

Kansas City, Missouri Employer Survey

Cross-Tabular Data

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2018

Submitted to the City of Kansas City, Missouri

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Section 1

Cross-Tabular Data by Sector

Q1. How would you rate Kansas City, Missouri overall as a place to do business? (without "don't know")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q1. How would you rate Kansas City, Missouri overall as a place to do business

Excellent	19.2%	24.2%	27.6%	17.2%	24.3%	17.9%	32.1%	22.5%	23.2%
Good	30.8%	41.4%	48.3%	62.1%	48.6%	60.7%	25.0%	45.0%	44.7%
Average	30.8%	26.3%	20.7%	20.7%	24.3%	17.9%	28.6%	25.8%	25.0%
Below average	19.2%	5.1%	3.4%	0.0%	2.7%	3.6%	10.7%	5.0%	5.6%
Poor	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	3.6%	1.7%	1.5%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q2-1. Overall quality of services provided by City

Very satisfied	0.0%	7.2%	10.0%	3.4%	12.8%	13.3%	14.8%	10.3%	9.1%
Satisfied	34.5%	46.4%	63.3%	55.2%	51.3%	60.0%	40.7%	50.9%	49.9%
Neutral	48.3%	33.0%	23.3%	37.9%	28.2%	20.0%	29.6%	31.0%	31.5%
Dissatisfied	17.2%	10.3%	3.3%	3.4%	7.7%	6.7%	11.1%	6.9%	8.3%
Very dissatisfied	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	3.7%	0.9%	1.3%

Q2-2. Overall image of City

Very satisfied	3.4%	15.8%	10.0%	10.0%	25.6%	16.7%	23.3%	20.8%	17.1%
Satisfied	55.2%	49.5%	80.0%	66.7%	41.0%	63.3%	43.3%	54.2%	54.5%
Neutral	31.0%	28.7%	6.7%	23.3%	30.8%	20.0%	20.0%	20.0%	23.2%
Dissatisfied	6.9%	4.0%	3.3%	0.0%	2.6%	0.0%	13.3%	2.5%	3.7%
Very dissatisfied	3.4%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%	1.5%

Q2-3. Overall quality of life in City

Very satisfied	10.3%	16.2%	20.0%	20.7%	36.8%	24.1%	27.6%	24.6%	22.2%
Satisfied	51.7%	48.5%	63.3%	58.6%	23.7%	65.5%	34.5%	46.6%	47.9%
Neutral	34.5%	31.3%	16.7%	20.7%	31.6%	10.3%	24.1%	22.0%	24.9%
Dissatisfied	3.4%	4.0%	0.0%	0.0%	7.9%	0.0%	13.8%	5.9%	4.7%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.2%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q2-4. Quality of new development in City

Very satisfied	21.4%	13.4%	25.0%	10.7%	23.7%	25.0%	17.2%	21.4%	19.1%
Satisfied	39.3%	49.5%	57.1%	67.9%	42.1%	57.1%	41.4%	44.4%	48.3%
Neutral	25.0%	30.9%	17.9%	17.9%	26.3%	17.9%	31.0%	29.1%	26.7%
Dissatisfied	7.1%	3.1%	0.0%	3.6%	7.9%	0.0%	6.9%	4.3%	4.1%
Very dissatisfied	7.1%	3.1%	0.0%	0.0%	0.0%	0.0%	3.4%	0.9%	1.8%

Q2-5. Overall quality of education system within City

Very satisfied	0.0%	0.0%	3.8%	0.0%	3.3%	0.0%	4.2%	11.7%	4.3%
Satisfied	8.7%	17.0%	3.8%	16.7%	10.0%	22.2%	8.3%	13.6%	13.6%
Neutral	52.2%	38.6%	50.0%	25.0%	20.0%	37.0%	33.3%	35.0%	36.2%
Dissatisfied	21.7%	27.3%	30.8%	33.3%	40.0%	18.5%	41.7%	16.5%	25.8%
Very dissatisfied	17.4%	17.0%	11.5%	25.0%	26.7%	22.2%	12.5%	23.3%	20.0%

Q2-6. Overall feeling of safety in City

Very satisfied	0.0%	4.0%	0.0%	0.0%	5.0%	3.3%	6.7%	6.8%	4.2%
Satisfied	20.7%	28.0%	36.7%	30.0%	15.0%	23.3%	30.0%	28.0%	26.8%
Neutral	48.3%	33.0%	50.0%	50.0%	37.5%	40.0%	36.7%	42.4%	40.5%
Dissatisfied	27.6%	22.0%	13.3%	16.7%	32.5%	23.3%	16.7%	15.3%	20.1%
Very dissatisfied	3.4%	13.0%	0.0%	3.3%	10.0%	10.0%	10.0%	7.6%	8.4%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q2-7. Overall value that you receive for your City tax & fees

Very satisfied	0.0%	3.2%	3.6%	0.0%	8.3%	0.0%	8.7%	7.3%	4.5%
Satisfied	25.0%	32.6%	39.3%	25.9%	25.0%	39.3%	30.4%	31.8%	31.5%
Neutral	50.0%	43.2%	42.9%	63.0%	41.7%	39.3%	21.7%	35.5%	41.1%
Dissatisfied	14.3%	8.4%	14.3%	11.1%	16.7%	21.4%	17.4%	17.3%	14.4%
Very dissatisfied	10.7%	12.6%	0.0%	0.0%	8.3%	0.0%	21.7%	8.2%	8.5%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q3-1. Overall image of City</u>									
Extremely important	17.2%	20.4%	43.3%	23.3%	32.5%	17.2%	30.0%	31.9%	27.0%
Very important	31.0%	43.7%	33.3%	36.7%	42.5%	31.0%	36.7%	37.9%	38.3%
Important	37.9%	29.1%	23.3%	30.0%	10.0%	27.6%	23.3%	19.8%	24.3%
Less important	6.9%	4.9%	0.0%	10.0%	10.0%	13.8%	3.3%	3.4%	5.7%
Not important	6.9%	1.9%	0.0%	0.0%	5.0%	10.3%	6.7%	6.9%	4.7%
<u>Q3-2. Low crime rate</u>									
Extremely important	24.1%	48.5%	56.7%	36.7%	37.5%	46.7%	40.0%	49.1%	44.9%
Very important	44.8%	33.0%	26.7%	33.3%	32.5%	20.0%	30.0%	26.7%	30.4%
Important	27.6%	14.6%	10.0%	30.0%	12.5%	23.3%	23.3%	17.2%	18.1%
Less important	3.4%	1.9%	6.7%	0.0%	12.5%	3.3%	3.3%	3.4%	3.9%
Not important	0.0%	1.9%	0.0%	0.0%	5.0%	6.7%	3.3%	3.4%	2.7%
<u>Q3-3. Quality of local schools</u>									
Extremely important	17.2%	32.0%	36.7%	40.0%	45.0%	30.0%	36.7%	32.2%	33.4%
Very important	31.0%	30.1%	26.7%	23.3%	12.5%	33.3%	20.0%	27.0%	26.3%
Important	20.7%	18.4%	23.3%	20.0%	15.0%	10.0%	3.3%	17.4%	16.7%
Less important	17.2%	6.8%	6.7%	10.0%	12.5%	6.7%	20.0%	7.8%	9.6%
Not important	13.8%	12.6%	6.7%	6.7%	15.0%	20.0%	20.0%	15.7%	14.0%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q3-4. Availability of trained employees

Extremely important	34.5%	32.0%	36.7%	26.7%	37.5%	13.3%	30.0%	33.6%	31.6%
Very important	37.9%	39.8%	36.7%	46.7%	27.5%	43.3%	40.0%	36.2%	38.0%
Important	20.7%	22.3%	16.7%	20.0%	17.5%	26.7%	16.7%	19.0%	20.1%
Less important	6.9%	1.9%	3.3%	3.3%	10.0%	6.7%	10.0%	6.9%	5.6%
Not important	0.0%	3.9%	6.7%	3.3%	7.5%	10.0%	3.3%	4.3%	4.7%

Q3-5. Level of taxation

Extremely important	27.6%	28.4%	36.7%	30.0%	25.0%	26.7%	24.1%	31.3%	29.1%
Very important	34.5%	41.2%	23.3%	40.0%	25.0%	36.7%	27.6%	31.3%	33.6%
Important	37.9%	22.5%	33.3%	20.0%	20.0%	23.3%	24.1%	25.2%	24.9%
Less important	0.0%	4.9%	3.3%	3.3%	5.0%	0.0%	6.9%	6.1%	4.4%
Not important	0.0%	2.9%	3.3%	6.7%	25.0%	13.3%	17.2%	6.1%	7.9%

Q3-6. Access to airports

Extremely important	20.0%	15.5%	23.3%	16.7%	12.5%	16.7%	23.3%	23.3%	19.1%
Very important	23.3%	23.3%	23.3%	36.7%	10.0%	26.7%	23.3%	23.3%	23.2%
Important	33.3%	29.1%	30.0%	36.7%	27.5%	30.0%	23.3%	21.6%	27.4%
Less important	13.3%	10.7%	10.0%	10.0%	22.5%	10.0%	6.7%	14.7%	12.7%
Not important	10.0%	21.4%	13.3%	0.0%	27.5%	16.7%	23.3%	17.2%	17.6%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q3-7. Availability of workforce housing for employees

Extremely important	0.0%	11.8%	13.8%	13.3%	17.9%	6.7%	17.2%	15.8%	12.9%
Very important	34.5%	34.3%	17.2%	33.3%	25.6%	33.3%	24.1%	28.1%	29.6%
Important	34.5%	27.5%	27.6%	30.0%	15.4%	30.0%	20.7%	28.9%	27.1%
Less important	13.8%	11.8%	13.8%	10.0%	15.4%	13.3%	24.1%	14.0%	13.9%
Not important	17.2%	14.7%	27.6%	13.3%	25.6%	16.7%	13.8%	13.2%	16.4%

Q3-8. Proximity of businesses that are important to your business

Extremely important	10.0%	18.6%	20.0%	20.0%	10.0%	10.0%	23.3%	26.1%	19.2%
Very important	13.3%	38.2%	26.7%	26.7%	30.0%	43.3%	20.0%	29.6%	30.5%
Important	36.7%	20.6%	36.7%	33.3%	22.5%	6.7%	36.7%	27.0%	26.0%
Less important	23.3%	16.7%	13.3%	20.0%	20.0%	23.3%	3.3%	10.4%	15.2%
Not important	16.7%	5.9%	3.3%	0.0%	17.5%	16.7%	16.7%	7.0%	9.1%

Q3-9. Availability of public transportation

Extremely important	0.0%	13.6%	13.3%	13.3%	30.0%	16.7%	17.2%	29.6%	19.2%
Very important	16.7%	29.1%	20.0%	23.3%	30.0%	30.0%	6.9%	22.6%	23.8%
Important	36.7%	19.4%	20.0%	26.7%	15.0%	20.0%	44.8%	20.0%	22.9%
Less important	30.0%	24.3%	33.3%	26.7%	12.5%	16.7%	17.2%	16.5%	21.1%
Not important	16.7%	13.6%	13.3%	10.0%	12.5%	16.7%	13.8%	11.3%	13.0%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q3-10. Availability of libraries, arts, & cultural amenities</u>									
Extremely important	6.7%	16.5%	6.7%	16.7%	22.5%	30.0%	13.3%	20.4%	17.5%
Very important	23.3%	15.5%	26.7%	33.3%	35.0%	16.7%	23.3%	19.5%	21.9%
Important	33.3%	25.2%	46.7%	26.7%	27.5%	23.3%	30.0%	20.4%	26.6%
Less important	23.3%	25.2%	6.7%	16.7%	5.0%	16.7%	16.7%	19.5%	18.2%
Not important	13.3%	17.5%	13.3%	6.7%	10.0%	13.3%	16.7%	20.4%	15.8%
<u>Q3-11. Attitude of local government toward business</u>									
Extremely important	36.7%	41.2%	43.3%	50.0%	22.5%	34.5%	50.0%	46.5%	41.5%
Very important	36.7%	36.3%	46.7%	36.7%	37.5%	37.9%	30.0%	31.6%	35.6%
Important	26.7%	21.6%	6.7%	13.3%	17.5%	6.9%	16.7%	14.9%	16.5%
Less important	0.0%	0.0%	3.3%	0.0%	7.5%	10.3%	0.0%	6.1%	3.5%
Not important	0.0%	1.0%	0.0%	0.0%	15.0%	10.3%	3.3%	0.9%	3.0%
<u>Q3-12. Availability of telecommunications, utilities, & other infrastructure</u>									
Extremely important	40.0%	42.7%	43.3%	40.0%	40.0%	33.3%	53.3%	47.4%	43.5%
Very important	46.7%	41.7%	50.0%	46.7%	50.0%	50.0%	30.0%	31.9%	40.8%
Important	10.0%	13.6%	6.7%	13.3%	5.0%	6.7%	10.0%	20.7%	13.2%
Less important	0.0%	1.9%	0.0%	0.0%	2.5%	3.3%	3.3%	0.0%	1.2%
Not important	3.3%	0.0%	0.0%	0.0%	2.5%	6.7%	3.3%	0.0%	1.2%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q3-13. Availability of parks & open space</u>									
Extremely important	3.3%	12.6%	10.0%	13.3%	27.5%	20.7%	20.0%	17.4%	15.7%
Very important	26.7%	19.4%	30.0%	40.0%	27.5%	34.5%	23.3%	22.6%	25.3%
Important	33.3%	38.8%	46.7%	33.3%	25.0%	13.8%	30.0%	28.7%	31.9%
Less important	26.7%	15.5%	10.0%	13.3%	10.0%	20.7%	10.0%	18.3%	16.0%
Not important	10.0%	13.6%	3.3%	0.0%	10.0%	10.3%	16.7%	13.0%	11.1%

Q4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q4-1. 311 call center</u>									
Yes	23.3%	38.8%	33.3%	26.7%	30.0%	40.0%	23.3%	34.2%	33.2%
No	76.7%	61.2%	66.7%	73.3%	70.0%	60.0%	76.7%	65.8%	66.8%
<u>Q4-2. Business licensing</u>									
Yes	76.7%	71.8%	63.3%	70.0%	42.5%	76.7%	66.7%	64.2%	66.3%
No	23.3%	28.2%	36.7%	30.0%	57.5%	23.3%	33.3%	35.8%	33.7%
<u>Q4-3. Tax collection</u>									
Yes	56.7%	59.2%	50.0%	56.7%	40.0%	46.7%	50.0%	52.5%	52.8%
No	43.3%	40.8%	50.0%	43.3%	60.0%	53.3%	50.0%	47.5%	47.2%
<u>Q4-4. Municipal court</u>									
Yes	20.0%	21.4%	10.0%	13.3%	22.5%	10.0%	6.7%	19.2%	17.4%
No	80.0%	78.6%	90.0%	86.7%	77.5%	90.0%	93.3%	80.8%	82.6%
<u>Q4-5. Code enforcement</u>									
Yes	50.0%	29.1%	26.7%	16.7%	30.0%	16.7%	16.7%	36.7%	30.0%
No	50.0%	70.9%	73.3%	83.3%	70.0%	83.3%	83.3%	63.3%	70.0%
<u>Q4-6. Police-crime/safety response</u>									
Yes	56.7%	69.9%	43.3%	30.0%	60.0%	60.0%	53.3%	62.5%	59.1%
No	43.3%	30.1%	56.7%	70.0%	40.0%	40.0%	46.7%	37.5%	40.9%

Q4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q4-7. Ambulance-medical emergency response</u>									
Yes	10.0%	24.3%	23.3%	13.3%	45.0%	20.0%	26.7%	28.3%	25.4%
No	90.0%	75.7%	76.7%	86.7%	55.0%	80.0%	73.3%	71.7%	74.6%
<u>Q4-8. Fire incident response</u>									
Yes	13.3%	16.5%	6.7%	6.7%	20.0%	20.0%	13.3%	25.8%	17.9%
No	86.7%	83.5%	93.3%	93.3%	80.0%	80.0%	86.7%	74.2%	82.1%
<u>Q4-9. Fire inspection</u>									
Yes	80.0%	83.5%	73.3%	60.0%	77.5%	66.7%	80.0%	71.7%	75.3%
No	20.0%	16.5%	26.7%	40.0%	22.5%	33.3%	20.0%	28.3%	24.7%
<u>Q4-10. Health inspections</u>									
Yes	3.3%	21.4%	3.3%	6.7%	22.5%	23.3%	23.3%	31.7%	21.1%
No	96.7%	78.6%	96.7%	93.3%	77.5%	76.7%	76.7%	68.3%	78.9%
<u>Q4-11. Regulated industries licensing/inspections</u>									
Yes	16.7%	40.8%	10.0%	10.0%	20.0%	36.7%	26.7%	34.2%	29.3%
No	83.3%	59.2%	90.0%	90.0%	80.0%	63.3%	73.3%	65.8%	70.7%
<u>Q4-12. Building permits</u>									
Yes	30.0%	23.3%	16.7%	36.7%	17.5%	36.7%	20.0%	37.5%	28.6%
No	70.0%	76.7%	83.3%	63.3%	82.5%	63.3%	80.0%	62.5%	71.4%

Q4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q4-13. Development review</u>									
Yes	10.0%	7.8%	3.3%	26.7%	12.5%	20.0%	10.0%	15.0%	12.6%
No	90.0%	92.2%	96.7%	73.3%	87.5%	80.0%	90.0%	85.0%	87.4%
<u>Q4-14. Public incentives requests</u>									
Yes	3.3%	3.9%	3.3%	13.3%	5.0%	6.7%	6.7%	7.5%	6.1%
No	96.7%	96.1%	96.7%	86.7%	95.0%	93.3%	93.3%	92.5%	93.9%
<u>Q4-15. Airport services</u>									
Yes	50.0%	37.9%	53.3%	60.0%	25.0%	30.0%	53.3%	42.5%	42.1%
No	50.0%	62.1%	46.7%	40.0%	75.0%	70.0%	46.7%	57.5%	57.9%
<u>Q4-16. Water services</u>									
Yes	86.7%	79.6%	66.7%	63.3%	65.0%	70.0%	70.0%	77.5%	74.6%
No	13.3%	20.4%	33.3%	36.7%	35.0%	30.0%	30.0%	22.5%	25.4%
<u>Q4-17. Stormwater drainage</u>									
Yes	56.7%	54.4%	40.0%	43.3%	52.5%	50.0%	50.0%	56.7%	52.5%
No	43.3%	45.6%	60.0%	56.7%	47.5%	50.0%	50.0%	43.3%	47.5%
<u>Q4-18. Street maintenance</u>									
Yes	53.3%	57.3%	63.3%	46.7%	57.5%	53.3%	53.3%	66.7%	58.8%
No	46.7%	42.7%	36.7%	53.3%	42.5%	46.7%	46.7%	33.3%	41.2%

