

**Performance Audit
Kansas City Citizen Survey Report**

November 2008

City Auditor's Office

City of Kansas City, Missouri

November 5, 2008

Honorable Mayor and Members of the City Council:

In this report, we provide results of our survey of residents, along with comparison to other large U.S. cities and metropolitan area communities. The survey was completed by 4,748 households between July 2008 and August 2008.

More than half of those surveyed were satisfied with the overall quality of life in the city. This is still lower than the average satisfaction level for the metropolitan area benchmark communities. The majority of respondents continue to rate the city as a good or excellent place to live (70%) and work (62%). But, a little less than half rated the city as a good or excellent place to raise children. Compared to last year, significantly more respondents reported feeling safe at home, in their neighborhoods, and downtown.

Overall, Kansas City residents' satisfaction with city services declined since the 2007 survey. Compared to last year's survey results, fewer city services received a satisfaction rating of 50 percent or more and more services received a satisfaction rating of 20 percent or less.

Maintenance of city streets, buildings, and facilities has been respondents' highest priority for the last nine years; this year's satisfaction rating for this service is only 18 percent.

Satisfaction ratings improved for eight city services, including overall traffic flow; street lighting; overall quality of police, fire, and ambulance services; and maintenance and preservation of downtown. Satisfaction with overall traffic flow was the only service with a significant increase.

Compared to last year's survey results, satisfaction significantly declined for 32 city services. Residents' satisfaction with how the city plans growth saw the largest rating decline (from 40% to 29%). Other service areas with significantly decreased satisfaction are the effectiveness of the city manager and appointed staff; the leadership provided by elected officials; maintenance of city streets; smoothness of city streets; code enforcement activities; maintenance of city parks; and the overall quality of services provided by the city.

We also compare results for four geographic areas within the city. Overall, respondents from the four areas (north, south, east, and west) of the city answered the survey questions differently. We note differences in satisfaction ratings between areas throughout the report.

Satisfaction ratings among the large U.S. and metropolitan area benchmark cities have also declined. This year, Kansas City residents' satisfaction ratings met or exceeded the large U.S. cities or metropolitan area cities average satisfaction ratings on three of the service-related benchmarks – public safety, street lights, and maintenance/preservation of downtown. Compared to the large U.S. cities and metropolitan area benchmark cities, many of Kansas City's satisfaction ratings have generally been below benchmark averages for the last nine years.

We hope the report encourages public discussion about performance, city goals, and resident expectations. The audit team for this project was Nataliya Kurtucheva, Vivien Zhi, and Douglas Jones.

Gary L. White
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	7
Communication and Leadership	12
Streets and Maintenance	14
Public Safety	17
Parks and Recreation	21
Code Enforcement	24
Appendices	27
Appendix A: Methodology	27
Appendix B: Citizen Survey Results (2000-2008)	35
Appendix C: 2008 Citizen Survey Results by Geographic Area	49
Appendix D: Kansas City and Benchmark Cities Satisfaction Trends (2000 – 2008)	63
Appendix E: 2008 Citizen Survey Results – Phone Versus Mail Satisfaction	73

Introduction

Objectives

The purpose of this report is to provide results of the 2008 citizen survey along with comparison with 26 metropolitan 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

Between July 22, 2008 and August 25, 2008, members from 4,748 households responded to the survey with an overall response rate of 49.4 percent. The survey results citywide have a 95 percent confidence level and a margin of error of up to +/- 1.4 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. Small differences between responses on the surveys could be due to sampling error. Appendix A describes our 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 comparative survey data from 39 other jurisdictions. The 26 metropolitan area communities and 13 large regional U.S. cities are:

Kansas City Area Communities

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

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 "experience" questions, included whether the respondents called police in the last year, visited downtown or visited downtown for entertainment in the last year, or called 311 in the last year. We analyzed the relationship between respondents' "experiences" and their satisfaction with city services.

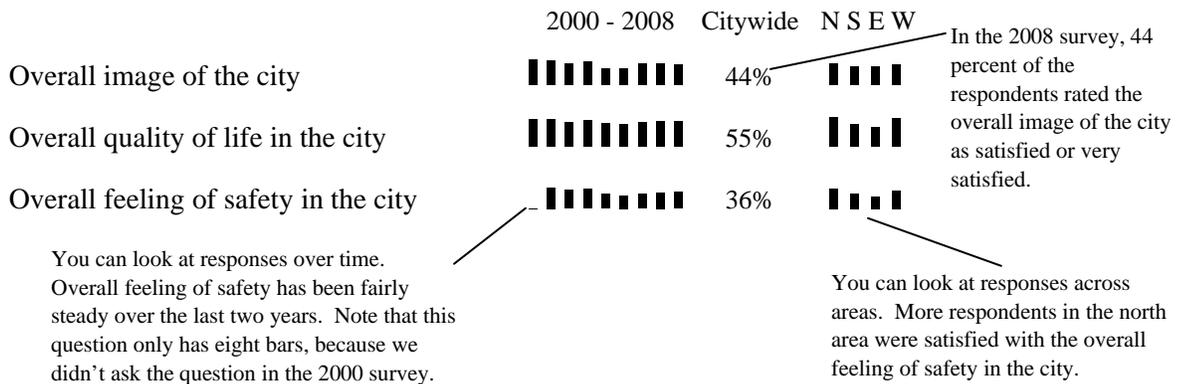
We conducted this performance audit in accordance with generally accepted government audit standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. 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 nine years, beginning with 2000 and going through 2008. The graphs throughout the report generally show the percent of respondents reporting that they are “satisfied” or “very satisfied” with a service. The graphs show the results of the current year and compare results over time. See Appendix B for the survey results for 2000 through 2008.

Percent Satisfied or Very Satisfied with



We also show the results of resident surveys for four areas – north, south, east, and west – and citywide. See Appendix A for a map of these areas. 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 or compare results across areas. See Appendix C for 2008 survey results by geographic area.

Survey Results

Summary

About 55 percent of survey respondents were satisfied with the overall quality of life in the city. About 70 percent of the respondents rated Kansas City as a good or excellent place to live, while 62 percent of respondents rated Kansas City as a good place to work. Only 49 percent of respondents rated Kansas City as a good place to raise children.

Kansas Citians' satisfaction with city services declined this year, as it did in the other metropolitan area communities and large U.S. cities included as our benchmark cities. Compared to other area communities and large U.S. cities, Kansas City's citizen satisfaction is still at or near the bottom.

Maintenance of city streets, buildings, and facilities received the lowest satisfaction rating among the major service categories. Satisfaction with maintenance of city streets, buildings and facilities; water utilities; stormwater runoff/management system; local public health services; and city convention facilities decreased significantly. Satisfaction with the flow of traffic increased significantly.

Only 14 of the 71 service-related questions received a 50 percent or more satisfactory or very satisfactory citywide rating in the citizen survey this year. In 2007, 17 of 70 service-related questions received a 50 percent or more satisfactory or very satisfactory citywide rating.

City Services Receiving over 50 Percent Satisfactory Ratings Citywide

	North	South	East	West	Citywide
Overall quality of local fire protection and rescue services	69%	66%	69%	64%	67%
Overall quality of police, fire and ambulance services	70%	66%	63%	66%	66%
Overall quality of airport facilities	72%	59%	51%	69%	63%
Adequacy of city street lighting	64%	60%	58%	63%	61%
Overall quality of city water utilities	62%	56%	54%	59%	58%
Overall quality of trash collection services	58%	59%	52%	60%	57%
Quality of police protection	64%	54%	50%	58%	57%
City efforts to enhance fire protection	55%	54%	59%	50%	54%
Maintenance of traffic signals	58%	51%	51%	53%	53%
Snow removal on major city streets during the past 12 months	56%	53%	52%	52%	53%
Overall quality of police services	59%	51%	47%	55%	53%
Quality of local ambulance service	53%	54%	57%	47%	53%
The location of city parks	46%	47%	45%	63%	51%
How quickly public safety personnel respond to emergencies	51%	49%	53%	50%	50%

This year, 16 questions received a 20 percent or less satisfactory or very satisfactory rating citywide. In the 2007 survey, only 7 questions received a satisfactory rating of 20 percent or less. Recreation programs, maintenance of city infrastructure, and code enforcement activities were the city services with the lowest citywide ratings.

City Services Receiving 20 Percent or Less Satisfactory Ratings Citywide

	North	South	East	West	Citywide
Level of public involvement in local decision making	20%	20%	18%	23%	20%
City swimming pools and programs	23%	16%	22%	17%	19%
Overall maintenance of city streets, buildings and facilities	20%	17%	19%	17%	18%
Maintenance of city streets	21%	15%	19%	18%	18%
The smoothness of city streets	21%	15%	18%	18%	18%
Enforcing the maintenance of residential property	19%	16%	19%	17%	18%
Condition of sidewalks in the city	24%	15%	17%	16%	18%
Overall effectiveness of appointed boards and commissions	18%	16%	18%	20%	18%
The city's youth athletic programs	19%	16%	22%	15%	18%
Enforcing the clean up of litter and debris on private property	20%	16%	19%	15%	17%
The reasonableness of fees charged for recreation programs	20%	14%	17%	16%	17%
Other city recreation programs	18%	16%	18%	14%	16%
Ease of registering for [Parks and Recreation] programs	18%	13%	17%	14%	15%
Enforcing the mowing and cutting of weeds on private property	17%	14%	17%	14%	15%
Enforcing and prosecuting illegal dumping activities	16%	13%	17%	12%	15%
The city's adult athletic programs	16%	13%	16%	12%	14%

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, quality of police protection, and quality of airport facilities. They also feel safer at home and in their neighborhood. Respondents in the east area feel less safe at home, in their neighborhood, and in parks. Fewer of them agreed that Kansas City is a good or excellent place to live, raise children, or work. Respondents in the west area visit parks more frequently. More of them also rated the location of parks and park maintenance services higher.

Overall Survey Results

About 70 percent of the respondents rated Kansas City as a good or excellent place to live, while 62 percent of respondents rated Kansas City as a good place to work. Less than half of them rated Kansas City as a good or excellent place to raise children.

More respondents from the north and west areas rated Kansas City as a good or excellent place to live and work. Respondents in the east area rated Kansas City significantly lower as a place to live, work, and raise children.

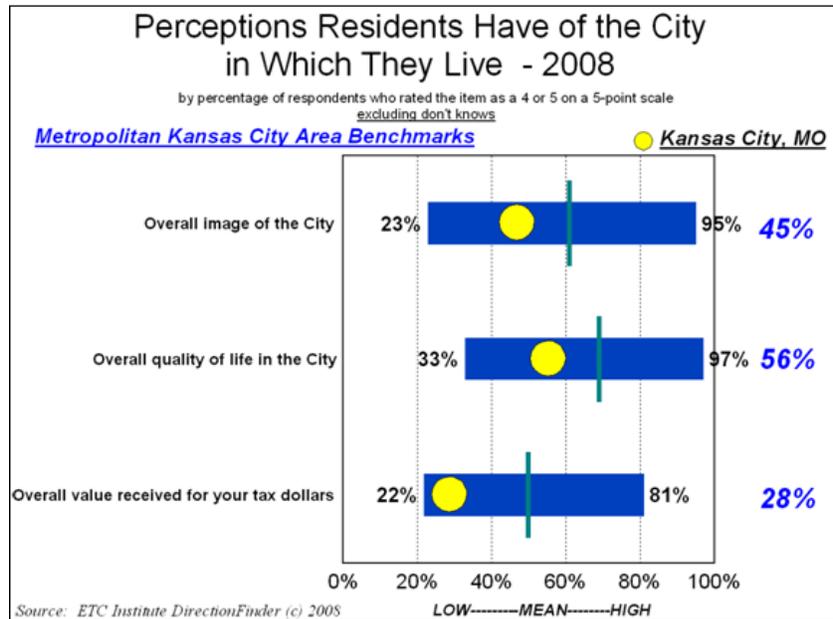
Percent Rating Kansas City Good or Excellent

	2000 - 2008	Citywide	N S E W
As a place to live		70%	
As a place to work		62%	
As a place to raise children		49%	

Fifty-five percent of the respondents were satisfied with the overall quality of life in the city. Fewer respondents in the east area were satisfied with the overall quality of life. Satisfaction with the overall quality of services provided by the city, how well the city is planning growth, and overall value received for city tax dollars and fees decreased significantly this year. Compared to other metropolitan area communities, Kansas City ranked below average in categories related to the perception residents have of the city.

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

	2000 - 2008	Citywide	N S E W
Overall quality of life in the city		55%	
Overall quality of services provided by the city		45%	
Overall image of the city		44%	
Overall feeling of safety in the city		36%	
How well the city is planning growth		29%	
Overall value received for city tax dollars and fees		27%	



Satisfaction with Major Services

Satisfaction with major city services declined this year. Services receiving over 50 percent satisfactory ratings are police, fire, and ambulance services; airport facilities; and water utilities. Satisfaction with the flow of traffic increased significantly. The lowest satisfaction rating is for maintenance of city streets, buildings, and facilities. Satisfaction with city streets, buildings and facilities; water utilities; stormwater runoff/management system; local public health services; and convention facilities decreased significantly.

Overall satisfaction with major services was mixed among the four geographic areas. More north area respondents were satisfied with airport facilities, codes enforcement, and stormwater runoff efforts. More east area respondents were satisfied with the customer service they received from city employees. More west area respondents were satisfied with the quality of city parks and recreation programs and facilities, and traffic flow.

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

	2000 - 2008	Citywide	N S E W
Quality of police, fire, and ambulance services	■■■■■■■■■■	66%	■■■■
Quality of airport facilities	---■■■■■■■■	63%	■■■■
Quality of city water utilities	■■■■■■■■■■	58%	■■■■
Quality of city parks and recreation programs and facilities	■■■■■■■■■■	48%	■■■■
Quality of city convention facilities	_■■■■■■■■	45%	■■■■
Quality of customer service you received from city employees	■■■■■■■■■■	44%	■■■■
Overall flow of traffic	_■■■■■■■■	42%	■■■■
Effectiveness of city communication with the public	■■■■■■■■■■	35%	■■■■
Quality of local public health services	■■■■■■■■■■	34%	■■■■
Quality of city's stormwater runoff/management system	■■■■■■■■■■	29%	■■■■
Enforcement of city codes and ordinances	■■■■■■■■■■	28%	■■■■
Overall maintenance of city streets, buildings, and facilities	■■■■■■■■■■	18%	■■■■

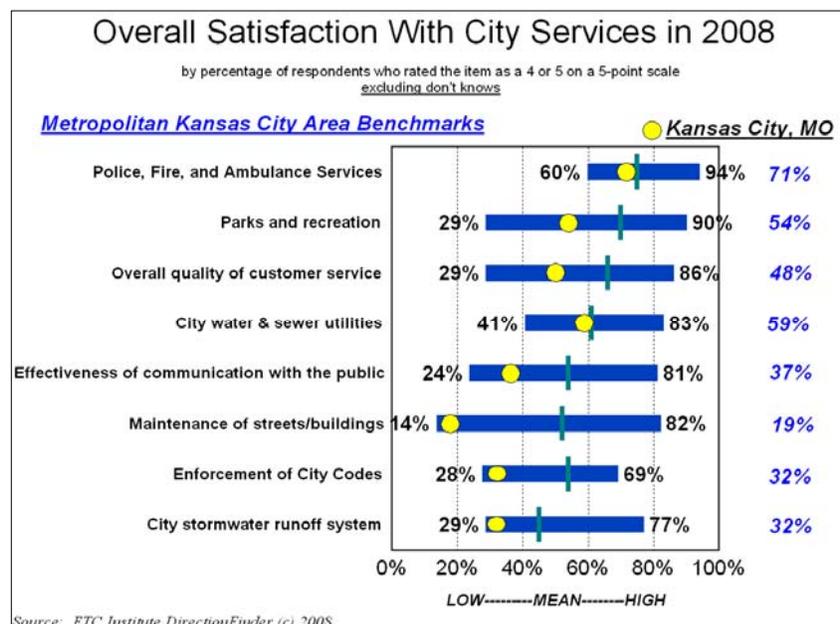
Respondents' Priorities

As with the past eight surveys, respondents rated maintenance of city streets, buildings, and facilities as their highest priority for emphasis in the next two years. This service area also had the lowest satisfaction rating among the major service categories. Respondents from all four areas of the city rated this their highest priority and gave this service area their lowest satisfaction rating among the major service categories.

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

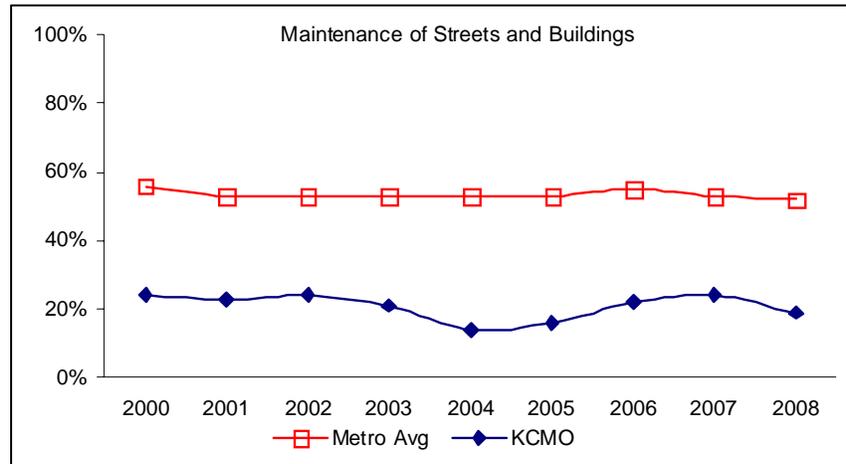
Service categories	Percent Identifying Need ¹	2008 Satisfaction Rating
Overall maintenance of city streets, buildings, and facilities	68%	18%
Overall quality of the city's stormwater runoff/stormwater management system	29%	29%
Overall enforcement of city codes and ordinances	26%	28%
Overall quality of police, fire, and ambulance services	24%	66%
Overall flow of traffic	23%	42%
Overall effectiveness of city communication with the public	19%	35%
Overall quality of city parks and recreation programs and facilities	16%	48%
Overall quality of city water utilities	14%	58%
Overall quality of customer service you receive from City employees	14%	44%
Overall quality of local public health services	12%	34%
Overall quality of city convention facilities	6%	45%
Overall quality of airport facilities	4%	63%

Kansas Citians' overall satisfaction with the major categories of city services is lower than the average of the 26 metropolitan area benchmark communities. Kansas City is near the bottom in enforcement of city codes, maintenance of city streets, buildings and facilities, and stormwater runoff/management system.



¹ Based on respondents' first, second, and third choice of a major service category that should receive emphasis from city leaders over the next two years.

Since 2000, Kansas City residents' satisfaction with the maintenance of the city's streets and buildings has been consistently less than the average level of satisfaction among metropolitan area communities. Appendix D contains a series of trend graphs showing Kansas City residents' satisfaction ratings compared to average satisfaction ratings in the metropolitan area communities between 2000 and 2008.



