Final Report

2016 Kansas City, KS/Wyandotte County Community Survey
District 6

...helping organizations make better decisions since 1982

Submitted to:
Unified Government of Wyandotte County/
Kansas City, Kansas

Submitted by: ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

May 2016
Contents

Executive Summary ................................................................. Page i

Section 1: Importance-Satisfaction Analysis ............................... Page 1

Section 2: GIS Maps .................................................................. Page 10

Section 3: Tabular Analysis for District Questions ......................... Page 56

Section 4: Survey Instrument ...................................................... Page 63
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:
  - Quality of maintenance of City streets
  - Quality of communication with the public
  - Quality of City’s storm water runoff/management system
  - Quality of public transportation
  - 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:
  - Quality of motor vehicle registration
  - Quality of the Area Agency on Aging Services
  - Quality of senior transportation
  - Quality of customer service received from County employees
• **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:

  o **Public Safety:** City’s overall efforts to prevent crime, quality of animal control in the neighborhoods, the visibility of police in neighborhoods, and the visibility of Code Enforcement in neighborhoods.

  o **City Codes and Ordinances:** Enforcing clean-up of junk, trash and debris (blight) both city-wide and in neighborhoods, enforcing mowing and trimming of weeds on private and/or vacant property both city-wide and in neighborhoods, enforcing maintenance of residential property (houses) in neighborhoods, and enforcing removal of inoperable or junk cars in neighborhoods.

  o **City Maintenance Services:** Maintenance of streets and sidewalks in neighborhoods, snow removal on neighborhood streets, maintenance of storm water drainage system in neighborhoods, maintenance of curbs in neighborhoods, and the overall cleanliness of streets and other public areas.

  o **Parks and Recreation:** Number of walking and biking trails, swimming pools and spray parks, and the maintenance of parks and equipment.
Section 1: Importance-Satisfaction Analysis
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-seven percent (66.8%) of residents selected the “quality of maintenance of City streets” as one of the most important major services to provide.

