2022 Unified Government Community Survey

Benchmarking Analysis

Presented to the Unified Government
of Wyandotte County, Kansas

April 2022

ETC
INSTITUTE

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2022 Unified Government Community Survey

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

Since November 1999, the survey has been administered in more than 300 cities and counties in 49 states. This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute to a random sample of more than 9,000 residents in the continental United States during the fall and winter of 2021 and (2) surveys that have been administered by ETC Institute in 20 communities in the Kansas City metro area between January 2020 and March 2022. The Kansas and Missouri communities represented in this report include:
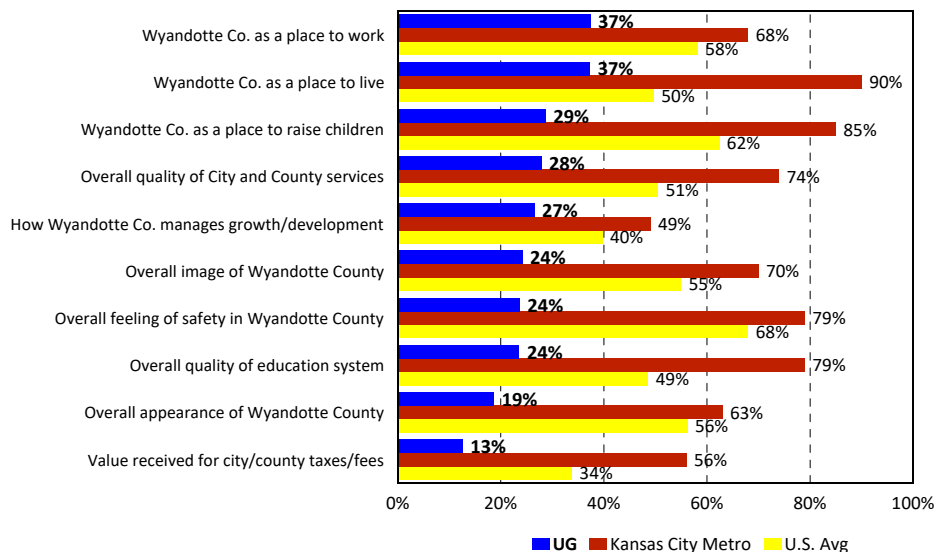
- Atchison, Kansas
- Belton, Missouri
- Blue Springs, Missouri
- Edgerton, Kansas
- Gladstone, Missouri
- Harrisonville, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lenexa, Kansas
- Merriam, Kansas

- Mission, Kansas
- North Kansas City, MO
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Raymore, Missouri
- Richmond, Missouri
- Roeland Park, Kansas
- Smithville, Missouri
- Spring Hill, Kansas

National Benchmarks. The first set of charts on the following pages show how the overall results for the Unified Government compare to the national average based on the results of a national survey   that was administered by ETC Institute to a random sample of more than 9,000 U.S. residents.

Kansas City Metro Benchmarks. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 20 communities listed above. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the metropolitan Kansas City area. The actual ratings for the Unified Government are listed to the right of each chart. The dot on each bar shows how the results for the Unified Government compare to the other communities in the Kansas City area where the DirectionFinder® survey has been administered.

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

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

Item	UG	Kansas City Metro	U.S. Avg
Wyandotte Co. as a place to work	37%	68%	58%
Wyandotte Co. as a place to live	37%	90%	50%
Wyandotte Co. as a place to raise children	29%	85%	62%
Overall quality of City and County services	28%	74%	51%
How Wyandotte Co. manages growth/development	27%	49%	40%
Overall image of Wyandotte County	24%	70%	55%
Overall feeling of safety in Wyandotte County	24%	79%	68%
Overall quality of education system	24%	79%	49%
Overall appearance of Wyandotte County	19%	63%	56%
Value received for city/county taxes/fees	13%	56%	34%

■ UG ■ Kansas City Metro ■ U.S. Avg

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

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

Item	UG	Kansas City Metro	U.S. Avg
Fire services	81%	87%	78%
Ambulance services	75%	83%	72%
Trash collection and recycling	62%	75%	57%
Police services	61%	79%	55%
County parks	50%	78%	51%
Sewer and wastewater system	42%	61%	55%
Stormwater management system	37%	62%	51%
Public transportation	36%	28%	38%
Code enforcement	28%	53%	42%
Maintenance of city streets	25%	54%	41%

