

2022 Unified Government Community Survey District 7 Report

Presented to the Unified Government
of Wyandotte County, Kansas

April 2022



ETC
INSTITUTE

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Section 1

Importance-Satisfaction Analysis

IS Importance-Satisfaction Analysis

Unified Government – District 7

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.

- **Overall Priorities for the City by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of City 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=0.5057)
 - Code enforcement (IS=0.2087)

- **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=0.4242)
 - Motor Vehicle Registration (IS=0.3560)
 - Appraiser's Office services (IS=0.2716)
 - Services for seniors (IS=0.2542)
 - Services for developmental disabilities (IS=0.2194)

- **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=0.3141)
 - Police visibility in residential neighborhoods (IS=0.2226)

 - **City Maintenance**
 - Maintenance of streets in neighborhoods (IS=0.3199)
 - Maintenance of major city streets (IS=0.3145)

- Snow removal on neighborhood streets (IS=0.2092)
- **Parks and Recreation**
 - Overall park and equipment maintenance (IS=0.2011)
- **Enforcement of Codes and Ordinances**
 - Enforcing clean-up of junk, trash, & debris City-wide (IS=0.4316)
 - Enforcing mowing & trimming of weeds on private and/or vacant property City-wide (IS=0.3183)

The full Importance-Satisfaction results for District 7 can be found 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
Very High Priority (IS >.20)						
Maintenance of city streets	73%	1	31%	11	0.5057	1
Code enforcement	29%	4	28%	13	0.2087	2
High Priority (IS .10-.20)						
Planning and zoning	25%	7	28%	12	0.1807	3
Public transportation	25%	6	34%	9	0.1674	4
Police services	40%	2	68%	3	0.1275	5
Parks and recreation facilities	29%	3	56%	5	0.1266	6
Stormwater management system	21%	9	43%	7	0.1177	7
Sewer and wastewater system	21%	8	47%	6	0.1119	8
Trash collection and recycling	27%	5	62%	4	0.1008	9
Medium Priority (IS <.10)						
Parks and recreation programs	17%	11	41%	8	0.0995	10
Municipal court	11%	13	33%	10	0.0728	11
Fire services	20%	10	81%	1	0.0384	12
Ambulance services	15%	12	79%	2	0.0320	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	50%	2	15%	11	0.4242	1
Motor vehicle registration	50%	1	29%	5	0.3560	2
Appraiser's Office services	33%	4	17%	10	0.2716	3
Services for seniors	33%	3	24%	6	0.2542	4
Services for developmental disabilities	28%	7	21%	9	0.2194	5
<u>High Priority (IS .10-.20)</u>						
Public health services	31%	5	42%	3	0.1794	6
District Attorneys' Office	22%	8	21%	7	0.1702	7
Senior transportation	21%	9	21%	8	0.1625	8
County parks	30%	6	57%	1	0.1286	9
Local elections	20%	10	46%	2	0.1095	10
<u>Medium Priority (IS <.10)</u>						
3-1-1 Call Center	10%	11	33%	4	0.0663	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	47%	2	34%	9	0.3141	1
Police visibility in residential neighborhoods	49%	1	54%	4	0.2226	2
<u>High Priority (IS .10-.20)</u>						
Animal control in neighborhoods	27%	5	41%	8	0.1595	3
Community policing	30%	3	47%	6	0.1591	4
Police visibility in commercial areas	29%	4	57%	3	0.1248	5
Traffic law enforcement	21%	7	46%	7	0.1161	6
<u>Medium Priority (IS <.10)</u>						
Response time for police emergencies	21%	6	54%	5	0.0995	7
Response time for medical emergency calls	16%	8	67%	1	0.0520	8
Response time for fire emergencies	10%	9	66%	2	0.0344	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
Very High Priority (IS >.20)						
Maintenance of streets in your neighborhood	46%	2	30%	9	0.3199	1
Maintenance of major city streets	47%	1	33%	8	0.3145	2
Snow removal on neighborhood streets	33%	3	37%	5	0.2092	3
High Priority (IS .10-.20)						
Overall cleanliness of streets/other public areas	29%	4	35%	7	0.1880	4
Maintenance of sidewalks in your neighborhood	22%	5	27%	10	0.1604	5
Overall appearance of downtown	18%	7	35%	6	0.1148	6
Medium Priority (IS <.10)						
Maintenance of curbs in your neighborhood	12%	9	27%	12	0.0858	7
Maintenance of stormwater drainage system	14%	8	38%	4	0.0851	8
Snow removal on major city streets	18%	6	53%	1	0.0842	9
Maintenance of alleys in your neighborhood	6%	12	15%	13	0.0492	10
Maintenance of downtown parking lots	6%	13	27%	11	0.0407	11
Maintenance of street signs/traffic signals	8%	10	48%	2	0.0406	12
Maintenance of city buildings	6%	11	41%	3	0.0374	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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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
Very High Priority (IS >.20)						
Overall park and equipment maintenance	39%	1	48%	2	0.2011	1
High Priority (IS .10-.20)						
Access to walking and biking trails	34%	2	43%	4	0.1957	2
Youth recreation programs	21%	3	29%	9	0.1502	3
Programs for seniors	17%	5	23%	14	0.1297	4
Cost of recreation programs	15%	7	29%	8	0.1066	5
Adult recreation programs	14%	8	24%	12	0.1035	6
Medium Priority (IS <.10)						
Access to community centers	15%	6	46%	3	0.0828	7
Parkwood Pool	10%	9	22%	16	0.0793	8
Access to a local park	17%	4	56%	1	0.0746	9
Spray parks	8%	12	27%	10	0.0577	10
Ease of registering for recreation programs	8%	11	31%	7	0.0556	11
Availability of outdoor athletic fields	9%	10	43%	6	0.0521	12
Tennis courts	5%	14	23%	13	0.0354	13
Sunflower Hills Golf Course	6%	13	43%	5	0.0336	14
Skateboard parks	3%	15	25%	11	0.0187	15
Futsal courts	1%	16	22%	15	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	62%	1	31%	6	0.4316	1
Mowing/trimming of weeds on private/vacant property city-wide	45%	2	30%	7	0.3183	2
<u>High Priority (IS .10-.20)</u>						
Clean-up of junk/trash/debris in neighborhoods	33%	3	40%	1	0.1971	3
Maintenance of commercial/business property	27%	4	37%	5	0.1732	4
Maintenance of homes in neighborhoods	25%	5	39%	2	0.1491	5
Removal of inoperable/junk cars in neighborhoods	22%	6	38%	3	0.1350	6
Mowing/trimming of weeds on private/vacant property in neighborhoods	19%	7	37%	4	0.1160	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 %:

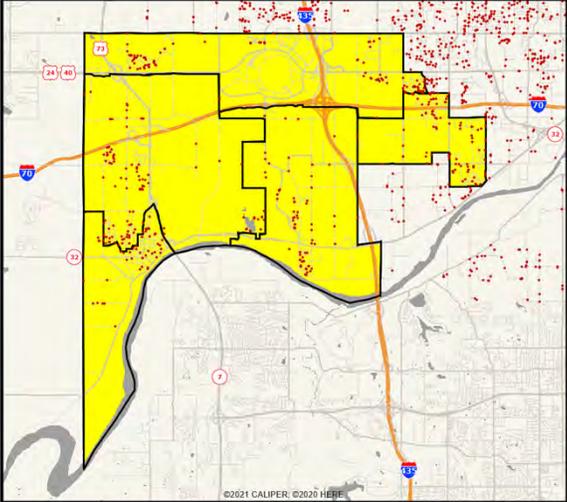
The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Section 2

GIS Maps

Locations of Respondents (Boundaries by Neighborhood)



Q1-01. Police services

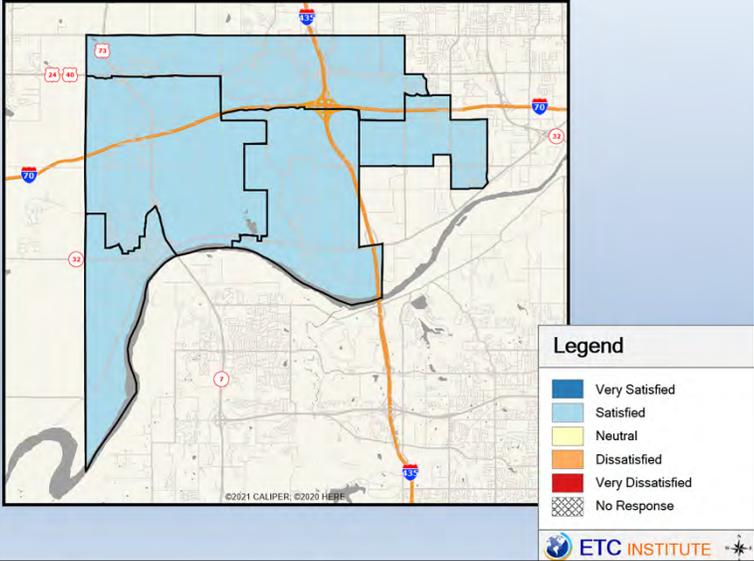


Legend

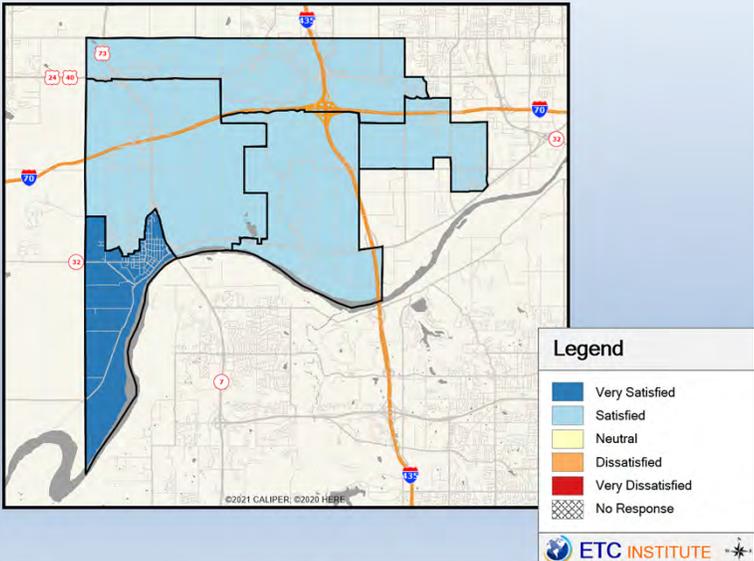
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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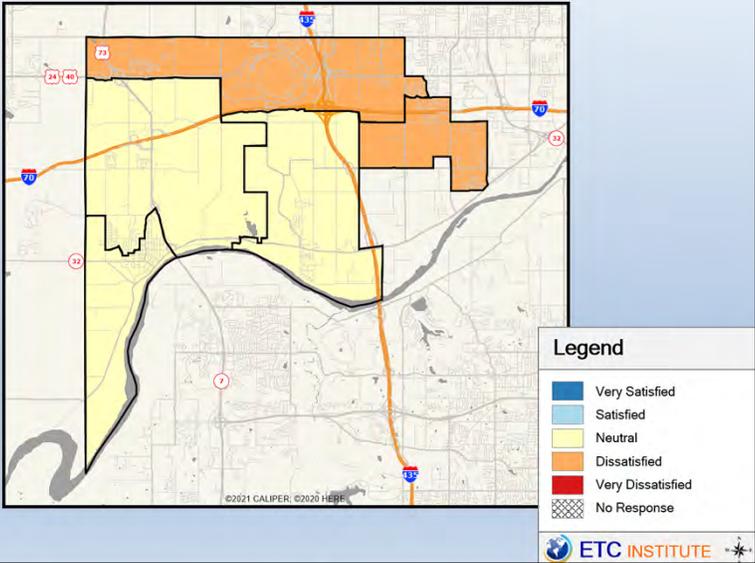
Q1-02. Fire services



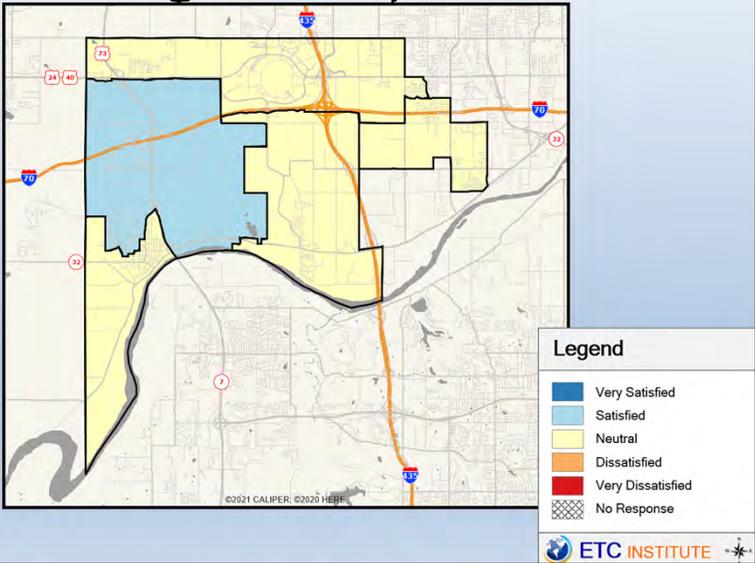
Q1-03. Ambulance services



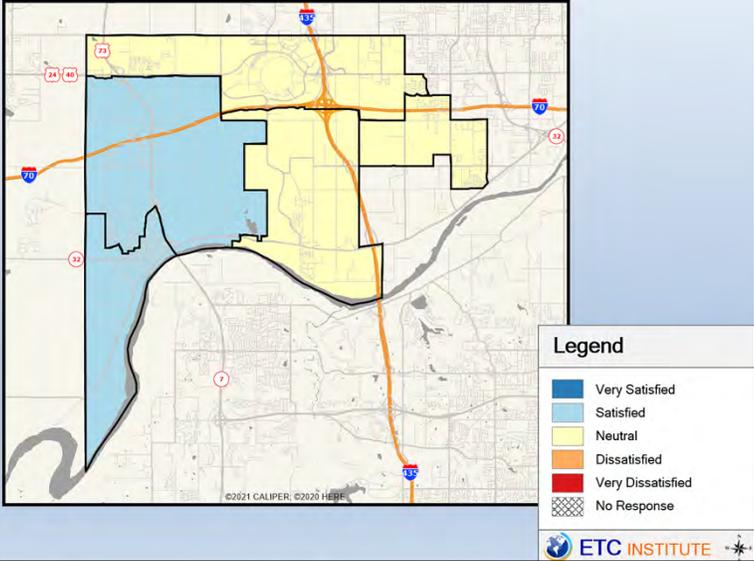
Q1-04. Maintenance of city streets



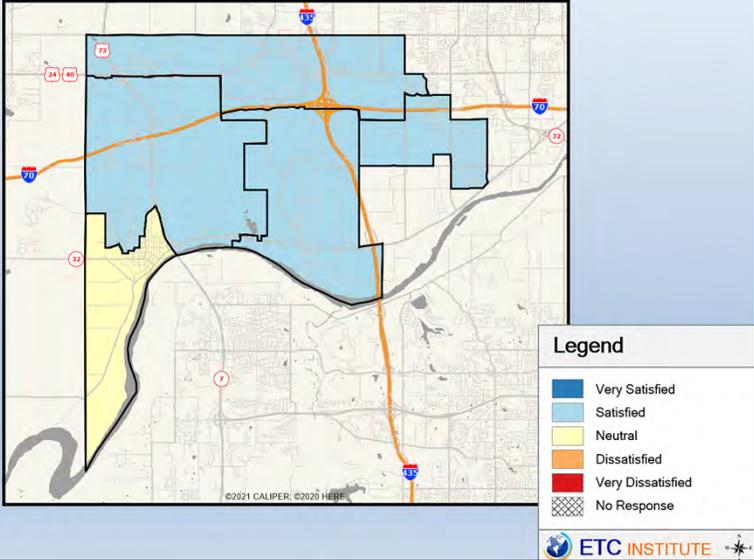
Q1-05. Stormwater management system



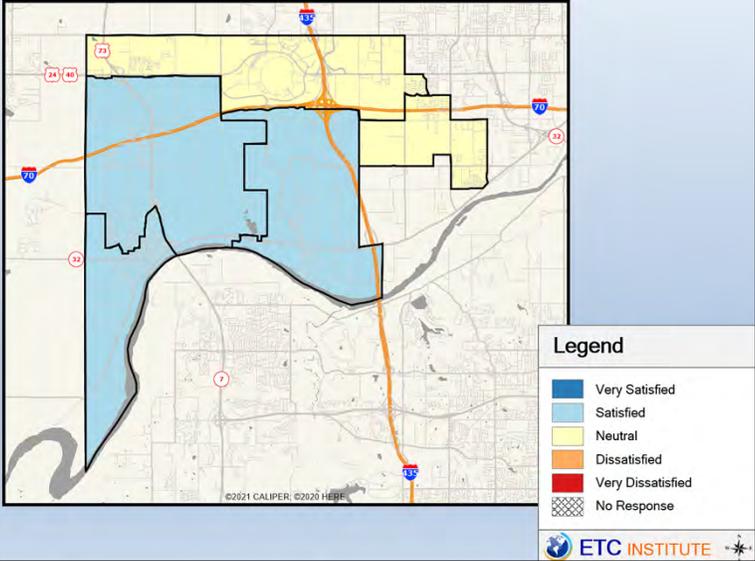
Q1-06. Sewer and wastewater system



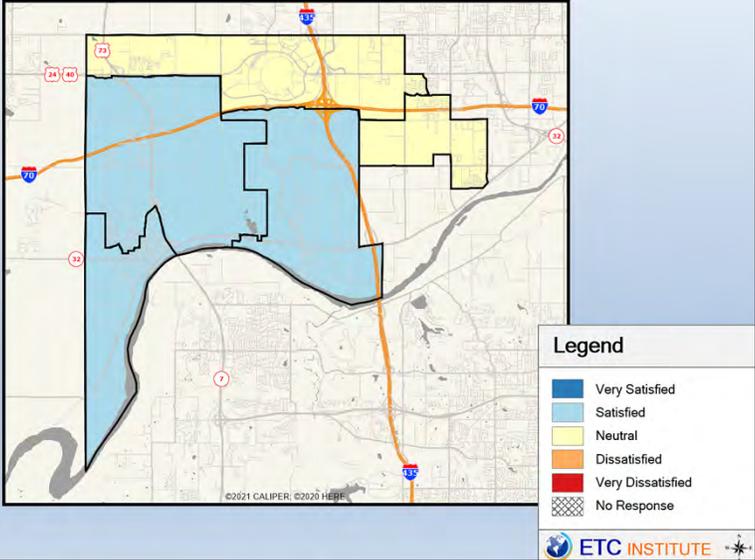
Q1-07. Trash collection and recycling



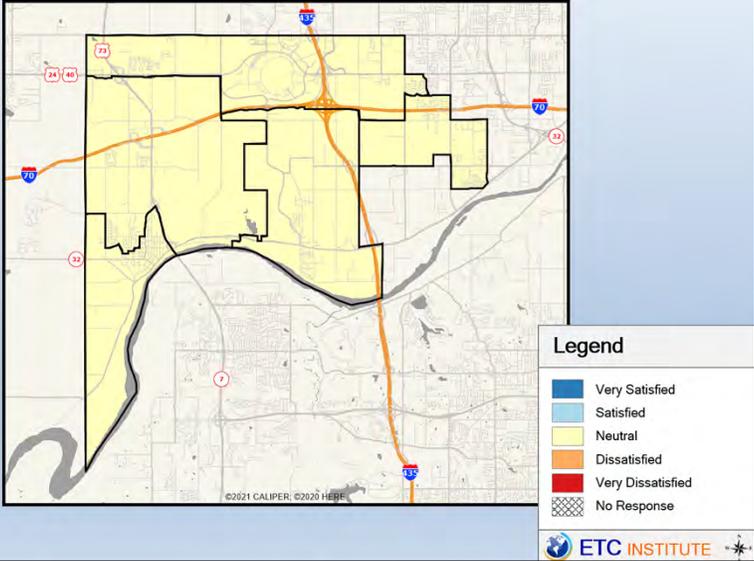
Q1-08. Parks and recreation facilities



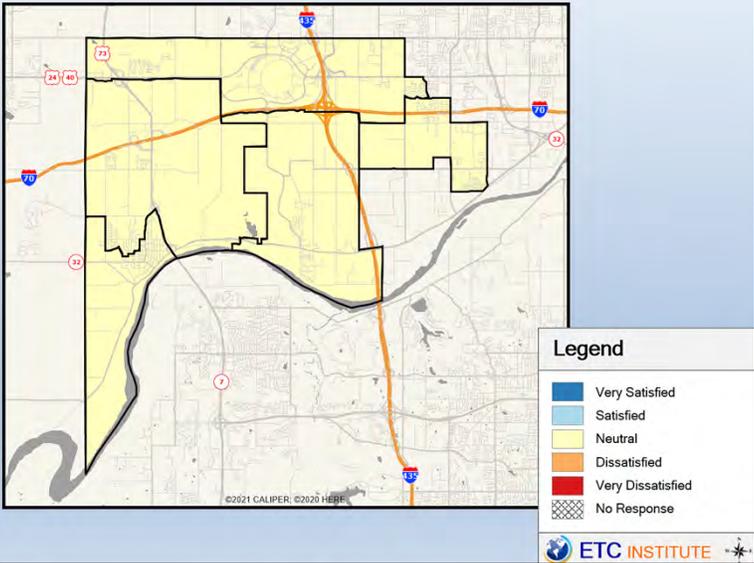
Q1-09. Parks and recreation programs



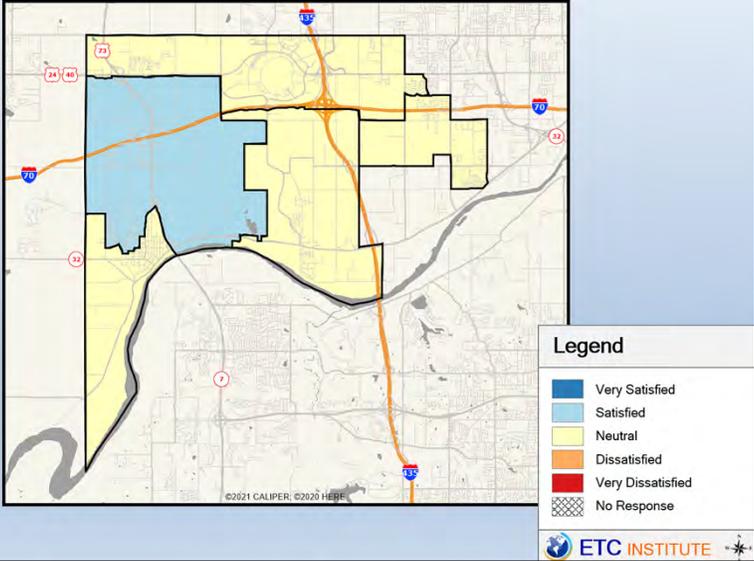
Q1-10. Code enforcement



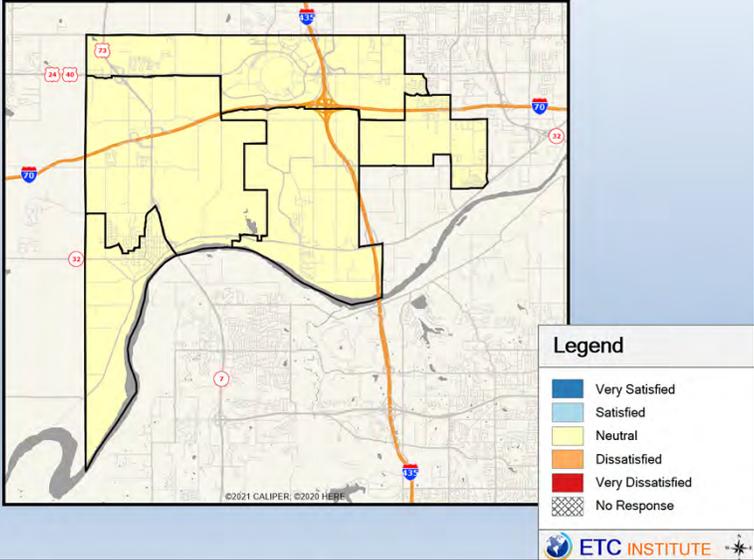
Q1-11. Planning and zoning



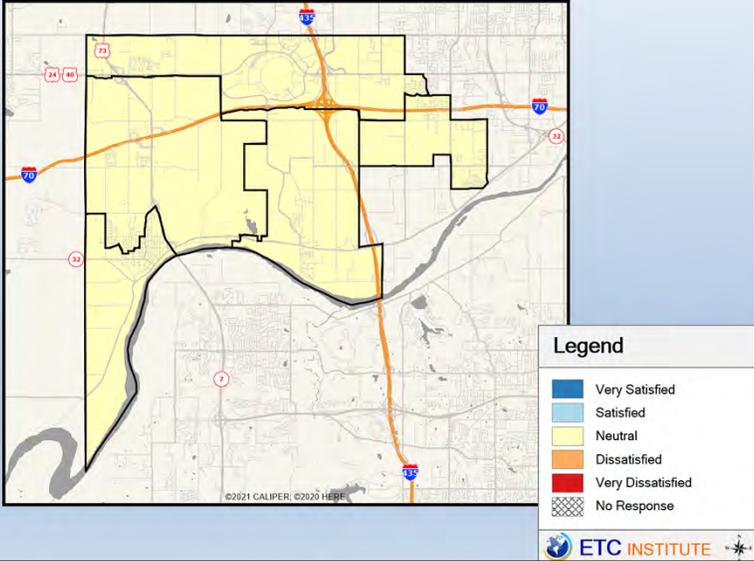
Q1-12. Municipal court



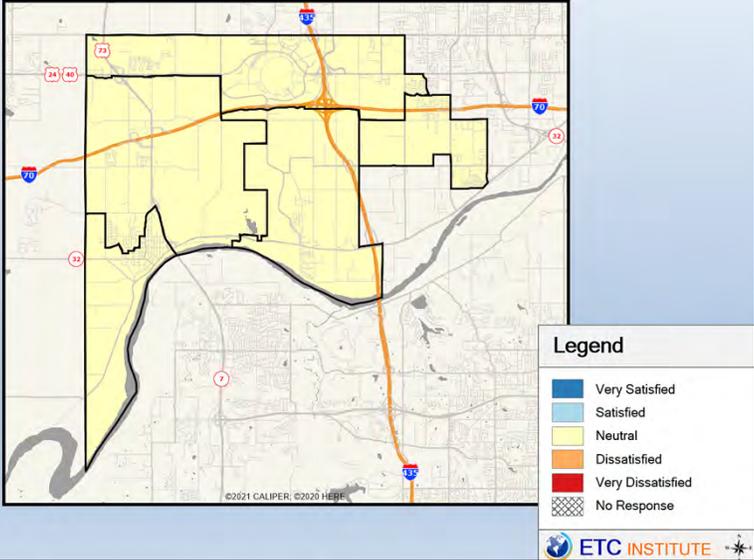
Q1-13. Public transportation



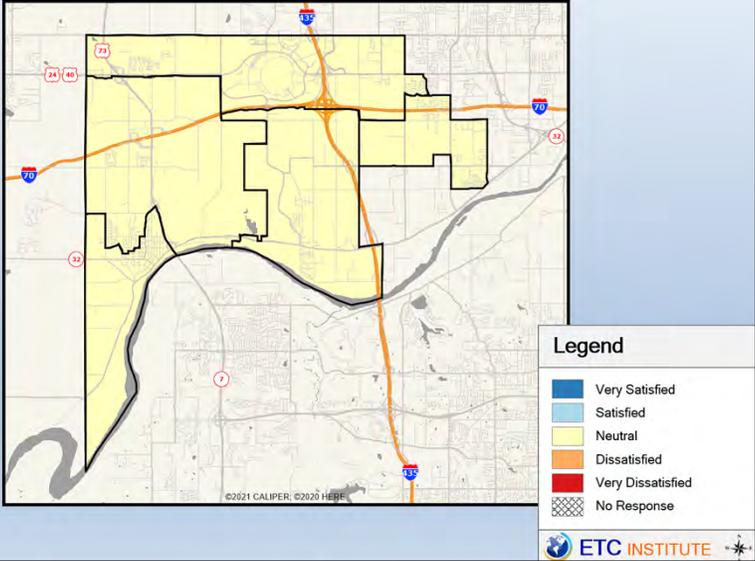
Q3-14. Services for people living with developmental disabilities



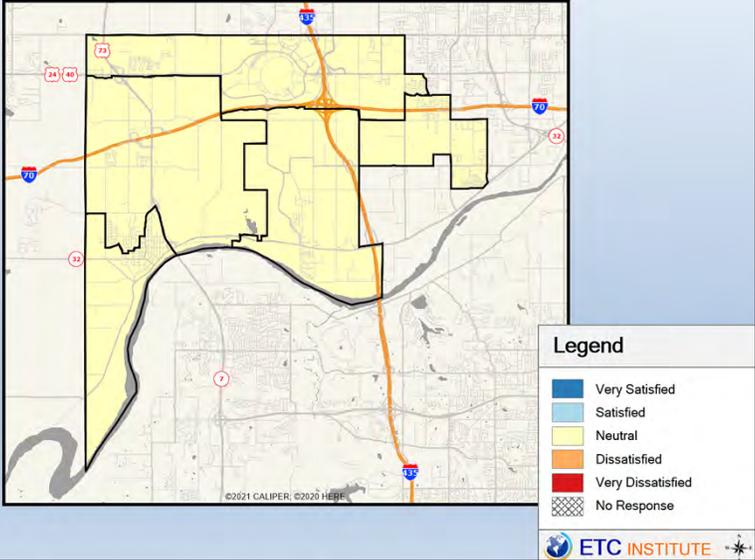
Q3-15. Services for seniors (non-transportation)