With regard to satisfaction, twenty-seven percent (26.9%) 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, 66.8% was multiplied by 26.9% (1-0.731). This calculation yielded an I-S rating of 0.4883, 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 6 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>67%</td>
<td>1</td>
<td>27%</td>
<td>14</td>
<td>0.4883</td>
<td>1</td>
</tr>
<tr>
<td>Communication with the public</td>
<td>32%</td>
<td>3</td>
<td>31%</td>
<td>12</td>
<td>0.2217</td>
<td>2</td>
</tr>
<tr>
<td>Storm water runoff/management system</td>
<td>31%</td>
<td>4</td>
<td>33%</td>
<td>10</td>
<td>0.2061</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>Public transportation</td>
<td>25%</td>
<td>5</td>
<td>24%</td>
<td>15</td>
<td>0.1918</td>
<td>4</td>
</tr>
<tr>
<td>Code enforcement</td>
<td>25%</td>
<td>6</td>
<td>31%</td>
<td>11</td>
<td>0.1721</td>
<td>5</td>
</tr>
<tr>
<td>Sewer utility system</td>
<td>18%</td>
<td>9</td>
<td>41%</td>
<td>8</td>
<td>0.1041</td>
<td>6</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>32%</td>
<td>2</td>
<td>71%</td>
<td>4</td>
<td>0.0927</td>
<td>7</td>
</tr>
<tr>
<td>Parks &amp; recreation facilities</td>
<td>21%</td>
<td>7</td>
<td>59%</td>
<td>6</td>
<td>0.0867</td>
<td>8</td>
</tr>
<tr>
<td>Parks &amp; recreation programs</td>
<td>15%</td>
<td>10</td>
<td>51%</td>
<td>7</td>
<td>0.0752</td>
<td>9</td>
</tr>
<tr>
<td>Planning &amp; zoning</td>
<td>9%</td>
<td>13</td>
<td>28%</td>
<td>13</td>
<td>0.0656</td>
<td>10</td>
</tr>
<tr>
<td>Recycling</td>
<td>13%</td>
<td>11</td>
<td>60%</td>
<td>5</td>
<td>0.0540</td>
<td>11</td>
</tr>
<tr>
<td>Municipal court</td>
<td>7%</td>
<td>14</td>
<td>38%</td>
<td>9</td>
<td>0.0423</td>
<td>12</td>
</tr>
<tr>
<td>Fire services</td>
<td>20%</td>
<td>8</td>
<td>88%</td>
<td>1</td>
<td>0.0230</td>
<td>13</td>
</tr>
<tr>
<td>Ambulance services</td>
<td>13%</td>
<td>12</td>
<td>84%</td>
<td>2</td>
<td>0.0210</td>
<td>14</td>
</tr>
<tr>
<td>Trash collection system</td>
<td>6%</td>
<td>15</td>
<td>83%</td>
<td>3</td>
<td>0.0098</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>41%</td>
<td>1</td>
<td>48%</td>
<td>3</td>
<td>0.2210</td>
<td>1</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>Area Agency on Aging Services</td>
<td>26%</td>
<td>4</td>
<td>28%</td>
<td>14</td>
<td>0.1904</td>
<td>2</td>
</tr>
<tr>
<td>Senior transportation</td>
<td>24%</td>
<td>5</td>
<td>27%</td>
<td>15</td>
<td>0.1749</td>
<td>3</td>
</tr>
<tr>
<td>Customer service provided by Unified Government employees</td>
<td>28%</td>
<td>3</td>
<td>38%</td>
<td>8</td>
<td>0.1739</td>
<td>4</td>
</tr>
<tr>
<td>Services for developmental disabilities</td>
<td>21%</td>
<td>6</td>
<td>30%</td>
<td>13</td>
<td>0.1478</td>
<td>5</td>
</tr>
<tr>
<td>Public Health Department services</td>
<td>21%</td>
<td>7</td>
<td>35%</td>
<td>11</td>
<td>0.1346</td>
<td>6</td>
</tr>
<tr>
<td>County Appraiser's Office services</td>
<td>20%</td>
<td>8</td>
<td>37%</td>
<td>10</td>
<td>0.1264</td>
<td>7</td>
</tr>
<tr>
<td>County parks</td>
<td>30%</td>
<td>2</td>
<td>60%</td>
<td>1</td>
<td>0.1219</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>Treasurer's Office</td>
<td>16%</td>
<td>9</td>
<td>45%</td>
<td>5</td>
<td>0.0881</td>
<td>9</td>
</tr>
<tr>
<td>Adult Jail/Juvenile Detention Center</td>
<td>13%</td>
<td>10</td>
<td>34%</td>
<td>12</td>
<td>0.0879</td>
<td>10</td>
</tr>
<tr>
<td>Community elections</td>
<td>10%</td>
<td>12</td>
<td>45%</td>
<td>4</td>
<td>0.0571</td>
<td>11</td>
</tr>
<tr>
<td>County Sheriff's office</td>
<td>11%</td>
<td>11</td>
<td>54%</td>
<td>2</td>
<td>0.0521</td>
<td>12</td>
</tr>
<tr>
<td>The Election Office</td>
<td>7%</td>
<td>13</td>
<td>44%</td>
<td>6</td>
<td>0.0369</td>
<td>13</td>
</tr>
<tr>
<td>District Courts</td>
<td>6%</td>
<td>14</td>
<td>41%</td>
<td>7</td>
<td>0.0363</td>
<td>14</td>
</tr>
<tr>
<td>The District Attorneys' Office</td>
<td>5%</td>
<td>15</td>
<td>38%</td>
<td>9</td>
<td>0.0331</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 (IS &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>41%</td>
<td>1</td>
<td>40%</td>
<td>7</td>
<td>0.2478</td>
<td>1</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>Quality of animal control in your neighborhood</td>
<td>29%</td>
<td>3</td>
<td>35%</td>
<td>8</td>
<td>0.1903</td>
<td>2</td>
</tr>
<tr>
<td>The visibility of police in neighborhoods</td>
<td>39%</td>
<td>2</td>
<td>53%</td>
<td>4</td>
<td>0.1858</td>
<td>3</td>
</tr>
<tr>
<td>The visibility of Code Enforcement in your neighborhood</td>
<td>23%</td>
<td>4</td>
<td>31%</td>
<td>9</td>
<td>0.1582</td>
<td>4</td>
</tr>
<tr>
<td>The visibility of police in neighborhood retail areas</td>
<td>22%</td>
<td>5</td>
<td>46%</td>
<td>5</td>
<td>0.1181</td>
<td>5</td>
</tr>
<tr>
<td>Enforcement of traffic laws</td>
<td>18%</td>
<td>7</td>
<td>44%</td>
<td>6</td>
<td>0.1014</td>
<td>6</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>How quickly police department personnel respond to emergencies</td>
<td>19%</td>
<td>6</td>
<td>59%</td>
<td>3</td>
<td>0.0774</td>
<td>7</td>
</tr>
<tr>
