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Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the Unified Government identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City and County services over the next two years. If the Unified Government wants to improve its overall satisfaction rating, they should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City’s overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
  
  o Quality of maintenance of City streets
  o Quality of communication with the public
  o Quality of planning and zoning
  o Quality of parks and recreation facilities
  o Quality of code enforcement

- **Overall Priorities for the County by Major Category.** The second level of analysis reviewed the importance of and satisfaction with major categories of County services. This analysis was conducted to help set the overall priorities for the County. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the County’s overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
  
  o Quality of motor vehicle registration
  o Quality of the Area Agency on Aging Services
  o Quality services for development disabilities
  o Quality of the County Appraiser’s Office services
  o Quality of customer service provided by Unified Government employees
  o Quality of services for developmental disabilities
  o Quality of senior transportation
Priorities Within Departments/Specific Areas: The third level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:

- **Public Safety**: City’s overall efforts to prevent crime, the visibility of police in neighborhoods, and the visibility of Code Enforcement in neighborhoods.
- **City Codes and Ordinances**: Enforcing the clean-up of litter and debris (blight) city-wide, Mowing/trimming on private and/or vacant property city-wide, and enforcing the maintenance of business property.
- **City Maintenance Services**: Maintenance of streets in neighborhoods, maintenance of major City streets, snow removal on neighborhood streets, and overall cleanliness of streets and other public areas.
- **Parks and Recreation**: Number of walking and biking trails, youth recreation programs, and swimming pool and spray parks, maintenance of parks and equipment, and programs for seniors.
Section 1: Importance-Satisfaction Analysis
Importance-Satisfaction Analysis
Kansas City, KS/Wyandotte County

Overview

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

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

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second and third most important services for the City or County to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City or County’s performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding “don’t know” responses). “Don't know” responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the overall Kansas City, KS services they thought were the most important for the City to provide. Approximately sixty-two percent (62.1%) of residents selected the “quality of maintenance of City streets” as one of the most important major services to provide.

With regard to satisfaction, thirty percent (30.6%) of the residents surveyed rated their overall satisfaction with the “quality of maintenance of City streets” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “quality of maintenance of City streets”
was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 62.1% was multiplied by 30.6% (1-0.694). This calculation yielded an I-S rating of 0.4310, which ranked first out of fifteen major City services.

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

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

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

**Interpreting the Ratings**

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

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

The results for District 5 are provided on the following page.
## Importance-Satisfaction Rating

