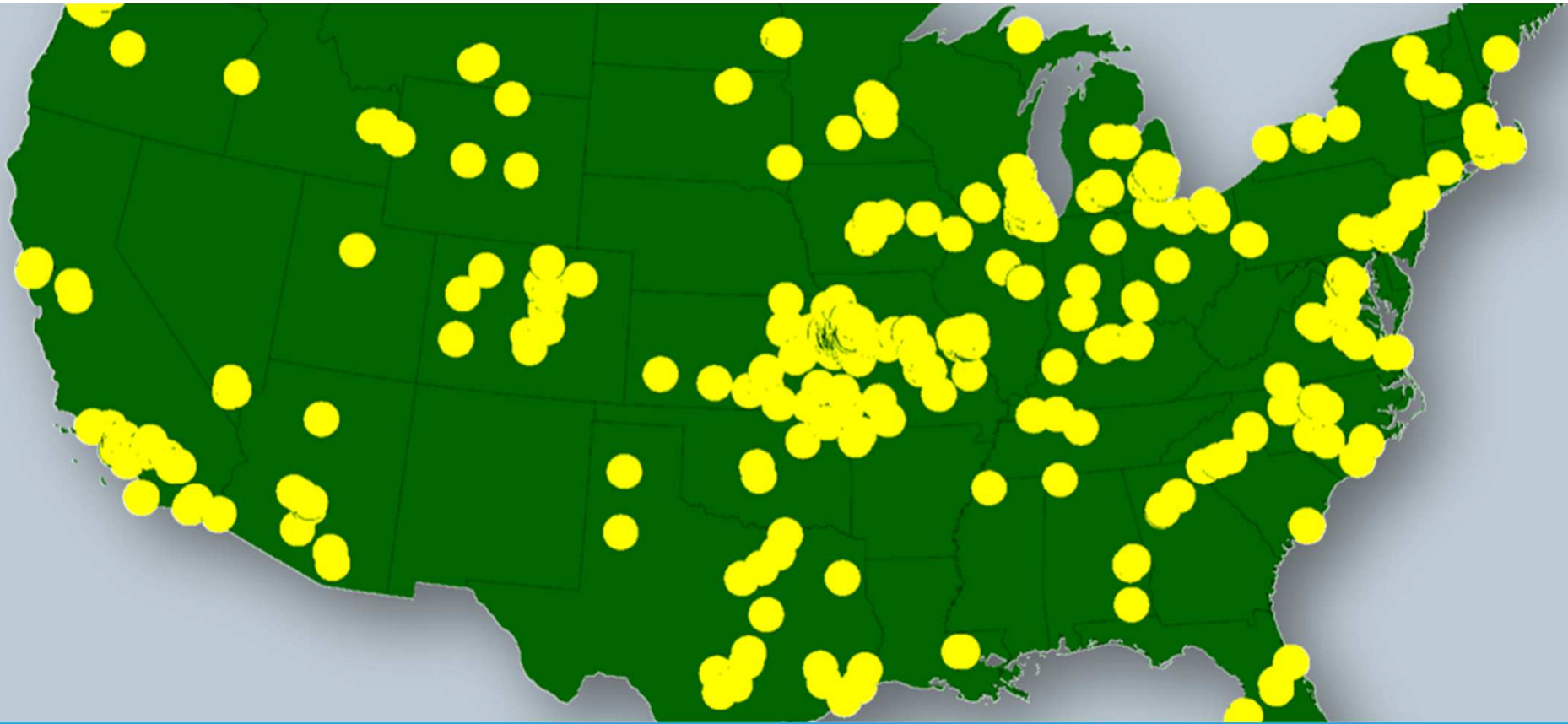


Community Survey Findings



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A National Leader in Market Research for Local Governmental Organizations

More than 2,500,000 Persons Surveyed Since 2009 in more than 950 cities in 49 states

Helping organizations make better decisions

Agenda

Purpose, Methodology, and Demographics

Summary of Major Findings

Summary

Questions

Purpose

To gather objective feedback from a statistically representative sample of residents about a wide range of issues related to the delivery of city and county government services

To gather input from residents to help set budget priorities for the Unified Government

To objectively assess service performance over time

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Methodology

Survey Description

- A core set of questions, including district specific questions

Method of Administration

- By mail and online to a random sample of households
- Sample was stratified to ensure the completion of at least 300 surveys in each of the County's 8 Districts and at least 30 surveys from each neighborhood area

Sample Size

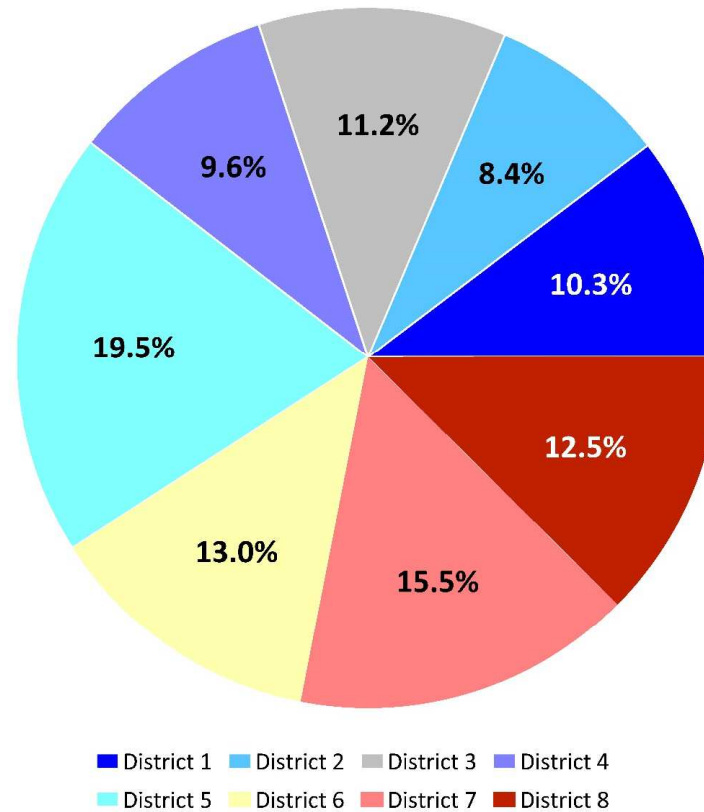
- **Goal:** 2,400 surveys
- **Actual:** 4,313 surveys

Margin of Error

- +/- 1.5% at the 95% level of confidence
- 

Commission District Respondents

by percentage of persons in the household



Source: ETC Institute (2020)

Overall Results Were Weighted By District to Ensure that Input from Each District Was Equally Valued

MAJOR FINDINGS

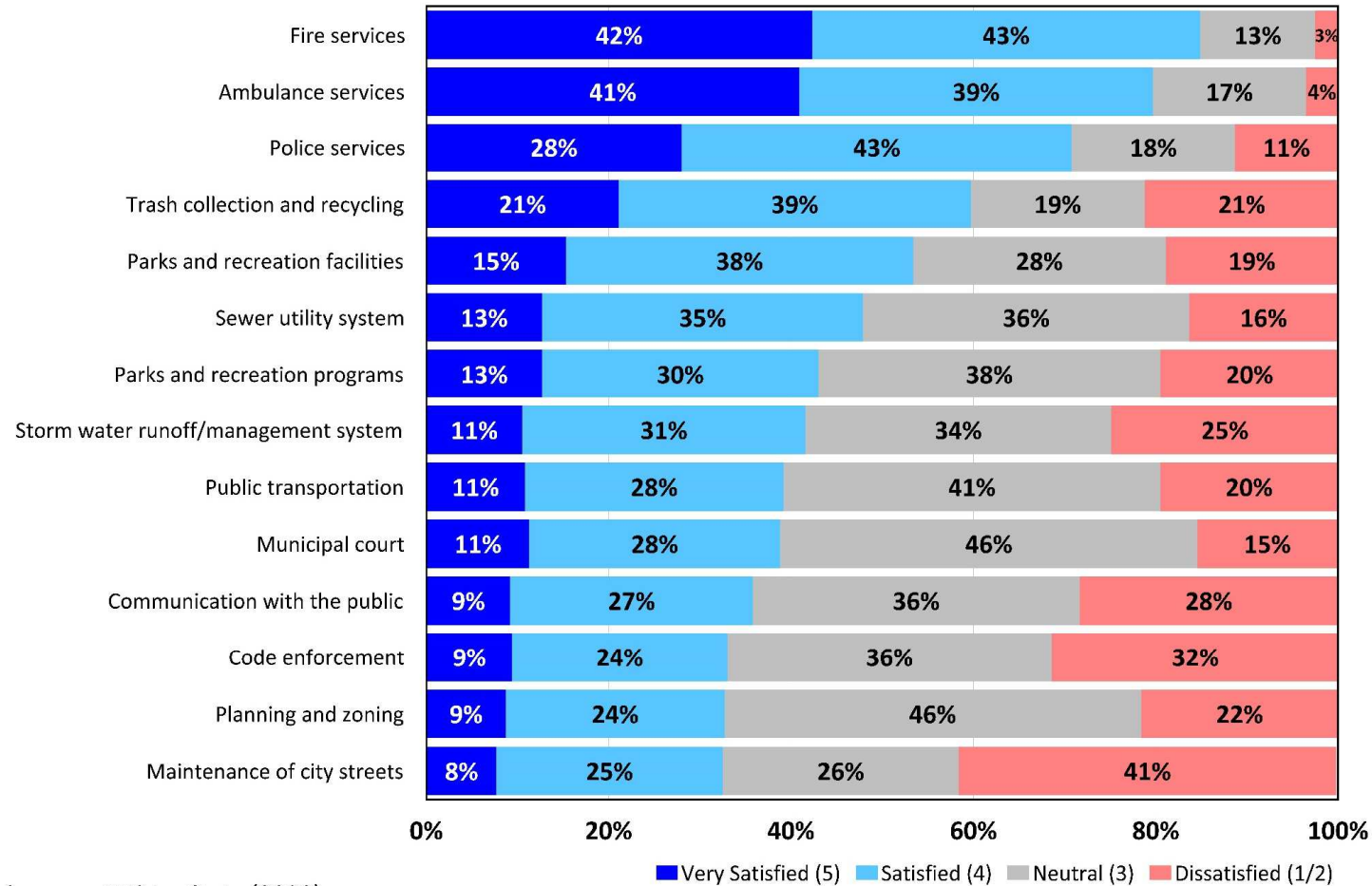
Neighborhood and Community Services

MAJOR FINDINGS



Q1. Satisfaction With Neighborhood/Community Services

by percentage of respondents (excluding don't knows)



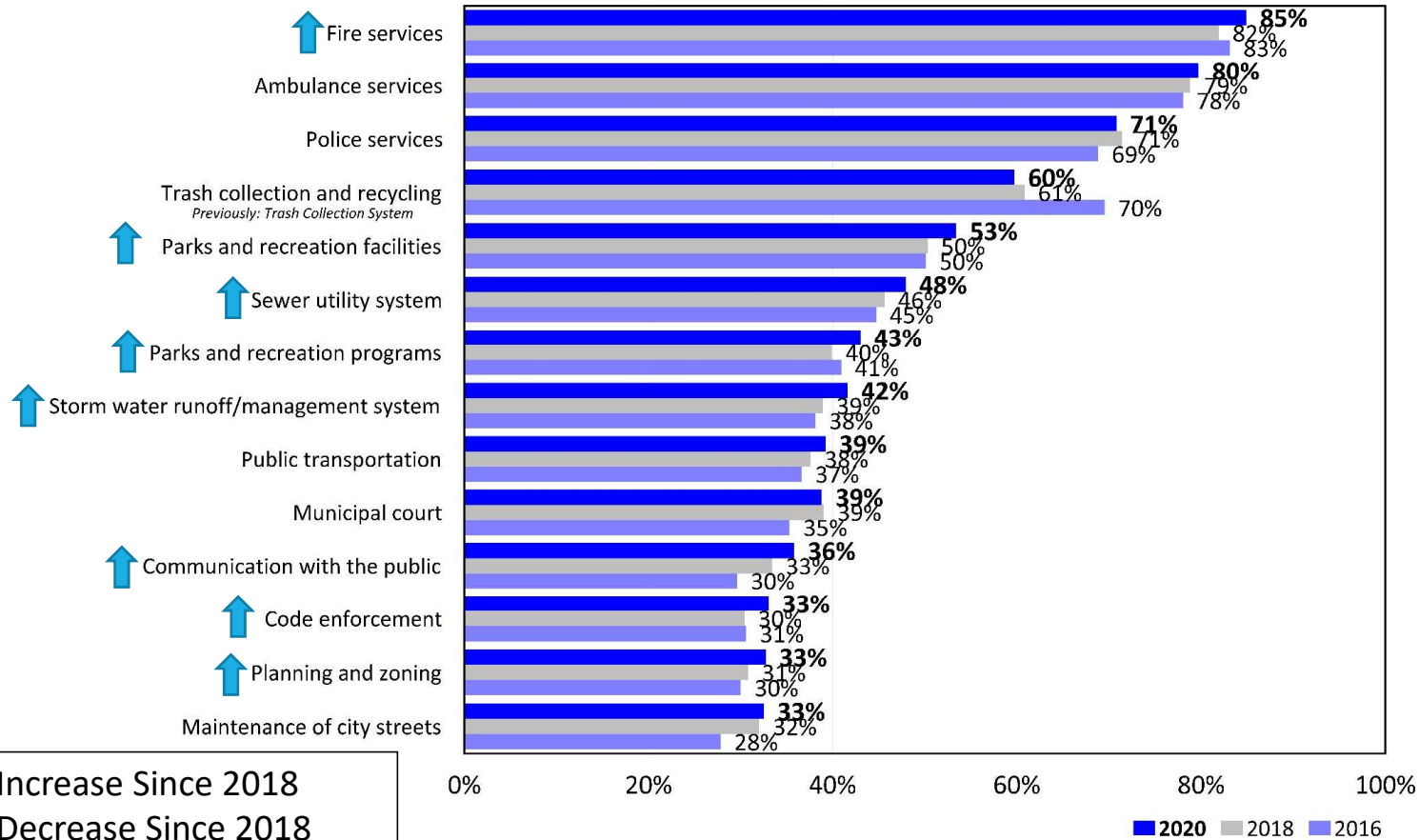
Source: ETC Institute (2020)

Fire & Ambulance Services Were the Best Rated Services; Maintenance of Streets Was Lowest

Satisfaction With Neighborhood/Community Services

Trends: 2020, 2018, and 2016

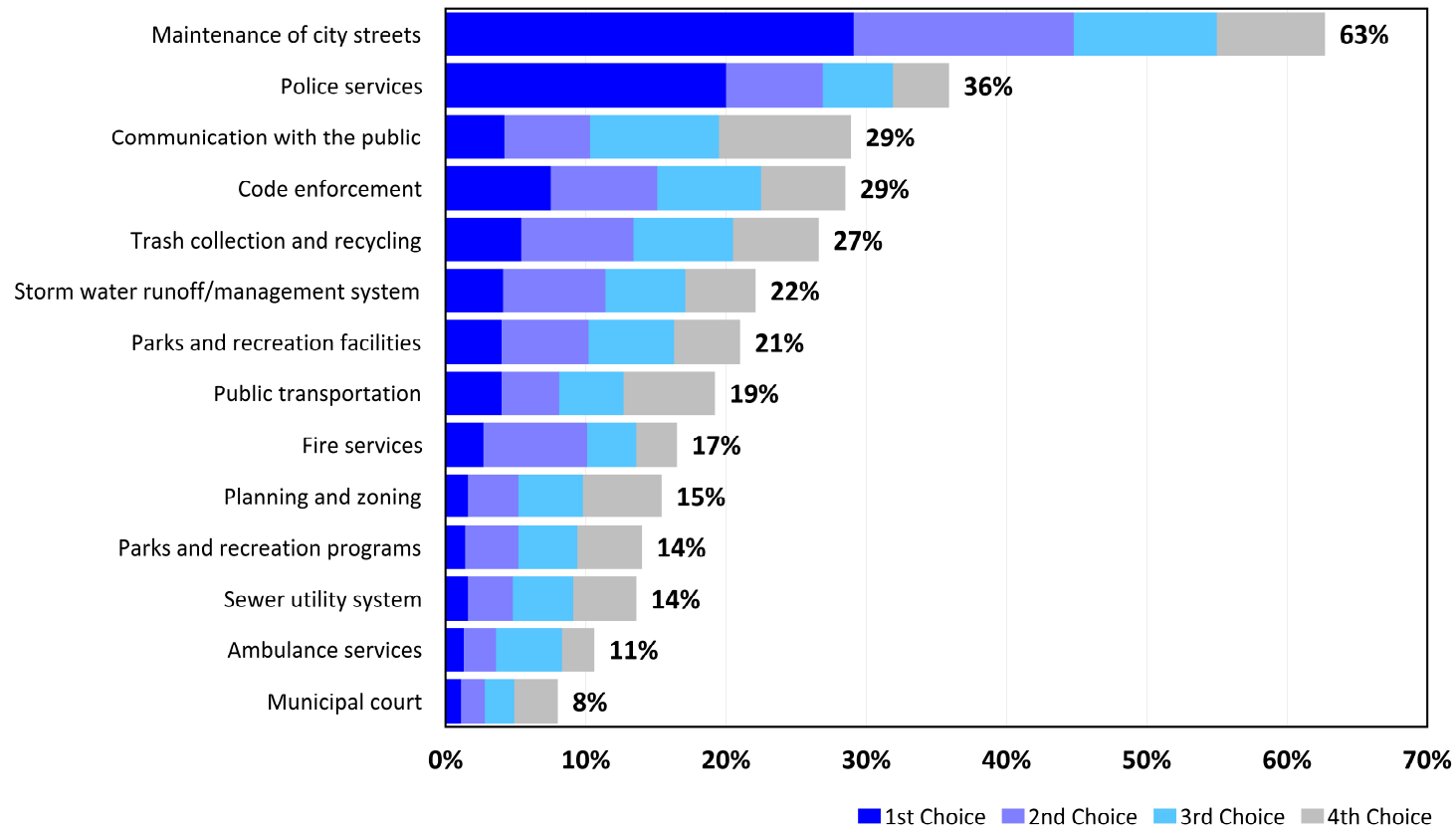
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Ratings for 13 of 14 Services Have Increased Since 2016

Q2. Neighborhood and Community Services That Should Receive the Most Emphasis For Improvement Over the Next 2 Years

by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2020)

Maintenance of Streets Is the Top Priority for Improvement

Priorities for Improving Neighborhood/Community Services by District

Rank	Overall Priorities	# of Districts in Top 5	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8
1st	Maintenance of City streets	8	Maintenance of City streets	Maintenance of City streets	Maintenance of City streets	Maintenance of City streets	Maintenance of City streets	Maintenance of City streets	Maintenance of City streets	Maintenance of City streets
2nd	Police services	8	Communication with the public	Police services	Police services	Police services	Police services	Police services	Police services	Police services
3rd	Communication with the public	8	Police services	Communication with the public	Storm water runoff/mgmt system	Code enforcement	Trash collection & recycling	Code enforcement	Communication with the public	Code enforcement
4th	Code enforcement	7	Code enforcement	Code enforcement	Code enforcement	Trash collection & recycling	Parks & recreation facilities	Communication with the public	Code enforcement	Communication with the public
5th	Trash collection & recycling	5	Trash collection & recycling	Trash collection & recycling	Communication with the public	Communication with the public	Communication with the public	Storm water runoff/mgmt system	Parks & recreation facilities	Trash collection & recycling

Maintenance of City Streets Is the Top Priority in All 8 Districts

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
Maintenance of city streets	63%	1	33%	14	0.4232	1
Code enforcement	29%	4	33%	12	0.1910	2
Communication with the public	29%	3	36%	11	0.1855	3
Storm water runoff/management system	22%	6	42%	8	0.1291	4
Public transportation	19%	8	39%	9	0.1167	5
Trash collection and recycling	27%	5	60%	4	0.1072	6
Police services	36%	2	71%	3	0.1048	7
Planning and zoning	15%	10	33%	13	0.1036	8
Parks and recreation facilities	21%	7	53%	5	0.0979	9
Parks and recreation programs	14%	11	43%	7	0.0798	10
Sewer utility system	14%	12	48%	6	0.0709	11
Municipal court	8%	14	39%	10	0.0490	12
Fire services	17%	9	85%	1	0.0249	13
Ambulance services	11%	13	80%	2	0.0215	14

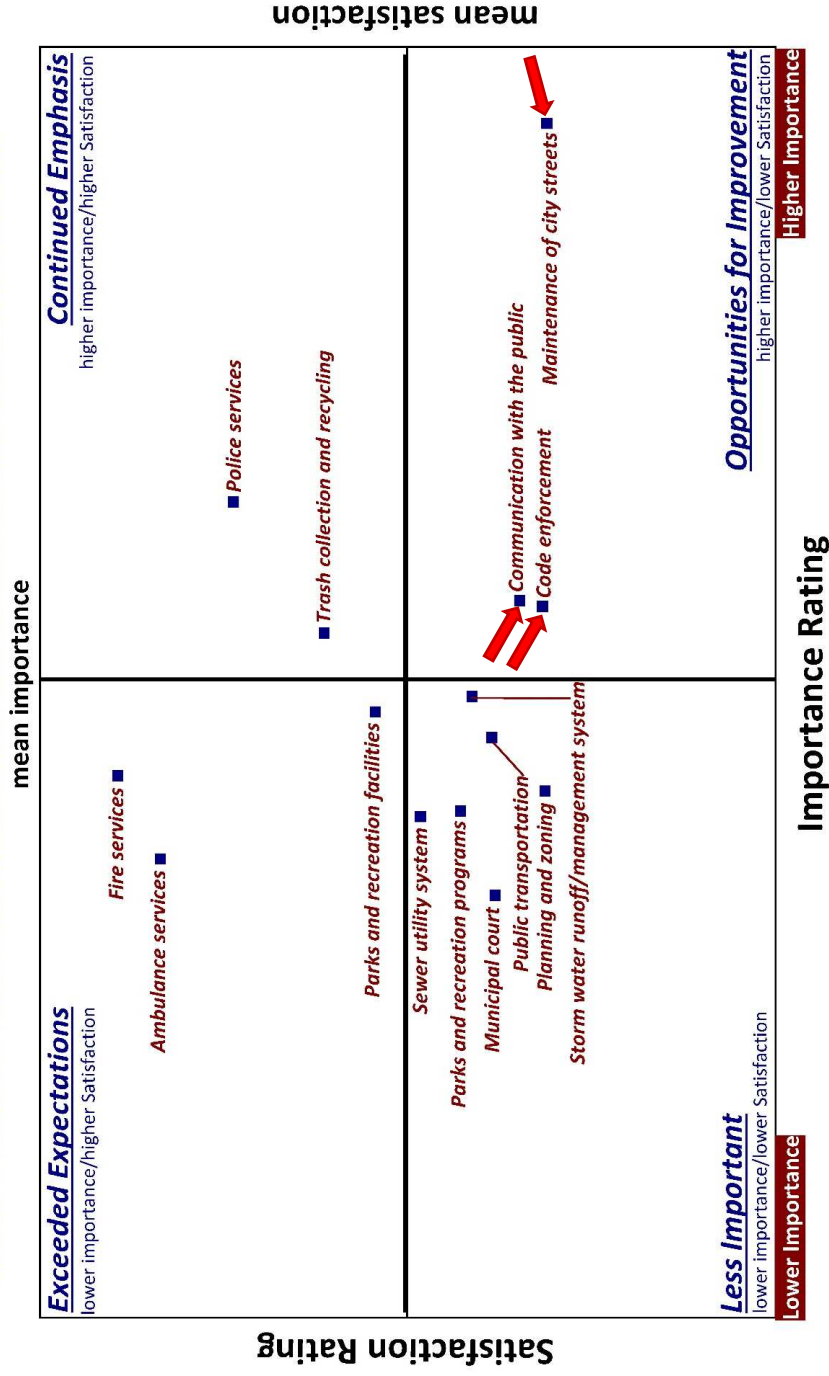
Greatest Opportunities for Improvement: I-S Rating Above 0.15