<td>The visibility of Building Inspection in your neighborhood</td>
<td>8%</td>
<td>10</td>
<td>28%</td>
<td>10</td>
<td>0.0562</td>
<td>8</td>
</tr>
<tr>
<td>How quickly fire department responded to fires</td>
<td>10%</td>
<td>8</td>
<td>83%</td>
<td>2</td>
<td>0.0165</td>
<td>9</td>
</tr>
<tr>
<td>How quickly fire department responds to medical emergency calls</td>
<td>9%</td>
<td>9</td>
<td>85%</td>
<td>1</td>
<td>0.0136</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 (IS &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>50%</td>
<td>1</td>
<td>27%</td>
<td>10</td>
<td>0.3623</td>
<td>1</td>
</tr>
<tr>
<td>Maintenance of sidewalks in your neighborhood</td>
<td>29%</td>
<td>3</td>
<td>17%</td>
<td>13</td>
<td>0.2399</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>Snow removal on neighborhood streets</td>
<td>31%</td>
<td>2</td>
<td>38%</td>
<td>5</td>
<td>0.1903</td>
<td>3</td>
</tr>
<tr>
<td>Maintenance of stormwater drainage system in your neighborhood</td>
<td>26%</td>
<td>4</td>
<td>28%</td>
<td>9</td>
<td>0.1879</td>
<td>4</td>
</tr>
<tr>
<td>Maintenance of curbs in your neighborhood</td>
<td>21%</td>
<td>7</td>
<td>19%</td>
<td>12</td>
<td>0.1665</td>
<td>5</td>
</tr>
<tr>
<td>Overall cleanliness of streets &amp; other public areas</td>
<td>25%</td>
<td>6</td>
<td>36%</td>
<td>7</td>
<td>0.1579</td>
<td>6</td>
</tr>
<tr>
<td>Maintenance of major City streets</td>
<td>26%</td>
<td>5</td>
<td>39%</td>
<td>4</td>
<td>0.1554</td>
<td>7</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>Maintenance of alleys in your neighborhood</td>
<td>7%</td>
<td>10</td>
<td>20%</td>
<td>11</td>
<td>0.0545</td>
<td>8</td>
</tr>
<tr>
<td>Overall appearance of Downtown</td>
<td>9%</td>
<td>9</td>
<td>37%</td>
<td>6</td>
<td>0.0545</td>
<td>9</td>
</tr>
<tr>
<td>Snow removal on major City streets</td>
<td>11%</td>
<td>8</td>
<td>59%</td>
<td>1</td>
<td>0.0460</td>
<td>10</td>
</tr>
<tr>
<td>Maintenance of Downtown parking lots</td>
<td>6%</td>
<td>12</td>
<td>30%</td>
<td>8</td>
<td>0.0391</td>
<td>11</td>
</tr>
<tr>
<td>Maintenance of street signs/ traffic signals</td>
<td>7%</td>
<td>11</td>
<td>49%</td>
<td>2</td>
<td>0.0335</td>
<td>12</td>
</tr>
<tr>
<td>Maintenance of City buildings</td>
<td>5%</td>
<td>13</td>
<td>43%</td>
<td>3</td>
<td>0.0289</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>46%</td>
<td>1</td>
<td>27%</td>
<td>5</td>
<td>0.3338</td>
<td>1</td>
</tr>
<tr>
<td>Enforcing clean-up of junk, trash &amp; debris (blight), in your neighborhood</td>
<td>43%</td>
<td>2</td>
<td>30%</td>
<td>4</td>
<td>0.3048</td>
<td>2</td>
</tr>
<tr>
<td>Enforcing mowing &amp; trimming of weeds on private and/or vacant property, city-wide</td>
<td>35%</td>
<td>3</td>
<td>22%</td>
<td>7</td>
<td>0.2751</td>
<td>3</td>
</tr>
<tr>
<td>Enforcing mowing &amp; trimming of weeds on private and/or vacant property, in your neighborhood</td>
<td>30%</td>
<td>4</td>
<td>26%</td>
<td>6</td>
<td>0.2199</td>
<td>4</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 residential property (houses) in your neighborhood</td>
<td>25%</td>
<td>5</td>
<td>32%</td>
<td>3</td>
<td>0.1723</td>
<td>5</td>
</tr>
<tr>
<td>Enforcing removal of inoperable or junk cars in your neighborhood</td>
<td>24%</td>
<td>6</td>
<td>33%</td>
<td>2</td>
<td>0.1612</td>
<td>6</td>
</tr>
<tr>
<td>Enforcing maintenance of business property</td>
<td>15%</td>
<td>7</td>
<td>33%</td>
<td>1</td>
<td>0.1029</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 (I-S &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>38%</td>
<td>1</td>
<td>36%</td>
<td>5</td>
<td>0.2409</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>Swimming pool &amp; spray parks</td>
<td>25%</td>
<td>3</td>
<td>27%</td>
<td>11</td>
<td>0.1791</td>
<td>2</td>
</tr>
<tr>
<td>Maintenance of parks &amp; equipment</td>
<td>36%</td>
<td>2</td>
<td>53%</td>
<td>1</td>
<td>0.1698</td>
<td>3</td>
</tr>
<tr>
<td>Youth recreation programs</td>
<td>23%</td>
<td>5</td>
<td>38%</td>
<td>4</td>
<td>0.1435</td>
<td>4</td>
</tr>
<tr>
<td>Programs for seniors</td>
<td>19%</td>
<td>6</td>
<td>28%</td>
<td>12</td>
<td>0.1376</td>
<td>5</td>
</tr>
<tr>
<td>The number of parks</td>
<td>23%</td>
<td>4</td>
<td>46%</td>
<td>2</td>
<td>0.1235</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>Adult recreation programs</td>
<td>14%</td>
<td>7</td>
<td>33%</td>
<td>8</td>
<td>0.0915</td>
<td>7</td>
</tr>
<tr>
<td>Fees charged for recreation programs</td>
<td>12%</td>
<td>8</td>
<td>29%</td>
<td>10</td>
<td>0.0880</td>
<td>8</td>
</tr>
<tr>
<td>Number of outdoor athletic fields</td>
<td>12%</td>
<td>9</td>
<td>36%</td>
<td>6</td>
<td>0.0786</td>
<td>9</td>
</tr>
<tr>
<td>Ease of registering for programs</td>
<td>6%</td>
<td>10</td>
<td>32%</td>
<td>9</td>
<td>0.0396</td>
<td>10</td>
</tr>
<tr>
<td>Skate board parks</td>
<td>5%</td>
<td>11</td>
<td>34%</td>
<td>7</td>
<td>0.0303</td>
<td>11</td>
</tr>
<tr>
<td>Sunflower Hills Golf Course</td>
<td>1%</td>
<td>12</td>
<td>46%</td>
<td>3</td>
<td>0.0027</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
Location of Survey Respondents

