

2015-16 KANSAS CITY MISSOURI CITIZEN SURVEY

APPENDIX B: GIS MAPS BY ZIP CODE

Submitted to:

The City of Kansas City, Missouri

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



Interpreting the Maps

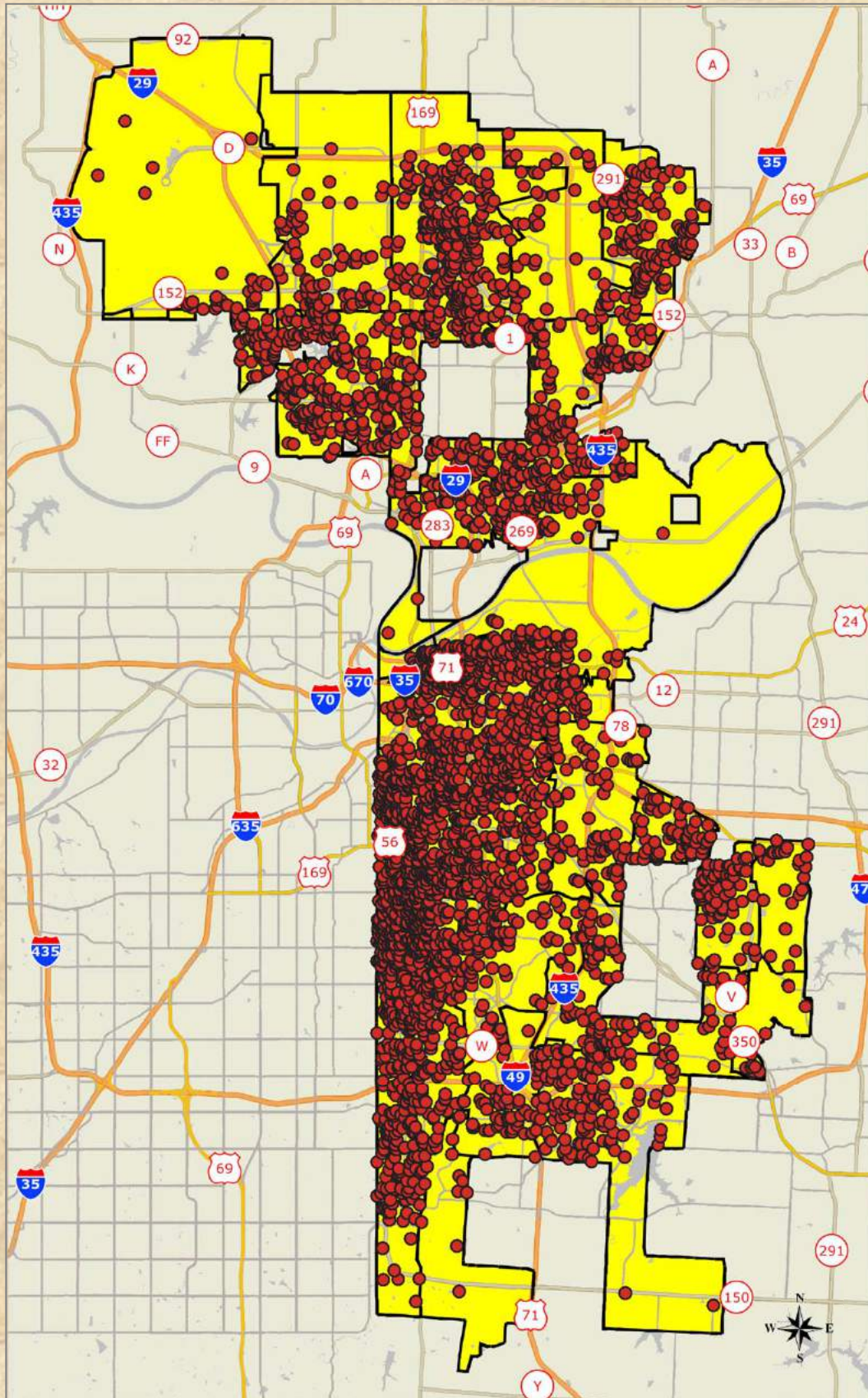
The maps on the following pages show the mean ratings for several questions by zip code within Kansas City.

If all zip codes on a map are the same color, then most residents in the county generally feel the same about that issue.

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

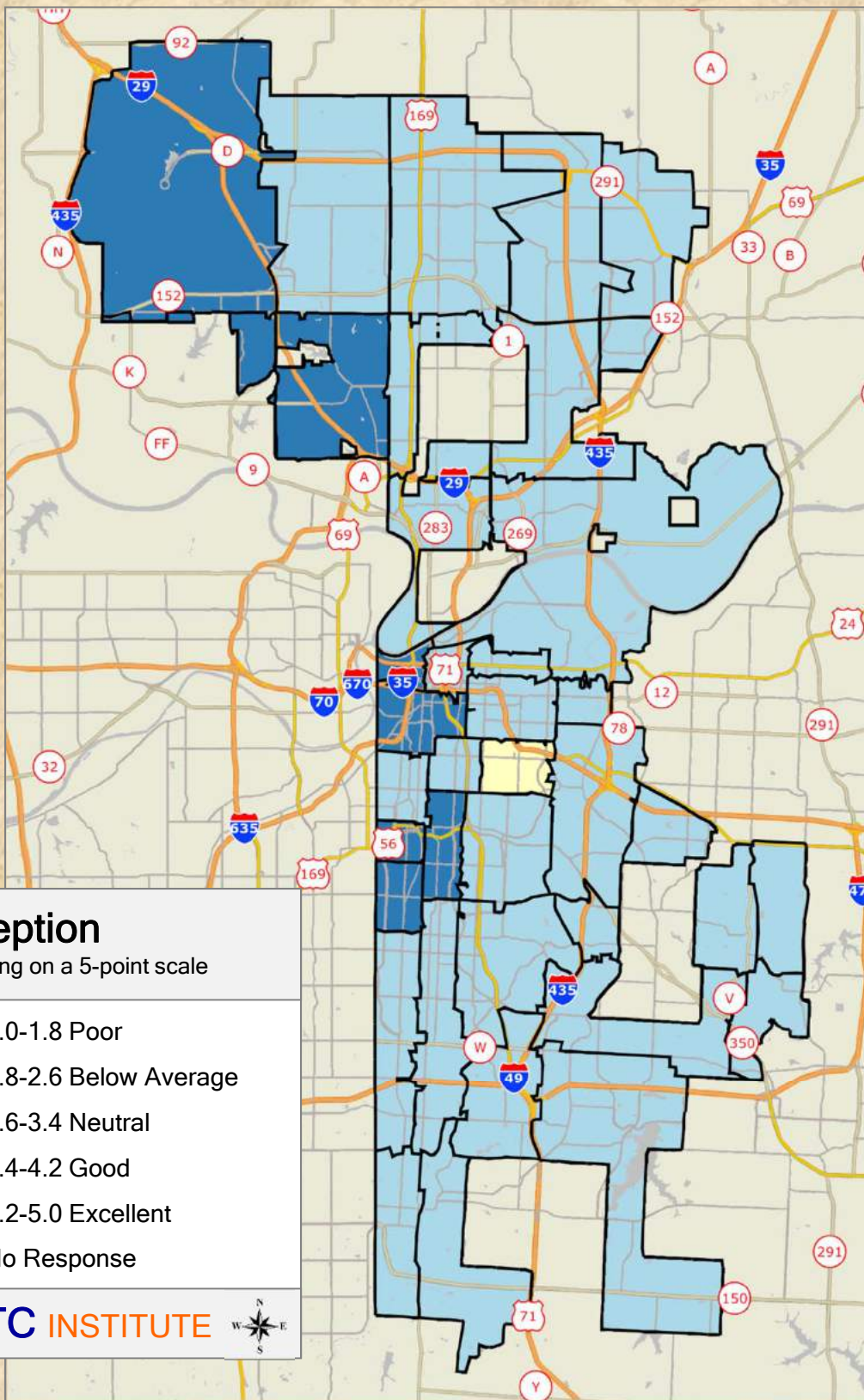
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate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

Location of Survey Respondents by ZIP Code



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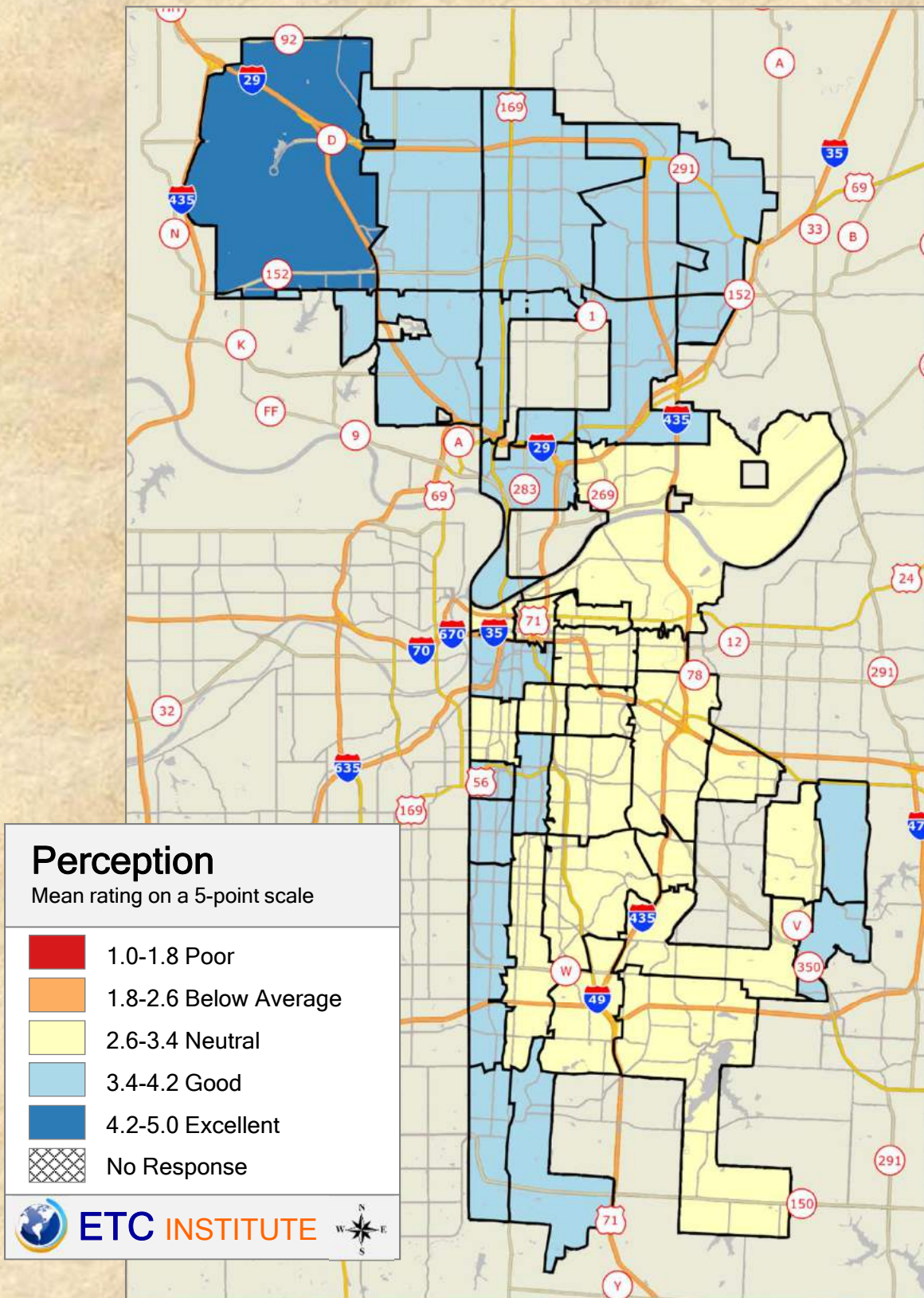
Q1a Ratings of the city as a place to live



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

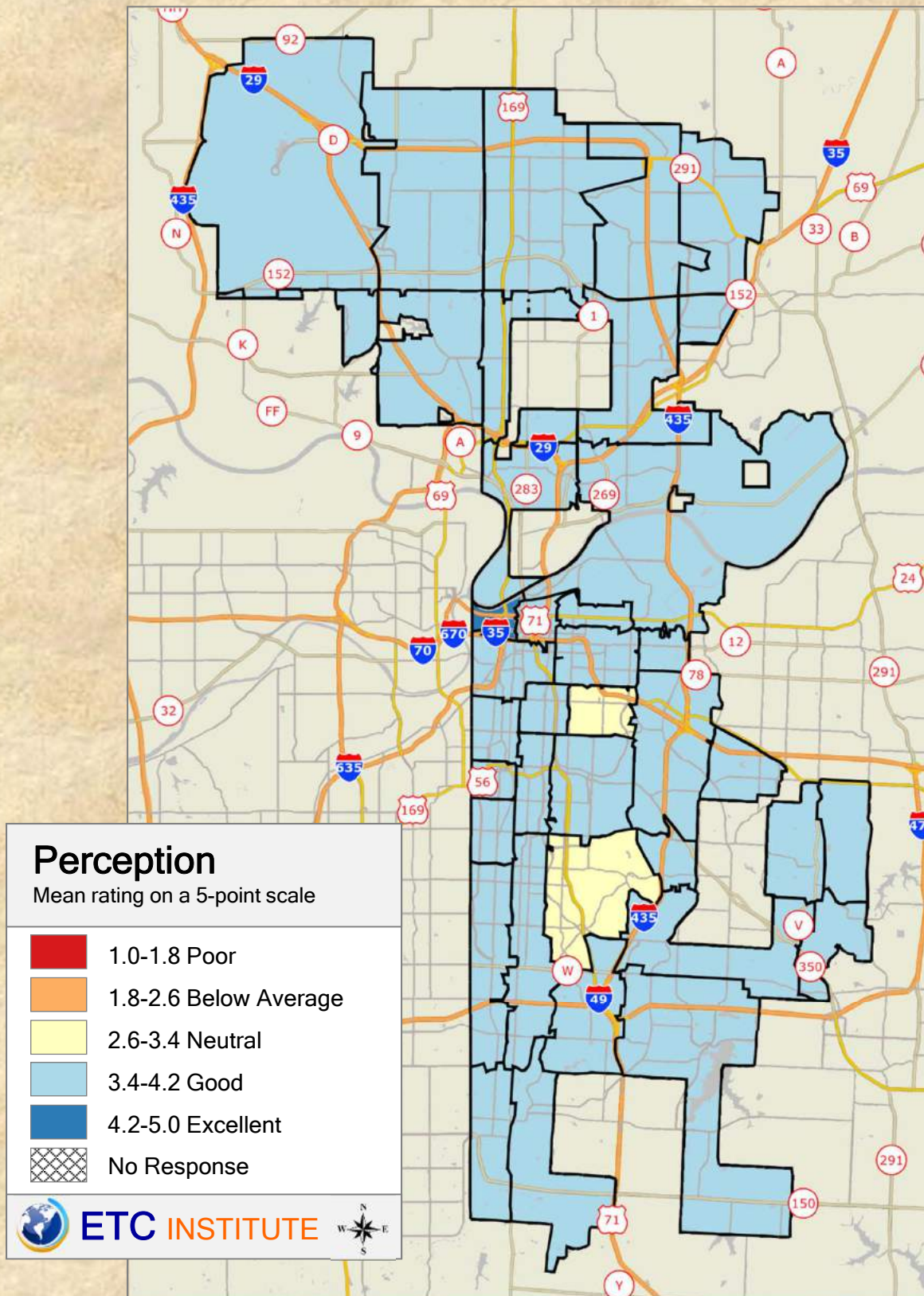
Q1b Ratings of the city as a place to raise children



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

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

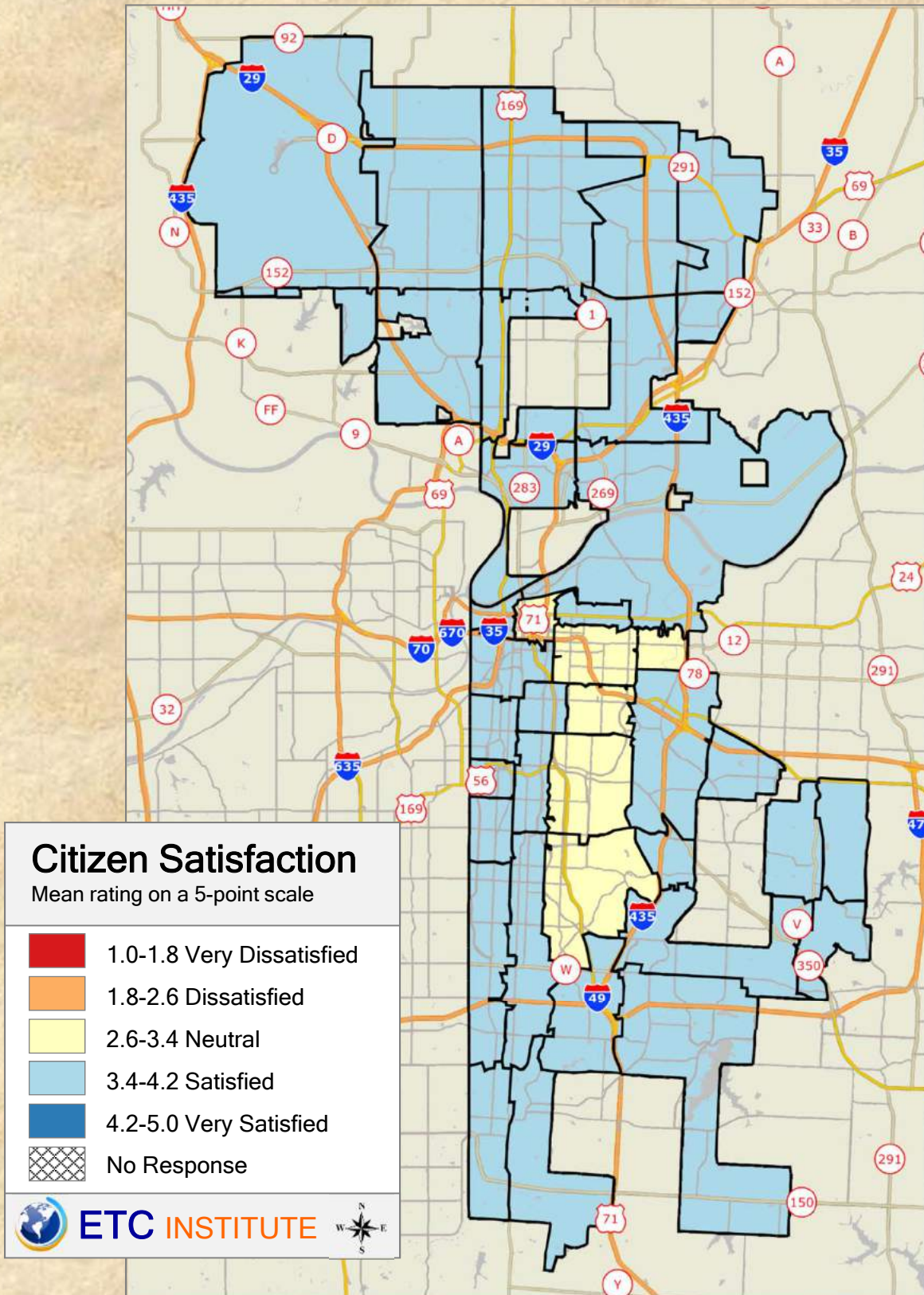
Q1c Ratings of the city as a place to work



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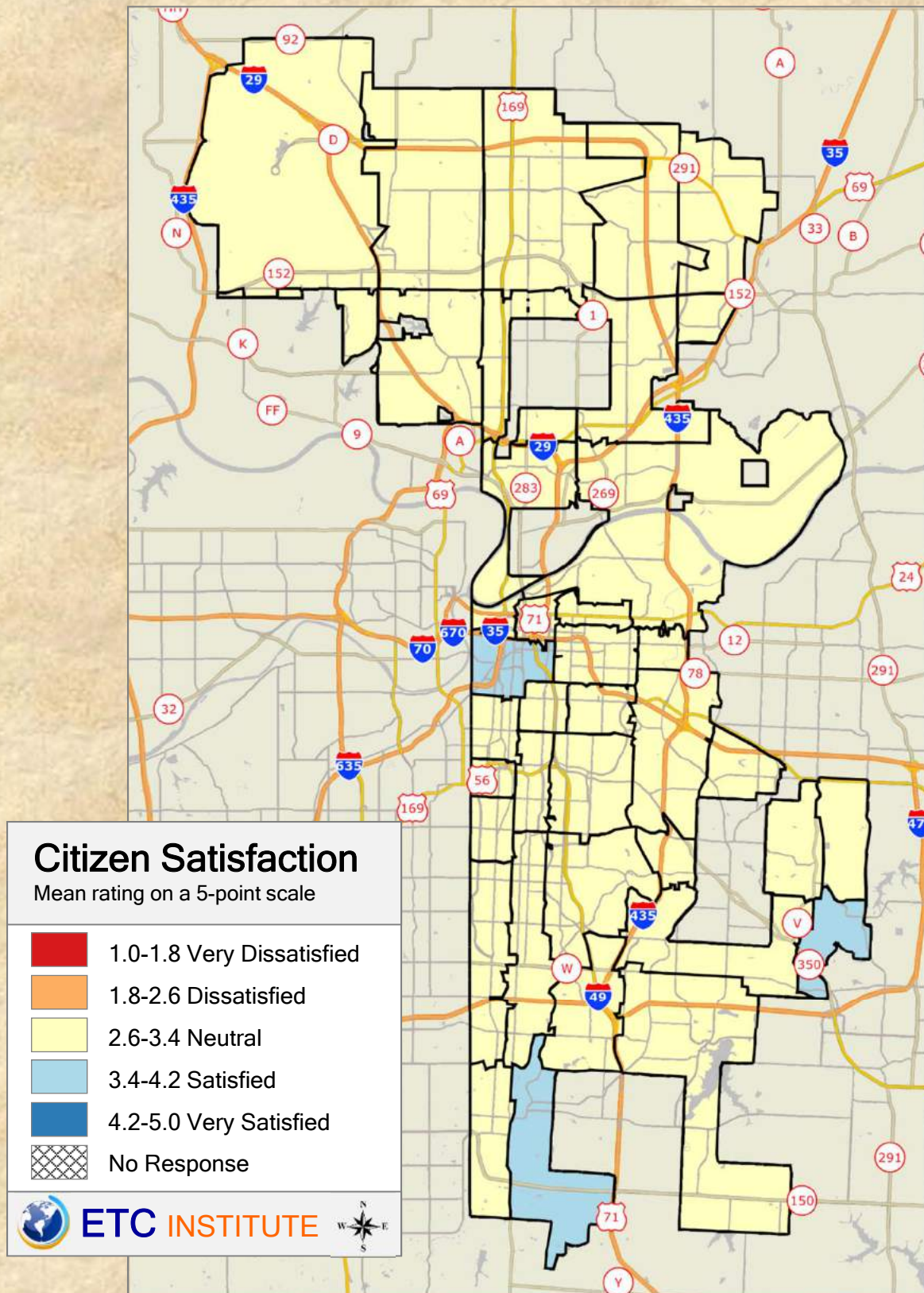
Q2a Satisfaction with overall quality of city services



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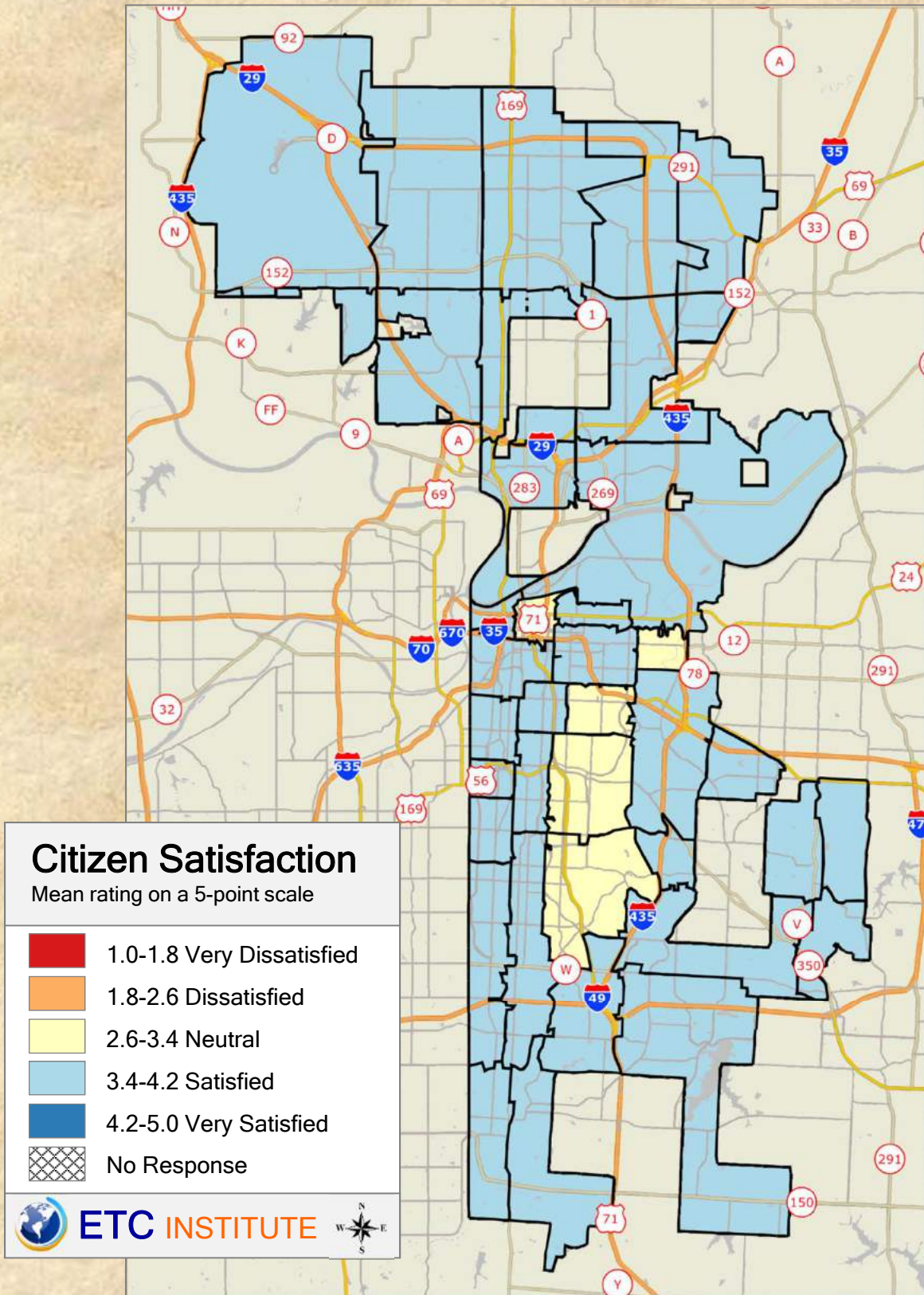
Q2b Satisfaction with overall value received for tax dollars and fees



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

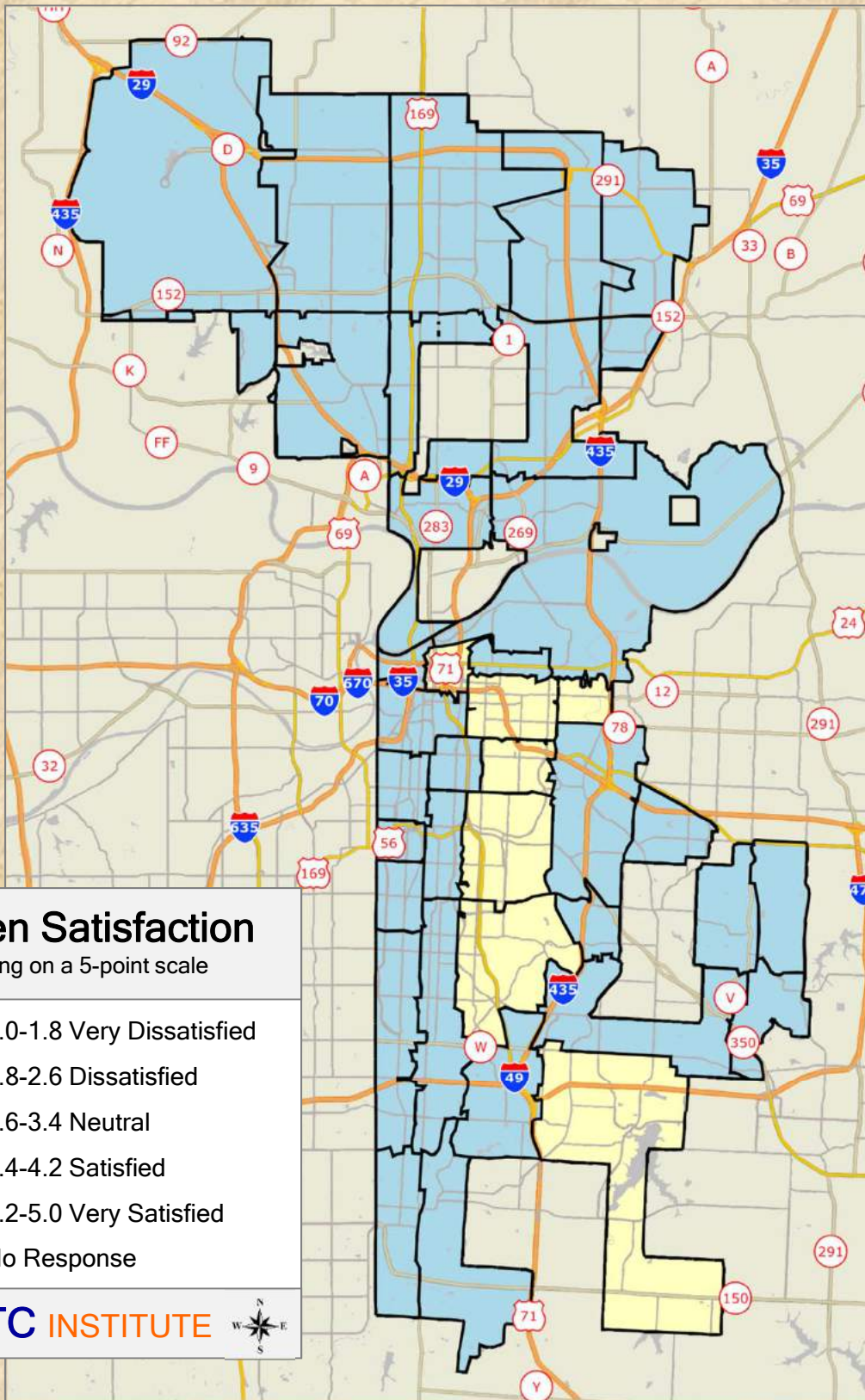
Q2c Satisfaction with overall image of the city



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

Q2d Satisfaction with overall quality of life 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



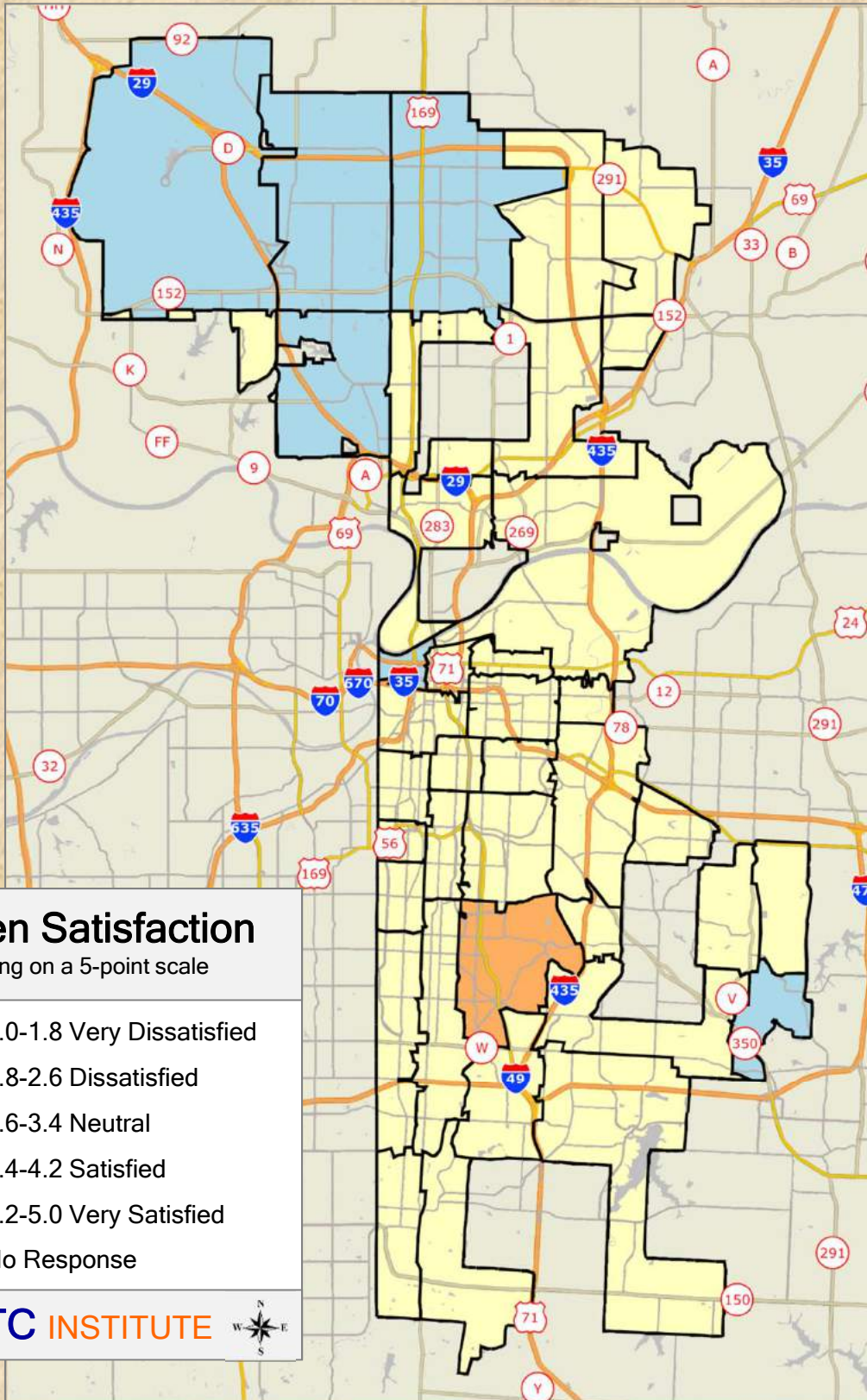
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Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q2e Satisfaction with overall feeling of safety in the city



Citizen Satisfaction

Mean rating on a 5-point scale

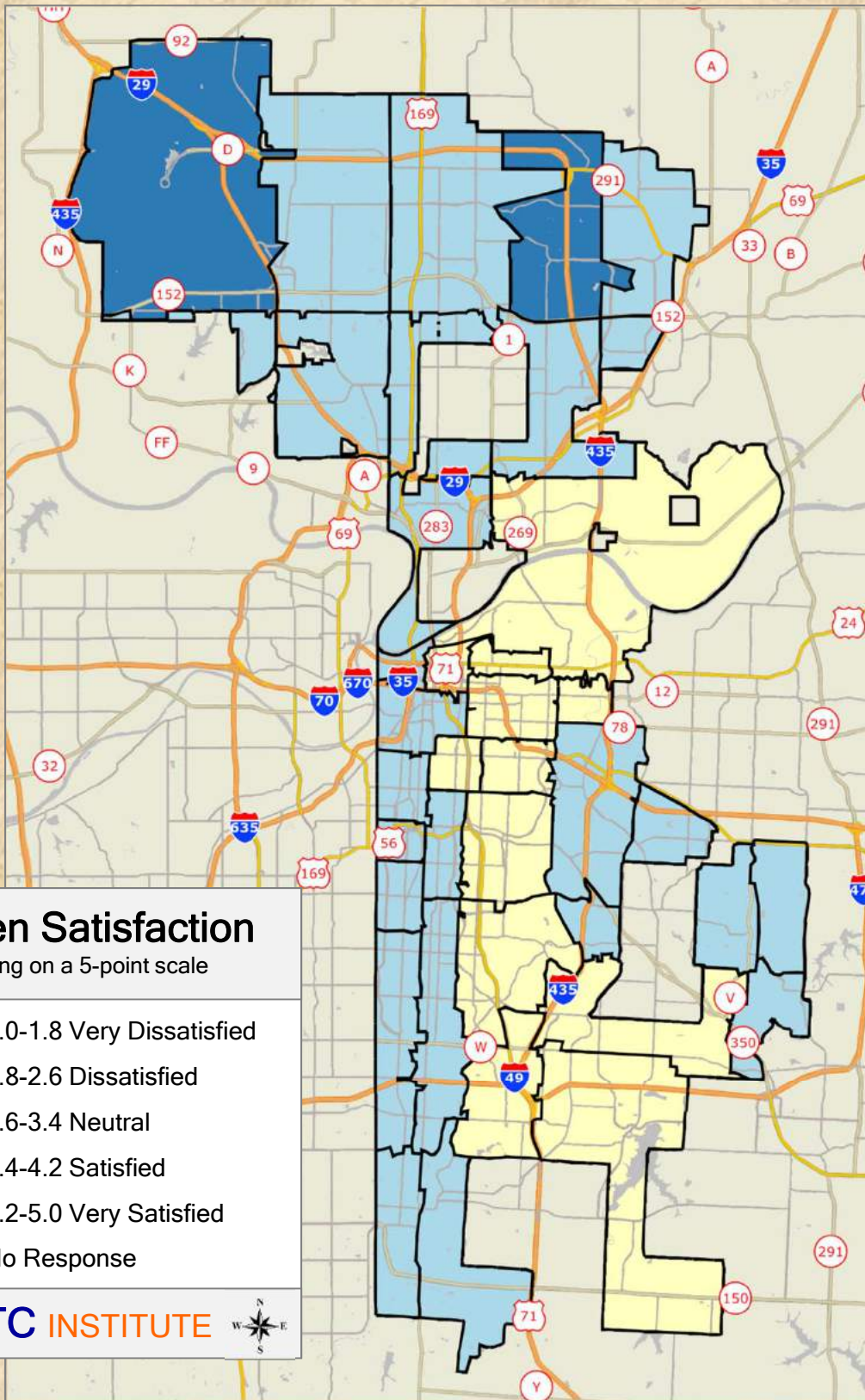
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



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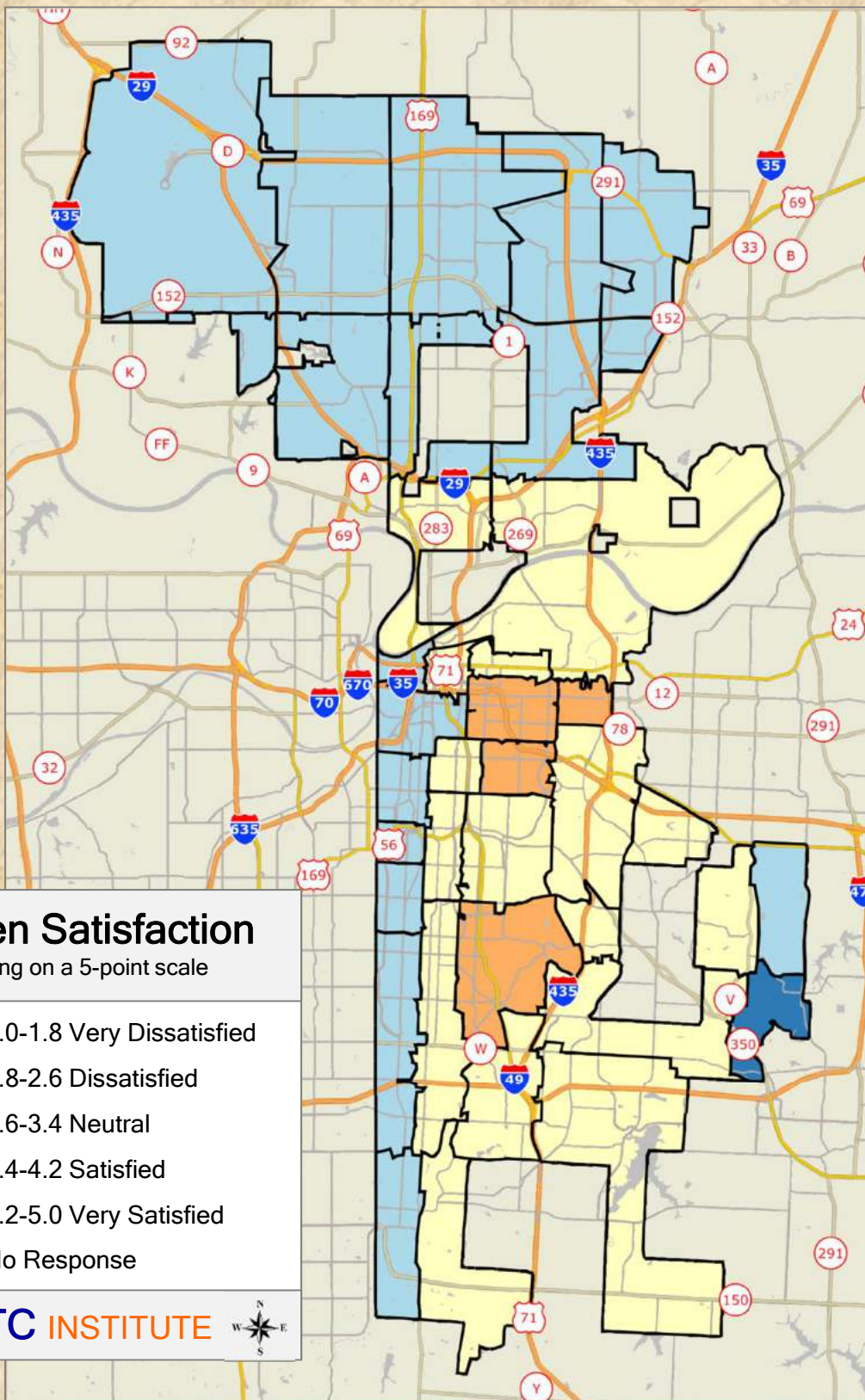
Q2f Satisfaction with feeling of safety in neighborhoods