Q4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q4-19. Sidewalk maintenance</u>									
Yes	26.7%	35.9%	43.3%	36.7%	35.0%	30.0%	33.3%	53.3%	40.2%
No	73.3%	64.1%	56.7%	63.3%	65.0%	70.0%	66.7%	46.7%	59.8%
<u>Q4-20. MBE/WBE certification</u>									
Yes	16.7%	9.7%	6.7%	16.7%	10.0%	3.3%	10.0%	15.8%	11.9%
No	83.3%	90.3%	93.3%	83.3%	90.0%	96.7%	90.0%	84.2%	88.1%
<u>Q4-21. Website usefulness (kcmo.gov)</u>									
Yes	40.0%	43.7%	46.7%	36.7%	37.5%	53.3%	43.3%	50.0%	45.0%
No	60.0%	56.3%	53.3%	63.3%	62.5%	46.7%	56.7%	50.0%	55.0%
<u>Q4-22. KC Streetcar</u>									
Yes	26.7%	21.4%	23.3%	56.7%	20.0%	30.0%	20.0%	31.7%	27.8%
No	73.3%	78.6%	76.7%	43.3%	80.0%	70.0%	80.0%	68.3%	72.2%
<u>Q4-23. KCATA bus service</u>									
Yes	16.7%	22.3%	3.3%	13.3%	42.5%	23.3%	20.0%	25.0%	22.5%
No	83.3%	77.7%	96.7%	86.7%	57.5%	76.7%	80.0%	75.0%	77.5%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q4-1. 311 call center</u>									
Very satisfied	14.3%	25.0%	20.0%	0.0%	25.0%	25.0%	14.3%	24.4%	21.9%
Satisfied	14.3%	30.0%	40.0%	37.5%	66.7%	25.0%	14.3%	39.0%	35.0%
Neutral	42.9%	17.5%	30.0%	37.5%	0.0%	25.0%	42.9%	19.5%	21.9%
Dissatisfied	0.0%	20.0%	10.0%	25.0%	8.3%	16.7%	14.3%	14.6%	15.3%
Very dissatisfied	28.6%	7.5%	0.0%	0.0%	0.0%	8.3%	14.3%	2.4%	5.8%
<u>Q4-2. Business licensing</u>									
Very satisfied	17.4%	26.8%	16.7%	0.0%	12.5%	38.1%	26.3%	29.2%	23.8%
Satisfied	30.4%	39.4%	44.4%	66.7%	50.0%	33.3%	31.6%	40.3%	41.0%
Neutral	39.1%	28.2%	38.9%	33.3%	25.0%	28.6%	31.6%	26.4%	29.9%
Dissatisfied	4.3%	2.8%	0.0%	0.0%	0.0%	0.0%	5.3%	1.4%	1.9%
Very dissatisfied	8.7%	2.8%	0.0%	0.0%	12.5%	0.0%	5.3%	2.8%	3.4%
<u>Q4-3. Tax collection</u>									
Very satisfied	12.5%	13.0%	9.1%	0.0%	12.5%	7.7%	28.6%	26.8%	16.2%
Satisfied	12.5%	40.7%	54.5%	23.5%	37.5%	46.2%	28.6%	41.1%	37.1%
Neutral	56.3%	37.0%	27.3%	64.7%	37.5%	46.2%	28.6%	19.6%	35.5%
Dissatisfied	18.8%	3.7%	9.1%	5.9%	6.3%	0.0%	0.0%	10.7%	7.1%
Very dissatisfied	0.0%	5.6%	0.0%	5.9%	6.3%	0.0%	14.3%	1.8%	4.1%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q4-4. Municipal court</u>									
Very satisfied	16.7%	4.5%	66.7%	0.0%	62.5%	0.0%	50.0%	30.4%	24.3%
Satisfied	16.7%	27.3%	33.3%	33.3%	37.5%	33.3%	0.0%	26.1%	27.1%
Neutral	33.3%	36.4%	0.0%	66.7%	0.0%	66.7%	50.0%	30.4%	31.4%
Dissatisfied	33.3%	22.7%	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%	12.9%
Very dissatisfied	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	4.3%
<u>Q4-5. Code enforcement</u>									
Very satisfied	6.7%	6.7%	12.5%	0.0%	25.0%	0.0%	0.0%	22.7%	13.7%
Satisfied	20.0%	23.3%	50.0%	40.0%	50.0%	20.0%	20.0%	15.9%	25.0%
Neutral	46.7%	33.3%	25.0%	40.0%	16.7%	60.0%	40.0%	29.5%	33.1%
Dissatisfied	0.0%	23.3%	12.5%	0.0%	8.3%	0.0%	20.0%	22.7%	16.1%
Very dissatisfied	26.7%	13.3%	0.0%	20.0%	0.0%	20.0%	20.0%	9.1%	12.1%
<u>Q4-6. Police-crime/safety response</u>									
Very satisfied	11.8%	22.1%	30.8%	11.1%	58.3%	55.6%	43.8%	33.8%	32.6%
Satisfied	47.1%	39.7%	38.5%	44.4%	41.7%	38.9%	31.3%	36.5%	38.9%
Neutral	23.5%	16.2%	15.4%	33.3%	0.0%	5.6%	12.5%	17.6%	15.1%
Dissatisfied	11.8%	17.6%	15.4%	0.0%	0.0%	0.0%	12.5%	6.8%	9.6%
Very dissatisfied	5.9%	4.4%	0.0%	11.1%	0.0%	0.0%	0.0%	5.4%	3.8%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q4-7. Ambulance-medical emergency response</u>									
Very satisfied	0.0%	37.5%	42.9%	25.0%	83.3%	50.0%	71.4%	52.9%	52.4%
Satisfied	66.7%	45.8%	42.9%	75.0%	5.6%	50.0%	28.6%	41.2%	37.9%
Neutral	33.3%	8.3%	0.0%	0.0%	11.1%	0.0%	0.0%	2.9%	5.8%
Dissatisfied	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	1.9%
Very dissatisfied	0.0%	4.2%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%
<u>Q4-8. Fire incident response</u>									
Very satisfied	25.0%	50.0%	50.0%	50.0%	100.0%	33.3%	100.0%	58.1%	58.9%
Satisfied	75.0%	37.5%	50.0%	50.0%	0.0%	50.0%	0.0%	41.9%	37.0%
Neutral	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
Dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	1.4%
<u>Q4-9. Fire inspection</u>									
Very satisfied	33.3%	42.9%	50.0%	25.0%	55.2%	57.9%	34.8%	58.5%	47.5%
Satisfied	50.0%	40.5%	50.0%	50.0%	44.8%	21.1%	34.8%	29.3%	38.0%
Neutral	16.7%	11.9%	0.0%	25.0%	0.0%	15.8%	17.4%	9.8%	11.1%
Dissatisfied	0.0%	2.4%	0.0%	0.0%	0.0%	5.3%	4.3%	1.2%	1.7%
Very dissatisfied	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	8.7%	1.2%	1.7%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q4-10. Health inspections</u>									
Very satisfied	0.0%	23.8%	0.0%	50.0%	44.4%	16.7%	66.7%	47.4%	39.8%
Satisfied	0.0%	52.4%	0.0%	50.0%	44.4%	50.0%	16.7%	26.3%	36.1%
Neutral	0.0%	14.3%	0.0%	0.0%	11.1%	16.7%	16.7%	13.2%	13.3%
Dissatisfied	0.0%	4.8%	0.0%	0.0%	0.0%	16.7%	0.0%	7.9%	6.0%
Very dissatisfied	0.0%	4.8%	100.0%	0.0%	0.0%	0.0%	0.0%	5.3%	4.8%
<u>Q4-11. Regulated industries licensing/inspections</u>									
Very satisfied	20.0%	17.5%	50.0%	33.3%	28.6%	10.0%	28.6%	35.9%	25.7%
Satisfied	0.0%	40.0%	50.0%	33.3%	57.1%	30.0%	42.9%	35.9%	37.2%
Neutral	60.0%	27.5%	0.0%	33.3%	14.3%	40.0%	0.0%	12.8%	22.1%
Dissatisfied	20.0%	10.0%	0.0%	0.0%	0.0%	10.0%	0.0%	12.8%	9.7%
Very dissatisfied	0.0%	5.0%	0.0%	0.0%	0.0%	10.0%	28.6%	2.6%	5.3%
<u>Q4-12. Building permits</u>									
Very satisfied	11.1%	21.7%	60.0%	10.0%	16.7%	10.0%	16.7%	28.6%	22.5%
Satisfied	22.2%	30.4%	20.0%	40.0%	33.3%	40.0%	33.3%	26.2%	29.7%
Neutral	22.2%	26.1%	0.0%	20.0%	16.7%	40.0%	33.3%	23.8%	24.3%
Dissatisfied	22.2%	13.0%	20.0%	30.0%	16.7%	0.0%	0.0%	9.5%	12.6%
Very dissatisfied	22.2%	8.7%	0.0%	0.0%	16.7%	10.0%	16.7%	11.9%	10.8%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q4-13. Development review</u>									
Very satisfied	0.0%	0.0%	0.0%	12.5%	25.0%	0.0%	0.0%	47.1%	20.4%
Satisfied	0.0%	37.5%	100.0%	50.0%	0.0%	33.3%	33.3%	17.6%	28.6%
Neutral	0.0%	25.0%	0.0%	12.5%	75.0%	33.3%	33.3%	5.9%	20.4%
Dissatisfied	50.0%	12.5%	0.0%	25.0%	0.0%	0.0%	0.0%	29.4%	18.4%
Very dissatisfied	50.0%	25.0%	0.0%	0.0%	0.0%	33.3%	33.3%	0.0%	12.2%
<u>Q4-14. Public incentives requests</u>									
Very satisfied	0.0%	0.0%	100.0%	0.0%	50.0%	0.0%	0.0%	11.1%	12.0%
Satisfied	0.0%	50.0%	0.0%	25.0%	50.0%	0.0%	50.0%	33.3%	32.0%
Neutral	0.0%	50.0%	0.0%	50.0%	0.0%	50.0%	50.0%	22.2%	32.0%
Dissatisfied	100.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	33.3%	20.0%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	4.0%
<u>Q4-15. Airport services</u>									
Very satisfied	13.3%	20.5%	6.7%	5.6%	40.0%	11.1%	12.5%	25.5%	18.5%
Satisfied	53.3%	33.3%	60.0%	50.0%	30.0%	22.2%	37.5%	43.1%	41.6%
Neutral	6.7%	41.0%	13.3%	27.8%	0.0%	33.3%	37.5%	15.7%	23.7%
Dissatisfied	20.0%	5.1%	6.7%	16.7%	20.0%	11.1%	0.0%	13.7%	11.0%
Very dissatisfied	6.7%	0.0%	13.3%	0.0%	10.0%	22.2%	12.5%	2.0%	5.2%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q4-16. Water services</u>									
Very satisfied	19.2%	19.5%	22.2%	21.1%	26.9%	15.0%	21.1%	24.1%	21.5%
Satisfied	30.8%	46.3%	50.0%	47.4%	34.6%	35.0%	31.6%	37.9%	40.1%
Neutral	23.1%	20.7%	11.1%	26.3%	26.9%	30.0%	26.3%	23.0%	22.9%
Dissatisfied	11.5%	7.3%	11.1%	0.0%	7.7%	10.0%	10.5%	10.3%	8.8%
Very dissatisfied	15.4%	6.1%	5.6%	5.3%	3.8%	10.0%	10.5%	4.6%	6.7%
<u>Q4-17. Stormwater drainage</u>									
Very satisfied	17.6%	10.7%	30.0%	15.4%	23.8%	14.3%	21.4%	21.5%	18.1%
Satisfied	23.5%	41.1%	30.0%	38.5%	28.6%	21.4%	14.3%	30.8%	31.4%
Neutral	17.6%	23.2%	40.0%	30.8%	14.3%	14.3%	35.7%	20.0%	22.4%
Dissatisfied	5.9%	10.7%	0.0%	7.7%	23.8%	42.9%	14.3%	20.0%	16.2%
Very dissatisfied	35.3%	14.3%	0.0%	7.7%	9.5%	7.1%	14.3%	7.7%	11.9%
<u>Q4-18. Street maintenance</u>									
Very satisfied	6.3%	8.5%	17.6%	7.1%	13.0%	7.1%	6.7%	9.1%	9.4%
Satisfied	18.8%	22.0%	17.6%	28.6%	34.8%	21.4%	26.7%	32.5%	26.8%
Neutral	25.0%	33.9%	17.6%	50.0%	17.4%	42.9%	40.0%	23.4%	28.9%
Dissatisfied	31.3%	20.3%	29.4%	14.3%	26.1%	21.4%	13.3%	20.8%	21.7%
Very dissatisfied	18.8%	15.3%	17.6%	0.0%	8.7%	7.1%	13.3%	14.3%	13.2%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q4-19. Sidewalk maintenance</u>									
Very satisfied	0.0%	10.8%	8.3%	0.0%	23.1%	0.0%	10.0%	8.3%	8.9%
Satisfied	25.0%	27.0%	25.0%	30.0%	30.8%	14.3%	40.0%	28.3%	28.0%
Neutral	25.0%	21.6%	25.0%	30.0%	23.1%	28.6%	30.0%	23.3%	24.2%
Dissatisfied	25.0%	21.6%	33.3%	40.0%	15.4%	42.9%	20.0%	18.3%	22.9%
Very dissatisfied	25.0%	18.9%	8.3%	0.0%	7.7%	14.3%	0.0%	21.7%	15.9%
<u>Q4-20. MBE/WBE certification</u>									
Very satisfied	0.0%	20.0%	0.0%	40.0%	75.0%	0.0%	0.0%	27.8%	26.1%
Satisfied	25.0%	20.0%	100.0%	20.0%	25.0%	0.0%	66.7%	22.2%	26.1%
Neutral	0.0%	20.0%	0.0%	0.0%	0.0%	100.0%	0.0%	5.6%	8.7%
Dissatisfied	0.0%	30.0%	0.0%	20.0%	0.0%	0.0%	33.3%	27.8%	21.7%
Very dissatisfied	75.0%	10.0%	0.0%	20.0%	0.0%	0.0%	0.0%	16.7%	17.4%
<u>Q4-21. Website usefulness (kcmo.gov)</u>									
Very satisfied	9.1%	18.2%	7.7%	18.2%	14.3%	20.0%	0.0%	22.4%	16.9%
Satisfied	36.4%	38.6%	61.5%	18.2%	50.0%	46.7%	41.7%	46.6%	43.3%
Neutral	36.4%	27.3%	30.8%	45.5%	21.4%	26.7%	33.3%	20.7%	27.0%
Dissatisfied	18.2%	13.6%	0.0%	18.2%	14.3%	6.7%	16.7%	5.2%	10.1%
Very dissatisfied	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	8.3%	5.2%	2.8%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q4-22. KC Streetcar

Very satisfied	37.5%	33.3%	42.9%	47.1%	62.5%	37.5%	40.0%	48.6%	44.1%
Satisfied	0.0%	33.3%	57.1%	47.1%	37.5%	50.0%	40.0%	43.2%	39.6%
Neutral	62.5%	19.0%	0.0%	5.9%	0.0%	12.5%	0.0%	8.1%	12.6%
Dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.9%
Very dissatisfied	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%

Q4-23. KCATA bus service

Very satisfied	20.0%	13.0%	100.0%	25.0%	41.2%	28.6%	25.0%	31.0%	27.8%
Satisfied	40.0%	52.2%	0.0%	75.0%	41.2%	28.6%	50.0%	44.8%	45.6%
Neutral	40.0%	26.1%	0.0%	0.0%	17.6%	14.3%	25.0%	17.2%	20.0%
Dissatisfied	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	3.3%
Very dissatisfied	0.0%	4.3%	0.0%	0.0%	0.0%	28.6%	0.0%	0.0%	3.3%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
Q5. Top choice									
311 call center	0.0%	2.9%	6.7%	0.0%	2.5%	6.7%	0.0%	1.7%	2.4%
Business licensing	13.3%	7.8%	3.3%	13.3%	2.5%	3.3%	10.0%	5.8%	7.0%
Tax collection	0.0%	2.9%	6.7%	0.0%	2.5%	3.3%	0.0%	1.7%	2.2%
Municipal court	0.0%	0.0%	0.0%	3.3%	5.0%	0.0%	3.3%	0.0%	1.0%
Code enforcement	10.0%	1.9%	0.0%	0.0%	0.0%	0.0%	3.3%	3.3%	2.4%
Police-crime/safety response	16.7%	20.4%	40.0%	16.7%	15.0%	30.0%	36.7%	25.8%	24.2%
Ambulance-medical emergency response	0.0%	1.0%	0.0%	0.0%	15.0%	0.0%	0.0%	0.0%	1.7%
Fire incident response	3.3%	1.0%	0.0%	3.3%	2.5%	0.0%	0.0%	2.5%	1.7%
Fire inspection	3.3%	1.9%	0.0%	6.7%	2.5%	0.0%	0.0%	2.5%	2.2%
Health inspections	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	2.2%
Regulated industries licensing/inspections	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	3.3%	3.3%	2.4%
Building permits	3.3%	1.0%	0.0%	16.7%	0.0%	3.3%	0.0%	5.8%	3.6%
Development review	0.0%	1.0%	0.0%	3.3%	0.0%	0.0%	0.0%	1.7%	1.0%
Public incentives requests	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.8%	0.5%
Airport services	0.0%	1.0%	3.3%	3.3%	2.5%	0.0%	0.0%	4.2%	2.2%
Water services	3.3%	7.8%	3.3%	0.0%	10.0%	3.3%	3.3%	6.7%	5.8%
Stormwater drainage	3.3%	3.9%	3.3%	0.0%	0.0%	0.0%	6.7%	1.7%	2.4%
Street maintenance	13.3%	7.8%	10.0%	3.3%	5.0%	0.0%	3.3%	5.0%	6.1%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
Q5. Top choice (Cont.)									
MBE/WBE certification	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	1.0%
Website usefulness (kcmo.gov)	0.0%	0.0%	0.0%	3.3%	0.0%	3.3%	0.0%	0.8%	0.7%
KC Streetcar	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	2.5%	1.0%
KCATA bus service	0.0%	1.0%	0.0%	0.0%	12.5%	10.0%	0.0%	0.0%	2.2%
None chosen	30.0%	27.2%	23.3%	23.3%	22.5%	36.7%	26.7%	17.5%	24.2%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q5. 2nd choice</u>									
311 call center	3.3%	0.0%	3.3%	0.0%	0.0%	3.3%	3.3%	0.8%	1.2%
Business licensing	3.3%	4.9%	3.3%	3.3%	7.5%	6.7%	0.0%	4.2%	4.4%
Tax collection	0.0%	2.9%	0.0%	10.0%	0.0%	3.3%	6.7%	4.2%	3.4%
Municipal court	0.0%	1.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	0.5%
Code enforcement	0.0%	1.9%	0.0%	3.3%	2.5%	0.0%	3.3%	4.2%	2.4%
Police-crime/safety response	20.0%	16.5%	13.3%	6.7%	10.0%	10.0%	0.0%	6.7%	10.7%
Ambulance-medical emergency response	0.0%	2.9%	6.7%	0.0%	12.5%	6.7%	16.7%	9.2%	6.8%
Fire incident response	6.7%	2.9%	6.7%	0.0%	10.0%	6.7%	6.7%	7.5%	5.8%
Fire inspection	0.0%	3.9%	6.7%	0.0%	2.5%	0.0%	6.7%	2.5%	2.9%
Health inspections	0.0%	2.9%	0.0%	0.0%	2.5%	3.3%	3.3%	3.3%	2.4%
Regulated industries licensing/inspections	3.3%	1.0%	3.3%	0.0%	0.0%	3.3%	0.0%	0.8%	1.2%
Building permits	0.0%	1.9%	0.0%	6.7%	0.0%	0.0%	0.0%	5.0%	2.4%
Development review	3.3%	1.0%	0.0%	13.3%	0.0%	3.3%	0.0%	0.0%	1.7%
Public incentives requests	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.8%	0.5%
Airport services	6.7%	2.9%	6.7%	6.7%	0.0%	3.3%	13.3%	4.2%	4.6%
Water services	6.7%	4.9%	3.3%	3.3%	2.5%	3.3%	3.3%	5.8%	4.6%
Stormwater drainage	0.0%	4.9%	0.0%	0.0%	10.0%	3.3%	0.0%	3.3%	3.4%
Street maintenance	6.7%	4.9%	13.3%	6.7%	7.5%	3.3%	3.3%	6.7%	6.3%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
Q5. 2nd choice (Cont.)									
Sidewalk maintenance	3.3%	1.0%	3.3%	0.0%	0.0%	0.0%	3.3%	2.5%	1.7%
MBE/WBE certification	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.2%
Website usefulness (kcmo.gov)	0.0%	0.0%	6.7%	3.3%	0.0%	3.3%	3.3%	0.0%	1.2%
KC Streetcar	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.2%
KCATA bus service	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	1.2%
None chosen	36.7%	37.9%	23.3%	30.0%	27.5%	36.7%	26.7%	24.2%	30.3%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q5. 3rd choice</u>									
311 call center	0.0%	1.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.5%
Business licensing	6.7%	2.9%	3.3%	3.3%	2.5%	3.3%	3.3%	8.3%	4.8%
Tax collection	3.3%	2.9%	0.0%	3.3%	5.0%	0.0%	3.3%	0.8%	2.2%
Municipal court	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
Code enforcement	10.0%	1.9%	3.3%	0.0%	0.0%	0.0%	0.0%	1.7%	1.9%
Police-crime/safety response	3.3%	3.9%	6.7%	3.3%	7.5%	0.0%	3.3%	5.8%	4.6%
Ambulance-medical emergency response	0.0%	2.9%	3.3%	3.3%	7.5%	3.3%	0.0%	0.8%	2.4%
Fire incident response	0.0%	1.9%	10.0%	3.3%	7.5%	3.3%	6.7%	5.0%	4.4%
Fire inspection	0.0%	1.9%	0.0%	3.3%	2.5%	3.3%	10.0%	1.7%	2.4%
Health inspections	0.0%	4.9%	0.0%	0.0%	0.0%	3.3%	6.7%	2.5%	2.7%
Regulated industries licensing/inspections	0.0%	3.9%	0.0%	3.3%	0.0%	0.0%	0.0%	3.3%	2.2%
Building permits	3.3%	2.9%	3.3%	3.3%	0.0%	10.0%	0.0%	1.7%	2.7%
Development review	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	1.2%
Public incentives requests	0.0%	1.0%	0.0%	6.7%	0.0%	0.0%	0.0%	1.7%	1.2%
Airport services	6.7%	1.0%	3.3%	13.3%	0.0%	3.3%	3.3%	2.5%	3.1%
Water services	10.0%	3.9%	10.0%	3.3%	7.5%	6.7%	10.0%	10.0%	7.5%
Stormwater drainage	6.7%	1.0%	3.3%	0.0%	0.0%	0.0%	6.7%	1.7%	1.9%
Street maintenance	6.7%	9.7%	3.3%	0.0%	7.5%	6.7%	6.7%	9.2%	7.5%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
Q5. 3rd choice (Cont.)									
Sidewalk maintenance	0.0%	1.0%	3.3%	3.3%	2.5%	3.3%	0.0%	0.8%	1.5%
MBE/WBE certification	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.8%	0.7%
Website usefulness (kcmo.gov)	0.0%	3.9%	10.0%	6.7%	5.0%	3.3%	3.3%	1.7%	3.6%
KC Streetcar	0.0%	1.9%	0.0%	6.7%	2.5%	0.0%	0.0%	1.7%	1.7%
KCATA bus service	3.3%	1.0%	0.0%	0.0%	2.5%	3.3%	3.3%	3.3%	2.2%
None chosen	40.0%	43.7%	33.3%	33.3%	40.0%	43.3%	30.0%	30.8%	36.8%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business? (top 3)

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q5. Sum of top 3 choices</u>									
311 call center	3.3%	3.9%	10.0%	0.0%	2.5%	13.3%	3.3%	2.5%	4.1%
Business licensing	23.3%	15.5%	10.0%	20.0%	12.5%	13.3%	13.3%	18.3%	16.2%
Tax collection	3.3%	8.7%	6.7%	13.3%	7.5%	6.7%	10.0%	6.7%	7.7%
Municipal court	0.0%	1.0%	3.3%	3.3%	7.5%	0.0%	3.3%	0.0%	1.7%
Code enforcement	20.0%	5.8%	3.3%	3.3%	2.5%	0.0%	6.7%	9.2%	6.8%
Police-crime/safety response	40.0%	40.8%	60.0%	26.7%	32.5%	40.0%	40.0%	38.3%	39.5%
Ambulance-medical emergency response	0.0%	6.8%	10.0%	3.3%	35.0%	10.0%	16.7%	10.0%	10.9%
Fire incident response	10.0%	5.8%	16.7%	6.7%	20.0%	10.0%	13.3%	15.0%	11.9%
Fire inspection	3.3%	7.8%	6.7%	10.0%	7.5%	3.3%	16.7%	6.7%	7.5%
Health inspections	0.0%	10.7%	0.0%	0.0%	2.5%	6.7%	10.0%	10.8%	7.3%
Regulated industries licensing/inspections	3.3%	9.7%	3.3%	3.3%	0.0%	3.3%	3.3%	7.5%	5.8%
Building permits	6.7%	5.8%	3.3%	26.7%	0.0%	13.3%	0.0%	12.5%	8.7%
Development review	3.3%	1.9%	0.0%	16.7%	0.0%	3.3%	0.0%	5.8%	3.9%
Public incentives requests	0.0%	1.0%	0.0%	6.7%	2.5%	0.0%	3.3%	3.3%	2.2%
Airport services	13.3%	4.9%	13.3%	23.3%	2.5%	6.7%	16.7%	10.8%	9.9%
Water services	20.0%	16.5%	16.7%	6.7%	20.0%	13.3%	16.7%	22.5%	17.9%
Stormwater drainage	10.0%	9.7%	6.7%	0.0%	10.0%	3.3%	13.3%	6.7%	7.7%
Street maintenance	26.7%	22.3%	26.7%	10.0%	20.0%	10.0%	13.3%	20.8%	19.9%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business? (top 3)

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q5. Sum of top 3 choices (Cont.)</u>									
Sidewalk maintenance	3.3%	1.9%	6.7%	3.3%	2.5%	3.3%	3.3%	3.3%	3.1%
MBE/WBE certification	0.0%	2.9%	0.0%	3.3%	0.0%	0.0%	3.3%	2.5%	1.9%
Website usefulness (kcmo.gov)	0.0%	3.9%	16.7%	13.3%	5.0%	10.0%	6.7%	2.5%	5.6%
KC Streetcar	0.0%	1.9%	0.0%	13.3%	2.5%	0.0%	0.0%	4.2%	2.9%
KCATA bus service	3.3%	1.9%	0.0%	0.0%	15.0%	13.3%	3.3%	7.5%	5.6%
None chosen	30.0%	27.2%	23.3%	23.3%	22.5%	36.7%	26.7%	17.5%	24.2%

Q6. Please rate the following several issues about the work force in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q6-1. Availability of workers</u>									
Excellent	13.3%	3.0%	25.9%	11.5%	5.6%	12.0%	18.5%	12.6%	10.8%
Good	23.3%	32.3%	40.7%	50.0%	50.0%	52.0%	18.5%	25.2%	33.3%
Average	40.0%	42.4%	22.2%	23.1%	22.2%	32.0%	48.1%	40.5%	36.7%
Poor	23.3%	22.2%	11.1%	15.4%	22.2%	4.0%	14.8%	21.6%	19.2%
<u>Q6-2. Quality of workers</u>									
Excellent	10.0%	6.0%	14.8%	11.5%	14.3%	4.0%	22.2%	13.3%	11.2%
Good	26.7%	30.0%	55.6%	57.7%	34.3%	60.0%	29.6%	27.4%	35.0%
Average	53.3%	41.0%	14.8%	26.9%	31.4%	28.0%	40.7%	43.4%	38.1%
Poor	10.0%	23.0%	14.8%	3.8%	20.0%	8.0%	7.4%	15.9%	15.7%
<u>Q6-3. Stability of workers</u>									
Excellent	10.0%	9.2%	22.2%	15.4%	11.4%	4.0%	25.9%	15.3%	13.5%
Good	23.3%	28.6%	48.1%	53.8%	31.4%	60.0%	25.9%	26.1%	32.7%
Average	50.0%	40.8%	14.8%	26.9%	37.1%	32.0%	33.3%	38.7%	36.7%
Poor	16.7%	21.4%	14.8%	3.8%	20.0%	4.0%	14.8%	19.8%	17.2%
<u>Q6-4. Education/technical skills of workers</u>									
Excellent	6.9%	6.5%	23.1%	19.2%	14.3%	4.0%	26.9%	15.1%	13.1%
Good	17.2%	29.0%	42.3%	38.5%	31.4%	60.0%	26.9%	27.4%	31.4%
Average	65.5%	41.9%	26.9%	38.5%	37.1%	28.0%	34.6%	38.7%	39.6%
Poor	10.3%	22.6%	7.7%	3.8%	17.1%	8.0%	11.5%	18.9%	15.8%

Q6. Please rate the following several issues about the work force in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q6-5. Productivity of workers

Excellent	13.3%	13.0%	18.5%	11.5%	16.7%	16.0%	22.2%	15.0%	15.1%
Good	26.7%	33.0%	51.9%	57.7%	33.3%	60.0%	25.9%	34.5%	37.2%
Average	60.0%	38.0%	22.2%	26.9%	30.6%	24.0%	48.1%	41.6%	38.0%
Poor	0.0%	16.0%	7.4%	3.8%	19.4%	0.0%	3.7%	8.8%	9.6%

Q6-6. Kansas City as a place to work

Excellent	17.2%	29.3%	32.1%	21.4%	26.3%	28.0%	44.4%	32.5%	29.6%
Good	48.3%	45.5%	53.6%	71.4%	47.4%	56.0%	18.5%	43.0%	46.4%
Average	31.0%	22.2%	14.3%	3.6%	26.3%	16.0%	33.3%	21.9%	21.6%
Poor	3.4%	3.0%	0.0%	3.6%	0.0%	0.0%	3.7%	2.6%	2.3%

Q7. Which TWO of the items listed in Question 6 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri?

