

**City Services Performance Report
For Fiscal Year 2005**

November 2005

City Auditor's Office

City of Kansas City, Missouri

November 21, 2005

Honorable Mayor and Members of the City Council:

This report provides information about the city and city services and includes the results of our annual resident survey. Public reporting on government performance strengthens accountability, helps improve services, and assists elected officials, managers and residents in making decisions. We hope the report encourages public discussion about performance, city goals, and resident expectations.

The report is organized around six broad topics: streets, public safety, parks and recreation, water and sewer services, neighborhood livability, and overall quality of life. Each section follows the same general format, beginning with survey results, then providing performance measures, and ending with budget and staffing information.

Updated survey data from other metro area cities and regional cities will be available at the beginning of 2006. We plan to release a report comparing the results of Kansas City to those other cities in February 2006; it will also include analysis of geographic results for the city.

Before we provide a short summary of the report, we want to point out four areas we feel represent significant challenges facing Kansas City:

- Residents have a low level of satisfaction with many city services.
- Residents expressed particular dissatisfaction with streets and rated the maintenance of streets, buildings and facilities as a high priority.
- Crime remains a problem in Kansas City; though the level of reported crime is lower now than it was four years ago.
- Only about half of the respondents rated Kansas City as an excellent or good place to raise children.

In the rest of this letter, we describe some of the major issues and information covered in each section of the report.

Overall Survey Results

Residents gave relatively high ratings for airport facilities; police, fire and ambulance services; and water utilities. Over half of the respondents reported they were satisfied or very satisfied with these services.

Low resident satisfaction with maintenance of city streets, buildings and facilities stands out – residents are dissatisfied with these services and consider them the highest priority for emphasis by city leaders over the next two years. This pattern is consistent over the entire period of 2000 – 2005.

See pages 5 – 6 for further detail. See appendices A and B for complete survey results for 2000 – 2005 and results for 2005 broken down by geographic area.

Streets

Residents gave relatively high satisfaction ratings for the adequacy of street lighting and snow removal on major city streets.

Residents gave relatively low satisfaction ratings to maintenance of major city streets and the smoothness of city streets.

The portion of city streets with pothole problems decreased in 2005. However, many city streets continue to have problems with bumps/depressions and cracks.

See pages 7 – 10 for further detail.

Public Safety

Residents' feelings of safety have remained generally steady since 2000, with people feeling safest at home and in their neighborhoods during the day. Most survey respondents were satisfied or very satisfied with the quality of fire protection/rescue, ambulance service, and police protection.

The Police Department established a clear, measurable performance goal for response times to certain calls and began reporting on it in January 2005. The department set a target of responding to the highest priority calls within ten minutes 70 percent of the time. The Police Department's average response time for the highest priority calls was 11:05; which is generally consistent with the average response time over the last five years.

Most reported crimes in Kansas City are never cleared. A crime is cleared when police have arrested someone, charged them, and sent them to court for prosecution or when police have enough information to do so, but circumstances prevent them from doing so.

Because of recent concern about the increased number of murders in Kansas City, we looked at historical data comparing murders and clearance rates for Kansas City and 25 other cities and found that the Kansas City police clear murders at about the average rate, but that Kansas City has a comparatively high number of murders. We also include an appendix with data comparing Kansas City with a group of 25 other cities, all with populations between 300,000 and 950,000.

See pages 11 – 17 and Appendix C for further detail.

Parks and Recreation

The Parks and Recreation Department regularly inspects parks and community centers and reports the inspection results. Department inspections found 91 percent of parks in acceptable condition in fiscal year 2005. Most of the inspections of community centers found acceptable conditions, however two of the community centers had unacceptable conditions during all of the monthly inspections.

See pages 19 – 22 for further detail.

Water and Sewer

Over half of the survey respondents were satisfied or very satisfied with the city's water utility, but just 30 percent were satisfied or very satisfied with stormwater runoff management.

A typical household water consumer would pay about \$72 for a bi-monthly water and sewer bill, which is up a bit from last year.

The number of major leaks and breaks in water lines decreased significantly in fiscal year 2005.

See pages 23 – 24 for further detail.

Neighborhood Livability

Most survey respondents were satisfied or very satisfied with the adequacy of streetlighting and the quality of trash collection services. However, many neighborhood services related to enforcing property codes and illegal dumping received relatively low ratings.

See pages 25 – 26 for further detail.

Quality of Life

Half of the survey respondents were satisfied or very satisfied with the overall quality of life in the city. Just less than half (49 %) of the respondents rate Kansas City excellent or good as a place to raise children.

See pages 27 – 34 for further detail.

We appreciate the courtesy and cooperation of city and police department staff in helping us to compile the information in this report. The City Auditor in Portland also provided us with data they collected as part of an audit of Portland police investigations. The audit team on this project was Brandon Haynes, Deborah Jenkins, Joan Pu, and Michael Eglinski.

Sincerely,

Mark Funkhouser
City Auditor

City Services Performance Report for Fiscal Year 2005

Table of Contents

Introduction	1
Objectives	1
Scope and Methodology	1
Survey Methodology	1
Performance Indicators	2
Background	3
Overall Survey Results	5
Streets	7
Public Safety	11
Parks and Recreation	19
Water and Sewer Services	23
Neighborhood Livability	25
Overall Quality of Life	27
Appendices	35
Appendix A: 2005 Citizen Survey Results	35
Appendix B: 2005 Citizen Survey Methodology and Results by Geographic Area	51
Appendix C: Comparison of Crime and Clearance Rates	67

Introduction

Objectives

We conducted this audit pursuant to Article II, Section 13 of the Charter of Kansas City, Missouri, which establishes the Office of the City Auditor and outlines the City Auditor's primary duties.

The purpose of this project is to report the 2005 citizen survey results along with performance indicators in six broad areas related to city services: streets, public safety, parks, water and sewer, neighborhood livability, and overall quality of life. Our aim was to highlight a few key performance indicators focusing on community conditions and outcomes to supplement citizen survey data. The Budget and Audit Committee requested we issue this report in November.

This is our fifth city services performance report.

We hope the report encourages public discussion about city performance and expectations for performance. We also plan to use the information collected in deciding future audit topics.

Scope and Methodology

Survey Methodology

We contracted with ETC Institute to conduct a survey to measure citizen satisfaction with city services and identify which services citizens think should receive most emphasis over the next two years. ETC Institute is a market research firm based in Olathe. In 2000, the city joined approximately 20 other cities in the metropolitan area as a charter member of DirectionFinder, a regional citizen survey initiative developed by the ETC Institute. DirectionFinder enables the city to compare its survey results to those of other communities in the region and the United States.

The survey was conducted by mail with some follow-up by telephone in August 2005 to 4,395 households throughout the city. Survey results have a 95 percent confidence level and a margin of error of up to +/- 1.5 percent. This means that out of 100 samples drawn in the same manner, we would expect 95 to yield results within the specified error range.

The survey had an overall response rate of 52 percent. Compared to the 2000 Census for the city as a whole, the survey fairly represents respondents in gender and race categories.

Comparison of Respondent Gender to 2000 Census

Source	Male	Female
Census	47.6%	52.4%
Survey	49.3%	50.7%

Comparison of Respondent Race to 2000 Census

Source	Black/African		
	White	American	Other
Census	59.6%	35.4%	5.0%
Survey	67.0%	27.8%	5.2%

We report 2005 survey results compared to results from the previous years. Previous surveys had overall 95 percent confidence levels and margins of error up to +/- 2.8 percent. Small differences between responses on the surveys could be due to sampling error.

We will report benchmarking data, comparing Kansas City survey results to other regional cities and to other metro area cities, in February, 2006. Benchmarking data will provide additional context for interpreting survey results.

Performance Indicators

The set of performance indicators we highlight in this report is not intended to be a complete set of performance measures for all users. We sought to limit the number of measures we report so the information is more accessible to the public and elected officials. Our focus is on a few measures in priority areas that are relevant to community conditions and citizen satisfaction.

Our objective was to consider performance information from a citizen's point of view rather than functional responsibility for service delivery. Therefore, responsibility for some of the service areas may overlap programs, departments, or jurisdictions.

In 2001, an advisory panel of seven community representatives and two city staff assisted us in selecting performance indicators that focus on community conditions and program results. We selected indicators to report based on the panel's input and data availability.

We communicated with most members of the advisory panel this year and asked them to review the performance indicators to make sure they are still central to quality of services or citizen satisfaction. The responses we received suggest these indicators are still valid measures. We compiled performance data for fiscal year 2005 and compared the results with the data we compiled in previous years.

Where possible, we verified data by reviewing how data are collected and recorded, reviewing computer programs or calculations, performing calculations, or seeking confirmation from other sources.

Many indicators in this report cover the city fiscal year, which begins May 1 and ends April 30.

We conducted this audit in accordance with generally accepted government auditing standards. No information was omitted from this report because it was deemed privileged or confidential.

Background

Performance measurement encourages accountability by providing information regarding use of public resources. The Governmental Accounting Standards Board has encouraged governments to publicly report performance data to provide more complete information about the results of programs than is available in a budget or financial statement. Accessible and reliable information about government performance allows the public to build trust and confidence in their public institutions. Accessible and reliable performance information also supports decision-making and an engaged citizenry.

Elected officials and citizens can use performance information to decide how well the city is providing services. Comparisons can be made between current information and:

- Previous years' performance
- Agency targets or goals
- Technically developed standards or norms
- Similar jurisdictions
- Citizen expectations
- Similar private sector organizations
- Among geographical areas or client groups

While the performance information is useful in telling us how the city is doing, it does not tell us why the city is doing well or poorly. Many factors including funding, weather, population density, and vague or conflicting program goals can influence outcomes.

How to read the survey graphs

We show the results of resident surveys for six years, beginning with 2000 and going through 2005. The graphs throughout the report generally show the percent of respondents reporting that they are “satisfied” or “very satisfied” with a service. The graphs make it easy to see the results of the current year, compare results from different questions, and compare results over time. Appendix A shows the survey data for 2000 through 2005 in tables.

Satisfied or very satisfied with:

Overall image of the city

How well city is planning growth

Overall quality of life in city

Overall feeling of safety in city

2000 – 2005



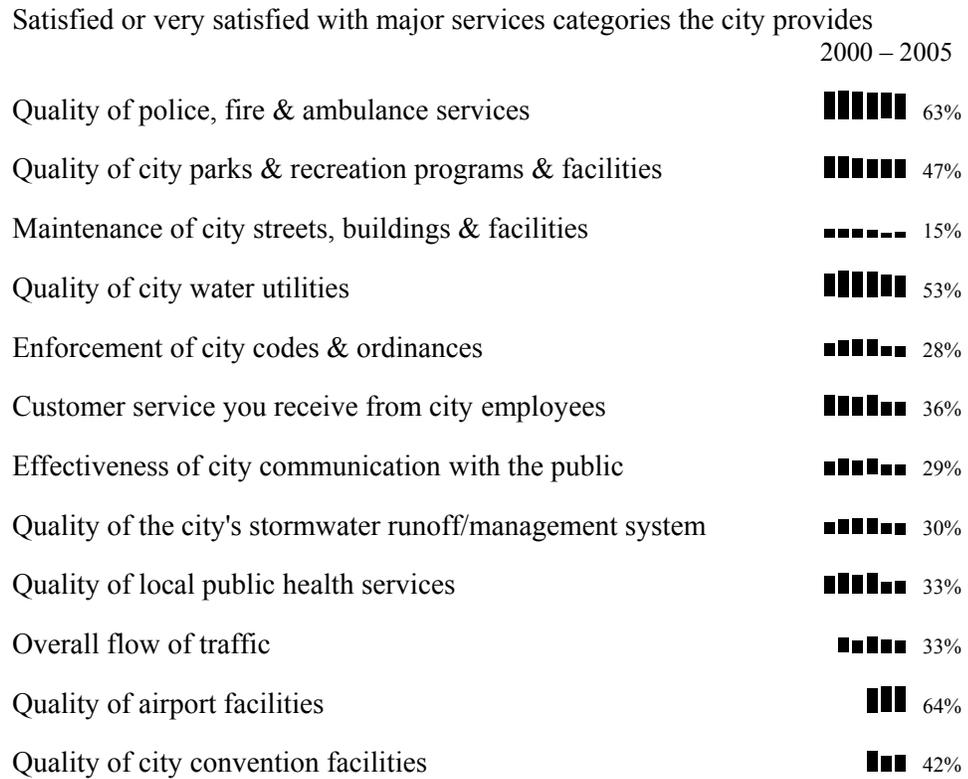
In the 2005 survey, 36 percent of the respondents rated the overall image of the city as satisfied or very satisfied.

You can compare answers to two questions. More respondents were satisfied with the overall quality of life in the city than with how well the city is planning growth.

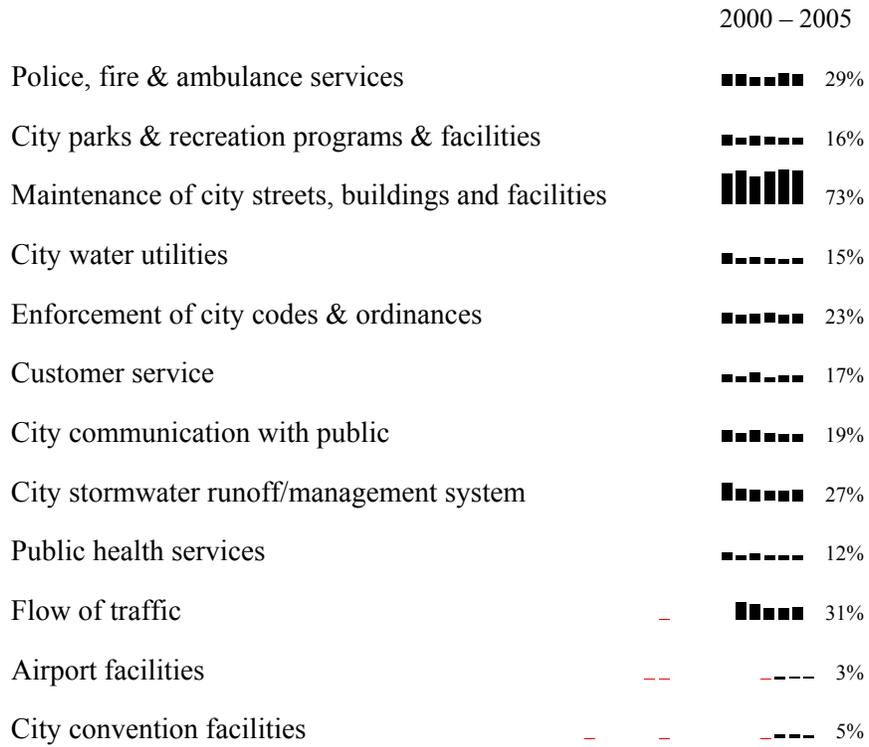
You can look at responses over time. Overall feeling of safety has been fairly steady, but declined somewhat. Note that this question only has five bars, because we didn't ask the question in the 2000 survey.

Overall Survey Results

In general, satisfaction with major city services declined somewhat over the last few years. Satisfaction is highest with airport facilities, and police, fire and ambulance services and lowest with maintenance of city streets, buildings and facilities. Respondents rated maintenance of city streets, buildings and facilities as the highest priority for emphasis in the next two years.



Which three service categories should receive the most emphasis from city leaders over the next two years?