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

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



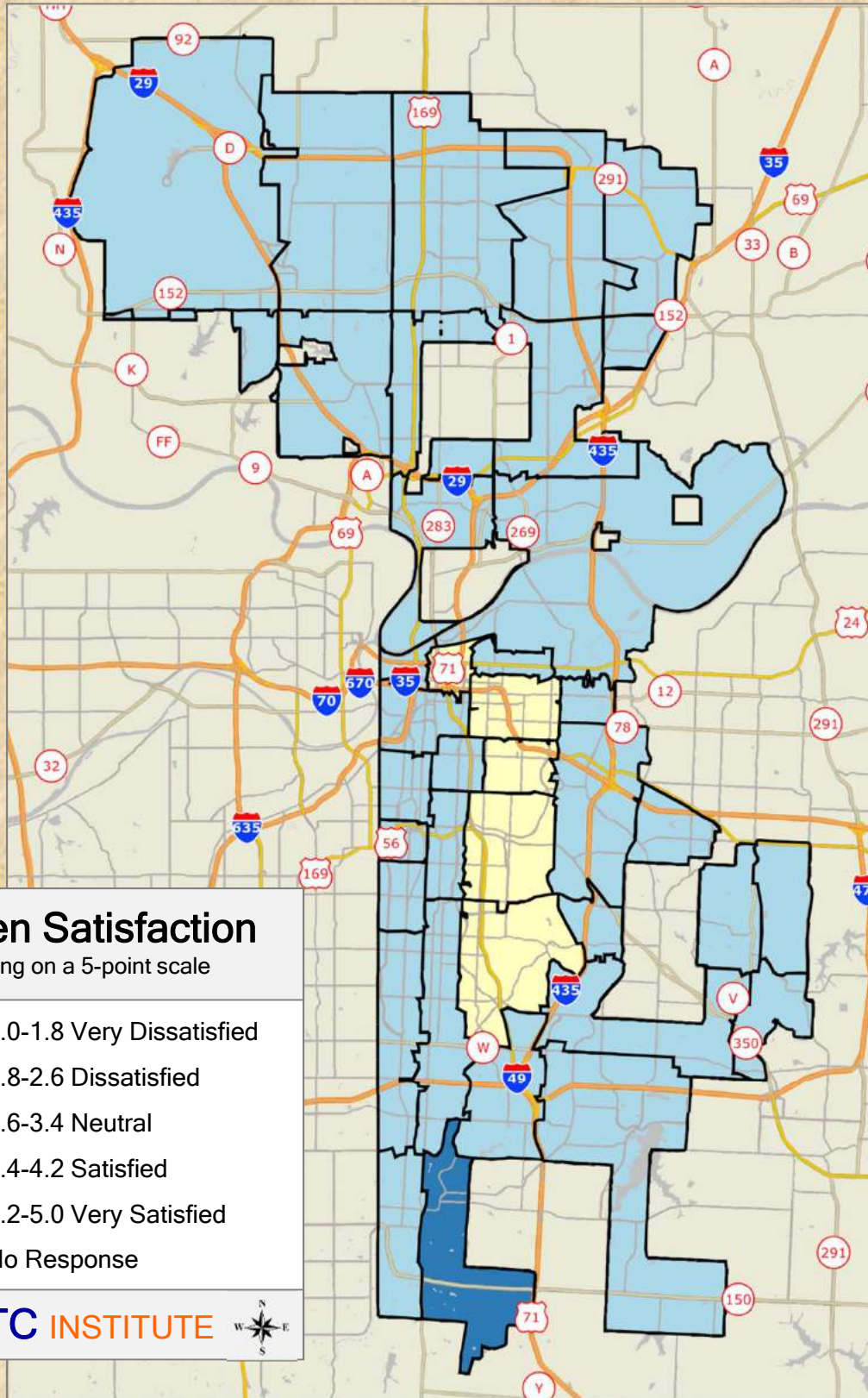
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FY 2015-16 City of Kansas City, Missouri Citizen Survey

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

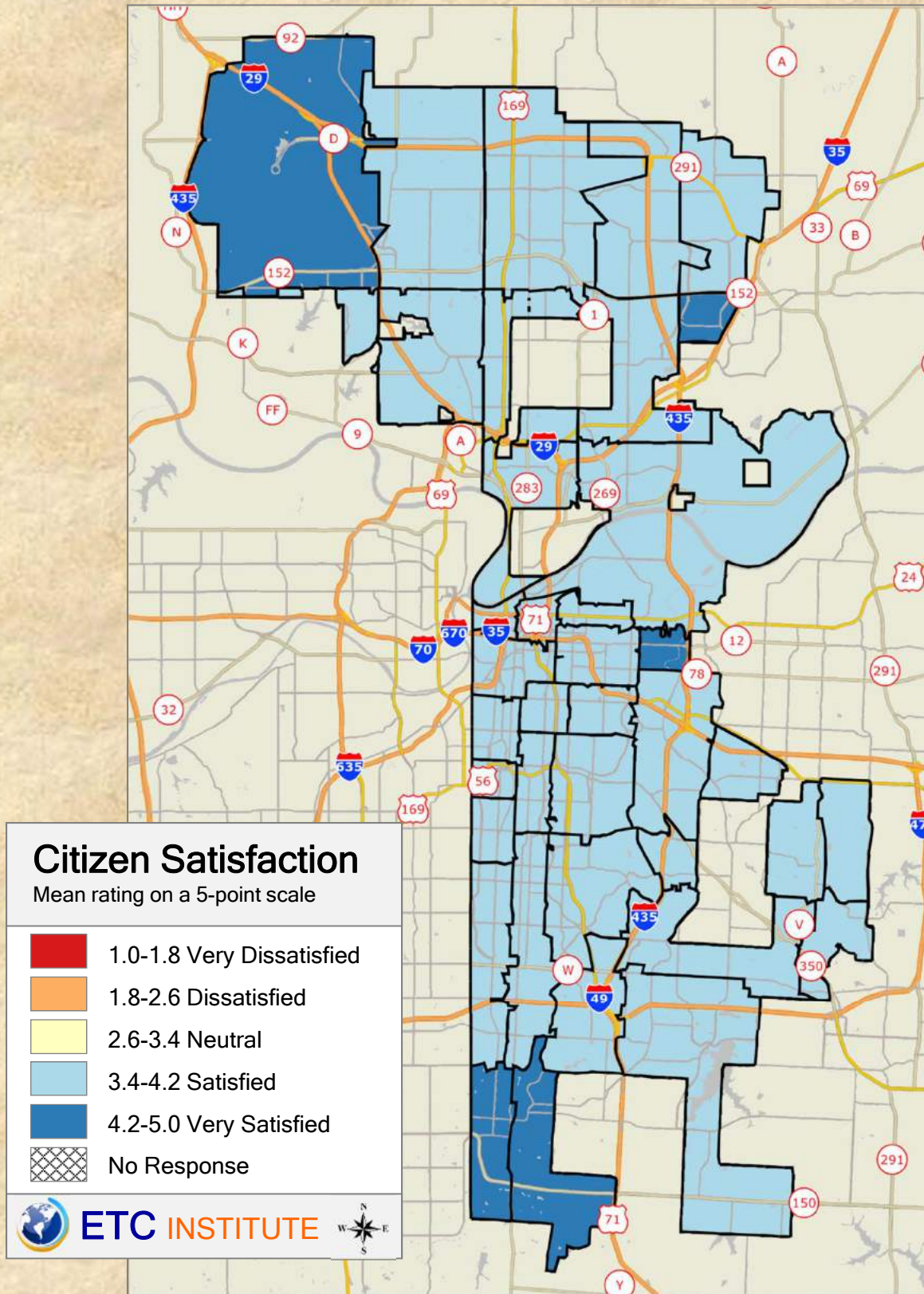
Q3a Satisfaction with overall quality of police services



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

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

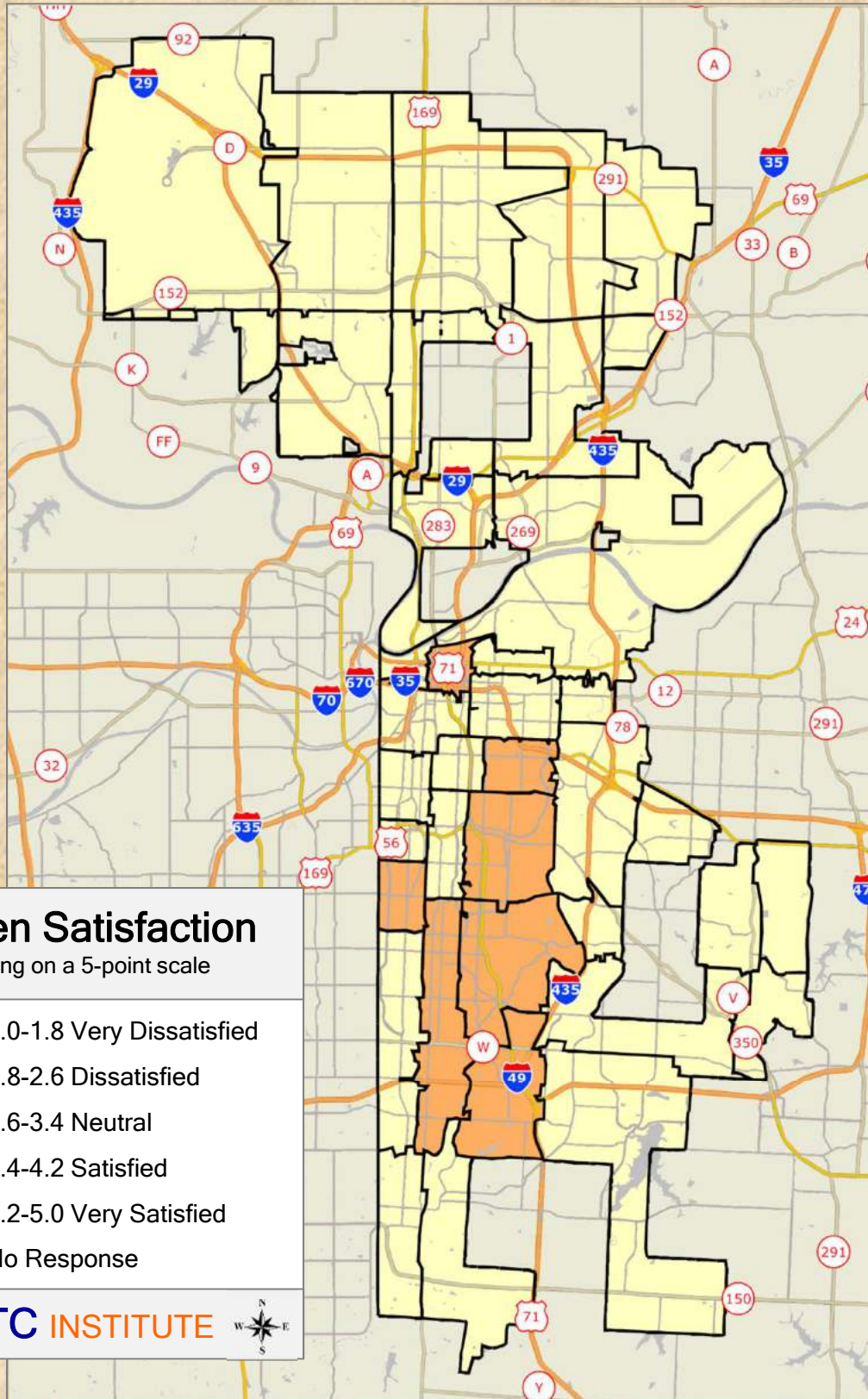
Q3b Satisfaction with overall quality of fire and ambulance services



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

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

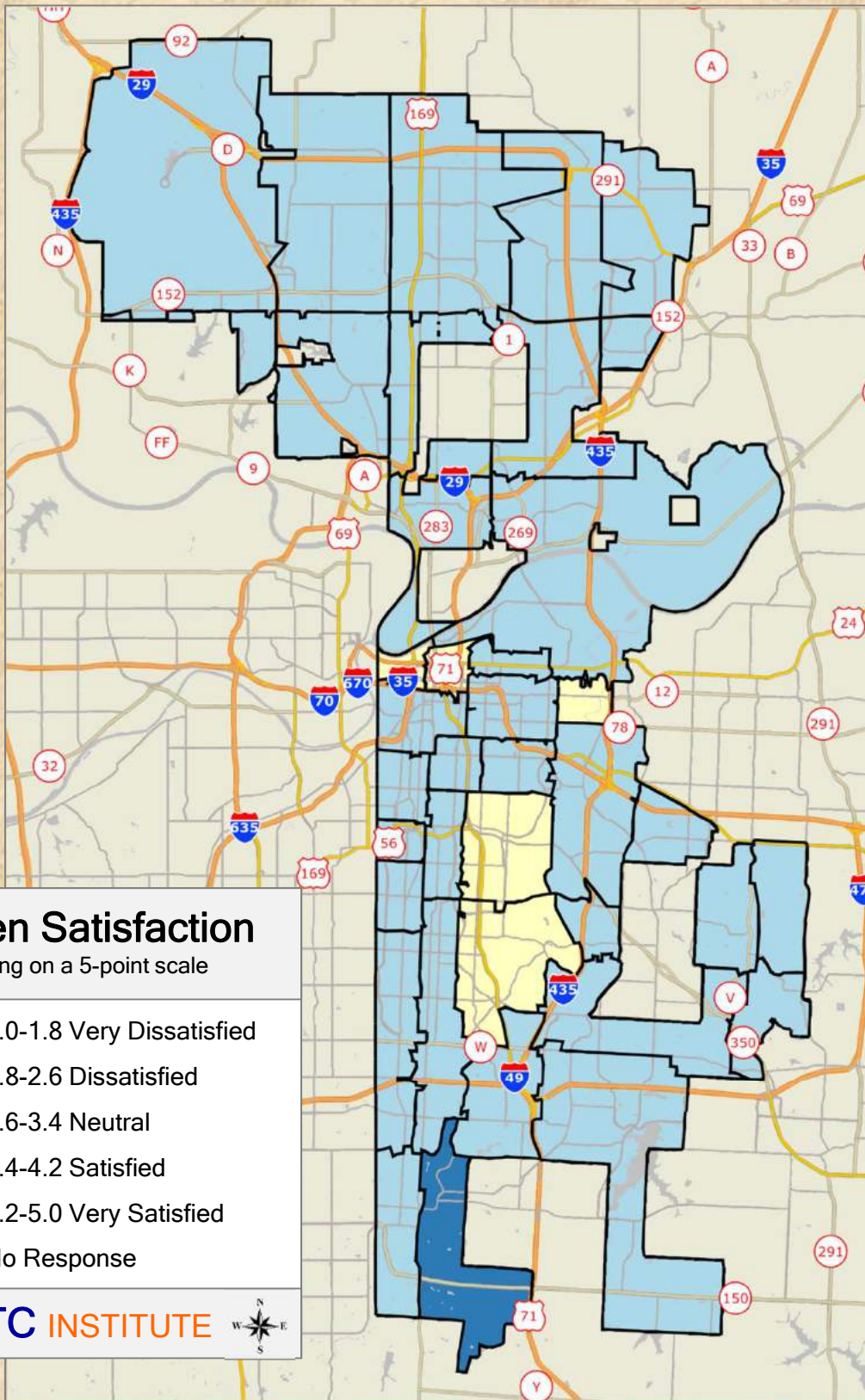
Q3c Satisfaction with overall maintenance of city streets, sidewalks, and infrastructure



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

Q3d Satisfaction with overall quality of solid waste 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



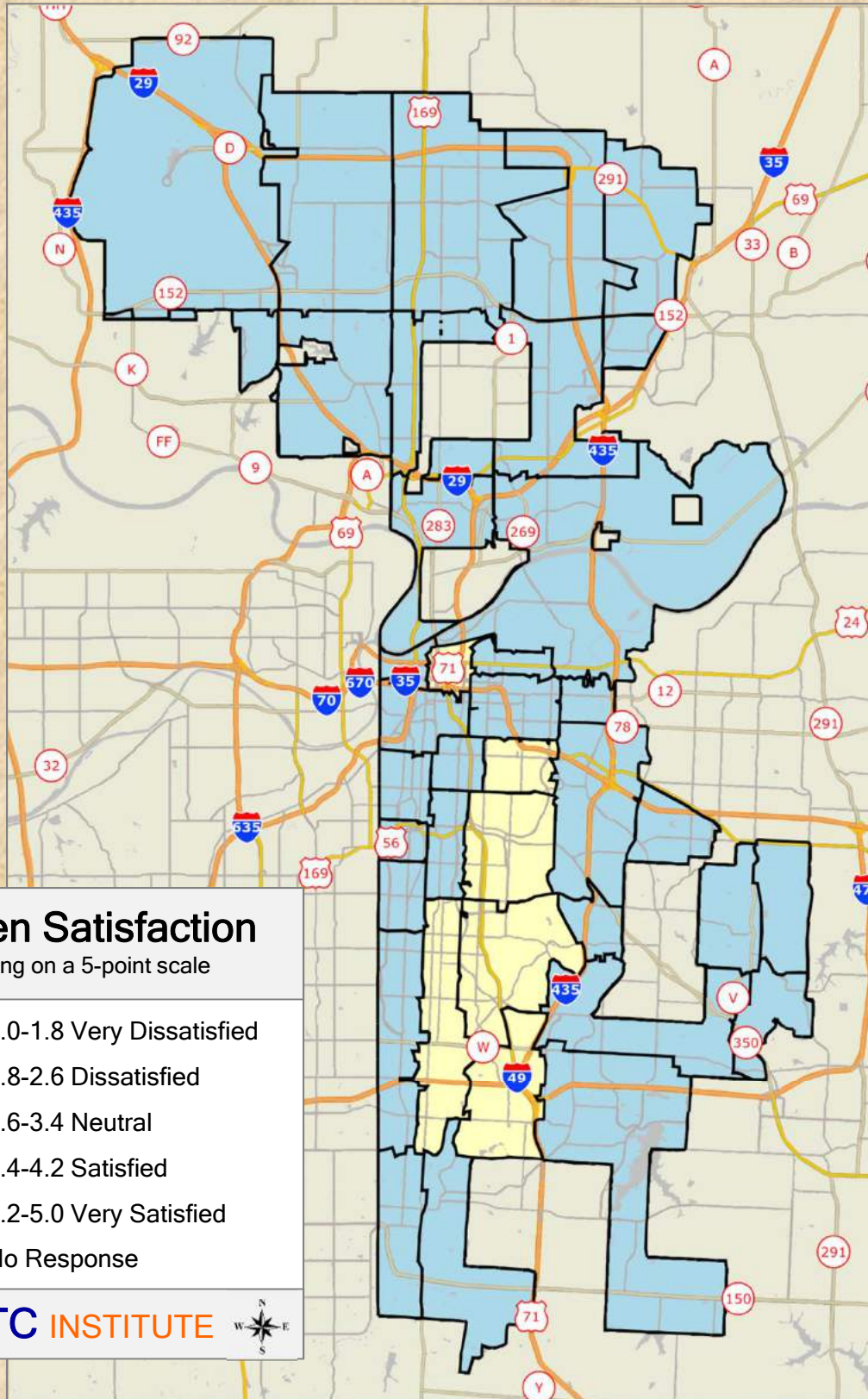
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FY 2015-16 City of Kansas City, Missouri Citizen Survey

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

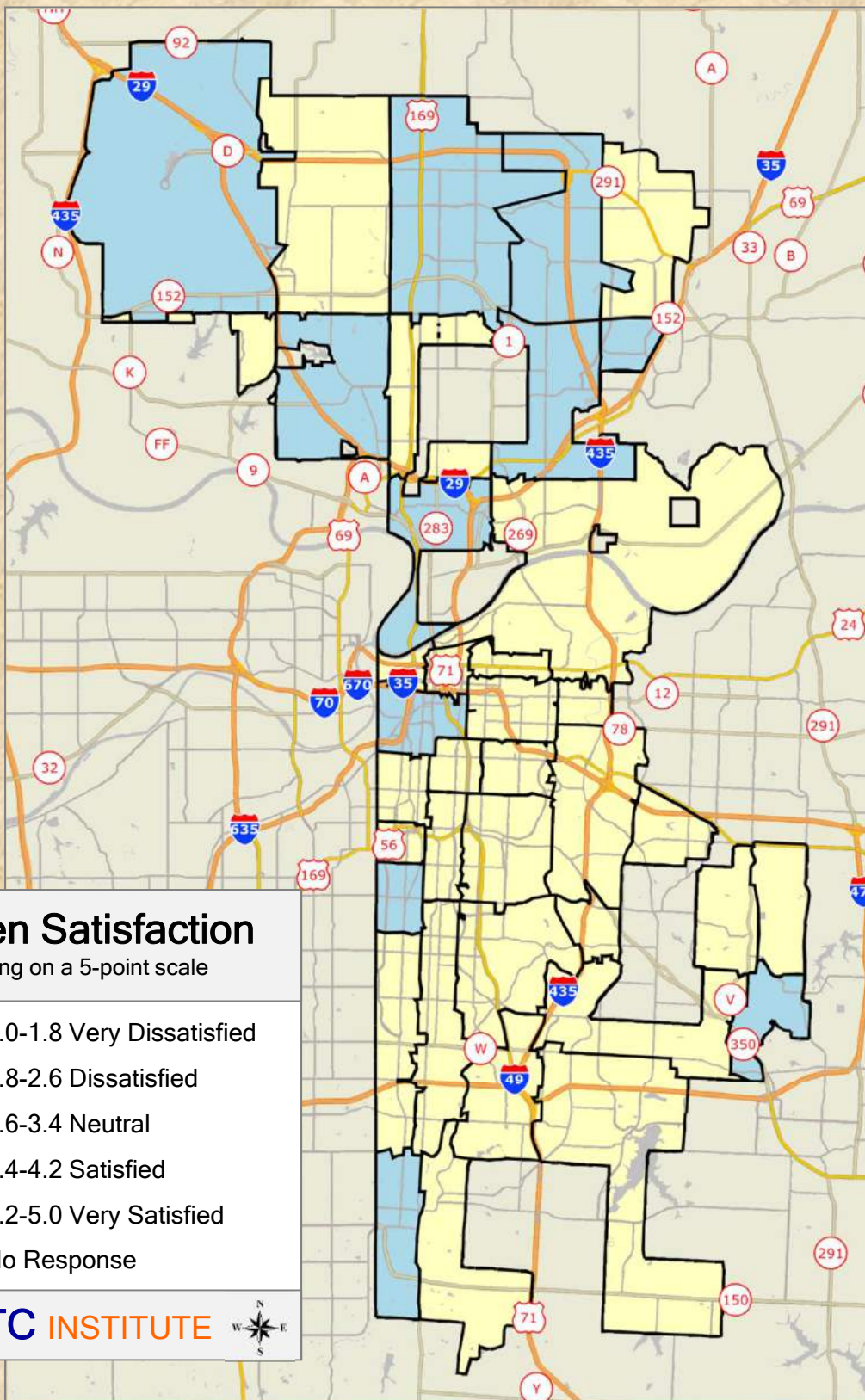
Q3e Satisfaction with overall quality of city water utilities



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

Q3f Satisfaction with overall quality of neighborhood 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



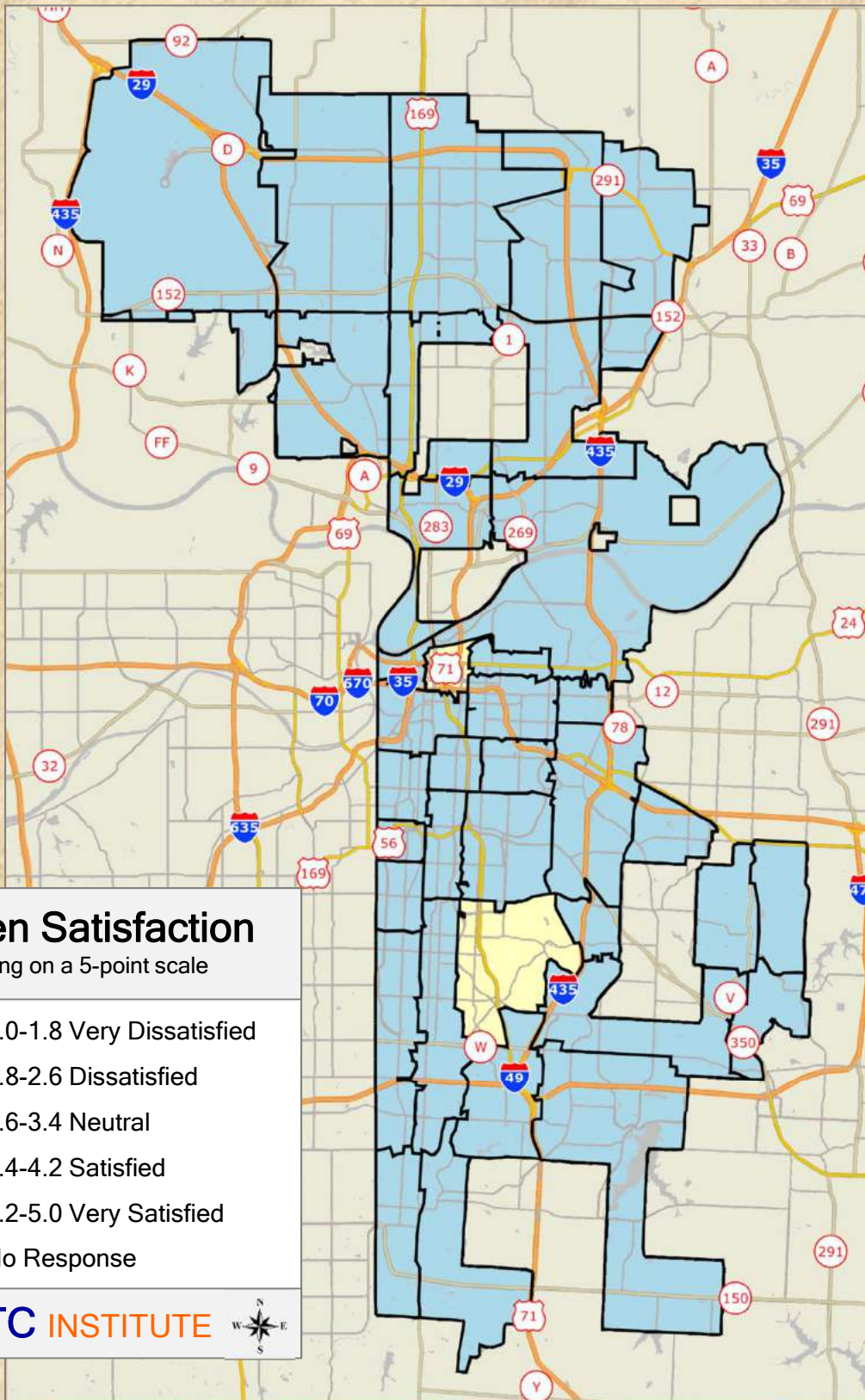
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FY 2015-16 City of Kansas City, Missouri Citizen Survey

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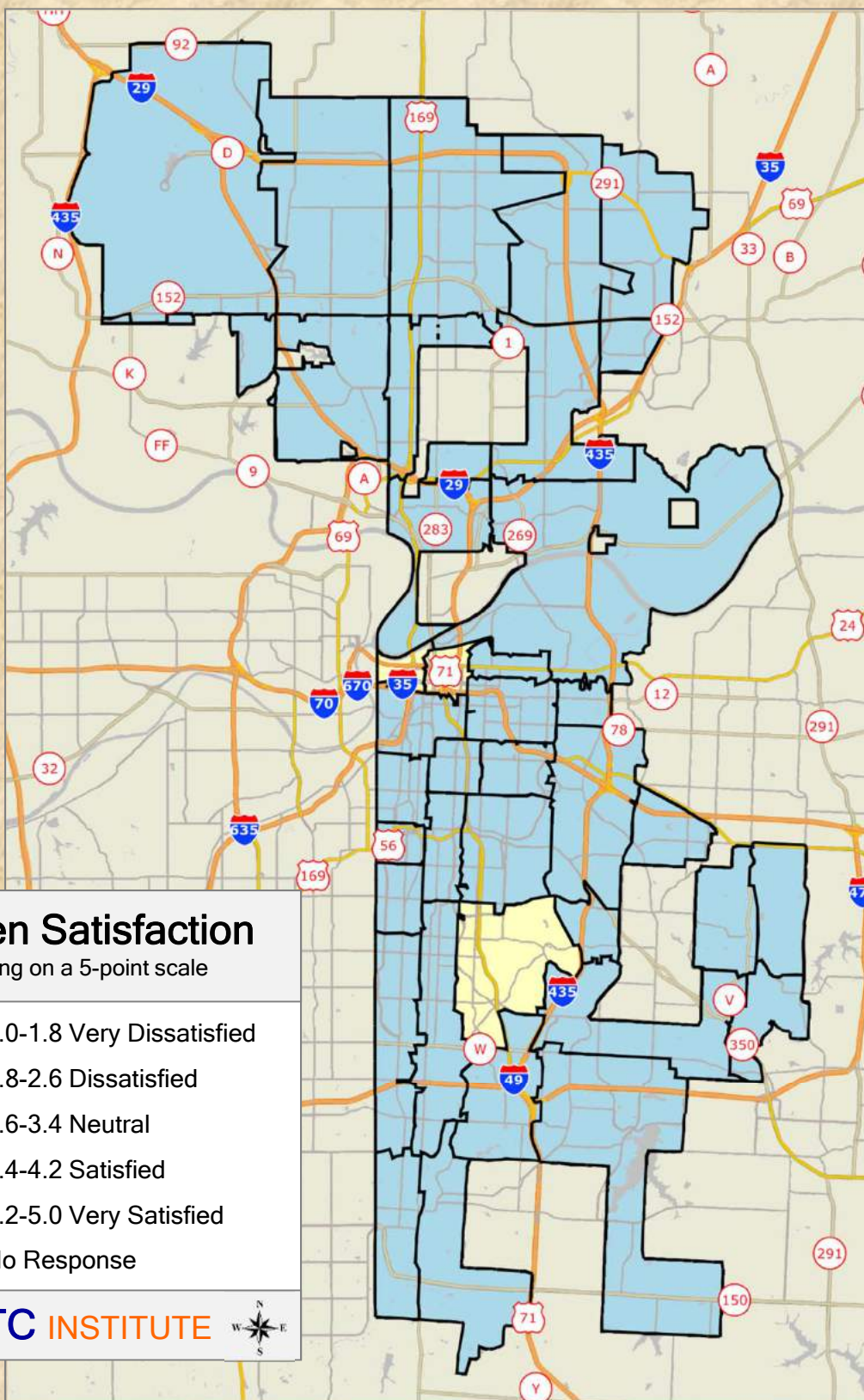
Q3g Satisfaction with overall quality of city parks and recreation programs and facilities



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

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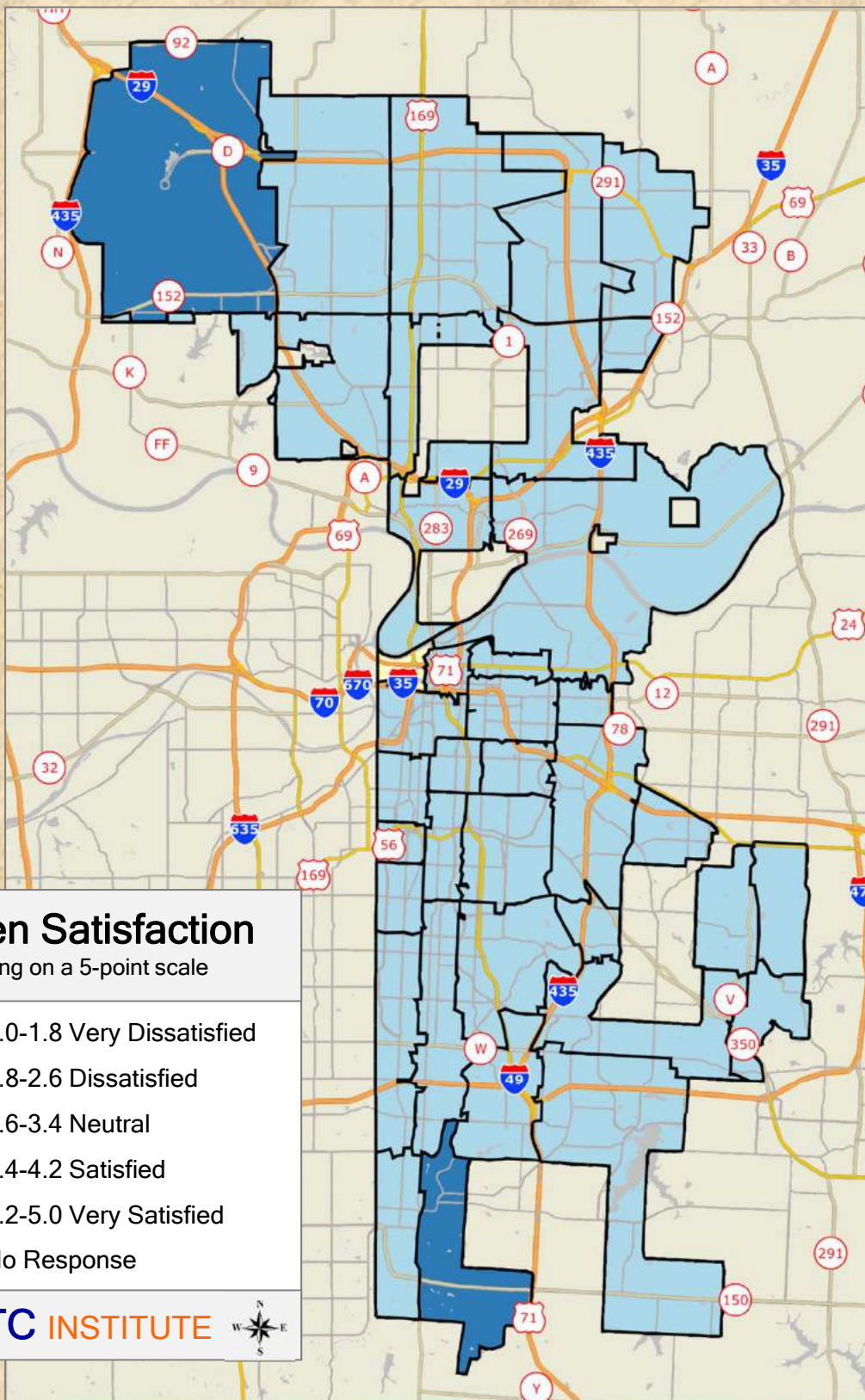
Q3h Satisfaction with overall quality of Health Department services



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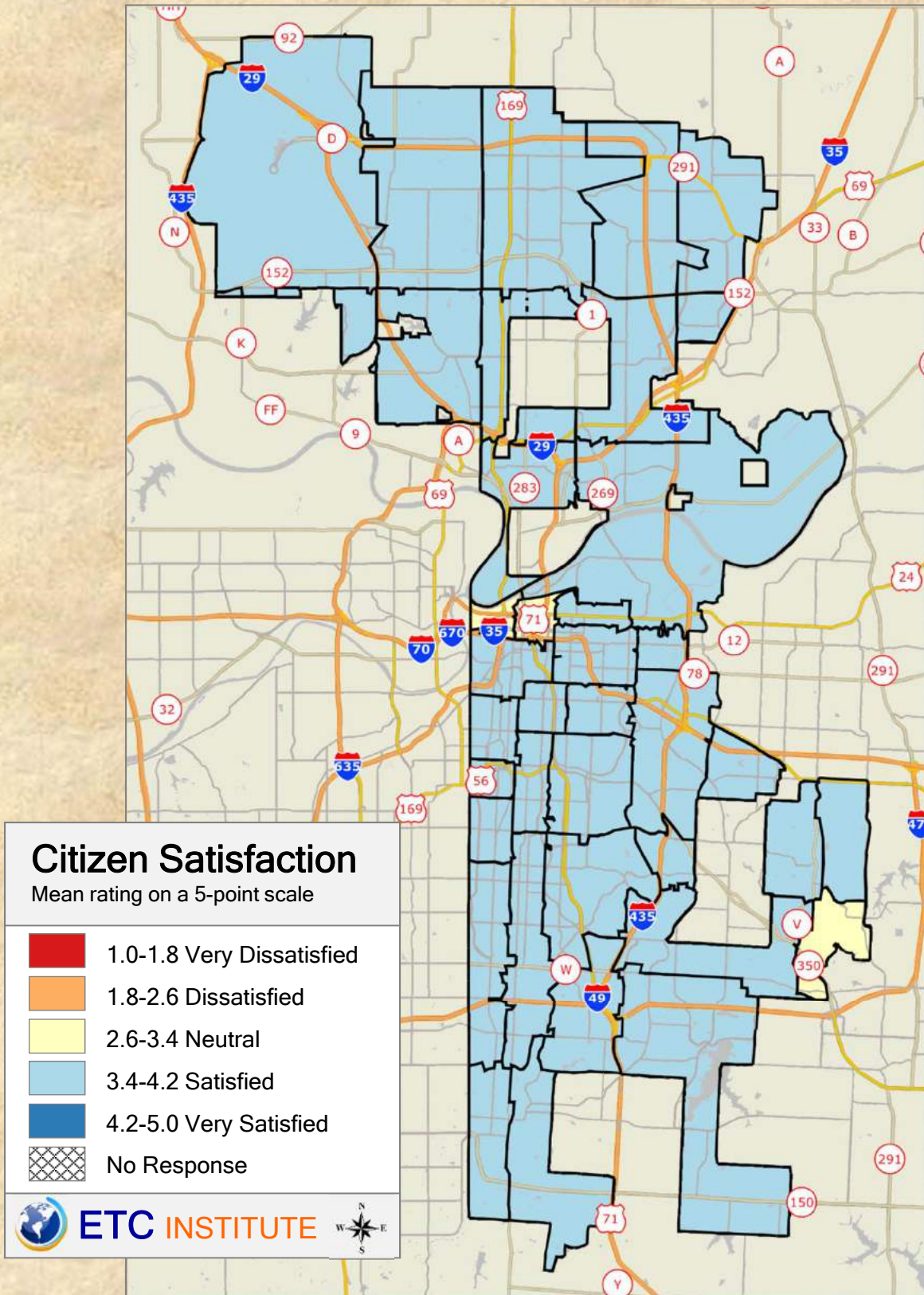
Q3i Satisfaction with overall quality of airport facilities



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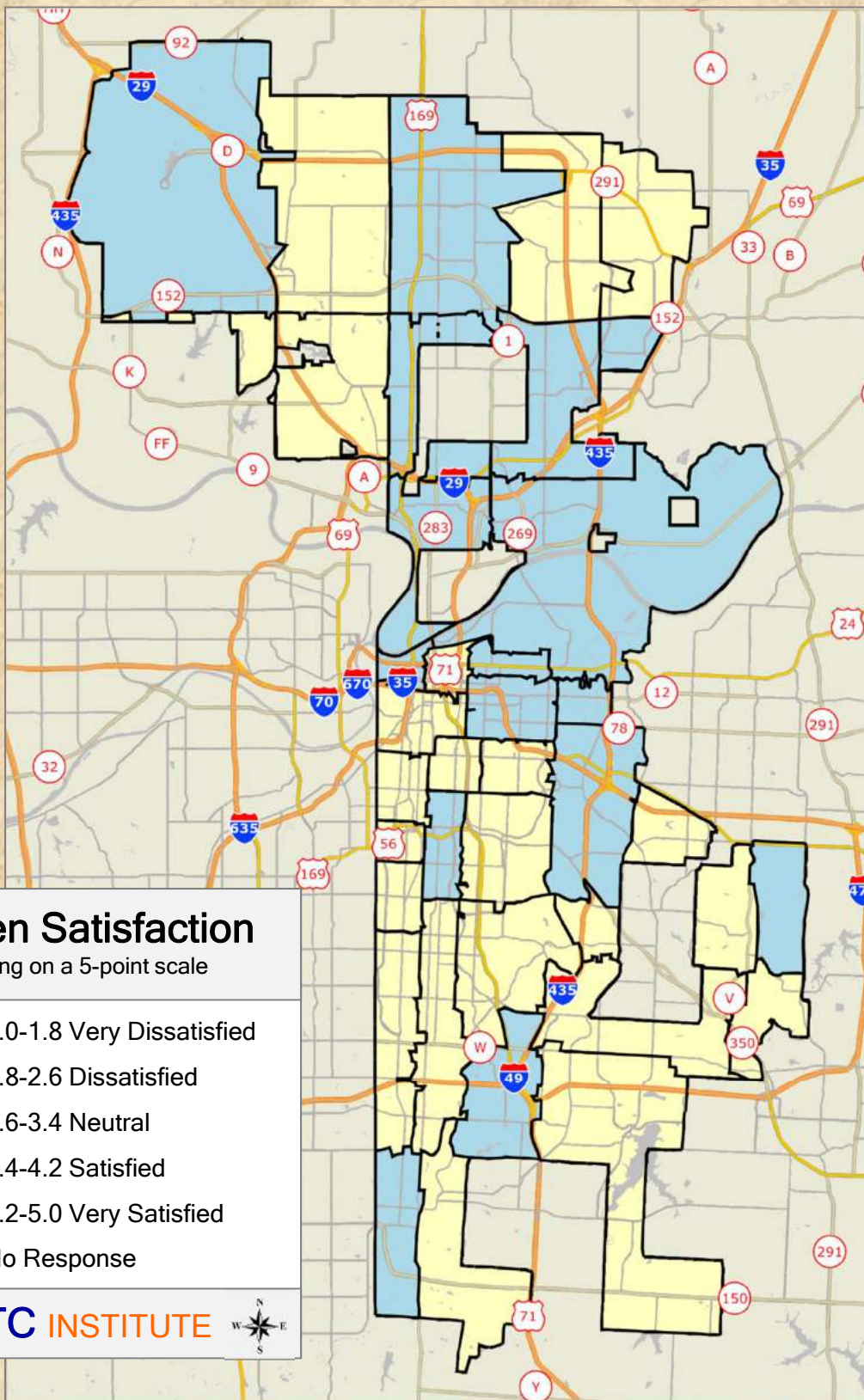
Q3j Satisfaction with overall quality of the city's 311 service



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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