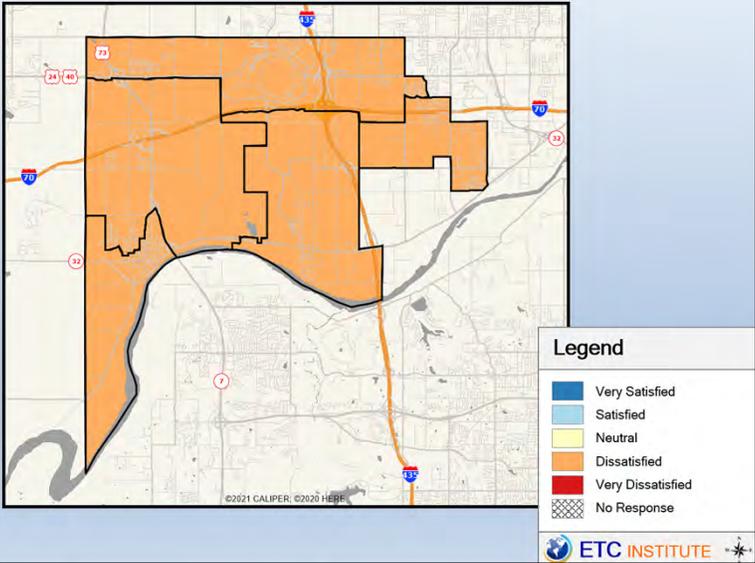
Q3-16. Senior transportation



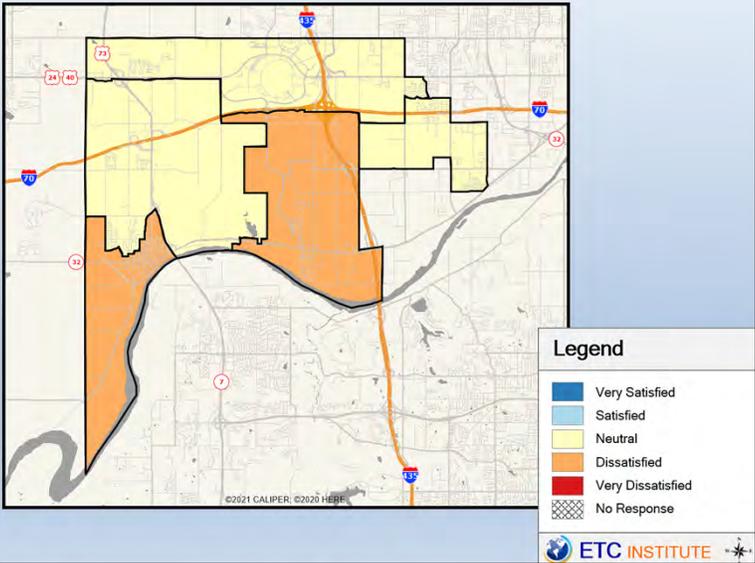
Q3-17. 3-1-1 Call Center



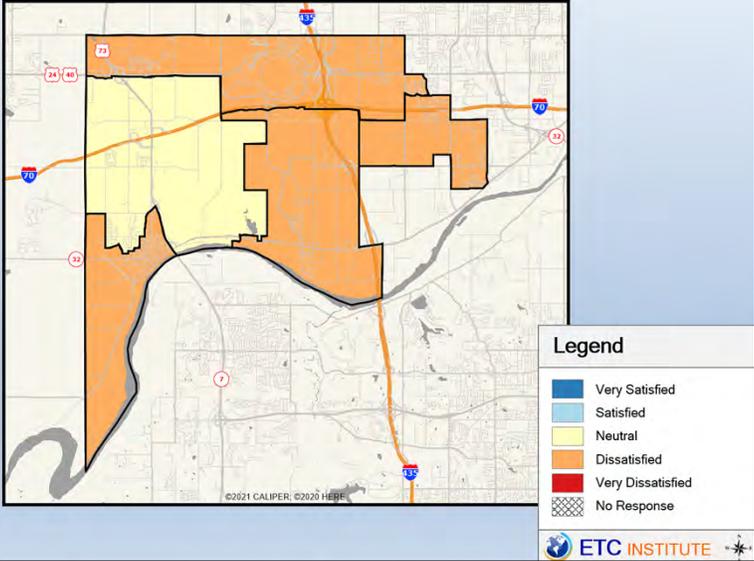
Q3-18. Property tax administration



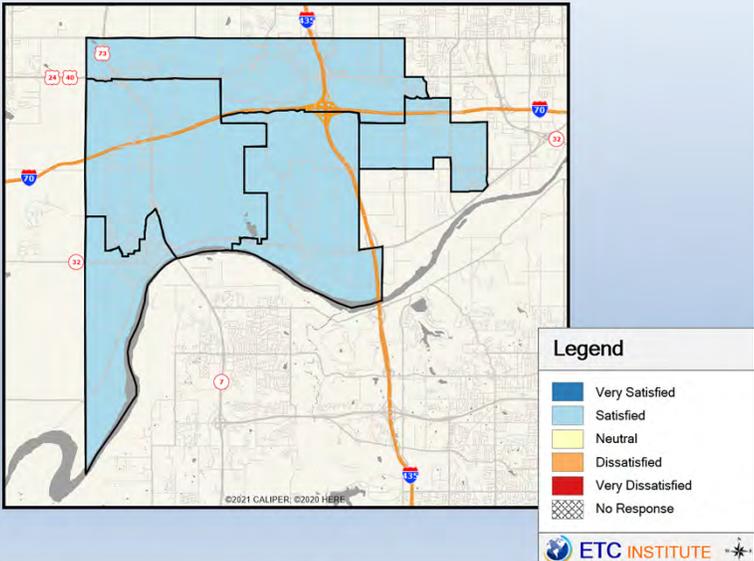
Q3-19. Motor vehicle registration



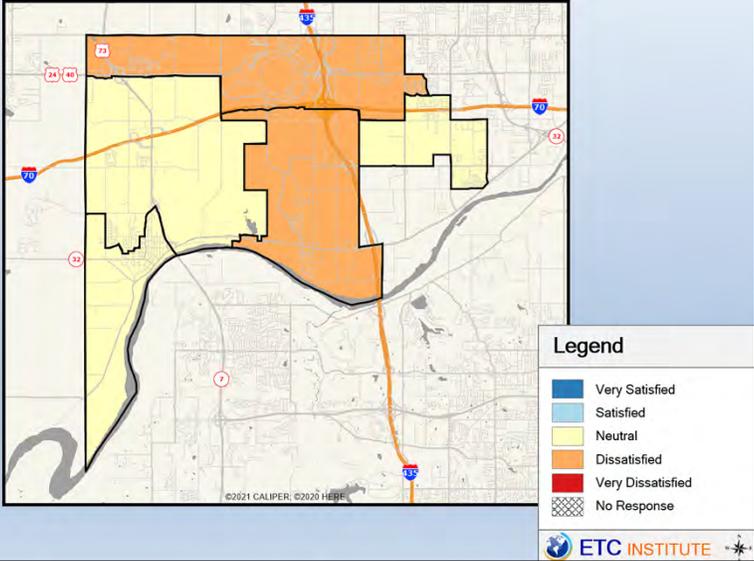
Q3-20. Appraiser's Office services



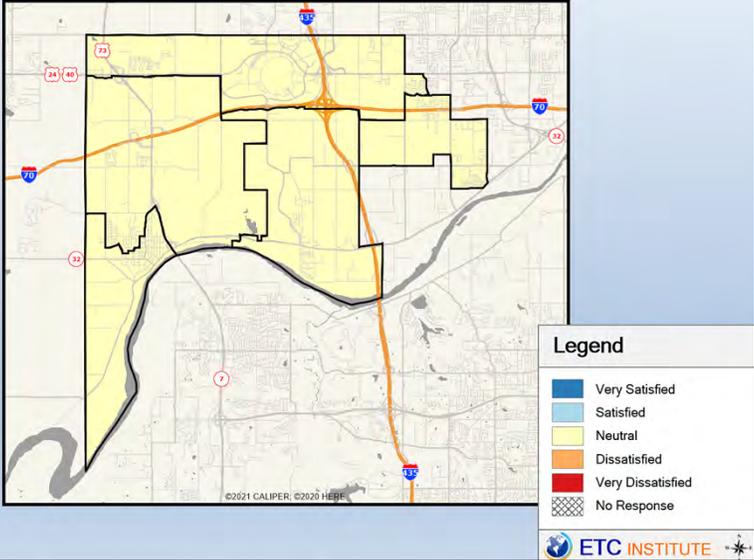
Q3-21. County parks



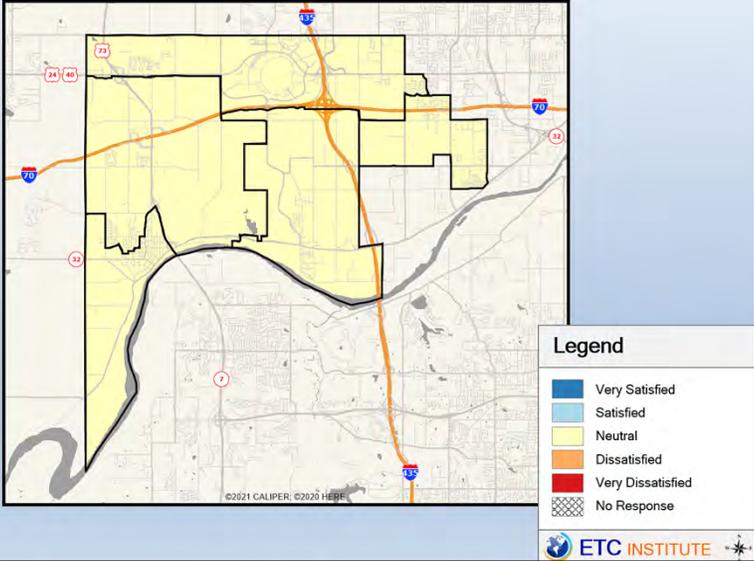
Q3-22. District Attorneys' Office



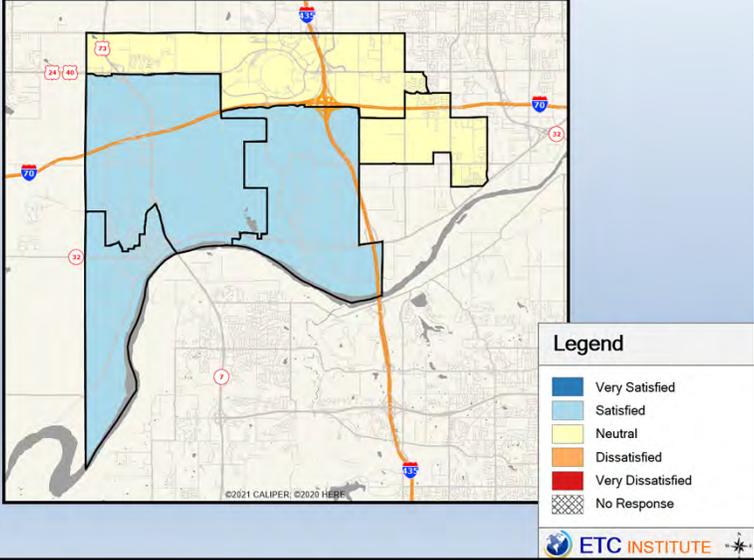
Q3-23. Local elections



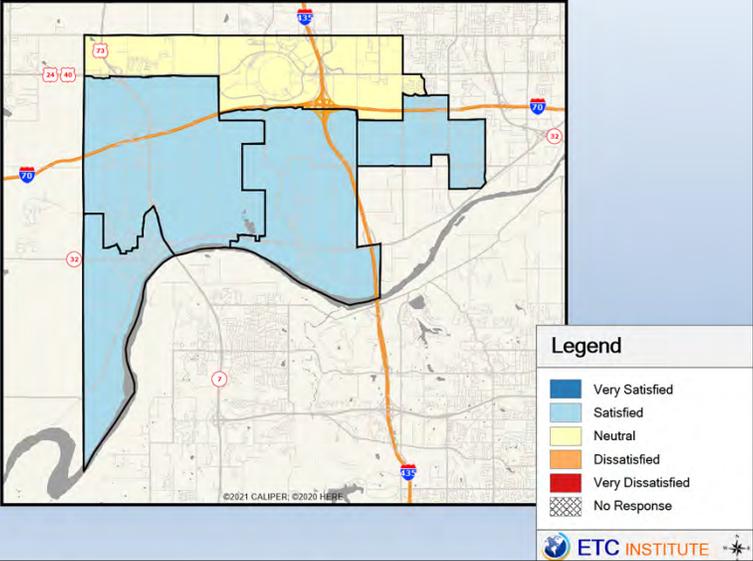
Q3-24. Public health services



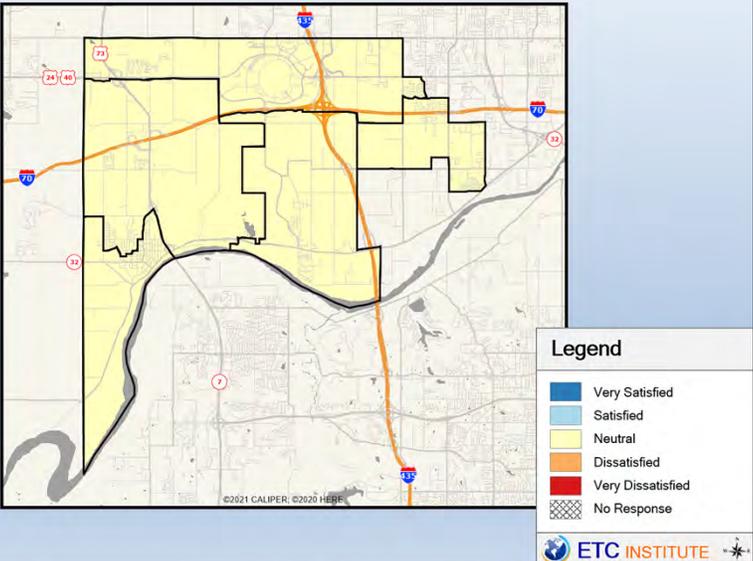
Q6-1. Police visibility in residential neighborhoods



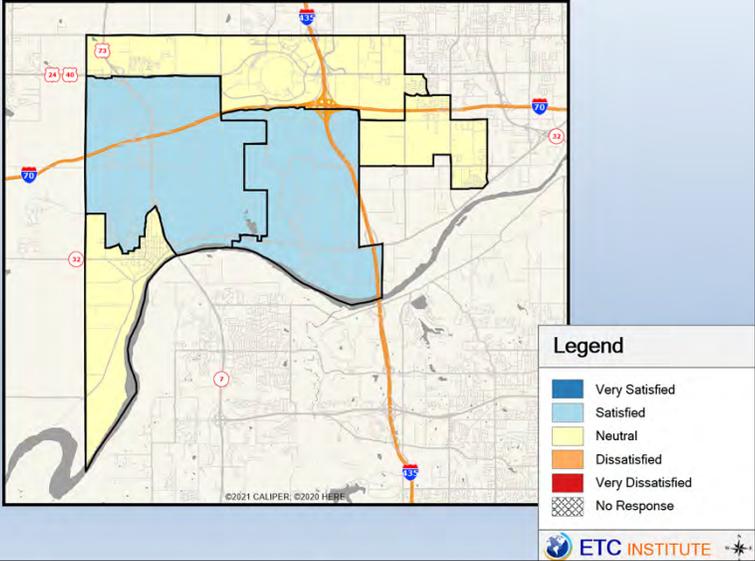
Q6-2. Police visibility in commercial areas



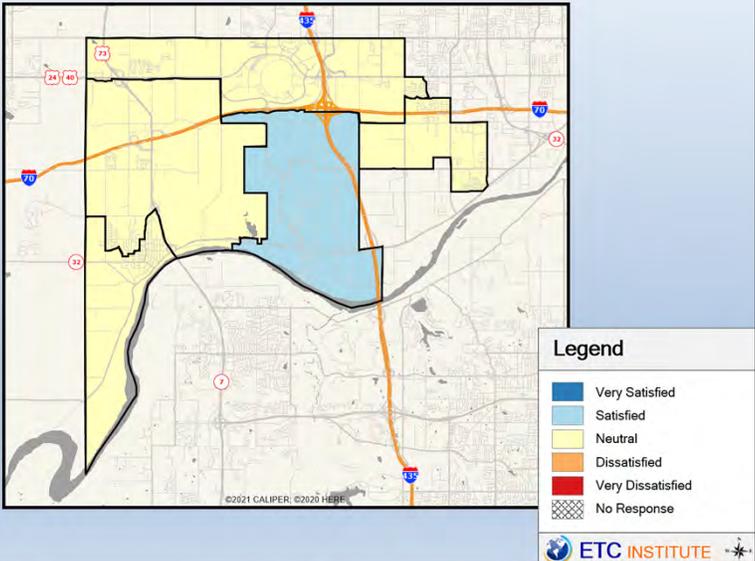
Q6-3. Community appearance and maintenance



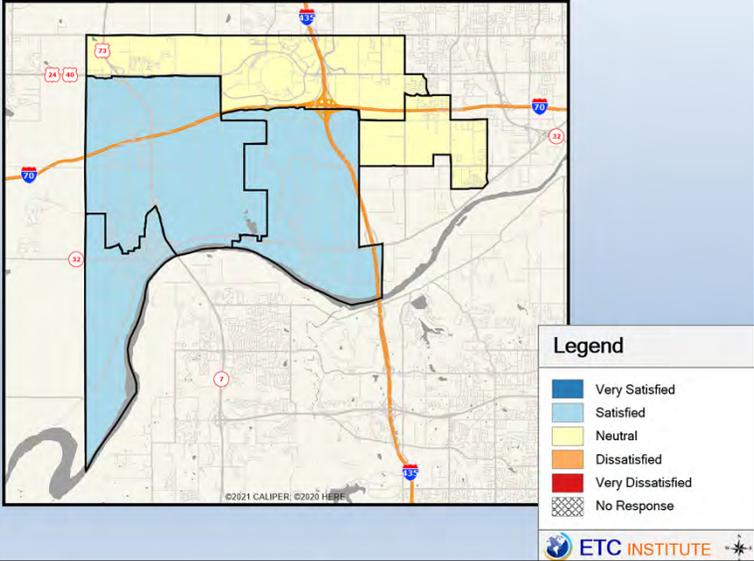
Q6-4. Community policing



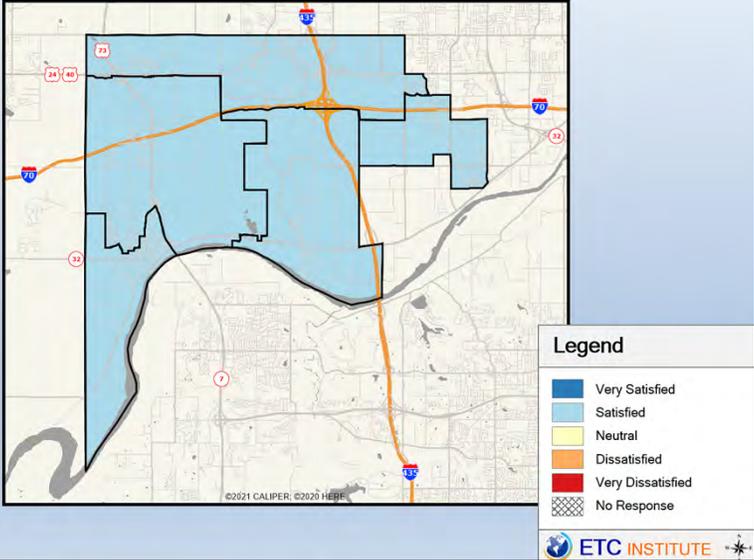
Q6-5. Traffic law enforcement



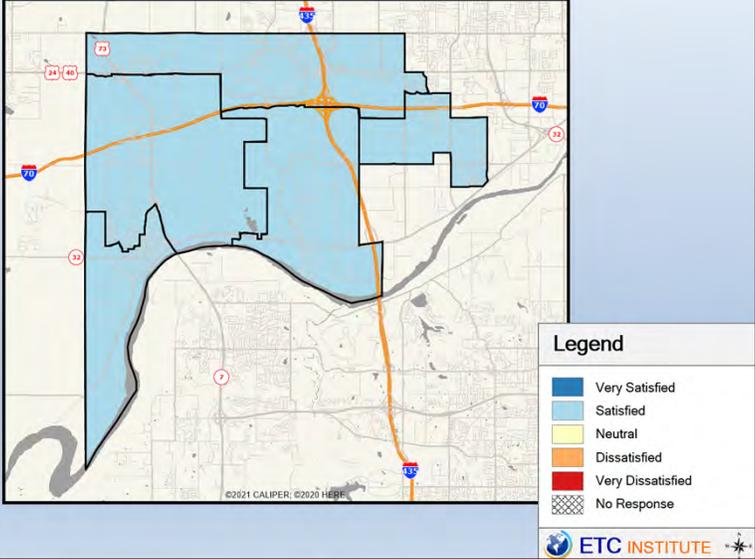
Q6-6. Response time for police emergencies



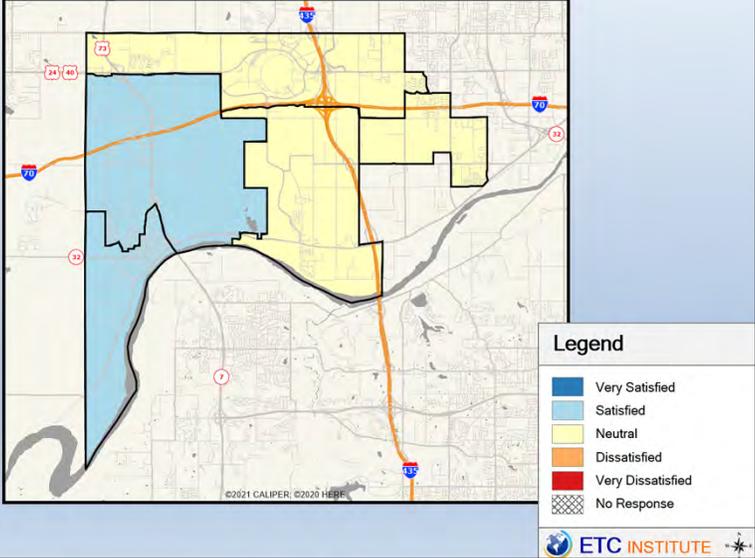
Q6-7. Response time for fire emergencies



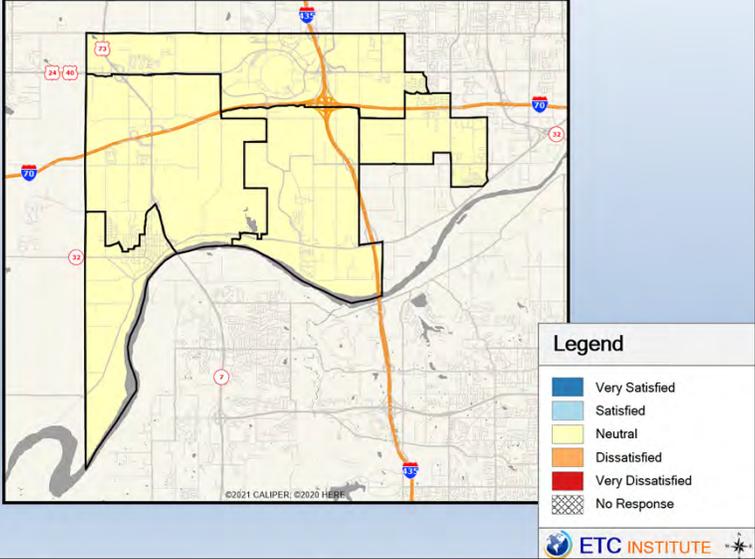
Q6-8. Response time for medical emergency calls



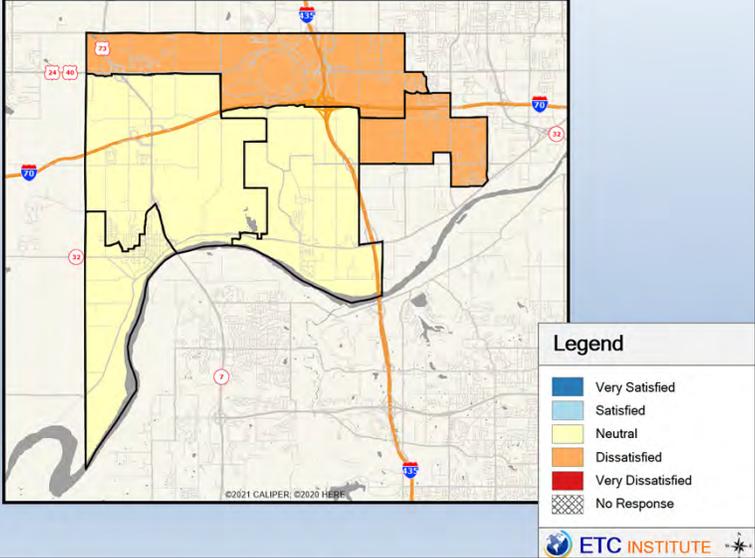
Q6-9. Animal control in your neighborhood



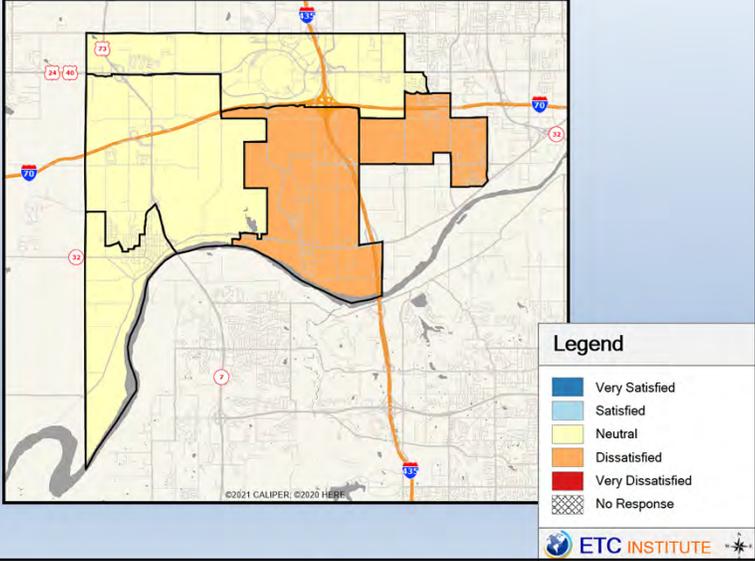
Q8-01. Maintenance of major city streets citywide



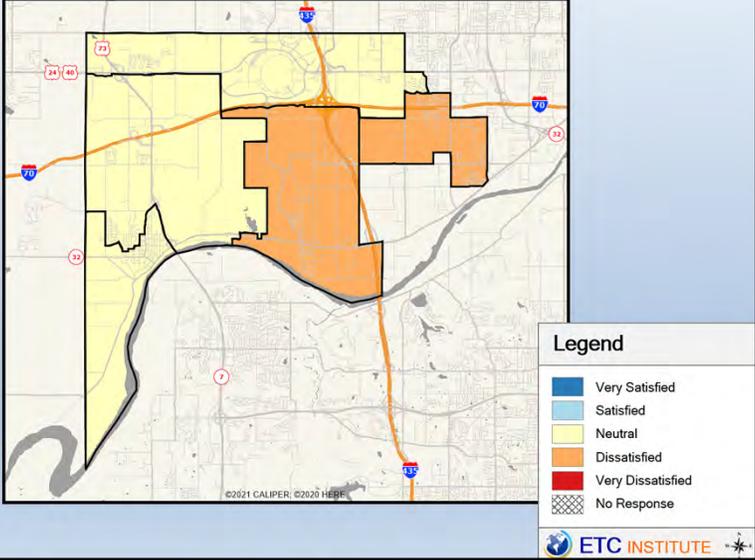
Q8-02. Maintenance of streets in your neighborhood



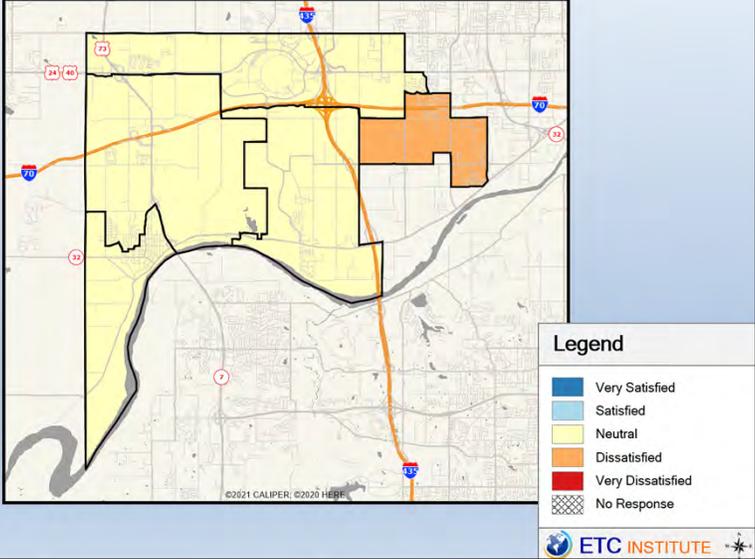
Q8-03. Maintenance of alleys in your neighborhood



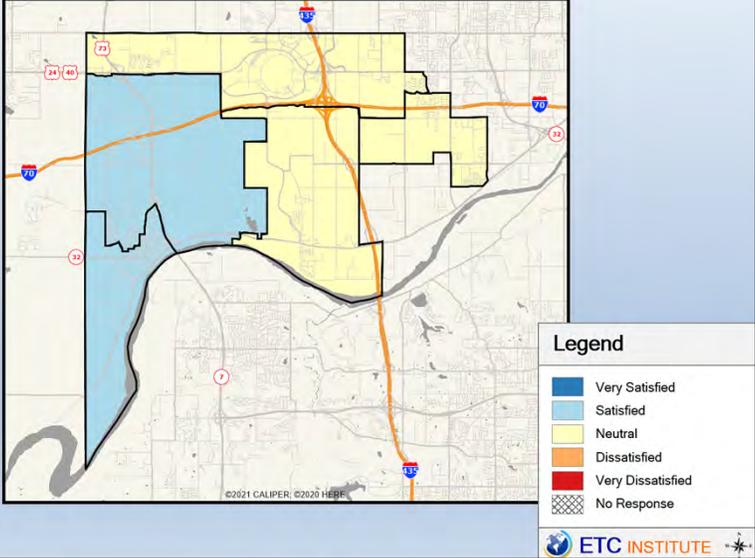
Q8-04. Maintenance of sidewalks in your neighborhood



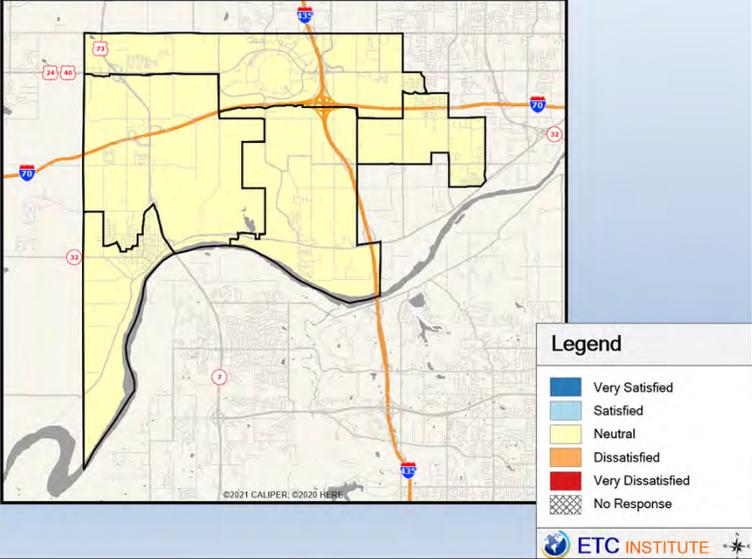
Q8-05. Maintenance of curbs in your neighborhood



