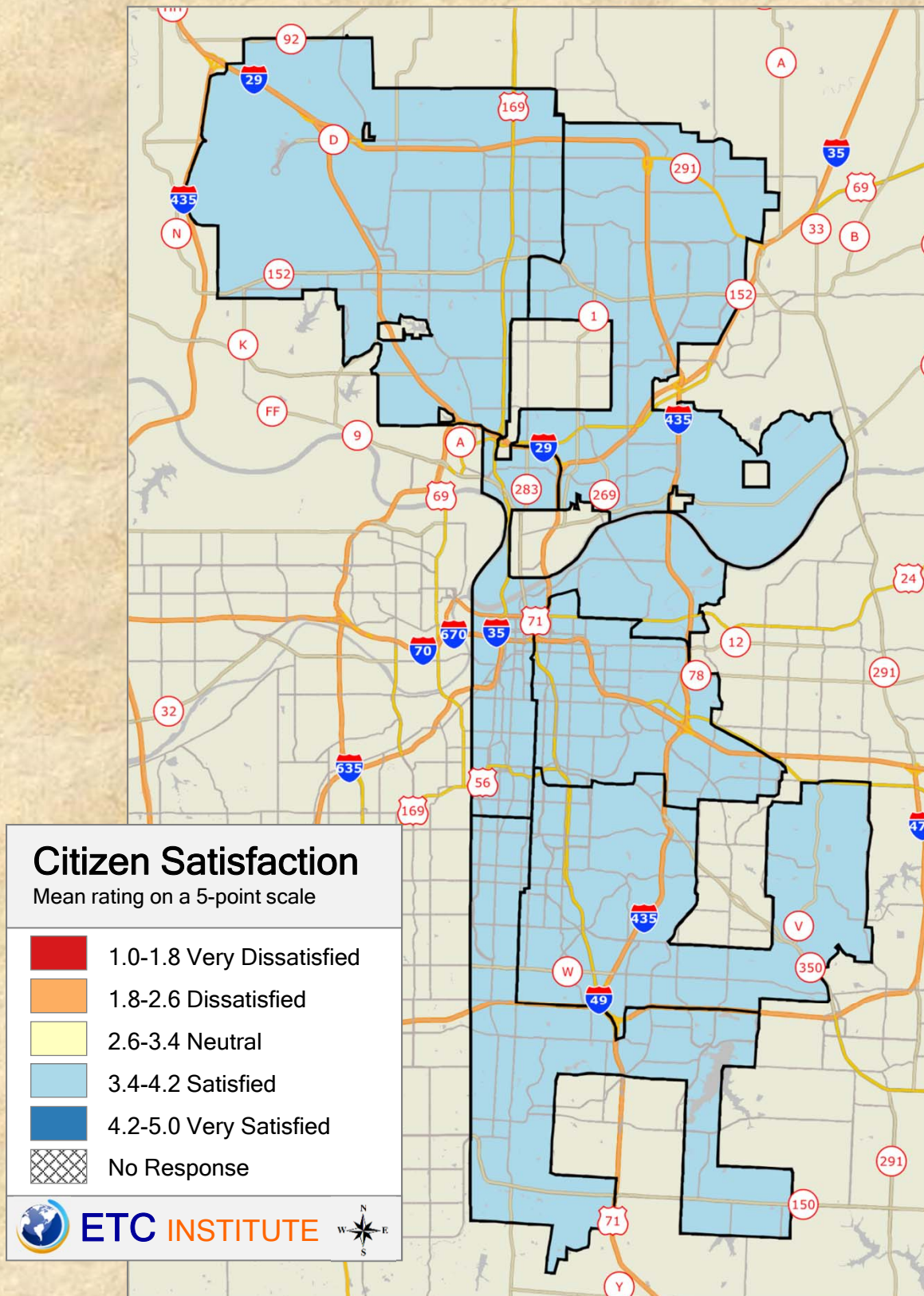
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

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

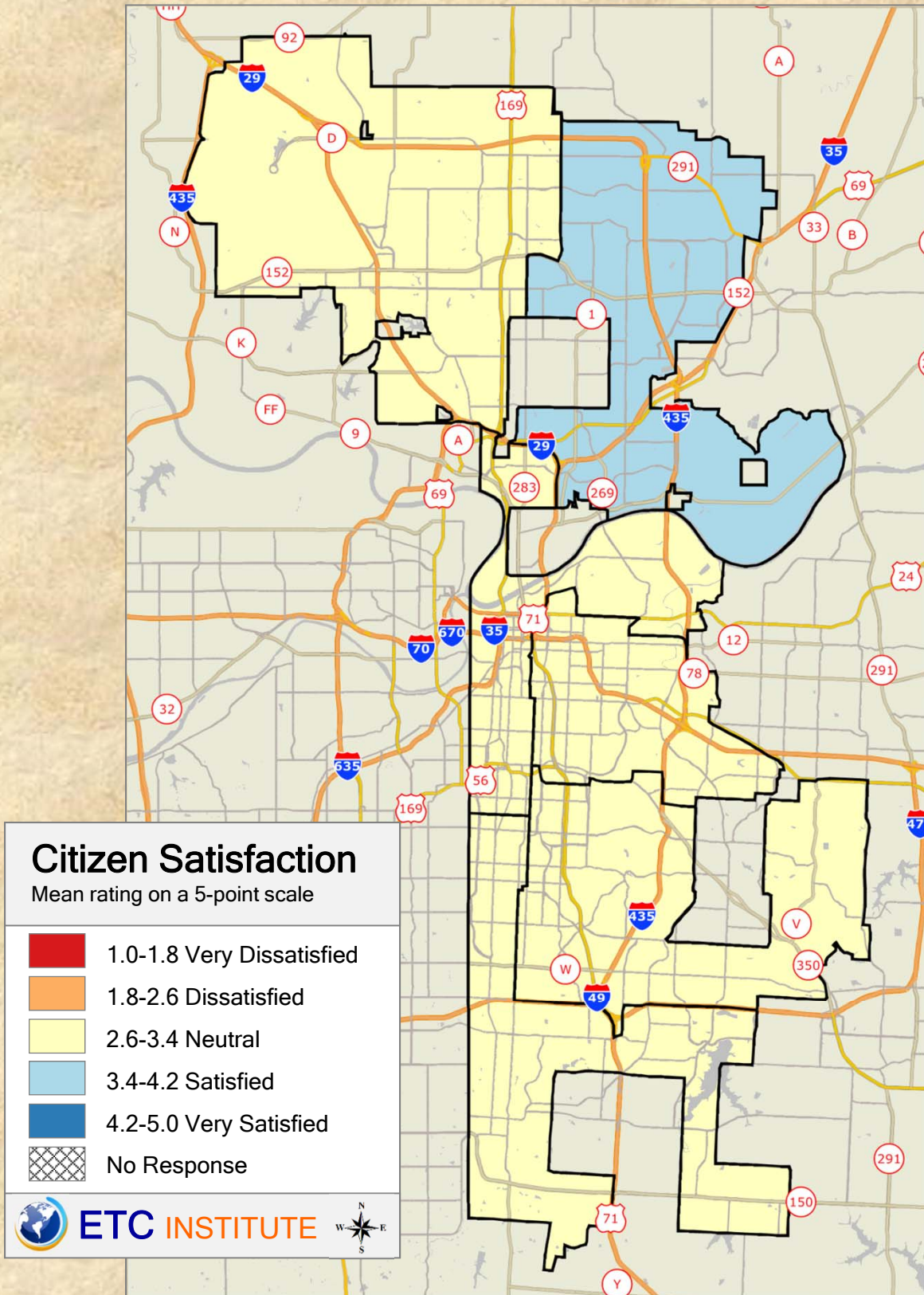


## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District



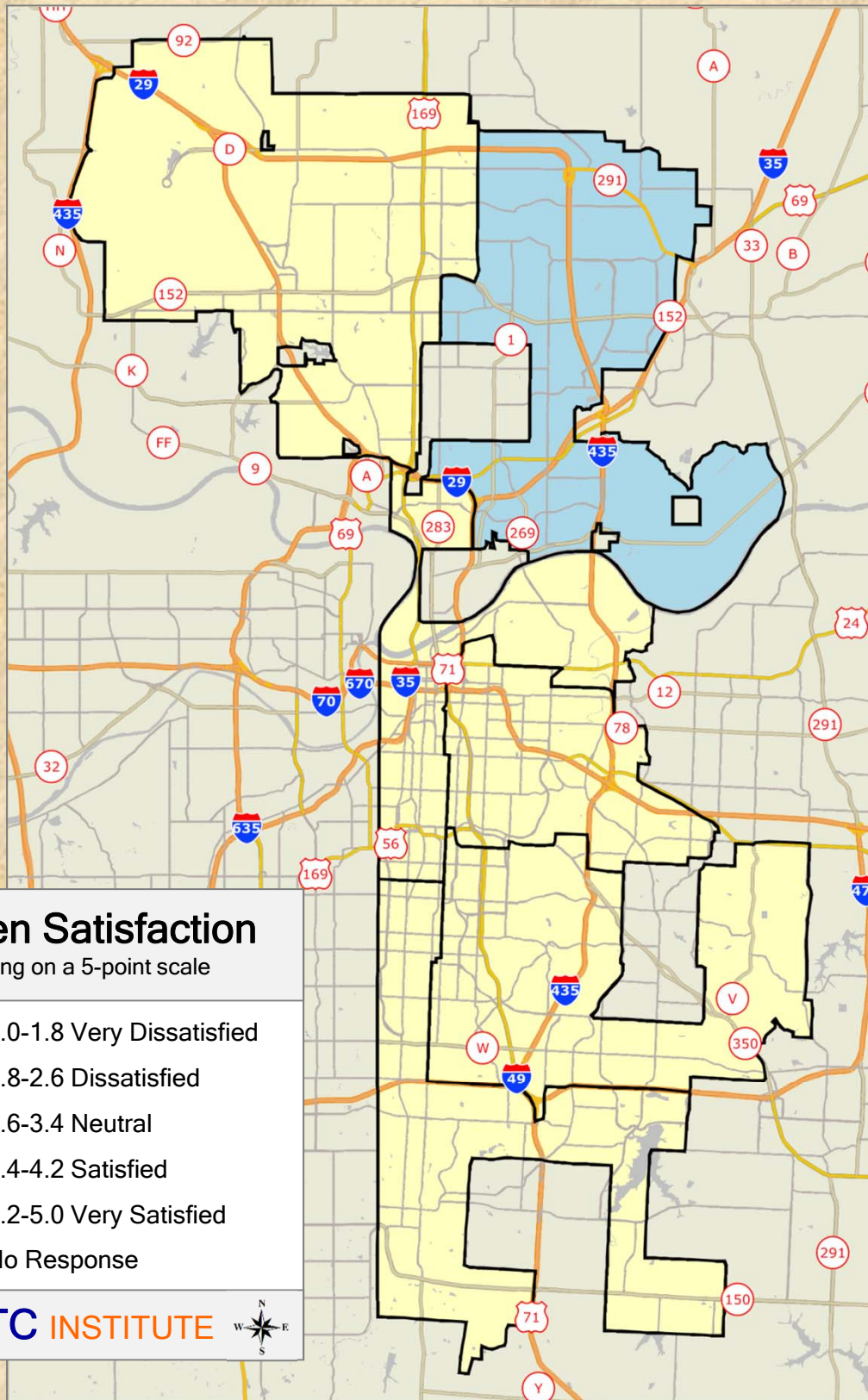
# Q3k Satisfaction with overall quality of municipal court services



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

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



## Citizen Satisfaction

Mean rating on a 5-point scale

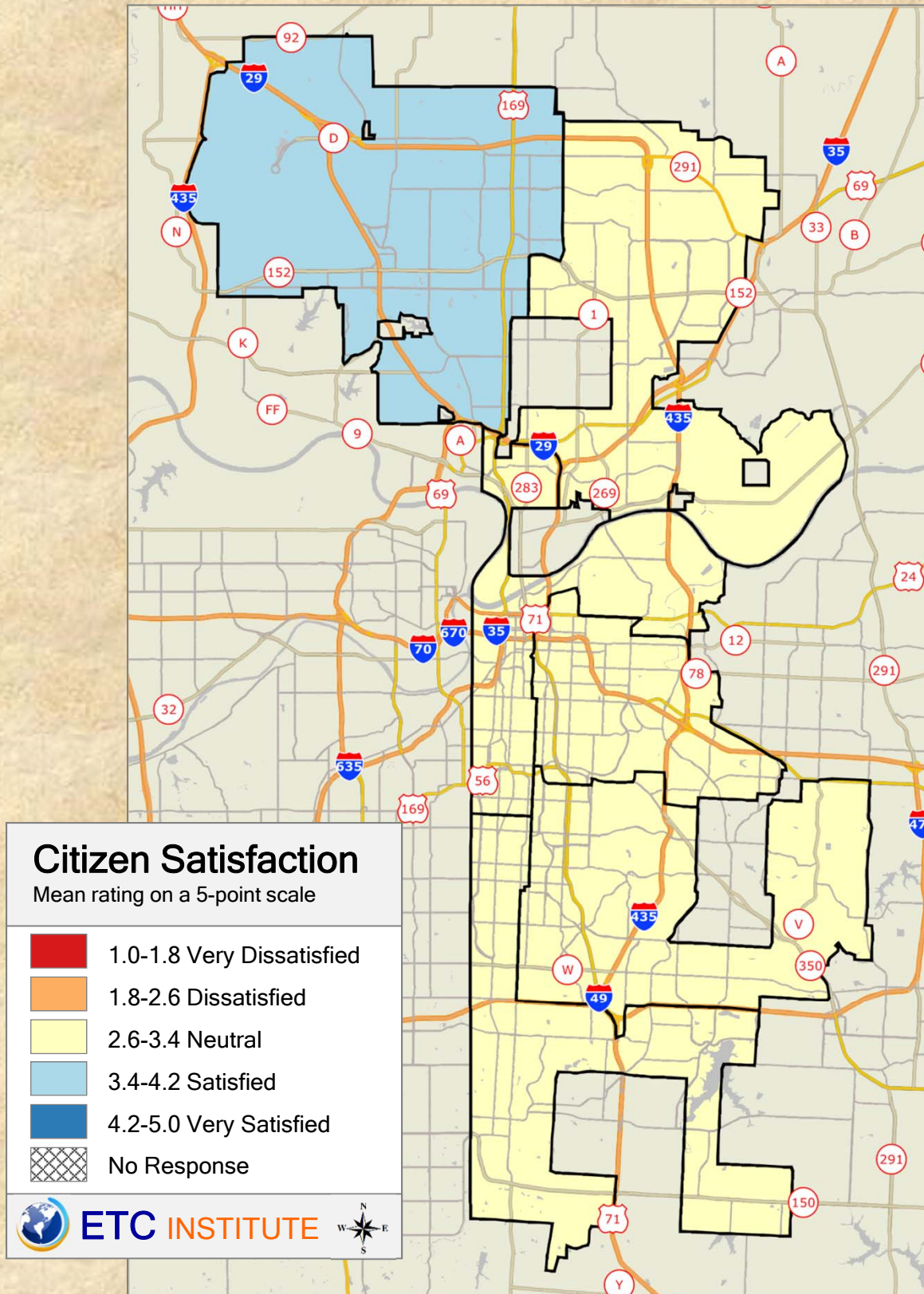
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

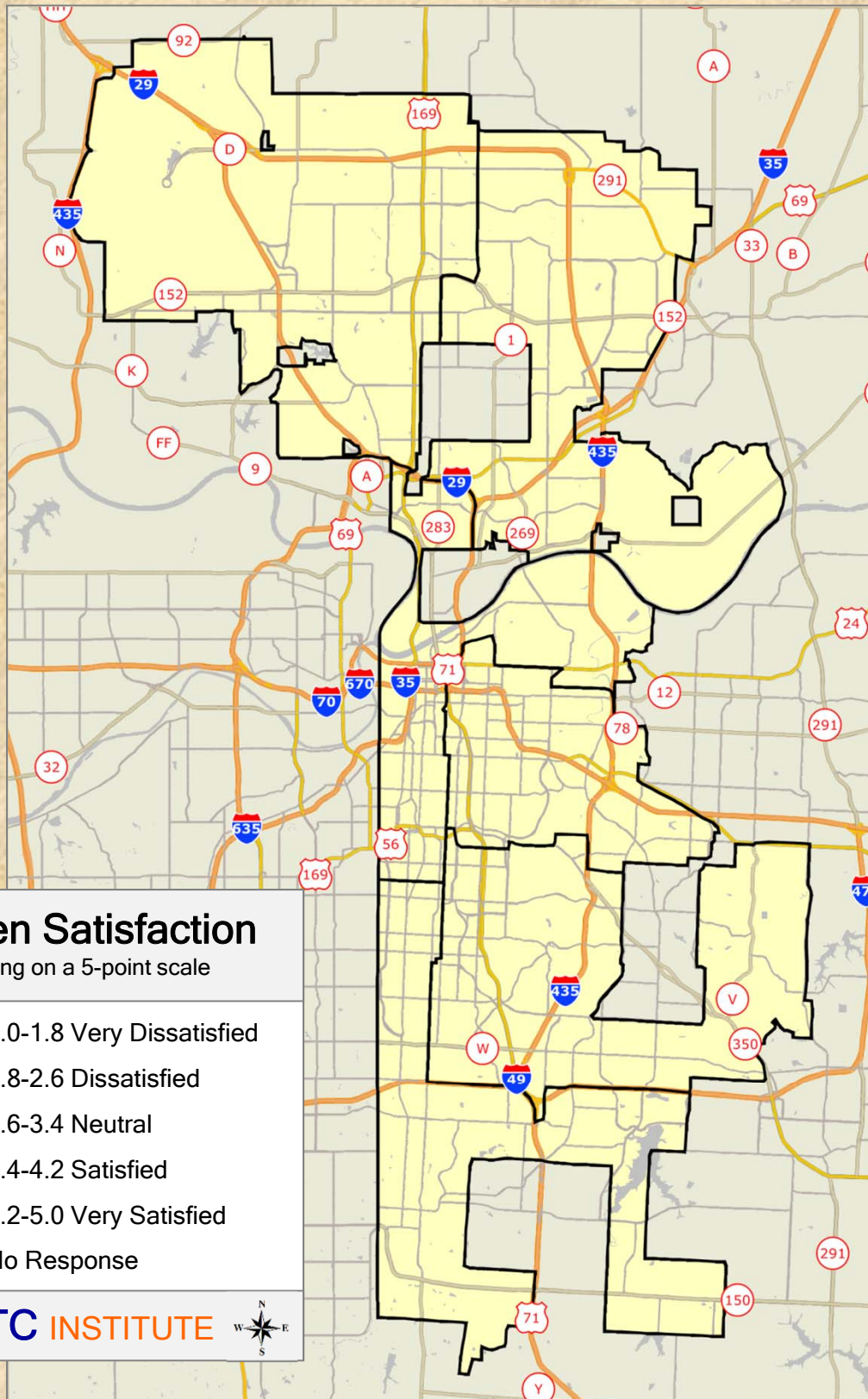
# Q3m Satisfaction with overall effectiveness of city communication with the public



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q3n Satisfaction with overall quality of the city's stormwater runoff/management system



## Citizen Satisfaction

Mean rating on a 5-point scale

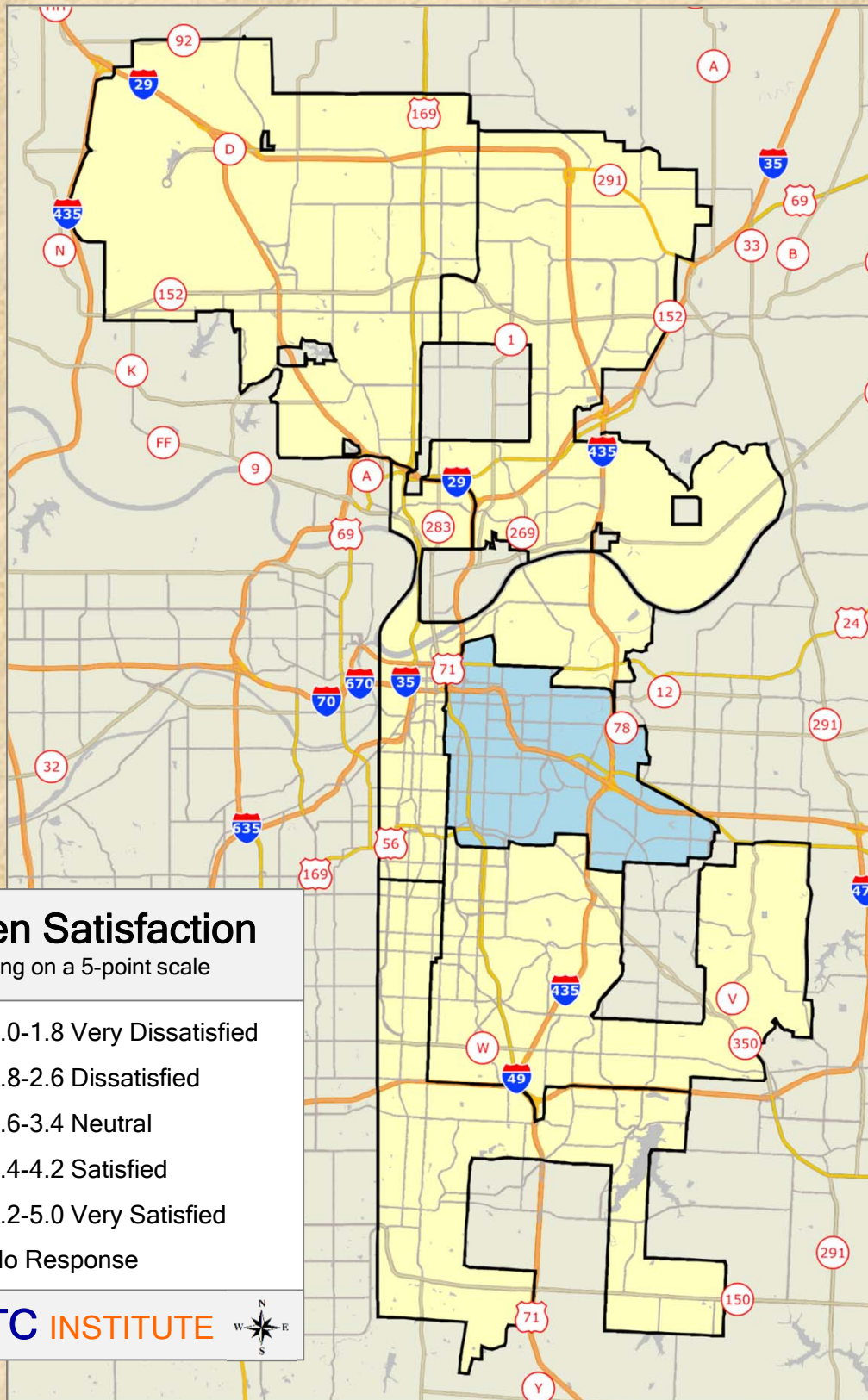
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q3o Satisfaction with overall quality of public transportation



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



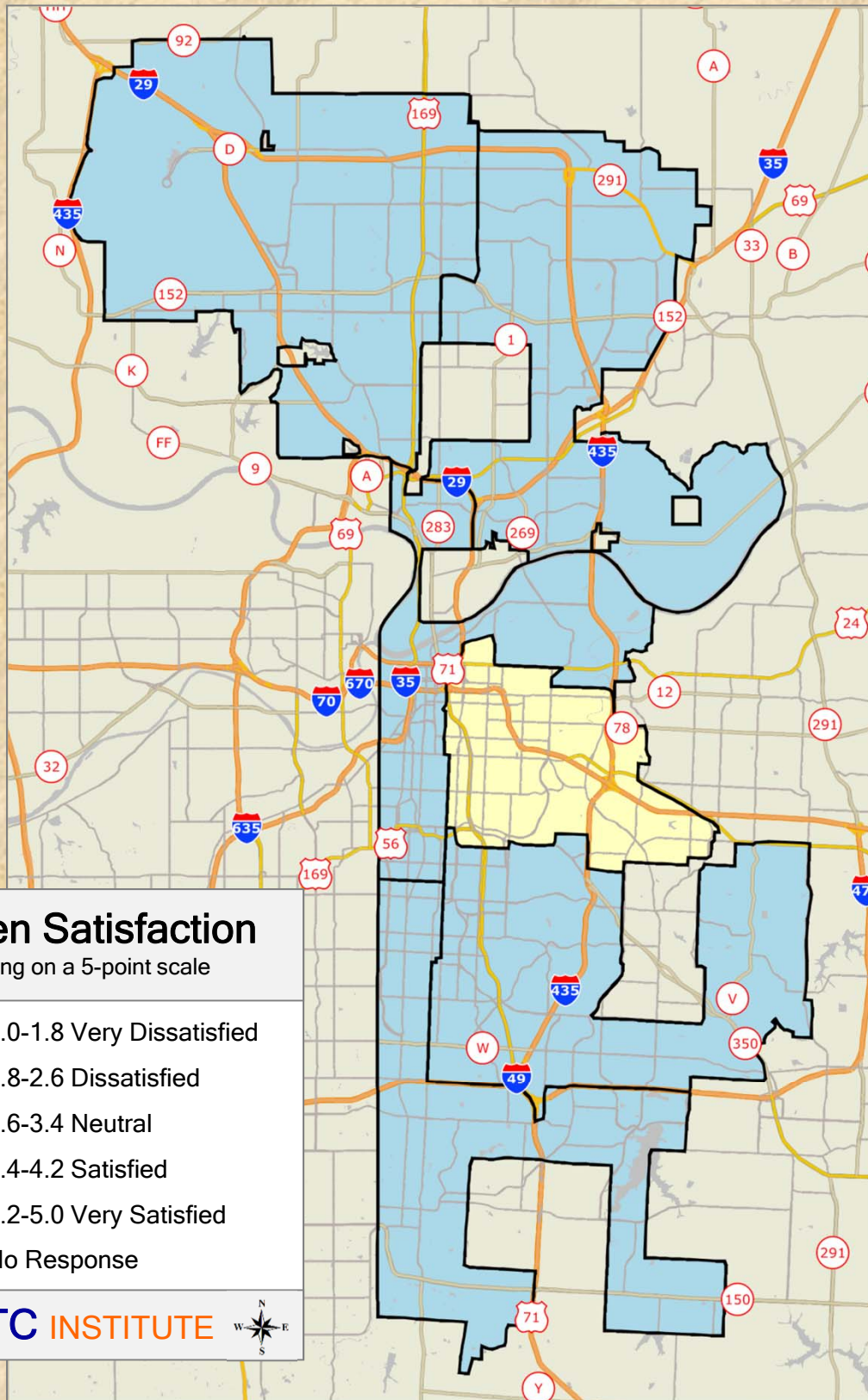
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q5a Satisfaction with effectiveness of local police protection



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



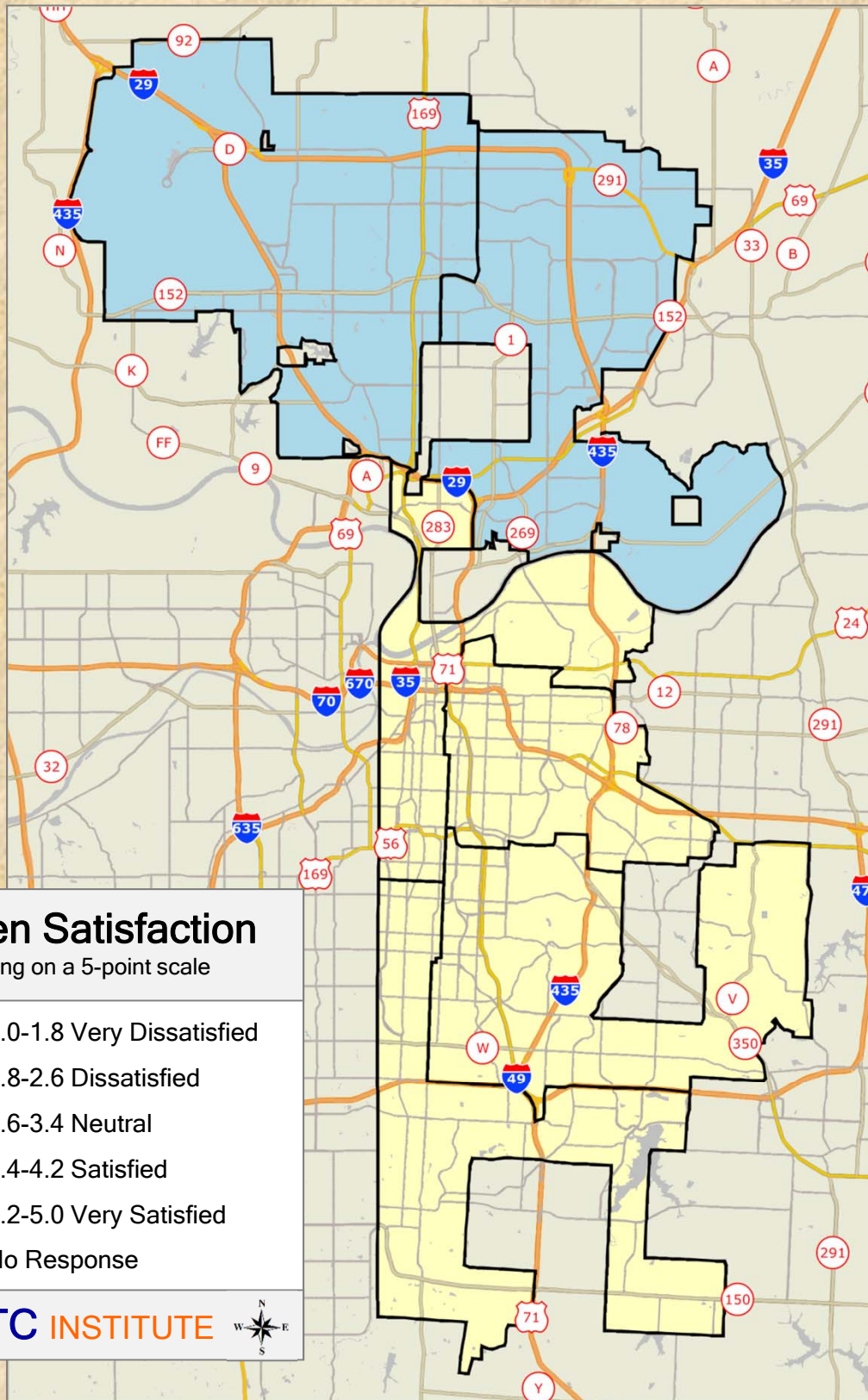
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q5b Satisfaction with the visibility of police in neighborhoods



