



FY 2020-21 Resident Survey Results
Board of Police Commissioners
September 28, 2021

DataKC overview

- Division of City Manager's Office that supports data-driven decision-making in the City through data analysis/reporting, projects, and training
- Responsible for Resident Survey administration, analysis, and reporting

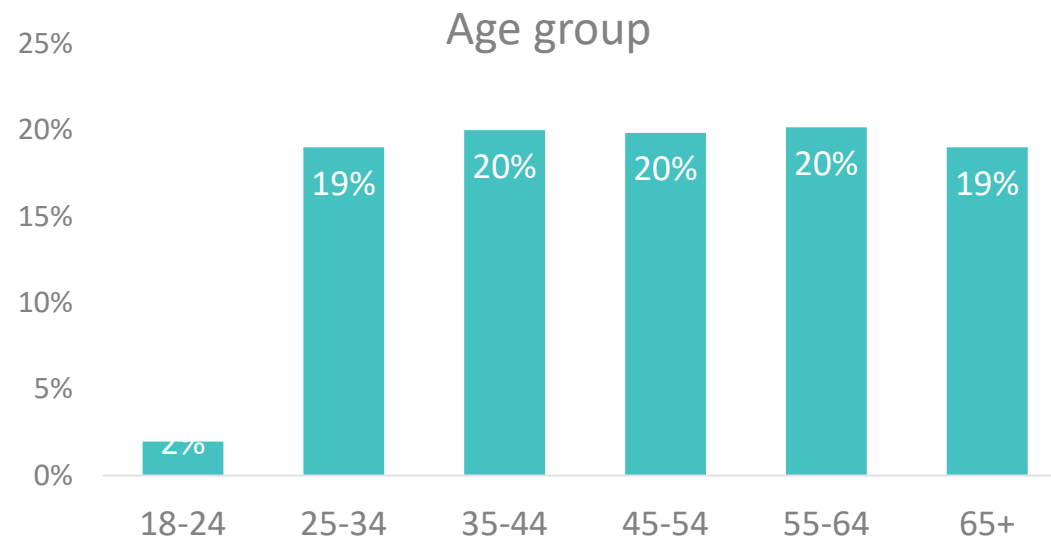
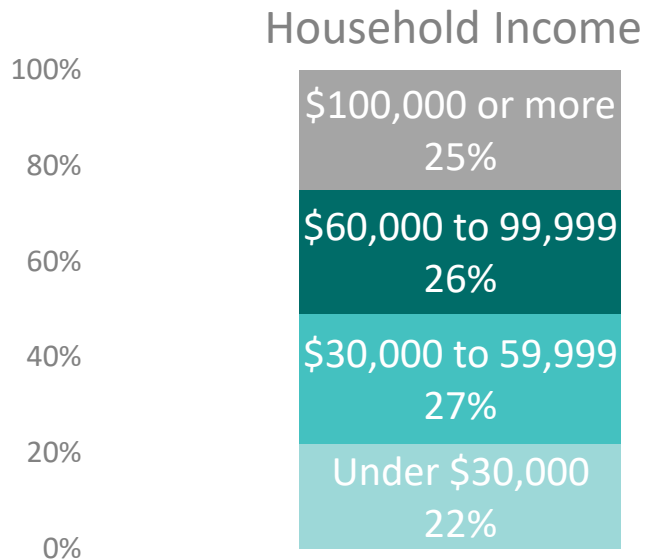
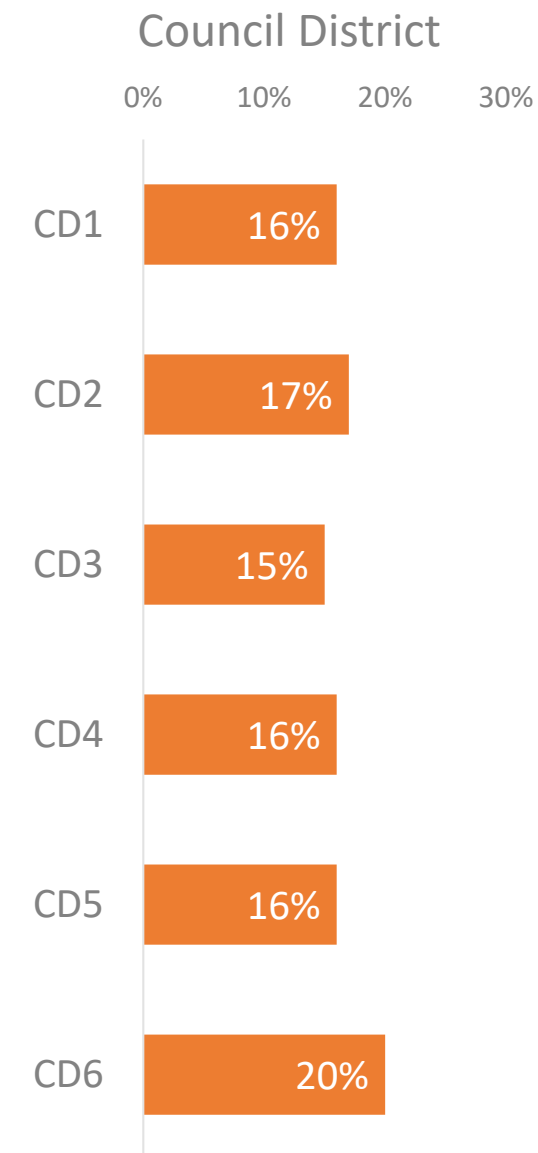
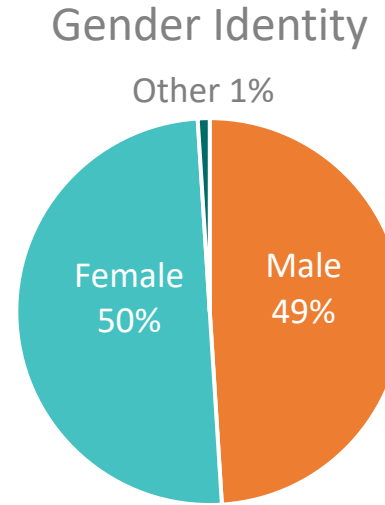
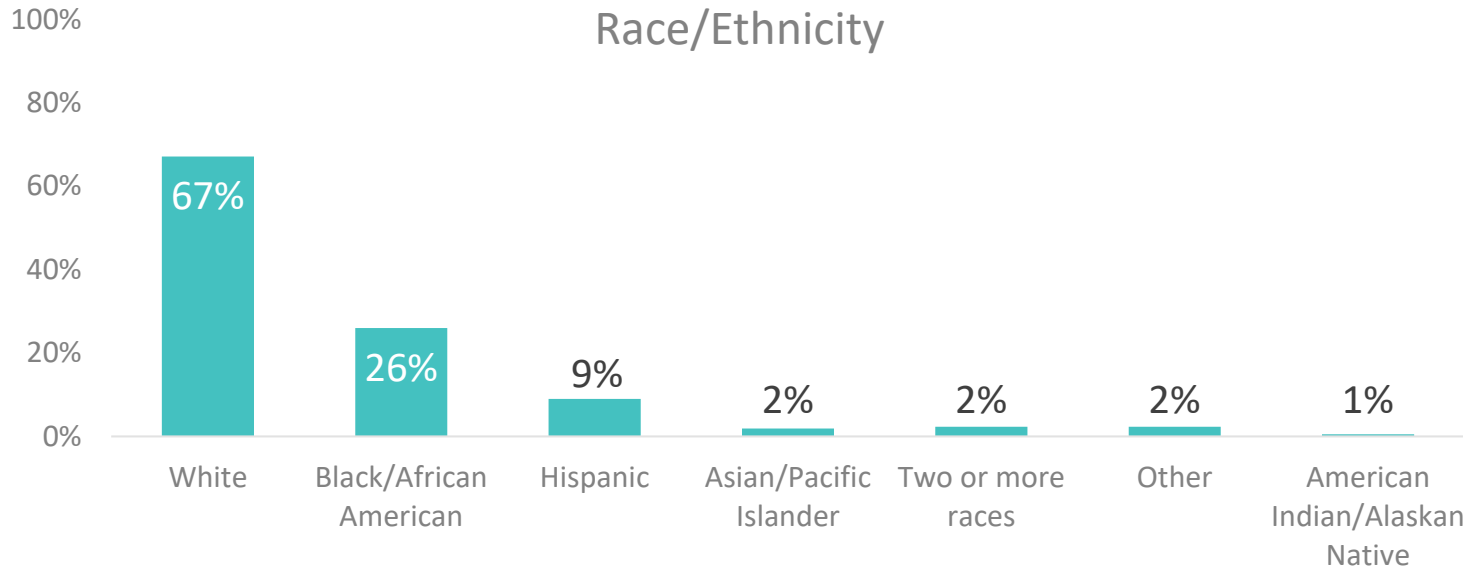
Resident Survey Purpose

- Tells us:
 - What are residents' perceptions of our city services?
 - How do factors such as geography, race/ethnicity, income, and use of services impact these perceptions?
 - Which city services would residents like us to prioritize for improvement in the future?