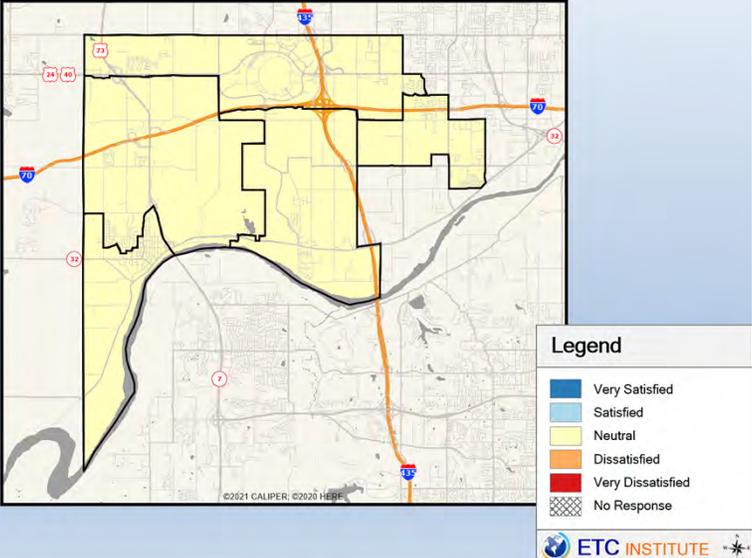
Q8-06. Maintenance of street signs/traffic signals



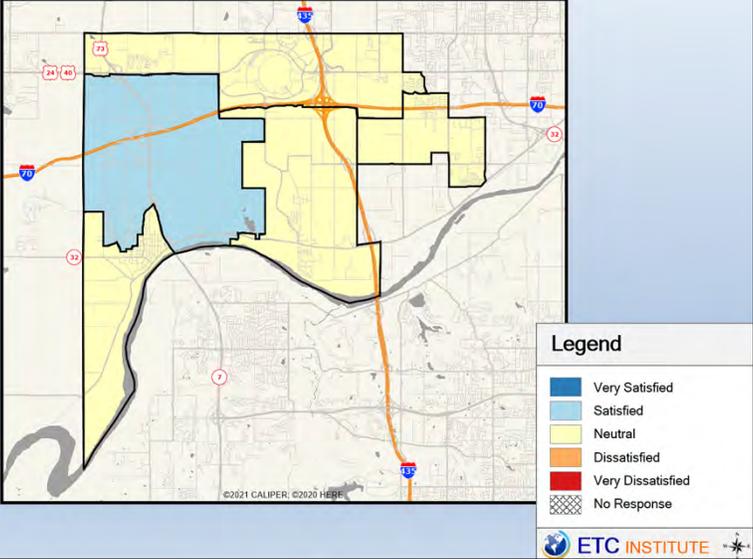
Q8-07. Maintenance of downtown parking lots



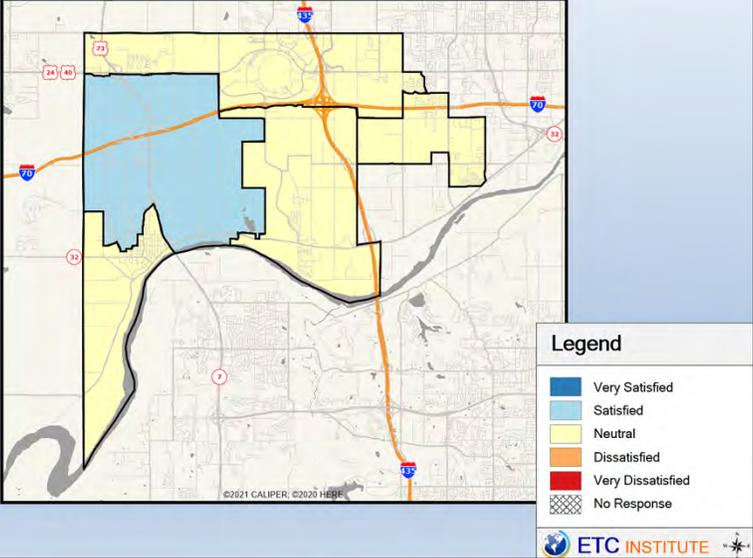
Q8-08. Overall appearance of downtown



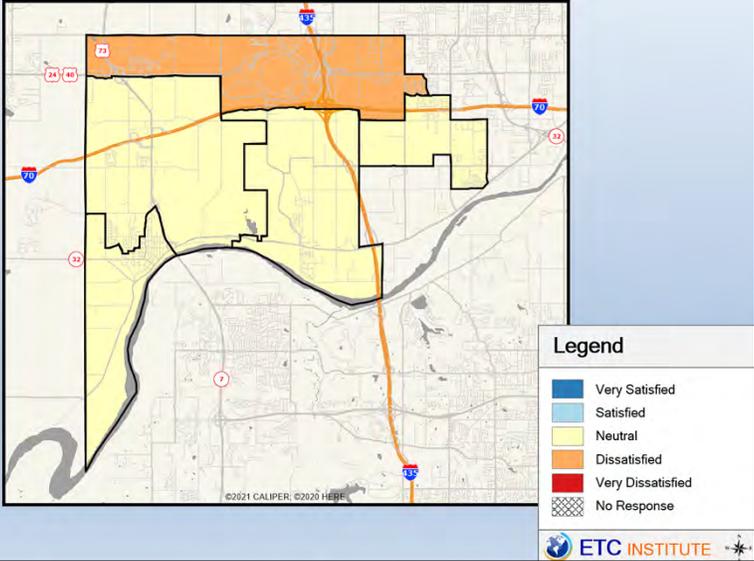
Q8-09. Maintenance of city buildings



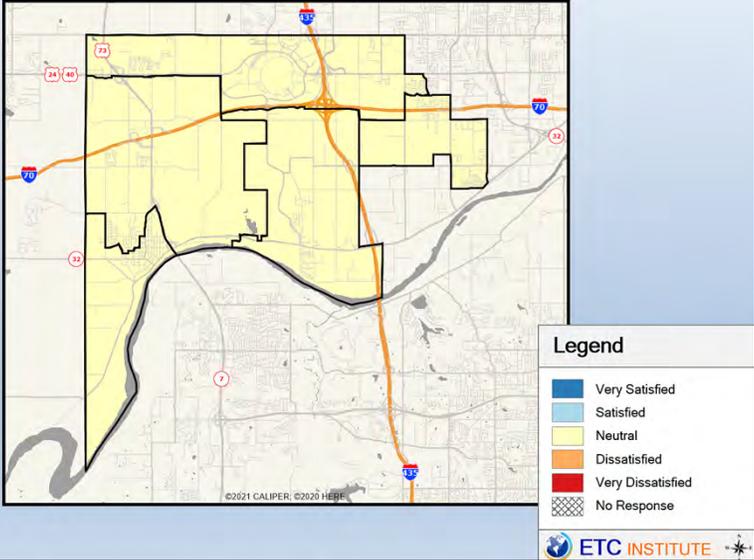
Q8-10. Snow removal on major city streets



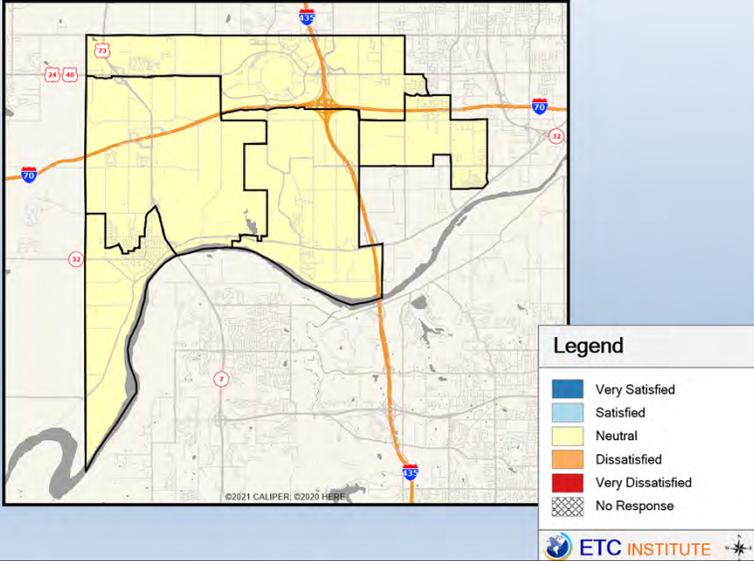
Q8-11. Snow removal on neighborhood streets



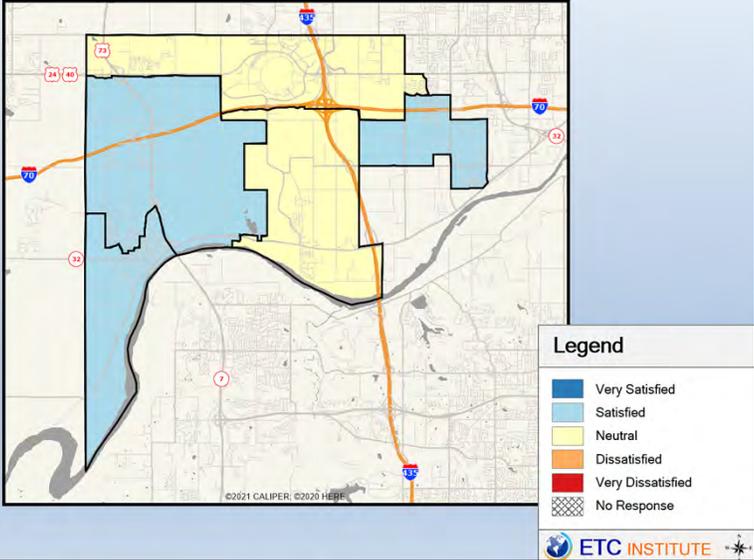
Q8-12. Overall cleanliness of streets and other public areas



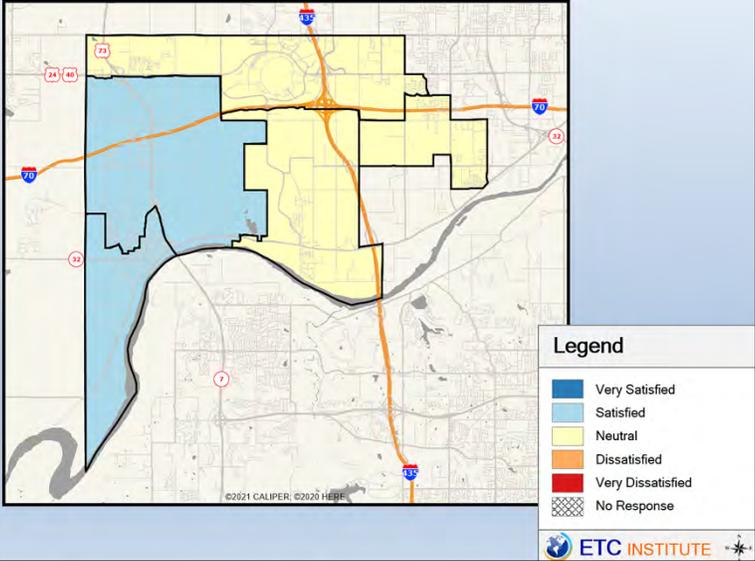
Q8-13. Maintenance of stormwater drainage system in your neighborhood



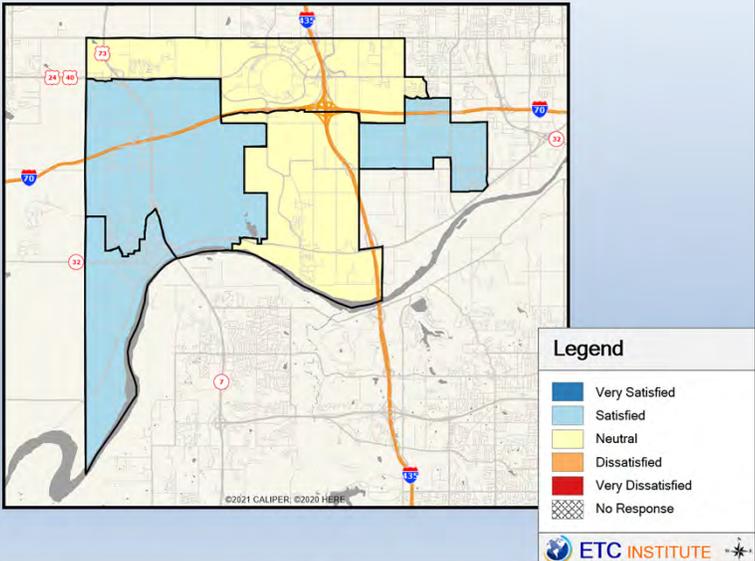
Q10-01. Overall park and equipment maintenance



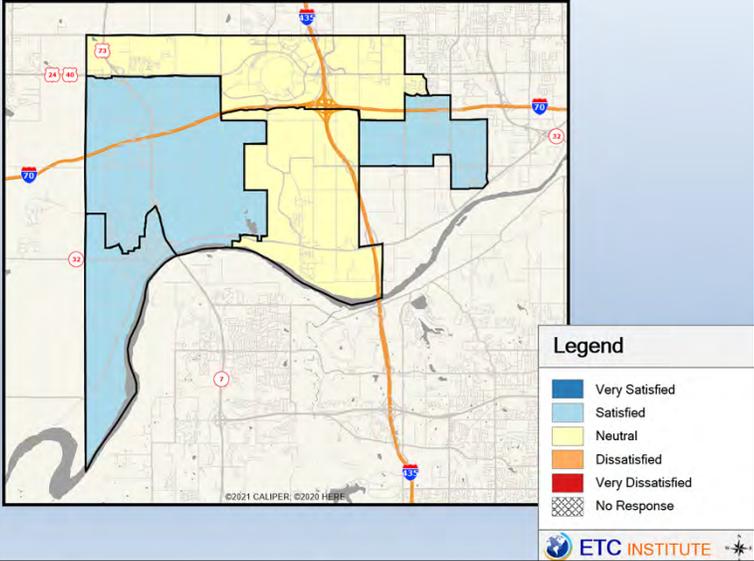
Q10-02. Access to walking and biking trails



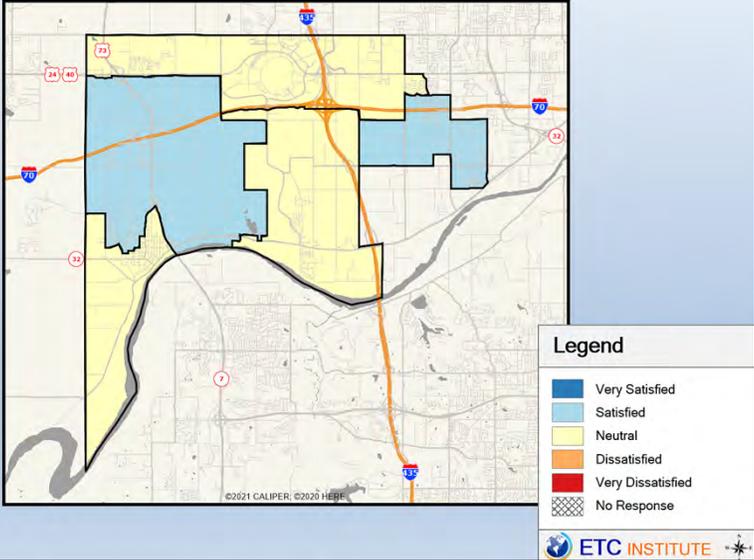
Q10-03. Access to a local park



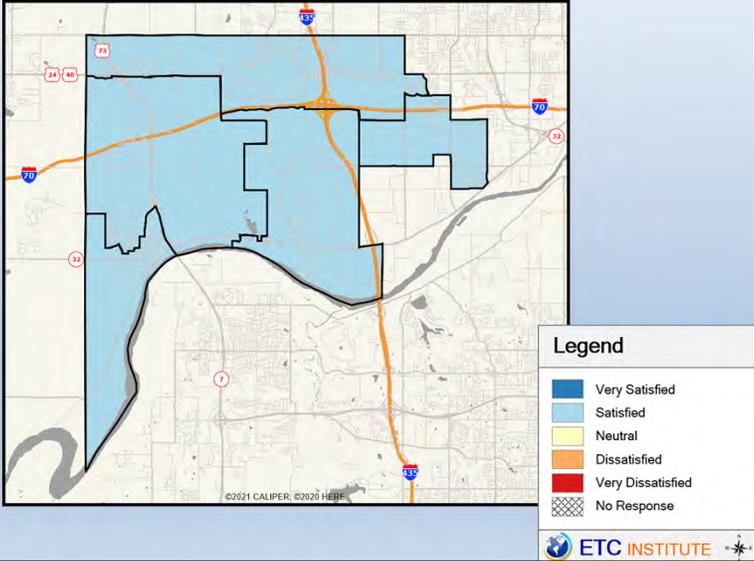
Q10-04. Access to community centers



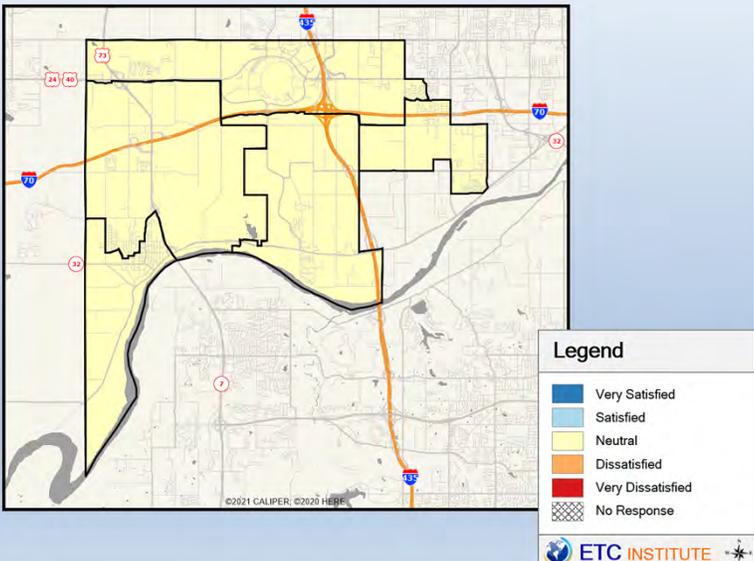
Q10-05. Availability of outdoor athletic fields



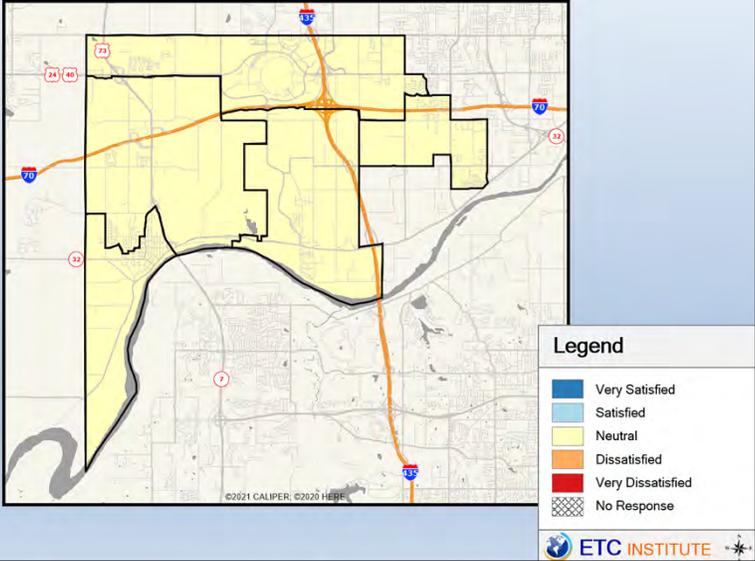
Q10-06. Sunflower Hills Golf Course



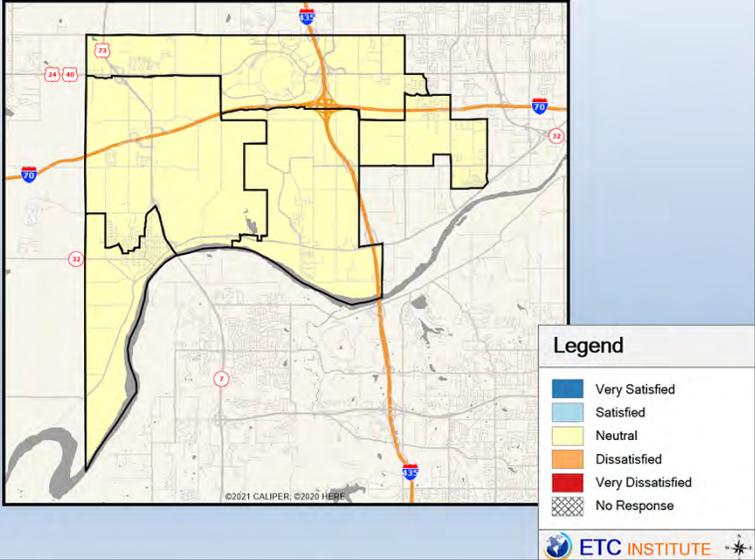
Q10-07. Parkwood Pool



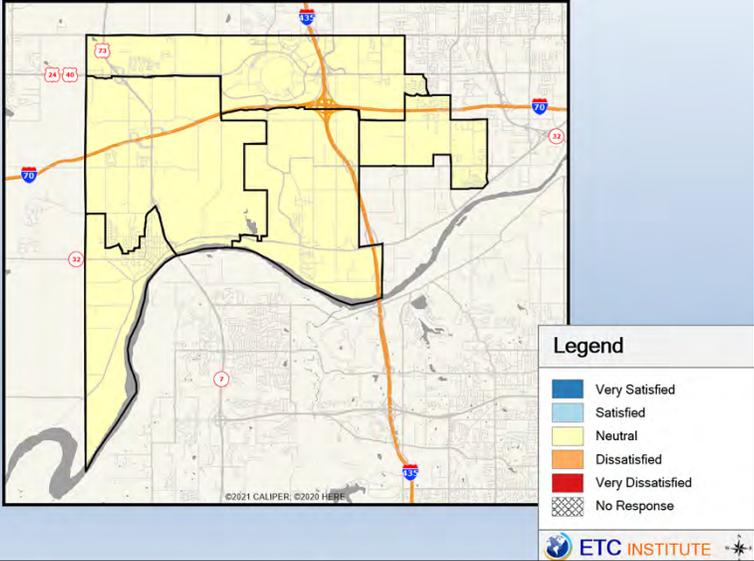
Q10-08. Spray parks



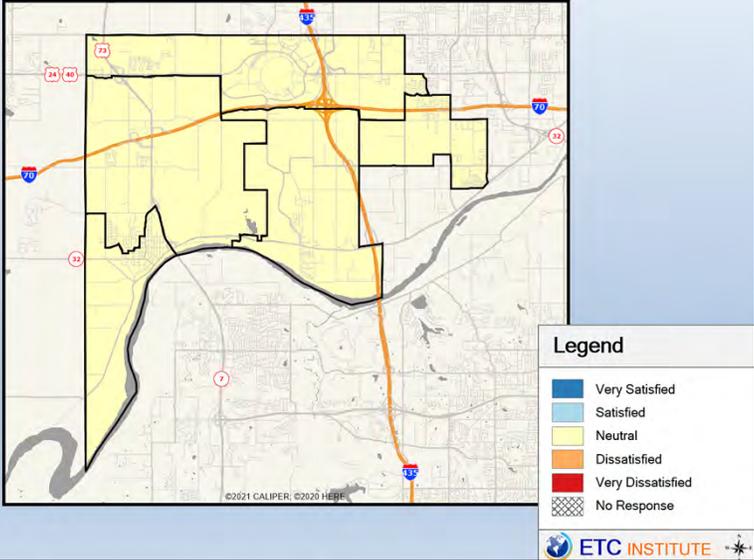
Q10-09. Youth recreation programs



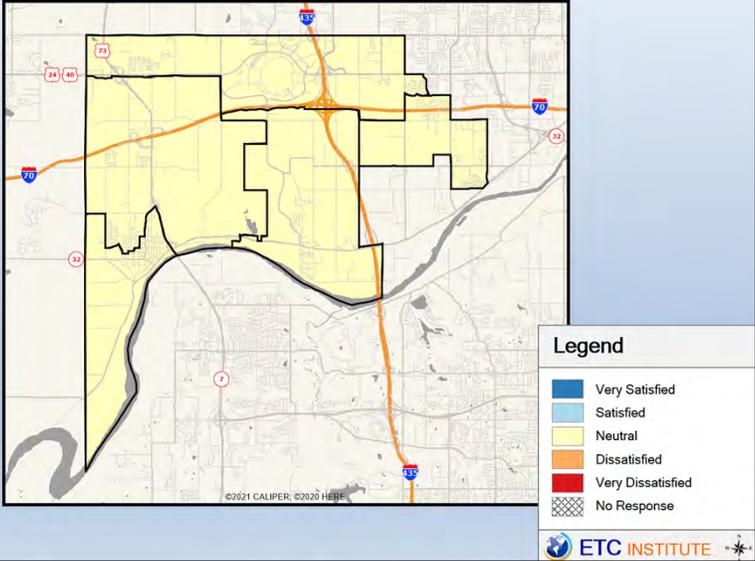
Q10-10. Adult recreation programs



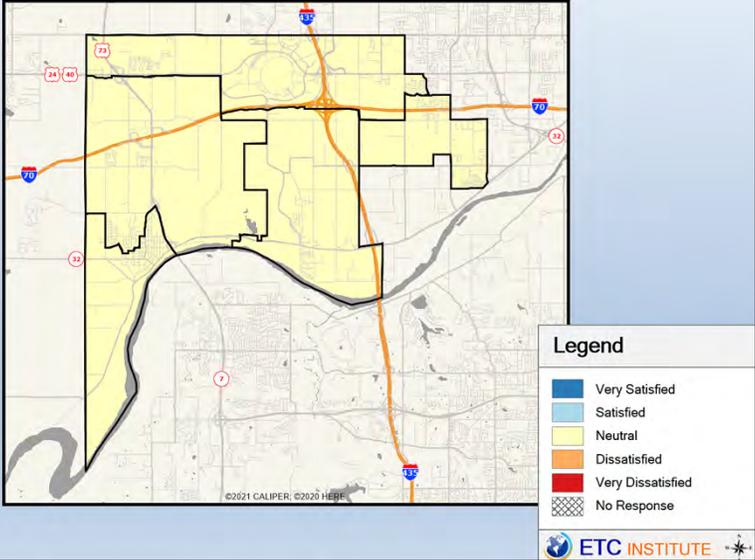
Q10-11. Programs for seniors



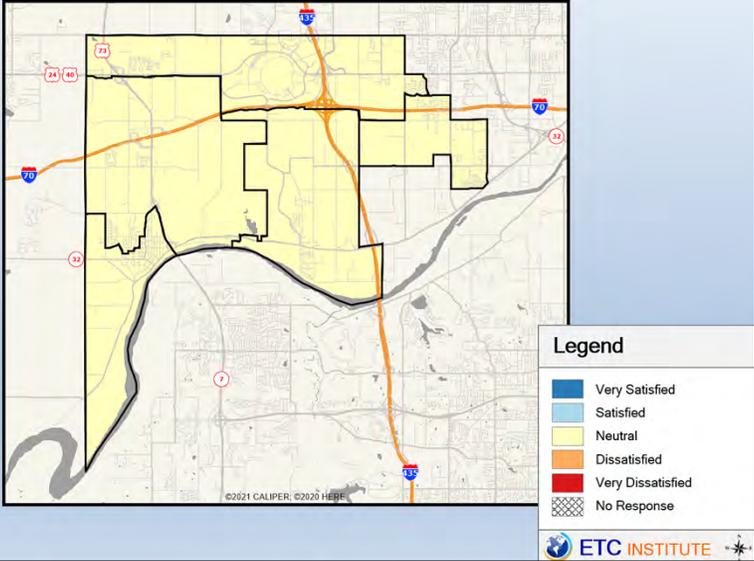
Q10-12. Skateboard parks



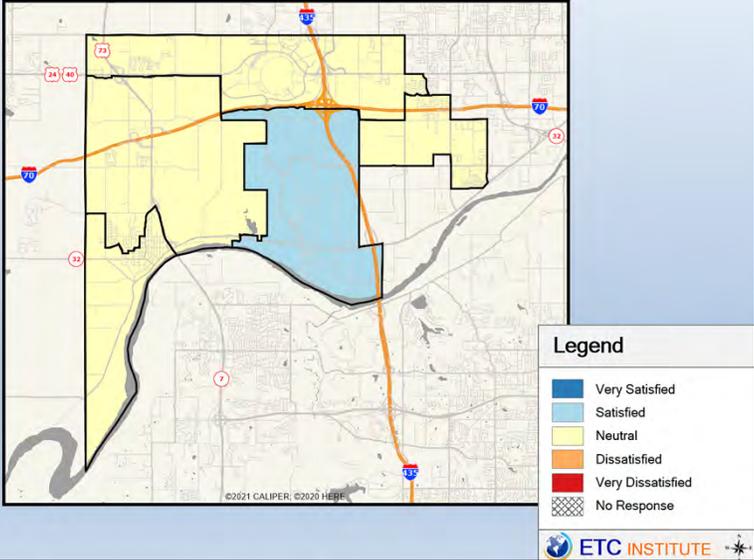
Q10-13. Tennis courts



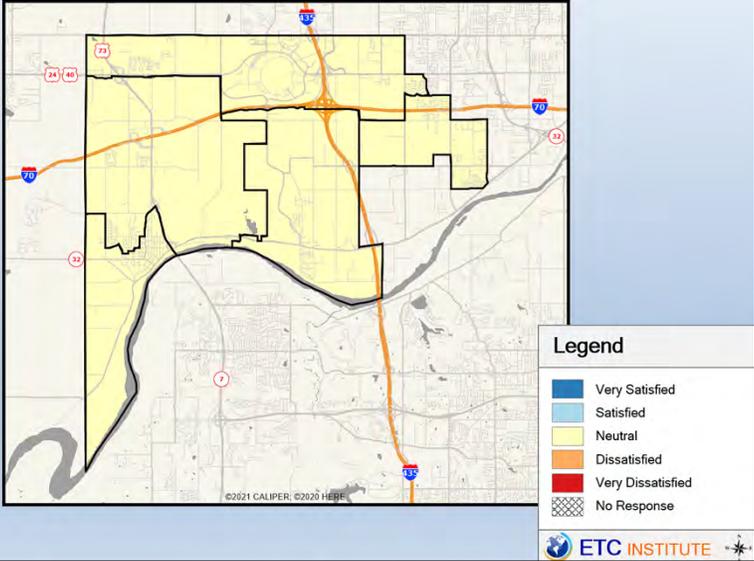
Q10-14. Futsal courts



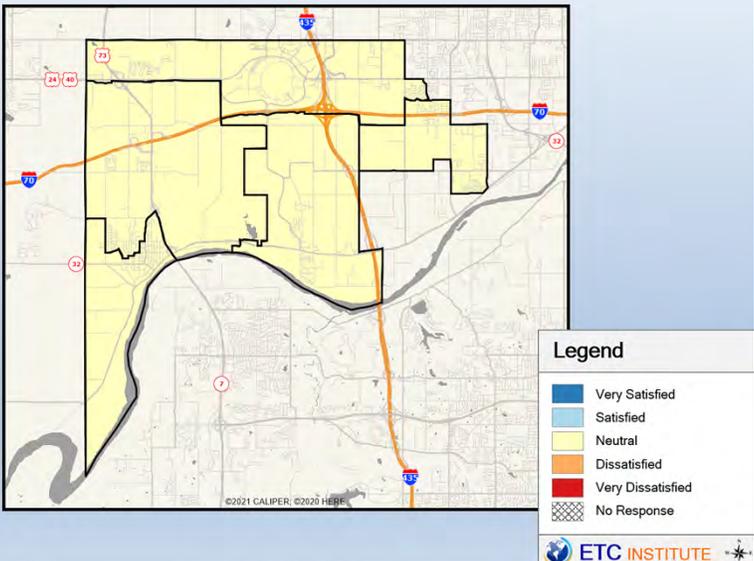
Q10-15. Ease of registering for recreation programs



