

Unified Government Community Survey

District 4

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2020

Submitted to the Unified Government

by:

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66061

February 2020





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Section 1

Importance-Satisfaction Analysis



IS Importance-Satisfaction Analysis

Unified Government – District 4

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 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 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.

- **Overall Priorities for the City by Major Category.** This 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:
 - Maintenance of City streets (IS=0.4126)
 - Code enforcement (IS=0.2039)
- **Overall Priorities for the County by Major Category.** This 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:
 - Motor Vehicle Registration (IS=0.1803)
 - Services for developmental disabilities (IS=0.1544)
 - Customer service provided by Unified Government employees (IS=0.1393)
 - Area Agency on aging services (IS=0.1385)
 - Senior transportation (IS=0.1330)
 - Public Health Department services (IS=0.1285)
 - District Attorneys' Office (IS=0.1253)
 - County Appraiser's Office services (IS=0.1237)
 - County parks (IS=0.1189)
- **Priorities with Departments.** This analysis reviewed the importance of and satisfaction with services within departments and specific service areas. This analysis was conducted to help set the overall priorities for the Unified Government. 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 Unified Government's overall satisfaction rating are listed below:
 - **Public Safety**
 - Quality of animal control in your neighborhood (IS=0.1529)
 - Visibility of Code Enforcement in your neighborhood (IS=0.1451)



- Enforcement of traffic laws (IS=0.1294)
- Visibility of police in neighborhood retail areas (IS=0.1172)
- How quickly police department personnel respond to emergencies (IS=0.1153)
- **City Maintenance**
 - Maintenance of streets in your neighborhood (IS=0.2696)
- **Parks and Recreation**
 - Youth recreation programs (IS=0.1981)
 - Number of walking & biking trails (IS=0.1882)
 - Swimming pool & spray parks (IS=0.1724)
 - Community centers (IS=0.1474)
 - Adult recreation programs (IS=0.1418)
 - Programs for seniors (IS=0.1339)
 - Maintenance of parks & equipment (IS=0.1293)
- **Enforcement of Codes and Ordinances**
 - Enforcing clean-up of junk, trash, & debris City-wide (IS=0.2847)
 - Enforcing clean-up of junk, trash, & debris in your neighborhood (IS=0.2102)
 - Enforcing mowing & trimming of weeds on private and/or vacant property City-wide (IS=0.2044)

The full Importance-Satisfaction results for District 4 can be found on the following pages.

2020 Importance-Satisfaction Rating

Kansas City, Kansas & Wyandotte County Community Survey

Neighborhood/Community Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of City streets	59%	1	30%	14	0.4126	1
Code enforcement	31%	3	34%	12	0.2039	2
<u>High Priority (IS .10-.20)</u>						
Communication with the public	29%	5	36%	11	0.1875	3
Trash collection & recycling	30%	4	56%	4	0.1313	4
Storm water runoff/management system	20%	6	43%	9	0.1144	5
Police services	33%	2	66%	3	0.1139	6
Planning & zoning	17%	9	33%	13	0.1119	7
<u>Medium Priority (IS <.10)</u>						
Public transportation	19%	7	47%	6	0.0991	8
Parks & recreation programs	15%	10	43%	8	0.0860	9
Parks & recreation facilities	18%	8	52%	5	0.0848	10
Sewer utility system	15%	11	45%	7	0.0804	11
Municipal court	9%	13	42%	10	0.0506	12
Fire services	10%	12	86%	1	0.0142	13
Ambulance services	6%	14	78%	2	0.0138	14

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, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

2020 Importance-Satisfaction Rating

Kansas City, Kansas & Wyandotte County Community Survey

County Level Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Motor Vehicle Registration	36%	1	49%	3	0.1803	1
Services for developmental disabilities	25%	3	38%	11	0.1544	2
Customer service provided by Unified Government employees	26%	2	46%	6	0.1393	3
Area Agency on aging services	23%	6	40%	9	0.1385	4
Senior transportation	22%	7	40%	8	0.1330	5
Public Health Department services	23%	5	45%	7	0.1285	6
District Attorneys' Office	21%	8	39%	10	0.1253	7
County Appraiser's Office services	19%	9	36%	12	0.1237	8
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	23%	4	49%	4	0.1189	9
<u>Medium Priority (IS <.10)</u>						
3-1-1 Call Center	16%	10	49%	2	0.0806	10
Treasurer's Office	13%	11	47%	5	0.0685	11
Local Election Process	13%	12	57%	1	0.0554	12

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, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

2020 Importance-Satisfaction Rating

Kansas City, Kansas & Wyandotte County Community Survey

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Quality of animal control in your neighborhood	34%	3	55%	3	0.1529	1
Visibility of Code Enforcement in your neighborhood	30%	4	51%	4	0.1451	2
Enforcement of traffic laws	23%	6	43%	6	0.1294	3
Visibility of police in neighborhood retail areas	23%	5	49%	5	0.1172	4
How quickly police department personnel respond to emergencies	18%	7	35%	7	0.1153	5
<u>Medium Priority (IS <.10)</u>						
Visibility of police in neighborhoods	41%	2	80%	2	0.0826	6
City's overall efforts to prevent crime	44%	1	82%	1	0.0809	7
How quickly fire department responds to medical emergency calls	5%	9	31%	9	0.0330	8
How quickly fire department responds to fires	5%	8	32%	8	0.0329	9

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 be the City's top priorities.

Satisfaction %:

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

2020 Importance-Satisfaction Rating

Kansas City, Kansas & Wyandotte County Community Survey

Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very Priority (IS >.20)</u>						
Maintenance of streets in your neighborhood	41%	1	34%	9	0.2696	1
<u>High Priority (IS .10-.20)</u>						
Snow removal on neighborhood streets	31%	2	36%	7	0.1987	2
Maintenance of sidewalks in your neighborhood	24%	4	22%	12	0.1855	3
Maintenance of curbs in your neighborhood	22%	5	23%	11	0.1658	4
Overall cleanliness of streets & other public areas	22%	6	29%	10	0.1518	5
Maintenance of major City streets	24%	3	40%	4	0.1457	6
Maintenance of alleys in your neighborhood	18%	7	18%	13	0.1440	7
<u>Medium Priority (IS <.10)</u>						
Maintenance of stormwater drainage system in your neighborhood	12%	8	36%	6	0.0755	8
Overall appearance of downtown including lighting, landscaping & planter boxes	11%	9	39%	5	0.0666	9
Snow removal on major City streets	10%	10	60%	1	0.0419	10
Maintenance of City buildings	5%	12	45%	3	0.0293	11
Maintenance of street signs/traffic signals	6%	11	53%	2	0.0275	12
Maintenance of downtown parking lots	4%	13	36%	8	0.0232	13

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 be the City's top priorities.

Satisfaction %:

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

2020 Importance-Satisfaction Rating

Kansas City, Kansas & Wyandotte County Community Survey

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Youth recreation programs	26%	2	23%	14	0.1981	1
Number of walking & biking trails	26%	1	28%	8	0.1882	2
Swimming pool & spray parks	23%	4	23%	13	0.1724	3
Community centers	21%	5	30%	6	0.1474	4
Adult recreation programs	19%	6	25%	10	0.1418	5
Programs for seniors	18%	7	24%	11	0.1339	6
Maintenance of parks & equipment	24%	3	46%	1	0.1293	7
<u>Medium Priority (IS <.10)</u>						
Fees charged for recreation programs	9%	9	27%	9	0.0639	8
Number of parks	11%	8	44%	2	0.0624	9
Number of outdoor athletic fields	8%	10	32%	4	0.0512	10
Ease of registering for recreation programs	6%	11	30%	5	0.0405	11
Skateboard parks	3%	12	22%	15	0.0225	12
Tennis courts	3%	13	24%	12	0.0221	13
Sunflower Hills Golf Course	2%	14	38%	3	0.0118	14
Futsal courts	1%	15	29%	7	0.0050	15

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 be the City's top priorities.

Satisfaction %:

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2020 Importance-Satisfaction Rating

Kansas City, Kansas & Wyandotte County Community Survey

Codes and Ordinances

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Enforcing clean-up of junk, trash, & debris (blight) City-wide	44%	1	35%	5	0.2847	1
Enforcing clean-up of junk, trash, & debris (blight), in your neighborhood	35%	2	40%	4	0.2102	2
Enforcing mowing & trimming of weeds on private and/or vacant property City-wide	31%	3	35%	6	0.2044	3
<u>High Priority (IS .10-.20)</u>						
Enforcing maintenance of residential property (houses) in your neighborhood	25%	4	41%	1	0.1474	4
Enforcing mowing & trimming of weeds on private and/or vacant property in your neighborhood	23%	5	40%	3	0.1381	5
Enforcing maintenance of commercial/business property	19%	7	34%	7	0.1237	6
Enforcing removal of inoperable or junk cars in your neighborhood	20%	6	41%	2	0.1204	7

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 be the City's top priorities.

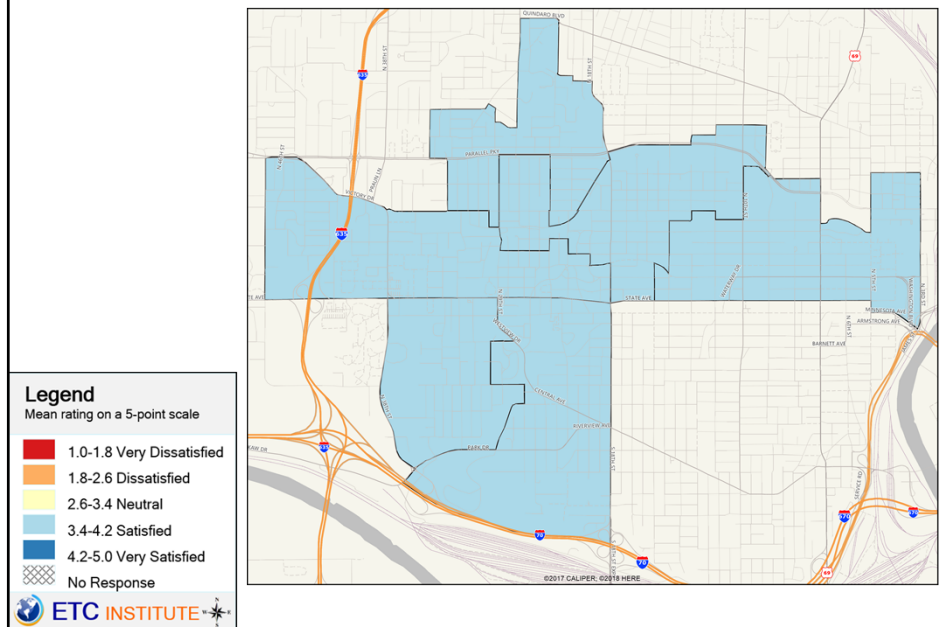
Satisfaction %:

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

Section 2

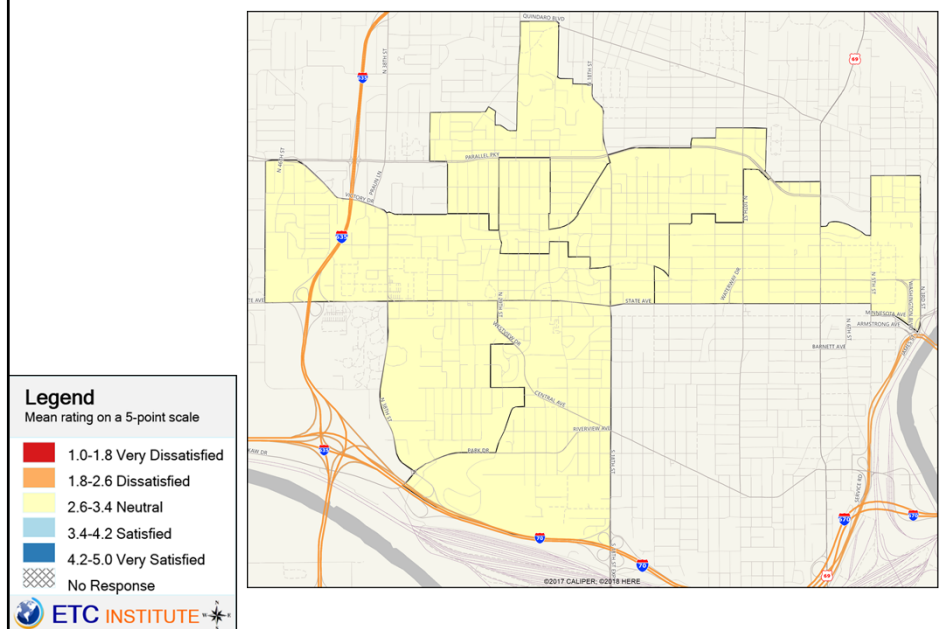
GIS Maps

Q01.1 Satisfaction with: Police services



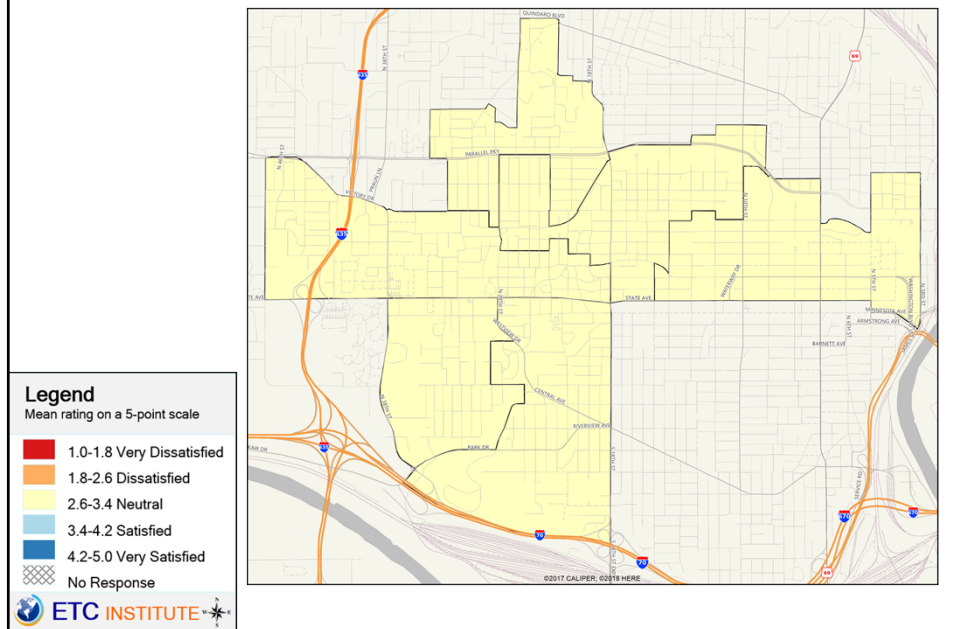
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Q01.2 Satisfaction with: Fire services



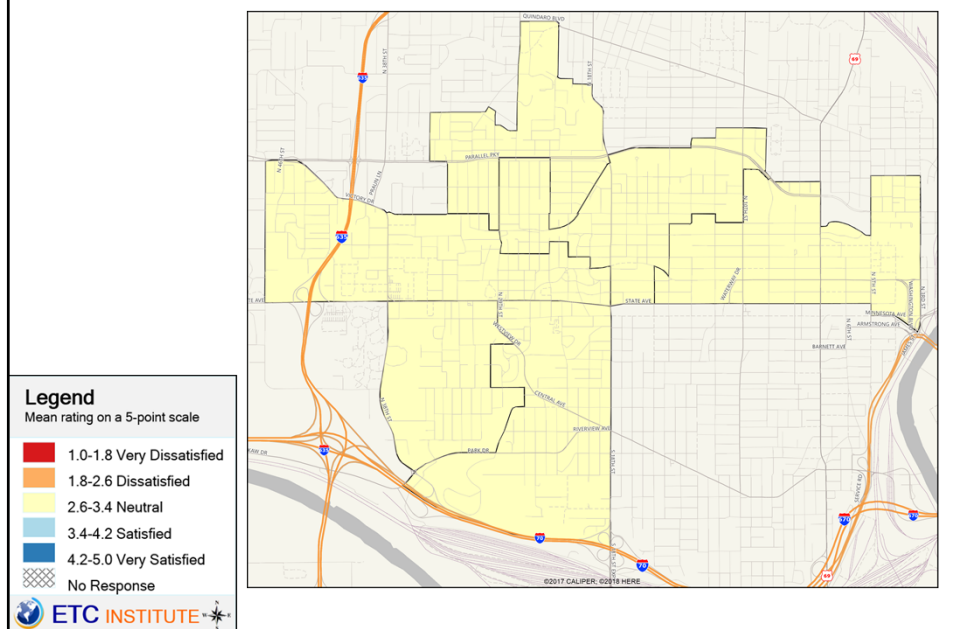
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Q01.3 Satisfaction with: Ambulance services



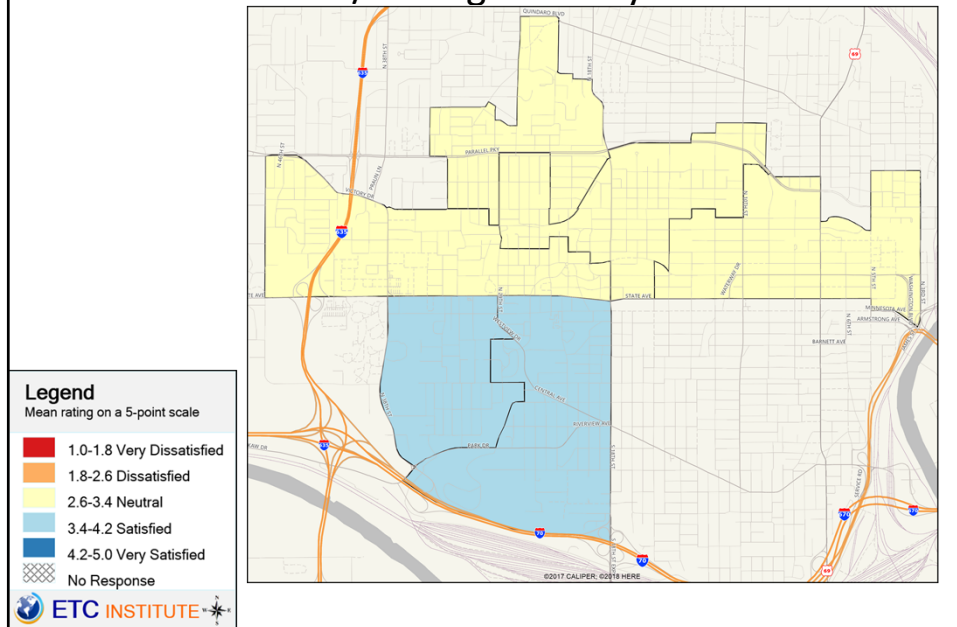
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Q01.4 Satisfaction with: Maintenance of city streets



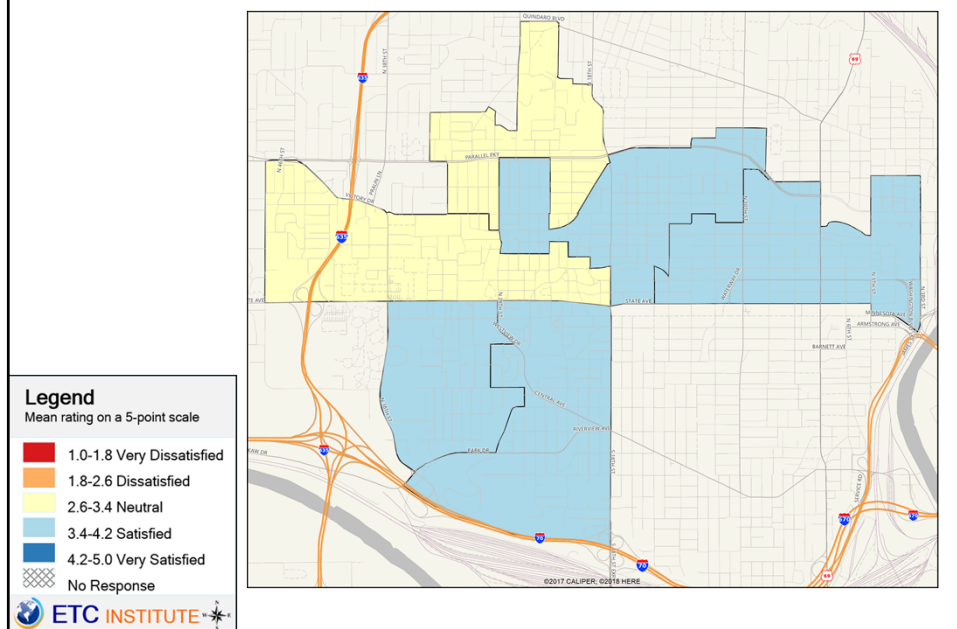
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Q01.5 Satisfaction with: Storm water runoff/management system



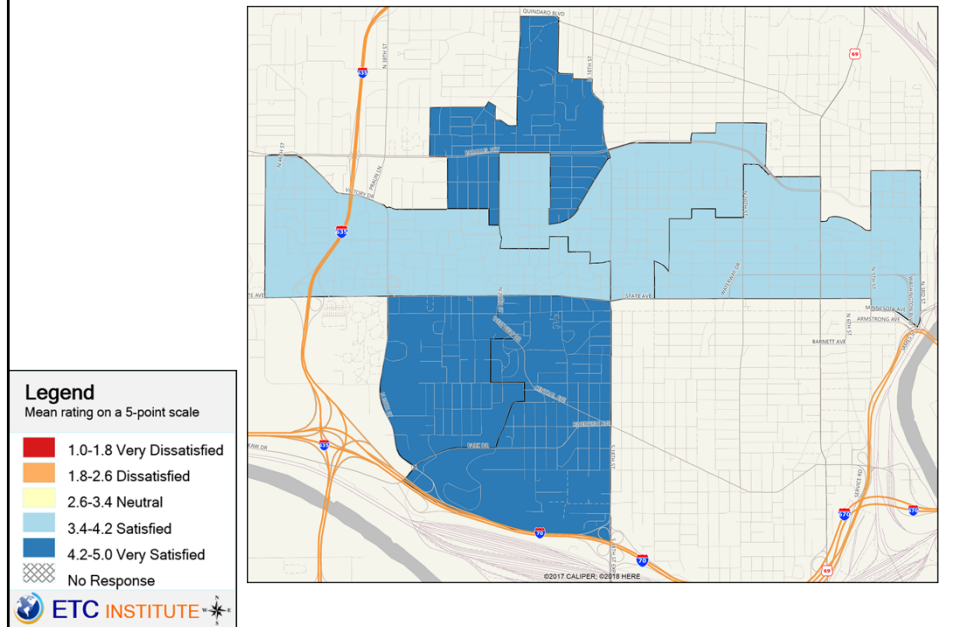
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Q01.6 Satisfaction with: Sewer utility system



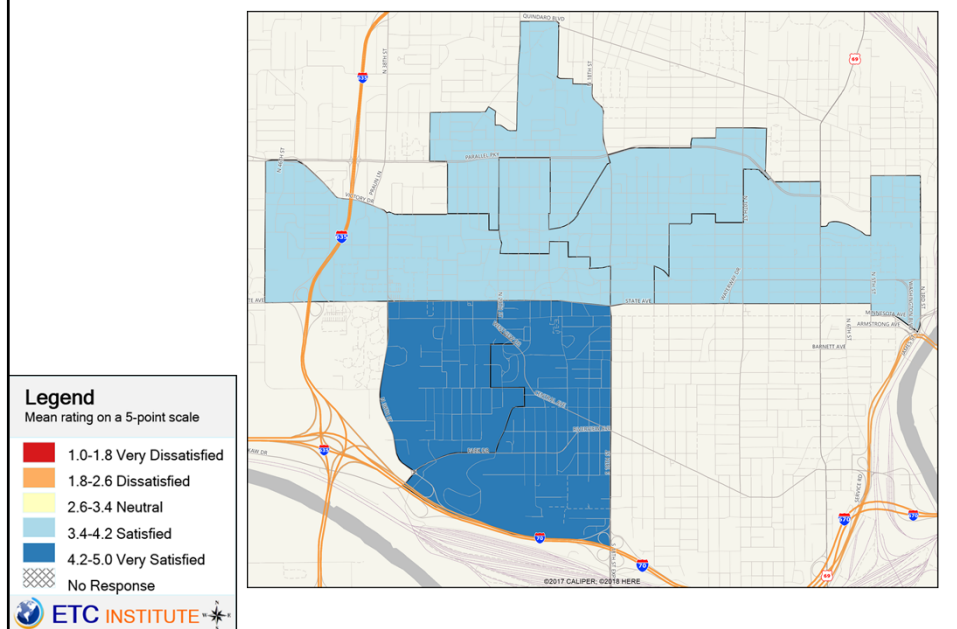
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Q01.7 Satisfaction with: Trash collection and recycling



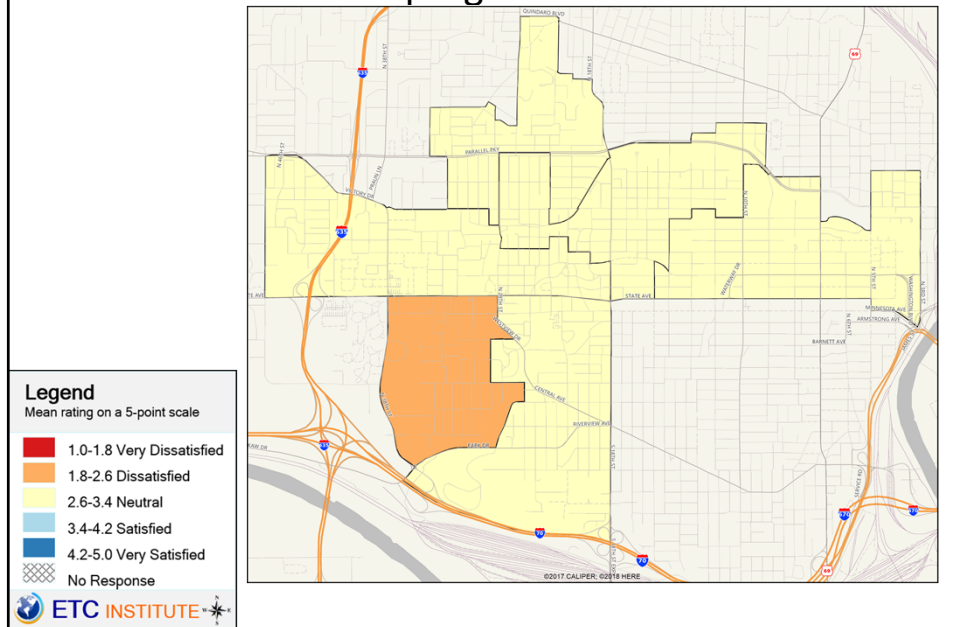
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Q01.8 Satisfaction with: Parks and recreation facilities



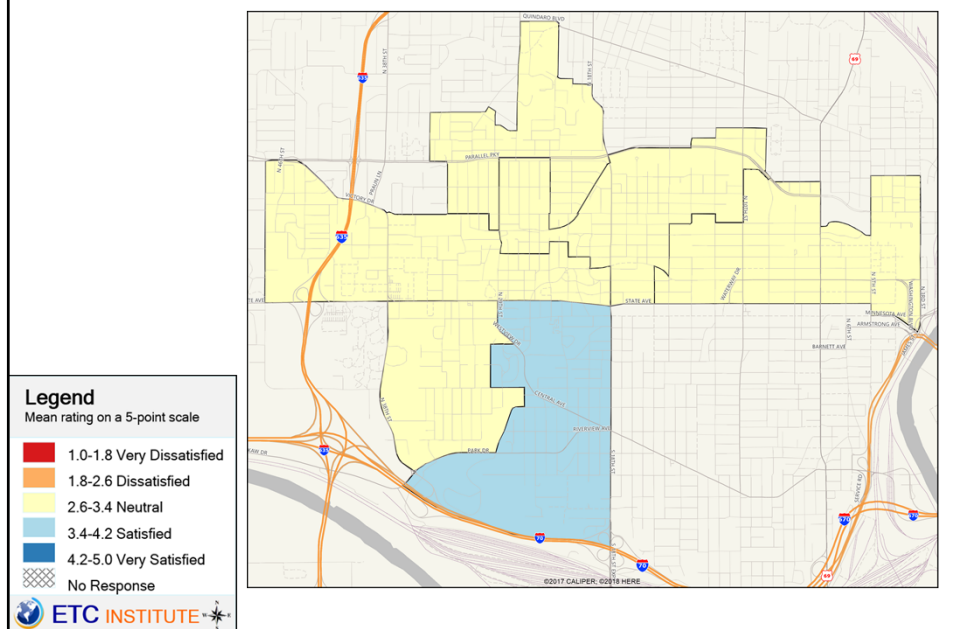
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Q01.9 Satisfaction with: Parks and recreation programs



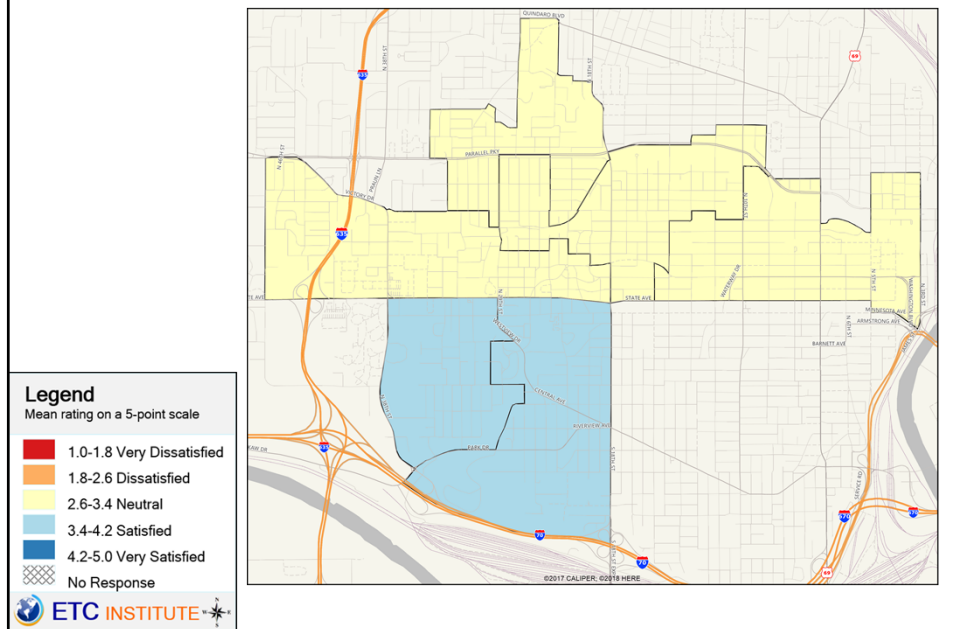
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Q01.10 Satisfaction with: Code enforcement



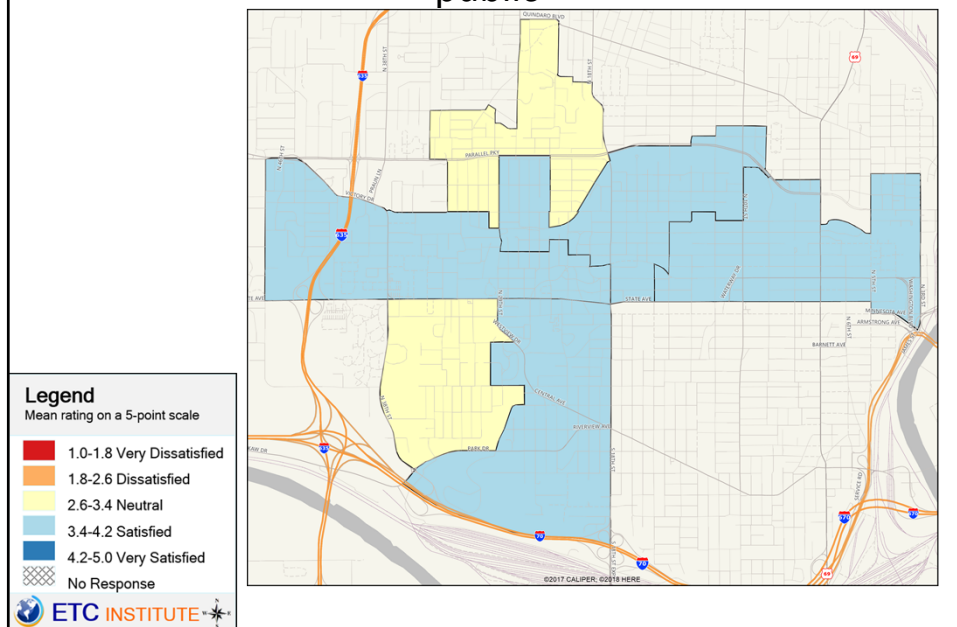
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Q01.11 Satisfaction with: Planning and zoning



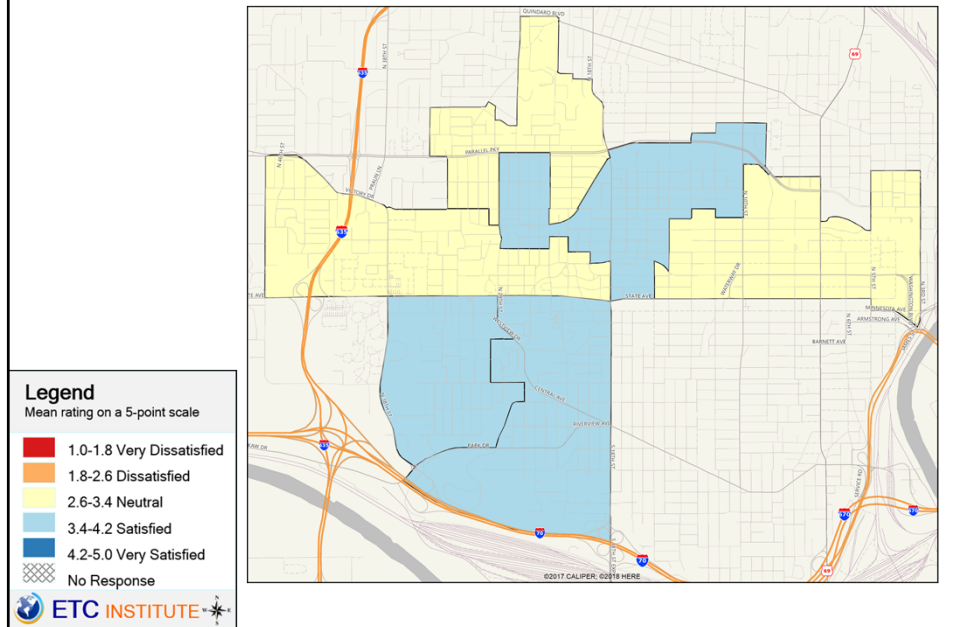
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Q01.12 Satisfaction with: Communication with the public



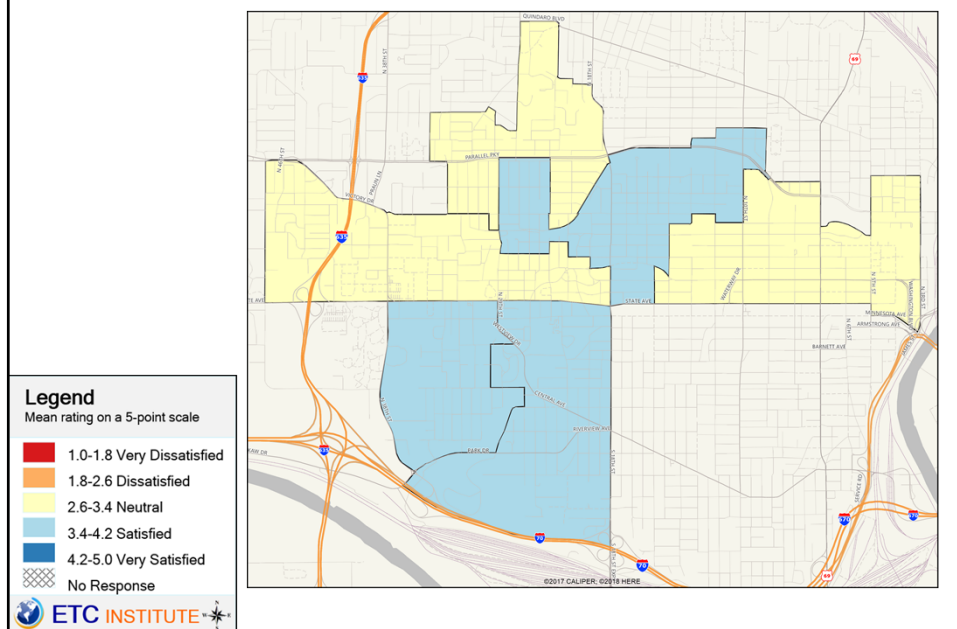
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Q01.13 Satisfaction with: Municipal court