Survey Administration Details

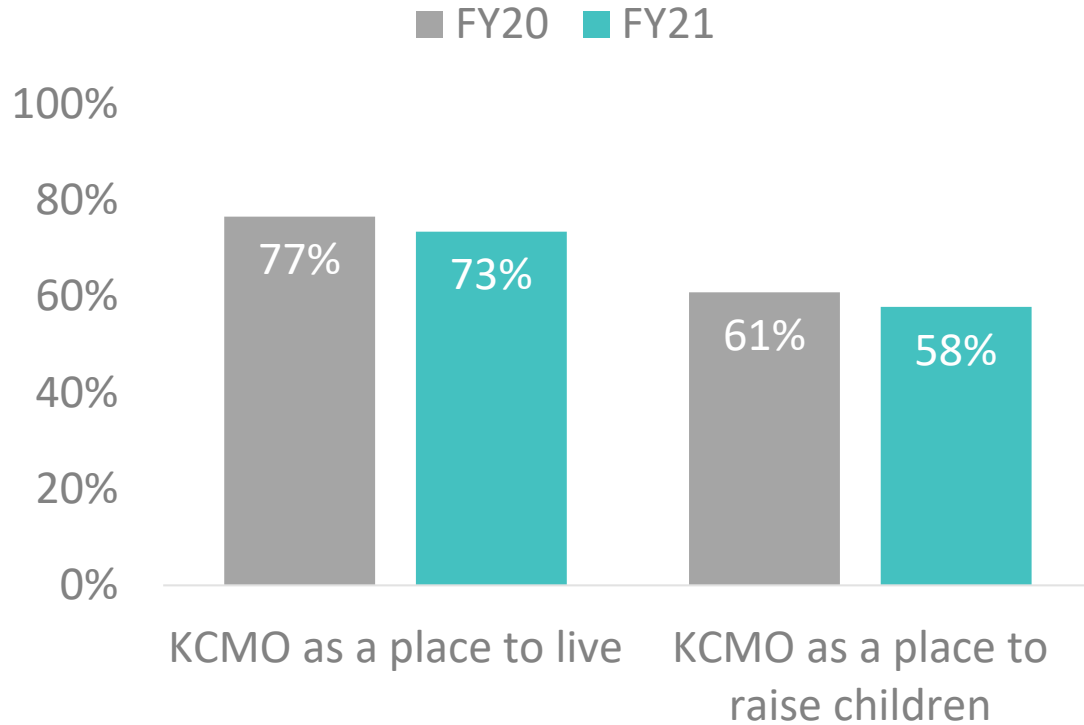
- Survey is administered by ETC to **random sample** of residents
 - Sample is **consistent across Council districts**
 - Total responses: 4,048
 - Results are considered **representative of the general population**, within a margin of error (like a poll)
- Timing of quarterly surveys:
 - Q1 – August 2020
 - Q2 – November 2020
 - Q3 – March 2021
 - Q4 – May 2021

Survey respondent demographics

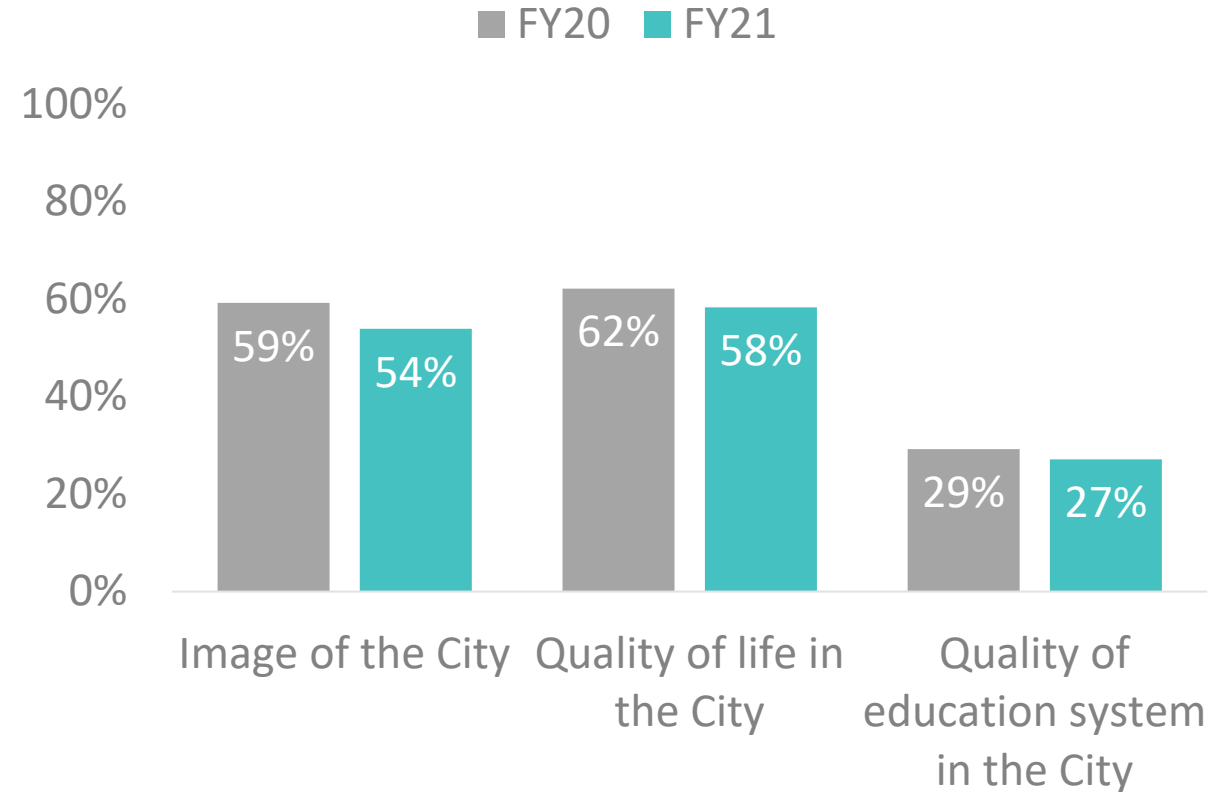


Quality of Life: Decline in ratings

Percent rating “Excellent” or Good”



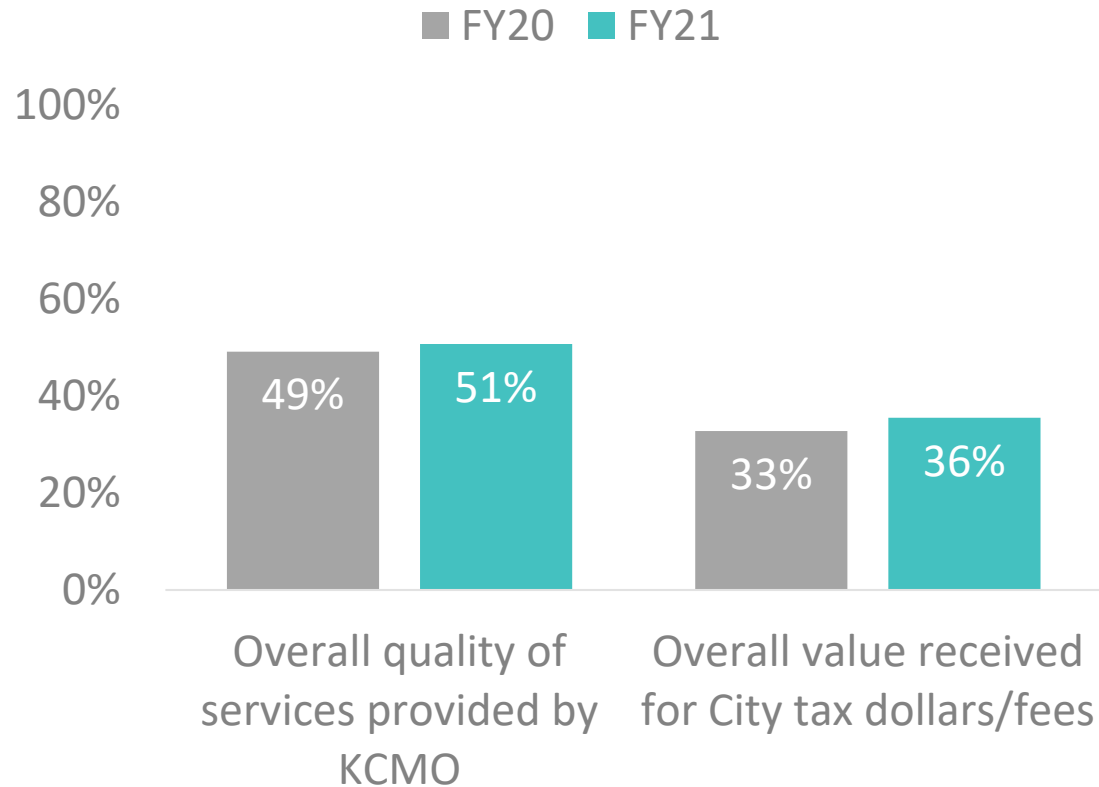
Percent “Satisfied” or “Very Satisfied”



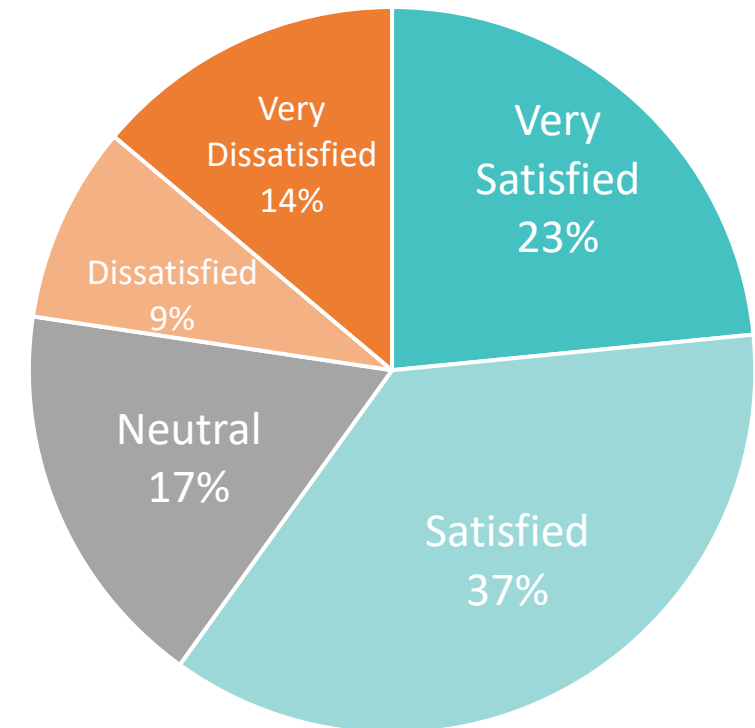
Ratings of KCMO as a place to live are lower for residents in the lowest income group, residents in the 3rd and 5th Districts, and residents who are Black, Other, American Indian/Alaskan Native, or two or more races.