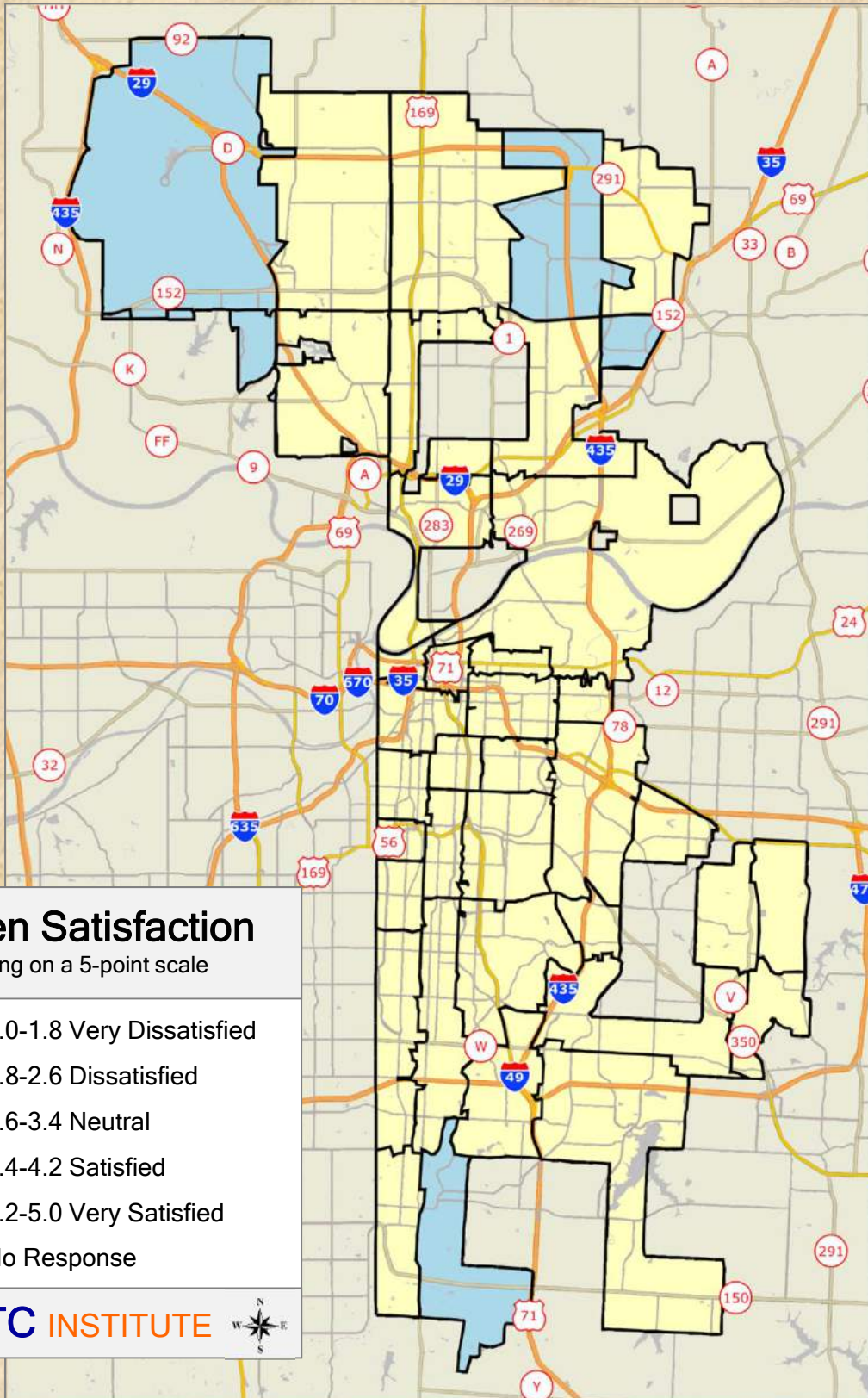
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Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

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



Citizen Satisfaction
Mean rating on a 5-point scale

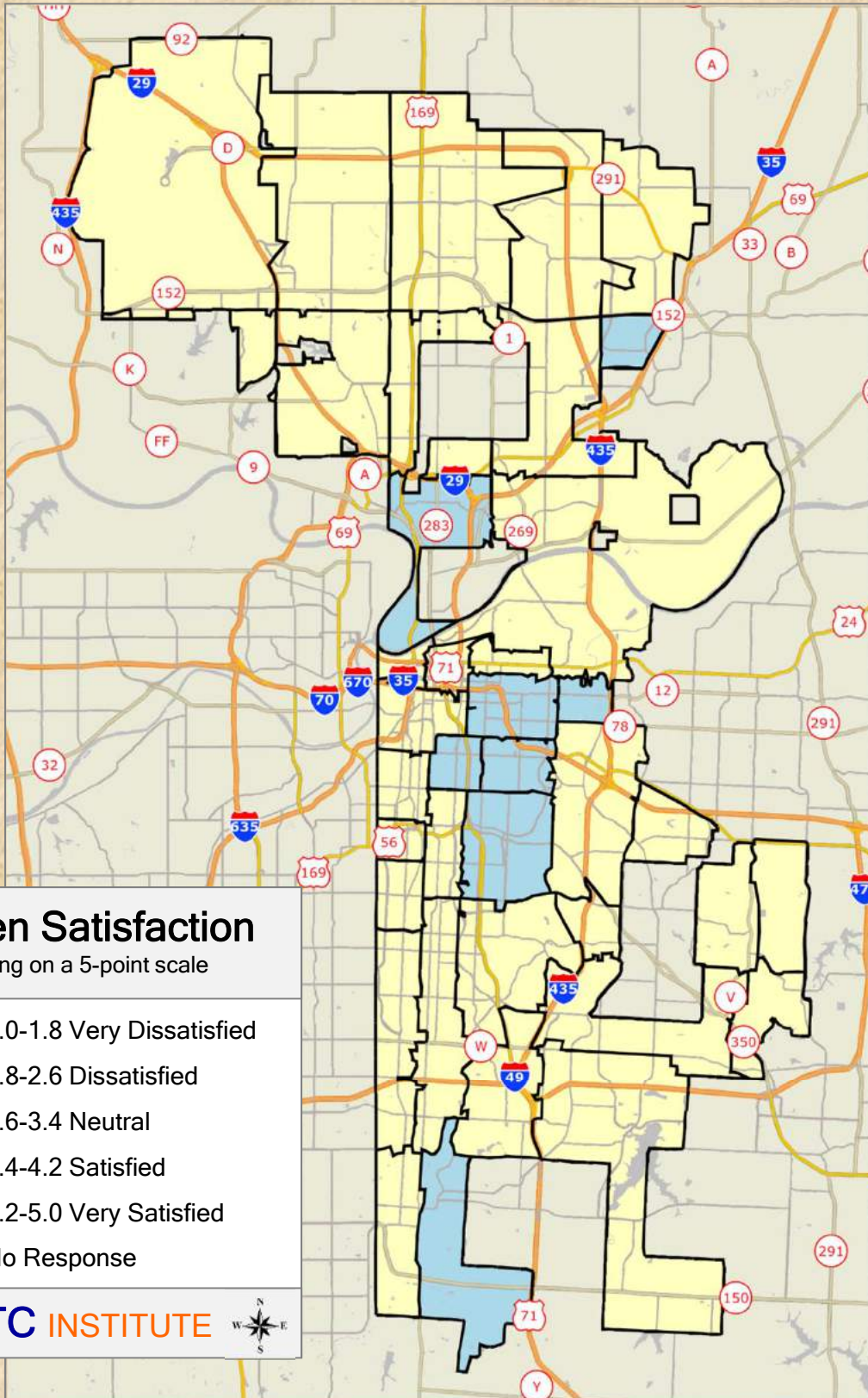
Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	No Response

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

Q3o Satisfaction with overall quality of public transportation



Citizen Satisfaction
Mean rating on a 5-point scale

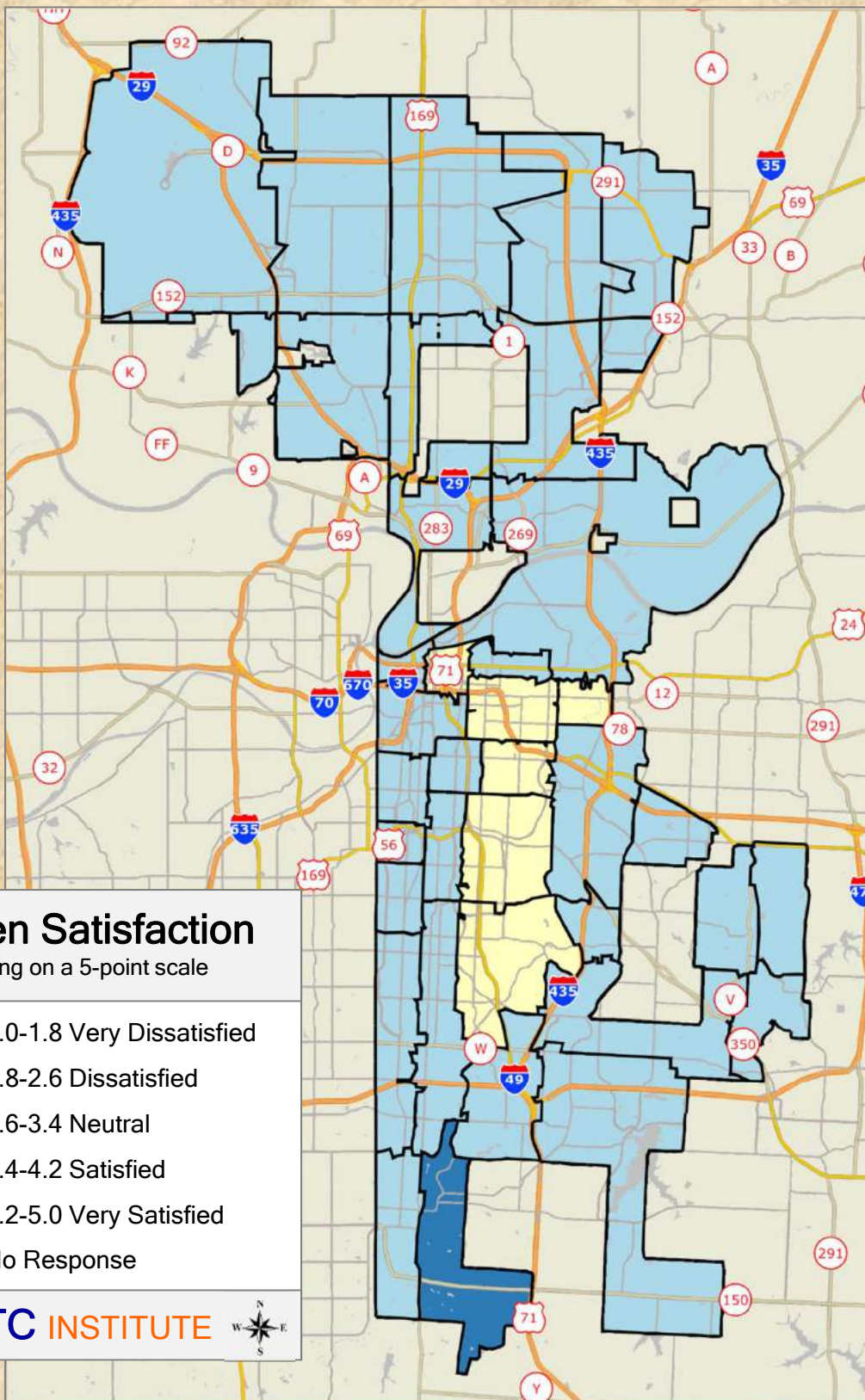
Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	No Response

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

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



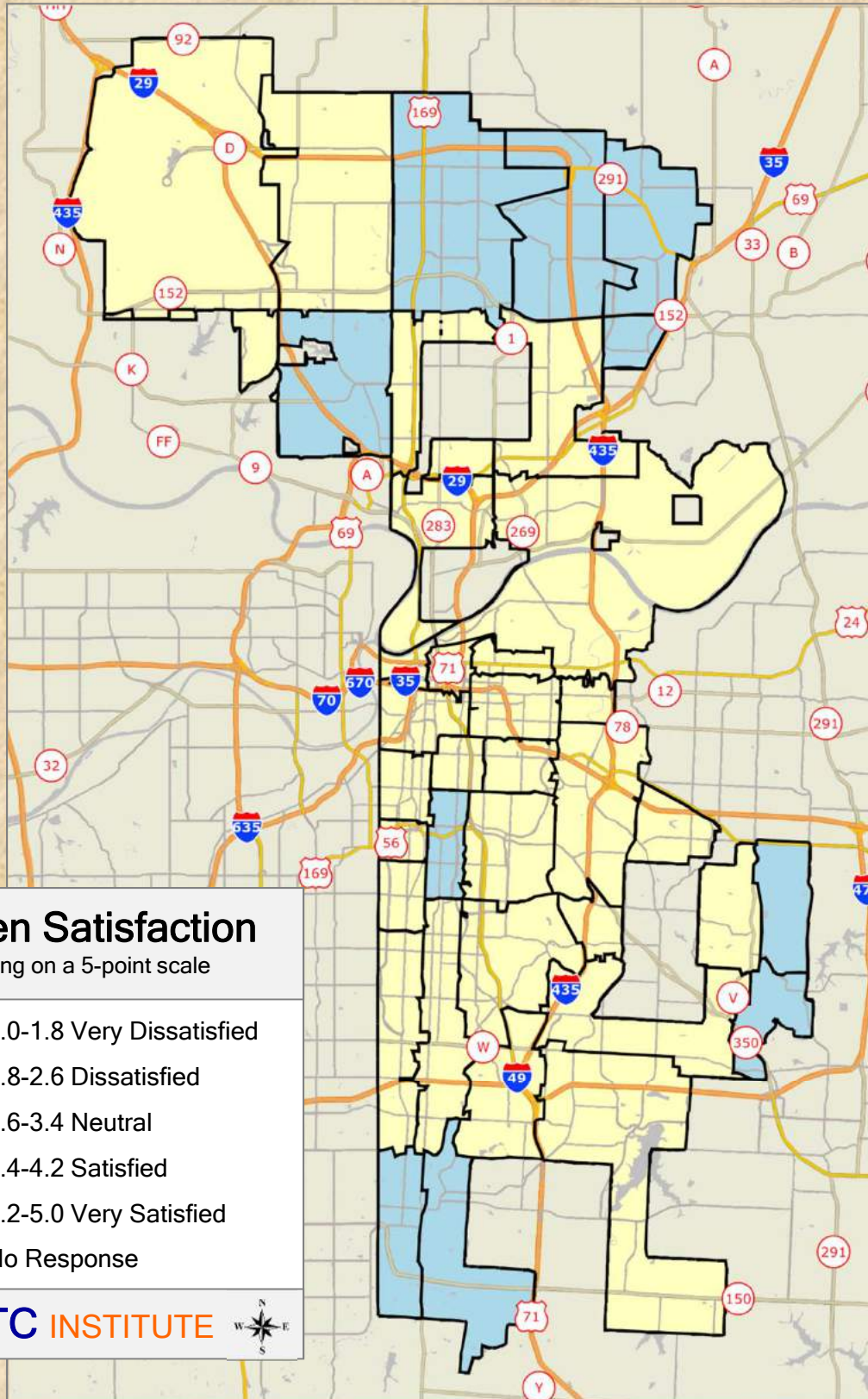
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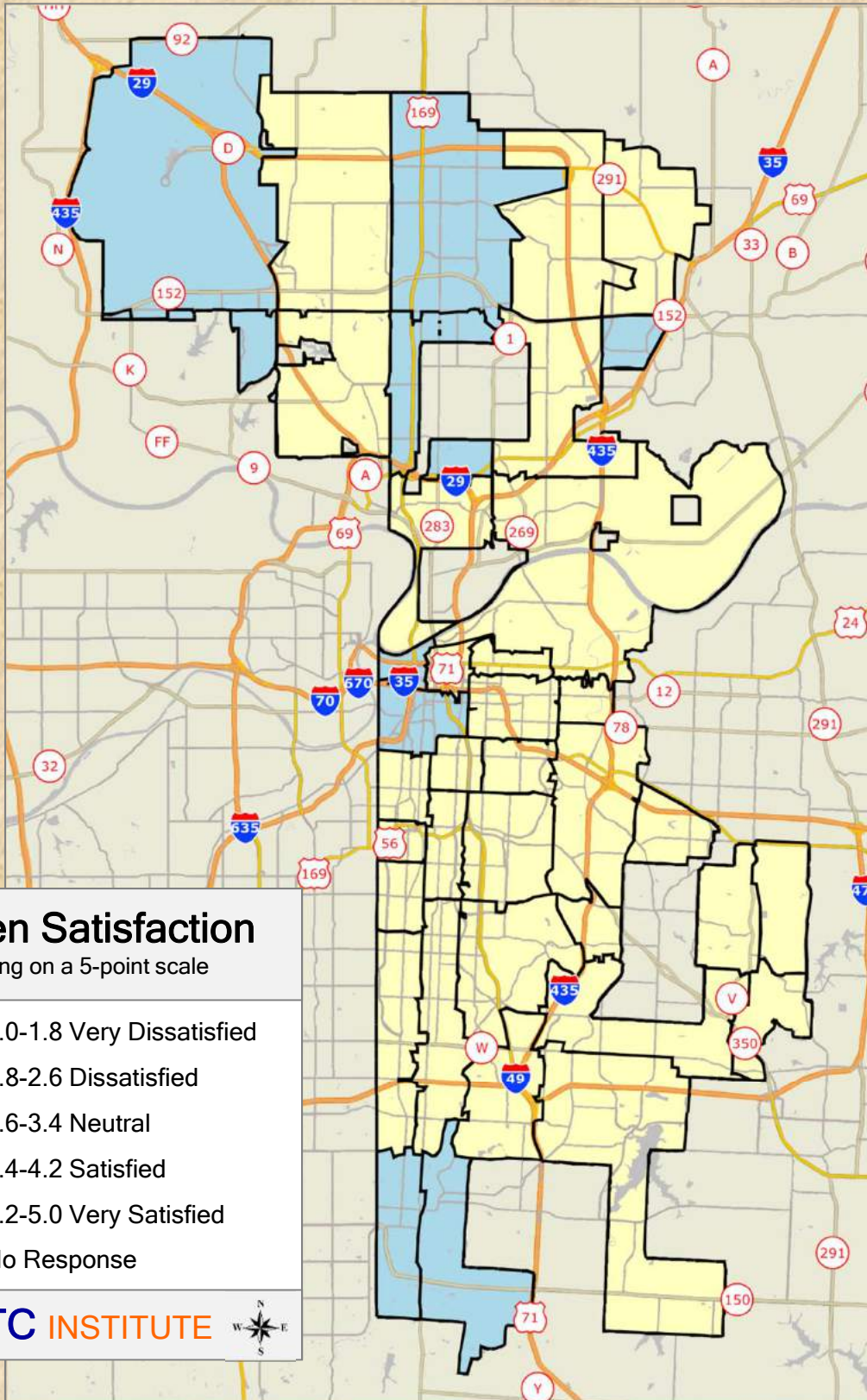
Q5b Satisfaction with the visibility of police in neighborhoods



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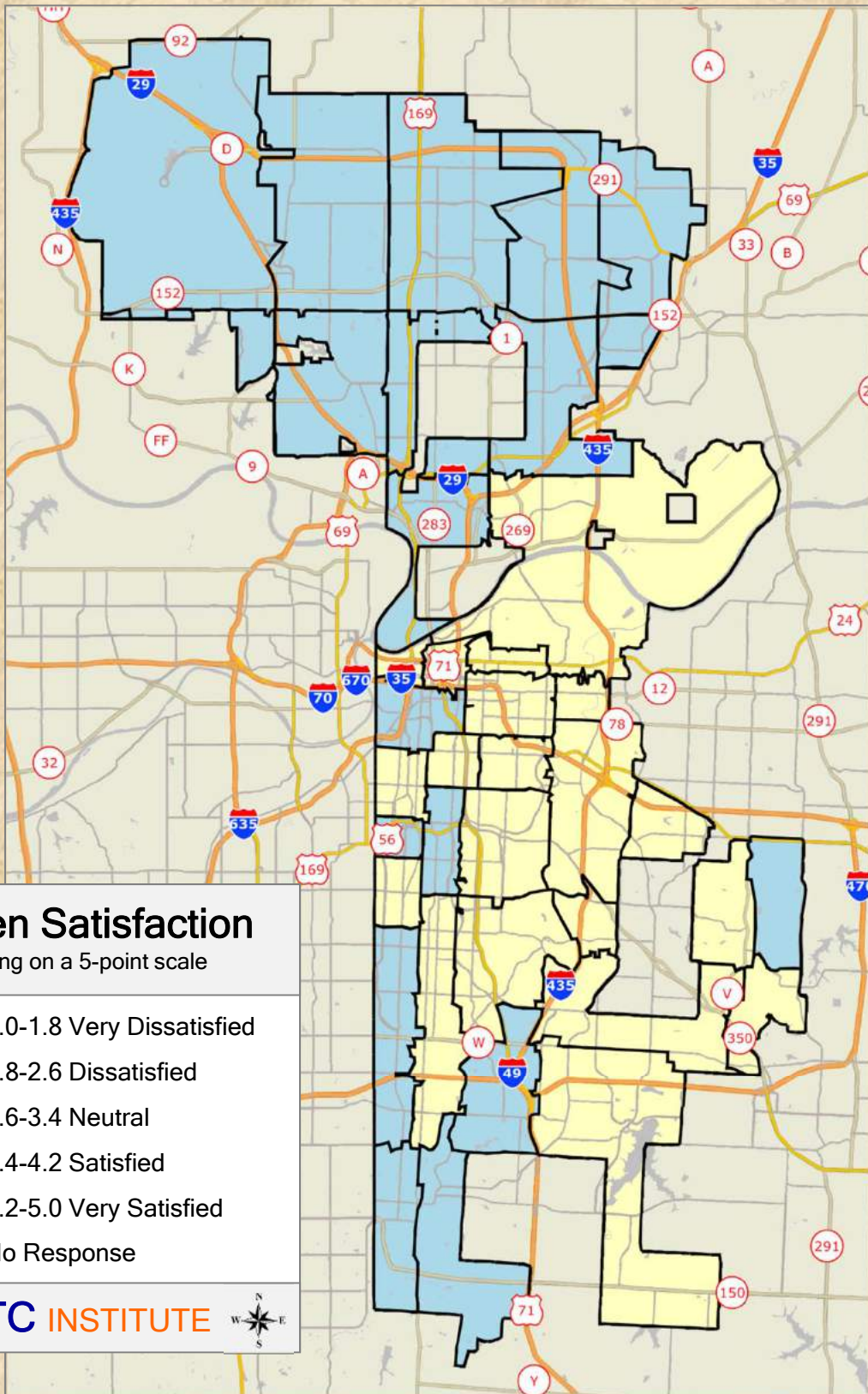
Q5c Satisfaction with the city's overall efforts to prevent crime



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Q5d Satisfaction with enforcement of local traffic laws



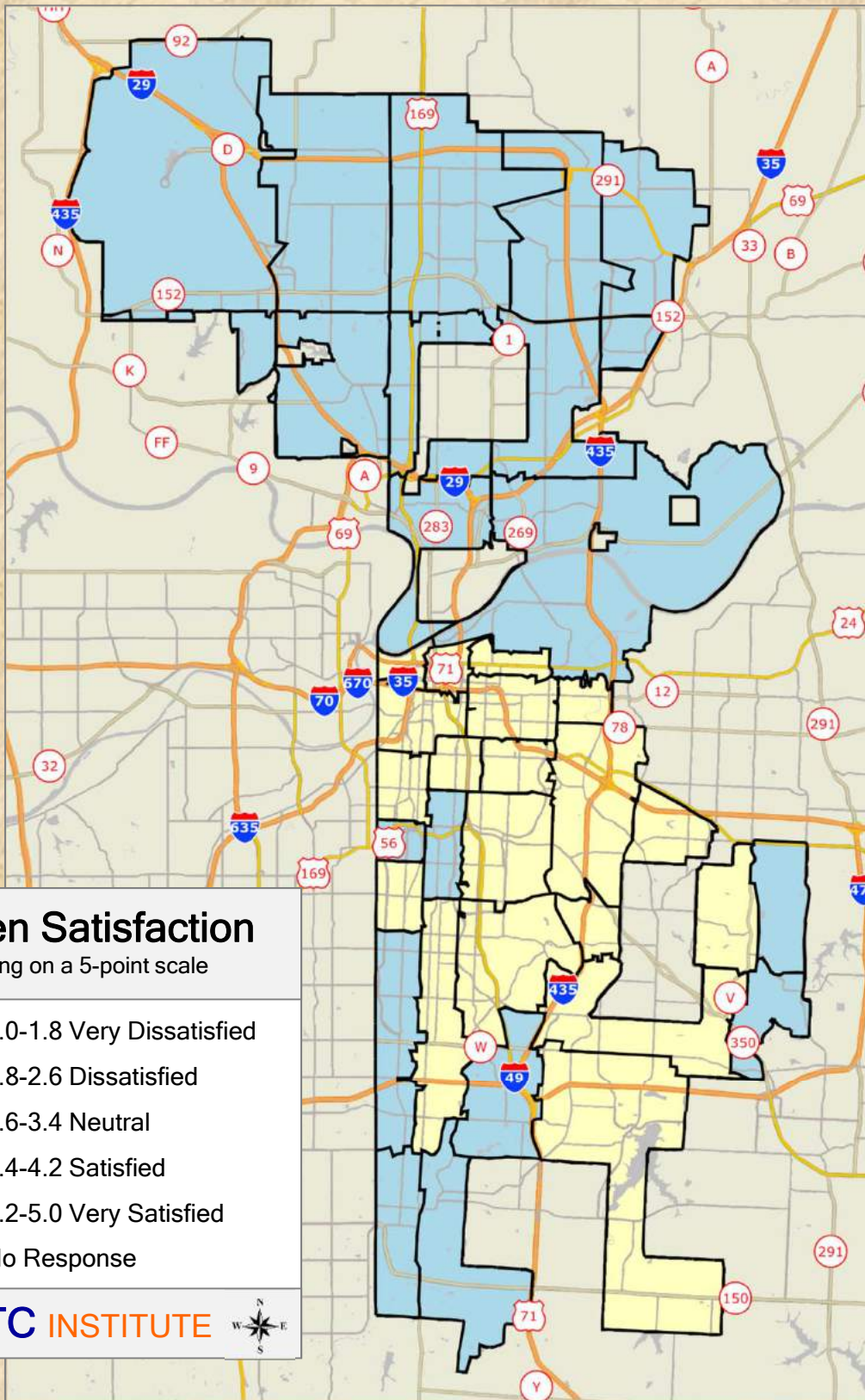
Citizen Satisfaction
Mean rating on a 5-point scale

	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

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

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

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



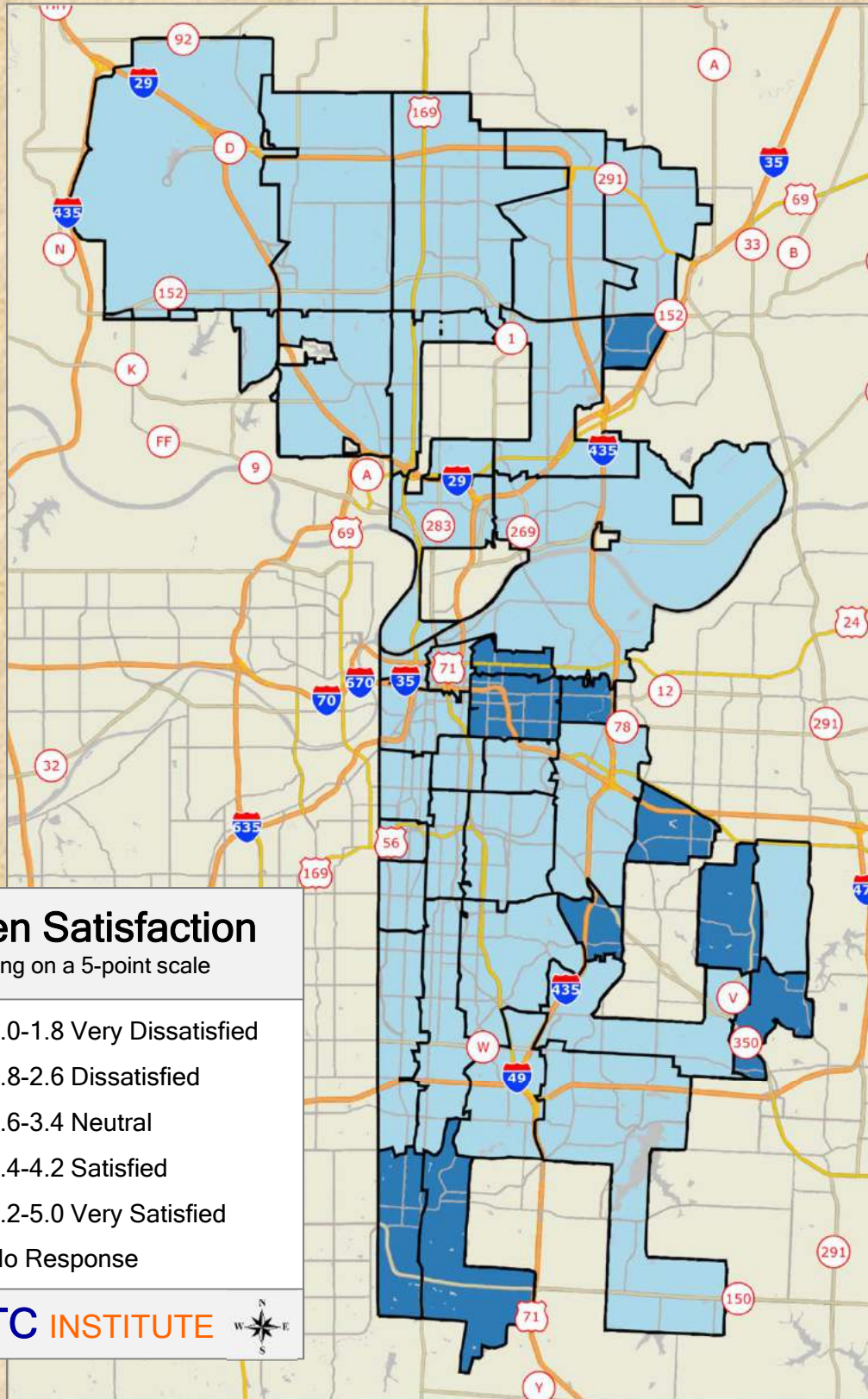
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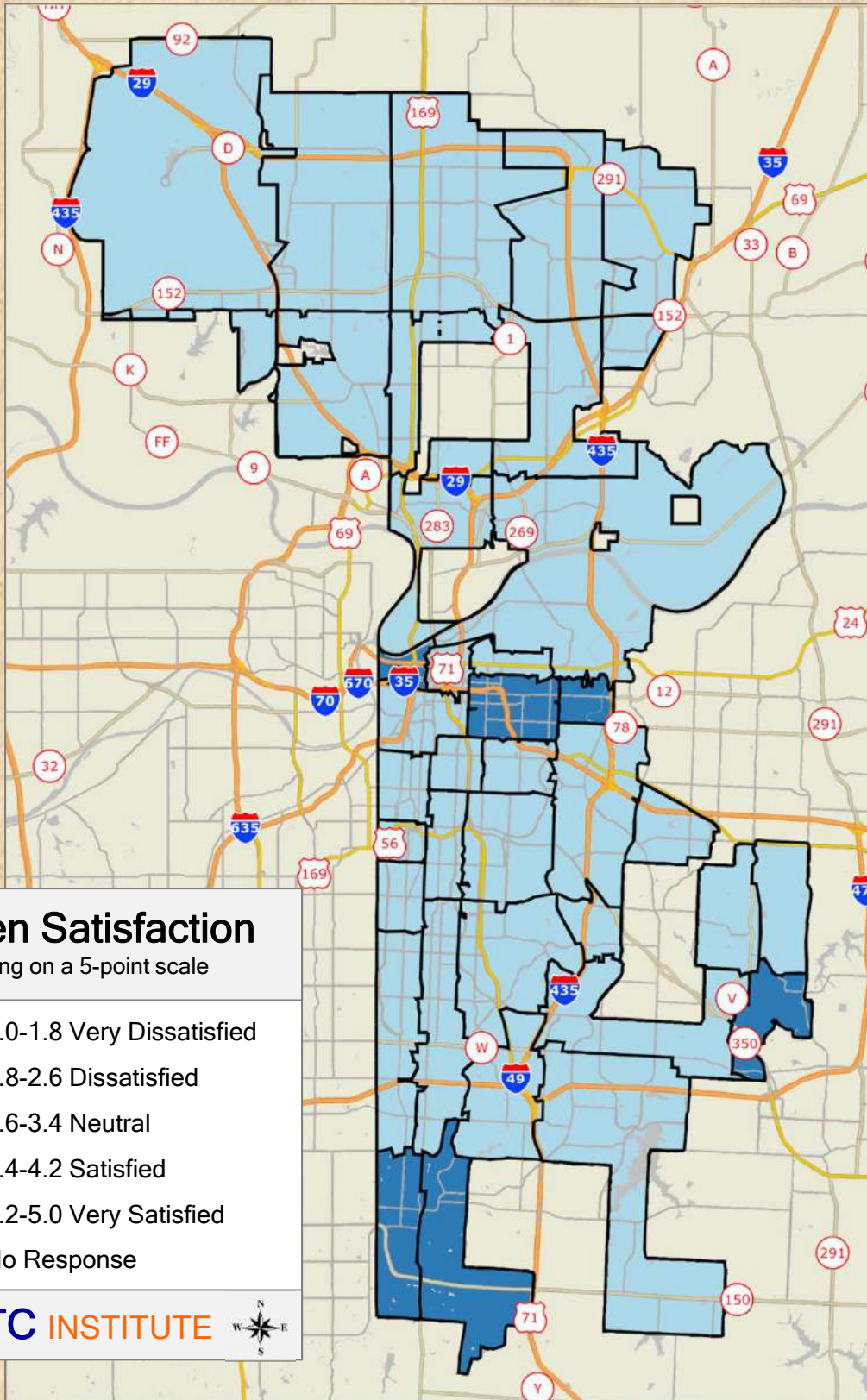
Q7a Satisfaction with overall quality of local fire protection and rescue services



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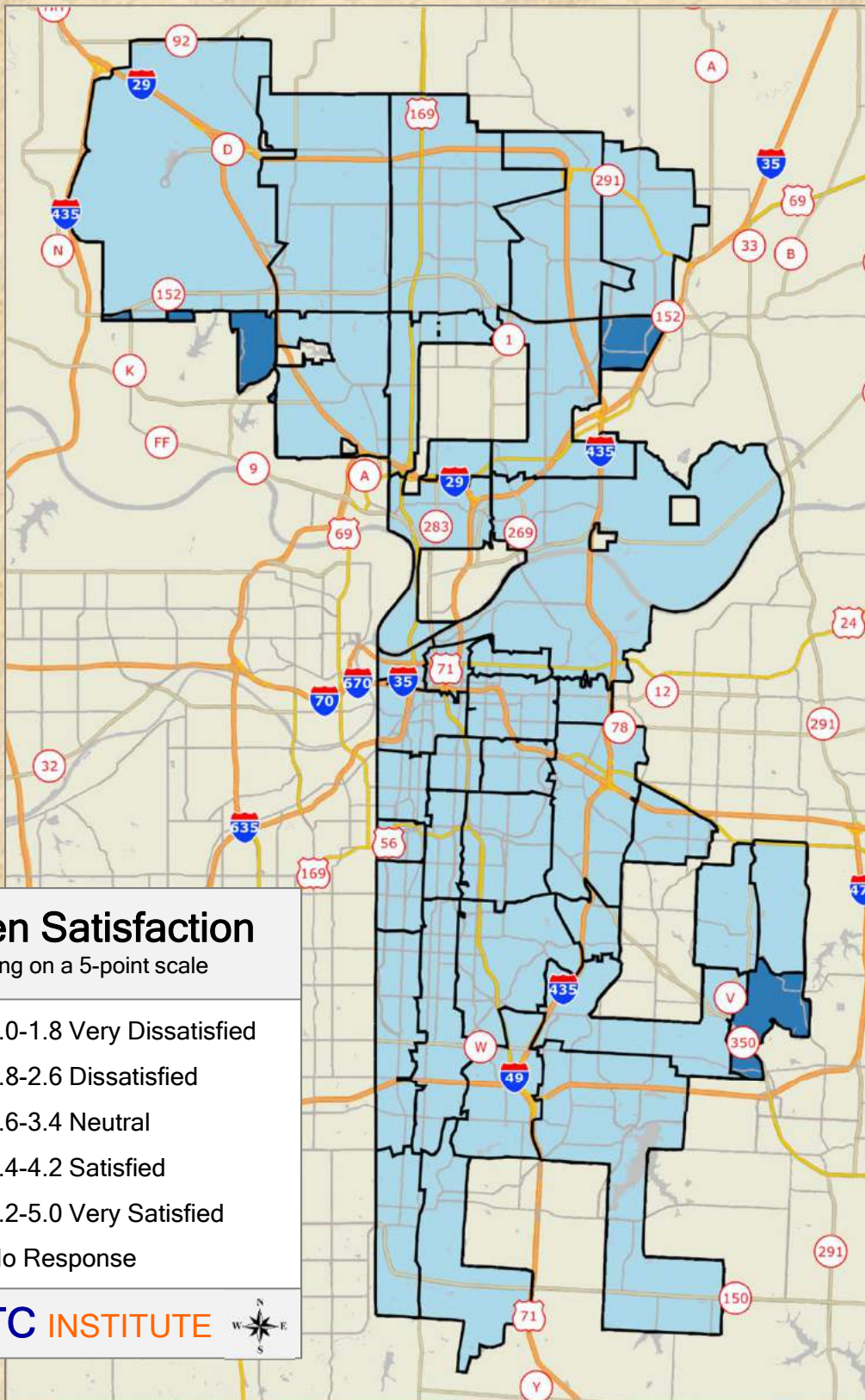
Q7b Satisfaction with how quickly fire and rescue personnel respond to emergencies



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

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



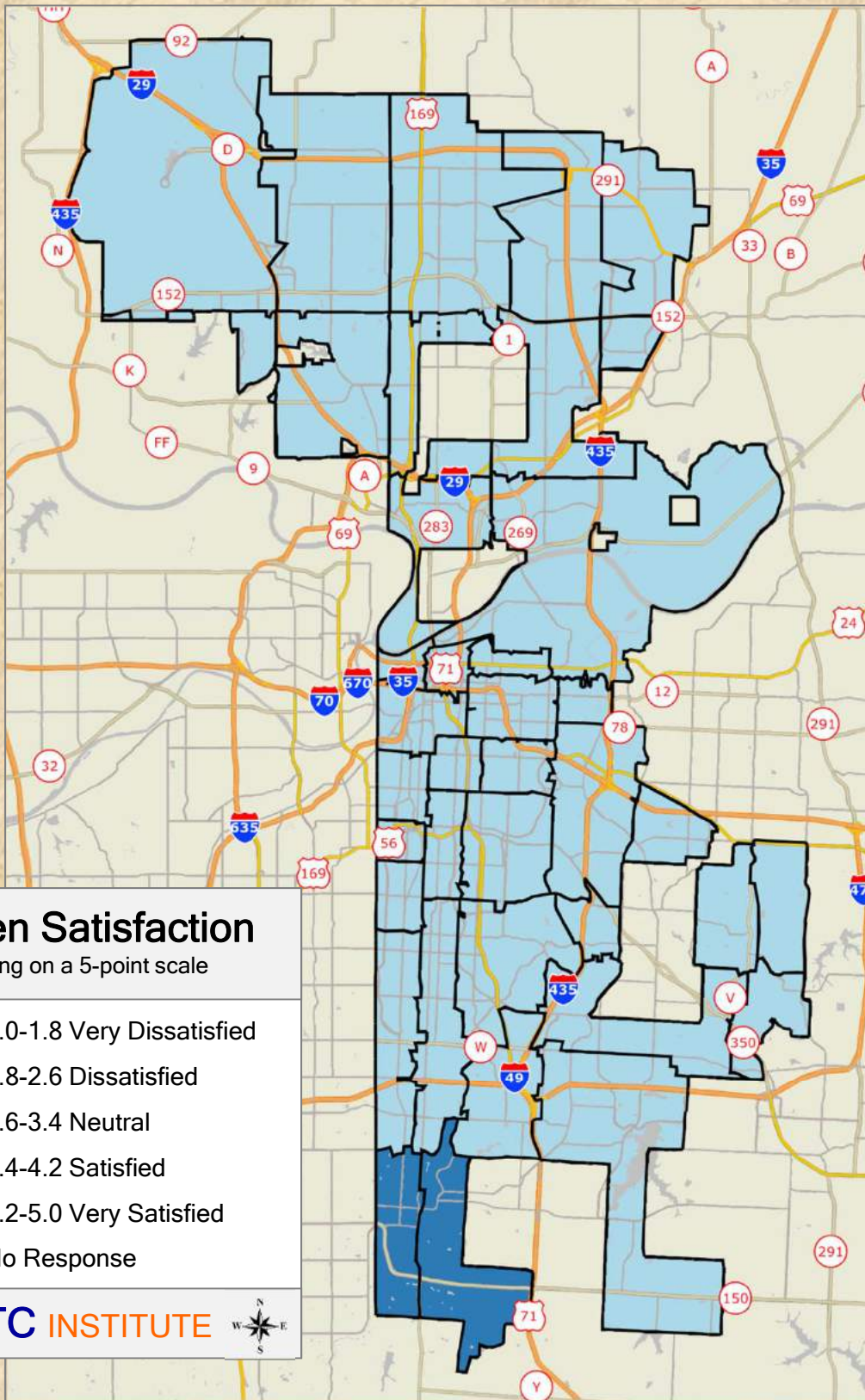
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Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q7d Satisfaction with how quickly emergency medical 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



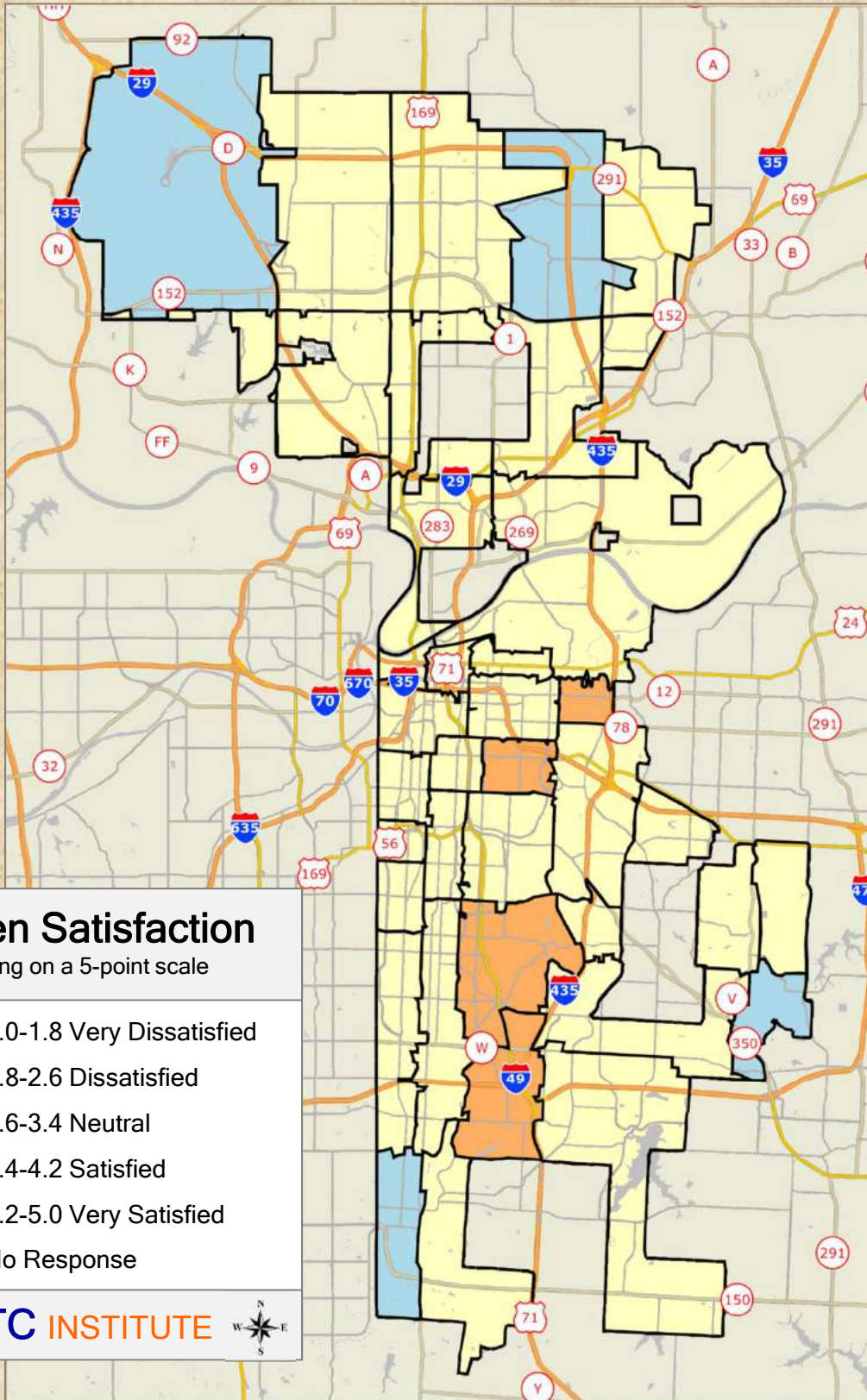
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Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q9b Satisfaction with maintenance of neighborhood streets