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



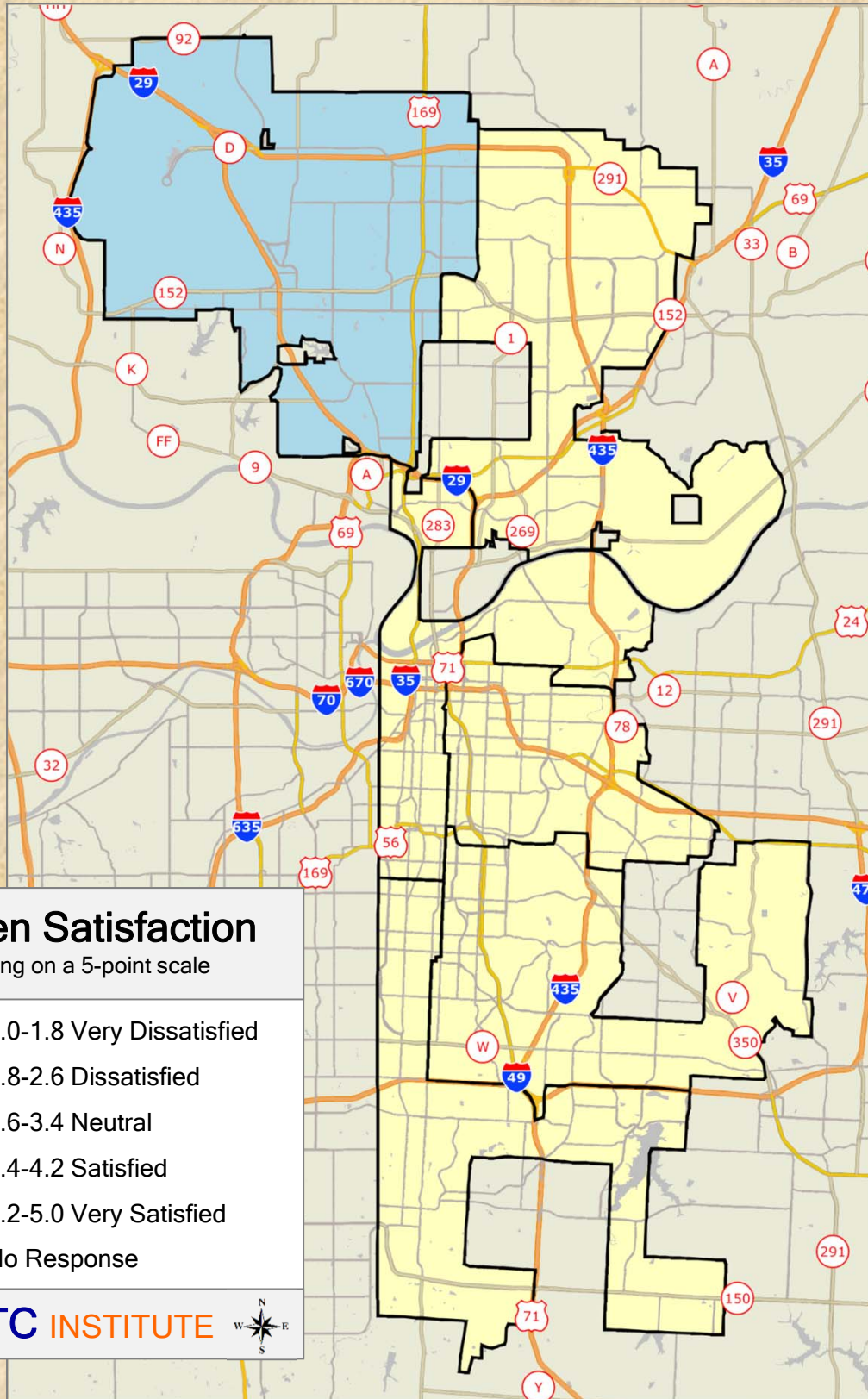
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

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



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



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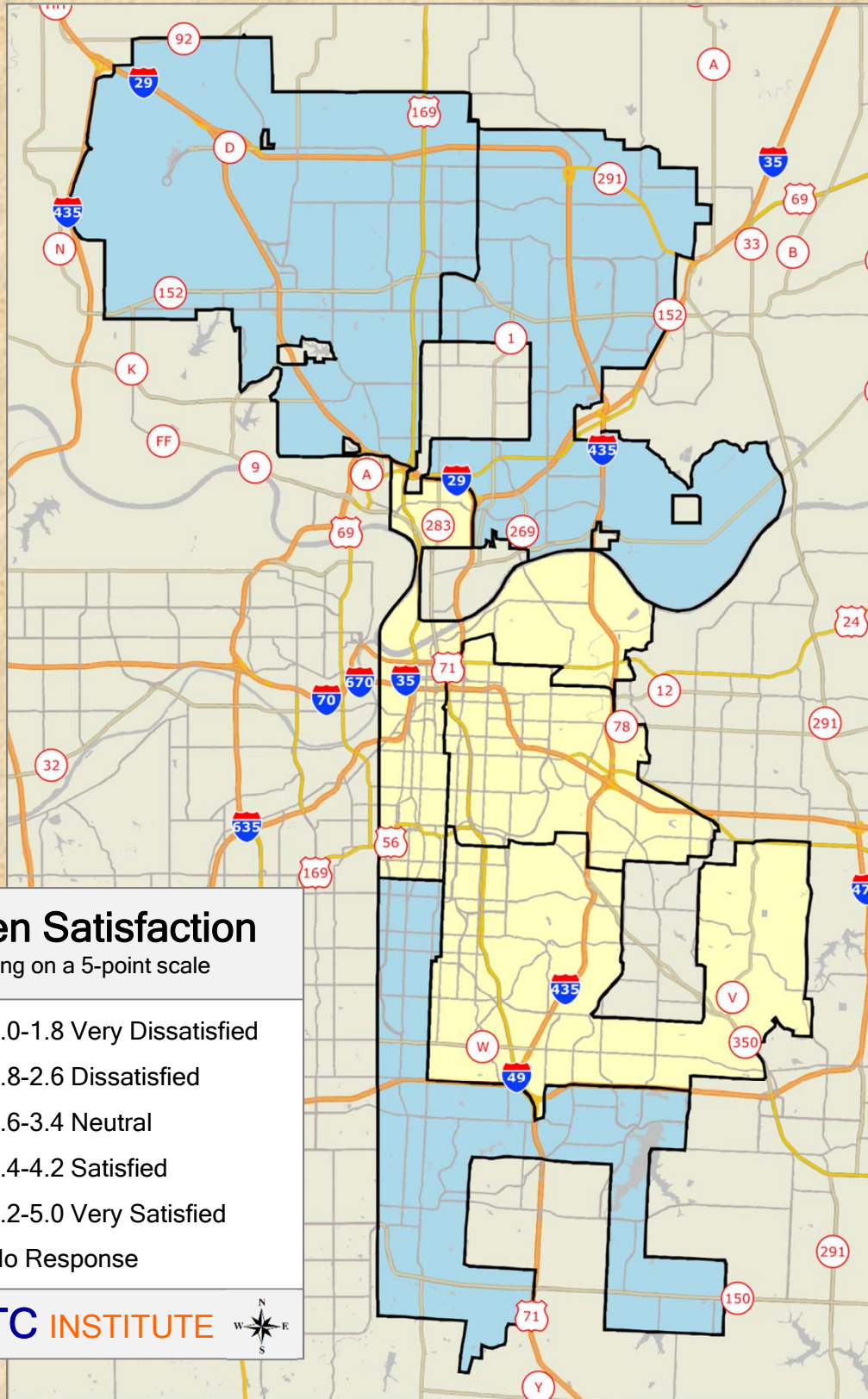


## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District



# Q5d Satisfaction with enforcement of local traffic laws



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



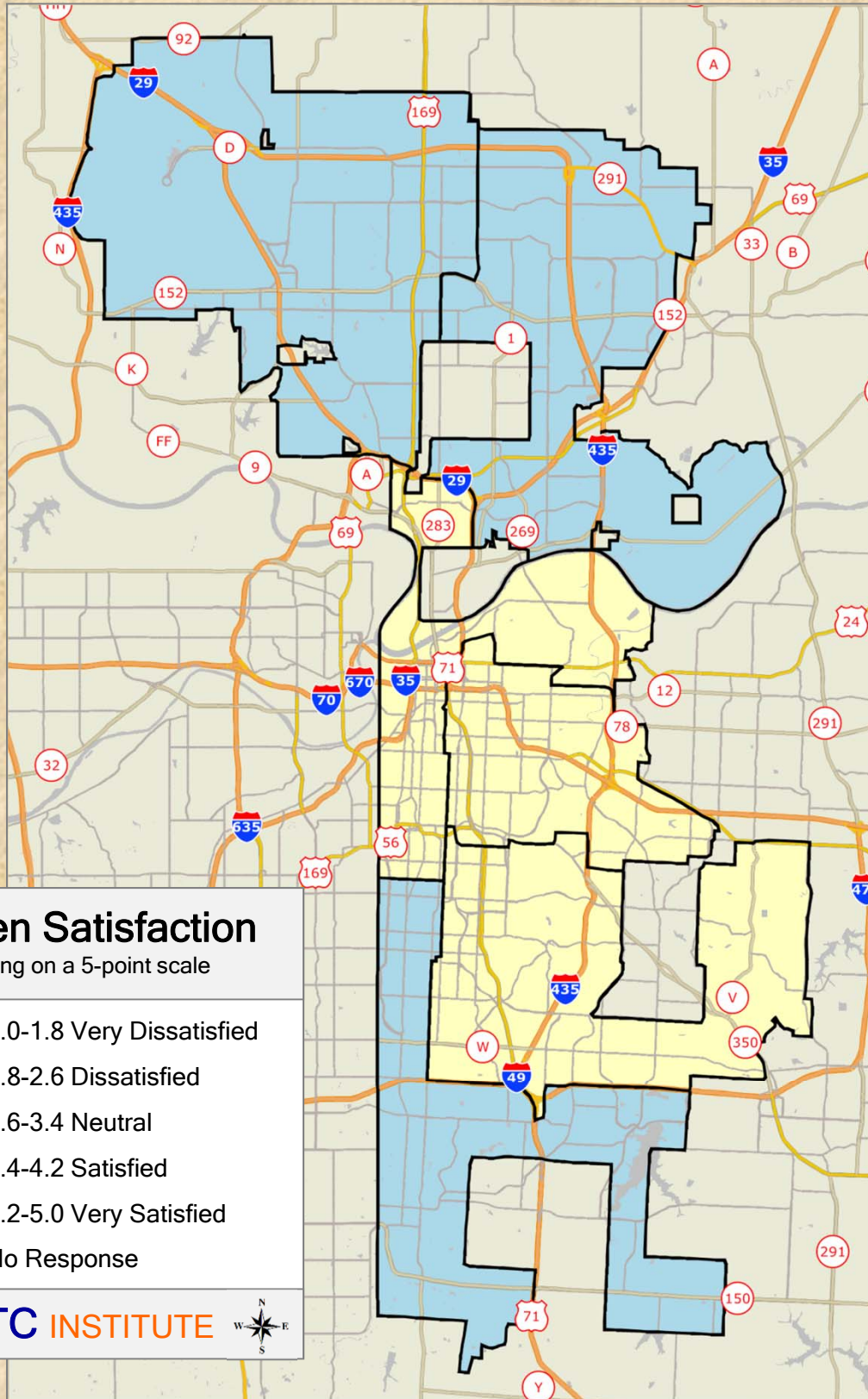
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q5e Satisfaction with parking enforcement services



**Citizen Satisfaction**  
Mean rating on a 5-point scale

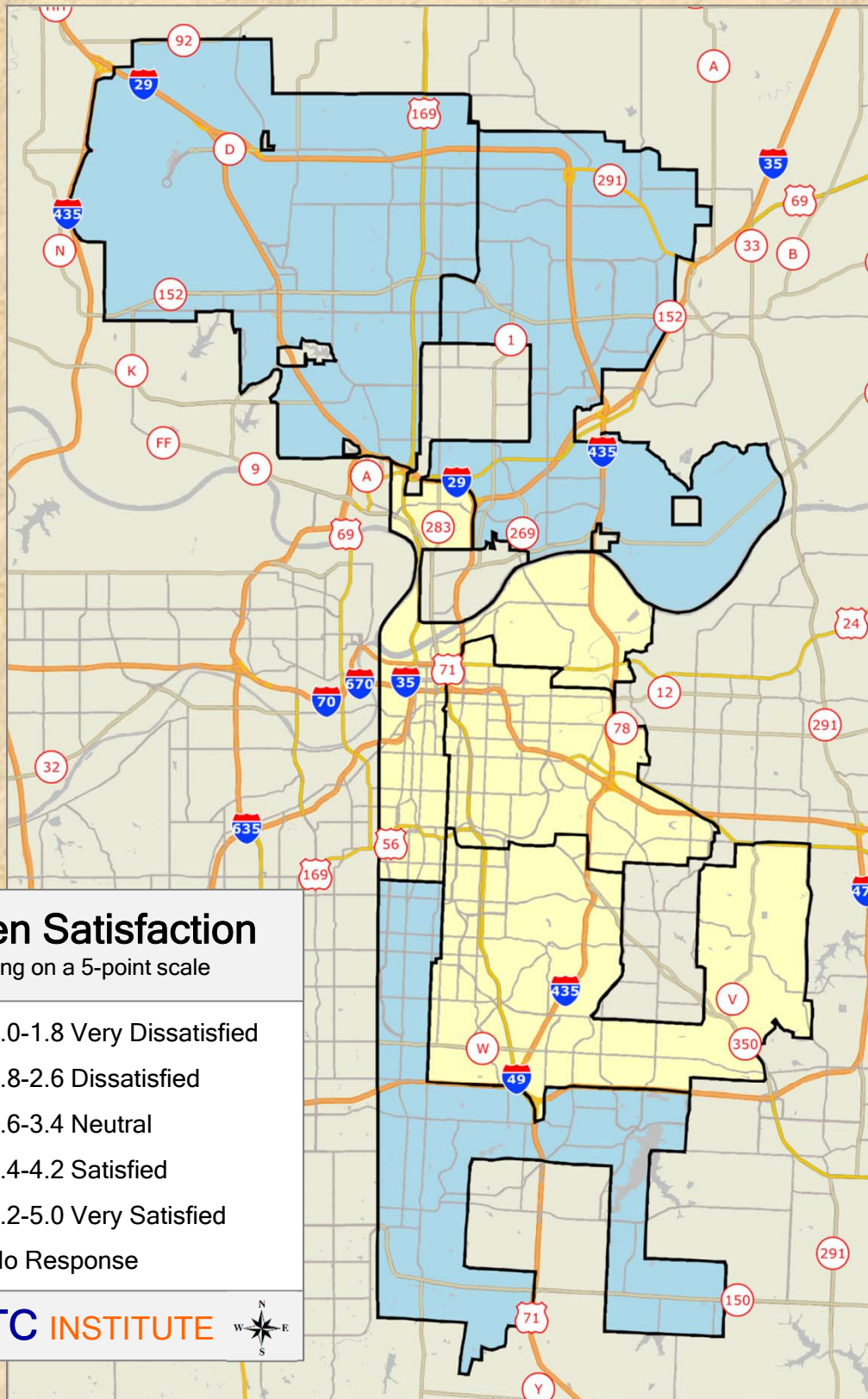
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q5f Satisfaction with how quickly police respond to emergencies



## Citizen Satisfaction

Mean rating on a 5-point scale

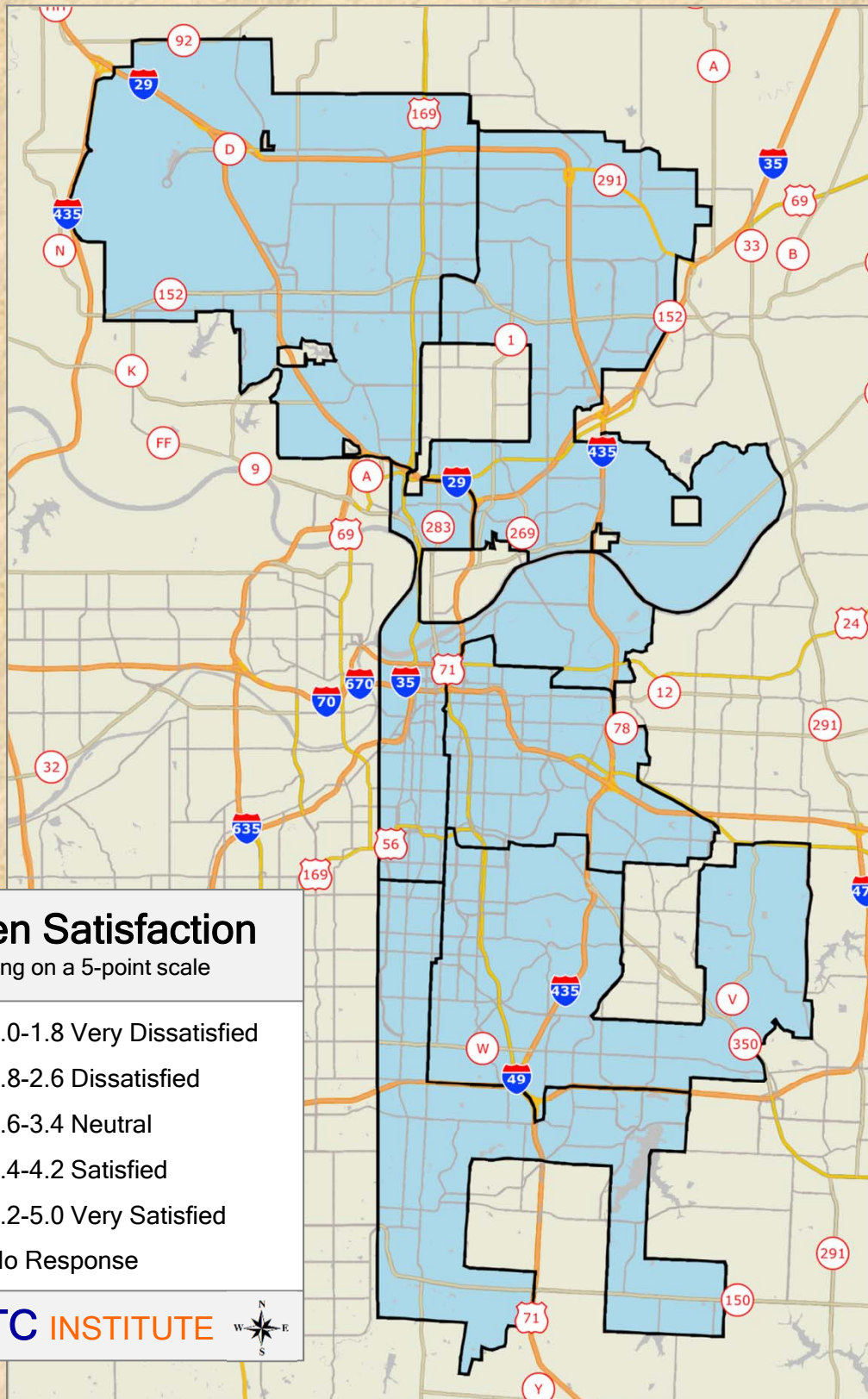
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

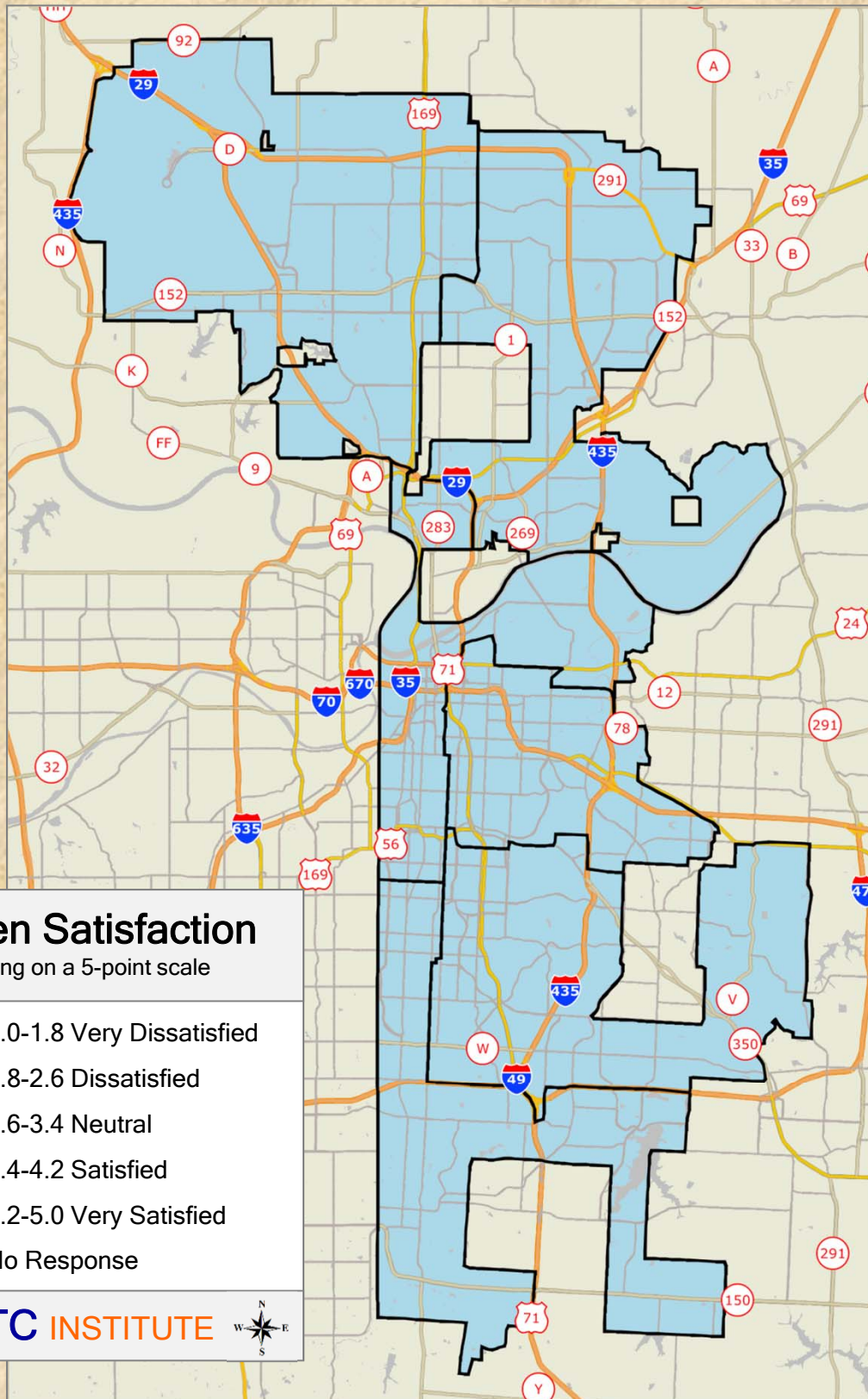
# Q7a Satisfaction with overall quality of local fire protection and rescue services



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

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



## Citizen Satisfaction

Mean rating on a 5-point scale

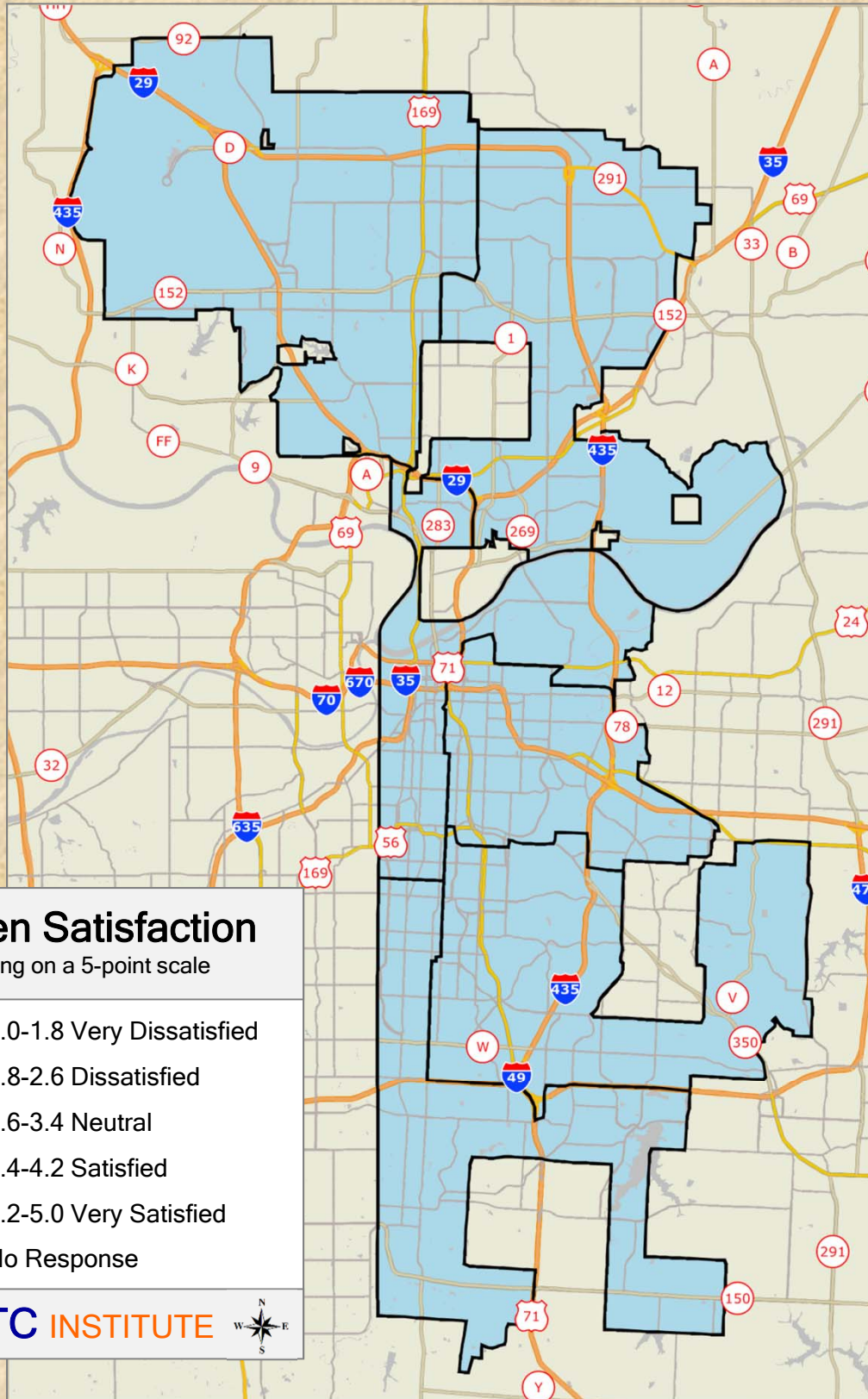
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q7c Satisfaction with quality of local emergency medical service



**Citizen Satisfaction**  
Mean rating on a 5-point scale

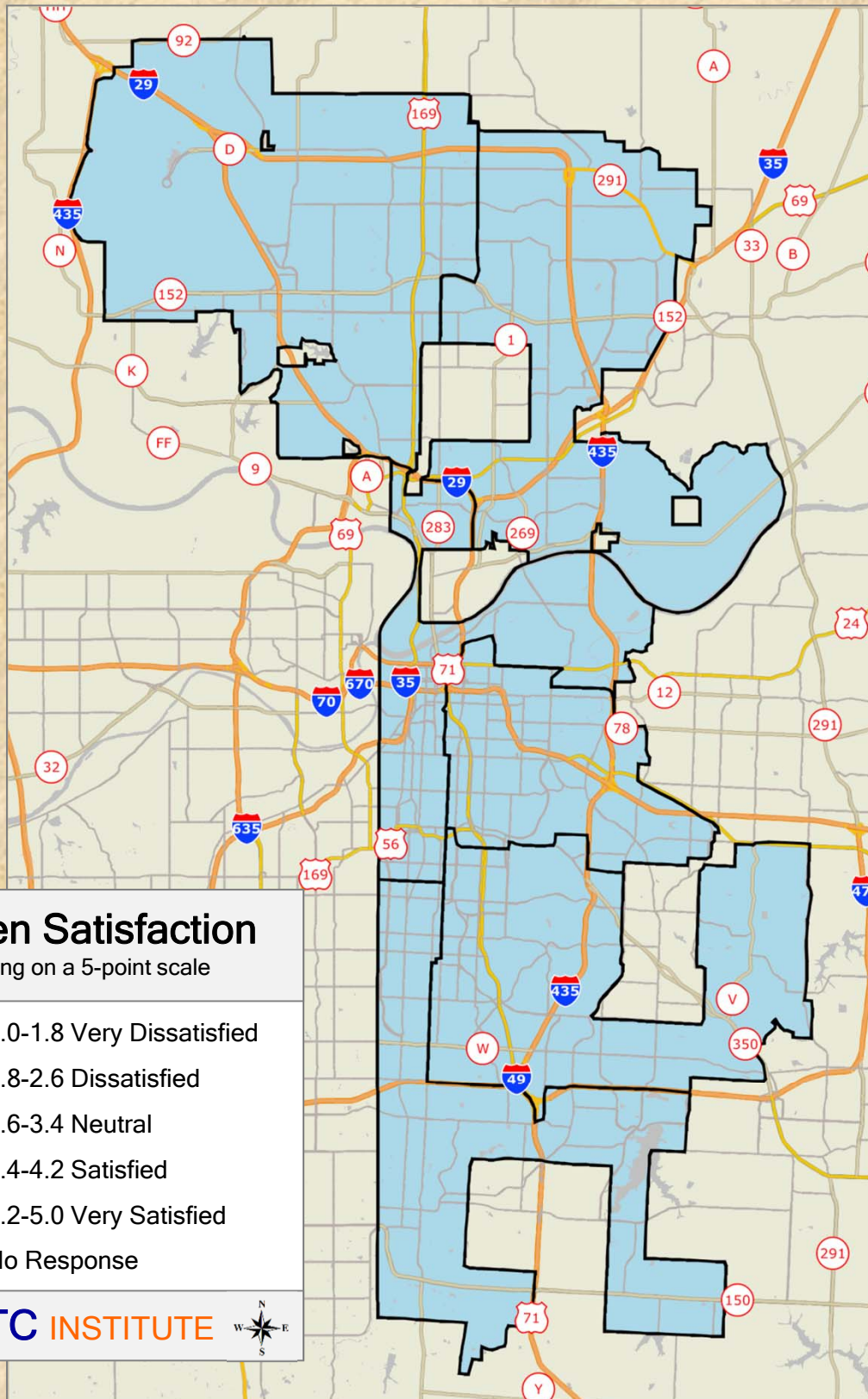
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

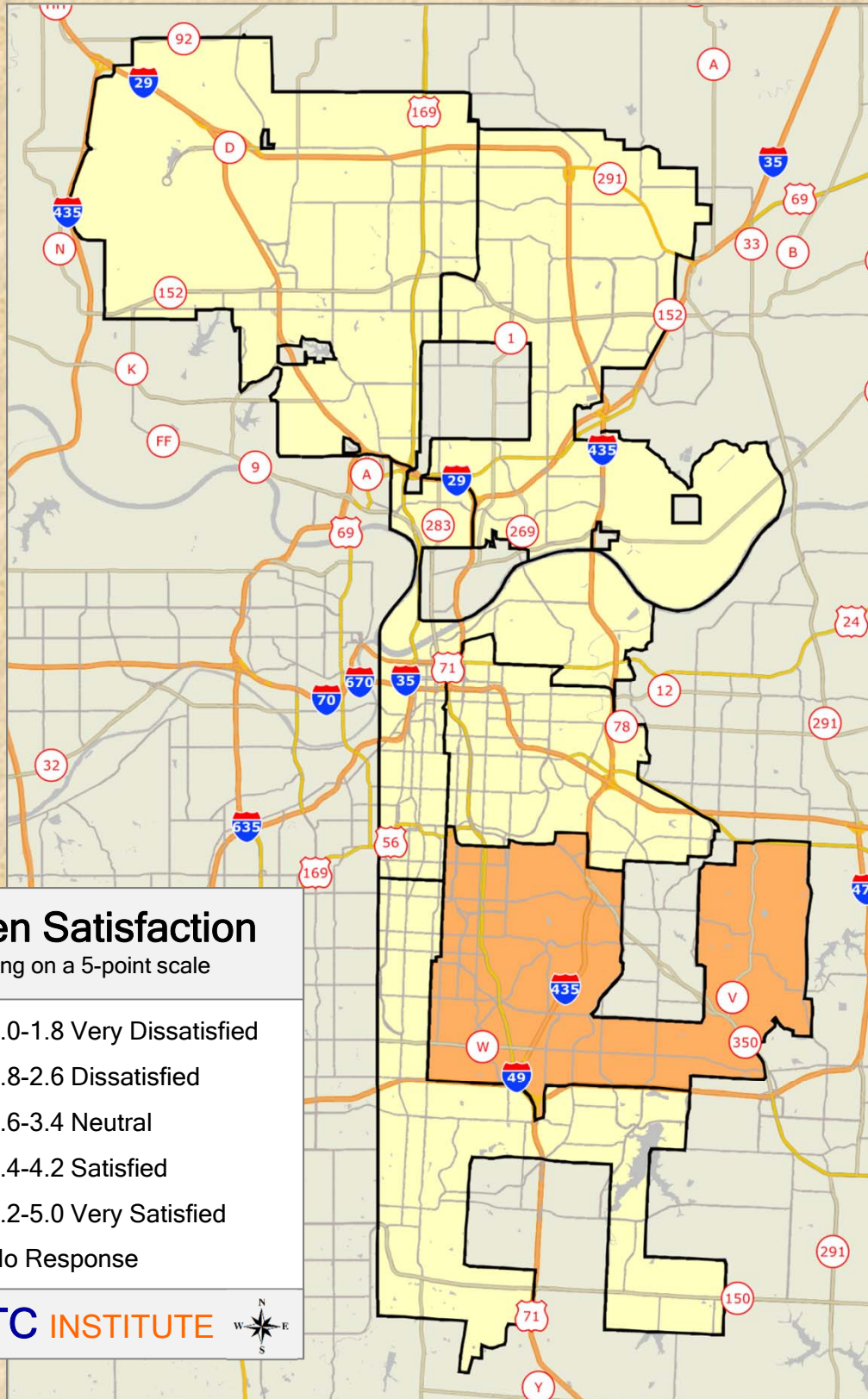
## Q7d Satisfaction with how quickly emergency medical personnel respond to emergencies



### FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q9a Satisfaction with maintenance of city streets



**Citizen Satisfaction**  
Mean rating on a 5-point scale

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Hatched	No Response

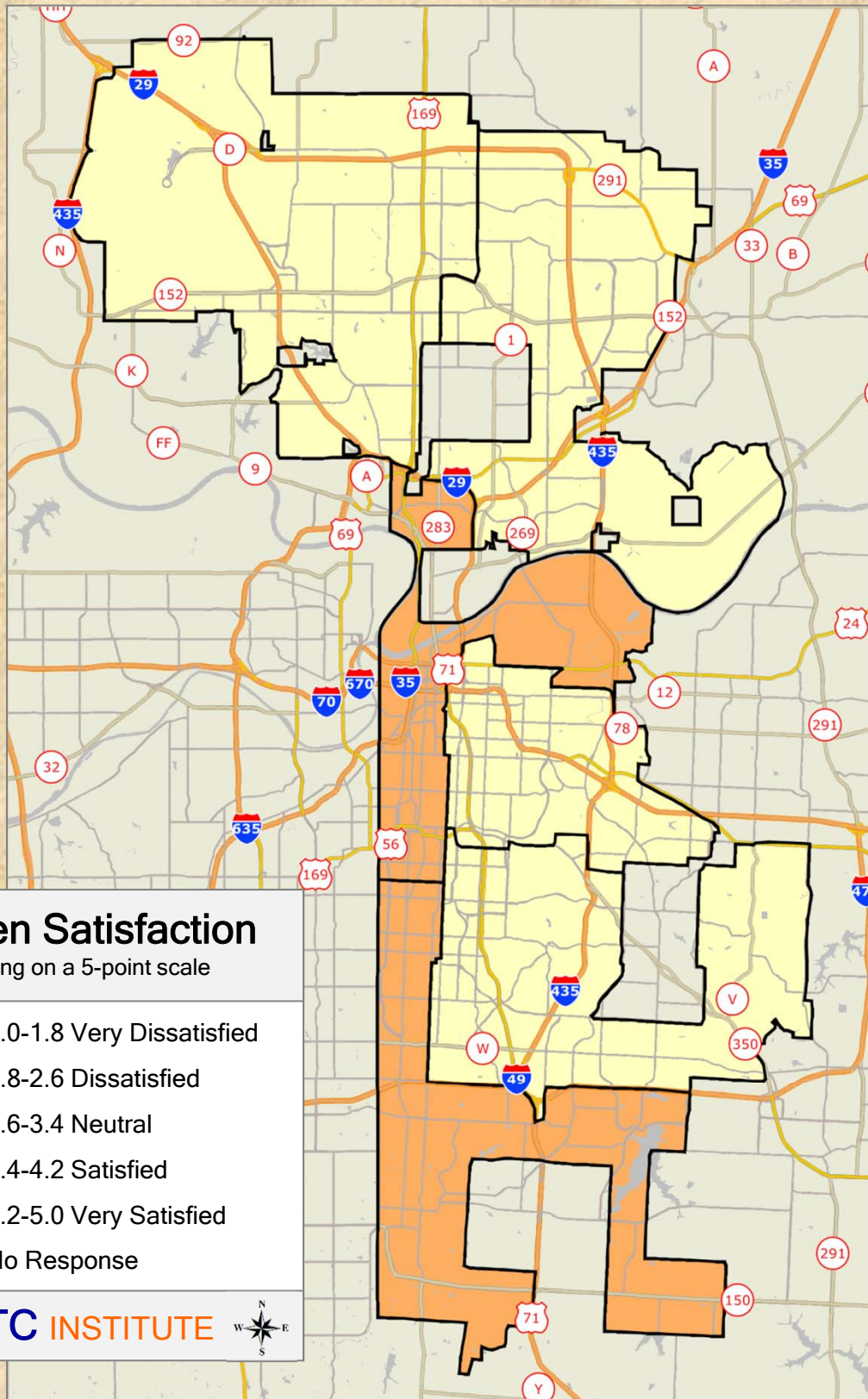
## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District





# Q9c Satisfaction with condition of sidewalks in the city



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



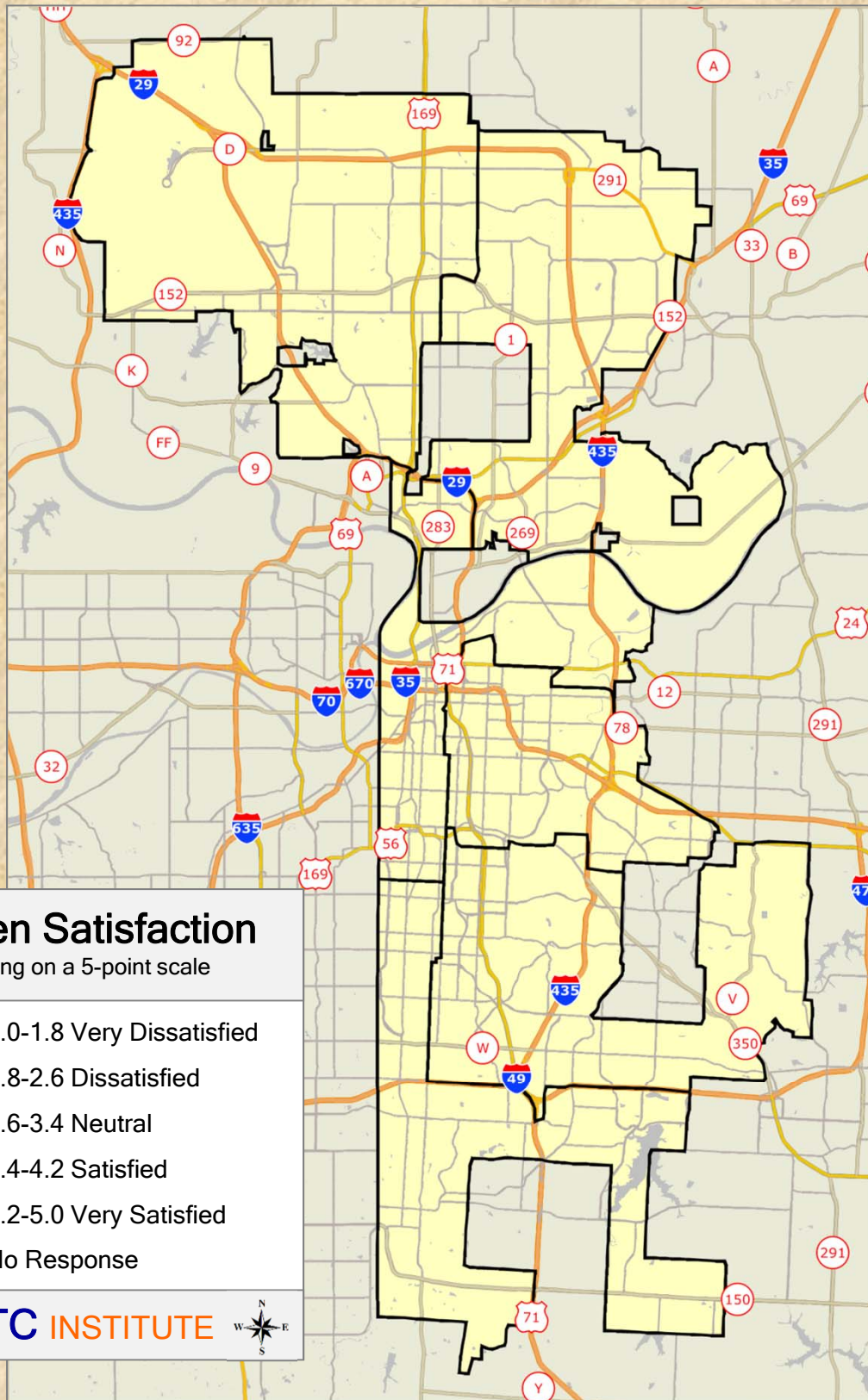
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

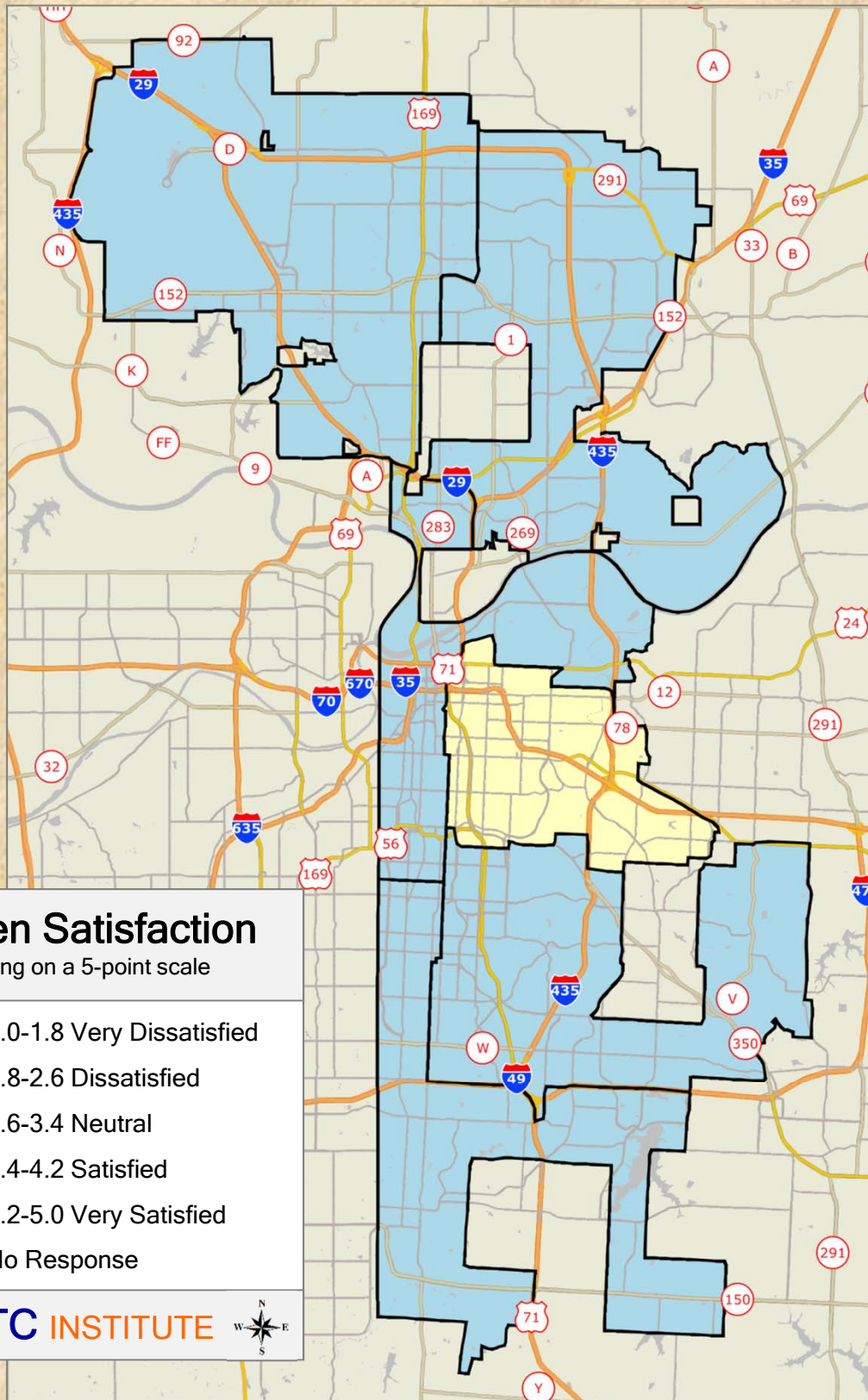
# Q9d Satisfaction with condition of sidewalks in the neighborhood



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

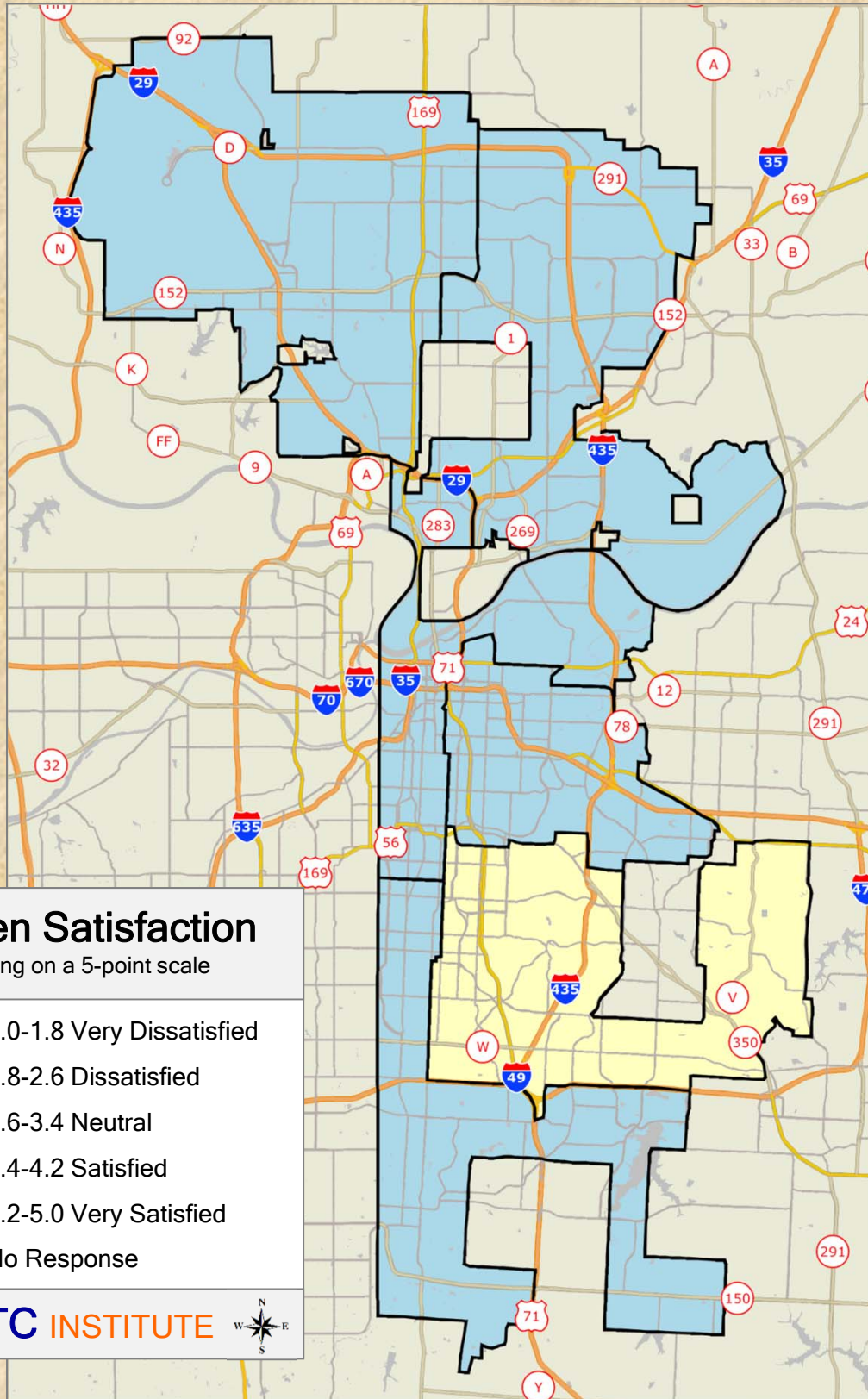
# Q9e Satisfaction with maintenance of street signs and traffic signals



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

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



## Citizen Satisfaction

Mean rating on a 5-point scale

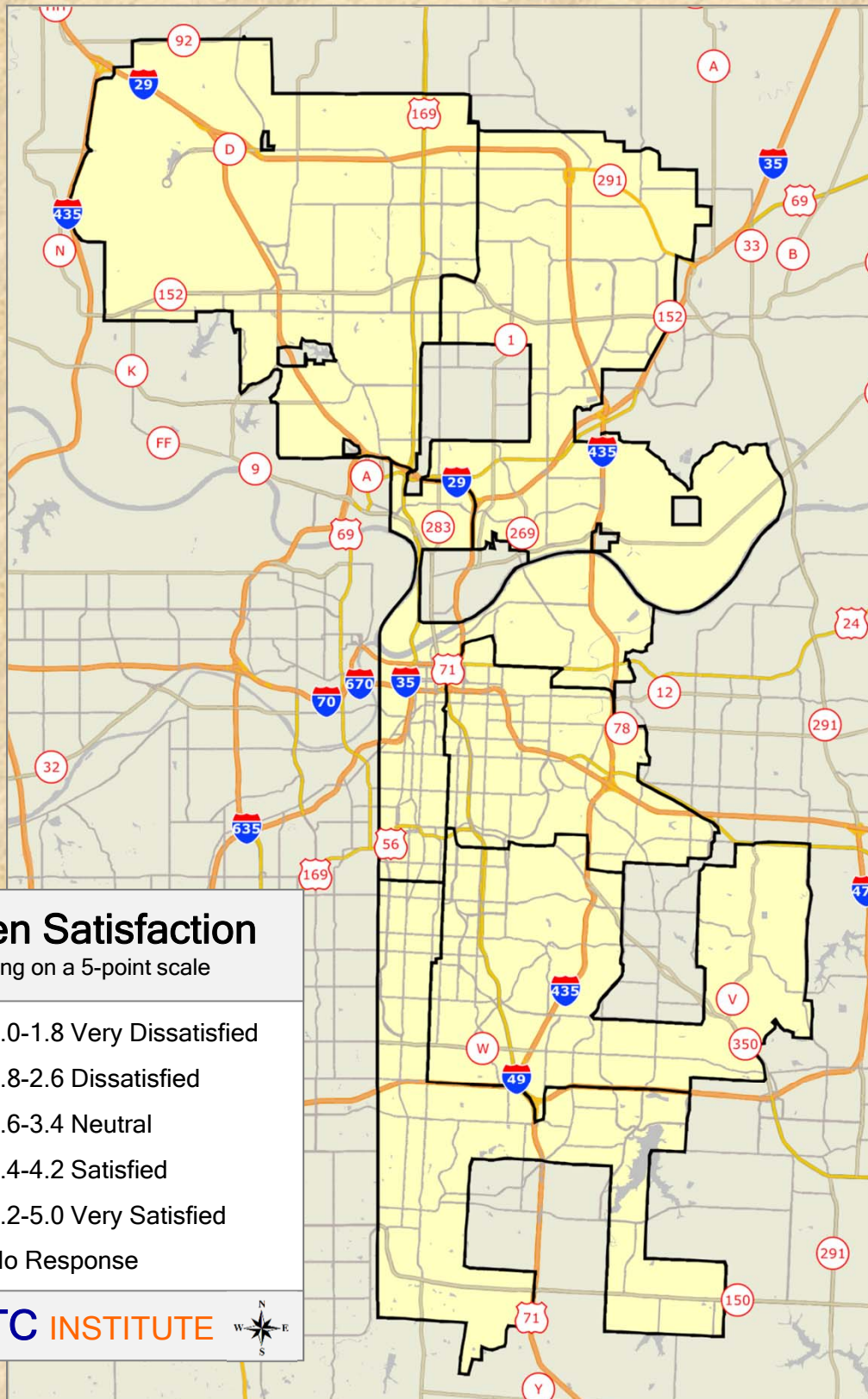
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

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



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



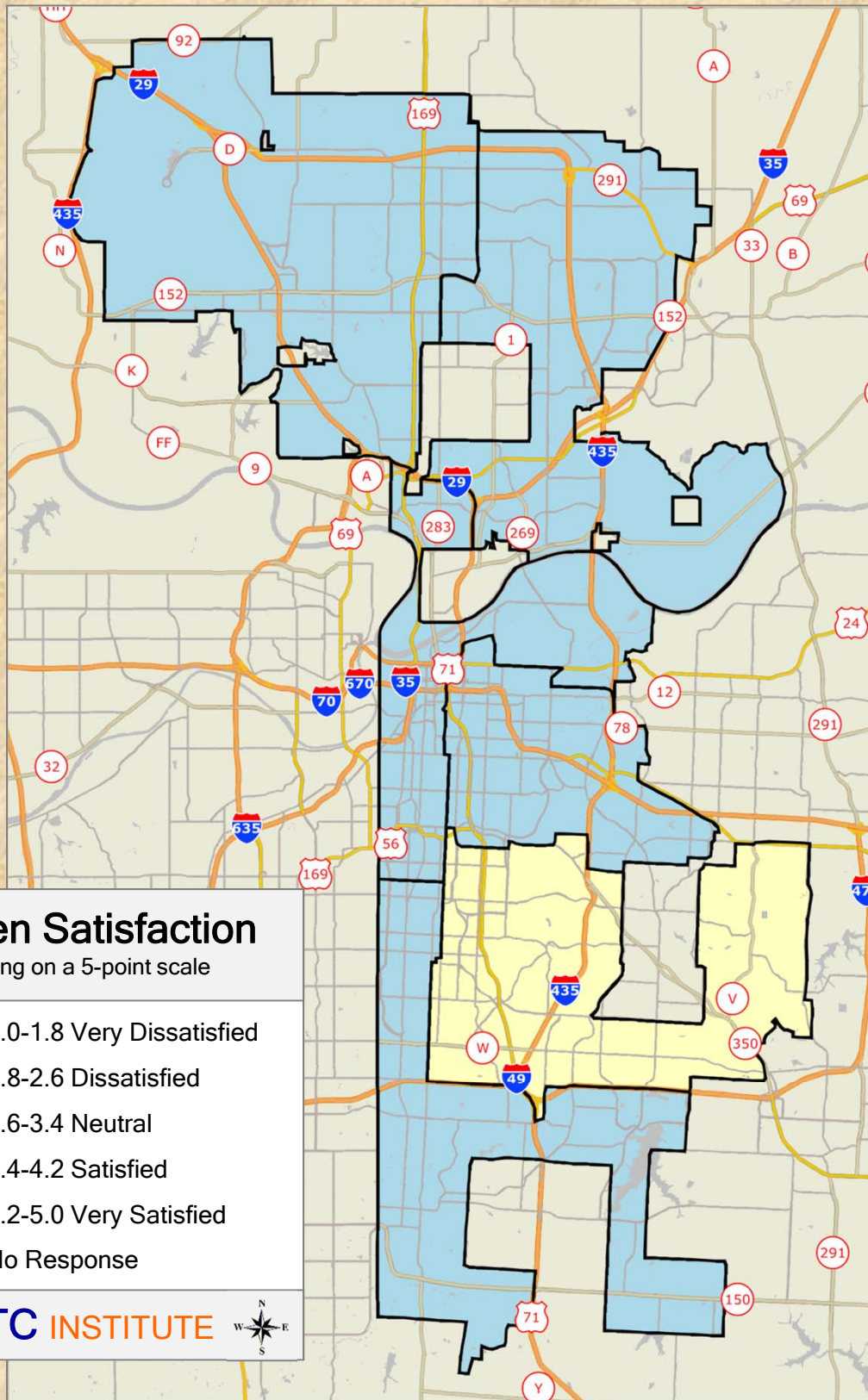
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q9h Satisfaction with adequacy of city street lighting



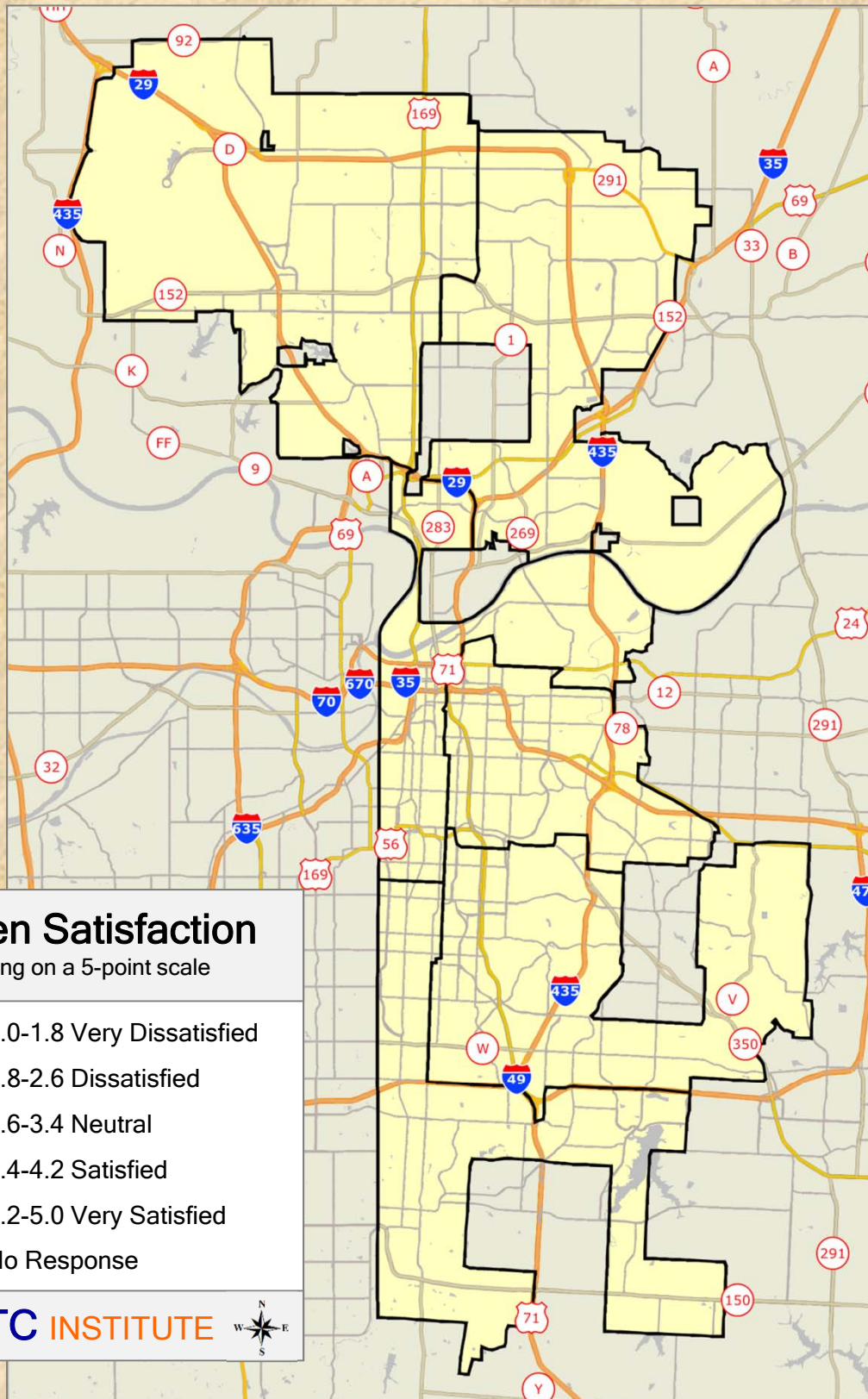
## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District





# Q9j Satisfaction with on-street bicycle infrastructure



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



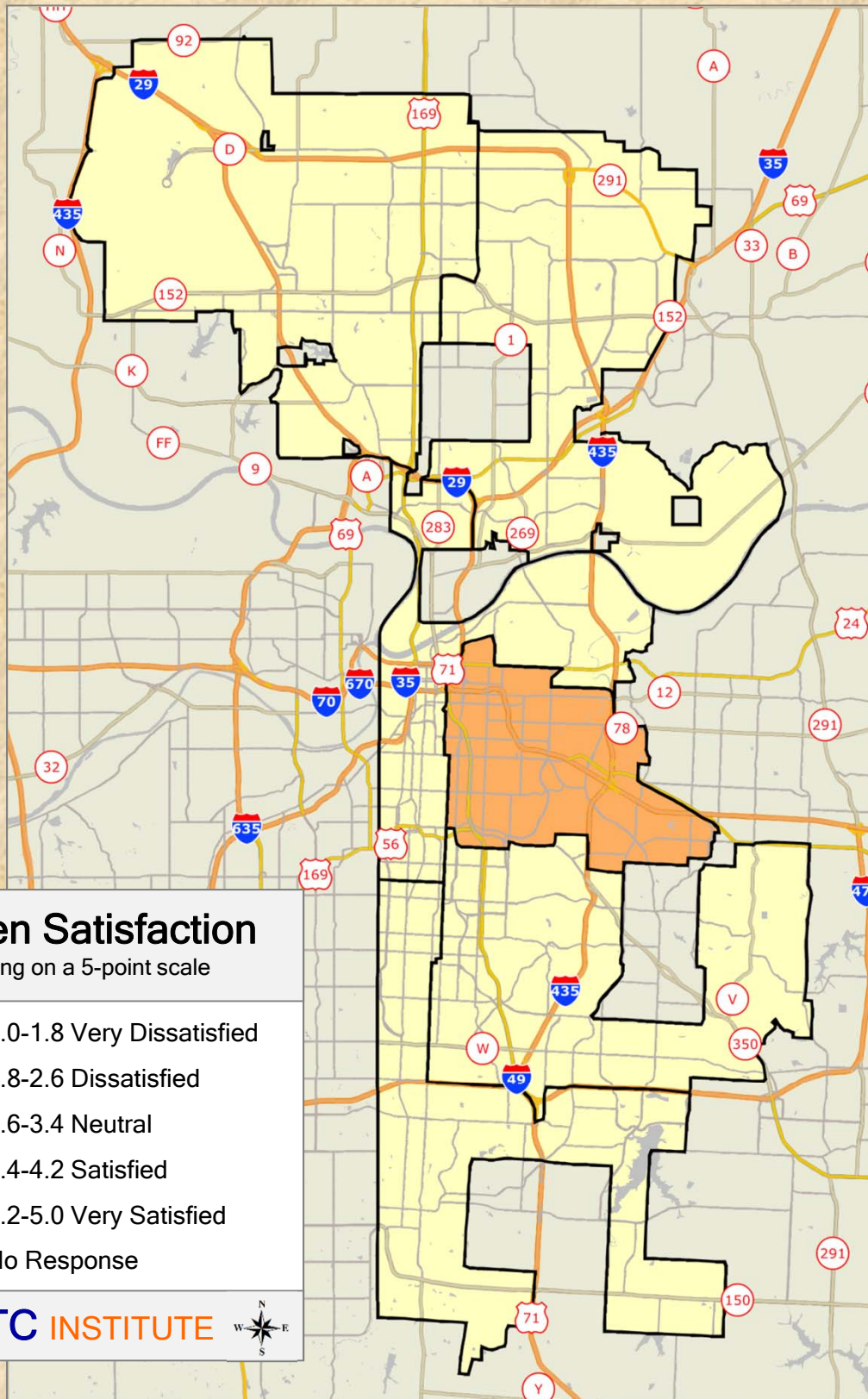
**ETC INSTITUTE**



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

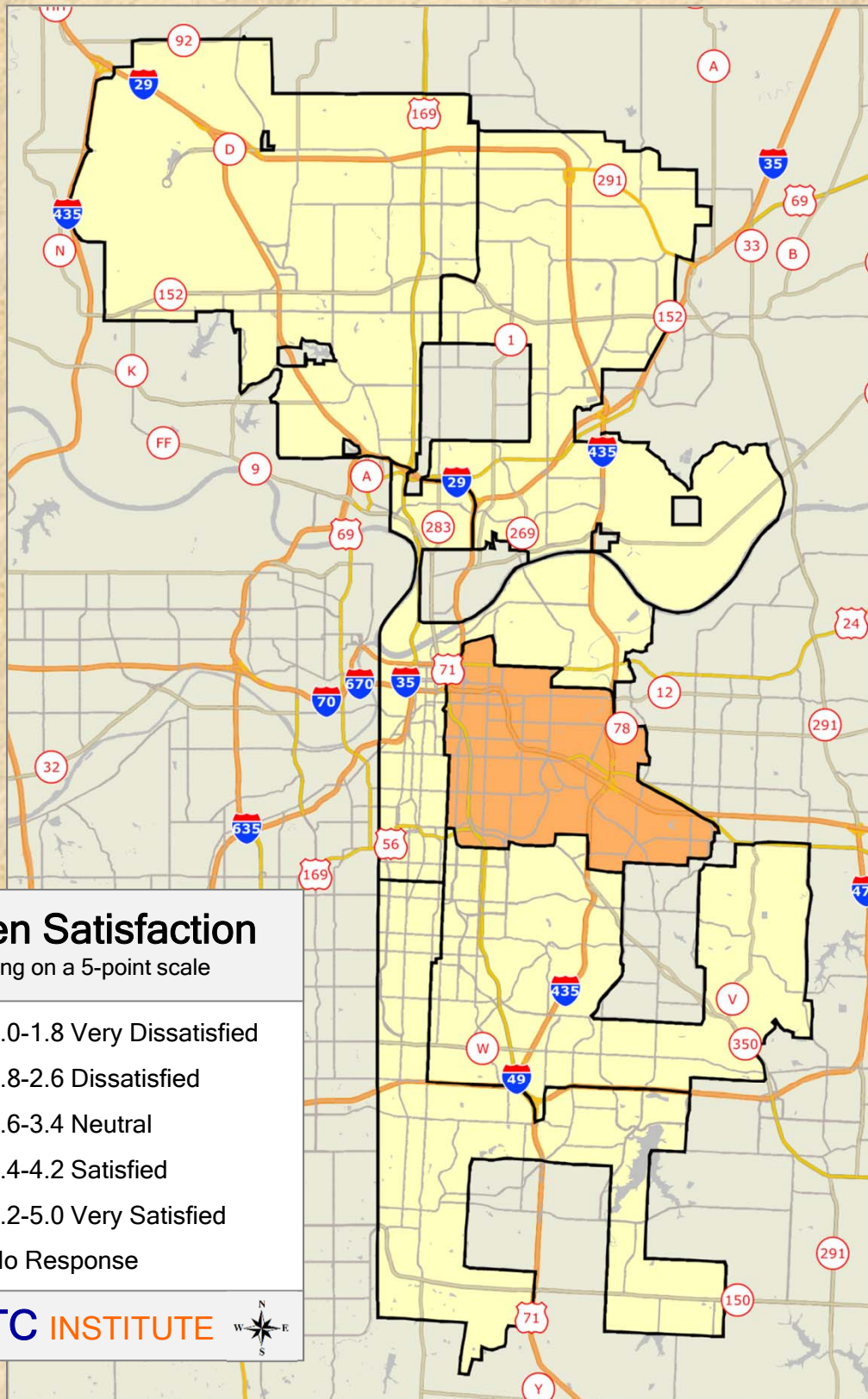
# Q11a Satisfaction with enforcing the cleanup of trash and debris on private property



