



2022 Unified Government Community Survey Findings Report

Presented to the Unified Government
of Wyandotte County, Kansas

April 2022



ETC
INSTITUTE

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2022 Unified Government Community Survey

Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents in Kansas City, Kansas and Wyandotte County between January and April 2022 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 text messages to the households that received the survey to encourage participation. The emails and texts 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. This goal was far exceeded, with a total of 3,152 residents completing the survey. The overall results for the sample of 3,152 households have a precision of at least $\pm 1.74\%$ 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 appearance of commercial areas (39%), Wyandotte County as a place to work (37%), Wyandotte County as a place to live (37%), and the overall quality of life in Wyandotte County (32%).

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 (81%), ambulance services (75%), trash collection and recycling (62%), and police services (61%). Residents were least satisfied with planning and zoning (26%) and maintenance of city streets (25%).

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: County parks (50%), local elections (46%), and public health services (46%). Residents were least satisfied with Appraiser’s Office services (22%) and property tax administration (19%).

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: response time for fire emergencies (69%), response time for medical emergency calls (69%), and police visibility in commercial areas (46%). The aspect of public safety services that respondents were least satisfied with is community appearance and maintenance (24%).
- **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 (55%), the maintenance of street signs and traffic signals (46%), and the maintenance of city buildings (35%). The two items respondents indicated should receive the most emphasis over the

next two years are: the maintenance of streets in neighborhoods and the maintenance of major city streets citywide.

- **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: access to a local park (51%), overall park and equipment maintenance (39%), access to community centers (37%), and Sunflower Hills Golf Course (36%). The three parks and recreation services respondents indicated should receive the most emphasis over the next two years were: access to walking and biking trails, overall park and equipment maintenance, and youth recreation programs.
- **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 maintenance of homes in neighborhoods (34%), enforcing the clean-up of junk, trash, and debris in neighborhoods (32%), and removal of inoperable/junk cars in neighborhoods (32%). The two items respondents indicated should receive the most emphasis over the next two years are: enforcing the clean-up of junk, trash, and debris city-wide and mowing/trimming of weeds on private/vacant property city-wide.

Additional Findings

- **Communication:** Respondents were asked to indicate which sources of information they use to get information about the Unified Government. The UG website (43%), local television (41%), social media (39%), and the Citizen Newsletter (32%) 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 the UG website and social media.
- **Problems Facing the Community:** Crime (82%), drugs (76%), and street racing or dangerous driving (68%) 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:** Nearly half (48%) of respondents indicated they feel the current quality of life in their neighborhood is about the same as it has always been; 23% feel it is getting worse, 20% feel it is getting better, 6% believe it has never been better, and 3% feel the quality of life in their neighborhood has never been worse.
- **Residency Policy:** Half (50%) of the respondents *who had an opinion* indicated they are either “very supportive” (30%) or “somewhat supportive” (20%) of eliminating the Unified Government’s residency requirement which states that its employees must have their permanent residence within Wyandotte County; 18% are “not sure” and 33% are “not supportive” of this policy.

Trends

Notable Increases: There were two areas that saw a notable increase in positive responses from 2020 to 2022.

- Public health services (+8%)
- Trash collection and recycling (+2%)

Notable Decreases: There were five areas that saw a notable decrease in positive responses from 2020 to 2022.

- Maintenance of major city streets citywide (-12%)
- Response time for medical emergency calls (-11%)
- Overall cleanliness of streets/other public areas (-10%)
- Police services (-10%)
- Clean-up of junk/trash/debris in neighborhoods (-10%)

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=0.5392)
 - Code Enforcement (IS=0.2491)
 - Police services (IS=0.1623)
 - Parks and recreation facilities (IS=0.1567)
 - Planning and Zoning (IS=0.1559)
 - Stormwater runoff/management system (IS=0.1333)
 - Public transportation (IS=0.1327)

- Parks and recreation programs (IS=0.1272)
 - Sewer and wastewater system (IS=0.1133)
 - Trash collection and recycling (IS=0.1000)
- **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:
 - Property tax administration (IS=0.3741)
 - Motor vehicle registration (IS=0.2832)
 - Services for seniors (IS=0.2676)
 - Services for developmental disabilities (IS=0.2458)
 - Appraiser's Office services (IS=0.2187)
 - Public health services (IS=0.1809)
 - Senior Transportation (IS=0.1708)
 - County Parks (IS=0.1509)
 - District Attorneys' Office (IS=0.1499)
 - Local elections (IS=0.1110)
- **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**
 - Community appearance and maintenance (IS=0.3695)
 - Police visibility in residential neighborhoods (IS=0.2736)
 - Animal control in neighborhoods (IS=0.2083)
 - Community policing (IS=0.1864)
 - Traffic law enforcement (IS=0.1474)
 - Police visibility in commercial areas (IS=0.1274)
 - Response time for police emergencies (IS=0.1178)
 - **City Maintenance**
 - Maintenance of streets in neighborhoods (IS=0.3599)
 - Maintenance of major city streets (IS=0.2672)
 - Overall cleanliness of streets and other public areas (IS=0.2430)
 - Maintenance of sidewalks in neighborhoods (IS=0.2141)

- Snow removal on neighborhood streets (IS=0.2091)
- Maintenance of curbs in neighborhoods (IS=0.1173)
- Maintenance of alleys in neighborhoods (IS=0.1084)

- **Parks and Recreation**
 - Access to walking and biking trails (IS=0.2380)
 - Overall park and equipment maintenance (IS=0.2085)
 - Youth recreation programs (IS=0.1790)
 - Programs for seniors (IS=0.1528)
 - Adult recreation programs (IS=0.1341)
 - Parkwood Pool (IS=0.1125)
 - Access to community centers (IS=0.1114)
 - Cost of recreation programs (IS=0.1002)

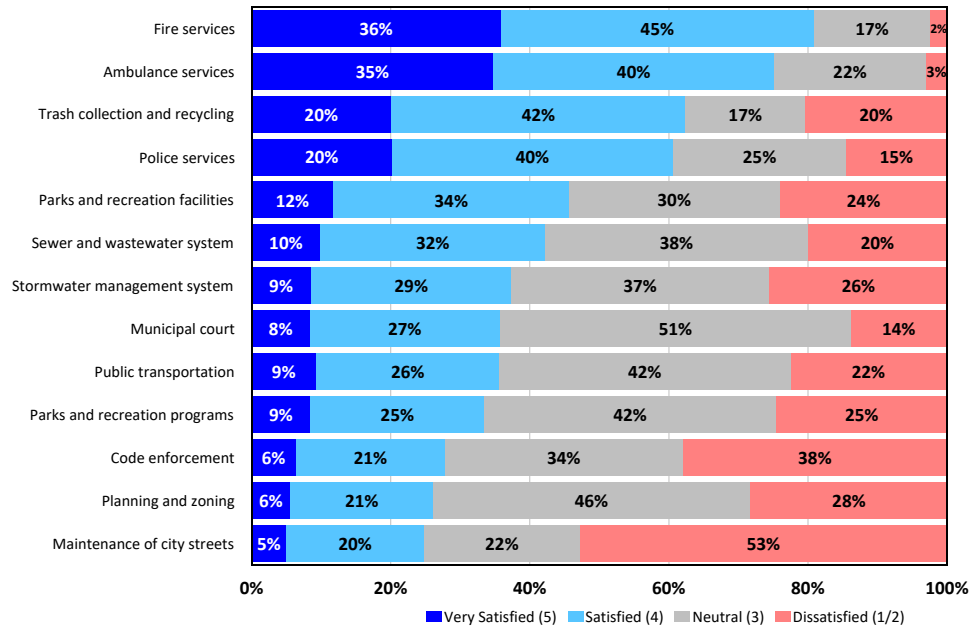
- **Enforcement of Codes and Ordinances**
 - Clean-up of junk, trash and debris city-wide (IS=0.4459)
 - Mowing and trimming on private/vacant property city-wide (IS=0.3094)
 - Clean-up of junk, trash and debris in neighborhoods (IS=0.2768)
 - Mowing and trimming on private property in neighborhoods (IS=0.1619)
 - Maintenance of commercial/business property (IS=0.1598)
 - Maintenance of homes in neighborhoods (IS=0.1586)
 - Removal of inoperable/junk cars in neighborhoods (IS=0.1492)

Section 1

Charts and Graphs

Q1. Satisfaction With Neighborhood/Community Services

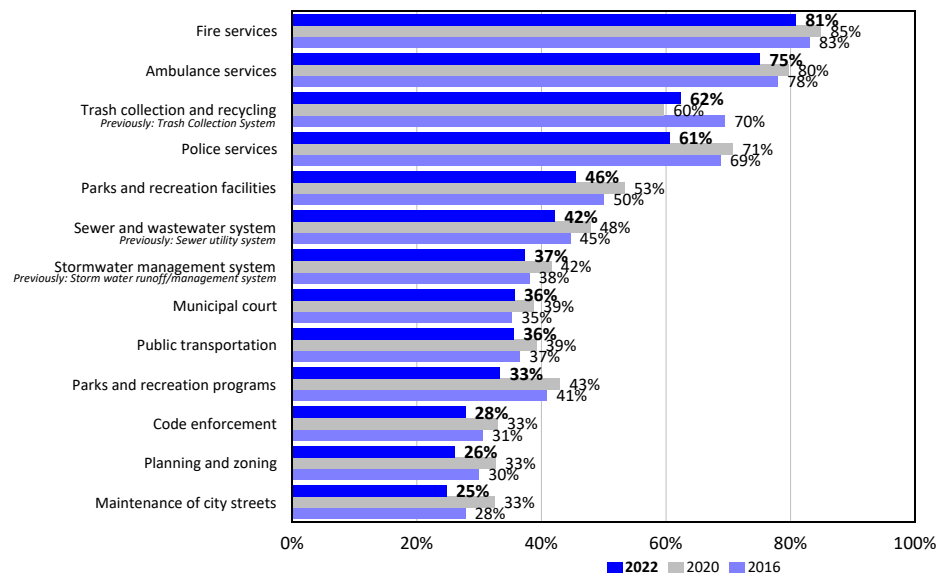
by percentage of respondents (excluding don't knows)



Satisfaction With Neighborhood/Community Services

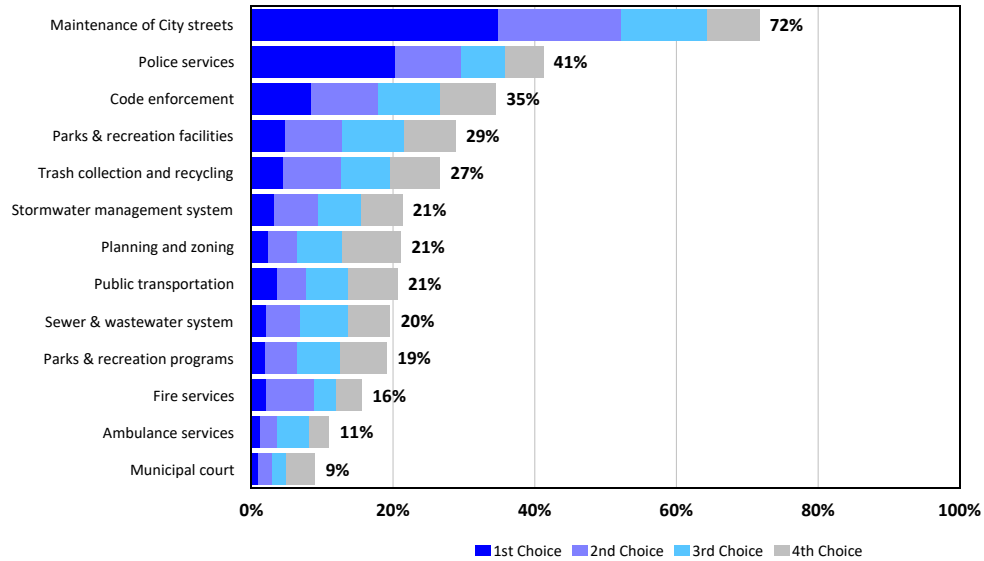
Trends: 2022, 2020, and 2016

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



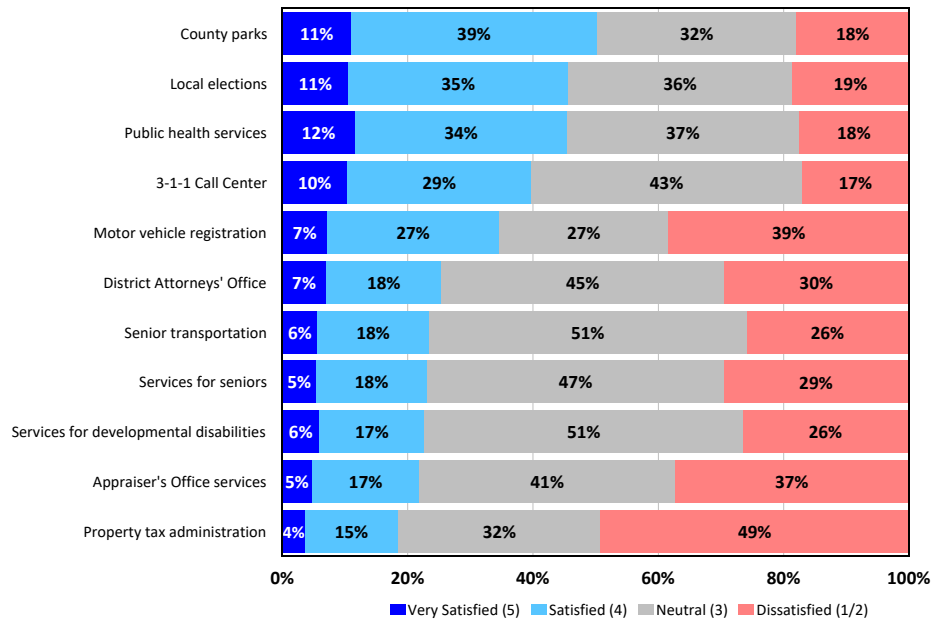
Q2. Neighborhood and Community Services That Should Receive the Most Emphasis For Improvement Over the Next 2 Years

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



Q3. Satisfaction With County Level Services

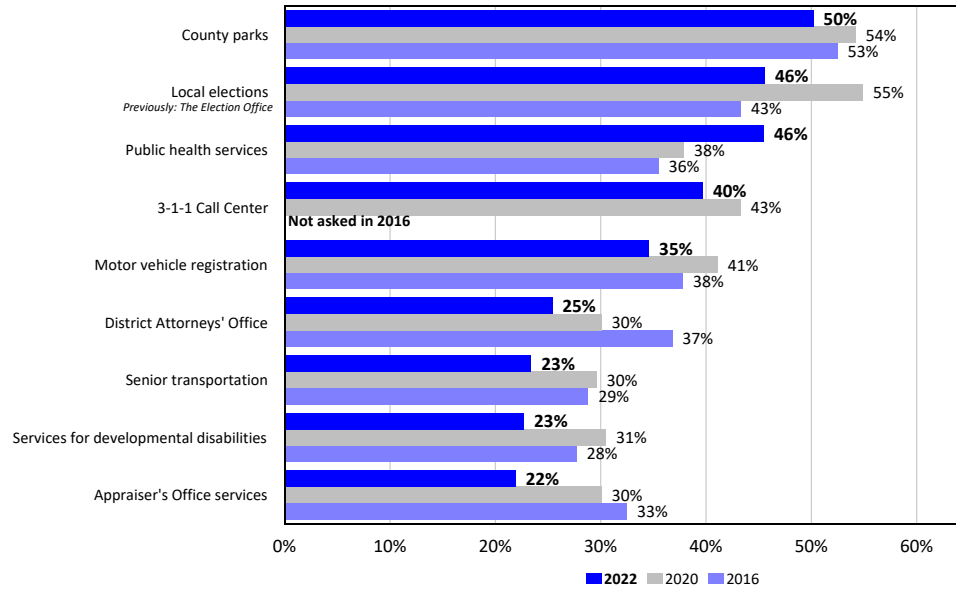
by percentage of respondents (excluding don't knows)



Satisfaction With County Level Services

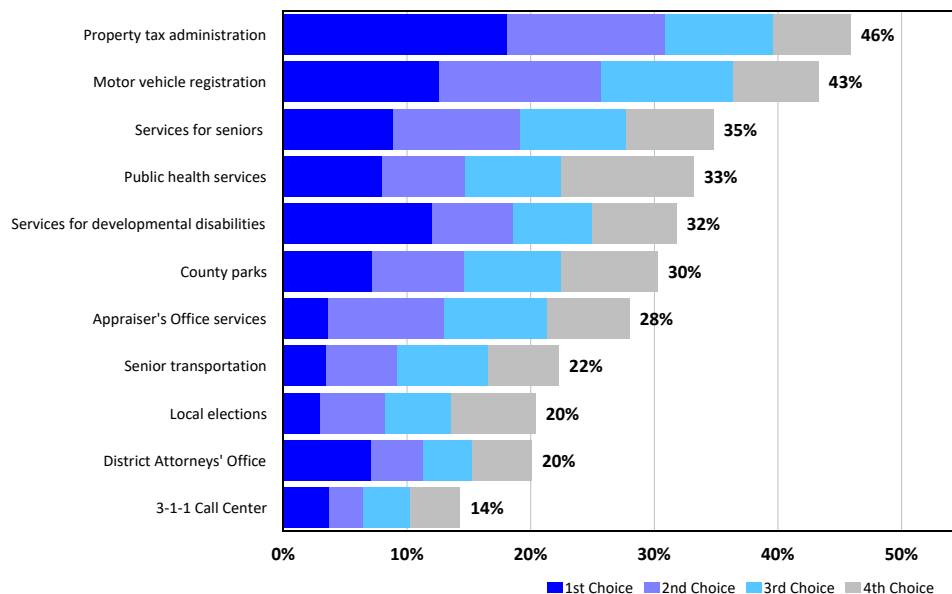
Trends: 2022, 2020, and 2016

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



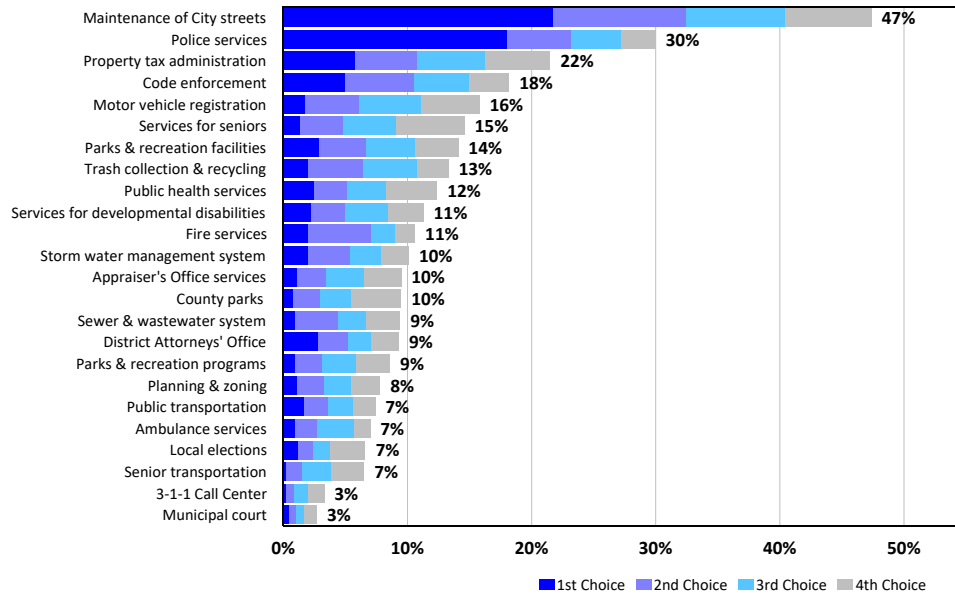
Q4. County Level Services That Should Receive the Most Emphasis For Improvement Over the Next 2 Years

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



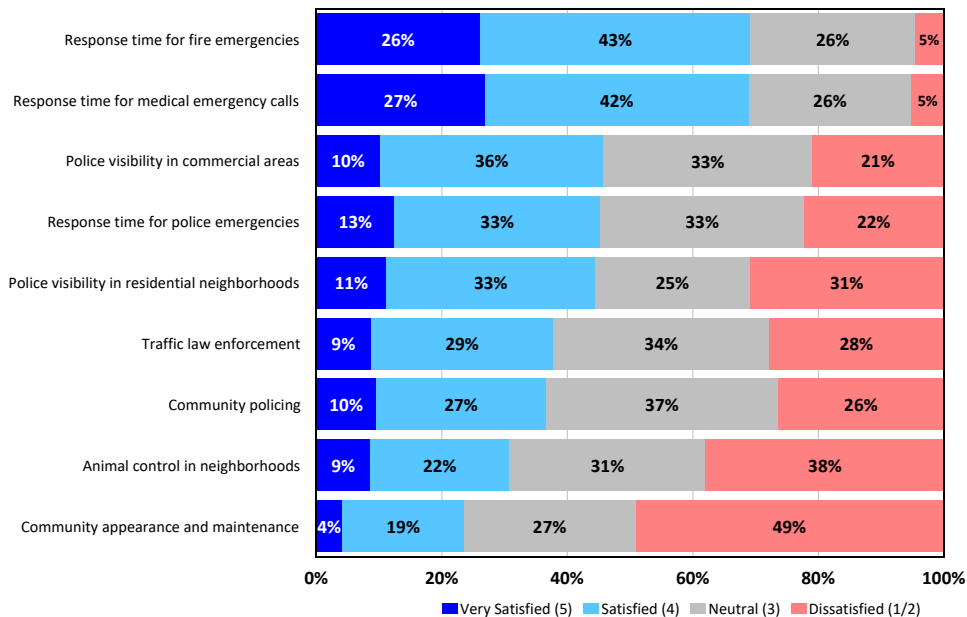
Q5. Overall Priorities That Should Receive the Most Emphasis Over the Next 2 Years