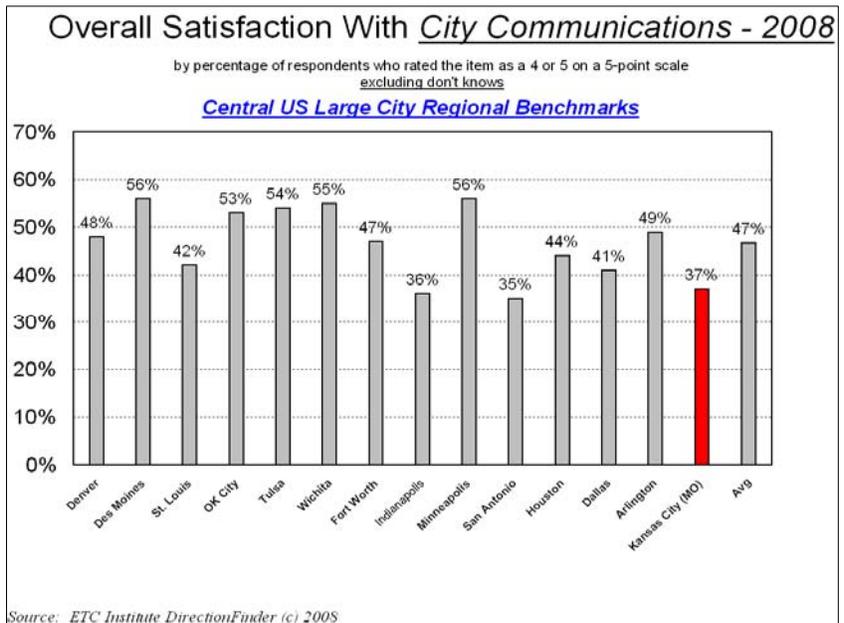
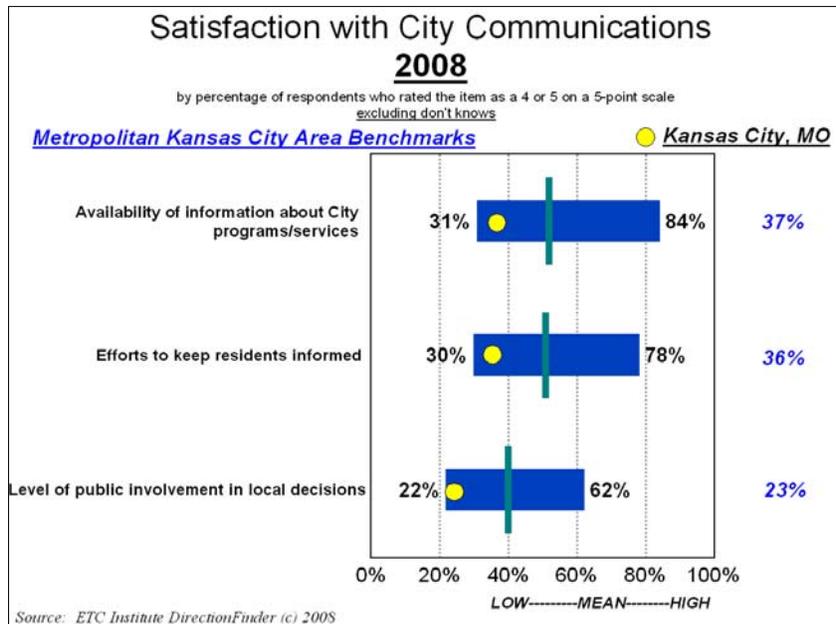
Source: ETC DirectionFinder (2000-2008).

Communication and Leadership

Satisfaction ratings related to communication and leadership decreased significantly this year. About a third of the respondents were satisfied with city efforts to keep the public informed about local issues and the availability of information about city programs and services. About 23 percent of the respondents were satisfied with the overall effectiveness of the city manager and appointed staff and the quality of leadership provided by elected officials. In addition, satisfaction with city communications was low compared to the other area communities and large U.S. cities. Satisfaction with the level of public involvement in local decision making was near the bottom among the other metropolitan area communities.

Percent Satisfied or Very Satisfied with City Communication and City Leadership

	2000 - 2008	Citywide	N S E W
City efforts to keep you informed about local issues	■■■■■■■■■■	34%	■■■■
The availability of information about city programs and services	■■■■■■■■■■	34%	■■■■
Overall effectiveness of the city manager and appointed staff	■■■■■■■■■■	23%	■■■■
Overall quality of leadership provided by the city's elected officials	■■■■■■■■■■	23%	■■■■
How ethically the city conducts business	-----■	21%	■■■■
The level of public involvement in local decision making	■■■■■■■■■■	20%	■■■■
Overall effectiveness of appointed boards and commissions	■■■■■■■■■■	18%	■■■■



Satisfaction Related to Experiences – Calling 311

About a third of the survey respondents called 311 in the last year, up about 8 percentage points from last year. They are significantly more satisfied with the quality of customer service received from city employees than respondents who did not call 311 in the last year. However, respondents who called 311 were significantly less satisfied with many city services.

Percent of respondents who called 311 in the last year

	North	South	East	West	Citywide
Called 311 in the last year	29%	33%	35%	34%	33%

Streets and Maintenance

About 18 percent of respondents were satisfied with the overall maintenance of city streets, buildings, and facilities. Over half of the respondents were satisfied with the adequacy of city street lighting, snow removal on major city streets, and maintenance of the traffic signals. The smoothness of city streets, maintenance of city streets, and the condition of sidewalks received satisfaction ratings of less than 20 percent.

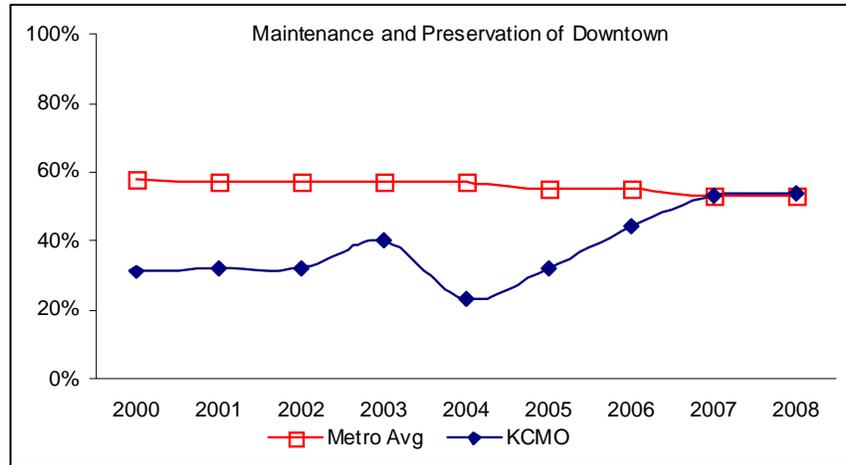
Satisfaction with a number of streets and maintenance services decreased significantly from last year, including maintenance of city streets, maintenance of neighborhood streets, smoothness of city streets, maintenance of traffic signals, maintenance of city buildings, snow removal on major city streets, mowing and tree trimming along streets and public areas, and overall cleanliness of city streets and public areas.

More north area respondents were satisfied with maintenance of traffic signals, and street signs. More west area respondents were satisfied with the maintenance of city buildings and maintenance and preservation of downtown. Fewer east area respondents were satisfied with the maintenance of neighborhood streets.

Percent Satisfied or Very Satisfied with Streets and Maintenance Services

	2000 - 2008	Citywide	N S E W
Adequacy of city street lighting	██████████	61%	████
Snow removal on major city streets during the past 12 months	██████████	53%	████
Maintenance of traffic signals	██████████	53%	████
Maintenance and preservation of downtown	██████████	48%	████
Maintenance of street signs	██████████	48%	████
Maintenance of city buildings	██████████	43%	████
Snow removal on streets in residential areas during the past 12 months	██████████	34%	████
Maintenance of streets in neighborhoods	██████████	33%	████
Mowing and tree trimming along streets and other public areas	██████████	32%	████
Overall cleanliness of city streets and public areas	██████████	32%	████
Maintenance of city streets	██████████	18%	████

Kansas City residents' satisfaction with the maintenance and preservation of downtown has been steadily increasing since 2004 and is now slightly above the average level of satisfaction among metropolitan area communities.



Source: ETC DirectionFinder (2000-2008).

Satisfaction Related to Experience – Visiting Downtown

About 81 percent of the survey respondents visited downtown and 60 percent of the survey respondents visited downtown for entertainment or dining in the last year. They are more satisfied with the quality of city convention facilities, overall quality of life in the city and maintenance and preservation of downtown. They also felt safer in downtown during the day and at night than respondents who did not visit downtown in the last year.

Among the survey respondents who visited downtown last year, 73 percent of them visited downtown for entertainment or dining.

Percent of respondents experiencing the following

	North	South	East	West	Citywide
Visited downtown in the last year	82%	75%	75%	90%	81%
Visited downtown for entertainment or dining in the last year	68%	52%	44%	74%	60%

Public Safety

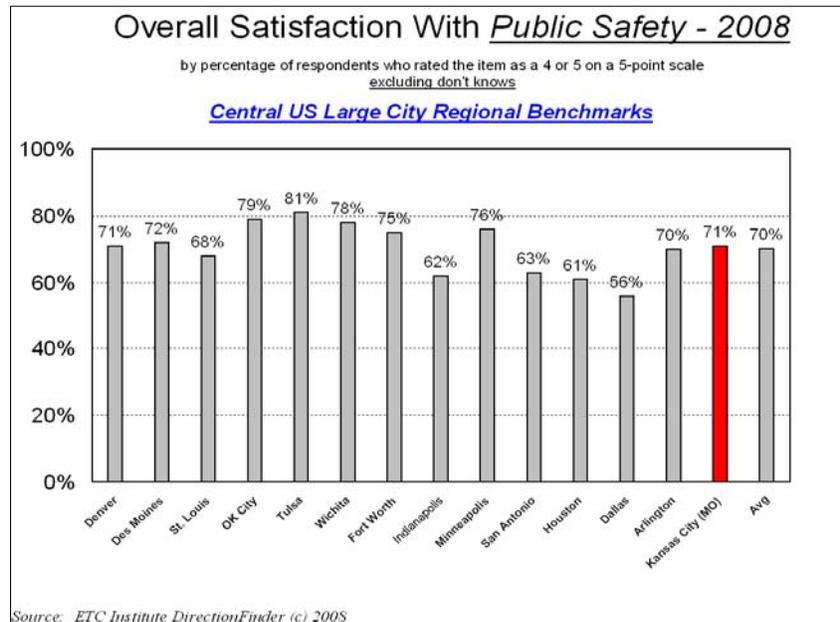
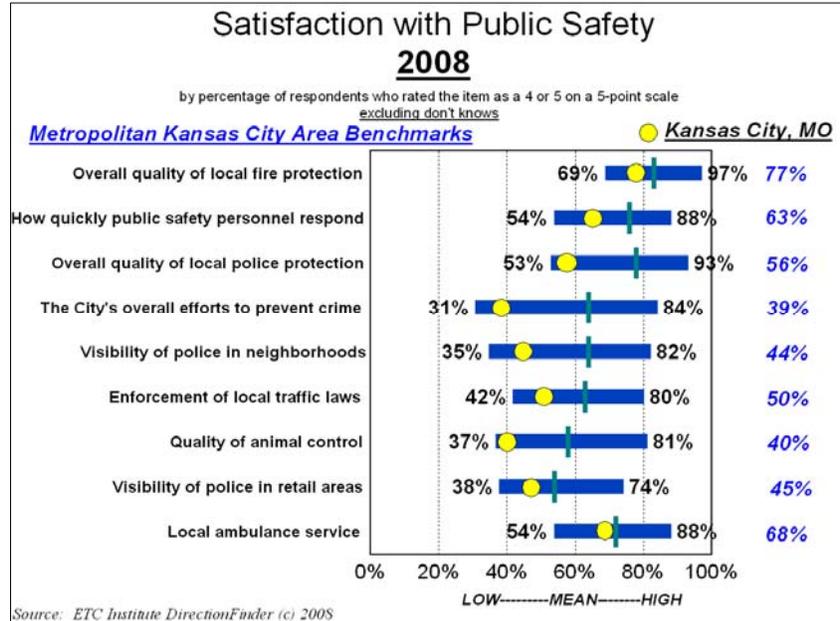
About 66 percent of the respondents were satisfied with the overall quality of police, fire and ambulance services. At least half of the respondents were satisfied with the quality of police protection, overall quality of police services, quality of fire protection and rescue services, city efforts to enhance fire protection, quality of ambulance service, and how quickly public safety personnel responds to emergencies. Satisfaction with the city’s municipal court decreased significantly from last year.

Respondents in the east area were more satisfied with efforts to enhance fire protection and ambulance services. Respondents from the north area were more satisfied with the quality of police protection. West area respondents were less satisfied with the quality of ambulance service.

Percent Satisfied or Very Satisfied with Public Safety Services

	2000 - 2008	Citywide	N S E W
Quality of police protection	■■■■■■■■■■	57%	■■■■
Overall quality of police services	-----■■	53%	■■■■
Enforcement of local traffic laws	■■■■■■■■■■	47%	■■■■
Visibility of police in neighborhoods	■■■■■■■■■■	43%	■■■■
Visibility of police in retail areas	■■■■■■■■■■	42%	■■■■
City’s overall efforts to prevent crime	■■■■■■■■■■	37%	■■■■
Overall quality of fire protection and rescue services	■■■■■■■■■■	67%	■■■■
City efforts to enhance fire protection	_■■■■■■■■■■	54%	■■■■
Quality of local ambulance service	■■■■■■■■■■	53%	■■■■
How quickly public safety personnel responds to emergencies	■■■■■■■■■■	50%	■■■■
Quality of animal control	■■■■■■■■■■	33%	■■■■
The city's municipal court	_■■■■■■■■■■	22%	■■■■

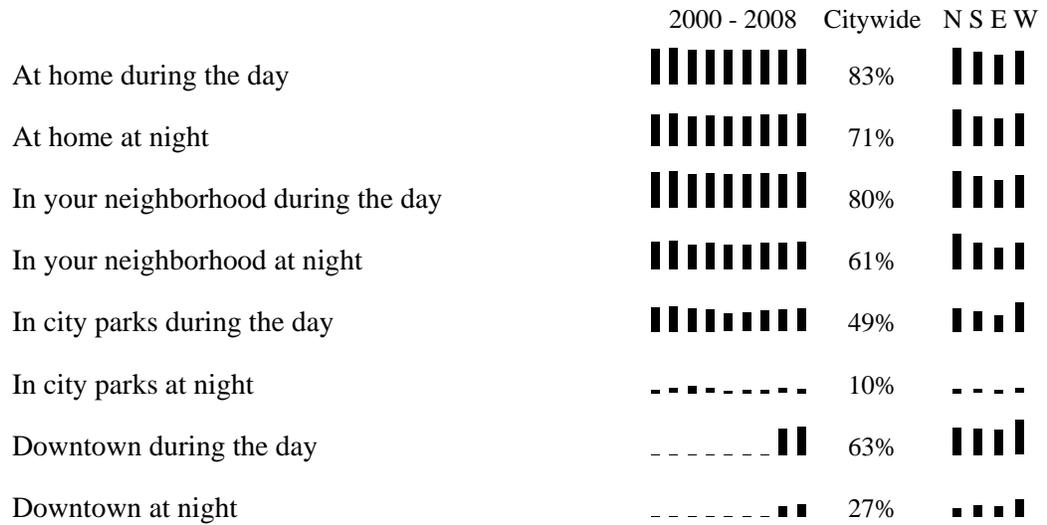
Satisfaction with public safety ranked low compared to other metropolitan area communities. Compared to the large U.S. benchmark cities, Kansas City is slightly above average on overall satisfaction with public safety services.



The percent of respondents feeling safe at home during the day and in their neighborhood during the day and at night increased significantly from last year. The percent of respondents feeling safe in downtown during the day and at night also increased significantly from last year.

Respondents in the east area feel less safe at home, in their neighborhood, and in city parks during the day and night.

Percent Feeling Safe or Very Safe



Satisfaction Related to Experiences – Using Public Safety Services

About 32 percent of the survey respondents called the police in the last year and about 15 percent of the respondents or members of their household were victims of a crime in the city in the past year. Both groups were less satisfied with the quality of local police protection and felt less safe at home and in their neighborhoods than those who were not victims of a crime.

More east and west area respondents reported that they or a member of their household were a victim of crime in the last year and that they called the police. North area respondents reported the lowest percentages for calling the police and whether they or a member of their household were a victim of crime in the last year.

About 6 percent of the survey respondents used fire services in the last year. They were more satisfied with the quality of local fire protection and how quickly public safety personnel respond to emergencies.

About 13 percent of the survey respondents used ambulance service in the last year. They were more satisfied the quality of local ambulance service.

About 15 percent of the survey respondents have been to the municipal court in the last year. They tend to be less satisfied with the city’s municipal court than respondents who have not been to municipal court in the last year.

Percent of respondents experiencing the following

	North	South	East	West	Citywide
Called the police in the last year	26%	29%	35%	37%	32%
Respondent or anyone in household the victim of crime during the last year	9%	13%	18%	19%	15%
Used fire services in the last year	5%	5%	7%	6%	6%
Used the ambulance services in the last year	10%	15%	17%	9%	13%
Been to municipal court in last year	11%	15%	17%	18%	15%

Parks and Recreation

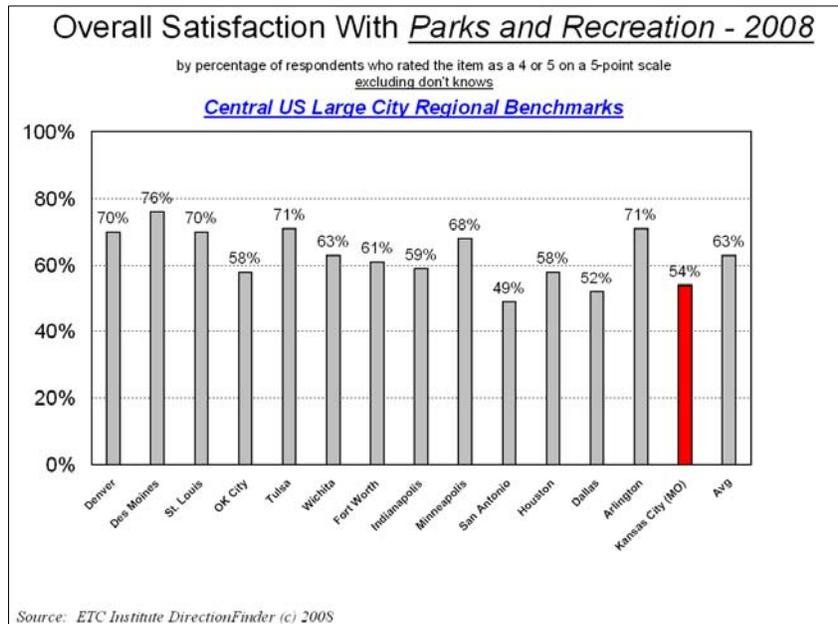
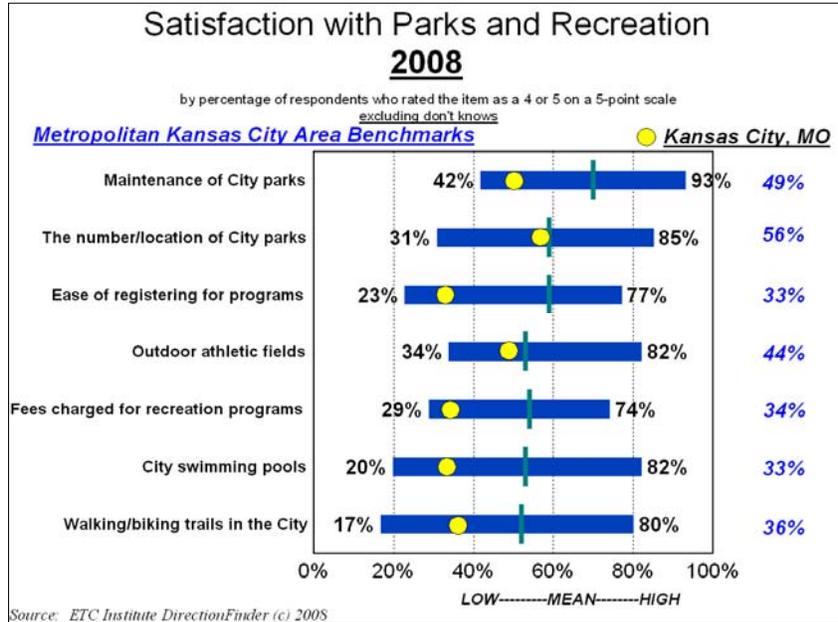
About 48 percent of the survey respondents were satisfied with the overall quality of city parks and recreation programs and facilities. A little over half of the survey respondents were satisfied with the location of city parks. Satisfaction related to maintenance of city parks, maintenance of boulevards and parkways, the city’s adult athletic program, and ease of registering for programs decreased significantly from last year. Many survey respondents did not rate the quality of some recreation programs, responding “don’t know” to the survey. Over a third of the respondents reported they seldom or never visited a city park in the last year.

