

**Performance Audit
Benchmarking Report and Citizen
Survey Results by Geographic Area**

March 2006

City Auditor's Office

City of Kansas City, Missouri

March 15, 2006

Honorable Mayor and Members of the City Council:

In this report we provide results of our survey of residents compared to other large cities and other cities in the region. We also compared results for four regions within the city. The survey was completed by 4,395 households in the city in August 2005.

Kansas City residents have low satisfaction with city service compared to over 10 regional cities and about 20 area communities.

Within the city, satisfaction with most city services is not statistically different between areas. In other words, citizen satisfaction with services in four geographic areas (north, south, east and west) was more alike than not. However, there are some statistically significant differences that we note throughout the report.

We ask respondents about Kansas City as a place to live, work, and raise children. Citywide, most respondents rated the city as a good or excellent place to live and work. But, just 49 percent rate the city as a good or excellent place to raise children. Respondents from the east area rated the city significantly lower as a place to live, work and raise children.

Percent Rating Kansas City Good or Excellent:



We hope the report encourages public discussion about performance, city goals, and resident expectations.

The audit team on this project was Joan Pu and Michael Eglinski.

Sincerely,

Mark Funkhouser
City Auditor

Benchmarking Report and Survey Results by Geographic Area

Table of Contents

Introduction	1
Objectives	1
Scope and Background	1
Benchmarking Report	3
Methodology	3
Summary	4
Citizen Survey Results by Geographic Area	13
Methodology	13
Summary	16
Appendix A	23
2005 Kansas City Citizen Survey Results by Area	23

List of Exhibits

Exhibit 1. Geographical Areas by Zip Code	14
---	----

Introduction

Objectives

We conducted this performance 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.

A performance audit systematically examines evidence to independently assess the performance and management of a program against objective criteria. Performance audits provide information to improve program operations and facilitate decision-making.¹

This report supplements our *City Services Performance Report for Fiscal Year 2005*. That report was released in November 2005, but the updated benchmarking data were not available then. The purpose of this report is to report Kansas City's citizen survey results compared to those of 13 large regional U.S. cities and 21 metropolitan communities. Reporting benchmarking data helps provide context for interpreting citizen survey results.

This report also includes analyses of survey results by four geographic areas in the city. We hope the city services performance report encourages public discussion about city performance and expectations for performance.

Scope and Background

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.

We contracted with ETC Institute to conduct a survey in August 2005 to measure citizen satisfaction with city services and identify which services citizens think should receive most emphasis over the next two years. Along with the survey results, ETC Institute was required to provide comparative benchmarking information that it obtained by conducting similar citizen surveys for other cities in the region and nationwide. ETC Institute is a market research firm. 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.

¹ Comptroller General of the United States, *Government Auditing Standards* (Washington, DC: U.S. Government Printing Office 2003), p. 21.

Benchmarking Report and Survey Results by Geographic Area

Benchmarking Report

Methodology

This report compares the results of the 2005 citizen survey to survey results of 21 area communities and 13 large regional U.S. cities. The benchmarking information compares the percentage of survey respondents in Kansas City with those of other cities who rated a service satisfactory or very satisfactory. The percentage was calculated based on the total number of respondents of the question excluding those who responded “don’t know.”

KC area communities:

Blue Springs, MO	Lawrence, KS	Platte City, MO
Bonner Springs, KS	Leawood, KS	Pleasant Hill, MO
Butler, MO	Lee’s Summit, MO	Shawnee, KS
Excelsior Springs, MO	Lenexa, KS	Spring Hill, KS
Gardner, KS	Liberty, MO	United Government of
Grandview, MO	Merriam, KS	Kansas City, KS,
Independence, MO	Olathe, KS	and Wyandotte County
Johnson County, KS	Overland Park, KS	

Large regional U.S. cities:

Arlington, TX	Houston, TX	San Antonio, TX
Dallas, TX	Indianapolis, IN	St. Louis, MO
Denver, CO	Minneapolis, MN	Tulsa, OK
Des Moines, IA	Oklahoma City, OK	Wichita, KS
Fort Worth, TX		

