

**Performance Audit
Kansas City Citizen Survey Report**

April 2007

City Auditor's Office

City of Kansas City, Missouri



Office of the City Auditor

21st Floor, City Hall
414 East 12th Street
Kansas City, Missouri 64106

(816) 513-3300
Fax: (816) 513-3305

April 4, 2007

Honorable Mayor and Members of the City Council:

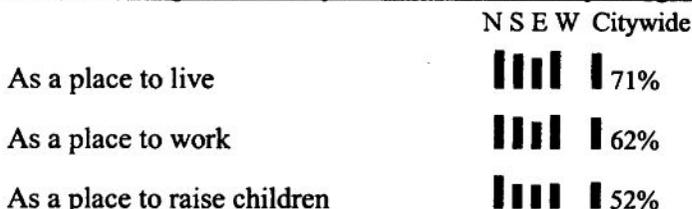
In this report we provide results of our survey of residents, along with the comparison to other large cities and other cities in the region. We also compared results for four areas within the city. The survey was completed by 4,105 households between November 2006 and January 2007.

The satisfaction of Kansas City residents with city services improved slightly this year after a general decline over the last few years. Compared to other area communities and large U.S. cities, however, Kansas City's citizen satisfaction is still near or at the bottom.

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 in the report.

We asked 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, only about half rated 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 by Geographic Area:



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

The audit team for this project was Brandon Haynes, Joan Pu, and Gary White.

Gary White
Acting City Auditor

Kansas City Citizen Survey Report

Table of Contents

Introduction	1
Objectives	1
Scope and Background	1
How to Read the Survey Graphs	3
Survey Results	5
Summary	5
Overall Survey Results	6
Streets	14
Public Safety	17
Parks and Recreation	22
Neighborhood Livability	25
Appendices	29
Appendix A: Methodology	29
Appendix B: Citizen Survey Results (2000-2006)	37
Appendix C: 2006 Citizen Survey Results by Geographic Area	53

Introduction

Objectives

The purpose of this report is to provide results of the 2006 citizen survey along with comparison with 21 area communities and 13 large regional U.S. cities. This report also includes analyses of survey results by four geographic areas in the city. We hope this report encourages public discussion about city performance and residents' expectations for performance.

We conducted this audit pursuant to Article II, Section 216 of the Charter of Kansas City, Missouri, which establishes the Office of the City Auditor and outlines the city auditor's primary duties.

Scope and Background

This is the seventh year we conducted an annual citizen survey and reported its results. We report 2006 survey results compared to results from the previous years and compared to those of 21 area communities and 13 large regional U.S. cities. We also report 2006 survey results by four geographic areas in the city.

Between November 28, 2006 and January 10, 2007, members from 4,105 households responded to the survey with an overall response rate of 51 percent. The survey results citywide have a 95 percent confidence level and a margin of error 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. 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. Appendix A describes the survey and analysis methodologies.

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; and to provide comparative survey data from 34 other jurisdictions. The 21 area communities and 13 large regional U.S. cities are:

Kansas City area communities:

Blue Springs, MO	Leawood, KS	Raymore, MO
Bonner Springs, KS	Lee's Summit, MO	Riverside, MO
Butler, Mo	Lenexa, KS	Shawnee, KS
Excelsior Springs, MO	Liberty, MO	Spring Hill, MO
Gardner, KS	Merriam, KS	Unified Government of
Grandview, MO	Olathe, KS	Kansas City, KS,
Independence, MO	Overland Park, KS	and Wyandotte
Johnson County, KS	Platte City, MO	County

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		

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.

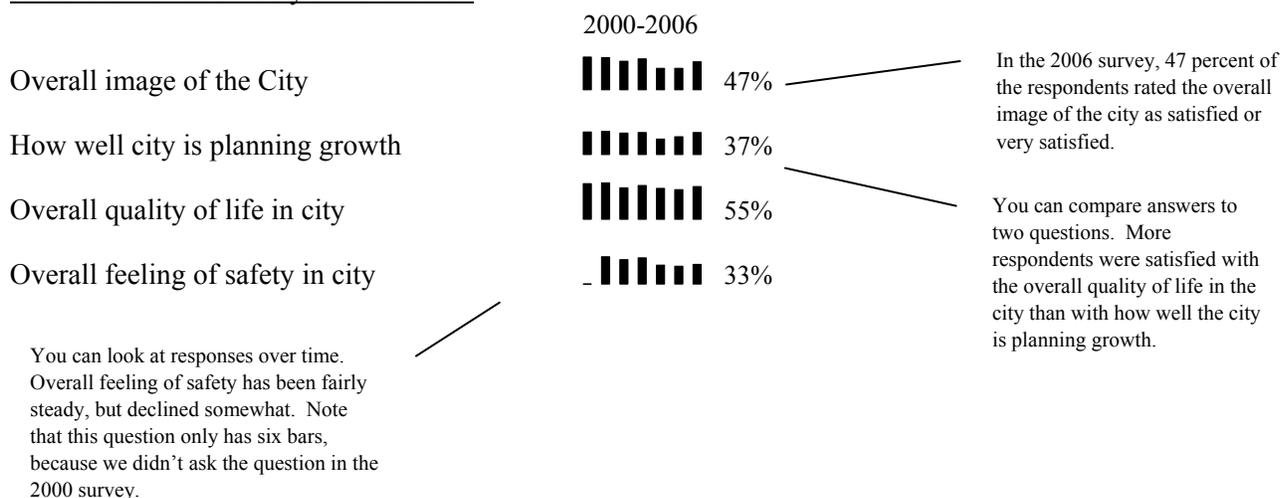
This year's survey asked some "experience" questions, such as whether the respondents voted in the past two years. We analyzed the relationship between respondents' "experiences" and their satisfaction with city services.

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. There are no recommendations in the report that would require a response from management so we did not provide the city manager with a draft of the report.

How to Read the Survey Graphs

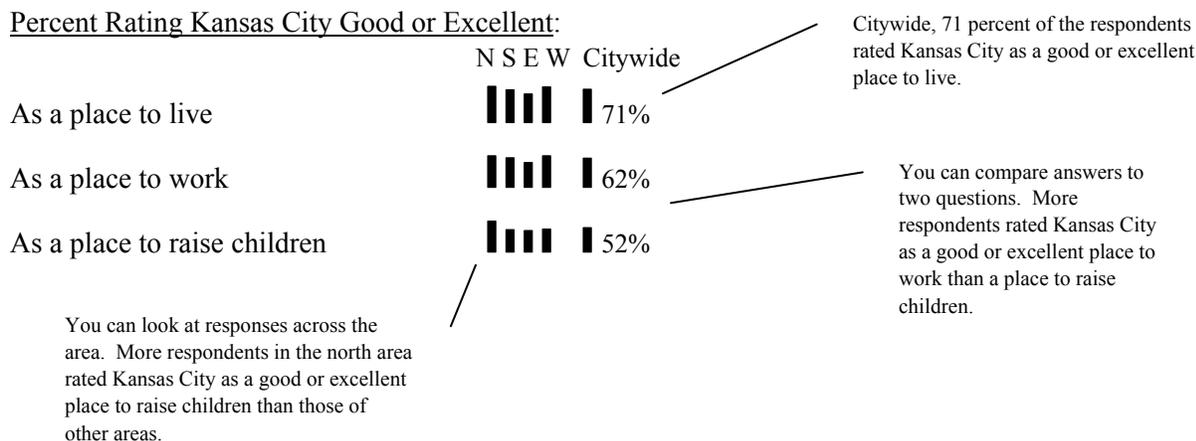
We show the citywide results of resident surveys for seven years, beginning with 2000 and going through 2006. The graphs throughout the report generally show the percent of respondents reporting that they are “satisfied” or “very satisfied” with a service. The graphs make it easy to see the results of the current year, compare results from different questions, and compare results over time. Appendix B shows the survey data for 2000 through 2006 in tables.

Percent Satisfied or Very Satisfied with:



We also 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 C, we show the survey data for 2006 by geographic area in tables.

Percent Rating Kansas City Good or Excellent:



Survey Results

Summary

Citizens' satisfaction with city services improved slightly this year after a general decline over the last few years. Compared to other area communities and large U.S. cities, however, Kansas City's citizen satisfaction is still near or at the bottom.

Few of 62 service related items were rated relatively high. In the 2006 citizen survey, we asked 62 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 14 questions received a 50 percent or more satisfactory or very satisfactory rating.

City Services Receiving over 50 Percent Satisfactory Ratings Citywide

Percent of Respondents Satisfied or Very Satisfied with:	North	South	East	West	Citywide
Quality of fire protection/rescue services	72	73	75	69	72
Overall quality of airport facilities	74	62	55	69	65
Overall quality of police/fire/ambulance services	67	67	65	63	65
Quality of trash collection services	65	65	58	65	63
Adequacy of city street lighting	59	60	57	60	58
Quality of ambulance services	56	59	66	51	58
Overall quality of city water utilities	65	58	55	56	58
Snow removal on major city streets	54	60	58	55	56
Quality of police protection	61	56	48	53	54
Maintenance of traffic signals	55	52	52	51	52
Location of city parks	45	52	50	63	52
How quickly public safety responds	48	55	57	46	51
Maintenance of boulevards/parkways	46	54	49	58	51
Quality of city parks and recreation programs and facilities	54	50	48	54	51

Overall satisfaction with city services was mixed when survey results were compared among different areas. Survey respondents in the north area were more satisfied with water utilities, stormwater runoff/management system, and quality of airport facilities. They also feel safer at home and in their neighborhood. Respondents in the west area visit parks more frequently. More north and west respondents also rated park services higher. Respondents in the east area were more satisfied with public safety services, code enforcement, and athletic and recreation programs. They, however, feel less safe at home, in the

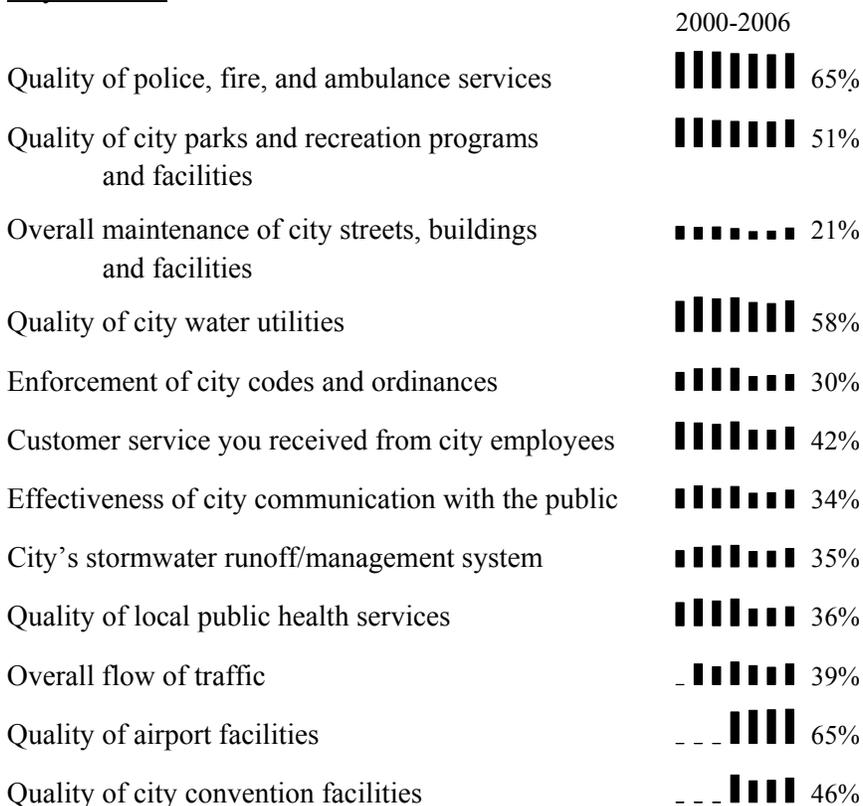
neighborhood, and in parks. Fewer east area respondents agreed Kansas City is a good or excellent place to live, to raise children, or to work.

Most of the respondents (65 percent) in the east area were surveyed by phone, while over half of the respondents in the other areas mailed their survey responses. The increase of satisfaction of respondents in the east area may be due to the higher rate of phone surveys.

Overall Survey Results

Satisfaction with major city services improved slightly this year after a general decline over the last few years. Services receiving over 50 percent satisfactory ratings are police, fire, and ambulance services; airport facilities; water utilities; and parks and recreation programs and facilities. The lowest satisfaction ratings go to maintenance of city streets, buildings, and facilities. Respondents have rated maintenance of city streets, buildings and facilities as the highest priority for emphasis in the next two years for the past seven years.

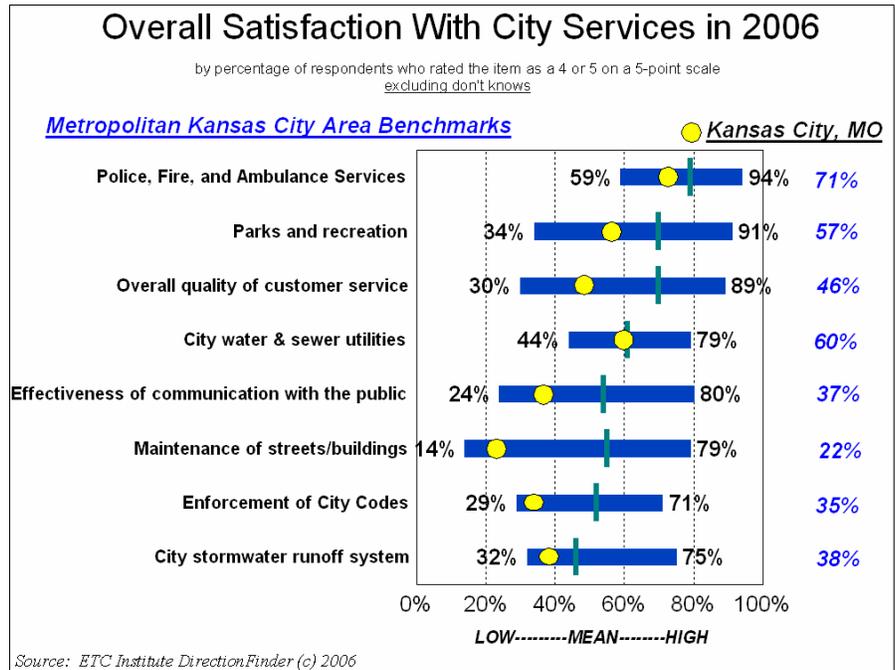
Percent Satisfied or Very Satisfied with Major Service Categories the City Provides:



Which Three Service Categories Should Receive the Most Emphasis from City Leaders Over the Next Two Years?



