

Unified Government Community Survey

Benchmarking Report

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2020

Submitted to the Unified Government

by:
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Benchmarking Analysis

2020 Unified Government Community Survey

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

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

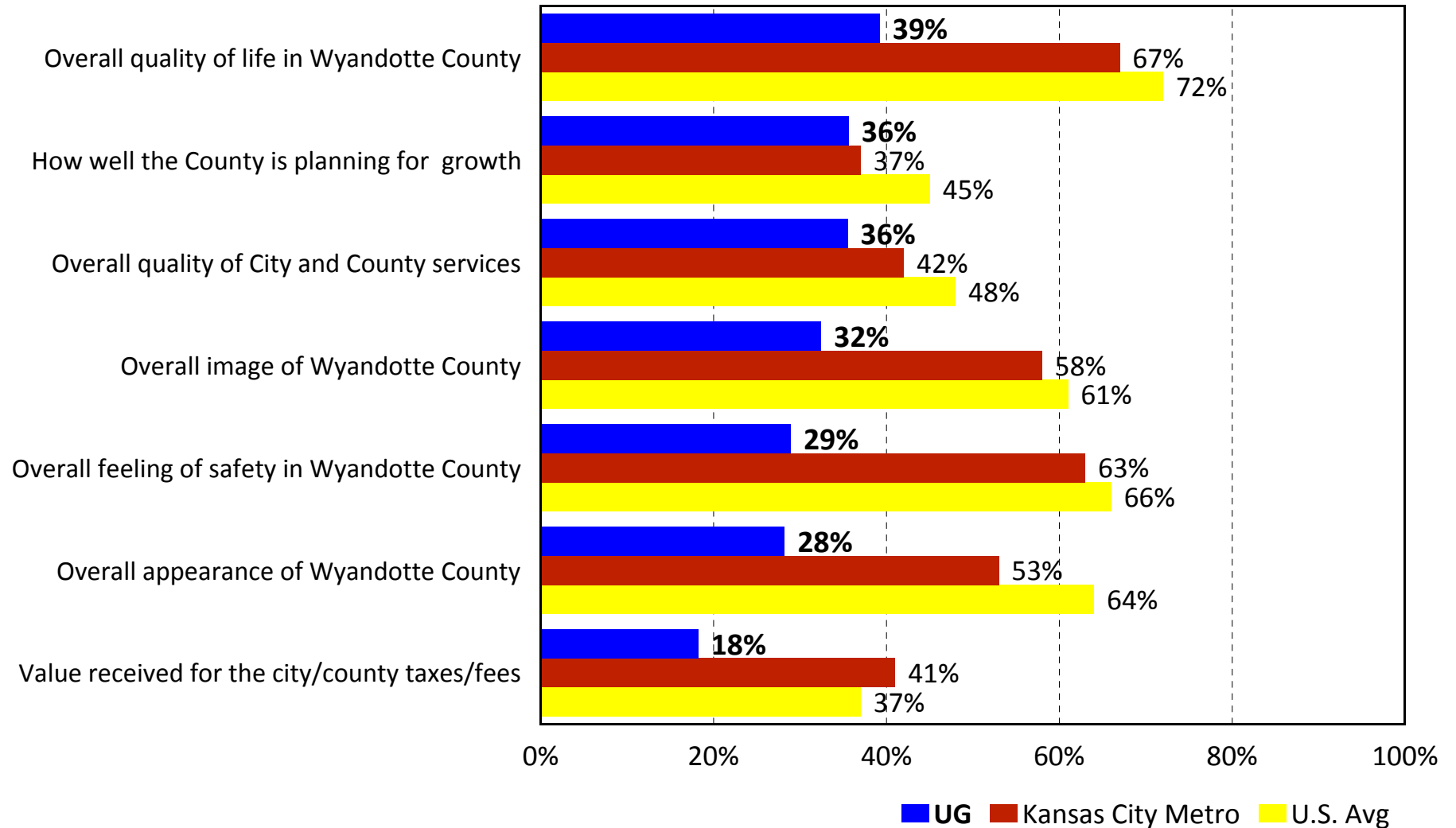
- Atchison, Kansas
- Basehor, Kansas
- Blue Springs, Missouri
- Edgerton, Kansas
- Fairway, Kansas
- Gardner, Kansas
- Gladstone, Missouri
- Grain Valley, Missouri
- Grandview, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lee's Summit, Missouri
- Lenexa, Kansas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