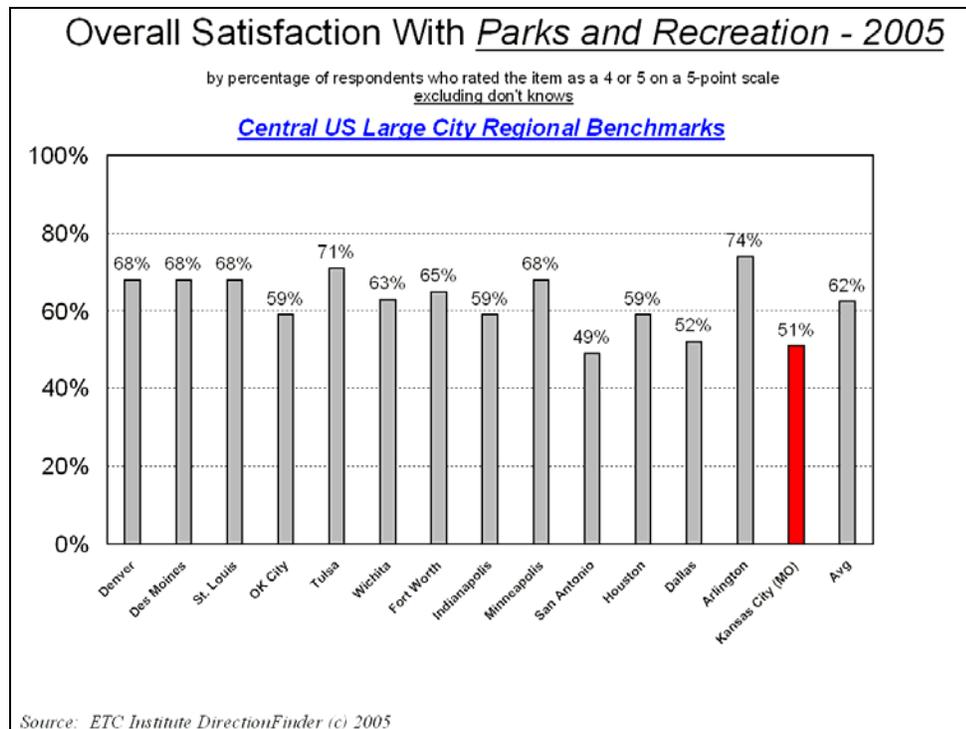
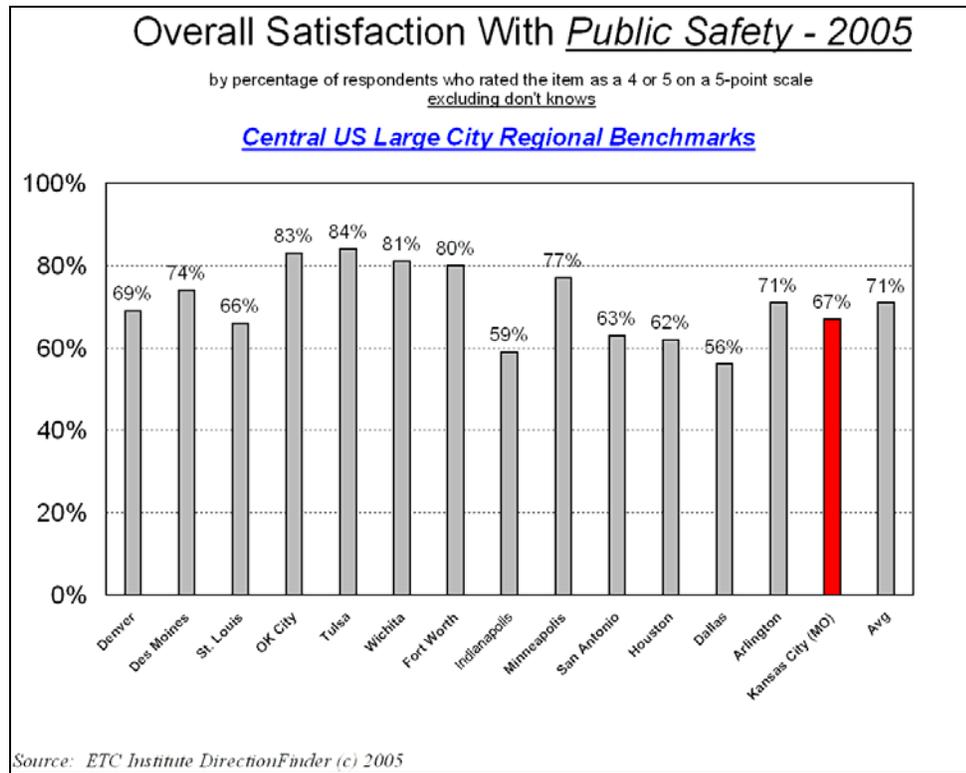
Summary

Kansas Citians were less satisfied with their city services compared to other cities.

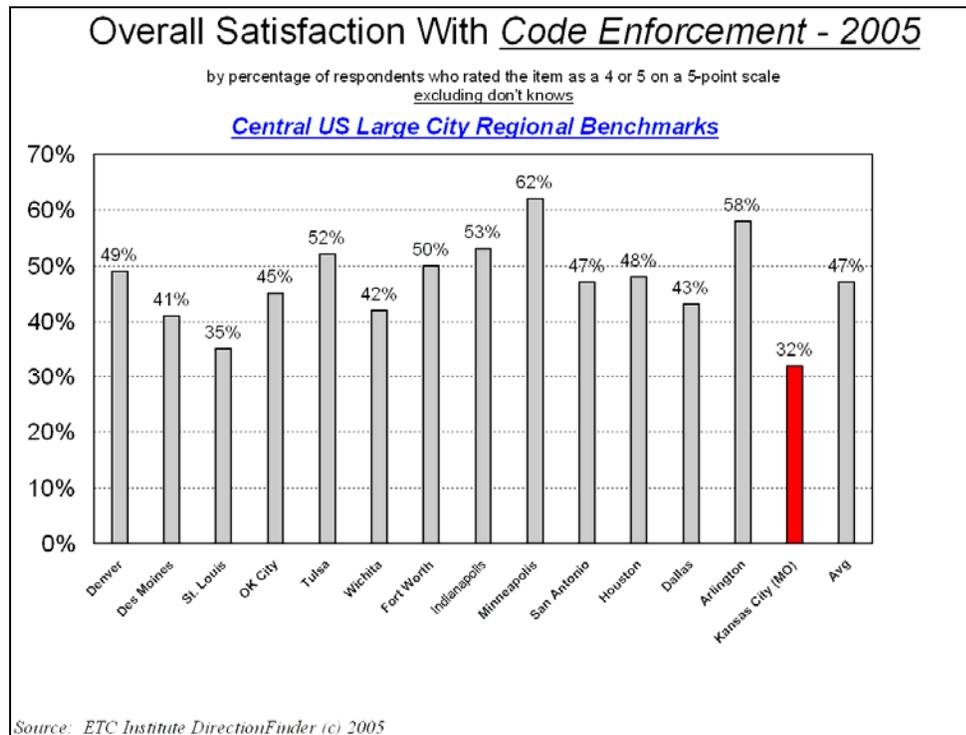
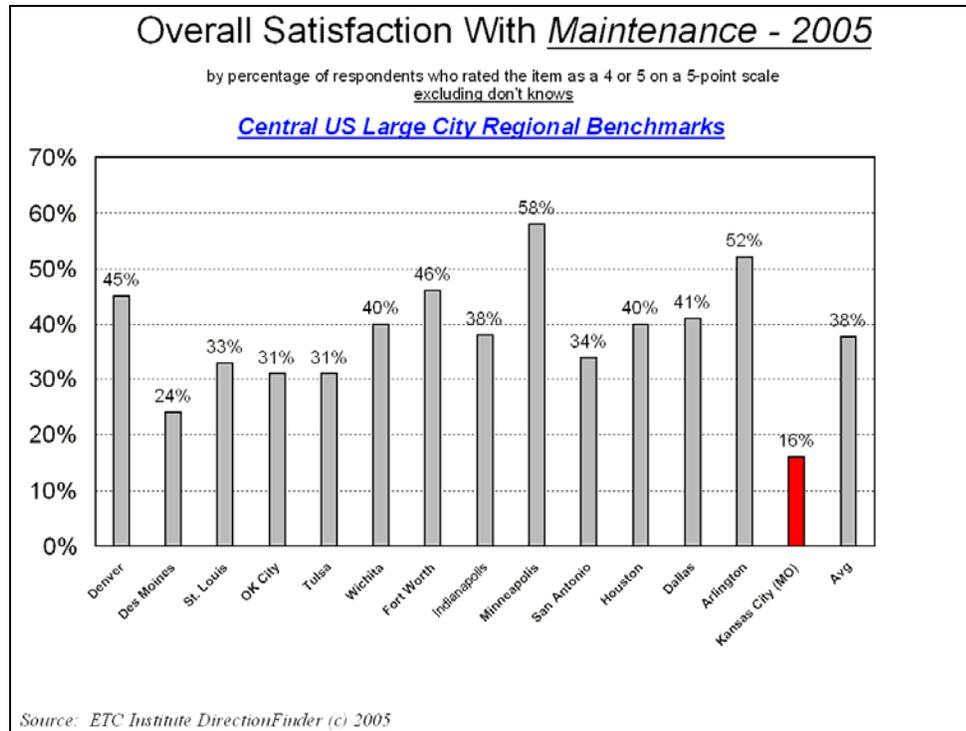
Kansas City's residents have lower satisfaction with city services compared to over 10 large regional U.S. cities and about 20 area communities.