Citizen Satisfaction

Mean rating on a 5-point scale

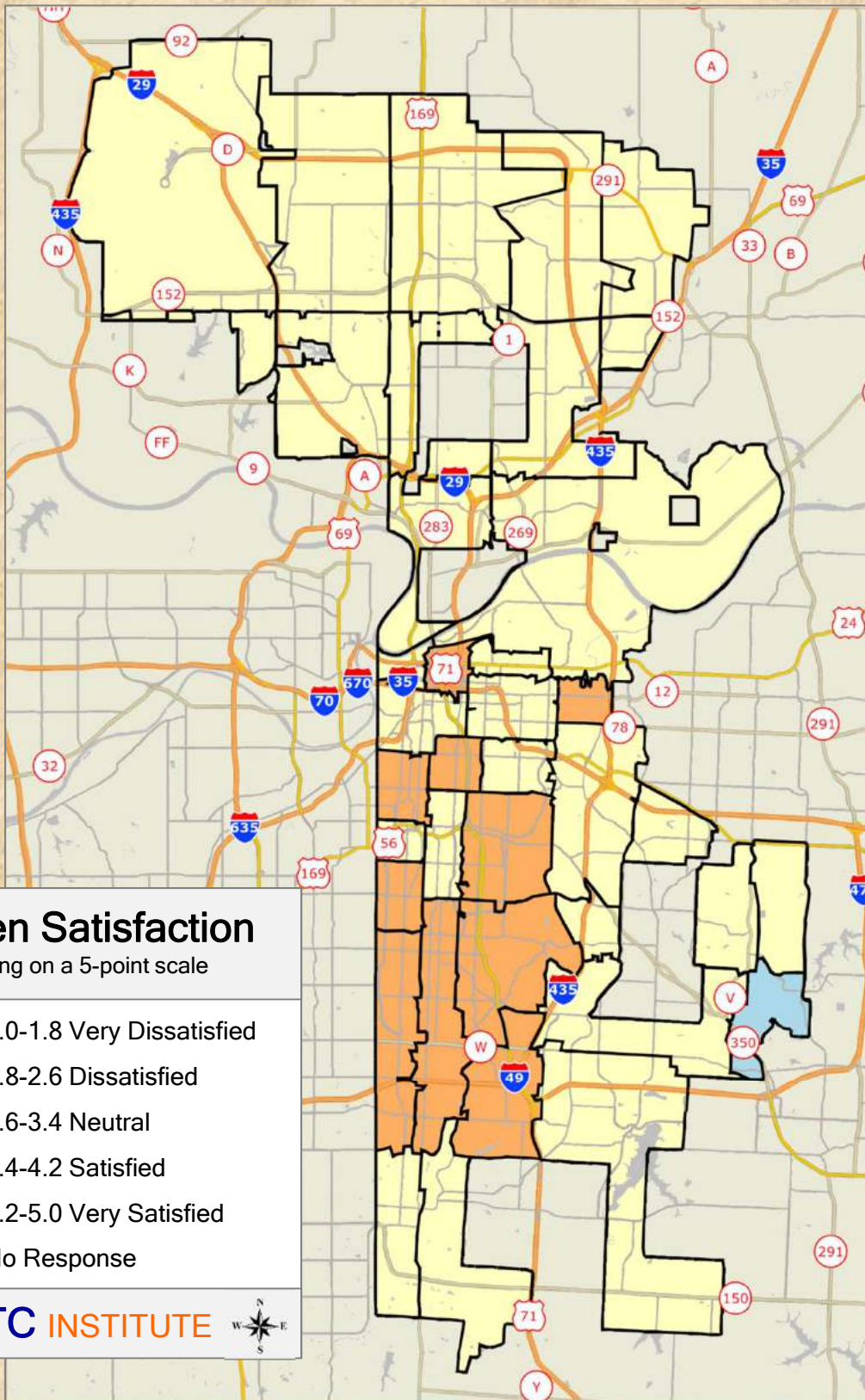
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



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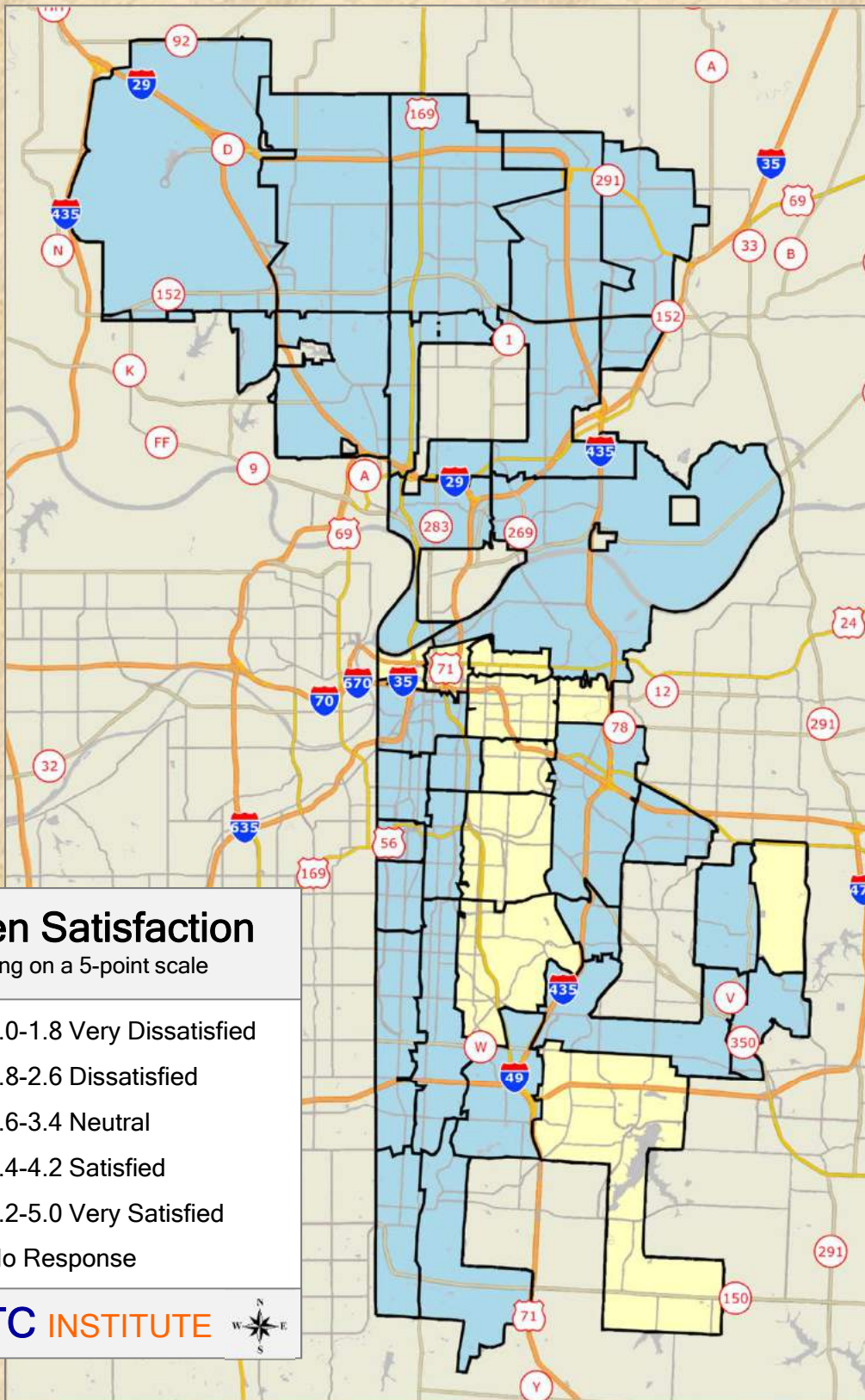
Q9c Satisfaction with condition of sidewalks in the city



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Q9e Satisfaction with maintenance of street signs and traffic signals



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



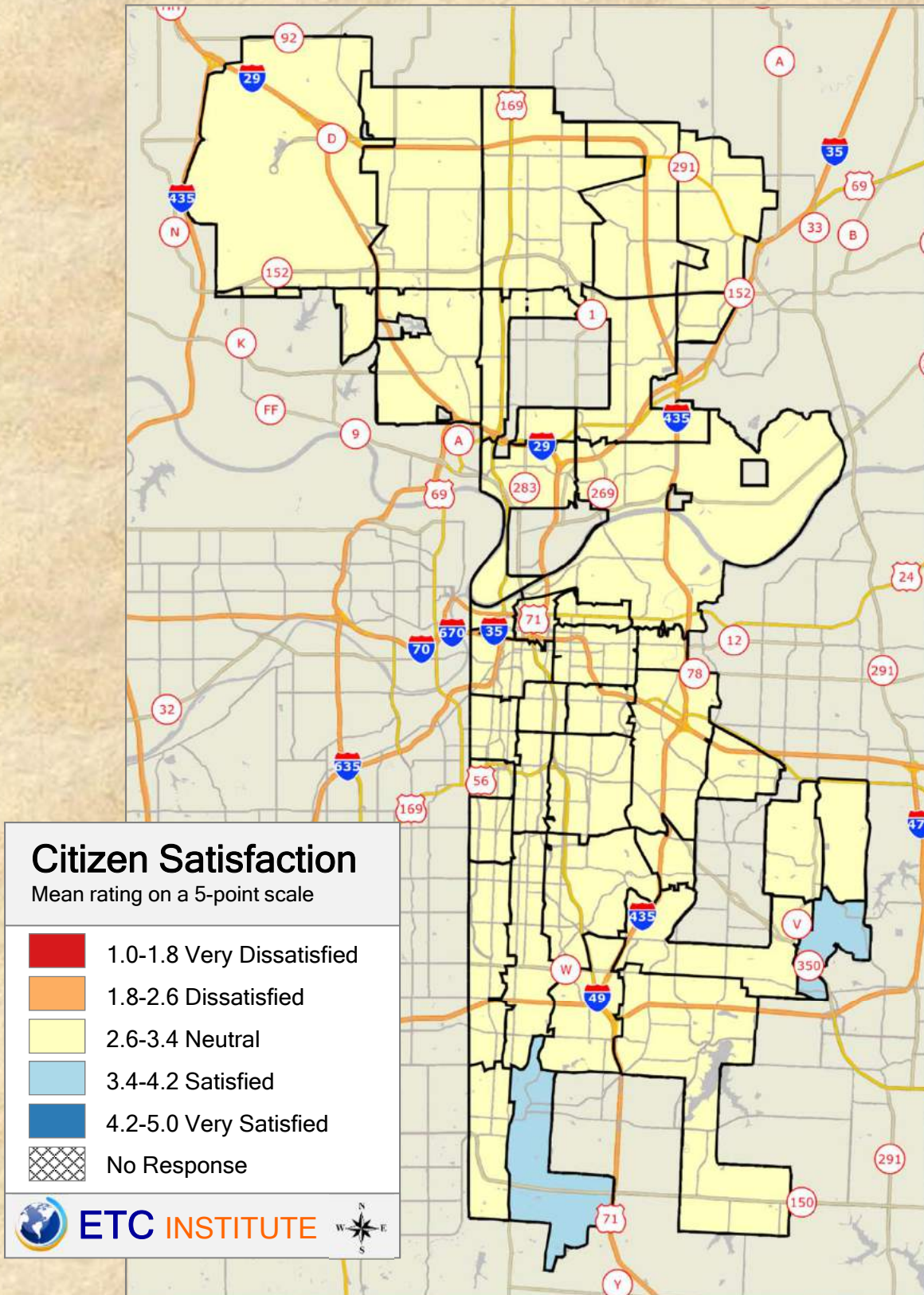
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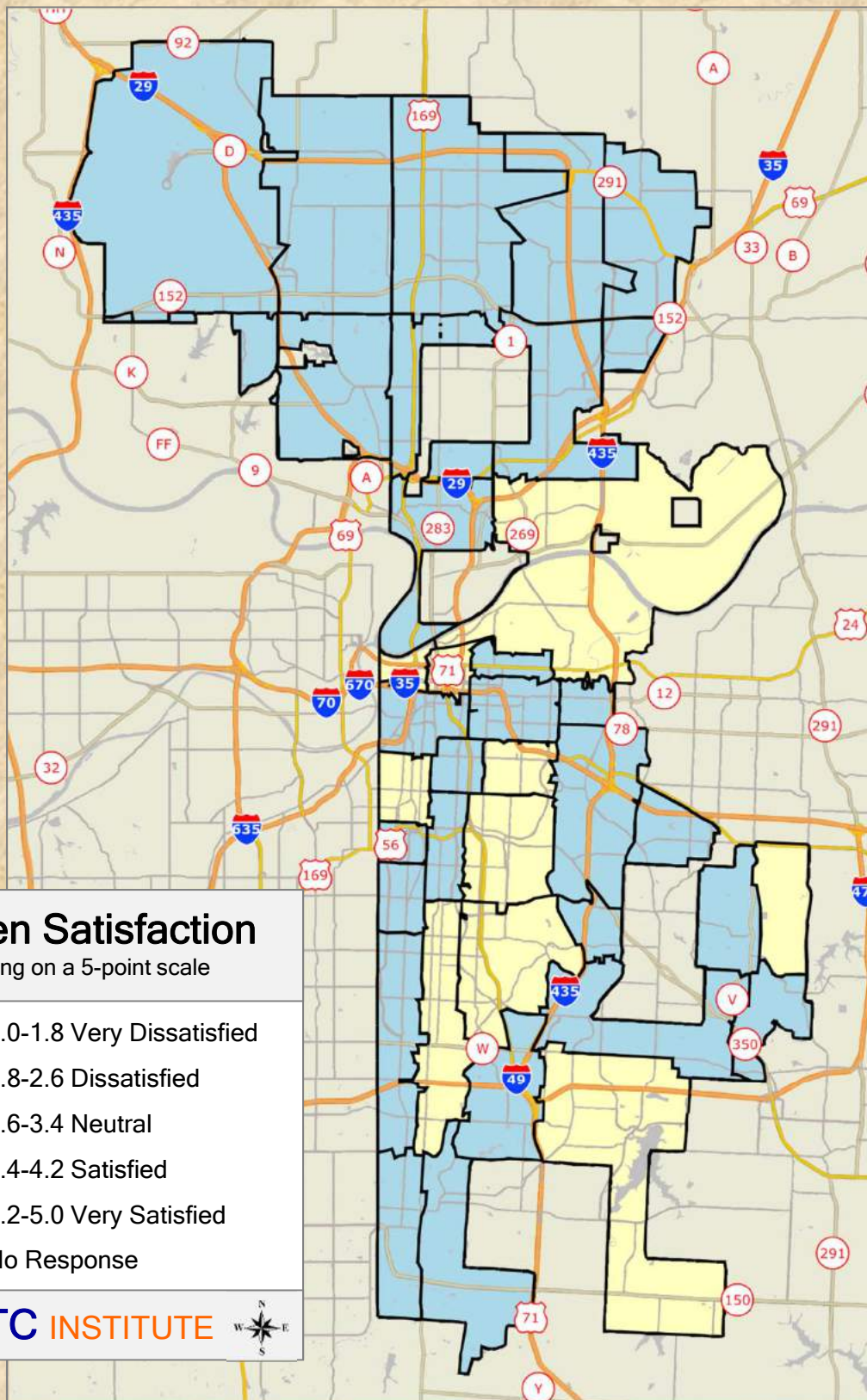
Q9g Satisfaction with snow removal on residential streets during the past 12 months



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

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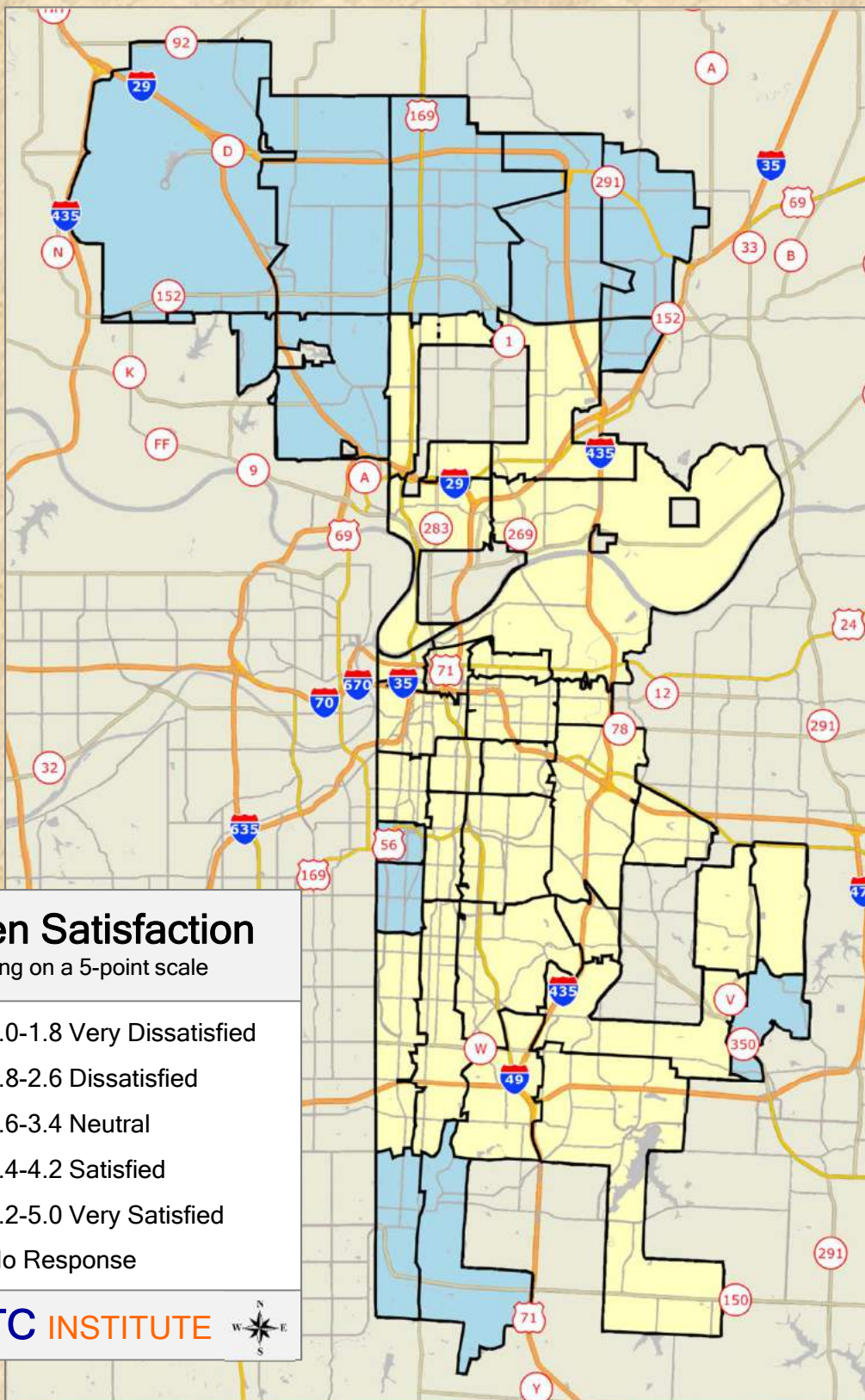
Q9h Satisfaction with adequacy of city street lighting



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



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



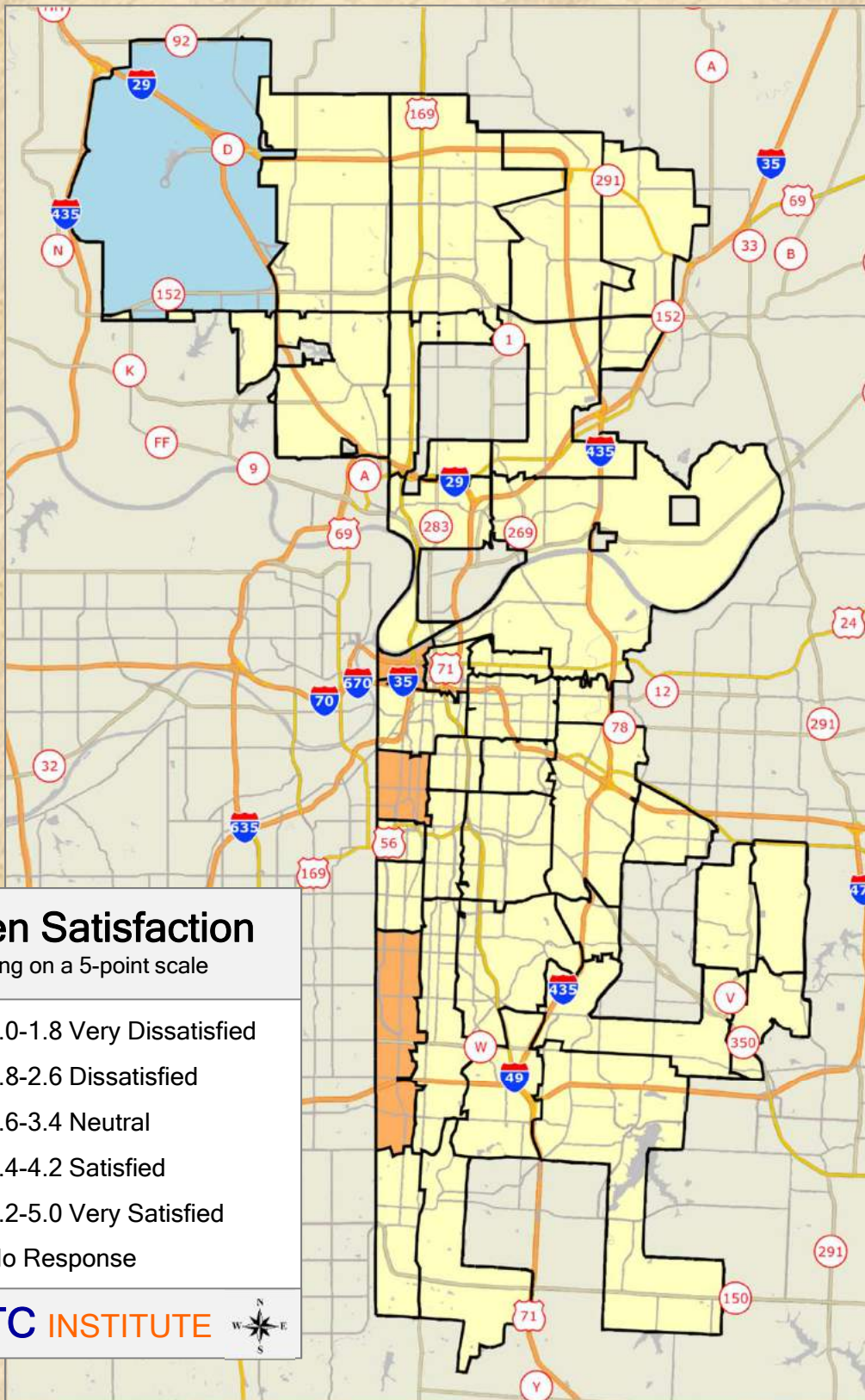
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FY 2015-16 City of Kansas City, Missouri Citizen Survey

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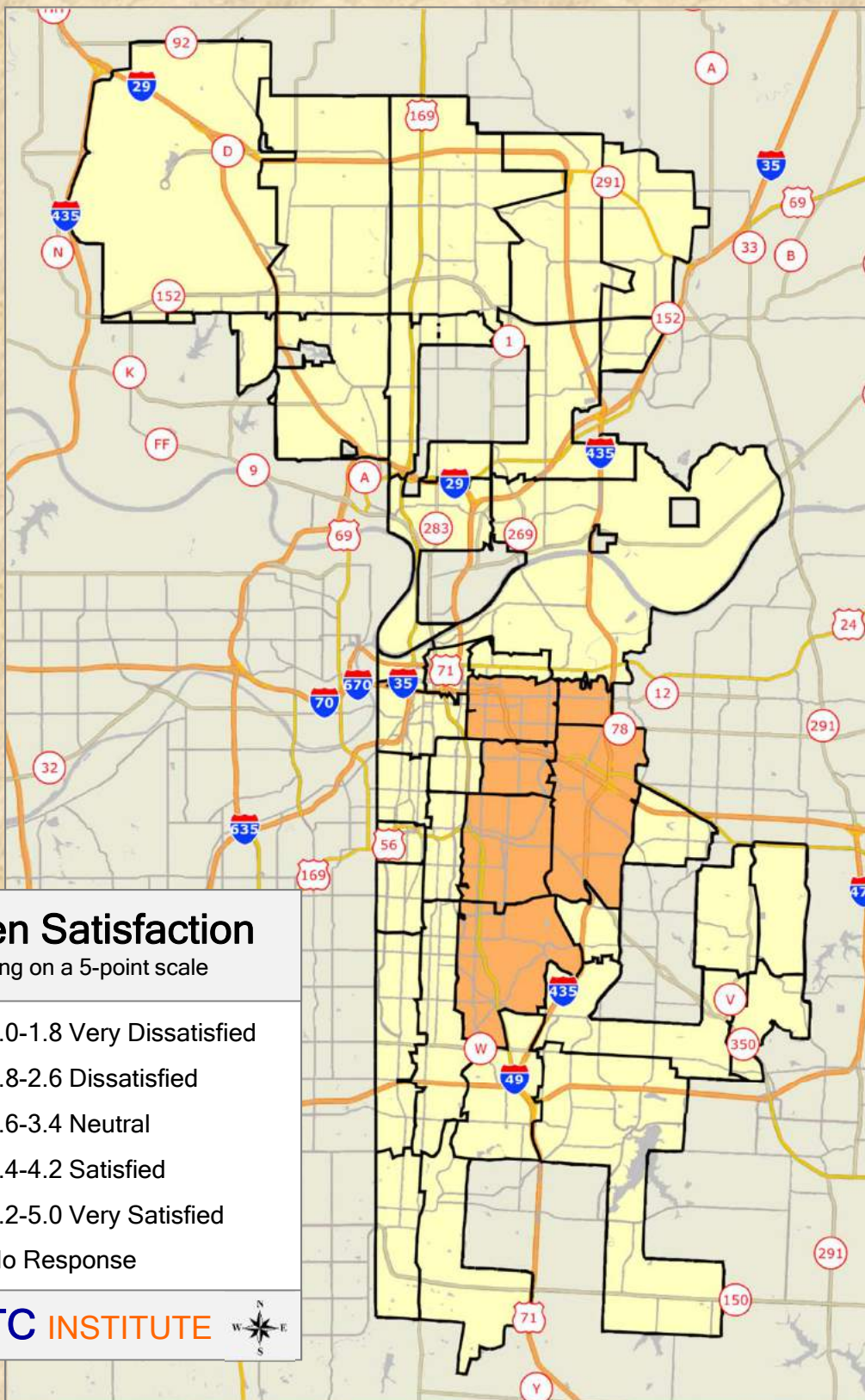
Q9j Satisfaction with on-street bicycle infrastructure



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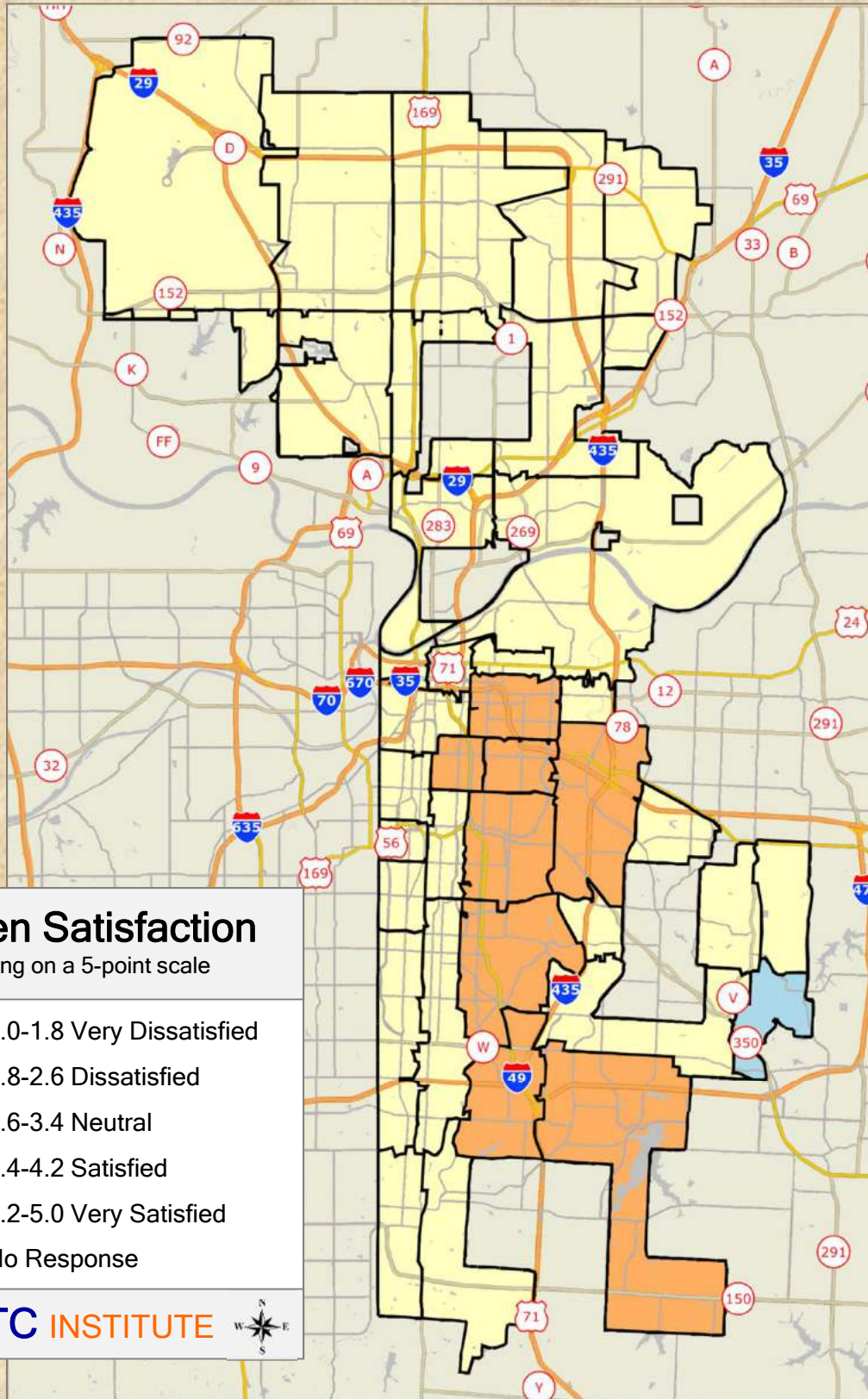
Q11a Satisfaction with enforcing the cleanup of trash and debris on private property



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

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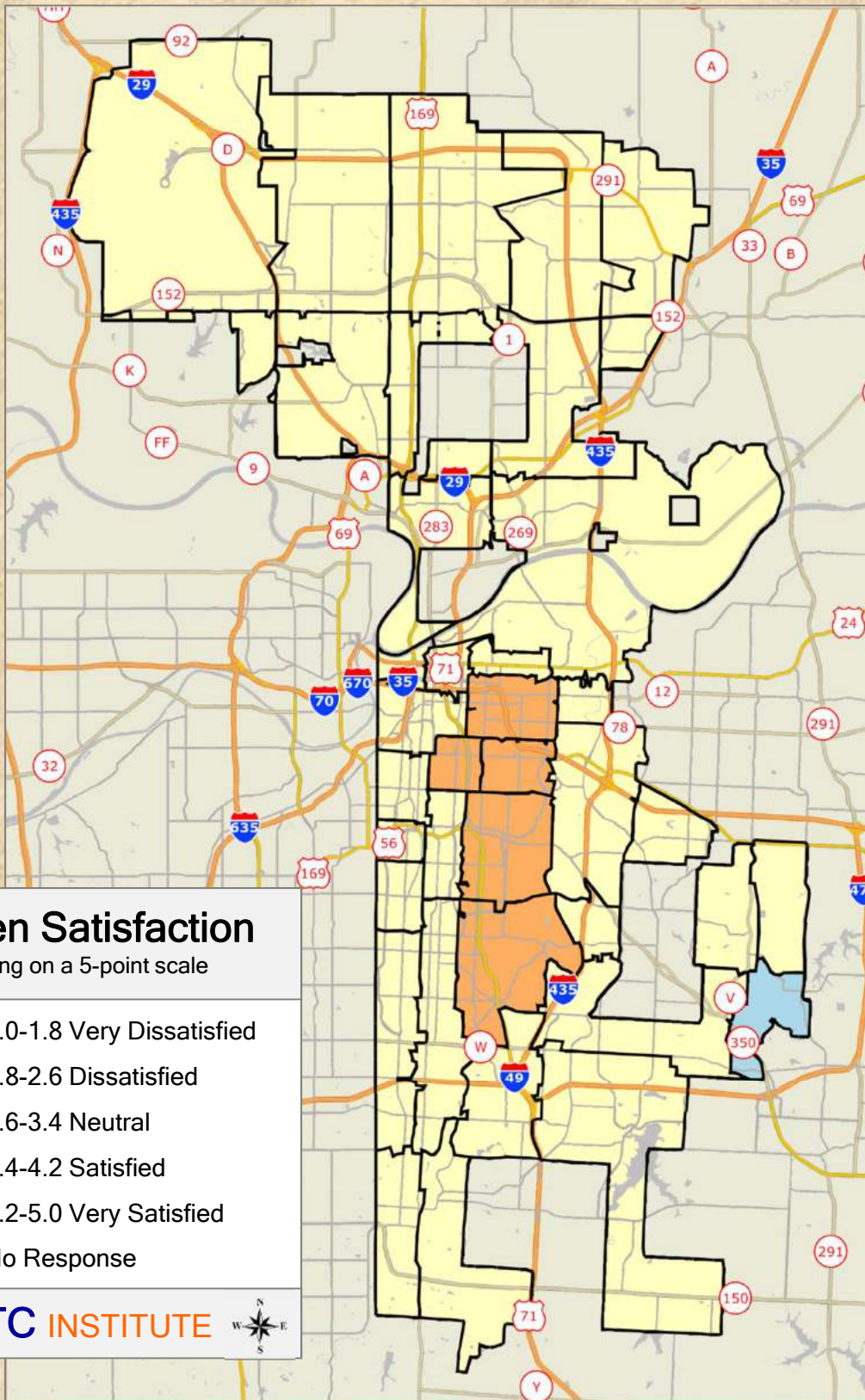
Q11b Satisfaction with enforcing the mowing and cutting of weeds on private property



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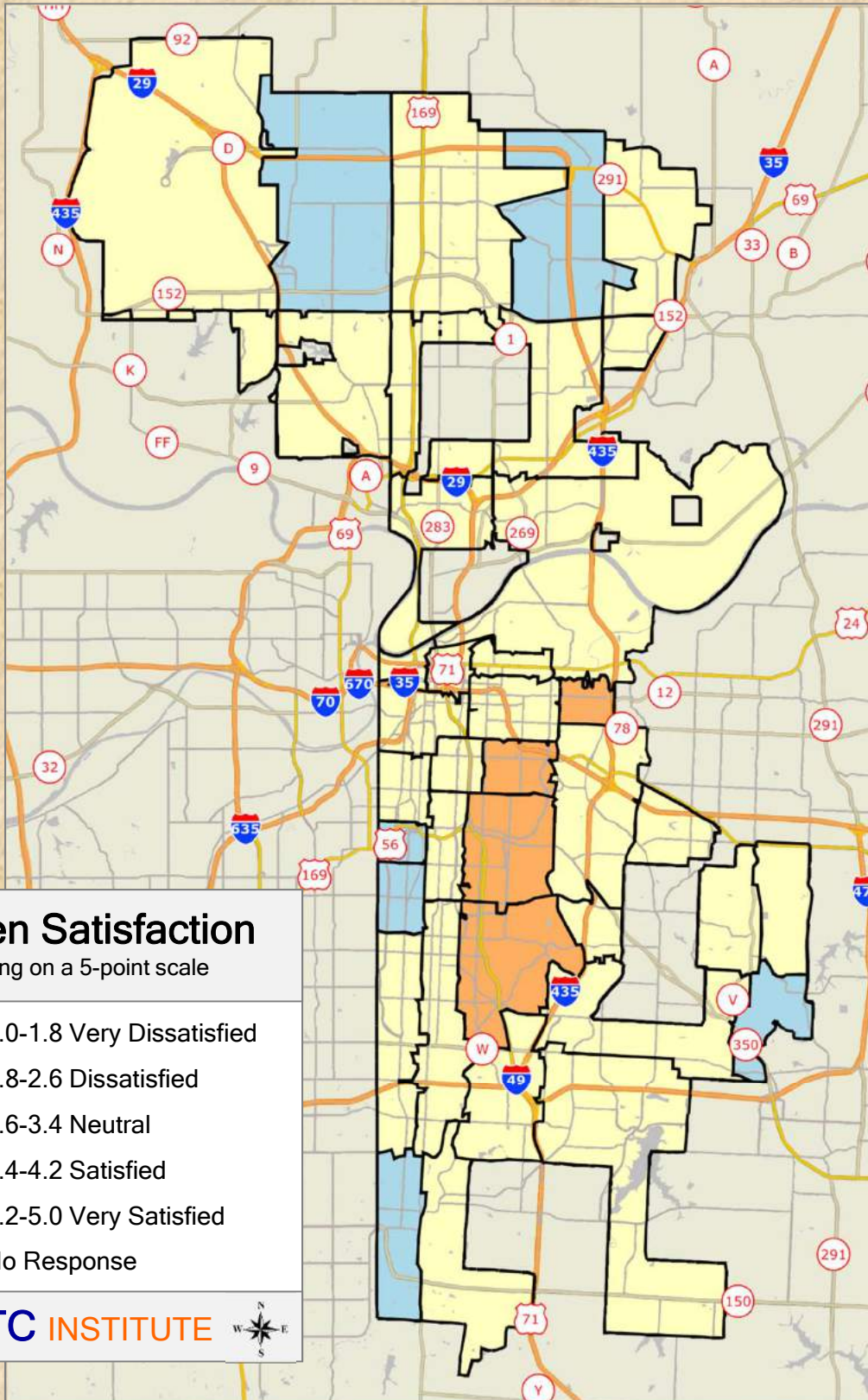
Q11c Satisfaction with enforcing the exterior maintenance of residential property



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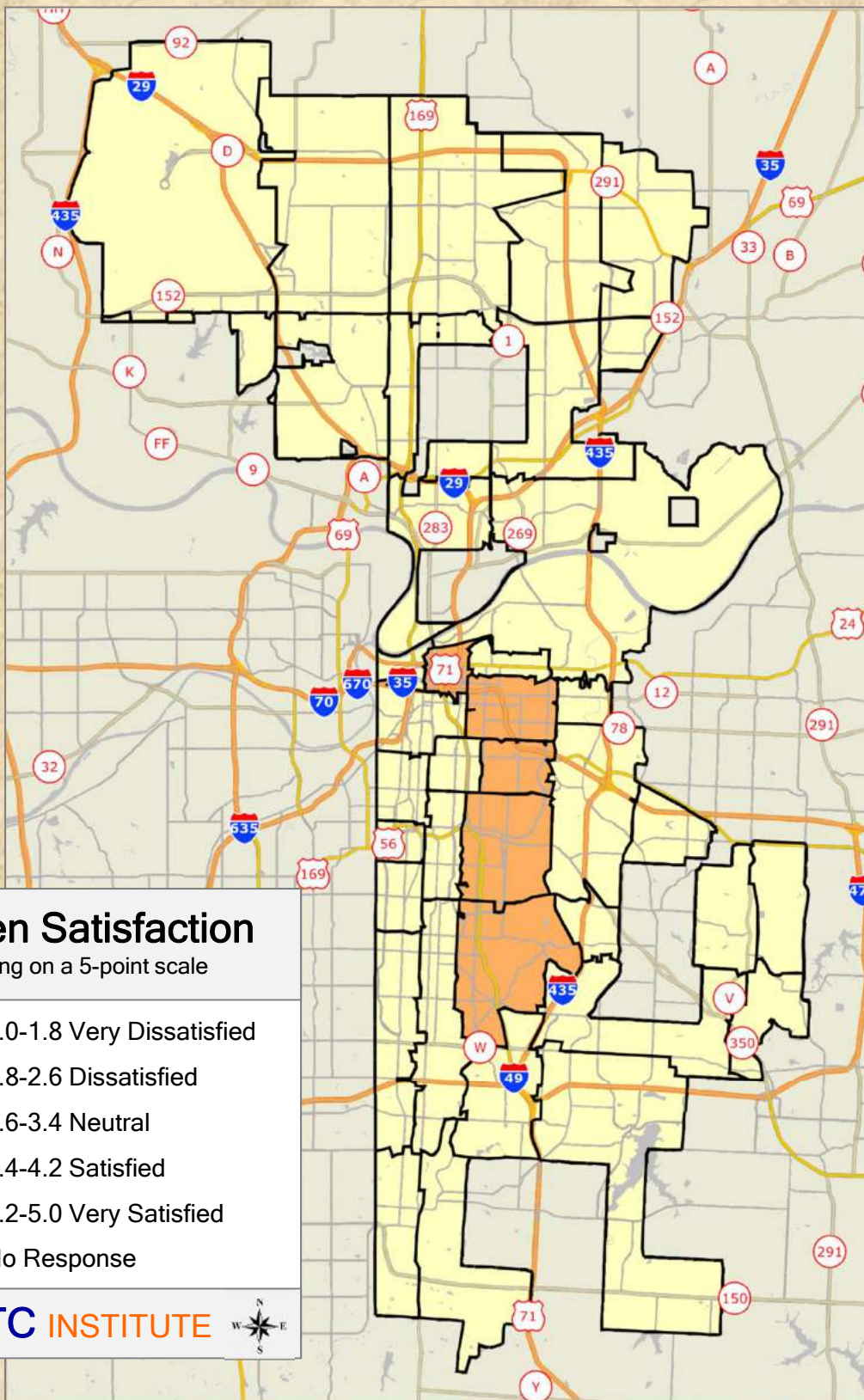
Q11d Satisfaction with enforcing trash, weeds, and exterior maintenance in the neighborhood