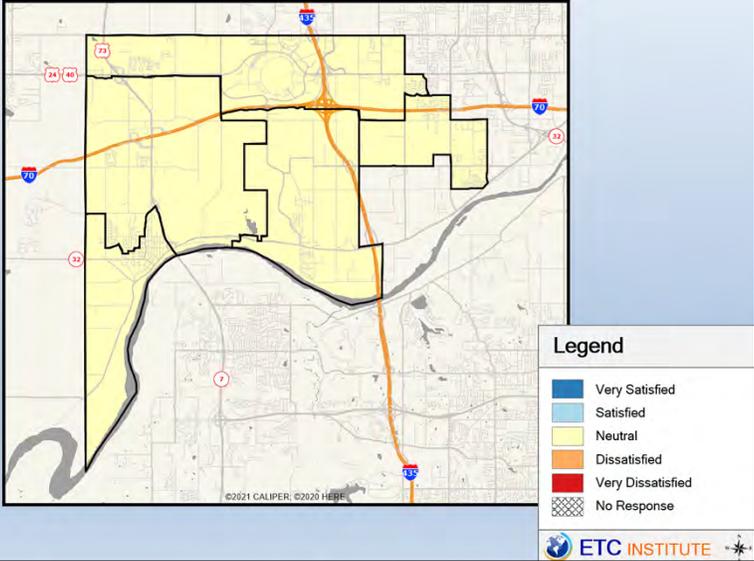
Q10-16. Cost of recreation programs



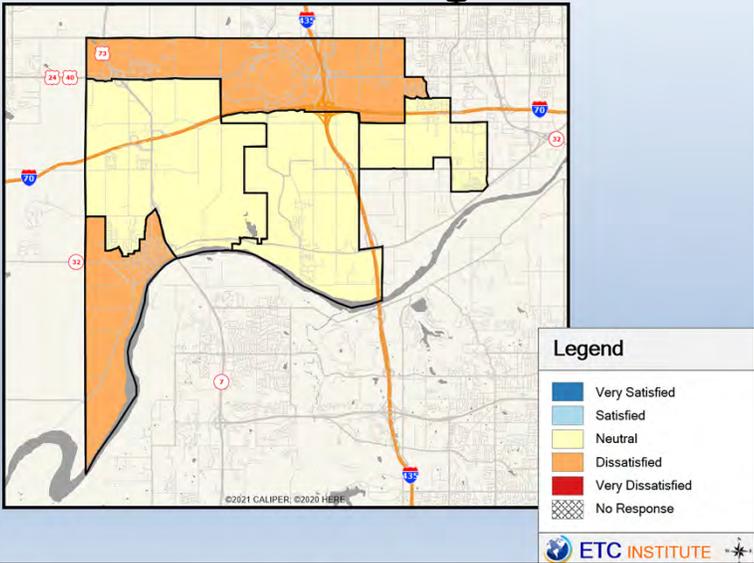
Q15-01. Overall quality of information about Unified Government programs and services



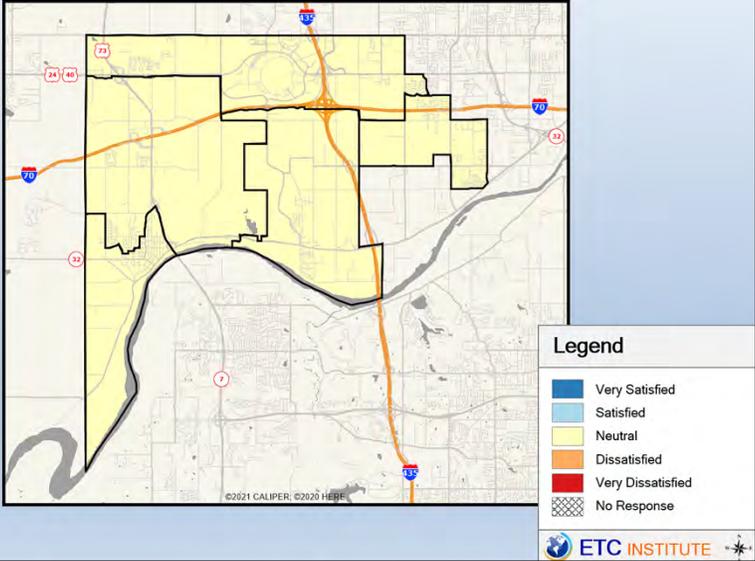
Q15-02. Efforts to keep you informed about local issues



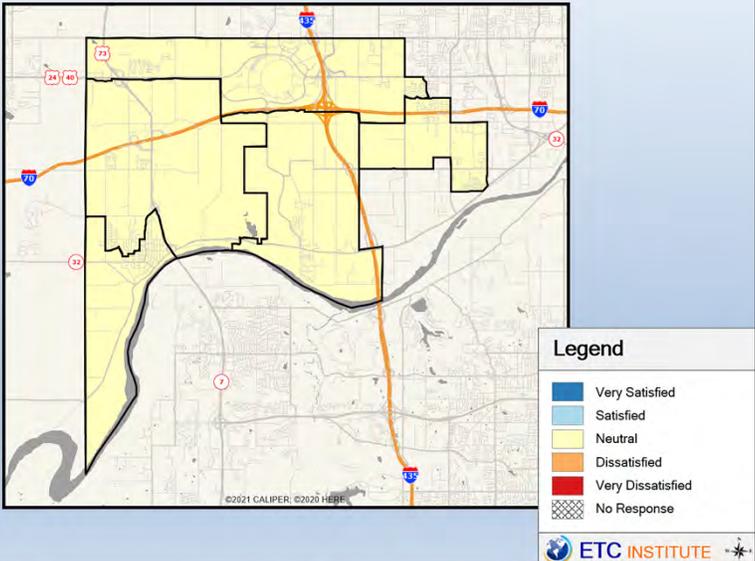
Q15-03. Public involvement in local decision making



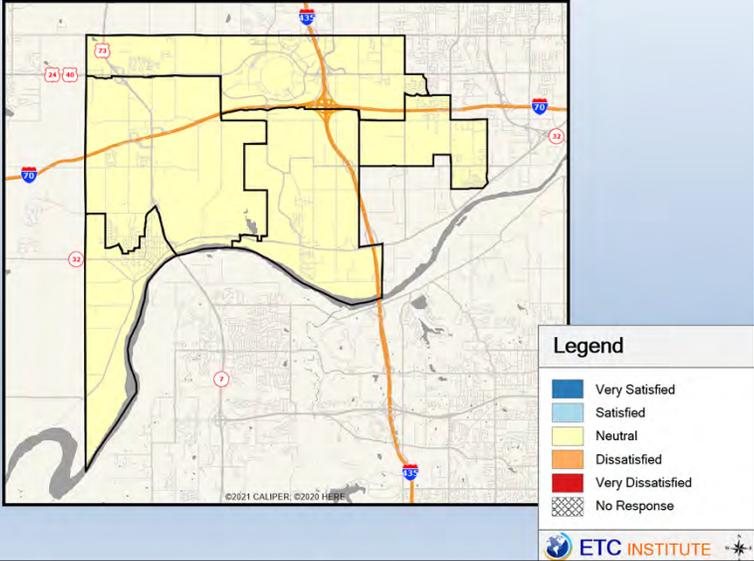
Q15-04. Unified Government website



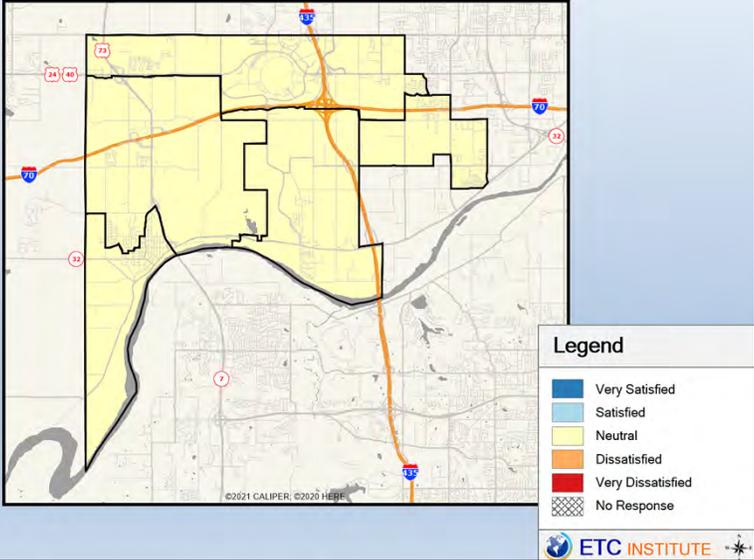
Q15-05. The Citizen Newsletter



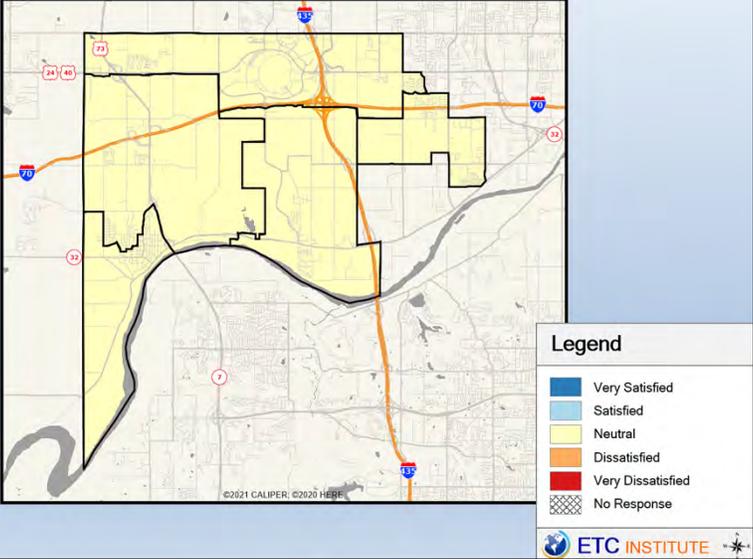
Q15-06. Unified Government eNews newsletter



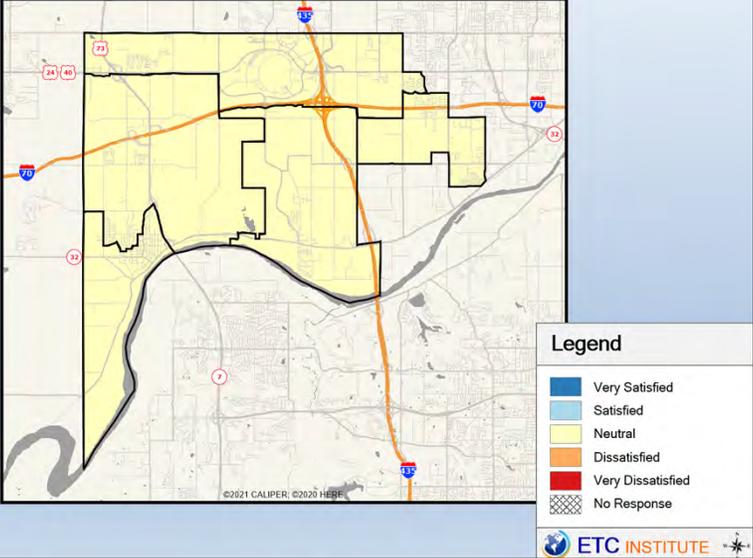
Q15-07. Unified Government social media



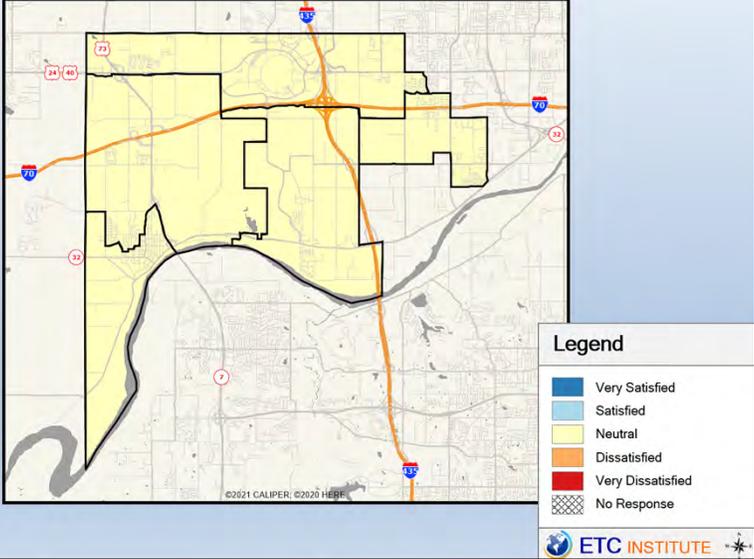
Q15-08. myWyco app – property taxes



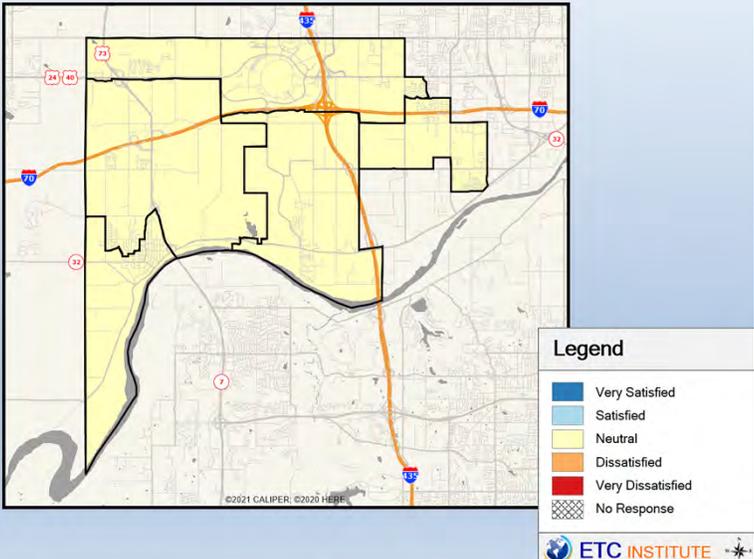
Q15-09. myWyco app – 3-1-1 service requests



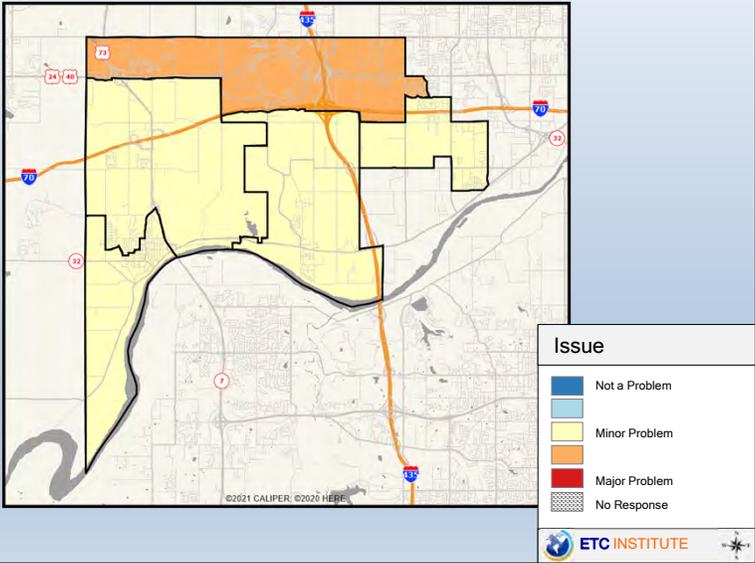
Q15-10. myWyco app – Municipal Court payments