Kansas City was compared to 13 large regional cities in residents' overall satisfaction with public safety, parks and recreation, maintenance, code enforcement, and city communication. Kansas Citians' ratings were lower than the average in all these five areas and less than half of the average for maintenance.

Kansas City's ratings were also compared with 21 other cities in the metropolitan area regarding overall satisfaction with city services, perceptions of the city, satisfaction with public safety, maintenance services, parks and recreation, code enforcement, and city communication. Out of 44 items, Kansas City's satisfaction never exceeded the average satisfaction rating. Only 4 items, fire protection, ambulance service, water and sewer utilities, and street lighting, were close to averages.



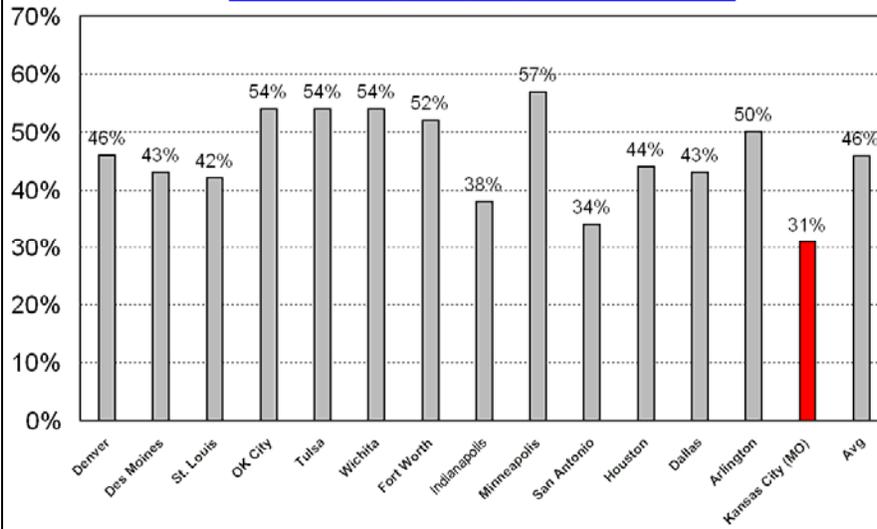
Benchmarking Report and Survey Results by Geographic Area



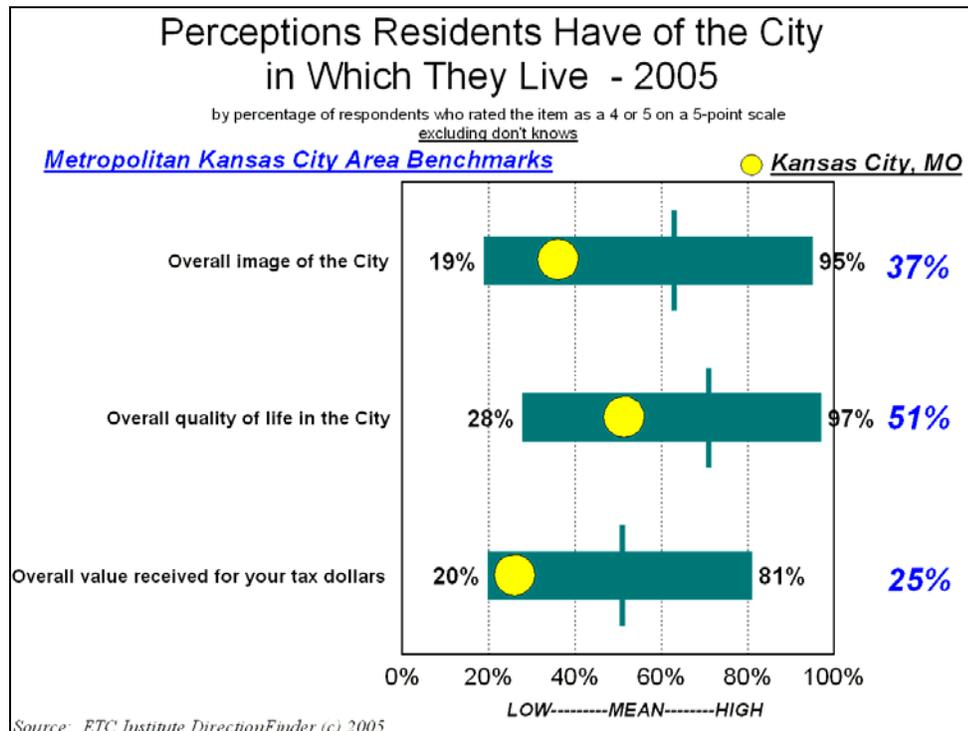
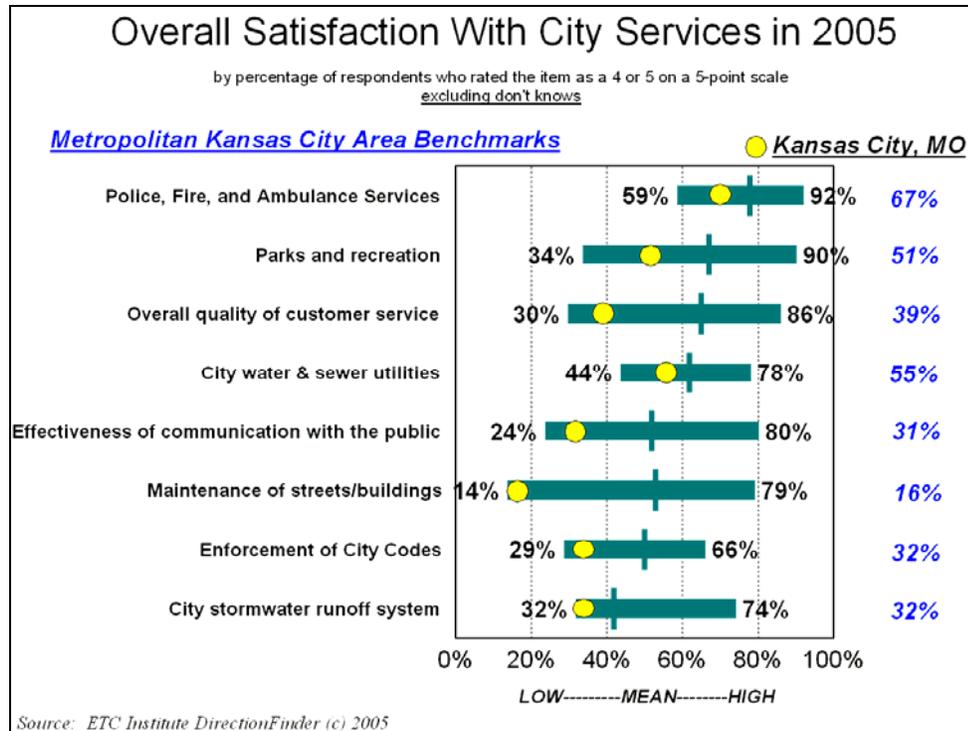
Overall Satisfaction With *City Communications* - 2005