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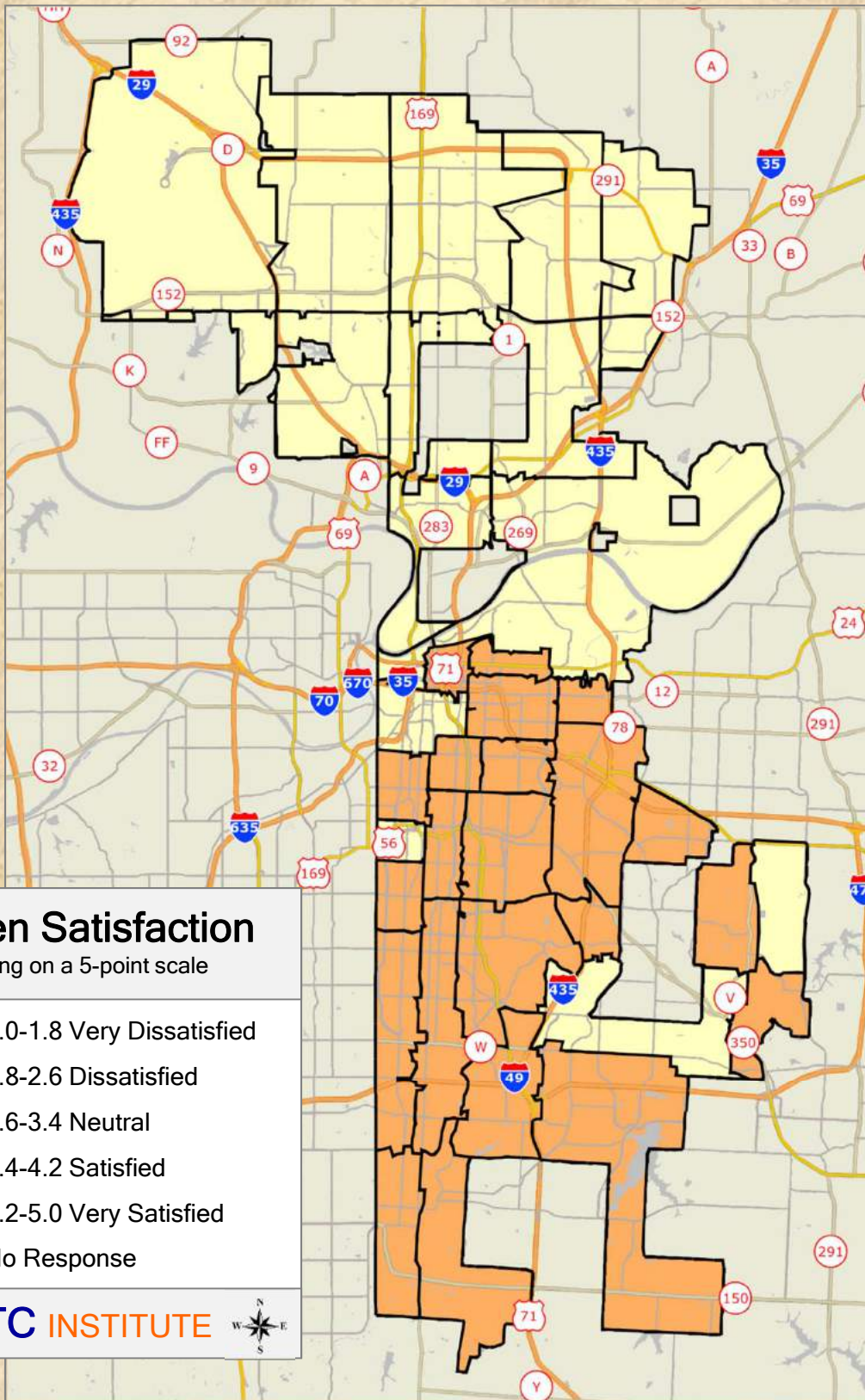
Q11e Satisfaction with boarding up vacant structures that are open to entry



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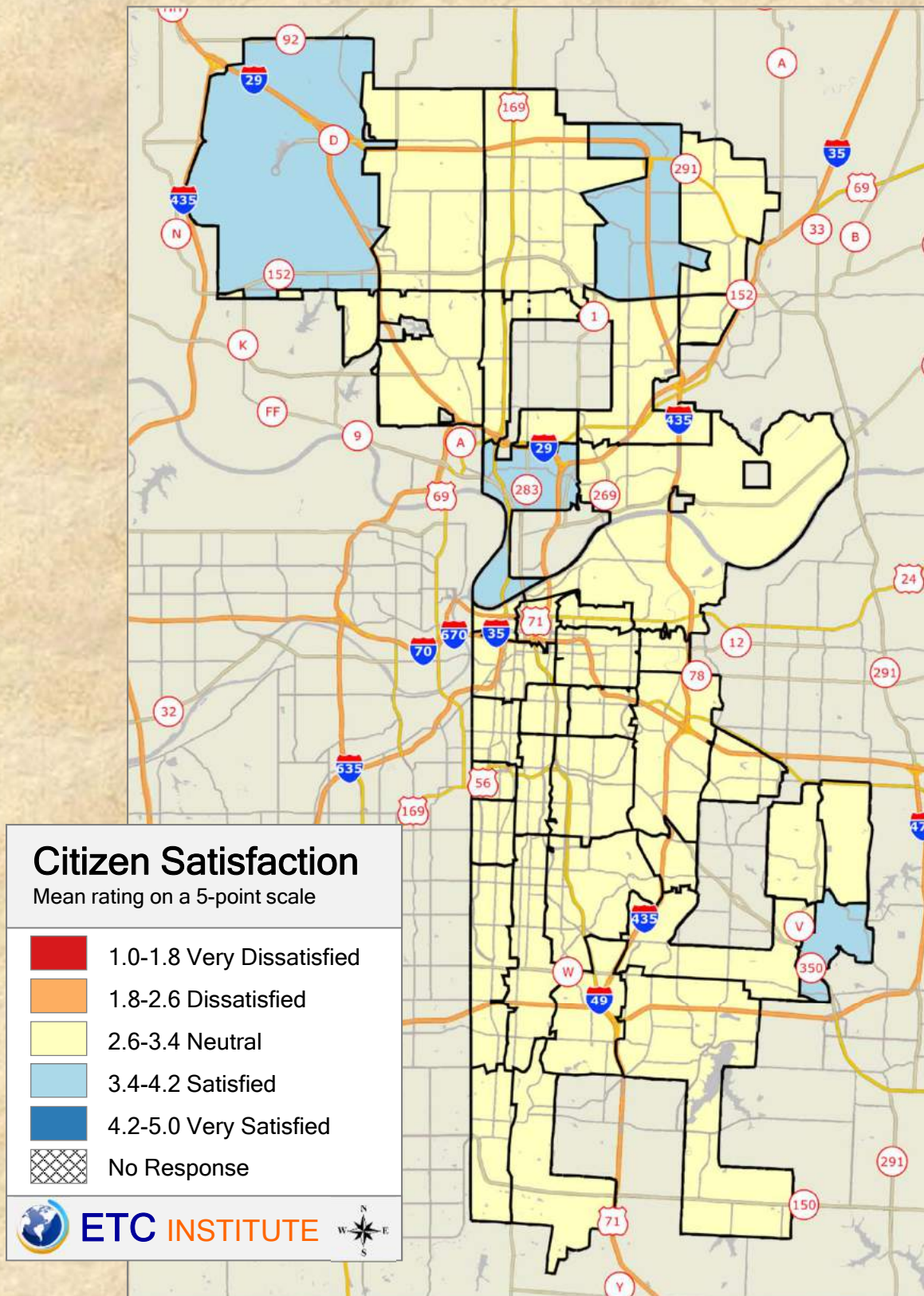
Q11f Satisfaction with demolishing vacant structures that are in the dangerous building inventory



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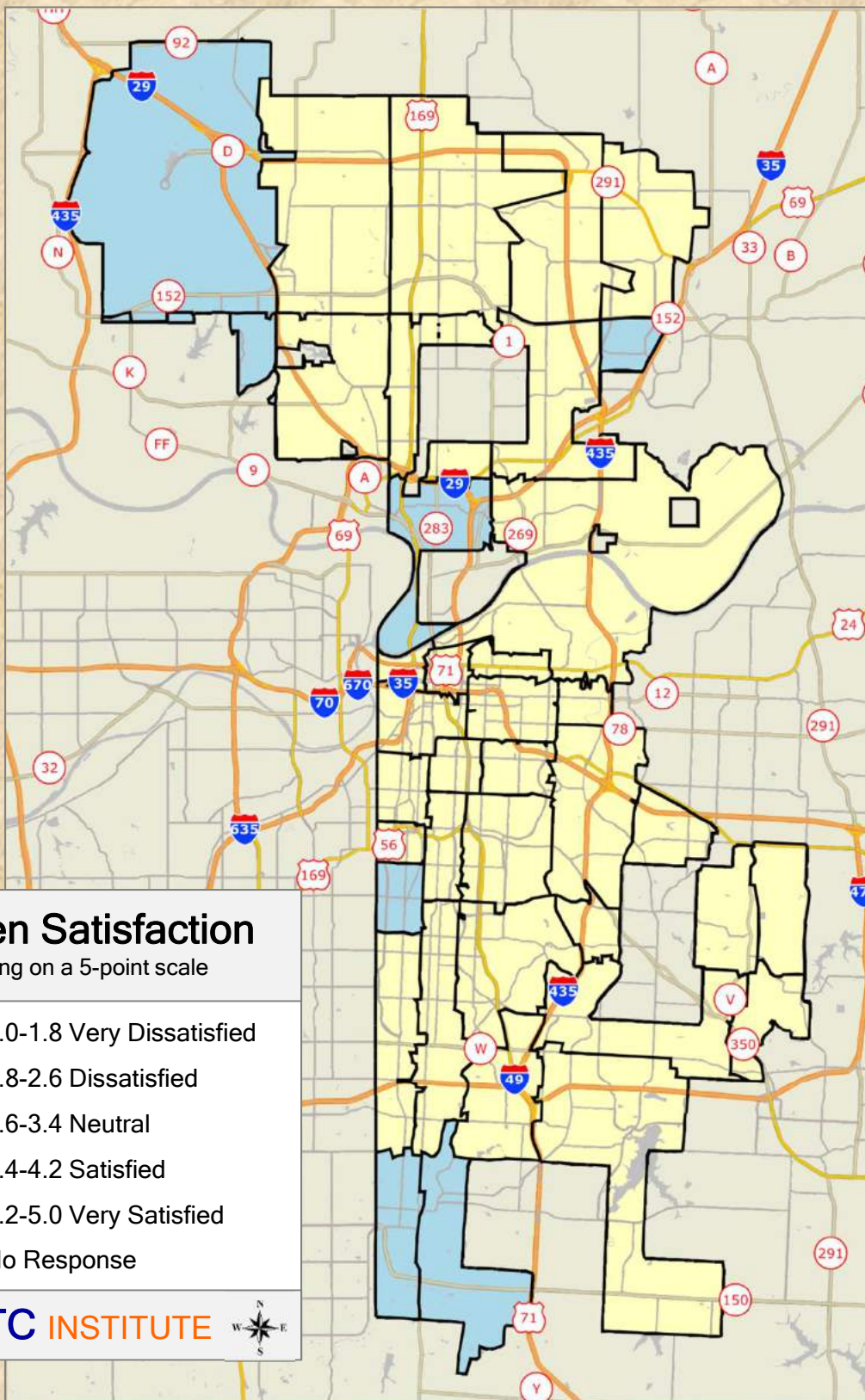
Q11g Satisfaction with enforcement of animal code



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

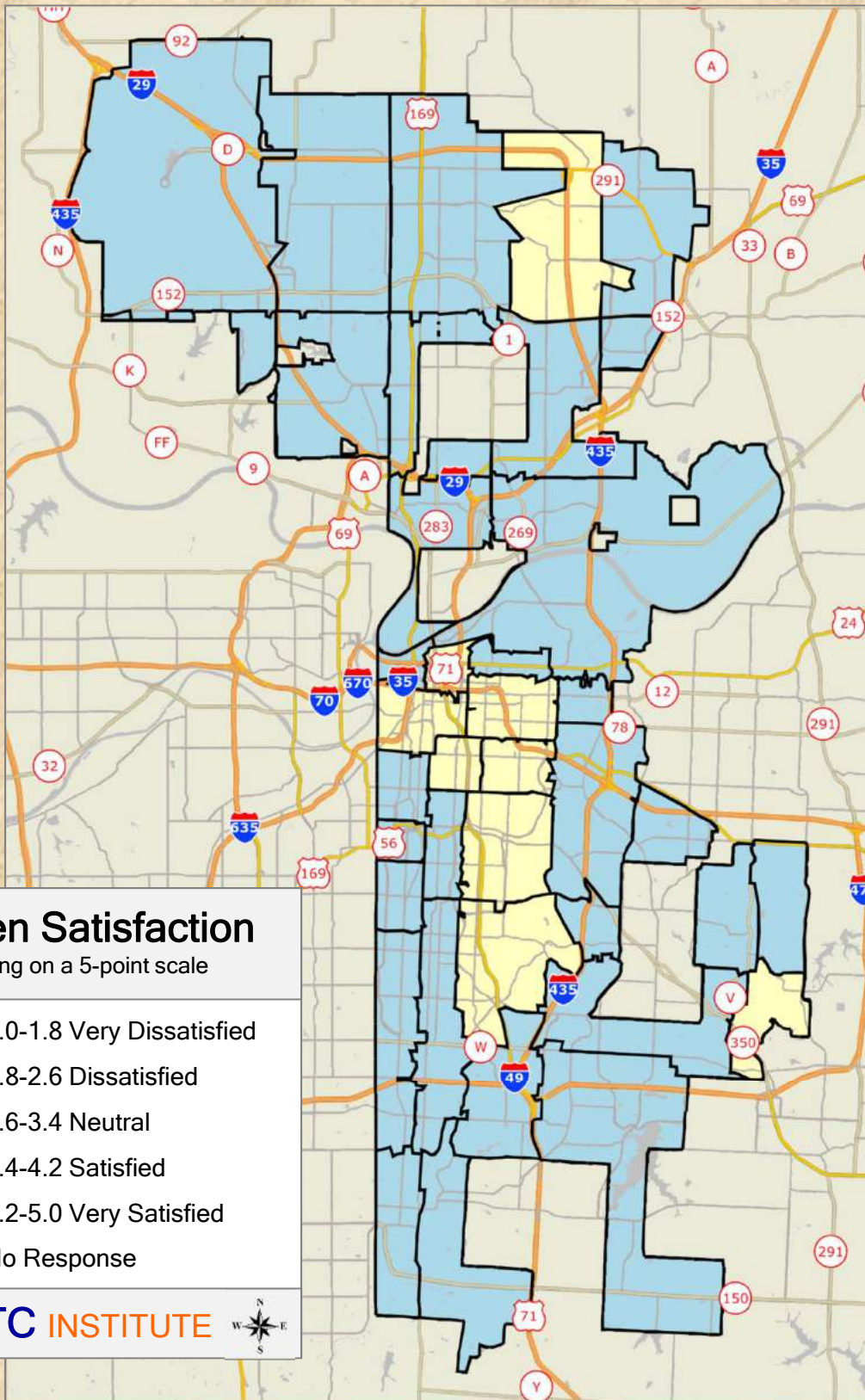
Q11h Satisfaction with customer service from animal control officers



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

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

Q11i Satisfaction with animal shelter operations and adoption efforts



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



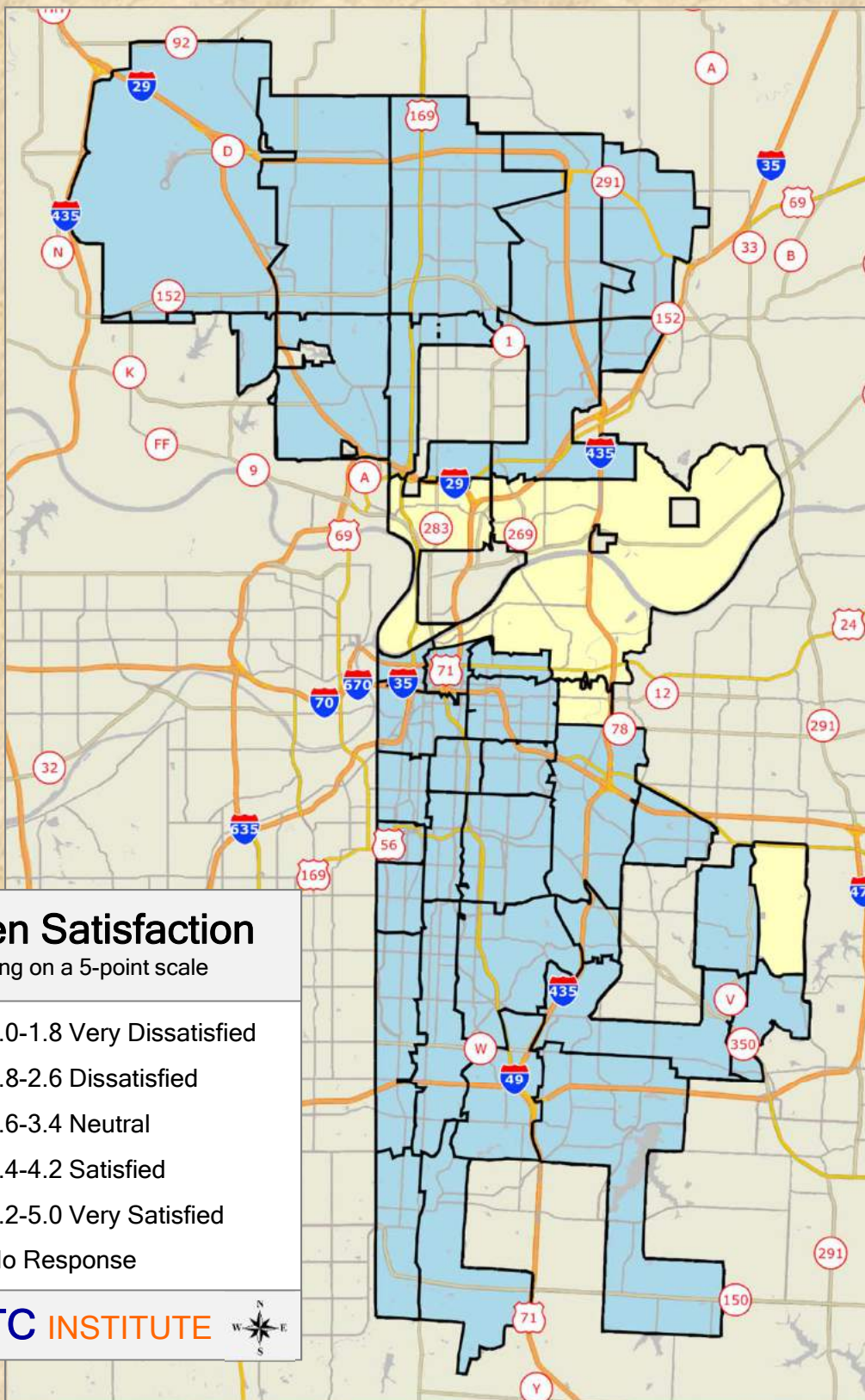
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FY 2015-16 City of Kansas City, Missouri Citizen Survey

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

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



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



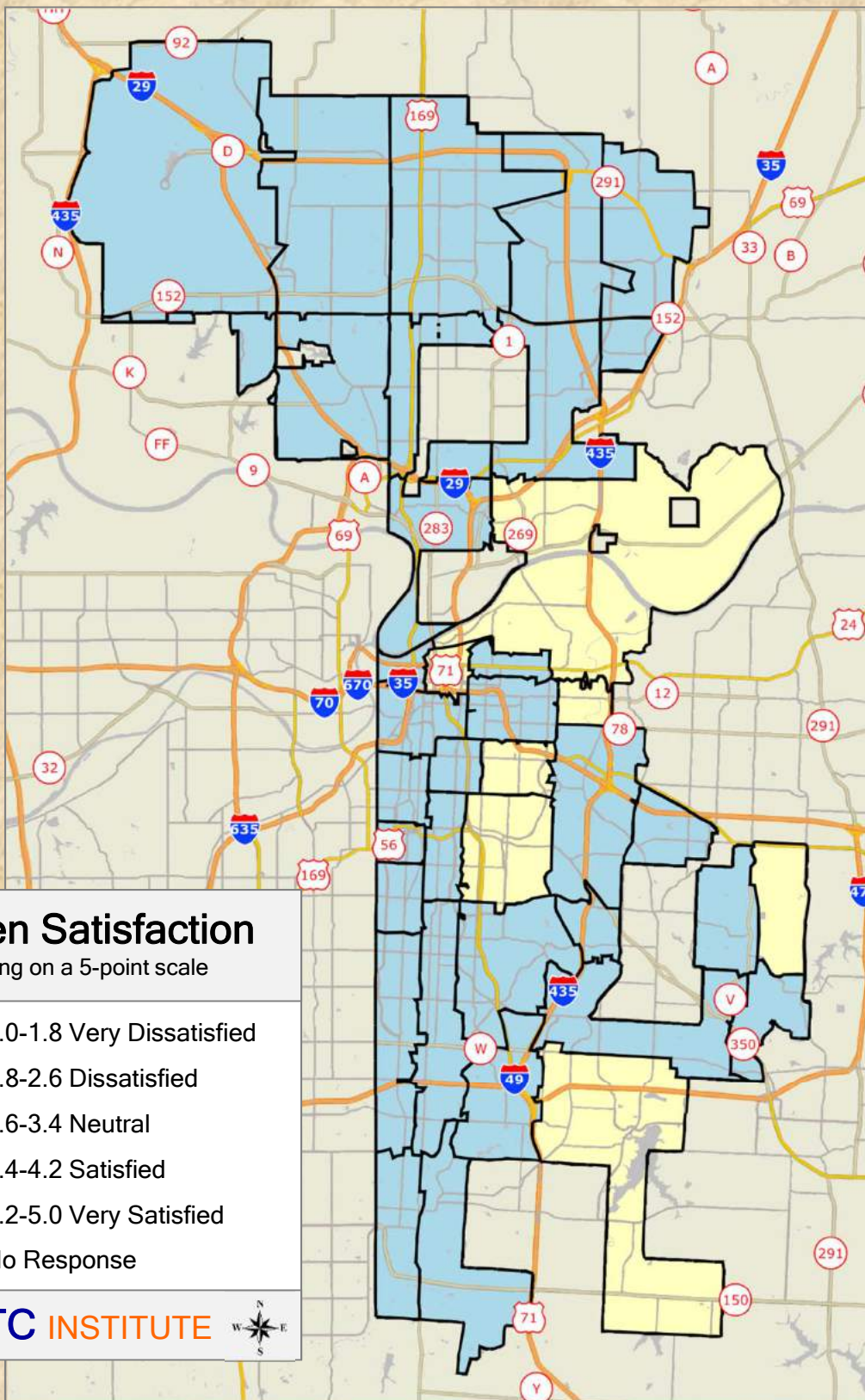
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FY 2015-16 City of Kansas City, Missouri Citizen Survey

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

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



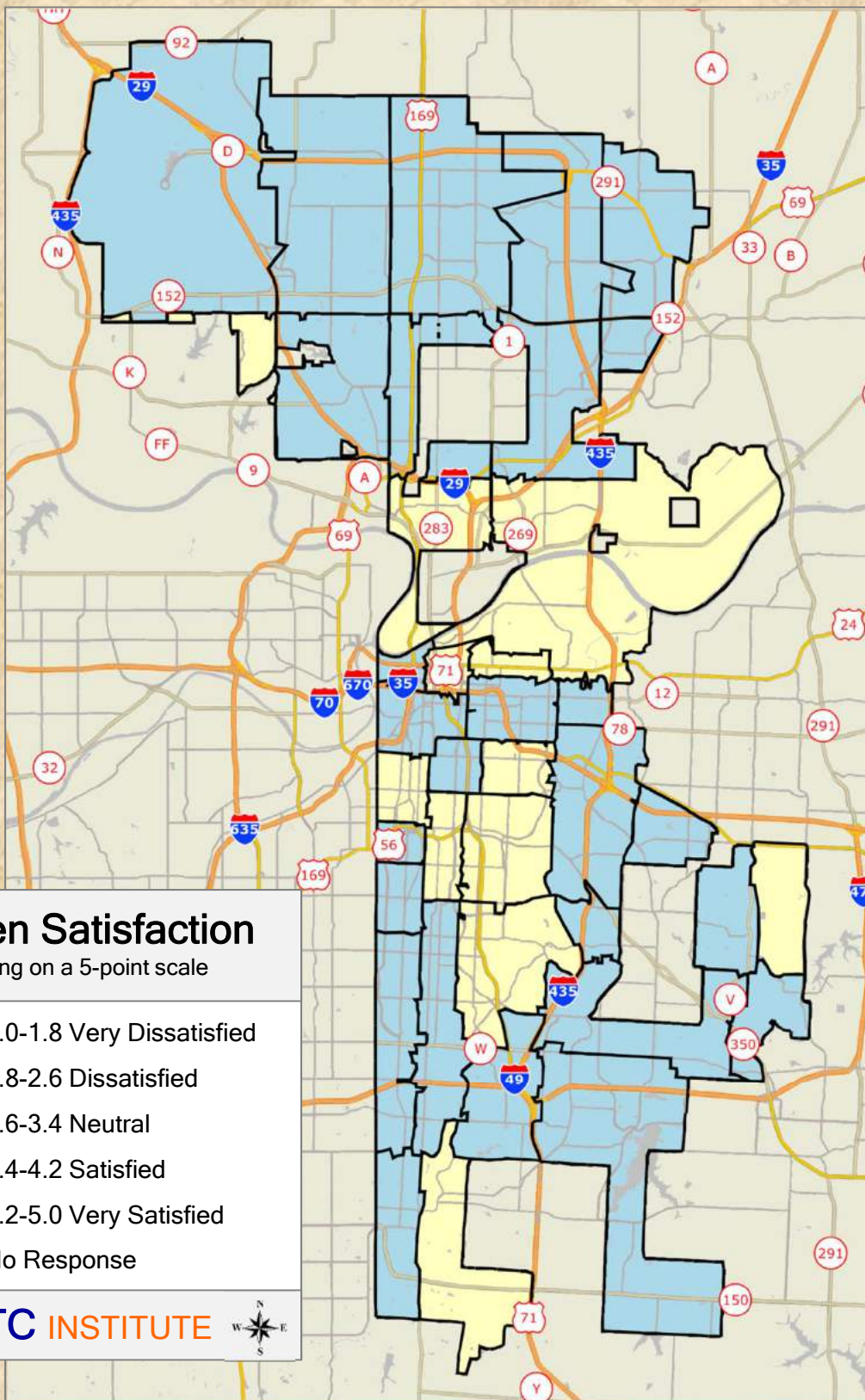
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FY 2015-16 City of Kansas City, Missouri Citizen Survey

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

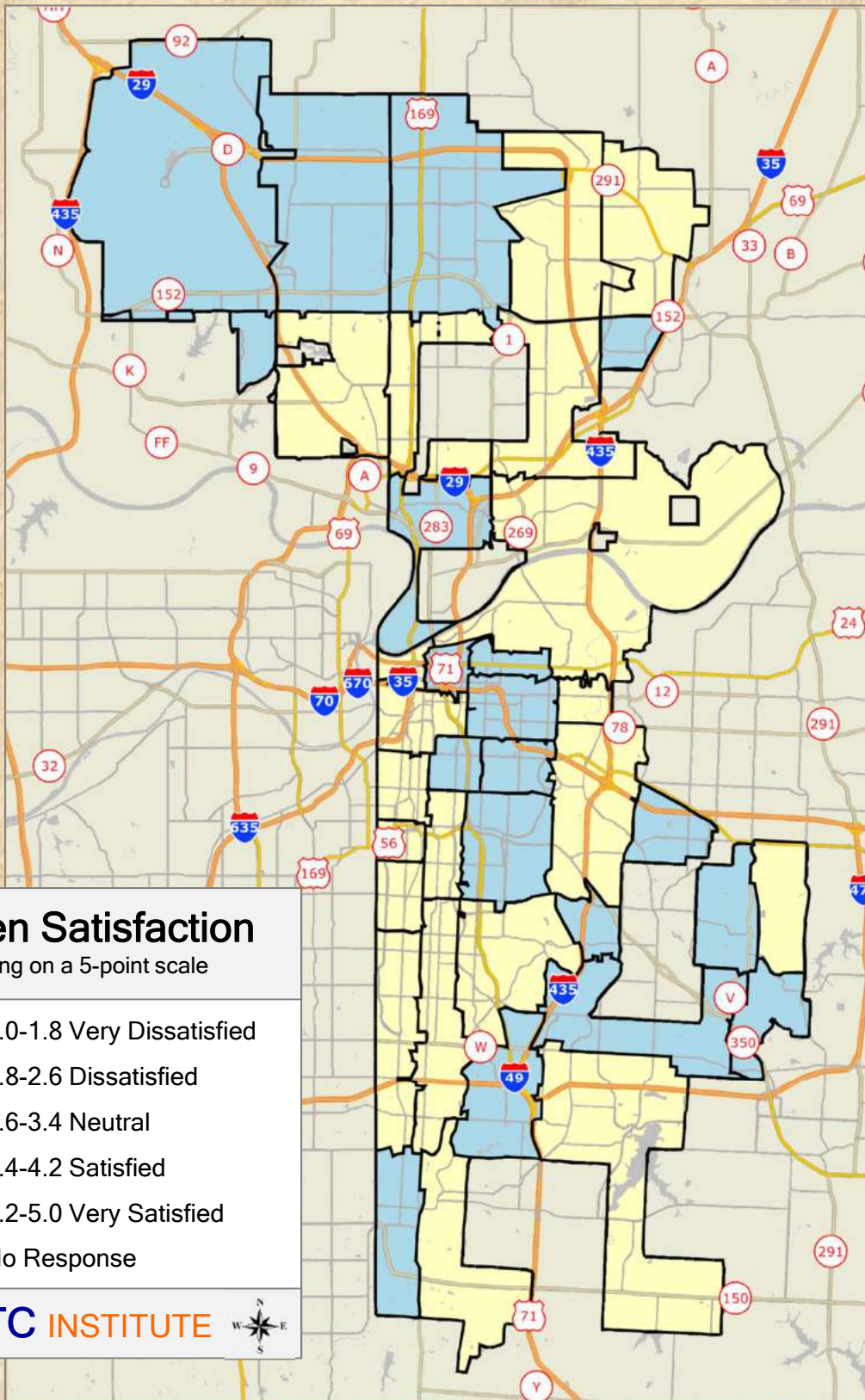
Q13c Satisfaction with protecting the public from exposure to environmental risks



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

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

Q13d Satisfaction with encouraging access to healthy fruits and vegetables and safe places to exercise



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



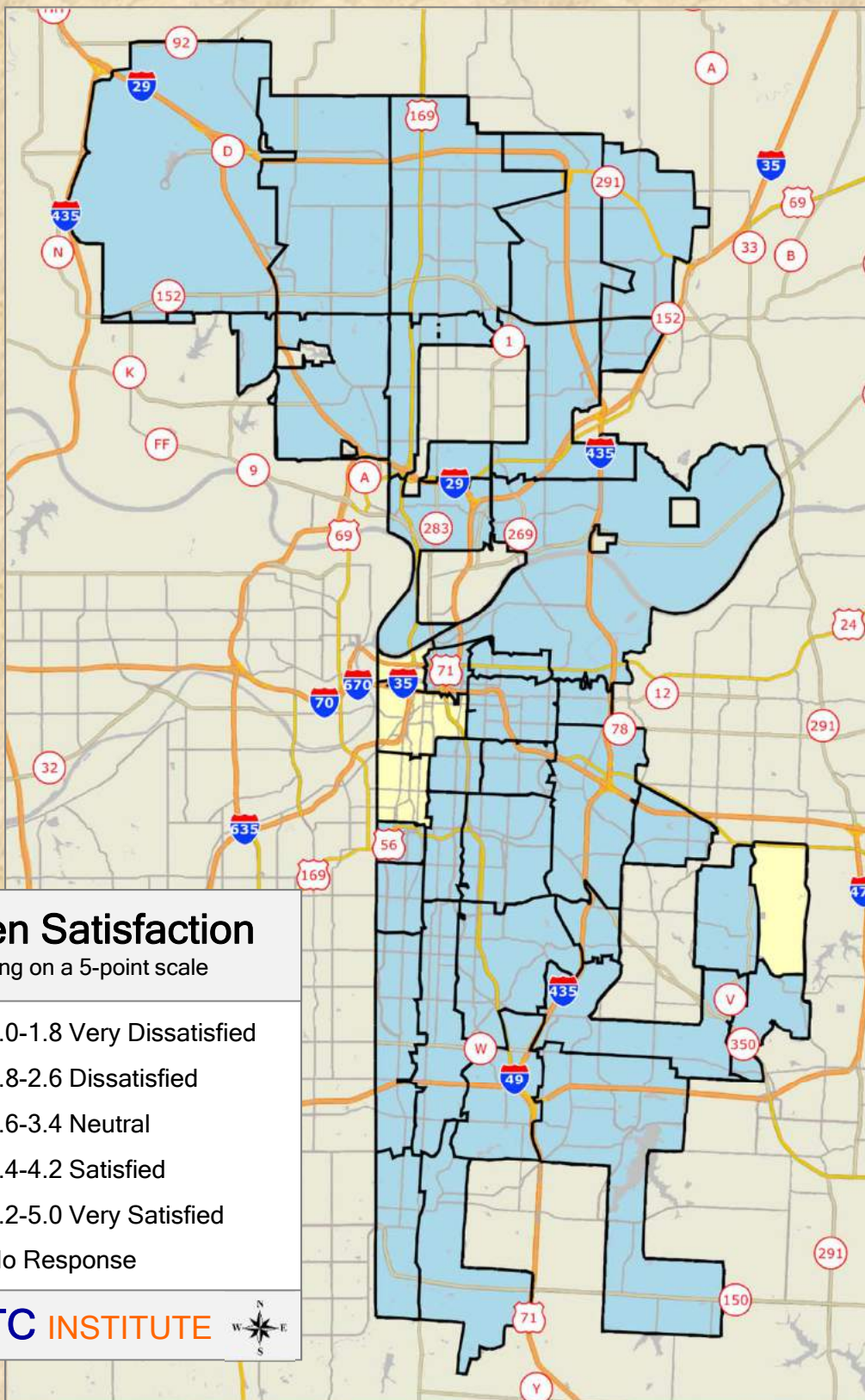
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FY 2015-16 City of Kansas City, Missouri Citizen Survey

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

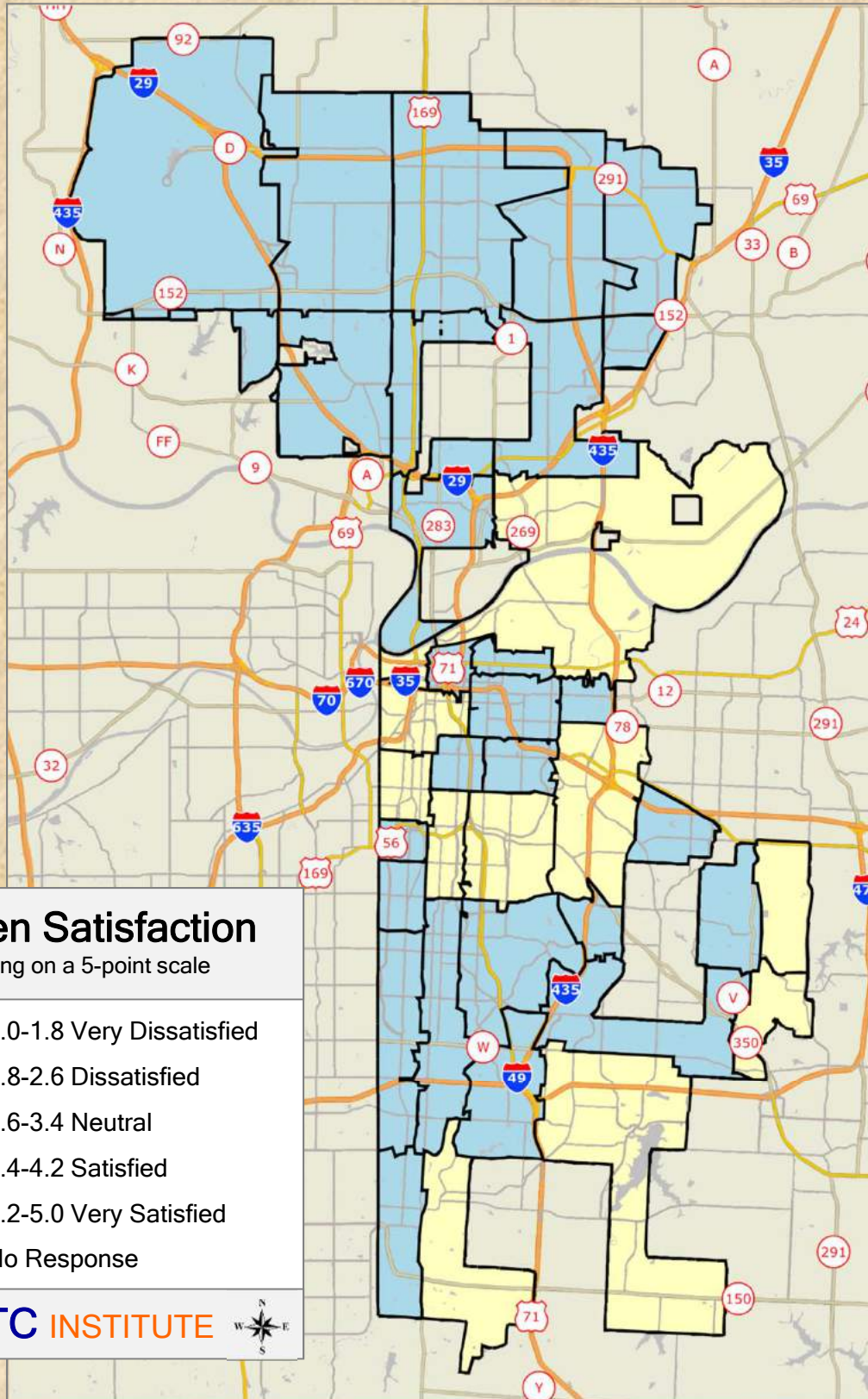
Q13e Satisfaction with communicating information regarding public health concerns



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

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

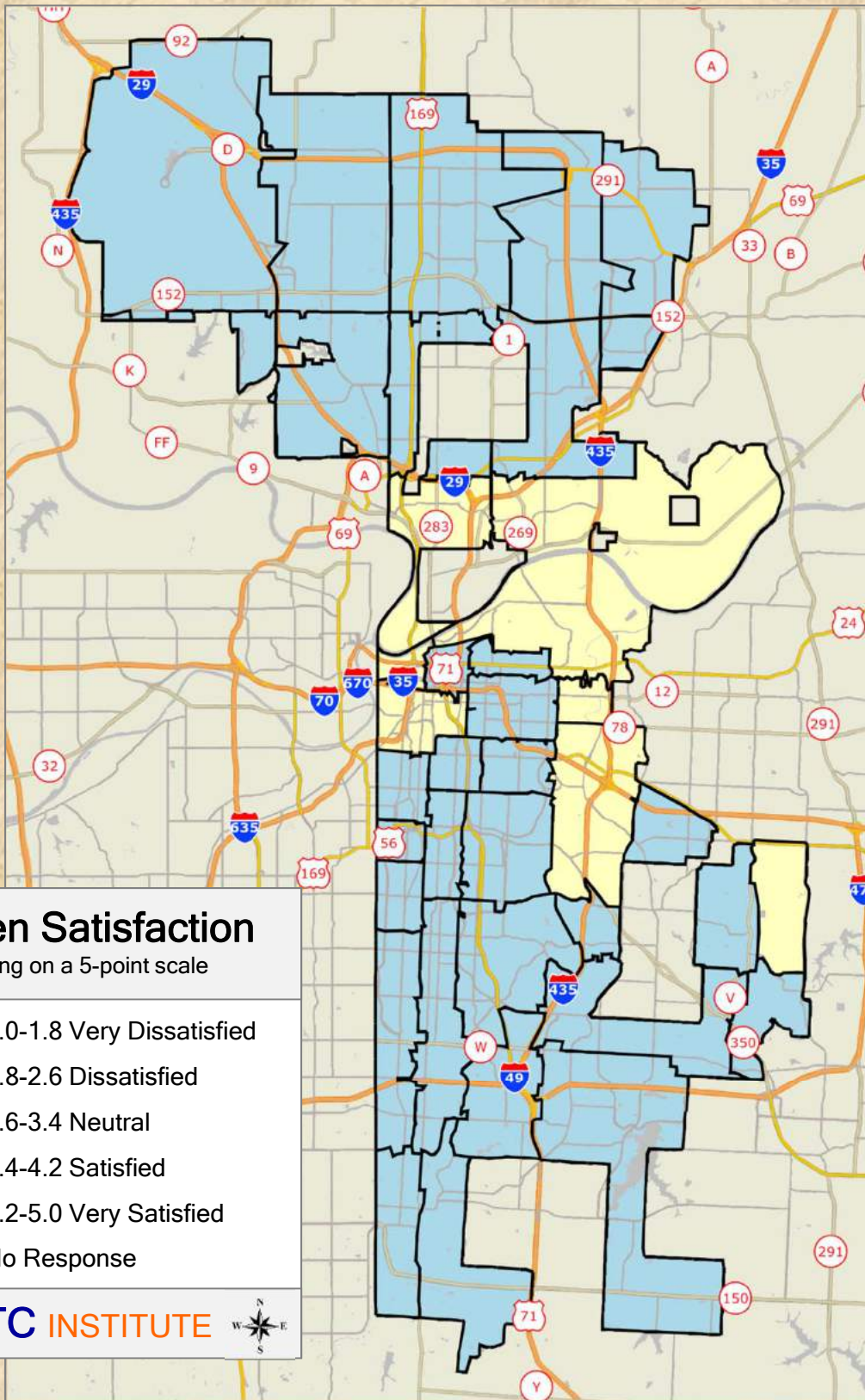
Q13f Satisfaction with preventing the spread of infectious diseases