### Kansas City, KS/Wyandotte County

#### City Services

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very High Priority (IS &gt; .20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance of City streets</td>
<td>62%</td>
<td>1</td>
<td>31%</td>
<td>13</td>
<td>0.4310</td>
<td>1</td>
</tr>
<tr>
<td>Communication with the public</td>
<td>34%</td>
<td>2</td>
<td>27%</td>
<td>15</td>
<td>0.2515</td>
<td>2</td>
</tr>
<tr>
<td><strong>High Priority (IS .10-.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planning &amp; zoning</td>
<td>24%</td>
<td>5</td>
<td>31%</td>
<td>14</td>
<td>0.1693</td>
<td>3</td>
</tr>
<tr>
<td>Parks &amp; recreation facilities</td>
<td>31%</td>
<td>4</td>
<td>46%</td>
<td>7</td>
<td>0.1672</td>
<td>4</td>
</tr>
<tr>
<td>Code enforcement</td>
<td>24%</td>
<td>6</td>
<td>32%</td>
<td>12</td>
<td>0.1639</td>
<td>5</td>
</tr>
<tr>
<td>Public transportation</td>
<td>22%</td>
<td>7</td>
<td>35%</td>
<td>10</td>
<td>0.1408</td>
<td>6</td>
</tr>
<tr>
<td>Parks &amp; recreation programs</td>
<td>19%</td>
<td>10</td>
<td>33%</td>
<td>11</td>
<td>0.1252</td>
<td>7</td>
</tr>
<tr>
<td>Storm water runoff/management system</td>
<td>20%</td>
<td>9</td>
<td>45%</td>
<td>8</td>
<td>0.1122</td>
<td>8</td>
</tr>
<tr>
<td><strong>Medium Priority (IS &lt; .10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Police services</td>
<td>31%</td>
<td>3</td>
<td>76%</td>
<td>3</td>
<td>0.0736</td>
<td>9</td>
</tr>
<tr>
<td>Recycling</td>
<td>16%</td>
<td>11</td>
<td>58%</td>
<td>5</td>
<td>0.0672</td>
<td>10</td>
</tr>
<tr>
<td>Sewer utility system</td>
<td>10%</td>
<td>14</td>
<td>51%</td>
<td>6</td>
<td>0.0504</td>
<td>11</td>
</tr>
<tr>
<td>Trash collection system</td>
<td>12%</td>
<td>12</td>
<td>71%</td>
<td>4</td>
<td>0.0354</td>
<td>12</td>
</tr>
<tr>
<td>Municipal court</td>
<td>5%</td>
<td>15</td>
<td>36%</td>
<td>9</td>
<td>0.0339</td>
<td>13</td>
</tr>
<tr>
<td>Fire services</td>
<td>21%</td>
<td>8</td>
<td>84%</td>
<td>1</td>
<td>0.0332</td>
<td>14</td>
</tr>
<tr>
<td>Ambulance services</td>
<td>12%</td>
<td>13</td>
<td>80%</td>
<td>2</td>
<td>0.0229</td>
<td>15</td>
</tr>
</tbody>
</table>

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

**Most Important %:**

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

**Satisfaction %:**

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

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### Importance-Satisfaction Rating

**Kansas City, KS/Wyandotte County**  
**Wyandotte County Services**

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very High Priority (IS &gt; .20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Motor Vehicle Registration</td>
<td>56%</td>
<td>1</td>
<td>30%</td>
<td>11</td>
<td>0.3903</td>
<td>1</td>
</tr>
<tr>
<td>Area Agency on Aging Services</td>
<td>32%</td>
<td>3</td>
<td>26%</td>
<td>12</td>
<td>0.2414</td>
<td>2</td>
</tr>
<tr>
<td>County Appraiser's Office services</td>
<td>26%</td>
<td>5</td>
<td>21%</td>
<td>14</td>
<td>0.2020</td>
<td>3</td>
</tr>
<tr>
<td><strong>High Priority (IS .10-.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer service provided by Unified Government employees</td>
<td>29%</td>
<td>4</td>
<td>37%</td>
<td>6</td>
<td>0.1833</td>
<td>4</td>
</tr>
<tr>
<td>Services for developmental disabilities</td>
<td>22%</td>
<td>6</td>
<td>25%</td>
<td>13</td>
<td>0.1658</td>
<td>5</td>
</tr>
<tr>
<td>Senior transportation</td>
<td>20%</td>
<td>7</td>
<td>20%</td>
<td>15</td>
<td>0.1564</td>
<td>6</td>
</tr>
<tr>
<td>County parks</td>
<td>33%</td>
<td>2</td>
<td>53%</td>
<td>2</td>
<td>0.1530</td>
<td>7</td>
</tr>
<tr>
<td>Public Health Department services</td>
<td>19%</td>
<td>8</td>
<td>34%</td>
<td>10</td>
<td>0.1266</td>
<td>8</td>
</tr>
<tr>
<td>Treasurer's Office</td>
<td>16%</td>
<td>9</td>
<td>35%</td>
<td>8</td>
<td>0.1024</td>
<td>9</td>
</tr>
<tr>
<td>Adult Jail/Juvenile Detention Center</td>
<td>16%</td>
<td>10</td>
<td>35%</td>
<td>9</td>
<td>0.1022</td>
<td>10</td>
</tr>
<tr>
<td><strong>Medium Priority (IS &lt; .10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>County Sheriff's office</td>
<td>11%</td>
<td>11</td>
<td>55%</td>
<td>1</td>
<td>0.0511</td>
<td>11</td>
</tr>
<tr>
<td>Community elections</td>
<td>9%</td>
<td>12</td>
<td>44%</td>
<td>4</td>
<td>0.0495</td>
<td>12</td>
</tr>
<tr>
<td>District Courts</td>
<td>7%</td>
<td>14</td>
<td>39%</td>
<td>5</td>
<td>0.0443</td>
<td>13</td>
</tr>
<tr>
<td>The Election Office</td>
<td>8%</td>
<td>13</td>
<td>46%</td>
<td>3</td>
<td>0.0433</td>
<td>14</td>
</tr>
<tr>
<td>The District Attorneys' Office</td>
<td>6%</td>
<td>15</td>
<td>37%</td>
<td>7</td>
<td>0.0349</td>
<td>15</td>
</tr>
</tbody>
</table>

