

# 2017-18 KANSAS CITY MISSOURI CITIZEN SURVEY

## APPENDIX C: GIS MAPS BY ZIP CODE

Submitted to:

**The City of Kansas City, Missouri**

ETC Institute  
725 W. Frontier Ln,  
Olathe, KS 66061  
913-829-1215



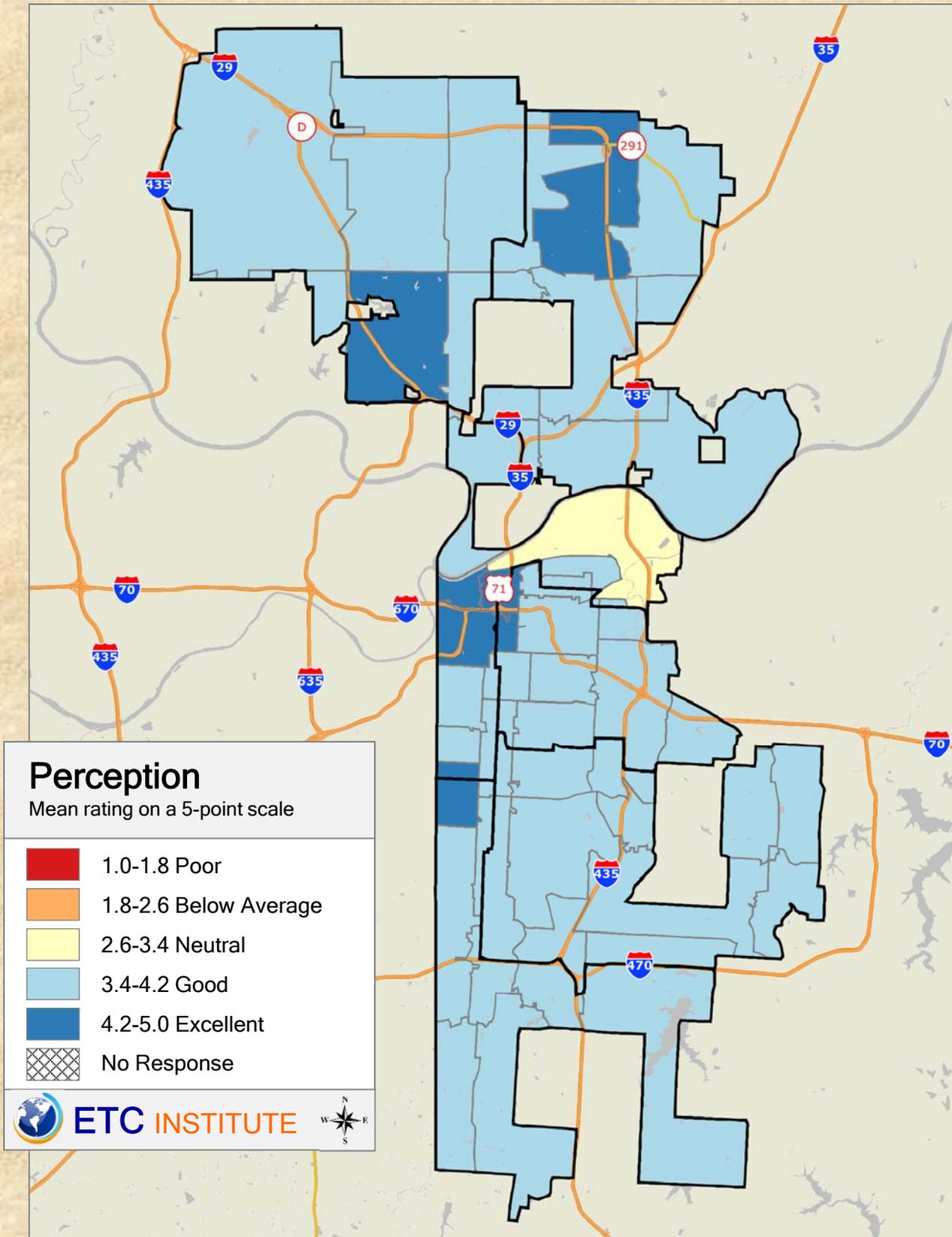
## Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Zip Code. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

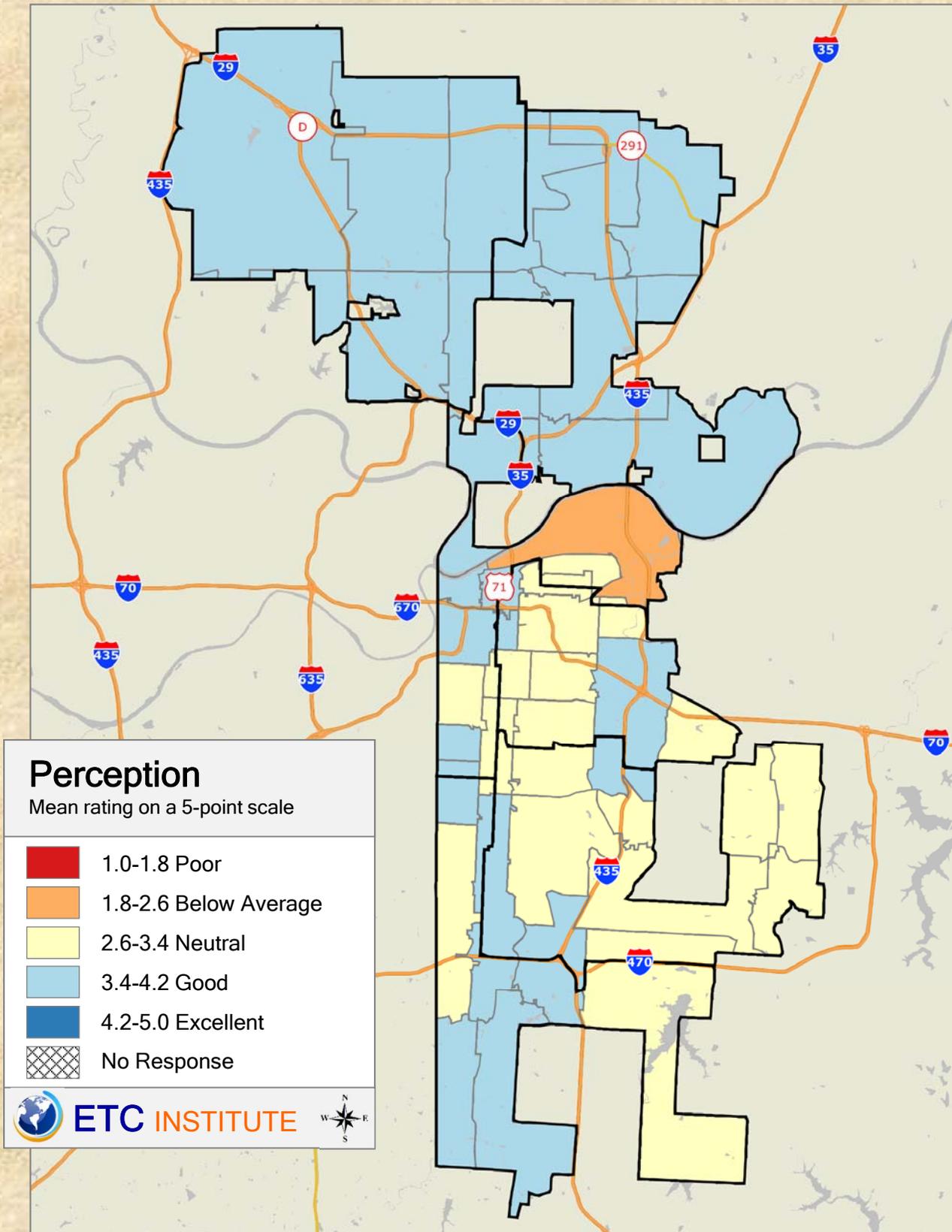
# Q1-1 Ratings of the City as a place to live



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

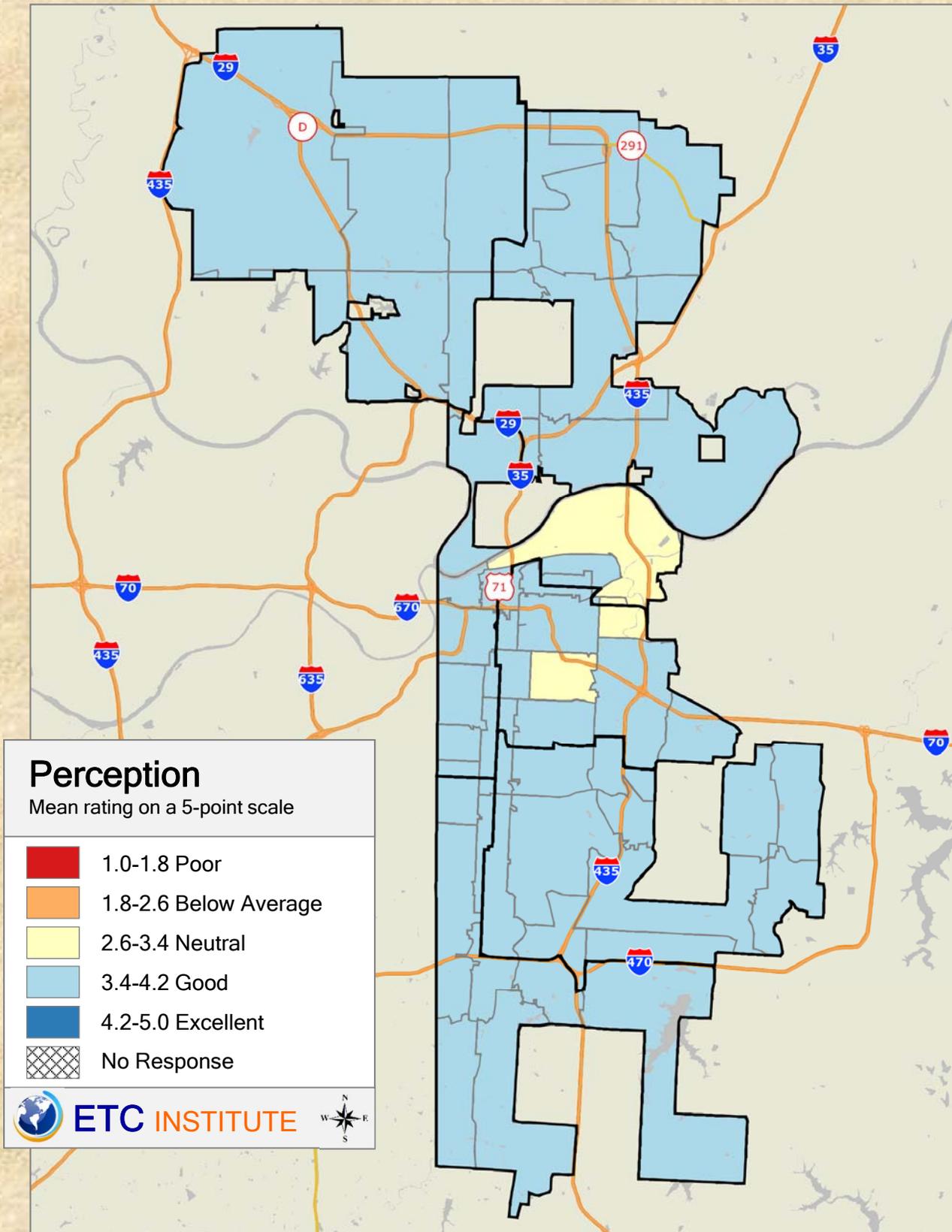
# Q1-2 Ratings of the City as a place to raise children



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

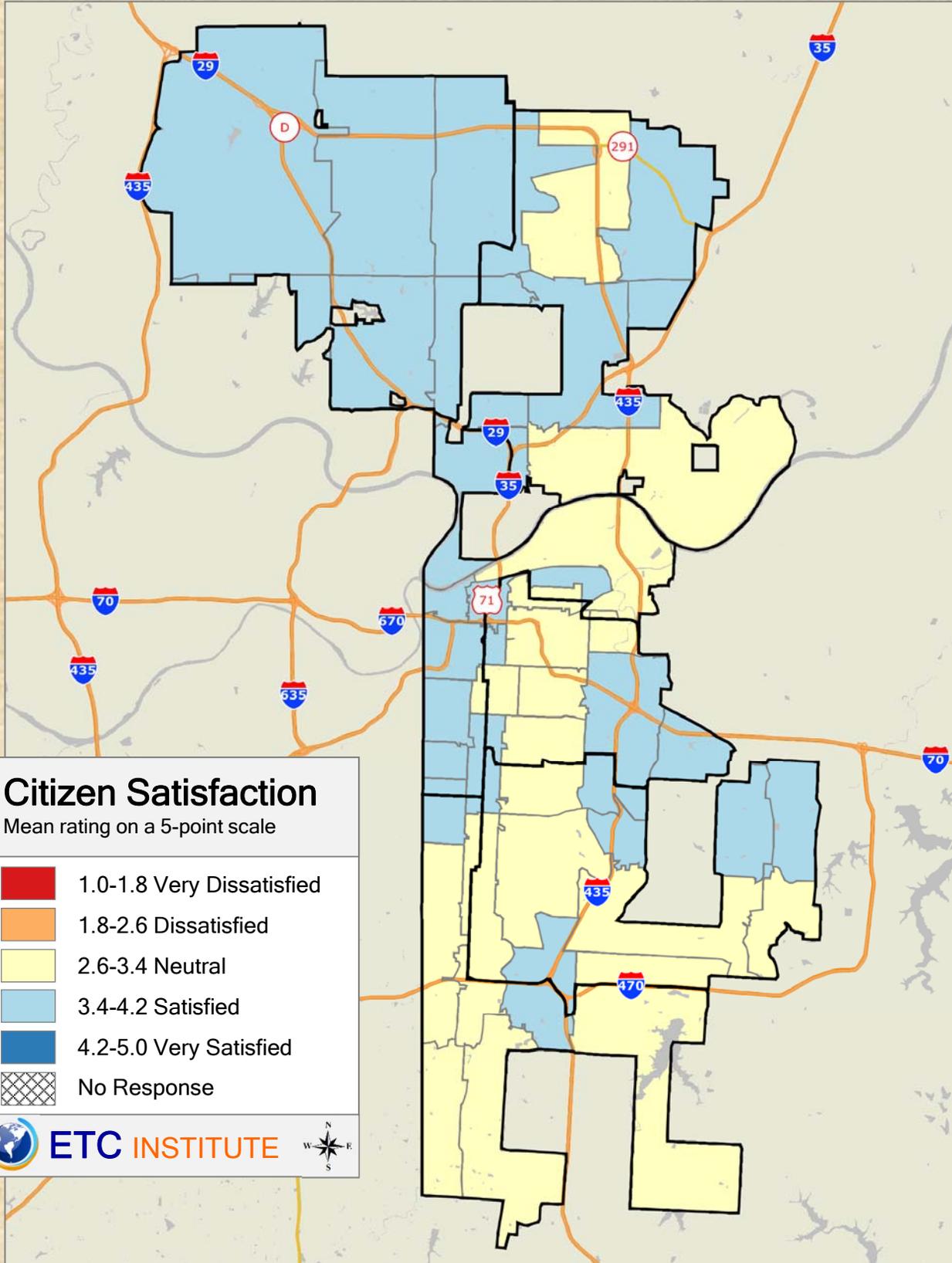
## Q1-3 Ratings of the City as a place to work



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

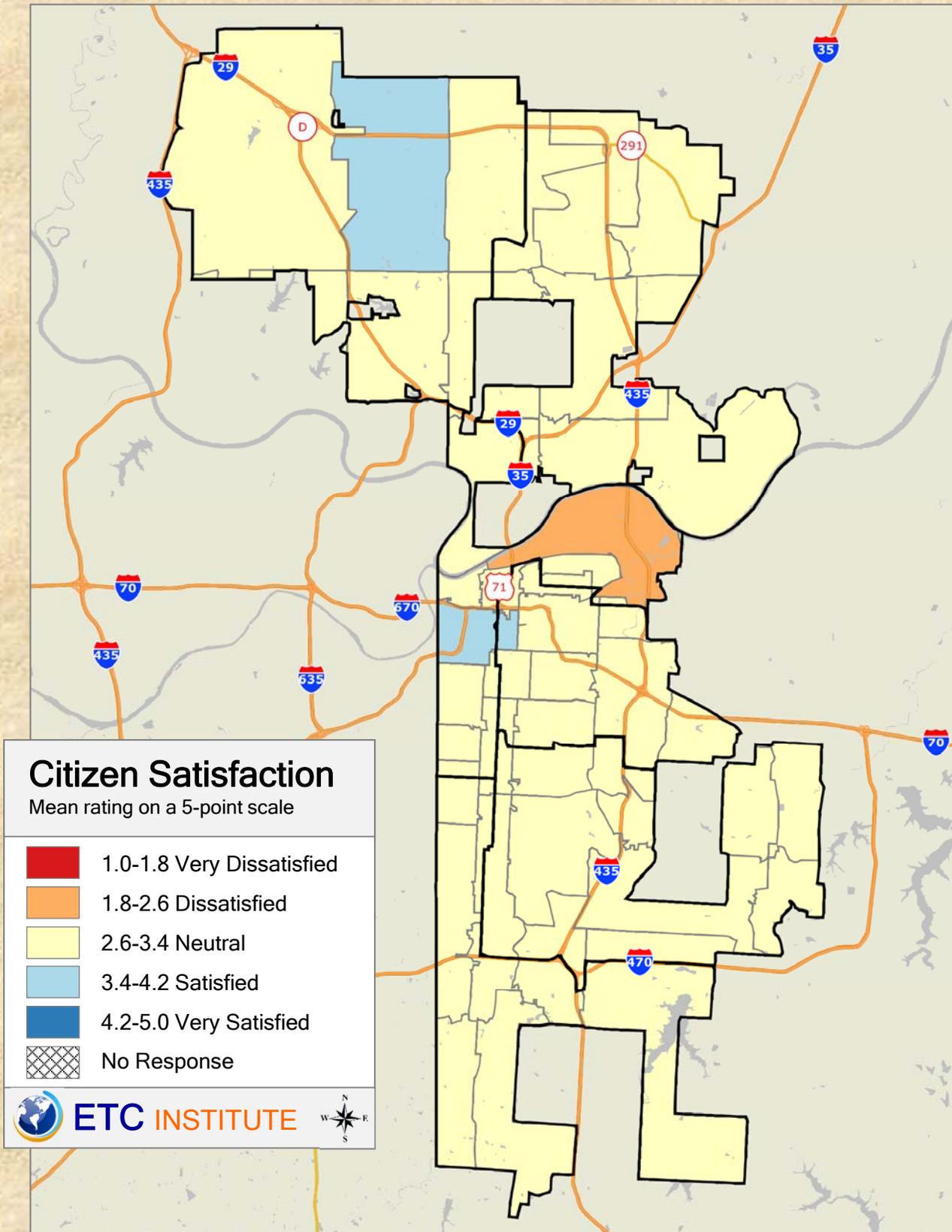
# Q2-1 Satisfaction with overall quality of services provided by the City



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

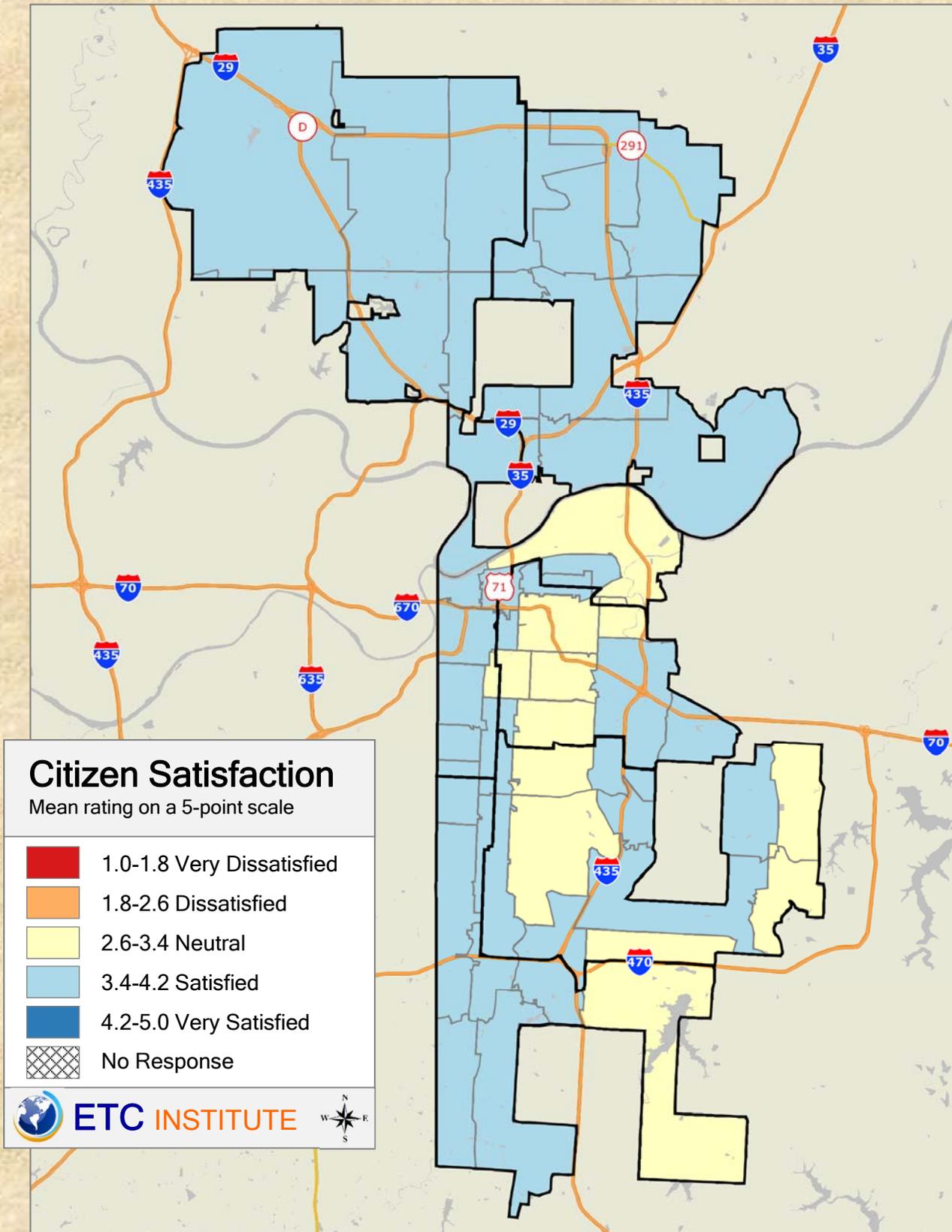
## Q2-2 Satisfaction with overall value received for City tax dollars and fees



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

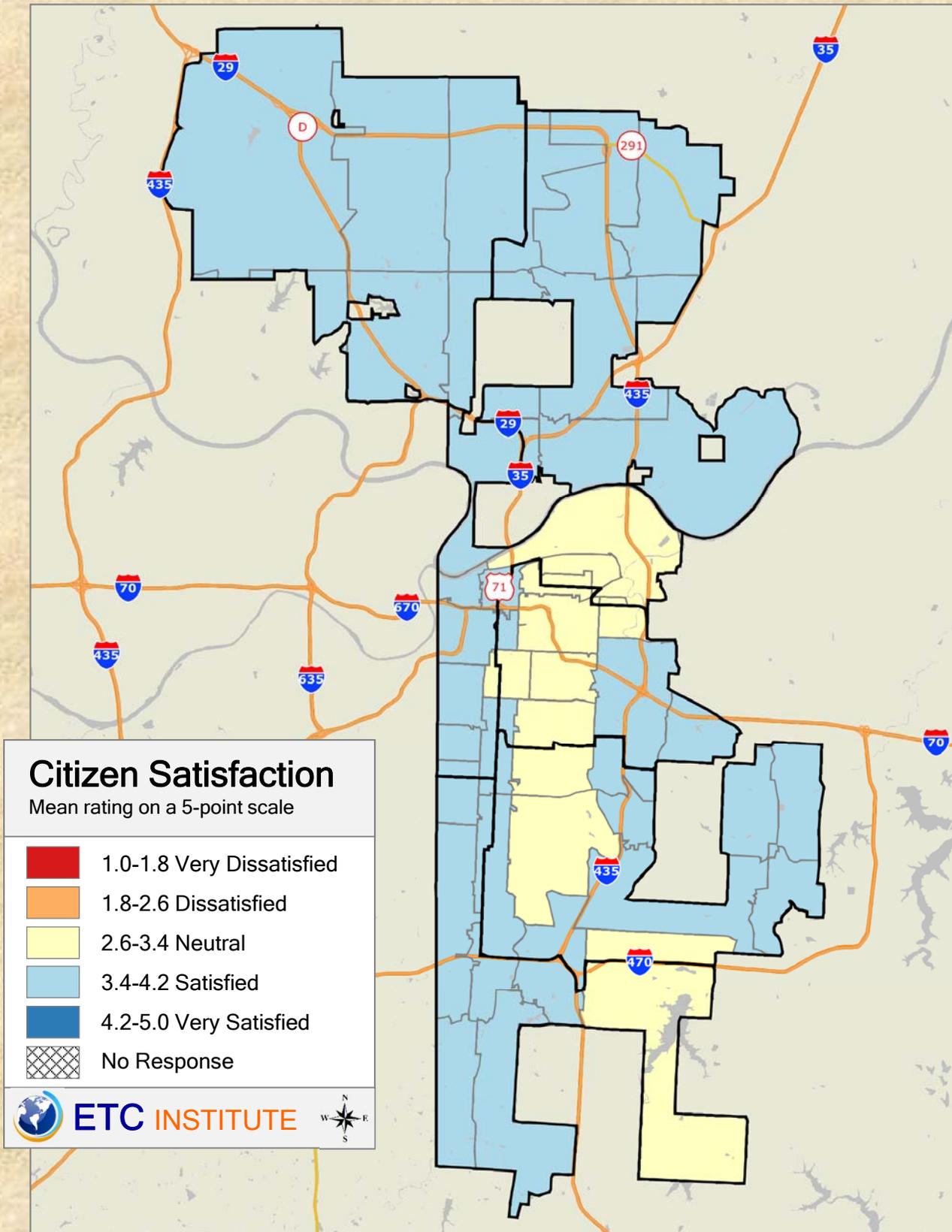
## Q2-3 Satisfaction with overall image of the City



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

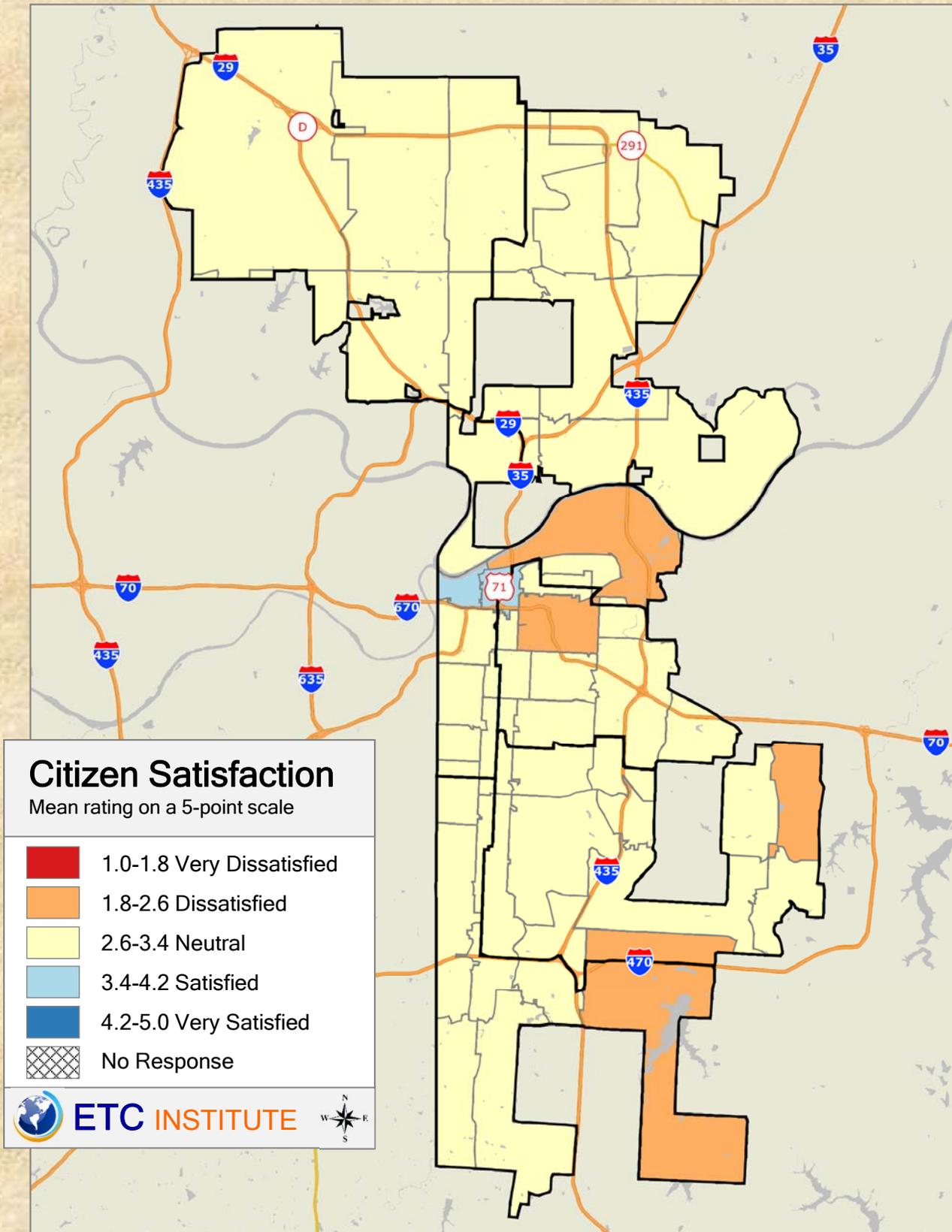
## Q2-4 Satisfaction with overall quality of life in the City



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

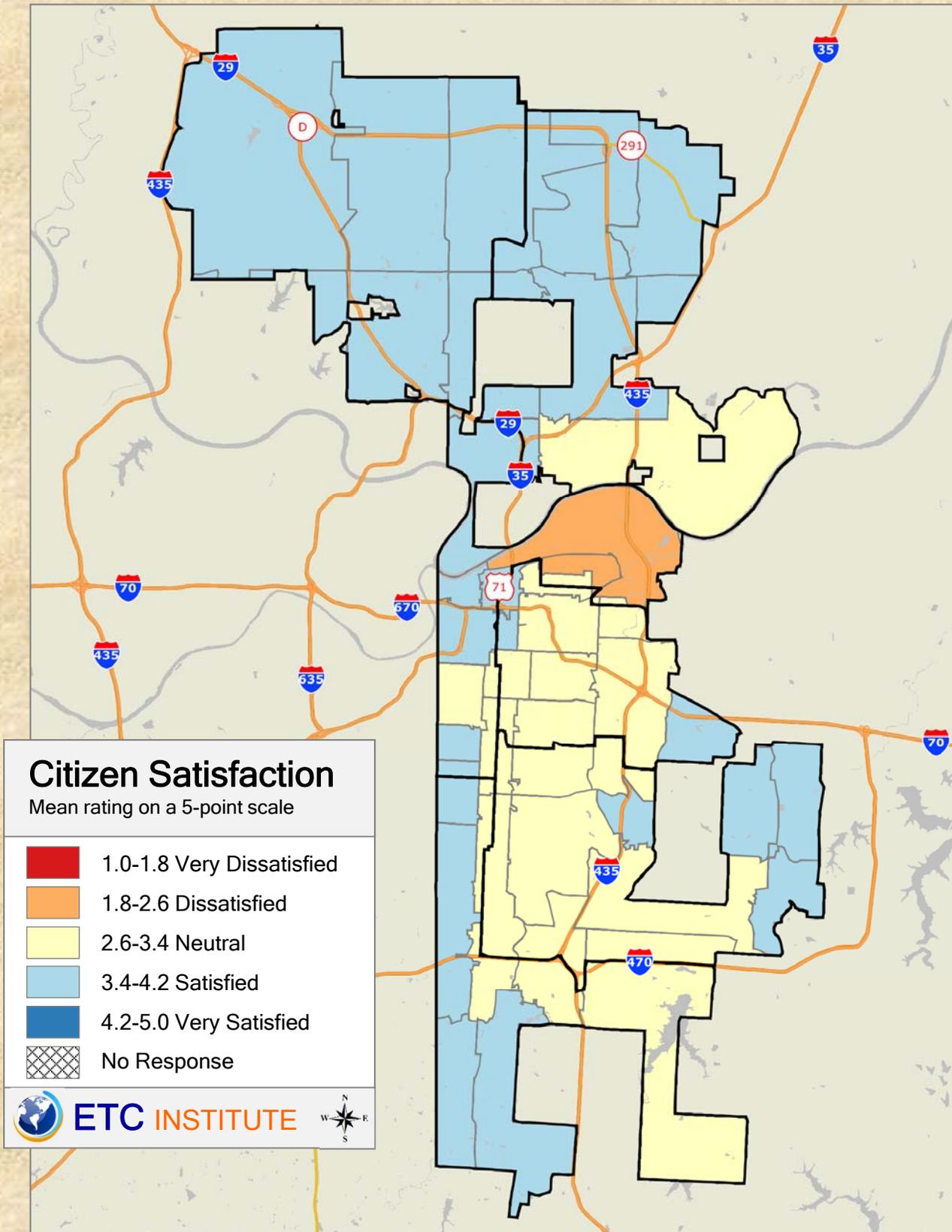
## Q2-5 Satisfaction with overall feeling of safety in the City