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

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

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

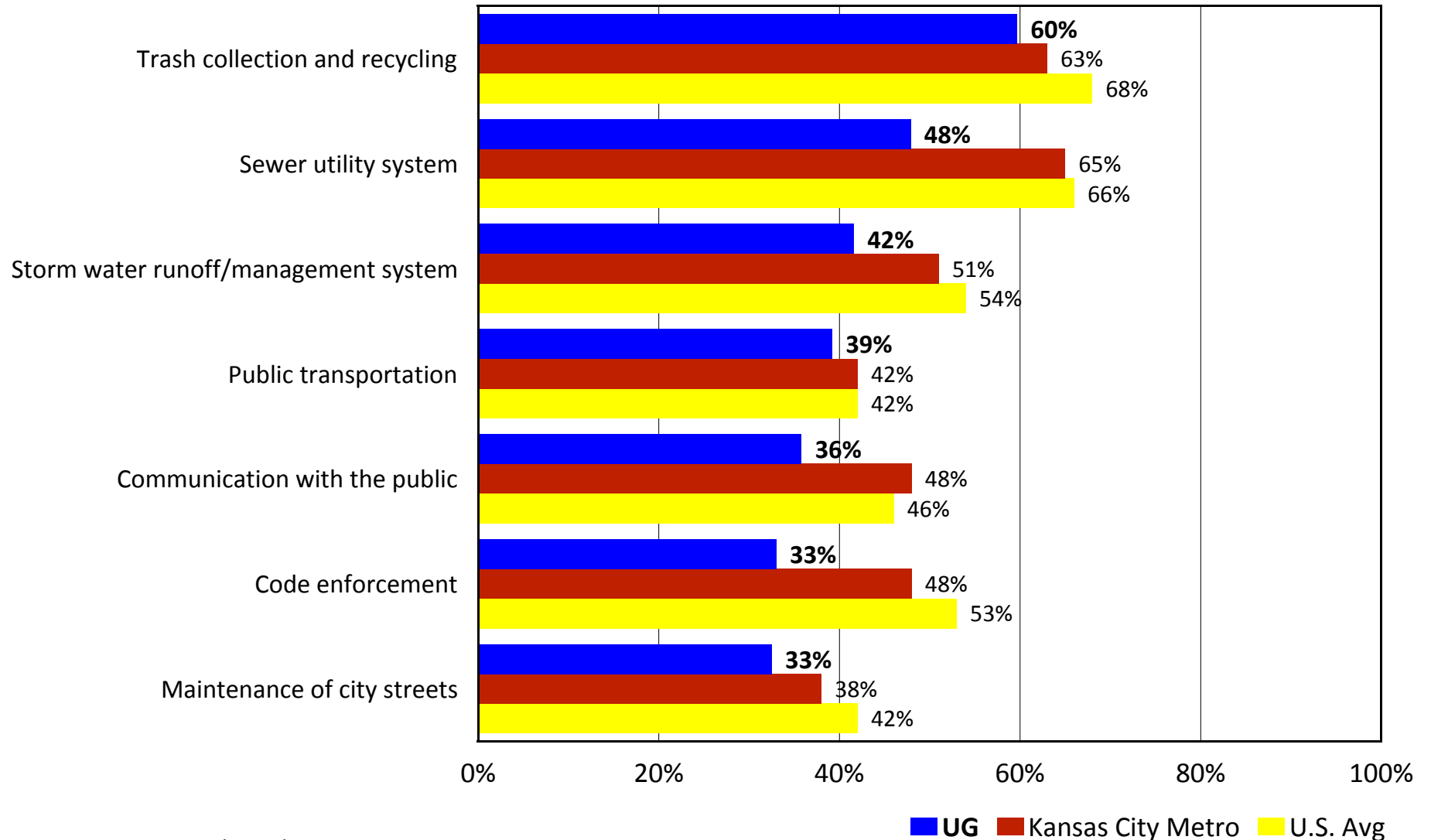
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute (2020)

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

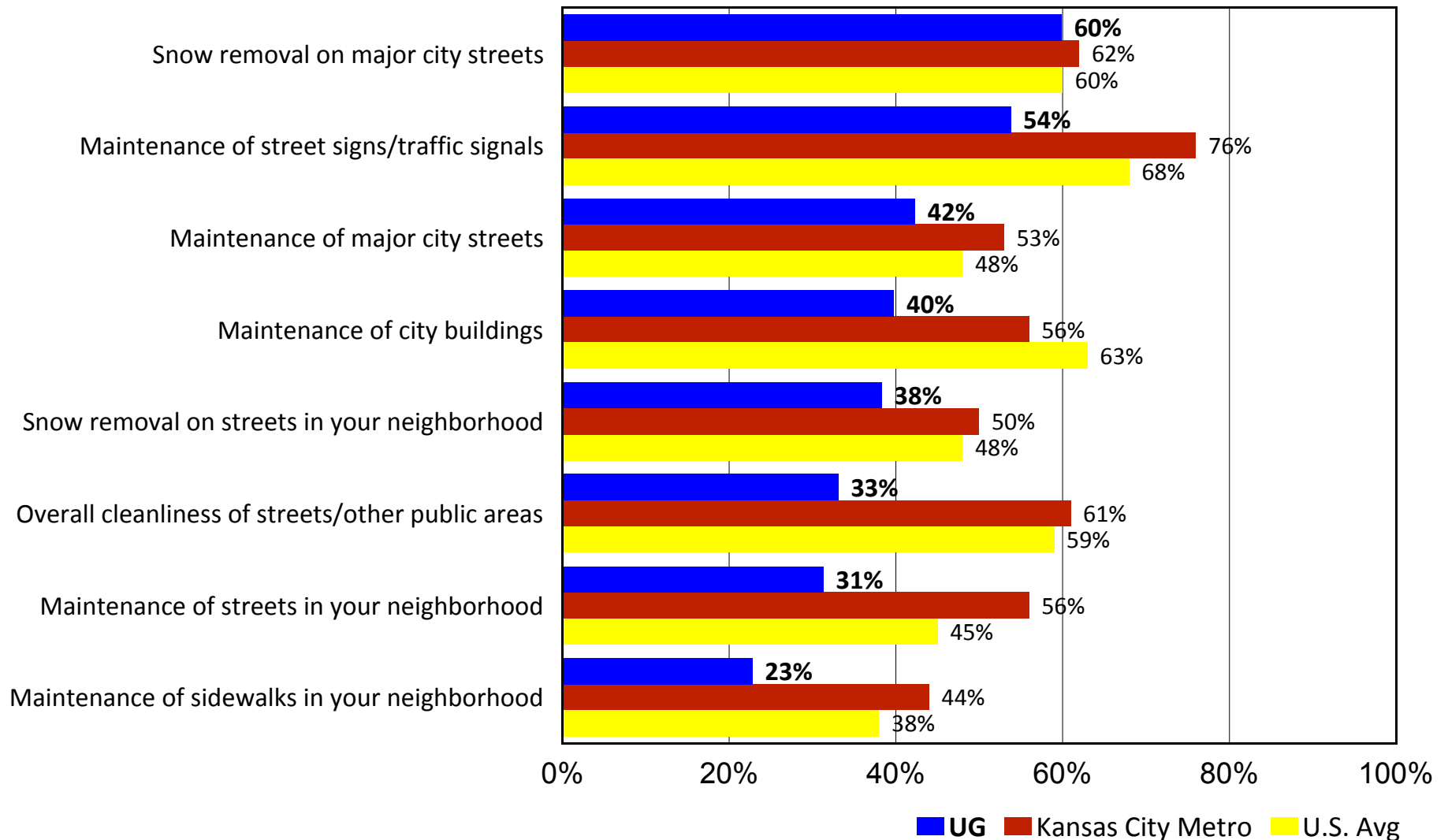
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute (2020)