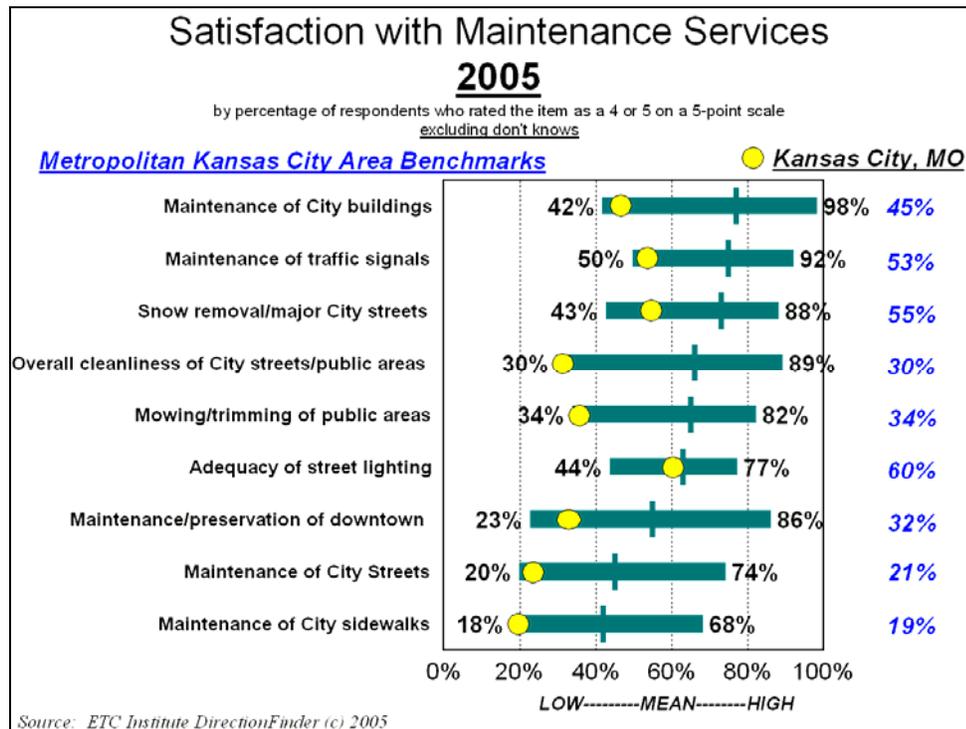
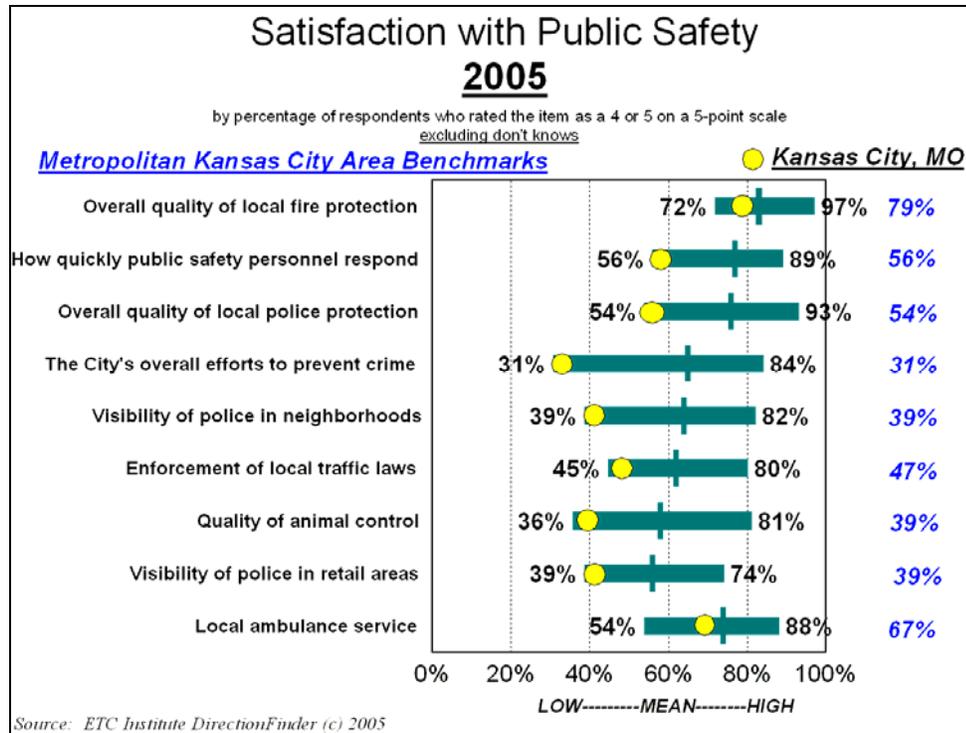
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