West area respondents visited parks more frequently than respondents from other areas of the city. More respondents in the west area were satisfied with the maintenance of parks, boulevards and parkways, and park locations.

Percent Satisfied or Very Satisfied with Parks and Recreation Services and Programs

	2000 - 2008	Citywide	N S E W
The location of city parks	---■■■■■■■	51%	■■■■■
Maintenance of boulevards and parkways	---■■■■■■■	46%	■■■■■
Maintenance of city parks	■■■■■■■■■	43%	■■■■■
Walking and biking trails in the city	■■■■■■■■■	29%	■■■■■
Outdoor athletic fields	■■■■■■■■■	27%	■■■■■
Maintenance of city community centers	---■■■■■■■	26%	■■■■■
City golf courses	■■■■■■■■■	24%	■■■■■
City swimming pools and programs	■■■■■■■■■	19%	■■■■■
The city's youth athletic programs	■■■■■■■■■	18%	■■■■■
Reasonableness of fees charged for recreation programs	■■■■■■■■■	17%	■■■■■
Other city recreation programs	■■■■■■■■■	16%	■■■■■
Ease of registering for [Parks and Recreation] programs	■■■■■■■■■	15%	■■■■■
The city's adult athletic programs	■■■■■■■■■	14%	■■■■■

Kansas City residents' satisfaction with parks and recreation services ranked below average compared to other metropolitan area communities and among large U.S. cities.



Satisfaction Related to Experiences – Visiting City Parks

About 65 percent of the survey respondents or other members of their households visited city parks in the last year. Overall, they are more satisfied with the maintenance of the city parks, location of city parks, and walking and biking trails in the city than those who did not visit a park in the last year. They also felt safer in city parks during the day and at night than those who did not visit a park in the last year. About 35 percent of the respondents seldom or never visited city parks.

Percent of Respondents or Other Members of Their Households Who Visited Parks

	North	South	East	West	Citywide
At least once a week	10%	11%	11%	27%	15%
A few times a month	13%	14%	15%	21%	16%
Monthly	14%	11%	9%	12%	11%
Less than once a month	25%	24%	21%	19%	22%
Seldom or never	38%	40%	45%	21%	35%

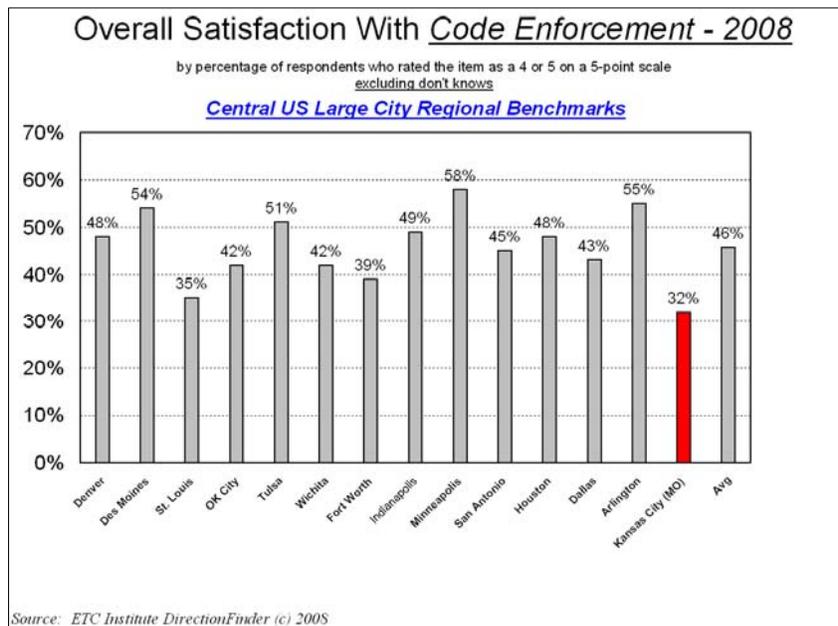
Code Enforcement

About 28 percent of survey respondents were satisfied with overall enforcement of city codes and ordinances. Over half of the respondents were satisfied with the quality of trash collection services, however, satisfaction with trash collection decreased significantly from last year. East area respondents were less satisfied with quality of trash collection services. Satisfaction with services related to code enforcement activities is still low with most services receiving a satisfaction rating of less than 30 percent.

Percent Satisfied or Very Satisfied with Code Enforcement Services:

	2000 - 2008	Citywide	N S E W
Overall quality of trash collection services	■■■■■■■■■■	57%	■■■■
Enforcing equal opportunities among all citizens	-- ■■■■■■	27%	■■■■
Enforcing codes designed to protect public safety and public health	■■■■■■■■■■	25%	■■■■
Enforcing sign regulations	■■■■■■■■■■	25%	■■■■
Timeliness of removal of abandoned cars from public property	- ■■■■■■	23%	■■■■
Enforcing exterior maintenance of business property	■■■■■■■■■■	22%	■■■■
Enforcing maintenance of residential property	■■■■■■■■■■	18%	■■■■
Enforcing the clean up of litter and debris on private property	■■■■■■■■■■	17%	■■■■
Enforcing the mowing and cutting of weeds on private property	■■■■■■■■■■	15%	■■■■
Enforcing and prosecuting illegal dumping activities	■■■■■■■■■■	15%	■■■■

Compared to other metropolitan area communities, Kansas City residents' satisfaction is at or near the bottom with the enforcement of codes and ordinances. Kansas City also has the lowest satisfaction rating for codes enforcement among the large U.S. benchmark cities.



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 39 other jurisdictions. ETC Institute is a market research firm based in Olathe. In 2000, the city joined approximately 20 other communities 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 July 22, 2008, a copy of the survey instrument, a cover letter from the mayor and city auditor, and a postage-paid return envelope were mailed to a random sample of 9,600 households. Between July 29, 2008 and August 25, 2008, telephone surveys were administered to households that did not respond to the survey by mail.

The goal is to administer approximately half of the surveys by phone and half by mail to minimize any bias that may have been introduced based on the method. This year, 43 percent of surveys were conducted by phone and 57 percent by mail. Of the 9,600 households that received the survey, 2,725 completed the survey by mail and 2,023 completed the survey by phone. The total number of households that completed the survey by mail or phone was 4,748. Statistical analysis indicates that the respondents who answered the survey by phone were significantly more satisfied with a number of city services than those who answered the survey by mail. (See Appendix E.)

The survey has an overall response rate of 49.4 percent. The survey results citywide have a 95 percent confidence level and a margin of error of up to +/- 1.4 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	48.3%	51.7%
2008 Survey	46.9%	53.1%

Comparison of Respondent Race to 2000 Census

Source	White	Black/African American	Other
Census	60.7%	31.2%	8.1%
2008 Survey	64.8%	26.7%	8.5%

We report 2008 survey results compared to the results from previous years. The 2007 survey had overall a 95 percent confidence level and margin of error of up to +/- 1.5 percent. The other prior years' surveys had margins of error of up to +/- 2.8 percent with 95 percent confidence levels. Small differences between responses on the surveys could be due to sampling error.

In 2004 we changed the survey methodology from a phone survey to a mail survey to increase the number of households being surveyed and obtain information by geographic areas of the city. Satisfaction ratings noticeably declined between 2003 and 2004 and probably reflected both the change in methodology and lower citizen satisfaction. Beginning in 2005 we started conducting the citizen survey using both mail and phone surveys. Our 2008 contract with ETC required them to complete 4,000 surveys (1,000 from each area) by a combination of mail and phone with at least 1,900 surveys conducted by phone.

Percent of Survey Responses Received by Mail and Phone

	2000-2003	2004	2005	2006	2007	2008
Mail	0%	100%	77%	53%	47%	57%
Phone	100%	0%	23%	47%	53%	43%
Responses	1,204 ²	3,838	4,395	4,105	4,091	4,748

About 57 percent of this year's surveys were conducted by mail and 43 percent of the surveys were conducted by phone. Percentages of surveys responded to by mail or phone in the north and south areas are similar to the citywide proportions. In the east area, there were more phone respondents than mail respondents. The west area had the highest percentage of mail responses.

Surveys Completed by Mail or Phone

Area	Mail	Phone
Citywide	57%	43%
North	58%	42%
South	58%	42%
East	49%	51%
West	61%	39%

² Average number of survey responses per year between 2000 and 2003.

ETC was concerned that the higher proportion of mail surveys in the 2008 citizen survey could have contributed to the decline in satisfaction ratings. They evaluated the results by randomly selecting a portion of the mail surveys and all phone surveys to create a database where the number of mail and phone surveys were nearly equal. ETC compared the weighted results to the unweighted survey results and while some differences were identified, they determined that the overall results of the survey were not significantly changed.

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 metropolitan area and nationwide between 2005 and 2008. We compared the results of the 2008 citizen survey to the most recent survey results from 26 metropolitan 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.” (See Appendix D for Kansas City and benchmark cities satisfaction trends for 2000 – 2008.)

Kansas City Area Communities and Survey Methodology

Blue Springs, MO	Mail & phone	Mission, KS	Mail & phone
Bonner Springs, KS	Mail & phone	Olathe, KS	Mail & phone
Butler, MO	Phone	Overland Park, KS	Mail & phone
Excelsior Springs, MO	Mail & phone	Platte City, MO	Mail & phone
Gardner, KS	Mail & phone	Platte County, MO	Phone
Gladstone, MO	Mail & phone	Raymore, MO	Phone
Grandview, MO	Mail & phone	Raytown, MO	Mail & phone
Independence, MO	Mail & phone	Riverside, MO	Mail & phone
Johnson County, KS	Mail & phone	Roeland Park, KS	Mail & phone
Kansas City, MO	Mail & phone	Shawnee, KS	Phone
Leawood, KS	Phone	Spring Hill, KS	Phone
Lee’s Summit	Mail & phone	Unified Government of	Phone
Lenexa, KS	Mail & phone	Kansas City, KS &	
Liberty, MO	Mail & phone	Wyandotte County	
Merriam, KS	Mail & phone		

Large Regional U.S. Cities and Survey Methodology

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

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 24 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 22 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 28 percent of the survey respondents.

Geographical Areas by Zip Code

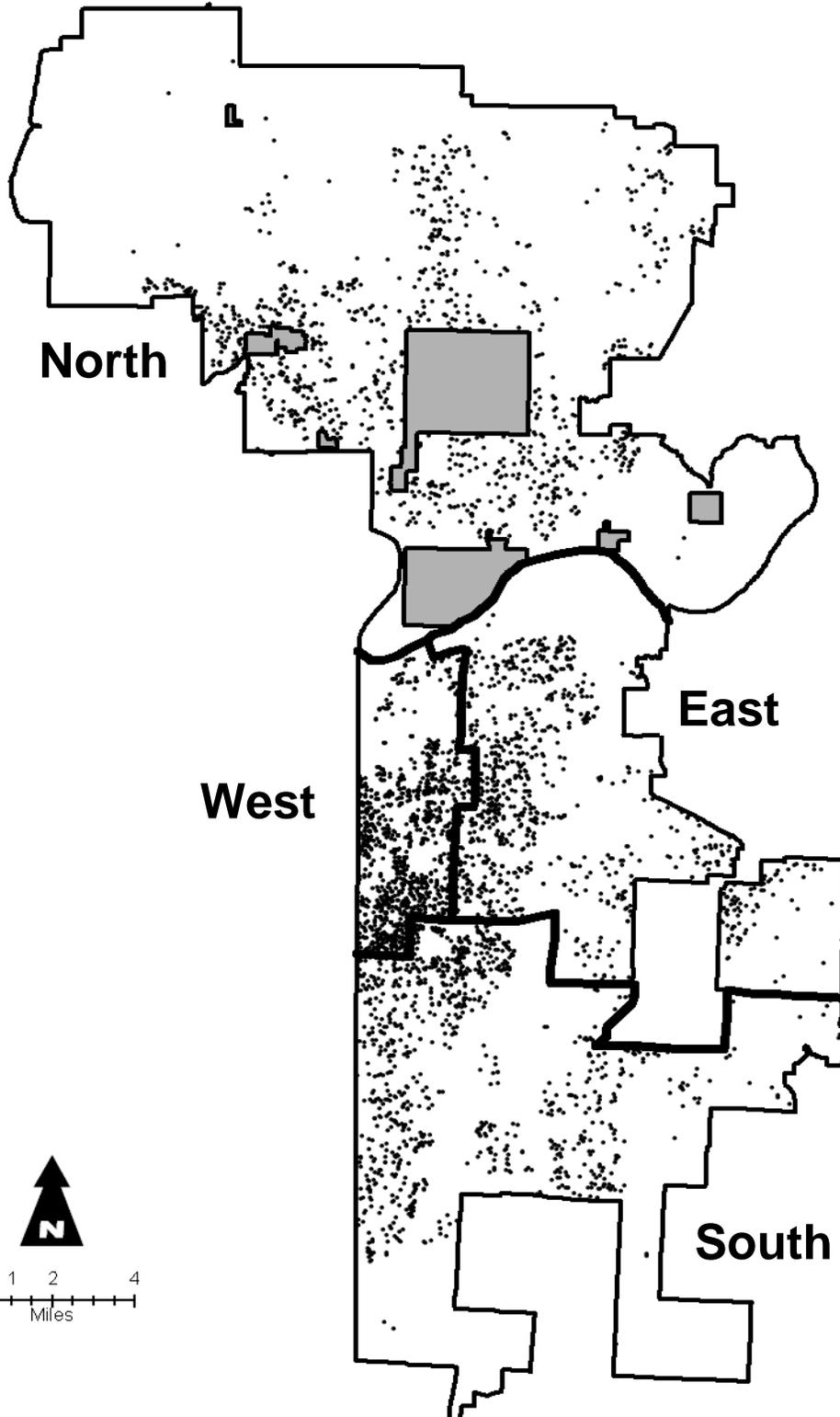
Area	Zip Codes	Population	Survey Respondents	Margin of Error *
North	64116, 64117, 64118, 64119, 64151, 64152, 64153, 64154, 64155, 64156, 64157, 64158, 64160, 64161, 64163, 64164, 64165, 64166, 64167	118,497 (26.9%)	1,176 (24.8%)	+/- 2.84%
South	64114, 64131, 64132, 64134, 64137, 64138, 64139, 64145, 64146, 64147, 64149	117,868 (26.7%)	1,129 (23.8%)	+/- 2.90%
East	64120, 64123, 64124, 64125, 64126, 64127, 64128, 64129, 64130, 64133, 64136	121,607 (27.6%)	1,048 (22.1%)	+/- 3.01%
West	64101, 64102, 64105, 64106, 64108, 64109, 64110, 64111, 64112, 64113	83,235 (18.9%)	1,343 (28.3%)	+/- 2.65%
City-wide		441,207	4,696 ³	+/- 1.41%

* 95% confidence, p=50%

Source: City Planning & Development Department; ETC Institute 2008 DirectionFinder Survey.

³ Surveys were received from 4,748 households, however, 52 did not include the information needed to graph their location.