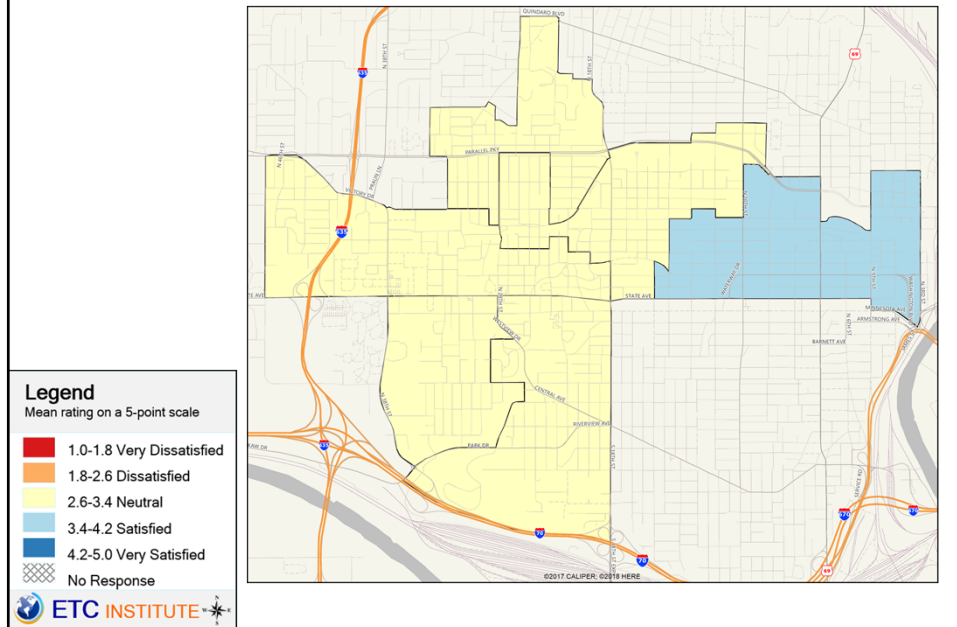
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Q01.14 Satisfaction with: Public transportation



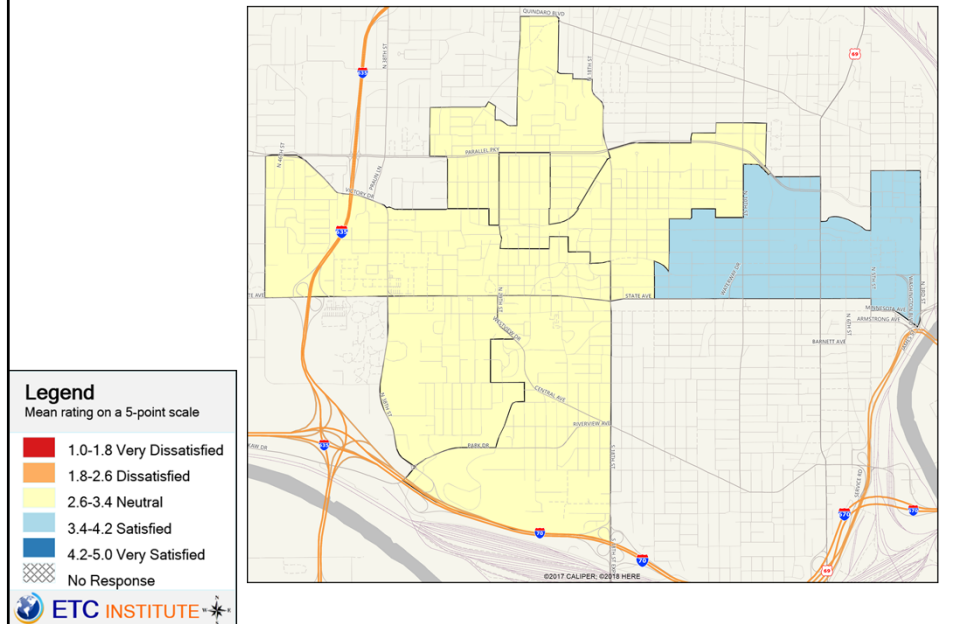
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Q03.15 Satisfaction with: Services for developmental disabilities



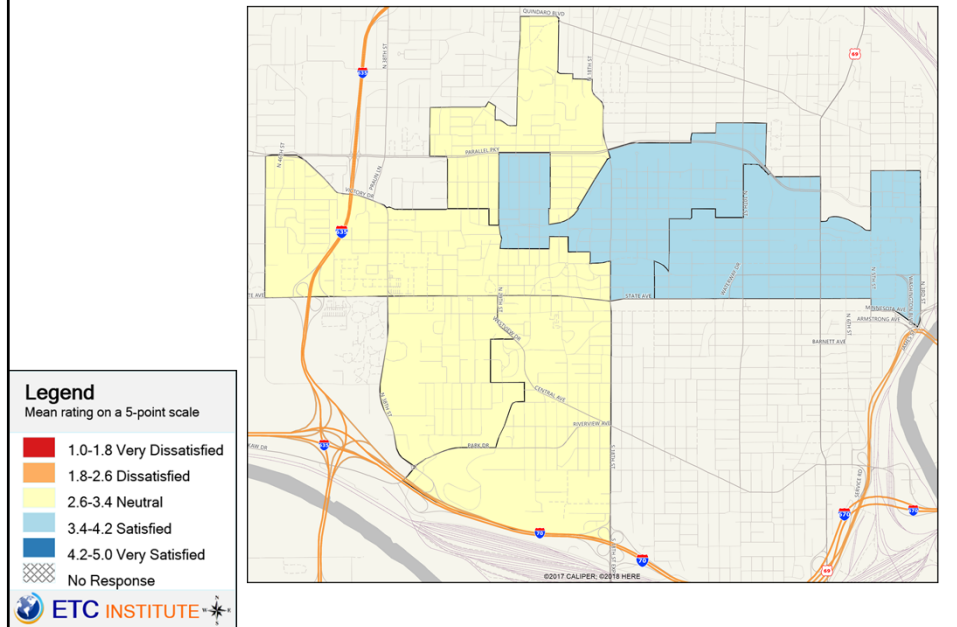
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Q03.16 Satisfaction with: Area Agency on Aging services



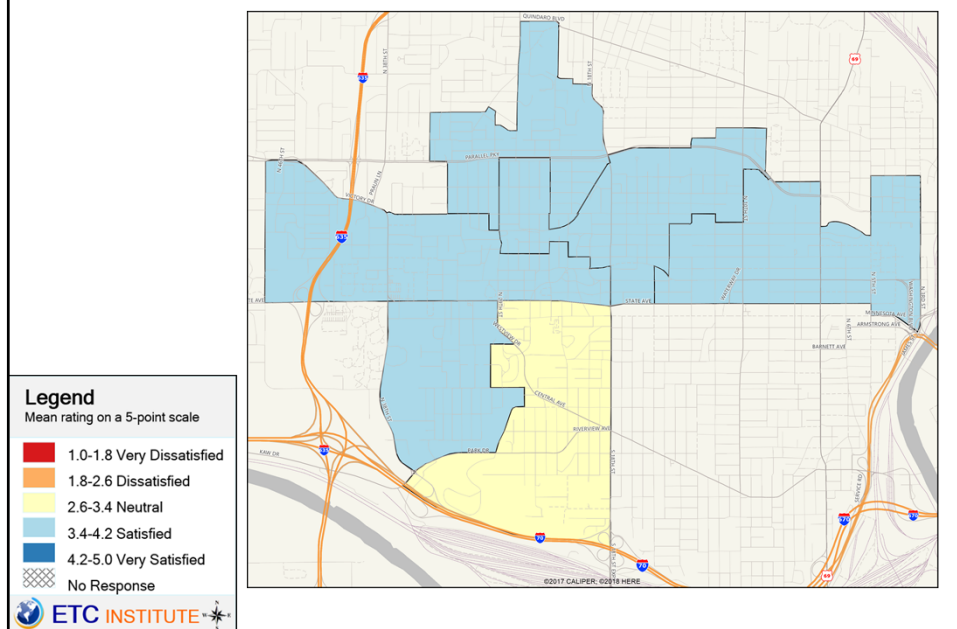
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Q03.17 Satisfaction with: Senior transportation



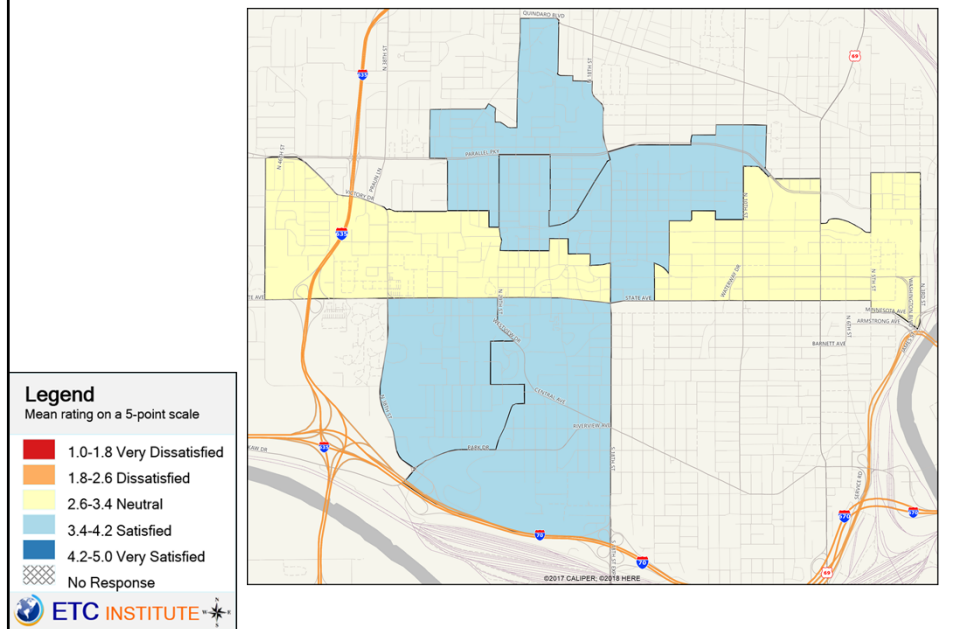
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Q03.18 Satisfaction with: 3-1-1 Call Center



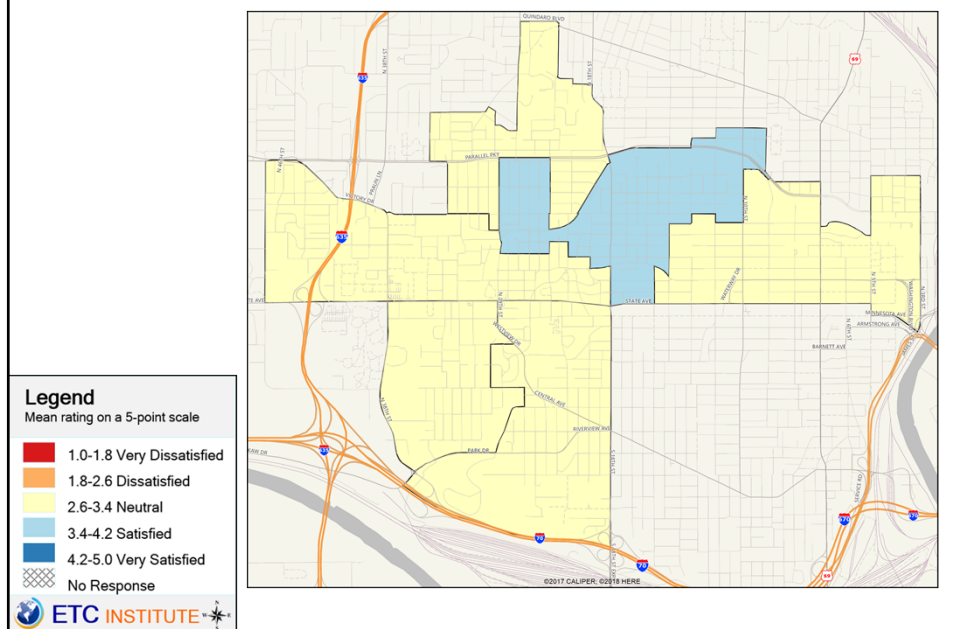
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Q03.19 Satisfaction with: Treasurer's Office



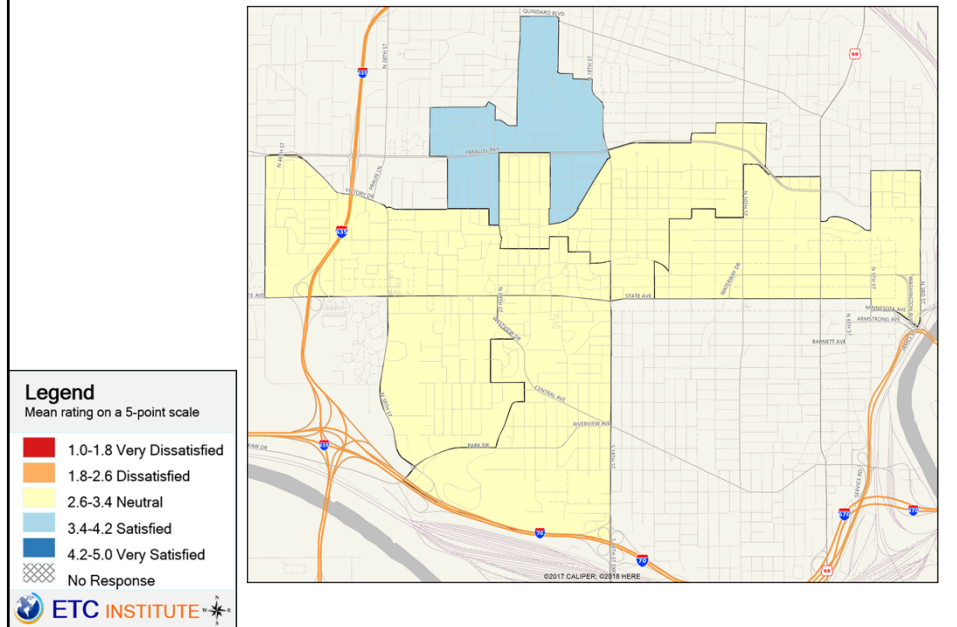
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Q03.20 Satisfaction with: Motor Vehicle Registration



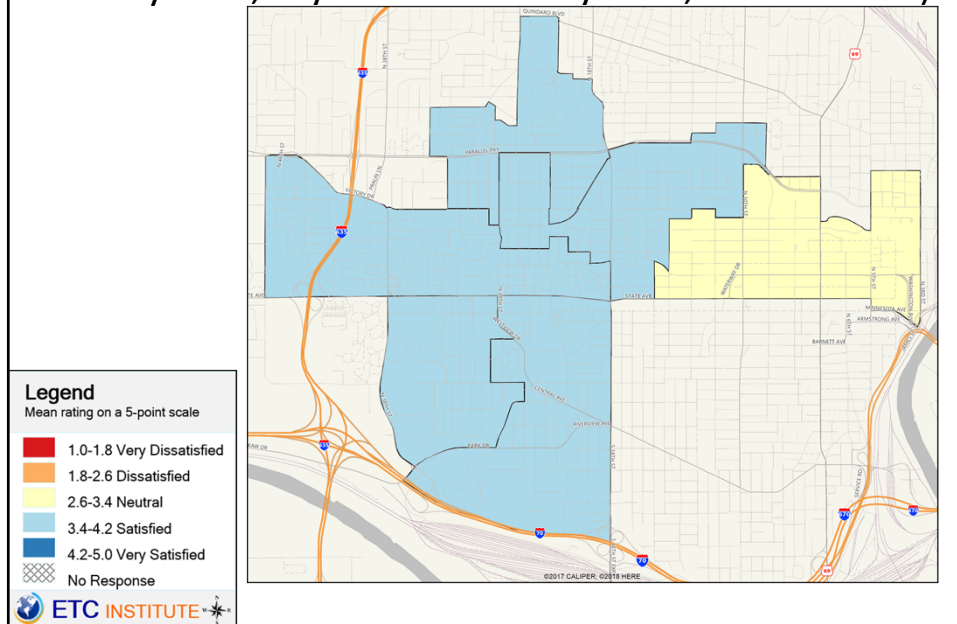
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Q03.21 Satisfaction with: County Appraiser's Office services



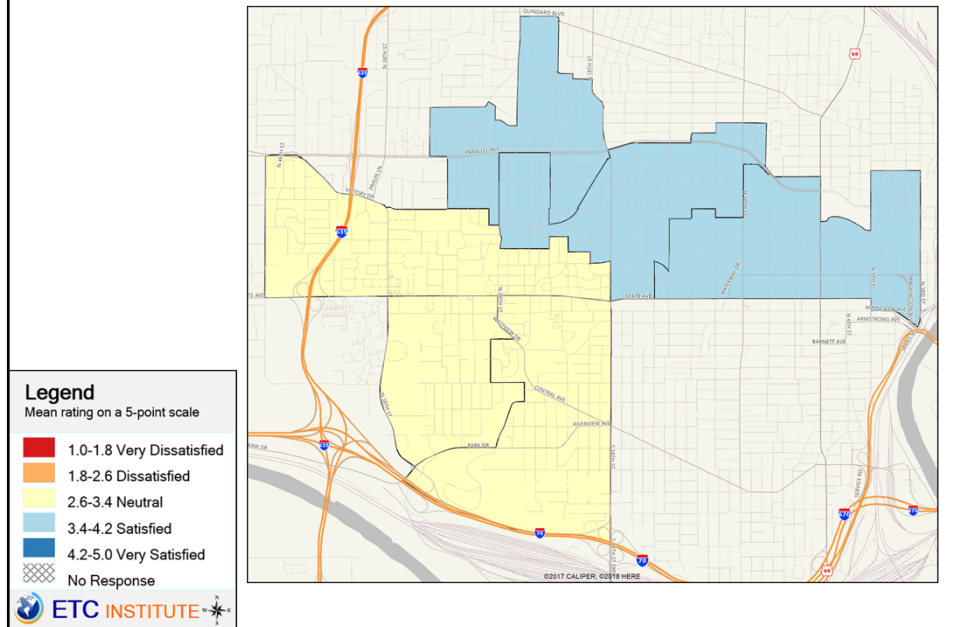
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Q03.22 Satisfaction with: County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)



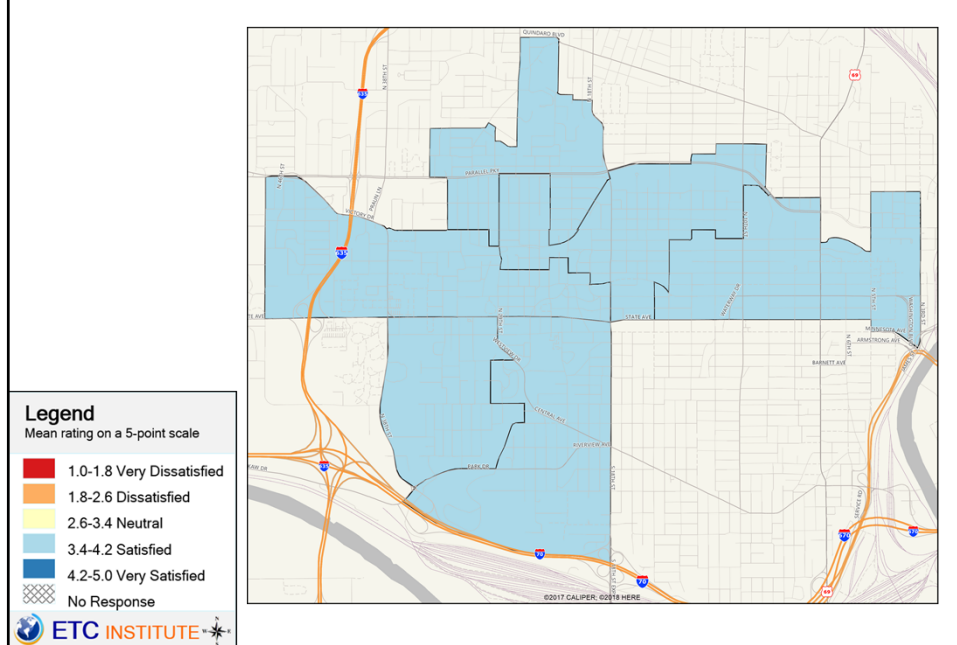
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Q03.23 Satisfaction with: The District Attorneys' Office



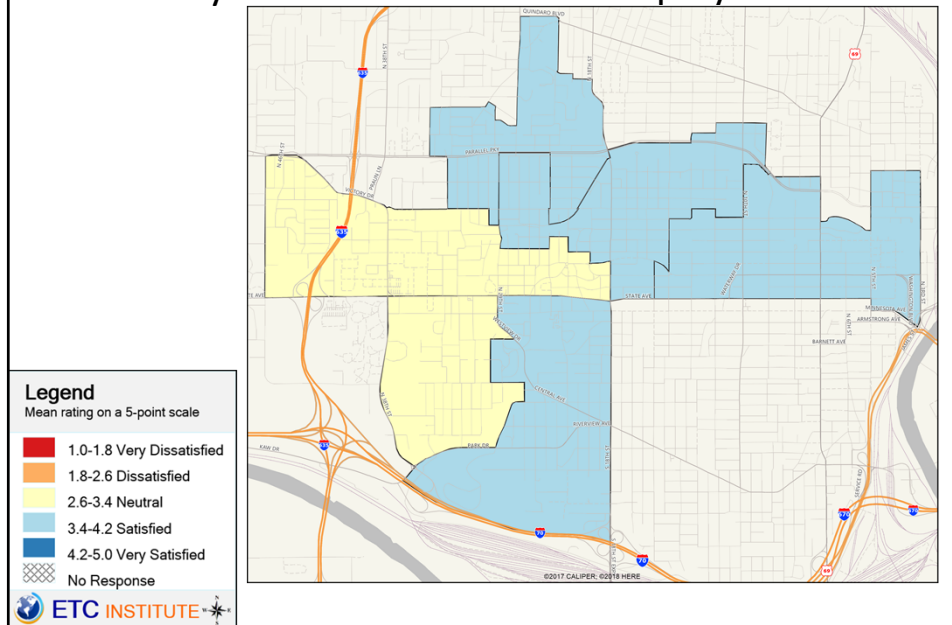
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Q03.24 Satisfaction with: Local Election Process



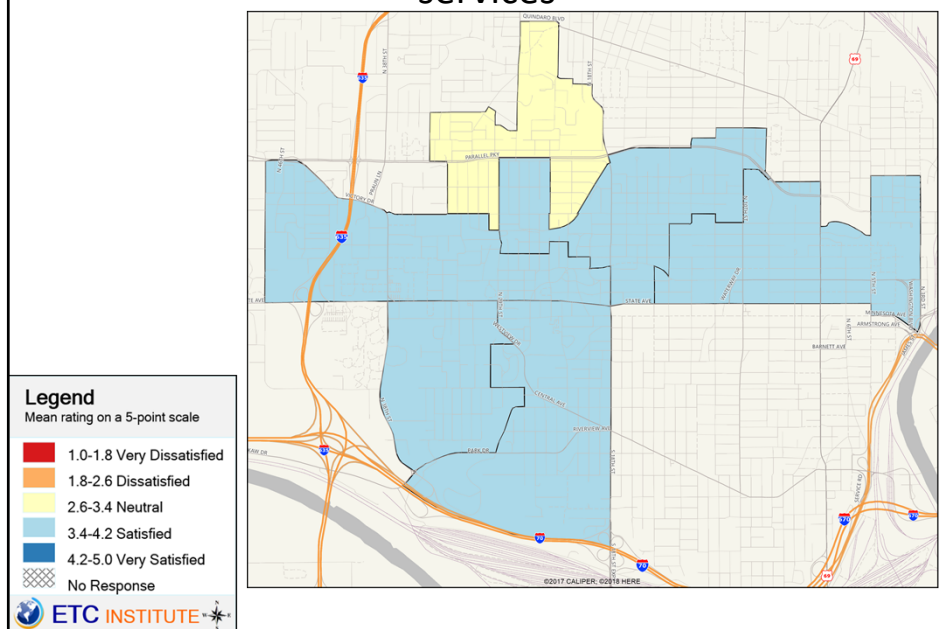
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Q03.25 Satisfaction with: Customer service provided by Unified Government employees



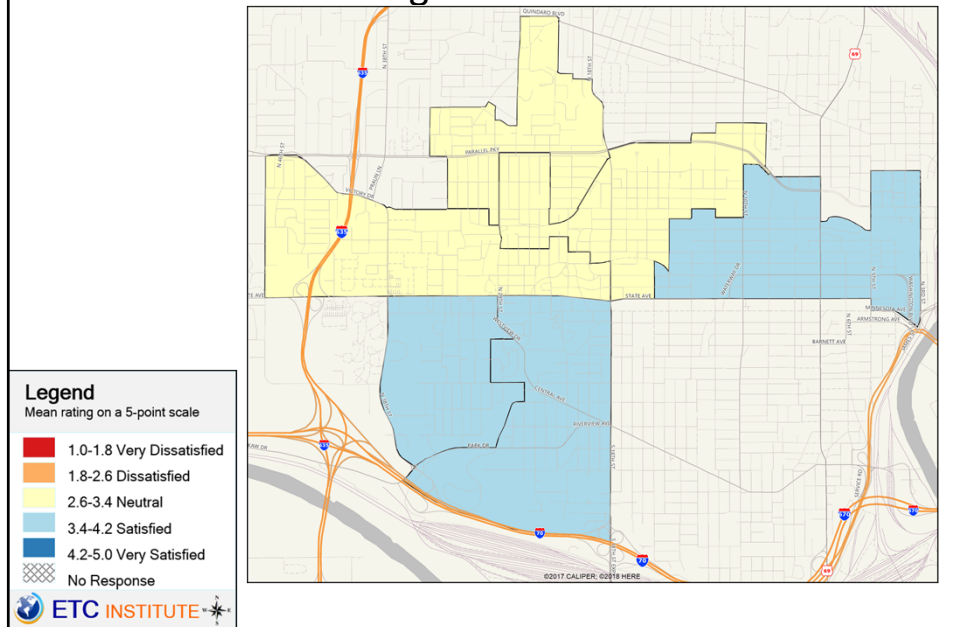
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Q03.26 Satisfaction with: Public Health Department services



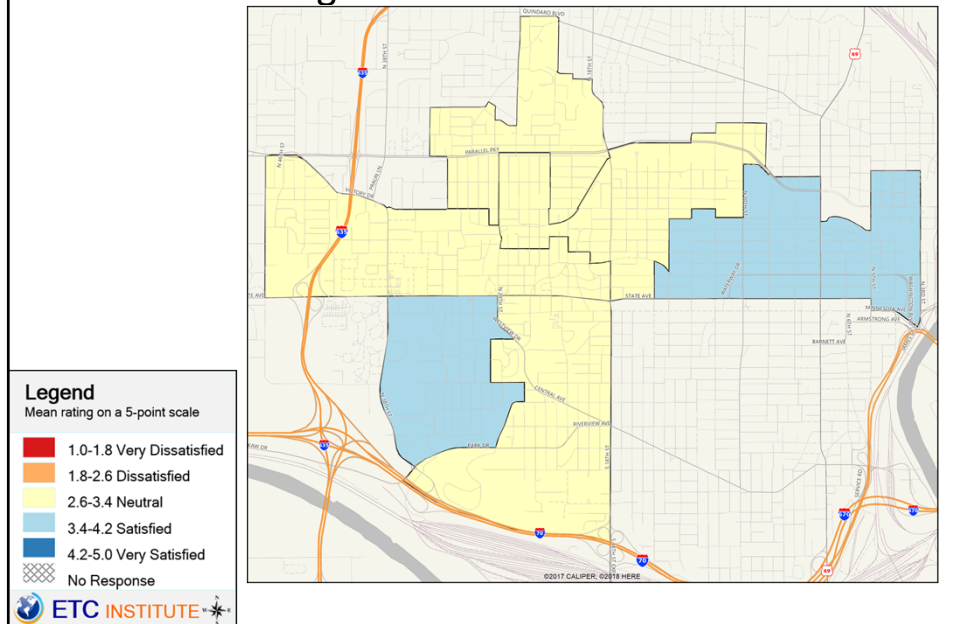
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Q06.1 Satisfaction with: The visibility of police in neighborhoods



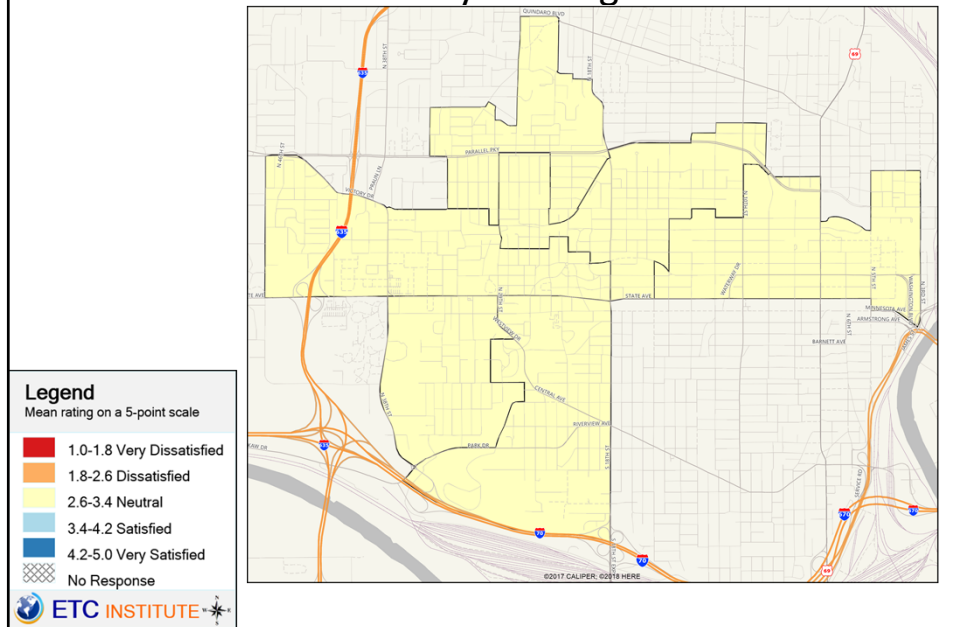
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Q06.2 Satisfaction with: The visibility of police in neighborhood retail areas



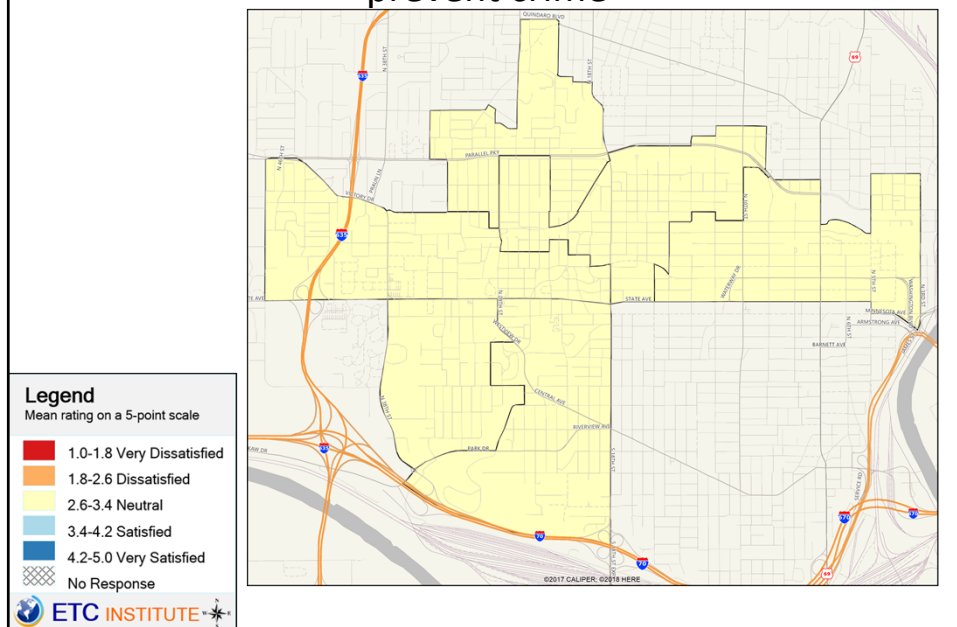
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Q06.3 Satisfaction with: The visibility of Code Enforcement in your neighborhood



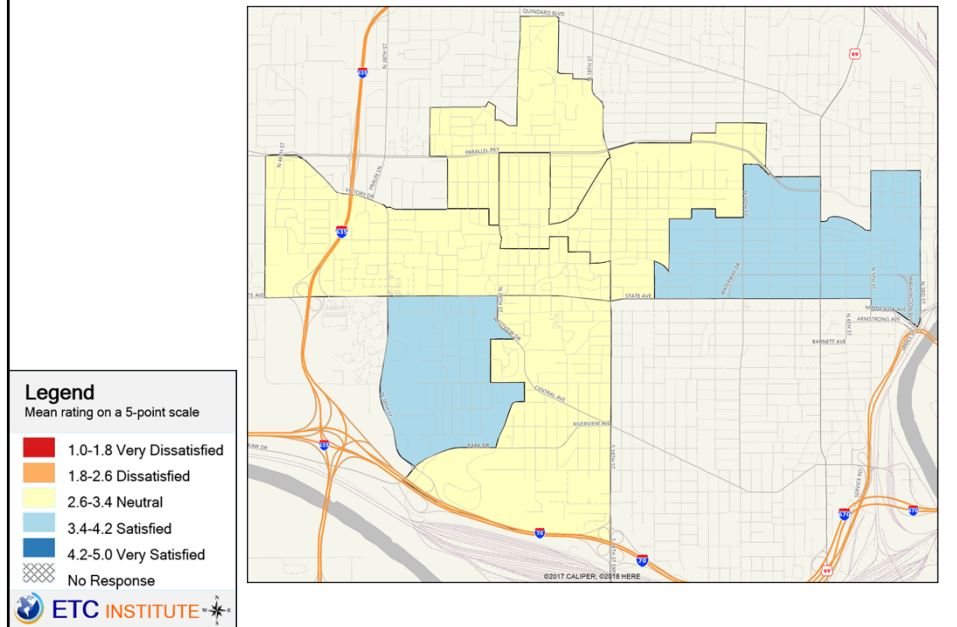
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Q06.4 Satisfaction with: The city's overall efforts to prevent crime



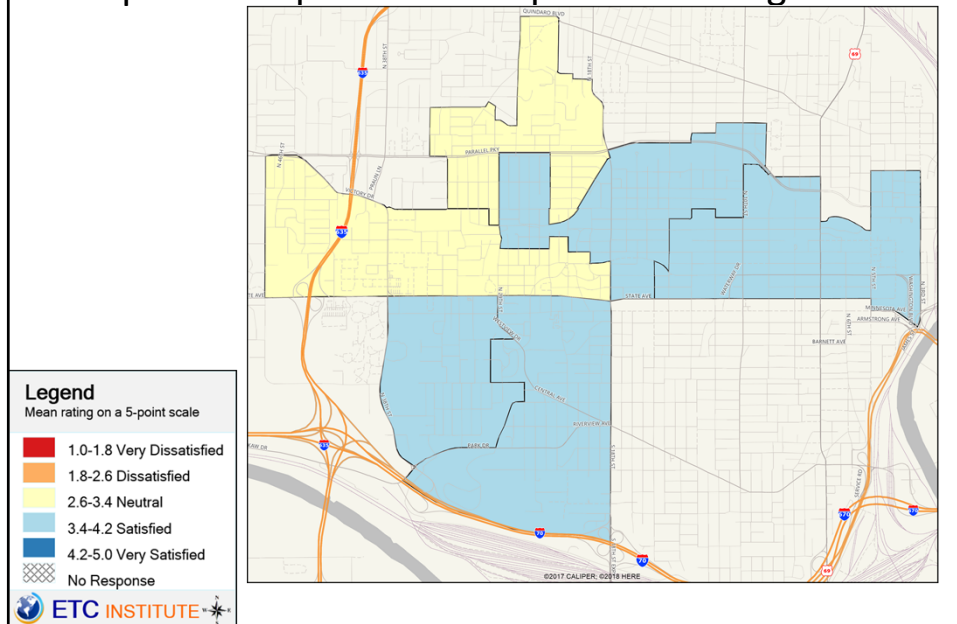
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Q06.5 Satisfaction with: Enforcement of traffic laws



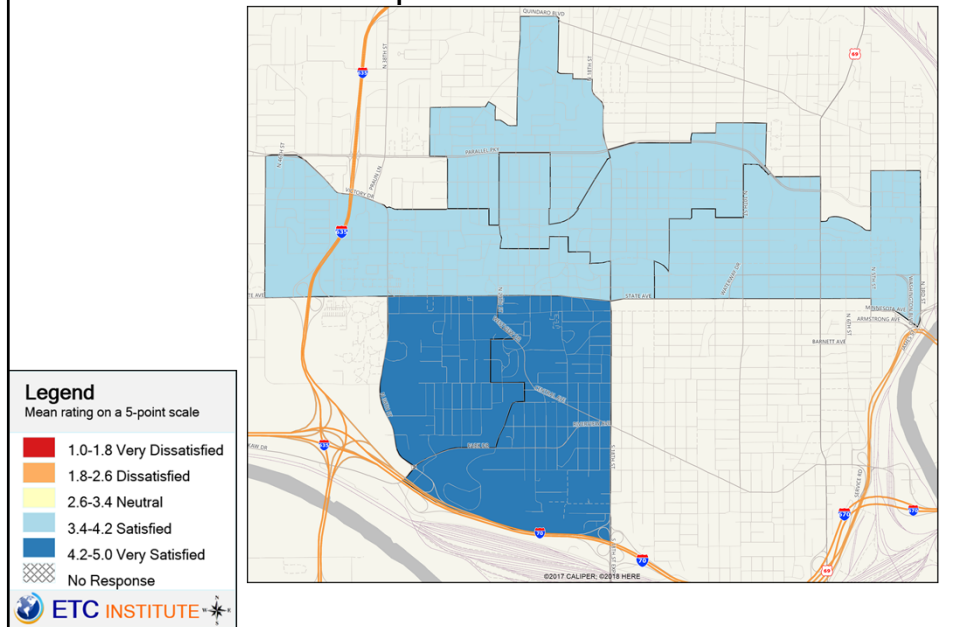
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Q06.6 Satisfaction with: How quickly police department personnel respond to emergencies