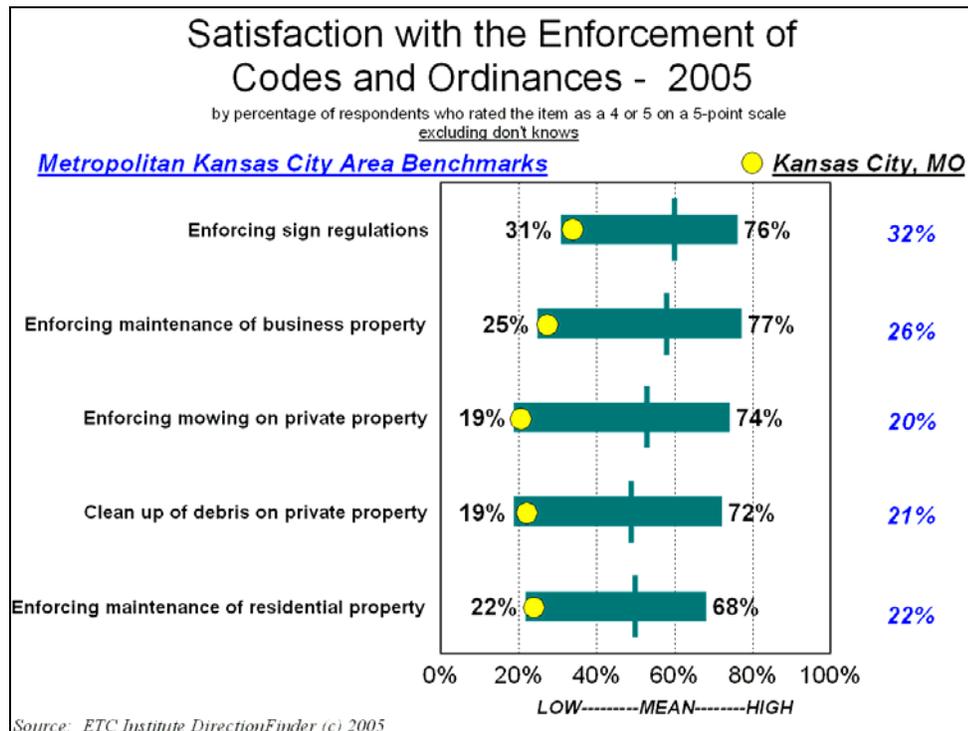
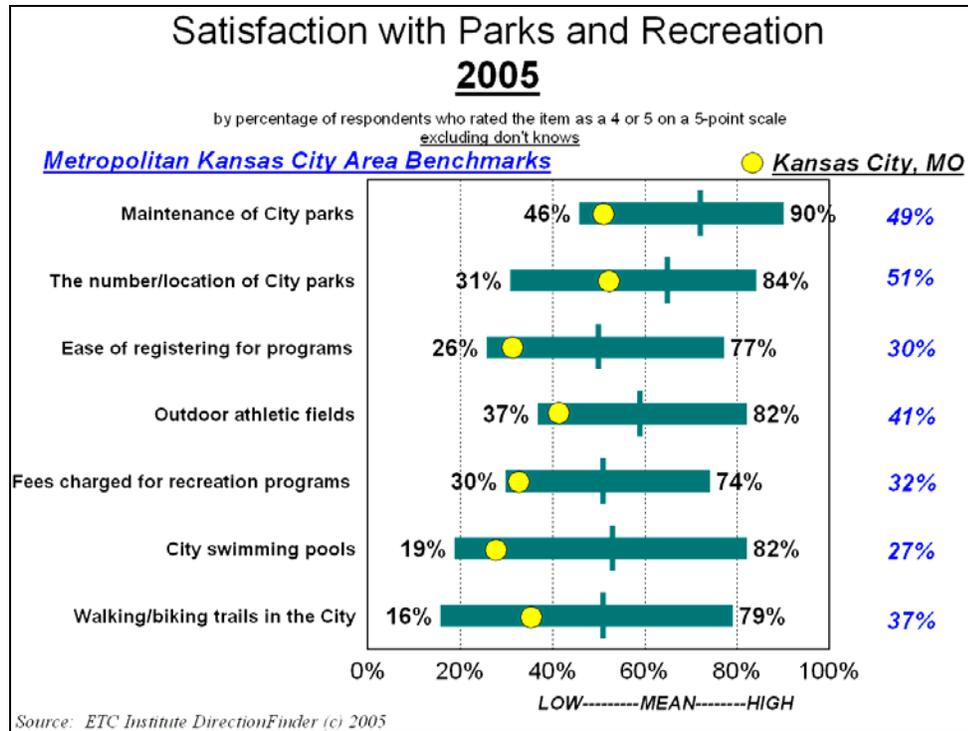
Central US Large City Regional Benchmarks