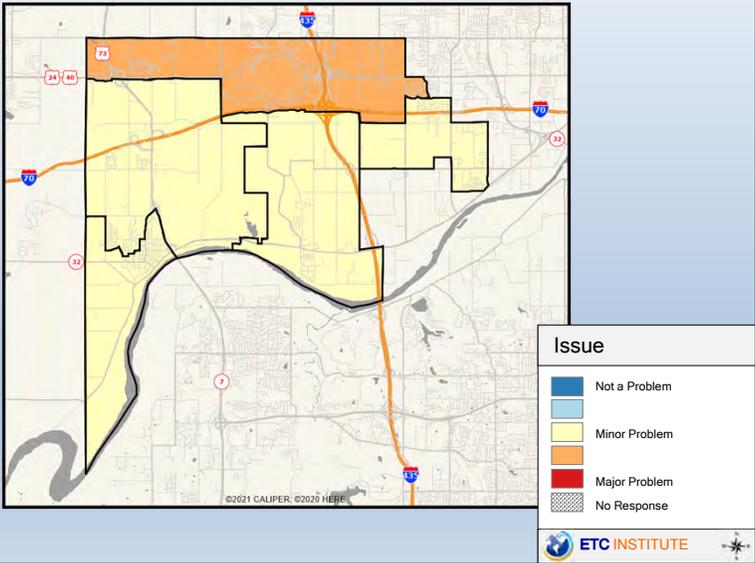
Q15-11. Online maps



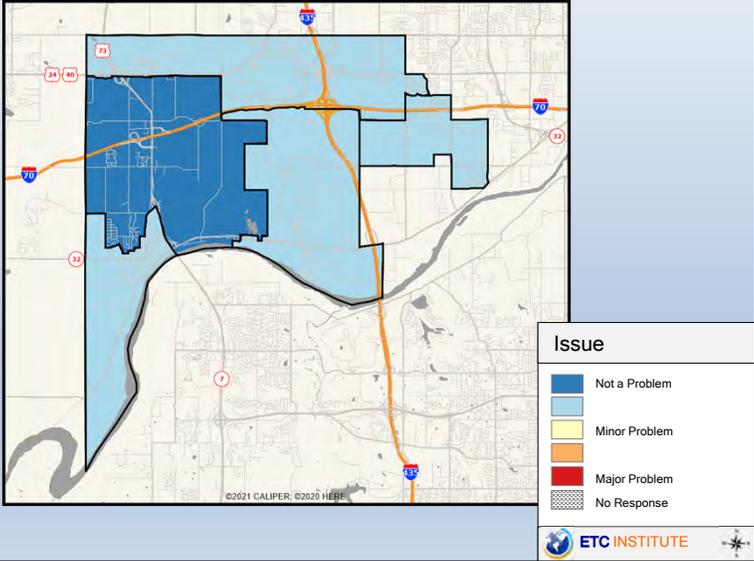
Q16-01. Crime



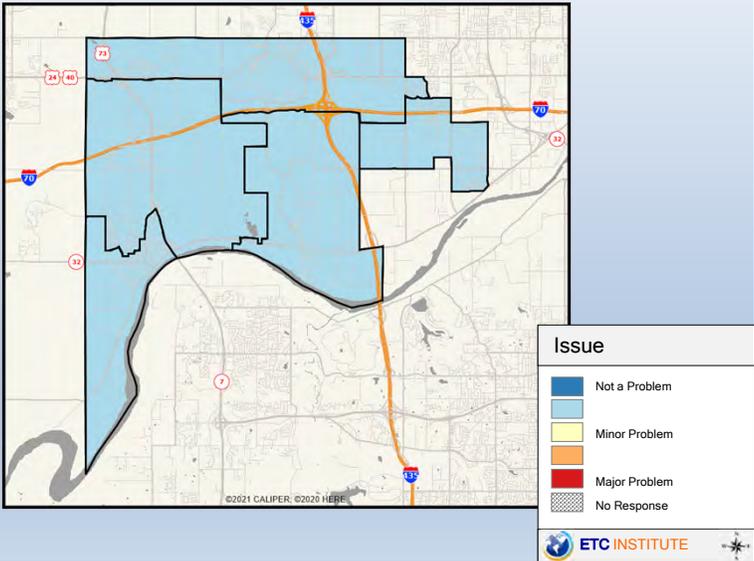
Q16-02. Drugs



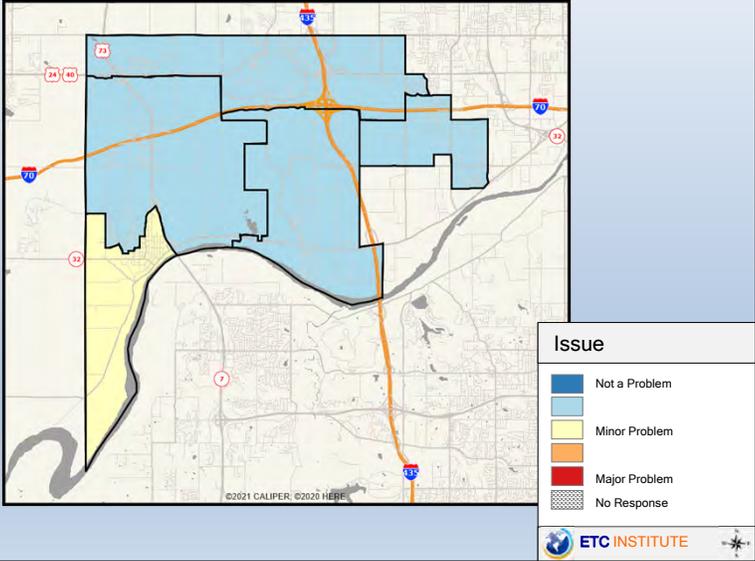
Q16-03. Graffiti



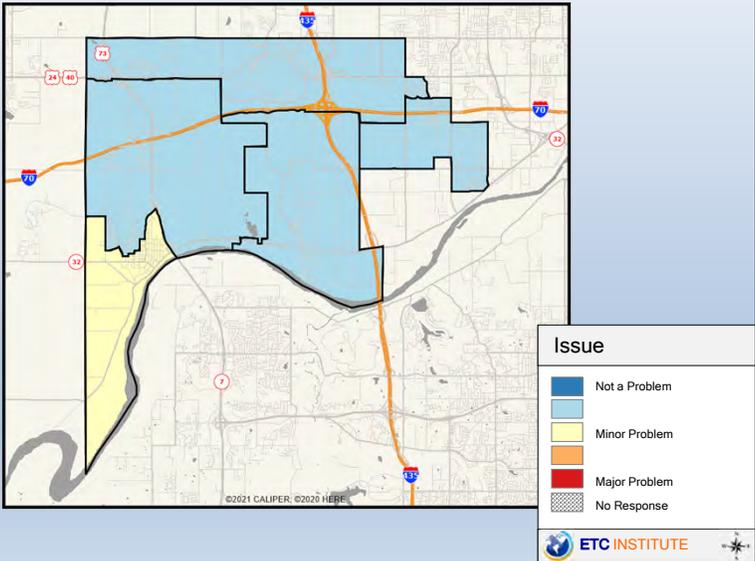
Q16-04. Noise



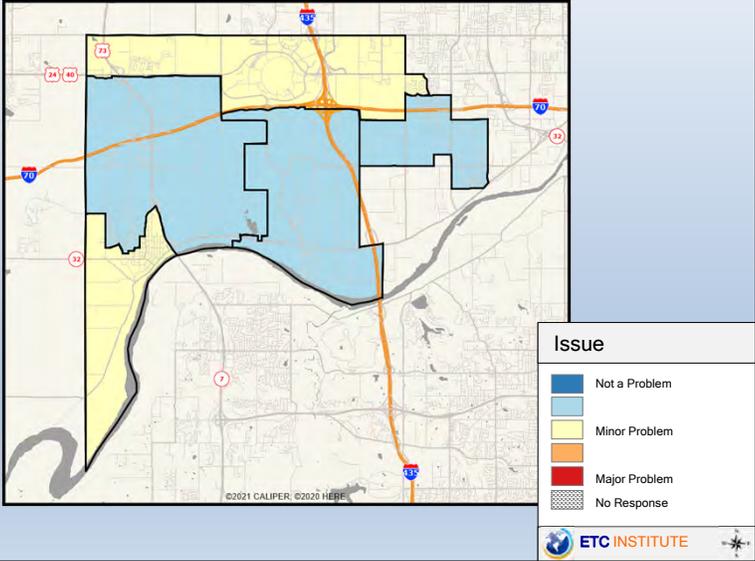
Q16-05. Rundown buildings



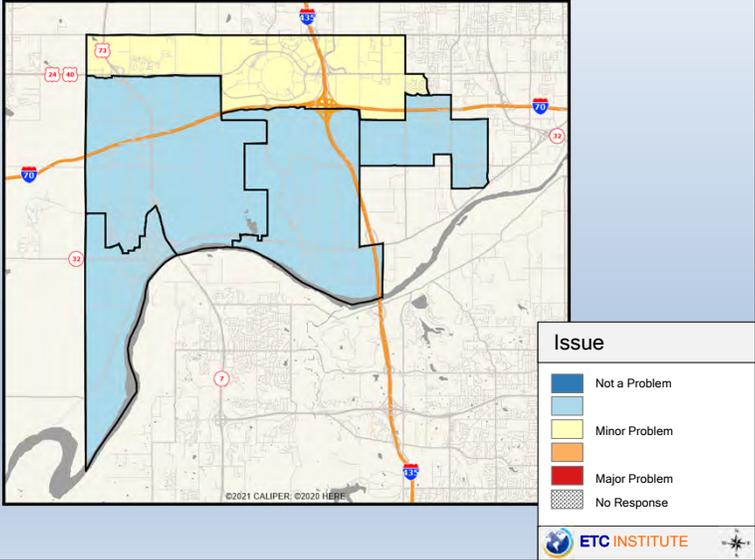
Q16-06. Abandoned/junk vehicles



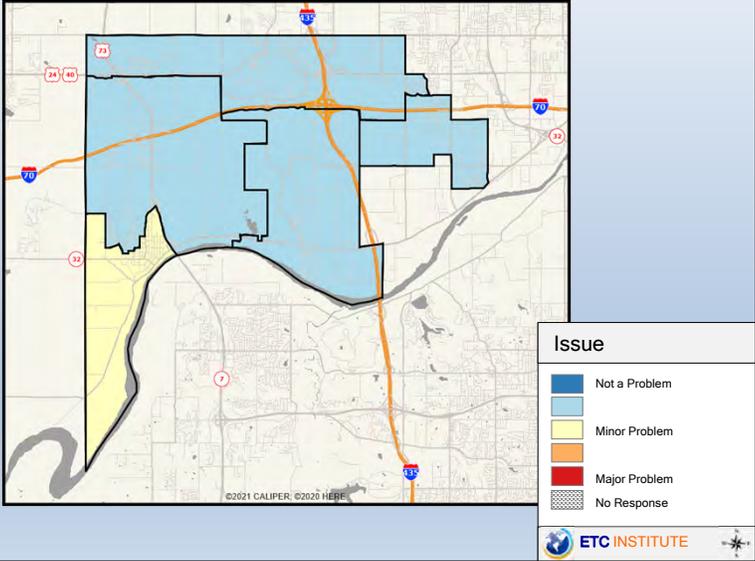
Q16-07. Vehicles parked on streets



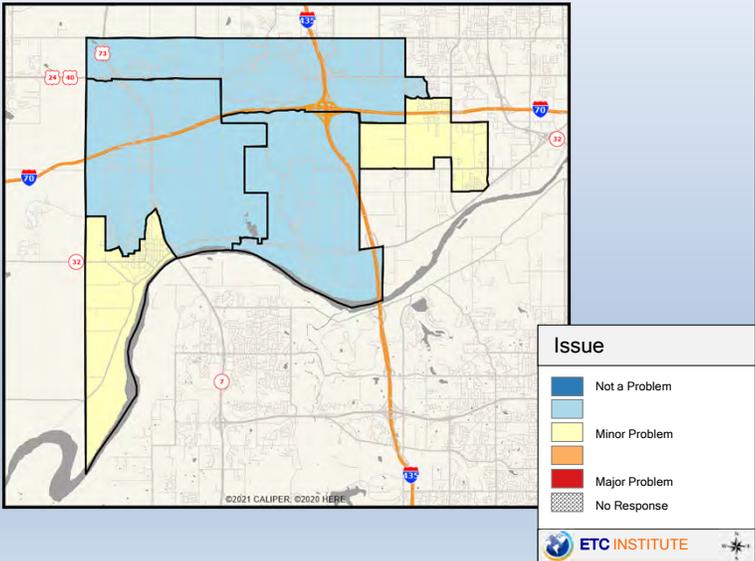
Q16-08. Homelessness



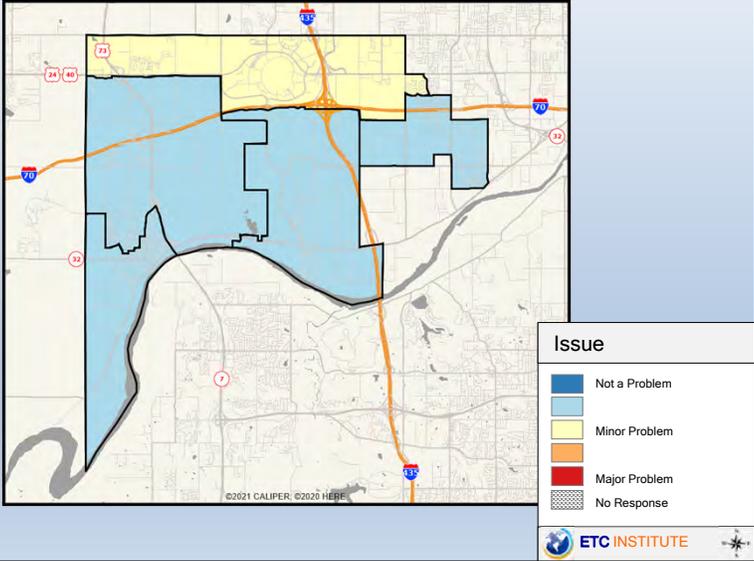
Q16-09. Overgrown lots



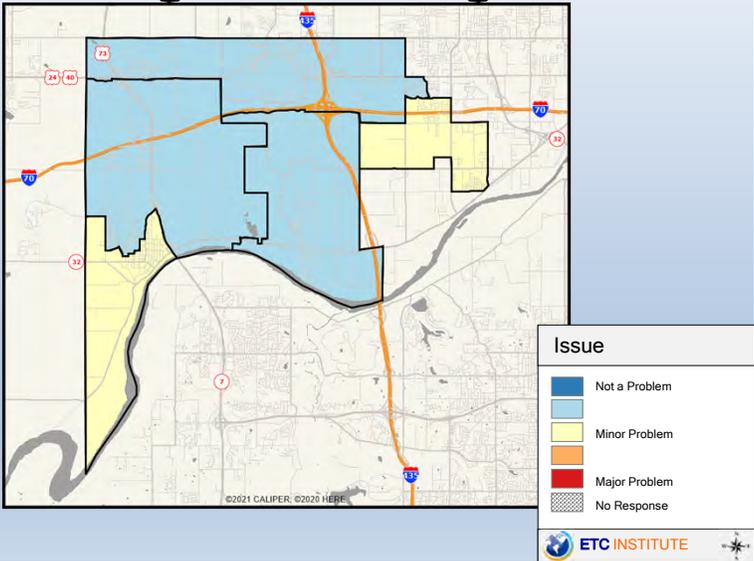
Q16-10. Illegal dumping



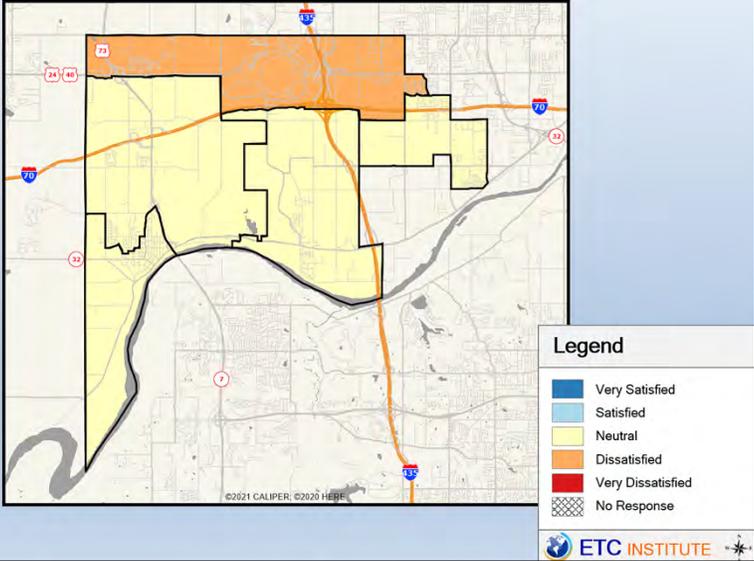
Q16-11. Roaming/loose animals



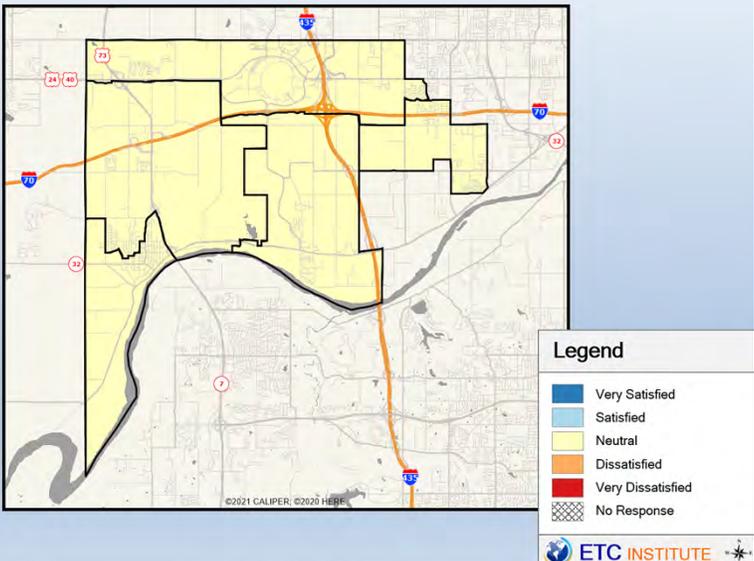
Q16-12. Street racing or dangerous driving



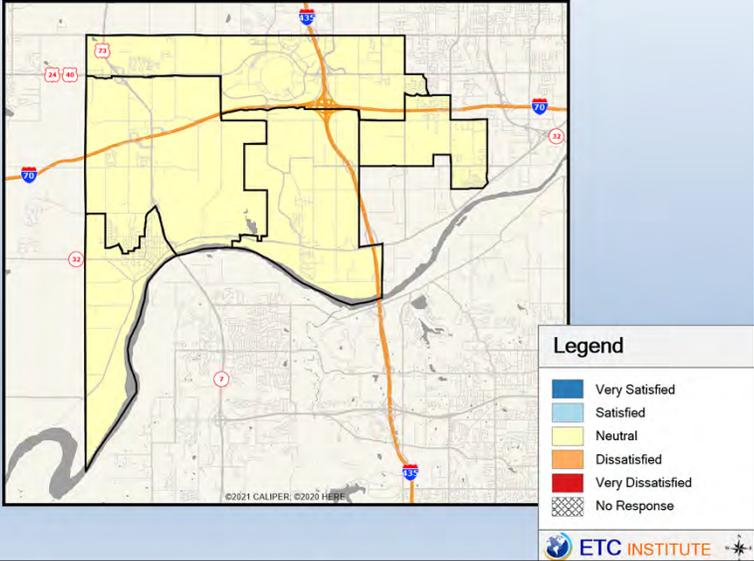
Q17-1. Enforcing the clean-up of junk, trash, and debris (blight) city-wide



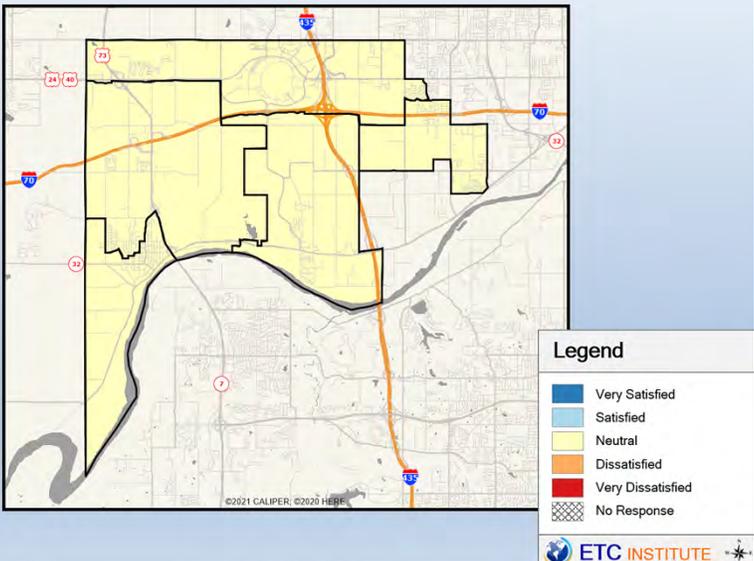
Q17-2. Enforcing the clean-up of junk, trash, and debris (blight), in your neighborhood



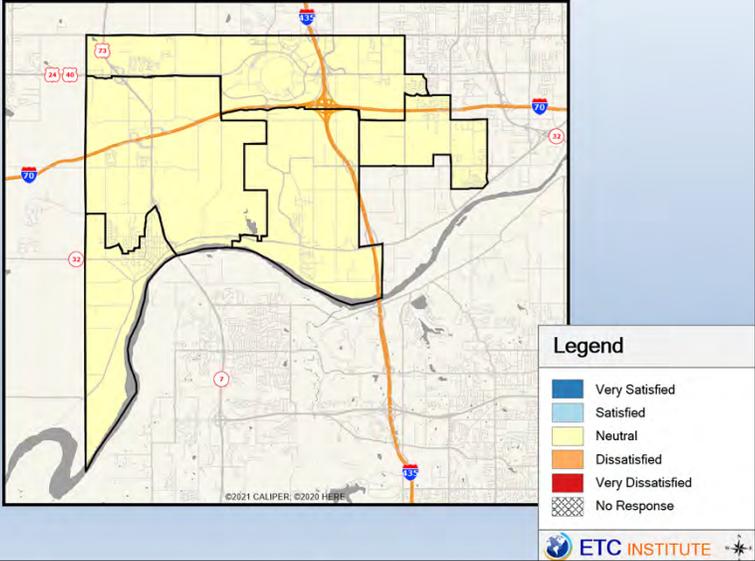
Q17-3. Enforcing the mowing and trimming of weeds on vacant property city-wide



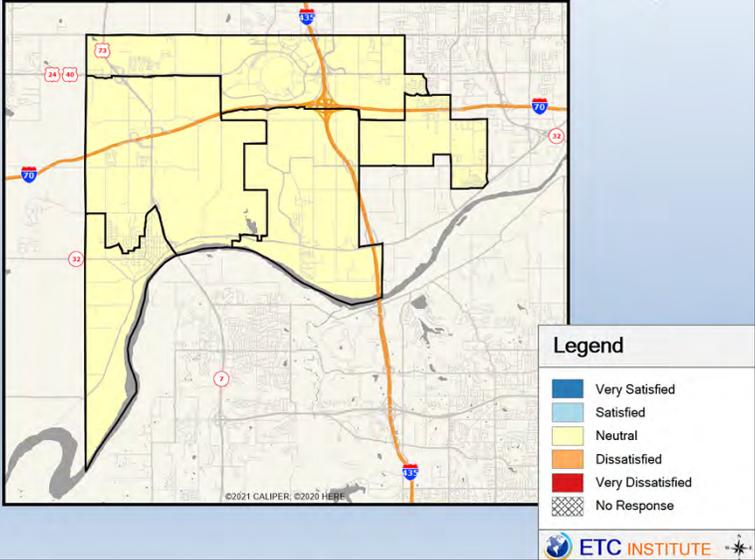
Q17-4. Enforcing the mowing and trimming of weeds on vacant property in your neighborhood



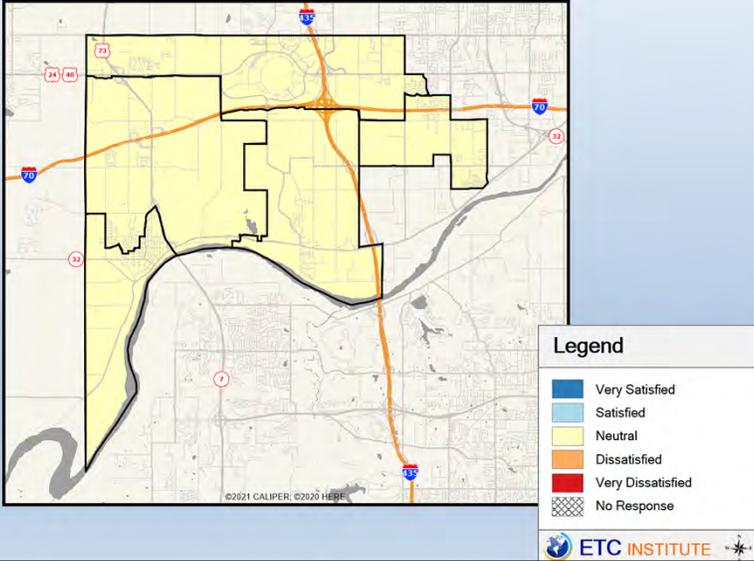
Q17-5. Enforcing the maintenance of homes in your neighborhood



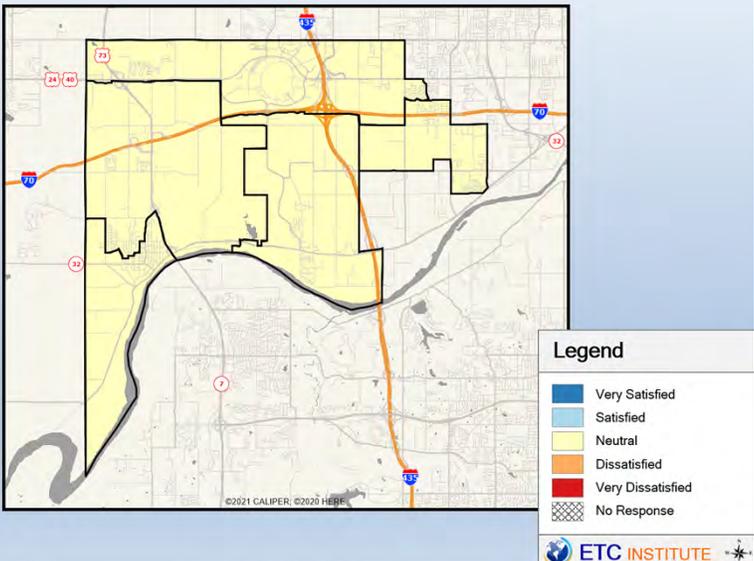
Q17-6. Enforcing the maintenance of commercial/business property



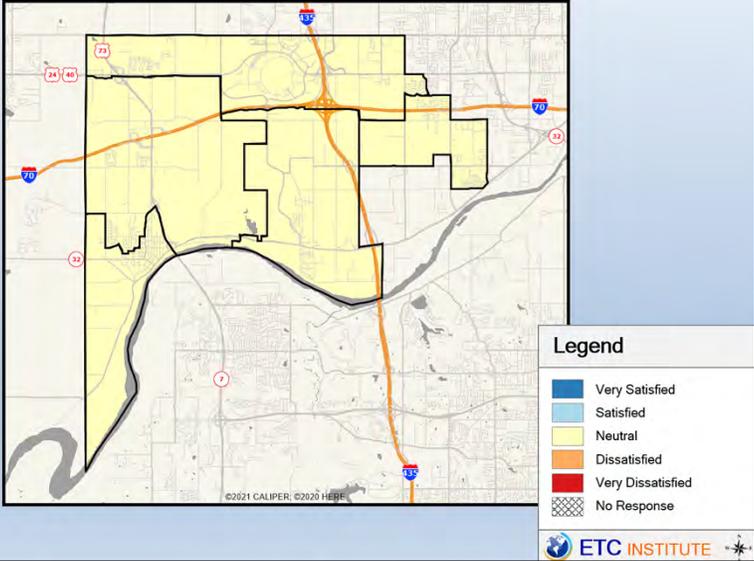
Q17-7. Enforcing the removal of inoperable or junk cars in your neighborhood



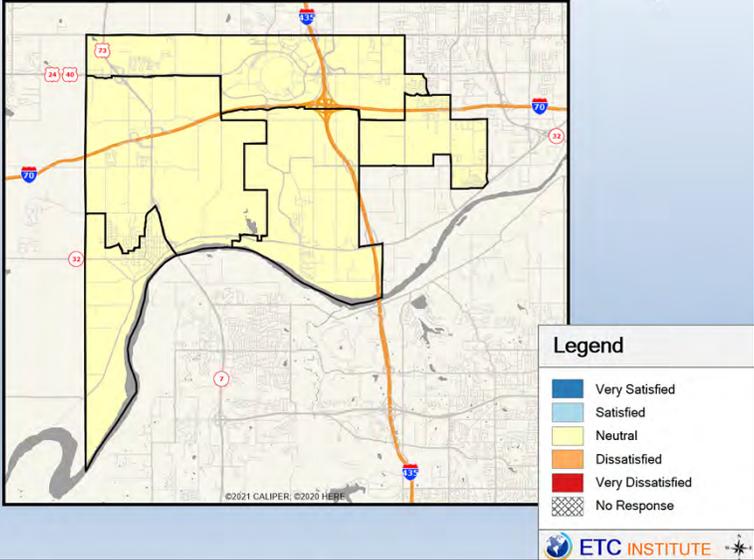
Q19. Please indicate how you feel about the current quality of life in your neighborhood



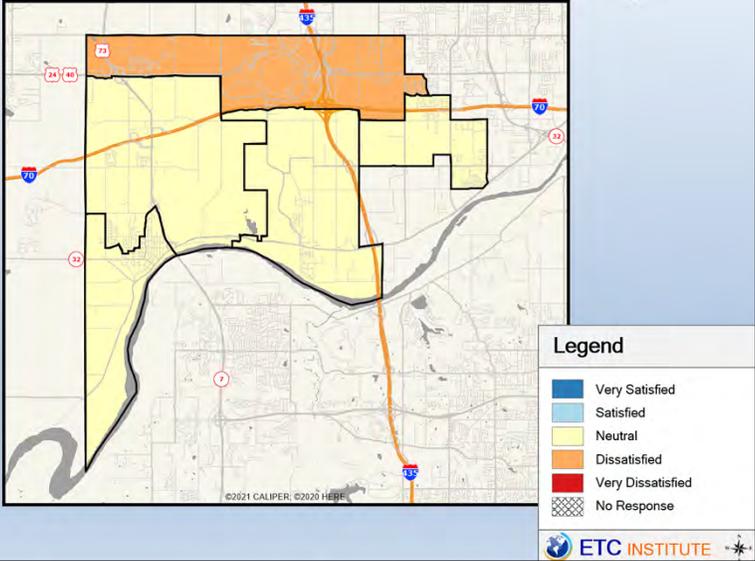
Q20-01. How Wyandotte County manages growth and development



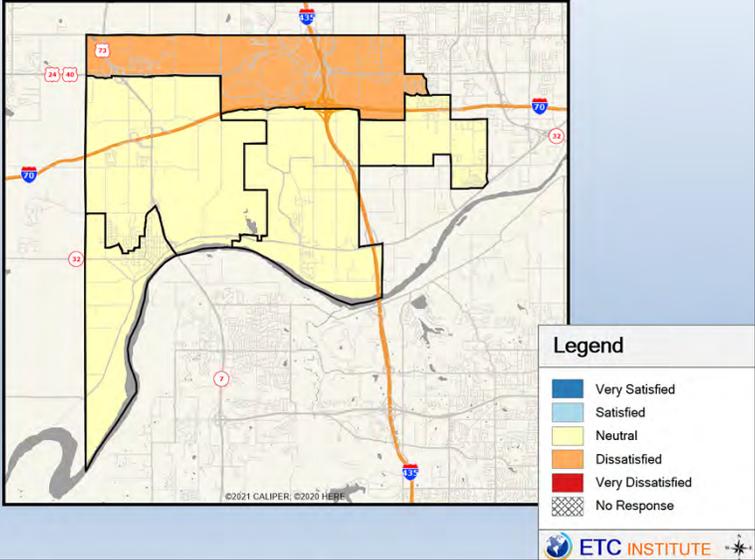
Q20-02. Overall quality of roads and bridges in Wyandotte County



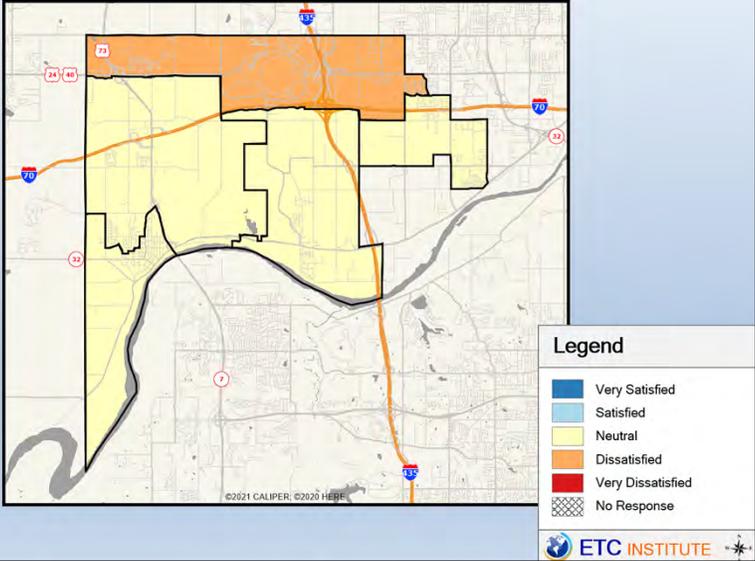
Q20-03. Overall quality of sidewalks in Wyandotte County



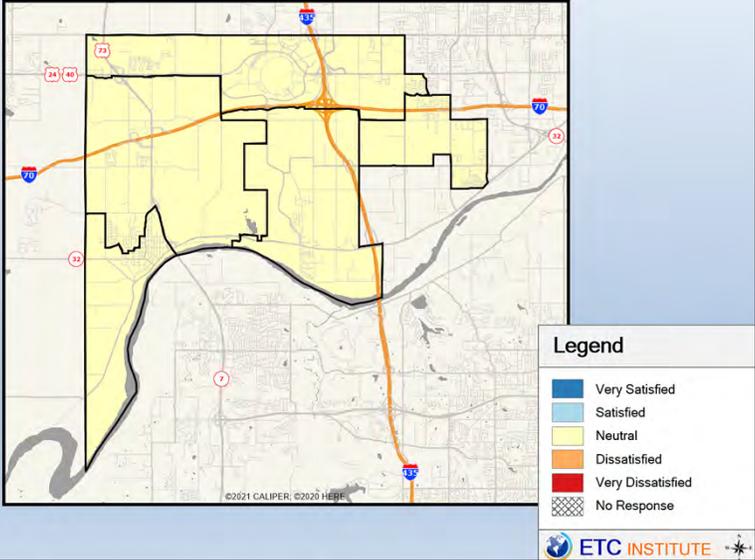
Q20-04. Overall appearance of Wyandotte County



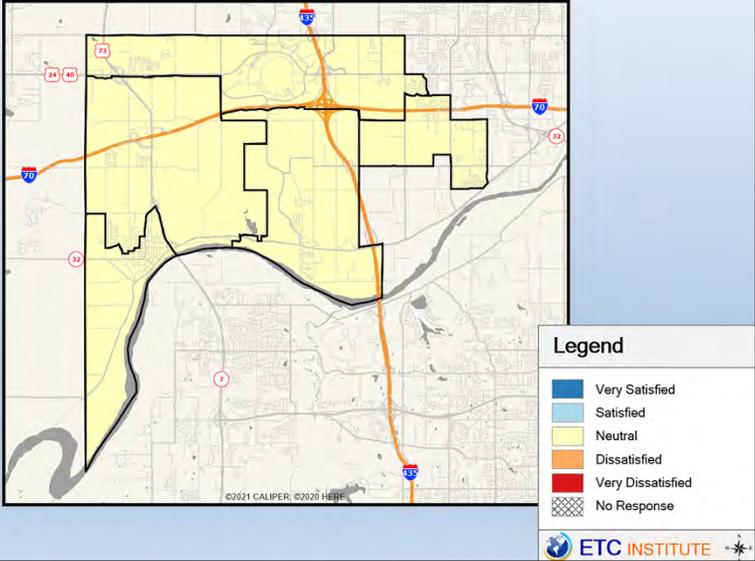
Q20-05. Overall feeling of safety in Wyandotte County



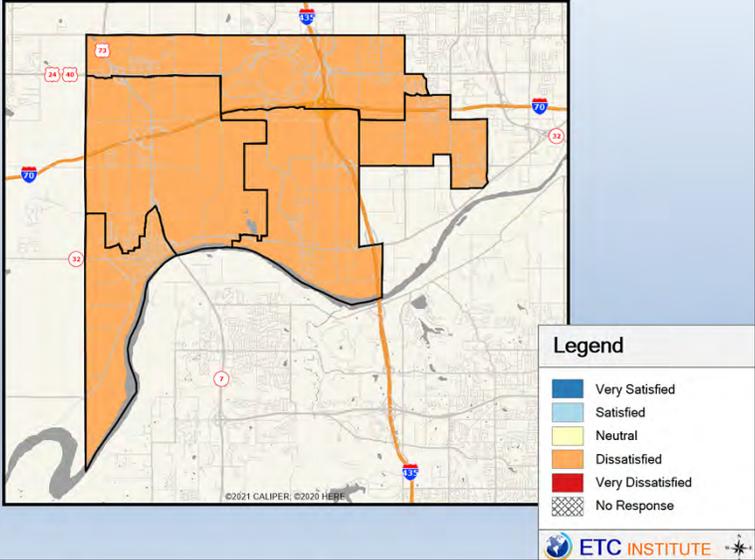
Q20-06. Overall quality of city and county services



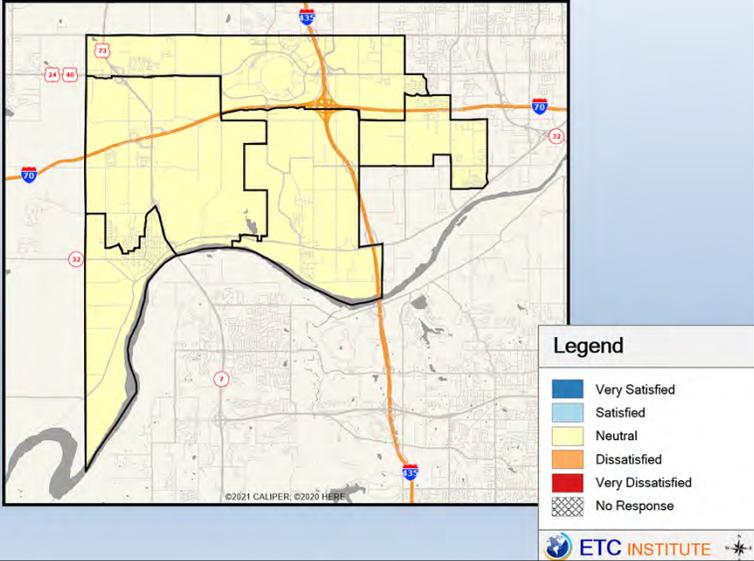
Q20-07. Appearance of commercial areas where you shop/do business within Wyandotte County



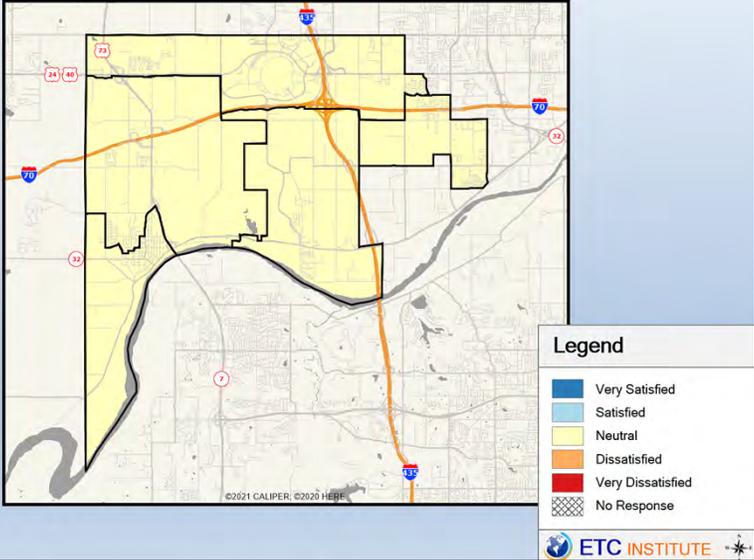
Q20-08. The overall value you receive for the city/county taxes and fees that you pay



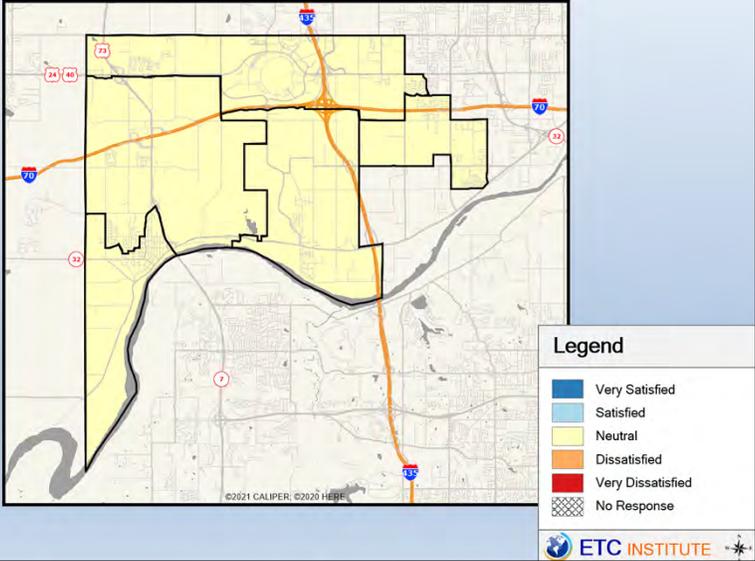
Q20-09. Wyandotte County as a place to live



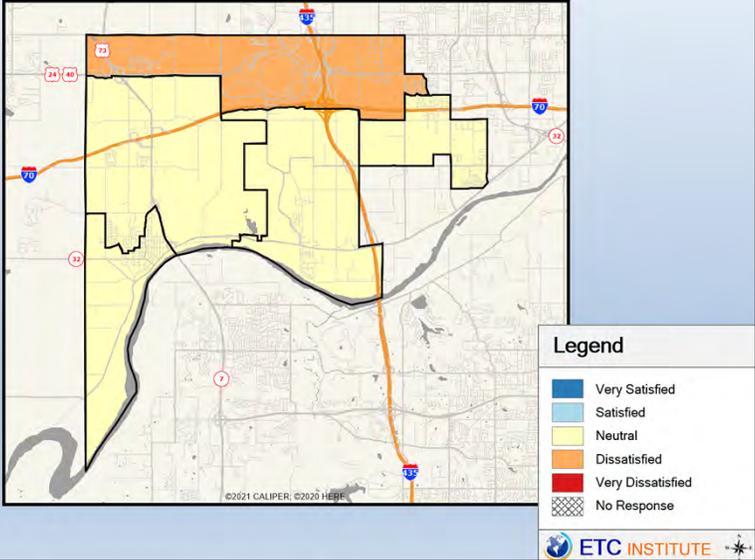
Q20-10. Wyandotte County as a place to raise children