2016 Unified Government Community Survey

Satisfaction with Neighborhood and Community Services
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

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
Q1 05 Quality of Storm Water Run-off Management System

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

<table>
<thead>
<tr>
<th>Citizen Satisfaction</th>
<th>Mean rating on a 5-point scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>1.8-2.6</td>
<td>Dissatisfied</td>
</tr>
<tr>
<td>2.6-3.4</td>
<td>Neutral</td>
</tr>
<tr>
<td>3.4-4.2</td>
<td>Satisfied</td>
</tr>
<tr>
<td>4.2-5.0</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>No Response</td>
<td></td>
</tr>
</tbody>
</table>

Q1 06 Quality of Sewer Utility System

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

<table>
<thead>
<tr>
<th>Citizen Satisfaction</th>
<th>Mean rating on a 5-point scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>1.8-2.6</td>
<td>Dissatisfied</td>
</tr>
<tr>
<td>2.6-3.4</td>
<td>Neutral</td>
</tr>
<tr>
<td>3.4-4.2</td>
<td>Satisfied</td>
</tr>
<tr>
<td>4.2-5.0</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td>No Response</td>
<td></td>
</tr>
</tbody>
</table>
Q1 11 Quality of Planning and Zoning

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

Q1 12 Communication with the Public

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q1 13 Quality of Municipal Court

2016 Unified Government Community Survey

Shading reflects the mean rating for all respondents by Neighborhood

Q1 14 Quality of Recycling

2016 Unified Government Community Survey

Shading reflects the mean rating for all respondents by Neighborhood

ETC INSTITUTE (2016)
Q1 15 Quality of Public Transportation

Shading reflects the mean rating for all respondents by Neighborhood.

