

# North Kansas City Community Survey

## Findings Report

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# 2020

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

by  
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**April 2020**





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# 2020 North Kansas City Community Survey

## Executive Summary

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### Purpose and Methodology

ETC Institute administered a survey to residents of North Kansas City during March and April of 2020. The purpose of the survey is to use resident input as a part of the City's on-going efforts to improve the quality of city services. Previous community surveys were conducted in 2012 and 2017.

The seven-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in North Kansas City. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of North Kansas City from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 200 residents. This goal was far exceeded, with a total of 307 residents completing the survey. The overall results for the sample of 307 households have a precision of at least +/-5.6% at the 95% level of confidence.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from North Kansas City with the results from other communities in ETC Institute's *DirectionFinder*® database. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion.*"

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from the 2012 and 2017 community surveys,

- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- benchmarking data that shows how the results for North Kansas City compare to other communities,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

## Overall Perceptions of the City

Ninety-two percent (92%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality life in the City; 91% were satisfied with the overall quality of services provided by the city, and 82% were satisfied with the overall value received for City taxes and fees.

## Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: fire and emergency medical services (95%), library services (92%), trash, recycling and yard waste collection services (91%), and the City’s parks and recreation system (90%).

## Perceptions of Safety

Ninety-eight percent (98%) of respondents, *who had an opinion*, felt “very safe” or “safe” when rating their overall feeling of safety in their neighborhood during the day, and 92% felt safe in city parks. Overall, a majority of respondents indicated they felt “very safe” or “safe” in all four safety items that were on the survey.

## Satisfaction with Specific City Services

- **Public Safety.** The highest levels of satisfaction with public safety services services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of local fire protection (95%), the overall quality of local police protection (94%), and the overall quality of local ambulance service (91%). The aspect of public safety services that respondents were least satisfied with is the quality of animal control (66%).
- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance and appearance of existing city parks (93%), the mowing and trimming of public areas (91%), and the number of city parks (89%). The three parks and recreation services respondents indicated were most important for the city to provide were: 1) the maintenance and appearance of existing city parks, 2) the mowing and trimming of public areas, and 3) walking and biking trails in the city.

- **Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the enforcement of mowing on commercial property (75%), enforcing the maintenance of commercial property (68%), and enforcing mowing on residential property (68%).
- **City Maintenance.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance of city buildings, such as City Hall (92%), snow removal on major city streets (92%), and the cleanliness of city streets and other public areas (86%). The three items respondents indicated were most important for the city to provide were: 1) the maintenance of major city streets, 2) the maintenance of neighborhood streets, and 3) cleanliness of city streets and other public areas.
- **Solid Waste and Utility Services.** The highest levels of satisfaction with City solid waste and utility services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: residential trash (garbage) collection services (90%), yard waste pick up (89%), and drinking water services (86%).
- **City Communication.** The highest levels of satisfaction with City Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the City Newsletter, North Kansas City Connection (84%) and city efforts to keep residents informed (65%).
  - Respondents were asked to indicate what sources they use to get information about the City. The most selected sources were the City Newsletter, North Kansas City Connection (70%), the city website (47%), and neighborhood groups (33%).
  - Respondents were also asked to indicate what types of information they would like to see emphasized in the city newsletter. Highlights of city services and programs, development issues, and highlights of special events and happenings were the three most selected items.

## Additional Findings

- Forty-two percent (42%) of respondents indicated they have called, emailed, or visited the City with a question, problem, or complaint during the past year. Of those who indicated they had called, emailed, or visited the City, 90% indicated it was “very easy” or “easy” to contact the person they needed to reach.
- Respondents who contacted the City during the past year were asked to indicate how often the employee they contacted exhibited four different behaviors. Based on the combined percentage of responses of “always” and “usually,” the most exhibited behavior was the courteousness and politeness of employees (89%).

- Ninety-four percent (94%) of respondents indicated they were aware of Snake Saturday, and 38% of those who were aware of the event participated in it last year. Eighty-one percent (81%) of respondents indicated they were aware of Fridays in the Park, and 31% of those who were aware of the event participated in it last year. Seventy-nine percent (79%) of respondents indicated they were aware of Arts in the Park, and 39% of those who were aware of the event participated in it last year. Seventy-nine percent (79%) of respondents indicated they were aware of Movies in the Park, and 12% of those who were aware of the event participated in it last year. Seventy-two percent (72%) of respondents indicated they were aware of the Mayor's Christmas Tree Lighting, and 13% of those who were aware of the event participated in it last year.
- Seventy-one percent (71%) of respondents indicated that prior to receiving this survey they knew that since 2000 the City of North Kansas City has contracted with the Kansas City Area Transportation Authority (KCATA) to provide low cost, on-demand transportation service within North Kansas City. Of those who knew about this service prior to the receiving the survey, 22% have used it.

## How North Kansas City Compares to Other Communities Nationally

Satisfaction ratings for North Kansas City **rated above the U.S. average in 47 of the 48 areas** that were assessed. North Kansas City rated significantly higher than the U.S. average (difference of 5% or more) in 46 of these areas. Listed below are the comparisons between North Kansas City and the U.S. average:

Service	North Kansas City	U.S.	Difference	Category
Overall value you receive for City taxes and fees	82%	37%	45%	Perceptions of the City
Overall quality of services provided by the City	91%	48%	43%	Perceptions of the City
Customer service provided by City employees	83%	42%	41%	Major Categories
Mowing and trimming of public areas	91%	52%	39%	Parks and Recreation
Maintenance of City streets and sidewalks	80%	42%	38%	Major Categories
Snow removal on neighborhood streets	86%	48%	38%	Maintenance
Maintenance of streets in your neighborhood	82%	45%	37%	Maintenance
Maintenance of major City streets	85%	48%	37%	Maintenance
Condition of sidewalks in the City	77%	43%	34%	Maintenance
The visibility of police in your neighborhood	89%	56%	33%	Public Safety
Snow removal on major City streets	92%	60%	32%	Maintenance
Enforcing mowing on residential property	68%	36%	32%	Code Enforcement
City communication with the public	77%	46%	31%	Major Categories
Bulky item pick up/removal services	85%	54%	31%	Utilities
Maintenance of City buildings, such as City Hall	92%	63%	29%	Maintenance
The City's parks and recreation system	90%	61%	29%	Major Categories
Cleanliness of City streets and other public areas	86%	59%	27%	Maintenance
Overall quality of local police protection	94%	68%	26%	Public Safety
City's efforts to prevent crime	79%	55%	24%	Public Safety
Trash/recycling/yard waste collection services	91%	68%	23%	Major Categories
Maintenance and appearance of existing City parks	93%	70%	23%	Parks and Recreation
Enforcing the clean-up of litter & debris	65%	42%	23%	Code Enforcement
The visibility of police in retail areas	82%	60%	22%	Public Safety
Number of City parks	89%	67%	22%	Parks and Recreation
Yard waste pick up	89%	67%	22%	Utilities
City efforts to keep you informed	65%	43%	22%	Communication
Walking and biking trails in the City	79%	58%	21%	Parks and Recreation
Overall quality of life in the City	92%	72%	20%	Perceptions of the City
Residential trash (garbage) collection services	90%	72%	18%	Utilities
Adequacy of City street lighting	75%	57%	18%	Maintenance
Wastewater (sewer) services	86%	68%	18%	Utilities
Quality of adult recreation programs	72%	55%	17%	Parks and Recreation
Enforcing the maintenance of commercial property	68%	51%	17%	Code Enforcement
Efforts to involve residents in local decisions	48%	31%	17%	Communication
Library services	92%	75%	17%	Major Categories
Recycling services	85%	69%	16%	Utilities
Management of stormwater runoff & flood prevention	70%	54%	16%	Major Categories
Enforcing maintenance of residential property	59%	43%	16%	Code Enforcement
Enforcing sign regulations	66%	50%	16%	Code Enforcement
Overall quality of local fire protection	95%	81%	14%	Public Safety
Enforcement of City codes and ordinances	66%	53%	13%	Major Categories
Quality of animal control	66%	55%	11%	Public Safety
Quality of local ambulance service	91%	81%	10%	Public Safety
Quality of youth recreation programs	72%	62%	10%	Parks and Recreation
Enforcement of local traffic laws	74%	65%	9%	Public Safety
The City's website	64%	59%	5%	Communication
Content on the City's social media sites	56%	53%	3%	Communication
The City's Television channel	46%	48%	-2%	Communication

## How North Kansas City Compares to Other Communities Regionally

Satisfaction ratings for North Kansas City rated above the average for Missouri and Kansas Communities in 47 of the 48 areas that were assessed. North Kansas City rated significantly higher than this average (difference of 5% or more) in 46 of these areas. Listed below are the comparisons between North Kansas City and the average for Missouri and Kansas Communities:

Service	North Kansas City	MO/KS	Difference	Category
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Maintenance of City streets and sidewalks	80%	38%	42%	Major Categories
Mowing and trimming of public areas	91%	50%	41%	Parks and Recreation
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Snow removal on neighborhood streets	86%	50%	36%	Maintenance
Maintenance of City buildings, such as City Hall	92%	56%	36%	Maintenance
Condition of sidewalks in the City	77%	43%	34%	Maintenance
Bulky item pick up/removal services	85%	52%	33%	Utilities
Maintenance of major City streets	85%	53%	32%	Maintenance
Overall quality of local police protection	94%	63%	31%	Public Safety
Customer service provided by City employees	83%	53%	30%	Major Categories
Snow removal on major City streets	92%	62%	30%	Maintenance
City communication with the public	77%	48%	29%	Major Categories
The visibility of police in your neighborhood	89%	60%	29%	Public Safety
Trash/recycling/yard waste collection services	91%	63%	28%	Major Categories
City's efforts to prevent crime	79%	52%	27%	Public Safety
Enforcing mowing on residential property	68%	41%	27%	Code Enforcement
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Enforcing the clean-up of litter & debris	65%	39%	26%	Code Enforcement
Maintenance of streets in your neighborhood	82%	56%	26%	Maintenance
Walking and biking trails in the City	79%	54%	25%	Parks and Recreation
Cleanliness of City streets and other public areas	86%	61%	25%	Maintenance
Adequacy of City street lighting	75%	50%	25%	Maintenance
Overall quality of life in the City	92%	67%	25%	Perceptions of the City
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Quality of animal control	66%	55%	11%	Public Safety
Quality of local ambulance service	91%	80%	11%	Public Safety
Overall quality of local fire protection	95%	85%	10%	Public Safety
City efforts to keep you informed	65%	55%	10%	Communication
The City's website	64%	58%	6%	Communication
Enforcement of local traffic laws	74%	69%	5%	Public Safety
Content on the City's social media sites	56%	55%	1%	Communication
The City's Television channel	46%	57%	-11%	Communication



## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 2 of this report.

**Overall Priorities for the City by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, there were no major services that were recommended as very high or high priorities for investment over the next two years in order to raise the City’s overall satisfaction rating. North Kansas City continues to do a great job satisfying the needs of residents. The table below shows the importance-satisfaction rating for all 12 major categories of City services that were rated.

<b>Importance-Satisfaction Rating</b>						
<b>2020 City of North Kansas City Community Survey</b>						
<b><u>OVERALL</u></b>						
<b>Category of Service</b>	<b>Most Important %</b>	<b>Most Important Rank</b>	<b>Satisfaction %</b>	<b>Satisfaction Rank</b>	<b>Importance-Satisfaction Rating</b>	<b>I-S Rating Rank</b>
<b><u>Medium Priority (IS &lt; .10)</u></b>						
Police services	76%	1	87%	6	0.0960	1
Maintenance of City streets and sidewalks	38%	5	80%	8	0.0756	2
Management of stormwater runoff & flood prevention	17%	7	70%	10	0.0514	3
Enforcement of City codes and ordinances	15%	9	66%	12	0.0512	4
City water and wastewater services	42%	4	88%	5	0.0508	5
Trash/recycling/yard waste collection services	50%	3	91%	3	0.0441	6
Fire and emergency medical services	73%	2	95%	1	0.0403	7
City communication with the public	15%	8	77%	9	0.0347	8
The City’s parks and recreation system	25%	6	90%	4	0.0250	9
Library services	11%	10	92%	2	0.0097	10
Municipal court services	2%	12	67%	11	0.0065	11
Customer service provided by City employees	3%	11	83%	7	0.0049	12

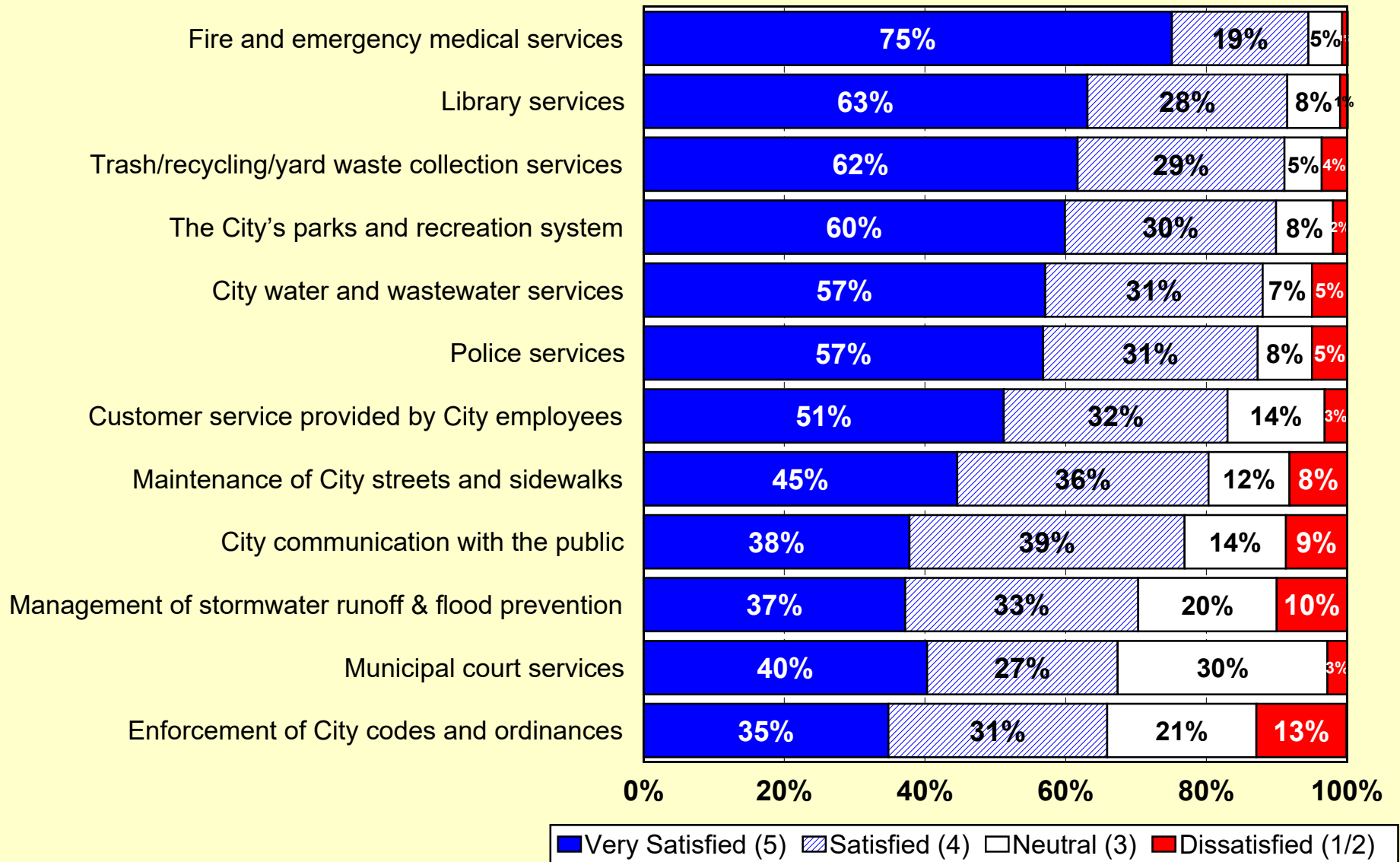
# **Section 1**

## ***Charts and Graphs***

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# Q1. Overall Satisfaction With the Quality of City Services

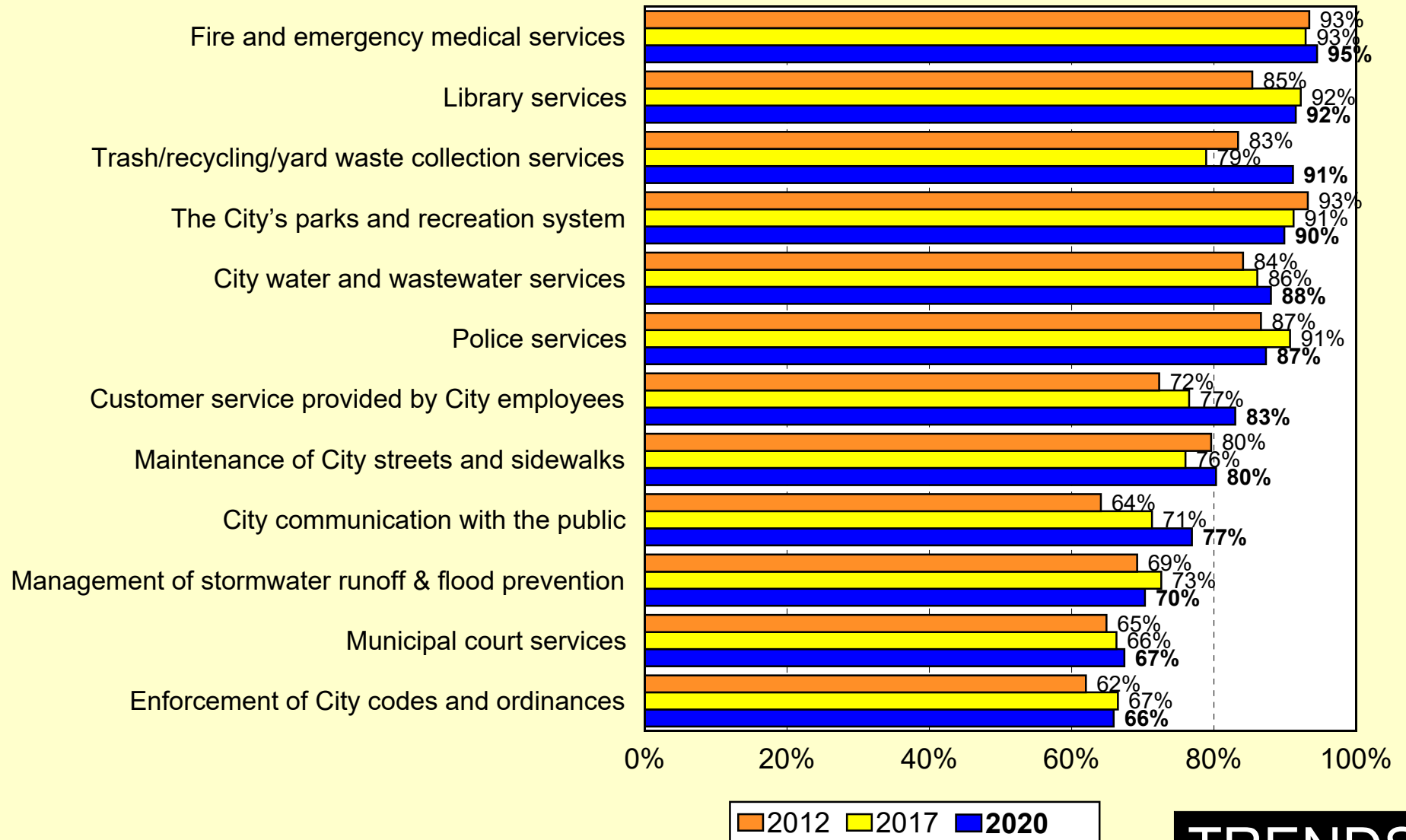
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020 North Kansas City Community Survey)

# Overall Satisfaction With City Services by Major Category - 2012 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

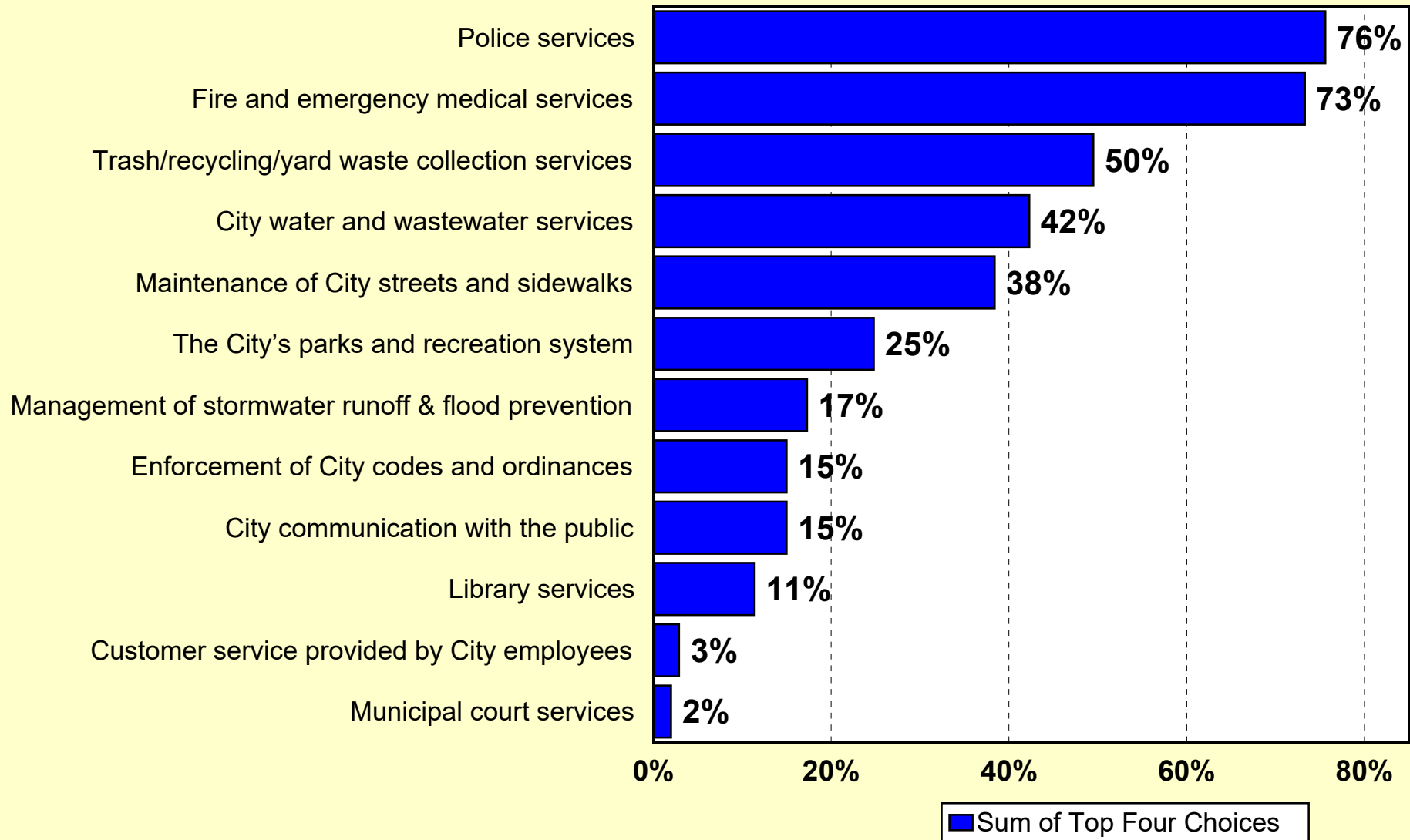


Source: ETC Institute (2020 North Kansas City Community Survey)



## Q2. Overall City Services That Residents Felt Were Most Important For the City to Provide

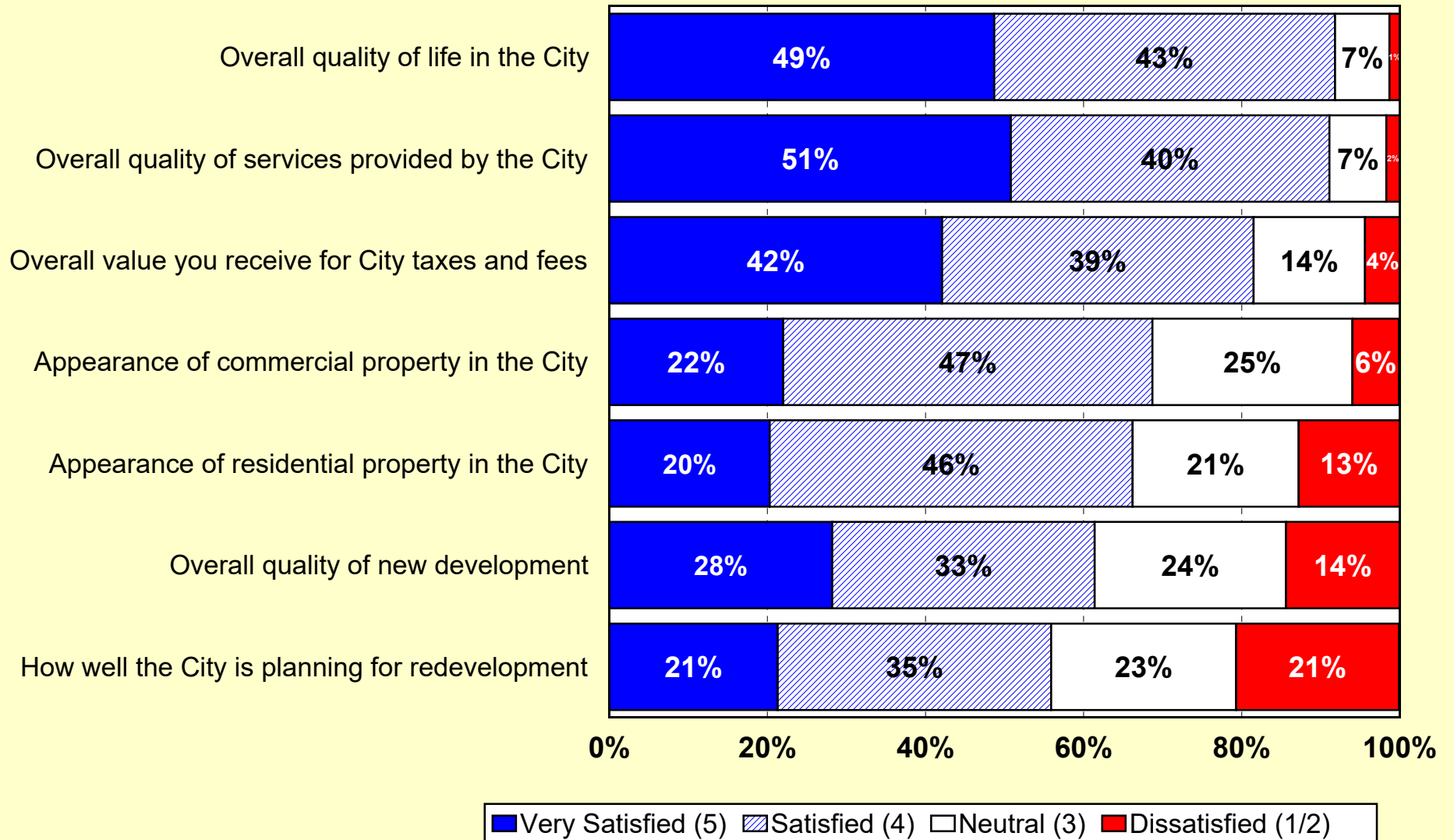
by percentage of respondents surveyed who selected the item as one of their top four choices



Source: ETC Institute (2020 North Kansas City Community Survey)

# Q3. Satisfaction With Items That Influence Perceptions of North Kansas City

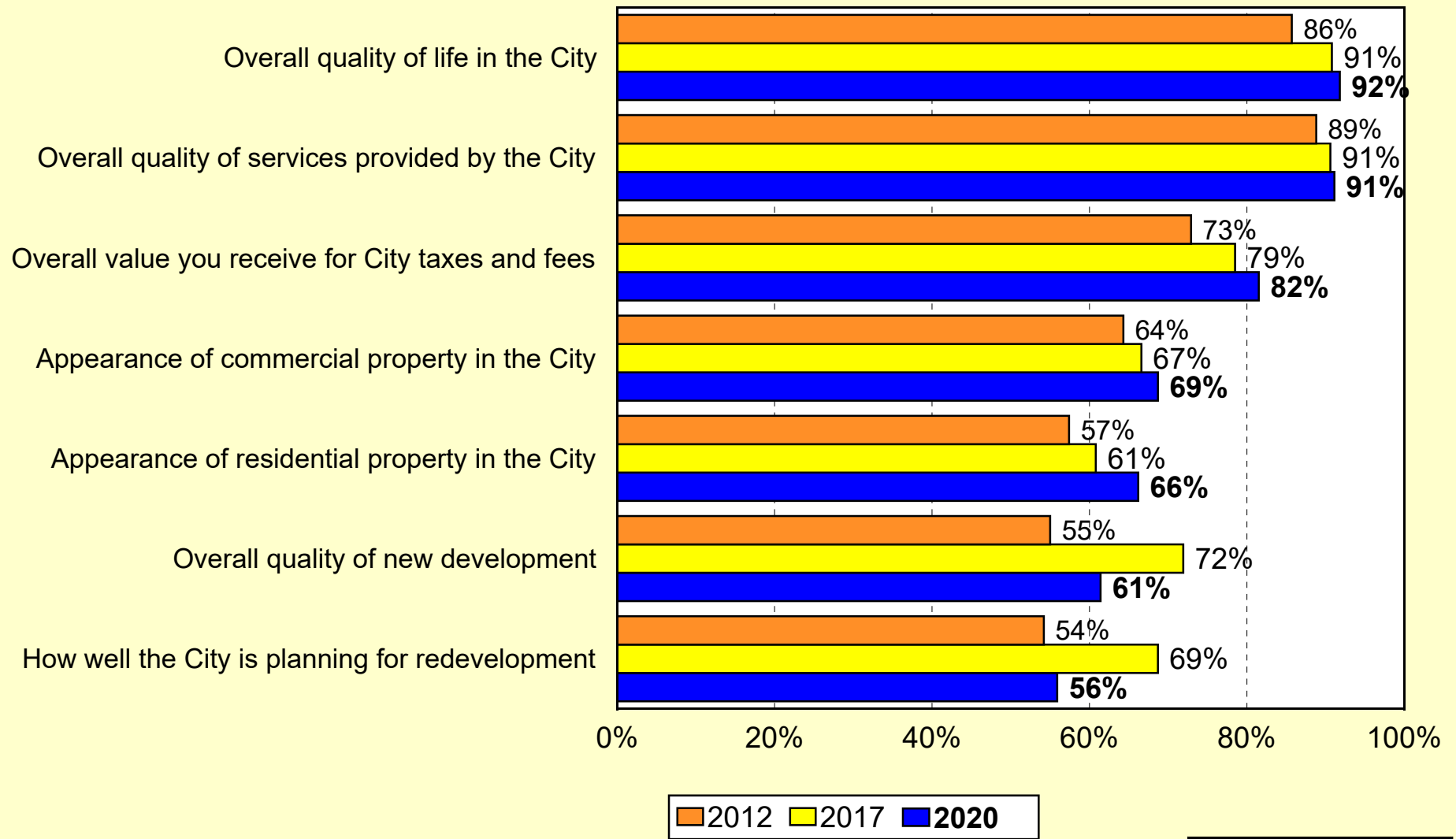
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020 North Kansas City Community Survey)

# Overall Satisfaction With Items That Influence Perceptions - 2012 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

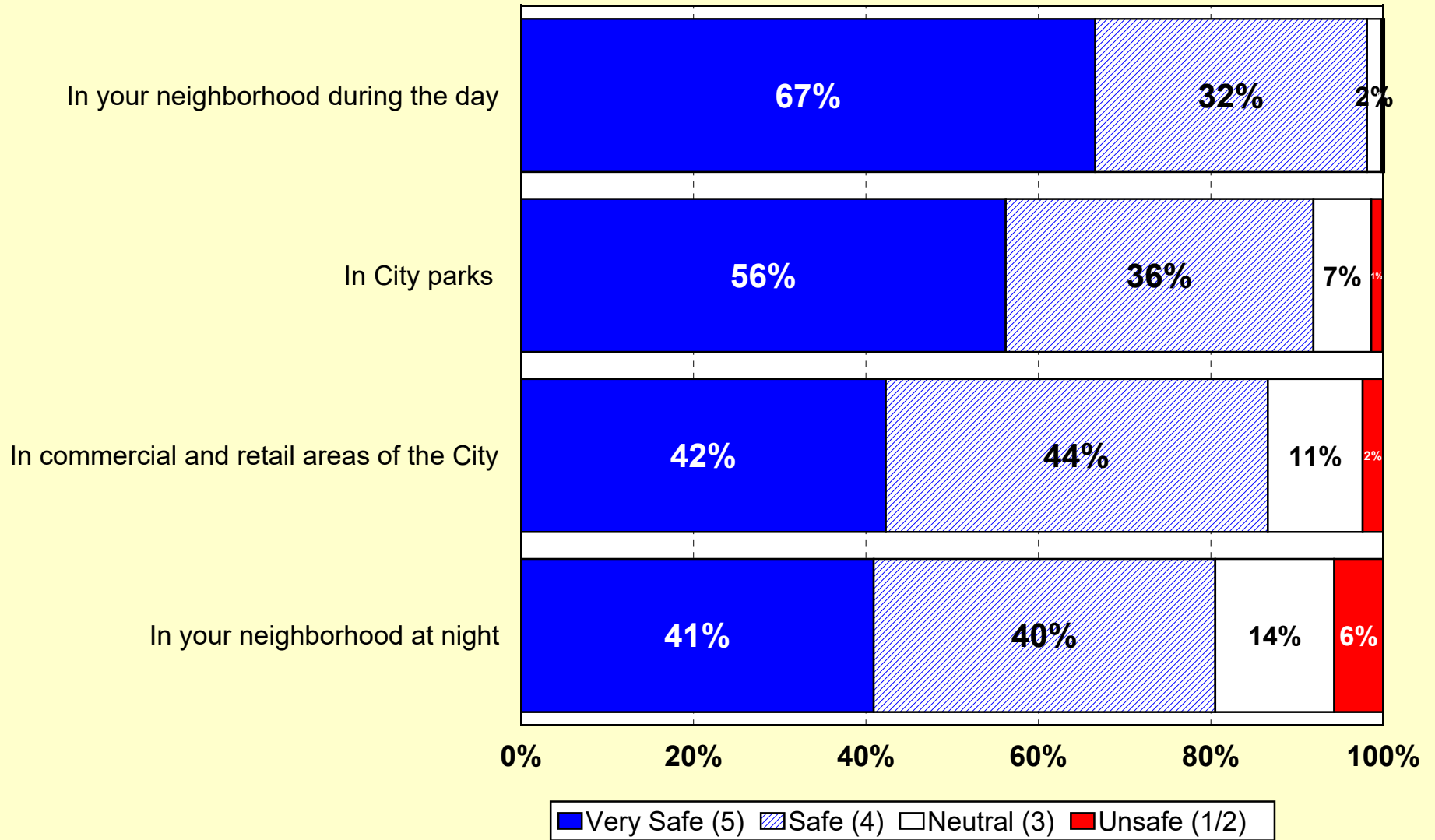


Source: ETC Institute (2020 North Kansas City Community Survey)

**TRENDS**

# Q4. Perceptions of Safety in North Kansas City

by percentage of respondents (excluding "don't know")

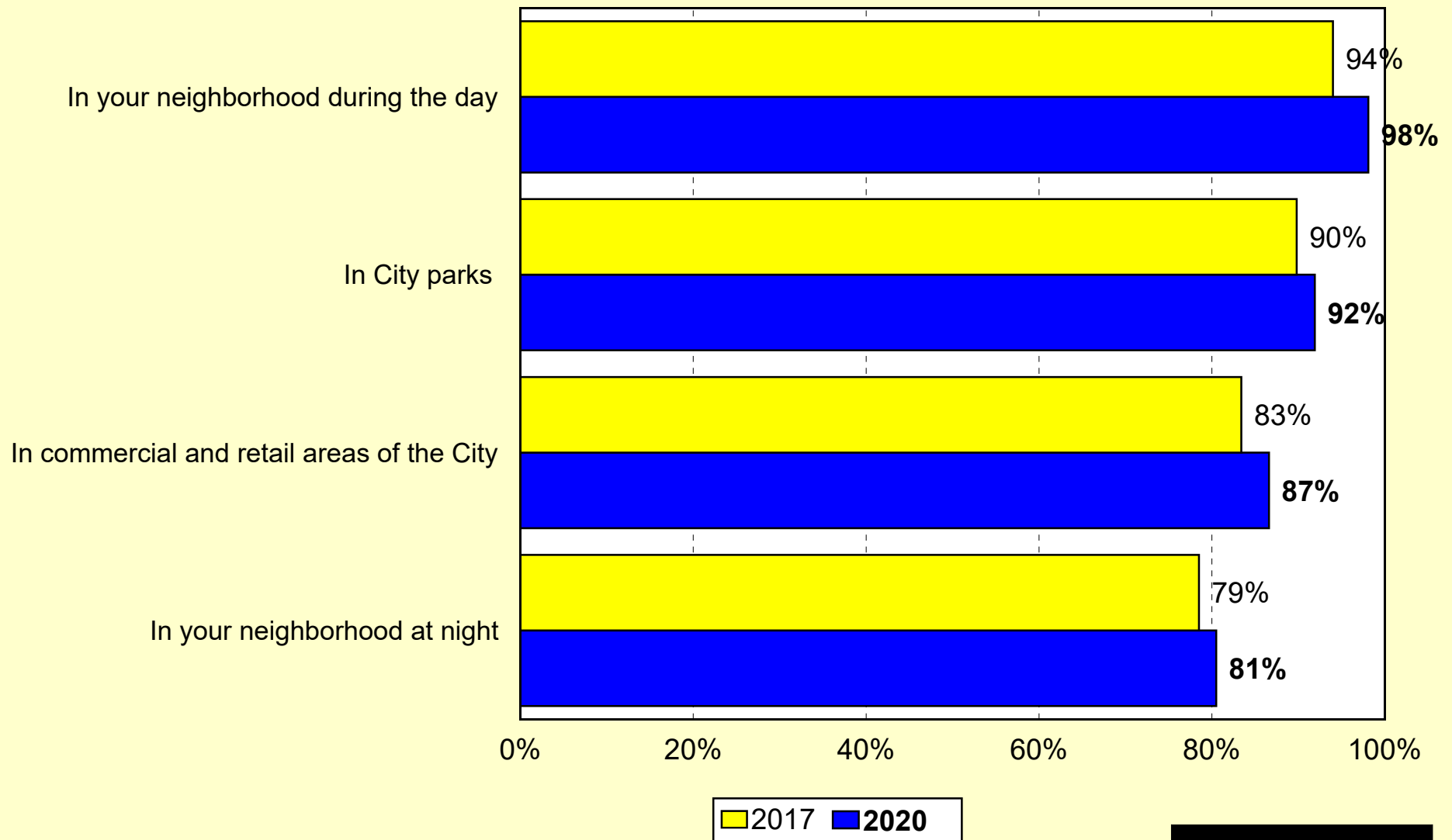


Source: ETC Institute (2020 North Kansas City Community Survey)



# Perceptions of Safety in North Kansas City 2017 vs. 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

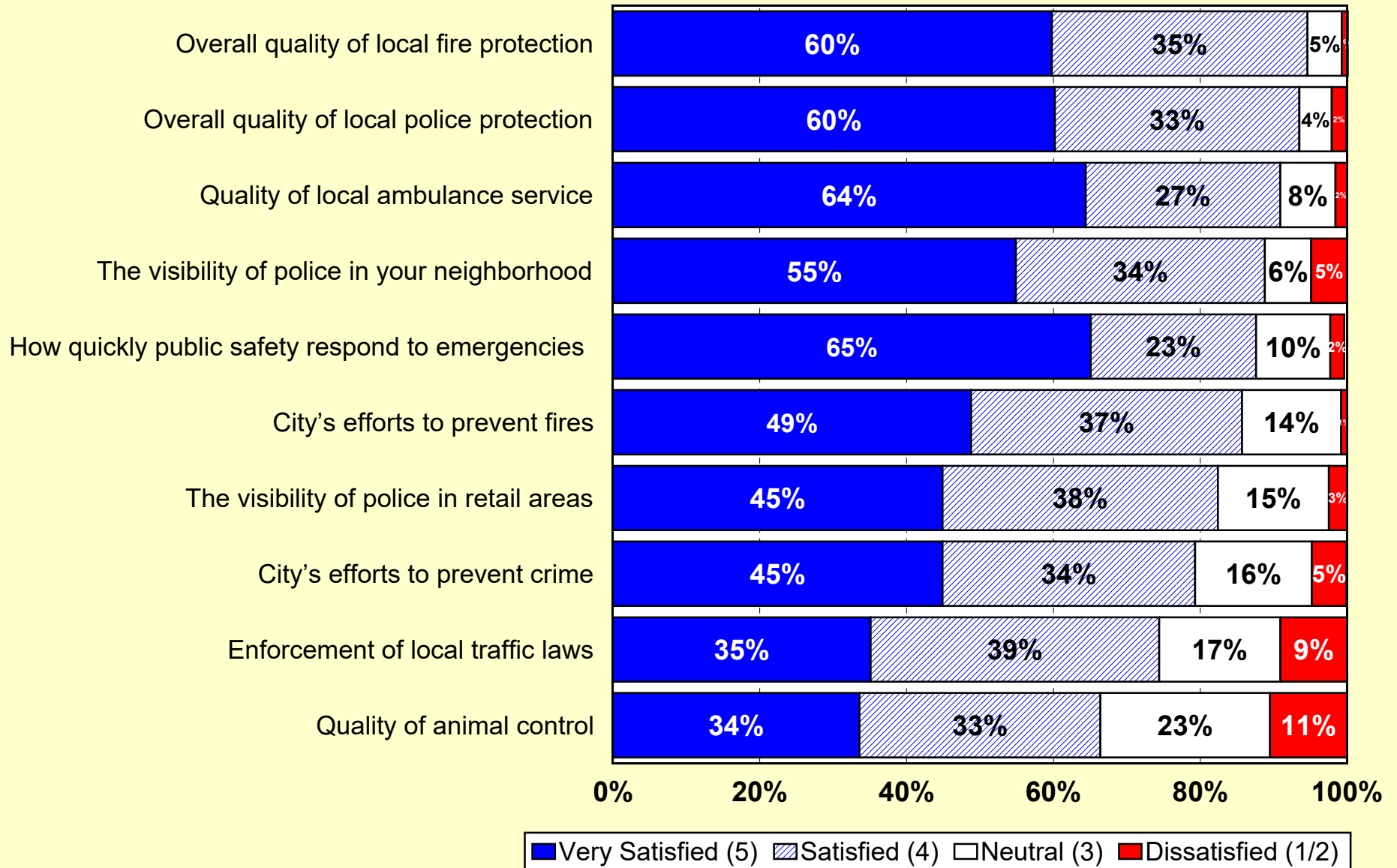


Source: ETC Institute (2020 North Kansas City Community Survey)