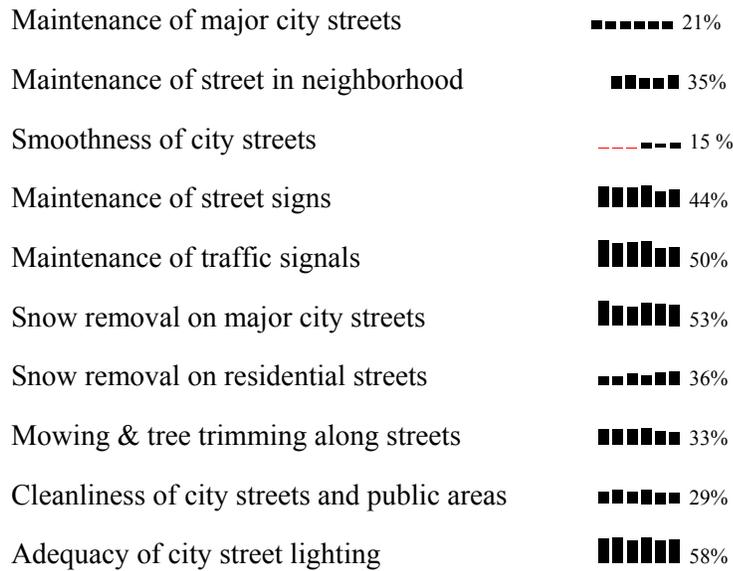


Streets

The Public Works Department provides many services including the maintenance of about 5,900 lane miles of city streets. Maintenance includes street resurfacing, patching potholes, and cleaning roadside ditches. Public Works also maintains traffic signals and signs, sets speed limits and intersection controls, as well as clears streets of ice and snow. Street services are primarily funded by city and state taxes.

Satisfied or very satisfied with street services:

2000 – 2005



What are the conditions of streets in Kansas City? Public Works staff conducts a condition assessment on a sample of local and arterial streets within its street district boundaries. Pavement conditions show how well the city is maintaining its streets. Poor street conditions lead to bumpy rides, accidents, vehicle repair costs, and negative citizen perception.

Road pavement conditions are measured using a system created by a consultant. The condition index classifies roads in good or better condition (70-80, or up, respectively), fair condition (50-69), and substandard (less than 50). City policy is to maintain at least 80 percent of the streets in good or better condition.

What is the overall condition of the city's street system?			
	2003	2004	2005
Good/Better	100.00%	81.93%	79.80%
Substandard	0.00%	5.83%	6.60%
Overall average	78.4	86.0	83.9

Sources: CAFR; Public Works Comparison of Needed to Actual Maintenance/Preservation.

How could 100 percent of city streets be “good/better” in 2003?

The city reported that 100 percent of city streets were in good/better condition in 2003. That was based on a mistake; treating the average condition as the overall condition. In 2003 the average rating was 78.4. A street rated 78.4 would be considered “good/better.” Because the average was good/better the city reported that the entire system was “good/better.”

What are the conditions of streets in different parts of the city? We report the percentage of asphalt arterial streets that have failed the yearly condition assessment for potholes, cracks, bumps and depressions, as well as dirt and debris at the curb. Streets can fail the assessment if they had:

- Potholes more than one square foot in area and more than one inch deep.
- Unsealed cracking over ¼ inch wide and 25 feet long in primary or secondary asphalt arterial roads or more than 100 feet long on local asphalt roads.
- Unsealed alligator cracking (a network of cracks that form areas of pavement that are roughly rectangular or triangular) more than 125 square feet in area.
- Depressions or bumps (abrupt changes in the pavement) more than 1 inch deep or high in asphalt streets or more than 2 inches deep or high in concrete streets.

Street District Boundaries

North (District 1): All city streets north of the Missouri River.

Central (District 2): City streets from the Missouri River south to the Plaza (47th Street/Blue Parkway/55th Street).

South (District 3): City streets from the District 2 southern boundary to the city's south border.

What percentage of arterial streets failed the condition assessment?					
	2001	2002	2003	2004	2005
Potholes					
North	8%	3%	10%	11%	2%
Central	6%	2%	9%	16%	0%
South	0%	1%	4%	7%	1%
Cracks					
North	58%	35%	50%	47%	29%
Central	40%	36%	34%	22%	38%
South	9%	24%	27%	8%	38%
Bumps/Depressions					
North	14%	5%	15%	9%	14%
Central	8%	5%	26%	20%	15%
South	2%	2%	9%	7%	24%

Source: Public Works Street Assessment Report.

What percentage of local streets failed the condition assessment? ¹				
	2001	2003	2004	2005
Potholes				
North	9%	8%	9%	4%
Central	6%	9%	27%	3%
South	1%	3%	7%	4%
Cracks				
North	42%	51%	53%	33%
Central	41%	39%	39%	36%
South	44%	33%	17%	48%
Bumps/Depressions				
North	13%	24%	20%	17%
Central	10%	29%	30%	16%
South	2%	10%	7%	30%

Source: Public Works Street Assessment Report.

¹ 2002 data for local streets not available.

What percentage of arterial and local streets failed for dirt and debris at the curbs? ²

		2001	2002	2003	2004	2005
North	Arterial	9%	9%	16%	8%	0%
	Local	11%		23%	8%	1%
Central	Arterial	9%	15%	31%	4%	3%
	Local	25%		30%	10%	20%
South	Arterial	0%	8%	7%	1%	10%
	Local	18%		13%	3%	22%
Citywide		15%		20%	6%	9%

Source: Public Works Street Assessment Report.

Public Works Expenditures and FTEs, FY 2001 – 2005

Public Works Expenditures (millions) and Authorized FTEs

	2001	2002	2003	2004	2005
Expenditures	\$99	\$105	\$132	\$139	\$144
FTEs	403	392	374	503	496

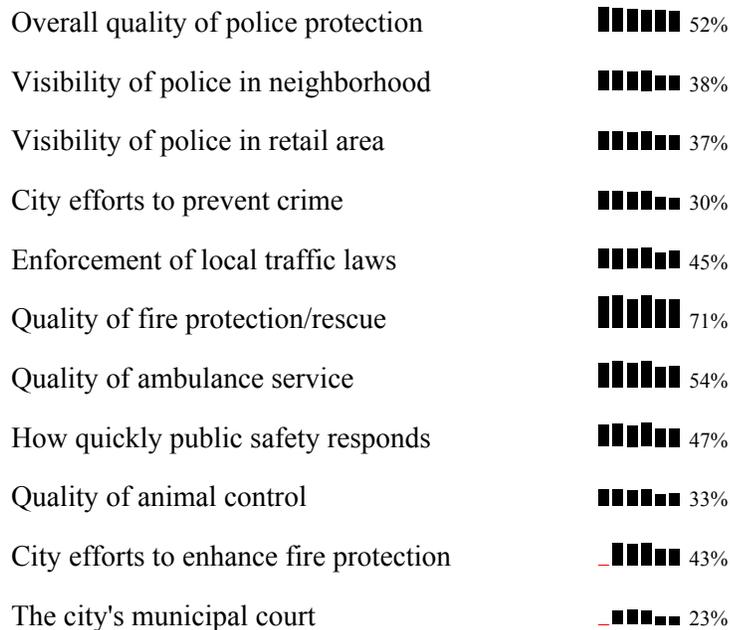
Sources: Adopted Budgets.

² 2002 data for local streets not available.

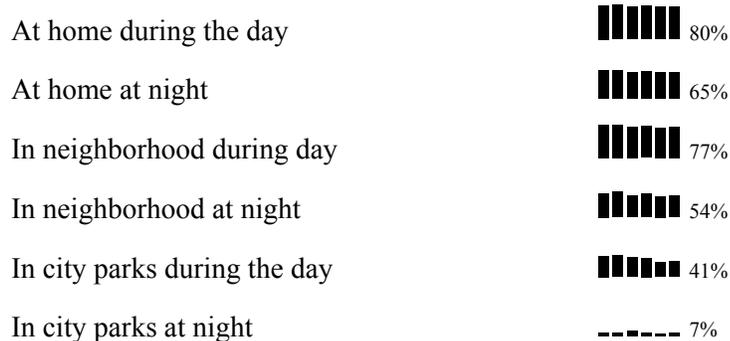
Public Safety

The Police and Fire Departments and Metropolitan Ambulance Services Trust (MAST) are the city's major providers of public safety services. The Police Department responds to 911 calls for service, provides police patrol and community policing, investigates crimes, and compiles evidence for prosecutions. The Fire Department responds to fires, medical emergencies, and other dangerous situations. The department also promotes fire safety through public education and enforcement of the city's fire code. The city contracts with MAST to provide paramedic and ambulance services.

Satisfied or very satisfied with public safety services 2000 – 2005



Residents feeling safe or very safe 2000 – 2005



How Quickly Did Police Respond to Emergency Calls?

Although there is not a strong connection between response time and crime deterrence or resolution of reported incidents, response time remains a popular measure of police patrol effectiveness nationwide.

The Police Department measures response time from the time the call taker receives the call until the first unit arrives on the scene. It does not include the time the phone is ringing or the time the call may be on hold before a call taker is available to answer it.³ We report the average time for police to respond to Priority 1 and Priority 2 calls.⁴

In fiscal year 2005, the Police Department established a goal of responding to priority 1 calls in 10 minutes or less 70 percent of the time. In January 2005, the department began reporting on the percent of time they met the target in their monthly performance reports prepared for the Board of Police Commissioners. The Police Department began using a new computer aided dispatch system during fiscal year 2005. We have not assessed the reliability of the data from the new system.

How quickly did police respond to Priority 1 calls?⁵

Priority 1 Calls	Citywide Average FY 2001-2005				
	2001	2002	2003	2004	2005
Time (min:sec)	11:08	10:59	11:03	10:03	11:05
Dispatched calls	28,938	27,319	25,795	14,957	15,122

Source: Police Department.

How quickly did police respond to Priority 2 calls?⁶

Priority 2 Calls	Citywide Average, FY 2001-2005				
	2001	2002	2003	2004	2005
Time (min:sec)	14:18	13:54	13:39	12:31	13:08
Dispatched calls	92,141	92,141	87,938	50,237	49,276

Source: Police Department.

³ City code sets a performance standard for answering 90 percent of 911 emergency telephone calls within 18 seconds. We do not report this measure because the Police Department phone system cannot differentiate between when a call taker answers a call and when callers get a recorded message telling them to stay on the line or to call MAST or the Fire Department directly because all call takers are busy.

⁴ Priority 1 calls are assist the officer, robbery, suspicious party armed, rape in progress, nature unknown, explosive device, disaster, injury accident, explosion, ambulance, shooting, hold-up alarm, and cutting. Priority 2 calls are strong-arm robbery, prowler, fire, bomb threat, assault, dead body, meet the officer, disturbance (other than noise), and domestic violence assault.

⁵ For FY 2001-2003, we reported the number of dispatches (multiple units can be dispatched to a call). For FY 2004-2005, we reported the number of dispatched calls.

⁶ For FY 2001-2003, we reported the number of dispatches (multiple units can be dispatched to a call). For FY 2004-2005, we reported the number of dispatched calls.

How quickly did each patrol division respond to Priority 1 calls, FY 2001-2005?

Patrol Division	Time (min:sec) 2001	Time (min:sec) 2002	Time (min:sec) 2003	Time (min:sec) 2004	Time (min:sec) 2005
East	11:13	10:58	11:05	11:18	11:36
Central	9:30	9:23	9:24	8:51	9:12
Metro	10:46	10:10	10:22	9:30	10:43
South	11:19	11:26	11:21	11:41	11:49
North	13:05	12:58	13:01	13:24	15:04
Shoal Creek ⁷					17:14

Source: Police Department.

The Police Department does not correctly measure response times on all calls. Our September 2004 audit of patrol blackout (periods when all patrol calls on duty are out of service and no cars are available to answer the incoming calls for service) found that about 39 percent of Priority 1 and 44 percent of Priority 2 calls had invalid response times because the officer failed to provide arrival times. In these cases, arrival times are recorded as zeros, or as the time the call was received.

How many Priority 1 calls did patrol divisions respond to?

Patrol Division	No. of Dispatched Calls, FY 2004	No. of Dispatched Calls, FY 2005
East	7,037	6,809
Central	7,347	7,230
Metro	5,056	4,854
South	2,328	2,357
North	2,620	2,079
Shoal Creek		636

Source: Police Department.

How Many Crimes Were Reported and What Percent Were Cleared?

The clearance rate provides information about how well the Police Department investigates cases and identifies and captures suspects. The department can clear cases by arrest or by exceptional means.⁸ To clear a case by arrest, police must arrest, charge, and send to court for prosecution at least one person involved in the commission of a crime. Cases are cleared by exceptional means when the police have enough information

⁷ The Police Department split the North Patrol Division into two divisions in October 2004, creating the Shoal Creek Patrol Division.

⁸ The FBI's Uniform Crime Reporting (UCR) program provides a "common denominator" language for reporting crimes including the criteria for reporting that a crime has been cleared. The FBI compiles crime statistics reported by law enforcement agencies nationwide. The FBI's website (<http://www.fbi.gov>) has more information about the UCR and the FBI's annual report, "*Crime in the United States*."

to identify, arrest, charge, and turn an offender over to the court for prosecution, but circumstances prevent them from doing so (for example, death of the offender, victim refuses to cooperate, confession of an offender already in custody or serving a sentence, or extradition is denied).

We report clearance rates for Part 1 and Part 2 offenses. Part 1 offenses include criminal homicide, forcible rape, aggravated assault, robbery, burglary, larceny-theft, motor vehicle theft, and arson. Part 2 offenses include non-aggravated assault, forgery, counterfeiting, fraud, embezzlement, vandalism, sex offenses, and all others. The clearance rate is the total number of offenses cleared by arrest or exceptional circumstances during a fiscal year divided by the total number of reported offenses in that same fiscal year.

How many crimes were reported?

	FY01	FY02	FY03	FY04	FY05
Part 1 Violent Crimes	7,178	6,669	6,073	6,328	6,431
Part 1 Property Crimes	41,989	42,051	38,101	35,727	35,637
Part 2 Crimes and Non-Aggravated Assaults	18,998	18,067	17,156	16,843	16,219

Source: Police Department.

What percent of crimes were cleared?

	FY01	FY02	FY03	FY04	FY05
Part 1 Violent Crimes	24.9%	29.1%	30.4%	27.0%	23.6%
Part 1 Property Crimes	9.3%	9.8%	10.1%	10.3%	9.3%
Part 2 Crimes	31.5%	36.8%	36.1%	34.0%	30.4%

Source: Police Department.

Kansas City cleared about 55 percent of the murders in the 5-year period of 1999-2003. We compared murders and cleared murders using data collected by the Portland City Auditor from the FBI. The data covered 26 cities with populations between 331,000 and 951,000. Kansas City is one of the smaller cities in the list. Kansas City's population of about 442,000 is about 140,000 smaller than the average.

Murders and clearance rates (1999-2003)

City	Population	Murders	Cleared	Clearance Rate
Detroit	951,000	1,974	894	45%
Washington DC	572,000	1,221	535	44%
Baltimore	651,000	1,040	696	67%
Memphis	650,000	699	447	64%
Milwaukee	597,000	594	447	75%
Indianapolis	782,000	538	404	75%
Kansas City	442,000	498	272	55%
Jacksonville	736,000	419	209	50%
Charlotte	541,000	358	248	69%
Nashville	546,000	336	209	62%
San Francisco	777,000	322	137	43%
Fort Worth	535,000	305	241	79%
Denver	555,000	254	131	52%
Cincinnati	331,000	248	100	40%
Boston	589,000	234	133	57%
Tucson	487,000	232	148	64%
Oklahoma City	506,000	226	177	78%
Sacramento	407,000	223	181	81%
Fresno	428,000	169	89	53%
Seattle	563,000	164	112	68%
Austin	657,000	131	94	72%
Portland	529,000	126	46	37%
San Jose	895,000	121	98	81%
Honolulu	372,000	95	73	77%
El Paso	564,000	89	79	89%
Mesa	396,000	77	28	36%

Source: FBI UCR data.

How Quickly Does the Fire Department Respond to Emergencies?

Response time measures how quickly fire companies can respond to emergencies. Quick response can help reduce fire damage and save lives. City code sets a response time standard of five minutes or less 90 percent of the time for life threatening Emergency Medical System (EMS) calls.⁹

The Fire Department began using a new Computer Aided Dispatch (CAD) system in fiscal year 2005, which collects information about types of incidents the department responds to and response times. We have not assessed the reliability of the CAD data.