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



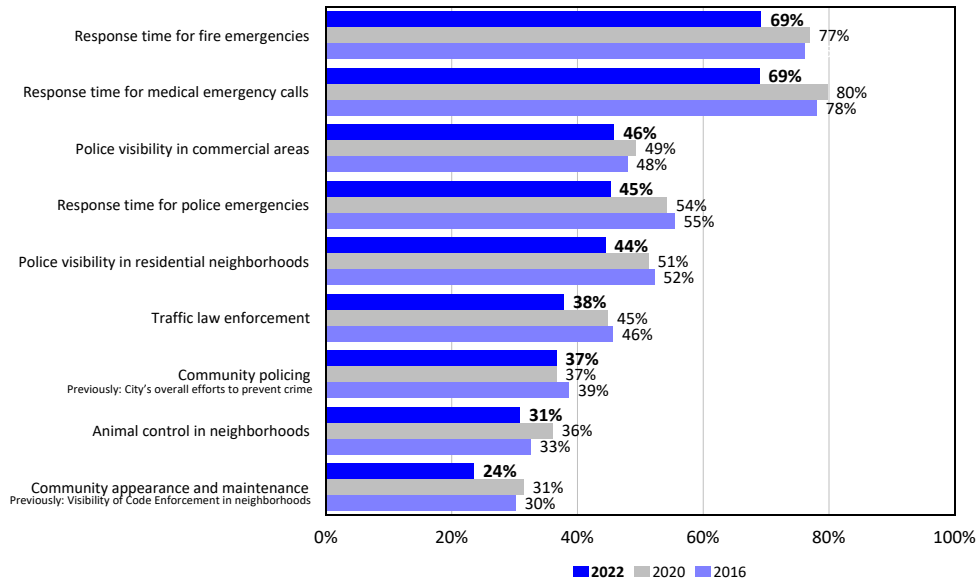
Q6. Satisfaction With Public Safety

by percentage of respondents (excluding don't knows)



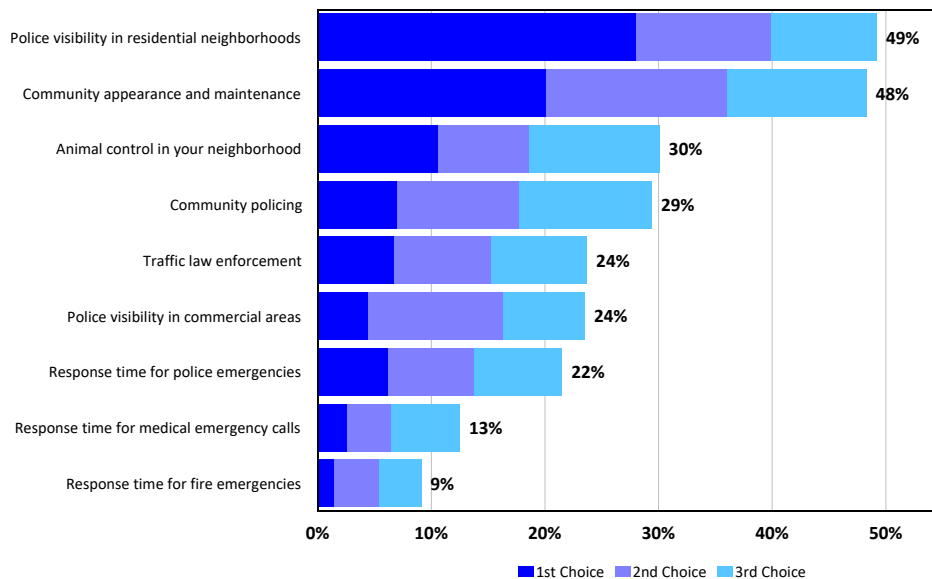
Satisfaction With Public Safety Trends: 2022, 2020, and 2016

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



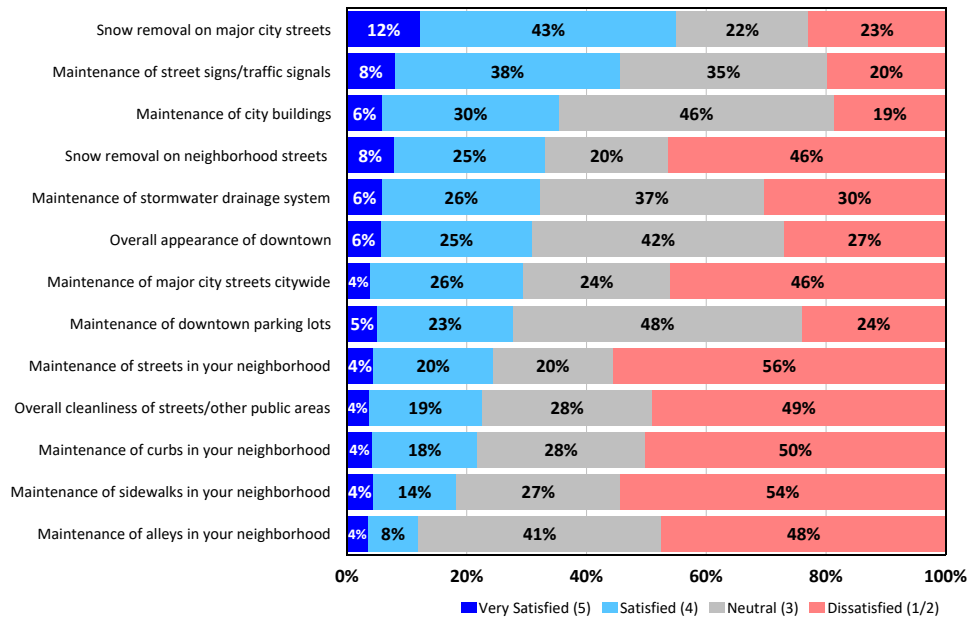
Q7. Public Safety Services That Should Receive the Most Emphasis Over the Next 2 Years

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



Q8. Satisfaction With City Maintenance

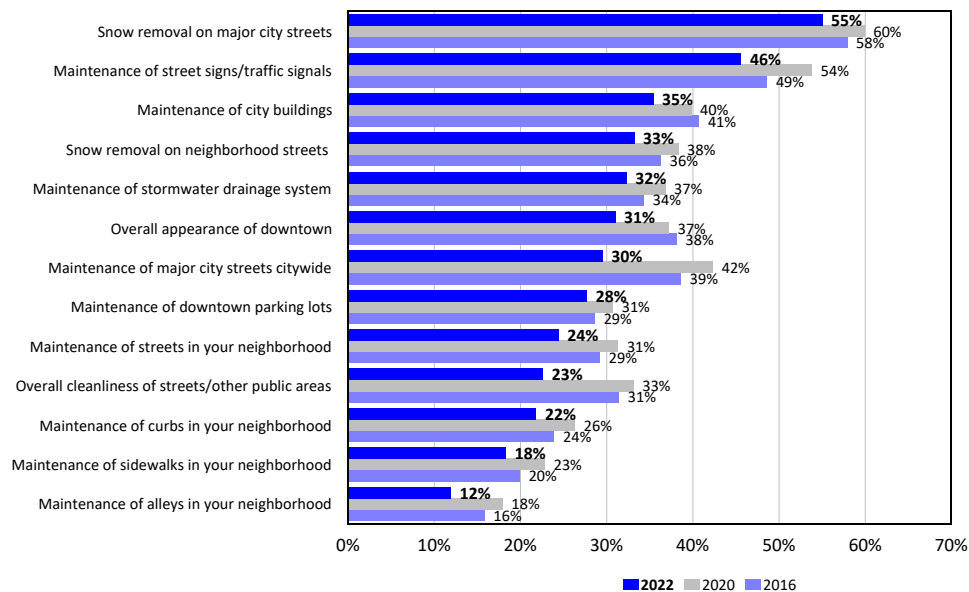
by percentage of respondents (excluding don't knows)



Satisfaction With City Maintenance

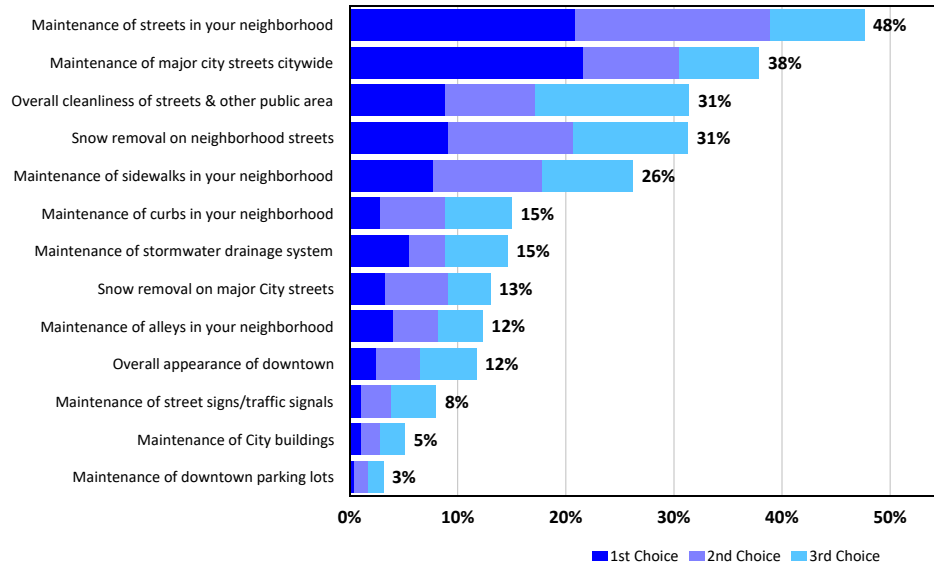
Trends: 2022, 2020, and 2016

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



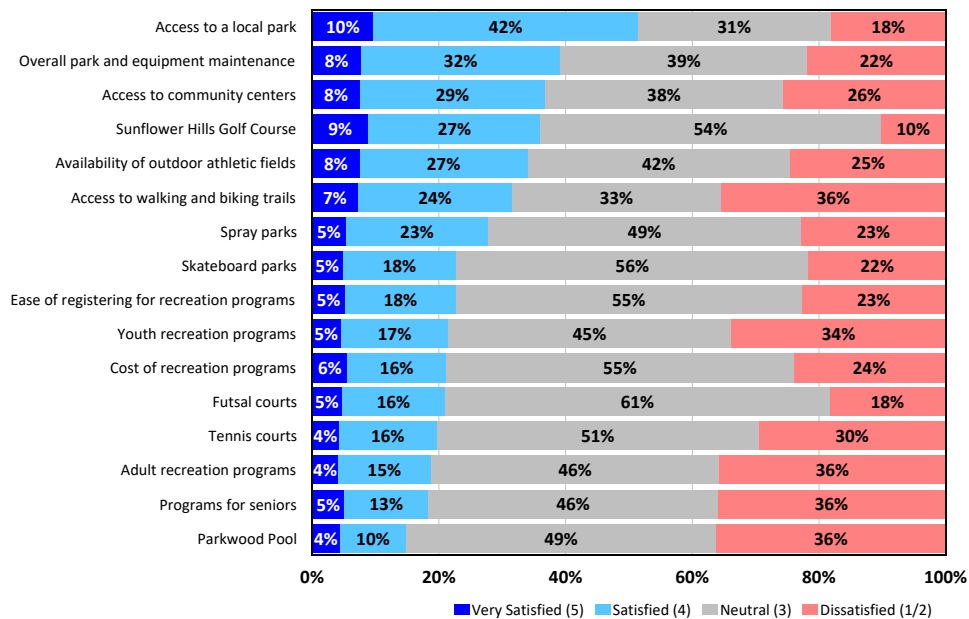
Q9. City Maintenance Services That Should Receive the Most Emphasis Over the Next 2 Years

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



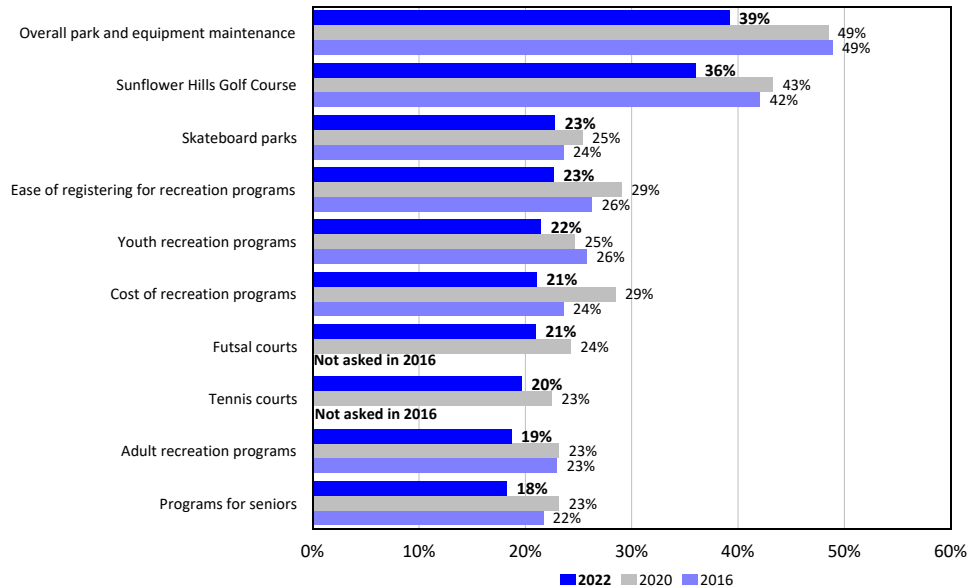
Q10. Satisfaction With Parks and Recreation

by percentage of respondents (excluding don't knows)



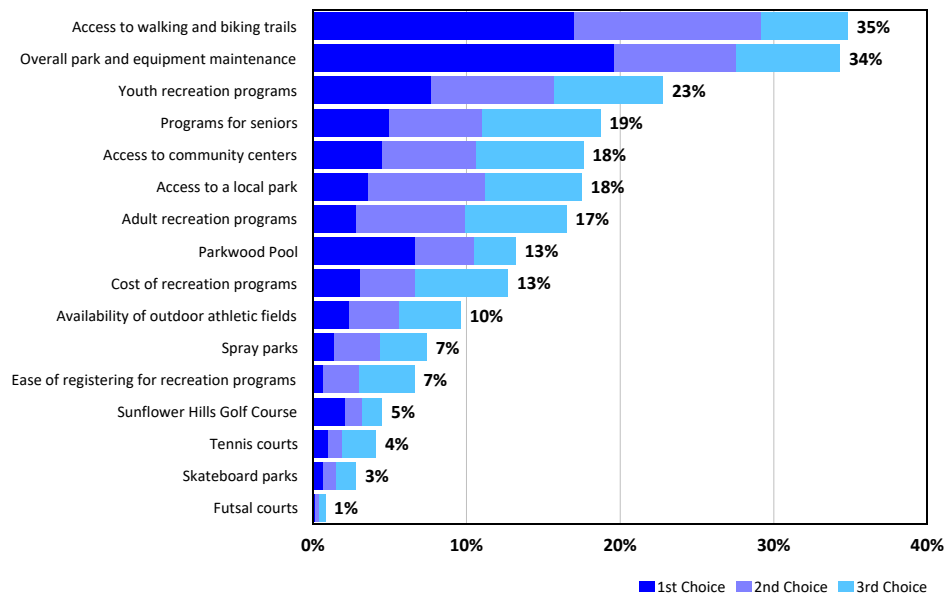
Satisfaction With Parks and Recreation Trends: 2022, 2020, and 2016

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



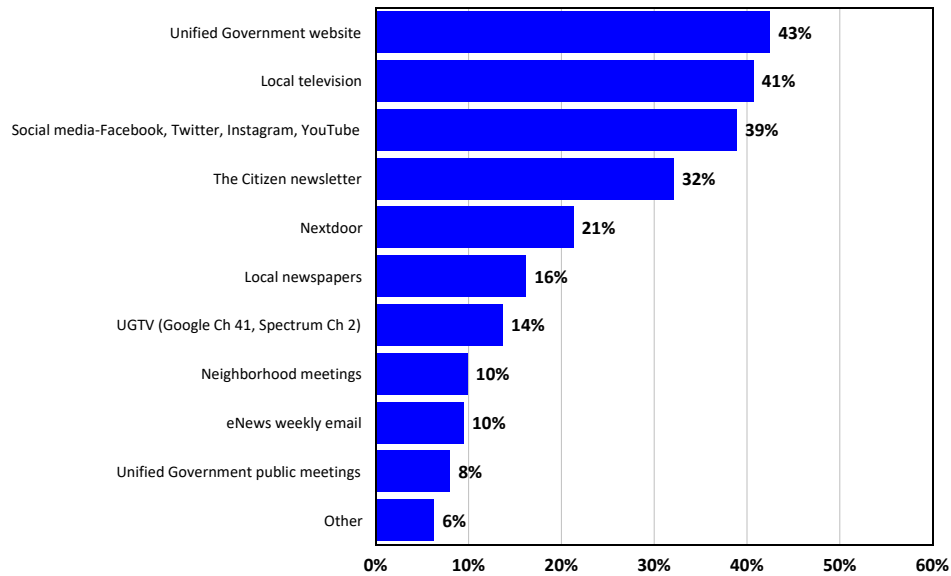
Q11. Parks and Recreation Facilities and Services That Should Receive the Most Emphasis Over the Next 2 Years

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



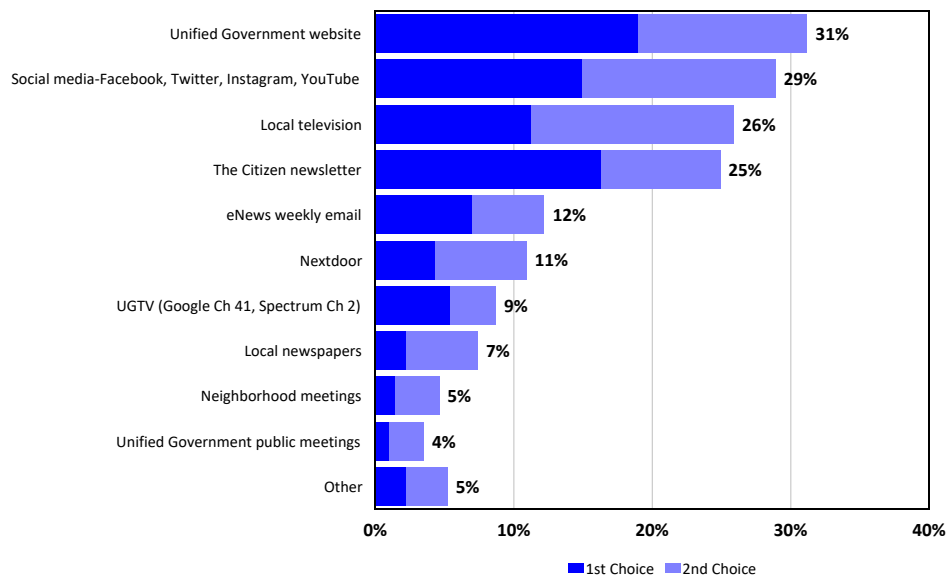
Q12. How Residents Get Information About the Unified Government

by percentage of respondents (multiple selections could be made)



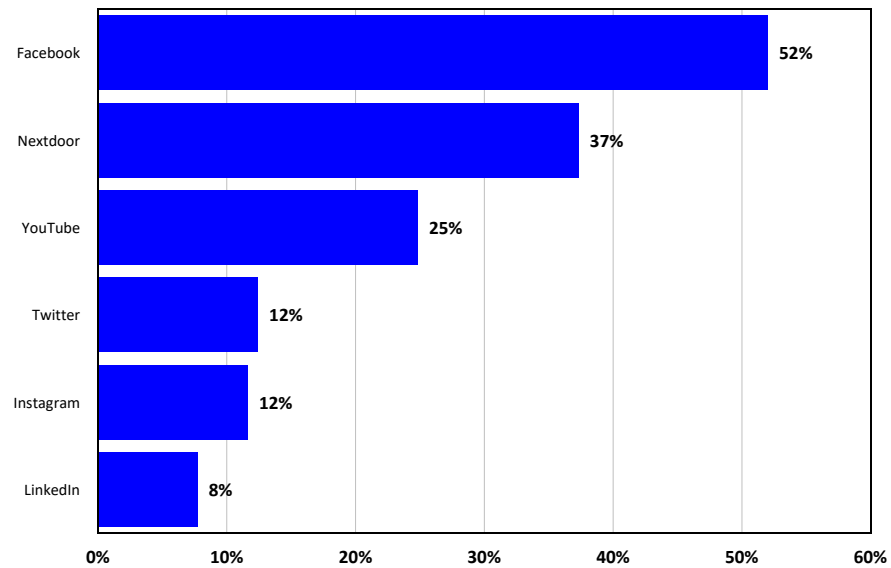
Q13. How Residents Prefer To Get Information About the Unified Government