**TRENDS**

# Q5. Satisfaction With Public Safety Services

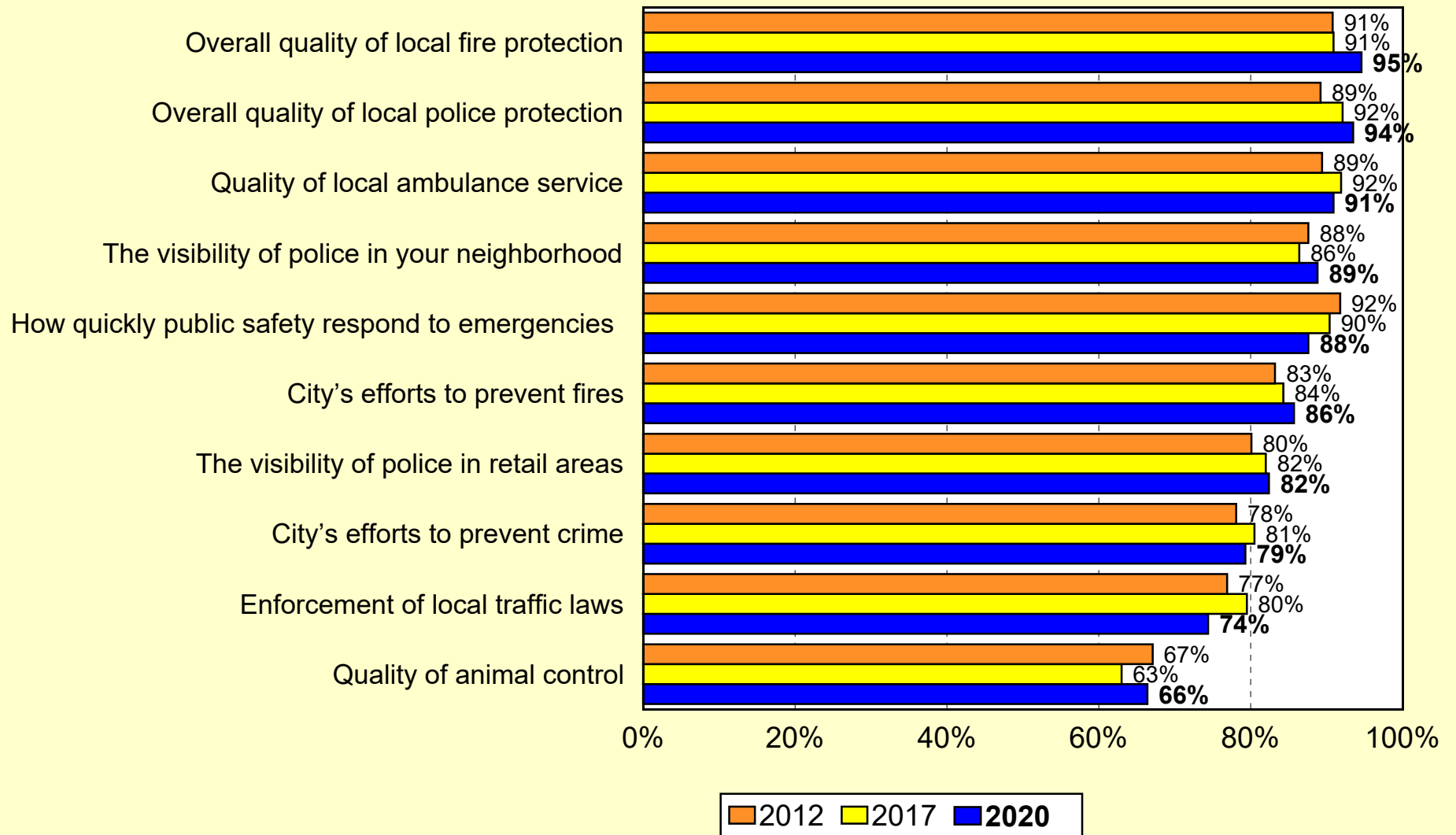
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020 North Kansas City Community Survey)

# Overall Satisfaction With Public Safety Services 2012 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

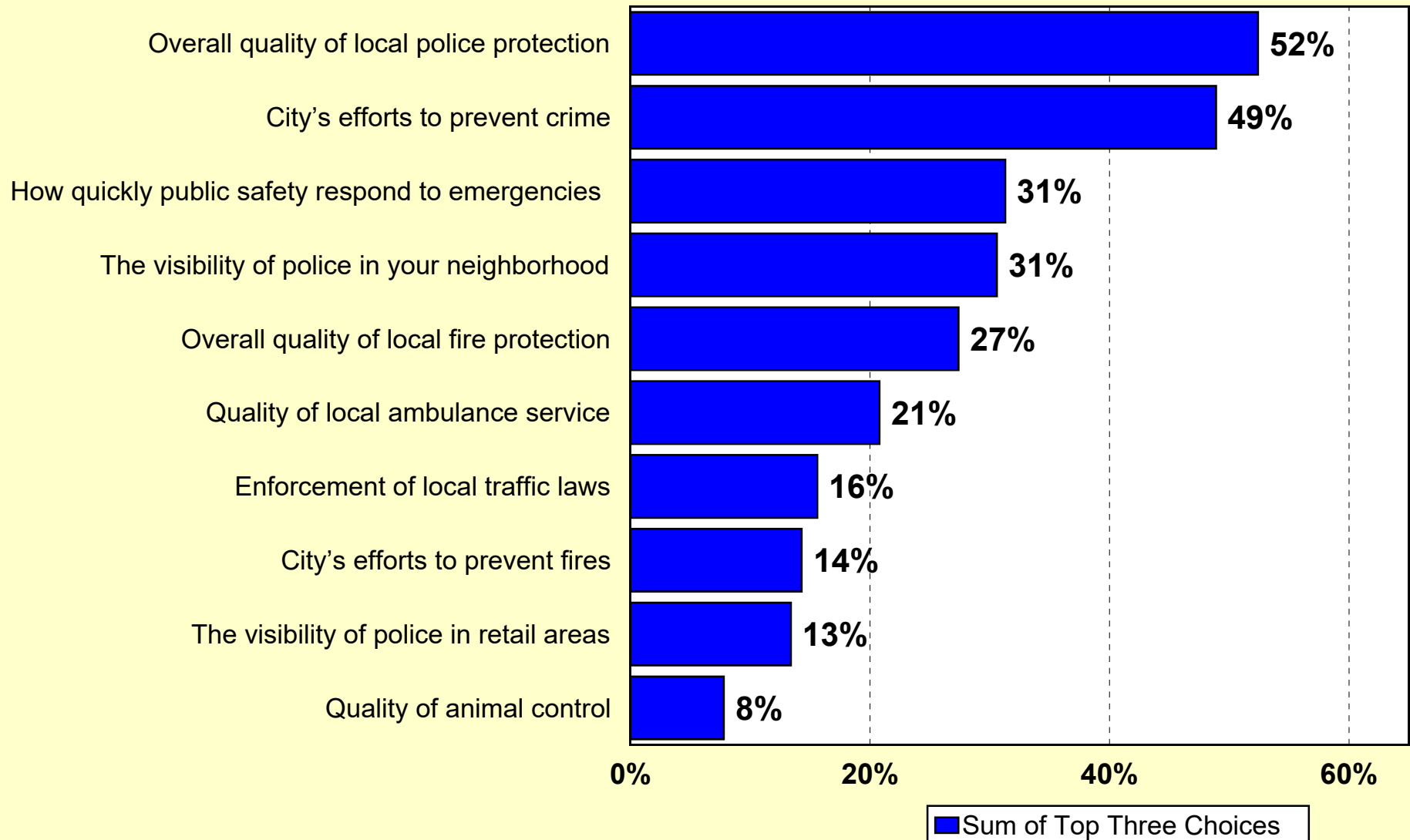


**TRENDS**

Source: ETC Institute (2020 North Kansas City Community Survey)

# Q6. Public Safety Services That Residents Felt Were Most Important For the City To Provide

by percentage of respondents surveyed who selected the item as one of their top three choices



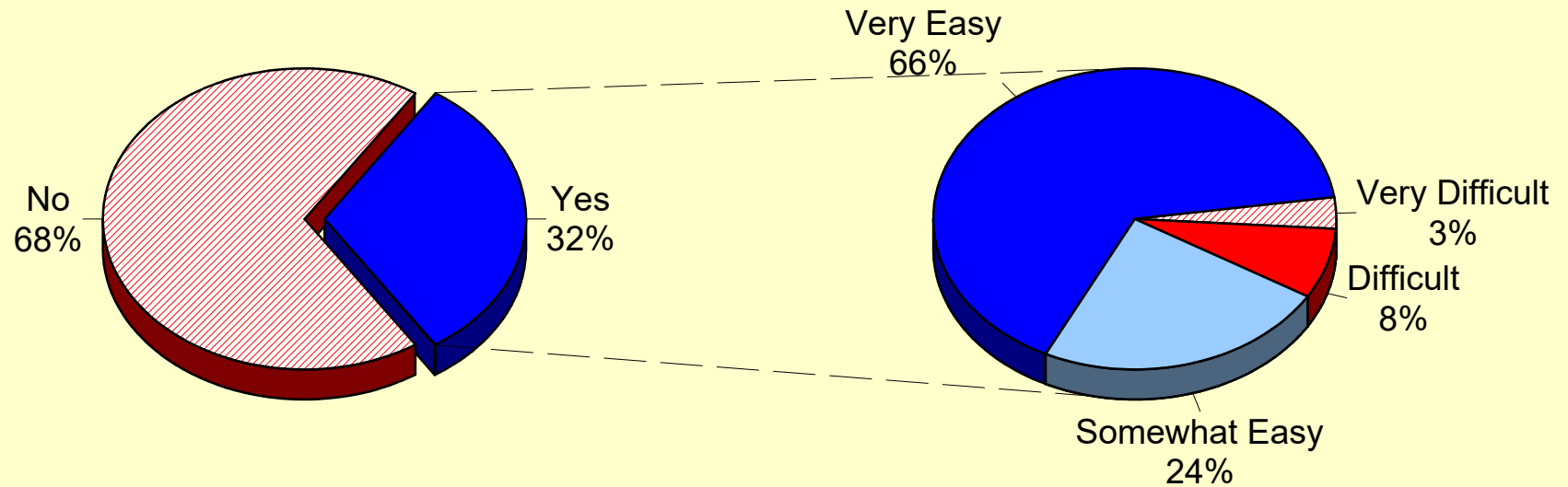
Source: ETC Institute (2020 North Kansas City Community Survey)

# Q7. Have you called, emailed or visited the Police Department with a question, problem, or complaint during the past year?

by percentage of respondents

## Q7a. If yes, how easy was it to contact the person you needed to reach?

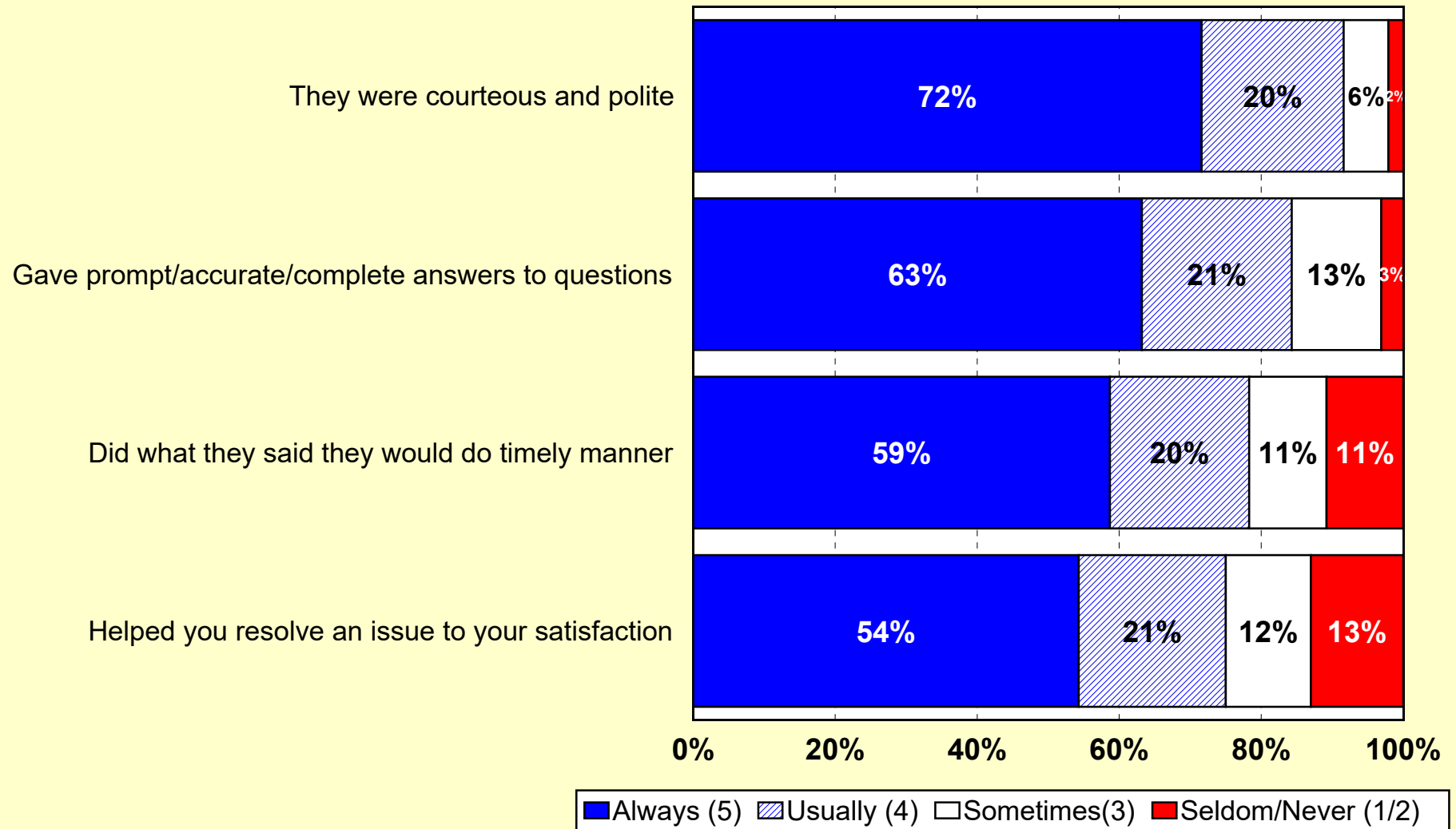
by percentage of respondents who contacted the Police Dept. during the past year (excluding "don't know")



Source: ETC Institute (2020 North Kansas City Community Survey)

# Q7b. Satisfaction with Customer Service Received from Police Department Employees

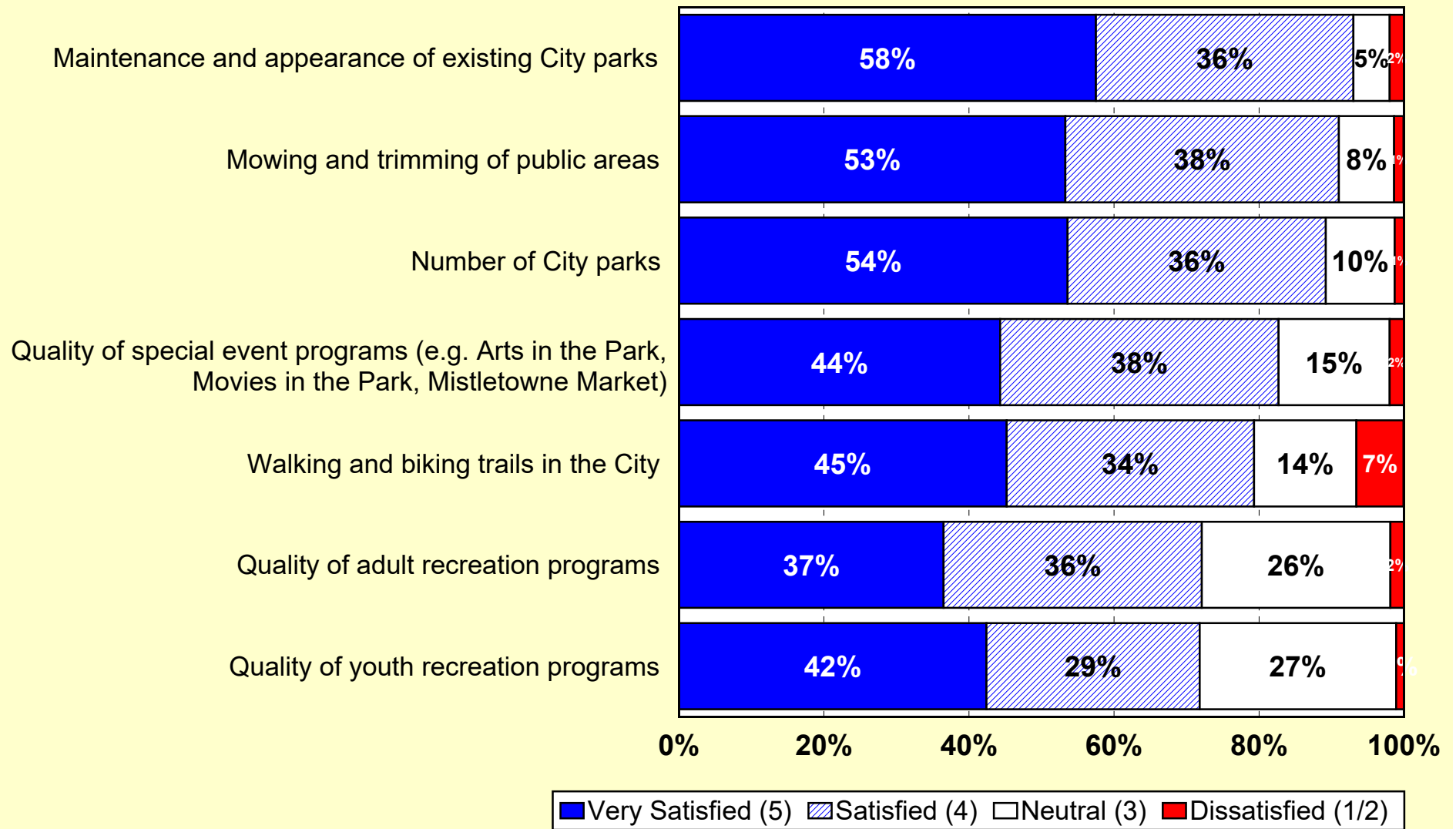
by percentage of respondents who contacted the Police Dept. during the past year (excluding "don't know")



Source: ETC Institute (2020 North Kansas City Community Survey)

# Q8. Satisfaction with Various Aspects of Parks and Recreation

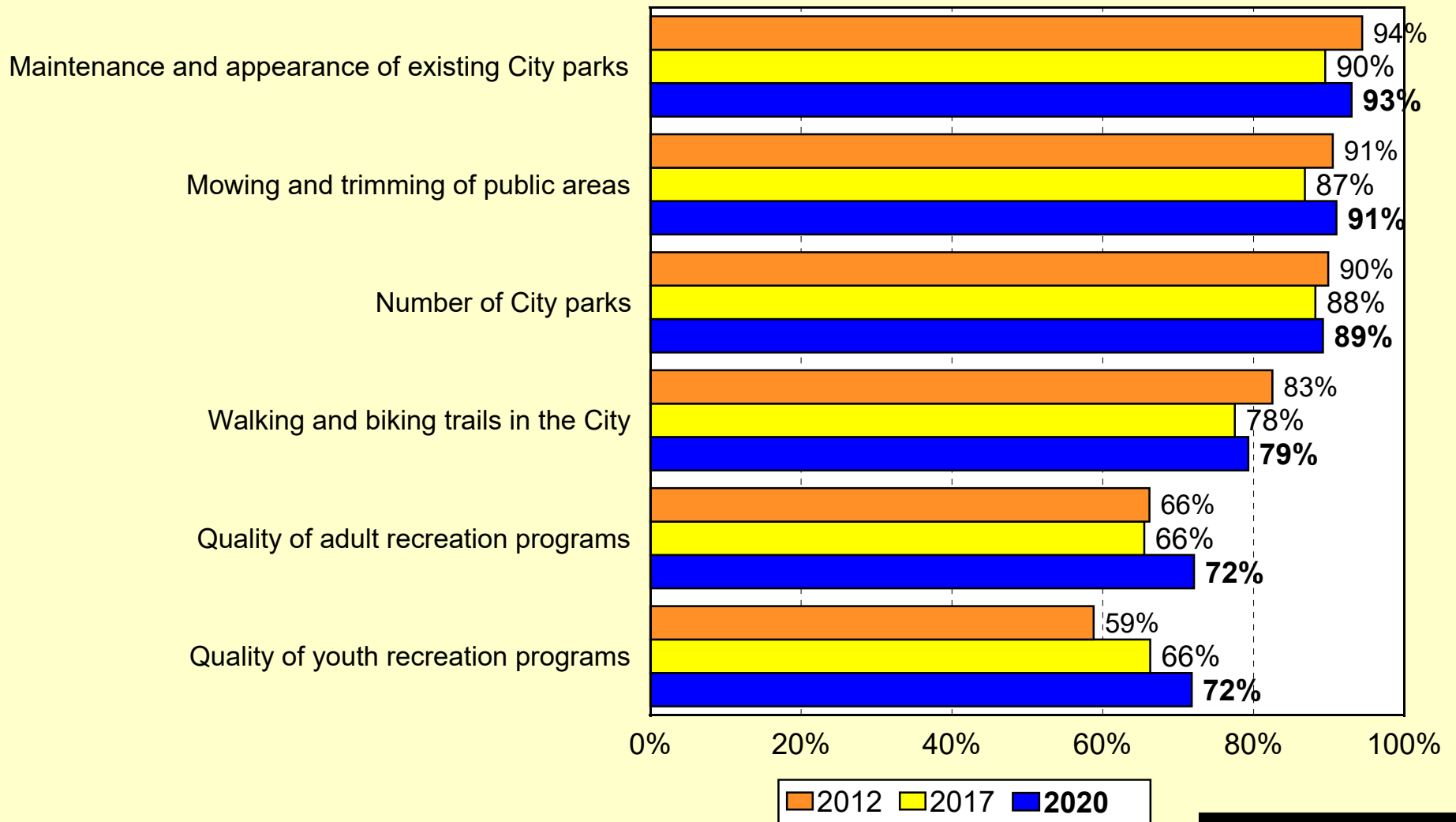
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020 North Kansas City Community Survey)

# Overall Satisfaction With Parks and Recreation 2012 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



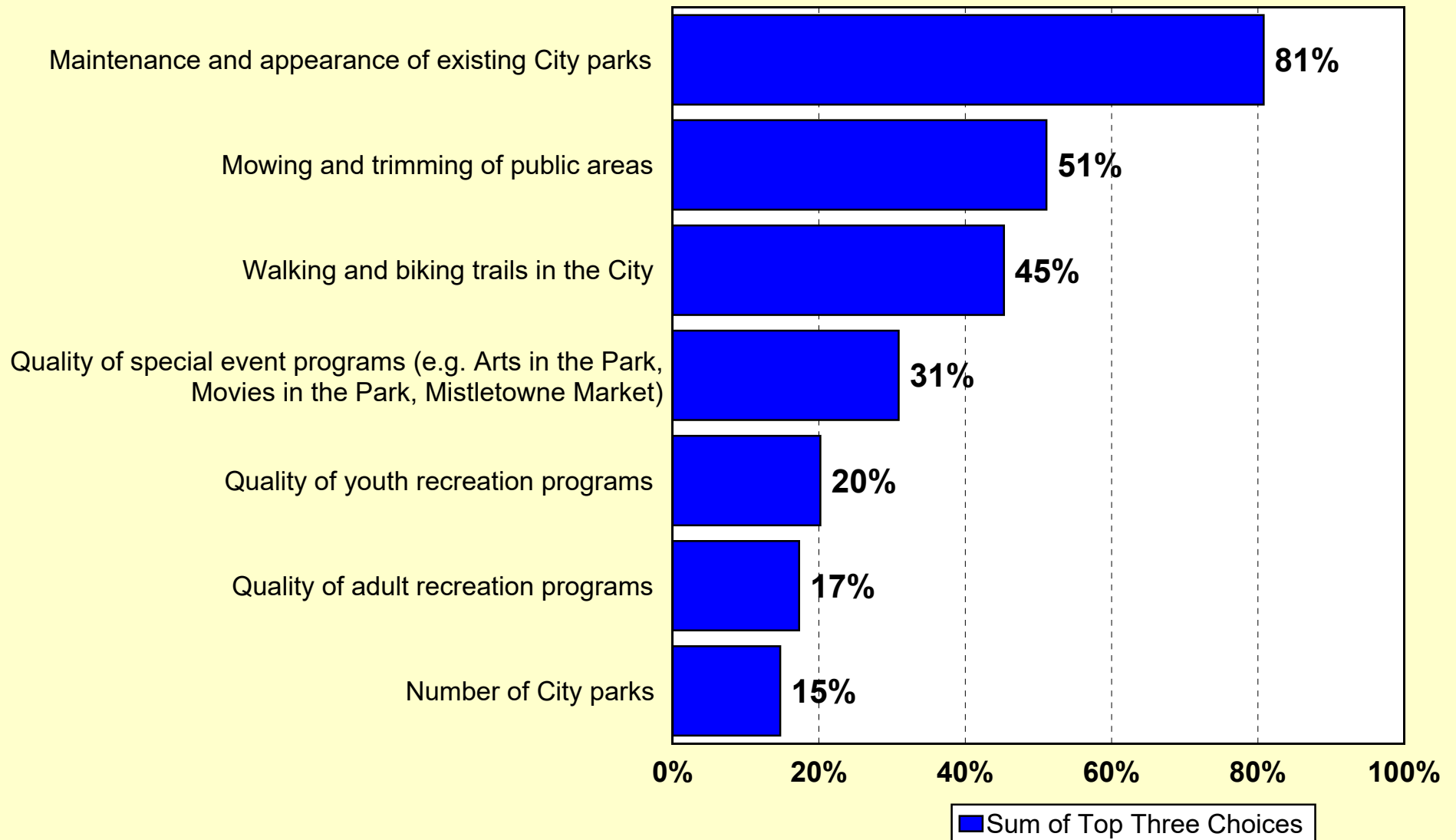
Source: ETC Institute (2020 North Kansas City Community Survey)

**TRENDS**



# Q9. Parks and Recreation Services That Residents Felt Were Most Important For the City To Provide

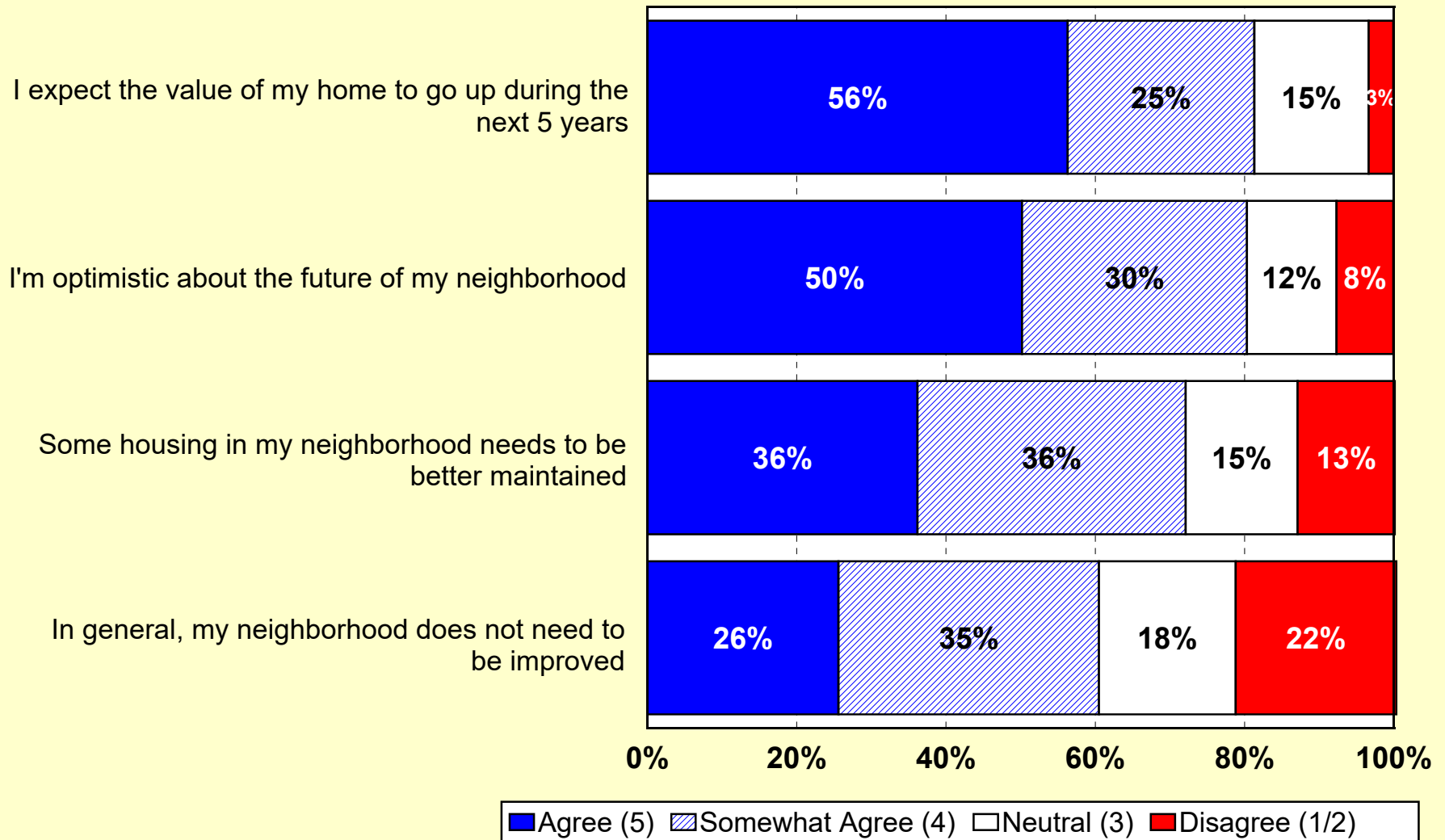
by percentage of respondents surveyed who selected the item as one of their top three choices



Source: ETC Institute (2020 North Kansas City Community Survey)

# Q10[1-4]. Level of Agreement With Various Statements Regarding Community Planning and Development

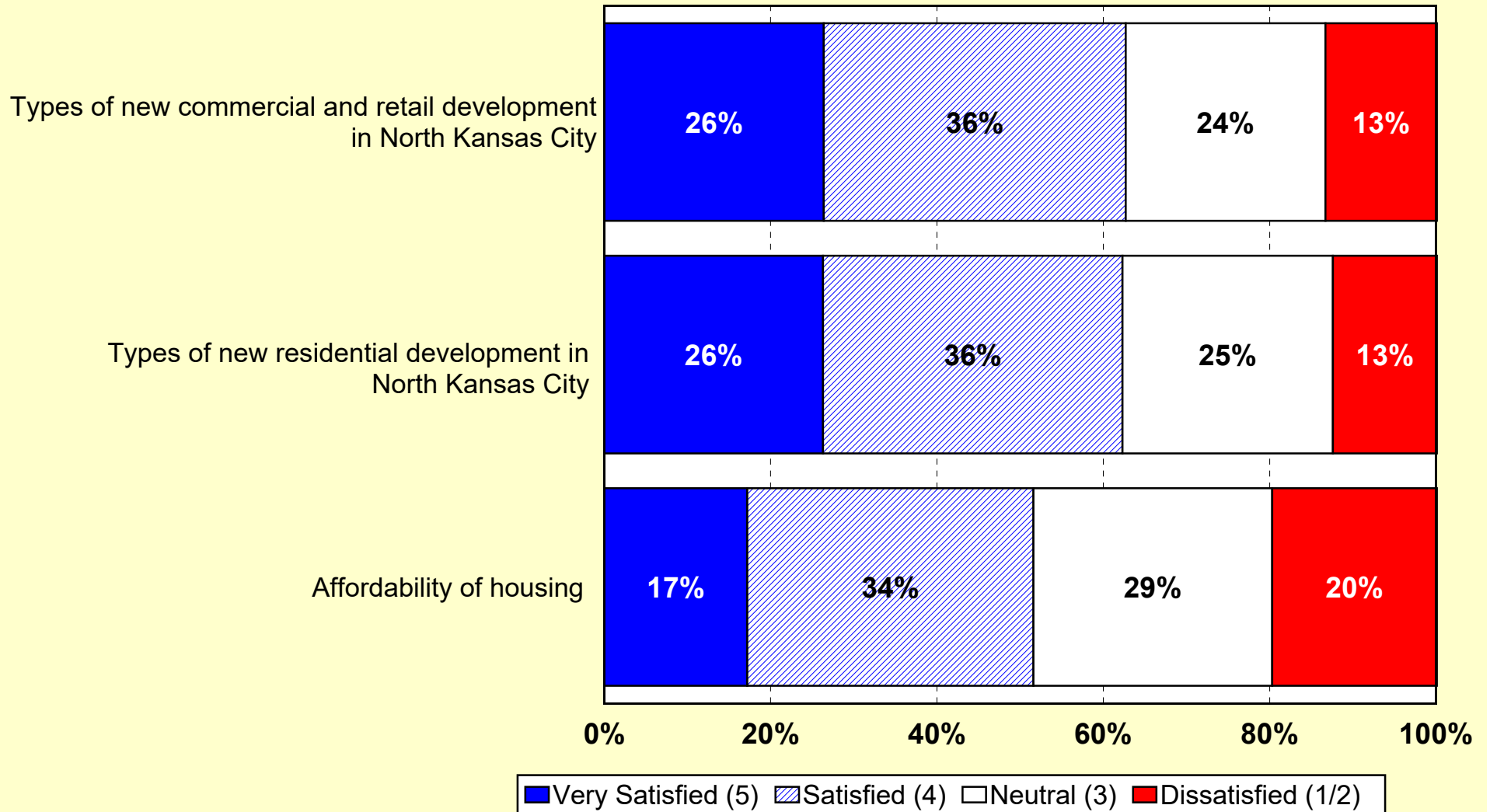
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020 North Kansas City Community Survey)

# Q10[5-7]. Satisfaction With Various Aspects of Community Planning and Development

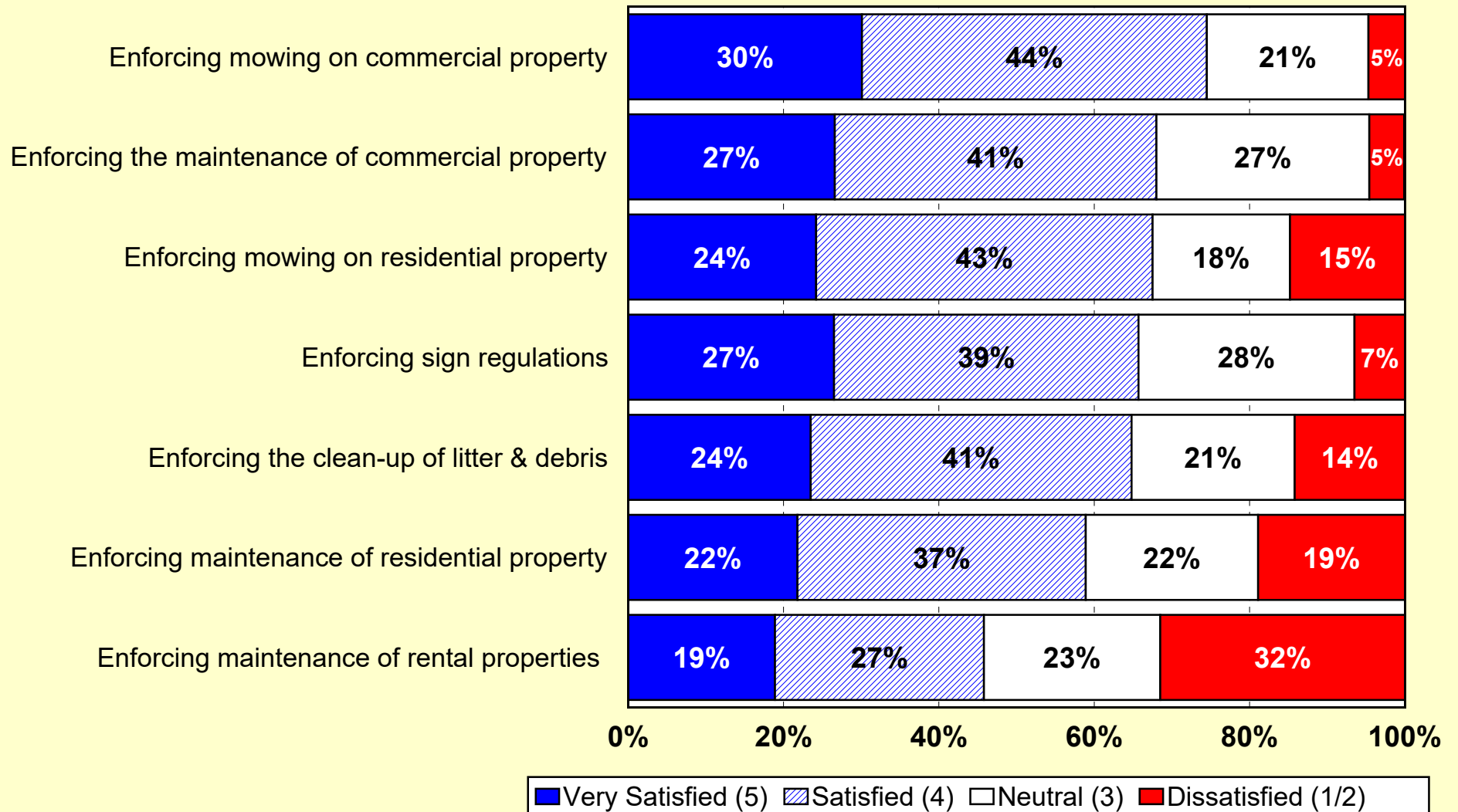
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020 North Kansas City Community Survey)

# Q11. Satisfaction with Code Enforcement

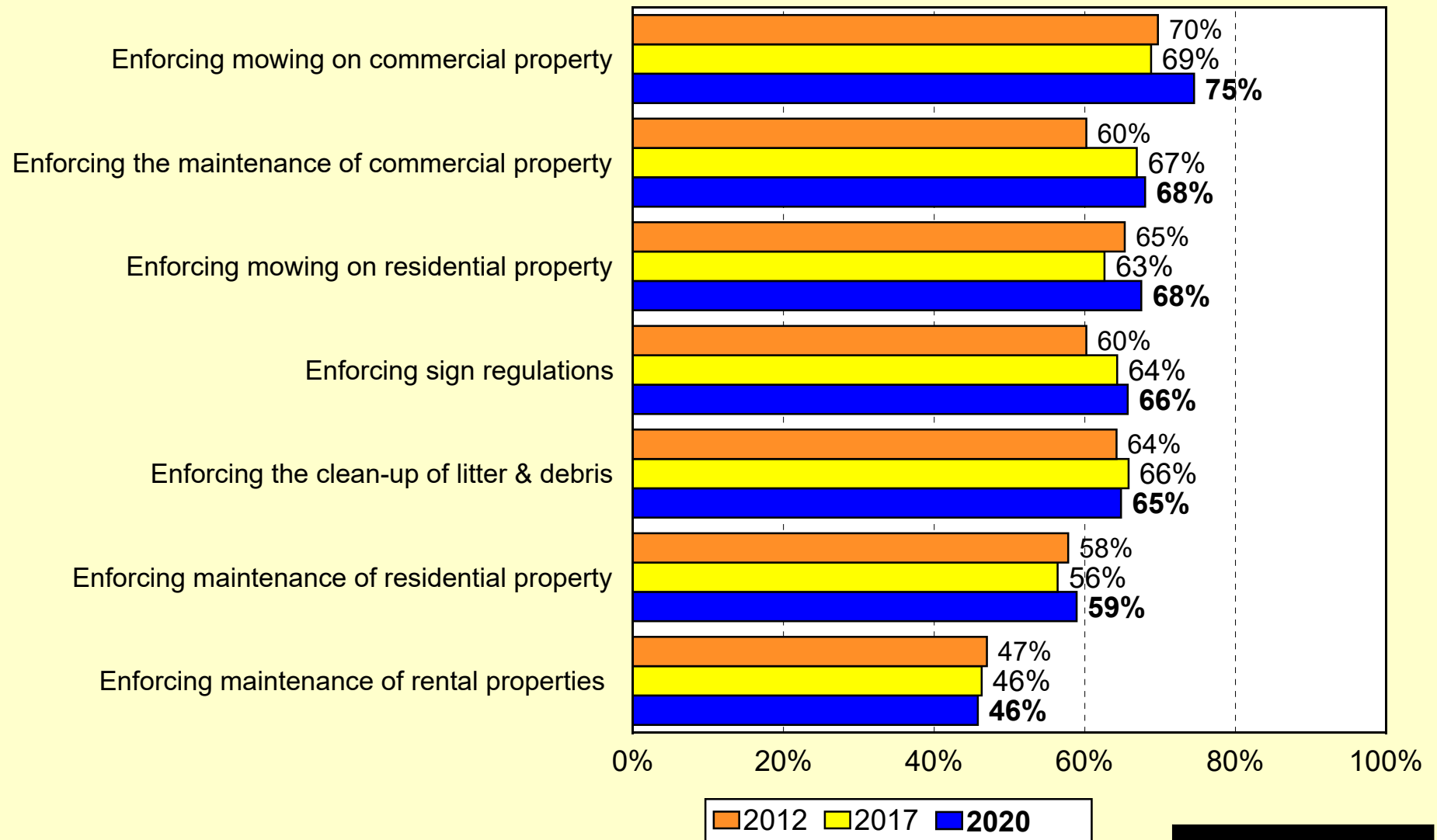
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020 North Kansas City Community Survey)