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

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



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



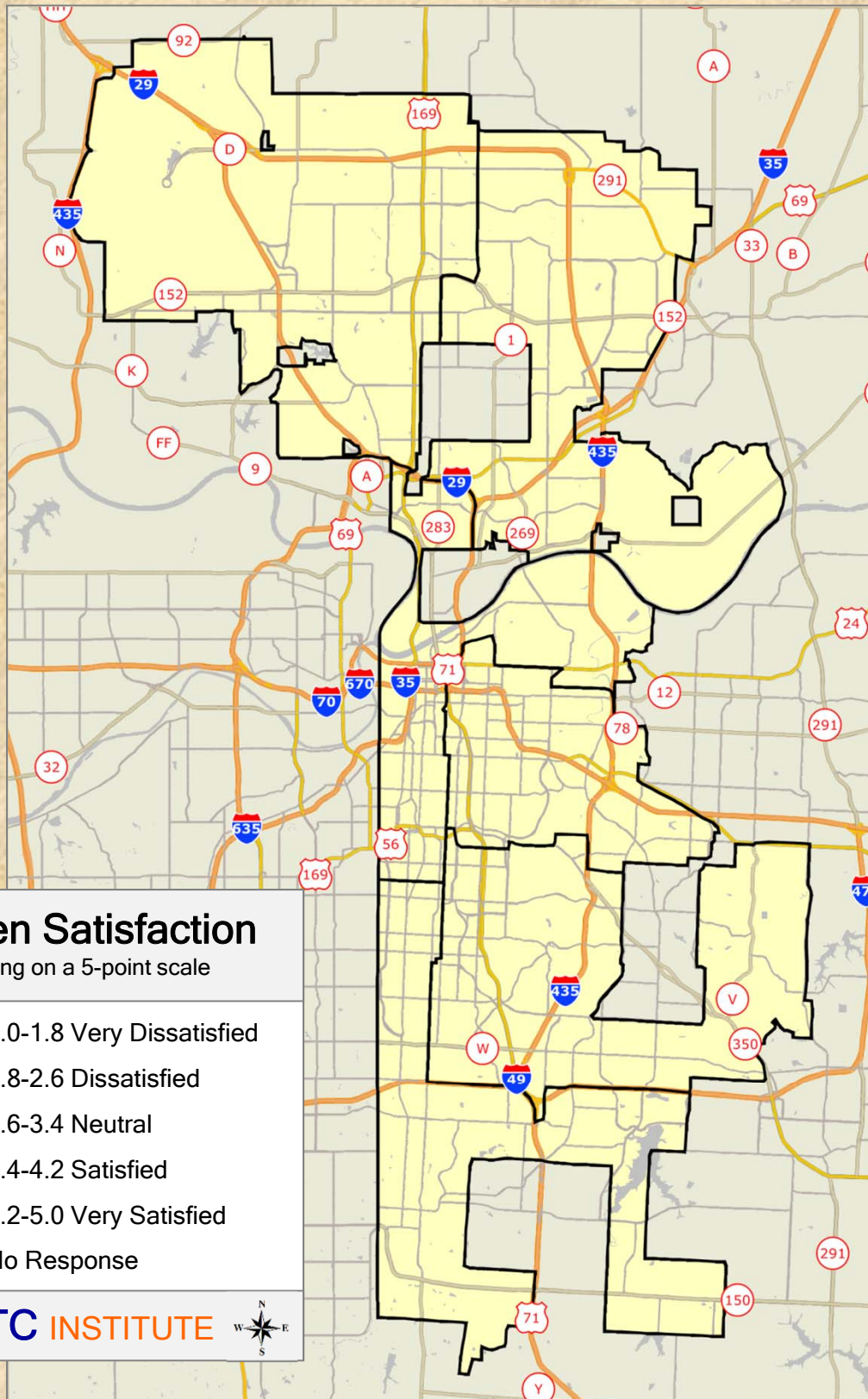
ETC INSTITUTE



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q11c Satisfaction with enforcing the exterior maintenance of residential property



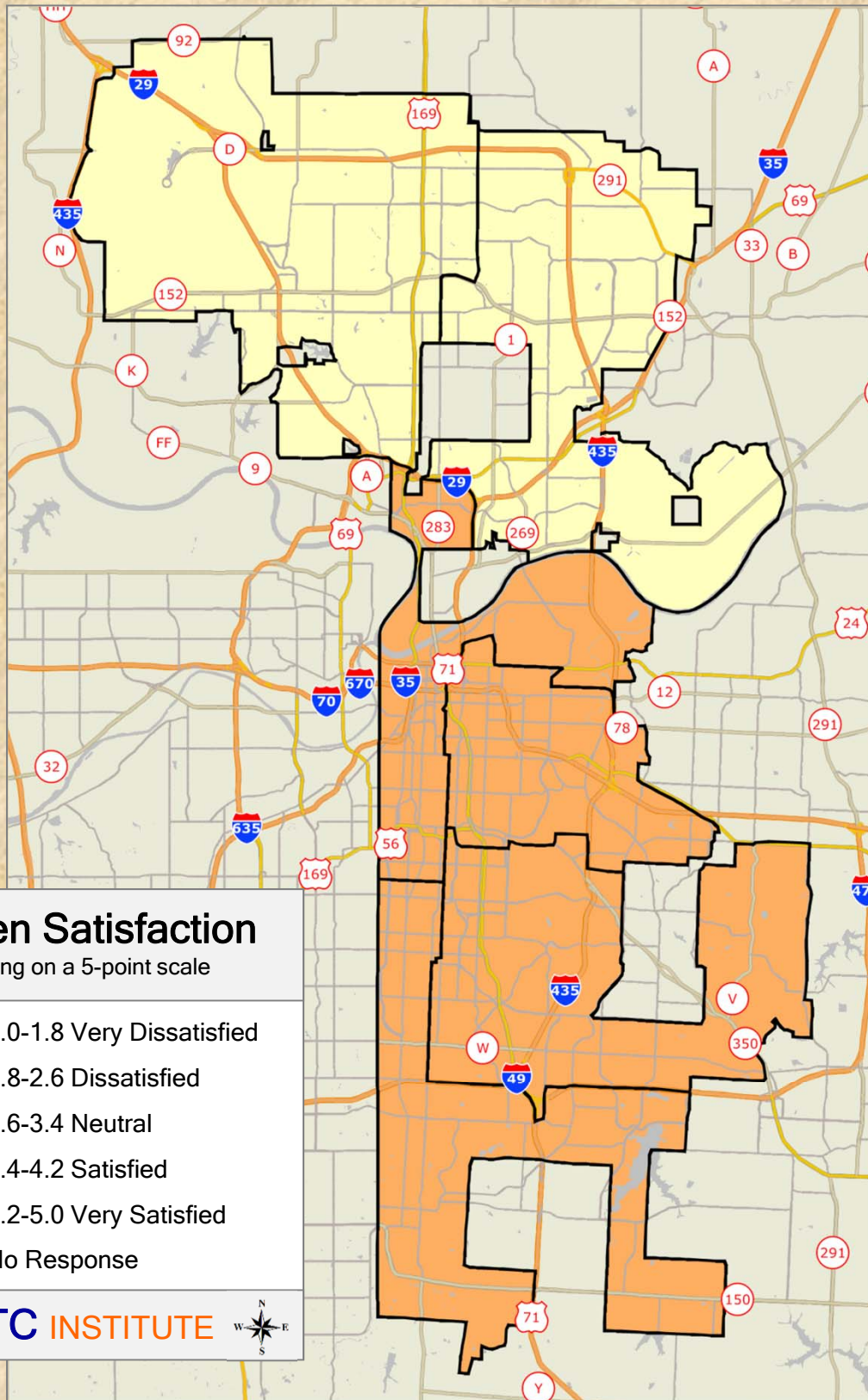
## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District





# Q11f Satisfaction with demolishing vacant structures that are in the dangerous building inventory



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



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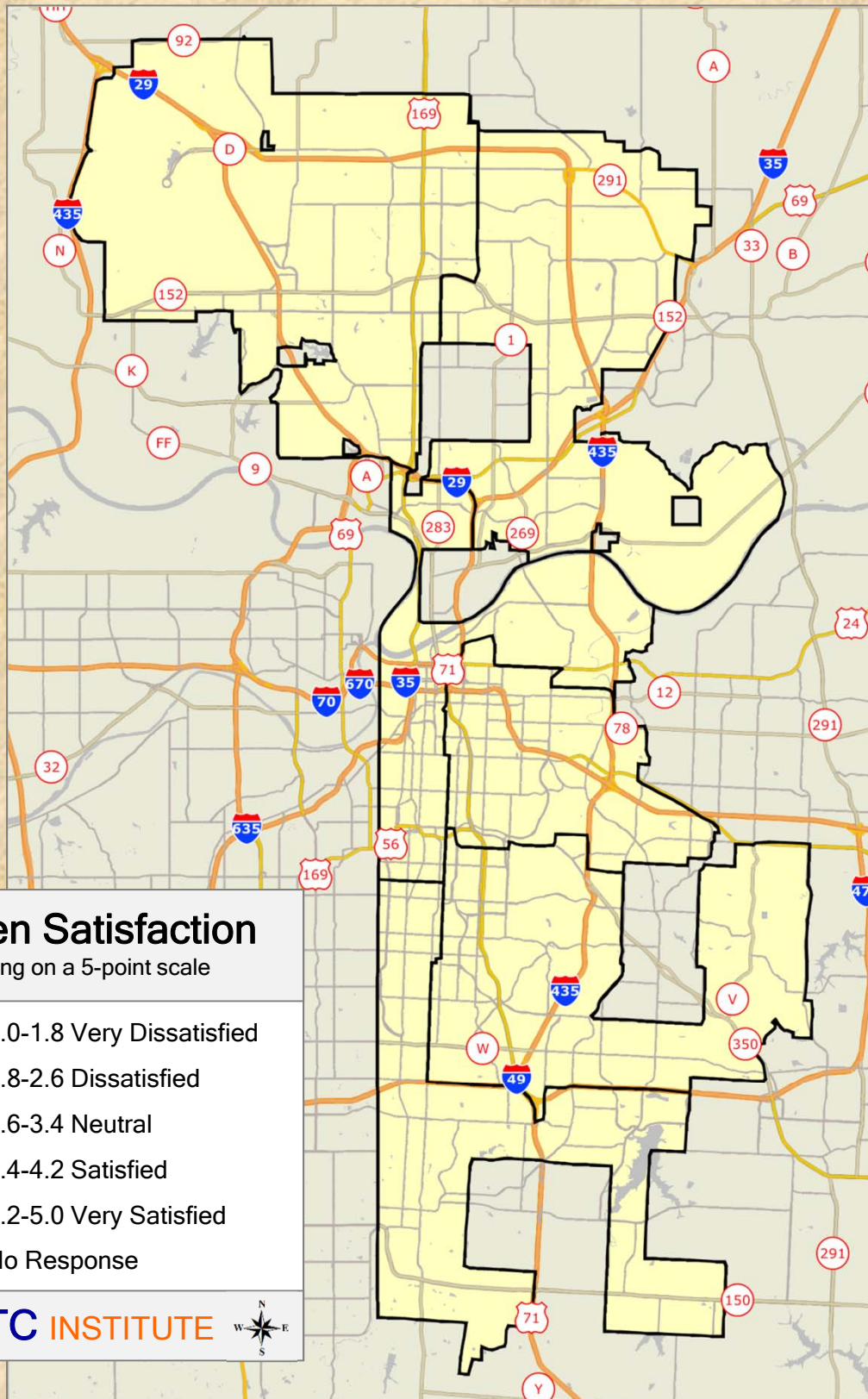
## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District





## Q11h Satisfaction with customer service from animal control officers



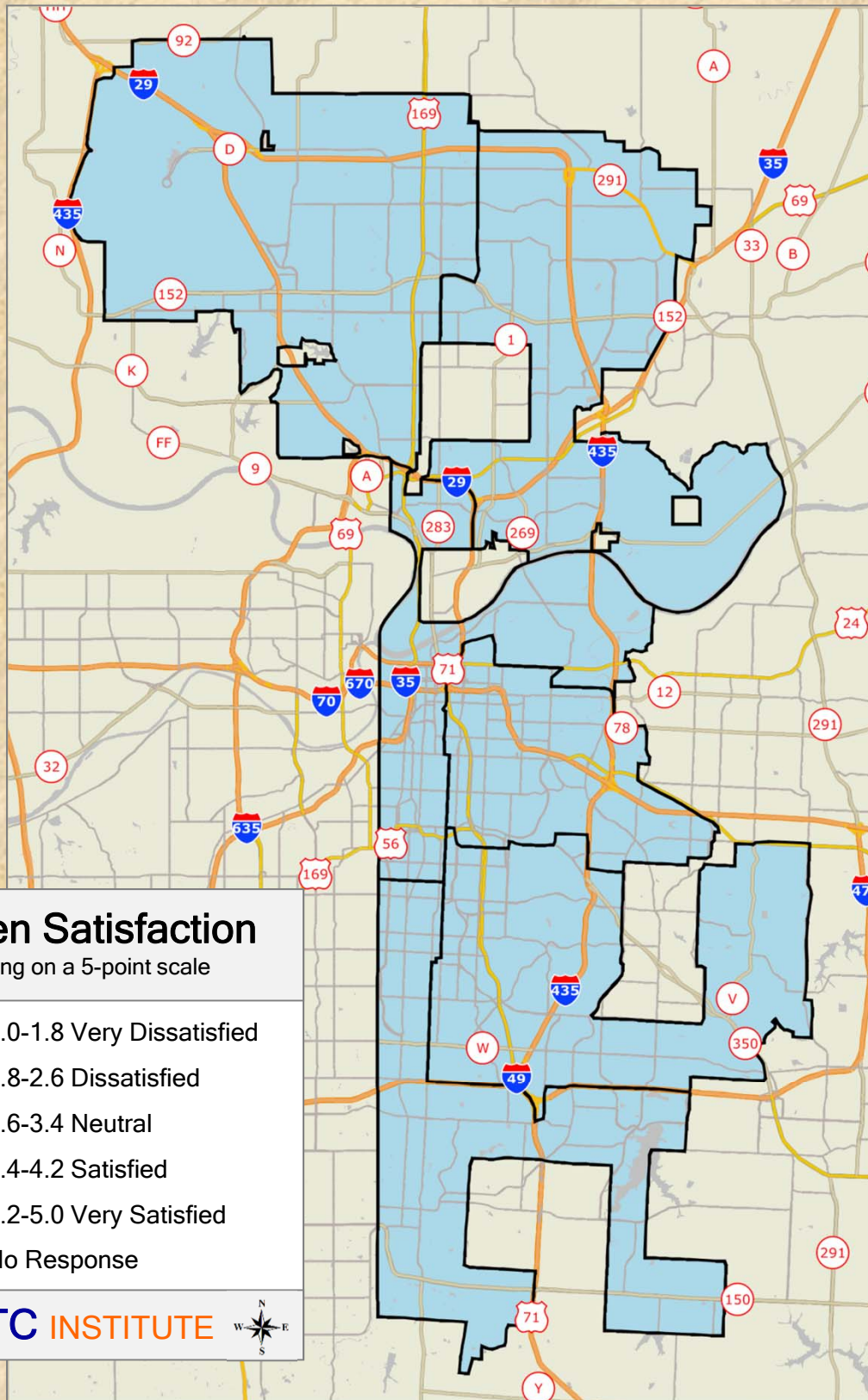
### FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District





# Q13b Satisfaction with guarding against food poisoning through restaurant inspections



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



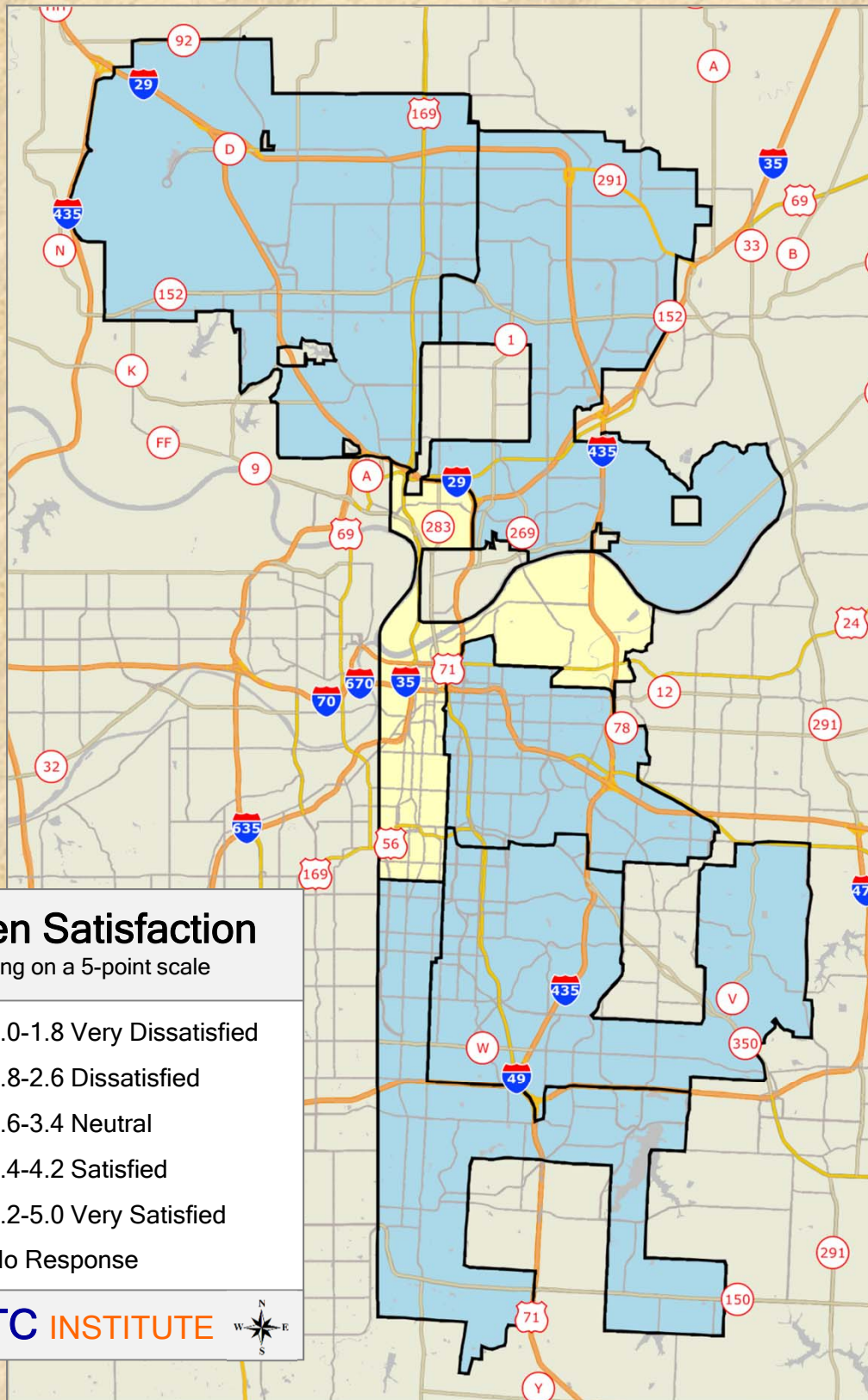
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

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



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



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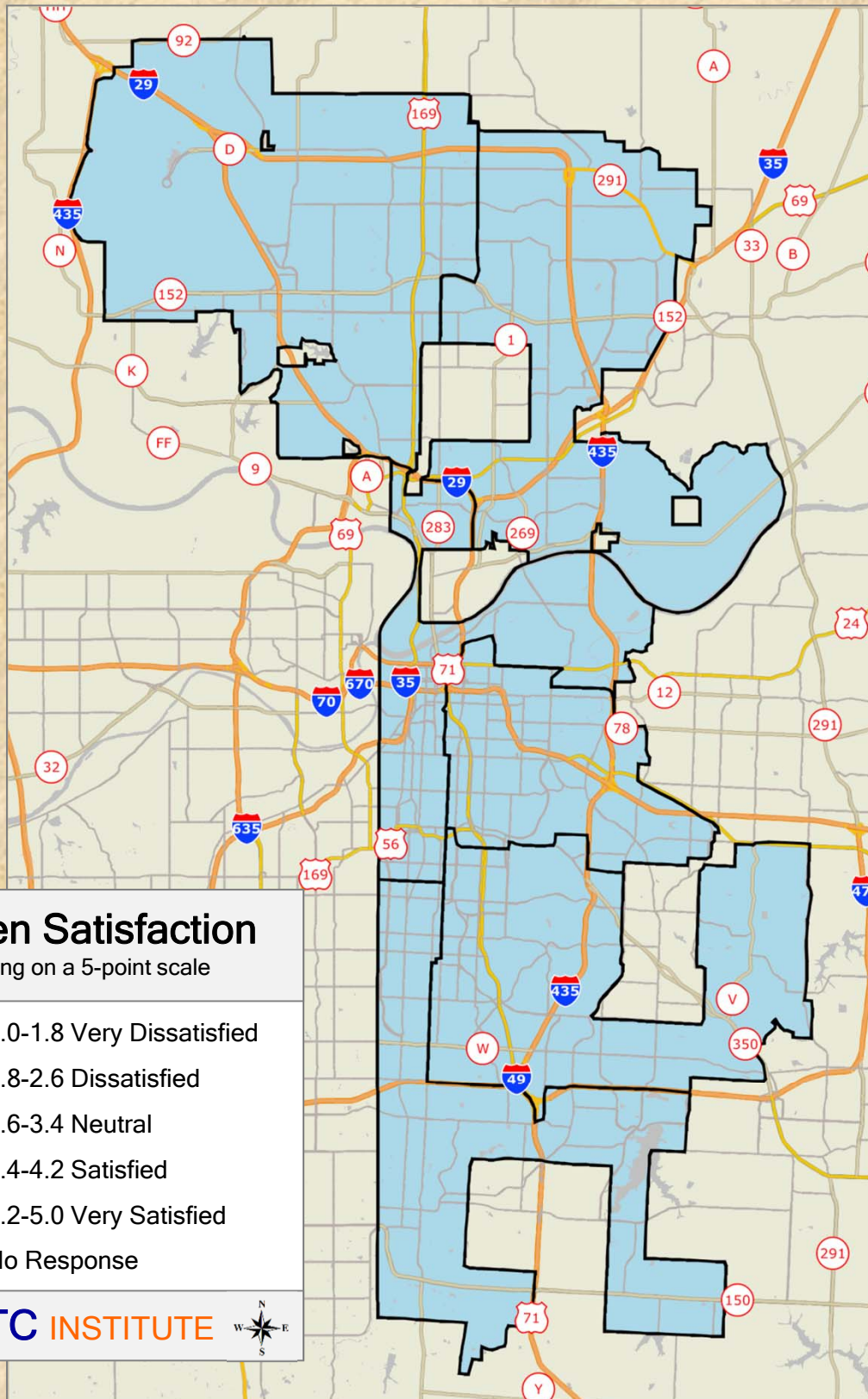


## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District



# Q13e Satisfaction with communicating information regarding public health concerns



## Citizen Satisfaction

Mean rating on a 5-point scale

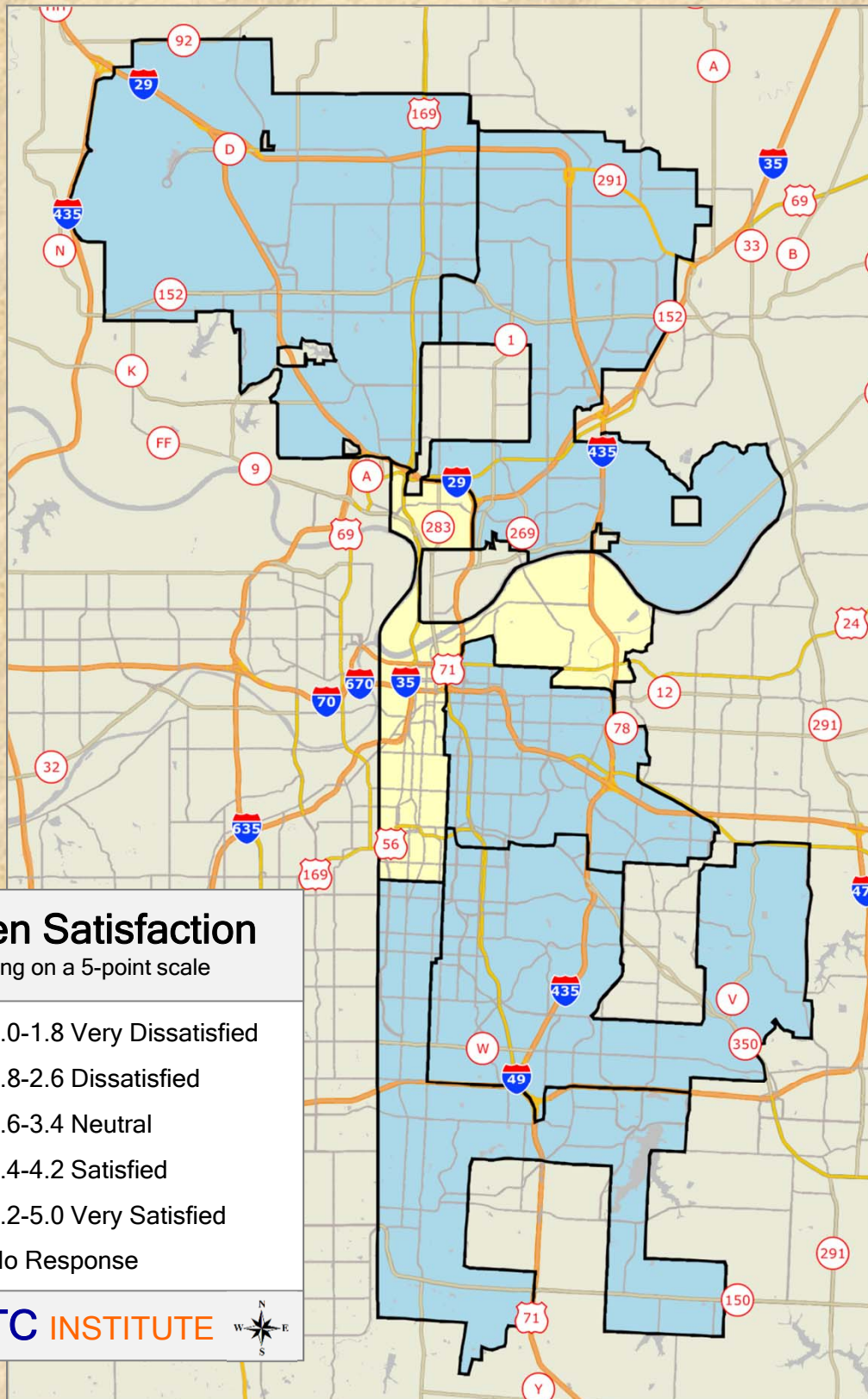
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q13f Satisfaction with preventing the spread of infectious diseases



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



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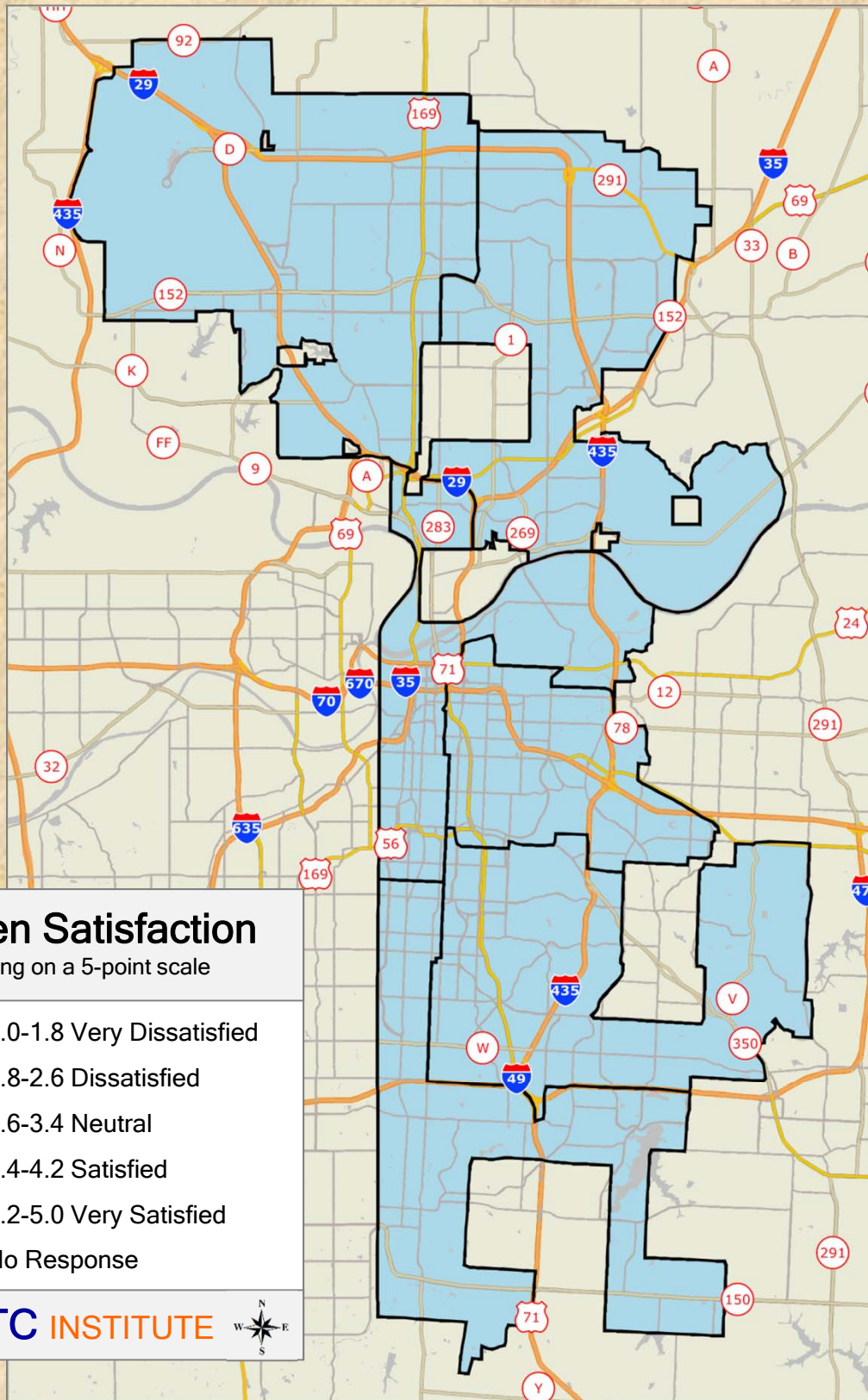
## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District