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

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

Q13g Satisfaction with providing services for families and children



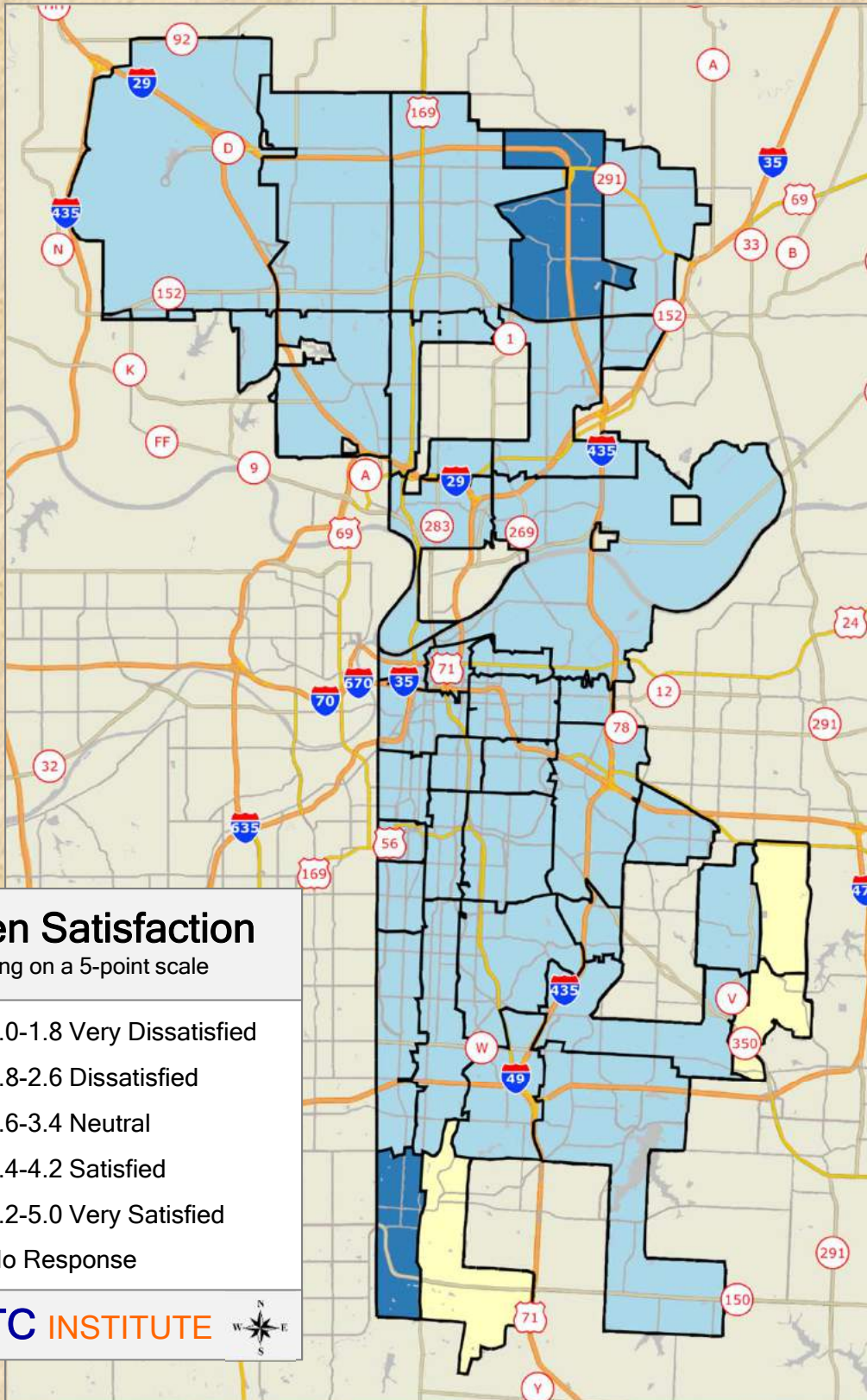
Citizen Satisfaction
Mean rating on a 5-point scale

	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 ZIP Code (merged as needed)

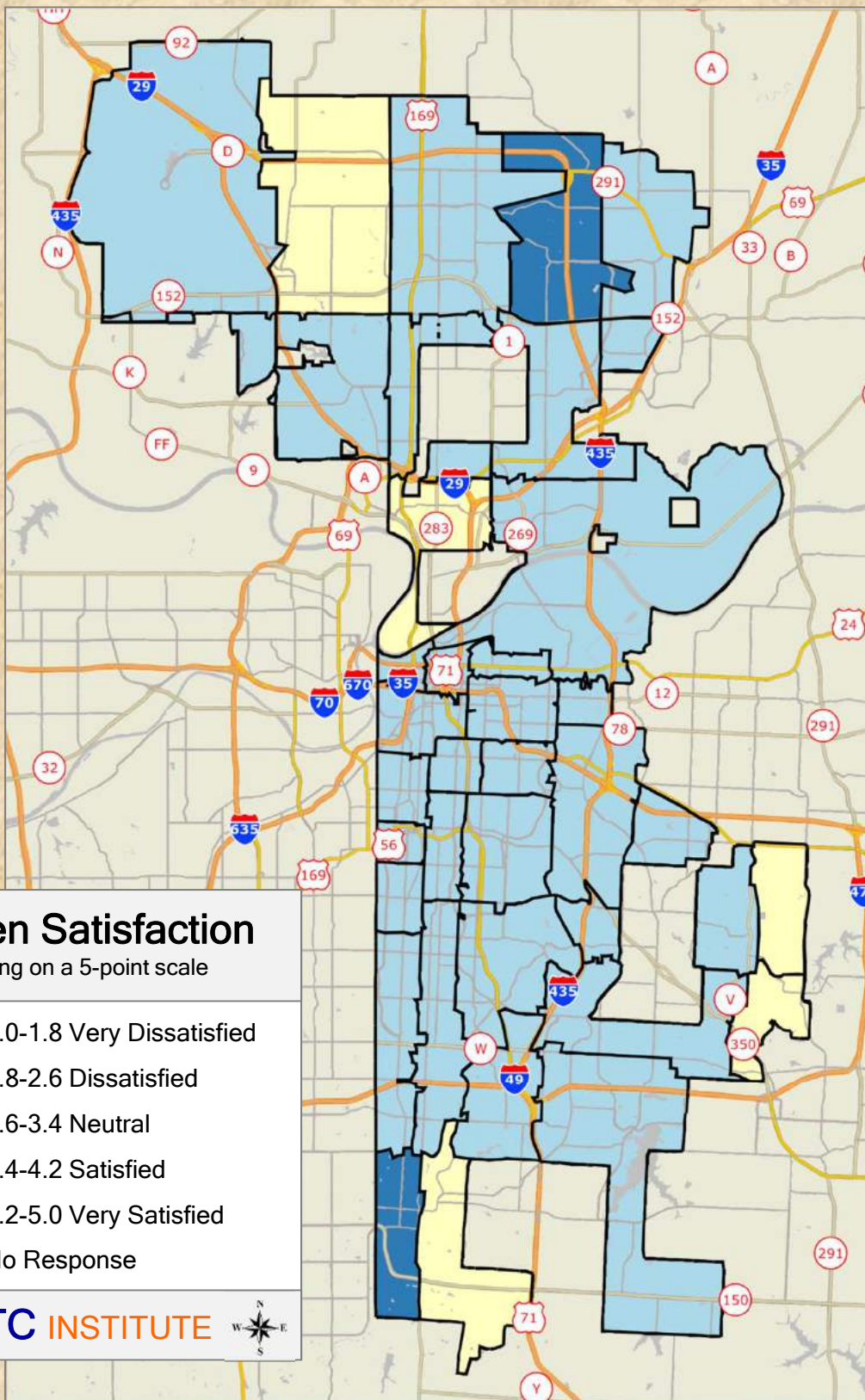
Q15a Satisfaction with ease of utilizing 311 services via phone



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

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

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



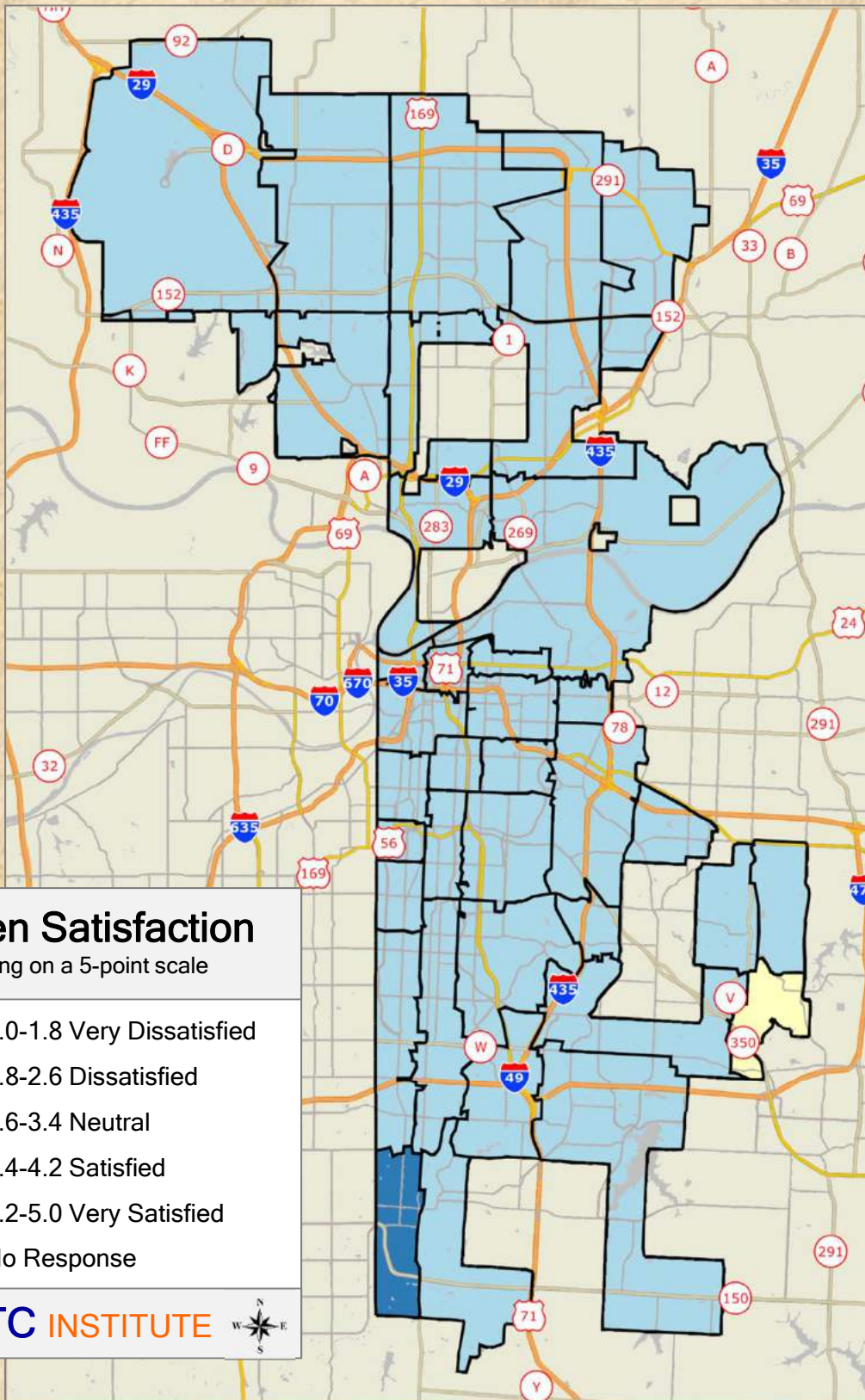
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FY 2015-16 City of Kansas City, Missouri Citizen Survey

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

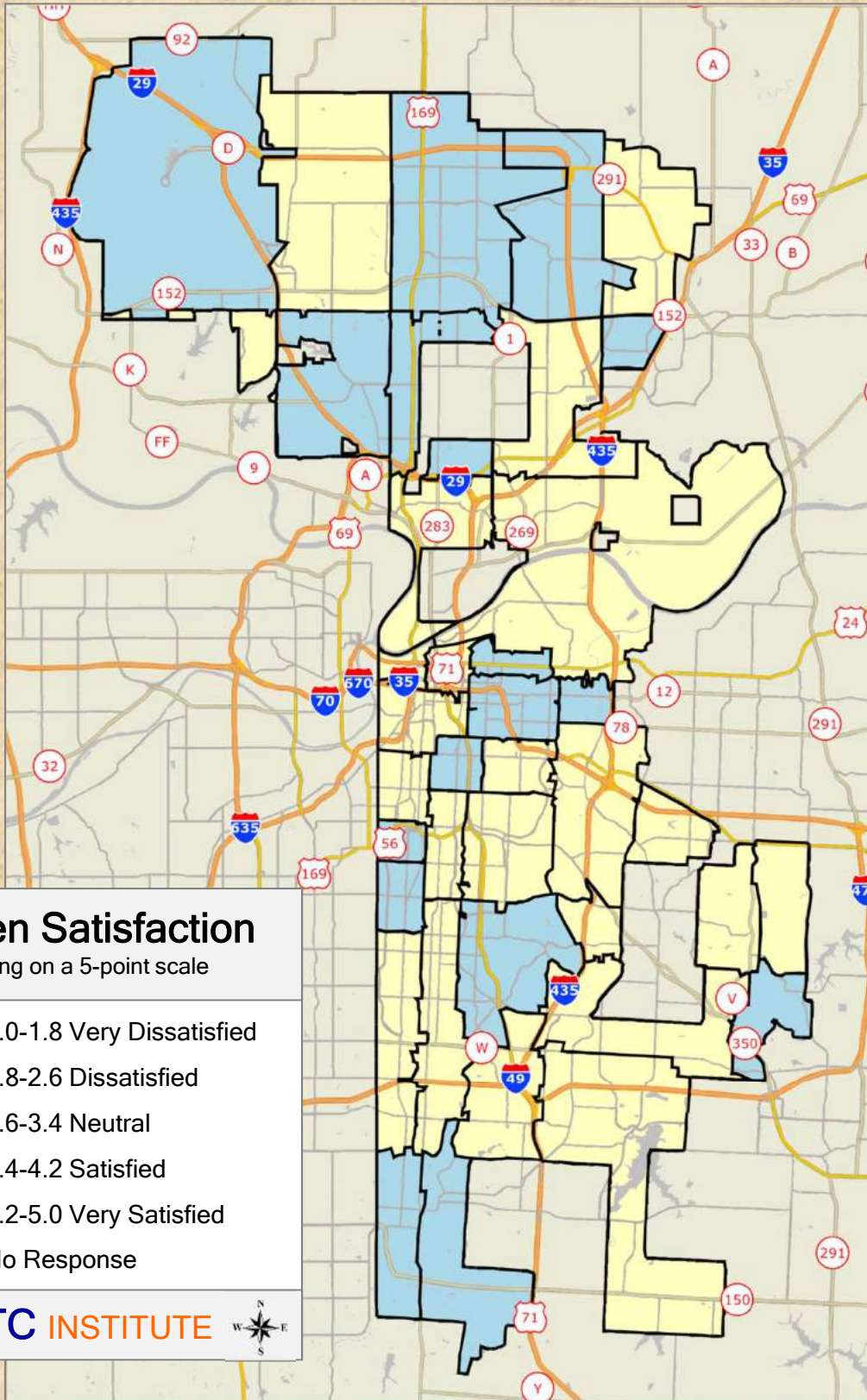
Q15c Satisfaction with courtesy and professionalism of 311 call takers



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

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

Q16a Satisfaction with availability of information about city programs and services



Citizen Satisfaction

Mean rating on a 5-point scale

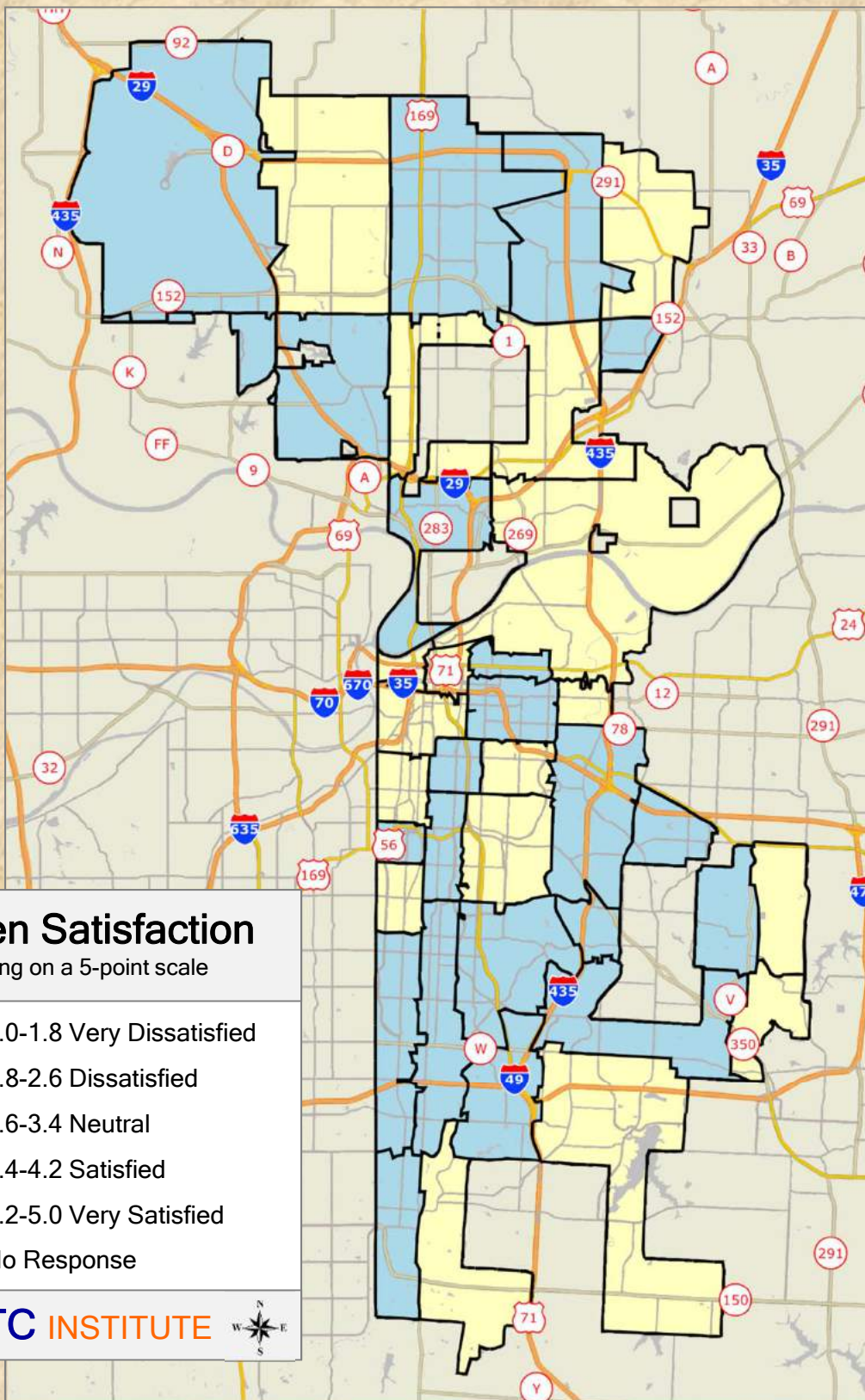
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



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

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

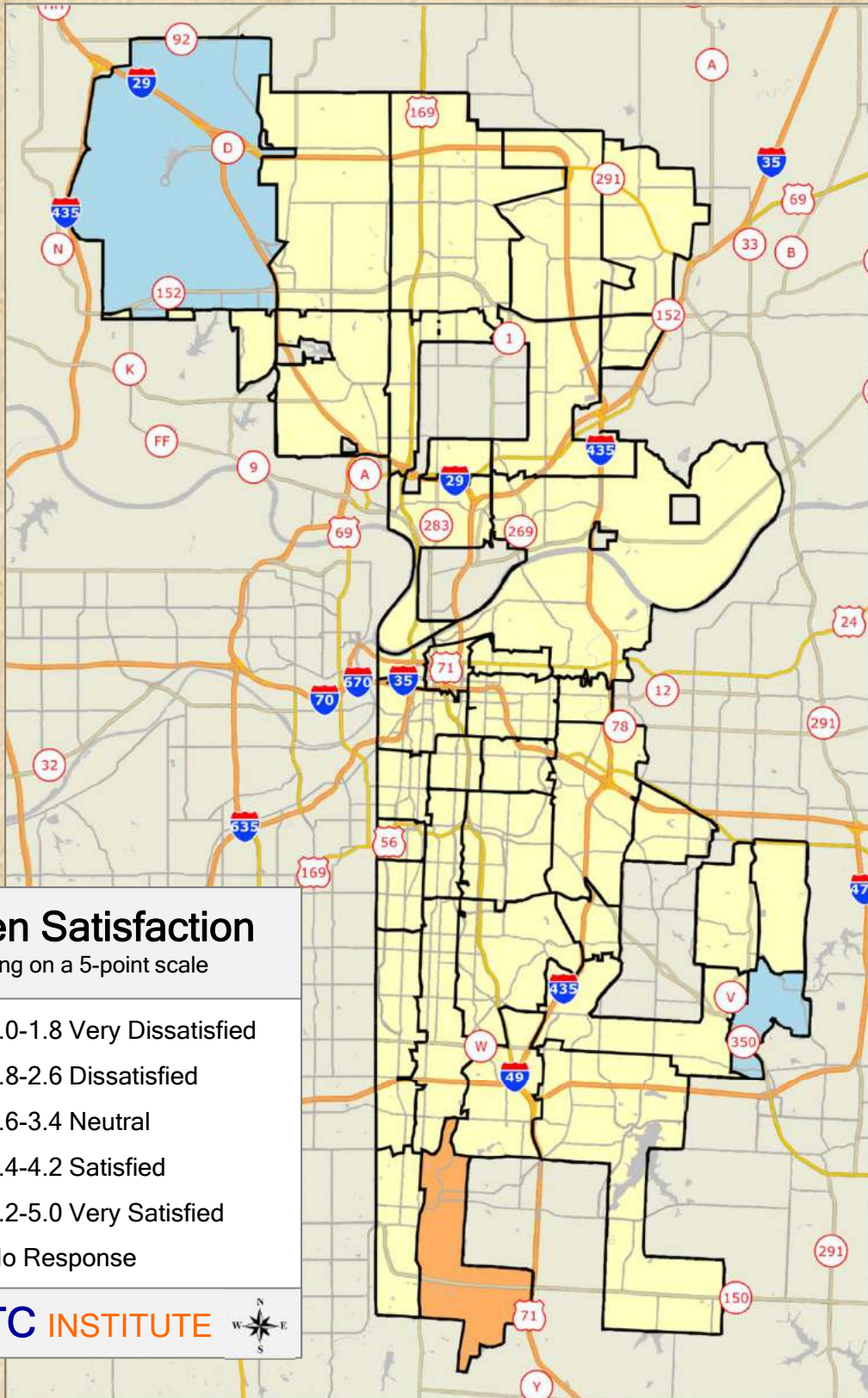
Q16b Satisfaction with overall usefulness of the city's website



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

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

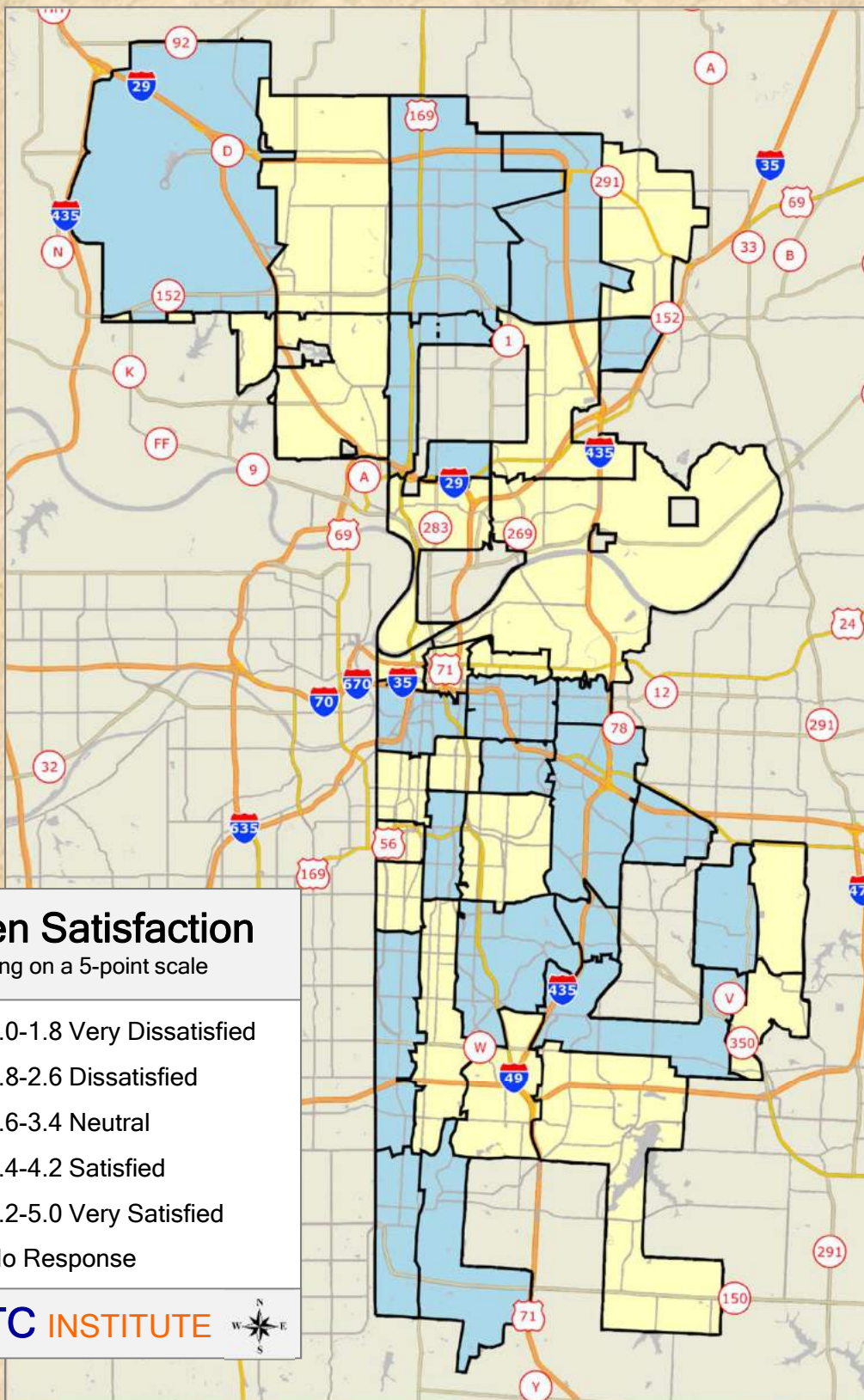
Q16c Satisfaction with the level of public involvement in local decision making



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

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

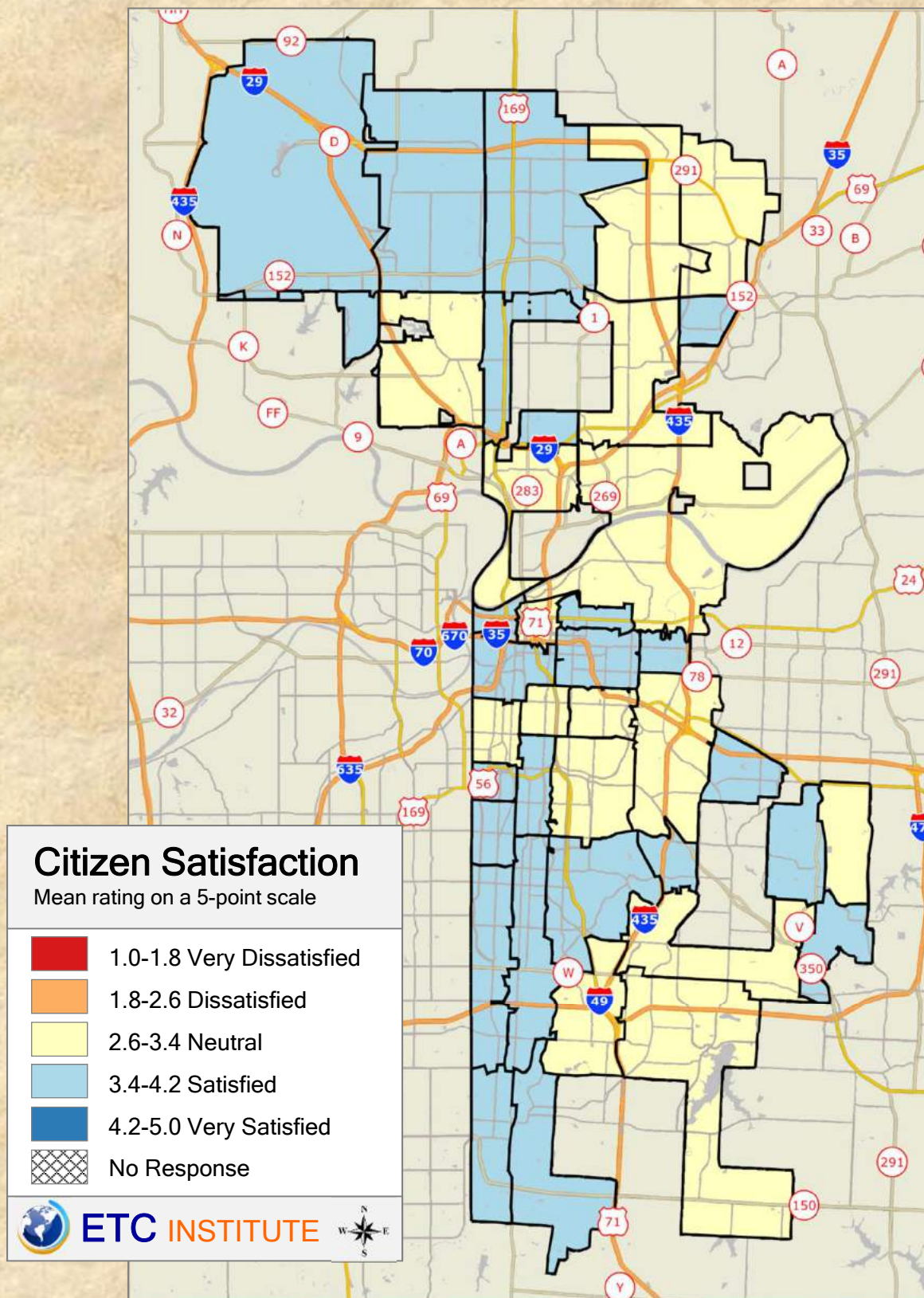
Q16d Satisfaction with the quality of city video programming



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

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

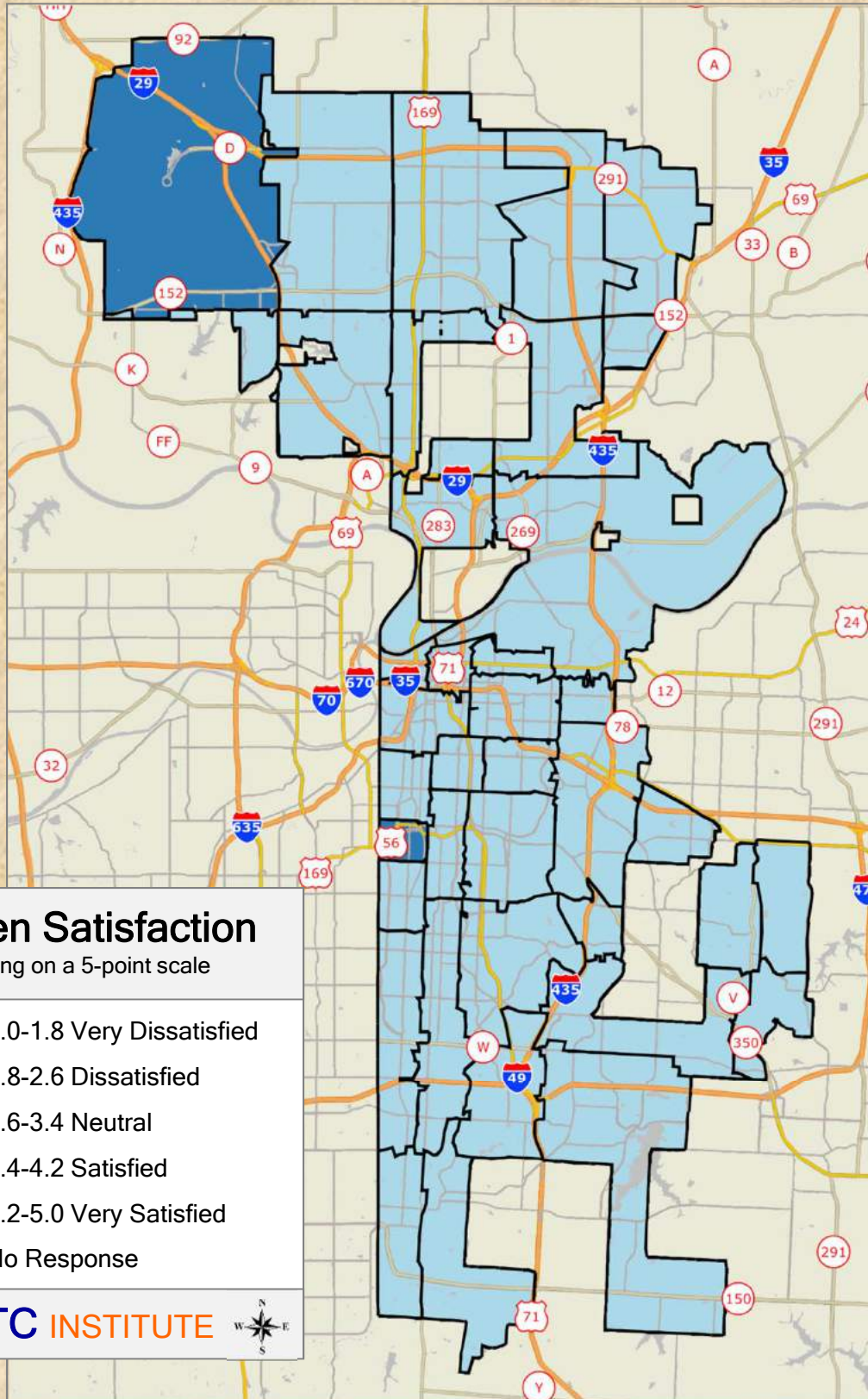
Q16f Satisfaction with the city's use of social media



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

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

Q13a Satisfaction with maintenance of city parks



Citizen Satisfaction
Mean rating on a 5-point scale

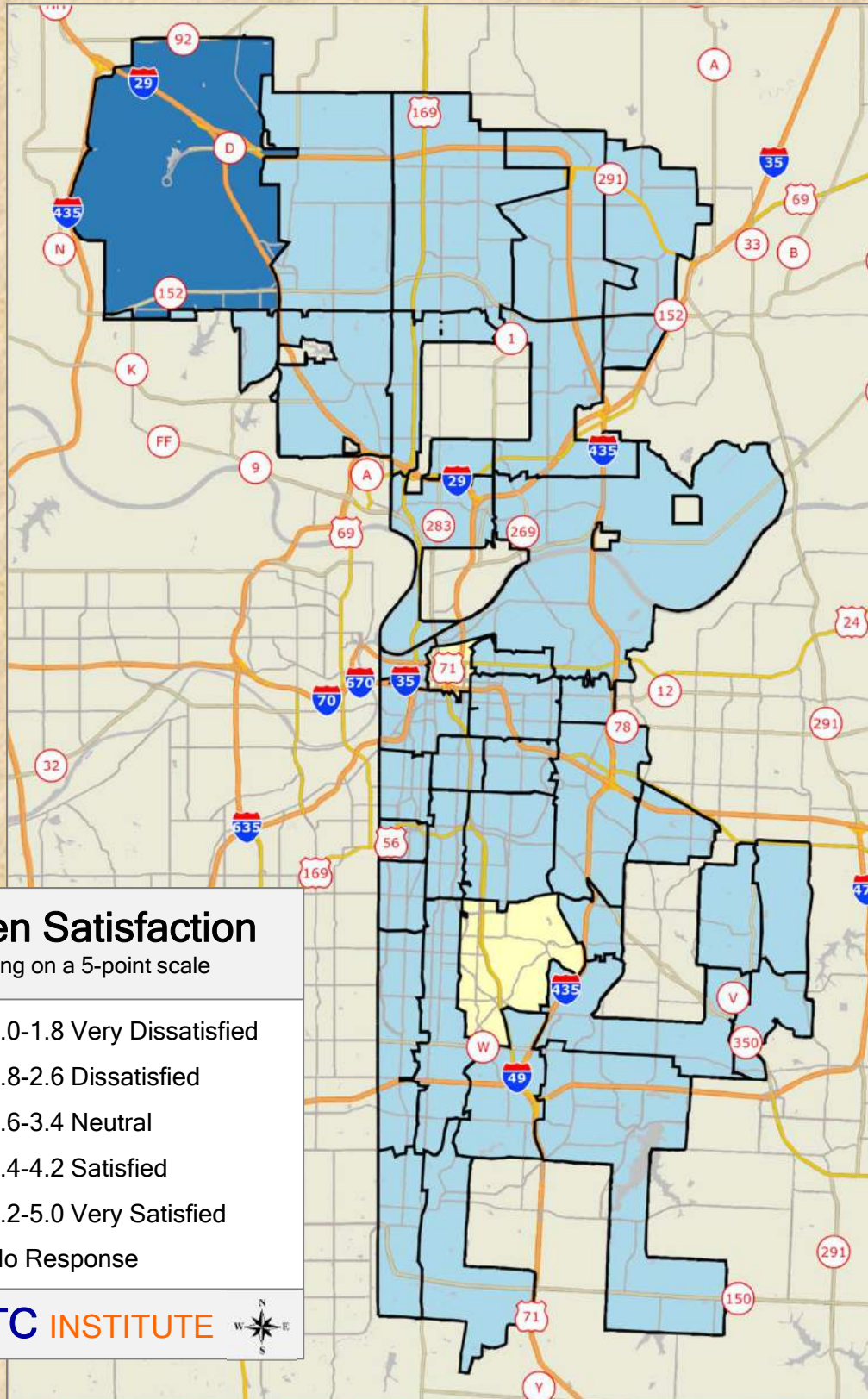
Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Hatched	No Response

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

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

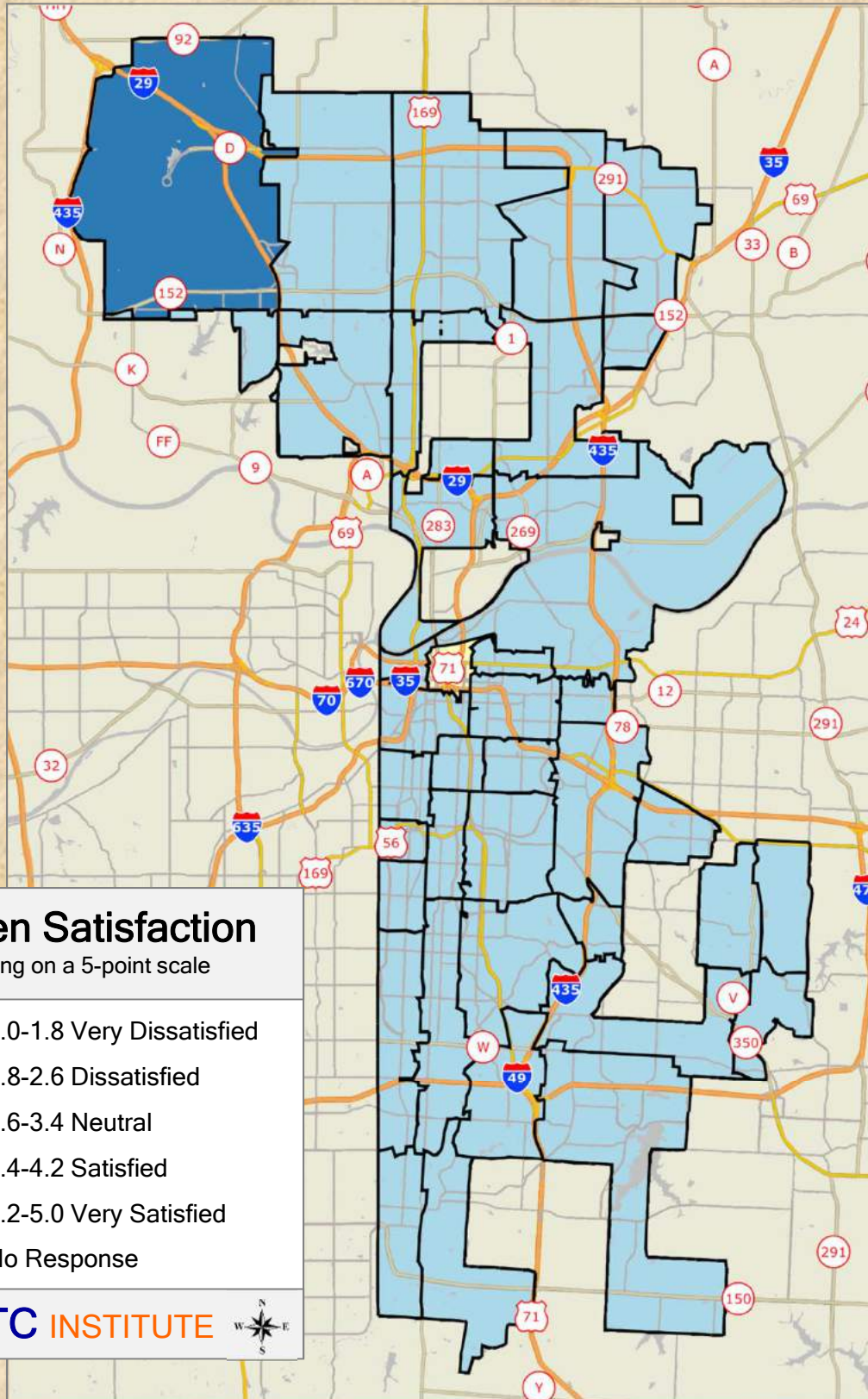
Q13b Satisfaction with quality of facilities such as picnic shelters and playgrounds in city parks



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

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

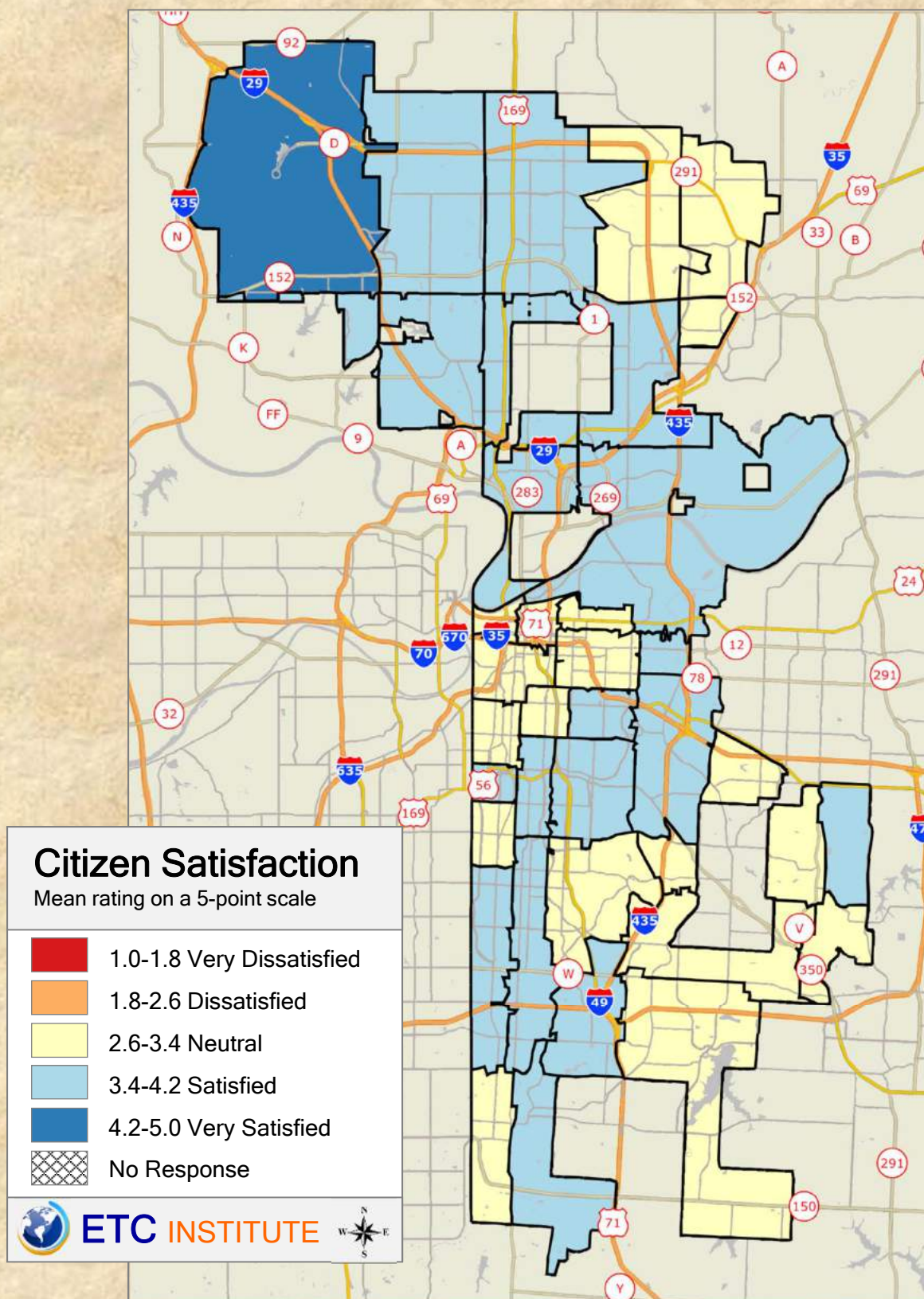
Q13c Satisfaction with outdoor athletic fields