# Overall Satisfaction With Code Enforcement 2012 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

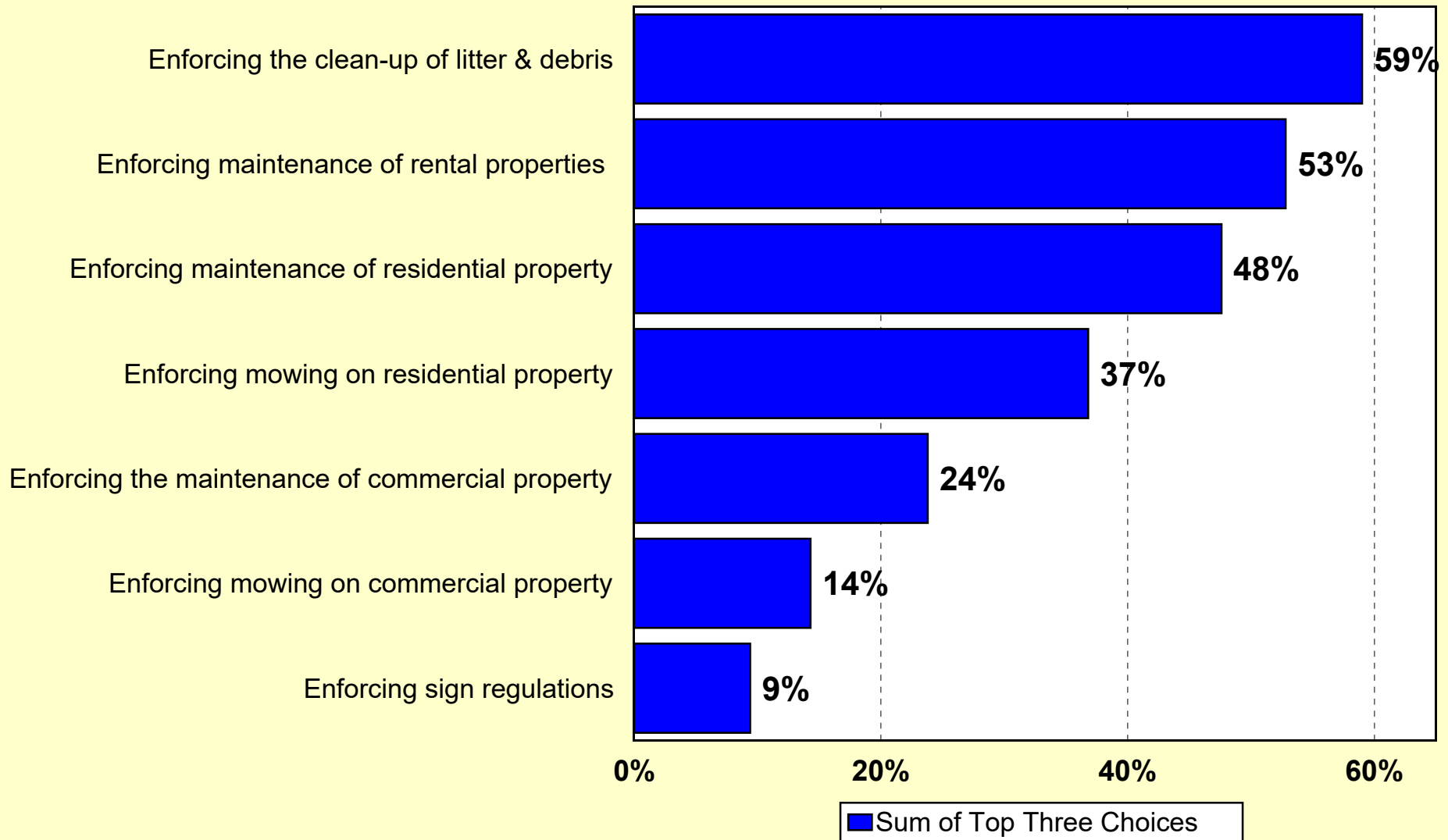


**TRENDS**

Source: ETC Institute (2020 North Kansas City Community Survey)

# Q12. Code Enforcement Services That Residents Felt Were Most Important For the City To Provide

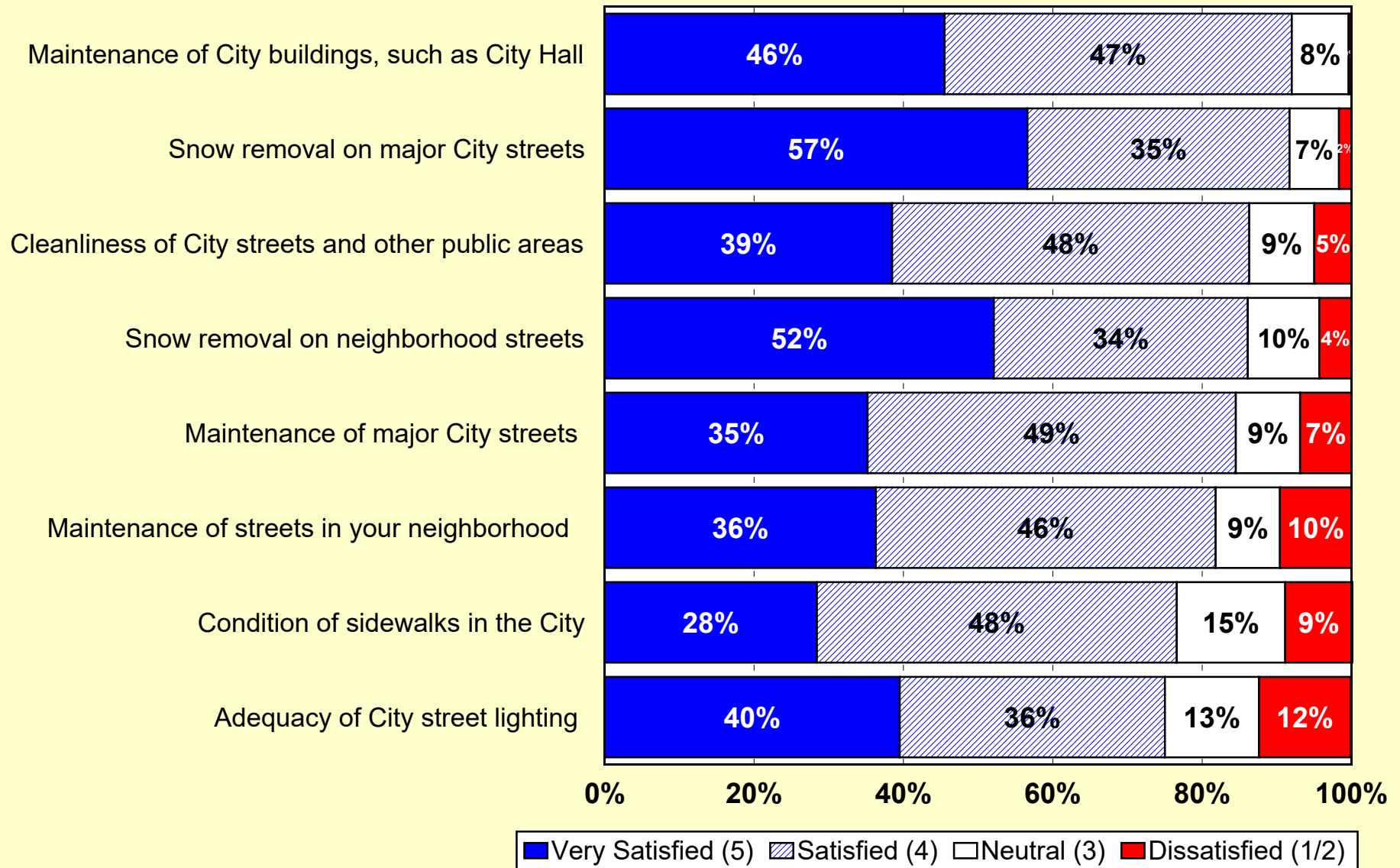
by percentage of respondents surveyed who selected the item as one of their top three choices



Source: ETC Institute (2020 North Kansas City Community Survey)

# Q13. Satisfaction with Maintenance

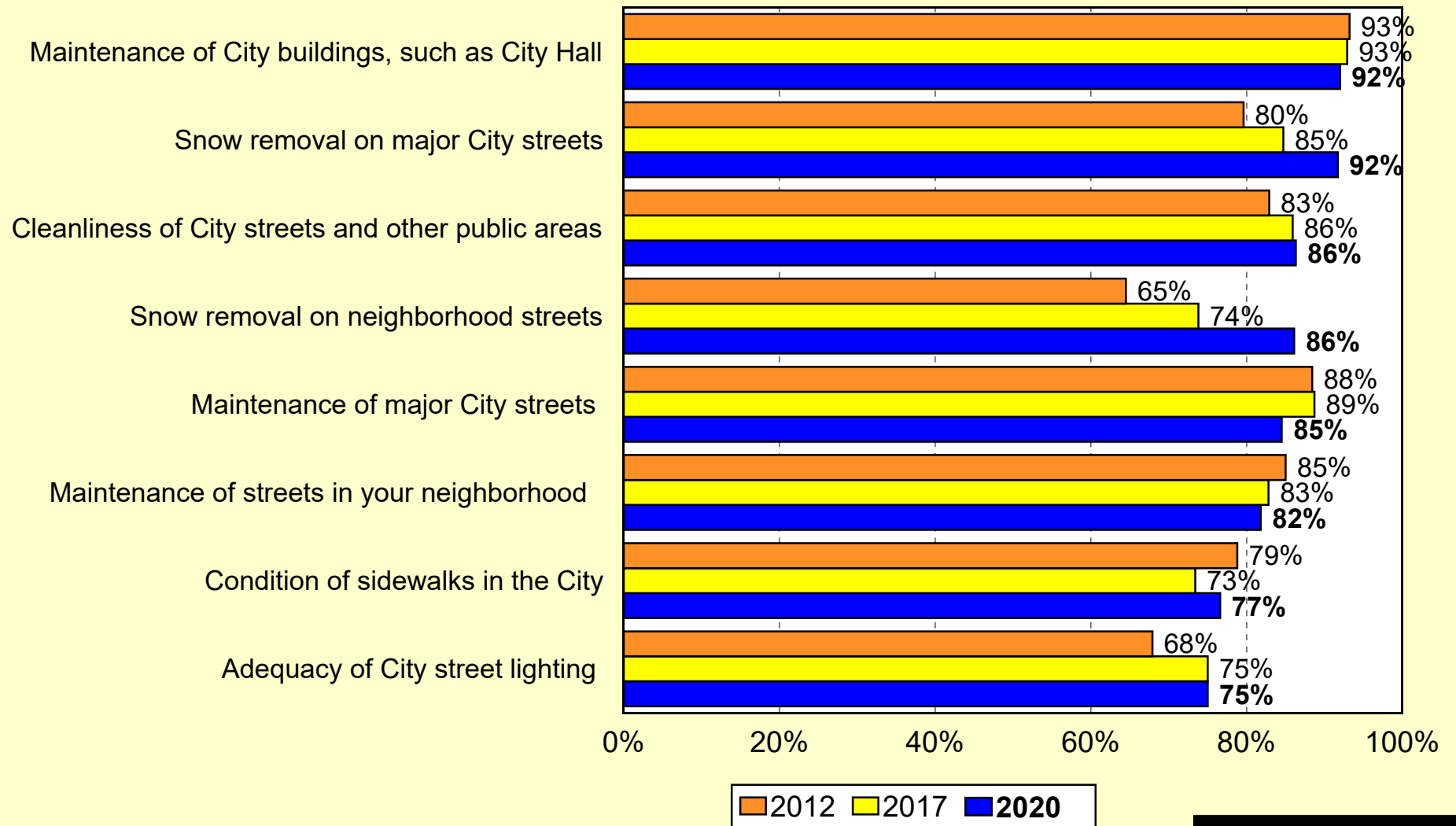
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020 North Kansas City Community Survey)

# Overall Satisfaction With Maintenance 2012 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



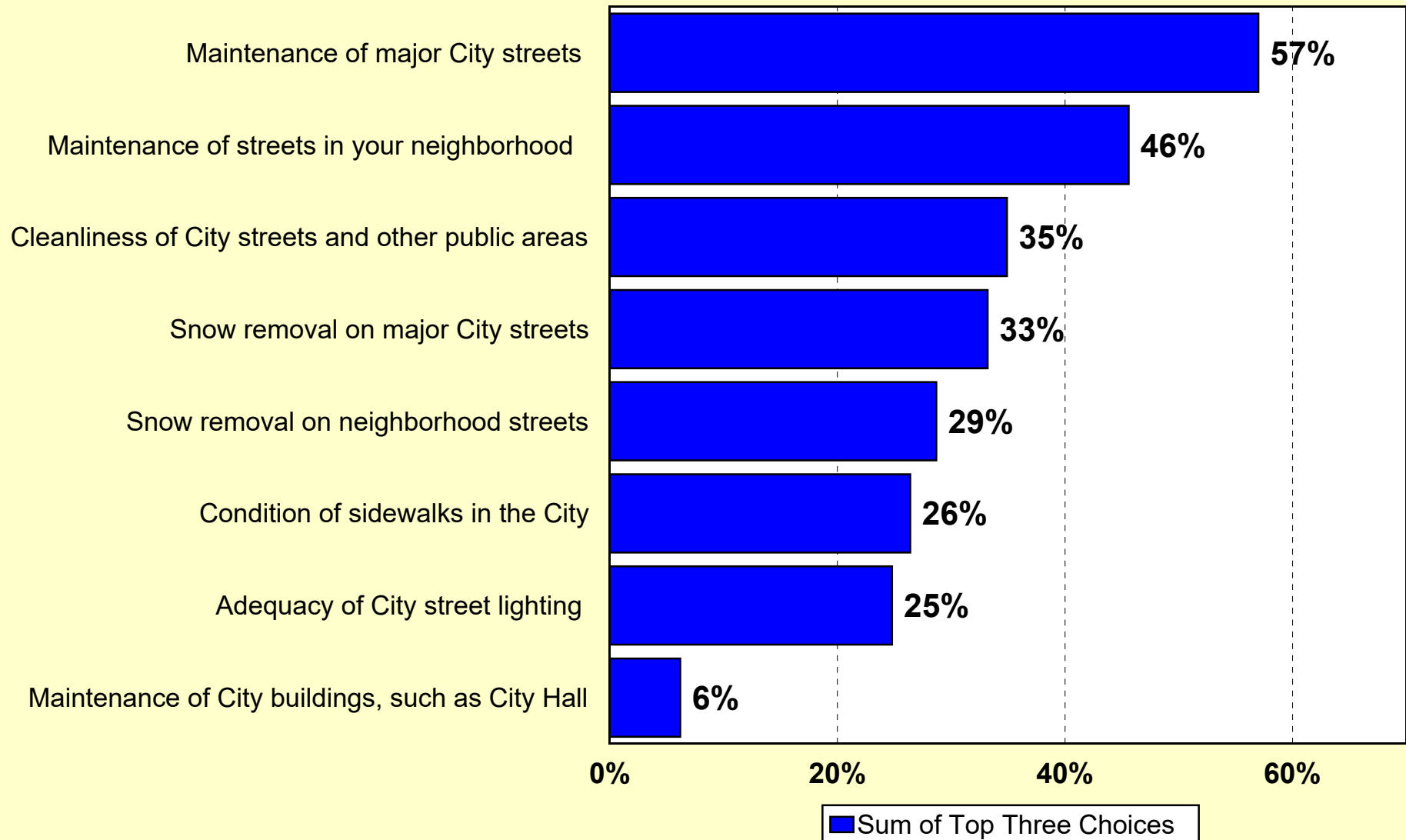
**TRENDS**

Source: ETC Institute (2020 North Kansas City Community Survey)



# Q14. Maintenance Services That Residents Felt Were Most Important For the City To Provide

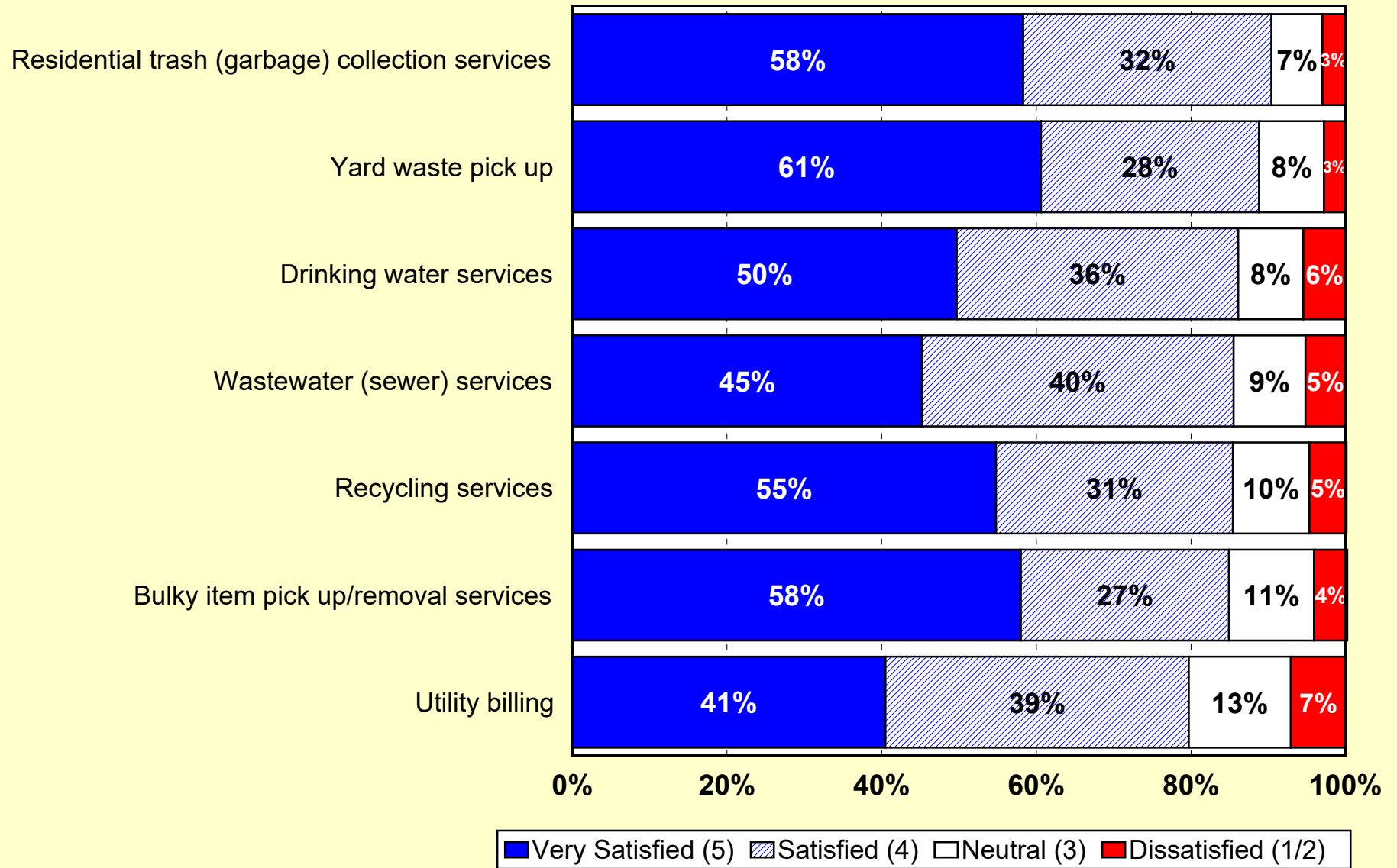
by percentage of respondents surveyed who selected the item as one of their top three choices



Source: ETC Institute (2020 North Kansas City Community Survey)

# Q15. Satisfaction with Solid Waste/Utility Services

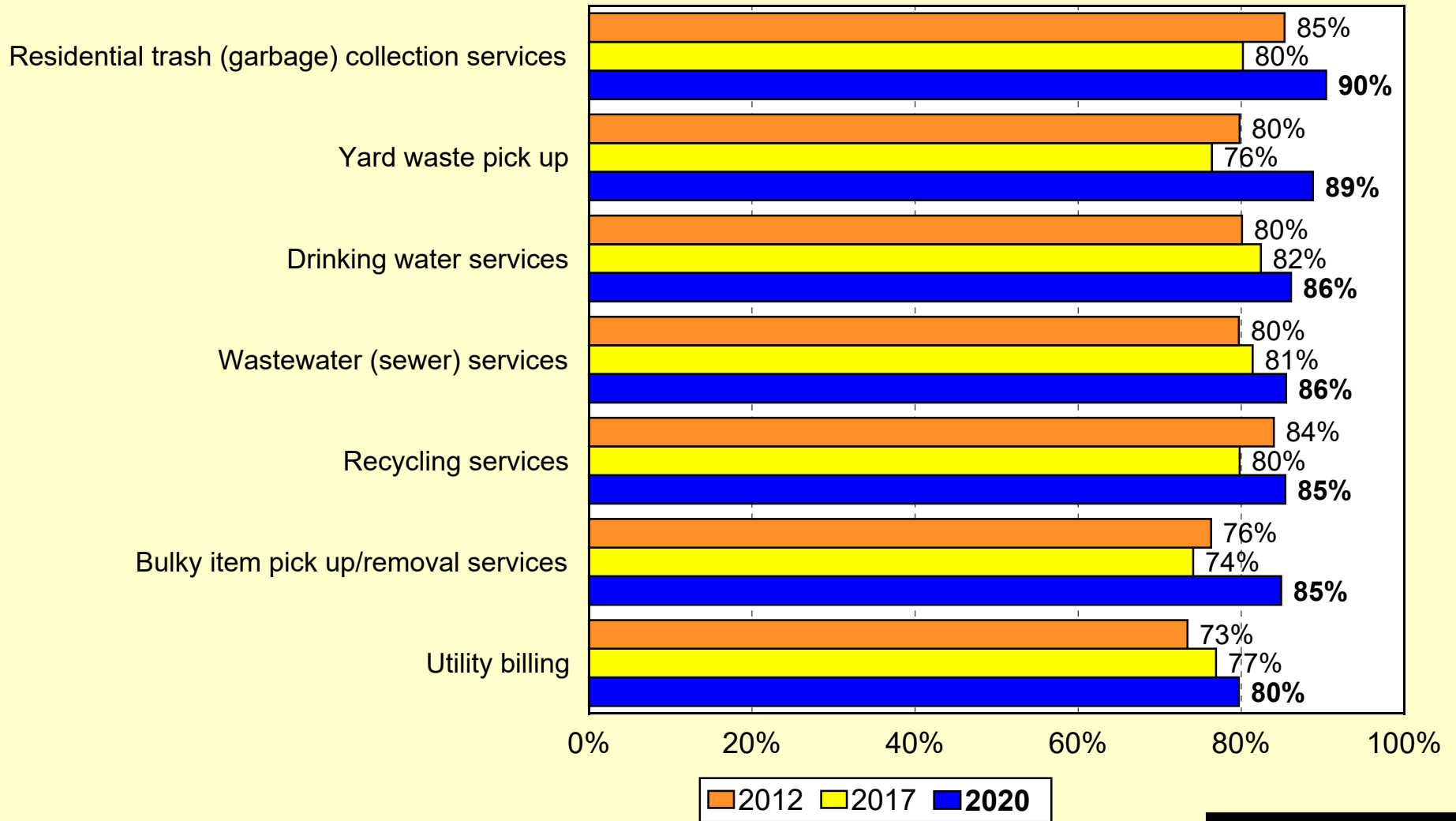
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020 North Kansas City Community Survey)

# Overall Satisfaction With Solid Waste/Utility Services 2012 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

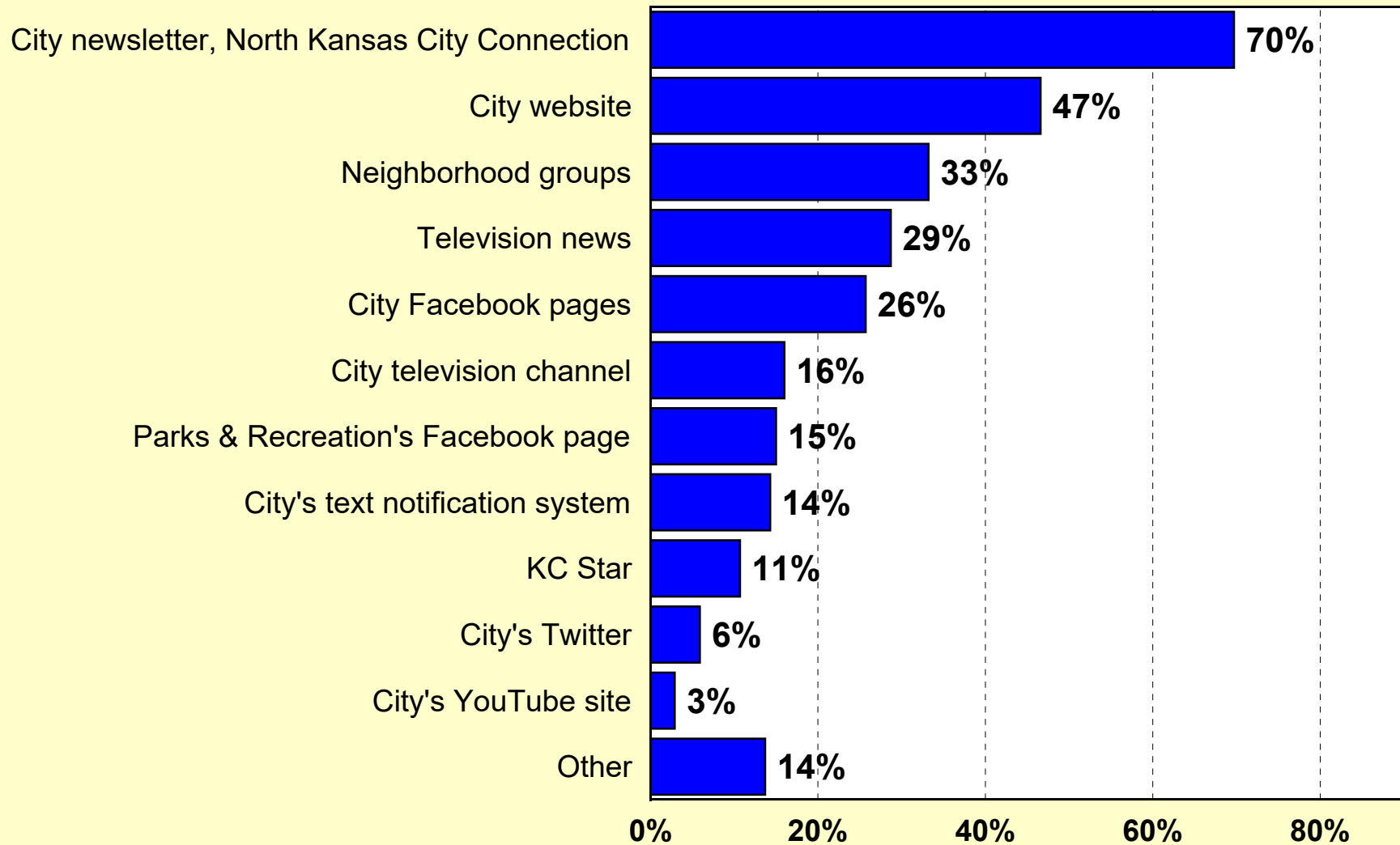


Source: ETC Institute (2020 North Kansas City Community Survey)

**TRENDS**

# Q16. Sources Where Residents Currently Get Information About the City

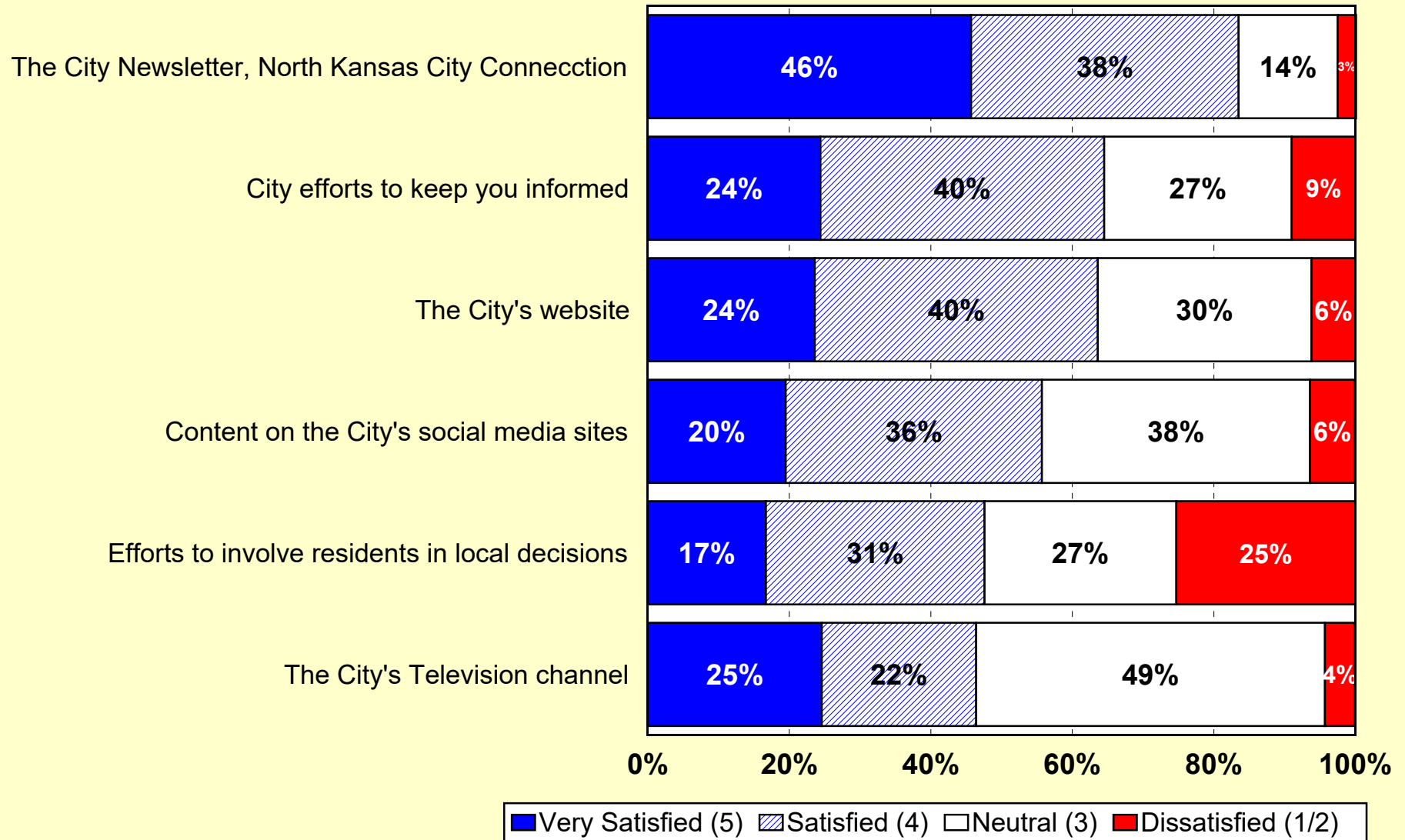
by percentage of respondents (multiple selections were allowed)



Source: ETC Institute (2020 North Kansas City Community Survey)

# Q17. Satisfaction with City Communication

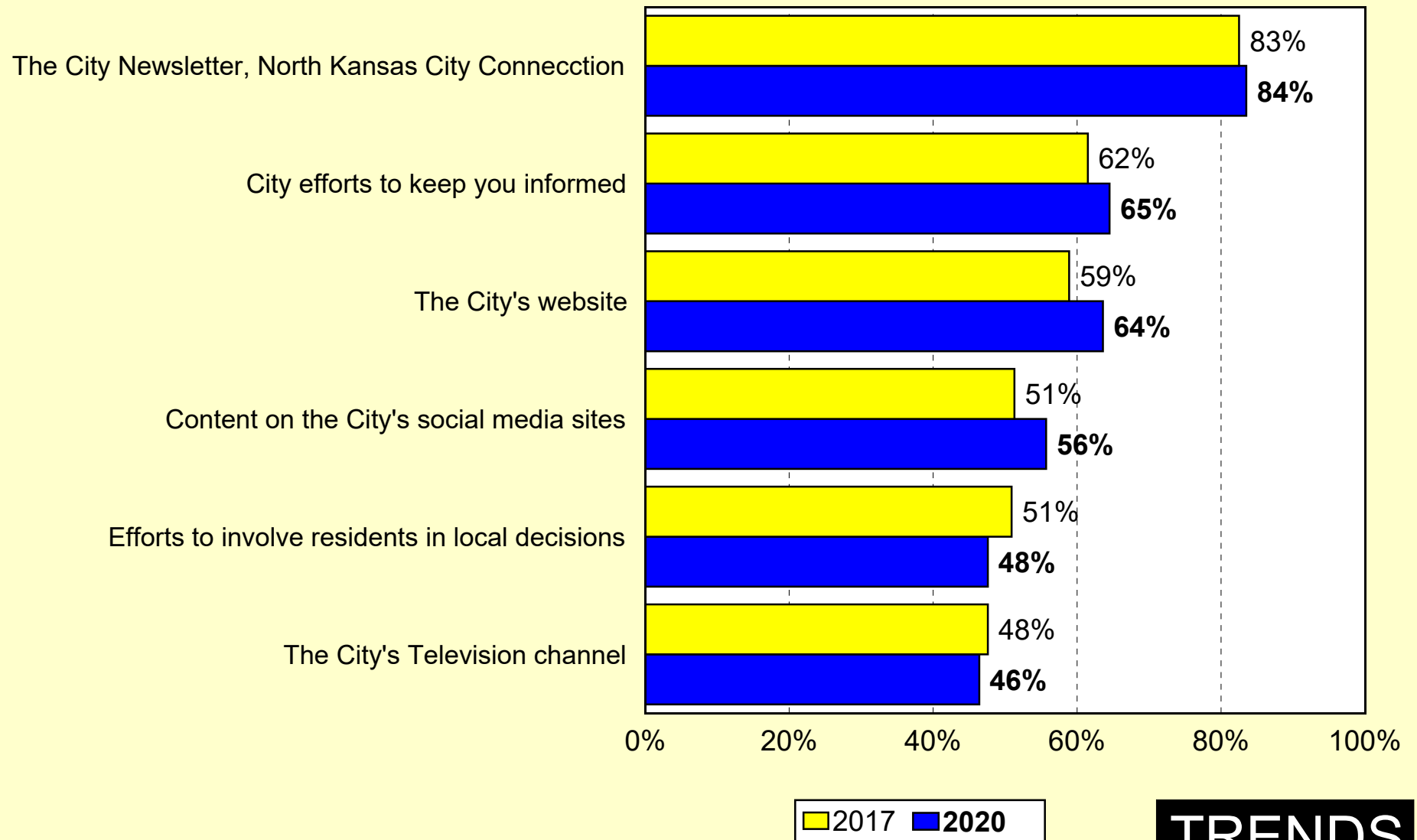
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020 North Kansas City Community Survey)

# Satisfaction with City Communication 2017 vs. 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

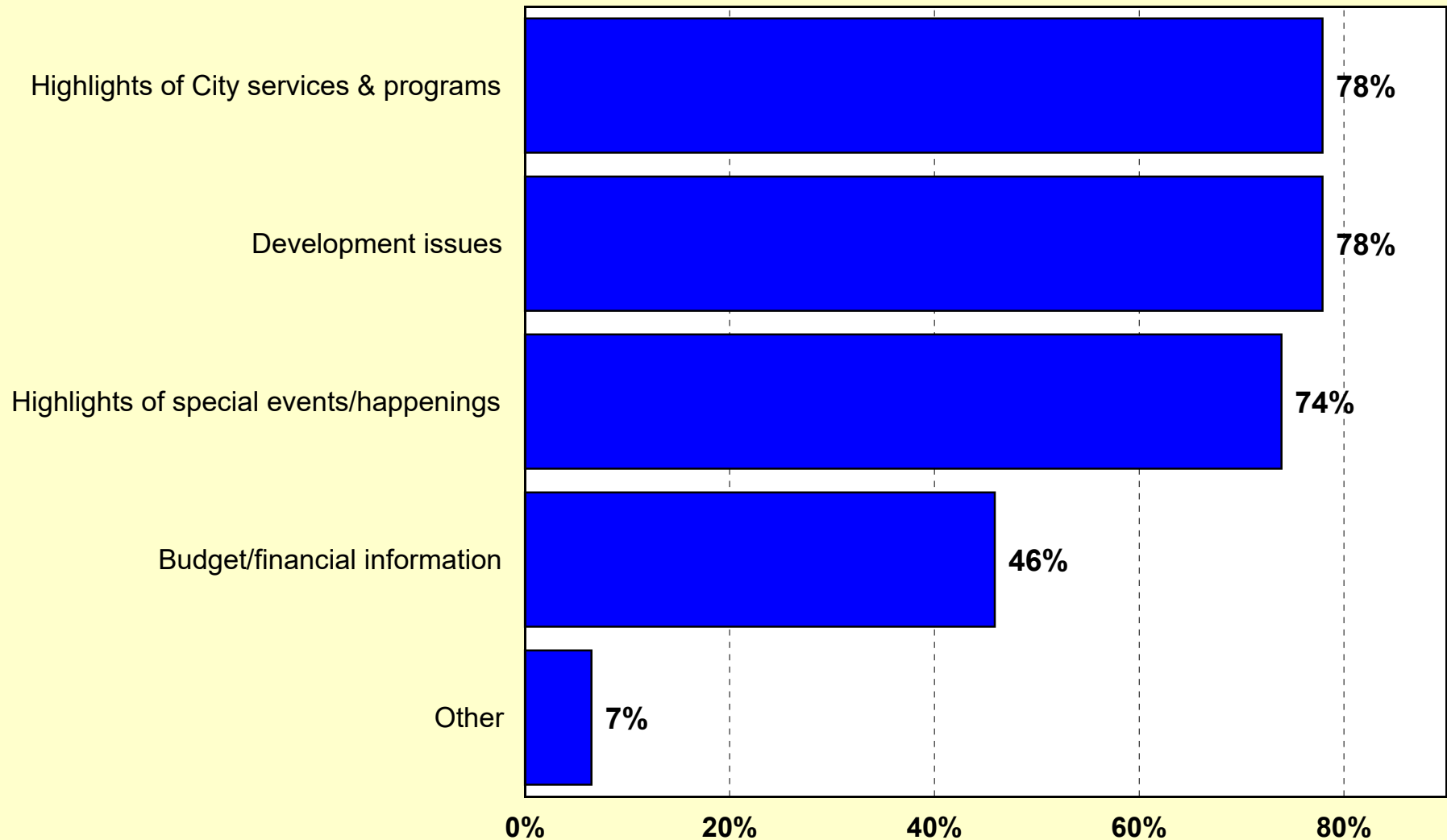


Source: ETC Institute (2020 North Kansas City Community Survey)

**TRENDS**

# Q18. Types of Information Respondents Would Like to See Emphasized in the Newsletter

by percentage of respondents who selected the item (multiple selections were allowed)