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q7. Top choice</u>									
Availability of workers	40.0%	24.3%	13.3%	23.3%	17.5%	6.7%	6.7%	22.5%	20.8%
Quality of workers	6.7%	22.3%	30.0%	16.7%	20.0%	13.3%	13.3%	19.2%	18.9%
Stability of workers	3.3%	6.8%	3.3%	3.3%	10.0%	10.0%	3.3%	3.3%	5.3%
Education/technical skills of workers	13.3%	6.8%	6.7%	6.7%	0.0%	3.3%	20.0%	8.3%	7.7%
Productivity of workers	6.7%	3.9%	3.3%	0.0%	5.0%	3.3%	3.3%	7.5%	4.8%
Kansas City as a place to work	10.0%	12.6%	10.0%	30.0%	17.5%	6.7%	6.7%	12.5%	13.1%
None chosen	20.0%	23.3%	33.3%	20.0%	30.0%	56.7%	46.7%	26.7%	29.3%

Q7. Which TWO of the items listed in Question 6 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri?

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q7. 2nd choice</u>									
Availability of workers	6.7%	15.5%	13.3%	16.7%	2.5%	3.3%	10.0%	5.8%	9.4%
Quality of workers	43.3%	20.4%	10.0%	30.0%	20.0%	13.3%	6.7%	18.3%	19.9%
Stability of workers	10.0%	12.6%	20.0%	10.0%	17.5%	6.7%	6.7%	14.2%	12.8%
Education/technical skills of workers	3.3%	3.9%	10.0%	6.7%	15.0%	6.7%	6.7%	14.2%	9.0%
Productivity of workers	6.7%	16.5%	6.7%	3.3%	5.0%	6.7%	10.0%	6.7%	9.0%
Kansas City as a place to work	6.7%	2.9%	3.3%	6.7%	5.0%	0.0%	6.7%	8.3%	5.3%
None chosen	23.3%	28.2%	36.7%	26.7%	35.0%	63.3%	53.3%	32.5%	34.6%

Q7. Which TWO of the items listed in Question 6 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri? (top 2)

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q7. Sum of top 2 choices</u>									
Availability of workers	46.7%	39.8%	26.7%	40.0%	20.0%	10.0%	16.7%	28.3%	30.3%
Quality of workers	50.0%	42.7%	40.0%	46.7%	40.0%	26.7%	20.0%	37.5%	38.7%
Stability of workers	13.3%	19.4%	23.3%	13.3%	27.5%	16.7%	10.0%	17.5%	18.2%
Education/technical skills of workers	16.7%	10.7%	16.7%	13.3%	15.0%	10.0%	26.7%	22.5%	16.7%
Productivity of workers	13.3%	20.4%	10.0%	3.3%	10.0%	10.0%	13.3%	14.2%	13.8%
Kansas City as a place to work	16.7%	15.5%	13.3%	36.7%	22.5%	6.7%	13.3%	20.8%	18.4%
None chosen	20.0%	23.3%	33.3%	20.0%	30.0%	56.7%	46.7%	26.7%	29.3%

Q9. How long has your business/organization been located in Kansas City, Missouri? (without "not provided")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q9. How long has your business/organization been located in Kansas City, Missouri

Less than one year	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	3.3%	2.5%	1.2%
1-2 years	3.3%	1.0%	3.3%	3.3%	0.0%	0.0%	0.0%	4.2%	2.2%
3-5 years	6.7%	2.9%	0.0%	3.3%	7.5%	6.9%	3.3%	0.8%	3.2%
6-10 years	10.0%	10.8%	13.3%	3.3%	10.0%	6.9%	6.7%	9.3%	9.3%
11-20 years	13.3%	21.6%	20.0%	26.7%	17.5%	17.2%	16.7%	16.9%	18.8%
21+ years	66.7%	62.7%	63.3%	63.3%	65.0%	69.0%	70.0%	66.1%	65.3%

Q10. Do you lease or own your facility? (without "not provided")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q10. Do you lease or own your facility

Own	43.3%	59.0%	40.0%	50.0%	55.0%	79.3%	56.7%	67.5%	59.1%
Lease	56.7%	41.0%	60.0%	50.0%	45.0%	20.7%	43.3%	32.5%	40.9%

Q11. Is your business/organization currently a member of a local business/trade association? (without "not provided")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q11. Is your business/organization currently a member of a local business/trade association

Yes	60.7%	34.0%	37.9%	48.3%	38.5%	53.6%	40.7%	56.5%	46.2%
No	39.3%	66.0%	62.1%	51.7%	61.5%	46.4%	59.3%	43.5%	53.8%

Q12. Is your personal residence in KCMO? (without "not provided")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q12. Is your personal residence in KCMO

Yes	43.3%	40.2%	56.7%	33.3%	45.0%	50.0%	46.7%	49.6%	45.4%
No	56.7%	59.8%	43.3%	66.7%	55.0%	50.0%	53.3%	50.4%	54.6%

Q13. Approximately how many employees does your organization employ at the location where you received this survey? (without "not provided")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	26.7%	42.7%	60.0%	30.0%	42.5%	44.8%	40.0%	40.7%	41.2%
10-24	26.7%	32.0%	23.3%	36.7%	30.0%	24.1%	30.0%	25.4%	28.5%
25-49	16.7%	14.6%	6.7%	20.0%	10.0%	20.7%	10.0%	20.3%	15.9%
50-99	20.0%	5.8%	3.3%	10.0%	10.0%	3.4%	16.7%	6.8%	8.3%
100-249	10.0%	3.9%	6.7%	3.3%	7.5%	6.9%	3.3%	5.9%	5.6%
250-499	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.5%

Q14. Does your company have employees at other locations in the metropolitan Kansas City area? (without "not provided")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q14. Does your company have employees at other locations in the metropolitan Kansas City area

Yes	6.9%	32.0%	30.0%	26.7%	35.0%	27.6%	16.7%	23.1%	26.0%
No	93.1%	68.0%	70.0%	73.3%	65.0%	72.4%	83.3%	76.9%	74.0%

Q14-1. (If YES to Question 14) How many employees do you have at other locations in the Kansas City area? (without "not provided")

N=106

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q14-1. How many employees do you have at other locations in the Kansas City area

Less than 10	100.0%	21.7%	33.3%	25.0%	7.7%	66.7%	60.0%	20.0%	26.5%
10-24	0.0%	13.0%	0.0%	37.5%	30.8%	0.0%	20.0%	30.0%	20.5%
25-49	0.0%	26.1%	11.1%	0.0%	7.7%	0.0%	20.0%	25.0%	16.9%
50-99	0.0%	17.4%	0.0%	12.5%	23.1%	33.3%	0.0%	15.0%	14.5%
100-249	0.0%	13.0%	11.1%	25.0%	30.8%	0.0%	0.0%	5.0%	13.3%
250-499	0.0%	4.3%	44.4%	0.0%	0.0%	0.0%	0.0%	5.0%	7.2%
500+	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%

Q15. For the last FIVE years, please indicate the sources of funding for your business needs. (without "not needed")

N=290

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q15. Sources of funding for your business needs</u>									
Personal savings	25.0%	24.6%	10.5%	30.4%	10.7%	22.7%	13.3%	15.6%	19.3%
Loans-family/friends	16.7%	8.7%	0.0%	0.0%	3.6%	9.1%	6.7%	6.7%	6.9%
Bank loans	62.5%	44.9%	21.1%	47.8%	25.0%	36.4%	33.3%	30.0%	37.2%
Working capital	45.8%	43.5%	73.7%	56.5%	46.4%	18.2%	46.7%	37.8%	43.4%
Asset backed loans	16.7%	11.6%	5.3%	17.4%	7.1%	0.0%	6.7%	8.9%	9.7%
Credit cards	29.2%	15.9%	0.0%	26.1%	14.3%	18.2%	6.7%	16.7%	16.6%
Government grants/ funding/incentives	8.3%	0.0%	5.3%	0.0%	17.9%	18.2%	20.0%	5.6%	6.9%
Equity financing	8.3%	4.3%	0.0%	0.0%	3.6%	9.1%	6.7%	2.2%	3.8%

Q16. In the next THREE years, is your organization planning to do any of the following?

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q16. What is your organization planning to do in next three years</u>									
Expanding/renovating your facility in its current location	20.0%	21.4%	20.0%	33.3%	25.0%	20.0%	26.7%	30.0%	25.2%
Relocating to another location in Kansas City, Missouri	3.3%	4.9%	13.3%	10.0%	17.5%	0.0%	13.3%	10.0%	8.7%
Relocating to another location outside Kansas City, Missouri	13.3%	8.7%	6.7%	0.0%	2.5%	3.3%	10.0%	4.2%	6.1%
Decreasing employment	3.3%	3.9%	3.3%	0.0%	0.0%	0.0%	0.0%	1.7%	1.9%
Increasing employment	26.7%	26.2%	20.0%	43.3%	27.5%	10.0%	23.3%	29.2%	26.6%
Closing	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%	1.2%
No plans at present to do any of these	53.3%	52.4%	56.7%	36.7%	52.5%	70.0%	50.0%	43.3%	50.1%

Q16-5. Please indicate the anticipated number of new hires:

N=71

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q16-5. What is the anticipated number of new hires</u>									
5 or less	60.0%	61.1%	40.0%	81.8%	71.4%	100.0%	75.0%	50.0%	62.0%
6-10	20.0%	11.1%	20.0%	0.0%	14.3%	0.0%	0.0%	15.0%	11.3%
11-20	0.0%	22.2%	20.0%	9.1%	14.3%	0.0%	25.0%	15.0%	15.5%
21-30	20.0%	5.6%	20.0%	9.1%	0.0%	0.0%	0.0%	10.0%	8.5%
31-50	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	1.4%
51+	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	1.4%

Q17. Are you aware of the following services provided by the Economic Development Corporation of KCMO?

N=413

	Sector								Total
	Specialized Manufacturi- ng	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q17. Are you aware of following services provided by Economic Development Corporation of KCMO

Financing	30.0%	14.6%	23.3%	16.7%	15.0%	10.0%	13.3%	17.5%	16.9%
Job/investment incentives	23.3%	9.7%	23.3%	23.3%	15.0%	13.3%	13.3%	17.5%	16.0%
Redevelopment incentives	33.3%	8.7%	26.7%	36.7%	25.0%	13.3%	16.7%	20.0%	19.6%
Property tax abatement	26.7%	17.5%	23.3%	33.3%	20.0%	20.0%	13.3%	21.7%	21.1%
Tax increment financing	33.3%	13.6%	33.3%	33.3%	25.0%	13.3%	13.3%	19.2%	20.6%
Training funds	16.7%	4.9%	20.0%	16.7%	17.5%	6.7%	13.3%	11.7%	11.6%
Regulatory aid	10.0%	1.9%	10.0%	13.3%	10.0%	10.0%	6.7%	10.8%	8.2%
City service aid	13.3%	2.9%	16.7%	13.3%	15.0%	13.3%	6.7%	14.2%	10.9%
Real estate aid	10.0%	2.9%	10.0%	10.0%	10.0%	10.0%	6.7%	13.3%	9.0%

Q18. Please indicate if you are aware of each of the following business assistance programs.

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q18-1. Economic Development Corporation of KCMO</u>									
Yes	70.0%	36.9%	50.0%	53.3%	60.0%	50.0%	43.3%	49.2%	48.7%
No	30.0%	63.1%	50.0%	46.7%	40.0%	50.0%	56.7%	50.8%	51.3%
<u>Q18-2. KC Bizcare</u>									
Yes	20.0%	15.5%	16.7%	13.3%	17.5%	23.3%	10.0%	18.3%	16.9%
No	80.0%	84.5%	83.3%	86.7%	82.5%	76.7%	90.0%	81.7%	83.1%
<u>Q18-3. KCSOURCELINK</u>									
Yes	23.3%	17.5%	13.3%	16.7%	30.0%	13.3%	16.7%	20.8%	19.4%
No	76.7%	82.5%	86.7%	83.3%	70.0%	86.7%	83.3%	79.2%	80.6%
<u>Q18-4. Justine Petersen Small Business Loans</u>									
Yes	3.3%	8.7%	0.0%	6.7%	7.5%	6.7%	10.0%	10.0%	7.7%
No	96.7%	91.3%	100.0%	93.3%	92.5%	93.3%	90.0%	90.0%	92.3%
<u>Q18-5. Full Employment Council</u>									
Yes	30.0%	37.9%	36.7%	30.0%	45.0%	40.0%	40.0%	38.3%	37.8%
No	70.0%	62.1%	63.3%	70.0%	55.0%	60.0%	60.0%	61.7%	62.2%
<u>Q18-6. Metropolitan Community College</u>									
Yes	70.0%	53.4%	70.0%	60.0%	75.0%	70.0%	50.0%	54.2%	59.6%
No	30.0%	46.6%	30.0%	40.0%	25.0%	30.0%	50.0%	45.8%	40.4%
<u>Q18-7. Altcap</u>									
Yes	10.0%	5.8%	16.7%	6.7%	12.5%	10.0%	6.7%	13.3%	10.2%
No	90.0%	94.2%	83.3%	93.3%	87.5%	90.0%	93.3%	86.7%	89.8%

Q18. Please indicate if you have used of each of the following business assistance programs.

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q18-1. Economic Development Corporation of KCMO</u>									
Yes	26.7%	8.7%	16.7%	10.0%	5.0%	6.7%	13.3%	14.2%	12.1%
No	73.3%	91.3%	83.3%	90.0%	95.0%	93.3%	86.7%	85.8%	87.9%
<u>Q18-2. KC Bizcare</u>									
Yes	6.7%	1.9%	6.7%	6.7%	0.0%	6.7%	0.0%	4.2%	3.6%
No	93.3%	98.1%	93.3%	93.3%	100.0%	93.3%	100.0%	95.8%	96.4%
<u>Q18-3. KCSOURCELINK</u>									
Yes	6.7%	1.9%	6.7%	6.7%	5.0%	0.0%	3.3%	5.8%	4.4%
No	93.3%	98.1%	93.3%	93.3%	95.0%	100.0%	96.7%	94.2%	95.6%
<u>Q18-4. Justine Petersen Small Business Loans</u>									
Yes	3.3%	1.0%	3.3%	3.3%	5.0%	0.0%	0.0%	0.0%	1.5%
No	96.7%	99.0%	96.7%	96.7%	95.0%	100.0%	100.0%	100.0%	98.5%
<u>Q18-5. Full Employment Council</u>									
Yes	6.7%	8.7%	3.3%	10.0%	12.5%	16.7%	6.7%	9.2%	9.2%
No	93.3%	91.3%	96.7%	90.0%	87.5%	83.3%	93.3%	90.8%	90.8%
<u>Q18-6. Metropolitan Community College</u>									
Yes	30.0%	7.8%	10.0%	20.0%	15.0%	13.3%	20.0%	10.8%	13.3%
No	70.0%	92.2%	90.0%	80.0%	85.0%	86.7%	80.0%	89.2%	86.7%
<u>Q18-7. Altcap</u>									
Yes	3.3%	1.0%	0.0%	0.0%	0.0%	3.3%	3.3%	0.0%	1.0%
No	96.7%	99.0%	100.0%	100.0%	100.0%	96.7%	96.7%	100.0%	99.0%

Q18. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=121

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q18-1. Economic Development Corporation of KCMO

Very satisfied	12.5%	44.4%	50.0%	50.0%	0.0%	0.0%	25.0%	40.0%	32.6%
Satisfied	75.0%	11.1%	50.0%	50.0%	50.0%	100.0%	25.0%	26.7%	39.1%
Neutral	0.0%	22.2%	0.0%	0.0%	50.0%	0.0%	25.0%	13.3%	13.0%
Dissatisfied	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	6.7%	6.5%
Very dissatisfied	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%	13.3%	8.7%

Q18-2. KC Bizcare

Very satisfied	0.0%	50.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	18.2%
Satisfied	0.0%	0.0%	0.0%	100.0%	0.0%	50.0%	0.0%	66.7%	36.4%
Neutral	100.0%	50.0%	100.0%	0.0%	0.0%	0.0%	0.0%	33.3%	45.5%

Q18-3. KCSourceLink

Very satisfied	0.0%	50.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	25.0%
Satisfied	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	100.0%	50.0%	33.3%
Neutral	100.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	25.0%	33.3%
Dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	8.3%

Q18-4. Justine Petersen Small Business Loans

Very satisfied	0.0%	0.0%	100.0%	0.0%	50.0%	0.0%	0.0%	0.0%	40.0%
Satisfied	0.0%	100.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	40.0%
Neutral	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	20.0%

Q18. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=121

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q18-5. Full Employment Council</u>									
Very satisfied	0.0%	0.0%	0.0%	50.0%	20.0%	0.0%	0.0%	12.5%	9.4%
Satisfied	100.0%	50.0%	100.0%	0.0%	40.0%	50.0%	50.0%	12.5%	40.6%
Neutral	0.0%	37.5%	0.0%	50.0%	20.0%	25.0%	50.0%	62.5%	37.5%
Dissatisfied	0.0%	0.0%	0.0%	0.0%	20.0%	25.0%	0.0%	12.5%	9.4%
Very dissatisfied	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%
<u>Q18-6. Metropolitan Community College</u>									
Very satisfied	12.5%	62.5%	33.3%	20.0%	50.0%	66.7%	20.0%	30.0%	35.4%
Satisfied	75.0%	12.5%	33.3%	40.0%	16.7%	0.0%	60.0%	30.0%	35.4%
Neutral	0.0%	25.0%	33.3%	40.0%	33.3%	33.3%	20.0%	40.0%	27.1%
Dissatisfied	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%
<u>Q18-7. Altcap</u>									
Satisfied	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%	75.0%
Neutral	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%

Q19. Does your company currently sell any products/services outside of the United States? (without "not provided")

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q19. Does your company currently sell any products/services outside United States

Yes	50.0%	15.2%	3.3%	16.7%	0.0%	6.7%	10.3%	5.0%	11.5%
No	46.7%	84.8%	93.3%	80.0%	97.5%	93.3%	89.7%	94.1%	87.2%
Not currently but would like to	3.3%	0.0%	3.3%	3.3%	2.5%	0.0%	0.0%	0.8%	1.2%

Q20. Which of the following are your TWO preferred methods of getting information about business assistance programs?

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	

Q20. Your preferred methods of getting information about business assistance programs

Email	60.0%	43.7%	50.0%	56.7%	42.5%	50.0%	53.3%	47.5%	48.4%
Personal visit	3.3%	7.8%	13.3%	13.3%	5.0%	3.3%	3.3%	6.7%	7.0%
Newsletter (mailed)	23.3%	37.9%	23.3%	26.7%	35.0%	16.7%	40.0%	25.8%	29.8%
Newsletter (emailed)	23.3%	17.5%	26.7%	20.0%	17.5%	26.7%	30.0%	12.5%	18.9%
Social media	3.3%	9.7%	0.0%	6.7%	12.5%	20.0%	10.0%	11.7%	9.9%
EDC website	13.3%	10.7%	16.7%	16.7%	17.5%	16.7%	10.0%	13.3%	13.6%

Q21. Please indicate if you are interested in assistance in any of the following areas.