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

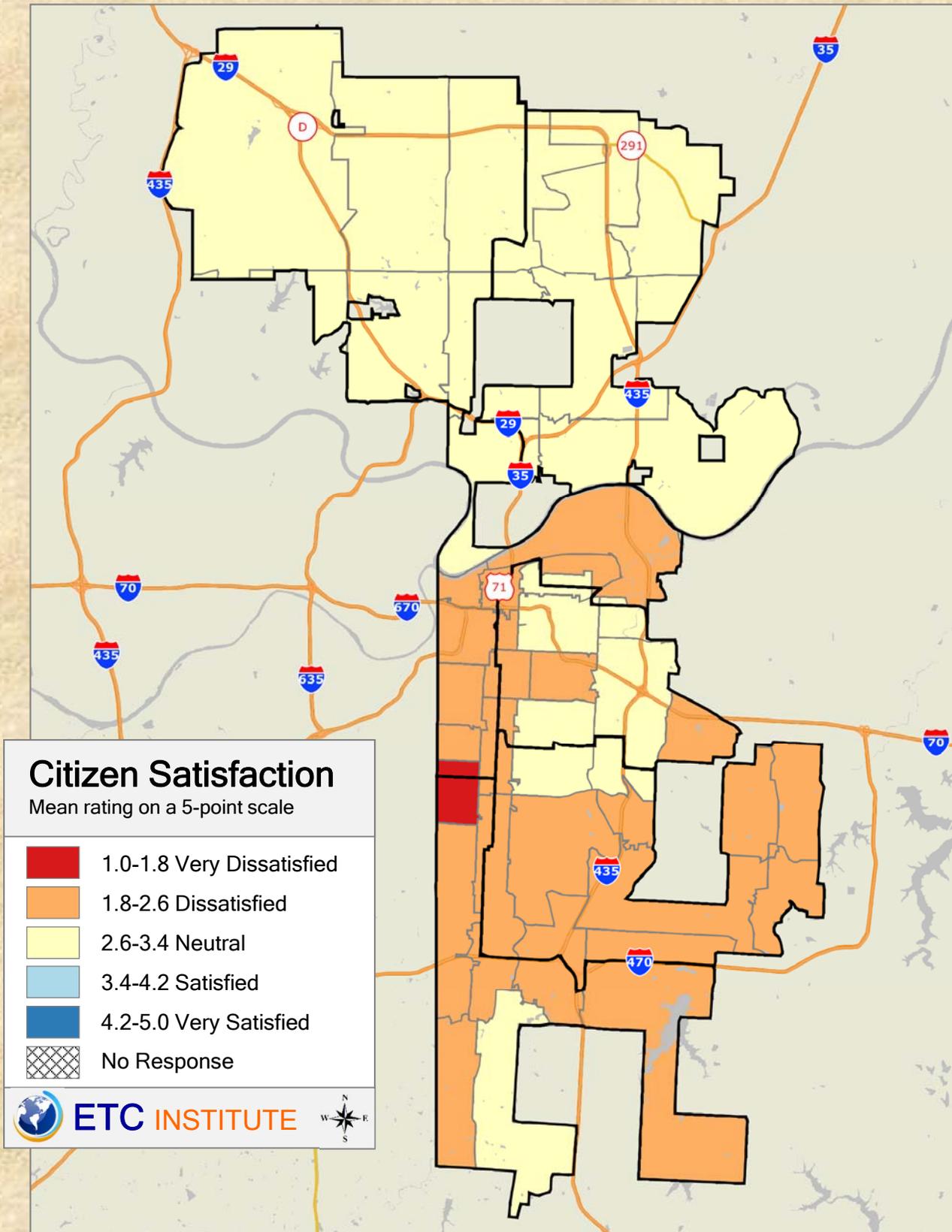
## Q2-6 Satisfaction with overall feeling of safety in neighborhoods



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

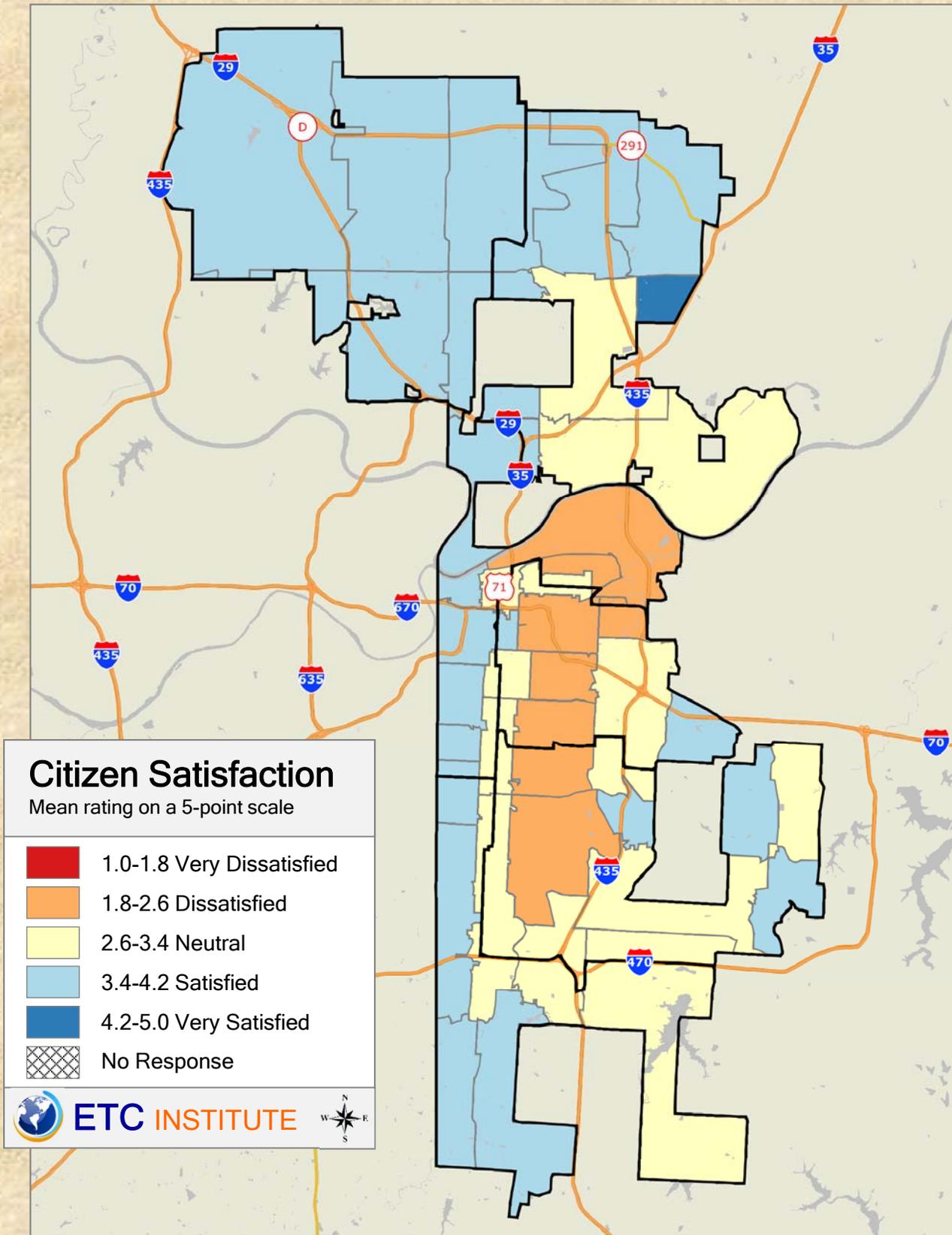
## Q2-7 Satisfaction with overall quality of education system within the City



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

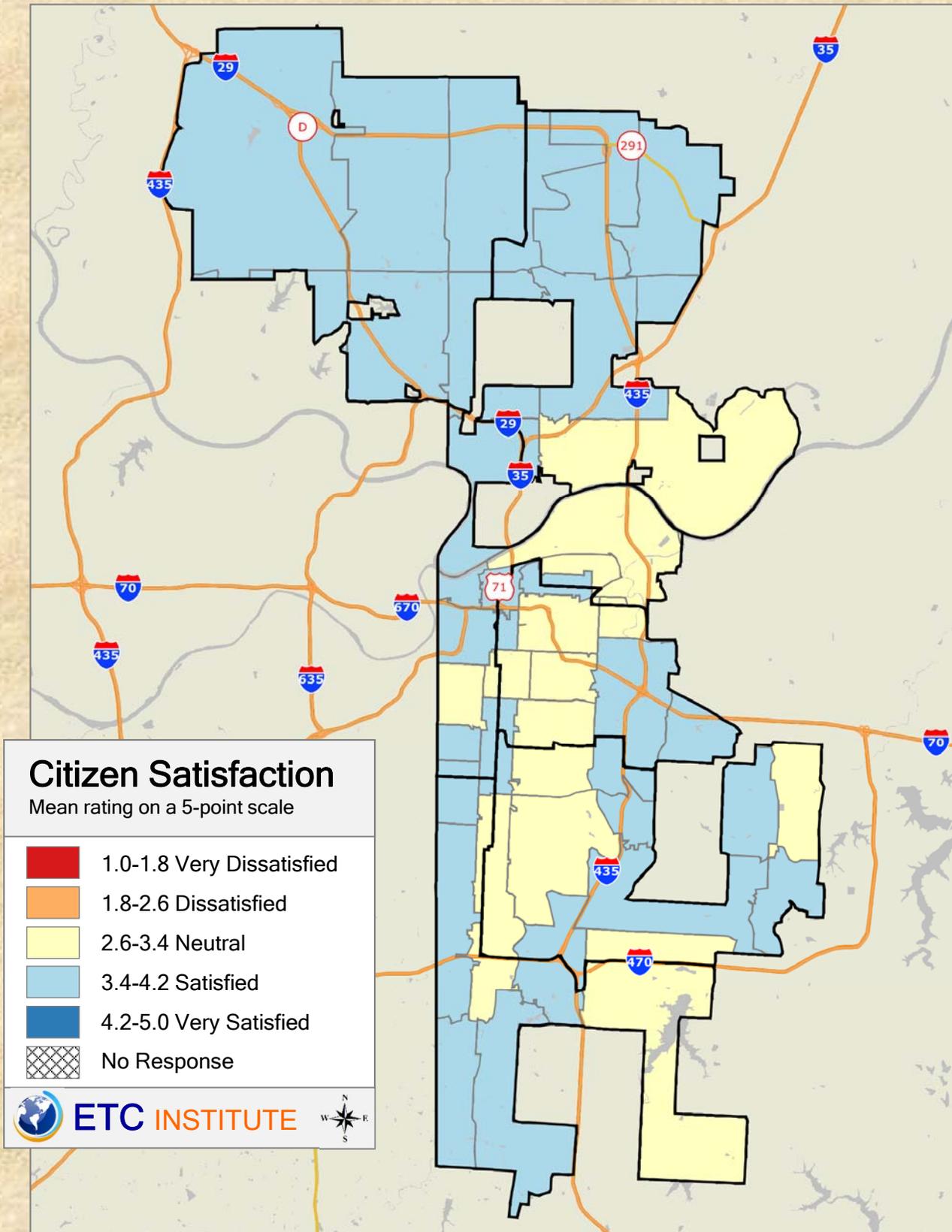
# Q2-8 Satisfaction with physical appearance of neighborhoods



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

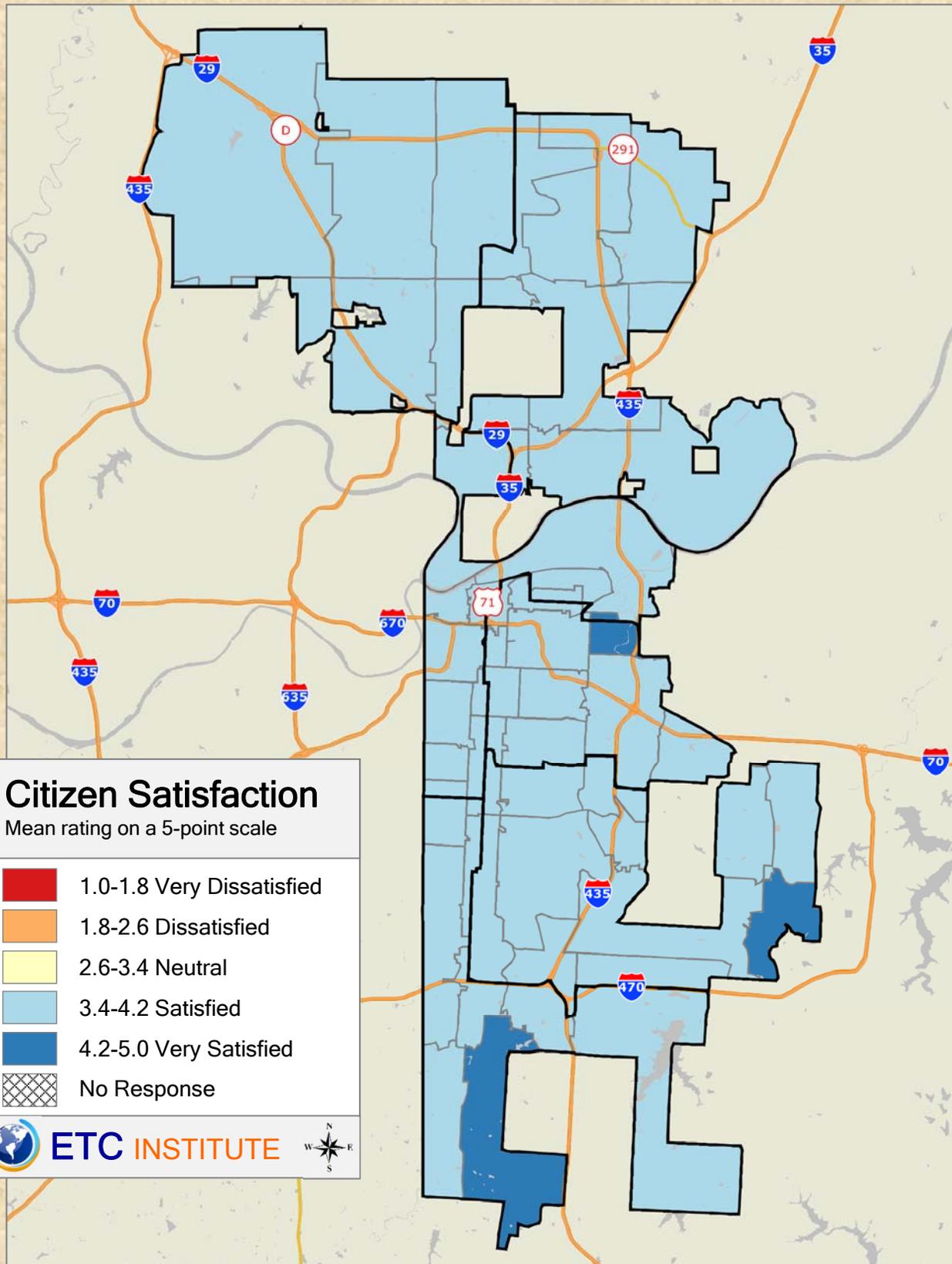
# Q3-01 Satisfaction with overall quality of police services



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

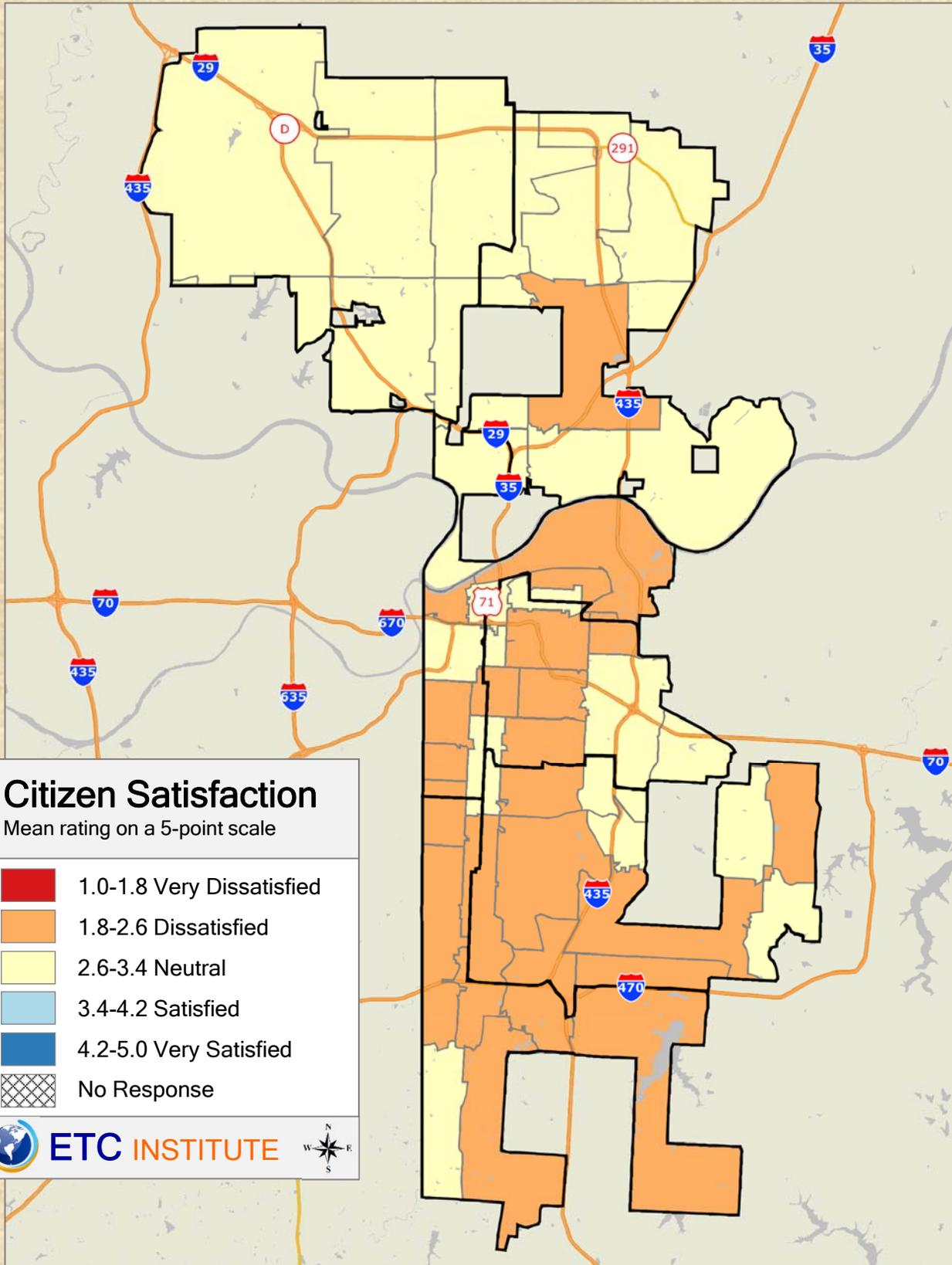
# Q3-02 Satisfaction with overall quality of fire and ambulance services



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

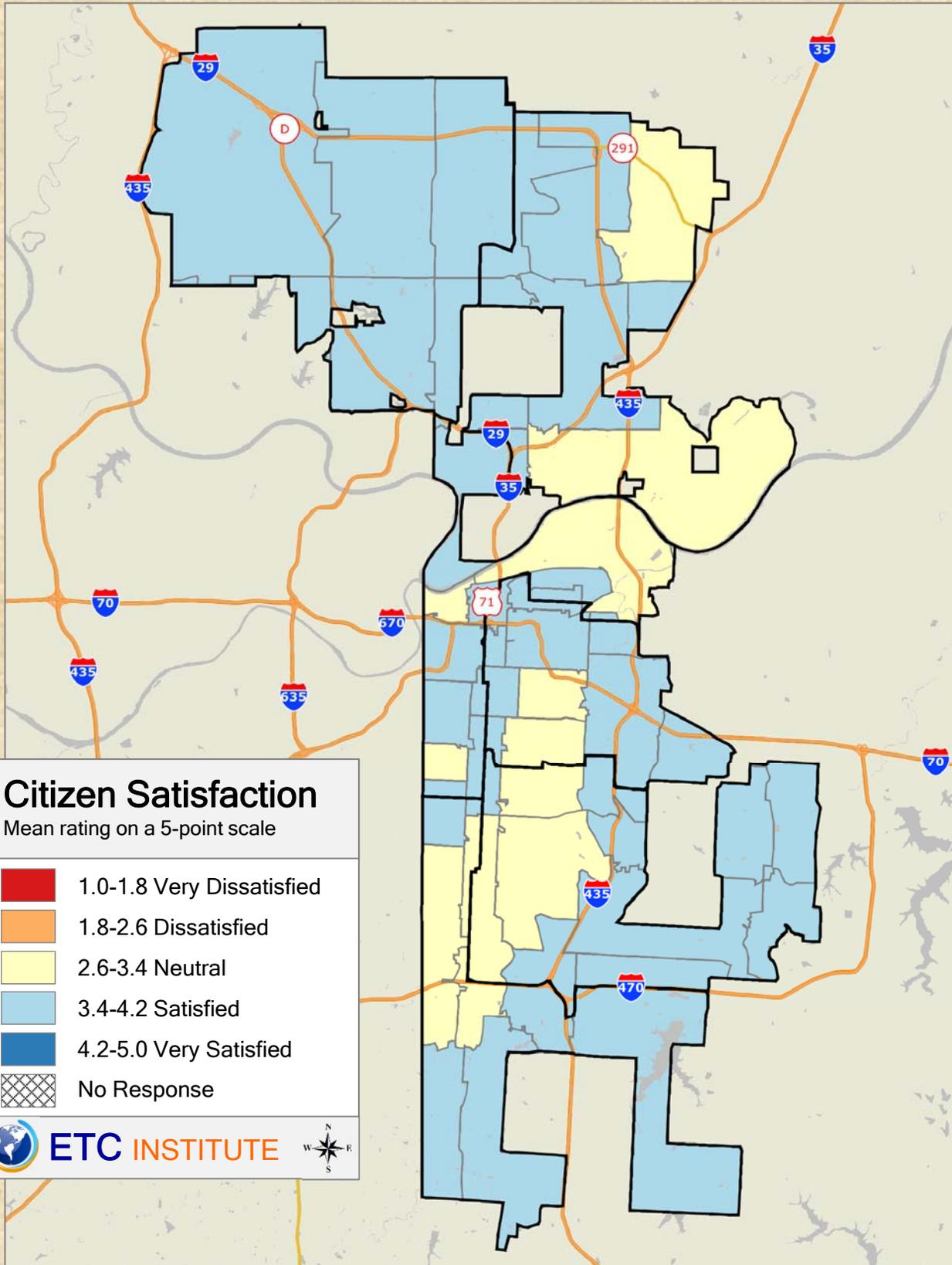
# Q3-03 Satisfaction with overall maintenance of city streets, sidewalks, and infrastructure



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

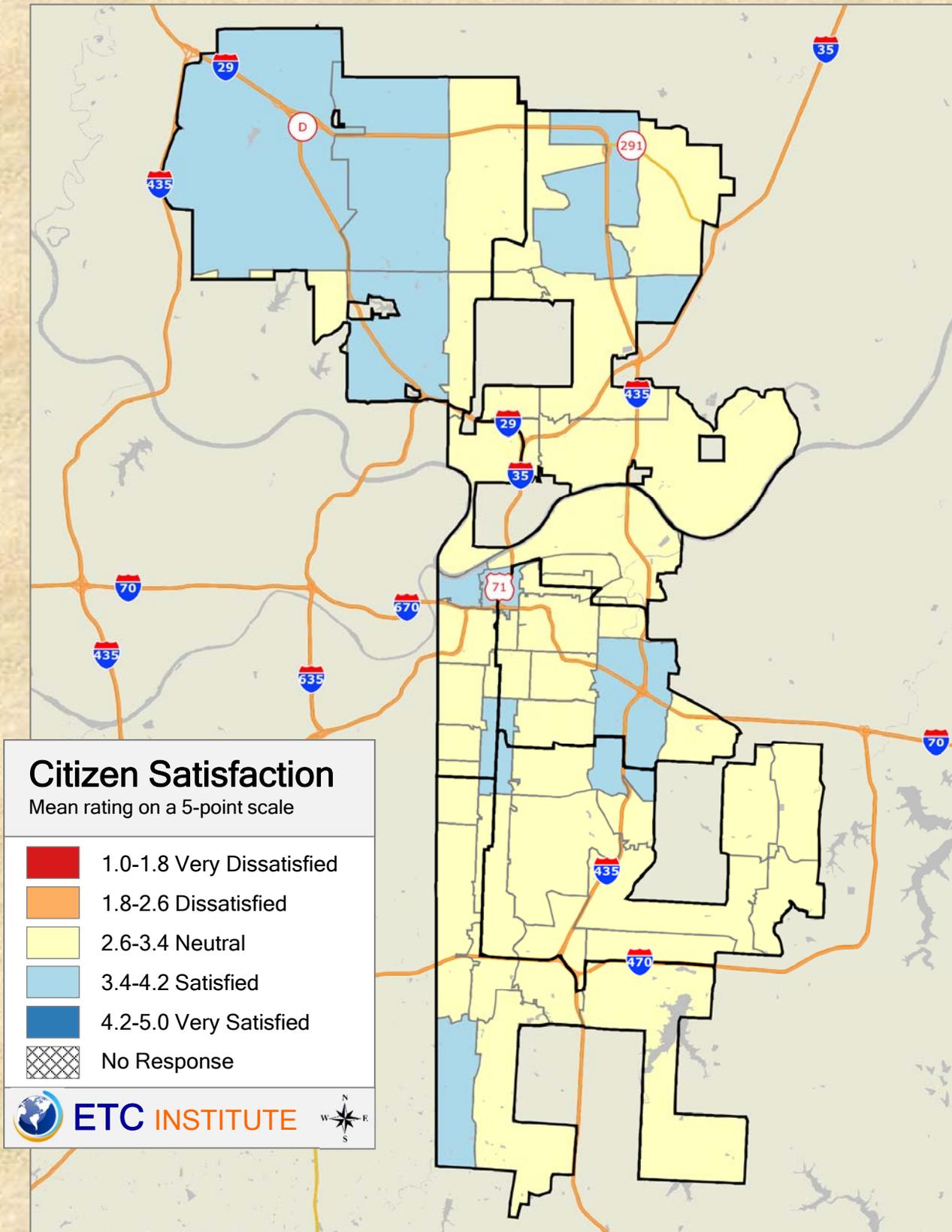
# Q3-04 Satisfaction with overall quality of solid waste services



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

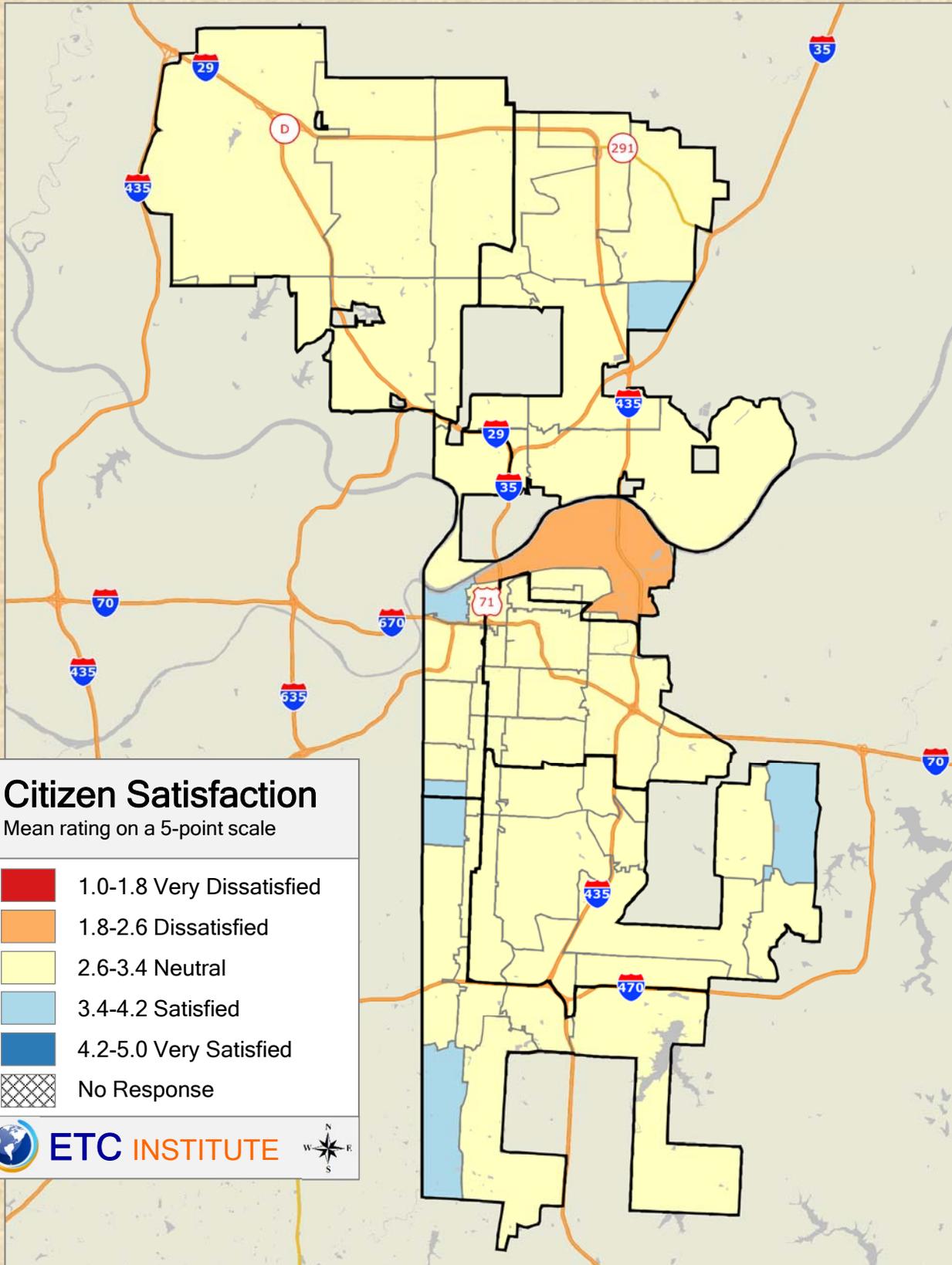
# Q3-05 Satisfaction with overall quality of City water utilities



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

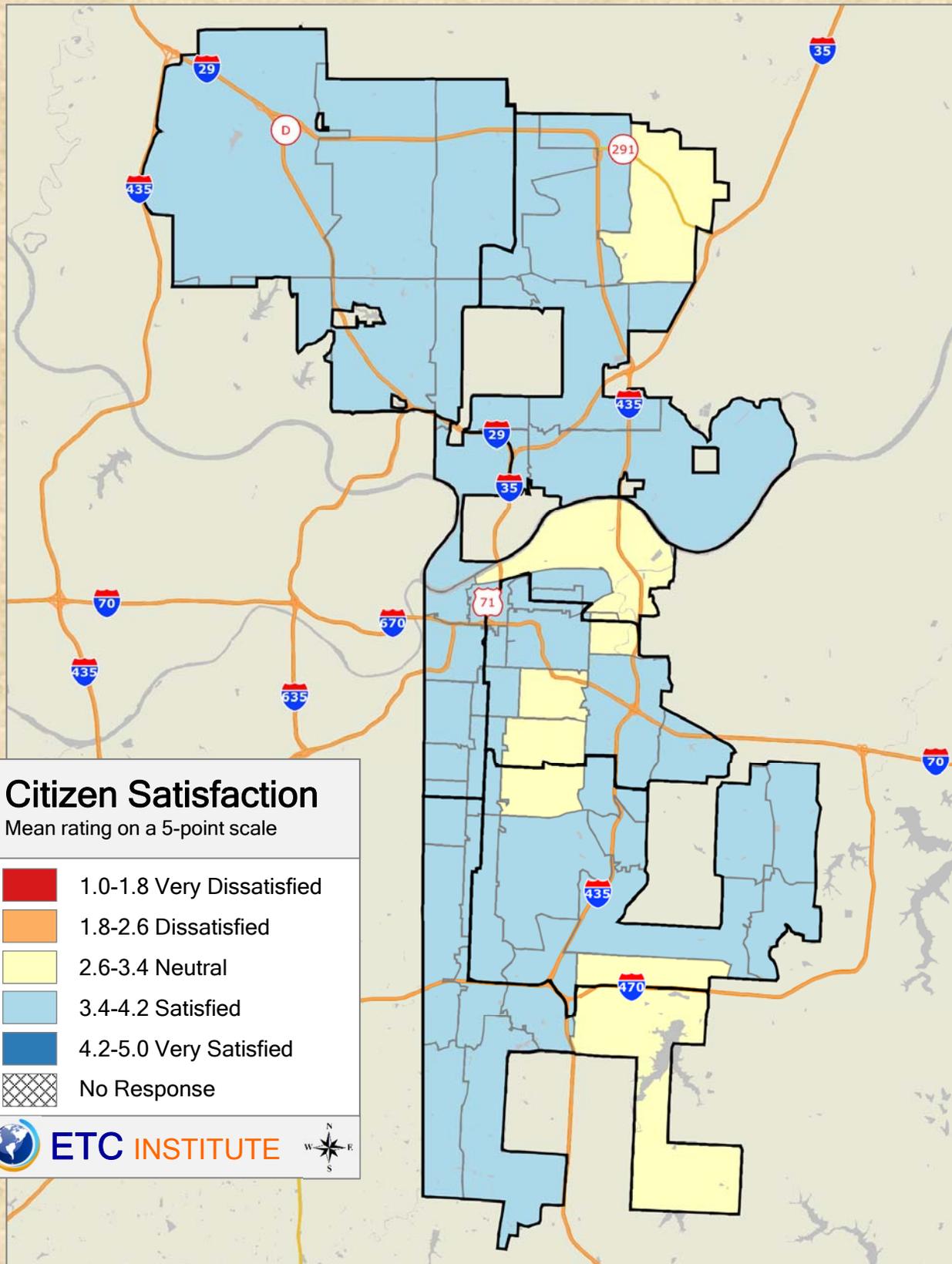
# Q3-06 Satisfaction with overall quality of neighborhood services