Source: ETC Institute DirectionFinder (c) 2005





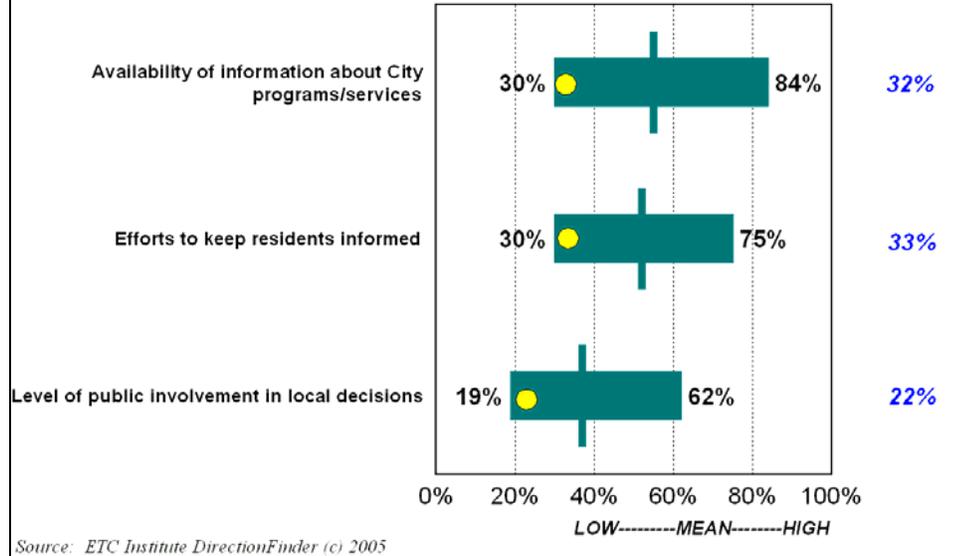


Satisfaction with City Communications 2005

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

Metropolitan Kansas City Area Benchmarks

● **Kansas City, MO**



Source: ETC Institute DirectionFinder (c) 2005

Benchmarking Report and Survey Results by Geographic Area

Citizen Survey Results by Geographic Area

Methodology

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.

Exhibit 1. 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 (26.9%)	1,229 (28.8%)	+/- 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-wide		441,207	4,261 ²	+/- 1.47%

* 95% confidence, p=50%.

Source: City Planning Department; ETC Institute 2005 Direction Finder Survey.

Comparisons of survey responses. Once the four areas of the city were identified, the survey responses obtained from each area were compared to the other responses. For example, responses of the survey respondents in the east area were compared to those of the rest of the respondents.

How to read the survey result graphs. We show the results of resident surveys for four areas – north, south, east, and west – and citywide. The graphs 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 one area, compare results across areas, and compare results from different questions. In Appendix A, we show the survey data for 2005 by area in tables.

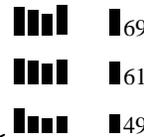
Percent Rating Kansas City Good or Excellent:

As a place to live

As a place to work

As a place to raise children

N S E W Citywide



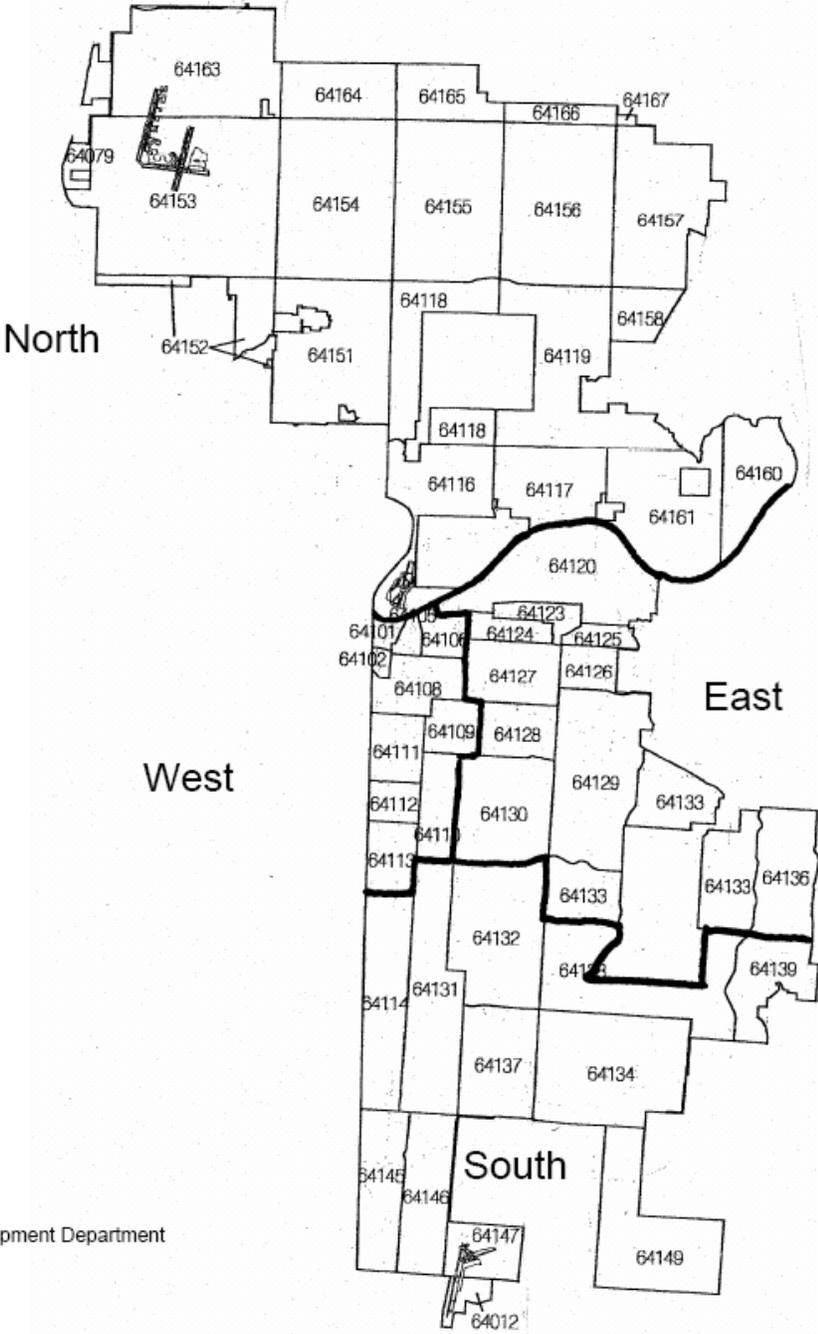
Citywide, 69 percent of the respondents rated Kansas City as a good or excellent place to live.

You can compare answers to two questions. More respondents rated Kansas City as a good or excellent place to work than a place to raise children.

You can look at responses across the area. More respondents in the north area rated Kansas City as a good or excellent place to raise children than those of other areas.

² 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 Development Department

Summary

This is the third year that we report citizen survey results by geographic area. The comparison results are similar to those of previous two years – satisfaction with most city services is not significantly different between areas. When significant differences exist, the opinions of the respondents in the east area were generally different from those of the respondents in the rest of the city.

