Unified Government Community Survey

Volume 1

Overall Findings Report
Crosstabular Data by District
GIS Maps

...helping organizations make better decisions since 1982

2020

Submitted to the Unified Government
by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

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2020 Unified Government Community Survey Executive Summary

Executive Summary Report

Purpose and Methodology

ETC Institute administered a survey to residents in Kansas City, Kansas and Wyandotte County between November 2019 and January 2020 for the Unified Government. The purpose of the survey was to help the Unified Government ensure that the city's priorities continue to match the needs and desires of residents. The survey results will be used to help develop government funding priorities and will also assist efforts to deliver government services in the most cost effective and efficient manner possible.

The seven-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in Wyandotte County and Kansas City, Kansas. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Wyandotte County and Kansas City, Kansas from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 2,400 residents. The goal was exceeded with a total of 4,313 residents completing the survey. The overall results for the sample of 4,313 households have a precision of at least +/-1.49% at the 95% level of confidence.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to assess satisfaction with residents who had used City or County services. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion.*"

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from previous surveys,
- Importance-Satisfaction analysis,
- tables that show the results of the random sample for each question on the survey, and
- a copy of the survey instrument.

Overall Perceptions of the Community

Residents were asked to rate several items that may influence their perceptions of the County. The items that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the overall appearance of commercial areas (47%), the overall quality of life in Wyandotte County (39%), how well the County is planning for and managing growth (36%), and the overall quality of City and County services (36%).

Overall Satisfaction with Unified Government Services

Neighborhood and Community Services: The major categories of neighborhood and community services that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: fire services (85%), ambulance services (80%), and police services (71%). Residents were least satisfied with code enforcement (33%) and planning and zoning (33%).

County Services: The major categories of neighborhood and community services that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the local election process (55%), County parks (54%), and the 3-1-1 Call Center (43%). Residents were least satisfied with senior transportation (30%) and the District Attorneys' Office (30%).

Satisfaction with Specific Services

- **Public Safety.** The highest levels of satisfaction with public safety services services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: fire department response time to emergencies (80%), fire department response time to fires (77%), and police department response time to emergencies (54%). The aspect of public safety services that respondents were least satisfied with is the visibility of code enforcement (31%).

- **City Maintenance.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: snow removal on major City streets (60%), the maintenance of street signs and traffic signals (54%), and the maintenance of major City

streets (42%). The two items respondents indicated should receive the most emphasis over the next two years are; the maintenance of streets in neighborhoods and snow removal on neighborhood streets.

- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the maintenance of parks and equipment (49%), the number of parks (44%), and the Sunflower Hills Golf Course (43%). The three parks and recreation services respondents indicated should receive the most emphasis over the next two years were: the number of walking and biking trails, the maintenance of parks and equipment, and swimming pool and spray parks.

- **Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: enforcing the clean-up of junk, trash, and debris in neighborhoods (42%), enforcing the maintenance of residential property in neighborhoods (42%), enforcing the removal of inoperable or junk cars in neighborhoods (41%), and enforcing the mowing and trimming of weeds on private and/or vacant property in neighborhoods (40%).

Additional Findings

- **Communication:** Respondents were asked to indicate what sources of information they use to get information about the Unified Government. Local television (53%), the Citizen Newsletter (42%), social media (39%), and the UG website (29%) were the most selected methods of learning about the Unified Government. Respondents were also asked to indicate which two methods they most prefer, based on the sum of respondents' top two choices respondents most prefer local television and the Citizen Newsletter.

- **Problems Facing the Community:** Crime (77%), drugs (71%), and roaming/loose animals (62%) are the three largest problems facing neighborhoods based on the sum of "major problem" and "minor problem" responses from residents *who had an opinion*.

- **Quality of Life:** Over half (54%) of respondents indicated they feel the current quality of life in their neighborhood is about the same as it has always been. Other feelings include: getting worse (19%), getting better (19%), never been better (6%), and never been worse (2%).

- **Stormwater Issues:** Eighty-three percent (83%) of respondents think it is either "very important" (50%) or "important" (33%) for the Unified Government to manage stormwater runoff to help protect the quality of water in lakes and streams. Eighty-one percent (81%) of respondents *who had an opinion* believe property owners who generate more runoff should pay more per square foot owned than those who generate less runoff, while 19% believe all property owners should pay the same rate for stormwater fees.

- **Sales Tax for Parks and Recreation Programs/Projects:** Forty percent (40%) of respondents *who had an opinion* indicated they are either "very supportive" (12%) or "somewhat supportive" (28%) of having an additional sales tax for parks and recreation programs and projects; 23% are "not sure" and 37% are "not supportive."

- **Trash:** Forty-seven percent (47%) of respondents *who had an opinion* support having the Unified Government begin using a "cart-based" system of trash pick-up; 29% are "not sure" and 24% are "not supportive."

- **Residency Policy:** Two-thirds (66%) of the respondents *who had an opinion* indicated they are either "very supportive" (51%) or "somewhat supportive" (15%) of the Unified Government's residency policy which states that its employees must have their permanent residence within Wyandotte County; 10% are "not sure" and 25% are "not supportive" of this policy.

- **Right-of Way Policy:** Seventy-nine percent (79%) of respondents *who had an opinion* indicated they are either "very supportive" (55%) or "somewhat supportive" (24%) of the Unified Government's policy of property owners maintaining their right-of-way; 12% are "not sure" and 9% are "not supportive" of this policy.

Trends

Notable Increases: There were three areas that saw a notable increase in positive responses from 2018 to 2020.

- Fees charged for recreation programs (+6%)
- Ease of registering for recreation programs (+5%)

Notable Decreases: There were four areas that saw a notable decrease in positive responses from 2018 to 2020.

- Snow removal on neighborhood streets (-7%)
- Motor Vehicle Registration (-6%)
- The District Attorneys' Office (-6%)
- Snow removal on major City streets (-5%)

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. Details regarding the methodology for the analysis are provided in Section 2 of this report.

- **Overall Priorities for Neighborhood and Community Services by Major Category.** This analysis reviewed the importance of and satisfaction with neighborhood and community 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=0.4232)
  - Code Enforcement (IS=0.1910)
  - Communication with the public (IS=0.1855)
  - Stormwater runoff/management system (IS=0.1291)
  - Public transportation (IS=0.1167)
  - Trash collection and recycling (IS=0.1072)
  - Police services (IS=0.1048)
  - Planning and Zoning (IS=0.1036)
- **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=0.2609)
  - Area Agency on Aging Services (IS=0.1797)
  - County Appraiser's Office Services (IS=0.1748)
  - Services for developmental disabilities (IS=0.1661)
  - Customer service provided by UG Employees (IS=0.1593)
  - Senior Transportation (IS=0.1535)
  - The District Attorneys' Office (IS=0.1482)
  - Public Health Department Services (IS=0.1323)
  - County Parks (IS=0.1232)

- **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**
    - City's overall efforts to prevent crime (IS=0.2897)
    - Visibility of police in neighborhoods (IS=0.2187)
    - Visibility of code enforcement in neighborhoods (IS=0.1818)
    - Quality of animal control in neighborhoods (IS=0.1786)
    - Visibility of police in neighborhood retail areas (IS=0.1470)
    - Enforcement of traffic laws (IS=0.1093)

  - **City Maintenance**
    - Maintenance of streets in neighborhoods (IS=0.2988)
    - Snow removal on neighborhood streets (IS=0.2079)
    - Maintenance of sidewalks in neighborhoods (IS=0.1783)
    - Maintenance of major city streets (IS=0.1766)
    - Overall cleanliness of streets and other public areas (IS=0.1565)
    - Maintenance of curbs in neighborhoods (IS=0.1106)

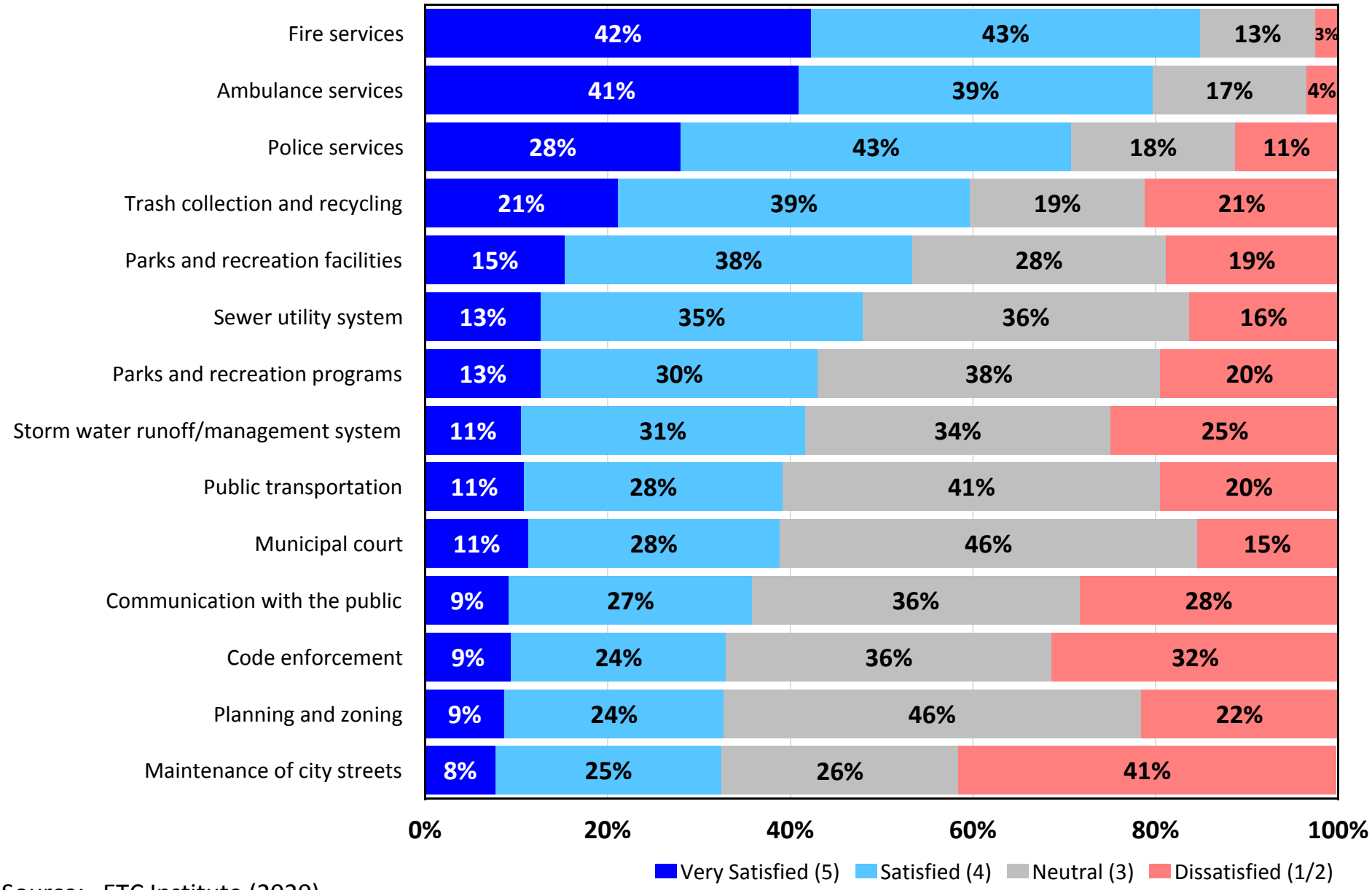
  - **Parks and Recreation**
    - Number of walking and biking trails (IS=0.2036)
    - Swimming pool and spray parks (IS=0.1940)
    - Youth recreation programs (IS=0.1536)
    - Maintenance of parks and equipment (IS=0.1535)
    - Community centers (IS=0.1334)
    - Programs for seniors (IS=0.1229)
    - Adult recreation programs (IS=0.1137)

  - **Enforcement of Codes and Ordinances**
    - Clean-up of junk, trash and debris city-wide (IS=0.3312)
    - Mowing and trimming on private/vacant property city-wide (IS=0.2523)
    - Clean-up of junk, trash and debris in neighborhoods (IS=0.1835)
    - Maintenance of residential property in neighborhoods (IS=0.1400)
    - Maintenance of commercial/business property (IS=0.1394)
    - Mowing and trimming on private property in neighborhoods (IS=0.1379)
    - Removal of inoperable/junk cars in neighborhoods (IS=0.1228)

Section 1
Charts and Graphs

Q1. Satisfaction With Neighborhood/Community Services

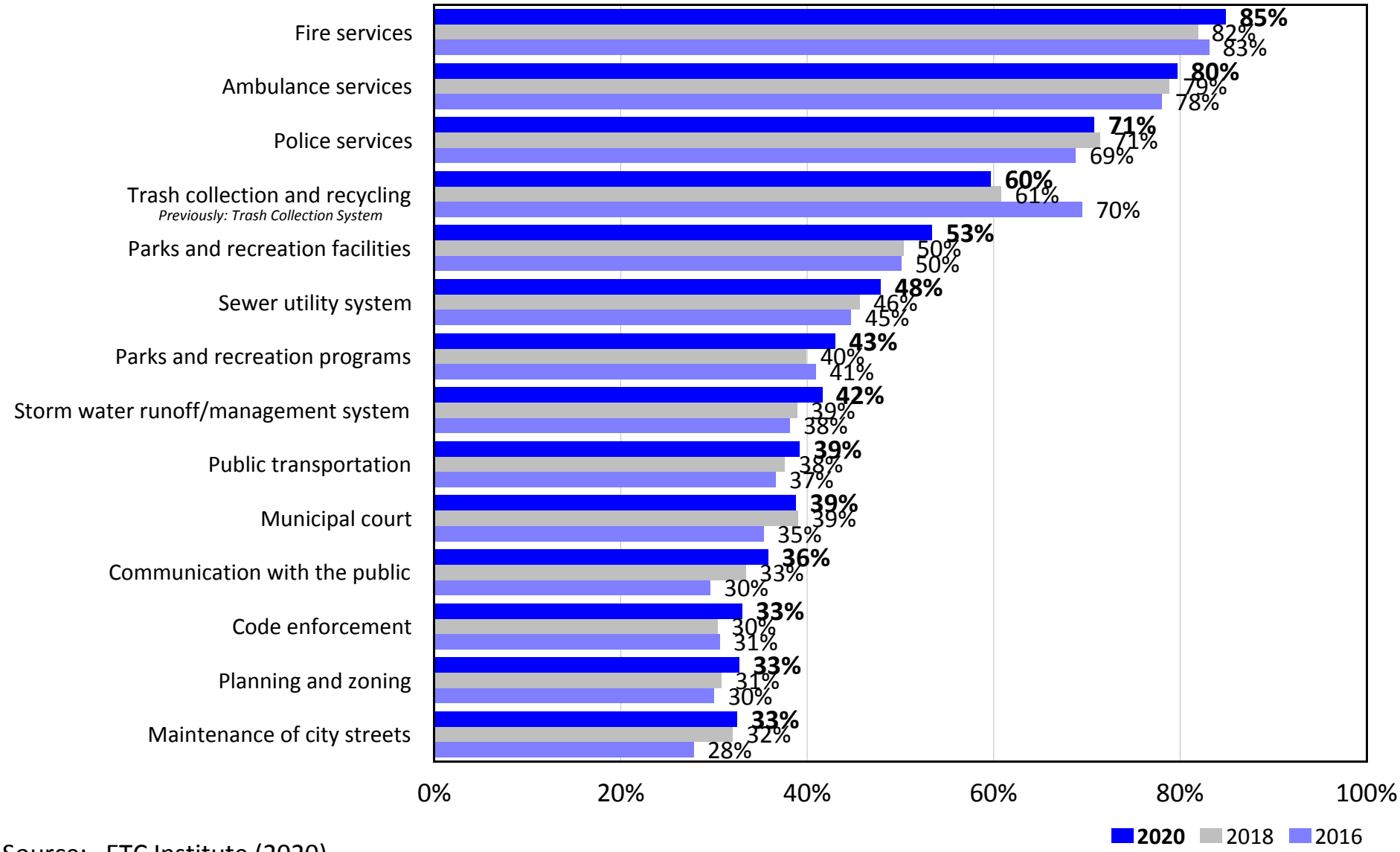
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Satisfaction With Neighborhood/Community Services Trends: 2020, 2018, and 2016

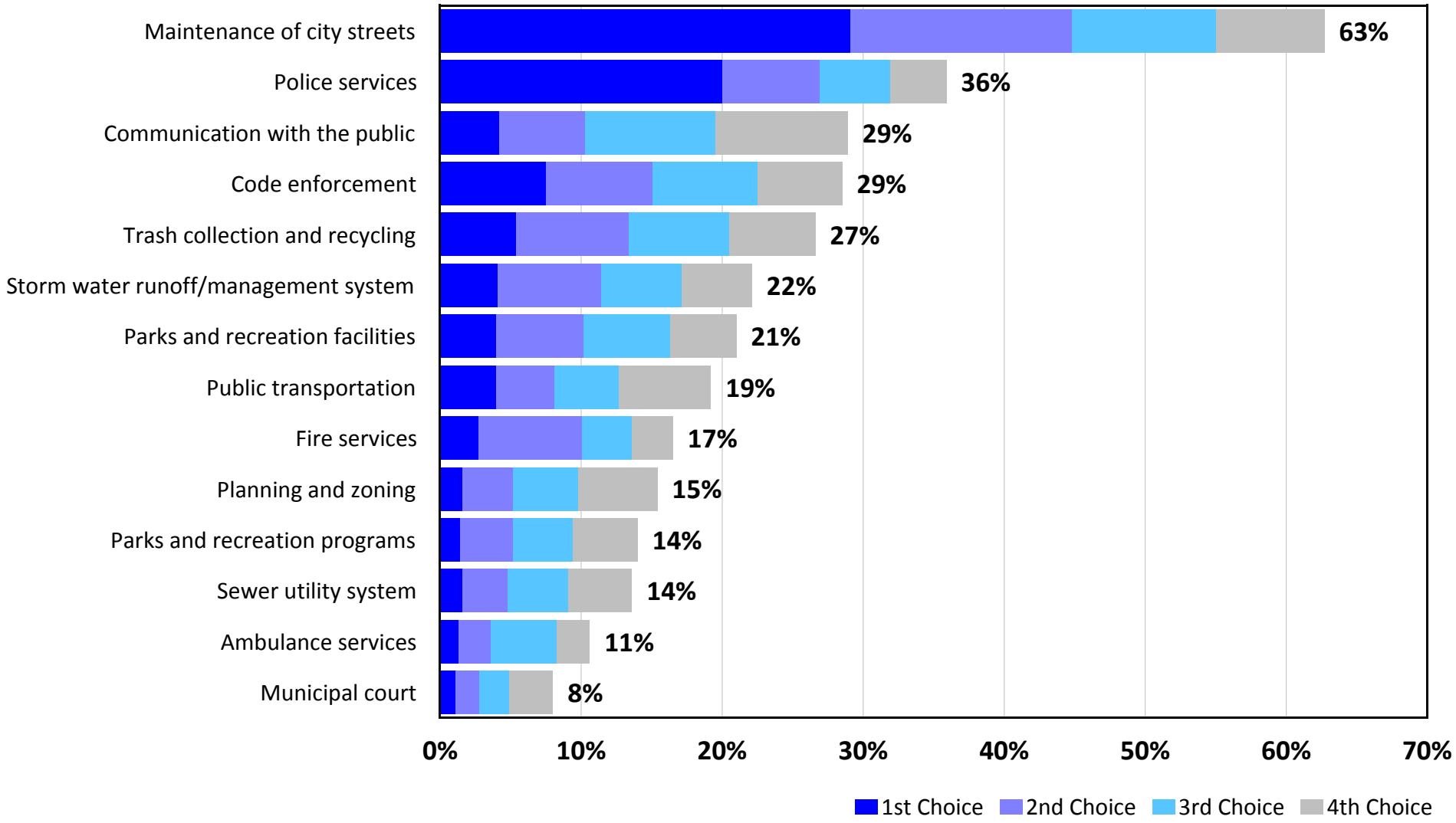
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

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

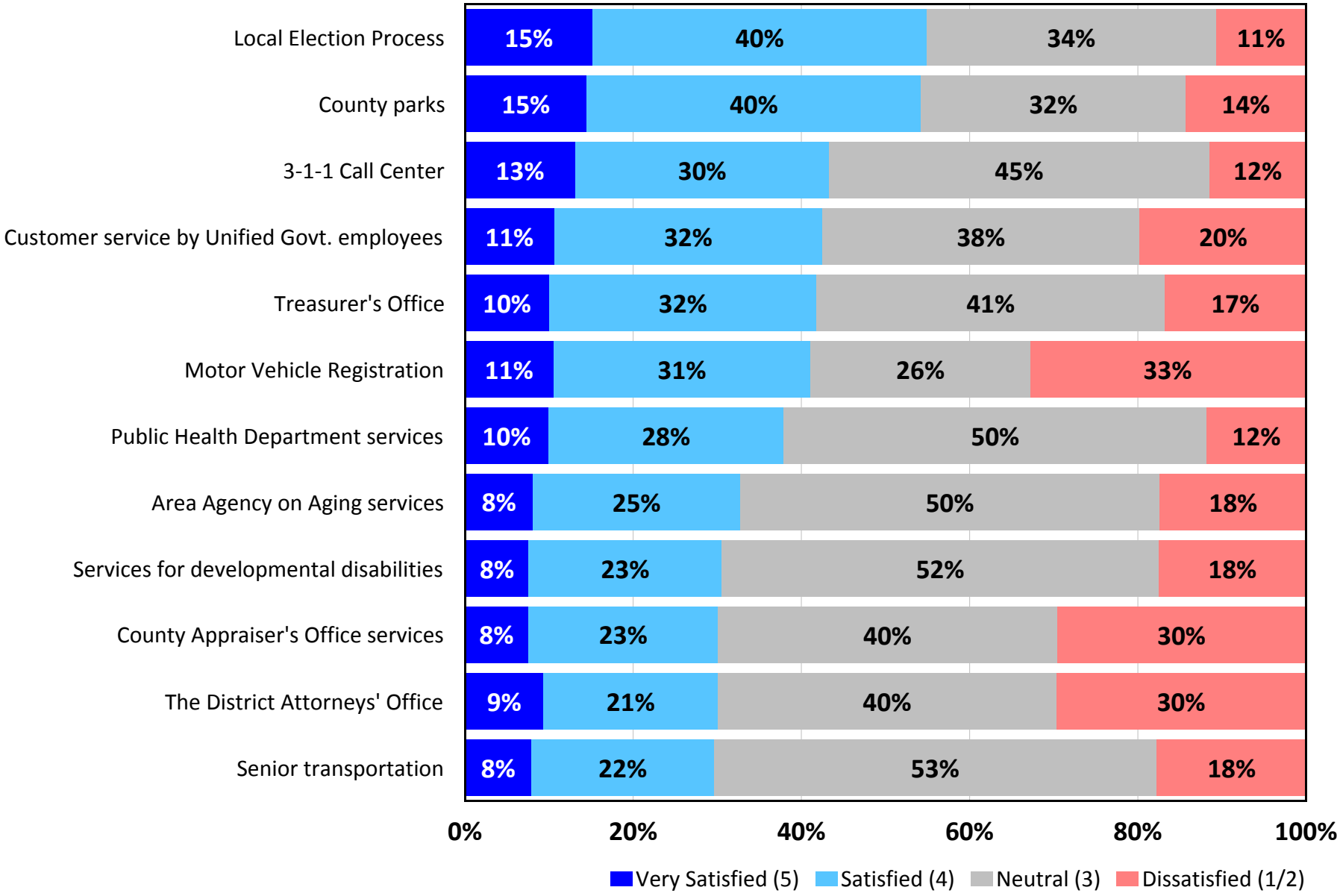
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2020)

Q3. Satisfaction With County Level Services

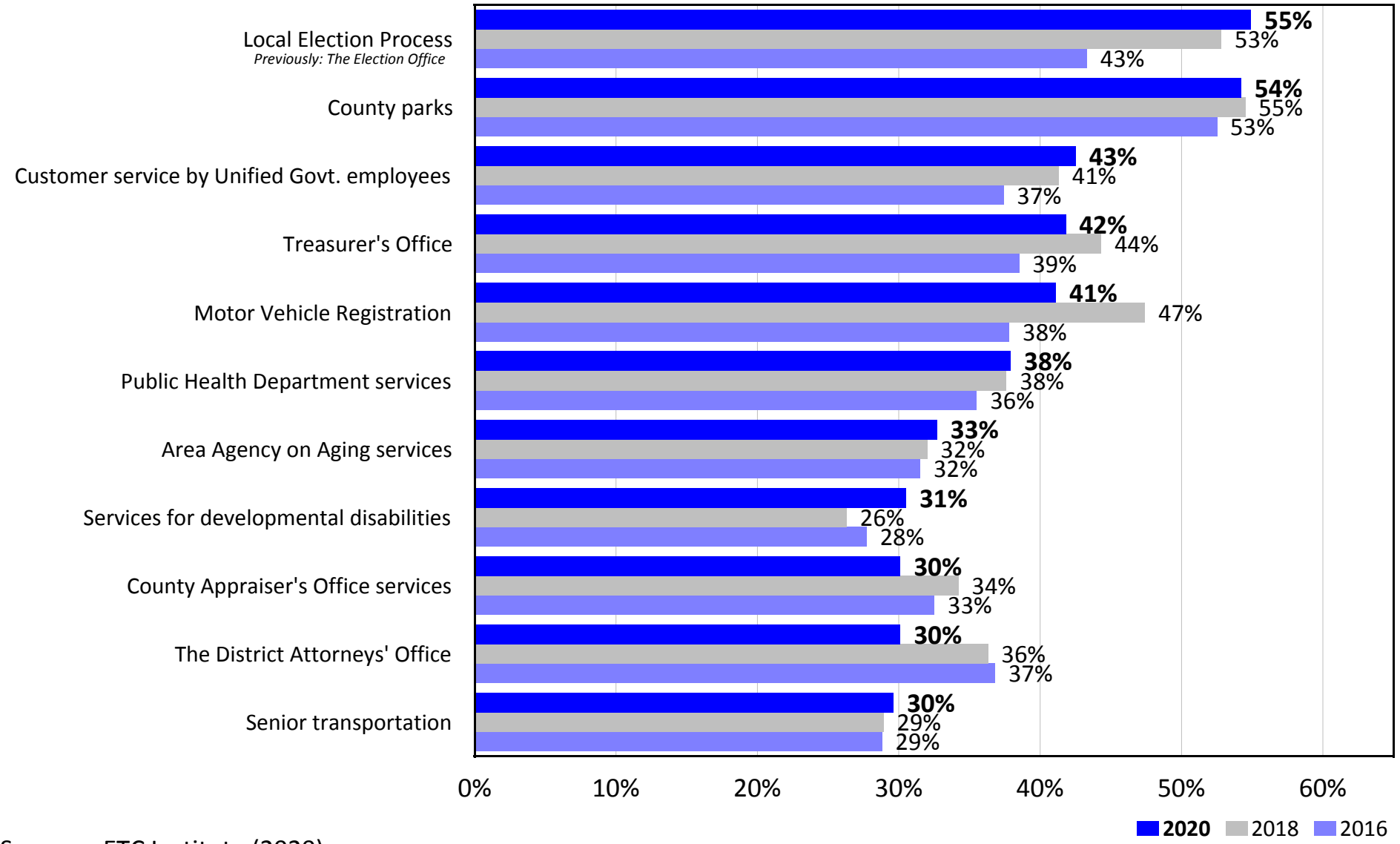
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Satisfaction With County Level Services
Trends: 2020, 2018, and 2016

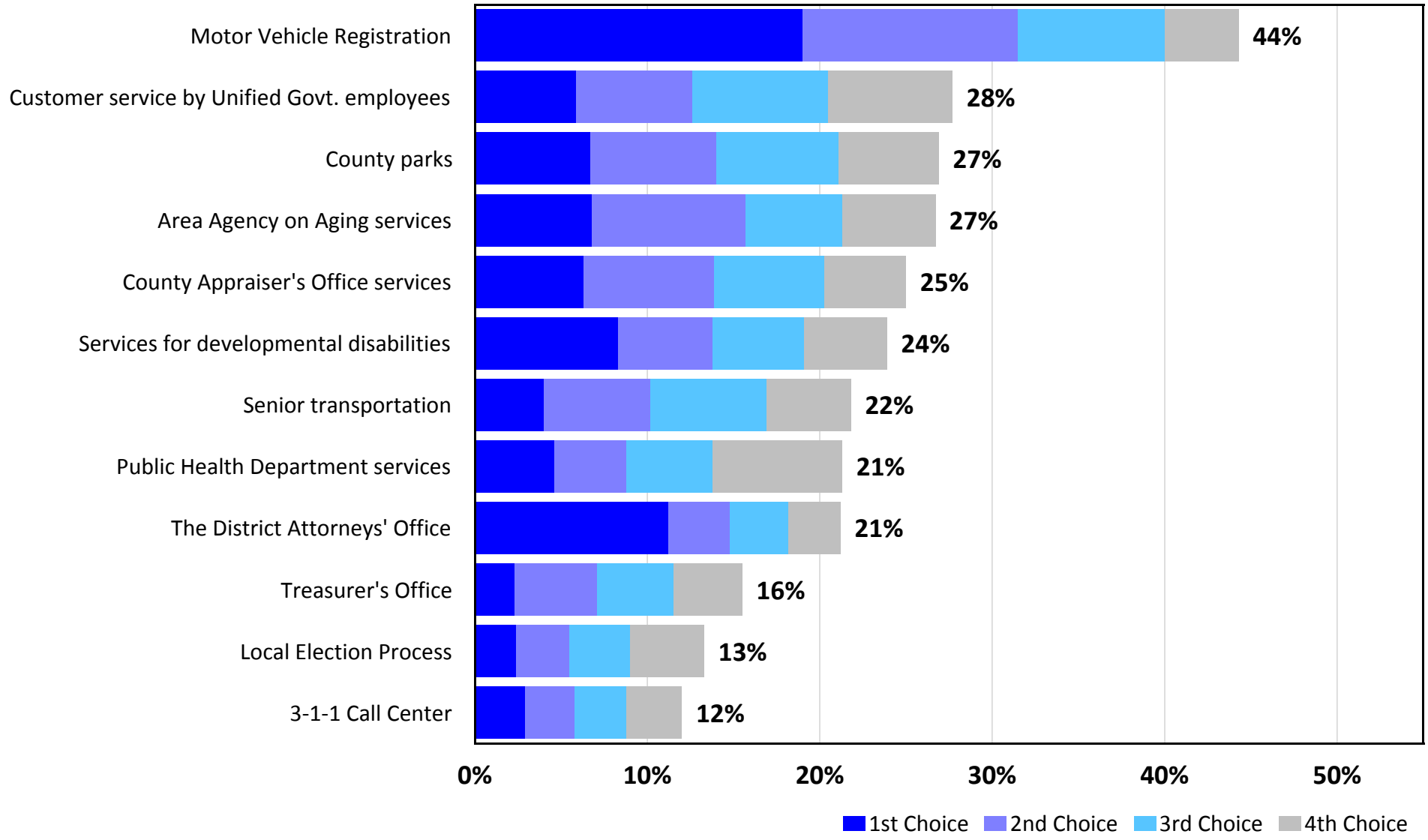
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

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

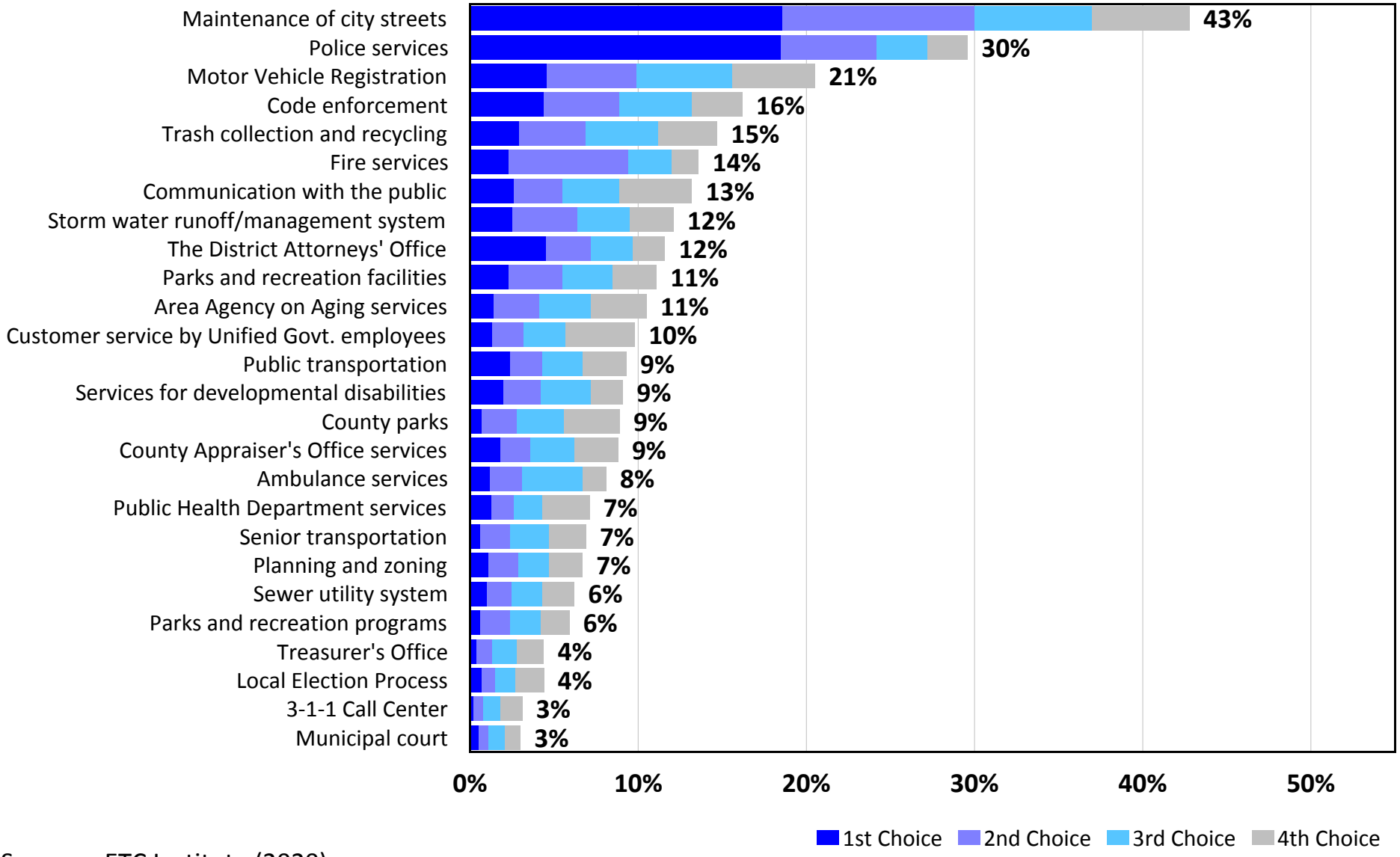
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2020)

Q5. Overall Priorities That Should Receive the Most Emphasis Over the Next 2 Years

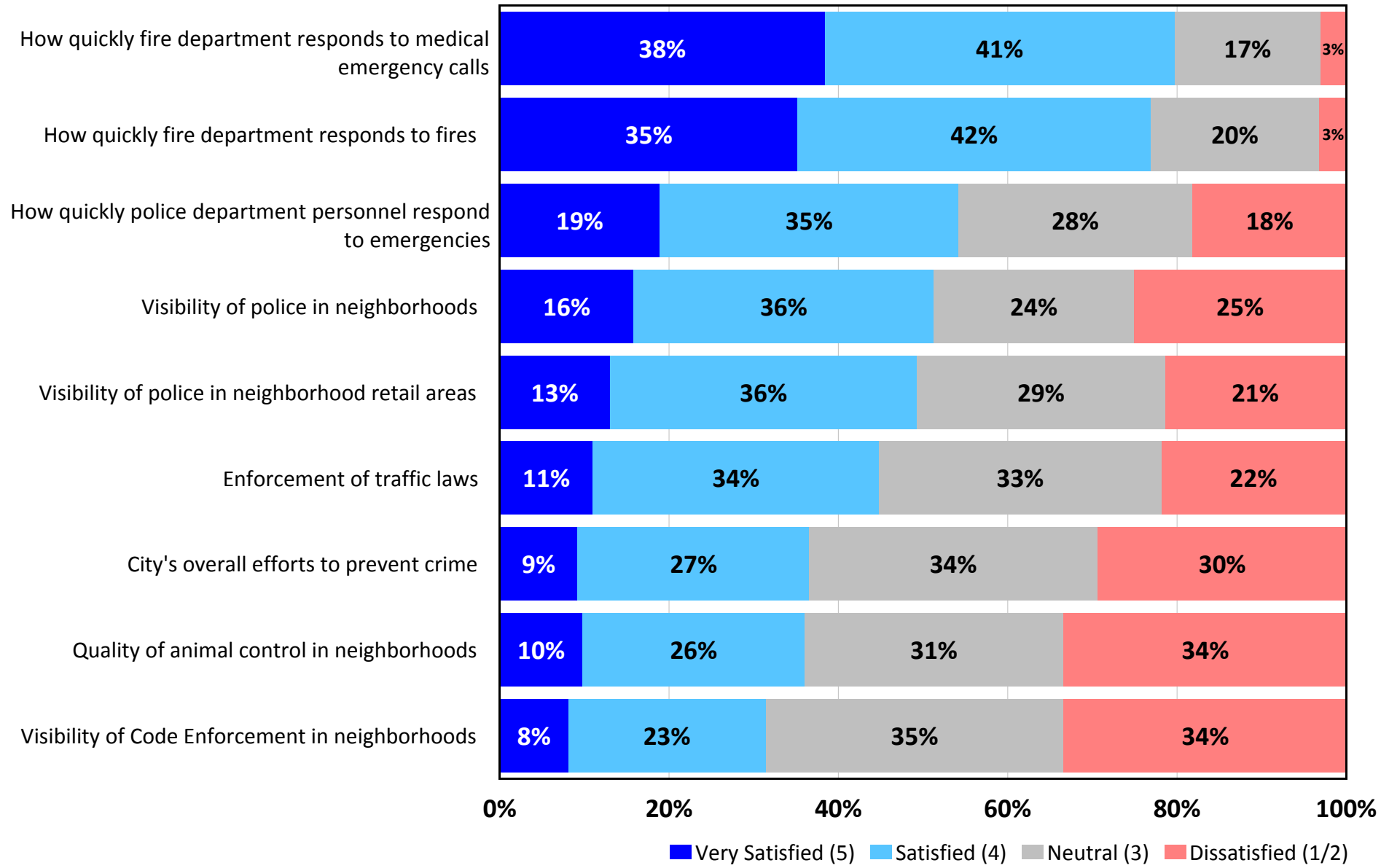
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2020)

Q6. Satisfaction With Public Safety

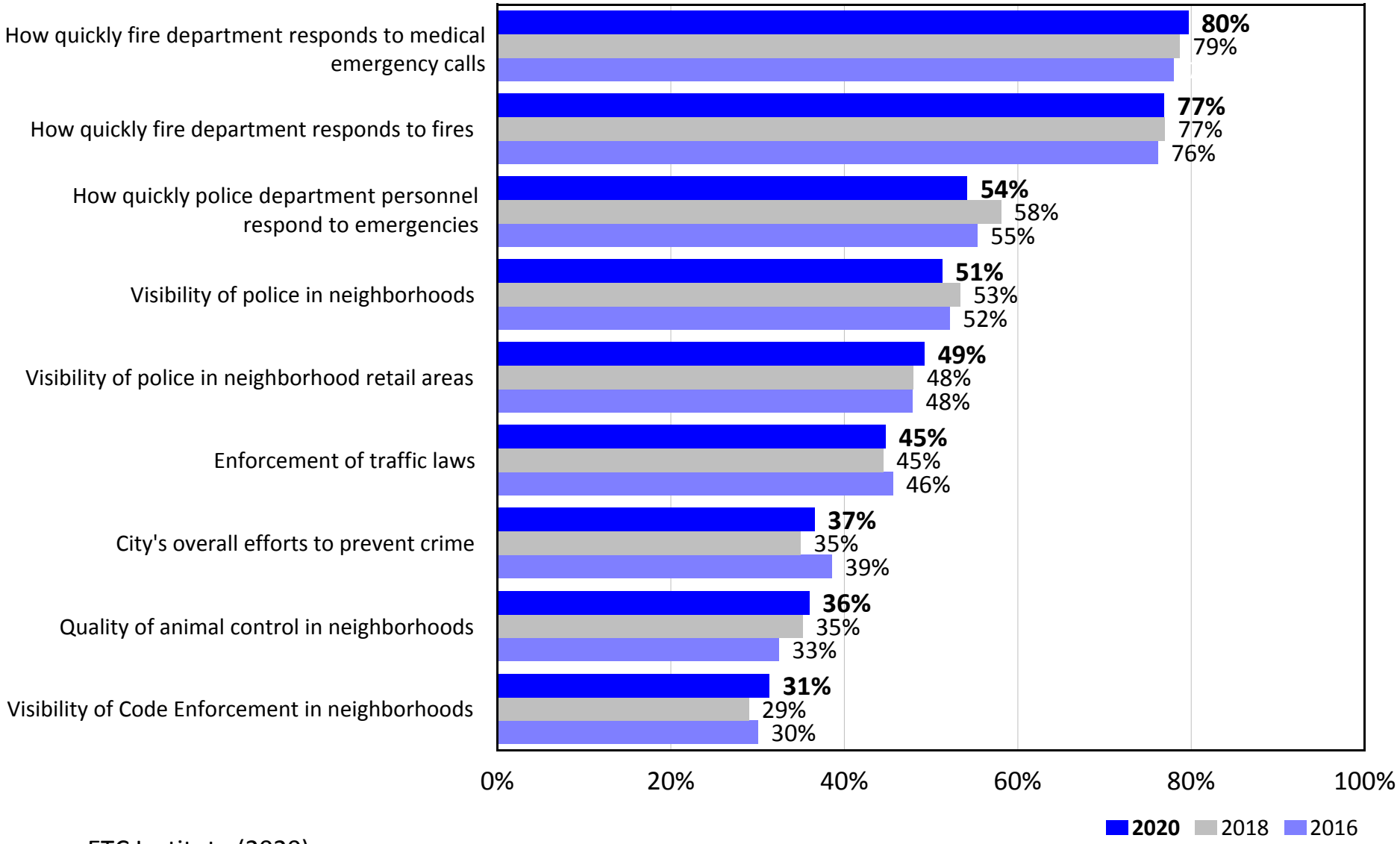
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Satisfaction With Public Safety Trends: 2020, 2018, and 2016

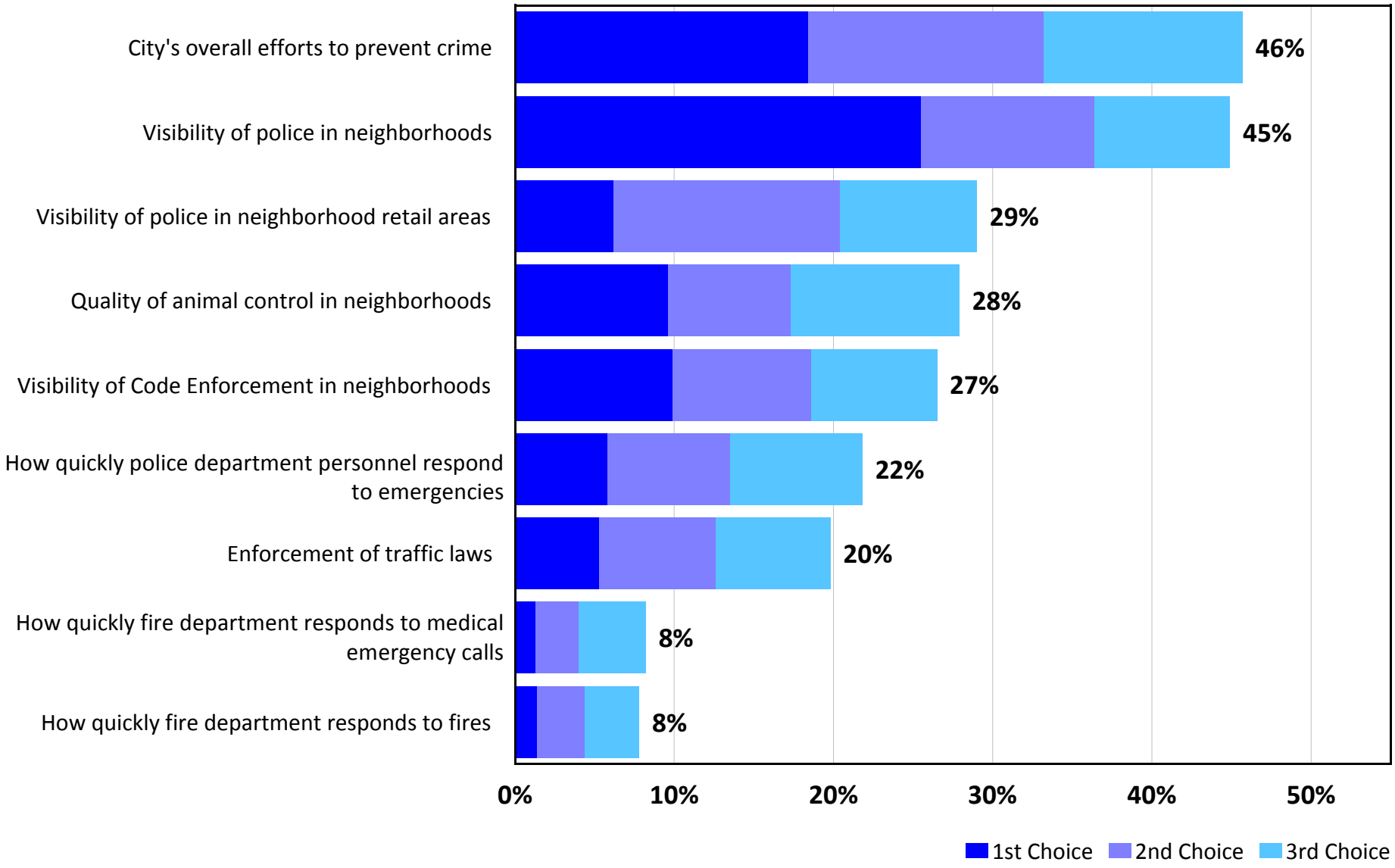
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

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

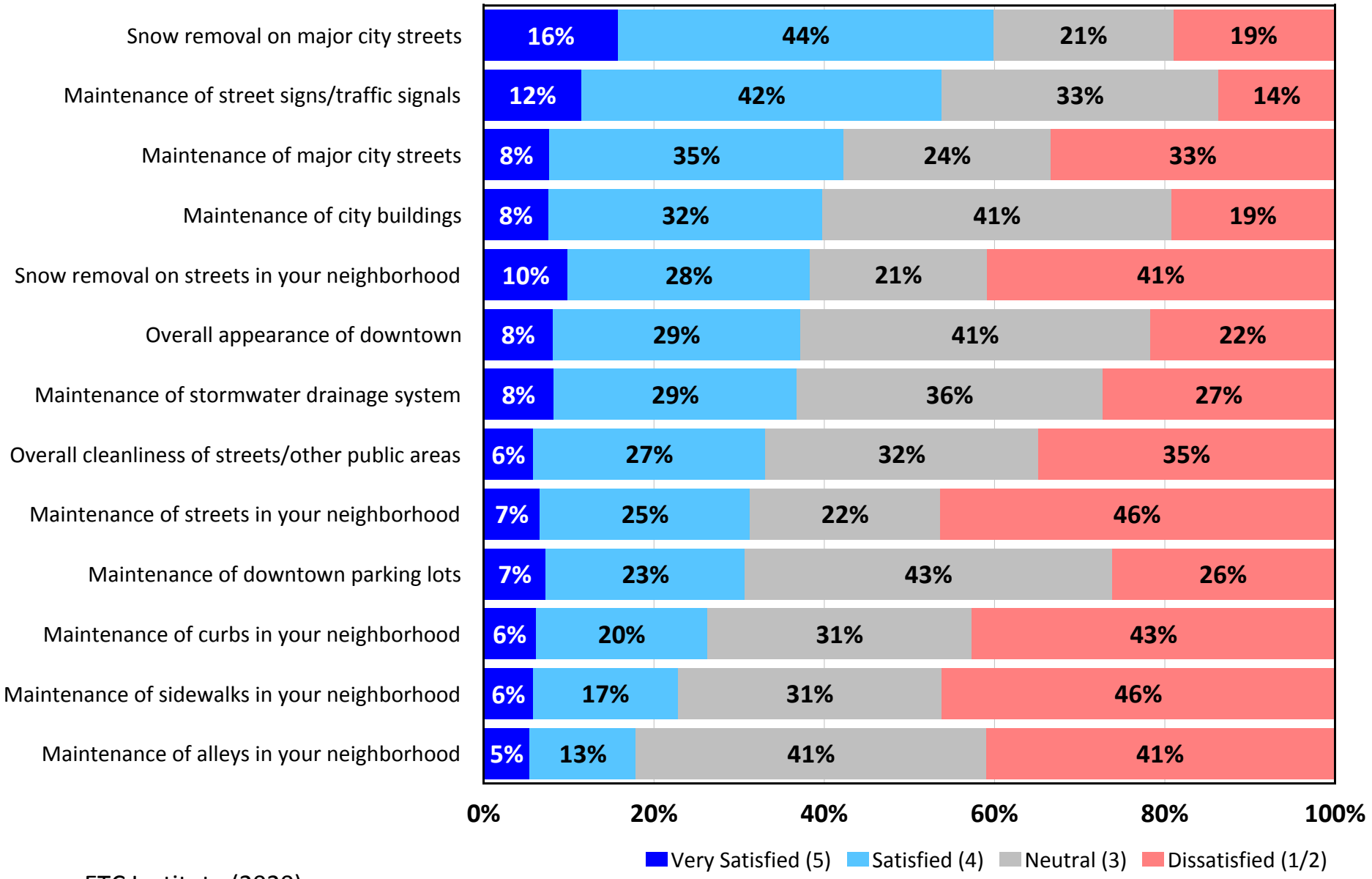
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q8. Satisfaction With City Maintenance

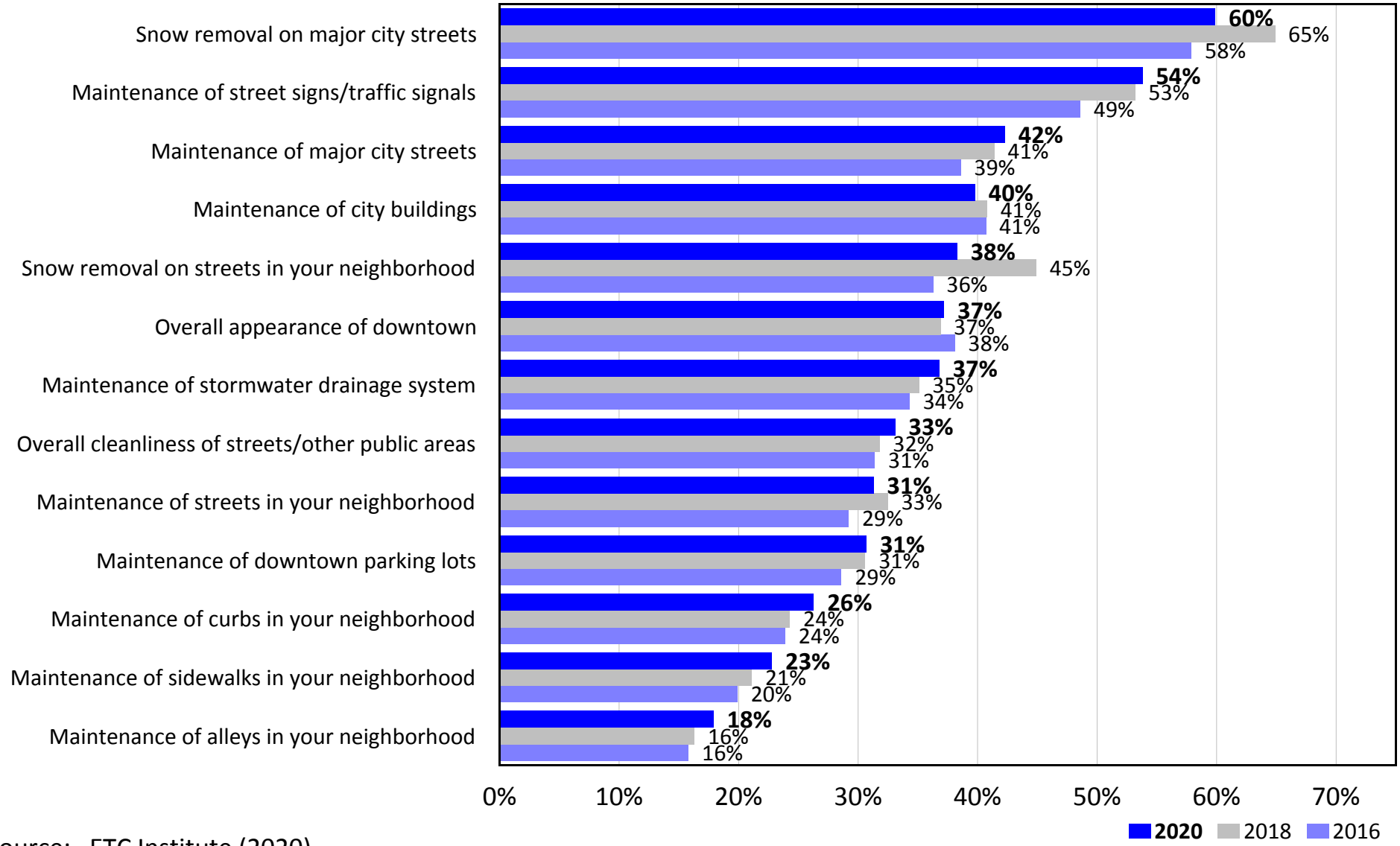
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Satisfaction With City Maintenance Trends: 2020, 2018, and 2016

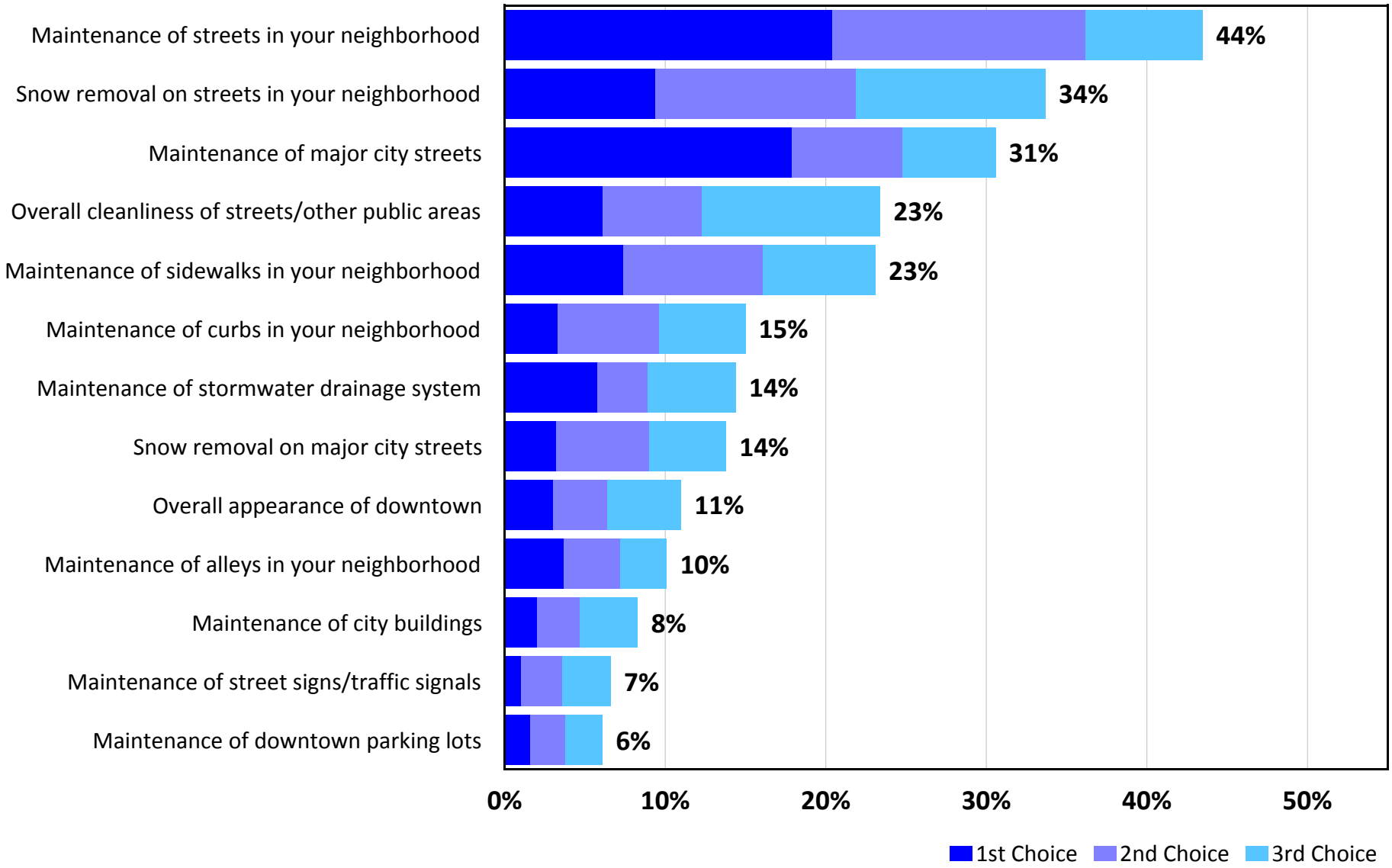
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

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

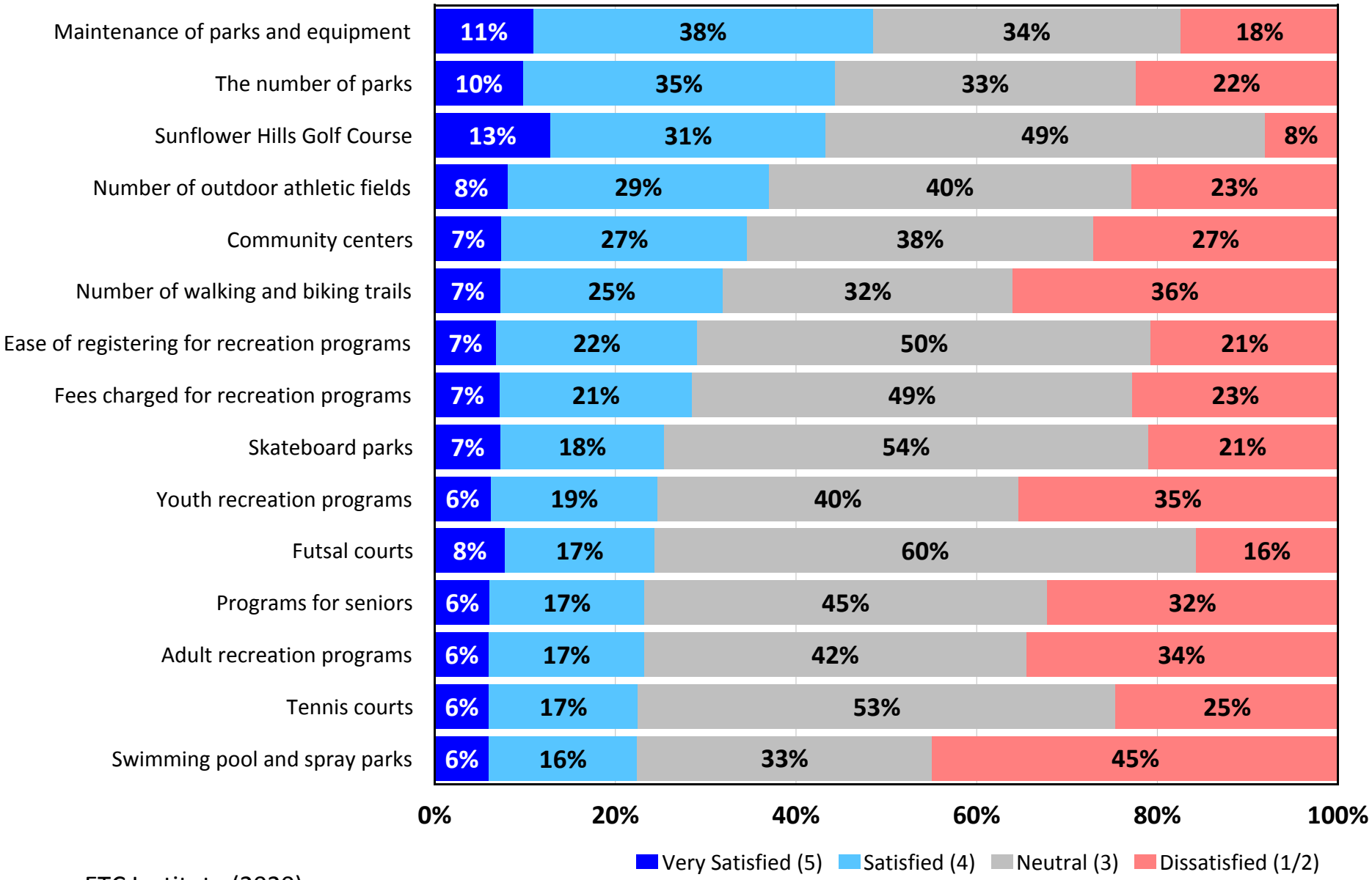
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q10. Satisfaction With Parks and Recreation

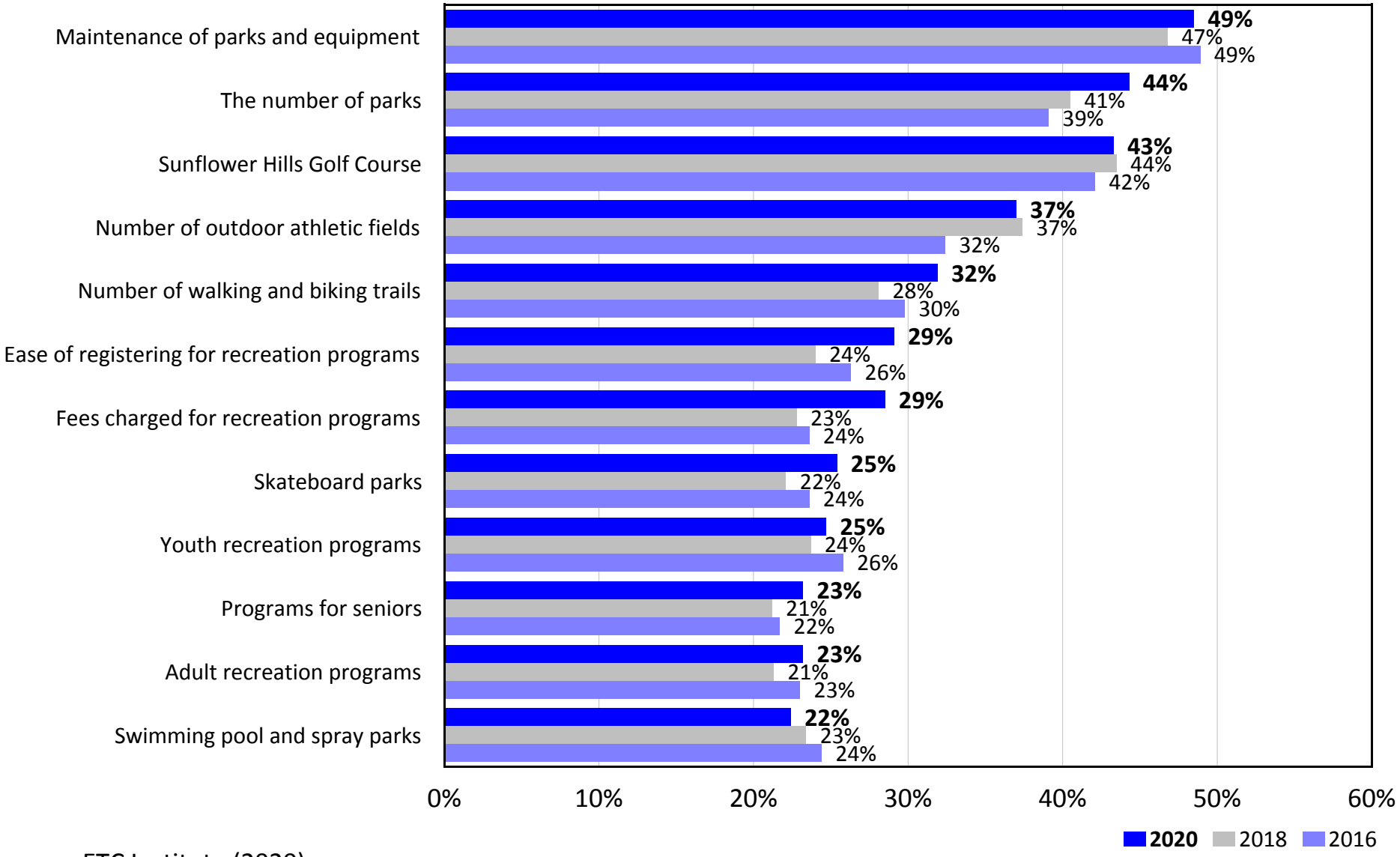
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Satisfaction With Parks and Recreation
Trends: 2020, 2018, and 2016

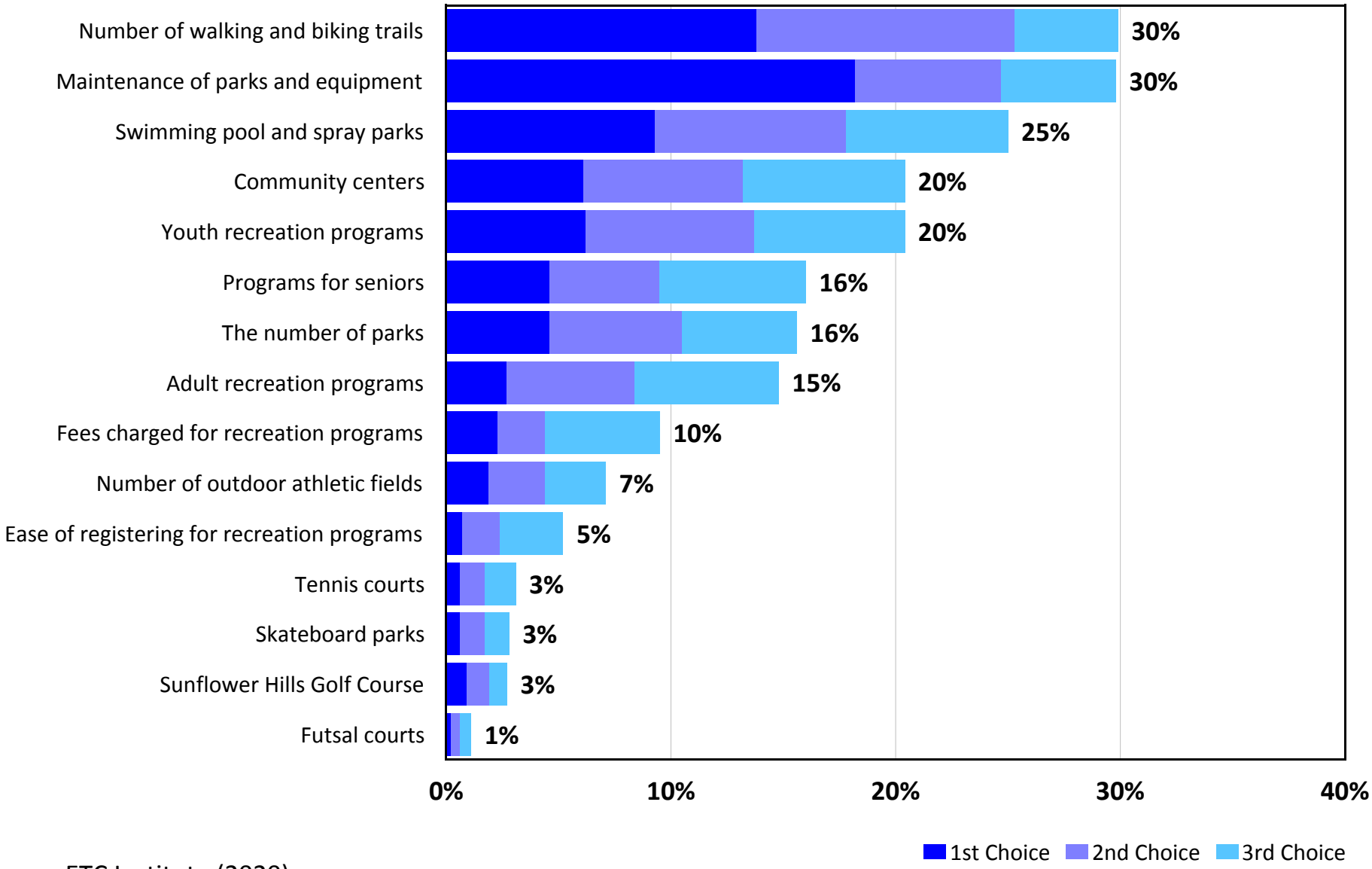
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

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

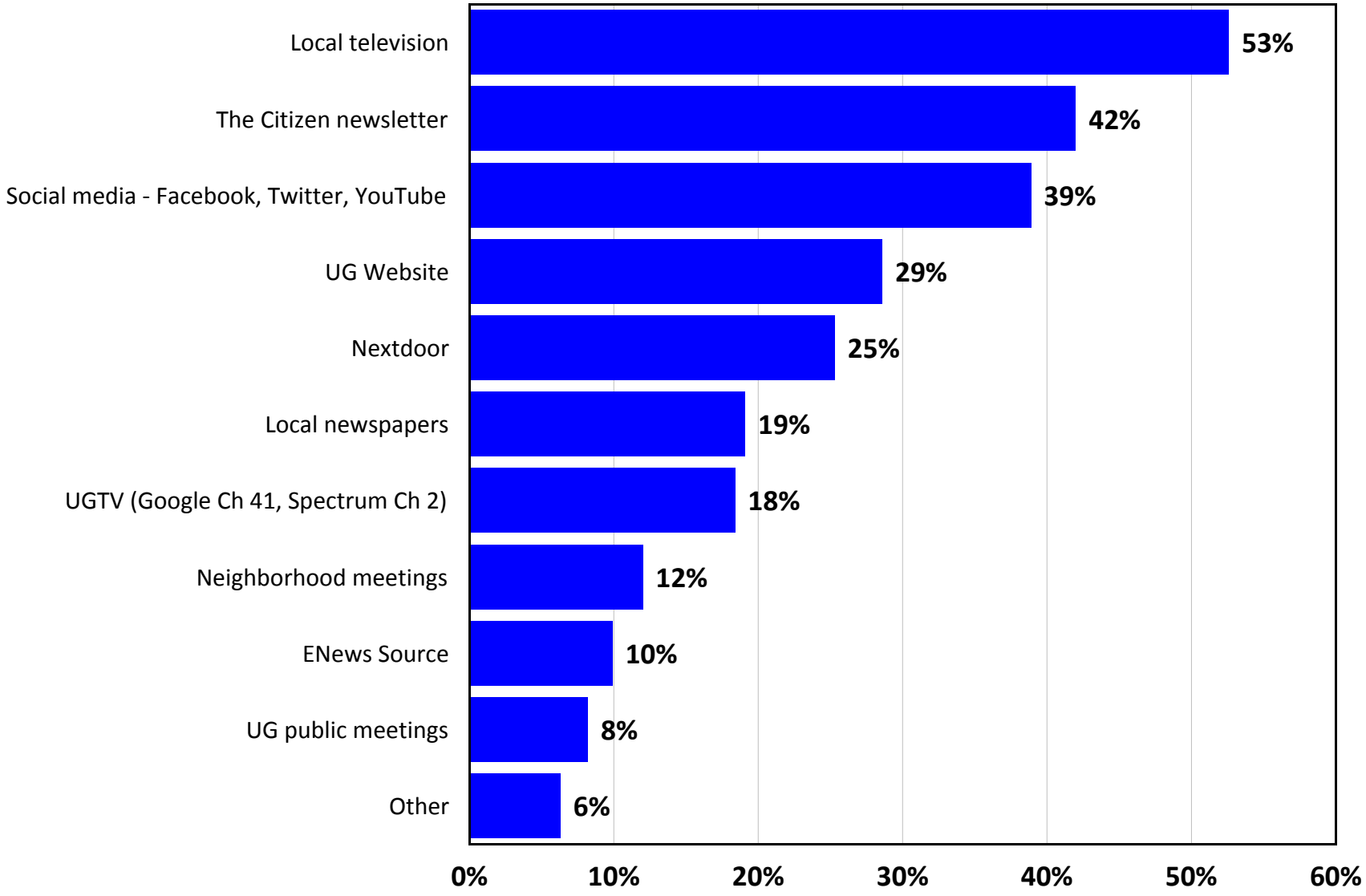
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q12. How Residents Get Information About the Unified Government

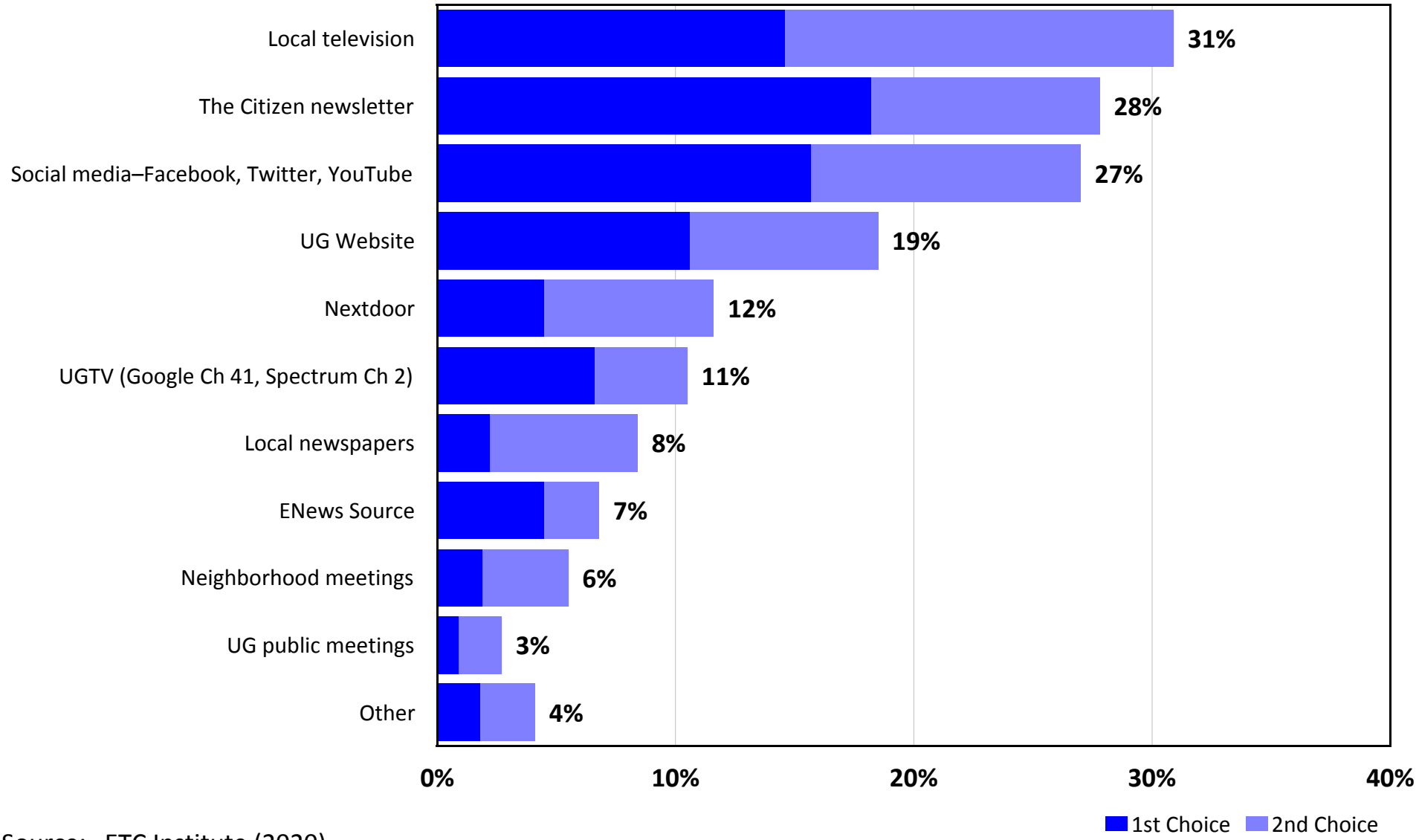
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2020)