The Fire Department changed the priority values assigned to some types of calls, and redefined the way it measures response time in fiscal year 2005. This prevents direct comparison with response time performance reported in previous years. The department now defines response time as the period between the time a Fire Department dispatcher gets the call from the 911 system until the unit arrives on the scene.¹⁰ Previously, the Fire Department did not begin measuring response time until the time a call taker actually dispatched a unit. In addition, response time now includes the time units spend in “staging.”¹¹ The Fire Department told us that these changes, as well as the closure of some fire stations for renovation during fiscal year 2005, have lengthened response times.

How often did Fire meet its response time targets for emergency calls?

	FY01	FY02	FY03	FY04	FY05 ¹²
Number of calls	40,584	40,677	38,716	40,320	33,502
% under 5 min.	72.1%	73.7%	74.8%	75.4%	68.4%

Source: KCFD Fractile Time Reports, Fire Department.

How Many Structure Fires Were There?

The number of structure fires is a measure of demand for the Fire Department’s services and a measure of the effectiveness of fire prevention efforts. Structure fires are any fire incident inside a building or structure, whether or not there was structural damage to the building. The number of structure fire incidents includes residential, commercial, and industrial structure fires.

⁹ Code of Ordinances, Section 34-371(b).

¹⁰ Response time does not include the time it takes for the 911 system to answer and transfer a call to a fire department dispatcher.

¹¹ Some calls require fire units to standby in a safe area while the police secure the scene – this is called “staging.”

¹² Includes calls coded as priority 1 and priority 2 in the new dispatch system and a new definition of response time.

How many structure fires were there, Fiscal Years 2001 – 2005?

	2001	2002	2003	2004	2005
Total	2,047	2,074	1,627	1,685	1,583
No. per 100,000 population	463.6	469.7	368.5	381.6	358.5

Source: Fire Department.

How Quickly Did Ambulances Respond to Emergency Calls?

Ambulance response times to calls for emergency assistance may affect patients' survival rates or degrees of injury. City code requires an advanced life support unit to be on the scene within 9 minutes on 90 percent of all life threatening emergency calls.¹³

Metropolitan Ambulance Services Trust (MAST) starts measuring response time from the moment the ambulance dispatcher answers the call. This measure of response time does not count the time it takes for the Police Department to answer and transfer the 911 call to the dispatcher.

How often did MAST meet its response time targets for emergency calls?¹⁴

	2001	2002	2003	2004	2005
Number of Code 1 Calls	20,209	20,142	19,908	23,893	24,490
Percent meeting goals	91.6%	91.9%	90.9%	89.3%	90.5%

Source: MAST.

Public Safety Expenditures and FTEs, Fiscal Years 2001 – 2005

Police Department Expenditures (millions) and Authorized FTEs

	2001	2002	2003	2004	2005
Expenditures	\$126	\$132	\$143	\$146	\$164
FTEs	1,972	2,026	2,041	2,070	2,078

Sources: Adopted Budgets.

Fire Department Expenditures (millions) and Authorized FTEs

	2001	2002	2003	2004	2005
Expenditures	\$66	\$71	\$78	\$81	\$88
FTEs	866	866	894	933	952

Sources: Adopted Budgets.

MAST Expenditures (millions) and Authorized FTEs

	2001	2002	2003	2004	2005
Expenditures	\$38	\$40	\$39	\$40	\$27
FTEs	38	36	40	290	287

Sources: MAST Statement of Revenues, Expenses, and Changes in Net Assets; and MAST staff.

¹³ Code of Ordinances, Section 34-371 (a).

¹⁴ In 2001 and 2002, MAST was using 8 minutes and 30 seconds as the response time compliance goal. The goal changed during fiscal year 2003. The current response time citywide compliance goal is 8 minutes and 59 seconds.

Parks and Recreation

Parks and Recreation’s mission is to improve the quality of life by providing recreational, leisure, and aesthetic opportunities for all citizens, and by conserving and enhancing the environment. Parks controls and maintains over 9,700 acres of land, as well as various facilities and amenities for citizen use and city beautification.

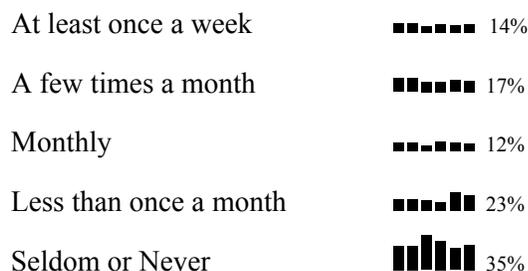
Some park amenities include:

- Over 200 parks
- 133 boulevard and parkway miles
- 10 community centers
- 49 ornamental fountains
- Over 270 sports fields and courts
- 5 golf courses
- Museums and attractions

Satisfied or very satisfied with parks and recreation services
2000-2005



Approximately how many times visited parks:
2000-2005



For some recreation programs a lot of the respondents didn't rate the quality, responding "don't know" to the survey.

Recreation program areas with "don't know" as the most common response:

Program area	"Don't Know"
Maintenance of community centers	32 %
City swimming pools and programs	37%
City golf courses	43%
City's youth athletic programs	34%
Outdoor athletic fields	44%
City's adult athletic programs	46%
Other city recreation programs	45%
Ease of registering for programs	48%
Reasonableness of fees charged for programs	46%

Keep the high portion of "don't know" responses in mind when looking at the satisfaction results. For example, while only 16 percent of respondents were satisfied or very satisfied with ease of registering for recreation programs, nearly half of the respondents (48 percent) responded that they "don't know."

What are the conditions of parks and community centers?

In January 2003, Parks and Recreation developed the SHAPE (Safe, Healthy, and Attractive Public Environments) Program as a way to monitor the effectiveness of park maintenance. Parks staff conduct random inspections of parks rating the acceptability of 18 different features, including cleanliness, athletic fields, trails, play equipment, drinking fountains, shelters and comfort stations, etc.).

The Parks and Recreation system is divided into three management regions (north, central, and south). Of the 1,842 inspections performed in fiscal year 2005, 158 (about 9%) were found to be in unacceptable condition. An unacceptable rating means the cleanliness rating is unacceptable, or three or more unacceptable ratings were given.

What were the conditions of parks in FY 2005?

	North	Central	South	Total
Number of Inspections	634	595	613	1,842
Percent Acceptable	87%	93%	94%	91%

Source: Parks and Recreation.

The SHAPE Program also monitors the effectiveness of maintenance within Parks community centers and facilities. The centers have unannounced visits once a month. During these unannounced inspections the staff reviews maintenance issues and ensures that safe, healthy, clean environments are being provided to the public.

What were the conditions of community centers in FY 2005?

	May 2004							April 2005				
North Region												
Kansas City North	○	○	○	○	○	○	●	○	○	○	○	○
Garrison	●	●	●	●	●	●	●	●	●	●	●	●
Line Creek		○	●	○	○	○	○	○	○	○	○	○
Shoal Golf								○	○	○		
Hodge											○	○
Central Region												
Bruce R Watkins								●	○	○	○	
Brush Creek	○	○	○	●	○	○	○	○	○	○	●	●
Gregg Klice	●	●	●	●	○	○	●	○	○	○	○	●
Plaza Tennis Center		○	○	○	○	○	○	○	○	○	○	○
Tony Aguirre	○	○	●	●	○	○	○	○	○	○	○	○
Westport	○	○	○	○	○	○	○	○	○	●	○	○
South Region												
Marlborough	●	○	●	○	○	○	○	○	○	○	○	●
Hillcrest	○	○	○	○	○	○	○	○	○	○	○	○
Southeast	●	●	●	●	●	●	●	●	●	●	●	●
Blue River Academy								○	○	○	○	○
Total Unacceptable	4	3	6	5	2	2	4	2	3	3	3	4

Source: Parks and Recreation Department Inspection Reports.

Acceptable ○
Unacceptable ●

What is the net operating expense for parks and recreation?

We report the net operating expense per capita of the Parks and Recreation Department. Operating expenses include personnel costs like wages and benefits, costs of services and commodities, but exclude capital expenditures. Net operating expenses are operating expenses excluding non-tax revenue—fees and grants. To remain consistent with the ICMA definition, we exclude expenditures and revenues from golf and the zoo.

Operating expense per capita is an important measure that allows comparisons of parks expenditures over time and among cities of varying population. In fiscal year 2005, Kansas City spent \$51.59 per person on parks and recreation. This is an increase from \$48.13 the previous fiscal year and more than the \$40.07 averaged by ICMA reporting cities in the same year.

	2001	2002	2003	2004	2005
KCMO	\$54.02	\$53.31	\$53.29	\$48.13	\$51.59
ICMA	\$22.68	\$26.32	\$34.65	\$40.07	

Sources: Adopted Budgets; ICMA Comparative Performance Measurement Data Reports.

Parks and Recreation Expenditures and FTEs, FY 2001-2005

	2001	2002	2003	2004	2005
Expenditures	\$88	\$74	\$75	\$49 ¹⁵	\$53
FTEs	731	761	490 ¹⁶	477	460

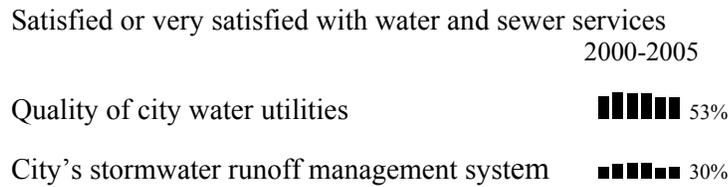
Sources: Adopted Budgets.

¹⁵ Between 2003 and 2004, expenditures for salaries and benefits decreased by \$2.4 million, contract expenditures decreased by \$6.6 million, and capital expenditures decreased by \$14.9 million. In 2003, \$6.6 million was spent on the clean-up of the 2002 ice storm. Expenditures in 2003 included \$9.1 million in capital improvements to the Liberty Memorial paid by a state grant.

¹⁶ Department staff was reduced in fiscal year 2003 as the city turned over management and staffing of the zoo to Friends of the Zoo.

Water and Sewer Services

Through its network of about 2,800 miles of water mains and 2,533 miles of sanitary sewers, Water Services collects, treats, and disburses water throughout the region. The department is charged with treating wastewater, maintaining the storm water system, cleaning and repairing catch basins, and maintaining and repairing sewer and water lines. Its operations are funded through usage and service fees assessed to its customers.



What is the price of water and sewer services?

Like any commodity, water customers care about the price of water and sewage. We calculated the bi-monthly (every two months) water and sewer bill for 1500 cubic feet of water, an amount that is typical for a household.

What is the price for water and sewer services?

	FY02	FY03	FY04	FY05	FY06
Water	\$37.64	\$37.64	\$37.64	\$38.35	\$39.34
Sewer	25.59	27.20	28.84	30.50	32.34

Source: Schedule of Water and Sanitary Sewer Service Rates.

How many major leaks and breaks have occurred in city water lines?

We report the number of water main breaks since fiscal year 2001. Main breaks can range from as minor as a leaking valve to as large as a busted pipe. The structural integrity of the city's water transportation system is important as frequent main breaks could lead to loss of water, reduced water pressure, and possibly damage to streets and property.

How many water main breaks and leaks have there been?

	FY01	FY02	FY03	FY04	FY05
Total Breaks	861	825	1138	1024	432

Source: Water Services Department.

How many sewer overflows occurred?

We report the number of sewer bypasses (overflows) since fiscal year 2001. Sewer bypasses are discharges of untreated sewage from city sanitary sewer systems stemming from broken pipes, equipment failure or system overload due to heavy rainfall or snow melt. Water Services is required to report all overflows to the Missouri Department of Natural Resources.

How many sewer overflows occurred?					
	FY01	FY02	FY03	FY04	FY05
Total	112	146	124	106	128

Source: Missouri Department of Natural Resources.

Water Services Expenditures and FTEs, FY 2001-2005

Water Services Expenditures (millions) and Authorized FTEs by FY					
	FY01	FY02	FY03	FY04	FY05
Expenditures	\$144	\$143	\$145	\$138	\$144
FTEs	988	1,000	990	971	973

Sources: Adopted Budgets.

Neighborhood Livability

Neighborhoods are the building blocks of our community and city. We recognize that “neighborhood livability” is related to the other service areas we are covering: streets, water and sewer, parks and recreation, and public safety, as well as the category of “overall quality of life.” This category focuses on aspects of neighborhood livability not already included in other categories and reports indicators at the neighborhood level.

Satisfied or very satisfied with neighborhood related services:



Housing and Property Maintenance

Well-maintained properties increase neighborhood’s housing values as well as residents’ sense of pride and ownership of the community. On the other hand, poorly maintained properties are related to community deterioration. Property code enforcement helps a neighborhood sustain its safety as well as quality of life.

The Neighborhood Preservation Division in the Neighborhood and Community Services Department enforces property codes. Property code violation cases are closed when the problems are abated. The total number of open cases includes new cases opened in the current fiscal year and cases that were not closed from the previous years.

How many property code violations were closed?

	2000	2001	2002	2003	2004	2005
Cases	24,817	22,030	24,811	23,052	21,924	23,569
Closed	16,288	14,734	16,707	16,123	14,723	16,206
Percent	65.6%	66.9%	67.3%	69.9%	67.2%	68.8%

Sources: Neighborhood Preservation Statistical Reports.

Physical Infrastructure

Neighborhood infrastructure helps to form the backbone of a neighborhood and serves the people living within it. Sidewalks improve pedestrian safety and encourage informal encounters among neighbors. Streetlights improve street visibility and may also complement neighborhood crime prevention efforts. Cleaning catch basins helps to reduce the risk of flooding.

Catch basins are inlets connecting to the storm water system. The city's goal was to clean and inspect all of the city's 34,000 catch basins at least once every two years. Last year, the goal changed to 19,500 catch basins annually. The city also cleans catch basins in response to citizen requests.

How many catch basins were cleaned or inspected?

	2000	2001	2002	2003	2004	2005 ¹⁷
Number	18,996	24,891	22,147	17,906	16,602	9,300
Percent of						
City's Goal	55.9%	73.2%	65.1%	52.7%	85.1%	
City's Goal	34,000 every two years				19,500	

Source: Water Services Department.

Neighborhood and Community Services Department Expenditures and FTEs, FY 2001-2005

Neighborhood and Community Services Department Expenditures (millions) and Authorized FTEs

	2000	2001	2002	2003	2004	2005
Expenditures	\$23.1	\$24.1	\$24.5	\$22.7	\$24.6	\$24.3
FTEs	273.9	260.3	261.0	253.0	242.4	282.1

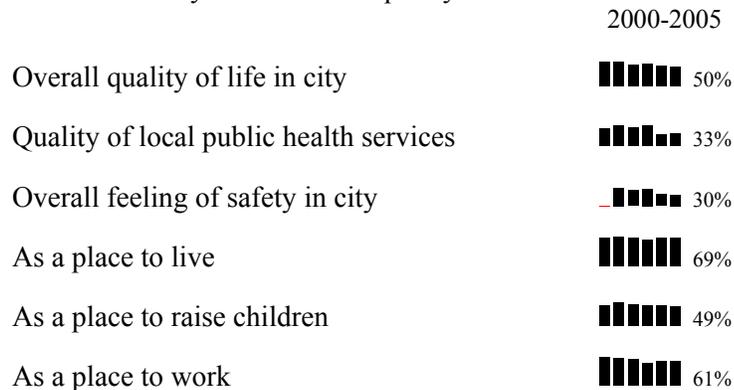
Sources: Adopted Budgets.

¹⁷ Through July 2005.

Overall Quality of Life

Community “quality of life” is a broad concept that has generated numerous definitions and measurements ranging from standard statistics, such as the Cost of Living Index, to subjective indicators, such as “feelings of happiness.” Here, we report measures of wealth, employment, education, and health in Kansas City. While external economic and social conditions that influence these aspects of quality of life are largely beyond the control of local government, measuring these conditions can help the city respond to changes. In the long run, building an economic base – through maintaining capital infrastructure, competitive tax rates, and providing an adequate level of service – will encourage businesses and families to stay in the city

Satisfied or very satisfied with quality of life:



Wealth

Income is a key determinant of individual, family, and community well-being. Income levels indicate the ability of individuals and families to meet their needs and correlate with their conditions of health, education, social interaction, housing, leisure, and general life style. Housing is a major component of household wealth. Home equity is a cornerstone of wealth for most households that own their homes.