2016 Unified Government Community Survey

Satisfaction with County Level Services
Q3 16 Quality of County Sheriff’s Office

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

Q3 17 Quality of Adult Jail Juvenile Detention Center

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

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 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

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 21 Quality of District Courts

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 22 Quality of Treasurer’s 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 23 Quality of Motor Vehicle Registration

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 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

Q3 27 Quality of The Election Office

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q3 28 Quality of Community Elections

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

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)
Page 29
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
Q6 09 Satisfaction with How Quickly Fire Department Responds to Medical Emergencies

Q6 10 Quality of Animal Control in Your Neighborhood
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

Shading reflects the mean rating for all respondents by Neighborhood.

Q8.03 Satisfaction with Maintenance of Alleys in Your Neighborhood

Shading reflects the mean rating for all respondents by Neighborhood.
Q8 04 Satisfaction with Maintenance of Sidewalks 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

Q8 05 Satisfaction with Maintenance of Curbs 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
Q8 06 Satisfaction with Maintenance of Street Signs and Traffic Signals

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

Q8 07 Satisfaction with Maintenance of Downtown Parking Lots

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
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

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

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

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

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
Q10 02 Satisfaction with Enforcing the Clean-up of Junk, Trash, and Debris 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

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

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

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

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

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

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

Q12 03 Satisfaction with The Number of Parks

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
**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 06 Satisfaction with Swimming Pool & Spray 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 07 Satisfaction with Youth Recreation 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 08 Satisfaction with Adult Recreation Programs

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

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

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 11 Satisfaction with Skate Board 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

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q12 12 Satisfaction with Fees charged for Recreation Programs

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

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

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

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
Q17 03 Satisfaction with Overall Quality of Life in Wyandotte County

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

Q17 04 Satisfaction with Overall appearance of Wyandotte County

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
Q17 05 Satisfaction with Overall Feeling of Safety in Wyandotte County

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

Q17 06 Satisfaction with Overall quality of City and County

2016 Unified Government Community Survey
Shading reflects the mean rating for all respondents by Neighborhood
Q17 07 Satisfaction with Your Monthly Trash Service Fee

2016 Unified Government Community Survey

Shading reflects the mean rating for all respondents by Neighborhood

Q17 08 Satisfaction with Your Monthly Sewer Fee

2016 Unified Government Community Survey

Shading reflects the mean rating for all respondents by Neighborhood
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

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
Section 3:

Tabular Analysis
Commission District 6

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>284</td>
<td>82.3 %</td>
</tr>
<tr>
<td>No (Law should continue to apply to pit bulls only)</td>
<td>46</td>
<td>13.3 %</td>
</tr>
<tr>
<td>Not provided</td>
<td>15</td>
<td>4.3 %</td>
</tr>
<tr>
<td>Total</td>
<td>345</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

EXCLUDING NOT PROVIDED

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>284</td>
<td>86.1 %</td>
</tr>
<tr>
<td>No (Law should continue to apply to pit bulls only)</td>
<td>46</td>
<td>13.9 %</td>
</tr>
<tr>
<td>Total</td>
<td>330</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>63.8 %</td>
</tr>
<tr>
<td>No</td>
<td>109</td>
<td>31.6 %</td>
</tr>
<tr>
<td>Not provided</td>
<td>16</td>
<td>4.6 %</td>
</tr>
<tr>
<td>Total</td>
<td>345</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Commission District 6

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>66.9 %</td>
</tr>
<tr>
<td>No</td>
<td>109</td>
<td>33.1 %</td>
</tr>
<tr>
<td>Total</td>
<td>329</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>118</td>
<td>53.6 %</td>
</tr>
<tr>
<td>7 to 12</td>
<td>57</td>
<td>25.9 %</td>
</tr>
<tr>
<td>13 to 20</td>
<td>21</td>
<td>9.5 %</td>
</tr>
<tr>
<td>21+</td>
<td>5</td>
<td>2.3 %</td>
</tr>
<tr>
<td>Don't know</td>
<td>19</td>
<td>8.6 %</td>
</tr>
<tr>
<td>Total</td>
<td>220</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>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 to 6</td>
<td>118</td>
<td>58.7 %</td>
</tr>
<tr>
<td>7 to 12</td>
<td>57</td>
<td>28.4 %</td>
</tr>
<tr>
<td>13 to 20</td>
<td>21</td>
<td>10.4 %</td>
</tr>
<tr>
<td>21+</td>
<td>5</td>
<td>2.5 %</td>
</tr>
<tr>
<td>Total</td>
<td>201</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Commission District 6

Q20. Is your home located in an area where storm water floods your yard or home?