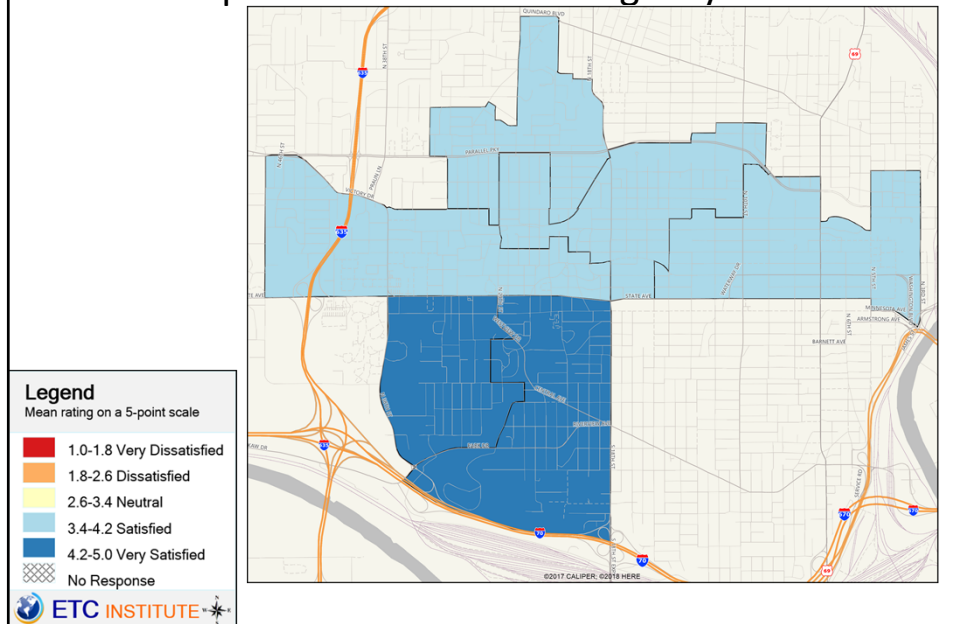
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Q06.7 Satisfaction with: How quickly fire department responds to fires



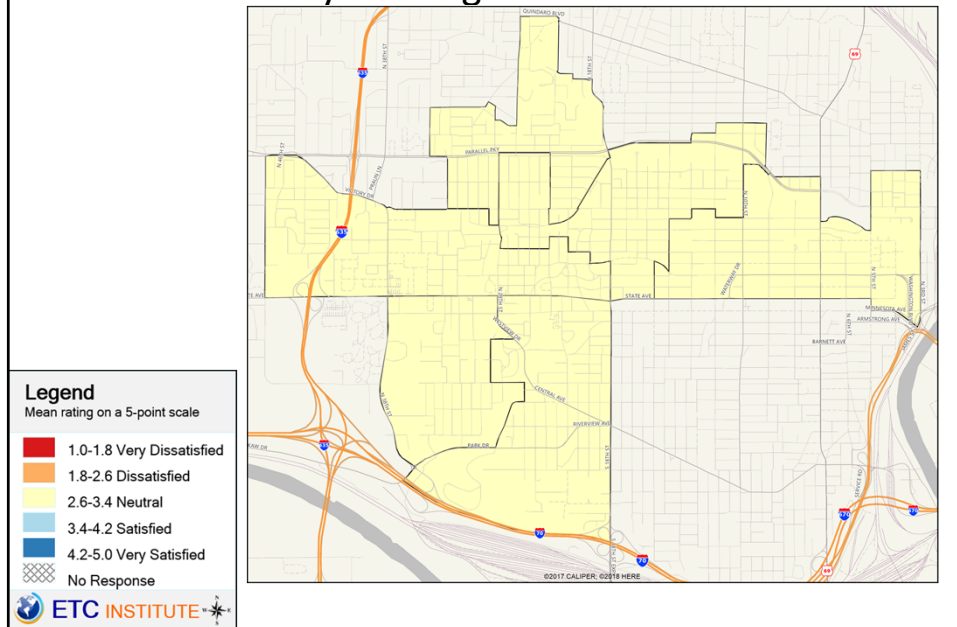
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Q06.8 Satisfaction with: How quickly fire department responds to medical emergency calls



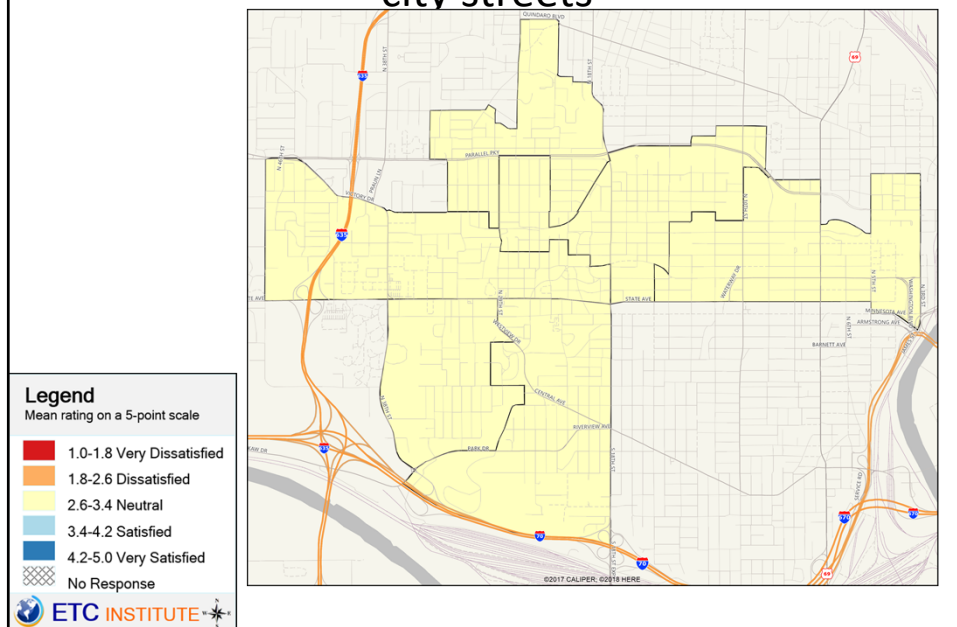
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Q06.9 Satisfaction with: Quality of animal control in your neighborhood



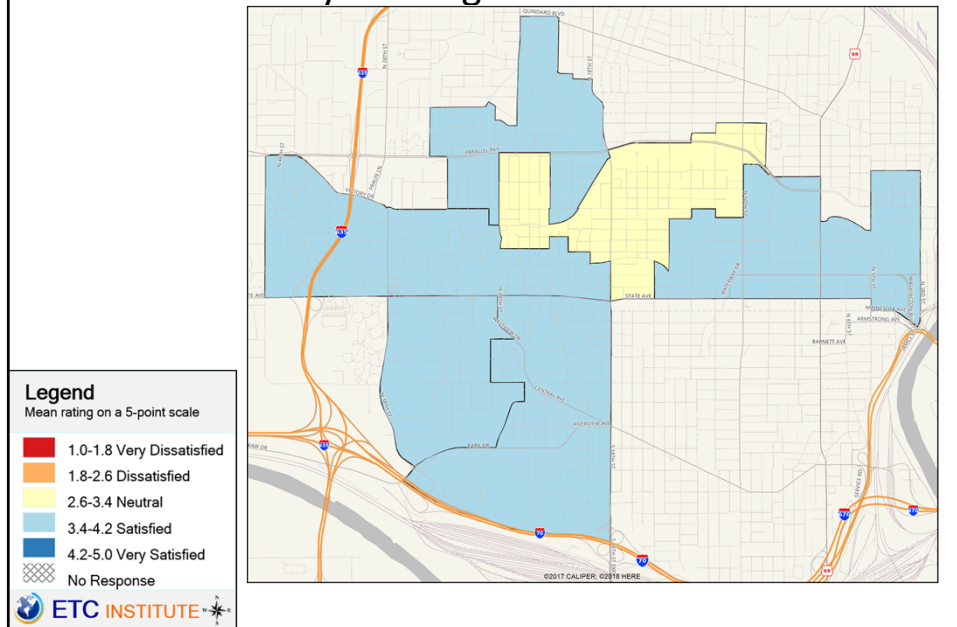
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Q08.1 Satisfaction with: Maintenance of major city streets



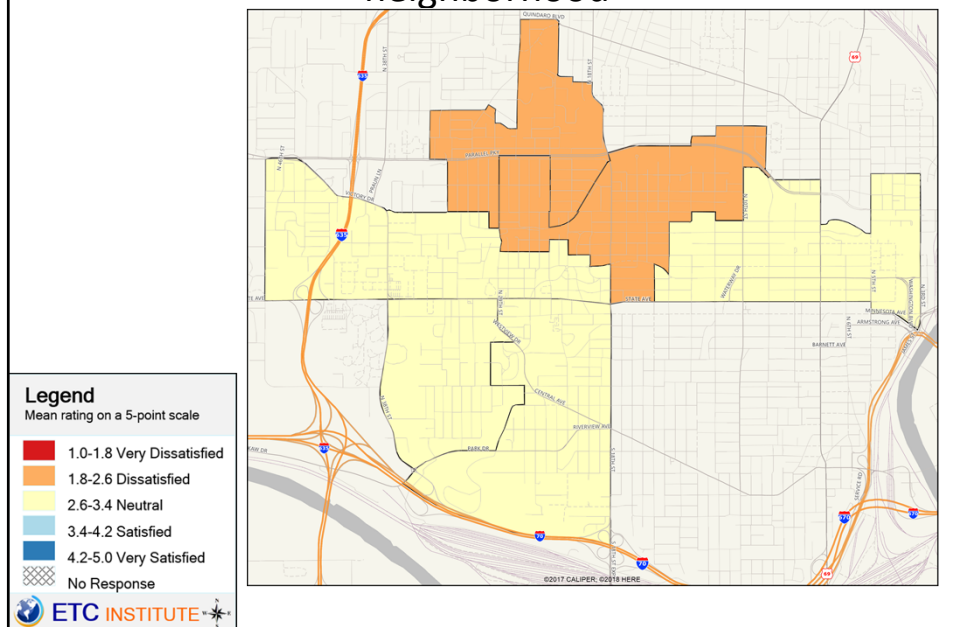
36

Q08.2 Satisfaction with: Maintenance of streets in your neighborhood



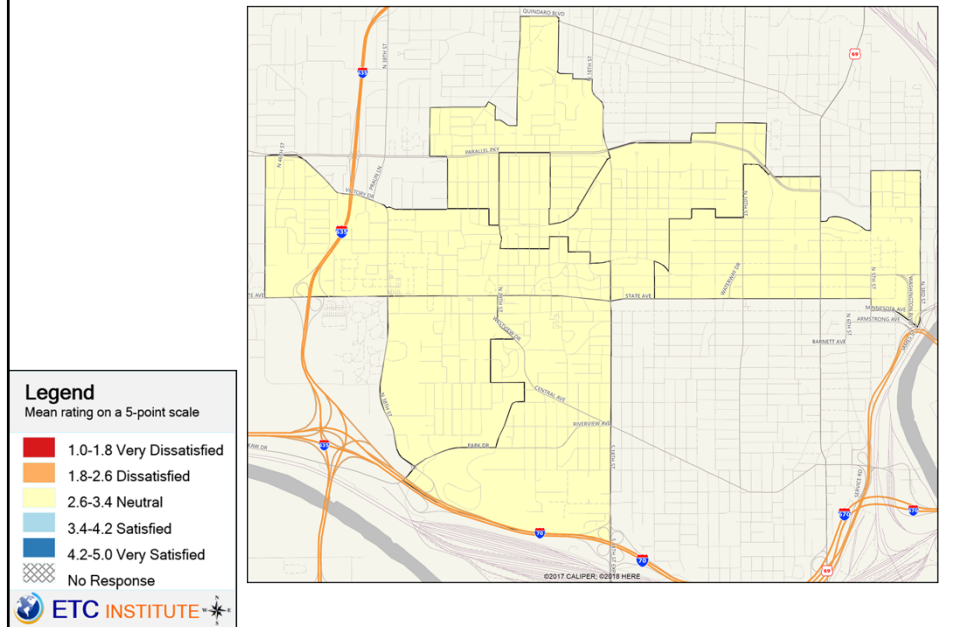
37

Q08.3 Satisfaction with: Maintenance of alleys in your neighborhood



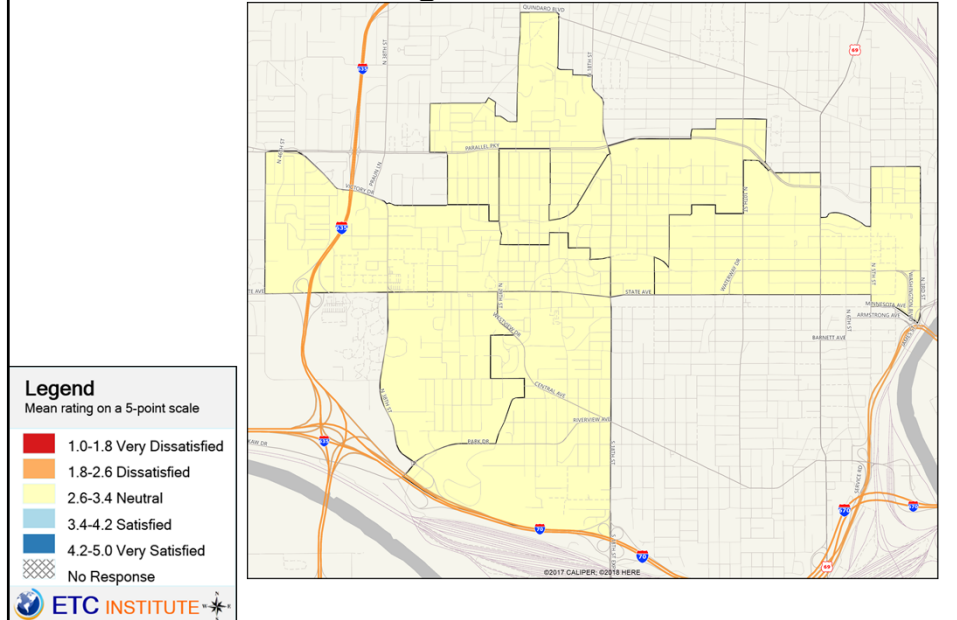
38

Q08.4 Satisfaction with: Maintenance of sidewalks in your neighborhood



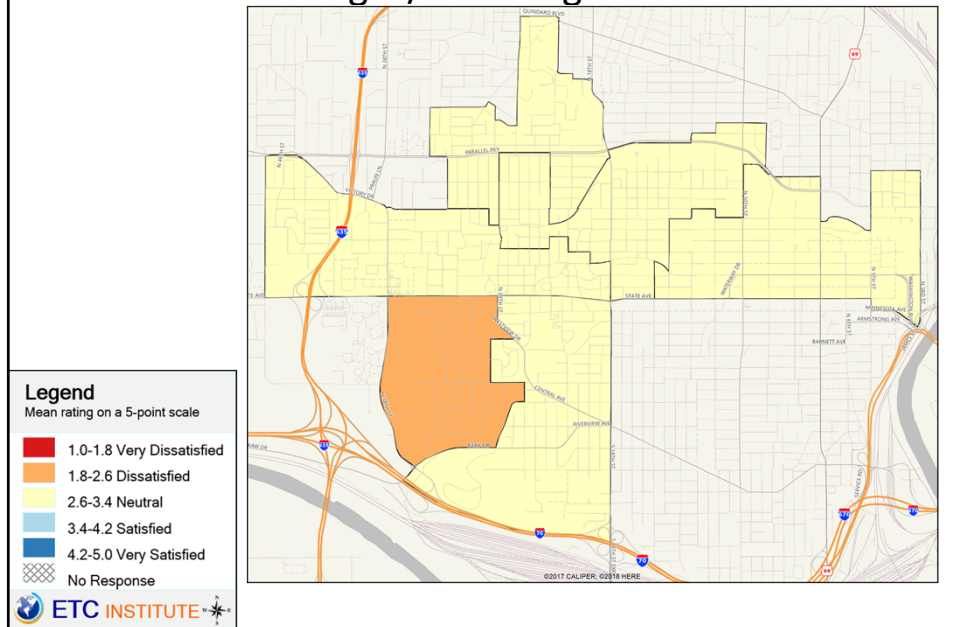
39

Q08.5 Satisfaction with: Maintenance of curbs in your neighborhood



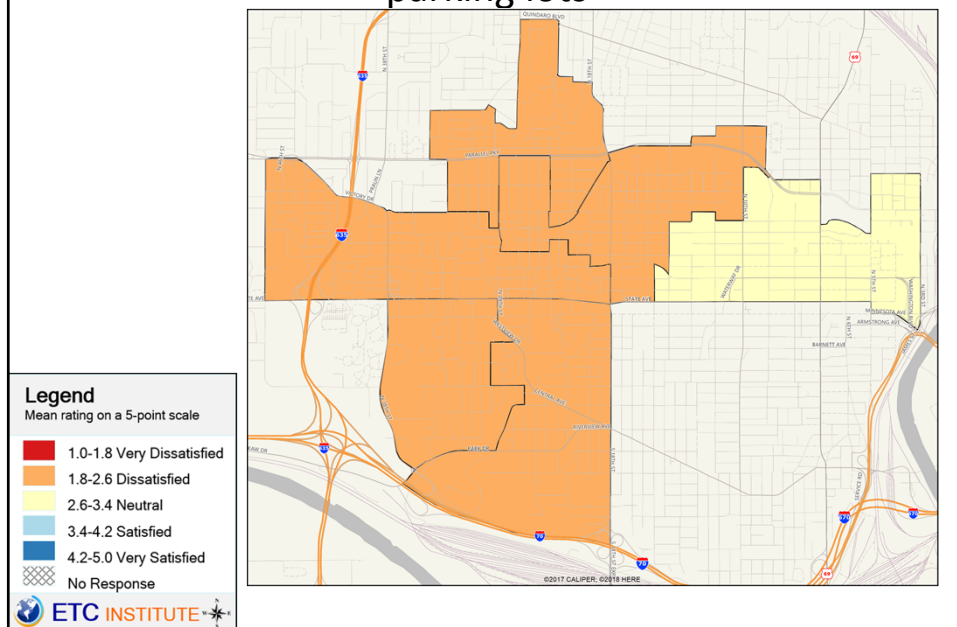
40

Q08.6 Satisfaction with: Maintenance of street signs/traffic signals



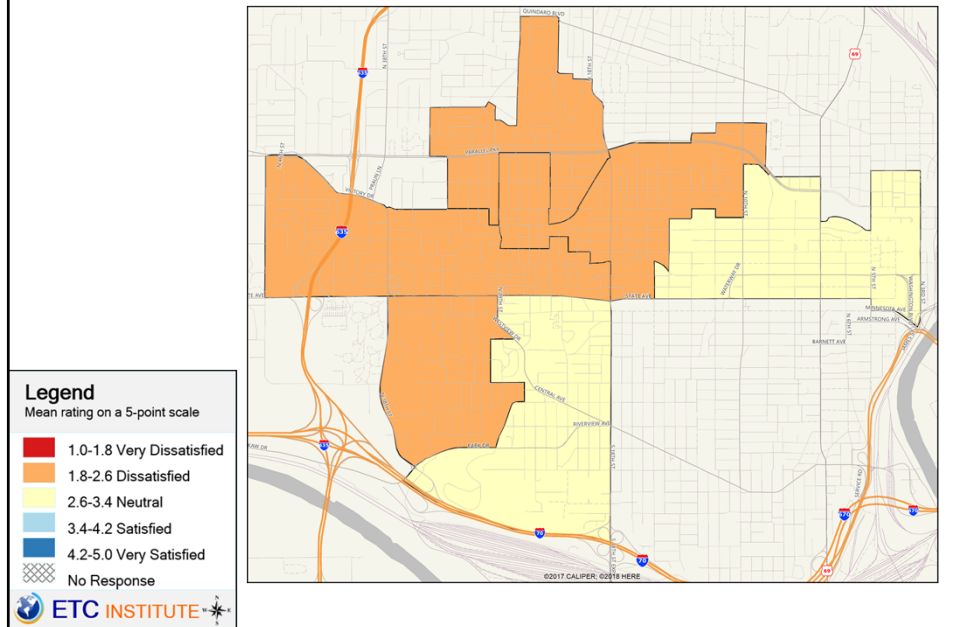
41

Q08.7 Satisfaction with: Maintenance of downtown parking lots



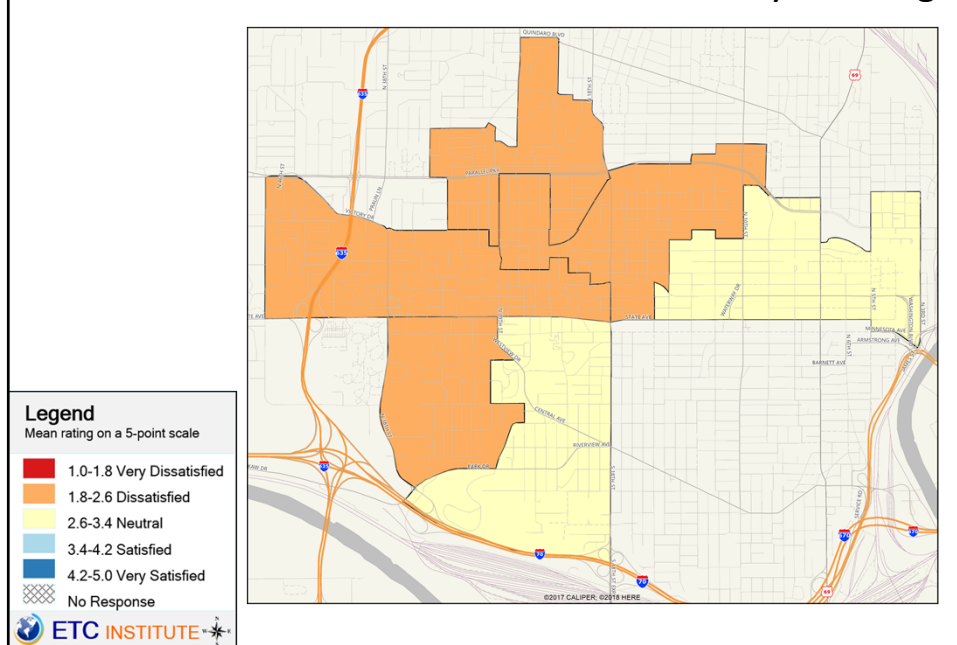
42

Q08.8 Satisfaction with: Overall appearance of downtown including lighting, landscaping and planter boxes



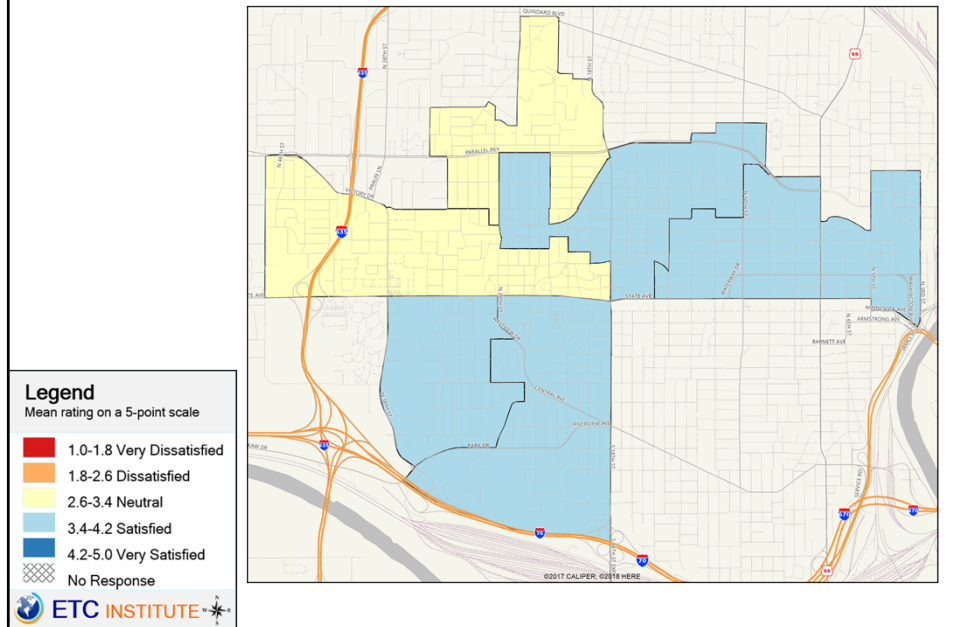
43

Q08.9 Satisfaction with: Maintenance of city buildings



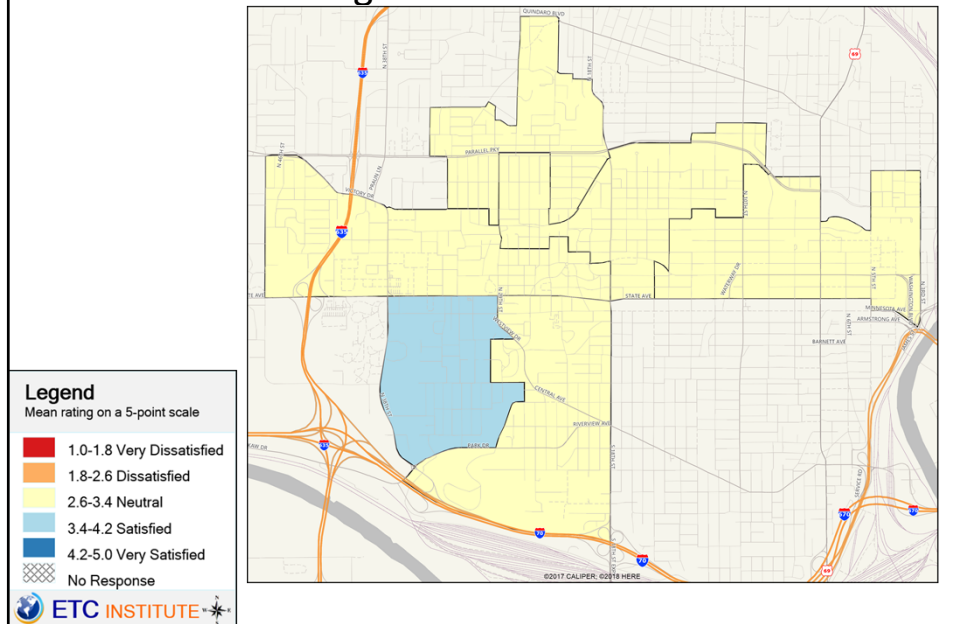
44

Q08.10 Satisfaction with: Snow removal on major city streets



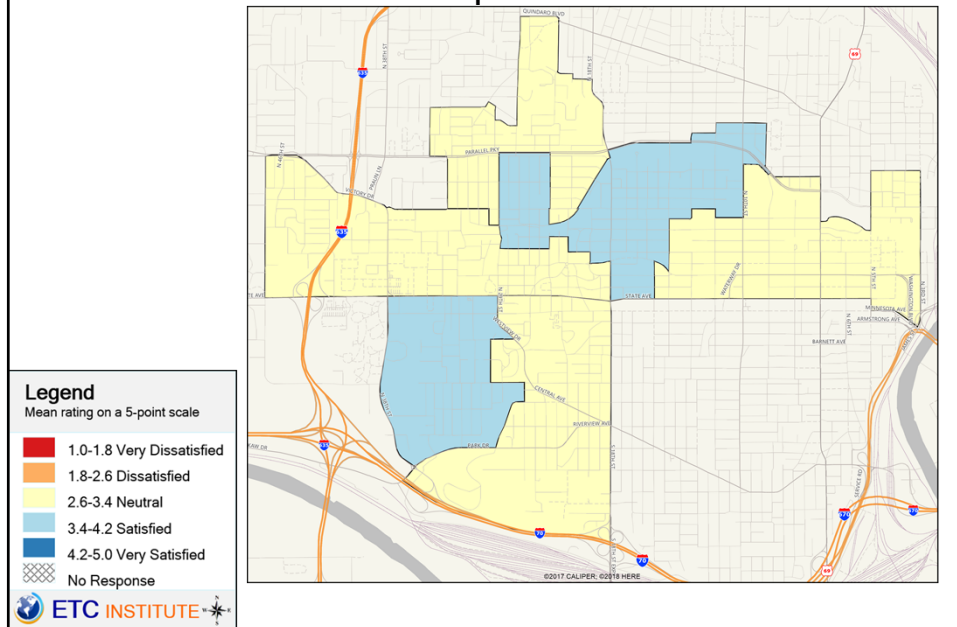
45

Q08.11 Satisfaction with: Snow removal on neighborhood streets



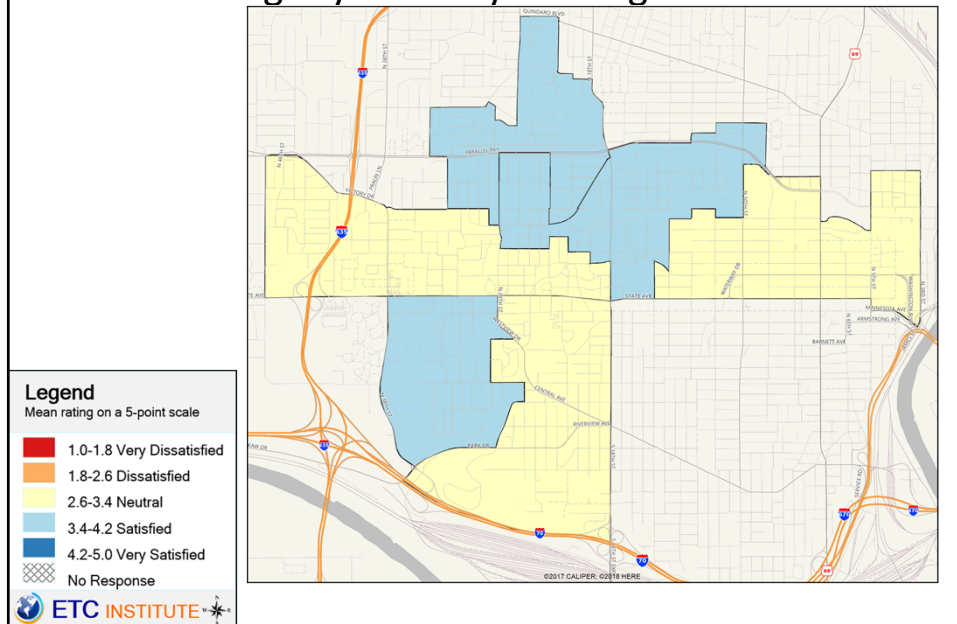
46

Q08.12 Satisfaction with: Overall cleanliness of streets and other public areas



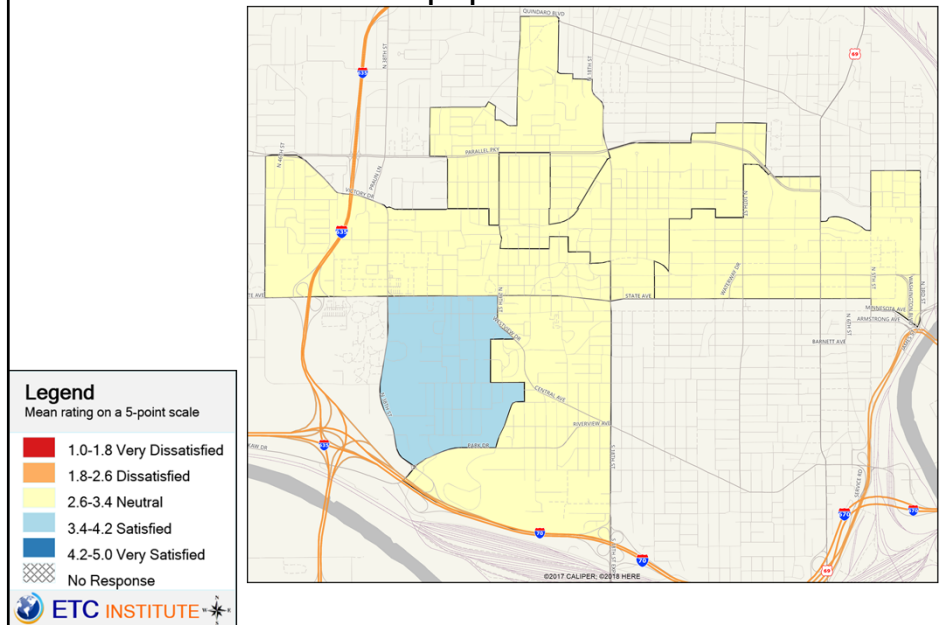
47

Q08.13 Satisfaction with: Maintenance of stormwater drainage system in your neighborhood