Income includes wage or salary, self-employment income, interest or dividend, social security, supplemental security, retirement or disability income, public assistance, and other regularly received money income.

What is household income in Kansas City?¹⁸

	1990		2000		2004	
	Households		Households		Households	
	Number	Percent	Number	Percent	Number	Percent
Less than \$10,000	31,800	18.0%	21,385	11.6%	23,777	13.1%
\$10,000 to \$14,999	16,784	9.5%	11,745	6.4%	16,580	9.2%
\$15,000 to \$24,999	33,988	19.2%	26,325	14.3%	20,158	11.1%
\$25,000 to \$34,999	29,828	16.8%	27,110	14.7%	21,137	11.7%
\$35,000 to \$49,999	30,575	17.3%	31,731	17.2%	33,909	18.7%
\$50,000 to \$74,999	22,866	12.9%	34,354	18.7%	30,008	16.6%
\$75,000 to \$99,999	6,246	3.5%	16,037	8.7%	17,792	9.8%
\$100,000 to \$149,999	3,328	1.9%	10,330	5.6%	12,865	7.1%
\$150,000 to \$199,999*	1,742	1.0%	2,213	1.2%	1,969	1.1%
\$200,000 or more			2,798	1.5%	2,994	1.7%
Total households	177,157	100.0%	184,028	100.0%	181,189	100.0%
Median household income	\$26,713		\$37,198		38,414	

* \$150,000 or more in 1990.

Bold indicates significant changes from 2000.

Sources: U.S. Bureau of Census, *Census 1990 Population and Housing*, *Census 2000*, and *2004 American Community Survey*.

How does household income in Kansas City compare to the metropolitan area (2004)?

Household Income	Percent of Households	
	Kansas City, Missouri	Kansas City, MO-KS MSA
Less than \$10,000	13.1%	8.0%
\$10,000 to \$14,999	9.2%	5.8%
\$15,000 to \$24,999	11.1%	10.9%
\$25,000 to \$34,999	11.7%	10.5%
\$35,000 to \$49,999	18.7%	17.3%
\$50,000 to \$74,999	16.6%	20.5%
\$75,000 to \$99,999	9.8%	11.5%
\$100,000 to \$149,999	7.1%	11.1%
\$150,000 to \$199,999	1.1%	2.3%
\$200,000 or more	1.7%	2.1%
Total households	181,189	734,704
Median household income	\$ 38,414	\$ 46,733

Source: U.S. Bureau of Census, *2004 American Community Survey*.

¹⁸ The 1990 and 2000 figures are not adjusted for inflation.

What is the value of owner occupied units, 1990, 2000, and 2004?¹⁹

Value of Units	1990	2000	2004
	Number (%)	Number (%)	Number (%)
Less than \$50,000	37,689 (41.7%)	21,203 (21.8%)	11,327 (11.2%)
\$50,000-99,999	41,204 (45.6%)	39,419 (40.4%)	33,159 (32.8%)
\$100,000-149,999	7,196 (8.0%)	21,239 (21.8%)	26,960 (26.7%)
\$150,000-199,999	2,247 (2.5%)	8,716 (8.9%)	14,185 (14.0%)
\$200,000-299,999	1,129 (1.3%)	4,434 (4.5%)	10,858 (10.8%)
\$300,000-499,999	818* (0.9%)	1,663 (1.7%)	3,155 (3.1%)
\$500,000-999,999		704 (0.7%)	1,150 (1.1%)
\$1 million or more		103 (0.1%)	205 (0.2%)
Total units	90,283 (100%)	97,481 (100%)	100,999 (100%)
Median Value	\$56,100	\$84,000	\$110,421

*\$300,000 or more in 1990.

Sources: U.S. Bureau of Census, *Census 1990 of Population and Housing, Census 2000, and 2004 American Community Survey*.

The Missouri Department of Elementary and Secondary Education reports the number of students who are qualified for free or reduced free lunch in each school district every year. Students whose family income is at 130 percent of the federal income poverty guidelines are eligible for free lunch; and those whose family income is at 185 percent of the poverty guidelines are eligible for reduced priced lunch.

What percentage of students are eligible for free or reduced price lunch?

School District	2001	2002	2003	2004	Percent of Students Living in KCMO
Kansas City	75.7%	79.0%	79.6%	80.5%	100%
Center	52.3%	49.7%	52.8%	58.6%	100%
Hickman Mills	49.7%	51.4%	57.4%	60.4%	94%
Park Hill	11.0%	13.6%	14.7%	16.7%	79%
North Kansas City	22.6%	23.8%	26.2%	30.0%	74%
Raytown	28.4%	30.1%	31.8%	37.8%	41%
Liberty	10.7%	11.7%	11.4%	13.4%	30%
Platte County	10.5%	12.9%	16.6%	17.0%	25%
Grandview	43.1%	41.0%	42.5%	47.2%	14%
Independence	33.6%	33.9%	37.7%	37.5%	2%
Smithville	7.2%	6.5%	8.1%	8.4%	2%
Lee's Summit	7.1%	7.3%	8.7%	9.9%	2%
Missouri	37.0%	37.9%	39.4%	40.7%	

Source: Missouri Department of Elementary and Secondary Education; School Districts.

¹⁹ The 1990 and 2000 figures are not adjusted for inflation.

Employment

The city’s employment base – measured by the unemployment rate and number of jobs – is directly related to business activity and personal income. A declining employment base indicates that overall economic activity is declining. Unemployment is a serious social concern. Unemployed workers and their families face a declining standard of living and pose an increasing demand on the city’s social services infrastructure.

The unemployment rate is the number of unemployed as a percent of the civilian labor force. The annual rate is calculated as the average of the monthly unemployment rates during the year. Unemployed persons are all persons who had no employment during the week of the twelfth day of the month, were available for work except for temporary illness, and had made specific efforts to find employment.

Annual Employment Rate (1990-2004)

Year	Kansas City	United States	
	Average Number of Unemployed Persons per Month	Unemployment Rate	Unemployment Rate
1990	13,790	5.9%	5.6%
1991	17,012	7.2%	6.8%
1992	15,461	6.5%	7.5%
1993	15,014	6.3%	6.9%
1994	13,623	5.6%	6.1%
1995	13,210	5.3%	5.6%
1996	12,840	5.1%	5.4%
1997	12,061	4.7%	4.9%
1998	11,599	4.5%	4.5%
1999	9,416	3.6%	4.2%
2000	8,829	3.8%	4.0%
2001	12,575	5.3%	4.8%
2002	15,713	6.6%	5.8%
2003	17,089	7.2%	6.0%
2004	18,032	7.5%	5.5%
2005 (thru July)	17,704	7.4%	6.6%

Source: Bureau of Labor Statistics, U.S. Department of Labor.

The annual employment growth rate is how many more (or fewer, if the rate is negative) individuals living in Kansas City were employed each year.

Annual Employment Growth (1990 – 2005)			
	Kansas City		United States
Year	Average Number of Employed Persons per Month	Annual Employment Growth Rate	Annual Employment Growth Rate
1990	218,631	n/a	n/a
1991	220,069	0.7%	-0.9%
1992	221,551	0.7%	0.7%
1993	224,427	1.3%	1.5%
1994	230,970	2.9%	2.3%
1995	237,734	2.9%	1.5%
1996	240,670	1.2%	1.5%
1997	243,720	1.3%	2.3%
1998	247,866	1.7%	1.5%
1999	249,862	0.8%	1.5%
2000	226,258	-9.4%	2.5%
2001	224,426	-0.8%	0.0%
2002	221,375	-1.4%	-0.3%
2003	220,579	-0.4%	0.9%
2004	221,794	0.6%	1.1%
2005 (thru July)	221,844	0.0%	1.3%

Source: Bureau of Labor Statistics Data, U.S. Department of Labor.

Education

Understanding the state of education provides an insight into the knowledge and skills of city residents as they apply these to improve their quality of life. Individual and community levels of education have a strong positive association with a range of economic and social benefits. Over the long term, poor educational performance at school will tend to make it harder for individuals to achieve good levels of income, with all the implications this has for health, housing quality, participation in community life, and eventually the educational achievement of their own children. The concept of education includes lifelong acquisition and accumulation of knowledge and skills. An educated population adds to the vibrancy and creativity of a city and is needed to remain competitive in the regional, national, as well as global economies.

We report the twelfth grade graduation rates in school districts which are or which partially are in Kansas City, Missouri. Kansas City, Missouri, overlaps with 12 school districts. In some school districts, such as Kansas City, Missouri and Center school districts, all the students are Kansas City, Missouri, residents. In some school districts, such as Hickman Mills, Park Hill and North Kansas City, the majority of their students live in Kansas City, Missouri. Some school districts only have a few students who live in Kansas City, Missouri.

High School Graduation Rates by School District

School District	2001	2002	2003	2004	Percent of Students Living in KCMO
Kansas City	61.3%	66.8%	65.2%	64.4%	100%
Center	77.7%	73.8%	82.7%	78.2%	100%
Hickman Mills	84.1%	82.6%	86.3%	82.8%	94%
Park Hill	91.1%	91.3%	90.5%	90.8%	79%
North Kansas City	83.6%	85.0%	87.8%	89.2%	74%
Raytown	80.3%	80.2%	78.2%	79.3%	41%
Liberty	82.3%	87.8%	87.1%	89.8%	30%
Platte County	86.1%	86.0%	89.8%	93.2%	25%
Grandview	80.8%	77.5%	78.4%	82.4%	14%
Independence	75.6%	80.5%	85.3%	74.1%	2%
Lee's Summit	84.2%	91.4%	90.0%	92.5%	2%
Smithville	84.7%	94.0%	90.8%	85.1%	2%
Missouri	81.4%	82.4%	84.4%	85.1%	

Source: Missouri Department of Elementary and Secondary Education; School Districts.

Health

An individual's health begins before he/she is born. Low birth weight is associated with infant mortality. Both infant death and low birth weight are related to the mother's economic status, access to health care, and health related behaviors. Prenatal care improves chances that mothers and babies will be healthy. The goals of *Healthy People 2010 Objectives for the Greater Kansas Metropolitan Community* is to reduce the infant mortality rate to no more than 5 per 1,000 live births, and low birth weight to no more than 5 percent by 2010.

Infant Mortality Rate Per 1,000 Live Births (1990 – 2004)

Year	Kansas City	United States
1990	11.4	9.2
1991	12.9	8.9
1992	12.5	8.5
1993	12.7	8.4
1994	10.3	7.9
1995	9.8	7.6
1996	11.4	7.3
1997	8.9	7.2
1998	8.6	7.2
1999	8.2	7.1
2000	7.8	6.9
2001	7.4	6.8
2002	9.8	7.0
2003	7.9	6.5
2004	8.2	n/a

Source: Health Department.

Prenatal care means providing care to pregnant women in order to prevent pregnancy-related complications, decrease maternal and prenatal mortality, and lower the chances of birth defects. The Health Department compiles the data according to birth information provided by hospitals.

Lack of Prenatal Care (1991 – 2004)

Year	No Prenatal Care At All	No Prenatal Care in 1st Trimester
1991	2.4%	20.5%
1992	2.2%	18.8%
1993	2.2%	20.3%
1994	1.9%	18.9%
1995	1.8%	16.3%
1996	1.5%	16.0%
1997	1.4%	15.6%
1998	2.1%	15.4%
1999	1.4%	15.4%
2000	1.5%	12.3%
2001	1.6%	12.3%
2002	1.4%	12.1%
2003	1.0%	12.1%
2004	1.1%	11.9%

Source: Health Department.

Low birth weight refers to infants weighing less than 2,500 grams (5.5 pounds) at birth. The Health Department calculates low birth weight as percentage of live births from birth certificates and the information submitted by hospitals.

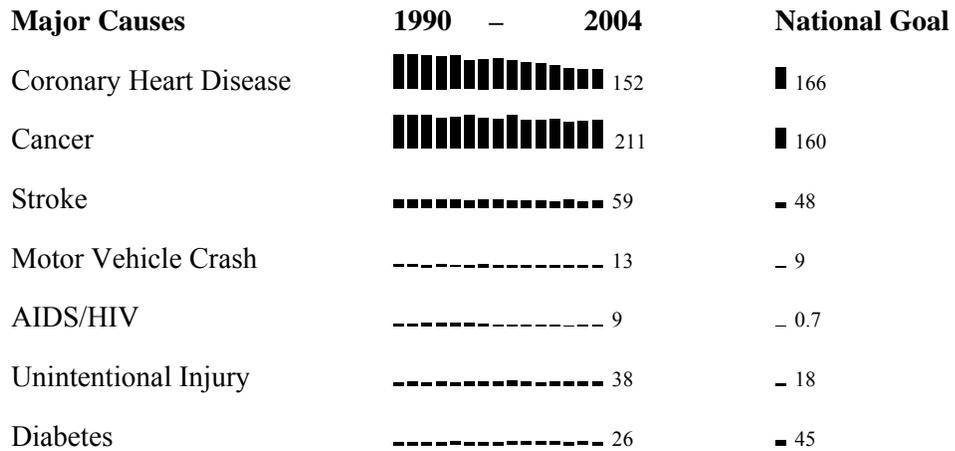
Birth Weight Less than 2,500 grams (1991 – 2004)

Year	Percent of live births weighing less than 2,500 grams (5.5 lbs.)
1991	9.6%
1992	9.5%
1993	9.8%
1994	9.6%
1995	9.2%
1996	9.1%
1997	9.3%
1998	9.7%
1999	9.4%
2000	8.7%
2001	8.4%
2002	9.0%
2003	8.3%
2004	8.8%

Source: Health Department.

The death rates by major causes are age-adjusted according to the age distribution of the U.S. population in 2000 for the purpose of comparisons across time and with the national rates. The adjusted death rate is the number of deaths per 100,000 population that would be expected if the age composition of the population in Kansas City, Missouri, were the same as that in the United States in 2000. The death rate by unintentional injury excludes deaths by homicides or suicides, but includes deaths caused by motor vehicle crashes. The Health Department compiles the data from vital records.

Age-Adjusted Death Rates (Number Per 100,000 Population) Due To Major Causes, 1990-2004



Source: Health Department.

Appendix A

2005 Citizen Survey Results

Kansas City Citizen Survey Results by Percentage (2000 – 2005)

*A shaded figure indicates significant difference from the previous year.