Despite some increases in satisfaction ratings this year, Kansas Citians' overall satisfaction with major city categories of city services are still near or at the bottom when compared to 21 area communities.



Survey Results Compared Among Geographic Areas

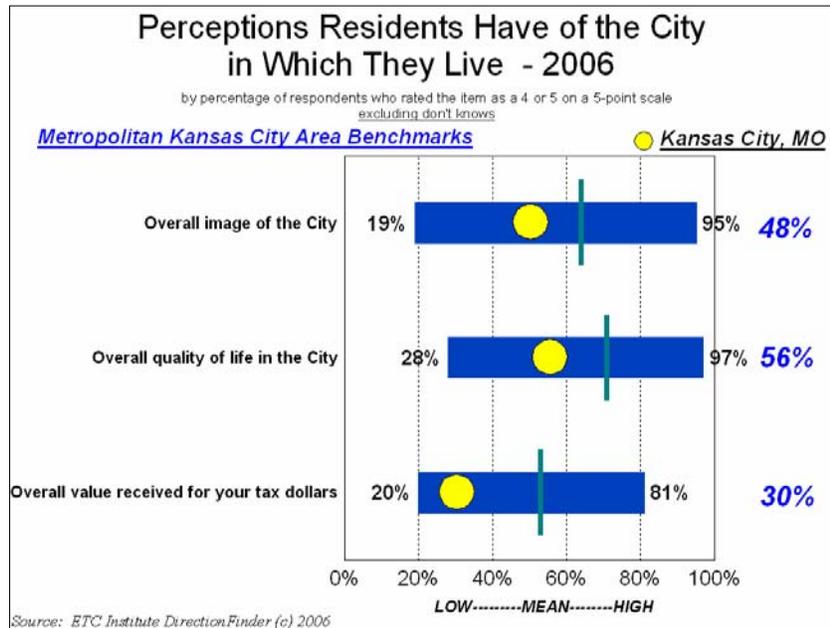
Overall satisfaction with major services was mixed among four geographic areas. Respondents in the north area are more satisfied in many of the categories.

Percent Satisfied or Very Satisfied with Major Service Categories the City Provides:

	N	S	E	W	Citywide
Quality of police, fire, and ambulance services					65%
Quality of city parks and recreation programs and facilities					51%
Overall maintenance of city streets, buildings and facilities	21%
Quality of city water utilities					58%
Enforcement of city codes and ordinances	30%
Customer service you received from city employees					42%
Effectiveness of city communication with the public	34%
City's stormwater runoff/management system	35%
Quality of local public health services	36%
Overall flow of traffic	39%
Quality of airport facilities					65%
Quality of city convention facilities					46%

Percent Satisfied or Very Satisfied with Items That May Influence Perception of the City:

	2000-2006
Overall quality of services provided by the city	48%
Overall value received for your city tax dollars and fees	29%
Overall image of the city	47%
How well the city is planning growth	37%
Overall quality of life in the city	55%
Overall feeling of safety in the city	33%



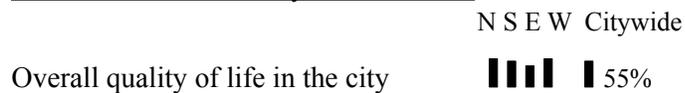
Percent Rating Kansas City Good or Excellent:



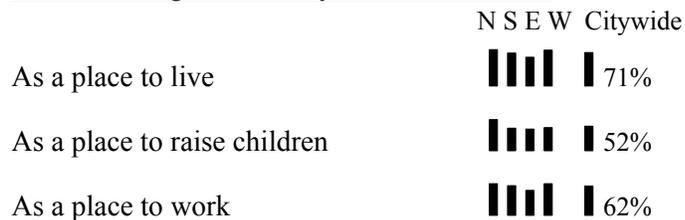
Survey Results Compared Among Geographic Areas

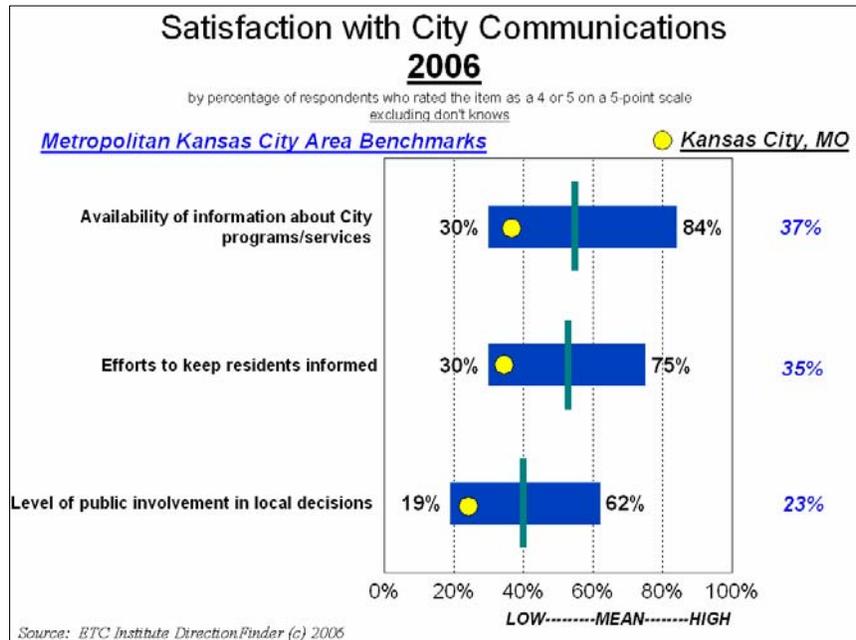
Fewer respondents in the east area were satisfied with overall quality of life. Respondents in the east area also rated Kansas City significantly lower as a place to live, work, and raise children.

Percent Satisfied or Very Satisfied with:



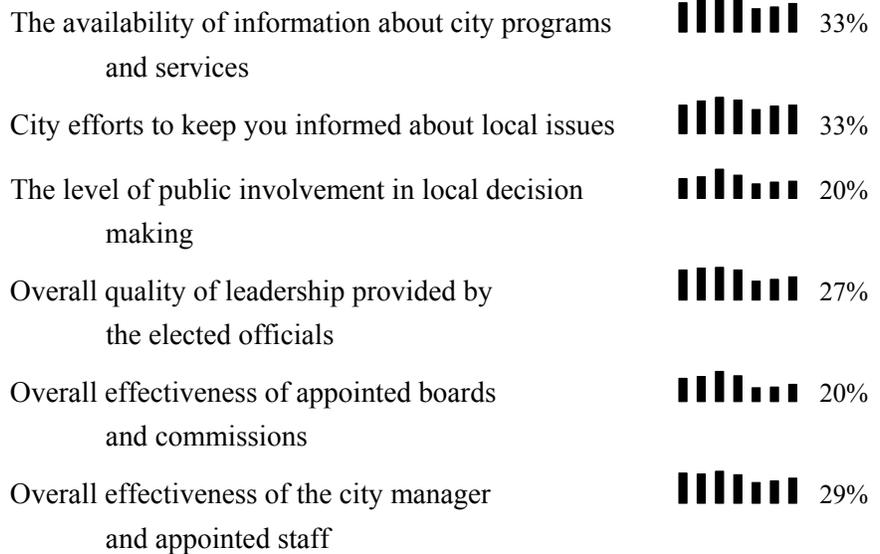
Percent Rating Kansas City Good or Excellent:

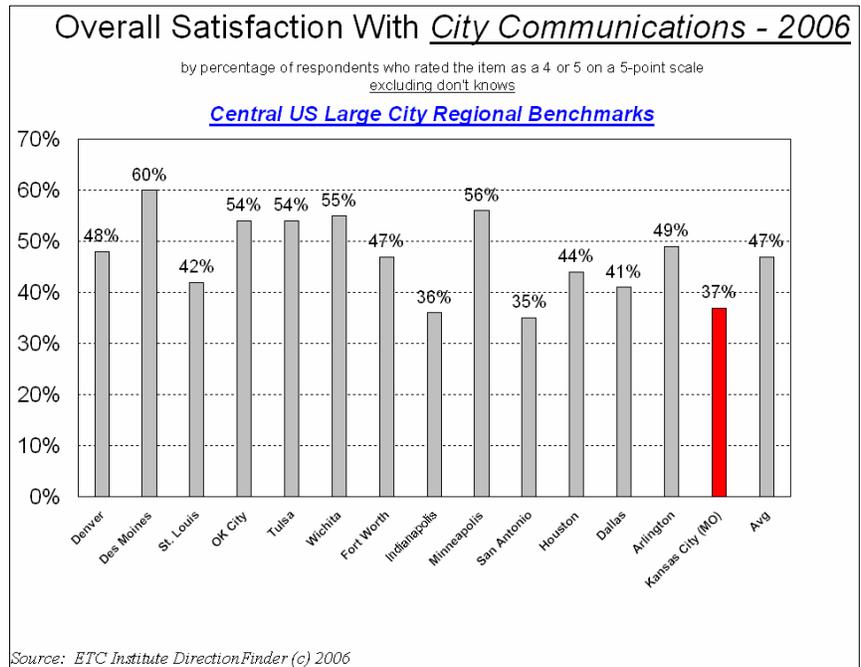




Percent Satisfied or Very Satisfied with Communication and Leadership:

2000-2006





Satisfaction Related to Experiences

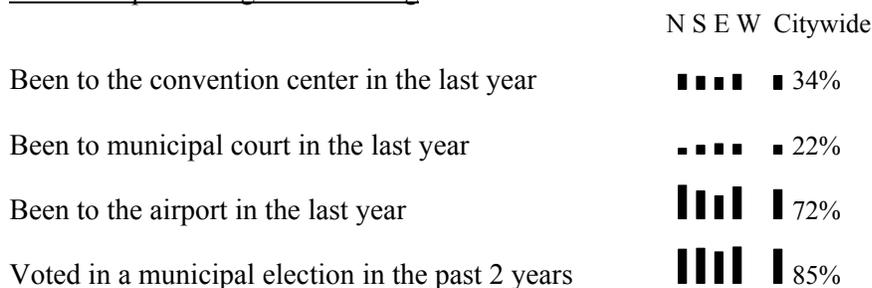
About a third of the respondents had been to the convention center in the last year. They were more satisfied with the convention facility than those who had not been there. Over 60 percent of them were satisfied or very satisfied with the convention facility.

Over 20 percent of the respondents had been to the municipal court in the last year. Among those who rated the quality of the municipal court, those who had been to the municipal court were less satisfied.

Most of the survey respondents (72%) had been to the airport in the last year. They are more satisfied with the overall quality of airport facilities.

Most of the survey respondents (85%) said they voted in a municipal election in the past two years. They were less satisfied with quality of city services. Fewer of them responded “satisfied” or “very satisfied” to 66 percent of the survey questions related to quality of city services. They, however, were generally more satisfied with quality of life related questions, such as Kansas City as a place to live and work; and feeling of safety at home, in their neighborhood, and in parks. Over half of them mailed in their survey, compared to about one third of “non-voters.” Voters who responded to the survey are more likely to be white, non-Hispanic, own their home, and have over \$60,000 annual household incomes.

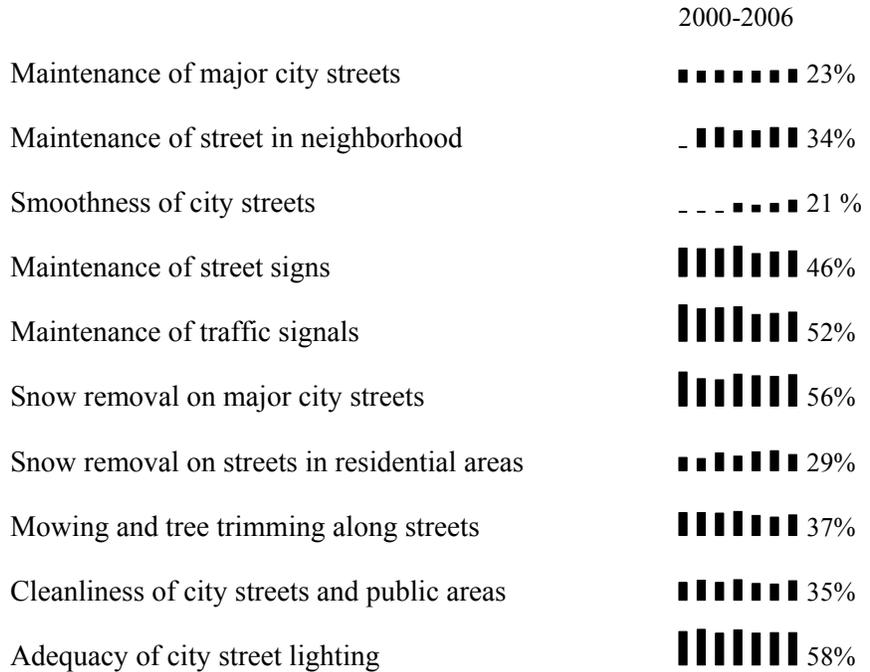
Percent experiencing the following:

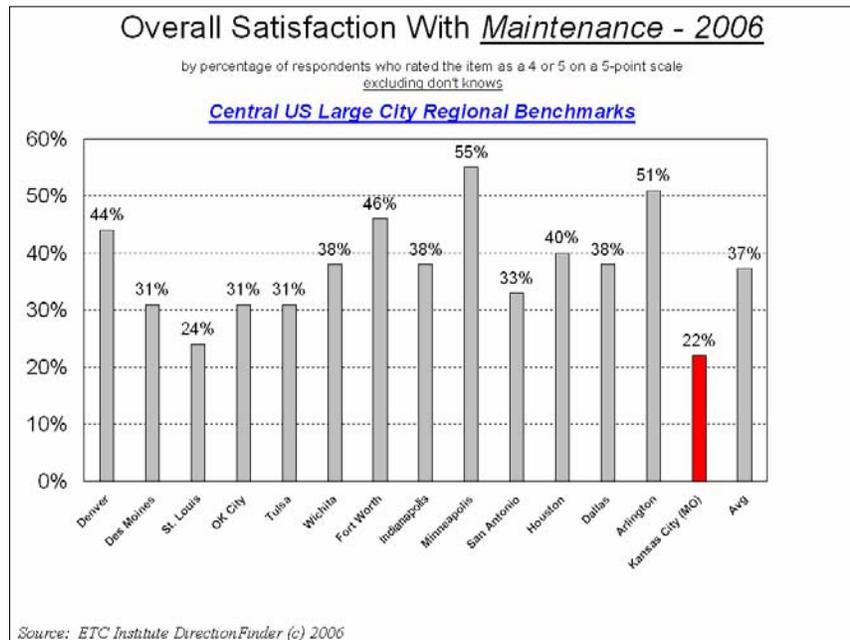
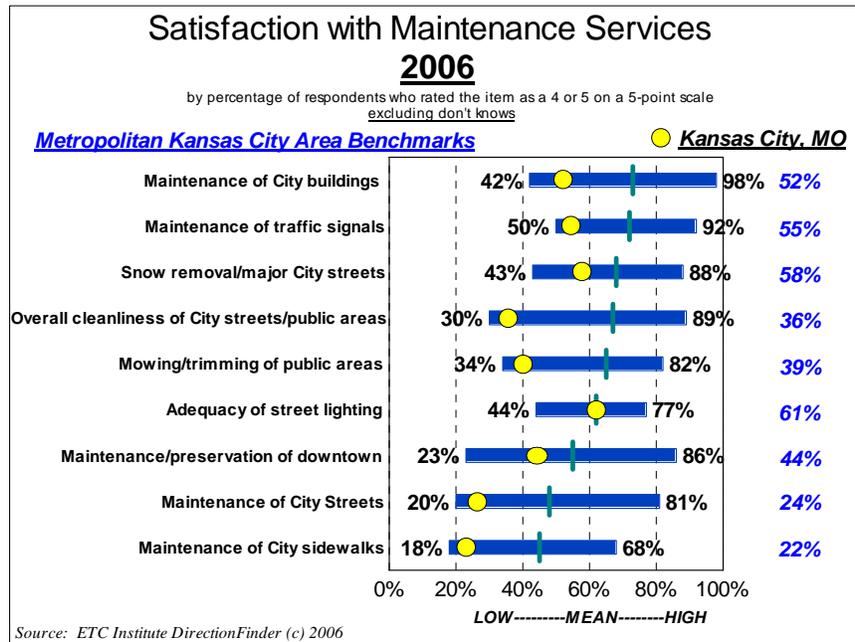


Streets

Many citizens were not satisfied with services related to streets. Except for street lighting and maintenance of downtown, Kansas City's citizen satisfaction is the lowest compared to area communities and large U.S. cities.

Percent Satisfied or Very Satisfied with Street Services:





Survey Results Compared Among Geographic Areas

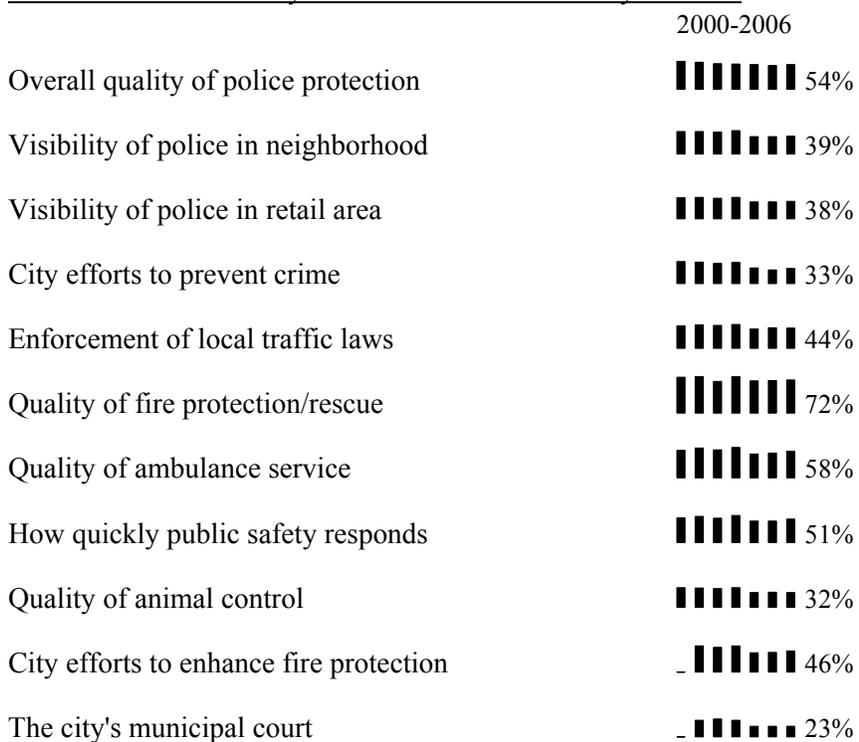
Percent Satisfied or Very Satisfied with Services Related to Streets:

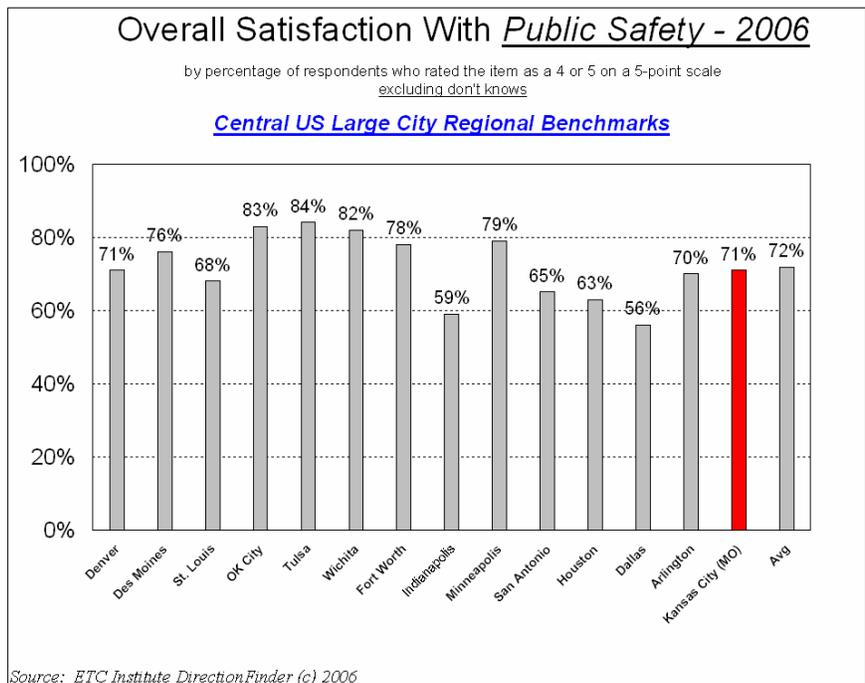
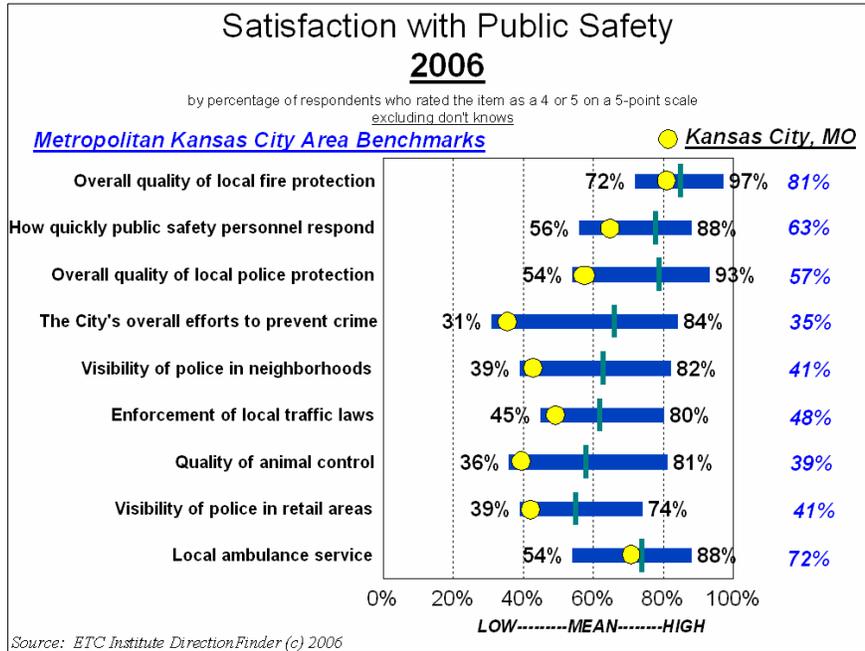
	N	S	E	W	Citywide
Maintenance of major city streets	■	■	■	■	■ 23%
Maintenance of streets in neighborhood	■	■	■	■	■ 34%
Smoothness of city streets	■	■	■	■	■ 21 %
Maintenance of street signs	■	■	■	■	■ 46%
Maintenance of traffic signals	■	■	■	■	■ 52%
Snow removal on major city streets	■	■	■	■	■ 56%
Snow removal on streets in residential areas	■	■	■	■	■ 29%
Mowing and tree trimming along streets	■	■	■	■	■ 37%
Cleanliness of city streets and public areas	■	■	■	■	■ 35%
Adequacy of city street lighting	■	■	■	■	■ 58%

Public Safety

Citizens' satisfaction with public safety services was also low compared to area communities and large U.S. cities.

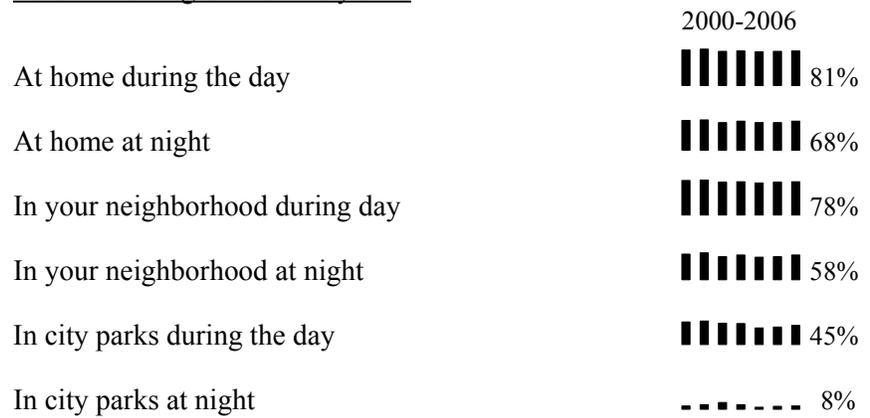
Percent Satisfied or Very Satisfied with Public Safety Services:





Survey Results

Percent Feeling Safe or Very Safe:



Survey Results Compared Among Geographic Areas

Respondents in the east area were more satisfied with fire and ambulance services. They, however, feel less safe at home, in their neighborhood, and in city parks during the day and night.

Percent Satisfied or Very Satisfied with Public Safety Services:

	N	S	E	W	Citywide
Overall quality of police protection	■	■	■	■	■ 54%
Visibility of police in neighborhood	■	■	■	■	■ 39%
Visibility of police in retail area	■	■	■	■	■ 38%
City efforts to prevent crime	■	■	■	■	■ 33%
Enforcement of local traffic laws	■	■	■	■	■ 44%
Quality of fire protection/rescue	■	■	■	■	■ 72%
Quality of ambulance service	■	■	■	■	■ 58%
How quickly public safety responds	■	■	■	■	■ 51%
Quality of animal control	■	■	■	■	■ 32%
City efforts to enhance fire protection	■	■	■	■	■ 46%
The city's municipal court	■	■	■	■	■ 23%
Overall feeling of safety in city	■	■	■	■	■ 33%

Percent Feeling Safe or Very Safe:

	N	S	E	W	Citywide
At home during the day	■	■	■	■	■ 81%
At home at night	■	■	■	■	■ 68%
In your neighborhood during day	■	■	■	■	■ 78%
In your neighborhood at night	■	■	■	■	■ 58%
In city parks during the day	■	■	■	■	■ 45%
In city parks at night	-	-	-	-	- 8%

Satisfaction Related to Experiences

One third of the survey respondents called the police in the last year. They were also less satisfied with police services and felt less safe at home and in the neighborhood. About 15 percent of the respondents or their family members were victims of a crime in the city in the past year. They were less satisfied with police services and felt much less safe at home and in their neighborhoods. Fewer than 80 percent of these respondents called the police in the last year.

Only seven percent of the survey respondents used fire services in the last year. They were more satisfied with fire services and how quickly public safety personnel responded to emergencies.

About 14 percent of the respondents used ambulance service in the last year. They were more satisfied with the quality of local ambulance services. They are also a little more satisfied with the overall quality of police, fire, and ambulance services.