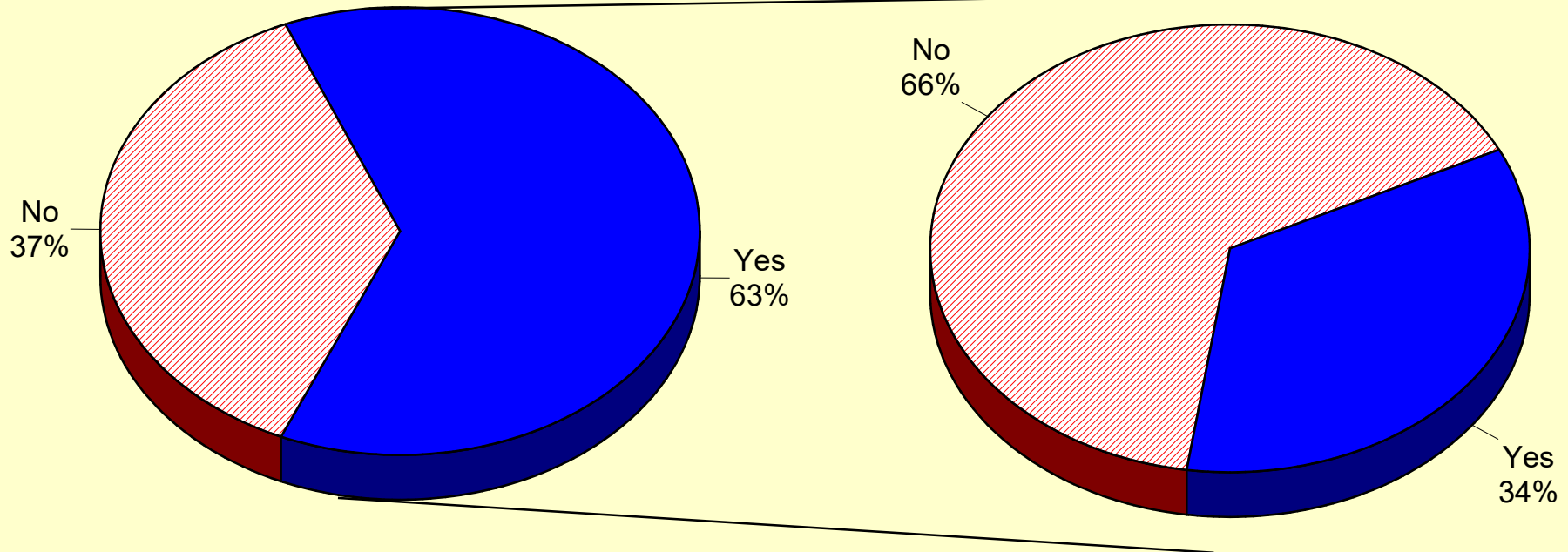
Source: ETC Institute (2020 North Kansas City Community Survey)

# Q19. Were you aware of any of the public meetings or open houses the City has hosted in the last two years?

by percentage of respondents

## Q19a. If yes, have you attended a public meeting or open house in the last two years?

by percentage of respondents who were aware of public meetings/open houses



Source: ETC Institute (2020 North Kansas City Community Survey)

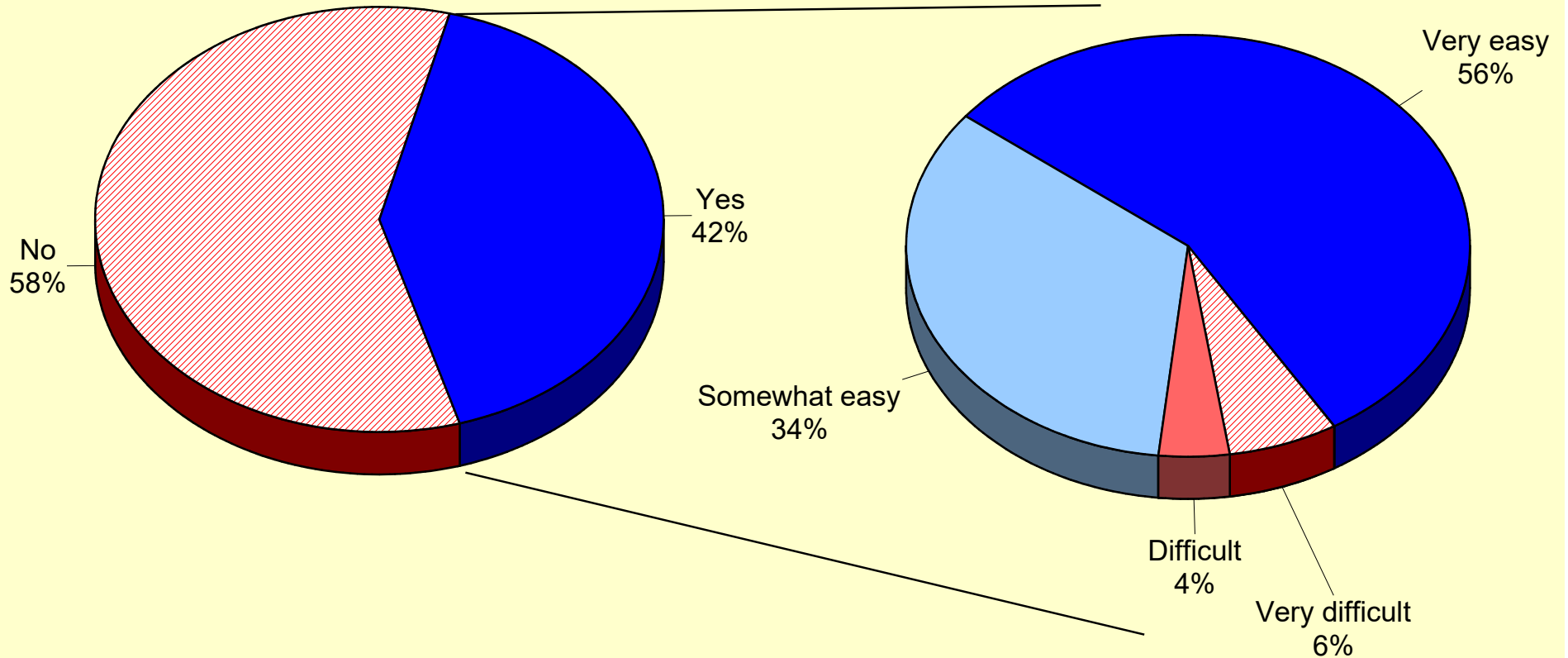


# Q20. Have you called, emailed or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents

## Q20a. If yes, how easy was it to contact the person you needed to reach?

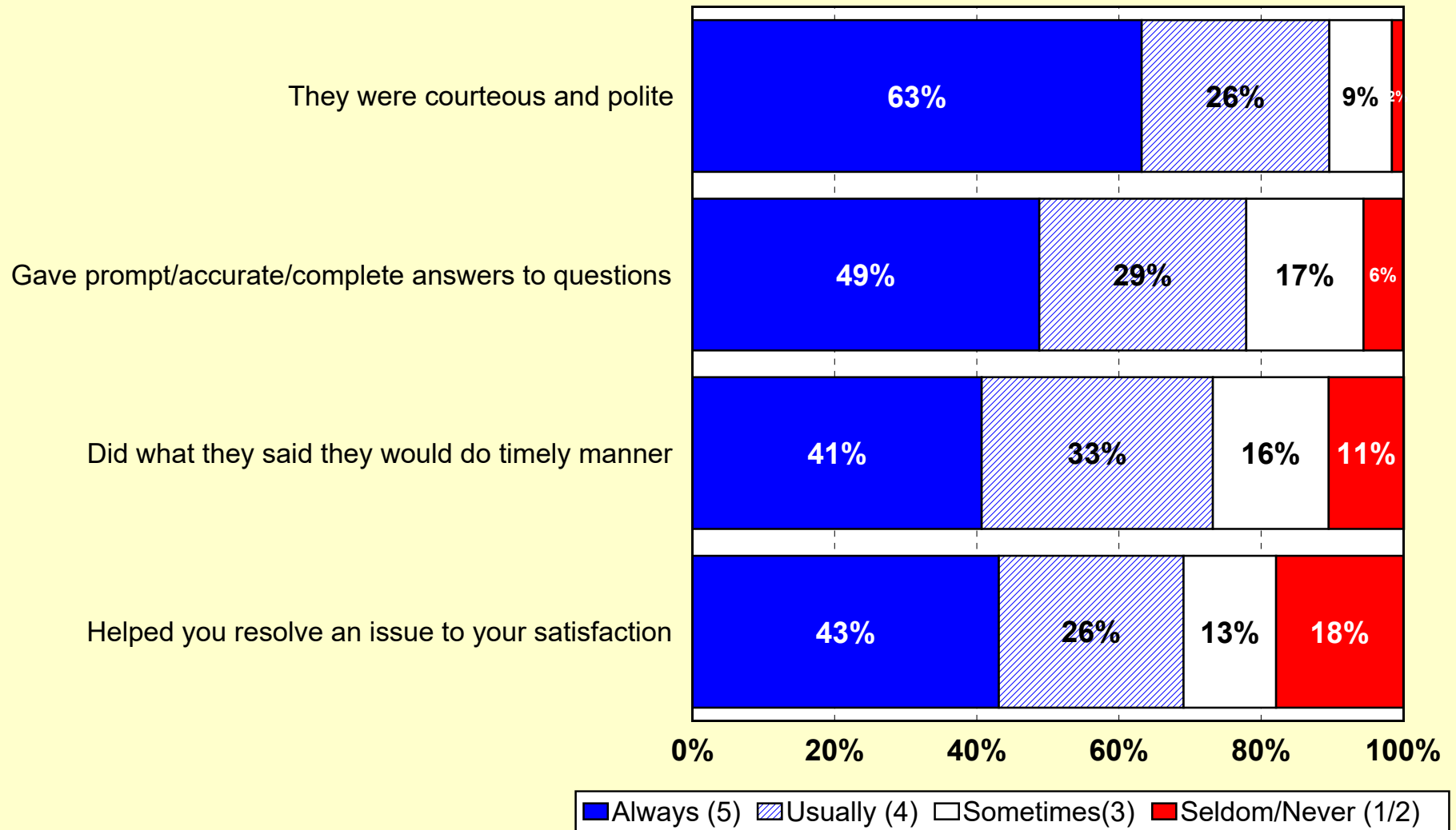
by percentage of respondents who contacted the City during the past year (excluding "don't know")



Source: ETC Institute (2020 North Kansas City Community Survey)

# Q20b. Satisfaction with Customer Service Received from City Employees

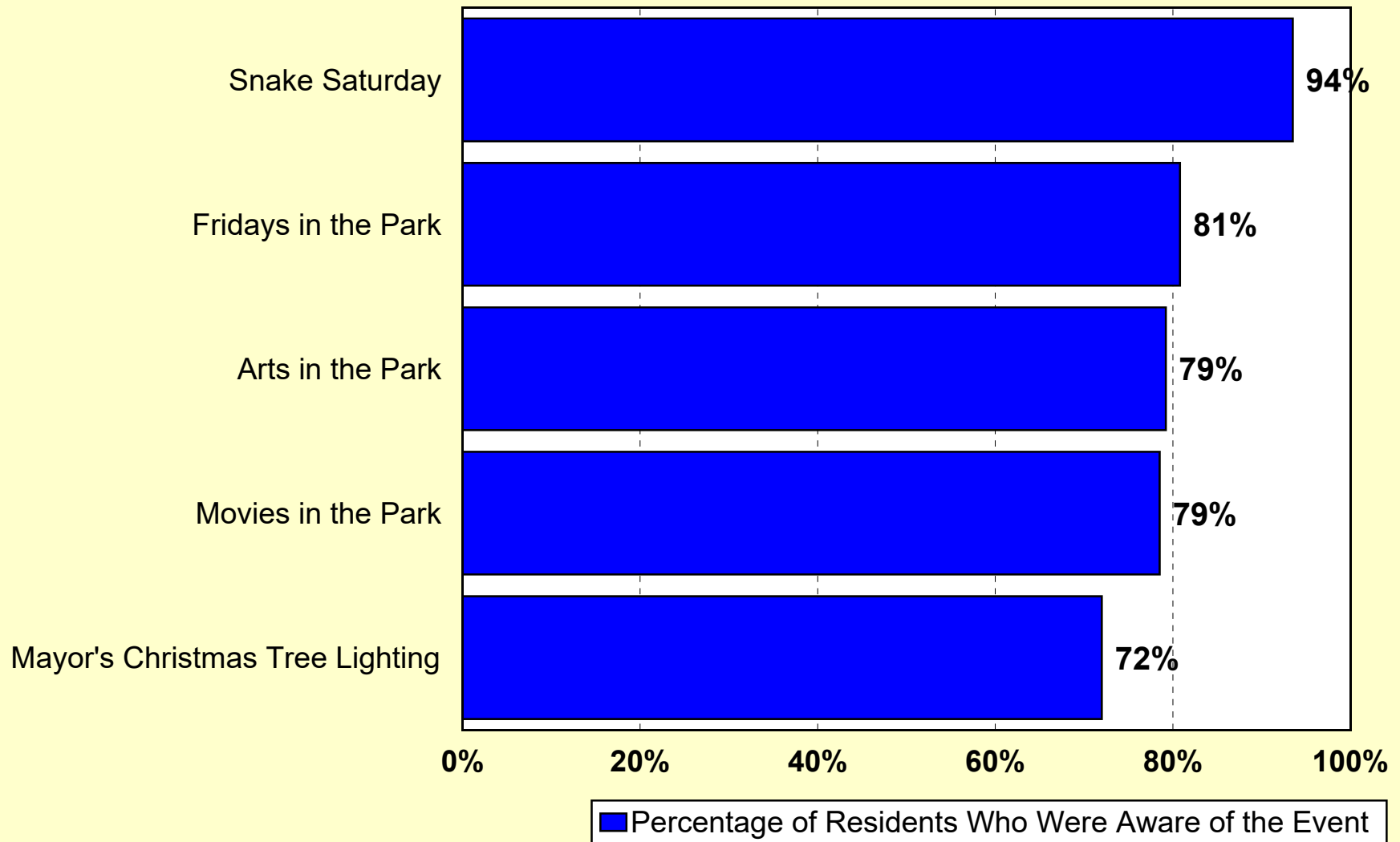
by percentage of respondents who contacted the City during the past year (excluding "don't know")



Source: ETC Institute (2020 North Kansas City Community Survey)

# Q21[1]. Residents Who Were Aware of Various Events Offered or Supported by North Kansas City

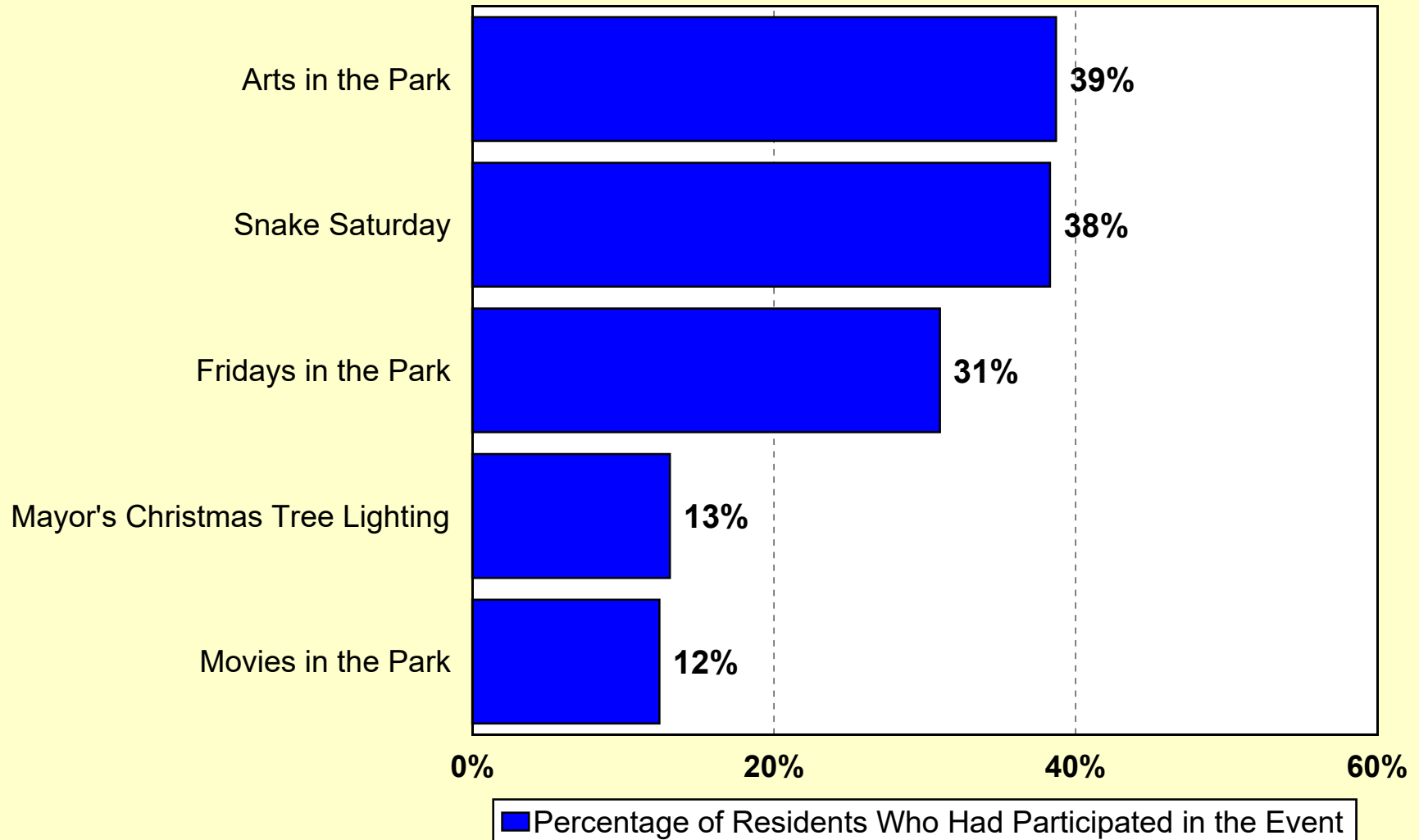
percentage of respondents who indicated they were AWARE of the event



Source: ETC Institute (2020 North Kansas City Community Survey)

## Q21[2]. Residents Who Had Participated in Various Events Offered or Supported by North Kansas City During the Past Year

percentage of respondents who had PARTICIPATED in the event during the past year



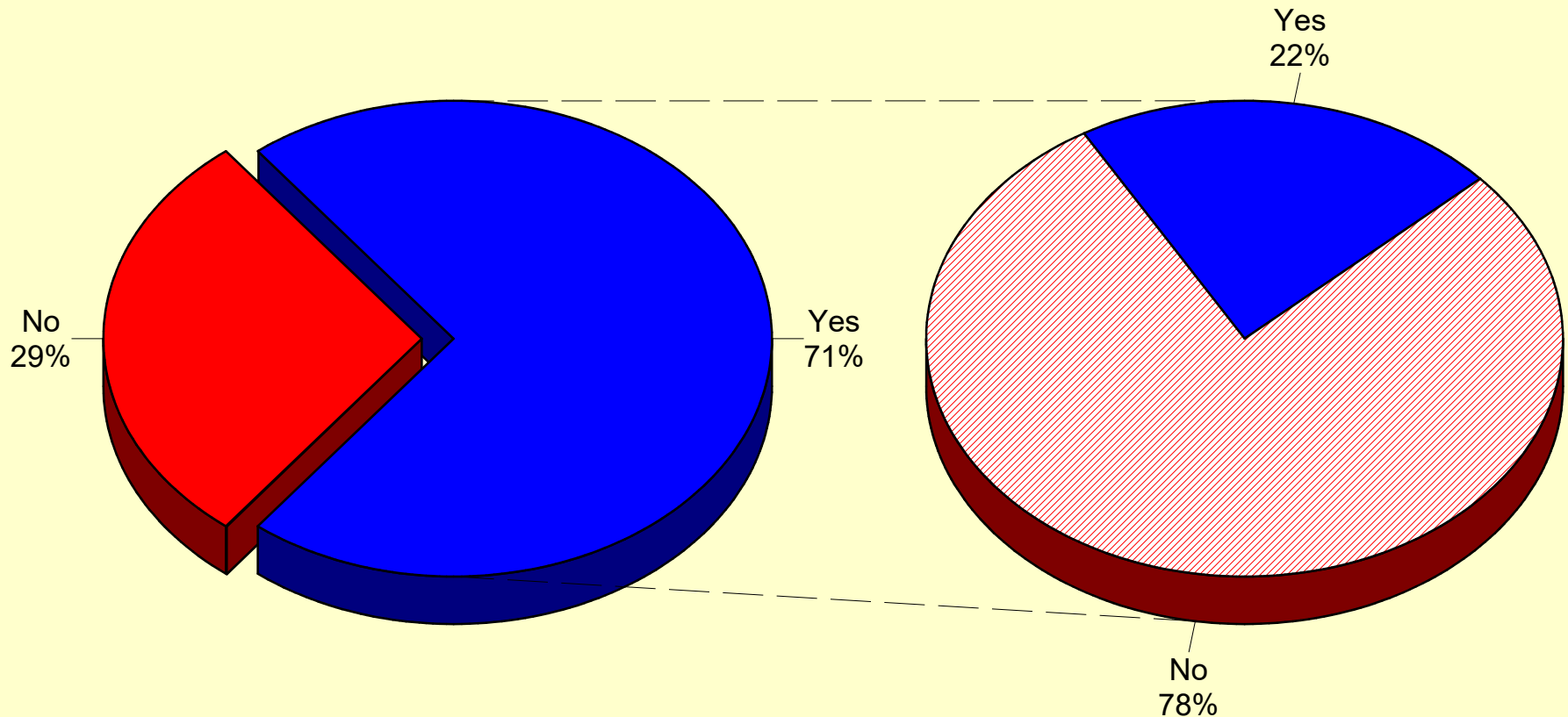
Source: ETC Institute (2020 North Kansas City Community Survey)

# Q22. Prior to receiving this survey, did you know that since 2000 the City has contracted with KCATA to provide low cost, on-demand transportation service within North Kansas City?

by percentage of respondents

## Q22a. If yes, have you ever used the service?

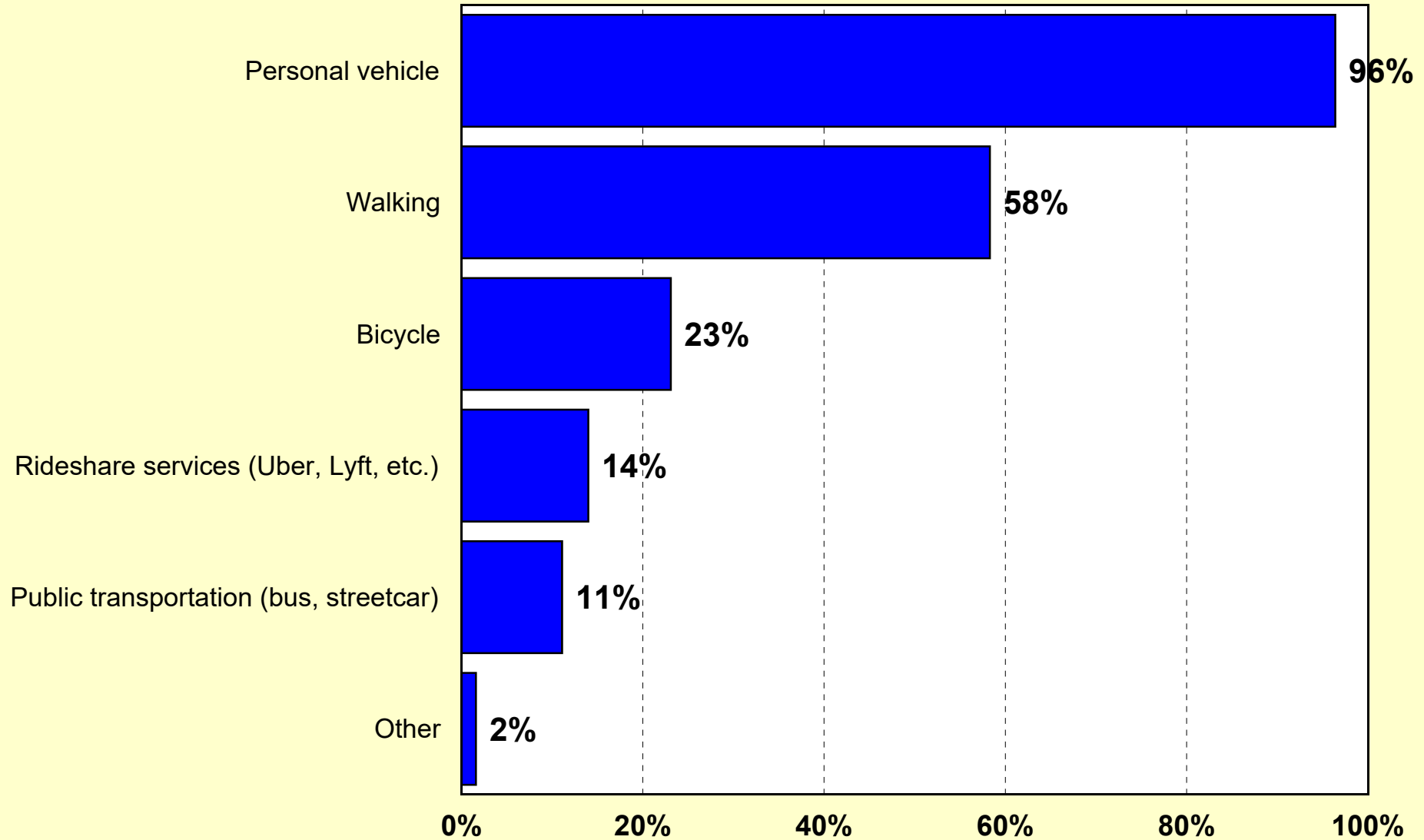
by percentage of respondents who were aware of KCATA's service prior to receiving the survey



Source: ETC Institute (2020 North Kansas City Community Survey)

# Q23. Modes of Transportation Used by Households on a Regular Basis

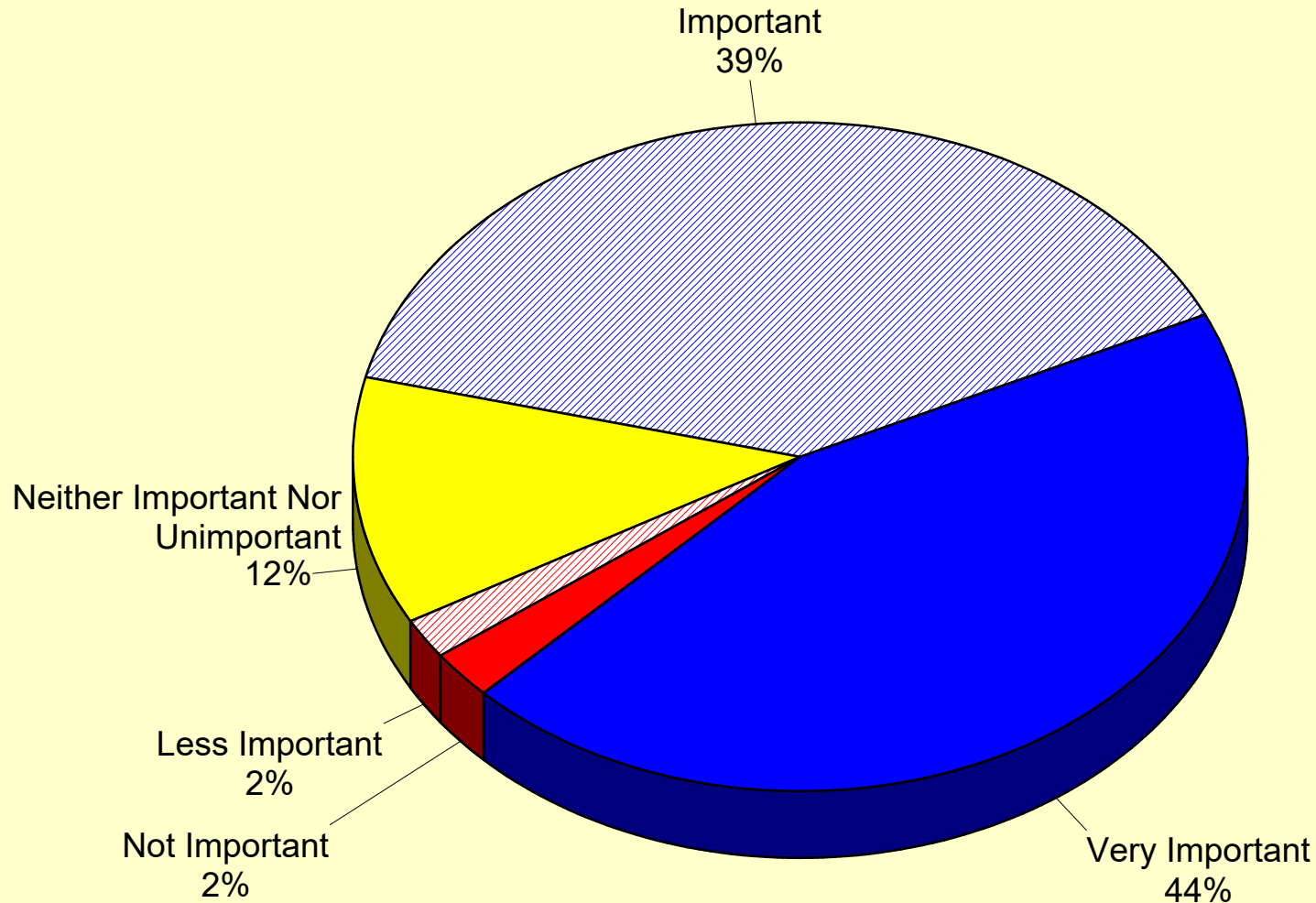
by percentage of respondents surveyed who selected the item as one of their top three choices



Source: ETC Institute (2020 North Kansas City Community Survey)

# Q24. How important is it for the City to make investments that enhance the visual attractiveness of the City?

by percentage of respondents (excluding "don't know")



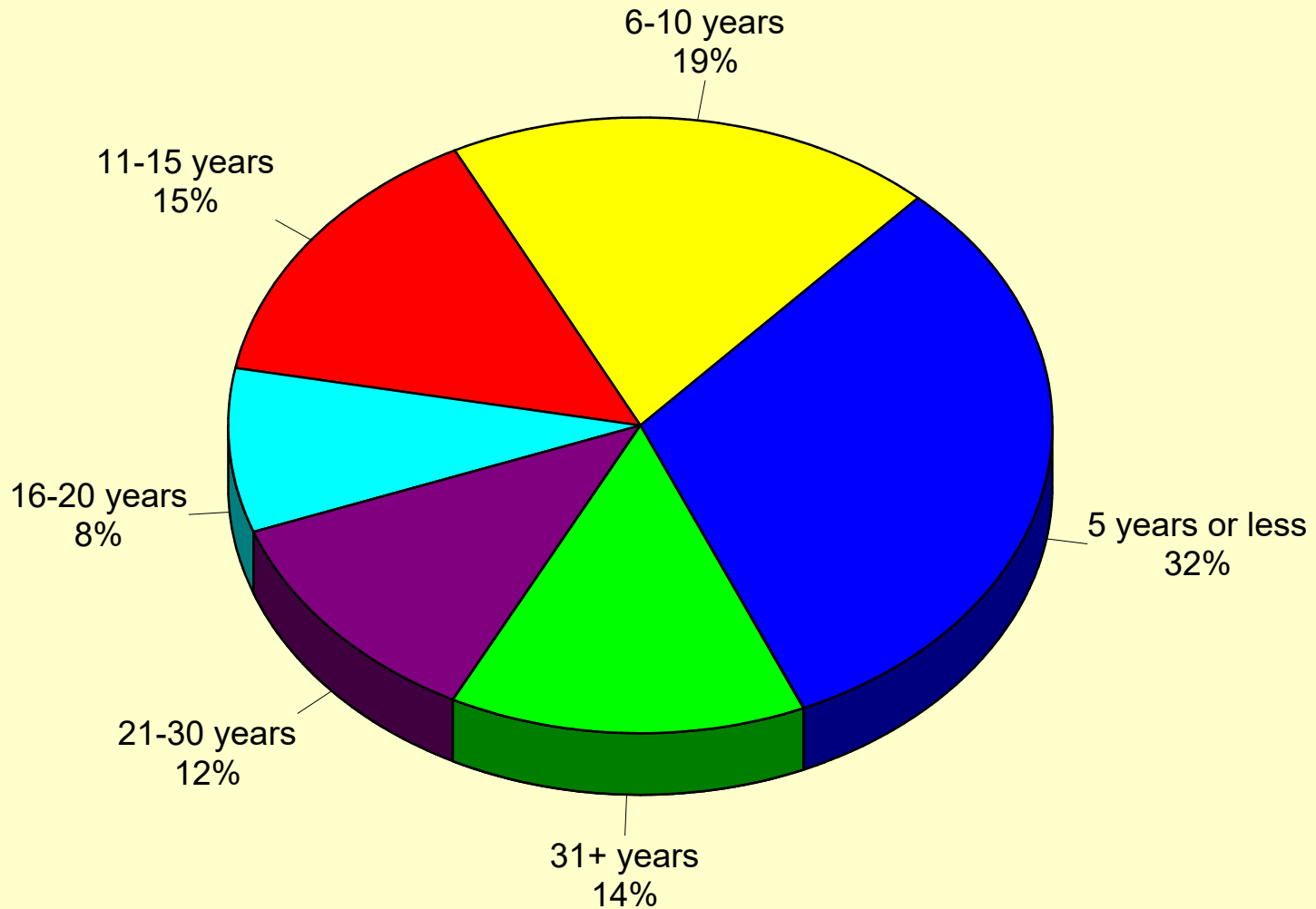
Source: ETC Institute (2020 North Kansas City Community Survey)

# Demographics



# Q25. Approximately how many years have you lived in North Kansas City?

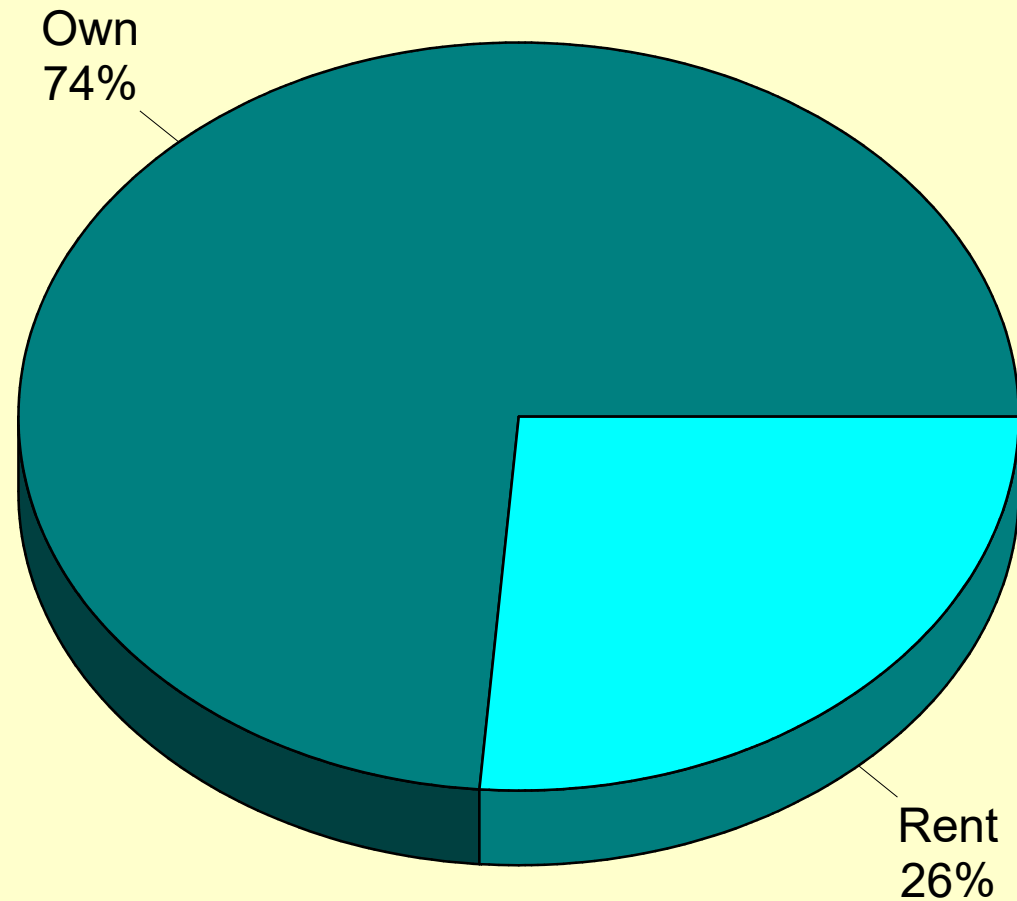
by percentage of respondents



Source: ETC Institute (2020 North Kansas City Community Survey)

## Q26. Do you own or rent your home?

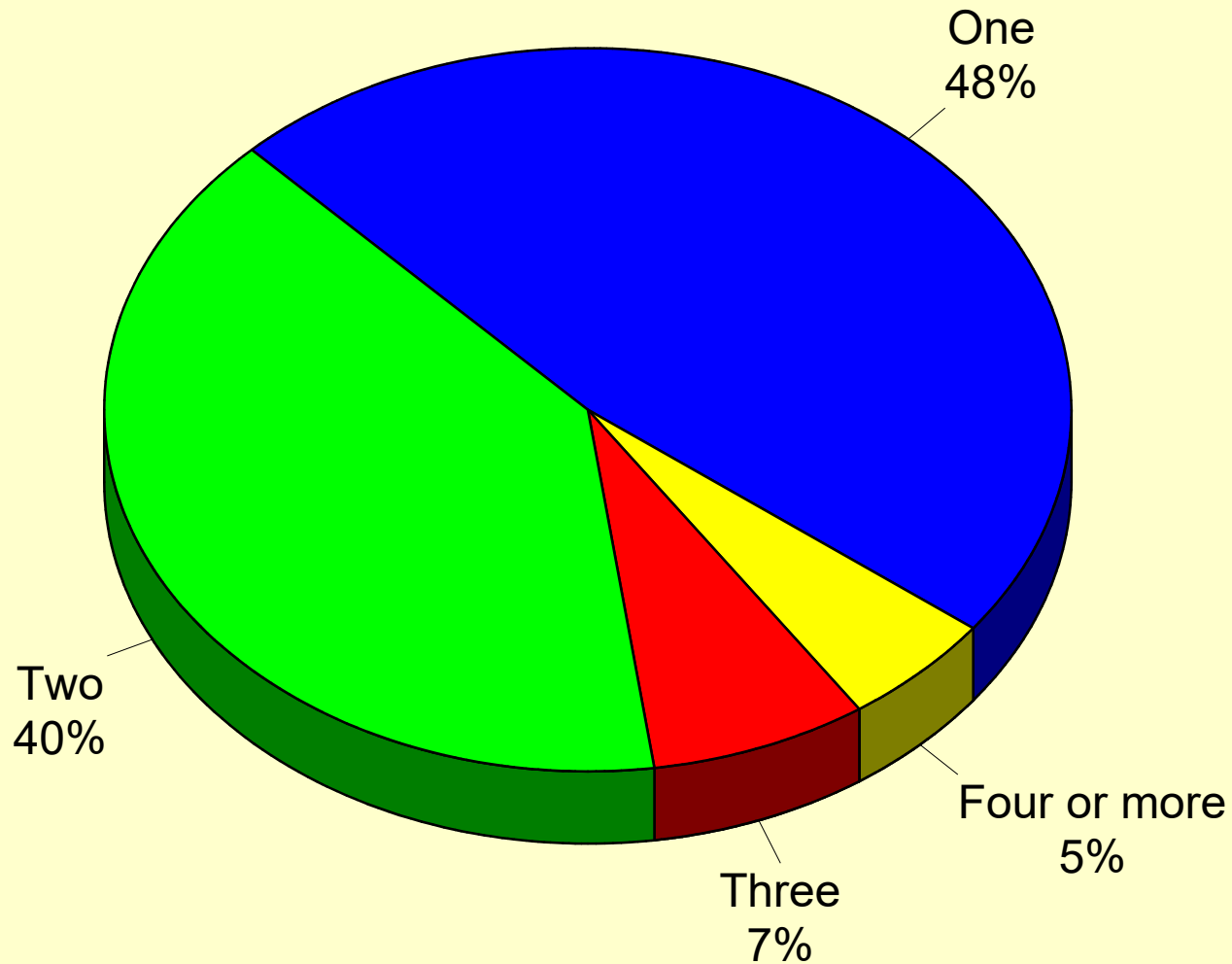
by percentage of respondents



*Source: ETC Institute (2020 North Kansas City Community Survey)*

## Q27. Number of People Living in the Household

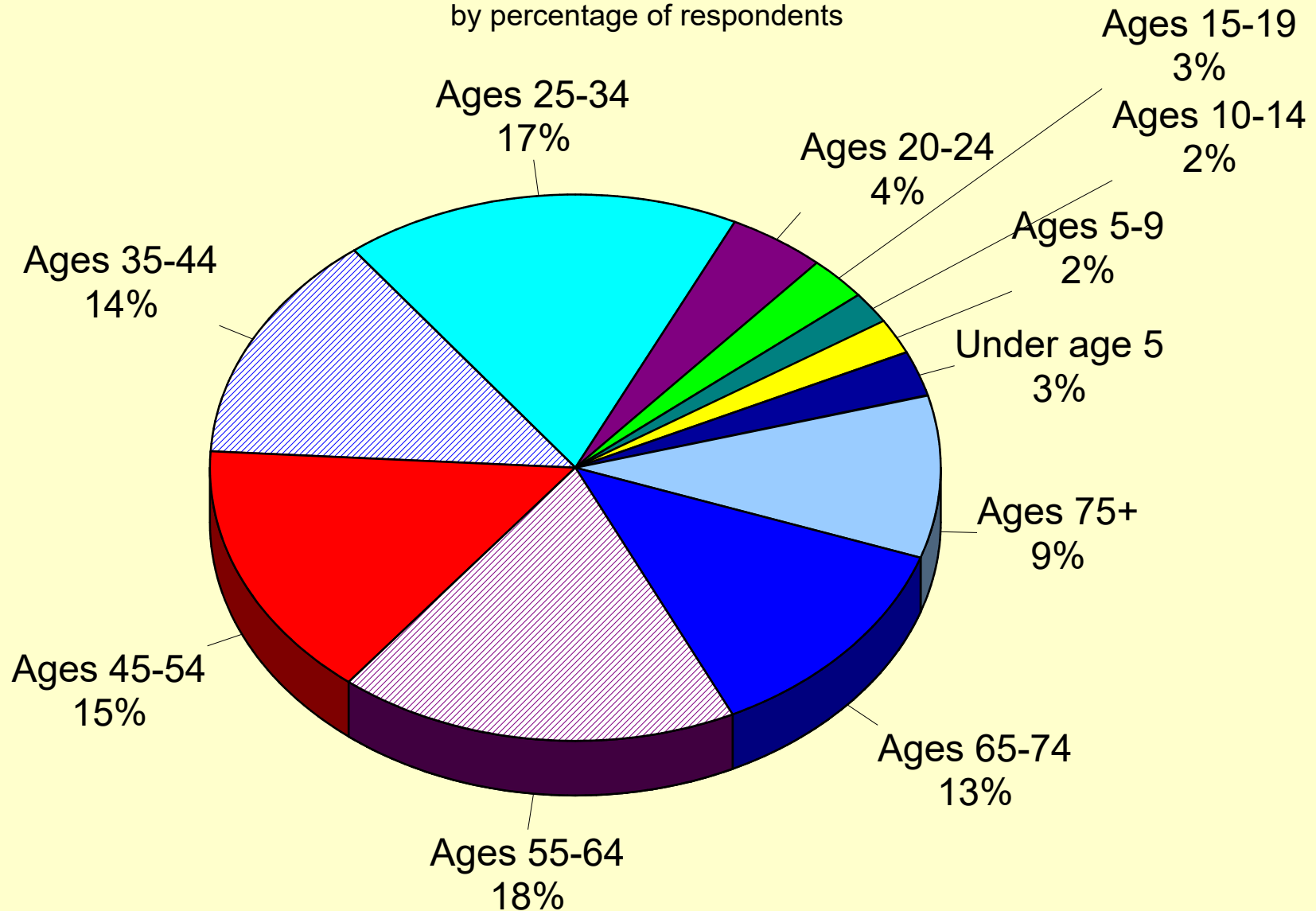
by percentage of respondents



*Source: ETC Institute (2020 North Kansas City Community Survey)*

# Q28. How many persons in your household are in each of the following age groups?

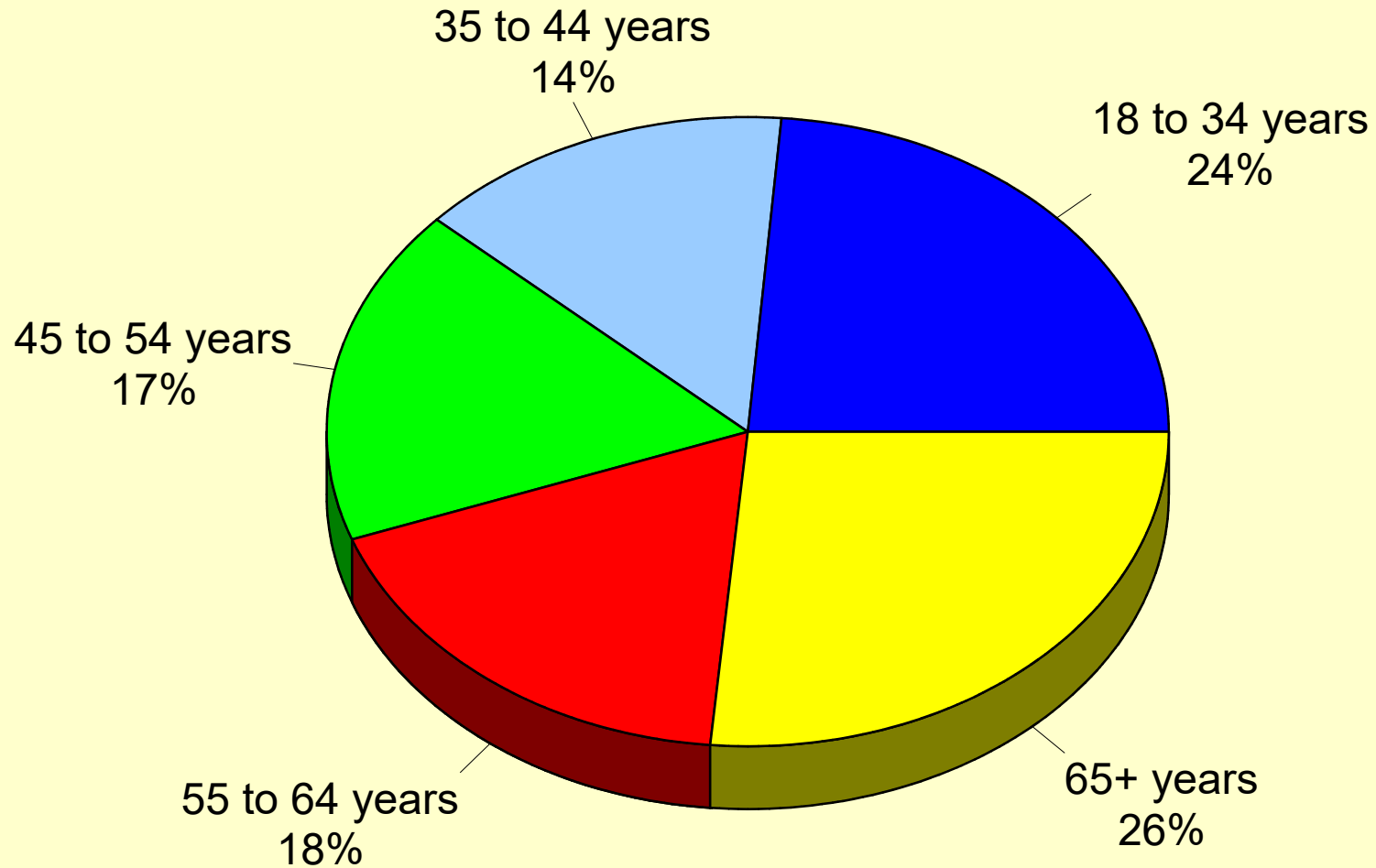
by percentage of respondents



Source: ETC Institute (2020 North Kansas City Community Survey)