	2000 N=1205	2001 N=1201	2002 N=1200	2003 N=1210	2004 N=3838	2005 N=4395
Q1a Quality of police/fire/ambulance service						
Satisfied/Very Satisfied	67	69	68	65	64	63
Neutral	19	19	20	21	20	21
Dissatisfied/Very Dissatisfied	8	8	9	8	9	10
Don't Know	6	3	4	6	7	6
Q1b Quality of city parks and recreation						
Satisfied/Very Satisfied	54	54	50	48	47	47
Neutral	24	25	27	26	29	28
Dissatisfied/Very Dissatisfied	13	13	17	14	16	16
Don't Know	9	8	6	12	8	9
Q1c Overall maintenance of city streets, buildings, and facilities						
Satisfied/Very Satisfied	24	22	23	20	14	15
Neutral	32	29	27	28	20	23
Dissatisfied/Very Dissatisfied	44	48	50	51	64	61
Don't Know	0	1	1	1	2	1
Q1d Quality of city water utilities						
Satisfied/Very Satisfied	57	65	62	64	55	53
Neutral	23	20	21	21	26	24
Dissatisfied/Very Dissatisfied	18	13	15	13	16	19
Don't Know	2	2	2	2	4	3
Q1e Enforcement of city codes/ordinance						
Satisfied/Very Satisfied	34	41	42	42	26	28
Neutral	31	29	30	25	35	32
Dissatisfied/Very Dissatisfied	23	19	21	20	28	29
Don't Know	12	11	7	12	11	10
Q1f Quality of customer service you receive from city employees						
Satisfied/Very Satisfied	51	50	47	52	36	36
Neutral	22	26	25	24	34	32
Dissatisfied/Very Dissatisfied	19	17	23	17	24	24
Don't Know	8	7	5	7	6	8
Q1g Effectiveness of city communication with the public						
Satisfied/Very Satisfied	36	42	37	41	28	29
Neutral	34	32	33	33	37	36
Dissatisfied/Very Dissatisfied	25	22	27	22	28	30
Don't Know	5	3	4	5	6	5

	2000	2001	2002	2003	2004	2005
Q1h Quality of the city's stormwater runoff/management system						
Satisfied/Very Satisfied	31	37	40	41	29	30
Neutral	27	29	29	26	30	29
Dissatisfied/Very Dissatisfied	33	25	26	23	34	34
Don't Know	9	9	6	10	7	6
Q1i Quality of local public health services						
Satisfied/Very Satisfied	44	51	47	51	32	33
Neutral	25	24	27	20	36	34
Dissatisfied/Very Dissatisfied	9	9	16	13	12	13
Don't Know	22	15	10	16	20	21
Q1j Overall flow of traffic						
Satisfied/Very Satisfied		39	34	43	36	33
Neutral		31	31	31	31	30
Dissatisfied/Very Dissatisfied		28	33	24	30	34
Don't Know		2	1	2	3	3
Q1k Quality of airport facilities						
Satisfied/Very Satisfied				60	63	64
Neutral				17	21	19
Dissatisfied/Very Dissatisfied				6	7	7
Don't Know				17	8	10
Q1l Quality of city convention facilities						
Satisfied/Very Satisfied				52	41	42
Neutral				21	33	29
Dissatisfied/Very Dissatisfied				7	9	8
Don't Know				20	17	21
Q2 1st most emphasis from city leaders over the next two years						
Police, fire and ambulance	12	13	11	10	15	15
Parks and recreation	8	6	9	6	3	4
Maintenance	34	44	36	48	50	44
Water	7	3	4	5	2	3
Codes and ordinances	7	4	5	5	4	6
Customer services	4	2	6	3	3	3
Communication	6	3	5	3	2	2
Stormwater	11	6	6	5	5	7
Public health	6	3	4	2	2	3
Traffic flow		13	8	6	5	7
Airport				1	0	1
Convention facilities				1	1	1
Don't know	5	3	5	5	7	6

	2000	2001	2002	2003	2004	2005
Q2 2nd most emphasis from city leaders over the next two years						
Police, fire and ambulance	7	8	6	7	9	7
Parks and recreation	9	6	8	7	7	5
Maintenance	23	20	15	18	19	21
Water	10	7	7	7	5	6
Codes and ordinances	9	10	11	10	9	9
Customer services	6	6	10	6	7	6
Communication	10	8	10	7	6	7
Stormwater	13	11	10	9	11	11
Public health	5	4	6	4	4	4
Traffic flow		11	10	11	12	12
Airport				1	1	1
Convention facilities				2	2	1
Q2 3rd most emphasis from city leaders over the next two years						
Police, fire and ambulance	8	6	5	5	7	7
Parks and recreation	8	5	6	6	7	7
Maintenance	10	11	11	7	8	9
Water	8	5	5	4	5	6
Codes and ordinances	9	6	8	8	8	8
Customer services	8	6	8	5	8	7
Communication	13	10	13	12	10	10
Stormwater	16	11	10	10	9	10
Public health	7	5	7	6	6	5
Traffic flow		16	17	11	13	12
Airport				2	2	2
Convention facilities				4	4	3
Q3a Quality of service provided by the city						
Satisfied/Very Satisfied		55	52	52	41	40
Neutral		33	34	33	36	37
Dissatisfied/Very Dissatisfied		11	13	13	19	20
Don't Know		1	1	2	3	3
Q3b Overall value that you receive for tax dollars and fees						
Satisfied/Very Satisfied	35	36	35	35	22	24
Neutral	34	34	34	33	29	30
Dissatisfied/Very Dissatisfied	29	27	30	28	45	43
Don't Know	2	2	2	4	3	2
Q3c Overall image of the city						
Satisfied/Very Satisfied	55	54	48	52	36	36
Neutral	28	27	30	27	33	32
Dissatisfied/Very Dissatisfied	17	18	21	19	28	29
Don't Know	0	1	2	1	3	3

	2000	2001	2002	2003	2004	2005
Q3d How well city is planning growth						
Satisfied/Very Satisfied	38	39	36	37	26	30
Neutral	30	31	30	28	32	31
Dissatisfied/Very Dissatisfied	25	23	27	26	35	31
Don't Know	7	7	7	9	7	8
Q3e Overall quality of life in city						
Satisfied/Very Satisfied	60	61	53	57	52	50
Neutral	28	26	30	29	29	31
Dissatisfied/Very Dissatisfied	11	11	16	12	17	18
Don't Know	1	2	2	2	3	2
Q3f Overall feeling of safety in city						
Satisfied/Very Satisfied		46	41	44	32	30
Neutral		31	34	32	29	27
Dissatisfied/Very Dissatisfied		21	25	24	37	42
Don't Know		1	1	0	2	1
Q4a Overall quality of police protection						
Satisfied/Very Satisfied	61	59	56	55	54	52
Neutral	21	24	24	24	26	25
Dissatisfied/Very Dissatisfied	16	15	19	18	16	19
Don't Know	2	2	2	2	5	4
Q4b Visibility of police in neighborhoods						
Satisfied/Very Satisfied	49	49	48	51	38	38
Neutral	24	25	27	27	28	27
Dissatisfied/Very Dissatisfied	26	24	24	22	32	33
Don't Know	1	1	1	1	2	2
Q4c Visibility of police in retail areas						
Satisfied/Very Satisfied	46	47	45	47	37	37
Neutral	31	33	31	29	35	35
Dissatisfied/Very Dissatisfied	18	16	21	19	23	23
Don't Know	5	4	3	5	5	5
Q4d City efforts to prevent crime						
Satisfied/Very Satisfied	48	47	44	46	34	30
Neutral	32	32	31	30	34	30
Dissatisfied/Very Dissatisfied	17	17	22	19	26	35
Don't Know	3	4	3	5	6	5
Q4e Enforcement of local traffic laws						
Satisfied/Very Satisfied	49	51	50	52	42	45
Neutral	28	28	29	28	29	28
Dissatisfied/Very Dissatisfied	20	18	18	15	22	22
Don't Know	3	3	2	4	6	6

	2000	2001	2002	2003	2004	2005
Q4f Quality of fire protection/rescue services						
Satisfied/Very Satisfied	78	79	69	79	70	71
Neutral	12	13	17	12	18	16
Dissatisfied/Very Dissatisfied	3	2	9	3	2	3
Don't Know	7	6	5	6	10	10
Q4g Quality of ambulance service						
Satisfied/Very Satisfied	60	65	61	66	52	54
Neutral	18	15	19	15	25	22
Dissatisfied/Very Dissatisfied	5	6	12	5	5	5
Don't Know	17	14	8	14	17	19
Q4h How quickly public safety responds						
Satisfied/Very Satisfied	54	57	53	59	47	47
Neutral	21	20	22	19	25	25
Dissatisfied/Very Dissatisfied	10	10	17	10	12	12
Don't Know	15	12	8	13	16	16
Q4i Quality of animal control						
Satisfied/Very Satisfied	43	42	41	43	32	33
Neutral	26	27	28	26	31	30
Dissatisfied/Very Dissatisfied	22	21	24	21	24	23
Don't Know	9	10	7	10	13	14
Q4j City efforts to enhance fire protection						
Satisfied/Very Satisfied		57	54	57	42	43
Neutral		23	25	21	32	30
Dissatisfied/Very Dissatisfied		6	13	5	6	7
Don't Know		14	7	16	19	20
Q4k The city's municipal court						
Satisfied/Very Satisfied		36	39	36	23	23
Neutral		27	27	25	35	31
Dissatisfied/Very Dissatisfied		10	16	13	15	14
Don't Know		27	19	26	28	32
Q5a Maintenance of city parks						
Satisfied/Very Satisfied	52	52	47	46	45	44
Neutral	24	25	25	27	29	29
Dissatisfied/Very Dissatisfied	14	15	22	13	17	17
Don't Know	10	8	6	13	9	10
Q5b Maintenance of boulevards-parkways						
Satisfied/Very Satisfied				46	44	46
Neutral				29	28	28
Dissatisfied/Very Dissatisfied				15	23	21
Don't Know				10	5	5

	2000	2001	2002	2003	2004	2005
Q5c The location of parks						
Satisfied/Very Satisfied				52	48	47
Neutral				26	30	30
Dissatisfied/Very Dissatisfied				10	15	14
Don't Know				12	8	8
Q5d Walking and biking trails in city						
Satisfied/Very Satisfied	28	30	30	33	30	31
Neutral	23	26	29	25	29	27
Dissatisfied/Very Dissatisfied	29	28	30	23	26	26
Don't Know	20	16	11	19	15	16
Q5e Maintenance of city community centers						
Satisfied/Very Satisfied				34	23	24
Neutral				25	35	32
Dissatisfied/Very Dissatisfied				11	12	12
Don't Know				30	29	32
Q5f City swimming pools and programs						
Satisfied/Very Satisfied	14	15	21	22	17	17
Neutral	21	25	26	23	31	28
Dissatisfied/Very Dissatisfied	31	28	31	21	19	18
Don't Know	34	31	22	33	33	37
Q5g City golf courses						
Satisfied/Very Satisfied	27	25	32	29	26	25
Neutral	21	24	21	17	32	27
Dissatisfied/Very Dissatisfied	10	11	17	7	6	6
Don't Know	42	40	30	47	36	43
Q5h Outdoor athletic fields						
Satisfied/Very Satisfied	35	33	34	36	26	27
Neutral	25	27	31	24	32	29
Dissatisfied/Very Dissatisfied	15	15	19	11	11	10
Don't Know	25	24	16	29	30	34
Q5i The city's youth athletic programs						
Satisfied/Very Satisfied	24	25	29	25	18	18
Neutral	23	27	26	24	31	27
Dissatisfied/Very Dissatisfied	15	13	22	13	12	11
Don't Know	38	36	24	38	39	44
Q5j The city's adult athletic programs						
Satisfied/Very Satisfied	20	20	26	23	16	15
Neutral	22	26	26	22	33	28
Dissatisfied/Very Dissatisfied	14	14	22	13	11	11
Don't Know	44	40	26	43	41	46

	2000	2001	2002	2003	2004	2005
Q5k Other city recreation programs						
Satisfied/Very Satisfied	26	24	30	25	16	16
Neutral	23	28	28	24	34	29
Dissatisfied/Very Dissatisfied	12	11	19	10	10	9
Don't Know	39	37	24	41	40	45
Q5l Ease of registering for programs						
Satisfied/Very Satisfied	23	22	28	25	16	16
Neutral	22	27	27	22	34	28
Dissatisfied/Very Dissatisfied	10	11	17	10	9	9
Don't Know	45	41	27	43	41	48
Q5m Reasonableness of fees charged for programs						
Satisfied/Very Satisfied	25	22	29	24	18	17
Neutral	22	27	27	22	33	27
Dissatisfied/Very Dissatisfied	10	11	17	11	10	10
Don't Know	43	40	27	43	40	46
Q6a Availability of information-city programs/services						
Satisfied/Very Satisfied	34	38	41	39	27	29
Neutral	31	33	31	30	32	32
Dissatisfied/Very Dissatisfied	27	23	22	24	31	30
Don't Know	8	5	6	7	10	9
Q6b City efforts to keep you informed about local issues						
Satisfied/Very Satisfied	33	38	42	39	28	32
Neutral	31	35	31	29	32	31
Dissatisfied/Very Dissatisfied	31	24	23	27	34	33
Don't Know	5	3	5	5	5	5
Q6c Level of public involvement in decision making						
Satisfied/Very Satisfied	23	25	34	27	17	19
Neutral	31	35	31	33	32	32
Dissatisfied/Very Dissatisfied	36	31	29	30	40	39
Don't Know	10	9	6	10	11	10
Q6d Overall quality of leadership provided by elected officials						
Satisfied/Very Satisfied	35	37	38	35	22	24
Neutral	33	33	34	35	33	33
Dissatisfied/Very Dissatisfied	26	25	21	21	39	37
Don't Know	6	5	7	9	6	6
Q6e Effectiveness of appointed boards/commissions						
Satisfied/Very Satisfied	27	29	35	30	16	17
Neutral	34	35	33	33	35	35
Dissatisfied/Very Dissatisfied	27	25	22	22	35	33
Don't Know	12	10	11	15	14	15

	2000	2001	2002	2003	2004	2005
Q6f Effectiveness of City Manager/appointed staff						
Satisfied/Very Satisfied	35	34	37	33	24	26
Neutral	35	35	34	33	35	34
Dissatisfied/Very Dissatisfied	18	21	19	18	28	27
Don't Know	12	11	10	16	12	13
Q7a Maintenance of major city streets						
Satisfied/Very Satisfied	22	20	21	20	20	21
Neutral	31	25	21	25	16	19
Dissatisfied/Very Dissatisfied	47	54	57	55	62	58
Don't Know	0	1	1	1	3	2
Q7b Maintenance of streets in neighborhoods						
Satisfied/Very Satisfied		33	35	29	29	35
Neutral		23	21	26	19	20
Dissatisfied/Very Dissatisfied		43	43	45	50	44
Don't Know		1	1	0	2	1
Q7c Smoothness of city streets						
Satisfied/Very Satisfied				15	12	15
Neutral				28	17	19
Dissatisfied/Very Dissatisfied				57	68	64
Don't Know				1	3	2
Q7d Condition of sidewalks in the city						
Satisfied/Very Satisfied	23	27	25	25	16	18
Neutral	29	29	31	29	27	28
Dissatisfied/Very Dissatisfied	42	37	40	41	50	48
Don't Know	6	6	4	6	7	7
Q7e Maintenance of street signs						
Satisfied/Very Satisfied	51	50	50	54	41	44
Neutral	28	31	31	28	36	34
Dissatisfied/Very Dissatisfied	19	17	16	17	20	19
Don't Know	2	3	3	2	4	3
Q7f Maintenance of traffic signals						
Satisfied/Very Satisfied	65	58	60	62	48	50
Neutral	24	29	26	24	32	30
Dissatisfied/Very Dissatisfied	10	11	13	13	16	15
Don't Know	1	2	2	1	5	5
Q7g Maintenance and preservation of downtown Kansas City, Missouri						
Satisfied/Very Satisfied	27	30	30	37	21	28
Neutral	28	29	28	27	31	31
Dissatisfied/Very Dissatisfied	33	34	37	28	38	29
Don't Know	12	6	5	8	10	11

	2000	2001	2002	2003	2004	2005
Q7h Maintenance of city buildings						
Satisfied/Very Satisfied	46	46	45	49	34	37
Neutral	27	30	30	28	37	35
Dissatisfied/Very Dissatisfied	11	13	16	10	11	11
Don't Know	16	11	9	13	17	17
Q7i Snow removal on major city streets						
Satisfied/Very Satisfied	61	49	47	57	54	53
Neutral	22	25	28	25	22	22
Dissatisfied/Very Dissatisfied	15	24	22	16	20	22
Don't Know	2	2	4	2	3	3
Q7j Snow removal on streets in residential areas						
Satisfied/Very Satisfied	24	22	32	26	34	36
Neutral	23	24	27	28	21	22
Dissatisfied/Very Dissatisfied	51	51	36	44	41	40
Don't Know	2	2	4	2	3	3
Q7k Mowing and tree trimming along streets/public areas						
Satisfied/Very Satisfied	41	41	40	43	36	33
Neutral	28	31	32	31	26	29
Dissatisfied/Very Dissatisfied	28	26	26	24	33	35
Don't Know	3	2	3	3	4	4
Q7l Cleanliness of city streets/public areas						
Satisfied/Very Satisfied	32	36	32	37	30	29
Neutral	35	36	37	36	30	31
Dissatisfied/Very Dissatisfied	32	26	30	26	37	37
Don't Know	1	1	2	1	3	3
Q7m Quality of trash collection services						
Satisfied/Very Satisfied	65	63	54	63	59	56
Neutral	20	20	24	21	19	20
Dissatisfied/Very Dissatisfied	13	15	19	14	19	21
Don't Know	2	2	3	3	3	3
Q7n Adequacy of city street lighting						
Satisfied/Very Satisfied	60	64	57	63	57	58
Neutral	23	23	24	24	24	24
Dissatisfied/Very Dissatisfied	16	12	18	11	16	14
Don't Know	1	1	2	1	3	3
Q7o Timeliness of removal of abandoned cars						
Satisfied/Very Satisfied		28	34	33	20	21
Neutral		26	30	25	27	26
Dissatisfied/Very Dissatisfied		28	25	25	29	28
Don't Know		17	11	17	25	25