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

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

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

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### Importance-Satisfaction Rating

**Kansas City, KS/Wyandotte County Public Safety**

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very High Priority (I-S &gt; .20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The City's overall efforts to prevent crime</td>
<td>46%</td>
<td>1</td>
<td>43%</td>
<td>7</td>
<td>0.2627</td>
<td>1</td>
</tr>
<tr>
<td><strong>High Priority (I-S .10-.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The visibility of police in neighborhoods</td>
<td>39%</td>
<td>2</td>
<td>58%</td>
<td>3</td>
<td>0.1610</td>
<td>2</td>
</tr>
<tr>
<td>The visibility of Code Enforcement in your neighborhood</td>
<td>21%</td>
<td>5</td>
<td>28%</td>
<td>9</td>
<td>0.1528</td>
<td>3</td>
</tr>
<tr>
<td>The visibility of police in neighborhood retail areas</td>
<td>32%</td>
<td>3</td>
<td>58%</td>
<td>4</td>
<td>0.1352</td>
<td>4</td>
</tr>
<tr>
<td>Quality of animal control in your neighborhood</td>
<td>21%</td>
<td>6</td>
<td>37%</td>
<td>8</td>
<td>0.1292</td>
<td>5</td>
</tr>
<tr>
<td>How quickly police department personnel respond to emergencies</td>
<td>24%</td>
<td>4</td>
<td>57%</td>
<td>5</td>
<td>0.1024</td>
<td>6</td>
</tr>
<tr>
<td><strong>Medium Priority (I-S &lt;.10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enforcement of traffic laws</td>
<td>15%</td>
<td>7</td>
<td>50%</td>
<td>6</td>
<td>0.0750</td>
<td>7</td>
</tr>
<tr>
<td>The visibility of Building Inspection in your neighborhood</td>
<td>6%</td>
<td>10</td>
<td>25%</td>
<td>10</td>
<td>0.0623</td>
<td>8</td>
</tr>
<tr>
<td>How quickly fire department responds to medical emergency calls</td>
<td>15%</td>
<td>8</td>
<td>79%</td>
<td>1</td>
<td>0.0315</td>
<td>9</td>
</tr>
<tr>
<td>How quickly fire department responded to fires</td>
<td>13%</td>
<td>9</td>
<td>76%</td>
<td>2</td>
<td>0.0314</td>
<td>10</td>
</tr>
</tbody>
</table>

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

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

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

---

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### Importance-Satisfaction Rating