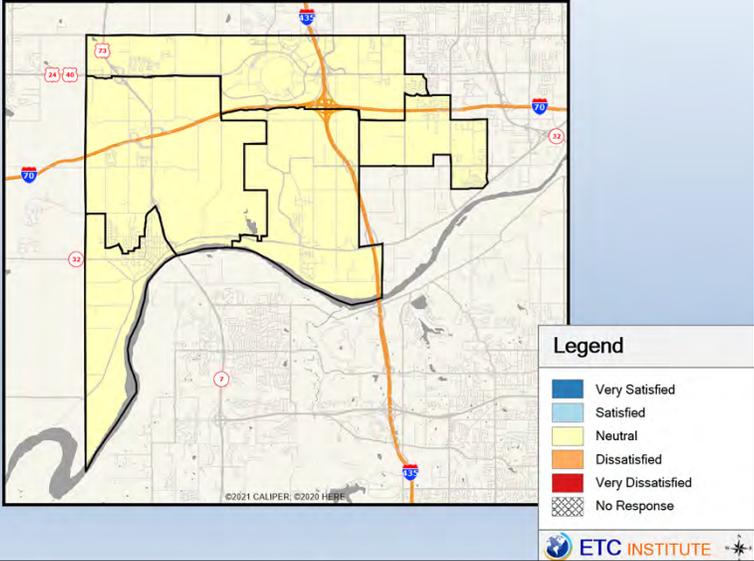
Q20-11. Wyandotte County as a place to work



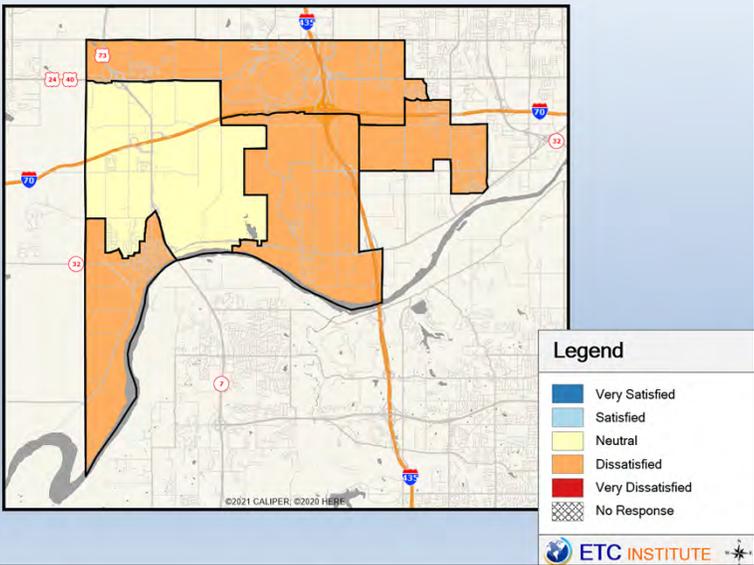
Q20-12. Overall image of Wyandotte County



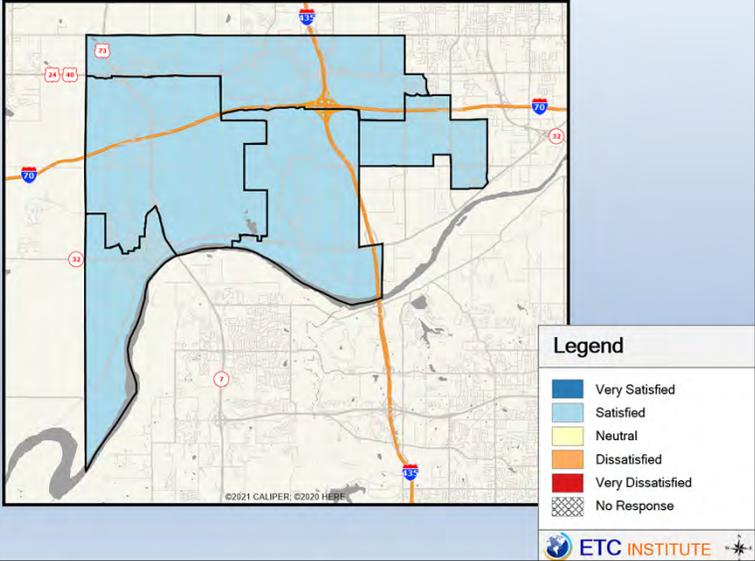
Q20-13. Overall quality of life in Wyandotte County



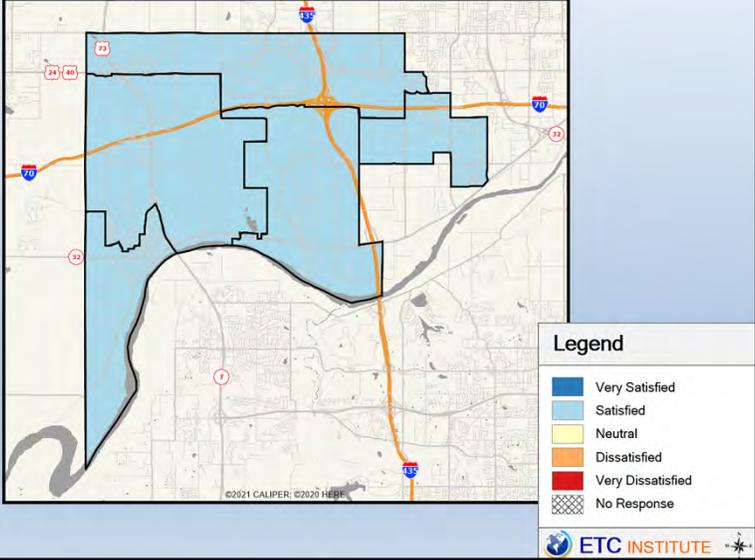
Q20-14. Overall quality of the education system in Wyandotte County



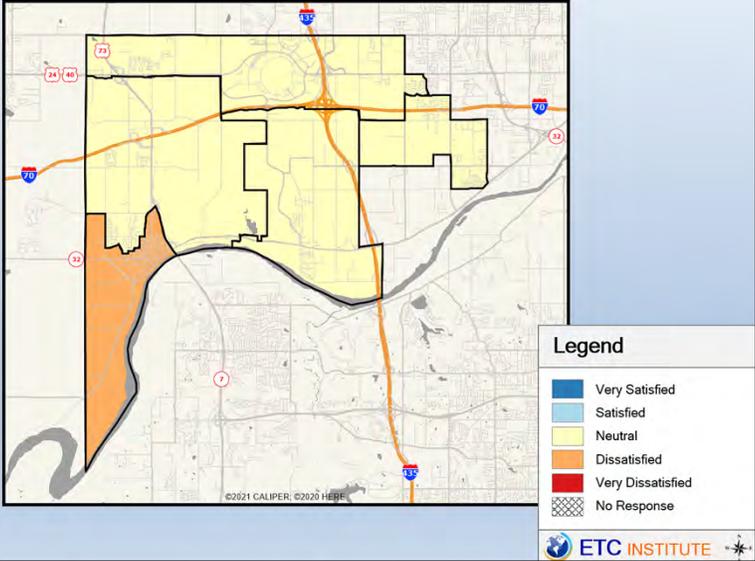
Q22-1. Curbside residential trash collection



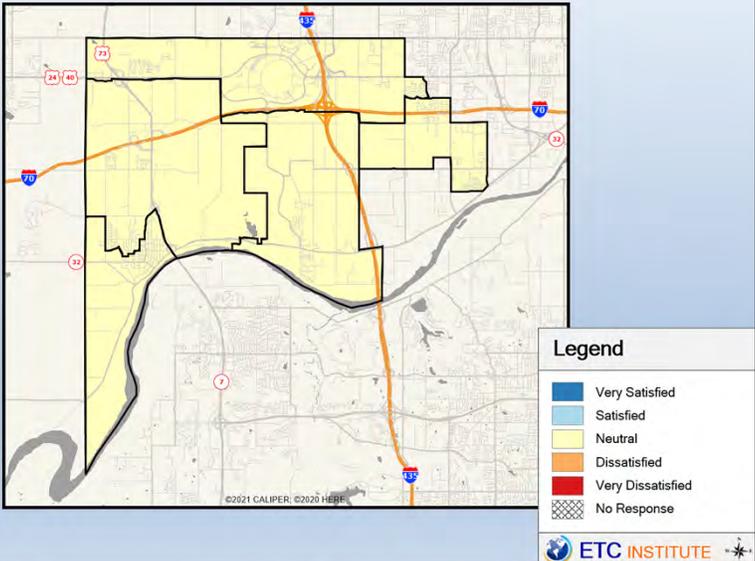
Q22-2. Curbside residential recycling collection



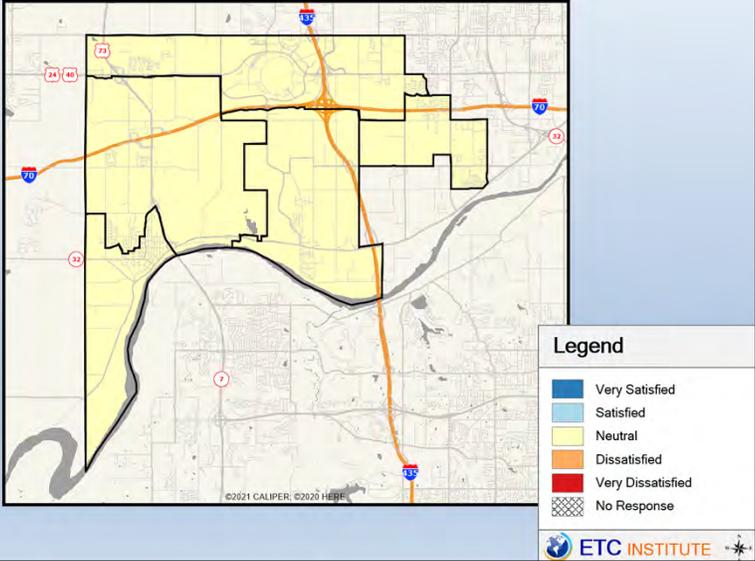
Q23-1. Availability of affordable housing



Q23-2. Quality of housing



Q23-3. Availability of handicap-accessible housing



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. (without "don't know")

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q1-1. Police services</u>						
Very satisfied	32.7%	30.4%	29.7%	18.0%	19.5%	25.5%
Satisfied	37.6%	34.8%	46.9%	50.0%	39.0%	42.3%
Neutral	17.8%	23.9%	17.2%	23.0%	28.6%	21.9%
Dissatisfied	7.9%	4.3%	4.7%	5.0%	5.2%	5.7%
Very dissatisfied	4.0%	6.5%	1.6%	4.0%	7.8%	4.6%

Q1-2. Fire services

Very satisfied	41.1%	40.0%	30.5%	28.1%	33.3%	34.3%
Satisfied	35.8%	37.8%	52.5%	57.3%	47.4%	46.6%
Neutral	13.7%	15.6%	13.6%	12.5%	17.9%	14.5%
Dissatisfied	6.3%	6.7%	3.4%	2.1%	0.0%	3.5%
Very dissatisfied	3.2%	0.0%	0.0%	0.0%	1.3%	1.1%

Q1. Neighborhood/Community Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following services in the neighborhood/community where you live. (without "don't know")

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q1-3. Ambulance services</u>						
Very satisfied	39.5%	43.9%	29.1%	22.6%	33.3%	32.5%
Satisfied	39.5%	39.0%	49.1%	57.0%	44.4%	46.7%
Neutral	15.1%	17.1%	16.4%	18.3%	17.5%	16.9%
Dissatisfied	3.5%	0.0%	5.5%	0.0%	3.2%	2.4%
Very dissatisfied	2.3%	0.0%	0.0%	2.2%	1.6%	1.5%

Q1-4. Maintenance of City streets

Very satisfied	10.7%	10.9%	6.3%	4.9%	2.5%	6.8%
Satisfied	32.0%	32.6%	21.9%	17.6%	20.0%	24.3%
Neutral	23.3%	30.4%	26.6%	19.6%	28.8%	24.8%
Dissatisfied	18.4%	19.6%	26.6%	36.3%	26.3%	26.1%
Very dissatisfied	15.5%	6.5%	18.8%	21.6%	22.5%	18.0%

Q1. Neighborhood/Community Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following services in the neighborhood/community where you live. (without "don't know")

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q1-5. Stormwater management system</u>						
Very satisfied	14.6%	7.0%	5.4%	8.3%	6.8%	9.1%
Satisfied	33.3%	41.9%	37.5%	33.3%	26.0%	33.5%
Neutral	35.4%	39.5%	30.4%	39.6%	41.1%	37.4%
Dissatisfied	11.5%	7.0%	14.3%	10.4%	19.2%	12.6%
Very dissatisfied	5.2%	4.7%	12.5%	8.3%	6.8%	7.4%

Q1-6. Sewer & wastewater system

Very satisfied	13.4%	11.6%	1.8%	7.4%	8.2%	8.8%
Satisfied	40.2%	32.6%	44.6%	37.9%	32.9%	37.9%
Neutral	33.0%	44.2%	33.9%	40.0%	42.5%	38.2%
Dissatisfied	8.2%	9.3%	8.9%	9.5%	9.6%	9.1%
Very dissatisfied	5.2%	2.3%	10.7%	5.3%	6.8%	6.0%

Q1. Neighborhood/Community Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following services in the neighborhood/community where you live. (without "don't know")

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q1-7. Trash collection & recycling

Very satisfied	15.8%	19.1%	20.6%	16.8%	21.5%	18.4%
Satisfied	40.6%	29.8%	54.0%	51.5%	38.0%	43.7%
Neutral	19.8%	27.7%	14.3%	14.9%	24.1%	19.4%
Dissatisfied	15.8%	14.9%	6.3%	9.9%	15.2%	12.5%
Very dissatisfied	7.9%	8.5%	4.8%	6.9%	1.3%	5.9%

Q1-8. Parks & recreation facilities

Very satisfied	25.8%	29.5%	13.3%	4.2%	11.4%	15.8%
Satisfied	42.3%	45.5%	43.3%	41.1%	31.4%	40.4%
Neutral	24.7%	15.9%	23.3%	27.4%	38.6%	26.8%
Dissatisfied	5.2%	4.5%	13.3%	16.8%	17.1%	11.7%
Very dissatisfied	2.1%	4.5%	6.7%	10.5%	1.4%	5.2%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q1-9. Parks & recreation programs</u>						
Very satisfied	19.3%	19.0%	12.7%	4.8%	7.0%	12.1%
Satisfied	31.3%	40.5%	34.5%	20.2%	24.6%	29.0%
Neutral	41.0%	35.7%	36.4%	47.6%	56.1%	43.9%
Dissatisfied	6.0%	2.4%	9.1%	16.7%	7.0%	9.0%
Very dissatisfied	2.4%	2.4%	7.3%	10.7%	5.3%	5.9%

Q1-10. Code enforcement

Very satisfied	8.8%	7.3%	7.3%	3.2%	7.2%	6.6%
Satisfied	23.1%	17.1%	23.6%	20.4%	20.3%	21.2%
Neutral	49.5%	36.6%	38.2%	37.6%	33.3%	39.8%
Dissatisfied	8.8%	31.7%	20.0%	18.3%	24.6%	18.9%
Very dissatisfied	9.9%	7.3%	10.9%	20.4%	14.5%	13.5%

Q1. Neighborhood/Community Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following services in the neighborhood/community where you live. (without "don't know")

N=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q1-11. Planning & zoning

Very satisfied	12.2%	7.1%	3.6%	3.4%	3.1%	6.2%
Satisfied	20.0%	23.8%	25.5%	22.5%	18.8%	21.8%
Neutral	43.3%	45.2%	40.0%	37.1%	53.1%	43.2%
Dissatisfied	15.6%	14.3%	18.2%	25.8%	14.1%	18.2%
Very dissatisfied	8.9%	9.5%	12.7%	11.2%	10.9%	10.6%

Q1-12. Municipal court

Very satisfied	11.4%	5.3%	6.0%	3.6%	8.5%	7.1%
Satisfied	26.6%	18.4%	36.0%	23.8%	25.4%	26.1%
Neutral	55.7%	65.8%	44.0%	52.4%	50.8%	53.2%
Dissatisfied	5.1%	2.6%	8.0%	11.9%	10.2%	8.1%
Very dissatisfied	1.3%	7.9%	6.0%	8.3%	5.1%	5.5%

Q1. Neighborhood/Community Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following services in the neighborhood/community where you live. (without "don't know")

N=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q1-13. Public transportation

Very satisfied	12.2%	5.3%	6.3%	5.2%	7.1%	7.5%
Satisfied	24.3%	28.9%	22.9%	27.3%	30.4%	26.6%
Neutral	41.9%	39.5%	35.4%	41.6%	42.9%	40.6%
Dissatisfied	17.6%	13.2%	22.9%	18.2%	17.9%	18.1%
Very dissatisfied	4.1%	13.2%	12.5%	7.8%	1.8%	7.2%

Q2. Neighborhood/Community Priorities. Which FOUR of the services listed in Question 1 should receive the MOST EMPHASIS for improvement in the neighborhood/community where you live over the next TWO years? (top 4)

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q2. Sum of top 4 choices</u>						
Police services	39.8%	40.4%	29.7%	41.3%	45.0%	39.7%
Fire services	31.1%	23.4%	15.6%	12.5%	17.5%	20.1%
Ambulance services	17.5%	17.0%	20.3%	12.5%	11.3%	15.3%
Maintenance of City streets	73.8%	57.4%	79.7%	73.1%	77.5%	73.4%
Storm water runoff/management system	18.4%	21.3%	28.1%	15.4%	23.8%	20.6%
Sewer & wastewater system	24.3%	14.9%	23.4%	14.4%	27.5%	21.1%
Trash collection & recycling	33.0%	29.8%	10.9%	30.8%	23.8%	26.6%
Parks & recreation facilities	31.1%	21.3%	31.3%	31.7%	25.0%	28.9%
Parks & recreation programs	15.5%	6.4%	15.6%	24.0%	16.3%	16.8%
Code enforcement	22.3%	34.0%	25.0%	28.8%	37.5%	28.9%
Planning & zoning	24.3%	23.4%	32.8%	26.9%	18.8%	25.1%
Municipal court	4.9%	17.0%	7.8%	14.4%	12.5%	10.8%
Public transportation	21.4%	36.2%	29.7%	23.1%	23.8%	25.4%
None chosen	4.9%	8.5%	9.4%	7.7%	7.5%	7.3%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q3-1. Services for people living with developmental disabilities

Very satisfied	5.4%	0.0%	5.4%	8.5%	0.0%	4.4%
Satisfied	17.9%	20.0%	8.1%	15.3%	20.9%	16.4%
Neutral	53.6%	60.0%	67.6%	45.8%	58.1%	55.6%
Dissatisfied	14.3%	16.7%	18.9%	23.7%	18.6%	18.7%
Very dissatisfied	8.9%	3.3%	0.0%	6.8%	2.3%	4.9%

Q3-2. Services for seniors (non-transportation)

Very satisfied	6.3%	3.3%	2.3%	4.6%	0.0%	3.5%
Satisfied	23.4%	26.7%	16.3%	18.5%	18.9%	20.4%
Neutral	42.2%	50.0%	46.5%	43.1%	52.8%	46.3%
Dissatisfied	25.0%	16.7%	30.2%	26.2%	24.5%	25.1%
Very dissatisfied	3.1%	3.3%	4.7%	7.7%	3.8%	4.7%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q3-3. Senior transportation</u>						
Very satisfied	8.2%	9.1%	2.5%	3.4%	2.0%	5.0%
Satisfied	18.0%	18.2%	12.5%	18.6%	12.2%	16.1%
Neutral	54.1%	51.5%	52.5%	40.7%	65.3%	52.5%
Dissatisfied	14.8%	18.2%	30.0%	28.8%	18.4%	21.9%
Very dissatisfied	4.9%	3.0%	2.5%	8.5%	2.0%	4.5%

Q3-4. 3-1-1 Call Center

Very satisfied	8.6%	3.6%	5.0%	8.6%	4.8%	6.6%
Satisfied	17.2%	17.9%	22.5%	34.3%	32.3%	26.4%
Neutral	63.8%	60.7%	60.0%	38.6%	48.4%	52.3%
Dissatisfied	5.2%	17.9%	10.0%	12.9%	12.9%	11.2%
Very dissatisfied	5.2%	0.0%	2.5%	5.7%	1.6%	3.5%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q3-5. Property tax administration</u>						
Very satisfied	2.2%	0.0%	1.7%	2.1%	0.0%	1.4%
Satisfied	17.6%	15.4%	10.2%	8.5%	16.7%	13.6%
Neutral	29.7%	30.8%	30.5%	26.6%	30.8%	29.4%
Dissatisfied	24.2%	28.2%	23.7%	38.3%	23.1%	28.0%
Very dissatisfied	26.4%	25.6%	33.9%	24.5%	29.5%	27.7%

Q3-6. Motor vehicle registration

Very satisfied	5.1%	2.3%	3.3%	2.0%	5.0%	3.7%
Satisfied	28.3%	25.0%	21.3%	23.2%	26.3%	25.1%
Neutral	26.3%	20.5%	21.3%	28.3%	26.3%	25.3%
Dissatisfied	21.2%	29.5%	31.1%	29.3%	22.5%	26.1%
Very dissatisfied	19.2%	22.7%	23.0%	17.2%	20.0%	19.8%

Q3. County Level Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following County services. (without "don't know")

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q3-7. Appraiser's Office services

Very satisfied	2.3%	0.0%	1.9%	1.2%	1.5%	1.5%
Satisfied	14.9%	20.0%	17.3%	11.1%	16.2%	15.2%
Neutral	43.7%	27.5%	38.5%	43.2%	35.3%	39.0%
Dissatisfied	20.7%	35.0%	17.3%	27.2%	23.5%	24.1%
Very dissatisfied	18.4%	17.5%	25.0%	17.3%	23.5%	20.1%

Q3-8. County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)

Very satisfied	15.6%	22.5%	8.8%	6.1%	16.4%	12.9%
Satisfied	43.8%	42.5%	49.1%	45.5%	39.7%	44.1%
Neutral	25.0%	27.5%	31.6%	35.4%	27.4%	29.6%
Dissatisfied	12.5%	7.5%	7.0%	11.1%	15.1%	11.2%
Very dissatisfied	3.1%	0.0%	3.5%	2.0%	1.4%	2.2%

Q3. County Level Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following County services. (without "don't know")

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q3-9. District Attorneys' Office

Very satisfied	6.8%	2.9%	4.9%	5.1%	8.3%	5.9%
Satisfied	13.7%	23.5%	17.1%	15.2%	11.7%	15.3%
Neutral	52.1%	52.9%	39.0%	39.2%	50.0%	46.3%
Dissatisfied	12.3%	2.9%	12.2%	12.7%	18.3%	12.5%
Very dissatisfied	15.1%	17.6%	26.8%	27.8%	11.7%	19.9%

Q3-10. Local elections

Very satisfied	10.6%	7.3%	12.1%	7.1%	10.8%	9.6%
Satisfied	37.2%	34.1%	34.5%	39.8%	31.1%	35.9%
Neutral	30.9%	46.3%	31.0%	27.6%	37.8%	33.2%
Dissatisfied	14.9%	4.9%	12.1%	18.4%	10.8%	13.4%
Very dissatisfied	6.4%	7.3%	10.3%	7.1%	9.5%	7.9%

Q3. County Level Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the quality of each of the following County services. (without "don't know")

N=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q3-11. Public health services

Very satisfied	12.5%	7.7%	5.9%	9.1%	6.0%	8.7%
Satisfied	31.8%	30.8%	25.5%	37.5%	38.8%	33.6%
Neutral	38.6%	35.9%	47.1%	33.0%	43.3%	39.0%
Dissatisfied	12.5%	20.5%	13.7%	11.4%	10.4%	12.9%
Very dissatisfied	4.5%	5.1%	7.8%	9.1%	1.5%	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? (top 4)

N=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	
Services for people living with developmental disabilities	28.2%	27.7%	26.6%	29.8%	25.0%	27.6%
Services for seniors (non-transportation)	31.1%	25.5%	39.1%	32.7%	37.5%	33.4%
Senior transportation	17.5%	17.0%	23.4%	26.0%	17.5%	20.6%
3-1-1 Call Center	7.8%	10.6%	3.1%	11.5%	15.0%	9.8%
Property tax administration	50.5%	44.7%	50.0%	50.0%	52.5%	50.0%
Motor vehicle registration	52.4%	51.1%	43.8%	54.8%	45.0%	50.0%
Appraiser's Office services	35.9%	36.2%	34.4%	27.9%	31.3%	32.7%
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	30.1%	25.5%	31.3%	29.8%	31.3%	29.9%
District Attorneys' Office	21.4%	17.0%	12.5%	26.0%	26.3%	21.6%
Local elections	19.4%	14.9%	23.4%	22.1%	18.8%	20.1%
Public health services	32.0%	34.0%	28.1%	35.6%	25.0%	31.2%
None chosen	9.7%	10.6%	14.1%	6.7%	12.5%	10.3%

Q5. Overall Priorities. Using the lists in Questions 1 and 3, which FOUR items do you think should be the TOP OVERALL PRIORITIES for the Unified Government over the next TWO years? (top 4)

N=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q5. Sum of top 4 choices</u>						
Police services	30.1%	19.1%	23.4%	24.0%	32.5%	26.6%
Fire services	18.4%	17.0%	12.5%	8.7%	13.8%	13.8%
Ambulance services	8.7%	8.5%	12.5%	2.9%	8.8%	7.8%
Maintenance of City streets	46.6%	19.1%	50.0%	48.1%	57.5%	46.5%
Storm water management system	5.8%	4.3%	7.8%	5.8%	12.5%	7.3%
Sewer & wastewater system	6.8%	8.5%	12.5%	5.8%	8.8%	8.0%
Trash collection & recycling	14.6%	14.9%	7.8%	11.5%	17.5%	13.3%
Parks & recreation facilities	7.8%	6.4%	10.9%	17.3%	6.3%	10.3%
Parks & recreation programs	4.9%	4.3%	6.3%	9.6%	6.3%	6.5%
Code enforcement	12.6%	8.5%	12.5%	17.3%	22.5%	15.3%
Planning & zoning	3.9%	8.5%	12.5%	10.6%	5.0%	7.8%
Municipal court	1.9%	2.1%	1.6%	4.8%	5.0%	3.3%
Public transportation	5.8%	12.8%	9.4%	6.7%	6.3%	7.5%

Q5. Overall Priorities. Using the lists in Questions 1 and 3, which FOUR items do you think should be the TOP OVERALL PRIORITIES for the Unified Government over the next TWO years? (top 4) (cont.)