Q13. How Residents Prefer To Get Information About the Unified Government

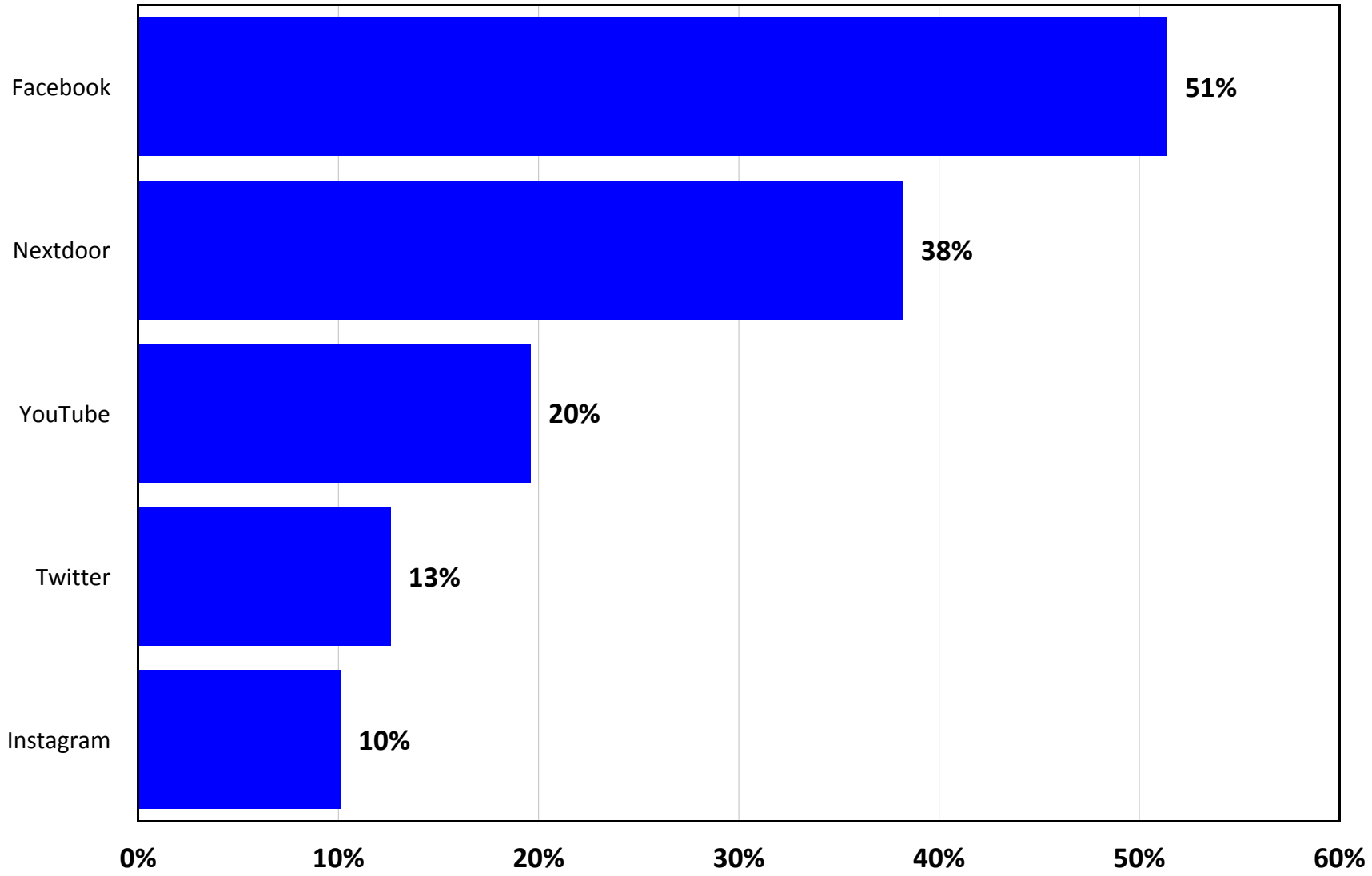
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020)

Q14. Use of the Following Unified Government Social Media Resources

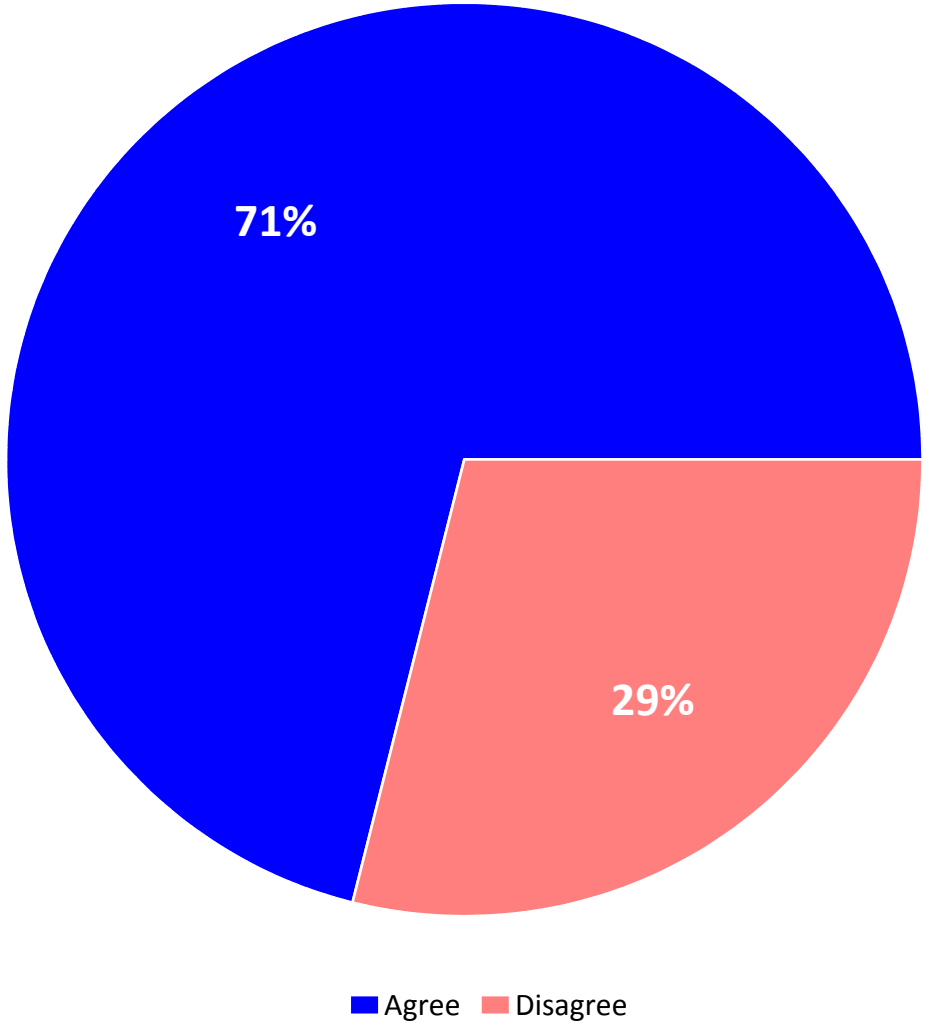
by percentage of respondents who selected the item (excluding don't knows - multiple selections could be made)



Source: ETC Institute (2020)

Q14a. Agreement With the Statement, "The information I receive from the Unified Government social media keeps me informed about what is happening in Wyandotte County"

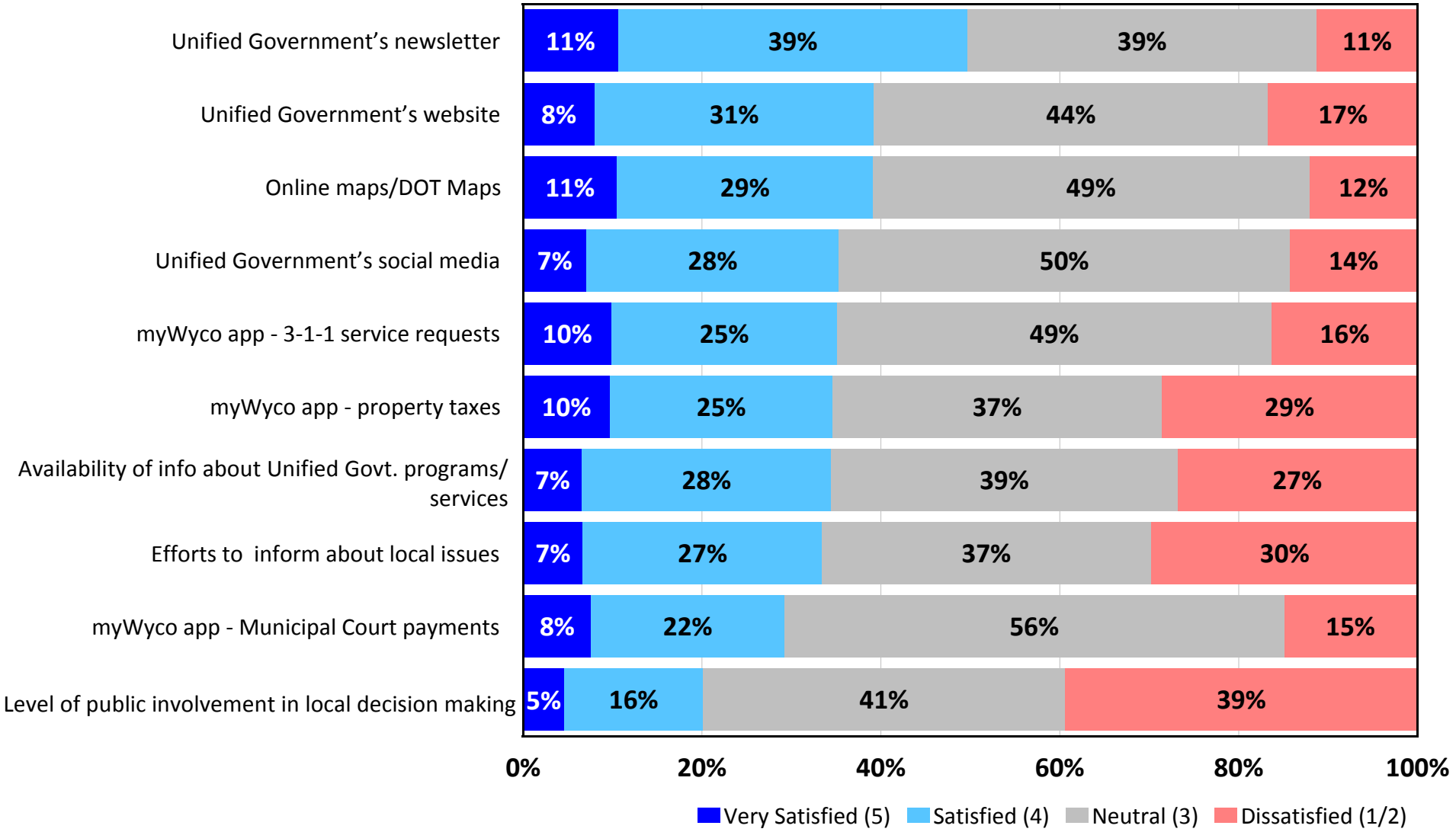
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q15. Satisfaction With Unified Government Communication and Digital Services

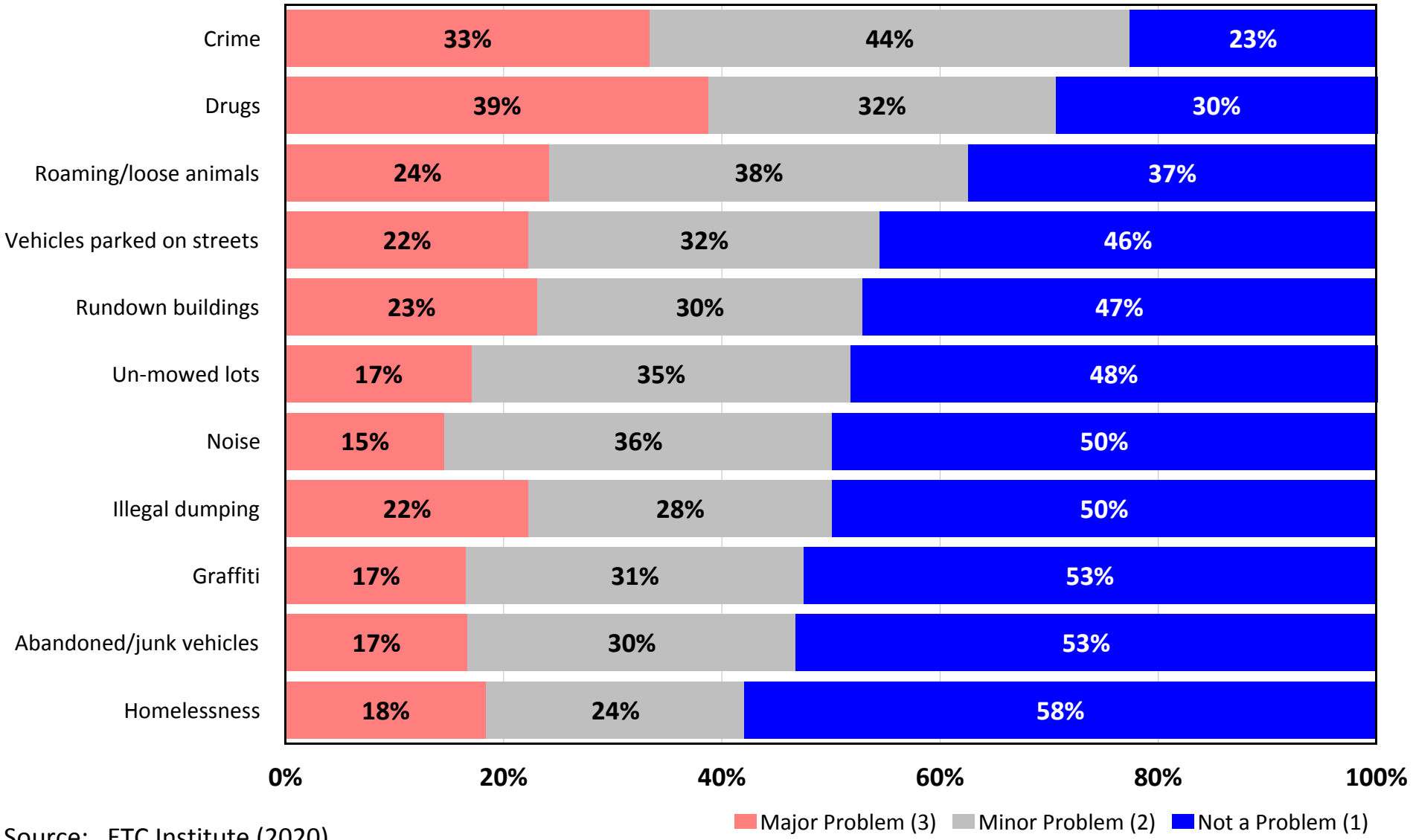
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

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

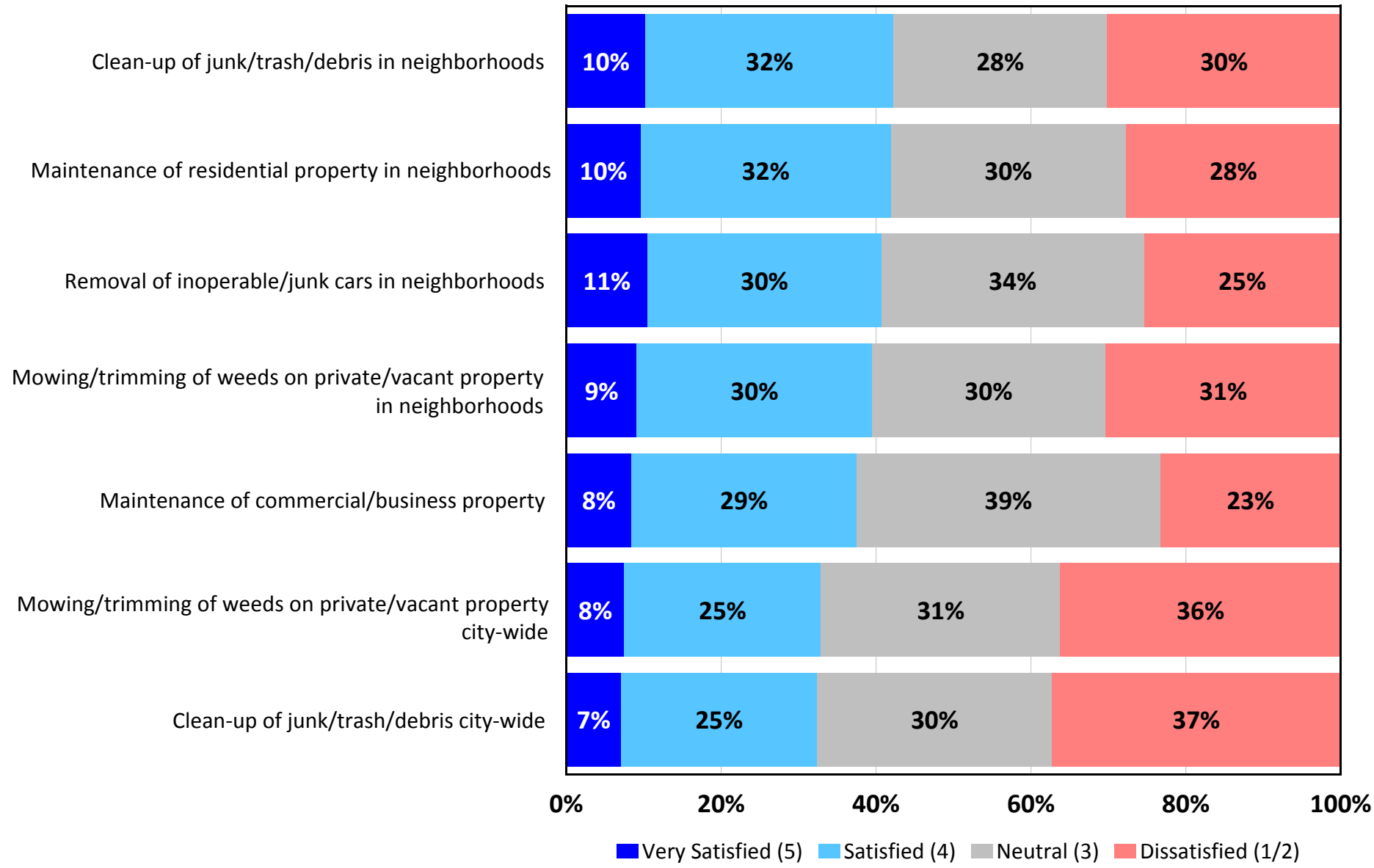
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q17. Satisfaction With Enforcement of Codes and Ordinances

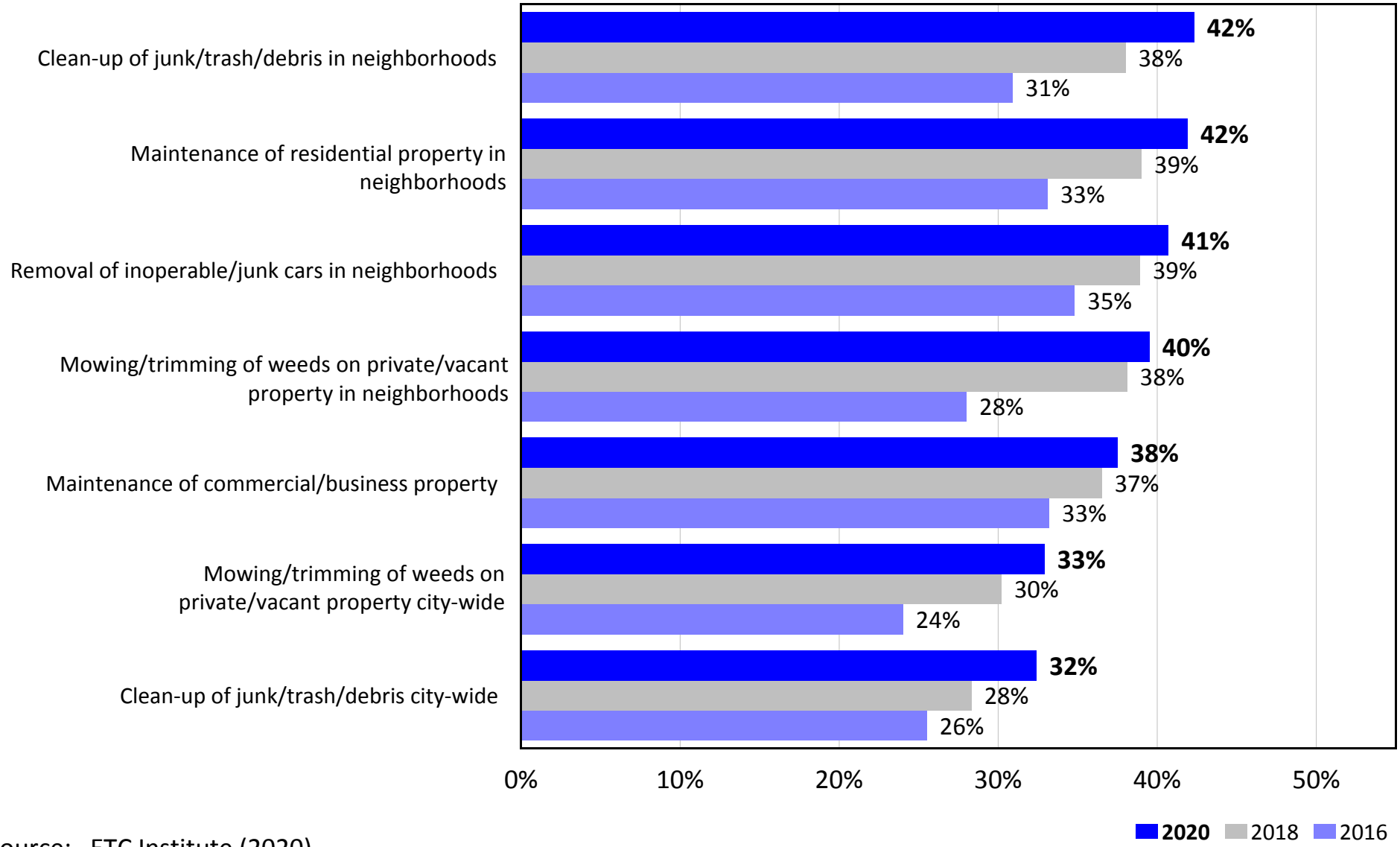
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Satisfaction With Enforcement of Codes and Ordinances Trends: 2020, 2018, and 2016

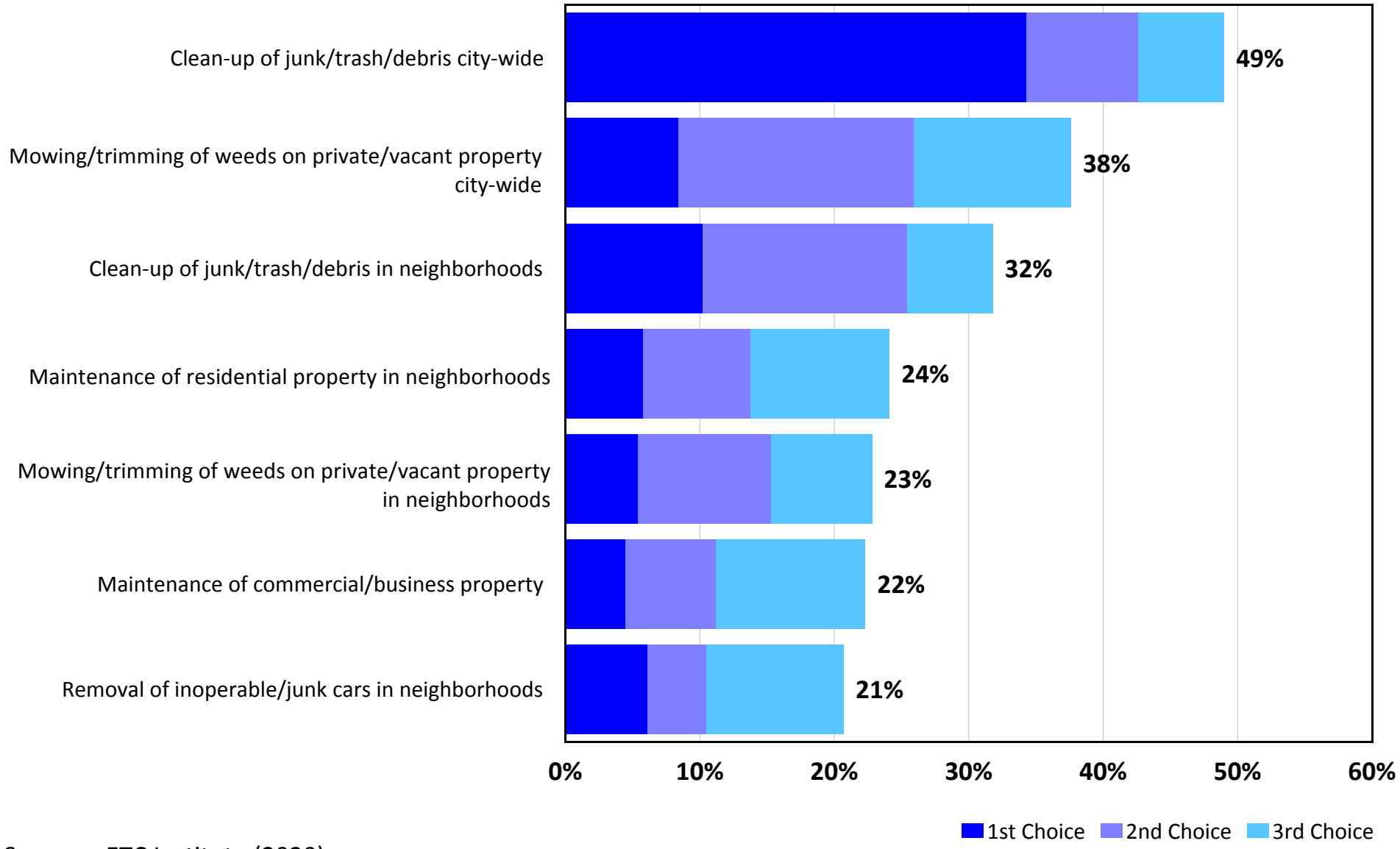
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

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

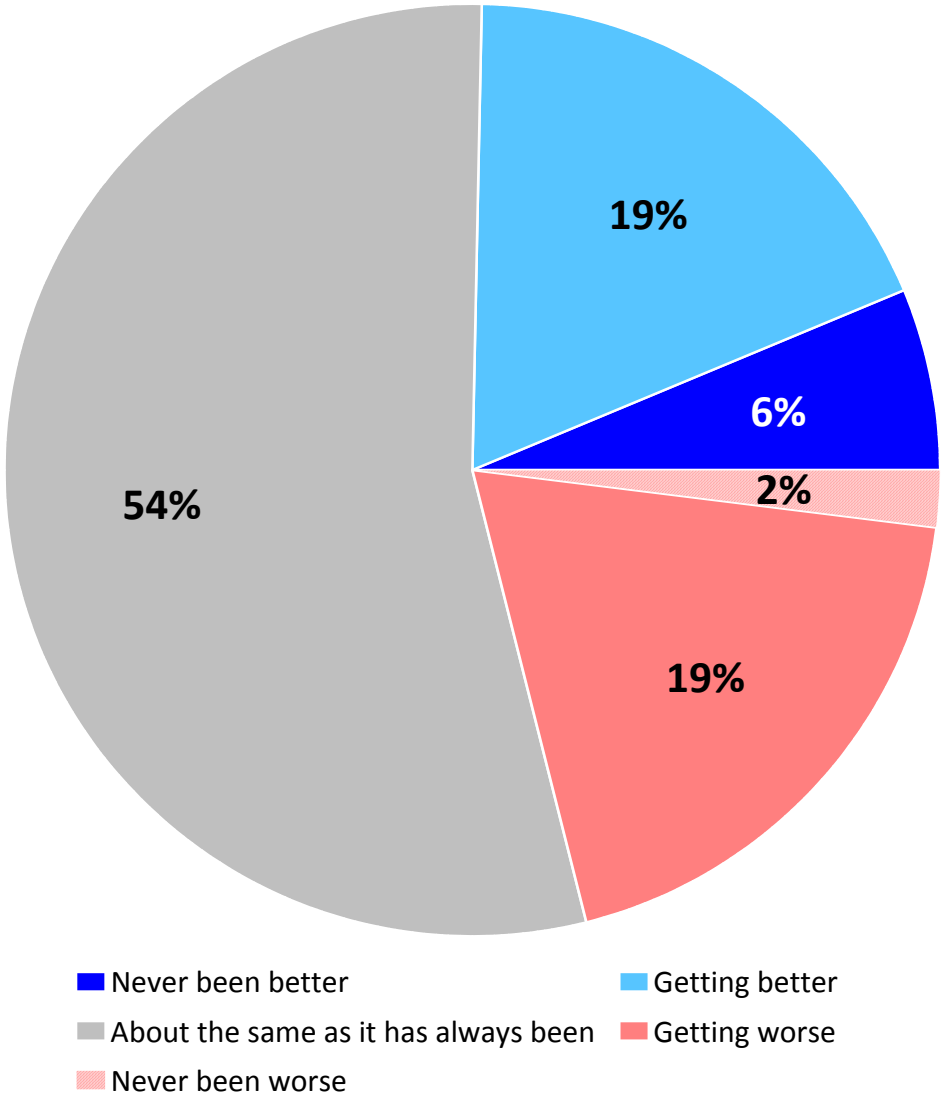
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q19. How Residents Feel About the Current Quality of Life in Their Neighborhood

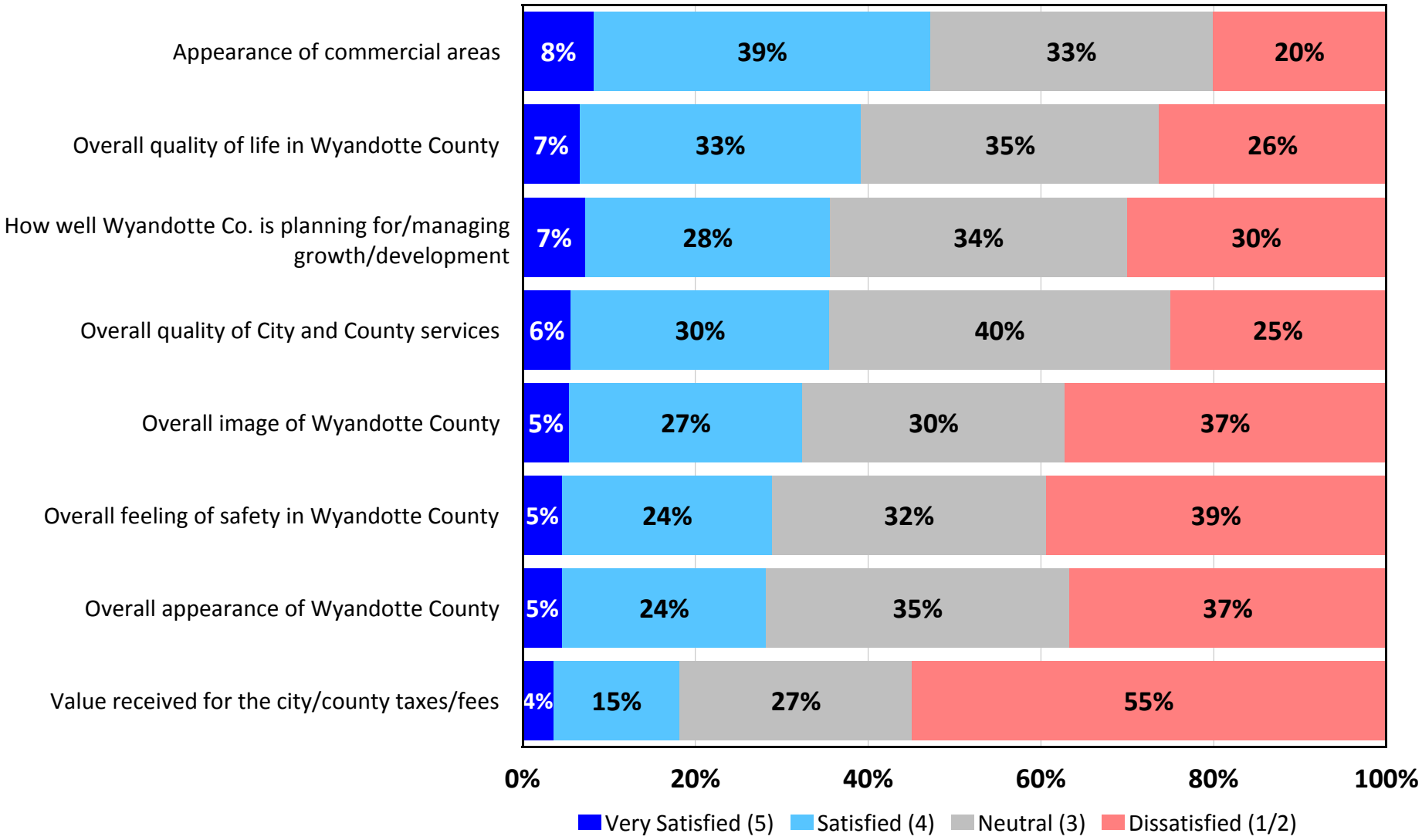
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q20. Satisfaction With Items That Influence Perceptions of Wyandotte County

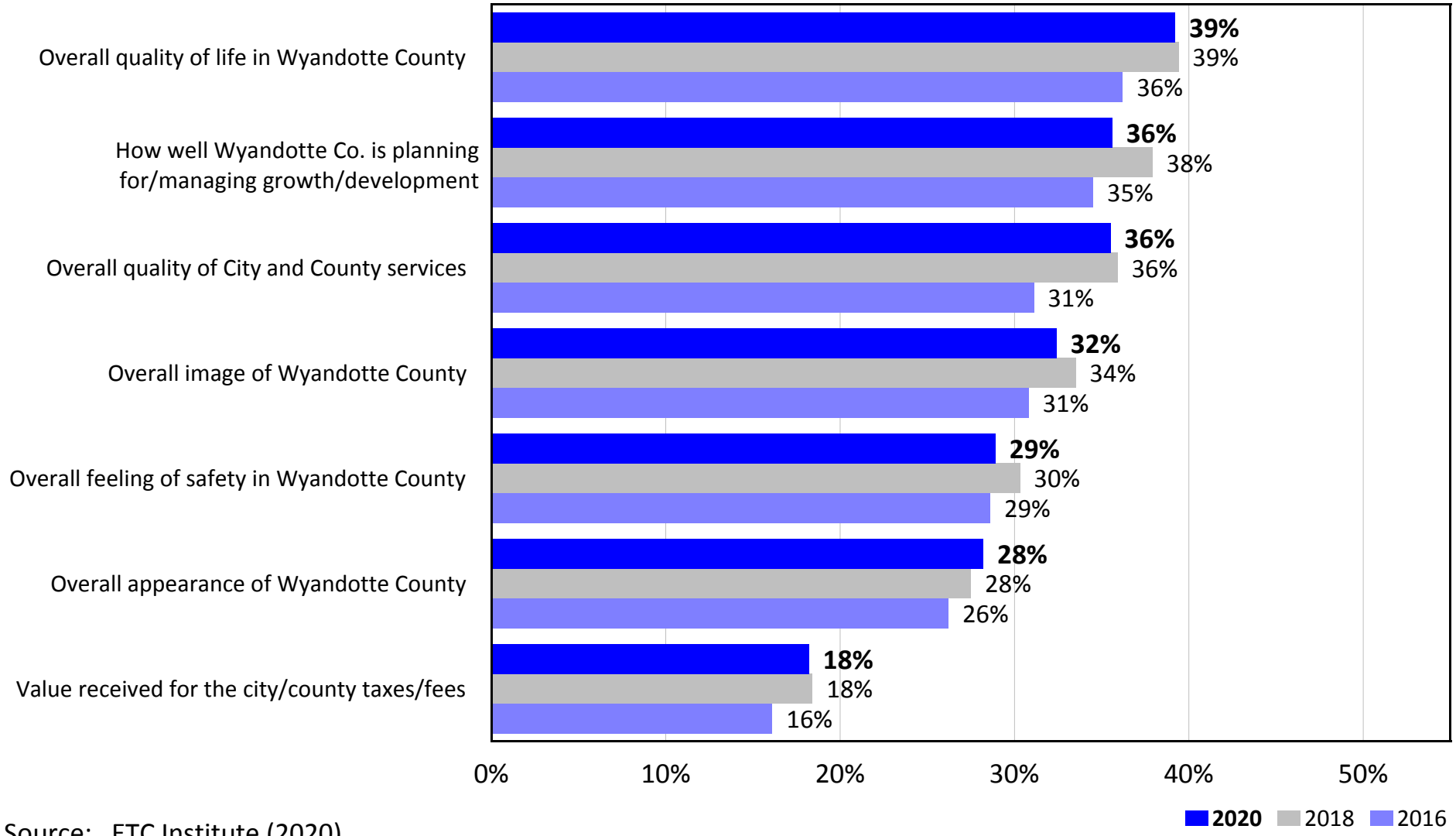
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Satisfaction With Items That Influence Perceptions of Wyandotte County
Trends: 2020, 2018, and 2016

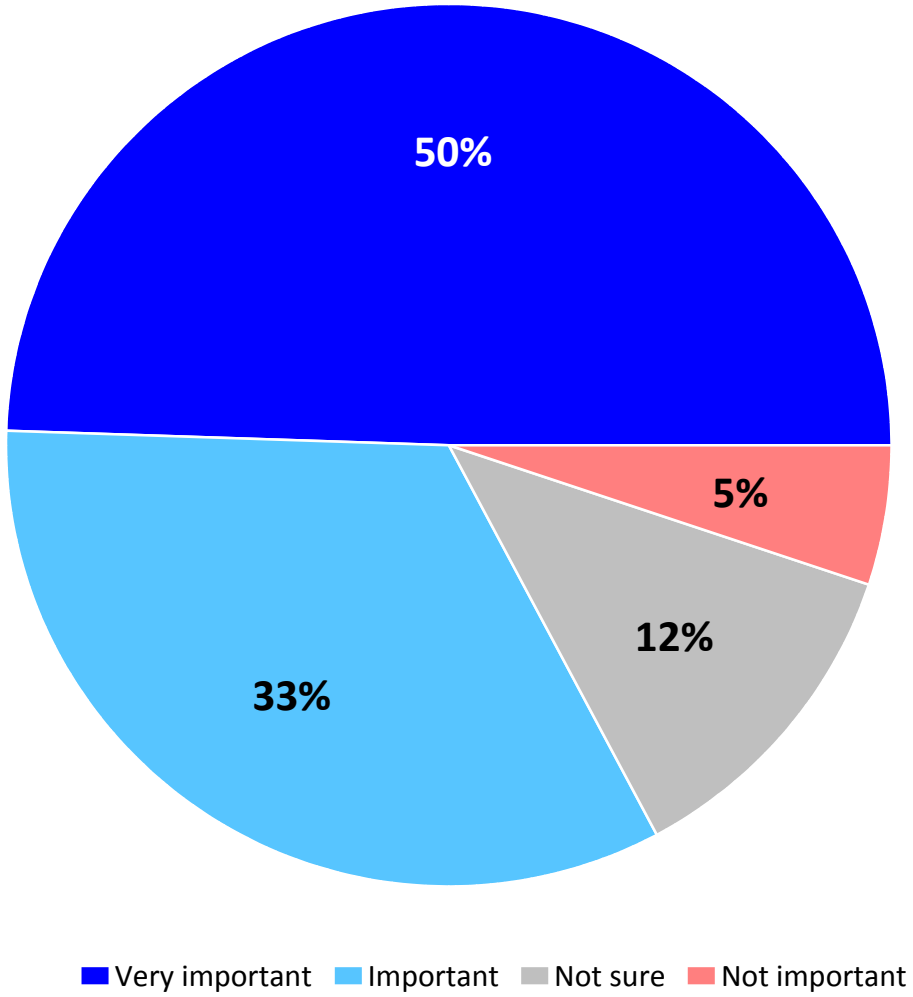
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

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?

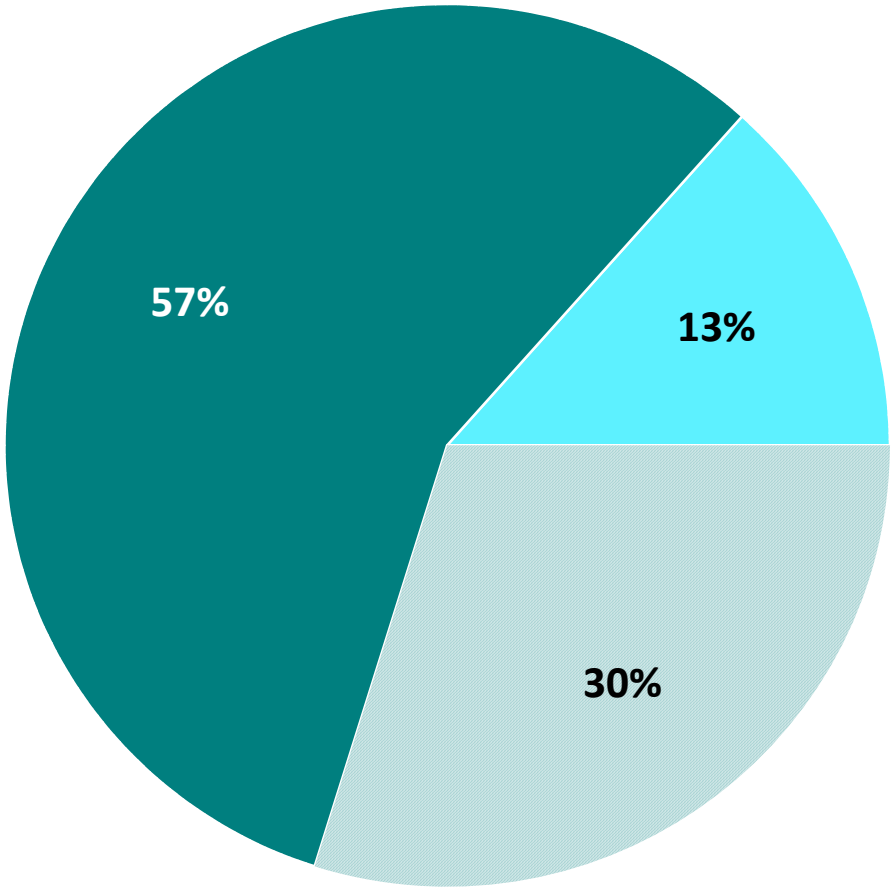
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020)

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

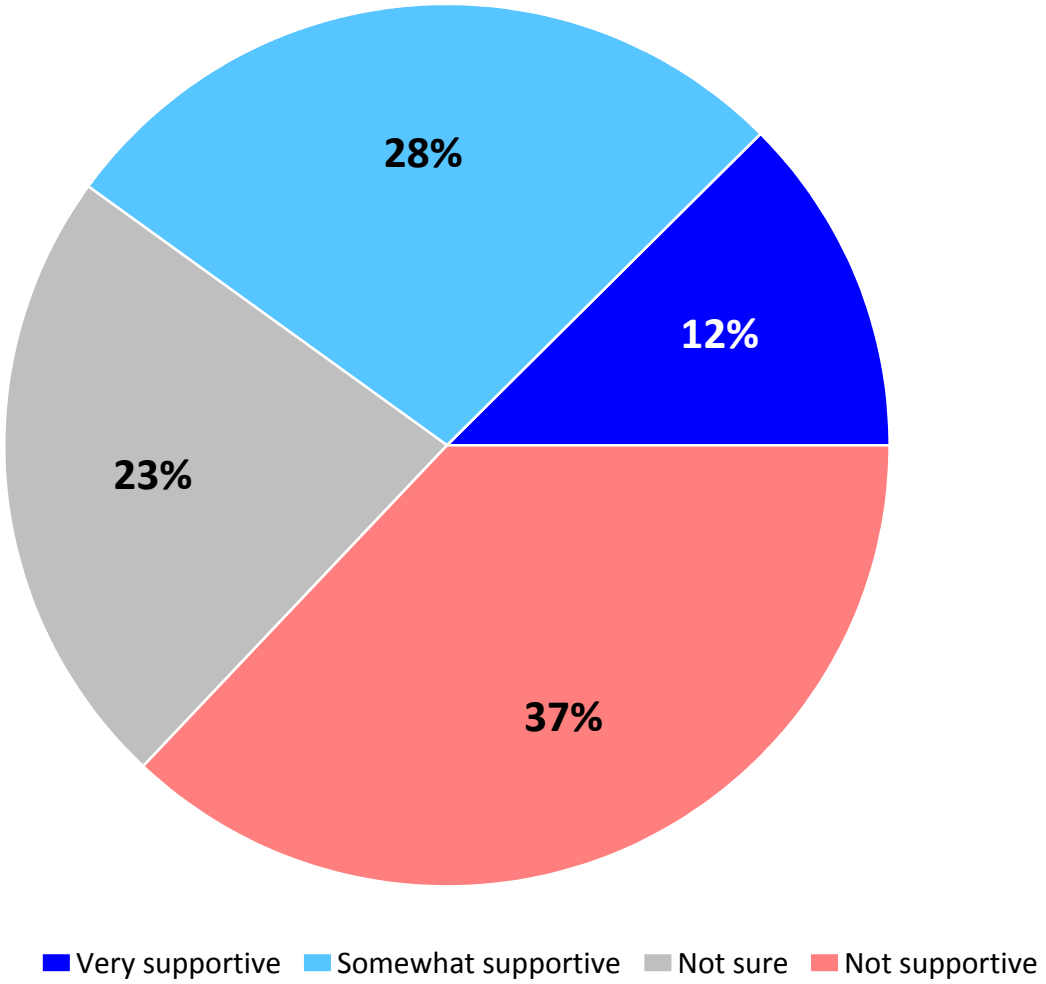
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020)

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

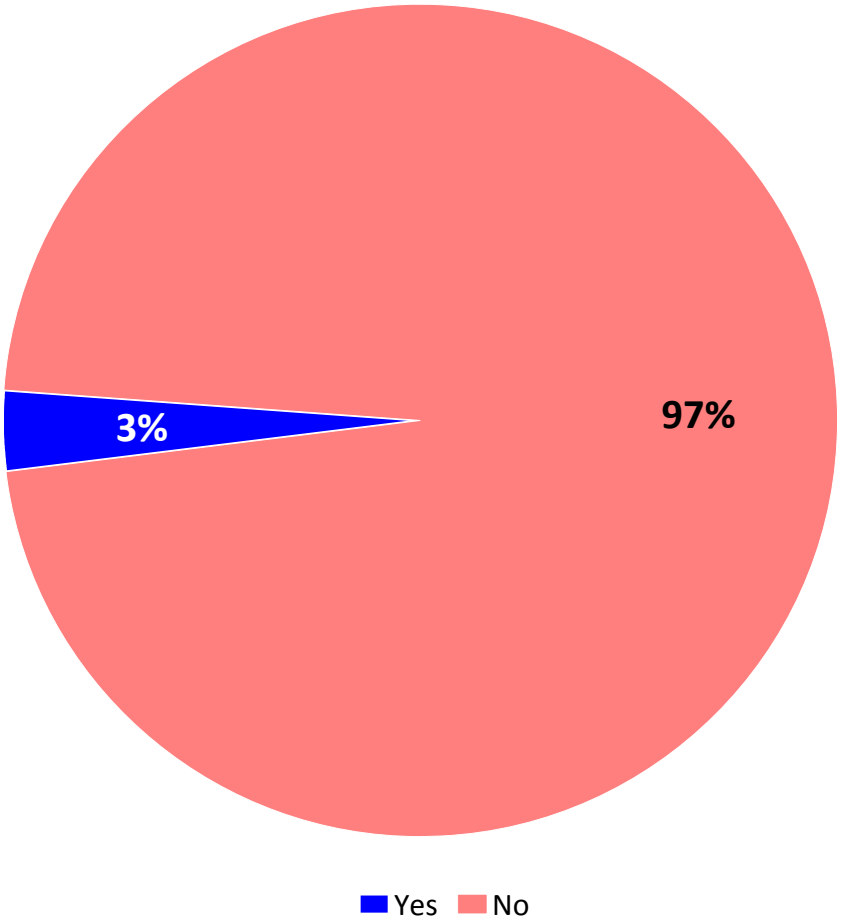
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020)

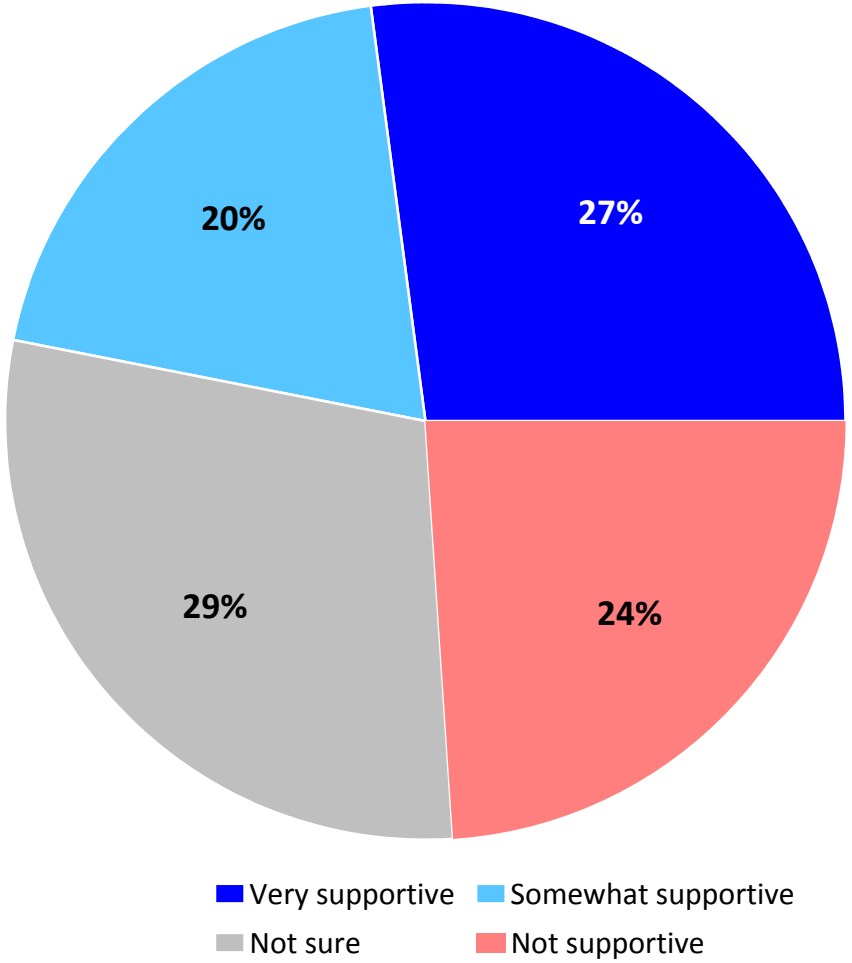
Q24. Do you live in Edwardsville?

by percentage of respondents



Q24a. Support for having the Unified Government begin using a “cart-based" system for trash pick-up

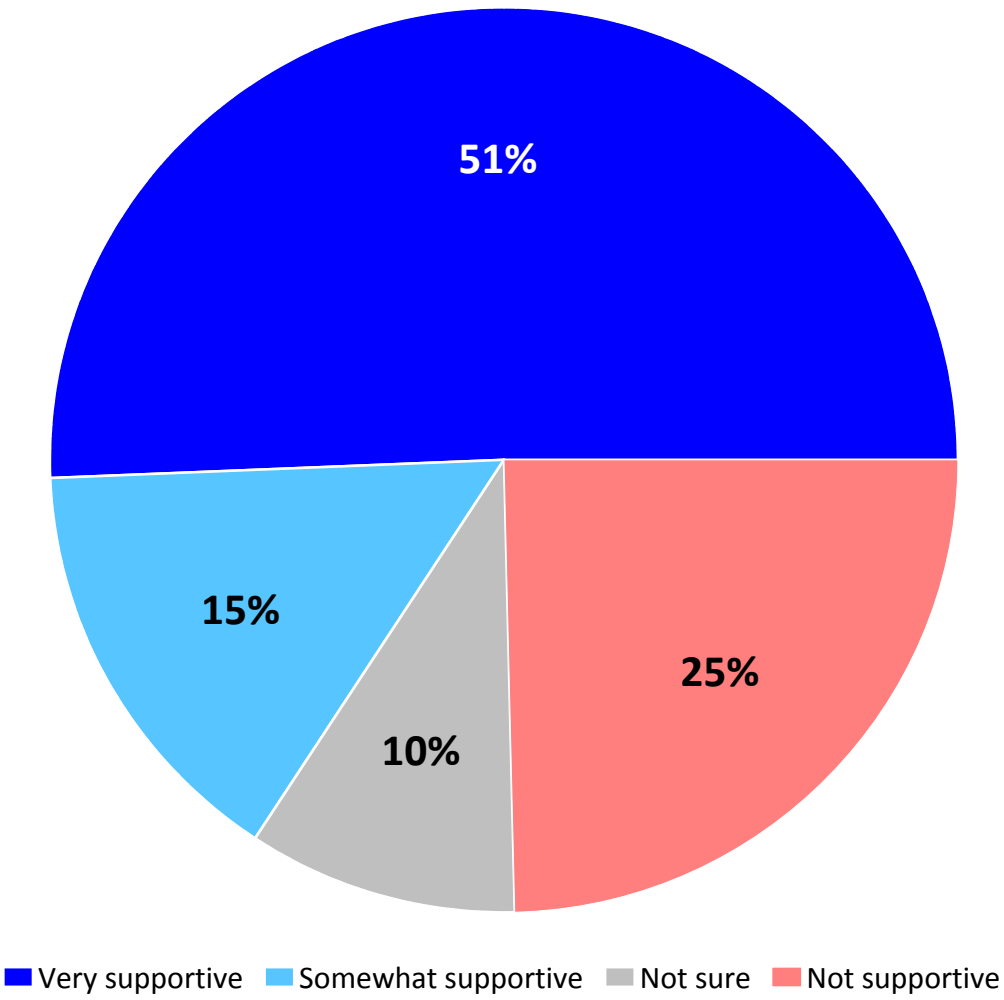
by percentage of respondents who do not live in Edwardsville (excluding not provided)



Source: ETC Institute (2020)

Q25. Support for Residency Policy for All Wyandotte County Employees

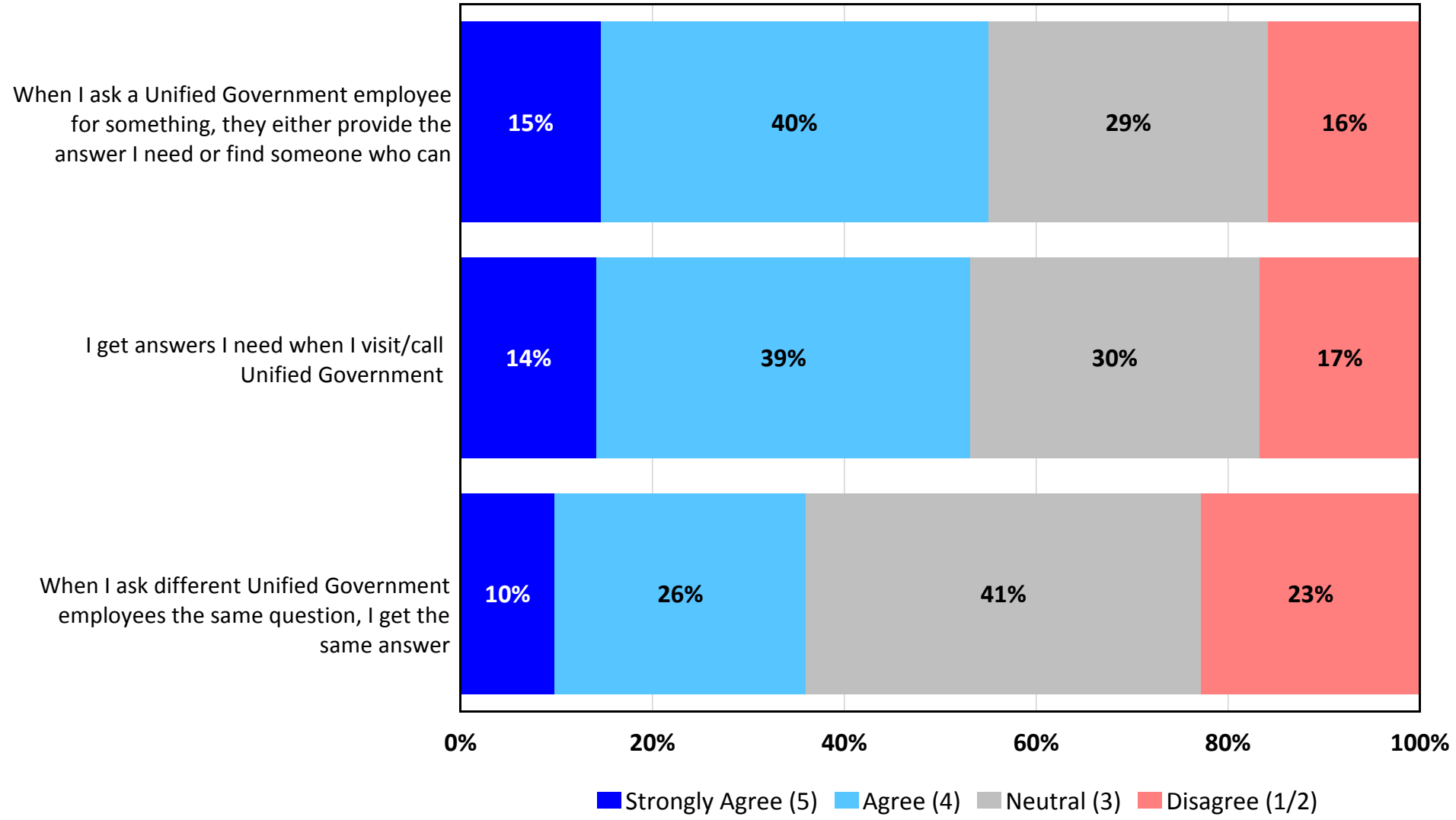
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020)

Q26. Agreement With Various Statements About Unified Government Employees

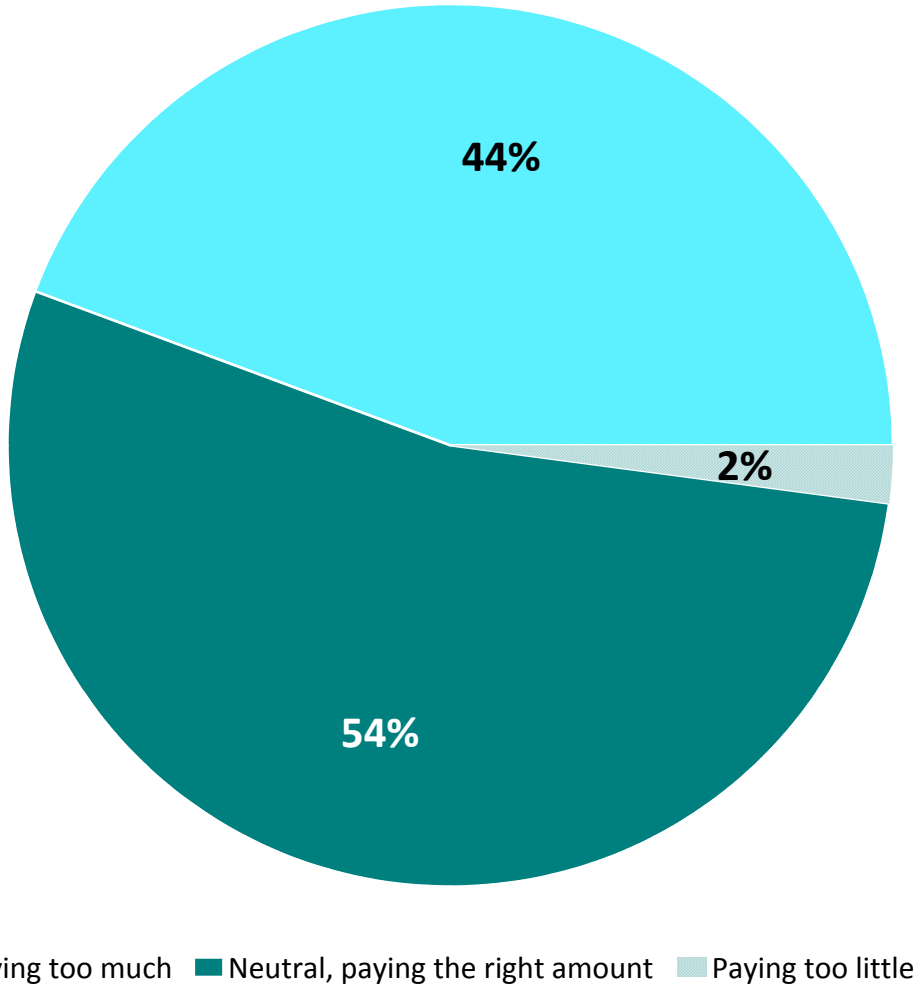
by percentage of respondents (excluding N/A)



Source: ETC Institute (2020)

Q27. Satisfaction With An Average of 16% of Real Property Tax Payment Funding KCKCC

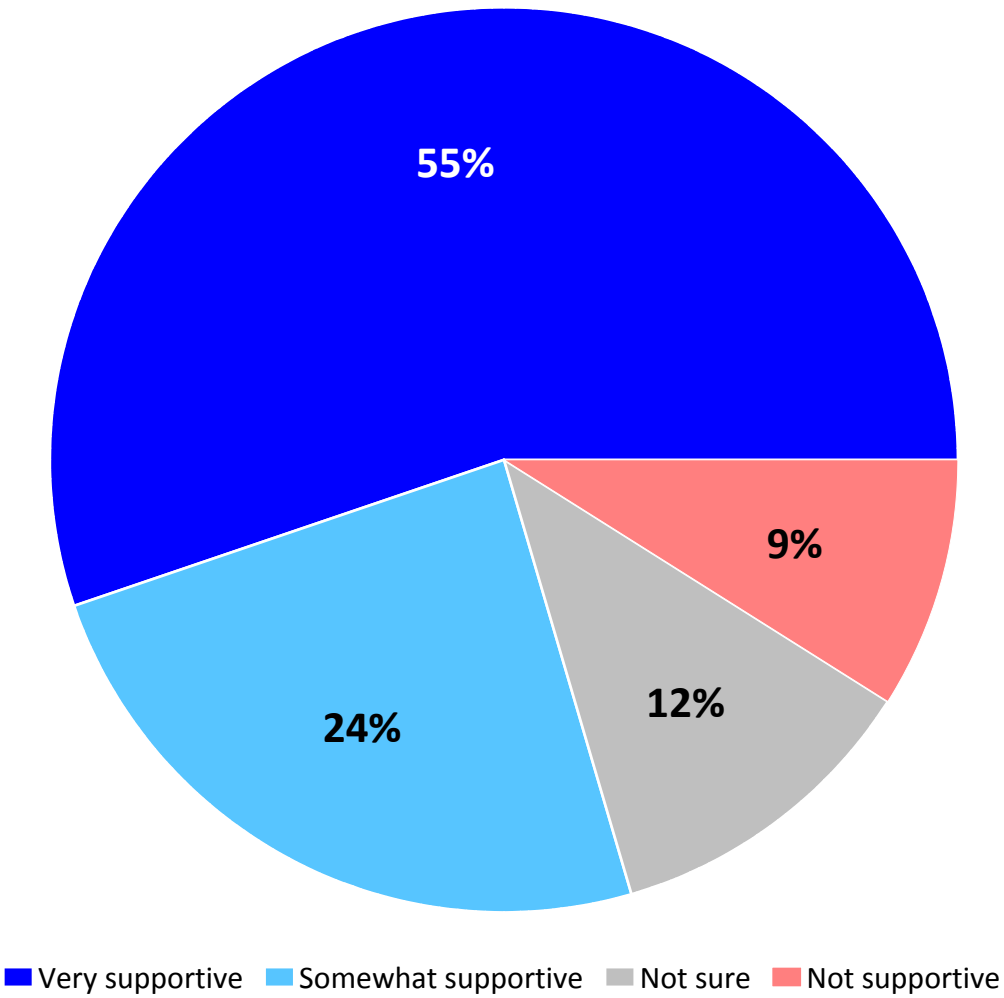
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020)

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

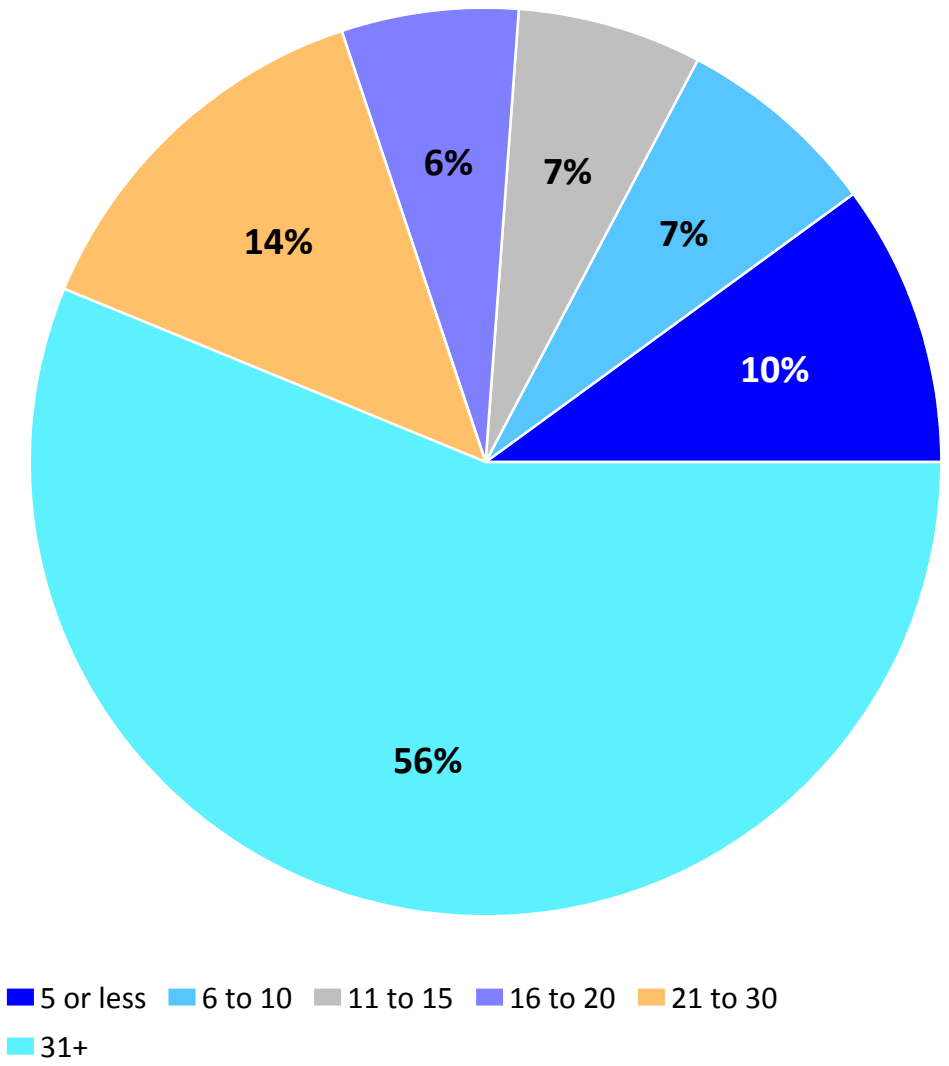
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020)

Q29. Demographics: Approximately how many years have you lived in Kansas City, KS or Wyandotte County?

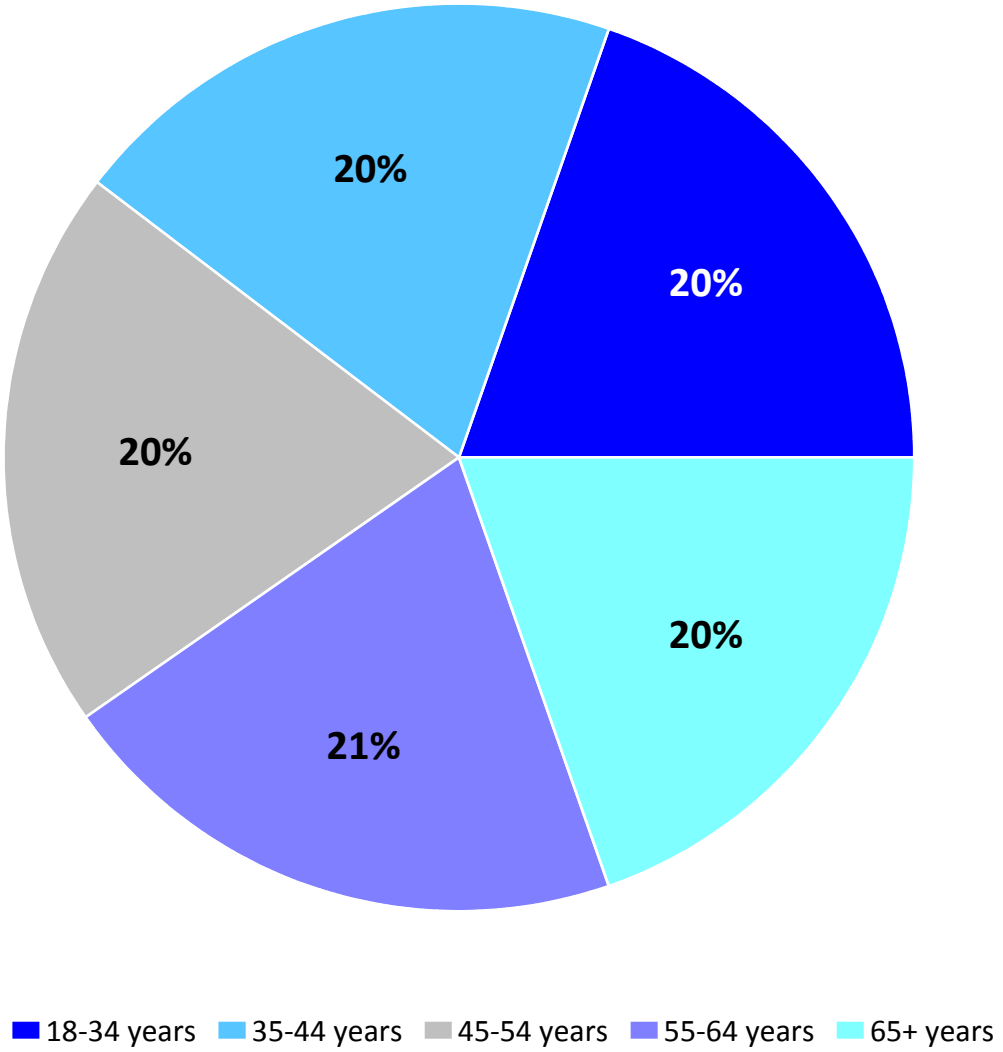
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020)

Q30. Demographics: Age of Respondent

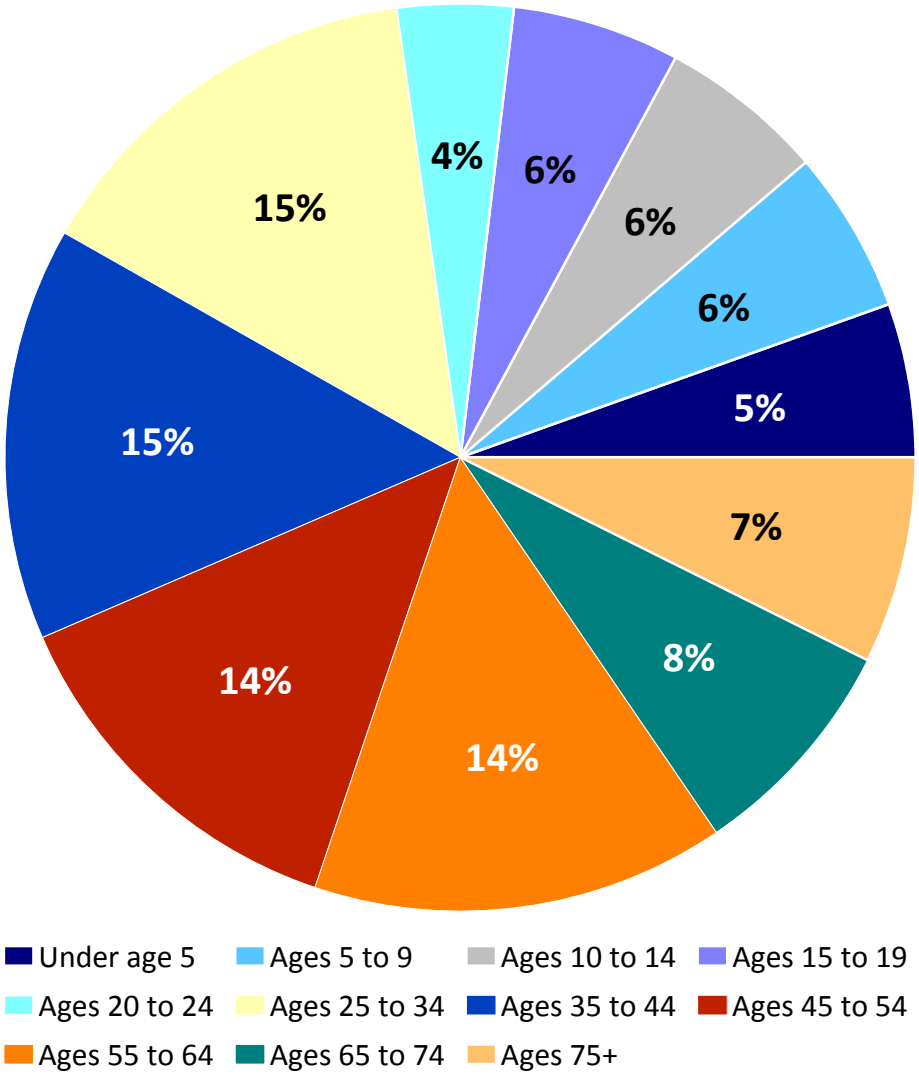
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020)

Q31. Demographics: Ages of Household Members

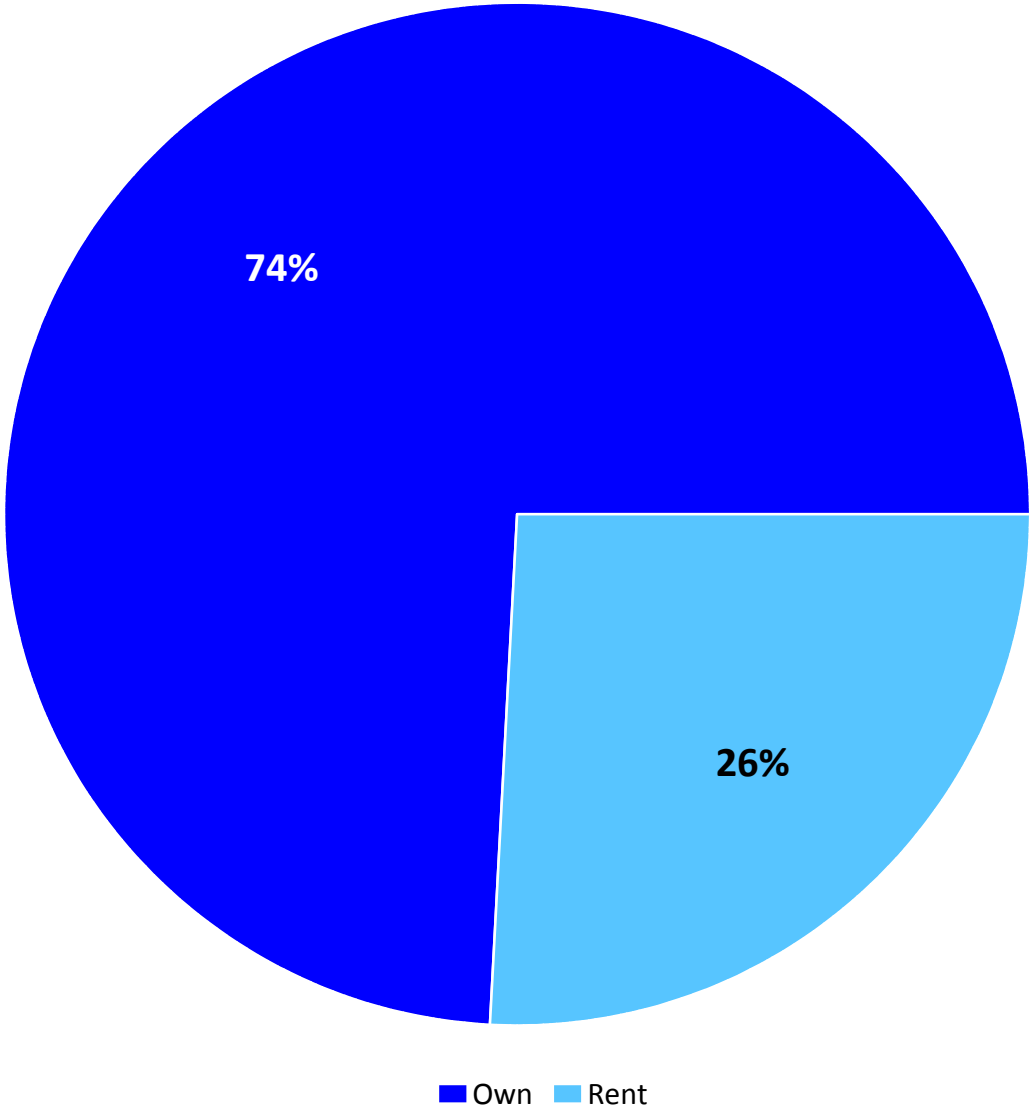
by percentage of persons in the household



Source: ETC Institute (2020)

Q32. Demographics: Do you own or rent your home?