N=413

	Sector								Total
	Specialized Manufacturing	Supply Chain Management	Financial & Technical Services	Design & Engineering	Health Sciences & Services	Arts	Non-Profit Management	Other	
<u>Q21. In what areas are you interested in assistance</u>									
Financial assistance	13.3%	4.9%	6.7%	6.7%	10.0%	13.3%	10.0%	6.7%	7.7%
Workforce training	10.0%	7.8%	6.7%	3.3%	12.5%	3.3%	10.0%	8.3%	8.0%
Real estate development assistance	10.0%	5.8%	3.3%	3.3%	10.0%	6.7%	10.0%	6.7%	6.8%
Government services/regulations	3.3%	1.0%	0.0%	3.3%	7.5%	6.7%	0.0%	0.8%	2.2%
Exports	0.0%	1.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.5%
Other	0.0%	1.9%	0.0%	0.0%	2.5%	0.0%	0.0%	0.8%	1.0%

Section 2

Cross-Tabular Data by Size

Q1. How would you rate Kansas City, Missouri overall as a place to do business? (without "don't know")

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q1. How would you rate Kansas City, Missouri overall as a place to do business

Excellent	23.9%	27.0%	23.8%	15.6%	13.6%	0.0%	23.2%
Good	38.7%	45.0%	46.0%	53.1%	63.6%	100.0%	44.7%
Average	28.2%	23.4%	27.0%	21.9%	9.1%	0.0%	25.0%
Below average	6.1%	4.5%	3.2%	9.4%	9.1%	0.0%	5.6%
Poor	3.1%	0.0%	0.0%	0.0%	4.5%	0.0%	1.5%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=413

Q13. How many employees does your organization employ at the location where you received this survey

							Total
	Less than 10	10-24	25-49	50-99	100-249	250-499	

Q2-1. Overall quality of services provided by City

Very satisfied	9.2%	11.7%	6.5%	12.1%	0.0%	0.0%	9.1%
Satisfied	51.5%	46.8%	46.8%	42.4%	60.9%	100.0%	49.9%
Neutral	30.7%	34.2%	35.5%	30.3%	21.7%	0.0%	31.5%
Dissatisfied	8.0%	6.3%	9.7%	12.1%	13.0%	0.0%	8.3%
Very dissatisfied	0.6%	0.9%	1.6%	3.0%	4.3%	0.0%	1.3%

Q2-2. Overall image of City

Very satisfied	17.9%	18.4%	15.4%	17.6%	13.0%	0.0%	17.1%
Satisfied	51.8%	55.3%	56.9%	50.0%	69.6%	50.0%	54.5%
Neutral	23.8%	23.7%	24.6%	20.6%	13.0%	50.0%	23.2%
Dissatisfied	6.0%	0.0%	1.5%	11.8%	0.0%	0.0%	3.7%
Very dissatisfied	0.6%	2.6%	1.5%	0.0%	4.3%	0.0%	1.5%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q2-3. Overall quality of life in City

Very satisfied	22.8%	25.0%	21.7%	14.7%	21.7%	0.0%	22.2%
Satisfied	49.1%	46.4%	46.7%	41.2%	52.2%	100.0%	47.9%
Neutral	24.0%	20.5%	28.3%	38.2%	26.1%	0.0%	24.9%
Dissatisfied	3.6%	8.0%	3.3%	5.9%	0.0%	0.0%	4.7%
Very dissatisfied	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%

Q2-4. Quality of new development in City

Very satisfied	22.1%	18.0%	11.9%	21.9%	17.4%	0.0%	19.1%
Satisfied	48.5%	47.7%	45.8%	46.9%	60.9%	0.0%	48.3%
Neutral	24.5%	27.0%	35.6%	25.0%	17.4%	100.0%	26.7%
Dissatisfied	3.1%	4.5%	5.1%	6.3%	4.3%	0.0%	4.1%
Very dissatisfied	1.8%	2.7%	1.7%	0.0%	0.0%	0.0%	1.8%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q2-5. Overall quality of education system within City

Very satisfied	3.5%	5.3%	7.4%	0.0%	4.8%	0.0%	4.3%
Satisfied	14.0%	18.1%	11.1%	10.7%	4.8%	0.0%	13.6%
Neutral	36.4%	39.4%	33.3%	32.1%	33.3%	100.0%	36.2%
Dissatisfied	27.3%	18.1%	35.2%	25.0%	33.3%	0.0%	25.8%
Very dissatisfied	18.9%	19.1%	13.0%	32.1%	23.8%	0.0%	20.0%

Q2-6. Overall feeling of safety in City

Very satisfied	2.4%	8.8%	4.6%	0.0%	0.0%	0.0%	4.2%
Satisfied	31.7%	25.7%	23.1%	26.5%	8.7%	50.0%	26.8%
Neutral	37.7%	36.3%	47.7%	38.2%	56.5%	50.0%	40.5%
Dissatisfied	20.4%	19.5%	18.5%	23.5%	26.1%	0.0%	20.1%
Very dissatisfied	7.8%	9.7%	6.2%	11.8%	8.7%	0.0%	8.4%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Q13. How many employees does your organization employ at the location where you received this survey						Total
	Less than 10	10-24	25-49	50-99	100-249	250-499	

Q2-7. Overall value that you receive for your City tax & fees

Very satisfied	2.7%	8.2%	5.1%	3.3%	0.0%	0.0%	4.5%
Satisfied	31.3%	35.5%	25.4%	30.0%	33.3%	50.0%	31.5%
Neutral	42.0%	35.5%	47.5%	40.0%	38.1%	50.0%	41.1%
Dissatisfied	14.7%	13.6%	16.9%	13.3%	14.3%	0.0%	14.4%
Very dissatisfied	9.3%	7.3%	5.1%	13.3%	14.3%	0.0%	8.5%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q3-1. Overall image of City

Extremely important	29.1%	24.8%	30.2%	26.5%	17.4%	0.0%	27.0%
Very important	35.8%	38.5%	33.3%	47.1%	56.5%	50.0%	38.3%
Important	24.2%	26.5%	25.4%	17.6%	17.4%	50.0%	24.3%
Less important	4.8%	5.1%	7.9%	5.9%	8.7%	0.0%	5.7%
Not important	6.1%	5.1%	3.2%	2.9%	0.0%	0.0%	4.7%

Q3-2. Low crime rate

Extremely important	46.4%	49.6%	38.1%	32.4%	47.8%	0.0%	44.9%
Very important	29.5%	27.4%	36.5%	32.4%	26.1%	100.0%	30.4%
Important	16.3%	17.1%	23.8%	26.5%	13.0%	0.0%	18.1%
Less important	4.2%	3.4%	1.6%	2.9%	13.0%	0.0%	3.9%
Not important	3.6%	2.6%	0.0%	5.9%	0.0%	0.0%	2.7%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q3-3. Quality of local schools

Extremely important	33.1%	36.8%	31.7%	24.2%	34.8%	50.0%	33.4%
Very important	25.3%	23.9%	27.0%	33.3%	30.4%	0.0%	26.3%
Important	16.3%	14.5%	22.2%	18.2%	17.4%	0.0%	16.7%
Less important	10.2%	7.7%	9.5%	12.1%	8.7%	50.0%	9.6%
Not important	15.1%	17.1%	9.5%	12.1%	8.7%	0.0%	14.0%

Q3-4. Availability of trained employees

Extremely important	30.1%	33.3%	31.7%	26.5%	39.1%	50.0%	31.6%
Very important	37.3%	37.6%	39.7%	44.1%	30.4%	50.0%	38.0%
Important	19.3%	17.9%	27.0%	17.6%	26.1%	0.0%	20.1%
Less important	6.6%	6.0%	1.6%	5.9%	4.3%	0.0%	5.6%
Not important	6.6%	5.1%	0.0%	5.9%	0.0%	0.0%	4.7%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q3-5. Level of taxation

Extremely important	31.1%	37.1%	17.5%	26.5%	17.4%	0.0%	29.1%
Very important	30.5%	25.0%	46.0%	38.2%	43.5%	100.0%	33.6%
Important	25.0%	27.6%	23.8%	17.6%	30.4%	0.0%	24.9%
Less important	5.5%	2.6%	3.2%	5.9%	8.7%	0.0%	4.4%
Not important	7.9%	7.8%	9.5%	11.8%	0.0%	0.0%	7.9%

Q3-6. Access to airports

Extremely important	19.8%	17.1%	20.6%	23.5%	17.4%	0.0%	19.1%
Very important	22.8%	20.5%	23.8%	17.6%	39.1%	50.0%	23.2%
Important	27.5%	29.1%	23.8%	32.4%	21.7%	50.0%	27.4%
Less important	13.2%	13.7%	11.1%	17.6%	0.0%	0.0%	12.7%
Not important	16.8%	19.7%	20.6%	8.8%	21.7%	0.0%	17.6%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q3-7. Availability of workforce housing for employees

Extremely important	13.5%	12.1%	11.3%	12.1%	13.0%	50.0%	12.9%
Very important	27.0%	26.7%	37.1%	24.2%	56.5%	0.0%	29.6%
Important	23.9%	30.2%	22.6%	39.4%	26.1%	50.0%	27.1%
Less important	17.2%	12.1%	11.3%	15.2%	4.3%	0.0%	13.9%
Not important	18.4%	19.0%	17.7%	9.1%	0.0%	0.0%	16.4%

Q3-8. Proximity of businesses that are important to your business

Extremely important	19.9%	20.5%	16.1%	23.5%	8.7%	50.0%	19.2%
Very important	30.7%	32.5%	35.5%	5.9%	39.1%	50.0%	30.5%
Important	22.9%	22.2%	32.3%	47.1%	17.4%	0.0%	26.0%
Less important	15.7%	13.7%	9.7%	20.6%	30.4%	0.0%	15.2%
Not important	10.8%	11.1%	6.5%	2.9%	4.3%	0.0%	9.1%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Q13. How many employees does your organization employ at the location where you received this survey						Total
	Less than 10	10-24	25-49	50-99	100-249	250-499	

Q3-9. Availability of public transportation

Extremely important	21.1%	18.1%	15.9%	17.6%	26.1%	0.0%	19.2%
Very important	17.5%	25.0%	38.1%	23.5%	26.1%	0.0%	23.8%
Important	20.5%	25.0%	20.6%	26.5%	17.4%	100.0%	22.9%
Less important	22.9%	18.1%	19.0%	26.5%	26.1%	0.0%	21.1%
Not important	18.1%	13.8%	6.3%	5.9%	4.3%	0.0%	13.0%

Q3-10. Availability of libraries, arts, & cultural amenities

Extremely important	14.6%	18.8%	23.8%	17.6%	17.4%	0.0%	17.5%
Very important	23.8%	14.5%	27.0%	20.6%	30.4%	0.0%	21.9%
Important	28.0%	29.9%	19.0%	26.5%	13.0%	100.0%	26.6%
Less important	19.5%	15.4%	17.5%	20.6%	26.1%	0.0%	18.2%
Not important	14.0%	21.4%	12.7%	14.7%	13.0%	0.0%	15.8%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Q13. How many employees does your organization employ at the location where you received this survey						Total
	Less than 10	10-24	25-49	50-99	100-249	250-499	

Q3-11. Attitude of local government toward business

Extremely important	43.0%	41.4%	42.9%	35.3%	31.8%	50.0%	41.5%
Very important	32.7%	31.9%	39.7%	41.2%	54.5%	50.0%	35.6%
Important	16.4%	21.6%	12.7%	14.7%	9.1%	0.0%	16.5%
Less important	3.6%	3.4%	3.2%	2.9%	4.5%	0.0%	3.5%
Not important	4.2%	1.7%	1.6%	5.9%	0.0%	0.0%	3.0%

Q3-12. Availability of telecommunications, utilities, & other infrastructure

Extremely important	45.5%	41.9%	49.2%	35.3%	39.1%	50.0%	43.5%
Very important	36.5%	42.7%	38.1%	47.1%	52.2%	50.0%	40.8%
Important	15.6%	12.8%	11.1%	11.8%	8.7%	0.0%	13.2%
Less important	1.2%	0.9%	1.6%	2.9%	0.0%	0.0%	1.2%
Not important	1.2%	1.7%	0.0%	2.9%	0.0%	0.0%	1.2%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Q13. How many employees does your organization employ at the location where you received this survey						Total
	Less than 10	10-24	25-49	50-99	100-249	250-499	

Q3-13. Availability of parks & open space

Extremely important	18.1%	16.2%	14.3%	8.8%	13.6%	0.0%	15.7%
Very important	21.7%	23.9%	30.2%	35.3%	27.3%	0.0%	25.3%
Important	33.7%	29.1%	33.3%	29.4%	31.8%	50.0%	31.9%
Less important	17.5%	14.5%	12.7%	17.6%	18.2%	50.0%	16.0%
Not important	9.0%	16.2%	9.5%	8.8%	9.1%	0.0%	11.1%

Q4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q4-1. 311 call center

Yes	36.7%	33.3%	24.6%	26.5%	47.8%	0.0%	33.2%
No	63.3%	66.7%	75.4%	73.5%	52.2%	100.0%	66.8%

Q4-2. Business licensing

Yes	66.9%	66.7%	66.2%	64.7%	60.9%	50.0%	66.3%
No	33.1%	33.3%	33.8%	35.3%	39.1%	50.0%	33.7%

Q4-3. Tax collection

Yes	53.8%	53.8%	56.9%	41.2%	43.5%	50.0%	52.8%
No	46.2%	46.2%	43.1%	58.8%	56.5%	50.0%	47.2%

Q4-4. Municipal court

Yes	17.2%	18.8%	18.5%	17.6%	13.0%	0.0%	17.4%
No	82.8%	81.2%	81.5%	82.4%	87.0%	100.0%	82.6%

Q4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q4-5. Code enforcement

Yes	28.4%	29.1%	32.3%	32.4%	39.1%	50.0%	30.0%
No	71.6%	70.9%	67.7%	67.6%	60.9%	50.0%	70.0%

Q4-6. Police-crime/safety response

Yes	53.8%	59.0%	66.2%	70.6%	73.9%	0.0%	59.1%
No	46.2%	41.0%	33.8%	29.4%	26.1%	100.0%	40.9%

Q4-7. Ambulance-medical emergency response

Yes	18.9%	27.4%	26.2%	38.2%	47.8%	0.0%	25.4%
No	81.1%	72.6%	73.8%	61.8%	52.2%	100.0%	74.6%

Q4-8. Fire incident response

Yes	15.4%	16.2%	29.2%	17.6%	17.4%	0.0%	17.9%
No	84.6%	83.8%	70.8%	82.4%	82.6%	100.0%	82.1%

Q4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q4-9. Fire inspection

Yes	68.6%	79.5%	80.0%	88.2%	78.3%	50.0%	75.3%
No	31.4%	20.5%	20.0%	11.8%	21.7%	50.0%	24.7%

Q4-10. Health inspections

Yes	11.8%	25.6%	27.7%	32.4%	30.4%	0.0%	21.1%
No	88.2%	74.4%	72.3%	67.6%	69.6%	100.0%	78.9%

Q4-11. Regulated industries licensing/inspections

Yes	22.5%	30.8%	40.0%	29.4%	43.5%	0.0%	29.3%
No	77.5%	69.2%	60.0%	70.6%	56.5%	100.0%	70.7%

Q4-12. Building permits

Yes	20.7%	27.4%	40.0%	35.3%	52.2%	0.0%	28.6%
No	79.3%	72.6%	60.0%	64.7%	47.8%	100.0%	71.4%

Q4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=413

Q13. How many employees does your organization employ at the location where you received this survey							Total
Less than 10	10-24	25-49	50-99	100-249	250-499		

Q4-13. Development review

Yes	7.7%	14.5%	20.0%	8.8%	21.7%	0.0%	12.6%
No	92.3%	85.5%	80.0%	91.2%	78.3%	100.0%	87.4%

Q4-14. Public incentives requests

Yes	5.3%	8.5%	4.6%	2.9%	8.7%	0.0%	6.1%
No	94.7%	91.5%	95.4%	97.1%	91.3%	100.0%	93.9%

Q4-15. Airport services

Yes	41.4%	38.5%	33.8%	61.8%	60.9%	50.0%	42.1%
No	58.6%	61.5%	66.2%	38.2%	39.1%	50.0%	57.9%

Q4-16. Water services

Yes	69.2%	79.5%	76.9%	73.5%	91.3%	50.0%	74.6%
No	30.8%	20.5%	23.1%	26.5%	8.7%	50.0%	25.4%

Q4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q4-17. Stormwater drainage

Yes	51.5%	53.0%	56.9%	44.1%	65.2%	50.0%	52.5%
No	48.5%	47.0%	43.1%	55.9%	34.8%	50.0%	47.5%

Q4-18. Street maintenance

Yes	58.0%	59.0%	63.1%	47.1%	78.3%	50.0%	58.8%
No	42.0%	41.0%	36.9%	52.9%	21.7%	50.0%	41.2%

Q4-19. Sidewalk maintenance

Yes	40.2%	37.6%	43.1%	35.3%	56.5%	50.0%	40.2%
No	59.8%	62.4%	56.9%	64.7%	43.5%	50.0%	59.8%

Q4-20. MBE/WBE certification

Yes	9.5%	13.7%	15.4%	11.8%	13.0%	0.0%	11.9%
No	90.5%	86.3%	84.6%	88.2%	87.0%	100.0%	88.1%

Q4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=413

Q13. How many employees does your organization employ at the location where you received this survey							Total
Less than 10	10-24	25-49	50-99	100-249	250-499		

Q4-21. Website usefulness (kcmo.gov)

Yes	40.8%	46.2%	46.2%	50.0%	52.2%	50.0%	45.0%
No	59.2%	53.8%	53.8%	50.0%	47.8%	50.0%	55.0%

Q4-22. KC Streetcar

Yes	22.5%	35.0%	21.5%	38.2%	30.4%	0.0%	27.8%
No	77.5%	65.0%	78.5%	61.8%	69.6%	100.0%	72.2%

Q4-23. KCATA bus service

Yes	16.6%	19.7%	30.8%	38.2%	39.1%	0.0%	22.5%
No	83.4%	80.3%	69.2%	61.8%	60.9%	100.0%	77.5%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q4-1. 311 call center

Very satisfied	25.8%	28.2%	12.5%	0.0%	9.1%	0.0%	21.9%
Satisfied	32.3%	38.5%	31.3%	33.3%	45.5%	0.0%	35.0%
Neutral	21.0%	15.4%	37.5%	11.1%	36.4%	0.0%	21.9%
Dissatisfied	16.1%	12.8%	12.5%	33.3%	9.1%	0.0%	15.3%
Very dissatisfied	4.8%	5.1%	6.3%	22.2%	0.0%	0.0%	5.8%

Q4-2. Business licensing

Very satisfied	28.3%	25.3%	14.6%	9.5%	14.3%	0.0%	23.8%
Satisfied	36.8%	40.0%	48.8%	52.4%	42.9%	100.0%	41.0%
Neutral	32.1%	26.7%	29.3%	28.6%	42.9%	0.0%	29.9%
Dissatisfied	0.9%	1.3%	4.9%	4.8%	0.0%	0.0%	1.9%
Very dissatisfied	1.9%	6.7%	2.4%	4.8%	0.0%	0.0%	3.4%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q4-3. Tax collection

Very satisfied	18.5%	19.0%	12.1%	0.0%	11.1%	0.0%	16.2%
Satisfied	28.4%	41.4%	45.5%	46.2%	44.4%	100.0%	37.1%
Neutral	42.0%	32.8%	36.4%	23.1%	22.2%	0.0%	35.5%
Dissatisfied	4.9%	1.7%	6.1%	30.8%	22.2%	0.0%	7.1%
Very dissatisfied	6.2%	5.2%	0.0%	0.0%	0.0%	0.0%	4.1%

Q4-4. Municipal court

Very satisfied	32.1%	22.7%	8.3%	40.0%	0.0%	0.0%	24.3%
Satisfied	14.3%	22.7%	58.3%	20.0%	66.7%	0.0%	27.1%
Neutral	32.1%	45.5%	8.3%	20.0%	33.3%	0.0%	31.4%
Dissatisfied	10.7%	9.1%	25.0%	20.0%	0.0%	0.0%	12.9%
Very dissatisfied	10.7%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q4-5. Code enforcement

Very satisfied	14.6%	17.6%	9.5%	9.1%	11.1%	0.0%	13.7%
Satisfied	20.8%	26.5%	23.8%	36.4%	33.3%	0.0%	25.0%
Neutral	27.1%	38.2%	38.1%	27.3%	33.3%	100.0%	33.1%
Dissatisfied	18.8%	17.6%	14.3%	9.1%	11.1%	0.0%	16.1%
Very dissatisfied	18.8%	0.0%	14.3%	18.2%	11.1%	0.0%	12.1%

Q4-6. Police-crime/safety response

Very satisfied	32.2%	40.3%	36.6%	25.0%	5.9%	0.0%	32.6%
Satisfied	35.6%	31.3%	48.8%	45.8%	52.9%	0.0%	38.9%
Neutral	15.6%	17.9%	7.3%	16.7%	17.6%	0.0%	15.1%
Dissatisfied	10.0%	9.0%	4.9%	12.5%	17.6%	0.0%	9.6%
Very dissatisfied	6.7%	1.5%	2.4%	0.0%	5.9%	0.0%	3.8%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q4-7. Ambulance-medical emergency response

Very satisfied	54.8%	58.1%	58.8%	53.8%	18.2%	0.0%	52.4%
Satisfied	29.0%	32.3%	35.3%	38.5%	81.8%	0.0%	37.9%
Neutral	9.7%	6.5%	5.9%	0.0%	0.0%	0.0%	5.8%
Dissatisfied	3.2%	0.0%	0.0%	7.7%	0.0%	0.0%	1.9%
Very dissatisfied	3.2%	3.2%	0.0%	0.0%	0.0%	0.0%	1.9%

Q4-8. Fire incident response

Very satisfied	53.8%	78.9%	55.6%	50.0%	25.0%	0.0%	58.9%
Satisfied	38.5%	21.1%	44.4%	33.3%	75.0%	0.0%	37.0%
Neutral	3.8%	0.0%	0.0%	16.7%	0.0%	0.0%	2.7%
Dissatisfied	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q4-9. Fire inspection

Very satisfied	48.1%	47.2%	57.7%	35.7%	27.8%	100.0%	47.5%
Satisfied	32.4%	41.6%	28.8%	57.1%	55.6%	0.0%	38.0%
Neutral	16.7%	9.0%	7.7%	3.6%	11.1%	0.0%	11.1%
Dissatisfied	1.9%	1.1%	1.9%	0.0%	5.6%	0.0%	1.7%
Very dissatisfied	0.9%	1.1%	3.8%	3.6%	0.0%	0.0%	1.7%

Q4-10. Health inspections

Very satisfied	42.1%	55.2%	23.5%	40.0%	0.0%	0.0%	39.8%
Satisfied	31.6%	27.6%	47.1%	20.0%	85.7%	0.0%	36.1%
Neutral	15.8%	13.8%	17.6%	10.0%	0.0%	0.0%	13.3%
Dissatisfied	10.5%	0.0%	11.8%	0.0%	14.3%	0.0%	6.0%
Very dissatisfied	0.0%	3.4%	0.0%	30.0%	0.0%	0.0%	4.8%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q4-11. Regulated industries licensing/inspections

Very satisfied	33.3%	28.6%	8.7%	25.0%	20.0%	0.0%	25.7%
Satisfied	27.8%	37.1%	56.5%	25.0%	40.0%	0.0%	37.2%
Neutral	22.2%	20.0%	21.7%	37.5%	20.0%	0.0%	22.1%
Dissatisfied	8.3%	8.6%	13.0%	0.0%	20.0%	0.0%	9.7%
Very dissatisfied	8.3%	5.7%	0.0%	12.5%	0.0%	0.0%	5.3%

Q4-12. Building permits

Very satisfied	34.4%	32.3%	16.0%	0.0%	0.0%	0.0%	22.5%
Satisfied	18.8%	25.8%	28.0%	60.0%	41.7%	0.0%	29.7%
Neutral	28.1%	22.6%	24.0%	0.0%	41.7%	0.0%	24.3%
Dissatisfied	9.4%	12.9%	16.0%	30.0%	0.0%	0.0%	12.6%
Very dissatisfied	9.4%	6.5%	16.0%	10.0%	16.7%	0.0%	10.8%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q4-13. Development review