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q5. Sum of top 4 choices (cont.)</u>						
Services for people living with developmental disabilities	11.7%	12.8%	10.9%	11.5%	8.8%	11.1%
Services for seniors (non-transportation)	13.6%	10.6%	14.1%	16.3%	15.0%	14.3%
Senior transportation	4.9%	8.5%	10.9%	11.5%	6.3%	8.3%
3-1-1 Call Center	0.0%	0.0%	1.6%	0.0%	2.5%	0.8%
Property tax administration	31.1%	27.7%	34.4%	26.9%	35.0%	30.9%
Motor vehicle registration	30.1%	25.5%	26.6%	20.2%	23.8%	25.1%
Appraiser's Office services	18.4%	17.0%	17.2%	9.6%	15.0%	15.1%
County parks (Wyandotte County Park, Wyandotte County Lake, Pierson Park)	10.7%	10.6%	7.8%	11.5%	6.3%	9.5%
District Attorneys' Office	10.7%	8.5%	12.5%	14.4%	6.3%	10.8%
Local elections	6.8%	4.3%	9.4%	6.7%	6.3%	6.8%
Public health services	13.6%	10.6%	7.8%	8.7%	6.3%	9.5%
None chosen	15.5%	27.7%	14.1%	17.3%	13.8%	16.8%

Q6. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by your government. (without "don't know")

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q6-1. Police visibility in residential neighborhoods

Very satisfied	16.3%	18.2%	22.2%	12.1%	10.1%	15.1%
Satisfied	43.9%	40.9%	38.1%	38.4%	34.2%	39.2%
Neutral	20.4%	25.0%	27.0%	24.2%	31.6%	25.3%
Dissatisfied	14.3%	9.1%	11.1%	19.2%	19.0%	15.4%
Very dissatisfied	5.1%	6.8%	1.6%	6.1%	5.1%	5.0%

Q6-2. Police visibility in commercial areas

Very satisfied	11.6%	14.0%	23.7%	11.3%	6.6%	12.7%
Satisfied	41.1%	51.2%	39.0%	44.3%	47.4%	44.1%
Neutral	27.4%	23.3%	27.1%	22.7%	28.9%	25.9%
Dissatisfied	15.8%	4.7%	10.2%	16.5%	13.2%	13.2%
Very dissatisfied	4.2%	7.0%	0.0%	5.2%	3.9%	4.1%

Q6. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by your government. (without "don't know")

N=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q6-3. Community appearance & maintenance

Very satisfied	6.1%	9.3%	6.6%	3.0%	1.3%	4.7%
Satisfied	31.3%	44.2%	34.4%	19.2%	25.3%	28.9%
Neutral	33.3%	20.9%	19.7%	33.3%	32.9%	29.7%
Dissatisfied	22.2%	20.9%	27.9%	32.3%	21.5%	25.5%
Very dissatisfied	7.1%	4.7%	11.5%	12.1%	19.0%	11.3%

Q6-4. Community policing

Very satisfied	14.5%	9.8%	19.7%	8.8%	7.1%	11.8%
Satisfied	33.7%	34.1%	36.1%	39.6%	30.0%	35.0%
Neutral	36.1%	31.7%	31.1%	25.3%	37.1%	32.1%
Dissatisfied	13.3%	7.3%	8.2%	19.8%	17.1%	14.2%
Very dissatisfied	2.4%	17.1%	4.9%	6.6%	8.6%	6.9%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q6-5. Traffic law enforcement</u>						
Very satisfied	12.5%	7.1%	17.7%	4.2%	5.5%	9.2%
Satisfied	38.5%	35.7%	40.3%	33.3%	34.2%	36.3%
Neutral	28.1%	28.6%	29.0%	35.4%	39.7%	32.5%
Dissatisfied	16.7%	14.3%	9.7%	19.8%	12.3%	15.2%
Very dissatisfied	4.2%	14.3%	3.2%	7.3%	8.2%	6.8%

Q6-6. Response time for police emergencies

Very satisfied	15.9%	19.5%	10.0%	6.7%	9.7%	11.9%
Satisfied	46.3%	43.9%	42.0%	36.0%	40.3%	41.6%
Neutral	25.6%	12.2%	28.0%	30.7%	30.6%	26.5%
Dissatisfied	7.3%	9.8%	18.0%	17.3%	12.9%	12.9%
Very dissatisfied	4.9%	14.6%	2.0%	9.3%	6.5%	7.1%

Q6. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by your government. (without "don't know")

N=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q6-7. Response time for fire emergencies

Very satisfied	20.8%	22.5%	20.0%	15.9%	13.8%	18.2%
Satisfied	44.4%	40.0%	44.0%	52.4%	53.4%	47.7%
Neutral	25.0%	27.5%	28.0%	26.8%	29.3%	27.2%
Dissatisfied	6.9%	5.0%	6.0%	2.4%	1.7%	4.3%
Very dissatisfied	2.8%	5.0%	2.0%	2.4%	1.7%	2.6%

Q6-8. Response time for medical emergency calls

Very satisfied	28.8%	31.6%	22.4%	20.0%	19.7%	23.9%
Satisfied	39.7%	39.5%	38.8%	50.0%	44.3%	43.2%
Neutral	26.0%	28.9%	32.7%	23.8%	31.1%	27.9%
Dissatisfied	2.7%	0.0%	4.1%	3.8%	3.3%	3.0%
Very dissatisfied	2.7%	0.0%	2.0%	2.5%	1.6%	2.0%

Q6. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by your government. (without "don't know")

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q6-9. Animal control in your neighborhood

Very satisfied	15.2%	16.7%	13.8%	2.4%	5.6%	10.0%
Satisfied	30.4%	45.2%	13.8%	34.1%	31.9%	30.7%
Neutral	39.1%	28.6%	53.4%	36.5%	43.1%	40.4%
Dissatisfied	10.9%	4.8%	10.3%	16.5%	12.5%	11.7%
Very dissatisfied	4.3%	4.8%	8.6%	10.6%	6.9%	7.2%

Q7. Which THREE of the public safety services listed in Question 6 do you think should receive the MOST EMPHASIS from government leaders over the next TWO years? (top 3)

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q7. Sum of top 3 choices</u>						
Police visibility in residential neighborhoods	38.8%	44.7%	42.2%	54.8%	61.3%	48.7%
Police visibility in commercial areas	32.0%	21.3%	28.1%	28.8%	30.0%	28.9%
Community appearance & maintenance	48.5%	46.8%	45.3%	46.2%	48.8%	47.2%
Community policing	29.1%	29.8%	31.3%	26.0%	35.0%	29.9%
Traffic law enforcement	23.3%	21.3%	17.2%	22.1%	21.3%	21.4%
Response time for police emergencies	20.4%	19.1%	21.9%	24.0%	20.0%	21.4%
Response time for fire emergencies	13.6%	21.3%	12.5%	6.7%	1.3%	10.1%
Response time for medical emergency calls	20.4%	14.9%	17.2%	12.5%	13.8%	15.8%
Animal control in your neighborhood	21.4%	17.0%	31.3%	25.0%	38.8%	26.9%
None chosen	11.7%	14.9%	10.9%	13.5%	7.5%	11.6%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q8-1. Maintenance of major City streets Citywide

Very satisfied	7.1%	11.6%	6.3%	5.1%	2.6%	6.0%
Satisfied	34.3%	23.3%	30.2%	19.4%	25.6%	26.8%
Neutral	22.2%	30.2%	19.0%	23.5%	25.6%	23.6%
Dissatisfied	24.2%	23.3%	27.0%	32.7%	30.8%	28.1%
Very dissatisfied	12.1%	11.6%	17.5%	19.4%	15.4%	15.5%

Q8-2. Maintenance of streets in your neighborhood

Very satisfied	9.1%	17.8%	6.3%	4.0%	5.1%	7.5%
Satisfied	29.3%	22.2%	23.8%	24.0%	11.4%	22.5%
Neutral	19.2%	28.9%	17.5%	20.0%	19.0%	20.2%
Dissatisfied	25.3%	22.2%	30.2%	31.0%	45.6%	31.3%
Very dissatisfied	17.2%	8.9%	22.2%	21.0%	19.0%	18.4%

Q8. City Maintenance. Please rate your satisfaction with the following aspects of City maintenance using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q8-3. Maintenance of alleys in your neighborhood

Very satisfied	9.5%	6.5%	2.9%	3.5%	2.2%	5.2%
Satisfied	11.1%	16.1%	11.8%	10.5%	2.2%	10.0%
Neutral	54.0%	41.9%	41.2%	50.9%	64.4%	51.7%
Dissatisfied	15.9%	19.4%	23.5%	19.3%	13.3%	17.8%
Very dissatisfied	9.5%	16.1%	20.6%	15.8%	17.8%	15.2%

Q8-4. Maintenance of sidewalks in your neighborhood

Very satisfied	13.9%	7.7%	2.3%	4.4%	5.5%	7.2%
Satisfied	22.8%	20.5%	14.0%	27.5%	9.1%	20.2%
Neutral	29.1%	41.0%	32.6%	23.1%	38.2%	30.9%
Dissatisfied	25.3%	12.8%	25.6%	20.9%	18.2%	21.2%
Very dissatisfied	8.9%	17.9%	25.6%	24.2%	29.1%	20.5%

Q8. City Maintenance. Please rate your satisfaction with the following aspects of City maintenance using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q8-5. Maintenance of curbs in your neighborhood

Very satisfied	9.3%	7.7%	4.1%	5.4%	3.0%	6.0%
Satisfied	29.1%	28.2%	12.2%	25.0%	9.0%	21.3%
Neutral	31.4%	35.9%	42.9%	31.5%	41.8%	35.7%
Dissatisfied	17.4%	17.9%	18.4%	15.2%	22.4%	18.0%
Very dissatisfied	12.8%	10.3%	22.4%	22.8%	23.9%	18.9%

Q8-6. Maintenance of street signs/traffic signals

Very satisfied	11.7%	11.9%	9.8%	6.1%	5.6%	8.7%
Satisfied	40.4%	35.7%	27.9%	44.9%	41.7%	39.2%
Neutral	37.2%	42.9%	49.2%	33.7%	41.7%	39.8%
Dissatisfied	5.3%	4.8%	6.6%	11.2%	5.6%	7.1%
Very dissatisfied	5.3%	4.8%	6.6%	4.1%	5.6%	5.2%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q8-7. Maintenance of Downtown parking lots</u>						
Very satisfied	9.4%	12.2%	3.9%	2.9%	2.0%	6.1%
Satisfied	30.6%	26.8%	13.7%	13.0%	20.0%	21.3%
Neutral	32.9%	22.0%	56.9%	49.3%	60.0%	43.9%
Dissatisfied	15.3%	26.8%	15.7%	21.7%	14.0%	18.2%
Very dissatisfied	11.8%	12.2%	9.8%	13.0%	4.0%	10.5%

Q8-8. Overall appearance of Downtown including lighting, landscaping, & planter boxes

Very satisfied	14.3%	11.4%	3.4%	3.7%	4.9%	7.7%
Satisfied	28.6%	38.6%	25.4%	21.0%	26.2%	27.1%
Neutral	33.0%	27.3%	42.4%	40.7%	50.8%	39.0%
Dissatisfied	16.5%	11.4%	15.3%	24.7%	13.1%	17.0%
Very dissatisfied	7.7%	11.4%	13.6%	9.9%	4.9%	9.2%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q8-9. Maintenance of City buildings

Very satisfied	14.4%	16.3%	3.4%	2.5%	4.5%	8.0%
Satisfied	34.4%	32.6%	31.0%	31.6%	33.3%	32.7%
Neutral	36.7%	27.9%	36.2%	46.8%	51.5%	40.8%
Dissatisfied	7.8%	16.3%	17.2%	11.4%	3.0%	10.4%
Very dissatisfied	6.7%	7.0%	12.1%	7.6%	7.6%	8.0%

Q8-10. Snow removal on major City streets

Very satisfied	14.7%	27.3%	11.5%	14.0%	11.5%	14.8%
Satisfied	42.1%	34.1%	42.6%	33.0%	39.7%	38.4%
Neutral	29.5%	9.1%	24.6%	15.0%	26.9%	22.0%
Dissatisfied	9.5%	13.6%	11.5%	24.0%	12.8%	14.8%
Very dissatisfied	4.2%	15.9%	9.8%	14.0%	9.0%	10.1%

Q8. City Maintenance. Please rate your satisfaction with the following aspects of City maintenance using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q8-11. Snow removal on neighborhood streets

Very satisfied	13.7%	25.0%	11.5%	6.9%	5.0%	11.0%
Satisfied	28.4%	27.3%	27.9%	21.8%	26.3%	26.0%
Neutral	26.3%	15.9%	27.9%	12.9%	25.0%	21.5%
Dissatisfied	20.0%	15.9%	19.7%	32.7%	21.3%	23.1%
Very dissatisfied	11.6%	15.9%	13.1%	25.7%	22.5%	18.4%

Q8-12. Overall cleanliness of streets & other public areas

Very satisfied	10.3%	7.0%	6.6%	5.0%	2.6%	6.3%
Satisfied	36.1%	46.5%	23.0%	26.0%	15.4%	28.2%
Neutral	20.6%	25.6%	26.2%	28.0%	34.6%	26.9%
Dissatisfied	26.8%	14.0%	32.8%	27.0%	35.9%	28.2%
Very dissatisfied	6.2%	7.0%	11.5%	14.0%	11.5%	10.3%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q8-13. Maintenance of stormwater drainage system in your neighborhood

Very satisfied	9.3%	7.7%	5.8%	8.4%	5.8%	7.6%
Satisfied	36.0%	41.0%	25.0%	34.9%	17.4%	30.7%
Neutral	38.4%	30.8%	28.8%	39.8%	46.4%	38.0%
Dissatisfied	9.3%	10.3%	21.2%	9.6%	15.9%	12.8%
Very dissatisfied	7.0%	10.3%	19.2%	7.2%	14.5%	10.9%

Q9. Which THREE of the maintenance services listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

N=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q9. Sum of top 3 choices</u>						
Maintenance of major City streets Citywide	50.5%	51.1%	37.5%	51.0%	41.3%	46.7%
Maintenance of streets in your neighborhood	42.7%	31.9%	46.9%	42.3%	61.3%	45.7%
Maintenance of alleys in your neighborhood	4.9%	10.6%	12.5%	1.0%	5.0%	5.8%
Maintenance of sidewalks in your neighborhood	26.2%	25.5%	18.8%	19.2%	21.3%	22.1%
Maintenance of curbs in your neighborhood	6.8%	4.3%	14.1%	14.4%	17.5%	11.8%
Maintenance of street signs/traffic signals	6.8%	12.8%	9.4%	4.8%	8.8%	7.8%
Maintenance of Downtown parking lots	10.7%	14.9%	1.6%	1.9%	1.3%	5.5%
Overall appearance of Downtown including lighting, landscaping & planter boxes	24.3%	14.9%	23.4%	15.4%	8.8%	17.6%

Q9. Which THREE of the maintenance services listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3) (cont.)

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q9. Sum of top 3 choices (cont.)</u>						
Maintenance of City buildings	8.7%	4.3%	10.9%	4.8%	2.5%	6.3%
Snow removal on major City streets	15.5%	14.9%	15.6%	29.8%	10.0%	18.1%
Snow removal on neighborhood streets	27.2%	21.3%	25.0%	42.3%	42.5%	33.2%
Overall cleanliness of streets & other public areas	26.2%	27.7%	23.4%	29.8%	35.0%	28.6%
Maintenance of stormwater drainage system in your neighborhood	10.7%	17.0%	23.4%	6.7%	17.5%	13.8%
None chosen	9.7%	10.6%	7.8%	10.6%	5.0%	8.8%

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=398

District 7 Neighborhoods						Total
1	2	3	4	5		

Q10-1. Overall park & equipment maintenance

Very satisfied	11.5%	25.6%	9.4%	5.0%	9.4%	11.0%
Satisfied	46.0%	32.6%	28.3%	36.3%	37.5%	37.3%
Neutral	32.2%	32.6%	50.9%	35.0%	37.5%	37.0%
Dissatisfied	8.0%	9.3%	5.7%	20.0%	15.6%	12.2%
Very dissatisfied	2.3%	0.0%	5.7%	3.8%	0.0%	2.4%

Q10-2. Access to walking & biking trails

Very satisfied	15.2%	15.9%	9.3%	3.8%	4.7%	9.6%
Satisfied	38.0%	36.4%	27.8%	18.8%	48.4%	33.5%
Neutral	23.9%	29.5%	37.0%	27.5%	20.3%	26.9%
Dissatisfied	19.6%	13.6%	11.1%	33.8%	26.6%	22.2%
Very dissatisfied	3.3%	4.5%	14.8%	16.3%	0.0%	7.8%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q10-3. Access to a local park

Very satisfied	16.0%	22.7%	12.1%	6.8%	14.9%	13.7%
Satisfied	50.0%	38.6%	29.3%	38.6%	52.2%	42.7%
Neutral	23.4%	31.8%	34.5%	35.2%	20.9%	28.8%
Dissatisfied	7.4%	4.5%	17.2%	12.5%	11.9%	10.8%
Very dissatisfied	3.2%	2.3%	6.9%	6.8%	0.0%	4.0%

Q10-4. Access to community centers

Very satisfied	13.3%	19.0%	9.6%	5.2%	8.5%	10.6%
Satisfied	41.1%	23.8%	28.8%	27.3%	50.8%	35.3%
Neutral	34.4%	47.6%	44.2%	42.9%	18.6%	36.9%
Dissatisfied	8.9%	7.1%	9.6%	15.6%	20.3%	12.5%
Very dissatisfied	2.2%	2.4%	7.7%	9.1%	1.7%	4.7%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q10-5. Availability of outdoor athletic fields</u>						
Very satisfied	11.6%	10.0%	12.5%	6.5%	12.1%	10.4%
Satisfied	38.4%	27.5%	22.9%	26.0%	43.1%	32.4%
Neutral	39.5%	45.0%	39.6%	32.5%	32.8%	37.2%
Dissatisfied	9.3%	12.5%	14.6%	27.3%	10.3%	15.2%
Very dissatisfied	1.2%	5.0%	10.4%	7.8%	1.7%	4.9%

Q10-6. Sunflower Hills Golf Course

Very satisfied	11.9%	7.1%	6.5%	10.4%	11.6%	10.0%
Satisfied	33.9%	32.1%	35.5%	35.4%	27.9%	33.0%
Neutral	44.1%	60.7%	48.4%	43.8%	51.2%	48.3%
Dissatisfied	6.8%	0.0%	9.7%	6.3%	7.0%	6.2%
Very dissatisfied	3.4%	0.0%	0.0%	4.2%	2.3%	2.4%

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=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q10-7. Parkwood Pool

Very satisfied	8.5%	8.3%	3.7%	5.1%	8.6%	7.0%
Satisfied	19.1%	20.8%	7.4%	12.8%	11.4%	14.5%
Neutral	53.2%	50.0%	66.7%	48.7%	54.3%	54.1%
Dissatisfied	6.4%	8.3%	11.1%	20.5%	8.6%	11.0%
Very dissatisfied	12.8%	12.5%	11.1%	12.8%	17.1%	13.4%

Q10-8. Spray parks

Very satisfied	6.3%	3.3%	3.2%	7.5%	4.8%	5.4%
Satisfied	18.8%	16.7%	25.8%	22.6%	23.8%	21.6%
Neutral	60.4%	60.0%	64.5%	50.9%	54.8%	57.4%
Dissatisfied	6.3%	13.3%	6.5%	9.4%	7.1%	8.3%
Very dissatisfied	8.3%	6.7%	0.0%	9.4%	9.5%	7.4%

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=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q10-9. Youth recreation programs</u>						
Very satisfied	10.0%	9.7%	2.9%	3.6%	9.4%	7.0%
Satisfied	21.7%	29.0%	28.6%	16.1%	15.6%	21.5%
Neutral	48.3%	35.5%	54.3%	37.5%	43.8%	43.9%
Dissatisfied	15.0%	22.6%	5.7%	26.8%	25.0%	19.2%
Very dissatisfied	5.0%	3.2%	8.6%	16.1%	6.3%	8.4%

Q10-10. Adult recreation programs

Very satisfied	10.9%	10.3%	2.7%	3.4%	2.6%	6.0%
Satisfied	14.5%	20.7%	21.6%	13.8%	23.1%	17.9%
Neutral	56.4%	51.7%	54.1%	41.4%	43.6%	49.1%
Dissatisfied	10.9%	17.2%	13.5%	24.1%	23.1%	17.9%
Very dissatisfied	7.3%	0.0%	8.1%	17.2%	7.7%	9.2%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q10-11. Programs for seniors

Very satisfied	7.4%	17.2%	6.3%	3.6%	4.4%	7.0%
Satisfied	16.7%	17.2%	12.5%	16.4%	15.6%	15.8%
Neutral	44.4%	48.3%	59.4%	41.8%	44.4%	46.5%
Dissatisfied	27.8%	13.8%	15.6%	23.6%	26.7%	22.8%
Very dissatisfied	3.7%	3.4%	6.3%	14.5%	8.9%	7.9%

Q10-12. Skateboard parks

Very satisfied	5.7%	10.0%	6.9%	4.7%	8.3%	6.8%
Satisfied	17.0%	23.3%	24.1%	14.0%	16.7%	18.3%
Neutral	71.7%	53.3%	58.6%	46.5%	58.3%	58.6%
Dissatisfied	1.9%	6.7%	6.9%	14.0%	8.3%	7.3%
Very dissatisfied	3.8%	6.7%	3.4%	20.9%	8.3%	8.9%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q10-13. Tennis courts

Very satisfied	5.3%	7.4%	7.1%	5.6%	5.3%	5.9%
Satisfied	15.8%	25.9%	14.3%	13.0%	21.1%	17.2%
Neutral	64.9%	48.1%	67.9%	42.6%	47.4%	53.9%
Dissatisfied	10.5%	18.5%	7.1%	25.9%	15.8%	16.2%
Very dissatisfied	3.5%	0.0%	3.6%	13.0%	10.5%	6.9%

Q10-14. Futsal courts

Very satisfied	6.8%	4.5%	3.8%	4.5%	6.7%	5.4%
Satisfied	15.9%	9.1%	23.1%	15.9%	16.7%	16.3%
Neutral	68.2%	81.8%	69.2%	45.5%	63.3%	63.3%
Dissatisfied	6.8%	4.5%	0.0%	22.7%	10.0%	10.2%
Very dissatisfied	2.3%	0.0%	3.8%	11.4%	3.3%	4.8%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q10-15. Ease of registering for recreation programs

Very satisfied	8.8%	10.3%	10.3%	5.8%	7.5%	8.2%
Satisfied	26.3%	31.0%	24.1%	15.4%	22.5%	23.2%
Neutral	52.6%	48.3%	55.2%	44.2%	45.0%	48.8%
Dissatisfied	12.3%	6.9%	10.3%	21.2%	17.5%	14.5%
Very dissatisfied	0.0%	3.4%	0.0%	13.5%	7.5%	5.3%

Q10-16. Cost of recreation programs

Very satisfied	10.0%	6.5%	3.2%	7.5%	8.3%	7.6%
Satisfied	20.0%	25.8%	32.3%	13.2%	25.0%	21.8%
Neutral	55.0%	48.4%	54.8%	45.3%	38.9%	48.8%
Dissatisfied	10.0%	9.7%	9.7%	18.9%	19.4%	13.7%
Very dissatisfied	5.0%	9.7%	0.0%	15.1%	8.3%	8.1%

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)

N=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q11. Sum of top 3 choices

Overall park & equipment maintenance	34.0%	27.7%	51.6%	35.6%	46.3%	38.9%
Access to walking & biking trails	29.1%	34.0%	35.9%	37.5%	36.3%	34.4%
Access to a local park	18.4%	10.6%	23.4%	13.5%	18.8%	17.1%
Access to community centers	18.4%	10.6%	15.6%	15.4%	13.8%	15.3%
Availability of outdoor athletic fields	10.7%	4.3%	12.5%	8.7%	7.5%	9.0%
Sunflower Hills Golf Course	13.6%	6.4%	1.6%	2.9%	2.5%	5.8%
Parkwood Pool	8.7%	4.3%	7.8%	12.5%	13.8%	10.1%
Spray parks	5.8%	14.9%	6.3%	6.7%	8.8%	7.8%
Youth recreation programs	20.4%	17.0%	15.6%	26.0%	22.5%	21.1%
Adult recreation programs	11.7%	10.6%	4.7%	18.3%	18.8%	13.6%
Programs for seniors	15.5%	4.3%	17.2%	19.2%	22.5%	16.8%
Skate board parks	1.9%	8.5%	0.0%	1.9%	2.5%	2.5%

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) (cont.)

N=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q11. Sum of top 3 choices (cont.)

Tennis courts	4.9%	4.3%	4.7%	5.8%	2.5%	4.5%
Futsal courts	0.0%	2.1%	0.0%	1.9%	0.0%	0.8%
Ease of registering for recreation programs	10.7%	8.5%	3.1%	7.7%	8.8%	8.0%
Cost of recreation programs	10.7%	29.8%	7.8%	14.4%	18.8%	15.1%
None chosen	24.3%	27.7%	25.0%	22.1%	16.3%	22.6%

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

N=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q12. Where do you find information about Unified Government programs & services</u>						
UGTV (Google Ch 41, Spectrum Ch 2)	8.7%	6.4%	14.1%	13.5%	20.0%	12.8%
The Citizen newsletter	32.0%	31.9%	15.6%	31.7%	28.8%	28.6%
eNews weekly email	7.8%	8.5%	4.7%	10.6%	8.8%	8.3%
Unified Government website	44.7%	34.0%	50.0%	50.0%	47.5%	46.2%
Social media-Facebook, Twitter, Instagram, YouTube	36.9%	51.1%	40.6%	41.3%	38.8%	40.7%
Nextdoor	27.2%	17.0%	21.9%	29.8%	21.3%	24.6%
Unified Government public meetings	1.9%	4.3%	6.3%	7.7%	7.5%	5.5%
Local television	35.9%	34.0%	26.6%	35.6%	41.3%	35.2%
Local newspapers	8.7%	10.6%	4.7%	10.6%	12.5%	9.5%
Neighborhood meetings	1.9%	0.0%	1.6%	3.8%	1.3%	2.0%
Other	10.7%	2.1%	10.9%	5.8%	6.3%	7.5%

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

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q13. Sum of top 2 choices</u>						
UGTV (Google Ch 41, Spectrum Ch 2)	9.7%	4.3%	6.3%	5.8%	11.3%	7.8%
The Citizen newsletter	23.3%	23.4%	15.6%	22.1%	20.0%	21.1%
eNews weekly email	15.5%	12.8%	14.1%	12.5%	12.5%	13.6%
Unified Government website	35.0%	34.0%	46.9%	29.8%	41.3%	36.7%
Social media-Facebook, Twitter, Instagram, YouTube	27.2%	38.3%	29.7%	32.7%	32.5%	31.4%
Nextdoor	16.5%	10.6%	10.9%	17.3%	10.0%	13.8%
Unified Government public meetings	1.9%	6.4%	3.1%	4.8%	1.3%	3.3%
Local television	19.4%	12.8%	23.4%	30.8%	31.3%	24.6%
Local newspapers	10.7%	8.5%	1.6%	5.8%	5.0%	6.5%
Neighborhood meetings	1.0%	2.1%	1.6%	3.8%	1.3%	2.0%
Other	10.7%	2.1%	6.3%	3.8%	7.5%	6.5%
None chosen	10.7%	17.0%	15.6%	13.5%	8.8%	12.6%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q14-1. Facebook

Yes	46.2%	65.0%	55.4%	60.7%	53.4%	55.0%
No	53.8%	35.0%	44.6%	39.3%	46.6%	45.0%

Q14-2. Twitter

Yes	9.2%	11.1%	2.0%	18.8%	11.1%	11.2%
No	90.8%	88.9%	98.0%	81.2%	88.9%	88.8%

Q14-3. Instagram

Yes	15.3%	17.6%	6.1%	15.3%	7.2%	12.4%
No	84.7%	82.4%	93.9%	84.7%	92.8%	87.6%

Q14-4. Nextdoor

Yes	40.0%	42.4%	39.2%	51.8%	35.6%	42.2%
No	60.0%	57.6%	60.8%	48.2%	64.4%	57.8%

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=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q14-5. YouTube

Yes	26.7%	25.7%	12.2%	31.0%	22.1%	24.5%
No	73.3%	74.3%	87.8%	69.0%	77.9%	75.5%

Q14-6. LinkedIn

Yes	6.0%	8.8%	2.0%	12.8%	7.4%	7.8%
No	94.0%	91.2%	98.0%	87.2%	92.6%	92.2%

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")

N=263	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q14a. Information I receive from Unified Government social media keeps me informed about what is happening in Wyandotte County

Agree	63.3%	69.6%	58.1%	72.9%	70.6%	67.3%
Disagree	36.7%	30.4%	41.9%	27.1%	29.4%	32.7%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q15-1. Overall quality of information about Unified Government programs & services

Very satisfied	6.2%	7.5%	0.0%	3.6%	7.2%	5.0%
Satisfied	37.0%	22.5%	30.4%	31.3%	33.3%	32.0%
Neutral	34.6%	42.5%	50.0%	37.3%	36.2%	38.9%
Dissatisfied	17.3%	25.0%	15.2%	20.5%	14.5%	18.2%
Very dissatisfied	4.9%	2.5%	4.3%	7.2%	8.7%	6.0%

Q15-2. Efforts to keep you informed about local issues

Very satisfied	6.8%	2.4%	0.0%	3.5%	5.7%	4.2%
Satisfied	28.4%	26.8%	27.5%	32.9%	31.4%	29.9%
Neutral	34.1%	43.9%	43.1%	30.6%	35.7%	36.1%
Dissatisfied	22.7%	22.0%	21.6%	24.7%	18.6%	22.1%
Very dissatisfied	8.0%	4.9%	7.8%	8.2%	8.6%	7.8%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q15-3. Public involvement in local decision making

Very satisfied	4.9%	2.6%	0.0%	1.2%	4.5%	2.8%
Satisfied	12.3%	13.2%	17.3%	19.0%	16.4%	15.8%
Neutral	39.5%	39.5%	36.5%	32.1%	38.8%	37.0%
Dissatisfied	27.2%	23.7%	32.7%	29.8%	26.9%	28.3%
Very dissatisfied	16.0%	21.1%	13.5%	17.9%	13.4%	16.1%

Q15-4. Unified Government website

Very satisfied	8.6%	5.4%	0.0%	5.1%	6.6%	5.6%
Satisfied	30.9%	35.1%	38.3%	38.0%	42.6%	36.7%
Neutral	45.7%	40.5%	44.7%	40.5%	37.7%	42.0%
Dissatisfied	7.4%	13.5%	10.6%	10.1%	6.6%	9.2%
Very dissatisfied	7.4%	5.4%	6.4%	6.3%	6.6%	6.6%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q15-5. The Citizen newsletter</u>						
Very satisfied	12.2%	5.9%	0.0%	6.3%	4.5%	6.7%
Satisfied	32.4%	38.2%	35.1%	39.1%	47.7%	37.9%
Neutral	37.8%	47.1%	54.1%	48.4%	36.4%	43.9%
Dissatisfied	9.5%	5.9%	5.4%	3.1%	4.5%	5.9%
Very dissatisfied	8.1%	2.9%	5.4%	3.1%	6.8%	5.5%

Q15-6. Unified Government eNews newsletter

Very satisfied	10.3%	3.6%	0.0%	8.5%	7.1%	6.7%
Satisfied	20.7%	35.7%	36.4%	36.2%	35.7%	31.7%
Neutral	50.0%	53.6%	51.5%	42.6%	42.9%	47.6%
Dissatisfied	8.6%	7.1%	6.1%	8.5%	7.1%	7.7%
Very dissatisfied	10.3%	0.0%	6.1%	4.3%	7.1%	6.3%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q15-7. Unified Government social media

Very satisfied	9.1%	2.8%	0.0%	6.3%	6.4%	5.5%
Satisfied	24.2%	19.4%	40.0%	34.4%	29.8%	29.6%
Neutral	48.5%	66.7%	40.0%	42.2%	55.3%	49.4%
Dissatisfied	10.6%	11.1%	15.0%	12.5%	6.4%	11.1%
Very dissatisfied	7.6%	0.0%	5.0%	4.7%	2.1%	4.3%

Q15-8. myWyco app-property taxes

Very satisfied	7.5%	6.5%	2.7%	7.9%	16.3%	8.5%
Satisfied	25.4%	22.6%	21.6%	19.0%	26.5%	23.1%
Neutral	35.8%	38.7%	51.4%	31.7%	34.7%	37.2%
Dissatisfied	7.5%	19.4%	16.2%	17.5%	8.2%	13.0%
Very dissatisfied	23.9%	12.9%	8.1%	23.8%	14.3%	18.2%

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=398

District 7 Neighborhoods						Total
1	2	3	4	5		

Q15-9. myWyco app-3-1-1 service requests

Very satisfied	7.3%	4.2%	0.0%	6.1%	11.6%	6.5%
Satisfied	20.0%	25.0%	17.2%	24.5%	27.9%	23.0%
Neutral	56.4%	62.5%	69.0%	40.8%	48.8%	53.5%
Dissatisfied	7.3%	8.3%	10.3%	14.3%	0.0%	8.0%
Very dissatisfied	9.1%	0.0%	3.4%	14.3%	11.6%	9.0%

Q15-10. myWyco app-Municipal Court payments

Very satisfied	9.6%	4.3%	4.2%	2.3%	3.1%	5.2%
Satisfied	19.2%	26.1%	16.7%	20.9%	25.0%	21.3%
Neutral	55.8%	60.9%	66.7%	60.5%	68.8%	61.5%
Dissatisfied	5.8%	8.7%	8.3%	7.0%	0.0%	5.7%
Very dissatisfied	9.6%	0.0%	4.2%	9.3%	3.1%	6.3%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q15-11. Online maps

Very satisfied	10.3%	9.7%	0.0%	1.9%	4.9%	5.7%
Satisfied	29.4%	16.1%	26.5%	35.2%	34.1%	29.4%
Neutral	42.6%	54.8%	58.8%	44.4%	51.2%	48.7%
Dissatisfied	7.4%	19.4%	8.8%	7.4%	4.9%	8.8%
Very dissatisfied	10.3%	0.0%	5.9%	11.1%	4.9%	7.5%

Q16. Please indicate whether each of the following is a major problem, minor problem, or not a problem in the neighborhood where you live. (without "don't know")

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q16-1. Crime</u>						
Major problem	23.4%	32.5%	19.0%	39.6%	37.3%	30.9%
Minor problem	39.4%	37.5%	39.7%	39.6%	45.3%	40.5%
Not a problem	37.2%	30.0%	41.4%	20.8%	17.3%	28.7%
 <u>Q16-2. Drugs</u>						
Major problem	32.1%	37.8%	25.5%	48.6%	39.7%	37.3%
Minor problem	33.3%	29.7%	29.8%	23.0%	36.2%	30.3%
Not a problem	34.5%	32.4%	44.7%	28.4%	24.1%	32.3%
 <u>Q16-3. Graffiti</u>						
Major problem	6.7%	10.5%	10.5%	18.3%	15.9%	12.7%
Minor problem	21.3%	34.2%	19.3%	22.6%	24.6%	23.4%
Not a problem	71.9%	55.3%	70.2%	59.1%	59.4%	63.9%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q16-4. Noise