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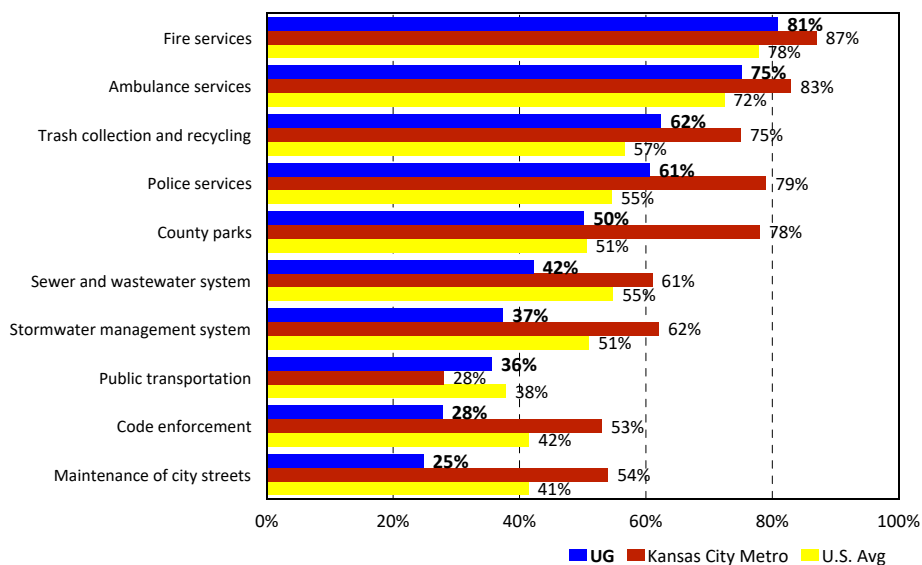
Overall Satisfaction with Maintenance Services:
UG vs. Kansas City Metro vs. U.S.

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

Category	UG	Kansas City Metro	U.S. Avg
Snow removal on major city streets	55%	80%	60%
Maintenance of street signs/traffic signals	46%	74%	65%
Maintenance of city buildings	35%	74%	57%
Snow removal on neighborhood streets	33%	70%	48%
Overall appearance of downtown	31%	56%	49%
Maintenance of major city streets	30%	63%	51%
Maintenance of streets in your neighborhood	24%	56%	51%
Overall cleanliness of streets/other public areas	23%	74%	55%
Maintenance of sidewalks in your neighborhood	18%	55%	48%

Legend: ■ UG ■ Kansas City Metro ■ U.S. Avg

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

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

Category	UG	Kansas City Metro	U.S. Avg
Access to community centers	37%	68%	38%
Availability of outdoor athletic fields	34%	66%	53%
Access to walking and biking trails	32%	64%	63%
Spray parks	28%	60%	36%
Ease of registering for recreation programs	23%	61%	39%
Youth recreation programs	22%	59%	39%
Adult recreation programs	19%	54%	34%

Legend: ■ UG ■ Kansas City Metro ■ U.S. Avg

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

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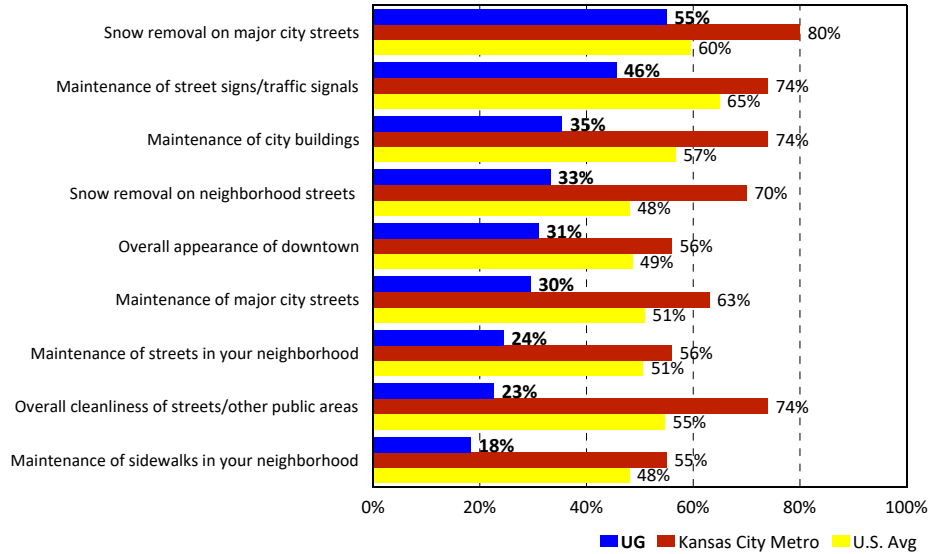where 5 was "very satisfied" and 1 was "very dissatisfied"