2020 Unified Government Community Survey

Importance-Satisfaction Assessment Matrix

-Neighborhood and Community Services

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

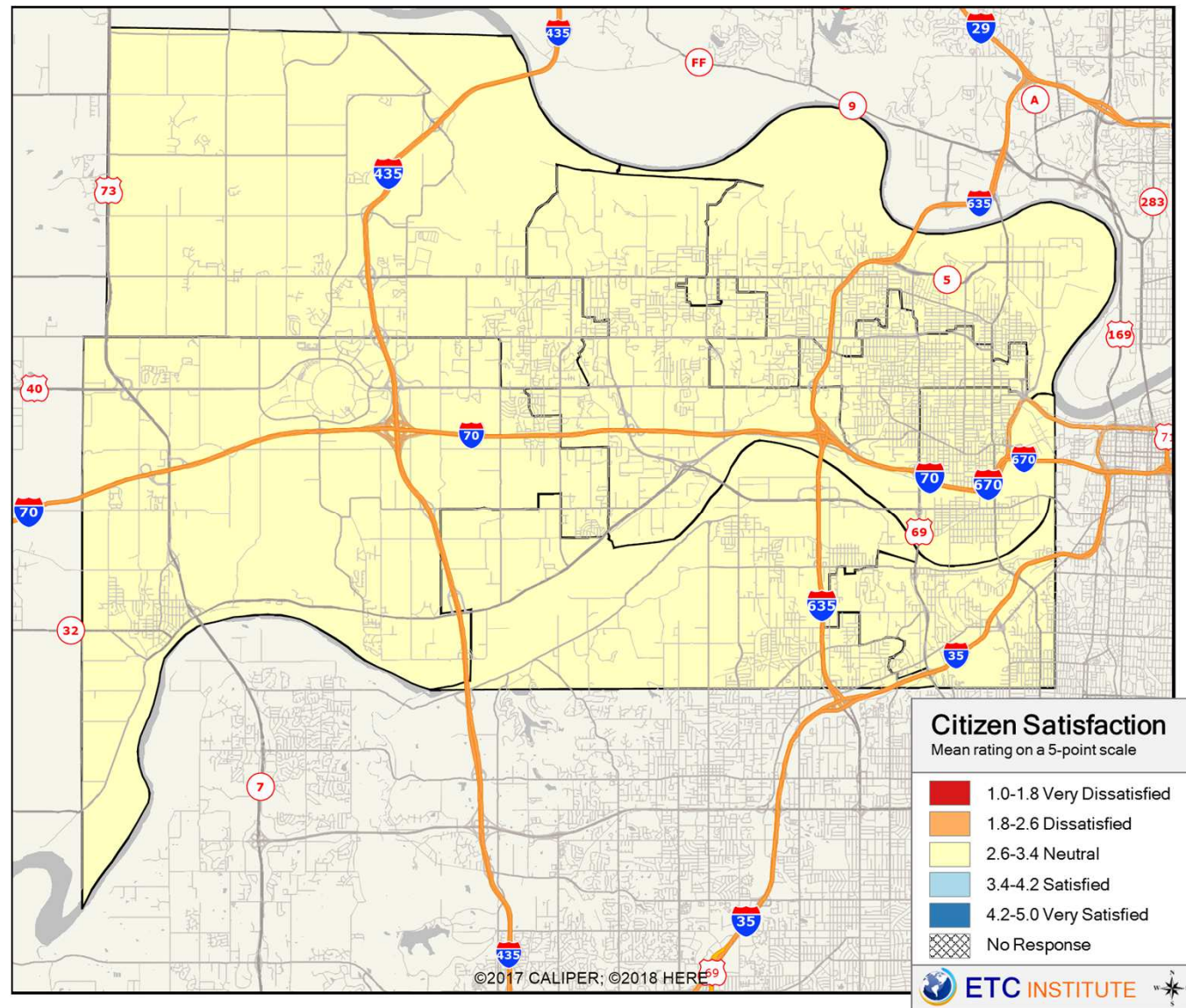


Source: ETC Institute (2020)

Maintenance of City Streets

This item was determined to be the top priority for improvement based on the Importance-Satisfaction Analysis

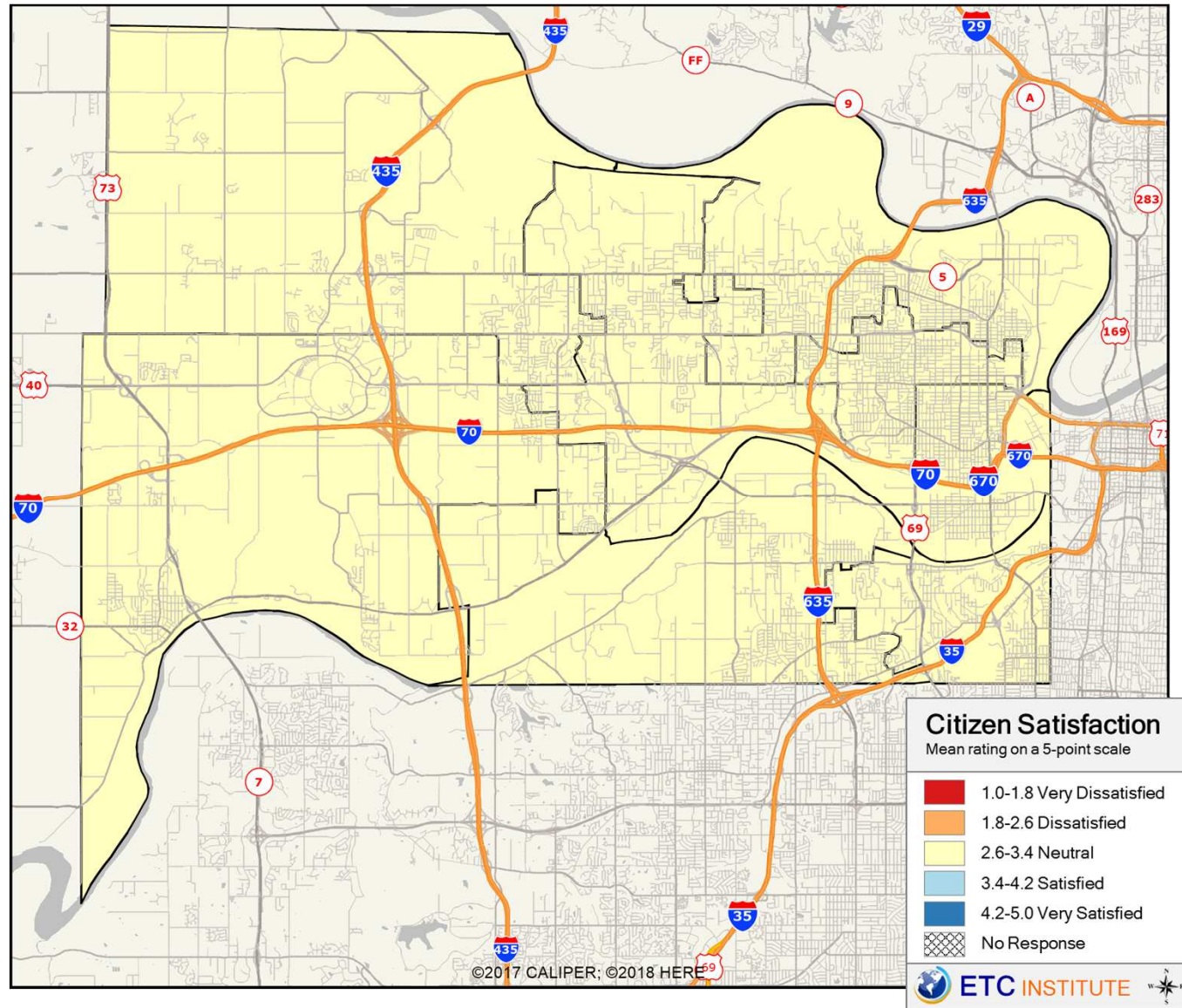
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Code Enforcement

This item was determined to be the second highest priority for improvement based on the Importance-Satisfaction Analysis

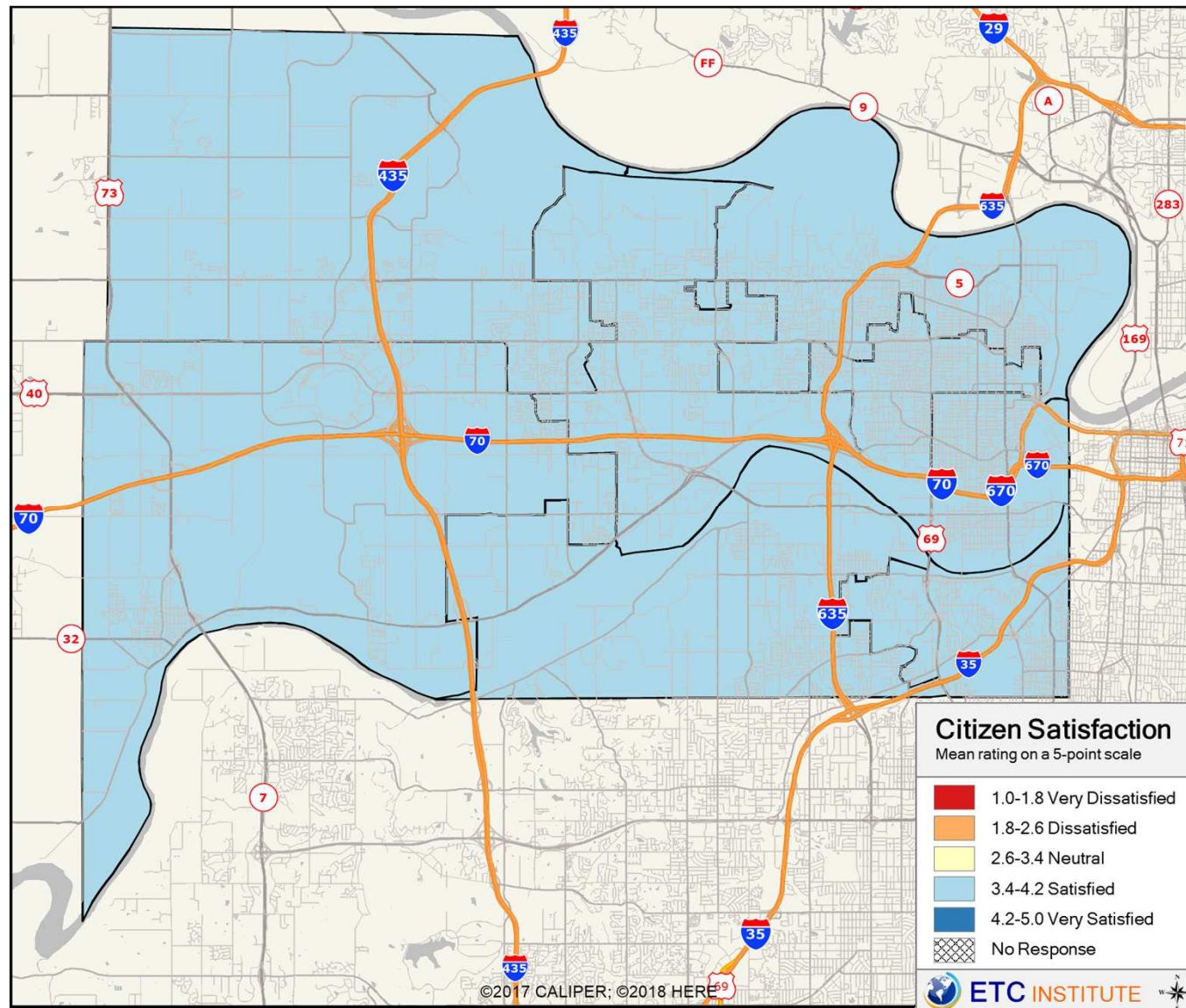
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Communication with the Public

This item was determined to be the third highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in blue indicate higher levels of satisfaction

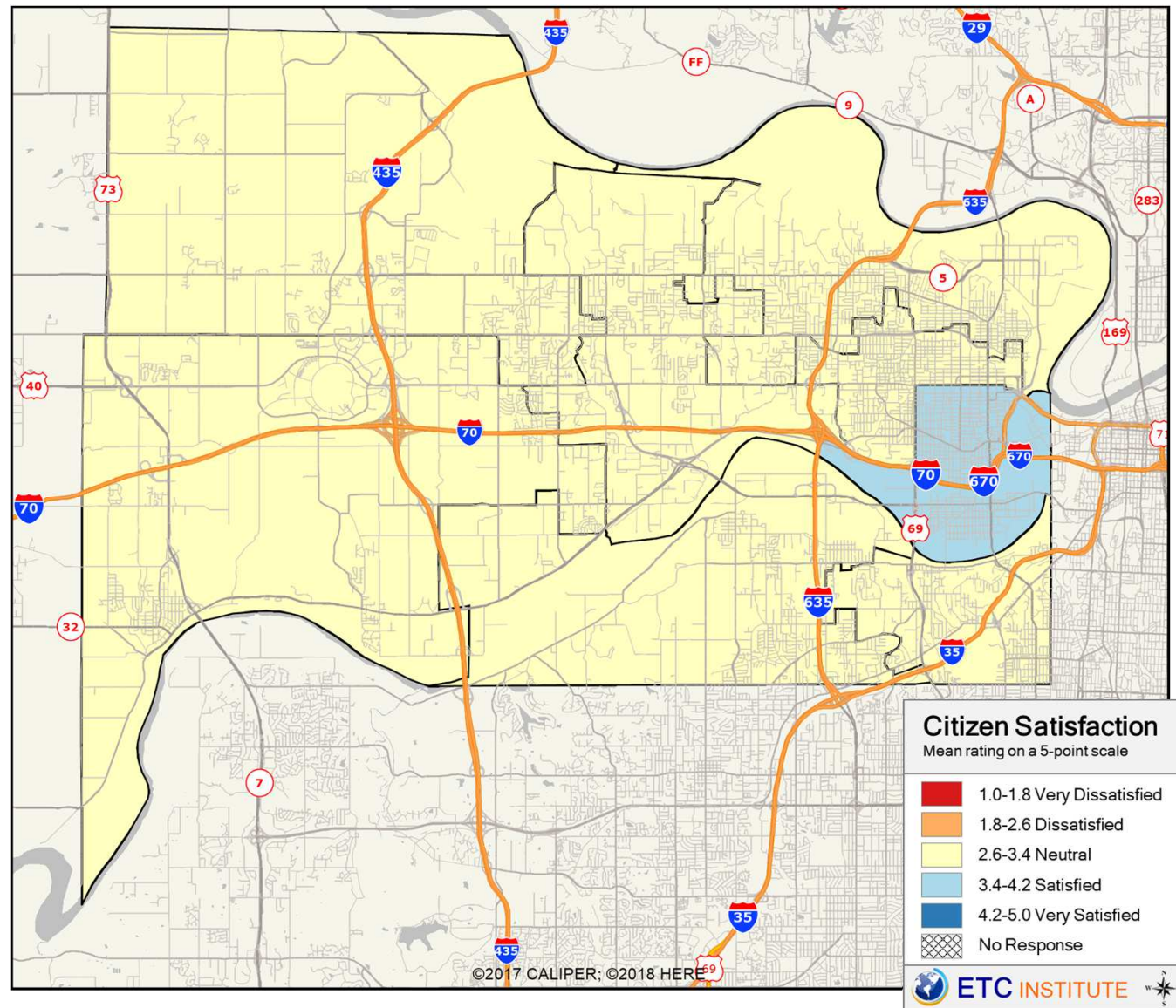


Stormwater Runoff

This item was determined to be the fourth highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement

Areas in blue indicate higher levels of satisfaction

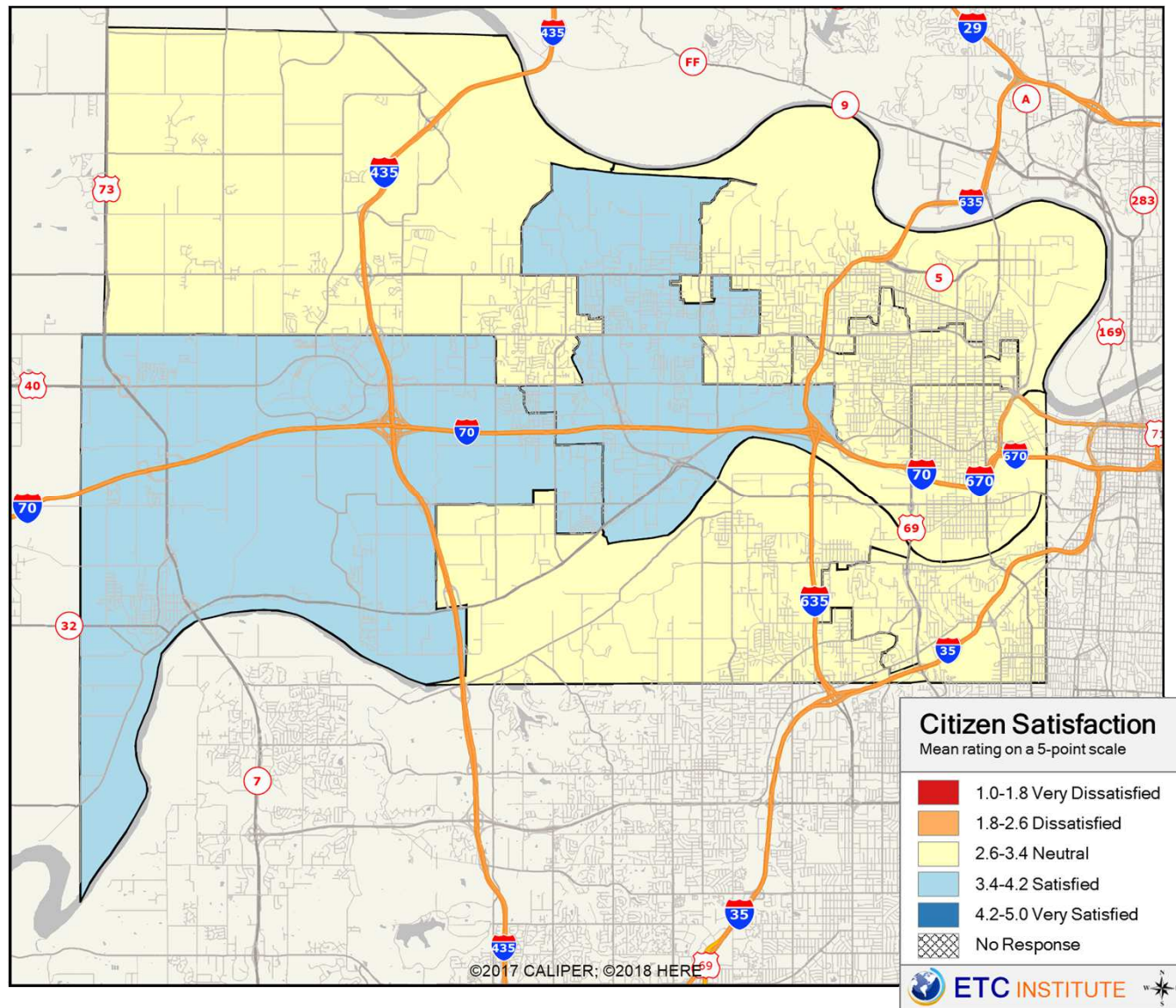


Public Transportation

This item was determined to be the fifth highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement

Areas in blue indicate higher levels of satisfaction



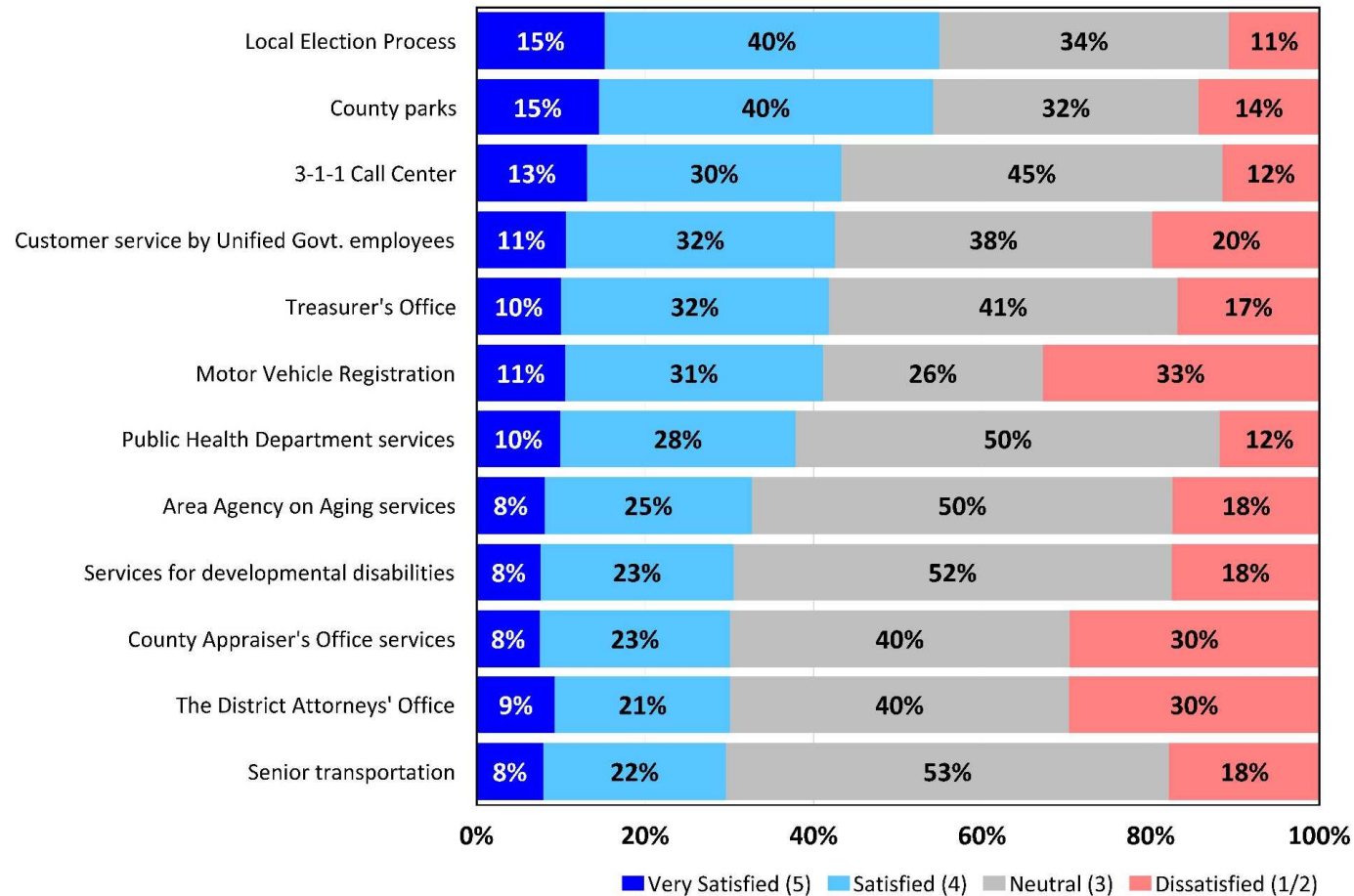
County Level Services

MAJOR FINDINGS



Q3. Satisfaction With County Level Services

by percentage of respondents (excluding don't knows)



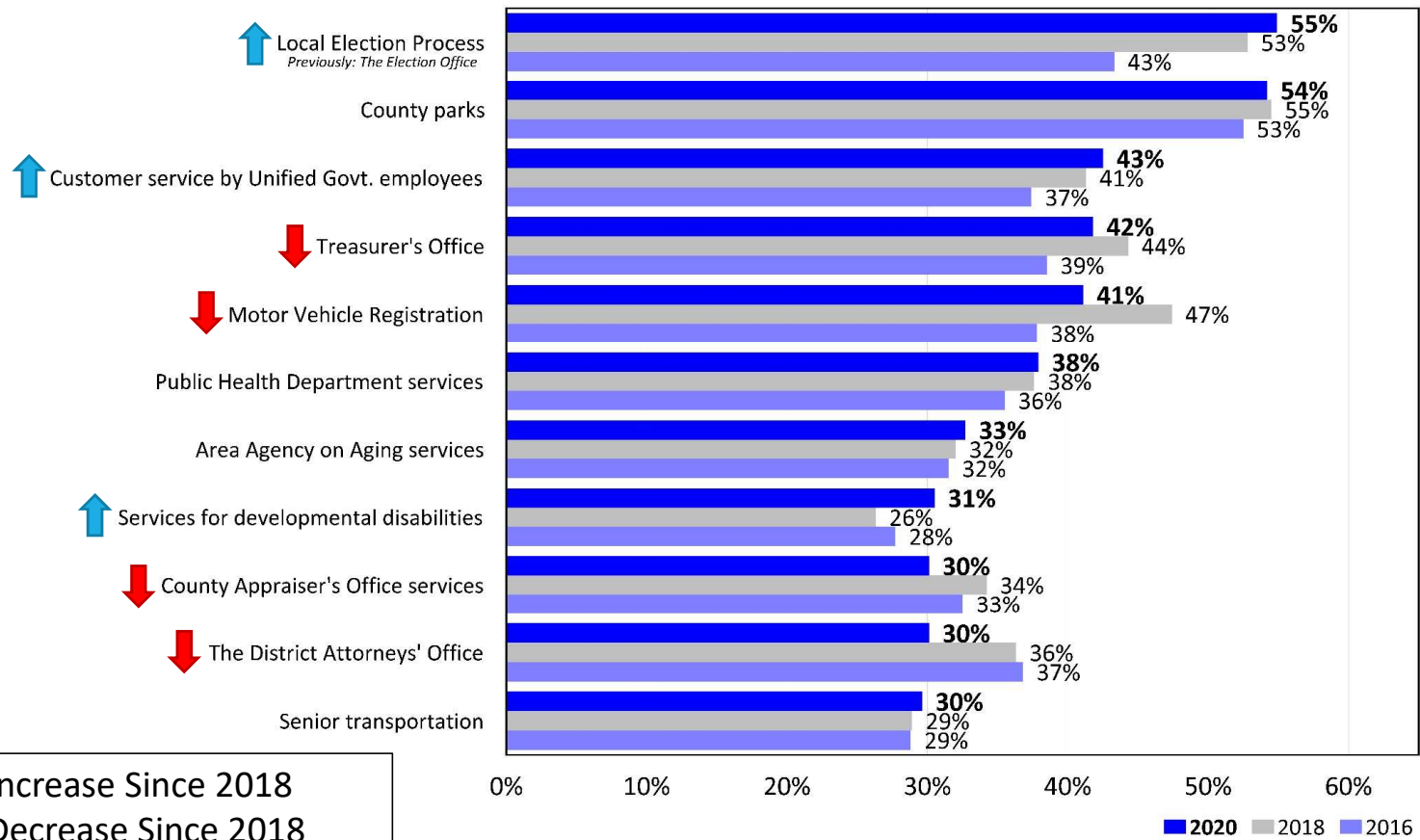
Source: ETC Institute (2020)