#### Kansas City, KS/Wyandotte County

**City Maintenance**

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very High Priority (I-S &gt; .20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance of streets in your neighborhood</td>
<td>44%</td>
<td>1</td>
<td>33%</td>
<td>7</td>
<td>0.2901</td>
<td>1</td>
</tr>
<tr>
<td>Maintenance of major City streets</td>
<td>42%</td>
<td>2</td>
<td>42%</td>
<td>4</td>
<td>0.2399</td>
<td>2</td>
</tr>
<tr>
<td>Snow removal on neighborhood streets</td>
<td>33%</td>
<td>3</td>
<td>37%</td>
<td>5</td>
<td>0.2118</td>
<td>3</td>
</tr>
<tr>
<td><strong>High Priority (I-S .10-.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall cleanliness of streets &amp; other public areas</td>
<td>30%</td>
<td>4</td>
<td>37%</td>
<td>6</td>
<td>0.1918</td>
<td>4</td>
</tr>
<tr>
<td>Maintenance of sidewalks in your neighborhood</td>
<td>18%</td>
<td>5</td>
<td>27%</td>
<td>11</td>
<td>0.1283</td>
<td>5</td>
</tr>
<tr>
<td>Overall appearance of Downtown</td>
<td>15%</td>
<td>6</td>
<td>29%</td>
<td>10</td>
<td>0.1094</td>
<td>6</td>
</tr>
<tr>
<td><strong>Medium Priority (I-S &lt; .10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance of curbs in your neighborhood</td>
<td>13%</td>
<td>7</td>
<td>33%</td>
<td>8</td>
<td>0.0859</td>
<td>7</td>
</tr>
<tr>
<td>Maintenance of Downtown parking lots</td>
<td>10%</td>
<td>11</td>
<td>20%</td>
<td>13</td>
<td>0.0807</td>
<td>8</td>
</tr>
<tr>
<td>Maintenance of City buildings</td>
<td>11%</td>
<td>8</td>
<td>30%</td>
<td>9</td>
<td>0.0786</td>
<td>9</td>
</tr>
<tr>
<td>Maintenance of stormwater drainage system in your neighborhood</td>
<td>11%</td>
<td>9</td>
<td>45%</td>
<td>3</td>
<td>0.0613</td>
<td>10</td>
</tr>
<tr>
<td>Snow removal on major City streets</td>
<td>11%</td>
<td>10</td>
<td>63%</td>
<td>1</td>
<td>0.0392</td>
<td>11</td>
</tr>
<tr>
<td>Maintenance of alleys in your neighborhood</td>
<td>4%</td>
<td>13</td>
<td>20%</td>
<td>12</td>
<td>0.0319</td>
<td>12</td>
</tr>
<tr>
<td>Maintenance of street signs/ traffic signals</td>
<td>6%</td>
<td>12</td>
<td>56%</td>
<td>2</td>
<td>0.0266</td>
<td>13</td>
</tr>
</tbody>
</table>

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

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

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

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Importance-Satisfaction Rating
Kansas City, KS/Wyandotte County
City Codes and Ordinances

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very High Priority (IS &gt; .20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enforcing clean-up of junk, trash &amp; debris (blight), city-wide</td>
<td>58%</td>
<td>1</td>
<td>23%</td>
<td>6</td>
<td>0.4451</td>
<td>1</td>
</tr>
<tr>
<td>Enforcing mowing &amp; trimming of weeds on private and/or vacant property, city-wide</td>
<td>50%</td>
<td>2</td>
<td>23%</td>
<td>7</td>
<td>0.3837</td>
<td>2</td>
</tr>
<tr>
<td><strong>High Priority (IS .10-.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enforcing maintenance of business property</td>
<td>26%</td>
<td>3</td>
<td>35%</td>
<td>5</td>
<td>0.1719</td>
<td>3</td>
</tr>
<tr>
<td>Enforcing clean-up of junk, trash &amp; debris (blight), in your neighborhood</td>
<td>23%</td>
<td>4</td>
<td>41%</td>
<td>2</td>
<td>0.1383</td>
<td>4</td>
</tr>
<tr>
<td>Enforcing mowing &amp; trimming of weeds on private and/or vacant property, in your neighborhood</td>
<td>21%</td>
<td>5</td>
<td>36%</td>
<td>4</td>
<td>0.1348</td>
<td>5</td>
</tr>
<tr>
<td>Enforcing maintenance of residential property (houses) in your neighborhood</td>
<td>21%</td>
<td>6</td>
<td>42%</td>
<td>1</td>
<td>0.1203</td>
<td>6</td>
</tr>
<tr>
<td>Enforcing removal of inoperable or junk cars in your neighborhood</td>
<td>17%</td>
<td>7</td>
<td>40%</td>
<td>3</td>
<td>0.1003</td>
<td>7</td>
</tr>
</tbody>
</table>