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

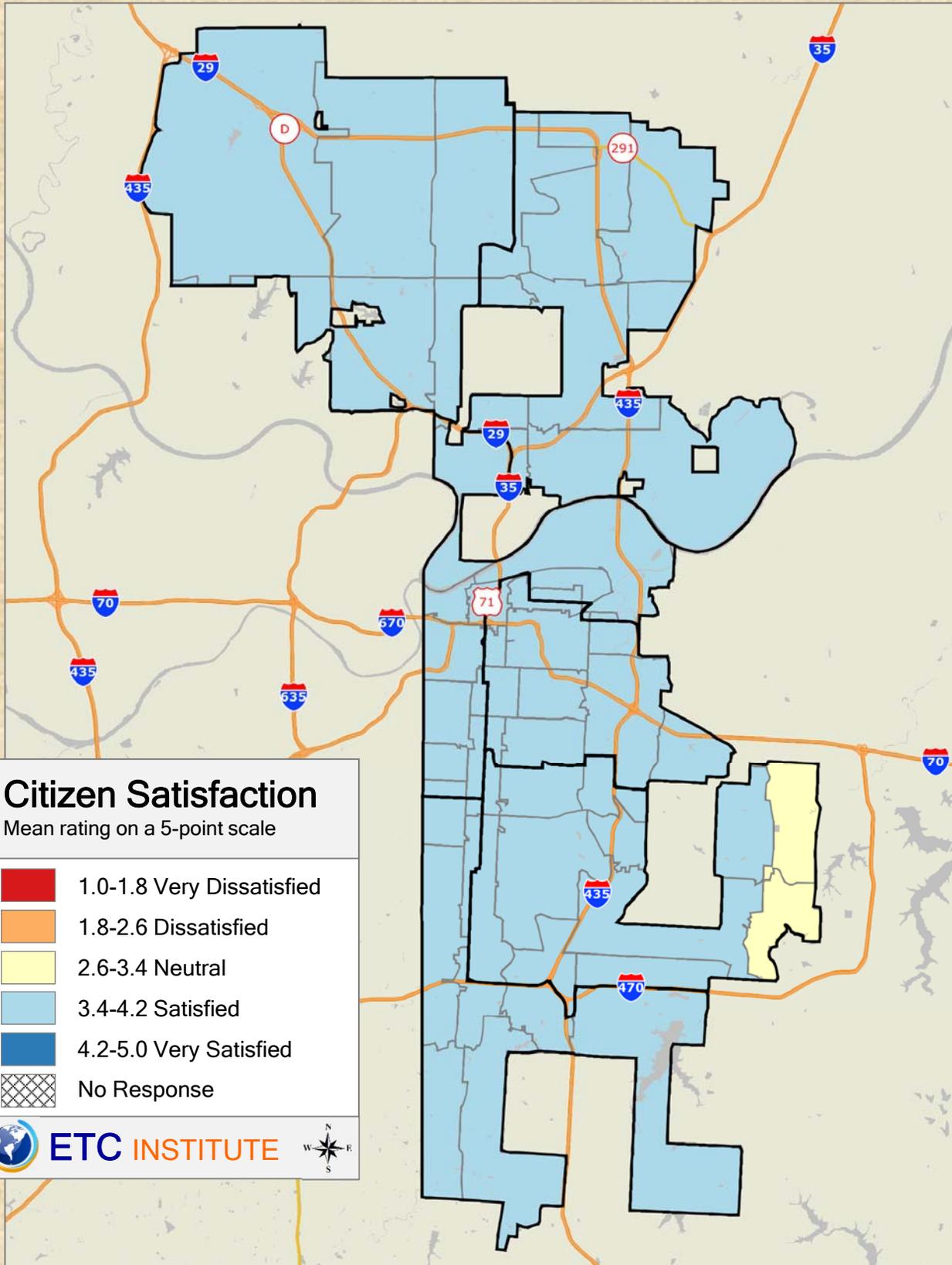
# Q3-07 Satisfaction with overall quality of City parks and recreation programs and facilities



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

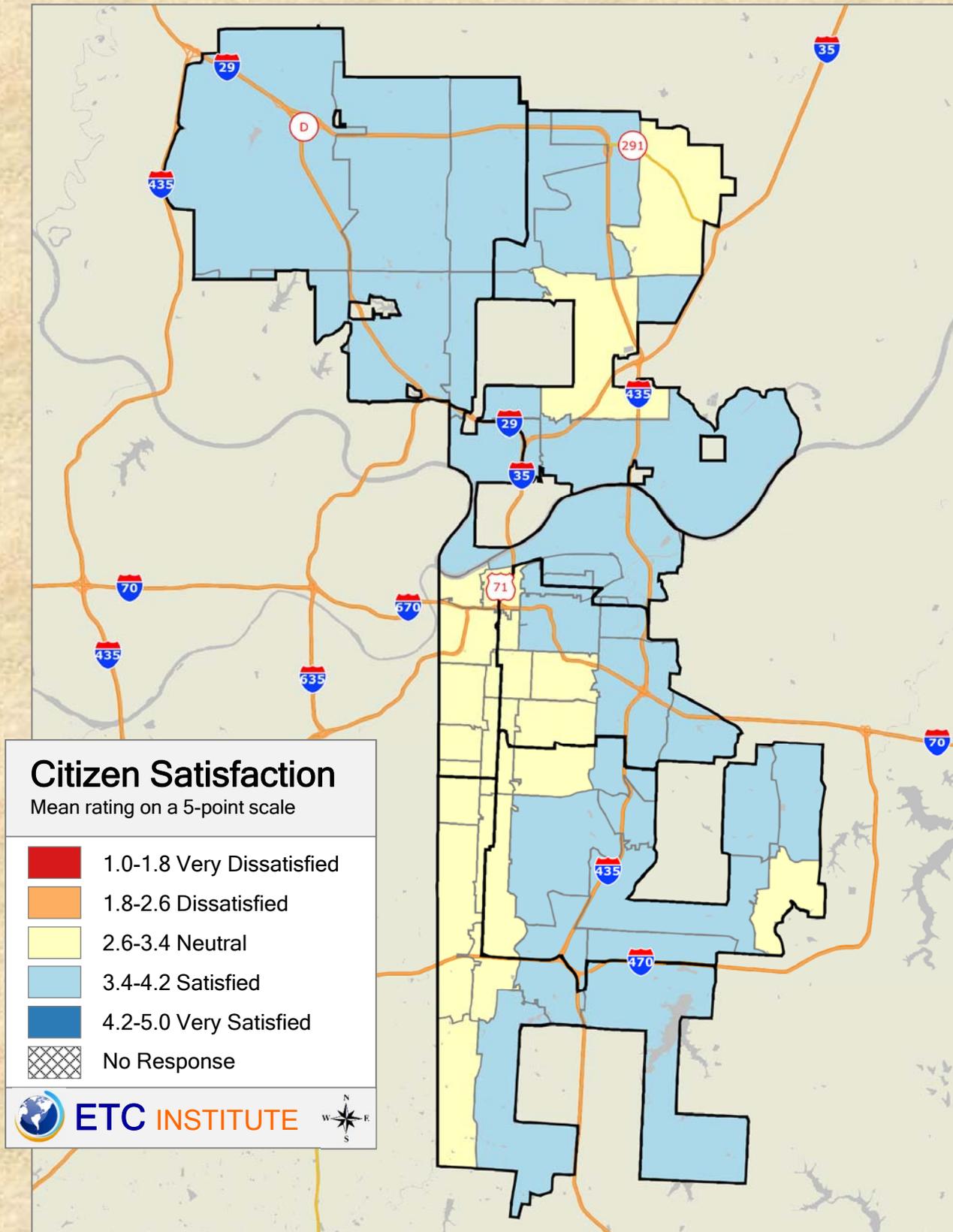
# Q3-08 Satisfaction with overall quality of Health Department services



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

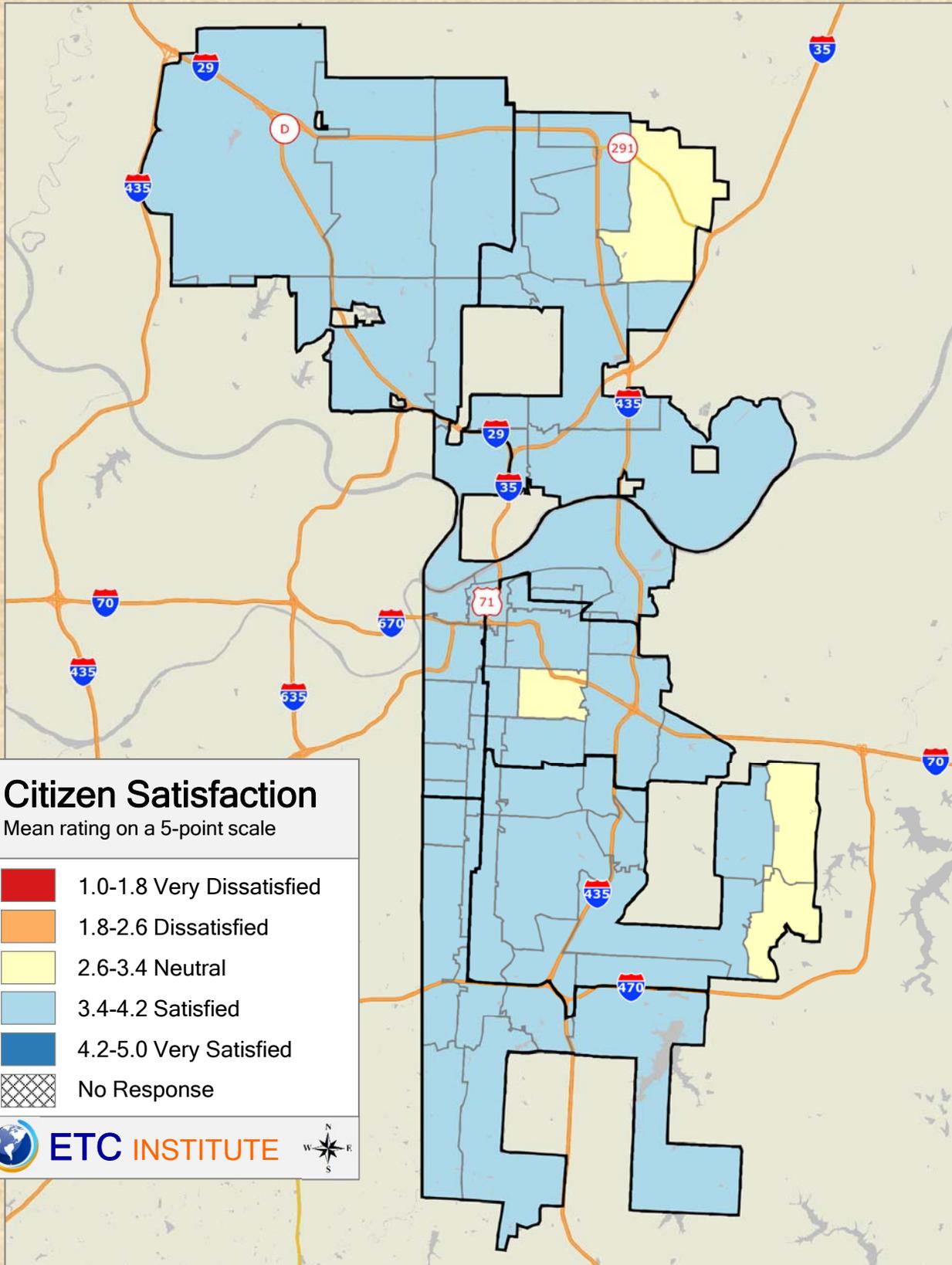
### Q3-09 Satisfaction with overall quality of airport facilities



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

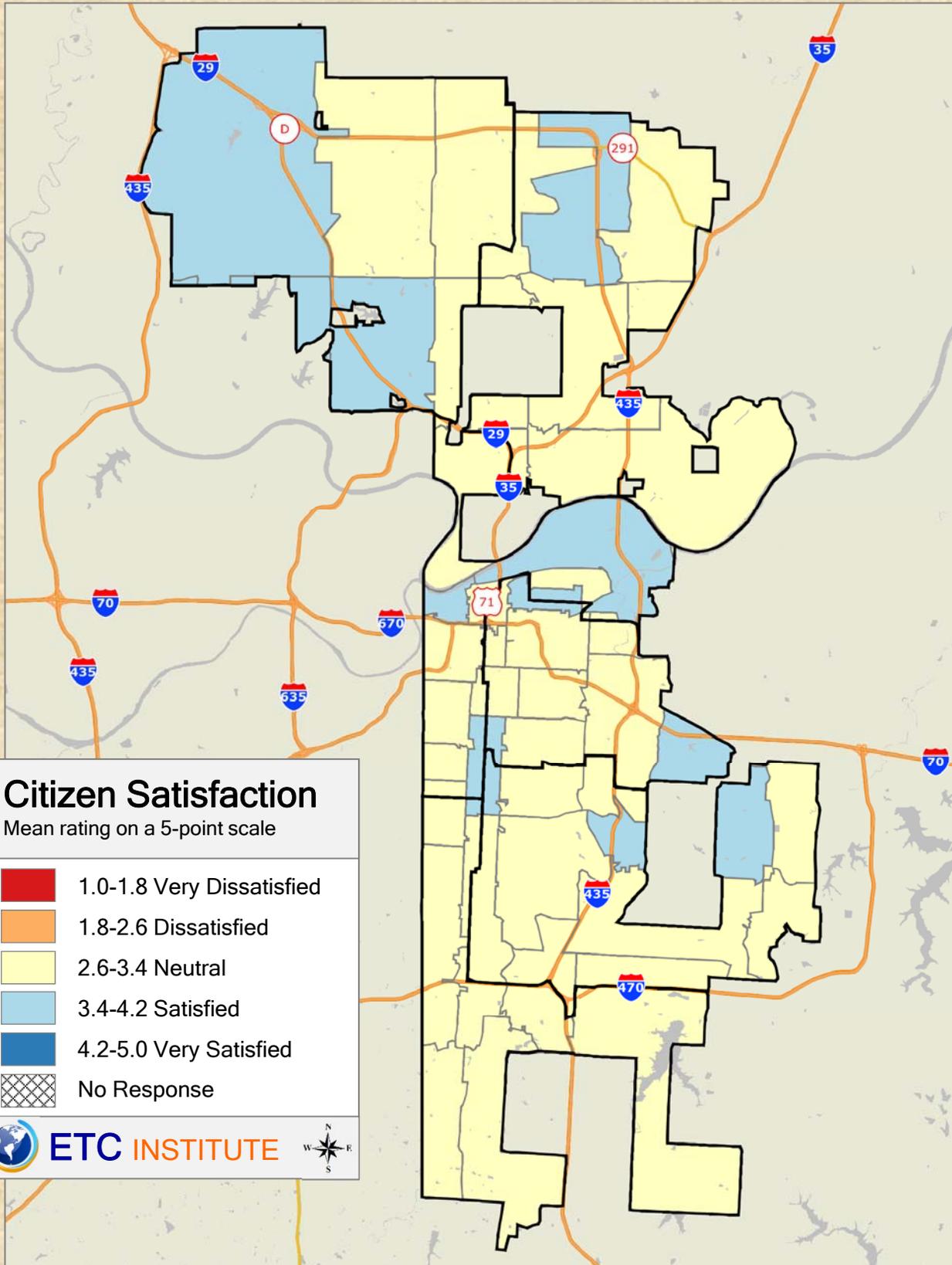
# Q3-10 Satisfaction with overall quality of the city's 311 service



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

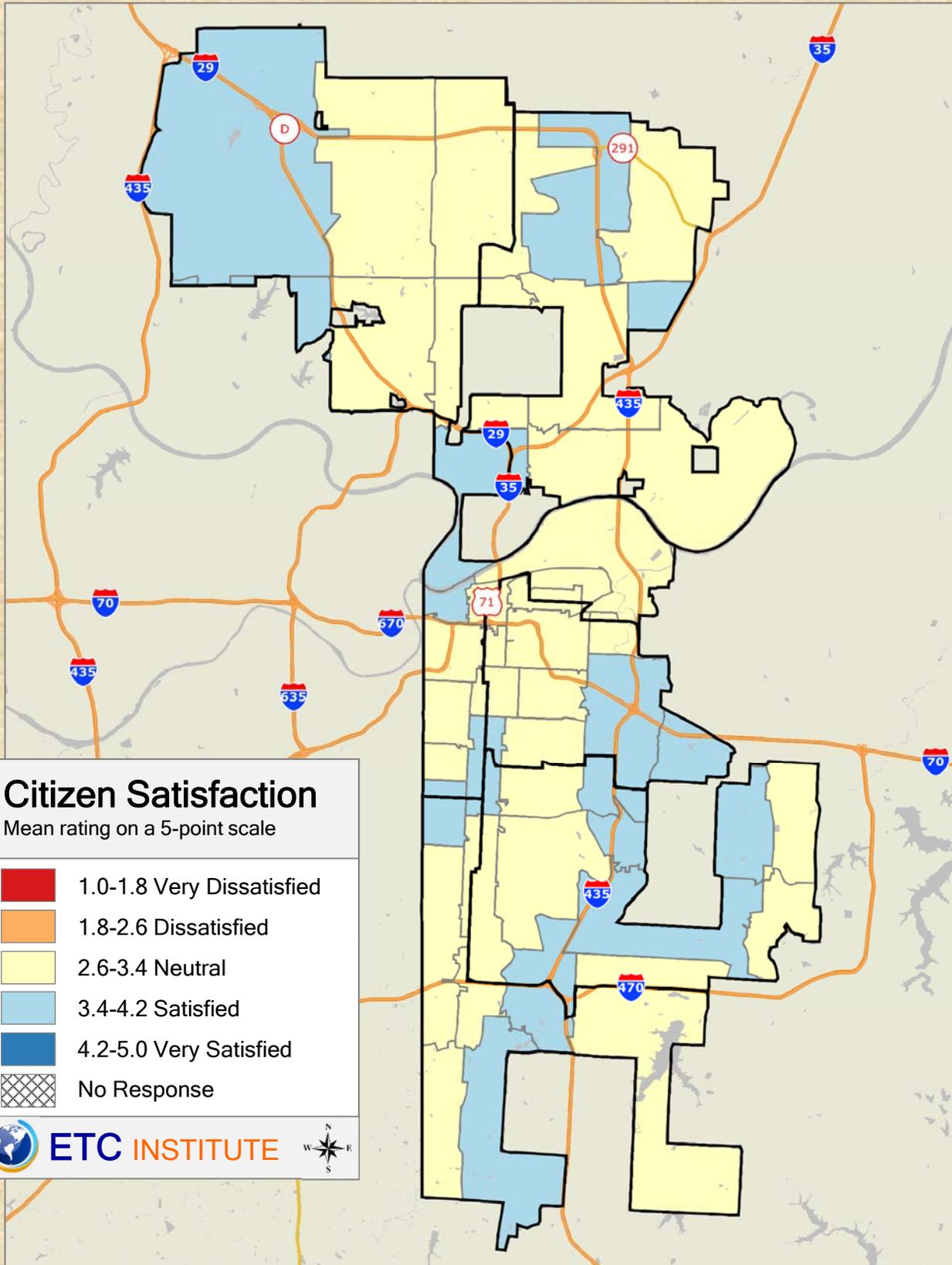
# Q3-11 Satisfaction with overall quality of municipal court services



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

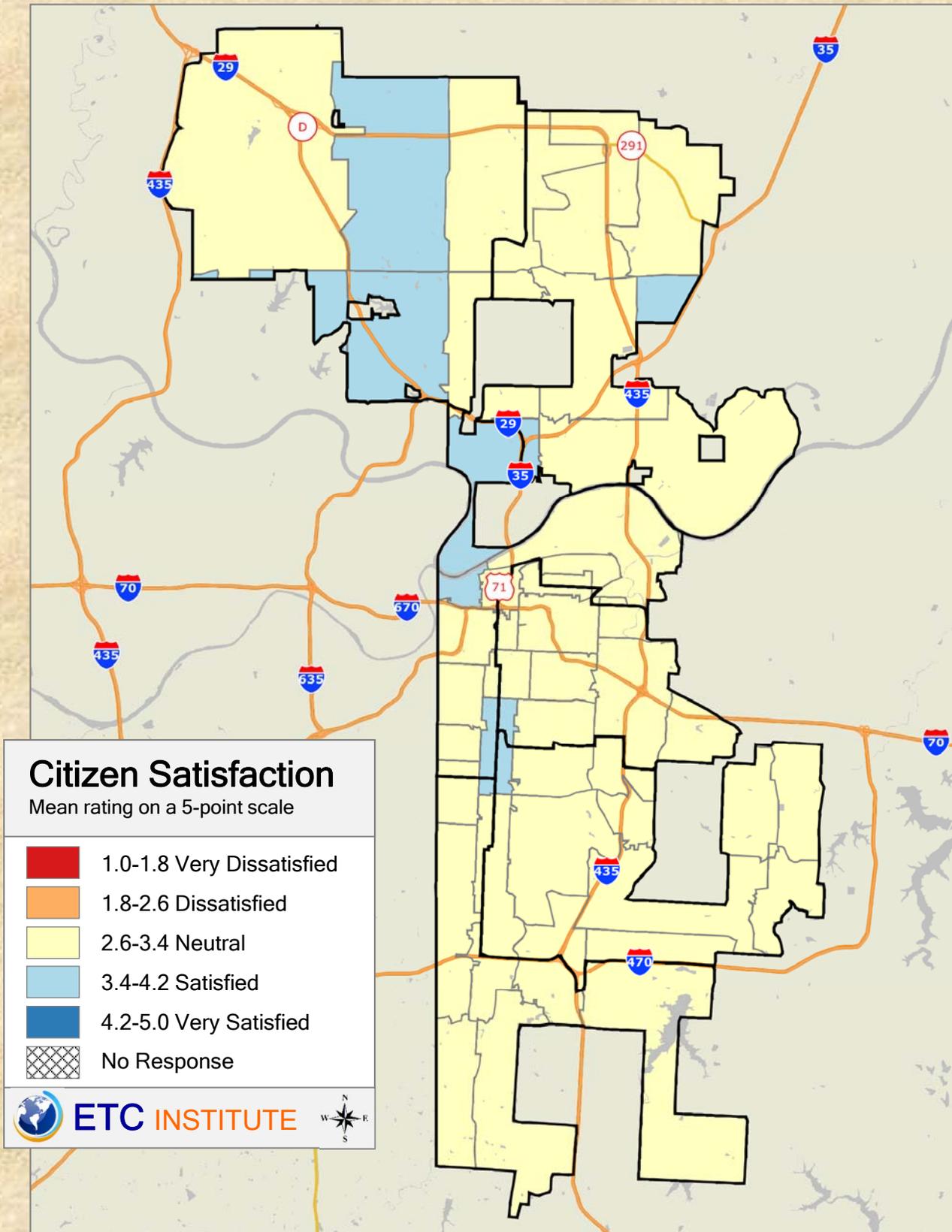
# Q3-12 Satisfaction with overall quality of customer service received from city employees



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

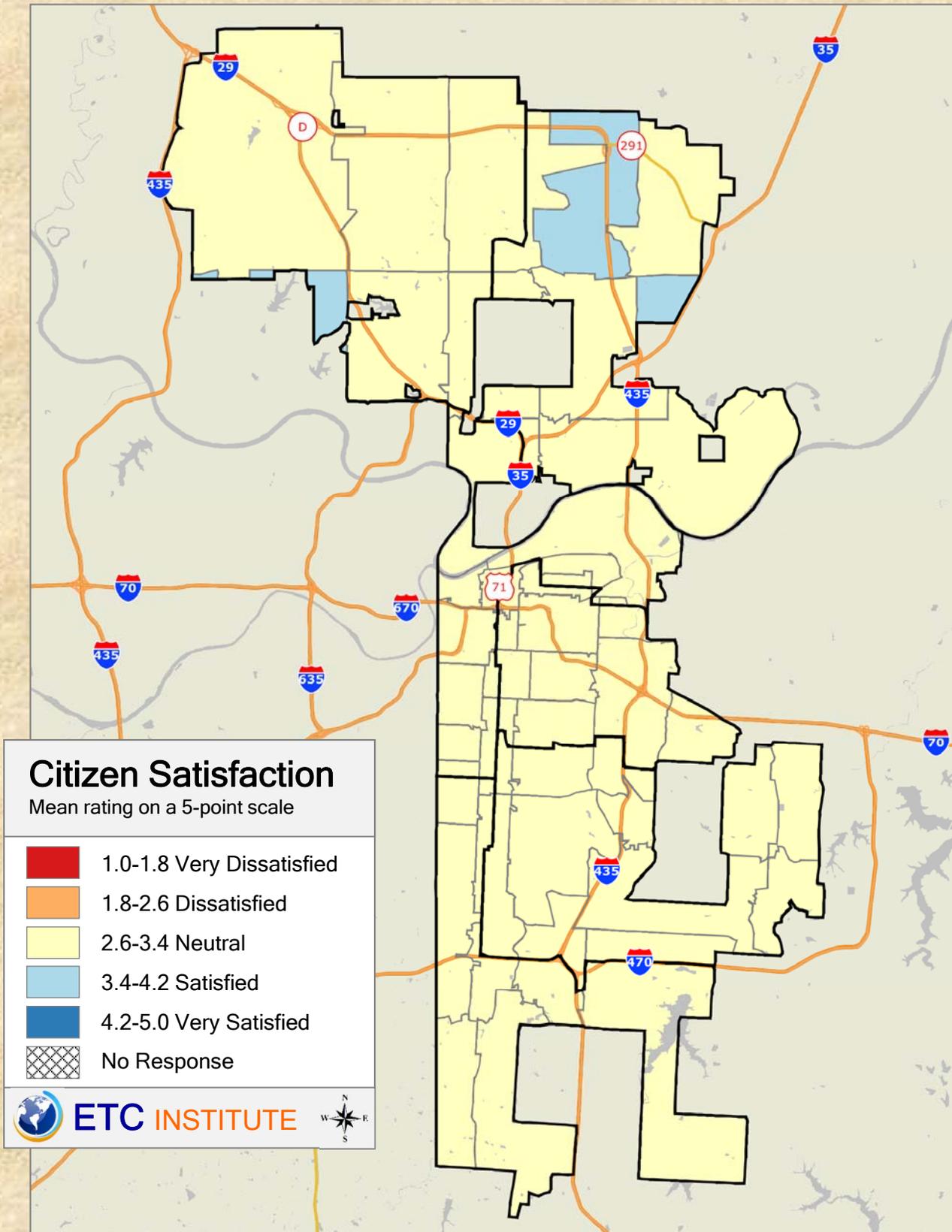
## Q3-13 Satisfaction with overall effectiveness of city communication with the public



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

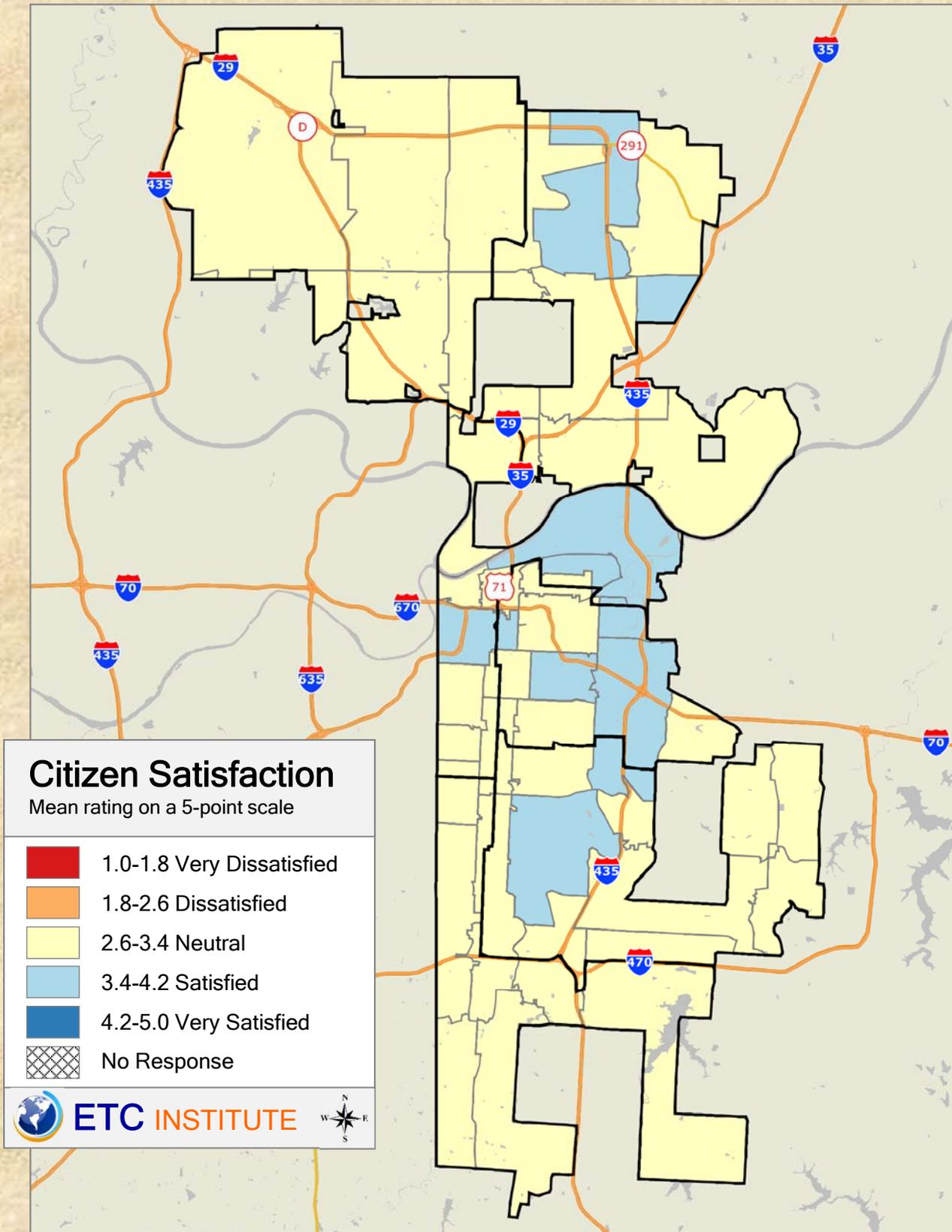
# Q3-14 Satisfaction with overall quality of the City stormwater runoff/stormwater management system



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

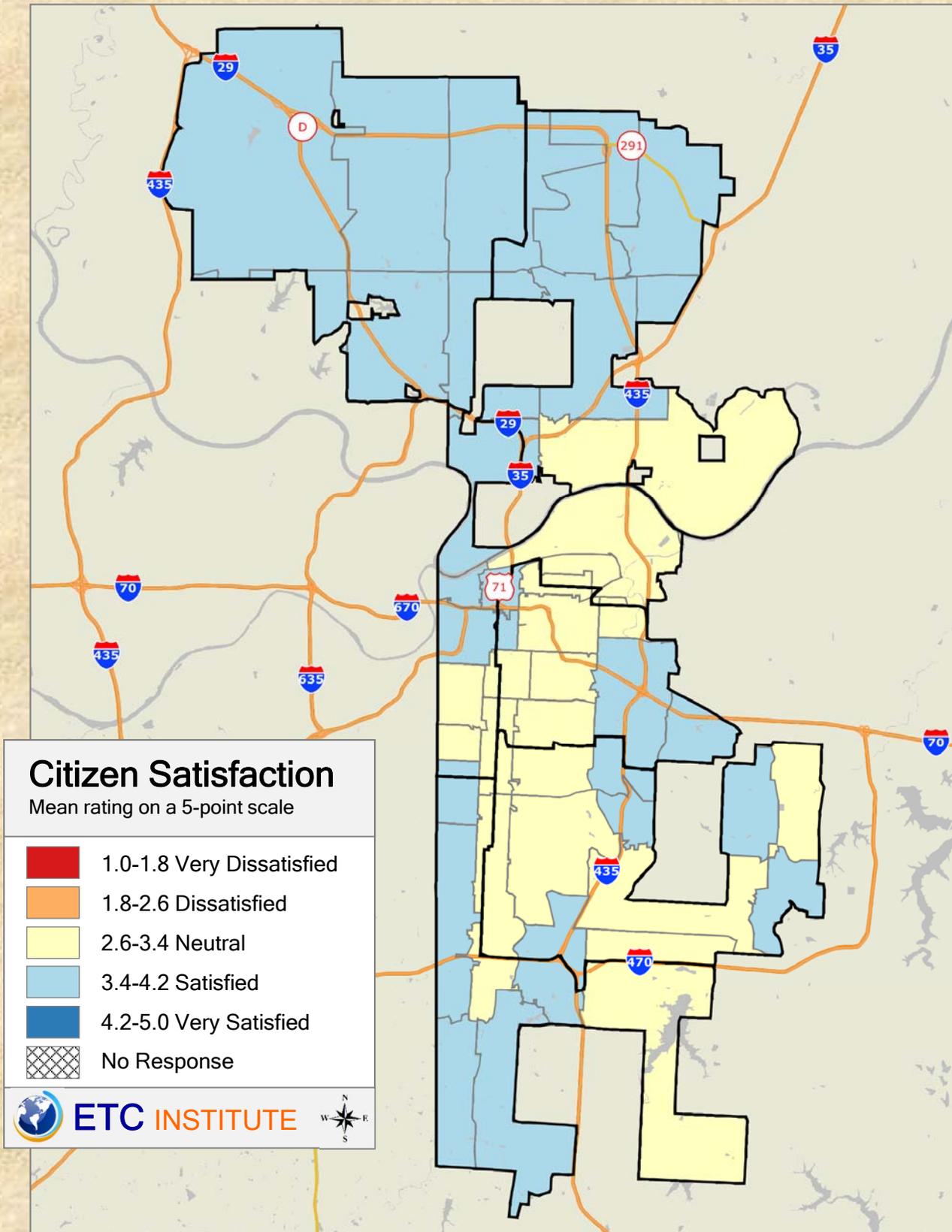
# Q3-15 Satisfaction with overall quality of public transportation