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

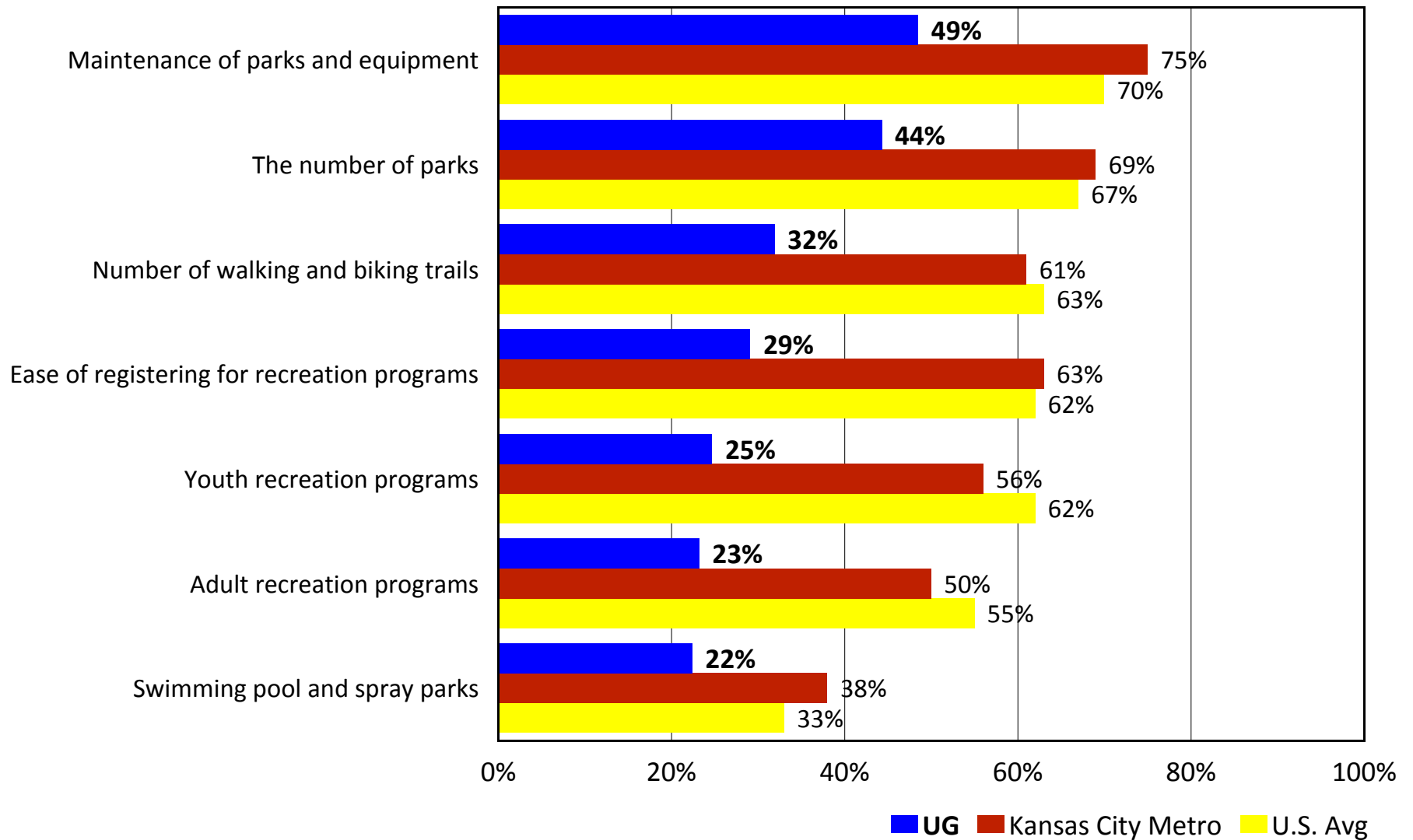
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute (2020)