General Concentration of Responses to 2008 Citizen Survey



Sources: Citywide Planning Division, City Planning & Development Department and 2008 Citizen Survey Responses

Appendix B

Citizen Survey Results (2000-2008)

Kansas City Citizen Survey Results by Percentage (2000-2008)

*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	2007 N= 4091	2008 N= 4748
Q1a Overall quality of police, fire and ambulance services									
Satisfied/Very Satisfied	67	69	68	65	64	63	65	64	66
Neutral	19	19	20	21	20	21	19	19	20
Dissatisfied/Very Dissatisfied	8	8	9	8	9	10	8	8	8
Don't Know	6	3	4	6	7	6	8	8	6
Q1b Overall quality of city parks and recreation programs and facilities									
Satisfied/Very Satisfied	54	54	50	48	47	47	51	49	48
Neutral	24	25	27	26	29	28	26	26	28
Dissatisfied/Very Dissatisfied	13	13	17	14	16	16	12	13	14
Don't Know	9	8	6	12	8	9	11	12	11
Q1c Overall maintenance of city streets, buildings and facilities									
Satisfied/Very Satisfied	24	22	23	20	14	15	21	24	18
Neutral	32	29	27	28	20	23	29	29	29
Dissatisfied/Very Dissatisfied	44	48	50	51	64	61	48	46	51
Don't Know	0	1	1	1	2	1	1	1	2
Q1d Overall quality of city water utilities									
Satisfied/Very Satisfied	57	65	62	64	55	53	58	61	58
Neutral	23	20	21	21	26	24	22	21	24
Dissatisfied/Very Dissatisfied	18	13	15	13	16	19	16	14	16
Don't Know	2	2	2	2	4	3	3	3	2
Q1e Overall enforcement of city codes and ordinances									
Satisfied/Very Satisfied	34	41	42	42	26	28	30	30	28
Neutral	31	29	30	25	35	32	31	30	32
Dissatisfied/Very Dissatisfied	23	19	21	20	28	29	25	24	28
Don't Know	12	11	7	12	11	10	14	15	12
Q1f Overall quality of customer service you receive from city employees									
Satisfied/Very Satisfied	51	50	47	52	36	36	42	46	44
Neutral	22	26	25	24	34	32	30	27	29
Dissatisfied/Very Dissatisfied	19	17	23	17	24	24	19	18	19
Don't Know	8	7	5	7	6	8	9	9	9
Q1g Overall effectiveness of city communication with the public									
Satisfied/Very Satisfied	36	42	37	41	28	29	34	36	35
Neutral	34	32	33	33	37	36	35	34	36
Dissatisfied/Very Dissatisfied	25	22	27	22	28	30	23	24	24
Don't Know	5	3	4	5	6	5	7	6	5
Q1h Overall quality of the city's stormwater runoff/stormwater management system									
Satisfied/Very Satisfied	31	37	40	41	29	30	35	36	29
Neutral	27	29	29	26	30	29	29	27	30
Dissatisfied/Very Dissatisfied	33	25	26	23	34	34	27	27	32
Don't Know	9	9	6	10	7	6	9	10	9

	2000	2001	2002	2003	2004	2005	2006	2007	2008
Q1i Overall quality of local public health services									
Satisfied/Very Satisfied	44	51	47	51	32	33	36	37	34
Neutral	25	24	27	20	36	34	30	28	31
Dissatisfied/Very Dissatisfied	9	9	16	13	12	13	12	12	11
Don't Know	22	15	10	16	20	21	22	23	24
Q1j Overall flow of traffic									
Satisfied/Very Satisfied		39	34	43	36	33	39	39	42
Neutral		31	31	31	31	30	33	32	32
Dissatisfied/Very Dissatisfied		28	33	24	30	34	26	26	22
Don't Know		2	1	2	3	3	3	3	4
Q1k Overall quality of airport facilities									
Satisfied/Very Satisfied				60	63	64	65	65	63
Neutral				17	21	19	17	17	17
Dissatisfied/Very Dissatisfied				6	7	7	6	6	7
Don't Know				17	8	10	13	13	13
Q1l Overall quality of city convention facilities									
Satisfied/Very Satisfied				52	41	42	46	52	45
Neutral				21	33	29	24	19	24
Dissatisfied/Very Dissatisfied				7	9	8	5	6	7
Don't Know				20	17	21	25	23	23
Q2 Item that should receive the most emphasis from city leaders over the next two years									
Police, fire, and ambulance	12	13	11	10	15	15	15	13	13
Parks and recreation	8	6	9	6	3	4	4	5	5
Maintenance	34	44	36	48	50	44	40	38	38
Water utilities	7	3	4	5	2	3	4	4	3
Codes and ordinances	7	4	5	5	4	6	6	6	7
Customer services	4	2	6	3	3	3	3	3	3
Communication	6	3	5	3	2	2	3	3	3
Stormwater	11	6	6	5	5	7	6	7	8
Public health	6	3	4	2	2	3	3	3	3
Traffic flow		13	8	6	5	7	7	7	5
Airport facilities				1	0	1	1	1	1
Convention facilities				1	1	1	1	1	1
Don't know	5	3	5	5	7	6	8	9	9
Q2 Item that should receive the second most emphasis from city leaders over the next two years									
Police, fire, and ambulance	7	8	6	7	9	7	6	6	6
Parks and recreation	9	6	8	7	7	5	6	6	6
Maintenance	23	20	15	18	19	21	19	17	20
Water utilities	10	7	7	7	5	6	6	5	6
Codes and ordinances	9	10	11	10	9	9	11	9	10
Customer services	6	6	10	6	7	6	6	6	5
Communication	10	8	10	7	6	7	7	8	7
Stormwater	13	11	10	9	11	11	10	9	11
Public health	5	4	6	4	4	4	4	4	4
Traffic flow		11	10	11	12	12	10	10	8
Airport facilities				1	1	1	1	2	1
Convention facilities				2	2	1	1	1	2

	2000	2001	2002	2003	2004	2005	2006	2007	2008
Q2 Item that should receive the third most emphasis from city leaders over the next two years									
Police, fire, and ambulance	8	6	5	5	7	7	4	6	5
Parks and recreation	8	5	6	6	7	7	6	5	6
Maintenance	10	11	11	7	8	9	9	8	10
Water utilities	8	5	5	4	5	6	4	4	4
Codes and ordinances	9	6	8	8	8	8	8	7	9
Customer services	8	6	8	5	8	7	6	5	6
Communication	13	10	13	12	10	10	10	9	9
Stormwater	16	11	10	10	9	10	9	8	10
Public health	7	5	7	6	6	5	5	5	5
Traffic flow		16	17	11	13	12	11	10	10
Airport facilities				2	2	2	2	2	2
Convention facilities				4	4	3	1	2	3
Q3a Overall quality of services provided by the City of Kansas City, Missouri									
Satisfied/Very Satisfied		55	52	52	41	40	48	50	45
Neutral		33	34	33	36	37	35	34	36
Dissatisfied/Very Dissatisfied		11	13	13	19	20	14	13	16
Don't Know		1	1	2	3	3	3	3	3
Q3b Overall value that you receive for your city tax dollars and fees									
Satisfied/Very Satisfied	35	36	35	35	22	24	29	31	27
Neutral	34	34	34	33	29	30	33	32	32
Dissatisfied/Very Dissatisfied	29	27	30	28	45	43	35	35	37
Don't Know	2	2	2	4	3	2	3	3	3
Q3c Overall image of the city									
Satisfied/Very Satisfied	55	54	48	52	36	36	47	47	44
Neutral	28	27	30	27	33	32	32	32	32
Dissatisfied/Very Dissatisfied	17	18	21	19	28	29	19	19	22
Don't Know	0	1	2	1	3	3	2	2	2
Q3d How well the city is planning growth									
Satisfied/Very Satisfied	38	39	36	37	26	30	37	40	29
Neutral	30	31	30	28	32	31	29	28	34
Dissatisfied/Very Dissatisfied	25	23	27	26	35	31	23	23	26
Don't Know	7	7	7	9	7	8	10	9	10
Q3e Overall quality of life in the city									
Satisfied/Very Satisfied	60	61	53	57	52	50	55	56	55
Neutral	28	26	30	29	29	31	28	28	28
Dissatisfied/Very Dissatisfied	11	11	16	12	17	18	15	14	15
Don't Know	1	2	2	2	3	2	2	2	2
Q3f Overall feeling of safety in the city									
Satisfied/Very Satisfied		46	41	44	32	30	33	36	36
Neutral		31	34	32	29	27	30	31	30
Dissatisfied/Very Dissatisfied		21	25	24	37	42	36	32	33
Don't Know		1	1	0	2	1	1	1	1
Q4 Would you be willing to attend a focus group or public meeting to discuss city issues?									
Yes								47	38
No								48	45
No answer								5	17

	2000	2001	2002	2003	2004	2005	2006	2007	2008
Q5a Quality of local police protection									
Satisfied/Very Satisfied	61	59	56	55	54	52	54	58	57
Neutral	21	24	24	24	26	25	22	21	23
Dissatisfied/Very Dissatisfied	16	15	19	18	16	19	19	17	15
Don't Know	2	2	2	2	5	4	5	4	5
Q5b The visibility of police in neighborhoods									
Satisfied/Very Satisfied	49	49	48	51	38	38	39	45	43
Neutral	24	25	27	27	28	27	27	26	29
Dissatisfied/Very Dissatisfied	26	24	24	22	32	33	31	27	26
Don't Know	1	1	1	1	2	2	3	2	3
Q5c The visibility of police in retail areas									
Satisfied/Very Satisfied	46	47	45	47	37	37	38	42	42
Neutral	31	33	31	29	35	35	32	31	34
Dissatisfied/Very Dissatisfied	18	16	21	19	23	23	23	20	18
Don't Know	5	4	3	5	5	5	7	6	5
Q5d The city's overall efforts to prevent crime									
Satisfied/Very Satisfied	48	47	44	46	34	30	33	38	37
Neutral	32	32	31	30	34	30	30	31	32
Dissatisfied/Very Dissatisfied	17	17	22	19	26	35	30	25	26
Don't Know	3	4	3	5	6	5	8	6	6
Q5e Enforcement of local traffic laws									
Satisfied/Very Satisfied	49	51	50	52	42	45	44	47	47
Neutral	28	28	29	28	29	28	28	28	30
Dissatisfied/Very Dissatisfied	20	18	18	15	22	22	21	20	18
Don't Know	3	3	2	4	6	6	7	6	5
Q5f Overall quality of police services									
Satisfied/Very Satisfied								54	53
Neutral								27	29
Dissatisfied/Very Dissatisfied								13	13
Don't Know								6	5
Q5g City efforts to enhance fire protection									
Satisfied/Very Satisfied		57	54	57	42	43	46	57	54
Neutral		23	25	21	32	30	26	21	25
Dissatisfied/Very Dissatisfied		6	13	5	6	7	6	4	4
Don't Know		14	7	16	19	20	22	18	17
Q5h Overall quality of local fire protection and rescue services									
Satisfied/Very Satisfied	78	79	69	79	70	71	72	68	67
Neutral	12	13	17	12	18	16	14	16	18
Dissatisfied/Very Dissatisfied	3	2	9	3	2	3	3	2	2
Don't Know	7	6	5	6	10	10	11	14	13
Q5i Quality of local ambulance service									
Satisfied/Very Satisfied	60	65	61	66	52	54	58	54	53
Neutral	18	15	19	15	25	22	18	19	21
Dissatisfied/Very Dissatisfied	5	6	12	5	5	5	4	5	4
Don't Know	17	14	8	14	17	19	20	23	22

	2000	2001	2002	2003	2004	2005	2006	2007	2008
Q5j How quickly public safety personnel respond to emergencies									
Satisfied/Very Satisfied	54	57	53	59	47	47	51	51	50
Neutral	21	20	22	19	25	25	19	20	21
Dissatisfied/Very Dissatisfied	10	10	17	10	12	12	11	10	9
Don't Know	15	12	8	13	16	16	18	19	20
Q5k Quality of animal control									
Satisfied/Very Satisfied	43	42	41	43	32	33	32	34	33
Neutral	26	27	28	26	31	30	27	25	30
Dissatisfied/Very Dissatisfied	22	21	24	21	24	23	24	22	21
Don't Know	9	10	7	10	13	14	16	18	16
Q5l The city's municipal court									
Satisfied/Very Satisfied		36	39	36	23	23	23	25	22
Neutral		27	27	25	35	31	28	26	28
Dissatisfied/Very Dissatisfied		10	16	13	15	14	16	12	12
Don't Know		27	19	26	28	32	33	37	37
Q5m Maintenance of city parks									
Satisfied/Very Satisfied	52	52	47	46	45	44	49	48	43
Neutral	24	25	25	27	29	29	26	25	30
Dissatisfied/Very Dissatisfied	14	15	22	13	17	17	14	14	15
Don't Know	10	8	6	13	9	10	11	12	12
Q5n Maintenance of boulevards and parkways									
Satisfied/Very Satisfied				46	44	46	51	50	46
Neutral				29	28	28	25	25	29
Dissatisfied/Very Dissatisfied				15	23	21	17	16	18
Don't Know				10	5	5	6	8	7
Q5o The location of city parks									
Satisfied/Very Satisfied				52	48	47	52	50	51
Neutral				26	30	30	26	26	29
Dissatisfied/Very Dissatisfied				10	15	14	12	13	11
Don't Know				12	8	8	10	11	9
Q5p Walking and biking trails in the city									
Satisfied/Very Satisfied	28	30	30	33	30	31	33	32	29
Neutral	23	26	29	25	29	27	26	24	27
Dissatisfied/Very Dissatisfied	29	28	30	23	26	26	24	24	26
Don't Know	20	16	11	19	15	16	18	20	18
Q5q Maintenance of city community centers									
Satisfied/Very Satisfied				34	23	24	27	28	26
Neutral				25	35	32	27	25	29
Dissatisfied/Very Dissatisfied				11	12	12	11	12	9
Don't Know				30	29	32	35	35	36
Q5r City swimming pools and programs									
Satisfied/Very Satisfied	14	15	21	22	17	17	19	20	19
Neutral	21	25	26	23	31	28	25	22	26
Dissatisfied/Very Dissatisfied	31	28	31	21	19	18	16	15	13
Don't Know	34	31	22	33	33	37	41	42	42

Kansas City Citizen Survey Report

	2000	2001	2002	2003	2004	2005	2006	2007	2008
Q5s City golf courses									
Satisfied/Very Satisfied	27	25	32	29	26	25	25	24	24
Neutral	21	24	21	17	32	27	24	20	22
Dissatisfied/Very Dissatisfied	10	11	17	7	6	6	5	6	5
Don't Know	42	40	30	47	36	43	47	51	49
Q5t Outdoor athletic fields									
Satisfied/Very Satisfied	35	33	34	36	26	27	27	28	27
Neutral	25	27	31	24	32	29	26	23	25
Dissatisfied/Very Dissatisfied	15	15	19	11	11	10	11	10	8
Don't Know	25	24	16	29	30	34	36	39	40
Q5u The city's youth athletic programs									
Satisfied/Very Satisfied	24	25	29	25	18	18	19	20	18
Neutral	23	27	26	24	31	27	23	20	23
Dissatisfied/Very Dissatisfied	15	13	22	13	12	11	11	10	9
Don't Know	38	36	24	38	39	44	47	49	50
Q5v The city's adult athletic programs									
Satisfied/Very Satisfied	20	20	26	23	16	15	16	16	14
Neutral	22	26	26	22	33	28	23	21	23
Dissatisfied/Very Dissatisfied	14	14	22	13	11	11	11	10	9
Don't Know	44	40	26	43	41	46	50	53	53
Q5w Other city recreation programs									
Satisfied/Very Satisfied	26	24	30	25	16	16	18	19	16
Neutral	23	28	28	24	34	29	25	22	25
Dissatisfied/Very Dissatisfied	12	11	19	10	10	9	9	9	9
Don't Know	39	37	24	41	40	45	47	51	50
Q5x Ease of registering for [Parks and Recreation] programs									
Satisfied/Very Satisfied	23	22	28	25	16	16	17	18	15
Neutral	22	27	27	22	34	28	24	22	23
Dissatisfied/Very Dissatisfied	10	11	17	10	9	9	9	8	8
Don't Know	45	41	27	43	41	48	50	53	53
Q5y The reasonableness of fees charged for recreation programs									
Satisfied/Very Satisfied	25	22	29	24	18	17	18	18	17
Neutral	22	27	27	22	33	27	25	21	24
Dissatisfied/Very Dissatisfied	10	11	17	11	10	10	10	9	8
Don't Know	43	40	27	43	40	46	48	52	51
Q5z Availability of information about city programs and services									
Satisfied/Very Satisfied	34	38	41	39	27	29	33	36	34
Neutral	31	33	31	30	32	32	29	28	32
Dissatisfied/Very Dissatisfied	27	23	22	24	31	30	26	27	25
Don't Know	8	5	6	7	10	9	12	10	9
Q5aa City efforts to keep you informed about local issues									
Satisfied/Very Satisfied	33	38	42	39	28	32	33	37	34
Neutral	31	35	31	29	32	31	31	30	34
Dissatisfied/Very Dissatisfied	31	24	23	27	34	33	29	28	28
Don't Know	5	3	5	5	5	5	7	5	4

	2000	2001	2002	2003	2004	2005	2006	2007	2008
Q5bb Level of public involvement in local decision making									
Satisfied/Very Satisfied	23	25	34	27	17	19	20	23	20
Neutral	31	35	31	33	32	32	32	32	34
Dissatisfied/Very Dissatisfied	36	31	29	30	40	39	35	33	34
Don't Know	10	9	6	10	11	10	13	11	12
Q5cc Overall quality of leadership provided by the city's elected officials									
Satisfied/Very Satisfied	35	37	38	35	22	24	27	28	23
Neutral	33	33	34	35	33	33	32	33	35
Dissatisfied/Very Dissatisfied	26	25	21	21	39	37	32	31	36
Don't Know	6	5	7	9	6	6	9	8	7
Q5dd Overall effectiveness of appointed boards and commissions									
Satisfied/Very Satisfied	27	29	35	30	16	17	20	22	18
Neutral	34	35	33	33	35	35	32	32	35
Dissatisfied/Very Dissatisfied	27	25	22	22	35	33	30	30	33
Don't Know	12	10	11	15	14	15	18	16	14
Q5ee Overall effectiveness of the city manager and appointed staff									
Satisfied/Very Satisfied	35	34	37	33	24	26	29	28	23
Neutral	35	35	34	33	35	34	31	31	36
Dissatisfied/Very Dissatisfied	18	21	19	18	28	27	23	24	28
Don't Know	12	11	10	16	12	13	17	17	13
Q5ff How ethically the city conducts business									
Satisfied/Very Satisfied									21
Neutral									35
Dissatisfied/Very Dissatisfied									28
Don't Know									16
Q6a Maintenance of city streets									
Satisfied/Very Satisfied	22	20	21	20	20	21	23	25	18
Neutral	31	25	21	25	16	19	22	23	27
Dissatisfied/Very Dissatisfied	47	54	57	55	62	58	53	50	53
Don't Know	0	1	1	1	3	2	2	2	2
Q6b Maintenance of streets in your neighborhood									
Satisfied/Very Satisfied	33	35	29	29	35	34	38	33	
Neutral	23	21	26	19	20	21	20	25	
Dissatisfied/Very Dissatisfied	43	43	45	50	44	43	40	41	
Don't Know	1	1	0	2	1	2	2	2	
Q6c The smoothness of city streets									
Satisfied/Very Satisfied			15	12	15	21	23	18	
Neutral			28	17	19	24	25	29	
Dissatisfied/Very Dissatisfied			57	68	64	53	50	51	
Don't Know			1	3	2	2	3	2	
Q6d Condition of sidewalks in the city									
Satisfied/Very Satisfied	23	27	25	25	16	18	21	22	18
Neutral	29	29	31	29	27	28	25	25	30
Dissatisfied/Very Dissatisfied	42	37	40	41	50	48	47	46	47
Don't Know	6	6	4	6	7	7	7	7	6

Kansas City Citizen Survey Report

	2000	2001	2002	2003	2004	2005	2006	2007	2008
Q6e Maintenance of street signs									
Satisfied/Very Satisfied	51	50	50	54	41	44	46	49	48
Neutral	28	31	31	28	36	34	32	30	32
Dissatisfied/Very Dissatisfied	19	17	16	17	20	19	17	17	16
Don't Know	2	3	3	2	4	3	4	4	4
Q6f Maintenance of traffic signals									
Satisfied/Very Satisfied	65	58	60	62	48	50	52	56	53
Neutral	24	29	26	24	32	30	28	26	30
Dissatisfied/Very Dissatisfied	10	11	13	13	16	15	14	13	13
Don't Know	1	2	2	1	5	5	5	4	4
Q6g Maintenance and preservation of downtown Kansas City, Missouri									
Satisfied/Very Satisfied	27	30	30	37	21	28	38	46	48
Neutral	28	29	28	27	31	31	28	26	28
Dissatisfied/Very Dissatisfied	33	34	37	28	38	29	21	14	13
Don't Know	12	6	5	8	10	11	14	13	12
Q6h Maintenance of city buildings									
Satisfied/Very Satisfied	46	46	45	49	34	37	41	46	43
Neutral	27	30	30	28	37	35	29	25	30
Dissatisfied/Very Dissatisfied	11	13	16	10	11	11	9	9	7
Don't Know	16	11	9	13	17	17	21	20	20
Q6i Snow removal on major city streets during the past 12 months									
Satisfied/Very Satisfied	61	49	47	57	54	53	56	57	53
Neutral	22	25	28	25	22	22	21	19	23
Dissatisfied/Very Dissatisfied	15	24	22	16	20	22	19	20	20
Don't Know	2	2	4	2	3	3	3	4	4
Q6j Snow removal on streets in residential areas during the past 12 months									
Satisfied/Very Satisfied	24	22	32	26	34	36	29	35	34
Neutral	23	24	27	28	21	22	22	22	24
Dissatisfied/Very Dissatisfied	51	51	36	44	41	40	45	39	39
Don't Know	2	2	4	2	3	3	4	4	3
Q6k Mowing and tree trimming along city streets and other public areas									
Satisfied/Very Satisfied	41	41	40	43	36	33	37	40	32
Neutral	28	31	32	31	26	29	29	28	31
Dissatisfied/Very Dissatisfied	28	26	26	24	33	35	29	27	33
Don't Know	3	2	3	3	4	4	5	4	3
Q6l Overall cleanliness of city streets and other public areas									
Satisfied/Very Satisfied	32	36	32	37	30	29	35	36	32
Neutral	35	36	37	36	30	31	31	31	35
Dissatisfied/Very Dissatisfied	32	26	30	26	37	37	31	29	31
Don't Know	1	1	2	1	3	3	3	3	3
Q6m Overall quality of trash collection services									
Satisfied/Very Satisfied	65	63	54	63	59	56	63	63	57
Neutral	20	20	24	21	19	20	18	18	20
Dissatisfied/Very Dissatisfied	13	15	19	14	19	21	16	15	19
Don't Know	2	2	3	3	3	3	3	4	3