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



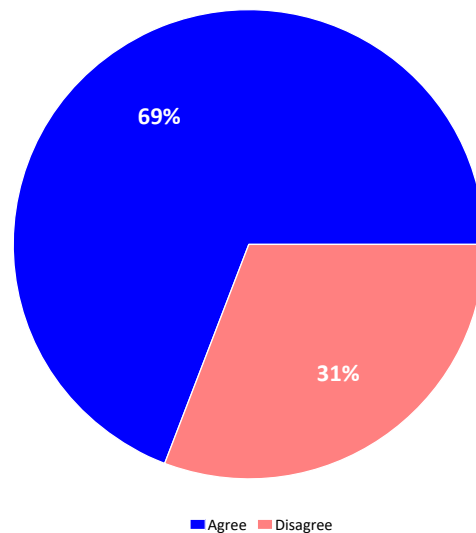
Q14. Use of the Following Unified Government Social Media Resources

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



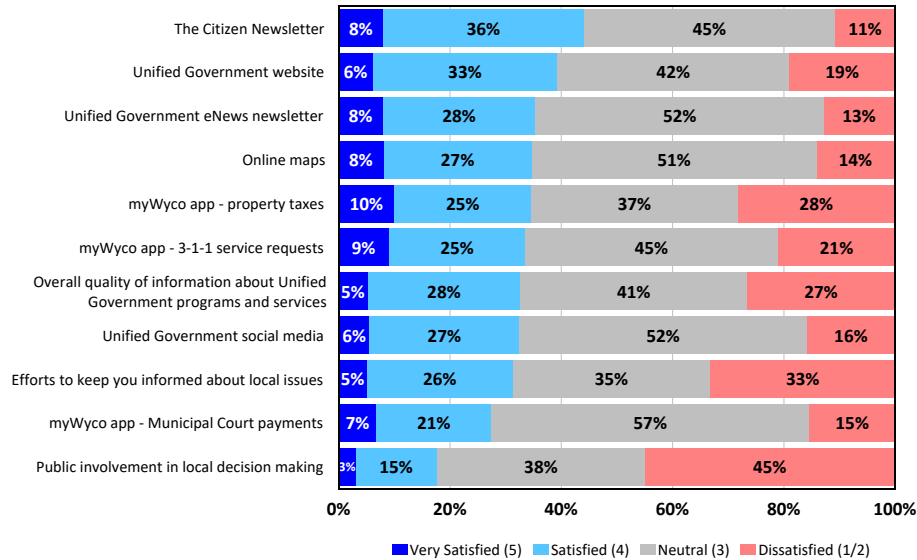
Q14a. Agreement With the Statement, "The information I receive from the Unified Government social media keeps me informed about what is happening in Wyandotte County"

by percentage of respondents (excluding don't knows)



Q15. Satisfaction With Unified Government Communication and Digital Services

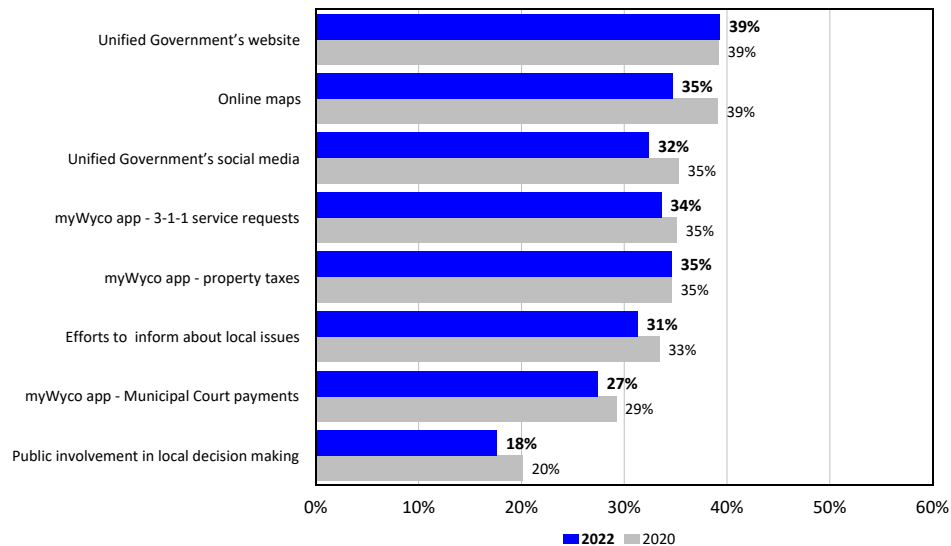
by percentage of respondents (excluding don't knows)



Satisfaction With Unified Government Communication and Digital Services

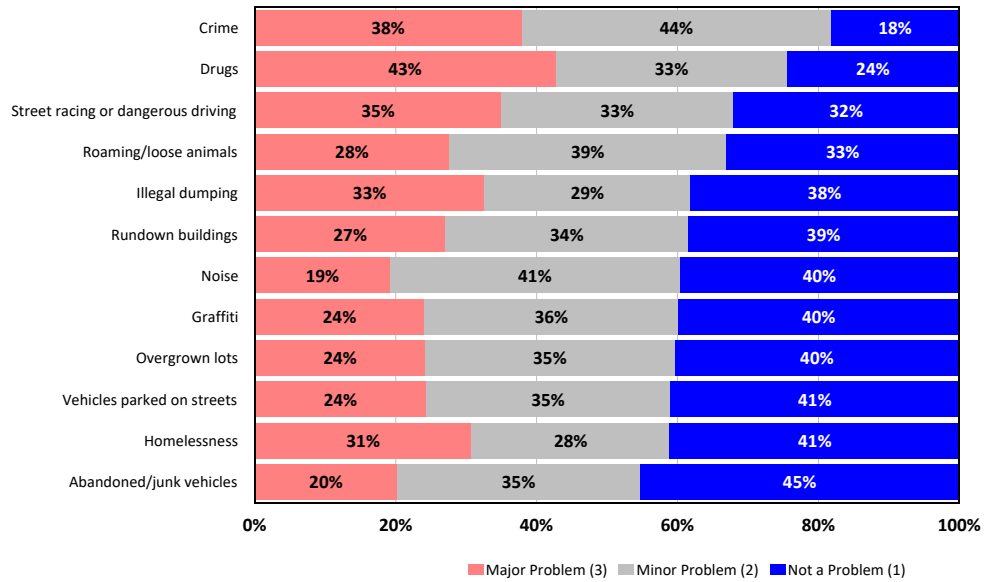
Trends: 2022 and 2020

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



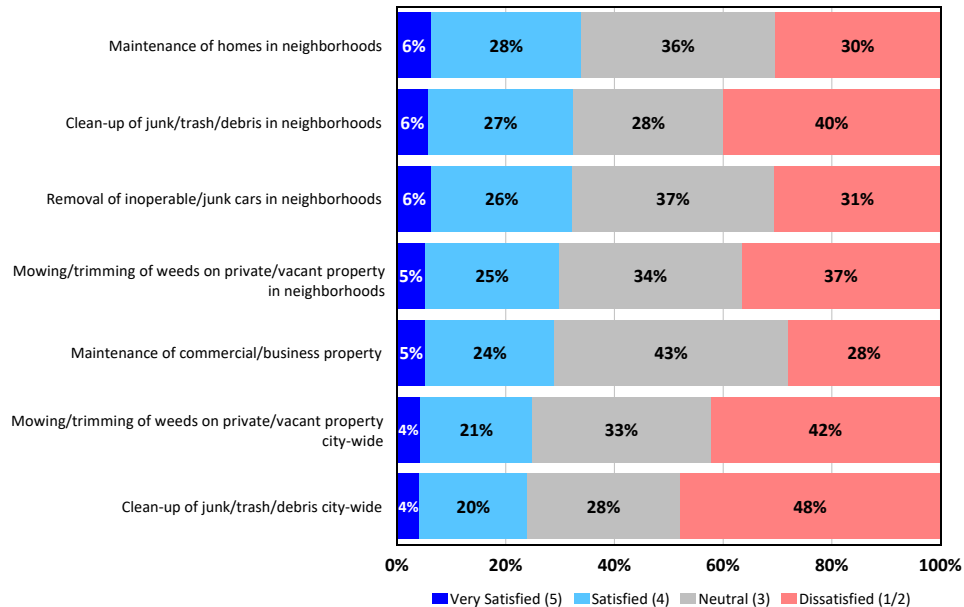
Q16. How Much of a Problem Each of the Following Issues are in Neighborhoods

by percentage of respondents (excluding don't knows)



Q17. Satisfaction With Enforcement of Codes and Ordinances

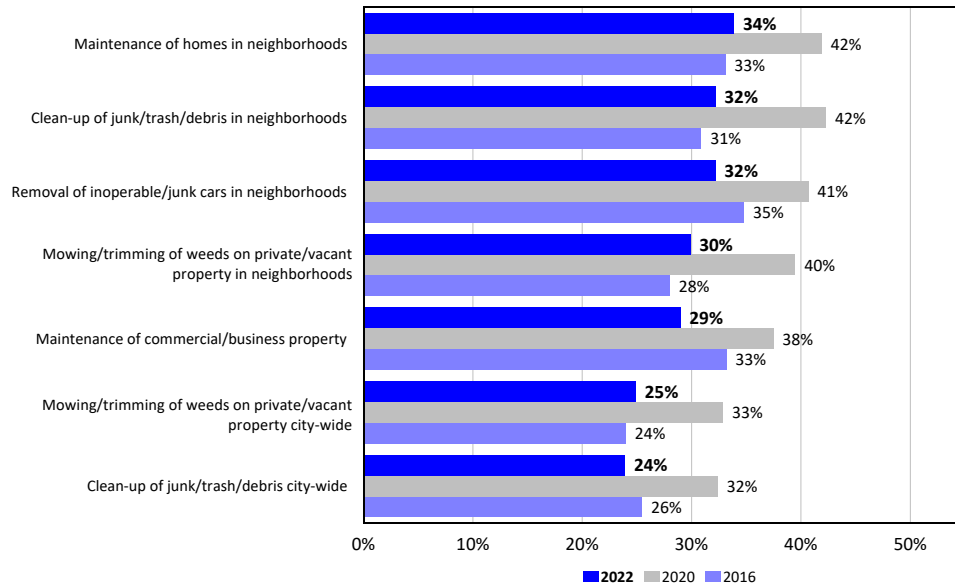
by percentage of respondents (excluding don't knows)



Satisfaction With Enforcement of Codes and Ordinances

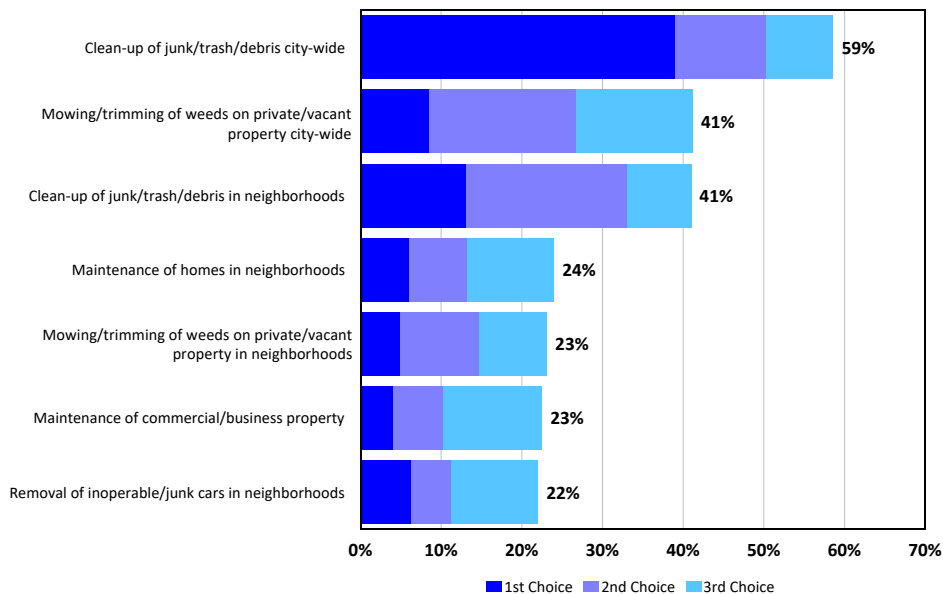
Trends: 2022, 2020, and 2016

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



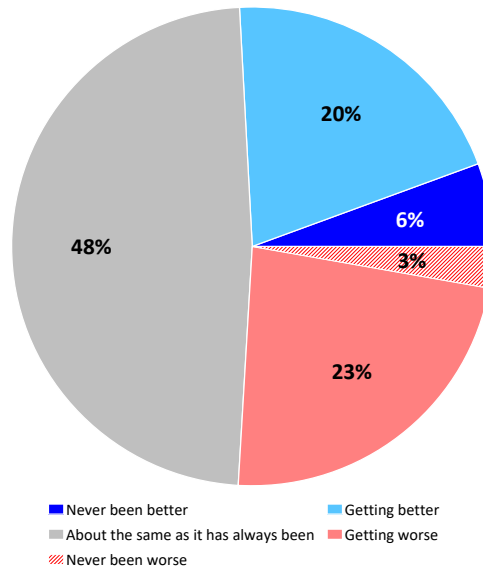
Q18. Codes and Ordinances That Should Receive the Most Emphasis Over the Next 2 Years

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



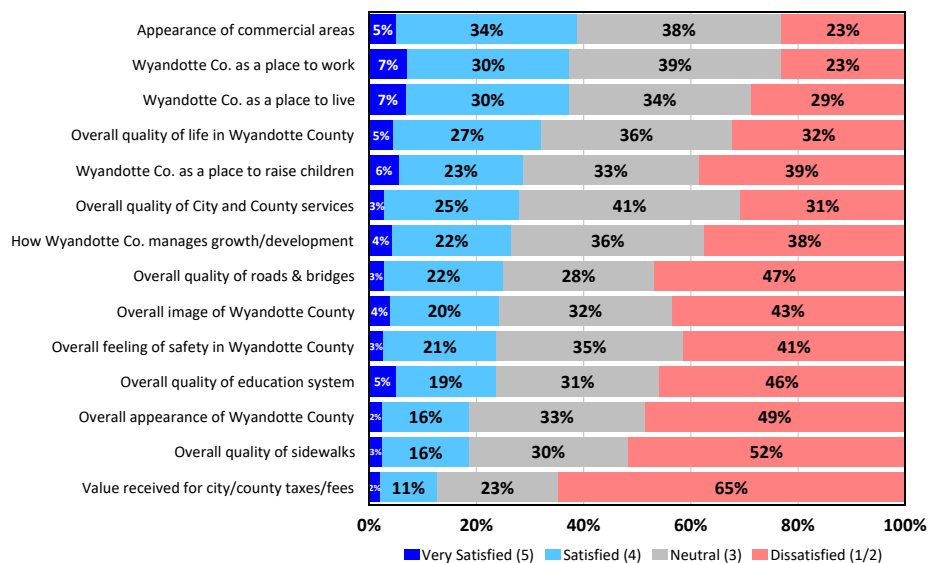
Q19. How Residents Feel About the Current Quality of Life in Their Neighborhood

by percentage of respondents (excluding don't knows)



Q20. Satisfaction With Items That Influence Perceptions of Wyandotte County

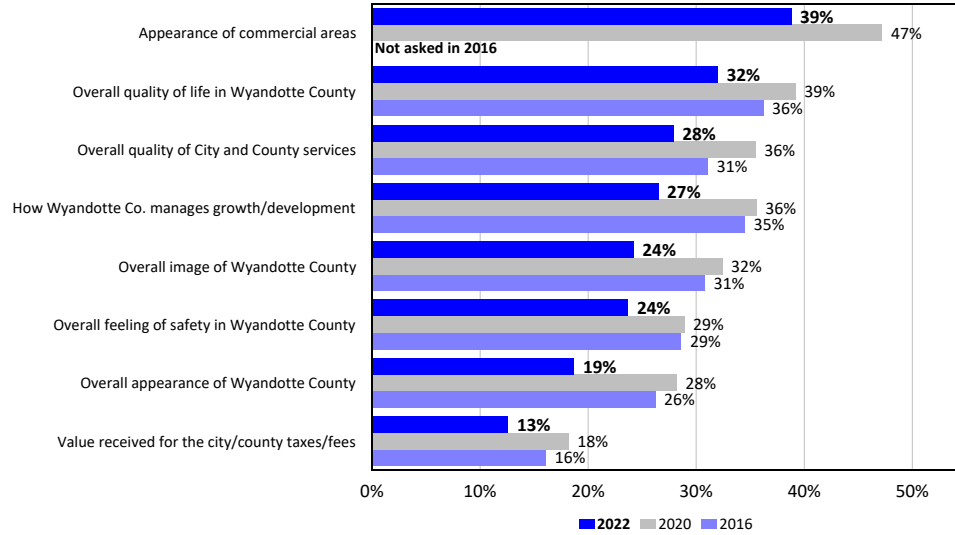
by percentage of respondents (excluding don't knows)



Satisfaction With Items That Influence Perceptions of Wyandotte County

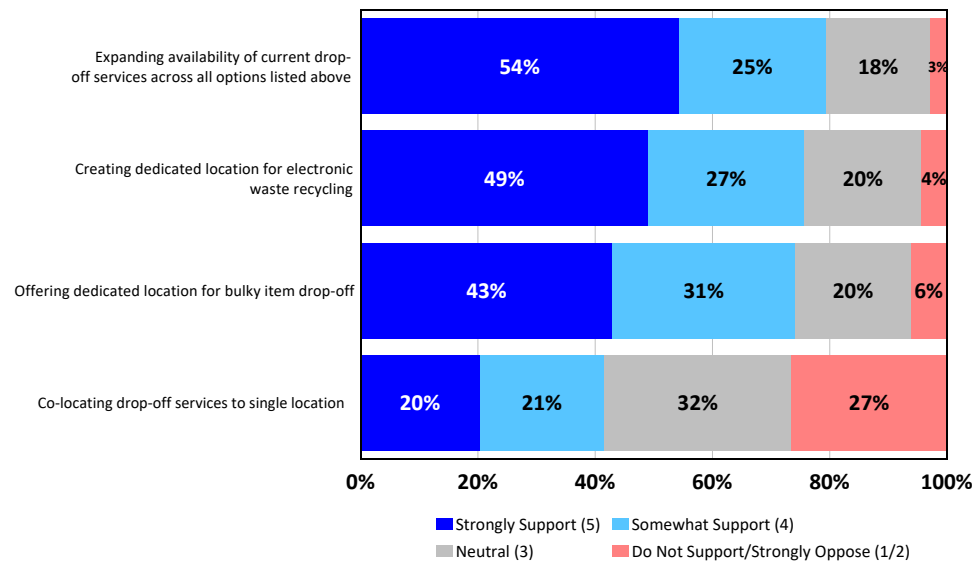
Trends: 2022, 2020, and 2016

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



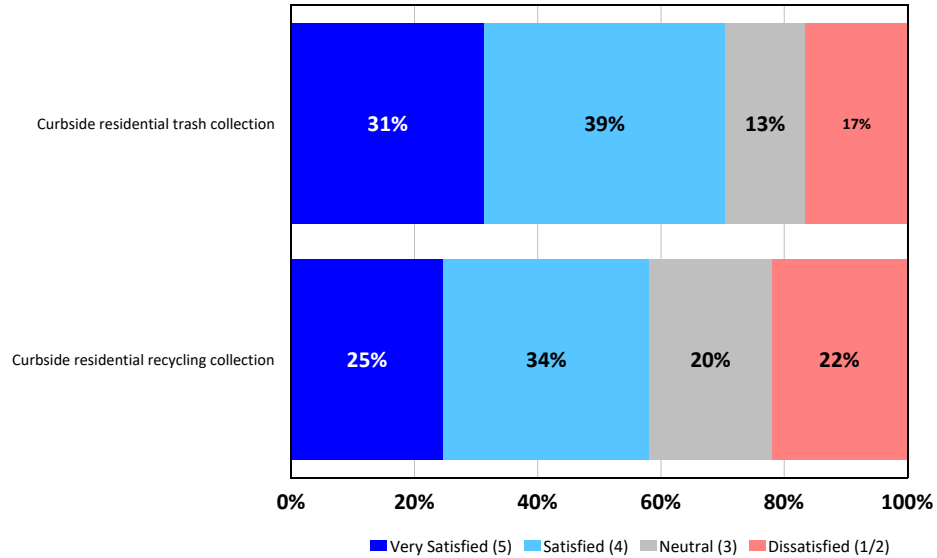
Q21. Support for the Following Trash and Solid Waste Services

by percentage of respondents (excluding don't knows)



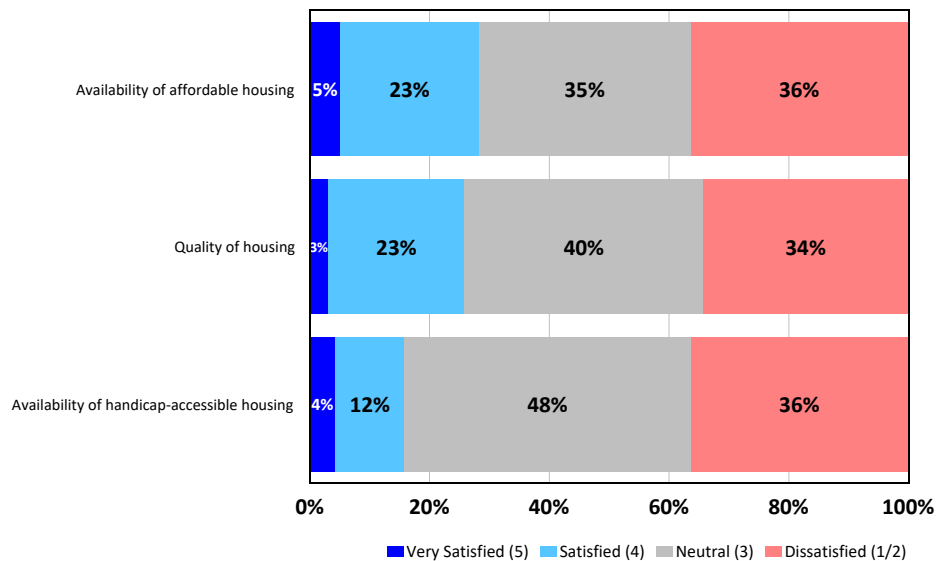
Q22. Satisfaction with Waste Management Services

by percentage of respondents (excluding don't knows)