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

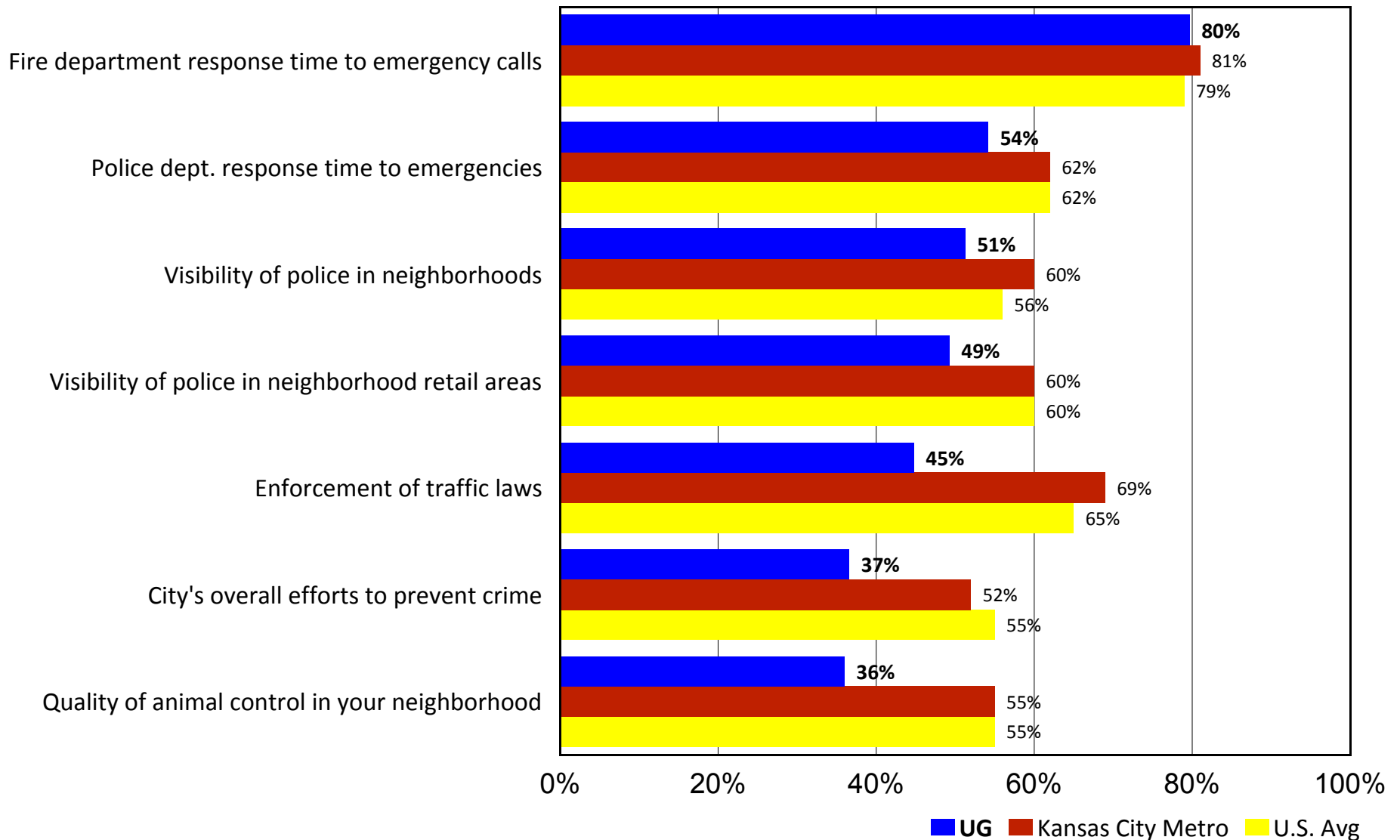
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute (2020)

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

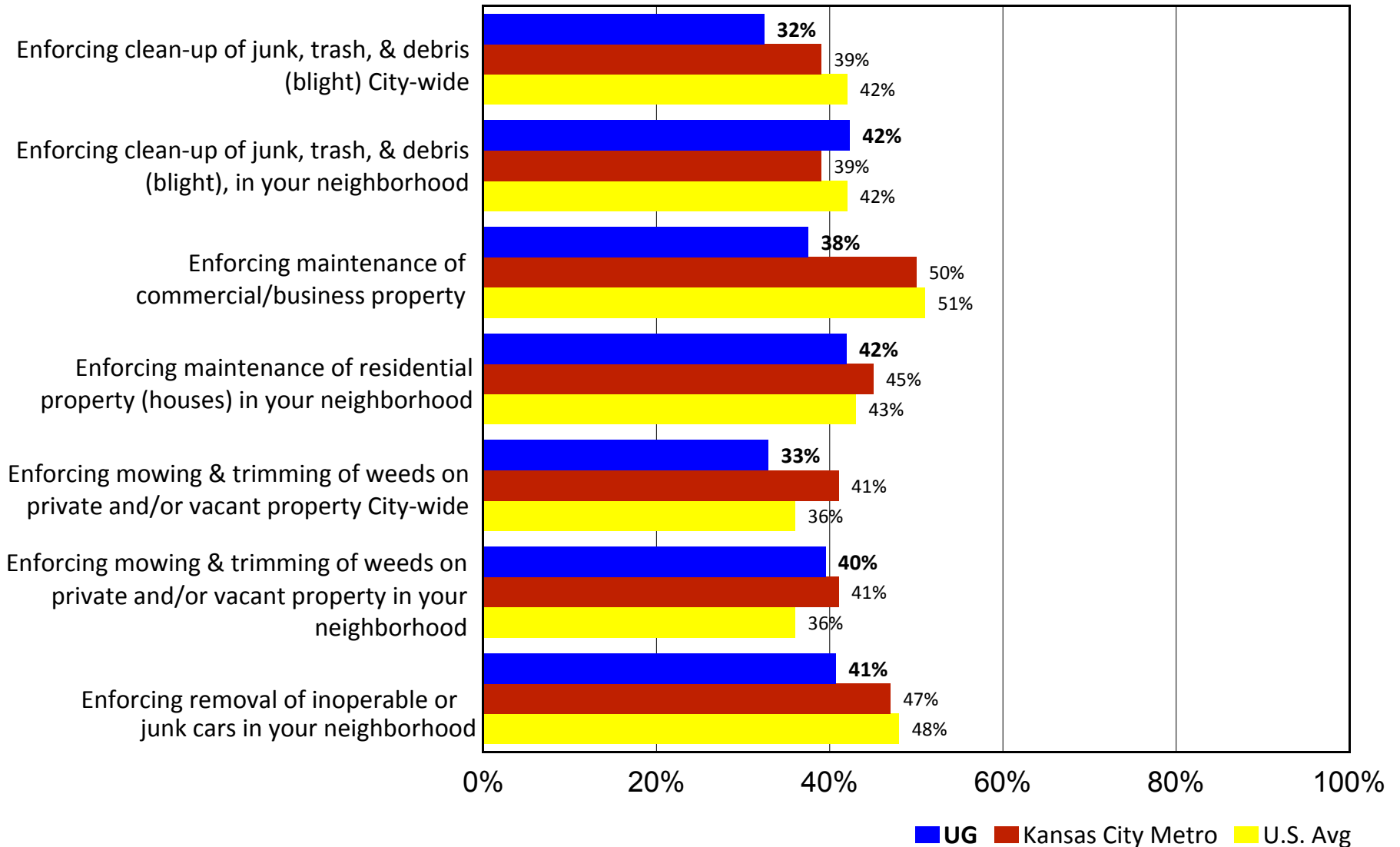
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute (2020)