Major problem	6.4%	15.0%	8.3%	13.0%	18.2%	11.9%
Minor problem	35.1%	47.5%	33.3%	38.0%	33.8%	36.7%
Not a problem	58.5%	37.5%	58.3%	49.0%	48.1%	51.5%

Q16-5. Rundown buildings

Major problem	12.6%	25.0%	20.0%	25.8%	17.1%	19.5%
Minor problem	28.4%	45.0%	26.7%	22.6%	27.6%	28.3%
Not a problem	58.9%	30.0%	53.3%	51.6%	55.3%	52.2%

Q16-6. Abandoned/junk vehicles

Major problem	7.4%	18.9%	13.8%	23.2%	16.4%	15.7%
Minor problem	30.9%	51.4%	32.8%	22.1%	35.6%	31.9%
Not a problem	61.7%	29.7%	53.4%	54.7%	47.9%	52.4%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q16-7. Vehicles parked on streets

Major problem	14.9%	23.1%	17.2%	27.1%	17.3%	19.9%
Minor problem	34.0%	43.6%	36.2%	35.4%	32.0%	35.4%
Not a problem	51.1%	33.3%	46.6%	37.5%	50.7%	44.8%

Q16-8. Homelessness

Major problem	13.6%	25.8%	17.3%	28.1%	21.4%	21.2%
Minor problem	14.8%	19.4%	11.5%	26.0%	37.1%	22.7%
Not a problem	71.6%	54.8%	71.2%	45.8%	41.4%	56.1%

Q16-9. Overgrown lots

Major problem	12.1%	29.7%	15.5%	20.0%	23.7%	19.0%
Minor problem	27.5%	32.4%	31.0%	37.9%	23.7%	30.5%
Not a problem	60.4%	37.8%	53.4%	42.1%	52.6%	50.4%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q16-10. Illegal dumping

Major problem	11.2%	37.1%	25.0%	25.8%	29.7%	23.9%
Minor problem	29.2%	25.7%	21.4%	25.8%	29.7%	26.8%
Not a problem	59.6%	37.1%	53.6%	48.4%	40.5%	49.3%

Q16-11. Roaming/loose animals

Major problem	9.7%	10.8%	16.9%	22.2%	15.6%	15.6%
Minor problem	36.6%	40.5%	33.9%	37.4%	41.6%	37.8%
Not a problem	53.8%	48.6%	49.2%	40.4%	42.9%	46.6%

Q16-12. Street racing or dangerous driving

Major problem	14.4%	23.1%	20.3%	22.1%	21.3%	19.8%
Minor problem	25.6%	38.5%	22.0%	33.7%	45.3%	32.7%
Not a problem	60.0%	38.5%	57.6%	44.2%	33.3%	47.5%

Q17. Enforcement of Codes and Ordinances in Your City. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q17-1. Enforcing clean-up of junk, trash, & debris (blight) Citywide

Very satisfied	8.0%	7.3%	3.6%	2.3%	5.3%	5.2%
Satisfied	27.3%	26.8%	32.1%	20.5%	22.7%	25.3%
Neutral	30.7%	34.1%	37.5%	31.8%	26.7%	31.6%
Dissatisfied	22.7%	17.1%	21.4%	30.7%	33.3%	26.1%
Very dissatisfied	11.4%	14.6%	5.4%	14.8%	12.0%	11.8%

Q17-2. Enforcing clean-up of junk, trash, & debris (blight) in your neighborhood

Very satisfied	8.0%	7.5%	1.7%	4.3%	8.0%	6.0%
Satisfied	33.3%	25.0%	46.6%	38.0%	25.3%	34.1%
Neutral	32.2%	35.0%	31.0%	33.7%	26.7%	31.5%
Dissatisfied	19.5%	30.0%	13.8%	14.1%	26.7%	19.9%
Very dissatisfied	6.9%	2.5%	6.9%	9.8%	13.3%	8.5%

Q17. Enforcement of Codes and Ordinances in Your City. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q17-3. Enforcing mowing & trimming of weeds on vacant property Citywide

Very satisfied	7.0%	7.5%	1.9%	1.1%	7.2%	4.7%
Satisfied	27.9%	27.5%	29.6%	19.6%	24.6%	25.2%
Neutral	32.6%	25.0%	40.7%	42.4%	31.9%	35.5%
Dissatisfied	22.1%	20.0%	24.1%	22.8%	24.6%	22.9%
Very dissatisfied	10.5%	20.0%	3.7%	14.1%	11.6%	11.7%

Q17-4. Enforcing mowing & trimming of weeds on vacant property in your neighborhood

Very satisfied	8.4%	7.7%	1.8%	2.2%	6.0%	5.0%
Satisfied	33.7%	30.8%	35.1%	29.7%	32.8%	32.3%
Neutral	31.3%	28.2%	35.1%	36.3%	34.3%	33.5%
Dissatisfied	19.3%	23.1%	24.6%	20.9%	20.9%	21.4%
Very dissatisfied	7.2%	10.3%	3.5%	11.0%	6.0%	7.7%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q17-5. Enforcing maintenance of homes in your neighborhood

Very satisfied	9.4%	10.0%	3.5%	5.7%	6.8%	7.0%
Satisfied	37.6%	17.5%	38.6%	30.7%	31.5%	32.4%
Neutral	36.5%	35.0%	33.3%	34.1%	35.6%	35.0%
Dissatisfied	12.9%	32.5%	21.1%	17.0%	19.2%	19.0%
Very dissatisfied	3.5%	5.0%	3.5%	12.5%	6.8%	6.7%

Q17-6. Enforcing maintenance of commercial/business property

Very satisfied	11.0%	12.5%	1.9%	4.9%	3.1%	6.5%
Satisfied	32.9%	25.0%	33.3%	25.6%	33.8%	30.3%
Neutral	42.7%	42.5%	40.7%	46.3%	38.5%	42.4%
Dissatisfied	8.5%	12.5%	18.5%	13.4%	18.5%	13.9%
Very dissatisfied	4.9%	7.5%	5.6%	9.8%	6.2%	6.8%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q17-7. Enforcing removal of inoperable or junk cars in your neighborhood</u>						
Very satisfied	10.1%	8.1%	4.0%	3.8%	6.0%	6.4%
Satisfied	34.2%	24.3%	30.0%	29.1%	34.3%	31.1%
Neutral	36.7%	32.4%	40.0%	44.3%	29.9%	37.2%
Dissatisfied	15.2%	24.3%	22.0%	8.9%	19.4%	16.7%
Very dissatisfied	3.8%	10.8%	4.0%	13.9%	10.4%	8.7%

Q18. Which THREE of the items listed in Question 17 do you think should receive the MOST EMPHASIS from government leaders over the next TWO years? (top 3)

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q18. Sum of top 3 choices</u>						
Enforcing clean-up of junk, trash, & debris (blight) Citywide	62.1%	55.3%	59.4%	61.5%	68.8%	62.1%
Enforcing clean-up of junk, trash, & debris (blight) in your neighborhood	19.4%	29.8%	29.7%	34.6%	52.5%	32.9%
Enforcing mowing & trimming of weeds on vacant property Citywide	51.5%	42.6%	42.2%	47.1%	40.0%	45.5%
Enforcing mowing & trimming of weeds on vacant property in your neighborhood	20.4%	19.1%	17.2%	21.2%	13.8%	18.6%
Enforcing maintenance of homes in your neighborhood	20.4%	25.5%	20.3%	28.8%	27.5%	24.6%
Enforcing maintenance of commercial/business property	34.0%	23.4%	31.3%	26.9%	18.8%	27.4%
Enforcing removal of inoperable or junk cars in your neighborhood	20.4%	29.8%	20.3%	17.3%	25.0%	21.6%
None chosen	17.5%	19.1%	21.9%	16.3%	13.8%	17.3%

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

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q19. How do you feel about current quality of life in your neighborhood</u>						
Never been better	15.5%	11.6%	5.2%	5.1%	5.4%	8.6%
Getting better	8.2%	18.6%	20.7%	20.4%	16.2%	16.2%
About the same as it has always been	66.0%	58.1%	58.6%	48.0%	54.1%	56.8%
Getting worse	9.3%	11.6%	15.5%	24.5%	18.9%	16.5%
Never been worse	1.0%	0.0%	0.0%	2.0%	5.4%	1.9%

Q20. Some items that may influence your perception of Wyandotte County are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=398

District 7 Neighborhoods					Total
1	2	3	4	5	

Q20-1. How Wyandotte County manages growth & development

Very satisfied	6.4%	4.9%	1.6%	3.3%	10.5%	5.5%
Satisfied	26.6%	22.0%	23.0%	25.0%	23.7%	24.5%
Neutral	36.2%	31.7%	36.1%	32.6%	38.2%	35.2%
Dissatisfied	18.1%	34.1%	26.2%	22.8%	22.4%	23.4%
Very dissatisfied	12.8%	7.3%	13.1%	16.3%	5.3%	11.5%

Q20-2. Overall quality of roads & bridges in Wyandotte County

Very satisfied	4.1%	2.4%	3.2%	0.0%	5.1%	2.9%
Satisfied	35.7%	33.3%	19.0%	23.7%	16.5%	25.6%
Neutral	21.4%	19.0%	28.6%	24.7%	29.1%	24.8%
Dissatisfied	28.6%	31.0%	34.9%	42.3%	36.7%	35.1%
Very dissatisfied	10.2%	14.3%	14.3%	9.3%	12.7%	11.6%

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=398

District 7 Neighborhoods						Total
1	2	3	4	5		

Q20-3. Overall quality of sidewalks in Wyandotte County

Very satisfied	4.4%	2.4%	1.8%	0.0%	1.4%	2.0%
Satisfied	27.5%	19.5%	18.2%	19.6%	14.3%	20.3%
Neutral	30.8%	39.0%	41.8%	32.6%	47.1%	37.2%
Dissatisfied	25.3%	26.8%	23.6%	31.5%	25.7%	26.9%
Very dissatisfied	12.1%	12.2%	14.5%	16.3%	11.4%	13.5%

Q20-4. Overall appearance of Wyandotte County

Very satisfied	4.2%	2.3%	0.0%	1.0%	5.1%	2.6%
Satisfied	26.3%	16.3%	19.4%	18.8%	17.9%	20.3%
Neutral	29.5%	41.9%	37.1%	32.7%	37.2%	34.6%
Dissatisfied	29.5%	30.2%	32.3%	31.7%	35.9%	31.9%
Very dissatisfied	10.5%	9.3%	11.3%	15.8%	3.8%	10.6%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q20-5. Overall feeling of safety in Wyandotte County

Very satisfied	4.1%	2.2%	0.0%	1.0%	3.8%	2.3%
Satisfied	21.6%	20.0%	19.0%	13.0%	18.8%	18.2%
Neutral	38.1%	44.4%	36.5%	46.0%	35.0%	40.0%
Dissatisfied	25.8%	22.2%	34.9%	23.0%	33.8%	27.8%
Very dissatisfied	10.3%	11.1%	9.5%	17.0%	8.8%	11.7%

Q20-6. Overall quality of City & County services

Very satisfied	6.3%	2.3%	0.0%	1.0%	4.0%	2.9%
Satisfied	27.4%	16.3%	25.8%	22.4%	34.7%	26.0%
Neutral	42.1%	53.5%	51.6%	48.0%	33.3%	44.8%
Dissatisfied	16.8%	25.6%	14.5%	18.4%	25.3%	19.6%
Very dissatisfied	7.4%	2.3%	8.1%	10.2%	2.7%	6.7%

Q20. Some items that may influence your perception of Wyandotte County are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q20-7. Appearance of commercial areas where you shop/do business within Wyandotte County</u>						
Very satisfied	7.3%	4.5%	3.2%	5.0%	7.5%	5.7%
Satisfied	43.8%	43.2%	36.5%	40.6%	42.5%	41.4%
Neutral	30.2%	38.6%	42.9%	34.7%	28.8%	34.1%
Dissatisfied	12.5%	9.1%	14.3%	13.9%	18.8%	14.1%
Very dissatisfied	6.3%	4.5%	3.2%	5.9%	2.5%	4.7%

Q20-8. Overall value you receive for City/County taxes & fees that you pay

Very satisfied	3.1%	2.2%	0.0%	1.0%	2.6%	1.8%
Satisfied	12.5%	6.7%	8.2%	7.0%	15.4%	10.3%
Neutral	22.9%	20.0%	31.1%	22.0%	19.2%	22.9%
Dissatisfied	31.3%	37.8%	19.7%	36.0%	37.2%	32.6%
Very dissatisfied	30.2%	33.3%	41.0%	34.0%	25.6%	32.4%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q20-9. Wyandotte County as a place to live

Very satisfied	11.3%	2.2%	3.2%	4.9%	8.8%	6.7%
Satisfied	28.9%	37.0%	30.2%	29.4%	27.5%	29.9%
Neutral	37.1%	32.6%	42.9%	29.4%	37.5%	35.6%
Dissatisfied	13.4%	15.2%	19.0%	20.6%	17.5%	17.3%
Very dissatisfied	9.3%	13.0%	4.8%	15.7%	8.8%	10.6%

Q20-10. Wyandotte County as a place to raise children

Very satisfied	8.7%	4.4%	3.3%	3.2%	4.3%	5.0%
Satisfied	26.1%	31.1%	28.3%	21.3%	20.3%	24.7%
Neutral	38.0%	33.3%	41.7%	27.7%	39.1%	35.6%
Dissatisfied	16.3%	24.4%	18.3%	31.9%	27.5%	23.9%
Very dissatisfied	10.9%	6.7%	8.3%	16.0%	8.7%	10.8%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q20-11. Wyandotte County as a place to work</u>						
Very satisfied	9.4%	6.8%	0.0%	5.7%	7.1%	6.2%
Satisfied	36.5%	22.7%	38.9%	25.3%	32.9%	31.5%
Neutral	38.8%	47.7%	40.7%	40.2%	37.1%	40.3%
Dissatisfied	8.2%	18.2%	14.8%	20.7%	18.6%	15.9%
Very dissatisfied	7.1%	4.5%	5.6%	8.0%	4.3%	6.2%

Q20-12. Overall image of Wyandotte County

Very satisfied	7.3%	4.3%	0.0%	3.0%	7.6%	4.7%
Satisfied	22.9%	19.6%	17.5%	16.8%	17.7%	19.0%
Neutral	27.1%	28.3%	38.1%	27.7%	30.4%	29.9%
Dissatisfied	30.2%	34.8%	33.3%	37.6%	29.1%	33.0%
Very dissatisfied	12.5%	13.0%	11.1%	14.9%	15.2%	13.5%

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=398

District 7 Neighborhoods					Total
1	2	3	4	5	

Q20-13. Overall quality of life in Wyandotte County

Very satisfied	6.2%	4.4%	0.0%	6.0%	7.6%	5.2%
Satisfied	29.9%	22.2%	29.0%	20.0%	25.3%	25.3%
Neutral	38.1%	44.4%	48.4%	36.0%	36.7%	39.7%
Dissatisfied	18.6%	20.0%	16.1%	31.0%	27.8%	23.5%
Very dissatisfied	7.2%	8.9%	6.5%	7.0%	2.5%	6.3%

Q20-14. Overall quality of education system in Wyandotte County

Very satisfied	4.5%	10.3%	0.0%	3.5%	1.7%	3.7%
Satisfied	22.7%	17.9%	17.0%	18.6%	18.6%	19.4%
Neutral	25.0%	23.1%	43.4%	30.2%	33.9%	30.8%
Dissatisfied	29.5%	17.9%	15.1%	23.3%	25.4%	23.4%
Very dissatisfied	18.2%	30.8%	24.5%	24.4%	20.3%	22.8%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q21-1. Expanding availability of current drop-off services across all options listed above</u>						
Strongly support	66.3%	52.5%	61.0%	58.9%	48.1%	58.2%
Somewhat support	19.4%	27.5%	20.3%	23.2%	29.1%	23.5%
Neutral	14.3%	17.5%	18.6%	14.7%	21.5%	17.0%
Do not support	0.0%	2.5%	0.0%	3.2%	0.0%	1.1%
Strongly oppose	0.0%	0.0%	0.0%	0.0%	1.3%	0.3%

Q21-2. Co-locating all drop-off services to a single location

Strongly support	20.8%	15.0%	20.0%	21.5%	20.8%	20.2%
Somewhat support	21.9%	17.5%	16.7%	21.5%	23.4%	20.8%
Neutral	29.2%	40.0%	40.0%	26.9%	32.5%	32.2%
Do not support	21.9%	22.5%	18.3%	22.6%	16.9%	20.5%
Strongly oppose	6.3%	5.0%	5.0%	7.5%	6.5%	6.3%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q21-3. Offering a dedicated location for bulky item drop-off</u>						
Strongly support	48.5%	45.0%	54.2%	43.8%	44.3%	46.9%
Somewhat support	32.0%	27.5%	32.2%	31.3%	32.9%	31.5%
Neutral	16.5%	20.0%	11.9%	17.7%	19.0%	17.0%
Do not support	1.0%	5.0%	1.7%	5.2%	3.8%	3.2%
Strongly oppose	2.1%	2.5%	0.0%	2.1%	0.0%	1.3%

Q21-4. Creating a dedicated location for electronic waste recycling

Strongly support	56.8%	52.4%	45.0%	54.7%	44.2%	51.2%
Somewhat support	25.3%	16.7%	36.7%	26.3%	33.8%	28.2%
Neutral	14.7%	26.2%	18.3%	15.8%	19.5%	17.9%
Do not support	1.1%	2.4%	0.0%	2.1%	2.6%	1.6%
Strongly oppose	2.1%	2.4%	0.0%	1.1%	0.0%	1.1%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q22-1. Curbside residential trash collection</u>						
Very satisfied	23.5%	20.0%	28.3%	27.4%	34.2%	27.1%
Satisfied	37.8%	42.2%	36.7%	41.1%	39.2%	39.3%
Neutral	15.3%	13.3%	25.0%	18.9%	13.9%	17.2%
Dissatisfied	17.3%	17.8%	8.3%	5.3%	10.1%	11.4%
Very dissatisfied	6.1%	6.7%	1.7%	7.4%	2.5%	5.0%

Q22-2. Curbside residential recycling collection

Very satisfied	21.6%	22.7%	27.4%	19.1%	30.0%	23.8%
Satisfied	43.2%	38.6%	41.9%	38.2%	34.3%	39.4%
Neutral	18.2%	13.6%	17.7%	21.3%	21.4%	19.0%
Dissatisfied	9.1%	13.6%	11.3%	12.4%	8.6%	10.8%
Very dissatisfied	8.0%	11.4%	1.6%	9.0%	5.7%	7.1%

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=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q23-1. Availability of affordable housing

Very satisfied	3.3%	2.3%	0.0%	4.3%	7.6%	3.7%
Satisfied	18.9%	11.6%	26.8%	17.2%	21.2%	19.3%
Neutral	41.1%	39.5%	41.1%	30.1%	37.9%	37.4%
Dissatisfied	27.8%	23.3%	19.6%	33.3%	18.2%	25.6%
Very dissatisfied	8.9%	23.3%	12.5%	15.1%	15.2%	14.1%

Q23-2. Quality of housing

Very satisfied	3.3%	2.4%	0.0%	1.1%	4.3%	2.3%
Satisfied	25.0%	19.0%	29.8%	23.7%	20.3%	23.8%
Neutral	41.3%	40.5%	47.4%	38.7%	52.2%	43.6%
Dissatisfied	19.6%	26.2%	17.5%	28.0%	17.4%	21.8%
Very dissatisfied	10.9%	11.9%	5.3%	8.6%	5.8%	8.5%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q23-3. Availability of handicap-accessible housing

Very satisfied	3.8%	3.2%	0.0%	2.0%	0.0%	1.9%
Satisfied	13.5%	19.4%	11.4%	14.3%	9.1%	13.3%
Neutral	50.0%	45.2%	57.1%	51.0%	54.5%	51.7%
Dissatisfied	25.0%	22.6%	20.0%	18.4%	27.3%	22.7%
Very dissatisfied	7.7%	9.7%	11.4%	14.3%	9.1%	10.4%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q24-1. Did you ever eat less than you should because there wasn't enough money for food in last 12 months

Yes	6.1%	17.4%	7.9%	19.4%	14.1%	12.8%
No	93.9%	82.6%	92.1%	80.6%	85.9%	87.2%

Q24-2. Has your utility company shut off your service for not paying any bills in last 12 months

Yes	1.0%	4.3%	0.0%	4.0%	6.3%	3.1%
No	99.0%	95.7%	100.0%	96.0%	93.8%	96.9%

Q24-3. Are you worried that in next two months you may not have stable housing

Yes	0.0%	4.5%	4.8%	6.4%	6.4%	4.3%
No	100.0%	95.5%	95.2%	93.6%	93.6%	95.7%

Q24-4. Are you afraid you might be hurt in your home by someone you know

Yes	0.0%	0.0%	0.0%	2.0%	0.0%	0.5%
No	100.0%	100.0%	100.0%	98.0%	100.0%	99.5%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q24-5. Are you afraid you might be hurt in your apartment building or neighborhood

Yes	2.2%	8.9%	0.0%	13.8%	11.6%	7.6%
No	97.8%	91.1%	100.0%	86.2%	88.4%	92.4%

Q24-6. Do problems getting childcare make it difficult for you to work or study

Yes	8.2%	7.9%	6.5%	13.0%	3.5%	8.3%
No	91.8%	92.1%	93.5%	87.0%	96.5%	91.7%

Q24-7. Have you needed to see a doctor, but could not because of cost in last 12 months

Yes	7.2%	15.2%	13.1%	14.0%	7.8%	11.0%
No	92.8%	84.8%	86.9%	86.0%	92.2%	89.0%

Q24-8. Did you skip medications to save money in last 12 months

Yes	12.5%	17.4%	9.8%	18.8%	10.4%	13.9%
No	87.5%	82.6%	90.2%	81.2%	89.6%	86.1%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q24-9. Have you ever gone without health care because you didn't have a way to get there in last 12 months

Yes	2.1%	10.9%	4.8%	10.1%	2.5%	5.7%
No	97.9%	89.1%	95.2%	89.9%	97.5%	94.3%

Q24-10. Do you have problems understanding what is told to you about your medical conditions

Yes	2.1%	6.7%	0.0%	3.1%	7.5%	3.7%
No	97.9%	93.3%	100.0%	96.9%	92.5%	96.3%

Q24-11. Do you often feel that you lack companionship

Yes	4.1%	23.9%	4.8%	19.8%	16.5%	13.1%
No	95.9%	76.1%	95.2%	80.2%	83.5%	86.9%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	

Q25-1. Testing for COVID-19

Yes	50.0%	43.5%	41.3%	57.8%	45.6%	49.0%
No	50.0%	56.5%	58.7%	42.2%	54.4%	51.0%

Q25-2. Vaccination for COVID-19

Yes	65.6%	61.4%	69.4%	75.8%	65.4%	68.4%
No	34.4%	38.6%	30.6%	24.2%	34.6%	31.6%

Q25-3. Contact tracing

Yes	11.1%	12.2%	13.6%	16.5%	9.3%	12.6%
No	88.9%	87.8%	86.4%	83.5%	90.7%	87.4%

Q25-4. Transportation support

Yes	2.2%	10.0%	1.6%	3.2%	3.9%	3.6%
No	97.8%	90.0%	98.4%	96.8%	96.1%	96.4%

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=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q25-5. Connection to other resources</u>						
Yes	6.7%	12.5%	15.5%	8.4%	11.7%	10.3%
No	93.3%	87.5%	84.5%	91.6%	88.3%	89.7%

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")

N=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	

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

Strongly agree	36.5%	15.2%	31.7%	42.4%	42.9%	36.0%
Agree	29.2%	41.3%	40.0%	25.3%	26.0%	30.7%
Neutral	15.6%	17.4%	5.0%	16.2%	22.1%	15.6%
Disagree	6.3%	10.9%	11.7%	9.1%	5.2%	8.2%
Strongly disagree	12.5%	15.2%	11.7%	7.1%	3.9%	9.5%

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")

N=398

District 7 Neighborhoods					Total
1	2	3	4	5	

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

Strongly agree	26.8%	15.2%	22.2%	32.0%	28.8%	26.4%
Agree	12.4%	15.2%	4.8%	11.0%	11.3%	10.9%
Neutral	12.4%	4.3%	17.5%	6.0%	7.5%	9.6%
Disagree	14.4%	21.7%	9.5%	19.0%	21.3%	17.1%
Strongly disagree	34.0%	43.5%	46.0%	32.0%	31.3%	36.0%

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. (without "don't know")

N=398

District 7 Neighborhoods					Total
1	2	3	4	5	

Q28-1. Competitive pay that is comparable with other local governments in the region

Strongly support	62.2%	60.5%	62.7%	61.7%	59.0%	61.3%
Somewhat support	22.2%	27.9%	30.5%	27.7%	25.6%	26.4%
Neutral	11.1%	11.6%	6.8%	7.4%	9.0%	9.1%
Do not support	2.2%	0.0%	0.0%	2.1%	5.1%	2.2%
Strongly oppose	2.2%	0.0%	0.0%	1.1%	1.3%	1.1%

Q28-2. Elimination of residency requirement for Unified Government employees

Strongly support	39.8%	36.4%	37.1%	39.8%	25.3%	36.0%
Somewhat support	18.3%	22.7%	27.4%	22.6%	21.3%	22.1%
Neutral	19.4%	11.4%	16.1%	10.8%	13.3%	14.4%
Do not support	15.1%	15.9%	9.7%	12.9%	28.0%	16.3%
Strongly oppose	7.5%	13.6%	9.7%	14.0%	12.0%	11.2%

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=398

	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q28-3. Creation of more career opportunities for recent high school & college graduates</u>						
Strongly support	61.7%	69.8%	56.5%	51.5%	47.5%	56.1%
Somewhat support	26.6%	23.3%	22.6%	34.0%	37.5%	29.8%
Neutral	10.6%	7.0%	21.0%	10.3%	13.8%	12.5%
Do not support	0.0%	0.0%	0.0%	4.1%	1.3%	1.3%
Strongly oppose	1.1%	0.0%	0.0%	0.0%	0.0%	0.3%

Q28-4. More incentive programs for new hires that are comparable with other local governments in the region

Strongly support	58.9%	60.5%	61.7%	55.3%	48.8%	56.5%
Somewhat support	27.4%	30.2%	25.0%	26.6%	35.0%	28.8%
Neutral	9.5%	4.7%	11.7%	12.8%	13.8%	11.0%
Do not support	2.1%	4.7%	0.0%	4.3%	1.3%	2.4%
Strongly oppose	2.1%	0.0%	1.7%	1.1%	1.3%	1.3%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q28-5. More retention programs to reduce staff turnover</u>						
Strongly support	56.4%	59.1%	60.7%	54.7%	49.4%	55.5%
Somewhat support	29.8%	34.1%	27.9%	29.5%	35.1%	31.0%
Neutral	11.7%	6.8%	11.5%	11.6%	13.0%	11.3%
Do not support	1.1%	0.0%	0.0%	3.2%	0.0%	1.1%
Strongly oppose	1.1%	0.0%	0.0%	1.1%	2.6%	1.1%

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=398

District 7 Neighborhoods						Total
1	2	3	4	5		

Q29-1. I get the answers I need when I visit/call Unified Government

Strongly agree	17.1%	12.2%	3.7%	14.0%	13.3%	12.7%
Agree	35.4%	34.1%	37.0%	27.9%	37.3%	34.0%
Neutral	24.4%	31.7%	37.0%	34.9%	30.7%	31.4%
Disagree	19.5%	19.5%	16.7%	19.8%	12.0%	17.5%
Strongly disagree	3.7%	2.4%	5.6%	3.5%	6.7%	4.4%

Q29-2. When I ask a Unified Government employee for something, they either provide the answer I need or find someone who can

Strongly agree	15.2%	9.8%	7.3%	16.9%	14.3%	13.5%
Agree	31.6%	39.0%	49.1%	32.6%	35.7%	36.5%
Neutral	30.4%	29.3%	25.5%	31.5%	35.7%	30.8%
Disagree	17.7%	17.1%	10.9%	16.9%	11.4%	15.0%
Strongly disagree	5.1%	4.9%	7.3%	2.2%	2.9%	4.2%

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=398	District 7 Neighborhoods					Total
	1	2	3	4	5	
<u>Q29-3. When I ask different Unified Government employees the same question, I get the same answer</u>						
Strongly agree	10.3%	8.3%	4.4%	11.4%	6.3%	8.6%
Agree	29.4%	22.2%	22.2%	24.1%	20.6%	24.1%
Neutral	41.2%	50.0%	46.7%	41.8%	50.8%	45.4%
Disagree	16.2%	13.9%	17.8%	19.0%	17.5%	17.2%
Strongly disagree	2.9%	5.6%	8.9%	3.8%	4.8%	4.8%

Q29-4. Overall, Unified Government provides excellent customer service

Strongly agree	11.1%	7.3%	1.8%	9.9%	11.0%	8.8%
Agree	33.3%	34.1%	19.6%	27.5%	27.4%	28.4%
Neutral	32.1%	31.7%	58.9%	40.7%	42.5%	40.9%
Disagree	16.0%	22.0%	8.9%	15.4%	13.7%	14.9%
Strongly disagree	7.4%	4.9%	10.7%	6.6%	5.5%	7.0%

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.

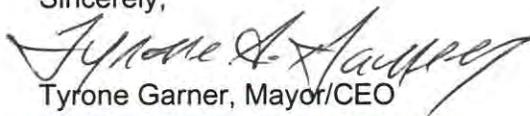
The survey should only take about 15 minutes to complete. Your time is greatly appreciated and very important to the future of our city and county. **Individual responses are completely confidential.** The results are tabulated and viewed only as a whole.

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@etcintitute.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.

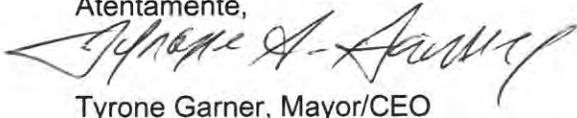
La encuesta solo debería tomar unos 15 minutos en completarse. Su tiempo es muy apreciado y muy importante para el futuro de nuestra ciudad y condado. **Las respuestas individuales son completamente confidenciales.** Los resultados se tabulan y se ven solo como un todo.

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@etcintitute.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.