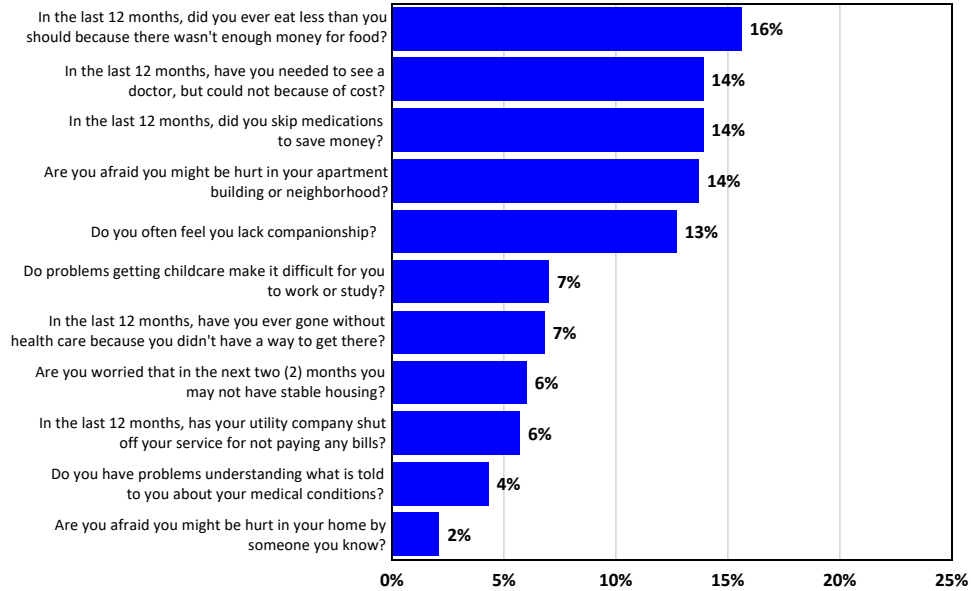
Q23. Satisfaction with Housing in Wyandotte County

by percentage of respondents (excluding don't knows)



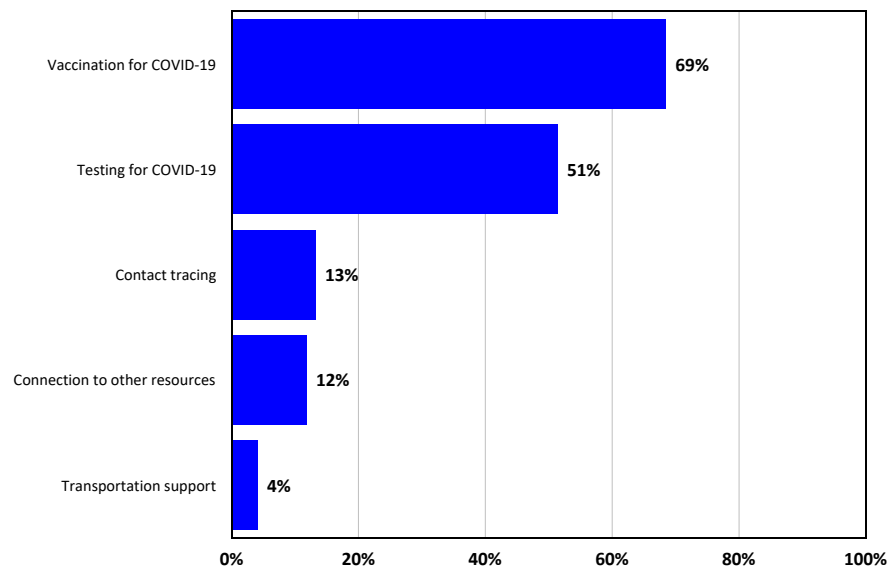
Q24. Determinants of Health

by percentage of respondents who responded "yes" (excluding don't knows - multiple selections could be made)



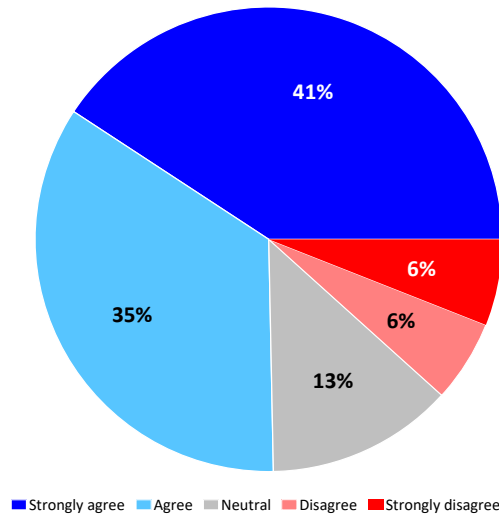
Q25. Use of the Following Services from the Unified Government Department of Public Health

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



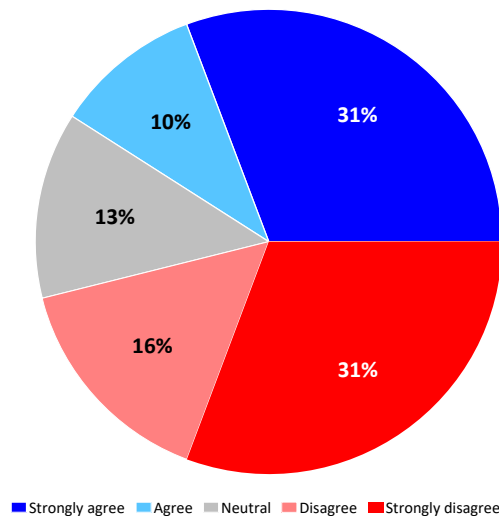
Q26. Agreement that the Unified Government Public Health Department Took Appropriate Steps During the COVID-19 Crisis to Protect the Health of Residents

by percentage of respondents (excluding don't knows)



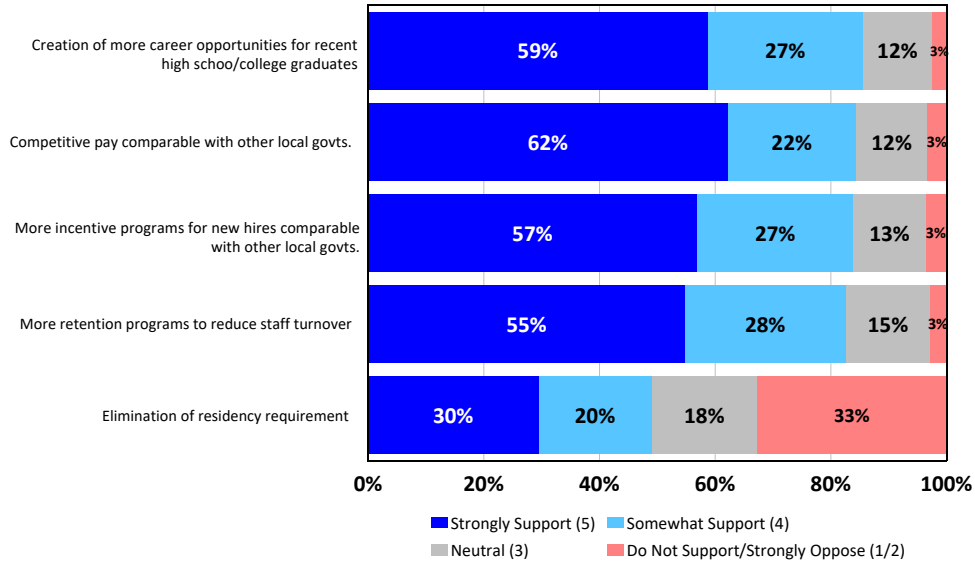
Q27. Agreement that the Unified Government Should Consider Banning the General Use of Fireworks in Wyandotte County by Residents

by percentage of respondents (excluding don't knows)



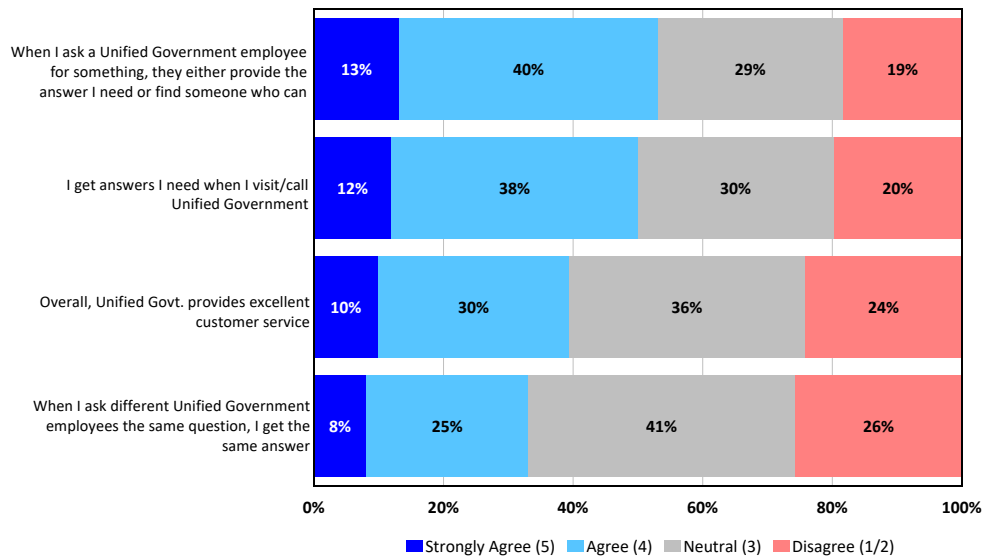
Q28. Support for the Following Actions to Ensure There is a Skilled, Capable Workforce at the Unified Government

by percentage of respondents (excluding don't knows)



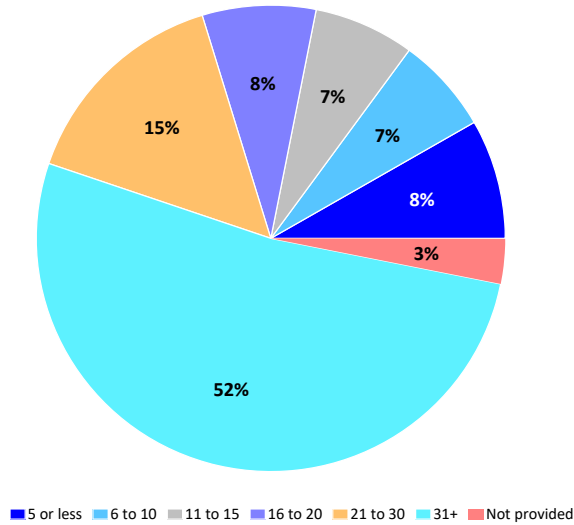
Q29. Agreement With Various Statements About Unified Government Employees

by percentage of respondents (excluding N/A)



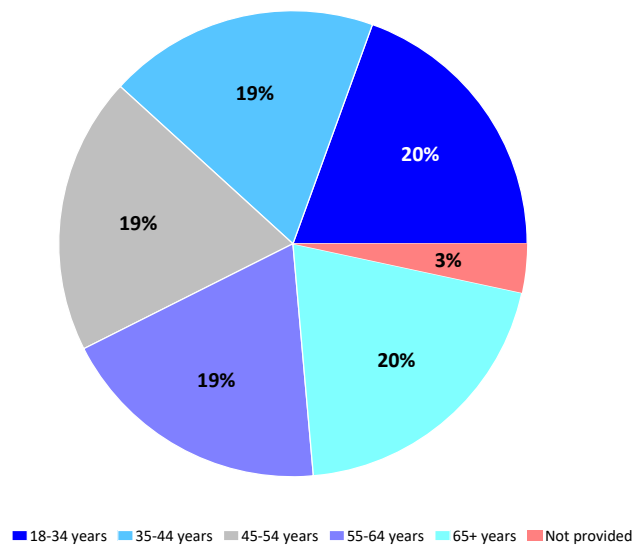
Q30. Demographics: Approximately how many years have you lived in Kansas City, KS or Wyandotte County?

by percentage of respondents



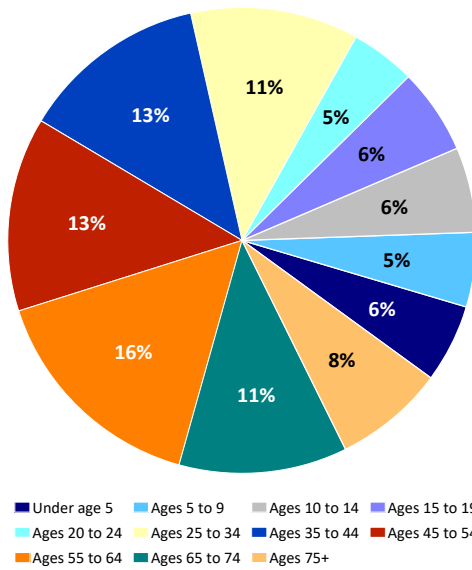
Q31. Demographics: Age of Respondent

by percentage of respondents



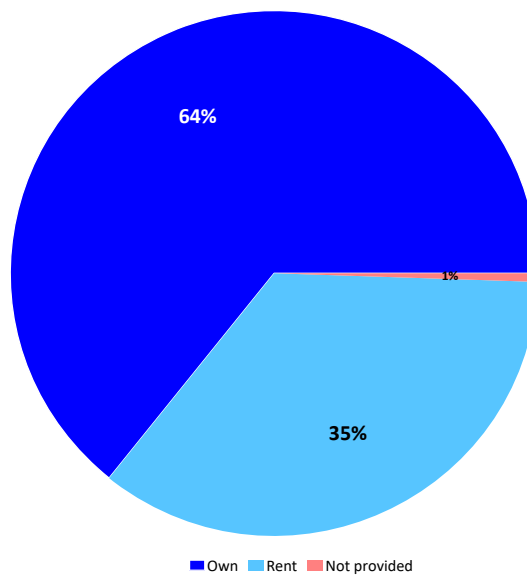
Q32. Demographics: Ages of Household Members

by percentage of persons in the household



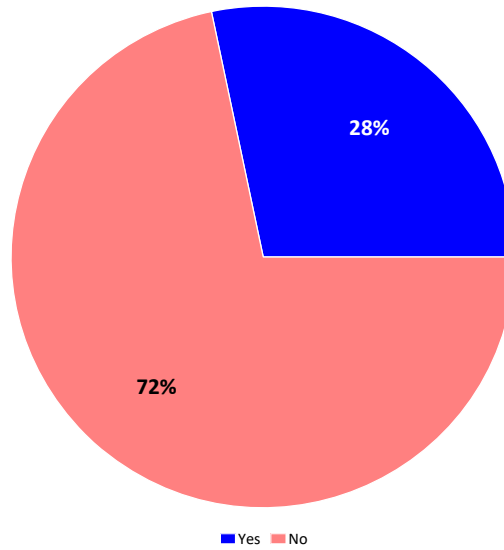
Q33. Demographics: Do you own or rent your current residence?

by percentage of respondents



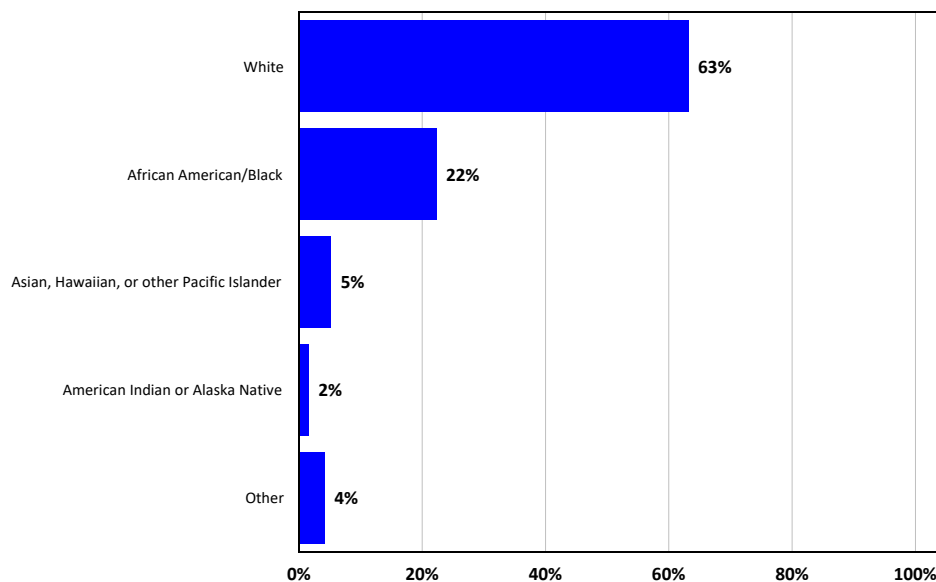
Q34. Demographics: Are you or other members of your household of Hispanic or Latino ancestry?

by percentage of respondents



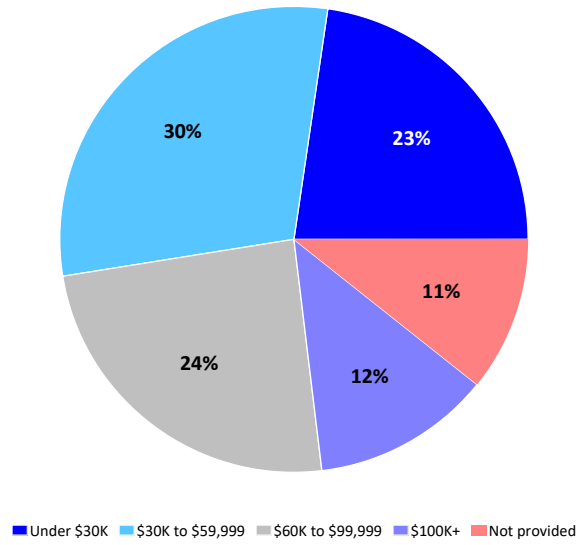
Q35. Demographics: Which of the following best describes your race?

by percentage of respondents



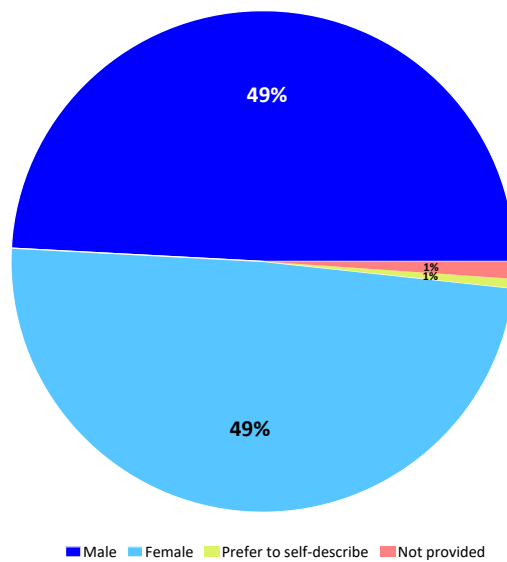
Q36. Demographics: Total Household Income

by percentage of respondents



Q37. Demographics: Gender

by percentage of respondents



Section 2

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Kansas City, Kansas and Wyandotte County

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, third and fourth most important services to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with 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. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of services they thought should receive the most emphasis over the next two years. Nearly three-quarters (71.7%) of respondents selected *maintenance of city streets* as one of the most important services to provide.

With regard to satisfaction, 24.8% 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 was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 71.7% was multiplied by 75.2% (1-0.248). This calculation yielded an I-S rating of 0.5392, which ranked first out of 13 neighborhood and community service 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 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 Kansas City, Kansas and Wyandotte County are provided on the following pages.