Very satisfied	41.7%	12.5%	23.1%	0.0%	0.0%	0.0%	20.4%
Satisfied	8.3%	31.3%	30.8%	50.0%	40.0%	0.0%	28.6%
Neutral	8.3%	37.5%	7.7%	0.0%	40.0%	0.0%	20.4%
Dissatisfied	16.7%	12.5%	23.1%	50.0%	20.0%	0.0%	18.4%
Very dissatisfied	25.0%	6.3%	15.4%	0.0%	0.0%	0.0%	12.2%

Q4-14. Public incentives requests

Very satisfied	0.0%	30.0%	0.0%	0.0%	0.0%	0.0%	12.0%
Satisfied	22.2%	40.0%	33.3%	0.0%	50.0%	0.0%	32.0%
Neutral	44.4%	20.0%	66.7%	0.0%	0.0%	0.0%	32.0%
Dissatisfied	22.2%	10.0%	0.0%	100.0%	50.0%	0.0%	20.0%
Very dissatisfied	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

Q13. How many employees does your organization employ at the location where you received this survey

	Q13. How many employees does your organization employ at the location where you received this survey						Total
	Less than 10	10-24	25-49	50-99	100-249	250-499	

Q4-15. Airport services

Very satisfied	24.6%	17.8%	18.2%	9.5%	0.0%	100.0%	18.5%
Satisfied	37.7%	37.8%	40.9%	52.4%	57.1%	0.0%	41.6%
Neutral	21.7%	31.1%	27.3%	19.0%	14.3%	0.0%	23.7%
Dissatisfied	10.1%	11.1%	13.6%	9.5%	14.3%	0.0%	11.0%
Very dissatisfied	5.8%	2.2%	0.0%	9.5%	14.3%	0.0%	5.2%

Q4-16. Water services

Very satisfied	16.2%	31.9%	20.8%	20.0%	0.0%	100.0%	21.5%
Satisfied	41.4%	33.0%	43.8%	44.0%	55.0%	0.0%	40.1%
Neutral	27.9%	19.8%	22.9%	20.0%	15.0%	0.0%	22.9%
Dissatisfied	9.0%	7.7%	4.2%	12.0%	20.0%	0.0%	8.8%
Very dissatisfied	5.4%	7.7%	8.3%	4.0%	10.0%	0.0%	6.7%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

Q13. How many employees does your organization employ at the location where you received this survey

	Q13. How many employees does your organization employ at the location where you received this survey						Total
	Less than 10	10-24	25-49	50-99	100-249	250-499	

Q4-17. Stormwater drainage

Very satisfied	15.7%	24.2%	22.9%	6.7%	7.1%	0.0%	18.1%
Satisfied	31.3%	21.0%	34.3%	40.0%	64.3%	0.0%	31.4%
Neutral	27.7%	17.7%	20.0%	33.3%	0.0%	100.0%	22.4%
Dissatisfied	15.7%	22.6%	11.4%	6.7%	14.3%	0.0%	16.2%
Very dissatisfied	9.6%	14.5%	11.4%	13.3%	14.3%	0.0%	11.9%

Q4-18. Street maintenance

Very satisfied	11.7%	9.0%	10.3%	6.3%	0.0%	0.0%	9.4%
Satisfied	22.3%	32.8%	33.3%	18.8%	22.2%	0.0%	26.8%
Neutral	26.6%	28.4%	33.3%	31.3%	27.8%	100.0%	28.9%
Dissatisfied	26.6%	19.4%	15.4%	6.3%	33.3%	0.0%	21.7%
Very dissatisfied	12.8%	10.4%	7.7%	37.5%	16.7%	0.0%	13.2%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q4-19. Sidewalk maintenance

Very satisfied	9.5%	11.6%	8.0%	8.3%	0.0%	0.0%	8.9%
Satisfied	28.6%	27.9%	36.0%	25.0%	15.4%	0.0%	28.0%
Neutral	25.4%	16.3%	24.0%	25.0%	38.5%	100.0%	24.2%
Dissatisfied	19.0%	32.6%	24.0%	0.0%	30.8%	0.0%	22.9%
Very dissatisfied	17.5%	11.6%	8.0%	41.7%	15.4%	0.0%	15.9%

Q4-20. MBE/WBE certification

Very satisfied	25.0%	25.0%	33.3%	0.0%	33.3%	0.0%	26.1%
Satisfied	37.5%	25.0%	22.2%	0.0%	0.0%	0.0%	26.1%
Neutral	12.5%	6.3%	0.0%	50.0%	0.0%	0.0%	8.7%
Dissatisfied	12.5%	31.3%	33.3%	0.0%	0.0%	0.0%	21.7%
Very dissatisfied	12.5%	12.5%	11.1%	50.0%	66.7%	0.0%	17.4%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q4-21. Website usefulness (kcmo.gov)

Very satisfied	21.2%	13.2%	22.2%	11.8%	0.0%	0.0%	16.9%
Satisfied	43.9%	43.4%	40.7%	41.2%	41.7%	0.0%	43.3%
Neutral	21.2%	28.3%	33.3%	35.3%	33.3%	0.0%	27.0%
Dissatisfied	10.6%	11.3%	3.7%	5.9%	25.0%	0.0%	10.1%
Very dissatisfied	3.0%	3.8%	0.0%	5.9%	0.0%	0.0%	2.8%

Q4-22. KC Streetcar

Very satisfied	37.1%	41.5%	38.5%	76.9%	28.6%	0.0%	44.1%
Satisfied	45.7%	43.9%	46.2%	15.4%	28.6%	0.0%	39.6%
Neutral	11.4%	12.2%	7.7%	7.7%	42.9%	0.0%	12.6%
Dissatisfied	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.9%
Very dissatisfied	5.7%	0.0%	7.7%	0.0%	0.0%	0.0%	2.7%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

Q13. How many employees does your organization employ at the location where you received this survey

	Q13. How many employees does your organization employ at the location where you received this survey						Total
	Less than 10	10-24	25-49	50-99	100-249	250-499	

Q4-23. KCATA bus service

Very satisfied	15.4%	40.9%	35.0%	30.8%	11.1%	0.0%	27.8%
Satisfied	50.0%	40.9%	40.0%	30.8%	77.8%	0.0%	45.6%
Neutral	26.9%	18.2%	20.0%	15.4%	11.1%	0.0%	20.0%
Dissatisfied	3.8%	0.0%	0.0%	15.4%	0.0%	0.0%	3.3%
Very dissatisfied	3.8%	0.0%	5.0%	7.7%	0.0%	0.0%	3.3%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q5. Top choice

311 call center	3.0%	3.4%	1.5%	0.0%	0.0%	0.0%	2.4%
Business licensing	8.9%	5.1%	7.7%	5.9%	0.0%	0.0%	7.0%
Tax collection	3.0%	0.9%	1.5%	2.9%	0.0%	0.0%	2.2%
Municipal court	0.0%	1.7%	0.0%	5.9%	0.0%	0.0%	1.0%
Code enforcement	3.0%	0.9%	1.5%	5.9%	4.3%	0.0%	2.4%
Police-crime/safety response	24.3%	23.1%	23.1%	26.5%	34.8%	0.0%	24.2%
Ambulance-medical emergency response	0.0%	2.6%	6.2%	0.0%	0.0%	0.0%	1.7%
Fire incident response	2.4%	0.9%	0.0%	5.9%	0.0%	0.0%	1.7%
Fire inspection	2.4%	3.4%	1.5%	0.0%	0.0%	0.0%	2.2%
Health inspections	0.6%	3.4%	0.0%	5.9%	8.7%	0.0%	2.2%
Regulated industries licensing/inspections	1.8%	0.9%	7.7%	2.9%	0.0%	0.0%	2.4%
Building permits	0.0%	6.8%	4.6%	2.9%	8.7%	0.0%	3.6%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q5. Top choice (Cont.)

Development review	0.0%	1.7%	1.5%	0.0%	4.3%	0.0%	1.0%
Public incentives requests	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%
Airport services	1.2%	1.7%	3.1%	2.9%	4.3%	50.0%	2.2%
Water services	3.6%	4.3%	10.8%	5.9%	17.4%	0.0%	5.8%
Stormwater drainage	1.2%	2.6%	4.6%	5.9%	0.0%	0.0%	2.4%
Street maintenance	7.1%	6.8%	3.1%	5.9%	4.3%	0.0%	6.1%
MBE/WBE certification	1.2%	0.9%	1.5%	0.0%	0.0%	0.0%	1.0%
Website usefulness (kcmo.gov)	0.6%	0.9%	1.5%	0.0%	0.0%	0.0%	0.7%
KC Streetcar	0.6%	0.9%	1.5%	2.9%	0.0%	0.0%	1.0%
KCATA bus service	2.4%	0.0%	3.1%	0.0%	13.0%	0.0%	2.2%
None chosen	32.0%	27.4%	13.8%	11.8%	0.0%	50.0%	24.2%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q5. 2nd choice

311 call center	1.8%	0.9%	0.0%	2.9%	0.0%	0.0%	1.2%
Business licensing	4.1%	3.4%	4.6%	8.8%	4.3%	0.0%	4.4%
Tax collection	3.6%	2.6%	4.6%	2.9%	4.3%	0.0%	3.4%
Municipal court	0.6%	0.0%	0.0%	0.0%	4.3%	0.0%	0.5%
Code enforcement	2.4%	2.6%	1.5%	2.9%	4.3%	0.0%	2.4%
Police-crime/safety response	10.1%	10.3%	12.3%	11.8%	13.0%	0.0%	10.7%
Ambulance-medical emergency response	4.1%	6.0%	10.8%	8.8%	13.0%	0.0%	6.8%
Fire incident response	5.9%	4.3%	9.2%	0.0%	13.0%	0.0%	5.8%
Fire inspection	1.2%	5.1%	4.6%	2.9%	0.0%	0.0%	2.9%
Health inspections	1.8%	1.7%	1.5%	8.8%	0.0%	0.0%	2.4%
Regulated industries licensing/inspections	0.6%	0.9%	4.6%	0.0%	0.0%	0.0%	1.2%
Building permits	2.4%	2.6%	4.6%	0.0%	0.0%	0.0%	2.4%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q5. 2nd choice (Cont.)

Development review	0.0%	1.7%	3.1%	2.9%	4.3%	0.0%	1.7%
Public incentives requests	0.0%	0.9%	0.0%	0.0%	4.3%	0.0%	0.5%
Airport services	5.3%	4.3%	1.5%	5.9%	8.7%	0.0%	4.6%
Water services	5.3%	4.3%	4.6%	2.9%	4.3%	0.0%	4.6%
Stormwater drainage	3.6%	3.4%	3.1%	2.9%	4.3%	0.0%	3.4%
Street maintenance	5.9%	5.1%	9.2%	5.9%	8.7%	0.0%	6.3%
Sidewalk maintenance	2.4%	2.6%	0.0%	0.0%	0.0%	0.0%	1.7%
MBE/WBE certification	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.2%
Website usefulness (kcmo.gov)	1.2%	0.9%	0.0%	2.9%	4.3%	0.0%	1.2%
KC Streetcar	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
KCATA bus service	0.0%	0.9%	0.0%	11.8%	0.0%	0.0%	1.2%
None chosen	37.3%	35.0%	20.0%	14.7%	4.3%	100.0%	30.3%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q5. 3rd choice

311 call center	0.6%	0.9%	0.0%	0.0%	0.0%	0.0%	0.5%
Business licensing	4.1%	7.7%	4.6%	2.9%	0.0%	0.0%	4.8%
Tax collection	3.6%	0.9%	0.0%	5.9%	0.0%	0.0%	2.2%
Municipal court	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
Code enforcement	2.4%	0.0%	3.1%	5.9%	0.0%	0.0%	1.9%
Police-crime/safety response	2.4%	5.1%	10.8%	5.9%	0.0%	0.0%	4.6%
Ambulance-medical emergency response	2.4%	2.6%	1.5%	0.0%	8.7%	0.0%	2.4%
Fire incident response	4.1%	2.6%	7.7%	2.9%	4.3%	0.0%	4.4%
Fire inspection	3.6%	1.7%	1.5%	2.9%	0.0%	0.0%	2.4%
Health inspections	0.6%	2.6%	6.2%	5.9%	4.3%	0.0%	2.7%
Regulated industries licensing/inspections	2.4%	2.6%	0.0%	0.0%	4.3%	0.0%	2.2%
Building permits	3.0%	0.0%	4.6%	5.9%	4.3%	0.0%	2.7%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q5. 3rd choice (Cont.)

Development review	0.0%	1.7%	1.5%	2.9%	4.3%	0.0%	1.2%
Public incentives requests	1.2%	1.7%	1.5%	0.0%	0.0%	0.0%	1.2%
Airport services	2.4%	2.6%	3.1%	5.9%	8.7%	0.0%	3.1%
Water services	6.5%	8.5%	6.2%	5.9%	17.4%	0.0%	7.5%
Stormwater drainage	2.4%	0.9%	0.0%	2.9%	8.7%	0.0%	1.9%
Street maintenance	4.7%	8.5%	7.7%	11.8%	17.4%	0.0%	7.5%
Sidewalk maintenance	0.6%	0.9%	4.6%	0.0%	4.3%	0.0%	1.5%
MBE/WBE certification	1.2%	0.0%	1.5%	0.0%	0.0%	0.0%	0.7%
Website usefulness (kcmo.gov)	3.0%	2.6%	3.1%	5.9%	8.7%	0.0%	3.6%
KC Streetcar	2.4%	1.7%	0.0%	2.9%	0.0%	0.0%	1.7%
KCATA bus service	2.4%	0.9%	3.1%	5.9%	0.0%	0.0%	2.2%
None chosen	43.8%	43.6%	27.7%	17.6%	4.3%	100.0%	36.8%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business? (top 3)

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q5. Sum of top 3 choices

311 call center	5.3%	5.1%	1.5%	2.9%	0.0%	0.0%	4.1%
Business licensing	17.2%	16.2%	16.9%	17.6%	4.3%	0.0%	16.2%
Tax collection	10.1%	4.3%	6.2%	11.8%	4.3%	0.0%	7.7%
Municipal court	1.2%	1.7%	0.0%	5.9%	4.3%	0.0%	1.7%
Code enforcement	7.7%	3.4%	6.2%	14.7%	8.7%	0.0%	6.8%
Police-crime/safety response	36.7%	38.5%	46.2%	44.1%	47.8%	0.0%	39.5%
Ambulance-medical emergency response	6.5%	11.1%	18.5%	8.8%	21.7%	0.0%	10.9%
Fire incident response	12.4%	7.7%	16.9%	8.8%	17.4%	0.0%	11.9%
Fire inspection	7.1%	10.3%	7.7%	5.9%	0.0%	0.0%	7.5%
Health inspections	3.0%	7.7%	7.7%	20.6%	13.0%	0.0%	7.3%
Regulated industries licensing/inspections	4.7%	4.3%	12.3%	2.9%	4.3%	0.0%	5.8%
Building permits	5.3%	9.4%	13.8%	8.8%	13.0%	0.0%	8.7%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business? (top 3)

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q5. Sum of top 3 choices (Cont.)

Development review	0.0%	5.1%	6.2%	5.9%	13.0%	0.0%	3.9%
Public incentives requests	2.4%	2.6%	1.5%	0.0%	4.3%	0.0%	2.2%
Airport services	8.9%	8.5%	7.7%	14.7%	21.7%	50.0%	9.9%
Water services	15.4%	17.1%	21.5%	14.7%	39.1%	0.0%	17.9%
Stormwater drainage	7.1%	6.8%	7.7%	11.8%	13.0%	0.0%	7.7%
Street maintenance	17.8%	20.5%	20.0%	23.5%	30.4%	0.0%	19.9%
Sidewalk maintenance	3.0%	3.4%	4.6%	0.0%	4.3%	0.0%	3.1%
MBE/WBE certification	2.4%	1.7%	3.1%	0.0%	0.0%	0.0%	1.9%
Website usefulness (kcmo.gov)	4.7%	4.3%	4.6%	8.8%	13.0%	0.0%	5.6%
KC Streetcar	3.6%	2.6%	1.5%	5.9%	0.0%	0.0%	2.9%
KCATA bus service	4.7%	1.7%	6.2%	17.6%	13.0%	0.0%	5.6%
None chosen	32.0%	27.4%	13.8%	11.8%	0.0%	50.0%	24.2%

Q6. Please rate the following several issues about the work force in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Q13. How many employees does your organization employ at the location where you received this survey						Total
	Less than 10	10-24	25-49	50-99	100-249	250-499	

Q6-1. Availability of workers

Excellent	10.0%	13.5%	14.5%	3.2%	4.5%	0.0%	10.8%
Good	32.7%	35.1%	27.4%	38.7%	31.8%	0.0%	33.3%
Average	35.3%	36.0%	38.7%	35.5%	45.5%	100.0%	36.7%
Poor	22.0%	15.3%	19.4%	22.6%	18.2%	0.0%	19.2%

Q6-2. Quality of workers

Excellent	11.3%	13.4%	14.3%	6.5%	0.0%	0.0%	11.2%
Good	31.3%	40.2%	31.7%	29.0%	40.9%	50.0%	35.0%
Average	40.0%	33.9%	38.1%	48.4%	36.4%	50.0%	38.1%
Poor	17.3%	12.5%	15.9%	16.1%	22.7%	0.0%	15.7%

Q6. Please rate the following several issues about the work force in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q6-3. Stability of workers

Excellent	15.0%	12.6%	17.5%	9.7%	0.0%	0.0%	13.5%
Good	27.9%	36.0%	33.3%	41.9%	31.8%	0.0%	32.7%
Average	38.8%	36.0%	31.7%	35.5%	40.9%	100.0%	36.7%
Poor	18.4%	15.3%	17.5%	12.9%	27.3%	0.0%	17.2%

Q6-4. Education/technical skills of workers

Excellent	13.2%	15.2%	16.7%	6.5%	4.8%	0.0%	13.1%
Good	29.2%	36.2%	25.0%	32.3%	23.8%	100.0%	31.4%
Average	39.6%	40.0%	38.3%	38.7%	52.4%	0.0%	39.6%
Poor	18.1%	8.6%	20.0%	22.6%	19.0%	0.0%	15.8%

Q6. Please rate the following several issues about the work force in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q6-5. Productivity of workers

Excellent	14.7%	17.7%	22.2%	6.5%	0.0%	0.0%	15.1%
Good	33.3%	38.1%	33.3%	41.9%	50.0%	100.0%	37.2%
Average	40.7%	38.1%	36.5%	38.7%	31.8%	0.0%	38.0%
Poor	11.3%	6.2%	7.9%	12.9%	18.2%	0.0%	9.6%

Q6-6. Kansas City as a place to work

Excellent	29.9%	31.9%	35.5%	25.0%	13.6%	0.0%	29.6%
Good	42.2%	48.7%	38.7%	46.9%	72.7%	100.0%	46.4%
Average	24.0%	18.6%	24.2%	25.0%	13.6%	0.0%	21.6%
Poor	3.9%	0.9%	1.6%	3.1%	0.0%	0.0%	2.3%

Q7. Which TWO of the items listed in Question 6 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri?

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q7. Top choice

Availability of workers	17.2%	20.5%	29.2%	20.6%	30.4%	0.0%	20.8%
Quality of workers	15.4%	20.5%	18.5%	20.6%	30.4%	0.0%	18.9%
Stability of workers	4.7%	5.1%	4.6%	5.9%	8.7%	50.0%	5.3%
Education/technical skills of workers	7.7%	8.5%	9.2%	5.9%	4.3%	0.0%	7.7%
Productivity of workers	3.6%	5.1%	3.1%	11.8%	4.3%	50.0%	4.8%
Kansas City as a place to work	14.8%	14.5%	7.7%	14.7%	8.7%	0.0%	13.1%
None chosen	36.7%	25.6%	27.7%	20.6%	13.0%	0.0%	29.3%

Q7. Which TWO of the items listed in Question 6 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri?

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Q13. How many employees does your organization employ at the location where you received this survey						Total
	Less than 10	10-24	25-49	50-99	100-249	250-499	

Q7. 2nd choice

Availability of workers	9.5%	11.1%	7.7%	5.9%	8.7%	50.0%	9.4%
Quality of workers	16.0%	23.1%	24.6%	17.6%	26.1%	0.0%	19.9%
Stability of workers	10.7%	12.8%	15.4%	8.8%	21.7%	50.0%	12.8%
Education/technical skills of workers	7.7%	8.5%	10.8%	17.6%	4.3%	0.0%	9.0%
Productivity of workers	9.5%	10.3%	4.6%	8.8%	8.7%	0.0%	9.0%
Kansas City as a place to work	5.3%	2.6%	4.6%	8.8%	17.4%	0.0%	5.3%
None chosen	41.4%	31.6%	32.3%	32.4%	13.0%	0.0%	34.6%

Q7. Which TWO of the items listed in Question 6 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri? (top 2)

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q7. Sum of top 2 choices

Availability of workers	26.6%	31.6%	36.9%	26.5%	39.1%	50.0%	30.3%
Quality of workers	31.4%	43.6%	43.1%	38.2%	56.5%	0.0%	38.7%
Stability of workers	15.4%	17.9%	20.0%	14.7%	30.4%	100.0%	18.2%
Education/technical skills of workers	15.4%	17.1%	20.0%	23.5%	8.7%	0.0%	16.7%
Productivity of workers	13.0%	15.4%	7.7%	20.6%	13.0%	50.0%	13.8%
Kansas City as a place to work	20.1%	17.1%	12.3%	23.5%	26.1%	0.0%	18.4%
None chosen	36.7%	25.6%	27.7%	20.6%	13.0%	0.0%	29.3%

Q8. Which of the following best describes your business/organization's sector?

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q8. What best describes your business/organization's sector

Agriculture, Forestry, Fishing & Hunting	1.8%	0.9%	0.0%	0.0%	0.0%	0.0%	1.0%
Mining	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
Utilities	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.2%
Construction	5.9%	8.5%	9.2%	8.8%	13.0%	50.0%	8.0%
Communications	0.6%	1.7%	1.5%	0.0%	0.0%	0.0%	1.0%
Manufacturing	4.7%	6.8%	7.7%	17.6%	13.0%	0.0%	7.3%
Wholesale Trade	7.1%	8.5%	4.6%	2.9%	4.3%	0.0%	6.5%
Retail Trade	16.0%	13.7%	10.8%	11.8%	8.7%	0.0%	13.6%
Transportation & Warehousing	3.0%	6.0%	7.7%	2.9%	4.3%	50.0%	4.8%
Information	1.8%	0.9%	1.5%	0.0%	0.0%	0.0%	1.2%
Finance & Insurance	8.9%	5.1%	1.5%	2.9%	8.7%	0.0%	6.1%
Real Estate & Rental Leasing	7.1%	0.0%	3.1%	0.0%	4.3%	0.0%	3.6%

Q8. Which of the following best describes your business/organization's sector?

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q8. What best describes your business/organization's sector (Cont.)