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

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

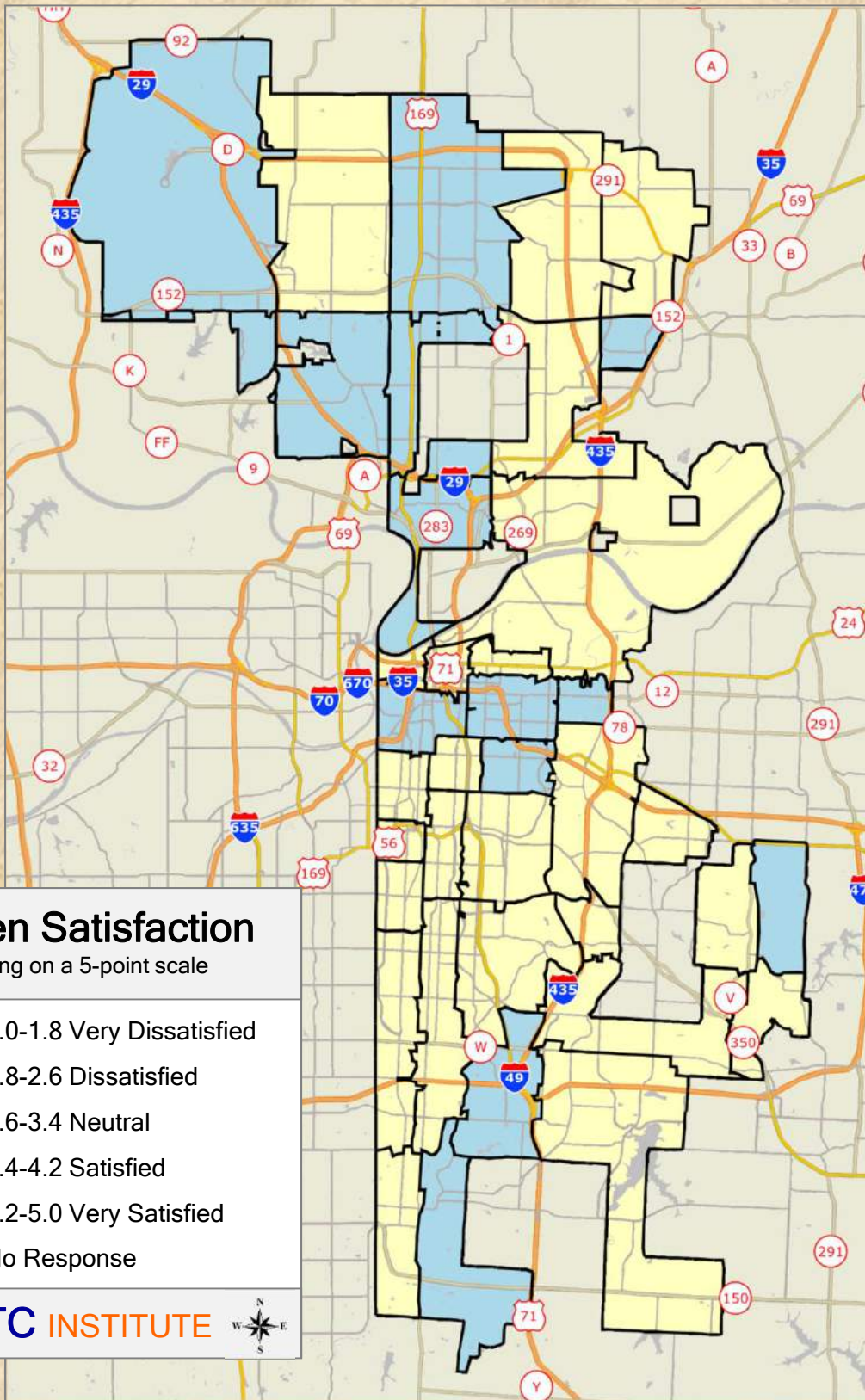
Q13e Satisfaction with walking and biking trails in the City



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

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

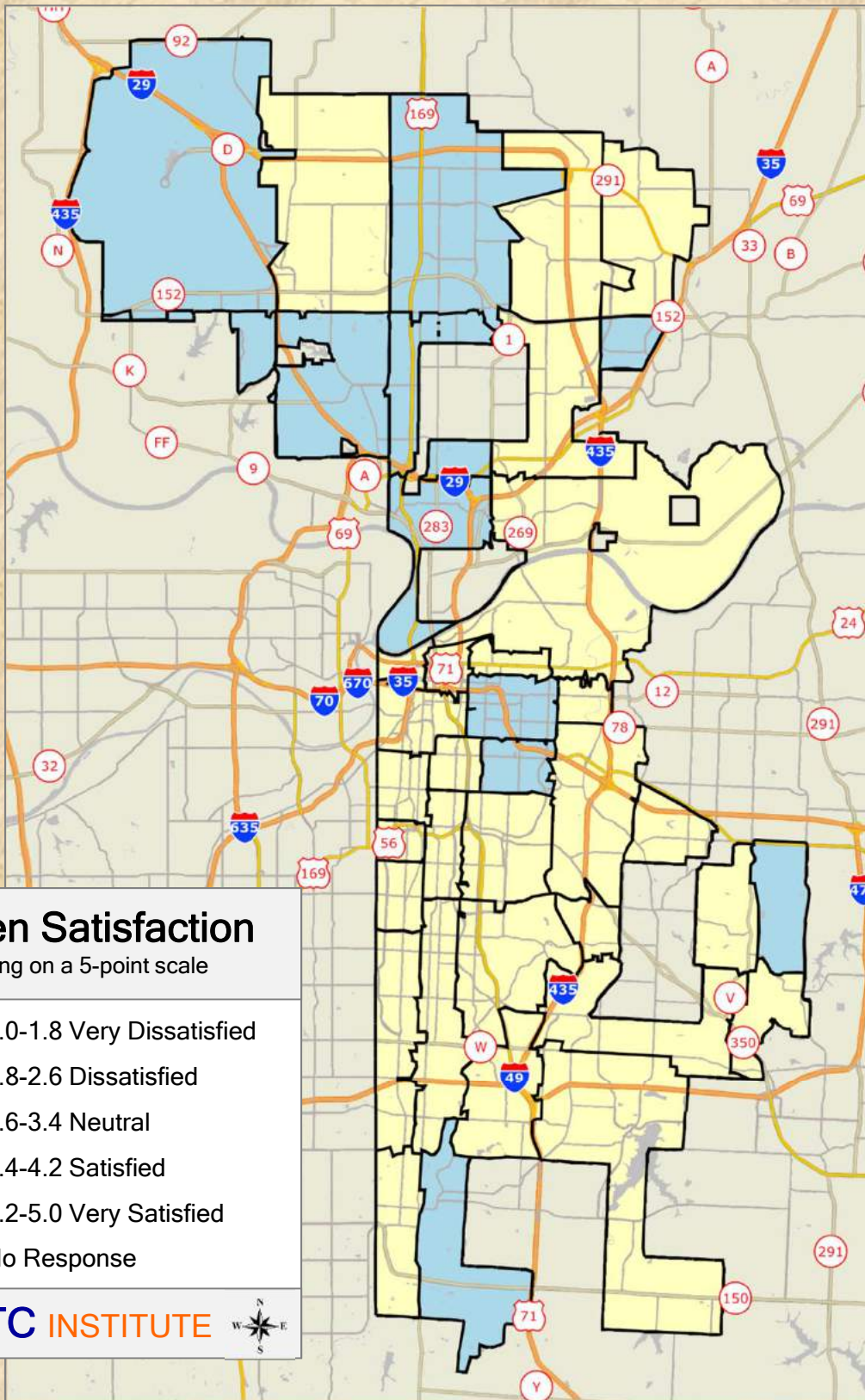
Q13f Satisfaction with city swimming pools and programs



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

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

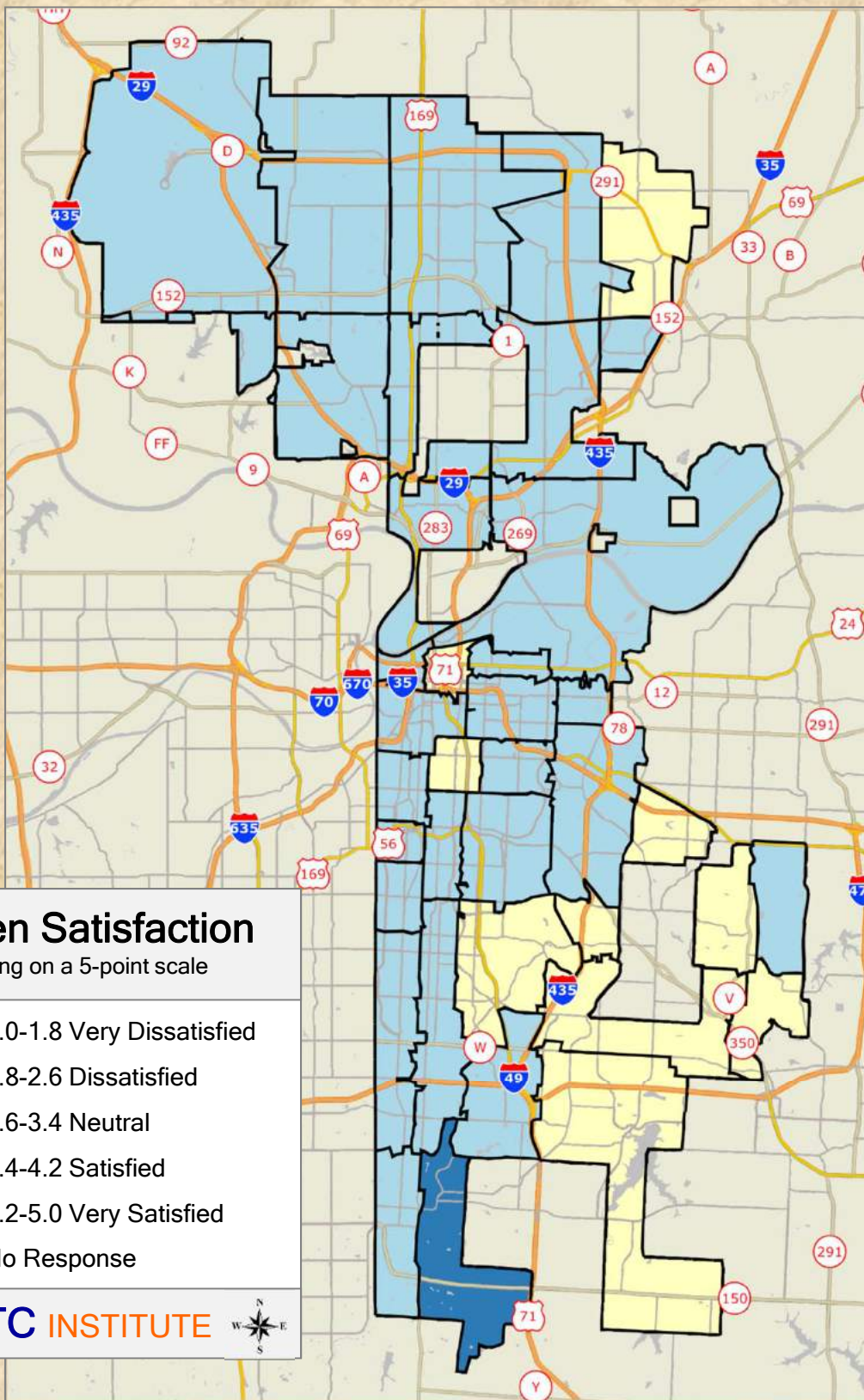
Q13g Satisfaction with the city's youth programs and activities



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

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

Q13h Satisfaction with maintenance and appearance of 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



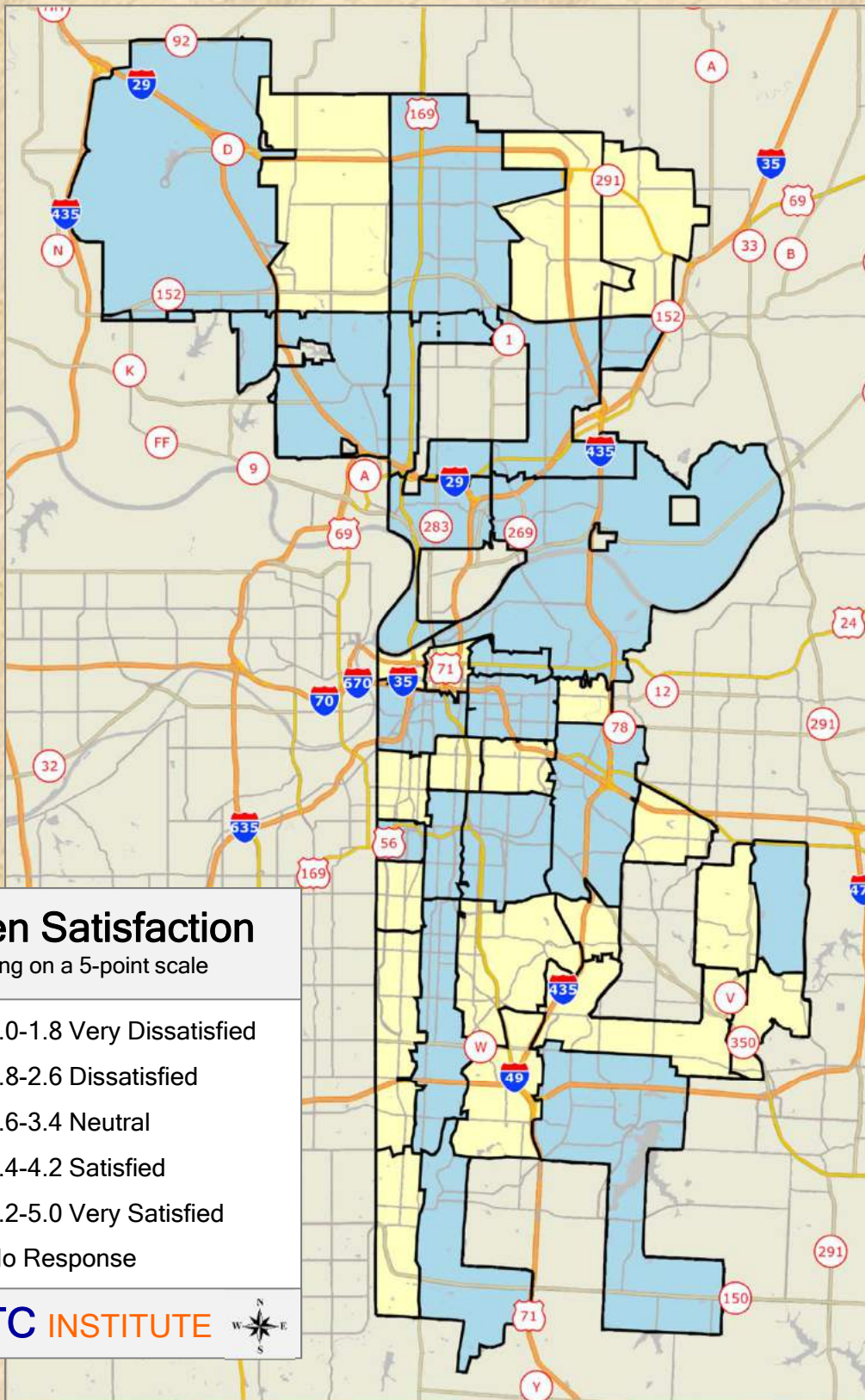
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FY 2015-16 City of Kansas City, Missouri Citizen Survey

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

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



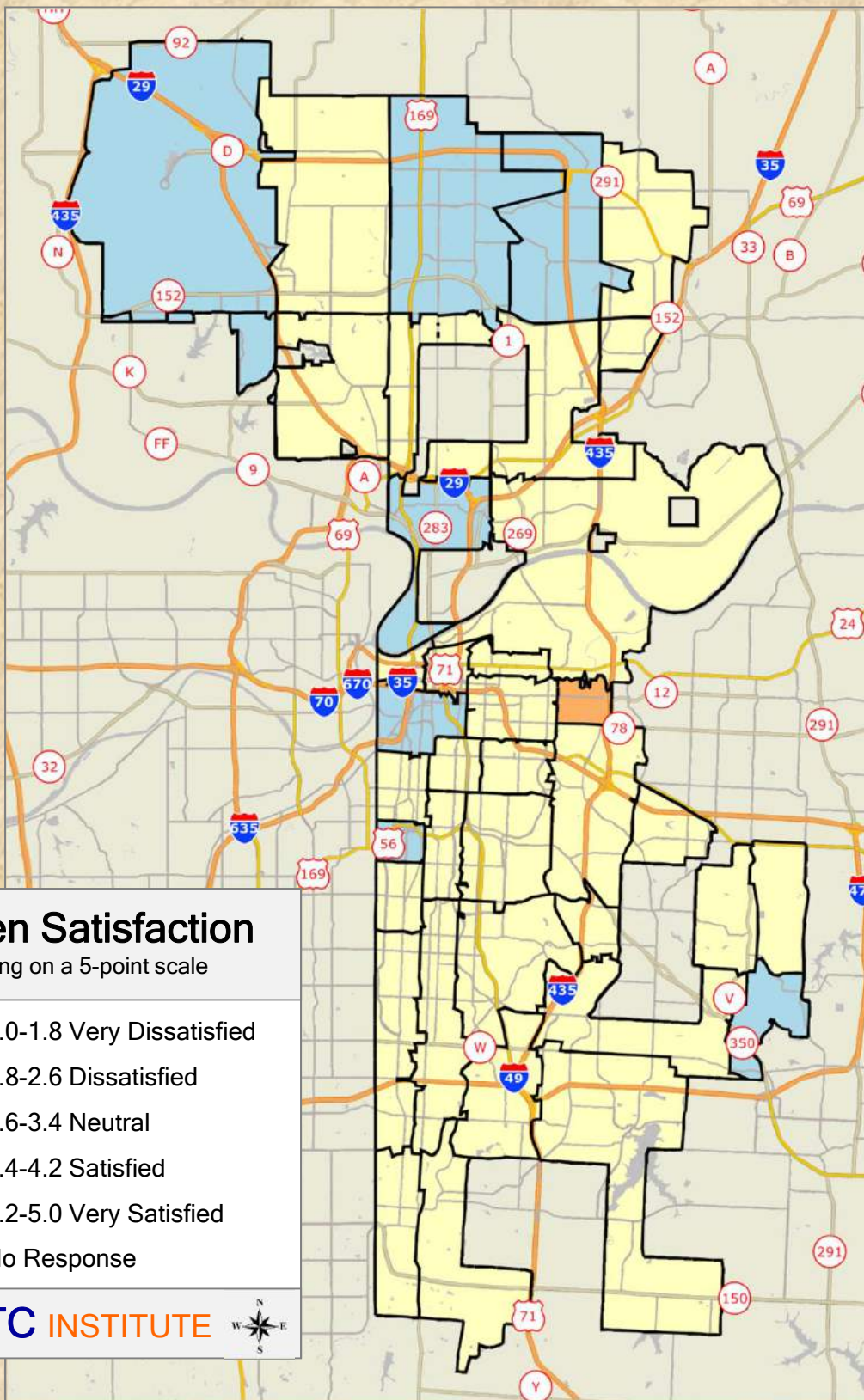
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FY 2015-16 City of Kansas City, Missouri Citizen Survey

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

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



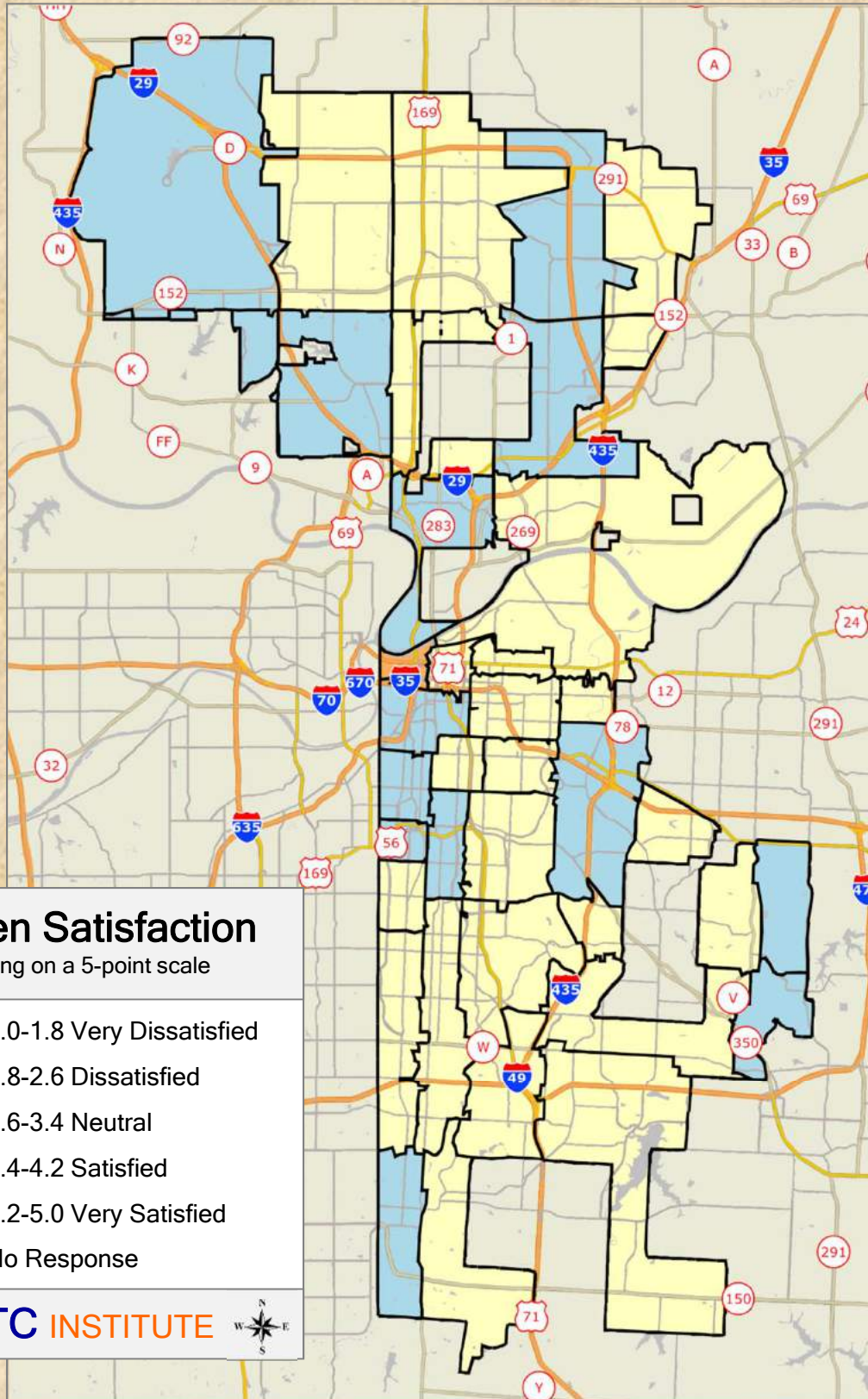
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FY 2015-16 City of Kansas City, Missouri Citizen Survey

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

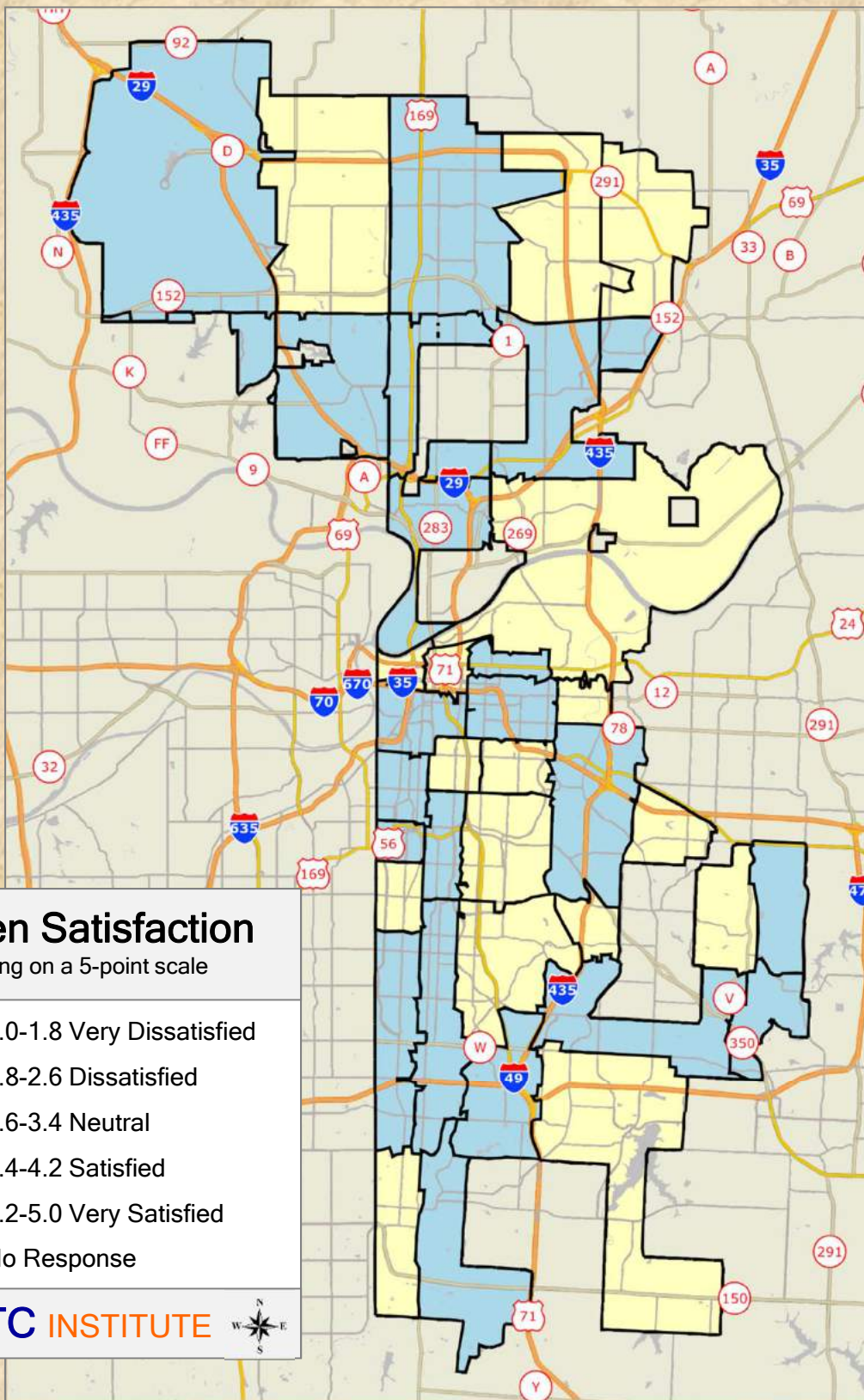
Q13k Satisfaction with quality of communication from Parks and Recreation



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

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

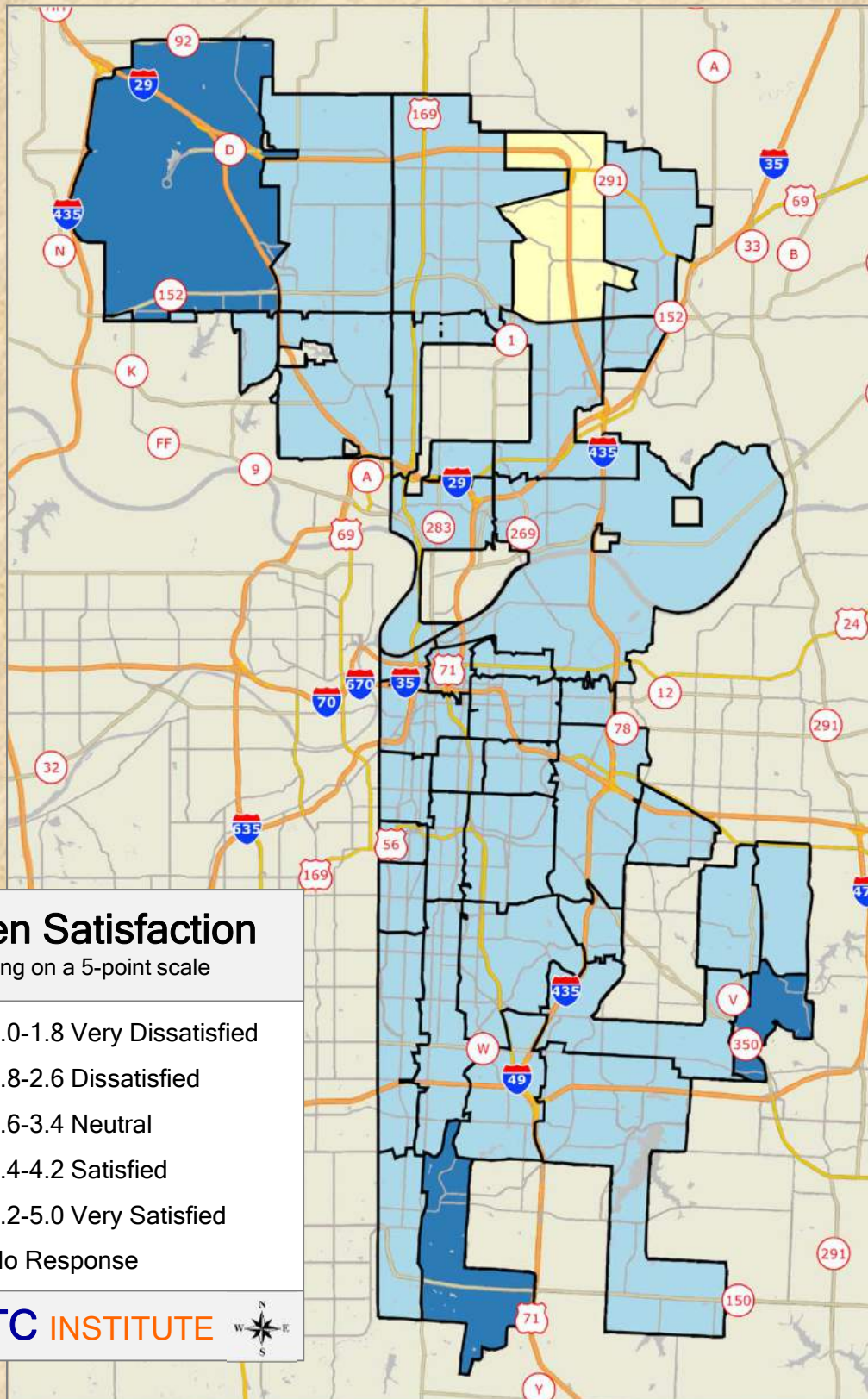
Q13I Satisfaction with quality of customer service from Parks and Recreation employees



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

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

Q15a Satisfaction with overall quality of trash collection services



Citizen Satisfaction

Mean rating on a 5-point scale

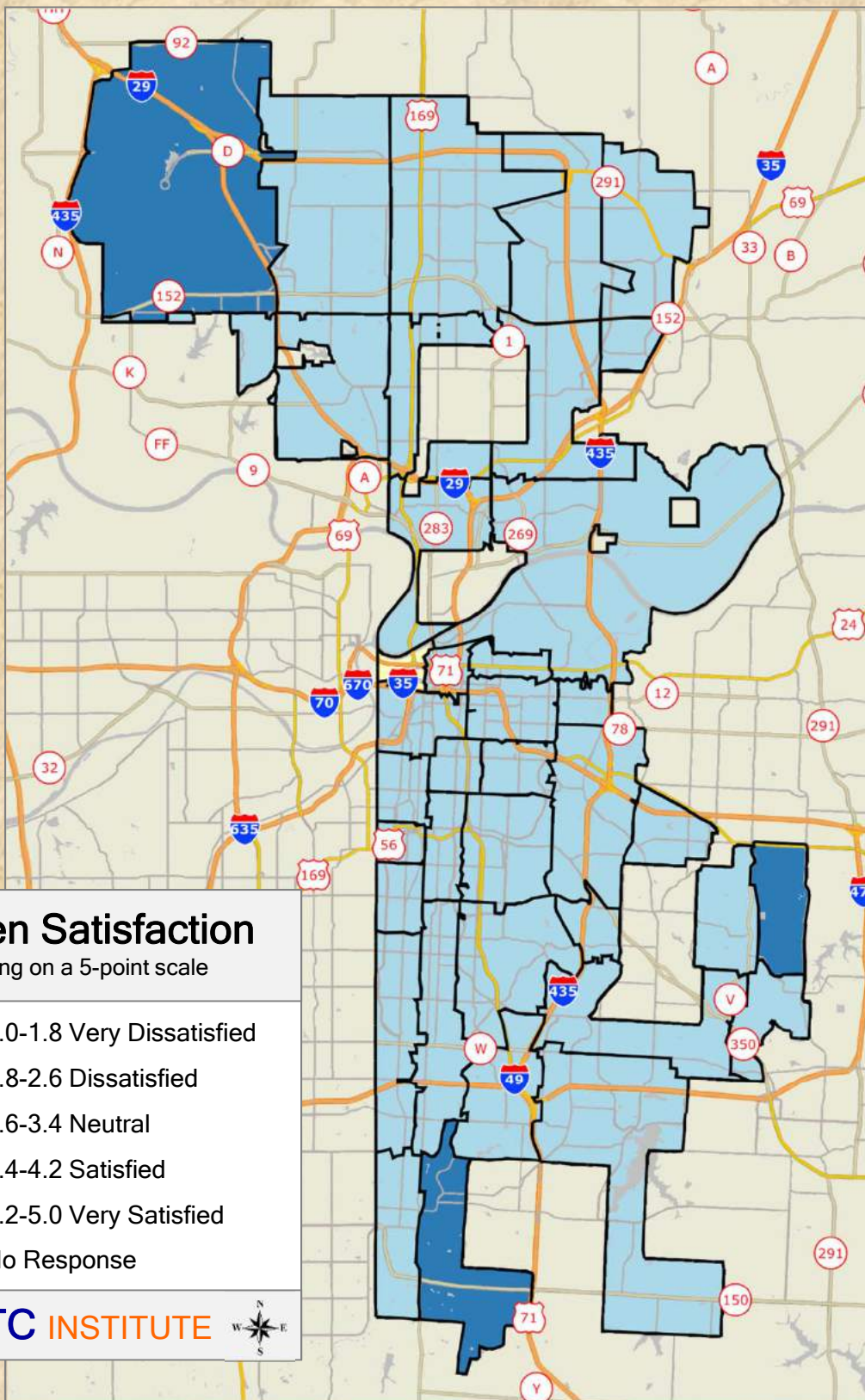
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



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

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

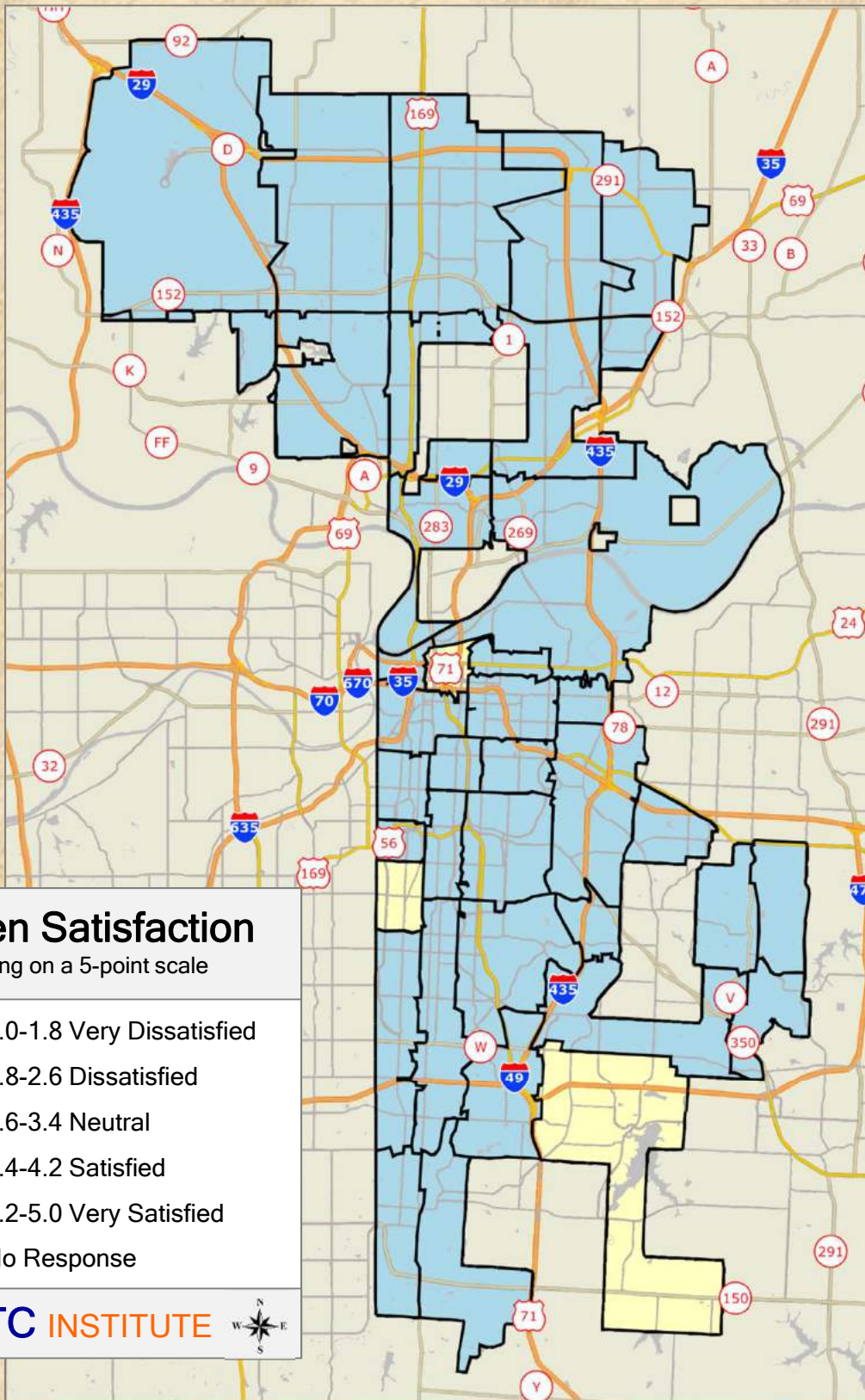
Q15b Satisfaction with overall quality of curbside recycling services



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

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

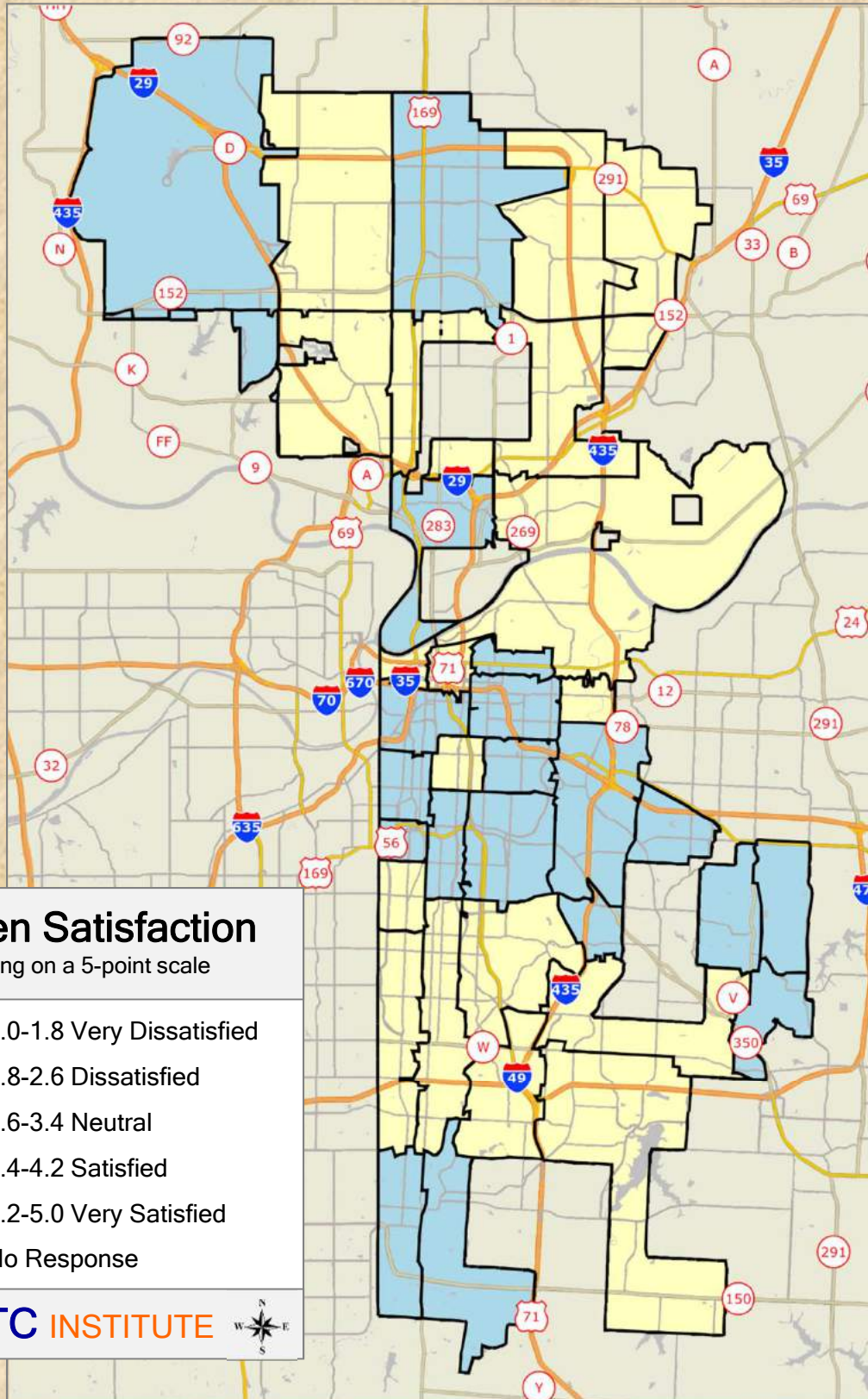
Q15c Satisfaction with overall quality recycling drop-off centers