2022 Importance-Satisfaction Rating

Kansas City, Kansas & Wyandotte County Community Survey

Neighborhood/Community Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of city streets	72%	1	25%	13	0.5392	1
Code enforcement	35%	3	28%	11	0.2491	2
<u>High Priority (IS .10-.20)</u>						
Police services	41%	2	61%	4	0.1623	3
Parks and recreation facilities	29%	4	46%	5	0.1567	4
Planning and zoning	21%	7	26%	12	0.1559	5
Stormwater management system	21%	6	37%	7	0.1333	6
Public transportation	21%	8	36%	9	0.1327	7
Parks and recreation programs	19%	10	33%	10	0.1272	8
Sewer and wastewater system	20%	9	42%	6	0.1133	9
Trash collection and recycling	27%	5	62%	3	0.1000	10
<u>Medium Priority (IS <.10)</u>						
Municipal court	9%	13	36%	8	0.0579	11
Fire services	16%	11	81%	1	0.0298	12
Ambulance services	11%	12	75%	2	0.0274	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, 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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2022 Importance-Satisfaction Rating

Kansas City, Kansas & Wyandotte County Community Survey

County Level Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Property tax administration	46%	1	19%	11	0.3741	1
Motor vehicle registration	43%	2	35%	5	0.2832	2
Services for seniors	35%	3	23%	8	0.2676	3
Services for developmental disabilities	32%	5	23%	9	0.2458	4
Appraiser's Office services	28%	7	22%	10	0.2187	5
<u>High Priority (IS .10-.20)</u>						
Public health services	33%	4	46%	3	0.1809	6
Senior transportation	22%	8	23%	7	0.1708	7
County parks	30%	6	50%	1	0.1509	8
District Attorneys' Office	20%	10	25%	6	0.1499	9
Local elections	20%	9	46%	2	0.1110	10
<u>Medium Priority (IS <.10)</u>						
3-1-1 Call Center	14%	11	40%	4	0.0862	11

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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2022 Importance-Satisfaction Rating

Kansas City, Kansas & Wyandotte County Community Survey

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Community appearance and maintenance	48%	2	24%	9	0.3695	1
Police visibility in residential neighborhoods	49%	1	44%	5	0.2736	2
Animal control in neighborhoods	30%	3	31%	8	0.2083	3
<u>High Priority (IS .10-.20)</u>						
Community policing	29%	4	37%	7	0.1864	4
Traffic law enforcement	24%	5	38%	6	0.1474	5
Police visibility in commercial areas	24%	6	46%	3	0.1274	6
Response time for police emergencies	22%	7	45%	4	0.1178	7
<u>Medium Priority (IS <.10)</u>						
Response time for medical emergency calls	13%	8	69%	2	0.0389	8
Response time for fire emergencies	9%	9	69%	1	0.0280	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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2022 Importance-Satisfaction Rating

Kansas City, Kansas & Wyandotte County Community Survey

Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of streets in your neighborhood	48%	1	24%	9	0.3599	1
Maintenance of major city streets	38%	2	30%	7	0.2672	2
Overall cleanliness of streets/other public areas	31%	3	23%	10	0.2430	3
Maintenance of sidewalks in your neighborhood	26%	5	18%	12	0.2141	4
Snow removal on neighborhood streets	31%	4	33%	4	0.2091	5
<u>High Priority (IS .10-.20)</u>						
Maintenance of curbs in your neighborhood	15%	6	22%	11	0.1173	6
Maintenance of alleys in your neighborhood	12%	9	12%	13	0.1084	7
<u>Medium Priority (IS <.10)</u>						
Maintenance of stormwater drainage system	15%	7	32%	5	0.0988	8
Overall appearance of downtown	12%	10	31%	6	0.0807	9
Snow removal on major city streets	13%	8	55%	1	0.0585	10
Maintenance of street signs/traffic signals	8%	11	46%	2	0.0435	11
Maintenance of city buildings	5%	12	35%	3	0.0329	12
Maintenance of downtown parking lots	3%	13	28%	8	0.0224	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.

2022 Importance-Satisfaction Rating

Kansas City, Kansas & Wyandotte County Community Survey

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Access to walking and biking trails	35%	1	32%	6	0.2380	1
Overall park and equipment maintenance	34%	2	39%	2	0.2085	2
<u>High Priority (IS .10-.20)</u>						
Youth recreation programs	23%	3	22%	10	0.1790	3
Programs for seniors	19%	4	18%	15	0.1528	4
Adult recreation programs	17%	7	19%	14	0.1341	5
Parkwood Pool	13%	8	15%	16	0.1125	6
Access to community centers	18%	5	37%	3	0.1114	7
Cost of recreation programs	13%	9	21%	11	0.1002	8
<u>Medium Priority (IS <.10)</u>						
Access to a local park	18%	6	51%	1	0.0851	9
Availability of outdoor athletic fields	10%	10	34%	5	0.0634	10
Spray parks	7%	11	28%	7	0.0534	11
Ease of registering for recreation programs	7%	12	23%	9	0.0510	12
Tennis courts	4%	14	20%	13	0.0329	13
Sunflower Hills Golf Course	5%	13	36%	4	0.0288	14
Skateboard parks	3%	15	23%	8	0.0216	15
Futsal courts	1%	16	21%	12	0.0063	16

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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2022 Importance-Satisfaction Rating

Kansas City, Kansas & Wyandotte County Community Survey

Codes and Ordinances

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Clean-up of junk/trash/debris city-wide	59%	1	24%	7	0.4459	1
Mowing/trimming of weeds on private/vacant property city-wide	41%	2	25%	6	0.3094	2
Clean-up of junk/trash/debris in neighborhoods	41%	3	33%	2	0.2768	3
<u>High Priority (IS .10-.20)</u>						
Mowing/trimming of weeds on private/vacant property in neighborhoods	23%	5	30%	4	0.1619	4
Maintenance of commercial/business property	23%	6	29%	5	0.1598	5
Maintenance of homes in neighborhoods	24%	4	34%	1	0.1586	6
Removal of inoperable/junk cars in neighborhoods	22%	7	32%	3	0.1492	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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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=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Police services	19.5%	39.0%	24.0%	9.6%	4.3%	3.6%
Q1-2. Fire services	33.3%	42.0%	15.5%	1.5%	0.7%	6.9%
Q1-3. Ambulance services	29.8%	34.5%	18.7%	1.7%	0.9%	14.5%
Q1-4. Maintenance of City streets	5.0%	19.6%	22.1%	30.5%	21.6%	1.2%
Q1-5. Stormwater management system	7.7%	26.1%	33.5%	14.7%	8.6%	9.4%
Q1-6. Sewer & wastewater system	8.9%	28.9%	33.9%	10.8%	7.2%	10.4%
Q1-7. Trash collection & recycling	19.8%	41.7%	16.9%	13.8%	6.3%	1.6%
Q1-8. Parks & recreation facilities	10.6%	30.4%	27.3%	14.1%	7.4%	10.1%
Q1-9. Parks & recreation programs	6.6%	19.4%	32.7%	12.3%	6.7%	22.4%
Q1-10. Code enforcement	5.7%	19.1%	30.5%	18.2%	15.6%	11.0%
Q1-11. Planning & zoning	4.5%	16.5%	36.7%	14.8%	8.1%	19.5%
Q1-12. Municipal court	6.3%	20.5%	37.9%	6.6%	3.7%	24.9%
Q1-13. Public transportation	7.0%	19.8%	31.6%	11.8%	5.1%	24.7%

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=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Police services	20.2%	40.4%	24.9%	10.0%	4.5%
Q1-2. Fire services	35.8%	45.1%	16.7%	1.6%	0.8%
Q1-3. Ambulance services	34.8%	40.3%	21.9%	2.0%	1.0%
Q1-4. Maintenance of City streets	5.0%	19.8%	22.4%	30.9%	21.9%
Q1-5. Stormwater management system	8.5%	28.9%	37.0%	16.2%	9.5%
Q1-6. Sewer & wastewater system	9.9%	32.3%	37.8%	12.0%	8.0%
Q1-7. Trash collection & recycling	20.1%	42.3%	17.2%	14.0%	6.4%
Q1-8. Parks & recreation facilities	11.8%	33.8%	30.4%	15.7%	8.3%
Q1-9. Parks & recreation programs	8.5%	24.9%	42.1%	15.8%	8.7%
Q1-10. Code enforcement	6.4%	21.4%	34.2%	20.5%	17.5%
Q1-11. Planning & zoning	5.6%	20.5%	45.6%	18.4%	10.0%
Q1-12. Municipal court	8.4%	27.3%	50.5%	8.8%	4.9%
Q1-13. Public transportation	9.3%	26.3%	41.9%	15.6%	6.8%

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	640	20.3 %
Fire services	65	2.1 %
Ambulance services	42	1.3 %
Maintenance of City streets	1099	34.9 %
Stormwater management system	104	3.3 %
Sewer & wastewater system	65	2.1 %
Trash collection & recycling	138	4.4 %
Parks & recreation facilities	151	4.8 %
Parks & recreation programs	60	1.9 %
Code enforcement	265	8.4 %
Planning & zoning	77	2.4 %
Municipal court	33	1.0 %
Public transportation	112	3.6 %
None chosen	301	9.5 %
Total	3152	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	297	9.4 %
Fire services	211	6.7 %
Ambulance services	73	2.3 %
Maintenance of City streets	547	17.4 %
Stormwater management system	192	6.1 %
Sewer & wastewater system	152	4.8 %
Trash collection & recycling	262	8.3 %
Parks & recreation facilities	252	8.0 %
Parks & recreation programs	146	4.6 %
Code enforcement	298	9.5 %
Planning & zoning	128	4.1 %
Municipal court	62	2.0 %
Public transportation	133	4.2 %
None chosen	399	12.7 %
Total	3152	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	193	6.1 %
Fire services	101	3.2 %
Ambulance services	144	4.6 %
Maintenance of City streets	379	12.0 %
Stormwater management system	191	6.1 %
Sewer & wastewater system	215	6.8 %
Trash collection & recycling	218	6.9 %
Parks & recreation facilities	273	8.7 %
Parks & recreation programs	190	6.0 %
Code enforcement	273	8.7 %
Planning & zoning	200	6.3 %
Municipal court	61	1.9 %
Public transportation	184	5.8 %
None chosen	530	16.8 %
Total	3152	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	169	5.4 %
Fire services	115	3.6 %
Ambulance services	87	2.8 %
Maintenance of City streets	232	7.4 %
Stormwater management system	183	5.8 %
Sewer & wastewater system	187	5.9 %
Trash collection & recycling	221	7.0 %
Parks & recreation facilities	231	7.3 %
Parks & recreation programs	208	6.6 %
Code enforcement	250	7.9 %
Planning & zoning	261	8.3 %
Municipal court	129	4.1 %
Public transportation	221	7.0 %
None chosen	658	20.9 %
Total	3152	100.0 %

SUM OF TOP 4 CHOICES

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)

<u>Q2. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Police services	1299	41.2 %
Fire services	492	15.6 %
Ambulance services	346	11.0 %
Maintenance of City streets	2257	71.6 %
Stormwater management system	670	21.3 %
Sewer & wastewater system	619	19.6 %
Trash collection & recycling	839	26.6 %
Parks & recreation facilities	907	28.8 %
Parks & recreation programs	604	19.2 %
Code enforcement	1086	34.5 %
Planning & zoning	666	21.1 %
Municipal court	285	9.0 %
Public transportation	650	20.6 %
None chosen	301	9.5 %
Total	11021	

Q3. County 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 services.

(N=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Services for people living with developmental disabilities	3.5%	10.1%	30.4%	11.2%	4.6%	40.2%
Q3-2. Services for seniors (non-transportation)	3.5%	11.5%	30.7%	14.2%	4.9%	35.1%
Q3-3. Senior transportation	3.4%	10.8%	30.8%	11.3%	4.4%	39.2%
Q3-4. 3-1-1 Call Center	7.8%	22.0%	32.5%	8.3%	4.5%	24.9%
Q3-5. Property tax administration	3.3%	13.4%	29.2%	23.2%	21.2%	9.8%
Q3-6. Motor vehicle registration	6.9%	26.2%	25.8%	21.2%	15.7%	4.3%
Q3-7. Appraiser's Office services	3.9%	14.2%	33.7%	17.4%	13.5%	17.3%
Q3-8. County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	9.7%	34.6%	28.2%	11.6%	4.3%	11.6%
Q3-9. District Attorneys' Office	5.0%	13.2%	32.2%	8.7%	12.4%	28.6%
Q3-10. Local elections	9.6%	31.8%	32.5%	10.5%	6.3%	9.3%
Q3-11. Public health services	9.5%	28.0%	30.4%	9.9%	4.7%	17.6%

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 services. (without "don't know")

(N=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Services for people living with developmental disabilities	5.9%	16.8%	50.8%	18.8%	7.6%
Q3-2. Services for seniors (non-transportation)	5.4%	17.7%	47.4%	21.9%	7.5%
Q3-3. Senior transportation	5.6%	17.8%	50.7%	18.5%	7.3%
Q3-4. 3-1-1 Call Center	10.4%	29.3%	43.3%	11.0%	6.0%
Q3-5. Property tax administration	3.6%	14.9%	32.3%	25.7%	23.5%
Q3-6. Motor vehicle registration	7.2%	27.4%	27.0%	22.1%	16.4%
Q3-7. Appraiser's Office services	4.7%	17.2%	40.8%	21.0%	16.3%
Q3-8. County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	11.0%	39.2%	31.9%	13.1%	4.8%
Q3-9. District Attorneys' Office	7.0%	18.4%	45.1%	12.2%	17.3%
Q3-10. Local elections	10.6%	35.0%	35.8%	11.6%	7.0%
Q3-11. Public health services	11.6%	33.9%	36.9%	12.0%	5.7%

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 people living with developmental disabilities	377	12.0 %
Services for seniors (non-transportation)	280	8.9 %
Senior transportation	109	3.5 %
3-1-1 Call Center	118	3.7 %
Property tax administration	571	18.1 %
Motor vehicle registration	396	12.6 %
Appraiser's Office services	113	3.6 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	228	7.2 %
District Attorneys' Office	225	7.1 %
Local elections	96	3.0 %
Public health services	251	8.0 %
None chosen	388	12.3 %
Total	3152	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 people living with developmental disabilities	208	6.6 %
Services for seniors (non-transportation)	326	10.3 %
Senior transportation	179	5.7 %
3-1-1 Call Center	89	2.8 %
Property tax administration	405	12.8 %
Motor vehicle registration	413	13.1 %
Appraiser's Office services	295	9.4 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	233	7.4 %
District Attorneys' Office	131	4.2 %
Local elections	165	5.2 %
Public health services	212	6.7 %
None chosen	496	15.7 %
Total	3152	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 people living with developmental disabilities	201	6.4 %
Services for seniors (non-transportation)	269	8.5 %
Senior transportation	232	7.4 %
3-1-1 Call Center	119	3.8 %
Property tax administration	274	8.7 %
Motor vehicle registration	337	10.7 %
Appraiser's Office services	261	8.3 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	249	7.9 %
District Attorneys' Office	125	4.0 %
Local elections	170	5.4 %
Public health services	246	7.8 %
None chosen	669	21.2 %
Total	3152	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 people living with developmental disabilities	213	6.8 %
Services for seniors (non-transportation)	225	7.1 %
Senior transportation	180	5.7 %
3-1-1 Call Center	127	4.0 %
Property tax administration	199	6.3 %
Motor vehicle registration	217	6.9 %
Appraiser's Office services	211	6.7 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	246	7.8 %
District Attorneys' Office	152	4.8 %
Local elections	215	6.8 %
Public health services	336	10.7 %
None chosen	831	26.4 %
Total	3152	100.0 %

SUM OF TOP 4 CHOICES**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)**

<u>Q4. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Services for people living with developmental disabilities	999	31.7 %
Services for seniors (non-transportation)	1100	34.9 %
Senior transportation	700	22.2 %
3-1-1 Call Center	453	14.4 %
Property tax administration	1449	46.0 %
Motor vehicle registration	1363	43.2 %
Appraiser's Office services	880	27.9 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	956	30.3 %
District Attorneys' Office	633	20.1 %
Local elections	646	20.5 %
Public health services	1045	33.2 %
None chosen	388	12.3 %
Total	10612	

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?

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Police services	566	18.0 %
Fire services	62	2.0 %
Ambulance services	31	1.0 %
Maintenance of City streets	684	21.7 %
Storm water management system	63	2.0 %
Sewer & wastewater system	30	1.0 %
Trash collection & recycling	64	2.0 %
Parks & recreation facilities	91	2.9 %
Parks & recreation programs	30	1.0 %
Code enforcement	158	5.0 %
Planning & zoning	35	1.1 %
Municipal court	17	0.5 %
Public transportation	55	1.7 %
Services for people living with developmental disabilities	70	2.2 %
Services for seniors (non-transportation)	43	1.4 %
Senior transportation	7	0.2 %
3-1-1 Call Center	7	0.2 %
Property tax administration	182	5.8 %
Motor vehicle registration	58	1.8 %
Appraiser's Office services	36	1.1 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	24	0.8 %
District Attorneys' Office	88	2.8 %
Local elections	37	1.2 %
Public health services	79	2.5 %
<u>None chosen</u>	<u>635</u>	<u>20.1 %</u>
Total	3152	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?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Police services	164	5.2 %
Fire services	162	5.1 %
Ambulance services	53	1.7 %
Maintenance of City streets	340	10.8 %
Storm water management system	106	3.4 %
Sewer & wastewater system	106	3.4 %
Trash collection & recycling	139	4.4 %
Parks & recreation facilities	121	3.8 %
Parks & recreation programs	66	2.1 %
Code enforcement	174	5.5 %
Planning & zoning	68	2.2 %
Municipal court	15	0.5 %
Public transportation	60	1.9 %
Services for people living with developmental disabilities	89	2.8 %
Services for seniors (non-transportation)	108	3.4 %
Senior transportation	40	1.3 %
3-1-1 Call Center	21	0.7 %
Property tax administration	159	5.0 %
Motor vehicle registration	134	4.3 %
Appraiser's Office services	77	2.4 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	70	2.2 %
District Attorneys' Office	75	2.4 %
Local elections	38	1.2 %
Public health services	82	2.6 %
<u>None chosen</u>	<u>685</u>	<u>21.7 %</u>
Total	3152	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?

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Police services	125	4.0 %
Fire services	61	1.9 %
Ambulance services	93	3.0 %
Maintenance of City streets	250	7.9 %
Storm water management system	79	2.5 %
Sewer & wastewater system	71	2.3 %
Trash collection & recycling	140	4.4 %
Parks & recreation facilities	123	3.9 %
Parks & recreation programs	89	2.8 %
Code enforcement	142	4.5 %
Planning & zoning	68	2.2 %
Municipal court	23	0.7 %
Public transportation	64	2.0 %
Services for people living with developmental disabilities	108	3.4 %
Services for seniors (non-transportation)	134	4.3 %
Senior transportation	76	2.4 %
3-1-1 Call Center	36	1.1 %
Property tax administration	174	5.5 %
Motor vehicle registration	159	5.0 %
Appraiser's Office services	93	3.0 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	78	2.5 %
District Attorneys' Office	59	1.9 %
Local elections	43	1.4 %
Public health services	102	3.2 %
<u>None chosen</u>	<u>762</u>	<u>24.2 %</u>
Total	3152	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?

<u>Q5. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Police services	87	2.8 %
Fire services	51	1.6 %
Ambulance services	42	1.3 %
Maintenance of City streets	221	7.0 %
Storm water management system	70	2.2 %
Sewer & wastewater system	85	2.7 %
Trash collection & recycling	78	2.5 %
Parks & recreation facilities	110	3.5 %
Parks & recreation programs	85	2.7 %
Code enforcement	100	3.2 %
Planning & zoning	73	2.3 %
Municipal court	30	1.0 %
Public transportation	56	1.8 %
Services for people living with developmental disabilities	90	2.9 %
Services for seniors (non-transportation)	172	5.5 %
Senior transportation	83	2.6 %
3-1-1 Call Center	40	1.3 %
Property tax administration	163	5.2 %
Motor vehicle registration	148	4.7 %
Appraiser's Office services	94	3.0 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	125	4.0 %
District Attorneys' Office	70	2.2 %
Local elections	87	2.8 %
Public health services	130	4.1 %
<u>None chosen</u>	<u>862</u>	<u>27.3 %</u>
Total	3152	100.0 %

SUM OF TOP 4 CHOICES

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	942	29.9 %
Fire services	336	10.7 %
Ambulance services	219	6.9 %
Maintenance of City streets	1495	47.4 %
Storm water management system	318	10.1 %
Sewer & wastewater system	292	9.3 %
Trash collection & recycling	421	13.4 %
Parks & recreation facilities	445	14.1 %
Parks & recreation programs	270	8.6 %
Code enforcement	574	18.2 %
Planning & zoning	244	7.7 %
Municipal court	85	2.7 %
Public transportation	235	7.5 %
Services for people living with developmental disabilities	357	11.3 %
Services for seniors (non-transportation)	457	14.5 %
Senior transportation	206	6.5 %
3-1-1 Call Center	104	3.3 %
Property tax administration	678	21.5 %
Motor vehicle registration	499	15.8 %
Appraiser's Office services	300	9.5 %
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	297	9.4 %
District Attorneys' Office	292	9.3 %
Local elections	205	6.5 %
Public health services	393	12.5 %
None chosen	635	20.1 %
Total	10299	

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=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Police visibility in residential neighborhoods	10.7%	31.7%	23.6%	21.6%	7.8%	4.6%
Q6-2. Police visibility in commercial areas	9.1%	31.6%	29.5%	14.3%	4.2%	11.3%
Q6-3. Community appearance & maintenance	4.0%	18.3%	26.0%	30.4%	16.1%	5.1%
Q6-4. Community policing	8.5%	24.1%	33.1%	15.9%	7.7%	10.7%
Q6-5. Traffic law enforcement	7.9%	26.5%	31.3%	16.1%	9.2%	9.0%
Q6-6. Response time for police emergencies	9.8%	25.6%	25.6%	11.0%	6.4%	21.6%
Q6-7. Response time for fire emergencies	20.1%	33.2%	20.2%	2.3%	1.2%	23.0%
Q6-8. Response time for medical emergency calls	20.7%	32.3%	19.9%	2.9%	1.1%	23.1%
Q6-9. Animal control in your neighborhood	7.5%	19.5%	27.3%	18.2%	15.2%	12.2%