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>76</td>
<td>22.0 %</td>
</tr>
<tr>
<td>No</td>
<td>199</td>
<td>57.7 %</td>
</tr>
<tr>
<td>Not provided</td>
<td>70</td>
<td>20.3 %</td>
</tr>
<tr>
<td>Total</td>
<td>345</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

EXCLUDING NOT PROVIDED

Q20. Is your home located in an area where storm water floods your yard or home? (without "not provided")

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>76</td>
<td>27.6 %</td>
</tr>
<tr>
<td>No</td>
<td>199</td>
<td>72.4 %</td>
</tr>
<tr>
<td>Total</td>
<td>275</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q20a. (IF YES to Question 20) How many times has your property flooded in the past year?

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-5</td>
<td>51</td>
<td>77.3 %</td>
</tr>
<tr>
<td>6-10</td>
<td>10</td>
<td>15.2 %</td>
</tr>
<tr>
<td>11-15</td>
<td>1</td>
<td>1.5 %</td>
</tr>
<tr>
<td>16-20</td>
<td>3</td>
<td>4.5 %</td>
</tr>
<tr>
<td>20+</td>
<td>1</td>
<td>1.5 %</td>
</tr>
<tr>
<td>Total</td>
<td>66</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q21. In the past year, have you or a member of your family used a Turner Recreation Commission (TRC) facility or participated in a TRC activity?

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>99</td>
<td>28.7 %</td>
</tr>
<tr>
<td>No</td>
<td>179</td>
<td>51.9 %</td>
</tr>
<tr>
<td>Not provided</td>
<td>67</td>
<td>19.4 %</td>
</tr>
<tr>
<td>Total</td>
<td>345</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
EXCLUDING NOT PROVIDED

Q21. In the past year, have you or a member of your family used a Turner Recreation Commission (TRC) facility or participated in a TRC activity? (without "not provided")

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>99</td>
<td>35.6 %</td>
</tr>
<tr>
<td>No</td>
<td>179</td>
<td>64.4 %</td>
</tr>
<tr>
<td>Total</td>
<td>278</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q22. (If YES to Question 21) Using a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the following facilities and services provided by the Turner Recreation Commission.

(N=99)

<table>
<thead>
<tr>
<th>Facility</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q22-1. Maintenance of Turner Recreation Commission parks &amp; equipment</td>
<td>23.2%</td>
<td>49.5%</td>
<td>19.2%</td>
<td>2.0%</td>
<td>1.0%</td>
<td>5.1%</td>
</tr>
<tr>
<td>Q22-2. Turner Walking Park</td>
<td>26.3%</td>
<td>40.4%</td>
<td>22.2%</td>
<td>5.1%</td>
<td>0.0%</td>
<td>6.1%</td>
</tr>
<tr>
<td>Q22-3. Highland Park</td>
<td>12.4%</td>
<td>27.8%</td>
<td>24.7%</td>
<td>8.2%</td>
<td>4.1%</td>
<td>22.7%</td>
</tr>
<tr>
<td>Q22-4. Turner Community Garden</td>
<td>24.7%</td>
<td>28.9%</td>
<td>21.6%</td>
<td>2.1%</td>
<td>0.0%</td>
<td>22.7%</td>
</tr>
<tr>
<td>Q22-5. Turner Aquatic Center</td>
<td>30.6%</td>
<td>37.8%</td>
<td>17.3%</td>
<td>2.0%</td>
<td>0.0%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Q22-6. Youth recreation programs</td>
<td>20.4%</td>
<td>36.7%</td>
<td>24.5%</td>
<td>4.1%</td>
<td>0.0%</td>
<td>14.3%</td>
</tr>
<tr>
<td>Q22-7. Adult recreation programs</td>
<td>15.3%</td>
<td>36.7%</td>
<td>20.4%</td>
<td>9.2%</td>
<td>0.0%</td>
<td>18.4%</td>
</tr>
<tr>
<td>Q22-8. Parks and recreation facilities</td>
<td>19.2%</td>
<td>40.4%</td>
<td>27.3%</td>
<td>9.1%</td>
<td>0.0%</td>
<td>4.0%</td>
</tr>
</tbody>
</table>
Commission District 6