Local Elections Has the Most Satisfaction; Motor Vehicles Has the Most Dissatisfaction

Satisfaction With County Level Services

Trends: 2020, 2018, and 2016

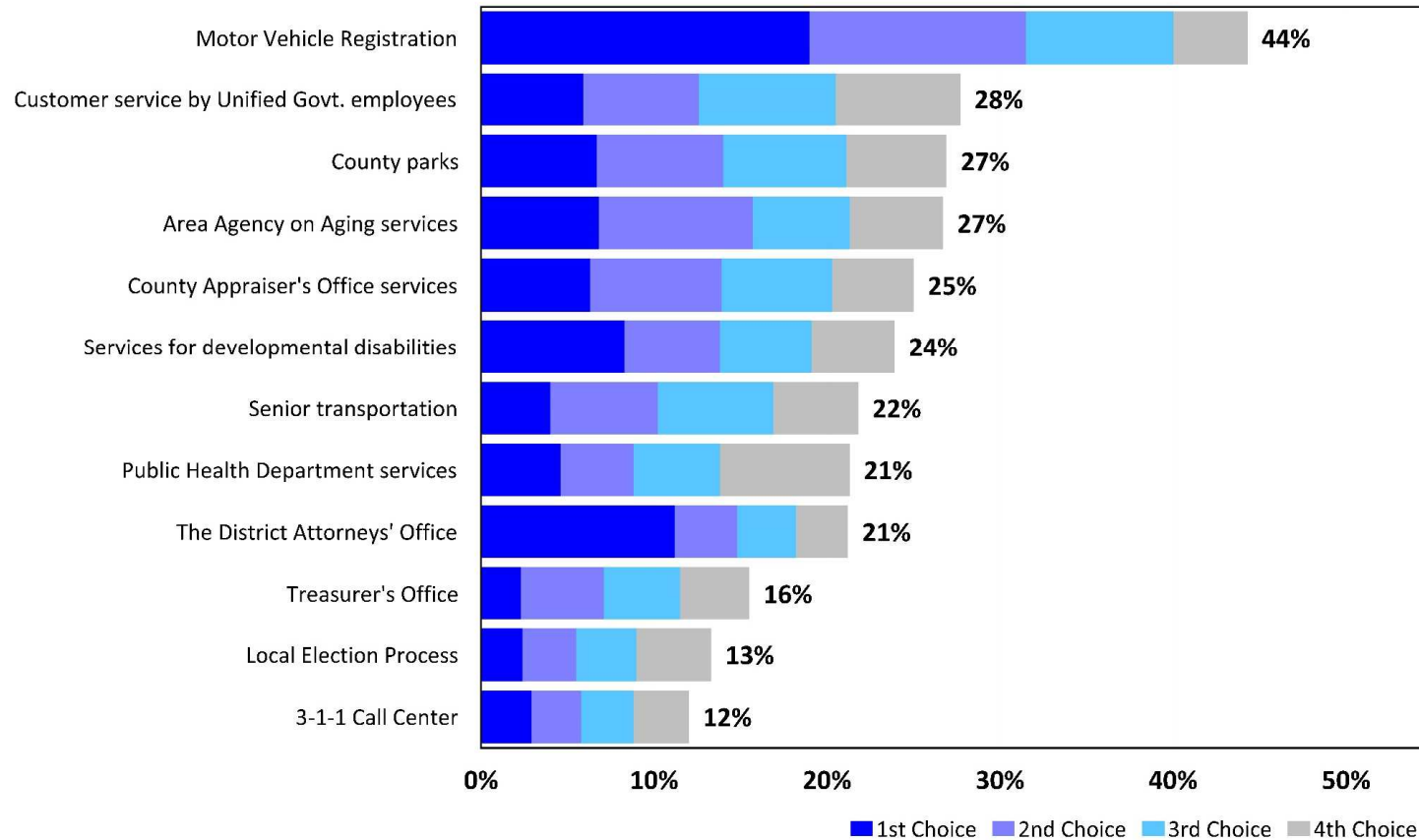
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Ratings for 9 of 11 Services Have Increased Since 2016

Q4. County Level Services That Should Receive the Most Emphasis For Improvement Over the Next 2 Years

by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2020)

Motor Vehicle Registration Is the Top County Level Service Priority for Improvement

Priorities for Improving County Services by District

Rank	Overall Priorities	# of Districts in Top 5	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8
1st	Motor Vehicle Registration	8	Motor Vehicle Registration	Motor Vehicle Registration	Motor Vehicle Registration	Motor Vehicle Registration	Motor Vehicle Registration	Motor Vehicle Registration	Motor Vehicle Registration	Motor Vehicle Registration
2nd	Customer Service	8	Area Agency on aging services	Customer Service	Area Agency on aging services	Customer Service	District Attorneys' Office	County parks	Area Agency on aging services	Customer Service
3rd	County parks	6	Services for developmental disabilities	Public Health Department services	Customer Service	Services for developmental disabilities	County Appraiser's Office services	County Appraiser's Office services	County Appraiser's Office services	Area Agency on aging services
4th	Area Agency on aging services	6	Customer Service	Area Agency on aging services	County parks	County parks	County parks	Customer Service	Customer Service	County parks
5th	County Appraiser's Office services	3	Senior transportation	Services for developmental disabilities	Services for developmental disabilities	Public Health Department services	Customer Service	Area Agency on aging services	County parks	Services for developmental disabilities

Motor Vehicle Registration Is the Top County Level Service Priority in All 8 Districts

2020 Importance-Satisfaction Rating

Kansas City, Kansas & Wyandotte County Community Survey

County Level Services

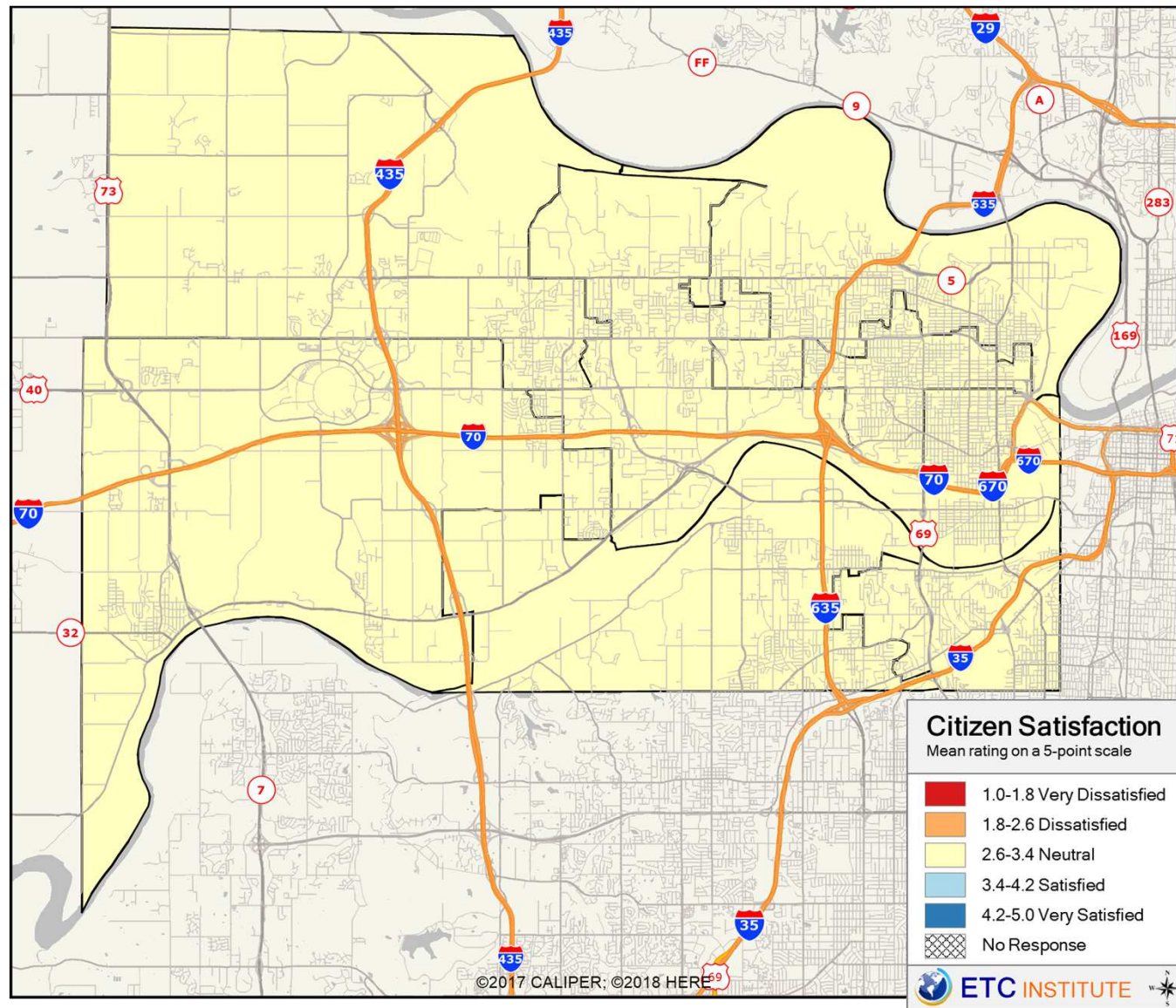
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Motor Vehicle Registration	44%	1	41%	6	0.2609	1
Area Agency on Aging services	27%	4	33%	8	0.1797	2
County Appraiser's Office services	25%	5	30%	10	0.1748	3
Services for developmental disabilities	24%	6	31%	9	0.1661	4
Customer service by Unified Govt. employees	28%	2	43%	4	0.1593	5
Senior transportation	22%	7	30%	12	0.1535	6
The District Attorneys' Office	21%	9	30%	11	0.1482	7
Public Health Department services	21%	8	38%	7	0.1323	8
County parks	27%	3	54%	2	0.1232	9
Treasurer's Office	16%	10	42%	5	0.0902	10
3-1-1 Call Center	12%	12	43%	3	0.0680	11
Local Election Process	13%	11	55%	1	0.0600	12

Greatest Opportunities for Improvement: I-S Rating Above 0.15

Motor Vehicle Registration

This item was determined to be the top priority for improvement based on the Importance-Satisfaction Analysis

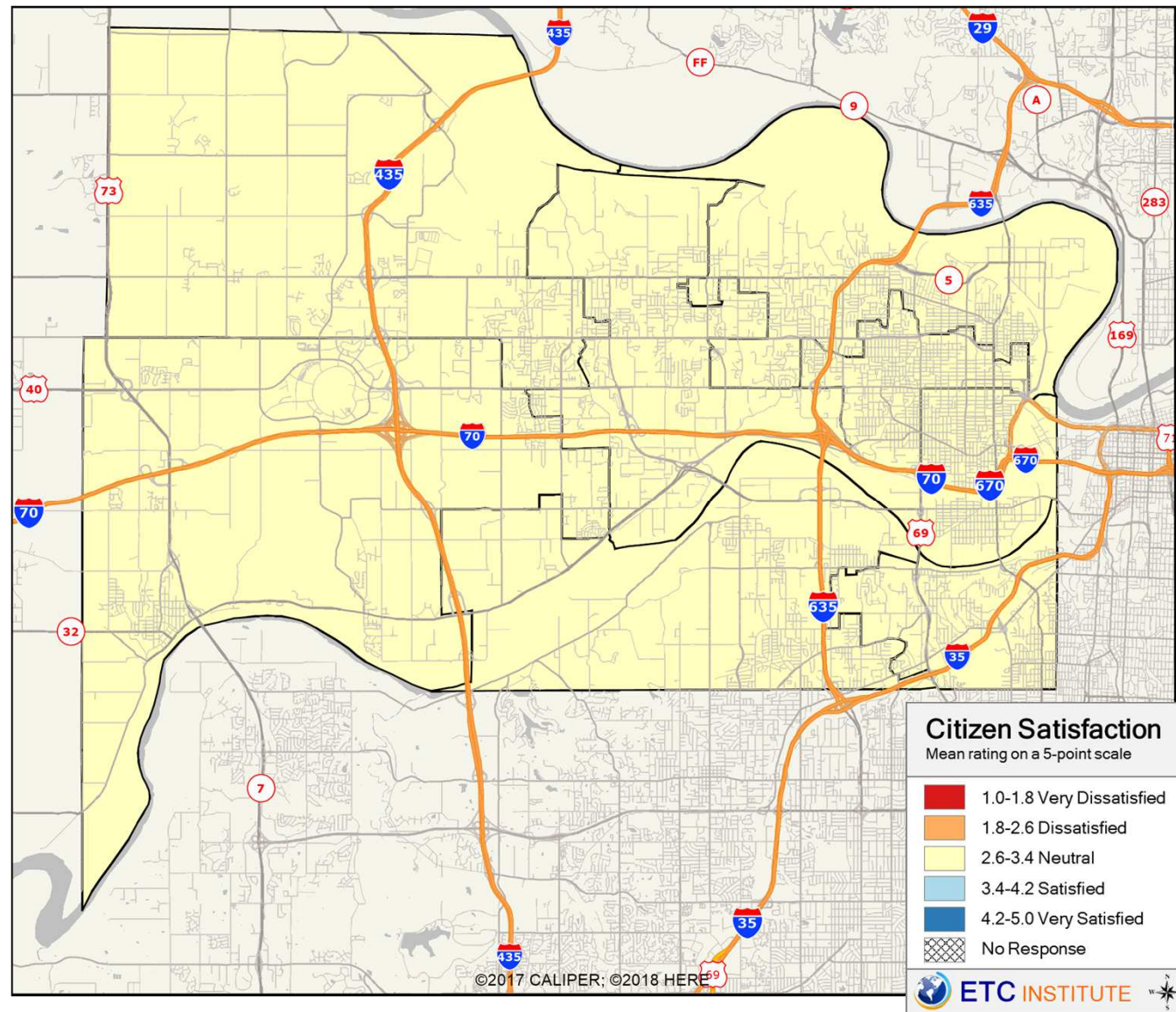
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Area Agency on Aging Services

This item was determined to be the second highest priority for improvement based on the Importance-Satisfaction Analysis

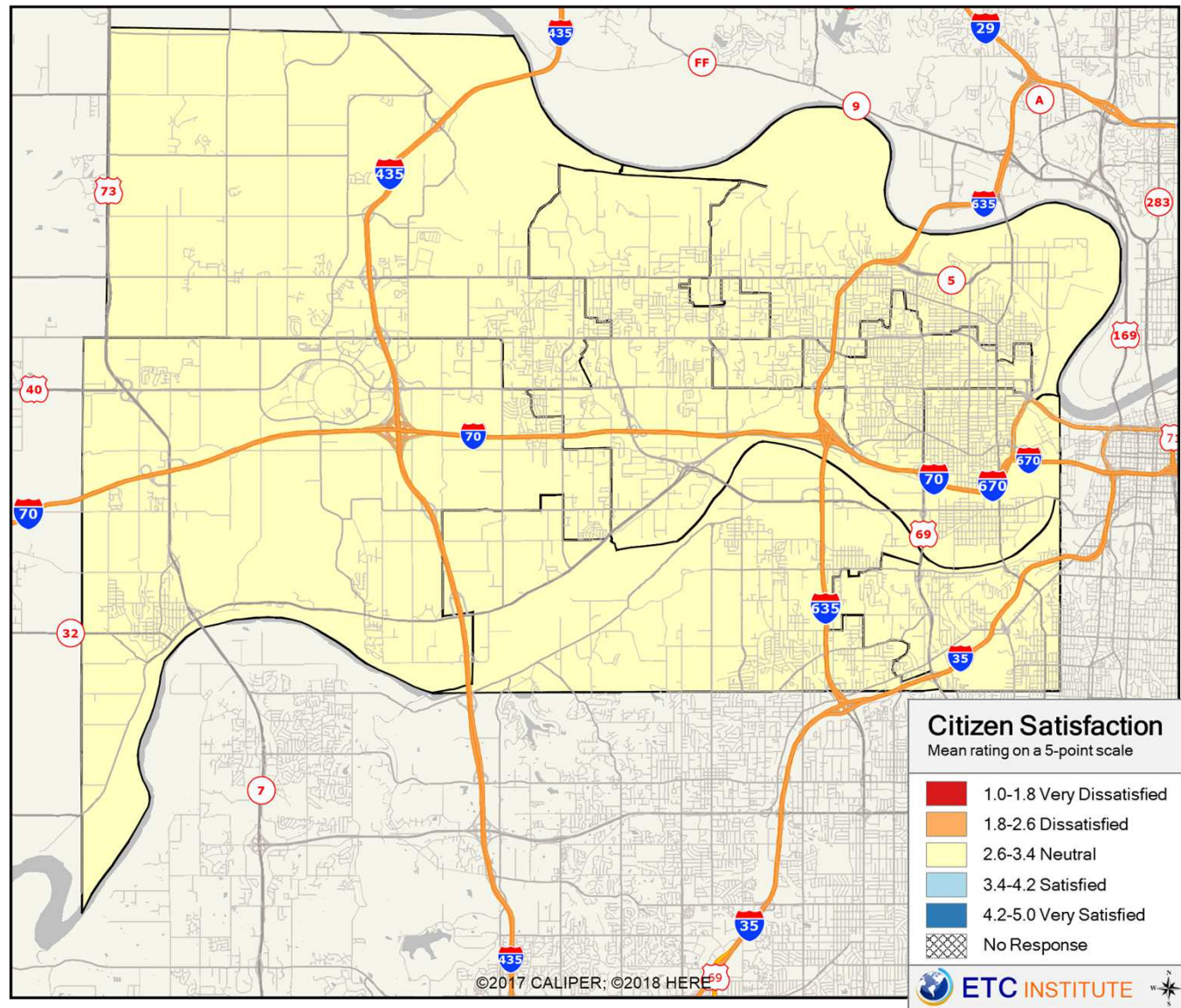
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



County Appraiser's Office Services

This item was determined to be the third highest priority for improvement based on the Importance-Satisfaction Analysis

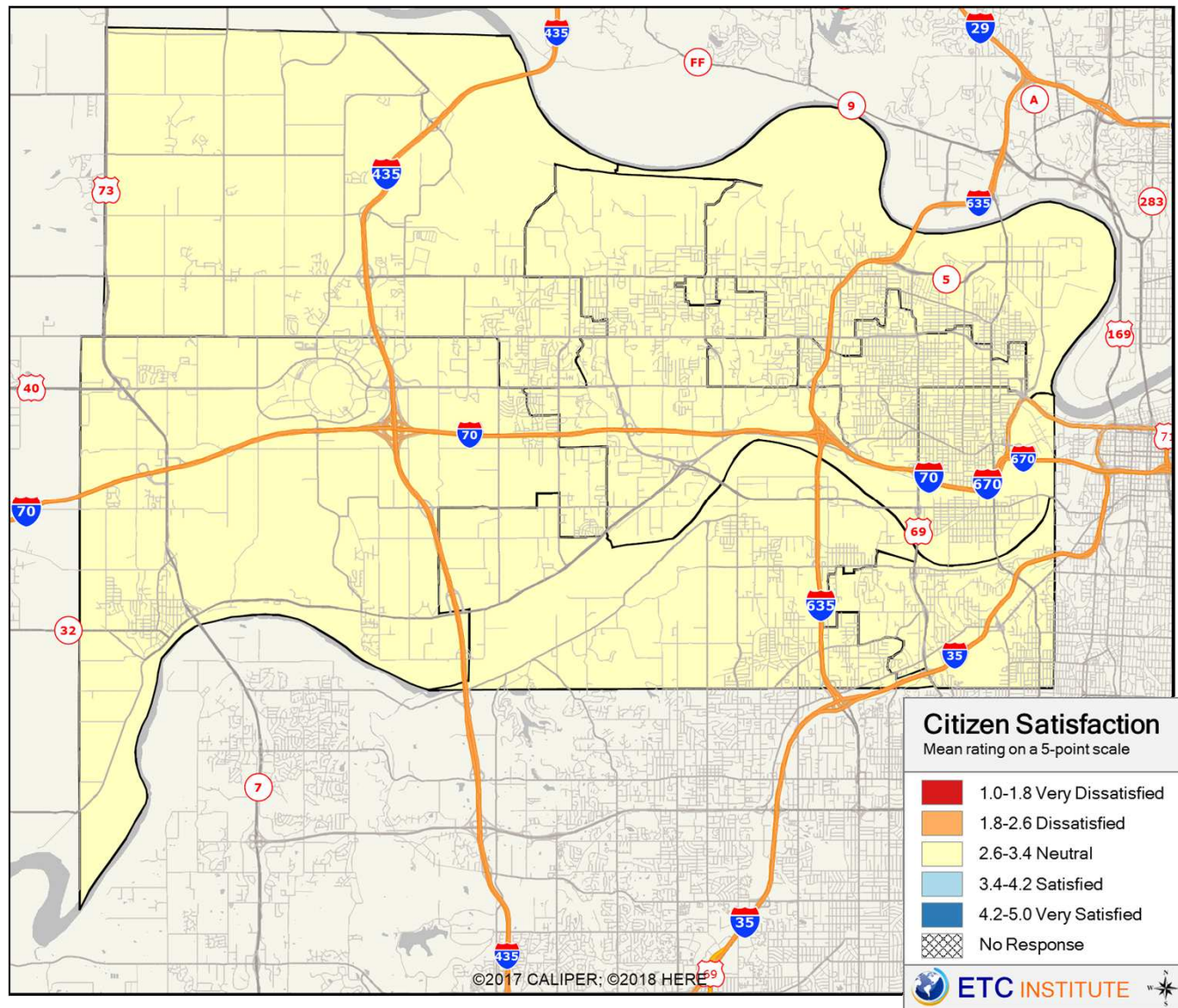
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Services for Developmental Disabilities

This item was determined to be the fourth highest priority for improvement based on the Importance-Satisfaction Analysis