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

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

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

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### Importance-Satisfaction Rating

**Kansas City, KS/Wyandotte County**

**Parks and Recreation**

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very High Priority (IS &gt; .20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of walking &amp; biking trails</td>
<td>42%</td>
<td>1</td>
<td>25%</td>
<td>5</td>
<td>0.3171</td>
<td>1</td>
</tr>
<tr>
<td>Youth recreation programs</td>
<td>27%</td>
<td>3</td>
<td>17%</td>
<td>8</td>
<td>0.2282</td>
<td>2</td>
</tr>
<tr>
<td>Swimming pool &amp; spray parks</td>
<td>27%</td>
<td>4</td>
<td>19%</td>
<td>6</td>
<td>0.2198</td>
<td>3</td>
</tr>
<tr>
<td><strong>High Priority (IS .10-.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance of parks &amp; equipment</td>
<td>31%</td>
<td>2</td>
<td>50%</td>
<td>2</td>
<td>0.1566</td>
<td>4</td>
</tr>
<tr>
<td>Programs for seniors</td>
<td>18%</td>
<td>6</td>
<td>15%</td>
<td>11</td>
<td>0.1548</td>
<td>5</td>
</tr>
<tr>
<td>The number of parks</td>
<td>22%</td>
<td>5</td>
<td>38%</td>
<td>3</td>
<td>0.1391</td>
<td>6</td>
</tr>
<tr>
<td>Number of outdoor athletic fields</td>
<td>18%</td>
<td>7</td>
<td>33%</td>
<td>4</td>
<td>0.1181</td>
<td>7</td>
</tr>
<tr>
<td>Adult recreation programs</td>
<td>14%</td>
<td>8</td>
<td>14%</td>
<td>12</td>
<td>0.1167</td>
<td>8</td>
</tr>
<tr>
<td>Fees charged for recreation programs</td>
<td>12%</td>
<td>9</td>
<td>17%</td>
<td>9</td>
<td>0.1008</td>
<td>9</td>
</tr>
<tr>
<td><strong>Medium Priority (IS &lt;.10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of registering for programs</td>
<td>5%</td>
<td>10</td>
<td>17%</td>
<td>7</td>
<td>0.0397</td>
<td>10</td>
</tr>
<tr>
<td>Skate board parks</td>
<td>3%</td>
<td>11</td>
<td>15%</td>
<td>10</td>
<td>0.0282</td>
<td>11</td>
</tr>
<tr>
<td>Sunflower Hills Golf Course</td>
<td>3%</td>
<td>12</td>
<td>52%</td>
<td>1</td>
<td>0.0135</td>
<td>12</td>
</tr>
</tbody>
</table>

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

**Most Important %:**

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

**Satisfaction %:**

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

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Section 2: GIS Maps
Satisfaction with Neighborhood and Community Services
Q1 01 Quality of Police Services

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q1 02 Quality of Fire Services

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

ETC INSTITUTE (2016)
Q1 03 Quality of Ambulance Services

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

ETC INSTITUTE

Q1 04 Quality of Maintenance of City Streets

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

ETC INSTITUTE
Q1 05 Quality of Storm Water Run-off Management System

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q1 06 Quality of Sewer Utility System

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q1 07 Quality of Trash Collection System

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q1 08 Quality of Parks and Recreation Facilities

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q1 09 Quality of Parks and Recreation Programs