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

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



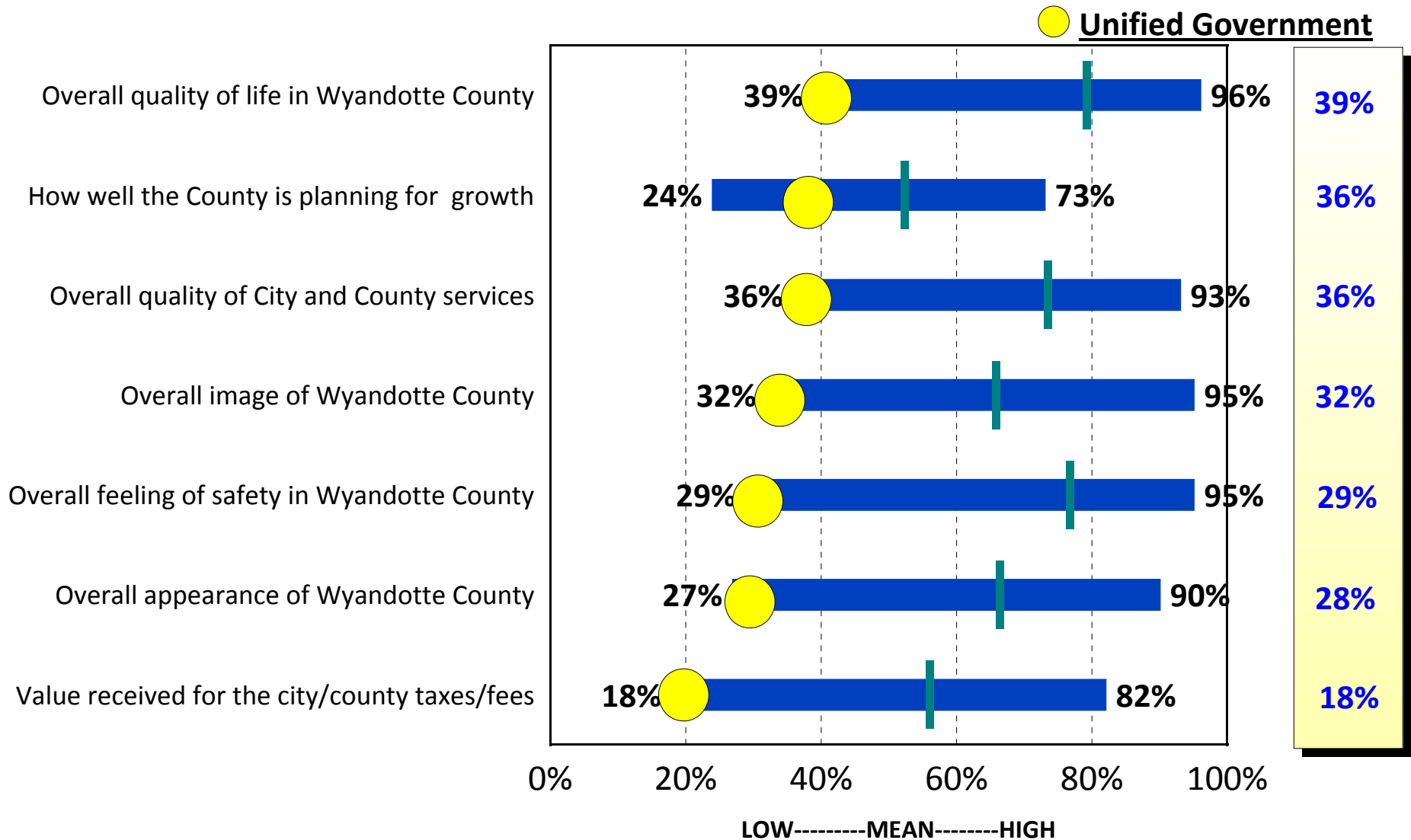
Source: ETC Institute (2020)

Metropolitan Kansas City Benchmarks

Source: ETC Institute (2020)