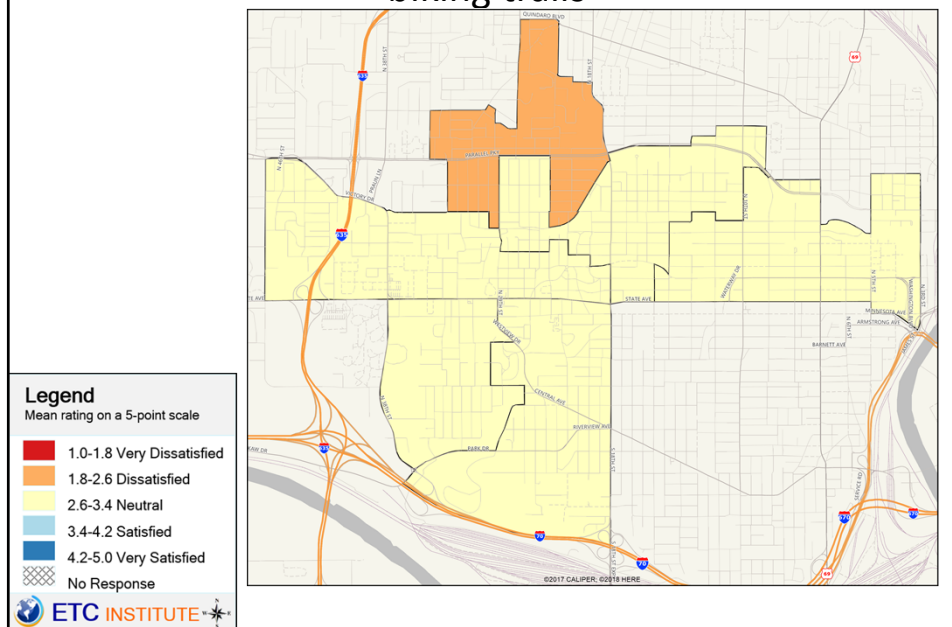
48

Q10.1 Satisfaction with: Maintenance of parks and equipment



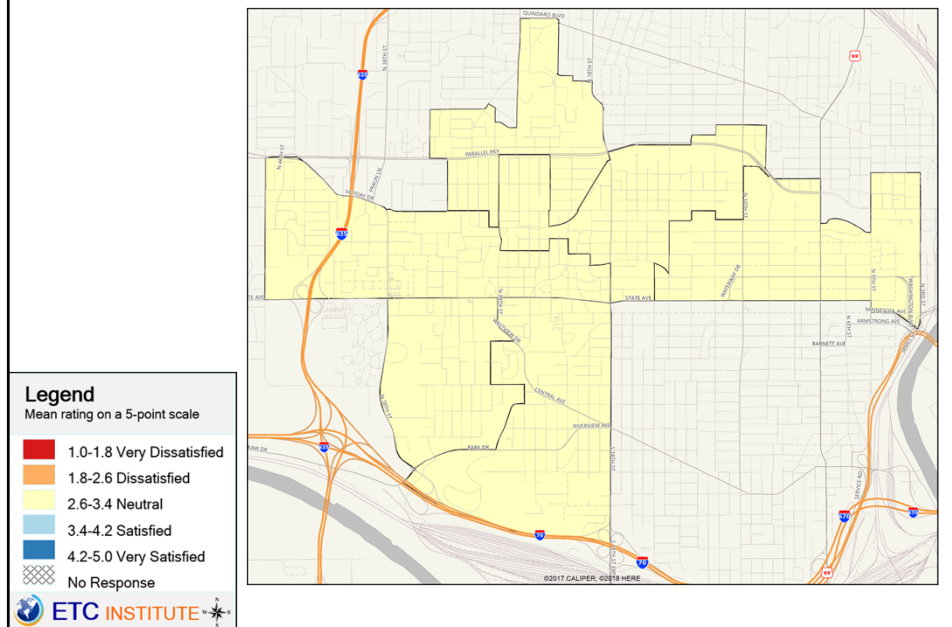
49

Q10.2 Satisfaction with: Number of walking and biking trails



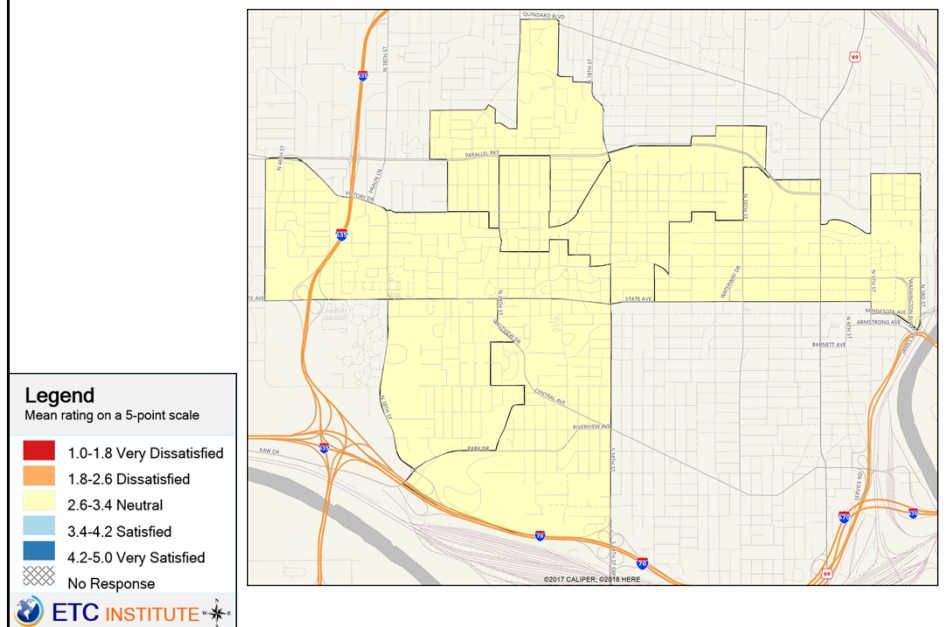
50

Q10.3 Satisfaction with: The number of parks



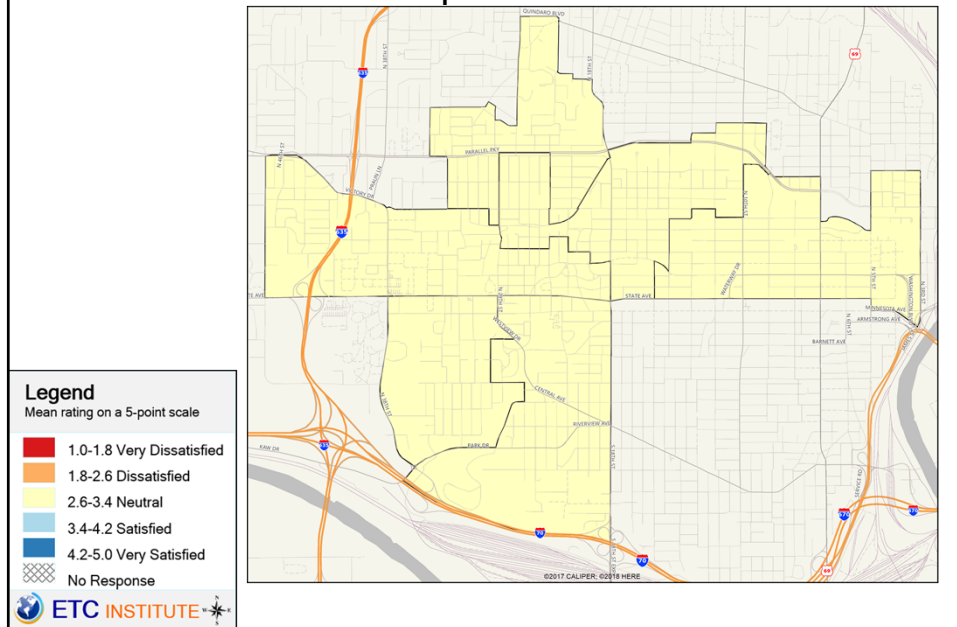
51

Q10.4 Satisfaction with: Community centers



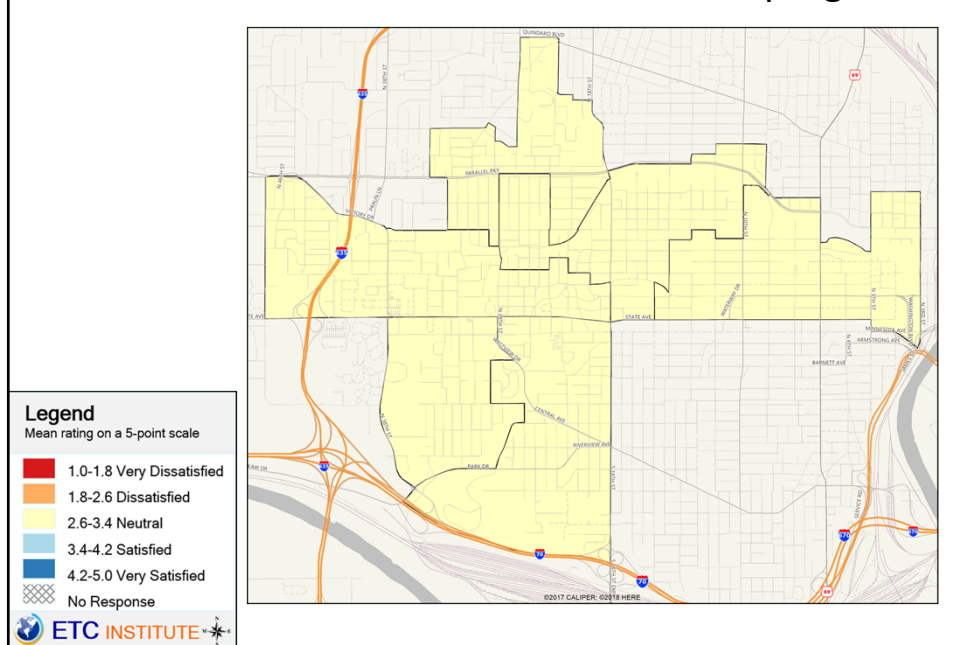
52

Q10.7 Satisfaction with: Swimming pool and spray parks



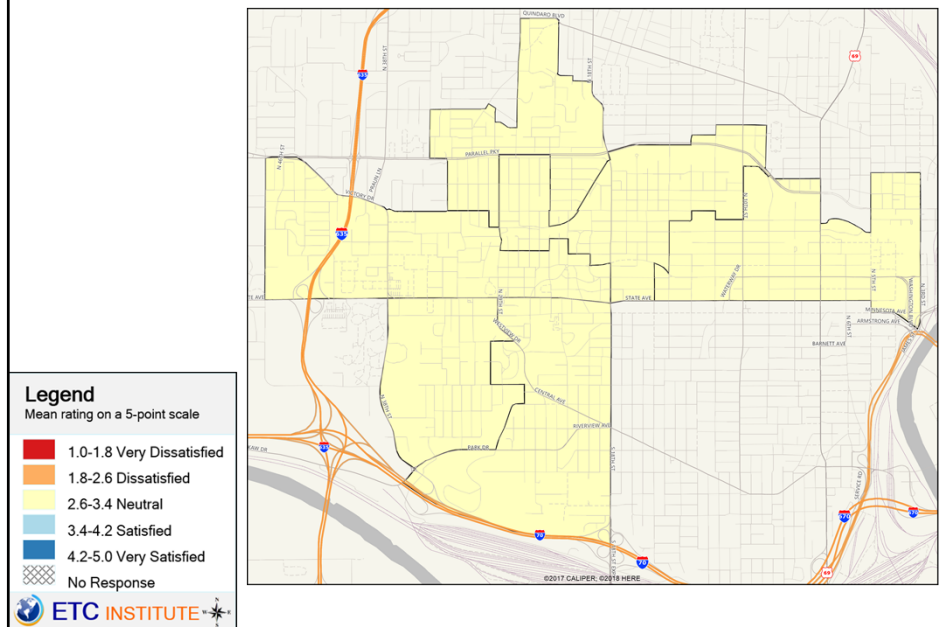
55

Q10.8 Satisfaction with: Youth recreation programs



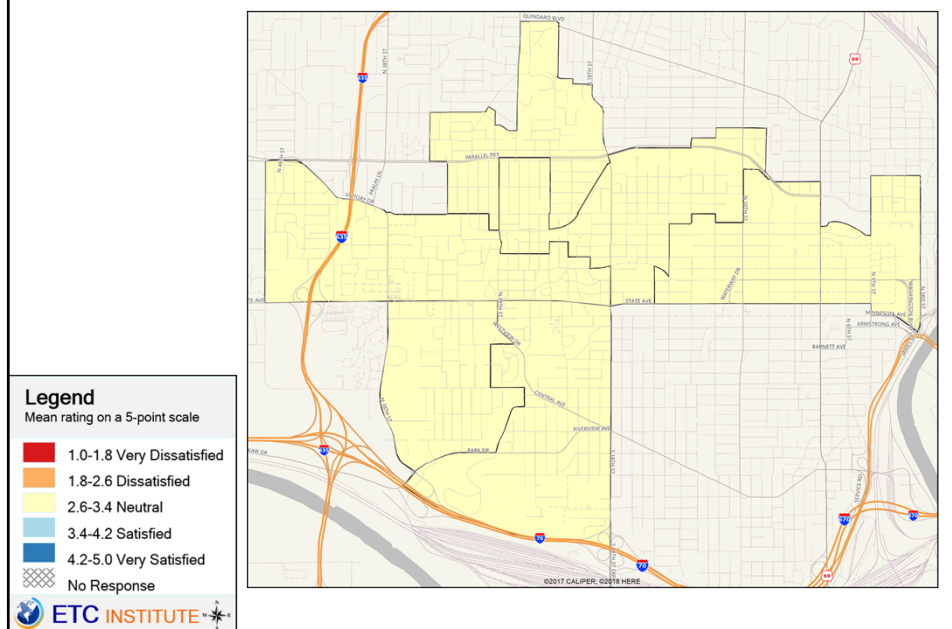
56

Q10.9 Satisfaction with: Adult recreation programs



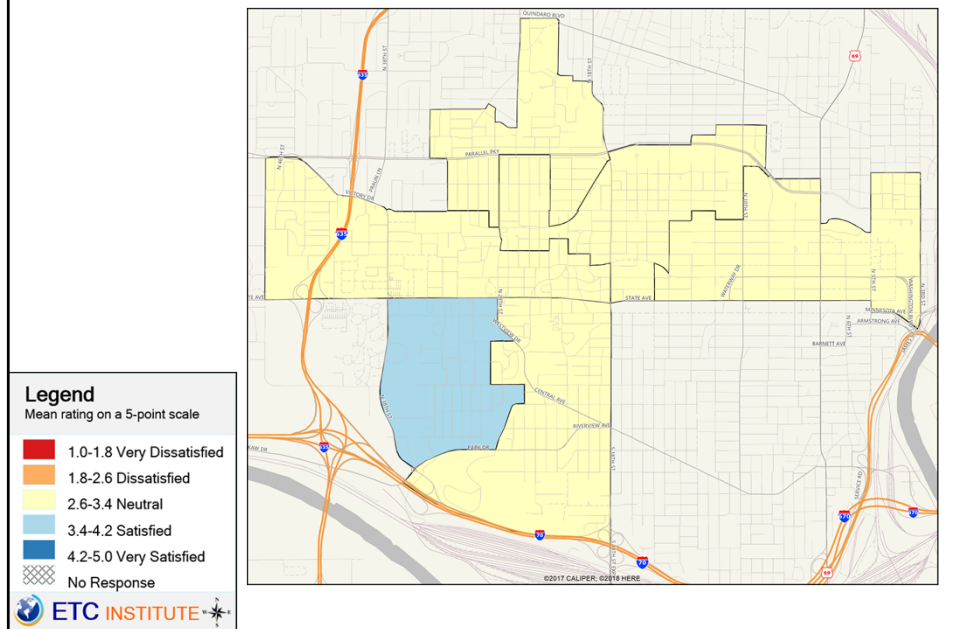
57

Q10.10 Satisfaction with: Programs for seniors



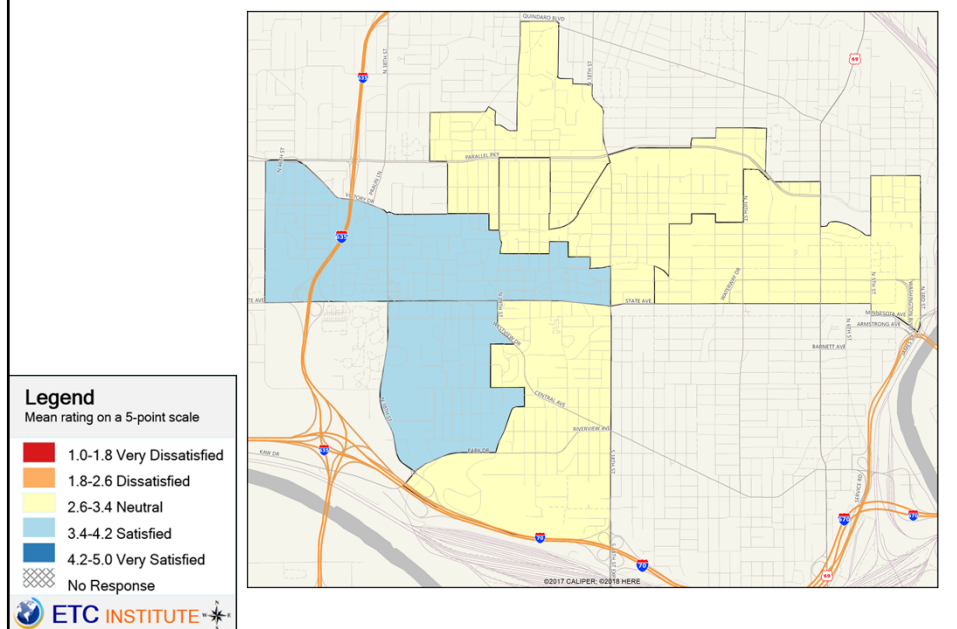
58

Q10.11 Satisfaction with: Skateboard parks



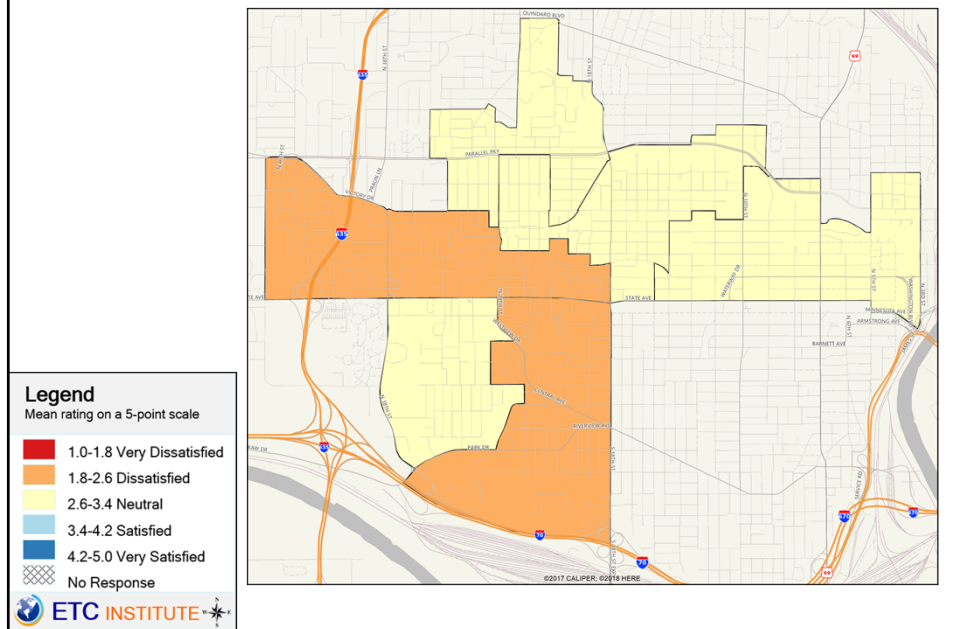
59

Q10.12 Satisfaction with: Tennis courts



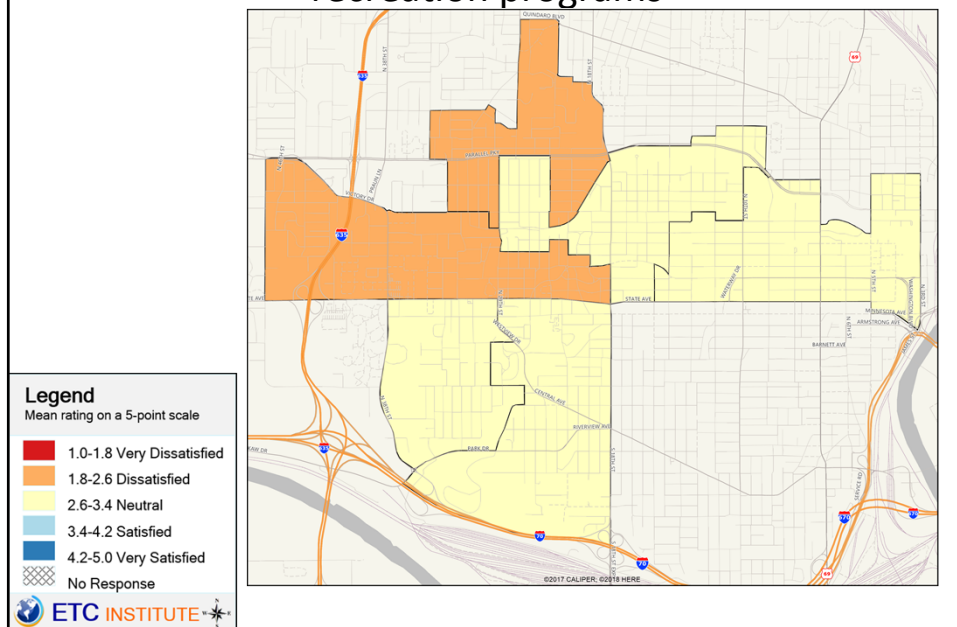
60

Q10.13 Satisfaction with: Futsal courts



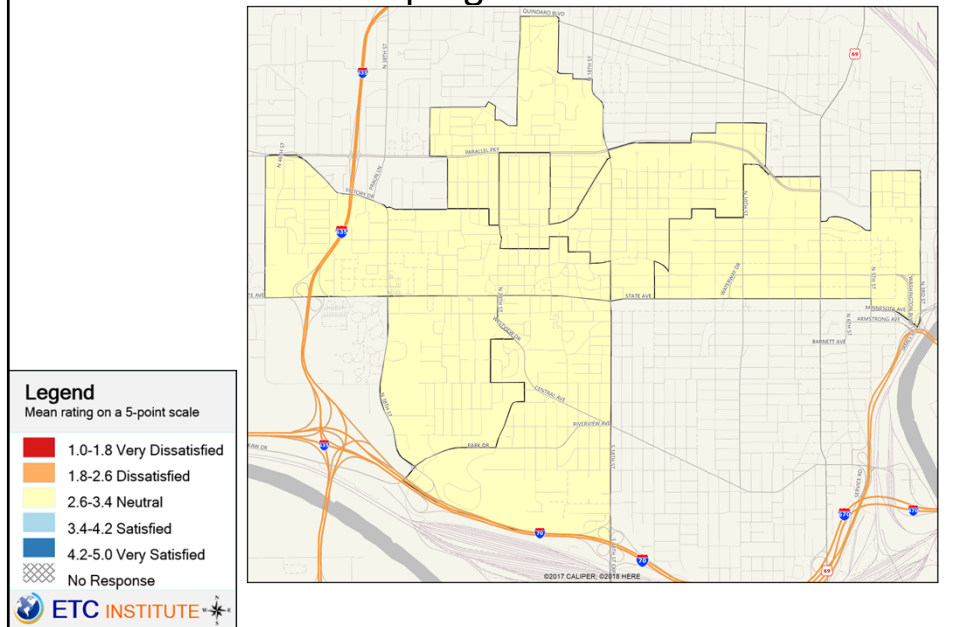
61

Q10.14 Satisfaction with: Ease of registering for recreation programs



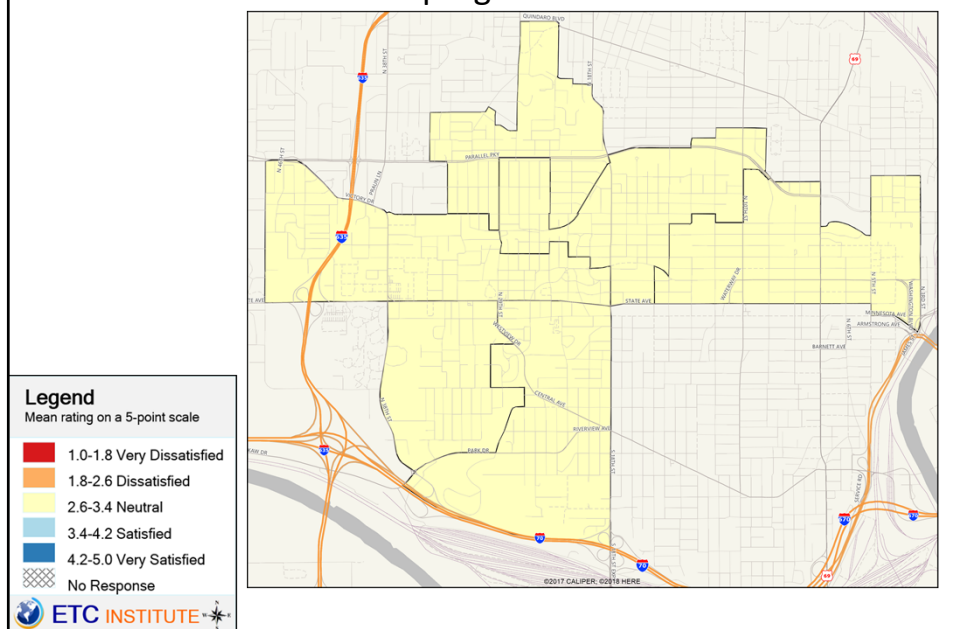
62

Q10.15 Satisfaction with: Fees charged for recreation programs



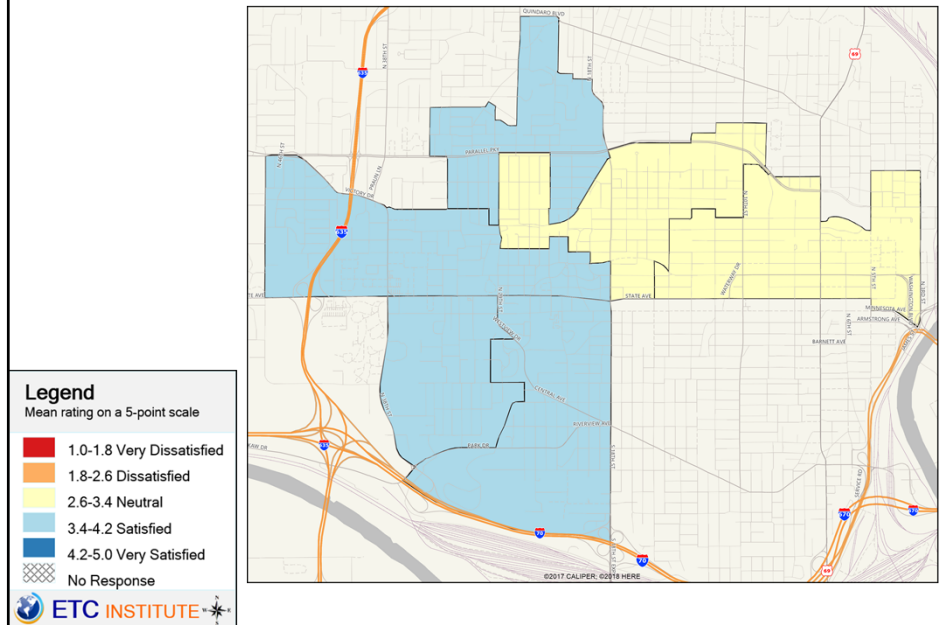
63

Q15.1 Satisfaction with: The availability of information about Unified Govt. programs and services



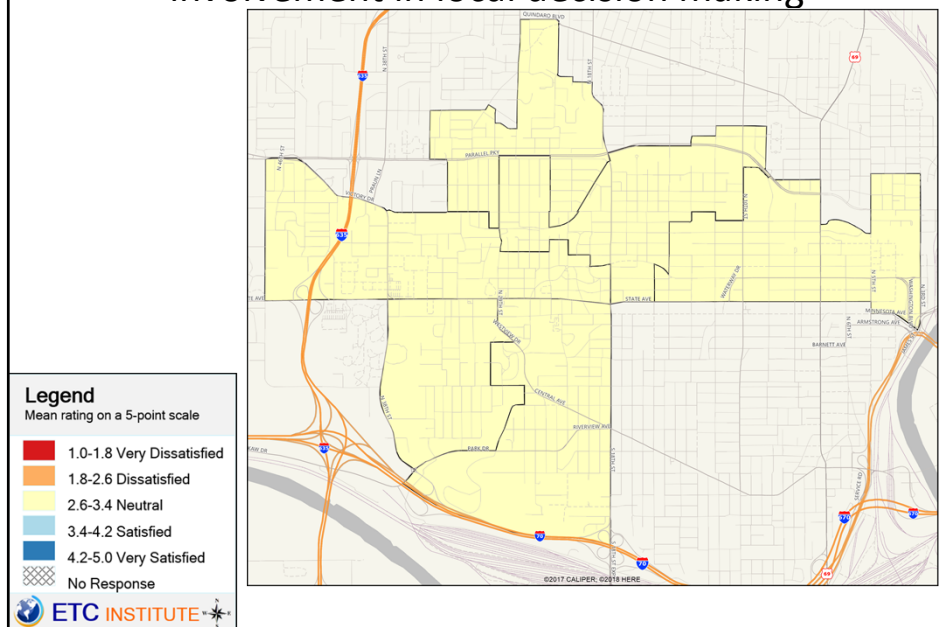
64

Q15.2 Satisfaction with: Efforts to keep you informed about local issues



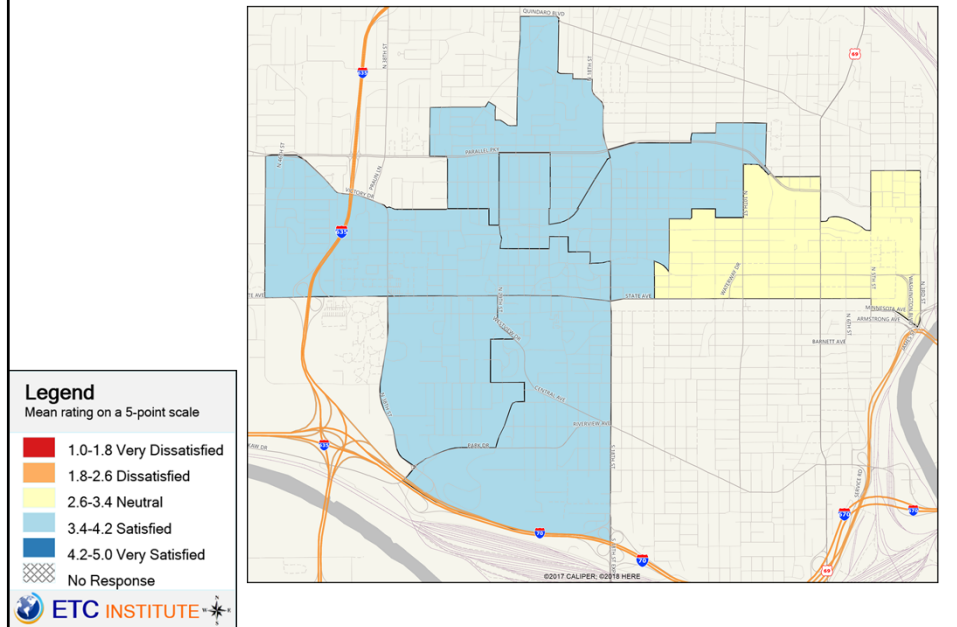
65

Q15.3 Satisfaction with: The level of public involvement in local decision making