Professional, Scientific & Technical Services	5.3%	9.4%	9.2%	8.8%	4.3%	0.0%	7.3%
Administrative, Support, Waste Management, Remediation Services	0.6%	0.9%	0.0%	0.0%	0.0%	0.0%	0.5%
Educational Services	1.2%	2.6%	7.7%	0.0%	4.3%	0.0%	2.7%
Health Care & Social Assistance	10.1%	10.3%	6.2%	11.8%	13.0%	0.0%	9.7%
Arts, Entertainment, & Recreation	7.7%	6.0%	9.2%	2.9%	8.7%	0.0%	7.3%
Accommodation & Food Services	2.4%	4.3%	7.7%	11.8%	8.7%	0.0%	4.8%
Public Administration	7.1%	7.7%	4.6%	14.7%	4.3%	0.0%	7.3%
Other Services	8.3%	6.0%	7.7%	2.9%	0.0%	0.0%	7.0%

Q9. How long has your business/organization been located in Kansas City, Missouri? (without "not provided")

N=413

Q13. How many employees does your organization employ at the location where you received this survey							Total
Less than 10	10-24	25-49	50-99	100-249	250-499		

Q9. How long has your business/organization been located in Kansas City, Missouri

Less than one year	1.2%	1.7%	0.0%	0.0%	4.3%	0.0%	1.2%
1-2 years	1.2%	2.6%	6.3%	0.0%	0.0%	0.0%	2.2%
3-5 years	4.7%	3.4%	1.6%	0.0%	0.0%	0.0%	3.2%
6-10 years	13.0%	7.7%	6.3%	5.9%	4.3%	0.0%	9.3%
11-20 years	20.1%	17.1%	25.0%	20.6%	0.0%	0.0%	18.8%
21+ years	59.8%	67.5%	60.9%	73.5%	91.3%	100.0%	65.3%

Q10. Do you lease or own your facility? (without "not provided")

N=413

Q13. How many employees does your organization employ at the location where you received this survey							Total
Less than 10	10-24	25-49	50-99	100-249	250-499		

Q10. Do you lease or own your facility

Own	51.5%	59.8%	65.1%	73.5%	69.6%	100.0%	59.1%
Lease	48.5%	40.2%	34.9%	26.5%	30.4%	0.0%	40.9%

Q11. Is your business/organization currently a member of a local business/trade association? (without "not provided")

N=413	Q13. How many employees does your organization employ at the location where you received this survey						Total
	Less than 10	10-24	25-49	50-99	100-249	250-499	

Q11. Is your business/organization currently a member of a local business/trade association

Yes	36.4%	48.2%	57.4%	63.6%	50.0%	50.0%	46.2%
No	63.6%	51.8%	42.6%	36.4%	50.0%	50.0%	53.8%

Q12. Is your personal residence in KCMO? (without "not provided")

N=413	Q13. How many employees does your organization employ at the location where you received this survey						Total
	Less than 10	10-24	25-49	50-99	100-249	250-499	

Q12. Is your personal residence in KCMO

Yes	51.8%	41.7%	34.9%	47.1%	43.5%	50.0%	45.4%
No	48.2%	58.3%	65.1%	52.9%	56.5%	50.0%	54.6%

Q13. Approximately how many employees does your organization employ at the location where you received this survey? (without "not provided")

N=413

Q13. How many employees does your organization employ at the location where you received this survey							Total
Less than 10	10-24	25-49	50-99	100-249	250-499		

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	41.2%
10-24	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	28.5%
25-49	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	15.9%
50-99	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	8.3%
100-249	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	5.6%
250-499	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.5%

Q14. Does your company have employees at other locations in the metropolitan Kansas City area? (without "not provided")

N=413

	Q13. How many employees does your organization employ at the location where you received this survey						Total
	Less than 10	10-24	25-49	50-99	100-249	250-499	
Yes	17.9%	32.8%	16.9%	50.0%	34.8%	100.0%	26.0%
No	82.1%	67.2%	83.1%	50.0%	65.2%	0.0%	74.0%

Q14. Does your company have employees at other locations in the metropolitan Kansas City area

Q14-1. (If YES to Question 14) How many employees do you have at other locations in the Kansas City area? (without "not provided")

N=106

	Q13. How many employees does your organization employ at the location where you received this survey						Total
	Less than 10	10-24	25-49	50-99	100-249	250-499	
Less than 10	28.0%	25.8%	16.7%	33.3%	0.0%	100.0%	26.5%
10-24	32.0%	22.6%	0.0%	13.3%	0.0%	0.0%	20.5%
25-49	16.0%	16.1%	33.3%	13.3%	20.0%	0.0%	16.9%
50-99	8.0%	16.1%	0.0%	26.7%	20.0%	0.0%	14.5%
100-249	4.0%	12.9%	33.3%	13.3%	40.0%	0.0%	13.3%
250-499	12.0%	6.5%	16.7%	0.0%	0.0%	0.0%	7.2%
500+	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	1.2%

Q14-1. How many employees do you have at other locations in the Kansas City area

Q15. For the last FIVE years, please indicate the sources of funding for your business needs. (without "not needed")

N=290

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q15. Sources of funding for your business needs

Personal savings	23.7%	22.2%	15.6%	10.3%	6.3%	0.0%	19.3%
Loans-family/friends	4.4%	11.1%	11.1%	3.4%	0.0%	0.0%	6.9%
Bank loans	28.9%	42.0%	51.1%	48.3%	25.0%	0.0%	37.2%
Working capital	43.9%	43.2%	40.0%	44.8%	50.0%	100.0%	43.4%
Asset backed loans	7.0%	9.9%	13.3%	17.2%	6.3%	0.0%	9.7%
Credit cards	21.1%	12.3%	22.2%	10.3%	6.3%	0.0%	16.6%
Government grants/ funding/incentives	3.5%	6.2%	8.9%	10.3%	25.0%	0.0%	6.9%
Equity financing	2.6%	3.7%	6.7%	3.4%	6.3%	0.0%	3.8%

Q16. In the next THREE years, is your organization planning to do any of the following?

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q16. What is your organization planning to do in next three years

Expanding/renovating your facility in its current location	17.8%	25.6%	30.8%	35.3%	47.8%	50.0%	25.2%
Relocating to another location in Kansas City, Missouri	8.9%	12.8%	3.1%	8.8%	4.3%	0.0%	8.7%
Relocating to another location outside Kansas City, Missouri	6.5%	6.8%	3.1%	5.9%	8.7%	0.0%	6.1%
Decreasing employment	1.8%	0.9%	1.5%	5.9%	4.3%	0.0%	1.9%
Increasing employment	20.1%	28.2%	35.4%	32.4%	34.8%	50.0%	26.6%
Closing	2.4%	0.9%	0.0%	0.0%	0.0%	0.0%	1.2%
No plans at present to do any of these	59.8%	45.3%	46.2%	41.2%	34.8%	50.0%	50.1%

Q16-5. Please indicate the anticipated number of new hires:

N=71

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q16-5. What is the anticipated number of new hires

5 or less	87.0%	83.3%	43.8%	22.2%	0.0%	0.0%	62.0%
6-10	8.7%	5.6%	18.8%	22.2%	0.0%	0.0%	11.3%
11-20	4.3%	5.6%	31.3%	33.3%	25.0%	0.0%	15.5%
21-30	0.0%	5.6%	6.3%	11.1%	75.0%	0.0%	8.5%
31-50	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	1.4%
51+	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	1.4%

Q17. Are you aware of the following services provided by the Economic Development Corporation of KCMO?

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q17. Are you aware of following services provided by Economic Development Corporation of KCMO

Financing	14.8%	17.9%	10.8%	23.5%	30.4%	50.0%	16.9%
Job/investment incentives	13.0%	14.5%	15.4%	23.5%	30.4%	50.0%	16.0%
Redevelopment incentives	17.2%	17.1%	20.0%	23.5%	43.5%	0.0%	19.6%
Property tax abatement	20.1%	22.2%	13.8%	29.4%	30.4%	0.0%	21.1%
Tax increment financing	18.9%	19.7%	16.9%	29.4%	30.4%	0.0%	20.6%
Training funds	11.8%	9.4%	6.2%	20.6%	26.1%	0.0%	11.6%
Regulatory aid	7.7%	6.0%	7.7%	14.7%	13.0%	0.0%	8.2%
City service aid	10.1%	8.5%	6.2%	20.6%	26.1%	0.0%	10.9%
Real estate aid	8.9%	6.8%	6.2%	14.7%	17.4%	0.0%	9.0%

Q18. Please indicate if you are aware of each of the following business assistance programs.

N=413	Q13. How many employees does your organization employ at the location where you received this survey						Total
	Less than						
	10	10-24	25-49	50-99	100-249	250-499	
<u>Q18-1. Economic Development Corporation of KCMO</u>							
Yes	47.9%	46.2%	40.0%	61.8%	69.6%	50.0%	48.7%
No	52.1%	53.8%	60.0%	38.2%	30.4%	50.0%	51.3%
<u>Q18-2. KC Bizcare</u>							
Yes	18.3%	16.2%	10.8%	14.7%	26.1%	0.0%	16.9%
No	81.7%	83.8%	89.2%	85.3%	73.9%	100.0%	83.1%
<u>Q18-3. KCSourceLink</u>							
Yes	20.1%	16.2%	15.4%	20.6%	34.8%	50.0%	19.4%
No	79.9%	83.8%	84.6%	79.4%	65.2%	50.0%	80.6%
<u>Q18-4. Justine Petersen Small Business Loans</u>							
Yes	8.3%	7.7%	1.5%	11.8%	17.4%	0.0%	7.7%
No	91.7%	92.3%	98.5%	88.2%	82.6%	100.0%	92.3%

Q18. Please indicate if you are aware of each of the following business assistance programs.

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q18-5. Full Employment Council

Yes	37.9%	37.6%	30.8%	38.2%	56.5%	50.0%	37.8%
No	62.1%	62.4%	69.2%	61.8%	43.5%	50.0%	62.2%

Q18-6. Metropolitan Community College

Yes	60.4%	53.8%	63.1%	55.9%	78.3%	50.0%	59.6%
No	39.6%	46.2%	36.9%	44.1%	21.7%	50.0%	40.4%

Q18-7. Altcap

Yes	11.2%	9.4%	3.1%	14.7%	21.7%	0.0%	10.2%
No	88.8%	90.6%	96.9%	85.3%	78.3%	100.0%	89.8%

Q18. Please indicate if you have used each of the following business assistance programs.

N=413	Q13. How many employees does your organization employ at the location where you received this survey						Total
	Less than 10	10-24	25-49	50-99	100-249	250-499	
<u>Q18-1. Economic Development Corporation of KCMO</u>							
Yes	11.8%	7.7%	10.8%	23.5%	26.1%	0.0%	12.1%
No	88.2%	92.3%	89.2%	76.5%	73.9%	100.0%	87.9%
<u>Q18-2. KC Bizcare</u>							
Yes	4.1%	3.4%	3.1%	0.0%	4.3%	0.0%	3.6%
No	95.9%	96.6%	96.9%	100.0%	95.7%	100.0%	96.4%
<u>Q18-3. KCSourceLink</u>							
Yes	4.1%	4.3%	3.1%	5.9%	0.0%	50.0%	4.4%
No	95.9%	95.7%	96.9%	94.1%	100.0%	50.0%	95.6%
<u>Q18-4. Justine Petersen Small Business Loans</u>							
Yes	1.2%	2.6%	0.0%	2.9%	0.0%	0.0%	1.5%
No	98.8%	97.4%	100.0%	97.1%	100.0%	100.0%	98.5%

Q18. Please indicate if you have used each of the following business assistance programs.

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q18-5. Full Employment Council

Yes	6.5%	8.5%	10.8%	14.7%	21.7%	0.0%	9.2%
No	93.5%	91.5%	89.2%	85.3%	78.3%	100.0%	90.8%

Q18-6. Metropolitan Community College

Yes	10.1%	11.1%	16.9%	17.6%	26.1%	50.0%	13.3%
No	89.9%	88.9%	83.1%	82.4%	73.9%	50.0%	86.7%

Q18-7. Altcap

Yes	1.2%	0.9%	0.0%	0.0%	4.3%	0.0%	1.0%
No	98.8%	99.1%	100.0%	100.0%	95.7%	100.0%	99.0%

Q18. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=121

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q18-1. Economic Development Corporation of KCMO

Very satisfied	31.6%	12.5%	40.0%	62.5%	16.7%	0.0%	32.6%
Satisfied	26.3%	75.0%	40.0%	37.5%	33.3%	0.0%	39.1%
Neutral	21.1%	12.5%	0.0%	0.0%	16.7%	0.0%	13.0%
Dissatisfied	0.0%	0.0%	20.0%	0.0%	33.3%	0.0%	6.5%
Very dissatisfied	21.1%	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%

Q18-2. KC Bizcare

Very satisfied	14.3%	0.0%	50.0%	0.0%	0.0%	0.0%	18.2%
Satisfied	42.9%	50.0%	0.0%	0.0%	0.0%	0.0%	36.4%
Neutral	42.9%	50.0%	50.0%	0.0%	0.0%	0.0%	45.5%

Q18. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=121

Q13. How many employees does your organization employ at the location where you received this survey

	Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q18-3. KCSourceLink

Very satisfied	16.7%	0.0%	0.0%	100.0%	0.0%	0.0%	25.0%
Satisfied	50.0%	0.0%	100.0%	0.0%	0.0%	0.0%	33.3%
Neutral	33.3%	66.7%	0.0%	0.0%	0.0%	0.0%	33.3%
Dissatisfied	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	8.3%

Q18-4. Justine Petersen Small Business Loans

Very satisfied	50.0%	50.0%	0.0%	0.0%	0.0%	0.0%	40.0%
Satisfied	50.0%	50.0%	0.0%	0.0%	0.0%	0.0%	40.0%
Neutral	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	20.0%

Q18. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=121

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q18-5. Full Employment Council

Very satisfied	12.5%	22.2%	0.0%	0.0%	0.0%	0.0%	9.4%
Satisfied	37.5%	55.6%	20.0%	60.0%	20.0%	0.0%	40.6%
Neutral	25.0%	11.1%	80.0%	40.0%	60.0%	0.0%	37.5%
Dissatisfied	12.5%	11.1%	0.0%	0.0%	20.0%	0.0%	9.4%
Very dissatisfied	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%

Q18-6. Metropolitan Community College

Very satisfied	46.7%	41.7%	33.3%	20.0%	16.7%	0.0%	35.4%
Satisfied	20.0%	25.0%	33.3%	80.0%	50.0%	100.0%	35.4%
Neutral	26.7%	33.3%	33.3%	0.0%	33.3%	0.0%	27.1%
Dissatisfied	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%

Q18-7. Altcap

Satisfied	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	75.0%
Neutral	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	25.0%

Q19. Does your company currently sell any products/services outside of the United States? (without "not provided")

N=413

Q13. How many employees does your organization employ at the location where you received this survey

	Q13. How many employees does your organization employ at the location where you received this survey						Total
	Less than 10	10-24	25-49	50-99	100-249	250-499	

Q19. Does your company currently sell any products/services outside United States

Yes	9.6%	8.8%	13.8%	20.6%	22.7%	0.0%	11.5%
No	89.2%	89.5%	84.6%	79.4%	77.3%	100.0%	87.2%
Not currently but would like to	1.2%	1.8%	1.5%	0.0%	0.0%	0.0%	1.2%

Q20. Which of the following are your TWO preferred methods of getting information about business assistance programs?

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q20. Your preferred methods of getting information about business assistance programs

Email	49.1%	47.9%	47.7%	41.2%	56.5%	0.0%	48.4%
Personal visit	7.1%	9.4%	4.6%	5.9%	4.3%	0.0%	7.0%
Newsletter (mailed)	36.1%	28.2%	27.7%	20.6%	13.0%	50.0%	29.8%
Newsletter (emailed)	18.3%	18.8%	20.0%	23.5%	17.4%	0.0%	18.9%
Social media	9.5%	11.1%	12.3%	2.9%	13.0%	0.0%	9.9%
EDC website	12.4%	11.1%	13.8%	23.5%	13.0%	0.0%	13.6%

Q21. Please indicate if you are interested in assistance in any of the following areas.

N=413

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	10-24	25-49	50-99	100-249	250-499	Total
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Q21. In what areas are you interested in assistance

Financial assistance	7.7%	8.5%	6.2%	5.9%	8.7%	0.0%	7.7%
Workforce training	4.7%	10.3%	9.2%	8.8%	17.4%	0.0%	8.0%
Real estate development assistance	4.7%	10.3%	4.6%	5.9%	13.0%	0.0%	6.8%
Government services/regulations	0.0%	3.4%	4.6%	0.0%	8.7%	0.0%	2.2%
Exports	0.0%	0.9%	0.0%	0.0%	4.3%	0.0%	0.5%
Other	0.6%	0.9%	3.1%	0.0%	0.0%	0.0%	1.0%

Section 3

Cross-Tabular Data by Zone

Q1. How would you rate Kansas City, Missouri overall as a place to do business? (without "don't know")

N=413

Zone				Total
East	North	South	West	

Q1. How would you rate Kansas City, Missouri overall as a place to do business

Excellent	19.6%	30.9%	17.5%	24.8%	23.2%
Good	49.5%	43.3%	40.2%	45.7%	44.7%
Average	22.7%	18.6%	35.1%	23.8%	25.0%
Below average	5.2%	6.2%	6.2%	4.8%	5.6%
Poor	3.1%	1.0%	1.0%	1.0%	1.5%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=413

Zone				Total
East	North	South	West	

Q2-1. Overall quality of services provided by City

Very satisfied	9.3%	10.3%	11.3%	5.7%	9.1%
Satisfied	50.5%	53.6%	42.3%	52.8%	49.9%
Neutral	28.9%	32.0%	35.1%	30.2%	31.5%
Dissatisfied	9.3%	4.1%	9.3%	10.4%	8.3%
Very dissatisfied	2.1%	0.0%	2.1%	0.9%	1.3%

Q2-2. Overall image of City

Very satisfied	12.0%	16.2%	24.5%	15.7%	17.1%
Satisfied	48.0%	67.7%	43.1%	59.3%	54.5%
Neutral	32.0%	14.1%	26.5%	20.4%	23.2%
Dissatisfied	6.0%	2.0%	3.9%	2.8%	3.7%
Very dissatisfied	2.0%	0.0%	2.0%	1.9%	1.5%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=413

	Zone				Total
	East	North	South	West	

Q2-3. Overall quality of life in City

Very satisfied	12.0%	26.0%	23.5%	27.1%	22.2%
Satisfied	48.0%	57.3%	36.7%	49.5%	47.9%
Neutral	31.0%	13.5%	34.7%	20.6%	24.9%
Dissatisfied	8.0%	3.1%	5.1%	2.8%	4.7%
Very dissatisfied	1.0%	0.0%	0.0%	0.0%	0.2%

Q2-4. Quality of new development in City

Very satisfied	18.8%	20.6%	18.4%	18.6%	19.1%
Satisfied	45.8%	43.3%	48.0%	55.9%	48.3%
Neutral	24.0%	30.9%	30.6%	21.6%	26.7%
Dissatisfied	7.3%	3.1%	3.1%	2.9%	4.1%
Very dissatisfied	4.2%	2.1%	0.0%	1.0%	1.8%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=413

Zone					Total
East	North	South	West		

Q2-5. Overall quality of education system within City

Very satisfied	3.4%	6.0%	6.1%	2.2%	4.3%
Satisfied	10.2%	32.1%	7.3%	5.5%	13.6%
Neutral	42.0%	36.9%	29.3%	36.3%	36.2%
Dissatisfied	22.7%	17.9%	31.7%	30.8%	25.8%
Very dissatisfied	21.6%	7.1%	25.6%	25.3%	20.0%

Q2-6. Overall feeling of safety in City

Very satisfied	4.0%	4.1%	5.9%	2.8%	4.2%
Satisfied	18.2%	34.7%	25.5%	28.7%	26.8%
Neutral	42.4%	42.9%	36.3%	40.7%	40.5%
Dissatisfied	23.2%	12.2%	23.5%	21.3%	20.1%
Very dissatisfied	12.1%	6.1%	8.8%	6.5%	8.4%

Q2. Several items that may influence your perception of the City of Kansas City, Missouri are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=413

Zone				Total
East	North	South	West	

Q2-7. Overall value that you receive for your City tax & fees

Very satisfied	6.7%	3.3%	6.4%	2.0%	4.5%
Satisfied	34.8%	37.8%	19.1%	34.3%	31.5%
Neutral	30.3%	40.0%	48.9%	44.1%	41.1%
Dissatisfied	15.7%	12.2%	14.9%	14.7%	14.4%
Very dissatisfied	12.4%	6.7%	10.6%	4.9%	8.5%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

	Zone				Total
	East	North	South	West	

Q3-1. Overall image of City

Extremely important	29.2%	21.4%	30.4%	27.4%	27.0%
Very important	34.4%	43.7%	37.3%	37.7%	38.3%
Important	24.0%	22.3%	23.5%	27.4%	24.3%
Less important	7.3%	7.8%	4.9%	2.8%	5.7%
Not important	5.2%	4.9%	3.9%	4.7%	4.7%

Q3-2. Low crime rate

Extremely important	44.3%	51.5%	46.1%	37.7%	44.9%
Very important	29.9%	26.2%	32.4%	33.0%	30.4%
Important	20.6%	15.5%	13.7%	22.6%	18.1%
Less important	3.1%	3.9%	4.9%	3.8%	3.9%
Not important	2.1%	2.9%	2.9%	2.8%	2.7%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

	Zone				Total
	East	North	South	West	

Q3-3. Quality of local schools

Extremely important	29.2%	38.8%	38.2%	27.4%	33.4%
Very important	31.3%	29.1%	24.5%	20.8%	26.3%
Important	9.4%	16.5%	15.7%	24.5%	16.7%
Less important	13.5%	6.8%	5.9%	12.3%	9.6%
Not important	16.7%	8.7%	15.7%	15.1%	14.0%

Q3-4. Availability of trained employees

Extremely important	36.1%	37.9%	32.4%	20.8%	31.6%
Very important	32.0%	34.0%	41.2%	44.3%	38.0%
Important	23.7%	20.4%	17.6%	18.9%	20.1%
Less important	6.2%	3.9%	5.9%	6.6%	5.6%
Not important	2.1%	3.9%	2.9%	9.4%	4.7%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

	Zone				Total
	East	North	South	West	

Q3-5. Level of taxation

Extremely important	24.0%	34.0%	36.0%	22.6%	29.1%
Very important	25.0%	36.9%	38.0%	34.0%	33.6%
Important	38.5%	17.5%	15.0%	29.2%	24.9%
Less important	1.0%	4.9%	4.0%	7.5%	4.4%
Not important	11.5%	6.8%	7.0%	6.6%	7.9%

Q3-6. Access to airports

Extremely important	17.3%	27.2%	15.7%	16.0%	19.1%
Very important	21.4%	25.2%	17.6%	28.3%	23.2%
Important	26.5%	25.2%	30.4%	27.4%	27.4%
Less important	11.2%	5.8%	18.6%	15.1%	12.7%
Not important	23.5%	16.5%	17.6%	13.2%	17.6%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