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=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Police visibility in residential neighborhoods	11.2%	33.2%	24.7%	22.7%	8.2%
Q6-2. Police visibility in commercial areas	10.2%	35.6%	33.2%	16.2%	4.8%
Q6-3. Community appearance & maintenance	4.2%	19.3%	27.4%	32.0%	17.0%
Q6-4. Community policing	9.6%	27.0%	37.0%	17.8%	8.6%
Q6-5. Traffic law enforcement	8.7%	29.1%	34.4%	17.7%	10.1%
Q6-6. Response time for police emergencies	12.5%	32.7%	32.6%	14.0%	8.1%
Q6-7. Response time for fire emergencies	26.1%	43.1%	26.2%	3.0%	1.6%
Q6-8. Response time for medical emergency calls	26.9%	42.0%	25.9%	3.8%	1.5%
Q6-9. Animal control in your neighborhood	8.6%	22.2%	31.2%	20.8%	17.3%

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
Police visibility in residential neighborhoods	886	28.1 %
Police visibility in commercial areas	143	4.5 %
Community appearance & maintenance	632	20.1 %
Community policing	220	7.0 %
Traffic law enforcement	211	6.7 %
Response time for police emergencies	196	6.2 %
Response time for fire emergencies	48	1.5 %
Response time for medical emergency calls	82	2.6 %
Animal control in your neighborhood	333	10.6 %
None chosen	401	12.7 %
Total	3152	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
Police visibility in residential neighborhoods	373	11.8 %
Police visibility in commercial areas	371	11.8 %
Community appearance & maintenance	500	15.9 %
Community policing	336	10.7 %
Traffic law enforcement	272	8.6 %
Response time for police emergencies	239	7.6 %
Response time for fire emergencies	122	3.9 %
Response time for medical emergency calls	124	3.9 %
Animal control in your neighborhood	253	8.0 %
None chosen	562	17.8 %
Total	3152	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
Police visibility in residential neighborhoods	294	9.3 %
Police visibility in commercial areas	227	7.2 %
Community appearance & maintenance	388	12.3 %
Community policing	369	11.7 %
Traffic law enforcement	264	8.4 %
Response time for police emergencies	244	7.7 %
Response time for fire emergencies	117	3.7 %
Response time for medical emergency calls	190	6.0 %
Animal control in your neighborhood	362	11.5 %
None chosen	697	22.1 %
Total	3152	100.0 %

SUM OF TOP 3 CHOICES

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
Police visibility in residential neighborhoods	1553	49.3 %
Police visibility in commercial areas	741	23.5 %
Community appearance & maintenance	1520	48.2 %
Community policing	925	29.3 %
Traffic law enforcement	747	23.7 %
Response time for police emergencies	679	21.5 %
Response time for fire emergencies	287	9.1 %
Response time for medical emergency calls	396	12.6 %
Animal control in your neighborhood	948	30.1 %
None chosen	401	12.7 %
Total	8197	

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=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Maintenance of major City streets Citywide	3.8%	24.6%	23.4%	28.4%	15.8%	3.9%
Q8-2. Maintenance of streets in your neighborhood	4.3%	19.4%	19.4%	31.0%	22.9%	3.0%
Q8-3. Maintenance of alleys in your neighborhood	2.3%	5.5%	26.6%	15.1%	16.0%	34.5%
Q8-4. Maintenance of sidewalks in your neighborhood	3.5%	11.4%	22.2%	20.9%	23.3%	18.8%
Q8-5. Maintenance of curbs in your neighborhood	3.6%	15.2%	24.0%	21.2%	22.2%	13.8%
Q8-6. Maintenance of street signs/traffic signals	7.5%	35.0%	32.2%	10.7%	7.7%	7.0%
Q8-7. Maintenance of Downtown parking lots	3.6%	15.9%	34.1%	10.5%	6.3%	29.6%
Q8-8. Overall appearance of Downtown including lighting, landscaping, & planter boxes	4.7%	21.0%	34.8%	14.7%	7.6%	17.2%
Q8-9. Maintenance of City buildings	4.8%	24.1%	37.6%	9.7%	5.5%	18.3%
Q8-10. Snow removal on major City streets	11.7%	40.9%	21.2%	13.2%	8.8%	4.2%
Q8-11. Snow removal on neighborhood streets	7.5%	24.5%	19.6%	24.6%	20.1%	3.6%
Q8-12. Overall cleanliness of streets & other public areas	3.4%	18.0%	26.9%	29.3%	17.4%	4.9%
Q8-13. Maintenance of stormwater drainage system in your neighborhood	5.1%	22.8%	32.3%	14.4%	12.0%	13.4%

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=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Maintenance of major City streets Citywide	3.9%	25.6%	24.4%	29.6%	16.5%
Q8-2. Maintenance of streets in your neighborhood	4.4%	20.0%	20.0%	32.0%	23.6%
Q8-3. Maintenance of alleys in your neighborhood	3.5%	8.4%	40.6%	23.1%	24.5%
Q8-4. Maintenance of sidewalks in your neighborhood	4.3%	14.0%	27.3%	25.8%	28.6%
Q8-5. Maintenance of curbs in your neighborhood	4.2%	17.6%	27.9%	24.6%	25.8%
Q8-6. Maintenance of street signs/traffic signals	8.0%	37.6%	34.6%	11.5%	8.3%
Q8-7. Maintenance of Downtown parking lots	5.1%	22.6%	48.4%	14.9%	8.9%
Q8-8. Overall appearance of Downtown including lighting, landscaping, & planter boxes	5.6%	25.4%	42.0%	17.7%	9.2%
Q8-9. Maintenance of City buildings	5.9%	29.5%	46.0%	11.9%	6.7%
Q8-10. Snow removal on major City streets	12.3%	42.7%	22.1%	13.8%	9.1%
Q8-11. Snow removal on neighborhood streets	7.8%	25.4%	20.4%	25.5%	20.9%
Q8-12. Overall cleanliness of streets & other public areas	3.6%	19.0%	28.3%	30.9%	18.3%
Q8-13. Maintenance of stormwater drainage system in your neighborhood	5.9%	26.4%	37.3%	16.6%	13.8%

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 Citywide	680	21.6 %
Maintenance of streets in your neighborhood	660	20.9 %
Maintenance of alleys in your neighborhood	125	4.0 %
Maintenance of sidewalks in your neighborhood	242	7.7 %
Maintenance of curbs in your neighborhood	87	2.8 %
Maintenance of street signs/traffic signals	35	1.1 %
Maintenance of Downtown parking lots	13	0.4 %
Overall appearance of Downtown including lighting, landscaping & planter boxes	78	2.5 %
Maintenance of City buildings	36	1.1 %
Snow removal on major City streets	104	3.3 %
Snow removal on neighborhood streets	288	9.1 %
Overall cleanliness of streets & other public areas	276	8.8 %
Maintenance of stormwater drainage system in your neighborhood	174	5.5 %
None chosen	354	11.2 %
Total	3152	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 Citywide	279	8.9 %
Maintenance of streets in your neighborhood	566	18.0 %
Maintenance of alleys in your neighborhood	133	4.2 %
Maintenance of sidewalks in your neighborhood	317	10.1 %
Maintenance of curbs in your neighborhood	188	6.0 %
Maintenance of street signs/traffic signals	88	2.8 %
Maintenance of Downtown parking lots	42	1.3 %
Overall appearance of Downtown including lighting, landscaping & planter boxes	125	4.0 %
Maintenance of City buildings	54	1.7 %
Snow removal on major City streets	183	5.8 %
Snow removal on neighborhood streets	365	11.6 %
Overall cleanliness of streets & other public areas	264	8.4 %
Maintenance of stormwater drainage system in your neighborhood	103	3.3 %
None chosen	445	14.1 %
Total	3152	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 Citywide	234	7.4 %
Maintenance of streets in your neighborhood	273	8.7 %
Maintenance of alleys in your neighborhood	128	4.1 %
Maintenance of sidewalks in your neighborhood	265	8.4 %
Maintenance of curbs in your neighborhood	194	6.2 %
Maintenance of street signs/traffic signals	129	4.1 %
Maintenance of Downtown parking lots	44	1.4 %
Overall appearance of Downtown including lighting, landscaping & planter boxes	163	5.2 %
Maintenance of City buildings	71	2.3 %
Snow removal on major City streets	122	3.9 %
Snow removal on neighborhood streets	334	10.6 %
Overall cleanliness of streets & other public areas	447	14.2 %
Maintenance of stormwater drainage system in your neighborhood	183	5.8 %
None chosen	565	17.9 %
Total	3152	100.0 %

SUM OF TOP 3 CHOICES

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 Citywide	1193	37.8 %
Maintenance of streets in your neighborhood	1499	47.6 %
Maintenance of alleys in your neighborhood	386	12.2 %
Maintenance of sidewalks in your neighborhood	824	26.1 %
Maintenance of curbs in your neighborhood	469	14.9 %
Maintenance of street signs/traffic signals	252	8.0 %
Maintenance of Downtown parking lots	99	3.1 %
Overall appearance of Downtown including lighting, landscaping & planter boxes	366	11.6 %
Maintenance of City buildings	161	5.1 %
Snow removal on major City streets	409	13.0 %
Snow removal on neighborhood streets	987	31.3 %
Overall cleanliness of streets & other public areas	987	31.3 %
Maintenance of stormwater drainage system in your neighborhood	460	14.6 %
None chosen	354	11.2 %
Total	8446	

Q10. Parks and Recreation. 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=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Overall park & equipment maintenance	6.0%	24.6%	30.4%	12.2%	4.8%	22.0%
Q10-2. Access to walking & biking trails	5.8%	19.8%	26.6%	17.5%	11.4%	18.9%
Q10-3. Access to a local park	8.4%	36.3%	26.5%	9.5%	6.2%	13.1%
Q10-4. Access to community centers	6.0%	23.1%	29.9%	12.7%	7.6%	20.7%
Q10-5. Availability of outdoor athletic fields	5.6%	19.7%	30.8%	11.3%	7.0%	25.6%
Q10-6. Sunflower Hills Golf Course	4.5%	13.7%	27.1%	3.1%	2.1%	49.6%
Q10-7. Parkwood Pool	2.2%	5.1%	24.1%	7.0%	10.9%	50.7%
Q10-8. Spray parks	3.0%	12.7%	28.0%	7.9%	5.0%	43.3%
Q10-9. Youth recreation programs	2.6%	9.8%	25.6%	10.9%	8.6%	42.5%
Q10-10. Adult recreation programs	2.4%	8.7%	27.1%	11.8%	9.4%	40.5%
Q10-11. Programs for seniors	2.9%	7.4%	25.5%	12.2%	7.7%	44.4%
Q10-12. Skateboard parks	2.4%	9.0%	27.6%	6.2%	4.7%	50.2%
Q10-13. Tennis courts	2.3%	8.4%	27.5%	9.9%	6.1%	45.8%
Q10-14. Futsal courts	2.1%	7.1%	26.5%	4.5%	3.4%	56.3%
Q10-15. Ease of registering for recreation programs	2.8%	9.3%	28.8%	6.8%	5.2%	47.1%
Q10-16. Cost of recreation programs	2.9%	8.0%	28.5%	7.5%	4.8%	48.3%

WITHOUT "DON'T KNOW"

Q10. Parks and Recreation. 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=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall park & equipment maintenance	7.7%	31.5%	39.0%	15.7%	6.1%
Q10-2. Access to walking & biking trails	7.2%	24.4%	32.9%	21.6%	14.0%
Q10-3. Access to a local park	9.7%	41.7%	30.5%	10.9%	7.2%
Q10-4. Access to community centers	7.6%	29.1%	37.7%	16.0%	9.6%
Q10-5. Availability of outdoor athletic fields	7.5%	26.5%	41.5%	15.1%	9.5%
Q10-6. Sunflower Hills Golf Course	8.9%	27.1%	53.8%	6.1%	4.1%
Q10-7. Parkwood Pool	4.4%	10.4%	49.0%	14.2%	22.0%
Q10-8. Spray parks	5.3%	22.5%	49.4%	13.9%	8.9%
Q10-9. Youth recreation programs	4.5%	17.0%	44.6%	19.1%	14.9%
Q10-10. Adult recreation programs	4.1%	14.6%	45.6%	19.9%	15.8%
Q10-11. Programs for seniors	5.1%	13.2%	45.8%	21.9%	13.9%
Q10-12. Skateboard parks	4.8%	18.0%	55.5%	12.4%	9.4%
Q10-13. Tennis courts	4.2%	15.5%	50.8%	18.3%	11.2%
Q10-14. Futsal courts	4.7%	16.3%	60.7%	10.4%	7.8%
Q10-15. Ease of registering for recreation programs	5.2%	17.5%	54.6%	12.9%	9.8%
Q10-16. Cost of recreation programs	5.6%	15.5%	55.0%	14.5%	9.3%

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

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall park & equipment maintenance	617	19.6 %
Access to walking & biking trails	536	17.0 %
Access to a local park	112	3.6 %
Access to community centers	141	4.5 %
Availability of outdoor athletic fields	76	2.4 %
Sunflower Hills Golf Course	65	2.1 %
Parkwood Pool	211	6.7 %
Spray parks	45	1.4 %
Youth recreation programs	242	7.7 %
Adult recreation programs	87	2.8 %
Programs for seniors	158	5.0 %
Skate board parks	23	0.7 %
Tennis courts	33	1.0 %
Futsal courts	6	0.2 %
Ease of registering for recreation programs	23	0.7 %
Cost of recreation programs	99	3.1 %
None chosen	678	21.5 %
Total	3152	100.0 %

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

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall park & equipment maintenance	253	8.0 %
Access to walking & biking trails	386	12.2 %
Access to a local park	240	7.6 %
Access to community centers	193	6.1 %
Availability of outdoor athletic fields	100	3.2 %
Sunflower Hills Golf Course	35	1.1 %
Parkwood Pool	119	3.8 %
Spray parks	96	3.0 %
Youth recreation programs	253	8.0 %
Adult recreation programs	225	7.1 %
Programs for seniors	188	6.0 %
Skate board parks	25	0.8 %
Tennis courts	28	0.9 %
Futsal courts	5	0.2 %
Ease of registering for recreation programs	74	2.3 %
Cost of recreation programs	112	3.6 %
None chosen	820	26.0 %
Total	3152	100.0 %

Q11. Which THREE of the Parks and Recreation issues 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
Overall park & equipment maintenance	210	6.7 %
Access to walking & biking trails	178	5.6 %
Access to a local park	198	6.3 %
Access to community centers	220	7.0 %
Availability of outdoor athletic fields	127	4.0 %
Sunflower Hills Golf Course	41	1.3 %
Parkwood Pool	86	2.7 %
Spray parks	96	3.0 %
Youth recreation programs	223	7.1 %
Adult recreation programs	207	6.6 %
Programs for seniors	244	7.7 %
Skate board parks	42	1.3 %
Tennis courts	69	2.2 %
Futsal courts	12	0.4 %
Ease of registering for recreation programs	112	3.6 %
Cost of recreation programs	188	6.0 %
None chosen	899	28.5 %
Total	3152	100.0 %

SUM OF TOP 3 CHOICES

Q11. Which THREE of the Parks and Recreation issues 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
Overall park & equipment maintenance	1080	34.3 %
Access to walking & biking trails	1100	34.9 %
Access to a local park	550	17.4 %
Access to community centers	554	17.6 %
Availability of outdoor athletic fields	303	9.6 %
Sunflower Hills Golf Course	141	4.5 %
Parkwood Pool	416	13.2 %
Spray parks	237	7.5 %
Youth recreation programs	718	22.8 %
Adult recreation programs	519	16.5 %
Programs for seniors	590	18.7 %
Skate board parks	90	2.9 %
Tennis courts	130	4.1 %
Futsal courts	23	0.7 %
Ease of registering for recreation programs	209	6.6 %
Cost of recreation programs	399	12.7 %
None chosen	678	21.5 %
Total	7737	

Q12. Where do you find information about the Unified Government programs and services?

Q12. Where do you find information about Unified

Government programs & services	Number	Percent
UGTV (Google Ch 41, Spectrum Ch 2)	433	13.7 %
The Citizen newsletter	1011	32.1 %
eNews weekly email	299	9.5 %
Unified Government website	1340	42.5 %
Social media-Facebook, Twitter, Instagram, YouTube	1227	38.9 %
Nextdoor	672	21.3 %
Unified Government public meetings	253	8.0 %
Local television	1284	40.7 %
Local newspapers	512	16.2 %
Neighborhood meetings	312	9.9 %
Other	198	6.3 %
Total	7541	

Q12-11. Other

- 311
- 311
- 311
- 311
- area on aging publications
- At work
- At work
- BPU newsletter
- Caseworker and other parents
- church
- Church
- Church or place of employment
- community events/other people
- community org., & groups
- community police
- Conversations with informed people
- Conversations with neighbors, other citizens and church. Sometimes tv when something dreadful happens. It is not often that tv stations report on Wyandotte county. Very seldom anything good.
- email
- email
- e-newsletter, livable neighborhoods
- Facebook
- family
- family
- Family

Q12-11. Other

- family & friends
- fliers from school
- Flyers
- friends
- friends
- friends
- friends
- friends
- friends
- friends
- friends
- Google
- Google
- Google
- Google
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- Google
- Google
- Google
- Google
- Google
- Google
- Google
- Google
- Google
- Google
- Google
- Google
- Homes association periodic newsletter
- Internet
- Internet
- Internet
- Internet
- Internet
- justice and equity of WyCo meetings
- KPR
- library
- library
- library
- library
- livable neighborhoods
- Livable neighborhoods and a newsletter.
- mail
- mail

Q12-11. Other

- mail
- mail
- mail
- mail
- mail
- mail
- mail
- mail
- mail
- mail
- mail
- My husband
- MY MOM
- my mothers newspaper
- neighbors
- neighbors
- neighbors
- neighbors
- neighbors
- neighbors
- News
- News letter delivered to home
- observations and conversations
- Online
- online
- Other
- People
- people
- People
- phone
- phonebook
- Poor Public Notices
- Property tax burden
- Public library's
- Radio
- Radio
- Radio
- RDA
- RDA
- reddit
- relatives
- road signs

Q12-11. Other

- [illegible]

Q12-11. Other

- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
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- Word of mouth
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- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Word of mouth
- Work
- Work
- Wyandotte daily
- Wyandotte Daily Online
- Wyco employees
- ymca

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)	171	5.4 %
The Citizen newsletter	515	16.3 %
eNews weekly email	221	7.0 %
Unified Government website	598	19.0 %
Social media-Facebook, Twitter, Instagram, YouTube	470	14.9 %
Nextdoor	134	4.3 %
Unified Government public meetings	30	1.0 %
Local television	355	11.3 %
Local newspapers	70	2.2 %
Neighborhood meetings	43	1.4 %
Other	69	2.2 %
None chosen	476	15.1 %
Total	3152	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)	103	3.3 %
The Citizen newsletter	271	8.6 %
eNews weekly email	163	5.2 %
Unified Government website	384	12.2 %
Social media-Facebook, Twitter, Instagram, YouTube	442	14.0 %
Nextdoor	208	6.6 %
Unified Government public meetings	80	2.5 %
Local television	460	14.6 %
Local newspapers	164	5.2 %
Neighborhood meetings	100	3.2 %
Other	93	3.0 %
None chosen	684	21.7 %
Total	3152	100.0 %

SUM OF TOP 2 CHOICES**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)	274	8.7 %
The Citizen newsletter	786	24.9 %
eNews weekly email	384	12.2 %
Unified Government website	982	31.2 %
Social media-Facebook, Twitter, Instagram, YouTube	912	28.9 %
Nextdoor	342	10.9 %
Unified Government public meetings	110	3.5 %
Local television	815	25.9 %
Local newspapers	234	7.4 %
Neighborhood meetings	143	4.5 %
Other	162	5.1 %
None chosen	476	15.1 %
Total	5620	

Q14. The Unified Government uses social media to share information with the public. Please indicate whether you have used any of the following Unified Government social media channels.