## Q29. Age of Respondents

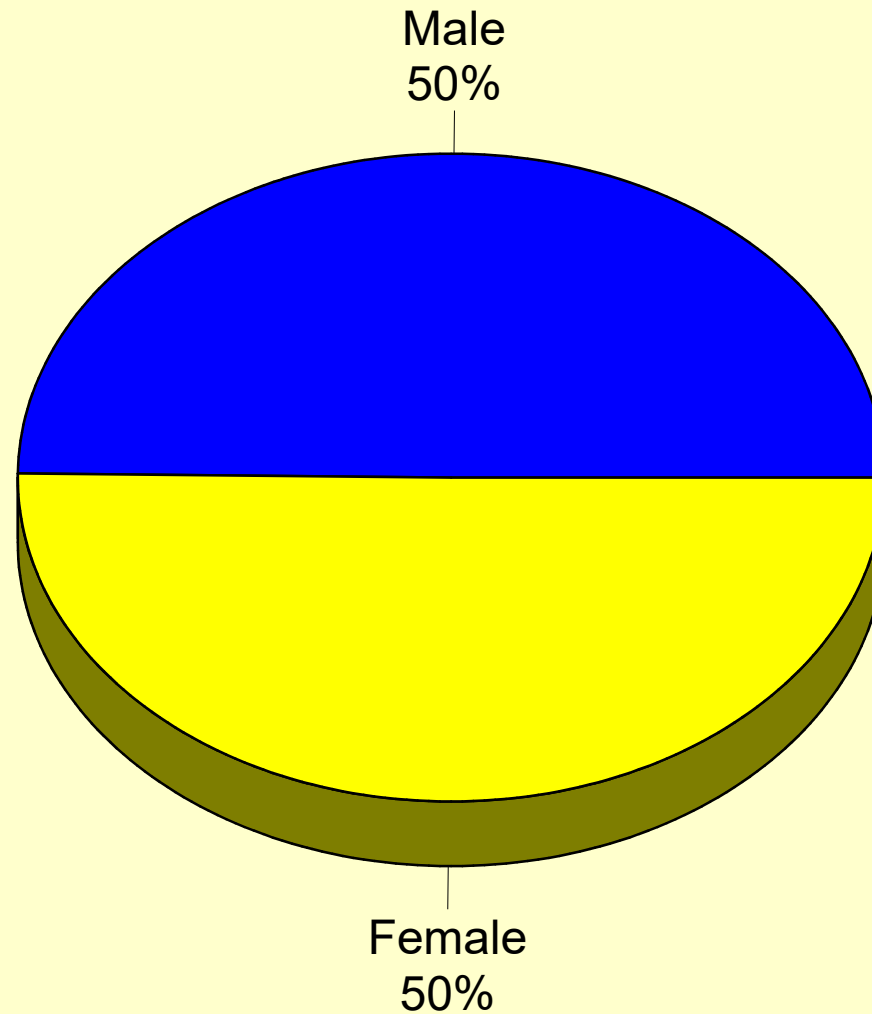
by percentage of respondents



*Source: ETC Institute (2020 North Kansas City Community Survey)*

## Q30. Gender of Respondents

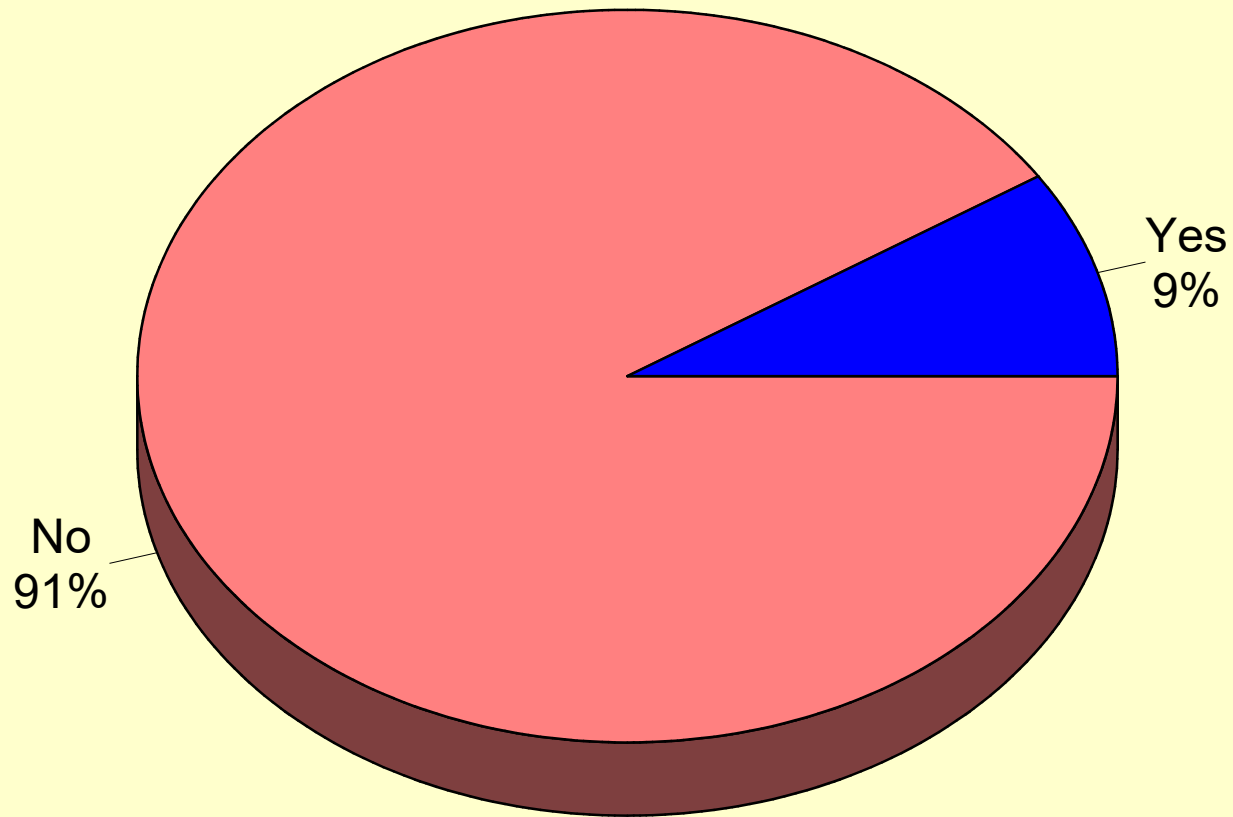
by percentage of respondents



*Source: ETC Institute (2020 North Kansas City Community Survey)*

# Q31. Are you Hispanic or Latino?

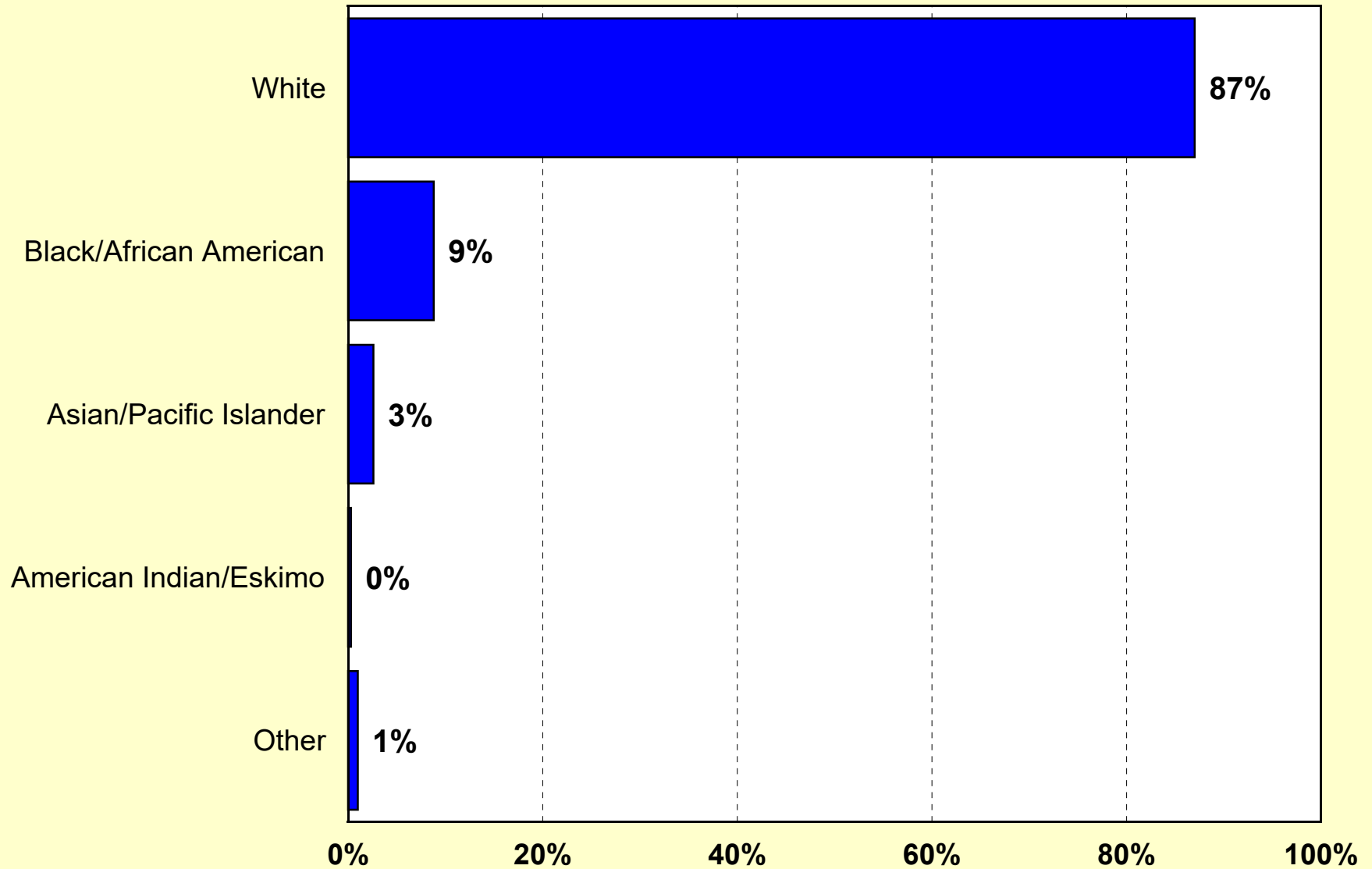
by percentage of respondents



*Source: ETC Institute (2020 North Kansas City Community Survey)*

## Q32. Race/Ethnicity of Respondents

by percentage of respondents

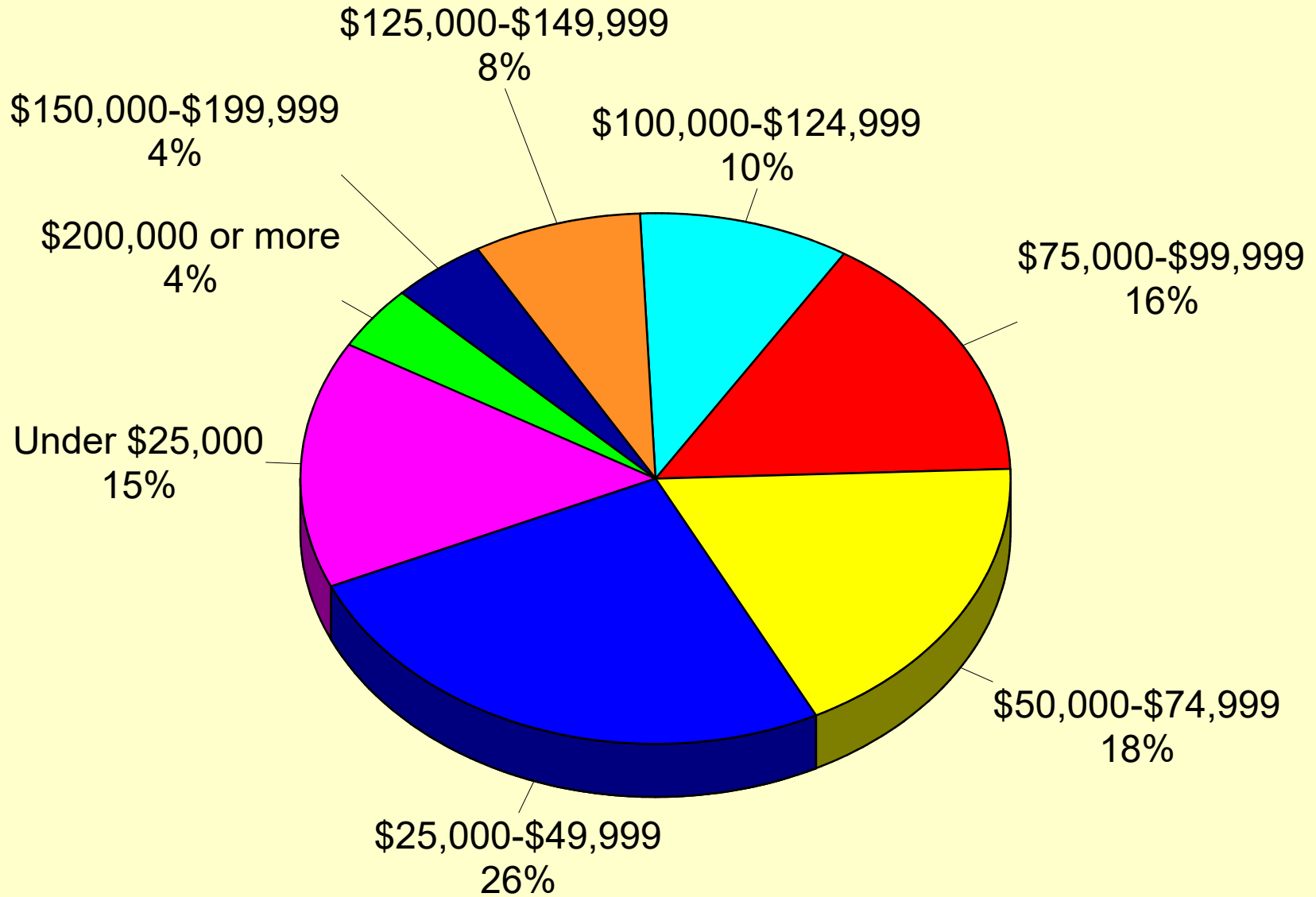


Source: ETC Institute (2020 North Kansas City Community Survey)



# Q33.Total Annual Household Income

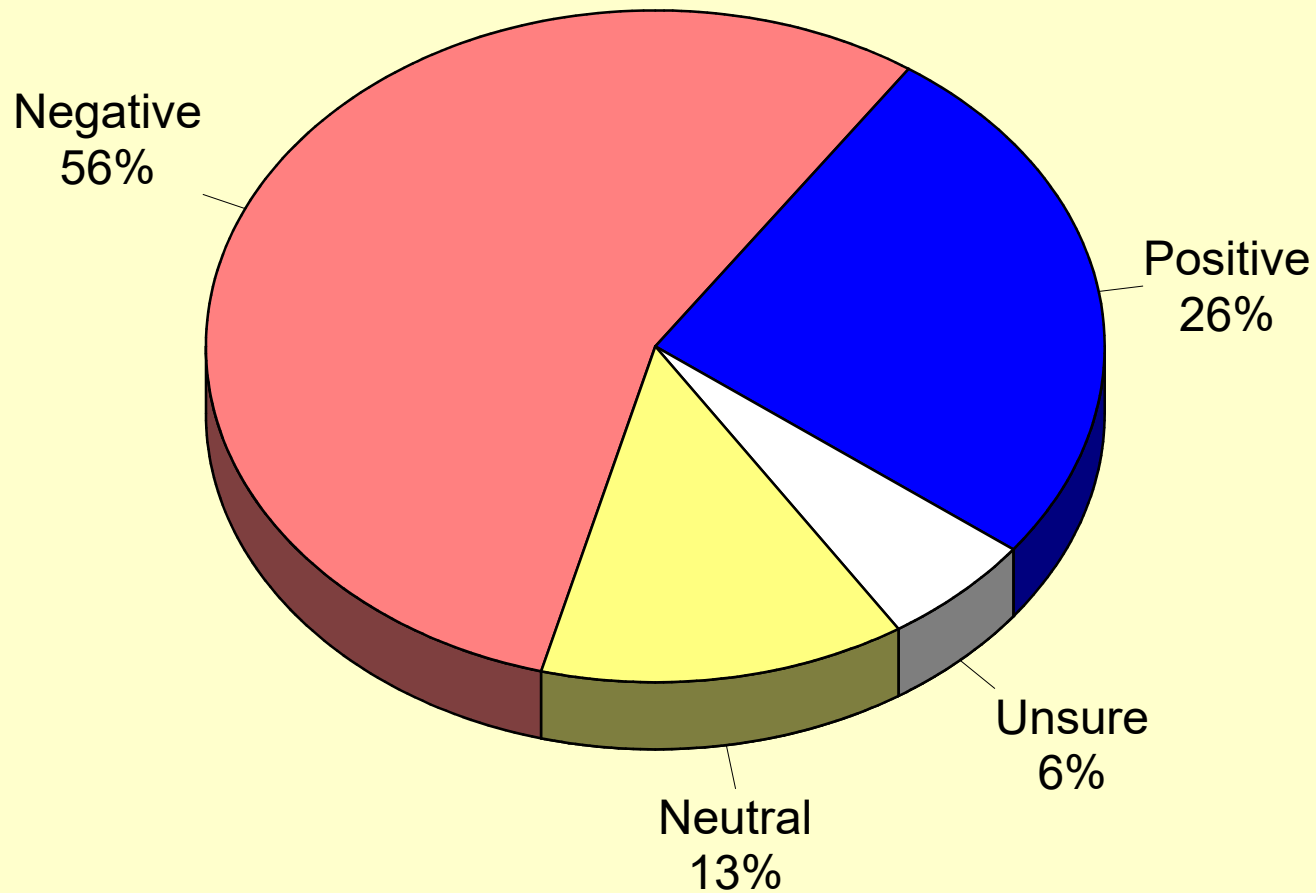
by percentage of respondents



Source: ETC Institute (2020 North Kansas City Community Survey)

# Q35. How do you feel about the Armour Road Complete Street Project?

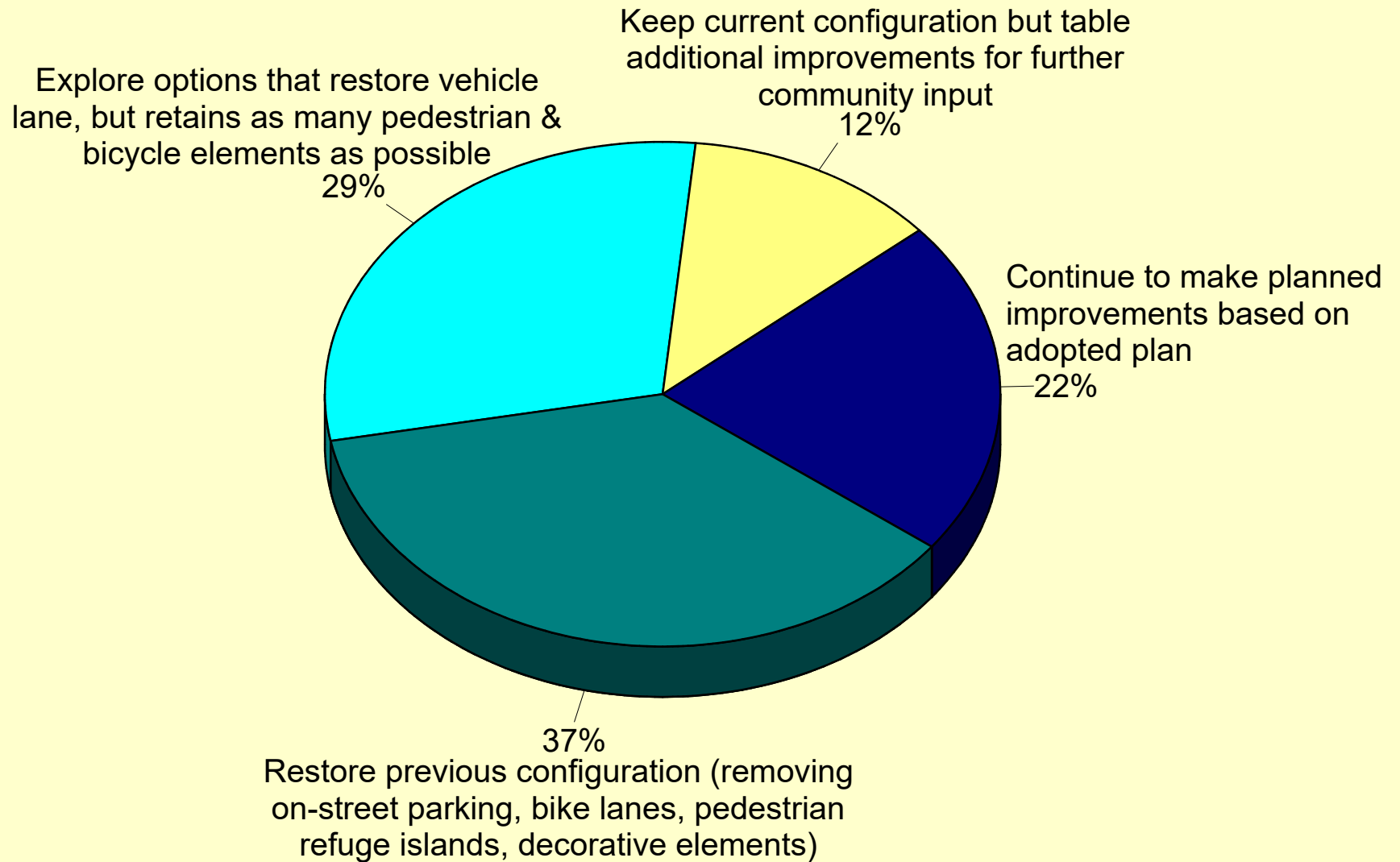
by percentage of respondents



Source: ETC Institute (2020 North Kansas City Community Survey)

# Q36. What do you think the next steps of Armour Road Complete Street should be?

by percentage of respondents



Source: ETC Institute (2020 North Kansas City Community Survey)

## **Section 2**

# ***Importance-Satisfaction Analysis***

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# Importance-Satisfaction Analysis

## North Kansas City, Missouri

### Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, third and fourth most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation:** Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Seventy-six percent (75.6%) of respondents selected *police services* as one of the most important services for the City to provide.

With regard to satisfaction, 87.3% of respondents surveyed rated *police services* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 75.6% was multiplied by 12.7% (1-0.873). This calculation yielded an I-S rating of 0.0960 which ranked first out of 12 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top four choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service



- If none (0%) of the respondents selected the service as one for the four most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* (IS > 0.20)
- *Increase Current Emphasis* (IS = 0.10-0.20)
- *Maintain Current Emphasis* (IS < 0.10)

The results for North Kansas City are provided on the following pages.

# Importance-Satisfaction Rating

## 2020 City of North Kansas City Community Survey

### OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Medium Priority (IS &lt; .10)</u></b>						
Police services	76%	1	87%	6	0.0960	1
Maintenance of City streets and sidewalks	38%	5	80%	8	0.0756	2
Management of stormwater runoff & flood prevention	17%	7	70%	10	0.0514	3
Enforcement of City codes and ordinances	15%	9	66%	12	0.0512	4
City water and wastewater services	42%	4	88%	5	0.0508	5
Trash/recycling/yard waste collection services	50%	3	91%	3	0.0441	6
Fire and emergency medical services	73%	2	95%	1	0.0403	7
City communication with the public	15%	8	77%	9	0.0347	8
The City's parks and recreation system	25%	6	90%	4	0.0250	9
Library services	11%	10	92%	2	0.0097	10
Municipal court services	2%	12	67%	11	0.0065	11
Customer service provided by City employees	3%	11	83%	7	0.0049	12

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

# Importance-Satisfaction Rating

## 2020 City of North Kansas City Community Survey

### PUBLIC SAFETY

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS= .10-.20)</b>						
City's efforts to prevent crime	49%	2	79%	8	0.1012	1
<b>Medium Priority (IS &lt; .10)</b>						
Enforcement of local traffic laws	16%	7	74%	9	0.0399	2
How quickly public safety respond to emergencies	31%	3	88%	5	0.0388	3
The visibility of police in your neighborhood	31%	4	89%	4	0.0343	4
Overall quality of local police protection	52%	1	94%	2	0.0341	5
Quality of animal control	8%	10	66%	10	0.0262	6
The visibility of police in retail areas	13%	9	82%	7	0.0236	7
City's efforts to prevent fires	14%	8	86%	6	0.0204	8
Quality of local ambulance service	21%	6	91%	3	0.0189	9
Overall quality of local fire protection	27%	5	95%	1	0.0148	10

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.



## Importance-Satisfaction Rating

### 2020 City of North Kansas City Community Survey

### PARKS AND RECREATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Medium Priority (IS &lt; .10)</u></b>						
Walking and biking trails in the City	45%	3	79%	5	0.0938	1
Quality of youth recreation programs	20%	5	72%	7	0.0570	2
Maintenance and appearance of existing City parks	81%	1	93%	1	0.0566	3
Quality of special event programs	31%	4	83%	4	0.0535	4
Quality of adult recreation programs	17%	6	72%	6	0.0483	5
Mowing and trimming of public areas	51%	2	91%	2	0.0460	6
Number of City parks	15%	7	89%	3	0.0159	7

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## Importance-Satisfaction Rating

### 2020 City of North Kansas City Community Survey

### CODES AND ORDINANCES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt; .20)</u></b>						
Enforcing maintenance of rental properties	53%	2	46%	7	0.2862	1
Enforcing the clean-up of litter & debris	59%	1	65%	5	0.2077	2
<b><u>High Priority (IS= .10-.20)</u></b>						
Enforcing maintenance of residential property	48%	3	59%	6	0.1956	3
Enforcing mowing on residential property	37%	4	68%	3	0.1196	4
<b><u>Medium Priority (IS &lt; .10)</u></b>						
Enforcing the maintenance of commercial property	24%	5	68%	2	0.0762	5
Enforcing mowing on commercial property	14%	6	75%	1	0.0365	6
Enforcing sign regulations	9%	7	66%	4	0.0322	7

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## Importance-Satisfaction Rating

### 2020 City of North Kansas City Community Survey

### MAINTENANCE

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Medium Priority (IS &lt; .10)</u></b>						
Maintenance of major City streets	57%	1	85%	5	0.0884	1
Maintenance of streets in your neighborhood	46%	2	82%	6	0.0830	2
Adequacy of City street lighting	25%	7	75%	8	0.0620	3
Condition of sidewalks in the City	26%	6	77%	7	0.0618	4
Cleanliness of City streets and other public areas	35%	3	86%	3	0.0478	5
Snow removal on neighborhood streets	29%	5	86%	4	0.0399	6
Snow removal on major City streets	33%	4	92%	2	0.0276	7
Maintenance of City buildings, such as City Hall	6%	8	92%	1	0.0050	8

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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## Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

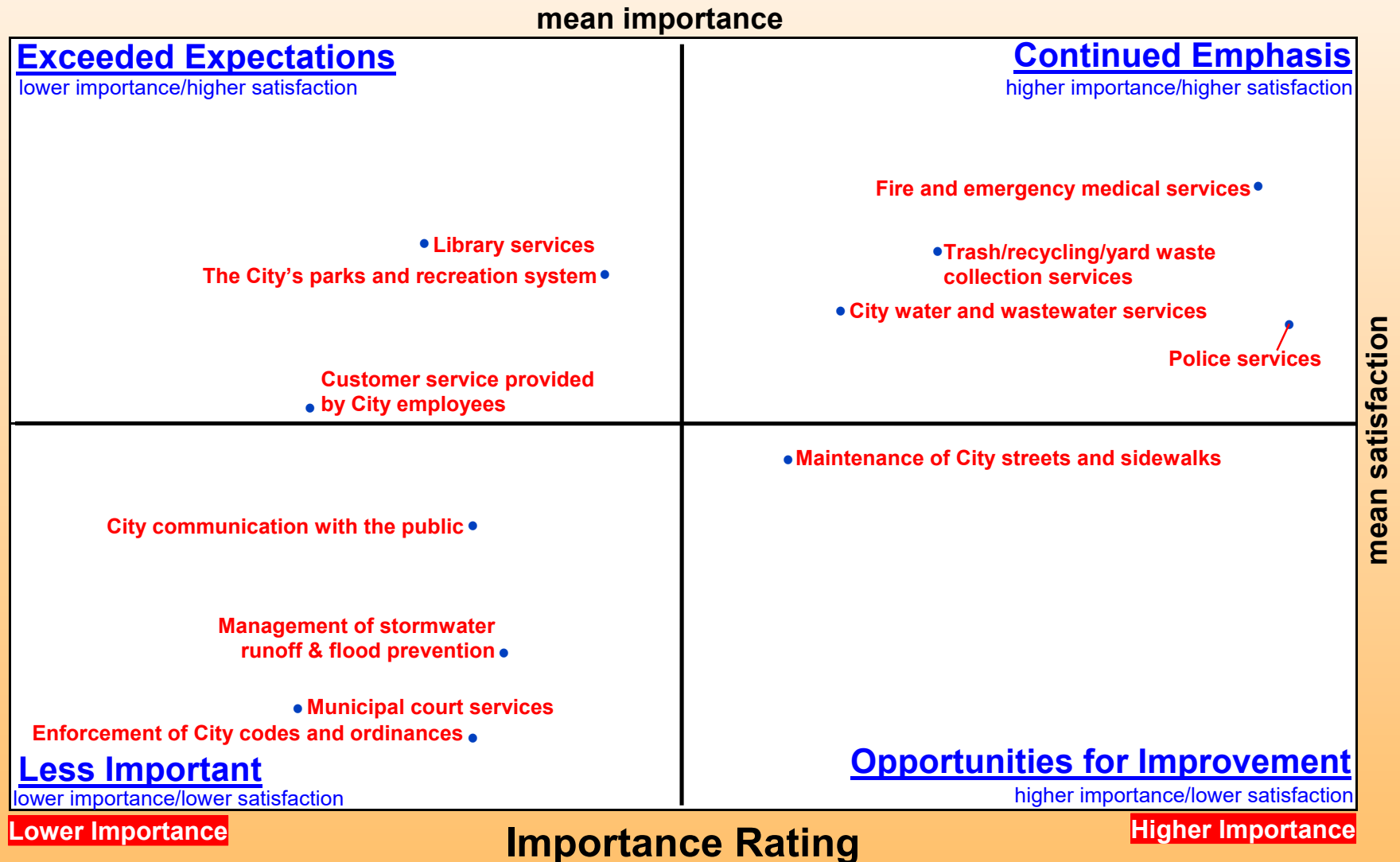
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for North Kansas City are provided on the following pages.

# 2020 North Kansas City DirectionFinder Importance-Satisfaction Assessment Matrix

## -Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)











## **Section 3**

# ***Benchmarking Data***

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# Benchmarking Summary Report

## North Kansas City, Missouri

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### Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 230 cities in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the summer of 2019 to a random sample of more than 4,000 residents across the United States, (2) a regional survey administered to over 300 residents living in Missouri and Kansas communities during the summer of 2019, and (3) data compiled from surveys that have been administered by ETC Institute in 41 communities in the Kansas City metro area.

The first set of charts show how the overall results for North Kansas City compare to the United States national and regional averages based on the results of the 2019 survey that was administered by ETC institute to a random sample of over 4,000 residents across the United States, and the regional survey administered to over 300 residents living in communities in Missouri and Kansas. North Kansas City's results are shown in blue, the Missouri/Kansas averages are shown in red, and the National averages are shown in yellow.

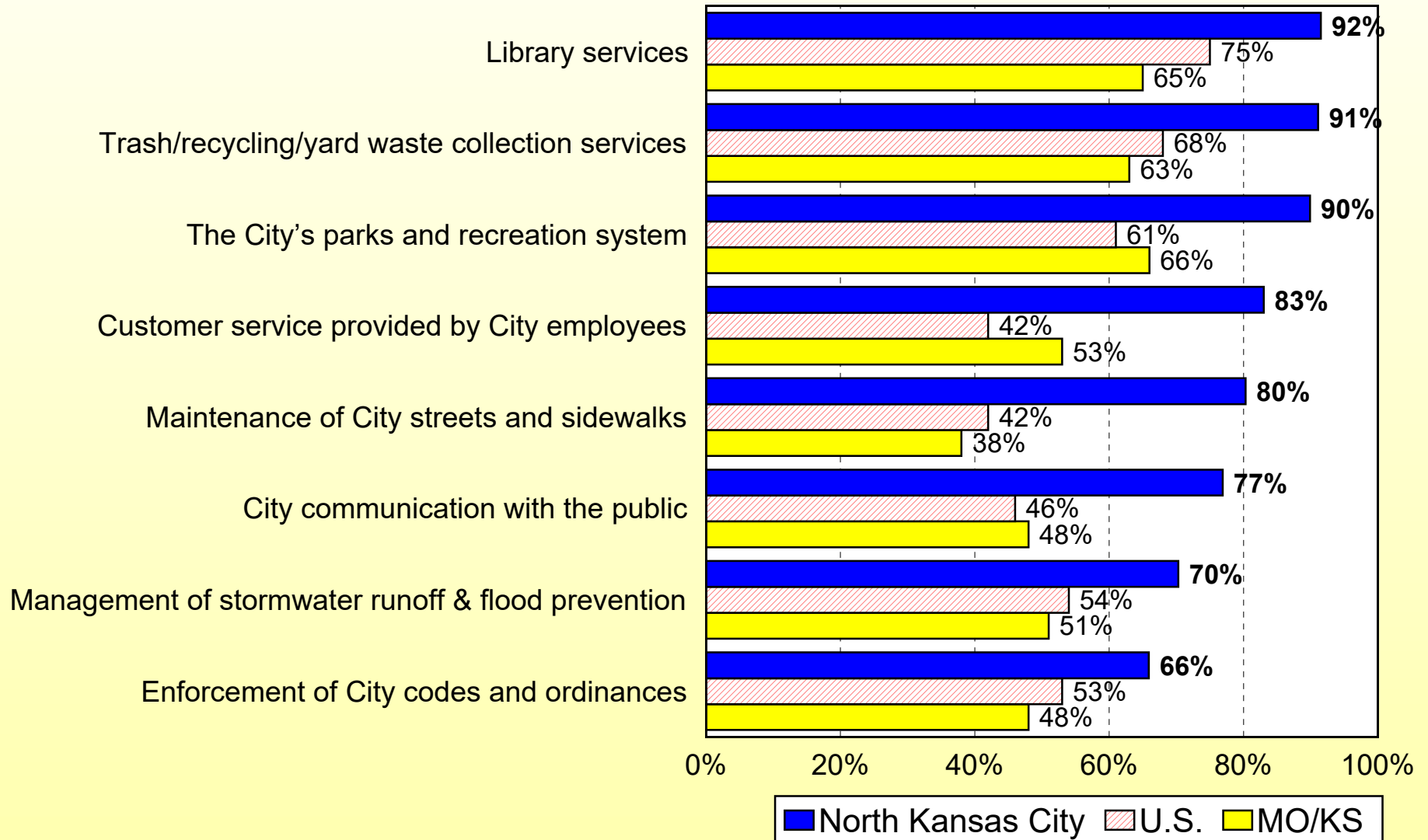
The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 41 communities within the Kansas City metro area. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the metropolitan Kansas City area. The actual ratings for North Kansas City are listed to the right of each chart, and the dot on each bar also shows the results for North Kansas City.