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

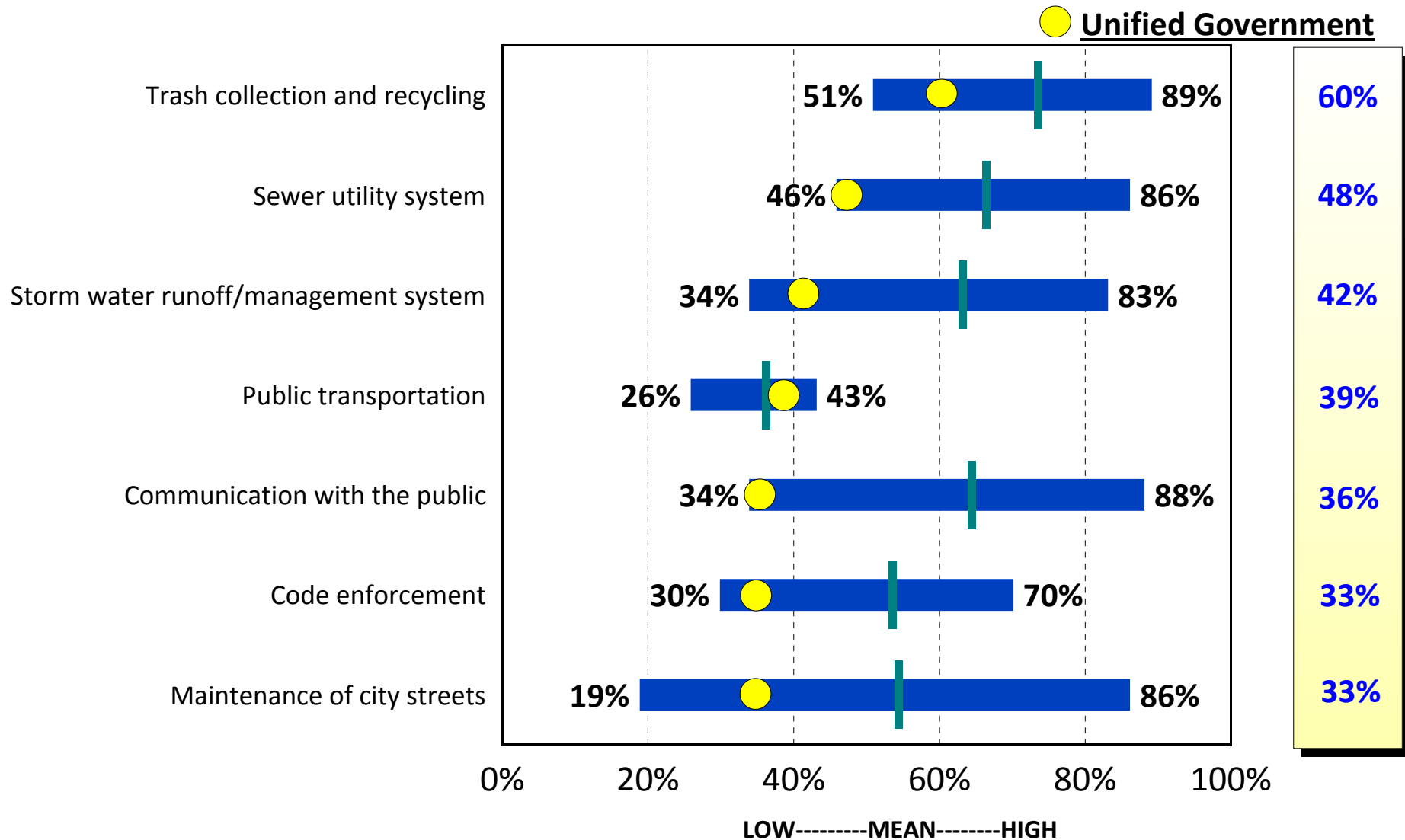
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

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

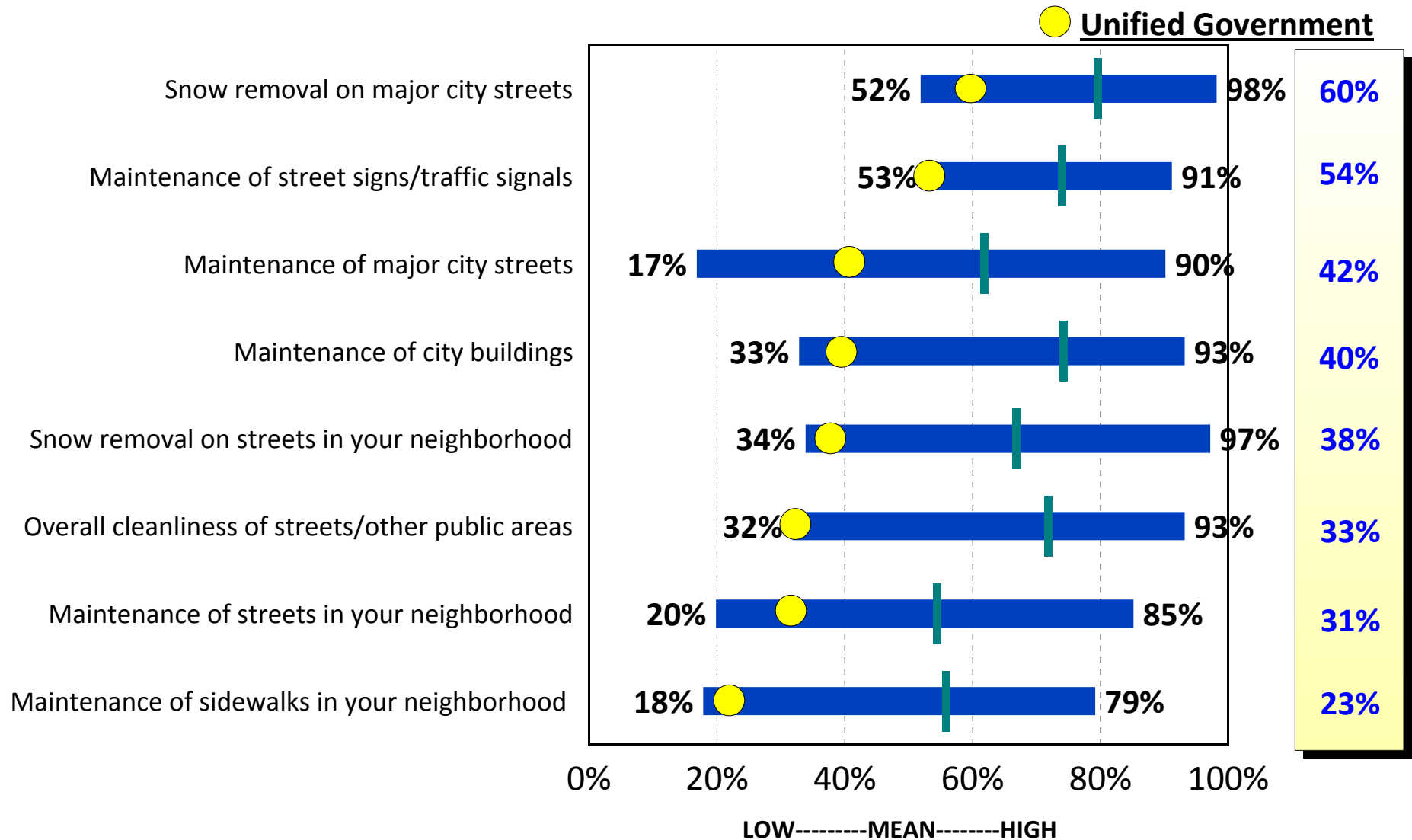
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