Category	UG	Kansas City Metro	U.S. Avg
Response time for fire emergencies	69%	82%	73%
Response time for medical emergency calls	69%	82%	70%
Police visibility in commercial areas	46%	66%	52%
Response time for police emergencies	45%	77%	58%
Police visibility in residential neighborhoods	44%	71%	55%
Traffic law enforcement	38%	67%	51%
Animal control in neighborhoods	31%	57%	50%

Legend: ■ UG ■ Kansas City Metro ■ U.S. Avg

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

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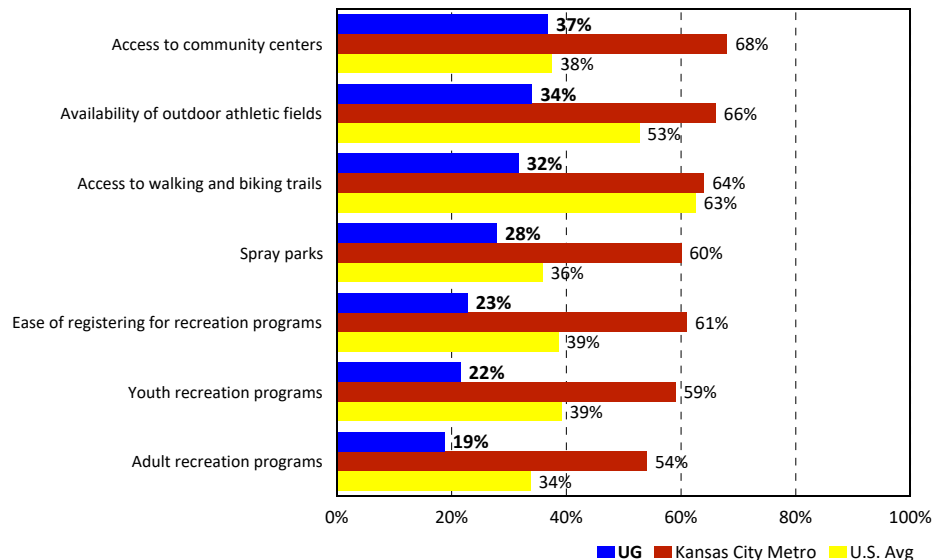where 5 was "very satisfied" and 1 was "very dissatisfied"

Category	UG	Kansas City Metro	U.S. Avg
Unified Government website	39%	57%	43%
Overall quality of information about Unified Government programs and services	33%	62%	48%
Unified Government social media	32%	52%	40%
Efforts to keep you informed about local issues	31%	60%	44%
Public involvement in local decision making	18%	41%	34%