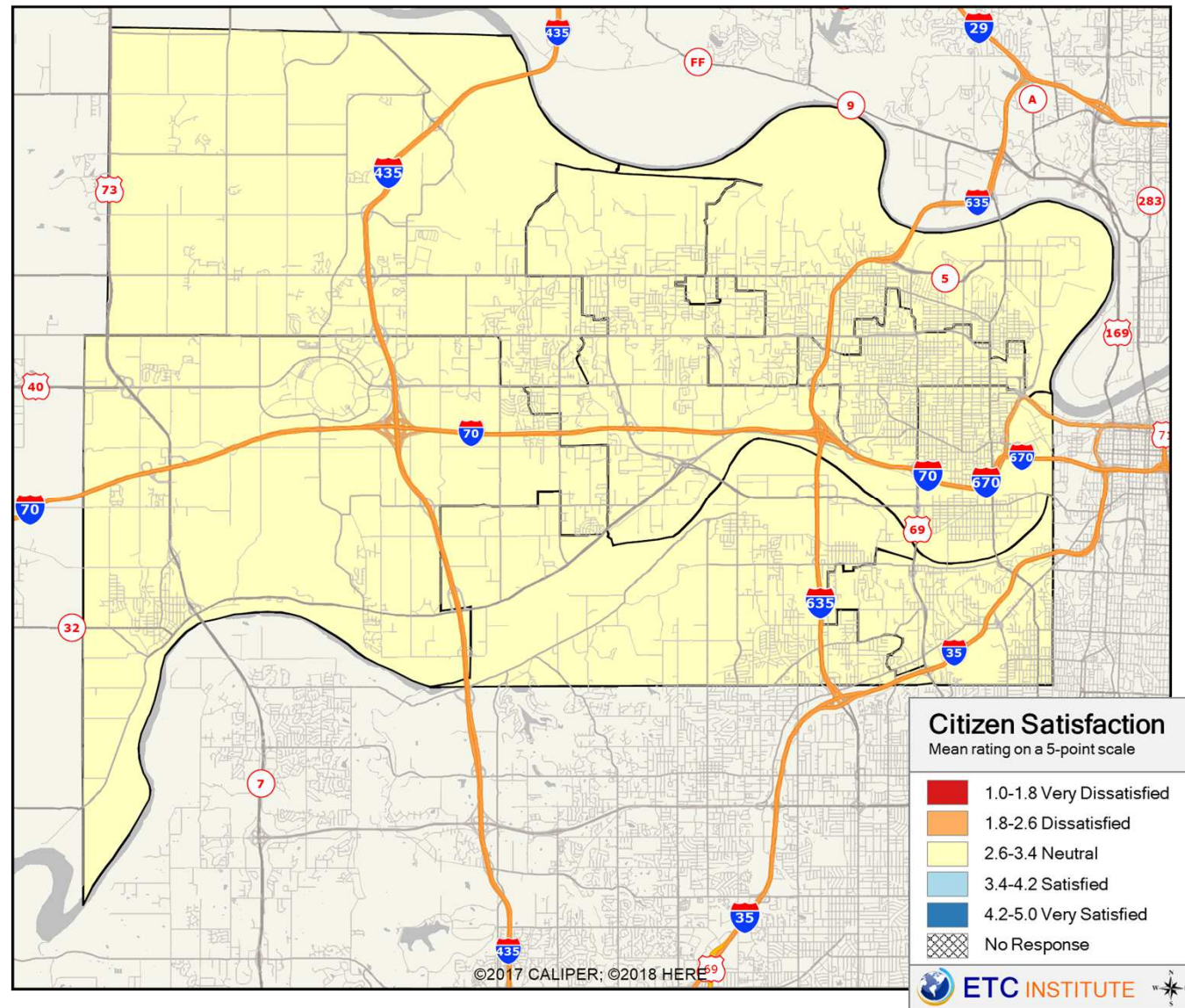
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Customer Service by UG Employees

This item was determined to be the fifth highest priority for improvement based on the Importance-Satisfaction Analysis

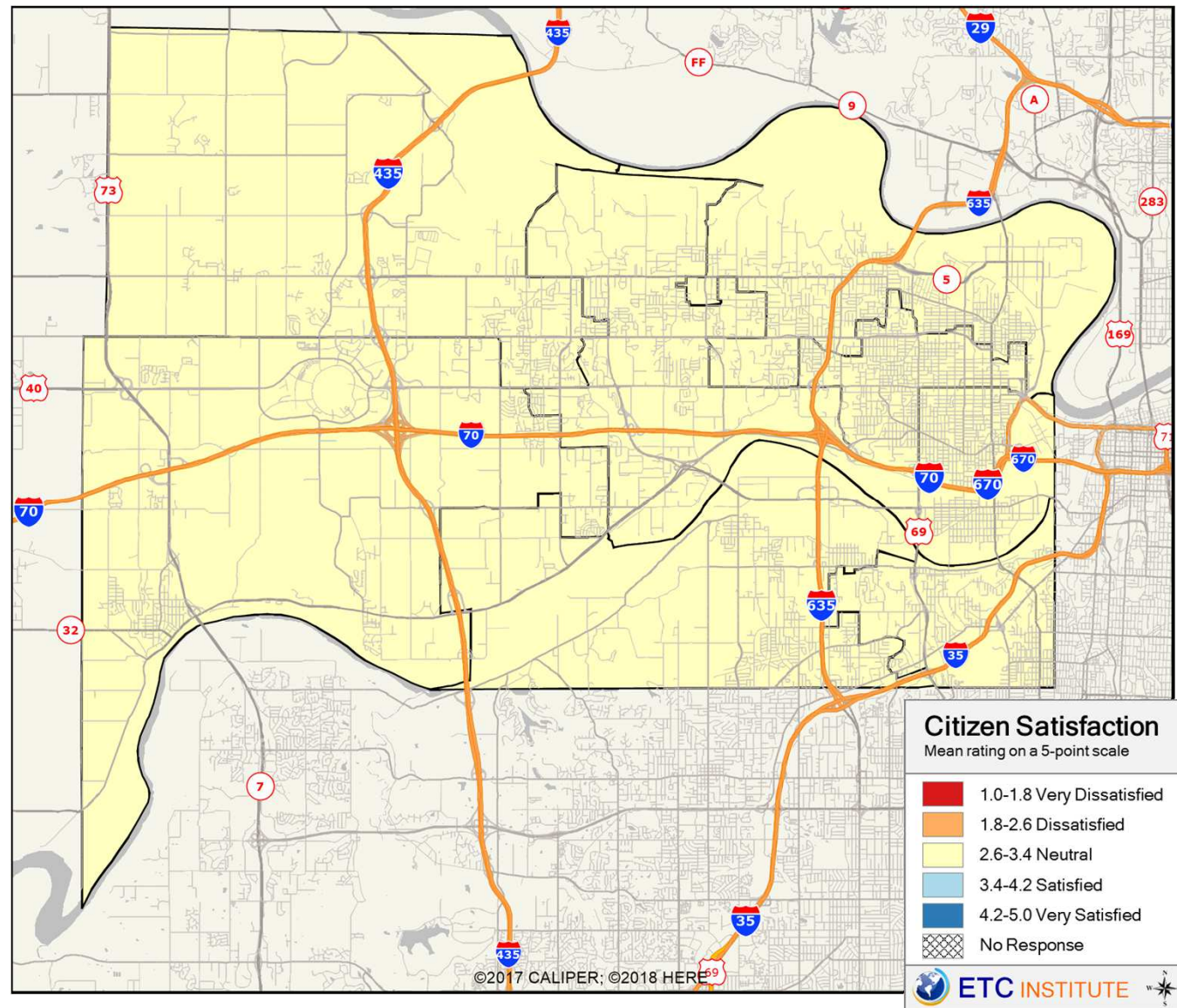
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Senior Transportation

This item was determined to be the sixth highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Public Safety Ratings and Priorities

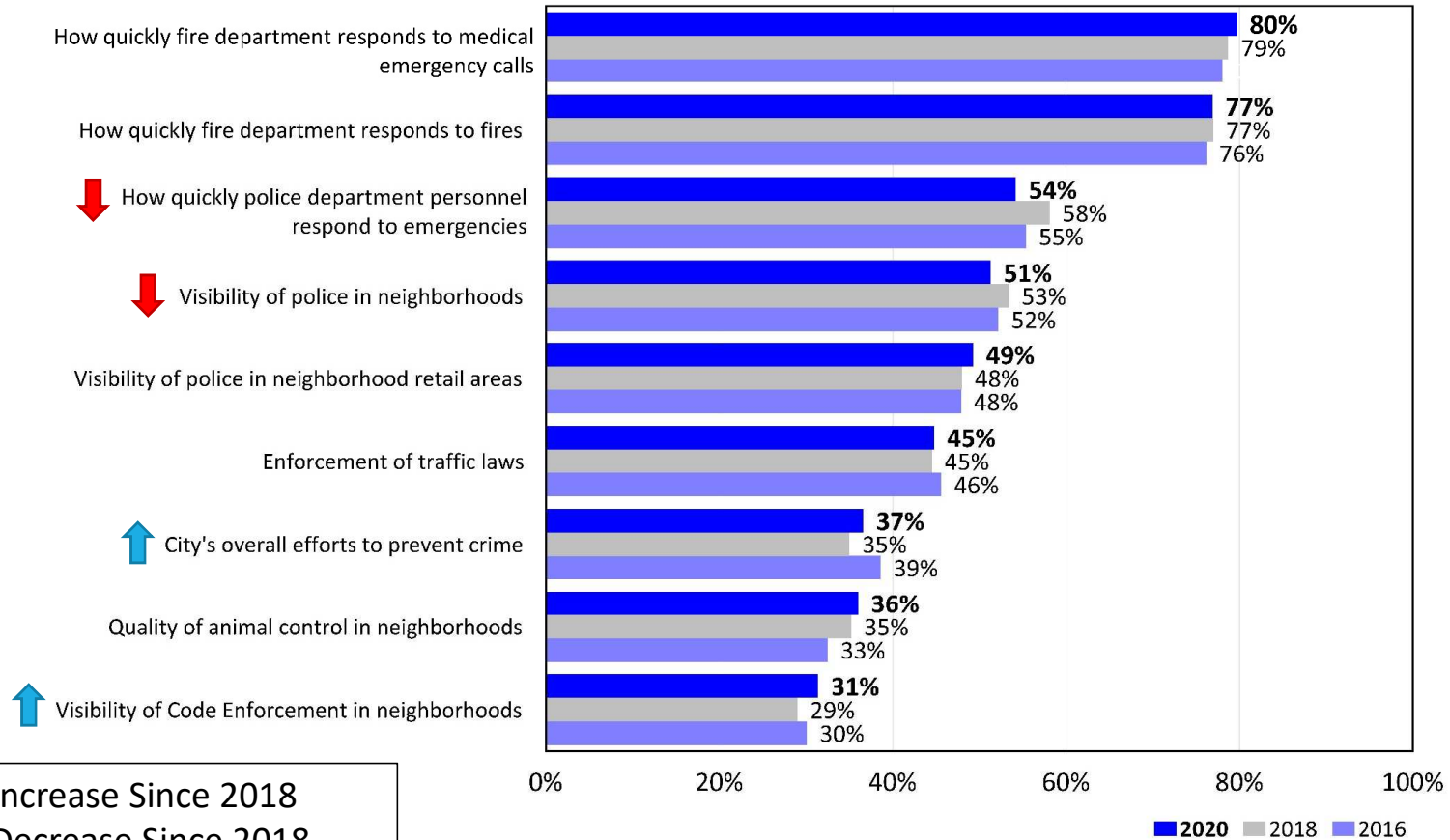
MAJOR FINDINGS

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Satisfaction With Public Safety

Trends: 2020, 2018, and 2016

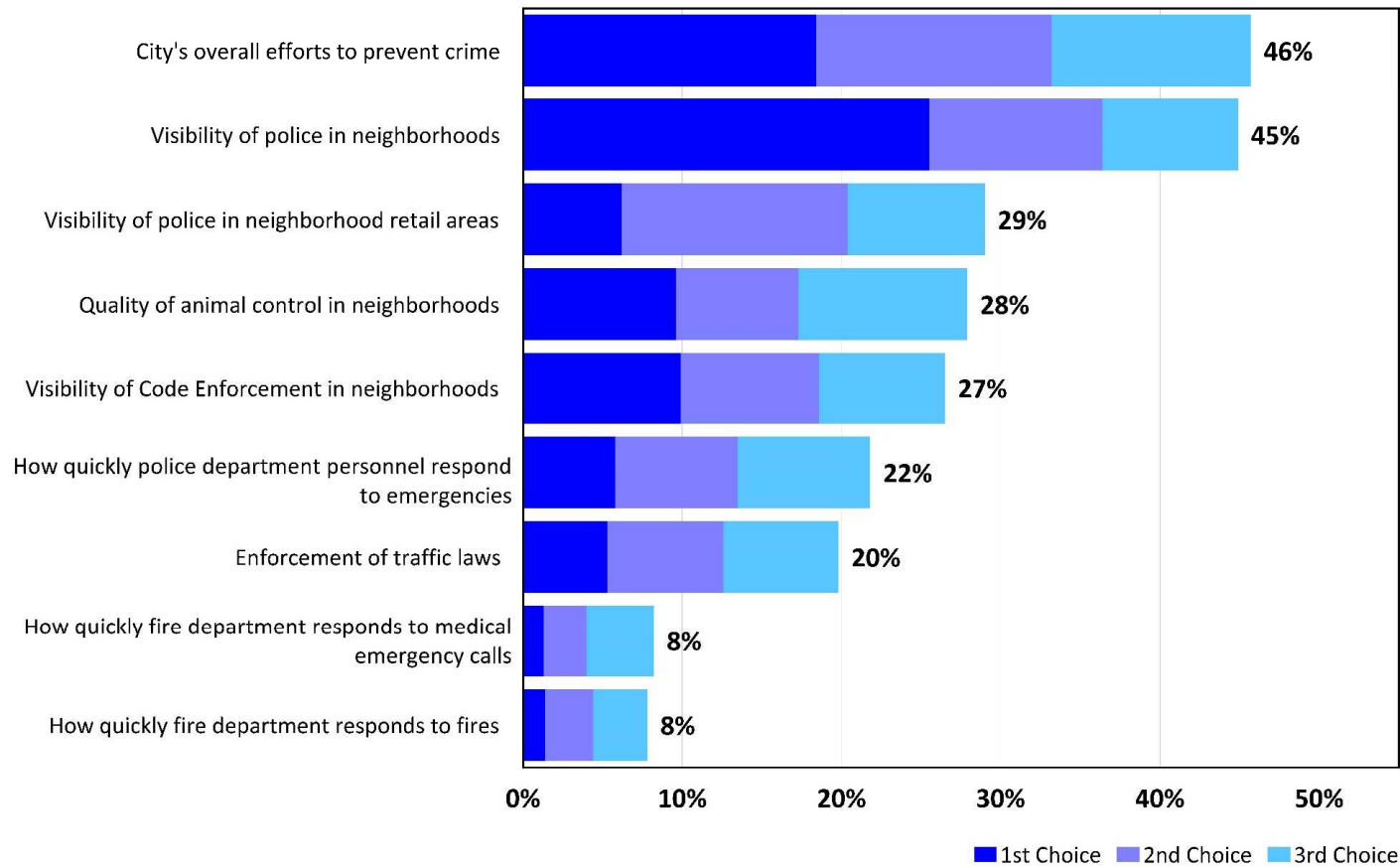
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Satisfaction Has Increased in 5 of 9 Areas Since 2016

Q7. Public Safety Services That Should Receive the Most Emphasis Over the Next 2 Years

by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Police-Related Services Are the Top Public Safety Priorities

2020 Importance-Satisfaction Rating

Kansas City, Kansas & Wyandotte County Community Survey

Public Safety Services

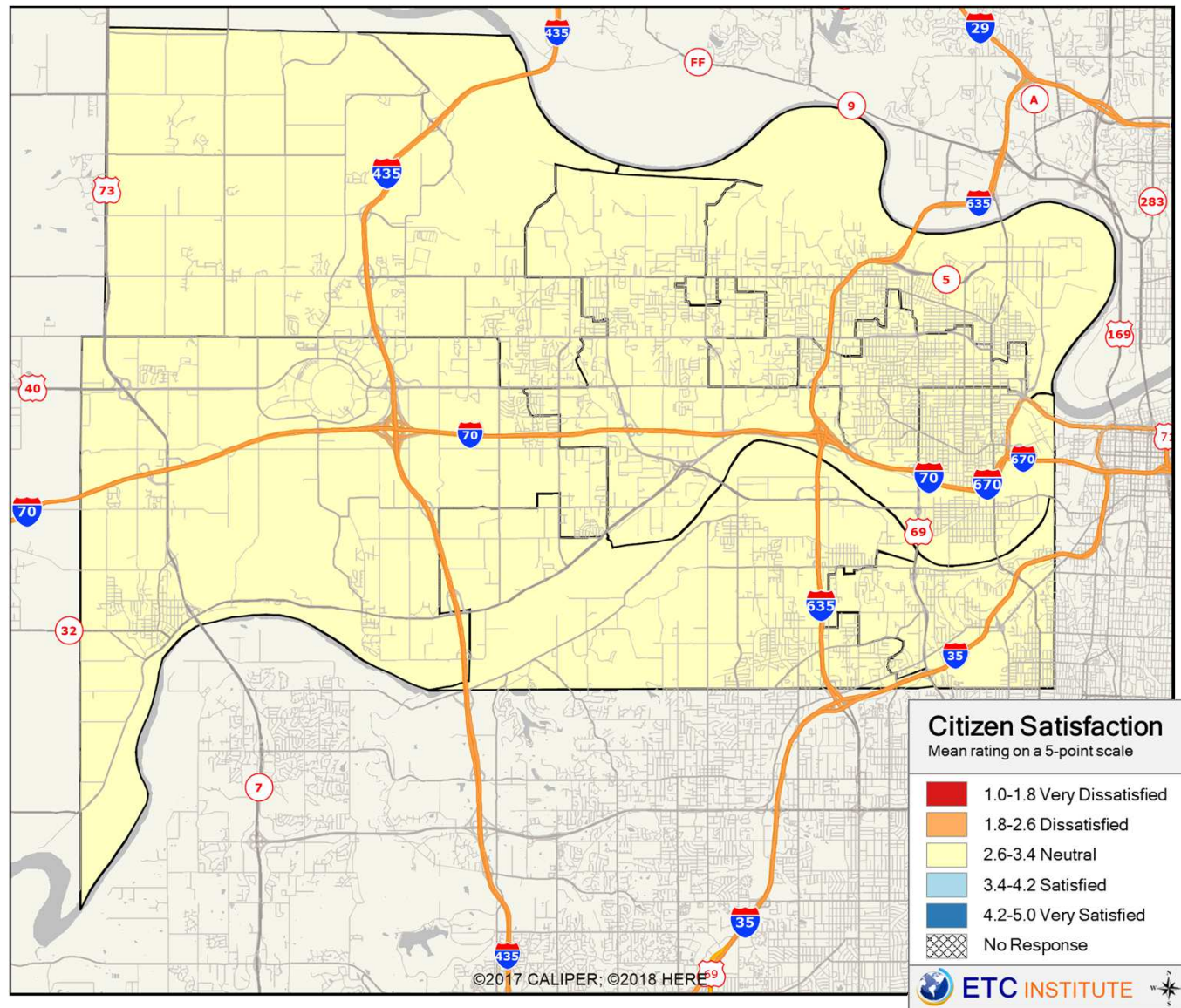
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
City's overall efforts to prevent crime	46%	1	37%	7	0.2897	1
Visibility of police in neighborhoods	45%	2	51%	4	0.2187	2
Visibility of code enforcement in neighborhoods	27%	5	31%	9	0.1818	3
Quality of animal control in neighborhoods	28%	4	36%	8	0.1786	4
Visibility of police in neighborhood retail areas	29%	3	49%	5	0.1470	5
Enforcement of traffic laws	20%	7	45%	6	0.1093	6
How quickly police department personnel respond to emergencies	22%	6	54%	3	0.0998	7
How quickly fire department responds to fires	8%	9	77%	2	0.0180	8
How quickly fire department responds to medical emergency calls	8%	8	80%	1	0.0166	9

Greatest Opportunities for Improvement: I-S Rating Above 0.15

City's Overall Efforts to Prevent Crime

This item was determined to be the top priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement

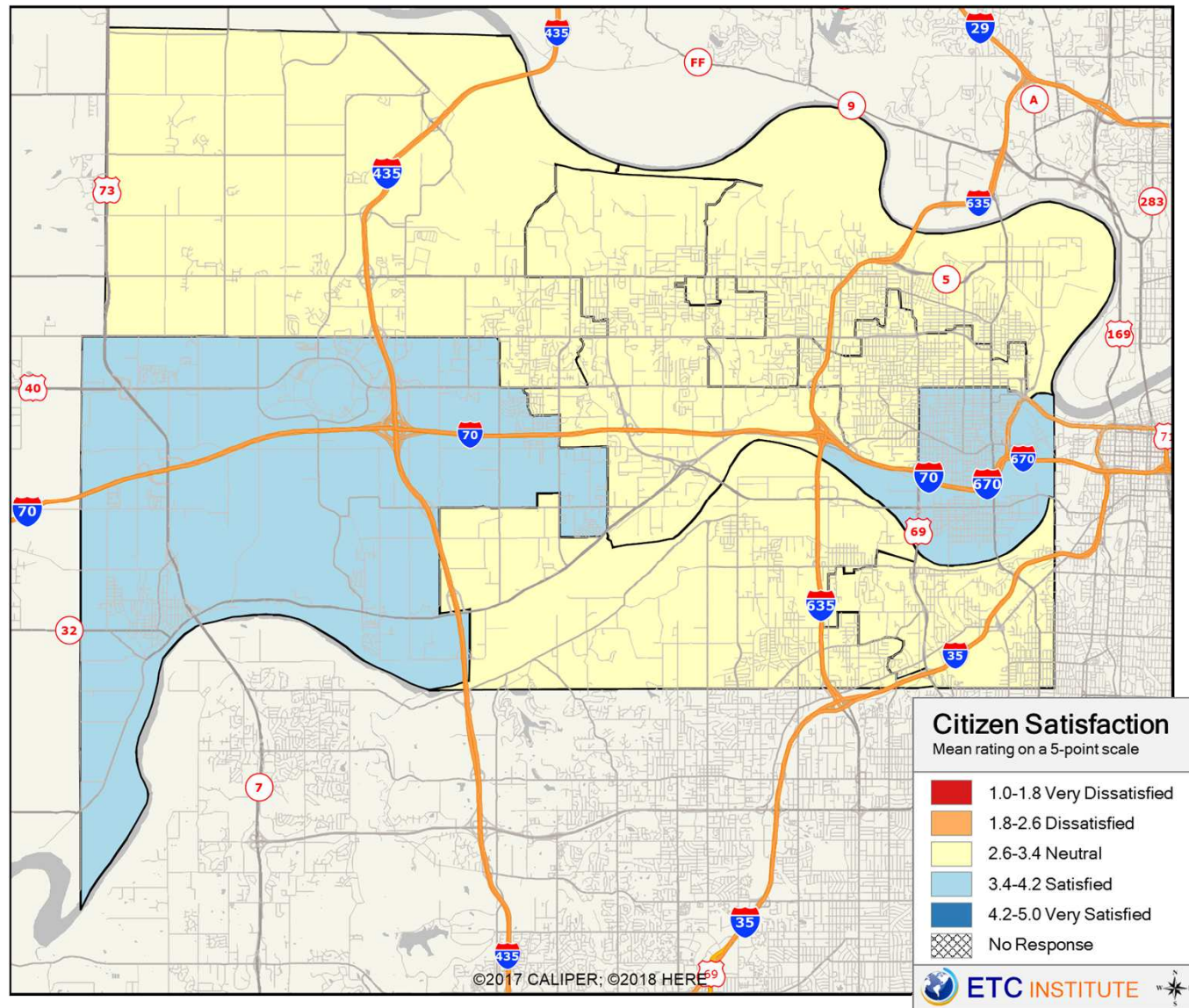


Visibility of Police in Neighborhoods

This item was determined to be the second highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement