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

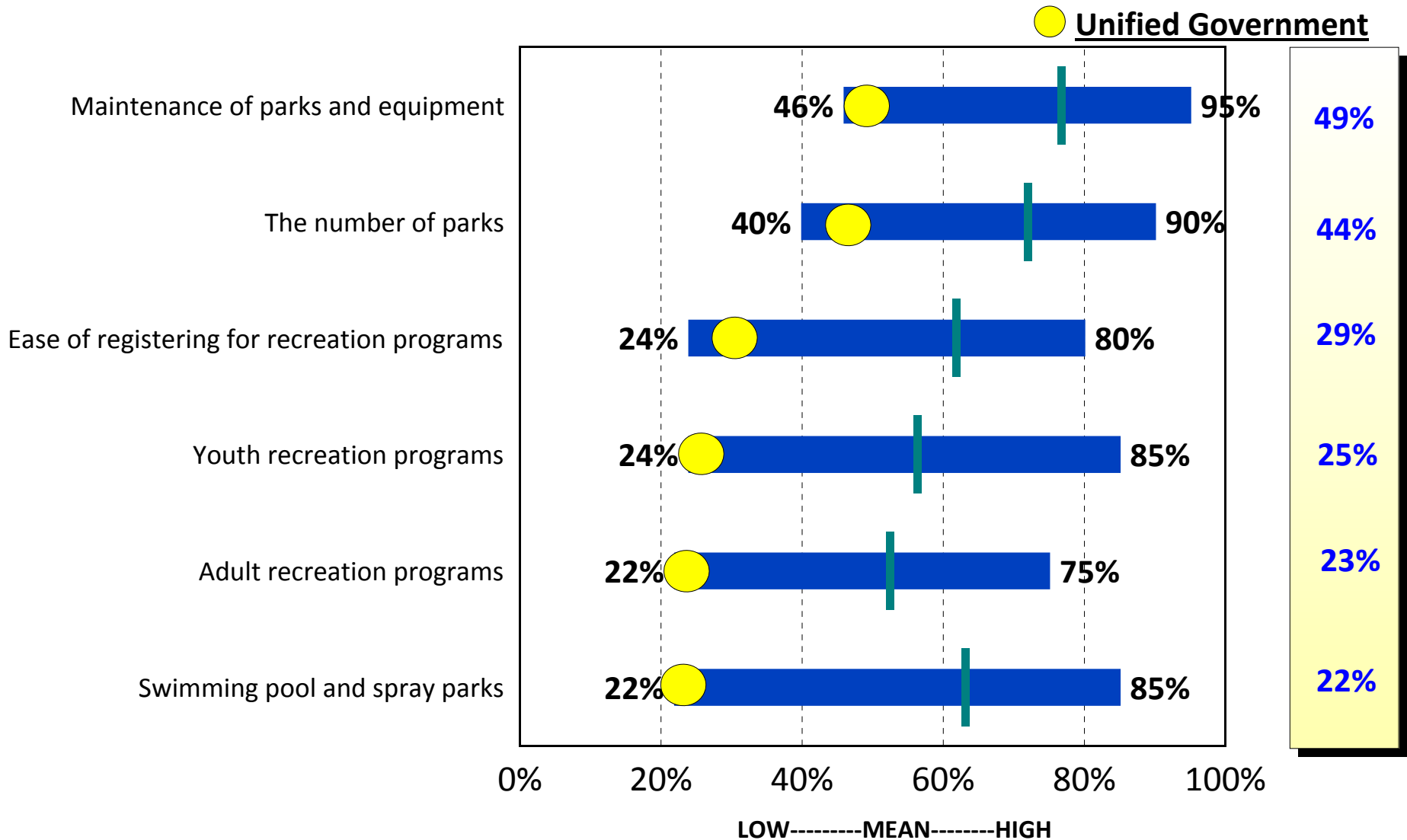
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