Legend: ■ UG ■ Kansas City Metro ■ U.S. Avg

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

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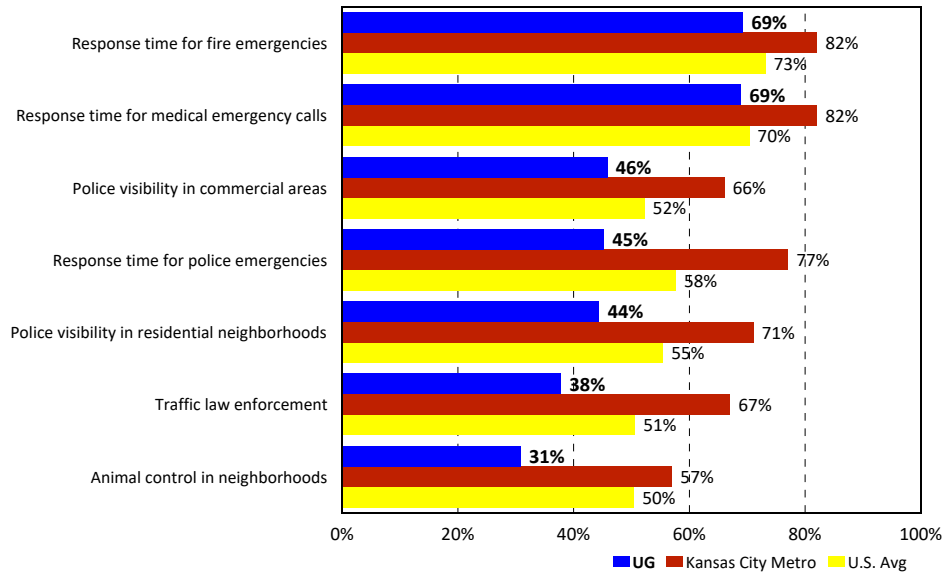where 5 was "very satisfied" and 1 was "very dissatisfied"

Enforcing maintenance of homes in neighborhoods
- UG: 34%
- Kansas City Metro: 47%
- U.S. Avg: 45%

Enforcing clean-up of junk, trash, & debris (blight), in your neighborhood
- UG: 33%
- Kansas City Metro: 47%
- U.S. Avg: 46%

Enforcing mowing & trimming of weeds on private and/or vacant property in your neighborhood
- UG: 30%
- Kansas City Metro: 49%
- U.S. Avg: 47%

Enforcing maintenance of commercial/business property
- UG: 29%
- Kansas City Metro: 55%
- U.S. Avg: 48%