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q1 10 Quality of Code Enforcement

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q1 11 Quality of Planning and Zoning

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

ETC INSTITUTE

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

Q1 12 Communication with the Public

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

ETC INSTITUTE
Q1 13 Quality of Municipal Court

Shading reflects the mean rating for all respondents by Neighborhood

Q1 14 Quality of Recycling

Shading reflects the mean rating for all respondents by Neighborhood
Satisfaction with County Level Services
Q3 18 Quality of Services for Developmental Disabilities

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q3 19 Quality of Area Agency on Aging Services

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q3 20 Quality of Senior Transportation

2016 Unified Government Community Survey

Citizen Satisfaction
Mean rating on a 5-point scale

2016 Kansas City, KS/Wyandotte County Community Survey Final Report: District 5

ETC Institute (2016)
Page 22
Q3 24 Quality of County Appraiser’s Office services

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q3 25 County Parks Wyandotte County Park

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q3 26 Quality of The District Attorneys Office

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Q3 27 Quality of The Election Office

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response
Q3 28 Quality of Community Elections

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q3 29 Quality of Customer Service Provided by Unified Government Employees

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q3 30 Quality of Public Health Department Services

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Satisfaction with Public Safety Services
Q6 01 Satisfaction with The Visibility of Police in Neighborhoods

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q6 02 Satisfaction with The Visibility of Police in Neighborhood Retail Areas

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q6 03 Satisfaction with The Visibility of Code Enforcement in Your Neighborhood

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

 Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied

No Response

ETC Institute (2016)

Q6 04 Satisfaction with The visibility of Building Inspections in Your Neighborhood

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

 Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied

No Response

ETC Institute (2016)
Q6 05 Satisfaction with The City’s Overall Efforts to Prevent Crime

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q6 06 Satisfaction with Enforcement of Traffic Laws

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q6 07 Satisfaction with How Quickly Police Department Personnel Respond to Emergencies

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q6 08 Satisfaction with How Quickly Fire Department Responded to Fires

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

ETC INSTITUTE
Q6 09 Satisfaction with How Quickly Fire Department Responds to Medical Emergencies

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

Q6 10 Quality of Animal Control in Your Neighborhood

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response
Satisfaction with City Maintenance Services

Q8 01 Satisfaction with Maintenance of Major City Streets

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

ETC Institute (2016)
Q8 02 Satisfaction with Quality of Maintenance of Streets in Your Neighborhood

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q8 03 Satisfaction with Maintenance of Alleys in Your Neighborhood

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q8 08 Satisfaction with Overall Appearance of Downtown Including Lighting, Landscaping, and Planter Boxes

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q8 09 Satisfaction with Quality of Maintenance of City Buildings

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q8 10 Satisfaction with Quality of Snow Removal on Major City Streets

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q8 11 Satisfaction with Snow Removal on Neighborhood Streets

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q8 12 Satisfaction with Overall Cleanliness of Streets and Other Public Areas

Citizen Satisfaction
Mean rating on a 5-point scale

ETC INSTITUTE

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

2016 Kansas City, KS/Wyandotte County Community Survey Final Report: District 5
ETC Institute (2016)

Q8 13 Satisfaction with Maintenance of Storm Water Drainage System in Your Neighborhood

Citizen Satisfaction
Mean rating on a 5-point scale

ETC INSTITUTE

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Satisfaction with Enforcement of Codes

Q10 01 Satisfaction with Enforcing the Clean-up of Junk, Trash, and Debris city-wide

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response
Q10 02 Satisfaction with Enforcing the Clean-up of Junk, Trash, and Debris in Your Neighborhood

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q10 03 Satisfaction with Enforcing the Mowing and Trimming of Weeds on Private and/or Vacant Property, city-wide

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q10 04 Satisfaction with Enforcing the Mowing and Trimming of Weeds on Private and/or Vacant Property in Your Neighborhood

Mean rating on a 5-point scale

ETC INSTITUTE

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey

Shading reflects the mean rating for all respondents by Neighborhood

Q10 05 Satisfaction with Enforcing the Maintenance of Residential Property in Your Neighborhood

Mean rating on a 5-point scale

ETC INSTITUTE

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey

Shading reflects the mean rating for all respondents by Neighborhood
Q10 06 Satisfaction with Enforcing the Maintenance of Business Property

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood.