(N=3152)

	Yes	No	Don't know
Q14-1. Facebook	45.1%	41.7%	13.2%
Q14-2. Twitter	10.2%	71.5%	18.3%
Q14-3. Instagram	9.4%	71.5%	19.1%
Q14-4. Nextdoor	30.5%	51.3%	18.1%
Q14-5. YouTube	20.5%	61.9%	17.6%
Q14-6. LinkedIn	6.2%	73.9%	20.0%

WITHOUT "DON'T KNOW"

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

(N=3152)

	Yes	No
Q14-1. Facebook	52.0%	48.0%
Q14-2. Twitter	12.4%	87.6%
Q14-3. Instagram	11.6%	88.4%
Q14-4. Nextdoor	37.3%	62.7%
Q14-5. YouTube	24.8%	75.2%
Q14-6. LinkedIn	7.7%	92.3%

Q14a. If you have used ANY of the Unified Governments 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. Information I receive from Unified Government social media keeps me informed about what is happening in Wyandotte County

	Number	Percent
Agree	1066	54.7 %
Disagree	472	24.2 %
Don't know	411	21.1 %
Total	1949	100.0 %

WITHOUT "DON'T KNOW"

Q14a. If you have used ANY of the Unified Governments 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. Information I receive from Unified Government social media keeps me informed about what is happening in Wyandotte County

	Number	Percent
Agree	1066	69.3 %
Disagree	472	30.7 %
Total	1538	100.0 %

Q15. Unified Government Communication & Digital Services. Please rate your satisfaction with the communication and digital services provided by the Unified Government using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Overall quality of information about Unified Government programs & services	4.2%	21.9%	32.4%	15.2%	5.9%	20.4%
Q15-2. Efforts to keep you informed about local issues	4.2%	21.7%	29.3%	20.1%	7.5%	17.3%
Q15-3. Public involvement in local decision making	2.4%	11.4%	29.4%	22.3%	12.9%	21.6%
Q15-4. Unified Government website	4.6%	25.1%	31.6%	9.5%	4.9%	24.4%
Q15-5. The Citizen newsletter	5.2%	23.4%	29.2%	4.3%	2.7%	35.3%
Q15-6. Unified Government eNews newsletter	4.2%	14.4%	27.2%	4.1%	2.6%	47.6%
Q15-7. Unified Government social media	3.5%	16.4%	31.8%	6.4%	3.3%	38.7%
Q15-8. myWyco app-property taxes	6.8%	16.6%	25.0%	9.4%	9.7%	32.6%
Q15-9. myWyco app-3-1-1 service requests	5.3%	14.5%	26.8%	6.9%	5.6%	40.8%
Q15-10. myWyco app-Municipal Court payments	3.2%	9.7%	27.0%	3.8%	3.4%	52.9%
Q15-11. Online maps	4.3%	14.3%	27.5%	4.5%	3.0%	46.4%

WITHOUT "DON'T KNOW"

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

(N=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Overall quality of information about Unified Government programs & services	5.2%	27.5%	40.7%	19.1%	7.5%
Q15-2. Efforts to keep you informed about local issues	5.1%	26.2%	35.4%	24.3%	9.1%
Q15-3. Public involvement in local decision making	3.1%	14.5%	37.5%	28.4%	16.4%
Q15-4. Unified Government website	6.1%	33.2%	41.7%	12.6%	6.4%
Q15-5. The Citizen newsletter	8.0%	36.1%	45.1%	6.6%	4.2%
Q15-6. Unified Government eNews newsletter	7.9%	27.5%	51.8%	7.8%	4.9%
Q15-7. Unified Government social media	5.6%	26.8%	51.8%	10.5%	5.3%
Q15-8. myWyco app-property taxes	10.0%	24.6%	37.1%	13.9%	14.4%
Q15-9. myWyco app-3-1-1 service requests	9.0%	24.6%	45.3%	11.7%	9.5%
Q15-10. myWyco app-Municipal Court payments	6.8%	20.6%	57.2%	8.1%	7.3%
Q15-11. Online maps	8.1%	26.6%	51.2%	8.4%	5.6%

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=3152)

	Major problem	Minor problem	Not a problem	Don't know
Q16-1. Crime	34.6%	40.1%	16.6%	8.8%
Q16-2. Drugs	33.9%	26.1%	19.3%	20.6%
Q16-3. Graffiti	21.5%	32.2%	35.6%	10.6%
Q16-4. Noise	17.9%	38.3%	37.1%	6.7%
Q16-5. Rundown buildings	25.0%	31.7%	35.5%	7.9%
Q16-6. Abandoned/junk vehicles	18.1%	31.0%	40.8%	10.1%
Q16-7. Vehicles parked on streets	22.5%	32.1%	38.0%	7.5%
Q16-8. Homelessness	26.2%	23.9%	35.1%	14.8%
Q16-9. Overgrown lots	21.7%	31.8%	36.2%	10.2%
Q16-10. Illegal dumping	28.9%	25.9%	33.9%	11.3%
Q16-11. Roaming/loose animals	25.4%	36.2%	30.5%	7.8%
Q16-12. Street racing or dangerous driving	31.6%	29.7%	28.9%	9.8%

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=3152)

	Major problem	Minor problem	Not a problem
Q16-1. Crime	37.9%	43.9%	18.2%
Q16-2. Drugs	42.7%	32.9%	24.3%
Q16-3. Graffiti	24.1%	36.0%	39.9%
Q16-4. Noise	19.2%	41.1%	39.7%
Q16-5. Rundown buildings	27.1%	34.4%	38.5%
Q16-6. Abandoned/junk vehicles	20.2%	34.5%	45.3%
Q16-7. Vehicles parked on streets	24.3%	34.7%	41.0%
Q16-8. Homelessness	30.8%	28.1%	41.2%
Q16-9. Overgrown lots	24.2%	35.4%	40.4%
Q16-10. Illegal dumping	32.6%	29.2%	38.2%
Q16-11. Roaming/loose animals	27.6%	39.3%	33.1%
Q16-12. Street racing or dangerous driving	35.0%	32.9%	32.1%

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=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Enforcing clean-up of junk, trash, & debris (blight) Citywide	3.8%	17.9%	25.5%	27.1%	16.2%	9.5%
Q17-2. Enforcing clean-up of junk, trash, & debris (blight) in your neighborhood	5.2%	24.5%	25.2%	21.6%	15.0%	8.5%
Q17-3. Enforcing mowing & trimming of weeds on vacant property Citywide	3.8%	18.1%	28.9%	24.1%	13.2%	11.9%
Q17-4. Enforcing mowing & trimming of weeds on vacant property in your neighborhood	4.5%	21.8%	29.4%	20.0%	12.2%	12.1%
Q17-5. Enforcing maintenance of homes in your neighborhood	5.6%	24.7%	32.0%	17.0%	10.3%	10.4%
Q17-6. Enforcing maintenance of commercial/business property	4.2%	19.3%	34.8%	15.6%	7.1%	18.9%
Q17-7. Enforcing removal of inoperable or junk cars in your neighborhood	5.2%	21.1%	30.5%	14.9%	10.1%	18.1%

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=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Enforcing clean-up of junk, trash, & debris (blight) Citywide	4.2%	19.7%	28.2%	29.9%	18.0%
Q17-2. Enforcing clean-up of junk, trash, & debris (blight) in your neighborhood	5.7%	26.8%	27.5%	23.6%	16.4%
Q17-3. Enforcing mowing & trimming of weeds on vacant property Citywide	4.3%	20.6%	32.8%	27.3%	15.0%
Q17-4. Enforcing mowing & trimming of weeds on vacant property in your neighborhood	5.1%	24.8%	33.5%	22.8%	13.8%
Q17-5. Enforcing maintenance of homes in your neighborhood	6.3%	27.6%	35.7%	18.9%	11.5%
Q17-6. Enforcing maintenance of commercial/business property	5.2%	23.8%	42.9%	19.3%	8.8%
Q17-7. Enforcing removal of inoperable or junk cars in your neighborhood	6.4%	25.8%	37.2%	18.2%	12.4%

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?

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk, trash, & debris (blight) Citywide	1228	39.0 %
Enforcing clean-up of junk, trash, & debris (blight) in your neighborhood	412	13.1 %
Enforcing mowing & trimming of weeds on vacant property Citywide	268	8.5 %
Enforcing mowing & trimming of weeds on vacant property in your neighborhood	153	4.9 %
Enforcing maintenance of homes in your neighborhood	191	6.1 %
Enforcing maintenance of commercial/business property	126	4.0 %
Enforcing removal of inoperable or junk cars in your neighborhood	200	6.3 %
None chosen	574	18.2 %
Total	3152	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?

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk, trash, & debris (blight) Citywide	357	11.3 %
Enforcing clean-up of junk, trash, & debris (blight) in your neighborhood	626	19.9 %
Enforcing mowing & trimming of weeds on vacant property Citywide	575	18.2 %
Enforcing mowing & trimming of weeds on vacant property in your neighborhood	313	9.9 %
Enforcing maintenance of homes in your neighborhood	226	7.2 %
Enforcing maintenance of commercial/business property	199	6.3 %
Enforcing removal of inoperable or junk cars in your neighborhood	158	5.0 %
None chosen	698	22.1 %
Total	3152	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) Citywide	261	8.3 %
Enforcing clean-up of junk, trash, & debris (blight) in your neighborhood	252	8.0 %
Enforcing mowing & trimming of weeds on vacant property Citywide	458	14.5 %
Enforcing mowing & trimming of weeds on vacant property in your neighborhood	263	8.3 %
Enforcing maintenance of homes in your neighborhood	338	10.7 %
Enforcing maintenance of commercial/business property	383	12.2 %
Enforcing removal of inoperable or junk cars in your neighborhood	338	10.7 %
None chosen	859	27.3 %
Total	3152	100.0 %

SUM OF TOP 3 CHOICES

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) Citywide	1846	58.6 %
Enforcing clean-up of junk, trash, & debris (blight) in your neighborhood	1290	40.9 %
Enforcing mowing & trimming of weeds on vacant property Citywide	1301	41.3 %
Enforcing mowing & trimming of weeds on vacant property in your neighborhood	729	23.1 %
Enforcing maintenance of homes in your neighborhood	755	24.0 %
Enforcing maintenance of commercial/business property	708	22.5 %
Enforcing removal of inoperable or junk cars in your neighborhood	696	22.1 %
None chosen	574	18.2 %
Total	7899	

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

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

	Number	Percent
Never been better	161	5.1 %
Getting better	594	18.8 %
About the same as it has always been	1413	44.8 %
Getting worse	677	21.5 %
Never been worse	78	2.5 %
Don't know	229	7.3 %
Total	3152	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 current quality of life in
your neighborhood

	Number	Percent
Never been better	161	5.5 %
Getting better	594	20.3 %
About the same as it has always been	1413	48.3 %
Getting worse	677	23.2 %
Never been worse	78	2.7 %
Total	2923	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=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. How Wyandotte County manages growth & development	3.9%	19.8%	32.1%	23.8%	9.7%	10.7%
Q20-2. Overall quality of roads & bridges in Wyandotte County	2.6%	21.4%	26.7%	32.4%	12.3%	4.6%
Q20-3. Overall quality of sidewalks in Wyandotte County	2.3%	14.7%	27.2%	32.3%	15.0%	8.5%
Q20-4. Overall appearance of Wyandotte County	2.3%	15.6%	31.3%	33.3%	13.2%	4.4%
Q20-5. Overall feeling of safety in Wyandotte County	2.6%	20.2%	33.6%	26.8%	13.1%	3.7%
Q20-6. Overall quality of City & County services	2.7%	23.1%	38.3%	20.7%	7.6%	7.6%
Q20-7. Appearance of commercial areas where you shop/do business within Wyandotte County	4.8%	31.9%	36.0%	16.8%	5.2%	5.1%
Q20-8. Overall value you receive for City/County taxes & fees that you pay	2.0%	10.0%	21.5%	32.1%	29.2%	5.2%
Q20-9. Wyandotte County as a place to live	6.8%	29.3%	32.8%	18.0%	9.8%	3.3%
Q20-10. Wyandotte County as a place to raise children	5.0%	20.7%	29.5%	21.5%	13.1%	10.2%
Q20-11. Wyandotte County as a place to work	6.2%	26.3%	34.2%	12.5%	7.7%	13.2%
Q20-12. Overall image of Wyandotte County	3.7%	19.5%	31.1%	28.5%	13.3%	3.9%
Q20-13. Overall quality of life in Wyandotte County	4.4%	26.3%	34.3%	22.5%	8.4%	4.2%
Q20-14. Overall quality of education system in Wyandotte County	4.3%	15.8%	26.0%	20.2%	18.7%	15.0%

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=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. How Wyandotte County manages growth & development	4.4%	22.1%	36.0%	26.6%	10.9%
Q20-2. Overall quality of roads & bridges in Wyandotte County	2.7%	22.4%	28.0%	34.0%	12.9%
Q20-3. Overall quality of sidewalks in Wyandotte County	2.5%	16.1%	29.7%	35.3%	16.4%
Q20-4. Overall appearance of Wyandotte County	2.4%	16.3%	32.7%	34.8%	13.8%
Q20-5. Overall feeling of safety in Wyandotte County	2.7%	21.0%	34.9%	27.8%	13.6%
Q20-6. Overall quality of City & County services	2.9%	25.0%	41.4%	22.4%	8.3%
Q20-7. Appearance of commercial areas where you shop/do business within Wyandotte County	5.1%	33.7%	38.0%	17.8%	5.5%
Q20-8. Overall value you receive for City/County taxes & fees that you pay	2.1%	10.5%	22.7%	33.8%	30.8%
Q20-9. Wyandotte County as a place to live	7.0%	30.3%	33.9%	18.6%	10.1%
Q20-10. Wyandotte County as a place to raise children	5.6%	23.1%	32.8%	23.9%	14.6%
Q20-11. Wyandotte County as a place to work	7.1%	30.3%	39.4%	14.4%	8.8%
Q20-12. Overall image of Wyandotte County	3.9%	20.3%	32.3%	29.6%	13.8%
Q20-13. Overall quality of life in Wyandotte County	4.6%	27.4%	35.8%	23.4%	8.8%
Q20-14. Overall quality of education system in Wyandotte County	5.0%	18.6%	30.6%	23.7%	22.0%

Q21. Trash and Solid Waste. The Unified Government currently provides drop-off options for residents to dispose of materials that are not suited for a landfill or curbside pickup. This includes the Household Hazardous Waste Facility, Recycling & Yard Waste Center, and Dumpster Days. We want to better understand which services should be expanded. Currently, we host seven (7) Household Hazardous Waste Facility events each year; the Recycling & Yard Waste Center is open April through November; and Dumpster Days are an annual event. Using a scale of 1 to 5, where 5 means "Strongly Support" and 1 means "Strongly Oppose," rate the following.

(N=3152)

	Strongly support	Somewhat support	Neutral	Do not support	Strongly oppose	Don't know
Q21-1. Expanding availability of current drop-off services across all options listed above	49.1%	22.7%	16.1%	1.7%	0.7%	9.5%
Q21-2. Co-locating all drop-off services to a single location	18.1%	19.0%	28.5%	17.3%	6.3%	10.7%
Q21-3. Offering a dedicated location for bulky item drop-off	39.0%	28.3%	18.0%	3.7%	1.8%	9.2%
Q21-4. Creating a dedicated location for electronic waste recycling	44.4%	24.1%	18.1%	2.5%	1.3%	9.5%

WITHOUT "DON'T KNOW"

Q21. Trash and Solid Waste. The Unified Government currently provides drop-off options for residents to dispose of materials that are not suited for a landfill or curbside pickup. This includes the Household Hazardous Waste Facility, Recycling & Yard Waste Center, and Dumpster Days. We want to better understand which services should be expanded. Currently, we host seven (7) Household Hazardous Waste Facility events each year; the Recycling & Yard Waste Center is open April through November; and Dumpster Days are an annual event. Using a scale of 1 to 5, where 5 means "Strongly Support" and 1 means "Strongly Oppose," rate the following. (without "don't know")

(N=3152)

	Strongly support	Somewhat support	Neutral	Do not support	Strongly oppose
Q21-1. Expanding availability of current drop-off services across all options listed above	54.3%	25.1%	17.8%	1.9%	0.8%
Q21-2. Co-locating all drop-off services to a single location	20.3%	21.3%	31.9%	19.4%	7.1%
Q21-3. Offering a dedicated location for bulky item drop-off	43.0%	31.1%	19.8%	4.1%	2.0%
Q21-4. Creating a dedicated location for electronic waste recycling	49.1%	26.6%	20.0%	2.8%	1.5%

Q22. Please rate your satisfaction with Waste Management curbside trash and recycling using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," for the following.

(N=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Curbside residential trash collection	30.3%	37.6%	12.6%	10.6%	5.4%	3.6%
Q22-2. Curbside residential recycling collection	22.2%	30.0%	17.8%	11.9%	7.8%	10.3%

WITHOUT "DON'T KNOW"

Q22. Please rate your satisfaction with Waste Management curbside trash and recycling using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," for the following. (without "don't know")

(N=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Curbside residential trash collection	31.4%	39.0%	13.1%	11.0%	5.6%
Q22-2. Curbside residential recycling collection	24.7%	33.5%	19.8%	13.3%	8.7%

Q23. Housing in Wyandotte County. Please rate your satisfaction with housing in Wyandotte County using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," for the following.

(N=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Availability of affordable housing	4.3%	19.5%	29.6%	20.3%	10.2%	16.2%
Q23-2. Quality of housing	2.7%	19.8%	34.5%	21.4%	8.3%	13.2%
Q23-3. Availability of handicap-accessible housing	2.4%	6.5%	26.9%	14.0%	6.3%	43.8%

WITHOUT "DON'T KNOW"

Q23. Housing in Wyandotte County. Please rate your satisfaction with housing in Wyandotte County using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," for the following. (without "don't know")

(N=3152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Availability of affordable housing	5.1%	23.2%	35.3%	24.2%	12.2%
Q23-2. Quality of housing	3.1%	22.8%	39.8%	24.7%	9.6%
Q23-3. Availability of handicap-accessible housing	4.3%	11.5%	47.9%	25.0%	11.2%

Q24. Determinants of Health. There are multiple factors contributing to our overall health and well-being as a community. Please respond to the following questions about your health and well-being as a Wyandotte County resident.

(N=3152)

	Yes	No	Don't know
Q24-1. Did you ever eat less than you should because there wasn't enough money for food in last 12 months	14.9%	81.1%	4.0%
Q24-2. Has your utility company shut off your service for not paying any bills in last 12 months	5.5%	91.6%	2.9%
Q24-3. Are you worried that in next two months you may not have stable housing	5.6%	88.8%	5.6%
Q24-4. Are you afraid you might be hurt in your home by someone you know	2.0%	93.4%	4.6%
Q24-5. Are you afraid you might be hurt in your apartment building or neighborhood	12.1%	76.0%	12.0%
Q24-6. Do problems getting childcare make it difficult for you to work or study	5.1%	67.4%	27.5%
Q24-7. Have you needed to see a doctor, but could not because of cost in last 12 months	13.3%	82.4%	4.4%
Q24-8. Did you skip medications to save money in last 12 months	13.4%	82.6%	4.0%
Q24-9. Have you ever gone without health care because you didn't have a way to get there in last 12 months	6.5%	89.6%	3.9%
Q24-10. Do you have problems understanding what is told to you about your medical conditions	4.1%	91.6%	4.3%
Q24-11. Do you often feel that you lack companionship	12.0%	82.6%	5.4%

WITHOUT "DON'T KNOW"

Q24. Determinants of Health. There are multiple factors contributing to our overall health and well-being as a community. Please respond to the following questions about your health and well-being as a Wyandotte County resident. (without "don't know")

(N=3152)

	Yes	No
Q24-1. Did you ever eat less than you should because there wasn't enough money for food in last 12 months	15.6%	84.4%
Q24-2. Has your utility company shut off your service for not paying any bills in last 12 months	5.7%	94.3%
Q24-3. Are you worried that in next two months you may not have stable housing	6.0%	94.0%
Q24-4. Are you afraid you might be hurt in your home by someone you know	2.1%	97.9%
Q24-5. Are you afraid you might be hurt in your apartment building or neighborhood	13.7%	86.3%
Q24-6. Do problems getting childcare make it difficult for you to work or study	7.0%	93.0%
Q24-7. Have you needed to see a doctor, but could not because of cost in last 12 months	13.9%	86.1%
Q24-8. Did you skip medications to save money in last 12 months	13.9%	86.1%
Q24-9. Have you ever gone without health care because you didn't have a way to get there in last 12 months	6.8%	93.2%
Q24-10. Do you have problems understanding what is told to you about your medical conditions	4.3%	95.7%
Q24-11. Do you often feel that you lack companionship	12.7%	87.3%

Q25. Pandemic Response. At any point during the COVID-19 Pandemic, have you received any of the following services from the Unified Government Department of Public Health?

(N=3152)

	Yes	No	Don't know
Q25-1. Testing for COVID-19	49.2%	46.5%	4.3%
Q25-2. Vaccination for COVID-19	65.4%	30.1%	4.4%
Q25-3. Contact tracing	11.5%	76.0%	12.5%
Q25-4. Transportation support	3.7%	86.7%	9.6%
Q25-5. Connection to other resources	10.5%	78.2%	11.3%

WITHOUT "DON'T KNOW"

Q25. Pandemic Response. At any point during the COVID-19 Pandemic, have you received any of the following services from the Unified Government Department of Public Health? (without "don't know")

(N=3152)

	Yes	No
Q25-1. Testing for COVID-19	51.4%	48.6%
Q25-2. Vaccination for COVID-19	68.5%	31.5%
Q25-3. Contact tracing	13.2%	86.8%
Q25-4. Transportation support	4.1%	95.9%
Q25-5. Connection to other resources	11.8%	88.2%

Q26. Do you agree that the Unified Government Public Health Department took appropriate steps during the COVID-19 crisis to protect the health of Wyandotte County residents?

Q26. Did Unified Government Public Health Department
take appropriate steps during COVID-19 crisis to
protect health of Wyandotte County residents

	Number	Percent
Strongly agree	1211	38.4 %
Agree	1023	32.5 %
Neutral	387	12.3 %
Disagree	172	5.5 %
Strongly disagree	176	5.6 %
Don't know	183	5.8 %
Total	3152	100.0 %

WITHOUT "DON'T KNOW"

Q26. Do you agree that the Unified Government Public Health Department took appropriate steps during the COVID-19 crisis to protect the health of Wyandotte County residents? (without "don't know")

Q26. Did Unified Government Public Health Department
take appropriate steps during COVID-19 crisis to
protect health of Wyandotte County residents

	Number	Percent
Strongly agree	1211	40.8 %
Agree	1023	34.5 %
Neutral	387	13.0 %
Disagree	172	5.8 %
Strongly disagree	176	5.9 %
Total	2969	100.0 %

Q27. Fireworks in Wyandotte County. In many communities, only professionals are permitted to create firework displays. Do you agree that the Unified Government should consider banning the general use of fireworks in Wyandotte County by residents?