Legend: ■ UG ■ Kansas City Metro ■ U.S. Avg

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

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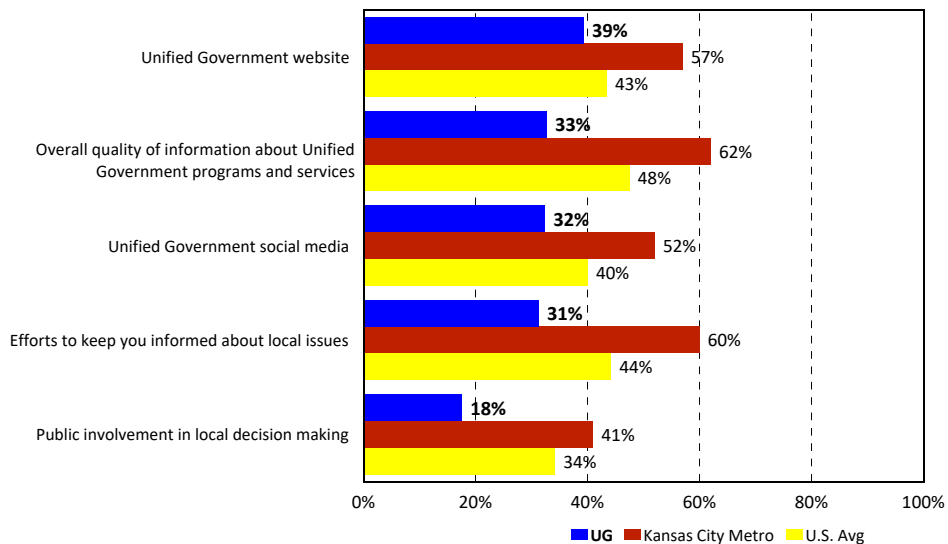where 5 was "very satisfied" and 1 was "very dissatisfied"
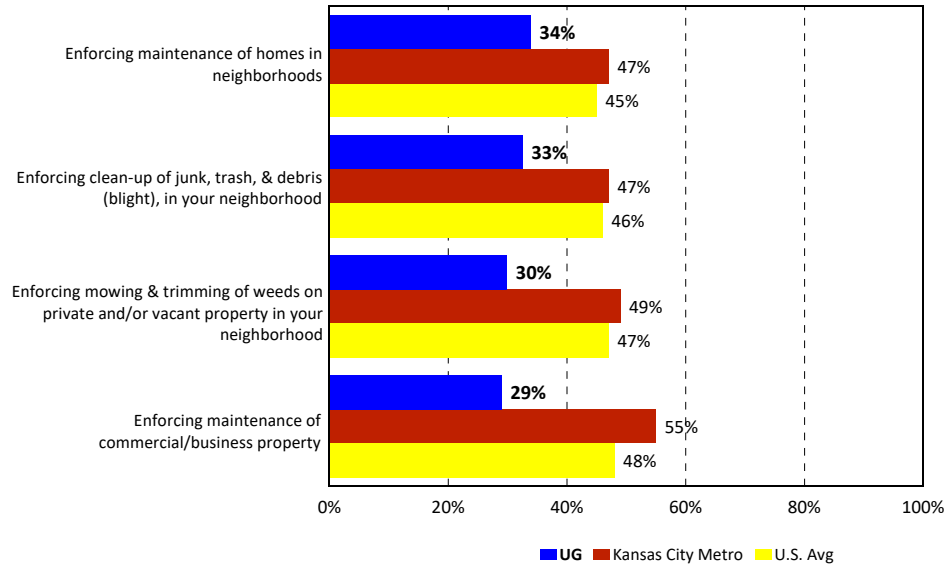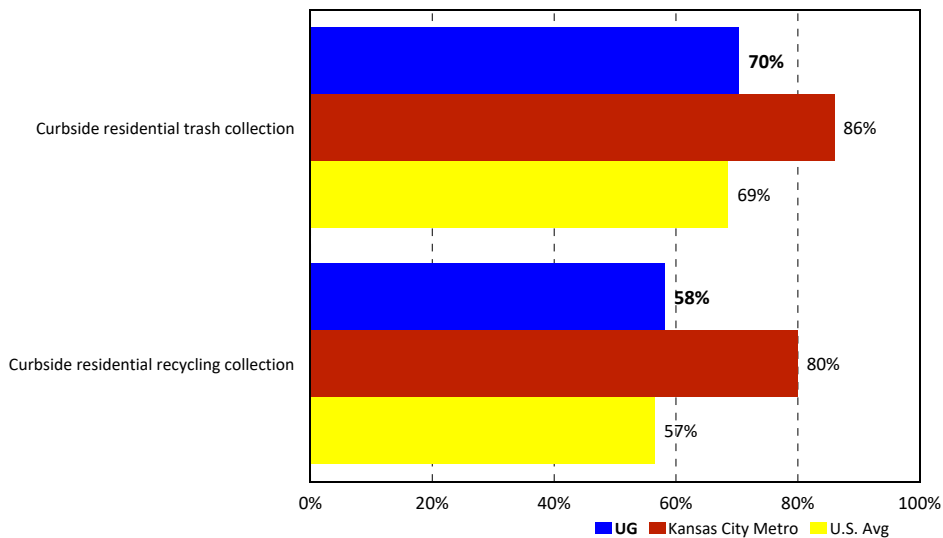

Curbside residential trash collection
- UG: 70%
- Kansas City Metro: 86%
- U.S. Avg: 69%

Curbside residential recycling collection
- UG: 58%
- Kansas City Metro: 80%
- U.S. Avg: 57%

Legend: ■ UG ■ Kansas City Metro ■ U.S. Avg

Metropolitan Kansas City Benchmarks

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

◯ **Unified Government**

Wyandotte Co. as a place to work	37% ... 93%	**37%**
Wyandotte Co. as a place to live	37% ... 98%	**37%**
Overall quality of life in Wyandotte County	32% ... 97%	**32%**
Wyandotte Co. as a place to raise children	29% ... 97%	**29%**
Overall quality of City and County services	28% ... 95%	**28%**
How Wyandotte Co. manages growth/development	22% ... 72%	**27%**
Overall image of Wyandotte County	24% ... 94%	**24%**
Overall feeling of safety in Wyandotte County	24% ... 94%	**24%**
Overall appearance of Wyandotte County	19% ... 94%	**19%**
Value received for city/county taxes/fees	13% ... 82%	**13%**

0%   20%   40%   60%   80%   100%

LOW---------MEAN--------HIGH

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

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

◯ **Unified Government**

Service	LOW	HIGH	UG
Fire services	77%	98%	**81%**
Ambulance services	71%	92%	**75%**
Trash collection and recycling	31%	95%	**62%**
Police services	51%	94%	**61%**
County parks	50%	94%	**50%**
Sewer and wastewater system	42%	74%	**42%**
Stormwater management system	25%	88%	**37%**
Public transportation	15%	43%	**36%**
Code enforcement	28%	68%	**28%**
Maintenance of city streets	17%	84%	**25%**