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

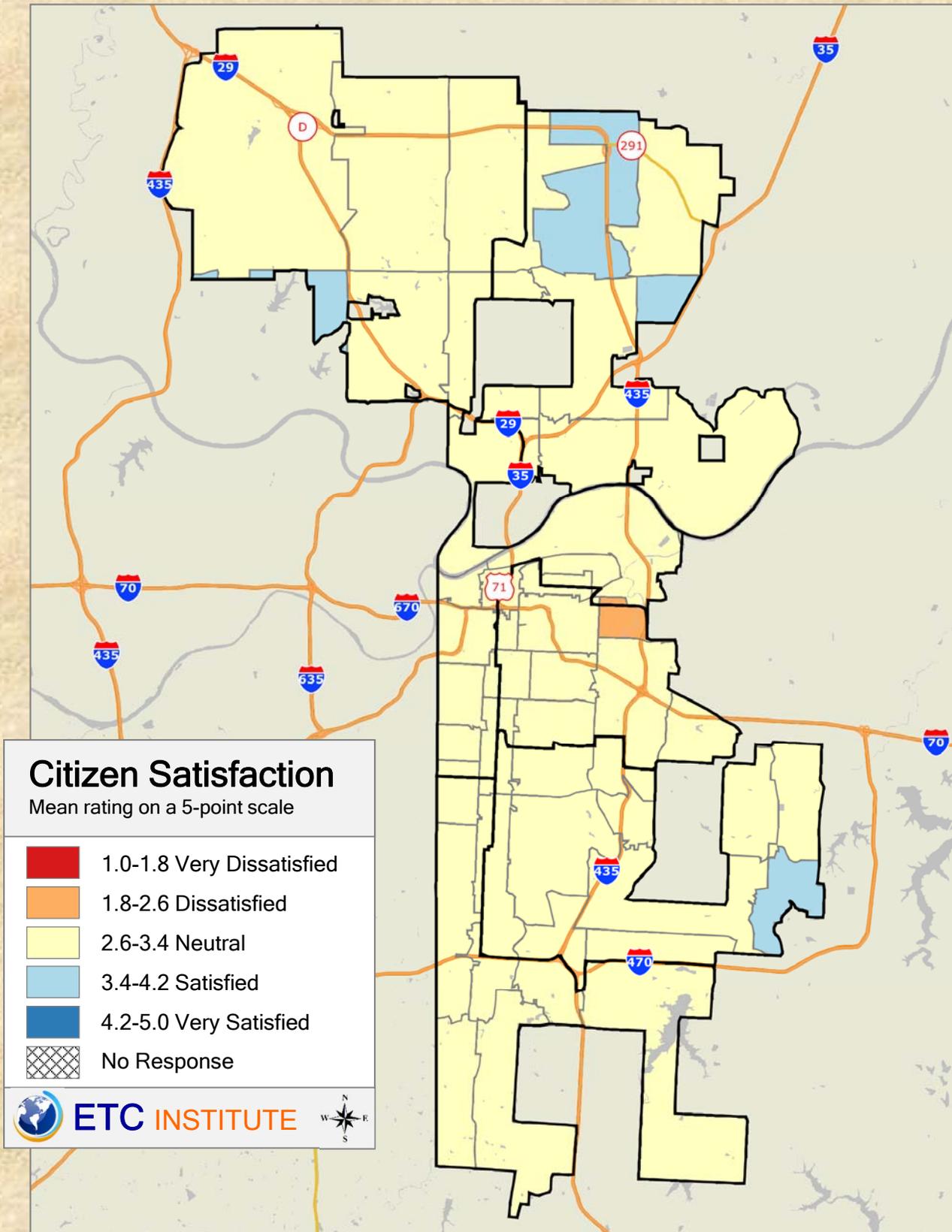
# Q5-1 Satisfaction with effectiveness of local police protection



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

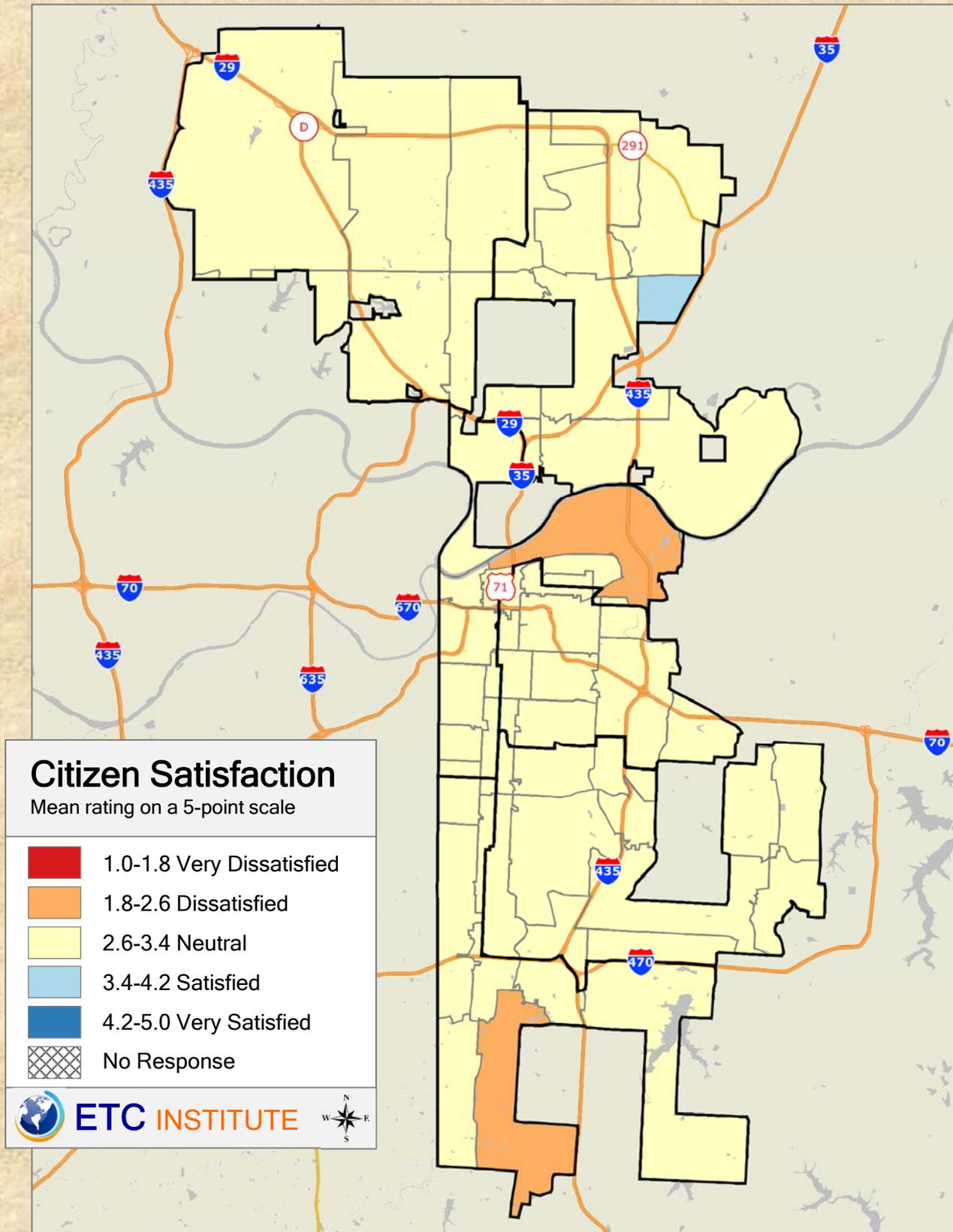
# Q5-2 Satisfaction with the visibility of police in neighborhoods



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

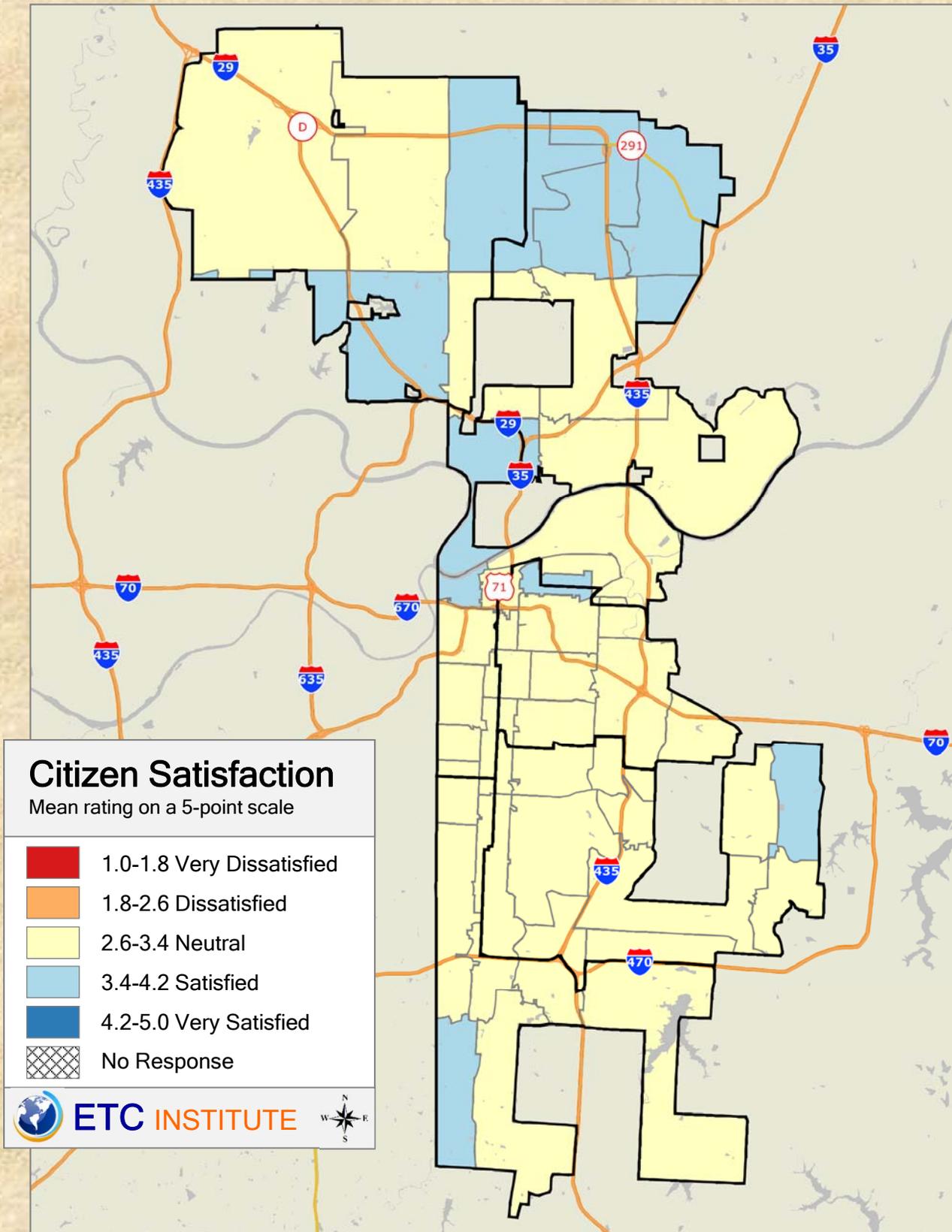
# Q5-3 Satisfaction with the city's overall efforts to prevent crime



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

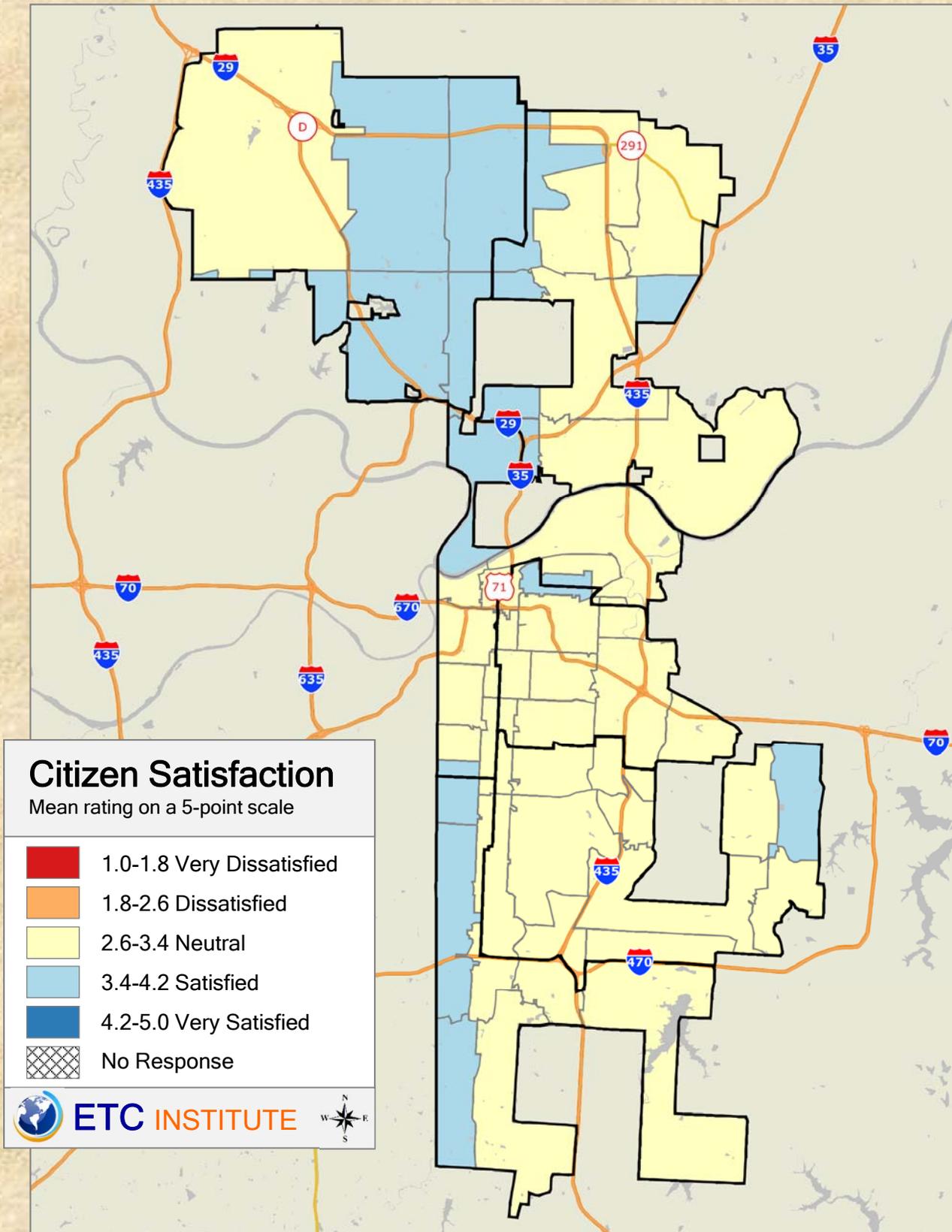
# Q5-4 Satisfaction with enforcement of local traffic laws



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

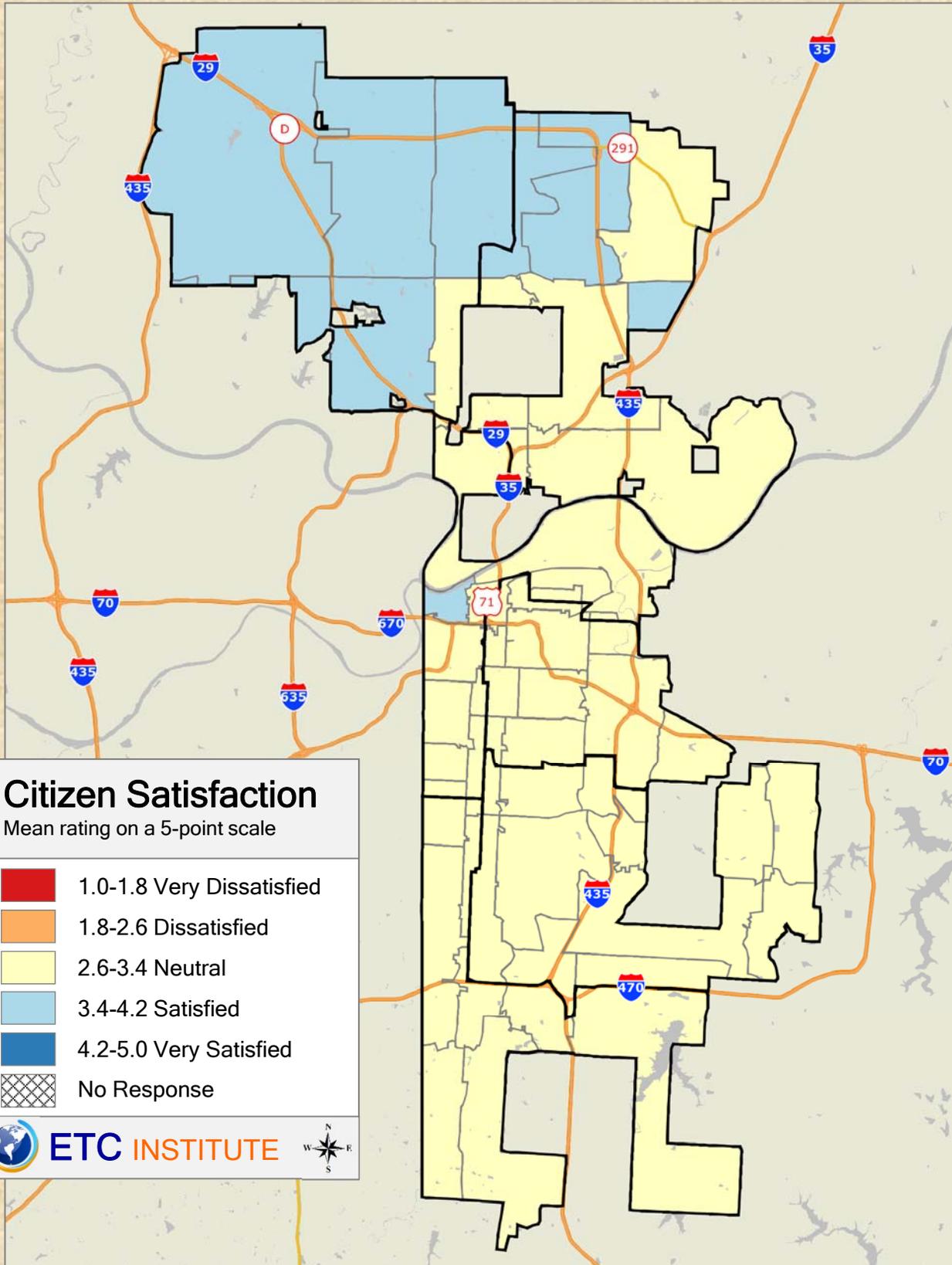
## Q5-5 Satisfaction with parking enforcement services



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

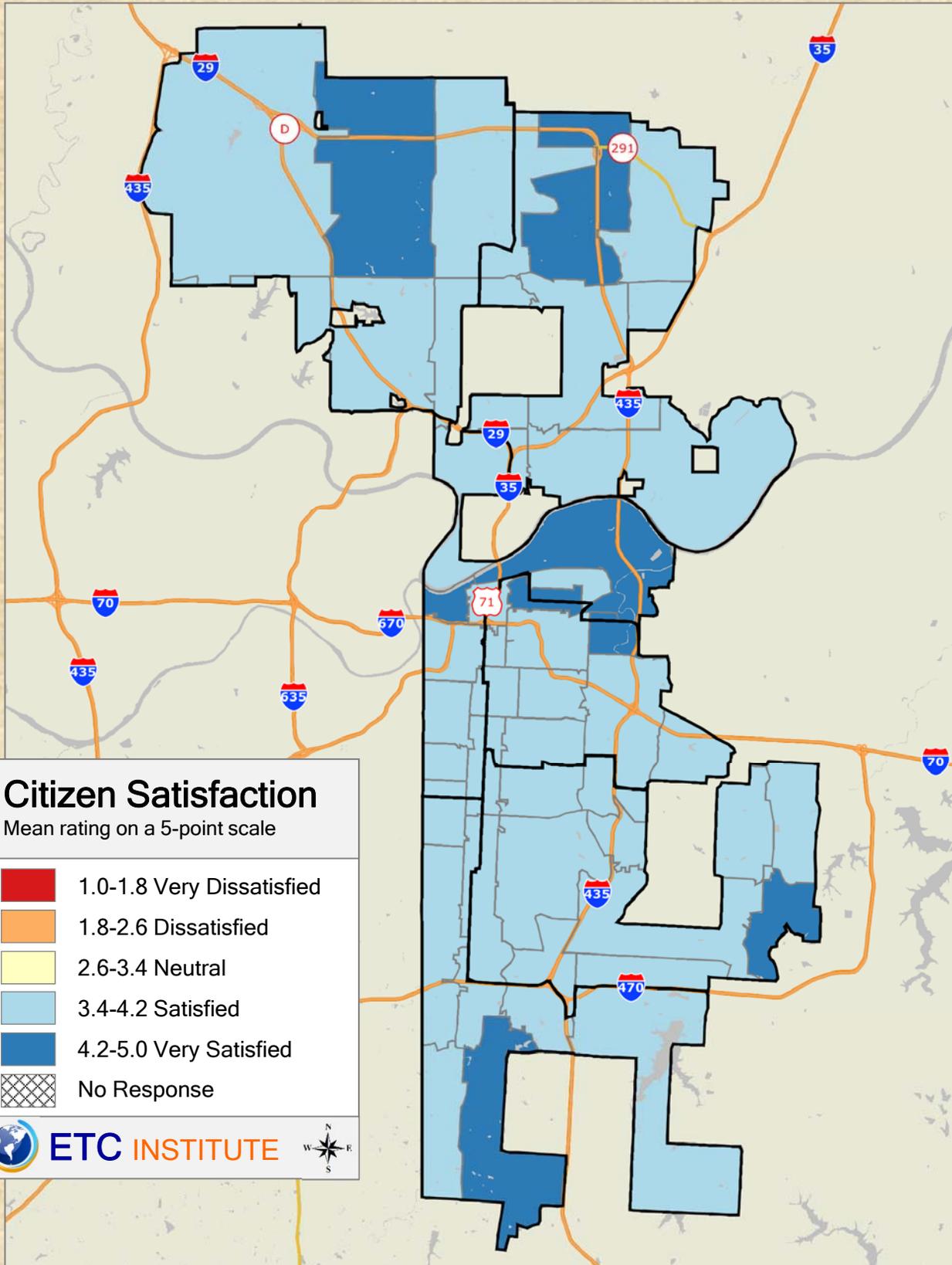
# Q5-6 Satisfaction with how quickly police respond to emergencies



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

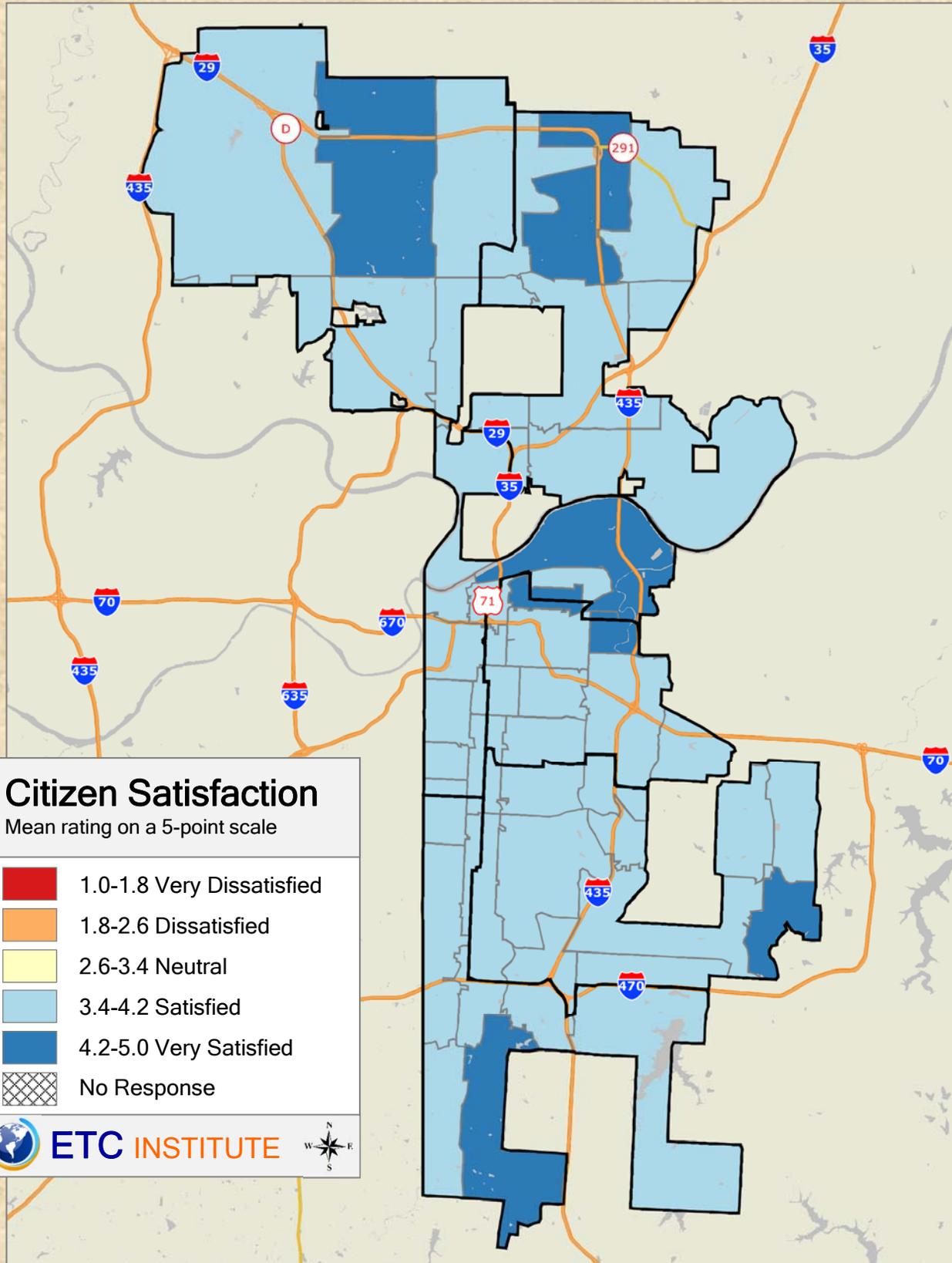
# Q7-1 Satisfaction with overall quality of local fire protection and rescue services



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

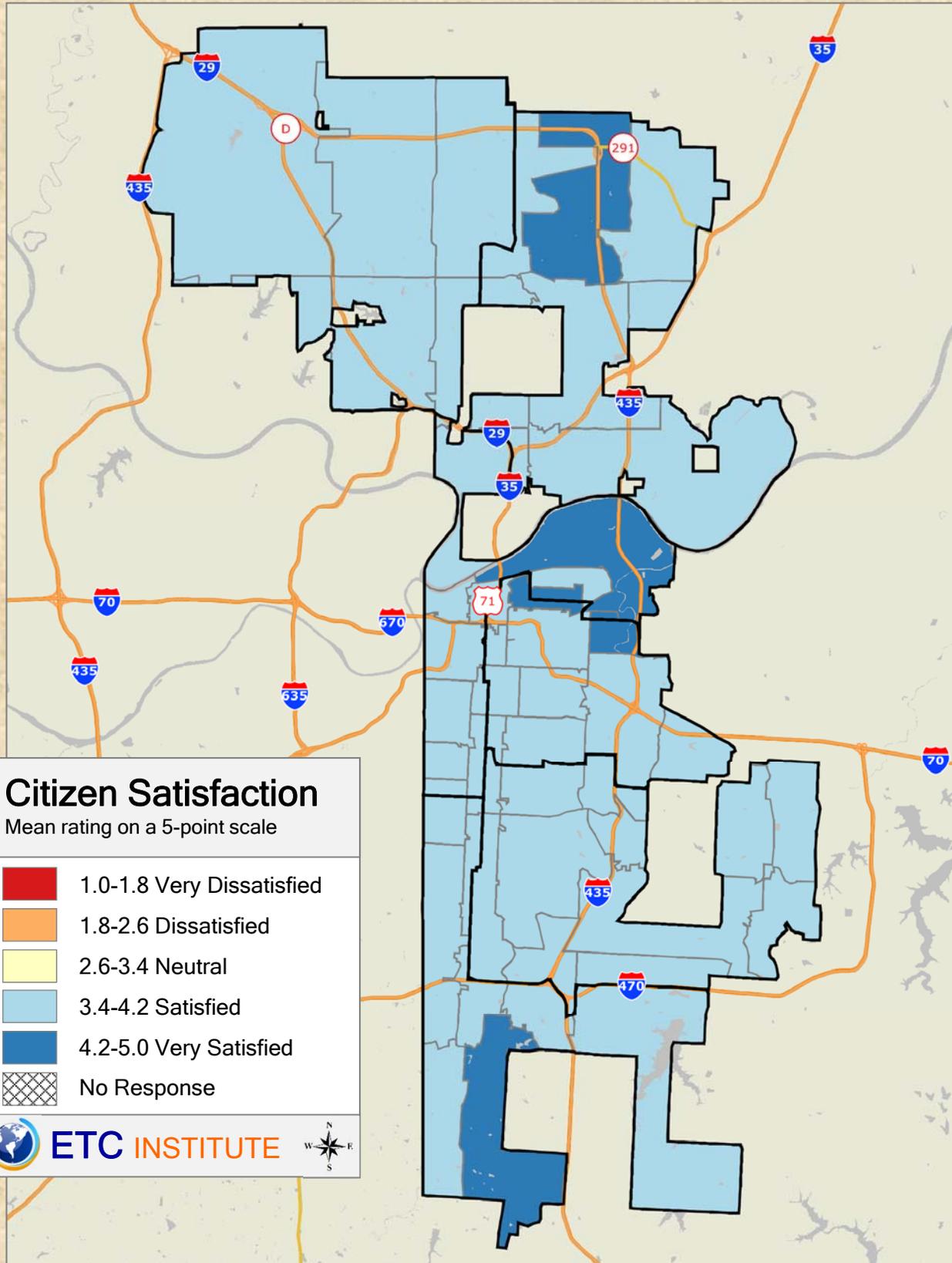
## Q7-2 Satisfaction with how quickly fire and rescue personnel respond to emergencies



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

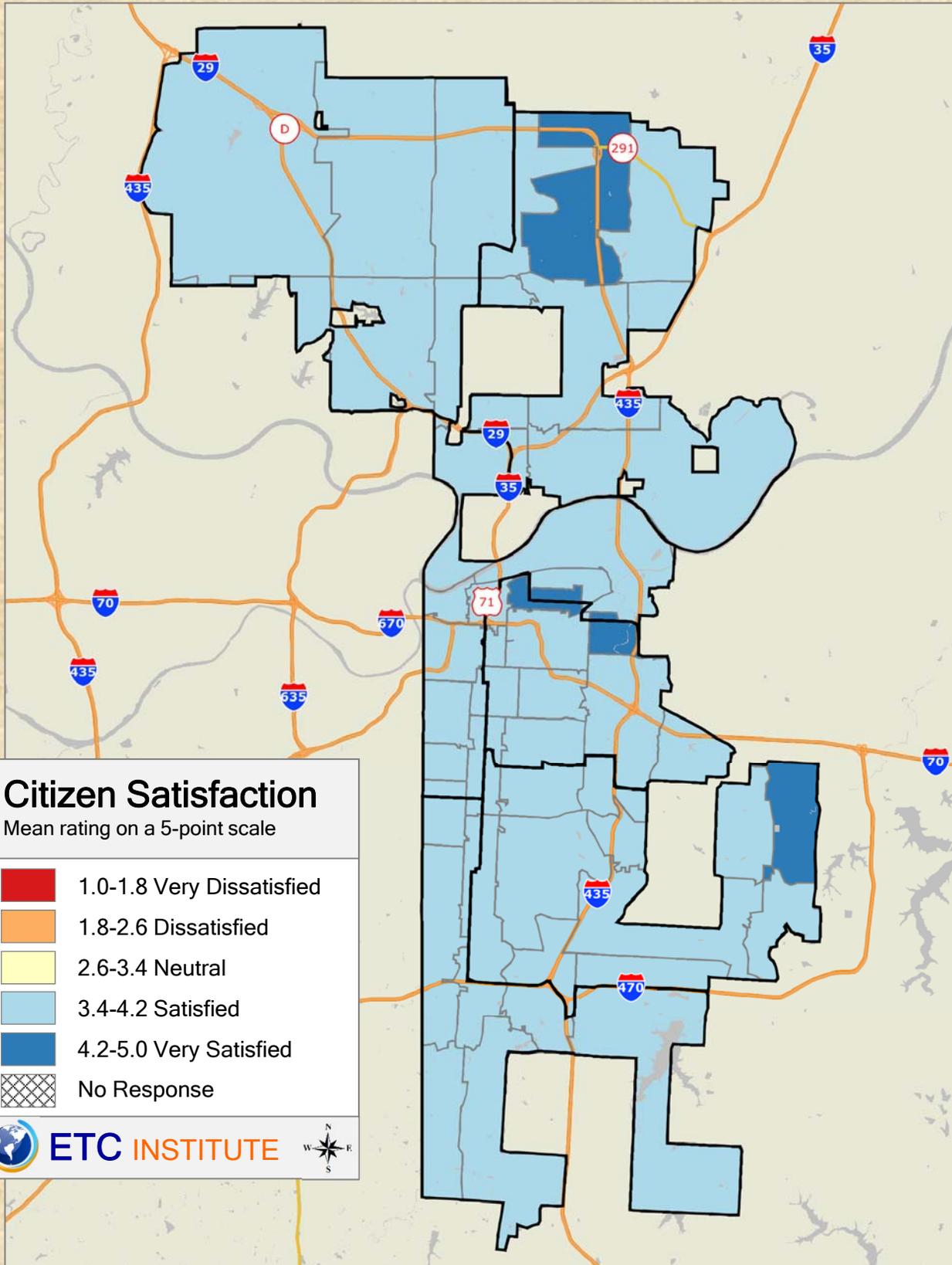
# Q7-3 Satisfaction with quality of local emergency medical service