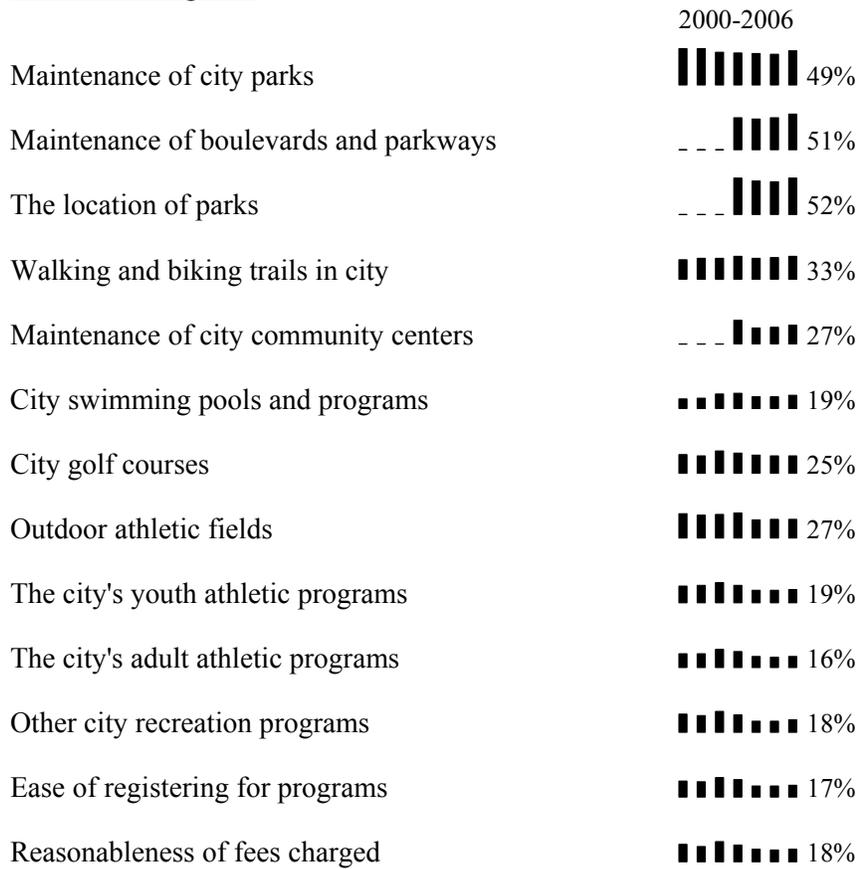
Percent of respondents experiencing the following:

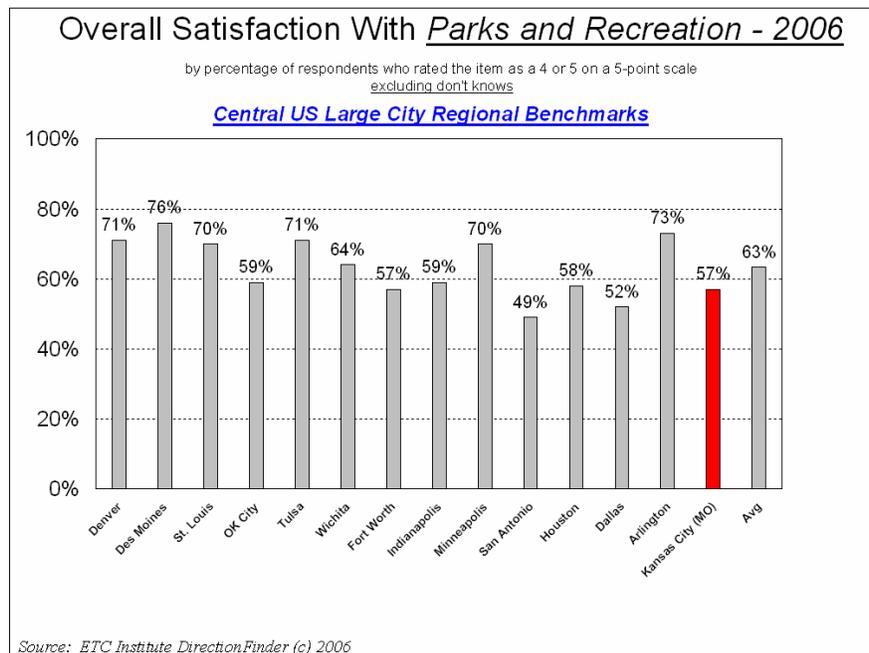
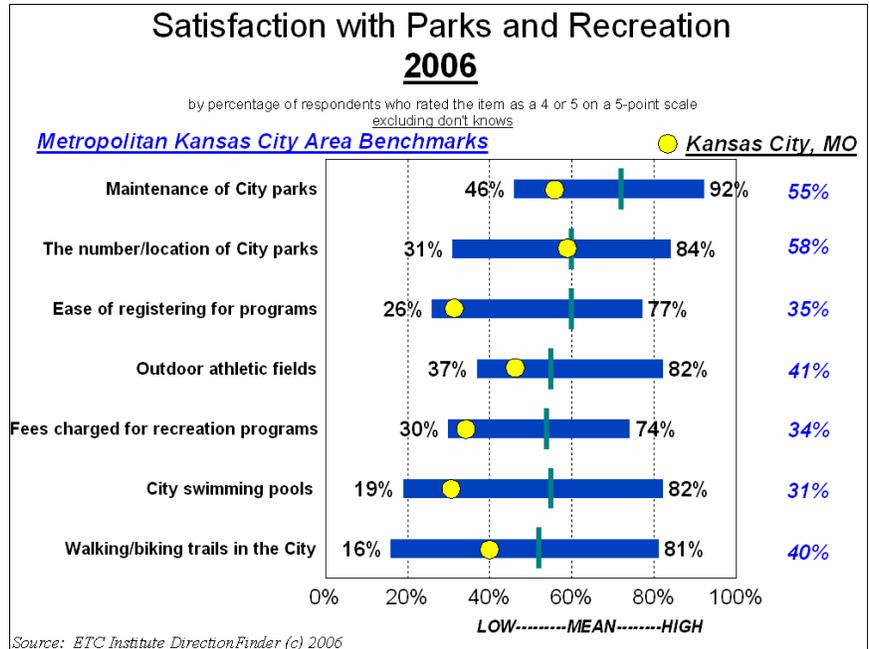
	N	S	E	W	Citywide
You or anyone in household the victim of crime in the city during the last year	■	■	■	■	■ 15%
Called the police in the last year	■	■	■	■	■ 33%
Used fire services in the last year	-	-	-	-	- 7%
Used the ambulance service in the last year	■	■	■	■	■ 14%

Parks and Recreation

Over half of the survey respondents were satisfied or very satisfied with maintenance of boulevards and parkways and the location of parks, which is a statistically significant improvement over prior years. Many survey respondents did not rate the quality of some recreation programs, responding “don’t know” to the survey.

Percent Satisfied or Very Satisfied with Services Related to Parks and Recreation Programs:





Percent of Respondents Who Visited Parks:



Survey Results Compared Among Geographic Areas

West area respondents visited parks more frequently. More respondents in the west area were satisfied with maintenance of parks, boulevards and parkways, park locations, and walking and biking trails. East area respondents visited parks less frequently, but were more satisfied with the city’s athletic and other recreation programs. North area respondents were less satisfied with location of parks and walking and biking trails.

Percent Satisfied or Very Satisfied with Services Related to Parks and Recreation Programs:

	N	S	E	W	Citywide
Maintenance of city parks	█	█	█	█	█ 49%
Maintenance of boulevards and parkways	█	█	█	█	█ 51%
The location of parks	█	█	█	█	█ 52%
Walking and biking trails in city	█	█	█	█	█ 33%
Maintenance of city community center	█	█	█	█	█ 27%
City swimming pools and programs	█	█	█	█	█ 19%
City golf courses	█	█	█	█	█ 25%
Outdoor athletic fields	█	█	█	█	█ 27%
The city's youth athletic programs	█	█	█	█	█ 19%
The city's adult athletic programs	█	█	█	█	█ 16%
Other city recreation programs	█	█	█	█	█ 18%
Ease of registering for programs	█	█	█	█	█ 17%
Reasonableness of fees charged	█	█	█	█	█ 18%

Percent of Respondents Who Visited Parks:

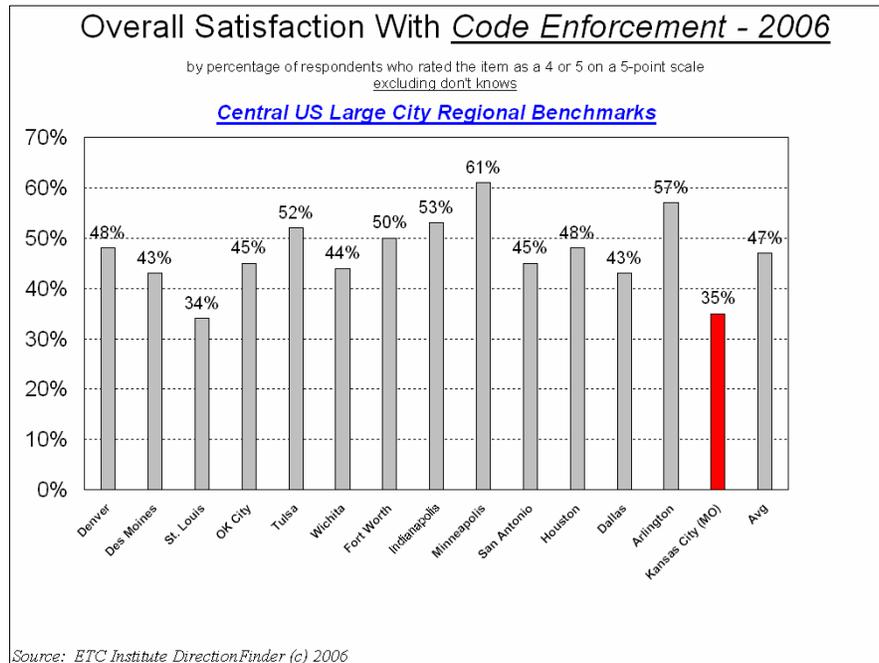
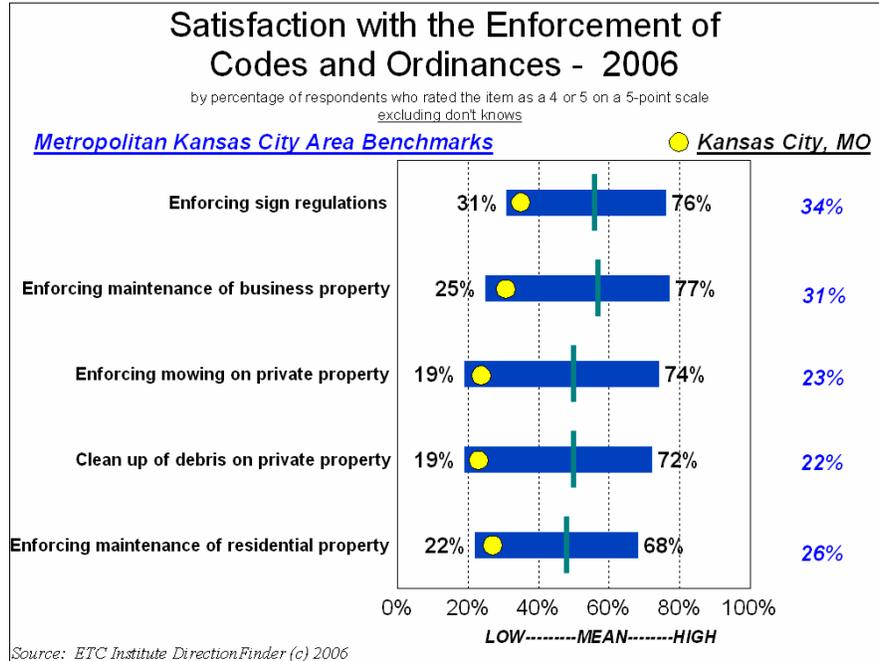
	N	S	E	W	Citywide
At least once a week	█	█	█	█	█ 13%
A few times a month	█	█	█	█	█ 17%
Monthly	█	█	█	█	█ 13%
Less than once a month	█	█	█	█	█ 25%
Seldom or Never	█	█	█	█	█ 32%

Neighborhood Livability

Satisfaction with services related to code enforcement is still low. Compared to other area and large U.S. cities, Kansas City is almost at the bottom.

Percent Satisfied or Very Satisfied with Major Neighborhood Related Services:





Survey Results Compared Among Geographic Areas

More east area respondents expressed their opinions with the city’s code enforcement efforts – fewer respondents answered “don’t know.”

Percent Satisfied or Very Satisfied with Major Neighborhood Related Services:

	N	S	E	W	Citywide
Enforcing clean up litter/debris on private property	■ ■ ■ ■	■			18%
Enforcing mowing/cutting weeds private property	■ ■ ■ ■	■			18%
Enforcing maintenance of residential property	■ ■ ■ ■	■			21%
Enforcing exterior maintenance of business property	■ ■ ■ ■	■			23%
Enforcing codes that protect public safety/health	■ ■ ■ ■	■			26%
Enforcing sign regulations	■ ■ ■ ■	■			25%
Enforcing and prosecuting illegal dumping	■ ■ ■ ■	■			15%
Enforcing equal opportunities among all citizens	■ ■ ■ ■	■			27%
Timeliness of removal abandoned cars	■ ■ ■ ■	■			22%
Adequacy of city street lighting	■ ■ ■ ■	■ ■ ■ ■			58%
Condition of sidewalks in the city	■ ■ ■ ■	■			21%
Quality of trash collection services	■ ■ ■ ■	■ ■ ■ ■			63%
City’s stormwater runoff/management system	■ ■ ■ ■	■ ■ ■ ■			63%

Appendix A

Methodology

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 the most emphasis over the next two years; and to provide survey data from 34 other jurisdiction. 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.

Beginning on November 28, 2006, a copy of the survey instrument, a cover letter from the Mayor and City Auditor’s Office, and a postage-paid return reply were mailed to a random sample of 8,000 households. Between December 10, 2006 and January 10, 2007, telephone surveys were administered to households that did not respond to the survey by mail.

This year, we increased the proportion of surveys that were conducted by phone. Of the 8,000 households that received the survey, 2,178 completed the survey by mail and 1,927 completed the survey by phone. The total number of households that completed the survey by mail or phone was 4,105. Chi square analysis indicates that the respondents who answered the survey by phone were significantly more satisfied with city services than those who answered the survey by mail.

The survey has an overall response rate of 51 percent. The survey results citywide have a 95 percent confidence level and a margin of error 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.

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%
2006 Survey	48.8%	51.2%

Comparison of Respondent Race to 2000 Census

Source	White	Black/African American	Other
Census	59.6%	35.4%	5.0%
2006 Survey	64.0%	29.3%	6.6%

We report 2006 survey results compared to results from the previous years. The 2005 survey had a 95 percent confidence level overall and a margin of error up to +/- 1.6 percent. The other prior years' surveys had margins of error up to +/- 2.8 percent with 95 percent confidence levels. Small differences between responses on the surveys could be due to the sampling error.