	2000	2001	2002	2003	2004	2005
Q8a Enforcing clean up of litter and debris on private property						
Satisfied/Very Satisfied	26	33	31	30	16	17
Neutral	26	28	30	28	25	25
Dissatisfied/Very Dissatisfied	37	28	33	29	42	42
Don't Know	11	11	7	13	16	16
Q8b Enforcing mowing and cutting of weeds on private property						
Satisfied/Very Satisfied	26	31	31	31	16	17
Neutral	29	29	32	26	25	25
Dissatisfied/Very Dissatisfied	36	31	30	30	43	43
Don't Know	9	10	7	13	16	15
Q8c Enforcing maintenance of residential property						
Satisfied/Very Satisfied	30	33	35	32	18	19
Neutral	29	32	33	31	30	31
Dissatisfied/Very Dissatisfied	31	24	24	26	35	35
Don't Know	10	10	7	12	16	16
Q8d Enforcing exterior maintenance of business property						
Satisfied/Very Satisfied	33	37	39	38	20	21
Neutral	32	34	32	32	35	35
Dissatisfied/Very Dissatisfied	20	16	21	14	26	24
Don't Know	15	13	8	16	20	20
Q8e Enforcing codes protecting public safety/health						
Satisfied/Very Satisfied	37	40	41	41	24	25
Neutral	31	32	30	31	35	35
Dissatisfied/Very Dissatisfied	15	14	20	13	20	19
Don't Know	17	14	8	15	22	22
Q8f Enforcing sign regulations						
Satisfied/Very Satisfied	33	37	40	41	24	24
Neutral	32	36	32	29	36	35
Dissatisfied/Very Dissatisfied	17	11	18	12	16	16
Don't Know	18	16	10	18	24	25
Q8g Enforcing and prosecuting illegal dumping						
Satisfied/Very Satisfied	20	25	31	25	14	14
Neutral	23	29	28	26	23	23
Dissatisfied/Very Dissatisfied	39	29	32	31	42	42
Don't Know	18	17	9	18	21	21

	2000	2001	2002	2003	2004	2005
Q8h Enforcing equal opportunity among all citizens						
Satisfied/Very Satisfied				39	26	27
Neutral				27	31	32
Dissatisfied/Very Dissatisfied				20	20	21
Don't Know				14	22	21
Q9 How many times visited KCMO parks during the past 12 months						
At least once a week	15	15	10	14	11	14
A few times a month	20	20	16	16	18	17
Monthly	14	13	9	15	13	12
Less than once a month	17	18	16	14	27	23
Seldom or Never	34	34	48	41	31	35
Q11a As a place to live						
Excellent/Good	71	73	70	66	71	69
Neutral	22	20	20	24	17	19
Below Average/Poor	7	6	9	9	11	12
Don't Know	0	0	1	1	1	1
Q11b As a place to raise children						
Excellent/Good	51	58	55	52	52	49
Neutral	26	22	23	25	20	22
Below Average/Poor	21	17	19	18	24	24
Don't Know	2	3	3	4	5	5
Q11c As a place to work						
Excellent/Good	69	68	66	57	61	61
Neutral	22	21	21	25	22	22
Below Average/Poor	7	9	11	13	14	13
Don't Know	2	2	2	4	3	3
Q12a At home during the day						
Safe/Very Safe	83	85	80	81	79	80
Neutral	13	11	12	12	14	13
Unsafe/Very Unsafe	4	3	6	6	5	6
Don't Know	0	0	1	1	1	1
Q12b At home at night						
Safe/Very Safe	70	71	65	68	65	65
Neutral	19	18	20	19	20	20
Unsafe/Very Unsafe	11	11	14	12	14	14
Don't Know	0	0	1	1	1	1

	2000	2001	2002	2003	2004	2005
Q12c In your neighborhood during day						
Safe/Very Safe	81	82	77	78	75	77
Neutral	14	12	14	15	16	15
Unsafe/Very Unsafe	5	5	8	6	7	7
Don't Know	0	1	1	1	1	1
Q12d In your neighborhood at night						
Safe/Very Safe	60	63	54	58	53	54
Neutral	22	20	23	22	25	23
Unsafe/Very Unsafe	17	16	22	19	21	21
Don't Know	0	1	1	1	2	1
Q12e In city parks during the day						
Safe/Very Safe	53	55	50	49	39	41
Neutral	23	21	26	20	30	27
Unsafe/Very Unsafe	11	11	13	12	20	19
Don't Know	13	12	10	19	11	13
Q12f In city parks at night						
Safe/Very Safe	8	11	16	11	5	7
Neutral	16	19	19	14	18	16
Unsafe/Very Unsafe	61	54	53	47	62	58
Don't Know	15	16	12	27	14	19
Q14 Do you own or rent your residence						
Own	75	69	67	62	84	83
Rent	25	31	32	38	16	17
Q15 Respondent's race/ethnicity						
Asian/Pacific Islander	1	2	4	1	1	1
White	68	63	61	62	64	67
American Indian/Eskimo	2	2	3	1	0	1
Black/African American	25	30	30	35	28	28
Other	4	3	3	0	6	3
Q16 Anyone in household Hispanic-Latino						
Yes		6	8	10	6	6
No/Declined		94	92	89	94	94
Q17 Total household income						
Under \$30,000	36	34	33	40	30	30
\$30,000 to \$59,999	38	39	40	39	33	34
\$60,000 to \$99,999	19	18	20	16	24	23
Over \$100,000	6	9	6	5	13	13

	2000	2001	2002	2003	2004	2005
Q18 Respondent's gender						
Male	44	50	46	45	53	49
Female	56	50	54	55	47	51
Q10 How many years lived in KCMO						
Median		25		32	34	34

Appendix B

2005 Citizen Survey Methodology and Results by Geographic Area

Methodology for Identifying Geographic Areas

The current configurations of council districts do not reflect distinct geographic areas of the city. For example, two council districts include areas both north and south of the Missouri River. Therefore, we divided the city into four areas: north, south, east, and west, based on the following criteria:

- Geographically different
- Approximately similar number of residents
- Approximately same number of survey respondents

North: The north area includes all zip codes located in the Kansas City area north of the Missouri River. It contains about 27 percent of the city’s population and 29 percent of the survey respondents.

South: The south area contains 11 zip codes, and is located in the area from Gregory/63rd Street (excluding Raytown), to the city’s south border. It has 27 percent of the city’s total population and 28 percent of the survey respondents.

East: The east area contains 11 zip codes and is located in the area from the Missouri River on the north to Gregory/63rd on the south (excluding Raytown); from Woodland/Prospect on the west to the city’s east border. It contains 28 percent of the city’s total population and 24 percent of the survey respondents.

West: The west area contains 10 zip codes and is bordered by the Missouri River on the north, Gregory and 63rd on the south, State Line on the west, and Woodland/Prospect on the east. It includes 19 percent of the city’s total population and 20 percent of the survey respondents.

The zip codes included in each geographical area, their total population, the number of survey respondents, and the margin of error of the results are shown below. A map of the areas follows.

Geographical Areas by Zip Code

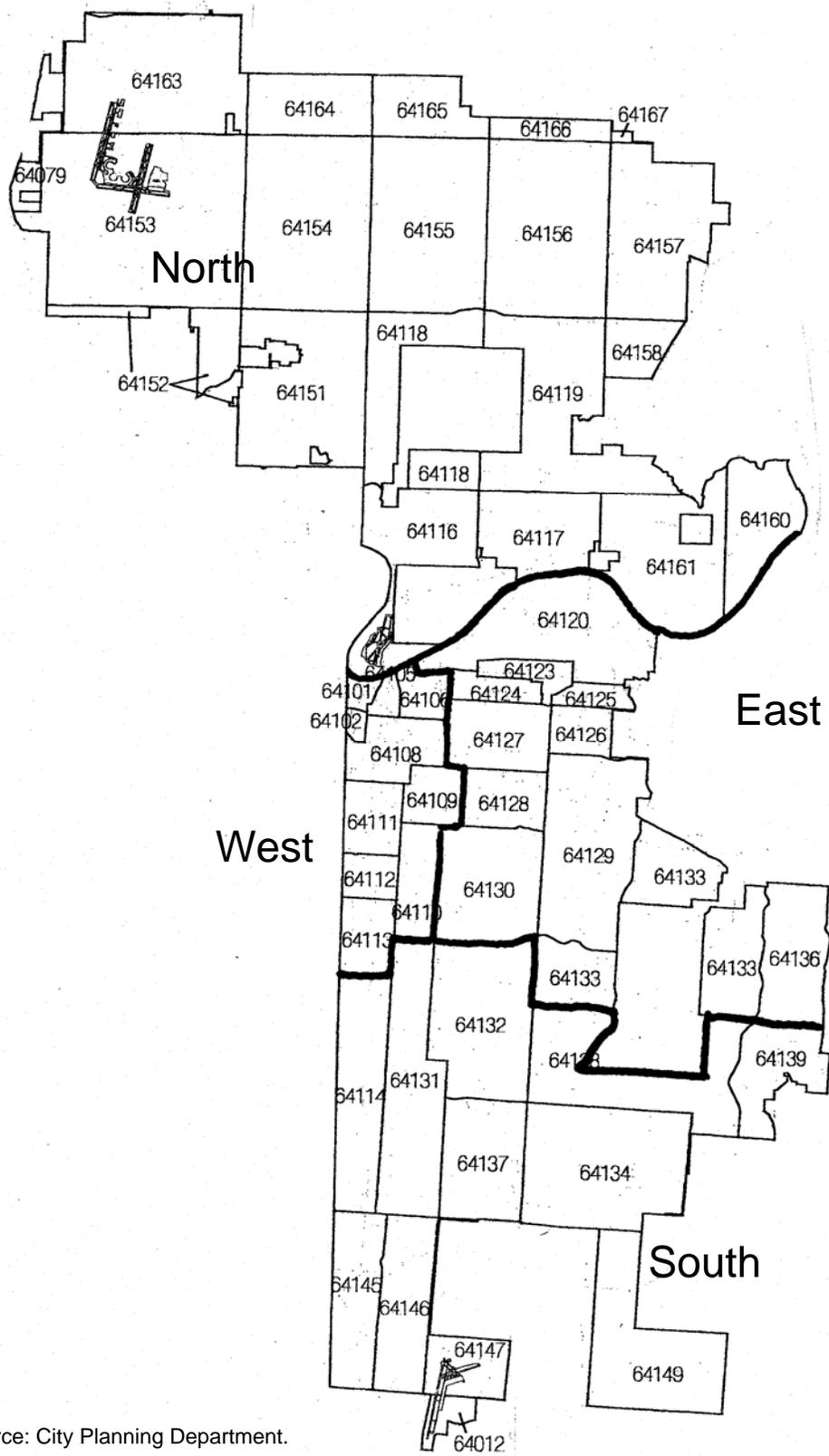
Area	Zip Codes	Population	Survey Respondents	Margin of Error *
North	64116, 64117, 64118, 64119, 64151, 64152, 64153, 64154, 64155, 64156, 64157, 64158, 64160, 64161, 64163, 64164, 64165, 64166, 64167	118,497 (28.8%)	1,229 (29.9%)	+/- 2.78%
South	64114, 64131, 64132, 64134, 64137, 64138, 64139, 64145, 64146, 64147, 64149	117,868 (26.7%)	1,181 (27.7%)	+/- 2.84%
East	64120, 64123, 64124, 64125, 64126, 64127, 64128, 64129, 64130, 64133, 64136	121,607 (27.6%)	1,002 (23.5%)	+/- 3.08%
West	64101, 64102, 64105, 64106, 64108, 64109, 64110, 64111, 64112, 64113	83,235 (18.9%)	849 (19.9%)	+/- 3.35%
City-		441,207	4,261 ²⁰	+/- 1.47%

*95% confidence, p=50%

Source: City Development Department; ETC Institute 2005 DirectionFinder Survey.

²⁰ Surveys were received from 4,395 households, however, 134 surveys did not include the information necessary to graph their location.

City Map with Four Geographical Areas Identified



Source: City Planning Department.

Kansas City Citizen Survey Results by Area – Percentage (2000 – 2005)

*A shaded figure indicates significant difference from the previous year.

	North (N=1229)	South (N=1181)	East (N=1002)	West (N=849)
Q1a Quality of police/fire/ambulance services				
Satisfied/Very Satisfied	65.2	67.3	59.8	60.8
Neutral	19.5	19.5	22.7	21.4
Dissatisfied/Very Dissatisfied	8.4	7.9	13.1	9.9
Don't know	6.9	5.3	4.5	7.9
Q1b Quality of city parks recreation programs/facilities				
Satisfied/Very Satisfied	48.8	46.0	44.5	49.6
Neutral	28.2	30.3	26.9	27.0
Dissatisfied/Very Dissatisfied	14.9	14.6	17.9	16.7
Don't Know	8.1	9.1	10.7	6.7
Q1c Maintenance of city streets/buildings/facilities				
Satisfied/Very Satisfied	15.8	14.6	17.2	14.8
Neutral	24.0	23.3	23.3	19.4
Dissatisfied/Very Dissatisfied	59.6	60.7	58.6	64.4
Don't know	0.6	1.4	1.0	1.3
Q1d Quality of city water utilities				
Satisfied/Very Satisfied	58.7	51.1	51.9	53.4
Neutral	23.8	25.2	22.9	24.1
Dissatisfied/Very Dissatisfied	15.5	20.9	22.1	18.7
Don't know	2.0	2.8	3.2	3.8
Q1e Enforcement of city codes ordinances				
Satisfied/Very Satisfied	31.7	25.8	29.5	26.1
Neutral	31.4	35.6	26.4	33.7
Dissatisfied/Very Dissatisfied	26.7	27.7	35.5	27.7
Don't know	10.2	10.8	8.5	12.5
Q1f Customer service you receive from city employees				
Satisfied/Very Satisfied	35.2	35.5	42.1	32.3
Neutral	32.5	34.4	26.9	32.6
Dissatisfied/Very Dissatisfied	23.8	22.5	24.0	26.0
Don't know	8.5	7.6	7.0	9.1
Q1g Effectiveness of city communication with the public				
Satisfied/Very Satisfied	30.2	29.9	31.4	25.2
Neutral	38.0	35.2	31.5	38.9
Dissatisfied/Very Dissatisfied	27.3	29.2	30.8	30.5
Don't know	4.6	5.7	6.2	5.4