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

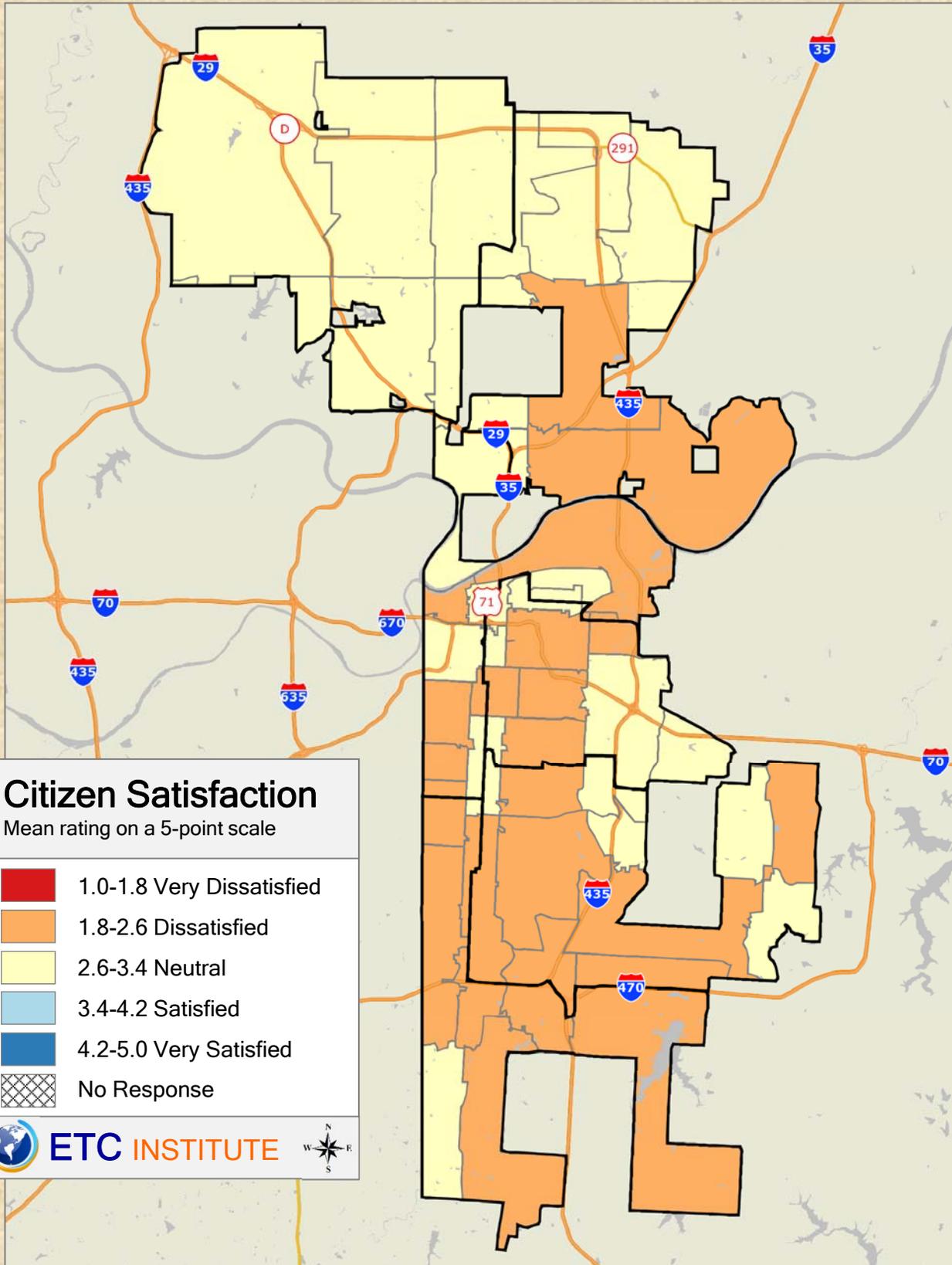
# Q7-4 Satisfaction with how quickly emergency medical personnel respond to emergencies



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

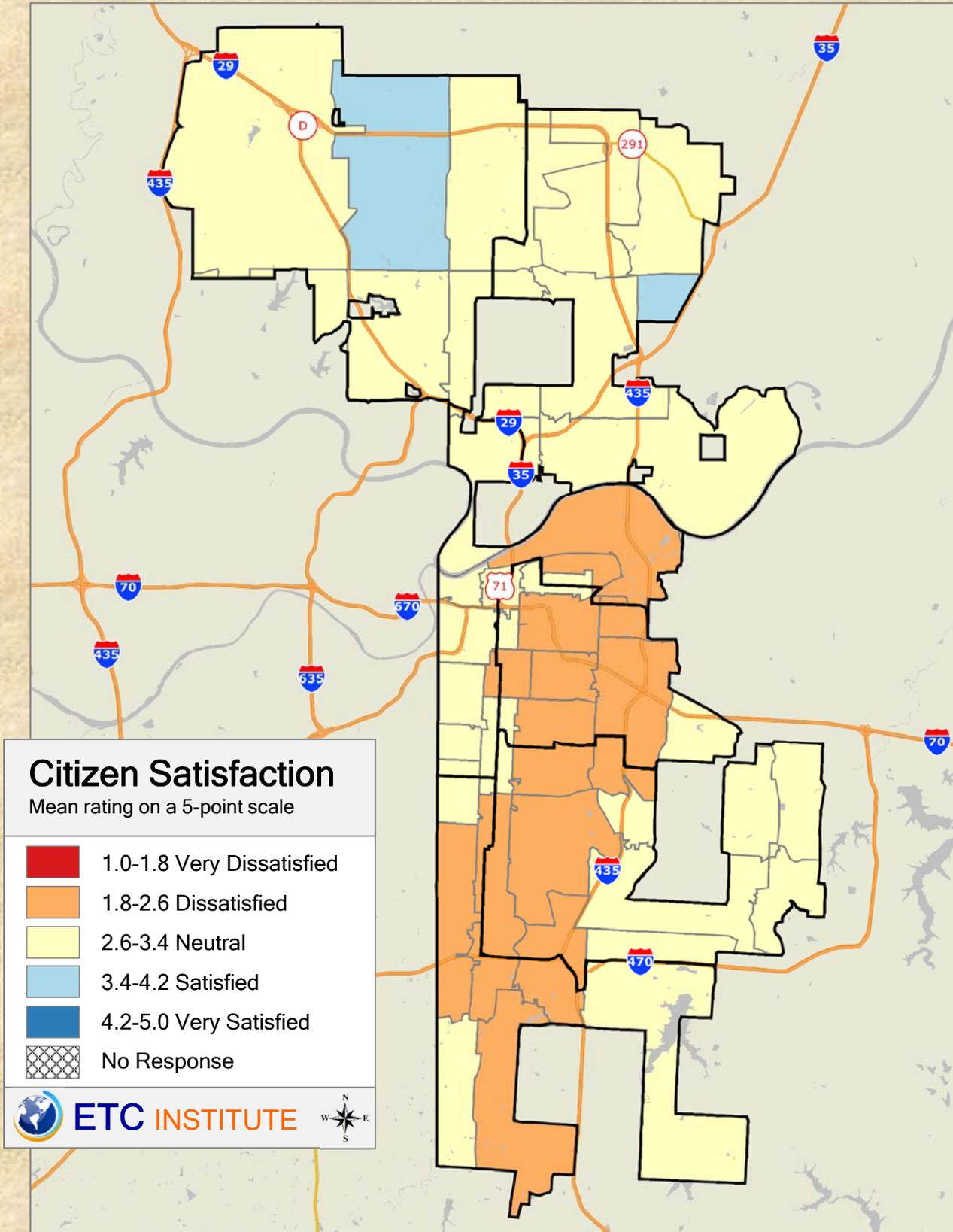
# Q9-01 Satisfaction with maintenance of City streets



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

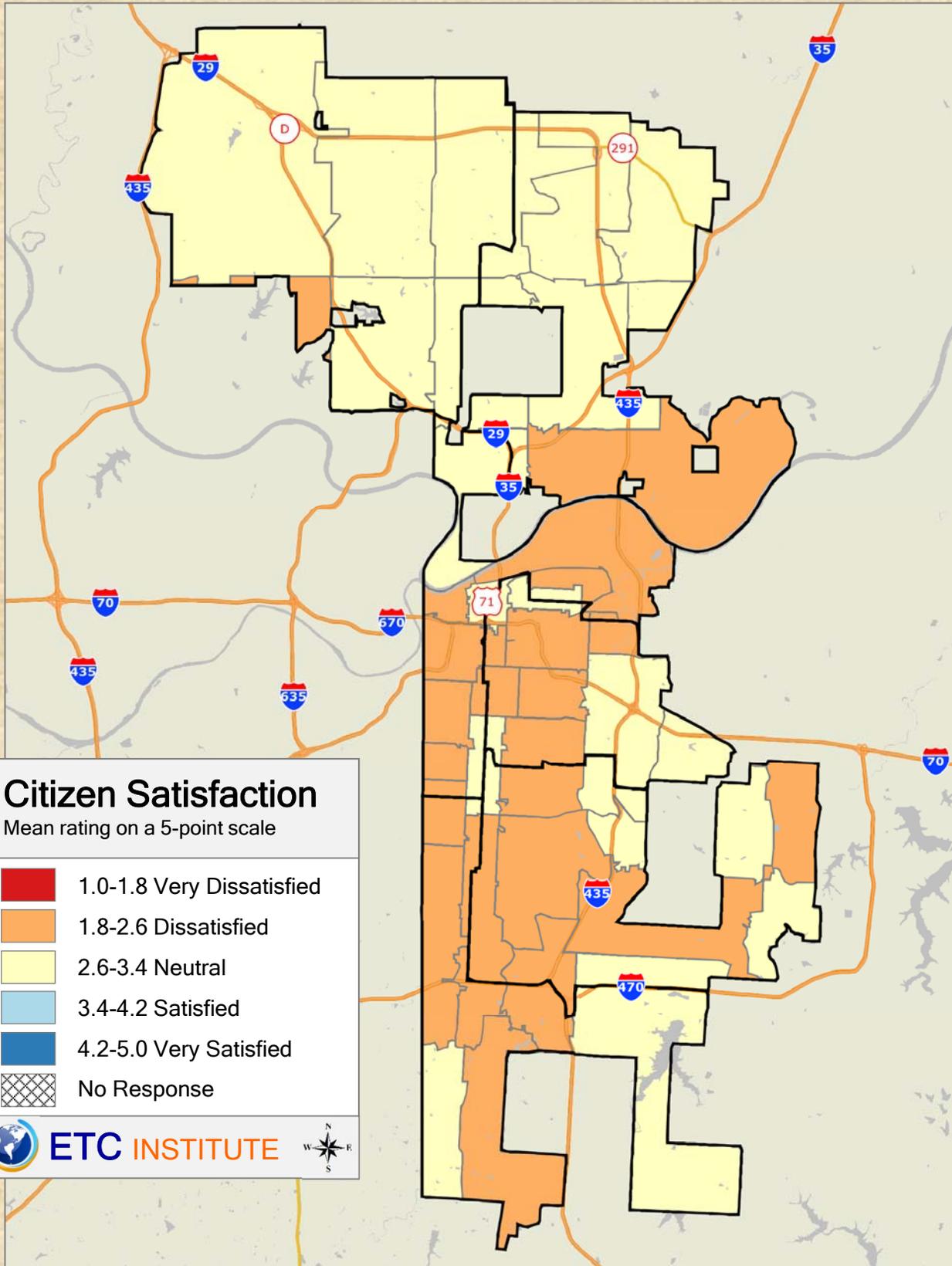
# Q9-02 Satisfaction with maintenance of neighborhood streets



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

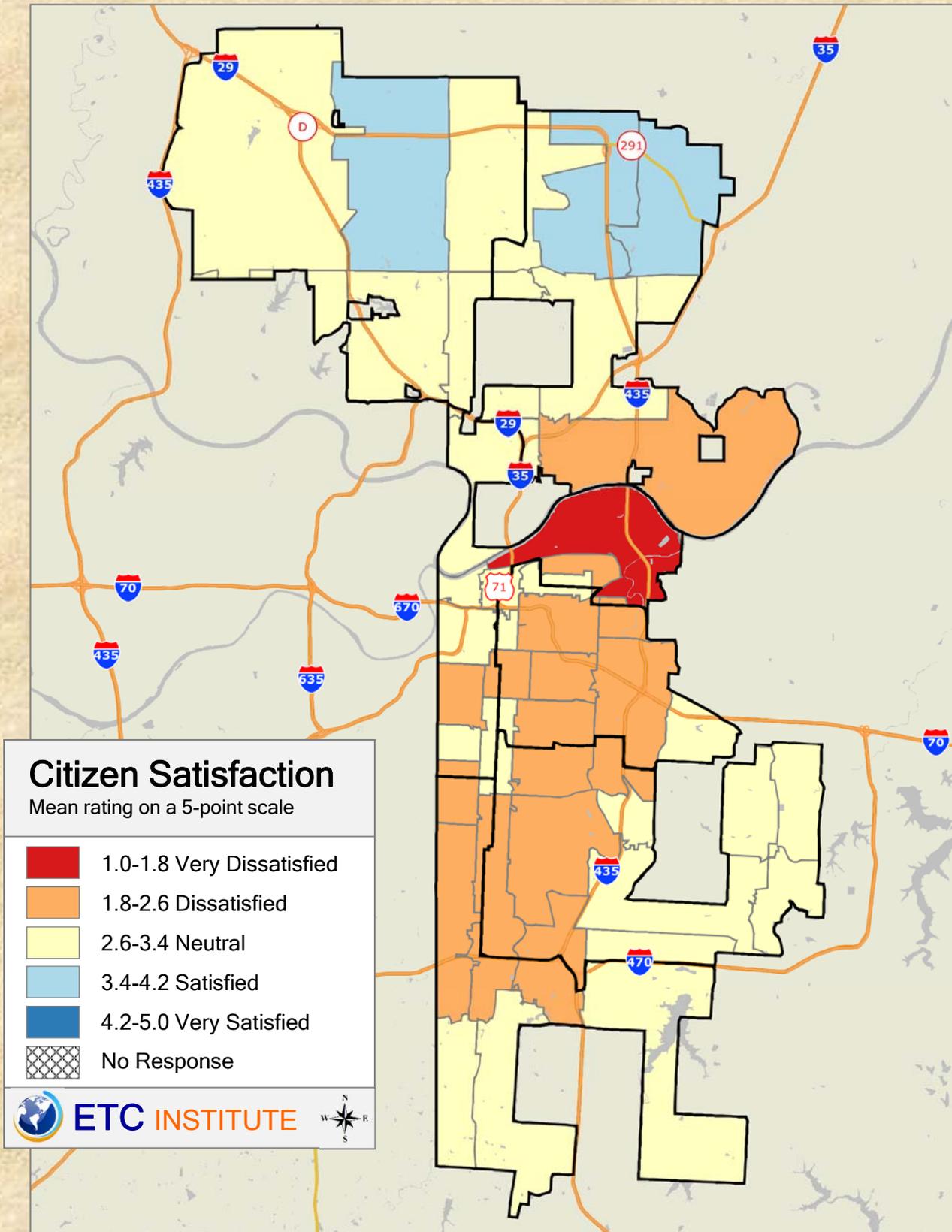
# Q9-03 Satisfaction with condition of sidewalks in the city



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

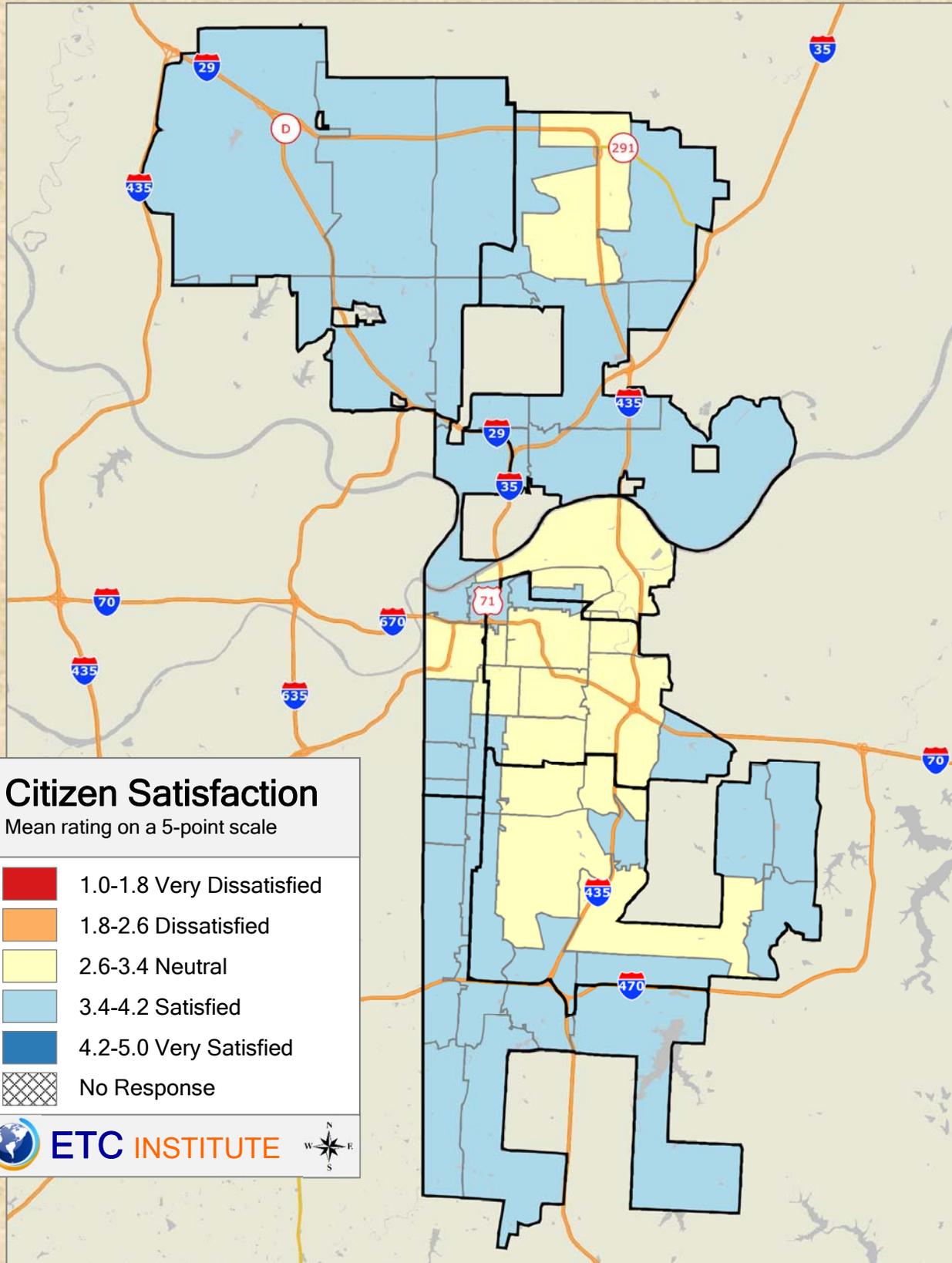
# Q9-04 Satisfaction with condition of neighborhood sidewalks



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

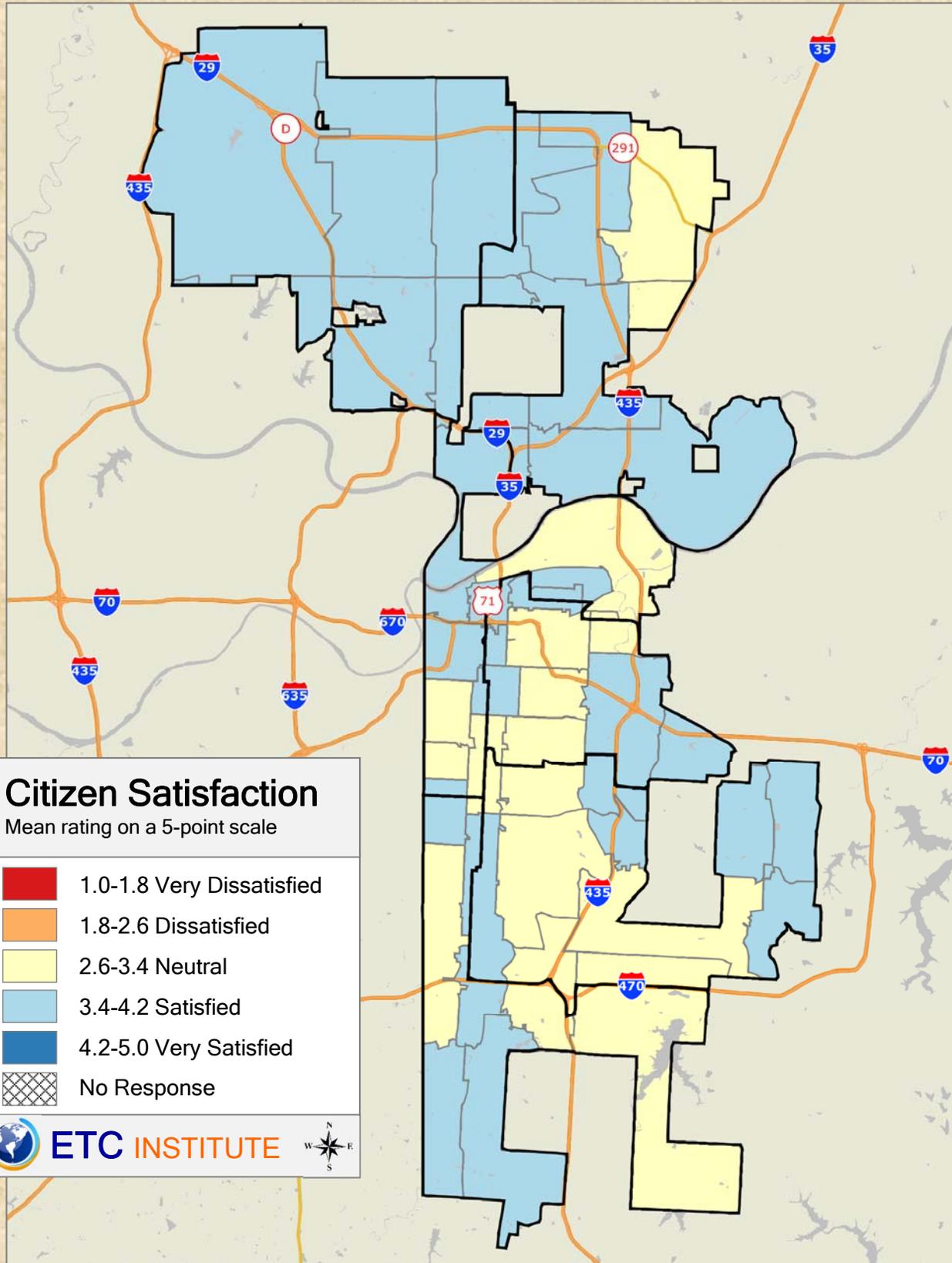
# Q9-05 Satisfaction with maintenance of street signs and traffic signals



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

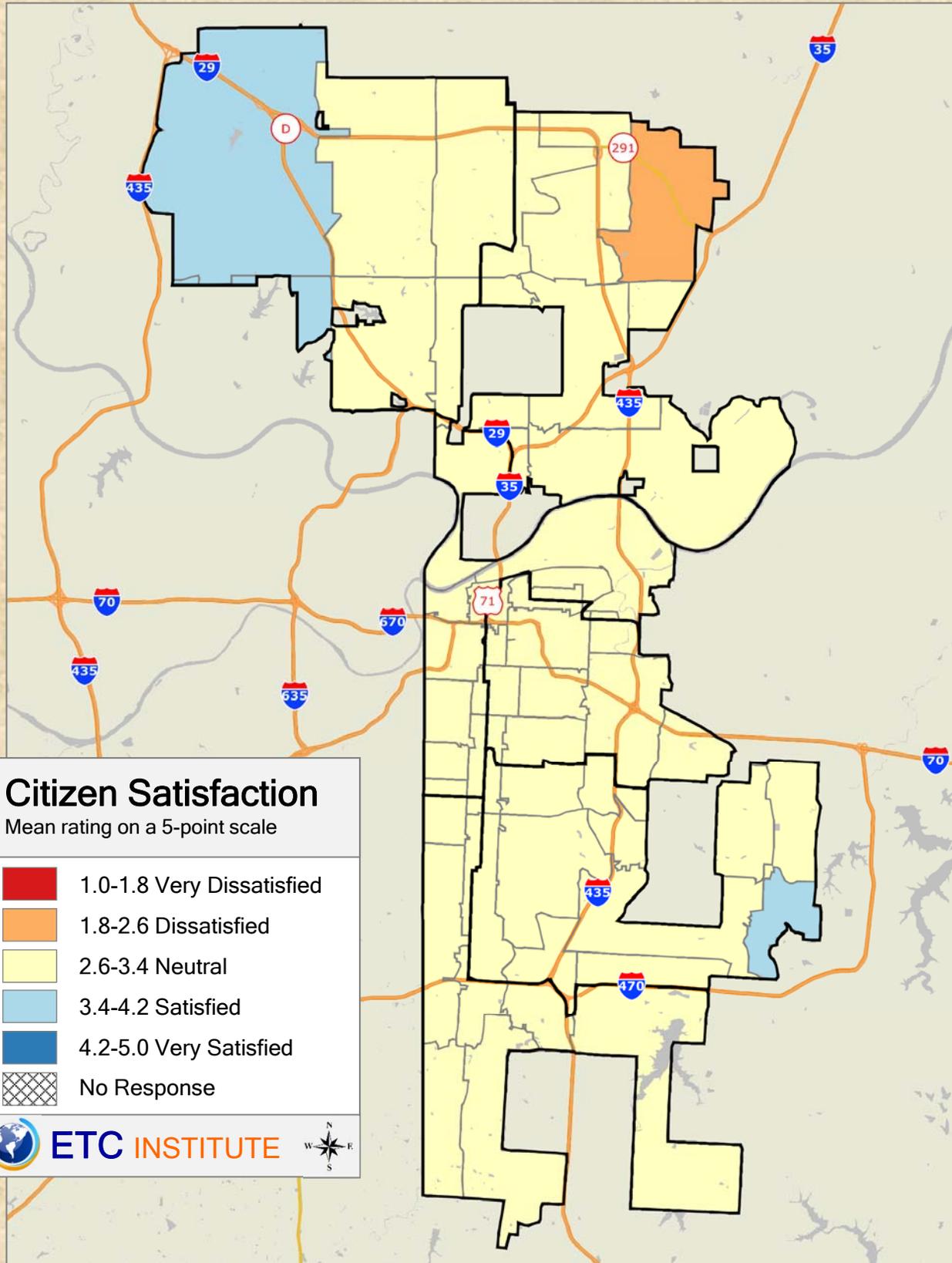
# Q9-06 Satisfaction with snow removal on major city streets during the past 12 months



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

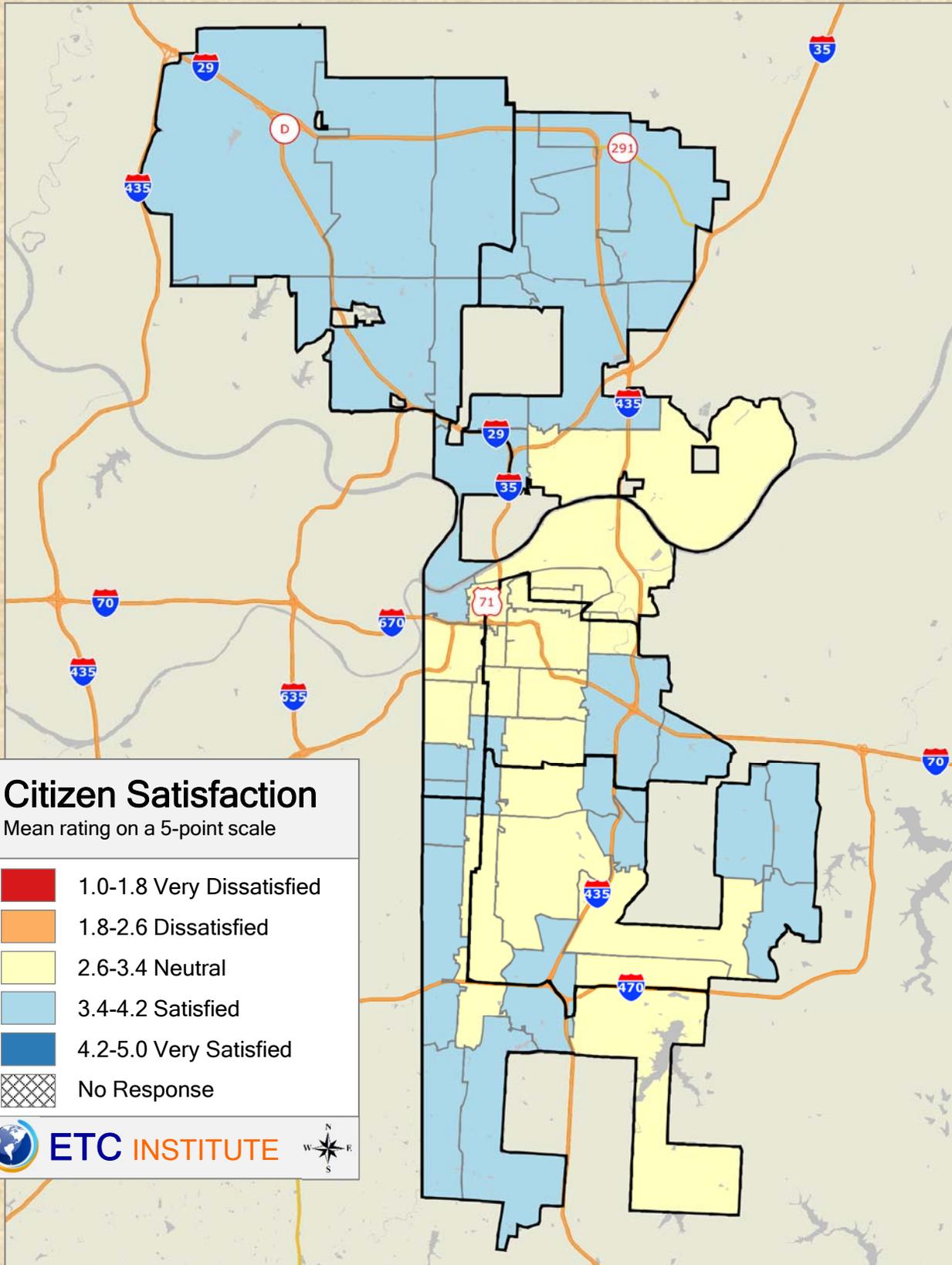
# Q9-07 Satisfaction with snow removal on residential streets during the past 12 months



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

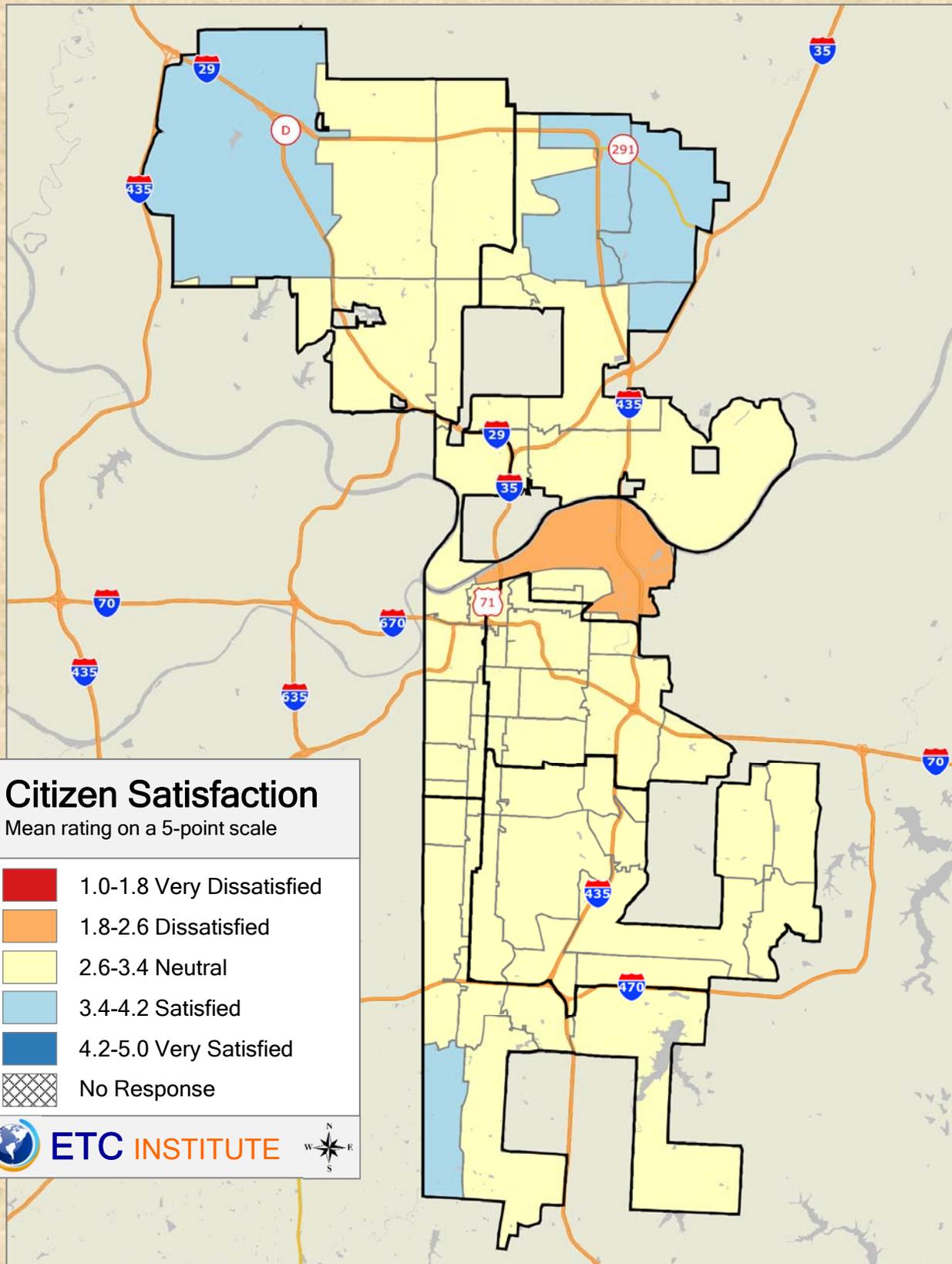
# Q9-08 Satisfaction with adequacy of city street lighting