# Q15a Satisfaction with ease of utilizing 311 services via phone



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



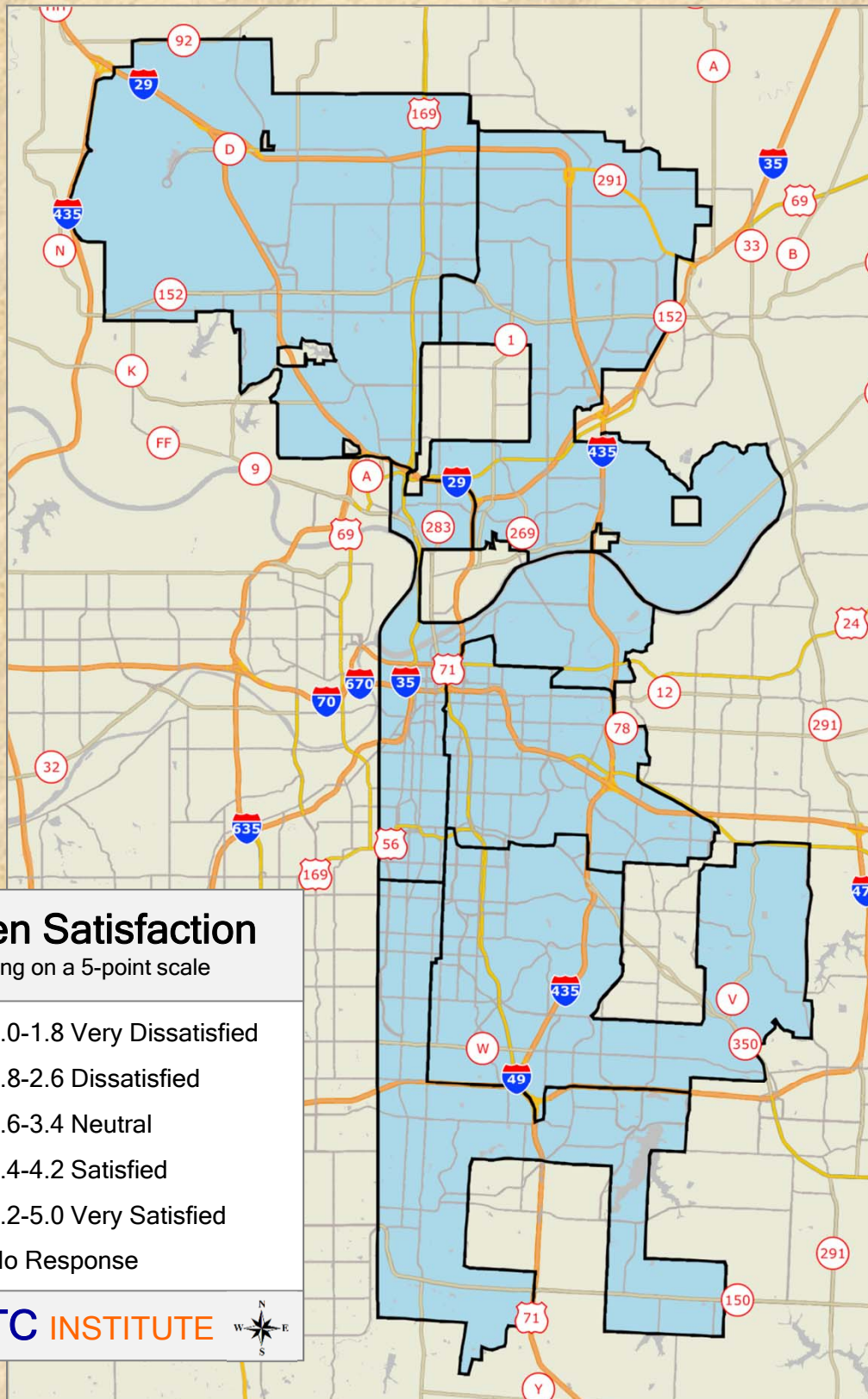
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q15b Satisfaction with ease of utilizing 311 services via web or mobile application



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



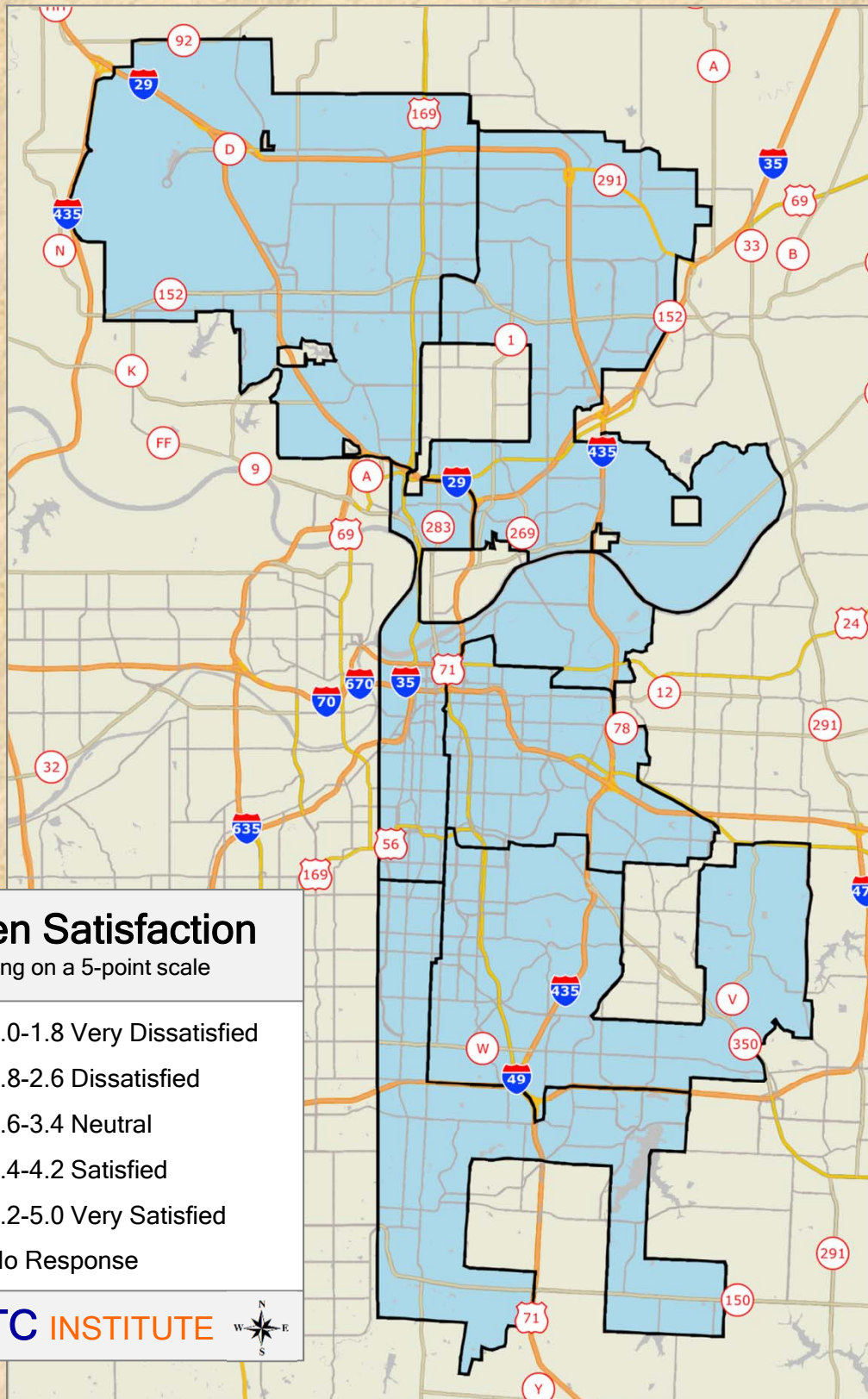
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q15c Satisfaction with courtesy and professionalism of 311 call takers

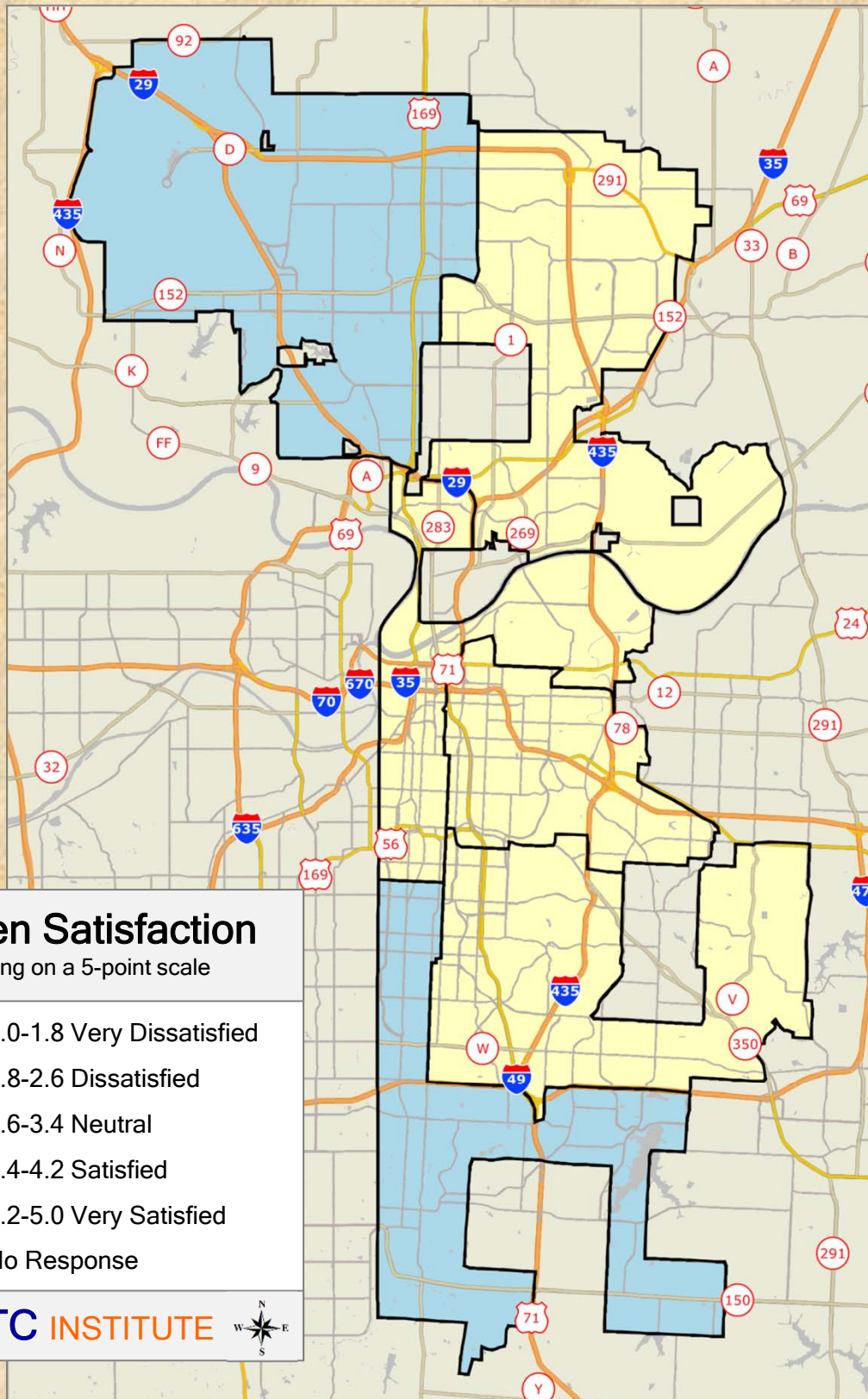


## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District



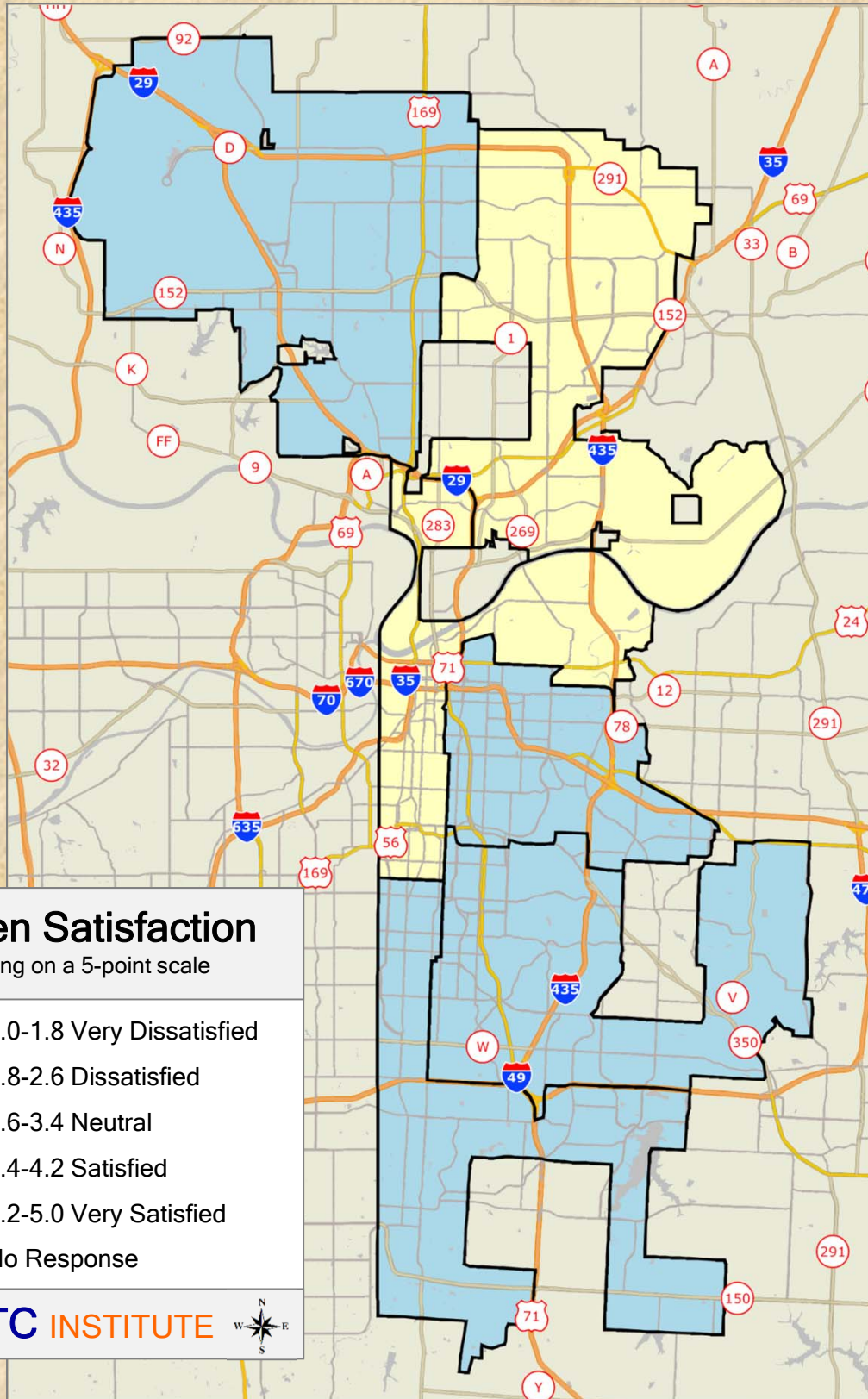
# Q16a Satisfaction with availability of information about city programs and services



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q16b Satisfaction with overall usefulness of the city's website



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



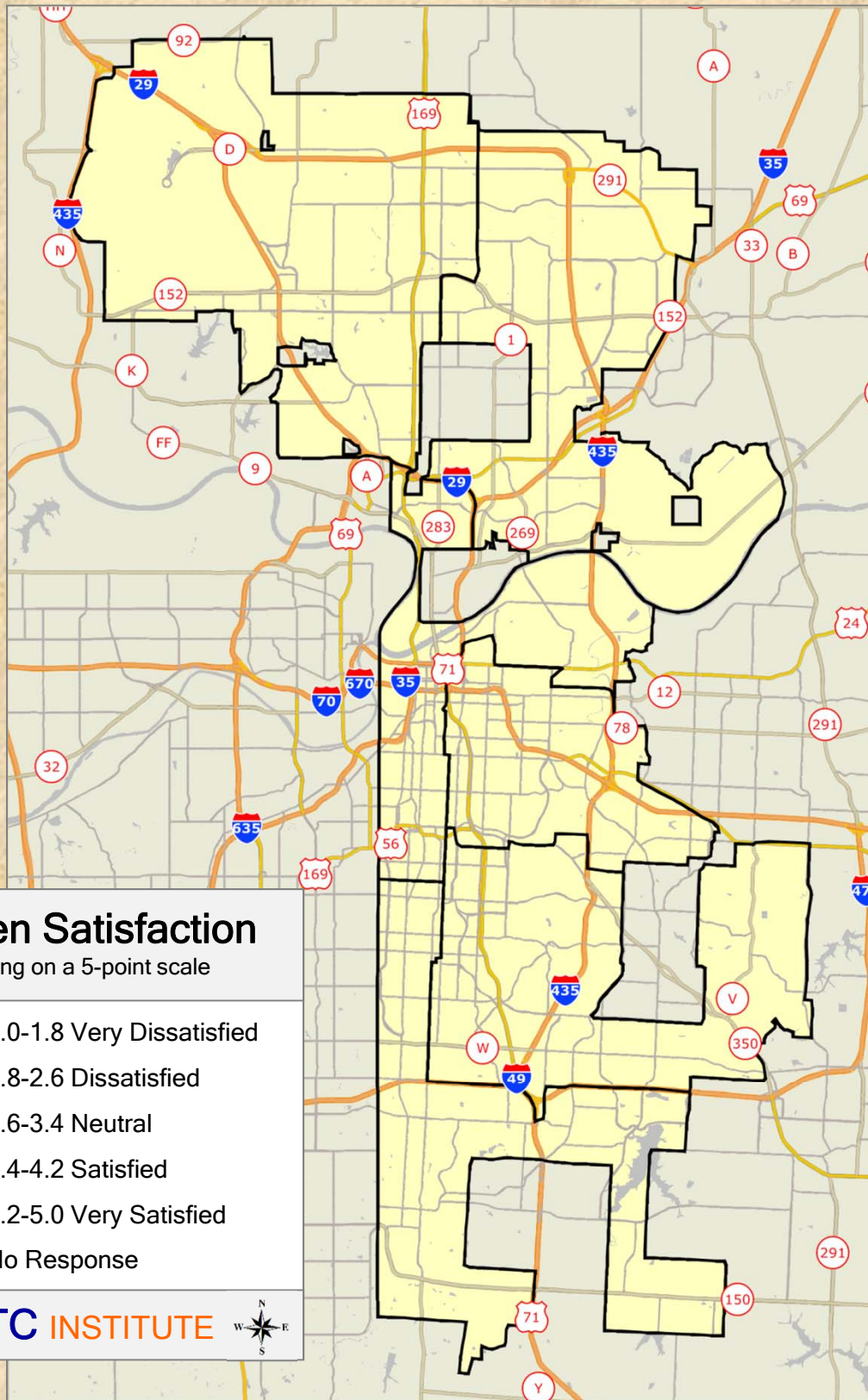
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

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

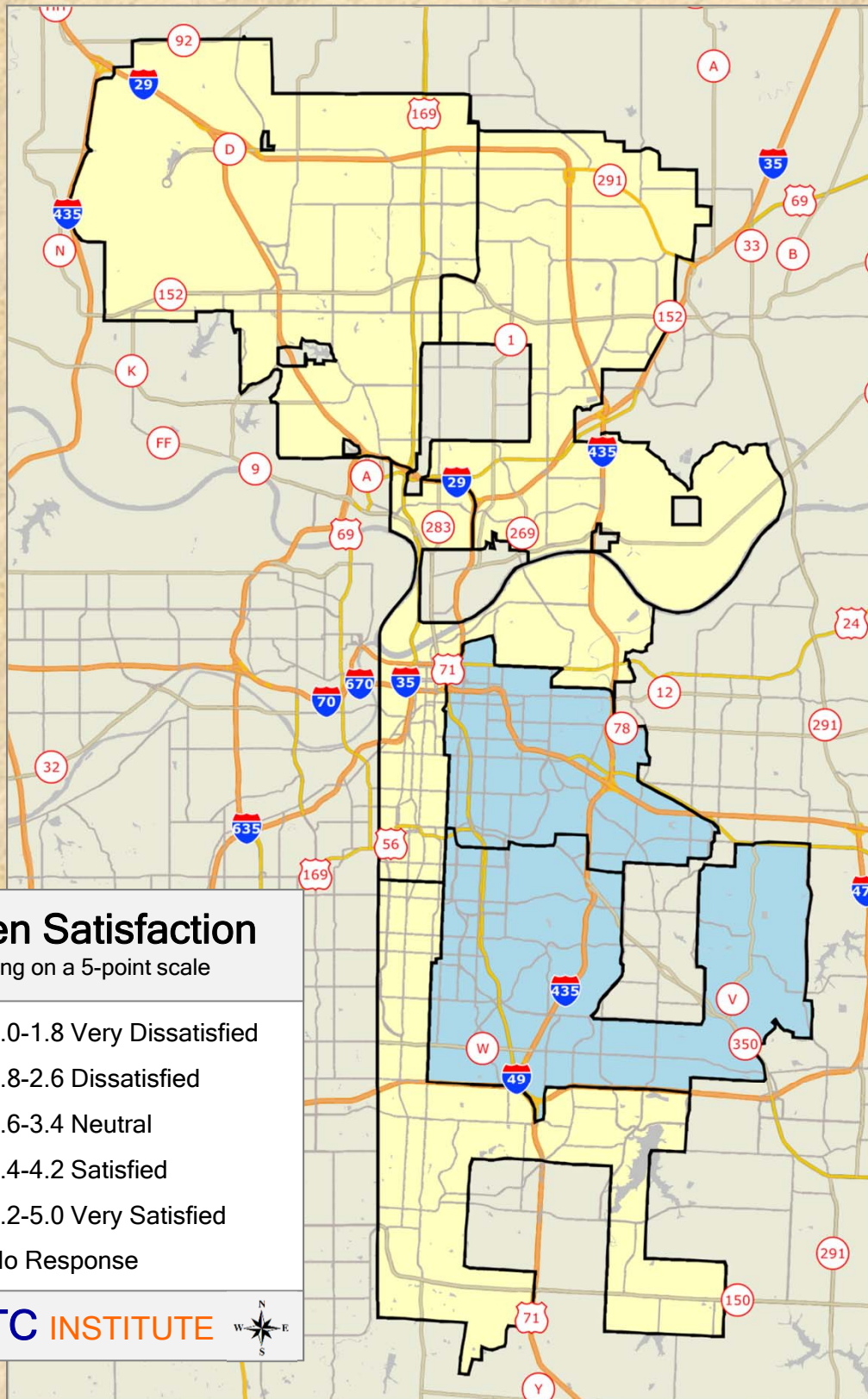


## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District



# Q16d Satisfaction with the quality of city video programming



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



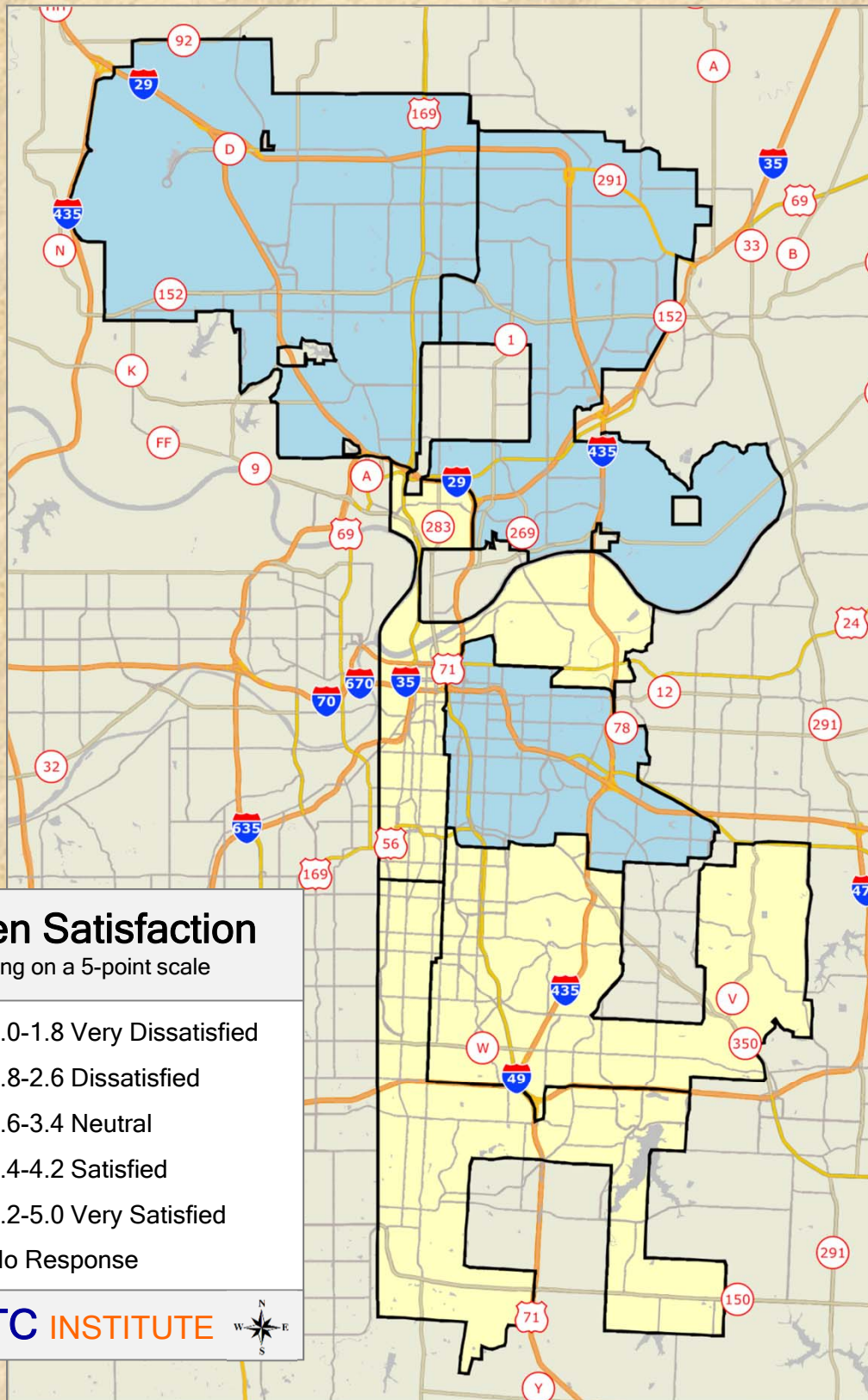
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

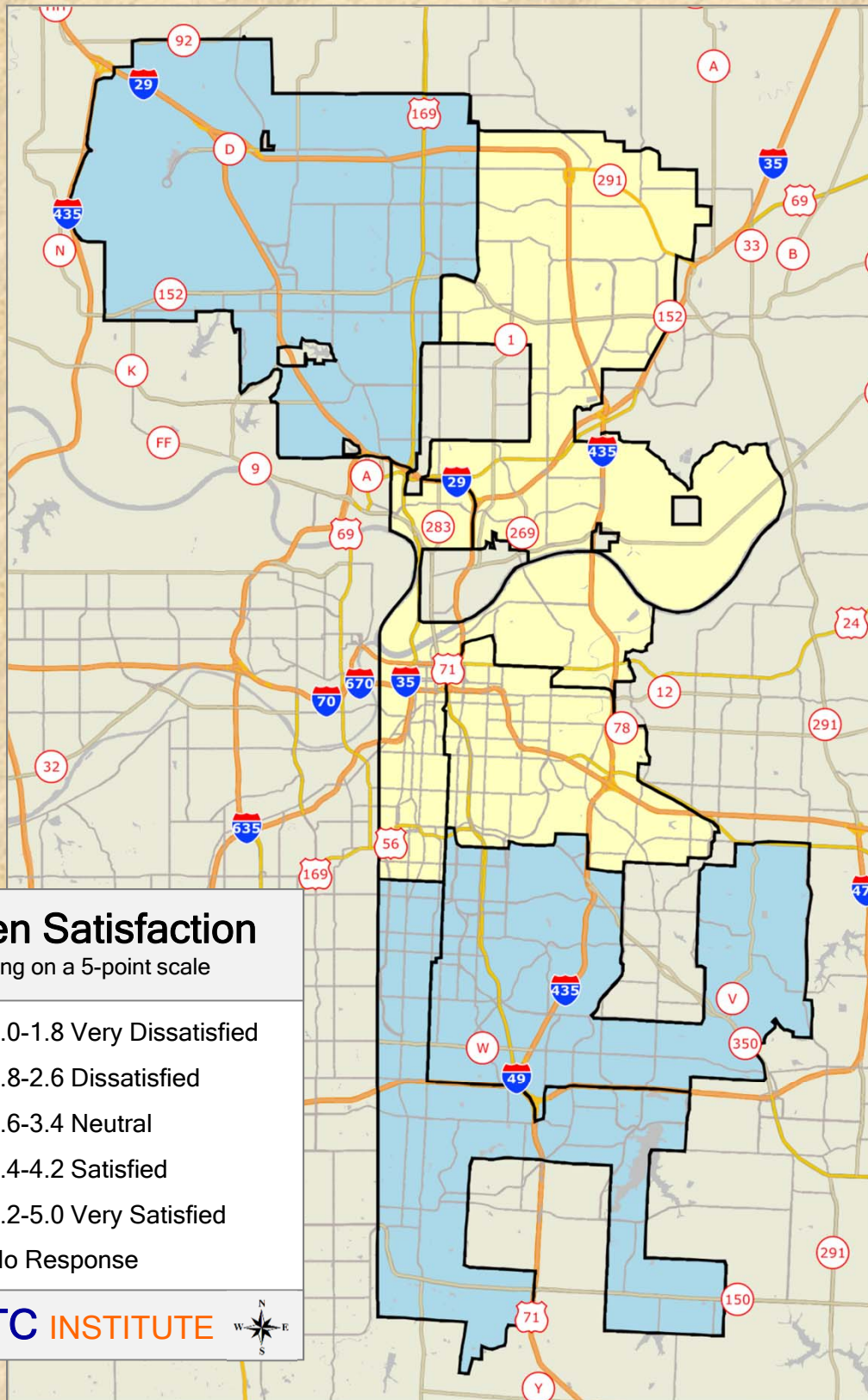
# Q16e Satisfaction with the content in the city's magazine, KCMore