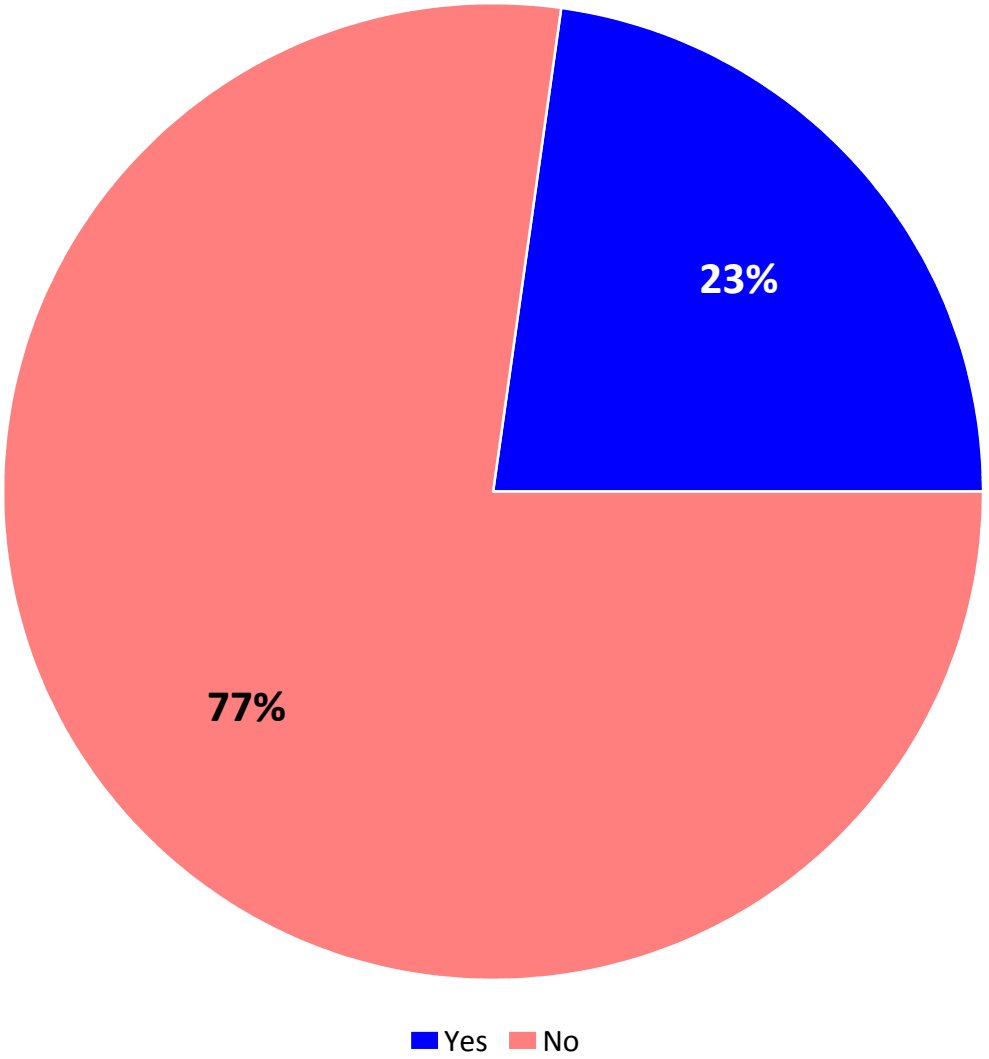
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020)

Q33. Demographics: Are you or other members of your household of Hispanic or Latino ancestry?

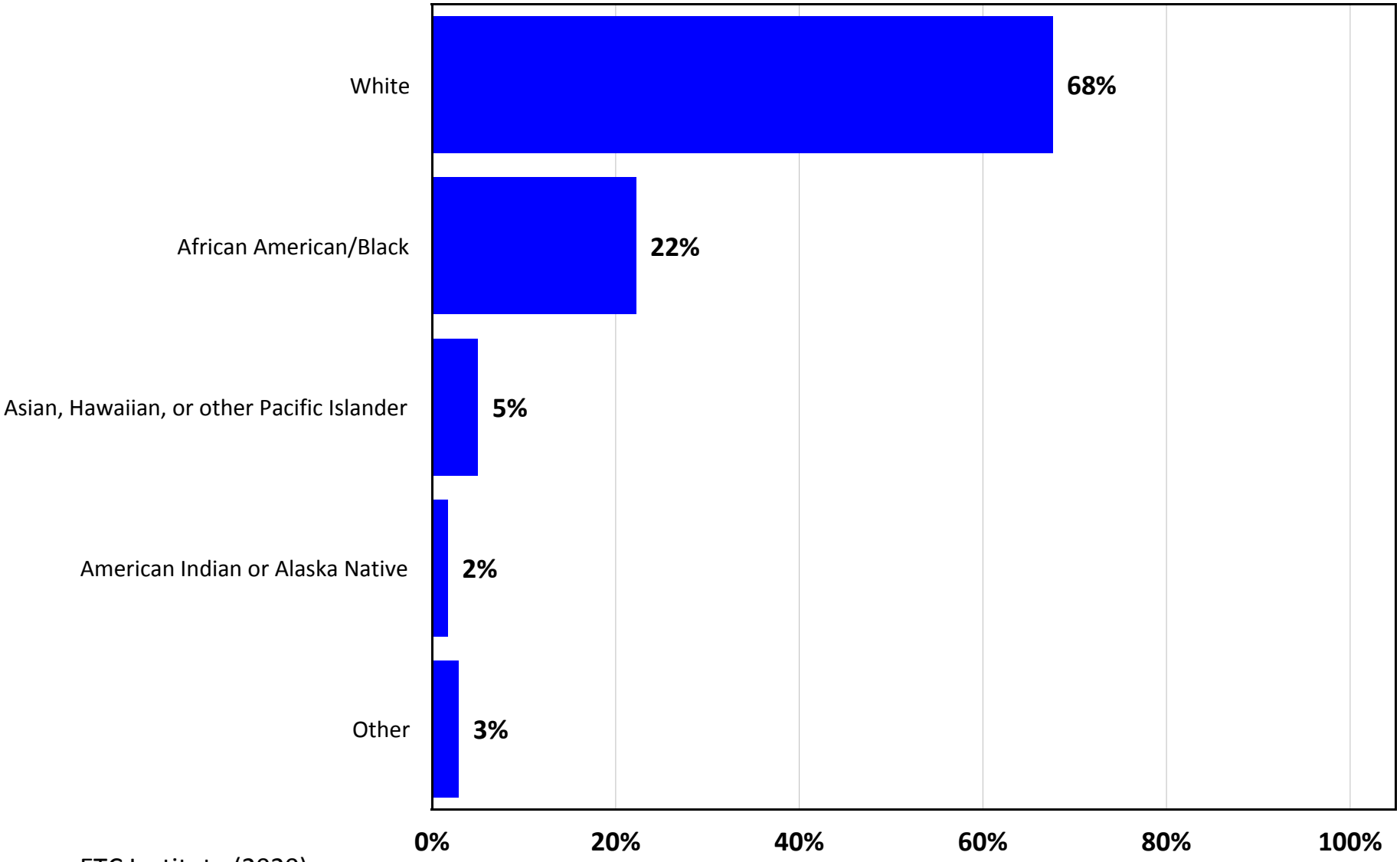
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020)

Q34. Demographics: Which of the following best describes your race?

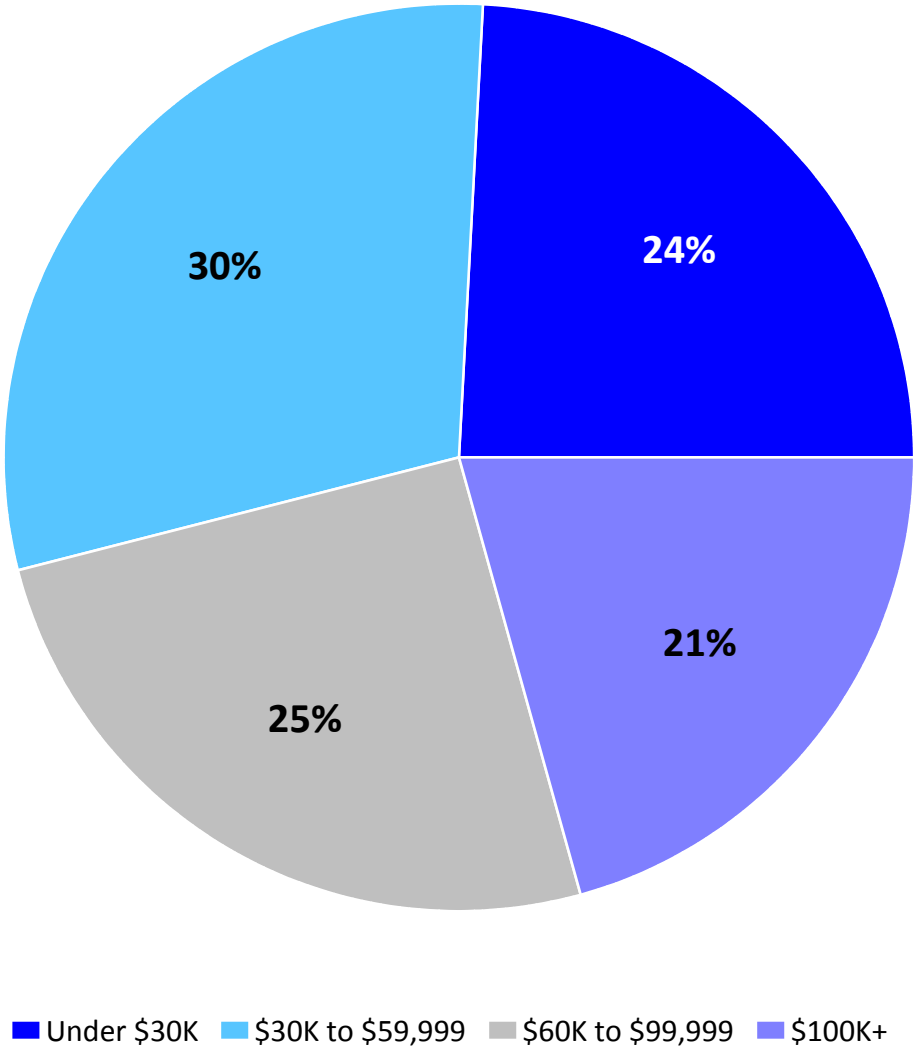
by percentage of respondents



Source: ETC Institute (2020)

Q35. Demographics: Total Household Income

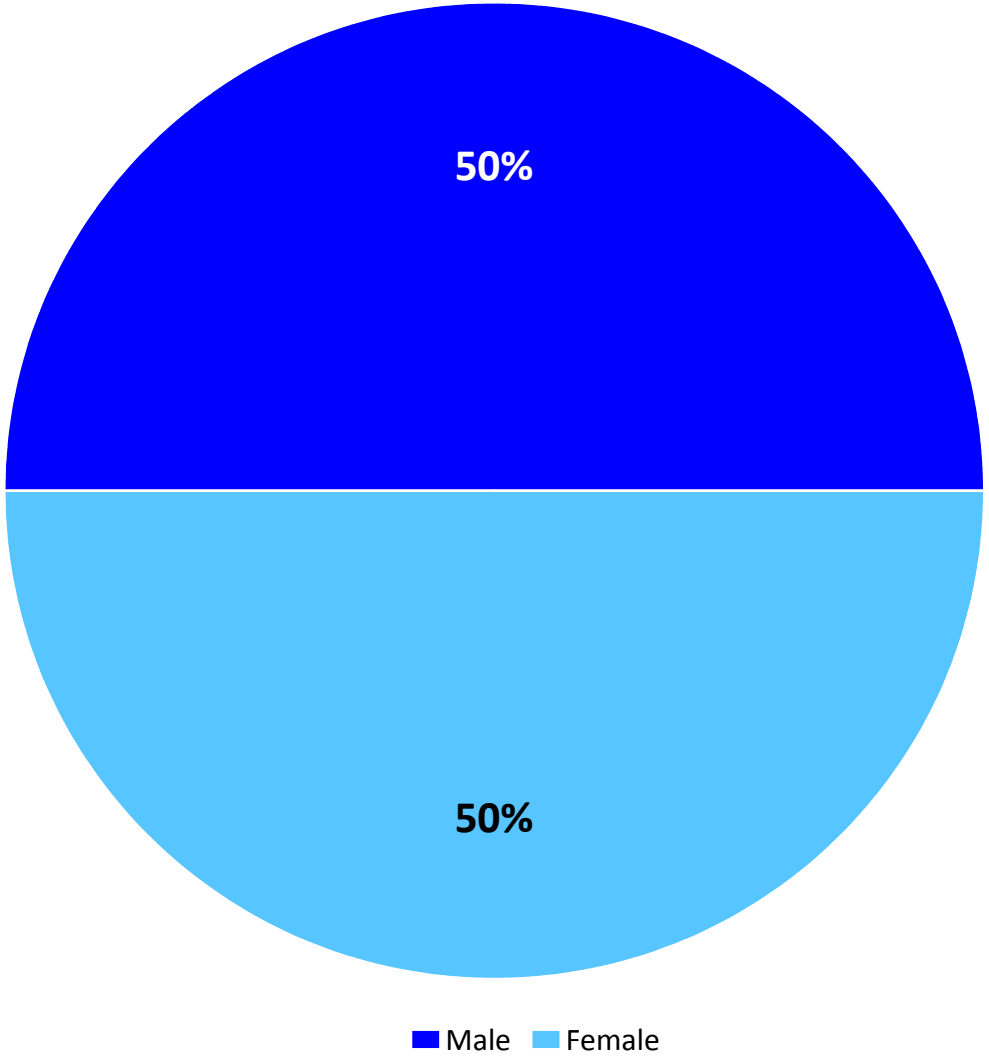
by percentage of respondents (excluding not provided)



Source: ETC Institute (2020)

Q36. Demographics: Gender

by percentage of respondents (excluding not provided)



Source: ETC Institute (2020)

Section 2
Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Unified Government

Overview

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

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

Overview

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

Example of the Calculation: Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Approximately sixty-three percent (62.7%) of respondents selected *maintenance of city streets* as one of the most important services for the City to provide.

With regard to satisfaction, 32.5% of respondents surveyed rated *maintenance of city streets* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating for *maintenance of city streets* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 62.7% was multiplied by 67.5% (1-0.325). This calculation yielded an I-S rating of 0.4232, which ranked first out of 14 neighborhood and community services categories.

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

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

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

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

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

The results for the Unified Government are provided 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
Very High Priority (IS >.20)						
Maintenance of city streets	63%	1	33%	14	0.4232	1
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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

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.

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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
Very High Priority (IS >.20)						
Motor Vehicle Registration	44%	1	41%	6	0.2609	1
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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

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.

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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
Very Priority (IS >.20)						
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
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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

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.

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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
Very Priority (IS >.20)						
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
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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

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.

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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
Very Priority (IS >.20)						
Number of walking and biking trails	30%	1	32%	6	0.2036	1
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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

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.

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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
Very High Priority (IS >.20)						
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
High Priority (IS .10-.20)						
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

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.

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Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two aces on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) Matrix should be interpreted as follows.

- *Continued Emphasis (above average importance and above average satisfaction). This area shows where the organization is meeting resident's expectations. Items in this area have a significant impact on the resident's overall level of satisfaction. The organization should maintain (or slightly increase) emphasis on items in this area.*

- *Exceeding Expectations (below average importance and above average satisfaction).* This area shows where the organization is performing significantly better than residents expect the organization to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with transportation services. The organization should maintain (or slightly decrease) emphasis on items in this area.

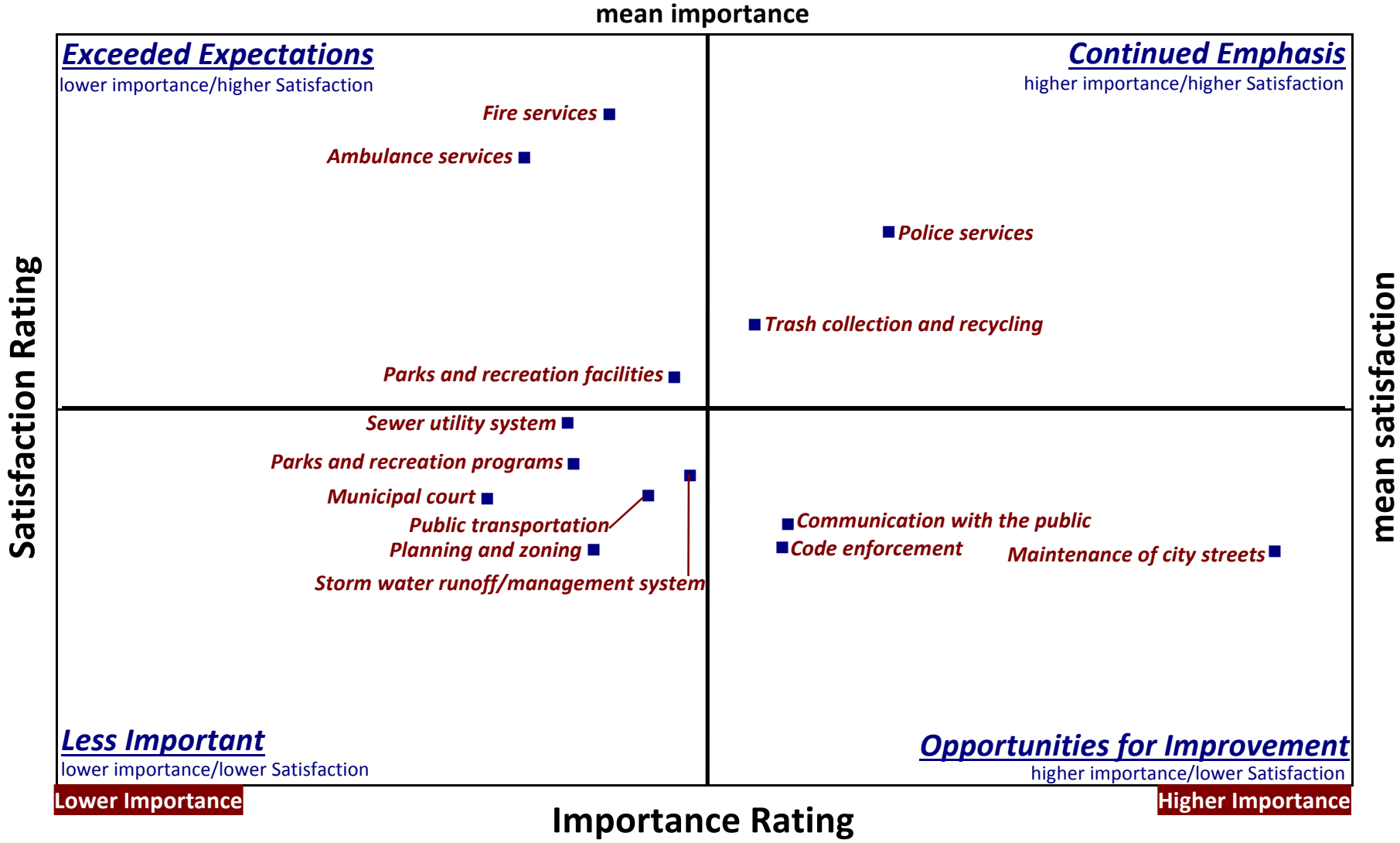
- *Opportunities for Improvement (above average importance and below average satisfaction).* This area shows where the organization is not performing as well as residents expect the organization to perform. This area has a significant impact on resident satisfaction, and the organization should DEFINITELY increase emphasis on items in this area.

- *Less Important (below average importance and below average satisfaction).* This area shows where the organization is not performing well relative to the performance in other areas; however, this area is generally considered to be less important. This area does not significantly affect overall satisfaction with transportation services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for the Unified Government are provided on the following pages.

2020 Unified Government Community Survey
Importance-Satisfaction Assessment Matrix
-Neighborhood and Community Services

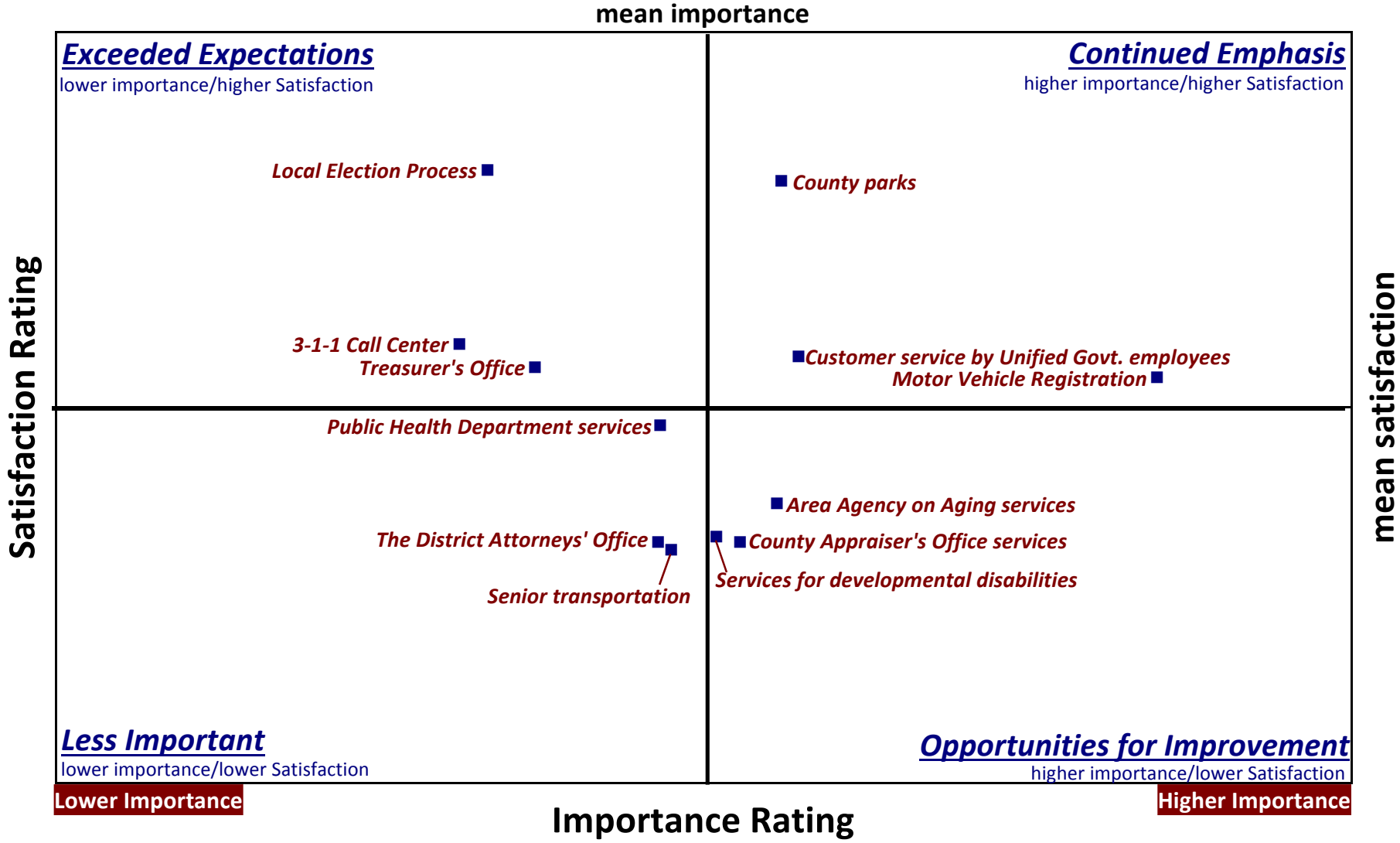
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)

2020 Unified Government Community Survey
Importance-Satisfaction Assessment Matrix
-County Level Services-

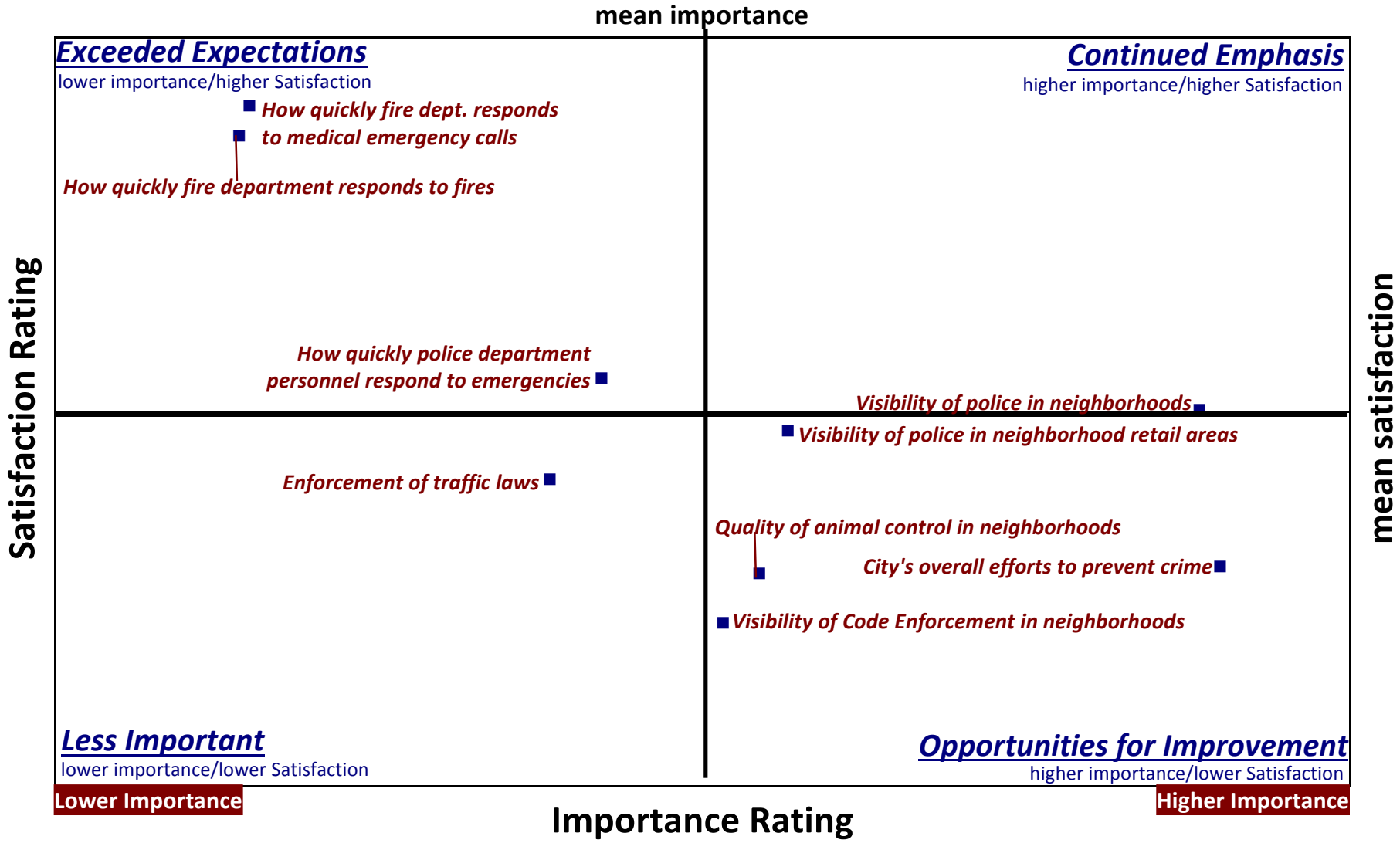
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)

2020 Unified Government Community Survey
Importance-Satisfaction Assessment Matrix
-Public Safety-

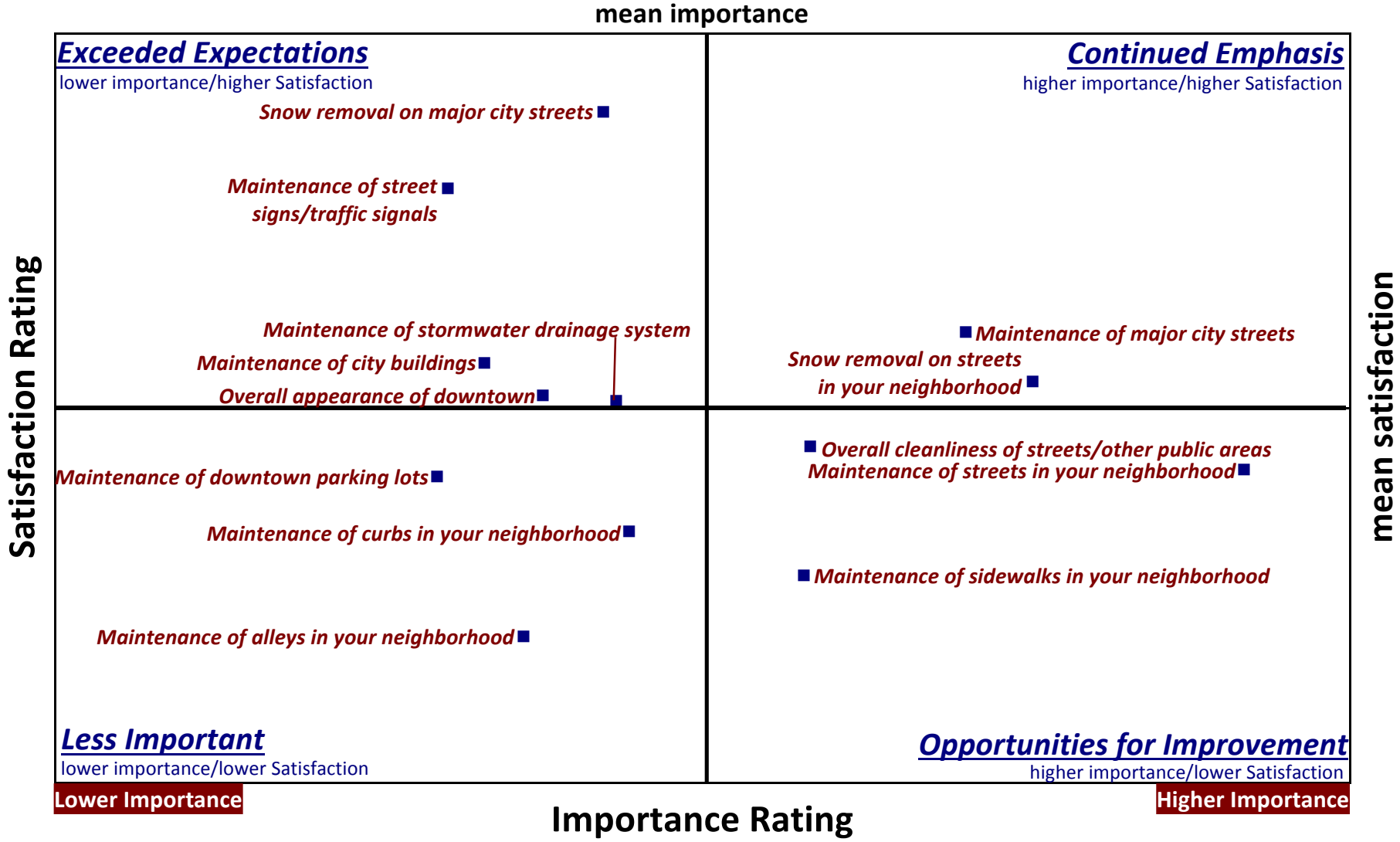
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)

2020 Unified Government Community Survey
Importance-Satisfaction Assessment Matrix
-City Maintenance-

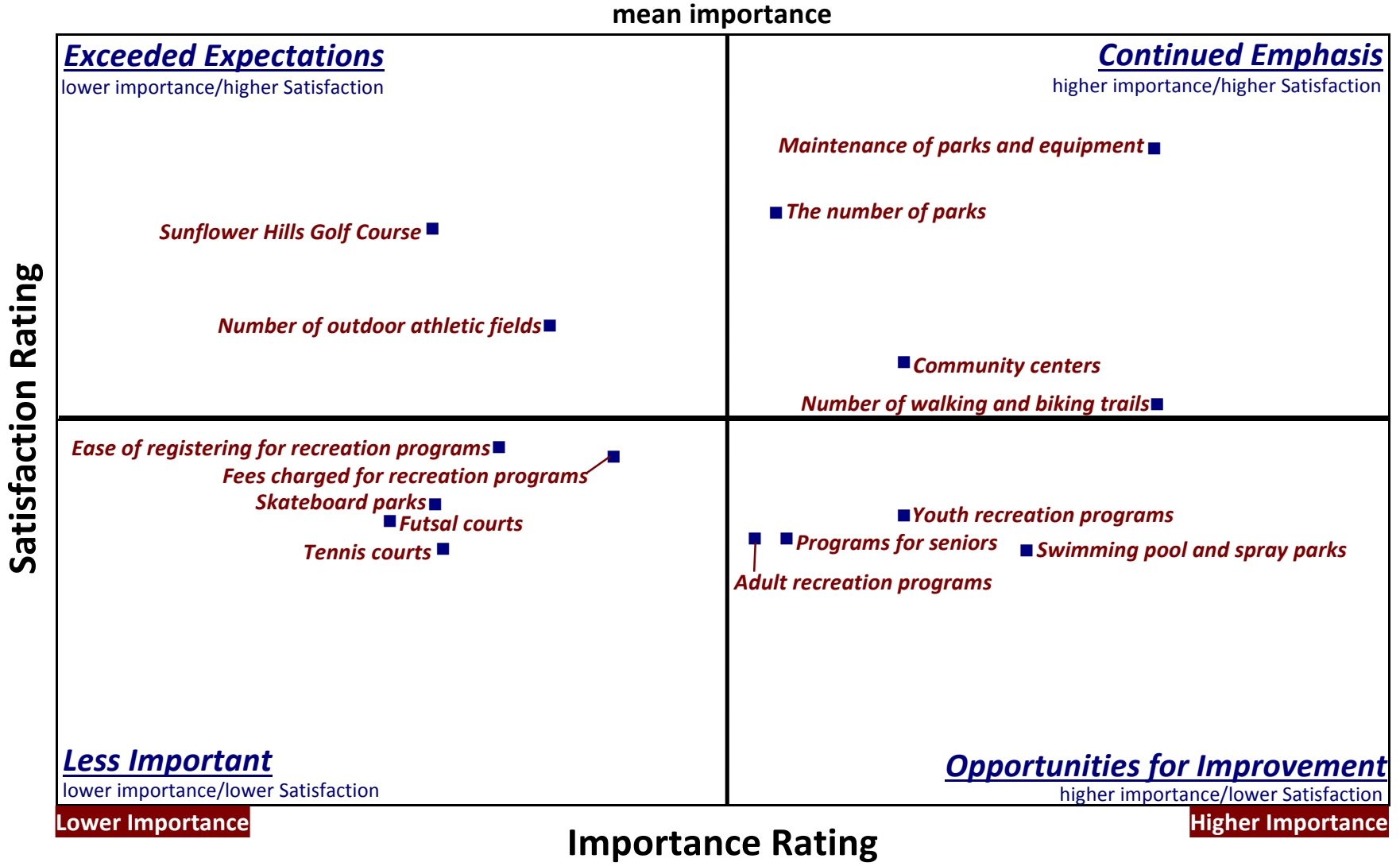
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)

2020 Unified Government Community Survey
Importance-Satisfaction Assessment Matrix
-Parks and Recreation-

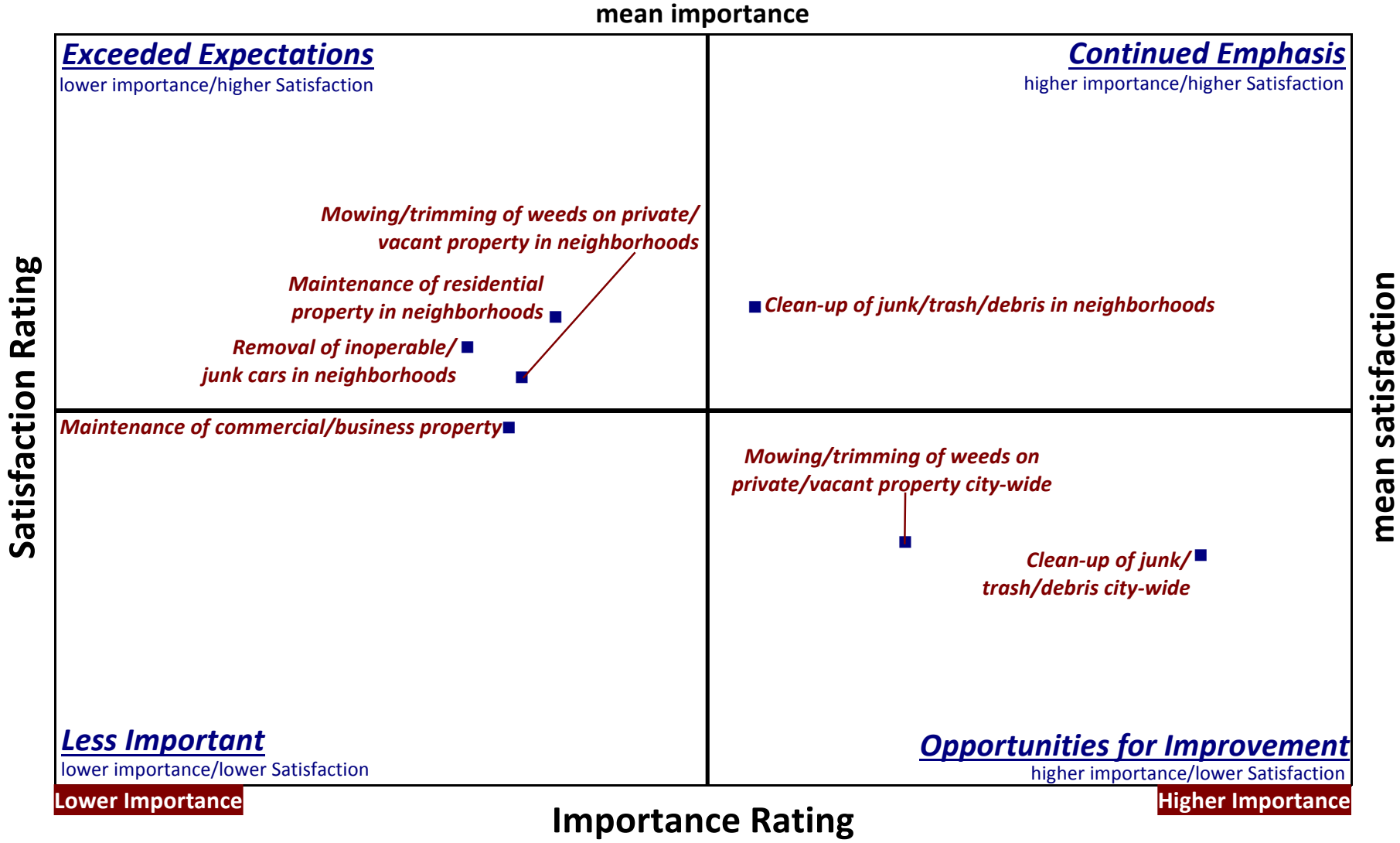
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)

2020 Unified Government Community Survey
Importance-Satisfaction Assessment Matrix
-Codes and Ordinances-

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



Source: ETC Institute (2020)

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.

(N=4313)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Police services	26.3%	40.3%	16.9%	7.3%	3.3%	5.9%
Q1-2. Fire services	38.1%	38.4%	11.3%	1.3%	1.0%	9.9%
Q1-3. Ambulance services	34.5%	32.7%	14.1%	1.8%	1.2%	15.8%
Q1-4. Maintenance of City streets	7.5%	24.2%	25.2%	26.2%	14.1%	2.7%
Q1-5. Storm water runoff/ management system	9.4%	28.0%	30.1%	14.0%	8.4%	10.0%
Q1-6. Sewer utility system	10.9%	30.3%	30.8%	8.8%	5.3%	13.9%
Q1-7. Trash collection & recycling	20.4%	37.4%	18.5%	13.9%	6.7%	3.1%
Q1-8. Parks & recreation facilities	13.5%	33.6%	24.4%	11.5%	5.2%	11.8%
Q1-9. Parks & recreation programs	9.9%	23.6%	29.3%	10.0%	5.2%	21.9%
Q1-10. Code enforcement	8.0%	20.2%	30.6%	15.5%	11.5%	14.1%
Q1-11. Planning & zoning	6.8%	18.7%	35.6%	10.8%	6.1%	22.0%
Q1-12. Communication with the public	8.3%	24.1%	32.5%	16.6%	9.0%	9.5%
Q1-13. Municipal court	8.4%	20.4%	34.0%	6.4%	5.0%	25.8%
Q1-14. Public transportation	8.0%	20.9%	30.4%	8.6%	5.8%	26.3%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Police services	28.0%	42.8%	17.9%	7.8%	3.5%
Q1-2. Fire services	42.3%	42.6%	12.6%	1.4%	1.1%
Q1-3. Ambulance services	40.9%	38.8%	16.8%	2.1%	1.4%
Q1-4. Maintenance of City streets	7.7%	24.8%	25.9%	26.9%	14.5%
Q1-5. Storm water runoff/management system	10.5%	31.1%	33.5%	15.6%	9.4%
Q1-6. Sewer utility system	12.7%	35.2%	35.8%	10.2%	6.1%
Q1-7. Trash collection & recycling	21.1%	38.6%	19.1%	14.4%	6.9%
Q1-8. Parks & recreation facilities	15.3%	38.1%	27.7%	13.0%	5.9%
Q1-9. Parks & recreation programs	12.7%	30.3%	37.5%	12.9%	6.7%
Q1-10. Code enforcement	9.4%	23.6%	35.6%	18.1%	13.4%
Q1-11. Planning & zoning	8.7%	24.0%	45.7%	13.8%	7.8%
Q1-12. Communication with the public	9.2%	26.6%	35.9%	18.3%	10.0%
Q1-13. Municipal court	11.3%	27.5%	45.8%	8.6%	6.7%
Q1-14. Public transportation	10.8%	28.4%	41.3%	11.6%	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?

Q2. Top choice	Number	Percent
Police services	863	20.0 %
Fire services	115	2.7 %
Ambulance services	54	1.3 %
Maintenance of City streets	1256	29.1 %
Storm water runoff/management system	175	4.1 %
Sewer utility system	69	1.6 %
Trash collection & recycling	234	5.4 %
Parks & recreation facilities	172	4.0 %
Parks & recreation programs	62	1.4 %
Code enforcement	323	7.5 %
Planning & zoning	67	1.6 %
Communication with the public	182	4.2 %
Municipal court	47	1.1 %
Public transportation	173	4.0 %
None chosen	521	12.1 %
Total	4313	100.0 %

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?

Q2. 2nd choice	Number	Percent
Police services	298	6.9 %
Fire services	320	7.4 %
Ambulance services	101	2.3 %
Maintenance of City streets	676	15.7 %
Storm water runoff/management system	315	7.3 %
Sewer utility system	136	3.2 %
Trash collection & recycling	345	8.0 %
Parks & recreation facilities	269	6.2 %
Parks & recreation programs	165	3.8 %
Code enforcement	328	7.6 %
Planning & zoning	157	3.6 %
Communication with the public	263	6.1 %
Municipal court	72	1.7 %
Public transportation	175	4.1 %
None chosen	693	16.1 %
Total	4313	100.0 %

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?

Q2. 3rd choice	Number	Percent
Police services	217	5.0 %
Fire services	149	3.5 %
Ambulance services	204	4.7 %
Maintenance of City streets	442	10.2 %
Storm water runoff/management system	246	5.7 %
Sewer utility system	187	4.3 %
Trash collection & recycling	308	7.1 %
Parks & recreation facilities	265	6.1 %
Parks & recreation programs	181	4.2 %
Code enforcement	321	7.4 %
Planning & zoning	197	4.6 %
Communication with the public	397	9.2 %
Municipal court	89	2.1 %
Public transportation	197	4.6 %
None chosen	913	21.2 %
Total	4313	100.0 %

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?

Q2. 4th choice	Number	Percent
Police services	171	4.0 %
Fire services	123	2.9 %
Ambulance services	99	2.3 %
Maintenance of City streets	331	7.7 %
Storm water runoff/management system	216	5.0 %
Sewer utility system	196	4.5 %
Trash collection & recycling	264	6.1 %
Parks & recreation facilities	204	4.7 %
Parks & recreation programs	197	4.6 %
Code enforcement	257	6.0 %
Planning & zoning	241	5.6 %
Communication with the public	407	9.4 %
Municipal court	133	3.1 %
Public transportation	281	6.5 %
None chosen	1193	27.7 %
Total	4313	100.0 %

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)

Q2. Sum of top 4 choices	Number	Percent
Police services	1549	35.9 %
Fire services	707	16.4 %
Ambulance services	458	10.6 %
Maintenance of City streets	2705	62.7 %
Storm water runoff/management system	952	22.1 %
Sewer utility system	588	13.6 %
Trash collection & recycling	1151	26.7 %
Parks & recreation facilities	910	21.1 %
Parks & recreation programs	605	14.0 %
Code enforcement	1229	28.5 %
Planning & zoning	662	15.3 %
Communication with the public	1249	29.0 %
Municipal court	341	7.9 %
Public transportation	826	19.2 %
None chosen	521	12.1 %
Total	14453	

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.

(N=4313)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Services for developmental disabilities	4.3%	13.0%	29.5%	6.7%	3.2%	43.2%
Q3-2. Area Agency on aging services	4.9%	14.9%	30.2%	7.2%	3.4%	39.5%
Q3-3. Senior transportation	4.5%	12.5%	30.3%	7.0%	3.3%	42.4%
Q3-4. 3-1-1 Call Center	8.6%	19.7%	29.5%	4.9%	2.6%	34.7%
Q3-5. Treasurer's Office	7.8%	24.8%	32.2%	9.0%	4.0%	22.1%
Q3-6. Motor Vehicle Registration	9.9%	28.6%	24.4%	18.2%	12.3%	6.6%
Q3-7. County Appraiser's Office services	6.0%	18.0%	32.1%	13.9%	9.6%	20.4%
Q3-8. County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	12.6%	34.3%	27.3%	8.6%	3.8%	13.5%
Q3-9. District Attorneys' Office	6.4%	14.4%	27.8%	7.3%	13.3%	30.9%
Q3-10. Local Election Process	13.1%	34.3%	29.8%	5.9%	3.3%	13.6%
Q3-11. Customer service provided by Unified Government employees	8.8%	26.6%	31.5%	10.4%	6.2%	16.5%
Q3-12. Public Health Department services	6.1%	17.4%	31.3%	4.8%	2.6%	37.8%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Services for developmental disabilities	7.6%	22.9%	52.0%	11.9%	5.6%
Q3-2. Area Agency on aging services	8.1%	24.6%	49.9%	11.9%	5.6%
Q3-3. Senior transportation	7.9%	21.7%	52.6%	12.2%	5.7%
Q3-4. 3-1-1 Call Center	13.1%	30.2%	45.2%	7.6%	3.9%
Q3-5. Treasurer's Office	10.0%	31.8%	41.4%	11.6%	5.2%
Q3-6. Motor Vehicle Registration	10.5%	30.6%	26.1%	19.5%	13.2%
Q3-7. County Appraiser's Office services	7.5%	22.6%	40.3%	17.5%	12.1%
Q3-8. County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	14.5%	39.7%	31.5%	9.9%	4.4%
Q3-9. District Attorneys' Office	9.3%	20.8%	40.2%	10.5%	19.2%
Q3-10. Local Election Process	15.2%	39.7%	34.4%	6.9%	3.8%
Q3-11. Customer service provided by Unified Government employees	10.6%	31.9%	37.7%	12.5%	7.4%
Q3-12. Public Health Department services	9.9%	28.0%	50.3%	7.7%	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?

Q4. Top choice	Number	Percent
Services for developmental disabilities	359	8.3 %
Area Agency on aging services	294	6.8 %
Senior transportation	172	4.0 %
3-1-1 Call Center	126	2.9 %
Treasurer's Office	100	2.3 %
Motor Vehicle Registration	821	19.0 %
County Appraiser's Office services	272	6.3 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	290	6.7 %
District Attorneys' Office	485	11.2 %
Local Election Process	102	2.4 %
Customer service provided by Unified Government employees	253	5.9 %
Public Health Department services	200	4.6 %
None chosen	839	19.5 %
Total	4313	100.0 %

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?

Q4. 2nd choice	Number	Percent
Services for developmental disabilities	236	5.5 %
Area Agency on aging services	382	8.9 %
Senior transportation	268	6.2 %
3-1-1 Call Center	124	2.9 %
Treasurer's Office	207	4.8 %
Motor Vehicle Registration	541	12.5 %
County Appraiser's Office services	329	7.6 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	314	7.3 %
District Attorneys' Office	156	3.6 %
Local Election Process	133	3.1 %
Customer service provided by Unified Government employees	291	6.7 %
Public Health Department services	181	4.2 %
None chosen	1151	26.7 %
Total	4313	100.0 %

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?

Q4. 3rd choice	Number	Percent
Services for developmental disabilities	228	5.3 %
Area Agency on aging services	240	5.6 %
Senior transportation	289	6.7 %
3-1-1 Call Center	130	3.0 %
Treasurer's Office	191	4.4 %
Motor Vehicle Registration	365	8.5 %
County Appraiser's Office services	276	6.4 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	308	7.1 %
District Attorneys' Office	148	3.4 %
Local Election Process	151	3.5 %
Customer service provided by Unified Government employees	340	7.9 %
Public Health Department services	216	5.0 %
None chosen	1431	33.2 %
Total	4313	100.0 %

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?

Q4. 4th choice	Number	Percent
Services for developmental disabilities	206	4.8 %
Area Agency on aging services	232	5.4 %
Senior transportation	211	4.9 %
3-1-1 Call Center	138	3.2 %
Treasurer's Office	173	4.0 %
Motor Vehicle Registration	187	4.3 %
County Appraiser's Office services	203	4.7 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	252	5.8 %
District Attorneys' Office	129	3.0 %
Local Election Process	186	4.3 %
Customer service provided by Unified Government employees	311	7.2 %
Public Health Department services	324	7.5 %
None chosen	1761	40.8 %
Total	4313	100.0 %

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)

Q4. Sum of top 4 choices	Number	Percent
Services for developmental disabilities	1029	23.9 %
Area Agency on aging services	1148	26.6 %
Senior transportation	940	21.8 %
3-1-1 Call Center	518	12.0 %
Treasurer's Office	671	15.6 %
Motor Vehicle Registration	1914	44.4 %
County Appraiser's Office services	1080	25.0 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	1164	27.0 %
District Attorneys' Office	918	21.3 %
Local Election Process	572	13.3 %
Customer service provided by Unified Government employees	1195	27.7 %
Public Health Department services	921	21.4 %
None chosen	839	19.5 %
Total	12909	

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?

Q5. Top choice	Number	Percent
Police services	796	18.5 %
Fire services	100	2.3 %
Ambulance services	50	1.2 %
Maintenance of City streets	804	18.6 %
Storm water runoff/management system	107	2.5 %
Sewer utility system	43	1.0 %
Trash collection & recycling	126	2.9 %
Parks & recreation facilities	100	2.3 %
Parks & recreation programs	24	0.6 %
Code enforcement	191	4.4 %
Planning & zoning	46	1.1 %
Communication with the public	110	2.6 %
Municipal court	20	0.5 %
Public transportation	103	2.4 %
Services for developmental disabilities	85	2.0 %
Area Agency on aging services	59	1.4 %
Senior transportation	26	0.6 %
3-1-1 Call Center	7	0.2 %
Treasurer's Office	19	0.4 %
Motor Vehicle Registration	198	4.6 %
County Appraiser's Office services	76	1.8 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	30	0.7 %
District Attorneys' Office	193	4.5 %
Local Election Process	29	0.7 %
Customer service provided by Unified Government employees	57	1.3 %
Public Health Department services	58	1.3 %
None chosen	856	19.8 %
Total	4313	100.0 %

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?

Q5. 2nd choice	Number	Percent
Police services	245	5.7 %
Fire services	305	7.1 %
Ambulance services	82	1.9 %
Maintenance of City streets	493	11.4 %
Storm water runoff/management system	170	3.9 %
Sewer utility system	64	1.5 %
Trash collection & recycling	173	4.0 %
Parks & recreation facilities	139	3.2 %
Parks & recreation programs	76	1.8 %
Code enforcement	195	4.5 %
Planning & zoning	76	1.8 %
Communication with the public	126	2.9 %
Municipal court	28	0.6 %
Public transportation	83	1.9 %
Services for developmental disabilities	93	2.2 %
Area Agency on aging services	115	2.7 %
Senior transportation	78	1.8 %
3-1-1 Call Center	27	0.6 %
Treasurer's Office	40	0.9 %
Motor Vehicle Registration	229	5.3 %
County Appraiser's Office services	78	1.8 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	92	2.1 %
District Attorneys' Office	116	2.7 %
Local Election Process	36	0.8 %
Customer service provided by Unified Government employees	84	1.9 %
Public Health Department services	56	1.3 %
None chosen	1014	23.5 %
Total	4313	100.0 %

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?

Q5. 3rd choice	Number	Percent
Police services	130	3.0 %
Fire services	114	2.6 %
Ambulance services	157	3.6 %
Maintenance of City streets	302	7.0 %
Storm water runoff/management system	132	3.1 %
Sewer utility system	79	1.8 %
Trash collection & recycling	187	4.3 %
Parks & recreation facilities	131	3.0 %
Parks & recreation programs	79	1.8 %
Code enforcement	184	4.3 %
Planning & zoning	76	1.8 %
Communication with the public	147	3.4 %
Municipal court	45	1.0 %
Public transportation	103	2.4 %
Services for developmental disabilities	130	3.0 %
Area Agency on aging services	132	3.1 %
Senior transportation	99	2.3 %
3-1-1 Call Center	42	1.0 %
Treasurer's Office	65	1.5 %
Motor Vehicle Registration	244	5.7 %
County Appraiser's Office services	112	2.6 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	119	2.8 %
District Attorneys' Office	107	2.5 %
Local Election Process	50	1.2 %
Customer service provided by Unified Government employees	107	2.5 %
Public Health Department services	75	1.7 %
None chosen	1165	27.0 %
Total	4313	100.0 %

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?

Q5. 4th choice	Number	Percent
Police services	104	2.4 %
Fire services	71	1.6 %
Ambulance services	61	1.4 %
Maintenance of City streets	250	5.8 %
Storm water runoff/management system	114	2.6 %
Sewer utility system	82	1.9 %
Trash collection & recycling	151	3.5 %
Parks & recreation facilities	112	2.6 %
Parks & recreation programs	74	1.7 %
Code enforcement	131	3.0 %
Planning & zoning	85	2.0 %
Communication with the public	185	4.3 %
Municipal court	40	0.9 %
Public transportation	111	2.6 %
Services for developmental disabilities	83	1.9 %
Area Agency on aging services	144	3.3 %
Senior transportation	96	2.2 %
3-1-1 Call Center	58	1.3 %
Treasurer's Office	70	1.6 %
Motor Vehicle Registration	213	4.9 %
County Appraiser's Office services	112	2.6 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	143	3.3 %
District Attorneys' Office	82	1.9 %
Local Election Process	72	1.7 %
Customer service provided by Unified Government employees	176	4.1 %
Public Health Department services	121	2.8 %
None chosen	1372	31.8 %
Total	4313	100.0 %

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)

Q5. Sum of top 4 choices	Number	Percent
Police services	1275	29.6 %
Fire services	590	13.7 %
Ambulance services	350	8.1 %
Maintenance of City streets	1849	42.9 %
Storm water runoff/management system	523	12.1 %
Sewer utility system	268	6.2 %
Trash collection & recycling	637	14.8 %
Parks & recreation facilities	482	11.2 %
Parks & recreation programs	253	5.9 %
Code enforcement	701	16.3 %
Planning & zoning	283	6.6 %
Communication with the public	568	13.2 %
Municipal court	133	3.1 %
Public transportation	400	9.3 %
Services for developmental disabilities	391	9.1 %
Area Agency on aging services	450	10.4 %
Senior transportation	299	6.9 %
3-1-1 Call Center	134	3.1 %
Treasurer's Office	194	4.5 %
Motor Vehicle Registration	884	20.5 %
County Appraiser's Office services	378	8.8 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	384	8.9 %
District Attorneys' Office	498	11.5 %
Local Election Process	187	4.3 %
Customer service provided by Unified Government employees	424	9.8 %
Public Health Department services	310	7.2 %
None chosen	856	19.8 %
Total	13701	

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.

(N=4313)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Visibility of police in neighborhoods	15.0%	33.9%	22.5%	16.8%	7.1%	4.6%
Q6-2. Visibility of police in neighborhood retail areas	12.0%	33.5%	27.1%	14.5%	5.2%	7.8%
Q6-3. Visibility of Code Enforcement in your neighborhood	6.9%	19.9%	30.2%	16.9%	11.7%	14.3%
Q6-4. City's overall efforts to prevent crime	8.4%	24.9%	31.0%	18.6%	8.3%	8.8%
Q6-5. Enforcement of traffic laws	10.2%	31.1%	30.7%	13.0%	7.0%	8.0%
Q6-6. How quickly police department personnel respond to emergencies	15.6%	29.1%	22.7%	9.3%	5.8%	17.6%
Q6-7. How quickly fire department responds to fires	27.9%	33.0%	15.7%	1.3%	1.2%	20.8%
Q6-8. How quickly fire department responds to medical emergency calls	31.3%	33.7%	14.1%	1.3%	1.1%	18.5%
Q6-9. Quality of animal control in your neighborhood	8.6%	23.1%	27.0%	15.8%	13.7%	11.7%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Visibility of police in neighborhoods	15.8%	35.5%	23.6%	17.6%	7.5%
Q6-2. Visibility of police in neighborhood retail areas	13.0%	36.3%	29.3%	15.7%	5.6%
Q6-3. Visibility of Code Enforcement in your neighborhood	8.1%	23.3%	35.2%	19.8%	13.7%
Q6-4. City's overall efforts to prevent crime	9.2%	27.4%	34.0%	20.4%	9.1%
Q6-5. Enforcement of traffic laws	11.0%	33.8%	33.4%	14.1%	7.6%
Q6-6. How quickly police department personnel respond to emergencies	18.9%	35.3%	27.6%	11.3%	7.0%
Q6-7. How quickly fire department responds to fires	35.2%	41.7%	19.9%	1.7%	1.6%
Q6-8. How quickly fire department responds to medical emergency calls	38.4%	41.3%	17.3%	1.6%	1.3%
Q6-9. Quality of animal control in your neighborhood	9.8%	26.2%	30.6%	17.9%	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?

Q7. Top choice	Number	Percent
Visibility of police in neighborhoods	1100	25.5 %
Visibility of police in neighborhood retail areas	266	6.2 %
Visibility of Code Enforcement in your neighborhood	428	9.9 %
City's overall efforts to prevent crime	795	18.4 %
Enforcement of traffic laws	228	5.3 %
How quickly police department personnel respond to emergencies	250	5.8 %
How quickly fire department responds to fires	60	1.4 %
How quickly fire department responds to medical emergency calls	54	1.3 %
Quality of animal control in your neighborhood	413	9.6 %
None chosen	719	16.7 %
Total	4313	100.0 %

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?

Q7. 2nd choice	Number	Percent
Visibility of police in neighborhoods	471	10.9 %
Visibility of police in neighborhood retail areas	612	14.2 %
Visibility of Code Enforcement in your neighborhood	375	8.7 %
City's overall efforts to prevent crime	638	14.8 %
Enforcement of traffic laws	317	7.3 %
How quickly police department personnel respond to emergencies	333	7.7 %
How quickly fire department responds to fires	129	3.0 %
How quickly fire department responds to medical emergency calls	118	2.7 %
Quality of animal control in your neighborhood	331	7.7 %
None chosen	989	22.9 %
Total	4313	100.0 %

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?

Q7. 3rd choice	Number	Percent
Visibility of police in neighborhoods	367	8.5 %
Visibility of police in neighborhood retail areas	371	8.6 %
Visibility of Code Enforcement in your neighborhood	342	7.9 %
City's overall efforts to prevent crime	539	12.5 %
Enforcement of traffic laws	310	7.2 %
How quickly police department personnel respond to emergencies	358	8.3 %
How quickly fire department responds to fires	148	3.4 %
How quickly fire department responds to medical emergency calls	179	4.2 %
Quality of animal control in your neighborhood	459	10.6 %
None chosen	1240	28.8 %
Total	4313	100.0 %

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)

Q7. Sum of top 3 choices	Number	Percent
Visibility of police in neighborhoods	1938	44.9 %
Visibility of police in neighborhood retail areas	1249	29.0 %
Visibility of Code Enforcement in your neighborhood	1145	26.5 %
City's overall efforts to prevent crime	1972	45.7 %
Enforcement of traffic laws	855	19.8 %
How quickly police department personnel respond to emergencies	941	21.8 %
How quickly fire department responds to fires	337	7.8 %
How quickly fire department responds to medical emergency calls	351	8.1 %
Quality of animal control in your neighborhood	1203	27.9 %
None chosen	719	16.7 %
Total	10710	

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."

(N=4313)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Maintenance of major City streets	7.3%	33.1%	23.2%	22.2%	9.8%	4.5%
Q8-2. Maintenance of streets in your neighborhood	6.4%	23.8%	21.4%	27.7%	16.8%	3.9%
Q8-3. Maintenance of alleys in your neighborhood	3.3%	7.5%	24.7%	12.7%	11.9%	39.9%
Q8-4. Maintenance of sidewalks in your neighborhood	4.5%	13.3%	24.1%	18.3%	17.7%	22.0%
Q8-5. Maintenance of curbs in your neighborhood	5.1%	16.7%	25.7%	18.3%	17.2%	17.0%
Q8-6. Maintenance of street signs/traffic signals	10.6%	39.1%	30.1%	7.7%	5.0%	7.5%
Q8-7. Maintenance of downtown parking lots	5.2%	16.7%	30.8%	11.7%	7.0%	28.6%
Q8-8. Overall appearance of downtown including lighting, landscaping & planter boxes	6.7%	23.8%	33.7%	11.5%	6.3%	18.1%
Q8-9. Maintenance of City buildings	6.2%	26.3%	33.5%	9.8%	5.8%	18.4%
Q8-10. Snow removal on major City streets	15.0%	41.9%	20.1%	11.2%	6.8%	5.1%
Q8-11. Snow removal on neighborhood streets	9.4%	27.2%	19.9%	23.2%	16.0%	4.3%
Q8-12. Overall cleanliness of streets & other public areas	5.5%	25.9%	30.3%	21.6%	11.5%	5.2%
Q8-13. Maintenance of stormwater drainage system in your neighborhood	7.0%	24.3%	30.5%	13.7%	9.5%	15.0%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Maintenance of major City streets	7.7%	34.6%	24.3%	23.2%	10.2%
Q8-2. Maintenance of streets in your neighborhood	6.6%	24.7%	22.3%	28.8%	17.5%
Q8-3. Maintenance of alleys in your neighborhood	5.4%	12.5%	41.1%	21.1%	19.8%
Q8-4. Maintenance of sidewalks in your neighborhood	5.8%	17.0%	31.0%	23.5%	22.7%
Q8-5. Maintenance of curbs in your neighborhood	6.1%	20.2%	31.0%	22.1%	20.7%
Q8-6. Maintenance of street signs/traffic signals	11.5%	42.3%	32.5%	8.3%	5.4%
Q8-7. Maintenance of downtown parking lots	7.3%	23.4%	43.1%	16.4%	9.7%
Q8-8. Overall appearance of downtown including lighting, landscaping & planter boxes	8.1%	29.1%	41.1%	14.0%	7.7%
Q8-9. Maintenance of City buildings	7.6%	32.2%	41.0%	12.0%	7.1%
Q8-10. Snow removal on major City streets	15.8%	44.1%	21.1%	11.8%	7.1%
Q8-11. Snow removal on neighborhood streets	9.9%	28.4%	20.8%	24.2%	16.7%
Q8-12. Overall cleanliness of streets & other public areas	5.8%	27.3%	32.0%	22.8%	12.1%
Q8-13. Maintenance of stormwater drainage system in your neighborhood	8.2%	28.6%	35.9%	16.1%	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?

Q9. Top choice	Number	Percent
Maintenance of major City streets	774	17.9 %
Maintenance of streets in your neighborhood	881	20.4 %
Maintenance of alleys in your neighborhood	160	3.7 %
Maintenance of sidewalks in your neighborhood	319	7.4 %
Maintenance of curbs in your neighborhood	143	3.3 %
Maintenance of street signs/traffic signals	44	1.0 %
Maintenance of downtown parking lots	67	1.6 %
Overall appearance of downtown including lighting, landscaping & planter boxes	128	3.0 %
Maintenance of City buildings	85	2.0 %
Snow removal on major City streets	140	3.2 %
Snow removal on neighborhood streets	407	9.4 %
Overall cleanliness of streets & other public areas	263	6.1 %
Maintenance of stormwater drainage system in your neighborhood	252	5.8 %
None chosen	650	15.1 %
Total	4313	100.0 %

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?

Q9. 2nd choice	Number	Percent
Maintenance of major City streets	299	6.9 %
Maintenance of streets in your neighborhood	682	15.8 %
Maintenance of alleys in your neighborhood	153	3.5 %
Maintenance of sidewalks in your neighborhood	375	8.7 %
Maintenance of curbs in your neighborhood	272	6.3 %
Maintenance of street signs/traffic signals	114	2.6 %
Maintenance of downtown parking lots	97	2.2 %
Overall appearance of downtown including lighting, landscaping & planter boxes	148	3.4 %
Maintenance of City buildings	116	2.7 %
Snow removal on major City streets	251	5.8 %
Snow removal on neighborhood streets	540	12.5 %
Overall cleanliness of streets & other public areas	269	6.2 %
Maintenance of stormwater drainage system in your neighborhood	133	3.1 %
None chosen	864	20.0 %
Total	4313	100.0 %

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?

Q9. 3rd choice	Number	Percent
Maintenance of major City streets	248	5.8 %
Maintenance of streets in your neighborhood	316	7.3 %
Maintenance of alleys in your neighborhood	127	2.9 %
Maintenance of sidewalks in your neighborhood	302	7.0 %
Maintenance of curbs in your neighborhood	231	5.4 %
Maintenance of street signs/traffic signals	128	3.0 %
Maintenance of downtown parking lots	99	2.3 %
Overall appearance of downtown including lighting, landscaping & planter boxes	198	4.6 %
Maintenance of City buildings	156	3.6 %
Snow removal on major City streets	206	4.8 %
Snow removal on neighborhood streets	509	11.8 %
Overall cleanliness of streets & other public areas	480	11.1 %
Maintenance of stormwater drainage system in your neighborhood	239	5.5 %
None chosen	1074	24.9 %
Total	4313	100.0 %

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)

Q9. Sum of top 3 choices	Number	Percent
Maintenance of major City streets	1321	30.6 %
Maintenance of streets in your neighborhood	1879	43.6 %
Maintenance of alleys in your neighborhood	440	10.2 %
Maintenance of sidewalks in your neighborhood	996	23.1 %
Maintenance of curbs in your neighborhood	646	15.0 %
Maintenance of street signs/traffic signals	286	6.6 %
Maintenance of downtown parking lots	263	6.1 %
Overall appearance of downtown including lighting, landscaping & planter boxes	474	11.0 %
Maintenance of City buildings	357	8.3 %
Snow removal on major City streets	597	13.8 %
Snow removal on neighborhood streets	1456	33.8 %
Overall cleanliness of streets & other public areas	1012	23.5 %
Maintenance of stormwater drainage system in your neighborhood	624	14.5 %
None chosen	650	15.1 %
Total	11001	

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.

(N=4313)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Maintenance of parks & equipment	8.5%	29.5%	26.7%	9.9%	3.8%	21.7%
Q10-2. Number of walking & biking trails	5.8%	19.5%	25.4%	18.7%	9.7%	21.0%
Q10-3. Number of parks	8.1%	28.4%	27.5%	12.5%	5.9%	17.6%
Q10-4. Community centers	5.8%	21.2%	29.9%	14.0%	7.1%	22.0%
Q10-5. Number of outdoor athletic fields	6.1%	21.7%	30.1%	11.4%	5.8%	24.9%
Q10-6. Sunflower Hills Golf Course	6.9%	16.5%	26.3%	2.4%	1.9%	46.0%
Q10-7. Swimming pool & spray parks	4.2%	11.6%	23.1%	17.6%	14.2%	29.4%
Q10-8. Youth recreation programs	4.0%	11.8%	25.6%	13.5%	9.2%	35.9%
Q10-9. Adult recreation programs	3.9%	11.2%	27.4%	13.6%	8.7%	35.2%
Q10-10. Programs for seniors	3.6%	10.1%	26.3%	11.5%	7.5%	41.1%
Q10-11. Skateboard parks	4.0%	9.9%	29.3%	6.7%	4.8%	45.3%
Q10-12. Tennis courts	3.4%	9.3%	29.9%	8.6%	5.4%	43.4%
Q10-13. Futsal courts	3.6%	7.6%	27.5%	4.0%	3.2%	54.1%
Q10-14. Ease of registering for recreation programs	3.7%	12.2%	27.6%	6.8%	4.6%	45.0%
Q10-15. Fees charged for recreation programs	4.0%	12.0%	27.3%	7.3%	5.5%	43.8%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Maintenance of parks & equipment	10.9%	37.6%	34.1%	12.6%	4.9%
Q10-2. Number of walking & biking trails	7.3%	24.6%	32.1%	23.6%	12.3%
Q10-3. Number of parks	9.8%	34.5%	33.3%	15.2%	7.2%
Q10-4. Community centers	7.4%	27.2%	38.3%	17.9%	9.2%
Q10-5. Number of outdoor athletic fields	8.1%	28.9%	40.1%	15.2%	7.7%
Q10-6. Sunflower Hills Golf Course	12.8%	30.5%	48.6%	4.5%	3.6%
Q10-7. Swimming pool & spray parks	6.0%	16.4%	32.7%	24.8%	20.2%
Q10-8. Youth recreation programs	6.2%	18.5%	39.9%	21.1%	14.3%
Q10-9. Adult recreation programs	6.0%	17.2%	42.3%	20.9%	13.5%
Q10-10. Programs for seniors	6.1%	17.1%	44.6%	19.5%	12.7%
Q10-11. Skateboard parks	7.3%	18.1%	53.6%	12.2%	8.7%
Q10-12. Tennis courts	6.0%	16.5%	52.9%	15.2%	9.5%
Q10-13. Futsal courts	7.8%	16.5%	60.0%	8.7%	7.0%
Q10-14. Ease of registering for recreation programs	6.8%	22.3%	50.2%	12.4%	8.4%
Q10-15. Fees charged for recreation programs	7.2%	21.3%	48.7%	13.0%	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?

Q11. Top choice	Number	Percent
Maintenance of parks & equipment	787	18.2 %
Number of walking & biking trails	597	13.8 %
Number of parks	200	4.6 %
Community centers	262	6.1 %
Number of outdoor athletic fields	80	1.9 %
Sunflower Hills Golf Course	40	0.9 %
Swimming pool & spray parks	399	9.3 %
Youth recreation programs	268	6.2 %
Adult recreation programs	115	2.7 %
Programs for seniors	199	4.6 %
Skateboard parks	24	0.6 %
Tennis courts	24	0.6 %
Futsal courts	10	0.2 %
Ease of registering for recreation programs	29	0.7 %
Fees charged for recreation programs	98	2.3 %
None chosen	1181	27.4 %
Total	4313	100.0 %

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?

Q11. 2nd choice	Number	Percent
Maintenance of parks & equipment	281	6.5 %
Number of walking & biking trails	495	11.5 %
Number of parks	256	5.9 %
Community centers	305	7.1 %
Number of outdoor athletic fields	108	2.5 %
Sunflower Hills Golf Course	45	1.0 %
Swimming pool & spray parks	368	8.5 %
Youth recreation programs	322	7.5 %
Adult recreation programs	245	5.7 %
Programs for seniors	211	4.9 %
Skateboard parks	48	1.1 %
Tennis courts	48	1.1 %
Futsal courts	16	0.4 %
Ease of registering for recreation programs	75	1.7 %
Fees charged for recreation programs	89	2.1 %
None chosen	1401	32.5 %
Total	4313	100.0 %

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?