	North	South	East	West
Q1h Quality of the city's stormwater runoff management system				
Satisfied/Very Satisfied	36.9	26.9	31.0	25.7
Neutral	30.3	31.8	25.0	27.2
Dissatisfied/Very Dissatisfied	26.9	34.8	37.5	41.1
Don't know	5.9	6.4	6.5	6.0
Q1i Quality of local public health services				
Satisfied/Very Satisfied	34.9	30.1	36.9	29.0
Neutral	33.9	35.7	30.2	33.9
Dissatisfied/Very Dissatisfied	9.0	12.5	17.7	12.6
Don't know	22.1	21.7	15.2	24.5
Q1j Overall flow of traffic				
Satisfied/Very Satisfied	29.3	32.5	33.3	40.2
Neutral	24.3	32.8	34.2	28.0
Dissatisfied/Very Dissatisfied	44.5	31.1	27.5	29.0
Don't know	1.9	3.6	4.9	2.8
Q1k Quality of airport facilities				
Satisfied/Very Satisfied	74.6	61.2	53.1	69.7
Neutral	15.6	20.1	20.2	17.1
Dissatisfied/Very Dissatisfied	5.1	7.2	7.8	6.1
Don't know	4.6	11.5	19.0	7.1
Q1l Quality of city convention facilities				
Satisfied/Very Satisfied	44.0	41.2	41.7	41.7
Neutral	30.6	30.2	24.9	30.2
Dissatisfied/Very Dissatisfied	8.0	7.0	9.5	6.8
Don't know	17.4	21.6	24.0	21.3
Q2 1st three items that should receive most emphasis from city leaders over the next two years				
Police, fire and ambulance	29.8	29.7	27.6	28.4
Parks and recreation	15.7	15.0	15.5	19.2
Maintenance	76.2	77.4	64.9	74.0
Water	13.5	16.6	14.4	13.5
Codes and ordinances	19.1	24.7	28.1	22.4
Customer services	19.0	15.2	15.0	17.7
Communication	20.2	18.5	19.9	18.1
Stormwater	20.9	29.3	28.6	31.3
Public health	10.4	12.4	12.3	13.2
Traffic flow	43.9	29.3	23.0	23.0
Airport	3.7	3.0	3.0	3.5
Convention facilities	5.6	4.5	5.1	1.8

	North	South	East	West
Q3a Quality of city services				
Satisfied/Very Satisfied	42.4	41.2	39.5	38.9
Neutral	37.7	37.9	35.6	36.5
Dissatisfied/Very Dissatisfied	17.3	18.3	21.5	22.0
Don't know	2.6	2.6	3.4	2.6
Q3b Value received for tax dollars/fees				
Satisfied/Very Satisfied	23.5	25.1	23.5	25.6
Neutral	32.4	30.3	28.9	31.0
Dissatisfied/Very Dissatisfied	42.0	42.7	44.1	40.9
Don't know	2.1	1.9	3.5	2.6
Q3c Overall image of city				
Satisfied/Very Satisfied	37.4	35.3	35.5	37.5
Neutral	33.2	33.5	29.7	32.2
Dissatisfied/Very Dissatisfied	27.7	28.9	30.8	27.8
Don't know	1.6	2.3	3.9	2.6
Q3d How well city is planning growth				
Satisfied/Very Satisfied	26.7	28.2	34.1	32.5
Neutral	32.4	30.7	31.3	30.5
Dissatisfied/Very Dissatisfied	34.0	32.3	25.6	29.7
Don't know	6.9	8.8	8.9	7.3
Q3e Overall quality of life in city				
Satisfied/Very Satisfied	55.7	49.4	38.7	58.0
Neutral	29.0	32.1	33.3	27.4
Dissatisfied/Very Dissatisfied	13.6	17.5	25.6	13.7
Don't know	1.7	1.0	2.3	0.9
Q3f Overall feeling of safety in city				
Satisfied/Very Satisfied	35.9	26.3	22.0	35.8
Neutral	29.7	27.0	24.3	28.4
Dissatisfied/Very Dissatisfied	33.5	45.7	52.1	34.6
Don't know	0.9	0.9	1.7	1.2
Q4a Quality of local police protection				
Satisfied/Very Satisfied	55.5	55.1	43.8	52.5
Neutral	25.2	25.1	25.2	24.4
Dissatisfied/Very Dissatisfied	15.7	16.1	27.9	18.6
Don't know	3.6	3.6	3.0	4.5
Q4b Visibility of police in neighborhoods				
Satisfied/Very Satisfied	40.5	36.9	35.8	41.0
Neutral	27.0	31.0	24.2	25.2
Dissatisfied/Very Dissatisfied	30.7	30.1	37.9	31.4
Don't know	1.8	1.9	2.1	2.4

	North	South	East	West
Q4c Visibility of police in retail areas				
Satisfied/Very Satisfied	38.9	37.7	34.7	36.9
Neutral	37.5	33.8	32.7	33.3
Dissatisfied/Very Dissatisfied	20.8	22.9	25.7	22.4
Don't know	2.8	5.6	6.8	7.4
Q4d City's efforts to prevent crime				
Satisfied/Very Satisfied	31.5	28.9	29.1	29.2
Neutral	33.4	29.0	27.3	31.8
Dissatisfied/Very Dissatisfied	30.9	35.9	38.7	32.4
Don't know	4.1	6.2	4.8	6.6
Q4e Enforcement of local traffic laws				
Satisfied/Very Satisfied	49.9	42.0	43.2	42.8
Neutral	28.3	28.5	26.1	29.7
Dissatisfied/Very Dissatisfied	18.1	23.9	23.2	20.5
Don't know	3.7	5.7	7.5	7.1
Q4f Quality of local fire protection rescue services				
Satisfied/Very Satisfied	70.2	71.5	74.1	69.6
Neutral	16.8	16.3	16.0	15.1
Dissatisfied/Very Dissatisfied	3.6	2.5	3.7	1.3
Don't know	9.4	9.7	6.3	14.0
Q4g Quality of local ambulance service				
Satisfied/Very Satisfied	52.3	54.1	60.6	50.5
Neutral	22.9	21.4	19.9	20.7
Dissatisfied/Very Dissatisfied	5.3	5.3	5.4	3.3
Don't know	19.5	19.1	14.2	25.4
Q4h How quickly public safety personnel respond				
Satisfied/Very Satisfied	43.9	46.1	51.0	46.6
Neutral	26.7	25.4	21.3	22.7
Dissatisfied/Very Dissatisfied	12.0	10.4	15.8	12.1
Don't know	17.3	18.0	12.0	18.5
Q4i Quality of animal control				
Satisfied/Very Satisfied	34.1	34.3	31.0	33.0
Neutral	32.5	29.4	27.3	29.9
Dissatisfied/Very Dissatisfied	19.0	21.4	31.4	20.0
Don't know	14.3	14.9	10.2	17.1
Q4j City efforts to enhance fire protection				
Satisfied/Very Satisfied	40.9	44.4	49.5	39.6
Neutral	32.4	29.6	26.7	28.6
Dissatisfied/Very Dissatisfied	7.4	6.2	8.8	3.2
Don't know	19.3	19.8	15.0	28.6

	North	South	East	West
Q4k The city's municipal court				
Satisfied/Very Satisfied	20.8	21.9	27.6	23.6
Neutral	34.1	32.9	27.2	27.7
Dissatisfied/Very Dissatisfied	11.8	13.7	16.1	11.7
Don't know	33.3	31.5	29.0	37.1
Q5a Maintenance of city parks				
Satisfied/Very Satisfied	46.1	44.7	38.5	48.8
Neutral	30.0	28.5	29.9	24.7
Dissatisfied/Very Dissatisfied	15.1	15.9	17.9	20.7
Don't know	8.8	10.9	13.7	5.8
Q5b Maintenance of boulevards/parkways				
Satisfied/Very Satisfied	43.6	48.7	42.4	52.2
Neutral	32.1	25.5	27.8	23.3
Dissatisfied/Very Dissatisfied	18.6	21.5	21.7	21.2
Don't know	5.7	4.3	8.1	3.3
Q5c Location of city parks				
Satisfied/Very Satisfied	40.8	47.9	45.0	60.0
Neutral	32.9	32.2	28.2	26.1
Dissatisfied/Very Dissatisfied	19.0	11.9	14.9	8.4
Don't know	7.3	8.0	11.9	5.5
Q5d Walking and biking trails in city				
Satisfied/Very Satisfied	26.2	36.4	25.5	37.3
Neutral	29.3	26.9	26.8	25.6
Dissatisfied/Very Dissatisfied	30.2	22.1	24.9	25.4
Don't know	14.3	14.6	22.8	11.7
Q5e Maintenance of city community centers				
Satisfied/Very Satisfied	24.2	23.9	27.7	19.1
Neutral	35.2	30.7	28.4	31.6
Dissatisfied/Very Dissatisfied	10.9	10.6	14.5	12.8
Don't know	29.7	34.9	29.3	36.5
Q5f City swimming pools and programs				
Satisfied/Very Satisfied	17.7	16.3	21.1	14.0
Neutral	30.8	27.8	26.2	25.2
Dissatisfied/Very Dissatisfied	16.9	16.5	19.0	19.7
Don't know	34.5	39.5	33.7	41.1
Q5g City golf courses				
Satisfied/Very Satisfied	27.7	27.9	22.2	23.2
Neutral	29.0	27.8	22.1	25.3
Dissatisfied/Very Dissatisfied	5.4	4.5	7.4	4.5
Don't know	38.0	39.8	48.4	47.0

	North	South	East	West
Q5h Outdoor athletic fields				
Satisfied/Very Satisfied	29.4	27.7	28.5	22.3
Neutral	30.3	29.5	24.6	30.6
Dissatisfied/Very Dissatisfied	9.7	7.5	13.0	10.8
Don't know	30.6	35.4	33.9	36.3
Q5i The city's youth athletic programs				
Satisfied/Very Satisfied	19.3	17.5	20.9	13.5
Neutral	31.2	26.7	22.9	25.8
Dissatisfied/Very Dissatisfied	9.0	10.3	15.7	10.1
Don't know	40.6	45.5	40.6	50.5
Q5j The city's adult athletic programs				
Satisfied/Very Satisfied	15.8	14.9	18.1	10.6
Neutral	32.0	28.7	22.6	26.1
Dissatisfied/Very Dissatisfied	8.6	9.4	15.7	9.5
Don't know	43.6	47.0	43.7	53.7
Q5k Other city recreation programs				
Satisfied/Very Satisfied	16.5	16.0	20.2	13.2
Neutral	33.1	29.9	24.9	25.6
Dissatisfied/Very Dissatisfied	7.2	9.4	12.6	8.2
Don't know	43.1	44.7	42.4	53.0
Q5l Ease of registering for programs				
Satisfied/Very Satisfied	16.5	15.3	19.1	11.5
Neutral	30.3	29.1	23.6	25.6
Dissatisfied/Very Dissatisfied	6.5	9.0	12.1	7.9
Don't know	46.6	46.6	45.3	55.0
Q5m The reasonableness of fees charged for programs				
Satisfied/Very Satisfied	16.8	18.0	19.5	15.3
Neutral	29.7	29.0	22.2	26.1
Dissatisfied/Very Dissatisfied	8.6	8.4	13.7	7.2
Don't know	44.9	44.6	44.7	51.4
Q6a Availability of information about city programs services				
Satisfied/Very Satisfied	28.2	28.0	32.5	28.5
Neutral	35.6	32.6	28.6	31.7
Dissatisfied/Very Dissatisfied	28.2	29.9	29.5	30.2
Don't know	8.0	9.5	9.3	9.7
Q6b City efforts to keep you informed about local issues				
Satisfied/Very Satisfied	31.3	31.2	35.1	30.9
Neutral	32.6	32.3	29.5	29.4
Dissatisfied/Very Dissatisfied	32.2	32.7	30.8	33.7
Don't know	3.8	3.7	4.5	6.0

	North	South	East	West
Q6c Public involvement in decision making				
Satisfied/Very Satisfied	16.9	19.1	22.5	20.6
Neutral	34.3	33.6	30.0	29.7
Dissatisfied/Very Dissatisfied	38.7	38.8	36.8	39.8
Don't know	10.0	8.5	10.7	9.9
Q6d Leadership provided by elected officials				
Satisfied/Very Satisfied	23.5	23.8	22.7	28.2
Neutral	34.4	33.4	32.4	31.9
Dissatisfied/Very Dissatisfied	36.2	37.9	36.4	34.6
Don't know	5.9	4.8	8.5	5.3
Q6e Effectiveness of appointed boards commissions				
Satisfied/Very Satisfied	17.2	17.5	17.5	17.4
Neutral	36.9	34.6	32.3	35.6
Dissatisfied/Very Dissatisfied	32.4	34.5	32.6	31.6
Don't know	13.6	13.4	17.6	15.4
Q6f Effectiveness of City Manager/appointed staff				
Satisfied/Very Satisfied	23.0	26.9	24.7	31.2
Neutral	37.5	34.7	30.9	32.3
Dissatisfied/Very Dissatisfied	27.3	25.8	28.1	24.0
Don't know	12.1	12.5	16.3	12.5
Q7a Maintenance of major city streets				
Satisfied/Very Satisfied	18.5	22.7	22.8	20.4
Neutral	18.1	18.5	22.7	18.0
Dissatisfied/Very Dissatisfied	61.8	57.1	52.5	60.7
Don't know	1.7	1.7	2.1	0.9
Q7b Maintenance of streets in your neighborhood				
Satisfied/Very Satisfied	39.5	37.1	27.8	34.5
Neutral	21.8	18.5	19.4	20.0
Dissatisfied/Very Dissatisfied	37.7	42.9	51.3	44.3
Don't know	1.1	1.4	1.5	1.2
Q7c Smoothness of city streets				
Satisfied/Very Satisfied	13.8	14.5	15.7	14.7
Neutral	20.9	18.5	19.4	15.4
Dissatisfied/Very Dissatisfied	63.8	64.4	62.2	68.3
Don't know	1.5	2.6	2.8	1.5
Q7d Condition of sidewalks in the city				
Satisfied/Very Satisfied	19.0	14.6	18.2	18.4
Neutral	34.0	25.3	25.8	25.1
Dissatisfied/Very Dissatisfied	38.4	51.8	49.8	55.0
Don't know	8.6	8.2	6.2	1.5

	North	South	East	West
Q7e Maintenance of street signs				
Satisfied/Very Satisfied	46.5	44.2	42.5	44.1
Neutral	35.5	32.9	30.8	35.0
Dissatisfied/Very Dissatisfied	15.4	19.6	23.0	18.7
Don't know	2.6	3.3	3.7	2.2
Q7f Maintenance of traffic signals				
Satisfied/Very Satisfied	52.5	51.7	50.0	49.5
Neutral	30.9	29.8	28.5	29.9
Dissatisfied/Very Dissatisfied	12.8	13.7	16.1	16.4
Don't know	3.8	4.7	5.4	4.2
Q7g Maintenance/preservation of downtown KCMO				
Satisfied/Very Satisfied	27.4	25.7	31.2	31.8
Neutral	31.7	32.9	30.5	30.2
Dissatisfied/Very Dissatisfied	30.0	29.2	25.7	31.8
Don't know	10.9	12.1	12.5	6.2
Q7h Maintenance of city buildings				
Satisfied/Very Satisfied	34.3	34.5	41.2	40.3
Neutral	37.0	35.6	32.0	34.9
Dissatisfied/Very Dissatisfied	9.4	11.5	10.7	10.2
Don't know	19.4	18.5	16.1	14.6
Q7i Snow removal on major steets				
Satisfied/Very Satisfied	53.9	52.2	52.5	55.0
Neutral	23.4	22.4	23.6	20.1
Dissatisfied/Very Dissatisfied	20.2	22.5	20.1	23.1
Don't know	2.6	3.0	3.9	1.8
Q7j Snow removal on residential streets				
Satisfied/Very Satisfied	37.3	35.8	33.7	36.7
Neutral	20.8	21.7	23.8	21.2
Dissatisfied/Very Dissatisfied	39.9	40.1	39.0	39.0
Don't know	2.0	2.4	3.5	3.1
Q7k Mowing and trimming along city streets and other public areas				
Satisfied/Very Satisfied	32.7	34.0	27.3	40.2
Neutral	31.7	28.5	26.3	27.9
Dissatisfied/Very Dissatisfied	31.3	34.5	42.1	29.6
Don't know	4.3	2.9	4.2	2.4
Q7l Overall cleanliness of city streets and other public areas				
Satisfied/Very Satisfied	30.8	30.7	23.6	31.9
Neutral	34.6	30.6	28.8	31.2
Dissatisfied/Very Dissatisfied	32.0	36.7	44.2	34.9
Don't know	2.7	2.1	3.4	2.0