Benchmarking Data

Along with the survey results, ETC Institute provided comparative benchmarking information that it obtained by conducting similar citizen surveys for other cities in the region and nationwide. We compared the results of the 2006 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."

Kansas City area communities:

Blue Springs, MO	Leawood, KS	Raymore, MO
Bonner Springs, KS	Lee's Summit, MO	Riverside, MO
Butler, Mo	Lenexa, KS	Shawnee, KS
Excelsior Springs, MO	Liberty, MO	Spring Hill, MO
Gardner, KS	Merriam, KS	Unified Government of
Grandview, MO	Olathe, KS	Kansas City, KS,
Independence, MO	Overland Park, KS	and Wyandotte
Johnson County, KS	Platte City, MO	County

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		

Compared Survey Results by Geographic Area

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 25 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 29 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 23 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 23 percent of the survey respondents.

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%)	982 (24.6%)	+/- 3.11%
South	64114, 64131, 64132, 64134, 64137, 64138, 64139, 64145, 64146, 64147, 64149	117,868 (26.7%)	1,170 (29.3%)	+/- 2.85
East	64120, 64123, 64124, 64125, 64126, 64127, 64128, 64129, 64130, 64133, 64136	121,607 (27.6%)	919 (23.0%)	+/- 3.20
West	64101, 64102, 64105, 64106, 64108, 64109, 64110, 64111, 64112, 64113	83,235 (18.9%)	925 (23.1%)	+/- 3.20
City-wide		441,207	4,105 ¹	+/- 1.52

* 95% confidence, p=50%

Source: City Planning Department; ETC Institute 2006 DirectionFinder Survey

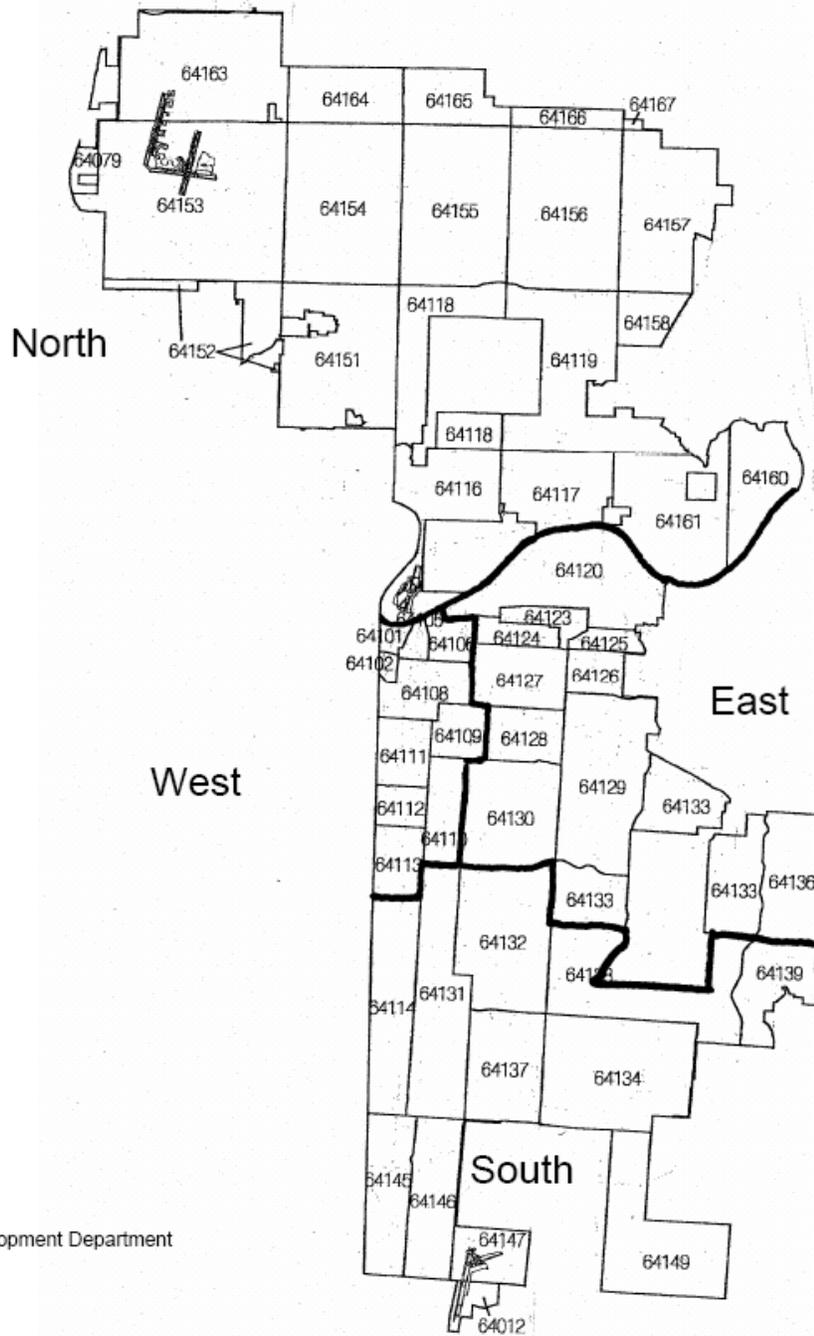
¹ Surveys were received from 4,105 households, however, 109 surveys did not include the information necessary to graph their location.

Although about half of the surveys were conducted by mail citywide, most of the surveys (62%) completed by west area residents were mail surveys while most of the surveys (65%) completed by east area residents were conducted by phone.

Surveys Completed by Mail or Phone

Area	Mail	Phone
Citywide	53%	47%
North Area	54%	46%
South Area	56%	44%
East Area	35%	65%
West Area	62%	38%

City Map with Four Geographical Areas Identified



Source: City Development Department

Appendix B

Citizen Survey Results (2000-2006)

Kansas City Citizen Survey Results by Percentage (2000-2006)

*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	2006 N=4105
Q1a Overall quality of police, fire, and ambulance services							
Satisfied/Very Satisfied	67	69	68	65	64	63	65
Neutral	19	19	20	21	20	21	19
Dissatisfied/Very Dissatisfied	8	8	9	8	9	10	8
Don't Know	6	3	4	6	7	6	8
Q1b Overall quality of city parks and recreation programs and facilities							
Satisfied/Very Satisfied	54	54	50	48	47	47	51
Neutral	24	25	27	26	29	28	26
Dissatisfied/Very Dissatisfied	13	13	17	14	16	16	12
Don't Know	9	8	6	12	8	9	11
Q1c Overall maintenance of city streets, buildings and facilities							
Satisfied/Very Satisfied	24	22	23	20	14	15	21
Neutral	32	29	27	28	20	23	29
Dissatisfied/Very Dissatisfied	44	48	50	51	64	61	48
Don't Know	0	1	1	1	2	1	1
Q1d Overall quality of city water utilities							
Satisfied/Very Satisfied	57	65	62	64	55	53	58
Neutral	23	20	21	21	26	24	22
Dissatisfied/Very Dissatisfied	18	13	15	13	16	19	16
Don't Know	2	2	2	2	4	3	3
Q1e Overall enforcement of city codes and ordinance							
Satisfied/Very Satisfied	34	41	42	42	26	28	30
Neutral	31	29	30	25	35	32	31
Dissatisfied/Very Dissatisfied	23	19	21	20	28	29	25
Don't Know	12	11	7	12	11	10	14
Q1f Overall quality of customer service you receive from city employees							
Satisfied/Very Satisfied	51	50	47	52	36	36	42
Neutral	22	26	25	24	34	32	30
Dissatisfied/Very Dissatisfied	19	17	23	17	24	24	19
Don't Know	8	7	5	7	6	8	9
Q1g Overall effectiveness of city communication with the public							
Satisfied/Very Satisfied	36	42	37	41	28	29	34
Neutral	34	32	33	33	37	36	35
Dissatisfied/Very Dissatisfied	25	22	27	22	28	30	23
Don't Know	5	3	4	5	6	5	7

	2000	2001	2002	2003	2004	2005	2006
Q1h Overall quality of city's stormwater runoff/stormwater management system							
Satisfied/Very Satisfied	31	37	40	41	29	30	35
Neutral	27	29	29	26	30	29	29
Dissatisfied/Very Dissatisfied	33	25	26	23	34	34	27
Don't Know	9	9	6	10	7	6	9
Q1i Overall quality of local public health services							
Satisfied/Very Satisfied	44	51	47	51	32	33	36
Neutral	25	24	27	20	36	34	30
Dissatisfied/Very Dissatisfied	9	9	16	13	12	13	12
Don't Know	22	15	10	16	20	21	22
Q1j Overall flow of traffic							
Satisfied/Very Satisfied		39	34	43	36	33	39
Neutral		31	31	31	31	30	33
Dissatisfied/Very Dissatisfied		28	33	24	30	34	26
Don't Know		2	1	2	3	3	3
Q1k Overall quality of airport facilities							
Satisfied/Very Satisfied				60	63	64	65
Neutral				17	21	19	17
Dissatisfied/Very Dissatisfied				6	7	7	6
Don't Know				17	8	10	13
Q1l Overall quality of city convention facilities							
Satisfied/Very Satisfied				52	41	42	46
Neutral				21	33	29	24
Dissatisfied/Very Dissatisfied				7	9	8	5
Don't Know				20	17	21	25
Q2 1st item that should receive the most emphasis over the next two years							
Police, fire and ambulance	12	13	11	10	15	15	15
Parks and recreation	8	6	9	6	3	4	4
Maintenance	34	44	36	48	50	44	40
Water	7	3	4	5	2	3	4
Codes and ordinances	7	4	5	5	4	6	6
Customer service	4	2	6	3	3	3	3
Communication	6	3	5	3	2	2	3
Stormwater	11	6	6	5	5	7	6
Public health	6	3	4	2	2	3	3
Traffic flow		13	8	6	5	7	7
Airport				1	0	1	1
Convention facilities				1	1	1	1
Don't know	5	3	5	5	7	6	8

	2000	2001	2002	2003	2004	2005	2006
Q2 2nd item that should receive the most emphasis over the next two years							
Police, fire and ambulance	7	8	6	7	9	7	6
Parks and recreation	9	6	8	7	7	5	6
Maintenance	23	20	15	18	19	21	19
Water	10	7	7	7	5	6	6
Codes and ordinances	9	10	11	10	9	9	11
Customer service	6	6	10	6	7	6	6
Communication	10	8	10	7	6	7	7
Stormwater	13	11	10	9	11	11	10
Public health	5	4	6	4	4	4	4
Traffic flow		11	10	11	12	12	10
Airport				1	1	1	1
Convention facilities				2	2	1	1

Q2 3rd item that should receive the most emphasis over the next two years							
Police, fire and ambulance	8	6	5	5	7	7	4
Parks and recreation	8	5	6	6	7	7	6
Maintenance	10	11	11	7	8	9	9
Water	8	5	5	4	5	6	4
Codes and ordinances	9	6	8	8	8	8	8
Customer service	8	6	8	5	8	7	6
Communication	13	10	13	12	10	10	10
Stormwater	16	11	10	10	9	10	9
Public health	7	5	7	6	6	5	5
Traffic flow		16	17	11	13	12	11
Airport				2	2	2	2
Convention facilities				4	4	3	1

Q3a Overall quality of services provided by the city							
Satisfied/Very Satisfied		55	52	52	41	40	48
Neutral		33	34	33	36	37	35
Dissatisfied/Very Dissatisfied		11	13	13	19	20	14
Don't Know		1	1	2	3	3	3

Q3b Overall value that you receive for tax dollars and fees							
Satisfied/Very Satisfied	35	36	35	35	22	24	29
Neutral	34	34	34	33	29	30	33
Dissatisfied/Very Dissatisfied	29	27	30	28	45	43	35
Don't Know	2	2	2	4	3	2	3

Q3c Overall image of the city							
Satisfied/Very Satisfied	55	54	48	52	36	36	47
Neutral	28	27	30	27	33	32	32
Dissatisfied/Very Dissatisfied	17	18	21	19	28	29	19
Don't Know	0	1	2	1	3	3	2

	2000	2001	2002	2003	2004	2005	2006
Q3d How well the city is planning growth							
Satisfied/Very Satisfied	38	39	36	37	26	30	37
Neutral	30	31	30	28	32	31	29
Dissatisfied/Very Dissatisfied	25	23	27	26	35	31	23
Don't Know	7	7	7	9	7	8	10
Q3e Overall quality of life in the city							
Satisfied/Very Satisfied	60	61	53	57	52	50	55
Neutral	28	26	30	29	29	31	28
Dissatisfied/Very Dissatisfied	11	11	16	12	17	18	15
Don't Know	1	2	2	2	3	2	2
Q3f Overall feeling of safety in the city							
Satisfied/Very Satisfied		46	41	44	32	30	33
Neutral		31	34	32	29	27	30
Dissatisfied/Very Dissatisfied		21	25	24	37	42	36
Don't Know		1	1	0	2	1	1
Q4a Overall quality of police protection							
Satisfied/Very Satisfied	61	59	56	55	54	52	54
Neutral	21	24	24	24	26	25	22
Dissatisfied/Very Dissatisfied	16	15	19	18	16	19	19
Don't Know	2	2	2	2	5	4	5
Q4b Visibility of police in neighborhoods							
Satisfied/Very Satisfied	49	49	48	51	38	38	39
Neutral	24	25	27	27	28	27	27
Dissatisfied/Very Dissatisfied	26	24	24	22	32	33	31
Don't Know	1	1	1	1	2	2	3
Q4c Visibility of police in retail areas							
Satisfied/Very Satisfied	46	47	45	47	37	37	38
Neutral	31	33	31	29	35	35	32
Dissatisfied/Very Dissatisfied	18	16	21	19	23	23	23
Don't Know	5	4	3	5	5	5	7
Q4d City's overall efforts to prevent crime							
Satisfied/Very Satisfied	48	47	44	46	34	30	33
Neutral	32	32	31	30	34	30	30
Dissatisfied/Very Dissatisfied	17	17	22	19	26	35	30
Don't Know	3	4	3	5	6	5	8
Q4e Enforcement of local traffic laws							
Satisfied/Very Satisfied	49	51	50	52	42	45	44
Neutral	28	28	29	28	29	28	28
Dissatisfied/Very Dissatisfied	20	18	18	15	22	22	21
Don't Know	3	3	2	4	6	6	7