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

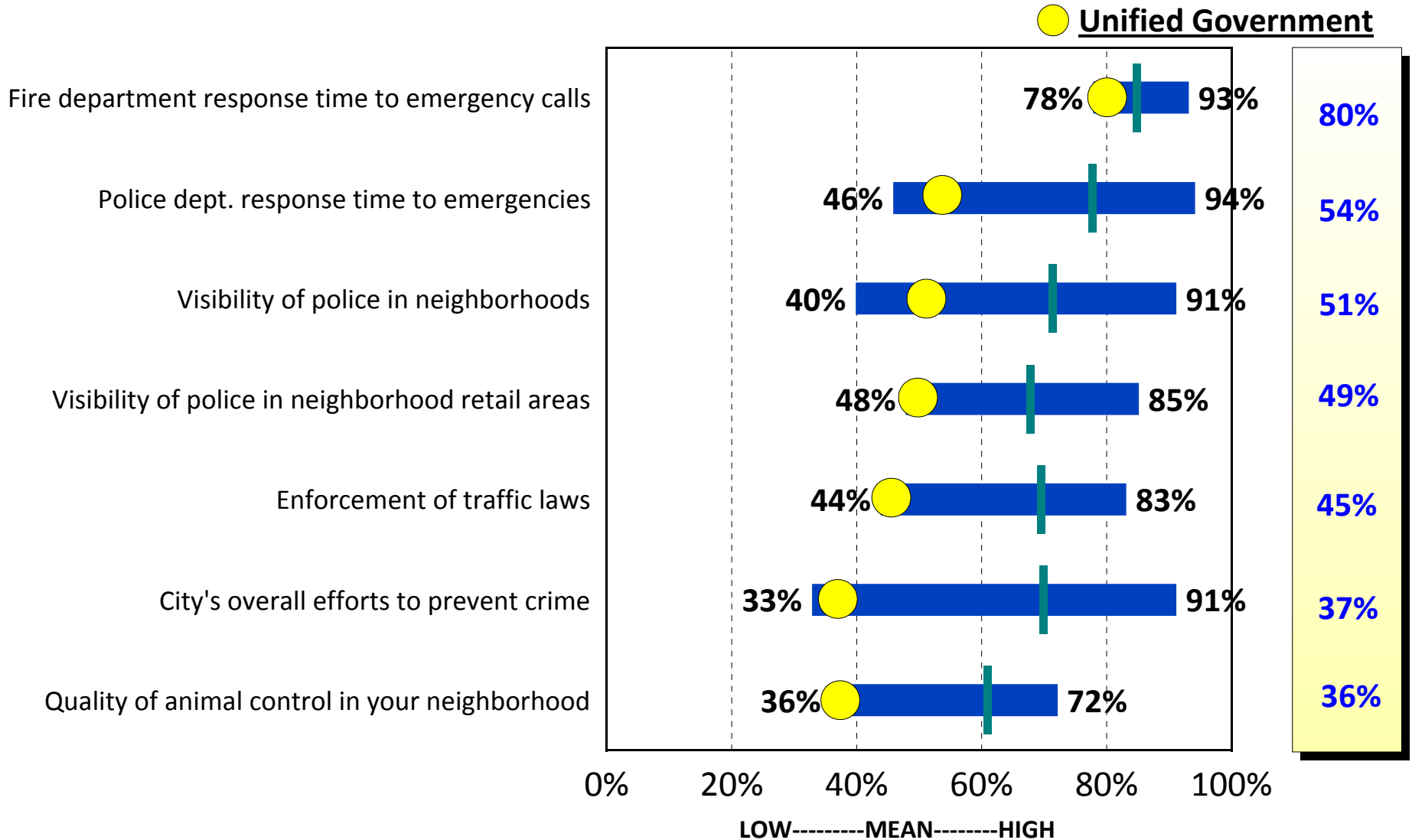
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

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

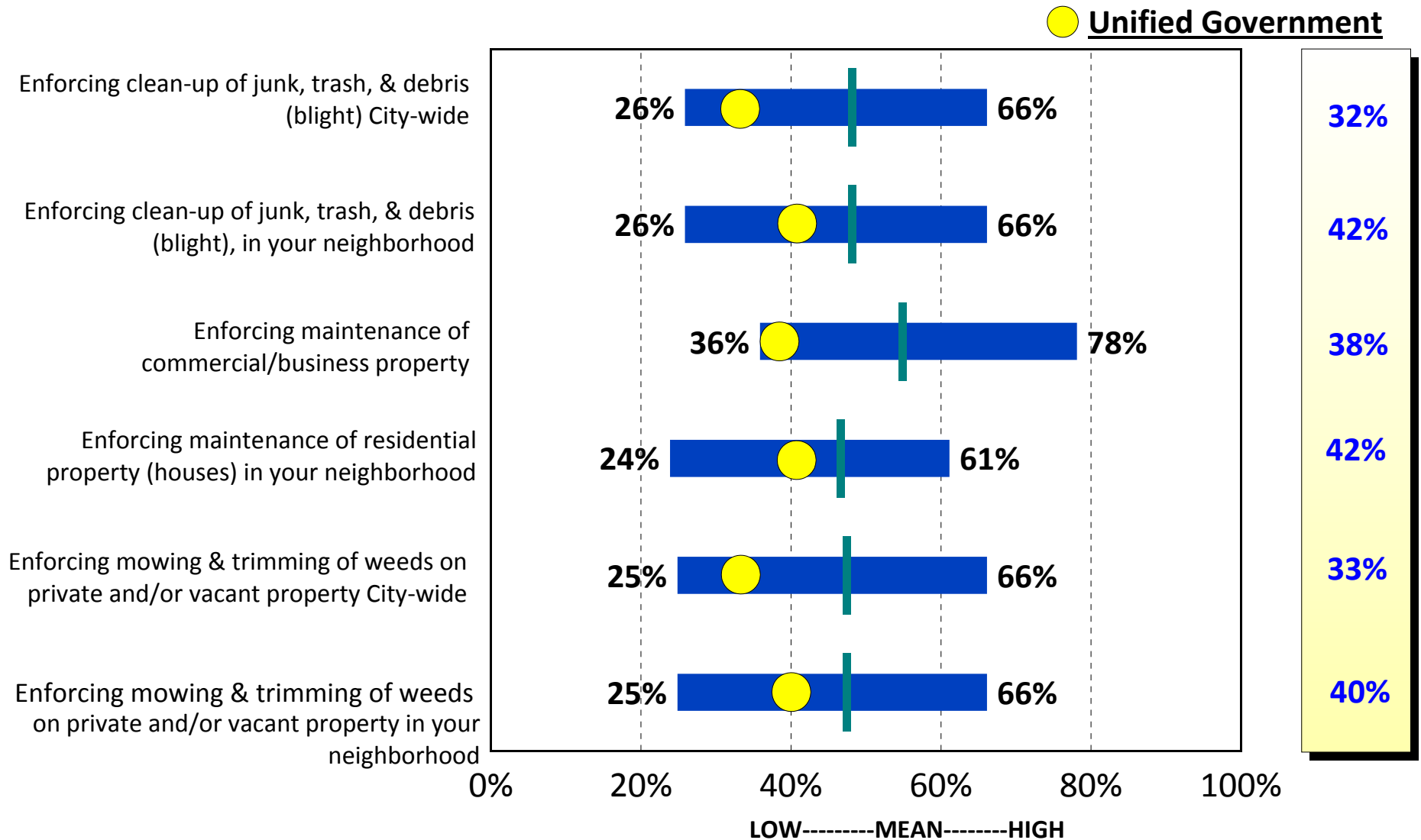
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

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

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



Source: ETC Institute (2020)