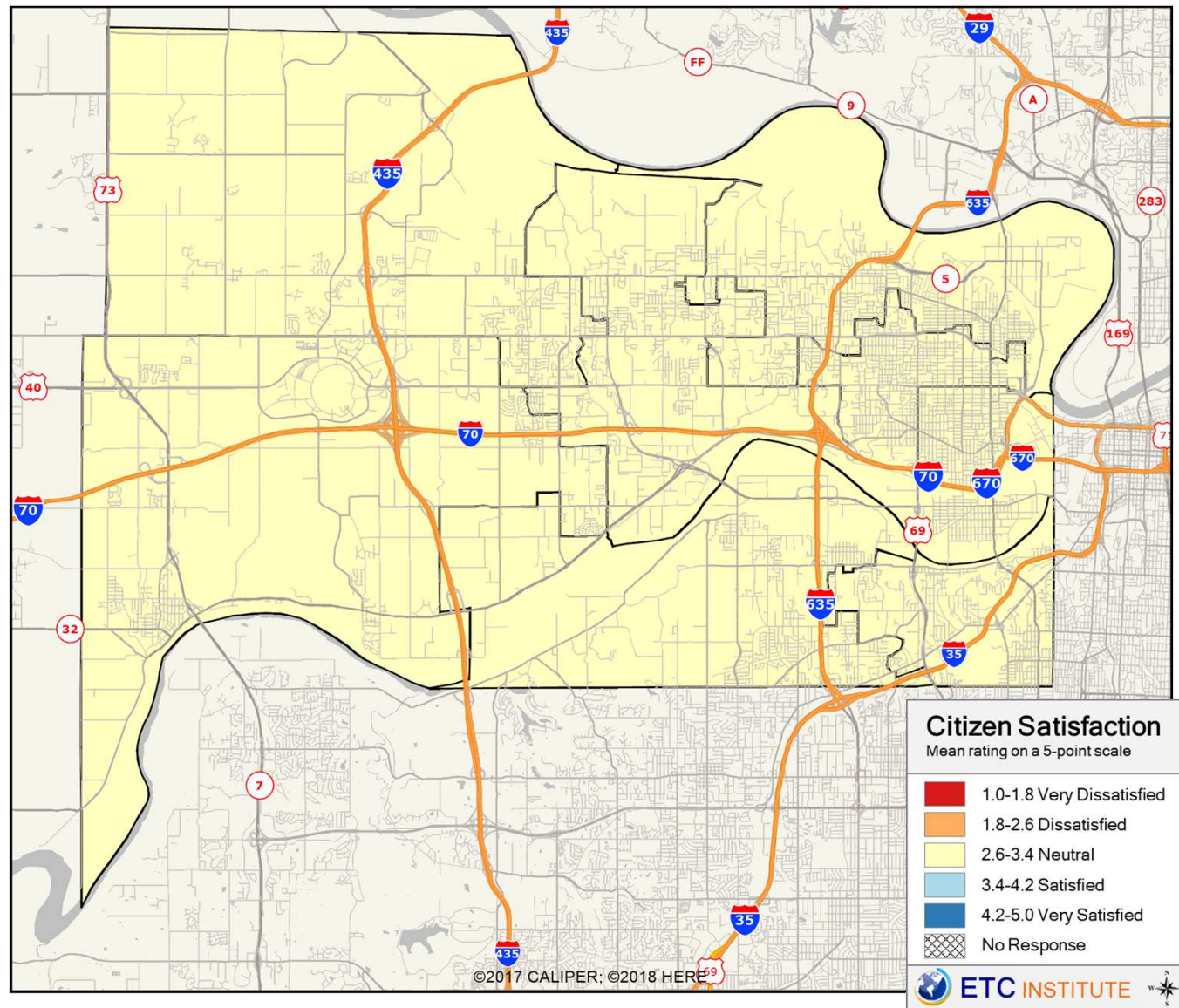
Areas in blue indicate higher levels of satisfaction



Visibility of Code Enforcement in Neighborhoods

This item was determined to be the third highest priority for improvement based on the Importance-Satisfaction Analysis

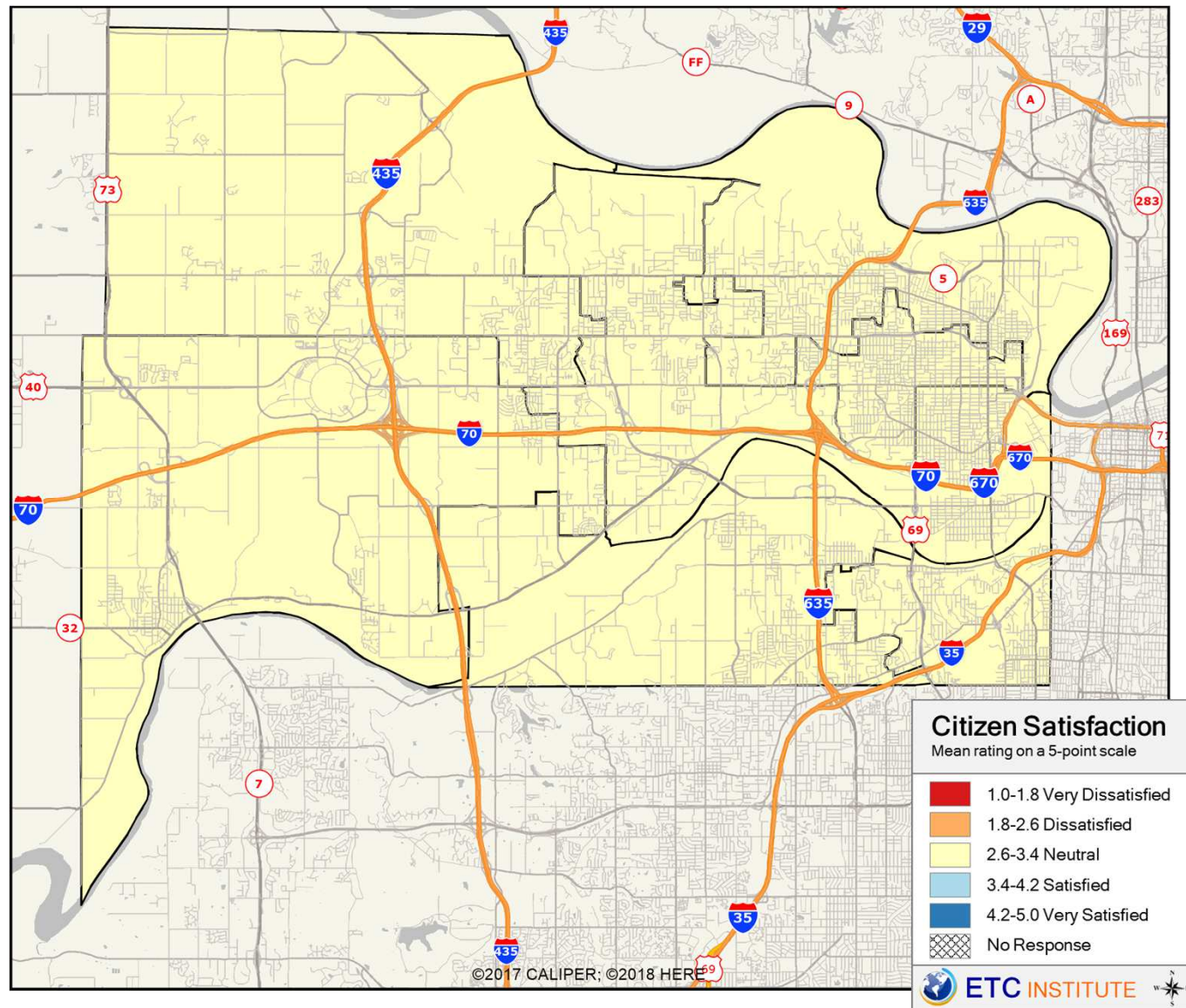
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Quality of Animal Control in Neighborhoods

This item was determined to be the fourth highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Maintenance Ratings and Priorities

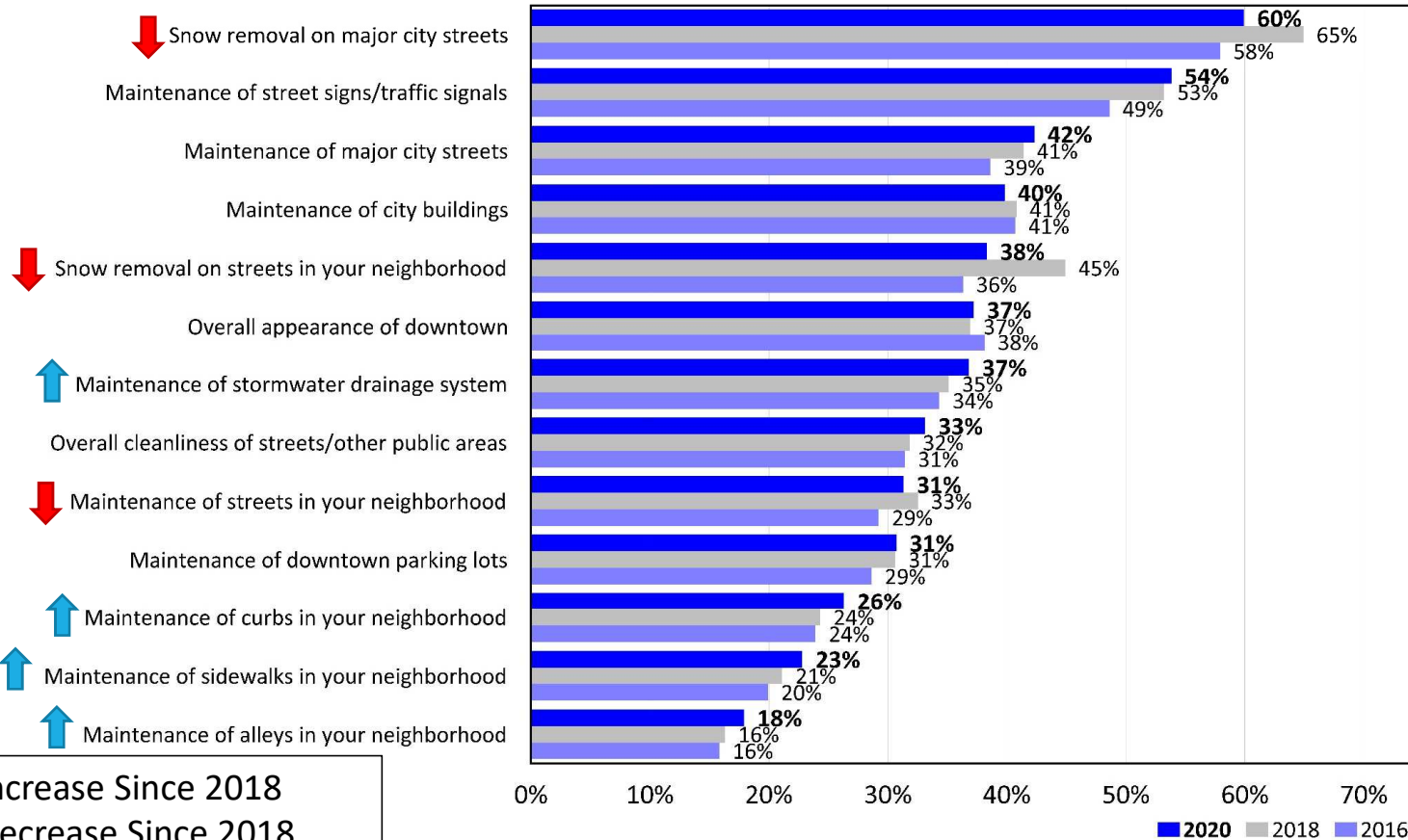
MAJOR FINDINGS

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Satisfaction With City Maintenance

Trends: 2020, 2018, and 2016

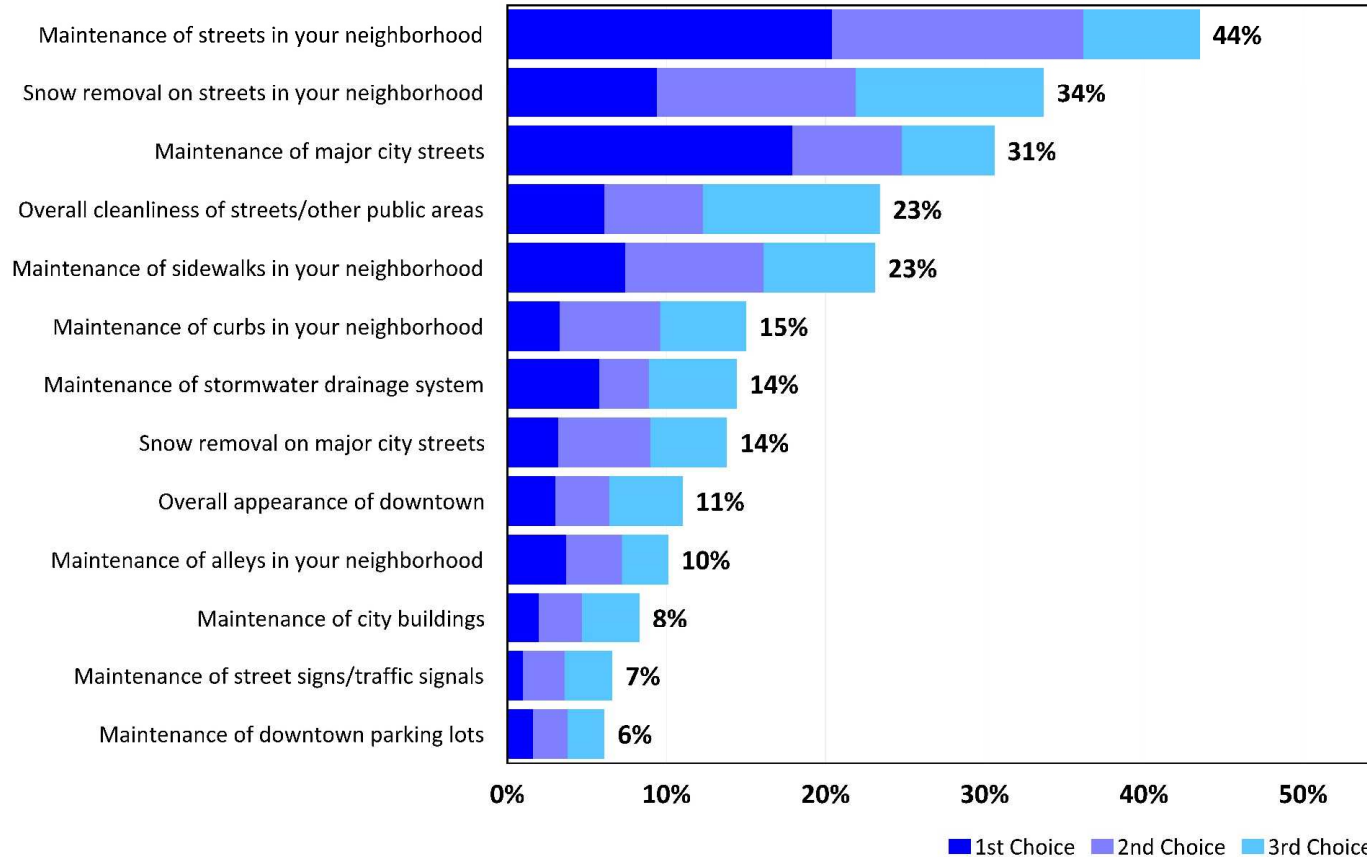
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Satisfaction Has Increased in 11 of 13 Areas Since 2016

Q9. City Maintenance Services That Should Receive the Most Emphasis Over the Next 2 Years

by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Neighborhood Street Maintenance Is the Top Maintenance Priority

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
Maintenance of streets in your neighborhood	44%	1	31%	9	0.2988	1
Snow removal on streets in your neighborhood	34%	2	38%	5	0.2079	2
Maintenance of sidewalks in your neighborhood	23%	5	23%	12	0.1783	3
Maintenance of major city streets	31%	3	42%	3	0.1766	4
Overall cleanliness of streets/other public areas	23%	4	33%	8	0.1565	5
Maintenance of curbs in your neighborhood	15%	6	26%	11	0.1106	6
Maintenance of stormwater drainage system	14%	7	37%	7	0.0910	7
Maintenance of alleys in your neighborhood	10%	10	18%	13	0.0829	8
Overall appearance of downtown	11%	9	37%	6	0.0691	9
Snow removal on major city streets	14%	8	60%	1	0.0553	10
Maintenance of city buildings	8%	11	40%	4	0.0500	11
Maintenance of downtown parking lots	6%	13	31%	10	0.0423	12
Maintenance of street signs/traffic signals	7%	12	54%	2	0.0305	13

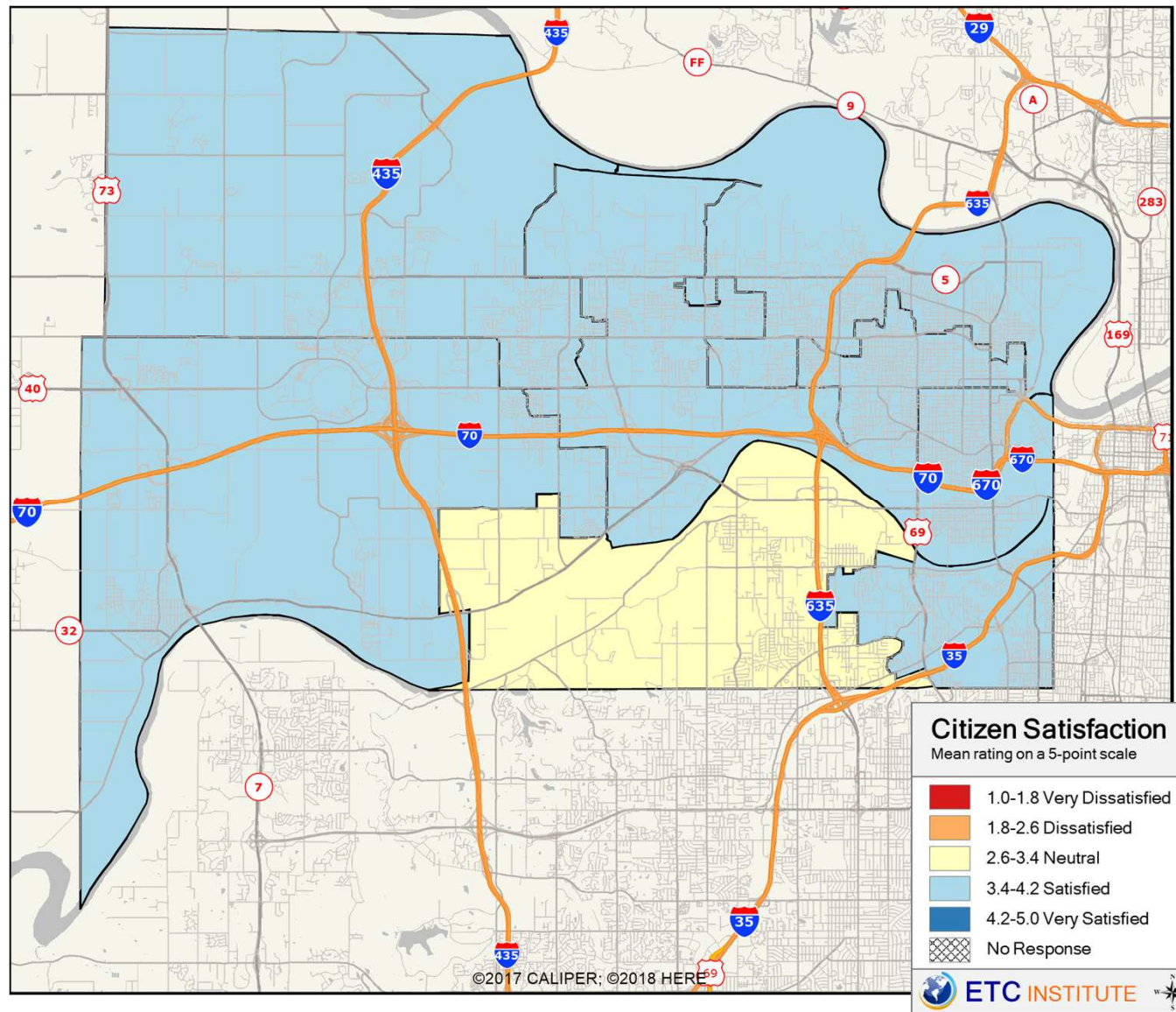
Greatest Opportunities for Improvement: I-S Rating Above 0.15

Maintenance of Streets in Neighborhoods

This item was determined to be the top priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement

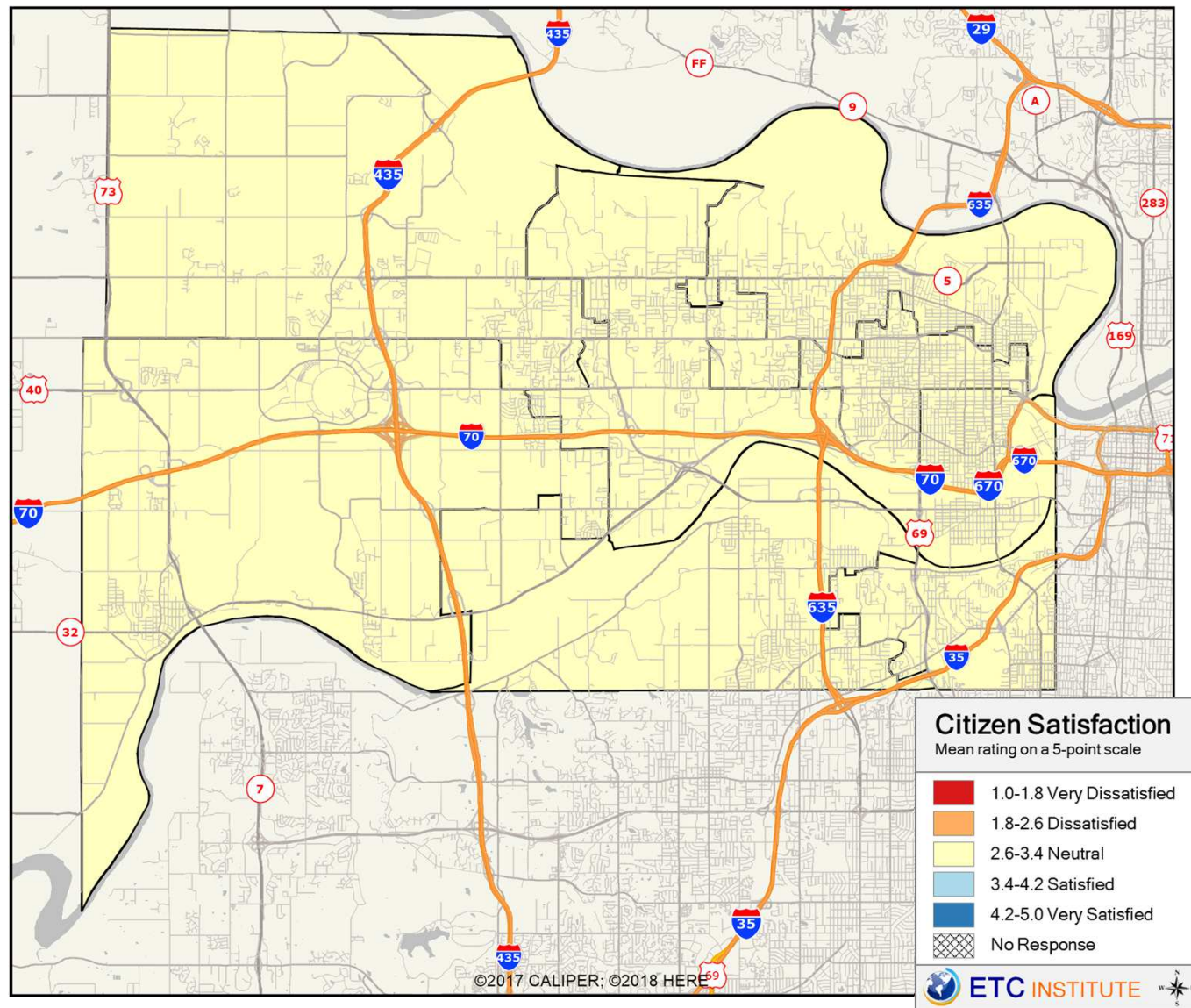
Areas in blue indicate higher levels of satisfaction



Snow Removal on Streets in Neighborhoods

This item was determined to be the second highest priority for improvement based on the Importance-Satisfaction Analysis

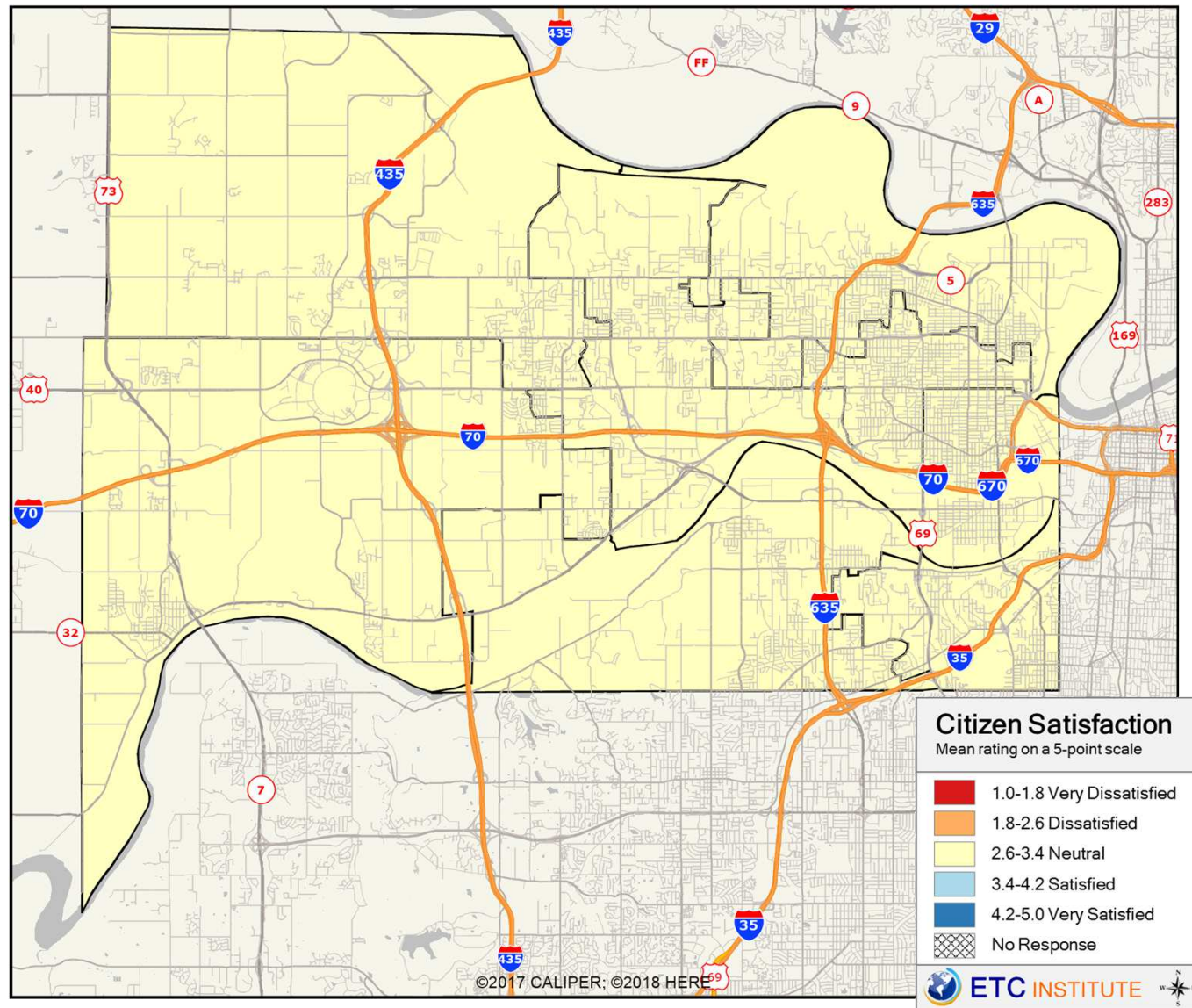
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Maintenance of Sidewalks in Neighborhoods