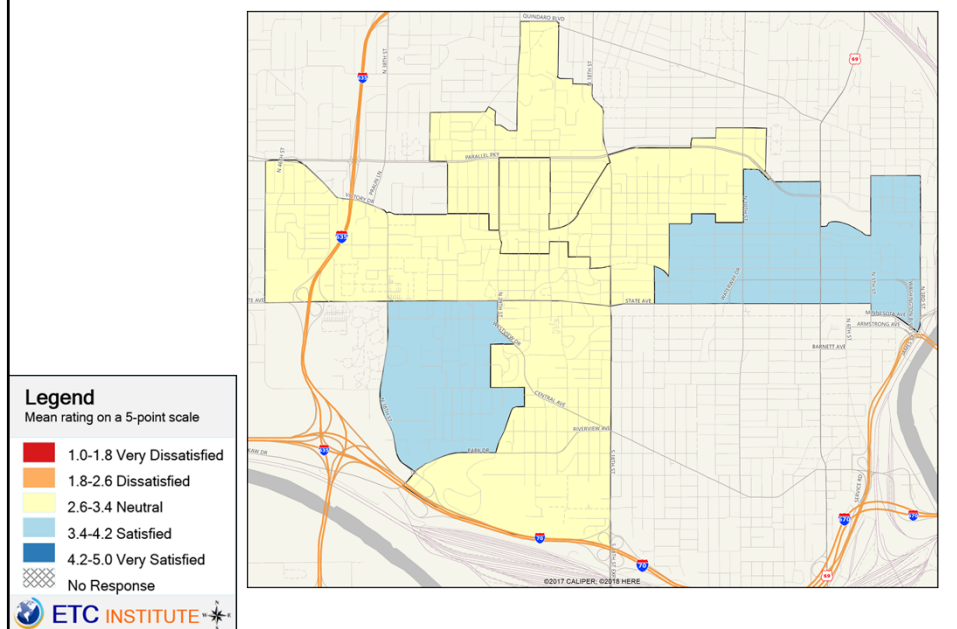
66

Q15.6 Satisfaction with: Unified Government's social media



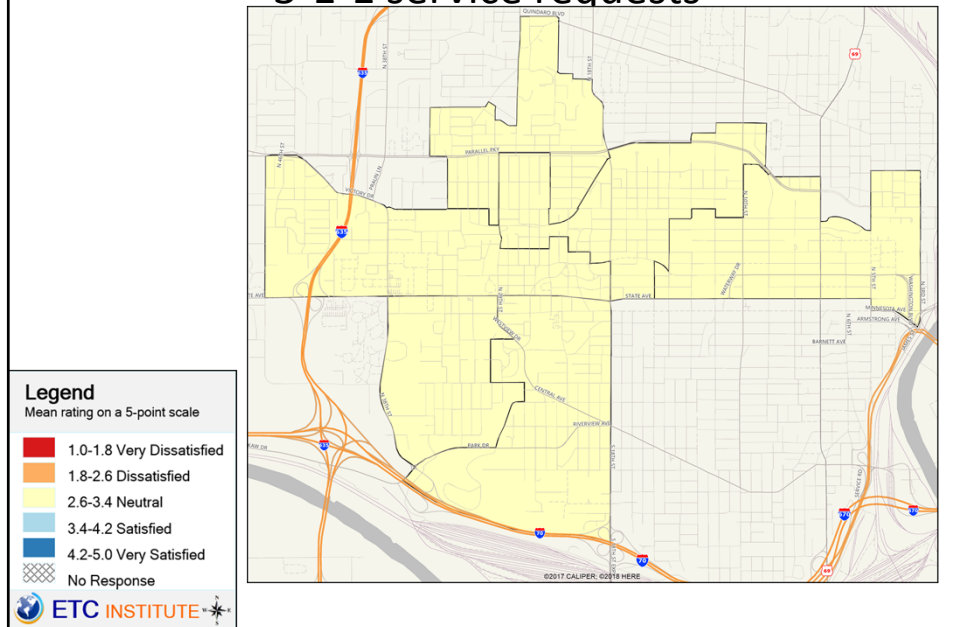
69

Q15.7 Satisfaction with: myWyco app – property taxes



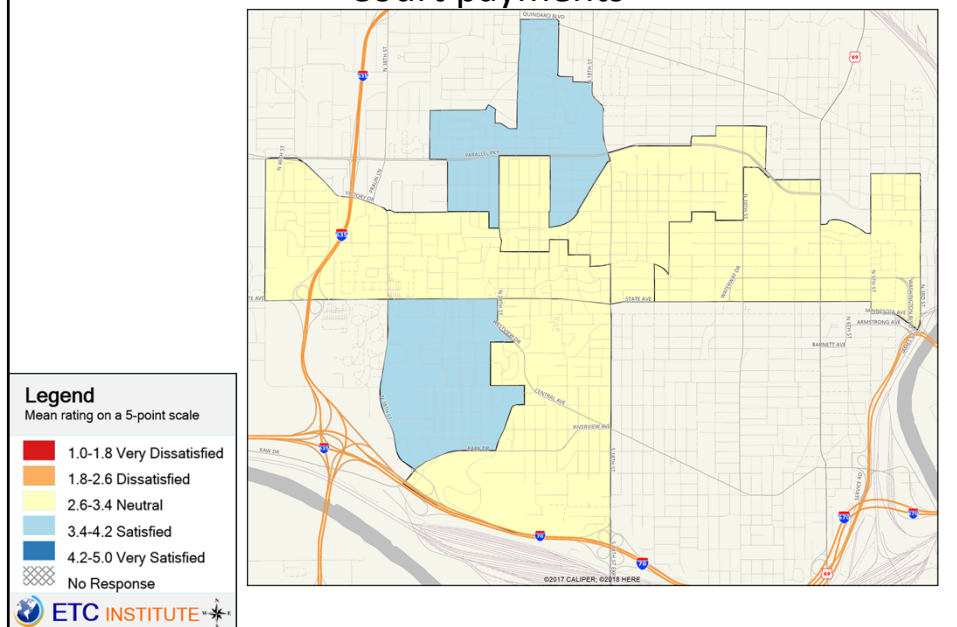
70

Q15.8 Satisfaction with: myWyco app – 3-1-1 service requests



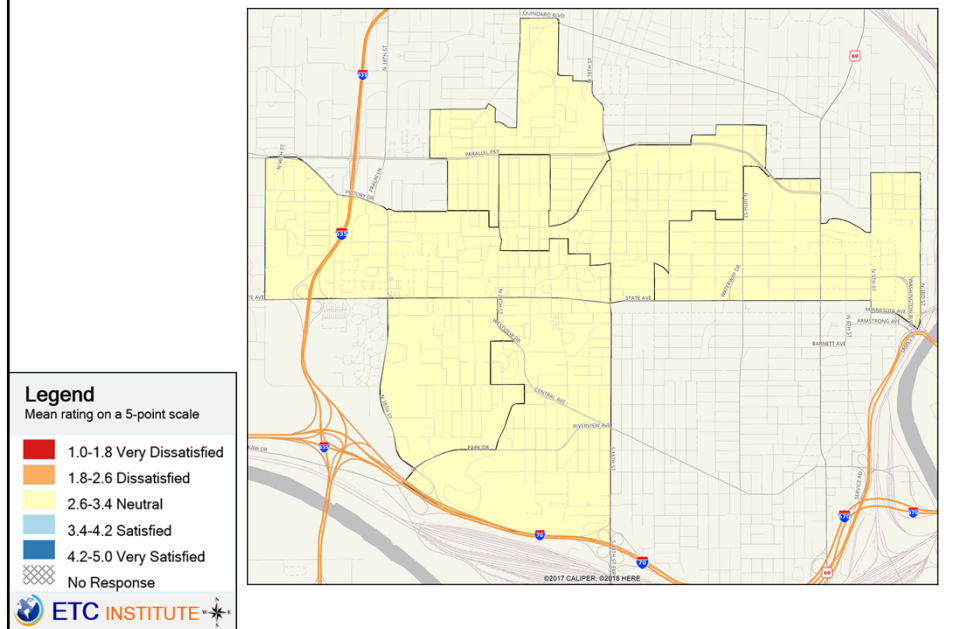
71

Q15.9 Satisfaction with: myWyco app – Municipal Court payments



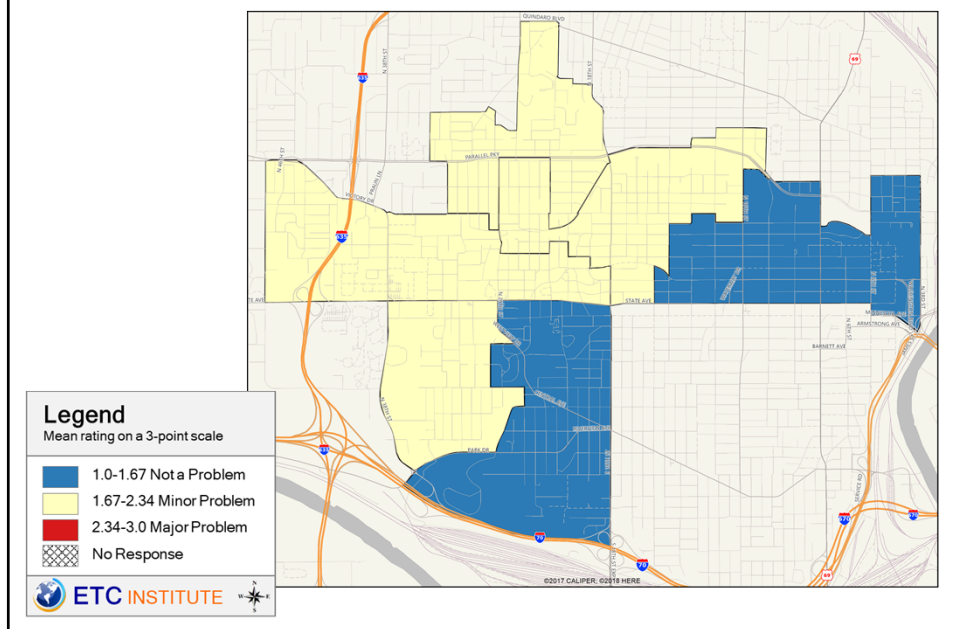
72

Q15.10 Satisfaction with: Online maps/DOT Maps



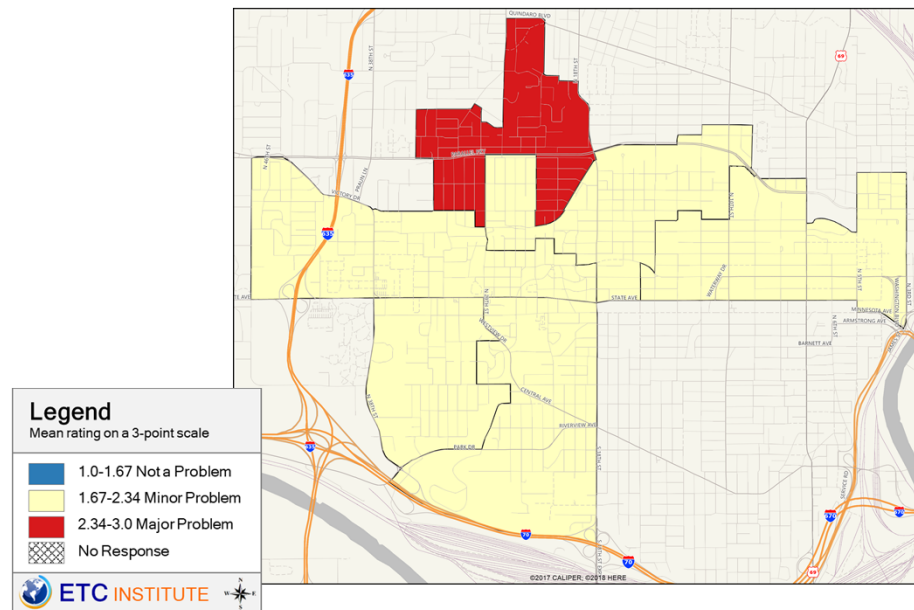
73

Q16.1 Level of Problem in Neighborhood: Crime



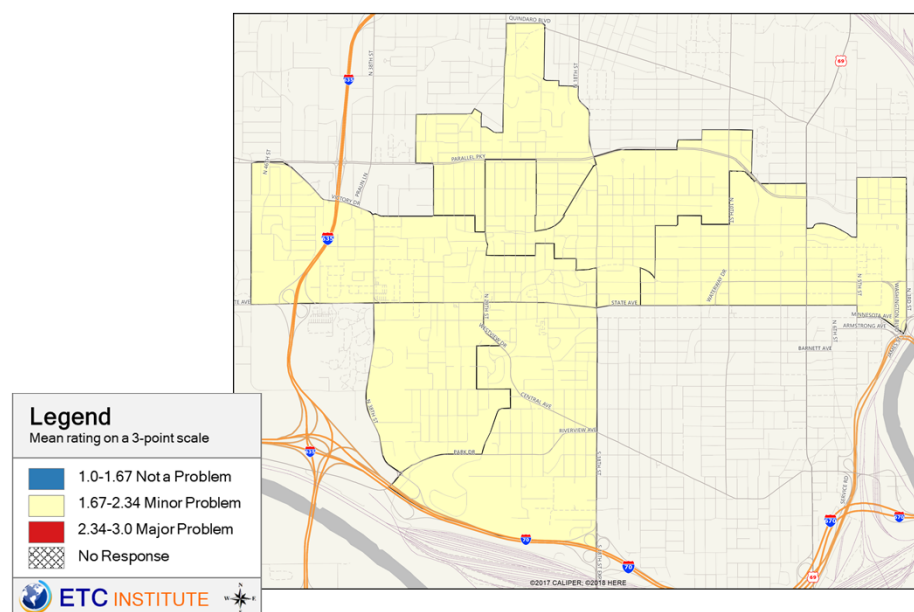
74

Q16.2 Level of Problem in Neighborhood: Drugs



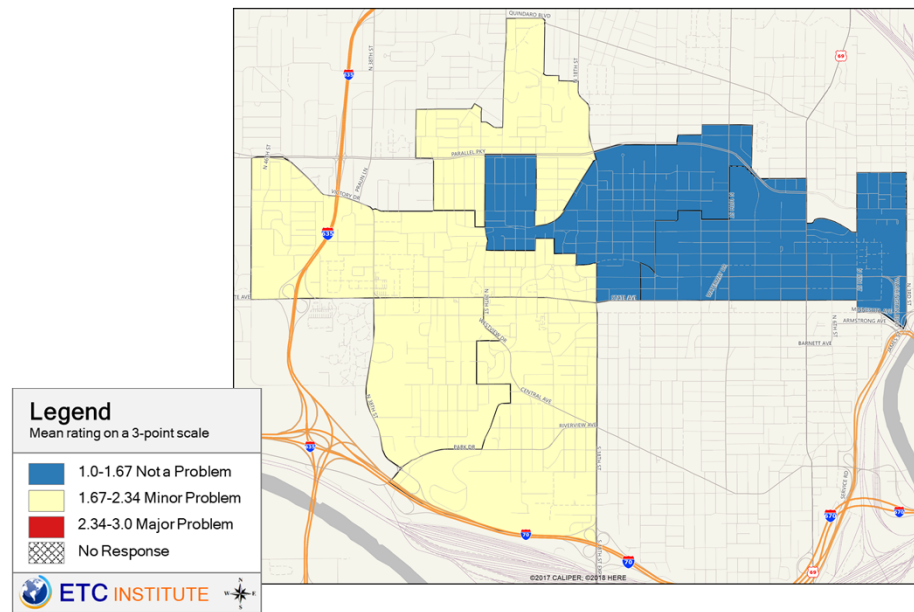
75

Q16.3 Level of Problem in Neighborhood: Graffiti



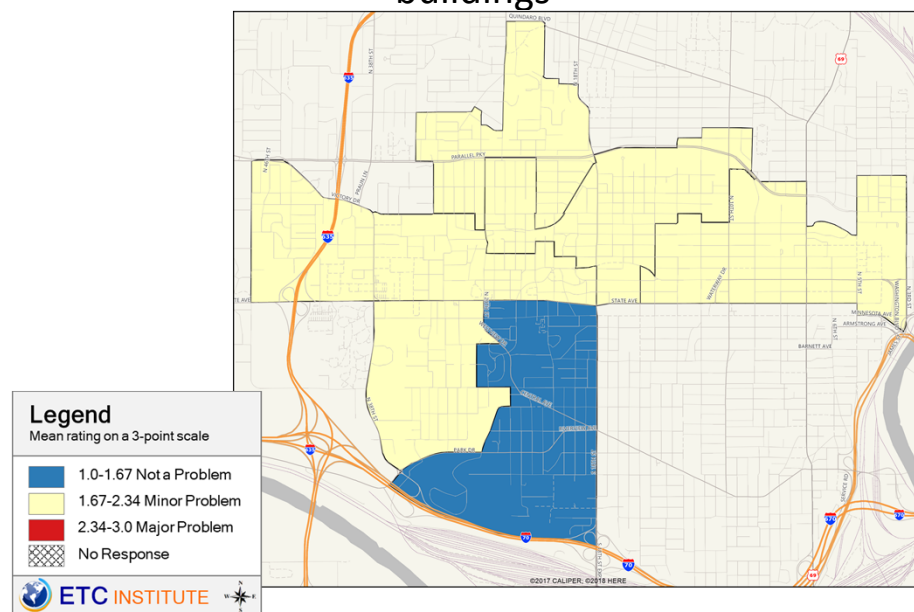
76

Q16.4 Level of Problem in Neighborhood: Noise



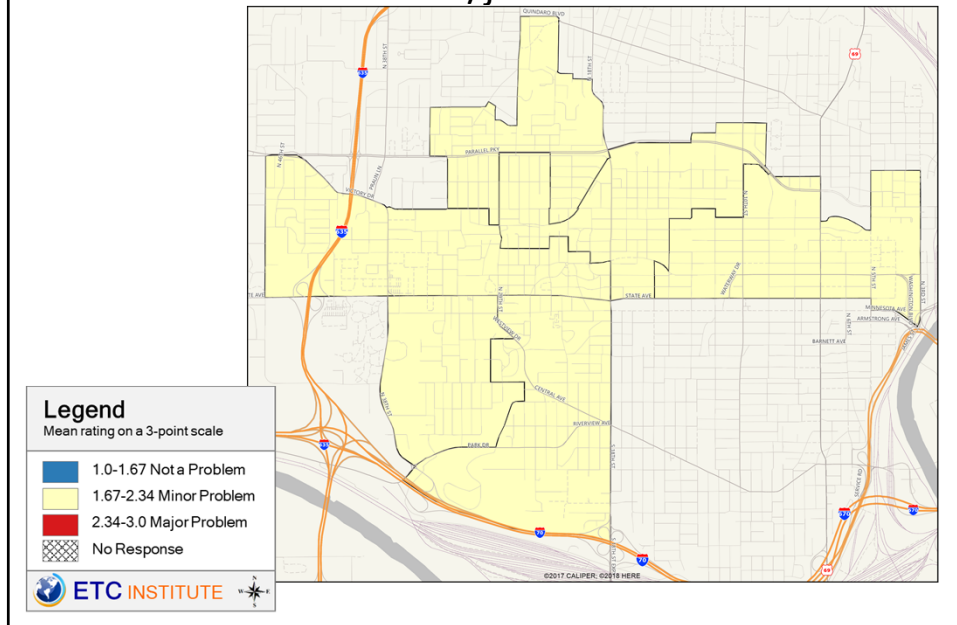
77

Q16.5 Level of Problem in Neighborhood: Rundown buildings



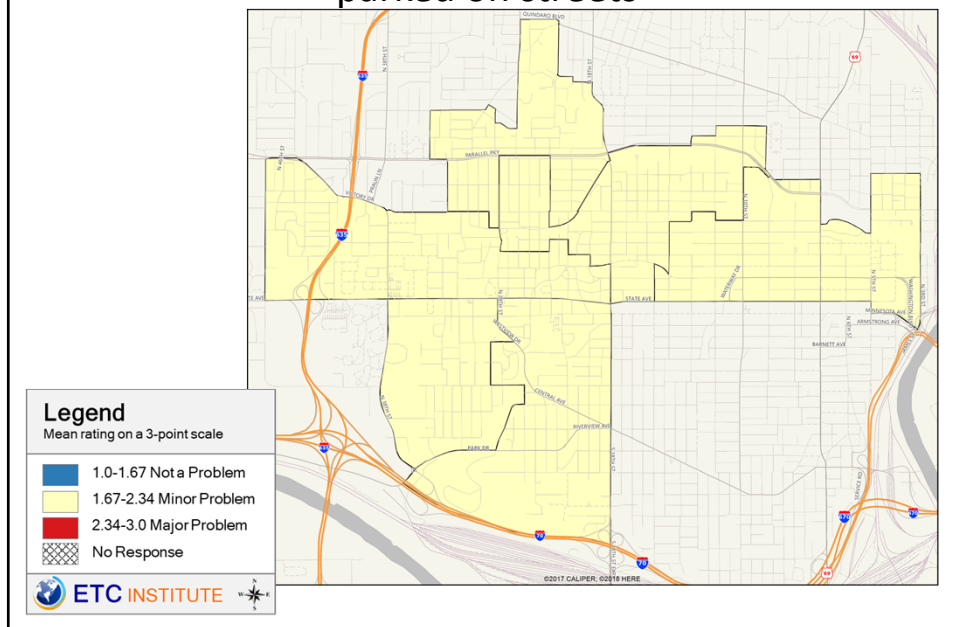
78

Q16.6 Level of Problem in Neighborhood: Abandoned/junk vehicles



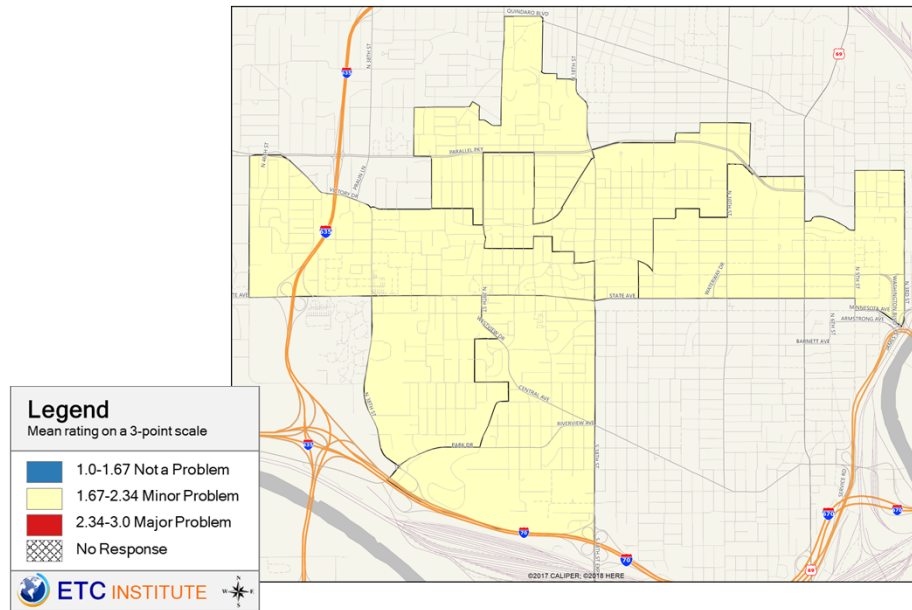
79

Q16.7 Level of Problem in Neighborhood: Vehicles parked on streets



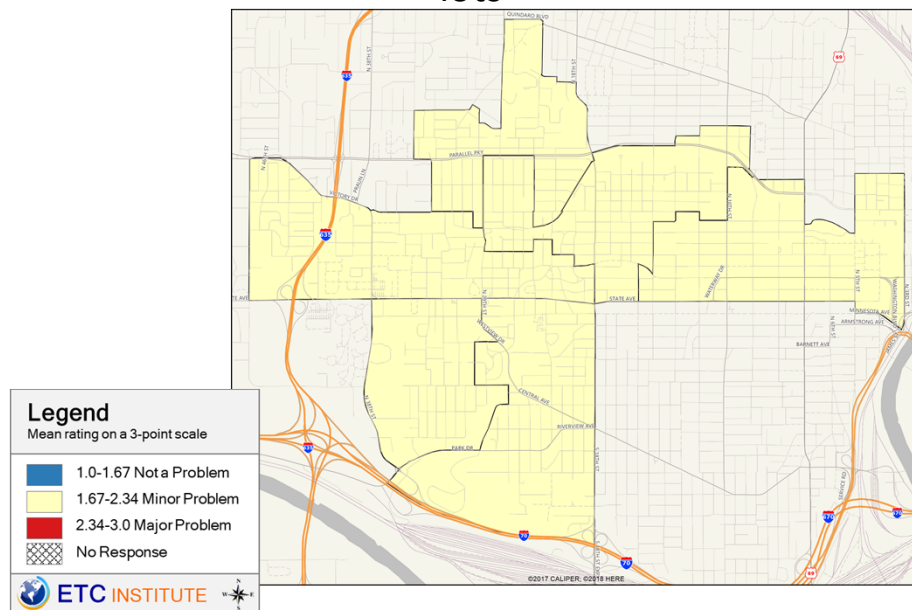
80

Q16.8 Level of Problem in Neighborhood: Homelessness



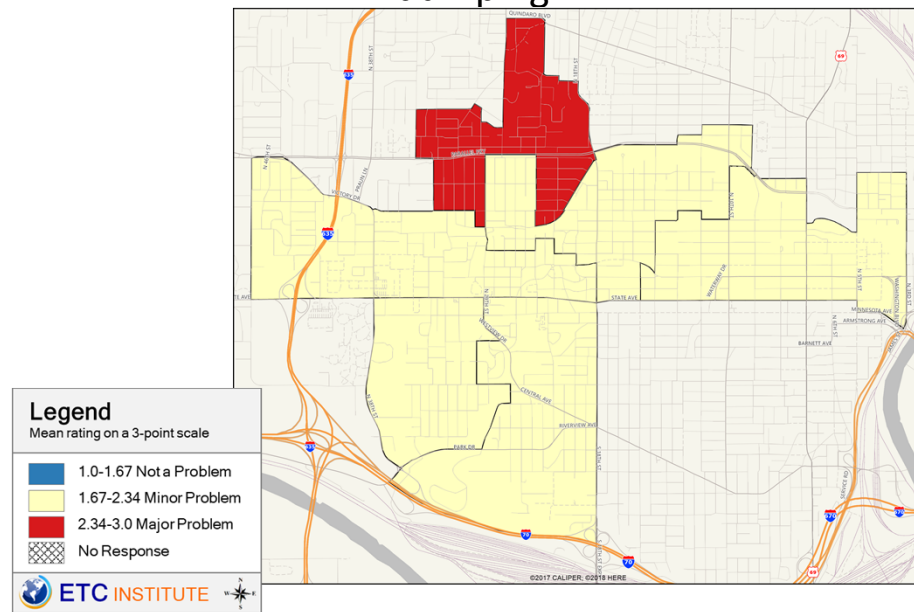
81

Q16.9 Level of Problem in Neighborhood: Un-mowed lots



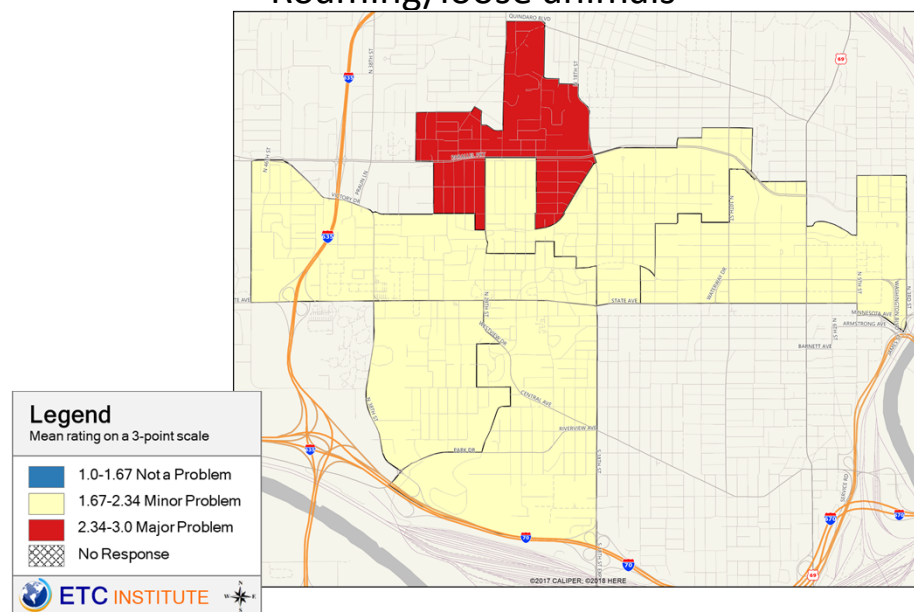
82

Q16.10 Level of Problem in Neighborhood: Illegal dumping



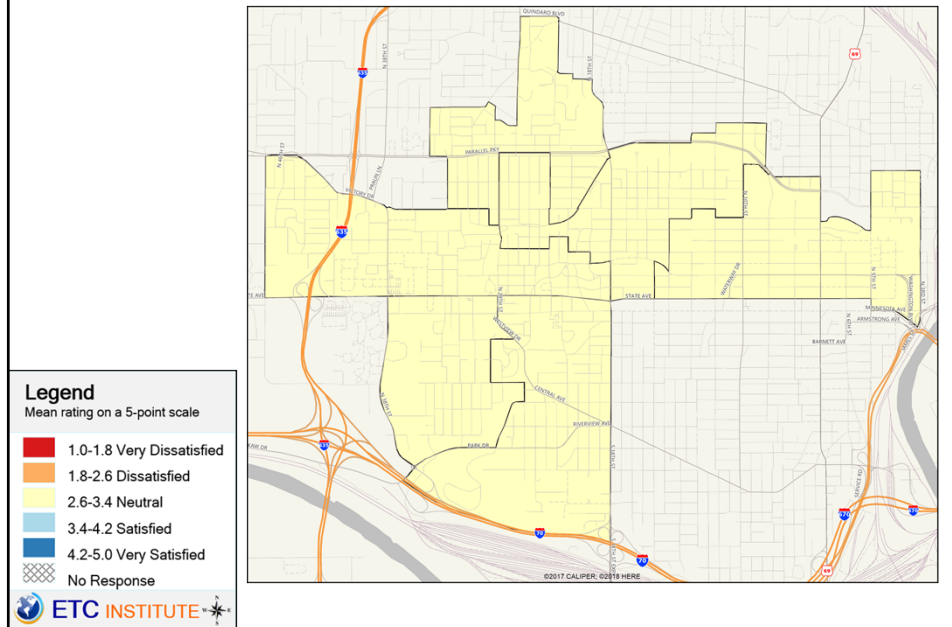
83

Q16.11 Level of Problem in Neighborhood: Roaming/loose animals



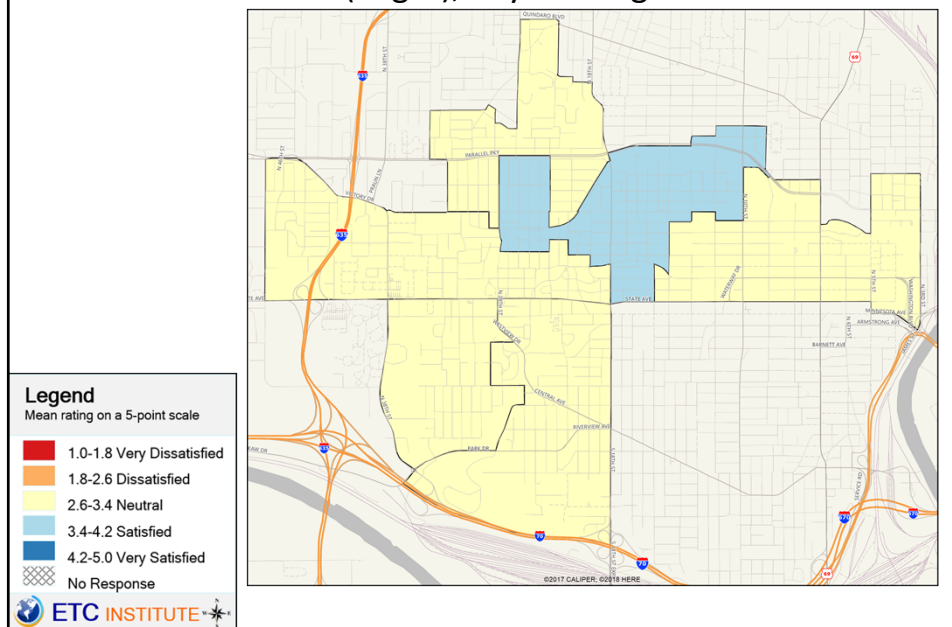
84

Q17.1 Satisfaction with: Enforcing the clean-up of junk, trash, and debris (blight) city-wide



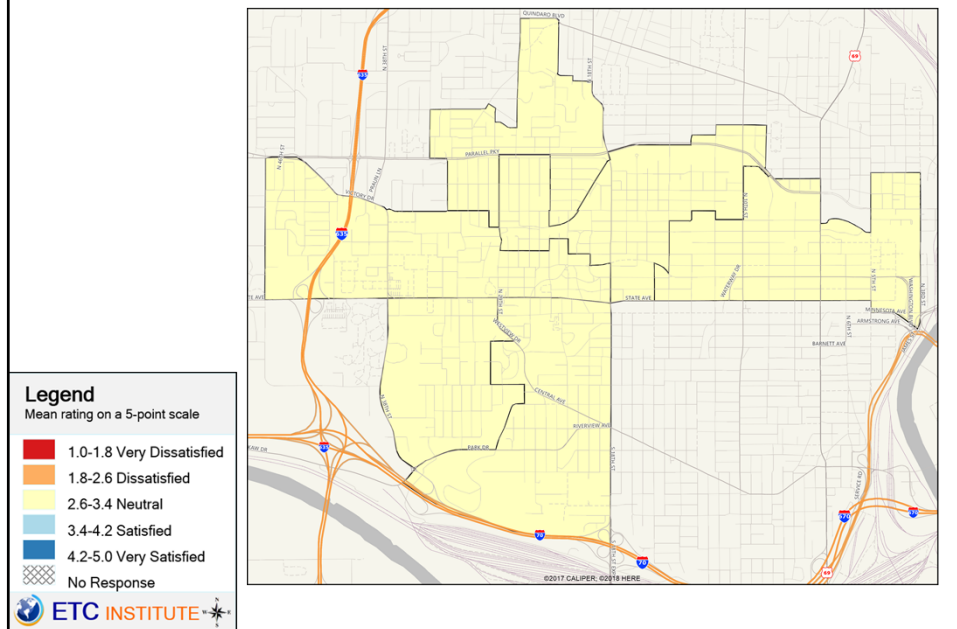
85

Q17.2 Satisfaction with: Enforcing the clean-up of junk, trash, and debris (blight), in your neighborhood



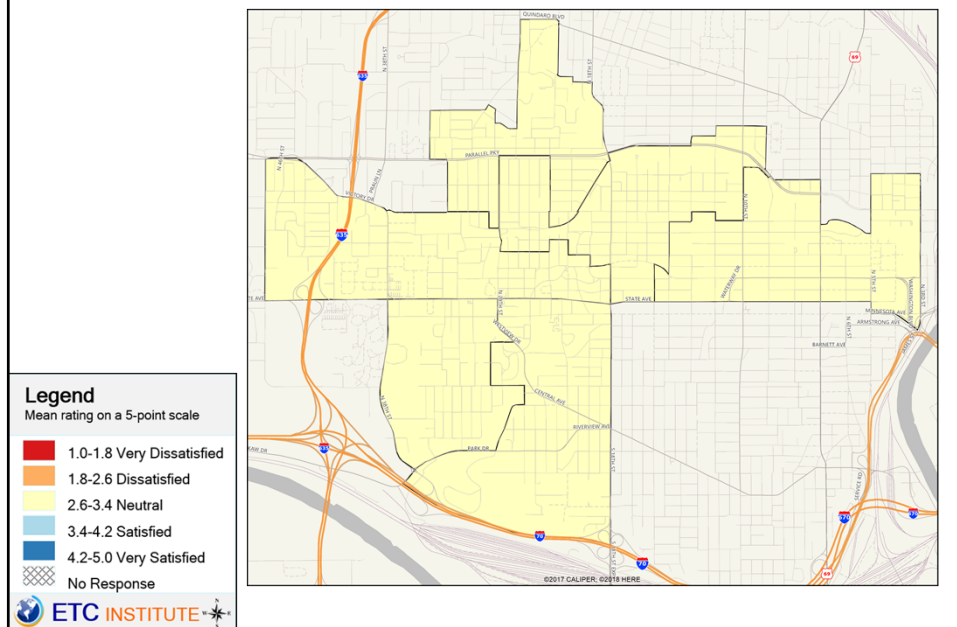
86

Q17.3 Satisfaction with: Enforcing the mowing and trimming of weeds on private and/or vacant property city-wide



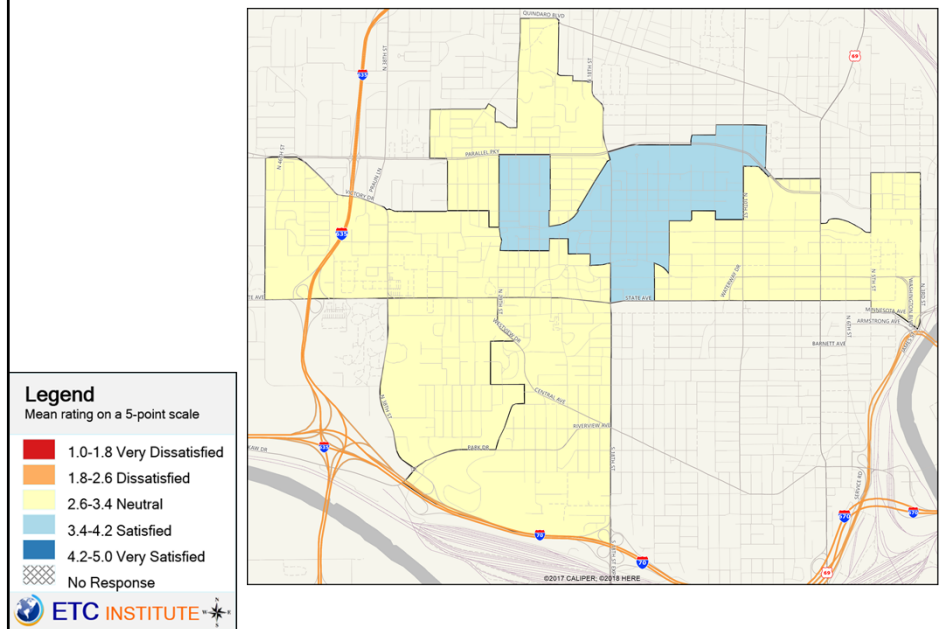
87

Q17.4 Satisfaction with: Enforcing the mowing and trimming of weeds on private and/or vacant property in your neighborhood



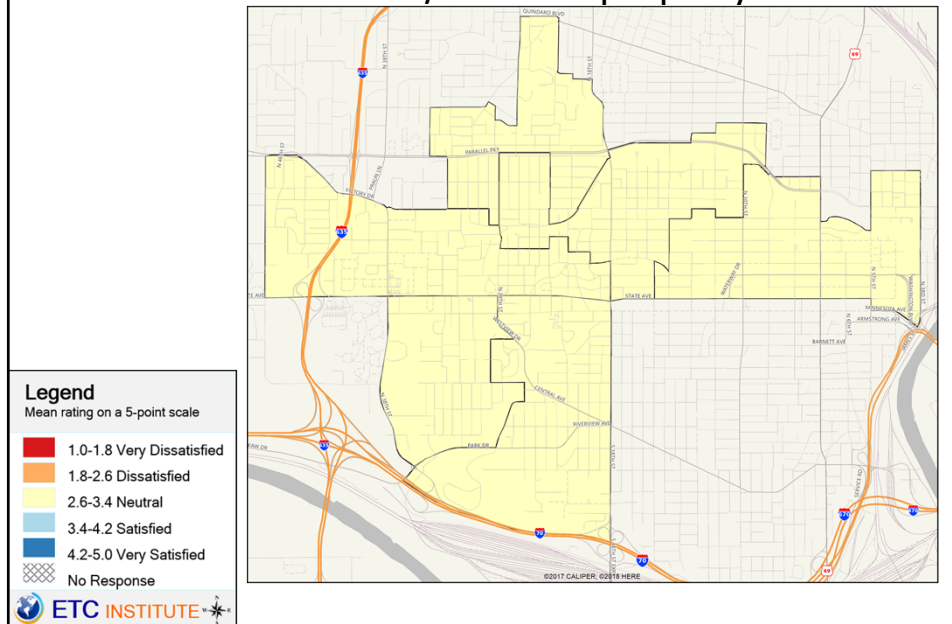
88

Q17.5 Satisfaction with: Enforcing the maintenance of residential property (houses) in your neighborhood



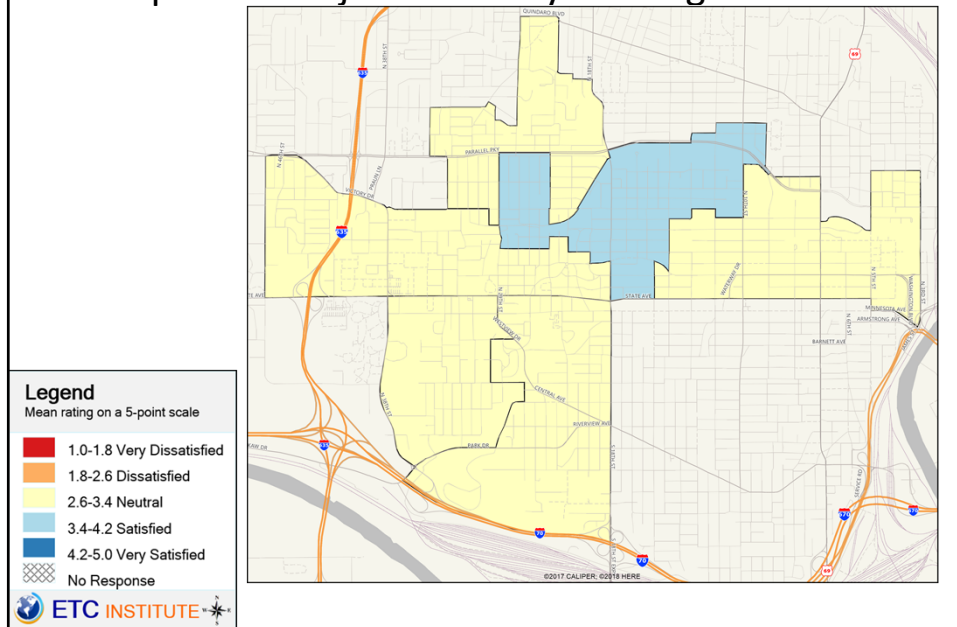
89

Q17.6 Satisfaction with: Enforcing the maintenance of commercial/business property



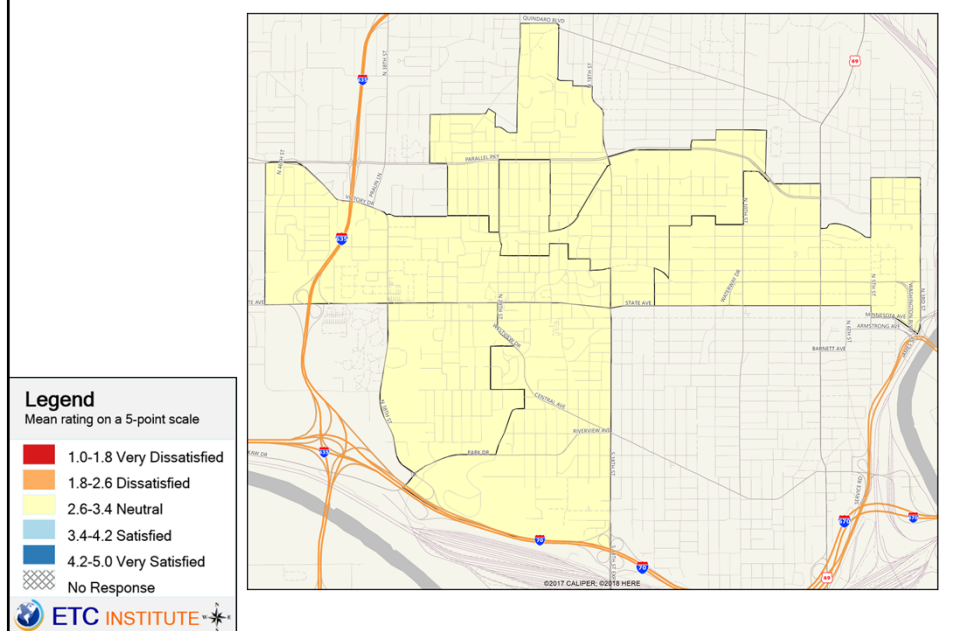
90

Q17.7 Satisfaction with: Enforcing the removal of inoperable or junk cars in your neighborhood



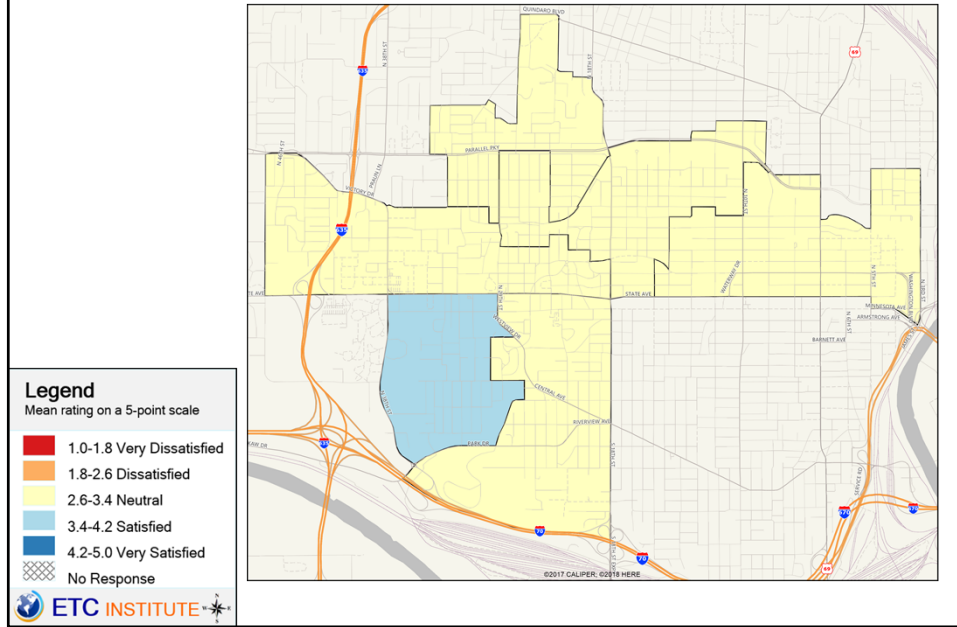
91

Q20.1 Satisfaction with: Overall image of Wyandotte County



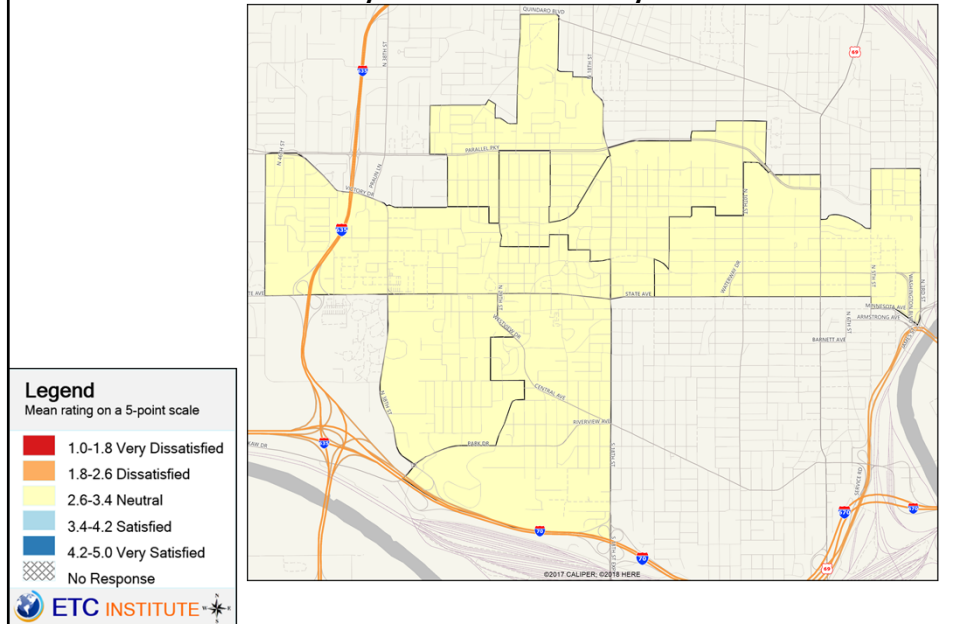
92

Q20.2 Satisfaction with: How well Wyandotte County is planning for and managing growth and development