Q10 07 Satisfaction with Enforcing the Removal of Inoperable or Junk Care in Your Neighborhood

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood.
Satisfaction with Parks and Recreation Services

Q12 01 Satisfaction with Maintenance of Parks & Equipment

Shading reflects the mean rating for all respondents by Neighborhood

2016 Unified Government Community Survey

2016 Kansas City, KS/Wyandotte County Community Survey Final Report: District 5

ETC Institute (2016)
### Q12.02 Satisfaction with Number of Walking and Biking Trails

#### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by Neighborhood.

![Map of Kansas City, KS/Wyandotte County with shading indicating satisfaction levels for Q12.02.](image)

### Q12.03 Satisfaction with The Number of Parks

#### Citizen Satisfaction

Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by Neighborhood.

![Map of Kansas City, KS/Wyandotte County with shading indicating satisfaction levels for Q12.03.](image)
Q12 04 Satisfaction with Number of Outdoor Athletic Fields

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q12 05 Satisfaction with Sunflower Hills Golf Course

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q12 08 Satisfaction with Adult Recreation Programs

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q12 09 Satisfaction with Programs for Seniors

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q12 10 Satisfaction with Ease of Registering for Programs

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

Q12 11 Satisfaction with Skate Board Parks

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response
Q12 12 Satisfaction with Fees charged for Recreation Programs

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Satisfaction with Perception of Wyandotte County
Q17 01 Satisfaction with Overall image of Wyandotte County

Citizen Satisfaction
Mean rating on a 5-point scale

ETC INSTITUTE

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

Q17 02 Satisfaction with How well Wyandotte County is Planning Growth and Development

Citizen Satisfaction
Mean rating on a 5-point scale

ETC INSTITUTE
Q17 03 Satisfaction with Overall Quality of Life in Wyandotte County

2016 Unified Government Community Survey

Citizen Satisfaction
Mean rating on a 5-point scale
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by Neighborhood

Q17 04 Satisfaction with Overall appearance of Wyandotte County

2016 Unified Government Community Survey

Citizen Satisfaction
Mean rating on a 5-point scale
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by Neighborhood

ETC Institute (2016)
Q17 07 Satisfaction with Your Monthly Trash Service Fee

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

ETC INSTITUTE

Q17 08 Satisfaction with Your Monthly Sewer Fee

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood

ETC INSTITUTE
Q17 09 Satisfaction with The Overall Value You Receive for
City and County Taxes and Fees You Pay

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Section 3: Tabular Analysis
Q18. The Unified Government has a dangerous dog ordinance to make the community safe for people and pets in the most comprehensive way possible. The Unified Government's current dangerous dog ordinance currently bans "pit bulls". The Unified Government could amend the current dangerous dog ordinance to hold owners accountable for the behavior of their dogs regardless of the dog's breed. Would you support this change?

<table>
<thead>
<tr>
<th>Q18. Would you support this change</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes (Law should be expanded to hold owners responsible for the behavior of all dog breeds)</td>
<td>390</td>
<td>83.2 %</td>
</tr>
<tr>
<td>No (Law should continue to apply to pit bulls only)</td>
<td>59</td>
<td>12.6 %</td>
</tr>
<tr>
<td>Not provided</td>
<td>20</td>
<td>4.3 %</td>
</tr>
<tr>
<td>Total</td>
<td>469</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**EXCLUDING DON'T KNOW**