Zone					Total
East	North	South	West		

Q3-7. Availability of workforce housing for employees

Extremely important	14.7%	16.7%	11.9%	8.7%	12.9%
Very important	24.2%	27.5%	35.6%	30.8%	29.6%
Important	25.3%	27.5%	24.8%	30.8%	27.1%
Less important	14.7%	11.8%	16.8%	12.5%	13.9%
Not important	21.1%	16.7%	10.9%	17.3%	16.4%

Q3-8. Proximity of businesses that are important to your business

Extremely important	21.4%	24.3%	18.8%	12.4%	19.2%
Very important	25.5%	29.1%	32.7%	34.3%	30.5%
Important	22.4%	25.2%	25.7%	30.5%	26.0%
Less important	14.3%	13.6%	14.9%	18.1%	15.2%
Not important	16.3%	7.8%	7.9%	4.8%	9.1%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

Zone					Total
East	North	South	West		

Q3-9. Availability of public transportation

Extremely important	21.6%	18.6%	18.6%	17.9%	19.2%
Very important	18.6%	20.6%	29.4%	26.4%	23.8%
Important	27.8%	20.6%	16.7%	26.4%	22.9%
Less important	20.6%	25.5%	20.6%	17.9%	21.1%
Not important	11.3%	14.7%	14.7%	11.3%	13.0%

Q3-10. Availability of libraries, arts, & cultural amenities

Extremely important	17.5%	15.7%	14.9%	21.7%	17.5%
Very important	20.6%	18.6%	24.8%	23.6%	21.9%
Important	20.6%	28.4%	30.7%	26.4%	26.6%
Less important	25.8%	18.6%	11.9%	17.0%	18.2%
Not important	15.5%	18.6%	17.8%	11.3%	15.8%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

	Zone				Total
	East	North	South	West	

Q3-11. Attitude of local government toward business

Extremely important	39.8%	42.2%	48.0%	36.2%	41.5%
Very important	33.7%	35.3%	34.0%	39.0%	35.6%
Important	20.4%	17.6%	10.0%	18.1%	16.5%
Less important	3.1%	2.9%	4.0%	3.8%	3.5%
Not important	3.1%	2.0%	4.0%	2.9%	3.0%

Q3-12. Availability of telecommunications, utilities, & other infrastructure

Extremely important	42.9%	50.5%	47.1%	34.0%	43.5%
Very important	42.9%	37.9%	35.3%	47.2%	40.8%
Important	13.3%	7.8%	16.7%	15.1%	13.2%
Less important	1.0%	1.0%	1.0%	1.9%	1.2%
Not important	0.0%	2.9%	0.0%	1.9%	1.2%

Q3. Using a scale of 1 to 5, where a 5 is "Extremely Important" and a 1 is "Not Important," please indicate how important each of the following reasons are in your decision to keep your business in the City of Kansas City. (without "not provided")

N=413

	Zone				Total
	East	North	South	West	

Q3-13. Availability of parks & open space

Extremely important	14.3%	15.7%	18.6%	14.3%	15.7%
Very important	20.4%	23.5%	26.5%	30.5%	25.3%
Important	32.7%	32.4%	30.4%	32.4%	31.9%
Less important	20.4%	13.7%	14.7%	15.2%	16.0%
Not important	12.2%	14.7%	9.8%	7.6%	11.1%

Q4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=413	Zone				Total
	East	North	South	West	
<u>Q4-1. 311 call center</u>					
Yes	39.0%	16.5%	42.2%	35.2%	33.2%
No	61.0%	83.5%	57.8%	64.8%	66.8%
<u>Q4-2. Business licensing</u>					
Yes	57.0%	66.0%	64.7%	76.9%	66.3%
No	43.0%	34.0%	35.3%	23.1%	33.7%
<u>Q4-3. Tax collection</u>					
Yes	50.0%	47.6%	54.9%	58.3%	52.8%
No	50.0%	52.4%	45.1%	41.7%	47.2%
<u>Q4-4. Municipal court</u>					
Yes	24.0%	11.7%	15.7%	18.5%	17.4%
No	76.0%	88.3%	84.3%	81.5%	82.6%
<u>Q4-5. Code enforcement</u>					
Yes	40.0%	26.2%	28.4%	25.9%	30.0%
No	60.0%	73.8%	71.6%	74.1%	70.0%

Q4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=413

	Zone				Total
	East	North	South	West	

Q4-6. Police-crime/safety response

Yes	71.0%	54.4%	61.8%	50.0%	59.1%
No	29.0%	45.6%	38.2%	50.0%	40.9%

Q4-7. Ambulance-medical emergency response

Yes	29.0%	28.2%	25.5%	19.4%	25.4%
No	71.0%	71.8%	74.5%	80.6%	74.6%

Q4-8. Fire incident response

Yes	22.0%	17.5%	18.6%	13.9%	17.9%
No	78.0%	82.5%	81.4%	86.1%	82.1%

Q4-9. Fire inspection

Yes	79.0%	81.6%	71.6%	69.4%	75.3%
No	21.0%	18.4%	28.4%	30.6%	24.7%

Q4-10. Health inspections

Yes	18.0%	21.4%	21.6%	23.1%	21.1%
No	82.0%	78.6%	78.4%	76.9%	78.9%

Q4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=413

	Zone				Total
	East	North	South	West	

Q4-11. Regulated industries licensing/inspections

Yes	32.0%	26.2%	29.4%	29.6%	29.3%
No	68.0%	73.8%	70.6%	70.4%	70.7%

Q4-12. Building permits

Yes	33.0%	23.3%	24.5%	33.3%	28.6%
No	67.0%	76.7%	75.5%	66.7%	71.4%

Q4-13. Development review

Yes	17.0%	9.7%	5.9%	17.6%	12.6%
No	83.0%	90.3%	94.1%	82.4%	87.4%

Q4-14. Public incentives requests

Yes	7.0%	1.9%	2.0%	13.0%	6.1%
No	93.0%	98.1%	98.0%	87.0%	93.9%

Q4-15. Airport services

Yes	41.0%	39.8%	34.3%	52.8%	42.1%
No	59.0%	60.2%	65.7%	47.2%	57.9%

Q4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=413

	Zone				Total
	East	North	South	West	

Q4-16. Water services

Yes	81.0%	67.0%	76.5%	74.1%	74.6%
No	19.0%	33.0%	23.5%	25.9%	25.4%

Q4-17. Stormwater drainage

Yes	58.0%	53.4%	52.9%	46.3%	52.5%
No	42.0%	46.6%	47.1%	53.7%	47.5%

Q4-18. Street maintenance

Yes	60.0%	52.4%	61.8%	61.1%	58.8%
No	40.0%	47.6%	38.2%	38.9%	41.2%

Q4-19. Sidewalk maintenance

Yes	39.0%	30.1%	42.2%	49.1%	40.2%
No	61.0%	69.9%	57.8%	50.9%	59.8%

Q4-20. MBE/WBE certification

Yes	12.0%	6.8%	8.8%	19.4%	11.9%
No	88.0%	93.2%	91.2%	80.6%	88.1%

Q4. Please indicate if your business has used each of the services, departments, and programs listed below over the past TWO years.

N=413

	Zone				Total
	East	North	South	West	

Q4-21. Website usefulness (kcmo.gov)

Yes	50.0%	35.9%	42.2%	51.9%	45.0%
No	50.0%	64.1%	57.8%	48.1%	55.0%

Q4-22. KC Streetcar

Yes	20.0%	20.4%	14.7%	54.6%	27.8%
No	80.0%	79.6%	85.3%	45.4%	72.2%

Q4-23. KCATA bus service

Yes	28.0%	14.6%	16.7%	30.6%	22.5%
No	72.0%	85.4%	83.3%	69.4%	77.5%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Zone				Total
	East	North	South	West	

Q4-1. 311 call center

Very satisfied	20.5%	23.5%	27.9%	15.8%	21.9%
Satisfied	30.8%	41.2%	30.2%	42.1%	35.0%
Neutral	25.6%	17.6%	16.3%	26.3%	21.9%
Dissatisfied	15.4%	11.8%	18.6%	13.2%	15.3%
Very dissatisfied	7.7%	5.9%	7.0%	2.6%	5.8%

Q4-2. Business licensing

Very satisfied	27.8%	24.2%	25.8%	19.0%	23.8%
Satisfied	25.9%	43.9%	41.9%	48.1%	41.0%
Neutral	40.7%	24.2%	27.4%	29.1%	29.9%
Dissatisfied	1.9%	1.5%	3.2%	1.3%	1.9%
Very dissatisfied	3.7%	6.1%	1.6%	2.5%	3.4%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Zone				Total
	East	North	South	West	

Q4-3. Tax collection

Very satisfied	21.7%	17.4%	12.5%	14.0%	16.2%
Satisfied	23.9%	45.7%	37.5%	40.4%	37.1%
Neutral	41.3%	23.9%	39.6%	36.8%	35.5%
Dissatisfied	8.7%	8.7%	6.3%	5.3%	7.1%
Very dissatisfied	4.3%	4.3%	4.2%	3.5%	4.1%

Q4-4. Municipal court

Very satisfied	33.3%	16.7%	6.7%	31.6%	24.3%
Satisfied	12.5%	33.3%	40.0%	31.6%	27.1%
Neutral	33.3%	33.3%	33.3%	26.3%	31.4%
Dissatisfied	16.7%	16.7%	13.3%	5.3%	12.9%
Very dissatisfied	4.2%	0.0%	6.7%	5.3%	4.3%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Zone				Total
	East	North	South	West	

Q4-5. Code enforcement

Very satisfied	12.5%	18.5%	17.2%	7.1%	13.7%
Satisfied	20.0%	22.2%	24.1%	35.7%	25.0%
Neutral	32.5%	29.6%	27.6%	42.9%	33.1%
Dissatisfied	20.0%	14.8%	20.7%	7.1%	16.1%
Very dissatisfied	15.0%	14.8%	10.3%	7.1%	12.1%

Q4-6. Police-crime/safety response

Very satisfied	31.9%	36.4%	27.9%	35.2%	32.6%
Satisfied	34.8%	41.8%	39.3%	40.7%	38.9%
Neutral	13.0%	10.9%	19.7%	16.7%	15.1%
Dissatisfied	11.6%	10.9%	8.2%	7.4%	9.6%
Very dissatisfied	8.7%	0.0%	4.9%	0.0%	3.8%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Zone				Total
	East	North	South	West	

Q4-7. Ambulance-medical emergency response

Very satisfied	55.6%	51.7%	50.0%	52.4%	52.4%
Satisfied	33.3%	41.4%	34.6%	42.9%	37.9%
Neutral	3.7%	6.9%	11.5%	0.0%	5.8%
Dissatisfied	3.7%	0.0%	0.0%	4.8%	1.9%
Very dissatisfied	3.7%	0.0%	3.8%	0.0%	1.9%

Q4-8. Fire incident response

Very satisfied	50.0%	61.1%	68.4%	57.1%	58.9%
Satisfied	36.4%	38.9%	31.6%	42.9%	37.0%
Neutral	9.1%	0.0%	0.0%	0.0%	2.7%
Dissatisfied	4.5%	0.0%	0.0%	0.0%	1.4%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Zone				Total
	East	North	South	West	

Q4-9. Fire inspection

Very satisfied	47.4%	49.4%	52.9%	40.0%	47.5%
Satisfied	35.5%	39.5%	35.7%	41.4%	38.0%
Neutral	14.5%	8.6%	8.6%	12.9%	11.1%
Dissatisfied	0.0%	0.0%	2.9%	4.3%	1.7%
Very dissatisfied	2.6%	2.5%	0.0%	1.4%	1.7%

Q4-10. Health inspections

Very satisfied	29.4%	31.8%	63.6%	31.8%	39.8%
Satisfied	35.3%	45.5%	18.2%	45.5%	36.1%
Neutral	23.5%	13.6%	4.5%	13.6%	13.3%
Dissatisfied	5.9%	0.0%	9.1%	9.1%	6.0%
Very dissatisfied	5.9%	9.1%	4.5%	0.0%	4.8%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Zone				Total
	East	North	South	West	

Q4-11. Regulated industries licensing/inspections

Very satisfied	23.3%	20.0%	35.7%	23.3%	25.7%
Satisfied	43.3%	48.0%	25.0%	33.3%	37.2%
Neutral	26.7%	16.0%	21.4%	23.3%	22.1%
Dissatisfied	6.7%	8.0%	14.3%	10.0%	9.7%
Very dissatisfied	0.0%	8.0%	3.6%	10.0%	5.3%

Q4-12. Building permits

Very satisfied	29.0%	27.3%	25.0%	11.8%	22.5%
Satisfied	29.0%	27.3%	33.3%	29.4%	29.7%
Neutral	29.0%	22.7%	16.7%	26.5%	24.3%
Dissatisfied	6.5%	9.1%	16.7%	17.6%	12.6%
Very dissatisfied	6.5%	13.6%	8.3%	14.7%	10.8%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Zone				Total
	East	North	South	West	

Q4-13. Development review

Very satisfied	33.3%	20.0%	16.7%	11.1%	20.4%
Satisfied	26.7%	30.0%	33.3%	27.8%	28.6%
Neutral	26.7%	20.0%	16.7%	16.7%	20.4%
Dissatisfied	13.3%	10.0%	16.7%	27.8%	18.4%
Very dissatisfied	0.0%	20.0%	16.7%	16.7%	12.2%

Q4-14. Public incentives requests

Very satisfied	42.9%	0.0%	0.0%	0.0%	12.0%
Satisfied	14.3%	50.0%	0.0%	42.9%	32.0%
Neutral	28.6%	50.0%	50.0%	28.6%	32.0%
Dissatisfied	14.3%	0.0%	50.0%	21.4%	20.0%
Very dissatisfied	0.0%	0.0%	0.0%	7.1%	4.0%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Zone				Total
	East	North	South	West	

Q4-15. Airport services

Very satisfied	17.5%	29.3%	20.0%	10.5%	18.5%
Satisfied	40.0%	41.5%	48.6%	38.6%	41.6%
Neutral	25.0%	24.4%	17.1%	26.3%	23.7%
Dissatisfied	10.0%	4.9%	11.4%	15.8%	11.0%
Very dissatisfied	7.5%	0.0%	2.9%	8.8%	5.2%

Q4-16. Water services

Very satisfied	21.1%	33.3%	17.9%	15.6%	21.5%
Satisfied	30.3%	45.5%	43.6%	41.6%	40.1%
Neutral	27.6%	10.6%	24.4%	27.3%	22.9%
Dissatisfied	14.5%	4.5%	7.7%	7.8%	8.8%
Very dissatisfied	6.6%	6.1%	6.4%	7.8%	6.7%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Zone				Total
	East	North	South	West	

Q4-17. Stormwater drainage

Very satisfied	20.0%	22.6%	18.5%	10.4%	18.1%
Satisfied	25.5%	37.7%	35.2%	27.1%	31.4%
Neutral	25.5%	17.0%	16.7%	31.3%	22.4%
Dissatisfied	18.2%	9.4%	20.4%	16.7%	16.2%
Very dissatisfied	10.9%	13.2%	9.3%	14.6%	11.9%

Q4-18. Street maintenance

Very satisfied	19.6%	11.3%	4.8%	3.2%	9.4%
Satisfied	25.0%	34.0%	25.4%	23.8%	26.8%
Neutral	25.0%	24.5%	28.6%	36.5%	28.9%
Dissatisfied	19.6%	22.6%	20.6%	23.8%	21.7%
Very dissatisfied	10.7%	7.5%	20.6%	12.7%	13.2%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Zone				Total
	East	North	South	West	

Q4-19. Sidewalk maintenance

Very satisfied	14.3%	13.8%	9.3%	2.0%	8.9%
Satisfied	20.0%	34.5%	27.9%	30.0%	28.0%
Neutral	17.1%	31.0%	25.6%	24.0%	24.2%
Dissatisfied	25.7%	13.8%	18.6%	30.0%	22.9%
Very dissatisfied	22.9%	6.9%	18.6%	14.0%	15.9%

Q4-20. MBE/WBE certification

Very satisfied	41.7%	28.6%	25.0%	15.8%	26.1%
Satisfied	25.0%	28.6%	37.5%	21.1%	26.1%
Neutral	16.7%	0.0%	12.5%	5.3%	8.7%
Dissatisfied	8.3%	28.6%	12.5%	31.6%	21.7%
Very dissatisfied	8.3%	14.3%	12.5%	26.3%	17.4%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Zone				Total
	East	North	South	West	

Q4-21. Website usefulness (kcmo.gov)

Very satisfied	22.9%	8.3%	23.8%	11.5%	16.9%
Satisfied	39.6%	61.1%	42.9%	34.6%	43.3%
Neutral	22.9%	16.7%	23.8%	40.4%	27.0%
Dissatisfied	12.5%	8.3%	9.5%	9.6%	10.1%
Very dissatisfied	2.1%	5.6%	0.0%	3.8%	2.8%

Q4-22. KC Streetcar

Very satisfied	47.4%	52.4%	40.0%	41.1%	44.1%
Satisfied	36.8%	38.1%	26.7%	44.6%	39.6%
Neutral	15.8%	0.0%	33.3%	10.7%	12.6%
Dissatisfied	0.0%	4.8%	0.0%	0.0%	0.9%
Very dissatisfied	0.0%	4.8%	0.0%	3.6%	2.7%

Q4. If "Yes," please rate your overall satisfaction with these City services using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=404

	Zone				Total
	East	North	South	West	

Q4-23. KCATA bus service

Very satisfied	30.8%	20.0%	29.4%	28.1%	27.8%
Satisfied	30.8%	60.0%	52.9%	46.9%	45.6%
Neutral	38.5%	6.7%	5.9%	18.8%	20.0%
Dissatisfied	0.0%	13.3%	5.9%	0.0%	3.3%
Very dissatisfied	0.0%	0.0%	5.9%	6.3%	3.3%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

	Zone				Total
	East	North	South	West	
<u>Q5. Top choice</u>					
311 call center	3.0%	1.9%	2.0%	2.8%	2.4%
Business licensing	4.0%	5.8%	12.7%	5.6%	7.0%
Tax collection	1.0%	0.0%	2.9%	4.6%	2.2%
Municipal court	1.0%	1.0%	0.0%	1.9%	1.0%
Code enforcement	2.0%	2.9%	3.9%	0.9%	2.4%
Police-crime/safety response	29.0%	22.3%	20.6%	25.0%	24.2%
Ambulance-medical emergency response	1.0%	1.9%	2.9%	0.9%	1.7%
Fire incident response	1.0%	1.0%	2.0%	2.8%	1.7%
Fire inspection	0.0%	4.9%	2.9%	0.9%	2.2%
Health inspections	1.0%	5.8%	1.0%	0.9%	2.2%
Regulated industries licensing/inspections	2.0%	1.9%	2.9%	2.8%	2.4%
Building permits	1.0%	1.9%	2.9%	8.3%	3.6%
Development review	0.0%	1.0%	0.0%	2.8%	1.0%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

	Zone				Total
	East	North	South	West	
<u>Q5. Top choice (Cont.)</u>					
Public incentives requests	1.0%	0.0%	0.0%	0.9%	0.5%
Airport services	0.0%	5.8%	1.0%	1.9%	2.2%
Water services	7.0%	3.9%	8.8%	3.7%	5.8%
Stormwater drainage	2.0%	3.9%	1.0%	2.8%	2.4%
Street maintenance	4.0%	4.9%	7.8%	7.4%	6.1%
MBE/WBE certification	2.0%	0.0%	0.0%	1.9%	1.0%
Website usefulness (kcmo.gov)	1.0%	0.0%	1.0%	0.9%	0.7%
KC Streetcar	1.0%	0.0%	0.0%	2.8%	1.0%
KCATA bus service	2.0%	0.0%	2.9%	3.7%	2.2%
None chosen	34.0%	29.1%	20.6%	13.9%	24.2%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

	Zone				Total
	East	North	South	West	
<u>Q5. 2nd choice</u>					
311 call center	1.0%	1.0%	0.0%	2.8%	1.2%
Business licensing	5.0%	4.9%	2.0%	5.6%	4.4%
Tax collection	1.0%	1.9%	4.9%	5.6%	3.4%
Municipal court	1.0%	1.0%	0.0%	0.0%	0.5%
Code enforcement	3.0%	1.9%	3.9%	0.9%	2.4%
Police-crime/safety response	9.0%	10.7%	10.8%	12.0%	10.7%
Ambulance-medical emergency response	4.0%	8.7%	7.8%	6.5%	6.8%
Fire incident response	7.0%	1.9%	9.8%	4.6%	5.8%
Fire inspection	2.0%	3.9%	3.9%	1.9%	2.9%
Health inspections	2.0%	1.9%	3.9%	1.9%	2.4%
Regulated industries licensing/inspections	1.0%	1.0%	1.0%	1.9%	1.2%
Building permits	1.0%	2.9%	2.9%	2.8%	2.4%
Development review	1.0%	1.9%	0.0%	3.7%	1.7%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

	Zone				Total
	East	North	South	West	
<u>Q5. 2nd choice (Cont.)</u>					
Public incentives requests	2.0%	0.0%	0.0%	0.0%	0.5%
Airport services	4.0%	3.9%	2.0%	8.3%	4.6%
Water services	5.0%	3.9%	3.9%	5.6%	4.6%
Stormwater drainage	2.0%	3.9%	6.9%	0.9%	3.4%
Street maintenance	6.0%	5.8%	6.9%	6.5%	6.3%
Sidewalk maintenance	0.0%	1.9%	2.9%	1.9%	1.7%
MBE/WBE certification	0.0%	0.0%	1.0%	0.0%	0.2%
Website usefulness (kcmo.gov)	0.0%	0.0%	2.0%	2.8%	1.2%
KC Streetcar	0.0%	0.0%	0.0%	0.9%	0.2%
KCATA bus service	1.0%	2.9%	0.0%	0.9%	1.2%
None chosen	42.0%	34.0%	23.5%	22.2%	30.3%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

	Zone				Total
	East	North	South	West	
<u>Q5. 3rd choice</u>					
311 call center	1.0%	1.0%	0.0%	0.0%	0.5%
Business licensing	2.0%	10.7%	2.9%	3.7%	4.8%
Tax collection	0.0%	2.9%	3.9%	1.9%	2.2%
Municipal court	0.0%	1.0%	0.0%	0.0%	0.2%
Code enforcement	3.0%	1.9%	2.0%	0.9%	1.9%
Police-crime/safety response	1.0%	3.9%	7.8%	5.6%	4.6%
Ambulance-medical emergency response	2.0%	1.0%	4.9%	1.9%	2.4%
Fire incident response	3.0%	5.8%	7.8%	0.9%	4.4%
Fire inspection	2.0%	2.9%	2.9%	1.9%	2.4%
Health inspections	1.0%	3.9%	2.0%	3.7%	2.7%
Regulated industries licensing/inspections	0.0%	2.9%	2.9%	2.8%	2.2%
Building permits	4.0%	1.0%	4.9%	0.9%	2.7%
Development review	0.0%	0.0%	2.0%	2.8%	1.2%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business?