Q11. 3rd choice	Number	Percent
Maintenance of parks & equipment	219	5.1 %
Number of walking & biking trails	200	4.6 %
Number of parks	218	5.1 %
Community centers	309	7.2 %
Number of outdoor athletic fields	116	2.7 %
Sunflower Hills Golf Course	35	0.8 %
Swimming pool & spray parks	312	7.2 %
Youth recreation programs	287	6.7 %
Adult recreation programs	274	6.4 %
Programs for seniors	281	6.5 %
Skateboard parks	48	1.1 %
Tennis courts	62	1.4 %
Futsal courts	20	0.5 %
Ease of registering for recreation programs	120	2.8 %
Fees charged for recreation programs	221	5.1 %
None chosen	1591	36.9 %
Total	4313	100.0 %

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)

Q11. Sum of top 3 choices	Number	Percent
Maintenance of parks & equipment	1287	29.8 %
Number of walking & biking trails	1292	30.0 %
Number of parks	674	15.6 %
Community centers	876	20.3 %
Number of outdoor athletic fields	304	7.0 %
Sunflower Hills Golf Course	120	2.8 %
Swimming pool & spray parks	1079	25.0 %
Youth recreation programs	877	20.3 %
Adult recreation programs	634	14.7 %
Programs for seniors	691	16.0 %
Skateboard parks	120	2.8 %
Tennis courts	134	3.1 %
Futsal courts	46	1.1 %
Ease of registering for recreation programs	224	5.2 %
Fees charged for recreation programs	408	9.5 %
None chosen	1181	27.4 %
Total	9947	

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

Q12. What do you use to get information about Unified Government	Number	Percent
UGTV (Google Ch 41, Spectrum Ch 2)	795	18.4 %
The Citizen newsletter	1812	42.0 %
ENews Source	425	9.9 %
UG Website	1232	28.6 %
Social media–Facebook, Twitter, YouTube	1678	38.9 %
Nextdoor	1092	25.3 %
UG public meetings	354	8.2 %
Local television	2268	52.6 %
Local newspapers	824	19.1 %
Neighborhood meetings	516	12.0 %
Other	271	6.3 %
Total	11267	

Q12-11. Other

Q12-11. Other	Number	Percent
Word of mouth	77	28.6 %
Mail	28	10.4 %
311 CALL CENTER	10	3.7 %
Internet	10	3.7 %
UG employees	9	3.3 %
BPU Newsletter	5	1.9 %
Google	5	1.9 %
Family members	4	1.5 %
Emails	4	1.5 %
Facebook	4	1.5 %
WYCO Daily	4	1.5 %
Radio	3	1.1 %
UG mail	3	1.1 %
TV	3	1.1 %
LOCAL NEWSPAPERS	2	0.7 %
PERSONAL VIEW	2	0.7 %
FRIENDS WHO WORK FOR UG	2	0.7 %
NEWSLETTER	2	0.7 %
PERSONAL EXPERIENCE	2	0.7 %
Local radio	2	0.7 %
MAJOR WEB NEWS	1	0.4 %
Emails from UG to UG employees	1	0.4 %
WYANDOTTE COUNTIANS AGAINST CRIME	1	0.4 %
Computer	1	0.4 %
Public meetings	1	0.4 %
MAKE UG APP	1	0.4 %
Email and Facebook	1	0.4 %
MY PERSONAL SIGHT	1	0.4 %
KCCC NEWSLETTER	1	0.4 %
Metro news	1	0.4 %
KIWANIS SPEAKERS	1	0.4 %
RADIO KCUR	1	0.4 %
Online information	1	0.4 %
INTER WEB	1	0.4 %
UG NEWSLETTER	1	0.4 %
SHEPHERD CENTER, ADVENTURES IN LEARNING	1	0.4 %
LIBRARY	1	0.4 %
Government employee	1	0.4 %
Facebook Turner community page	1	0.4 %
First hand experience	1	0.4 %
CHURCH	1	0.4 %
Local news	1	0.4 %
SHERIFFS DEPARTMENT	1	0.4 %
FOX NEWS	1	0.4 %
ATT uVerse	1	0.4 %

Q12-11. Other

Q12-11. Other	Number	Percent
News media	1	0.4 %
Employees	1	0.4 %
BONNER SPRINGS WEBSITE	1	0.4 %
NEWS 5 APP	1	0.4 %
WEBSITE	1	0.4 %
Neighborhood Facebook groups	1	0.4 %
Work	1	0.4 %
Emails and conversations	1	0.4 %
RADIO NEWS	1	0.4 %
Work for UG	1	0.4 %
Yahoo.com	1	0.4 %
black and white newspaper	1	0.4 %
FOP MEETINGS	1	0.4 %
Employer announcements	1	0.4 %
City email, word of mouth	1	0.4 %
Local neighborhood Facebook group	1	0.4 %
Wyandotte Daily on Facebook	1	0.4 %
My job sends me WYCO newsletters through my email	1	0.4 %
COMMUNITY	1	0.4 %
Newspapers	1	0.4 %
CABLE	1	0.4 %
REDDIT	1	0.4 %
AIR TV	1	0.4 %
YouTube of public meetings	1	0.4 %
Rosedale Newsletter	1	0.4 %
YOUTUBE	1	0.4 %
ROA NEWSLETTER	1	0.4 %
Unified Government	1	0.4 %
FIRST HAND EXPERIENCE	1	0.4 %
KCK SCHOOLS NEWSLETTER	1	0.4 %
WYCO STAFF	1	0.4 %
TEXT MESSAGES	1	0.4 %
Ann Murguia Facebook page	1	0.4 %
Advocacy groups	1	0.4 %
Personal contact	1	0.4 %
ROSEDALE DEVELOPMENT ASSOC NEWSLETTER	1	0.4 %
CELLPHONE	1	0.4 %
RADIO KMBZ	1	0.4 %
WEBSITE INTERNET	1	0.4 %
NEIGHBORHOOD FLYERS	1	0.4 %
BLOGS	1	0.4 %
TURNER NEWS	1	0.4 %
Library	1	0.4 %
UG email	1	0.4 %
Visit offices in town	1	0.4 %

Q12-11. Other

Q12-11. Other	Number	Percent
PBS	1	0.4 %
CITY MEETINGS	1	0.4 %
KMBC NEWS	1	0.4 %
BRENTWOOD HILLS COMMUNITY NEWSLETTER	1	0.4 %
School District	1	0.4 %
GOOGLE MAPS	1	0.4 %
Local signage	1	0.4 %
THE HOME'S INC NEWSLETTER	1	0.4 %
NEIGHBORHOOD MEETINGS	1	0.4 %
NEIGHBORHOOD NEWSLETTER	1	0.4 %
NEIGHBORHOOD WEBSITE	1	0.4 %
KCK COMMUNITY COLLEGE	1	0.4 %
WEEKLY BREAKFAST GROUP	1	0.4 %
LIFE LONG RESIDENT	1	0.4 %
WEDC	1	0.4 %
TELEPHONE	1	0.4 %
UG FLYER	1	0.4 %
NEIGHBORHOOD WATCH GROUP	1	0.4 %
Total	269	100.0 %

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

Q13. Top choice	Number	Percent
UGTV (Google Ch 41, Spectrum Ch 2)	283	6.6 %
The Citizen newsletter	784	18.2 %
ENews Source	193	4.5 %
UG Website	458	10.6 %
Social media-Facebook, Twitter, YouTube	678	15.7 %
Nextdoor	195	4.5 %
UG public meetings	38	0.9 %
Local television	630	14.6 %
Local newspapers	93	2.2 %
Neighborhood meetings	80	1.9 %
Other	78	1.8 %
None chosen	803	18.6 %
Total	4313	100.0 %

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

Q13. 2nd choice	Number	Percent
UGTV (Google Ch 41, Spectrum Ch 2)	168	3.9 %
The Citizen newsletter	412	9.6 %
ENews Source	100	2.3 %
UG Website	340	7.9 %
Social media-Facebook, Twitter, YouTube	489	11.3 %
Nextdoor	308	7.1 %
UG public meetings	78	1.8 %
Local television	703	16.3 %
Local newspapers	268	6.2 %
Neighborhood meetings	157	3.6 %
Other	98	2.3 %
None chosen	1192	27.6 %
Total	4313	100.0 %

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

Q13. Sum of top 2 choices	Number	Percent
UGTV (Google Ch 41, Spectrum Ch 2)	451	10.5 %
The Citizen newsletter	1196	27.7 %
ENews Source	293	6.8 %
UG Website	798	18.5 %
Social media-Facebook, Twitter, YouTube	1167	27.1 %
Nextdoor	503	11.7 %
UG public meetings	116	2.7 %
Local television	1333	30.9 %
Local newspapers	361	8.4 %
Neighborhood meetings	237	5.5 %
Other	176	4.1 %
None chosen	803	18.6 %
Total	7434	

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.

(N=4313)

	Yes	No	Don't know
Q14-1. Facebook	42.3%	40.0%	17.7%
Q14-2. Twitter	9.8%	67.6%	22.7%
Q14-3. Instagram	7.7%	69.1%	23.1%
Q14-4. Nextdoor	29.9%	48.5%	21.5%
Q14-5. YouTube	15.2%	62.1%	22.7%

WITHOUT "DON'T KNOW"

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)

	Yes	No
Q14-1. Facebook	51.4%	48.6%
Q14-2. Twitter	12.6%	87.4%
Q14-3. Instagram	10.1%	89.9%
Q14-4. Nextdoor	38.2%	61.8%
Q14-5. YouTube	19.6%	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."

Q14a. Please indicate whether you agree with following statement	Number	Percent
Agree	1346	55.0 %
Disagree	545	22.3 %
Don't know	555	22.7 %
Total	2446	100.0 %

WITHOUT "DON'T KNOW"

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")

Q14a. Please indicate whether you agree with following statement	Number	Percent
Agree	1346	71.2 %
Disagree	545	28.8 %
Total	1891	100.0 %

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."

(N=4313)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Availability of information about Unified Govt. programs & services	5.0%	21.1%	29.5%	15.0%	5.2%	24.1%
Q15-2. Efforts to keep you informed about local issues	5.3%	21.2%	29.2%	17.8%	6.0%	20.5%
Q15-3. Level of public involvement in local decision making	3.4%	11.4%	29.8%	19.6%	9.4%	26.4%
Q15-4. Unified Government's website	5.5%	21.8%	30.7%	8.1%	3.5%	30.3%
Q15-5. Unified Government's newsletter	7.6%	28.0%	27.9%	5.4%	2.6%	28.5%
Q15-6. Unified Government's social media	4.3%	17.3%	31.0%	6.0%	2.8%	38.6%
Q15-7. myWyco app–property taxes	6.0%	15.4%	22.8%	8.8%	8.9%	38.1%
Q15-8. myWyco app-3-1-1 service requests	5.2%	13.3%	25.7%	5.0%	3.6%	47.2%
Q15-9. myWyco app-Municipal Court payments	3.4%	9.5%	24.7%	3.6%	2.9%	55.9%
Q15-10. Online maps/DOT Maps	5.5%	15.0%	25.6%	3.7%	2.6%	47.6%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Availability of information about Unified Govt. programs & services	6.6%	27.8%	38.8%	19.8%	6.9%
Q15-2. Efforts to keep you informed about local issues	6.7%	26.7%	36.8%	22.4%	7.5%
Q15-3. Level of public involvement in local decision making	4.6%	15.5%	40.5%	26.6%	12.8%
Q15-4. Unified Government's website	8.0%	31.2%	44.1%	11.6%	5.1%
Q15-5. Unified Government's newsletter	10.6%	39.1%	39.0%	7.6%	3.7%
Q15-6. Unified Government's social media	7.1%	28.2%	50.4%	9.8%	4.5%
Q15-7. myWyco app–property taxes	9.7%	24.9%	36.8%	14.2%	14.4%
Q15-8. myWyco app-3-1-1 service requests	9.9%	25.2%	48.6%	9.4%	6.9%
Q15-9. myWyco app-Municipal Court payments	7.6%	21.6%	55.9%	8.2%	6.6%
Q15-10. Online maps/DOT Maps	10.5%	28.6%	48.8%	7.1%	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.

(N=4313)

	Major problem	Minor problem	Not a problem	Don't know
Q16-1. Crime	30.4%	40.1%	20.6%	8.9%
Q16-2. Drugs	30.8%	25.2%	23.4%	20.6%
Q16-3. Graffiti	14.8%	27.5%	46.7%	11.0%
Q16-4. Noise	13.5%	33.0%	46.3%	7.1%
Q16-5. Rundown buildings	21.0%	27.0%	42.8%	9.2%
Q16-6. Abandoned/junk vehicles	14.9%	26.9%	47.5%	10.7%
Q16-7. Vehicles parked on streets	20.4%	29.5%	41.7%	8.4%
Q16-8. Homelessness	15.2%	19.7%	48.1%	17.0%
Q16-9. Un-mowed lots	15.4%	31.2%	43.5%	9.9%
Q16-10. Illegal dumping	19.5%	24.3%	43.5%	12.7%
Q16-11. Roaming/loose animals	22.4%	35.5%	34.5%	7.6%

WITHOUT "DON'T KNOW"

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)

	Major problem	Minor problem	Not a problem
Q16-1. Crime	33.4%	44.0%	22.6%
Q16-2. Drugs	38.8%	31.8%	29.5%
Q16-3. Graffiti	16.6%	30.9%	52.5%
Q16-4. Noise	14.6%	35.5%	49.9%
Q16-5. Rundown buildings	23.1%	29.8%	47.1%
Q16-6. Abandoned/junk vehicles	16.7%	30.1%	53.2%
Q16-7. Vehicles parked on streets	22.3%	32.2%	45.5%
Q16-8. Homelessness	18.4%	23.7%	57.9%
Q16-9. Un-mowed lots	17.1%	34.7%	48.3%
Q16-10. Illegal dumping	22.3%	27.8%	49.9%
Q16-11. Roaming/loose animals	24.2%	38.4%	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.

(N=4313)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Enforcing clean-up of junk, trash, & debris (blight) City-wide	6.2%	22.3%	26.7%	22.9%	10.0%	11.9%
Q17-2. Enforcing clean-up of junk, trash, & debris (blight), in your neighborhood	9.1%	28.8%	24.6%	17.9%	9.3%	10.2%
Q17-3. Enforcing mowing & trimming of weeds on private and/or vacant property City-wide	6.6%	22.3%	27.2%	22.3%	9.5%	12.1%
Q17-4. Enforcing mowing & trimming of weeds on private and/or vacant property in your neighborhood	8.0%	26.9%	26.7%	18.2%	8.8%	11.3%
Q17-5. Enforcing maintenance of residential property (houses) in your neighborhood	8.5%	28.7%	26.9%	16.5%	8.1%	11.3%
Q17-6. Enforcing maintenance of commercial/ business property	6.7%	23.3%	31.4%	13.4%	5.2%	19.9%
Q17-7. Enforcing removal of inoperable or junk cars in your neighborhood	8.6%	24.8%	27.8%	13.2%	7.7%	18.0%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Enforcing clean-up of junk, trash, & debris (blight) City-wide	7.1%	25.3%	30.3%	26.0%	11.3%
Q17-2. Enforcing clean-up of junk, trash, & debris (blight), in your neighborhood	10.2%	32.1%	27.5%	20.0%	10.3%
Q17-3. Enforcing mowing & trimming of weeds on private and/or vacant property City-wide	7.5%	25.4%	30.9%	25.4%	10.8%
Q17-4. Enforcing mowing & trimming of weeds on private and/or vacant property in your neighborhood	9.1%	30.4%	30.1%	20.5%	10.0%
Q17-5. Enforcing maintenance of residential property (houses) in your neighborhood	9.6%	32.3%	30.4%	18.6%	9.1%
Q17-6. Enforcing maintenance of commercial/business property	8.4%	29.1%	39.2%	16.8%	6.5%
Q17-7. Enforcing removal of inoperable or junk cars in your neighborhood	10.5%	30.2%	33.9%	16.1%	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?

Q18. Top choice	Number	Percent
Enforcing clean-up of junk, trash, & debris (blight) City-wide	1478	34.3 %
Enforcing clean-up of junk, trash, & debris (blight), in your neighborhood	441	10.2 %
Enforcing mowing & trimming of weeds on private and/or vacant property City-wide	362	8.4 %
Enforcing mowing & trimming of weeds on private and/or vacant property in your neighborhood	233	5.4 %
Enforcing maintenance of residential property (houses) in your neighborhood	248	5.8 %
Enforcing maintenance of commercial/business property	196	4.5 %
Enforcing removal of inoperable or junk cars in your neighborhood	261	6.1 %
None chosen	1094	25.4 %
Total	4313	100.0 %

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?

Q18. 2nd choice	Number	Percent
Enforcing clean-up of junk, trash, & debris (blight) City-wide	359	8.3 %
Enforcing clean-up of junk, trash, & debris (blight), in your neighborhood	656	15.2 %
Enforcing mowing & trimming of weeds on private and/or vacant property City-wide	756	17.5 %
Enforcing mowing & trimming of weeds on private and/or vacant property in your neighborhood	427	9.9 %
Enforcing maintenance of residential property (houses) in your neighborhood	344	8.0 %
Enforcing maintenance of commercial/business property	288	6.7 %
Enforcing removal of inoperable or junk cars in your neighborhood	188	4.4 %
None chosen	1295	30.0 %
Total	4313	100.0 %

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?

Q18. 3rd choice	Number	Percent
Enforcing clean-up of junk, trash, & debris (blight) City-wide	276	6.4 %
Enforcing clean-up of junk, trash, & debris (blight), in your neighborhood	275	6.4 %
Enforcing mowing & trimming of weeds on private and/or vacant property City-wide	504	11.7 %
Enforcing mowing & trimming of weeds on private and/or vacant property in your neighborhood	323	7.5 %
Enforcing maintenance of residential property (houses) in your neighborhood	444	10.3 %
Enforcing maintenance of commercial/business property	479	11.1 %
Enforcing removal of inoperable or junk cars in your neighborhood	441	10.2 %
None chosen	1571	36.4 %
Total	4313	100.0 %

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)

Q18. Sum of top 3 choices	Number	Percent
Enforcing clean-up of junk, trash, & debris (blight) City-wide	2113	49.0 %
Enforcing clean-up of junk, trash, & debris (blight), in your neighborhood	1372	31.8 %
Enforcing mowing & trimming of weeds on private and/or vacant property City-wide	1622	37.6 %
Enforcing mowing & trimming of weeds on private and/or vacant property in your neighborhood	983	22.8 %
Enforcing maintenance of residential property (houses) in your neighborhood	1036	24.0 %
Enforcing maintenance of commercial/business property	963	22.3 %
Enforcing removal of inoperable or junk cars in your neighborhood	890	20.6 %
None chosen	1094	25.4 %
Total	10073	

Q19. Please indicate how you feel about the current quality of life in your neighborhood.

Q19. How do you feel about the current quality of life in your neighborhood	Number	Percent
Never been better	239	5.5 %
Getting better	716	16.6 %
About the same as it has always been	2093	48.5 %
Getting worse	748	17.3 %
Never been worse	72	1.7 %
Don't know	445	10.3 %
Total	4313	100.0 %

WITHOUT "DON'T KNOW"

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

Q19. How do you feel about the current quality of life in your neighborhood	Number	Percent
Never been better	239	6.2 %
Getting better	716	18.5 %
About the same as it has always been	2093	54.1 %
Getting worse	748	19.3 %
Never been worse	72	1.9 %
Total	3868	100.0 %

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."

(N=4313)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Overall image of Wyandotte County	5.1%	25.6%	28.9%	26.2%	9.0%	5.2%
Q20-2. How well Wyandotte County is planning for and managing growth & development	6.4%	24.9%	30.2%	18.1%	8.2%	12.1%
Q20-3. Overall quality of life in Wyandotte County	6.3%	30.8%	32.6%	18.3%	6.6%	5.4%
Q20-4. Overall appearance of Wyandotte County	4.3%	22.4%	33.4%	25.7%	9.2%	5.0%
Q20-5. Overall feeling of safety in Wyandotte County	4.4%	23.2%	30.3%	26.5%	11.2%	4.5%
Q20-6. Overall quality of City & County services	5.2%	27.6%	36.4%	15.9%	7.1%	7.8%
Q20-7. Appearance of commercial areas where you shop/do business within Wyandotte County	7.8%	36.7%	30.8%	13.6%	5.4%	5.8%
Q20-8. Overall value you receive for CityCcounty taxes & fees that you pay	3.4%	13.7%	25.1%	28.0%	23.3%	6.5%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Overall image of Wyandotte County	5.4%	27.0%	30.4%	27.6%	9.5%
Q20-2. How well Wyandotte County is planning for and managing growth & development	7.3%	28.3%	34.4%	20.6%	9.3%
Q20-3. Overall quality of life in Wyandotte County	6.6%	32.6%	34.5%	19.3%	7.0%
Q20-4. Overall appearance of Wyandotte County	4.6%	23.6%	35.1%	27.0%	9.7%
Q20-5. Overall feeling of safety in Wyandotte County	4.6%	24.3%	31.7%	27.7%	11.7%
Q20-6. Overall quality of City & County services	5.6%	29.9%	39.5%	17.2%	7.7%
Q20-7. Appearance of commercial areas where you shop/do business within Wyandotte County	8.3%	38.9%	32.7%	14.4%	5.7%
Q20-8. Overall value you receive for CityCcounty taxes & fees that you pay	3.6%	14.6%	26.9%	29.9%	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?

Q21. How important is it for Unified Government to manage stormwater runoff to help protect quality of water in lakes & streams	Number	Percent
Very important	2059	47.7 %
Important	1379	32.0 %
Not sure	513	11.9 %
Not important	206	4.8 %
Not provided	156	3.6 %
Total	4313	100.0 %

WITHOUT "NOT PROVIDED"

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")

Q21. How important is it for Unified Government to manage stormwater runoff to help protect quality of water in lakes & streams	Number	Percent
Very important	2059	49.5 %
Important	1379	33.2 %
Not sure	513	12.3 %
Not important	206	5.0 %
Total	4157	100.0 %

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

Q22. What best reflects the way you think stormwater fees should be paid	Number	Percent
All property owners should pay the same rate	579	13.4 %
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)	2451	56.8 %
Don't know	1283	29.7 %
Total	4313	100.0 %

WITHOUT "DON'T KNOW"

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

Q22. What best reflects the way you think stormwater fees should be paid	Number	Percent
All property owners should pay the same rate	579	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)	2451	80.9 %
Total	3030	100.0 %

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

Q23. How supportive would you be to have an additional sales tax for parks & recreation programs & projects	Number	Percent
Very supportive	519	12.0 %
Somewhat supportive	1148	26.6 %
Not sure	952	22.1 %
Not supportive	1540	35.7 %
Not provided	154	3.6 %
Total	4313	100.0 %

WITHOUT "NOT PROVIDED"

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

Q23. How supportive would you be to have an additional sales tax for parks & recreation programs & projects	Number	Percent
Very supportive	519	12.5 %
Somewhat supportive	1148	27.6 %
Not sure	952	22.9 %
Not supportive	1540	37.0 %
Total	4159	100.0 %

Q24. Do you live in Edwardsville?

Q24. Do you live in Edwardsville	Number	Percent
Yes	121	2.8 %
No	4192	97.2 %
Total	4313	100.0 %

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

Q24a. How supportive would you be of having Unified Government begin using a "cart-based" system for trash pick-up	Number	Percent
Very supportive	993	23.7 %
Somewhat supportive	719	17.2 %
Not sure	1061	25.3 %
Not supportive	852	20.3 %
Not provided	567	13.5 %
Total	4192	100.0 %

WITHOUT "NOT PROVIDED"

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

Q24a. How supportive would you be of having Unified Government begin using a "cart-based" system for trash pick-up	Number	Percent
Very supportive	993	27.4 %
Somewhat supportive	719	19.8 %
Not sure	1061	29.3 %
Not supportive	852	23.5 %
Total	3625	100.0 %

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?

Q25. How supportive are you of this residency policy for all Unified Government employees	Number	Percent
Very supportive	2131	49.4 %
Somewhat supportive	641	14.9 %
Not sure	401	9.3 %
Not supportive	1038	24.1 %
Not provided	102	2.4 %
Total	4313	100.0 %

WITHOUT "NOT PROVIDED"

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")

Q25. How supportive are you of this residency policy for all Unified Government employees	Number	Percent
Very supportive	2131	50.6 %
Somewhat supportive	641	15.2 %
Not sure	401	9.5 %
Not supportive	1038	24.6 %
Total	4211	100.0 %

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.

(N=4313)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
Q26-1. I get answers I need when I visit/call Unified Government	11.9%	32.7%	25.4%	9.8%	4.3%	16.0%
Q26-2. When I ask a Unified Government employee for something, they either provide the answer I need or find someone who can	12.2%	33.9%	24.6%	9.1%	4.2%	16.0%
Q26-3. When I ask different Unified Government employees the same question, I get the same answer	7.2%	19.2%	30.3%	12.3%	4.5%	26.5%

WITHOUT "N/A"

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)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q26-1. I get answers I need when I visit/ call Unified Government	14.2%	38.9%	30.2%	11.6%	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	14.6%	40.4%	29.2%	10.8%	5.1%
Q26-3. When I ask different Unified Government employees the same question, I get the same answer	9.8%	26.2%	41.2%	16.7%	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.

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

	Number	Percent
Paying too much	1800	41.7 %
Neutral, paying the right amount	2162	50.1 %
Paying too little	97	2.2 %
Not provided	254	5.9 %
Total	4313	100.0 %

WITHOUT "NOT PROVIDED"

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")

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

	Number	Percent
Paying too much	1800	44.3 %
Neutral, paying the right amount	2162	53.3 %
Paying too little	97	2.4 %
Total	4059	100.0 %

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

Q28a. How supportive are you of Unified Government policy of property owners maintaining their right-of-way	Number	Percent
Very supportive	2299	53.3 %
Somewhat supportive	1015	23.5 %
Not sure	489	11.3 %
Not supportive	373	8.6 %
Not provided	137	3.2 %
Total	4313	100.0 %

WITHOUT "NOT PROVIDED"

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

Q28a. How supportive are you of Unified Government policy of property owners maintaining their right-of-way	Number	Percent
Very supportive	2299	55.1 %
Somewhat supportive	1015	24.3 %
Not sure	489	11.7 %
Not supportive	373	8.9 %
Total	4176	100.0 %

Q29. Approximately how many years have you lived in Kansas City, KS or Wyandotte County?

Q29. How many years have you lived in Kansas City, KS or Wyandotte County	Number	Percent
0-5	414	9.6 %
6-10	306	7.1 %
11-15	266	6.2 %
16-20	252	5.8 %
21-30	571	13.2 %
31+	2313	53.6 %
Not provided	191	4.4 %
Total	4313	100.0 %

WITHOUT "NOT PROVIDED"

Q29. Approximately how many years have you lived in Kansas City, KS or Wyandotte County? (without "not provided")

Q29. How many years have you lived in Kansas City, KS or Wyandotte County	Number	Percent
0-5	414	10.0 %
6-10	306	7.4 %
11-15	266	6.5 %
16-20	252	6.1 %
21-30	571	13.9 %
31+	2313	56.1 %
Total	4122	100.0 %

Q30. What is your age?

Q30. Your age	Number	Percent
18-34	810	18.8 %
35-44	817	18.9 %
45-54	820	19.0 %
55-64	843	19.5 %
65+	810	18.8 %
Not provided	213	4.9 %
Total	4313	100.0 %

WITHOUT "NOT PROVIDED"

Q30. What is your age? (without "not provided")

Q30. Your age	Number	Percent
18-34	810	19.8 %
35-44	817	19.9 %
45-54	820	20.0 %
55-64	843	20.6 %
65+	810	19.8 %
Total	4100	100.0 %

Q31. Including yourself, how many persons in your household are...

	Mean	Sum
Under age 5	0.1	555
Ages 5-9	0.1	609
Ages 10-14	0.1	622
Ages 15-19	0.1	616
Ages 20-24	0.1	411
Ages 25-34	0.4	1522
Ages 35-44	0.4	1503
Ages 45-54	0.3	1403
Ages 55-64	0.4	1500
Ages 65-74	0.2	858
Ages 75+	0.2	753

Q32. Do you own or rent your current residence?

Q32. Do you own or rent your current residence	Number	Percent
Own	3152	73.1 %
Rent	1096	25.4 %
Not provided	65	1.5 %
Total	4313	100.0 %

WITHOUT "NOT PROVIDED"

Q32. Do you own or rent your current residence? (without "not provided")

Q32. Do you own or rent your current residence	Number	Percent
Own	3152	74.2 %
Rent	1096	25.8 %
Total	4248	100.0 %

Missing Cases = 65
Response Percent = 98.5 %

Q33. Are you or other members of your household of Hispanic or Latino ancestry?

Q33. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	943	21.9 %
No	3184	73.8 %
Not provided	186	4.3 %
Total	4313	100.0 %

WITHOUT "NOT PROVIDED"

Q33. Are you or other members of your household of Hispanic or Latino ancestry? (without "not provided")

Q33. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	943	22.8 %
No	3184	77.2 %
Total	4127	100.0 %

Q34. Which of the following best describes your race?

Q34. Your race	Number	Percent
African American/Black	958	22.2 %
American Indian or Alaska Native	75	1.7 %
Asian, Hawaiian, or other Pacific Islander	215	5.0 %
White	2914	67.6 %
Other	124	2.9 %
Total	4286	

Q34-5. Other

Q34-5. Other	Number	Percent
Hispanic	63	50.8 %
Mexican	27	21.8 %
Latino	10	8.1 %
Mixed	6	4.8 %
SPANISH	2	1.6 %
Hispanic Latino	1	0.8 %
White Cubans & Mexican	1	0.8 %
SPANISH ITALIAN	1	0.8 %
Bi-racial	1	0.8 %
EUROPEAN	1	0.8 %
Native Black	1	0.8 %
Hispanic/White	1	0.8 %
Mexican/Indian	1	0.8 %
Black & Indian	1	0.8 %
White and Latino	1	0.8 %
White & Black	1	0.8 %
SWEDISH/PRUSSIAN/GERMAN	1	0.8 %
PUERTO RICAN	1	0.8 %
SERB	1	0.8 %
European, Native American & Asian	1	0.8 %
AFRICAN	1	0.8 %
Total	124	100.0 %

Q35. Would you say your total household income is...

Q35. Your total household income	Number	Percent
Under $30K	942	21.8 %
$30K to $59,999	1158	26.8 %
$60K to $99,999	986	22.9 %
$100K+	812	18.8 %
Not provided	415	9.6 %
Total	4313	100.0 %

WITHOUT "NOT PROVIDED"

Q35. Would you say your total household income is... (without "not provided")

Q35. Your total household income	Number	Percent
Under $30K	942	24.2 %
$30K to $59,999	1158	29.7 %
$60K to $99,999	986	25.3 %
$100K+	812	20.8 %
Total	3898	100.0 %

Q36. Your gender:

Q36. Your gender	Number	Percent
Male	2148	49.8 %
Female	2150	49.8 %
Not provided	15	0.3 %
Total	4313	100.0 %

WITHOUT "NOT PROVIDED"

Q36. Your gender: (without "not provided")

Q36. Your gender	Number	Percent
Male	2148	50.0 %
Female	2150	50.0 %
Total	4298	100.0 %

DISTRICT 3 QUESTIONS

Q29. Community Centers. Approximately how many times per-year do you or someone living with you use a city operated community center in Wyandotte County?

Q29. How many times per-year do you use a City operated community center in Wyandotte County	Number	Percent
Never	254	65.1 %
Once per year	49	12.6 %
2 to 5 times per year	56	14.4 %
6 to 10 times per year	13	3.3 %
10+ times per year	16	4.1 %
Not provided	2	0.5 %
Total	390	100.0 %

WITHOUT "NOT PROVIDED"

Q29. Community Centers. Approximately how many times per-year do you or someone living with you use a city operated community center in Wyandotte County? (without "not provided")

Q29. How many times per-year do you use a City operated community center in Wyandotte County	Number	Percent
Never	254	65.5 %
Once per year	49	12.6 %
2 to 5 times per year	56	14.4 %
6 to 10 times per year	13	3.4 %
10+ times per year	16	4.1 %
Total	388	100.0 %

Q29a. If you have used a community center, how did you use the community center?

Q29a. How did you use the community center	Number	Percent
Gymnasium	43	32.1 %
Meeting space	51	38.1 %
Kitchen facility	13	9.7 %
Workout facility	25	18.7 %
Other	40	29.9 %
Total	172	

Q29a-5. Other

Q29a-5. Other	Number	Percent
Vote	21	52.5 %
Gym	2	5.0 %
Election day	1	2.5 %
Dance club for child	1	2.5 %
Children sports	1	2.5 %
RESOURCES FROM NEIGHBORHOOD	1	2.5 %
BABY/WEDDING SHOWERS	1	2.5 %
Swimming/school functions	1	2.5 %
FAMILY CHRISTMAS REUNION	1	2.5 %
LIBRARY	1	2.5 %
Bus	1	2.5 %
PARTY	1	2.5 %
COMMUNITY EVENTS	1	2.5 %
SPLASH PARKS	1	2.5 %
Help centers for the homeless	1	2.5 %
POOL	1	2.5 %
BATHROOM	1	2.5 %
SOUP KITCHEN	1	2.5 %
EDUCATION ACTIVITY	1	2.5 %
Total	40	100.0 %

Q29b. Which community center(s) have you used?

Q29b. Which community centers have you used	Number	Percent
Armourdale Community Center	29	21.6 %
Beatrice L. Lee Community Center (formerly JFK Community Center)	6	4.5 %
Bethany Community Center	9	6.7 %
Bonner Springs Community Center	8	6.0 %
Edwardsville Community Center	2	1.5 %
Eisenhower Community Center	10	7.5 %
Joe E. Amayo Argentine Community Center	79	59.0 %
Kensington Community Center	6	4.5 %
Patricia "Diane" Kane Community Center	1	0.7 %
Turner Recreation Center (Operated by Turner Rec., not City)	26	19.4 %
Total	176	

DISTRICT 6 QUESTIONS

Q29. Is your home located in an area where storm water floods your yard or home?

Q29. Is your home located in an area where storm water floods your yard or home	Number	Percent
Yes	66	15.1 %
No	363	82.9 %
Not provided	9	2.1 %
Total	438	100.0 %

WITHOUT "NOT PROVIDED"

Q29. Is your home located in an area where storm water floods your yard or home? (without "not provided")

Q29. Is your home located in an area where storm water floods your yard or home	Number	Percent
Yes	66	15.4 %
No	363	84.6 %
Total	429	100.0 %

Q29a. How many times has your property flooded in the past year?

Q29a. How many times has your property flooded in past year	Number	Percent
0	6	9.1 %
1	12	18.2 %
2	8	12.1 %
3	9	13.6 %
4	7	10.6 %
6	2	3.0 %
7+	7	10.6 %
Not provided	15	22.7 %
Total	66	100.0 %

WITHOUT "NOT PROVIDED"

Q29a. How many times has your property flooded in the past year? (without "not provided")

Q29a. How many times has your property flooded in past year	Number	Percent
0	6	11.8 %
1	12	23.5 %
2	8	15.7 %
3	9	17.6 %
4	7	13.7 %
6	2	3.9 %
7+	7	13.7 %
Total	51	100.0 %

Q30. In the past year, have you or a member of your family used a Turner Recreation Commission (TRC) facility or participated in a TRC activity?

Q30. Have you used a Turner Recreation Commission (TRC) facility or participated in a TRC activity in past year	Number	Percent
Yes	116	26.5 %
No	305	69.6 %
Not provided	17	3.9 %
Total	438	100.0 %

WITHOUT "NOT PROVIDED"

Q30. In the past year, have you or a member of your family used a Turner Recreation Commission (TRC) facility or participated in a TRC activity? (without "not provided")

Q30. Have you used a Turner Recreation Commission (TRC) facility or participated in a TRC activity in past year	Number	Percent
Yes	116	27.6 %
No	305	72.4 %
Total	421	100.0 %

Q31. Please rate your satisfaction with the following facilities and services provided by the Turner Recreation Commission.

(N=438)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q31-1. Maintenance of Turner Rec. Commission parks & equipment	12.1%	27.2%	19.6%	4.6%	1.4%	35.2%
Q31-2. Turner Walking Park	15.1%	24.7%	20.8%	3.2%	0.5%	35.8%
Q31-3. Highland Park	9.6%	18.0%	21.7%	6.2%	2.1%	42.5%
Q31-4. Turner Community Garden	14.8%	20.3%	20.1%	2.7%	1.4%	40.6%
Q31-5. Turner Aquatic Center	13.0%	21.0%	20.1%	0.5%	1.4%	44.1%
Q31-6. Youth recreation programs	10.5%	20.1%	21.9%	2.3%	1.1%	44.1%
Q31-7. Adult recreation programs	7.1%	16.4%	24.9%	2.3%	2.1%	47.3%
Q31-8. Park & recreation facilities	9.4%	22.4%	20.8%	7.5%	2.7%	37.2%

WITHOUT "DON'T KNOW"

Q31. Please rate your satisfaction with the following facilities and services provided by the Turner Recreation Commission. (without "don't know")

(N=438)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q31-1. Maintenance of Turner Rec. Commission parks & equipment	18.7%	41.9%	30.3%	7.0%	2.1%
Q31-2. Turner Walking Park	23.5%	38.4%	32.4%	5.0%	0.7%
Q31-3. Highland Park	16.7%	31.3%	37.7%	10.7%	3.6%
Q31-4. Turner Community Garden	25.0%	34.2%	33.8%	4.6%	2.3%
Q31-5. Turner Aquatic Center	23.3%	37.6%	35.9%	0.8%	2.4%
Q31-6. Youth recreation programs	18.8%	35.9%	39.2%	4.1%	2.0%
Q31-7. Adult recreation programs	13.4%	31.2%	47.2%	4.3%	3.9%
Q31-8. Park & recreation facilities	14.9%	35.6%	33.1%	12.0%	4.4%

Q32. Which THREE items listed in Question 31 do you think should receive the most emphasis from the Turner Recreation Commission over the next TWO years?

Q32. Top choice	Number	Percent
Maintenance of Turner Rec. Commission parks & equipment	69	15.8 %
Turner Walking Park	22	5.0 %
Highland Park	28	6.4 %
Turner Community Garden	12	2.7 %
Turner Aquatic Center	24	5.5 %
Youth recreation programs	53	12.1 %
Adult recreation programs	26	5.9 %
Park & recreation facilities	40	9.1 %
None chosen	164	37.4 %
Total	438	100.0 %

Q32. Which THREE items listed in Question 31 do you think should receive the most emphasis from the Turner Recreation Commission over the next TWO years?

Q32. 2nd choice	Number	Percent
Maintenance of Turner Rec. Commission parks & equipment	37	8.4 %
Turner Walking Park	41	9.4 %
Highland Park	18	4.1 %
Turner Community Garden	11	2.5 %
Turner Aquatic Center	21	4.8 %
Youth recreation programs	44	10.0 %
Adult recreation programs	32	7.3 %
Park & recreation facilities	47	10.7 %
None chosen	187	42.7 %
Total	438	100.0 %

Q32. Which THREE items listed in Question 31 do you think should receive the most emphasis from the Turner Recreation Commission over the next TWO years?

Q32. 3rd choice	Number	Percent
Maintenance of Turner Rec. Commission parks & equipment	32	7.3 %
Turner Walking Park	23	5.3 %
Highland Park	16	3.7 %
Turner Community Garden	28	6.4 %
Turner Aquatic Center	17	3.9 %
Youth recreation programs	24	5.5 %
Adult recreation programs	32	7.3 %
Park & recreation facilities	65	14.8 %
None chosen	201	45.9 %
Total	438	100.0 %

Q32. Which THREE items listed in Question 31 do you think should receive the most emphasis from the Turner Recreation Commission over the next TWO years? (top 3)

Q32. Sum of top 3 choices	Number	Percent
Maintenance of Turner Rec. Commission parks & equipment	138	31.5 %
Turner Walking Park	86	19.6 %
Highland Park	62	14.2 %
Turner Community Garden	51	11.6 %
Turner Aquatic Center	62	14.2 %
Youth recreation programs	121	27.6 %
Adult recreation programs	90	20.5 %
Park & recreation facilities	152	34.7 %
None chosen	164	37.4 %
Total	926	

DISTRICT 1 & 8 QUESTIONS

Q29. Leavenworth Road Improvements. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with infrastructure improvements along Leavenworth Rd. between N. 38th and N. 63rd streets which were recently completed. These changes were made to improve safety and modernize the road.

(N=792)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q29-1. Sidewalks on both sides of the road	45.8%	27.7%	12.4%	3.5%	2.1%	8.5%
Q29-2. Pedestrian crossings	40.3%	33.1%	13.8%	2.0%	1.9%	9.0%
Q29-3. Street lighting	40.0%	33.5%	13.0%	3.2%	1.3%	9.1%
Q29-4. Curbs & gutters	40.5%	31.3%	14.0%	2.9%	1.8%	9.5%
Q29-5. Upgrading driveway entrances	38.9%	29.0%	16.9%	3.4%	1.0%	10.7%
Q29-6. Retaining walls	43.2%	29.0%	13.5%	2.8%	0.8%	10.7%
Q29-7. Removing guard rails	32.4%	25.6%	22.1%	2.9%	1.1%	15.8%
Q29-8. Stormwater drainage	31.9%	26.6%	19.1%	2.5%	2.0%	17.8%

WITHOUT "DON'T KNOW"

Q29. Leavenworth Road Improvements. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with infrastructure improvements along Leavenworth Rd. between N. 38th and N. 63rd streets which were recently completed. These changes were made to improve safety and modernize the road. (without "don't know")

(N=792)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q29-1. Sidewalks on both sides of the road	50.1%	30.2%	13.5%	3.9%	2.3%
Q29-2. Pedestrian crossings	44.2%	36.3%	15.1%	2.2%	2.1%
Q29-3. Street lighting	44.0%	36.8%	14.3%	3.5%	1.4%
Q29-4. Curbs & gutters	44.8%	34.6%	15.5%	3.2%	2.0%
Q29-5. Upgrading driveway entrances	43.6%	32.5%	19.0%	3.8%	1.1%
Q29-6. Retaining walls	48.4%	32.5%	15.1%	3.1%	0.8%
Q29-7. Removing guard rails	38.5%	30.4%	26.2%	3.4%	1.3%
Q29-8. Stormwater drainage	38.9%	32.4%	23.2%	3.1%	2.5%

Q30. How important do you feel similar improvements along Leavenworth Rd. between 77th and 91st streets would be?

Q30. How important would similar improvements along Leavenworth Rd. between 77th & 91st streets be	Number	Percent
Very important	296	37.4 %
Important	259	32.7 %
Not sure	152	19.2 %
Not important	56	7.1 %
Not provided	29	3.7 %
Total	792	100.0 %

WITHOUT "NOT PROVIDED"

Q30. How important do you feel similar improvements along Leavenworth Rd. between 77th and 91st streets would be? (without "not provided")

Q30. How important would similar improvements along Leavenworth Rd. between 77th & 91st streets be	Number	Percent
Very important	296	38.8 %
Important	259	33.9 %
Not sure	152	19.9 %
Not important	56	7.3 %
Total	763	100.0 %

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. <u>Overall Priorities.</u> 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. <u>Public Safety.</u> 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. <u>City Maintenance.</u> 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)
____(02) The Citizen newsletter
____(03) ENews Source
____(04) UG Website
____(05) Social media – Facebook, Twitter, YouTube
____(06) Nextdoor
____(07) UG Public meetings
____(08) Local television
____(09) Local newspapers
____(10) Neighborhood meetings
____(11) Other: _____

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. <u>Unified Government Communication & Digital Services.</u> 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. <u>Enforcement of Codes and Ordinances in Your City.</u> 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. <u>Rating of Unified Government Employees.</u> 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 <u>their property</u> 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
____(2) American Indian or Alaska Native
____(3) Asian, Hawaiian, or other Pacific Islander
____(4) White
____(5) Other: _____

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.

Unified Government Community Survey

Cross-Tabular Data by District

…helping organizations make better decisions since 1982

2020

Submitted to the Unified Government
by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

February 2020

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								Total
	1	2	3	4	5	6	7	8	
Q1-1. Police services									
Very satisfied	23.2%	30.9%	24.4%	25.3%	31.8%	24.8%	30.0%	30.1%	28.0%
Satisfied	40.2%	38.2%	40.4%	40.5%	43.4%	42.3%	46.8%	46.5%	42.8%
Neutral	23.7%	15.2%	21.7%	21.0%	15.6%	20.8%	13.9%	15.2%	17.9%
Dissatisfied	6.9%	10.8%	9.9%	9.1%	5.9%	10.0%	6.6%	5.9%	7.8%
Very dissatisfied	6.0%	5.0%	3.6%	4.1%	3.4%	2.1%	2.7%	2.4%	3.5%
Q1-2. Fire services									
Very satisfied	39.3%	45.1%	40.1%	42.4%	41.8%	47.0%	36.8%	46.8%	42.3%
Satisfied	45.4%	42.0%	41.8%	43.5%	43.6%	37.2%	46.7%	39.9%	42.6%
Neutral	13.6%	11.4%	16.1%	11.4%	10.3%	14.1%	12.7%	12.2%	12.6%
Dissatisfied	0.5%	0.6%	0.7%	1.6%	2.6%	1.6%	2.4%	0.2%	1.4%
Very dissatisfied	1.2%	0.9%	1.2%	1.1%	1.7%	0.2%	1.4%	0.8%	1.1%

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								Total
	1	2	3	4	5	6	7	8	
Q1-3. Ambulance services									
Very satisfied	38.2%	44.2%	39.6%	40.8%	41.7%	45.2%	36.0%	42.6%	40.9%
Satisfied	40.3%	38.5%	39.1%	37.3%	39.2%	31.9%	44.0%	39.0%	38.8%
Neutral	19.0%	14.6%	18.2%	19.1%	14.6%	20.1%	15.1%	15.4%	16.8%
Dissatisfied	1.0%	1.3%	2.1%	1.4%	2.9%	1.5%	3.2%	1.9%	2.1%
Very dissatisfied	1.6%	1.3%	1.0%	1.4%	1.7%	1.3%	1.6%	1.1%	1.4%
Q1-4. Maintenance of City streets									
Very satisfied	6.9%	8.2%	5.6%	7.5%	6.9%	7.3%	9.7%	9.7%	7.7%
Satisfied	22.1%	29.2%	23.1%	22.8%	28.3%	20.8%	26.9%	23.5%	24.8%
Neutral	28.7%	24.1%	24.6%	27.3%	25.5%	23.5%	26.8%	27.3%	25.9%
Dissatisfied	27.4%	24.1%	26.7%	28.8%	27.0%	29.1%	25.2%	26.9%	26.9%
Very dissatisfied	14.9%	14.4%	20.0%	13.5%	12.3%	19.3%	11.4%	12.6%	14.5%

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								Total
	1	2	3	4	5	6	7	8	
Q1-5. Storm water runoff/management system									
Very satisfied	8.4%	13.4%	9.5%	9.0%	10.6%	8.7%	10.6%	13.5%	10.5%
Satisfied	29.6%	34.5%	26.1%	33.8%	33.8%	27.3%	33.3%	29.4%	31.1%
Neutral	37.5%	31.1%	29.5%	38.0%	33.6%	31.3%	36.3%	30.6%	33.5%
Dissatisfied	15.7%	11.2%	21.4%	13.8%	14.7%	18.2%	12.1%	17.5%	15.6%
Very dissatisfied	8.9%	9.9%	13.4%	5.3%	7.3%	14.5%	7.7%	9.0%	9.4%
Q1-6. Sewer utility system									
Very satisfied	11.5%	16.0%	11.3%	12.7%	13.3%	11.4%	12.8%	12.5%	12.7%
Satisfied	32.8%	34.8%	31.3%	32.6%	38.9%	33.0%	39.9%	33.6%	35.2%
Neutral	36.0%	32.0%	36.8%	39.0%	35.9%	36.9%	33.3%	36.7%	35.8%
Dissatisfied	12.1%	10.7%	11.8%	12.5%	7.7%	9.9%	8.7%	11.0%	10.2%
Very dissatisfied	7.6%	6.6%	8.8%	3.2%	4.2%	8.6%	5.3%	6.2%	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								Total
	1	2	3	4	5	6	7	8	
Q1-7. Trash collection & recycling									
Very satisfied	18.5%	25.7%	21.0%	18.2%	18.3%	23.2%	20.5%	25.5%	21.1%
Satisfied	36.0%	37.1%	41.5%	37.6%	39.3%	38.3%	41.2%	35.7%	38.6%
Neutral	22.2%	18.6%	18.8%	23.6%	18.6%	16.8%	19.3%	16.5%	19.1%
Dissatisfied	16.4%	12.9%	11.4%	14.9%	16.9%	13.1%	12.1%	15.9%	14.4%
Very dissatisfied	6.9%	5.7%	7.3%	5.7%	7.0%	8.7%	6.9%	6.3%	6.9%
Q1-8. Parks & recreation facilities									
Very satisfied	12.2%	17.0%	14.3%	13.4%	13.4%	16.0%	18.2%	17.6%	15.3%
Satisfied	38.0%	38.8%	36.7%	38.4%	35.4%	37.9%	41.6%	38.9%	38.1%
Neutral	30.7%	27.9%	31.3%	29.3%	24.7%	29.0%	23.5%	29.4%	27.7%
Dissatisfied	12.5%	11.9%	11.4%	14.5%	16.3%	14.0%	11.2%	10.5%	13.0%
Very dissatisfied	6.5%	4.5%	6.3%	4.4%	10.2%	3.2%	5.5%	3.6%	5.9%

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								Total
	1	2	3	4	5	6	7	8	
Q1-9. Parks & recreation programs									
Very satisfied	10.0%	12.9%	13.6%	12.8%	9.6%	14.2%	14.1%	15.0%	12.7%
Satisfied	30.0%	34.9%	25.6%	30.6%	26.7%	29.6%	35.5%	31.6%	30.3%
Neutral	37.7%	36.3%	41.7%	36.7%	36.1%	40.9%	34.1%	37.6%	37.5%
Dissatisfied	14.0%	10.8%	10.3%	14.1%	17.5%	11.6%	10.8%	11.1%	12.9%
Very dissatisfied	8.3%	5.0%	8.9%	5.8%	10.0%	3.8%	5.6%	4.6%	6.7%
Q1-10. Code enforcement									
Very satisfied	9.8%	11.4%	11.7%	8.9%	6.7%	9.0%	8.1%	11.8%	9.4%
Satisfied	22.7%	26.3%	23.7%	25.1%	23.9%	20.4%	25.3%	21.7%	23.6%
Neutral	38.4%	27.8%	33.7%	34.0%	36.7%	33.7%	41.2%	34.8%	35.6%
Dissatisfied	15.7%	17.4%	16.4%	19.8%	19.9%	20.0%	15.2%	19.4%	18.1%
Very dissatisfied	13.4%	17.1%	14.4%	12.3%	12.9%	16.8%	10.1%	12.3%	13.4%

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								Total
	1	2	3	4	5	6	7	8	
Q1-11. Planning & zoning									
Very satisfied	8.5%	11.9%	8.5%	9.5%	6.3%	8.3%	9.1%	10.0%	8.7%
Satisfied	22.3%	28.2%	26.4%	23.5%	21.0%	21.7%	27.4%	23.8%	24.0%
Neutral	46.9%	40.4%	41.6%	44.5%	45.8%	50.0%	44.0%	50.0%	45.7%
Dissatisfied	15.0%	14.1%	14.4%	16.5%	16.4%	10.8%	12.4%	10.7%	13.8%
Very dissatisfied	7.3%	5.4%	9.1%	6.1%	10.4%	9.2%	7.1%	5.5%	7.8%
Q1-12. Communication with the public									
Very satisfied	8.5%	12.0%	10.2%	10.1%	7.4%	9.2%	8.3%	10.4%	9.2%
Satisfied	25.4%	28.6%	25.8%	25.7%	27.2%	24.8%	27.8%	27.2%	26.6%
Neutral	32.1%	34.2%	34.1%	38.1%	36.5%	35.8%	36.7%	38.4%	35.9%
Dissatisfied	22.4%	18.5%	20.4%	19.3%	17.2%	18.2%	16.5%	16.4%	18.3%
Very dissatisfied	11.7%	6.8%	9.5%	6.9%	11.7%	12.0%	10.7%	7.7%	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								Total
	1	2	3	4	5	6	7	8	
Q1-13. Municipal court									
Very satisfied	10.7%	15.4%	11.6%	12.6%	10.0%	12.1%	8.6%	12.6%	11.3%
Satisfied	26.8%	32.1%	28.1%	29.2%	26.6%	25.6%	25.6%	28.4%	27.5%
Neutral	45.0%	39.6%	44.6%	44.0%	46.9%	48.2%	49.6%	45.0%	45.8%
Dissatisfied	8.4%	6.1%	9.7%	9.1%	7.8%	8.5%	9.7%	9.5%	8.6%
Very dissatisfied	9.2%	6.8%	6.0%	5.0%	8.7%	5.5%	6.5%	4.5%	6.7%
Q1-14. Public transportation									
Very satisfied	12.9%	19.7%	10.5%	13.7%	6.6%	8.2%	7.4%	13.7%	10.8%
Satisfied	32.5%	32.6%	21.8%	33.6%	27.1%	19.6%	30.3%	31.6%	28.4%
Neutral	36.7%	32.3%	41.9%	37.4%	49.0%	43.4%	42.1%	39.5%	41.3%
Dissatisfied	10.6%	10.4%	15.3%	10.6%	9.9%	13.5%	12.8%	10.4%	11.6%
Very dissatisfied	7.3%	5.0%	10.5%	4.7%	7.4%	15.3%	7.4%	4.8%	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								Total
	1	2	3	4	5	6	7	8	
Q2. Sum of top 4 choices									
Police services	32.4%	39.6%	35.1%	33.3%	40.4%	37.0%	33.3%	34.2%	35.9%
Fire services	13.5%	12.9%	15.4%	10.1%	21.1%	13.2%	22.4%	15.2%	16.4%
Ambulance services	7.9%	8.5%	7.5%	6.3%	15.2%	8.4%	15.5%	9.5%	10.6%
Maintenance of City streets	60.8%	56.3%	66.4%	59.2%	62.9%	65.8%	63.0%	64.1%	62.7%
Storm water runoff/ management system	18.9%	19.5%	28.2%	20.0%	19.1%	28.1%	21.0%	22.1%	22.1%
Sewer utility system	15.3%	15.7%	17.4%	14.7%	9.5%	13.2%	13.0%	14.3%	13.6%
Trash collection & recycling	26.1%	24.2%	24.7%	29.7%	30.4%	25.0%	22.4%	29.6%	26.7%
Parks & recreation facilities	16.2%	20.3%	18.5%	17.6%	29.7%	18.8%	23.0%	17.3%	21.1%
Parks & recreation programs	13.5%	12.4%	10.4%	15.2%	18.3%	13.1%	14.2%	12.1%	14.0%
Code enforcement	31.5%	31.0%	27.0%	30.9%	23.2%	34.3%	24.0%	31.6%	28.5%
Planning & zoning	14.6%	17.6%	13.1%	16.7%	17.7%	12.9%	15.8%	13.8%	15.3%
Communication with the public	32.9%	31.0%	25.5%	29.2%	25.8%	28.3%	30.1%	31.4%	29.0%

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) (cont.)

N=4313	District								Total
	1	2	3	4	5	6	7	8	
Q2. Sum of top 4 choices (cont.)									
Municipal court	7.9%	7.4%	7.7%	8.7%	7.6%	7.9%	8.7%	7.4%	7.9%
Public transportation	20.0%	19.8%	23.7%	18.8%	13.9%	23.4%	18.2%	19.1%	19.2%
None chosen	16.9%	15.7%	12.9%	16.2%	7.7%	10.0%	11.5%	11.5%	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								Total
	1	2	3	4	5	6	7	8	
Q3-1. Services for developmental disabilities									
Very satisfied	8.4%	12.0%	7.3%	10.0%	3.8%	7.8%	5.4%	9.5%	7.6%
Satisfied	24.5%	24.9%	22.6%	28.0%	21.2%	17.5%	22.3%	24.4%	22.9%
Neutral	45.8%	48.4%	53.6%	47.6%	56.3%	55.7%	55.0%	49.5%	52.0%
Dissatisfied	15.7%	9.8%	10.5%	9.2%	12.3%	12.6%	12.0%	11.7%	11.9%
Very dissatisfied	5.6%	4.9%	6.0%	5.2%	6.5%	6.5%	5.2%	4.8%	5.6%
Q3-2. Area Agency on aging services									
Very satisfied	10.7%	11.9%	8.0%	9.1%	5.2%	8.3%	4.8%	9.4%	8.1%
Satisfied	30.2%	27.1%	21.4%	30.4%	22.4%	18.8%	21.4%	27.3%	24.6%
Neutral	41.6%	46.6%	50.4%	46.2%	55.2%	51.2%	55.5%	47.5%	49.9%
Dissatisfied	12.0%	8.9%	14.5%	10.1%	11.5%	13.6%	13.4%	10.9%	11.9%
Very dissatisfied	5.5%	5.5%	5.7%	4.2%	5.6%	8.0%	4.8%	5.0%	5.6%

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								Total
	1	2	3	4	5	6	7	8	
Q3-3. Senior transportation									
Very satisfied	10.4%	11.7%	8.3%	10.4%	3.8%	6.2%	6.3%	9.3%	7.9%
Satisfied	26.7%	26.6%	18.2%	29.7%	19.4%	13.6%	18.0%	24.7%	21.7%
Neutral	44.8%	46.8%	52.2%	44.6%	61.9%	55.8%	57.2%	49.1%	52.6%
Dissatisfied	13.2%	9.0%	13.8%	11.9%	9.5%	16.9%	13.6%	10.5%	12.2%
Very dissatisfied	4.9%	5.9%	7.5%	3.3%	5.4%	7.5%	4.9%	6.3%	5.7%
Q3-4. 3-1-1 Call Center									
Very satisfied	14.6%	17.5%	16.2%	16.2%	8.9%	13.4%	8.2%	14.4%	13.1%
Satisfied	33.7%	33.1%	29.4%	33.1%	30.6%	23.6%	24.7%	34.3%	30.2%
Neutral	39.8%	37.5%	43.7%	38.6%	48.8%	50.6%	56.9%	40.3%	45.2%
Dissatisfied	8.7%	7.4%	6.5%	9.7%	7.4%	8.5%	6.0%	6.5%	7.6%
Very dissatisfied	3.2%	4.5%	4.2%	2.3%	4.3%	4.0%	4.1%	4.4%	3.9%

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								Total
	1	2	3	4	5	6	7	8	
Q3-5. Treasurer's Office									
Very satisfied	11.3%	16.3%	13.1%	11.4%	5.6%	11.1%	5.8%	11.6%	10.0%
Satisfied	32.0%	33.0%	31.9%	35.1%	31.6%	30.1%	28.7%	34.1%	31.8%
Neutral	43.0%	41.3%	42.2%	43.6%	37.9%	43.3%	42.9%	39.1%	41.4%
Dissatisfied	9.6%	5.9%	9.4%	7.0%	17.6%	10.8%	16.0%	9.0%	11.6%
Very dissatisfied	4.1%	3.5%	3.3%	2.9%	7.3%	4.7%	6.6%	6.2%	5.2%
Q3-6. Motor Vehicle Registration									
Very satisfied	11.1%	14.7%	14.4%	11.3%	6.9%	12.3%	7.0%	11.9%	10.5%
Satisfied	33.4%	36.8%	32.3%	37.9%	27.7%	27.3%	28.2%	28.3%	30.6%
Neutral	27.3%	25.1%	28.4%	27.4%	24.3%	25.9%	24.7%	27.5%	26.1%
Dissatisfied	18.7%	15.3%	15.1%	14.6%	24.7%	21.1%	23.4%	16.0%	19.5%
Very dissatisfied	9.6%	8.1%	9.7%	8.7%	16.4%	13.4%	16.7%	16.2%	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								Total
	1	2	3	4	5	6	7	8	
Q3-7. County Appraiser's Office services									
Very satisfied	8.4%	12.9%	8.7%	9.4%	4.3%	8.4%	4.4%	8.8%	7.5%
Satisfied	23.6%	28.7%	26.9%	26.5%	19.5%	18.2%	19.2%	24.7%	22.6%
Neutral	43.5%	40.1%	39.9%	44.7%	34.8%	41.1%	41.4%	41.3%	40.3%
Dissatisfied	14.9%	10.8%	14.9%	14.4%	23.1%	19.3%	20.1%	14.5%	17.5%
Very dissatisfied	9.6%	7.5%	9.5%	5.0%	18.3%	12.9%	15.0%	10.7%	12.1%
Q3-8. County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)									
Very satisfied	11.7%	17.9%	14.5%	14.2%	13.6%	14.7%	14.4%	16.4%	14.5%
Satisfied	38.3%	46.9%	39.5%	35.0%	39.9%	37.2%	39.2%	42.3%	39.7%
Neutral	35.1%	26.4%	33.6%	36.8%	28.2%	31.0%	32.6%	31.1%	31.5%
Dissatisfied	8.5%	5.2%	9.6%	11.7%	12.6%	11.5%	8.8%	8.3%	9.9%
Very dissatisfied	6.4%	3.6%	2.8%	2.3%	5.7%	5.6%	5.1%	1.9%	4.4%

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								Total
	1	2	3	4	5	6	7	8	
Q3-9. District Attorneys' Office									
Very satisfied	10.1%	11.5%	11.7%	10.5%	6.5%	8.8%	7.0%	11.9%	9.3%
Satisfied	24.4%	27.7%	21.5%	28.4%	15.0%	17.0%	17.0%	24.7%	20.8%
Neutral	46.1%	34.4%	40.4%	42.2%	30.2%	49.6%	42.9%	41.3%	40.2%
Dissatisfied	7.8%	9.5%	11.0%	8.8%	14.2%	9.9%	12.0%	6.9%	10.5%
Very dissatisfied	11.7%	17.0%	15.5%	10.1%	34.0%	14.8%	21.1%	15.2%	19.2%
Q3-10. Local Election Process									
Very satisfied	15.0%	16.8%	14.5%	17.4%	12.2%	17.4%	13.4%	17.8%	15.2%
Satisfied	38.3%	40.8%	42.4%	39.3%	41.5%	35.2%	37.9%	42.1%	39.7%
Neutral	35.0%	33.2%	29.1%	35.6%	35.4%	37.5%	37.3%	30.3%	34.4%
Dissatisfied	8.0%	5.1%	9.6%	4.8%	7.2%	6.7%	7.3%	5.5%	6.9%
Very dissatisfied	3.6%	4.1%	4.4%	2.9%	3.8%	3.1%	4.0%	4.4%	3.8%

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								Total
	1	2	3	4	5	6	7	8	
Q3-11. Customer service provided by Unified Government employees									
Very satisfied	7.8%	12.5%	13.7%	12.9%	8.5%	11.8%	7.5%	12.6%	10.6%
Satisfied	33.1%	33.2%	31.8%	32.7%	33.6%	30.3%	30.6%	29.6%	31.9%
Neutral	41.4%	36.7%	35.6%	37.8%	36.3%	36.1%	41.2%	36.8%	37.7%
Dissatisfied	10.3%	10.5%	12.2%	11.7%	13.0%	13.3%	13.4%	13.5%	12.5%
Very dissatisfied	7.5%	7.0%	6.7%	4.9%	8.6%	8.4%	7.3%	7.4%	7.4%
Q3-12. Public Health Department services									
Very satisfied	9.6%	10.6%	11.1%	12.0%	7.7%	12.4%	7.6%	10.1%	9.9%
Satisfied	33.6%	36.3%	30.4%	32.6%	27.6%	17.2%	24.6%	26.6%	28.0%
Neutral	46.2%	43.3%	44.3%	45.0%	52.7%	55.6%	55.9%	53.1%	50.3%
Dissatisfied	5.8%	6.1%	9.3%	9.6%	7.1%	10.0%	6.7%	7.2%	7.7%
Very dissatisfied	4.8%	3.7%	4.8%	0.7%	4.9%	4.8%	5.2%	3.0%	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								Total
	1	2	3	4	5	6	7	8	
Q4. Sum of top 4 choices									
Services for developmental disabilities	27.7%	25.8%	25.5%	24.9%	21.4%	23.3%	21.8%	24.2%	23.9%
Area Agency on aging services	31.3%	26.4%	30.7%	22.9%	22.4%	26.1%	28.5%	26.8%	26.6%
Senior transportation	26.1%	22.8%	24.1%	22.2%	15.0%	24.7%	22.4%	22.1%	21.8%
3-1-1 Call Center	11.5%	13.5%	14.5%	15.9%	10.9%	13.1%	7.6%	12.3%	12.0%
Treasurer's Office	14.2%	13.7%	9.5%	12.8%	21.6%	13.4%	17.9%	15.2%	15.6%
Motor Vehicle Registration	40.8%	36.0%	38.0%	35.5%	50.7%	46.2%	50.0%	46.8%	44.4%
County Appraiser's Office services	20.3%	19.0%	21.2%	19.3%	32.7%	29.0%	27.6%	21.7%	25.0%
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	25.2%	23.6%	27.8%	23.4%	31.6%	30.2%	25.2%	24.3%	27.0%
District Attorneys' Office	16.4%	18.7%	17.0%	20.5%	32.9%	16.6%	22.2%	16.9%	21.3%
Local Election Process	12.6%	15.7%	16.8%	12.8%	10.9%	11.4%	13.6%	14.5%	13.3%

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) (cont.)

N=4313	District								Total
	1	2	3	4	5	6	7	8	
Q4. Sum of top 4 choices (cont.)									
Customer service provided by Unified Government employees	27.3%	30.2%	28.4%	25.6%	26.8%	28.3%	26.6%	29.6%	27.7%
Public Health Department services	22.7%	28.3%	22.4%	23.2%	16.7%	22.4%	22.2%	18.2%	21.4%
None chosen	22.5%	22.5%	20.5%	25.6%	14.6%	18.6%	17.9%	19.5%	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								Total
	1	2	3	4	5	6	7	8	
Q5. Sum of top 4 choices									
Police services	27.9%	32.4%	29.0%	24.6%	35.5%	30.1%	27.6%	25.8%	29.6%
Fire services	11.3%	11.5%	13.7%	7.5%	19.1%	12.0%	16.1%	12.1%	13.7%
Ambulance services	6.1%	6.6%	6.2%	4.6%	11.8%	7.3%	11.2%	6.5%	8.1%
Maintenance of City streets	37.6%	37.9%	49.0%	39.9%	43.2%	49.0%	39.6%	44.6%	42.9%
Storm water runoff/ management system	8.8%	11.0%	17.0%	9.9%	9.7%	16.8%	11.8%	12.3%	12.1%
Sewer utility system	7.2%	9.1%	10.4%	5.6%	4.5%	5.2%	5.5%	4.8%	6.2%
Trash collection & recycling	16.0%	12.1%	14.9%	14.5%	16.0%	16.1%	11.0%	16.9%	14.8%
Parks & recreation facilities	8.1%	8.2%	9.3%	8.7%	17.7%	11.3%	11.3%	8.7%	11.2%
Parks & recreation programs	5.0%	6.6%	6.4%	6.3%	8.0%	3.9%	4.8%	5.4%	5.9%
Code enforcement	18.2%	22.0%	14.9%	19.6%	12.1%	17.9%	13.3%	17.8%	16.3%
Planning & zoning	7.7%	8.0%	6.0%	7.7%	7.4%	3.4%	6.3%	6.7%	6.6%
Communication with the public	15.3%	14.0%	12.0%	16.4%	9.9%	13.2%	14.5%	12.8%	13.2%

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) (cont.)

N=4313	District								Total
	1	2	3	4	5	6	7	8	
Q5. Sum of top 4 choices (cont.)									
Municipal court	4.7%	2.2%	3.9%	2.4%	3.2%	2.7%	3.1%	2.2%	3.1%
Public transportation	8.6%	9.9%	12.4%	9.2%	6.9%	11.3%	9.6%	8.0%	9.3%
Services for developmental disabilities	10.6%	11.8%	9.3%	11.1%	7.1%	7.7%	8.5%	9.3%	9.1%
Area Agency on aging services	13.3%	10.7%	11.8%	9.9%	7.4%	9.1%	10.3%	13.4%	10.4%
Senior transportation	11.0%	4.1%	7.3%	7.7%	4.0%	7.5%	7.5%	7.8%	6.9%
3-1-1 Call Center	4.1%	4.4%	3.9%	3.6%	2.9%	2.9%	1.6%	2.8%	3.1%
Treasurer's Office	6.1%	3.3%	2.9%	2.7%	5.7%	3.6%	6.1%	3.9%	4.5%
Motor Vehicle Registration	19.6%	14.6%	18.0%	14.3%	20.3%	20.0%	26.3%	25.8%	20.5%
County Appraiser's Office services	6.1%	5.5%	5.2%	5.3%	11.5%	10.4%	11.9%	9.1%	8.8%
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	8.3%	7.1%	7.3%	6.8%	10.2%	11.1%	8.8%	9.5%	8.9%

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) (cont.)

N=4313	District								Total
	1	2	3	4	5	6	7	8	
Q5. Sum of top 4 choices (cont.)									
District Attorneys' Office	7.0%	12.6%	8.9%	10.1%	19.4%	7.9%	12.5%	8.4%	11.5%
Local Election Process	4.1%	6.9%	7.7%	4.6%	3.1%	2.5%	4.0%	3.9%	4.3%
Customer service provided by Unified Government employees	7.7%	11.8%	8.9%	9.2%	9.5%	9.5%	10.4%	11.7%	9.8%
Public Health Department services	5.9%	9.9%	8.3%	8.9%	4.9%	7.5%	8.4%	5.9%	7.2%
None chosen	23.9%	21.7%	17.6%	26.6%	15.8%	20.2%	18.2%	20.1%	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								Total
	1	2	3	4	5	6	7	8	
Q6-1. Visibility of police in neighborhoods									
Very satisfied	10.9%	21.5%	16.7%	14.9%	15.8%	13.6%	18.7%	14.4%	15.8%
Satisfied	34.2%	32.9%	31.8%	35.9%	35.0%	31.4%	44.0%	36.4%	35.5%
Neutral	26.4%	20.1%	25.0%	23.7%	22.9%	25.3%	19.8%	26.4%	23.6%
Dissatisfied	19.7%	17.0%	18.9%	19.7%	17.7%	20.3%	12.8%	16.7%	17.6%
Very dissatisfied	8.8%	8.5%	7.7%	5.8%	8.6%	9.5%	4.7%	6.1%	7.5%
Q6-2. Visibility of police in neighborhood retail areas									
Very satisfied	10.5%	17.4%	14.3%	12.5%	12.7%	9.9%	14.6%	12.8%	13.0%
Satisfied	32.3%	33.9%	32.0%	36.3%	39.8%	30.8%	42.6%	37.5%	36.3%
Neutral	32.5%	25.4%	32.0%	30.7%	26.1%	36.9%	26.3%	27.5%	29.3%
Dissatisfied	18.5%	16.8%	14.5%	16.0%	15.5%	16.2%	12.8%	17.2%	15.7%
Very dissatisfied	6.3%	6.5%	7.1%	4.5%	6.0%	6.3%	3.7%	5.0%	5.6%

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								Total
	1	2	3	4	5	6	7	8	
Q6-3. Visibility of Code Enforcement in your neighborhood									
Very satisfied	10.3%	10.1%	10.9%	6.8%	4.2%	9.1%	7.4%	8.8%	8.1%
Satisfied	22.5%	28.4%	23.2%	24.5%	23.5%	20.2%	23.1%	22.3%	23.3%
Neutral	33.8%	22.6%	31.2%	37.9%	39.7%	32.4%	41.1%	36.2%	35.2%
Dissatisfied	19.8%	21.4%	19.8%	18.8%	19.9%	20.5%	18.5%	19.9%	19.8%
Very dissatisfied	13.8%	17.4%	15.0%	12.0%	12.6%	17.8%	9.8%	12.8%	13.7%
Q6-4. City's overall efforts to prevent crime									
Very satisfied	8.7%	11.1%	11.7%	9.4%	6.4%	7.6%	10.9%	10.0%	9.2%
Satisfied	23.8%	24.9%	23.7%	25.1%	31.4%	25.1%	34.5%	23.9%	27.4%
Neutral	36.7%	28.7%	34.4%	32.5%	32.6%	36.1%	33.5%	36.9%	34.0%
Dissatisfied	22.1%	24.3%	20.4%	25.1%	18.3%	22.0%	14.2%	21.8%	20.4%
Very dissatisfied	8.7%	11.1%	9.8%	7.9%	11.4%	9.2%	6.9%	7.3%	9.1%

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								Total
	1	2	3	4	5	6	7	8	
Q6-5. Enforcement of traffic laws									
Very satisfied	10.4%	11.3%	13.1%	10.5%	11.1%	9.2%	11.6%	11.1%	11.0%
Satisfied	26.2%	36.9%	29.7%	32.5%	37.7%	32.8%	40.3%	29.1%	33.8%
Neutral	38.5%	29.7%	34.3%	34.4%	30.5%	35.9%	30.0%	36.6%	33.4%
Dissatisfied	16.3%	13.1%	12.9%	16.5%	12.7%	15.8%	11.5%	16.2%	14.1%
Very dissatisfied	8.6%	9.0%	10.1%	6.0%	8.0%	6.3%	6.6%	6.9%	7.6%
Q6-6. How quickly police department personnel respond to emergencies									
Very satisfied	15.8%	22.0%	19.5%	19.8%	16.4%	16.4%	21.6%	21.2%	18.9%
Satisfied	31.8%	35.4%	32.8%	34.7%	35.0%	35.0%	38.0%	38.1%	35.3%
Neutral	29.7%	25.5%	24.6%	30.2%	29.0%	28.4%	28.0%	24.3%	27.6%
Dissatisfied	14.5%	9.3%	13.8%	10.2%	10.0%	13.6%	8.1%	11.8%	11.3%
Very dissatisfied	8.2%	7.8%	9.2%	5.1%	9.7%	6.6%	4.2%	4.7%	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								Total
	1	2	3	4	5	6	7	8	
Q6-7. How quickly fire department responds to fires									
Very satisfied	31.9%	39.6%	37.0%	36.6%	33.5%	39.9%	28.5%	38.1%	35.2%
Satisfied	39.2%	41.3%	37.3%	43.4%	43.7%	39.0%	46.0%	40.9%	41.7%
Neutral	25.9%	16.8%	21.4%	18.0%	18.6%	19.6%	20.6%	18.5%	19.9%
Dissatisfied	2.2%	1.3%	2.5%	1.2%	1.7%	0.7%	2.4%	1.6%	1.7%
Very dissatisfied	0.8%	1.0%	1.7%	0.9%	2.6%	0.9%	2.6%	0.9%	1.6%
Q6-8. How quickly fire department responds to medical emergency calls									
Very satisfied	35.4%	43.4%	39.4%	38.1%	36.0%	44.1%	31.6%	42.7%	38.4%
Satisfied	41.7%	40.8%	38.9%	43.6%	40.2%	38.6%	47.2%	39.3%	41.3%
Neutral	20.3%	12.8%	18.5%	16.3%	19.5%	15.6%	17.5%	15.6%	17.3%
Dissatisfied	1.8%	2.0%	1.9%	1.4%	1.7%	0.9%	1.9%	1.6%	1.6%
Very dissatisfied	0.8%	1.0%	1.4%	0.6%	2.5%	0.9%	1.7%	0.9%	1.3%

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								Total
	1	2	3	4	5	6	7	8	
Q6-9. Quality of animal control in your neighborhood									
Very satisfied	6.7%	8.1%	12.9%	9.9%	10.1%	9.4%	9.6%	10.8%	9.8%
Satisfied	22.2%	23.7%	26.4%	21.6%	29.7%	22.7%	31.8%	26.2%	26.2%
Neutral	27.4%	22.2%	29.5%	29.9%	37.2%	30.7%	31.3%	30.0%	30.6%
Dissatisfied	23.2%	21.3%	15.8%	21.6%	13.8%	17.5%	16.8%	17.7%	17.9%
Very dissatisfied	20.4%	24.9%	15.3%	16.9%	9.2%	19.7%	10.4%	15.4%	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								Total
	1	2	3	4	5	6	7	8	
Q7. Sum of top 3 choices									
Visibility of police in neighborhoods	44.1%	44.2%	48.1%	41.3%	46.4%	49.4%	39.6%	45.7%	44.9%
Visibility of police in neighborhood retail areas	28.2%	24.7%	22.6%	22.9%	35.6%	29.3%	31.5%	28.8%	29.0%
Visibility of Code Enforcement in your neighborhood	27.0%	28.6%	28.4%	29.5%	23.3%	29.7%	23.7%	26.2%	26.5%
City's overall efforts to prevent crime	40.5%	47.5%	45.6%	44.2%	51.2%	44.2%	44.2%	45.0%	45.7%
Enforcement of traffic laws	24.1%	17.6%	18.9%	22.7%	17.5%	18.2%	18.1%	24.0%	19.8%
How quickly police department personnel respond to emergencies	21.8%	19.2%	24.9%	17.6%	24.9%	24.2%	19.6%	19.5%	21.8%
How quickly fire department responds to fires	5.9%	8.8%	8.1%	4.8%	8.4%	7.0%	11.2%	6.5%	7.8%
How quickly fire department responds to medical emergency calls	6.8%	5.5%	7.7%	4.8%	11.2%	7.2%	10.6%	7.2%	8.1%

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								Total
	1	2	3	4	5	6	7	8	
Q7. Sum of top 3 choices (cont.)									
Quality of animal control in your neighborhood	34.5%	37.4%	25.5%	33.6%	16.5%	31.3%	26.0%	30.5%	27.9%
None chosen	17.8%	16.2%	17.6%	21.5%	14.6%	14.3%	17.6%	16.0%	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								Total
	1	2	3	4	5	6	7	8	
Q8-1. Maintenance of major City streets									
Very satisfied	8.6%	8.5%	7.1%	7.5%	7.5%	6.6%	7.8%	8.1%	7.7%
Satisfied	32.0%	41.6%	32.5%	32.8%	36.1%	31.8%	37.8%	32.2%	34.6%
Neutral	28.3%	22.2%	21.9%	26.6%	22.7%	26.7%	22.8%	24.4%	24.3%
Dissatisfied	22.7%	17.7%	24.3%	25.1%	23.6%	23.9%	22.5%	24.6%	23.2%
Very dissatisfied	8.4%	10.0%	14.3%	8.0%	10.0%	11.1%	9.2%	10.7%	10.2%
Q8-2. Maintenance of streets in your neighborhood									
Very satisfied	6.5%	7.3%	5.2%	5.0%	6.8%	6.5%	8.1%	6.9%	6.6%
Satisfied	21.6%	27.7%	19.8%	28.6%	26.9%	22.4%	28.8%	20.8%	24.7%
Neutral	23.2%	24.9%	21.6%	22.9%	22.1%	20.0%	22.0%	23.0%	22.3%
Dissatisfied	32.0%	23.7%	29.2%	30.4%	27.6%	29.1%	27.3%	31.5%	28.8%
Very dissatisfied	16.7%	16.4%	24.2%	13.1%	16.6%	21.9%	13.9%	17.8%	17.5%

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								Total
	1	2	3	4	5	6	7	8	
Q8-3. Maintenance of alleys in your neighborhood									
Very satisfied	6.9%	5.1%	4.2%	4.4%	4.6%	6.1%	6.1%	6.6%	5.4%
Satisfied	10.2%	8.4%	13.0%	13.8%	13.9%	12.9%	13.7%	13.3%	12.5%
Neutral	41.2%	18.9%	35.5%	30.4%	54.0%	46.3%	49.3%	52.4%	41.1%
Dissatisfied	20.1%	30.8%	24.4%	28.5%	14.7%	17.7%	16.9%	16.6%	21.1%
Very dissatisfied	21.5%	36.8%	22.9%	22.9%	12.9%	17.0%	14.0%	11.1%	19.8%
Q8-4. Maintenance of sidewalks in your neighborhood									
Very satisfied	7.3%	6.0%	5.2%	3.7%	4.6%	7.0%	5.9%	7.2%	5.8%
Satisfied	13.5%	14.3%	14.9%	18.7%	19.9%	13.8%	20.9%	17.1%	17.0%
Neutral	32.5%	24.1%	23.9%	30.7%	33.3%	31.2%	33.9%	36.1%	31.0%
Dissatisfied	20.8%	30.1%	27.2%	23.6%	21.3%	22.9%	23.9%	19.8%	23.5%
Very dissatisfied	26.0%	25.5%	28.8%	23.3%	21.0%	25.2%	15.4%	19.8%	22.7%

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								Total
	1	2	3	4	5	6	7	8	
Q8-5. Maintenance of curbs in your neighborhood									
Very satisfied	6.6%	7.2%	5.5%	4.3%	5.0%	8.2%	5.9%	6.7%	6.1%
Satisfied	14.6%	20.1%	16.4%	18.6%	21.5%	18.5%	26.4%	21.8%	20.2%
Neutral	30.7%	27.2%	28.6%	28.6%	32.3%	28.5%	37.0%	31.5%	31.0%
Dissatisfied	24.6%	26.1%	21.9%	27.8%	20.6%	20.3%	17.2%	22.1%	22.1%
Very dissatisfied	23.5%	19.5%	27.6%	20.5%	20.6%	24.4%	13.5%	17.9%	20.7%
Q8-6. Maintenance of street signs/traffic signals									
Very satisfied	13.3%	14.7%	10.2%	11.0%	10.4%	11.9%	10.5%	11.7%	11.5%
Satisfied	37.9%	45.6%	40.7%	41.6%	44.0%	41.4%	45.0%	40.3%	42.3%
Neutral	32.6%	22.9%	31.0%	32.4%	34.0%	34.4%	33.4%	35.4%	32.5%
Dissatisfied	10.4%	9.1%	10.2%	10.7%	7.0%	6.0%	7.2%	8.3%	8.3%
Very dissatisfied	5.8%	7.6%	8.0%	4.3%	4.7%	6.4%	3.9%	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								Total
	1	2	3	4	5	6	7	8	
Q8-7. Maintenance of downtown parking lots									
Very satisfied	8.5%	11.1%	7.0%	8.1%	4.3%	7.3%	6.3%	8.9%	7.3%
Satisfied	21.5%	34.0%	24.9%	27.4%	20.7%	20.1%	22.9%	19.7%	23.4%
Neutral	44.0%	36.7%	43.7%	45.2%	43.4%	48.4%	38.6%	46.0%	43.1%
Dissatisfied	18.4%	10.8%	13.2%	11.5%	18.4%	17.4%	20.4%	16.6%	16.4%
Very dissatisfied	7.6%	7.4%	11.1%	7.8%	13.1%	6.8%	11.8%	8.9%	9.7%
Q8-8. Overall appearance of downtown including lighting, landscaping & planter boxes									
Very satisfied	8.9%	11.5%	8.2%	8.1%	4.3%	8.2%	8.9%	9.6%	8.1%
Satisfied	29.5%	34.9%	30.8%	30.8%	26.6%	25.8%	28.3%	29.2%	29.1%
Neutral	42.4%	32.2%	39.5%	41.1%	42.2%	47.5%	40.3%	41.9%	41.1%
Dissatisfied	13.2%	14.2%	13.3%	13.8%	15.2%	11.8%	15.9%	13.2%	14.0%
Very dissatisfied	6.1%	7.1%	8.2%	6.2%	11.7%	6.7%	6.6%	6.1%	7.7%

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								Total
	1	2	3	4	5	6	7	8	
Q8-9. Maintenance of City buildings									
Very satisfied	7.8%	14.8%	7.8%	8.5%	4.3%	7.2%	6.3%	8.7%	7.6%
Satisfied	33.0%	37.3%	33.1%	36.3%	29.1%	30.8%	31.2%	31.1%	32.2%
Neutral	42.1%	35.2%	40.6%	39.9%	40.2%	44.2%	41.9%	43.1%	41.0%
Dissatisfied	10.8%	7.9%	11.8%	10.5%	14.2%	11.4%	14.5%	11.5%	12.0%
Very dissatisfied	6.4%	4.8%	6.7%	4.8%	12.1%	6.3%	6.1%	5.6%	7.1%
Q8-10. Snow removal on major City streets									
Very satisfied	13.0%	20.3%	17.0%	17.4%	16.6%	14.3%	13.5%	15.8%	15.8%
Satisfied	46.8%	44.6%	42.9%	42.3%	48.3%	39.0%	42.6%	44.4%	44.1%
Neutral	21.5%	17.1%	21.4%	23.2%	18.9%	24.0%	23.0%	20.1%	21.1%
Dissatisfied	11.1%	12.9%	11.1%	10.8%	8.1%	13.7%	14.1%	14.2%	11.8%
Very dissatisfied	7.6%	5.1%	7.6%	6.3%	8.1%	9.0%	6.8%	5.5%	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								Total
	1	2	3	4	5	6	7	8	
Q8-11. Snow removal on neighborhood streets									
Very satisfied	7.2%	11.6%	10.2%	9.3%	11.4%	8.3%	10.2%	9.7%	9.9%
Satisfied	27.3%	31.2%	26.8%	26.4%	33.3%	23.1%	29.4%	27.2%	28.4%
Neutral	22.8%	17.0%	19.5%	21.7%	21.2%	19.8%	24.1%	18.7%	20.8%
Dissatisfied	25.4%	24.4%	23.2%	27.7%	20.9%	26.9%	22.4%	26.3%	24.2%
Very dissatisfied	17.2%	15.9%	20.3%	14.9%	13.2%	21.9%	13.9%	18.1%	16.7%
Q8-12. Overall cleanliness of streets & other public areas									
Very satisfied	5.5%	7.1%	4.8%	5.7%	4.8%	5.3%	6.8%	7.2%	5.8%
Satisfied	24.9%	24.1%	23.5%	23.7%	30.2%	26.0%	35.5%	24.6%	27.3%
Neutral	34.2%	28.3%	31.6%	31.1%	30.9%	32.7%	31.1%	35.6%	32.0%
Dissatisfied	23.0%	26.9%	24.3%	24.9%	22.9%	24.1%	17.6%	21.7%	22.8%
Very dissatisfied	12.4%	13.6%	15.8%	14.7%	11.2%	11.8%	9.0%	11.0%	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								Total
	1	2	3	4	5	6	7	8	
Q8-13. Maintenance of stormwater drainage system in your neighborhood									
Very satisfied	6.7%	10.2%	7.6%	5.7%	8.7%	7.7%	9.4%	8.8%	8.2%
Satisfied	26.4%	32.1%	26.6%	30.3%	33.4%	22.1%	30.4%	25.4%	28.6%
Neutral	37.1%	32.4%	33.4%	36.2%	35.2%	34.1%	38.9%	38.5%	35.9%
Dissatisfied	17.1%	16.0%	17.6%	20.3%	13.5%	19.3%	12.7%	15.4%	16.1%
Very dissatisfied	12.8%	9.3%	14.9%	7.6%	9.3%	16.7%	8.5%	11.8%	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								Total
	1	2	3	4	5	6	7	8	
Q9. Sum of top 3 choices									
Maintenance of major City streets	28.6%	22.0%	28.6%	24.4%	37.1%	27.5%	33.6%	34.2%	30.6%
Maintenance of streets in your neighborhood	44.4%	34.3%	50.2%	40.6%	40.4%	50.4%	42.4%	44.8%	43.6%
Maintenance of alleys in your neighborhood	9.9%	40.1%	8.5%	17.6%	3.7%	6.4%	6.7%	4.5%	10.2%
Maintenance of sidewalks in your neighborhood	22.7%	31.3%	34.6%	23.9%	22.3%	21.5%	17.0%	17.3%	23.1%
Maintenance of curbs in your neighborhood	12.8%	15.1%	18.9%	21.5%	15.9%	17.0%	10.1%	10.6%	15.0%
Maintenance of street signs/ traffic signals	7.0%	7.4%	5.0%	5.8%	7.2%	5.5%	6.7%	8.0%	6.6%
Maintenance of downtown parking lots	5.4%	4.1%	3.1%	3.6%	6.3%	4.7%	11.0%	7.6%	6.1%
Overall appearance of downtown including lighting, landscaping & planter boxes	8.8%	13.2%	7.1%	10.9%	13.9%	8.2%	14.9%	8.4%	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) (cont.)