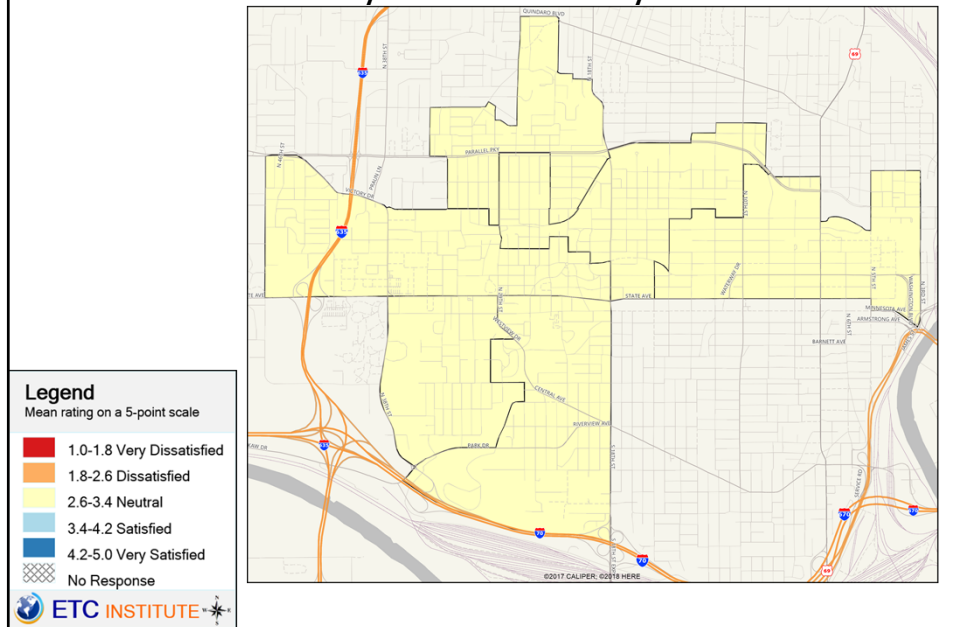
93

Q20.3 Satisfaction with: Overall quality of life in Wyandotte County



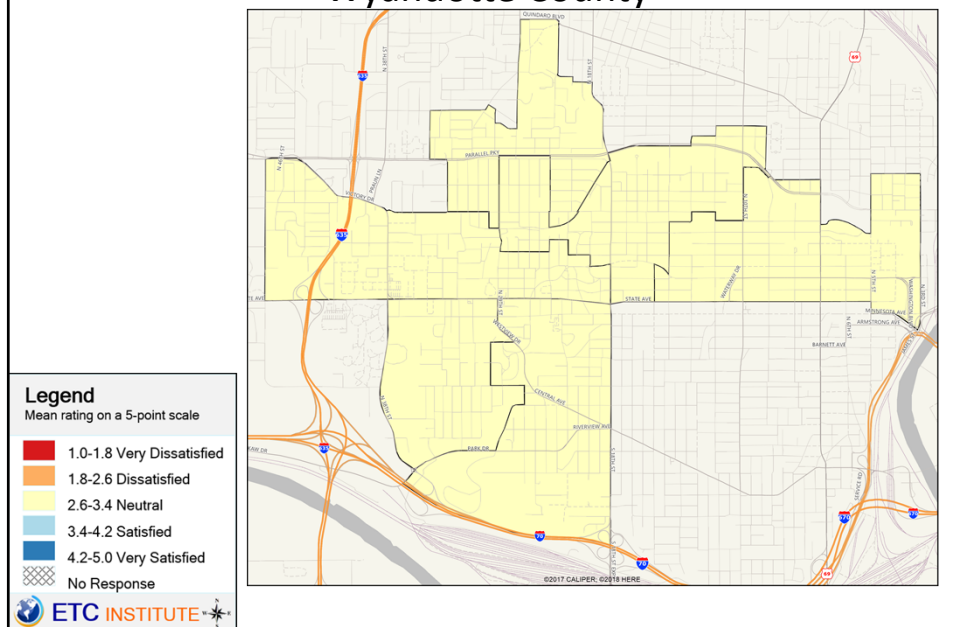
94

Q20.4 Satisfaction with: Overall appearance of Wyandotte County



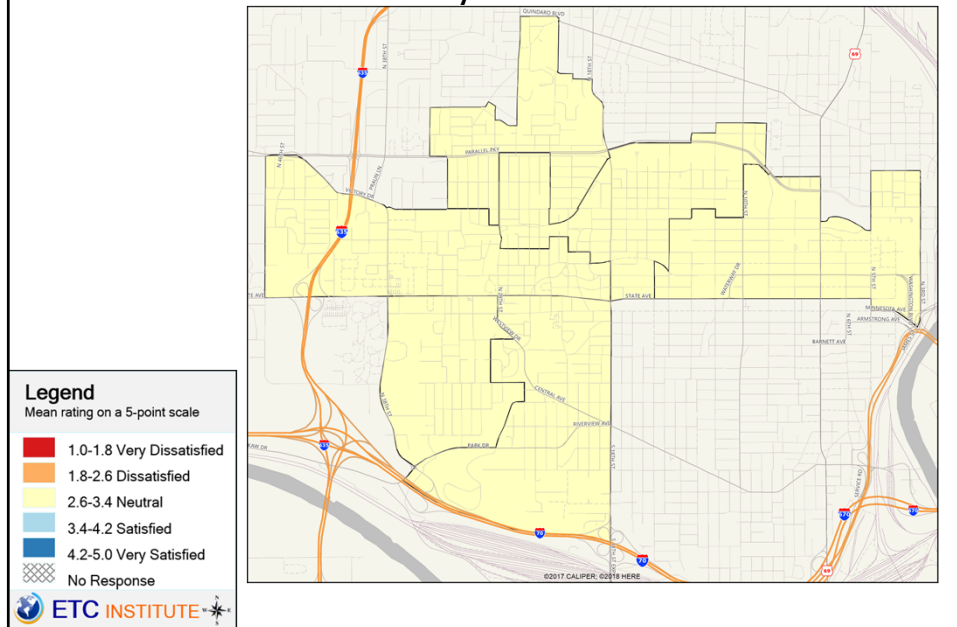
95

Q20.5 Satisfaction with: Overall feeling of safety in Wyandotte County



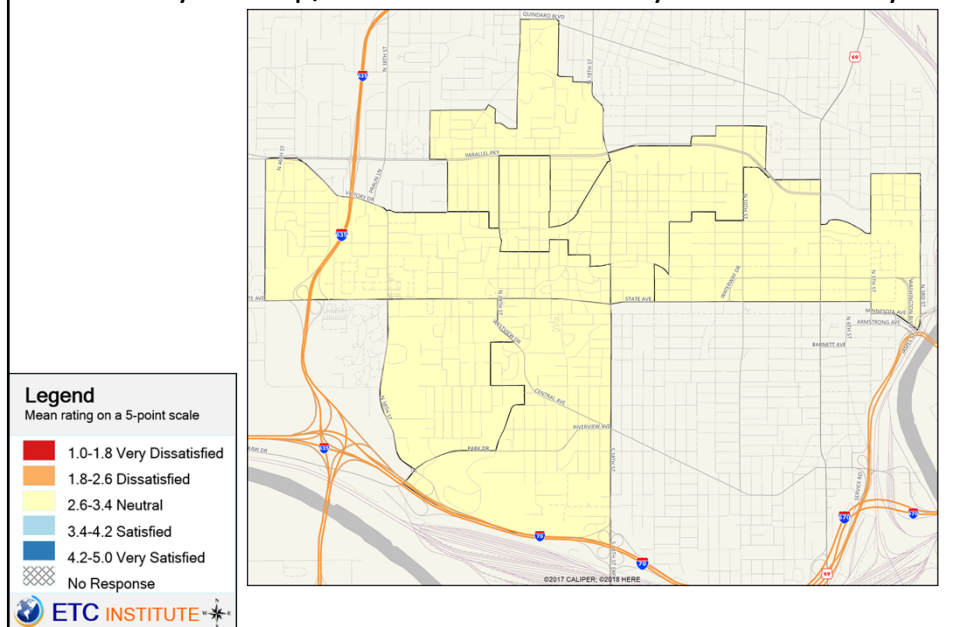
96

Q20.6 Satisfaction with: Overall quality of City and County services



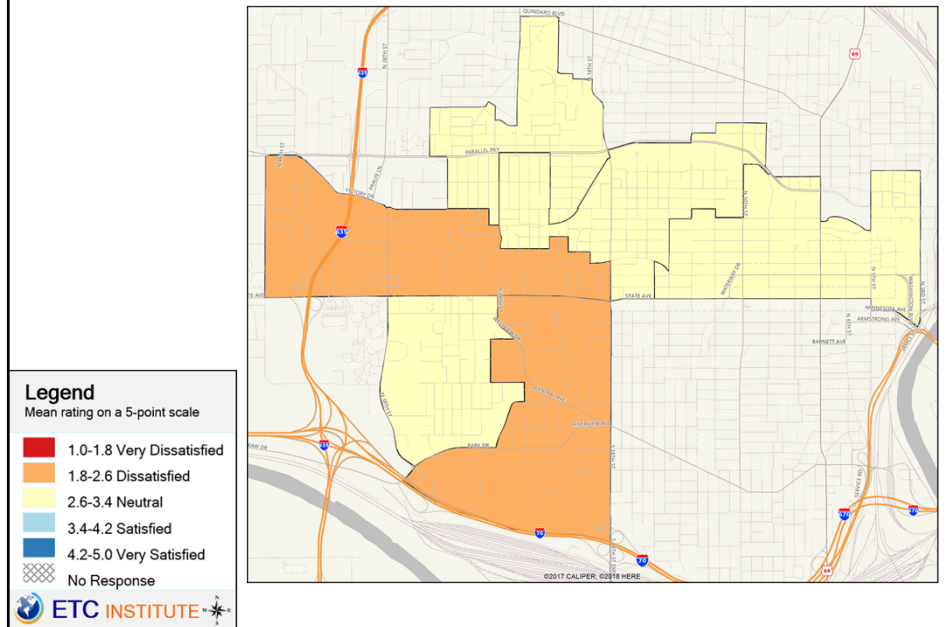
97

Q20.7 Satisfaction with: Appearance of commercial areas where you shop/do business within Wyandotte County



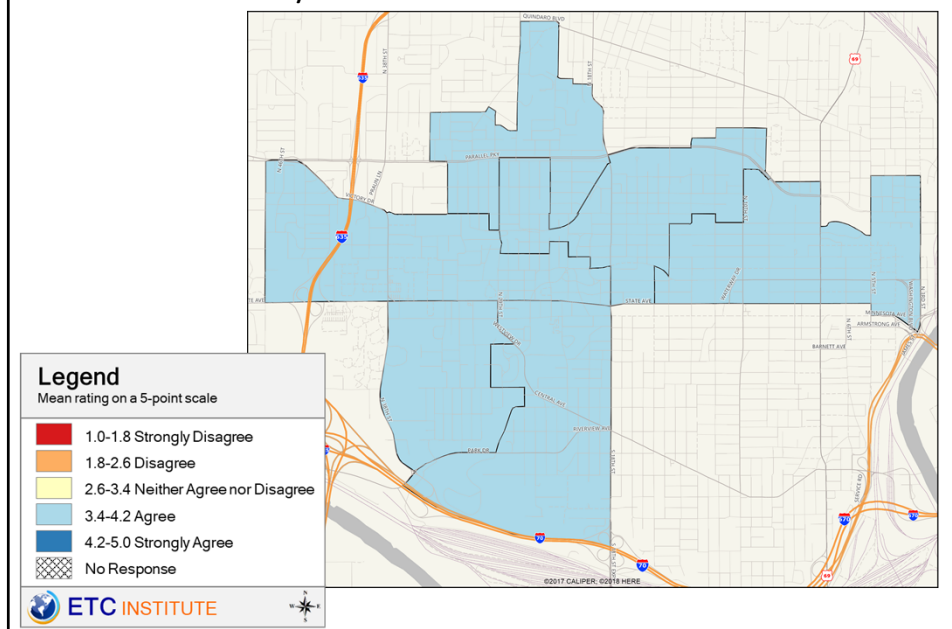
98

Q20.8 Satisfaction with: The overall value you receive for the city/county taxes and fees that you pay



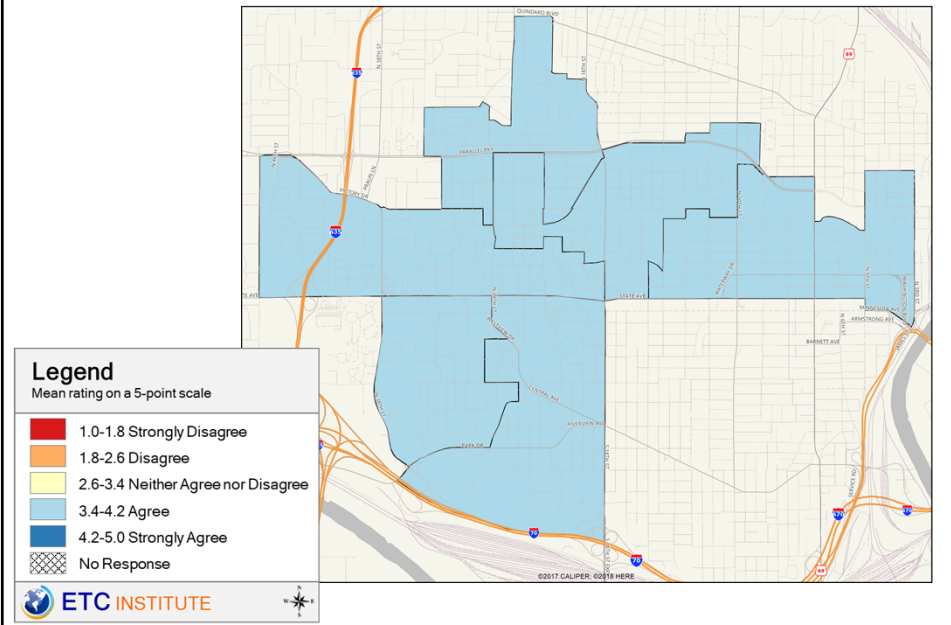
99

Q26.1 Level of Agreement: I get the answers I need when I visit/call the Unified Government



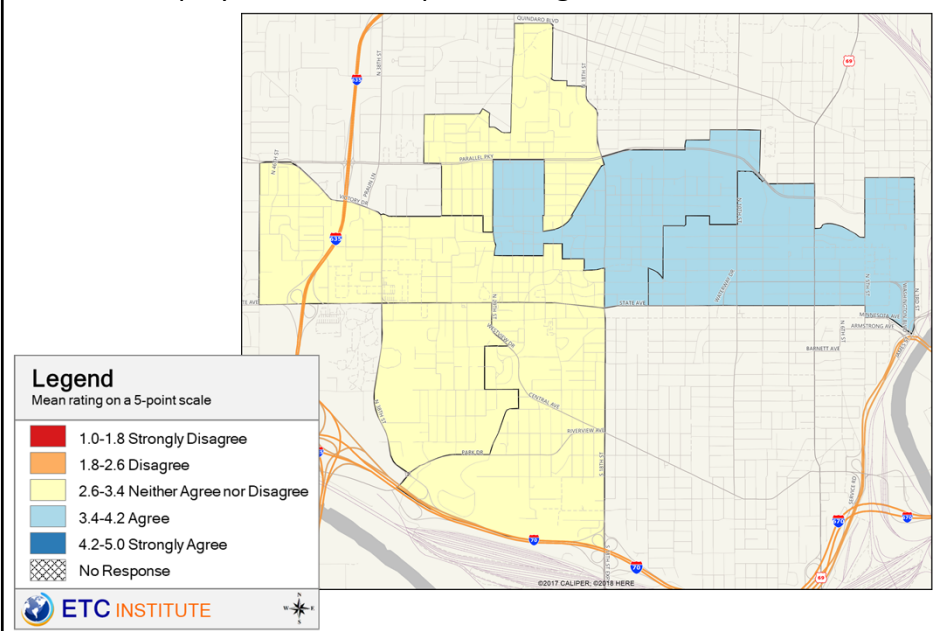
100

Q26.2 Level of Agreement: When I ask a Unified Government employee for something, they either provide the answer I need or find someone who can



101

Q26.3 Level of Agreement: When I ask different Unified Government employees the same question, I get the same answer



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Section 3

Tabular Data

Q1. Neighborhood/Community Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following services in the neighborhood/community where you live. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q1-1. Police services

Very satisfied	21.6%	25.7%	32.0%	18.4%	23.1%	28.3%	28.0%
Satisfied	39.2%	28.6%	44.0%	42.9%	37.4%	47.8%	42.8%
Neutral	21.6%	34.3%	15.0%	24.5%	23.1%	15.2%	17.9%
Dissatisfied	12.2%	5.7%	4.0%	14.3%	13.2%	4.3%	7.8%
Very dissatisfied	5.4%	5.7%	5.0%	0.0%	3.3%	4.3%	3.5%

Q1-2. Fire services

Very satisfied	33.3%	48.6%	56.5%	35.4%	35.7%	43.5%	42.3%
Satisfied	47.2%	25.7%	37.0%	50.0%	48.8%	47.8%	42.6%
Neutral	16.7%	20.0%	4.3%	12.5%	13.1%	6.5%	12.6%
Dissatisfied	2.8%	2.9%	1.1%	2.1%	1.2%	0.0%	1.4%
Very dissatisfied	0.0%	2.9%	1.1%	0.0%	1.2%	2.2%	1.1%

Q1-3. Ambulance services

Very satisfied	31.8%	46.9%	59.3%	36.4%	31.3%	37.2%	40.9%
Satisfied	42.4%	21.9%	28.4%	31.8%	45.0%	48.8%	38.8%
Neutral	21.2%	28.1%	9.9%	27.3%	22.5%	11.6%	16.8%
Dissatisfied	3.0%	0.0%	1.2%	4.5%	0.0%	0.0%	2.1%
Very dissatisfied	1.5%	3.1%	1.2%	0.0%	1.3%	2.3%	1.4%

Q1. Neighborhood/Community Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following services in the neighborhood/community where you live. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q1-4. Maintenance of City streets

Very satisfied	9.3%	2.7%	8.8%	6.1%	9.0%	4.3%	7.7%
Satisfied	26.7%	21.6%	28.4%	26.5%	18.0%	10.6%	24.8%
Neutral	33.3%	32.4%	27.5%	22.4%	23.6%	25.5%	25.9%
Dissatisfied	22.7%	21.6%	23.5%	34.7%	32.6%	42.6%	26.9%
Very dissatisfied	8.0%	21.6%	11.8%	10.2%	16.9%	17.0%	14.5%

Q1-5. Storm water runoff/management system

Very satisfied	10.3%	13.9%	7.6%	6.1%	9.3%	8.9%	10.5%
Satisfied	36.8%	22.2%	43.5%	32.7%	27.9%	31.1%	31.1%
Neutral	36.8%	47.2%	35.9%	36.7%	34.9%	44.4%	33.5%
Dissatisfied	11.8%	11.1%	7.6%	20.4%	19.8%	13.3%	15.6%
Very dissatisfied	4.4%	5.6%	5.4%	4.1%	8.1%	2.2%	9.4%

Q1-6. Sewer utility system

Very satisfied	10.1%	19.4%	13.8%	6.4%	14.1%	13.0%	12.7%
Satisfied	33.3%	25.0%	39.4%	40.4%	27.1%	26.1%	35.2%
Neutral	43.5%	30.6%	35.1%	40.4%	35.3%	52.2%	35.8%
Dissatisfied	10.1%	19.4%	8.5%	8.5%	21.2%	6.5%	10.2%
Very dissatisfied	2.9%	5.6%	3.2%	4.3%	2.4%	2.2%	6.1%

Q1. Neighborhood/Community Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following services in the neighborhood/community where you live. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q1-7. Trash collection & recycling

Very satisfied	24.7%	18.9%	15.4%	14.3%	21.7%	10.6%	21.1%
Satisfied	31.5%	32.4%	44.2%	49.0%	29.3%	40.4%	38.6%
Neutral	26.0%	29.7%	22.1%	14.3%	22.8%	29.8%	19.1%
Dissatisfied	15.1%	5.4%	14.4%	12.2%	22.8%	10.6%	14.4%
Very dissatisfied	2.7%	13.5%	3.8%	10.2%	3.3%	8.5%	6.9%

Q1-8. Parks & recreation facilities

Very satisfied	11.4%	14.7%	14.9%	13.0%	13.0%	13.6%	15.3%
Satisfied	30.0%	41.2%	44.7%	37.0%	32.5%	47.7%	38.1%
Neutral	32.9%	35.3%	22.3%	28.3%	36.4%	22.7%	27.7%
Dissatisfied	17.1%	2.9%	14.9%	19.6%	15.6%	11.4%	13.0%
Very dissatisfied	8.6%	5.9%	3.2%	2.2%	2.6%	4.5%	5.9%

Q1-9. Parks & recreation programs

Very satisfied	9.5%	18.2%	14.1%	7.0%	13.0%	17.1%	12.7%
Satisfied	25.4%	30.3%	32.1%	37.2%	27.5%	34.1%	30.3%
Neutral	34.9%	39.4%	38.5%	37.2%	39.1%	29.3%	37.5%
Dissatisfied	19.0%	9.1%	11.5%	7.0%	18.8%	14.6%	12.9%
Very dissatisfied	11.1%	3.0%	3.8%	11.6%	1.4%	4.9%	6.7%

Q1. Neighborhood/Community Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following services in the neighborhood/community where you live. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q1-10. Code enforcement

Very satisfied	7.8%	14.7%	8.9%	4.2%	9.1%	10.9%	9.4%
Satisfied	25.0%	29.4%	16.7%	27.1%	26.0%	34.8%	23.6%
Neutral	39.1%	32.4%	35.6%	43.8%	23.4%	32.6%	35.6%
Dissatisfied	21.9%	11.8%	21.1%	14.6%	24.7%	17.4%	18.1%
Very dissatisfied	6.3%	11.8%	17.8%	10.4%	16.9%	4.3%	13.4%

Q1-11. Planning & zoning

Very satisfied	9.7%	12.5%	11.1%	4.8%	7.1%	12.2%	8.7%
Satisfied	16.1%	28.1%	23.5%	23.8%	25.7%	26.8%	24.0%
Neutral	54.8%	40.6%	44.4%	45.2%	38.6%	41.5%	45.7%
Dissatisfied	16.1%	12.5%	13.6%	14.3%	22.9%	17.1%	13.8%
Very dissatisfied	3.2%	6.3%	7.4%	11.9%	5.7%	2.4%	7.8%

Q1-12. Communication with the public

Very satisfied	9.6%	11.4%	11.6%	8.7%	5.9%	15.9%	9.2%
Satisfied	24.7%	20.0%	31.6%	23.9%	21.2%	29.5%	26.6%
Neutral	39.7%	48.6%	34.7%	41.3%	36.5%	34.1%	35.9%
Dissatisfied	21.9%	5.7%	15.8%	17.4%	29.4%	15.9%	18.3%
Very dissatisfied	4.1%	14.3%	6.3%	8.7%	7.1%	4.5%	10.0%

Q1. Neighborhood/Community Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following services in the neighborhood/community where you live. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q1-13. Municipal court

Very satisfied	9.8%	16.1%	17.1%	7.0%	11.9%	12.5%	11.3%
Satisfied	26.2%	25.8%	30.3%	32.6%	26.9%	35.0%	27.5%
Neutral	45.9%	45.2%	40.8%	51.2%	40.3%	45.0%	45.8%
Dissatisfied	14.8%	0.0%	10.5%	4.7%	11.9%	5.0%	8.6%
Very dissatisfied	3.3%	12.9%	1.3%	4.7%	9.0%	2.5%	6.7%

Q1-14. Public transportation

Very satisfied	14.9%	20.6%	17.4%	6.8%	11.4%	10.8%	10.8%
Satisfied	32.8%	32.4%	26.1%	50.0%	31.4%	35.1%	28.4%
Neutral	31.3%	35.3%	47.8%	27.3%	38.6%	40.5%	41.3%
Dissatisfied	17.9%	5.9%	4.3%	11.4%	14.3%	5.4%	11.6%
Very dissatisfied	3.0%	5.9%	4.3%	4.5%	4.3%	8.1%	7.9%

Q2. Neighborhood/Community Priorities. Which FOUR of the services listed in Question 1 should receive the MOST EMPHASIS for improvement in the neighborhood/community where you live over the next TWO years? (top 4)

N=4313

	District 4 Neighborhoods						Total
	1	2	3	4	5	6	
Police services	27.6%	38.5%	29.6%	36.0%	37.2%	36.2%	35.9%
Fire services	6.6%	10.3%	11.1%	8.0%	10.6%	14.9%	16.4%
Ambulance services	2.6%	5.1%	8.3%	6.0%	6.4%	8.5%	10.6%
Maintenance of City streets	51.3%	41.0%	69.4%	56.0%	61.7%	61.7%	62.7%
Storm water runoff/management system	19.7%	10.3%	21.3%	22.0%	27.7%	8.5%	22.1%
Sewer utility system	9.2%	15.4%	12.0%	18.0%	24.5%	6.4%	13.6%
Trash collection & recycling	22.4%	23.1%	31.5%	28.0%	34.0%	36.2%	26.7%
Parks & recreation facilities	25.0%	7.7%	19.4%	14.0%	17.0%	14.9%	21.1%
Parks & recreation programs	27.6%	5.1%	12.0%	16.0%	12.8%	14.9%	14.0%
Code enforcement	18.4%	20.5%	38.9%	34.0%	35.1%	29.8%	28.5%
Planning & zoning	15.8%	15.4%	15.7%	18.0%	18.1%	17.0%	15.3%
Communication with the public	26.3%	35.9%	29.6%	34.0%	31.9%	17.0%	29.0%
Municipal court	6.6%	20.5%	9.3%	12.0%	4.3%	6.4%	7.9%
Public transportation	23.7%	17.9%	17.6%	14.0%	20.2%	17.0%	19.2%
None chosen	22.4%	28.2%	9.3%	14.0%	10.6%	25.5%	12.1%

Q3. County Level Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following County level services. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q3-1. Services for developmental disabilities

Very satisfied	13.8%	15.4%	10.5%	8.1%	6.8%	5.9%	7.6%
Satisfied	31.0%	34.6%	24.6%	32.4%	27.1%	20.6%	22.9%
Neutral	41.4%	34.6%	57.9%	51.4%	40.7%	58.8%	52.0%
Dissatisfied	13.8%	7.7%	1.8%	5.4%	11.9%	14.7%	11.9%
Very dissatisfied	0.0%	7.7%	5.3%	2.7%	13.6%	0.0%	5.6%

Q3-2. Area Agency on aging services

Very satisfied	11.5%	16.7%	8.6%	10.3%	3.3%	8.1%	8.1%
Satisfied	42.6%	26.7%	27.6%	25.6%	31.1%	21.6%	24.6%
Neutral	39.3%	40.0%	55.2%	43.6%	42.6%	56.8%	49.9%
Dissatisfied	3.3%	10.0%	5.2%	17.9%	14.8%	13.5%	11.9%
Very dissatisfied	3.3%	6.7%	3.4%	2.6%	8.2%	0.0%	5.6%

Q3-3. Senior transportation

Very satisfied	10.9%	24.0%	9.1%	7.1%	8.8%	8.6%	7.9%
Satisfied	36.4%	32.0%	27.3%	38.1%	24.6%	20.0%	21.7%
Neutral	41.8%	36.0%	47.3%	40.5%	43.9%	57.1%	52.6%
Dissatisfied	9.1%	8.0%	10.9%	14.3%	14.0%	14.3%	12.2%
Very dissatisfied	1.8%	0.0%	5.5%	0.0%	8.8%	0.0%	5.7%

Q3. County Level Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following County level services. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q3-4. 3-1-1 Call Center

Very satisfied	14.0%	25.0%	14.9%	18.2%	15.2%	15.4%	13.1%
Satisfied	40.4%	32.1%	31.1%	36.4%	28.8%	30.8%	30.2%
Neutral	35.1%	35.7%	37.8%	43.2%	40.9%	38.5%	45.2%
Dissatisfied	8.8%	7.1%	10.8%	2.3%	12.1%	15.4%	7.6%
Very dissatisfied	1.8%	0.0%	5.4%	0.0%	3.0%	0.0%	3.9%

Q3-5. Treasurer's Office

Very satisfied	6.5%	19.4%	13.9%	8.5%	12.2%	9.8%	10.0%
Satisfied	35.5%	35.5%	36.7%	44.7%	28.0%	34.1%	31.8%
Neutral	50.0%	35.5%	41.8%	40.4%	46.3%	41.5%	41.4%
Dissatisfied	6.5%	3.2%	5.1%	2.1%	9.8%	14.6%	11.6%
Very dissatisfied	1.6%	6.5%	2.5%	4.3%	3.7%	0.0%	5.2%

Q3-6. Motor Vehicle Registration

Very satisfied	6.9%	26.5%	10.0%	10.0%	10.0%	13.6%	10.5%
Satisfied	34.7%	50.0%	42.0%	32.0%	37.8%	31.8%	30.6%
Neutral	36.1%	14.7%	31.0%	30.0%	22.2%	22.7%	26.1%
Dissatisfied	15.3%	0.0%	7.0%	20.0%	20.0%	25.0%	19.5%
Very dissatisfied	6.9%	8.8%	10.0%	8.0%	10.0%	6.8%	13.2%

Q3. County Level Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following County level services. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q3-7. County Appraiser's Office services

Very satisfied	4.4%	12.9%	8.9%	11.9%	10.4%	11.6%	7.5%
Satisfied	32.4%	35.5%	22.8%	21.4%	27.3%	20.9%	22.6%
Neutral	47.1%	29.0%	50.6%	52.4%	37.7%	46.5%	40.3%
Dissatisfied	13.2%	16.1%	8.9%	9.5%	20.8%	18.6%	17.5%
Very dissatisfied	2.9%	6.5%	8.9%	4.8%	3.9%	2.3%	12.1%

Q3-8. County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)

Very satisfied	10.6%	27.3%	14.4%	7.3%	15.2%	14.3%	14.5%
Satisfied	28.8%	39.4%	34.4%	41.5%	31.6%	42.9%	39.7%
Neutral	43.9%	24.2%	38.9%	36.6%	36.7%	31.0%	31.5%
Dissatisfied	15.2%	3.0%	10.0%	9.8%	15.2%	11.9%	9.9%
Very dissatisfied	1.5%	6.1%	2.2%	4.9%	1.3%	0.0%	4.4%

Q3-9. District Attorneys' Office

Very satisfied	14.3%	22.6%	6.8%	7.3%	10.1%	5.7%	9.3%
Satisfied	42.9%	22.6%	17.6%	39.0%	23.2%	31.4%	20.8%
Neutral	35.7%	38.7%	39.2%	51.2%	42.0%	51.4%	40.2%
Dissatisfied	7.1%	9.7%	9.5%	2.4%	13.0%	8.6%	10.5%
Very dissatisfied	0.0%	6.5%	27.0%	0.0%	11.6%	2.9%	19.2%

Q3. County Level Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following County level services. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q3-10. Local Election Process

Very satisfied	15.9%	20.0%	22.8%	13.0%	17.2%	11.1%	15.2%
Satisfied	36.2%	40.0%	45.7%	43.5%	33.3%	37.8%	39.7%
Neutral	39.1%	37.1%	26.1%	41.3%	36.8%	40.0%	34.4%
Dissatisfied	5.8%	0.0%	3.3%	2.2%	5.7%	11.1%	6.9%
Very dissatisfied	2.9%	2.9%	2.2%	0.0%	6.9%	0.0%	3.8%

Q3-11. Customer service provided by Unified Government employees

Very satisfied	16.1%	25.0%	14.9%	6.4%	10.5%	6.7%	10.6%
Satisfied	32.3%	25.0%	32.2%	46.8%	23.7%	40.0%	31.9%
Neutral	41.9%	37.5%	35.6%	36.2%	39.5%	35.6%	37.7%
Dissatisfied	8.1%	6.3%	6.9%	8.5%	21.1%	17.8%	12.5%
Very dissatisfied	1.6%	6.3%	10.3%	2.1%	5.3%	0.0%	7.4%

Q3-12. Public Health Department services

Very satisfied	13.8%	13.8%	13.1%	5.3%	12.9%	11.1%	9.9%
Satisfied	30.8%	27.6%	34.4%	39.5%	29.0%	36.1%	28.0%
Neutral	43.1%	44.8%	44.3%	47.4%	46.8%	44.4%	50.3%
Dissatisfied	12.3%	10.3%	6.6%	7.9%	11.3%	8.3%	7.7%
Very dissatisfied	0.0%	3.4%	1.6%	0.0%	0.0%	0.0%	4.1%

Q4. County Level Priorities. Which FOUR of the county-level services listed in Question 3 should receive the MOST EMPHASIS for improvement over the next TWO years? (top 4)

N=4313

	District 4 Neighborhoods						Total
	1	2	3	4	5	6	
<u>Q4. Top choice</u>							
Services for developmental disabilities	26.3%	28.2%	27.8%	16.0%	24.5%	23.4%	23.9%
Area Agency on aging services	21.1%	30.8%	20.4%	26.0%	22.3%	23.4%	26.6%
Senior transportation	21.1%	23.1%	24.1%	22.0%	18.1%	27.7%	21.8%
3-1-1 Call Center	13.2%	23.1%	13.0%	16.0%	17.0%	19.1%	12.0%
Treasurer's Office	13.2%	12.8%	12.0%	12.0%	16.0%	8.5%	15.6%
Motor Vehicle Registration	38.2%	12.8%	37.0%	42.0%	37.2%	36.2%	44.4%
County Appraiser's Office services	13.2%	10.3%	18.5%	22.0%	23.4%	27.7%	25.0%
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	25.0%	10.3%	30.6%	22.0%	21.3%	21.3%	27.0%
District Attorneys' Office	7.9%	20.5%	30.6%	14.0%	26.6%	12.8%	21.3%
Local Election Process	15.8%	7.7%	7.4%	16.0%	14.9%	17.0%	13.3%
Customer service provided by Unified Government employees	13.2%	23.1%	24.1%	20.0%	40.4%	27.7%	27.7%
Public Health Department services	26.3%	20.5%	21.3%	22.0%	24.5%	23.4%	21.4%
None chosen	34.2%	38.5%	16.7%	28.0%	21.3%	27.7%	19.5%

Q5. Overall Priorities. Using the lists in Questions 1 and 3, which FOUR items do you think should be the TOP OVERALL PRIORITIES for the Unified Government over the next TWO years? (top 4)

N=4313

	District 4 Neighborhoods						Total
	1	2	3	4	5	6	
Police services	21.1%	35.9%	21.3%	32.0%	23.4%	23.4%	29.6%
Fire services	9.2%	7.7%	6.5%	4.0%	7.4%	10.6%	13.7%
Ambulance services	9.2%	10.3%	4.6%	0.0%	2.1%	2.1%	8.1%
Maintenance of City streets	39.5%	23.1%	49.1%	34.0%	39.4%	40.4%	42.9%
Storm water runoff/management system	7.9%	7.7%	9.3%	8.0%	16.0%	6.4%	12.1%
Sewer utility system	3.9%	2.6%	9.3%	2.0%	7.4%	2.1%	6.2%
Trash collection & recycling	9.2%	7.7%	12.0%	14.0%	20.2%	23.4%	14.8%
Parks & recreation facilities	10.5%	0.0%	14.8%	6.0%	5.3%	8.5%	11.2%
Parks & recreation programs	7.9%	2.6%	5.6%	8.0%	8.5%	2.1%	5.9%
Code enforcement	13.2%	5.1%	26.9%	20.0%	22.3%	19.1%	16.3%
Planning & zoning	11.8%	12.8%	7.4%	12.0%	2.1%	4.3%	6.6%
Communication with the public	17.1%	20.5%	15.7%	18.0%	18.1%	8.5%	13.2%
Municipal court	0.0%	2.6%	2.8%	6.0%	3.2%	0.0%	3.1%

Q5. Overall Priorities. Using the lists in Questions 1 and 3, which FOUR items do you think should be the TOP OVERALL PRIORITIES for the Unified Government over the next TWO years? (top 4)

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q5. Top choice (Cont.)