0% 20% 40% 60% 80% 100%

LOW--------MEAN--------HIGH
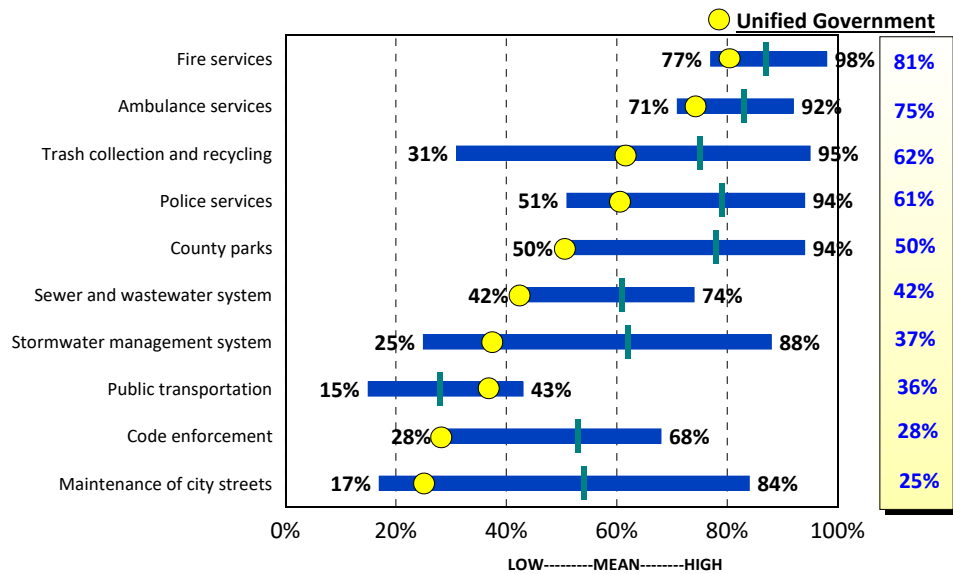
Overall Satisfaction with Maintenance Services Provided by Cities in the Kansas City Area in 2022

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

◯ **Unified Government**

Service	LOW	HIGH	UG
Snow removal on major city streets	47%	93%	**55%**
Maintenance of street signs/traffic signals	46%	90%	**46%**
Maintenance of city buildings	35%	92%	**35%**
Snow removal on neighborhood streets	33%	86%	**33%**
Maintenance of major city streets	13%	91%	**30%**
Maintenance of streets in your neighborhood	21%	85%	**24%**
Overall cleanliness of streets/other public areas	23%	89%	**23%**
Maintenance of sidewalks in your neighborhood	17%	82%	**18%**

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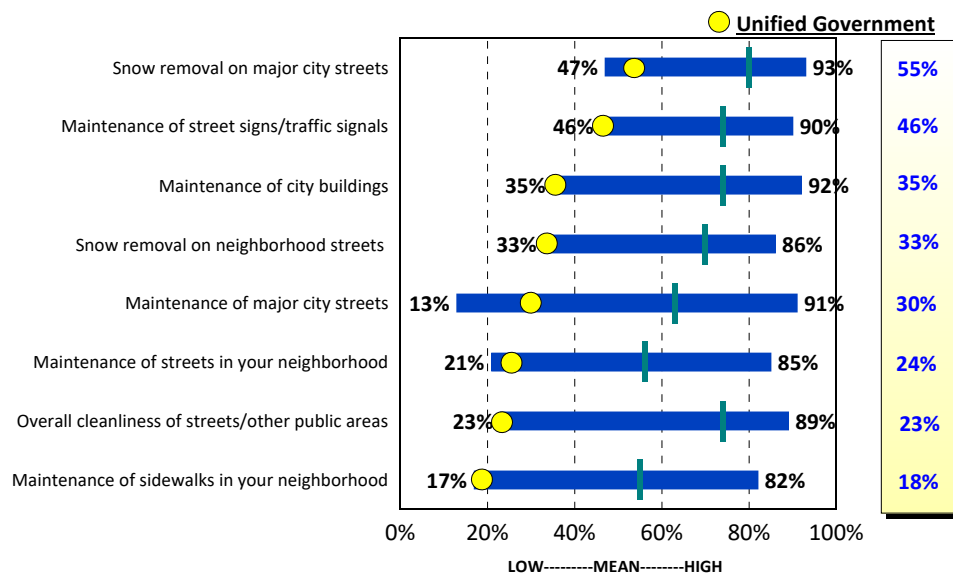
LOW--------MEAN--------HIGH