EXCLUDING DON’T KNOW

Q22. (If YES to Question 21) Using a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the following facilities and services provided by the Turner Recreation Commission. (without "don't know")

(N=99)

<table>
<thead>
<tr>
<th>Q22-1. Maintenance of Turner Recreation Commission parks &amp; equipment</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>24.5%</td>
<td>52.1%</td>
<td>20.2%</td>
<td>2.1%</td>
<td>1.1%</td>
<td></td>
</tr>
<tr>
<td>Q22-2. Turner Walking Park</td>
<td>28.0%</td>
<td>43.0%</td>
<td>23.7%</td>
<td>5.4%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Q22-3. Highland Park</td>
<td>16.0%</td>
<td>36.0%</td>
<td>32.0%</td>
<td>10.7%</td>
<td>5.3%</td>
</tr>
<tr>
<td>Q22-4. Turner Community Garden</td>
<td>32.0%</td>
<td>37.3%</td>
<td>28.0%</td>
<td>2.7%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Q22-5. Turner Aquatic Center</td>
<td>34.9%</td>
<td>43.0%</td>
<td>19.8%</td>
<td>2.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Q22-6. Youth recreation programs</td>
<td>23.8%</td>
<td>42.9%</td>
<td>28.6%</td>
<td>4.8%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Q22-7. Adult recreation programs</td>
<td>18.8%</td>
<td>45.0%</td>
<td>25.0%</td>
<td>11.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Q22-8. Parks and recreation facilities</td>
<td>20.0%</td>
<td>42.1%</td>
<td>28.4%</td>
<td>9.5%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

Q23. Which THREE items listed in Question 22 above do you think should receive the most emphasis from the Turner Recreation Commission over the next TWO years?

<table>
<thead>
<tr>
<th>Q23. Top choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance of Turner Recreation Commission parks &amp; equipment</td>
<td>20</td>
<td>20.2%</td>
</tr>
<tr>
<td>Turner Walking Park</td>
<td>11</td>
<td>11.1%</td>
</tr>
<tr>
<td>Highland Park</td>
<td>9</td>
<td>9.1%</td>
</tr>
<tr>
<td>Turner Community Garden</td>
<td>4</td>
<td>4.0%</td>
</tr>
<tr>
<td>Turner Aquatic Center</td>
<td>6</td>
<td>6.1%</td>
</tr>
<tr>
<td>Youth recreation programs</td>
<td>17</td>
<td>17.2%</td>
</tr>
<tr>
<td>Adult recreation programs</td>
<td>4</td>
<td>4.0%</td>
</tr>
<tr>
<td>Parks &amp; recreation facilities</td>
<td>11</td>
<td>11.1%</td>
</tr>
<tr>
<td>None chosen</td>
<td>17</td>
<td>17.2%</td>
</tr>
<tr>
<td>Total</td>
<td>99</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
Commission District 6

Q23. Which THREE items listed in Question 22 above do you think should receive the most emphasis from the Turner Recreation Commission over the next TWO years?

<table>
<thead>
<tr>
<th>Q23. 2nd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance of Turner Recreation Commission parks &amp; equipment</td>
<td>14</td>
<td>14.1 %</td>
</tr>
<tr>
<td>Turner Walking Park</td>
<td>9</td>
<td>9.1 %</td>
</tr>
<tr>
<td>Highland Park</td>
<td>9</td>
<td>9.1 %</td>
</tr>
<tr>
<td>Turner Community Garden</td>
<td>3</td>
<td>3.0 %</td>
</tr>
<tr>
<td>Turner Aquatic Center</td>
<td>12</td>
<td>12.1 %</td>
</tr>
<tr>
<td>Youth recreation programs</td>
<td>10</td>
<td>10.1 %</td>
</tr>
<tr>
<td>Adult recreation programs</td>
<td>6</td>
<td>6.1 %</td>
</tr>
<tr>
<td>Parks &amp; recreation facilities</td>
<td>15</td>
<td>15.2 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>21</td>
<td>21.2 %</td>
</tr>
<tr>
<td>Total</td>
<td>99</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q23. Which THREE items listed in Question 22 above do you think should receive the most emphasis from the Turner Recreation Commission over the next TWO years?