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q16f Satisfaction with the city's use of social media



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



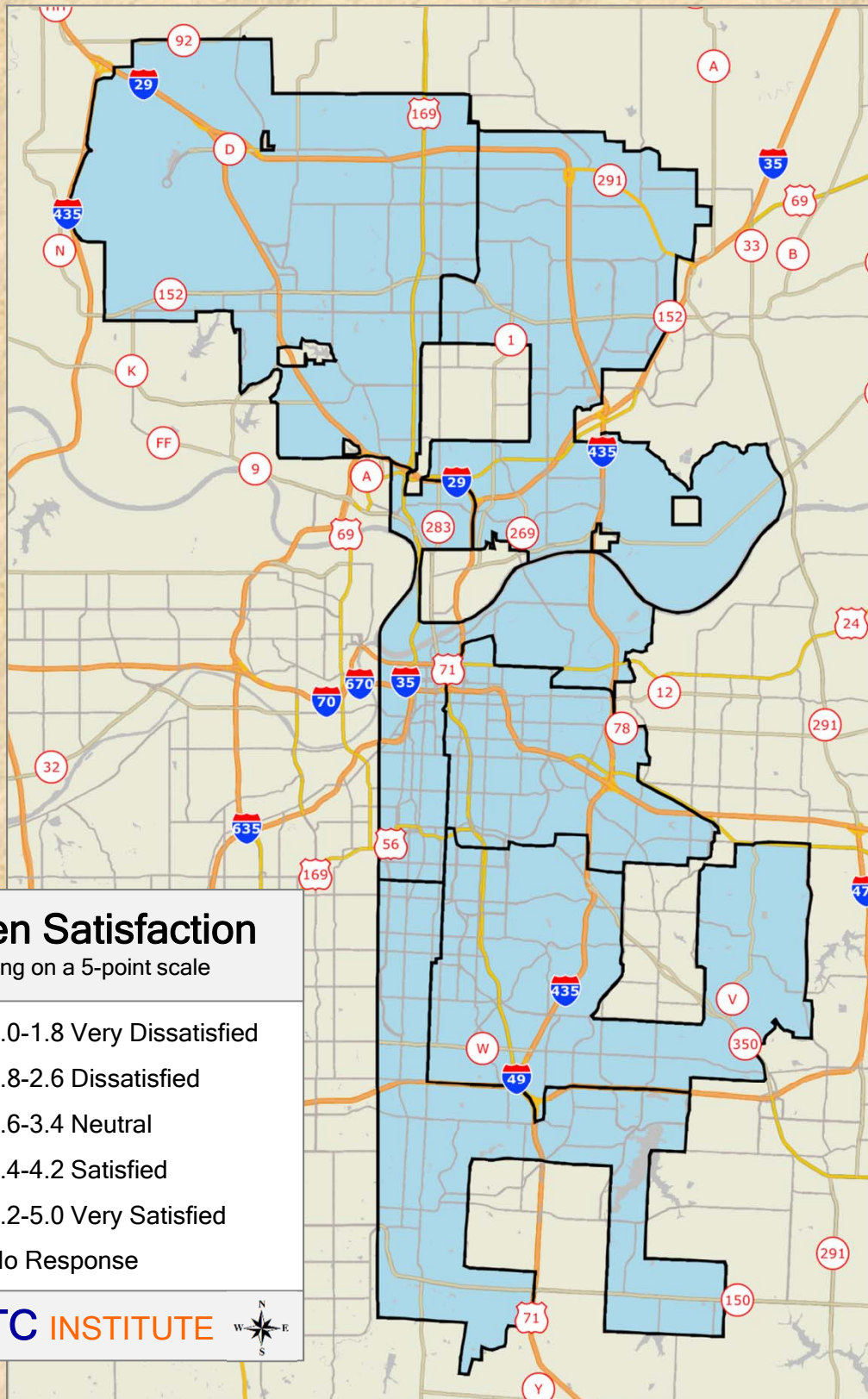
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q13a Satisfaction with maintenance of city parks



**Citizen Satisfaction**  
Mean rating on a 5-point scale

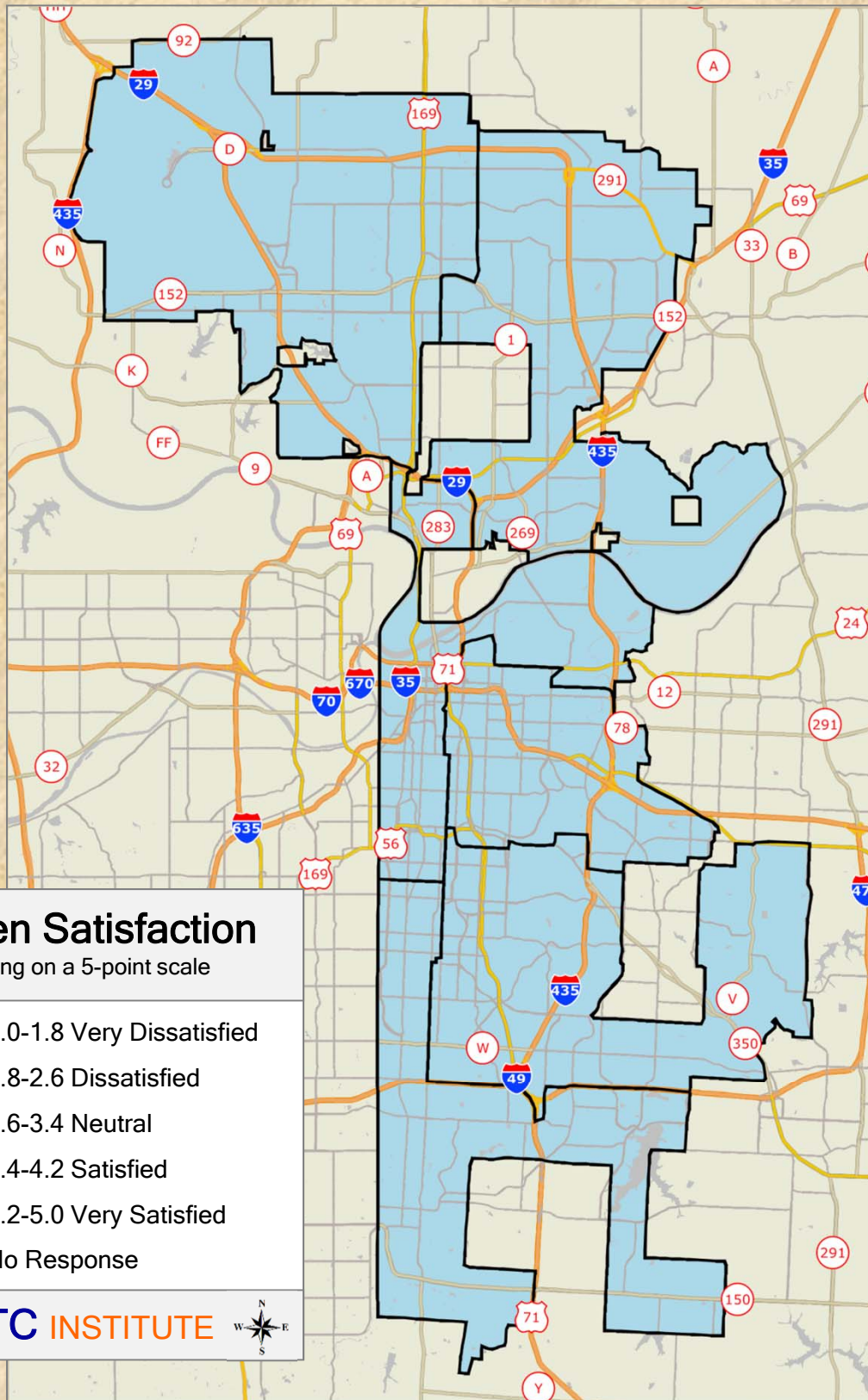
	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	No Response

## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q13b Satisfaction with quality of facilities such as picnic shelters and playgrounds in city parks



## Citizen Satisfaction

Mean rating on a 5-point scale

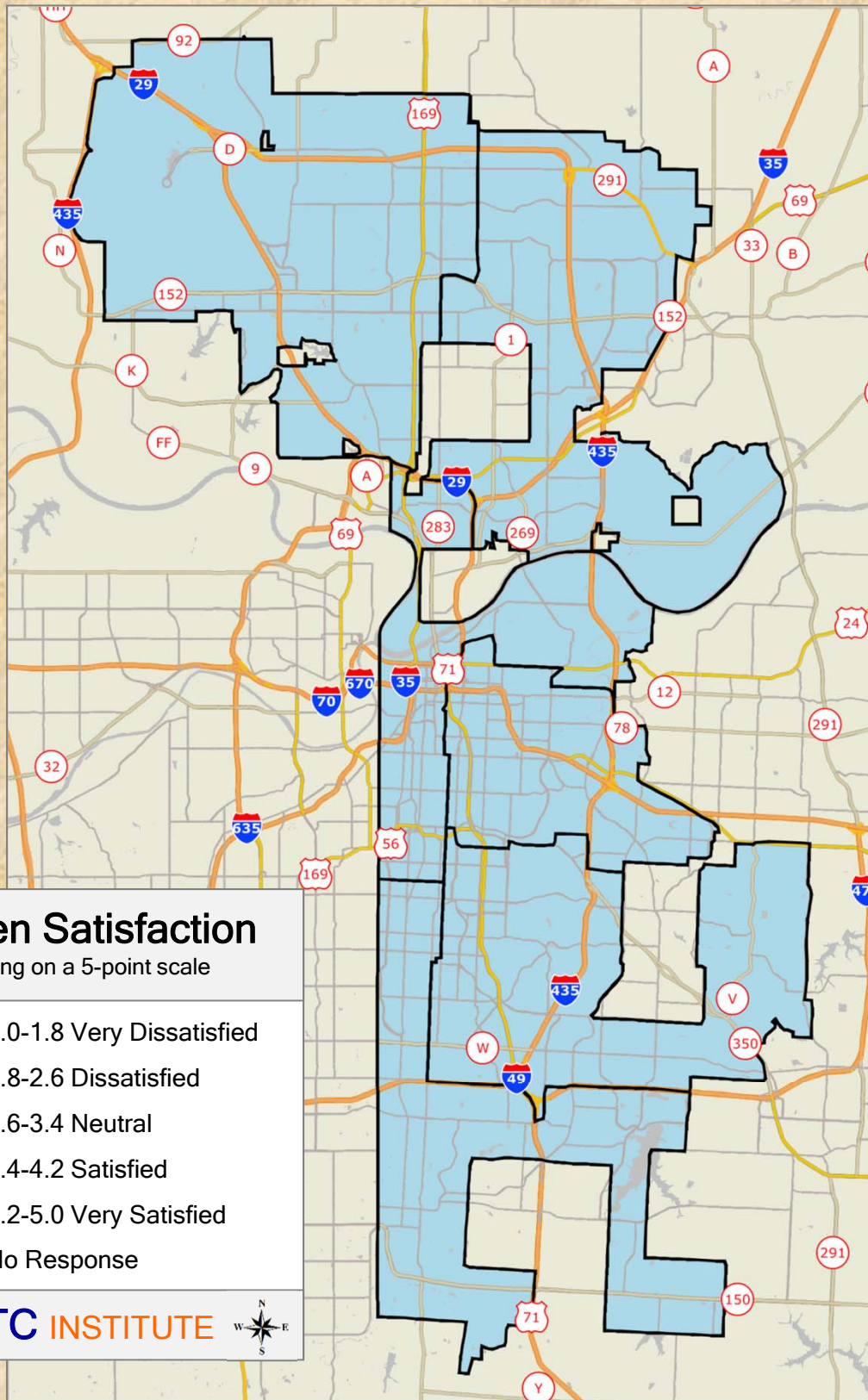
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

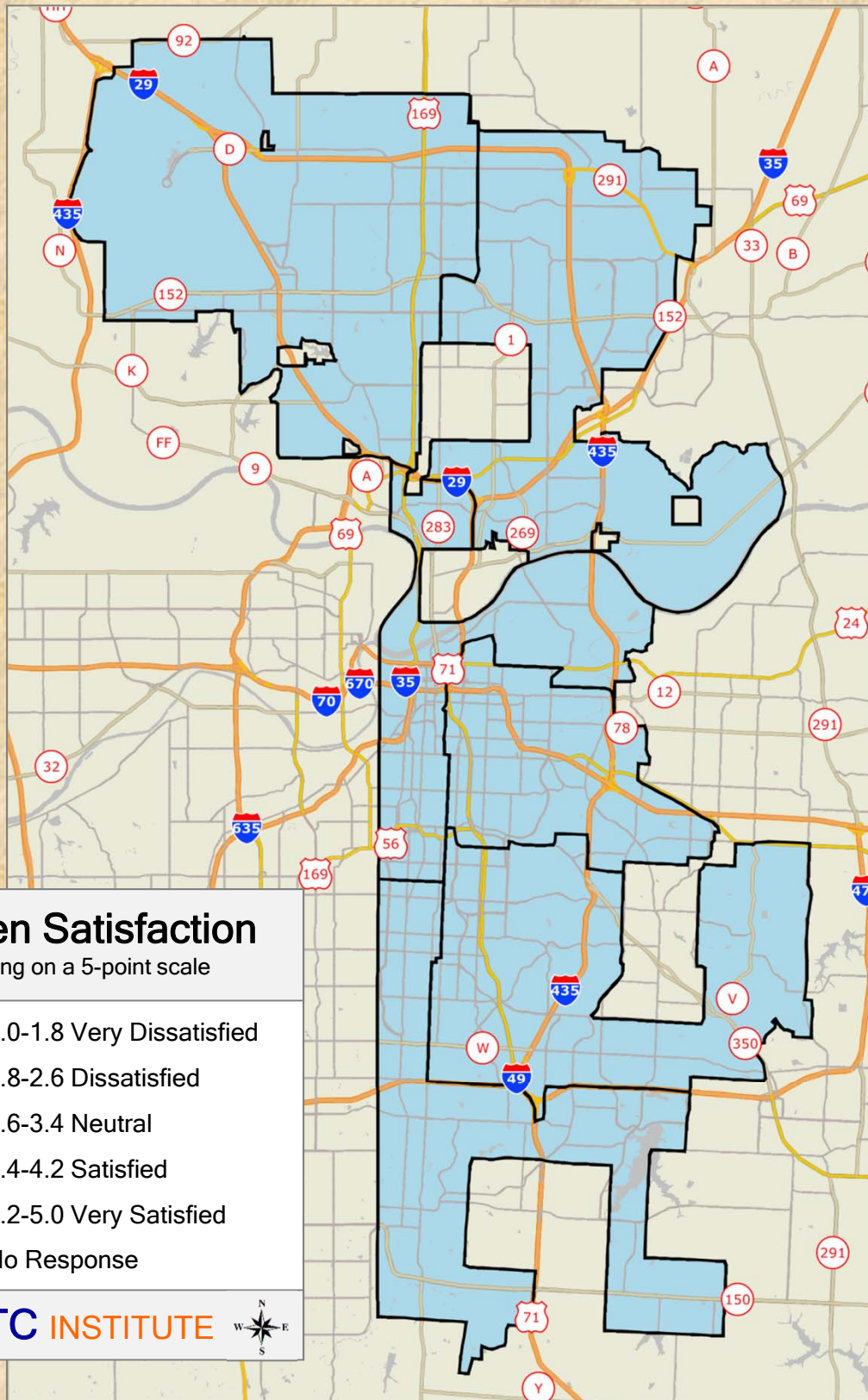
# Q13c Satisfaction with outdoor athletic fields



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q13d Satisfaction with maintenance of boulevards and parkways



## Citizen Satisfaction

Mean rating on a 5-point scale

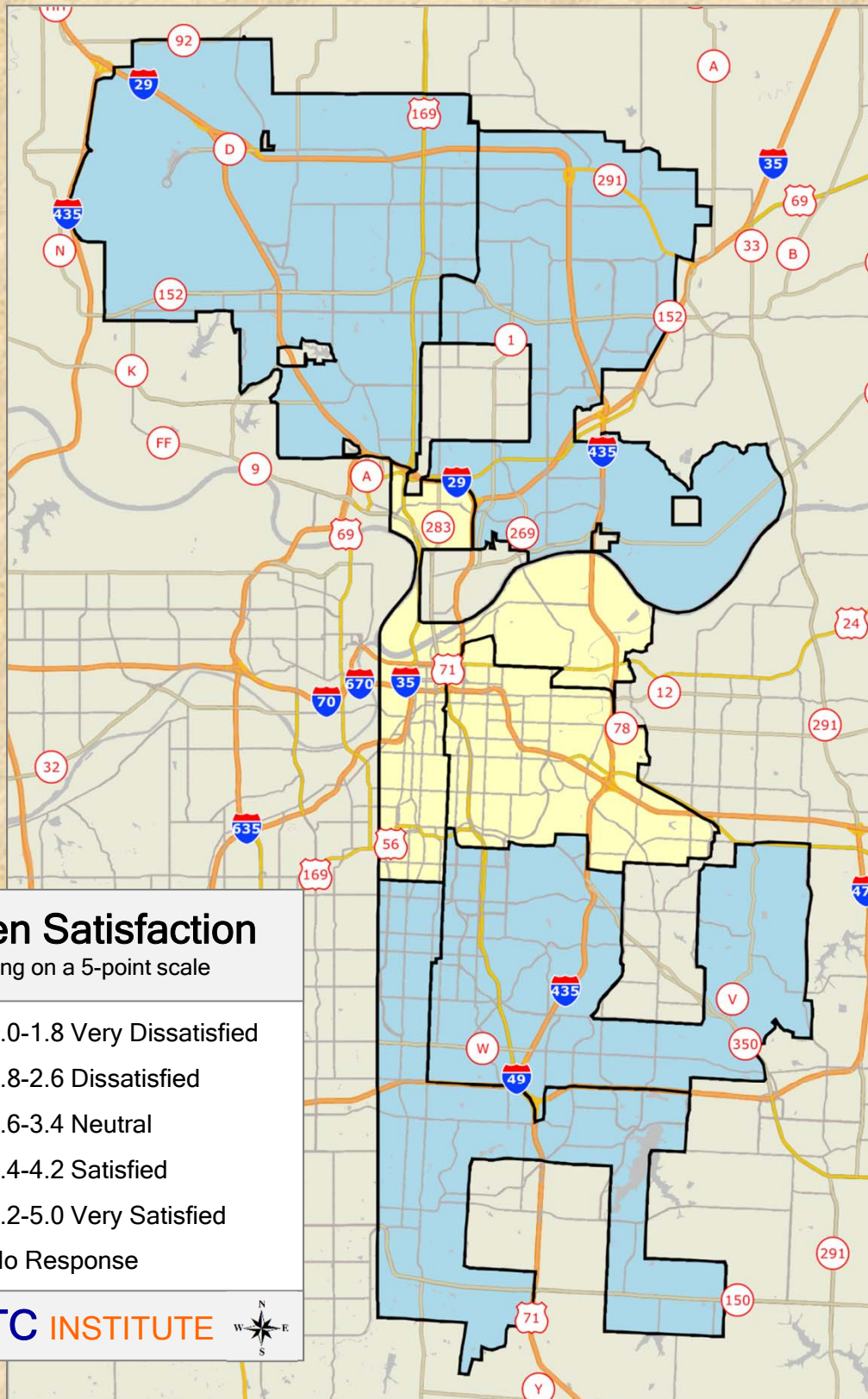
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q13e Satisfaction with walking and biking trails in the City

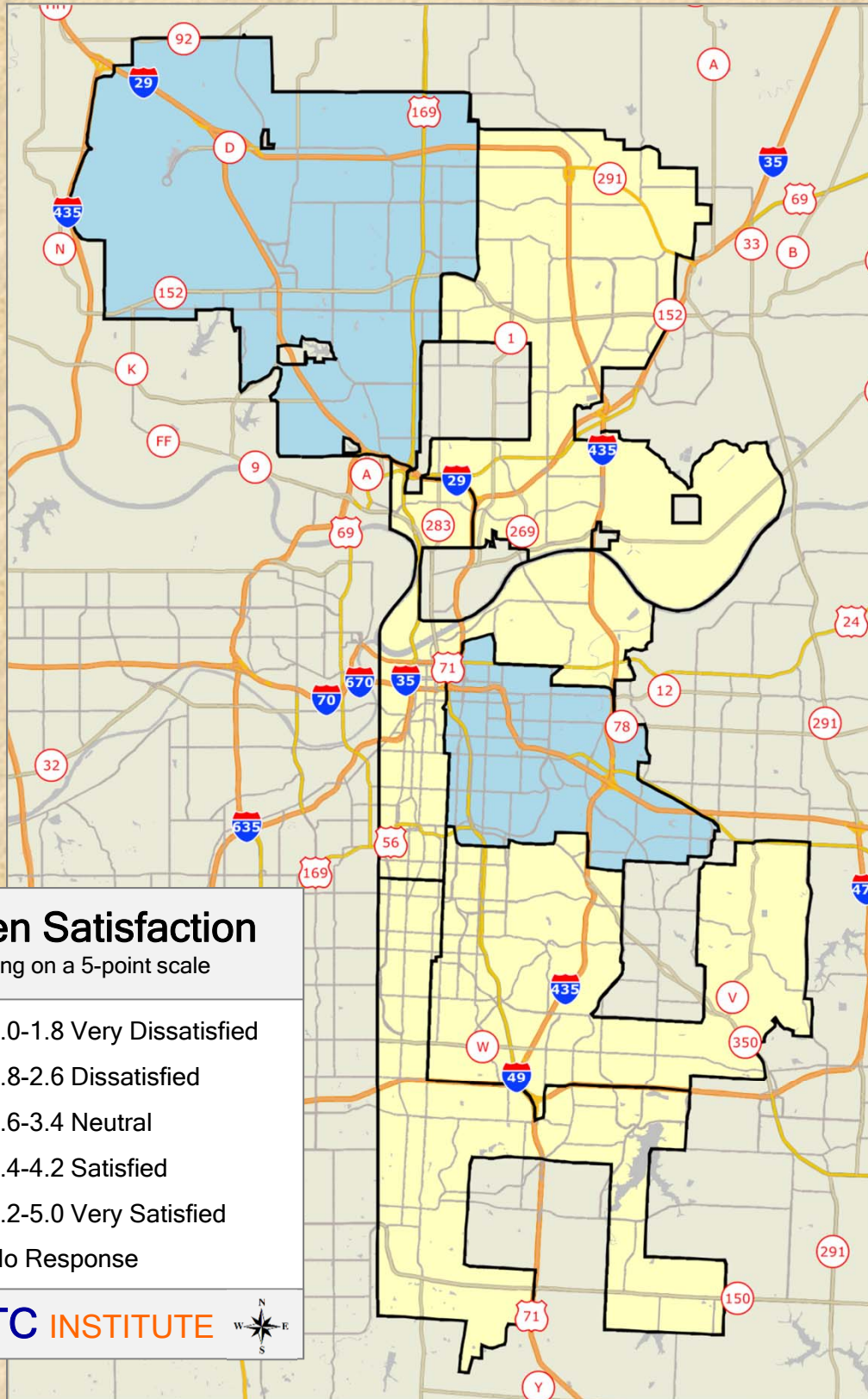


## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District



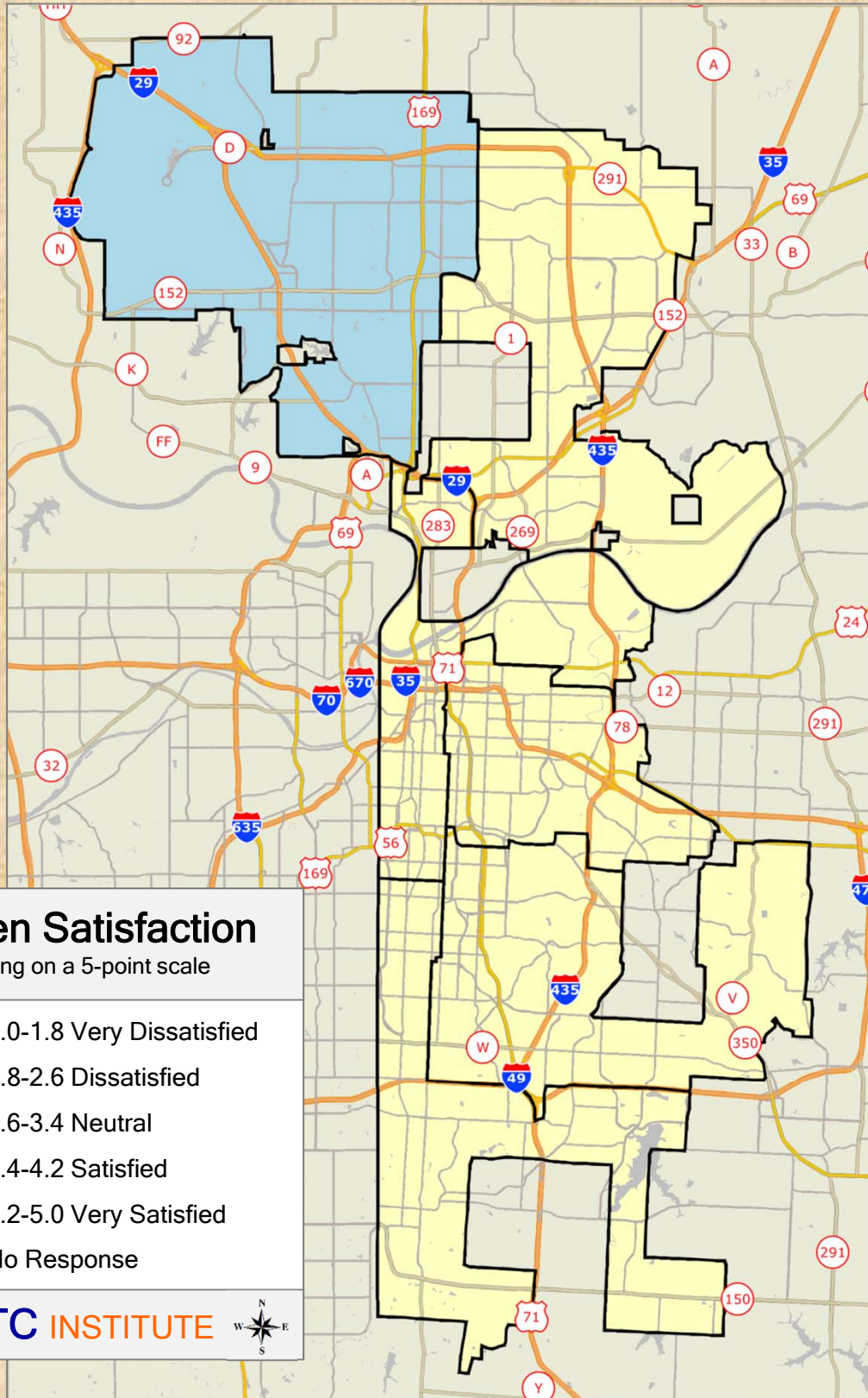
# Q13f Satisfaction with city swimming pools and programs



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q13g Satisfaction with the city's youth programs and activities



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



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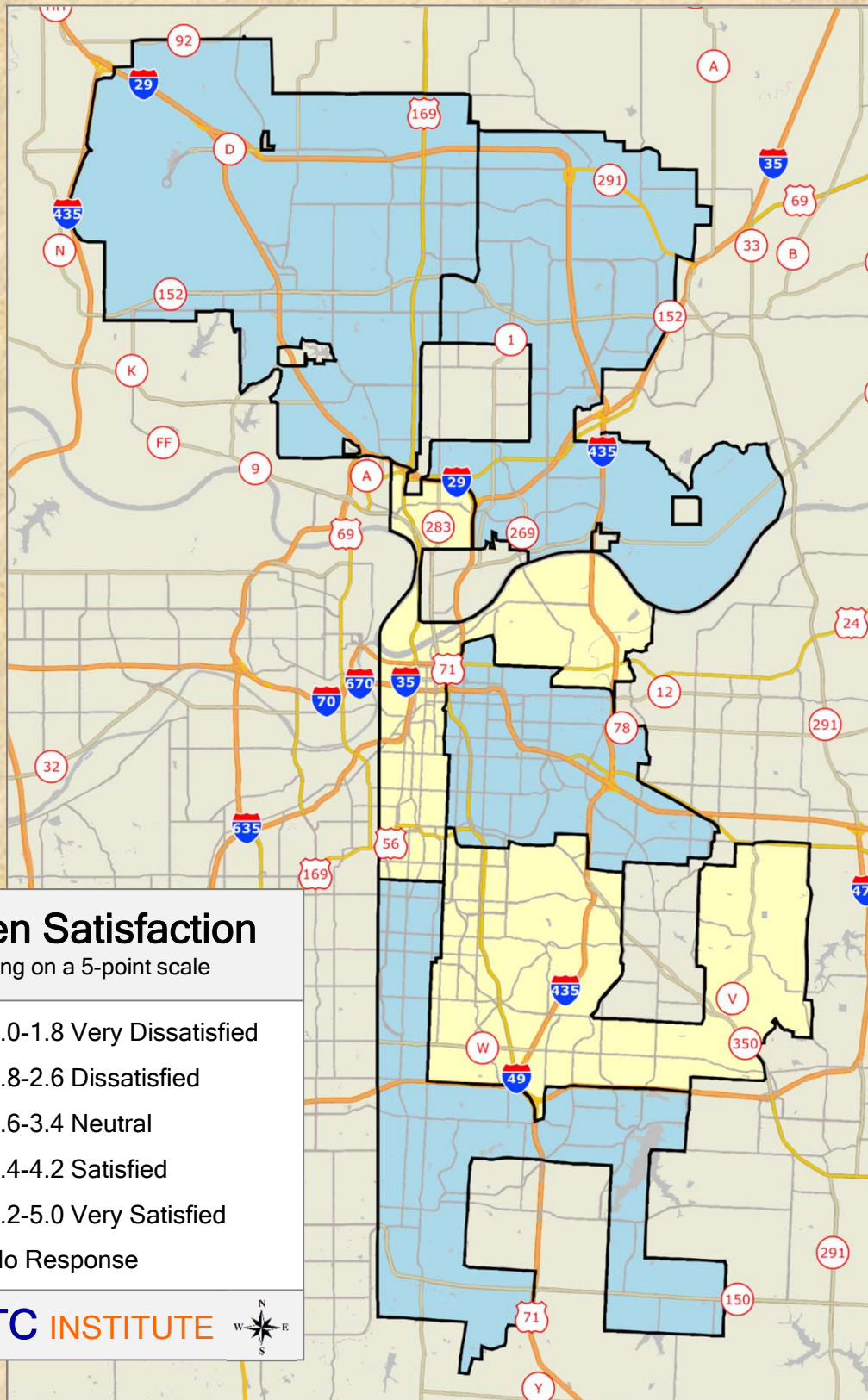


## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District



# Q13i Satisfaction with programs and activities at city community centers



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



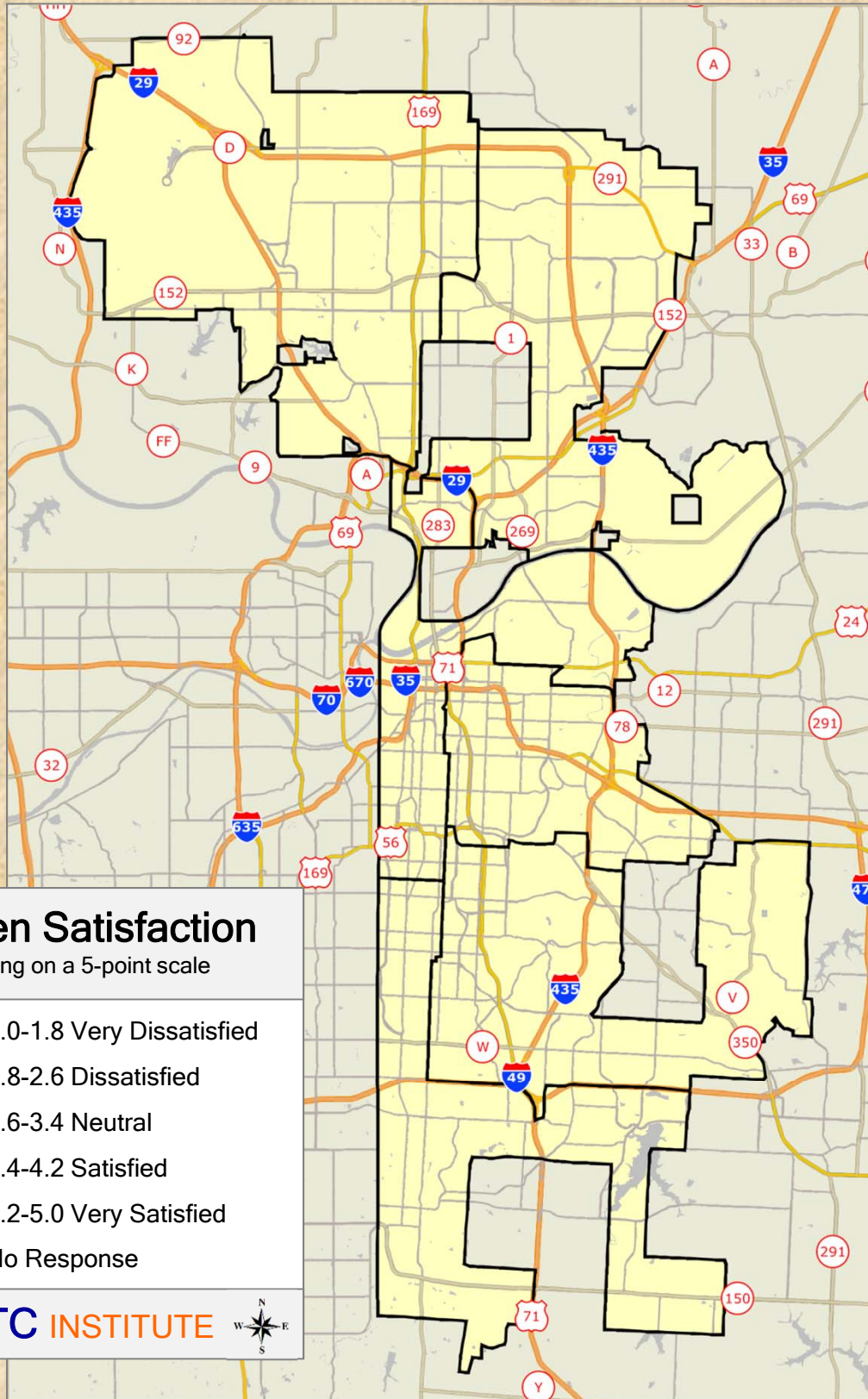
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q13j Satisfaction with tree trimming and other tree care along city streets and other public areas



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



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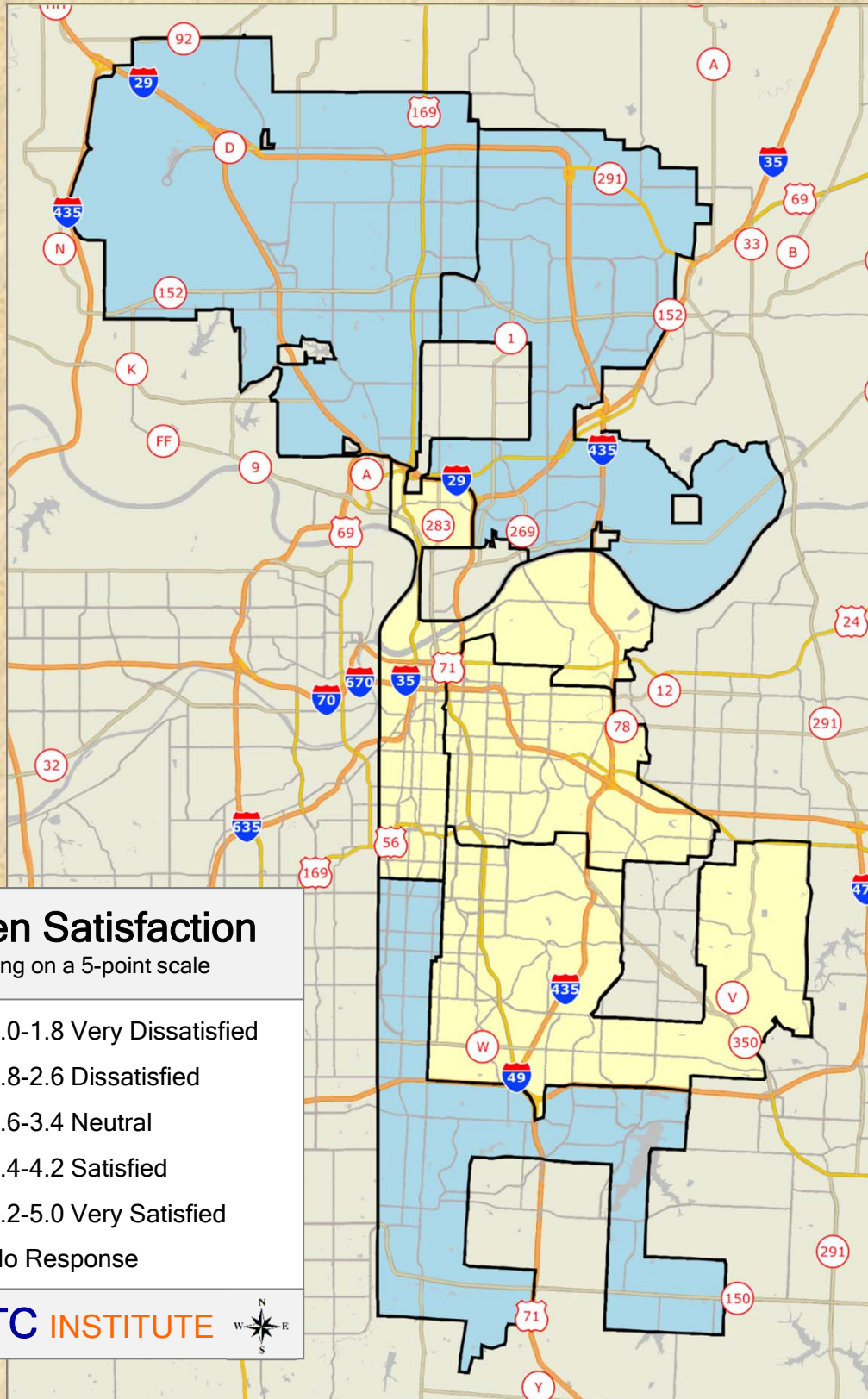


## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District



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



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



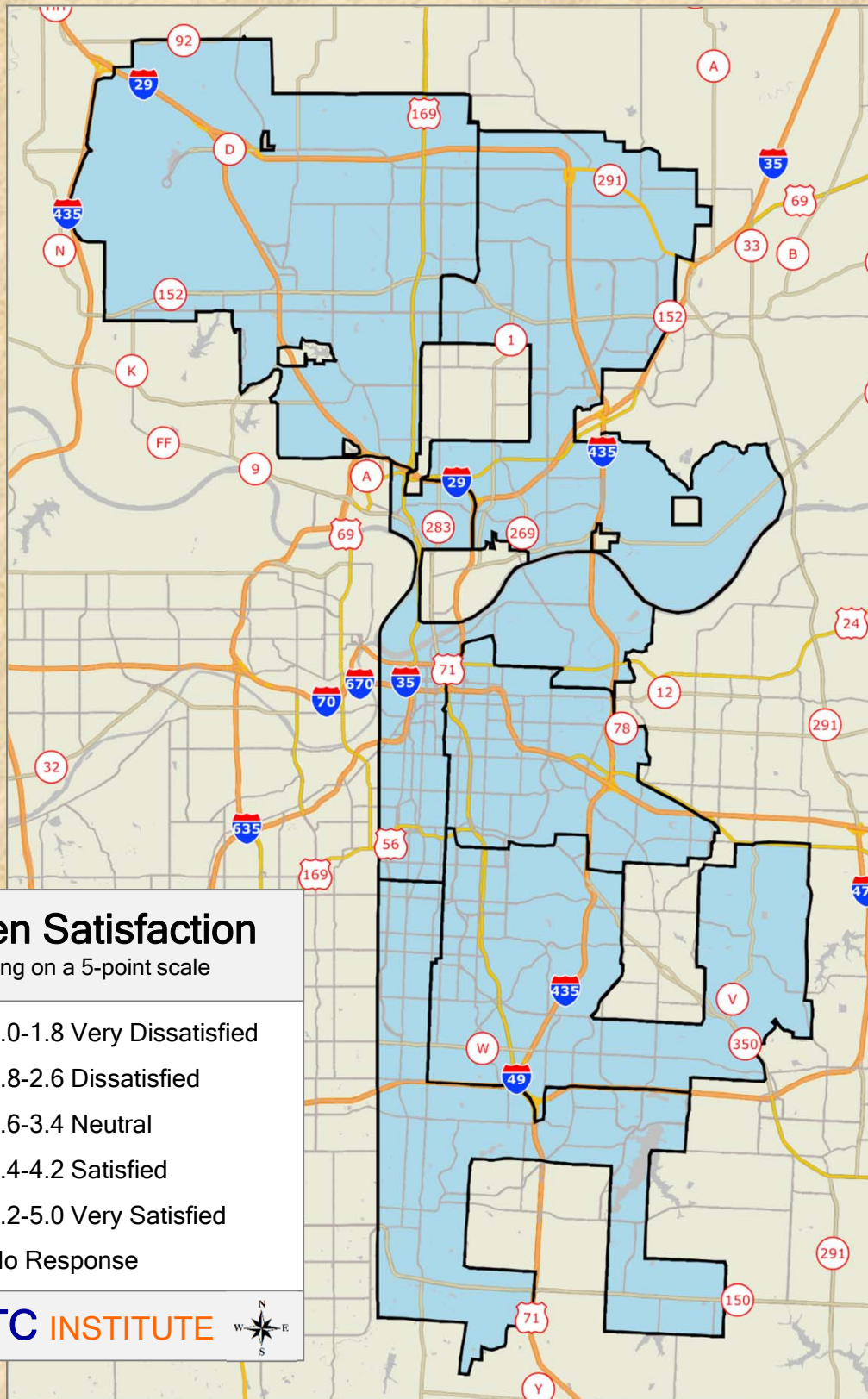
## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District





# Q15b Satisfaction with overall quality of curbside recycling services



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



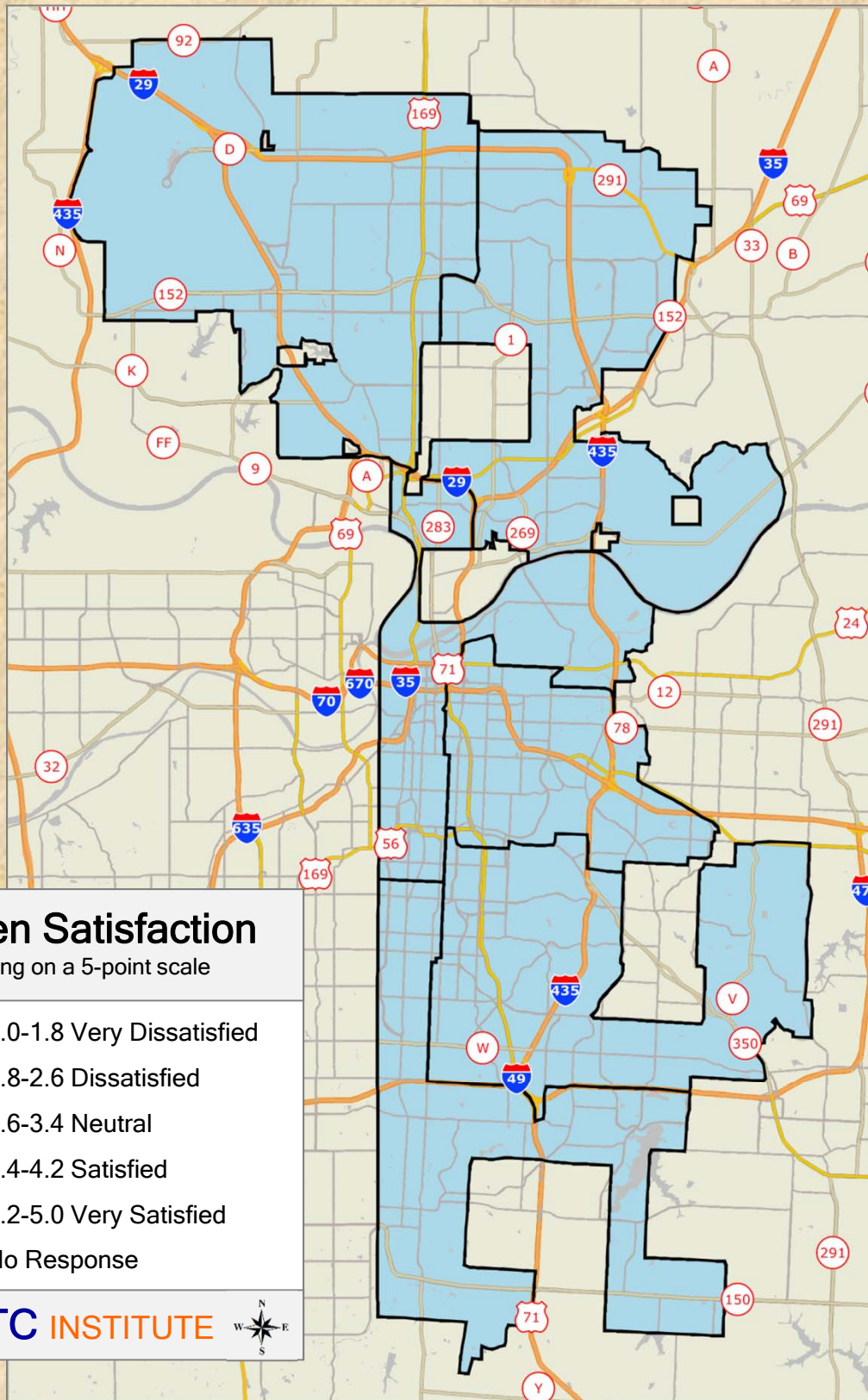
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q15c Satisfaction with overall quality recycling drop-off centers



## Citizen Satisfaction

Mean rating on a 5-point scale

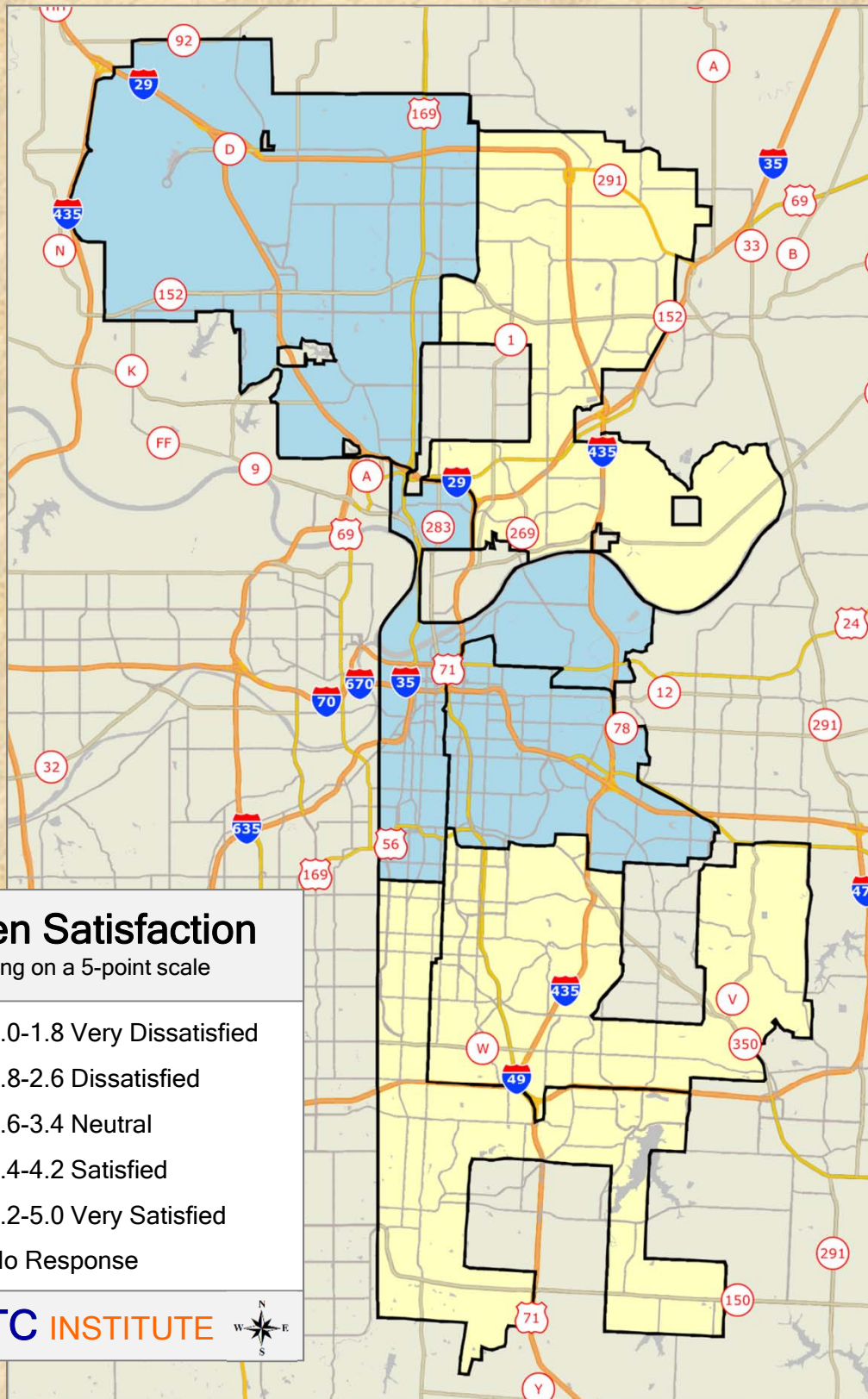
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q15d Satisfaction with overall quality of bulky item pick-up services



## Citizen Satisfaction

Mean rating on a 5-point scale

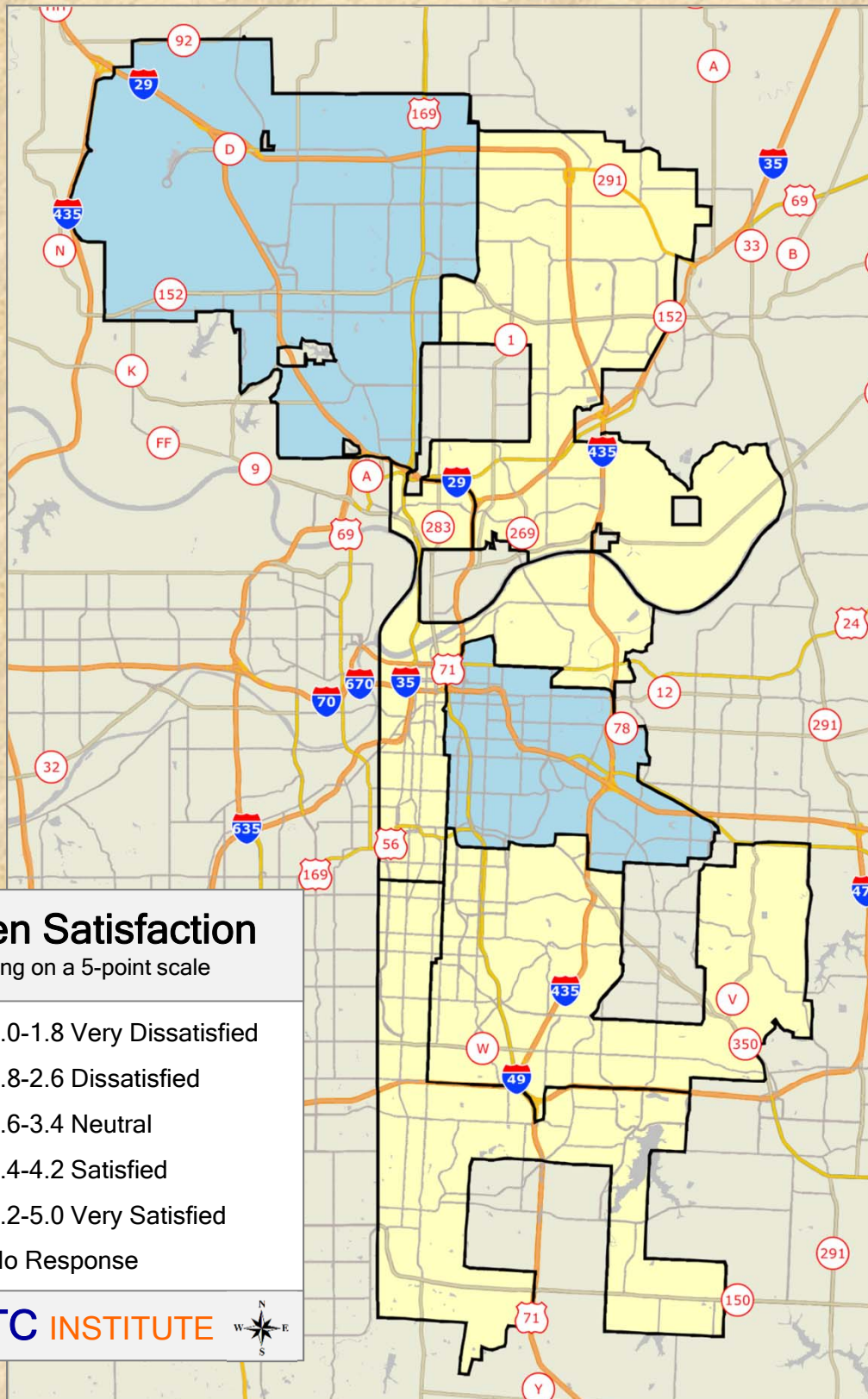
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

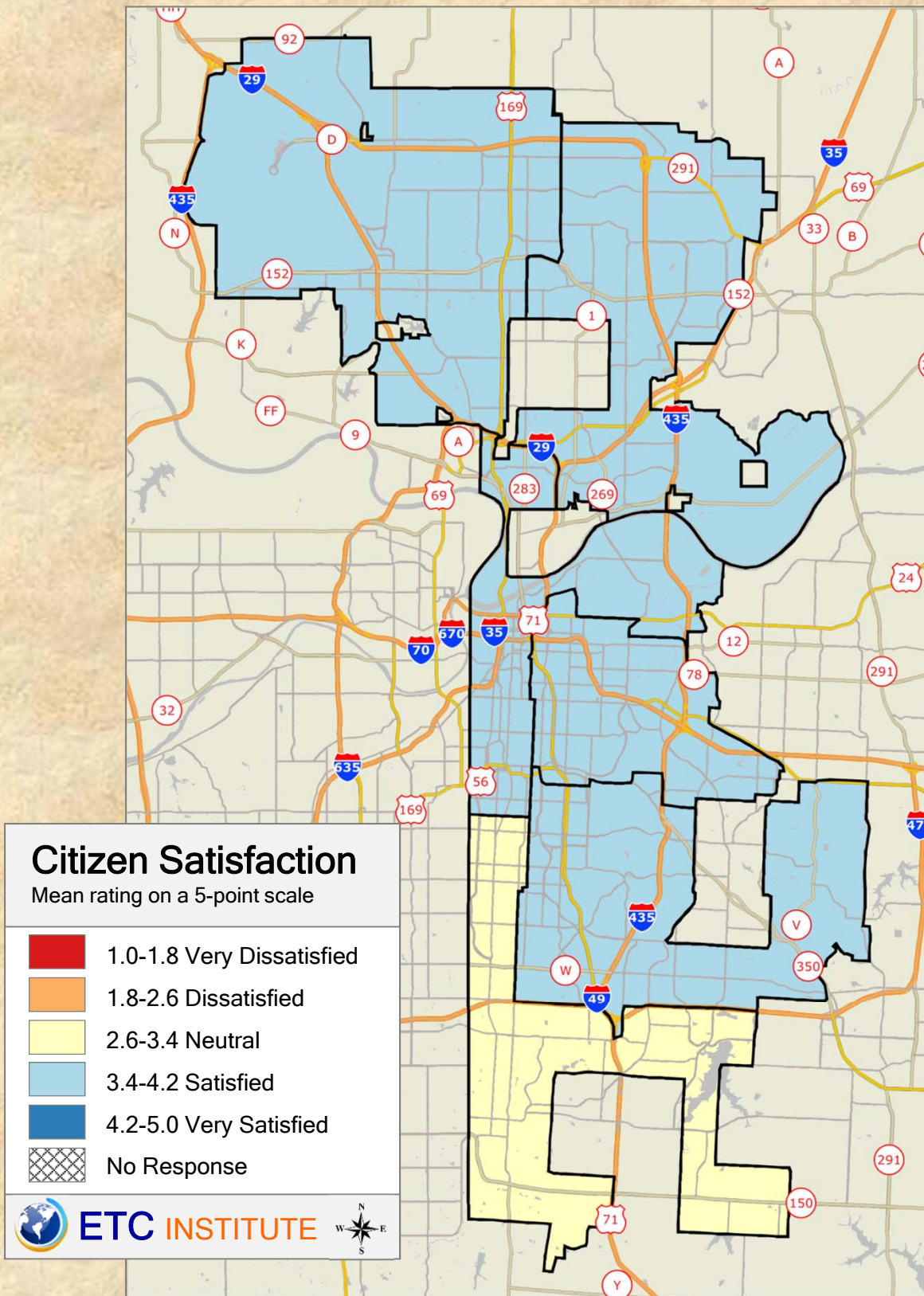
# Q15e Satisfaction with leaf and brush pick-up services



## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

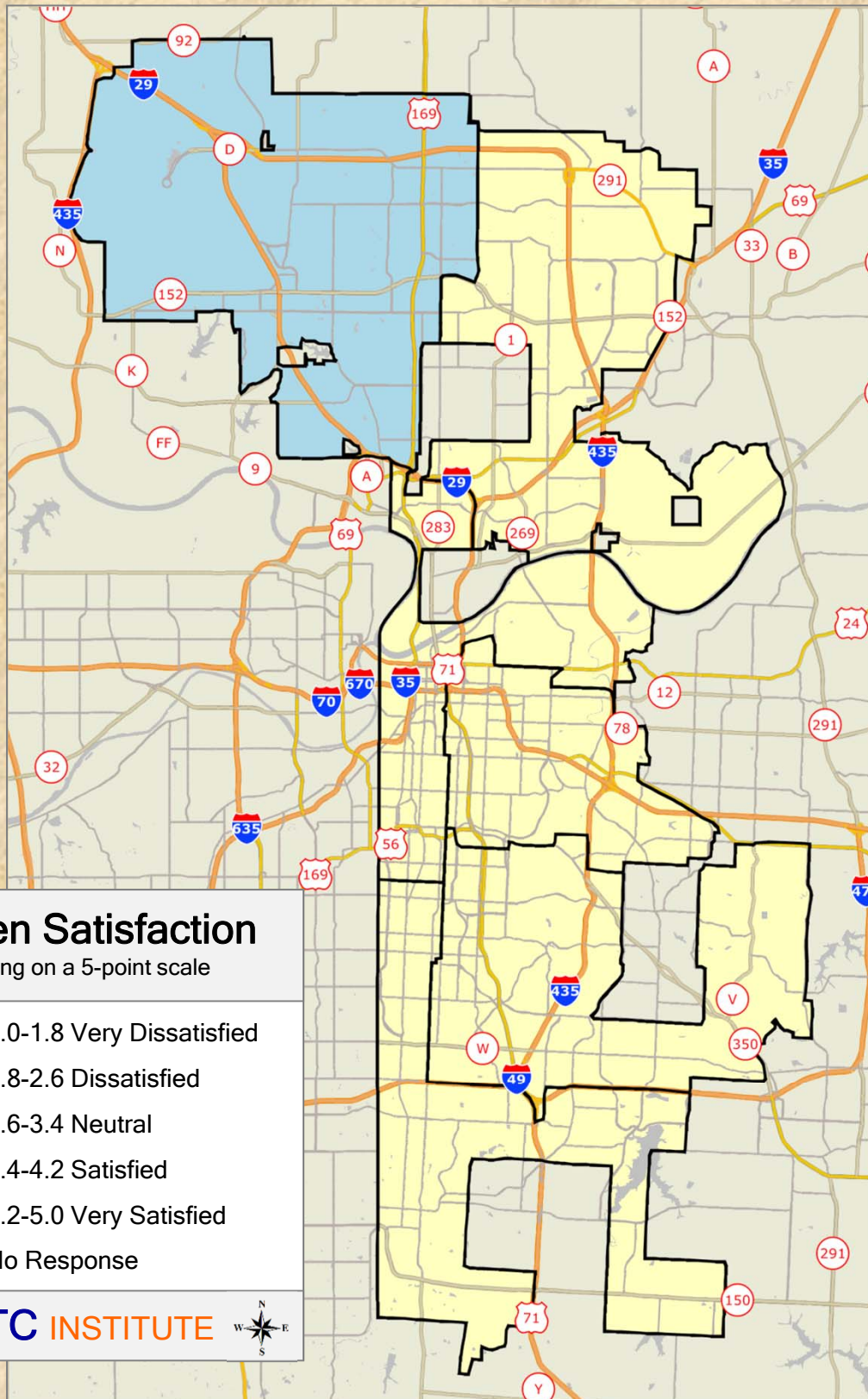
## Q15f Satisfaction with leaf and brush drop-off centers



### FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q15g Satisfaction with overall cleanliness of city streets and other public areas



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



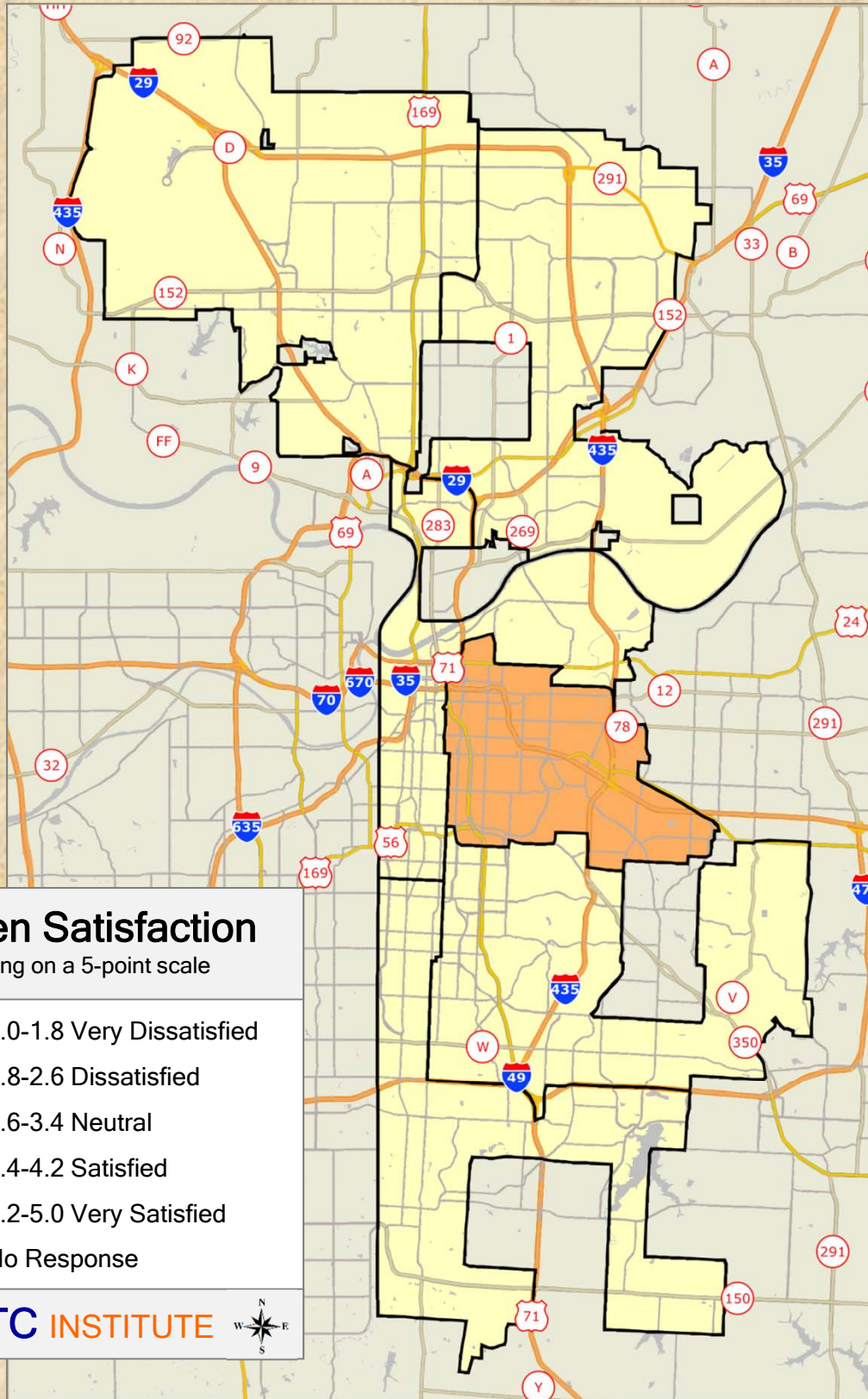
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q15h Satisfaction with efforts to clean-up illegal dumping sites