	2000	2001	2002	2003	2004	2005	2006
Q4f Quality of fire protection and rescue services							
Satisfied/Very Satisfied	78	79	69	79	70	71	72
Neutral	12	13	17	12	18	16	14
Dissatisfied/Very Dissatisfied	3	2	9	3	2	3	3
Don't Know	7	6	5	6	10	10	11
Q4g Quality of ambulance service							
Satisfied/Very Satisfied	60	65	61	66	52	54	58
Neutral	18	15	19	15	25	22	18
Dissatisfied/Very Dissatisfied	5	6	12	5	5	5	4
Don't Know	17	14	8	14	17	19	20
Q4h How quickly public safety responds to emergencies							
Satisfied/Very Satisfied	54	57	53	59	47	47	51
Neutral	21	20	22	19	25	25	19
Dissatisfied/Very Dissatisfied	10	10	17	10	12	12	11
Don't Know	15	12	8	13	16	16	18
Q4i Quality of animal control							
Satisfied/Very Satisfied	43	42	41	43	32	33	32
Neutral	26	27	28	26	31	30	27
Dissatisfied/Very Dissatisfied	22	21	24	21	24	23	24
Don't Know	9	10	7	10	13	14	16
Q4j City efforts to enhance fire protection							
Satisfied/Very Satisfied		57	54	57	42	43	46
Neutral		23	25	21	32	30	26
Dissatisfied/Very Dissatisfied		6	13	5	6	7	6
Don't Know		14	7	16	19	20	22
Q4k The city's municipal court							
Satisfied/Very Satisfied		36	39	36	23	23	23
Neutral		27	27	25	35	31	28
Dissatisfied/Very Dissatisfied		10	16	13	15	14	16
Don't Know		27	19	26	28	32	33
Q4l Maintenance of city parks							
Satisfied/Very Satisfied	52	52	47	46	45	44	49
Neutral	24	25	25	27	29	29	26
Dissatisfied/Very Dissatisfied	14	15	22	13	17	17	14
Don't Know	10	8	6	13	9	10	11
Q4m Maintenance of boulevards and parkways							
Satisfied/Very Satisfied				46	44	46	51
Neutral				29	28	28	25
Dissatisfied/Very Dissatisfied				15	23	21	17
Don't Know				10	5	5	6

	2000	2001	2002	2003	2004	2005	2006
Q4n The location of city parks							
Satisfied/Very Satisfied				52	48	47	52
Neutral				26	30	30	26
Dissatisfied/Very Dissatisfied				10	15	14	12
Don't Know				12	8	8	10
Q4o Walking and biking trails in city							
Satisfied/Very Satisfied	28	30	30	33	30	31	33
Neutral	23	26	29	25	29	27	26
Dissatisfied/Very Dissatisfied	29	28	30	23	26	26	24
Don't Know	20	16	11	19	15	16	18
Q4p Maintenance of city community centers							
Satisfied/Very Satisfied				34	23	24	27
Neutral				25	35	32	27
Dissatisfied/Very Dissatisfied				11	12	12	11
Don't Know				30	29	32	35
Q4q City swimming pools and programs							
Satisfied/Very Satisfied	14	15	21	22	17	17	19
Neutral	21	25	26	23	31	28	25
Dissatisfied/Very Dissatisfied	31	28	31	21	19	18	16
Don't Know	34	31	22	33	33	37	41
Q4r City golf courses							
Satisfied/Very Satisfied	27	25	32	29	26	25	25
Neutral	21	24	21	17	32	27	24
Dissatisfied/Very Dissatisfied	10	11	17	7	6	6	5
Don't Know	42	40	30	47	36	43	47
Q4s Outdoor athletic fields							
Satisfied/Very Satisfied	35	33	34	36	26	27	27
Neutral	25	27	31	24	32	29	26
Dissatisfied/Very Dissatisfied	15	15	19	11	11	10	11
Don't Know	25	24	16	29	30	34	36
Q4t The city's youth athletic programs							
Satisfied/Very Satisfied	24	25	29	25	18	18	19
Neutral	23	27	26	24	31	27	23
Dissatisfied/Very Dissatisfied	15	13	22	13	12	11	11
Don't Know	38	36	24	38	39	44	47
Q4u The city's adult athletic programs							
Satisfied/Very Satisfied	20	20	26	23	16	15	16
Neutral	22	26	26	22	33	28	23
Dissatisfied/Very Dissatisfied	14	14	22	13	11	11	11
Don't Know	44	40	26	43	41	46	50

	2000	2001	2002	2003	2004	2005	2006
Q4v Other city recreation programs							
Satisfied/Very Satisfied	26	24	30	25	16	16	18
Neutral	23	28	28	24	34	29	25
Dissatisfied/Very Dissatisfied	12	11	19	10	10	9	9
Don't Know	39	37	24	41	40	45	47
Q4w Ease of registering for programs							
Satisfied/Very Satisfied	23	22	28	25	16	16	17
Neutral	22	27	27	22	34	28	24
Dissatisfied/Very Dissatisfied	10	11	17	10	9	9	9
Don't Know	45	41	27	43	41	48	50
Q4x Reasonableness of fees charged for recreation programs							
Satisfied/Very Satisfied	25	22	29	24	18	17	18
Neutral	22	27	27	22	33	27	25
Dissatisfied/Very Dissatisfied	10	11	17	11	10	10	10
Don't Know	43	40	27	43	40	46	48
Q4y Availability of information about city programs and services							
Satisfied/Very Satisfied	34	38	41	39	27	29	33
Neutral	31	33	31	30	32	32	29
Dissatisfied/Very Dissatisfied	27	23	22	24	31	30	26
Don't Know	8	5	6	7	10	9	12
Q4z City efforts to keep you informed about local issues							
Satisfied/Very Satisfied	33	38	42	39	28	32	33
Neutral	31	35	31	29	32	31	31
Dissatisfied/Very Dissatisfied	31	24	23	27	34	33	29
Don't Know	5	3	5	5	5	5	7
Q4aa Level of public involvement in local decision making							
Satisfied/Very Satisfied	23	25	34	27	17	19	20
Neutral	31	35	31	33	32	32	32
Dissatisfied/Very Dissatisfied	36	31	29	30	40	39	35
Don't Know	10	9	6	10	11	10	13
Q4bb Overall quality of leadership provided by elected officials							
Satisfied/Very Satisfied	35	37	38	35	22	24	27
Neutral	33	33	34	35	33	33	32
Dissatisfied/Very Dissatisfied	26	25	21	21	39	37	32
Don't Know	6	5	7	9	6	6	9
Q4cc Overall effectiveness of appointed boards and commissions							
Satisfied/Very Satisfied	27	29	35	30	16	17	20
Neutral	34	35	33	33	35	35	32
Dissatisfied/Very Dissatisfied	27	25	22	22	35	33	30
Don't Know	12	10	11	15	14	15	18

	2000	2001	2002	2003	2004	2005	2006
Q4dd Effectiveness of city manager and appointed staff							
Satisfied/Very Satisfied	35	34	37	33	24	26	29
Neutral	35	35	34	33	35	34	31
Dissatisfied/Very Dissatisfied	18	21	19	18	28	27	23
Don't Know	12	11	10	16	12	13	17
Q5a Maintenance of major city streets							
Satisfied/Very Satisfied	22	20	21	20	20	21	23
Neutral	31	25	21	25	16	19	22
Dissatisfied/Very Dissatisfied	47	54	57	55	62	58	53
Don't Know	0	1	1	1	3	2	2
Q5b Maintenance of streets in neighborhood							
Satisfied/Very Satisfied		33	35	29	29	35	34
Neutral		23	21	26	19	20	21
Dissatisfied/Very Dissatisfied		43	43	45	50	44	43
Don't Know		1	1	0	2	1	2
Q5c Smoothness of city streets							
Satisfied/Very Satisfied				15	12	15	21
Neutral				28	17	19	24
Dissatisfied/Very Dissatisfied				57	68	64	53
Don't Know				1	3	2	2
Q5d Condition of sidewalks in the city							
Satisfied/Very Satisfied	23	27	25	25	16	18	21
Neutral	29	29	31	29	27	28	25
Dissatisfied/Very Dissatisfied	42	37	40	41	50	48	47
Don't Know	6	6	4	6	7	7	7
Q5e Maintenance of street signs							
Satisfied/Very Satisfied	51	50	50	54	41	44	46
Neutral	28	31	31	28	36	34	32
Dissatisfied/Very Dissatisfied	19	17	16	17	20	19	17
Don't Know	2	3	3	2	4	3	4
Q5f Maintenance of traffic signals							
Satisfied/Very Satisfied	65	58	60	62	48	50	52
Neutral	24	29	26	24	32	30	28
Dissatisfied/Very Dissatisfied	10	11	13	13	16	15	14
Don't Know	1	2	2	1	5	5	5
Q5g Maintenance and preservation of downtown							
Satisfied/Very Satisfied	27	30	30	37	21	28	38
Neutral	28	29	28	27	31	31	28
Dissatisfied/Very Dissatisfied	33	34	37	28	38	29	21
Don't Know	12	6	5	8	10	11	14

	2000	2001	2002	2003	2004	2005	2006
Q5h Maintenance of city buildings							
Satisfied/Very Satisfied	46	46	45	49	34	37	41
Neutral	27	30	30	28	37	35	29
Dissatisfied/Very Dissatisfied	11	13	16	10	11	11	9
Don't Know	16	11	9	13	17	17	21
Q5i Snow removal on major city streets							
Satisfied/Very Satisfied	61	49	47	57	54	53	56
Neutral	22	25	28	25	22	22	21
Dissatisfied/Very Dissatisfied	15	24	22	16	20	22	19
Don't Know	2	2	4	2	3	3	3
Q5j Snow removal on streets in residential areas							
Satisfied/Very Satisfied	24	22	32	26	34	36	29
Neutral	23	24	27	28	21	22	22
Dissatisfied/Very Dissatisfied	51	51	36	44	41	40	45
Don't Know	2	2	4	2	3	3	4
Q5k Mowing and tree trimming along streets and public areas							
Satisfied/Very Satisfied	41	41	40	43	36	33	37
Neutral	28	31	32	31	26	29	29
Dissatisfied/Very Dissatisfied	28	26	26	24	33	35	29
Don't Know	3	2	3	3	4	4	5
Q5l Cleanliness of city streets and other public areas							
Satisfied/Very Satisfied	32	36	32	37	30	29	35
Neutral	35	36	37	36	30	31	31
Dissatisfied/Very Dissatisfied	32	26	30	26	37	37	31
Don't Know	1	1	2	1	3	3	3
Q5m Quality of trash collection services							
Satisfied/Very Satisfied	65	63	54	63	59	56	63
Neutral	20	20	24	21	19	20	18
Dissatisfied/Very Dissatisfied	13	15	19	14	19	21	16
Don't Know	2	2	3	3	3	3	3
Q5n Adequacy of city street lighting							
Satisfied/Very Satisfied	60	64	57	63	57	58	58
Neutral	23	23	24	24	24	24	23
Dissatisfied/Very Dissatisfied	16	12	18	11	16	14	15
Don't Know	1	1	2	1	3	3	4
Q5o Timeliness of removal of abandoned cars from public property							
Satisfied/Very Satisfied		28	34	33	20	21	22
Neutral		26	30	25	27	26	25
Dissatisfied/Very Dissatisfied		28	25	25	29	28	23
Don't Know		17	11	17	25	25	30

	2000	2001	2002	2003	2004	2005	2006
Q5p Enforcing clean up of litter and debris on private properties							
Satisfied/Very Satisfied	26	33	31	30	16	17	18
Neutral	26	28	30	28	25	25	25
Dissatisfied/Very Dissatisfied	37	28	33	29	42	42	38
Don't Know	11	11	7	13	16	16	20
Q5q Enforcing mowing and cutting of weeds on private properties							
Satisfied/Very Satisfied	26	31	31	31	16	17	18
Neutral	29	29	32	26	25	25	24
Dissatisfied/Very Dissatisfied	36	31	30	30	43	43	38
Don't Know	9	10	7	13	16	15	20
Q5r Enforcing maintenance of residential property							
Satisfied/Very Satisfied	30	33	35	32	18	19	21
Neutral	29	32	33	31	30	31	28
Dissatisfied/Very Dissatisfied	31	24	24	26	35	35	32
Don't Know	10	10	7	12	16	16	20
Q5s Enforcing exterior maintenance of business property							
Satisfied/Very Satisfied	33	37	39	38	20	21	23
Neutral	32	34	32	32	35	35	30
Dissatisfied/Very Dissatisfied	20	16	21	14	26	24	22
Don't Know	15	13	8	16	20	20	25
Q5t Enforcing codes designed to protect public safety and public health							
Satisfied/Very Satisfied	37	40	41	41	24	25	26
Neutral	31	32	30	31	35	35	31
Dissatisfied/Very Dissatisfied	15	14	20	13	20	19	17
Don't Know	17	14	8	15	22	22	26
Q5u Enforcing sign regulations							
Satisfied/Very Satisfied	33	37	40	41	24	24	25
Neutral	32	36	32	29	36	35	31
Dissatisfied/Very Dissatisfied	17	11	18	12	16	16	17
Don't Know	18	16	10	18	24	25	27
Q5v Enforcing and prosecuting illegal dumping activities							
Satisfied/Very Satisfied	20	25	31	25	14	14	15
Neutral	23	29	28	26	23	23	22
Dissatisfied/Very Dissatisfied	39	29	32	31	42	42	36
Don't Know	18	17	9	18	21	21	27
Q5w Enforcing equal opportunity among all citizens							
Satisfied/Very Satisfied				39	26	27	27
Neutral				27	31	32	29
Dissatisfied/Very Dissatisfied				20	20	21	20
Don't Know				14	22	21	25