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

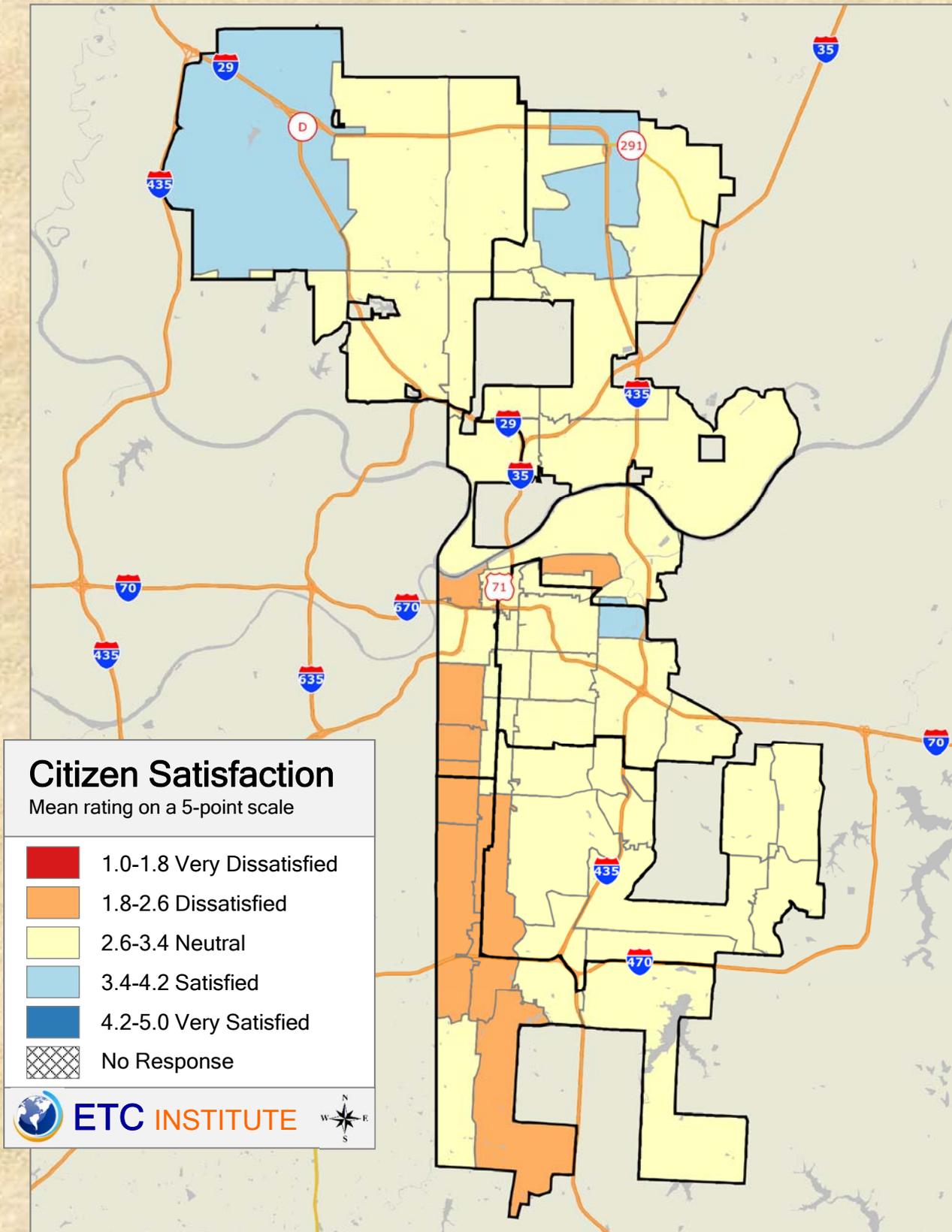
# Q9-09 Satisfaction with accessibility of streets, sidewalks, and buildings for people with disabilities



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

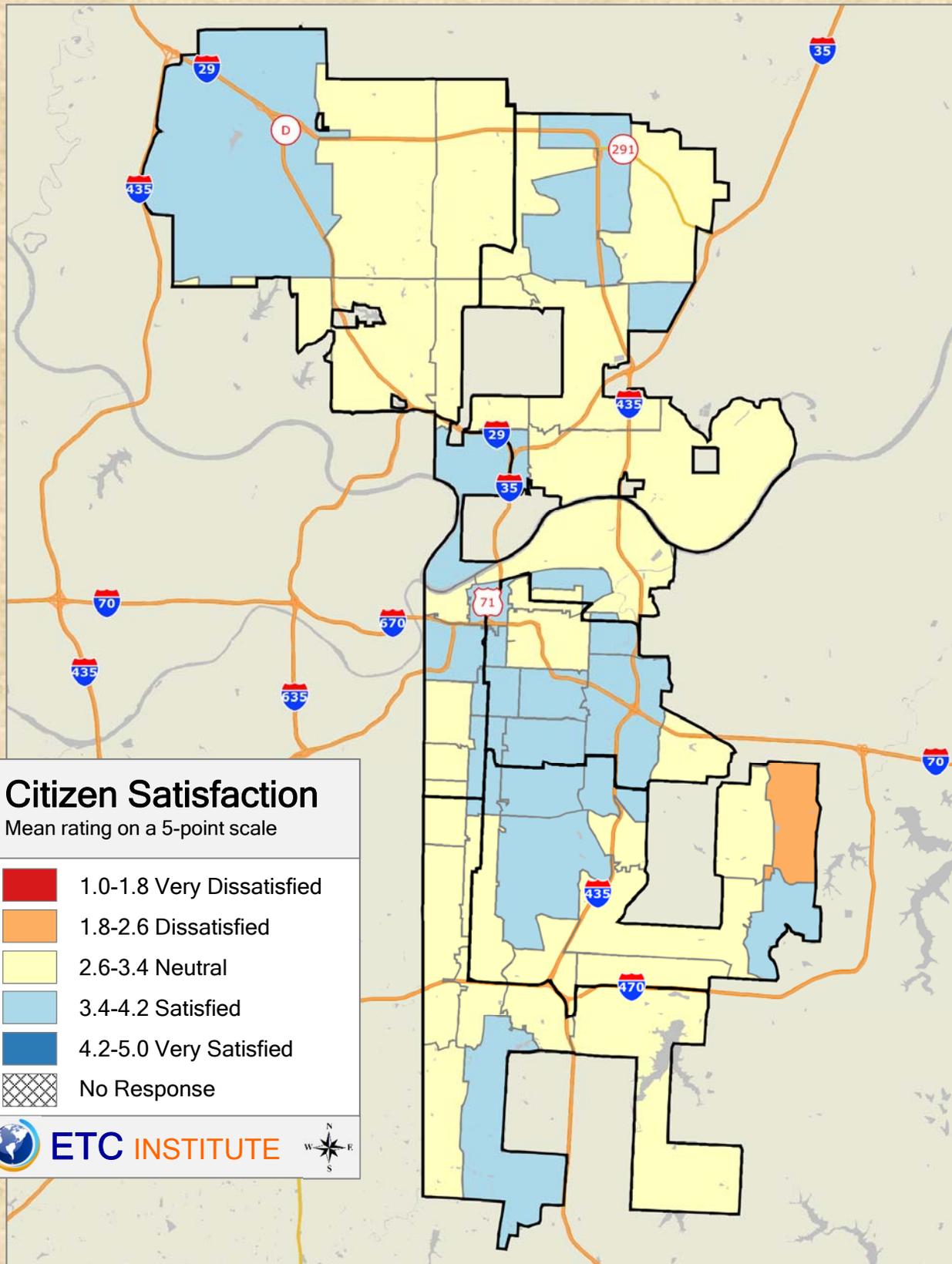
# Q9-10 Satisfaction with on-street bicycle infrastructure



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

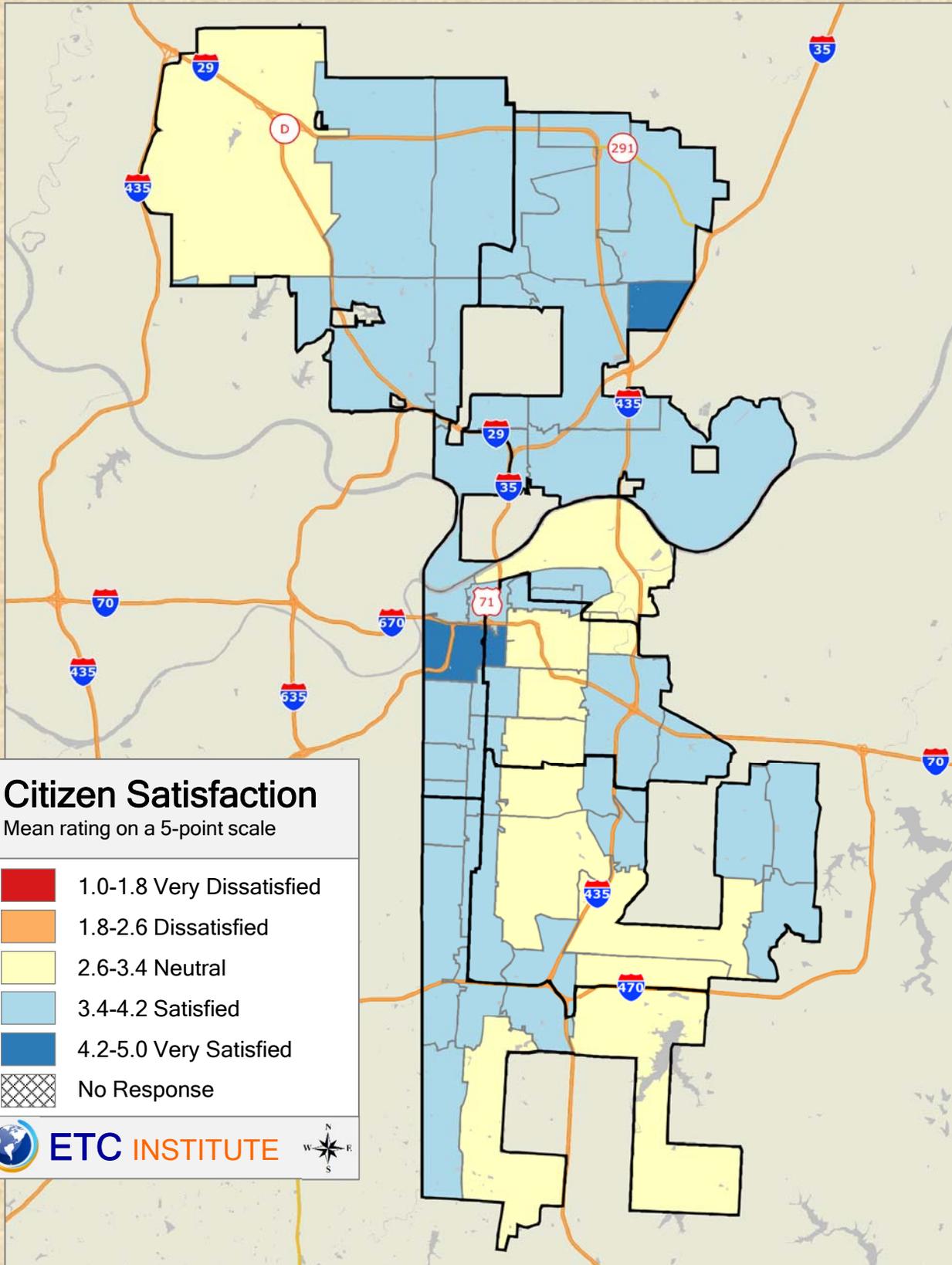
# Q11-1 Satisfaction with KCATA bus system



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

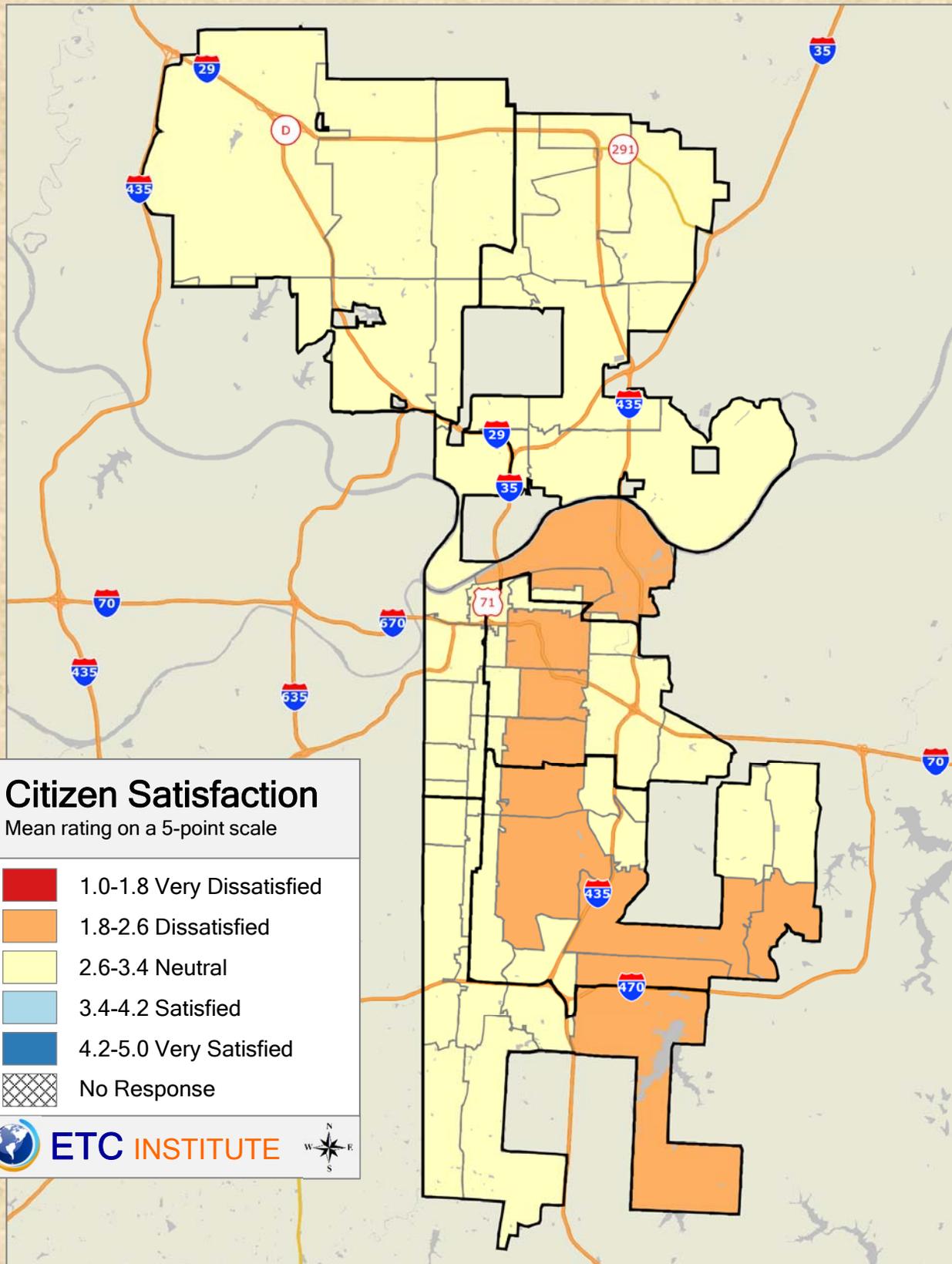
## Q11-2 Satisfaction with Kansas City streetcar



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

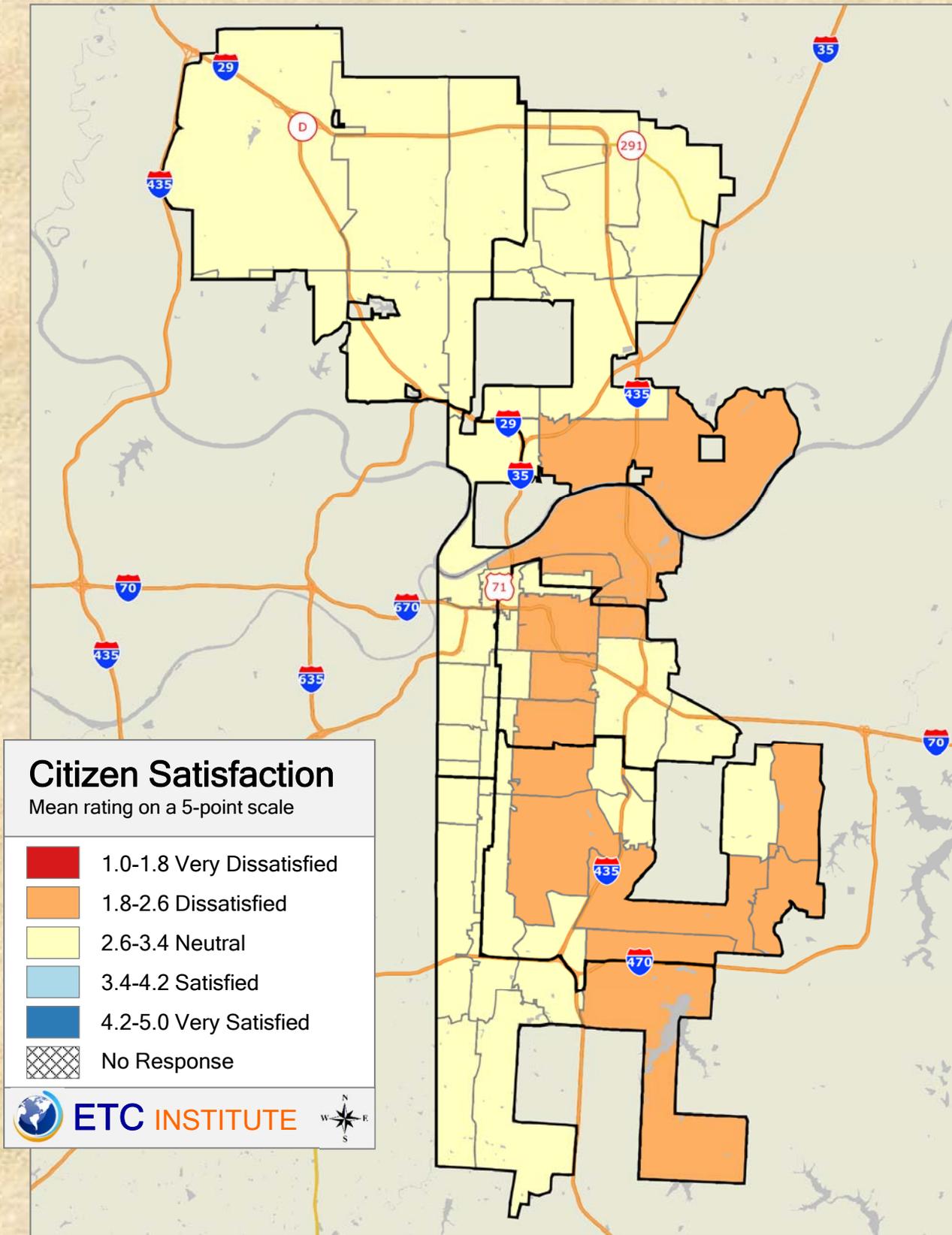
# Q12-1 Satisfaction with enforcing clean-up of trash and debris on private property



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

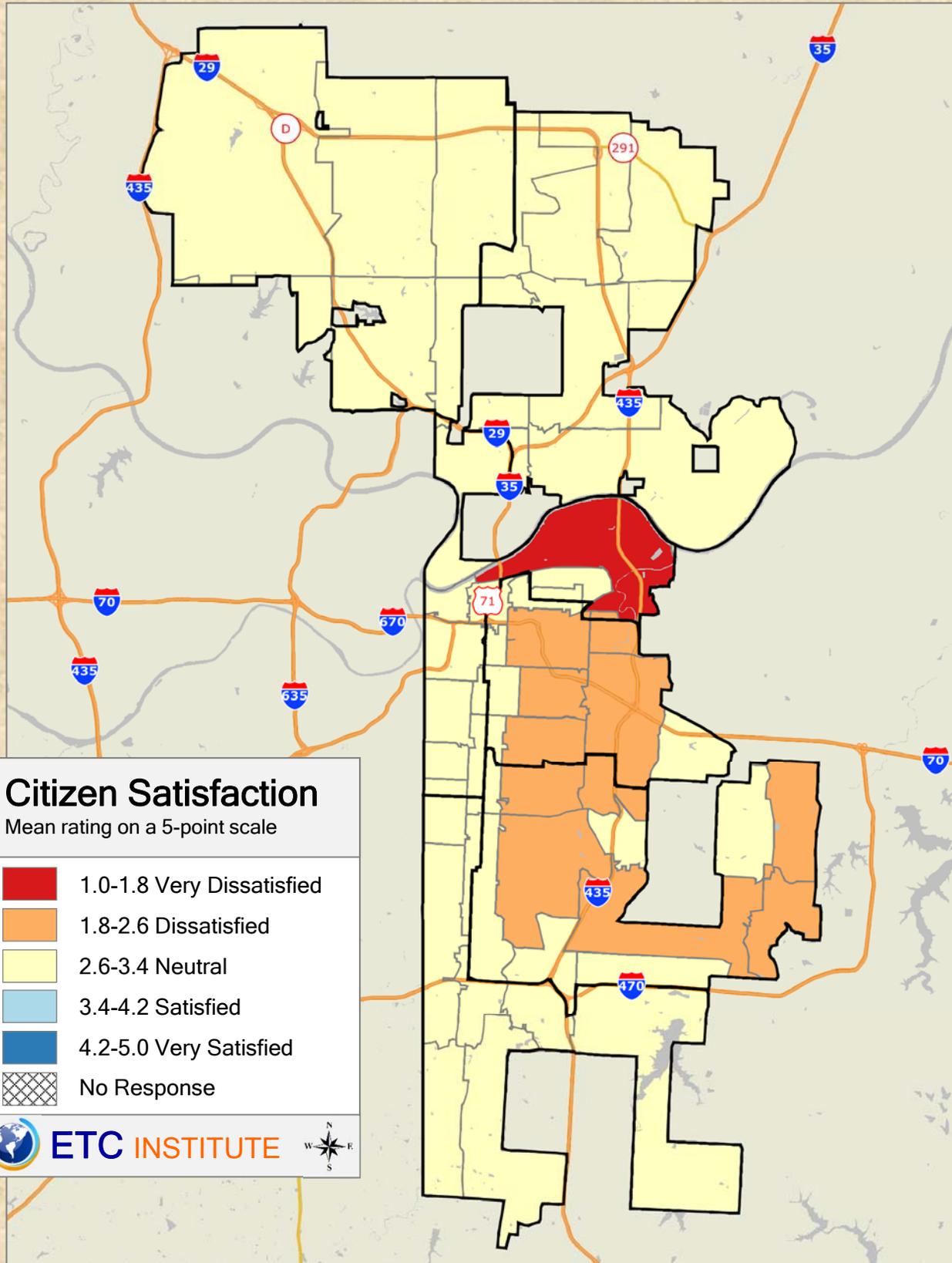
# Q12-2 Satisfaction with enforcing mowing and cutting of weeds on private property



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

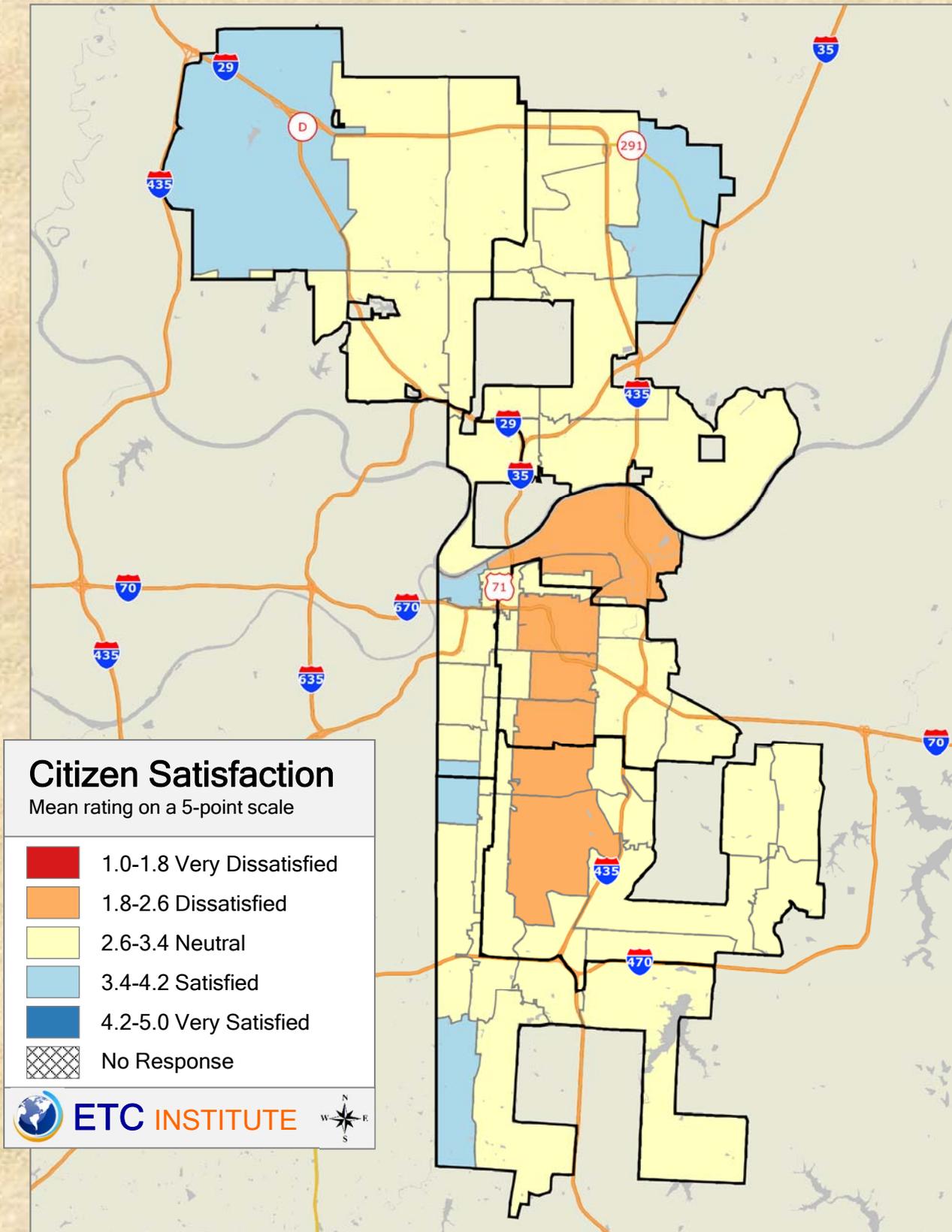
# Q12-3 Satisfaction with enforcing the exterior maintenance of residential property



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

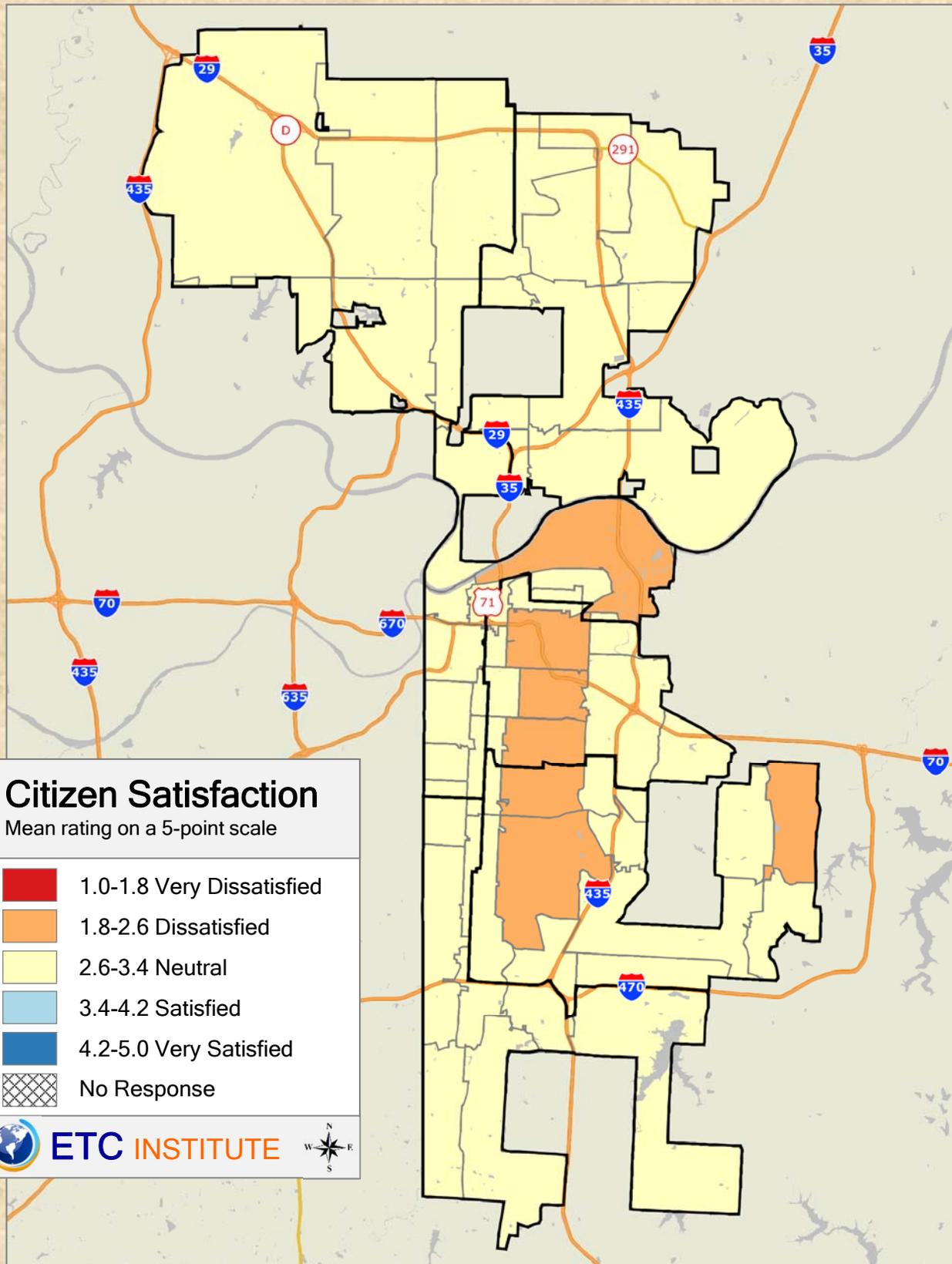
# Q12-4 Satisfaction with enforcing trash, weeds, and exterior maintenance in neighborhoods