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

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

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



Citizen Satisfaction

Mean rating on a 5-point scale

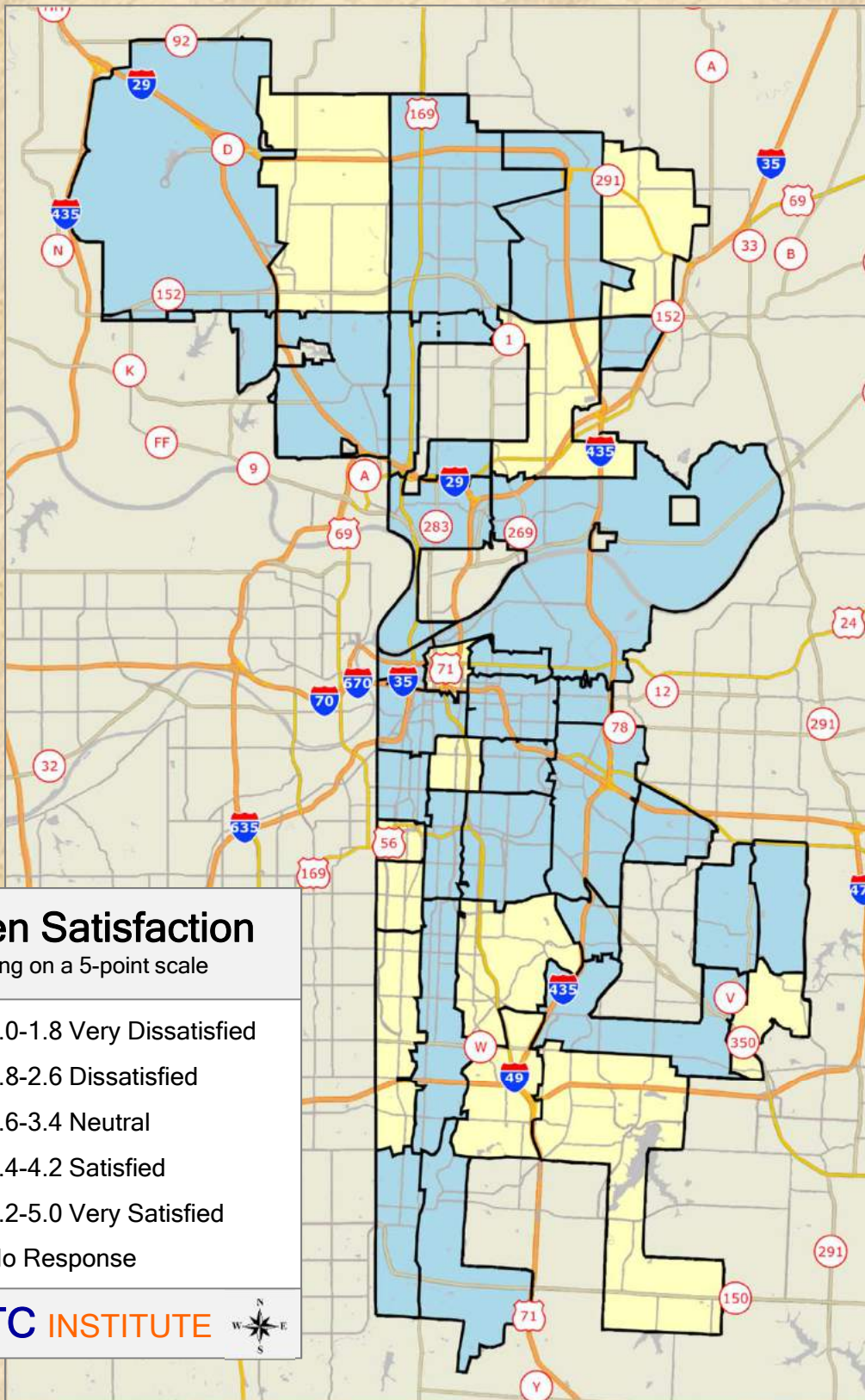
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



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

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

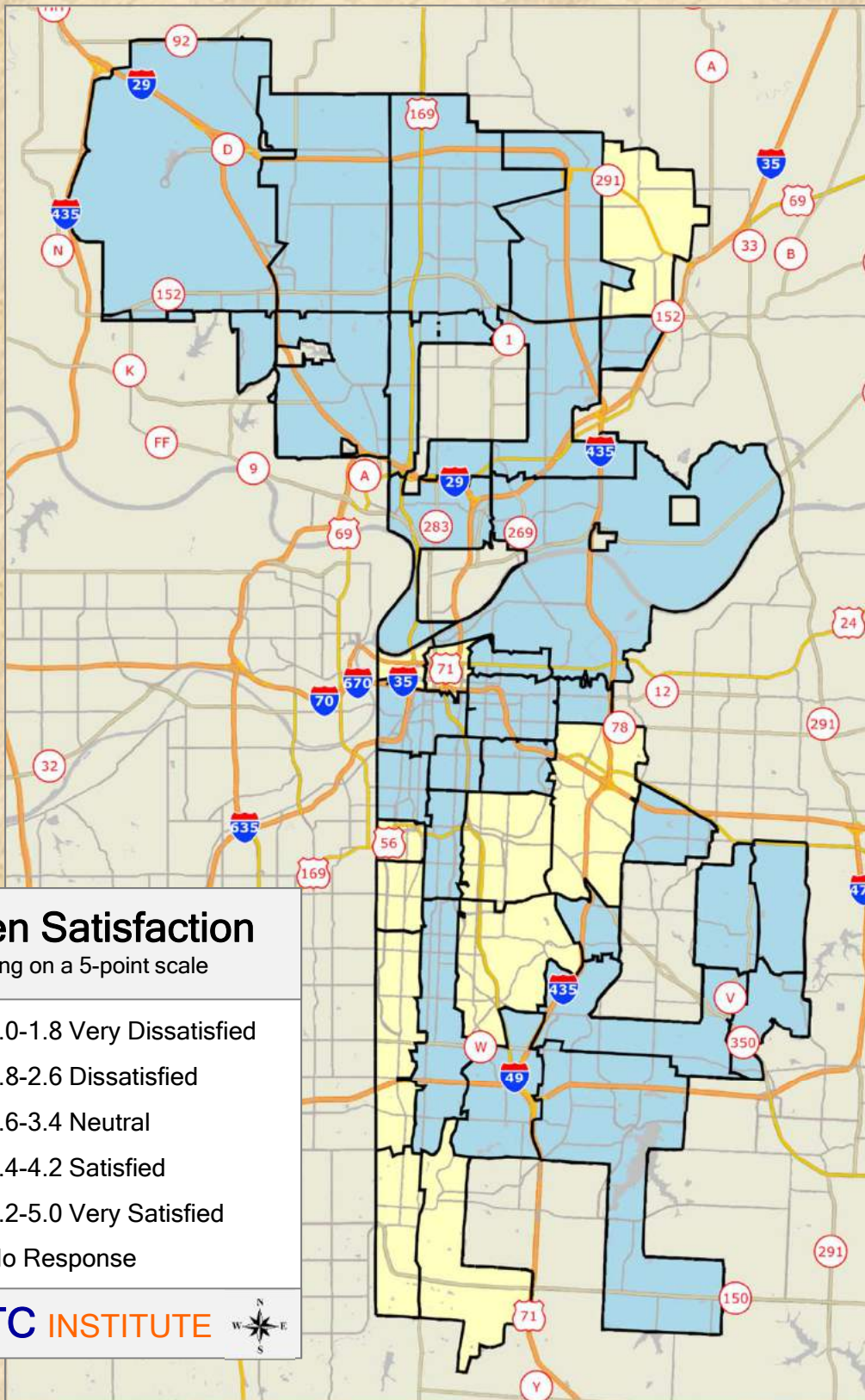
Q15e Satisfaction with leaf and brush pick-up services



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

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

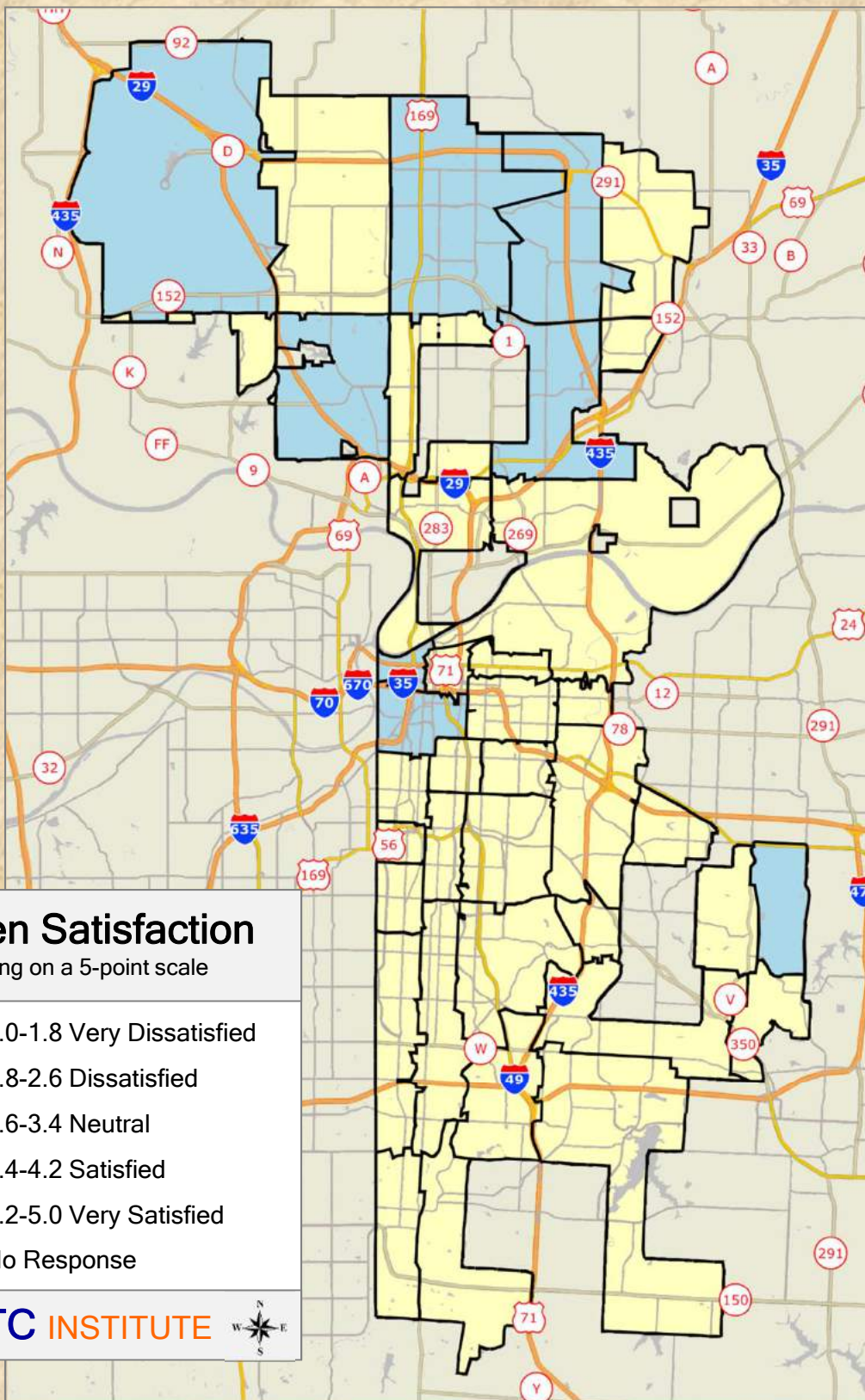
Q15f Satisfaction with leaf and brush drop-off centers



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

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

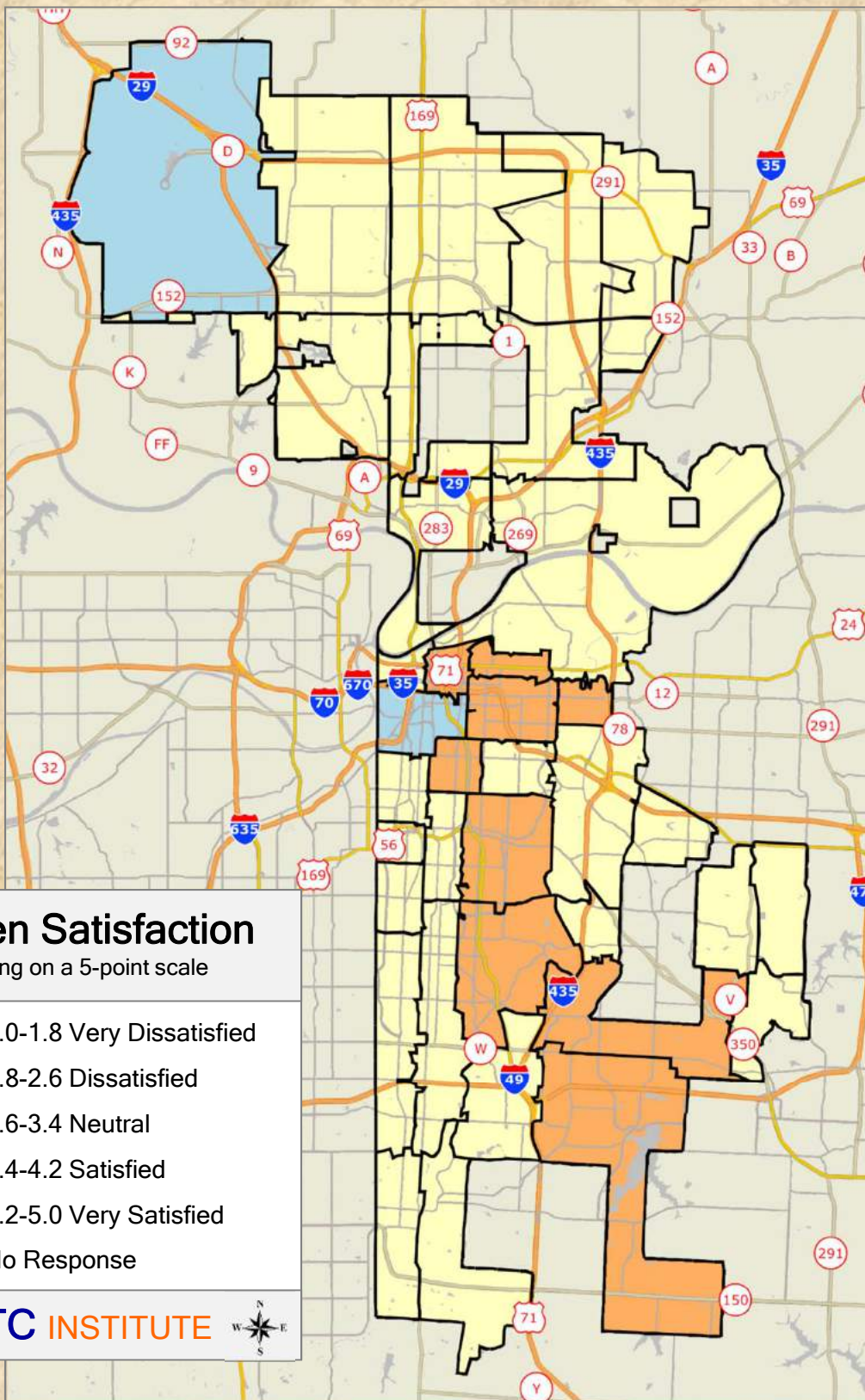
Q15g Satisfaction with overall cleanliness of city streets and other public areas



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

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

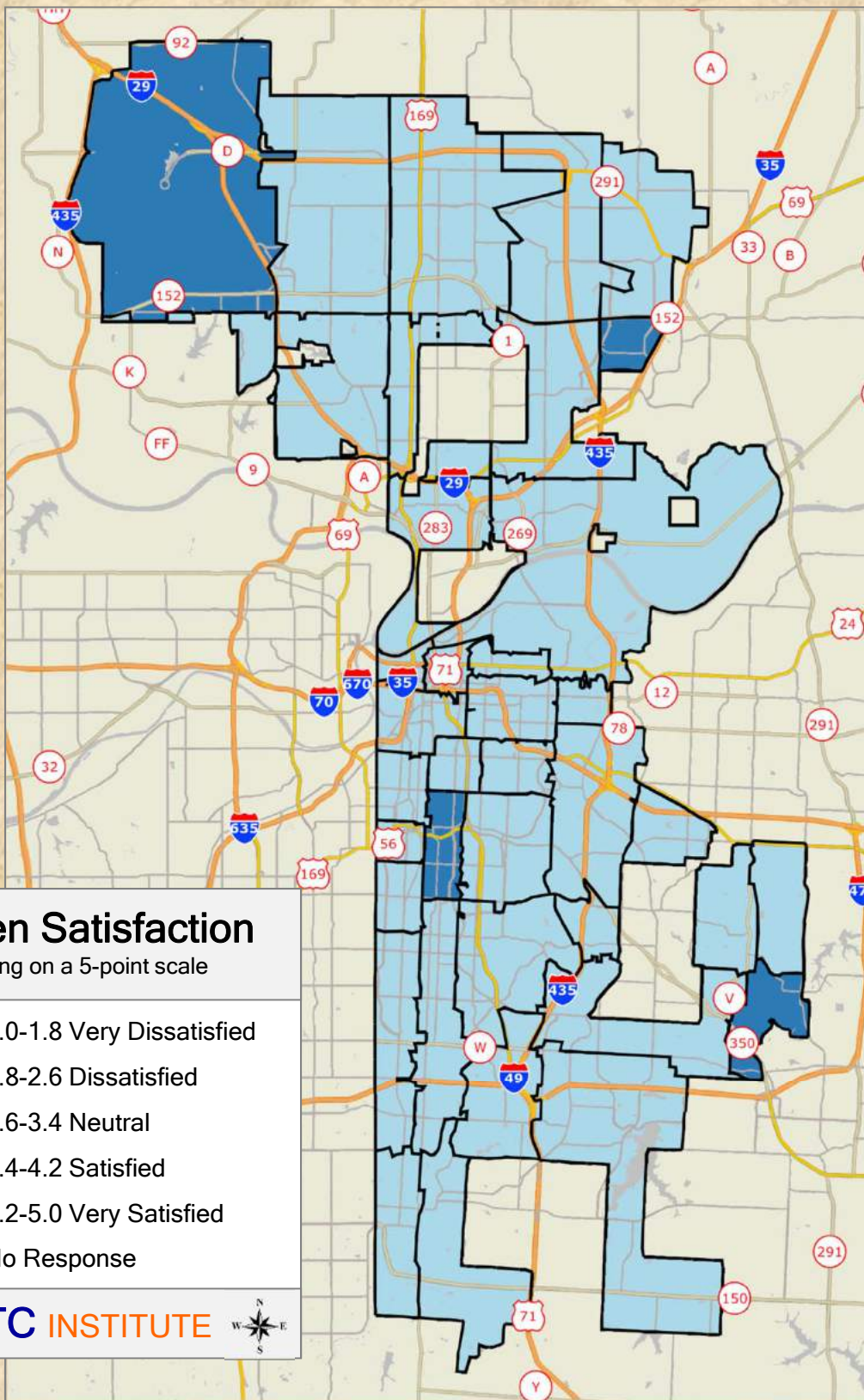
Q15h Satisfaction with efforts to clean-up illegal dumping sites



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

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

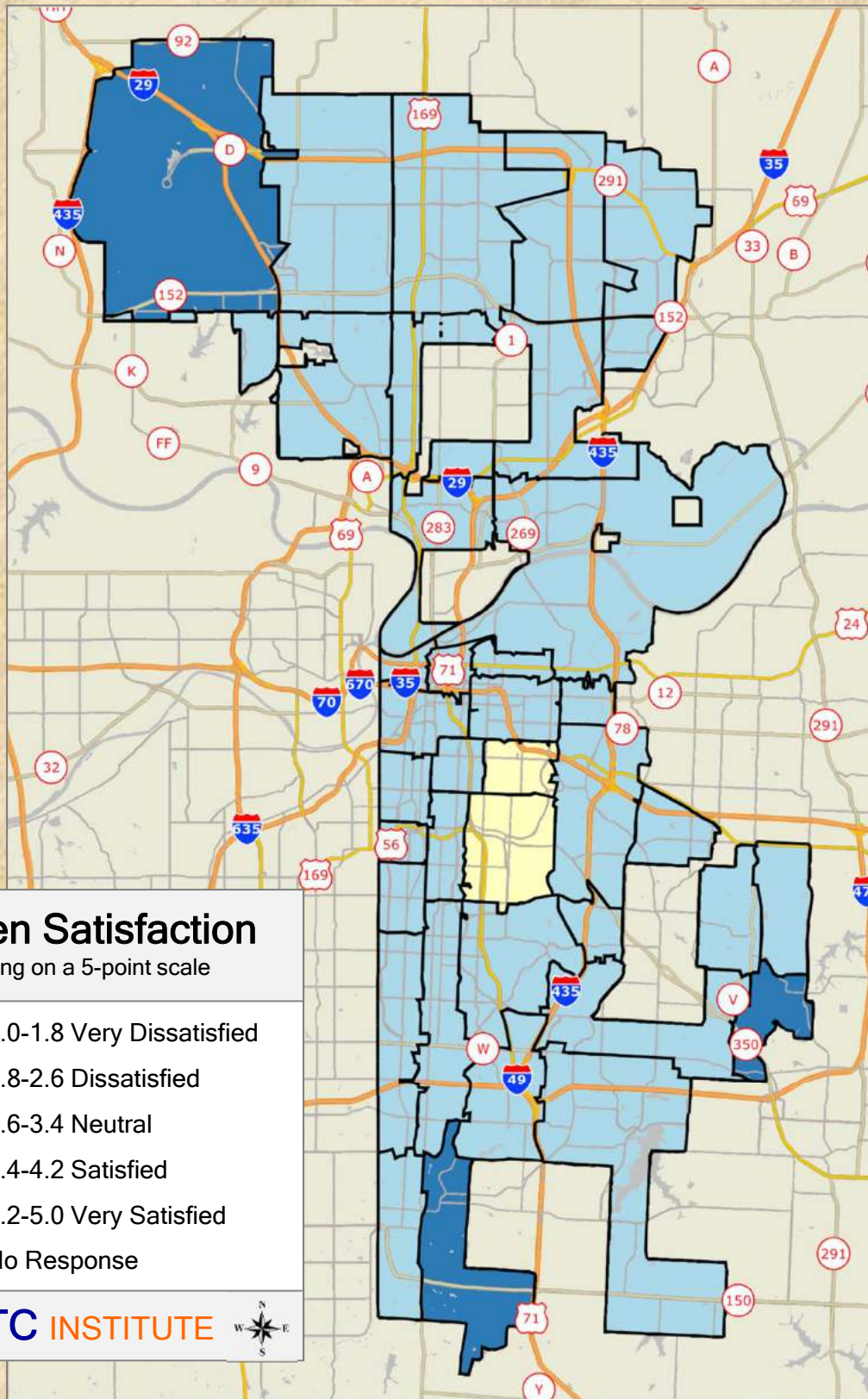
Q17a Satisfaction with ease of moving through airport security



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

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

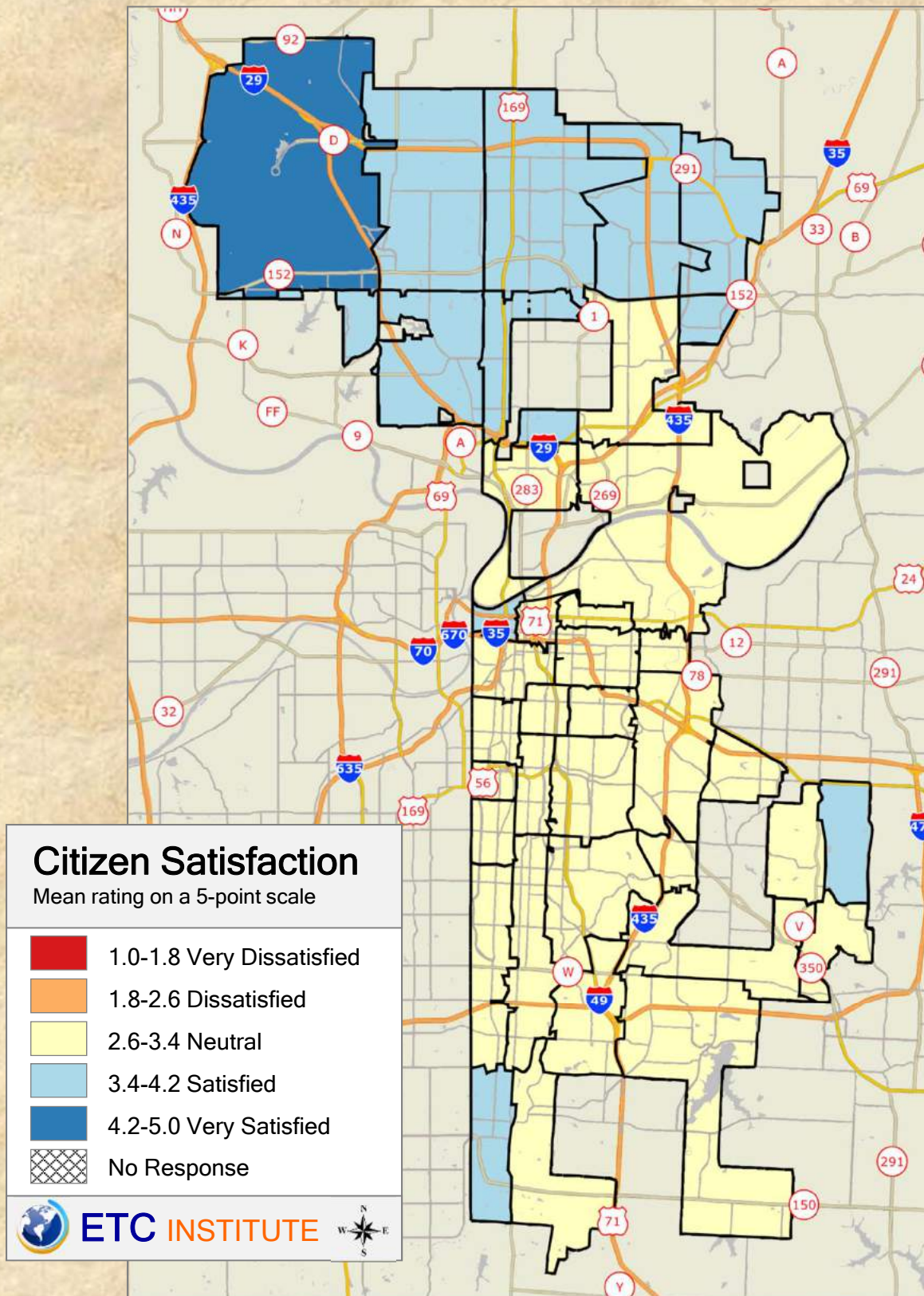
Q17b Satisfaction with availability of parking



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

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

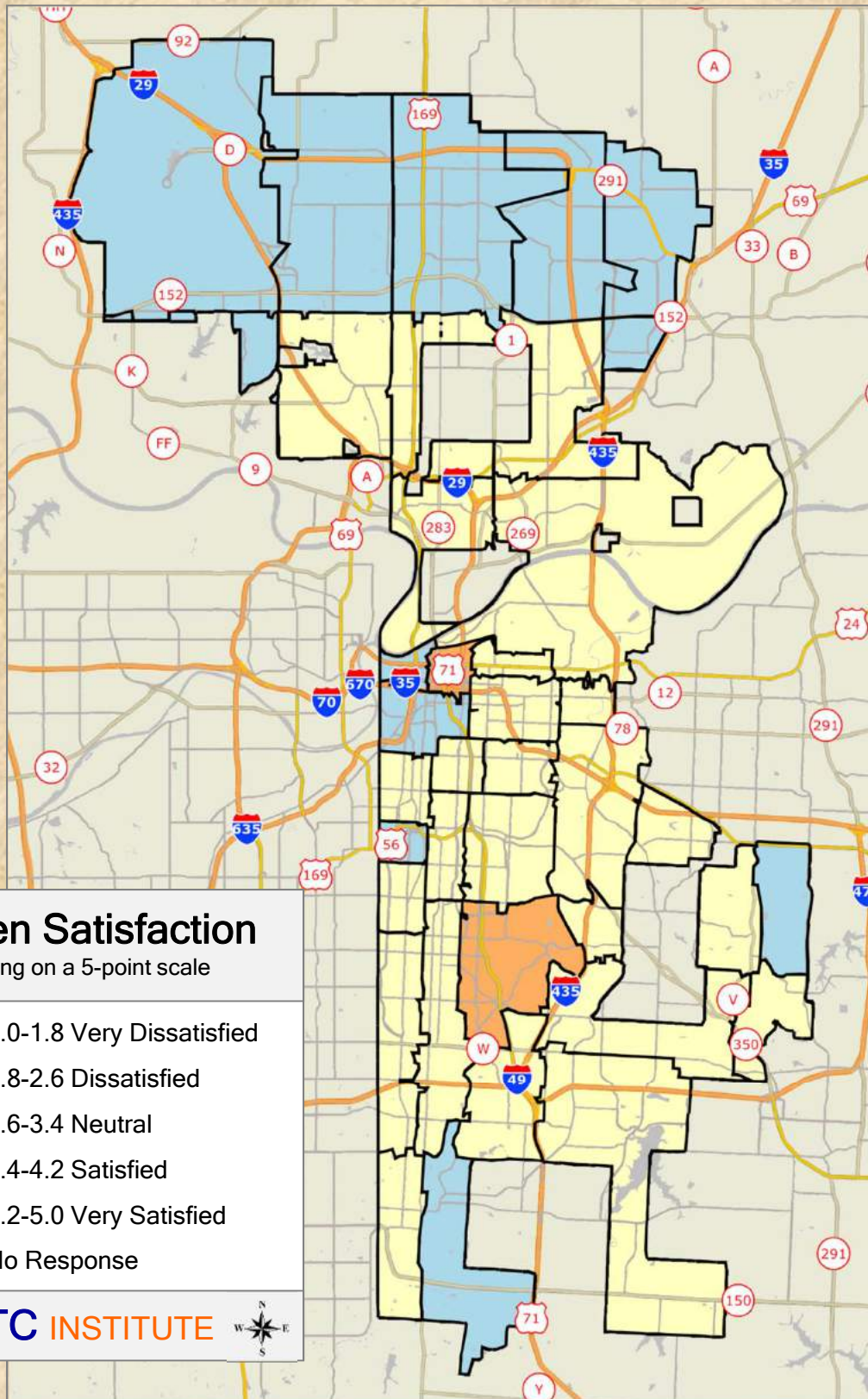
Q19a Satisfaction with condition of catch basins (storm drains) in the neighborhood



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

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

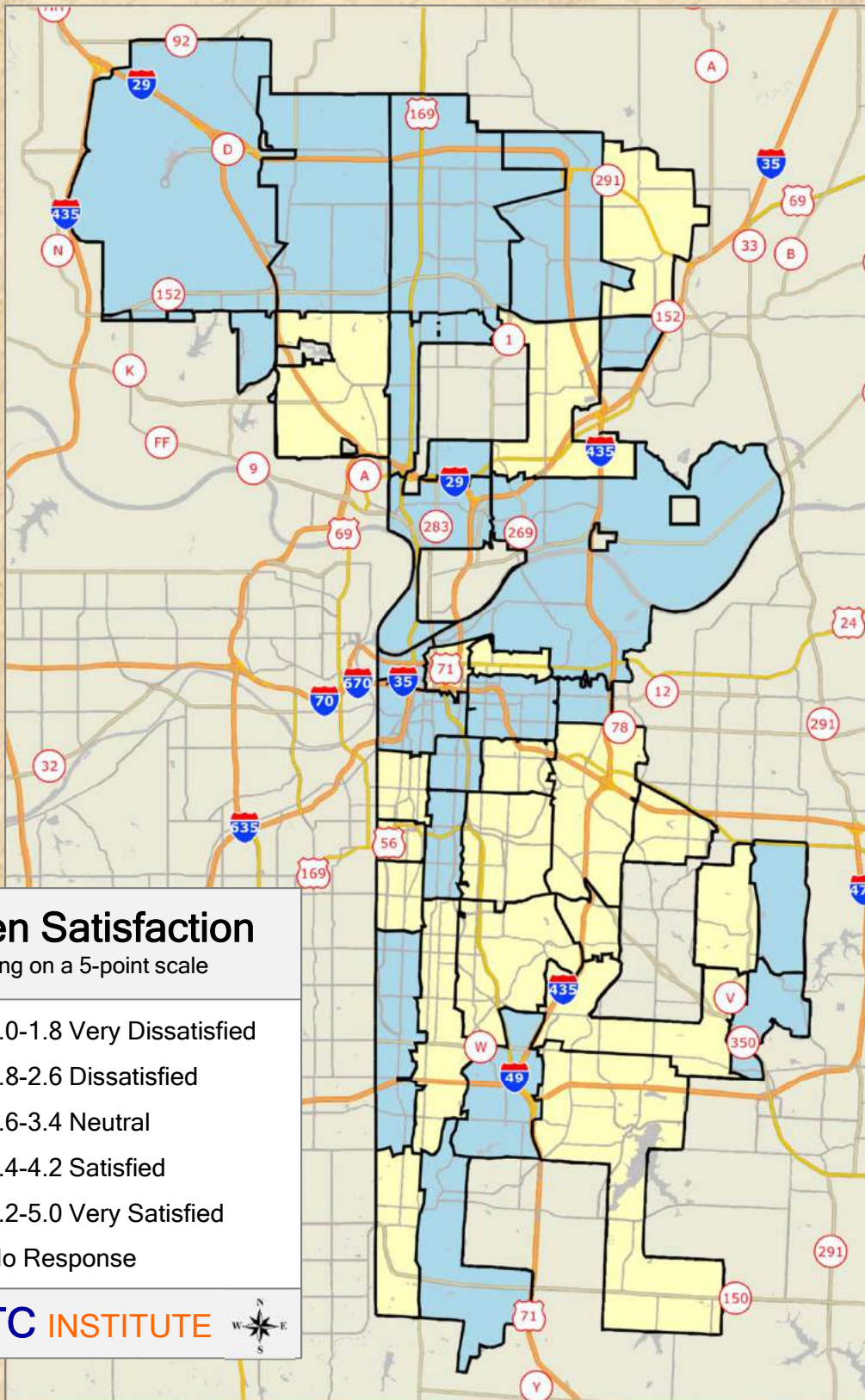
Q19b Satisfaction with timeliness of water/sewer line break repairs



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

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

Q19c Satisfaction with quality of Water Services customer service



Citizen Satisfaction

Mean rating on a 5-point scale

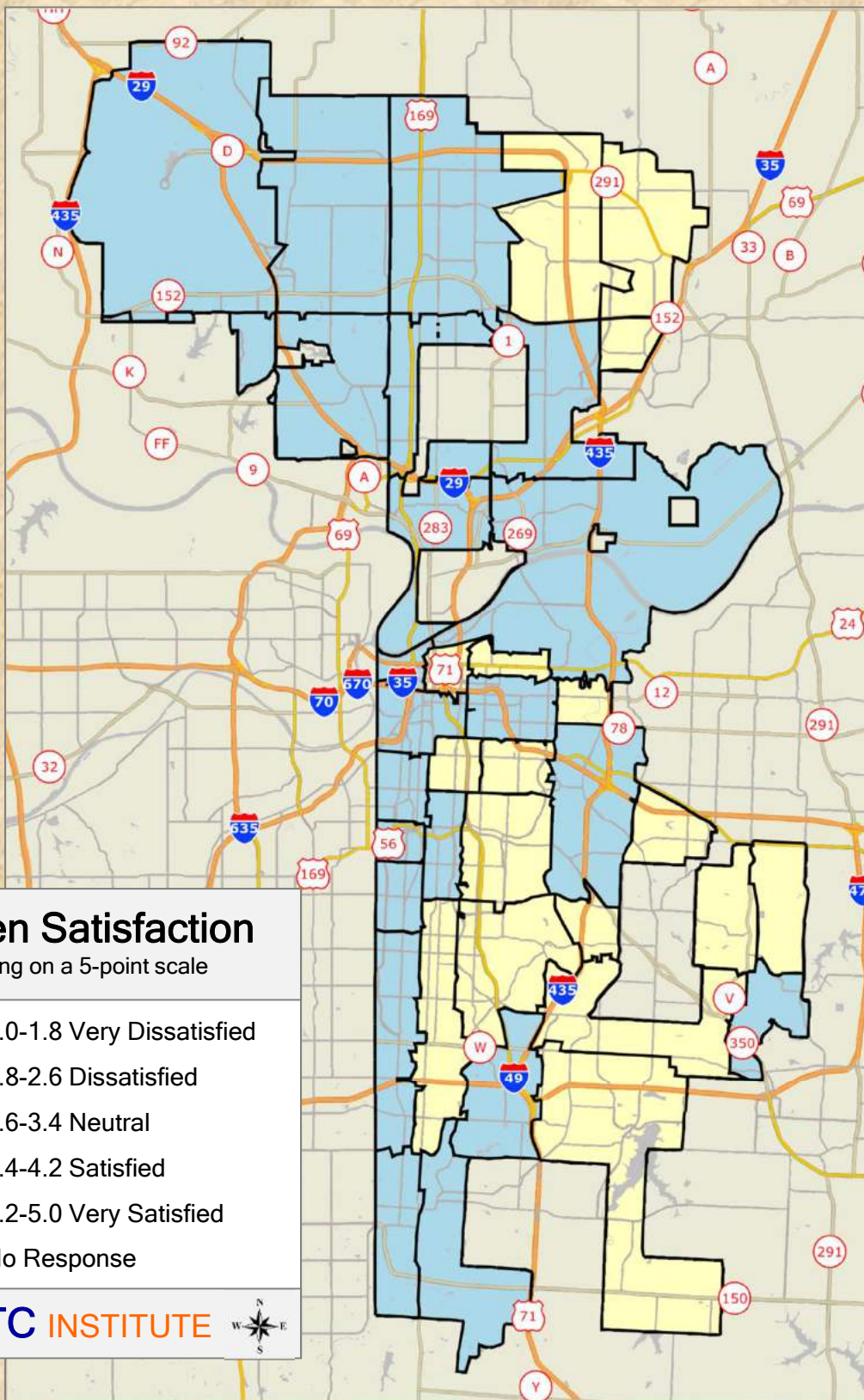
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response



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

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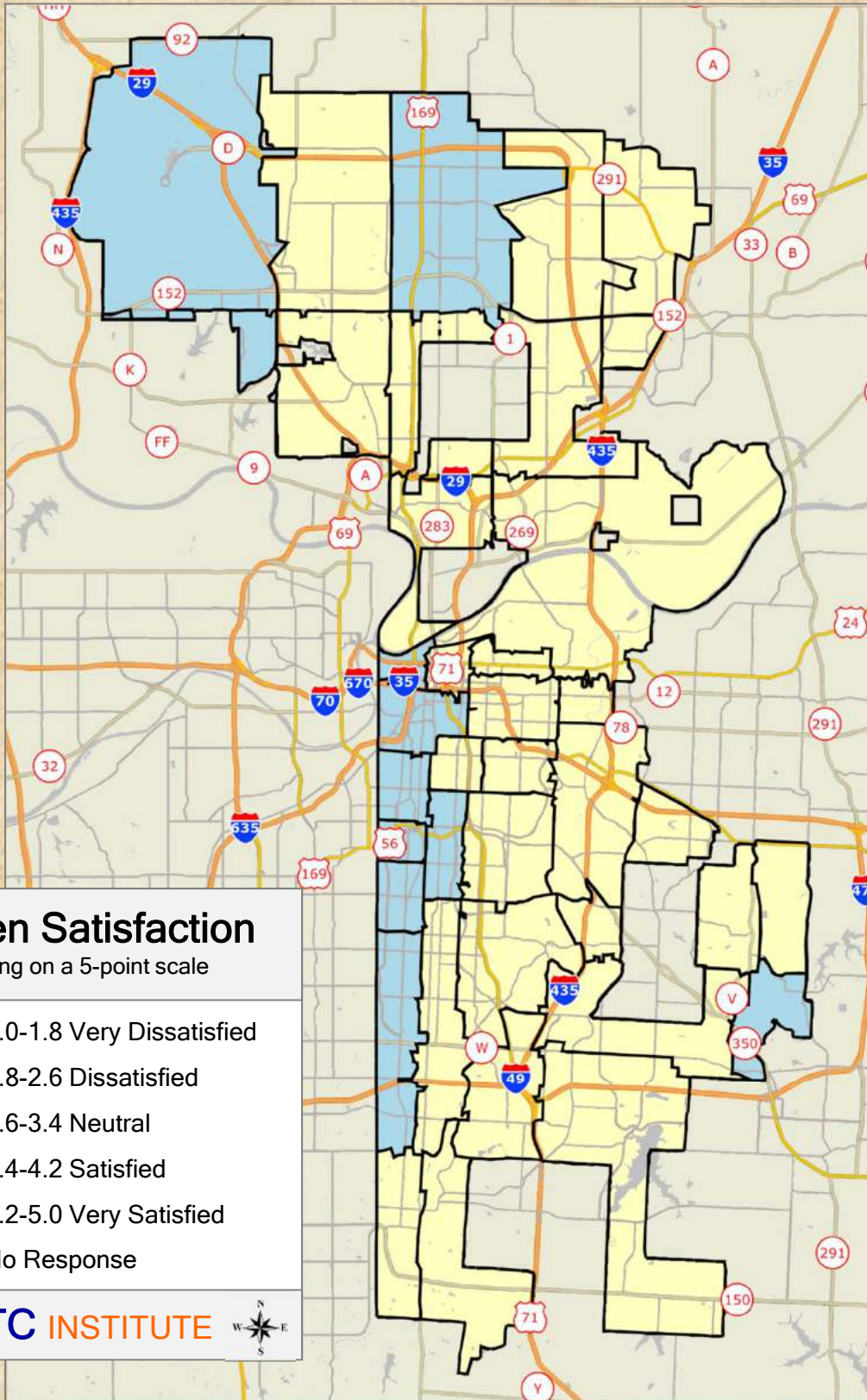
Q20b Satisfaction with overall effectiveness of the city manager and appointed staff



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

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

Q20c Satisfaction with how ethically the city conducts business



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