City Services and Value: Ratings increased

Percent “Satisfied” or “Very Satisfied”

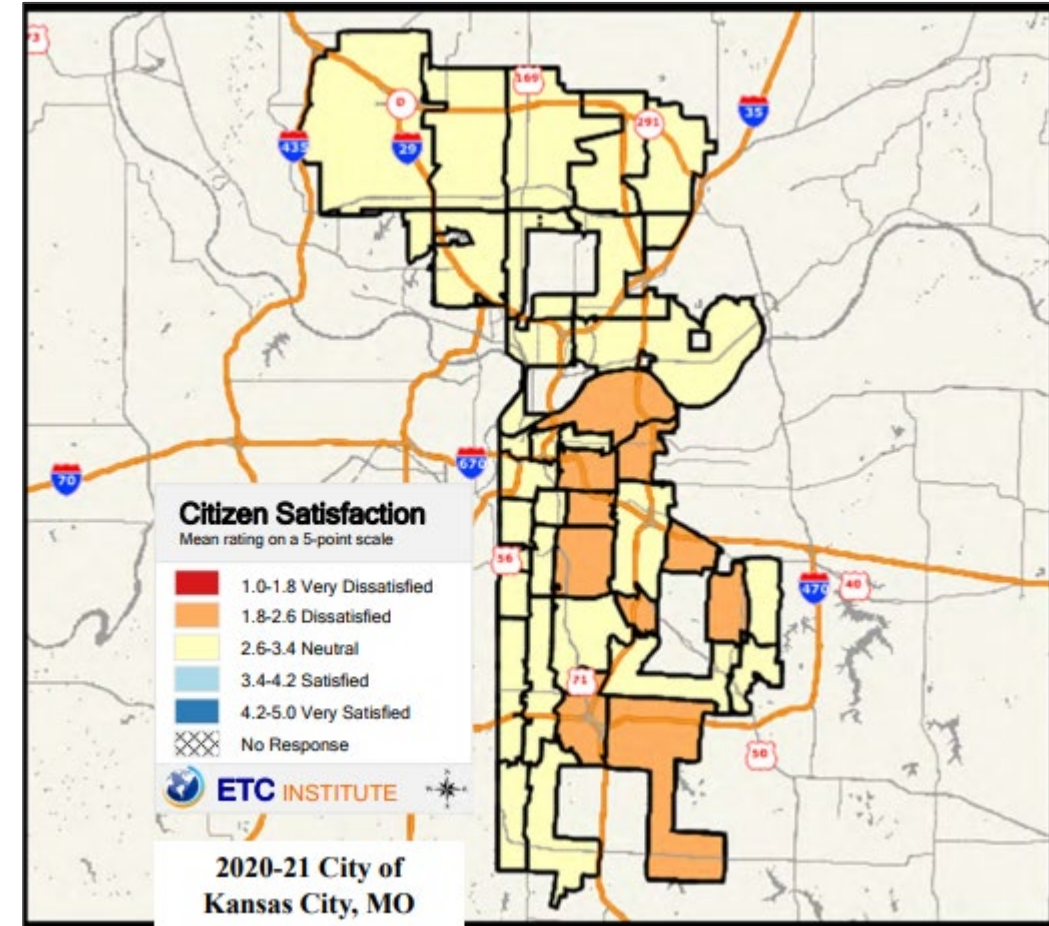
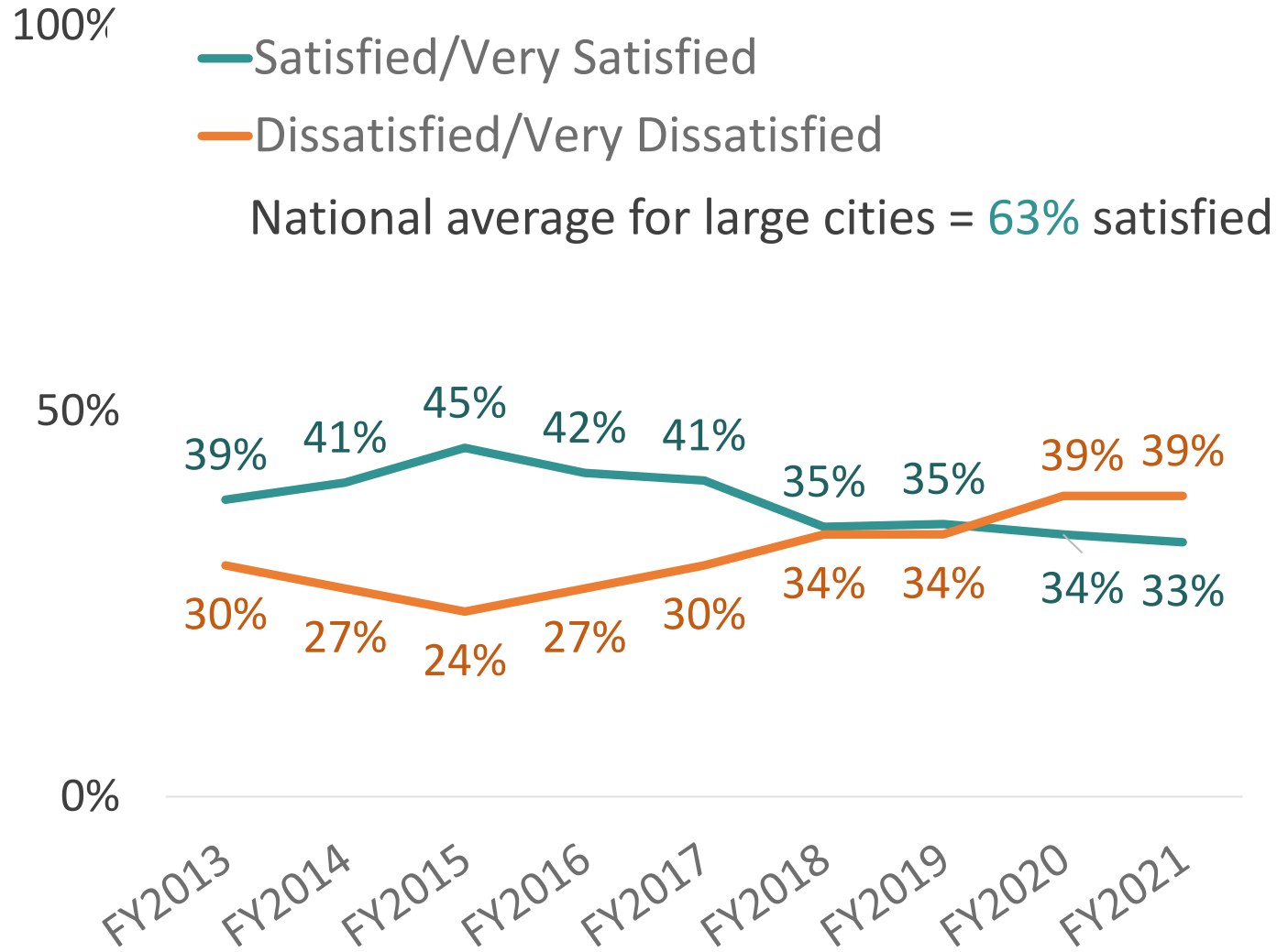