<table>
<thead>
<tr>
<th>Q23. 3rd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance of Turner Recreation Commission parks &amp; equipment</td>
<td>10</td>
<td>10.1 %</td>
</tr>
<tr>
<td>Turner Walking Park</td>
<td>7</td>
<td>7.1 %</td>
</tr>
<tr>
<td>Highland Park</td>
<td>3</td>
<td>3.0 %</td>
</tr>
<tr>
<td>Turner Community Garden</td>
<td>6</td>
<td>6.1 %</td>
</tr>
<tr>
<td>Turner Aquatic Center</td>
<td>4</td>
<td>4.0 %</td>
</tr>
<tr>
<td>Youth recreation programs</td>
<td>8</td>
<td>8.1 %</td>
</tr>
<tr>
<td>Adult recreation programs</td>
<td>9</td>
<td>9.1 %</td>
</tr>
<tr>
<td>Parks &amp; recreation facilities</td>
<td>27</td>
<td>27.3 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>25</td>
<td>25.3 %</td>
</tr>
<tr>
<td>Total</td>
<td>99</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

SUM OF THE TOP CHOICES

Q23. Which THREE items listed in Question 22 above do you think should receive the most emphasis from the Turner Recreation Commission over the next TWO years? (top 3)

<table>
<thead>
<tr>
<th>Q23. Top choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance of Turner Recreation Commission parks &amp; equipment</td>
<td>44</td>
<td>44.4 %</td>
</tr>
<tr>
<td>Turner Walking Park</td>
<td>27</td>
<td>27.3 %</td>
</tr>
<tr>
<td>Highland Park</td>
<td>21</td>
<td>21.2 %</td>
</tr>
<tr>
<td>Turner Community Garden</td>
<td>13</td>
<td>13.1 %</td>
</tr>
<tr>
<td>Turner Aquatic Center</td>
<td>22</td>
<td>22.2 %</td>
</tr>
<tr>
<td>Youth recreation programs</td>
<td>35</td>
<td>35.4 %</td>
</tr>
<tr>
<td>Adult recreation programs</td>
<td>19</td>
<td>19.2 %</td>
</tr>
<tr>
<td>Parks &amp; recreation facilities</td>
<td>53</td>
<td>53.5 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>17</td>
<td>17.2 %</td>
</tr>
<tr>
<td>Total</td>
<td>251</td>
<td></td>
</tr>
</tbody>
</table>
Section 4:

Survey Instrument
COMMISSION DISTRICT 6 QUESTIONS

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. Is your home located in an area where storm water floods your yard or home?  ____(1) Yes  ____(2) No

20-2. [IF YES to #20] How many times has your property flooded in the past year? ______ times

TURNER RECREATION COMMISSION. The Turner Recreation Commission is a full service recreation organization with services available to residents who live within the Turner School District. Programs offered include a wide variety of youth and adult activities. Persons living in the Turner School District help support the Turner Recreation Commission which is funded through a school district wide mill levy, user fees, rentals, and gifts and grants. As an example, in 2015 persons living in a $100,000 house paid $81 to the Turner Recreation Commission as part of their real property tax bill. Knowing this, please answer the following questions:

21. In the past year, have you or a member of your family used a Turner Recreation Commission (TRC) facility or participated in a TRC activity?

____(1) Yes  ____(2) No

22. Using a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the following facilities and services provided by the Turner Recreation Commission.

<table>
<thead>
<tr>
<th>Turner Recreation Commission Facilities and Services</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Maintenance of Turner Recreation Commission parks &amp; equipment</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. Turner Walking Park</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. Highland Park</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. Turner Community Garden</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. Turner Aquatic Center</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>6. Youth recreation programs</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>7. Adult recreation programs</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>8. Parks and recreation facilities</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

23. Which THREE items listed in Question 22 do you think should receive the most emphasis from the Turner Recreation Commission over the next TWO years? [Write-in your answers below using the numbers from the list in Question 22.]

1st: ___  2nd: ___  3rd: ___

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