	North	South	East	West
Q7m Overall quality of trash collection services				
Satisfied/Very Satisfied	60.0	58.6	50.9	55.2
Neutral	19.6	20.5	18.7	19.7
Dissatisfied/Very Dissatisfied	18.3	19.2	27.8	20.5
Don't know	2.0	1.7	2.6	4.6
Q7n Adequacy of city street lighting				
Satisfied/Very Satisfied	61.5	60.6	52.2	59.0
Neutral	23.4	22.9	26.1	24.5
Dissatisfied/Very Dissatisfied	11.6	13.1	18.4	13.3
Don't know	3.4	3.3	3.3	3.2
Q7o Timeliness of removal of abandoned cars				
Satisfied/Very Satisfied	19.3	19.6	23.9	21.2
Neutral	29.5	27.8	24.1	23.3
Dissatisfied/Very Dissatisfied	24.3	26.2	34.9	24.9
Don't know	26.9	26.4	17.2	30.6
Q8a Enforcing the clean up of litter/debris on private property				
Satisfied/Very Satisfied	17.8	15.7	20.7	15.0
Neutral	28.1	25.8	20.6	24.3
Dissatisfied/Very Dissatisfied	35.3	42.9	49.3	40.9
Don't know	18.8	15.6	9.5	19.9
Q8b Enforcing mowing/cutting of weeds on private property				
Satisfied/Very Satisfied	16.7	14.3	20.2	15.4
Neutral	28.2	24.8	19.8	24.4
Dissatisfied/Very Dissatisfied	37.5	45.6	51.2	39.6
Don't know	17.6	15.2	8.9	20.6
Q8c Enforcing maintenance of residential property				
Satisfied/Very Satisfied	18.8	17.5	21.5	17.1
Neutral	33.4	30.6	28.0	29.6
Dissatisfied/Very Dissatisfied	29.8	36.6	40.6	33.3
Don't know	18.0	15.3	9.9	20.0
Q8d Enforcing exterior maintenance of business property				
Satisfied/Very Satisfied	20.7	20.1	24.1	17.6
Neutral	37.5	35.8	30.9	34.4
Dissatisfied/Very Dissatisfied	20.2	24.6	28.3	25.4
Don't know	21.6	19.5	16.7	22.6
Q8e Enforcing codes protecting public safety/health				
Satisfied/Very Satisfied	25.8	22.9	27.1	23.2
Neutral	37.7	35.9	31.8	32.9
Dissatisfied/Very Dissatisfied	14.2	19.2	23.8	16.7
Don't know	22.4	21.9	17.3	27.2

	North	South	East	West
Q8f Enforcing sign regulations				
Satisfied/Very Satisfied	24.6	22.2	28.2	20.8
Neutral	37.8	35.7	31.6	35.1
Dissatisfied/Very Dissatisfied	11.7	16.7	21.3	13.5
Don't know	25.9	25.4	18.9	30.5
Q8g Enforcing/prosecuting illegal dumping activities				
Satisfied/Very Satisfied	15.2	12.4	17.7	12.4
Neutral	27.8	22.9	18.1	22.4
Dissatisfied/Very Dissatisfied	34.1	43.7	51.0	39.0
Don't know	22.9	21.0	13.3	26.3
Q8h Enforcing equal opportunity among all citizens				
Satisfied/Very Satisfied	28.2	26.5	28.7	23.8
Neutral	33.8	33.0	27.9	30.2
Dissatisfied/Very Dissatisfied	14.0	18.2	29.6	21.7
Don't know	24.1	22.3	13.7	24.4
Q9 How many times visited KCMO parks during the past 12 months				
At least once a week	11.0	10.6	12.3	25.8
A few times a month	15.1	15.3	14.6	22.5
Monthly	11.6	11.9	10.8	12.8
Less than once a month	26.3	25.9	18.4	17.8
Seldom or Never	35.5	35.1	43.3	20.4
Don't know	0.6	1.2	0.7	0.7
Q10 How many years lived in KCMO				
Median	17	17	40	11
Q11a As a place to live				
Good/Excellent	74.6	67.7	57.0	77.5
Neutral	15.5	19.8	24.5	14.0
Poor/Below Average	9.0	11.9	17.7	8.4
Don't know	0.9	0.6	0.9	0.1
Q11b As a place to raise children				
Good/Excellent	63.5	45.4	40.6	45.2
Neutral	19.7	23.2	26.2	20.5
Poor/Below Average	12.6	27.2	28.9	28.9
Don't know	4.1	4.2	4.2	5.4
Q11c As a place to work				
Good/Excellent	66.0	61.4	54.4	64.5
Neutral	20.8	22.6	25.0	21.7
Poor/Below Average	10.2	12.9	17.3	11.1
Don't know	3.0	3.1	3.3	2.7

	North	South	East	West
Q12a At home during the day				
Safe/Very Safe	90.0	79.5	67.7	84.1
Neutral	7.2	14.9	20.6	11.3
Unsafe/Very Unsafe	2.1	4.6	10.8	4.2
Don't know	0.7	1.0	1.0	0.4
Q12b At home at night				
Safe/Very Safe	78.4	62.7	52.7	66.5
Neutral	14.5	21.4	22.1	21.2
Unsafe/Very Unsafe	6.5	15.5	24.7	11.9
Don't know	0.6	0.4	0.6	0.4
Q12c In your neighborhood during the day				
Safe/Very Safe	90.1	77.7	59.8	80.2
Neutral	7.9	15.4	23.4	14.4
Unsafe/Very Unsafe	1.7	6.3	16.2	5.1
Don't know	0.3	0.6	0.7	0.4
Q12d In your neighborhood at night				
Safe/Very Safe	73.6	53.4	40.6	47.0
Neutral	18.2	24.8	22.3	27.4
Unsafe/Very Unsafe	7.6	20.8	36.0	24.6
Don't know	0.6	0.9	1.1	0.9
Q12e In city parks during the day				
Safe/Very Safe	43.4	37.9	31.9	54.1
Neutral	28.6	27.9	25.0	25.3
Unsafe/Very Unsafe	16.3	20.2	24.4	12.7
Don't know	11.7	14.1	18.8	7.9
Q12f In city parks at night				
Safe/Very Safe	7.2	6.2	7.1	9.3
Neutral	21.2	13.3	10.7	17.1
Unsafe/Very Unsafe	55.1	61.3	57.9	59.0
Don't know	16.5	19.2	24.4	14.6
Q14 Own or rent current residence				
Own	88.0	86.0	75.6	75.4
Rent	10.9	12.5	23.5	23.7
Refused	1.1	1.4	0.9	0.9
Q15 Race				
Asian/Pacific Islander	1.2	1.2	0.8	0.9
White	85.8	69.9	34.2	71.1
American Indian/Eskimo	0.6	0.7	1.2	1.3
Black/African American	8.8	24.8	57.9	22.0
Other	2.2	2.1	4.8	3.5
Refused	1.5	1.3	1.1	1.1

City Services Performance Report for Fiscal Year 2005

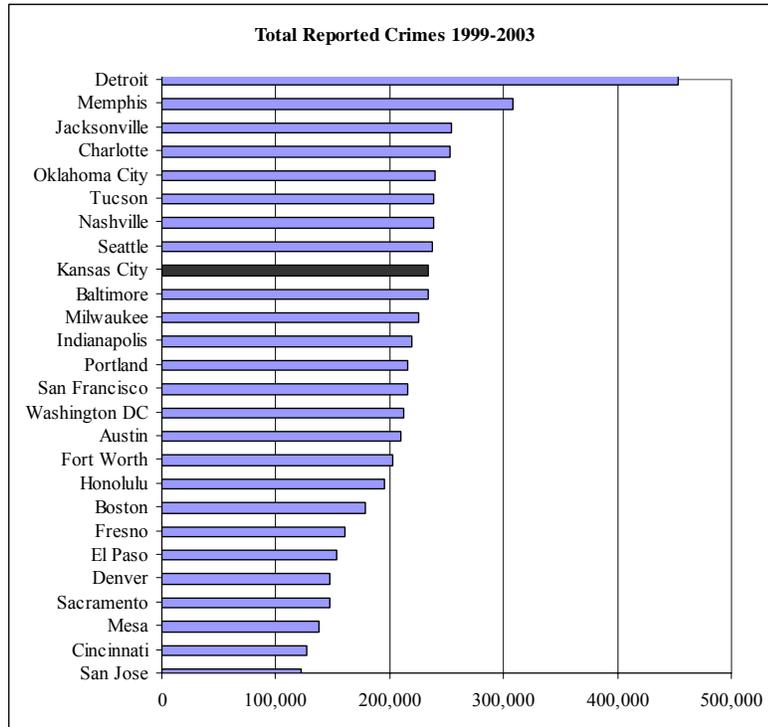
	North	South	East	West
Q16 Hispanic ancestry				
Yes	4.8	4.1	8.1	6.1
No	93.1	94.8	90.1	92.0
Refused	2.1	1.0	1.8	1.9
Q17 Annual household income				
Under \$30,000	16.6	24.9	45.1	22.1
\$30,000 to \$59,999	32.1	30.4	30.8	27.0
\$60,000 to \$99,999	27.5	21.4	10.4	21.7
Over \$100,000	13.4	11.9	2.4	21.9
Don't know	10.3	11.4	11.3	7.3
Q18 Gender				
Male	51.3	50.2	45.2	49.6
Female	48.7	49.8	54.8	50.4

Appendix C

Comparison of Crime and Clearance Rates

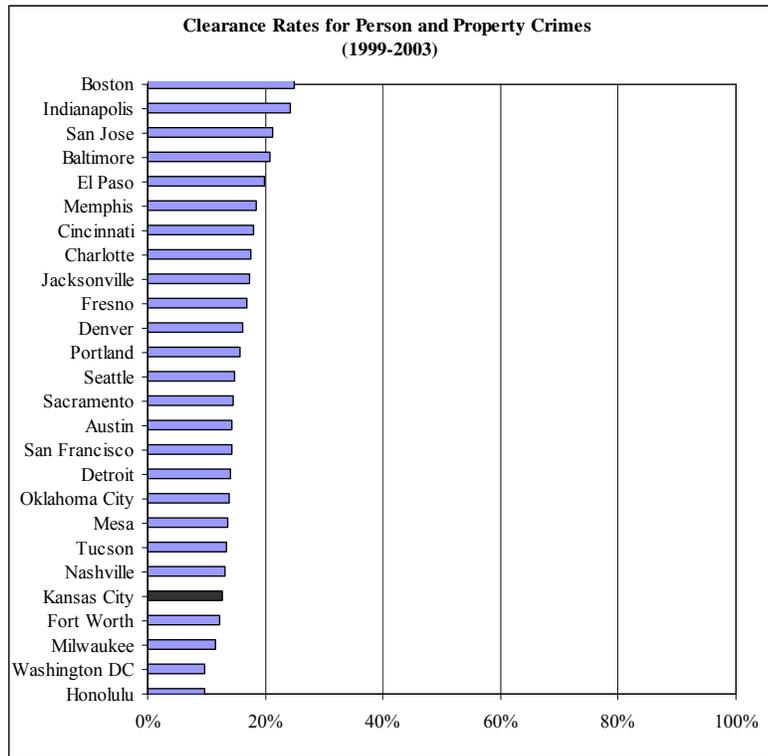
Reported Crimes and Clearance Rates: How Does Kansas City Compare to Other Cities?

The tables show reported crimes and clearance rates for Kansas City and 25 other similarly sized cities. The data represent the cumulative total crimes reported and cleared from 1999 to 2003. Showing five years of reported crime and clearance data should reduce rate spikes caused when some crimes are cleared in one year but actually reported in prior years.



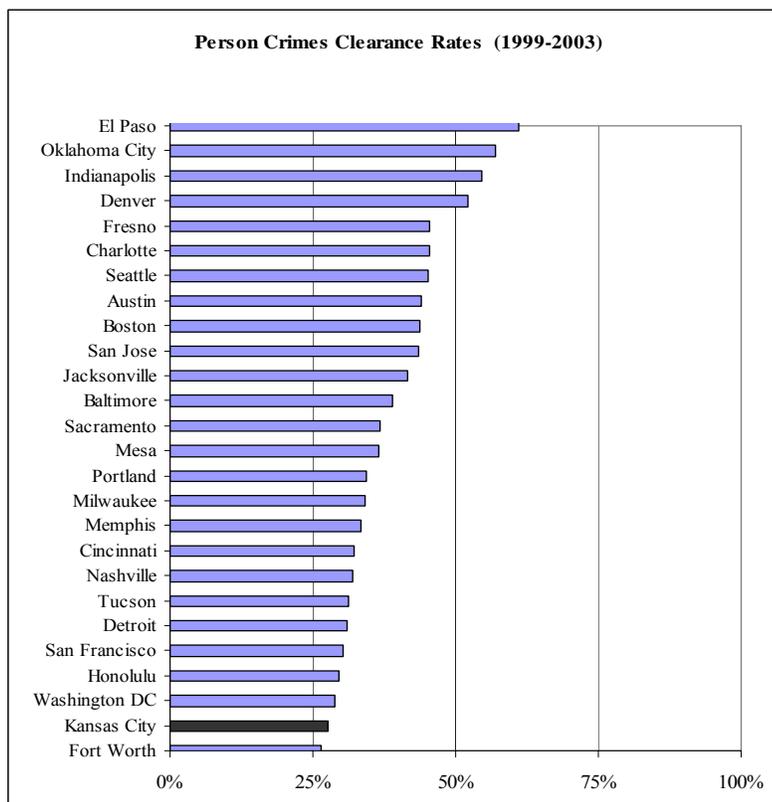
Source: FBI data provided by Portland City Auditor.

For the five-year period of 1999-2003, Kansas City had the 9th highest number of reported crimes compared to 25 other cities with populations between 300,000 and 950,000.



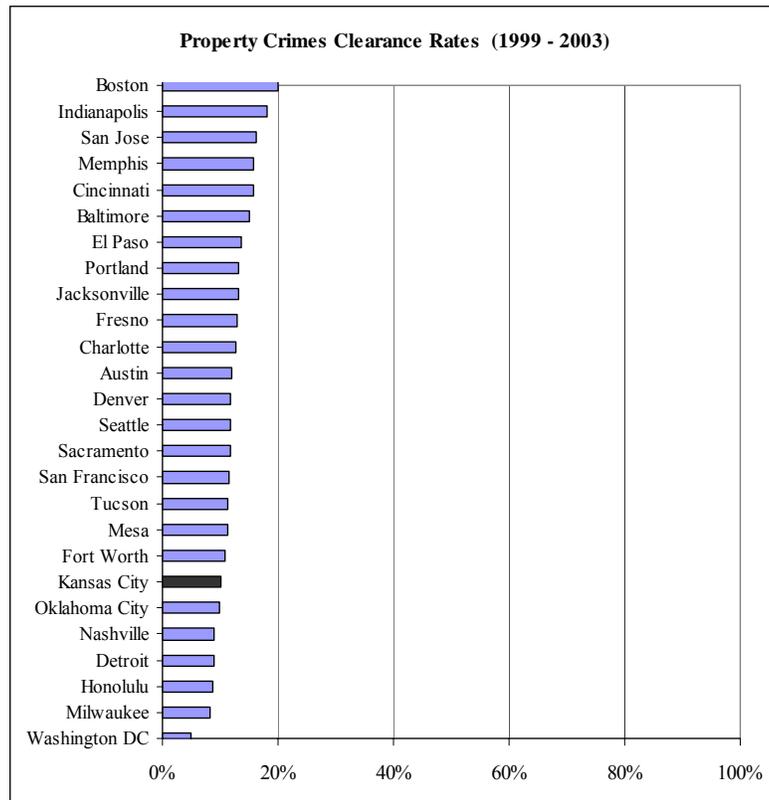
Source: FBI data provided by Portland City Auditor.

For the five-year period of 1999-2003, Kansas City had the 5th lowest clearance rate for person and property crimes compared to 25 other cities with populations between 300,000 and 950,000.



Source: FBI data provided by Portland City Auditor.

For the five-year period of 1999-2003, Kansas City had the 2nd lowest clearance rate for crimes against persons compared to 25 other cities with populations between 300,000 and 950,000.



Source: FBI data provided by Portland City Auditor.

For the five-year period of 1999-2003, Kansas City had the 7th lowest clearance rate for property crimes compared to 25 other cities with populations between 300,000 and 950,000.