60% satisfied with City leadership during the COVID-19 pandemic

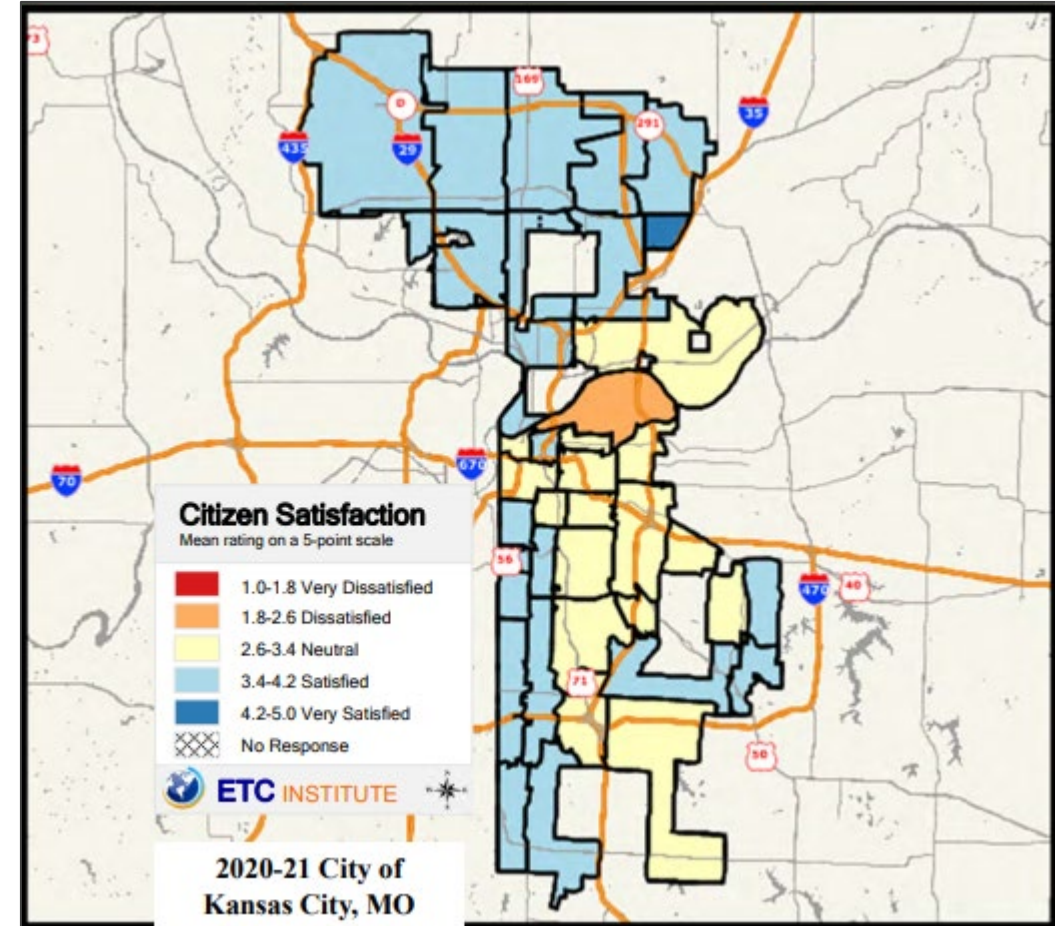
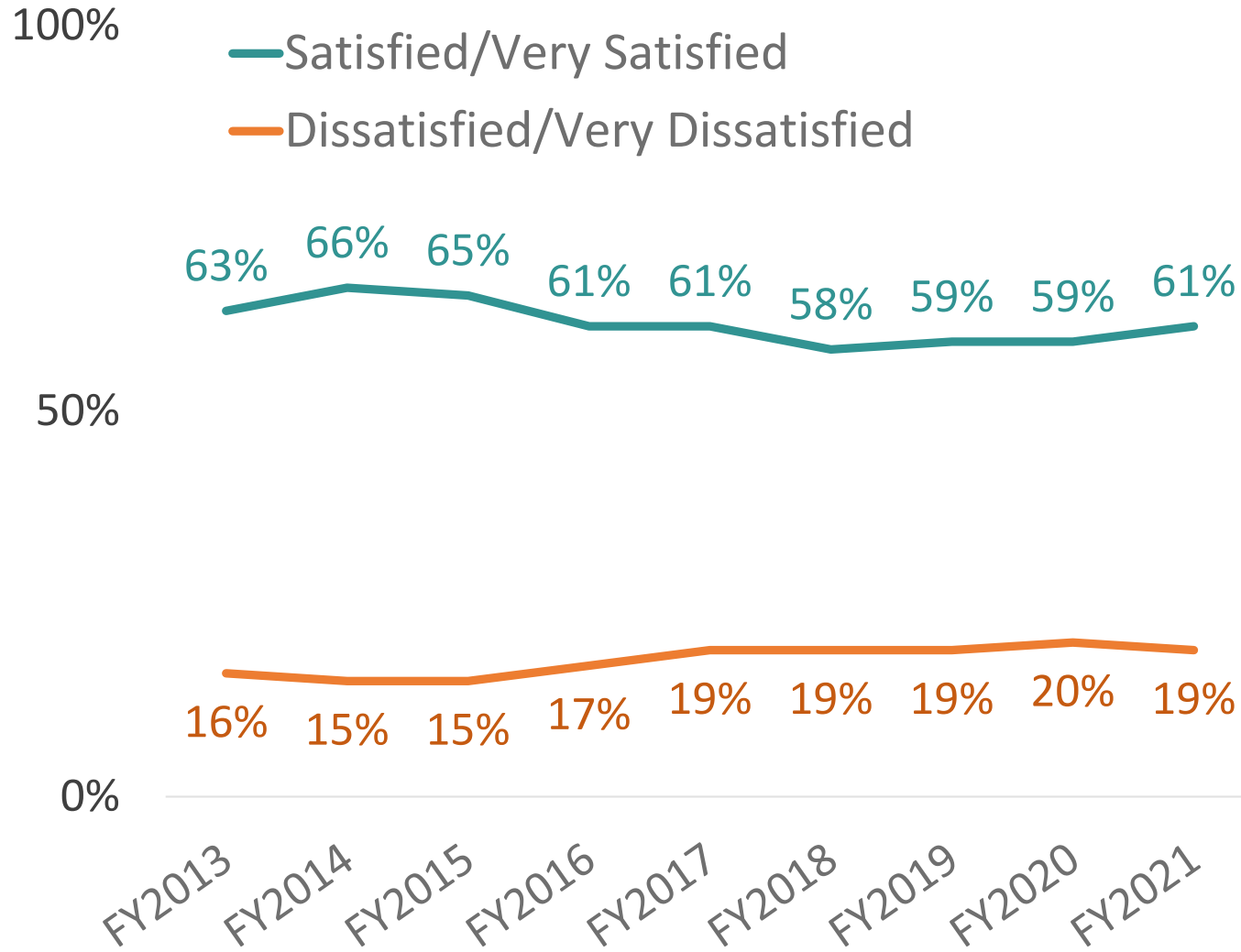


Ratings of City services and value for tax dollars/fees are similar across Council Districts