N=413

	Zone				Total
	East	North	South	West	
<u>Q5. 3rd choice (Cont.)</u>					
Public incentives requests	1.0%	1.0%	0.0%	2.8%	1.2%
Airport services	2.0%	3.9%	0.0%	6.5%	3.1%
Water services	9.0%	6.8%	8.8%	5.6%	7.5%
Stormwater drainage	3.0%	1.0%	2.0%	1.9%	1.9%
Street maintenance	8.0%	4.9%	5.9%	11.1%	7.5%
Sidewalk maintenance	1.0%	0.0%	1.0%	3.7%	1.5%
MBE/WBE certification	0.0%	0.0%	1.0%	1.9%	0.7%
Website usefulness (kcmo.gov)	1.0%	2.9%	3.9%	6.5%	3.6%
KC Streetcar	1.0%	0.0%	0.0%	5.6%	1.7%
KCATA bus service	4.0%	1.0%	2.9%	0.9%	2.2%
None chosen	51.0%	39.8%	30.4%	26.9%	36.8%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business? (top 3)

N=413

	Zone				Total
	East	North	South	West	
<u>Q5. Sum of top 3 choices</u>					
311 call center	5.0%	3.9%	2.0%	5.6%	4.1%
Business licensing	11.0%	21.4%	17.6%	14.8%	16.2%
Tax collection	2.0%	4.9%	11.8%	12.0%	7.7%
Municipal court	2.0%	2.9%	0.0%	1.9%	1.7%
Code enforcement	8.0%	6.8%	9.8%	2.8%	6.8%
Police-crime/safety response	39.0%	36.9%	39.2%	42.6%	39.5%
Ambulance-medical emergency response	7.0%	11.7%	15.7%	9.3%	10.9%
Fire incident response	11.0%	8.7%	19.6%	8.3%	11.9%
Fire inspection	4.0%	11.7%	9.8%	4.6%	7.5%
Health inspections	4.0%	11.7%	6.9%	6.5%	7.3%
Regulated industries licensing/inspections	3.0%	5.8%	6.9%	7.4%	5.8%
Building permits	6.0%	5.8%	10.8%	12.0%	8.7%
Development review	1.0%	2.9%	2.0%	9.3%	3.9%

Q5. Which THREE of the services, City departments, or programs listed in Question 4 are MOST IMPORTANT to your business? (top 3)

N=413

	Zone				Total
	East	North	South	West	

Q5. Sum of top 3 choices (Cont.)

Public incentives requests	4.0%	1.0%	0.0%	3.7%	2.2%
Airport services	6.0%	13.6%	2.9%	16.7%	9.9%
Water services	21.0%	14.6%	21.6%	14.8%	17.9%
Stormwater drainage	7.0%	8.7%	9.8%	5.6%	7.7%
Street maintenance	18.0%	15.5%	20.6%	25.0%	19.9%
Sidewalk maintenance	1.0%	1.9%	3.9%	5.6%	3.1%
MBE/WBE certification	2.0%	0.0%	2.0%	3.7%	1.9%
Website usefulness (kcmo.gov)	2.0%	2.9%	6.9%	10.2%	5.6%
KC Streetcar	2.0%	0.0%	0.0%	9.3%	2.9%
KCATA bus service	7.0%	3.9%	5.9%	5.6%	5.6%
None chosen	34.0%	29.1%	20.6%	13.9%	24.2%

Q6. Please rate the following several issues about the work force in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

N=413

	Zone				Total
	East	North	South	West	

Q6-1. Availability of workers

Excellent	8.4%	12.5%	11.8%	10.3%	10.8%
Good	29.5%	26.0%	34.4%	43.3%	33.3%
Average	36.8%	43.8%	33.3%	33.0%	36.7%
Poor	25.3%	17.7%	20.4%	13.4%	19.2%

Q6-2. Quality of workers

Excellent	10.5%	7.3%	11.8%	15.2%	11.2%
Good	23.2%	36.5%	34.4%	45.5%	35.0%
Average	44.2%	44.8%	35.5%	28.3%	38.1%
Poor	22.1%	11.5%	18.3%	11.1%	15.7%

Q6. Please rate the following several issues about the work force in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

N=413

	Zone				Total
	East	North	South	West	

Q6-3. Stability of workers

Excellent	11.8%	9.4%	18.5%	14.3%	13.5%
Good	23.7%	29.2%	30.4%	46.9%	32.7%
Average	38.7%	44.8%	35.9%	27.6%	36.7%
Poor	25.8%	16.7%	15.2%	11.2%	17.2%

Q6-4. Education/technical skills of workers

Excellent	11.0%	10.9%	14.6%	16.0%	13.1%
Good	20.9%	33.7%	30.3%	40.4%	31.4%
Average	44.0%	43.5%	38.2%	33.0%	39.6%
Poor	24.2%	12.0%	16.9%	10.6%	15.8%

Q6. Please rate the following several issues about the work force in Kansas City using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

N=413

	Zone				Total
	East	North	South	West	

Q6-5. Productivity of workers

Excellent	15.8%	9.4%	19.1%	16.2%	15.1%
Good	33.7%	34.4%	34.0%	46.5%	37.2%
Average	35.8%	47.9%	38.3%	30.3%	38.0%
Poor	14.7%	8.3%	8.5%	7.1%	9.6%

Q6-6. Kansas City as a place to work

Excellent	30.1%	27.6%	28.4%	32.4%	29.6%
Good	41.9%	44.9%	44.2%	53.9%	46.4%
Average	23.7%	25.5%	26.3%	11.8%	21.6%
Poor	4.3%	2.0%	1.1%	2.0%	2.3%

Q7. Which TWO of the items listed in Question 6 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri?

N=413

	Zone				Total
	East	North	South	West	

Q7. Top choice

Availability of workers	18.0%	19.4%	29.4%	16.7%	20.8%
Quality of workers	19.0%	14.6%	17.6%	24.1%	18.9%
Stability of workers	9.0%	3.9%	5.9%	2.8%	5.3%
Education/technical skills of workers	6.0%	9.7%	4.9%	10.2%	7.7%
Productivity of workers	5.0%	5.8%	3.9%	4.6%	4.8%
Kansas City as a place to work	7.0%	13.6%	7.8%	23.1%	13.1%
None chosen	36.0%	33.0%	30.4%	18.5%	29.3%

Q7. Which TWO of the items listed in Question 6 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri?

N=413

	Zone				Total
	East	North	South	West	

Q7. 2nd choice

Availability of workers	8.0%	9.7%	7.8%	12.0%	9.4%
Quality of workers	19.0%	20.4%	23.5%	16.7%	19.9%
Stability of workers	11.0%	14.6%	13.7%	12.0%	12.8%
Education/technical skills of workers	7.0%	7.8%	7.8%	13.0%	9.0%
Productivity of workers	8.0%	6.8%	8.8%	12.0%	9.0%
Kansas City as a place to work	6.0%	2.9%	5.9%	6.5%	5.3%
None chosen	41.0%	37.9%	32.4%	27.8%	34.6%

Q7. Which TWO of the items listed in Question 6 are MOST IMPORTANT in your decision to stay in Kansas City, Missouri? (top 2)

N=413

	Zone				Total
	East	North	South	West	

Q7. Sum of top 2 choices

Availability of workers	26.0%	29.1%	37.3%	28.7%	30.3%
Quality of workers	38.0%	35.0%	41.2%	40.7%	38.7%
Stability of workers	20.0%	18.4%	19.6%	14.8%	18.2%
Education/technical skills of workers	13.0%	17.5%	12.7%	23.1%	16.7%
Productivity of workers	13.0%	12.6%	12.7%	16.7%	13.8%
Kansas City as a place to work	13.0%	16.5%	13.7%	29.6%	18.4%
None chosen	36.0%	33.0%	30.4%	18.5%	29.3%

Q8. Which of the following best describes your business/organization's sector?

N=413

	Zone				Total
	East	North	South	West	

Q8. What best describes your business/organization's sector

Agriculture, Forestry, Fishing & Hunting	1.0%	0.0%	1.0%	1.9%	1.0%
Mining	0.0%	1.0%	0.0%	0.0%	0.2%
Utilities	1.0%	0.0%	0.0%	0.0%	0.2%
Construction	12.0%	3.9%	7.8%	8.3%	8.0%
Communications	1.0%	0.0%	0.0%	2.8%	1.0%
Manufacturing	12.0%	11.7%	2.0%	3.7%	7.3%
Wholesale Trade	7.0%	7.8%	3.9%	7.4%	6.5%
Retail Trade	13.0%	9.7%	21.6%	10.2%	13.6%
Transportation & Warehousing	4.0%	12.6%	0.0%	2.8%	4.8%
Information	1.0%	1.0%	2.0%	0.9%	1.2%
Finance & Insurance	2.0%	8.7%	2.9%	10.2%	6.1%
Real Estate & Rental Leasing	2.0%	1.0%	6.9%	4.6%	3.6%
Professional, Scientific & Technical Services	1.0%	6.8%	7.8%	13.0%	7.3%

Q8. Which of the following best describes your business/organization's sector?

N=413

	Zone				Total
	East	North	South	West	

Q8. What best describes your business/organization's sector (Cont.)

Administrative, Support, Waste Management, Remediation Services	1.0%	1.0%	0.0%	0.0%	0.5%
Educational Services	2.0%	1.9%	6.9%	0.0%	2.7%
Health Care & Social Assistance	11.0%	7.8%	14.7%	5.6%	9.7%
Arts, Entertainment, & Recreation	8.0%	4.9%	5.9%	10.2%	7.3%
Accommodation & Food Services	3.0%	7.8%	4.9%	3.7%	4.8%
Public Administration	12.0%	5.8%	2.9%	8.3%	7.3%
Other Services	6.0%	6.8%	8.8%	6.5%	7.0%

Q9. How long has your business/organization been located in Kansas City, Missouri? (without "not provided")

N=413

Zone				Total
East	North	South	West	

Q9. How long has your business/organization been located in Kansas City, Missouri

Less than one year	2.0%	1.0%	1.0%	0.9%	1.2%
1-2 years	1.0%	1.0%	5.1%	1.9%	2.2%
3-5 years	2.0%	2.9%	5.1%	2.8%	3.2%
6-10 years	8.0%	10.7%	6.1%	12.1%	9.3%
11-20 years	11.0%	22.3%	20.2%	21.5%	18.8%
21+ years	76.0%	62.1%	62.6%	60.7%	65.3%

Q10. Do you lease or own your facility? (without "not provided")

N=413

	Zone				Total
	East	North	South	West	
<u>Q10. Do you lease or own your facility</u>					
Own	69.0%	51.5%	60.2%	56.1%	59.1%
Lease	31.0%	48.5%	39.8%	43.9%	40.9%

Q11. Is your business/organization currently a member of a local business/trade association? (without "not provided")

N=413

	Zone				Total
	East	North	South	West	
<u>Q11. Is your business/organization currently a member of a local business/trade association</u>					
Yes	46.8%	36.1%	52.6%	49.0%	46.2%
No	53.2%	63.9%	47.4%	51.0%	53.8%

Q12. Is your personal residence in KCMO? (without "not provided")

N=413

	Zone				Total
	East	North	South	West	
<u>Q12. Is your personal residence in KCMO</u>					
Yes	38.4%	47.6%	48.5%	47.2%	45.4%
No	61.6%	52.4%	51.5%	52.8%	54.6%

Q13. Approximately how many employees does your organization employ at the location where you received this survey? (without "not provided")

N=413

Zone				Total
East	North	South	West	

Q13. How many employees does your organization employ at the location where you received this survey

Less than 10	42.0%	34.0%	48.0%	41.1%	41.2%
10-24	30.0%	33.0%	23.0%	28.0%	28.5%
25-49	11.0%	18.4%	19.0%	15.0%	15.9%
50-99	10.0%	8.7%	7.0%	7.5%	8.3%
100-249	7.0%	3.9%	3.0%	8.4%	5.6%
250-499	0.0%	1.9%	0.0%	0.0%	0.5%

Q14. Does your company have employees at other locations in the metropolitan Kansas City area? (without "not provided")

N=413

Zone				Total
East	North	South	West	

Q14. Does your company have employees at other locations in the metropolitan Kansas City area

Yes	30.0%	27.5%	25.3%	21.5%	26.0%
No	70.0%	72.5%	74.7%	78.5%	74.0%

Q14-1. (If YES to Question 14) How many employees do you have at other locations in the Kansas City area? (without "not provided")

N=106

Zone				Total
East	North	South	West	

Q14-1. How many employees do you have at other locations in the Kansas City area

Less than 10	25.0%	22.7%	23.5%	35.0%	26.5%
10-24	37.5%	9.1%	5.9%	25.0%	20.5%
25-49	16.7%	13.6%	29.4%	10.0%	16.9%
50-99	8.3%	22.7%	17.6%	10.0%	14.5%
100-249	12.5%	22.7%	11.8%	5.0%	13.3%
250-499	0.0%	9.1%	11.8%	10.0%	7.2%
500+	0.0%	0.0%	0.0%	5.0%	1.2%

Q15. For the last FIVE years, please indicate the sources of funding for your business needs. (without "not needed")

N=290

	Zone				Total
	East	North	South	West	

Q15. Sources of funding for your business needs

Personal savings	10.4%	23.1%	25.0%	18.5%	19.3%
Loans-family/friends	4.5%	9.0%	7.8%	6.2%	6.9%
Bank loans	43.3%	38.5%	31.3%	35.8%	37.2%
Working capital	43.3%	37.2%	43.8%	49.4%	43.4%
Asset backed loans	9.0%	12.8%	6.3%	9.9%	9.7%
Credit cards	16.4%	16.7%	20.3%	13.6%	16.6%
Government grants/ funding/incentives	9.0%	3.8%	7.8%	7.4%	6.9%
Equity financing	4.5%	3.8%	4.7%	2.5%	3.8%

Q16. In the next THREE years, is your organization planning to do any of the following?

N=413

Zone				Total
East	North	South	West	

Q16. What is your organization planning to do in next three years

Expanding/renovating your facility in its current location	23.0%	25.2%	30.4%	22.2%	25.2%
Relocating to another location in Kansas City, Missouri	9.0%	7.8%	6.9%	11.1%	8.7%
Relocating to another location outside Kansas City, Missouri	5.0%	4.9%	5.9%	8.3%	6.1%
Decreasing employment	3.0%	1.9%	2.0%	0.9%	1.9%
Increasing employment	22.0%	25.2%	30.4%	28.7%	26.6%
Closing	1.0%	1.9%	2.0%	0.0%	1.2%
No plans at present to do any of these	58.0%	48.5%	45.1%	49.1%	50.1%

Q16-5. Please indicate the anticipated number of new hires:

N=71

	Zone				Total
	East	North	South	West	
<u>Q16-5. What is the anticipated number of new hires</u>					
5 or less	53.8%	52.9%	61.9%	75.0%	62.0%
6-10	15.4%	11.8%	14.3%	5.0%	11.3%
11-20	30.8%	11.8%	19.0%	5.0%	15.5%
21-30	0.0%	17.6%	4.8%	10.0%	8.5%
31-50	0.0%	0.0%	0.0%	5.0%	1.4%
51+	0.0%	5.9%	0.0%	0.0%	1.4%

Q17. Are you aware of the following services provided by the Economic Development Corporation of KCMO?

N=413

	Zone				Total
	East	North	South	West	

Q17. Are you aware of following services provided by Economic Development Corporation of KCMO

Financing	19.0%	14.6%	13.7%	20.4%	16.9%
Job/investment incentives	17.0%	10.7%	8.8%	26.9%	16.0%
Redevelopment incentives	23.0%	9.7%	13.7%	31.5%	19.6%
Property tax abatement	22.0%	13.6%	13.7%	34.3%	21.1%
Tax increment financing	21.0%	17.5%	9.8%	33.3%	20.6%
Training funds	13.0%	9.7%	8.8%	14.8%	11.6%
Regulatory aid	10.0%	5.8%	3.9%	13.0%	8.2%
City service aid	11.0%	8.7%	6.9%	16.7%	10.9%
Real estate aid	11.0%	5.8%	3.9%	14.8%	9.0%

Q18. Please indicate if you are aware of each of the following business assistance programs.

N=413	Zone				Total
	East	North	South	West	
<u>Q18-1. Economic Development Corporation of KCMO</u>					
Yes	49.0%	37.9%	42.2%	64.8%	48.7%
No	51.0%	62.1%	57.8%	35.2%	51.3%
<u>Q18-2. KC Bizcare</u>					
Yes	14.0%	7.8%	19.6%	25.9%	16.9%
No	86.0%	92.2%	80.4%	74.1%	83.1%
<u>Q18-3. KCSourceLink</u>					
Yes	17.0%	13.6%	22.5%	24.1%	19.4%
No	83.0%	86.4%	77.5%	75.9%	80.6%
<u>Q18-4. Justine Petersen Small Business Loans</u>					
Yes	6.0%	3.9%	7.8%	13.0%	7.7%
No	94.0%	96.1%	92.2%	87.0%	92.3%
<u>Q18-5. Full Employment Council</u>					
Yes	48.0%	25.2%	34.3%	43.5%	37.8%
No	52.0%	74.8%	65.7%	56.5%	62.2%

Q18. Please indicate if you are aware of each of the following business assistance programs.

N=413

	<u>Zone</u>				<u>Total</u>
	<u>East</u>	<u>North</u>	<u>South</u>	<u>West</u>	

Q18-6. Metropolitan Community College

Yes	53.0%	59.2%	59.8%	65.7%	59.6%
No	47.0%	40.8%	40.2%	34.3%	40.4%

Q18-7. Altcap

Yes	8.0%	2.9%	8.8%	20.4%	10.2%
No	92.0%	97.1%	91.2%	79.6%	89.8%

Q18. Please indicate if you have used of each of the following business assistance programs.

N=413

	Zone				Total
	East	North	South	West	

Q18-1. Economic Development Corporation of KCMO

Yes	18.0%	5.8%	7.8%	16.7%	12.1%
No	82.0%	94.2%	92.2%	83.3%	87.9%

Q18-2. KC Bizcare

Yes	1.0%	1.0%	5.9%	6.5%	3.6%
No	99.0%	99.0%	94.1%	93.5%	96.4%

Q18-3. KCSourceLink

Yes	2.0%	1.9%	6.9%	6.5%	4.4%
No	98.0%	98.1%	93.1%	93.5%	95.6%

Q18-4. Justine Petersen Small Business Loans

Yes	3.0%	1.0%	1.0%	0.9%	1.5%
No	97.0%	99.0%	99.0%	99.1%	98.5%

Q18-5. Full Employment Council

Yes	17.0%	4.9%	5.9%	9.3%	9.2%
No	83.0%	95.1%	94.1%	90.7%	90.8%

Q18. Please indicate if you have used of each of the following business assistance programs.

N=413

	Zone				Total
	East	North	South	West	

Q18-6. Metropolitan Community College

Yes	13.0%	16.5%	11.8%	12.0%	13.3%
No	87.0%	83.5%	88.2%	88.0%	86.7%

Q18-7. Altcap

Yes	1.0%	0.0%	0.0%	2.8%	1.0%
No	99.0%	100.0%	100.0%	97.2%	99.0%

Q18. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=121

	Zone				Total
	East	North	South	West	

Q18-1. Economic Development Corporation of KCMO

Very satisfied	35.3%	33.3%	42.9%	25.0%	32.6%
Satisfied	52.9%	33.3%	0.0%	43.8%	39.1%
Neutral	5.9%	16.7%	28.6%	12.5%	13.0%
Dissatisfied	5.9%	0.0%	14.3%	6.3%	6.5%
Very dissatisfied	0.0%	16.7%	14.3%	12.5%	8.7%

Q18-2. KC Bizcare

Very satisfied	0.0%	0.0%	0.0%	28.6%	18.2%
Satisfied	0.0%	0.0%	50.0%	42.9%	36.4%
Neutral	100.0%	100.0%	50.0%	28.6%	45.5%

Q18-3. KCSourceLink

Very satisfied	50.0%	100.0%	0.0%	16.7%	25.0%
Satisfied	0.0%	0.0%	100.0%	16.7%	33.3%
Neutral	50.0%	0.0%	0.0%	50.0%	33.3%
Dissatisfied	0.0%	0.0%	0.0%	16.7%	8.3%

Q18. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=121

	Zone				Total
	East	North	South	West	

Q18-4. Justine Petersen Small Business Loans

Very satisfied	33.3%	0.0%	0.0%	100.0%	40.0%
Satisfied	33.3%	100.0%	0.0%	0.0%	40.0%
Neutral	33.3%	0.0%	0.0%	0.0%	20.0%

Q18-5. Full Employment Council

Very satisfied	7.1%	20.0%	25.0%	0.0%	9.4%
Satisfied	64.3%	0.0%	25.0%	33.3%	40.6%
Neutral	14.3%	80.0%	50.0%	44.4%	37.5%
Dissatisfied	14.3%	0.0%	0.0%	11.1%	9.4%
Very dissatisfied	0.0%	0.0%	0.0%	11.1%	3.1%

Q18-6. Metropolitan Community College

Very satisfied	20.0%	53.3%	45.5%	16.7%	35.4%
Satisfied	70.0%	20.0%	27.3%	33.3%	35.4%
Neutral	0.0%	26.7%	27.3%	50.0%	27.1%
Dissatisfied	10.0%	0.0%	0.0%	0.0%	2.1%

Q18. Next, please rate your overall satisfaction with these programs using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=121

	Zone				Total
	East	North	South	West	

Q18-7. Altcap

Satisfied	100.0%	0.0%	0.0%	66.7%	75.0%
Neutral	0.0%	0.0%	0.0%	33.3%	25.0%

Q19. Does your company currently sell any products/services outside of the United States? (without "not provided")

N=413

<u>Zone</u>				<u>Total</u>
<u>East</u>	<u>North</u>	<u>South</u>	<u>West</u>	

Q19. Does your company currently sell any products/services outside United States

Yes	13.0%	16.8%	4.0%	12.1%	11.5%
No	86.0%	82.2%	94.9%	86.0%	87.2%
Not currently but would like to	1.0%	1.0%	1.0%	1.9%	1.2%

Q20. Which of the following are your TWO preferred methods of getting information about business assistance programs?

N=413

	Zone				Total
	East	North	South	West	

Q20. Your preferred methods of getting information about business assistance programs

Email	50.0%	42.7%	50.0%	50.9%	48.4%
Personal visit	7.0%	2.9%	7.8%	10.2%	7.0%
Newsletter (mailed)	28.0%	31.1%	28.4%	31.5%	29.8%
Newsletter (emailed)	23.0%	17.5%	19.6%	15.7%	18.9%
Social media	10.0%	9.7%	8.8%	11.1%	9.9%
EDC website	11.0%	9.7%	14.7%	18.5%	13.6%

Q21. Please indicate if you are interested in assistance in any of the following areas.

N=413

<u>Zone</u>				<u>Total</u>
<u>East</u>	<u>North</u>	<u>South</u>	<u>West</u>	

Q21. In what areas are you interested in assistance

Financial assistance	7.0%	5.8%	7.8%	10.2%	7.7%
Workforce training	6.0%	6.8%	10.8%	8.3%	8.0%
Real estate development assistance	9.0%	1.9%	3.9%	12.0%	6.8%
Government services/regulations	2.0%	1.9%	1.0%	3.7%	2.2%
Exports	0.0%	0.0%	0.0%	1.9%	0.5%
Other	1.0%	0.0%	1.0%	1.9%	1.0%