This item was determined to be the third highest priority for improvement based on the Importance-Satisfaction Analysis

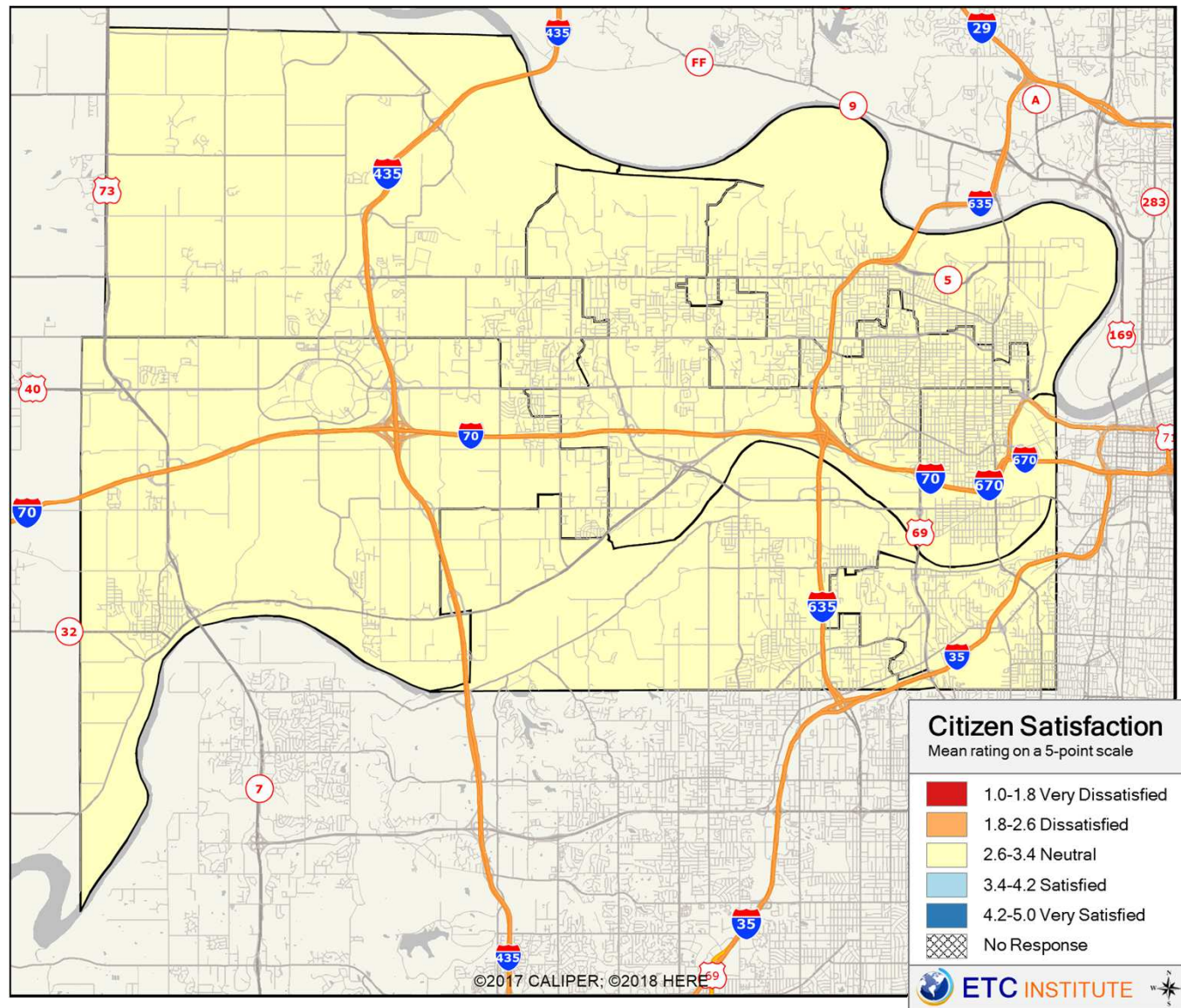
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Maintenance of Major City Streets

This item was determined to be the fourth highest priority for improvement based on the Importance-Satisfaction Analysis

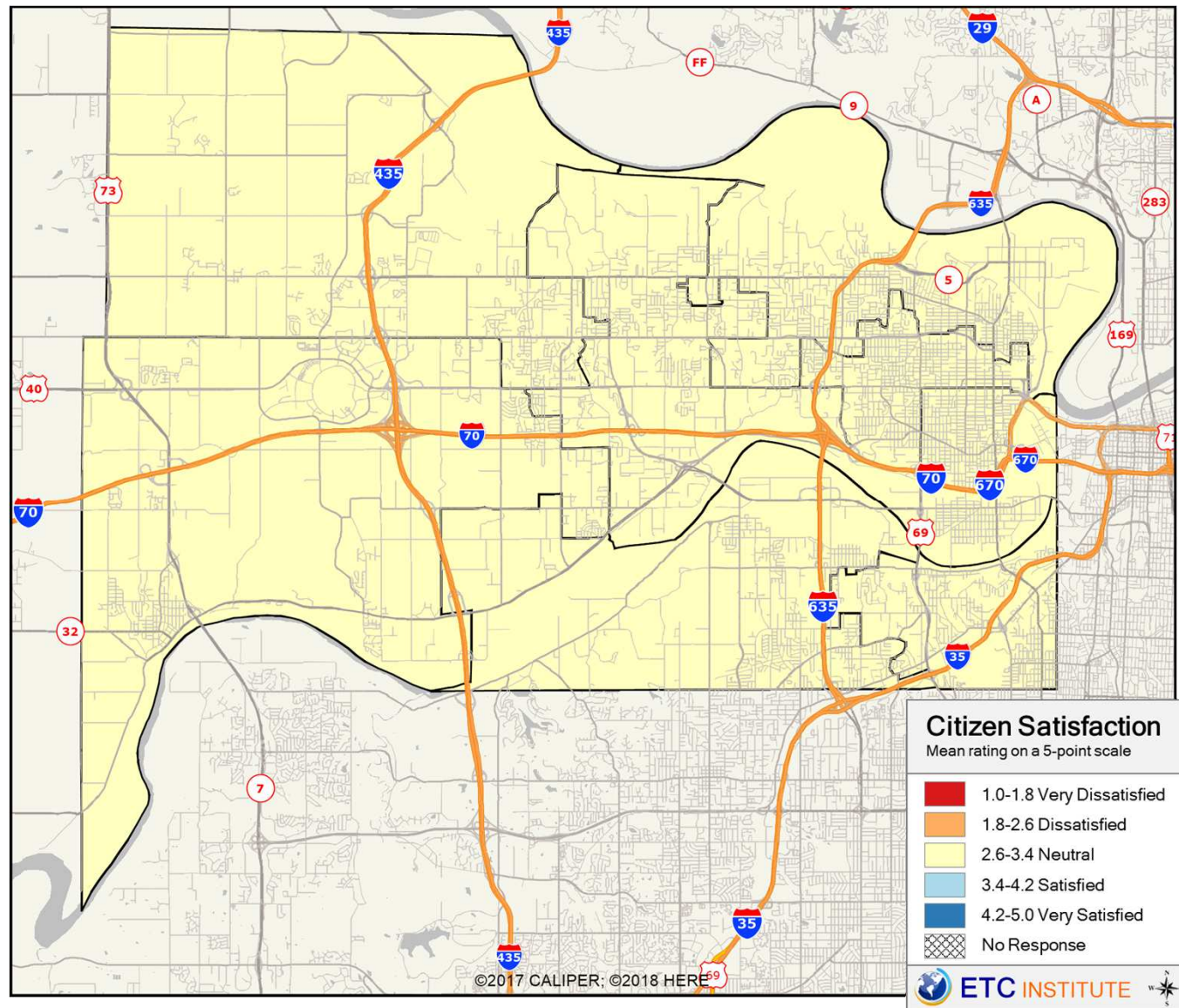
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Overall Cleanliness of Streets/Other Public Areas

This item was determined to be the fifth highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Parks and Recreation Ratings and Priorities

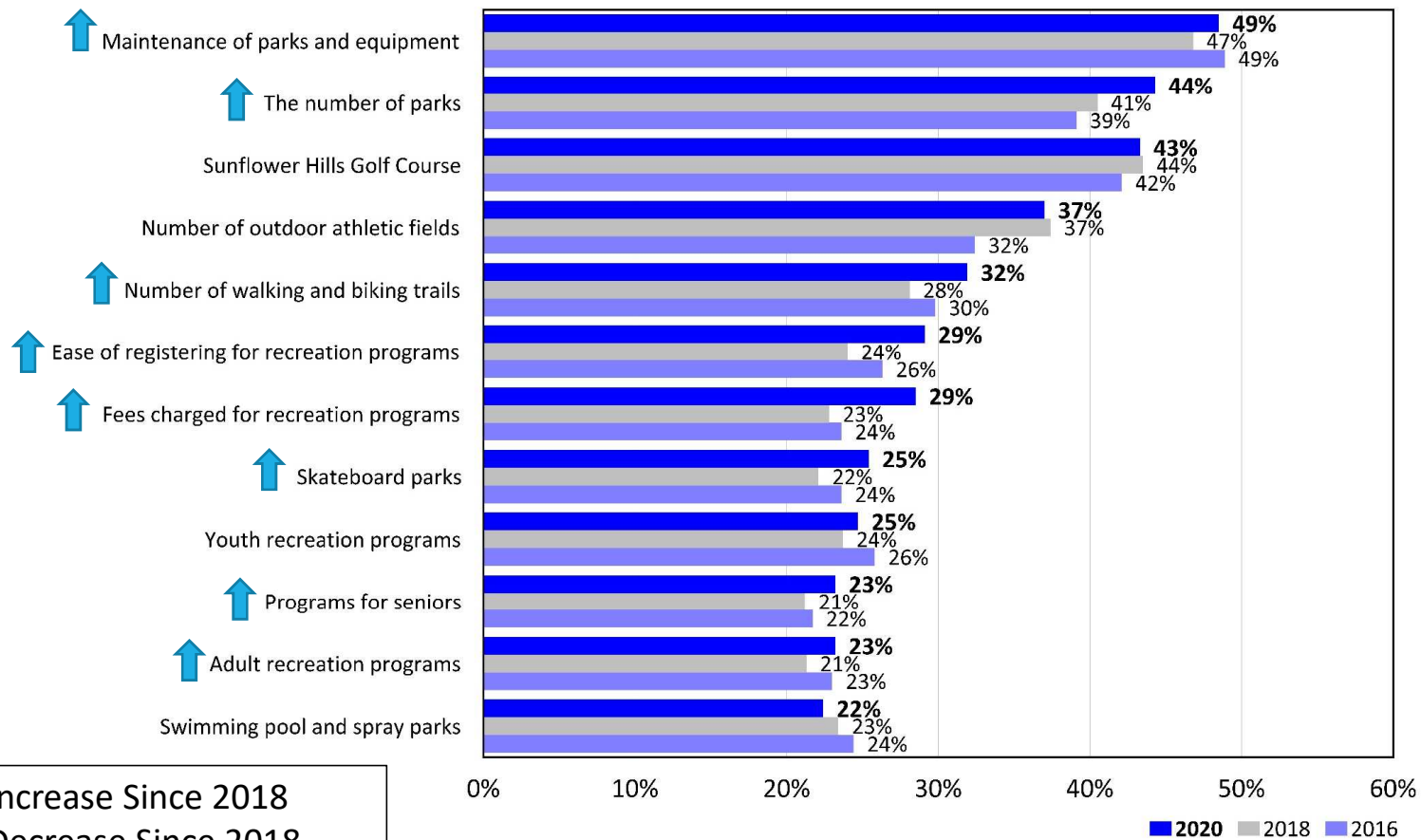
MAJOR FINDINGS

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Satisfaction With Parks and Recreation

Trends: 2020, 2018, and 2016

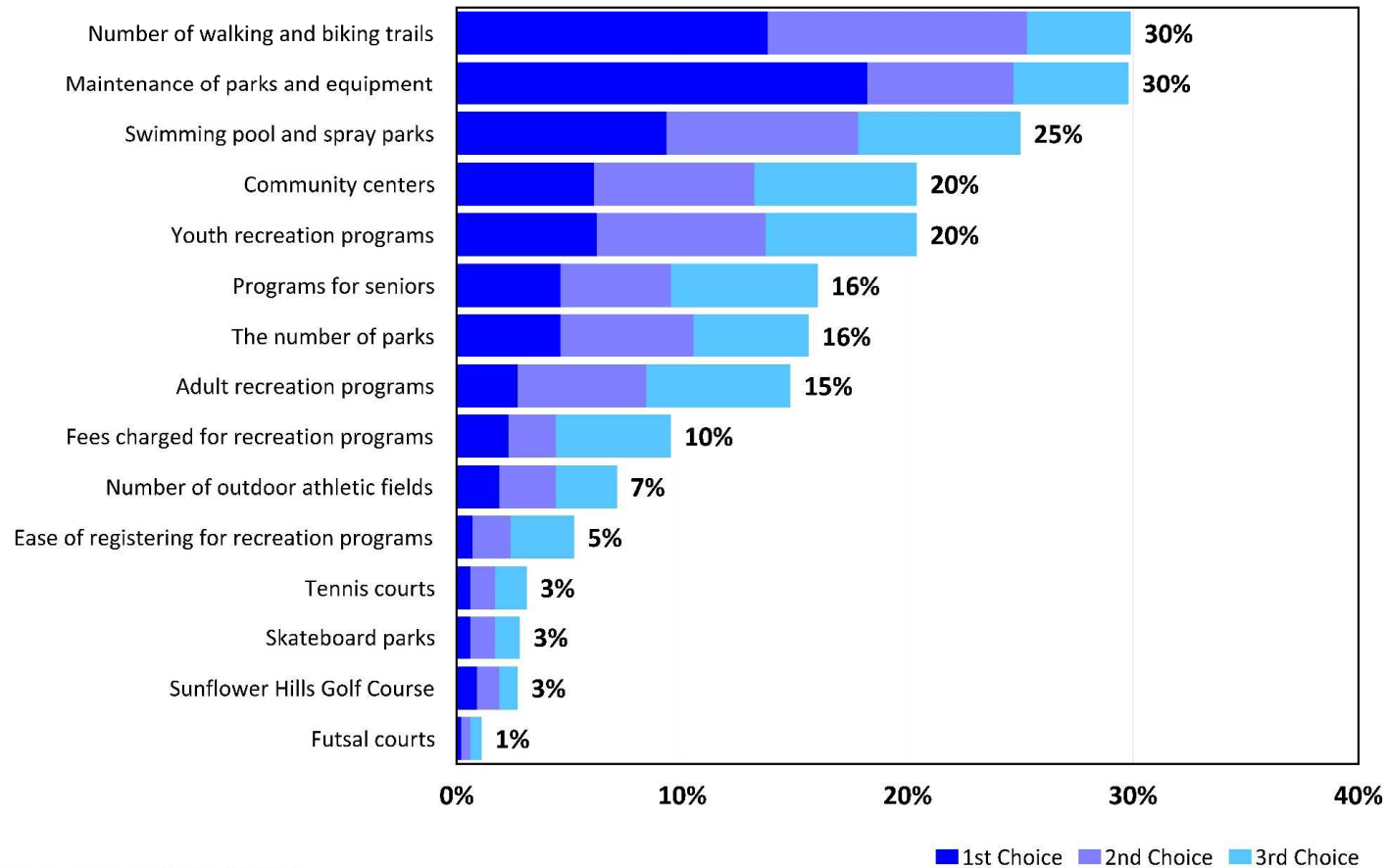
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Satisfaction Has Increased or Stayed the Same in 10 of 12 Areas Since 2016

Q11. Parks and Recreation Facilities and Services That Should Receive the Most Emphasis Over the Next 2 Years

by percentage of respondents who selected the item as one of their top three choices



Walking/Biking Trails and Maintenance of Parks Are the Top Parks and Recreation Priorities

2020 Importance-Satisfaction Rating

Kansas City, Kansas & Wyandotte County Community Survey

Parks and Recreation

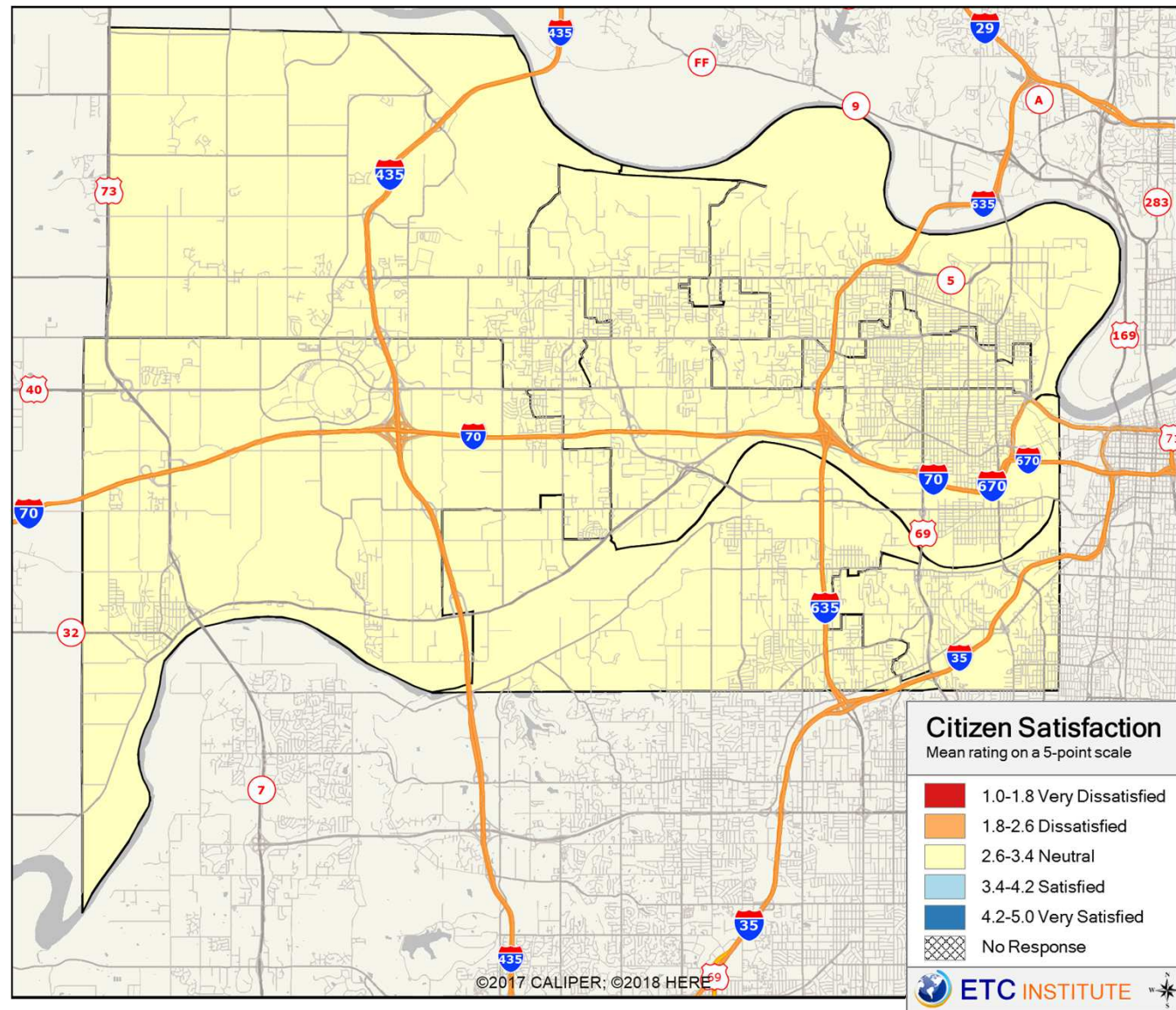
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Number of walking and biking trails	30%	1	32%	6	0.2036	1
Swimming pool and spray parks	25%	3	22%	15	0.1940	2
Youth recreation programs	20%	5	25%	10	0.1536	3
Maintenance of parks and equipment	30%	2	49%	1	0.1535	4
Community centers	20%	4	35%	5	0.1334	5
Programs for seniors	16%	6	23%	12	0.1229	6
Adult recreation programs	15%	8	23%	13	0.1137	7
The number of parks	16%	7	44%	2	0.0869	8
Fees charged for recreation programs	10%	9	29%	8	0.0679	9
Number of outdoor athletic fields	7%	10	37%	4	0.0447	10
Ease of registering for recreation programs	5%	11	29%	7	0.0369	11
Tennis courts	3%	12	23%	14	0.0240	12
Skateboard parks	3%	13	25%	9	0.0209	13
Sunflower Hills Golf Course	3%	14	43%	3	0.0153	14
Futsal courts	1%	15	24%	11	0.0083	15

Greatest Opportunities for Improvement: I-S Rating Above 0.15

Number of Walking and Biking Trails

This item was determined to be the top priority for improvement based on the Importance-Satisfaction Analysis

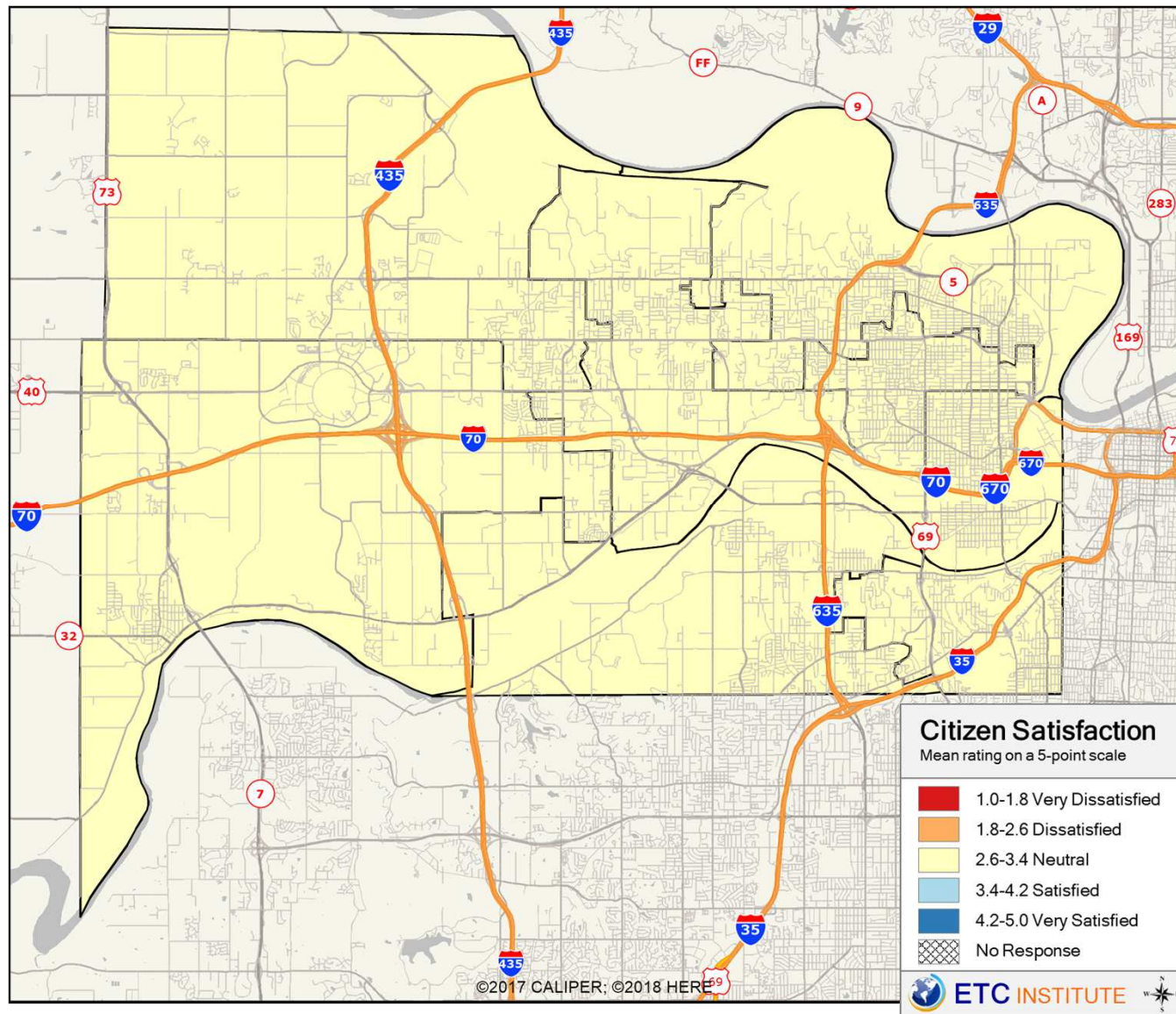
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Swimming Pool and Spray Parks