Feelings of Safety in the City: Satisfaction Unchanged

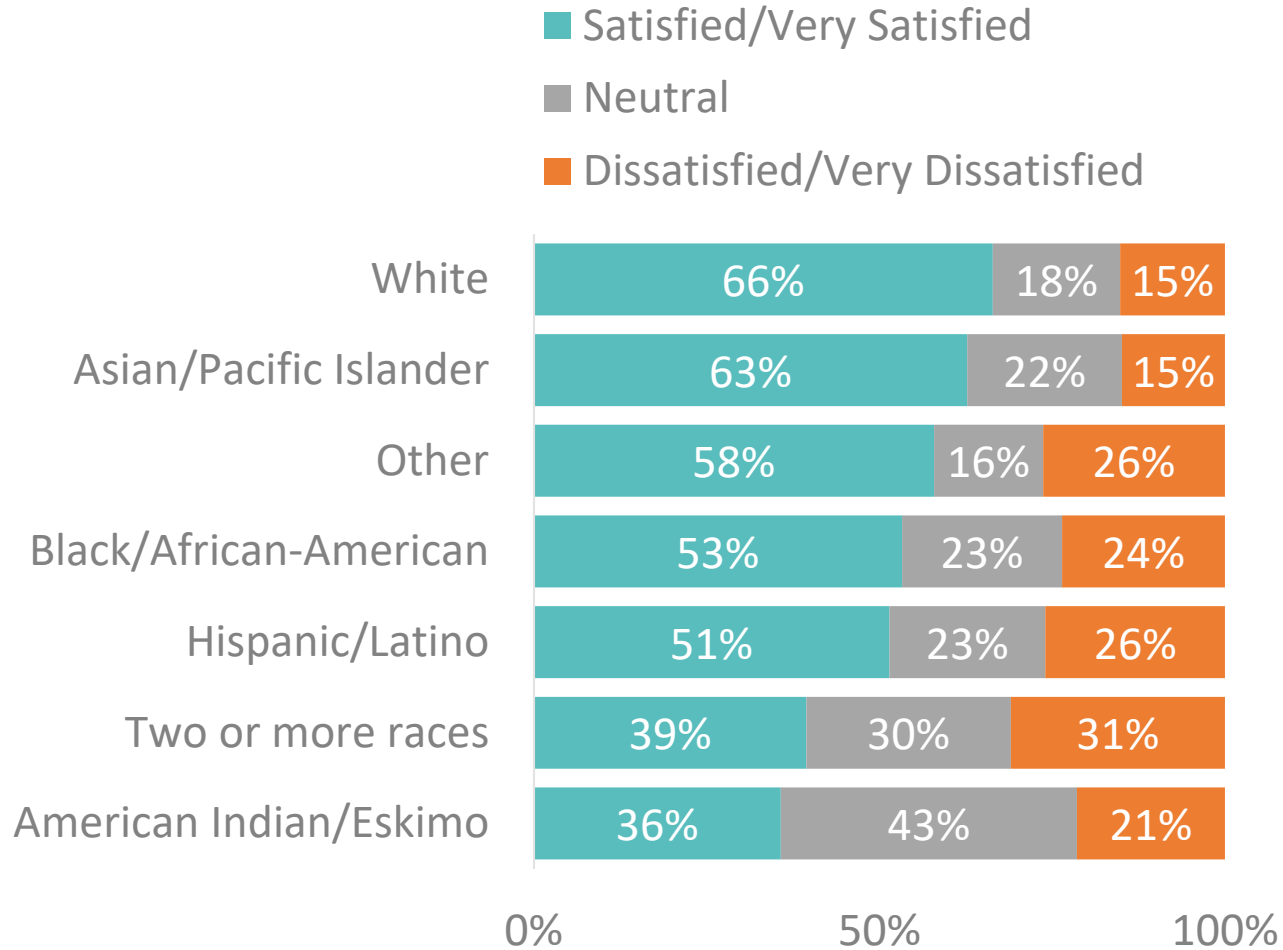


How Safe I Feel in my Neighborhood: Satisfaction Increase

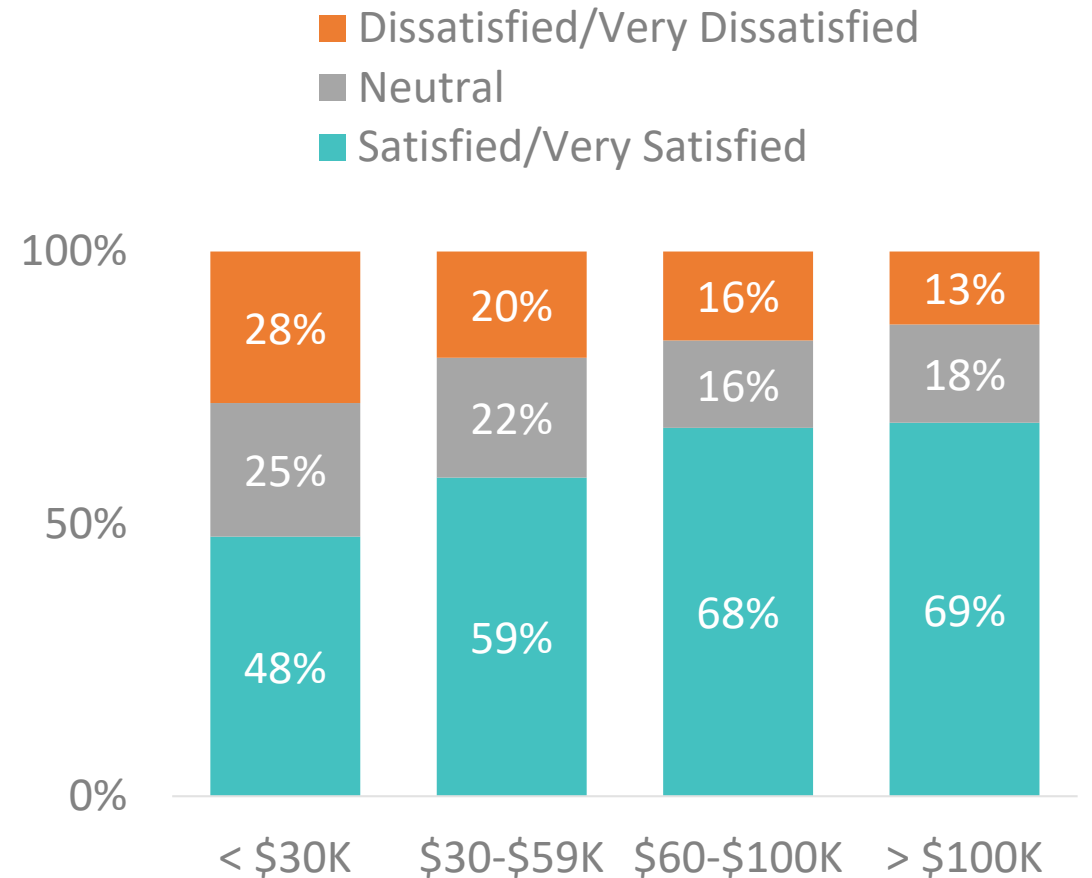


Satisfaction with Feelings of Safety in Neighborhood Differ by Race/Ethnicity and Income

Safety in Neighborhood by Race/Ethnicity



Safety in Neighborhood by Annual Household Income



Feeling Safe in Neighborhood is Associated with Many Other Outcomes...



- Rating of Kansas City as a place to **live, work, and raise children**
- Satisfaction with **image of City, quality of life, and overall feelings of safety**
- Satisfaction with **services provided by City and value for tax dollars/fees**

...And Related to Many Other Service Areas

- Satisfaction with quality of **police services, neighborhood services, and parks and recreation**
- Maintenance of **streets in neighborhood and sidewalks in neighborhood**
- Satisfaction with **physical appearance of neighborhood**

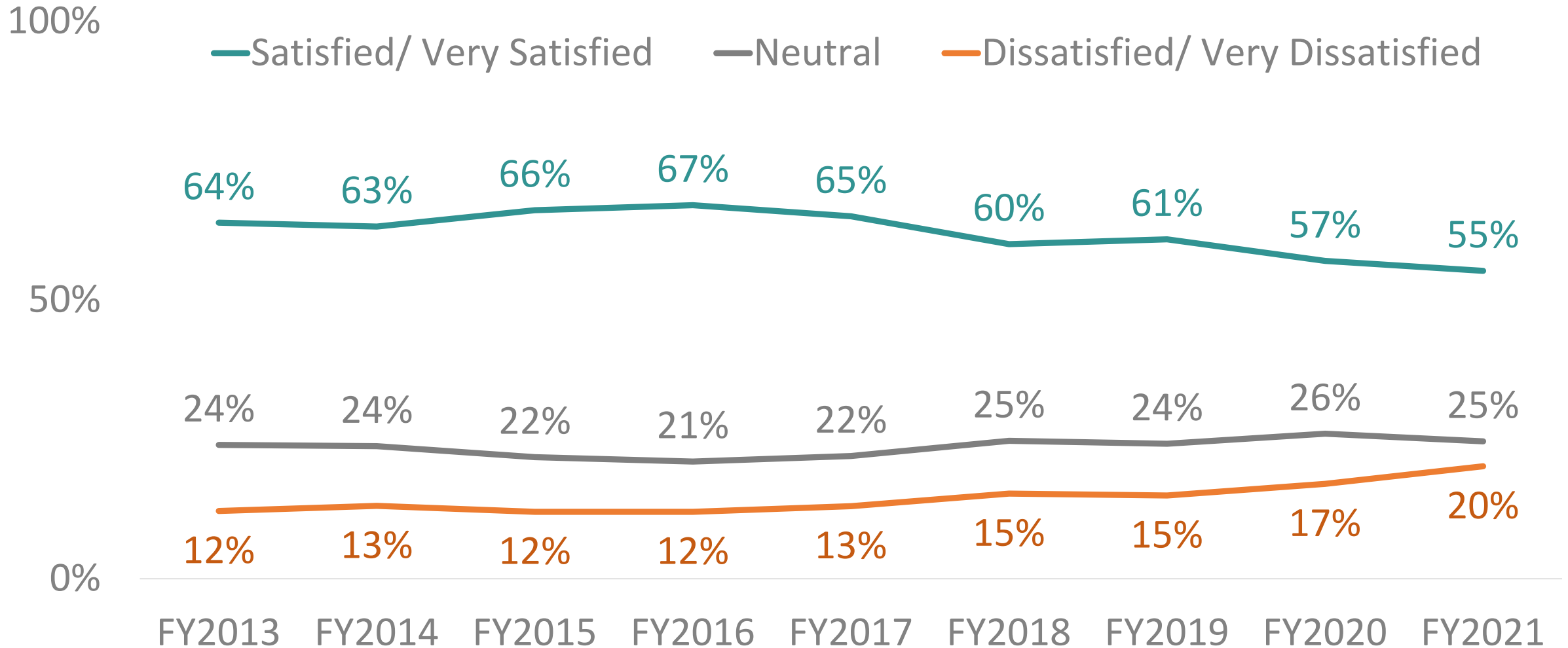
Resident Priorities: Importance-Satisfaction Table



Service Area	Importance %	Satisfaction %	I-S Rank FY20	I-S Rank FY21
Infrastructure - streets and sidewalks	65%	17%	1	1
Police services	46%	55%	2	2
Neighborhood services	18%	39%	3	3
City water utilities	13%	51%	6	4
Public transportation	11%	43%	7	5
Stormwater runoff/management	10%	35%	4	6
Solid waste services	13%	59%	5	7
Health Department services	10%	50%	14	8
Effectiveness of city communications	8%	41%	9	9
City Planning and Development services	6%	28%	10	10
Parks and recreation	9%	59%	11	11
Fire and EMS services	15%	77%	13	12
Airport facilities	6%	52%	8	13
Customer service from city employees	5%	46%	12	14
Municipal Court services	2%	35%	16	15
311 service	3%	57%	15	16

Source: KCMO Resident Survey

Overall Quality of Police Services: Decline in Satisfaction



Resident Priorities for Police Services



Question	Importance	Satisfaction	I-S Rank	
			FY20	FY21
The city's overall efforts to prevent crime	54%	28%	1	1
Effectiveness of local police protection	32%	51%	4	2
How quickly police respond to emergencies	25%	43%	3	3
Responsiveness of the police department to resident concerns	23%	42%	--	4
The relationship between my neighborhood and the police	29%	56%	--	5
Enforcement of local traffic laws	9%	45%	5	6
Parking enforcement services	3%	39%	6	7