Overall Satisfaction with Parks and Recreation Services Provided by Cities in the Kansas City Area in 2022

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

○ **Unified Government**

Item	LOW	HIGH	Unified Government
Access to a local park	50%	89%	51%
Overall park and equipment maintenance	39%	97%	39%
Access to community centers	37%	85%	37%
Sunflower Hills Golf Course	36%	70%	36%
Availability of outdoor athletic fields	34%	84%	34%
Access to walking and biking trails	17%	93%	32%
Spray parks	28%	81%	28%
Ease of registering for recreation programs	23%	75%	23%
Youth recreation programs	22%	77%	22%
Adult recreation programs	19%	72%	19%

0%   20%   40%   60%   80%   100%

LOW--------MEAN--------HIGH

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

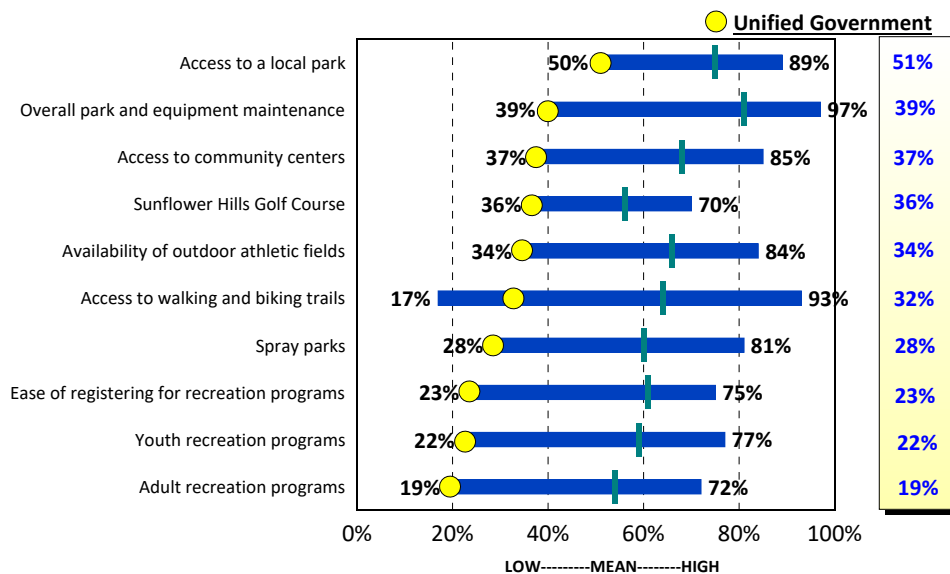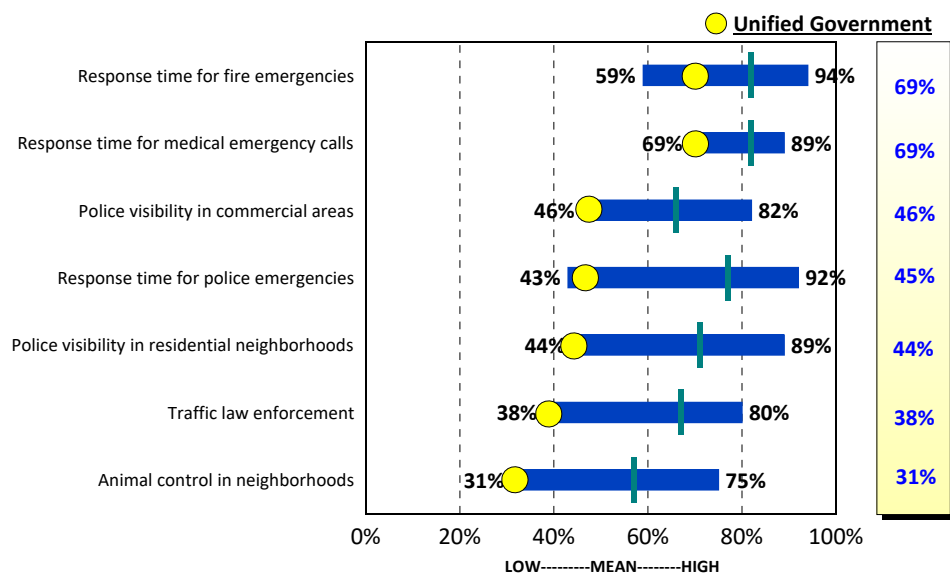by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