# ***National Benchmarks***

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of North Kansas City is not authorized without written consent from ETC Institute.**

# Overall Satisfaction with City Services North Kansas City vs. MO/KS vs. U.S.

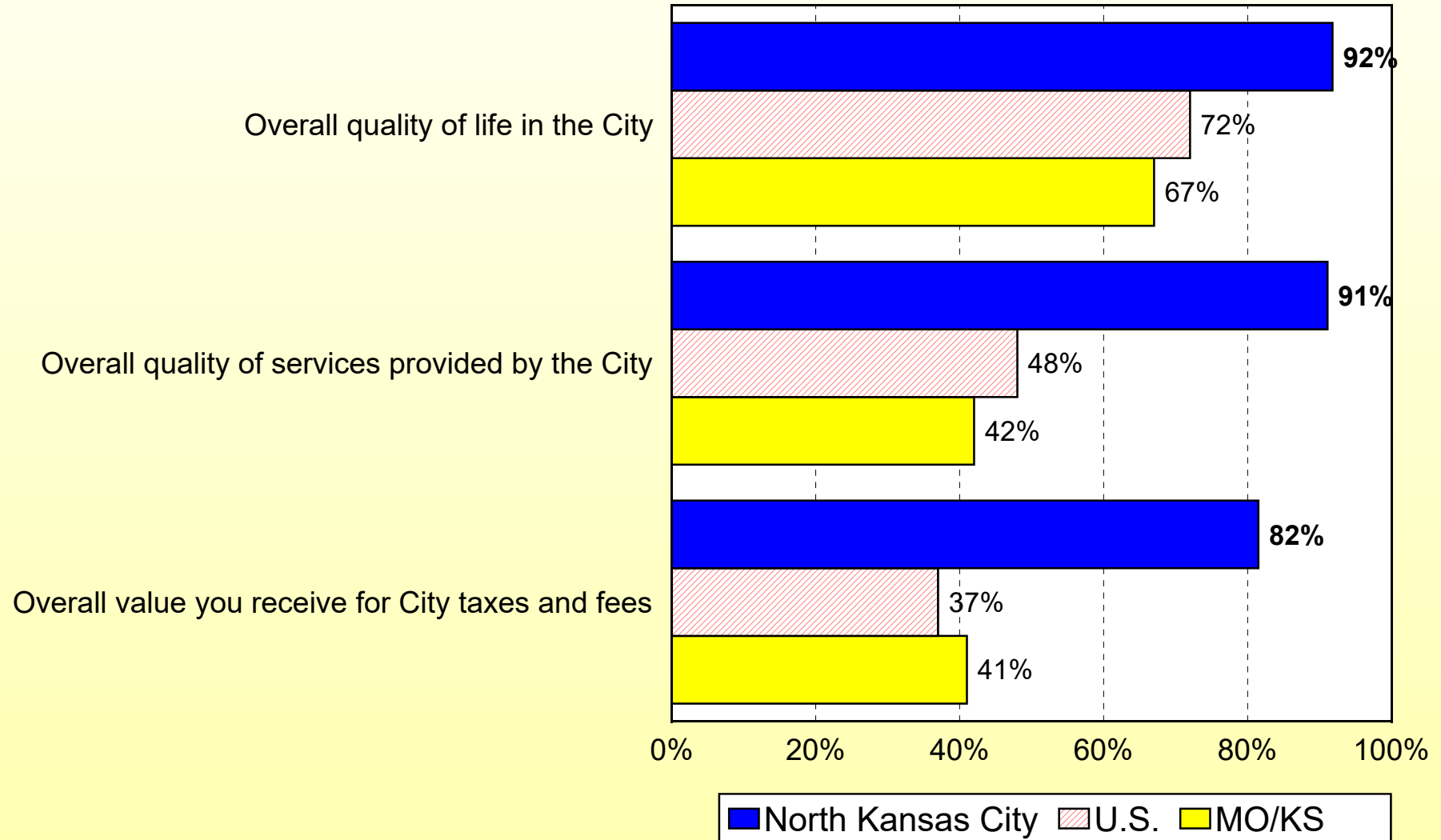
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute Survey (2020 - North Kansas City, MO)

# Overall Satisfaction with Items that Influence Perceptions North Kansas City vs. MO/KS vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"

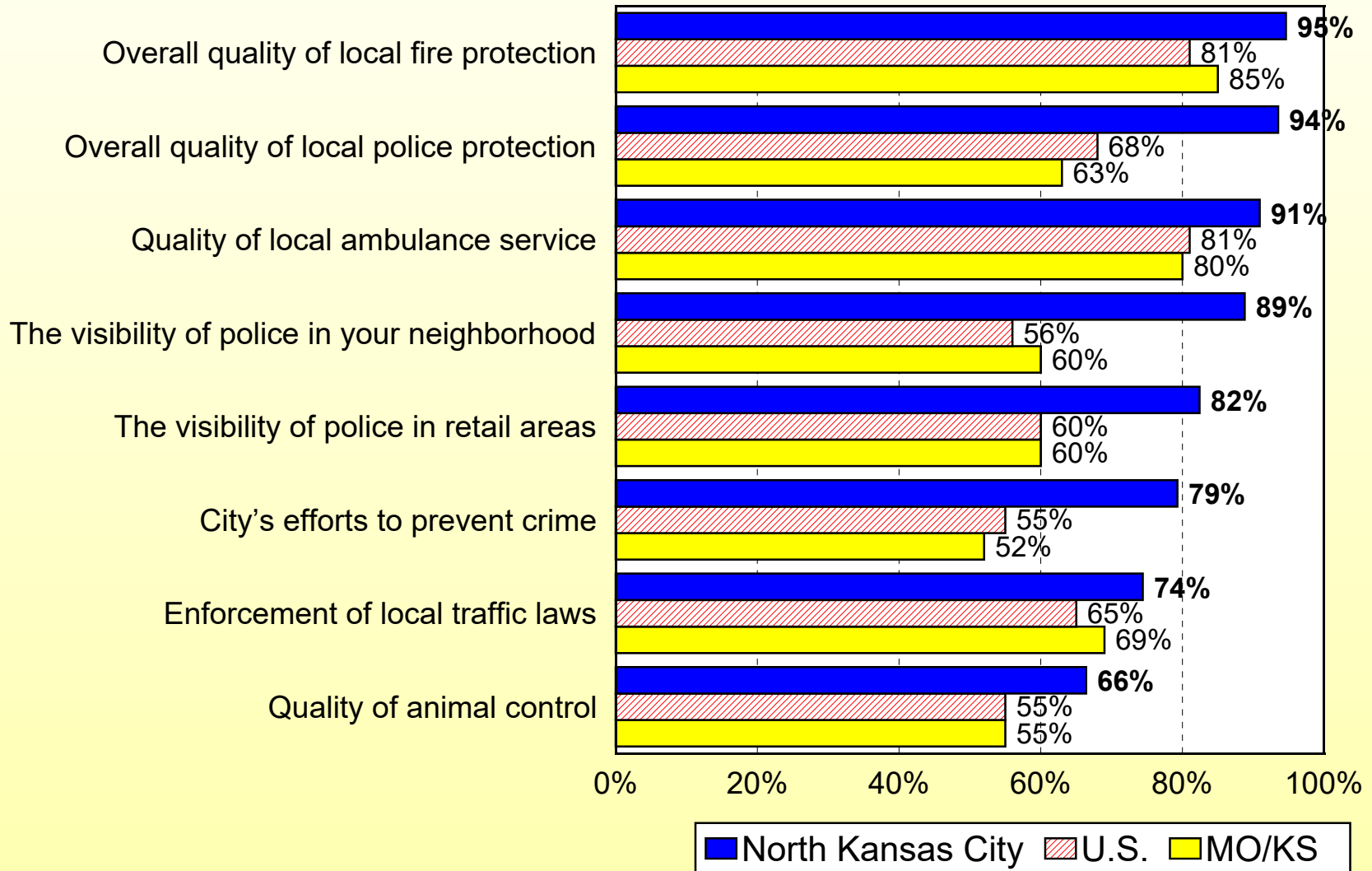


Source: ETC Institute Survey (2020 - North Kansas City, MO)

# Overall Satisfaction with Public Safety

## North Kansas City vs. MO/KS vs. U.S

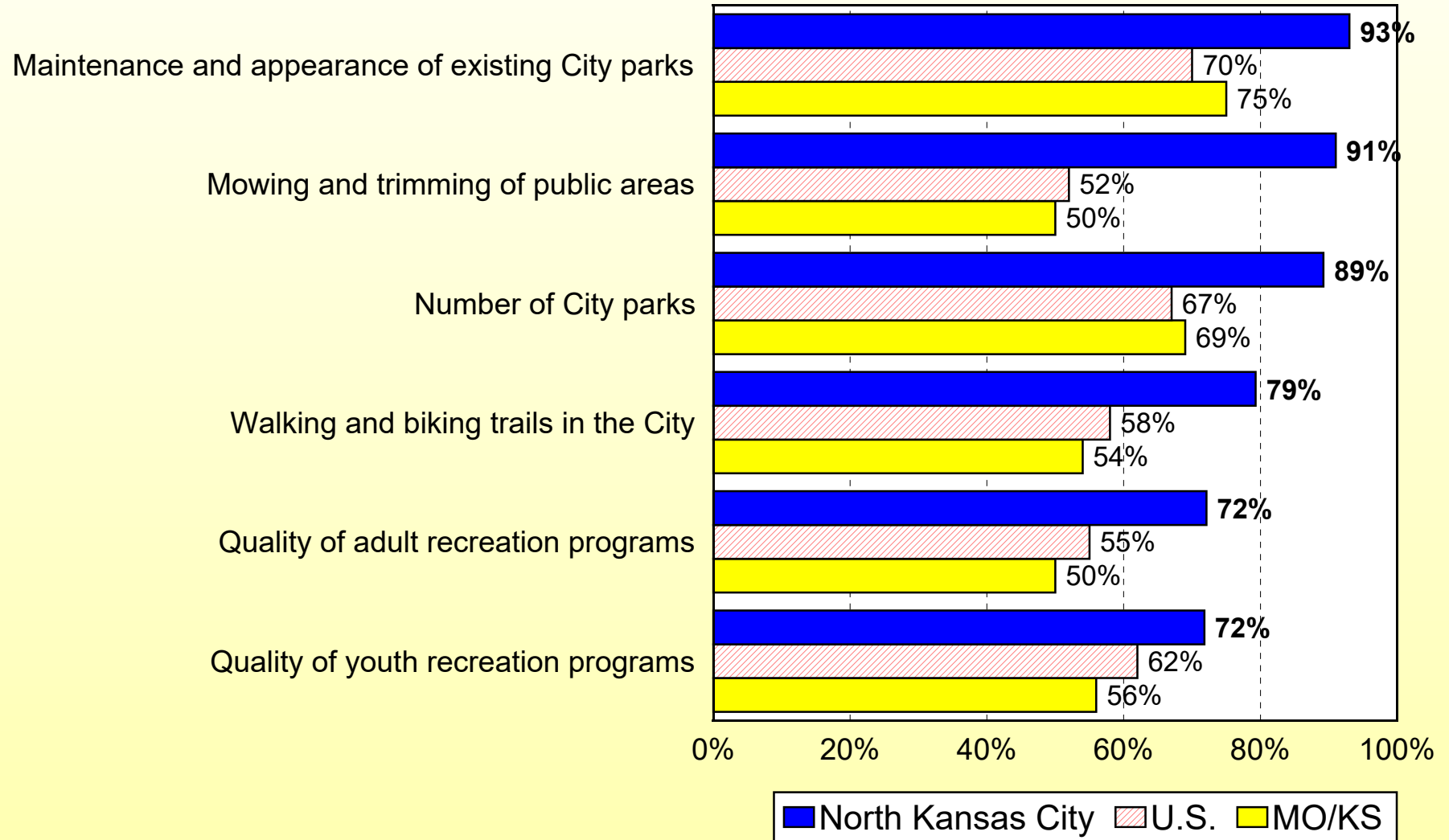
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute Survey (2020 - North Kansas City, MO)

# Overall Satisfaction with Parks and Recreation North Kansas City vs. MO/KS vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied"



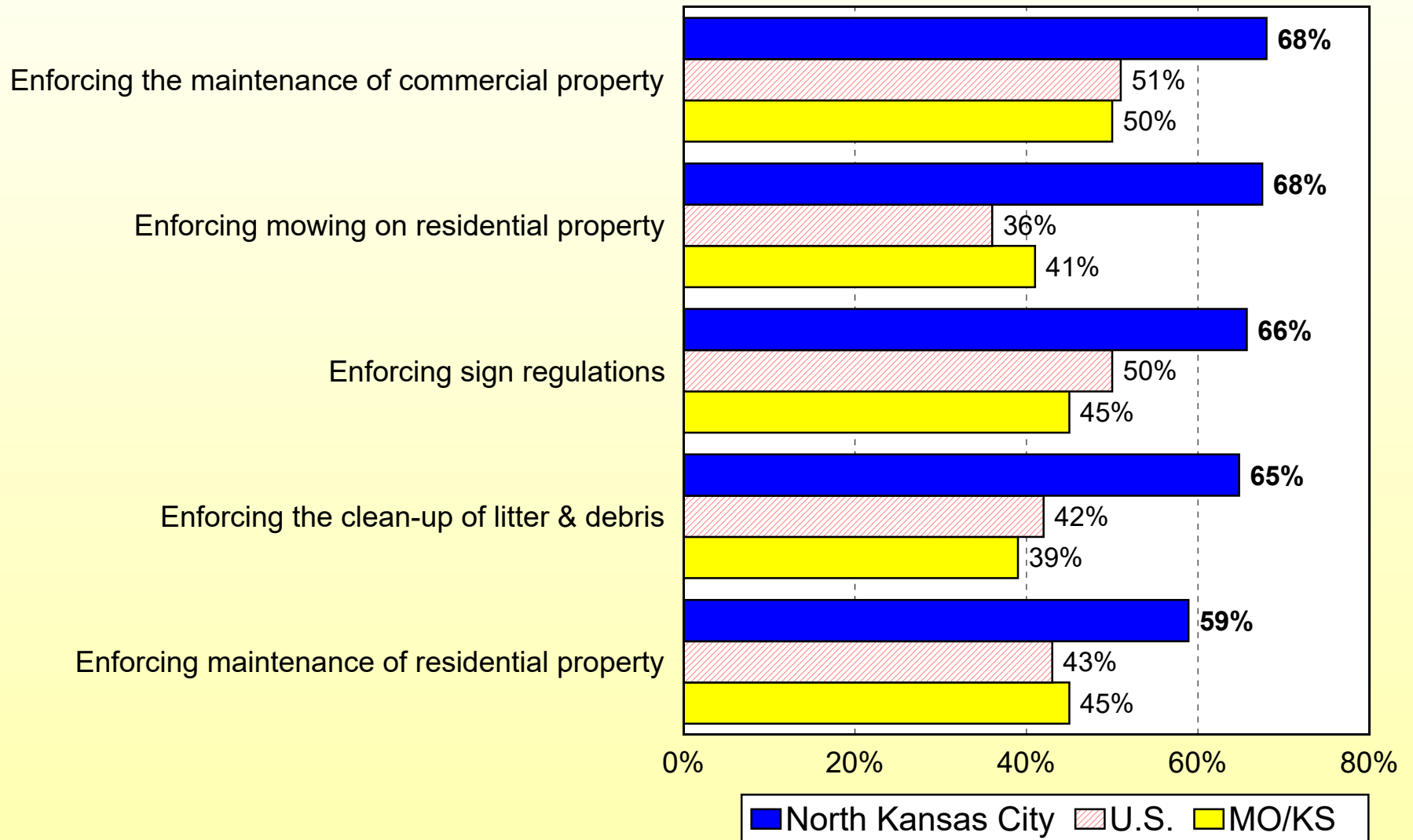
Source: ETC Institute Survey (2020 - North Kansas City, MO)



# Overall Satisfaction with Code Enforcement

## North Kansas City vs. MO/KS vs. U.S.

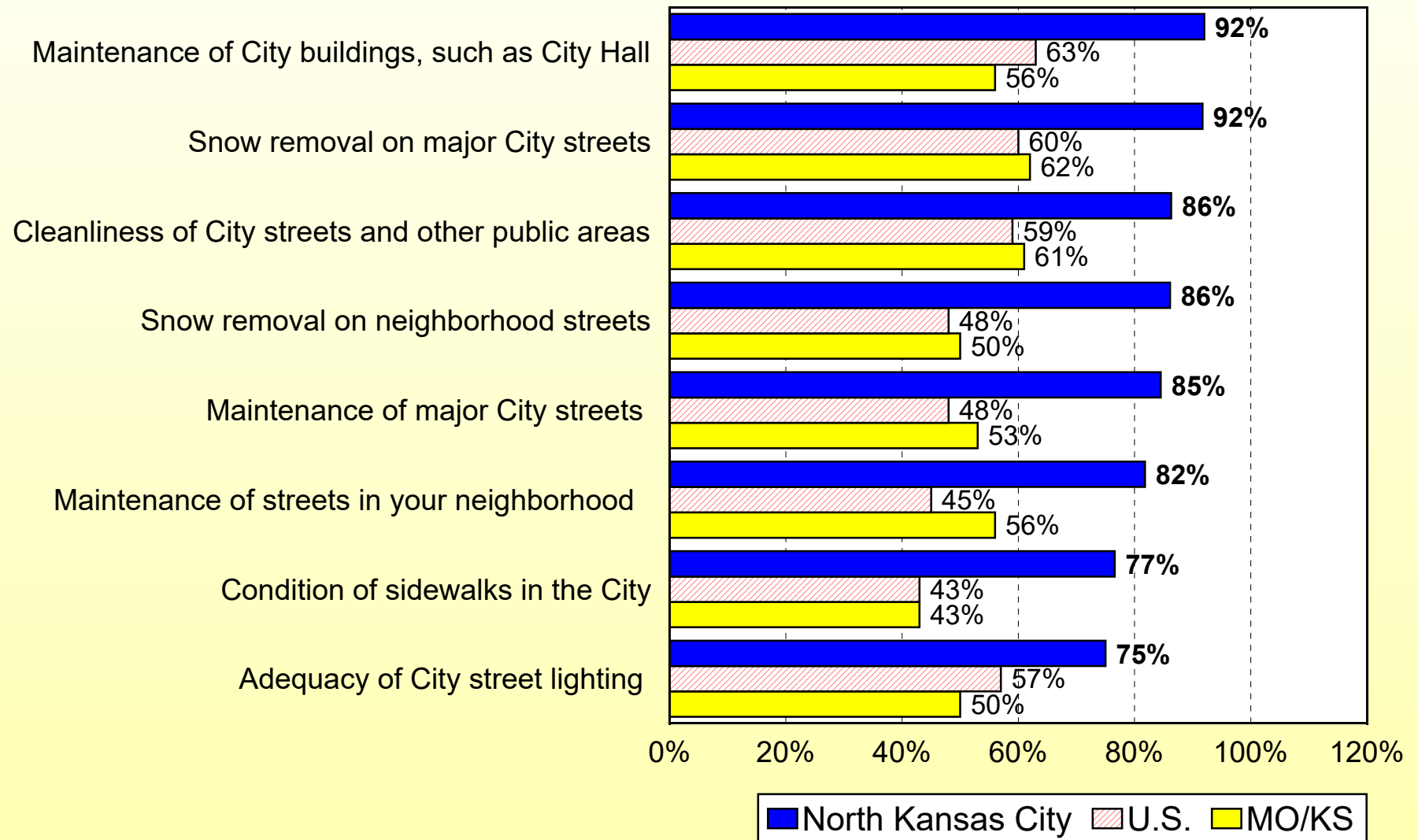
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute Survey (2020 - North Kansas City, MO)

# Overall Satisfaction with Maintenance North Kansas City vs. MO/KS vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"

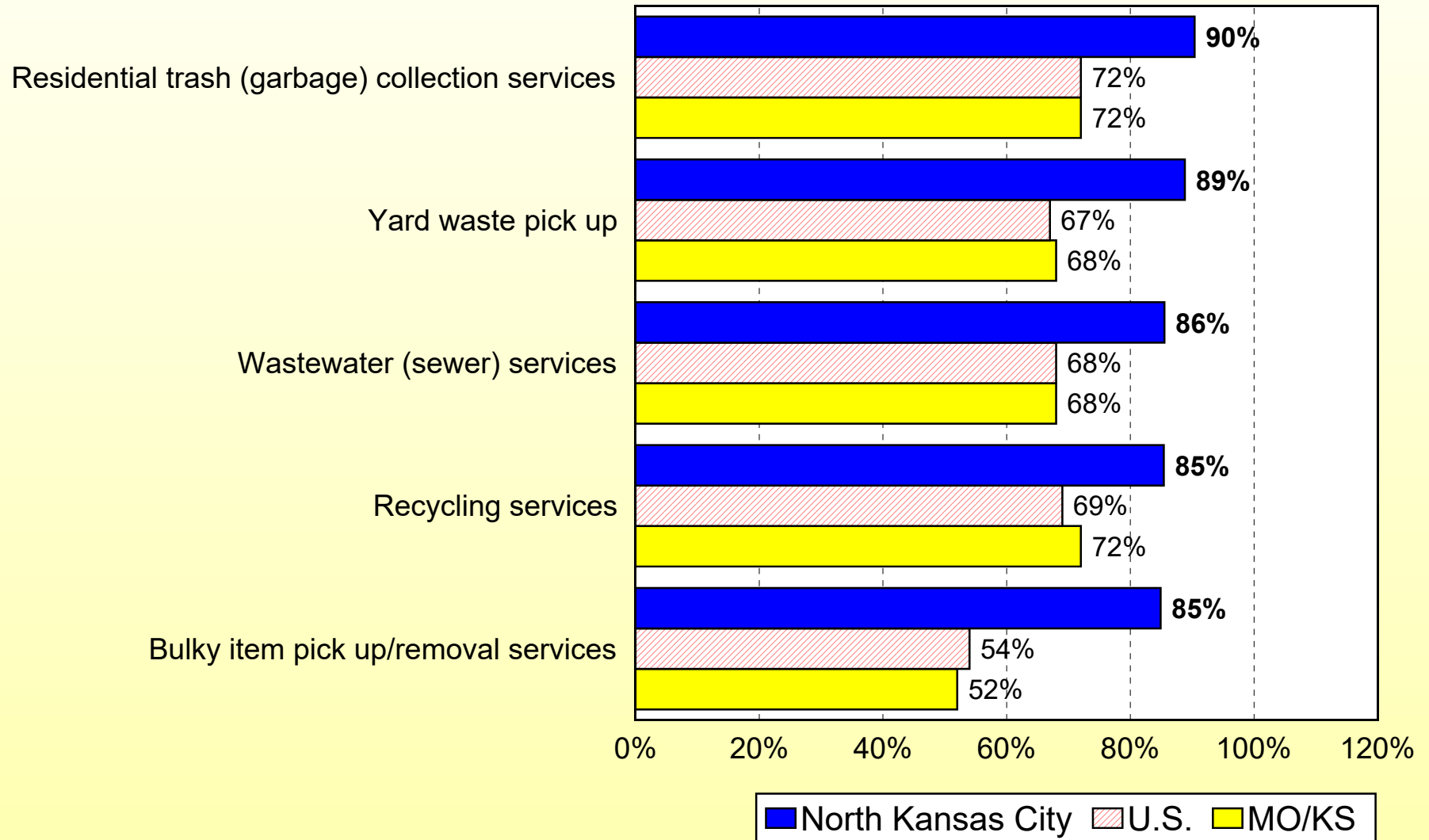


Source: ETC Institute Survey (2020 - North Kansas City, MO)

# Overall Satisfaction with Utilities

## North Kansas City vs. MO/KS vs. U.S.

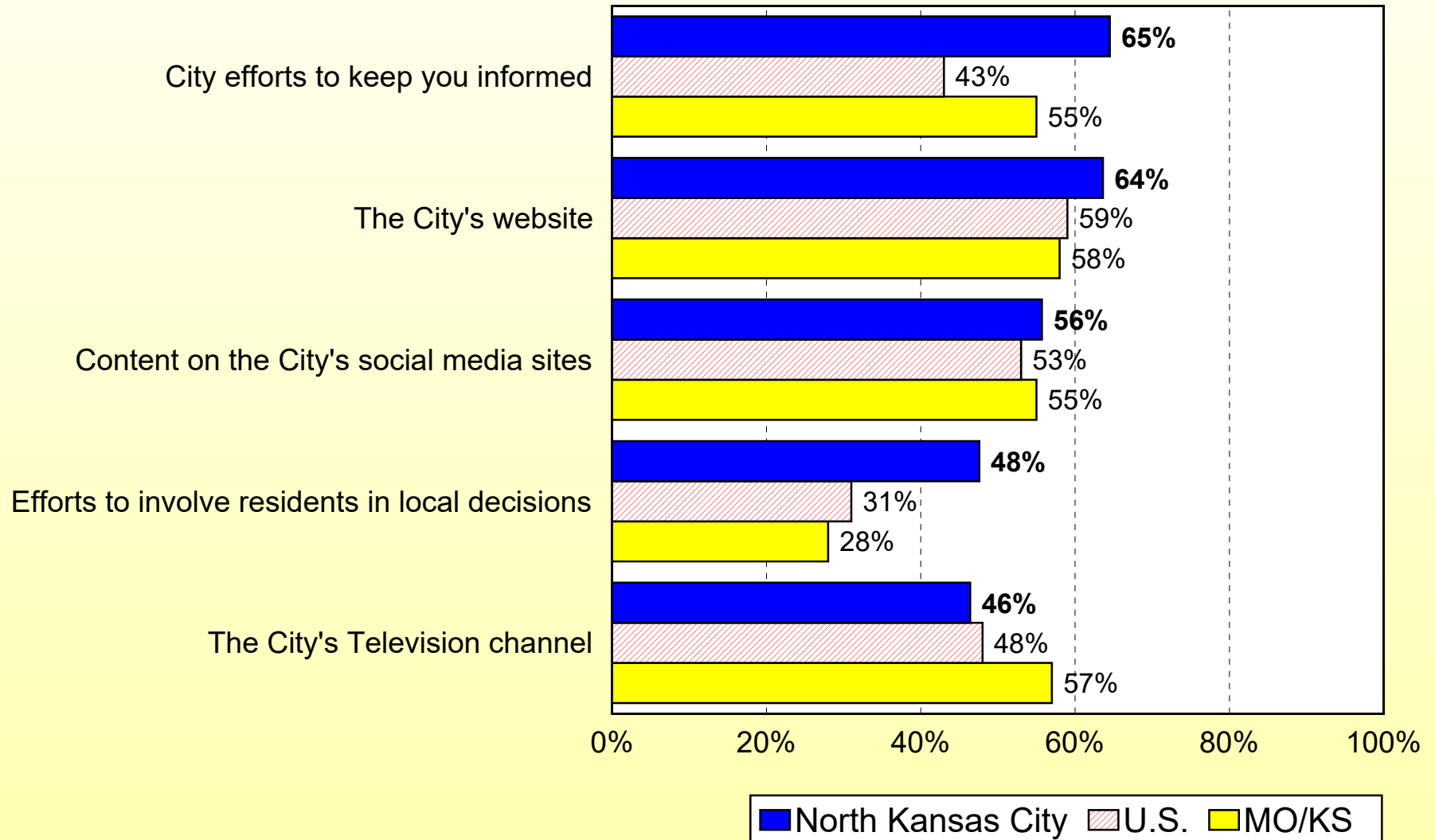
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute Survey (2020 - North Kansas City, MO)

# Overall Satisfaction with City Communication North Kansas City vs. MO/KS vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



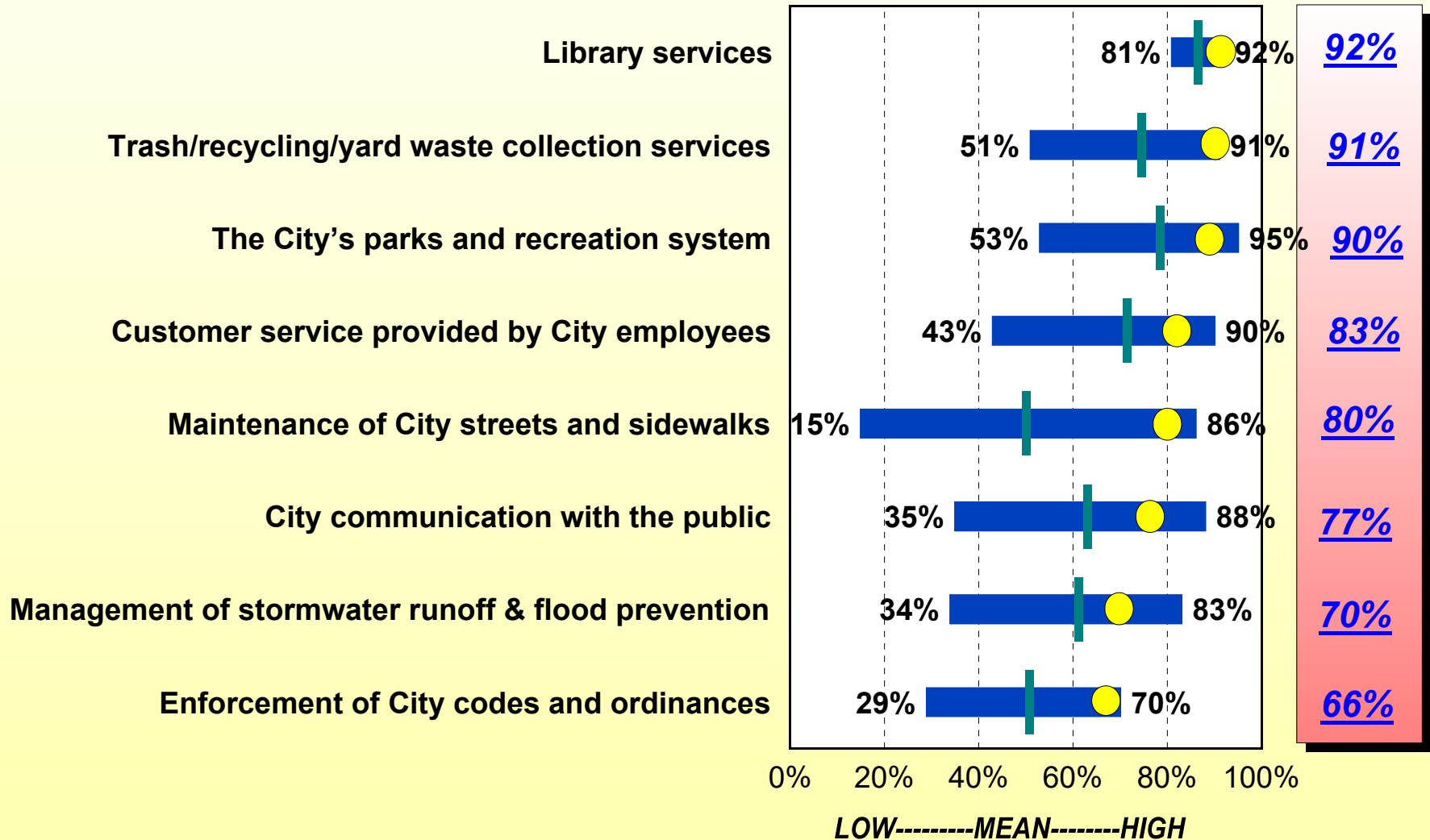
Source: ETC Institute Survey (2020 - North Kansas City, MO)

# ***Kansas City Metro Area Benchmarks***

# Overall Satisfaction With City Services Provided by Cities in the MO/KS Area in 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

**● North Kansas City, MO**

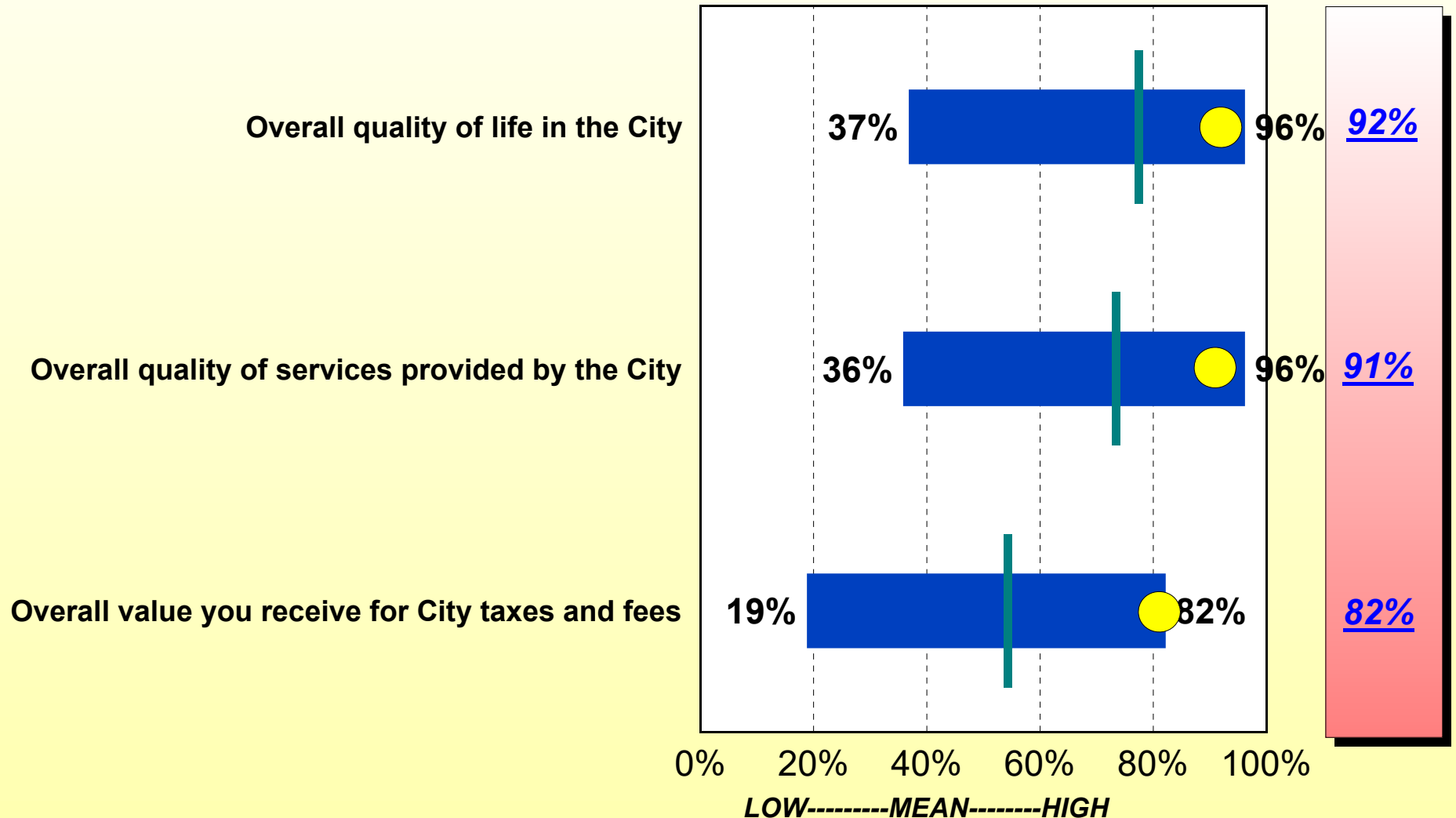


Source: ETC Institute Survey (2020 - North Kansas City, MO)

# Perceptions that MO/KS Area Residents Have of the City in Which They Live in 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

● **North Kansas City, MO**

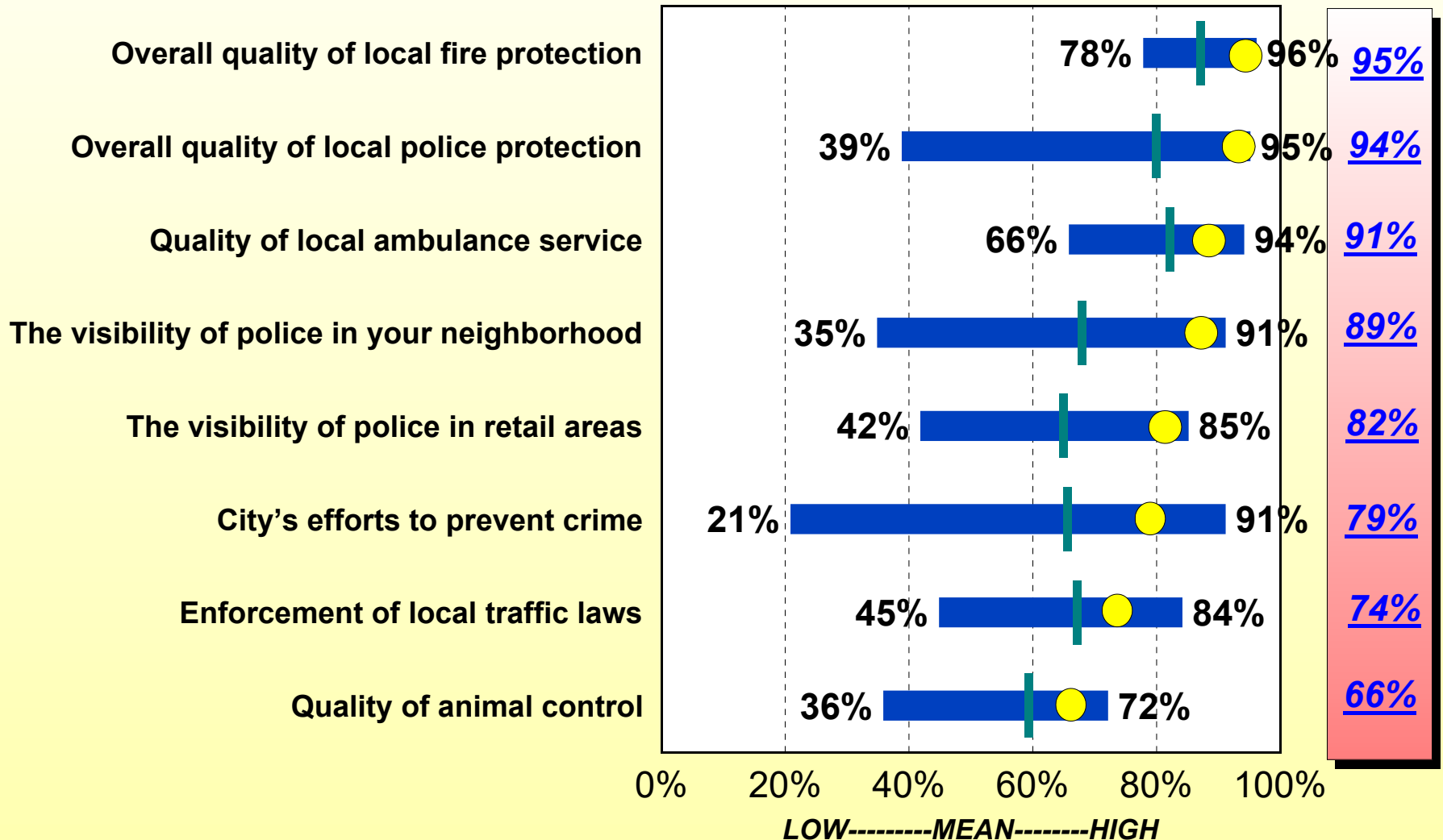


Source: ETC Institute Survey (2020 - North Kansas City, MO)

# Satisfaction with Various Public Safety Services Provided by Cities in the MO/KS Area in 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

**● North Kansas City, MO**



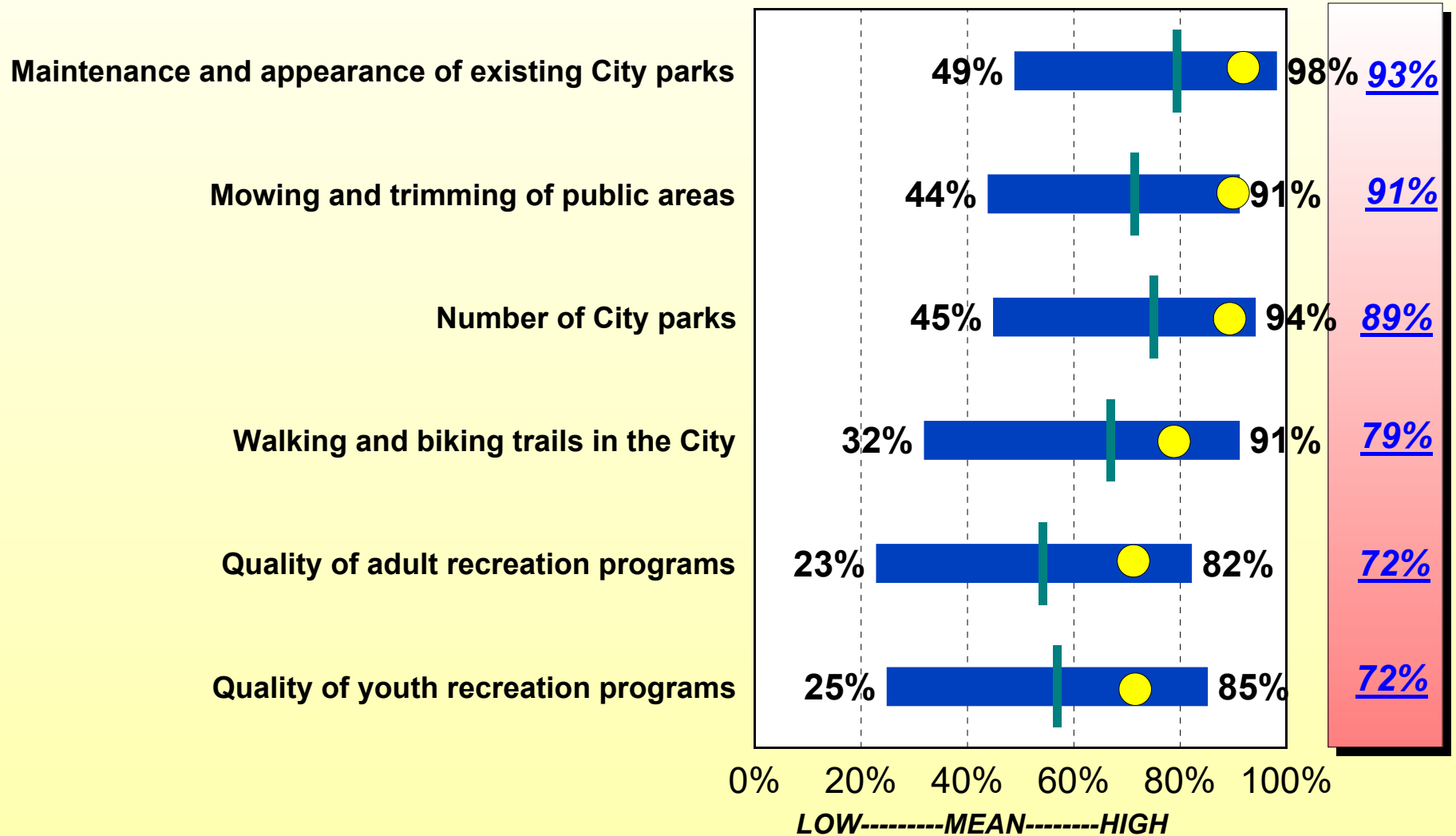
Source: ETC Institute Survey (2020 - North Kansas City, MO)