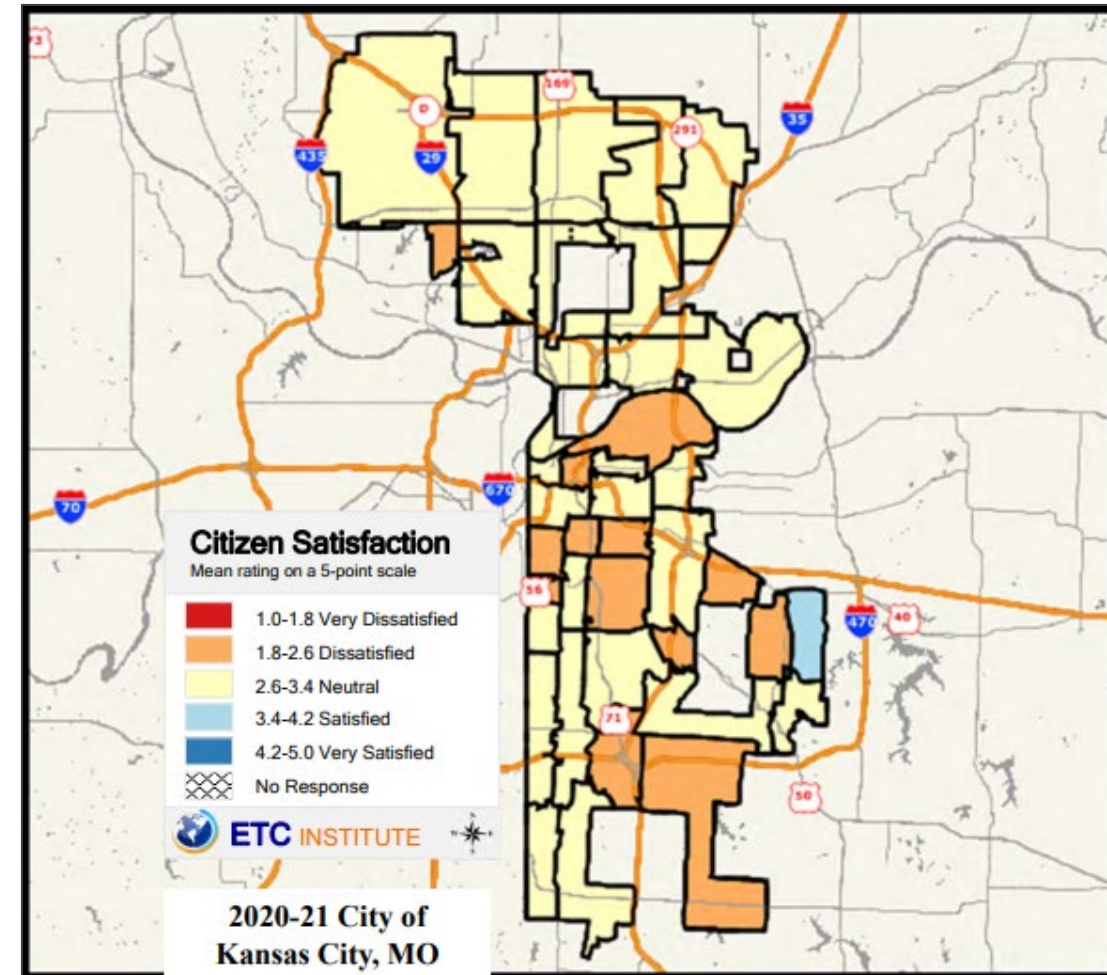
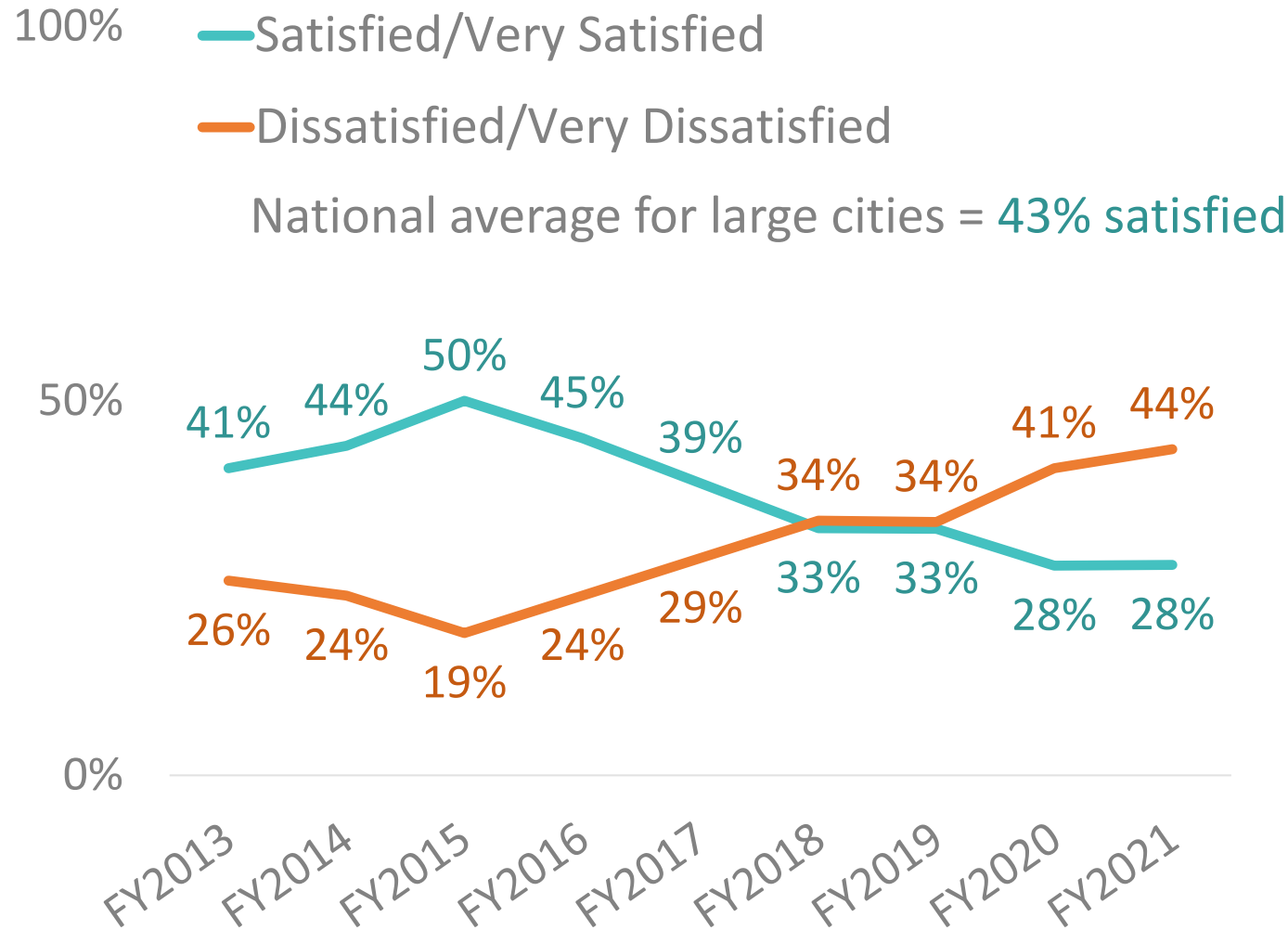
Top priority for residents of all districts and races

#2 priority for 3rd and 5th district and Black and Other race residents

Consistently lower priorities for all districts and races

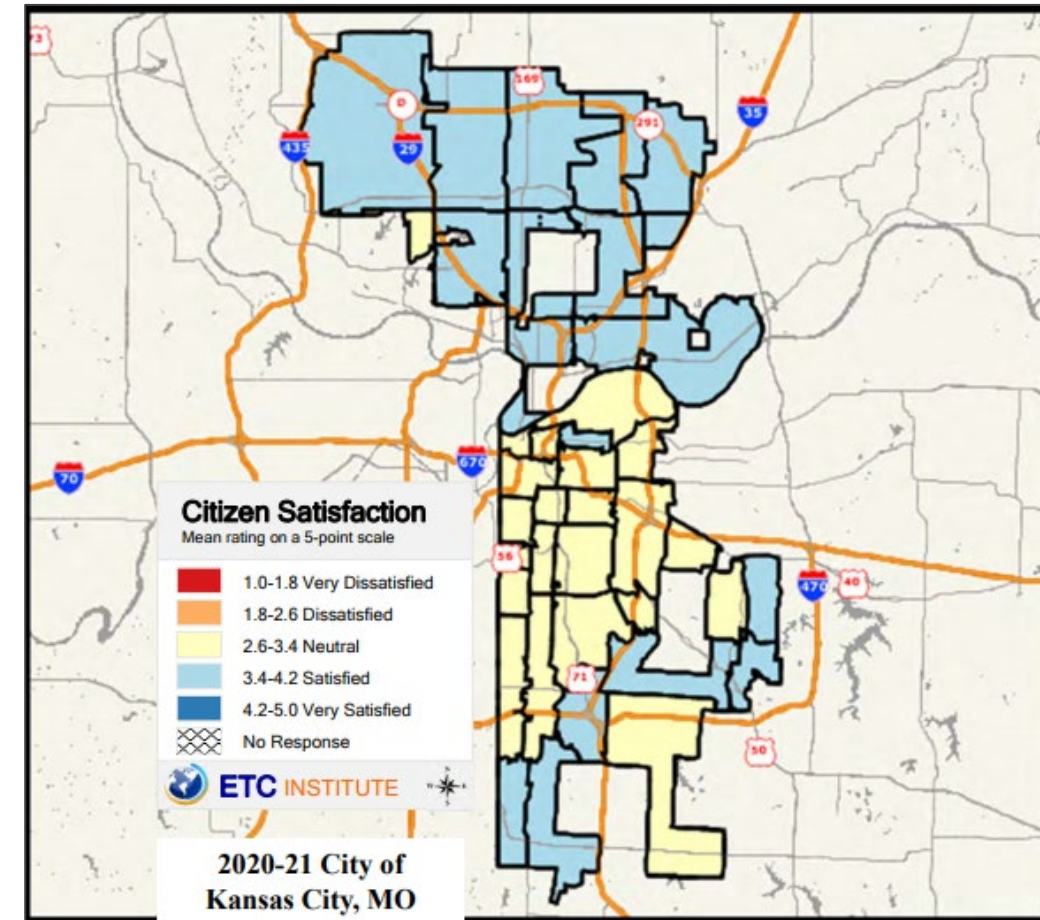
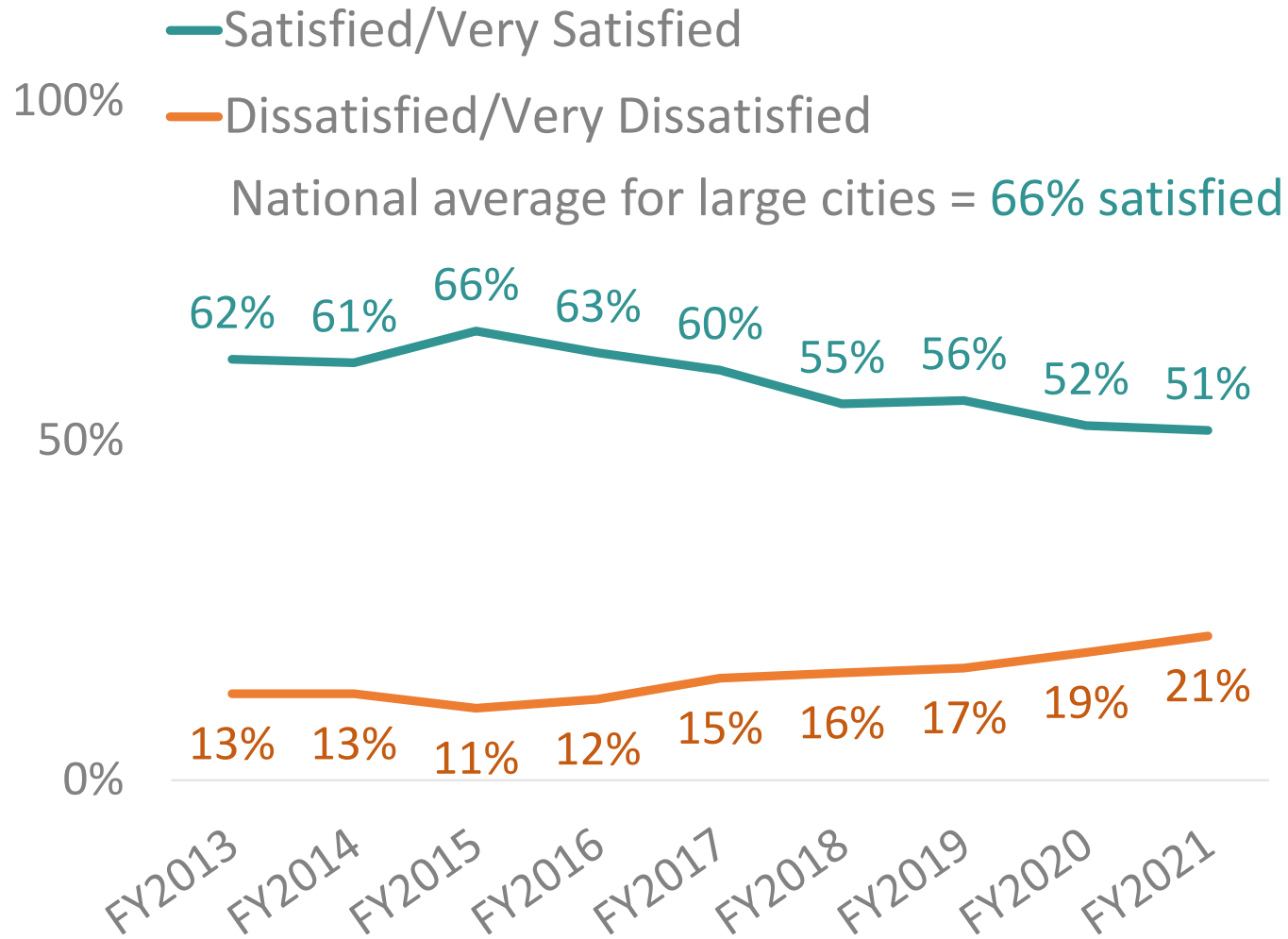
Source: KCMO Resident Survey