○ **Unified Government**

Item	LOW	HIGH	Unified Government
Response time for fire emergencies	59%	94%	69%
Response time for medical emergency calls	69%	89%	69%
Police visibility in commercial areas	46%	82%	46%
Response time for police emergencies	43%	92%	45%
Police visibility in residential neighborhoods	44%	89%	44%
Traffic law enforcement	38%	80%	38%
Animal control in neighborhoods	31%	75%	31%

0%   20%   40%   60%   80%   100%

LOW--------MEAN--------HIGH

Overall Satisfaction with Communication Services Provided by Cities in the Kansas City Area in 2022

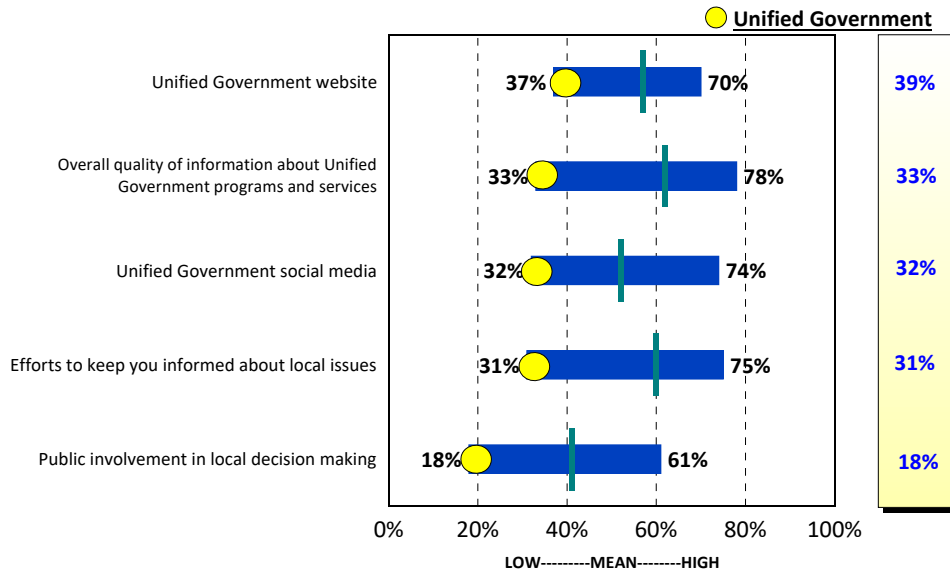by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

⬤ **Unified Government**

Unified Government website	37% ... 70%	**39%**
Overall quality of information about Unified Government programs and services	33% ... 78%	**33%**
Unified Government social media	32% ... 74%	**32%**
Efforts to keep you informed about local issues	31% ... 75%	**31%**
Public involvement in local decision making	18% ... 61%	**18%**

0%   20%   40%   60%   80%   100%

LOW--------MEAN--------HIGH

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

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

⬤ **Unified Government**

Enforcing maintenance of homes in neighborhoods	23% ... 66%	**34%**
Enforcing clean-up of junk, trash, & debris (blight), in your neighborhood	24% ... 65%	**33%**
Enforcing mowing & trimming of weeds on private and/or vacant property in your neighborhood	24% ... 68%	**30%**
Enforcing maintenance of commercial/business property	29% ... 76%	**29%**

0%   20%   40%   60%   80%   100%

LOW--------MEAN--------HIGH

Overall Satisfaction with Waste Management Services Provided by Cities in the Kansas City Area in 2022

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

⬤ **Unified Government**

| Curbside residential trash collection | 70% ⬤ 97% | **70%** |

| Curbside residential recycling collection | 58% ⬤ 89% | **58%** |

0%   20%   40%   60%   80%   100%

LOW---------MEAN--------HIGH