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

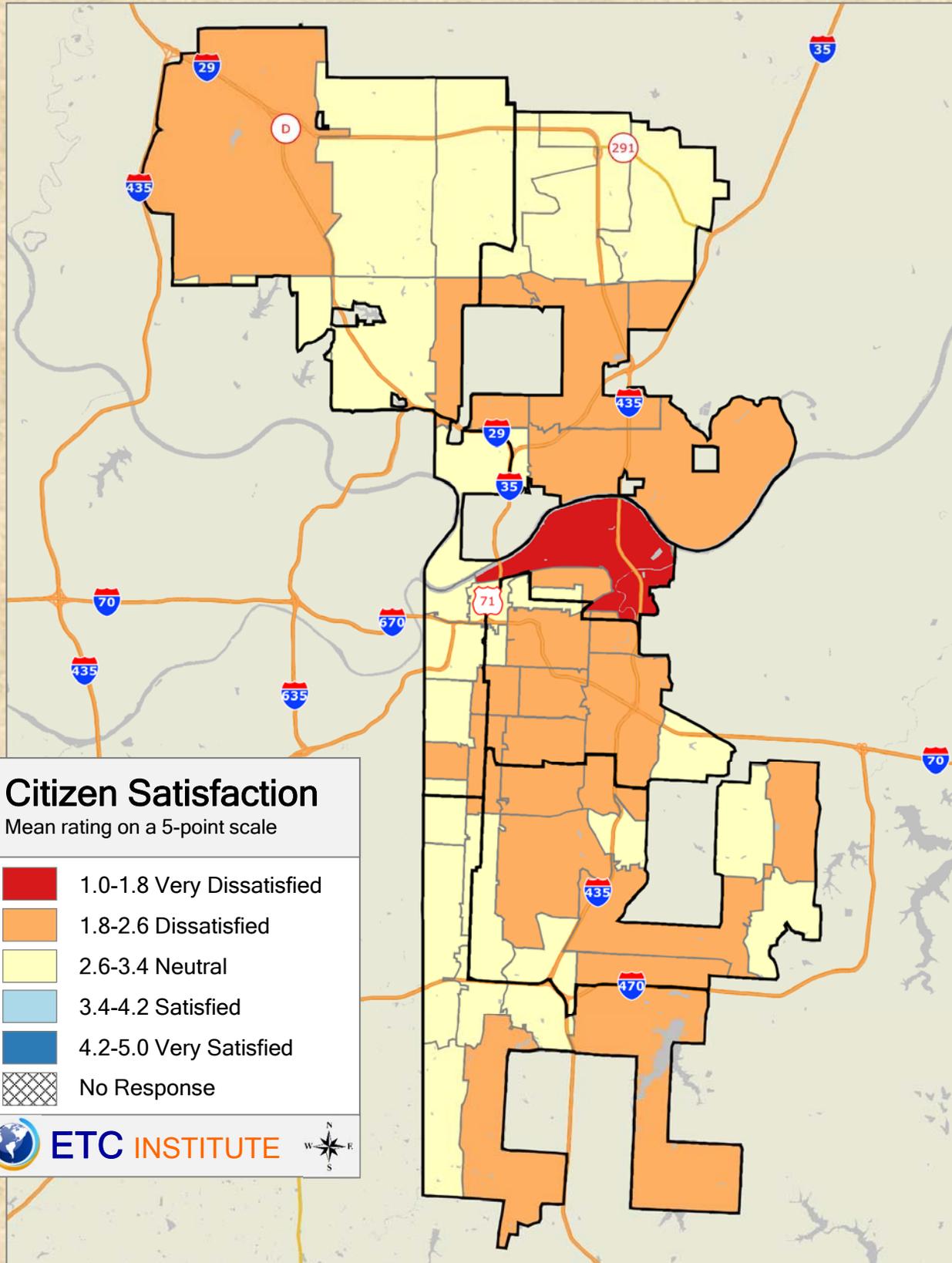
# Q12-5 Satisfaction with boarding up vacant structures that are open to entry



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

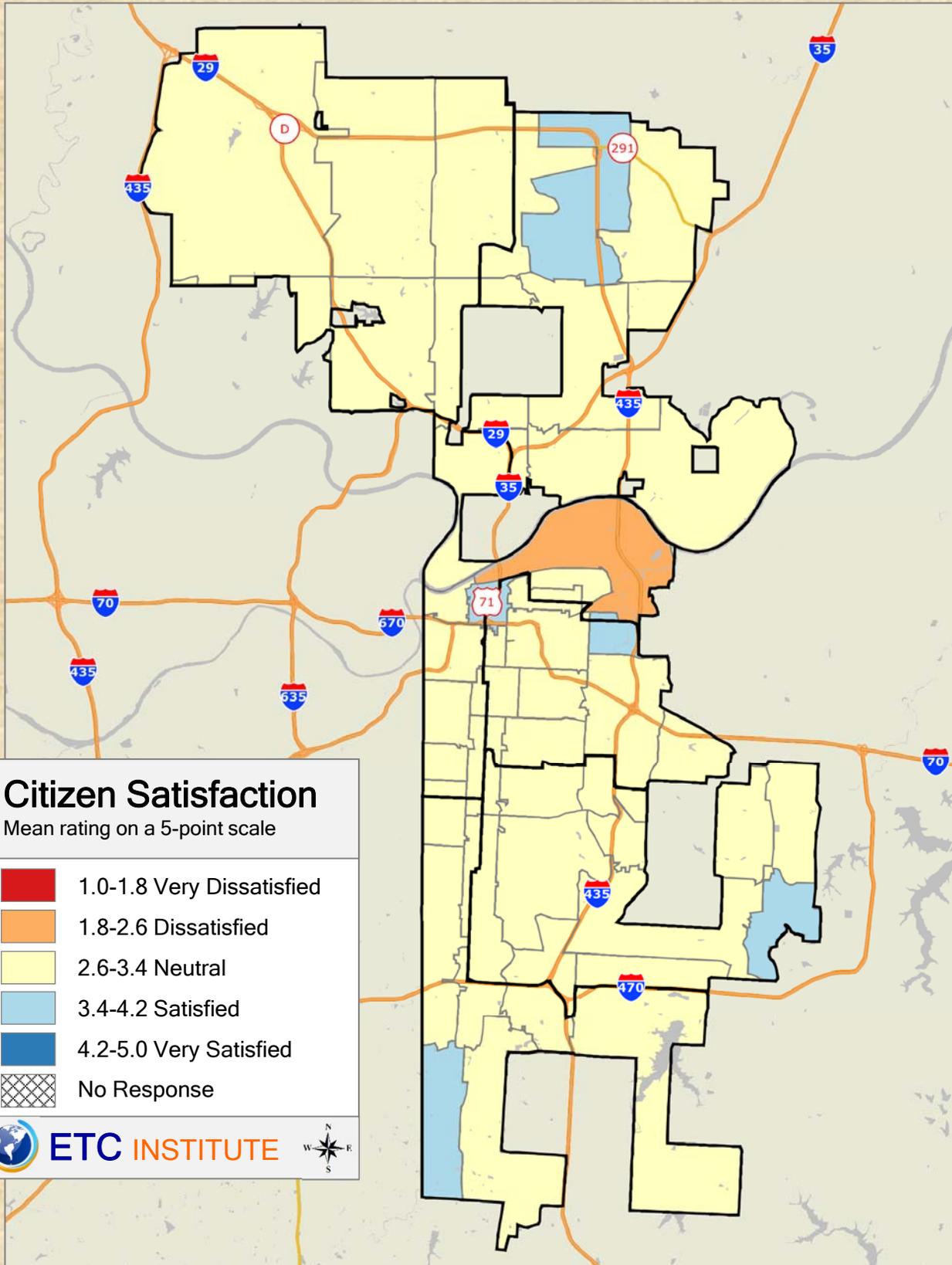
# Q12-6 Satisfaction with demolishing vacant structures that are in the dangerous building inventory



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

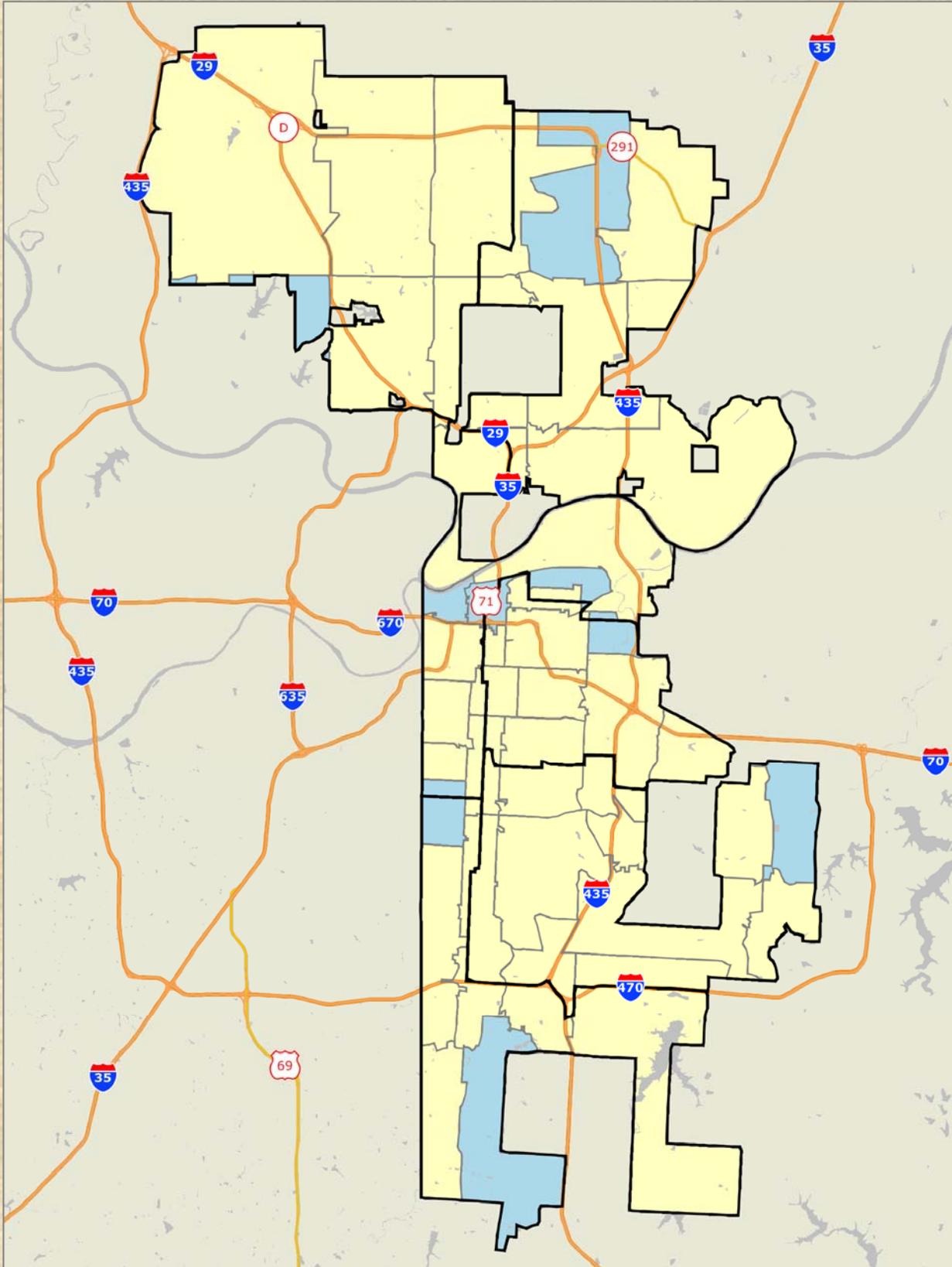
# Q12-7 Satisfaction with enforcement of animal code



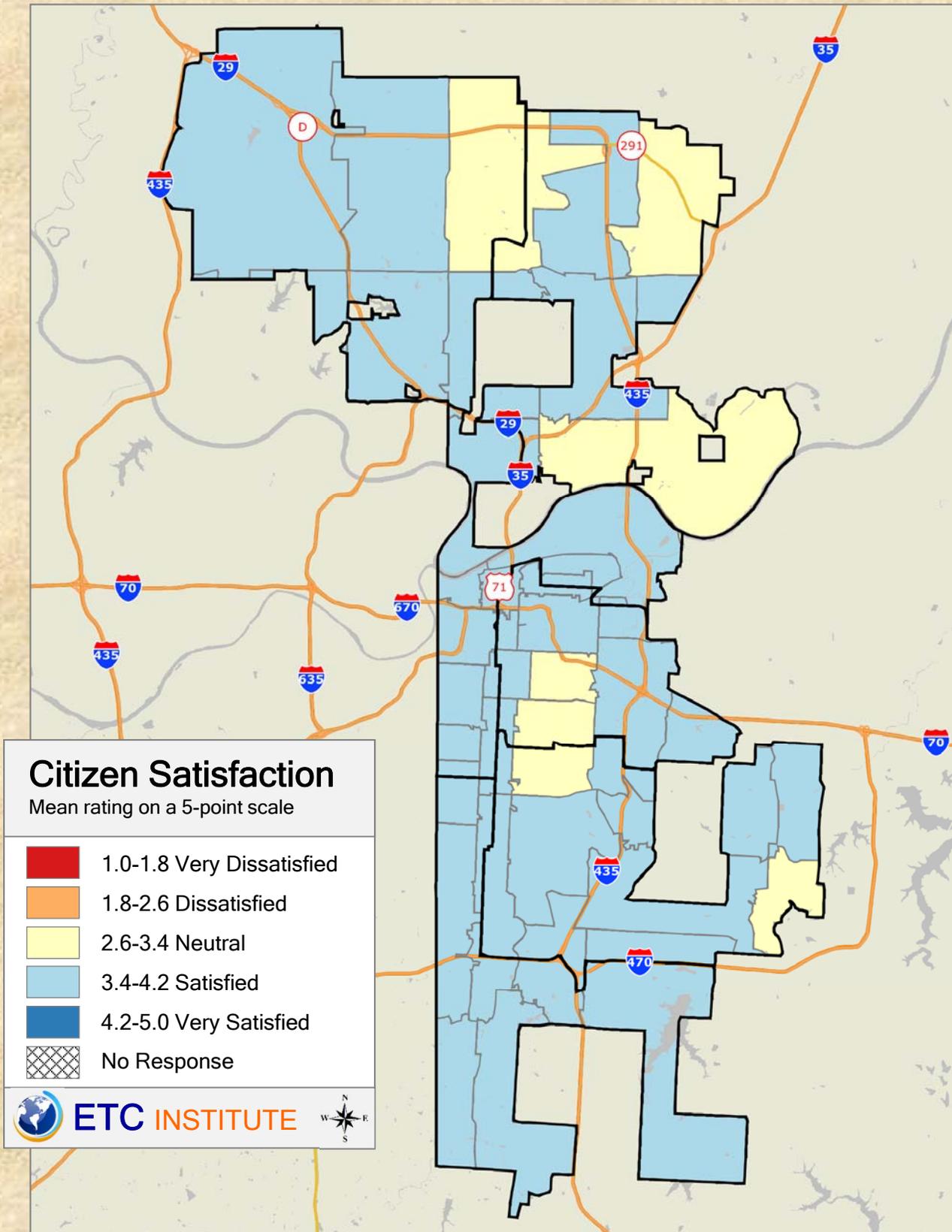
## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

# Q12-8 Satisfaction with customer service from animal control officers



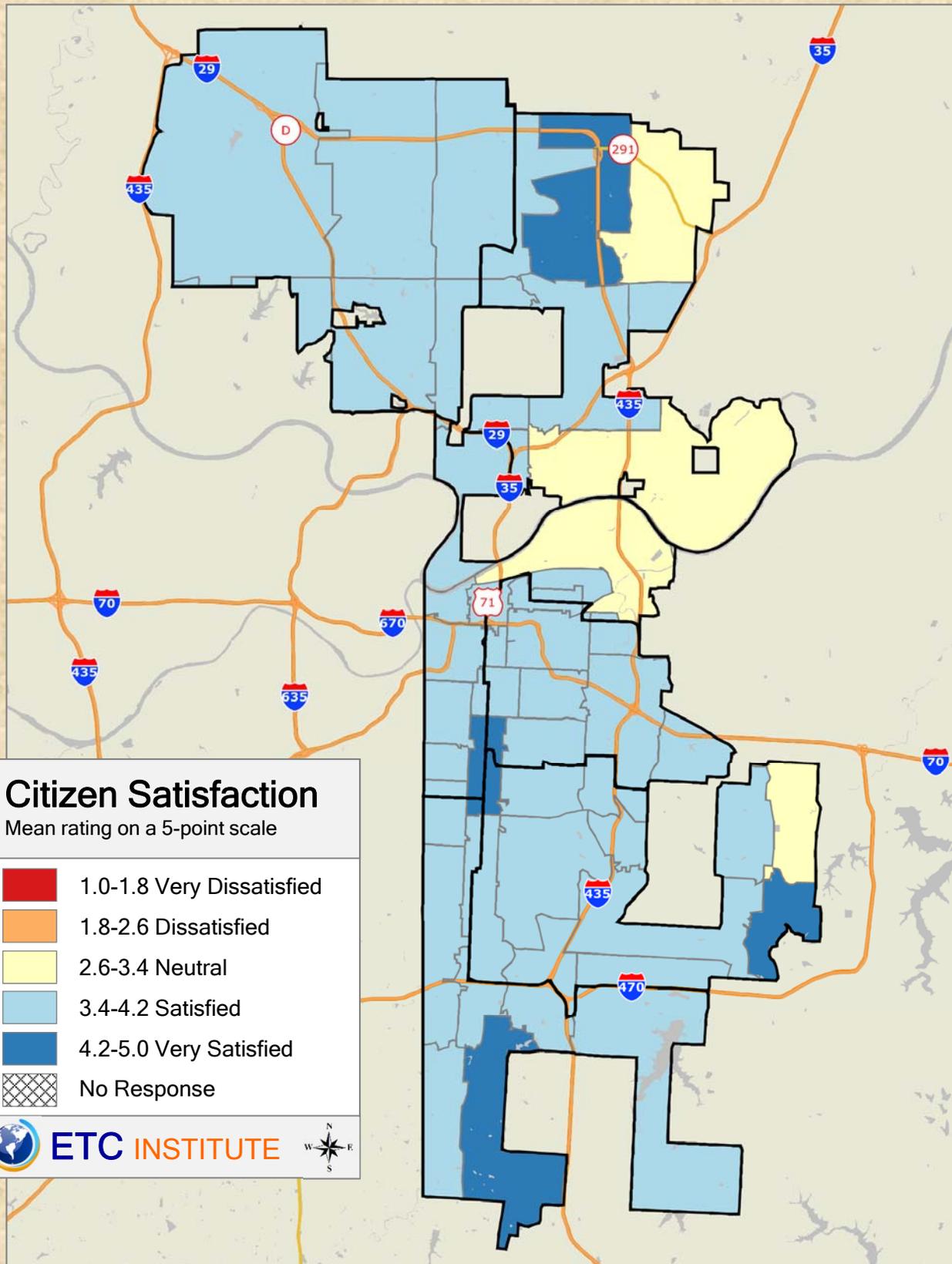
## Q12-9 Satisfaction with animal shelter operations and adoption efforts



### 2017-2018 City of Kansas City, MO Resident Survey

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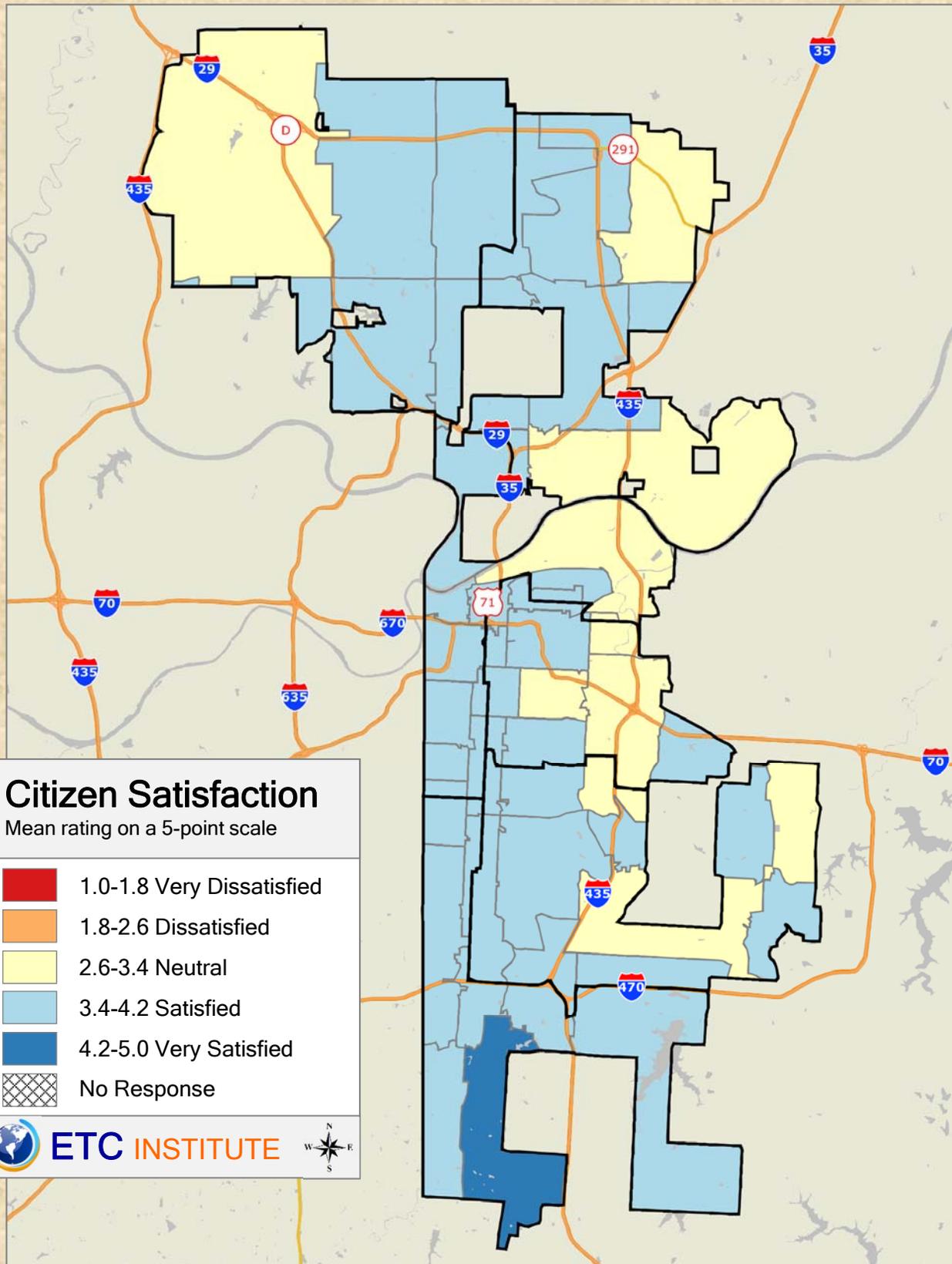
# Q14-1 Satisfaction with ease of utilizing 311 services via phone



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

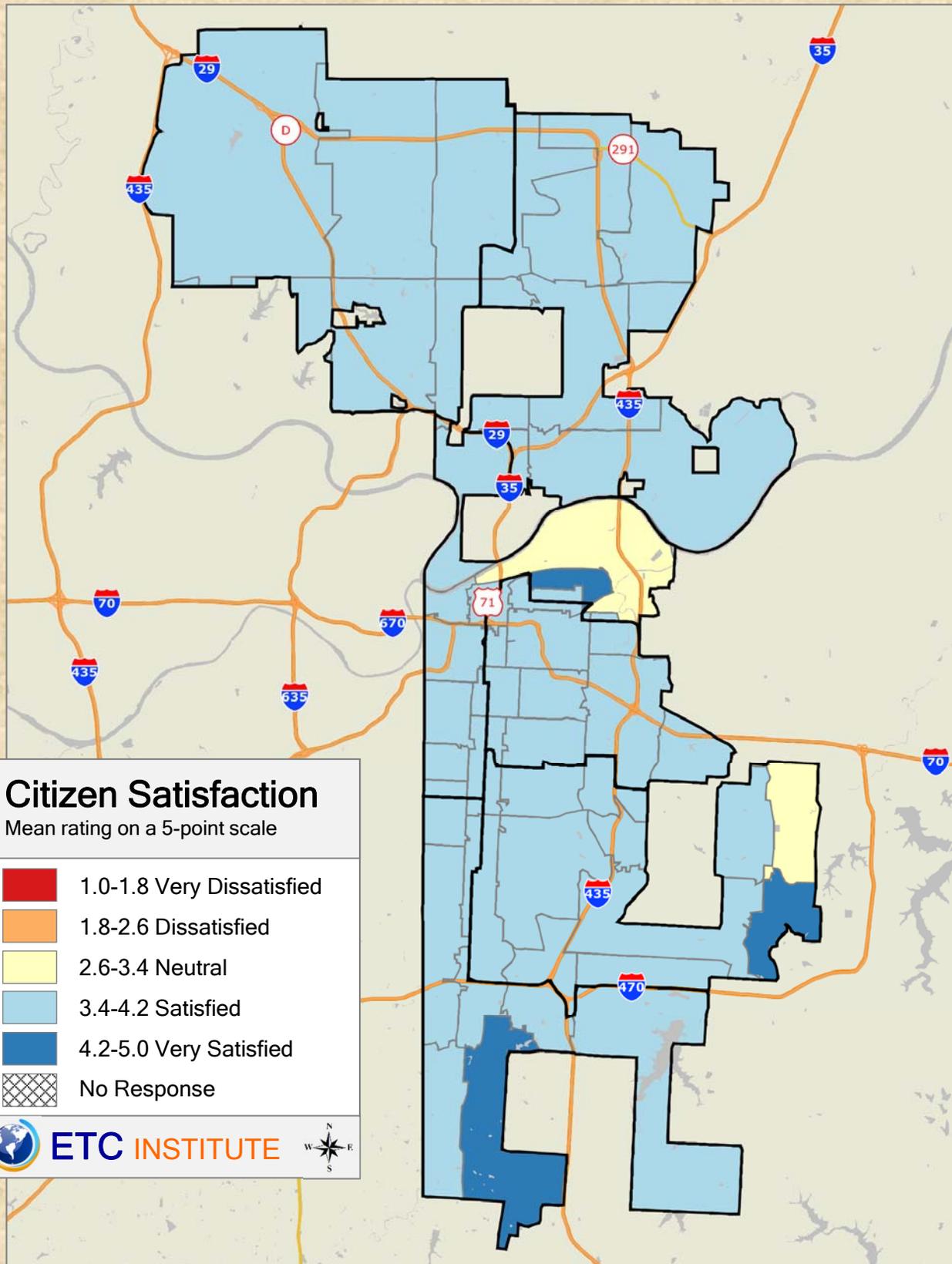
# Q14-2 Satisfaction with ease of utilizing 311 services via web or mobile application



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

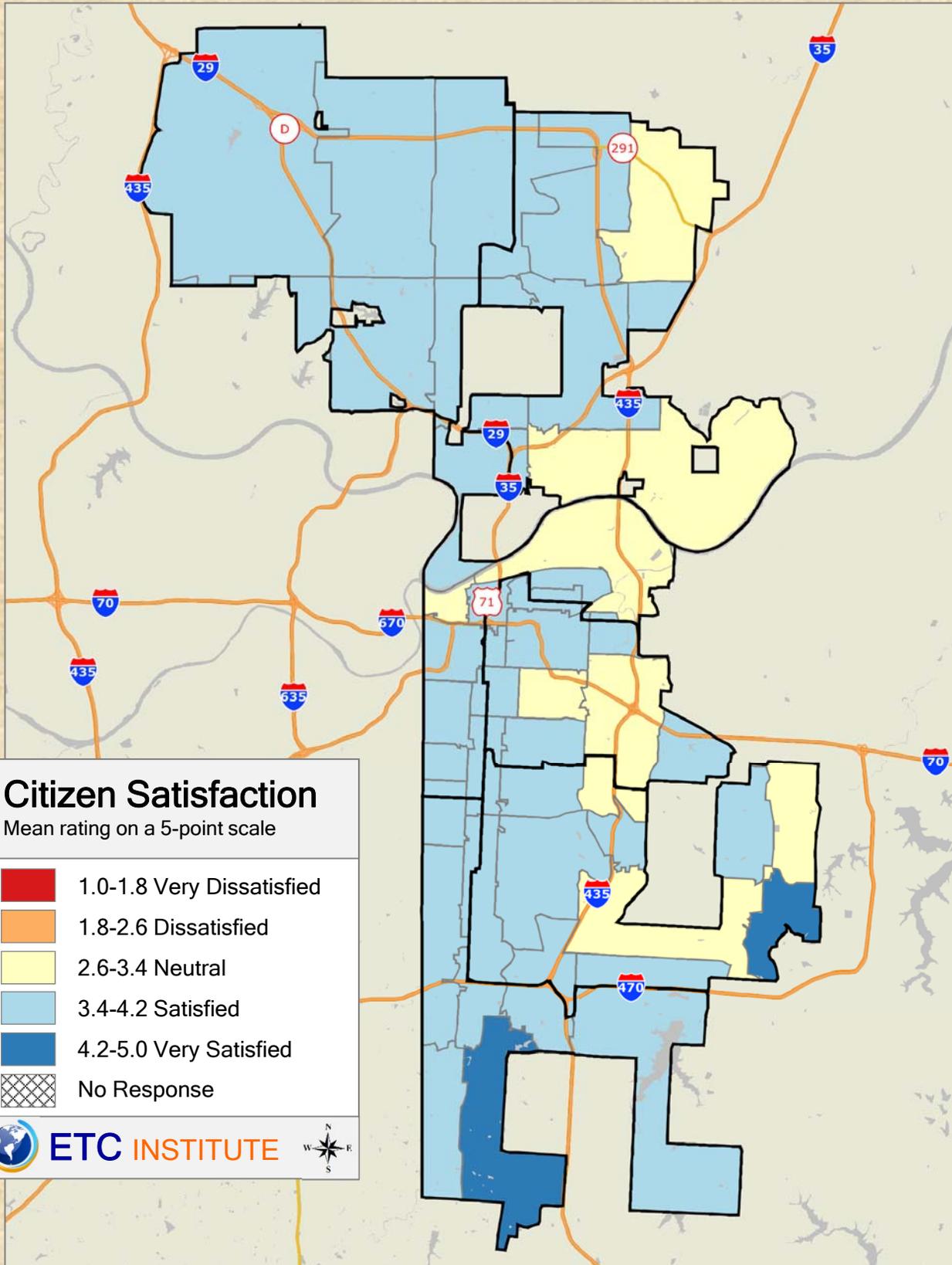
# Q14-3 Satisfaction with courtesy and professionalism of 311 call takers



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

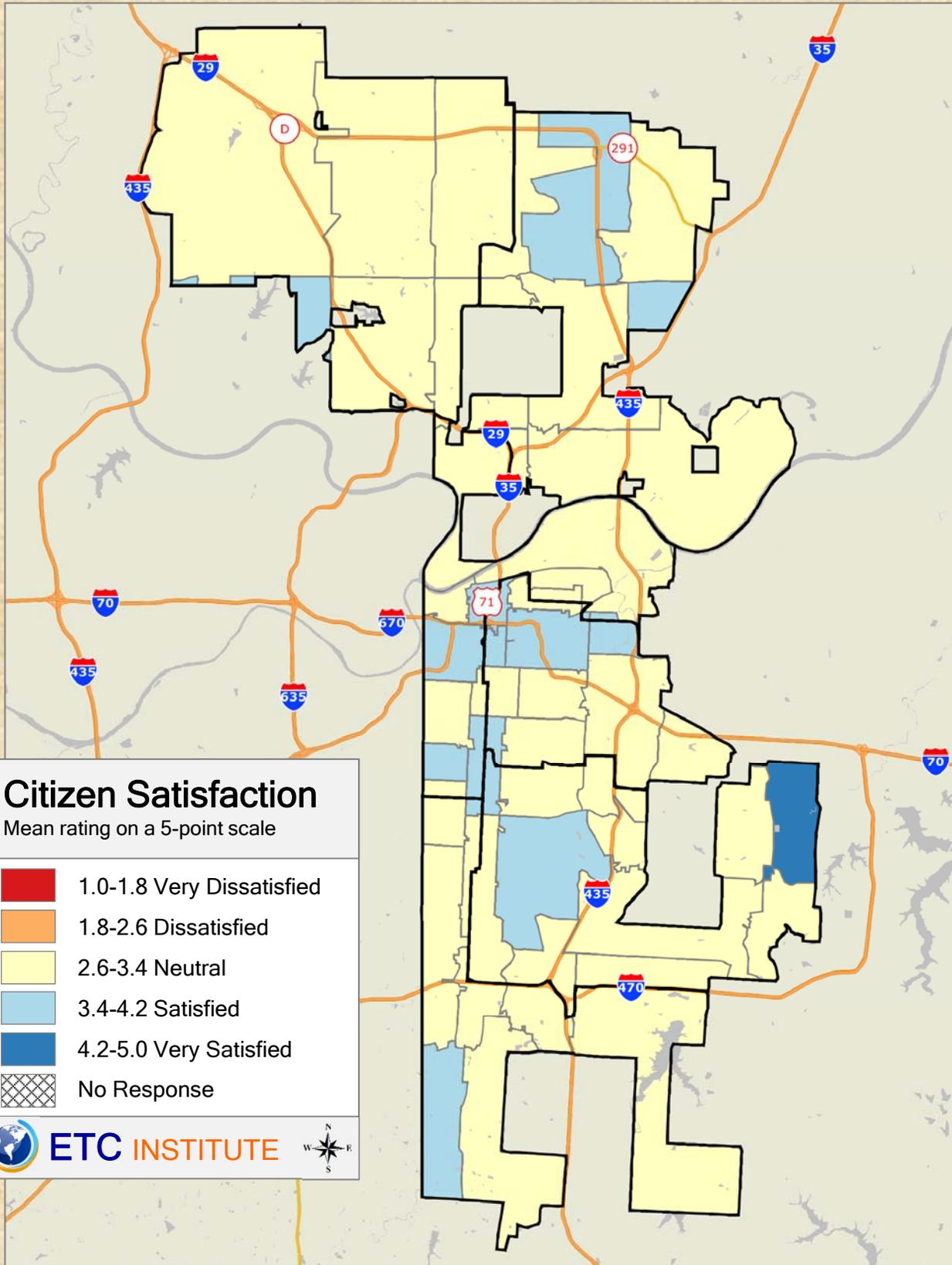
# Q14-4 Satisfaction with how well question or issue was resolved via 311