Efforts to Prevent Crime: Satisfaction Unchanged, Dissatisfaction Increased



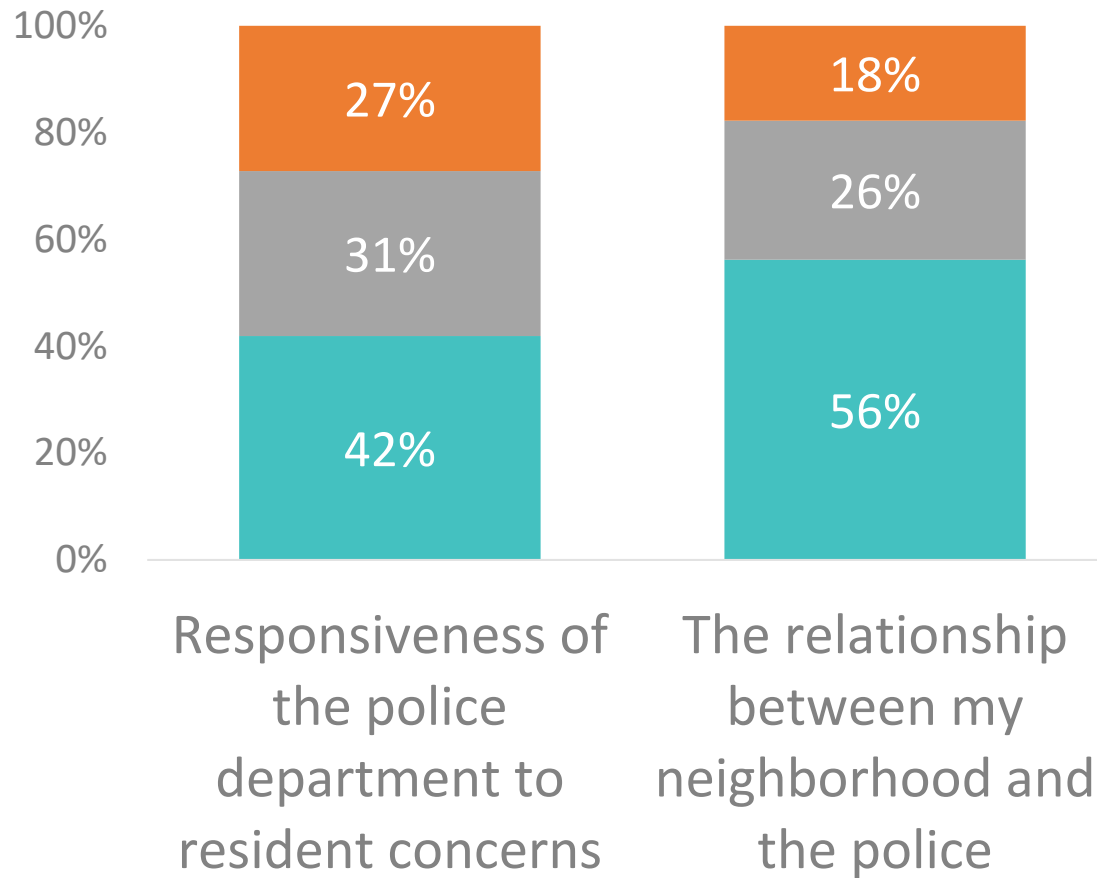
Source: KCMO Resident Survey; ETC Institute (2021)

Effectiveness of Police Protection: Satisfaction Unchanged, Dissatisfaction Increased

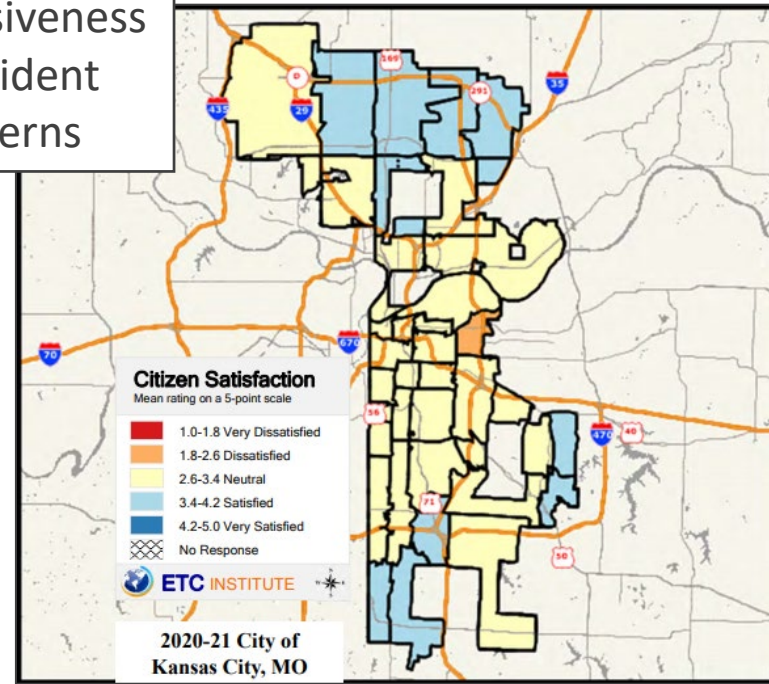


New Questions

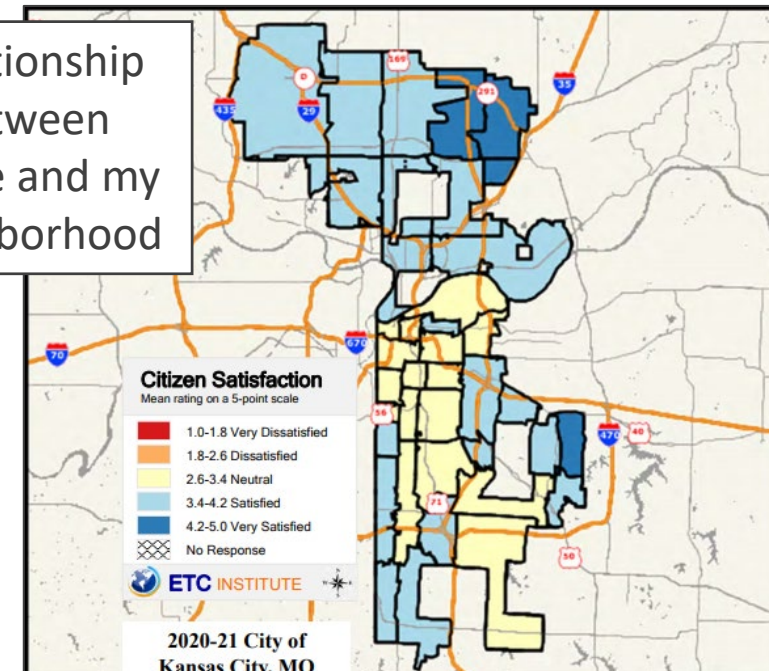
- Dissatisfied/Very Dissatisfied
- Neutral
- Satisfied/Very Satisfied