	2000	2001	2002	2003	2004	2005	2006	2007	2008
Q6n Adequacy of city street lighting									
Satisfied/Very Satisfied	60	64	57	63	57	58	58	59	61
Neutral	23	23	24	24	24	24	23	22	24
Dissatisfied/Very Dissatisfied	16	12	18	11	16	14	15	14	11
Don't Know	1	1	2	1	3	3	4	5	3
Q6o Timeliness of the removal of abandoned cars from public property									
Satisfied/Very Satisfied		28	34	33	20	21	22	25	23
Neutral		26	30	25	27	26	25	24	26
Dissatisfied/Very Dissatisfied		28	25	25	29	28	23	22	19
Don't Know		17	11	17	25	25	30	29	32
Q6p Enforcing the clean up of litter and debris on private property									
Satisfied/Very Satisfied	26	33	31	30	16	17	18	21	17
Neutral	26	28	30	28	25	25	25	24	25
Dissatisfied/Very Dissatisfied	37	28	33	29	42	42	38	35	41
Don't Know	11	11	7	13	16	16	20	21	17
Q6q Enforcing the mowing and cutting of weeds on private property									
Satisfied/Very Satisfied	26	31	31	31	16	17	18	21	15
Neutral	29	29	32	26	25	25	24	23	23
Dissatisfied/Very Dissatisfied	36	31	30	30	43	43	38	36	45
Don't Know	9	10	7	13	16	15	20	20	16
Q6r Enforcing the maintenance of residential property									
Satisfied/Very Satisfied	30	33	35	32	18	19	21	23	18
Neutral	29	32	33	31	30	31	28	25	28
Dissatisfied/Very Dissatisfied	31	24	24	26	35	35	32	32	37
Don't Know	10	10	7	12	16	16	20	20	17
Q6s Enforcing the exterior maintenance of business property									
Satisfied/Very Satisfied	33	37	39	38	20	21	23	24	22
Neutral	32	34	32	32	35	35	30	29	33
Dissatisfied/Very Dissatisfied	20	16	21	14	26	24	22	22	23
Don't Know	15	13	8	16	20	20	25	24	22
Q6t Enforcing codes designed to protect public safety and public health									
Satisfied/Very Satisfied	37	40	41	41	24	25	26	27	25
Neutral	31	32	30	31	35	35	31	29	32
Dissatisfied/Very Dissatisfied	15	14	20	13	20	19	17	17	19
Don't Know	17	14	8	15	22	22	26	26	25
Q6u Enforcing sign regulations									
Satisfied/Very Satisfied	33	37	40	41	24	24	25	26	25
Neutral	32	36	32	29	36	35	31	30	32
Dissatisfied/Very Dissatisfied	17	11	18	12	16	16	17	16	15
Don't Know	18	16	10	18	24	25	27	28	28
Q6v Enforcing and prosecuting illegal dumping activities									
Satisfied/Very Satisfied	20	25	31	25	14	14	15	17	15
Neutral	23	29	28	26	23	23	22	21	23
Dissatisfied/Very Dissatisfied	39	29	32	31	42	42	36	33	36
Don't Know	18	17	9	18	21	21	27	29	27

Kansas City Citizen Survey Report

	2000	2001	2002	2003	2004	2005	2006	2007	2008
Q6w Enforcing equal opportunity among all citizens									
Satisfied/Very Satisfied				39	26	27	27	28	27
Neutral				27	31	32	29	26	29
Dissatisfied/Very Dissatisfied				20	20	21	20	21	20
Don't Know				14	22	21	25	25	24
Q7a Were you or anyone in your household the victim of any crime in KCMO during the last year?									
Yes							15	15	15
No							85	85	85
Q7b Have you called the police in the last year?									
Yes							33	35	32
No							67	65	68
Q7c Have you called 311 in the last year?									
Yes								25	33
No								75	67
Q7d Have you used fire services in the last year?									
Yes							7	6	6
No							93	94	94
Q7e Have you used the ambulance service in the last year?									
Yes							14	14	13
No							86	86	87
Q7f Have you been to municipal court in the last year?									
Yes							22	17	15
No							78	83	85
Q7g Have you visited downtown in the last year?									
Yes								78	81
No								22	19
Q7h Have you visited downtown for entertainment or dining in the last year?									
Yes									60
No									40
Q7i Have you been to the Kansas City, Missouri Public Library in the last year?									
Yes								53	53
No								47	47
Q8 During the past 12 months, approximately how many times did you or other members of your household visit any parks in Kansas City, Missouri?									
At least once a week	15	15	10	14	11	14	13	12	15
A few times a month	20	20	16	16	18	17	17	19	16
Monthly	14	13	9	15	13	12	13	13	11
Less than once a month	17	18	16	14	27	23	25	23	22
Seldom or Never	34	34	48	41	31	35	32	33	35

	2000	2001	2002	2003	2004	2005	2006	2007	2008
Q9a How would you rate Kansas City, Missouri as a place to live?									
Excellent/Good	71	73	70	66	71	69	71	70	70
Neutral	22	20	20	24	17	19	19	20	19
Below Average/Poor	7	6	9	9	11	12	10	9	10
Don't Know	0	0	1	1	1	1	1	1	1

Q9b How would you rate Kansas City, Missouri as a place to raise children?									
Excellent/Good	51	58	55	52	52	49	52	52	49
Neutral	26	22	23	25	20	22	22	23	22
Below Average/Poor	21	17	19	18	24	24	22	20	23
Don't Know	2	3	3	4	5	5	4	4	6

Q9c How would you rate Kansas City, Missouri as a place to work?									
Excellent/Good	69	68	66	57	61	61	62	63	62
Neutral	22	21	21	25	22	22	22	22	21
Below Average/Poor	7	9	11	13	14	13	12	12	13
Don't Know	2	2	2	4	3	3	4	4	4

Q10a How safe do you feel at home during the day?									
Safe/Very Safe	83	85	80	81	79	80	81	81	83
Neutral	13	11	12	12	14	13	13	12	11
Unsafe/Very Unsafe	4	3	6	6	5	6	5	6	5
Don't Know	0	0	1	1	1	1	1	1	1

Q10b How safe do you feel at home at night?									
Safe/Very Safe	70	71	65	68	65	65	68	69	71
Neutral	19	18	20	19	20	20	18	17	17
Unsafe/Very Unsafe	11	11	14	12	14	14	12	13	11
Don't Know	0	0	1	1	1	1	1	1	1

Q10c How safe do you feel in your neighborhood during the day?									
Safe/Very Safe	81	82	77	78	75	77	78	77	80
Neutral	14	12	14	15	16	15	14	15	12
Unsafe/Very Unsafe	5	5	8	6	7	7	7	7	6
Don't Know	0	1	1	1	1	1	1	1	1

Q10d How safe do you feel in your neighborhood at night?									
Safe/Very Safe	60	63	54	58	53	54	58	58	61
Neutral	22	20	23	22	25	23	22	21	21
Unsafe/Very Unsafe	17	16	22	19	21	21	18	19	17
Don't Know	0	1	1	1	2	1	2	2	1

Q10e How safe do you feel in city parks during the day?									
Safe/Very Safe	53	55	50	49	39	41	45	48	49
Neutral	23	21	26	20	30	27	25	23	23
Unsafe/Very Unsafe	11	11	13	12	20	19	14	12	12
Don't Know	13	12	10	19	11	13	15	17	16

Q10f How safe do you feel in city parks at night?									
Safe/Very Safe	8	11	16	11	5	7	8	11	10
Neutral	16	19	19	14	18	16	15	18	19
Unsafe/Very Unsafe	61	54	53	47	62	58	53	47	46
Don't Know	15	16	12	27	14	19	24	24	26

Kansas City Citizen Survey Report

	2000	2001	2002	2003	2004	2005	2006	2007	2008
Q10g How safe do you feel downtown during the day?									
Safe/Very Safe								59	63
Neutral								19	19
Unsafe/Very Unsafe								9	7
Don't Know								13	11
Q10h How safe do you feel downtown at night?									
Safe/Very Safe								23	27
Neutral								24	27
Unsafe/Very Unsafe								35	29
Don't Know								18	17
Q11 How many persons living in your household (counting yourself)?									
Average number of people in household								2.57	2.43
Q12 Do you own or rent your current residence?									
Own	75	69	67	62	84	83	84	82	83
Rent	25	31	32	38	16	17	16	18	17
Q13 Approximately how many years have you lived in Kansas City, Missouri?									
Median		25		32	34	34	34	30	33
Q14 Respondent's race/ethnicity									
Asian/Pacific Islander	1	2	4	1	1	1	2	2	2
White	68	63	61	62	64	67	64	63	64
American Indian/Eskimo	2	2	3	1	0	1	1	1	2
Black/African American	25	30	30	35	28	28	29	27	27
Hispanic Latino								6	
Other	4	3	3	0	6	3	4	0	6
Q15 Are you or any members of your household of Hispanic, Latino, or other Spanish ancestry?									
Yes		6	8	10	6	6	8		8
No		94	92	89	94	94	92		92
Q16 Respondent's total annual household income (excludes those who did not answer this question)									
Under \$30,000	36	34	33	40	30	30	31	29	25
\$30,000 to \$59,999	38	39	40	39	33	34	33	34	35
\$60,000 to \$99,999	19	18	20	16	24	23	23	24	23
\$100,000 or more	6	9	6	5	13	13	14	13	18
Q17 Respondent's gender									
Male	44	50	46	45	53	49	49	48	47
Female	56	50	54	55	47	51	51	52	53
How respondents completed the survey									
Mail	0	0	0	0	100	77	53	47	57
Phone	100	100	100	100	0	23	47	53	43

Appendix C

2008 Citizen Survey Results by Geographic Area

2008 Kansas City Citizen Survey Results by Area – Percentage

	North (N=1176)	South (N=1129)	East (N=1048)	West (N=1343)	Citywide (N=4748)
Q1a Overall quality of police, fire and ambulance services					
Satisfied/Very Satisfied	70	66	63	66	66
Neutral	17	20	22	19	20
Dissatisfied/Very Dissatisfied	5	8	9	8	8
Don't Know	8	6	6	6	6
Q1b Overall quality of city parks and recreation programs and facilities					
Satisfied/Very Satisfied	50	46	41	53	48
Neutral	28	28	30	26	28
Dissatisfied/Very Dissatisfied	11	15	16	13	14
Don't Know	10	11	13	8	11
Q1c Overall maintenance of city streets, buildings and facilities					
Satisfied/Very Satisfied	20	17	19	17	18
Neutral	31	27	29	29	29
Dissatisfied/Very Dissatisfied	47	55	49	53	51
Don't Know	2	1	2	1	2
Q1d Overall quality of city water utilities					
Satisfied/Very Satisfied	62	56	54	59	58
Neutral	22	24	26	24	24
Dissatisfied/Very Dissatisfied	13	18	17	15	16
Don't Know	2	2	3	2	2
Q1e Overall enforcement of city codes and ordinances					
Satisfied/Very Satisfied	32	27	28	26	28
Neutral	34	34	28	31	32
Dissatisfied/Very Dissatisfied	21	27	35	29	28
Don't Know	13	12	9	14	12
Q1f Overall quality of customer service you receive from city employees					
Satisfied/Very Satisfied	45	42	46	42	44
Neutral	29	29	28	29	29
Dissatisfied/Very Dissatisfied	17	19	17	20	19
Don't Know	10	9	8	9	9
Q1g Overall effectiveness of city communication with the public					
Satisfied/Very Satisfied	38	34	34	35	35
Neutral	36	37	34	37	36
Dissatisfied/Very Dissatisfied	21	24	26	23	24
Don't Know	5	5	6	4	5
Q1h Overall quality of the city's stormwater runoff/stormwater management system					
Satisfied/Very Satisfied	37	28	28	24	29
Neutral	29	30	32	30	30
Dissatisfied/Very Dissatisfied	25	33	31	36	32
Don't Know	9	9	9	9	9

	North	South	East	West	Citywide
Q1i Overall quality of local public health services					
Satisfied/Very Satisfied	38	33	37	31	34
Neutral	30	29	30	32	31
Dissatisfied/Very Dissatisfied	8	12	15	10	11
Don't Know	24	25	18	27	24
Q1j Overall flow of traffic					
Satisfied/Very Satisfied	40	42	40	47	42
Neutral	31	33	34	30	32
Dissatisfied/Very Dissatisfied	26	21	21	20	22
Don't Know	2	4	5	2	4
Q1k Overall quality of airport facilities					
Satisfied/Very Satisfied	72	59	51	69	63
Neutral	15	19	21	14	17
Dissatisfied/Very Dissatisfied	5	8	7	6	7
Don't Know	7	13	21	10	13
Q1l Overall quality of city convention facilities					
Satisfied/Very Satisfied	48	43	41	48	45
Neutral	24	26	24	23	24
Dissatisfied/Very Dissatisfied	8	8	8	6	7
Don't Know	21	23	27	23	23
Q2 Item that should receive the most emphasis from city leaders over the next two years					
Police, fire, and ambulance	11	14	15	12	13
Parks and recreation	5	5	6	4	5
Maintenance	41	39	32	39	38
Water utilities	4	3	3	3	3
Codes and ordinances	5	7	10	8	7
Customer services	3	2	3	3	3
Communication	3	3	4	2	3
Stormwater	6	9	5	12	8
Public health	3	3	4	3	3
Traffic flow	8	3	4	4	5
Airport facilities	1	1	0	1	1
Convention facilities	2	1	1	1	1
Don't know	7	10	13	8	9
Q2 Item that should receive the second most emphasis from city leaders over the next two years					
Police, fire, and ambulance	7	5	4	7	6
Parks and recreation	5	5	5	7	6
Maintenance	18	20	21	22	20
Water utilities	5	9	7	5	6
Codes and ordinances	10	10	13	8	10
Customer services	5	4	6	6	5
Communication	7	6	8	6	7
Stormwater	11	12	8	14	11
Public health	4	4	3	4	4
Traffic flow	14	7	6	7	8
Airport facilities	2	1	1	1	1
Convention facilities	2	1	1	2	2

	North	South	East	West	Citywide
Q2 Item that should receive the third most emphasis from city leaders over the next two years					
Police, fire, and ambulance	5	5	4	5	5
Parks and recreation	5	5	4	7	6
Maintenance	9	10	10	11	10
Water utilities	5	4	5	4	4
Codes and ordinances	8	8	8	10	9
Customer services	6	6	5	6	6
Communication	10	9	9	9	9
Stormwater	8	9	12	10	10
Public health	4	4	5	6	5
Traffic flow	12	12	8	8	10
Airport facilities	3	2	1	2	2
Convention facilities	3	3	4	3	3
Q3a Overall quality of services provided by the City of Kansas city, Missouri					
Satisfied/Very Satisfied	50	44	44	43	45
Neutral	35	37	36	37	36
Dissatisfied/Very Dissatisfied	13	16	17	18	16
Don't Know	3	3	4	2	3
Q3b Overall value that you receive for your city tax dollars and fees					
Satisfied/Very Satisfied	30	26	25	28	27
Neutral	34	33	32	31	32
Dissatisfied/Very Dissatisfied	34	38	39	38	37
Don't Know	2	3	4	3	3
Q3c Overall image of the city					
Satisfied/Very Satisfied	48	42	42	46	44
Neutral	33	33	33	31	32
Dissatisfied/Very Dissatisfied	18	23	23	21	22
Don't Know	1	2	3	2	2
Q3d How well the city is planning growth					
Satisfied/Very Satisfied	32	26	32	29	29
Neutral	34	38	33	32	34
Dissatisfied/Very Dissatisfied	26	26	22	29	26
Don't Know	8	11	13	9	10
Q3e Overall quality of life in the city					
Satisfied/Very Satisfied	64	50	43	62	55
Neutral	26	30	32	25	28
Dissatisfied/Very Dissatisfied	7	19	22	12	15
Don't Know	2	2	3	1	2
Q3f Overall feeling of safety in the city					
Satisfied/Very Satisfied	45	33	26	40	36
Neutral	31	29	31	29	30
Dissatisfied/Very Dissatisfied	23	37	42	30	33
Don't Know	2	1	1	1	1

	North	South	East	West	Citywide
Q4 Would you be willing to attend a focus group or public meeting to discuss city issues?					
Yes	35	37	35	44	38
No	51	45	48	39	45
Don't Know	15	18	17	17	17
Q5a Quality of local police protection					
Satisfied/Very Satisfied	64	54	50	58	57
Neutral	21	26	25	22	23
Dissatisfied/Very Dissatisfied	10	16	20	15	15
Don't Know	5	5	5	4	5
Q5b The visibility of police in neighborhoods					
Satisfied/Very Satisfied	48	40	40	43	43
Neutral	28	30	28	29	29
Dissatisfied/Very Dissatisfied	22	27	29	26	26
Don't Know	2	3	3	3	3
Q5c The visibility of police in retail areas					
Satisfied/Very Satisfied	46	39	38	45	42
Neutral	34	35	35	32	34
Dissatisfied/Very Dissatisfied	16	21	20	17	18
Don't Know	3	5	7	5	5
Q5d The city's overall efforts to prevent crime					
Satisfied/Very Satisfied	42	34	33	37	37
Neutral	33	33	30	31	32
Dissatisfied/Very Dissatisfied	19	28	30	25	26
Don't Know	6	5	6	6	6
Q5e Enforcement of local traffic laws					
Satisfied/Very Satisfied	52	45	46	47	47
Neutral	29	32	29	31	30
Dissatisfied/Very Dissatisfied	16	19	20	17	18
Don't Know	3	4	6	6	5
Q5f Overall quality of police services					
Satisfied/Very Satisfied	59	51	47	55	53
Neutral	28	31	31	28	29
Dissatisfied/Very Dissatisfied	9	13	16	12	13
Don't Know	5	5	5	6	5
Q5g City efforts to enhance fire protection					
Satisfied/Very Satisfied	55	54	59	50	54
Neutral	25	25	23	25	25
Dissatisfied/Very Dissatisfied	3	5	5	3	4
Don't Know	17	17	13	22	17
Q5h Overall quality of local fire protection and rescue services					
Satisfied/Very Satisfied	69	66	69	64	67
Neutral	17	19	17	18	18
Dissatisfied/Very Dissatisfied	2	3	3	2	2
Don't Know	13	12	11	15	13

