2022 Unified Government Community Survey Benchmarking Analysis

Presented to the Unified Government of Wyandotte County, Kansas

April 2022
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 300 cities and counties in 49 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 9,000 residents in the continental United States during the fall and winter of 2021 and (2) surveys that have been administered by ETC Institute in 20 communities in the Kansas City metro area between January 2020 and March 2022. The Kansas and Missouri communities represented in this report include:

- Atchison, Kansas
- Belton, Missouri
- Blue Springs, Missouri
- Edgerton, Kansas
- Gladstone, Missouri
- Harrisonville, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lenexa, Kansas
- Merriam, Kansas
- Mission, Kansas
- North Kansas City, MO
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Raymore, Missouri
- Richmond, Missouri
- Roeland Park, Kansas
- Smithville, Missouri
- Spring Hill, Kansas

**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 9,000 U.S. residents.

**Kansas City Metro Benchmarks.** The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 20 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"

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"
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”

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”
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”

Overall Satisfaction with Communication 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”
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"

- Enforcing maintenance of homes in neighborhoods: 34% UG, 47% Kansas City Metro, 45% U.S. Avg
- Enforcing clean-up of junk, trash, & debris (blight), in your neighborhood: 33% UG, 47% Kansas City Metro, 46% U.S. Avg
- Enforcing mowing & trimming of weeds on private and/or vacant property in your neighborhood: 30% UG, 49% Kansas City Metro, 47% U.S. Avg
- Enforcing maintenance of commercial/business property: 29% UG, 55% Kansas City Metro, 48% U.S. Avg

Overall Satisfaction with Waste Management 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"

- Curbside residential trash collection: 70% UG, 86% Kansas City Metro, 69% U.S. Avg
- Curbside residential recycling collection: 58% UG, 80% Kansas City Metro, 57% U.S. Avg
Metropolitan Kansas City Benchmarks

Perceptions that Kansas City Area Residents Have of the City in Which They Live in 2022
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
Overall Satisfaction with City Services Provided by Cities in the Kansas City Area in 2022
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

Overall Satisfaction with Maintenance Services Provided by Cities in the Kansas City Area in 2022
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
## Overall Satisfaction with Parks and Recreation Services Provided by Cities in the Kansas City Area in 2022

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Unified Government</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to a local park</td>
<td>51%</td>
</tr>
<tr>
<td>Overall park and equipment maintenance</td>
<td>39%</td>
</tr>
<tr>
<td>Access to community centers</td>
<td>37%</td>
</tr>
<tr>
<td>Sunflower Hills Golf Course</td>
<td>36%</td>
</tr>
<tr>
<td>Availability of outdoor athletic fields</td>
<td>34%</td>
</tr>
<tr>
<td>Access to walking and biking trails</td>
<td>32%</td>
</tr>
<tr>
<td>Spray parks</td>
<td>28%</td>
</tr>
<tr>
<td>Ease of registering for recreation programs</td>
<td>23%</td>
</tr>
<tr>
<td>Youth recreation programs</td>
<td>22%</td>
</tr>
<tr>
<td>Adult recreation programs</td>
<td>19%</td>
</tr>
</tbody>
</table>

## Overall Satisfaction with Public Safety Services Provided by Cities in the Kansas City Area in 2022

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Unified Government</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response time for fire emergencies</td>
<td>69%</td>
</tr>
<tr>
<td>Response time for medical emergency calls</td>
<td>69%</td>
</tr>
<tr>
<td>Police visibility in commercial areas</td>
<td>46%</td>
</tr>
<tr>
<td>Response time for police emergencies</td>
<td>45%</td>
</tr>
<tr>
<td>Police visibility in residential neighborhoods</td>
<td>44%</td>
</tr>
<tr>
<td>Traffic law enforcement</td>
<td>38%</td>
</tr>
<tr>
<td>Animal control in neighborhoods</td>
<td>31%</td>
</tr>
</tbody>
</table>

ETC Institute (2022)
**Overall Satisfaction with Communication Services Provided by Cities in the Kansas City Area in 2022**

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

- **Unified Government website**: 70% (39%)
- **Overall quality of information about Unified Government programs and services**: 78% (33%)
- **Unified Government social media**: 74% (32%)
- **Efforts to keep you informed about local issues**: 75% (31%)
- **Public involvement in local decision making**: 61% (18%)

**Overall Satisfaction with Code Enforcement Provided by Cities in the Kansas City Area in 2022**

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

- **Enforcing maintenance of homes in neighborhoods**: 66% (34%)
- **Enforcing clean-up of junk, trash, & debris (blight), in your neighborhood**: 65% (33%)
- **Enforcing mowing & trimming of weeds on private and/or vacant property in your neighborhood**: 68% (30%)
- **Enforcing maintenance of commercial/business property**: 75% (29%)
Overall Satisfaction with Waste Management Services
Provided by Cities in the Kansas City Area in 2022

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

Curbside residential trash collection
Curbside residential recycling collection

Unified Government

0% 20% 40% 60% 80% 100%
LOW-------------------MEAN-------------------HIGH

70% 58% 89% 97% 70% 58%