Public transportation	10.5%	7.7%	12.0%	4.0%	11.7%	2.1%	9.3%
Services for developmental disabilities	7.9%	12.8%	12.0%	12.0%	12.8%	8.5%	9.1%
Area Agency on aging services	7.9%	12.8%	8.3%	18.0%	9.6%	6.4%	10.4%
Senior transportation	5.3%	5.1%	9.3%	12.0%	5.3%	10.6%	6.9%
3-1-1 Call Center	0.0%	7.7%	4.6%	4.0%	3.2%	4.3%	3.1%
Treasurer's Office	2.6%	10.3%	0.9%	0.0%	3.2%	2.1%	4.5%
Motor Vehicle Registration	21.1%	7.7%	10.2%	18.0%	12.8%	17.0%	20.5%
County Appraiser's Office services	2.6%	5.1%	4.6%	6.0%	5.3%	10.6%	8.8%
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	9.2%	0.0%	12.0%	8.0%	3.2%	2.1%	8.9%
District Attorneys' Office	5.3%	0.0%	20.4%	2.0%	12.8%	6.4%	11.5%
Local Election Process	3.9%	5.1%	5.6%	2.0%	5.3%	4.3%	4.3%
Customer service provided by Unified Government employees	1.3%	5.1%	13.0%	8.0%	13.8%	8.5%	9.8%
Public Health Department services	15.8%	5.1%	7.4%	8.0%	8.5%	6.4%	7.2%
None chosen	31.6%	38.5%	17.6%	22.0%	25.5%	36.2%	19.8%

Q6. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by your government. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q6-1. Visibility of police in neighborhoods

Very satisfied	16.2%	8.3%	16.8%	8.2%	15.4%	20.0%	15.8%
Satisfied	28.4%	36.1%	39.6%	34.7%	28.6%	55.6%	35.5%
Neutral	36.5%	27.8%	19.8%	24.5%	24.2%	6.7%	23.6%
Dissatisfied	12.2%	19.4%	20.8%	26.5%	22.0%	17.8%	17.6%
Very dissatisfied	6.8%	8.3%	3.0%	6.1%	9.9%	0.0%	7.5%

Q6-2. Visibility of police in neighborhood retail areas

Very satisfied	12.7%	9.1%	12.2%	8.9%	11.8%	20.9%	13.0%
Satisfied	39.4%	33.3%	39.8%	28.9%	32.9%	39.5%	36.3%
Neutral	31.0%	33.3%	25.5%	35.6%	35.3%	25.6%	29.3%
Dissatisfied	16.9%	15.2%	18.4%	20.0%	11.8%	14.0%	15.7%
Very dissatisfied	0.0%	9.1%	4.1%	6.7%	8.2%	0.0%	5.6%

Q6-3. Visibility of Code Enforcement in your neighborhood

Very satisfied	9.0%	3.1%	7.7%	4.1%	4.8%	11.1%	8.1%
Satisfied	25.4%	28.1%	18.7%	24.5%	18.1%	44.4%	23.3%
Neutral	37.3%	43.8%	29.7%	49.0%	44.6%	26.7%	35.2%
Dissatisfied	22.4%	9.4%	27.5%	8.2%	18.1%	15.6%	19.8%
Very dissatisfied	6.0%	15.6%	16.5%	14.3%	14.5%	2.2%	13.7%

Q6. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by your government. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q6-4. City's overall efforts to prevent crime

Very satisfied	13.0%	14.3%	7.1%	4.3%	11.5%	6.7%	9.2%
Satisfied	24.6%	22.9%	26.3%	27.7%	17.2%	37.8%	27.4%
Neutral	27.5%	40.0%	29.3%	38.3%	32.2%	35.6%	34.0%
Dissatisfied	24.6%	11.4%	31.3%	23.4%	28.7%	17.8%	20.4%
Very dissatisfied	10.1%	11.4%	6.1%	6.4%	10.3%	2.2%	9.1%

Q6-5. Enforcement of traffic laws

Very satisfied	17.4%	5.7%	7.1%	8.3%	11.8%	11.1%	11.0%
Satisfied	31.9%	28.6%	30.3%	31.3%	31.8%	44.4%	33.8%
Neutral	37.7%	48.6%	31.3%	35.4%	31.8%	28.9%	33.4%
Dissatisfied	7.2%	11.4%	23.2%	20.8%	17.6%	13.3%	14.1%
Very dissatisfied	5.8%	5.7%	8.1%	4.2%	7.1%	2.2%	7.6%

Q6-6. How quickly police department personnel respond to emergencies

Very satisfied	18.5%	20.6%	25.0%	10.9%	17.1%	25.6%	18.9%
Satisfied	32.3%	29.4%	41.7%	34.8%	28.0%	41.9%	35.3%
Neutral	36.9%	35.3%	22.6%	30.4%	34.1%	23.3%	27.6%
Dissatisfied	7.7%	8.8%	4.8%	19.6%	14.6%	7.0%	11.3%
Very dissatisfied	4.6%	5.9%	6.0%	4.3%	6.1%	2.3%	7.0%

Q6. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by your government. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q6-7. How quickly fire department responds to fires

Very satisfied	31.7%	38.2%	46.3%	23.4%	33.8%	43.9%	35.2%
Satisfied	43.3%	29.4%	43.8%	44.7%	48.1%	43.9%	41.7%
Neutral	23.3%	26.5%	10.0%	29.8%	15.6%	9.8%	19.9%
Dissatisfied	1.7%	2.9%	0.0%	0.0%	1.3%	2.4%	1.7%
Very dissatisfied	0.0%	2.9%	0.0%	2.1%	1.3%	0.0%	1.6%

Q6-8. How quickly fire department responds to medical emergency calls

Very satisfied	29.9%	41.2%	50.6%	24.4%	35.0%	45.2%	38.4%
Satisfied	44.8%	29.4%	39.5%	53.3%	47.5%	42.9%	41.3%
Neutral	22.4%	29.4%	8.6%	17.8%	16.3%	9.5%	17.3%
Dissatisfied	1.5%	0.0%	1.2%	2.2%	1.3%	2.4%	1.6%
Very dissatisfied	1.5%	0.0%	0.0%	2.2%	0.0%	0.0%	1.3%

Q6-9. Quality of animal control in your neighborhood

Very satisfied	10.3%	8.3%	9.0%	10.9%	9.0%	13.3%	9.8%
Satisfied	26.5%	25.0%	23.0%	19.6%	16.9%	20.0%	26.2%
Neutral	32.4%	25.0%	30.0%	30.4%	31.5%	26.7%	30.6%
Dissatisfied	20.6%	16.7%	23.0%	19.6%	21.3%	26.7%	17.9%
Very dissatisfied	10.3%	25.0%	15.0%	19.6%	21.3%	13.3%	15.6%

Q7. Which THREE of the public safety services listed in Question 6 do you think should receive the MOST EMPHASIS from government leaders over the next TWO years? (top 3)

N=4313

	District 4 Neighborhoods						Total
	1	2	3	4	5	6	
<u>Q7. Top choice</u>							
Visibility of police in neighborhoods	40.8%	43.6%	42.6%	40.0%	46.8%	27.7%	44.9%
Visibility of police in neighborhood retail areas	19.7%	23.1%	24.1%	26.0%	25.5%	17.0%	29.0%
Visibility of Code Enforcement in your neighborhood	21.1%	25.6%	35.2%	26.0%	35.1%	25.5%	26.5%
City's overall efforts to prevent crime	50.0%	25.6%	50.9%	44.0%	44.7%	34.0%	45.7%
Enforcement of traffic laws	19.7%	23.1%	31.5%	16.0%	17.0%	25.5%	19.8%
How quickly police department personnel respond to emergencies	23.7%	17.9%	12.0%	26.0%	19.1%	8.5%	21.8%
How quickly fire department responds to fires	1.3%	2.6%	2.8%	4.0%	9.6%	8.5%	7.8%
How quickly fire department responds to medical emergency calls	3.9%	5.1%	3.7%	2.0%	6.4%	8.5%	8.1%
Quality of animal control in your neighborhood	25.0%	30.8%	34.3%	38.0%	41.5%	27.7%	27.9%
None chosen	26.3%	30.8%	13.9%	22.0%	14.9%	36.2%	16.7%

Q8. City Maintenance. Please rate your satisfaction with the following aspects of City maintenance using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q8-1. Maintenance of major City streets

Very satisfied	9.6%	2.7%	5.9%	6.0%	10.9%	6.7%	7.7%
Satisfied	31.5%	37.8%	41.2%	32.0%	25.0%	28.9%	34.6%
Neutral	28.8%	24.3%	21.6%	28.0%	30.4%	26.7%	24.3%
Dissatisfied	21.9%	27.0%	24.5%	24.0%	23.9%	33.3%	23.2%
Very dissatisfied	8.2%	8.1%	6.9%	10.0%	9.8%	4.4%	10.2%

Q8-2. Maintenance of streets in your neighborhood

Very satisfied	5.6%	5.4%	5.9%	2.0%	6.5%	2.2%	6.6%
Satisfied	31.9%	24.3%	37.6%	22.0%	29.0%	13.3%	24.7%
Neutral	25.0%	32.4%	16.8%	24.0%	23.7%	22.2%	22.3%
Dissatisfied	29.2%	27.0%	27.7%	34.0%	26.9%	44.4%	28.8%
Very dissatisfied	8.3%	10.8%	11.9%	18.0%	14.0%	17.8%	17.5%

Q8-3. Maintenance of alleys in your neighborhood

Very satisfied	4.5%	5.9%	2.7%	2.5%	7.8%	2.4%	5.4%
Satisfied	25.4%	5.9%	11.0%	12.5%	12.5%	9.8%	12.5%
Neutral	28.4%	23.5%	31.5%	32.5%	32.8%	31.7%	41.1%
Dissatisfied	26.9%	35.3%	37.0%	25.0%	20.3%	26.8%	21.1%
Very dissatisfied	14.9%	29.4%	17.8%	27.5%	26.6%	29.3%	19.8%

Q8. City Maintenance. Please rate your satisfaction with the following aspects of City maintenance using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q8-4. Maintenance of sidewalks in your neighborhood

Very satisfied	7.1%	3.0%	2.3%	2.3%	4.0%	2.6%	5.8%
Satisfied	30.0%	18.2%	20.7%	13.6%	10.7%	15.4%	17.0%
Neutral	27.1%	39.4%	31.0%	29.5%	29.3%	33.3%	31.0%
Dissatisfied	25.7%	12.1%	25.3%	27.3%	25.3%	17.9%	23.5%
Very dissatisfied	10.0%	27.3%	20.7%	27.3%	30.7%	30.8%	22.7%

Q8-5. Maintenance of curbs in your neighborhood

Very satisfied	6.9%	3.1%	4.2%	2.1%	5.0%	2.3%	6.1%
Satisfied	30.6%	12.5%	18.8%	17.0%	13.8%	14.0%	20.2%
Neutral	27.8%	37.5%	28.1%	29.8%	28.8%	23.3%	31.0%
Dissatisfied	26.4%	21.9%	30.2%	23.4%	27.5%	34.9%	22.1%
Very dissatisfied	8.3%	25.0%	18.8%	27.7%	25.0%	25.6%	20.7%

Q8-6. Maintenance of street signs/traffic signals

Very satisfied	11.3%	13.5%	10.9%	4.1%	13.6%	10.9%	11.5%
Satisfied	42.3%	45.9%	44.6%	36.7%	36.4%	45.7%	42.3%
Neutral	32.4%	27.0%	27.7%	40.8%	34.1%	34.8%	32.5%
Dissatisfied	14.1%	10.8%	13.9%	12.2%	6.8%	4.3%	8.3%
Very dissatisfied	0.0%	2.7%	3.0%	6.1%	9.1%	4.3%	5.4%

Q8. City Maintenance. Please rate your satisfaction with the following aspects of City maintenance using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q8-7. Maintenance of downtown parking lots

Very satisfied	6.6%	9.4%	4.9%	9.8%	10.3%	10.5%	7.3%
Satisfied	31.1%	34.4%	30.9%	17.1%	14.7%	42.1%	23.4%
Neutral	36.1%	40.6%	54.3%	53.7%	44.1%	36.8%	43.1%
Dissatisfied	21.3%	3.1%	4.9%	9.8%	17.6%	7.9%	16.4%
Very dissatisfied	4.9%	12.5%	4.9%	9.8%	13.2%	2.6%	9.7%

Q8-8. Overall appearance of downtown including lighting, landscaping & planter boxes

Very satisfied	7.0%	11.1%	4.3%	9.1%	8.6%	13.6%	8.1%
Satisfied	33.8%	38.9%	31.9%	29.5%	23.5%	31.8%	29.1%
Neutral	36.6%	38.9%	42.6%	45.5%	44.4%	36.4%	41.1%
Dissatisfied	16.9%	8.3%	13.8%	6.8%	14.8%	18.2%	14.0%
Very dissatisfied	5.6%	2.8%	7.4%	9.1%	8.6%	0.0%	7.7%

Q8-9. Maintenance of City buildings

Very satisfied	7.7%	2.9%	8.0%	8.9%	10.1%	11.9%	7.6%
Satisfied	35.4%	41.2%	37.5%	35.6%	34.2%	35.7%	32.2%
Neutral	35.4%	50.0%	37.5%	46.7%	39.2%	38.1%	41.0%
Dissatisfied	18.5%	2.9%	9.1%	6.7%	8.9%	14.3%	12.0%
Very dissatisfied	3.1%	2.9%	8.0%	2.2%	7.6%	0.0%	7.1%

Q8. City Maintenance. Please rate your satisfaction with the following aspects of City maintenance using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q8-10. Snow removal on major City streets

Very satisfied	19.7%	5.7%	18.3%	10.2%	17.4%	28.3%	15.8%
Satisfied	40.8%	42.9%	40.4%	49.0%	42.4%	41.3%	44.1%
Neutral	25.4%	25.7%	23.1%	24.5%	21.7%	19.6%	21.1%
Dissatisfied	9.9%	17.1%	14.4%	6.1%	8.7%	8.7%	11.8%
Very dissatisfied	4.2%	8.6%	3.8%	10.2%	9.8%	2.2%	7.1%

Q8-11. Snow removal on neighborhood streets

Very satisfied	8.5%	5.6%	11.7%	2.0%	12.0%	10.9%	9.9%
Satisfied	38.0%	22.2%	22.3%	14.3%	27.2%	32.6%	28.4%
Neutral	22.5%	27.8%	23.3%	18.4%	20.7%	17.4%	20.8%
Dissatisfied	19.7%	25.0%	30.1%	49.0%	19.6%	30.4%	24.2%
Very dissatisfied	11.3%	19.4%	12.6%	16.3%	20.7%	8.7%	16.7%

Q8-12. Overall cleanliness of streets & other public areas

Very satisfied	5.6%	5.9%	6.9%	2.1%	6.7%	4.3%	5.8%
Satisfied	32.4%	17.6%	25.7%	20.8%	20.2%	19.6%	27.3%
Neutral	32.4%	35.3%	20.8%	37.5%	29.2%	45.7%	32.0%
Dissatisfied	18.3%	23.5%	27.7%	29.2%	24.7%	26.1%	22.8%
Very dissatisfied	11.3%	17.6%	18.8%	10.4%	19.1%	4.3%	12.1%

Q8. City Maintenance. Please rate your satisfaction with the following aspects of City maintenance using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q8-13. Maintenance of stormwater drainage system in your neighborhood

Very satisfied	7.6%	2.8%	6.6%	2.1%	7.0%	4.5%	8.2%
Satisfied	34.8%	25.0%	34.1%	29.8%	23.3%	34.1%	28.6%
Neutral	42.4%	41.7%	33.0%	38.3%	30.2%	38.6%	35.9%
Dissatisfied	13.6%	25.0%	18.7%	19.1%	26.7%	18.2%	16.1%
Very dissatisfied	1.5%	5.6%	7.7%	10.6%	12.8%	4.5%	11.2%

Q9. Which THREE of the maintenance services listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=4313

	District 4 Neighborhoods						Total
	1	2	3	4	5	6	
<u>Q9. Top choice</u>							
Maintenance of major City streets	19.7%	28.2%	25.9%	24.0%	28.7%	17.0%	30.6%
Maintenance of streets in your neighborhood	35.5%	41.0%	38.9%	44.0%	42.6%	44.7%	43.6%
Maintenance of alleys in your neighborhood	22.4%	30.8%	16.7%	22.0%	11.7%	8.5%	10.2%
Maintenance of sidewalks in your neighborhood	17.1%	20.5%	27.8%	36.0%	19.1%	25.5%	23.1%
Maintenance of curbs in your neighborhood	7.9%	15.4%	27.8%	24.0%	25.5%	23.4%	15.0%
Maintenance of street signs/traffic signals	3.9%	2.6%	7.4%	6.0%	7.4%	4.3%	6.6%
Maintenance of downtown parking lots	9.2%	7.7%	0.9%	2.0%	2.1%	2.1%	6.1%
Overall appearance of downtown including lighting, landscaping & planter boxes	17.1%	2.6%	10.2%	6.0%	16.0%	4.3%	11.0%

Q9. Which THREE of the maintenance services listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=4313

	District 4 Neighborhoods						Total
	1	2	3	4	5	6	
<u>Q9. Top choice (Cont.)</u>							
Maintenance of City buildings	7.9%	0.0%	7.4%	2.0%	6.4%	2.1%	8.3%
Snow removal on major City streets	11.8%	12.8%	12.0%	6.0%	11.7%	4.3%	13.8%
Snow removal on neighborhood streets	27.6%	38.5%	28.7%	40.0%	28.7%	29.8%	33.8%
Overall cleanliness of streets & other public areas	19.7%	7.7%	28.7%	16.0%	26.6%	14.9%	23.5%
Maintenance of stormwater drainage system in your neighborhood	7.9%	2.6%	13.0%	14.0%	20.2%	4.3%	14.5%
None chosen	27.6%	28.2%	14.8%	16.0%	13.8%	36.2%	15.1%

Q10. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Parks and Recreation facilities and services. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q10-1. Maintenance of parks & equipment

Very satisfied	3.2%	17.1%	7.0%	12.8%	13.0%	10.3%	10.9%
Satisfied	41.9%	28.6%	37.2%	33.3%	28.6%	48.7%	37.6%
Neutral	35.5%	34.3%	32.6%	35.9%	42.9%	30.8%	34.1%
Dissatisfied	16.1%	11.4%	15.1%	17.9%	11.7%	5.1%	12.6%
Very dissatisfied	3.2%	8.6%	8.1%	0.0%	3.9%	5.1%	4.9%

Q10-2. Number of walking & biking trails

Very satisfied	1.6%	3.0%	3.5%	5.3%	10.1%	12.5%	7.3%
Satisfied	27.9%	33.3%	16.5%	23.7%	18.8%	20.0%	24.6%
Neutral	37.7%	36.4%	43.5%	31.6%	31.9%	22.5%	32.1%
Dissatisfied	24.6%	12.1%	18.8%	28.9%	24.6%	32.5%	23.6%
Very dissatisfied	8.2%	15.2%	17.6%	10.5%	14.5%	12.5%	12.3%

Q10-3. Number of parks

Very satisfied	4.9%	15.6%	7.6%	10.3%	13.3%	15.4%	9.8%
Satisfied	37.7%	34.4%	31.5%	41.0%	30.7%	28.2%	34.5%
Neutral	32.8%	34.4%	42.4%	30.8%	34.7%	35.9%	33.3%
Dissatisfied	18.0%	9.4%	14.1%	15.4%	13.3%	15.4%	15.2%
Very dissatisfied	6.6%	6.3%	4.3%	2.6%	8.0%	5.1%	7.2%

Q10. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Parks and Recreation facilities and services. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q10-4. Community centers

Very satisfied	3.2%	6.5%	4.6%	2.4%	5.6%	5.3%	7.4%
Satisfied	25.4%	41.9%	24.1%	26.8%	18.1%	26.3%	27.2%
Neutral	36.5%	29.0%	49.4%	31.7%	40.3%	44.7%	38.3%
Dissatisfied	23.8%	12.9%	13.8%	24.4%	23.6%	15.8%	17.9%
Very dissatisfied	11.1%	9.7%	8.0%	14.6%	12.5%	7.9%	9.2%

Q10-5. Number of outdoor athletic fields

Very satisfied	3.4%	13.8%	4.6%	2.7%	7.7%	9.4%	8.1%
Satisfied	29.3%	27.6%	24.1%	24.3%	20.0%	34.4%	28.9%
Neutral	31.0%	31.0%	51.7%	37.8%	46.2%	43.8%	40.1%
Dissatisfied	29.3%	13.8%	11.5%	21.6%	20.0%	9.4%	15.2%
Very dissatisfied	6.9%	13.8%	8.0%	13.5%	6.2%	3.1%	7.7%

Q10-6. Sunflower Hills Golf Course

Very satisfied	3.9%	10.5%	15.8%	0.0%	13.2%	9.4%	12.8%
Satisfied	31.4%	26.3%	21.1%	30.0%	28.3%	37.5%	30.5%
Neutral	49.0%	57.9%	54.4%	60.0%	47.2%	46.9%	48.6%
Dissatisfied	13.7%	0.0%	5.3%	3.3%	7.5%	0.0%	4.5%
Very dissatisfied	2.0%	5.3%	3.5%	6.7%	3.8%	6.3%	3.6%

Q10. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Parks and Recreation facilities and services. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q10-7. Swimming pool & spray parks

Very satisfied	4.8%	17.4%	5.0%	2.6%	2.9%	8.8%	6.0%
Satisfied	23.8%	26.1%	10.0%	20.5%	17.6%	17.6%	16.4%
Neutral	38.1%	39.1%	41.3%	38.5%	32.4%	32.4%	32.7%
Dissatisfied	22.2%	8.7%	25.0%	20.5%	26.5%	26.5%	24.8%
Very dissatisfied	11.1%	8.7%	18.8%	17.9%	20.6%	14.7%	20.2%

Q10-8. Youth recreation programs

Very satisfied	3.3%	13.6%	4.5%	2.9%	3.3%	9.1%	6.2%
Satisfied	25.0%	9.1%	12.1%	14.3%	18.3%	27.3%	18.5%
Neutral	35.0%	54.5%	53.0%	37.1%	35.0%	33.3%	39.9%
Dissatisfied	21.7%	9.1%	22.7%	22.9%	21.7%	21.2%	21.1%
Very dissatisfied	15.0%	13.6%	7.6%	22.9%	21.7%	9.1%	14.3%

Q10-9. Adult recreation programs

Very satisfied	3.3%	8.7%	4.4%	0.0%	3.2%	8.8%	6.0%
Satisfied	26.7%	21.7%	14.7%	17.6%	19.4%	23.5%	17.2%
Neutral	28.3%	52.2%	45.6%	35.3%	38.7%	44.1%	42.3%
Dissatisfied	30.0%	13.0%	26.5%	26.5%	22.6%	17.6%	20.9%
Very dissatisfied	11.7%	4.3%	8.8%	20.6%	16.1%	5.9%	13.5%

Q10. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Parks and Recreation facilities and services. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q10-10. Programs for seniors

Very satisfied	1.9%	12.0%	6.8%	0.0%	3.4%	10.0%	6.1%
Satisfied	30.2%	12.0%	16.9%	16.7%	13.8%	20.0%	17.1%
Neutral	28.3%	48.0%	55.9%	40.0%	48.3%	50.0%	44.6%
Dissatisfied	28.3%	16.0%	8.5%	20.0%	19.0%	16.7%	19.5%
Very dissatisfied	11.3%	12.0%	11.9%	23.3%	15.5%	3.3%	12.7%

Q10-11. Skateboard parks

Very satisfied	2.0%	4.8%	5.1%	0.0%	4.2%	13.8%	7.3%
Satisfied	26.5%	14.3%	6.8%	19.2%	22.9%	17.2%	18.1%
Neutral	46.9%	71.4%	67.8%	53.8%	47.9%	51.7%	53.6%
Dissatisfied	14.3%	9.5%	11.9%	11.5%	12.5%	13.8%	12.2%
Very dissatisfied	10.2%	0.0%	8.5%	15.4%	12.5%	3.4%	8.7%

Q10-12. Tennis courts

Very satisfied	1.9%	9.5%	4.9%	0.0%	7.7%	6.9%	6.0%
Satisfied	26.9%	19.0%	6.6%	21.4%	21.2%	24.1%	16.5%
Neutral	42.3%	61.9%	65.6%	60.7%	42.3%	55.2%	52.9%
Dissatisfied	19.2%	9.5%	11.5%	10.7%	13.5%	6.9%	15.2%
Very dissatisfied	9.6%	0.0%	11.5%	7.1%	15.4%	6.9%	9.5%

Q10. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Parks and Recreation facilities and services. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q10-13. Futsal courts

Very satisfied	2.3%	17.6%	10.9%	0.0%	6.3%	7.7%	7.8%
Satisfied	38.6%	5.9%	14.5%	19.2%	22.9%	23.1%	16.5%
Neutral	43.2%	64.7%	60.0%	69.2%	52.1%	65.4%	60.0%
Dissatisfied	15.9%	11.8%	7.3%	7.7%	10.4%	0.0%	8.7%
Very dissatisfied	0.0%	0.0%	7.3%	3.8%	8.3%	3.8%	7.0%

Q10-14. Ease of registering for recreation programs

Very satisfied	3.8%	9.5%	7.1%	0.0%	5.8%	7.7%	6.8%
Satisfied	28.3%	23.8%	17.9%	14.3%	26.9%	38.5%	22.3%
Neutral	43.4%	47.6%	55.4%	53.6%	38.5%	50.0%	50.2%
Dissatisfied	13.2%	4.8%	12.5%	21.4%	13.5%	0.0%	12.4%
Very dissatisfied	11.3%	14.3%	7.1%	10.7%	15.4%	3.8%	8.4%

Q10-15. Fees charged for recreation programs

Very satisfied	1.8%	4.8%	5.1%	0.0%	9.3%	7.4%	7.2%
Satisfied	27.3%	28.6%	13.6%	15.4%	20.4%	29.6%	21.3%
Neutral	32.7%	47.6%	59.3%	42.3%	42.6%	44.4%	48.7%
Dissatisfied	18.2%	14.3%	16.9%	30.8%	16.7%	7.4%	13.0%
Very dissatisfied	20.0%	4.8%	5.1%	11.5%	11.1%	11.1%	9.9%

Q11. Which THREE of the Parks and Recreation items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=4313

	District 4 Neighborhoods						Total
	1	2	3	4	5	6	
Maintenance of parks & equipment	18.4%	25.6%	36.1%	10.0%	25.5%	14.9%	29.8%
Number of walking & biking trails	23.7%	17.9%	34.3%	18.0%	25.5%	27.7%	30.0%
Number of parks	7.9%	7.7%	15.7%	4.0%	12.8%	12.8%	15.6%
Community centers	21.1%	17.9%	19.4%	22.0%	25.5%	17.0%	20.3%
Number of outdoor athletic fields	9.2%	10.3%	10.2%	10.0%	3.2%	2.1%	7.0%
Sunflower Hills Golf Course	1.3%	0.0%	1.9%	4.0%	1.1%	4.3%	2.8%
Swimming pool & spray parks	22.4%	15.4%	24.1%	18.0%	24.5%	25.5%	25.0%
Youth recreation programs	28.9%	25.6%	23.1%	32.0%	31.9%	8.5%	20.3%
Adult recreation programs	17.1%	20.5%	13.9%	24.0%	22.3%	19.1%	14.7%
Programs for seniors	13.2%	20.5%	13.0%	18.0%	23.4%	21.3%	16.0%
Skateboard parks	3.9%	2.6%	2.8%	4.0%	2.1%	2.1%	2.8%
Tennis courts	2.6%	5.1%	0.9%	4.0%	5.3%	0.0%	3.1%
Futsal courts	0.0%	0.0%	1.9%	0.0%	1.1%	0.0%	1.1%
Ease of registering for recreation programs	6.6%	2.6%	5.6%	8.0%	6.4%	4.3%	5.2%
Fees charged for recreation programs	13.2%	10.3%	5.6%	12.0%	7.4%	6.4%	9.5%
None chosen	34.2%	35.9%	25.0%	34.0%	23.4%	42.6%	27.4%

Q12. Which of the following do you use to get information about the Unified Government?

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q12. What do you use to get information about Unified Government

UGTV (Google Ch 41, Spectrum Ch 2)	23.7%	15.4%	16.7%	30.0%	27.7%	29.8%	18.4%
The Citizen newsletter	32.9%	30.8%	48.1%	56.0%	40.4%	46.8%	42.0%
ENews Source	10.5%	15.4%	13.9%	12.0%	14.9%	12.8%	9.9%
UG Website	22.4%	17.9%	29.6%	20.0%	27.7%	36.2%	28.6%
Social media–Facebook, Twitter, YouTube	27.6%	30.8%	41.7%	18.0%	37.2%	40.4%	38.9%
Nextdoor	10.5%	12.8%	23.1%	24.0%	33.0%	14.9%	25.3%
UG public meetings	13.2%	12.8%	7.4%	18.0%	16.0%	14.9%	8.2%
Local television	68.4%	64.1%	58.3%	54.0%	55.3%	59.6%	52.6%
Local newspapers	25.0%	20.5%	23.1%	24.0%	18.1%	27.7%	19.1%
Neighborhood meetings	13.2%	15.4%	11.1%	12.0%	27.7%	10.6%	12.0%
Other	9.2%	7.7%	7.4%	4.0%	4.3%	2.1%	6.3%

Q13. Which TWO of the methods listed in Question 12 are your PREFERRED ways of getting information about the Unified Government? (top 2)

N=4313

	District 4 Neighborhoods						Total
	1	2	3	4	5	6	
UGTV (Google Ch 41, Spectrum Ch 2)	10.5%	7.7%	8.3%	22.0%	13.8%	21.3%	10.5%
The Citizen newsletter	25.0%	17.9%	23.1%	24.0%	21.3%	23.4%	27.7%
ENews Source	5.3%	2.6%	6.5%	6.0%	4.3%	6.4%	6.8%
UG Website	10.5%	12.8%	20.4%	12.0%	14.9%	17.0%	18.5%
Social media-Facebook, Twitter, YouTube	14.5%	20.5%	23.1%	12.0%	22.3%	23.4%	27.1%
Nextdoor	3.9%	7.7%	9.3%	6.0%	14.9%	6.4%	11.7%
UG public meetings	6.6%	0.0%	1.9%	10.0%	6.4%	4.3%	2.7%
Local television	40.8%	30.8%	27.8%	30.0%	26.6%	27.7%	30.9%
Local newspapers	17.1%	12.8%	8.3%	12.0%	10.6%	2.1%	8.4%
Neighborhood meetings	5.3%	7.7%	10.2%	6.0%	14.9%	4.3%	5.5%
Other	2.6%	10.3%	7.4%	4.0%	3.2%	0.0%	4.1%
None chosen	26.3%	33.3%	22.2%	26.0%	21.3%	29.8%	18.6%

Q14. The Unified Government uses social media to communicate information to the public. Please indicate whether you have used each of the following Unified Government social media resources. (without "don't know")

N=4313

	District 4 Neighborhoods						Total
	1	2	3	4	5	6	
<u>Q14-1. Facebook</u>							
Yes	46.2%	37.9%	56.3%	34.2%	42.1%	67.6%	51.4%
No	53.8%	62.1%	43.7%	65.8%	57.9%	32.4%	48.6%
<u>Q14-2. Twitter</u>							
Yes	11.8%	3.7%	11.9%	13.2%	7.8%	25.0%	12.6%
No	88.2%	96.3%	88.1%	86.8%	92.2%	75.0%	87.4%
<u>Q14-3. Instagram</u>							
Yes	19.2%	3.8%	10.8%	13.2%	7.8%	27.6%	10.1%
No	80.8%	96.2%	89.2%	86.8%	92.2%	72.4%	89.9%
<u>Q14-4. Nextdoor</u>							
Yes	20.8%	30.8%	39.3%	25.6%	48.6%	50.0%	38.2%
No	79.2%	69.2%	60.7%	74.4%	51.4%	50.0%	61.8%
<u>Q14-5. YouTube</u>							
Yes	24.5%	26.7%	26.2%	25.6%	24.7%	36.0%	19.6%
No	75.5%	73.3%	73.8%	74.4%	75.3%	64.0%	80.4%

Q14a. If you have used ANY of the Unified Government's social media services listed in Question 14, please indicate whether you agree with the following statement: "The information I receive from the Unified Government social media keeps me informed about what is happening in Wyandotte County." (without "don't know")

N=2446

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q14a. Please indicate whether you agree with following statement

Agree	76.0%	58.3%	75.5%	100.0%	75.0%	87.0%	71.2%
Disagree	24.0%	41.7%	24.5%	0.0%	25.0%	13.0%	28.8%

Q15. Unified Government Communication & Digital Services. Please rate your satisfaction with the following aspects of communication and digital services provided by the Unified Government using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q15-1. Availability of information about Unified Govt. programs & services

Very satisfied	7.8%	12.5%	6.7%	7.3%	4.2%	7.9%	6.6%
Satisfied	25.5%	25.0%	38.7%	24.4%	30.6%	52.6%	27.8%
Neutral	47.1%	43.8%	32.0%	43.9%	34.7%	18.4%	38.8%
Dissatisfied	15.7%	12.5%	20.0%	17.1%	23.6%	18.4%	19.8%
Very dissatisfied	3.9%	6.3%	2.7%	7.3%	6.9%	2.6%	6.9%

Q15-2. Efforts to keep you informed about local issues

Very satisfied	6.9%	6.3%	8.3%	4.8%	3.9%	5.1%	6.7%
Satisfied	29.3%	31.3%	34.5%	33.3%	28.9%	48.7%	26.7%
Neutral	39.7%	37.5%	28.6%	33.3%	32.9%	25.6%	36.8%
Dissatisfied	19.0%	18.8%	22.6%	23.8%	25.0%	17.9%	22.4%
Very dissatisfied	5.2%	6.3%	6.0%	4.8%	9.2%	2.6%	7.5%

Q15-3. Level of public involvement in local decision making

Very satisfied	1.9%	3.3%	5.1%	2.6%	4.2%	5.4%	4.6%
Satisfied	22.6%	23.3%	19.2%	20.5%	21.1%	29.7%	15.5%
Neutral	49.1%	46.7%	42.3%	48.7%	40.8%	35.1%	40.5%
Dissatisfied	20.8%	23.3%	23.1%	17.9%	25.4%	21.6%	26.6%
Very dissatisfied	5.7%	3.3%	10.3%	10.3%	8.5%	8.1%	12.8%

Q15. Unified Government Communication & Digital Services. Please rate your satisfaction with the following aspects of communication and digital services provided by the Unified Government using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q15-4. Unified Government's website

Very satisfied	9.8%	7.1%	10.7%	11.4%	7.1%	8.6%	8.0%
Satisfied	39.2%	35.7%	36.0%	28.6%	24.3%	48.6%	31.2%
Neutral	45.1%	46.4%	37.3%	48.6%	52.9%	31.4%	44.1%
Dissatisfied	5.9%	3.6%	12.0%	8.6%	5.7%	8.6%	11.6%
Very dissatisfied	0.0%	7.1%	4.0%	2.9%	10.0%	2.9%	5.1%

Q15-5. Unified Government's newsletter

Very satisfied	5.5%	9.7%	12.7%	11.1%	10.9%	10.5%	10.6%
Satisfied	43.6%	48.4%	41.8%	41.7%	37.5%	47.4%	39.1%
Neutral	38.2%	29.0%	32.9%	38.9%	39.1%	36.8%	39.0%
Dissatisfied	10.9%	6.5%	10.1%	8.3%	10.9%	5.3%	7.6%
Very dissatisfied	1.8%	6.5%	2.5%	0.0%	1.6%	0.0%	3.7%

Q15-6. Unified Government's social media

Very satisfied	11.4%	7.7%	5.6%	3.6%	8.5%	3.2%	7.1%
Satisfied	31.8%	26.9%	36.6%	39.3%	32.2%	45.2%	28.2%
Neutral	52.3%	57.7%	46.5%	46.4%	49.2%	48.4%	50.4%
Dissatisfied	4.5%	3.8%	9.9%	7.1%	6.8%	3.2%	9.8%
Very dissatisfied	0.0%	3.8%	1.4%	3.6%	3.4%	0.0%	4.5%

Q15. Unified Government Communication & Digital Services. Please rate your satisfaction with the following aspects of communication and digital services provided by the Unified Government using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q15-7. myWyco app–property taxes

Very satisfied	7.0%	0.0%	16.2%	13.9%	16.1%	5.6%	9.7%
Satisfied	25.6%	37.9%	20.6%	30.6%	25.0%	36.1%	24.9%
Neutral	58.1%	31.0%	36.8%	30.6%	39.3%	27.8%	36.8%
Dissatisfied	7.0%	24.1%	13.2%	16.7%	12.5%	25.0%	14.2%
Very dissatisfied	2.3%	6.9%	13.2%	8.3%	7.1%	5.6%	14.4%

Q15-8. myWyco app-3-1-1 service requests

Very satisfied	6.7%	20.0%	10.8%	15.2%	15.1%	8.3%	9.9%
Satisfied	31.1%	36.0%	21.5%	21.2%	22.6%	41.7%	25.2%
Neutral	46.7%	20.0%	44.6%	51.5%	52.8%	44.4%	48.6%
Dissatisfied	15.6%	20.0%	10.8%	12.1%	5.7%	5.6%	9.4%
Very dissatisfied	0.0%	4.0%	12.3%	0.0%	3.8%	0.0%	6.9%

Q15-9. myWyco app-Municipal Court payments

Very satisfied	7.7%	13.0%	5.6%	3.8%	10.6%	8.0%	7.6%
Satisfied	28.2%	34.8%	27.8%	19.2%	23.4%	32.0%	21.6%
Neutral	51.3%	26.1%	51.9%	61.5%	53.2%	52.0%	55.9%
Dissatisfied	12.8%	17.4%	9.3%	7.7%	12.8%	8.0%	8.2%
Very dissatisfied	0.0%	8.7%	5.6%	7.7%	0.0%	0.0%	6.6%

Q15. Unified Government Communication & Digital Services. Please rate your satisfaction with the following aspects of communication and digital services provided by the Unified Government using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=4313

	District 4 Neighborhoods						Total
	1	2	3	4	5	6	
Q15-10. Online maps/DOT Maps							
Very satisfied	10.0%	11.5%	9.7%	4.2%	14.5%	10.0%	10.5%
Satisfied	27.5%	46.2%	37.1%	25.0%	27.3%	46.7%	28.6%
Neutral	52.5%	26.9%	43.5%	62.5%	50.9%	36.7%	48.8%
Dissatisfied	10.0%	11.5%	8.1%	8.3%	3.6%	6.7%	7.1%
Very dissatisfied	0.0%	3.8%	1.6%	0.0%	3.6%	0.0%	5.0%

Q16. Please indicate whether each of the following is a "major problem," "minor problem," or "not a problem" in the neighborhood where you live. (without "don't know")