	North	South	East	West	Citywide
Q5i Quality of local ambulance service					
Satisfied/Very Satisfied	53	54	57	47	53
Neutral	22	21	20	21	21
Dissatisfied/Very Dissatisfied	3	4	5	4	4
Don't Know	22	21	17	27	22
Q5j How quickly public safety personnel respond to emergencies					
Satisfied/Very Satisfied	51	49	53	50	50
Neutral	22	23	20	19	21
Dissatisfied/Very Dissatisfied	6	9	11	10	9
Don't Know	22	19	16	22	20
Q5k Quality of animal control					
Satisfied/Very Satisfied	35	34	33	31	33
Neutral	29	29	29	31	30
Dissatisfied/Very Dissatisfied	19	22	26	17	21
Don't Know	17	15	13	20	16
Q5l The city's municipal court					
Satisfied/Very Satisfied	21	22	24	22	22
Neutral	30	29	27	27	28
Dissatisfied/Very Dissatisfied	9	13	13	13	12
Don't Know	40	35	36	38	37
Q5m Maintenance of city parks					
Satisfied/Very Satisfied	44	40	39	49	43
Neutral	31	33	29	27	30
Dissatisfied/Very Dissatisfied	12	15	16	16	15
Don't Know	12	13	16	8	12
Q5n Maintenance of boulevards and parkways					
Satisfied/Very Satisfied	43	45	39	53	46
Neutral	31	30	31	26	29
Dissatisfied/Very Dissatisfied	17	18	20	17	18
Don't Know	9	7	10	5	7
Q5o The location of city parks					
Satisfied/Very Satisfied	46	47	45	63	51
Neutral	31	33	31	24	29
Dissatisfied/Very Dissatisfied	14	11	13	7	11
Don't Know	9	9	12	7	9
Q5p Walking and biking trails in the city					
Satisfied/Very Satisfied	27	31	24	35	29
Neutral	29	27	29	25	27
Dissatisfied/Very Dissatisfied	26	24	23	28	26
Don't Know	19	18	24	12	18
Q5q Maintenance of city community centers					
Satisfied/Very Satisfied	30	25	27	22	26
Neutral	30	28	30	26	29
Dissatisfied/Very Dissatisfied	7	9	11	10	9
Don't Know	33	38	32	41	36

	North	South	East	West	Citywide
Q5r City swimming pools and programs					
Satisfied/Very Satisfied	23	16	22	17	19
Neutral	26	25	27	24	26
Dissatisfied/Very Dissatisfied	9	14	16	14	13
Don't Know	43	45	36	44	42
Q5s City golf courses					
Satisfied/Very Satisfied	27	25	21	24	24
Neutral	23	22	23	21	22
Dissatisfied/Very Dissatisfied	4	5	5	5	5
Don't Know	46	48	51	50	49
Q5t Outdoor athletic fields					
Satisfied/Very Satisfied	31	25	28	23	27
Neutral	26	24	26	25	25
Dissatisfied/Very Dissatisfied	7	8	8	9	8
Don't Know	37	43	38	43	40
Q5u The city's youth athletic programs					
Satisfied/Very Satisfied	19	16	22	15	18
Neutral	25	21	23	21	23
Dissatisfied/Very Dissatisfied	5	11	12	10	9
Don't Know	51	52	44	53	50
Q5v The city's adult athletic programs					
Satisfied/Very Satisfied	16	13	16	12	14
Neutral	26	22	24	21	23
Dissatisfied/Very Dissatisfied	5	11	12	10	9
Don't Know	53	54	48	58	53
Q5w Other city recreation programs					
Satisfied/Very Satisfied	18	16	18	14	16
Neutral	27	25	24	22	25
Dissatisfied/Very Dissatisfied	5	10	11	10	9
Don't Know	49	50	47	54	50
Q5x Ease of registering for [Parks and Recreation] programs					
Satisfied/Very Satisfied	18	13	17	14	15
Neutral	25	24	23	21	23
Dissatisfied/Very Dissatisfied	6	10	10	8	8
Don't Know	51	52	49	57	53
Q5y The reasonableness of fees charged for recreation programs					
Satisfied/Very Satisfied	20	14	17	16	17
Neutral	25	25	24	22	24
Dissatisfied/Very Dissatisfied	6	10	12	6	8
Don't Know	50	52	47	56	51
Q5z Availability of information about city programs and services					
Satisfied/Very Satisfied	35	33	34	33	34
Neutral	31	33	31	33	32
Dissatisfied/Very Dissatisfied	25	24	26	25	25
Don't Know	9	9	9	9	9

	North	South	East	West	Citywide
Q5aa City efforts to keep you informed about local issues					
Satisfied/Very Satisfied	36	33	35	33	34
Neutral	33	34	33	34	34
Dissatisfied/Very Dissatisfied	27	27	28	29	28
Don't Know	4	5	5	4	4
Q5bb Level of public involvement in local decision making					
Satisfied/Very Satisfied	20	20	18	23	20
Neutral	37	35	33	34	34
Dissatisfied/Very Dissatisfied	32	34	36	33	34
Don't Know	11	11	13	11	12
Q5cc Overall quality of leadership provided by the city's elected officials					
Satisfied/Very Satisfied	24	22	21	25	23
Neutral	36	37	35	32	35
Dissatisfied/Very Dissatisfied	33	36	36	38	36
Don't Know	7	6	8	5	7
Q5dd Overall effectiveness of appointed boards and commissions					
Satisfied/Very Satisfied	18	16	18	20	18
Neutral	37	38	34	31	35
Dissatisfied/Very Dissatisfied	32	34	33	35	33
Don't Know	14	12	16	15	14
Q5ee Overall effectiveness of the city manager and appointed staff					
Satisfied/Very Satisfied	22	24	22	25	23
Neutral	37	37	35	35	36
Dissatisfied/Very Dissatisfied	29	28	28	28	28
Don't Know	12	11	15	12	13
Q5ff How ethically the city conducts business					
Satisfied/Very Satisfied	22	22	19	22	21
Neutral	36	35	35	34	35
Dissatisfied/Very Dissatisfied	26	29	30	27	28
Don't Know	16	14	16	16	16
Q6a Maintenance of city streets					
Satisfied/Very Satisfied	21	15	19	18	18
Neutral	27	27	29	25	27
Dissatisfied/Very Dissatisfied	51	57	49	55	53
Don't Know	1	1	3	2	2
Q6b Maintenance of streets in your neighborhood					
Satisfied/Very Satisfied	40	31	26	34	33
Neutral	23	25	26	24	25
Dissatisfied/Very Dissatisfied	36	43	45	40	41
Don't Know	1	1	3	2	2
Q6c The smoothness of city streets					
Satisfied/Very Satisfied	21	15	18	18	18
Neutral	30	28	32	28	29
Dissatisfied/Very Dissatisfied	47	55	46	53	51
Don't Know	2	1	4	2	2

	North	South	East	West	Citywide
Q6d Condition of sidewalks in the city					
Satisfied/Very Satisfied	24	15	17	16	18
Neutral	33	28	31	29	30
Dissatisfied/Very Dissatisfied	36	51	46	53	47
Don't Know	8	6	7	2	6
Q6e Maintenance of street signs					
Satisfied/Very Satisfied	54	46	44	47	48
Neutral	33	35	30	32	32
Dissatisfied/Very Dissatisfied	11	16	20	17	16
Don't Know	2	3	6	3	4
Q6f Maintenance of traffic signals					
Satisfied/Very Satisfied	58	51	51	53	53
Neutral	28	33	30	30	30
Dissatisfied/Very Dissatisfied	10	13	14	13	13
Don't Know	3	3	6	3	4
Q6g Maintenance and preservation of downtown Kansas City, Missouri					
Satisfied/Very Satisfied	45	45	49	52	48
Neutral	30	29	23	27	28
Dissatisfied/Very Dissatisfied	14	11	12	13	13
Don't Know	11	15	16	7	12
Q6h Maintenance of city buildings					
Satisfied/Very Satisfied	40	41	43	47	43
Neutral	31	32	28	29	30
Dissatisfied/Very Dissatisfied	6	7	8	8	7
Don't Know	23	19	20	17	20
Q6i Snow removal on major city streets during the past 12 months					
Satisfied/Very Satisfied	56	53	52	52	53
Neutral	22	24	25	23	23
Dissatisfied/Very Dissatisfied	19	21	18	22	20
Don't Know	3	3	5	4	4
Q6j Snow removal on streets in residential areas during the past 12 months					
Satisfied/Very Satisfied	37	34	33	33	34
Neutral	21	25	26	23	24
Dissatisfied/Very Dissatisfied	39	39	37	40	39
Don't Know	3	2	4	3	3
Q6k Mowing and tree trimming along city streets and other public areas					
Satisfied/Very Satisfied	31	31	29	38	32
Neutral	32	32	28	31	31
Dissatisfied/Very Dissatisfied	33	34	39	28	33
Don't Know	4	3	4	3	3
Q6l Overall cleanliness of city streets and other public areas					
Satisfied/Very Satisfied	37	30	25	35	32
Neutral	36	34	34	34	35
Dissatisfied/Very Dissatisfied	25	34	37	28	31
Don't Know	2	2	4	3	3

	North	South	East	West	Citywide
Q6m Overall quality of trash collection services					
Satisfied/Very Satisfied	58	59	52	60	57
Neutral	19	19	22	20	20
Dissatisfied/Very Dissatisfied	20	20	23	16	19
Don't Know	2	2	3	4	3
Q6n Adequacy of city street lighting					
Satisfied/Very Satisfied	64	60	58	63	61
Neutral	25	25	23	24	24
Dissatisfied/Very Dissatisfied	9	13	15	10	11
Don't Know	2	2	4	3	3
Q6o Timeliness of the removal of abandoned cars from public property					
Satisfied/Very Satisfied	25	21	25	23	23
Neutral	27	26	28	25	26
Dissatisfied/Very Dissatisfied	14	21	26	15	19
Don't Know	34	31	21	37	32
Q6p Enforcing the clean up of litter and debris on private property					
Satisfied/Very Satisfied	20	16	19	15	17
Neutral	28	24	24	24	25
Dissatisfied/Very Dissatisfied	32	43	47	41	41
Don't Know	20	17	11	20	17
Q6q Enforcing the mowing and cutting of weeds on private property					
Satisfied/Very Satisfied	17	14	17	14	15
Neutral	28	22	21	21	23
Dissatisfied/Very Dissatisfied	37	48	52	44	45
Don't Know	18	16	10	20	16
Q6r Enforcing the maintenance of residential property					
Satisfied/Very Satisfied	19	16	19	17	18
Neutral	31	29	26	26	28
Dissatisfied/Very Dissatisfied	30	40	44	36	37
Don't Know	20	16	11	20	17
Q6s Enforcing the exterior maintenance of business property					
Satisfied/Very Satisfied	24	19	23	21	22
Neutral	36	36	30	32	33
Dissatisfied/Very Dissatisfied	17	24	29	25	23
Don't Know	23	21	19	23	22
Q6t Enforcing codes designed to protect public safety and public health					
Satisfied/Very Satisfied	28	23	25	24	25
Neutral	32	34	30	31	32
Dissatisfied/Very Dissatisfied	14	19	24	18	19
Don't Know	26	23	21	27	25
Q6u Enforcing sign regulations					
Satisfied/Very Satisfied	27	23	27	23	25
Neutral	35	34	30	31	32
Dissatisfied/Very Dissatisfied	10	16	20	14	15
Don't Know	28	26	23	32	28

	North	South	East	West	Citywide
Q6v Enforcing and prosecuting illegal dumping activities					
Satisfied/Very Satisfied	16	13	17	12	15
Neutral	25	23	22	22	23
Dissatisfied/Very Dissatisfied	29	39	44	33	36
Don't Know	30	25	17	33	27
Q6w Enforcing equal opportunity among all citizens					
Satisfied/Very Satisfied	33	26	23	26	27
Neutral	30	30	29	28	29
Dissatisfied/Very Dissatisfied	11	21	31	17	20
Don't Know	25	23	17	28	24
Q7a Were you or anyone in your household the victim of any crime in KCMO during the last year?					
Yes	9	13	18	19	15
No	91	87	82	81	85
Q7b Have you called the police in the last year?					
Yes	26	29	35	37	32
No	74	71	65	63	68
Q7c Have you called 311 in the last year?					
Yes	29	33	35	34	33
No	71	67	65	66	67
Q7d Have you used fire services in the last year?					
Yes	5	5	7	6	6
No	95	95	93	94	94
Q7e Have you used the ambulance service in the last year?					
Yes	10	15	17	9	13
No	90	85	83	91	87
Q7f Have you been to municipal court in the last year?					
Yes	11	15	17	18	15
No	89	85	83	82	85
Q7g Have you visited downtown in the last year?					
Yes	82	75	75	90	81
No	18	25	25	10	19
Q7h Have you visited downtown for entertainment or dining in the last year?					
Yes	68	52	44	74	60
No	32	48	56	26	40
Q7i Have you been to the Kansas City, Missouri Public Library in the last year?					
Yes	40	49	48	72	53
No	60	51	52	28	47
Q8 During the past 12 months, approximately how many times did you or other members of your household visit any parks in Kansas City, Missouri?					
At least once a week	10	11	11	27	15
A few times a month	13	14	15	21	16
Monthly	14	11	9	12	11
Less than once a month	25	24	21	19	22
Seldom or Never	38	40	45	21	35

	North	South	East	West	Citywide
Q9a How would you rate Kansas City, Missouri as a place to live?					
Excellent/Good	79	66	58	78	70
Neutral	16	20	27	14	19
Below Average/Poor	5	13	14	8	10
Don't Know	1	1	2	1	1
Q9b How would you rate Kansas City, Missouri as a place to raise children?					
Excellent/Good	68	44	38	46	49
Neutral	19	22	28	21	22
Below Average/Poor	10	27	29	25	23
Don't Know	3	6	6	7	6
Q9c How would you rate Kansas City, Missouri as a place to work?					
Excellent/Good	71	57	52	67	62
Neutral	18	23	28	18	21
Below Average/Poor	8	16	16	11	13
Don't Know	3	4	4	4	4
Q10a How safe do you feel at home during the day?					
Safe/Very Safe	91	81	75	85	83
Neutral	6	13	15	10	11
Unsafe/Very Unsafe	2	5	9	5	5
Don't Know	1	1	1	1	1
Q10b How safe do you feel at home at night?					
Safe/Very Safe	82	67	61	73	71
Neutral	12	19	19	15	17
Unsafe/Very Unsafe	5	12	18	11	11
Don't Know	1	1	2	1	1
Q10c How safe do you feel in your neighborhood during the day?					
Safe/Very Safe	92	79	69	81	80
Neutral	6	13	18	12	12
Unsafe/Very Unsafe	2	7	11	6	6
Don't Know	1	1	2	1	1
Q10d How safe do you feel in your neighborhood at night?					
Safe/Very Safe	79	59	47	58	61
Neutral	13	22	26	22	21
Unsafe/Very Unsafe	7	18	25	19	17
Don't Know	1	2	3	1	1
Q10e How safe do you feel in city parks during the day?					
Safe/Very Safe	51	44	35	64	49
Neutral	23	26	26	17	23
Unsafe/Very Unsafe	8	13	18	9	12
Don't Know	18	17	21	10	16
Q10f How safe do you feel in city parks at night?					
Safe/Very Safe	10	9	8	11	10
Neutral	23	15	15	21	19
Unsafe/Very Unsafe	41	48	48	48	46
Don't Know	27	28	29	20	26

	North	South	East	West	Citywide
Q10g How safe do you feel downtown during the day?					
Safe/Very Safe	60	59	55	77	63
Neutral	23	21	20	13	19
Unsafe/Very Unsafe	8	7	9	4	7
Don't Know	9	14	17	6	11
Q10h How safe do you feel downtown at night?					
Safe/Very Safe	19	26	24	38	27
Neutral	28	26	25	27	27
Unsafe/Very Unsafe	38	28	28	23	29
Don't Know	15	20	23	11	17
Q12 Do you own or rent your current residence?					
Own	91	84	79	78	83
Rent	9	16	21	22	17
Q13 Approximately how many years have you lived in Kansas City, Missouri?					
Median	27	40	41	28	33
Q14 Respondent's race/ethnicity					
Asian/Pacific Islander	3	1	1	2	2
White	86	60	38	71	64
American Indian/Eskimo	1	1	2	1	2
Black/African American	4	34	53	20	27
Other	6	4	6	6	6
Q15 Are you or any members of your household of Hispanic, Latino, or other Spanish ancestry?					
Yes	9	6	8	9	8
No	91	94	92	91	92
Q16 Respondent's total annual household income (excludes those who did not answer this question)					
Under \$30,000	13	25	43	20	25
\$30,000 to \$59,999	32	40	40	28	35
\$60,000 to \$99,999	32	24	12	23	23
\$100,000 or more	23	11	5	28	18
Q17 Respondent's gender					
Male	48	43	43	51	47
Female	52	57	57	49	53
How respondents completed the survey					
Mail	58	58	49	61	57
Phone	42	42	51	39	43

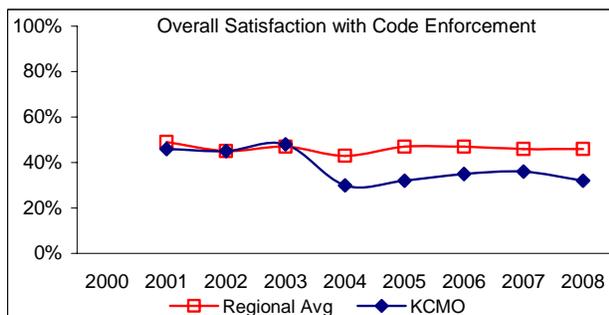
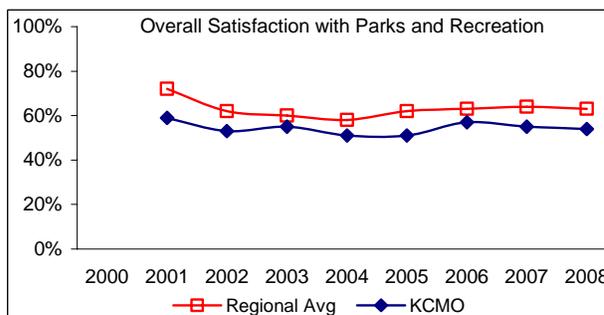
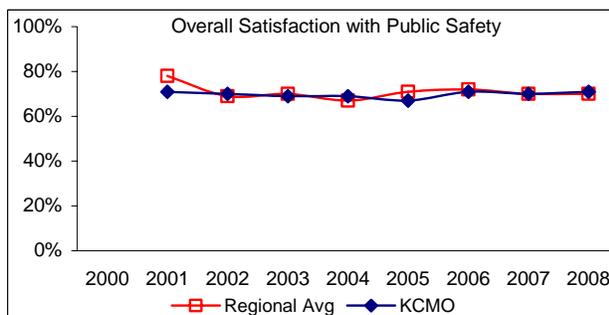
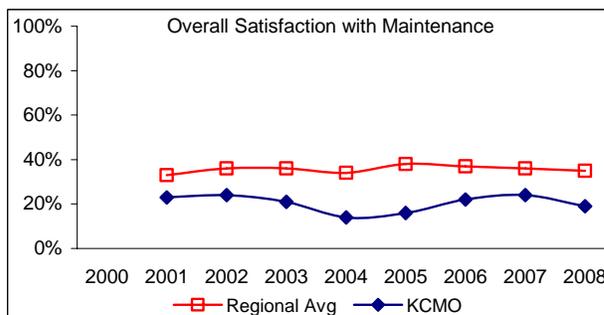
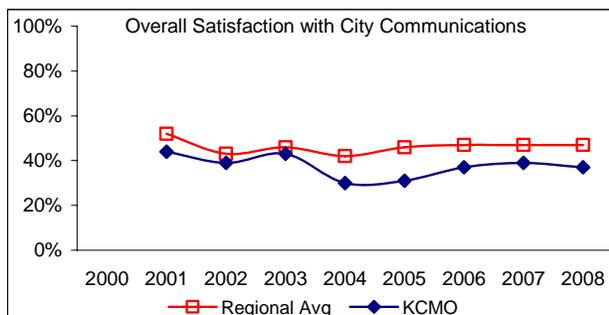
Appendix D

Kansas City and Benchmark Cities Satisfaction Trends (2000 – 2008)

Large U.S. Regional Benchmark Cities

Based on percentage of respondents who rated the item as “Satisfactory” or “Very Satisfactory”.⁴
 Excludes "Don't Know" responses.