N=4313	District								Total
	1	2	3	4	5	6	7	8	
Q9. Sum of top 3 choices (cont.)									
Maintenance of City buildings	5.6%	5.2%	5.8%	5.3%	13.5%	5.7%	12.8%	5.8%	8.3%
Snow removal on major City streets	13.5%	10.2%	11.8%	10.4%	13.5%	16.5%	15.2%	17.1%	13.8%
Snow removal on neighborhood streets	35.6%	26.1%	33.6%	30.9%	31.4%	41.7%	29.9%	40.1%	33.8%
Overall cleanliness of streets & other public areas	27.3%	19.2%	22.2%	21.5%	25.5%	24.2%	20.9%	25.1%	23.5%
Maintenance of stormwater drainage system in your neighborhood	14.9%	14.6%	15.6%	11.8%	13.1%	19.1%	12.7%	14.7%	14.5%
None chosen	16.4%	14.0%	14.1%	20.8%	12.9%	13.1%	16.6%	14.7%	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								Total
	1	2	3	4	5	6	7	8	
Q10-1. Maintenance of parks & equipment									
Very satisfied	9.6%	13.0%	11.1%	9.8%	9.5%	11.9%	12.3%	10.5%	10.9%
Satisfied	33.1%	39.4%	35.9%	36.1%	39.5%	36.6%	37.8%	40.6%	37.6%
Neutral	39.8%	30.1%	35.9%	35.8%	30.1%	37.5%	34.5%	31.5%	34.1%
Dissatisfied	13.1%	14.7%	12.0%	13.3%	13.7%	9.2%	11.7%	13.4%	12.6%
Very dissatisfied	4.4%	2.7%	5.1%	5.0%	7.2%	4.8%	3.7%	3.9%	4.9%
Q10-2. Number of walking & biking trails									
Very satisfied	6.5%	8.4%	7.8%	5.8%	5.5%	8.5%	8.8%	8.1%	7.3%
Satisfied	21.8%	29.6%	23.4%	22.1%	20.6%	27.1%	28.8%	25.2%	24.6%
Neutral	39.5%	31.3%	31.5%	35.3%	26.3%	34.7%	30.3%	33.8%	32.1%
Dissatisfied	21.2%	22.2%	26.2%	23.3%	28.6%	21.5%	21.9%	21.1%	23.6%
Very dissatisfied	11.0%	8.4%	11.1%	13.5%	19.0%	8.3%	10.3%	11.8%	12.3%

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								Total
	1	2	3	4	5	6	7	8	
Q10-3. Number of parks									
Very satisfied	9.3%	10.5%	9.7%	10.4%	7.9%	11.1%	9.9%	11.2%	9.8%
Satisfied	29.0%	40.7%	35.1%	33.4%	30.5%	35.0%	39.1%	35.5%	34.5%
Neutral	38.5%	30.8%	31.9%	36.1%	29.2%	37.0%	30.7%	36.2%	33.3%
Dissatisfied	16.7%	14.8%	17.7%	14.5%	18.2%	12.4%	14.5%	11.2%	15.2%
Very dissatisfied	6.6%	3.3%	5.6%	5.6%	14.1%	4.6%	5.8%	5.8%	7.2%
Q10-4. Community centers									
Very satisfied	6.4%	9.4%	8.6%	4.5%	4.9%	9.5%	8.4%	9.2%	7.4%
Satisfied	22.0%	32.3%	28.0%	25.3%	22.2%	33.5%	30.4%	26.6%	27.2%
Neutral	38.4%	36.5%	34.2%	40.4%	37.9%	37.8%	40.4%	39.6%	38.3%
Dissatisfied	23.7%	18.1%	19.8%	19.3%	19.9%	12.9%	15.5%	15.5%	17.9%
Very dissatisfied	9.5%	3.8%	9.4%	10.5%	15.1%	6.3%	5.3%	9.2%	9.2%

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								Total
	1	2	3	4	5	6	7	8	
Q10-5. Number of outdoor athletic fields									
Very satisfied	6.4%	9.3%	9.0%	6.2%	6.7%	9.4%	8.7%	10.0%	8.1%
Satisfied	24.8%	32.6%	26.9%	25.6%	25.8%	31.0%	34.4%	30.2%	28.9%
Neutral	45.2%	37.0%	42.6%	42.2%	36.7%	44.0%	37.8%	38.7%	40.1%
Dissatisfied	17.5%	15.6%	16.0%	17.9%	16.4%	10.6%	14.7%	13.5%	15.2%
Very dissatisfied	6.1%	5.6%	5.6%	8.1%	14.4%	5.0%	4.4%	7.7%	7.7%
Q10-6. Sunflower Hills Golf Course									
Very satisfied	8.9%	18.7%	13.1%	9.5%	11.8%	11.2%	15.3%	14.3%	12.8%
Satisfied	28.9%	31.8%	21.3%	28.5%	35.4%	26.6%	32.3%	32.4%	30.5%
Neutral	52.0%	40.9%	57.5%	51.7%	44.2%	56.6%	45.6%	46.1%	48.6%
Dissatisfied	6.1%	5.6%	3.6%	6.2%	4.9%	1.9%	4.0%	4.1%	4.5%
Very dissatisfied	4.1%	3.0%	4.5%	4.1%	3.7%	3.7%	2.8%	3.1%	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								Total
	1	2	3	4	5	6	7	8	
Q10-7. Swimming pool & spray parks									
Very satisfied	5.7%	6.5%	5.2%	5.5%	2.7%	8.7%	8.7%	6.1%	6.0%
Satisfied	14.8%	18.1%	13.8%	17.9%	10.6%	17.5%	24.2%	16.4%	16.4%
Neutral	34.7%	30.4%	32.8%	37.1%	25.6%	36.8%	36.6%	31.6%	32.7%
Dissatisfied	27.2%	28.5%	26.2%	23.1%	28.9%	22.4%	16.1%	27.1%	24.8%
Very dissatisfied	17.5%	16.5%	22.1%	16.3%	32.3%	14.7%	14.4%	18.8%	20.2%
Q10-8. Youth recreation programs									
Very satisfied	5.0%	9.9%	5.8%	5.1%	3.1%	9.6%	6.5%	7.5%	6.2%
Satisfied	17.6%	20.2%	17.8%	18.1%	11.9%	22.6%	23.7%	19.1%	18.5%
Neutral	40.9%	35.9%	40.0%	40.9%	41.4%	41.6%	40.4%	35.8%	39.9%
Dissatisfied	22.9%	24.2%	20.7%	21.0%	22.2%	16.8%	19.4%	22.7%	21.1%
Very dissatisfied	13.6%	9.9%	15.6%	14.9%	21.3%	9.4%	10.0%	14.9%	14.3%

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								Total
	1	2	3	4	5	6	7	8	
Q10-9. Adult recreation programs									
Very satisfied	5.7%	10.6%	6.6%	4.3%	3.3%	7.9%	5.8%	6.7%	6.0%
Satisfied	16.7%	19.1%	14.3%	20.3%	12.7%	20.6%	19.6%	17.1%	17.2%
Neutral	39.8%	39.0%	43.7%	39.5%	43.7%	45.5%	45.8%	38.4%	42.3%
Dissatisfied	24.4%	23.3%	19.9%	24.2%	20.5%	16.1%	18.2%	23.5%	20.9%
Very dissatisfied	13.4%	8.1%	15.4%	11.7%	19.9%	9.9%	10.5%	14.3%	13.5%
Q10-10. Programs for seniors									
Very satisfied	6.7%	10.0%	7.0%	5.1%	3.1%	7.1%	6.3%	6.5%	6.1%
Satisfied	16.8%	17.2%	14.0%	18.8%	14.5%	16.9%	20.0%	18.8%	17.1%
Neutral	40.0%	44.0%	47.5%	45.1%	45.7%	47.5%	46.8%	38.8%	44.6%
Dissatisfied	24.6%	17.2%	18.3%	18.0%	19.2%	19.3%	17.0%	22.5%	19.5%
Very dissatisfied	11.9%	11.5%	13.2%	12.9%	17.6%	9.2%	9.9%	13.5%	12.7%

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								Total
	1	2	3	4	5	6	7	8	
Q10-11. Skateboard parks									
Very satisfied	9.2%	10.9%	7.6%	4.7%	4.1%	8.8%	7.7%	8.2%	7.3%
Satisfied	12.7%	18.4%	20.5%	17.7%	17.0%	23.2%	19.0%	16.1%	18.1%
Neutral	49.4%	45.8%	53.8%	56.0%	53.7%	55.6%	55.2%	56.3%	53.6%
Dissatisfied	17.1%	17.9%	11.4%	12.5%	13.1%	7.5%	9.9%	11.1%	12.2%
Very dissatisfied	11.6%	7.0%	6.8%	9.1%	12.1%	4.9%	8.2%	8.2%	8.7%
Q10-12. Tennis courts									
Very satisfied	7.8%	9.5%	6.0%	4.9%	3.3%	6.4%	6.0%	6.6%	6.0%
Satisfied	13.3%	16.5%	17.7%	18.9%	13.8%	17.1%	18.8%	16.9%	16.5%
Neutral	49.6%	50.0%	54.1%	53.5%	50.6%	52.5%	55.1%	57.1%	52.9%
Dissatisfied	18.5%	16.5%	15.4%	12.8%	20.0%	13.7%	11.7%	11.6%	15.2%
Very dissatisfied	10.7%	7.5%	6.8%	9.9%	12.3%	10.4%	8.4%	7.6%	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								Total
	1	2	3	4	5	6	7	8	
Q10-13. Futsal courts									
Very satisfied	8.2%	11.7%	6.7%	6.9%	5.3%	7.5%	9.3%	8.7%	7.8%
Satisfied	14.5%	18.9%	15.3%	22.2%	16.1%	16.8%	13.3%	16.9%	16.5%
Neutral	58.6%	51.1%	65.1%	56.9%	56.2%	65.9%	65.4%	60.2%	60.0%
Dissatisfied	10.5%	12.2%	8.1%	9.3%	10.8%	4.0%	6.0%	9.1%	8.7%
Very dissatisfied	8.2%	6.1%	4.8%	4.6%	11.6%	5.8%	6.0%	5.2%	7.0%
Q10-14. Ease of registering for recreation programs									
Very satisfied	7.0%	11.1%	7.7%	5.5%	2.3%	9.7%	7.7%	7.0%	6.8%
Satisfied	15.9%	19.2%	19.7%	24.6%	21.7%	26.8%	23.5%	24.7%	22.3%
Neutral	51.2%	43.4%	52.8%	47.5%	52.8%	49.8%	51.7%	48.1%	50.2%
Dissatisfied	15.9%	17.2%	11.2%	11.9%	13.3%	7.8%	11.9%	11.8%	12.4%
Very dissatisfied	10.1%	9.1%	8.6%	10.6%	9.9%	5.9%	5.2%	8.4%	8.4%

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								Total
	1	2	3	4	5	6	7	8	
Q10-15. Fees charged for recreation programs									
Very satisfied	7.6%	9.0%	8.8%	5.0%	4.8%	9.2%	7.8%	6.9%	7.2%
Satisfied	16.3%	19.6%	18.3%	21.5%	21.3%	27.2%	23.0%	20.4%	21.3%
Neutral	51.3%	46.7%	50.0%	45.0%	52.7%	43.2%	48.9%	48.8%	48.7%
Dissatisfied	13.7%	13.6%	10.8%	17.4%	10.9%	12.7%	12.8%	13.8%	13.0%
Very dissatisfied	11.0%	11.1%	12.1%	11.2%	10.3%	7.7%	7.5%	10.0%	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								Total
	1	2	3	4	5	6	7	8	
Q11. Sum of top 3 choices									
Maintenance of parks & equipment	26.4%	29.4%	32.4%	23.9%	31.4%	33.3%	32.1%	26.6%	29.8%
Number of walking & biking trails	26.8%	32.4%	30.1%	26.1%	35.9%	30.1%	30.4%	23.8%	30.0%
Number of parks	14.0%	15.7%	16.6%	11.1%	21.7%	15.9%	14.9%	10.6%	15.6%
Community centers	22.5%	19.8%	24.5%	21.0%	20.9%	18.6%	17.6%	18.8%	20.3%
Number of outdoor athletic fields	5.6%	6.9%	5.0%	7.5%	8.9%	7.2%	7.0%	6.9%	7.0%
Sunflower Hills Golf Course	2.5%	4.4%	0.4%	1.9%	4.4%	2.3%	3.0%	2.4%	2.8%
Swimming pool & spray parks	26.8%	25.0%	19.3%	22.5%	29.9%	25.8%	21.8%	26.2%	25.0%
Youth recreation programs	20.7%	15.1%	21.2%	25.8%	20.3%	18.2%	19.3%	22.1%	20.3%
Adult recreation programs	18.9%	13.2%	12.4%	18.8%	10.5%	12.5%	15.4%	19.1%	14.7%
Programs for seniors	20.0%	13.7%	14.1%	17.6%	13.4%	15.4%	16.4%	19.0%	16.0%
Skateboard parks	2.7%	6.3%	1.5%	2.9%	2.1%	2.5%	3.3%	2.2%	2.8%
Tennis courts	3.6%	4.4%	2.5%	2.9%	2.5%	3.8%	2.8%	3.2%	3.1%

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) (cont.)

N=4313	District								Total
	1	2	3	4	5	6	7	8	
Q11. Sum of top 3 choices (cont.)									
Futsal courts	0.7%	1.1%	1.2%	0.7%	1.2%	0.9%	1.2%	1.3%	1.1%
Ease of registering for recreation programs	6.3%	5.8%	6.6%	5.8%	5.1%	3.8%	4.6%	4.5%	5.2%
Fees charged for recreation programs	10.4%	10.2%	6.8%	8.7%	6.7%	13.2%	10.1%	10.8%	9.5%
None chosen	25.5%	28.3%	30.9%	30.4%	23.3%	25.9%	28.8%	29.0%	27.4%

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

N=4313	District								Total
	1	2	3	4	5	6	7	8	
Q12. What do you use to get information about Unified Government									
UGTV (Google Ch 41, Spectrum Ch 2)	20.9%	20.6%	14.1%	23.4%	16.9%	16.6%	14.2%	24.5%	18.4%
The Citizen newsletter	45.0%	39.8%	47.7%	42.8%	39.8%	40.1%	38.2%	45.5%	42.0%
ENews Source	8.6%	9.9%	8.1%	13.3%	11.9%	9.3%	7.9%	9.7%	9.9%
UG Website	22.7%	22.8%	27.2%	26.3%	36.0%	29.2%	27.9%	28.8%	28.6%
Social media–Facebook, Twitter, YouTube	32.2%	34.1%	37.3%	34.1%	48.1%	38.6%	44.6%	31.6%	38.9%
Nextdoor	16.9%	26.4%	28.6%	21.3%	28.7%	28.3%	26.9%	21.4%	25.3%
UG public meetings	11.0%	8.2%	7.3%	13.0%	10.0%	5.4%	5.7%	6.3%	8.2%
Local television	59.5%	52.2%	49.2%	59.7%	46.6%	54.7%	47.3%	58.6%	52.6%
Local newspapers	20.3%	26.9%	21.8%	22.7%	15.7%	19.0%	14.9%	18.4%	19.1%
Neighborhood meetings	17.1%	19.5%	15.4%	15.7%	9.1%	10.4%	6.3%	9.9%	12.0%
Other	5.4%	8.0%	8.3%	6.0%	4.2%	5.9%	7.2%	6.9%	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								Total
	1	2	3	4	5	6	7	8	
Q13. Sum of top 2 choices									
UGTV (Google Ch 41, Spectrum Ch 2)	12.2%	11.0%	8.3%	13.0%	9.6%	10.7%	8.2%	12.5%	10.5%
The Citizen newsletter	32.0%	27.5%	32.6%	22.7%	25.7%	27.0%	26.4%	29.6%	27.7%
ENews Source	5.2%	7.4%	5.4%	5.3%	9.5%	7.0%	5.8%	6.9%	6.8%
UG Website	13.1%	13.7%	17.4%	15.2%	23.2%	20.6%	20.0%	18.4%	18.5%
Social media-Facebook, Twitter, YouTube	17.8%	21.4%	25.1%	19.8%	37.8%	26.5%	31.9%	23.6%	27.1%
Nextdoor	6.8%	13.2%	14.7%	8.7%	12.9%	12.9%	13.4%	8.7%	11.7%
UG public meetings	5.6%	3.3%	1.9%	4.8%	2.3%	1.8%	1.6%	1.9%	2.7%
Local television	34.9%	27.7%	28.4%	30.4%	29.7%	30.6%	30.1%	35.5%	30.9%
Local newspapers	9.2%	12.9%	8.7%	10.6%	6.1%	8.8%	6.4%	8.2%	8.4%
Neighborhood meetings	9.5%	9.3%	6.8%	8.9%	3.3%	4.8%	2.1%	4.1%	5.5%
Other	4.1%	5.5%	5.0%	4.6%	2.7%	4.3%	3.9%	4.1%	4.1%
None chosen	20.9%	17.9%	17.6%	25.1%	14.1%	19.1%	19.4%	18.6%	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								Total
	1	2	3	4	5	6	7	8	
Q14-1. Facebook									
Yes	41.0%	46.3%	44.6%	48.3%	60.2%	54.6%	55.4%	48.3%	51.4%
No	59.0%	53.7%	55.4%	51.7%	39.8%	45.4%	44.6%	51.7%	48.6%
Q14-2. Twitter									
Yes	8.7%	10.9%	13.8%	11.5%	16.9%	12.4%	12.1%	10.3%	12.6%
No	91.3%	89.1%	86.2%	88.5%	83.1%	87.6%	87.9%	89.7%	87.4%
Q14-3. Instagram									
Yes	9.6%	8.4%	11.7%	12.8%	11.1%	8.0%	10.5%	7.8%	10.1%
No	90.4%	91.6%	88.3%	87.2%	88.9%	92.0%	89.5%	92.2%	89.9%
Q14-4. Nextdoor									
Yes	29.3%	39.9%	38.3%	36.8%	43.3%	41.8%	38.3%	31.9%	38.2%
No	70.7%	60.1%	61.7%	63.2%	56.7%	58.2%	61.7%	68.1%	61.8%

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								Total
	1	2	3	4	5	6	7	8	
Q14-5. YouTube									
Yes	17.1%	20.1%	16.8%	26.3%	22.3%	18.8%	16.9%	18.8%	19.6%
No	82.9%	79.9%	83.2%	73.7%	77.7%	81.2%	83.1%	81.2%	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								Total
	1	2	3	4	5	6	7	8	
Q14a. Please indicate whether you agree with following statement									
Agree	69.4%	73.4%	72.1%	77.6%	66.5%	72.6%	73.4%	70.6%	71.2%
Disagree	30.6%	26.6%	27.9%	22.4%	33.5%	27.4%	26.6%	29.4%	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								Total
	1	2	3	4	5	6	7	8	
Q15-1. Availability of information about Unified Govt. programs & services									
Very satisfied	8.6%	8.3%	9.1%	7.1%	4.3%	7.5%	4.7%	6.7%	6.6%
Satisfied	24.9%	29.1%	25.3%	33.0%	28.6%	29.2%	25.9%	27.2%	27.8%
Neutral	40.6%	40.1%	36.1%	36.2%	37.7%	36.5%	42.7%	40.5%	38.8%
Dissatisfied	21.2%	16.3%	20.7%	18.8%	21.5%	19.6%	20.1%	18.3%	19.8%
Very dissatisfied	4.6%	6.2%	8.8%	4.9%	7.9%	7.2%	6.6%	7.4%	6.9%
Q15-2. Efforts to keep you informed about local issues									
Very satisfied	6.7%	10.0%	8.3%	6.0%	4.1%	6.8%	6.0%	8.2%	6.7%
Satisfied	26.4%	28.0%	25.5%	33.5%	26.1%	26.1%	25.0%	25.3%	26.7%
Neutral	39.4%	35.3%	32.8%	32.6%	37.8%	36.5%	37.7%	39.8%	36.8%
Dissatisfied	22.3%	20.7%	24.5%	21.8%	23.7%	23.4%	22.1%	19.3%	22.4%
Very dissatisfied	5.2%	6.0%	8.9%	6.0%	8.3%	7.3%	9.1%	7.5%	7.5%

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								Total
	1	2	3	4	5	6	7	8	
Q15-3. Level of public involvement in local decision making									
Very satisfied	6.3%	5.7%	5.7%	3.9%	3.0%	5.0%	3.4%	6.2%	4.6%
Satisfied	14.2%	17.8%	13.4%	22.1%	13.5%	15.3%	16.0%	14.2%	15.5%
Neutral	44.0%	44.5%	37.8%	43.5%	38.0%	38.9%	39.5%	42.2%	40.5%
Dissatisfied	27.4%	20.3%	28.3%	22.4%	29.7%	26.9%	27.8%	25.1%	26.6%
Very dissatisfied	8.2%	11.7%	14.9%	8.1%	15.9%	13.8%	13.3%	12.2%	12.8%
Q15-4. Unified Government's website									
Very satisfied	9.8%	12.2%	8.0%	9.2%	4.6%	7.6%	7.0%	10.2%	8.0%
Satisfied	28.1%	32.9%	26.9%	34.4%	30.7%	32.0%	33.9%	30.9%	31.2%
Neutral	48.1%	41.2%	44.6%	43.9%	46.1%	41.1%	44.0%	42.2%	44.1%
Dissatisfied	9.8%	11.4%	13.8%	7.8%	13.0%	13.0%	9.7%	13.0%	11.6%
Very dissatisfied	4.1%	2.4%	6.7%	4.8%	5.6%	6.3%	5.4%	3.7%	5.1%

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								Total
	1	2	3	4	5	6	7	8	
Q15-5. Unified Government's newsletter									
Very satisfied	13.6%	14.5%	13.1%	10.2%	7.9%	11.1%	8.4%	10.0%	10.6%
Satisfied	38.3%	36.1%	37.8%	42.6%	38.6%	38.6%	38.1%	42.9%	39.1%
Neutral	38.0%	37.2%	37.2%	36.0%	41.7%	39.1%	42.1%	36.7%	39.0%
Dissatisfied	6.8%	8.2%	8.1%	9.2%	7.8%	6.6%	7.3%	7.3%	7.6%
Very dissatisfied	3.2%	4.1%	3.8%	2.0%	4.0%	4.5%	4.0%	3.2%	3.7%
Q15-6. Unified Government's social media									
Very satisfied	9.0%	12.4%	8.2%	6.9%	3.6%	7.5%	5.9%	8.2%	7.1%
Satisfied	24.5%	29.2%	25.0%	35.1%	30.6%	25.3%	26.7%	28.4%	28.2%
Neutral	53.1%	44.7%	49.6%	49.4%	51.6%	48.5%	52.8%	50.5%	50.4%
Dissatisfied	9.8%	9.3%	13.2%	6.6%	9.7%	11.7%	8.9%	9.1%	9.8%
Very dissatisfied	3.7%	4.4%	3.9%	1.9%	4.4%	6.9%	5.7%	3.8%	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								Total
	1	2	3	4	5	6	7	8	
Q15-7. myWyco app–property taxes									
Very satisfied	11.8%	14.9%	10.3%	11.2%	7.1%	9.1%	9.1%	8.8%	9.7%
Satisfied	25.1%	28.1%	24.5%	27.6%	26.4%	22.9%	20.4%	25.7%	24.9%
Neutral	35.8%	39.5%	41.0%	38.1%	31.9%	37.1%	37.9%	37.6%	36.8%
Dissatisfied	17.7%	10.5%	11.4%	15.3%	14.7%	13.0%	15.3%	14.4%	14.2%
Very dissatisfied	9.6%	7.0%	12.8%	7.8%	19.9%	17.8%	17.2%	13.5%	14.4%
Q15-8. myWyco app-3-1-1 service requests									
Very satisfied	12.8%	16.5%	11.1%	12.1%	6.2%	8.9%	7.8%	9.1%	9.9%
Satisfied	24.3%	27.4%	26.0%	27.6%	22.6%	25.9%	21.9%	28.4%	25.2%
Neutral	46.4%	42.9%	46.0%	45.1%	53.8%	47.4%	53.3%	47.7%	48.6%
Dissatisfied	10.6%	6.6%	7.2%	10.9%	10.5%	10.2%	9.5%	8.1%	9.4%
Very dissatisfied	6.0%	6.6%	9.8%	4.3%	6.8%	7.5%	7.5%	6.7%	6.9%

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								Total
	1	2	3	4	5	6	7	8	
Q15-9. myWyco app-Municipal Court payments									
Very satisfied	8.9%	12.1%	6.4%	7.9%	5.5%	8.7%	6.5%	7.3%	7.6%
Satisfied	21.3%	28.0%	19.6%	27.1%	19.6%	19.1%	19.1%	22.0%	21.6%
Neutral	53.0%	47.3%	59.3%	50.5%	58.8%	58.7%	59.0%	56.5%	55.9%
Dissatisfied	10.4%	6.0%	7.8%	11.2%	8.0%	7.8%	6.8%	8.2%	8.2%
Very dissatisfied	6.4%	6.6%	6.9%	3.3%	8.0%	5.7%	8.6%	6.0%	6.6%
Q15-10. Online maps/DOT Maps									
Very satisfied	10.2%	19.4%	10.5%	10.5%	7.4%	10.0%	10.6%	10.0%	10.5%
Satisfied	24.1%	24.0%	28.2%	34.2%	29.8%	30.6%	30.6%	24.1%	28.6%
Neutral	51.9%	48.0%	47.9%	46.0%	49.3%	46.4%	47.4%	54.1%	48.8%
Dissatisfied	9.7%	4.6%	5.0%	7.6%	7.6%	8.6%	5.3%	7.8%	7.1%
Very dissatisfied	4.2%	4.1%	8.4%	1.7%	5.9%	4.5%	6.2%	4.1%	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								Total
	1	2	3	4	5	6	7	8	
Q16-1. Crime									
Major problem	38.4%	53.8%	28.6%	44.9%	28.6%	29.2%	24.2%	34.1%	33.4%
Minor problem	41.7%	36.4%	50.5%	40.6%	45.5%	46.8%	44.4%	42.1%	44.0%
Not a problem	19.9%	9.8%	21.0%	14.5%	25.9%	24.0%	31.4%	23.8%	22.6%
Q16-2. Drugs									
Major problem	47.5%	56.1%	29.1%	50.2%	30.3%	39.8%	31.1%	39.7%	38.8%
Minor problem	30.6%	31.1%	37.3%	29.5%	30.3%	33.3%	32.5%	29.9%	31.8%
Not a problem	21.9%	12.8%	33.6%	20.4%	39.4%	26.9%	36.4%	30.4%	29.5%
Q16-3. Graffiti									
Major problem	16.5%	44.8%	16.3%	31.9%	8.9%	13.2%	8.6%	9.7%	16.6%
Minor problem	35.3%	36.4%	41.3%	36.7%	23.3%	31.6%	23.5%	30.1%	30.9%
Not a problem	48.2%	18.8%	42.4%	31.4%	67.8%	55.2%	68.0%	60.2%	52.5%

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								Total
	1	2	3	4	5	6	7	8	
Q16-4. Noise									
Major problem	19.6%	24.1%	12.0%	24.5%	6.8%	14.8%	9.3%	16.9%	14.6%
Minor problem	41.1%	40.2%	37.0%	40.8%	30.4%	34.2%	30.8%	37.5%	35.5%
Not a problem	39.4%	35.6%	51.0%	34.7%	62.8%	51.0%	59.9%	45.7%	49.9%
Q16-5. Rundown buildings									
Major problem	28.0%	37.8%	21.1%	34.7%	16.6%	20.9%	17.3%	21.5%	23.1%
Minor problem	35.0%	37.2%	36.3%	33.6%	19.3%	31.2%	24.7%	32.9%	29.8%
Not a problem	37.0%	24.9%	42.5%	31.7%	64.2%	47.9%	58.0%	45.6%	47.1%
Q16-6. Abandoned/junk vehicles									
Major problem	20.5%	25.1%	15.0%	19.7%	12.5%	16.5%	14.2%	16.6%	16.7%
Minor problem	33.4%	36.1%	33.7%	35.4%	23.7%	31.0%	26.5%	29.7%	30.1%
Not a problem	46.1%	38.8%	51.3%	44.9%	63.8%	52.5%	59.3%	53.6%	53.2%

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								Total
	1	2	3	4	5	6	7	8	
Q16-7. Vehicles parked on streets									
Major problem	22.1%	28.4%	22.4%	25.0%	21.4%	24.0%	18.6%	20.1%	22.3%
Minor problem	33.8%	34.0%	31.3%	36.6%	31.0%	31.2%	32.1%	30.4%	32.2%
Not a problem	44.1%	37.6%	46.3%	38.4%	47.6%	44.8%	49.3%	49.5%	45.5%
Q16-8. Homelessness									
Major problem	20.8%	34.0%	15.1%	25.0%	13.6%	15.4%	13.7%	19.3%	18.4%
Minor problem	26.0%	34.6%	30.8%	32.0%	18.5%	20.1%	16.9%	22.1%	23.7%
Not a problem	53.2%	31.5%	54.0%	43.0%	67.9%	64.4%	69.4%	58.7%	57.9%
Q16-9. Un-mowed lots									
Major problem	23.4%	24.8%	14.3%	22.8%	13.4%	15.4%	12.5%	17.7%	17.1%
Minor problem	39.9%	36.0%	37.6%	36.3%	31.8%	35.6%	31.4%	33.2%	34.7%
Not a problem	36.6%	39.2%	48.1%	40.9%	54.8%	49.0%	56.2%	49.1%	48.3%

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								Total
	1	2	3	4	5	6	7	8	
Q16-10. Illegal dumping									
Major problem	25.3%	30.5%	23.7%	27.6%	15.7%	21.4%	17.2%	26.6%	22.3%
Minor problem	32.1%	32.0%	30.0%	32.0%	25.2%	28.4%	22.9%	25.6%	27.8%
Not a problem	42.6%	37.5%	46.4%	40.4%	59.2%	50.2%	59.9%	47.8%	49.9%
Q16-11. Roaming/loose animals									
Major problem	31.0%	38.6%	21.0%	36.1%	11.6%	26.5%	18.2%	26.5%	24.2%
Minor problem	44.2%	39.2%	38.0%	39.7%	36.8%	39.4%	35.9%	37.1%	38.4%
Not a problem	24.8%	22.2%	41.0%	24.2%	51.6%	34.1%	45.9%	36.3%	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								Total
	1	2	3	4	5	6	7	8	
Q17-1. Enforcing clean-up of junk, trash, & debris (blight) City-wide									
Very satisfied	8.1%	9.5%	8.0%	8.4%	3.1%	8.2%	7.3%	7.0%	7.1%
Satisfied	26.6%	27.8%	23.9%	26.9%	23.9%	21.2%	28.2%	25.6%	25.3%
Neutral	31.7%	24.3%	27.0%	31.6%	31.7%	32.9%	31.1%	29.9%	30.3%
Dissatisfied	22.1%	26.6%	28.1%	21.9%	29.2%	26.5%	23.1%	28.0%	26.0%
Very dissatisfied	11.4%	11.8%	13.0%	11.2%	12.2%	11.2%	10.3%	9.5%	11.3%
Q17-2. Enforcing clean-up of junk, trash, & debris (blight), in your neighborhood									
Very satisfied	9.9%	11.2%	10.6%	9.3%	9.5%	9.4%	11.4%	10.2%	10.2%
Satisfied	28.9%	26.8%	27.9%	30.3%	37.5%	30.5%	36.5%	31.8%	32.1%
Neutral	27.9%	22.4%	28.4%	29.8%	29.2%	26.4%	26.1%	28.0%	27.5%
Dissatisfied	20.7%	25.4%	20.3%	21.2%	15.8%	23.8%	17.4%	19.8%	20.0%
Very dissatisfied	12.6%	14.2%	12.7%	9.3%	8.0%	10.0%	8.6%	10.2%	10.3%

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								Total
	1	2	3	4	5	6	7	8	
Q17-3. Enforcing mowing & trimming of weeds on private and/or vacant property City-wide									
Very satisfied	8.4%	10.0%	7.4%	8.1%	4.0%	8.7%	7.7%	8.3%	7.5%
Satisfied	22.3%	28.5%	23.4%	26.4%	25.2%	24.3%	29.4%	23.7%	25.4%
Neutral	29.5%	27.3%	31.6%	30.0%	31.8%	32.2%	32.1%	30.7%	30.9%
Dissatisfied	26.8%	24.2%	25.8%	26.6%	26.3%	25.4%	21.0%	27.4%	25.4%
Very dissatisfied	12.9%	10.0%	11.7%	8.9%	12.7%	9.5%	9.7%	10.0%	10.8%
Q17-4. Enforcing mowing & trimming of weeds on private and/or vacant property in your neighborhood									
Very satisfied	9.5%	9.6%	8.8%	8.7%	7.8%	11.3%	9.2%	8.2%	9.1%
Satisfied	23.4%	31.9%	27.9%	31.0%	34.0%	27.5%	32.4%	31.8%	30.4%
Neutral	29.4%	25.0%	31.0%	29.1%	32.2%	30.0%	32.4%	28.3%	30.1%
Dissatisfied	24.6%	20.8%	21.0%	23.4%	16.1%	21.7%	18.6%	22.0%	20.5%
Very dissatisfied	13.1%	12.7%	11.4%	7.9%	9.9%	9.5%	7.3%	9.7%	10.0%

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								Total
	1	2	3	4	5	6	7	8	
Q17-5. Enforcing maintenance of residential property (houses) in your neighborhood									
Very satisfied	9.4%	10.9%	9.6%	9.4%	9.2%	10.2%	9.9%	8.9%	9.6%
Satisfied	27.5%	28.2%	29.3%	31.4%	36.3%	29.1%	37.1%	34.5%	32.3%
Neutral	32.9%	28.8%	30.0%	29.4%	33.7%	28.3%	28.0%	30.4%	30.4%
Dissatisfied	20.5%	20.3%	19.5%	20.8%	13.9%	22.0%	17.0%	18.4%	18.6%
Very dissatisfied	9.7%	11.8%	11.5%	9.1%	6.9%	10.4%	8.1%	7.9%	9.1%
Q17-6. Enforcing maintenance of commercial/business property									
Very satisfied	9.8%	10.4%	9.0%	8.1%	5.9%	9.4%	9.6%	7.2%	8.4%
Satisfied	22.8%	27.3%	29.5%	26.1%	30.9%	31.3%	29.9%	31.7%	29.1%
Neutral	45.7%	34.7%	39.2%	38.9%	41.2%	36.8%	39.5%	37.0%	39.2%
Dissatisfied	13.4%	17.5%	15.6%	20.6%	15.8%	17.5%	15.6%	18.8%	16.8%
Very dissatisfied	8.3%	10.1%	6.7%	6.4%	6.2%	5.0%	5.5%	5.3%	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								Total
	1	2	3	4	5	6	7	8	
Q17-7. Enforcing removal of inoperable or junk cars in your neighborhood									
Very satisfied	12.6%	12.3%	11.0%	9.0%	10.2%	10.4%	10.3%	9.5%	10.5%
Satisfied	27.0%	24.7%	29.4%	31.7%	33.1%	29.7%	31.1%	31.7%	30.2%
Neutral	33.6%	30.7%	31.7%	33.3%	37.7%	30.9%	36.4%	33.3%	33.9%
Dissatisfied	17.1%	19.6%	15.3%	17.4%	11.5%	18.4%	15.5%	17.0%	16.1%
Very dissatisfied	9.7%	12.7%	12.5%	8.7%	7.5%	10.6%	6.8%	8.6%	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								Total
	1	2	3	4	5	6	7	8	
Q18. Sum of top 3 choices									
Enforcing clean-up of junk, trash, & debris (blight) City-wide	48.6%	46.2%	53.1%	44.0%	55.2%	44.9%	47.0%	48.3%	49.0%
Enforcing clean-up of junk, trash, & debris (blight), in your neighborhood	31.8%	41.8%	35.7%	34.8%	22.2%	38.6%	26.9%	33.5%	31.8%
Enforcing mowing & trimming of weeds on private and/or vacant property City-wide	38.7%	33.0%	34.6%	31.2%	46.2%	34.5%	34.3%	41.3%	37.6%
Enforcing mowing & trimming of weeds on private and/or vacant property in your neighborhood	30.9%	23.4%	22.2%	22.9%	19.6%	22.7%	20.1%	24.5%	22.8%
Enforcing maintenance of residential property (houses) in your neighborhood	22.1%	30.2%	26.6%	24.9%	20.5%	28.6%	21.2%	22.7%	24.0%
Enforcing maintenance of commercial/business property	18.5%	22.3%	20.5%	18.8%	26.5%	20.0%	23.6%	24.2%	22.3%

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) (cont.)

N=4313	District								Total
	1	2	3	4	5	6	7	8	
Q18. Sum of top 3 choices (cont.)									
Enforcing removal of inoperable or junk cars in your neighborhood	18.7%	22.8%	23.2%	20.3%	15.8%	23.6%	21.6%	21.9%	20.6%
None chosen	25.2%	20.9%	23.2%	31.2%	24.7%	24.7%	29.0%	23.2%	25.4%

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

N=4313	District								Total
	1	2	3	4	5	6	7	8	
Q19. How do you feel about the current quality of life in your neighborhood									
Never been better	2.4%	4.2%	7.4%	3.7%	9.8%	4.8%	7.6%	5.3%	6.2%
Getting better	22.0%	29.6%	31.5%	21.2%	13.7%	13.4%	14.1%	13.0%	18.5%
About the same as it has always been	50.1%	39.6%	43.2%	47.5%	58.8%	60.2%	61.6%	58.7%	54.1%
Getting worse	23.4%	23.6%	16.1%	25.7%	16.2%	19.3%	15.2%	21.5%	19.3%
Never been worse	2.1%	3.0%	1.8%	2.0%	1.4%	2.3%	1.6%	1.4%	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								Total
	1	2	3	4	5	6	7	8	
Q20-1. Overall image of Wyandotte County									
Very satisfied	5.0%	8.5%	5.6%	6.5%	3.3%	6.0%	5.1%	5.6%	5.4%
Satisfied	27.9%	28.1%	26.7%	25.6%	25.8%	26.3%	25.0%	32.2%	27.0%
Neutral	36.5%	29.5%	28.9%	32.6%	25.8%	32.6%	30.4%	30.9%	30.4%
Dissatisfied	23.1%	26.4%	29.1%	28.8%	32.1%	27.2%	27.5%	23.6%	27.6%
Very dissatisfied	7.5%	7.4%	9.8%	6.5%	13.1%	7.8%	11.9%	7.7%	9.5%
Q20-2. How well Wyandotte County is planning for and managing growth & development									
Very satisfied	8.4%	11.5%	7.8%	7.5%	4.6%	8.3%	6.4%	7.8%	7.3%
Satisfied	28.3%	30.8%	26.5%	29.3%	23.7%	26.2%	30.1%	35.1%	28.3%
Neutral	36.0%	36.8%	33.8%	36.7%	31.0%	37.8%	33.3%	33.2%	34.4%
Dissatisfied	19.4%	14.3%	19.5%	20.4%	27.1%	20.3%	21.1%	16.2%	20.6%
Very dissatisfied	7.9%	6.5%	12.4%	6.1%	13.6%	7.3%	9.1%	7.8%	9.3%

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								Total
	1	2	3	4	5	6	7	8	
Q20-3. Overall quality of life in Wyandotte County									
Very satisfied	7.7%	9.7%	8.2%	6.4%	4.8%	6.4%	6.1%	6.4%	6.6%
Satisfied	29.0%	34.4%	33.8%	26.5%	32.2%	31.5%	34.6%	37.1%	32.6%
Neutral	36.5%	28.7%	33.3%	41.8%	32.7%	34.8%	34.7%	34.6%	34.5%
Dissatisfied	20.3%	21.0%	16.1%	20.6%	22.0%	20.5%	17.0%	16.6%	19.3%
Very dissatisfied	6.5%	6.3%	8.6%	4.6%	8.4%	6.8%	7.7%	5.2%	7.0%
Q20-4. Overall appearance of Wyandotte County									
Very satisfied	5.3%	6.5%	5.1%	5.4%	2.2%	4.7%	4.5%	5.2%	4.6%
Satisfied	24.5%	25.0%	21.4%	20.2%	23.5%	23.3%	24.2%	26.2%	23.6%
Neutral	36.3%	35.7%	36.1%	35.3%	31.8%	35.8%	35.2%	37.2%	35.1%
Dissatisfied	23.2%	23.6%	26.7%	32.0%	30.4%	28.0%	25.8%	24.3%	27.0%
Very dissatisfied	10.7%	9.3%	10.8%	7.2%	12.1%	8.3%	10.2%	7.1%	9.7%

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								Total
	1	2	3	4	5	6	7	8	
Q20-5. Overall feeling of safety in Wyandotte County									
Very satisfied	5.6%	7.6%	4.8%	5.1%	2.7%	4.1%	4.1%	5.2%	4.6%
Satisfied	25.2%	25.0%	26.2%	23.6%	23.1%	24.4%	23.7%	24.5%	24.3%
Neutral	38.5%	25.3%	31.3%	33.5%	30.0%	31.7%	29.7%	35.1%	31.7%
Dissatisfied	21.5%	28.1%	25.8%	28.4%	30.0%	28.5%	30.5%	25.7%	27.7%
Very dissatisfied	9.2%	14.0%	11.9%	9.4%	14.2%	11.3%	12.0%	9.6%	11.7%
Q20-6. Overall quality of City & County services									
Very satisfied	4.5%	10.1%	6.6%	6.3%	3.7%	5.7%	5.5%	5.4%	5.6%
Satisfied	28.3%	31.5%	29.5%	24.5%	29.6%	33.7%	30.0%	31.3%	29.9%
Neutral	46.9%	33.5%	38.8%	47.5%	38.9%	33.7%	38.5%	40.5%	39.5%
Dissatisfied	13.8%	18.7%	16.6%	16.4%	18.1%	18.5%	17.8%	16.9%	17.2%
Very dissatisfied	6.5%	6.2%	8.6%	5.2%	9.7%	8.4%	8.2%	6.0%	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								Total
	1	2	3	4	5	6	7	8	
Q20-7. Appearance of commercial areas where you shop/do business within Wyandotte County									
Very satisfied	6.4%	11.1%	8.2%	6.4%	7.4%	8.7%	11.3%	6.5%	8.3%
Satisfied	33.5%	32.8%	35.2%	30.7%	46.0%	37.8%	40.2%	45.4%	38.9%
Neutral	36.2%	36.2%	32.3%	38.4%	27.5%	34.0%	32.2%	30.8%	32.7%
Dissatisfied	17.6%	13.4%	16.6%	19.7%	13.8%	15.0%	10.0%	12.3%	14.4%
Very dissatisfied	6.4%	6.6%	7.7%	4.9%	5.2%	4.6%	6.2%	5.0%	5.7%
Q20-8. Overall value you receive for CityCcounty taxes & fees that you pay									
Very satisfied	3.4%	7.3%	4.6%	4.9%	1.8%	3.0%	2.9%	3.9%	3.6%
Satisfied	13.8%	23.0%	17.8%	15.7%	11.3%	13.6%	13.3%	13.9%	14.6%
Neutral	35.2%	30.3%	22.7%	34.5%	20.7%	25.7%	24.1%	30.1%	26.9%
Dissatisfied	31.5%	25.1%	30.9%	27.6%	29.3%	31.8%	32.9%	28.5%	29.9%
Very dissatisfied	16.0%	14.3%	24.0%	17.3%	37.0%	25.9%	26.7%	23.6%	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								Total
	1	2	3	4	5	6	7	8	
Q21. How important is it for Unified Government to manage stormwater runoff to help protect quality of water in lakes & streams									
Very important	55.1%	52.9%	57.8%	52.4%	42.1%	47.1%	48.4%	48.5%	49.5%
Important	29.1%	32.0%	28.6%	31.4%	38.0%	33.5%	34.6%	33.1%	33.2%
Not sure	13.0%	10.3%	9.9%	13.7%	12.3%	13.6%	11.5%	14.2%	12.3%
Not important	2.8%	4.7%	3.7%	2.5%	7.6%	5.9%	5.5%	4.2%	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								Total
	1	2	3	4	5	6	7	8	
Q22. What best reflects the way you think stormwater fees should be paid									
All property owners should pay the same rate	18.7%	20.5%	18.5%	18.9%	19.4%	20.7%	17.7%	18.9%	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)	81.3%	79.5%	81.5%	81.1%	80.6%	79.3%	82.3%	81.1%	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								Total
	1	2	3	4	5	6	7	8	
Q23. How supportive would you be to have an additional sales tax for parks & recreation programs & projects									
Very supportive	10.2%	14.8%	15.8%	13.1%	14.4%	10.6%	10.3%	10.9%	12.5%
Somewhat supportive	25.4%	26.3%	31.0%	32.0%	27.0%	27.8%	26.6%	25.9%	27.6%
Not sure	33.4%	24.9%	22.6%	24.9%	17.9%	21.8%	19.0%	25.3%	22.9%
Not supportive	31.0%	34.1%	30.6%	30.0%	40.7%	39.7%	44.0%	37.9%	37.0%

Q24. Do you live in Edwardsville?

N=4313	District								Total
	1	2	3	4	5	6	7	8	
Q24. Do you live in Edwardsville									
Yes	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	18.1%	0.0%	2.8%
No	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	81.9%	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								Total
	1	2	3	4	5	6	7	8	
Q24a. How supportive would you be of having Unified Government begin using a "cart-based" system for trash pick-up									
Very supportive	22.1%	29.8%	29.5%	26.9%	30.2%	27.1%	27.2%	24.4%	27.4%
Somewhat supportive	19.1%	20.2%	19.9%	17.9%	21.0%	18.5%	19.7%	21.2%	19.8%
Not sure	35.8%	28.6%	27.3%	33.2%	23.7%	31.5%	29.5%	29.7%	29.3%
Not supportive	23.0%	21.4%	23.3%	22.0%	25.1%	22.9%	23.6%	24.6%	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								Total
	1	2	3	4	5	6	7	8	
Q25. How supportive are you of this residency policy for all Unified Government employees									
Very supportive	57.4%	62.6%	48.3%	54.2%	42.7%	52.3%	43.9%	55.2%	50.6%
Somewhat supportive	16.0%	15.2%	15.7%	20.9%	13.6%	14.6%	13.9%	14.7%	15.2%
Not sure	13.9%	7.9%	11.4%	12.3%	5.6%	9.5%	8.1%	11.2%	9.5%
Not supportive	12.7%	14.3%	24.6%	12.6%	38.1%	23.6%	34.1%	18.9%	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								Total
	1	2	3	4	5	6	7	8	
Q26-1. I get answers I need when I visit/call Unified Government									
Strongly agree	15.6%	18.2%	16.9%	15.1%	11.2%	13.7%	11.6%	14.9%	14.2%
Agree	40.3%	37.7%	38.6%	41.7%	37.9%	40.6%	36.0%	39.6%	38.9%
Neutral	30.5%	30.5%	26.6%	30.6%	33.4%	27.6%	33.1%	27.1%	30.2%
Disagree	10.6%	8.5%	11.2%	9.1%	12.4%	13.1%	12.6%	13.3%	11.6%
Strongly disagree	2.9%	5.0%	6.7%	3.4%	5.1%	5.1%	6.7%	5.0%	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	15.0%	18.4%	17.5%	16.2%	12.2%	15.4%	11.3%	14.4%	14.6%
Agree	40.4%	43.9%	39.2%	41.8%	41.5%	37.4%	40.0%	39.4%	40.4%
Neutral	30.5%	24.3%	27.6%	31.0%	29.7%	28.6%	31.5%	29.1%	29.2%
Disagree	11.0%	8.7%	10.4%	8.0%	11.0%	12.3%	11.9%	11.4%	10.8%
Strongly disagree	3.2%	4.7%	5.3%	3.1%	5.6%	6.3%	5.3%	5.7%	5.1%

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								Total
	1	2	3	4	5	6	7	8	
Q26-3. When I ask different Unified Government employees the same question, I get the same answer									
Strongly agree	9.8%	13.6%	12.2%	12.4%	6.5%	11.2%	6.9%	9.8%	9.8%
Agree	26.7%	31.2%	24.9%	27.0%	25.4%	23.3%	25.4%	28.1%	26.2%
Neutral	44.5%	33.3%	35.4%	42.5%	43.7%	40.7%	45.8%	39.6%	41.2%
Disagree	16.0%	16.8%	18.0%	14.9%	18.4%	17.9%	15.4%	15.0%	16.7%
Strongly disagree	3.1%	5.0%	9.6%	3.2%	5.9%	7.0%	6.5%	7.5%	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								Total
	1	2	3	4	5	6	7	8	
Q27. Your level of satisfaction with an average 16% of your property tax payment funding KCKCC									
Paying too much	36.3%	31.8%	38.5%	33.2%	57.0%	47.1%	49.4%	44.5%	44.3%
Neutral, paying the right amount	61.1%	65.0%	57.9%	64.5%	41.2%	51.6%	47.2%	54.0%	53.3%
Paying too little	2.6%	3.2%	3.6%	2.3%	1.8%	1.3%	3.4%	1.6%	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								Total
	1	2	3	4	5	6	7	8	
Q28a. How supportive are you of Unified Government policy of property owners maintaining their right-of-way									
Very supportive	52.2%	57.8%	59.7%	54.8%	53.5%	56.5%	54.5%	53.0%	55.1%
Somewhat supportive	26.8%	26.8%	24.2%	25.6%	23.8%	20.7%	24.9%	23.5%	24.3%
Not sure	14.1%	8.4%	8.4%	15.6%	11.2%	11.5%	11.9%	12.8%	11.7%
Not supportive	6.9%	7.0%	7.7%	4.0%	11.5%	11.3%	8.8%	10.7%	8.9%

Unified Government Community Survey

GIS Maps

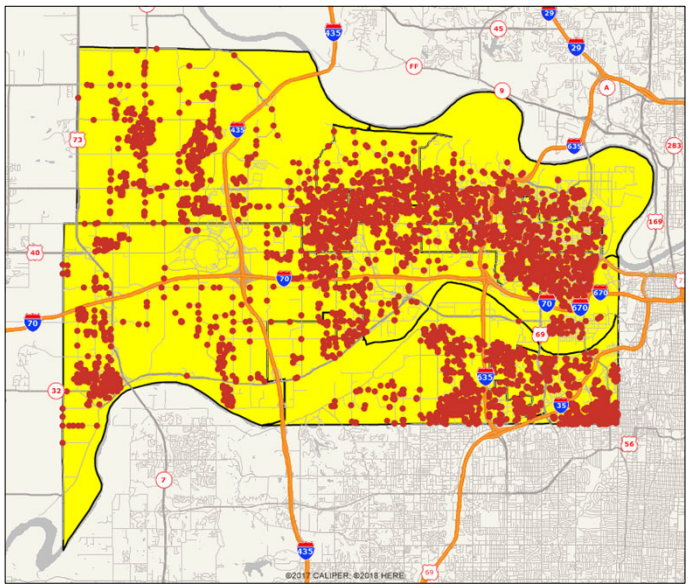
…helping organizations make better decisions since 1982

2020

Submitted to the Unified Government
by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

February 2020

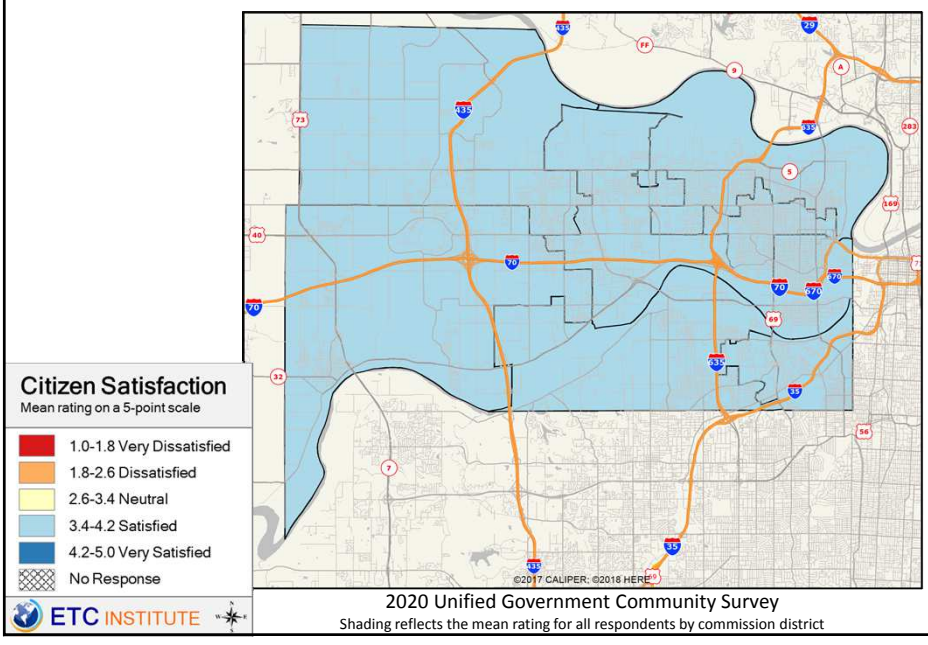
Location of All Survey Respondents



2020 Unified Government Community Survey

1

Q1.1 Satisfaction with: Police services

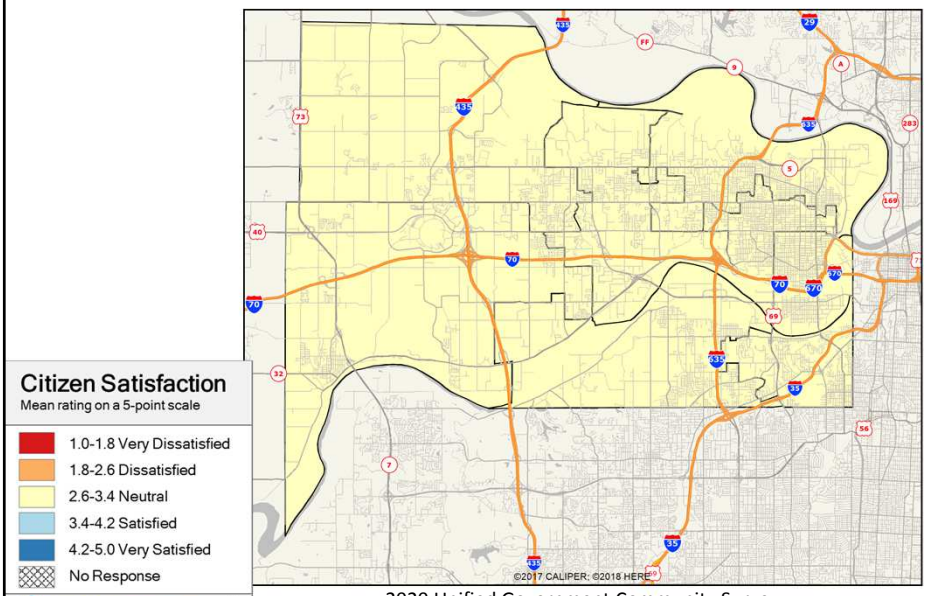


2020 Unified Government Community Survey

Shading reflects the mean rating for all respondents by commission district

2

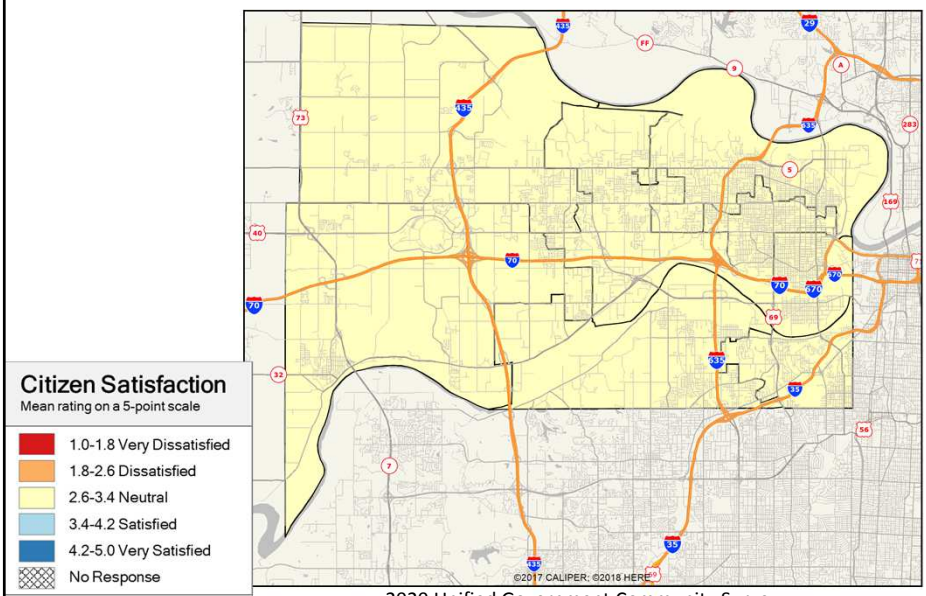
Q1.2 Satisfaction with: Fire services



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

3

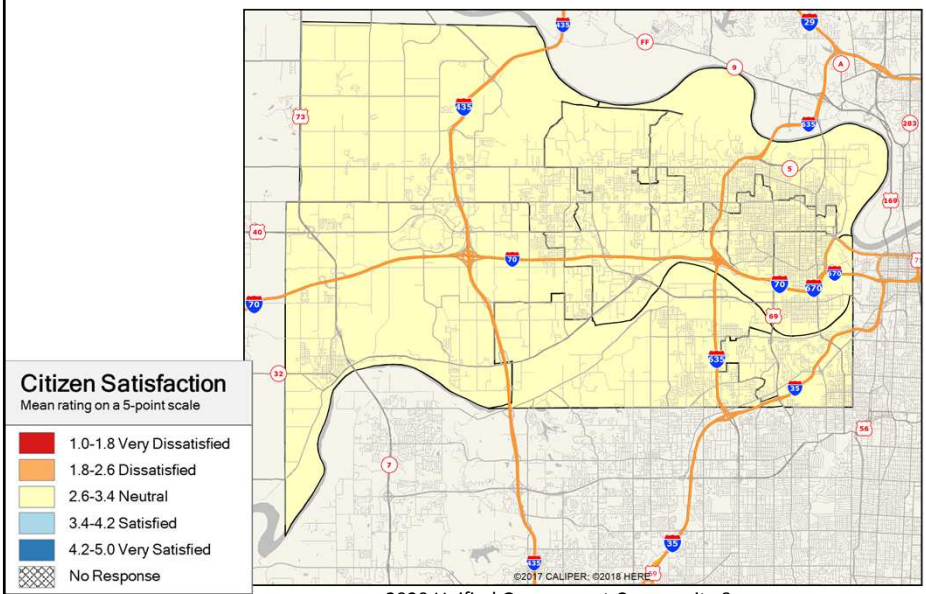
Q1.3 Satisfaction with: Ambulance services



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

4

Q1.4 Satisfaction with: Maintenance of city streets



Citizen Satisfaction
Mean rating on a 5-point scale

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

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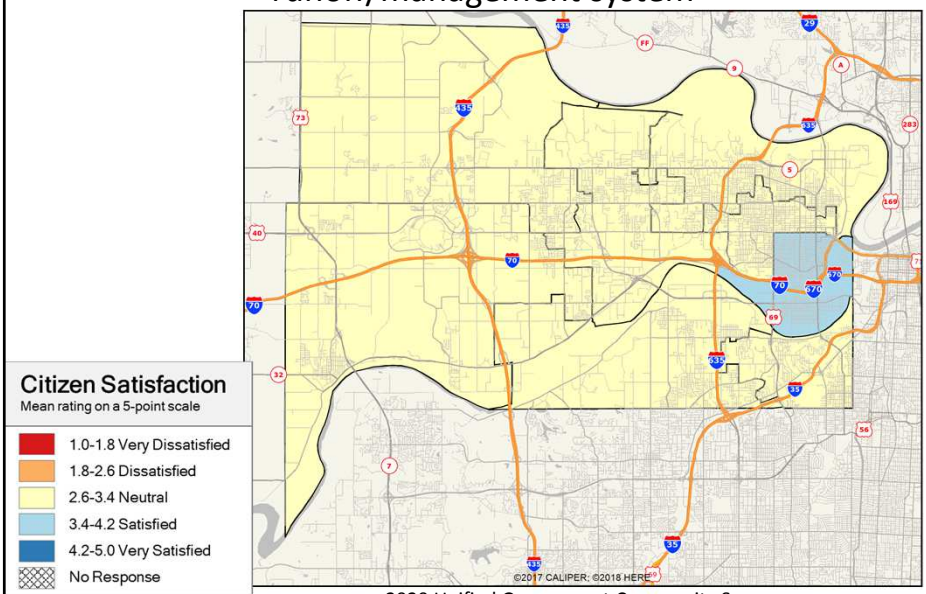
2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

5

Q1.5 Satisfaction with: Storm water runoff/management system



Citizen Satisfaction
Mean rating on a 5-point scale

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

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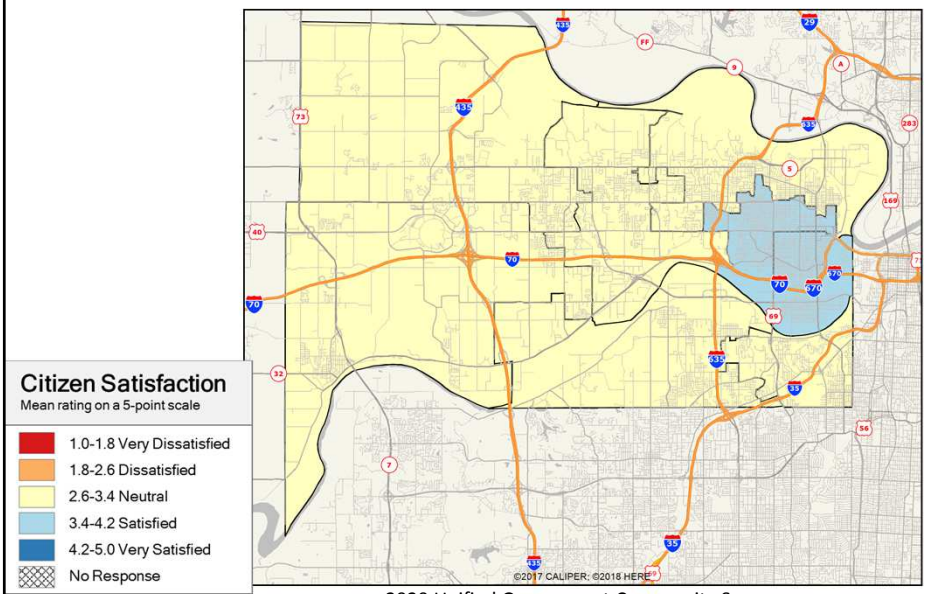
2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

6

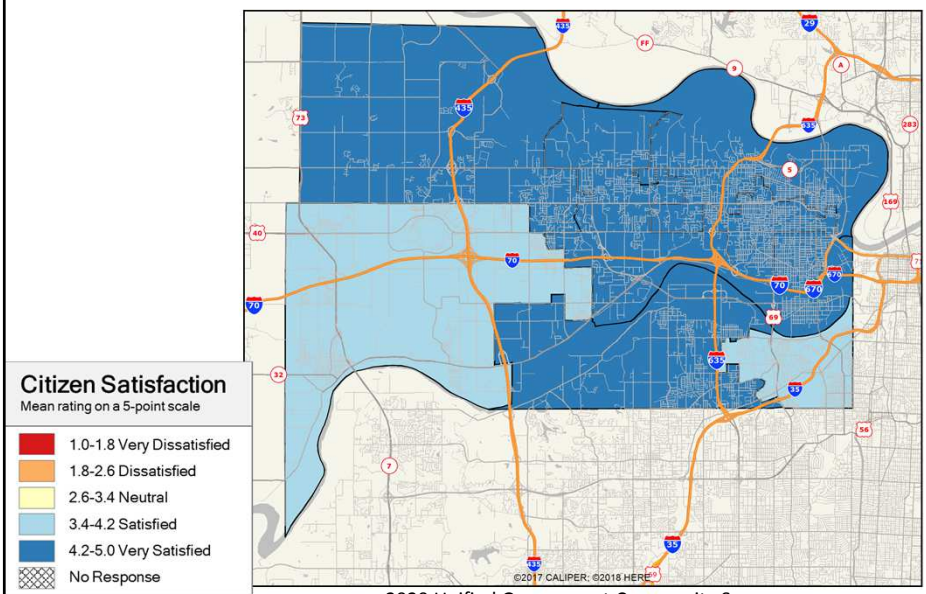
Q1.6 Satisfaction with: Sewer utility system



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

7

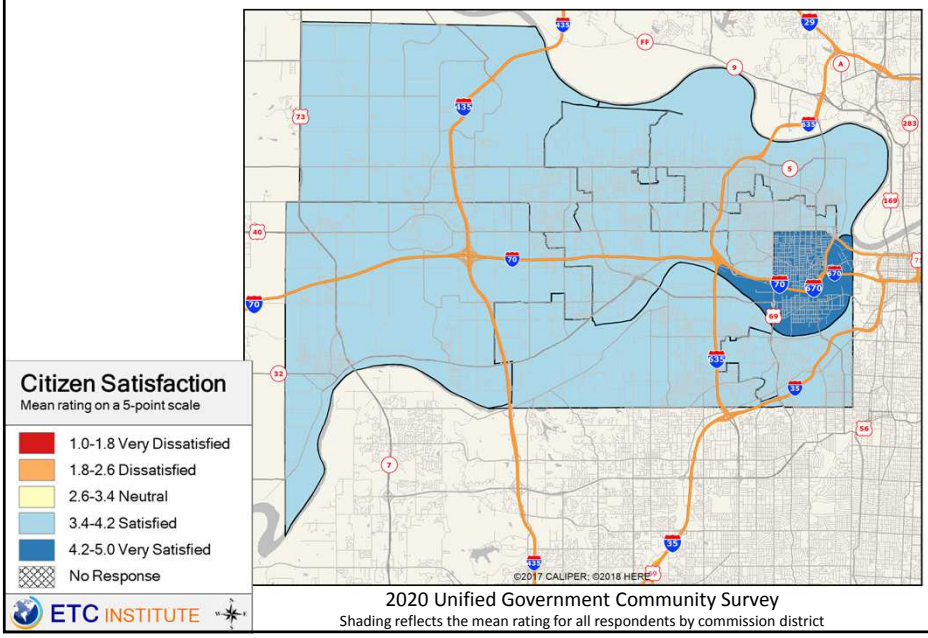
Q1.7 Satisfaction with: Trash collection and recycling