	2000	2001	2002	2003	2004	2005	2006
Q6a Were you or anyone in household the victim of any crime in the city during last year							
Yes							15
No							85
Q6b Called the police in the last year							
Yes							33
No							67
Q6c Used fire services in the last year							
Yes							7
No							93
Q6d Been to the convention center in the last year							
Yes							34
No							66
Q6e Been to municipal court in the last year							
Yes							22
No							78
Q6f Used ambulance service in the last year							
Yes							14
No							86
Q6g Been to the airport in the last year							
Yes							72
No							28
Q6h Voted in municipal election in the past 2 years							
Yes							85
No							15
Q7 How often visited any city parks							
At least once a week	15	15	10	14	11	14	13
A few times a month	20	20	16	16	18	17	17
Monthly	14	13	9	15	13	12	13
Less than once a month	17	18	16	14	27	23	25
Seldom or Never	34	34	48	41	31	35	32
Q8a Rate Kansas City as a place to live							
Excellent/Good	71	73	70	66	71	69	71
Neutral	22	20	20	24	17	19	19
Below Average/Poor	7	6	9	9	11	12	10
Don't Know	0	0	1	1	1	1	1

	2000	2001	2002	2003	2004	2005	2006
Q8b Rate Kansas City as a place to raise children							
Excellent/Good	51	58	55	52	52	49	52
Neutral	26	22	23	25	20	22	22
Below Average/Poor	21	17	19	18	24	24	22
Don't Know	2	3	3	4	5	5	4
Q8c Rate Kansas City as a place to work							
Excellent/Good	69	68	66	57	61	61	62
Neutral	22	21	21	25	22	22	22
Below Average/Poor	7	9	11	13	14	13	12
Don't Know	2	2	2	4	3	3	4
Q9a Feeling safe at home during the day							
Safe/Very Safe	83	85	80	81	79	80	81
Neutral	13	11	12	12	14	13	13
Unsafe/Very Unsafe	4	3	6	6	5	6	5
Don't Know	0	0	1	1	1	1	1
Q9b Feeling safe at home at night							
Safe/Very Safe	70	71	65	68	65	65	68
Neutral	19	18	20	19	20	20	18
Unsafe/Very Unsafe	11	11	14	12	14	14	12
Don't Know	0	0	1	1	1	1	1
Q9c Feeling safe in your neighborhood during the day							
Safe/Very Safe	81	82	77	78	75	77	78
Neutral	14	12	14	15	16	15	14
Unsafe/Very Unsafe	5	5	8	6	7	7	7
Don't Know	0	1	1	1	1	1	1
Q9d Feeling safe in your neighborhood at night							
Safe/Very Safe	60	63	54	58	53	54	58
Neutral	22	20	23	22	25	23	22
Unsafe/Very Unsafe	17	16	22	19	21	21	18
Don't Know	0	1	1	1	2	1	2
Q9e Feeling safe in city parks during the day							
Safe/Very Safe	53	55	50	49	39	41	45
Neutral	23	21	26	20	30	27	25
Unsafe/Very Unsafe	11	11	13	12	20	19	14
Don't Know	13	12	10	19	11	13	15
Q9f Feeling safe in city parks at night							
Safe/Very Safe	8	11	16	11	5	7	8
Neutral	16	19	19	14	18	16	15
Unsafe/Very Unsafe	61	54	53	47	62	58	53
Don't Know	15	16	12	27	14	19	24

	2000	2001	2002	2003	2004	2005	2006
Q11 Own or rent your current residence							
Own	75	69	67	62	84	83	84
Rent	25	31	32	38	16	17	16
Q12 Years lived in KCMO							
Median		25		32	34	34	34
Q13 Respondent race/ethnicity							
Asian/Pacific Islander	1	2	4	1	1	1	2
White	68	63	61	62	64	67	64
American Indian/Eskimo	2	2	3	1	0	1	1
Black/African American	25	30	30	35	28	28	29
Other	4	3	3	0	6	3	4
Q14 Hispanic, Latino, or other Spanish ancestry							
Yes		6	8	10	6	6	8
No		94	92	89	94	94	92
Q15 Total annual household income							
Under \$30,000	36	34	33	40	30	30	31
\$30,000 to \$59,999	38	39	40	39	33	34	33
\$60,000 to \$99,999	19	18	20	16	24	23	23
Over \$100,000	6	9	6	5	13	13	14
Q16 Respondent gender							
Male	44	50	46	45	53	49	49
Female	56	50	54	55	47	51	51
Mail or Phone							
Mail	0	0	0	0	100	77	53
Phone	100	100	100	100	0	23	47

Appendix C

2006 Citizen Survey Results by Geographic Area

2006 Kansas City Citizen Survey Results by Area – Percentage

	North (N=982)	South (N=1170)	East (N=919)	West (N=925)	Citywide (N=4105)
Q1a Overall quality of police, fire, and ambulance services					
Satisfied/Very Satisfied	67	67	65	63	65
Neutral	17	18	20	21	19
Dissatisfied/Very Dissatisfied	6	7	11	7	8
Don't Know	10	8	5	8	8
Q1b Overall quality of city parks and recreation					
Satisfied/Very Satisfied	54	50	48	54	51
Neutral	24	26	26	25	26
Dissatisfied/Very Dissatisfied	11	11	15	13	12
Don't Know	10	12	11	8	11
Q1c Overall maintenance of city streets, buildings and facilities					
Satisfied/Very Satisfied	21	22	25	19	21
Neutral	31	27	29	29	29
Dissatisfied/Very Dissatisfied	47	50	44	52	48
Don't Know	1	1	2	1	1
Q1d Overall quality of city water utilities					
Satisfied/Very Satisfied	65	58	55	56	58
Neutral	20	22	24	23	22
Dissatisfied/Very Dissatisfied	13	18	19	16	16
Don't Know	2	2	3	4	3
Q1e Overall enforcement of city codes/ordinance					
Satisfied/Very Satisfied	34	31	34	24	30
Neutral	30	32	28	34	31
Dissatisfied/Very Dissatisfied	21	23	28	27	25
Don't Know	16	14	10	15	14
Q1f Overall quality of customer service you receive from city employees					
Satisfied/Very Satisfied	43	40	49	37	42
Neutral	27	32	27	32	30
Dissatisfied/Very Dissatisfied	19	18	18	22	19
Don't Know	11	9	6	8	9
Q1g Overall effectiveness of city communication with the public					
Satisfied/Very Satisfied	36	34	38	31	34
Neutral	34	37	29	40	35
Dissatisfied/Very Dissatisfied	21	21	25	24	23
Don't Know	8	8	8	6	7
Q1h Overall quality of city's stormwater runoff/stormwater management system					
Satisfied/Very Satisfied	38	36	35	30	35
Neutral	29	28	28	31	29
Dissatisfied/Very Dissatisfied	23	28	28	30	27
Don't Know	10	8	8	9	9

	North	South	East	West	Citywide
Q1i Overall quality of local public health services					
Satisfied/Very Satisfied	36	34	46	31	36
Neutral	31	30	25	33	30
Dissatisfied/Very Dissatisfied	10	11	16	10	12
Don't Know	23	25	14	25	22
Q1j Overall flow of traffic					
Satisfied/Very Satisfied	38	35	41	43	39
Neutral	30	36	33	31	33
Dissatisfied/Very Dissatisfied	29	26	22	24	26
Don't Know	3	3	4	3	3
Q1k Overall quality of airport facilities					
Satisfied/Very Satisfied	74	62	55	69	65
Neutral	14	18	18	15	17
Dissatisfied/Very Dissatisfied	5	6	7	6	6
Don't Know	7	14	20	10	13
Q1l Overall Quality of city convention facilities					
Satisfied/Very Satisfied	48	44	49	46	46
Neutral	23	26	20	24	24
Dissatisfied/Very Dissatisfied	6	4	6	5	5
Don't Know	24	26	24	25	25
Q2 1st item that should receive the most emphasis over the next two years					
Police, fire and ambulance	15	14	15	14	15
Parks and recreation	4	4	4	4	4
Maintenance	41	44	34	40	40
Water	4	5	5	3	4
Codes and ordinances	5	5	8	7	6
Customer service	3	3	3	3	3
Communication	3	2	3	2	3
Stormwater	5	5	6	8	6
Public health	3	3	4	4	3
Traffic flow	9	7	4	6	7
Airport	1	1	1	1	1
Convention facilities	1	1	0	1	1
Don't know	6	7	13	7	8

	North	South	East	West	Citywide
Q2 2nd item that should receive the most emphasis over the next two years					
Police, fire and ambulance	5	6	5	8	6
Parks and recreation	7	5	5	6	6
Maintenance	20	17	17	21	19
Water	5	8	6	4	6
Codes and ordinances	9	12	11	11	11
Customer service	6	5	6	6	6
Communication	7	7	7	7	7
Stormwater	9	9	10	11	10
Public health	3	4	4	5	4
Traffic flow	13	11	6	8	10
Airport	1	1	1	1	1
Convention facilities	2	1	1	1	1
Q2 3rd item that should receive the most emphasis over the next two years					
Police, fire and ambulance	4	4	4	5	4
Parks and recreation	6	6	5	7	6
Maintenance	8	9	8	9	9
Water	5	5	4	4	4
Codes and ordinances	8	7	8	9	8
Customer service	6	5	5	6	6
Communication	11	11	10	9	10
Stormwater	8	10	8	9	9
Public health	5	5	7	5	5
Traffic flow	13	12	10	11	11
Airport	3	1	1	2	2
Convention facilities	2	1	1	2	1
Q3a Overall quality of services provided by the city					
Satisfied/Very Satisfied	51	48	50	45	48
Neutral	34	35	33	38	35
Dissatisfied/Very Dissatisfied	13	14	15	14	14
Don't Know	2	3	3	3	3
Q3b Overall value that you receive for tax dollars and fees					
Satisfied/Very Satisfied	28	30	30	28	29
Neutral	34	35	32	31	33
Dissatisfied/Very Dissatisfied	35	33	35	38	35
Don't Know	3	3	3	3	3
Q3c Overall image of the city					
Satisfied/Very Satisfied	51	47	46	47	47
Neutral	30	31	31	32	32
Dissatisfied/Very Dissatisfied	18	19	20	18	19
Don't Know	2	2	3	2	2

	North	South	East	West	Citywide
Q3d How well the city is planning growth					
Satisfied/Very Satisfied	34	36	44	37	37
Neutral	29	31	27	30	29
Dissatisfied/Very Dissatisfied	26	22	20	23	23
Don't Know	10	11	9	10	10
Q3e Overall quality of life in the city					
Satisfied/Very Satisfied	60	55	45	60	55
Neutral	27	29	28	27	28
Dissatisfied/Very Dissatisfied	11	14	23	12	15
Don't Know	1	2	3	1	2
Q3f Overall feeling of safety in the city					
Satisfied/Very Satisfied	39	32	28	35	33
Neutral	32	29	28	32	30
Dissatisfied/Very Dissatisfied	29	38	43	33	36
Don't Know	0	1	2	1	1
Q4a Overall quality of police protection					
Satisfied/Very Satisfied	61	56	48	53	54
Neutral	19	20	23	24	22
Dissatisfied/Very Dissatisfied	15	18	26	18	19
Don't Know	5	5	3	5	5
Q4b Visibility of police in neighborhoods					
Satisfied/Very Satisfied	43	40	39	37	39
Neutral	26	28	23	29	27
Dissatisfied/Very Dissatisfied	27	28	36	31	31
Don't Know	3	3	2	2	3
Q4c Visibility of police in retail areas					
Satisfied/Very Satisfied	42	37	37	38	38
Neutral	31	32	29	33	32
Dissatisfied/Very Dissatisfied	20	23	25	22	23
Don't Know	6	7	8	6	7
Q4d City's overall efforts to prevent crime					
Satisfied/Very Satisfied	36	33	32	31	33
Neutral	30	29	28	34	30
Dissatisfied/Very Dissatisfied	26	30	34	28	30
Don't Know	9	8	6	7	8
Q4e Enforcement of local traffic laws					
Satisfied/Very Satisfied	49	42	47	41	44
Neutral	25	29	27	31	28
Dissatisfied/Very Dissatisfied	20	22	20	21	21
Don't Know	6	8	7	8	7

	North	South	East	West	Citywide
Q4f Quality of fire protection and rescue services					
Satisfied/Very Satisfied	72	73	75	69	72
Neutral	14	13	14	15	14
Dissatisfied/Very Dissatisfied	2	3	4	3	3
Don't Know	12	10	7	13	11
Q4g Quality of ambulance service					
Satisfied/Very Satisfied	56	59	66	51	58
Neutral	18	17	17	20	18
Dissatisfied/Very Dissatisfied	4	4	5	4	4
Don't Know	22	20	12	26	20
Q4h How quickly public safety responds to emergencies					
Satisfied/Very Satisfied	48	55	57	46	51
Neutral	20	18	19	20	19
Dissatisfied/Very Dissatisfied	10	9	15	11	11
Don't Know	22	18	10	22	18
Q4i Quality of animal control					
Satisfied/Very Satisfied	35	32	35	29	32
Neutral	27	29	26	28	27
Dissatisfied/Very Dissatisfied	22	21	29	23	24
Don't Know	16	19	10	20	16
Q4j City efforts to enhance fire protection					
Satisfied/Very Satisfied	43	48	52	40	46
Neutral	28	25	24	27	26
Dissatisfied/Very Dissatisfied	5	6	9	5	6
Don't Know	23	22	14	28	22
Q4k The city's municipal court					
Satisfied/Very Satisfied	20	22	30	21	23
Neutral	28	29	25	29	28
Dissatisfied/Very Dissatisfied	15	16	18	17	16
Don't Know	37	33	27	34	33
Q4l Maintenance of city parks					
Satisfied/Very Satisfied	50	47	47	53	49
Neutral	26	28	25	24	26
Dissatisfied/Very Dissatisfied	12	13	16	16	14
Don't Know	13	12	11	7	11
Q4m Maintenance of boulevards and parkways					
Satisfied/Very Satisfied	46	54	49	58	51
Neutral	28	24	26	21	25
Dissatisfied/Very Dissatisfied	17	16	18	18	17
Don't Know	9	6	7	3	6