Source: ETC Institute DirectionFinder (2000-2008)



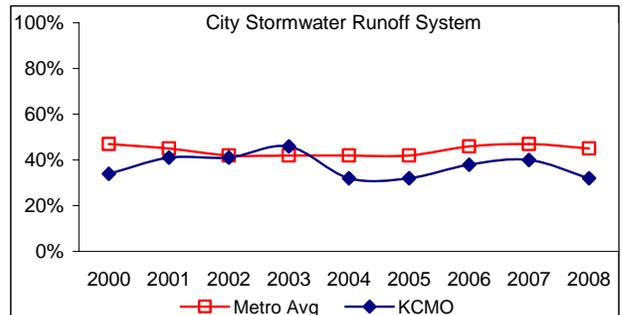
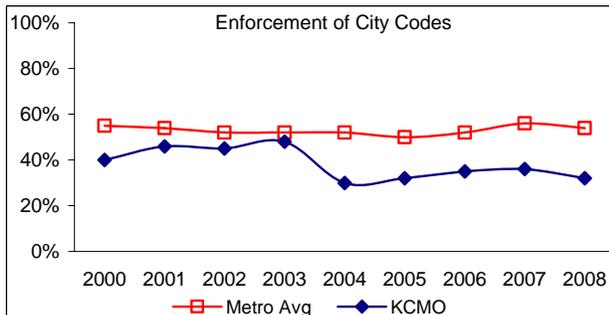
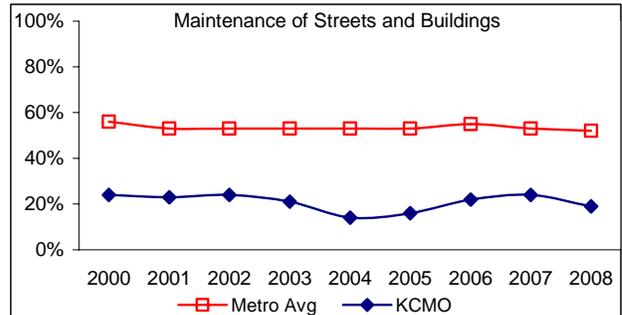
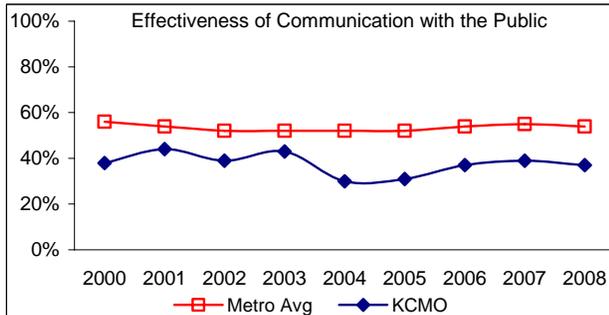
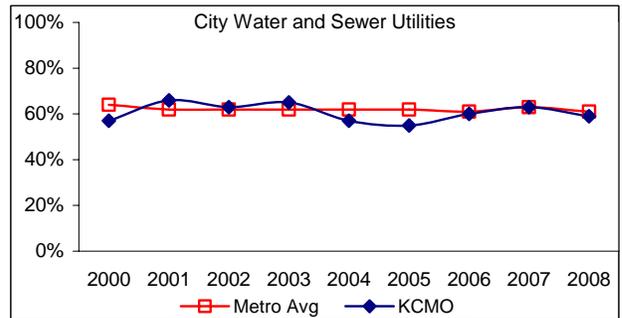
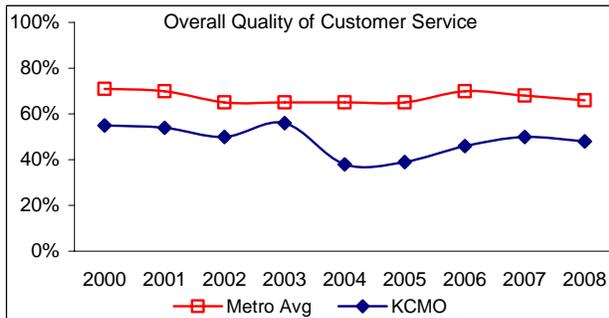
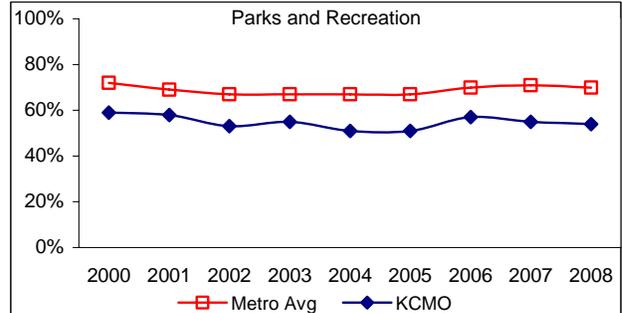
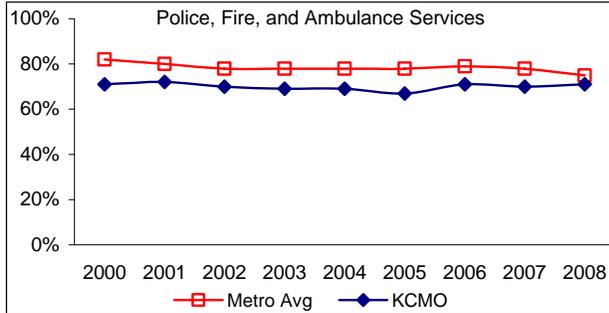
⁴ We do not have comparative data for the large U.S. cities for 2000. We left 2000 on the graph to maintain consistency with other trend graphs in this appendix.

Kansas City Metropolitan Area Benchmarks

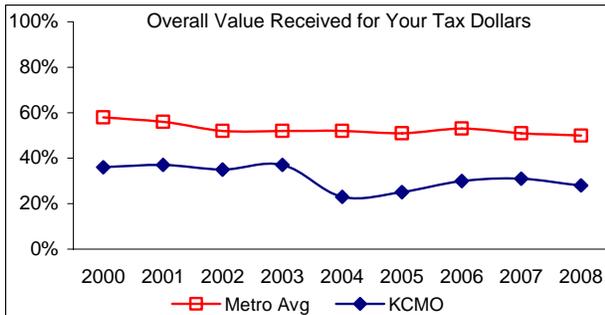
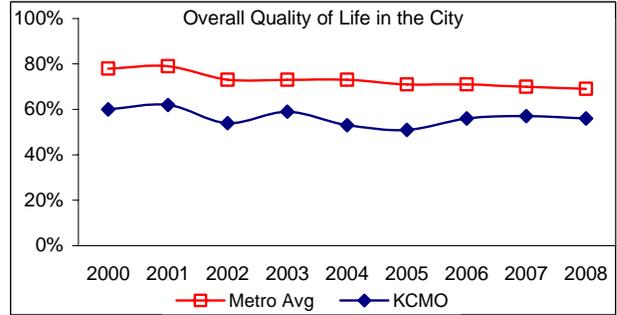
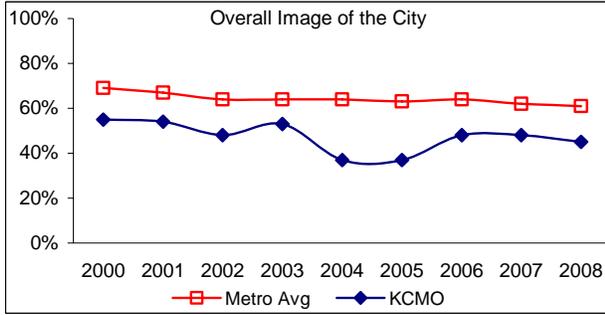
Based on percentage of respondents who rated the item as "Satisfactory" or "Very Satisfactory".
 Excludes "Don't Know" responses.

Source: ETC Institute DirectionFinder (2000-2008)

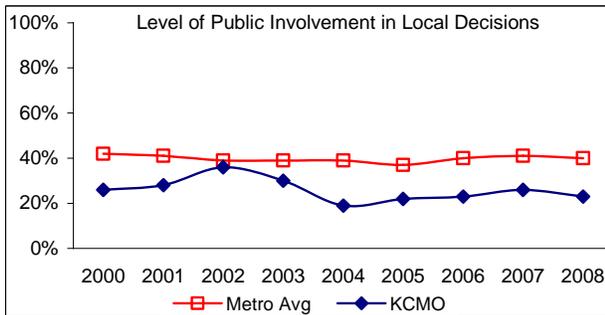
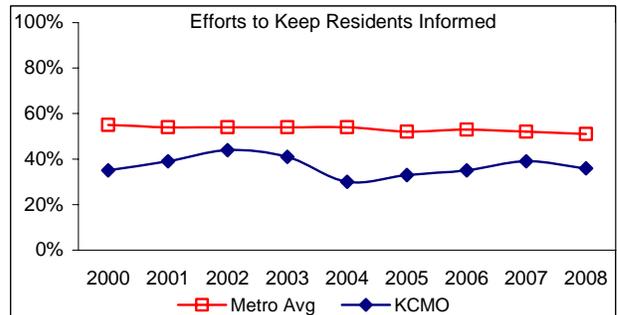
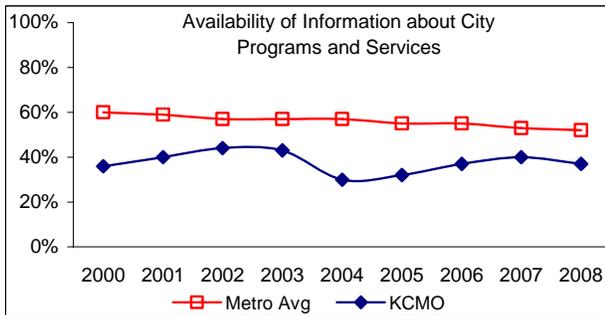
Overall Satisfaction with City Services



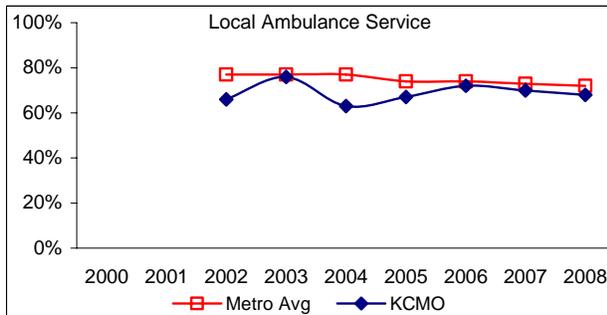
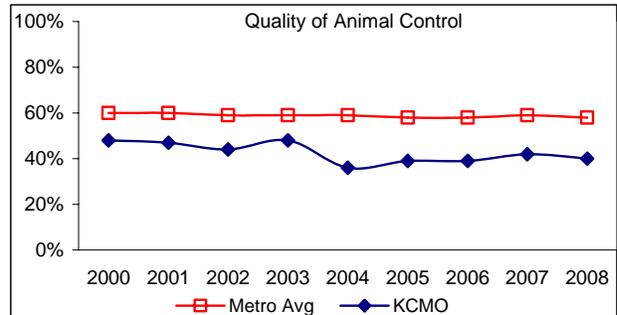
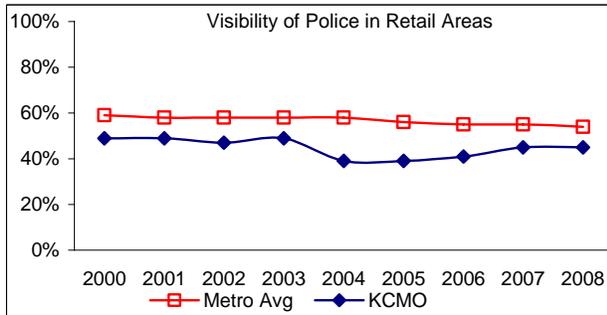
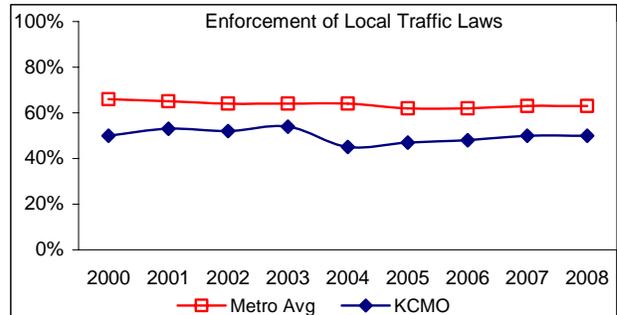
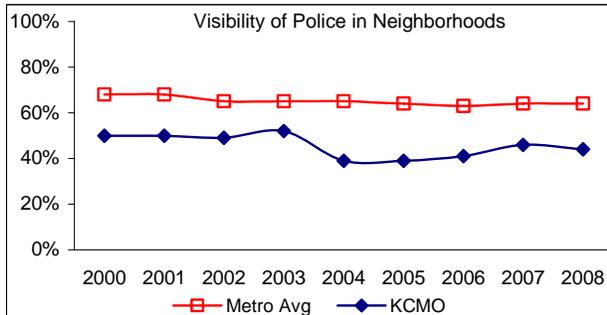
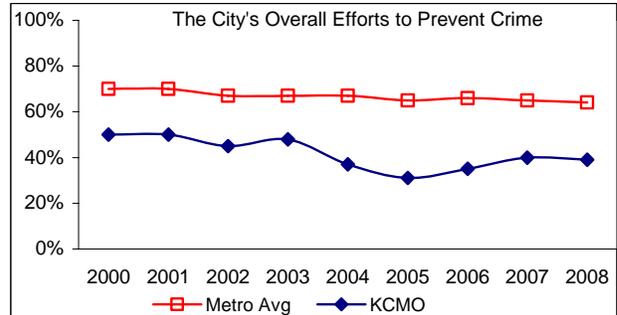
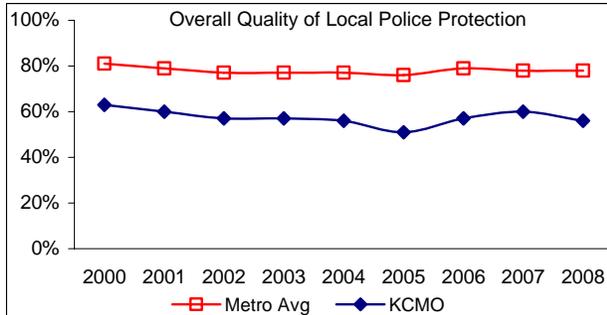
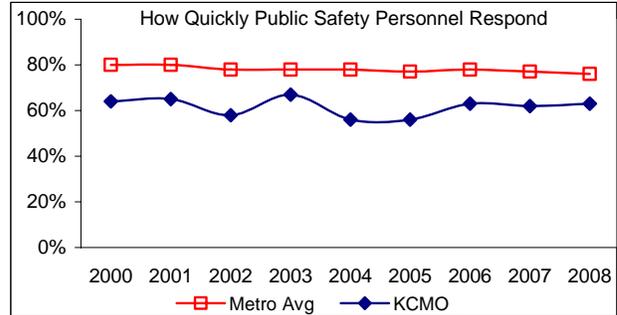
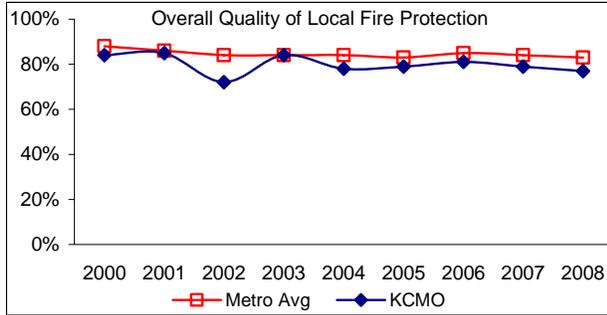
Perceptions Residents Have of the City in Which They Live