Q18. The Unified Government has a dangerous dog ordinance to make the community safe for people and pets in the most comprehensive way possible. The Unified Government's current dangerous dog ordinance currently bans "pit bulls". The Unified Government could amend the current dangerous dog ordinance to hold owners accountable for the behavior of their dogs regardless of the dog's breed. Would you support this change? (without "not provided")

<table>
<thead>
<tr>
<th>Q18. Would you support this change</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes (Law should be expanded to hold owners responsible for the behavior of all dog breeds)</td>
<td>390</td>
<td>86.9 %</td>
</tr>
<tr>
<td>No (Law should continue to apply to pit bulls only)</td>
<td>59</td>
<td>13.1 %</td>
</tr>
<tr>
<td>Total</td>
<td>449</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q19. Should female/hen chickens (no males/roosters) be allowed in backyards not zoned for agricultural purposes?

<table>
<thead>
<tr>
<th>Q19. Should female/hen chickens (no males/roosters) be allowed in backyards not zoned for agricultural purposes</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>220</td>
<td>46.9 %</td>
</tr>
<tr>
<td>No</td>
<td>228</td>
<td>48.6 %</td>
</tr>
<tr>
<td>Not provided</td>
<td>21</td>
<td>4.5 %</td>
</tr>
<tr>
<td>Total</td>
<td>469</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Commission District 5

EXCLUDING NOT PROVIDED

Q19. Should female/hen chickens (no males/roosters) be allowed in backyards not zoned for agricultural purposes? (without "not provided")

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>220</td>
<td>49.1 %</td>
</tr>
<tr>
<td>No</td>
<td>228</td>
<td>50.9 %</td>
</tr>
<tr>
<td>Total</td>
<td>448</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q19a. (If YES to Question 19) How many female chickens should be allowed in backyards?

<table>
<thead>
<tr>
<th>Q19a. How many female chickens should be allowed</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 to 6</td>
<td>123</td>
<td>55.9 %</td>
</tr>
<tr>
<td>7 to 12</td>
<td>53</td>
<td>24.1 %</td>
</tr>
<tr>
<td>13 to 20</td>
<td>11</td>
<td>5.0 %</td>
</tr>
<tr>
<td>21+</td>
<td>7</td>
<td>3.2 %</td>
</tr>
<tr>
<td>Don't know</td>
<td>26</td>
<td>11.8 %</td>
</tr>
<tr>
<td>Total</td>
<td>194</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

EXCLUDING DON'T KNOW

Q19a. (If YES to Question 19) How many female chickens should be allowed in backyards? (without "don't know")

<table>
<thead>
<tr>
<th>Q19a. How many female chickens should be allowed</th>
<th>Number</th>
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<tr>
<td>21+</td>
<td>7</td>
<td>3.6 %</td>
</tr>
<tr>
<td>Total</td>
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<td>100.0 %</td>
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Section 4:
Survey Instrument
18. The Unified Government has a dangerous dog ordinance to make the community safe for people and pets in the most comprehensive way possible. The Unified Government’s current dangerous dog ordinance currently bans “pit bulls”. The Unified Government could amend the current dangerous dog ordinance to hold owners accountable for the behavior of their dogs regardless of the dog’s breed. Would you support this change?

   (1) Yes (The law should be expanded to hold owners responsible for the behavior of all dog breeds.)
   (2) No (The law should continue to apply to pit bulls only.)

19. Should female/hen chickens (no males/roosters) be allowed in backyards not zoned for agricultural purposes?

   (1) Yes   (2) No

19-2. [IF YES to #19] How many female chickens should be allowed in backyards?

   (1) 1 to 6   (2) 7 to 12   (3) 13 to 20   (4) 21 or more chickens   (9) Don’t know

20. Do you have any suggestions to improve the quality of services in your neighborhood? [If yes, please write your suggestions in the space provided below.]

   ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________

PLEASE ANSWER THE DEMOGRAPHIC QUESTIONS ON THE NEXT PAGE