This item was determined to be the second highest priority for improvement based on the Importance-Satisfaction Analysis

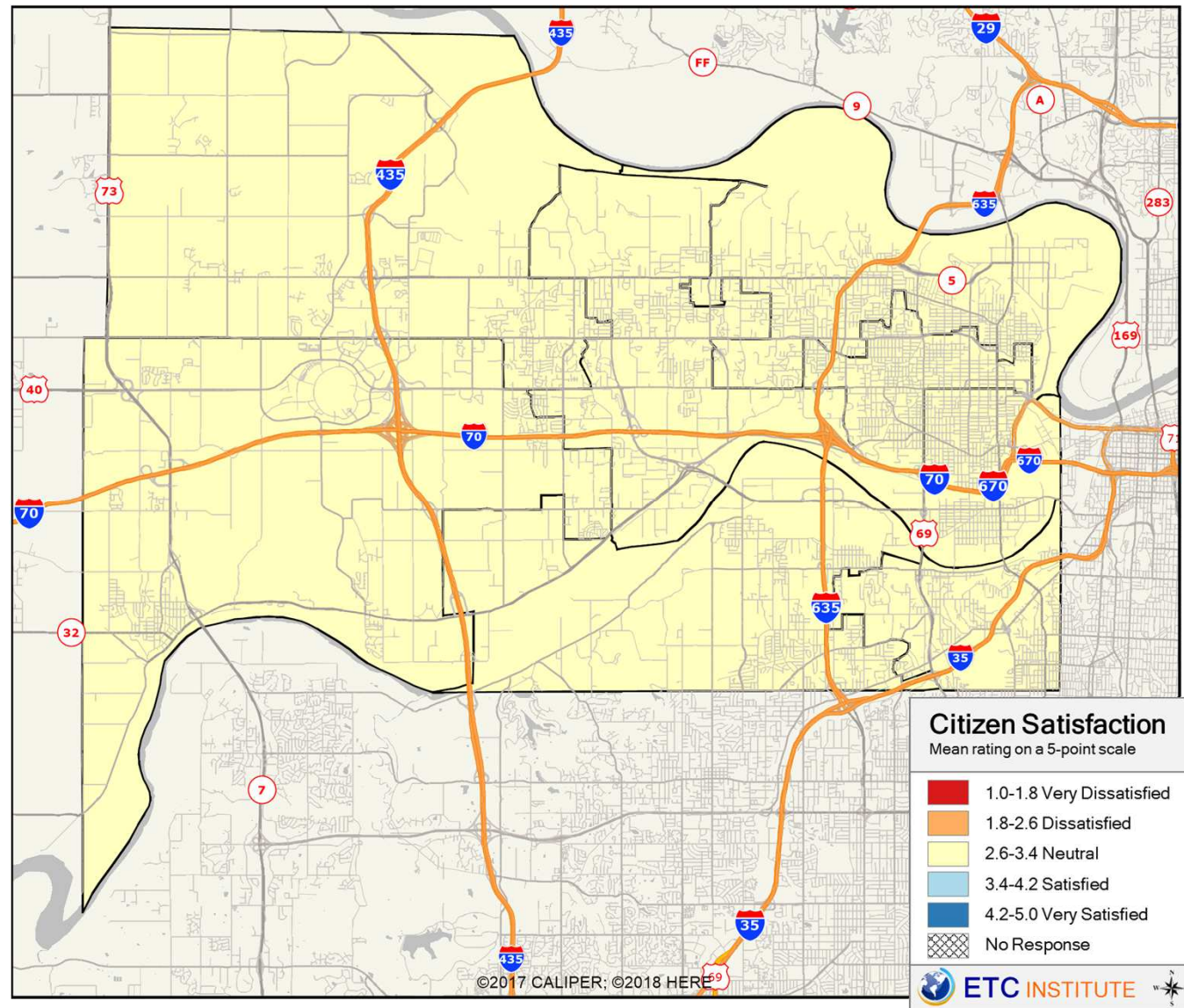
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Youth Recreation Programs

This item was determined to be the third highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement

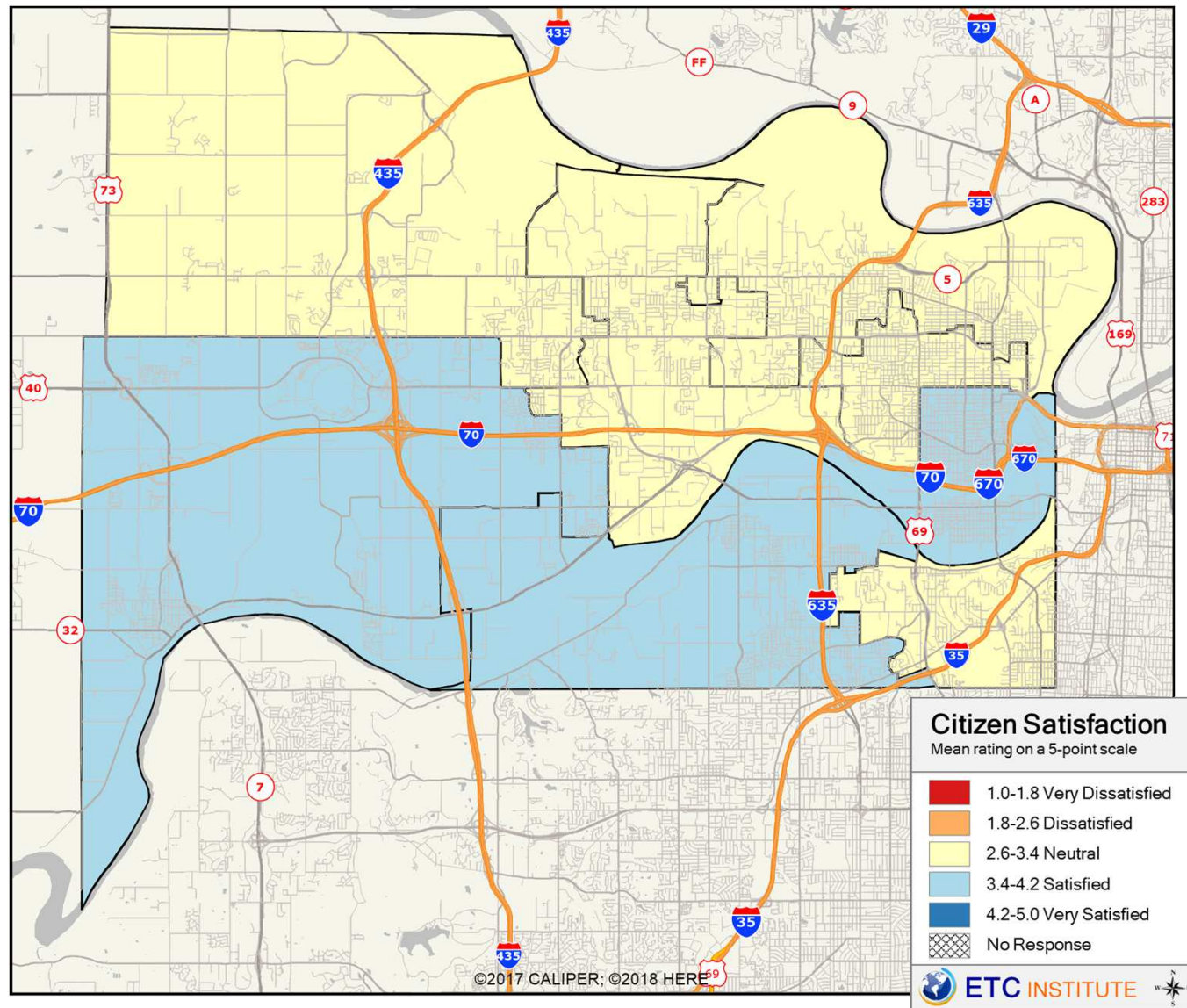


Maintenance of Parks and Equipment

This item was determined to be the fourth highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement

Areas in blue indicate higher levels of satisfaction



Code Enforcement Ratings and Priorities

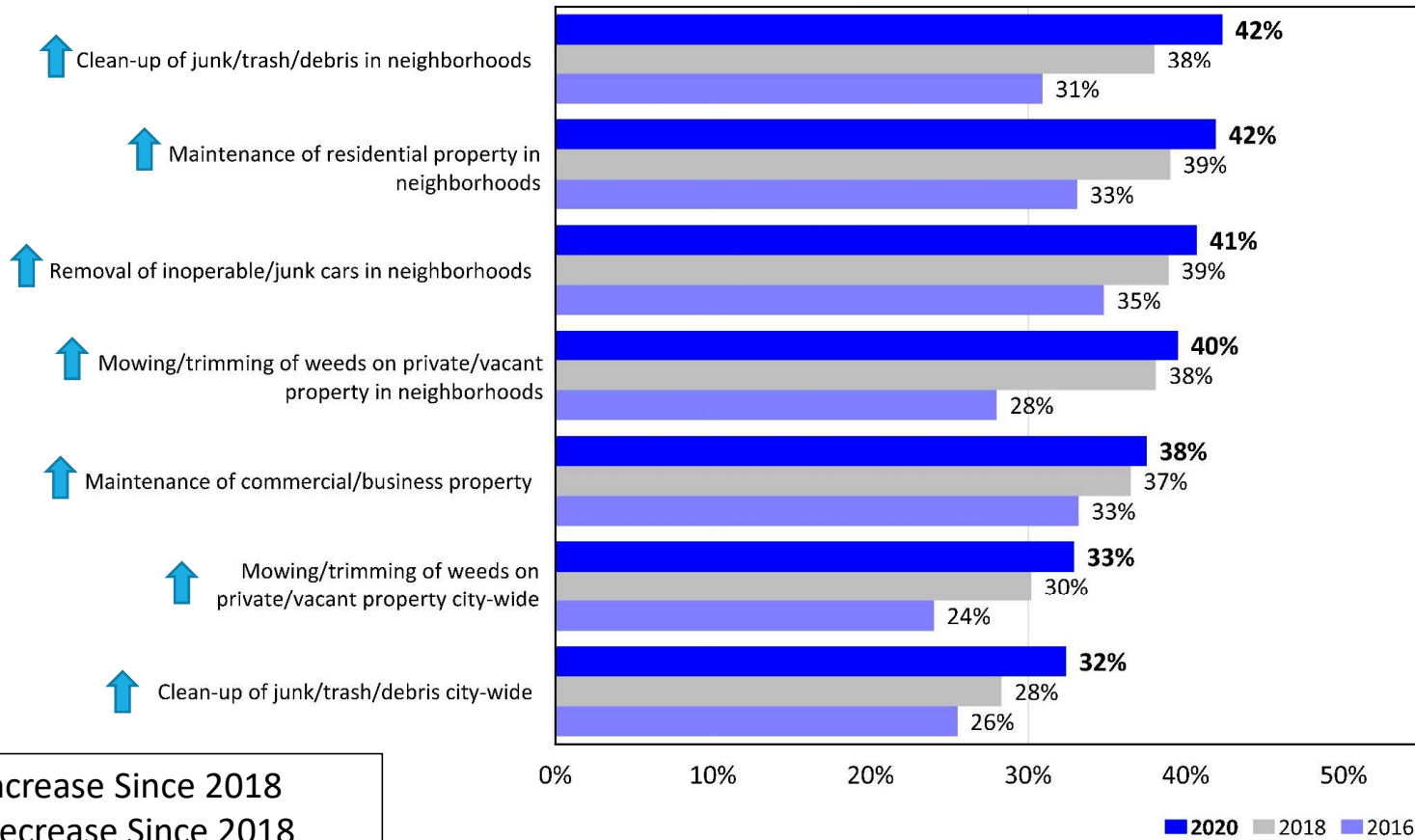
FINDINGS

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Satisfaction With Enforcement of Codes and Ordinances

Trends: 2020, 2018, and 2016

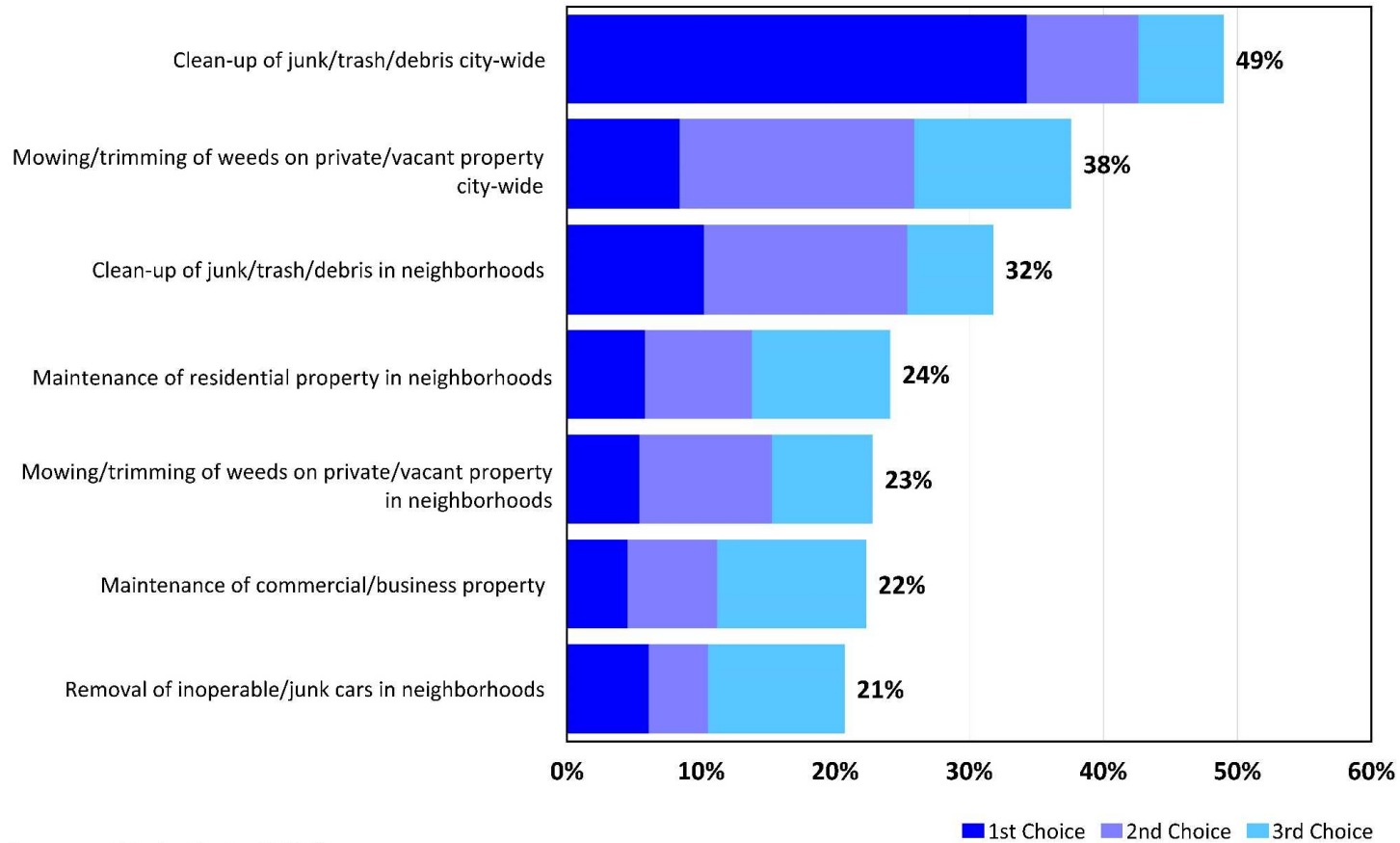
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Satisfaction Has Increased or Stayed the Same in ALL 7 Areas Since 2016

Q18. Codes and Ordinances That Should Receive the Most Emphasis Over the Next 2 Years

by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Clean-up of Junk/Trash/Debris Is the Top Code Enforcement Priority

2020 Importance-Satisfaction Rating

Kansas City, Kansas & Wyandotte County Community Survey

Codes and Ordinances

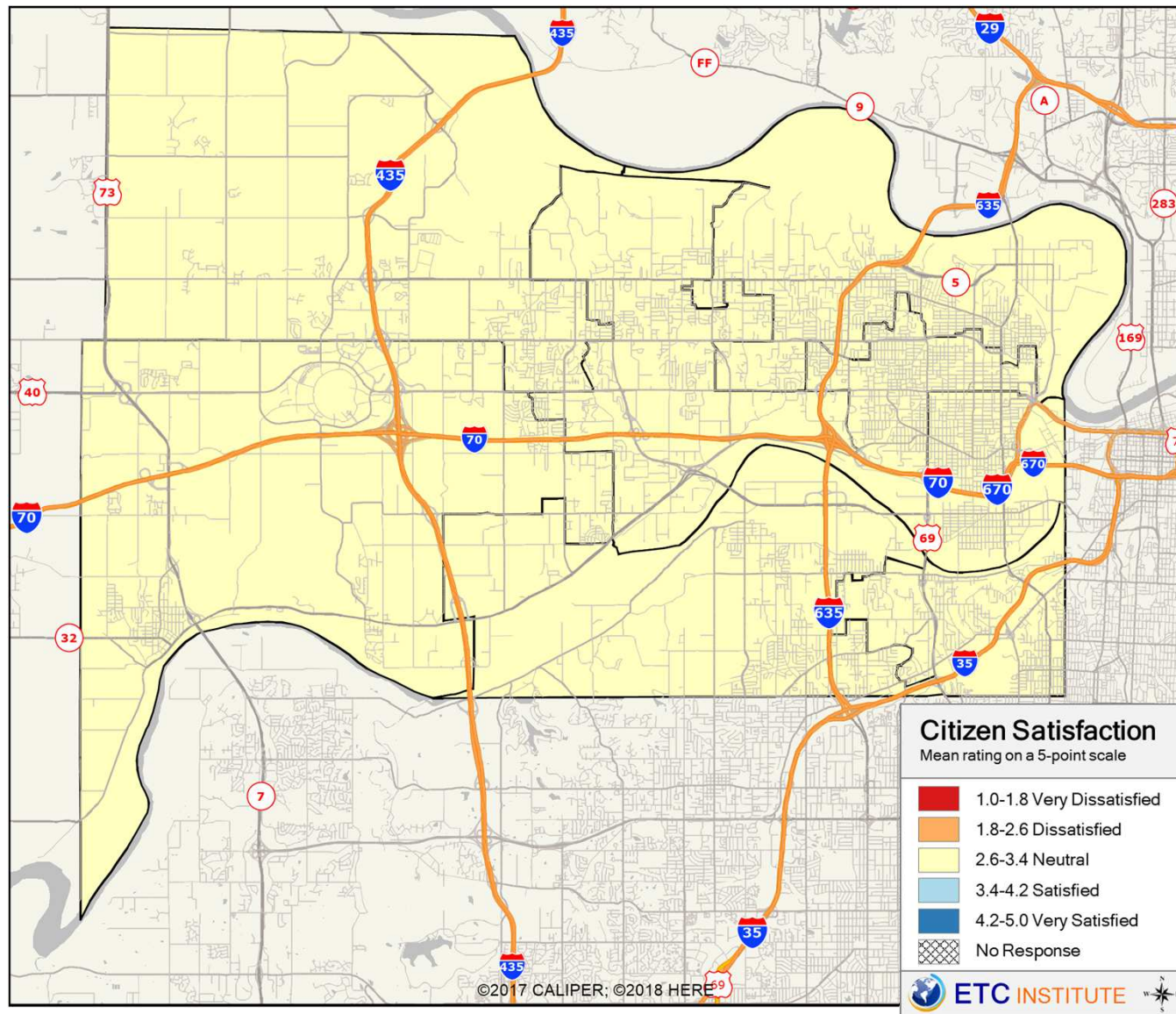
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Clean-up of junk/trash/debris city-wide	49%	1	32%	7	0.3312	1
Mowing/trimming of weeds on private/vacant property city-wide	38%	2	33%	6	0.2523	2
Clean-up of junk/trash/debris in neighborhoods	32%	3	42%	1	0.1835	3
Maintenance of residential property in neighborhoods	24%	4	42%	2	0.1400	4
Maintenance of commercial/business property	22%	6	38%	5	0.1394	5
Mowing/trimming of weeds on private/vacant property in neighborhoods	23%	5	40%	4	0.1379	6
Removal of inoperable/junk cars in neighborhoods	21%	7	41%	3	0.1228	7

Greatest Opportunities for Improvement: I-S Rating Above 0.15

Clean-up of Junk/Trash/Debris City-Wide

This item was determined to be the top priority for improvement based on the Importance-Satisfaction Analysis

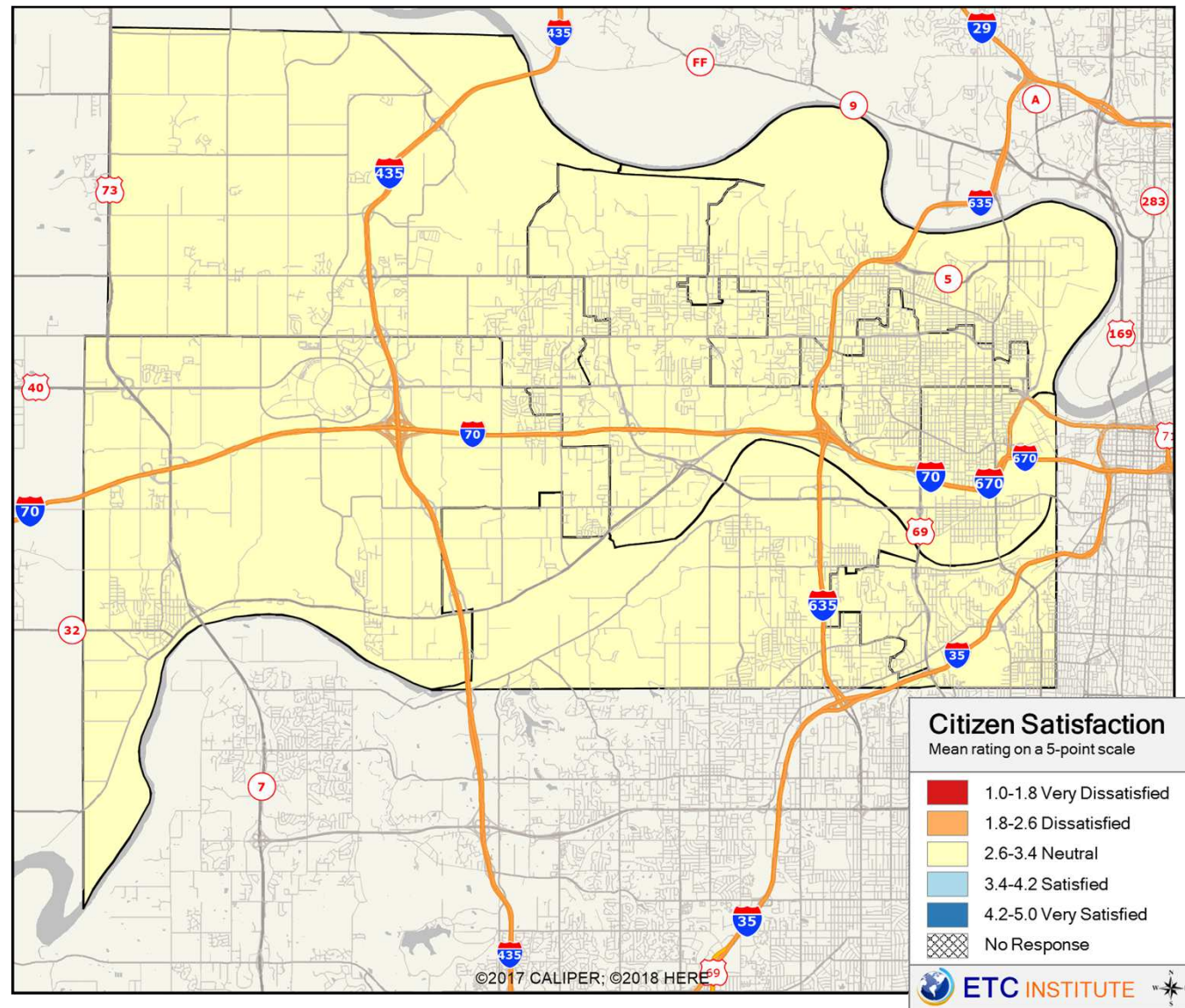
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Mowing/Trimming of Weeds on Private/Vacant Property City-Wide