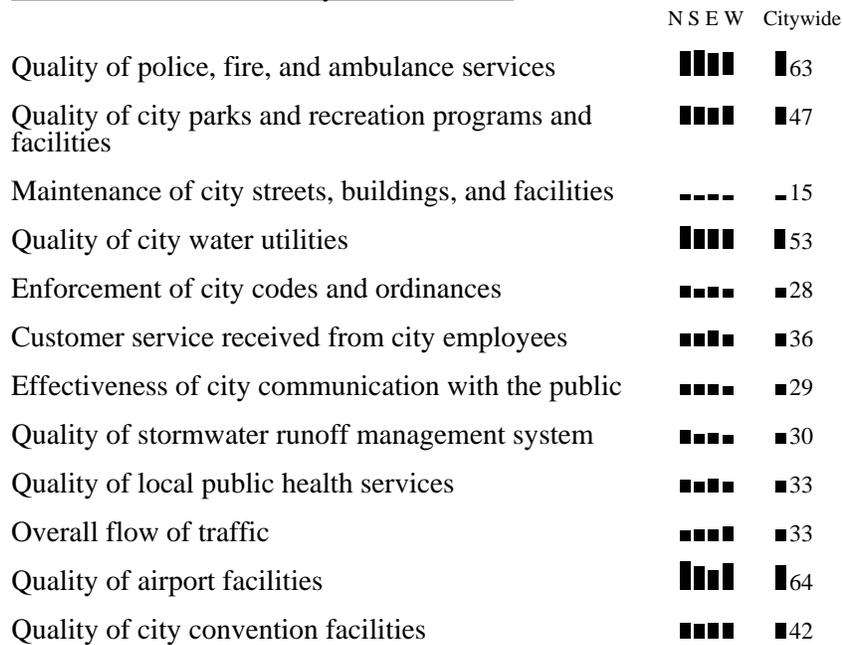
Few of 68 service related items were rated relatively highly. In the 2005 citizen survey, we asked 68 questions regarding citizens’ satisfaction with the quality of city services, including overall satisfaction with major categories of services the city provides and satisfaction with specific areas in public safety, parks and recreation, communication and leadership, maintenance, and code enforcement. Citywide, only 10 questions received a 50 percent or more satisfactory or very satisfactory rating.

City Services Receiving over 50 Percent Satisfactory Ratings (Italicized figure indicates below 50 percent)

Percent of Satisfied or Very Satisfied with:	North	South	East	West	Citywide
Quality of fire protection/rescue services	70	72	74	70	71
Overall quality of airport facilities	75	61	53	70	64
Overall quality of police/fire/ambulance services	65	67	60	61	63
Adequacy of city street lighting	62	61	52	59	58
Quality of trash collection services	60	59	51	55	56
Quality of ambulance services	52	54	61	51	54
Overall quality of city water utilities	59	51	52	53	53
Snow removal on major city streets	54	52	52	55	53
Quality of police protection	56	55	44	53	52
Maintenance of traffic signals	53	52	50	49	50
Location of city parks	<i>41</i>	<i>48</i>	<i>45</i>	60	47
Maintenance of boulevards/parkways	<i>44</i>	<i>49</i>	<i>42</i>	52	46

Overall satisfaction with major services was mixed. The respondents in the north area were significantly more satisfied with the quality of city water utilities, the city’s stormwater runoff/management system, and airport facilities than the respondents in the rest of the city. They were significantly less satisfied with overall flow of traffic. The respondents in the west area, however, were more satisfied with overall flow of traffic and less satisfied with the city’s stormwater runoff/management system. The respondents from the east area were more satisfied with customer service received from city employees and quality of local public health services.

Percent of Satisfied or Very Satisfied with:



East area respondents were less satisfied with street related activities. The respondents in the east area were significantly less satisfied with one third of the 15 maintenance items than respondents of the rest of the city. They were less satisfied with maintenance of neighborhood streets, mowing and tree trimming in streets, street cleanliness, trash collection services, and street lighting. Fewer respondents in the west area answered “don’t know” to satisfaction with condition of sidewalks and over half of them said they were dissatisfied or very dissatisfied with the city’s sidewalk conditions.

Percent of Satisfied or Very Satisfied with:

	N	S	E	W	Citywide
Maintenance of major city streets	■	■	■	■	■21
Maintenance of streets in your neighborhood	■	■	■	■	■35
Smoothness of city streets	■	■	■	■	■15
Condition of sidewalks in the city	■	■	■	■	■18
Maintenance of street signs	■	■	■	■	■44
Maintenance of traffic signals	■	■	■	■	■50
Maintenance and preservation of downtown, KCMO	■	■	■	■	■28
Maintenance of city buildings	■	■	■	■	■37
Snow removal on major streets	■	■	■	■	■53
Snow removal on residential streets	■	■	■	■	■36
Mowing and trimming along city streets and other public areas	■	■	■	■	■33
Overall cleanliness of city streets and other public areas	■	■	■	■	■29
Overall quality of trash collection services	■	■	■	■	■56
Adequacy of city street lighting	■	■	■	■	■58
Timeliness of removal of abandoned cars	■	■	■	■	■21

Respondents in the east area were more satisfied with fire and ambulance services, but less satisfied with police protection. The east area respondents were more satisfied with the quality of local fire protection and rescue services, the city’s efforts to enhance fire protection, the quality of local ambulance service, and responsiveness of public safety personnel to emergencies. They were less satisfied with quality of local police protection. The respondents in the west area were less satisfied with fire and ambulance services. The respondents in the north area were more satisfied with police protection and local traffic law enforcement. Significantly more respondents in the east area felt unsafe or very unsafe at home, in their neighborhood, and in city parks during the day and at night.