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

8

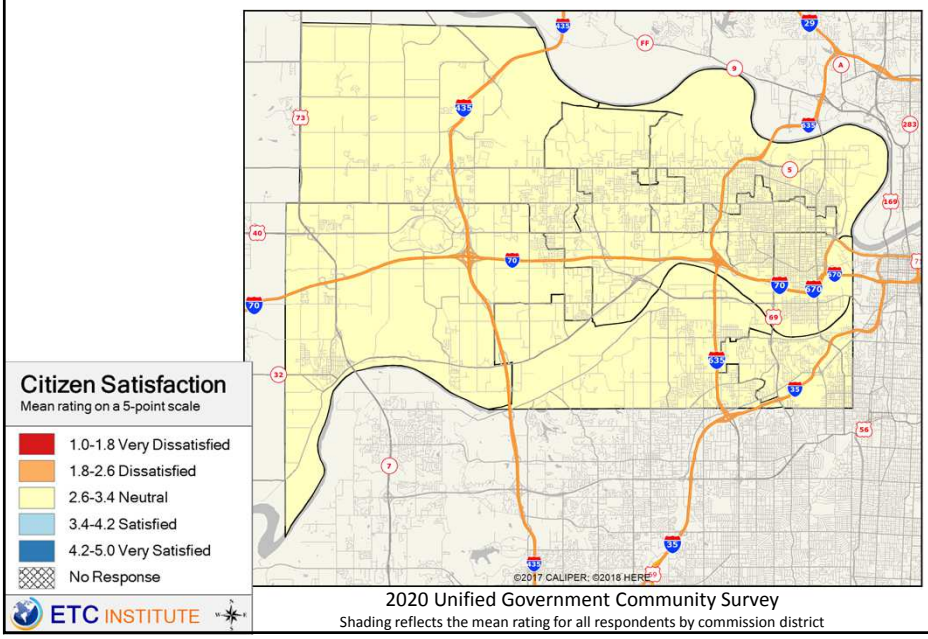
Q1.8 Satisfaction with: Parks and recreation facilities



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

9

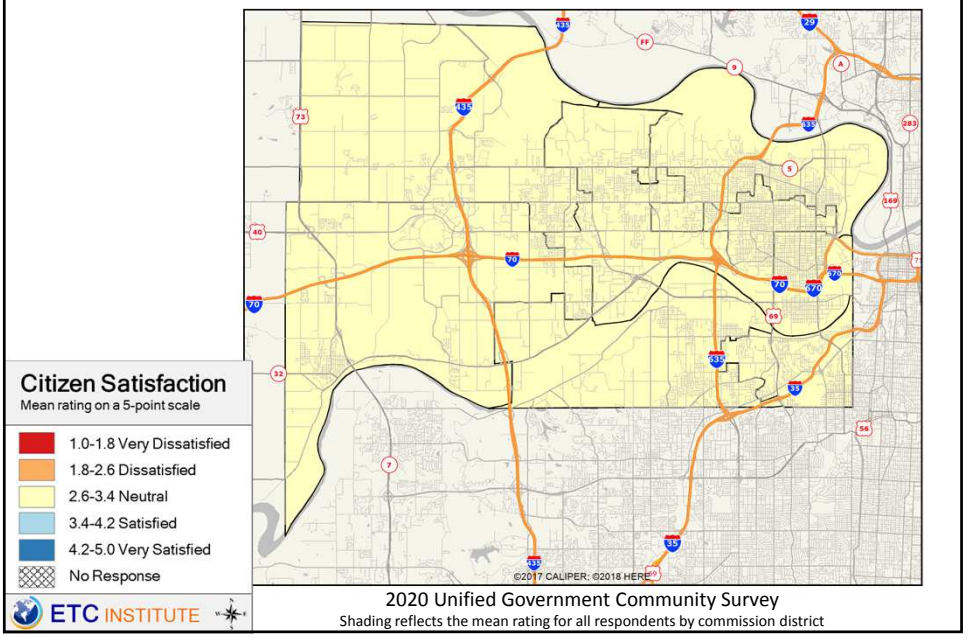
Q1.9 Satisfaction with: Parks and recreation programs



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

10

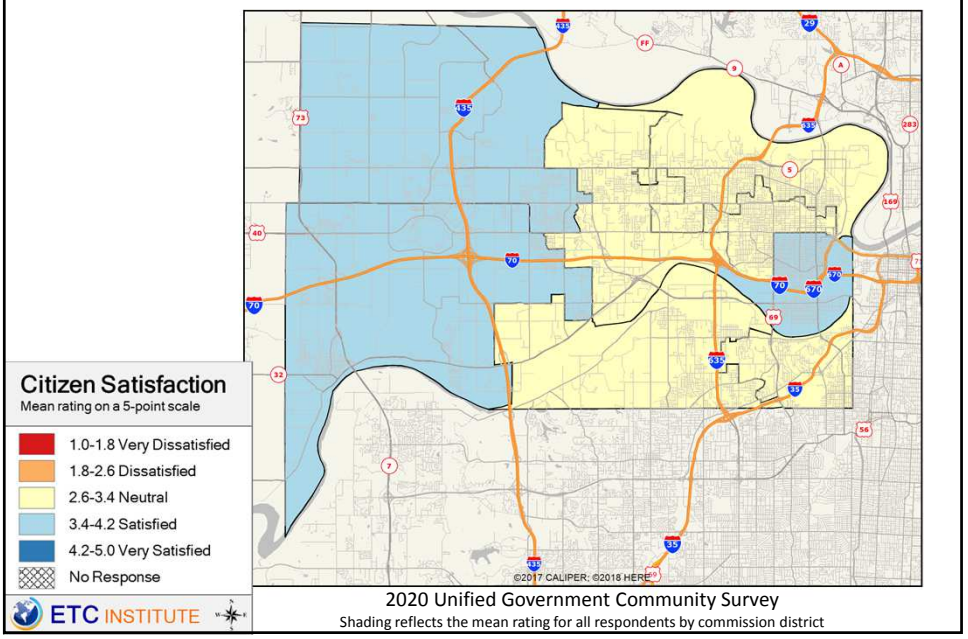
Q1.10 Satisfaction with: Code enforcement



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

11

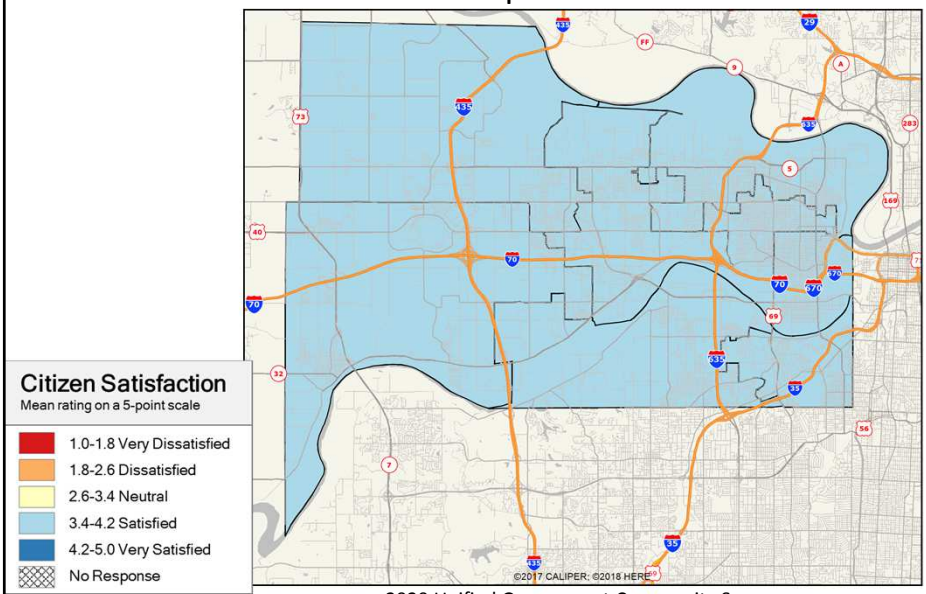
Q1.11 Satisfaction with: Planning and zoning



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

12

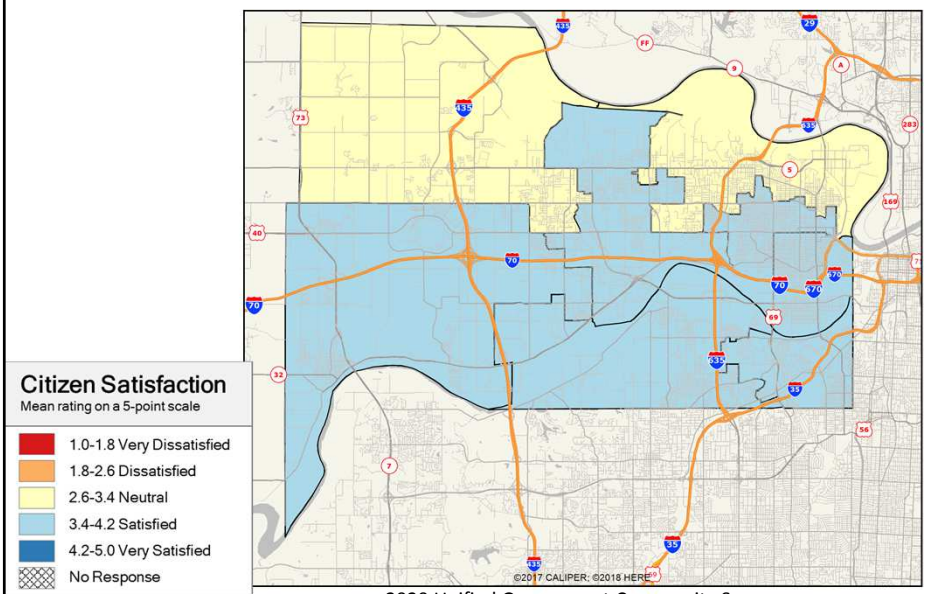
Q1.12 Satisfaction with: Communication with the public



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

13

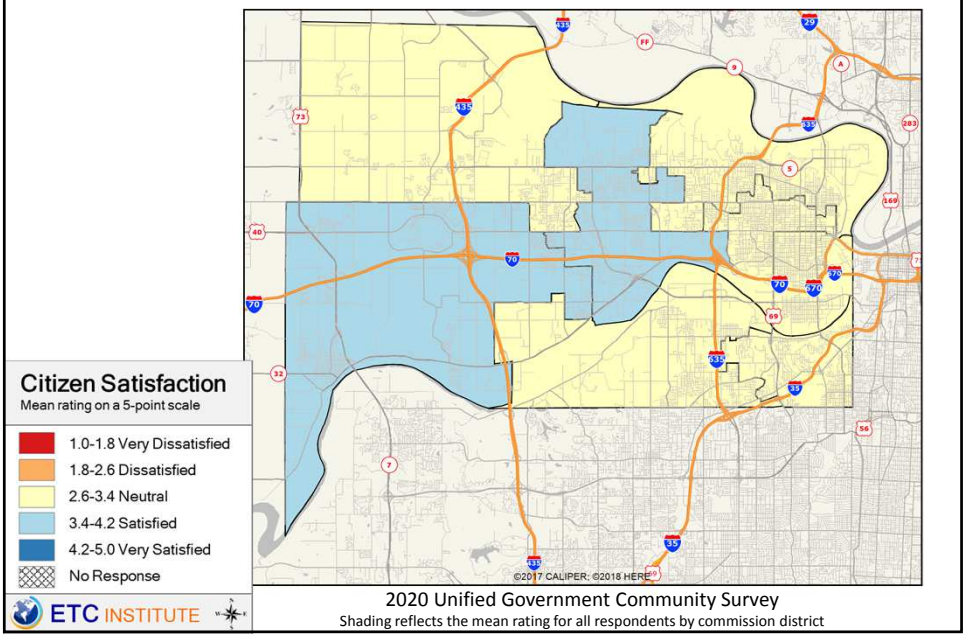
Q1.13 Satisfaction with: Municipal court



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

14

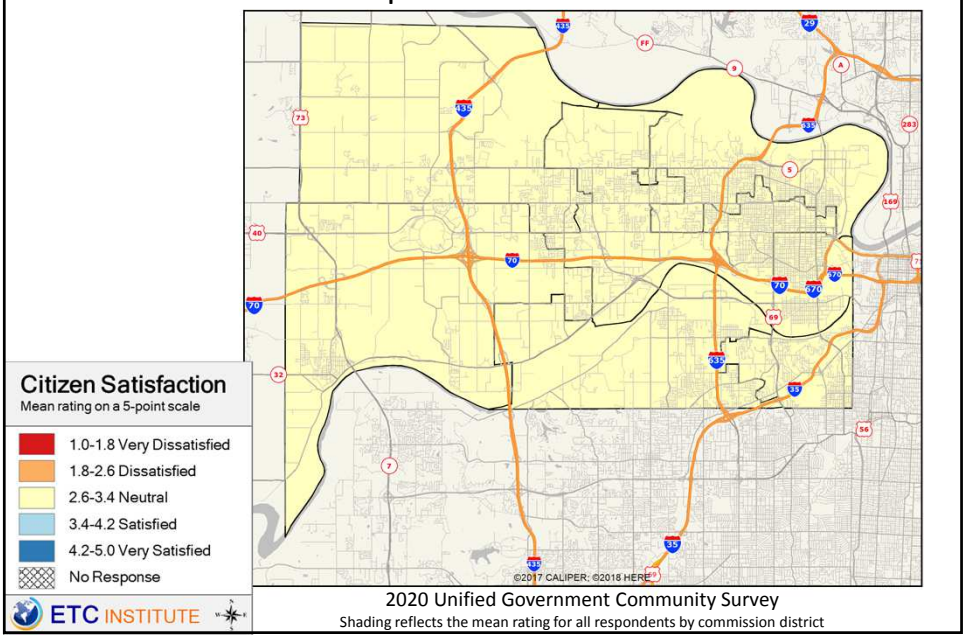
Q1.14 Satisfaction with: Public transportation



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

15

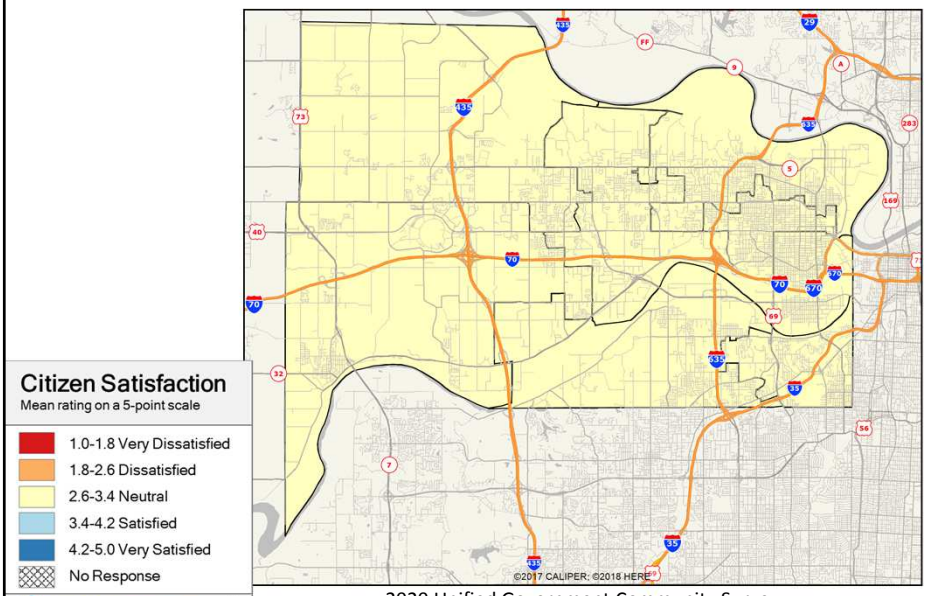
Q3.15 Satisfaction with: Services for developmental disabilities



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

16

Q3.16 Satisfaction with: Area Agency on Aging services



Citizen Satisfaction
Mean rating on a 5-point scale

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

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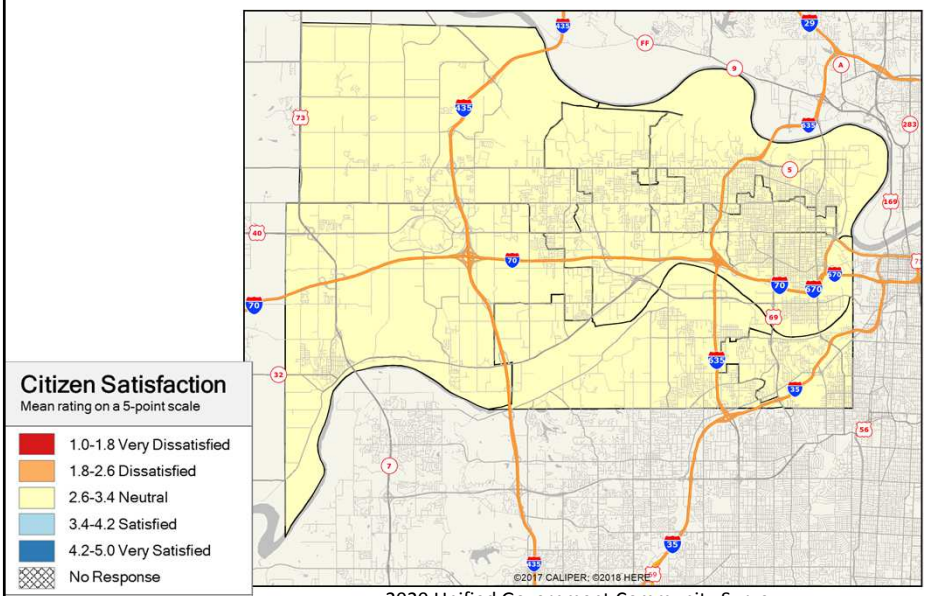
2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

17

Q3.17 Satisfaction with: Senior transportation



Citizen Satisfaction
Mean rating on a 5-point scale

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

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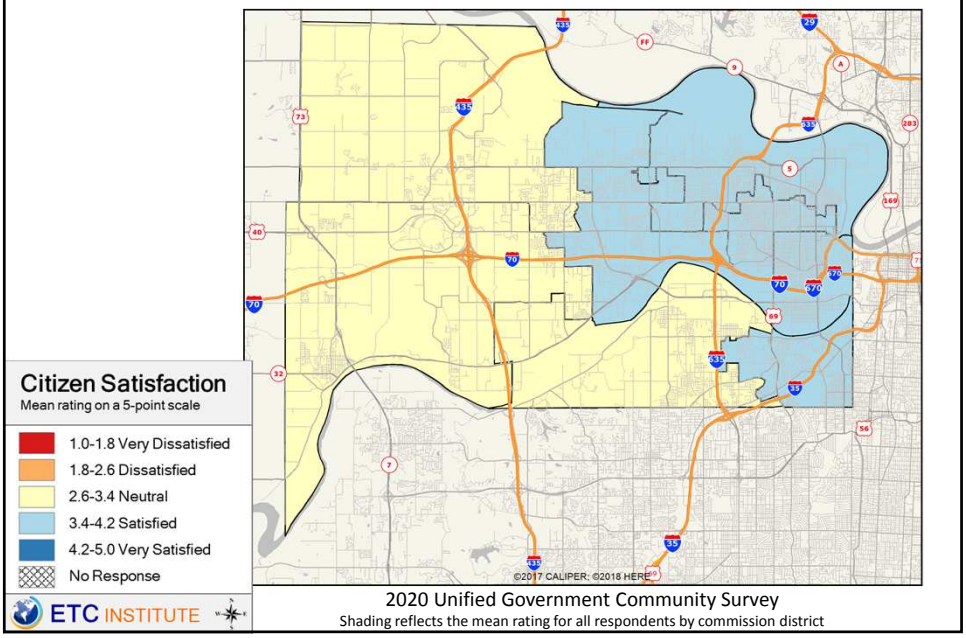
Shading reflects the mean rating for all respondents by commission district

18

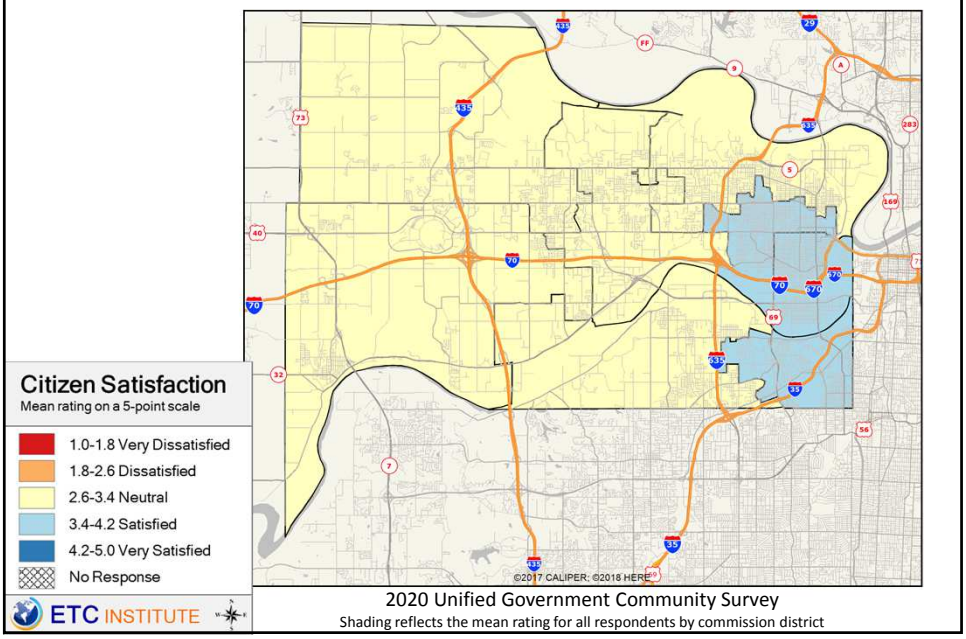
Q3.18 Satisfaction with: 3-1-1 Call Center



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

19

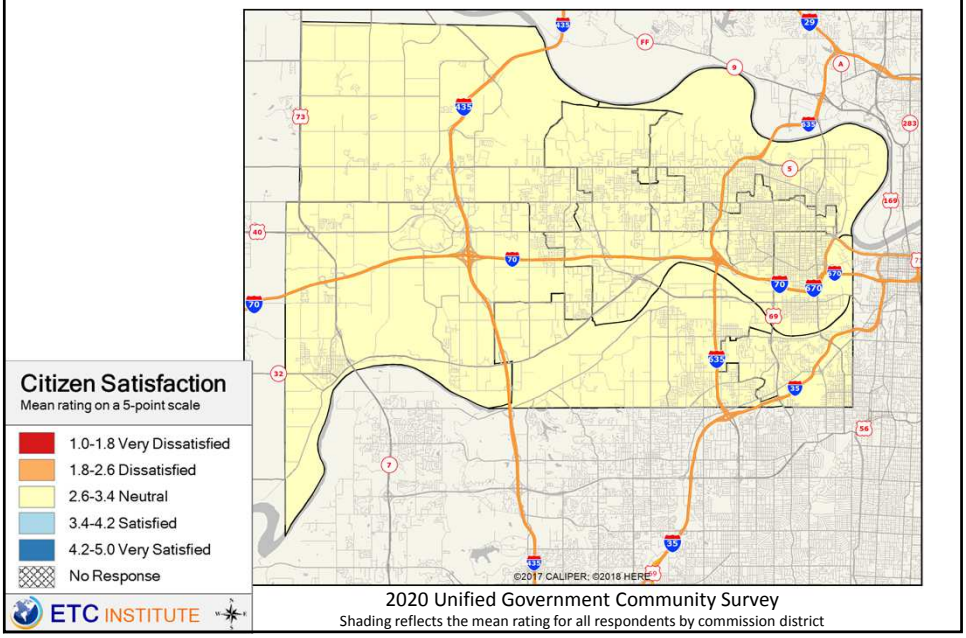
Q3.19 Satisfaction with: Treasurer's Office



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

20

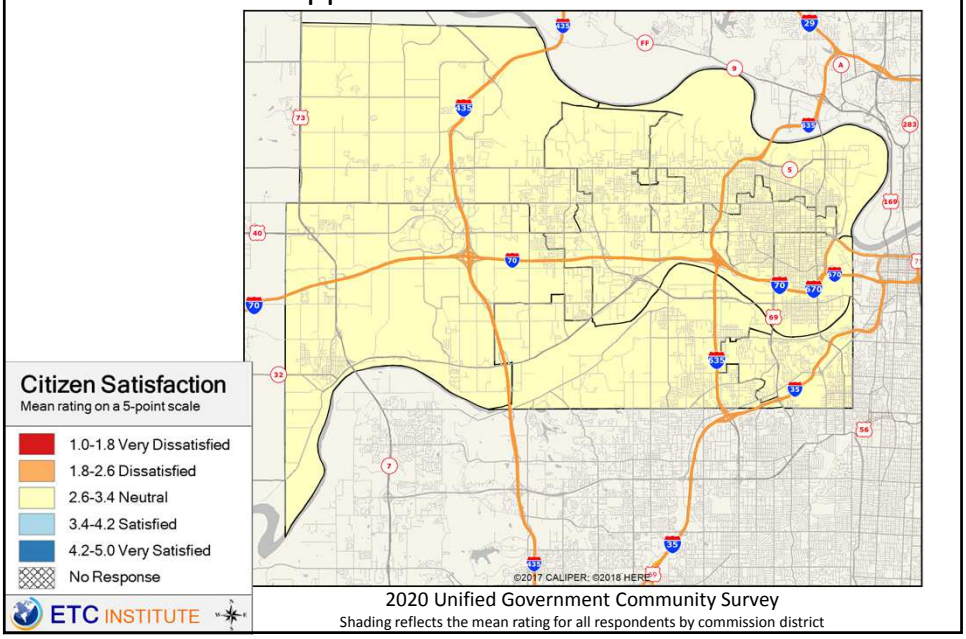
Q3.20 Satisfaction with: Motor Vehicle Registration



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

21

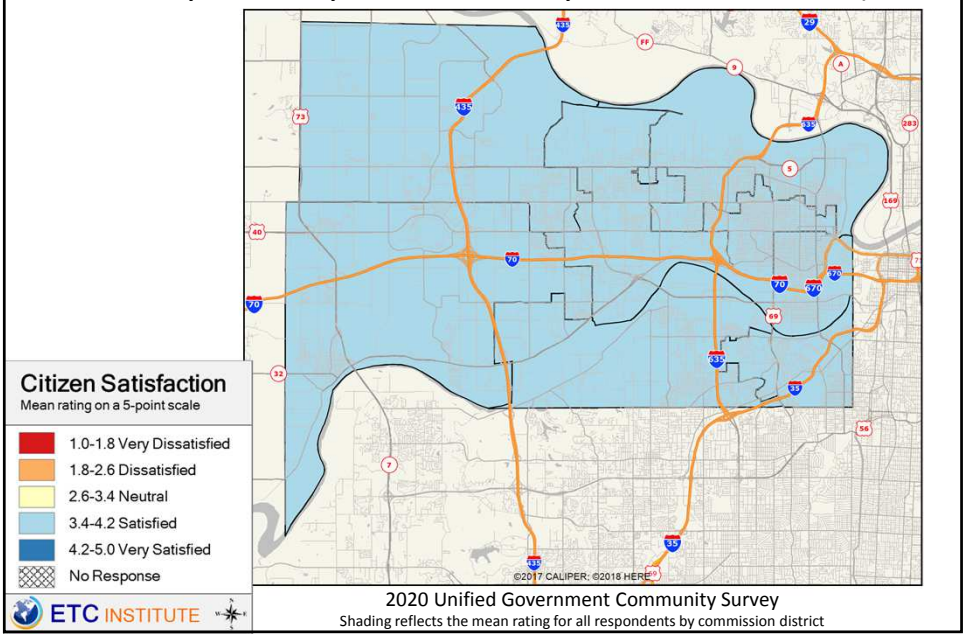
Q3.21 Satisfaction with: County Appraiser's Office services



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

22

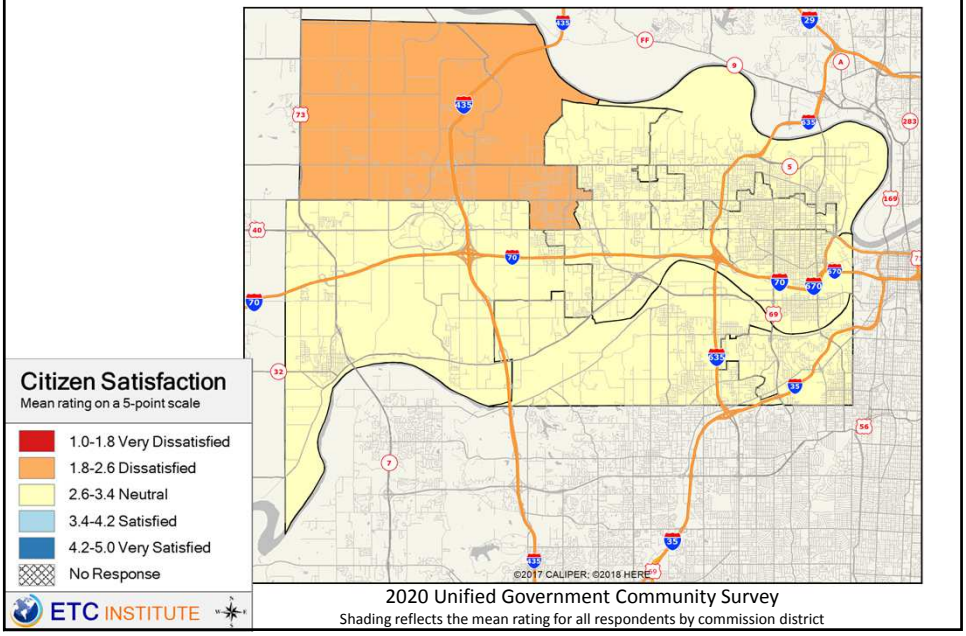
Q3.22 Satisfaction with: County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

23

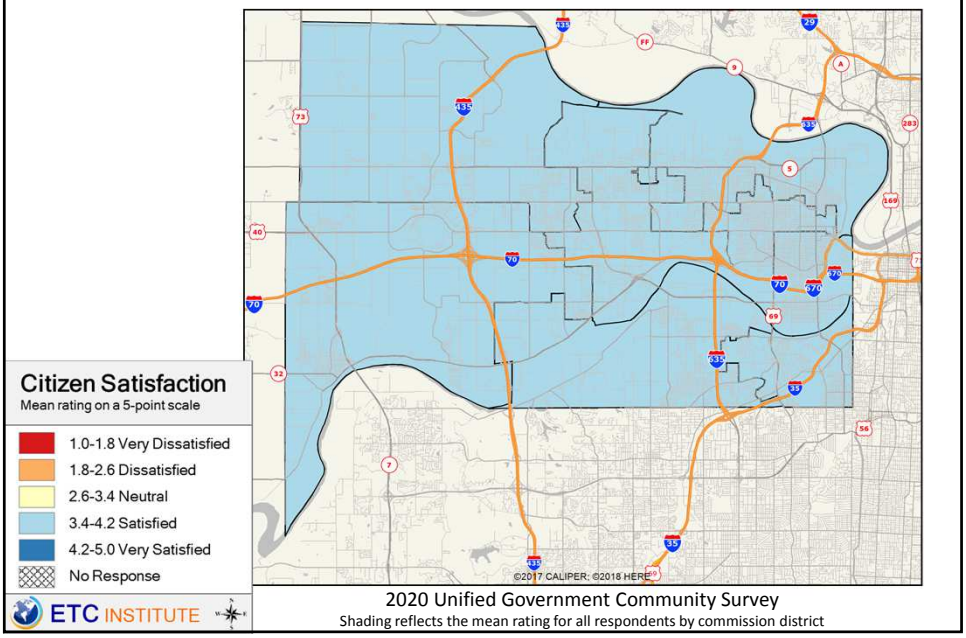
Q3.23 Satisfaction with: The District Attorneys' Office



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

24

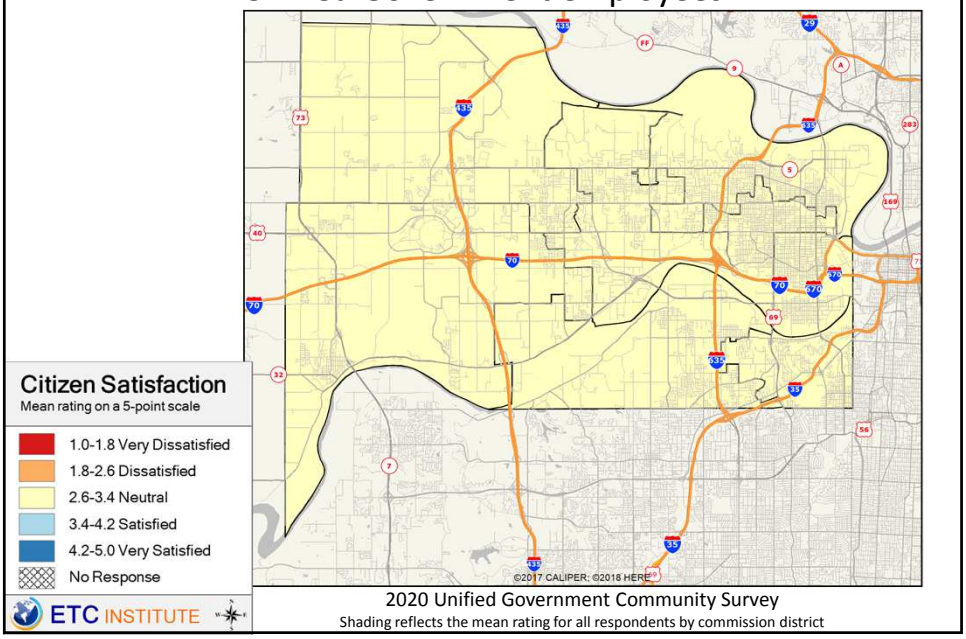
Q3.24 Satisfaction with: Local Election Process



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

25

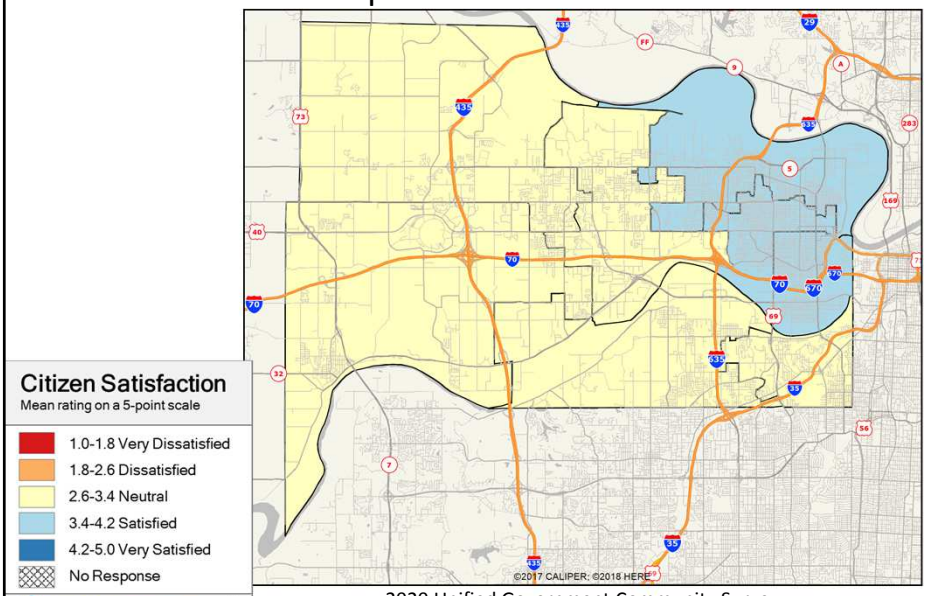
Q3.25 Satisfaction with: Customer service provided by Unified Government employees



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

26

Q3.26 Satisfaction with: Public Health Department services



Citizen Satisfaction
Mean rating on a 5-point scale

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

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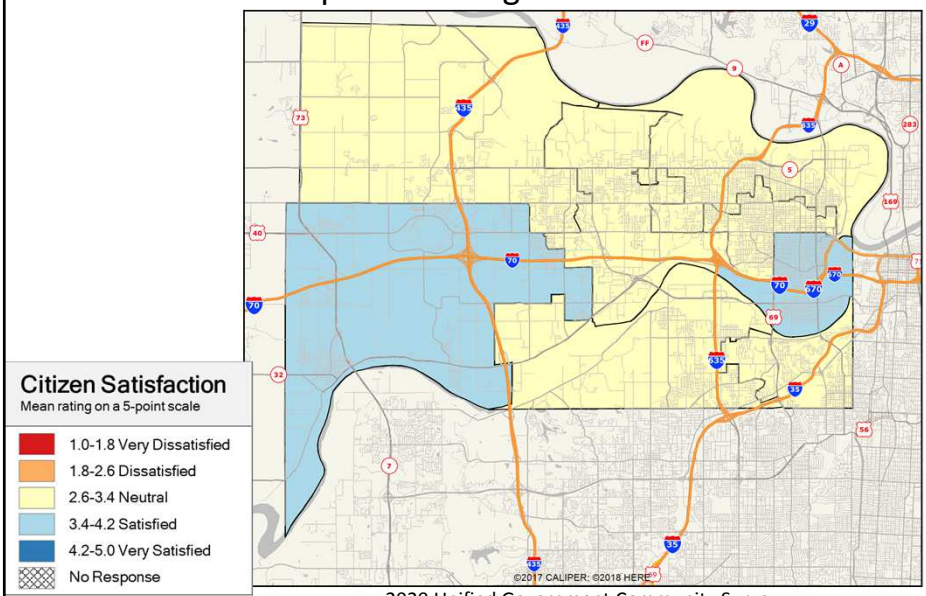
2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

27

Q6.1 Satisfaction with: The visibility of police in neighborhoods



Citizen Satisfaction
Mean rating on a 5-point scale

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

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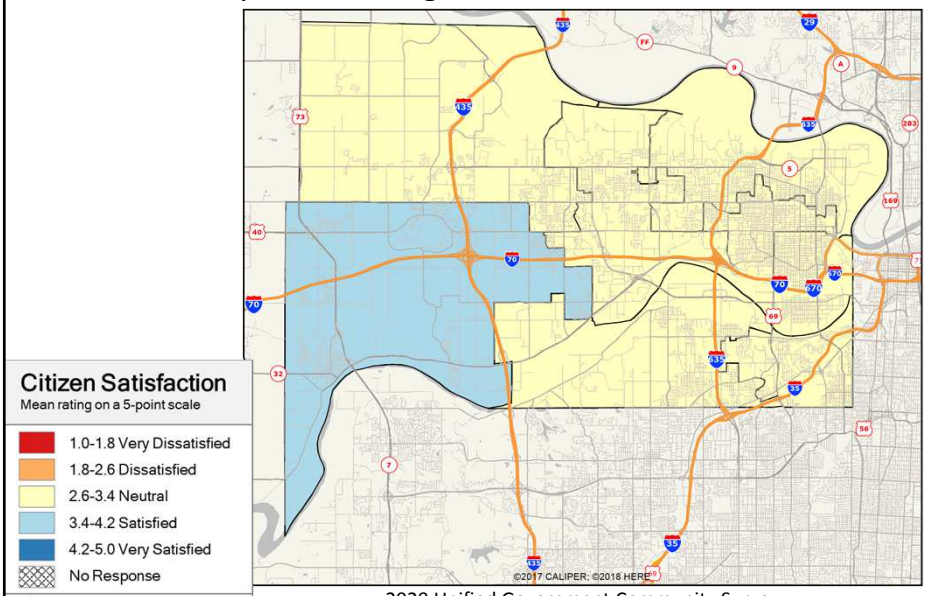
Shading reflects the mean rating for all respondents by commission district

28

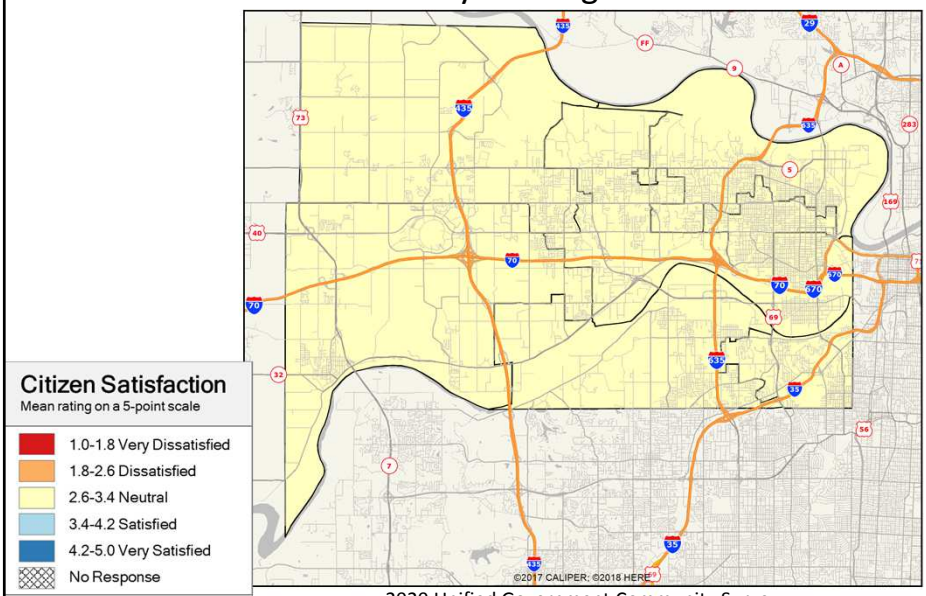
Q6.2 Satisfaction with: The visibility of police in neighborhood retail areas



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

29

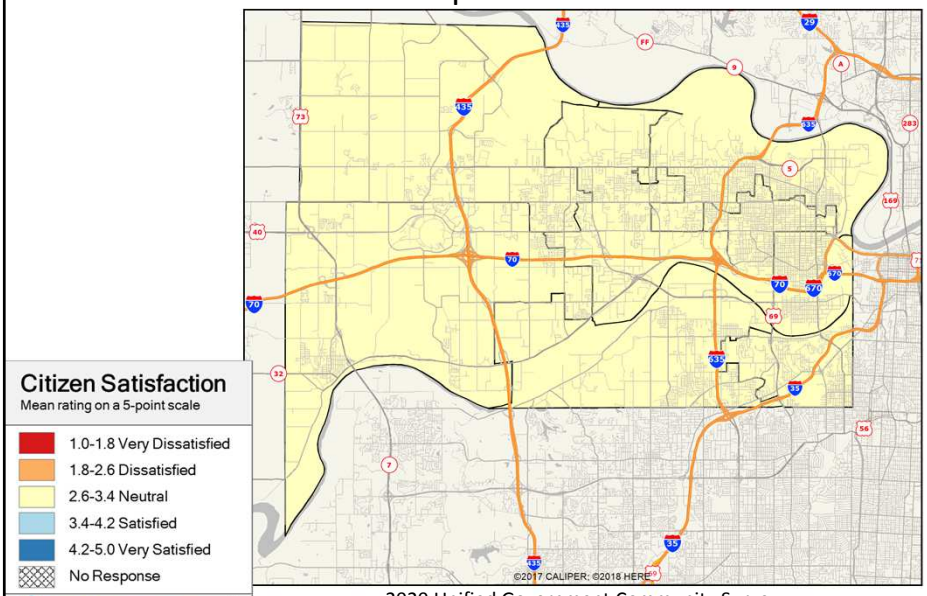
Q6.3 Satisfaction with: The visibility of Code Enforcement in your neighborhood



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

30

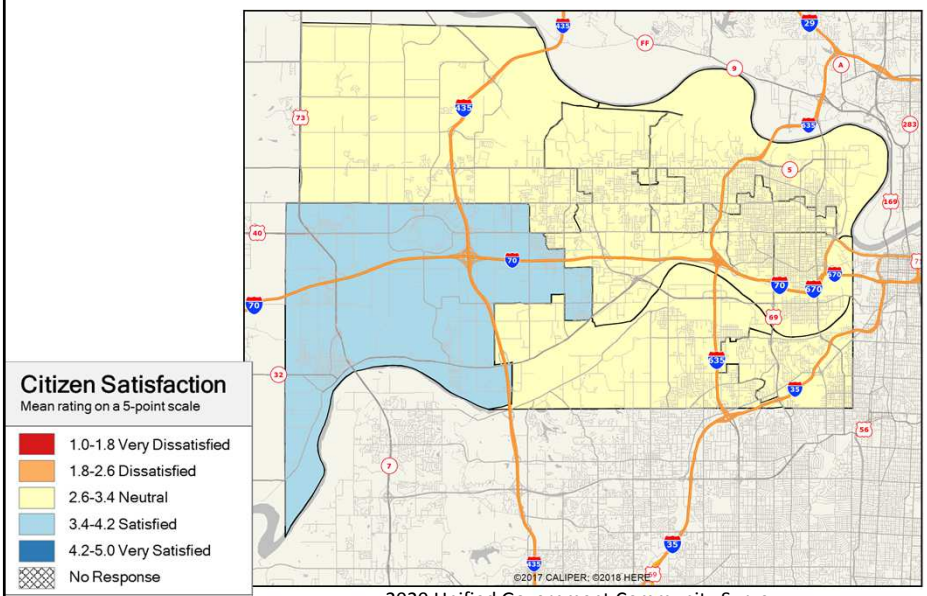
Q6.4 Satisfaction with: The city's overall efforts to prevent crime



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

31

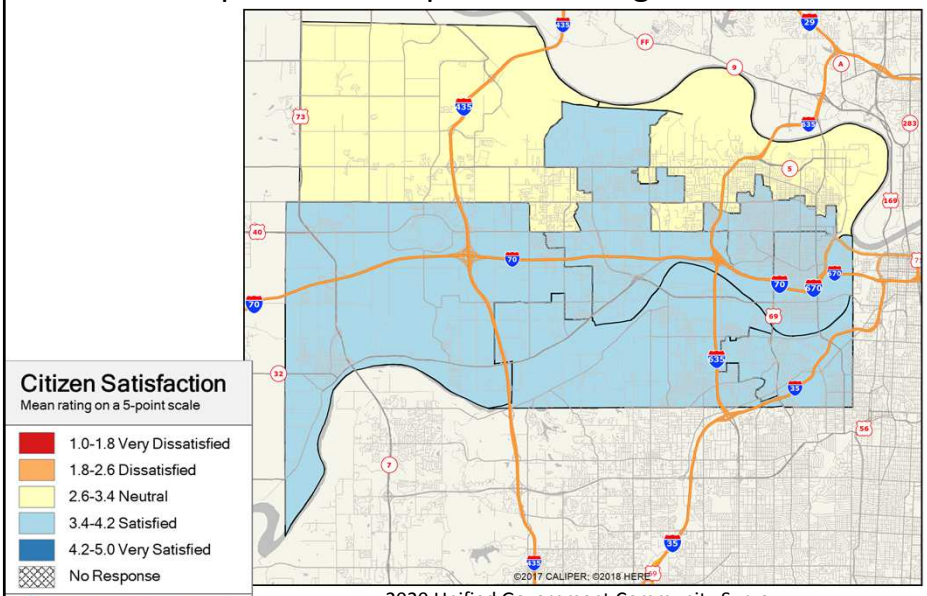
Q6.5 Satisfaction with: Enforcement of traffic laws



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

32

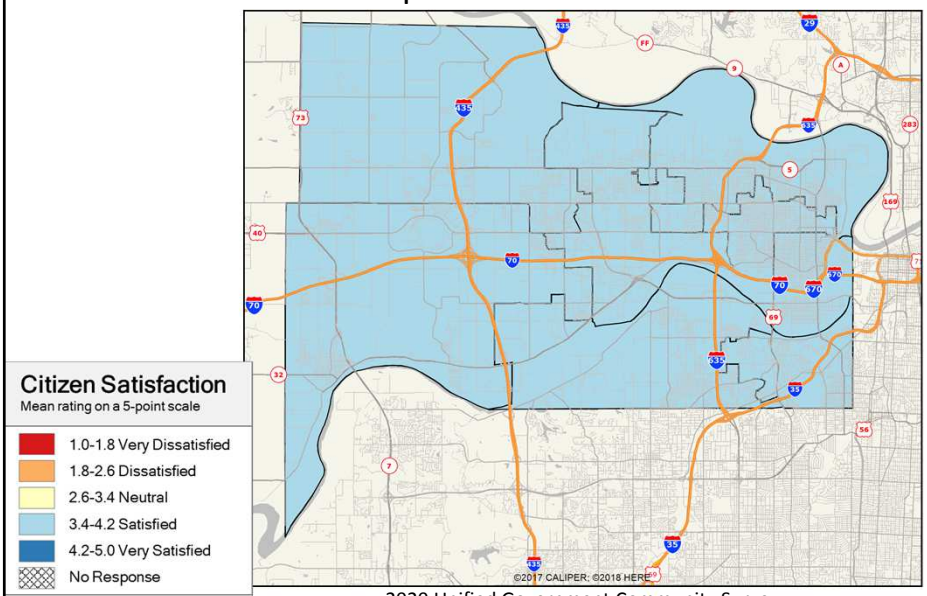
Q6.6 Satisfaction with: How Quickly police department personnel respond to emergencies



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

33

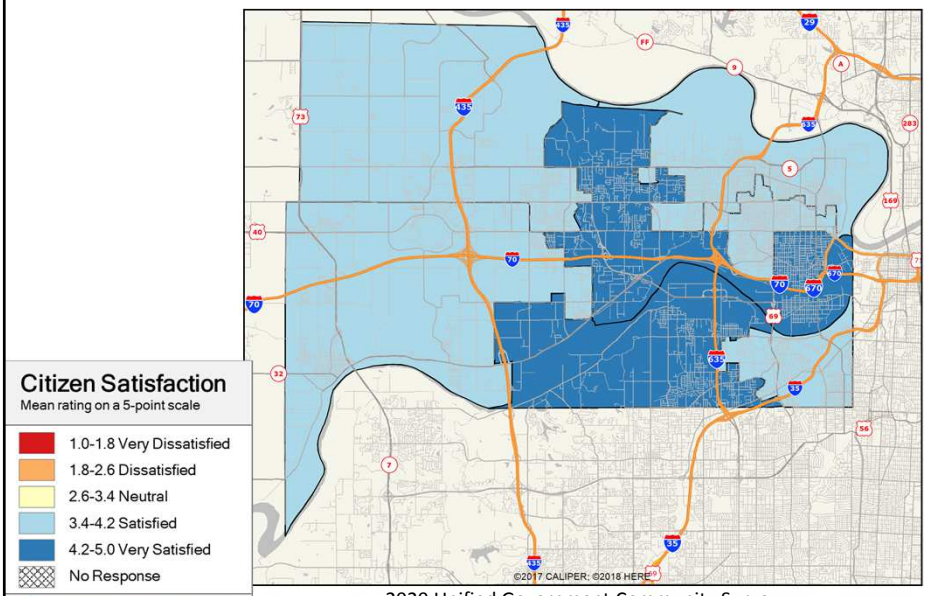
Q6.7 Satisfaction with: How Quickly fire department responds to fires



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

34

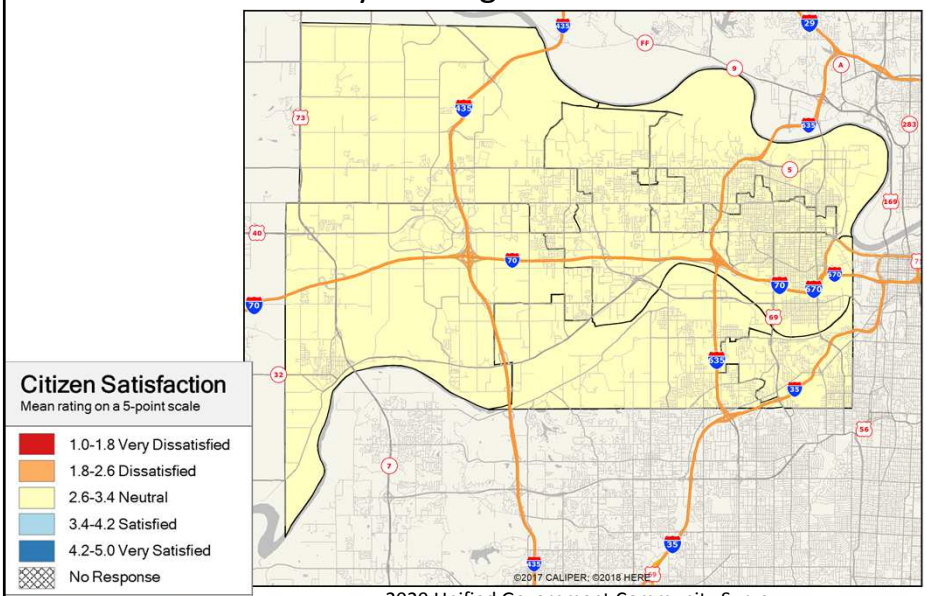
Q6.8 Satisfaction with: How Quickly fire department responds to medical emergency calls



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

35

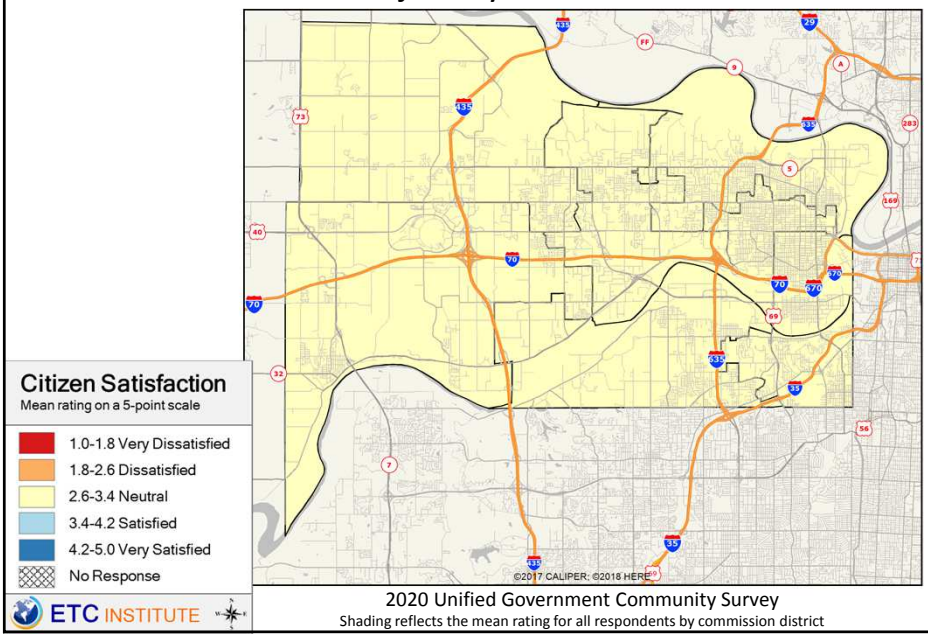
Q6.9 Satisfaction with: Quality of animal control in your neighborhood



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

36

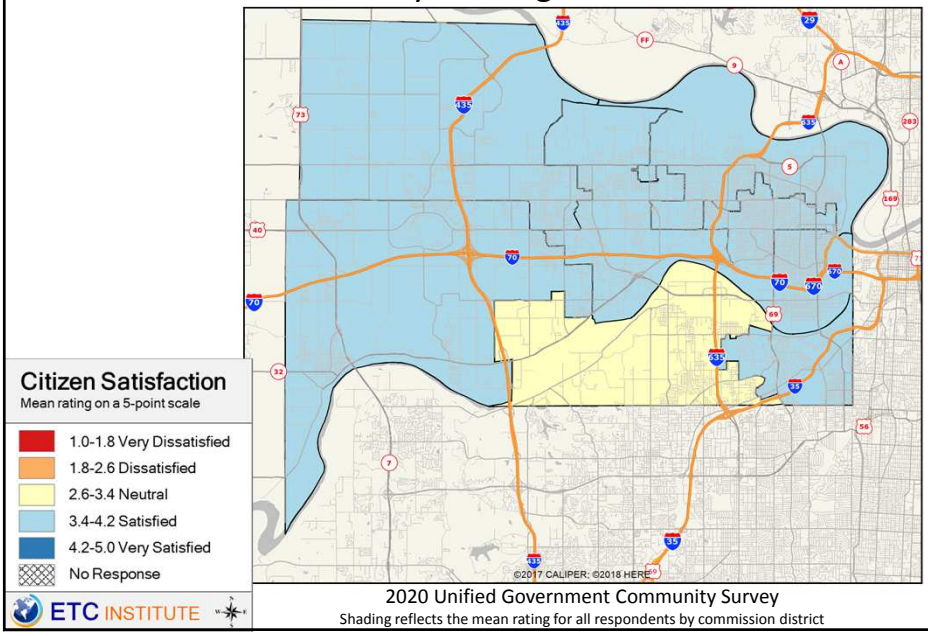
Q8.1 Satisfaction with: Maintenance of major city streets



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

37

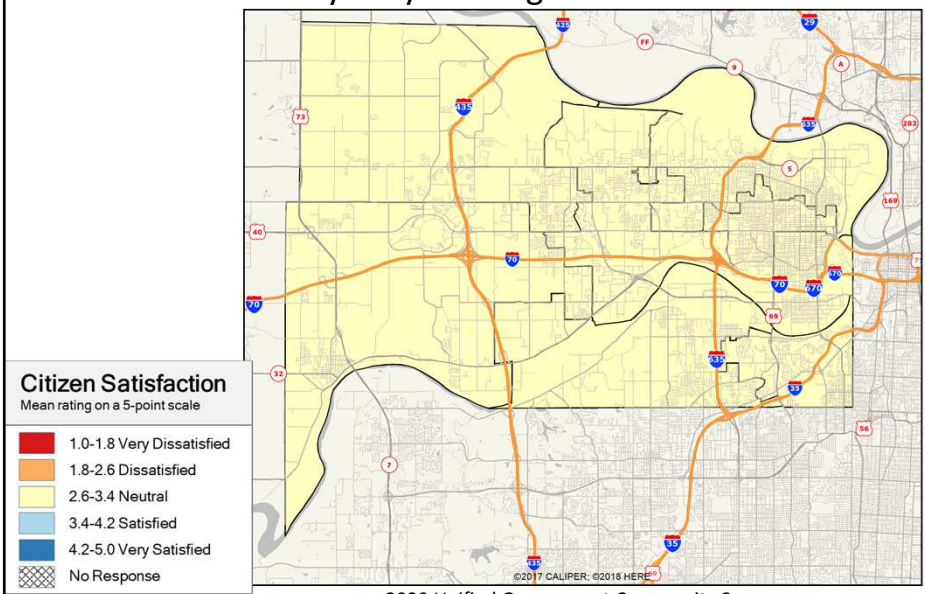
Q8.2 Satisfaction with: Maintenance of streets in your neighborhood



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

38

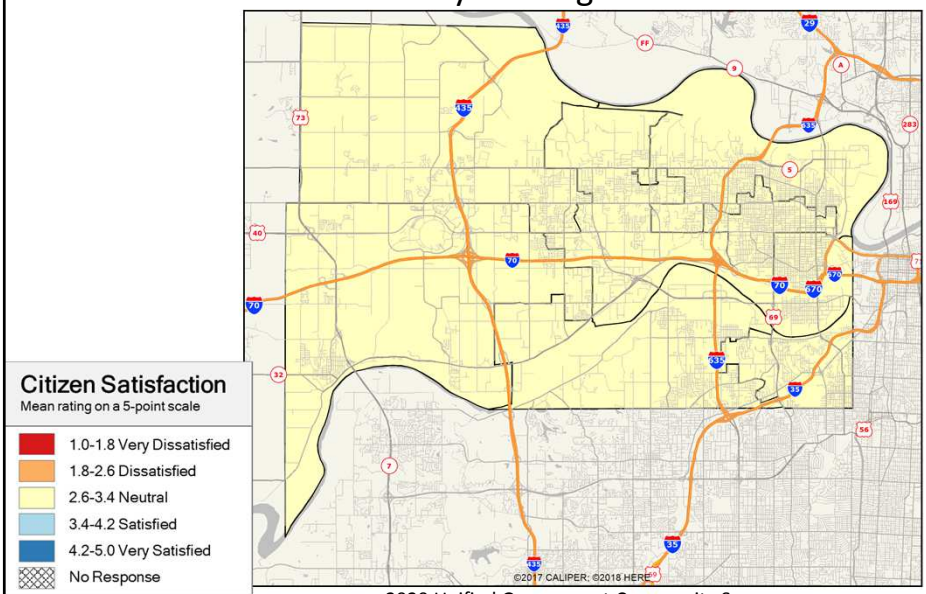
Q8.3 Satisfaction with: Maintenance of alleys in your neighborhood



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

39

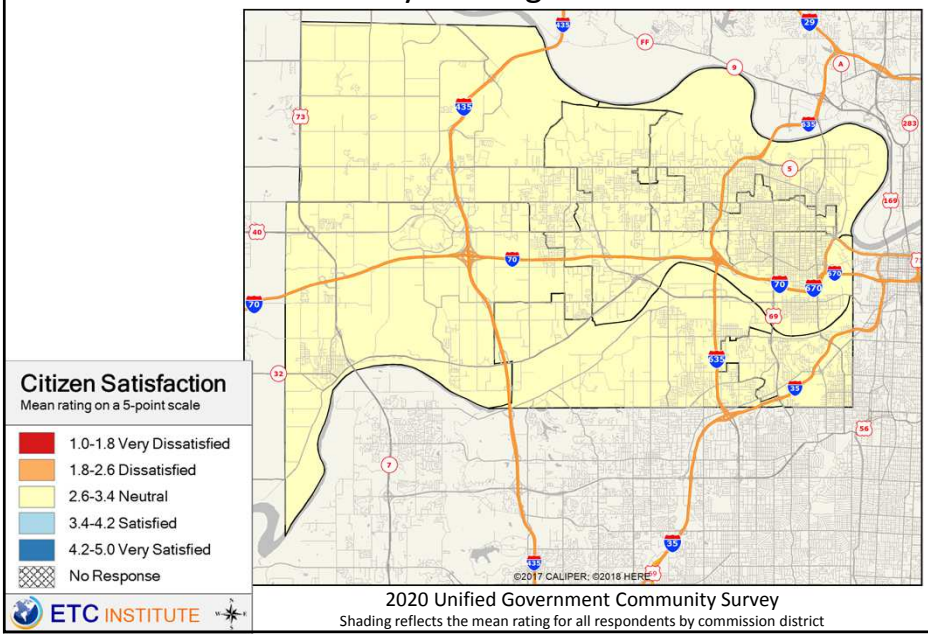
Q8.4 Satisfaction with: Maintenance of sidewalks in your neighborhood



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

40

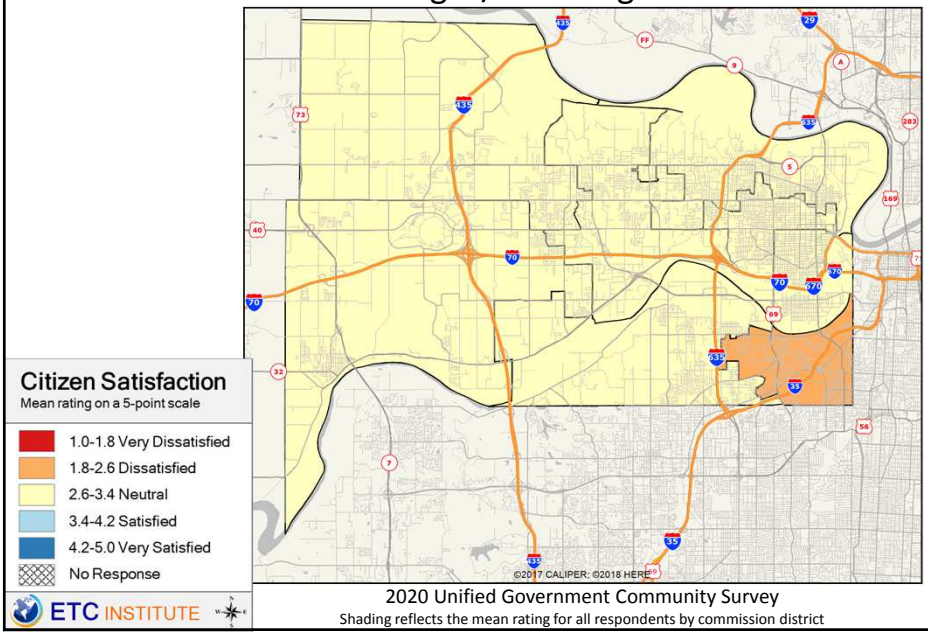
Q8.5 Satisfaction with: Maintenance of curbs in your neighborhood



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

41

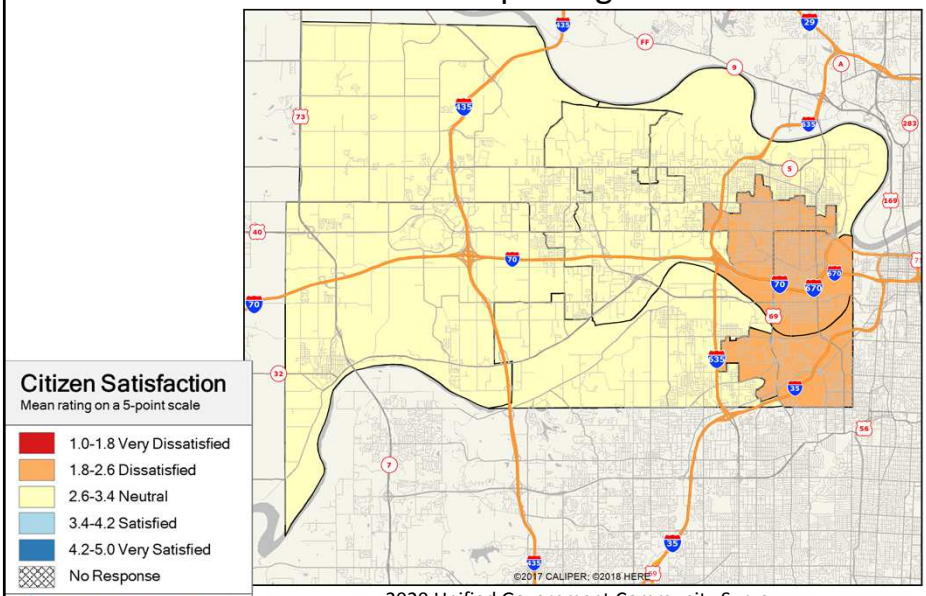
Q8.6 Satisfaction with: Maintenance of street signs/traffic signals



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

42

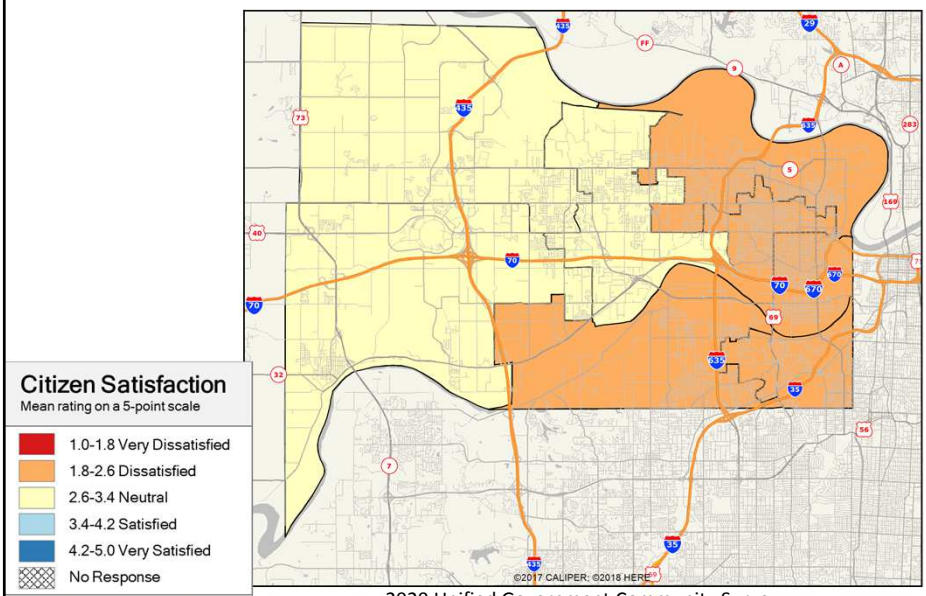
Q8.7 Satisfaction with: Maintenance of downtown parking lots



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

43

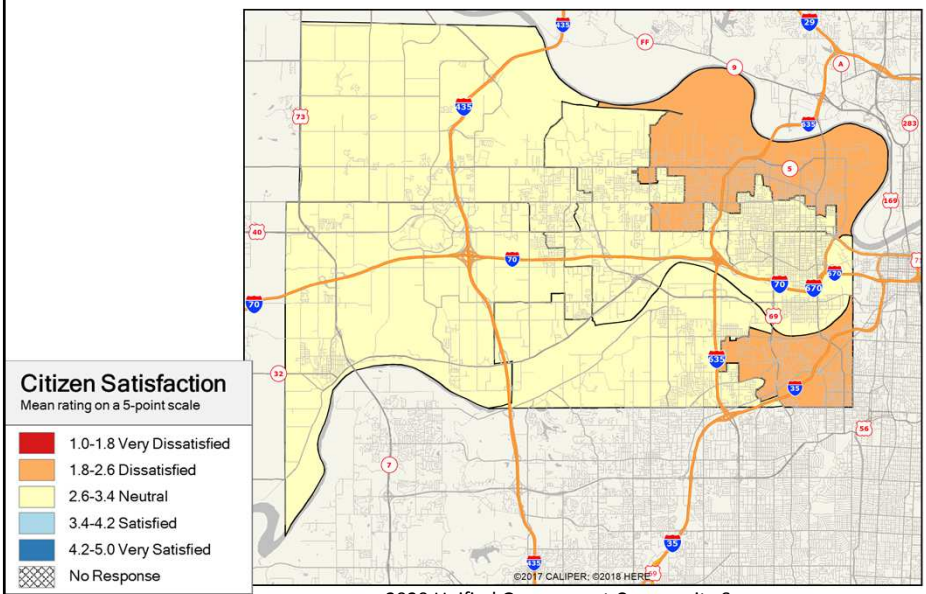
Q8.8 Satisfaction with: Overall appearance of downtown including lighting, landscaping and planter boxes



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

44

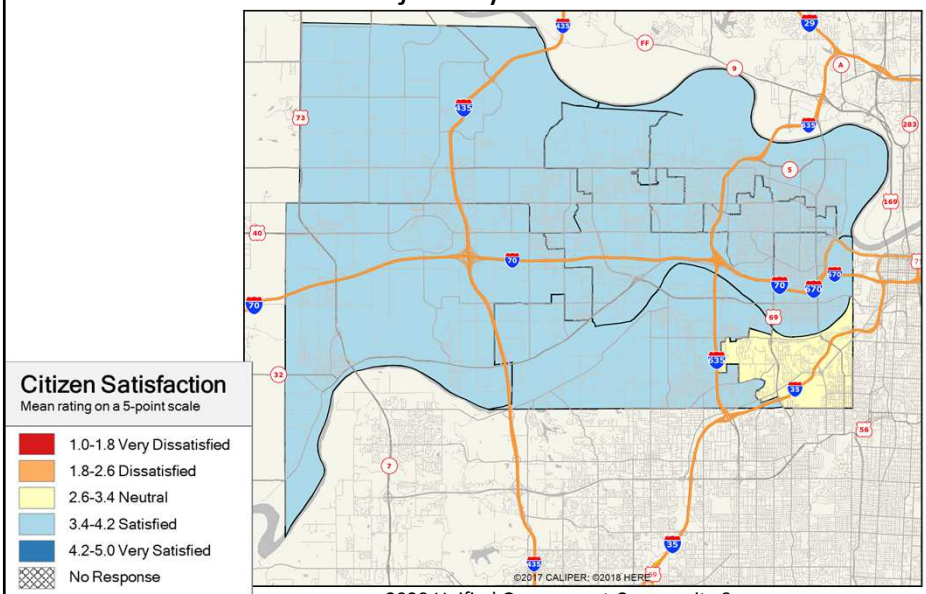
Q8.9 Satisfaction with: Maintenance of city buildings



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

45

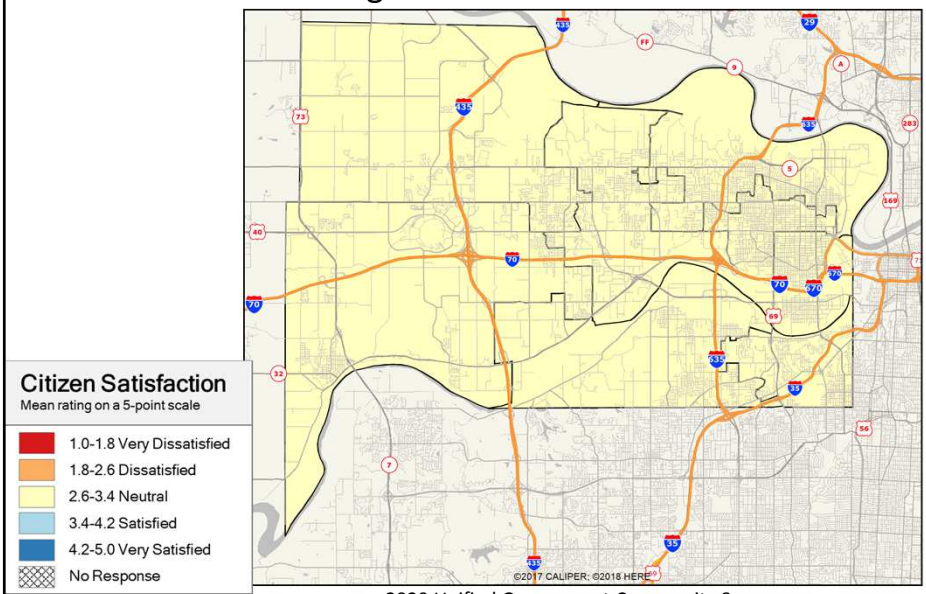
Q8.10 Satisfaction with: Snow removal on major city streets



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

46

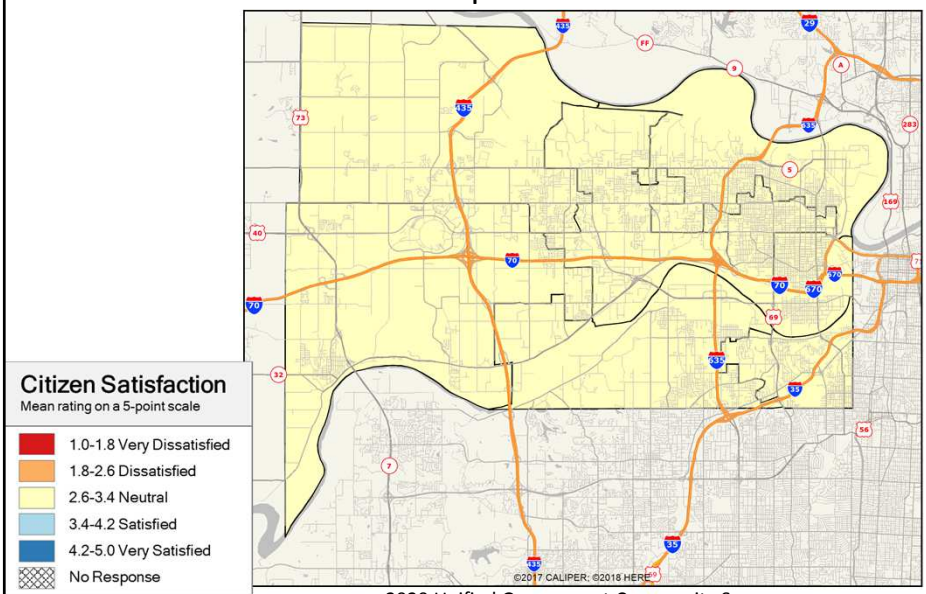
Q8.11 Satisfaction with: Snow removal on neighborhood streets