# Satisfaction with Parks and Recreation Facilities and Services Provided by Cities in the MO/KS Area in 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

● **North Kansas City, MO**

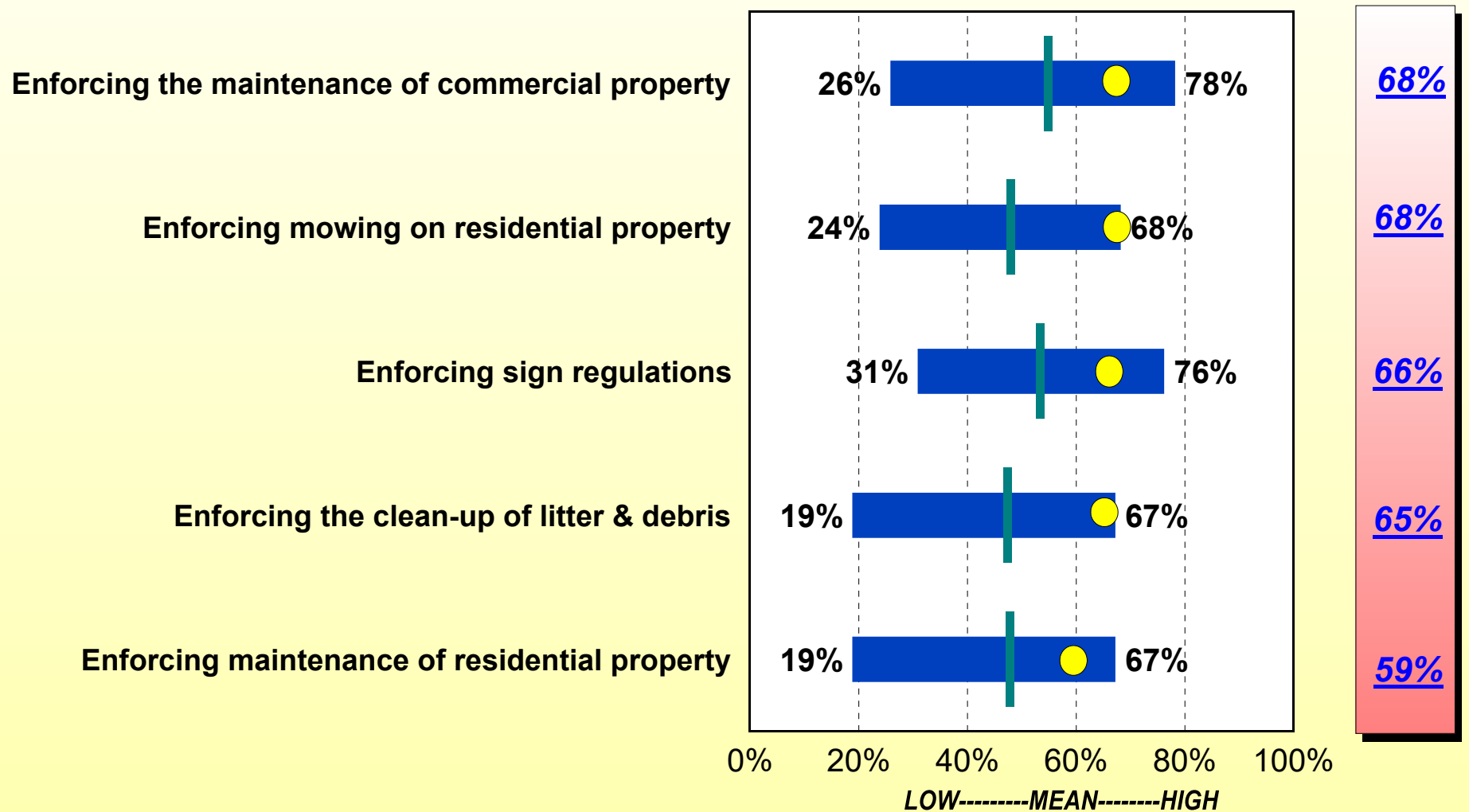


Source: ETC Institute Survey (2020 - North Kansas City, MO)

# Satisfaction with Codes and Ordinance Enforcement Provided by Cities in the MO/KS Area in 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

● **North Kansas City, MO**

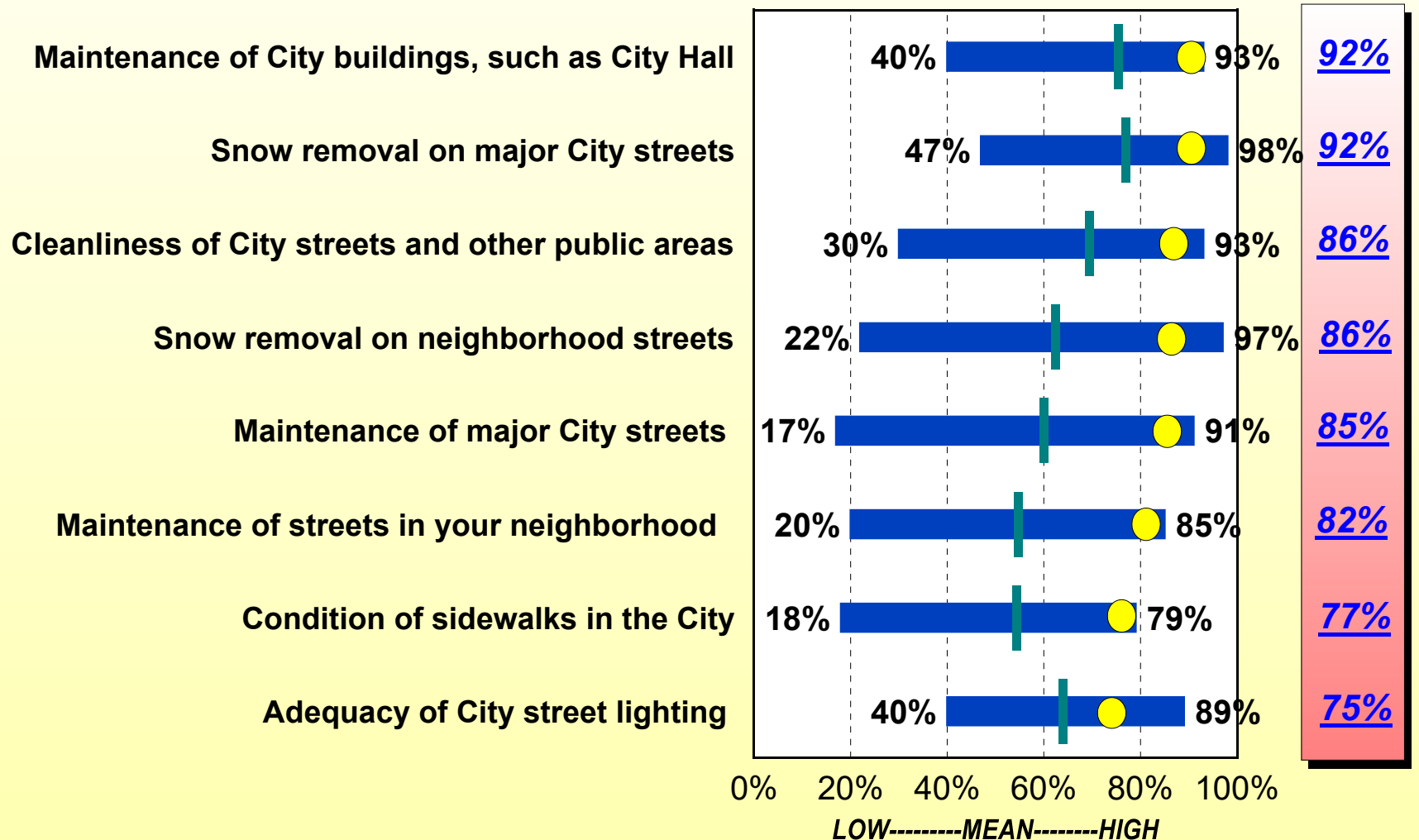


Source: ETC Institute Survey (2020 - North Kansas City, MO)

# Satisfaction with Maintenance Services Provided by Cities in the MO/KS Area in 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

**● North Kansas City, MO**

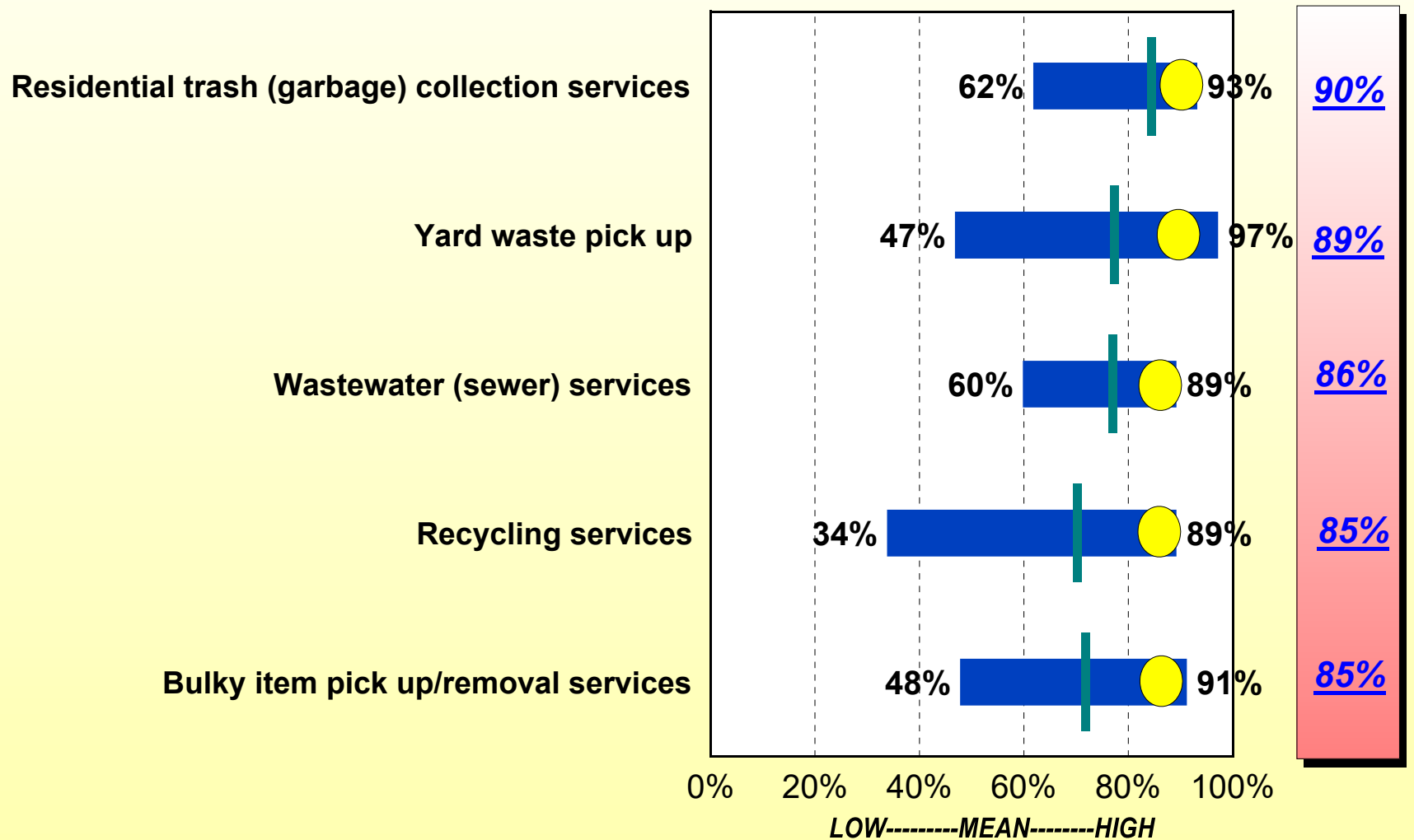


Source: ETC Institute Survey (2020 - North Kansas City, MO)

# Satisfaction with Utility Services Provided by Cities in the MO/KS Area in 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

**● North Kansas City, MO**

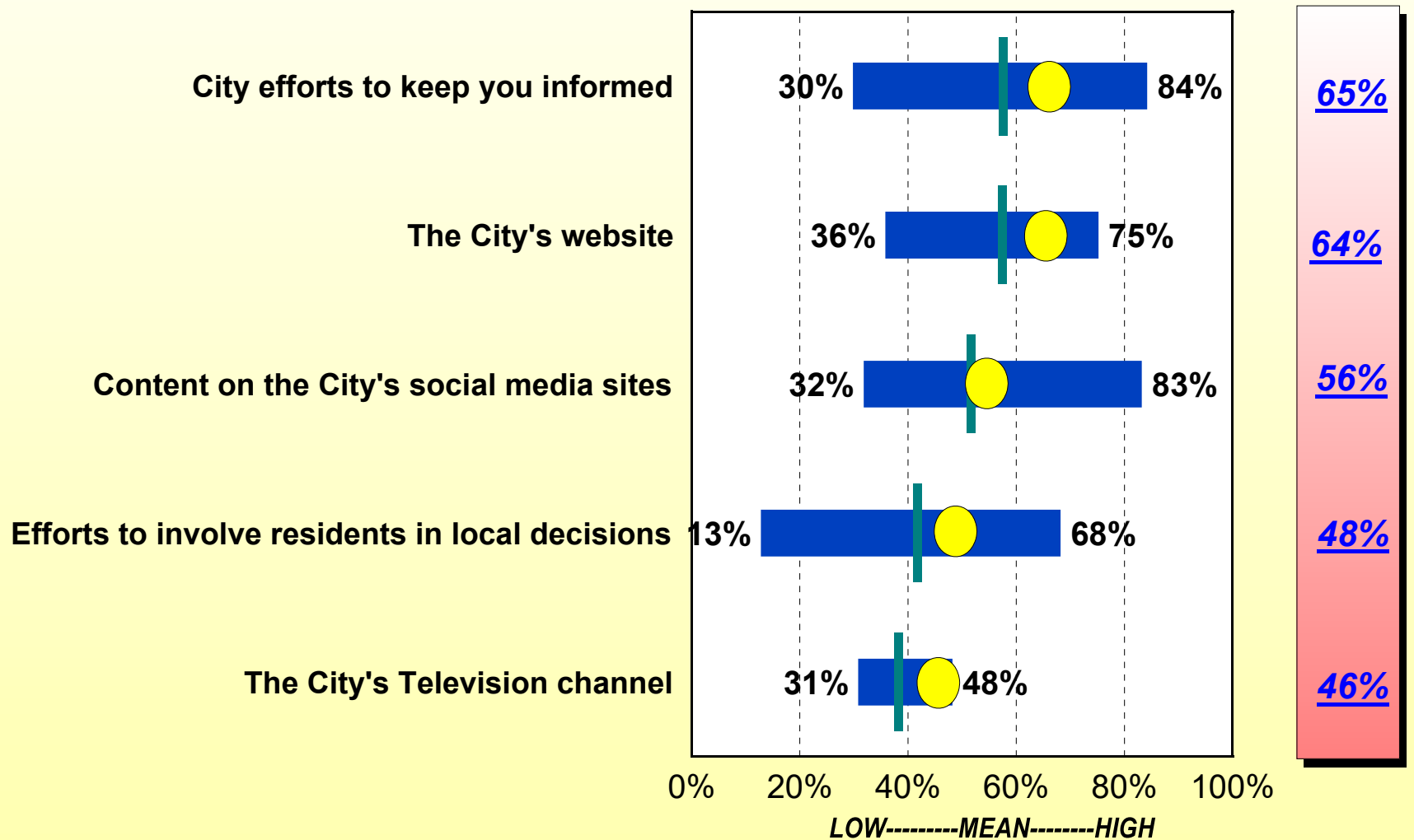


Source: ETC Institute Survey (2020 - North Kansas City, MO)

# Satisfaction with Communication Services Provided by Cities in the MO/KS Area in 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

**● North Kansas City, MO**



Source: ETC Institute Survey (2020 - North Kansas City, MO)

## **Section 4**

### ***Tabular Data***

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**Q1. Overall Quality of City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of North Kansas City.**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. City's parks & recreation system	58.0%	29.0%	7.8%	2.0%	0.0%	3.3%
Q1-2. City water & wastewater services	56.0%	30.3%	6.8%	4.6%	0.3%	2.0%
Q1-3. Fire & emergency medical services	66.8%	17.3%	4.2%	0.3%	0.3%	11.1%
Q1-4. Enforcement of City codes & ordinances	30.9%	27.7%	18.9%	7.8%	3.6%	11.1%
Q1-5. Library services	55.0%	24.8%	6.5%	0.7%	0.3%	12.7%
Q1-6. Maintenance of City streets & sidewalks	44.3%	35.5%	11.4%	5.9%	2.3%	0.7%
Q1-7. Management of stormwater runoff & flood prevention	35.2%	31.3%	18.6%	7.8%	1.6%	5.5%
Q1-8. Municipal court services	23.8%	16.0%	17.6%	1.0%	0.7%	41.0%
Q1-9. Police services	52.8%	28.3%	7.2%	2.9%	1.6%	7.2%
Q1-10. Trash, recycling, & yard waste collection services	60.9%	29.0%	5.2%	3.6%	0.0%	1.3%
Q1-11. City communication with the public	36.8%	38.1%	14.0%	6.8%	1.6%	2.6%
Q1-12. Customer service provided by City employees	47.2%	29.3%	12.7%	2.3%	0.7%	7.8%

**WITHOUT "DON'T KNOW"**

**Q1. Overall Quality of City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of North Kansas City. (without "don't know")**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. City's parks & recreation system	59.9%	30.0%	8.1%	2.0%	0.0%
Q1-2. City water & wastewater services	57.1%	30.9%	7.0%	4.7%	0.3%
Q1-3. Fire & emergency medical services	75.1%	19.4%	4.8%	0.4%	0.4%
Q1-4. Enforcement of City codes & ordinances	34.8%	31.1%	21.2%	8.8%	4.0%
Q1-5. Library services	63.1%	28.4%	7.5%	0.7%	0.4%
Q1-6. Maintenance of City streets & sidewalks	44.6%	35.7%	11.5%	5.9%	2.3%
Q1-7. Management of stormwater runoff & flood prevention	37.2%	33.1%	19.7%	8.3%	1.7%
Q1-8. Municipal court services	40.3%	27.1%	29.8%	1.7%	1.1%
Q1-9. Police services	56.8%	30.5%	7.7%	3.2%	1.8%
Q1-10. Trash, recycling, & yard waste collection services	61.7%	29.4%	5.3%	3.6%	0.0%
Q1-11. City communication with the public	37.8%	39.1%	14.4%	7.0%	1.7%
Q1-12. Customer service provided by City employees	51.2%	31.8%	13.8%	2.5%	0.7%



**Q2. Which FOUR of the City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?**

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
City's parks & recreation system	13	4.2 %
City water & wastewater services	28	9.1 %
Fire & emergency medical services	86	28.0 %
Enforcement of City codes & ordinances	4	1.3 %
Library services	4	1.3 %
Maintenance of City streets & sidewalks	9	2.9 %
Management of stormwater runoff & flood prevention	6	2.0 %
Police services	107	34.9 %
Trash, recycling, & yard waste collection services	19	6.2 %
City communication with the public	8	2.6 %
Customer service provided by City employees	1	0.3 %
<u>None chosen</u>	<u>22</u>	<u>7.2 %</u>
Total	307	100.0 %

**Q2. Which FOUR of the City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?**

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City's parks & recreation system	11	3.6 %
City water & wastewater services	27	8.8 %
Fire & emergency medical services	92	30.0 %
Enforcement of City codes & ordinances	6	2.0 %
Library services	8	2.6 %
Maintenance of City streets & sidewalks	26	8.5 %
Management of stormwater runoff & flood prevention	11	3.6 %
Municipal court services	1	0.3 %
Police services	73	23.8 %
Trash, recycling, & yard waste collection services	23	7.5 %
City communication with the public	6	2.0 %
Customer service provided by City employees	1	0.3 %
<u>None chosen</u>	<u>22</u>	<u>7.2 %</u>
Total	307	100.0 %

**Q2. Which FOUR of the City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?**

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
City's parks & recreation system	23	7.5 %
City water & wastewater services	48	15.6 %
Fire & emergency medical services	35	11.4 %
Enforcement of City codes & ordinances	15	4.9 %
Library services	6	2.0 %
Maintenance of City streets & sidewalks	40	13.0 %
Management of stormwater runoff & flood prevention	14	4.6 %
Municipal court services	1	0.3 %
Police services	37	12.1 %
Trash, recycling, & yard waste collection services	51	16.6 %
City communication with the public	9	2.9 %
Customer service provided by City employees	3	1.0 %
<u>None chosen</u>	<u>25</u>	<u>8.1 %</u>
Total	307	100.0 %

**Q2. Which FOUR of the City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?**

<u>Q2. 4th choice</u>	<u>Number</u>	<u>Percent</u>
City's parks & recreation system	29	9.4 %
City water & wastewater services	27	8.8 %
Fire & emergency medical services	12	3.9 %
Enforcement of City codes & ordinances	21	6.8 %
Library services	17	5.5 %
Maintenance of City streets & sidewalks	43	14.0 %
Management of stormwater runoff & flood prevention	22	7.2 %
Municipal court services	4	1.3 %
Police services	15	4.9 %
Trash, recycling, & yard waste collection services	59	19.2 %
City communication with the public	23	7.5 %
Customer service provided by City employees	4	1.3 %
<u>None chosen</u>	<u>31</u>	<u>10.1 %</u>
Total	307	100.0 %

**SUM OF TOP 4 CHOICES****Q2. Which FOUR of the City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 4)**

<u>Q2. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
City's parks & recreation system	76	24.8 %
City water & wastewater services	130	42.3 %
Fire & emergency medical services	225	73.3 %
Enforcement of City codes & ordinances	46	15.0 %
Library services	35	11.4 %
Maintenance of City streets & sidewalks	118	38.4 %
Management of stormwater runoff & flood prevention	53	17.3 %
Municipal court services	6	2.0 %
Police services	232	75.6 %
Trash, recycling, & yard waste collection services	152	49.5 %
City communication with the public	46	15.0 %
Customer service provided by City employees	9	2.9 %
None chosen	22	7.2 %
Total	1150	

**Q3. Perceptions of the City. Items that may influence your perception of the City of North Kansas City are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City	50.5%	40.1%	7.2%	1.0%	0.7%	0.7%
Q3-2. How well City is planning for redevelopment	19.9%	32.2%	21.8%	13.0%	6.2%	6.8%
Q3-3. Overall quality of life in City	48.5%	43.0%	6.8%	1.0%	0.3%	0.3%
Q3-4. Overall value you receive for City taxes & fees	40.7%	38.1%	13.7%	3.3%	1.0%	3.3%
Q3-5. Overall quality of new development	27.4%	32.2%	23.5%	7.2%	6.8%	2.9%
Q3-6. Appearance of residential property in City	20.2%	45.6%	20.8%	10.7%	2.0%	0.7%
Q3-7. Appearance of commercial property in City	21.8%	46.3%	25.1%	4.9%	1.0%	1.0%

**WITHOUT "DON'T KNOW"**

**Q3. Perceptions of the City. Items that may influence your perception of the City of North Kansas City are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City	50.8%	40.3%	7.2%	1.0%	0.7%
Q3-2. How well City is planning for redevelopment	21.3%	34.6%	23.4%	14.0%	6.6%
Q3-3. Overall quality of life in City	48.7%	43.1%	6.9%	1.0%	0.3%
Q3-4. Overall value you receive for City taxes & fees	42.1%	39.4%	14.1%	3.4%	1.0%
Q3-5. Overall quality of new development	28.2%	33.2%	24.2%	7.4%	7.0%
Q3-6. Appearance of residential property in City	20.3%	45.9%	21.0%	10.8%	2.0%
Q3-7. Appearance of commercial property in City	22.0%	46.7%	25.3%	4.9%	1.0%

**Q4. Perceptions of Safety. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations.**

(N=307)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q4-1. In City parks	54.4%	34.5%	6.5%	1.3%	0.0%	3.3%
Q4-2. In your neighborhood during the day	65.5%	30.9%	1.6%	0.3%	0.0%	1.6%
Q4-3. In your neighborhood at night	39.7%	38.4%	13.4%	5.5%	0.0%	2.9%
Q4-4. In commercial & retail areas of City	40.1%	42.0%	10.4%	2.0%	0.3%	5.2%

**WITHOUT "DON'T KNOW"**

**Q4. Perceptions of Safety. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations. (without "don't know")**

(N=307)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q4-1. In City parks	56.2%	35.7%	6.7%	1.3%	0.0%
Q4-2. In your neighborhood during the day	66.6%	31.5%	1.7%	0.3%	0.0%
Q4-3. In your neighborhood at night	40.9%	39.6%	13.8%	5.7%	0.0%
Q4-4. In commercial & retail areas of City	42.3%	44.3%	11.0%	2.1%	0.3%

**Q5. Public Safety Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of local police protection	57.7%	31.9%	4.2%	1.0%	1.0%	4.2%
Q5-2. Visibility of police in your neighborhood	54.4%	33.6%	6.2%	3.9%	1.0%	1.0%
Q5-3. Visibility of police in retail areas	41.7%	34.9%	14.0%	1.6%	0.7%	7.2%
Q5-4. City's efforts to prevent crime	40.4%	30.9%	14.3%	3.3%	1.0%	10.1%
Q5-5. City's efforts to prevent fires	40.1%	30.3%	11.1%	0.7%	0.0%	17.9%
Q5-6. Enforcement of local traffic laws	32.6%	36.5%	15.3%	6.5%	2.0%	7.2%
Q5-7. Overall quality of local fire protection	53.7%	31.3%	4.2%	0.3%	0.3%	10.1%
Q5-8. Quality of local ambulance service	53.1%	21.8%	6.2%	1.0%	0.3%	17.6%
Q5-9. How quickly public safety personnel respond to emergencies	54.7%	18.9%	8.5%	1.3%	0.7%	16.0%
Q5-10. Quality of animal control	26.1%	25.4%	17.9%	4.9%	3.3%	22.5%

**WITHOUT "DON'T KNOW"**

**Q5. Public Safety Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of local police protection	60.2%	33.3%	4.4%	1.0%	1.0%
Q5-2. Visibility of police in your neighborhood	54.9%	33.9%	6.3%	3.9%	1.0%
Q5-3. Visibility of police in retail areas	44.9%	37.5%	15.1%	1.8%	0.7%
Q5-4. City's efforts to prevent crime	44.9%	34.4%	15.9%	3.6%	1.1%
Q5-5. City's efforts to prevent fires	48.8%	36.9%	13.5%	0.8%	0.0%
Q5-6. Enforcement of local traffic laws	35.1%	39.3%	16.5%	7.0%	2.1%
Q5-7. Overall quality of local fire protection	59.8%	34.8%	4.7%	0.4%	0.4%
Q5-8. Quality of local ambulance service	64.4%	26.5%	7.5%	1.2%	0.4%
Q5-9. How quickly public safety personnel respond to emergencies	65.1%	22.5%	10.1%	1.6%	0.8%
Q5-10. Quality of animal control	33.6%	32.8%	23.1%	6.3%	4.2%



**Q6. Which THREE of the public safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	110	35.8 %
Visibility of police in your neighborhood	37	12.1 %
Visibility of police in retail areas	4	1.3 %
City's efforts to prevent crime	58	18.9 %
City's efforts to prevent fires	4	1.3 %
Enforcement of local traffic laws	15	4.9 %
Overall quality of local fire protection	8	2.6 %
Quality of local ambulance service	9	2.9 %
How quickly public safety personnel respond to emergencies	27	8.8 %
Quality of animal control	4	1.3 %
None chosen	31	10.1 %
Total	307	100.0 %

**Q6. Which THREE of the public safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	32	10.4 %
Visibility of police in your neighborhood	33	10.7 %
Visibility of police in retail areas	20	6.5 %
City's efforts to prevent crime	56	18.2 %
City's efforts to prevent fires	21	6.8 %
Enforcement of local traffic laws	16	5.2 %
Overall quality of local fire protection	42	13.7 %
Quality of local ambulance service	17	5.5 %
How quickly public safety personnel respond to emergencies	27	8.8 %
Quality of animal control	6	2.0 %
None chosen	37	12.1 %
Total	307	100.0 %

**Q6. Which THREE of the public safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City Leaders over the next two years?**

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	19	6.2 %
Visibility of police in your neighborhood	24	7.8 %
Visibility of police in retail areas	17	5.5 %
City's efforts to prevent crime	36	11.7 %
City's efforts to prevent fires	19	6.2 %
Enforcement of local traffic laws	17	5.5 %
Overall quality of local fire protection	34	11.1 %
Quality of local ambulance service	38	12.4 %
How quickly public safety personnel respond to emergencies	42	13.7 %
Quality of animal control	14	4.6 %
None chosen	47	15.3 %
Total	307	100.0 %

**SUM OF TOP 3 CHOICES**

**Q6. Which THREE of the public safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 3)**

<u>Q6. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	161	52.4 %
Visibility of police in your neighborhood	94	30.6 %
Visibility of police in retail areas	41	13.4 %
City's efforts to prevent crime	150	48.9 %
City's efforts to prevent fires	44	14.3 %
Enforcement of local traffic laws	48	15.6 %
Overall quality of local fire protection	84	27.4 %
Quality of local ambulance service	64	20.8 %
How quickly public safety personnel respond to emergencies	96	31.3 %
Quality of animal control	24	7.8 %
None chosen	31	10.1 %
Total	837	

**Q7. Have you called, emailed or visited the Police Department with a question, problem, or complaint during the past year?**

Q7. Have you called, emailed or visited Police Department with a question, problem, or complaint during past year

	Number	Percent
Yes	97	31.6 %
No	210	68.4 %
Total	307	100.0 %

**Q7a. (Only if YES to Question 7) How easy was it to contact the person you needed to reach?**

Q7a. How easy was it to contact the person you needed to reach

	Number	Percent
Very easy	61	62.9 %
Somewhat easy	22	22.7 %
Difficult	7	7.2 %
Very difficult	3	3.1 %
Don't know	4	4.1 %
Total	97	100.0 %

**WITHOUT "DON'T KNOW"**

**Q7a. (Only if YES to Question 7) How easy was it to contact the person you needed to reach? (without "don't know")**

Q7a. How easy was it to contact the person you needed to reach

	Number	Percent
Very easy	61	65.6 %
Somewhat easy	22	23.7 %
Difficult	7	7.5 %
Very difficult	3	3.2 %
Total	93	100.0 %

**Q7b. (Only if YES to Question 7) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."**

(N=97)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q7b-1. They were courteous & polite	70.1%	19.6%	6.2%	1.0%	1.0%	2.1%
Q7b-2. They gave prompt, accurate, & complete answers to questions	61.9%	20.6%	12.4%	2.1%	1.0%	2.1%
Q7b-3. They did what they said they would do in a timely manner	55.7%	18.6%	10.3%	5.2%	5.2%	5.2%
Q7b-4. They helped you resolve an issue to your satisfaction	51.5%	19.6%	11.3%	5.2%	7.2%	5.2%

**WITHOUT "DON'T KNOW"**

**Q7b. (Only if YES to Question 7) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")**

(N=97)

	Always	Usually	Sometimes	Seldom	Never
Q7b-1. They were courteous & polite	71.6%	20.0%	6.3%	1.1%	1.1%
Q7b-2. They gave prompt, accurate, & complete answers to questions	63.2%	21.1%	12.6%	2.1%	1.1%
Q7b-3. They did what they said they would do in a timely manner	58.7%	19.6%	10.9%	5.4%	5.4%
Q7b-4. They helped you resolve an issue to your satisfaction	54.3%	20.7%	12.0%	5.4%	7.6%

**Q8. Parks and Recreation. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Maintenance & appearance of existing City parks	56.0%	34.5%	4.9%	1.6%	0.3%	2.6%
Q8-2. Number of City parks	51.5%	34.2%	9.1%	1.0%	0.3%	3.9%
Q8-3. Walking & biking trails in City	42.7%	32.2%	13.4%	3.9%	2.3%	5.5%
Q8-4. Quality of youth recreation programs	24.4%	16.9%	15.6%	0.7%	0.0%	42.3%
Q8-5. Quality of adult recreation programs	24.8%	24.1%	17.6%	1.0%	0.3%	32.2%
Q8-6. Quality of special event programs (e.g. Arts in the Park, Movies in the Park, Mistletoe Market)	36.8%	31.9%	12.7%	1.6%	0.0%	16.9%
Q8-7. Mowing & trimming of public areas	52.4%	37.1%	7.5%	1.3%	0.0%	1.6%

**WITHOUT "DON'T KNOW"**

**Q8. Parks and Recreation. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Maintenance & appearance of existing City parks	57.5%	35.5%	5.0%	1.7%	0.3%
Q8-2. Number of City parks	53.6%	35.6%	9.5%	1.0%	0.3%
Q8-3. Walking & biking trails in City	45.2%	34.1%	14.1%	4.1%	2.4%
Q8-4. Quality of youth recreation programs	42.4%	29.4%	27.1%	1.1%	0.0%
Q8-5. Quality of adult recreation programs	36.5%	35.6%	26.0%	1.4%	0.5%
Q8-6. Quality of special event programs (e.g. Arts in the Park, Movies in the Park, Mistletoe Market)	44.3%	38.4%	15.3%	2.0%	0.0%
Q8-7. Mowing & trimming of public areas	53.3%	37.7%	7.6%	1.3%	0.0%

**Q9. Which THREE of the parks and recreation services listed in Question 8 do you think are MOST IMPORTANT for the City to provide?**

Q9. Top choice	Number	Percent
Maintenance & appearance of existing City parks	173	56.4 %
Number of City parks	3	1.0 %
Walking & biking trails in City	37	12.1 %
Quality of youth recreation programs	10	3.3 %
Quality of adult recreation programs	8	2.6 %
Quality of special event programs (e.g. Arts in the Park, Movies in the Park, Mistletoe Market)	11	3.6 %
Mowing & trimming of public areas	31	10.1 %
None chosen	34	11.1 %
Total	307	100.0 %

**Q9. Which THREE of the parks and recreation services listed in Question 8 do you think are MOST IMPORTANT for the City to provide?**

Q9. 2nd choice	Number	Percent
Maintenance & appearance of existing City parks	52	16.9 %
Number of City parks	27	8.8 %
Walking & biking trails in City	57	18.6 %
Quality of youth recreation programs	24	7.8 %
Quality of adult recreation programs	19	6.2 %
Quality of special event programs (e.g. Arts in the Park, Movies in the Park, Mistletoe Market)	31	10.1 %
Mowing & trimming of public areas	59	19.2 %
None chosen	38	12.4 %
Total	307	100.0 %

**Q9. Which THREE of the parks and recreation services listed in Question 8 do you think are MOST IMPORTANT for the City to provide?**

Q9. 3rd choice	Number	Percent
Maintenance & appearance of existing City parks	23	7.5 %
Number of City parks	15	4.9 %
Walking & biking trails in City	45	14.7 %
Quality of youth recreation programs	28	9.1 %
Quality of adult recreation programs	26	8.5 %
Quality of special event programs (e.g. Arts in the Park, Movies in the Park, Mistletoe Market)	53	17.3 %
Mowing & trimming of public areas	67	21.8 %
None chosen	50	16.3 %
Total	307	100.0 %

**SUM OF TOP 3 CHOICES****Q9. Which THREE of the parks and recreation services listed in Question 8 do you think are MOST IMPORTANT for the City to provide? (top 3)**

<u>Q9. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance & appearance of existing City parks	248	80.8 %
Number of City parks	45	14.7 %
Walking & biking trails in City	139	45.3 %
Quality of youth recreation programs	62	20.2 %
Quality of adult recreation programs	53	17.3 %
Quality of special event programs (e.g. Arts in the Park, Movies in the Park, Mistletoe Market)	95	30.9 %
Mowing & trimming of public areas	157	51.1 %
None chosen	34	11.1 %
Total	833	

**Q10(1-4). Community Planning & Development. Using a scale of 1 to 5, where 5 means "Agree" and 1 means "Disagree," please rate your level of agreement with each of the following items.**

(N=307)

	Agree	Somewhat agree	Neutral	Somewhat disagree	Disagree	Don't know
Q10-1. In general, my neighborhood does not need to be improved	25.1%	34.2%	17.9%	11.4%	9.4%	2.0%
Q10-2. Some housing in my neighborhood needs to be better maintained	35.5%	35.2%	14.7%	4.9%	7.8%	2.0%
Q10-3. I am optimistic about future of my neighborhood	48.9%	29.3%	11.7%	4.2%	3.3%	2.6%
Q10-4. I expect value of my home to go up during next five years	49.2%	21.8%	13.4%	2.3%	0.7%	12.7%

**WITHOUT "DON'T KNOW"**

**Q10(1-4). Community Planning & Development. Using a scale of 1 to 5, where 5 means "Agree" and 1 means "Disagree," please rate your level of agreement with each of the following items. (without "don't know")**

(N=307)

	Agree	Somewhat agree	Neutral	Somewhat disagree	Disagree
Q10-1. In general, my neighborhood does not need to be improved	25.6%	34.9%	18.3%	11.6%	9.6%
Q10-2. Some housing in my neighborhood needs to be better maintained	36.2%	35.9%	15.0%	5.0%	8.0%
Q10-3. I am optimistic about future of my neighborhood	50.2%	30.1%	12.0%	4.3%	3.3%
Q10-4. I expect value of my home to go up during next five years	56.3%	25.0%	15.3%	2.6%	0.7%



**Q10(5-7). Community Planning & Development. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-5. Types of new residential development in North Kansas City	24.8%	33.9%	23.8%	7.8%	3.9%	5.9%
Q10-6. Types of new commercial & retail development in North Kansas City	25.1%	34.5%	22.8%	9.8%	2.9%	4.9%
Q10-7. Affordability of housing	15.6%	31.3%	26.1%	12.1%	5.9%	9.1%

**WITHOUT "DON'T KNOW"**

**Q10(5-7). Community Planning & Development. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-5. Types of new residential development in North Kansas City	26.3%	36.0%	25.3%	8.3%	4.2%
Q10-6. Types of new commercial & retail development in North Kansas City	26.4%	36.3%	24.0%	10.3%	3.1%
Q10-7. Affordability of housing	17.2%	34.4%	28.7%	13.3%	6.5%

**Q11. Code Enforcement. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Enforcing clean-up of litter & debris	21.5%	37.8%	19.2%	10.1%	2.9%	8.5%
Q11-2. Enforcing mowing of tall grass & weeds on residential property	21.8%	39.1%	16.0%	11.1%	2.3%	9.8%
Q11-3. Enforcing mowing of tall grass & weeds on commercial property	25.4%	37.5%	17.6%	2.9%	1.0%	15.6%
Q11-4. Enforcing maintenance of residential property in your neighborhood	19.5%	33.2%	19.9%	12.4%	4.6%	10.4%
Q11-5. Enforcing maintenance of commercial property	22.8%	35.5%	23.5%	2.6%	1.3%	14.3%
Q11-6. Enforcing sign regulations	21.2%	31.3%	22.1%	3.9%	1.3%	20.2%
Q11-7. Enforcing maintenance of rental properties in your neighborhood	16.3%	23.1%	19.5%	17.3%	9.8%	14.0%

**WITHOUT "DON'T KNOW"**

**Q11. Code Enforcement. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Enforcing clean-up of litter & debris	23.5%	41.3%	21.0%	11.0%	3.2%
Q11-2. Enforcing mowing of tall grass & weeds on residential property	24.2%	43.3%	17.7%	12.3%	2.5%
Q11-3. Enforcing mowing of tall grass & weeds on commercial property	30.1%	44.4%	20.8%	3.5%	1.2%
Q11-4. Enforcing maintenance of residential property in your neighborhood	21.8%	37.1%	22.2%	13.8%	5.1%
Q11-5. Enforcing maintenance of commercial property	26.6%	41.4%	27.4%	3.0%	1.5%
Q11-6. Enforcing sign regulations	26.5%	39.2%	27.8%	4.9%	1.6%
Q11-7. Enforcing maintenance of rental properties in your neighborhood	18.9%	26.9%	22.7%	20.1%	11.4%

**Q12. Which THREE of the code enforcement services listed in Question 11 do you think is MOST IMPORTANT for the City to provide?**

Q12. Top choice	Number	Percent
Enforcing clean-up of litter & debris	92	30.0 %
Enforcing mowing of tall grass & weeds on residential property	23	7.5 %
Enforcing mowing of tall grass & weeds on commercial property	5	1.6 %
Enforcing maintenance of residential property in your neighborhood	44	14.3 %
Enforcing maintenance of commercial property	13	4.2 %
Enforcing sign regulations	6	2.0 %
Enforcing maintenance of rental properties in your neighborhood	73	23.8 %
None chosen	51	16.6 %
Total	307	100.0 %