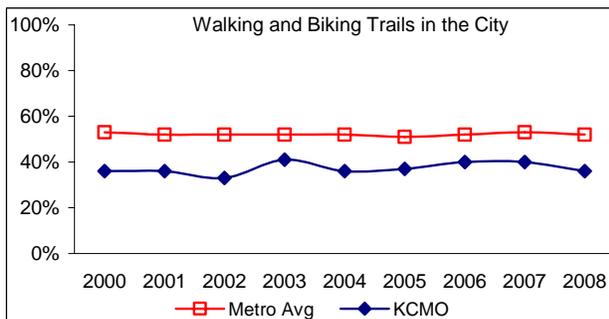
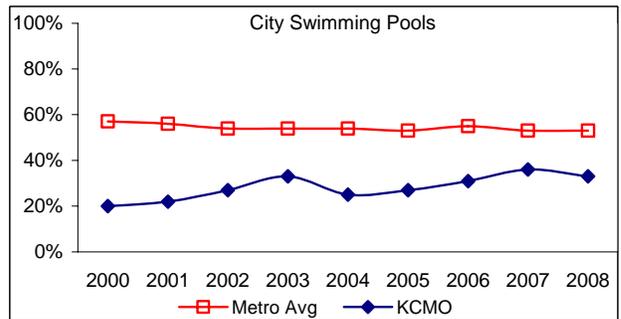
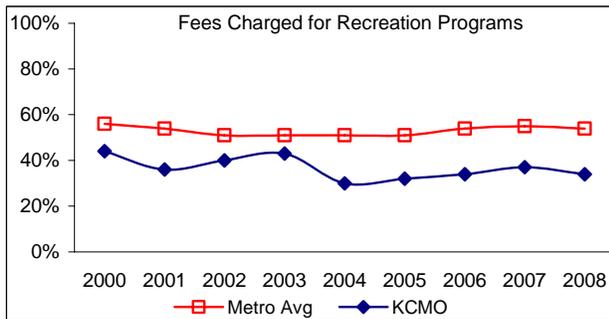
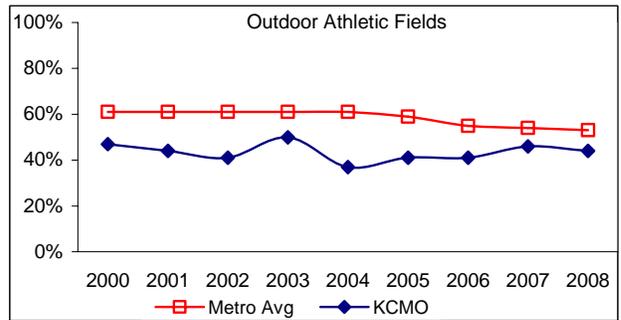
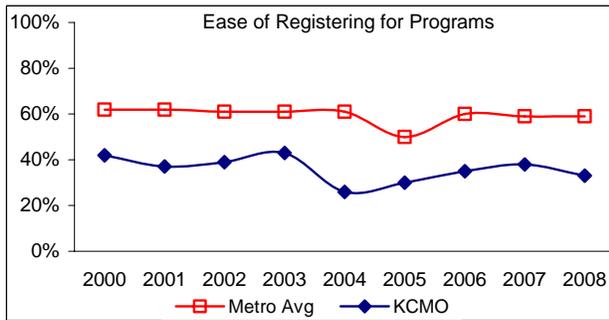
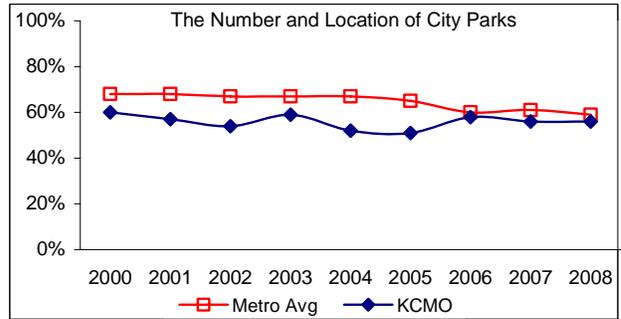
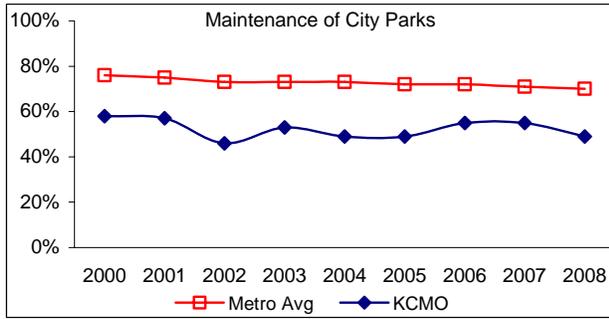
Satisfaction with City Communications



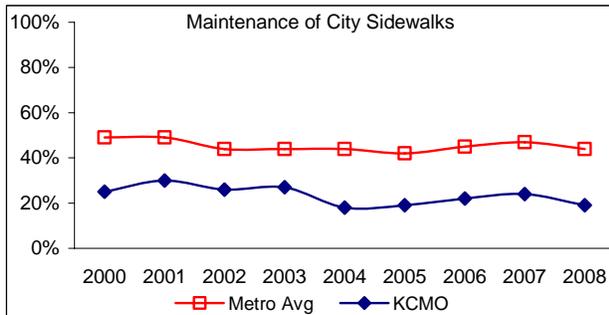
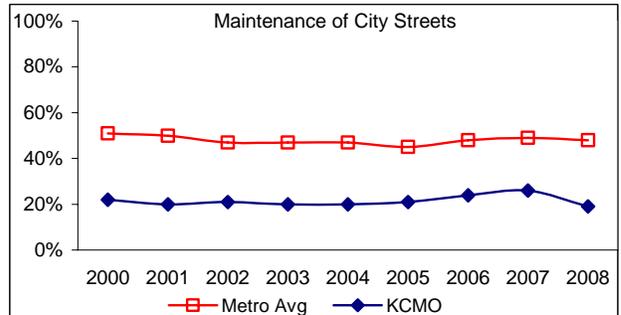
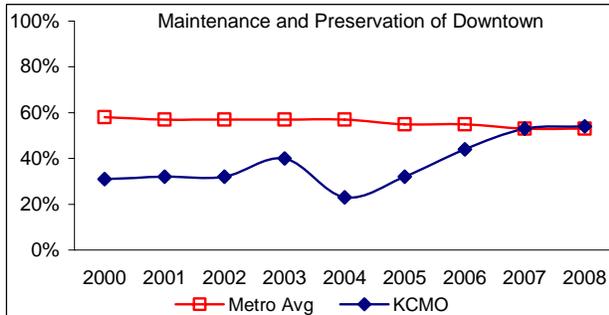
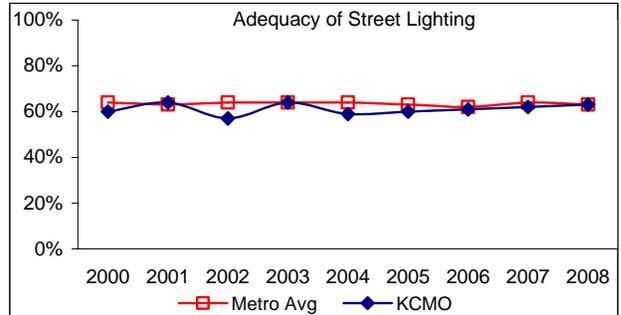
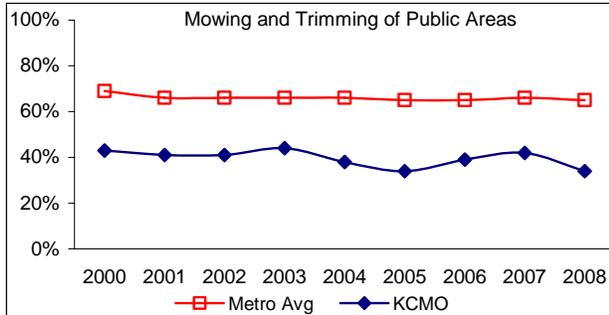
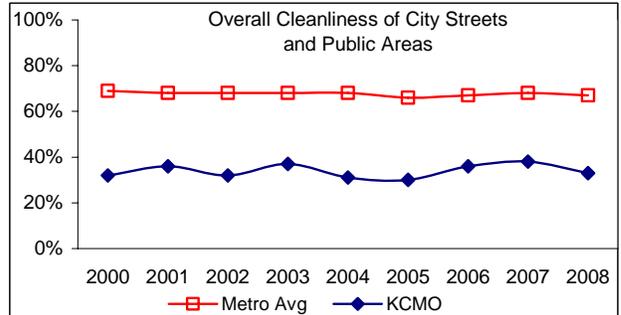
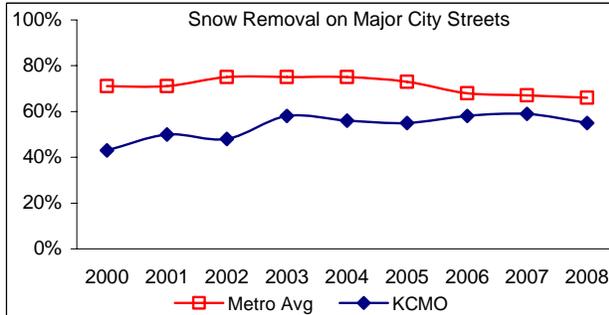
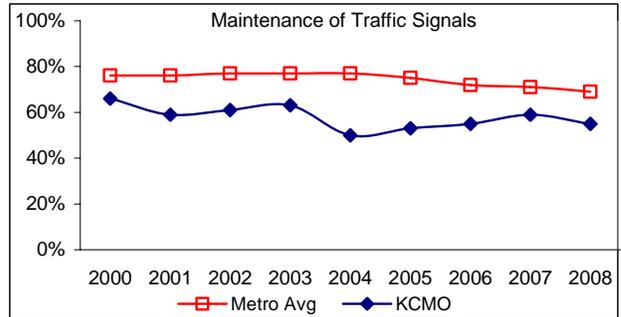
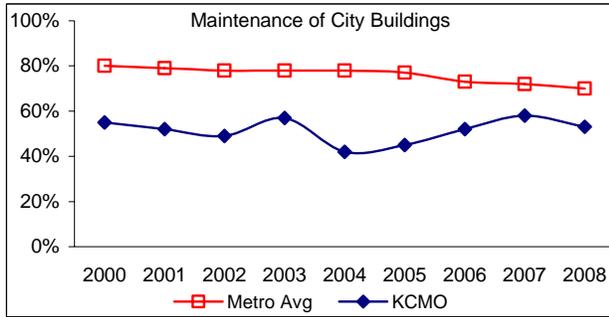
Satisfaction with Public Safety



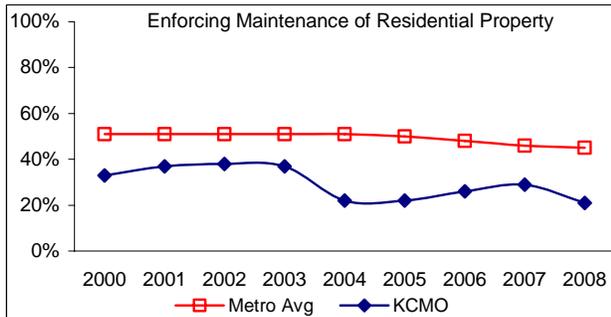
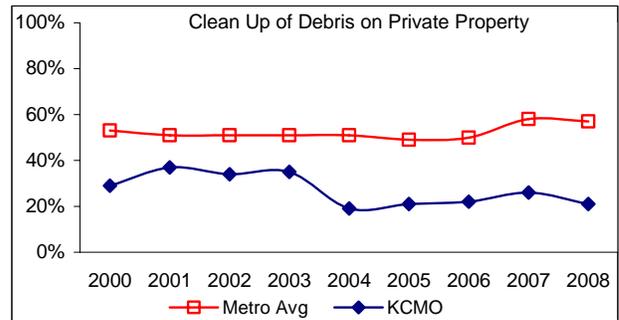
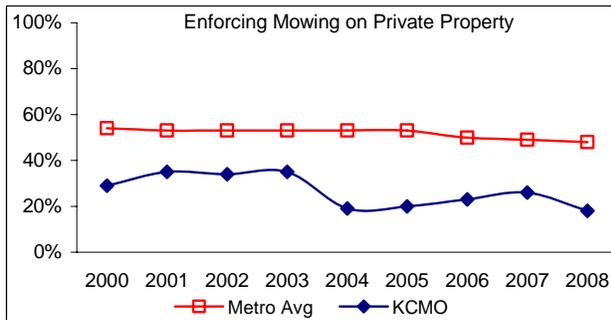
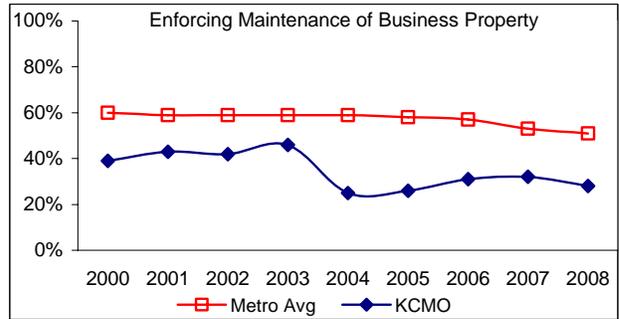
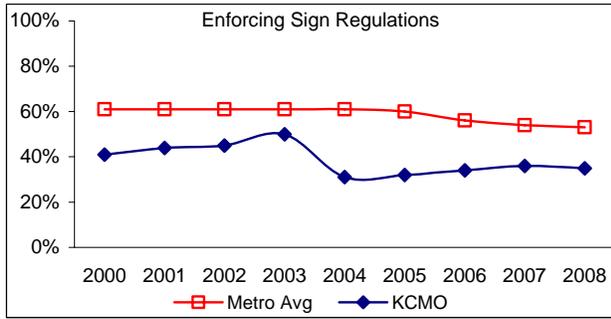
Satisfaction with Parks and Recreation



Satisfaction with Maintenance Services



Satisfaction with the Enforcement of Codes and Ordinances



Appendix E

2008 Citizen Survey Results – Phone Versus Mail Satisfaction

Phone versus Mail Satisfaction

About 43 percent of the respondents to the 2008 survey completed the survey over the phone. Phone respondents were generally more satisfied with city services (64 out of 73 service-related and image-related questions).

Phone respondents were significantly more satisfied with services related to 49 questions. A shaded figure indicates a statistically significant difference between the phone and mail response.

Question		Percent Responding Satisfied/Very Satisfied		
		Phone	Mail	Variance (Phone less Mail)
Q1a	Overall quality of police, fire and ambulance services	66.6%	66.4%	0.2%
Q1b	Overall quality of city parks and recreation programs and facilities	46.3%	49.2%	-2.9%
Q1c	Overall maintenance of city streets, buildings and facilities	18.5%	18.3%	0.2%
Q1d	Overall quality of city water utilities	59.3%	56.9%	2.4%
Q1e	Overall enforcement of city codes and ordinances	32.4%	25.0%	7.4%
Q1f	Overall quality of customer service you receive from city employees	47.0%	41.4%	5.6%
Q1g	Overall effectiveness of city communication with the public	38.7%	32.2%	6.4%
Q1h	Overall quality of the city's stormwater runoff/stormwater management system	32.6%	27.1%	5.5%
Q1i	Overall quality of local public health services	39.1%	31.0%	8.1%
Q1j	Overall flow of traffic	42.7%	42.2%	0.5%
Q1k	Overall quality of airport facilities	61.2%	64.9%	-3.7%
Q1l	Overall quality of city convention facilities	47.1%	43.5%	3.6%
Q3a	Overall quality of services provided by the City of Kansas City, Missouri	49.0%	41.9%	7.2%
Q3b	Overall value that you receive for your city tax dollars and fees	32.9%	23.2%	9.7%
Q3c	Overall image of the city	50.9%	39.4%	11.6%
Q3d	How well the city is planning growth	35.2%	25.1%	10.0%
Q3e	Overall quality of life in the city	58.6%	52.6%	6.0%
Q3f	Overall feeling of safety in the city	39.9%	33.9%	6.0%
Q5a	Quality of local police protection	58.4%	55.5%	3.0%
Q5b	The visibility of police in neighborhoods	46.4%	39.8%	6.6%
Q5c	The visibility of police in retail areas	44.1%	40.9%	3.2%
Q5d	The city's overall efforts to prevent crime	43.1%	32.0%	11.0%
Q5e	Enforcement of local traffic laws	51.0%	44.5%	6.5%
Q5f	Overall quality of police services	55.6%	50.8%	4.8%
Q5g	City efforts to enhance fire protection	59.2%	50.1%	9.2%
Q5h	Overall quality of local fire protection and rescue services	68.5%	65.6%	2.9%
Q5i	Quality of local ambulance service	57.6%	48.9%	8.7%
Q5j	How quickly public safety personnel respond to emergencies	54.9%	47.0%	7.9%
Q5k	Quality of animal control	37.3%	30.5%	6.8%
Q5l	The city's municipal court	26.6%	19.1%	7.5%
Q5m	Maintenance of city parks	42.7%	44.0%	-1.3%
Q5n	Maintenance of boulevards and parkways	44.9%	45.9%	-1.0%
Q5o	The location of city parks	51.8%	49.8%	2.0%
Q5p	Walking and biking trails in the city	29.1%	29.5%	-0.4%
Q5q	Maintenance of city community centers	28.8%	23.3%	5.5%

Question		Percent Responding Satisfied/Very Satisfied		
		Phone	Mail	Variance (Phone less Mail)
Q5r	City swimming pools and programs	23.2%	16.4%	6.8%
Q5s	City golf courses	23.5%	24.5%	-1.0%
Q5t	Outdoor athletic fields (i.e. baseball, soccer, and flag football)	29.7%	24.3%	5.5%
Q5u	The city's youth athletic programs	21.0%	15.1%	5.9%
Q5v	The city's adult athletic programs	15.6%	13.2%	2.5%
Q5w	Other city recreation programs, such as classes, trips, and special events	21.1%	13.0%	8.1%
Q5x	Ease of registering for programs	18.4%	13.2%	5.3%
Q5y	The reasonableness of fees charged for recreation programs	18.7%	15.3%	3.3%
Q5z	The availability of information about city programs and services	39.9%	28.9%	10.9%
Q5aa	City efforts to keep you informed about local issues	38.7%	30.7%	7.9%
Q5bb	The level of public involvement in local decision making	22.2%	18.8%	3.5%
Q5cc	Overall quality of leadership provided by the city's elected officials	26.2%	20.4%	5.8%
Q5dd	Overall effectiveness of appointed boards and commissions	21.9%	14.6%	7.3%
Q5ee	Overall effectiveness of the city manager and appointed staff	26.3%	20.9%	5.4%
Q5ff	How ethically the city conducts business	25.1%	18.3%	6.9%
Q6a	Maintenance of city streets	19.1%	17.4%	1.6%
Q6b	Maintenance of streets in your neighborhood	31.6%	34.1%	-2.5%
Q6c	The smoothness of city streets	20.8%	15.9%	4.9%
Q6d	Condition of sidewalks in the city	21.1%	15.2%	6.0%
Q6e	Maintenance of street signs	50.9%	44.9%	6.0%
Q6f	Maintenance of traffic signals	57.3%	50.3%	7.0%
Q6g	Maintenance and preservation of downtown Kansas City, Missouri	54.0%	43.1%	11.0%
Q6h	Maintenance of city buildings, e.g., City Hall	47.0%	39.5%	7.5%
Q6i	Snow removal on major city streets during the past 12 months	51.1%	54.9%	-3.8%
Q6j	Snow removal on streets in residential areas during the past 12 months	34.1%	34.4%	-0.4%
Q6k	Mowing and tree trimming along city streets and other public areas	32.5%	32.4%	0.1%
Q6l	Overall cleanliness of city streets and other public areas	33.4%	31.0%	2.4%
Q6m	Overall quality of trash collection services	58.0%	56.7%	1.3%
Q6n	Adequacy of city street lighting	61.9%	60.4%	1.5%
Q6o	Timeliness of the removal of abandoned cars from public property	26.8%	20.8%	6.1%
Q6p	Enforcing the clean up of litter and debris on private property	22.8%	13.0%	9.9%
Q6q	Enforcing the mowing and cutting of weeds on private property	20.6%	11.5%	9.1%
Q6r	Enforcing the maintenance of residential property	23.3%	13.6%	9.7%
Q6s	Enforcing the exterior maintenance of business property	28.0%	16.9%	11.1%
Q6t	Enforcing codes designed to protect public safety and public health	31.0%	20.9%	10.2%
Q6u	Enforcing sign regulations	30.0%	21.3%	8.7%
Q6v	Enforcing and prosecuting illegal dumping activities	19.2%	11.2%	7.9%
Q6w	Enforcing equal opportunity among all citizens	32.1%	23.1%	9.0%