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

47

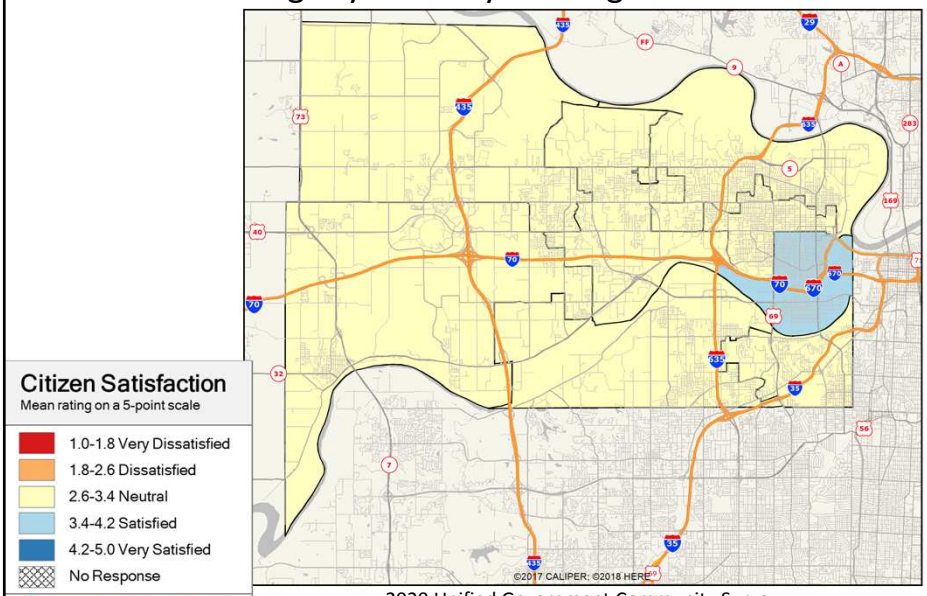
Q8.12 Satisfaction with: Overall cleanliness of streets and other public areas



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

48

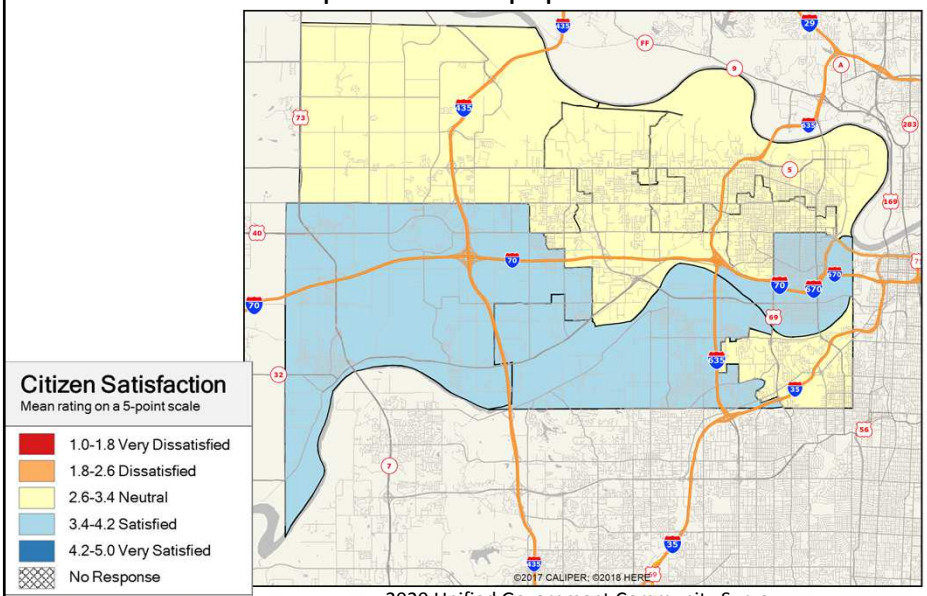
Q8.13 Satisfaction with: Maintenance of stormwater drainage system in your neighborhood



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

49

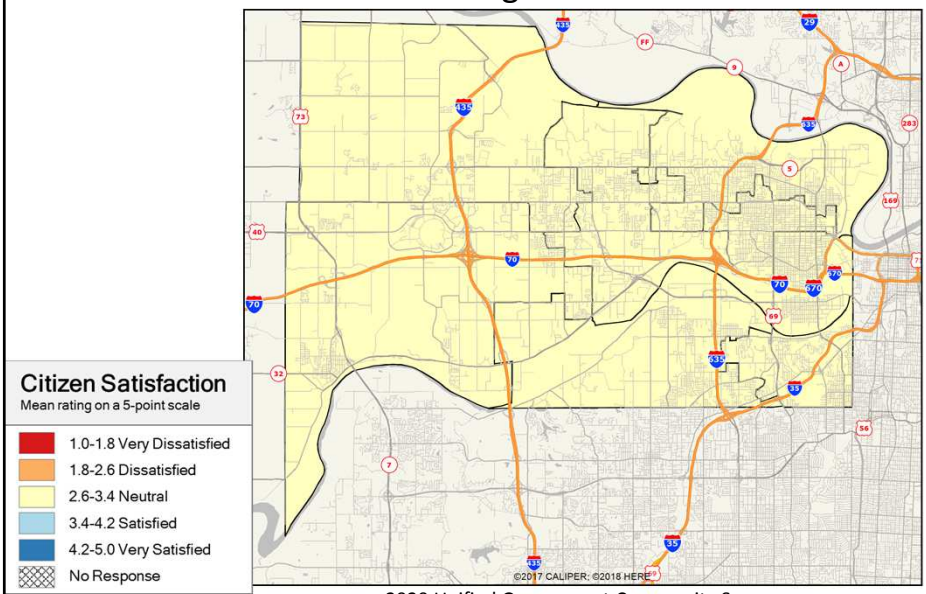
Q10.1 Satisfaction with: Maintenance of parks and equipment



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

50

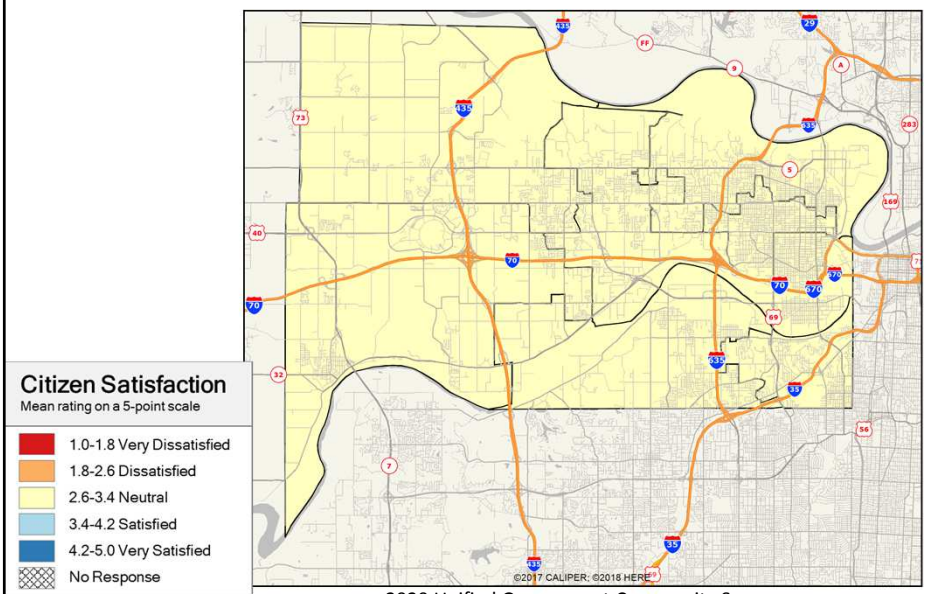
Q10.2 Satisfaction with: Number of walking and biking trails



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

51

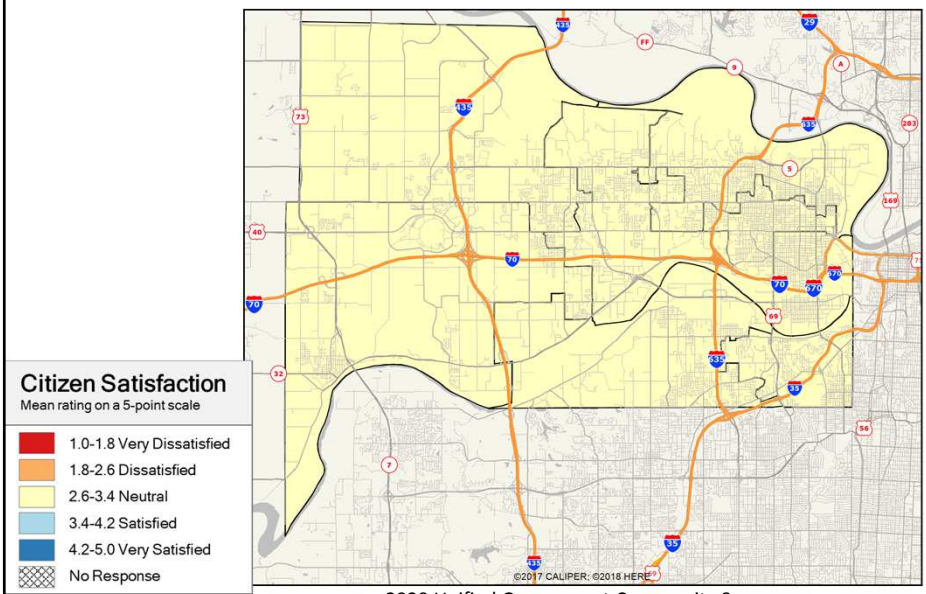
Q10.3 Satisfaction with: The number of parks



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

52

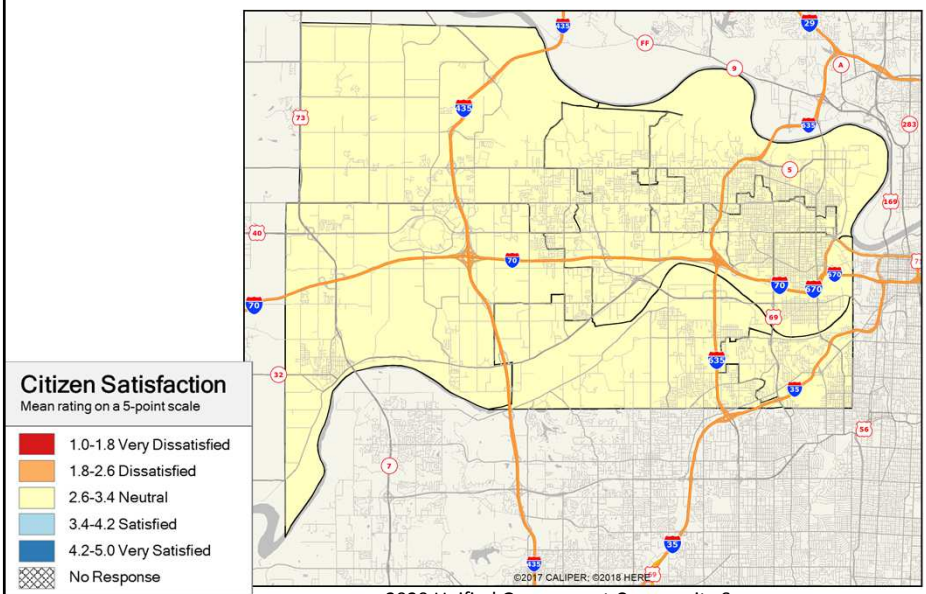
Q10.4 Satisfaction with: Community centers



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

53

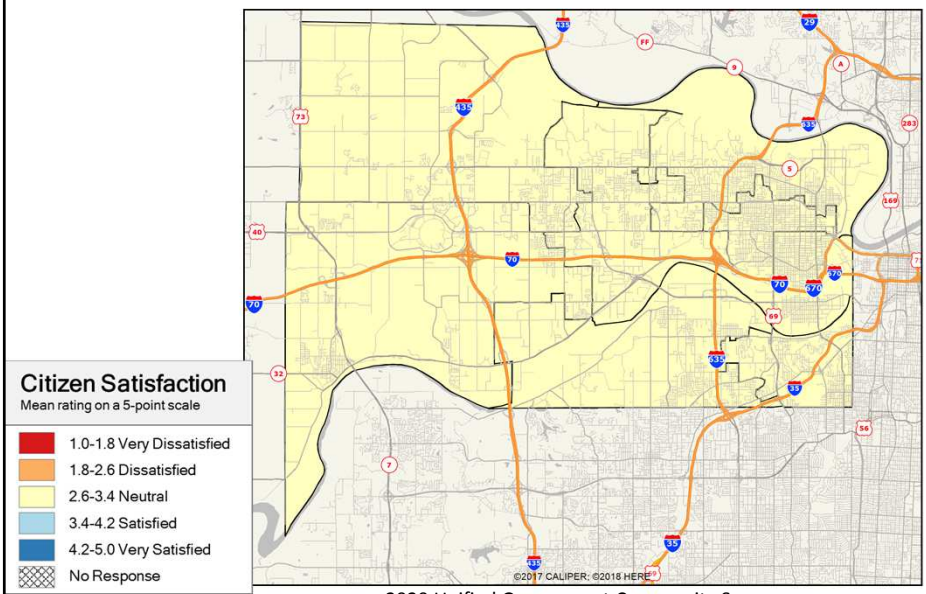
Q10.5 Satisfaction with: Number of outdoor athletic fields



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

54

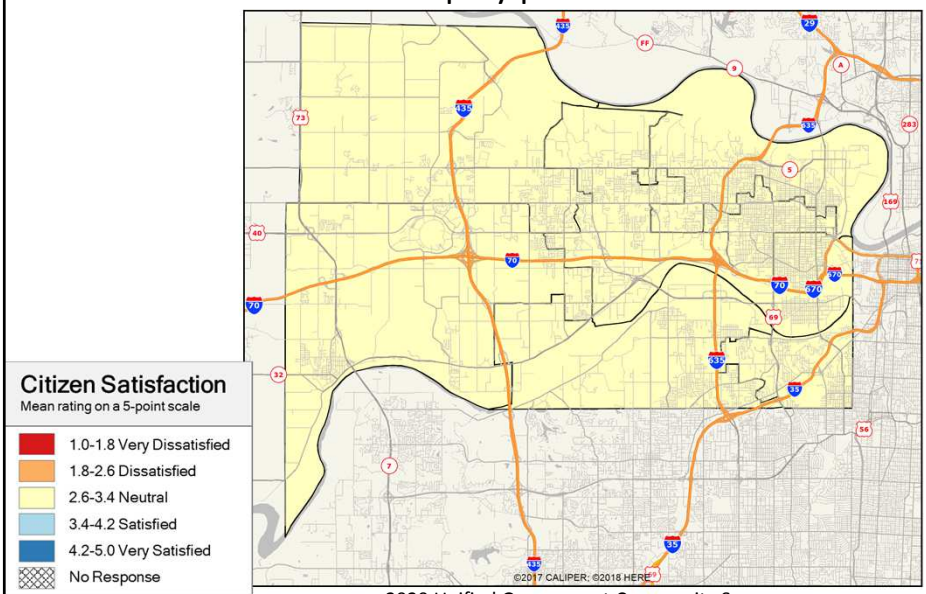
Q10.6 Satisfaction with: Sunflower Hills Golf Course



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

55

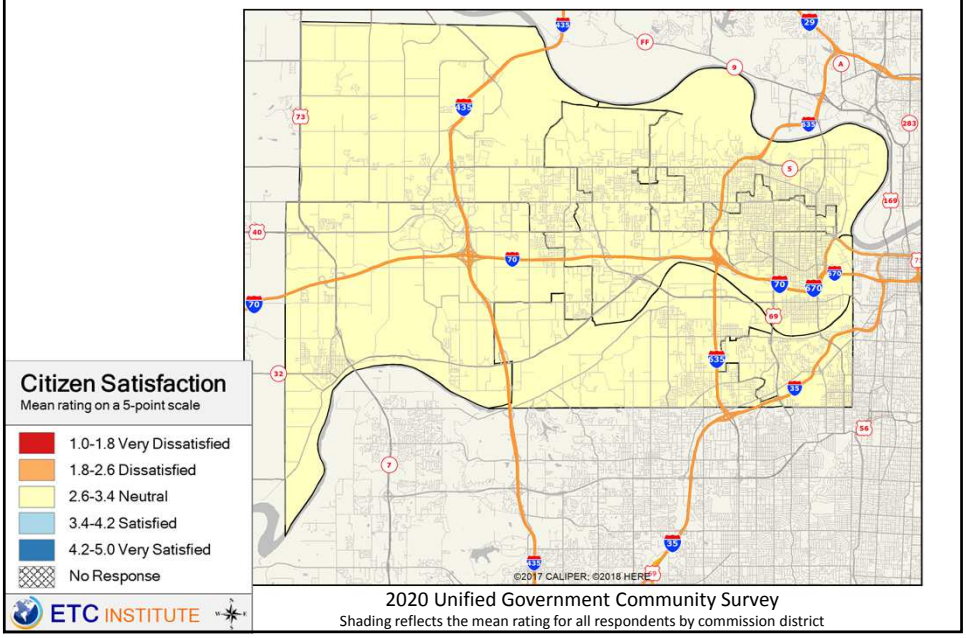
Q10.7 Satisfaction with: Swimming pool and spray parks



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

56

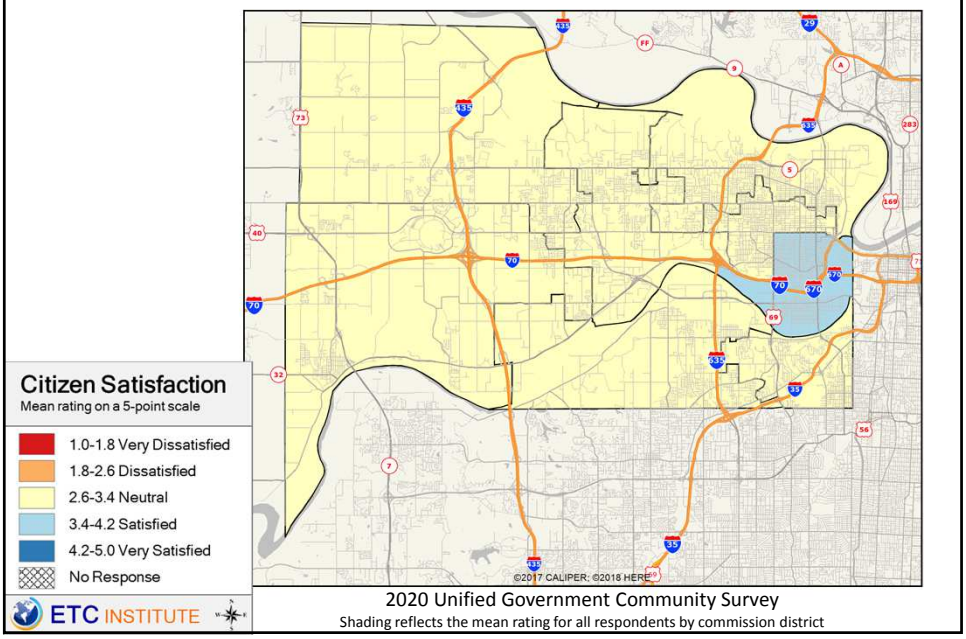
Q10.8 Satisfaction with: Youth recreation programs



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

57

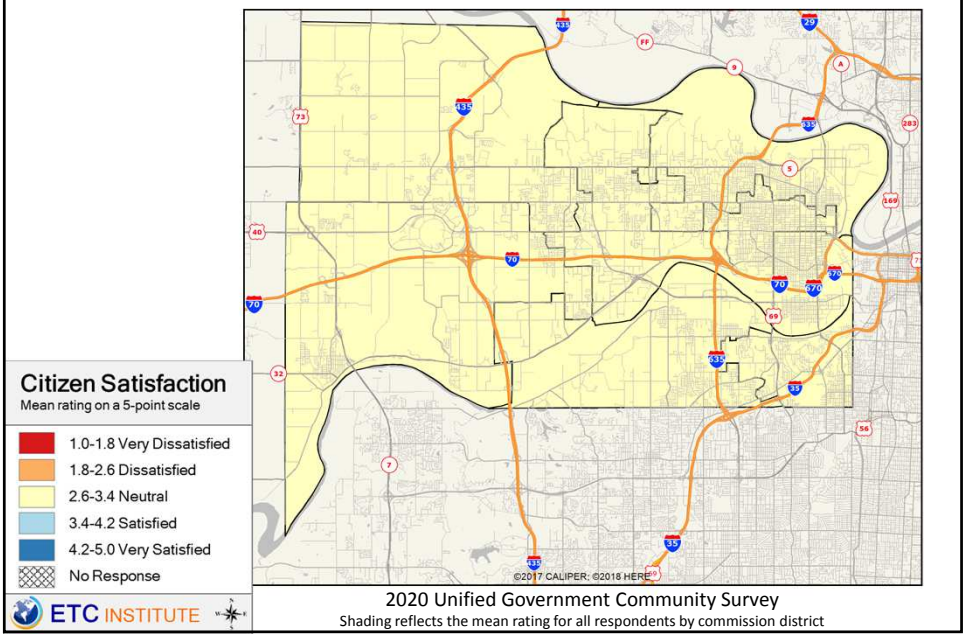
Q10.9 Satisfaction with: Adult recreation programs



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

58

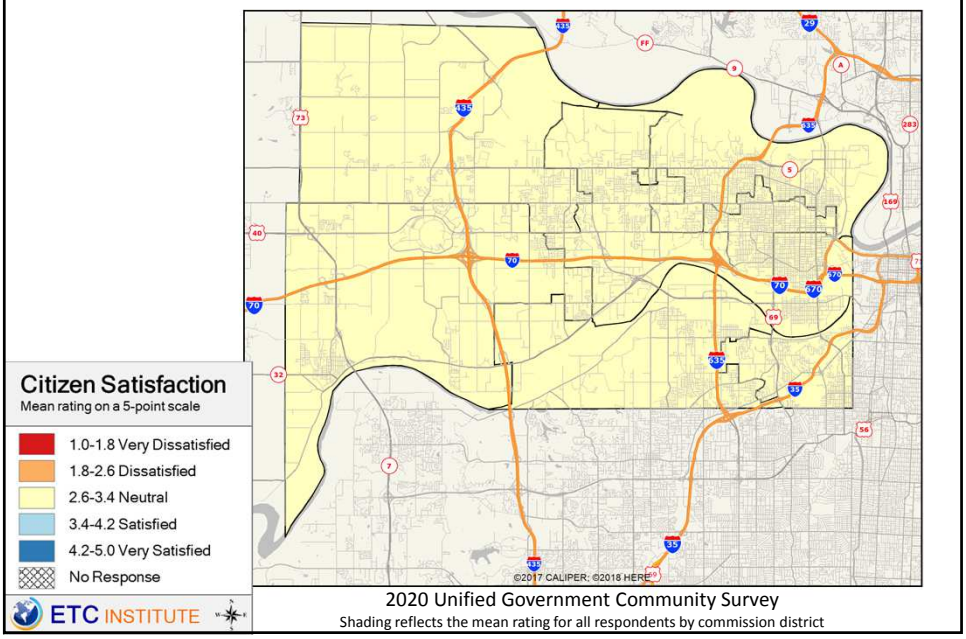
Q10.10 Satisfaction with: Programs for seniors



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

59

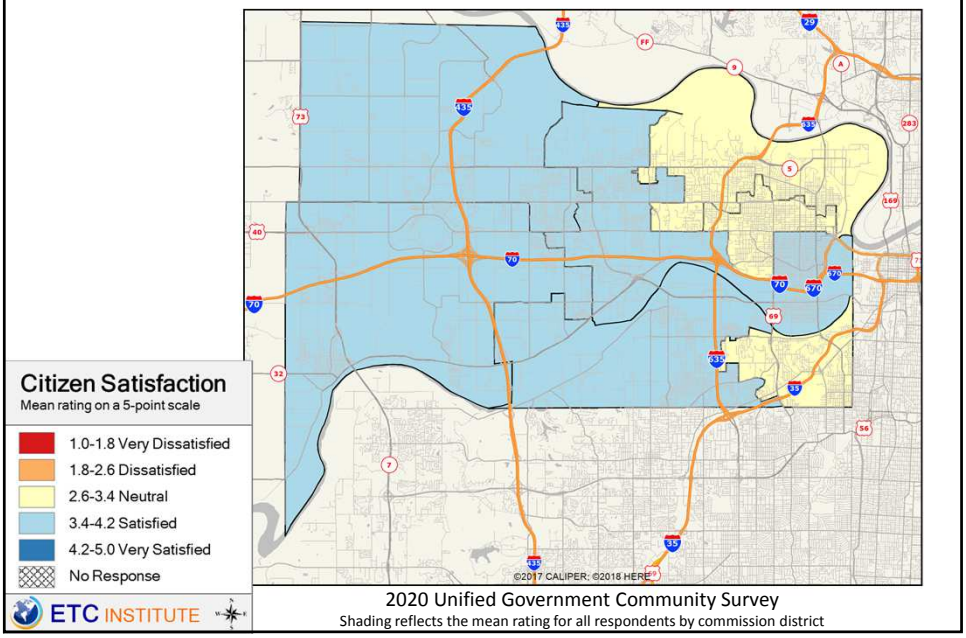
Q10.11 Satisfaction with: Skateboard parks



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

60

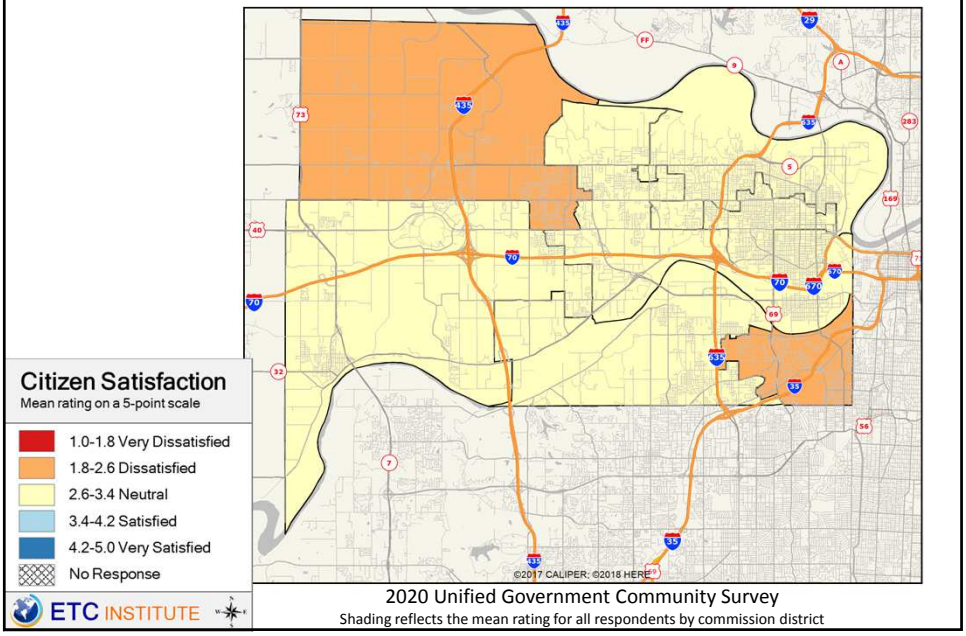
Q10.12 Satisfaction with: Tennis courts



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

61

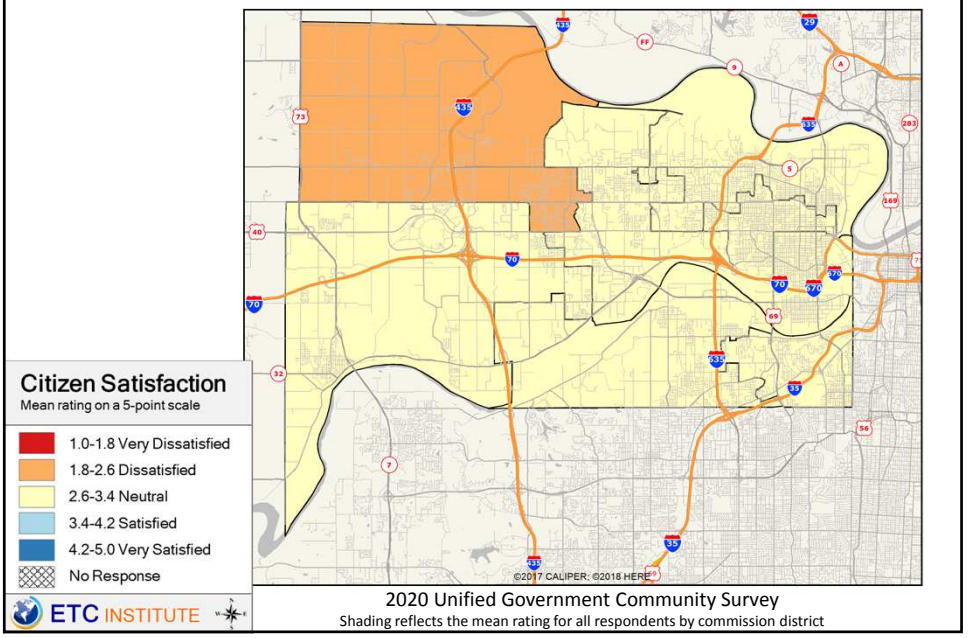
Q10.13 Satisfaction with: Futsal courts



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

62

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



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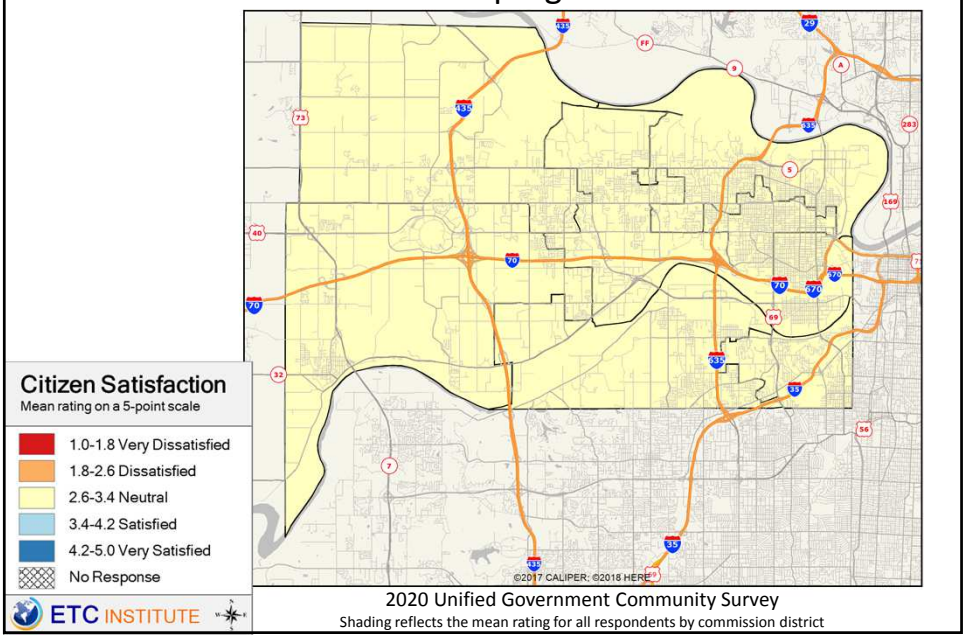
Shading reflects the mean rating for all respondents by commission district

63

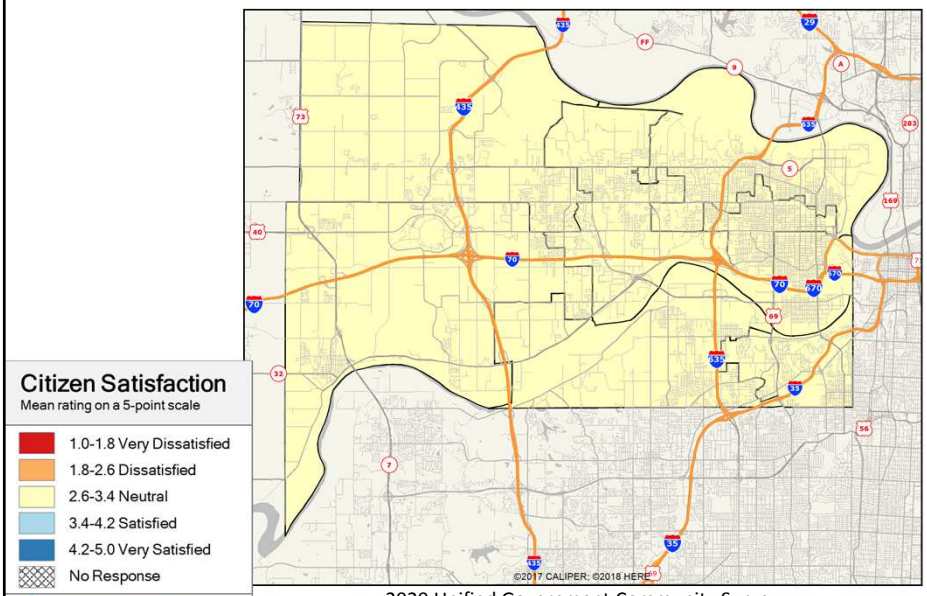
Q10.15 Satisfaction with: Fees charged for recreation programs



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

64

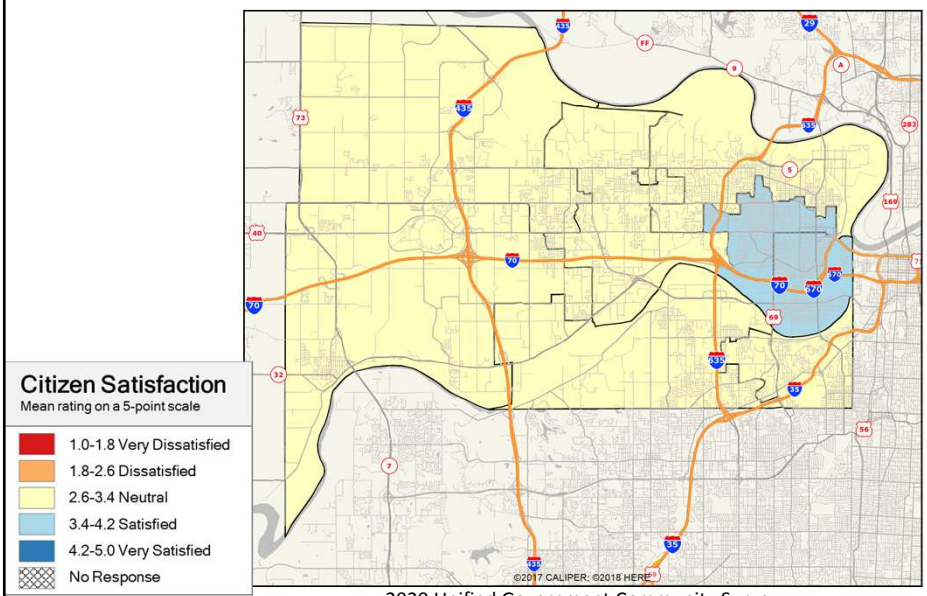
Q15.1 Satisfaction with: The availability of information about Unified Govt. programs and services



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

65

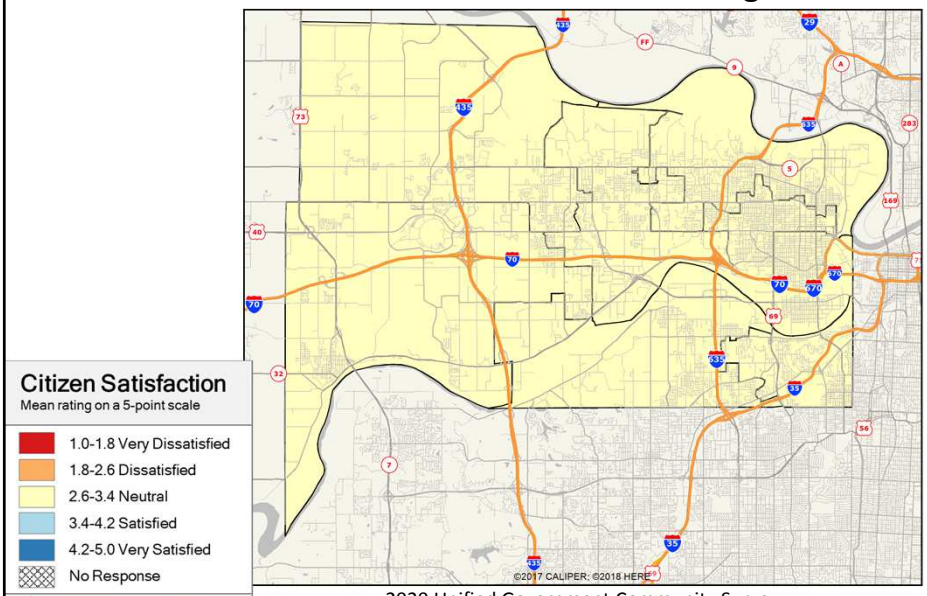
Q15.2 Satisfaction with: Efforts to keep you informed about local issues



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

66

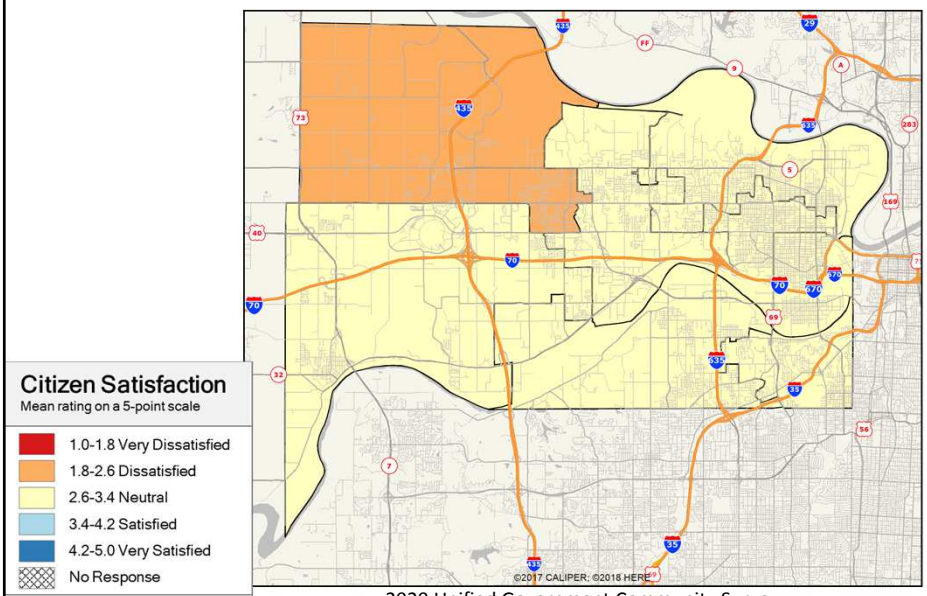
Q15.3 Satisfaction with: The level of public involvement in local decision making



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

67

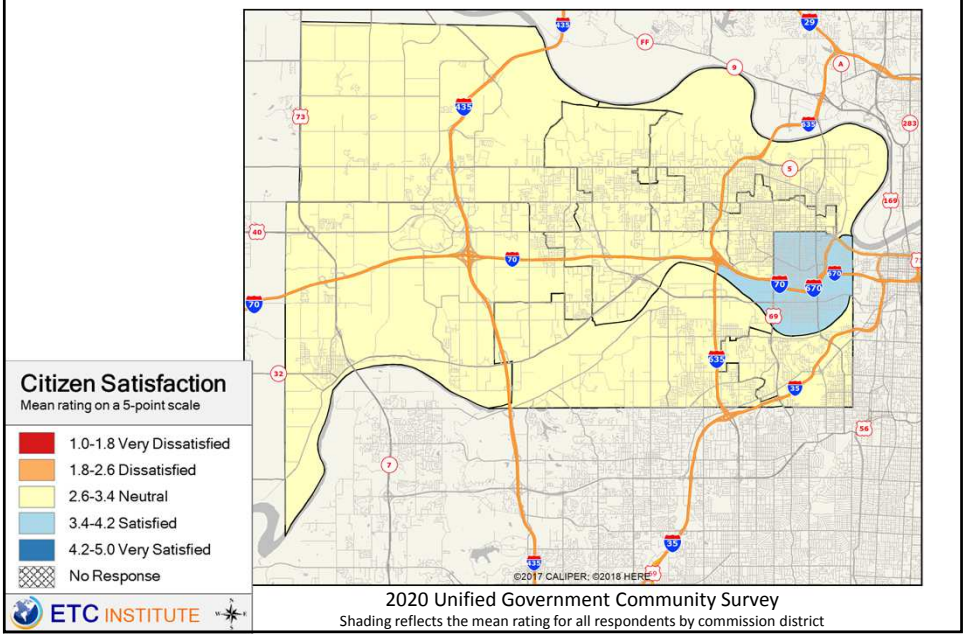
Q15.4 Satisfaction with: Unified Government's website



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

68

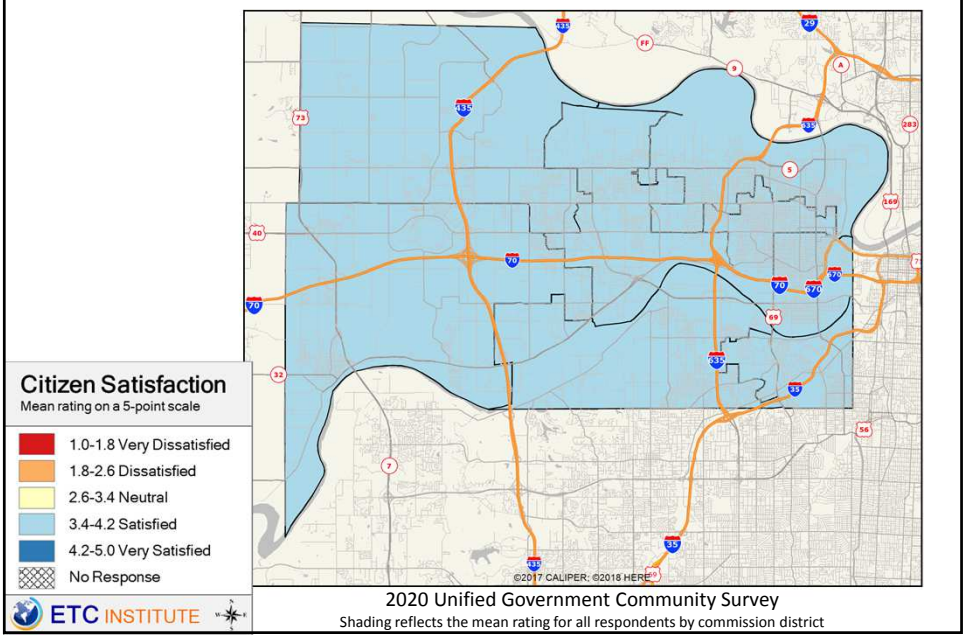
Q15.5 Satisfaction with: Unified Government's newsletter



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

69

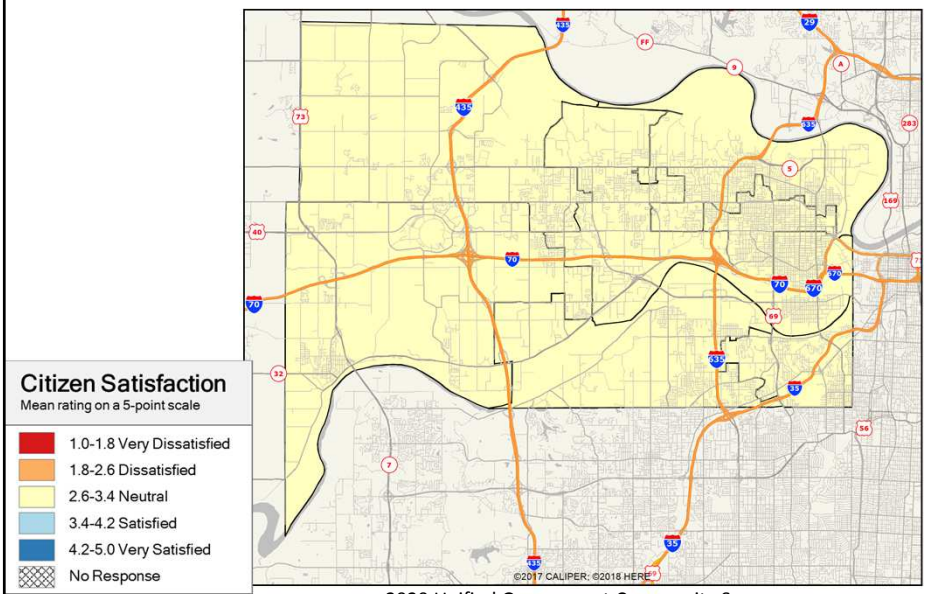
Q15.6 Satisfaction with: Unified Government's social media



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

70

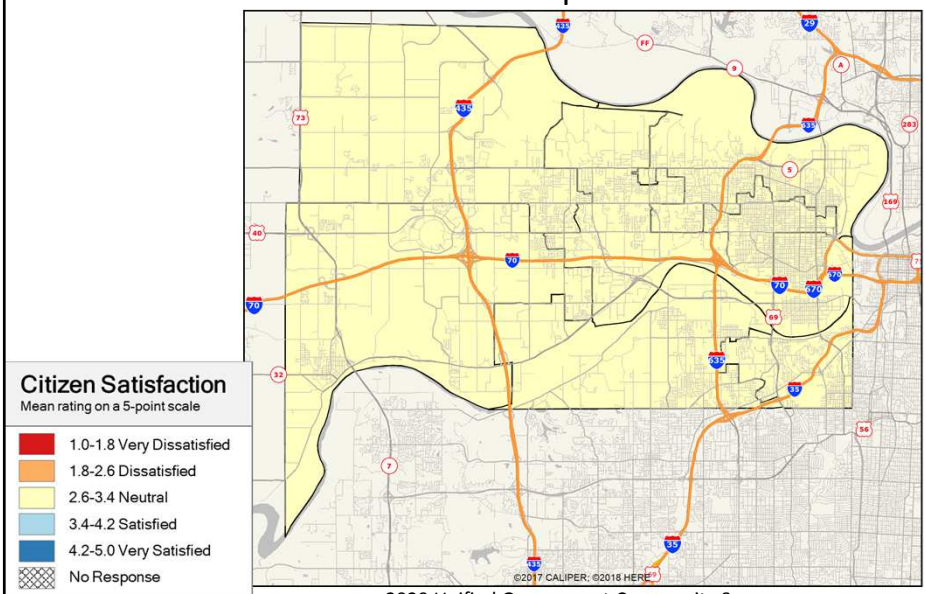
Q15.7 Satisfaction with: myWyco app – property taxes



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

71

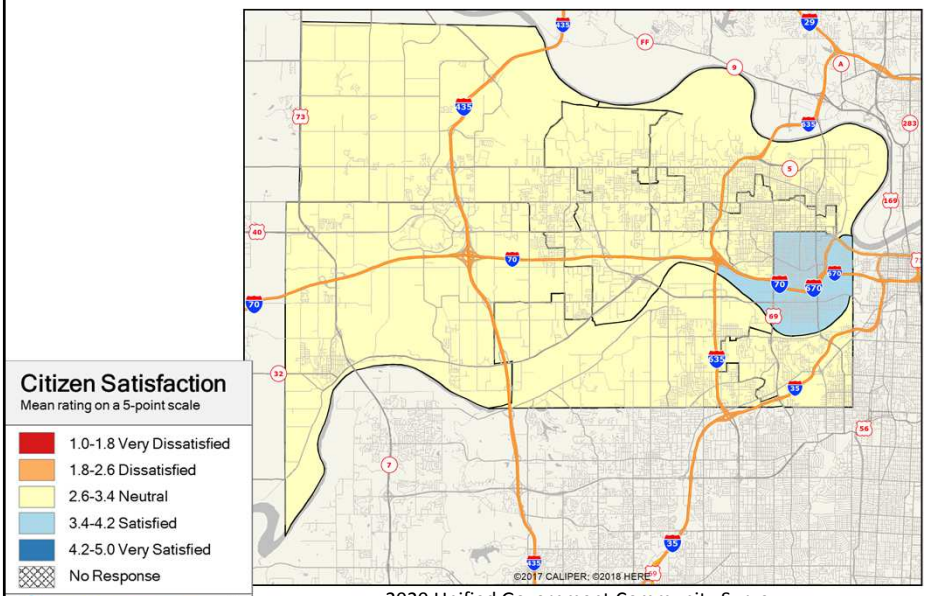
Q15.8 Satisfaction with: myWyco app – 3-1-1 service requests



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

72

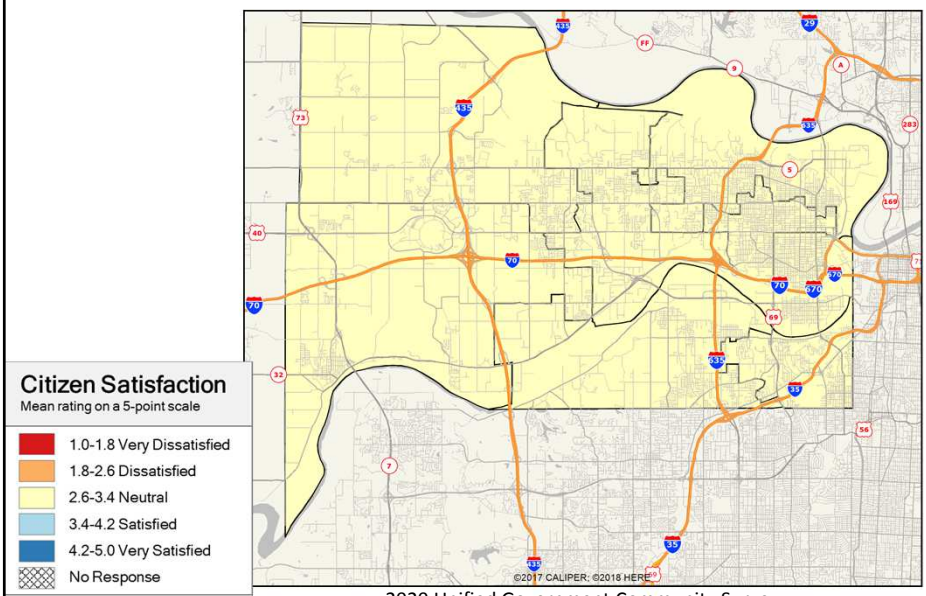
Q15.9 Satisfaction with: myWyco app – Municipal Court payments



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

73

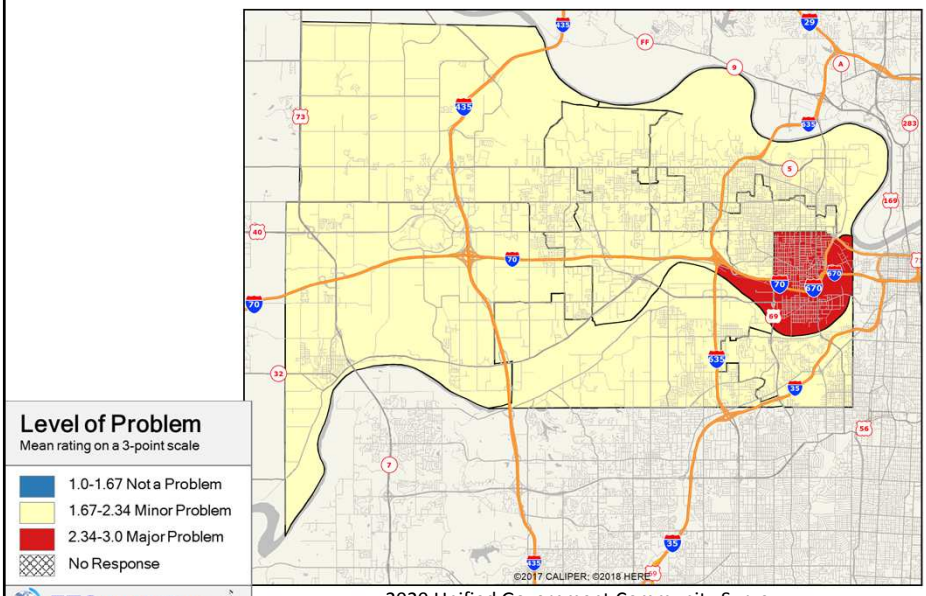
Q15.10 Satisfaction with: Online maps/DOT Maps



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

74

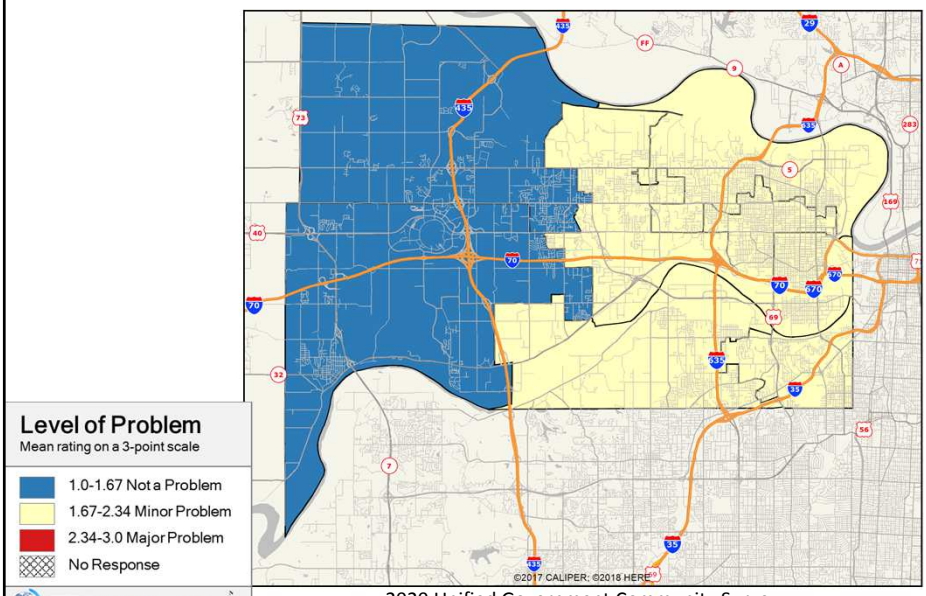
Q16.1 Level of Problem in Neighborhood: Crime



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

75

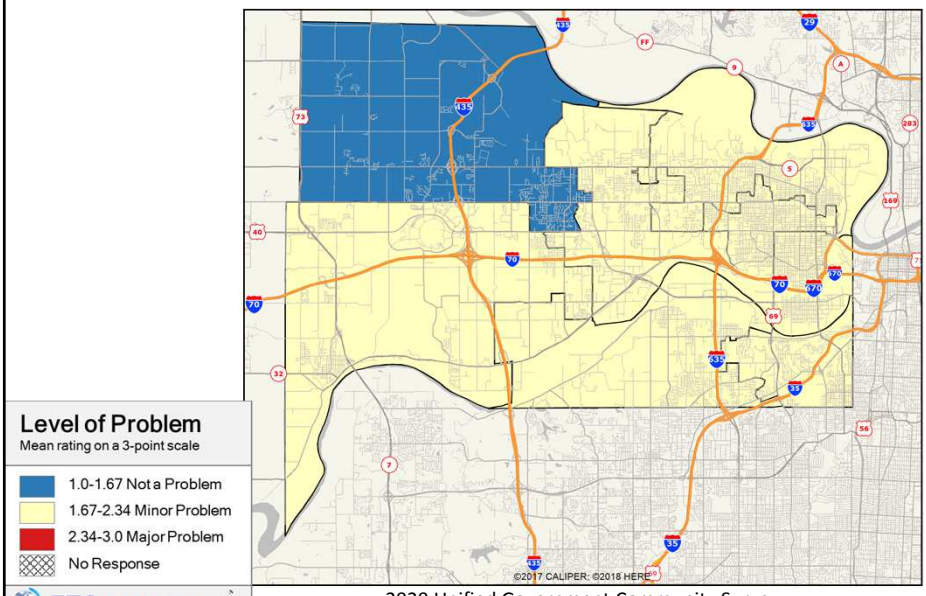
Q16.2 Level of Problem in Neighborhood: Drugs



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

76

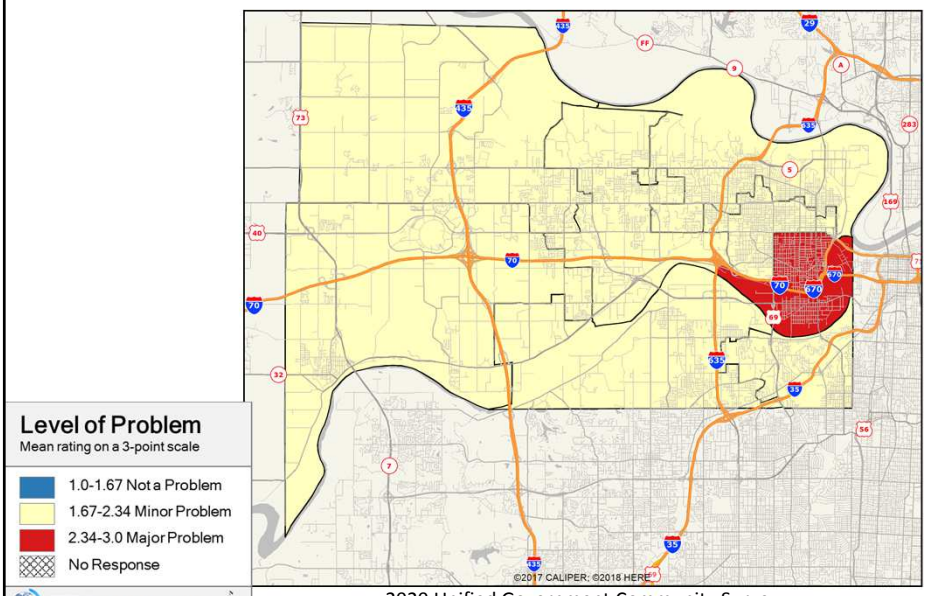
Q16.3 Level of Problem in Neighborhood: Graffiti



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

77

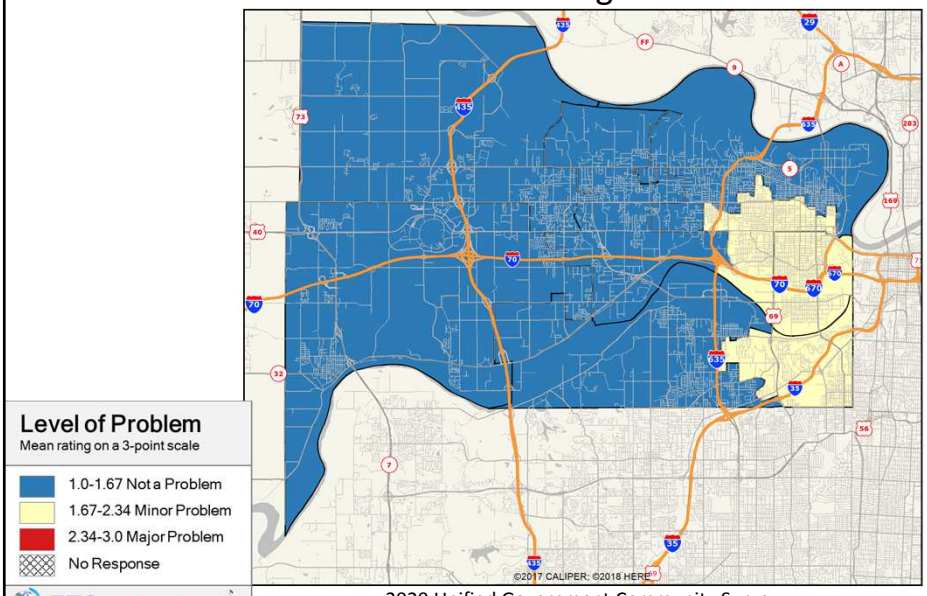
Q16.4 Level of Problem in Neighborhood: Noise



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

78

Q16.5 Level of Problem in Neighborhood: Rundown buildings



2020 Unified Government Community Survey
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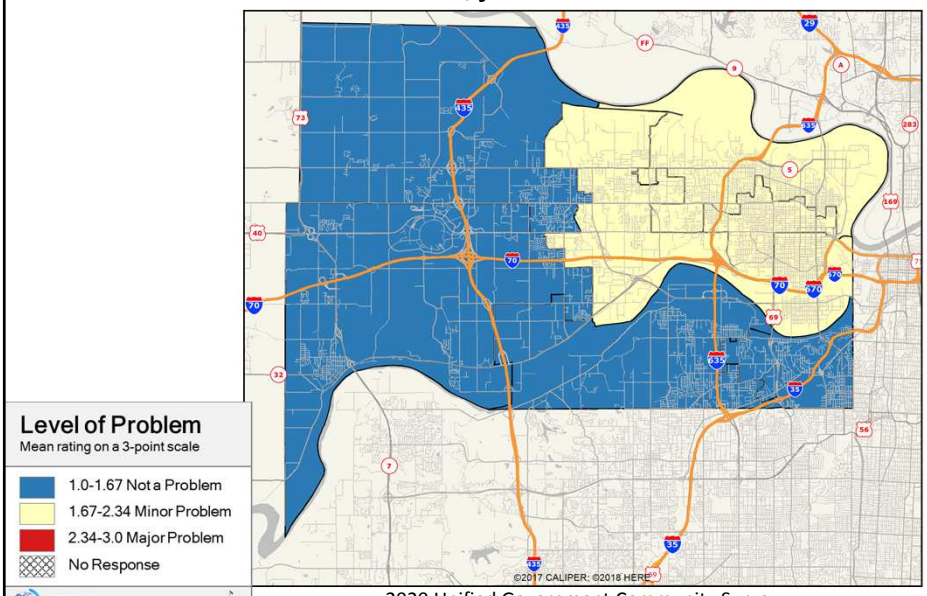
79

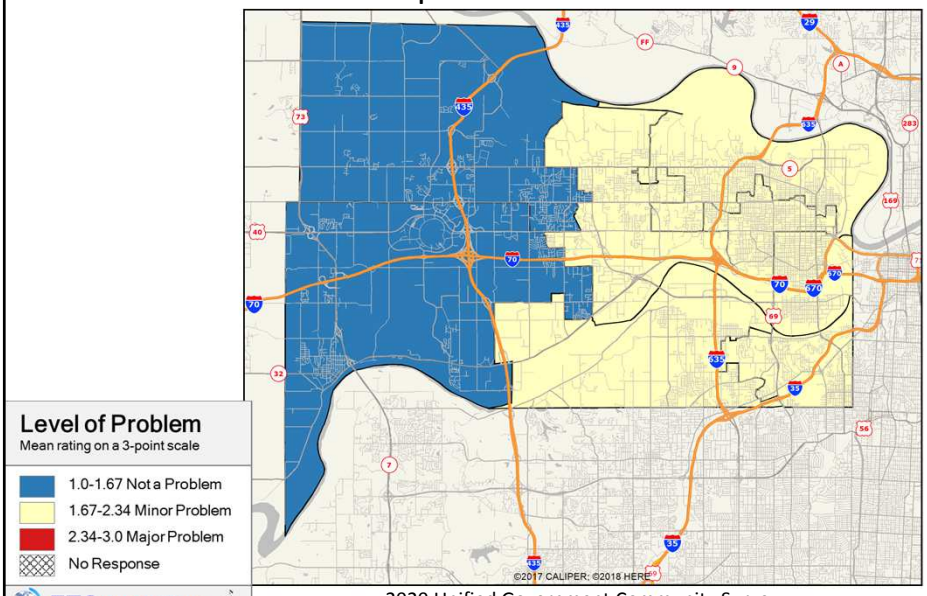
Q16.6 Level of Problem in Neighborhood: Abandoned/junk vehicles



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

80

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



2020 Unified Government Community Survey
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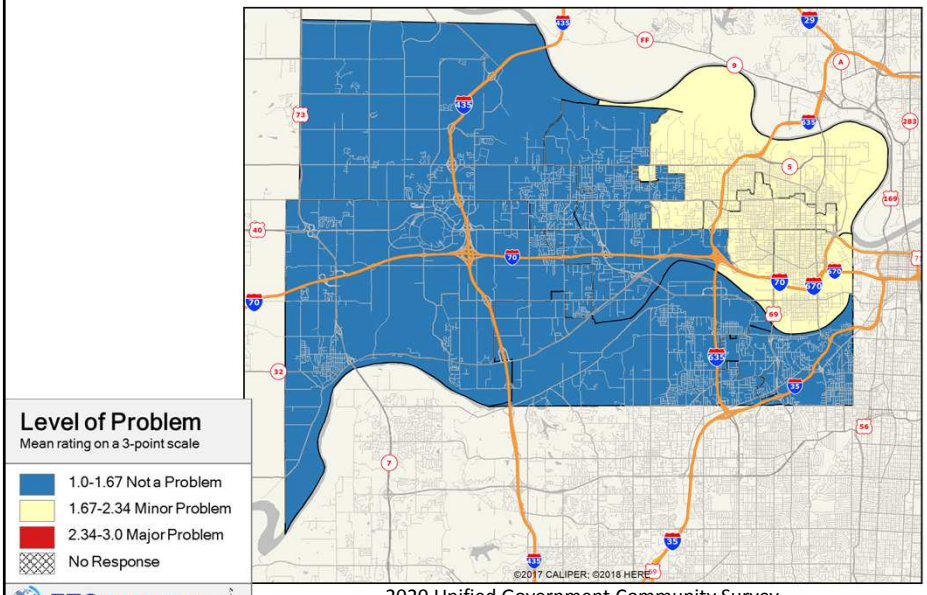
81

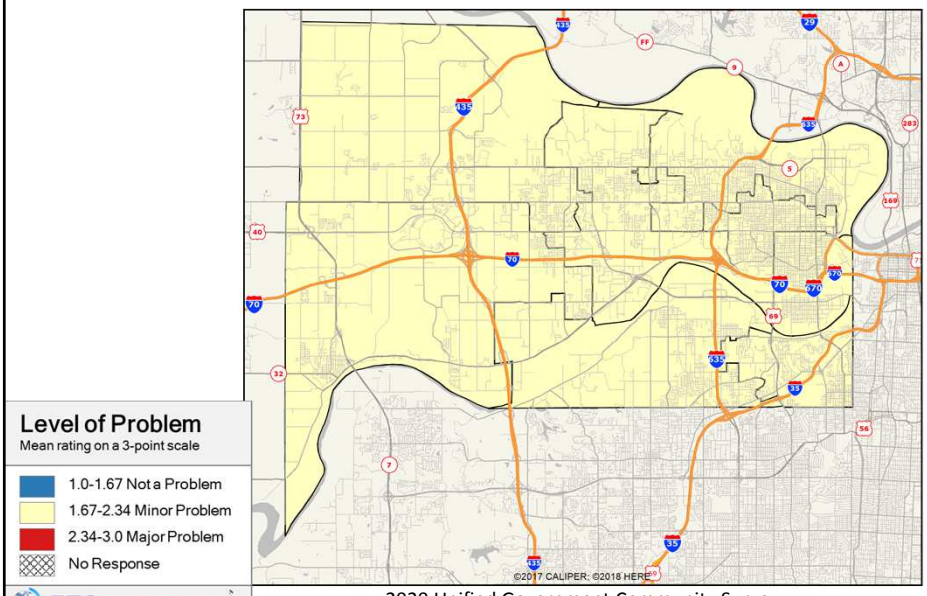
Q16.8 Level of Problem in Neighborhood: Homelessness



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

82

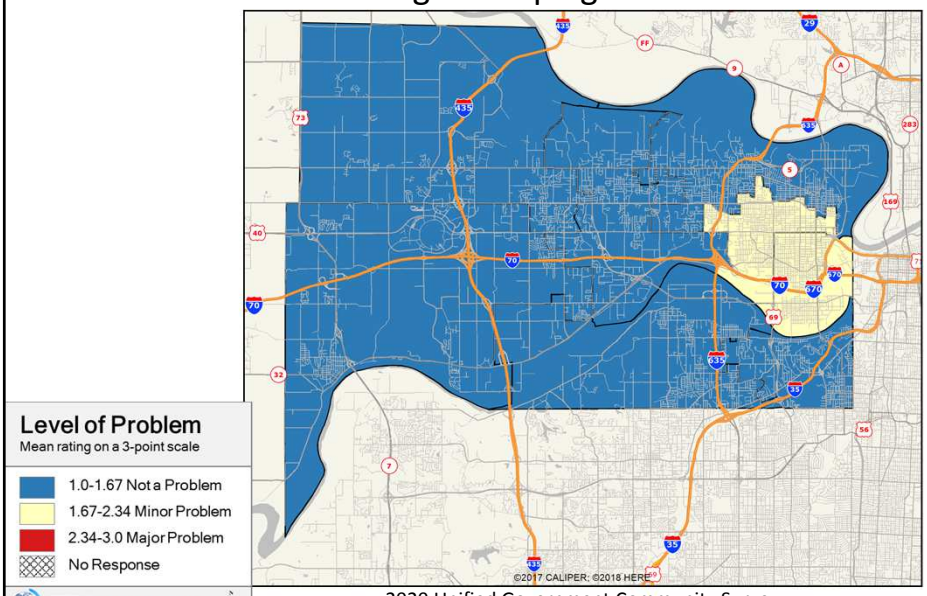
Q16.9 Level of Problem in Neighborhood: Un-mowed lots



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

83

Q16.10 Level of Problem in Neighborhood: Illegal dumping



2020 Unified Government Community Survey
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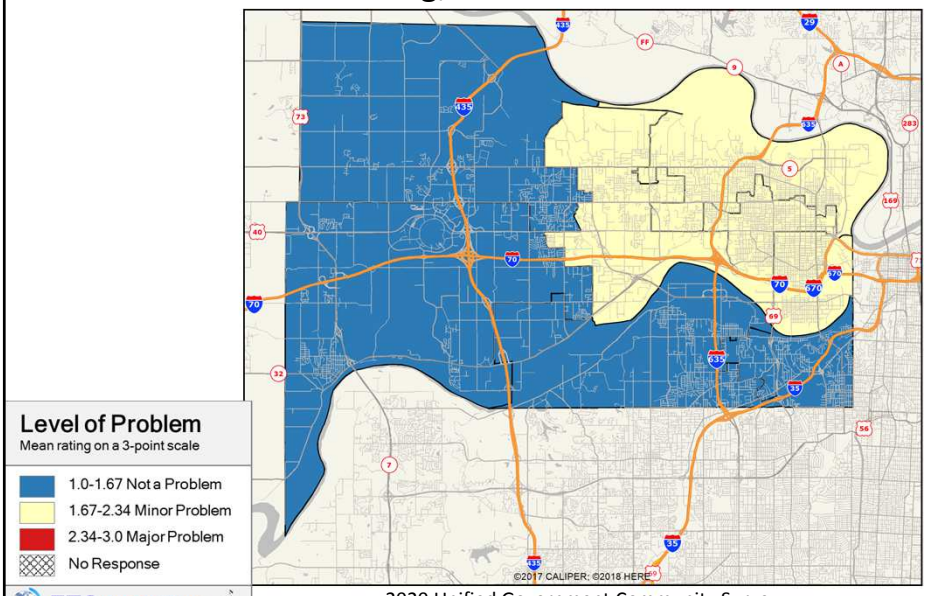
84

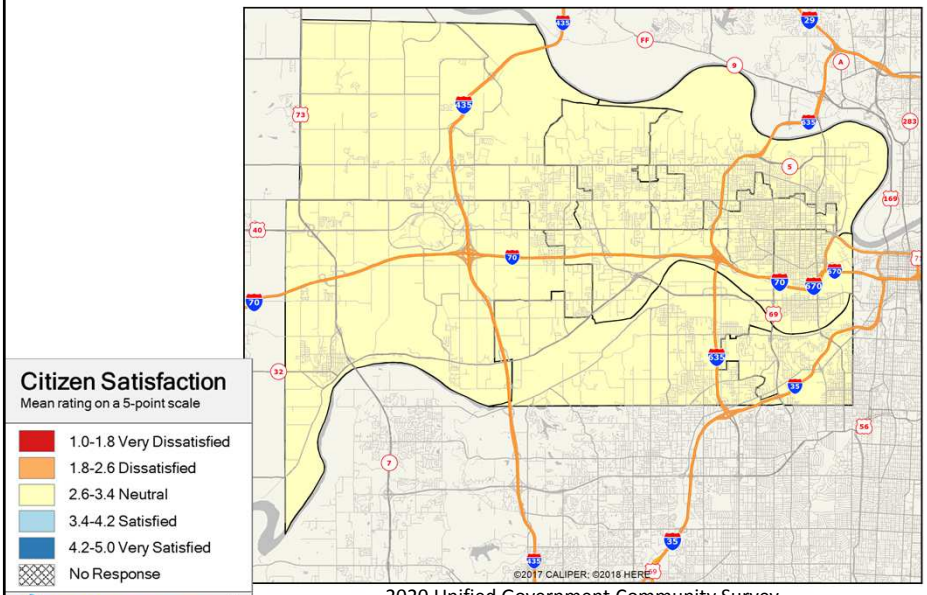
Q16.11 Level of Problem in Neighborhood: Roaming/loose animals



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

85

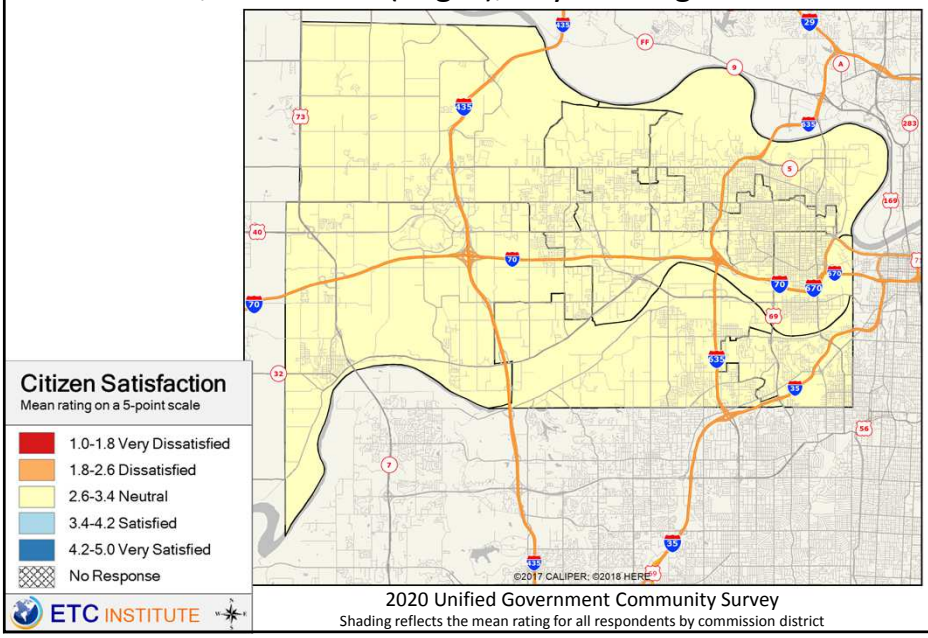
Q17.1 Satisfaction with: Enforcing the clean-up of junk, trash, and debris (blight) city-wide



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

86

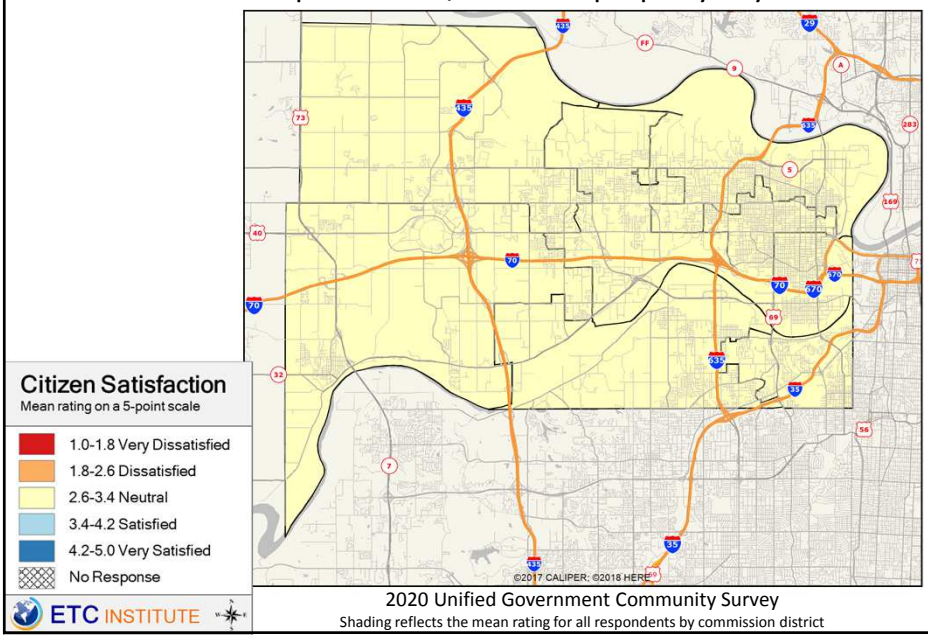
Q17.2 Satisfaction with: Enforcing the clean-up of junk, trash, and debris (blight), in your neighborhood