**Q12. Which THREE of the code enforcement services listed in Question 11 do you think is MOST IMPORTANT for the City to provide?**

Q12. 2nd choice	Number	Percent
Enforcing clean-up of litter & debris	36	11.7 %
Enforcing mowing of tall grass & weeds on residential property	48	15.6 %
Enforcing mowing of tall grass & weeds on commercial property	14	4.6 %
Enforcing maintenance of residential property in your neighborhood	65	21.2 %
Enforcing maintenance of commercial property	28	9.1 %
Enforcing sign regulations	8	2.6 %
Enforcing maintenance of rental properties in your neighborhood	49	16.0 %
None chosen	59	19.2 %
Total	307	100.0 %

**Q12. Which THREE of the code enforcement services listed in Question 11 do you think is MOST IMPORTANT for the City to provide?**

Q12. 3rd choice	Number	Percent
Enforcing clean-up of litter & debris	53	17.3 %
Enforcing mowing of tall grass & weeds on residential property	42	13.7 %
Enforcing mowing of tall grass & weeds on commercial property	25	8.1 %
Enforcing maintenance of residential property in your neighborhood	37	12.1 %
Enforcing maintenance of commercial property	32	10.4 %
Enforcing sign regulations	15	4.9 %
Enforcing maintenance of rental properties in your neighborhood	40	13.0 %
None chosen	63	20.5 %
Total	307	100.0 %

**SUM OF TOP 3 CHOICES****Q12. Which THREE of the code enforcement services listed in Question 11 do you think is MOST IMPORTANT for the City to provide? (top 3)**

<u>Q12. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of litter & debris	181	59.0 %
Enforcing mowing of tall grass & weeds on residential property	113	36.8 %
Enforcing mowing of tall grass & weeds on commercial property	44	14.3 %
Enforcing maintenance of residential property in your neighborhood	146	47.6 %
Enforcing maintenance of commercial property	73	23.8 %
Enforcing sign regulations	29	9.4 %
Enforcing maintenance of rental properties in your neighborhood	162	52.8 %
None chosen	51	16.6 %
Total	799	

**Q13. Maintenance. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Maintenance of major City streets	34.9%	48.9%	8.5%	4.2%	2.6%	1.0%
Q13-2. Maintenance of streets in your neighborhood	35.8%	45.0%	8.5%	8.5%	1.0%	1.3%
Q13-3. Maintenance of City buildings, such as City Hall	42.7%	43.6%	7.2%	0.0%	0.3%	6.2%
Q13-4. Cleanliness of City streets & other public areas	37.5%	46.6%	8.5%	3.6%	1.3%	2.6%
Q13-5. Condition of sidewalks in City	28.0%	47.6%	14.3%	7.2%	1.6%	1.3%
Q13-6. Snow removal on major City streets	55.7%	34.5%	6.5%	1.0%	0.7%	1.6%
Q13-7. Snow removal on neighborhood streets	51.5%	33.6%	9.4%	2.9%	1.3%	1.3%
Q13-8. Adequacy of City street lighting	38.8%	34.9%	12.4%	10.4%	1.6%	2.0%

**WITHOUT "DON'T KNOW"**

**Q13. Maintenance. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Maintenance of major City streets	35.2%	49.3%	8.6%	4.3%	2.6%
Q13-2. Maintenance of streets in your neighborhood	36.3%	45.5%	8.6%	8.6%	1.0%
Q13-3. Maintenance of City buildings, such as City Hall	45.5%	46.5%	7.6%	0.0%	0.3%
Q13-4. Cleanliness of City streets & other public areas	38.5%	47.8%	8.7%	3.7%	1.3%
Q13-5. Condition of sidewalks in City	28.4%	48.2%	14.5%	7.3%	1.7%
Q13-6. Snow removal on major City streets	56.6%	35.1%	6.6%	1.0%	0.7%
Q13-7. Snow removal on neighborhood streets	52.1%	34.0%	9.6%	3.0%	1.3%
Q13-8. Adequacy of City street lighting	39.5%	35.5%	12.6%	10.6%	1.7%

**Q14. Which THREE of the maintenance items listed in Question 13 do you think are MOST IMPORTANT for the City to provide?**

Q14. Top choice	Number	Percent
Maintenance of major City streets	121	39.4 %
Maintenance of streets in your neighborhood	36	11.7 %
Maintenance of City buildings, such as City Hall	1	0.3 %
Cleanliness of City streets & other public areas	25	8.1 %
Condition of sidewalks in City	20	6.5 %
Snow removal on major City streets	20	6.5 %
Snow removal on neighborhood streets	13	4.2 %
Adequacy of City street lighting	32	10.4 %
None chosen	39	12.7 %
Total	307	100.0 %

**Q14. Which THREE of the maintenance items listed in Question 13 do you think are MOST IMPORTANT for the City to provide?**

Q14. 2nd choice	Number	Percent
Maintenance of major City streets	32	10.4 %
Maintenance of streets in your neighborhood	75	24.4 %
Maintenance of City buildings, such as City Hall	4	1.3 %
Cleanliness of City streets & other public areas	27	8.8 %
Condition of sidewalks in City	28	9.1 %
Snow removal on major City streets	48	15.6 %
Snow removal on neighborhood streets	34	11.1 %
Adequacy of City street lighting	16	5.2 %
None chosen	43	14.0 %
Total	307	100.0 %

**Q14. Which THREE of the maintenance items listed in Question 13 do you think are MOST IMPORTANT for the City to provide?**

Q14. 3rd choice	Number	Percent
Maintenance of major City streets	22	7.2 %
Maintenance of streets in your neighborhood	29	9.4 %
Maintenance of City buildings, such as City Hall	14	4.6 %
Cleanliness of City streets & other public areas	55	17.9 %
Condition of sidewalks in City	33	10.7 %
Snow removal on major City streets	34	11.1 %
Snow removal on neighborhood streets	41	13.4 %
Adequacy of City street lighting	28	9.1 %
None chosen	51	16.6 %
Total	307	100.0 %



**SUM OF TOP 3 CHOICES****Q14. Which THREE of the maintenance items listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3)**

<u>Q14. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	175	57.0 %
Maintenance of streets in your neighborhood	140	45.6 %
Maintenance of City buildings, such as City Hall	19	6.2 %
Cleanliness of City streets & other public areas	107	34.9 %
Condition of sidewalks in City	81	26.4 %
Snow removal on major City streets	102	33.2 %
Snow removal on neighborhood streets	88	28.7 %
Adequacy of City street lighting	76	24.8 %
None chosen	39	12.7 %
Total	827	

**Q15. Solid Waste/Utility Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Residential trash (garbage) collection services	57.3%	31.6%	6.5%	2.6%	0.3%	1.6%
Q15-2. Bulky item pick up/removal services (old furniture, appliances, limbs, etc.)	53.4%	24.8%	10.1%	3.6%	0.3%	7.8%
Q15-3. Yard waste pick up	56.7%	26.4%	7.8%	2.3%	0.3%	6.5%
Q15-4. Recycling services	52.4%	29.3%	9.4%	3.3%	1.3%	4.2%
Q15-5. Drinking water services	46.3%	33.9%	7.8%	4.2%	1.0%	6.8%
Q15-6. Wastewater (sewer) services	42.7%	38.1%	8.8%	4.6%	0.3%	5.5%
Q15-7. Utility billing	39.1%	37.8%	12.7%	5.9%	1.0%	3.6%

**WITHOUT "DON'T KNOW"**

**Q15. Solid Waste/Utility Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Residential trash (garbage) collection services	58.3%	32.1%	6.6%	2.6%	0.3%
Q15-2. Bulky item pick up/removal services (old furniture, appliances, limbs, etc.)	58.0%	26.9%	11.0%	3.9%	0.4%
Q15-3. Yard waste pick up	60.6%	28.2%	8.4%	2.4%	0.3%
Q15-4. Recycling services	54.8%	30.6%	9.9%	3.4%	1.4%
Q15-5. Drinking water services	49.7%	36.4%	8.4%	4.5%	1.0%
Q15-6. Wastewater (sewer) services	45.2%	40.3%	9.3%	4.8%	0.3%
Q15-7. Utility billing	40.5%	39.2%	13.2%	6.1%	1.0%

**Q16. From which of the following sources do you currently get information about the City of North Kansas City?**

Q16. From what sources do you currently get City information	Number	Percent
Television news	88	28.7 %
KC Star	33	10.7 %
City website	143	46.6 %
Neighborhood groups	102	33.2 %
City newsletter, North Kansas City Connection	214	69.7 %
City television channel	49	16.0 %
City Facebook pages	79	25.7 %
Parks & Recreation's Facebook page	46	15.0 %
City's Twitter	18	5.9 %
City's YouTube site	9	2.9 %
City's text notification system	44	14.3 %
Other	42	13.7 %
Total	867	

**Q16-12. Other**

Q16-12. Other	Number	Percent
NEIGHBORS	5	11.9 %
COUNCIL MEMBERS	4	9.5 %
WORD OF MOUTH	3	7.1 %
Library	2	4.8 %
Email	2	4.8 %
NKC BUSINESS COUNCIL	2	4.8 %
Directly from Council members-biweekly update email	1	2.4 %
City's Instagram	1	2.4 %
Updates from City Council, Jesse Smith are very much appreciated	1	2.4 %
GENERAL FACEBOOK GROUP	1	2.4 %
I CALL THE MAYOR	1	2.4 %
NEIGHBORHOOD EMAIL	1	2.4 %
EMAIL FROM COUNCIL MEMBERS	1	2.4 %
FROM LIVING HERE	1	2.4 %
Mail	1	2.4 %
FROM COUNCIL MEMBERS	1	2.4 %
MY REP-JESSE SMITH	1	2.4 %
CITY EMAILS	1	2.4 %
Instagram	1	2.4 %
PUBLIC MEETINGS	1	2.4 %
City Council meeting recap from City Council rep Jesse Smith	1	2.4 %
NEIGHBORS WHO ACTIVELY PARTICIPATE	1	2.4 %
PARK AND REC NEWSLETTER	1	2.4 %
CITY HALL	1	2.4 %
YouTube-Council	1	2.4 %
NextDoor App	1	2.4 %
ZACH CLEVINGER EMAIL	1	2.4 %
BULLETINS POSTED AT CITY HALL	1	2.4 %
STREET SIGNS	1	2.4 %
Weekly email update from City council representative	1	2.4 %
Total	42	100.0 %

**Q17. City Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following:**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. City's website	17.3%	29.3%	22.1%	3.6%	1.0%	26.7%
Q17-2. City Newsletter, North Kansas City Connection	41.4%	34.2%	12.7%	2.0%	0.3%	9.4%
Q17-3. City's television channel	11.4%	10.1%	22.8%	1.3%	0.7%	53.7%
Q17-4. Content on City's social media sites (Facebook, Twitter, YouTube, etc.)	11.1%	20.5%	21.5%	2.6%	1.0%	43.3%
Q17-5. City efforts to keep you informed	22.1%	36.5%	24.1%	4.9%	3.3%	9.1%
Q17-6. City efforts to involve residents in local decisions	14.7%	27.0%	23.8%	12.4%	9.8%	12.4%

**WITHOUT "DON'T KNOW"**

**Q17. City Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following: (without "don't know")**

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. City's website	23.6%	40.0%	30.2%	4.9%	1.3%
Q17-2. City Newsletter, North Kansas City Connection	45.7%	37.8%	14.0%	2.2%	0.4%
Q17-3. City's television channel	24.6%	21.8%	49.3%	2.8%	1.4%
Q17-4. Content on City's social media sites (Facebook, Twitter, YouTube, etc.)	19.5%	36.2%	37.9%	4.6%	1.7%
Q17-5. City efforts to keep you informed	24.4%	40.1%	26.5%	5.4%	3.6%
Q17-6. City efforts to involve residents in local decisions	16.7%	30.9%	27.1%	14.1%	11.2%

**Q18. The City offers a newsletter every three months. In order to provide the most beneficial information to the residents, which of the following types of information would you like to see emphasized in the newsletter?**

Q18. What types of information would you like to see emphasized in City newsletter	Number	Percent
Development issues	239	77.9 %
Budget/financial information	141	45.9 %
Highlights of City services & programs	239	77.9 %
Highlights of special events/happenings in the community	227	73.9 %
Other	20	6.5 %
Total	866	

**Q18-5. Other**

Q18-5. Other	Number	Percent
NEW BUSINESSES	2	10.0 %
Profile a local business and/or community member	1	5.0 %
COMMITTEE OPENINGS TO SERVE ON TO HELP MY CITY	1	5.0 %
NEW CONSTRUCTION UPDATES	1	5.0 %
ARMOUR RD	1	5.0 %
DOG MANURE	1	5.0 %
CRIME FIGHTING EFFORT	1	5.0 %
WHAT ARE THEY DOING	1	5.0 %
LESS BRAGGING ABOUT THE CITY COUNCIL AND MAYOR	1	5.0 %
NKC DEVELOPMENT, MASTERPLAN, WOULD LOVE TO KNOW PROGRESS	1	5.0 %
Move/make electronic	1	5.0 %
CRIME REPORTS	1	5.0 %
MORE INFORMATION ON NEW BUSINESS AND ESTABLISHMENTS	1	5.0 %
SAFETY TRENDS	1	5.0 %
GARAGE SALES DATES	1	5.0 %
DISASTER THAT HAPPENED TO ARMOUR RD	1	5.0 %
NEW BUSINESS OPENINGS	1	5.0 %
CHANGES THAT INVOLVE RESIDENT INPUT	1	5.0 %
UPCOMING EVENTS' CALENDAR	1	5.0 %
Total	20	100.0 %

**Q19. Were you aware of any of the public meetings or open houses the City has hosted in the last two years?**

Q19. Were you aware of any public meetings or open houses City has hosted in last two years	Number	Percent
Yes	192	62.5 %
No	115	37.5 %
Total	307	100.0 %

**Q19a. (Only if YES to Question 19) Have you attended a public meeting or open house in the last two years?**

Q19a. Have you attended a public meeting or open house in last two years	Number	Percent
Yes	66	34.4 %
No	126	65.6 %
Total	192	100.0 %

**Q20. Have you called, emailed or visited the City with a question, problem, or complaint during the past year?**

Q20. Have you called, emailed or visited City with a question, problem, or complaint during past year	Number	Percent
Yes	128	41.7 %
No	179	58.3 %
Total	307	100.0 %

**Q20a. (Only if YES to Question 20) How easy was it to contact the person you needed to reach?**

Q20a. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	71	55.5 %
Somewhat easy	43	33.6 %
Difficult	5	3.9 %
Very difficult	8	6.3 %
Don't know	1	0.8 %
Total	128	100.0 %

**WITHOUT "DON'T KNOW"**

**Q20a. (Only if YES to Question 20) How easy was it to contact the person you needed to reach? (without "don't know")**

Q20a. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	71	55.9 %
Somewhat easy	43	33.9 %
Difficult	5	3.9 %
Very difficult	8	6.3 %
Total	127	100.0 %

**Q20b. (Only if YES to Question 20) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."**

(N=128)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q20b-1. They were courteous & polite	61.7%	25.8%	8.6%	0.8%	0.8%	2.3%
Q20b-2. They gave prompt, accurate, & complete answers to questions	48.4%	28.9%	16.4%	3.9%	1.6%	0.8%
Q20b-3. They did what they said they would do in a timely manner	39.1%	31.3%	15.6%	3.9%	6.3%	3.9%
Q20b-4. They helped you resolve an issue to your satisfaction	41.4%	25.0%	12.5%	7.8%	9.4%	3.9%

**WITHOUT "DON'T KNOW"**

**Q20b. (Only if YES to Question 20) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")**

(N=128)

	Always	Usually	Sometimes	Seldom	Never
Q20b-1. They were courteous & polite	63.2%	26.4%	8.8%	0.8%	0.8%
Q20b-2. They gave prompt, accurate, & complete answers to questions	48.8%	29.1%	16.5%	3.9%	1.6%
Q20b-3. They did what they said they would do in a timely manner	40.7%	32.5%	16.3%	4.1%	6.5%
Q20b-4. They helped you resolve an issue to your satisfaction	43.1%	26.0%	13.0%	8.1%	9.8%



**Q21. Please indicate if you are aware of the following events that are offered or supported by the City of North Kansas City.**

(N=307)

	Yes	No
Q21-1. Mayor's Christmas Tree Lighting	72.0%	28.0%
Q21-2. Snake Saturday	93.5%	6.5%
Q21-3. Arts in the Park	79.2%	20.8%
Q21-4. Fridays in the Park	80.8%	19.2%
Q21-5. Movies in the Park	78.5%	21.5%

**Q21. If you are aware of an event, please indicate if you have participated in the event during the past year.**

(N=292)

	Yes	No
Q21-1. Mayor's Christmas Tree Lighting	13.1%	86.9%
Q21-2. Snake Saturday	38.3%	61.7%
Q21-3. Arts in the Park	38.7%	61.3%
Q21-4. Fridays in the Park	31.0%	69.0%
Q21-5. Movies in the Park	12.4%	87.6%

**Q22. Prior to receiving this survey, did you know that since 2000 the City of North Kansas City has contracted with the Kansas City Area Transportation Authority (KCATA) to provide low cost, on-demand transportation service within North Kansas City? The service is also known as the "Metro-Flex" or "mini bus," and the cost to riders is currently 25 cents per ride.**

Q22. Did you know that since 2000 North Kansas City has contracted with KCATA to provide low cost, on-demand transportation service within North Kansas City

	Number	Percent
Yes	218	71.0 %
No	89	29.0 %
Total	307	100.0 %

**Q22a. (If YES to Question 22) Have you ever used the service?**

Q22a. Have you ever used the service

	Number	Percent
Yes	47	21.6 %
No	171	78.4 %
Total	218	100.0 %

**Q23. What modes of transportation do you/your family use on a regular basis?**

Q23. What modes of transportation do you/your family use on a regular basis

	Number	Percent
Personal vehicle	296	96.4 %
Rideshare service (Uber, Lyft, etc.)	43	14.0 %
Public transportation (bus, streetcar)	34	11.1 %
Bicycle	71	23.1 %
Walking	179	58.3 %
Other	5	1.6 %
Total	628	

**Q23-6. Other**

	Number	Percent
MOTORCYCLE	2	40.0 %
SCOOTERS/BIKES	1	20.0 %
Skateboard, Moped	1	20.0 %
SKATEBOARDS AND SCOOTERS	1	20.0 %
Total	5	100.0 %

**Q24. How important do you think it is for the City to make investments that enhance the visual attractiveness of the City?**

Q24. How important is it for City to make investments that enhance City's visual attractiveness	Number	Percent
Very important	132	43.0 %
Important	117	38.1 %
Neither important nor unimportant	35	11.4 %
Less important	6	2.0 %
Not important	7	2.3 %
Don't know	10	3.3 %
Total	307	100.0 %

**WITHOUT "DON'T KNOW"**

**Q24. How important do you think it is for the City to make investments that enhance the visual attractiveness of the City? (without "don't know")**

Q24. How important is it for City to make investments that enhance City's visual attractiveness	Number	Percent
Very important	132	44.4 %
Important	117	39.4 %
Neither important nor unimportant	35	11.8 %
Less important	6	2.0 %
Not important	7	2.4 %
Total	297	100.0 %

**Q25. Approximately how many years have you lived in North Kansas City?**

Q25. Approximately how many years have you lived in North Kansas City	Number	Percent
0-5	95	30.9 %
6-10	57	18.6 %
11-15	44	14.3 %
16-20	25	8.1 %
21-30	36	11.7 %
31+	41	13.4 %
Not provided	9	2.9 %
Total	307	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q25. Approximately how many years have you lived in North Kansas City? (without "not provided")**

Q25. Approximately how many years have you lived in North Kansas City	Number	Percent
0-5	95	31.9 %
6-10	57	19.1 %
11-15	44	14.8 %
16-20	25	8.4 %
21-30	36	12.1 %
31+	41	13.8 %
Total	298	100.0 %

**Q26. Do you own or rent your home?**

Q26. Do you own or rent your home	Number	Percent
Own	225	73.3 %
Rent	80	26.1 %
Not provided	2	0.7 %
Total	307	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q26. Do you own or rent your home? (without "not provided")**

Q26. Do you own or rent your home	Number	Percent
Own	225	73.8 %
Rent	80	26.2 %
Total	305	100.0 %

**Q27. Counting yourself, how many people regularly live in your household?**

<u>Q27. How many people regularly live in your household</u>	<u>Number</u>	<u>Percent</u>
1	144	46.9 %
2	121	39.4 %
3	22	7.2 %
4	11	3.6 %
5+	5	1.6 %
<u>Not provided</u>	<u>4</u>	<u>1.3 %</u>
Total	307	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q27. Counting yourself, how many people regularly live in your household? (without "not provided")**

<u>Q27. How many people regularly live in your household</u>	<u>Number</u>	<u>Percent</u>
1	144	47.5 %
2	121	39.9 %
3	22	7.3 %
4	11	3.6 %
5+	5	1.7 %
Total	303	100.0 %

**Q28. Including yourself, how many persons in your household are in each of the following age groups?**

	<u>Mean</u>	<u>Sum</u>
number	1.7	523
Under age 5	0.0	14
Ages 5-9	0.0	11
Ages 10-14	0.0	10
Ages 15-19	0.0	14
Ages 20-24	0.1	23
Ages 25-34	0.3	91
Ages 35-44	0.2	72
Ages 45-54	0.3	80
Ages 55-64	0.3	92
Ages 65-74	0.2	67
Ages 75+	0.2	49

**Q29. What is your age?**

Q29. Your age	Number	Percent
18-34	72	23.5 %
35-44	44	14.3 %
45-54	52	16.9 %
55-64	55	17.9 %
65+	80	26.1 %
Not provided	4	1.3 %
Total	307	100.0 %

**WITHOUT "NOT PROVIDED"****Q29. What is your age? (without "not provided")**

Q29. Your age	Number	Percent
18-34	72	23.8 %
35-44	44	14.5 %
45-54	52	17.2 %
55-64	55	18.2 %
65+	80	26.4 %
Total	303	100.0 %

**Q30. What is your gender?**

Q30. Your gender	Number	Percent
Male	152	49.5 %
Female	153	49.8 %
Not provided	2	0.7 %
Total	307	100.0 %

**WITHOUT "NOT PROVIDED"****Q30. What is your gender? (without "not provided")**

Q30. Your gender	Number	Percent
Male	152	49.8 %
Female	153	50.2 %
Total	305	100.0 %

**Q31. Are you Hispanic or Latino?**

<u>Q31. Are you Hispanic or Latino</u>	<u>Number</u>	<u>Percent</u>
Yes	28	9.1 %
No	279	90.9 %
Total	307	100.0 %

**Q32. Which of the following best describes your race/ethnicity?**

<u>Q32. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	8	2.6 %
American Indian/Eskimo	1	0.3 %
Black/African American	27	8.8 %
White	267	87.0 %
Other	3	1.0 %
Total	306	

**Q32-5. Other**

<u>Q32-5. Other</u>	<u>Number</u>	<u>Percent</u>
Mixed	2	66.7 %
MEXICAN AMERICAN	1	33.3 %
Total	3	100.0 %

**Q33. Would you say your total annual household income is...**

Q33. Your total annual household income	Number	Percent
Under \$25K	41	13.4 %
\$25K to \$49,999	71	23.1 %
\$50K to \$74,999	50	16.3 %
\$75K to \$99,999	43	14.0 %
\$100K to \$124,999	26	8.5 %
\$125K to \$149,999	21	6.8 %
\$150K to \$199,999	12	3.9 %
\$200K+	11	3.6 %
Not provided	32	10.4 %
Total	307	100.0 %

**WITHOUT "NOT PROVIDED"****Q33. Would you say your total annual household income is... (without "not provided")**

Q33. Your total annual household income	Number	Percent
Under \$25K	41	14.9 %
\$25K to \$49,999	71	25.8 %
\$50K to \$74,999	50	18.2 %
\$75K to \$99,999	43	15.6 %
\$100K to \$124,999	26	9.5 %
\$125K to \$149,999	21	7.6 %
\$150K to \$199,999	12	4.4 %
\$200K+	11	4.0 %
Total	275	100.0 %



**Q35. In the Summer of 2019, North Kansas City made improvements to Armour Road (between Linn and Fayette Streets) to make it a Complete Street. Complete streets are planned, designed, operated, and maintained to enable safe, convenient and comfortable travel and access for users of all ages and abilities regardless of their mode of transportation. The project added crosswalks, pedestrian refuge islands, on-street parking, bicycle lanes, and improved bus stops. Construction also included landscaping and decorative crosswalks at Armour Road and Iron Street. How do you feel about the Armour Road Complete Street Project?**

Q35. How do you feel about Armour Road Complete Street Project	Number	Percent
Positive	77	25.1 %
Negative	166	54.1 %
Neutral	39	12.7 %
Unsure	17	5.5 %
Not provided	8	2.6 %
Total	307	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q35. In the Summer of 2019, North Kansas City made improvements to Armour Road (between Linn and Fayette Streets) to make it a Complete Street. Complete streets are planned, designed, operated, and maintained to enable safe, convenient and comfortable travel and access for users of all ages and abilities regardless of their mode of transportation. The project added crosswalks, pedestrian refuge islands, on-street parking, bicycle lanes, and improved bus stops. Construction also included landscaping and decorative crosswalks at Armour Road and Iron Street. How do you feel about the Armour Road Complete Street Project? (without "not provided")**

Q35. How do you feel about Armour Road Complete Street Project	Number	Percent
Positive	77	25.8 %
Negative	166	55.5 %
Neutral	39	13.0 %
Unsure	17	5.7 %
Total	299	100.0 %

**Q36. What do you think the next steps of the Armour Road Complete Street should be?**

Q36. What should next steps of Armour Road Complete Street be	Number	Percent
Continue to make planned improvements based on adopted plan	63	20.5 %
Keep current configuration but table additional improvements for further community input	36	11.7 %
Explore options that restore vehicle lane, but retains as many pedestrian & bicycle elements as possible	86	28.0 %
Restore previous configuration (removing on-street parking, bike lanes, pedestrian refuge islands, decorative elements)	108	35.2 %
Not provided	14	4.6 %
Total	307	100.0 %

**WITHOUT "NOT PROVIDED"****Q36. What do you think the next steps of the Armour Road Complete Street should be? (without "not provided")**

Q36. What should next steps of Armour Road Complete Street be	Number	Percent
Continue to make planned improvements based on adopted plan	63	21.5 %
Keep current configuration but table additional improvements for further community input	36	12.3 %
Explore options that restore vehicle lane, but retains as many pedestrian & bicycle elements as possible	86	29.4 %
Restore previous configuration (removing on-street parking, bike lanes, pedestrian refuge islands, decorative elements)	108	36.9 %
Total	293	100.0 %

## **Section 5**

### ***Survey Instrument***

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March 2020

Dear North Kansas City Resident:

The City Council has authorized a survey of our residents, which you will find enclosed. The survey is designed, distributed, and analyzed by a professional survey company, ETC Institute. We are working with ETC as our survey professionals. While they are located in the Kansas City area, ETC conducts surveys such as this for municipalities nationwide. In addition to the beneficial information we will receive from each of you, ETC's participation gives us the added benefit of comparing NKC resident responses with those of residents of other cities, further assisting in the analysis of what our residents think about the City and the services it provides.

On behalf of the City Council, I ask for your help by taking a few minutes to complete the enclosed survey. As only one survey can be received per household, we urge all of the members of your household to participate in the response. Please be assured that the City will never see any individual survey, and that your survey response will be held in complete confidence by ETC. Your feedback is critical to us as we seek to obtain a better understanding of your impressions of the North Kansas City community.

You can return the survey in the enclosed postage-paid envelope to ETC INSTITUTE, 725 W Frontier Circle, Olathe, KS 66061. If you prefer, you can complete the survey online at [www.nkcsurvey.org](http://www.nkcsurvey.org). If you have questions, please contact Crystal Doss, City Clerk at (816) 274-6000 or via e-mail at [cdoss@nkc.org](mailto:cdoss@nkc.org).

We thank you in advance for taking part in making North Kansas City a better community.

Sincerely,



Don Stielow  
Mayor

## 2020 North Kansas City Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to improve the quality of city services. You may return this survey in the enclosed postage-paid envelope or complete the survey online at [www.NKCSurvey.org](http://www.NKCSurvey.org).

1. **Overall Quality of City Services.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of North Kansas City.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. The City's parks and recreation system	5	4	3	2	1	9
02. City water and wastewater services	5	4	3	2	1	9
03. Fire and emergency medical services	5	4	3	2	1	9
04. Enforcement of city codes and ordinances	5	4	3	2	1	9
05. Library services	5	4	3	2	1	9
06. Maintenance of city streets and sidewalks	5	4	3	2	1	9
07. Management of stormwater runoff and flood prevention	5	4	3	2	1	9
08. Municipal court services	5	4	3	2	1	9
09. Police services	5	4	3	2	1	9
10. Trash, recycling, and yard waste collection services	5	4	3	2	1	9
11. City communication with the public	5	4	3	2	1	9
12. Customer service provided by city employees	5	4	3	2	1	9

2. **Which FOUR of the City services listed above do you think are MOST IMPORTANT for the City to provide?** [Write in your answers below using the numbers from the list in Question 1.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_

3. **Perceptions of the City.** Items that may influence your perception of the City of North Kansas City are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the City	5	4	3	2	1	9
2. How well the City is planning for redevelopment	5	4	3	2	1	9
3. Overall quality of life in the City	5	4	3	2	1	9
4. Overall value you receive for city taxes and fees	5	4	3	2	1	9
5. Overall quality of new development	5	4	3	2	1	9
6. Appearance of residential property in the City	5	4	3	2	1	9
7. Appearance of commercial property in the City	5	4	3	2	1	9

4. **Perceptions of Safety.** Using a scale of 1 to 5 where "5" means "Very Safe" and "1" means "Very Unsafe," please indicate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In City parks	5	4	3	2	1	9
2. In your neighborhood during the day	5	4	3	2	1	9
3. In your neighborhood at night	5	4	3	2	1	9
4. In commercial and retail areas of the City	5	4	3	2	1	9

5. **Public Safety Services.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where "5" means "Very Satisfied" and "1" means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of local police protection	5	4	3	2	1	9
02. The visibility of police in your neighborhood	5	4	3	2	1	9
03. The visibility of police in retail areas	5	4	3	2	1	9
04. City's efforts to prevent crime	5	4	3	2	1	9
05. City's efforts to prevent fires	5	4	3	2	1	9
06. Enforcement of local traffic laws	5	4	3	2	1	9
07. Overall quality of local fire protection	5	4	3	2	1	9
08. Quality of local ambulance service	5	4	3	2	1	9
09. How quickly public safety personnel respond to emergencies	5	4	3	2	1	9
10. Quality of animal control	5	4	3	2	1	9

6. Which **THREE** of the public safety items listed above do you think should receive the **MOST EMPHASIS** from City Leaders over the next two years? [Write in your answers below using the numbers from the list in Question 5.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

7. Have you called, emailed or visited the Police Department with a question, problem, or complaint during the past year?

\_\_\_\_(1) Yes [Answer Q7a-b.] \_\_\_\_ (2) No [Skip to Q8.]

- 7a. [Only if YES to Q7] How easy was it to contact the person you needed to reach?

\_\_\_\_(1) Very Easy \_\_\_\_ (2) Somewhat Easy \_\_\_\_ (3) Difficult \_\_\_\_ (4) Very Difficult \_\_\_\_ (9) Don't Know

- 7b. [Only if YES to Q7] Several factors that may influence your perception of the quality of customer service you receive from city employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

Behavior of Employees	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. They were courteous and polite	5	4	3	2	1	9
2. They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
3. They did what they said they would do in a timely manner	5	4	3	2	1	9
4. They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

8. **Parks and Recreation.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance and appearance of existing city parks	5	4	3	2	1	9
2. Number of city parks	5	4	3	2	1	9
3. Walking and biking trails in the City	5	4	3	2	1	9
4. Quality of youth recreation programs	5	4	3	2	1	9
5. Quality of adult recreation programs	5	4	3	2	1	9
6. Quality of special event programs (e.g. Arts in the Park, Movies in the Park, Mistletoe Market)	5	4	3	2	1	9
7. Mowing and trimming of public areas	5	4	3	2	1	9

9. Which THREE of the parks and recreation services listed above do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 8.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

10. **Community Planning & Development.** Using a scale of 1 to 5, where "5" means "Agree or Very Satisfied" and 1 means "Disagree or Very Dissatisfied," please rate your satisfaction with each of the following items.

How satisfied are you with...	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	Don't Know
1. In general, my neighborhood does not need to be improved	5	4	3	2	1	9
2. Some housing in my neighborhood needs to be better maintained	5	4	3	2	1	9
3. I am optimistic about the future of my neighborhood	5	4	3	2	1	9
4. I expect the value of my home to go up during the next five years	5	4	3	2	1	9
How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
5. The types of new residential development in North Kansas City	5	4	3	2	1	9
6. The types of new commercial and retail development in North Kansas City	5	4	3	2	1	9
7. The affordability of housing	5	4	3	2	1	9

11. **Code Enforcement.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the clean-up of litter & debris	5	4	3	2	1	9
2. Enforcing the mowing of tall grass and weeds on residential property	5	4	3	2	1	9
3. Enforcing the mowing of tall grass and weeds on commercial property	5	4	3	2	1	9
4. Enforcing the maintenance of residential property in your neighborhood	5	4	3	2	1	9
5. Enforcing the maintenance of commercial property	5	4	3	2	1	9
6. Enforcing sign regulations	5	4	3	2	1	9
7. Enforcing the maintenance of rental properties in your neighborhood	5	4	3	2	1	9

12. Which THREE of the code enforcement services listed above do you think is MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 11.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

13. **Maintenance.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of major city streets	5	4	3	2	1	9
2. Maintenance of streets in your neighborhood	5	4	3	2	1	9
3. Maintenance of city buildings, such as City Hall	5	4	3	2	1	9
4. Cleanliness of city streets and other public areas	5	4	3	2	1	9
5. Condition of sidewalks in the City	5	4	3	2	1	9
6. Snow removal on major city streets	5	4	3	2	1	9
7. Snow removal on neighborhood streets	5	4	3	2	1	9
8. Adequacy of city street lighting	5	4	3	2	1	9

14. Which THREE of the maintenance items listed above do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 13.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

15. **Solid Waste/Utility Services.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential trash (garbage) collection services	5	4	3	2	1	9
2. Bulky item pick up/removal services (old furniture, appliances, limbs, etc.)	5	4	3	2	1	9
3. Yard waste pick up	5	4	3	2	1	9
4. Recycling services	5	4	3	2	1	9
5. Drinking water services	5	4	3	2	1	9
6. Wastewater (sewer) services	5	4	3	2	1	9
7. Utility billing	5	4	3	2	1	9

16. From which of the following sources do you currently get information about the City of North Kansas City? [Check all that apply.]

- |   |  |
|---|--|
| <input type="checkbox"/> (01) Television News                               | <input type="checkbox"/> (07) City Facebook pages                |
| <input type="checkbox"/> (02) KC Star                                       | <input type="checkbox"/> (08) Parks & Recreation's Facebook page |
| <input type="checkbox"/> (03) City Website                                  | <input type="checkbox"/> (09) City's Twitter                     |
| <input type="checkbox"/> (04) Neighborhood Groups                           | <input type="checkbox"/> (10) City's YouTube site                |
| <input type="checkbox"/> (05) City Newsletter, North Kansas City Connection | <input type="checkbox"/> (11) City's text notification system    |
| <input type="checkbox"/> (06) City Television Channel                       | <input type="checkbox"/> (12) Other: _____                       |

17. **City Communication.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following:

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The City's website	5	4	3	2	1	9
2. The City Newsletter, North Kansas City Connection	5	4	3	2	1	9
3. The City's Television channel	5	4	3	2	1	9
4. Content on the City's social media sites (Facebook, Twitter, YouTube, etc.)	5	4	3	2	1	9
5. City efforts to keep you informed	5	4	3	2	1	9
6. City efforts to involve residents in local decisions	5	4	3	2	1	9



18. **The City offers a newsletter every three months. In order to provide the most beneficial information to the residents, which of the following types of information would you like to see emphasized in the newsletter? [Check all that apply.]**

- (1) Development issues
  (4) Highlights of special events/happenings in the community  
 (2) Budget/financial information
  (5) Other: \_\_\_\_\_  
 (3) Highlights of City services and programs

19. **Were you aware of any of the public meetings or open houses the City has hosted in the last two years?**

- (1) Yes [Answer Q19a.]
  (2) No [Skip to Q20.]

19a. **[Only if YES to Q19] Have you attended a public meeting or open house in the last two years?**

- (1) Yes
  (2) No

20. **Have you called, emailed or visited the City with a question, problem, or complaint during the past year?**

- (1) Yes [Answer Q20a-b.]
  (2) No [Skip to Q21.]

20a. **[Only if YES to Q20] How easy was it to contact the person you needed to reach?**

- (1) Very Easy
  (2) Somewhat Easy
  (3) Difficult
  (4) Very Difficult
  (9) Don't Know

20b. **[Only if YES to Q20] Several factors that may influence your perception of the quality of customer service you receive from city employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."**

Behavior of Employees	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. They were courteous and polite	5	4	3	2	1	9
2. They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
3. They did what they said they would do in a timely manner	5	4	3	2	1	9
4. They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

21. **Please indicate if you are aware of the following events that are offered or supported by the City of North Kansas City. If you are aware of an event, please indicate if you have participated in the event during the past year.**

	Are you aware of this event?		If you are aware, did you participate last year?	
	Yes	No	Yes	No
1. Mayor's Christmas Tree Lighting	Yes	No	Yes	No
2. Snake Saturday	Yes	No	Yes	No
3. Arts in the Park	Yes	No	Yes	No
4. Fridays in the Park	Yes	No	Yes	No
5. Movies in the Park	Yes	No	Yes	No

22. **Prior to receiving this survey, did you know that since 2000 the City of North Kansas City has contracted with the Kansas City Area Transportation Authority (KCATA) to provide low cost, on-demand transportation service within North Kansas City? The service is also known as the "Metro-Flex" or "mini bus," and the cost to riders is currently 25 cents per ride.**

- (1) Yes [Answer Q22a.]
  (2) No [Skip to Q23.]

22a. **[If YES to Q22] Have you ever used the service?**

- (1) Yes
  (2) No

23. **What modes of transportation do you/your family use on a regular basis? [Check all that apply.]**

- (1) Personal Vehicle  (4) Bicycle  
 (2) Rideshare Service (Uber, Lyft, etc.)  (5) Walking  
 (3) Public Transportation (bus, streetcar)  (6) Other: \_\_\_\_\_

24. **How important do you think it is for the City to make investments that enhance the visual attractiveness of the City?**

- (1) Very Important  (3) Neither Important nor Unimportant  (5) Not Important  
 (2) Important  (4) Less Important  (9) Don't Know

25. **Approximately how many years have you lived in North Kansas City?** \_\_\_\_\_ years

26. **Do you own or rent your home?**  (1) Own  (2) Rent

27. **Counting yourself, how many people regularly live in your household?** \_\_\_\_\_ people

28. **Including yourself, how many persons in your household are in each of the following age groups?**

- Under age 5: \_\_\_\_\_ Ages 15-19: \_\_\_\_\_ Ages 35-44: \_\_\_\_\_ Ages 65-74: \_\_\_\_\_  
Ages 5-9: \_\_\_\_\_ Ages 20-24: \_\_\_\_\_ Ages 45-54: \_\_\_\_\_ Ages 75+: \_\_\_\_\_  
Ages 10-14: \_\_\_\_\_ Ages 25-34: \_\_\_\_\_ Ages 55-64: \_\_\_\_\_

29. **What is your age?** \_\_\_\_\_ years

30. **What is your gender?**  (1) Male  (2) Female

31. **Are you Hispanic or Latino?**  (1) Yes  (2) No

32. **Which of the following best describes your race/ethnicity? [Check all that apply.]**

- (1) Asian/Pacific Islander  (3) Black/African American  (5) Other: \_\_\_\_\_  
 (2) American Indian/Eskimo  (4) White

33. **Would you say your total annual household income is...**

- (1) Under \$25,000  (4) \$75,000 to \$99,999  (7) \$150,000 to \$199,999  
 (2) \$25,000 to \$49,999  (5) \$100,000 to \$124,999  (8) \$200,000 or more  
 (3) \$50,000 to \$74,999  (6) \$125,000 to \$149,999

34. **If you have any suggestions for improving City services, please write your suggestions in the space below.**

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## ARMOUR ROAD COMPLETE STREET QUESTIONS

In the Summer of 2019, North Kansas City made improvements to Armour Road (between Linn and Fayette Streets) to make it a Complete Street. Complete streets are planned, designed, operated, and maintained to enable safe, convenient and comfortable travel and access for users of all ages and abilities regardless of their mode of transportation. The project added crosswalks, pedestrian refuge islands, on-street parking, bicycle lanes, and improved bus stops. Construction also included landscaping and decorative crosswalks at Armour Road and Iron Street.

**35. How do you feel about the Armour Road Complete Street Project?**

(1) Positive       (2) Negative       (3) Neutral       (4) Unsure

**36. What do you think the next steps of the Armour Road Complete Street should be?**

- (1) Continue to make planned improvements based on the adopted plan
- (2) Keep the current configuration but table additional improvements for further community input
- (3) Explore options that restore the vehicle lane, but retains as many pedestrian and bicycle elements as possible
- (4) Restore the previous configuration (removing the on-street parking, bike lanes, pedestrian refuge islands, decorative elements)

**This concludes the survey. Thank you for your time!**

Please return your completed survey in the enclosed postage-paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed on the right will ONLY be used to help identify which geographical areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thank you.