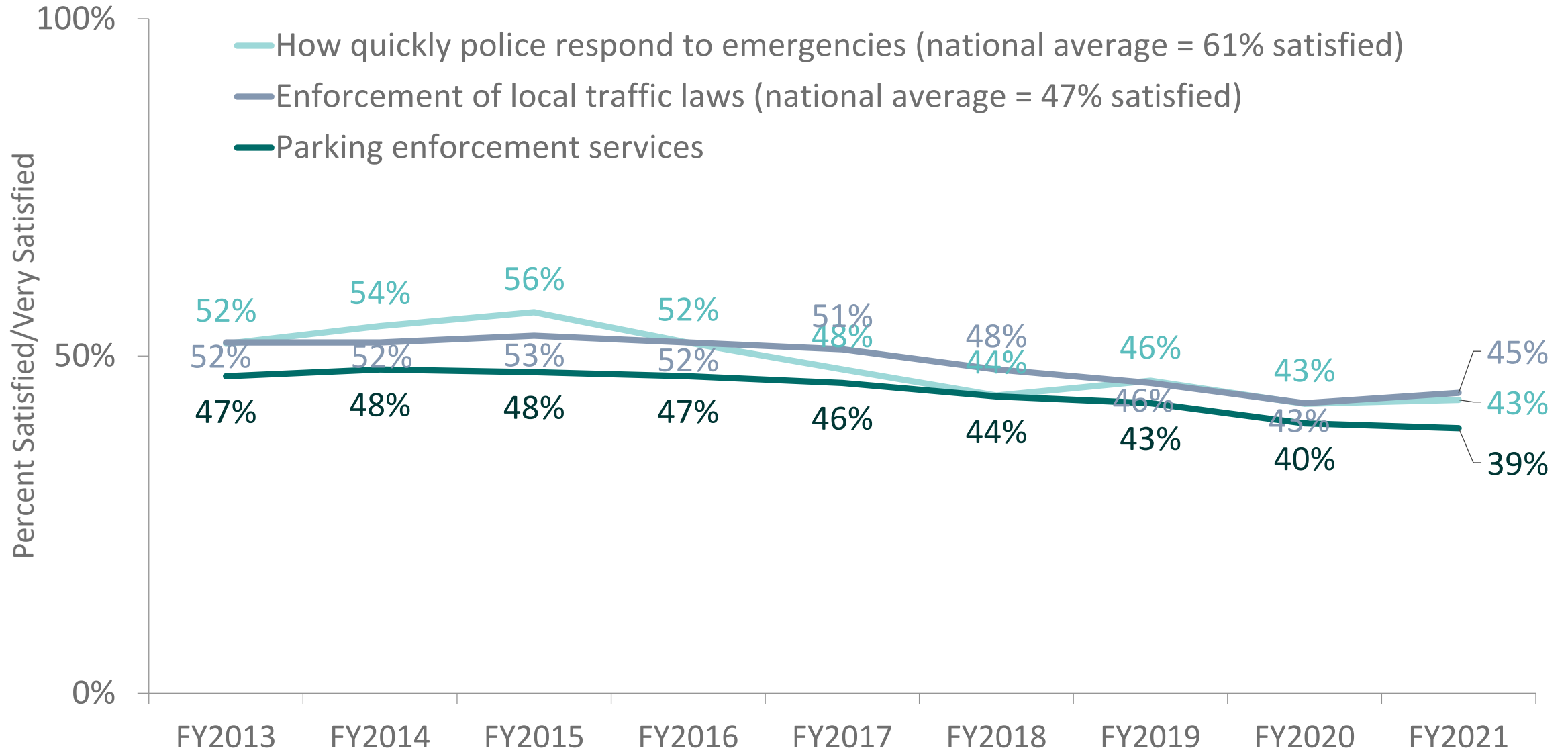
Responsiveness to resident concerns



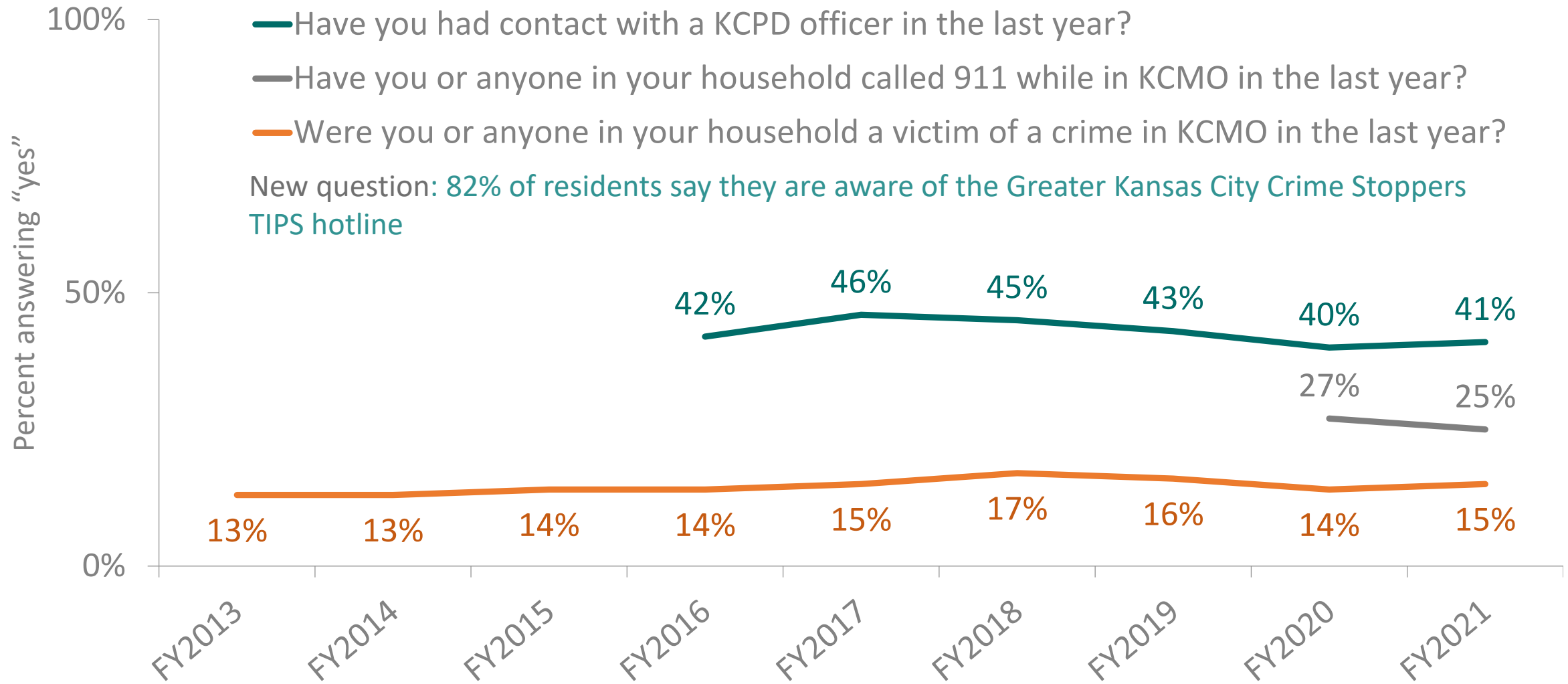
Relationship between police and my neighborhood



Other Police Services Questions: Satisfaction Unchanged



Experiences of Residents: Contact with KCPD, victims of crime, called 911, aware of TIPS hotline



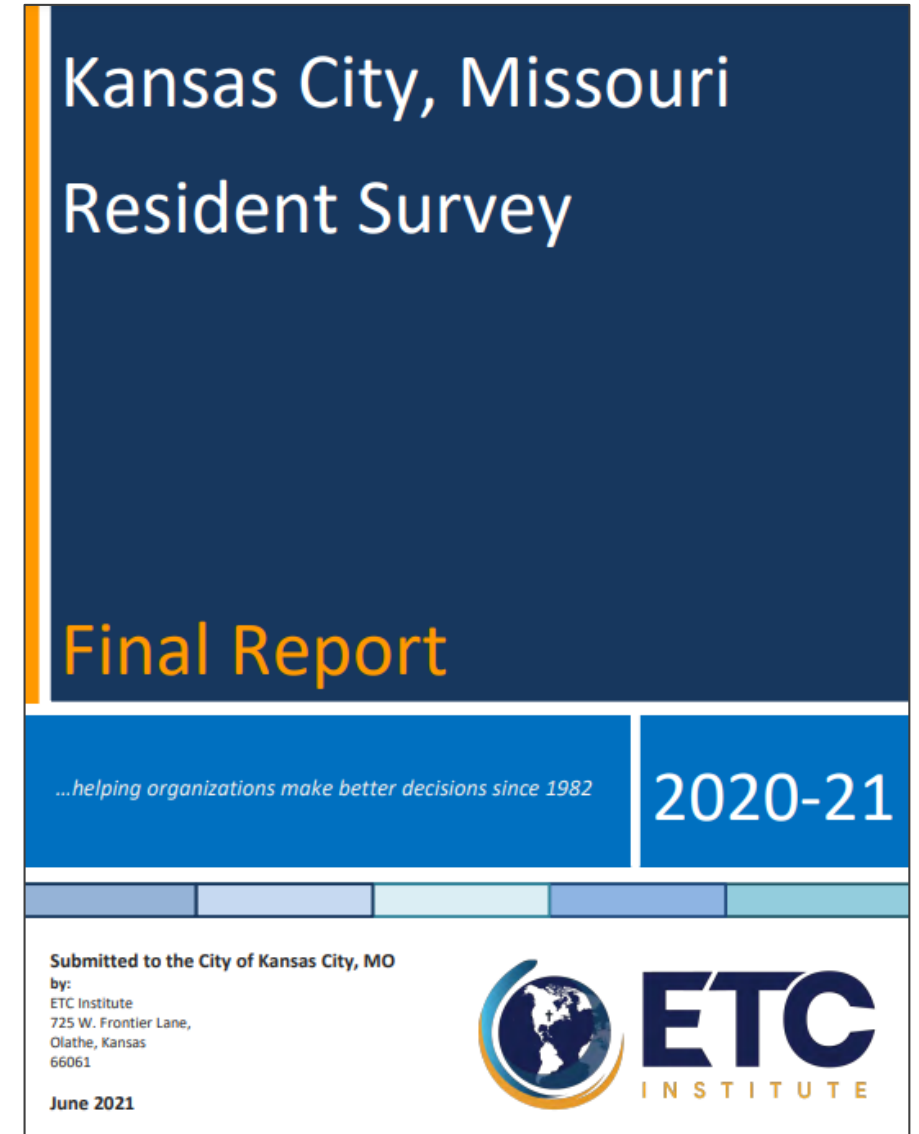
Questions?

Other resources:

- Full report and maps available at www.kcmo.gov/survey
- Resident survey dashboard is available (link from above site)

For additional analysis:

- Kate Bender
(Kate.Bender@kcmo.org,
816-513-6567)



The image shows the cover of a report titled "Kansas City, Missouri Resident Survey Final Report". The cover has a dark blue background with white and orange text. At the top, it says "Kansas City, Missouri Resident Survey" in white. Below that, "Final Report" is written in orange. A blue horizontal band contains the text "...helping organizations make better decisions since 1982" on the left and "2020-21" on the right. At the bottom, there is a white box containing the text "Submitted to the City of Kansas City, MO by: ETC Institute, 725 W. Frontier Lane, Olathe, Kansas 66061, June 2021". To the right of this text is the ETC Institute logo, which features a globe icon and the letters "ETC INSTITUTE".