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



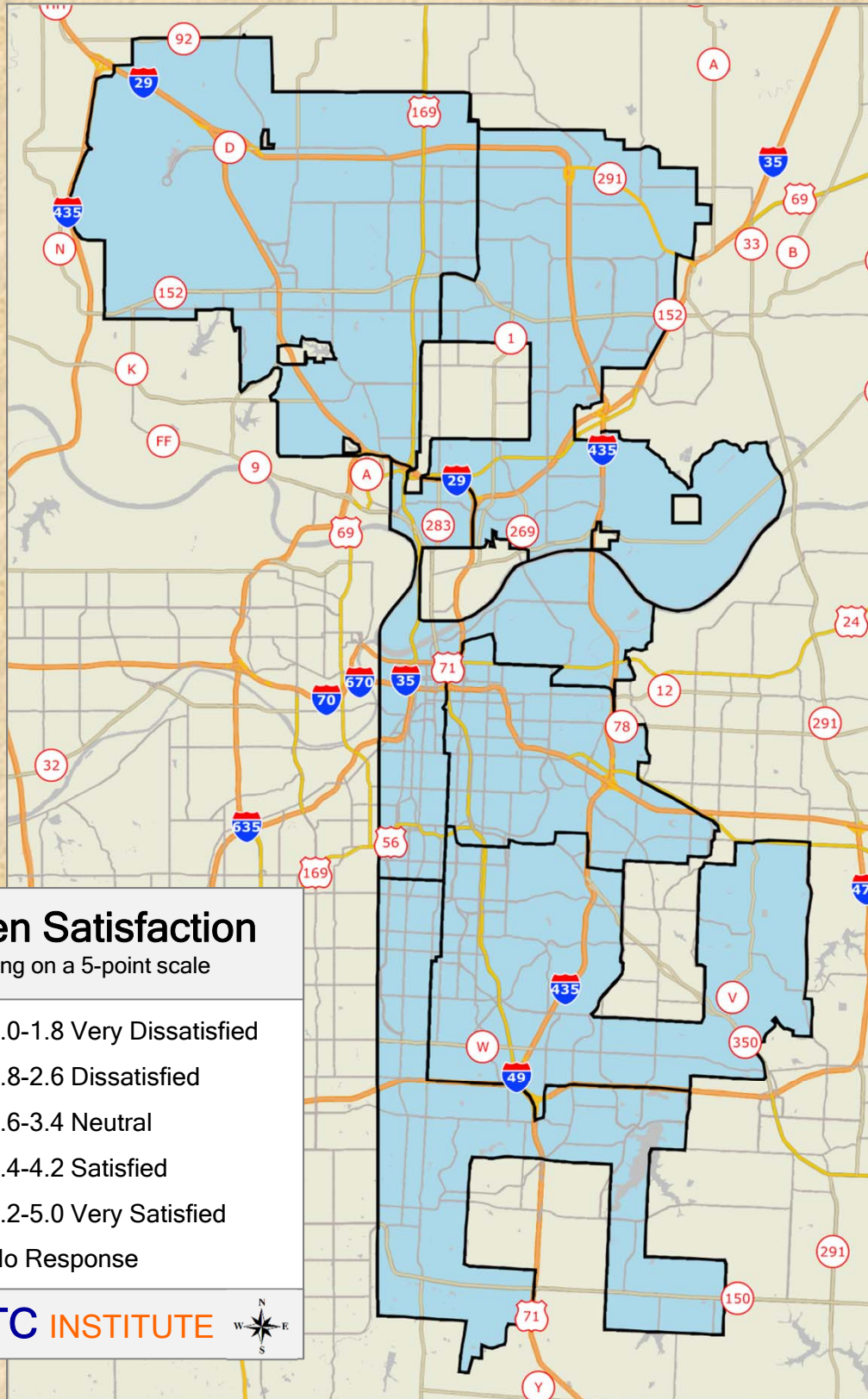
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## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q17a Satisfaction with ease of moving through airport security



**Citizen Satisfaction**  
 Mean rating on a 5-point scale

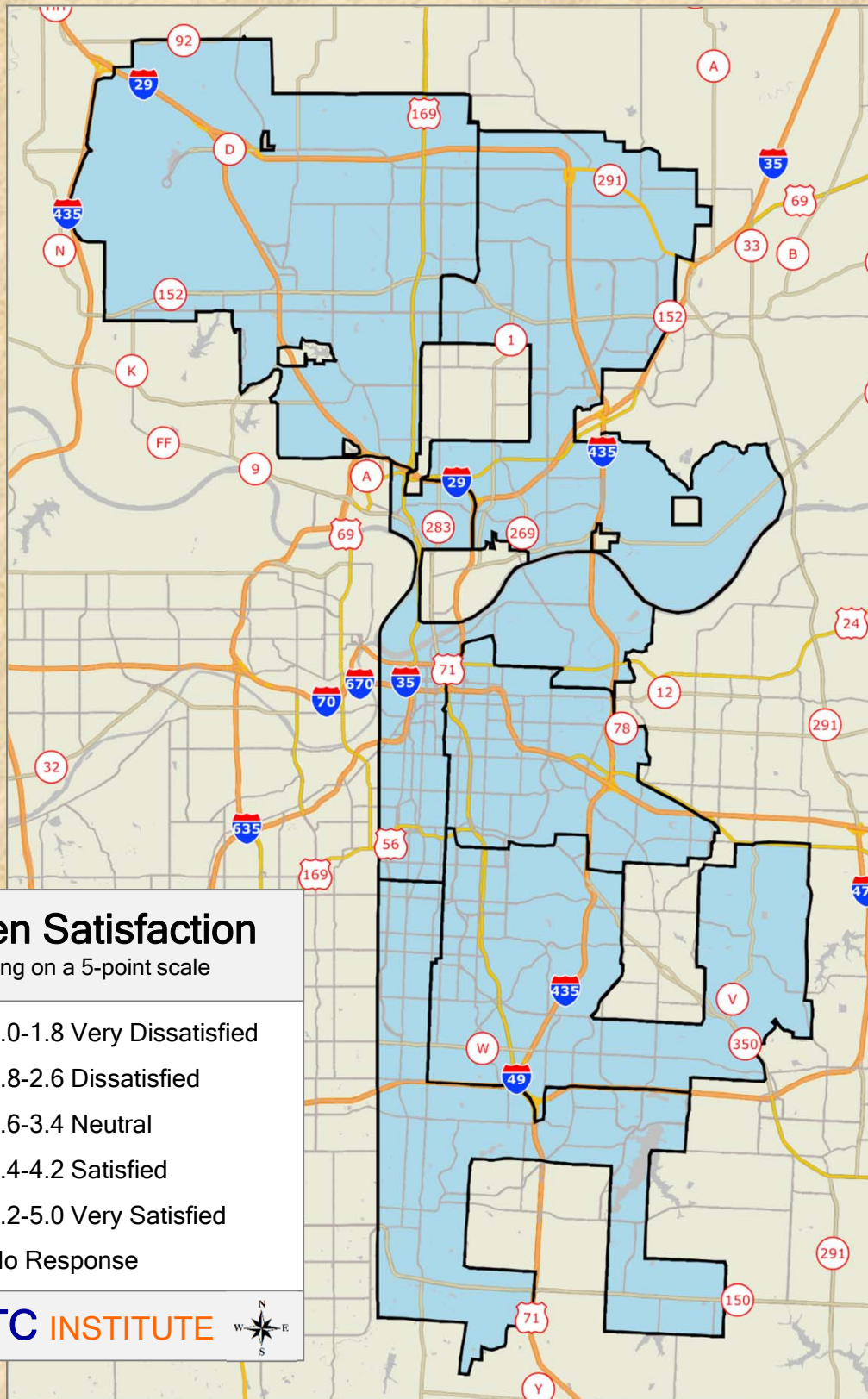
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

**FY 2015-16 City of Kansas City, Missouri Citizen Survey**  
 Shading reflects the mean rating for all respondents by District



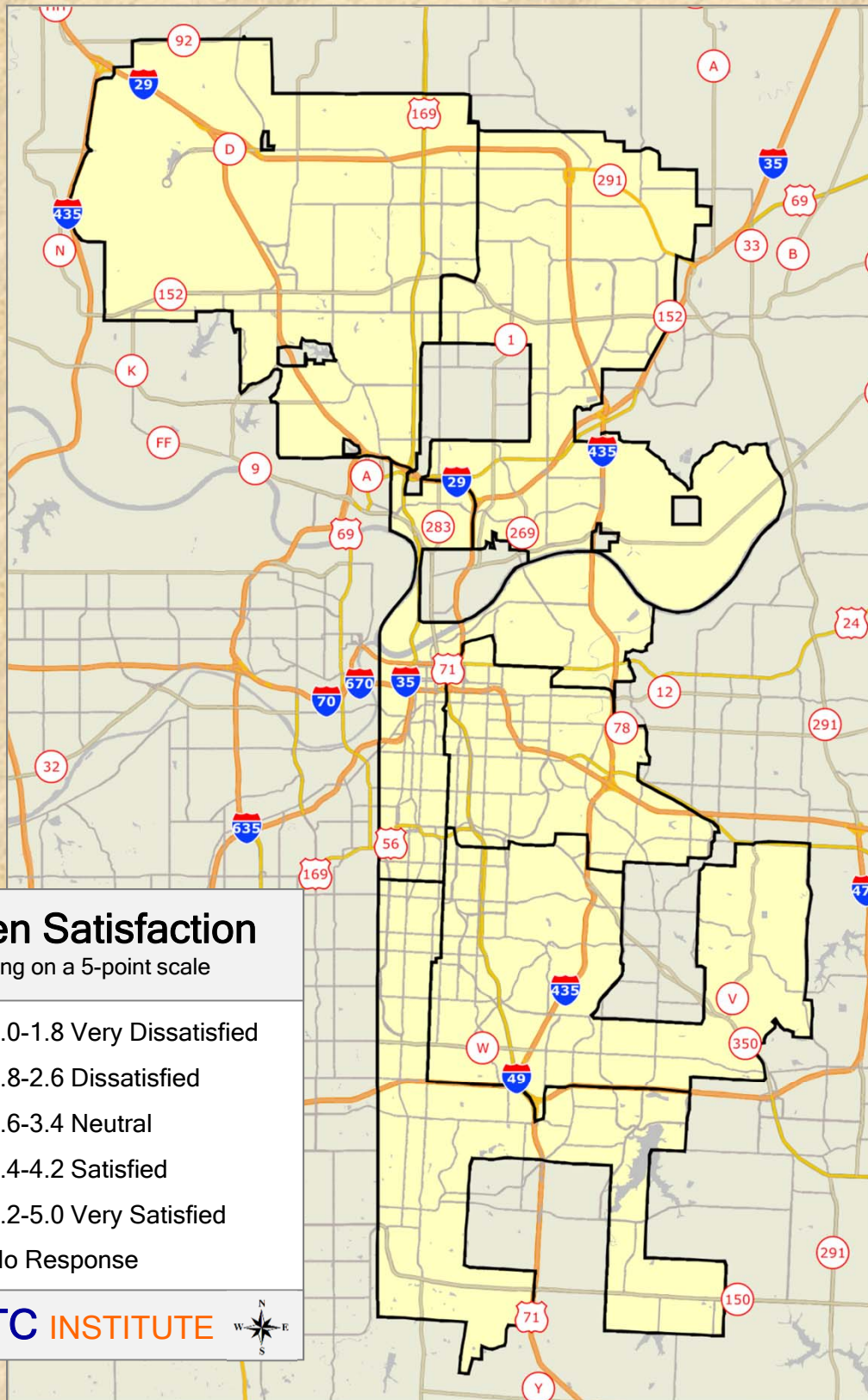
## Q17b Satisfaction with availability of parking



### FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

# Q17c Satisfaction with food, beverage, and other concessions



## Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response

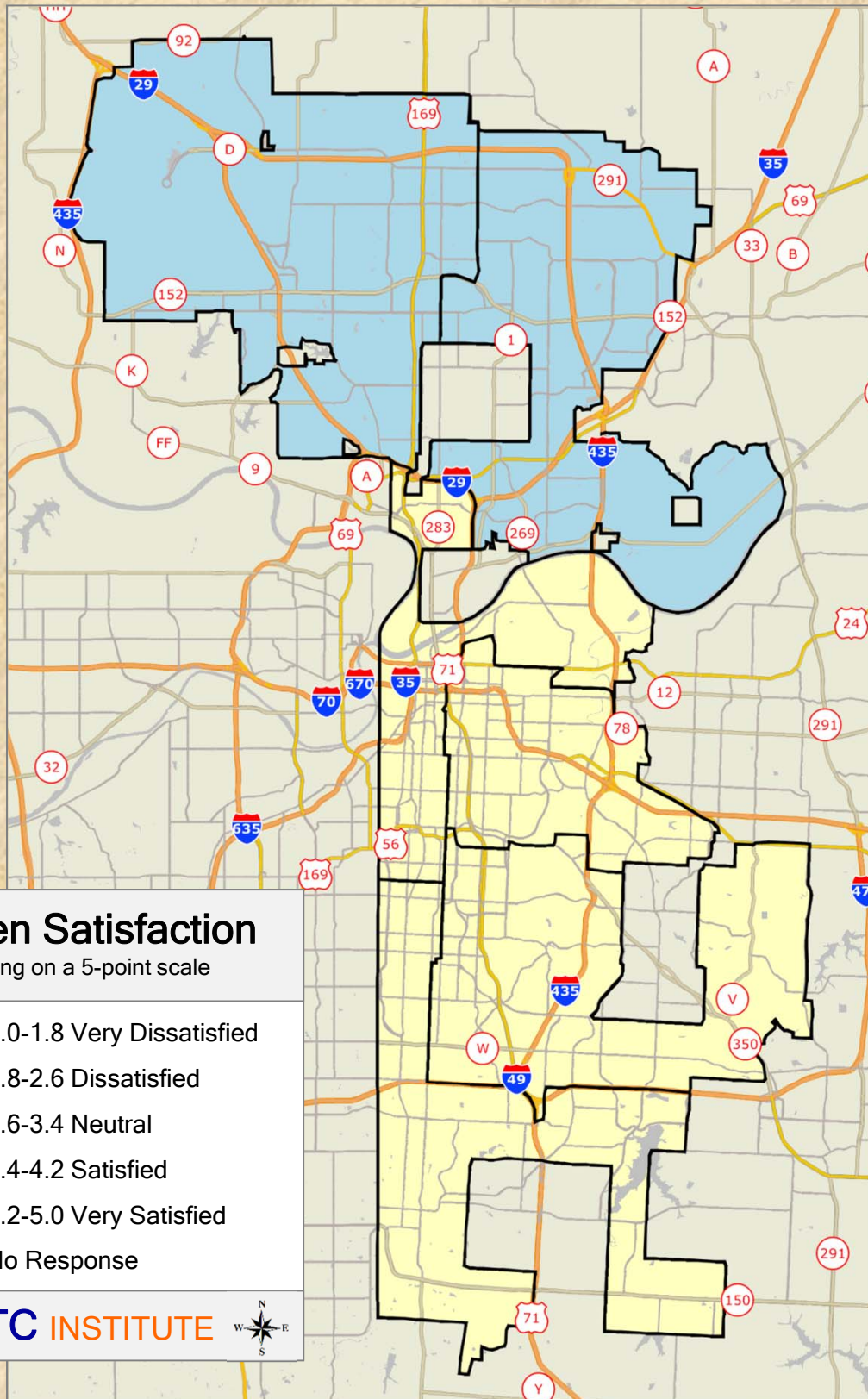


## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District



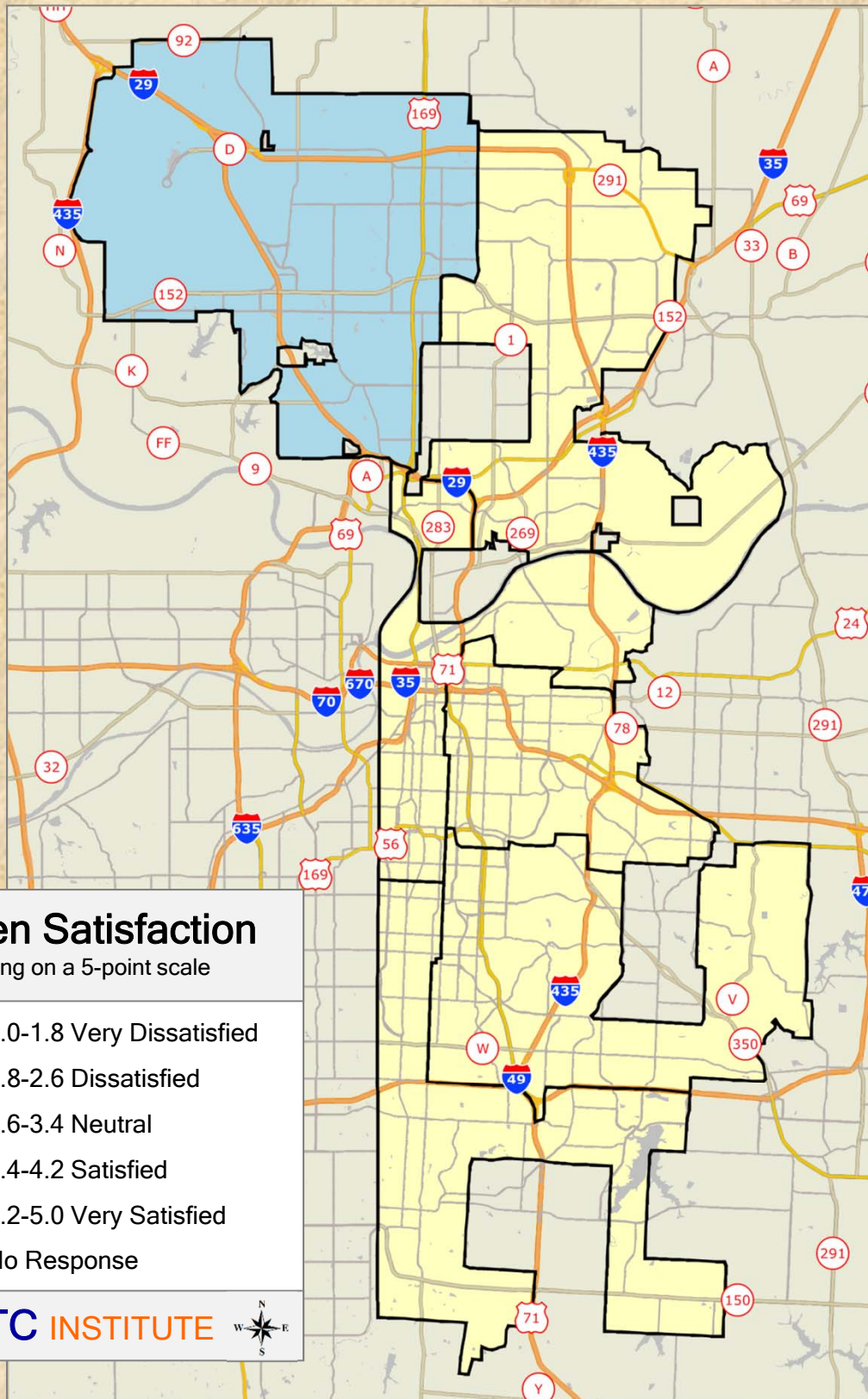
## Q19a Satisfaction with condition of catch basins (storm drains) in the neighborhood



### FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

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

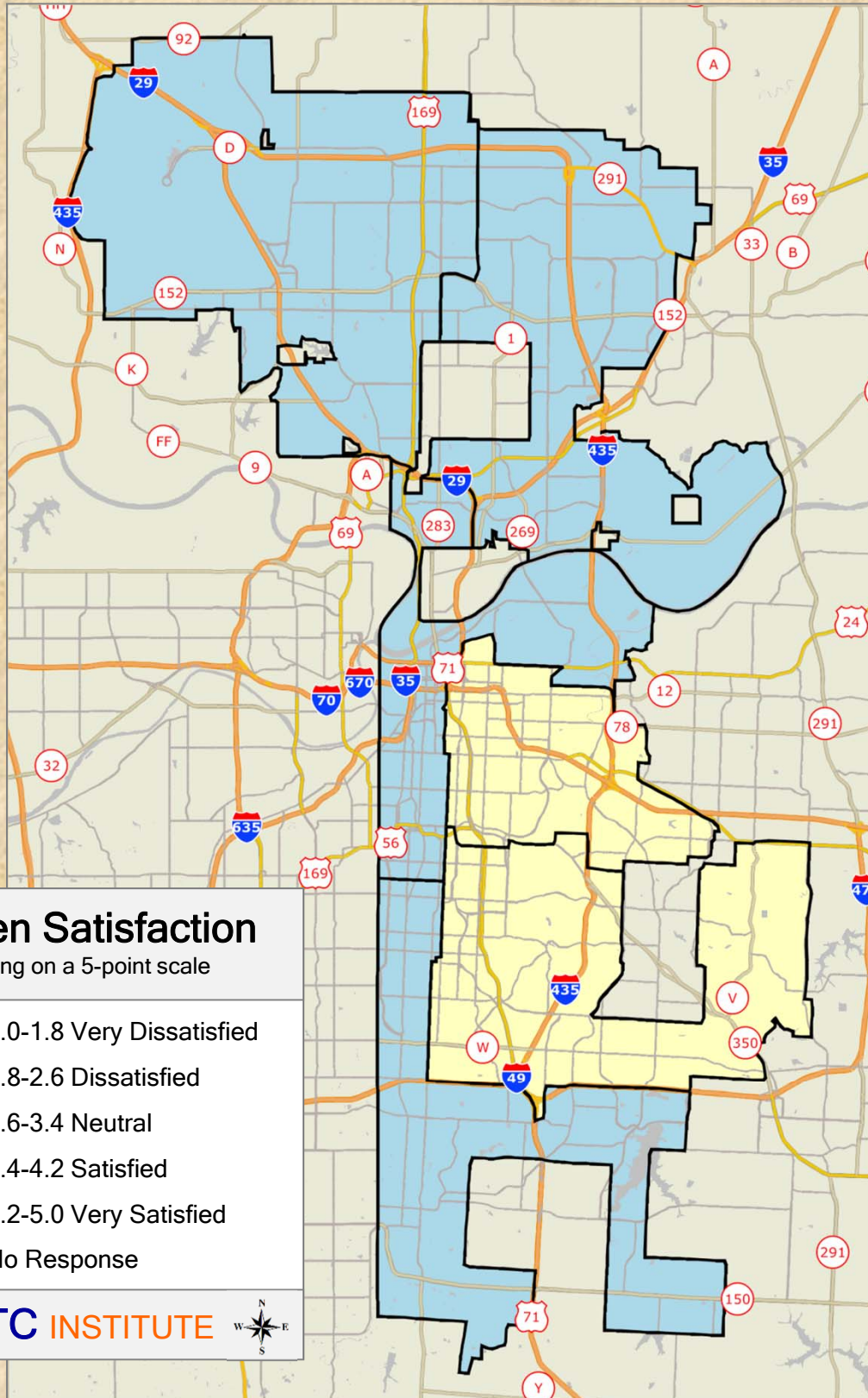


## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District

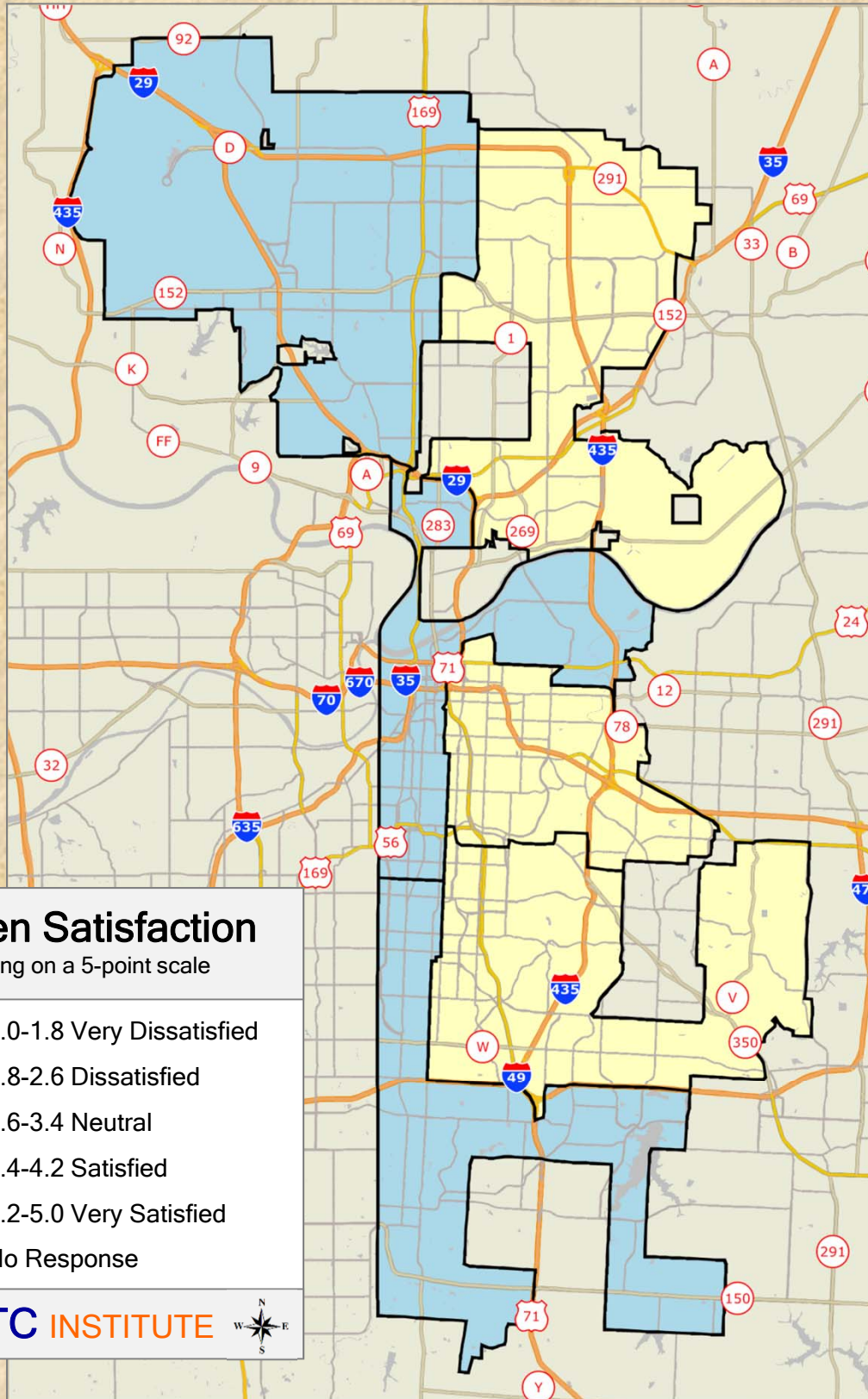


# Q20a Satisfaction with overall quality of leadership provided by the city's elected officials



FY 2015-16 City of Kansas City, Missouri Citizen Survey

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



### Citizen Satisfaction

Mean rating on a 5-point scale

- 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
- No Response



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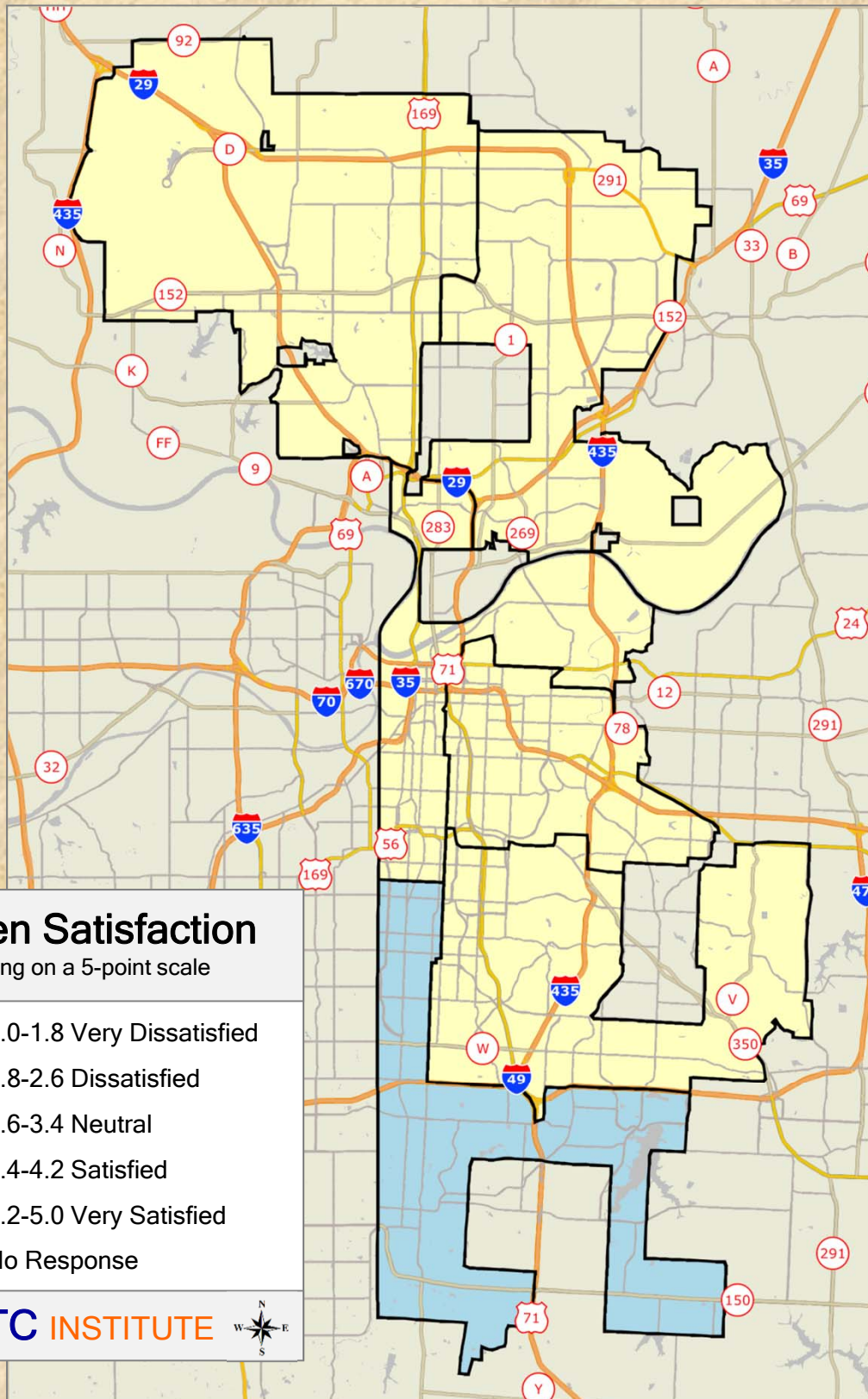


## FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District



## Q20c Satisfaction with how ethically the city conducts business



### FY 2015-16 City of Kansas City, Missouri Citizen Survey

Shading reflects the mean rating for all respondents by District