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

87

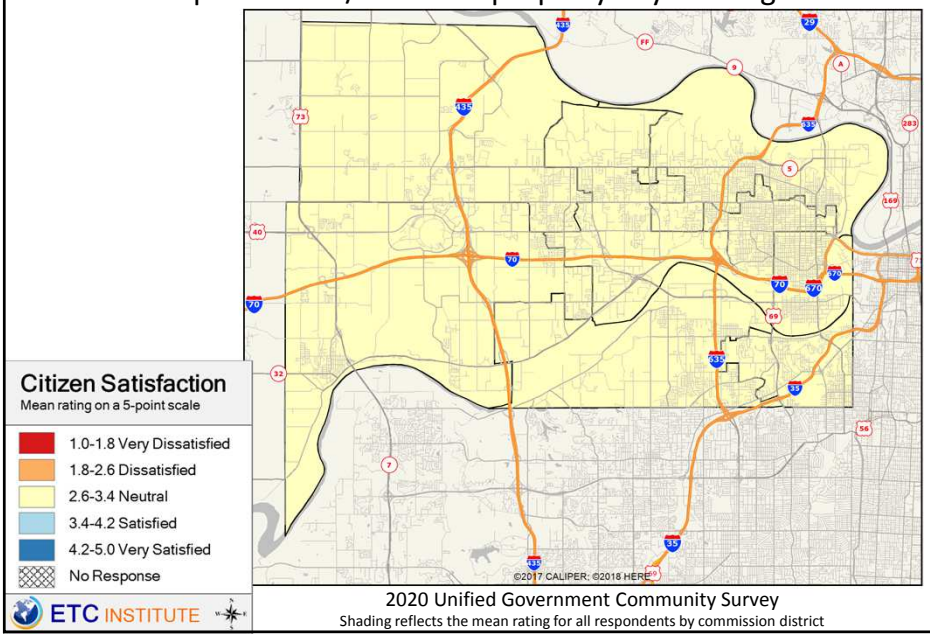
Q17.3 Satisfaction with: Enforcing the mowing and trimming of weeds on private and/or vacant property city-wide



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

88

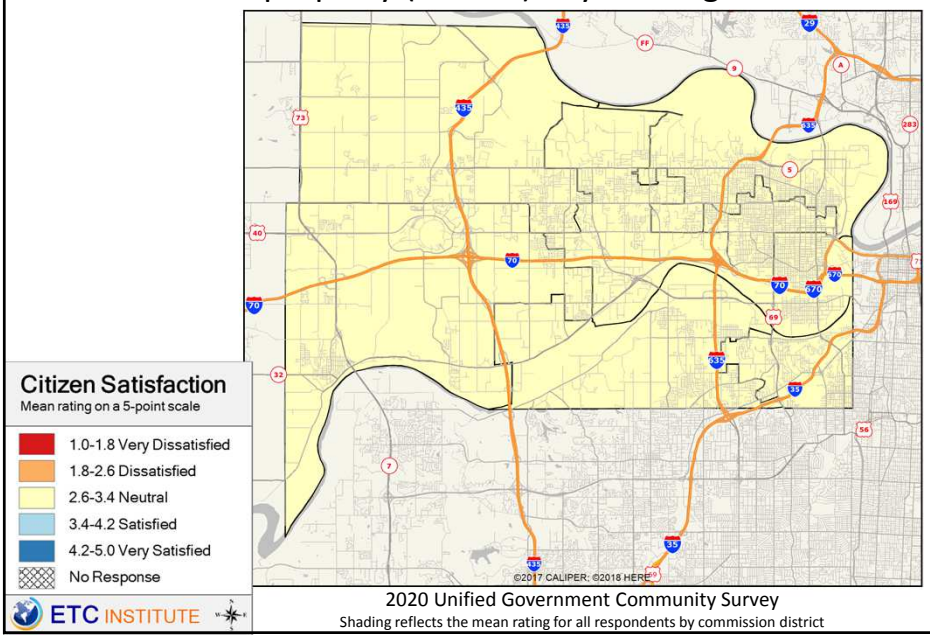
Q17.4 Satisfaction with: Enforcing the mowing and trimming of weeds on private and/or vacant property in your neighborhood



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

89

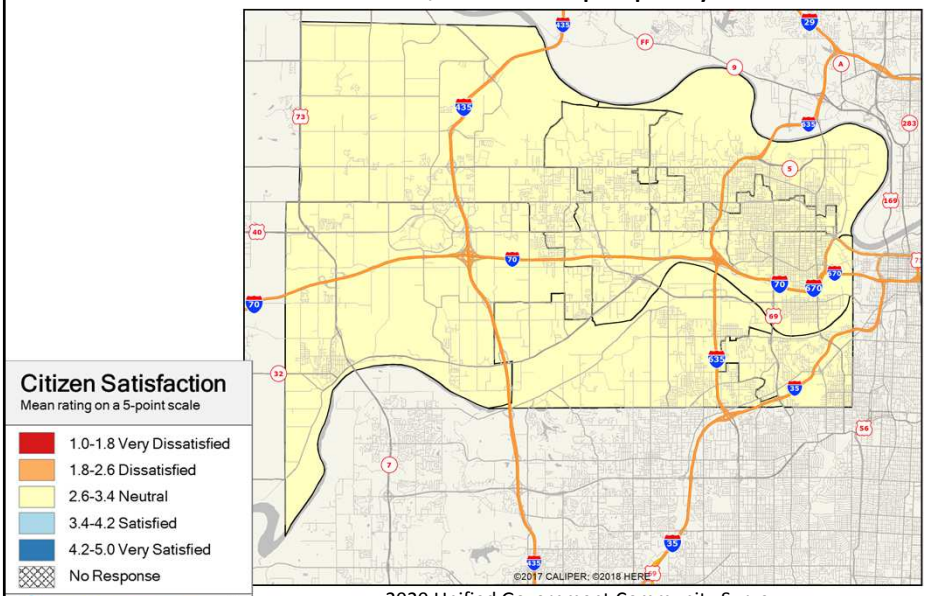
Q17.5 Satisfaction with: Enforcing the maintenance of residential property (houses) in your neighborhood



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

90

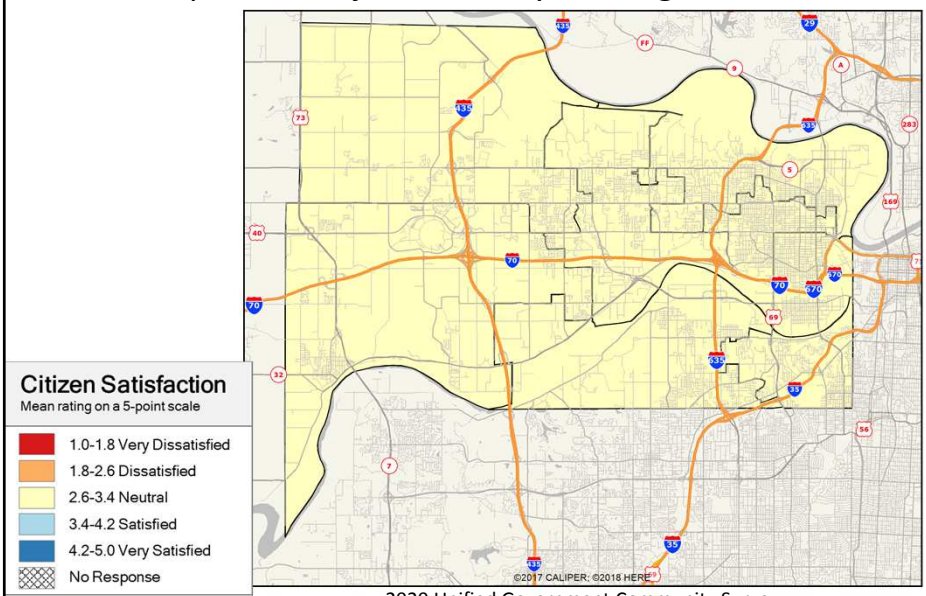
Q17.6 Satisfaction with: Enforcing the maintenance of commercial/business property



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

91

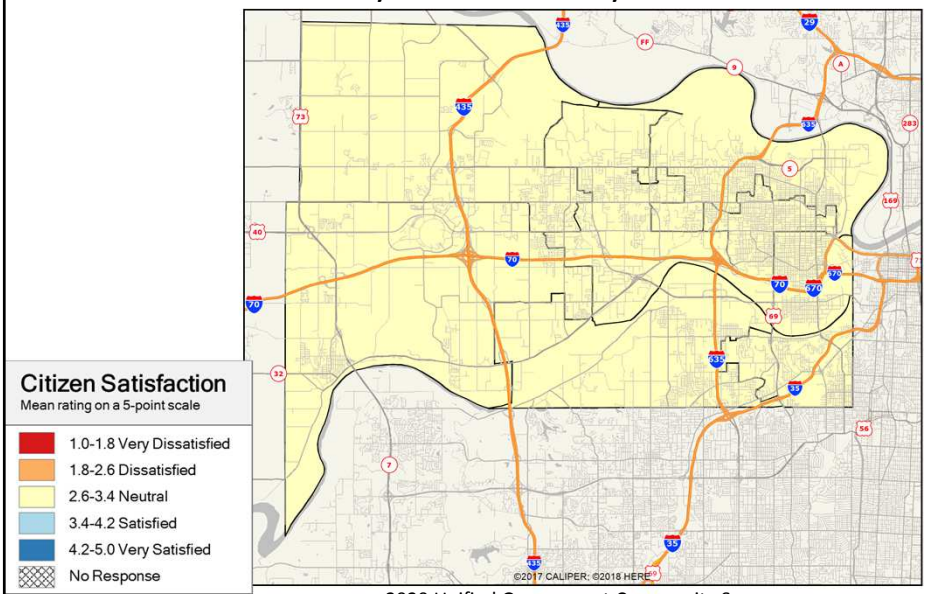
Q17.7 Satisfaction with: Enforcing the removal of inoperable or junk cars in your neighborhood



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

92

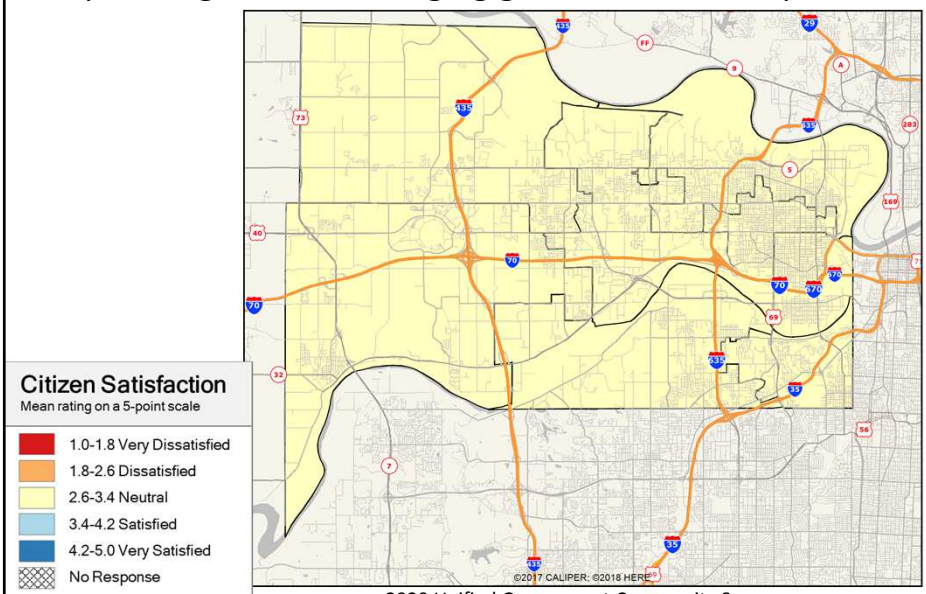
Q20.1 Satisfaction with: Overall image of Wyandotte County



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

93

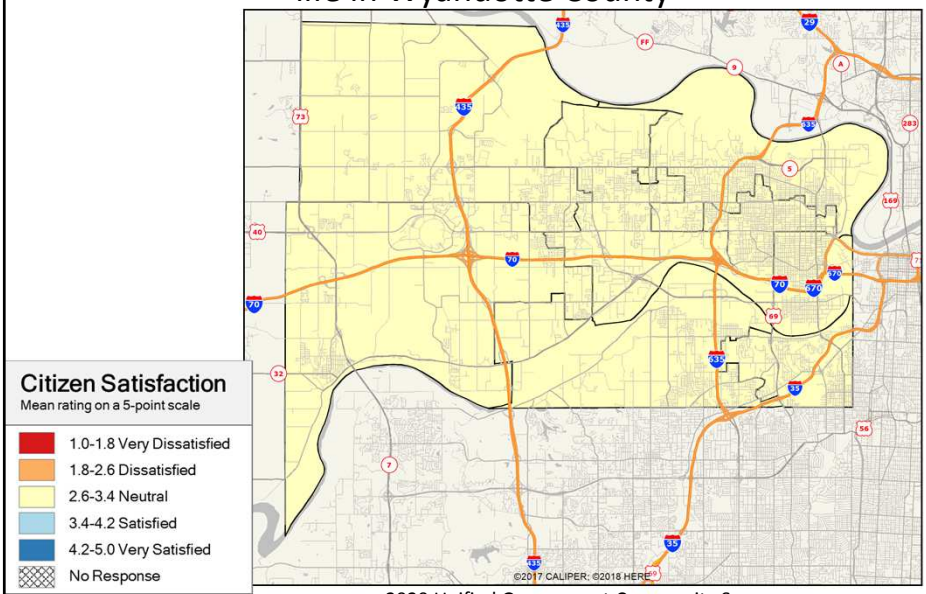
Q20.2 Satisfaction with: How well Wyandotte County is planning for and managing growth and development



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

94

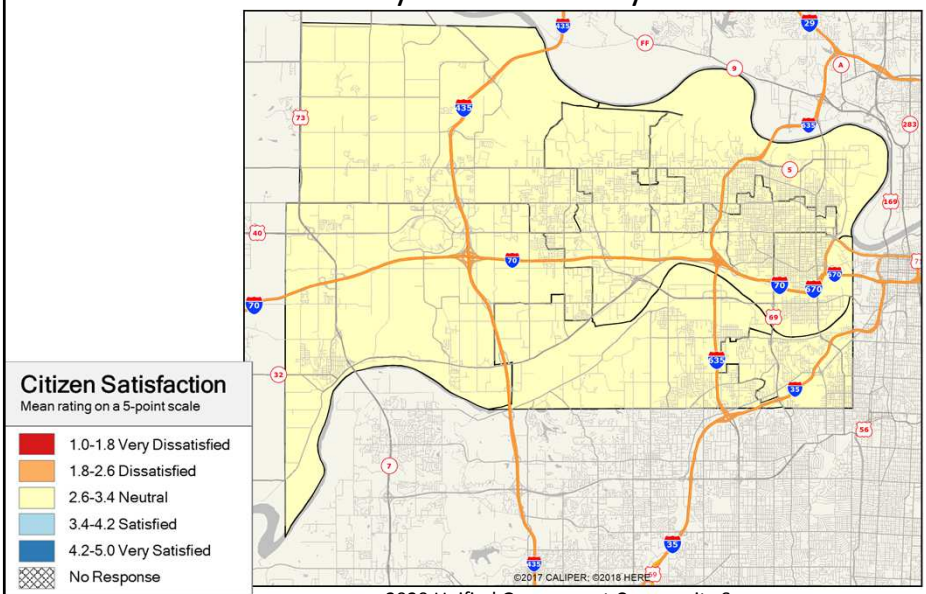
Q20.3 Satisfaction with: Overall quality of life in Wyandotte County



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

95

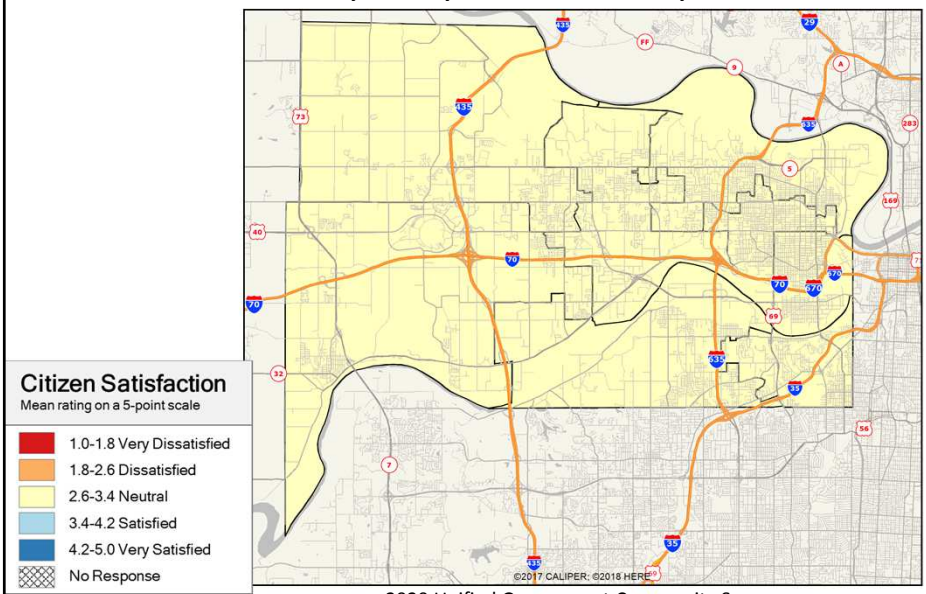
Q20.4 Satisfaction with: Overall appearance of Wyandotte County



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

96

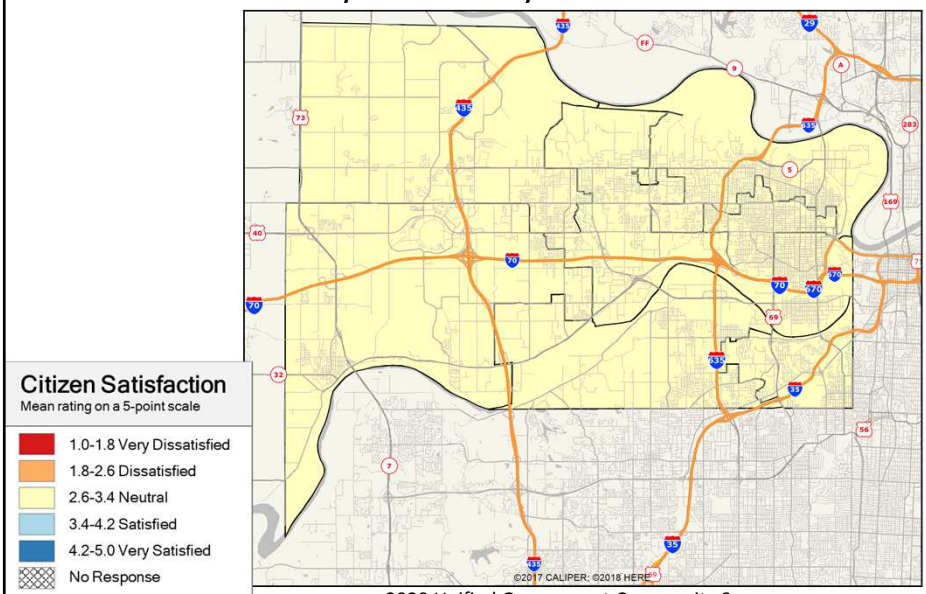
Q20.5 Satisfaction with: Overall feeling of safety in Wyandotte County



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

97

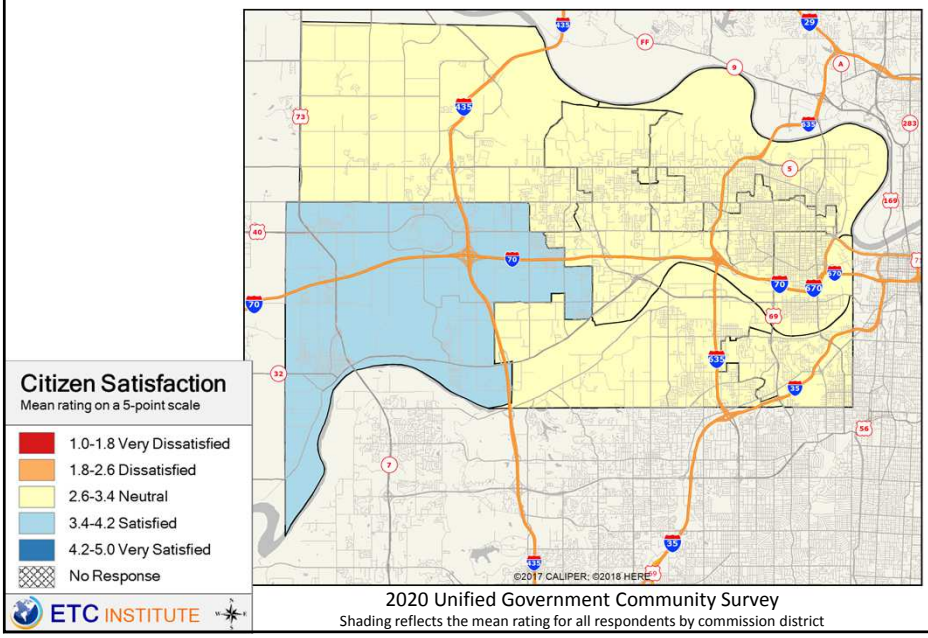
Q20.6 Satisfaction with: Overall quality of City and County services



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

98

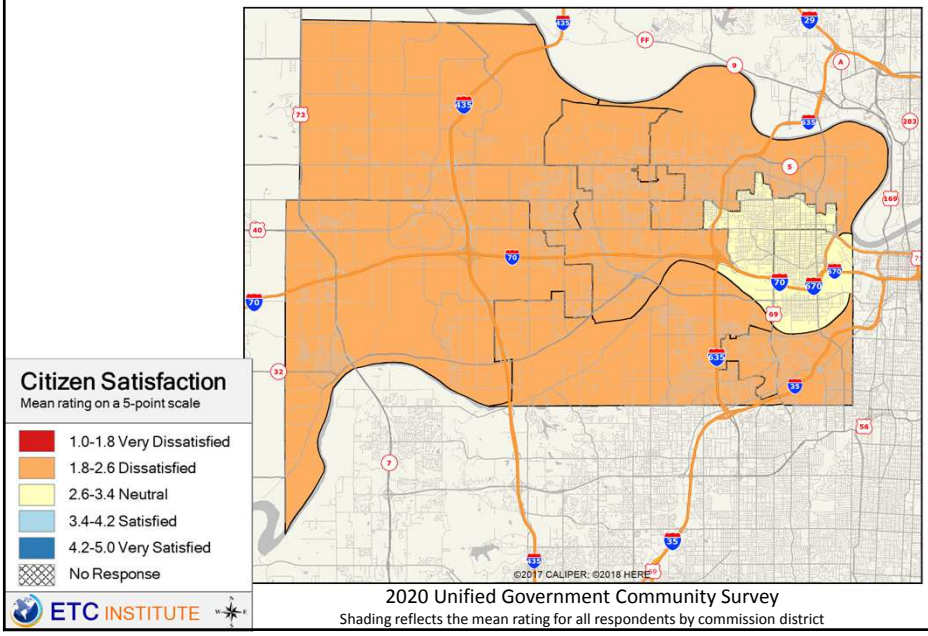
Q20.7 Satisfaction with: Appearance of commercial areas where you shop/do business within Wyandotte County



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

99

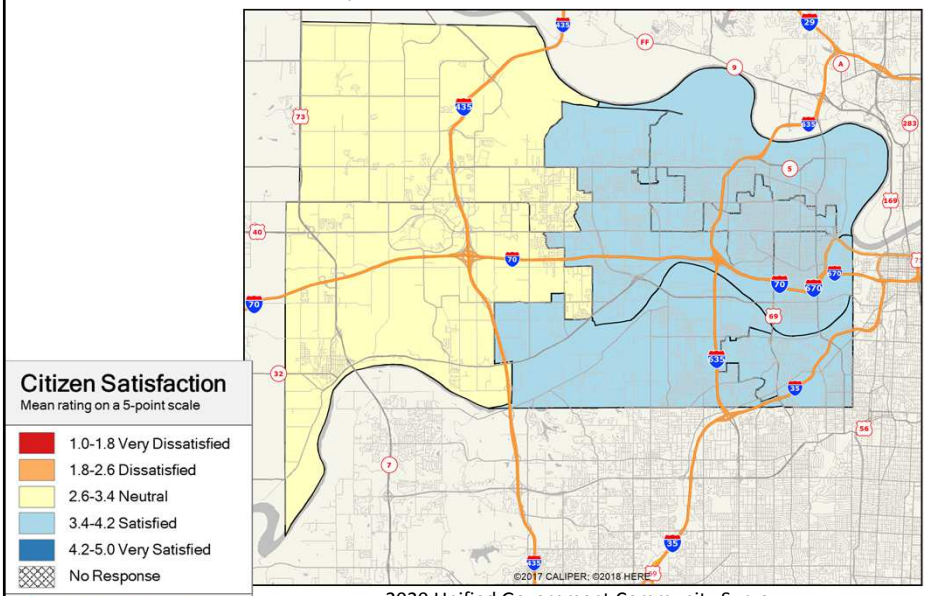
Q20.8 Satisfaction with: The overall value you receive for the city/county taxes and fees that you pay



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

100

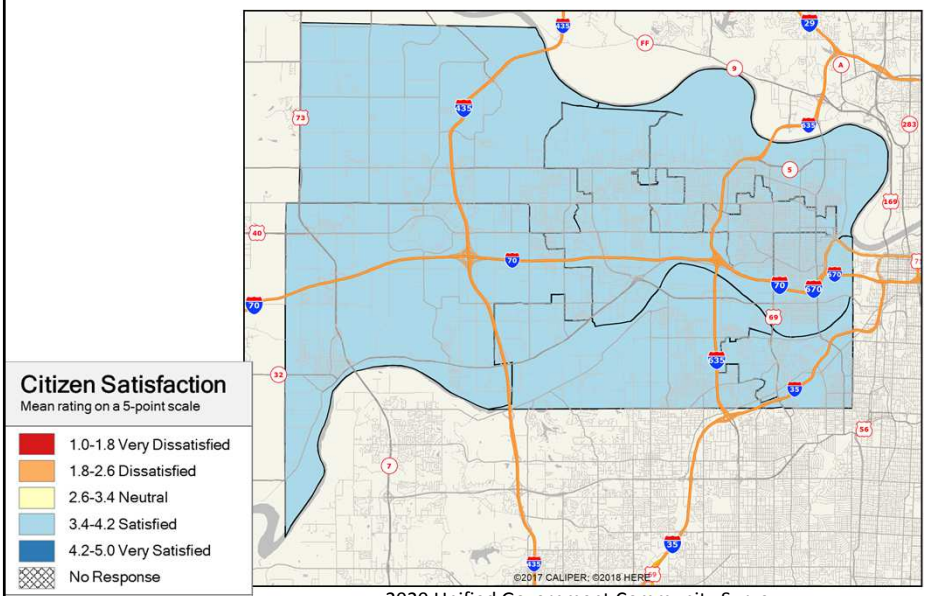
Q26.1 Level of Agreement: I get the answers I need when I visit/call the Unified Government



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

101

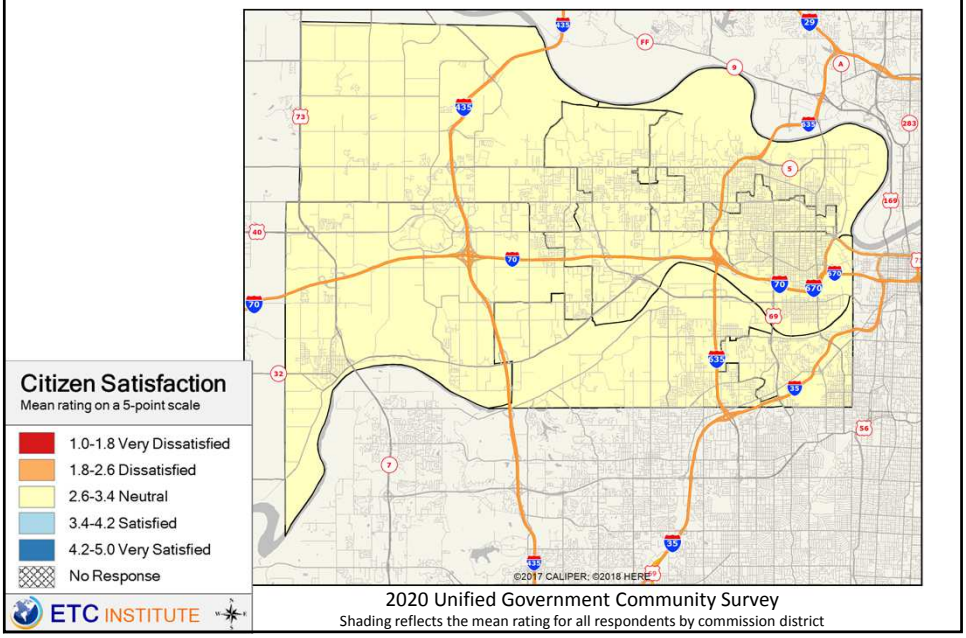
Q26.2 Level of Agreement: When I ask a Unified Government employee for something, they either provide the answer I need or find someone who can



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

102

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



2020 Unified Government Community Survey
Shading reflects the mean rating for all respondents by commission district

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Unified Government Community Survey

Benchmarking Report

…helping organizations make better decisions since 1982

2020

Submitted to the Unified Government
by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

February 2020

Benchmarking Analysis
2020 Unified Government Community Survey

ETC Institute's *DirectionFinder®* program was originally developed in 1999 to help community leaders in Kansas and Missouri use statistically valid community survey data as a tool for making better decisions.

Since November 1999, the survey has been administered in more than 210 cities and counties in 43 states. This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute to a random sample of more than 4,000 residents in the continental United States and (2) surveys that have been administered by ETC Institute in 27 communities in the Kansas City metro area between January 2016 and December 2019. Some of the Kansas and Missouri communities represented in this report include:

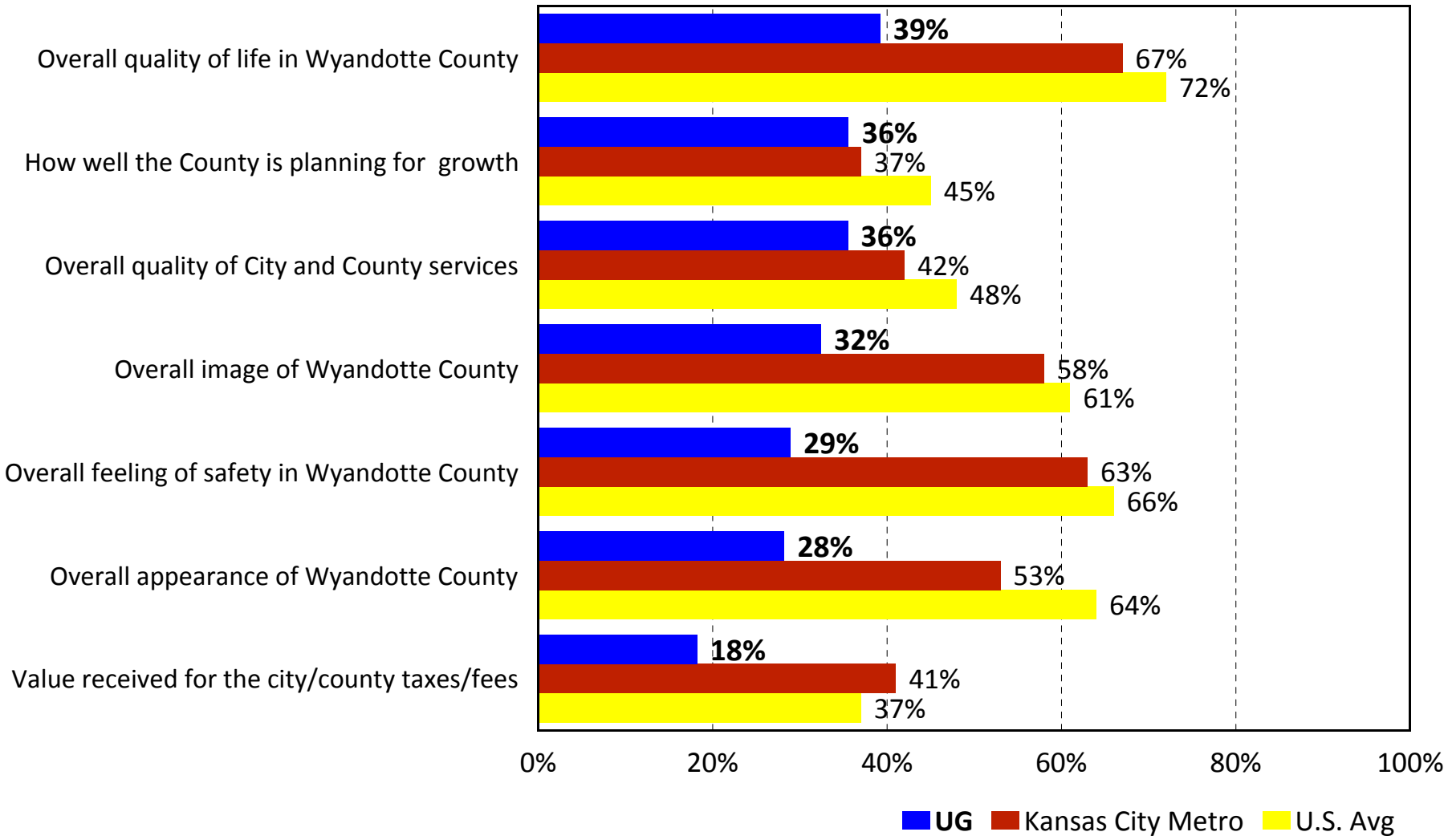
- Atchison, Kansas
- Basehor, Kansas
- Blue Springs, Missouri
- Edgerton, Kansas
- Fairway, Kansas
- Gardner, Kansas
- Gladstone, Missouri
- Grain Valley, Missouri
- Grandview, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lee's Summit, Missouri
- Lenexa, Kansas
- Merriam, Kansas
- North Kansas City, MO
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Prairie Village, Kansas
- Raymore, Missouri
- Riverside, Missouri
- Roeland Park, Kansas
- Shawnee, Kansas
- Smithville, Missouri
- Spring Hill, Kansas
- Unified Government of Kansas City and Wyandotte County

National Benchmarks. The first set of charts on the following pages show how the overall results for the Unified Government compare to the national average based on the results of a national survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents.

Kansas City Metro Benchmarks. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 27 communities listed above. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the metropolitan Kansas City area. The actual ratings for the Unified Government are listed to the right of each chart. The dot on each bar shows how the results for the Unified Government compare to the other communities in the Kansas City area where the DirectionFinder® survey has been administered.

Satisfaction with Issues that Influence Perceptions of the City: UG vs. Kansas City Metro vs. U.S.

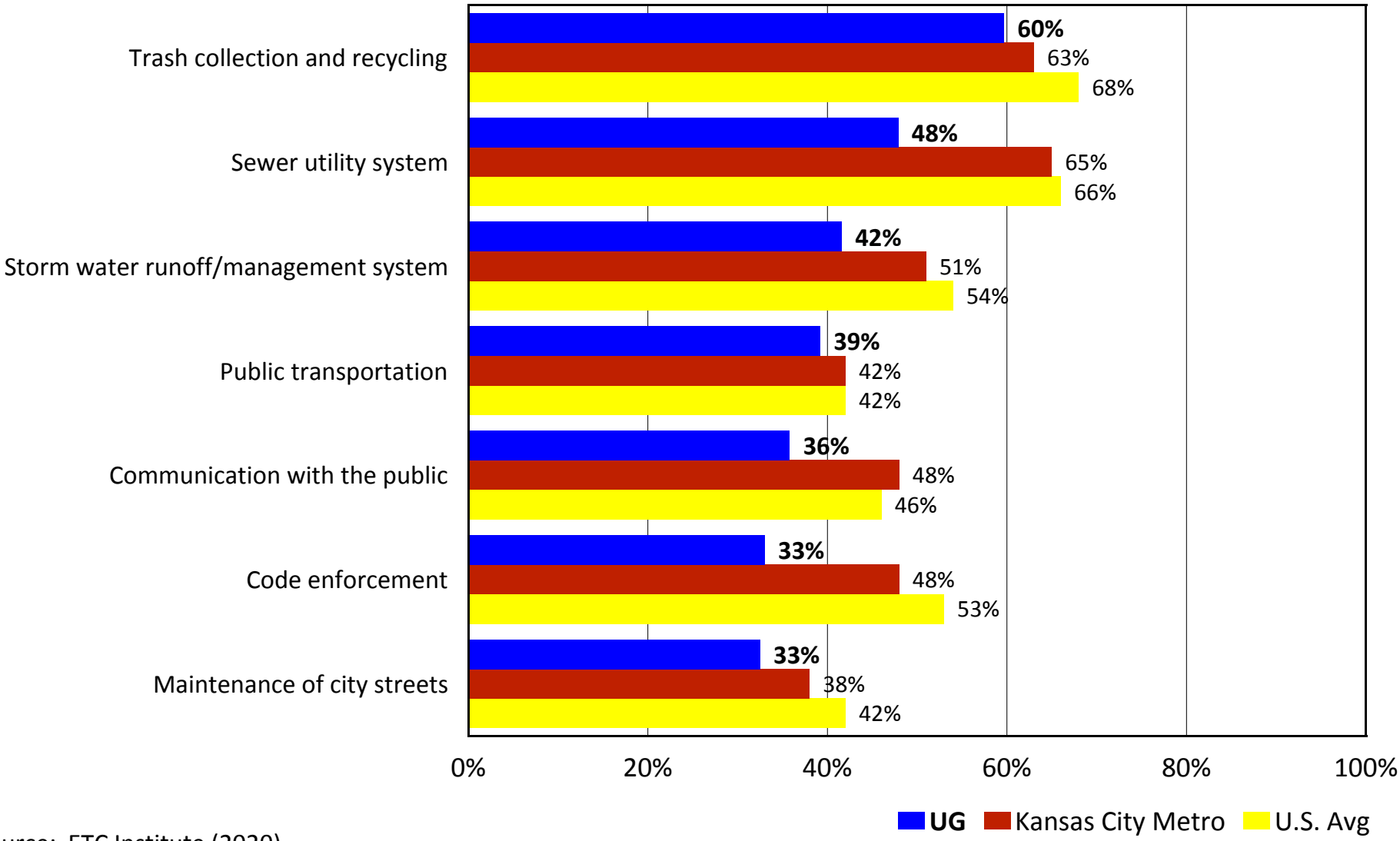
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute (2020)

Overall Satisfaction with City/County Services: UG vs. Kansas City Metro vs. U.S.

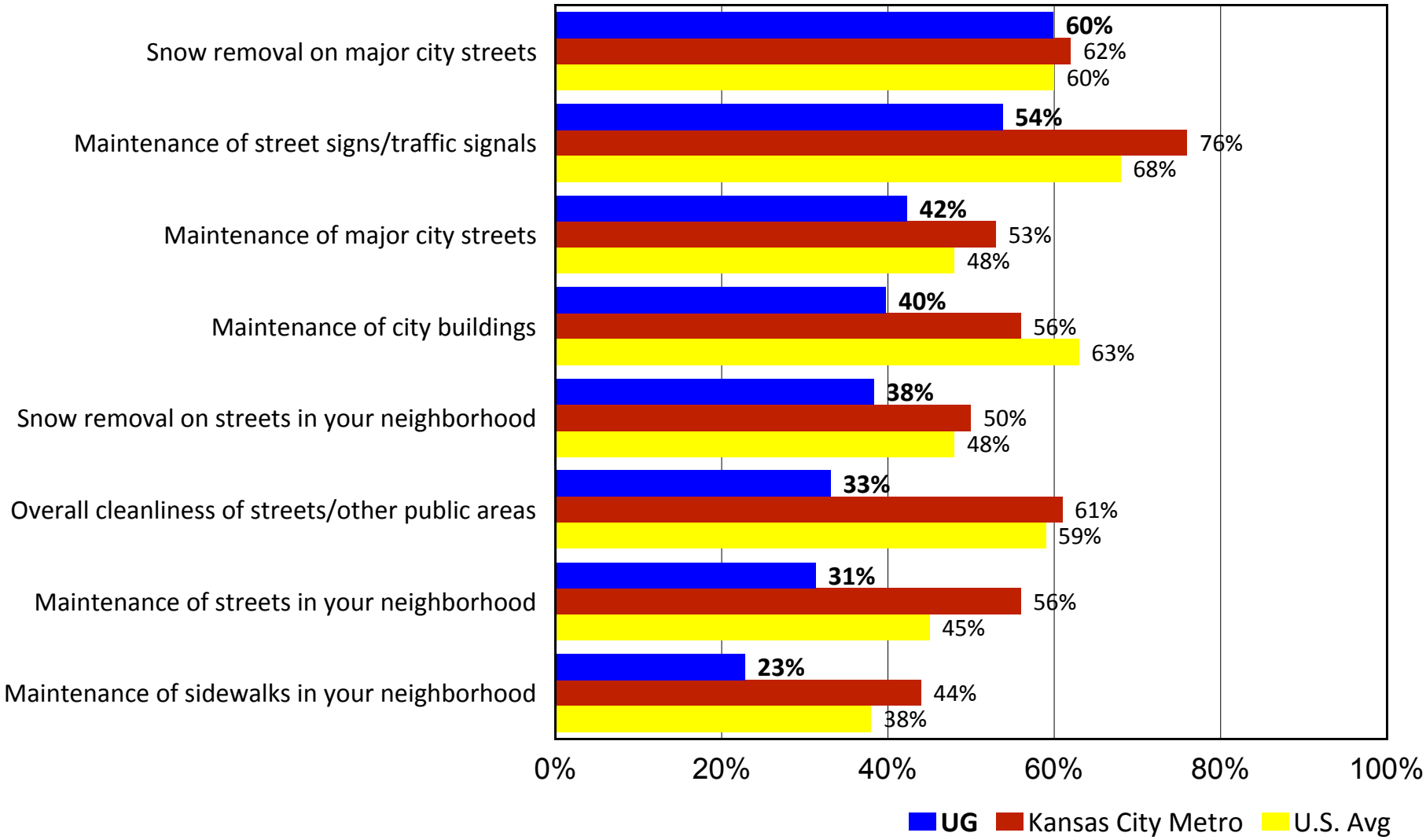
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute (2020)

Overall Satisfaction with Maintenance Services: UG vs. Kansas City Metro vs. U.S.

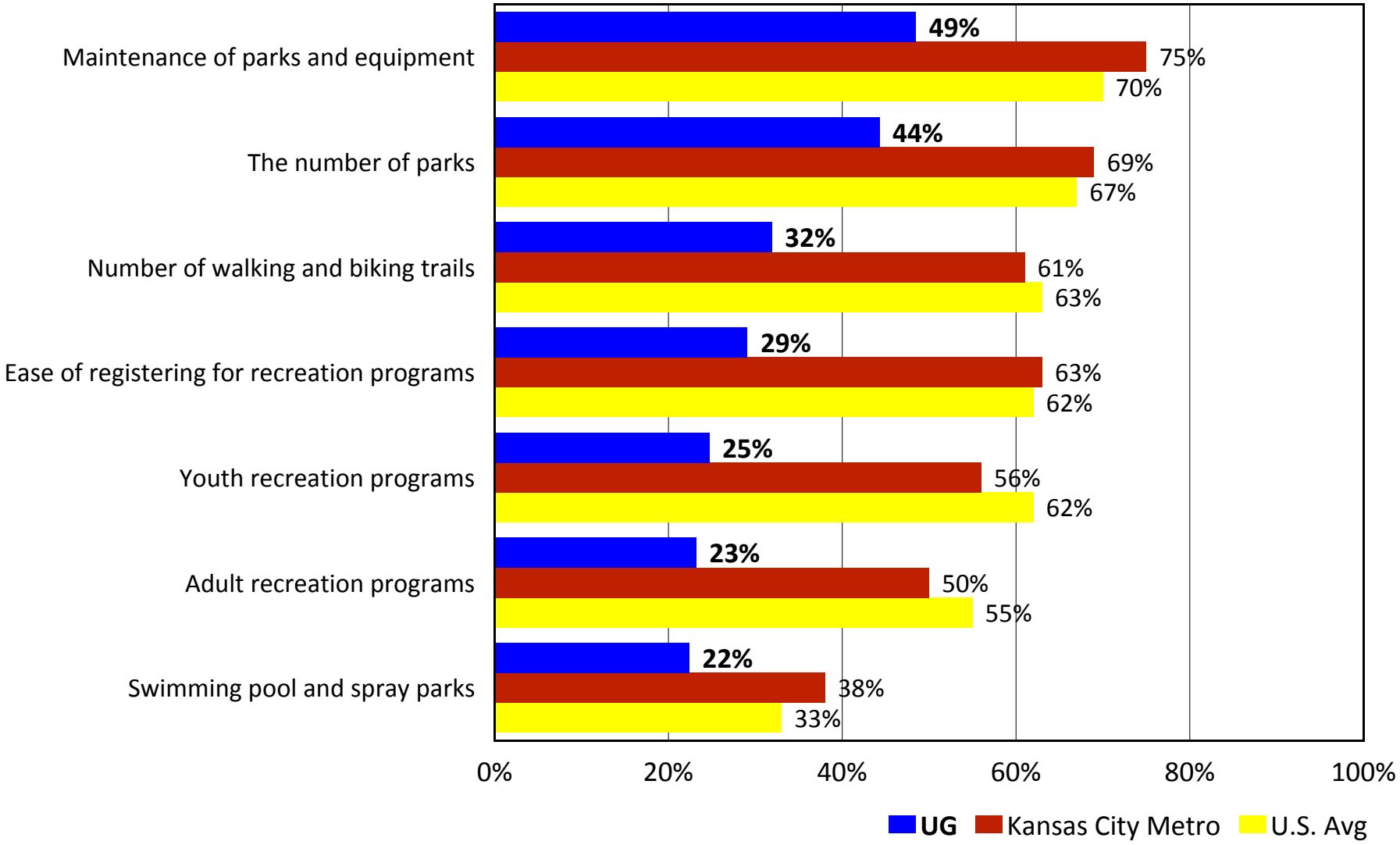
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute (2020)

Overall Satisfaction with Parks and Recreation Services: UG vs. Kansas City Metro vs. U.S.

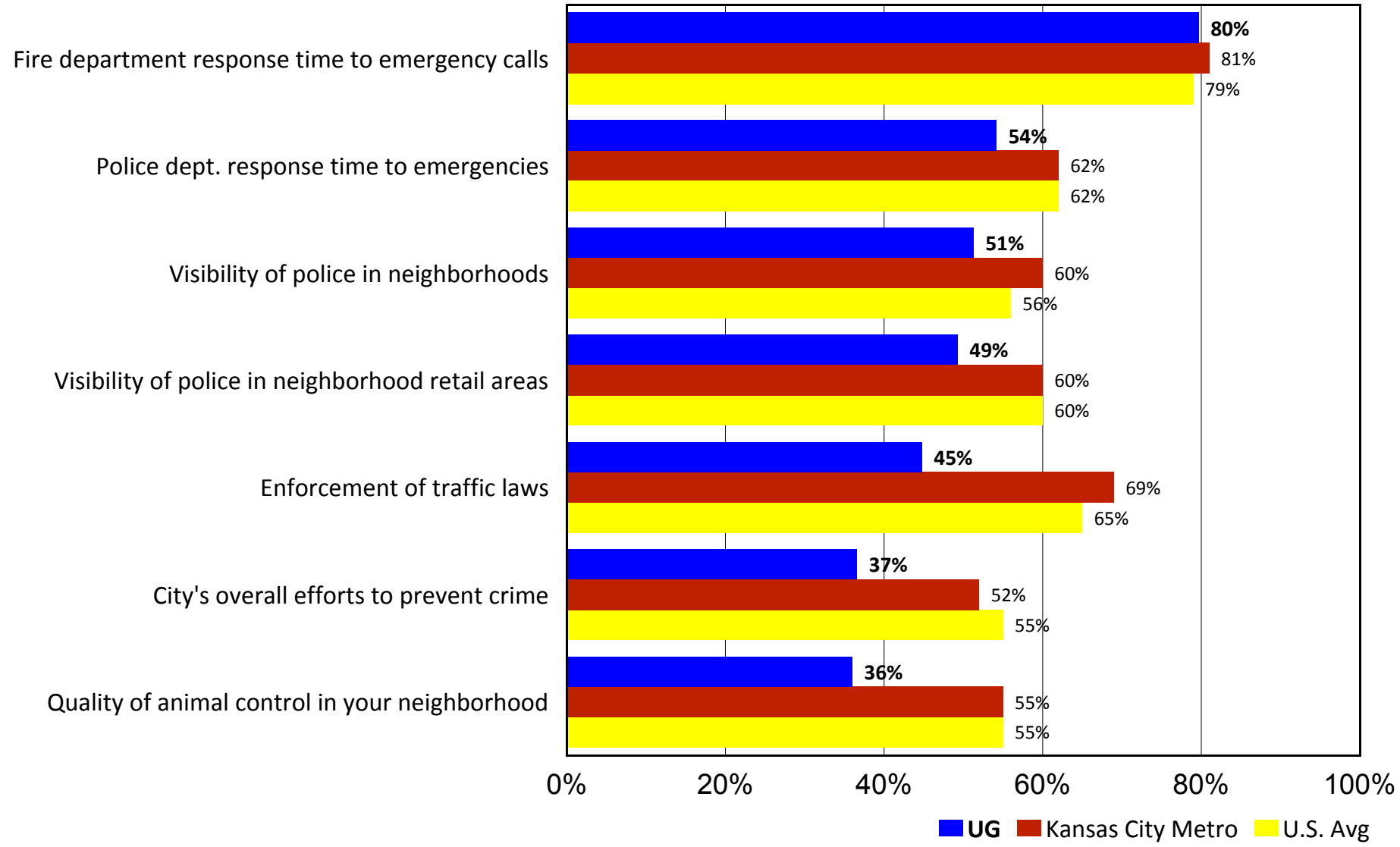
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute (2020)

Overall Satisfaction with Public Safety: UG vs. Kansas City Metro vs. U.S.

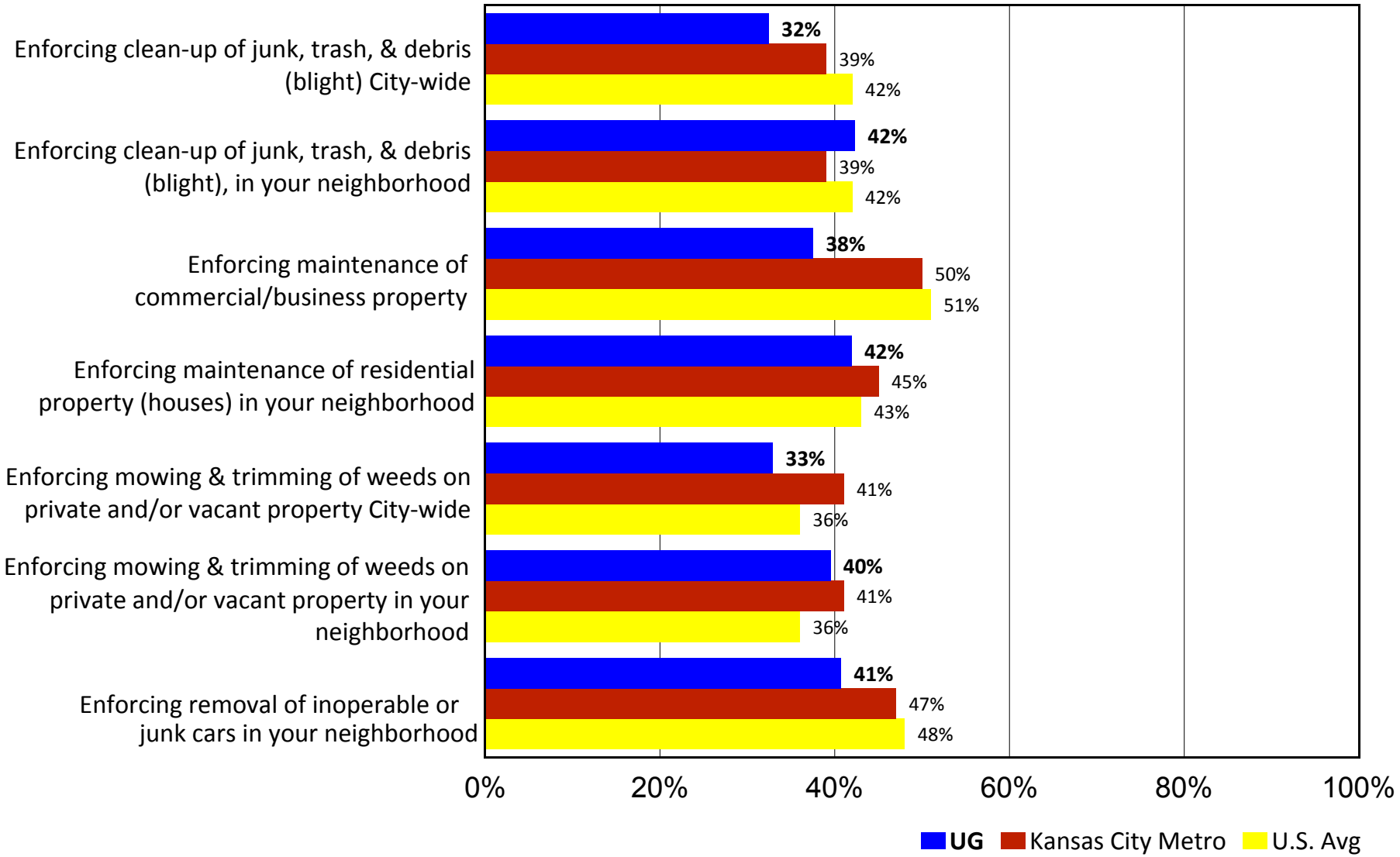
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute (2020)

Overall Satisfaction with Code Enforcement: UG vs. Kansas City Metro vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



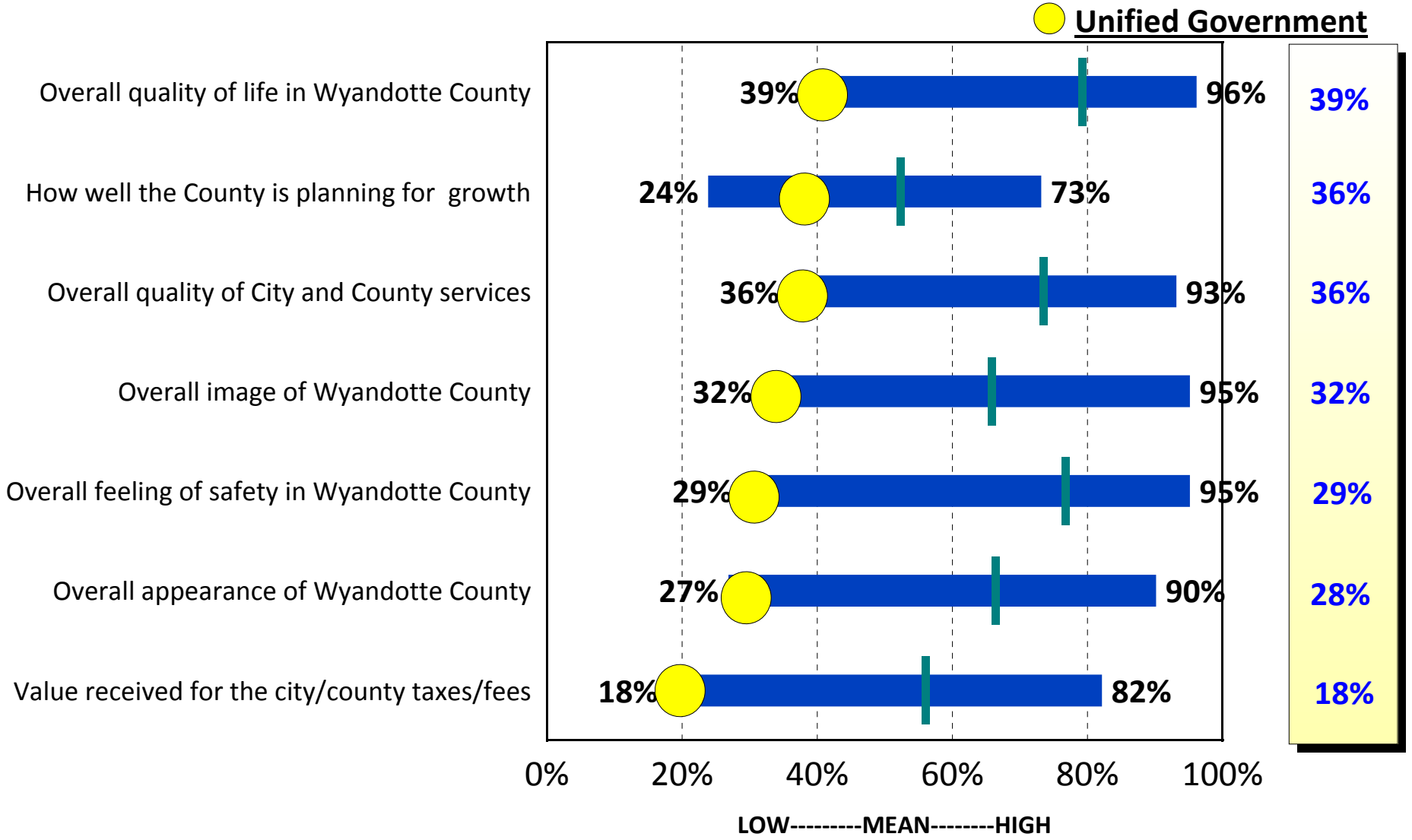
Source: ETC Institute (2020)

Metropolitan Kansas City Benchmarks

Source: ETC Institute (2020)

Perceptions that Kansas City Area Residents Have of the City in Which They Live in 2020

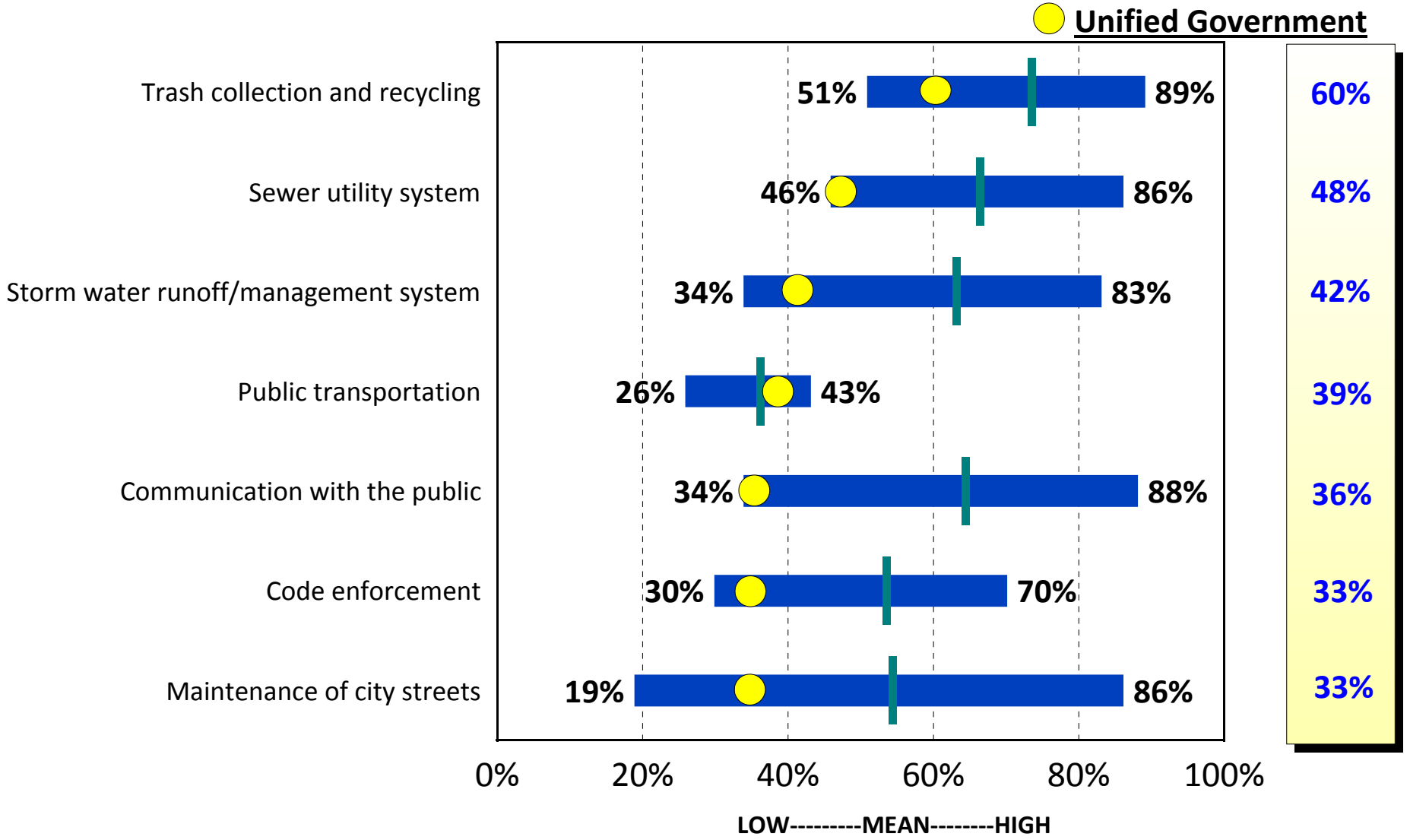
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

Overall Satisfaction with City Services Provided by Cities in the Kansas City Area in 2020

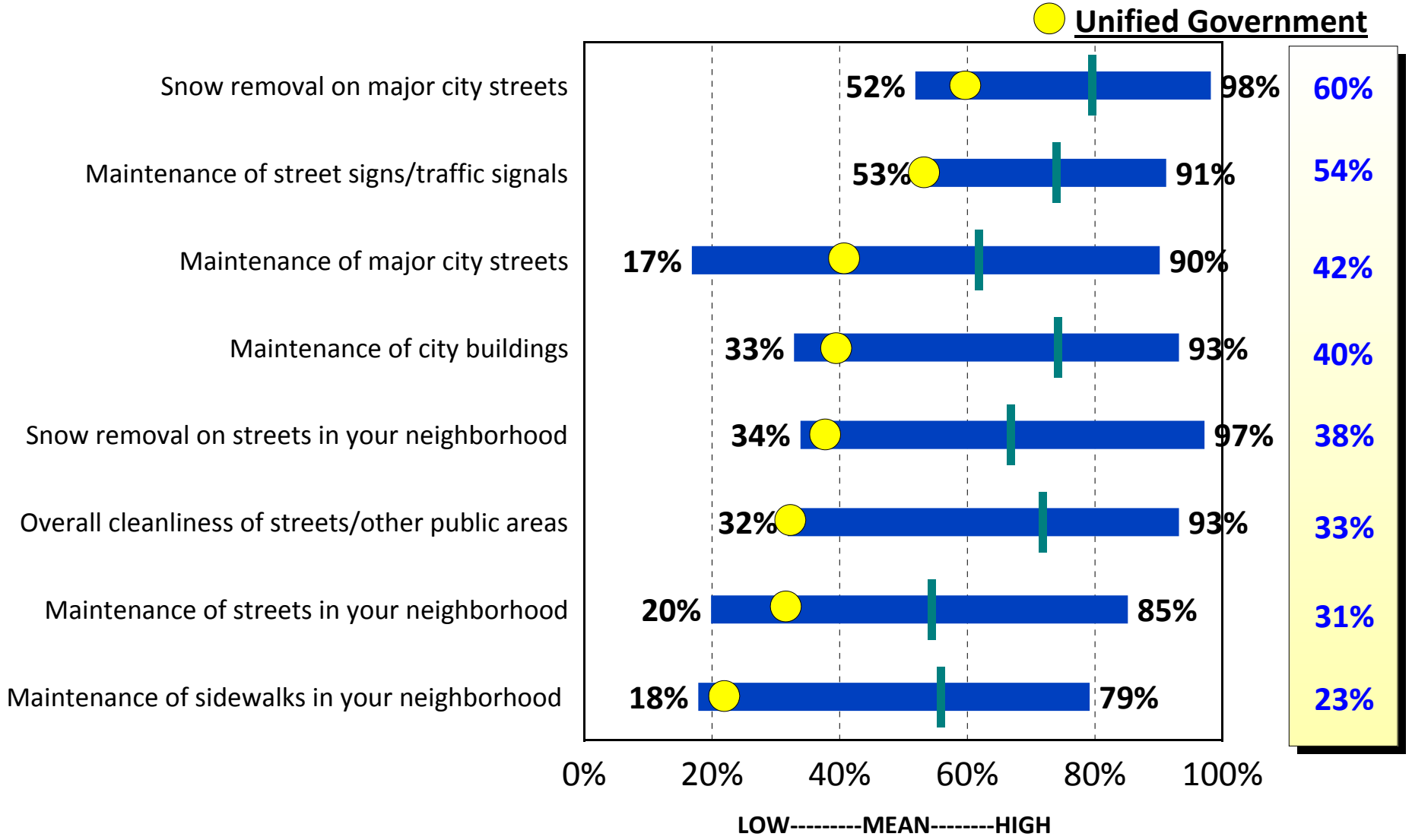
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

Overall Satisfaction with Maintenance Services Provided by Cities in the Kansas City Area in 2020

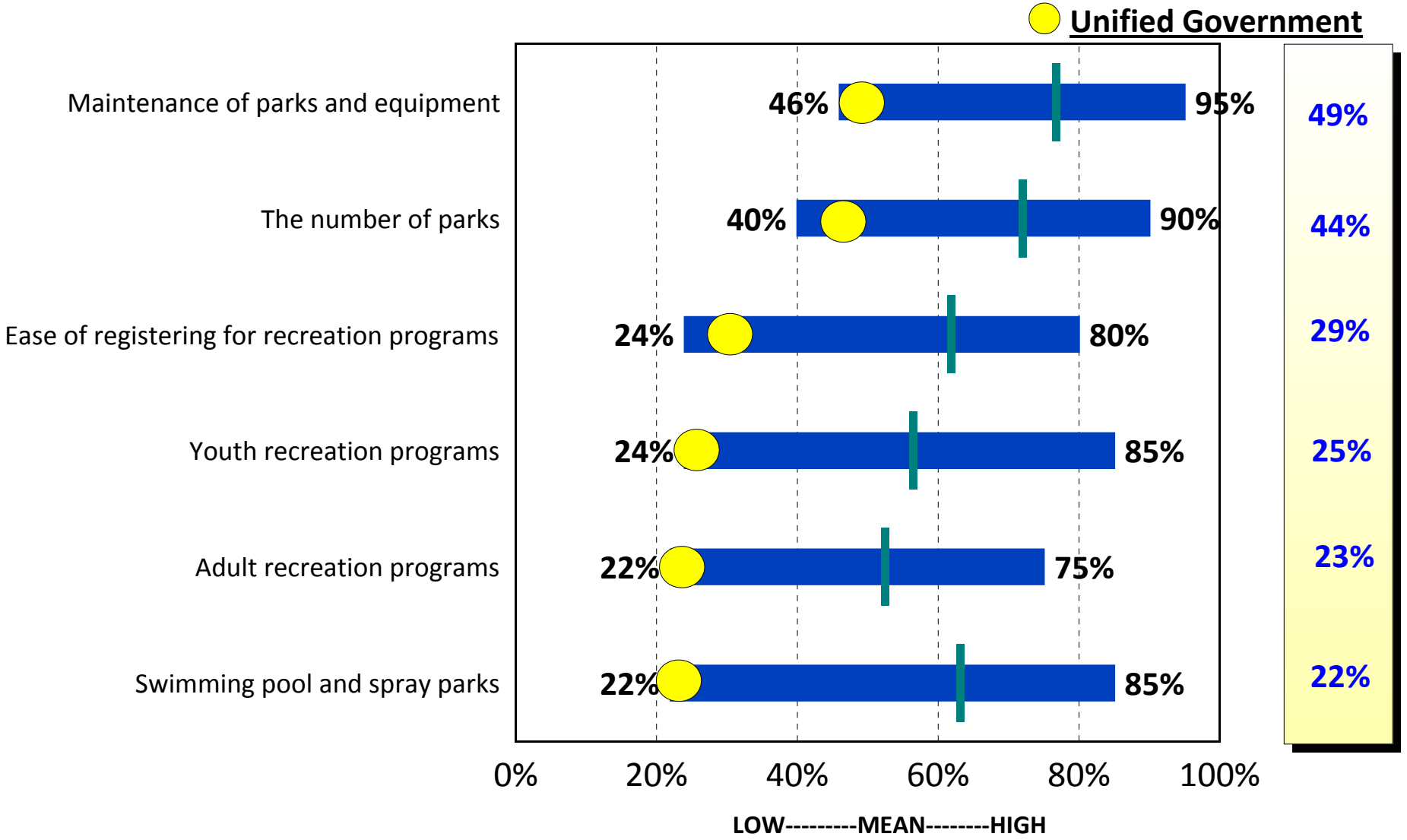
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

Overall Satisfaction with Parks and Recreation Services Provided by Cities in the Kansas City Area in 2020

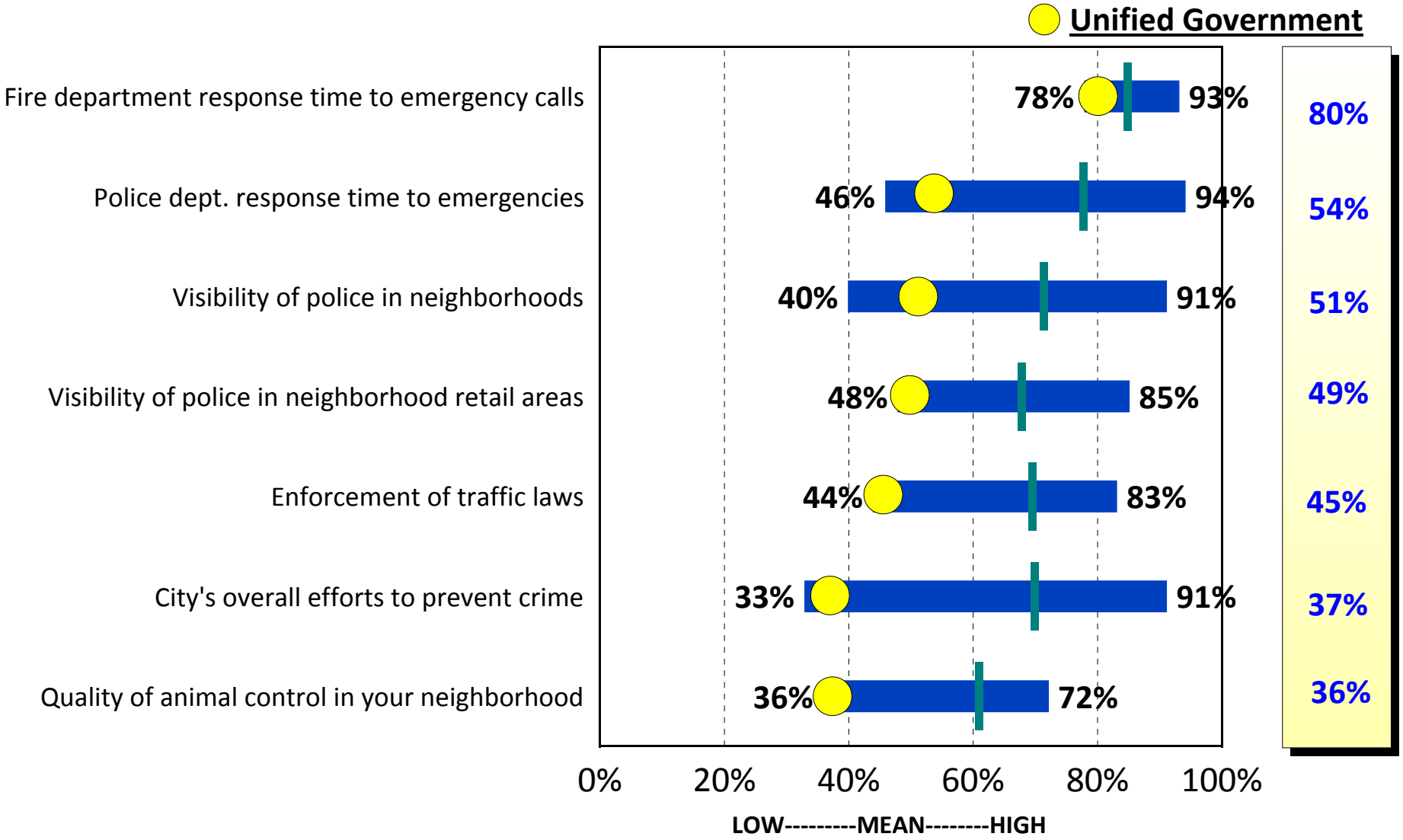
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

Overall Satisfaction with Public Safety Services Provided by Cities in the Kansas City Area in 2020

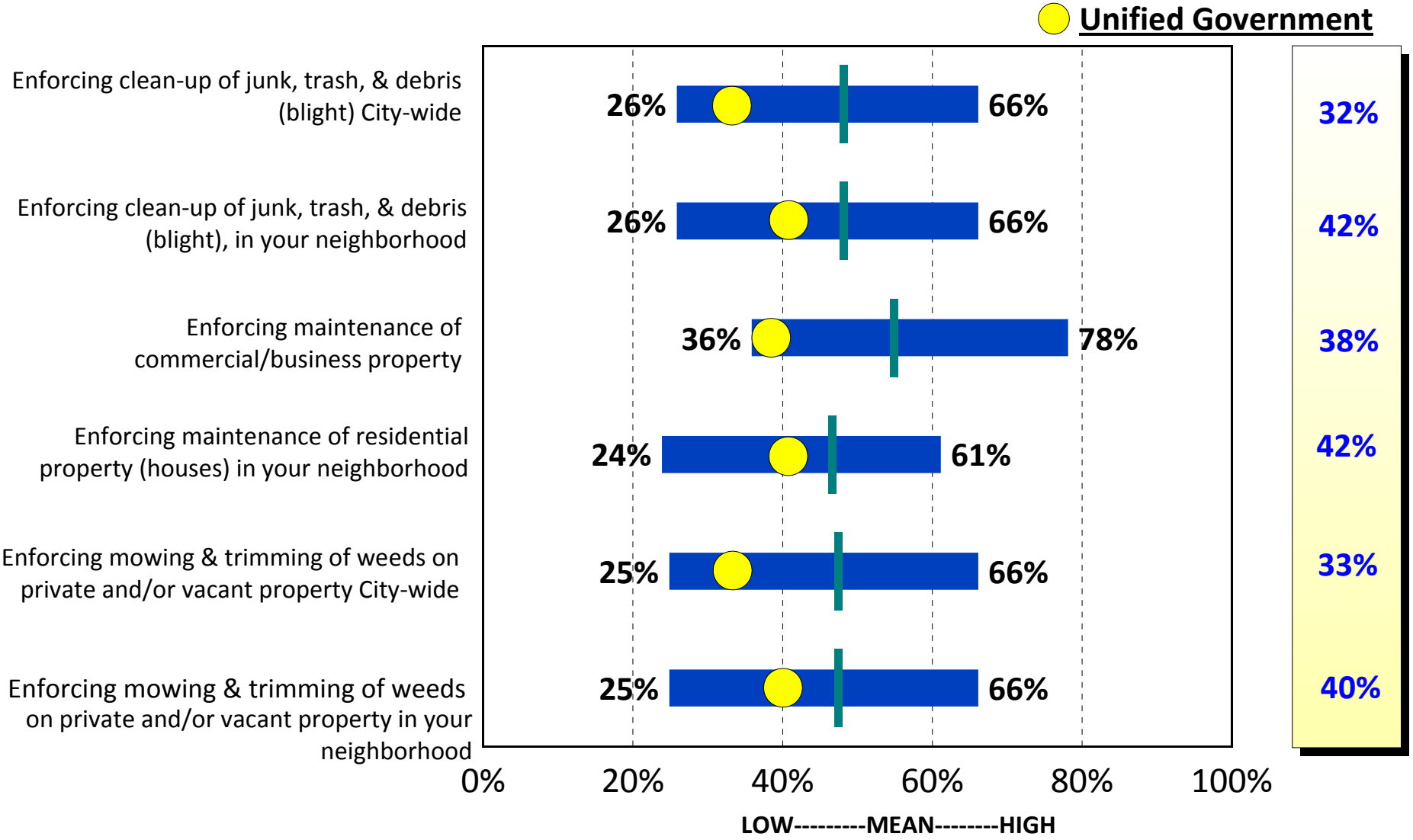
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

Overall Satisfaction with Code Enforcement Provided by Cities in the Kansas City Area in 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)