	North	South	East	West	Citywide
Q4n The location of city parks					
Satisfied/Very Satisfied	45	52	50	63	52
Neutral	30	28	25	22	26
Dissatisfied/Very Dissatisfied	15	9	14	8	12
Don't Know	10	10	11	7	10
Q4o Walking and biking trails in city					
Satisfied/Very Satisfied	26	35	29	42	33
Neutral	29	26	26	22	26
Dissatisfied/Very Dissatisfied	25	20	25	24	24
Don't Know	20	18	20	12	18
Q4p Maintenance of city community centers					
Satisfied/Very Satisfied	27	25	33	24	27
Neutral	28	26	27	26	27
Dissatisfied/Very Dissatisfied	9	9	15	12	11
Don't Know	36	40	25	38	35
Q4q City swimming pools and programs					
Satisfied/Very Satisfied	21	16	24	15	19
Neutral	24	25	25	24	25
Dissatisfied/Very Dissatisfied	13	14	20	17	16
Don't Know	42	45	31	44	41
Q4r City golf courses					
Satisfied/Very Satisfied	24	28	24	23	25
Neutral	25	23	22	23	24
Dissatisfied/Very Dissatisfied	5	4	7	4	5
Don't Know	46	46	47	49	47
Q4s Outdoor athletic fields					
Satisfied/Very Satisfied	32	25	32	22	27
Neutral	25	27	24	27	26
Dissatisfied/Very Dissatisfied	10	9	14	11	11
Don't Know	34	39	30	40	36
Q4t The city's youth athletic programs					
Satisfied/Very Satisfied	20	17	24	14	19
Neutral	24	24	22	23	23
Dissatisfied/Very Dissatisfied	8	8	17	11	11
Don't Know	48	51	36	52	47
Q4u The city's adult athletic programs					
Satisfied/Very Satisfied	17	15	22	12	16
Neutral	24	23	21	23	23
Dissatisfied/Very Dissatisfied	9	9	16	10	11
Don't Know	50	53	41	56	50

	North	South	East	West	Citywide
Q4v Other city recreation programs					
Satisfied/Very Satisfied	19	18	24	14	18
Neutral	26	25	24	25	25
Dissatisfied/Very Dissatisfied	7	8	12	8	9
Don't Know	49	50	39	52	47
Q4w Ease of registering for programs					
Satisfied/Very Satisfied	18	17	21	13	17
Neutral	23	23	25	24	24
Dissatisfied/Very Dissatisfied	7	7	13	9	9
Don't Know	52	53	41	54	50
Q4x Reasonableness of fees charged for recreation programs					
Satisfied/Very Satisfied	19	17	20	15	18
Neutral	24	24	24	25	25
Dissatisfied/Very Dissatisfied	9	8	15	7	10
Don't Know	48	52	41	53	48
Q4y Availability of information about city programs and services					
Satisfied/Very Satisfied	32	32	37	31	33
Neutral	28	32	27	31	29
Dissatisfied/Very Dissatisfied	27	24	25	26	26
Don't Know	13	12	11	11	12
Q4z City efforts to keep you informed about local issues					
Satisfied/Very Satisfied	33	34	35	31	33
Neutral	30	31	28	34	31
Dissatisfied/Very Dissatisfied	29	27	30	30	29
Don't Know	8	7	7	5	7
Q4aa Level of public involvement in local decision making					
Satisfied/Very Satisfied	19	19	24	18	20
Neutral	33	32	28	35	32
Dissatisfied/Very Dissatisfied	35	35	35	35	35
Don't Know	13	14	13	11	13
Q4bb Overall quality of leadership provided by elected officials					
Satisfied/Very Satisfied	25	26	30	29	27
Neutral	31	34	28	36	32
Dissatisfied/Very Dissatisfied	34	32	32	29	32
Don't Know	9	9	10	7	9
Q4cc Overall effectiveness of appointed boards and commissions					
Satisfied/Very Satisfied	20	19	23	19	20
Neutral	30	33	30	35	32
Dissatisfied/Very Dissatisfied	31	28	29	28	30
Don't Know	19	19	17	18	18

	North	South	East	West	Citywide
Q4dd Effectiveness of city manager and appointed staff					
Satisfied/Very Satisfied	26	29	29	32	29
Neutral	32	32	29	33	31
Dissatisfied/Very Dissatisfied	25	21	26	20	23
Don't Know	17	18	16	15	17
Q5a Maintenance of major city streets					
Satisfied/Very Satisfied	22	22	28	20	23
Neutral	23	21	24	21	22
Dissatisfied/Very Dissatisfied	52	54	45	58	53
Don't Know	2	3	3	1	2
Q5b Maintenance of streets in neighborhood					
Satisfied/Very Satisfied	35	36	34	34	34
Neutral	23	21	21	21	21
Dissatisfied/Very Dissatisfied	40	41	44	45	43
Don't Know	2	2	1	1	2
Q5c Smoothness of city streets					
Satisfied/Very Satisfied	20	20	24	20	21
Neutral	22	26	27	22	24
Dissatisfied/Very Dissatisfied	55	52	46	57	53
Don't Know	2	3	2	1	2
Q5d Condition of sidewalks in the city					
Satisfied/Very Satisfied	22	20	24	18	21
Neutral	27	26	25	24	25
Dissatisfied/Very Dissatisfied	41	44	46	55	47
Don't Know	11	9	6	3	7
Q5e Maintenance of street signs					
Satisfied/Very Satisfied	50	47	46	45	46
Neutral	31	32	30	35	32
Dissatisfied/Very Dissatisfied	15	17	20	17	17
Don't Know	4	4	4	4	4
Q5f Maintenance of traffic signals					
Satisfied/Very Satisfied	55	52	52	51	52
Neutral	29	28	28	29	28
Dissatisfied/Very Dissatisfied	11	14	16	16	14
Don't Know	5	6	4	4	5
Q5g Maintenance and preservation of downtown					
Satisfied/Very Satisfied	34	35	41	43	38
Neutral	31	29	25	28	28
Dissatisfied/Very Dissatisfied	22	19	20	22	21
Don't Know	14	17	14	8	14

	North	South	East	West	Citywide
Q5h Maintenance of city buildings					
Satisfied/Very Satisfied	36	40	46	44	41
Neutral	30	27	26	31	29
Dissatisfied/Very Dissatisfied	8	9	12	8	9
Don't Know	26	24	17	17	21
Q5i Snow removal on major city streets					
Satisfied/Very Satisfied	54	60	58	55	56
Neutral	22	21	20	22	21
Dissatisfied/Very Dissatisfied	20	16	18	21	19
Don't Know	5	3	4	2	3
Q5j Snow removal on streets in residential areas					
Satisfied/Very Satisfied	26	32	32	27	29
Neutral	21	23	22	22	22
Dissatisfied/Very Dissatisfied	49	41	43	47	45
Don't Know	4	4	3	3	4
Q5k Mowing and tree trimming along streets and public areas					
Satisfied/Very Satisfied	35	37	35	44	37
Neutral	31	30	28	28	29
Dissatisfied/Very Dissatisfied	29	27	32	25	29
Don't Know	6	5	4	4	5
Q5l Cleanliness of city streets and other public areas					
Satisfied/Very Satisfied	36	35	31	39	35
Neutral	32	31	32	30	31
Dissatisfied/Very Dissatisfied	29	30	34	29	31
Don't Know	3	4	3	2	3
Q5m Quality of trash collection services					
Satisfied/Very Satisfied	65	65	58	65	63
Neutral	18	17	20	18	18
Dissatisfied/Very Dissatisfied	13	15	19	14	16
Don't Know	4	3	3	3	3
Q5n Adequacy of city street lighting					
Satisfied/Very Satisfied	59	60	57	60	58
Neutral	24	22	23	23	23
Dissatisfied/Very Dissatisfied	14	14	18	14	15
Don't Know	4	4	3	3	4
Q5o Timeliness of removal of abandon cars from public property					
Satisfied/Very Satisfied	19	22	28	19	22
Neutral	23	23	29	25	25
Dissatisfied/Very Dissatisfied	22	23	26	22	23
Don't Know	36	31	17	34	30

	North	South	East	West	Citywide
Q5p Enforcing clean up of litter and debris on private properties					
Satisfied/Very Satisfied	18	16	23	15	18
Neutral	24	26	24	24	25
Dissatisfied/Very Dissatisfied	33	38	41	39	38
Don't Know	26	20	11	22	20
Q5q Enforcing mowing and cutting of weeds on private properties					
Satisfied/Very Satisfied	16	17	24	15	18
Neutral	23	24	25	24	24
Dissatisfied/Very Dissatisfied	34	39	40	37	38
Don't Know	26	20	11	23	20
Q5r Enforcing maintenance of residential property					
Satisfied/Very Satisfied	20	20	27	17	21
Neutral	26	29	28	30	28
Dissatisfied/Very Dissatisfied	29	33	33	32	32
Don't Know	26	19	11	21	20
Q5s Enforcing exterior maintenance of business property					
Satisfied/Very Satisfied	22	23	30	19	23
Neutral	31	31	27	30	30
Dissatisfied/Very Dissatisfied	18	21	25	24	22
Don't Know	29	25	18	27	25
Q5t Enforcing codes designed to protect public safety and public health					
Satisfied/Very Satisfied	26	25	31	23	26
Neutral	33	33	29	31	31
Dissatisfied/Very Dissatisfied	14	16	22	17	17
Don't Know	27	27	18	30	26
Q5u Enforcing sign regulations					
Satisfied/Very Satisfied	25	24	30	20	25
Neutral	32	32	28	30	31
Dissatisfied/Very Dissatisfied	15	17	19	17	17
Don't Know	28	27	22	33	27
Q5v Enforcing and prosecuting illegal dumping activities					
Satisfied/Very Satisfied	16	14	19	11	15
Neutral	22	23	22	21	22
Dissatisfied/Very Dissatisfied	32	37	41	34	36
Don't Know	30	26	18	34	27
Q5w Enforcing equal opportunity among all citizens					
Satisfied/Very Satisfied	29	25	29	24	27
Neutral	30	28	27	29	29
Dissatisfied/Very Dissatisfied	13	19	29	17	20
Don't Know	28	28	16	29	25

	North	South	East	West	Citywide
Q6a Were you or anyone in household the victim of any crime in the city during last year					
Yes	12	14	18	17	15
No	88	86	82	83	85
Q6b Called the police in the last year					
Yes	27	30	38	39	33
No	73	70	62	61	67
Q6c Used fire services in the last year					
Yes	6	8	7	6	7
No	94	93	93	94	93
Q6d Been to the convention center in the last year					
Yes	37	32	29	37	34
No	63	68	71	63	66
Q6e Been to municipal court in the last year					
Yes	14	22	26	24	22
No	86	78	74	76	78
Q6f Used ambulance service in the last year					
Yes	13	15	18	11	14
No	87	85	82	89	86
Q6g Been to the airport in the last year					
Yes	83	69	57	79	72
No	17	31	43	21	28
Q6h Voted in municipal election in the past 2 years					
Yes	85	87	78	90	85
No	15	13	22	10	15
Q7 How often visited any city parks					
At least once a week	8	11	13	20	13
A few times a month	16	15	16	22	17
Monthly	13	14	10	14	13
Less than once a month	30	24	21	25	25
Seldom or Never	33	36	40	19	32
Q8a Rate Kansas City as a place to live					
Excellent/Good	77	70	61	76	71
Neutral	16	19	24	16	19
Below Average/Poor	6	11	14	7	10
Don't Know	1	1	1	1	1

	North	South	East	West	Citywide
Q8b Rate Kansas City as a place to raise children					
Excellent/Good	66	48	46	49	52
Neutral	20	22	25	19	22
Below Average/Poor	11	25	26	26	22
Don't Know	3	5	3	6	4
Q8c Rate Kansas City as a place to work					
Excellent/Good	67	63	53	67	62
Neutral	20	21	25	21	22
Below Average/Poor	10	12	17	9	12
Don't Know	3	4	5	3	4
Q9a Feeling safe at home during the day					
Safe/Very Safe	88	81	72	84	81
Neutral	9	13	17	11	13
Unsafe/Very Unsafe	2	5	9	4	5
Don't Know	1	1	2	1	1
Q9b Feeling safe at home at night					
Safe/Very Safe	77	68	60	70	68
Neutral	15	20	21	16	18
Unsafe/Very Unsafe	7	12	18	13	12
Don't Know	1	1	2	1	1
Q9c Feeling safe in your neighborhood during the day					
Safe/Very Safe	88	79	67	80	78
Neutral	10	14	19	13	14
Unsafe/Very Unsafe	2	6	13	5	7
Don't Know	1	1	2	1	1
Q9d Feeling safe in your neighborhood at night					
Safe/Very Safe	74	58	48	53	58
Neutral	17	24	23	24	22
Unsafe/Very Unsafe	9	17	26	22	18
Don't Know	1	1	2	1	2
Q9e Feeling safe in city parks during the day					
Safe/Very Safe	48	42	36	58	45
Neutral	25	26	26	23	25
Unsafe/Very Unsafe	11	15	18	10	14
Don't Know	16	17	20	9	15
Q9f Feeling safe in city parks at night					
Safe/Very Safe	9	7	8	7	8
Neutral	17	14	11	21	15
Unsafe/Very Unsafe	45	55	54	54	53
Don't Know	29	24	27	18	24

	North	South	East	West	Citywide
Q11 Own or rent your current residence					
Own	89	87	80	80	84
Rent	11	13	20	20	16
Q12 Years lived in KCMO					
Median	27	37	39	29	34
Q13 Respondent race/ethnicity					
Asian/Pacific Islander	2	1	2	2	2
White	84	66	32	72	64
American Indian/Eskimo	1	1	2	1	1
Black/African American	10	30	57	21	29
Other	3	2	7	4	4
Q14 Hispanic, Latino, or other Spanish ancestry					
Yes	7	6	11	8	8
No	93	94	89	92	92
Q15 Total annual household income					
Under \$30,000	20	28	51	24	31
\$30,000 to \$59,999	34	36	33	28	33
\$60,000 to \$99,999	29	25	13	24	23
Over \$100,000	18	11	4	24	14
Q16 Respondent gender					
Male	49	51	45	48	49
Female	51	49	55	52	51
Mail or Phone					
Mail	54	56	35	62	53
Phone	46	44	65	38	47