This item was determined to be the second highest priority for improvement based on the Importance-Satisfaction Analysis

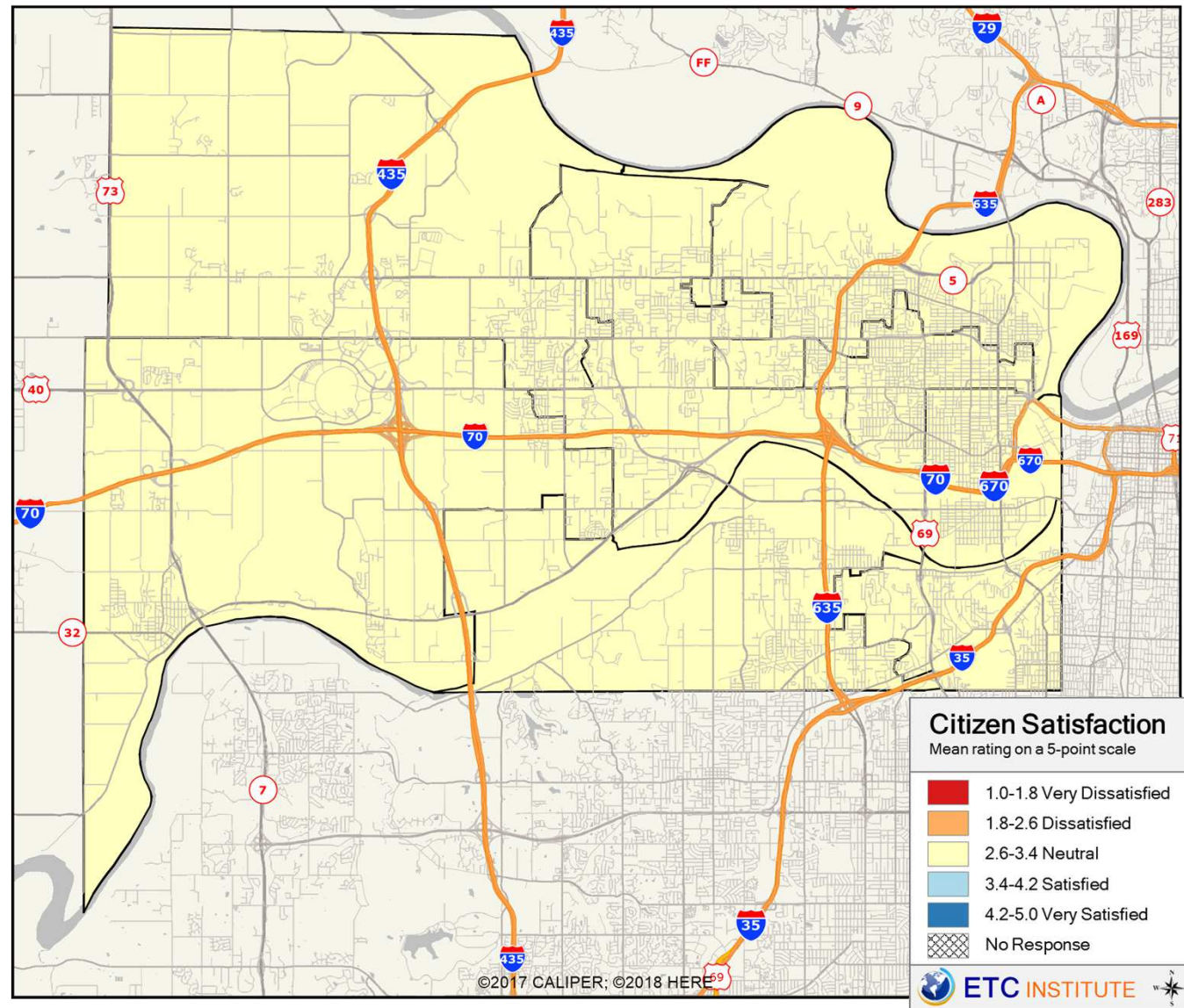
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Clean-up of Junk/Trash/Debris in Neighborhoods

This item was determined to be the third highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



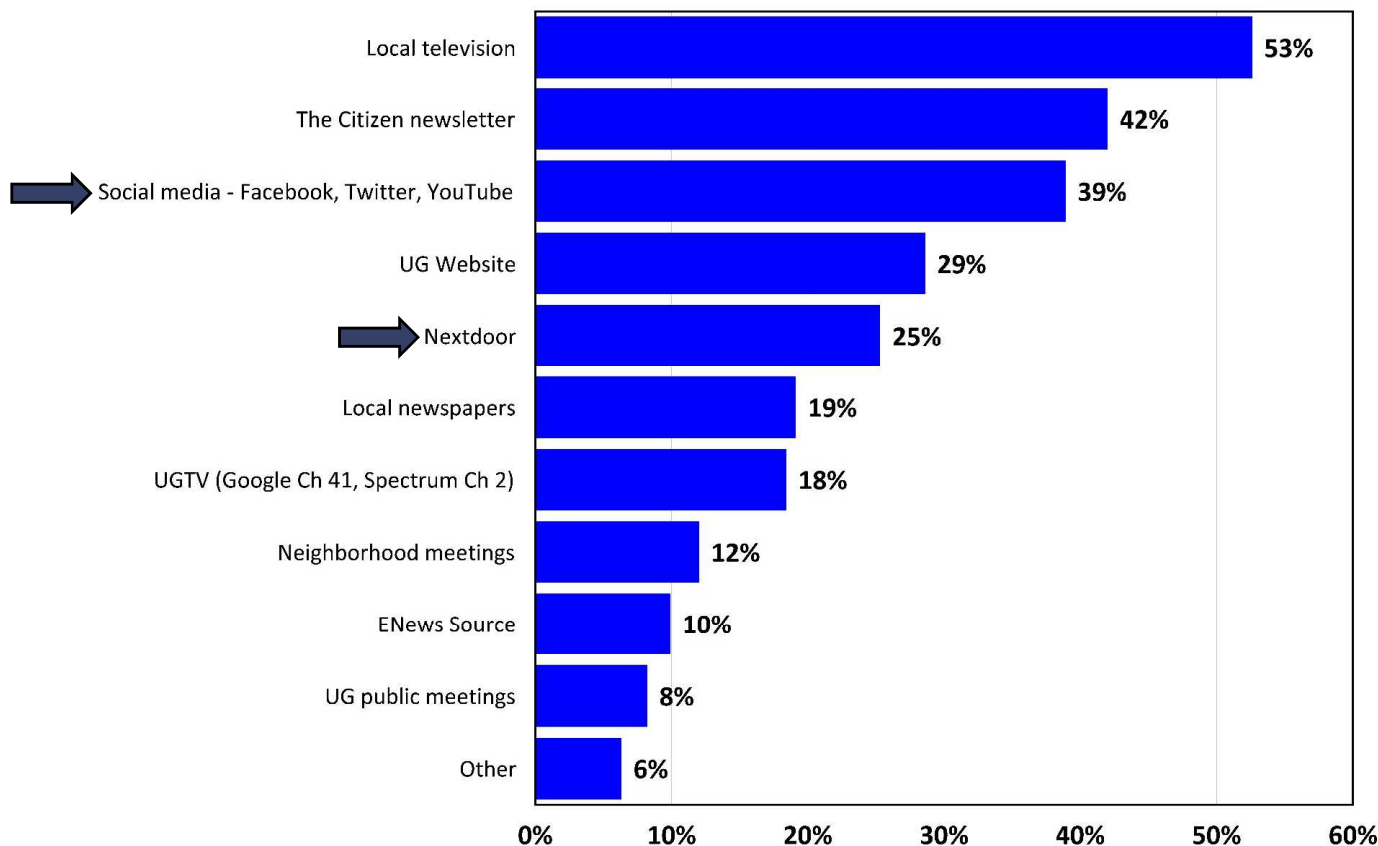
Other Issues

MAJOR FINDINGS

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Q12. How Residents Get Information About the Unified Government

by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2020)

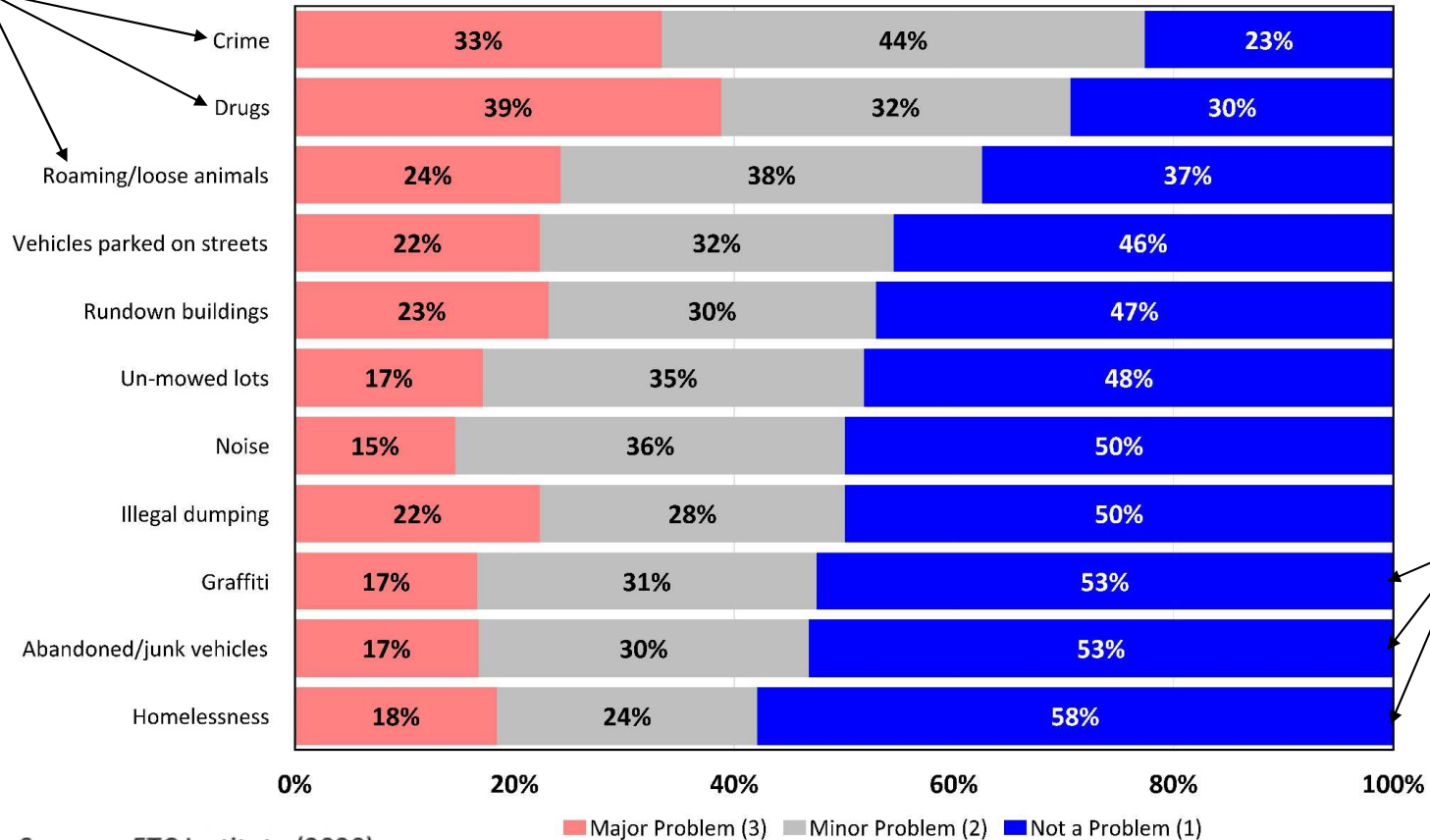
**Social Media Has
Become One of the
Most Influential
Sources of
Information About
County Government**

The Top 5 Most Used Sources Were Also The Top 5 Most Preferred Sources

Q16. How Much of a Problem Each of the Following Issues are in Neighborhoods

by percentage of respondents (excluding don't knows)

Top 3 Items Are the Same as 2018



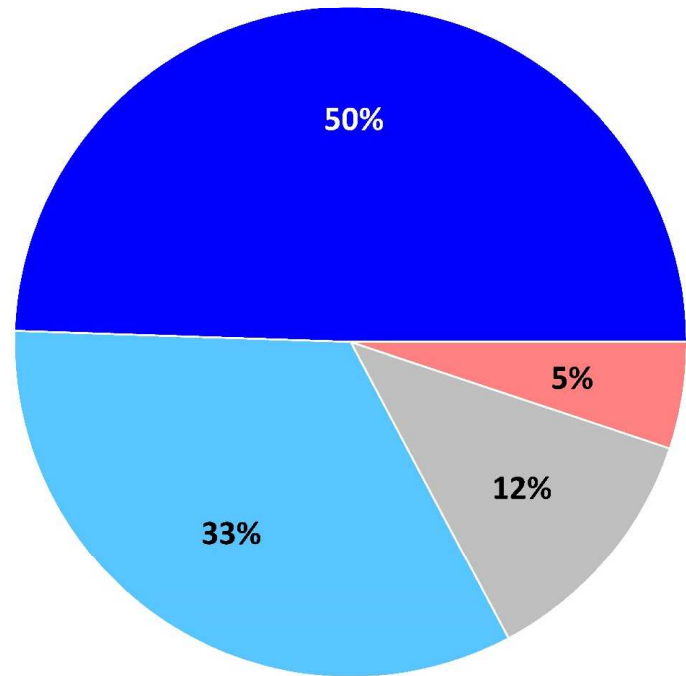
Bottom 3 Items Are the Same as 2018

Source: ETC Institute (2020)

1 in 6 Residents Reported that Homelessness is a Problem In their Neighborhood

**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?**

by percentage of respondents (excluding not provided)



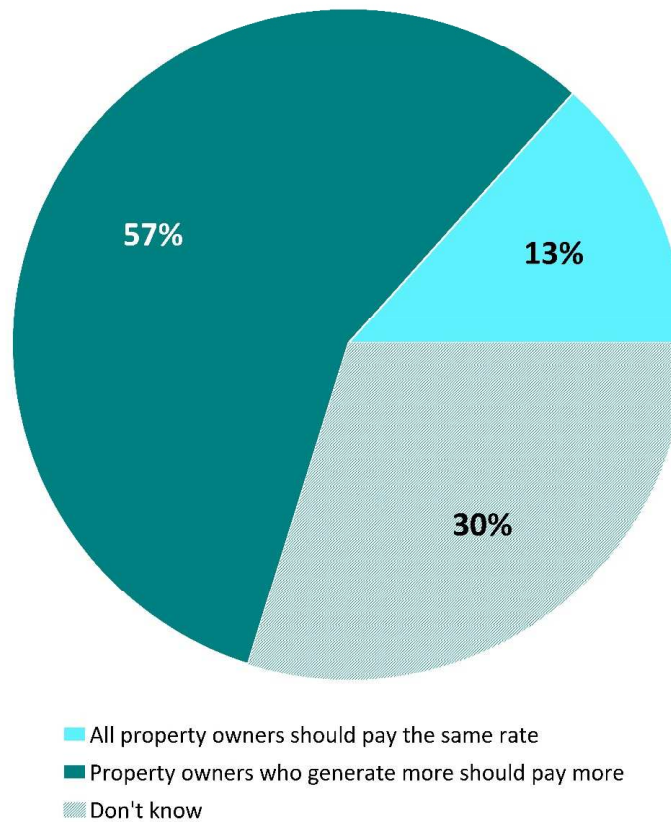
■ Very important ■ Important ■ Not sure ■ Not important

Source: ETC Institute (2020)

83% Thought This Issue Was Very Important or Important in 2018

Q22. Which of the following BEST reflects the way you think stormwater fees should be paid?

by percentage of respondents (excluding not provided)

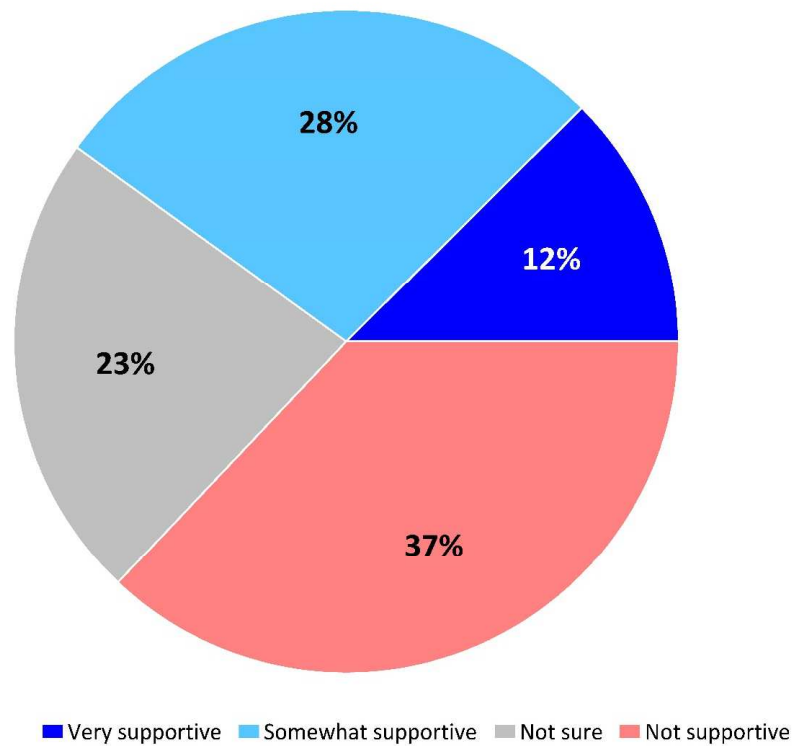


Source: ETC Institute (2020)

52% Thought Property Owners Who Generate More Should Pay More in 2018

Q23. Support for Having an Additional Sales Tax for Parks and Recreation Programs and Projects

by percentage of respondents (excluding not provided)

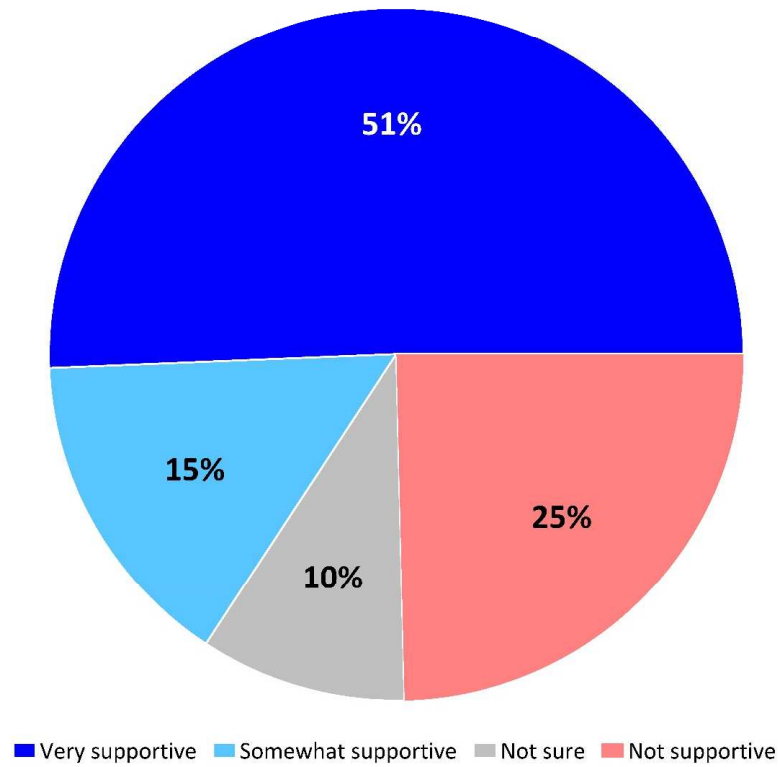


Source: ETC Institute (2020)

A Majority of Residents Were Either “Not Sure” or “Not Supportive”

Q25. Support for Residency Policy for All Wyandotte County Employees

by percentage of respondents (excluding not provided)

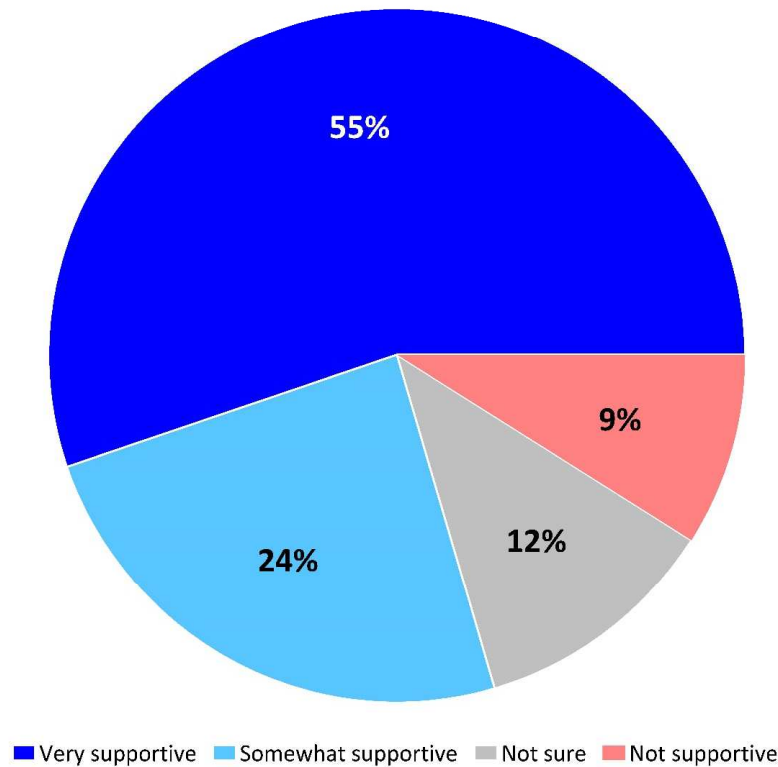


Source: ETC Institute (2020)

A Majority of Residents Were “Very Supportive”

Q28a. Support for Unified Government Policy of Property Owners Maintaining Their Right-of-Way

by percentage of respondents (excluding not provided)



Source: ETC Institute (2020)

A Majority of Residents Were “Very Supportive”

Summary of Trends

Among 66 Areas Assessed Since 2016, Satisfaction Rating Have INCREASED in 53 Areas

Since 2018, There Have Been Notable Increases in Satisfaction With:

- Satisfaction with Code Enforcement
- Satisfaction with Communication with the Public
- Satisfaction with Fire services
- Satisfaction with Parks and Recreation Facilities
- Satisfaction with Parks and Recreation Programs
- Satisfaction with Planning and Zoning
- Satisfaction with Services for Developmental Disabilities
- Satisfaction with Storm Water Runoff/Management System
- Satisfaction with the Customer Service Provided by UG Employees
- Satisfaction with the Sewer Utility System

The Only Areas That Have Decreased By More the 4% Since 2018 Are:

- Snow Removal on Major and Neighborhood Streets
- City Attorney's Office
- Motor Vehicle Registration

Opportunities for Improvement

Neighborhood/Community Level Services

- Maintenance of city streets - **#1 in All 8 Districts**
- Code enforcement
- Communication with the public
- Storm water runoff/management system
- Public transportation

County Level Services

- Motor Vehicle Registration - **#1 in ALL 8 Districts**
- Area Agency on Aging services
- County Appraiser's Office services
- Services for developmental disabilities
- Customer service by Unified Govt. employees
- Senior transportation

Questions?

THANK YOU