Percent of Satisfied or Very Satisfied with:

	N	S	E	W	Citywide
Quality of local police protection	■	■	■	■	■52
Visibility of police in neighborhoods	■	■	■	■	■38
Visibility of police in retail areas	■	■	■	■	■37
City's efforts to prevent crime	■	■	■	■	■30
Enforcement of local traffic laws	■	■	■	■	■45
Quality of local fire protection rescue services	■	■	■	■	■71
Quality of local ambulance service	■	■	■	■	■54
How quickly public safety personnel respond to emergencies	■	■	■	■	■47
Quality of animal control	■	■	■	■	■33
City efforts to enhance fire protection	■	■	■	■	■43
The City's municipal court	■	■	■	■	■23
Overall feeling of safety in city	■	■	■	■	■30

Percent of Feeling Safe or Very Safe:

At home during the day	■	■	■	■	■80
At home at night	■	■	■	■	■65
In your neighborhood during the day	■	■	■	■	■77
In your neighborhood at night	■	■	■	■	■54
In city’s parks during the day	■	■	■	■	■41
In city’s parks at night	■	■	■	■	■7

Benchmarking Report and Survey Results by Geographic Area

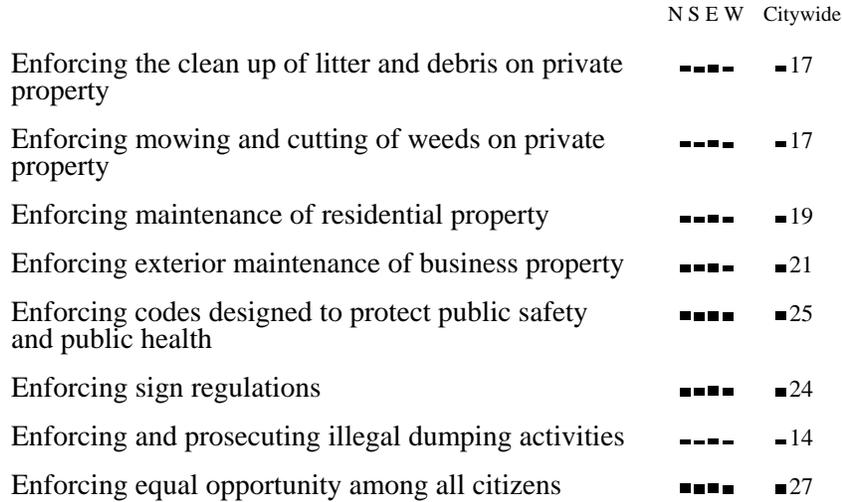
West area respondents visited parks more frequently. With over one fourth of them visiting parks at least once a week, the respondents in the west area were more satisfied with maintenance of parks, location of city parks, and walking and biking trails in the city. However, more west area respondents answered “don’t know” to their satisfaction with city’s recreation programs and facilities. In contrast, almost half of the respondents in the east area seldom or never visited a city parks during the past 12 months. They, however, were more satisfied with city’s athletic and other recreation programs. The respondents in the north area were less satisfied with location of city parks and walking and biking trails in the city.

Percent of Satisfied or Very Satisfied with:

	N	S	E	W	Citywide
Maintenance of city parks	■	■	■	■	■44
Maintenance of boulevards and parkways	■	■	■	■	■46
Location of city parks	■	■	■	■	■47
Walking and biking trails in the city	■	■	■	■	■31
Maintenance of city community centers	■	■	■	■	■24
City swimming pools and programs	■	■	■	■	■17
City golf courses	■	■	■	■	■25
Outdoor athletic fields	■	■	■	■	■27
The city's youth athletic programs	■	■	■	■	■18
The city's adult athletic programs	■	■	■	■	■15
Other city recreation programs	■	■	■	■	■16
Ease of registering for programs	■	■	■	■	■16
The reasonableness of fees charged for programs	■	■	■	■	■17

More east area respondents expressed their opinions with city’s code enforcement efforts. While about 20 to 30 percent of the respondents in the west area answered “don’t know” to questions related to their satisfaction with code enforcement, only around 10 percent of the respondents in the east area said “don’t know” to most items. Around half of the east area respondents were dissatisfied or very dissatisfied with enforcing clean up of litter on private property, mowing/weeds cutting on private property, and prosecuting illegal dumping activities.

Percent of Satisfied or Very Satisfied with:



Fewer respondents in the east area were satisfied with overall quality of life. Fewer than 40 percent of the respondents in the east area, compared to around half of the respondents in the rest of the city, were satisfied with overall quality of life in the city.

Percent of Satisfied or Very Satisfied with:



Respondents from the east area rated the city significantly lower as a place to live, work, and raise children. Citywide, over 60 percent of the respondents thought Kansas City is a good or excellent place to live and work. Fewer east area respondents were satisfied than in other parts of the city. About 40 percent of the east area respondents, compared to 64 percent respondents in the north area, thought Kansas City is a good or excellent place to raise children.

Percent Rating Kansas City Good or Excellent:



Benchmarking Report and Survey Results by Geographic Area

Appendix A

2005 Kansas City Citizen Survey Results by Area

Benchmarking Report and Survey Results by Geographic Area

2005 Kansas City Citizen Survey Results by Area -- Percentage

*A shaded figure indicates a significant difference between responses of the area and all other responses.

	North (N=1229)	South (N=1181)	East (N=1002)	West (N=849)
Q1a Quality of police, fire, and 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, and 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, and 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

Benchmarking Report and Survey Results by Geographic Area

	North (N=1229)	South (N=1181)	East (N=1002)	West (N=849)
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 3 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 (N=1229)	South (N=1181)	East (N=1002)	West (N=849)
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

Benchmarking Report and Survey Results by Geographic Area

	North (N=1229)	South (N=1181)	East (N=1002)	West (N=849)
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 to emergencies				
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 (N=1229)	South (N=1181)	East (N=1002)	West (N=849)
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 and 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 the 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

Benchmarking Report and Survey Results by Geographic Area

	North (N=1229)	South (N=1181)	East (N=1002)	West (N=849)
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 and 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 (N=1229)	South (N=1181)	East (N=1002)	West (N=849)
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 and 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 and 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

Benchmarking Report and Survey Results by Geographic Area

	North (N=1229)	South (N=1181)	East (N=1002)	West (N=849)
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 and 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 streets				
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 (N=1229)	South (N=1181)	East (N=1002)	West (N=849)
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 and 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 and 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 designed to protect public safety and public 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

Benchmarking Report and Survey Results by Geographic Area

	North (N=1229)	South (N=1181)	East (N=1002)	West (N=849)
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 and 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 often do you visit city parks				
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	26	38	40	26
Q11a KCMO 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 KCMO 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 KCMO 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 (N=1229)	South (N=1181)	East (N=1002)	West (N=849)
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

Benchmarking Report and Survey Results by Geographic Area

	North (N=1229)	South (N=1181)	East (N=1002)	West (N=849)
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
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