N=4313

	District 4 Neighborhoods						Total
	1	2	3	4	5	6	
<u>Q16-1. Crime</u>							
Major problem	51.6%	51.4%	54.2%	34.8%	41.9%	26.7%	33.4%
Minor problem	40.3%	29.7%	36.5%	37.0%	45.3%	53.3%	44.0%
Not a problem	8.1%	18.9%	9.4%	28.3%	12.8%	20.0%	22.6%
<u>Q16-2. Drugs</u>							
Major problem	50.9%	65.6%	57.0%	46.3%	46.8%	31.6%	38.8%
Minor problem	36.4%	12.5%	22.1%	29.3%	32.5%	44.7%	31.8%
Not a problem	12.7%	21.9%	20.9%	24.4%	20.8%	23.7%	29.5%
<u>Q16-3. Graffiti</u>							
Major problem	17.5%	45.7%	49.0%	29.8%	22.2%	26.2%	16.6%
Minor problem	38.1%	34.3%	33.3%	25.5%	40.0%	50.0%	30.9%
Not a problem	44.4%	20.0%	17.7%	44.7%	37.8%	23.8%	52.5%
<u>Q16-4. Noise</u>							
Major problem	15.6%	25.0%	29.7%	29.8%	24.7%	18.6%	14.6%
Minor problem	50.0%	44.4%	39.6%	25.5%	39.3%	46.5%	35.5%
Not a problem	34.4%	30.6%	30.7%	44.7%	36.0%	34.9%	49.9%

Q16. Please indicate whether each of the following is a "major problem," "minor problem," or "not a problem" in the neighborhood where you live. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q16-5. Rundown buildings

Major problem	36.1%	37.1%	39.4%	32.7%	33.3%	25.0%	23.1%
Minor problem	32.8%	34.3%	33.0%	28.6%	32.2%	45.0%	29.8%
Not a problem	31.1%	28.6%	27.7%	38.8%	34.4%	30.0%	47.1%

Q16-6. Abandoned/junk vehicles

Major problem	17.5%	26.5%	21.6%	17.4%	20.7%	14.0%	16.7%
Minor problem	30.2%	26.5%	34.0%	41.3%	36.8%	44.2%	30.1%
Not a problem	52.4%	47.1%	44.3%	41.3%	42.5%	41.9%	53.2%

Q16-7. Vehicles parked on streets

Major problem	12.1%	20.6%	28.7%	25.5%	27.0%	34.9%	22.3%
Minor problem	43.9%	38.2%	41.6%	36.2%	25.8%	34.9%	32.2%
Not a problem	43.9%	41.2%	29.7%	38.3%	47.2%	30.2%	45.5%

Q16-8. Homelessness

Major problem	36.7%	27.3%	25.0%	14.6%	24.7%	17.1%	18.4%
Minor problem	30.0%	33.3%	35.2%	24.4%	29.6%	39.0%	23.7%
Not a problem	33.3%	39.4%	39.8%	61.0%	45.7%	43.9%	57.9%

Q16. Please indicate whether each of the following is a "major problem," "minor problem," or "not a problem" in the neighborhood where you live. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q16-9. Un-mowed lots

Major problem	29.7%	21.2%	24.7%	20.8%	21.3%	14.6%	17.1%
Minor problem	29.7%	45.5%	37.1%	27.1%	36.0%	48.8%	34.7%
Not a problem	40.6%	33.3%	38.1%	52.1%	42.7%	36.6%	48.3%

Q16-10. Illegal dumping

Major problem	32.8%	34.3%	32.3%	26.5%	18.6%	23.8%	22.3%
Minor problem	36.1%	40.0%	26.9%	18.4%	30.2%	50.0%	27.8%
Not a problem	31.1%	25.7%	40.9%	55.1%	51.2%	26.2%	49.9%

Q16-11. Roaming/loose animals

Major problem	27.0%	50.0%	33.3%	34.7%	40.4%	36.4%	24.2%
Minor problem	42.9%	25.0%	43.4%	44.9%	38.2%	36.4%	38.4%
Not a problem	30.2%	25.0%	23.2%	20.4%	21.3%	27.3%	37.4%

Q17. Enforcement of Codes and Ordinances in Your City. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q17-1. Enforcing clean-up of junk, trash, & debris (blight) City-wide

Very satisfied	4.6%	16.2%	9.2%	4.0%	9.0%	9.1%	7.1%
Satisfied	29.2%	27.0%	22.4%	38.0%	27.0%	20.5%	25.3%
Neutral	38.5%	40.5%	23.5%	26.0%	29.2%	43.2%	30.3%
Dissatisfied	16.9%	5.4%	28.6%	20.0%	24.7%	25.0%	26.0%
Very dissatisfied	10.8%	10.8%	16.3%	12.0%	10.1%	2.3%	11.3%

Q17-2. Enforcing clean-up of junk, trash, & debris (blight), in your neighborhood

Very satisfied	4.5%	16.7%	12.1%	8.2%	6.7%	10.9%	10.2%
Satisfied	34.8%	30.6%	27.3%	40.8%	30.0%	19.6%	32.1%
Neutral	33.3%	27.8%	22.2%	22.4%	37.8%	34.8%	27.5%
Dissatisfied	15.2%	11.1%	27.3%	18.4%	18.9%	32.6%	20.0%
Very dissatisfied	12.1%	13.9%	11.1%	10.2%	6.7%	2.2%	10.3%

Q17-3. Enforcing mowing & trimming of weeds on private and/or vacant property City-wide

Very satisfied	3.0%	13.9%	12.0%	8.0%	6.7%	4.9%	7.5%
Satisfied	34.8%	30.6%	15.0%	36.0%	22.2%	34.1%	25.4%
Neutral	31.8%	33.3%	30.0%	24.0%	30.0%	31.7%	30.9%
Dissatisfied	21.2%	13.9%	28.0%	24.0%	34.4%	29.3%	25.4%
Very dissatisfied	9.1%	8.3%	15.0%	8.0%	6.7%	0.0%	10.8%

Q17. Enforcement of Codes and Ordinances in Your City. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q17-4. Enforcing mowing & trimming of weeds on private and/or vacant property in your neighborhood

Very satisfied	3.0%	13.9%	12.1%	6.0%	8.0%	9.3%	9.1%
Satisfied	36.4%	36.1%	25.3%	40.0%	28.7%	25.6%	30.4%
Neutral	34.8%	33.3%	27.3%	22.0%	29.9%	27.9%	30.1%
Dissatisfied	19.7%	5.6%	23.2%	24.0%	26.4%	37.2%	20.5%
Very dissatisfied	6.1%	11.1%	12.1%	8.0%	6.9%	0.0%	10.0%

Q17-5. Enforcing maintenance of residential property (houses) in your neighborhood

Very satisfied	3.0%	13.5%	13.1%	6.0%	6.7%	15.9%	9.6%
Satisfied	31.8%	37.8%	26.3%	42.0%	30.3%	27.3%	32.3%
Neutral	37.9%	32.4%	26.3%	24.0%	29.2%	27.3%	30.4%
Dissatisfied	19.7%	8.1%	20.2%	16.0%	27.0%	27.3%	18.6%
Very dissatisfied	7.6%	8.1%	14.1%	12.0%	6.7%	2.3%	9.1%

Q17-6. Enforcing maintenance of commercial/business property

Very satisfied	3.2%	11.8%	11.6%	4.2%	7.2%	10.8%	8.4%
Satisfied	30.2%	35.3%	22.1%	33.3%	21.7%	21.6%	29.1%
Neutral	42.9%	32.4%	31.6%	43.8%	39.8%	48.6%	39.2%
Dissatisfied	17.5%	14.7%	26.3%	12.5%	24.1%	18.9%	16.8%
Very dissatisfied	6.3%	5.9%	8.4%	6.3%	7.2%	0.0%	6.5%

Q17. Enforcement of Codes and Ordinances in Your City. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q17-7. Enforcing removal of inoperable or junk cars in your neighborhood

Very satisfied	4.7%	12.5%	12.2%	4.2%	11.3%	7.0%	10.5%
Satisfied	35.9%	37.5%	25.6%	39.6%	32.5%	23.3%	30.2%
Neutral	39.1%	34.4%	26.7%	25.0%	36.3%	41.9%	33.9%
Dissatisfied	14.1%	9.4%	22.2%	16.7%	12.5%	27.9%	16.1%
Very dissatisfied	6.3%	6.3%	13.3%	14.6%	7.5%	0.0%	9.3%

Q18. Which THREE of the items listed in Question 17 do you think should receive the MOST EMPHASIS from Government leaders over the next TWO years? (top 3)

N=4313

	District 4 Neighborhoods						Total
	1	2	3	4	5	6	
Enforcing clean-up of junk, trash, & debris (blight) City-wide	38.2%	33.3%	50.9%	50.0%	43.6%	40.4%	49.0%
Enforcing clean-up of junk, trash, & debris (blight), in your neighborhood	35.5%	38.5%	38.0%	30.0%	30.9%	36.2%	31.8%
Enforcing mowing & trimming of weeds on private and/or vacant property City-wide	23.7%	23.1%	41.7%	32.0%	31.9%	23.4%	37.6%
Enforcing mowing & trimming of weeds on private and/or vacant property in your neighborhood	19.7%	15.4%	21.3%	30.0%	23.4%	29.8%	22.8%
Enforcing maintenance of residential property (houses) in your neighborhood	27.6%	20.5%	22.2%	24.0%	29.8%	21.3%	24.0%
Enforcing maintenance of commercial/business property	22.4%	17.9%	17.6%	14.0%	27.7%	4.3%	22.3%
Enforcing removal of inoperable or junk cars in your neighborhood	13.2%	7.7%	28.7%	24.0%	16.0%	27.7%	20.6%
None chosen	38.2%	43.6%	24.1%	26.0%	27.7%	38.3%	25.4%

Q19. Please indicate how you feel about the current quality of life in your neighborhood. (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q19. How do you feel about the current quality of life in your neighborhood

Never been better	0.0%	0.0%	5.0%	9.1%	2.5%	5.6%	6.2%
Getting better	22.0%	44.1%	14.9%	20.5%	20.0%	19.4%	18.5%
About the same as it has always been	54.2%	47.1%	49.5%	43.2%	43.8%	44.4%	54.1%
Getting worse	22.0%	5.9%	28.7%	27.3%	30.0%	30.6%	19.3%
Never been worse	1.7%	2.9%	2.0%	0.0%	3.8%	0.0%	1.9%

Q20. Some items that may influence your perception of Wyandotte County are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q20-1. Overall image of Wyandotte County

Very satisfied	7.0%	5.7%	4.0%	4.2%	8.0%	11.4%	5.4%
Satisfied	26.8%	28.6%	23.8%	35.4%	20.7%	25.0%	27.0%
Neutral	38.0%	40.0%	27.7%	29.2%	28.7%	40.9%	30.4%
Dissatisfied	23.9%	25.7%	32.7%	25.0%	34.5%	22.7%	27.6%
Very dissatisfied	4.2%	0.0%	11.9%	6.3%	8.0%	0.0%	9.5%

Q20-2. How well Wyandotte County is planning for and managing growth & development

Very satisfied	7.1%	11.4%	2.2%	2.3%	10.1%	16.3%	7.3%
Satisfied	28.6%	25.7%	37.0%	23.3%	22.8%	34.9%	28.3%
Neutral	41.4%	42.9%	38.0%	48.8%	24.1%	32.6%	34.4%
Dissatisfied	18.6%	14.3%	16.3%	20.9%	32.9%	14.0%	20.6%
Very dissatisfied	4.3%	5.7%	6.5%	4.7%	10.1%	2.3%	9.3%

Q20-3. Overall quality of life in Wyandotte County

Very satisfied	8.7%	8.1%	3.9%	4.1%	6.9%	9.1%	6.6%
Satisfied	24.6%	35.1%	26.5%	26.5%	18.4%	38.6%	32.6%
Neutral	42.0%	29.7%	47.1%	49.0%	39.1%	36.4%	34.5%
Dissatisfied	20.3%	21.6%	16.7%	18.4%	28.7%	15.9%	19.3%
Very dissatisfied	4.3%	5.4%	5.9%	2.0%	6.9%	0.0%	7.0%

Q20. Some items that may influence your perception of Wyandotte County are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q20-4. Overall appearance of Wyandotte County

Very satisfied	8.6%	2.8%	1.0%	4.1%	7.8%	9.1%	4.6%
Satisfied	20.0%	19.4%	25.5%	28.6%	12.2%	15.9%	23.6%
Neutral	41.4%	55.6%	23.5%	36.7%	31.1%	43.2%	35.1%
Dissatisfied	22.9%	16.7%	40.2%	26.5%	40.0%	29.5%	27.0%
Very dissatisfied	7.1%	5.6%	9.8%	4.1%	8.9%	2.3%	9.7%

Q20-5. Overall feeling of safety in Wyandotte County

Very satisfied	8.5%	2.7%	1.0%	4.1%	4.4%	13.6%	4.6%
Satisfied	29.6%	29.7%	21.4%	32.7%	18.9%	13.6%	24.3%
Neutral	36.6%	37.8%	29.1%	28.6%	30.0%	47.7%	31.7%
Dissatisfied	18.3%	24.3%	40.8%	22.4%	31.1%	20.5%	27.7%
Very dissatisfied	7.0%	5.4%	7.8%	12.2%	15.6%	4.5%	11.7%

Q20-6. Overall quality of City & County services

Very satisfied	5.8%	2.7%	4.0%	6.3%	6.9%	14.0%	5.6%
Satisfied	29.0%	32.4%	28.3%	16.7%	19.5%	20.9%	29.9%
Neutral	47.8%	48.6%	47.5%	47.9%	43.7%	53.5%	39.5%
Dissatisfied	13.0%	13.5%	13.1%	27.1%	20.7%	11.6%	17.2%
Very dissatisfied	4.3%	2.7%	7.1%	2.1%	9.2%	0.0%	7.7%

Q20. Some items that may influence your perception of Wyandotte County are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q20-7. Appearance of commercial areas where you shop/do business within Wyandotte County

Very satisfied	8.5%	5.6%	4.9%	4.1%	4.4%	14.0%	8.3%
Satisfied	32.4%	36.1%	28.4%	34.7%	28.9%	27.9%	38.9%
Neutral	33.8%	36.1%	37.3%	40.8%	37.8%	48.8%	32.7%
Dissatisfied	18.3%	22.2%	23.5%	16.3%	22.2%	9.3%	14.4%
Very dissatisfied	7.0%	0.0%	5.9%	4.1%	6.7%	0.0%	5.7%

Q20-8. Overall value you receive for City/County taxes & fees that you pay

Very satisfied	7.2%	10.8%	1.0%	4.2%	4.5%	6.8%	3.6%
Satisfied	20.3%	24.3%	14.9%	14.6%	11.2%	13.6%	14.6%
Neutral	37.7%	29.7%	36.6%	29.2%	28.1%	47.7%	26.9%
Dissatisfied	18.8%	18.9%	23.8%	35.4%	38.2%	27.3%	29.9%
Very dissatisfied	15.9%	16.2%	23.8%	16.7%	18.0%	4.5%	24.9%

Q21. How important do you think it is for the Unified Government to manage stormwater runoff to help protect the quality of water in lakes and streams? (without "not provided")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q21. How important is it for Unified Government to manage stormwater runoff to help protect quality of water in lakes & streams

Very important	38.9%	53.8%	45.7%	68.8%	62.4%	50.0%	49.5%
Important	43.1%	20.5%	34.3%	25.0%	24.7%	36.4%	33.2%
Not sure	16.7%	23.1%	14.3%	6.3%	10.8%	13.6%	12.3%
Not important	1.4%	2.6%	5.7%	0.0%	2.2%	0.0%	5.0%

Q22. Which of the following BEST reflects the way you think stormwater fees should be paid? (without "don't know")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q22. What best reflects the way you think stormwater fees should be paid

All property owners should pay the same rate	19.4%	25.0%	19.5%	32.1%	12.5%	13.8%	19.1%
Property owners who generate more runoff (e.g. those with large paved parking areas) should pay more per square foot owned than those who generate less runoff (e.g. a single family home)	80.6%	75.0%	80.5%	67.9%	87.5%	86.2%	80.9%

Q23. How supportive would you be to have an additional sales tax for parks and recreation programs and projects? (without "not provided")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q23. How supportive would you be to have an additional sales tax for parks & recreation programs & projects

Very supportive	10.0%	10.3%	14.3%	14.9%	12.0%	18.2%	12.5%
Somewhat supportive	32.9%	33.3%	33.3%	34.0%	30.4%	27.3%	27.6%
Not sure	34.3%	30.8%	19.0%	23.4%	22.8%	25.0%	22.9%
Not supportive	22.9%	25.6%	33.3%	27.7%	34.8%	29.5%	37.0%

Q24. Do you live in Edwardsville?

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q24. Do you live in Edwardsville

Yes	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
No	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.2%

Q24a. How supportive would you be of having the Unified Government begin using a "cart-based" system for trash pick-up? (without "not provided")

N=4192

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q24a. How supportive would you be of having Unified Government begin using a "cart-based" system for trash pick-up

Very supportive	18.5%	20.6%	31.5%	25.0%	30.3%	31.0%	27.4%
Somewhat supportive	21.5%	20.6%	15.7%	12.5%	19.1%	17.2%	19.8%
Not sure	44.6%	44.1%	24.7%	50.0%	23.6%	27.6%	29.3%
Not supportive	15.4%	14.7%	28.1%	12.5%	27.0%	24.1%	23.5%

Q25. The Unified Government has a residency policy which states that employees of the Unified Government must have their permanent residence within Wyandotte County. This policy has been in place for over three decades. How supportive are you of this residency policy for all Unified Government employees? (without "not provided")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q25. How supportive are you of this residency policy for all Unified Government employees

Very supportive	43.8%	63.9%	51.5%	70.8%	58.1%	43.2%	50.6%
Somewhat supportive	26.0%	11.1%	18.4%	18.8%	16.1%	38.6%	15.2%
Not sure	17.8%	25.0%	11.7%	6.3%	9.7%	6.8%	9.5%
Not supportive	12.3%	0.0%	18.4%	4.2%	16.1%	11.4%	24.6%

Q26. Rating of Unified Government Employees. Using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the Unified Government employees. (without "N/A")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q26-1. I get answers I need when I visit/call Unified Government

Strongly agree	16.1%	24.2%	12.8%	10.9%	20.3%	6.8%	14.2%
Agree	43.5%	27.3%	46.5%	45.7%	32.9%	52.3%	38.9%
Neutral	32.3%	27.3%	29.1%	30.4%	32.9%	29.5%	30.2%
Disagree	8.1%	15.2%	9.3%	13.0%	3.8%	11.4%	11.6%
Strongly disagree	0.0%	6.1%	2.3%	0.0%	10.1%	0.0%	5.1%

Q26-2. When I ask a Unified Government employee for something, they either provide the answer I need or find someone who can

Strongly agree	14.3%	27.3%	13.5%	11.1%	19.2%	15.9%	14.6%
Agree	46.0%	33.3%	41.6%	48.9%	34.6%	47.7%	40.4%
Neutral	33.3%	27.3%	33.7%	28.9%	29.5%	29.5%	29.2%
Disagree	6.3%	6.1%	7.9%	8.9%	10.3%	6.8%	10.8%
Strongly disagree	0.0%	6.1%	3.4%	2.2%	6.4%	0.0%	5.1%

Q26-3. When I ask different Unified Government employees the same question, I get the same answer

Strongly agree	12.7%	25.8%	11.7%	7.3%	15.5%	2.5%	9.8%
Agree	40.0%	25.8%	26.0%	26.8%	14.1%	35.0%	26.2%
Neutral	38.2%	32.3%	39.0%	56.1%	45.1%	45.0%	41.2%
Disagree	9.1%	9.7%	22.1%	7.3%	16.9%	17.5%	16.7%
Strongly disagree	0.0%	6.5%	1.3%	2.4%	8.5%	0.0%	6.1%

Q27. The Kansas City Kansas Community College (KCKCC) is funded with a portion of Wyandotte County taxpayer real property tax payments. On average, 16% of your real property tax payment funds KCKCC operations. Please indicate your level of satisfaction with an average of 16% of your property tax payment funding KCKCC. (without "not provided")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q27. Your level of satisfaction with an average 16% of your property tax payment funding KCKCC

Paying too much	23.5%	17.6%	36.2%	22.9%	42.9%	45.5%	44.3%
Neutral, paying the right amount	76.5%	82.4%	61.9%	72.9%	52.4%	52.3%	53.3%
Paying too little	0.0%	0.0%	1.9%	4.2%	4.8%	2.3%	2.4%

Q28a. How supportive are you of the Unified Government policy of property owners maintaining their right-of-way? (without "not provided")

N=4313

District 4 Neighborhoods						Total
1	2	3	4	5	6	

Q28a. How supportive are you of Unified Government policy of property owners maintaining their right-of-way

Very supportive	43.2%	50.0%	59.8%	55.1%	57.1%	61.4%	55.1%
Somewhat supportive	31.1%	23.7%	29.0%	20.4%	23.1%	20.5%	24.3%
Not sure	23.0%	18.4%	5.6%	22.4%	15.4%	18.2%	11.7%
Not supportive	2.7%	7.9%	5.6%	2.0%	4.4%	0.0%	8.9%

Section 4

Survey Instrument

November, 2019

Dear Wyandotte County Resident:

You have been randomly selected to help the Unified Government of Wyandotte County/Kansas City, Kansas plan for the future by completing the enclosed survey about your perception of city and county government services and quality of life. The Citizen Survey will be an important tool for the Unified Government Board of Commissioners who will use the results as input for funding priorities.

The survey will take approximately 15 minutes to complete. The time you invest in completing this survey will influence decisions made about the city's and county's future. ***Individual responses will remain completely confidential.*** The results are tabulated and viewed only as a whole.

The Unified Government is partnering with ETC Institute which is one of the nation's leading firms in the field of local government research. Please return your survey to ETC Institute in the enclosed postage-paid envelope in the next two weeks. Alternatively, you can complete the survey online at www.UGsurvey.org. The survey data will be compiled by ETC and they will present the data to Unified Government officials when the results are in. Again, the results will help develop government funding priorities and will also assist efforts to deliver government services in the most cost effective and efficient manner possible.

Should you have additional questions, please feel free to contact Mike Grimm with the Unified Government Research Division at 913-573-5157 or mgrimm@wycokck.org.

We value your opinion and hope you will take this survey as seriously as the Unified Government will take your responses.

Thank you again for your participation in helping shape Wyandotte County's future.

Sincerely,



David Alvey
Mayor/CEO

**Si usted tiene preguntas o no habla ingles, por favor
llame al 1-800-801-5368 y pregunte por Terry.**

2019 Unified Government Community Survey

Thank you for taking the time to complete this important survey. City and County leaders will use your input to help set community priorities so that the tax dollars are spent wisely. When you are finished, please return your completed survey in the postage-paid envelope provided. You may also complete the survey on-line by going to www.UGsurvey.org. If you have questions, please call (913) 573-5157 and ask for Mike Grimm.

1. **Neighborhood/Community Services.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the quality of each of the following services in the neighborhood/community where you live.

Neighborhood/Community Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Police services	5	4	3	2	1	9
02.	Fire services	5	4	3	2	1	9
03.	Ambulance services	5	4	3	2	1	9
04.	Maintenance of city streets	5	4	3	2	1	9
05.	Storm water runoff/management system	5	4	3	2	1	9
06.	Sewer utility system	5	4	3	2	1	9
07.	Trash collection and recycling	5	4	3	2	1	9
08.	Parks and recreation facilities	5	4	3	2	1	9
09.	Parks and recreation programs	5	4	3	2	1	9
10.	Code enforcement	5	4	3	2	1	9
11.	Planning and zoning	5	4	3	2	1	9
12.	Communication with the public	5	4	3	2	1	9
13.	Municipal court	5	4	3	2	1	9
14.	Public transportation	5	4	3	2	1	9

2. **Neighborhood/Community Priorities.** Which FOUR of the services listed in Question 1 should receive the MOST EMPHASIS for improvement in the neighborhood/community where you live over the next TWO years? [Write in your answers below using the numbers from the list in Question 1.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

3. **County Level Services.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the quality of each of the following county level services.

County Level Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
15.	Services for developmental disabilities	5	4	3	2	1	9
16.	Area Agency on Aging services	5	4	3	2	1	9
17.	Senior transportation	5	4	3	2	1	9
18.	3-1-1 Call Center	5	4	3	2	1	9
19.	Treasurer's Office	5	4	3	2	1	9
20.	Motor Vehicle Registration	5	4	3	2	1	9
21.	County Appraiser's Office services	5	4	3	2	1	9
22.	County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	5	4	3	2	1	9
23.	The District Attorneys' Office	5	4	3	2	1	9
24.	Local Election Process	5	4	3	2	1	9
25.	Customer service provided by Unified Government employees	5	4	3	2	1	9
26.	Public Health Department services	5	4	3	2	1	9

4. **County Level Priorities.** Which FOUR of the county-level services listed in Question 3 should receive the MOST EMPHASIS for improvement over the next TWO years? [Write in your answers below using the numbers from the list in Question 3.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

5. **Overall Priorities.** Using the lists in Questions 1 and 3 on the previous page, which **FOUR** items do you think should be the **TOP OVERALL PRIORITIES** for the Unified Government over the next **TWO** years? [Write in your answers below using the numbers from the lists in Questions 1 and 3.]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____

6. **Public Safety.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following public safety services provided by your government.

Public Safety	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The visibility of police in neighborhoods	5	4	3	2	1	9
2. The visibility of police in neighborhood retail areas	5	4	3	2	1	9
3. The visibility of Code Enforcement in your neighborhood	5	4	3	2	1	9
4. The city's overall efforts to prevent crime	5	4	3	2	1	9
5. Enforcement of traffic laws	5	4	3	2	1	9
6. How quickly police department personnel respond to emergencies	5	4	3	2	1	9
7. How quickly fire department responds to fires	5	4	3	2	1	9
8. How quickly fire department responds to medical emergency calls	5	4	3	2	1	9
9. Quality of animal control in your neighborhood	5	4	3	2	1	9

7. Which **THREE** of the public safety services listed in Question 6 do you think should receive the **MOST EMPHASIS** from government leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 6.]

1st: _____ 2nd: _____ 3rd: _____

8. **City Maintenance.** Please rate your satisfaction with the following aspects of City maintenance using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied".

City Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of major city streets	5	4	3	2	1	9
02. Maintenance of streets in your neighborhood	5	4	3	2	1	9
03. Maintenance of alleys in your neighborhood	5	4	3	2	1	9
04. Maintenance of sidewalks in your neighborhood	5	4	3	2	1	9
05. Maintenance of curbs in your neighborhood	5	4	3	2	1	9
06. Maintenance of street signs/traffic signals	5	4	3	2	1	9
07. Maintenance of downtown parking lots	5	4	3	2	1	9
08. Overall appearance of downtown including lighting, landscaping and planter boxes	5	4	3	2	1	9
09. Maintenance of city buildings	5	4	3	2	1	9
10. Snow removal on major city streets	5	4	3	2	1	9
11. Snow removal on neighborhood streets	5	4	3	2	1	9
12. Overall cleanliness of streets and other public areas	5	4	3	2	1	9
13. Maintenance of stormwater drainage system in your neighborhood	5	4	3	2	1	9

9. Which **THREE** of the maintenance services listed in Question 8 do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 8.]

1st: _____ 2nd: _____ 3rd: _____

10. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following Parks and Recreation facilities and services.

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of parks and equipment	5	4	3	2	1	9
02.	Number of walking and biking trails	5	4	3	2	1	9
03.	The number of parks	5	4	3	2	1	9
04.	Community centers	5	4	3	2	1	9
05.	Number of outdoor athletic fields	5	4	3	2	1	9
06.	Sunflower Hills Golf Course	5	4	3	2	1	9
07.	Swimming pool and spray parks	5	4	3	2	1	9
08.	Youth recreation programs	5	4	3	2	1	9
09.	Adult recreation programs	5	4	3	2	1	9
10.	Programs for seniors	5	4	3	2	1	9
11.	Skateboard parks	5	4	3	2	1	9
12.	Tennis courts	5	4	3	2	1	9
13.	Futsal courts	5	4	3	2	1	9
14.	Ease of registering for recreation programs	5	4	3	2	1	9
15.	Fees charged for recreation programs	5	4	3	2	1	9

11. Which THREE of the Parks and Recreation items listed in Question 10 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 10.]

1st: _____ 2nd: _____ 3rd: _____

12. Which of the following do you use to get information about the Unified Government? [Check all that apply.]

- | | |
|--|--------------------------------|
| ____(01) UGTV (Google Ch 41, Spectrum Ch 2) | ____(07) UG Public meetings |
| ____(02) The Citizen newsletter | ____(08) Local television |
| ____(03) ENews Source | ____(09) Local newspapers |
| ____(04) UG Website | ____(10) Neighborhood meetings |
| ____(05) Social media – Facebook, Twitter, YouTube | ____(11) Other: _____ |
| ____(06) Nextdoor | |

13. Which TWO of the methods listed in Question 12 are your PREFERRED ways of getting information about the Unified Government? [Write in your answers below using the numbers from the list in Question 12.]

1st: _____ 2nd: _____

14. The Unified Government uses social media to communicate information to the public. Please indicate whether you have used each of the following Unified Government social media resources. (Circle one answer per row)

Social Media Resource		Yes	No	Don't Know
1.	Facebook	1	2	9
2.	Twitter	1	2	9
3.	Instagram	1	2	9
4.	Nextdoor	1	2	9
5.	YouTube	1	2	9

14a. If you have used ANY of the Unified Governments social media services listed in Q14, please indicate whether you agree with the following statement: "The information I receive from the Unified Government social media keeps me informed about what is happening in Wyandotte County."

____(1) Agree ____ (2) Disagree ____ (9) Don't know

- 15. Unified Government Communication & Digital Services. Please rate your satisfaction with the following aspects of communication and digital services provided by the Unified Government using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	The availability of information about Unified Govt. programs and services	5	4	3	2	1	9
02.	Efforts to keep you informed about local issues	5	4	3	2	1	9
03.	The level of public involvement in local decision making	5	4	3	2	1	9
04.	Unified Government's website	5	4	3	2	1	9
05.	Unified Government's newsletter	5	4	3	2	1	9
06.	Unified Government's social media	5	4	3	2	1	9
07.	myWyco app – property taxes	5	4	3	2	1	9
08.	myWyco app – 3-1-1 service requests	5	4	3	2	1	9
09.	myWyco app – Municipal Court payments	5	4	3	2	1	9
10.	Online maps/DOT Maps	5	4	3	2	1	9

- 16. Please indicate whether each of the following is a major problem, minor problem, or not a problem in the neighborhood where you live.**

Issue	Major Problem	Minor Problem	Not a Problem	Don't Know
01. Crime	3	2	1	9
02. Drugs	3	2	1	9
03. Graffiti	3	2	1	9
04. Noise	3	2	1	9
05. Rundown buildings	3	2	1	9
06. Abandoned/junk vehicles	3	2	1	9
07. Vehicles parked on streets	3	2	1	9
08. Homelessness	3	2	1	9
09. Un-mowed lots	3	2	1	9
10. Illegal dumping	3	2	1	9
11. Roaming/loose animals	3	2	1	9

- 17. Enforcement of Codes and Ordinances in Your City. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following.**

Codes and Ordinances	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the clean-up of junk, trash, and debris (blight) city-wide	5	4	3	2	1	9
2. Enforcing the clean-up of junk, trash, and debris (blight), in your neighborhood	5	4	3	2	1	9
3. Enforcing the mowing and trimming of weeds on private and/or vacant property city-wide	5	4	3	2	1	9
4. Enforcing the mowing and trimming of weeds on private and/or vacant property in your neighborhood	5	4	3	2	1	9
5. Enforcing the maintenance of residential property (houses) in your neighborhood	5	4	3	2	1	9
6. Enforcing the maintenance of commercial/business property	5	4	3	2	1	9
7. Enforcing the removal of inoperable or junk cars in your neighborhood	5	4	3	2	1	9

- 18. Which THREE of the items listed in Question 17 do you think should receive the MOST EMPHASIS from government leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 17.]**

1st: _____ 2nd: _____ 3rd: _____

19. Please indicate how you feel about the current quality of life in your neighborhood.

- ☐ (1) Never been better ☐ (3) About the same as it has always been ☐ (5) Never been worse
☐ (2) Getting better ☐ (4) Getting worse ☐ (9) Don't know

20. Some items that may influence your perception of Wyandotte County are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall image of Wyandotte County	5	4	3	2	1	9
2. How well Wyandotte County is planning for and managing growth and development	5	4	3	2	1	9
3. Overall quality of life in Wyandotte County	5	4	3	2	1	9
4. Overall appearance of Wyandotte County	5	4	3	2	1	9
5. Overall feeling of safety in Wyandotte County	5	4	3	2	1	9
6. Overall quality of City and County services	5	4	3	2	1	9
7. Appearance of commercial areas where you shop/do business within Wyandotte County	5	4	3	2	1	9
8. The overall value you receive for the city/county taxes and fees that you pay	5	4	3	2	1	9

Stormwater Issues. The U.S. Environmental Protection Agency (EPA) has mandated that local governments pay for the cost of separating stormwater runoff and the water we use in our homes. This will require the Unified Government to financially plan for this additional expense. Knowing this, please answer Questions 21-22.

21. How important do you think it is for the Unified Government to manage stormwater runoff to help protect the quality of water in lakes and streams?

- ☐ (1) Very important ☐ (2) Important ☐ (3) Not sure ☐ (4) Not important

22. Which of the following BEST reflects the way you think stormwater fees should be paid?

- ☐ (1) All property owners should pay the same rate
☐ (2) Property owners who generate more runoff (e.g. those with large paved parking areas) should pay more per square foot owned than those who generate less runoff (e.g. a single family home)
☐ (9) Don't know

23. Previous surveys have identified increased dissatisfaction with parks and recreation.

One option to pay for parks and recreation programs and projects is with sales taxes. Sales taxes are paid by all outside visitors who shop in Wyandotte County as well as residents of the County. Parks and recreation projects to be funded are those identified in the Parks and Recreation Master Plan.

How supportive would you be to have an additional sales tax for parks and recreation programs and projects?

- ☐ (1) Very supportive ☐ (2) Somewhat supportive ☐ (3) Not sure ☐ (4) Not supportive

23a. If you are NOT SUPPORTIVE, why not?

24. Do you live in Edwardsville? ☐ (1) Yes [Skip to Q25.] ☐ (2) No [Answer Q24a.]

The Unified Government currently allows residents to place their trash at the curb in bags, bundles, and recycling bins. To provide better service, encourage more consistent collection, and improve the cleanliness of the community, the Unified Government could switch to a cart-based system where roller carts are provided for trash and for recycling.

24a. How supportive would you be of having the Unified Government begin using a "cart-based" system for trash pick-up?

- ☐ (1) Very supportive ☐ (2) Somewhat supportive ☐ (3) Not sure ☐ (4) Not supportive

25. The Unified Government has a residency policy which states that employees of the Unified Government must have their permanent residence within Wyandotte County. This policy has been in place for over three decades.

How supportive are you of this residency policy for all Unified Government employees?

____(1) Very supportive ____ (2) Somewhat supportive ____ (3) Not sure ____ (4) Not supportive

25a. If you are NOT SUPPORTIVE, why not?

26. **Rating of Unified Government Employees.** Using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the Unified Government employees.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1.	I get the answers I need when I visit/call the Unified Government	5	4	3	2	1	9
2.	When I ask a Unified Government employee for something, they either provide the answer I need or find someone who can	5	4	3	2	1	9
3.	When I ask different Unified Government employees the same question, I get the same answer	5	4	3	2	1	9

27. The Kansas City Kansas Community College (KCKCC) is funded with a portion of Wyandotte County taxpayer real property tax payments. On average, 16% of your real property tax payment funds KCKCC operations.

Indicate your level of satisfaction with an average of 16% of your property tax payment funding KCKCC.

____(1) Paying Too Much ____ (2) Neutral, paying the right amount ____ (3) Paying Too Little

28. In 2019 the Unified Government began requiring all property owners to mow or trim the right-of-way on their property up to any publicly-owned property (e.g. streets) in all areas of the city. The goal of this change is to improve the appearance along streets and roads in our community but also to allow the Unified Government to focus resources on other public work duties (e.g. curb replacement, street improvements, and increased pothole patching).

28a. How supportive are you of the Unified Government policy of property owners maintaining their right-of-way?

____(1) Very Supportive ____ (2) Somewhat Supportive ____ (3) Not Sure ____ (4) Not Supportive

28b. If you are not supportive of this policy what is the main reason you think the Unified Govt. should maintain right-of-ways?

DEMOGRAPHICS

29. Approximately how many years have you lived in Kansas City, KS or Wyandotte County?

_____ years

30. What is your age? _____ years

31. Including yourself, how many persons in your household are...

Under age 5: _____ Ages 15-19: _____ Ages 35-44: _____ Ages 65-74: _____
 Ages 5-9: _____ Ages 20-24: _____ Ages 45-54: _____ Ages 75+: _____
 Ages 10-14: _____ Ages 25-34: _____ Ages 55-64: _____

32. **Do you own or rent your current residence?** ____ (1) Own ____ (2) Rent
33. **Are you or other members of your household of Hispanic or Latino ancestry?**
____ (1) Yes ____ (2) No
34. **Which of the following best describes your race?**
____ (1) African American/Black ____ (4) White
____ (2) American Indian or Alaska Native ____ (5) Other: _____
____ (3) Asian, Hawaiian, or other Pacific Islander
35. **Would you say your total household income is...**
____ (1) Under \$30,000 ____ (2) \$30,000 to \$59,999 ____ (3) \$60,000 to \$99,999 ____ (4) \$100,000 or more
36. **Your gender:** ____ (1) Male ____ (2) Female

This concludes the survey – Thank you for your time!

Please return your survey in the postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thank you.