Q27. Should Unified Government consider banning general use of fireworks in Wyandotte County by residents

	Number	Percent
Strongly agree	930	29.5 %
Agree	315	10.0 %
Neutral	390	12.4 %
Disagree	476	15.1 %
Strongly disagree	931	29.5 %
Don't know	110	3.5 %
Total	3152	100.0 %

WITHOUT "DON'T KNOW"

Q27. Fireworks in Wyandotte County. In many communities, only professionals are permitted to create firework displays. Do you agree that the Unified Government should consider banning the general use of fireworks in Wyandotte County by residents? (without "don't know")

Q27. Should Unified Government consider banning general use of fireworks in Wyandotte County by residents

	Number	Percent
Strongly agree	930	30.6 %
Agree	315	10.4 %
Neutral	390	12.8 %
Disagree	476	15.6 %
Strongly disagree	931	30.6 %
Total	3042	100.0 %

Q28. Unified Government Employees. The Unified Government, like many employers, faces an aging workforce and labor shortages with several departments operating short-staffed. What actions would you support to ensure there is a skilled, capable workforce to support our community into the future? Using a scale of 1 to 5, where 5 means "Strongly Support" and 1 means "Strongly Opposed, rate the following.

(N=3152)

	Strongly support	Somewhat support	Neutral	Do not support	Strongly oppose	Don't know
Q28-1. Competitive pay that is comparable with other local governments in the region	56.6%	20.2%	11.2%	1.8%	1.1%	9.1%
Q28-2. Elimination of residency requirement for Unified Government employees	27.0%	17.9%	16.7%	15.4%	14.5%	8.6%
Q28-3. Creation of more career opportunities for recent high school & college graduates	54.9%	25.2%	11.1%	1.4%	0.9%	6.6%
Q28-4. More incentive programs for new hires that are comparable with other local governments in the region	52.9%	25.2%	11.7%	2.2%	1.0%	7.0%
Q28-5. More retention programs to reduce staff turnover	50.3%	25.5%	13.4%	2.0%	0.5%	8.4%

WITHOUT "DON'T KNOW"

Q28. Unified Government Employees. The Unified Government, like many employers, faces an aging workforce and labor shortages with several departments operating short-staffed. What actions would you support to ensure there is a skilled, capable workforce to support our community into the future? Using a scale of 1 to 5, where 5 means "Strongly Support" and 1 means "Strongly Opposed, rate the following. (without "don't know")

(N=3152)

	Strongly support	Somewhat support	Neutral	Do not support	Strongly oppose
Q28-1. Competitive pay that is comparable with other local governments in the region	62.2%	22.2%	12.3%	2.0%	1.3%
Q28-2. Elimination of residency requirement for Unified Government employees	29.5%	19.5%	18.3%	16.8%	15.9%
Q28-3. Creation of more career opportunities for recent high school & college graduates	58.7%	26.9%	11.9%	1.5%	1.0%
Q28-4. More incentive programs for new hires that are comparable with other local governments in the region	56.9%	27.0%	12.6%	2.3%	1.1%
Q28-5. More retention programs to reduce staff turnover	54.8%	27.8%	14.6%	2.1%	0.6%

Q29. Rating of Unified Government Customer Service. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Unified Government customer service.

(N=3152)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
Q29-1. I get the answers I need when I visit/call Unified Government	10.4%	33.1%	26.3%	12.3%	5.0%	12.8%
Q29-2. When I ask a Unified Government employee for something, they either provide the answer I need or find someone who can	11.3%	34.1%	24.4%	11.1%	4.7%	14.5%
Q29-3. When I ask different Unified Government employees the same question, I get the same answer	6.0%	18.5%	30.4%	14.0%	5.0%	26.1%
Q29-4. Overall, Unified Government provides excellent customer service	8.6%	25.8%	31.8%	13.7%	7.5%	12.6%

WITHOUT "DON'T KNOW"

Q29. Rating of Unified Government Customer Service. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Unified Government customer service. (without "N/A")

(N=3152)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q29-1. I get the answers I need when I visit/call Unified Government	12.0%	38.0%	30.2%	14.1%	5.8%
Q29-2. When I ask a Unified Government employee for something, they either provide the answer I need or find someone who can	13.2%	39.9%	28.5%	13.0%	5.5%
Q29-3. When I ask different Unified Government employees the same question, I get the same answer	8.1%	25.0%	41.2%	18.9%	6.8%
Q29-4. Overall, Unified Government provides excellent customer service	9.9%	29.5%	36.4%	15.7%	8.6%

Q30. Approximately how many years have you lived in Kansas City, KS or Wyandotte County?

Q30. How many years have you lived in Kansas City,
KS or Wyandotte County

	Number	Percent
0-5	260	8.2 %
6-10	214	6.8 %
11-15	221	7.0 %
16-20	241	7.6 %
21-30	481	15.3 %
31+	1640	52.0 %
Not provided	95	3.0 %
Total	3152	100.0 %

Q31. What is your age?

Q31. Your age	Number	Percent
18-34	617	19.6 %
35-44	585	18.6 %
45-54	602	19.1 %
55-64	600	19.0 %
65+	644	20.4 %
Not provided	104	3.3 %
Total	3152	100.0 %

Q32. Including yourself, how many persons in your household are...

	Mean	Sum
number	2.4	7296
Under age 5	0.1	402
Ages 5-9	0.1	366
Ages 10-14	0.1	425
Ages 15-19	0.1	442
Ages 20-24	0.1	335
Ages 25-34	0.3	833
Ages 35-44	0.3	955
Ages 45-54	0.3	969
Ages 55-64	0.4	1168
Ages 65-74	0.3	832
Ages 75+	0.2	569

Q33. Do you own or rent your current residence?

Q33. Do you own or rent your current residence	Number	Percent
Own	2024	64.2 %
Rent	1111	35.2 %
Not provided	17	0.5 %
Total	3152	100.0 %

Q34. Are you or other members of your household of Hispanic or Latino ancestry?

Q34. Are any members of your household of Hispanic or Latino ancestry	Number	Percent
Yes	886	28.1 %
No	2255	71.5 %
Not provided	11	0.3 %
Total	3152	100.0 %

Q35. Which of the following best describes your race?

Q35. Which following best describes your race	Number	Percent
African American/Black	702	22.3 %
American Indian or Alaska Native	49	1.6 %
Asian, Hawaiian, or other Pacific Islander	164	5.2 %
White	1993	63.2 %
Other	132	4.2 %
Total	3040	

Q35-5. Self-describe your race:

Q35-5. Self-describe your race	Number	Percent
Hispanic	64	48.5 %
Mexican	24	18.2 %
Latino	12	9.1 %
Mixed	9	6.8 %
Multi-race	5	3.8 %
Latina	3	2.3 %
Spanish	3	2.3 %
Bohemian	2	1.5 %
Mexican & Afro-Cuban descendant	1	0.8 %
Irish/Polish	1	0.8 %
Slovakian and Hispanic	1	0.8 %
White & Mexican	1	0.8 %
German	1	0.8 %
Caucasian	1	0.8 %
Latino Mexican	1	0.8 %
Chicano	1	0.8 %
Latino-Hispanic	1	0.8 %
Sicilian & Hispanic	1	0.8 %
Total	132	100.0 %

Q36. Would you say your total household income is...

Q36. What is your total household income	Number	Percent
Under \$30K	718	22.8 %
\$30K to \$59,999	935	29.7 %
\$60K to \$99,999	768	24.4 %
\$100K+	393	12.5 %
Not provided	338	10.7 %
Total	3152	100.0 %

Q37. Your gender:

Q37. Your gender	Number	Percent
Male	1551	49.2 %
Female	1550	49.2 %
Prefer to self-describe	18	0.6 %
Not provided	33	1.0 %
Total	3152	100.0 %

Q37-3. Self-describe your gender:

Q37-3. Self-describe your gender	Number	Percent
Non-binary	7	38.9 %
Gender fluid	5	27.8 %
A sexual	2	11.1 %
It depends	2	11.1 %
Transgender	1	5.6 %
Cannot describe	1	5.6 %
Total	18	100.0 %

Commission District

Commission District	Number	Percent
1	395	12.5 %
2	387	12.3 %
3	395	12.5 %
4	403	12.8 %
5	390	12.4 %
6	391	12.4 %
7	398	12.6 %
8	393	12.5 %
Total	3152	100.0 %

Section 4

Survey Instrument



Unified Government of Wyandotte County/Kansas City, Kansas

Tyrone Garner, Mayor/CEO

January 2022

Dear Wyandotte County Resident:

You have been randomly selected to help the Unified Government of Wyandotte County/Kansas City, Kansas plan for the future. Please complete this anonymous survey and let your elected officials know more about your perception of our community, government services, and quality of life. Your feedback will help the Board of Commissioners understand your priorities as they start the budget planning process this spring.

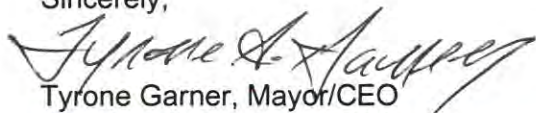
The survey should only take about 15 minutes to complete. Your time is greatly appreciated and very important to the future of our city and county. **Individual responses are completely confidential.** The results are tabulated and viewed only as a whole.

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 UGSurvey.org.

Should you have additional questions, please feel free to contact Ryan Murray with ETC Institute 913-254-4598 or ryan.murray@etcinstitute.com.

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

Sincerely,



Tyrone Garner, Mayor/CEO

Enero 2022

Estimada residente del condado de Wyandotte:

Usted ha sido seleccionado al azar para ayudar al Gobierno Unificado del Condado de Wyandotte / Kansas City, Kansas a planificar el futuro. Complete esta encuesta anónima e informe a sus funcionarios electos sobre su percepción de nuestra comunidad, los servicios gubernamentales y la calidad de vida. Sus comentarios ayudarán a la Junta de Comisionados a comprender sus prioridades al comenzar el proceso de planificación presupuestaria esta primavera.

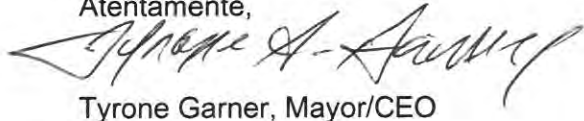
La encuesta solo debería tomar unos 15 minutos en completarse. Su tiempo es muy apreciado y muy importante para el futuro de nuestra ciudad y condado. **Las respuestas individuales son completamente confidenciales.** Los resultados se tabulan y se ven solo como un todo.

El Gobierno Unificado se está asociando con el Instituto ETC, que es una de las empresas líderes del país en el campo de la investigación del gobierno local. Envíe su encuesta al ETC Institute en el sobre con franqueo pagado adjunto en las próximas dos semanas. Alternativamente, puede completar la encuesta en línea en UGSurvey.org.

Si tiene preguntas adicionales sobre la encuesta, no dude en comunicarse con Ryan Murray con ETC Institute al 913-254-4598 o ryan.murray@etcinstitute.com.

Gracias nuevamente por su participación para ayudar a dar forma al camino hacia el futuro del condado de Wyandotte.

Atentamente,



Tyrone Garner, Mayor/CEO

**Si usted tiene preguntas o no habla
ingles, por favor llame al 844-811-0411.**

2022 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 UGSurvey.org.

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. Stormwater management system	5	4	3	2	1	9
06. Sewer and wastewater 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. Municipal court	5	4	3	2	1	9
13. 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 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 services.

County Level Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
14. Services for people living with developmental disabilities	5	4	3	2	1	9
15. Services for seniors (non-transportation)	5	4	3	2	1	9
16. Senior transportation	5	4	3	2	1	9
17. 3-1-1 Call Center	5	4	3	2	1	9
18. Property tax administration	5	4	3	2	1	9
19. Motor vehicle registration	5	4	3	2	1	9
20. Appraiser's Office services	5	4	3	2	1	9
21. County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	5	4	3	2	1	9
22. District Attorneys' Office	5	4	3	2	1	9
23. Local elections	5	4	3	2	1	9
24. Public health services	5	4	3	2	1	9

4. **County Level Priorities.** Which FOUR of the county-level services listed in Question 3 should receive the MOST EMPHASIS for improvement over the next TWO years? [Write in your answers below using the numbers from the list in Question 3.]
 1st: ____ 2nd: ____ 3rd: ____ 4th: ____

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

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

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

Public Safety	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Police visibility in residential neighborhoods	5	4	3	2	1	9
2. Police visibility in commercial areas	5	4	3	2	1	9
3. Community appearance and maintenance	5	4	3	2	1	9
4. Community policing	5	4	3	2	1	9
5. Traffic law enforcement	5	4	3	2	1	9
6. Response time for police emergencies	5	4	3	2	1	9
7. Response time for fire emergencies	5	4	3	2	1	9
8. Response time for medical emergency calls	5	4	3	2	1	9
9. Animal control in your neighborhood	5	4	3	2	1	9

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

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

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

City Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of major city streets citywide	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. **Parks and Recreation.** 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. Overall park and equipment maintenance	5	4	3	2	1	9
02. Access to walking and biking trails	5	4	3	2	1	9
03. Access to a local park	5	4	3	2	1	9
04. Access to community centers	5	4	3	2	1	9
05. Availability of outdoor athletic fields	5	4	3	2	1	9
06. Sunflower Hills Golf Course	5	4	3	2	1	9
07. Parkwood Pool	5	4	3	2	1	9
08. Spray parks	5	4	3	2	1	9
09. Youth recreation programs	5	4	3	2	1	9
10. Adult recreation programs	5	4	3	2	1	9
11. Programs for seniors	5	4	3	2	1	9
12. Skateboard parks	5	4	3	2	1	9
13. Tennis courts	5	4	3	2	1	9
14. Futsal courts	5	4	3	2	1	9
15. Ease of registering for recreation programs	5	4	3	2	1	9
16. Cost of 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. Where do you find information about the Unified Government programs and services? *[Check all that apply.]*

____(01) UGTV (Google Ch 41, Spectrum Ch 2)

____(06) Nextdoor

____(02) The Citizen newsletter

____(07) Unified Government public meetings

____(03) eNews weekly email

____(08) Local television

____(04) Unified Government website

____(09) Local newspapers

____(05) Social media - Facebook, Twitter, Instagram, YouTube

____(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 share information with the public. Please indicate whether you have used any of the following Unified Government social media channels.

Social Media Channel	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
6. LinkedIn	1	2	9

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

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

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of information about Unified Government 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.	Public involvement in local decision making	5	4	3	2	1	9
04.	Unified Government website	5	4	3	2	1	9
05.	The Citizen Newsletter	5	4	3	2	1	9
06.	Unified Government eNews newsletter	5	4	3	2	1	9
07.	Unified Government social media	5	4	3	2	1	9
08.	myWyco app - property taxes	5	4	3	2	1	9
09.	myWyco app - 3-1-1 service requests	5	4	3	2	1	9
10.	myWyco app - Municipal Court payments	5	4	3	2	1	9
11.	Online 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. Overgrown lots	3	2	1	9
10. Illegal dumping	3	2	1	9
11. Roaming/loose animals	3	2	1	9
12. Street racing or dangerous driving	3	2	1	9

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

Codes and Ordinances	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the clean-up of junk, trash, and debris (blight) city-wide	5	4	3	2	1	9
2. Enforcing the clean-up of junk, trash, and debris (blight), in your neighborhood	5	4	3	2	1	9
3. Enforcing the mowing and trimming of weeds on vacant property city-wide	5	4	3	2	1	9
4. Enforcing the mowing and trimming of weeds on vacant property in your neighborhood	5	4	3	2	1	9
5. Enforcing the maintenance of homes 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
 ____ (2) Getting better
 ____ (3) About the same as it has always been
 ____ (4) Getting worse
 ____ (5) Never been 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
01. How Wyandotte County manages growth and development	5	4	3	2	1	9
02. Overall quality of roads and bridges in Wyandotte County	5	4	3	2	1	9
03. Overall quality of sidewalks in Wyandotte County	5	4	3	2	1	9
04. Overall appearance of Wyandotte County	5	4	3	2	1	9
05. Overall feeling of safety in Wyandotte County	5	4	3	2	1	9
06. Overall quality of city and county services	5	4	3	2	1	9
07. Appearance of commercial areas where you shop/do business within Wyandotte County	5	4	3	2	1	9
08. The overall value you receive for the city/county taxes and fees that you pay	5	4	3	2	1	9
09. Wyandotte County as a place to live	5	4	3	2	1	9
10. Wyandotte County as a place to raise children	5	4	3	2	1	9
11. Wyandotte County as a place to work	5	4	3	2	1	9
12. Overall image of Wyandotte County	5	4	3	2	1	9
13. Overall quality of life in Wyandotte County	5	4	3	2	1	9
14. Overall quality of the education system in Wyandotte County	5	4	3	2	1	9

21. Trash and Solid Waste. The Unified Government currently provides drop-off options for residents to dispose of materials that are not suited for a landfill or curbside pickup. This includes the Household Hazardous Waste Facility, Recycling & Yard Waste Center, and Dumpster Days. We want to better understand which services should be expanded. Currently, we host seven (7) Household Hazardous Waste Facility events each year; the Recycling & Yard Waste Center is open April through November; and Dumpster Days are an annual event. Using a scale of 1 to 5, where 5 means "Strongly Support" and 1 means "Strongly Opposed" rate the following.

Would you support...	Strongly Support	Somewhat Support	Neutral	Do Not Support	Strongly Opposed	Don't Know
1. Expanding the availability of current drop-off services across all options listed above?	5	4	3	2	1	9
2. Co-locating all drop-off services to a single location?	5	4	3	2	1	9
3. Offering a dedicated location for bulky item drop-off?	5	4	3	2	1	9
4. Creating a dedicated location for electronic waste recycling?	5	4	3	2	1	9

22. Please rate your satisfaction with Waste Management curbside trash and recycling using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," for the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Curbside residential trash collection	5	4	3	2	1	9
2. Curbside residential recycling collection	5	4	3	2	1	9

23. **Housing in Wyandotte County.** Please rate your satisfaction with housing in Wyandotte County using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," for the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Availability of affordable housing	5	4	3	2	1	9
2. Quality of housing	5	4	3	2	1	9
3. Availability of handicap-accessible housing	5	4	3	2	1	9

24. **Determinants of Health.** There are multiple factors contributing to our overall health and well-being as a community. Please respond to the following questions about your health and well-being as a Wyandotte County resident.

		Yes	No	Don't Know
01.	In the last 12 months, did you ever eat less than you should because there wasn't enough money for food?	1	2	9
02.	In the last 12 months, has your utility company shut off your service for not paying any bills?	1	2	9
03.	Are you worried that in the next two (2) months you may not have stable housing?	1	2	9
04.	Are you afraid you might be hurt in your home by someone you know?	1	2	9
05.	Are you afraid you might be hurt in your apartment building or neighborhood?	1	2	9
06.	Do problems getting childcare make it difficult for you to work or study?	1	2	9
07.	In the last 12 months, have you needed to see a doctor, but could not because of cost?	1	2	9
08.	In the last 12 months, did you skip medications to save money?	1	2	9
09.	In the last 12 months, have you ever gone without health care because you didn't have a way to get there?	1	2	9
10.	Do you have problems understanding what is told to you about your medical conditions?	1	2	9
11.	Do you often feel that you lack companionship?	1	2	9

25. **Pandemic Response.** At any point during the COVID-19 pandemic, have you received any of the following services from the Unified Government Department of Public Health?

COVID-19 Public Health Services	Yes	No	Don't Know
1. Testing for COVID-19	1	2	9
2. Vaccination for COVID-19	1	2	9
3. Contact tracing	1	2	9
4. Transportation support	1	2	9
5. Connection to other resources	1	2	9

26. **Do you agree that the Unified Government Public Health Department took appropriate steps during the COVID-19 crisis to protect the health of Wyandotte County residents?**

____ (1) Strongly agree ____ (3) Neutral ____ (5) Strongly disagree
 ____ (2) Agree ____ (4) Disagree ____ (9) Don't know

27. **Fireworks in Wyandotte County.** In many communities, only professionals are permitted to create firework displays. Do you agree that the Unified Government should consider banning the general use of fireworks in Wyandotte County by residents?

____ (1) Strongly agree ____ (3) Neutral ____ (5) Strongly disagree
 ____ (2) Agree ____ (4) Disagree ____ (9) Don't know

28. **Unified Government Employees.** The Unified Government, like many employers, faces an aging workforce and labor shortages with several departments operating short-staffed. What actions would you support to ensure there is a skilled, capable workforce to support our community into the future? Using a scale of 1 to 5, where 5 means "Strongly Support" and 1 means "Strongly Opposed, rate the following.

Would you support...	Strongly Support	Somewhat Support	Neutral	Do Not Support	Strongly Opposed	Don't Know
1. Competitive pay that is comparable with other local governments in the region	5	4	3	2	1	9
2. Elimination of the residency requirement for Unified Government employees	5	4	3	2	1	9
3. Creation of more career opportunities for recent high school and college graduates	5	4	3	2	1	9
4. More incentive programs for new hires that are comparable with other local governments in the region	5	4	3	2	1	9
5. More retention programs to reduce staff turnover	5	4	3	2	1	9

29. **Rating of Unified Government Customer Service.** Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about Unified Government customer service.

	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
4. Overall, the Unified Government provides excellent customer service	5	4	3	2	1	9

Demographics

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

_____ years

31. **What is your age?** _____ years

32. **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: _____

33. **Do you own or rent your current residence?** _____(1) Own _____(2) Rent

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

_____ (1) Yes _____ (2) No

35. **Which of the following best describes your race? [Check all that apply.]**

_____ (1) African American/Black _____ (4) White
 _____ (2) American Indian or Alaska Native _____ (5) Other: _____
 _____ (3) Asian, Hawaiian, or other Pacific Islander

36. **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

37. **Your gender:** _____ (1) Male _____ (2) Female _____ (3) Prefer to self-describe: _____

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.