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

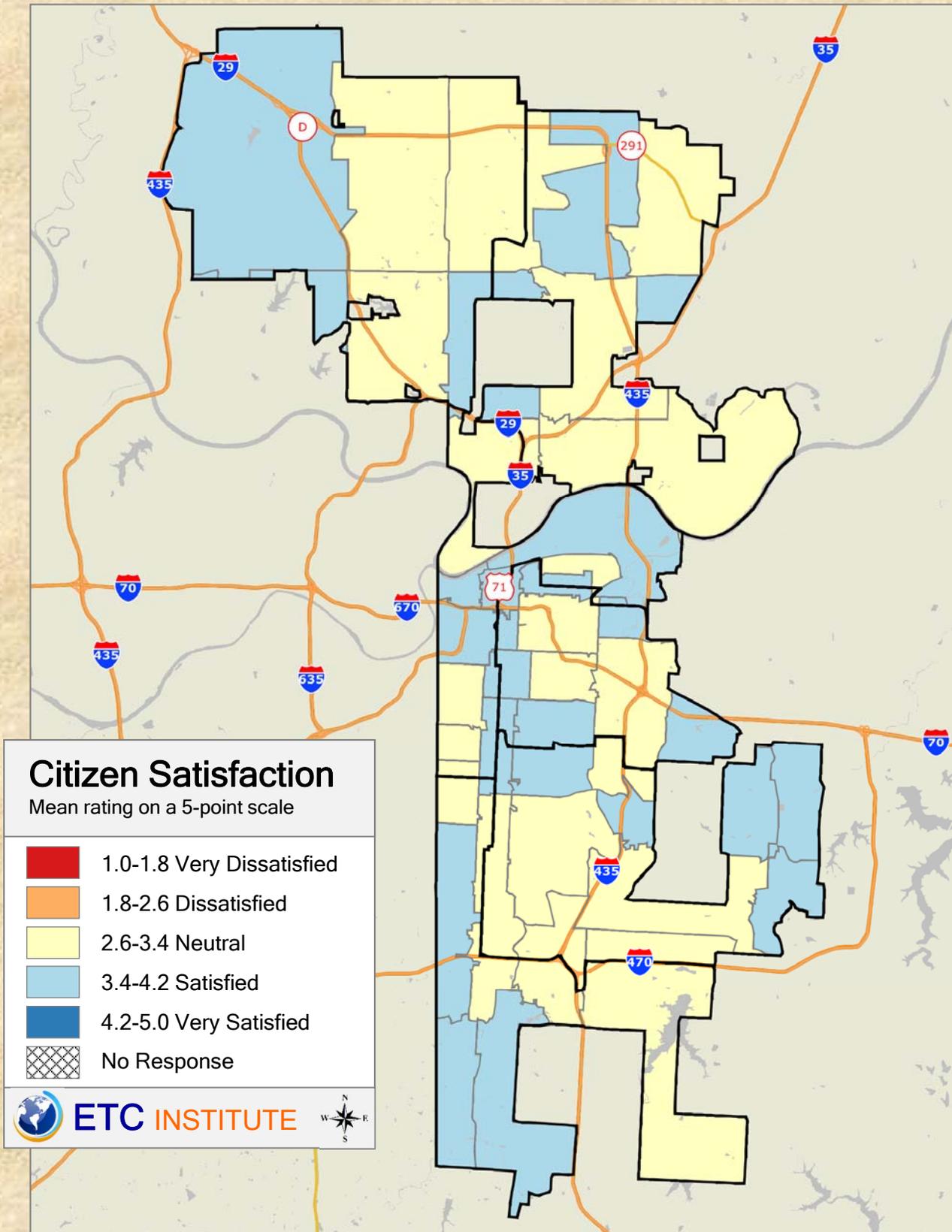
# Q15-1 Satisfaction with the availability of information about city programs and services



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

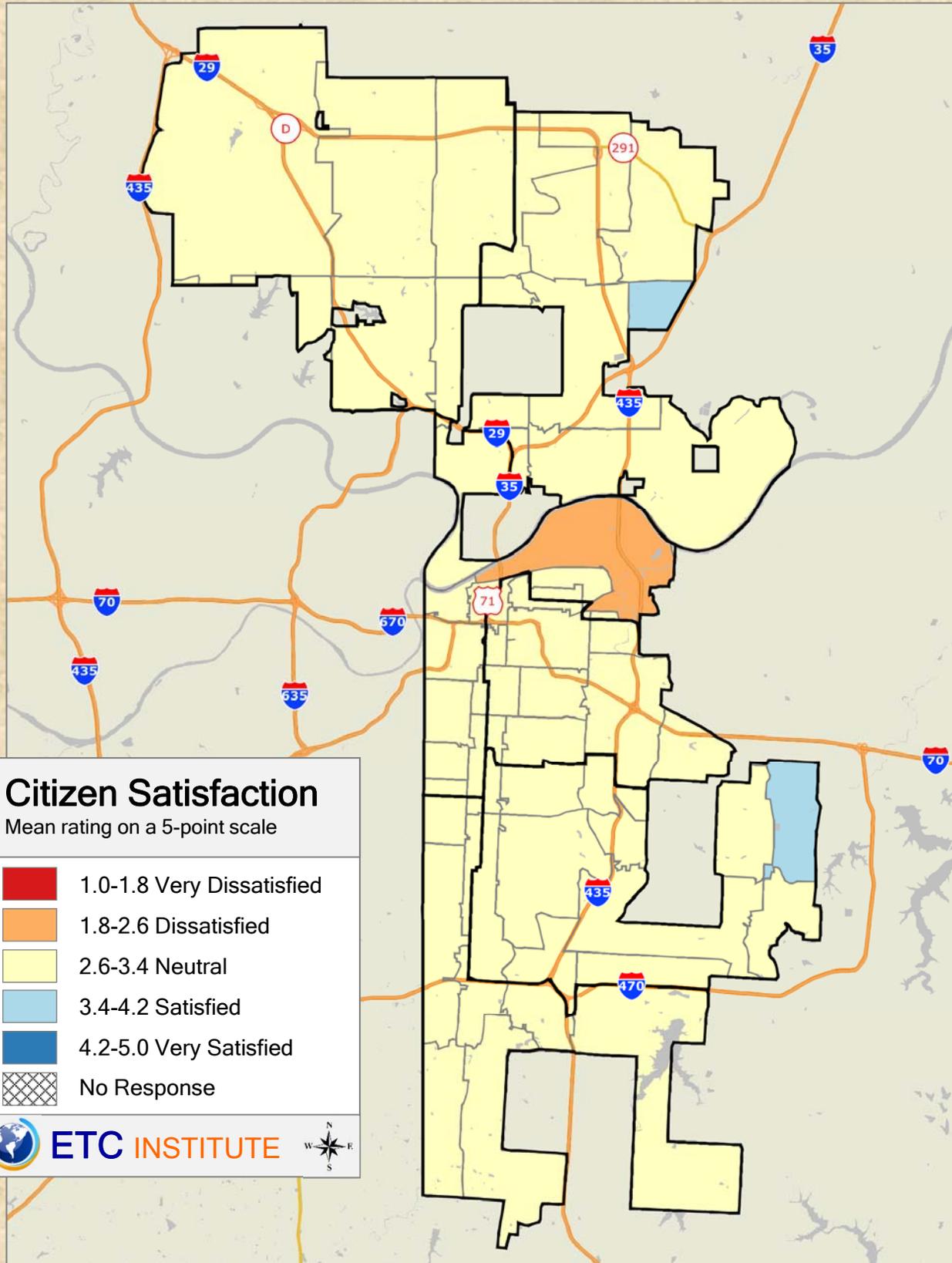
# Q15-2 Satisfaction with overall usefulness of the city's website



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

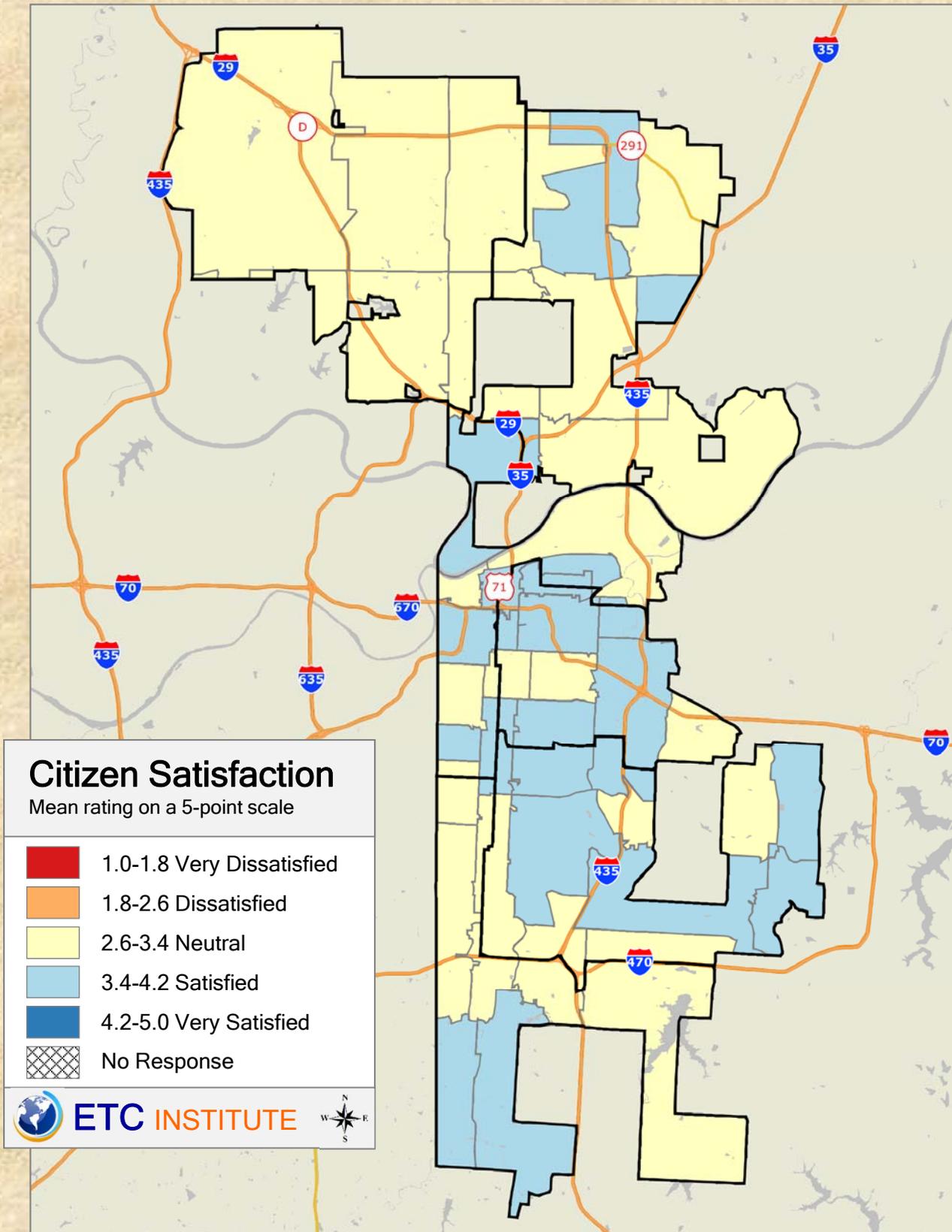
# Q15-3 Satisfaction with opportunity to engage/provide input into decisions made by the city



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

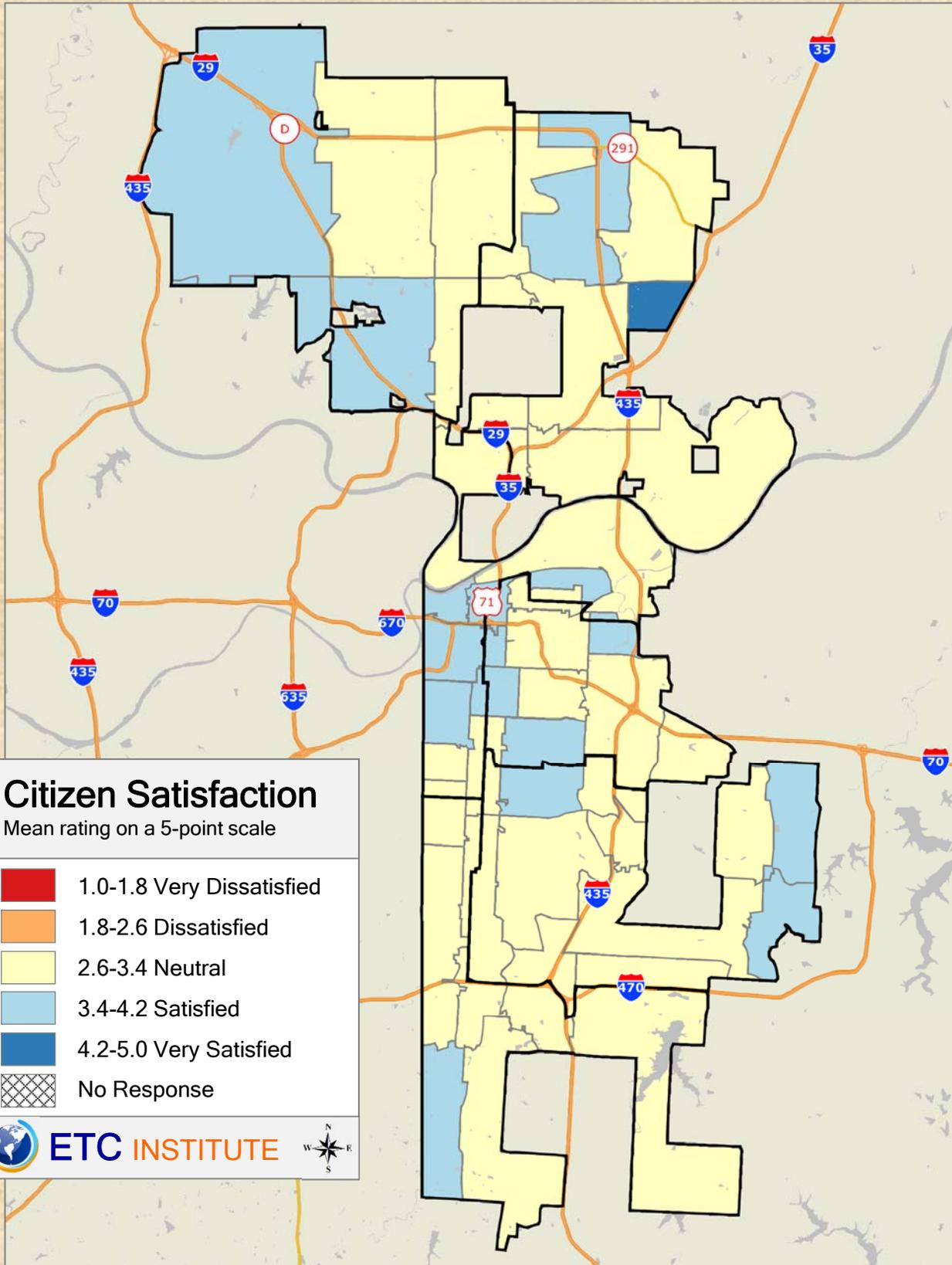
# Q15-4 Satisfaction with quality of city video programming including city television channel (Channel 2) & web streaming



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

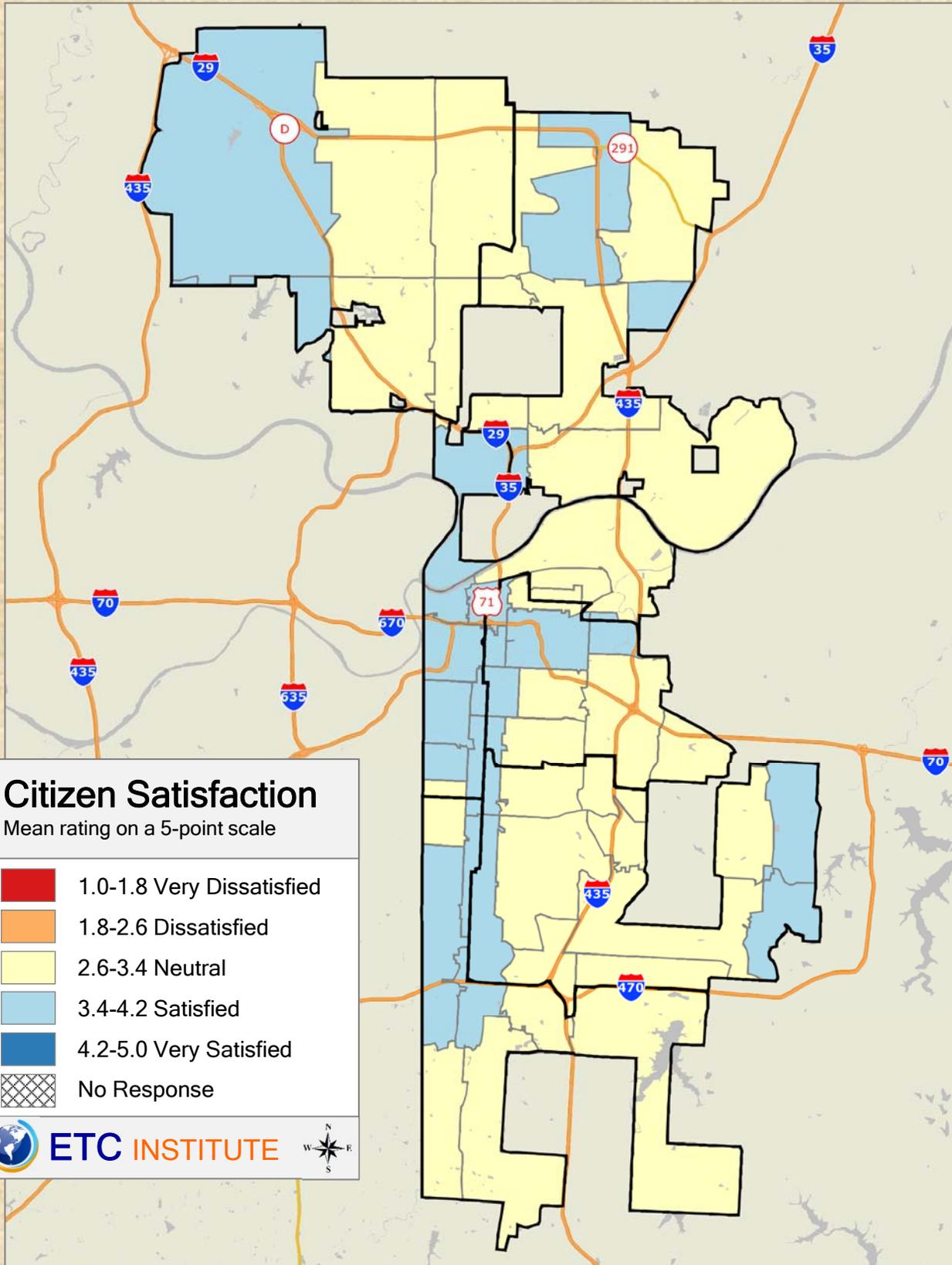
# Q15-5 Satisfaction with the content in the City's magazine KCMore



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

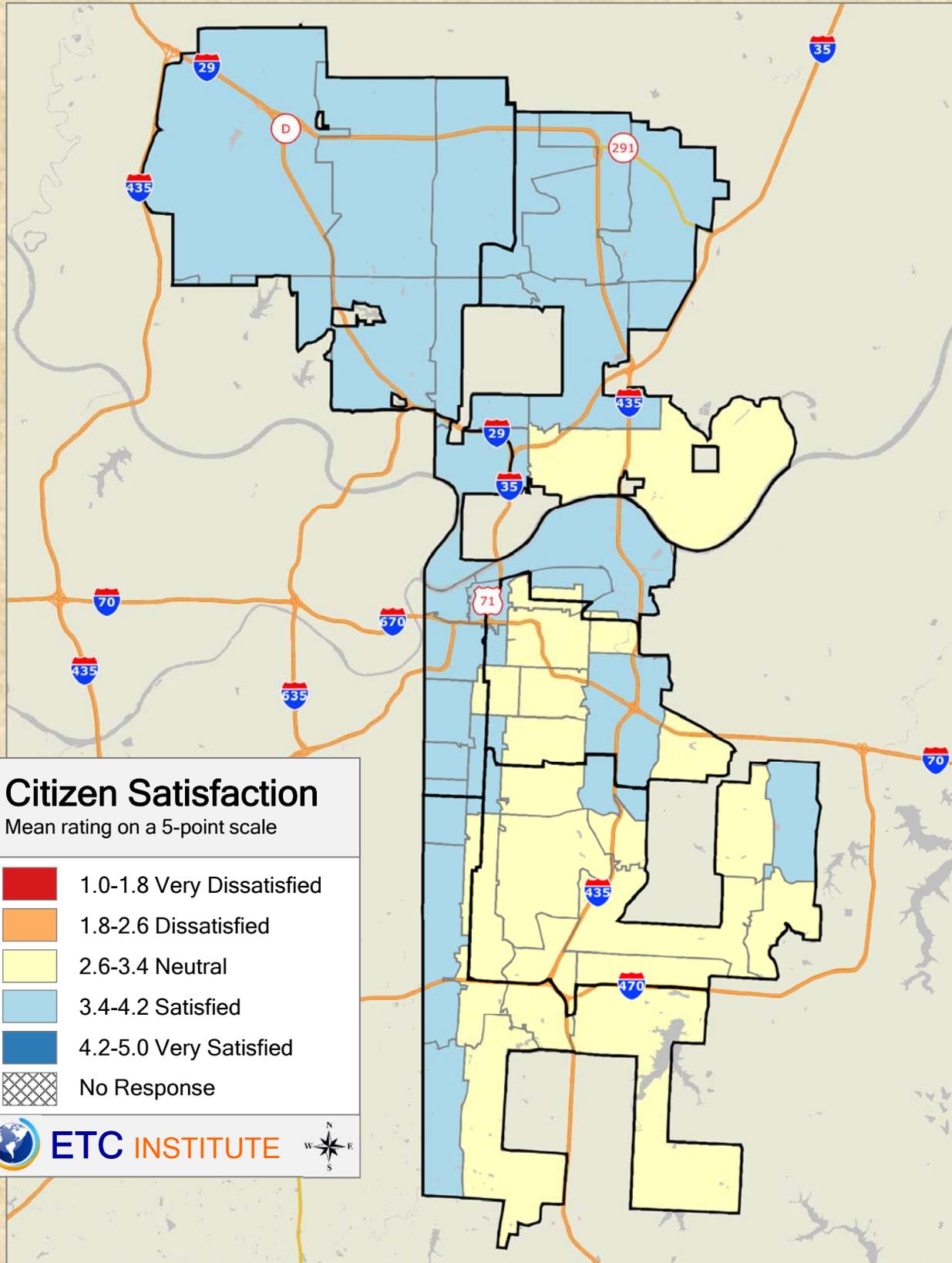
# Q15-6 Satisfaction with the city's use of social media



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

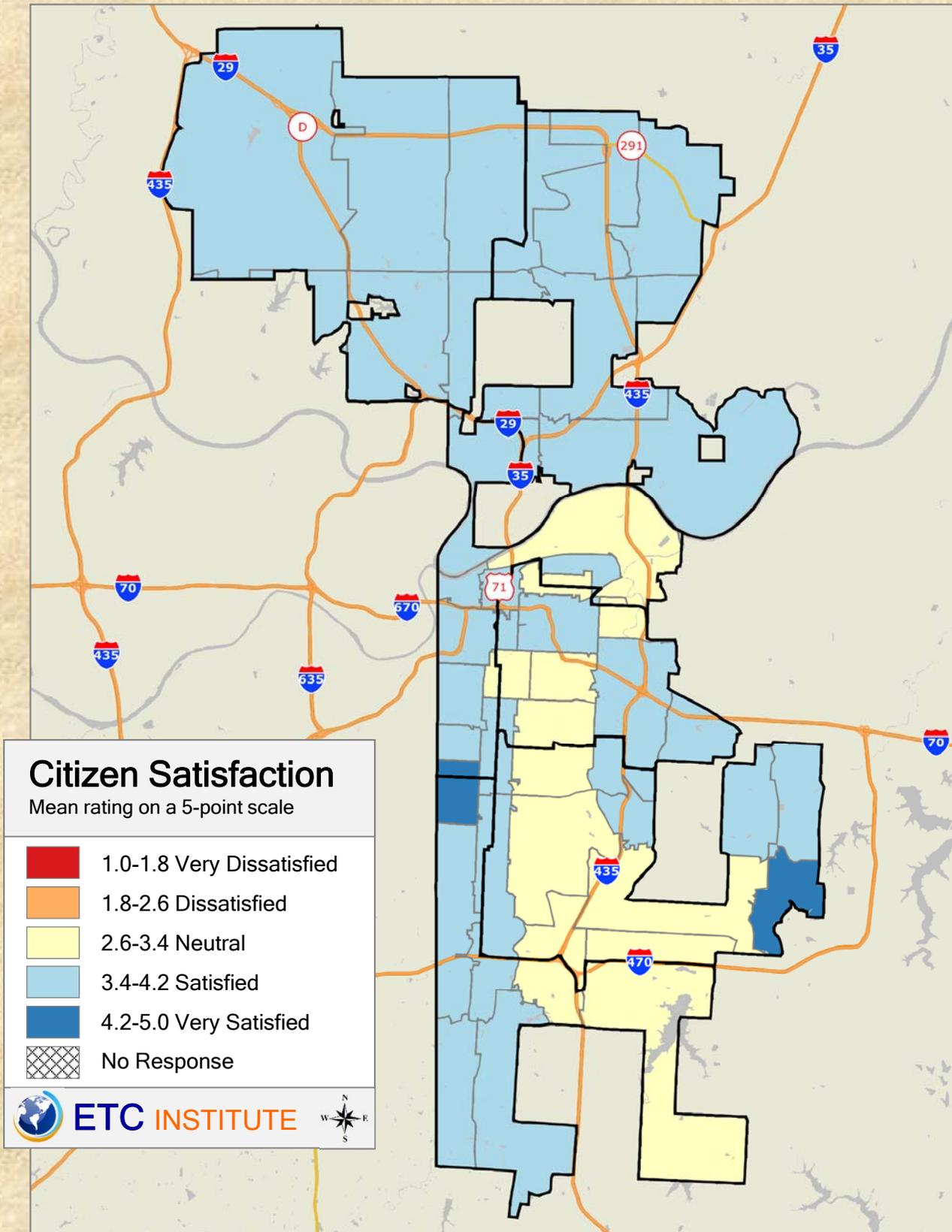
## Q23-1 Satisfaction with the availability of affordable housing for your family



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

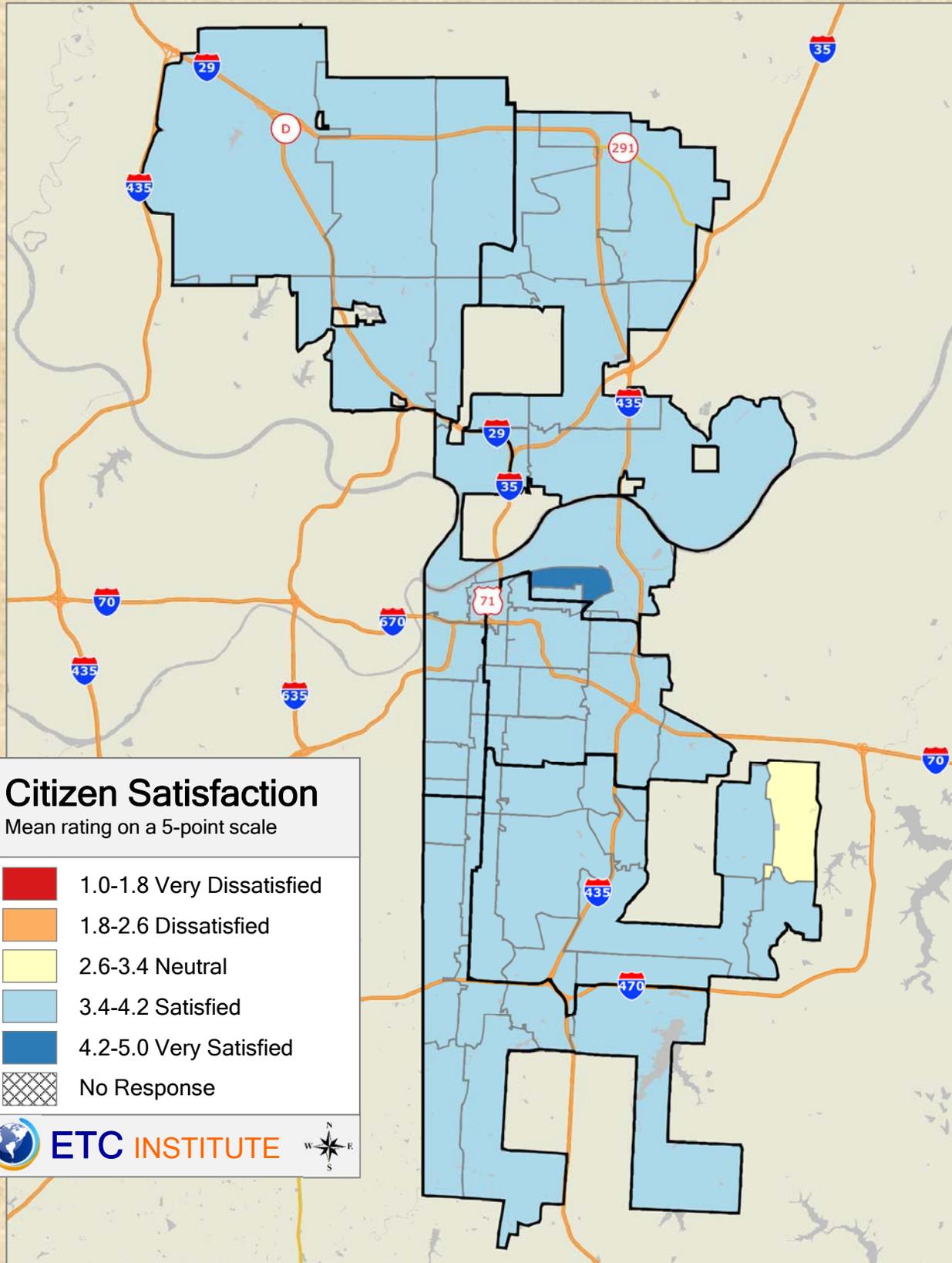
## Q23-2 Satisfaction with the quality of housing for your family



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

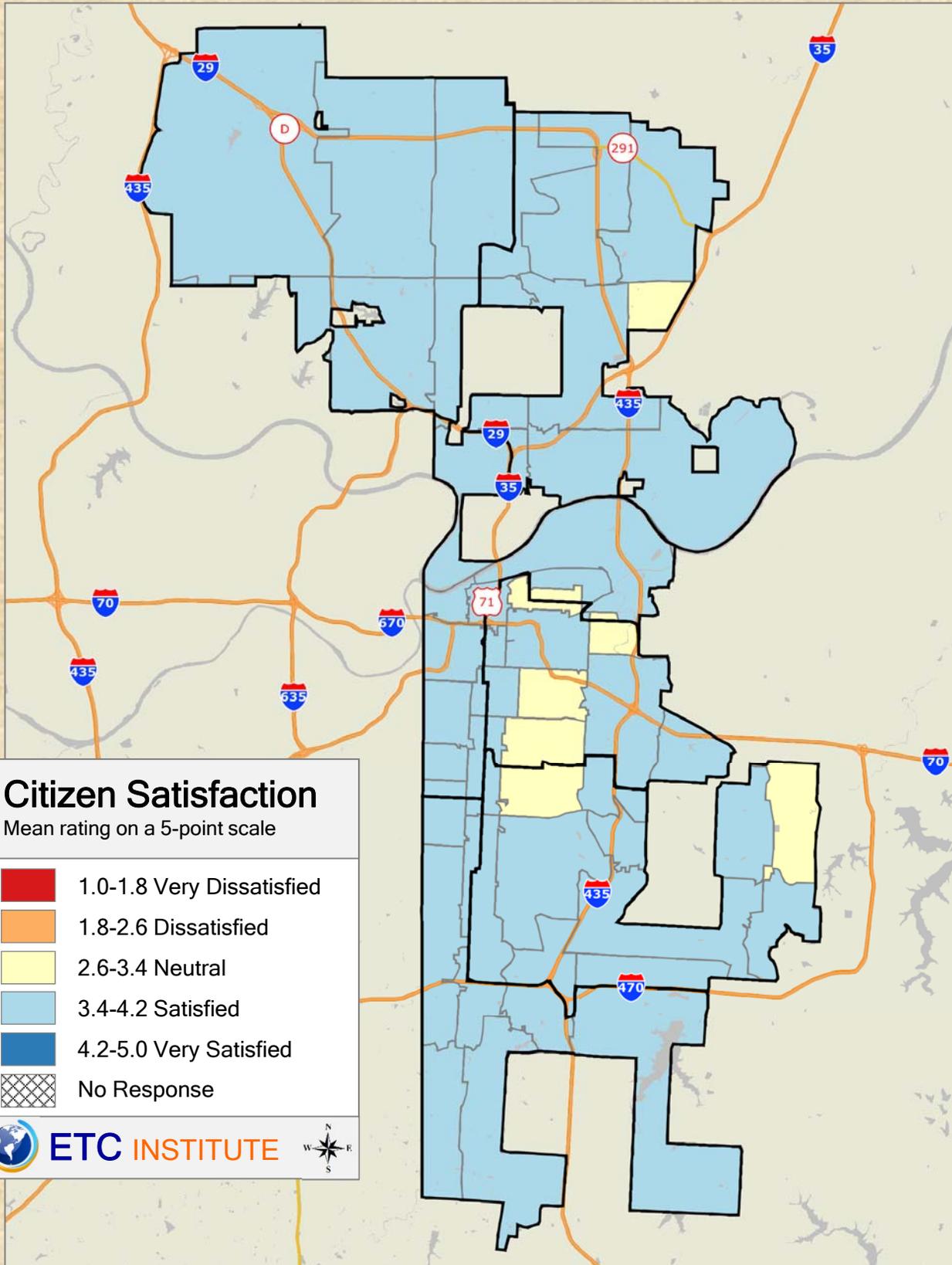
# Q14-01 Satisfaction with maintenance of City parks



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

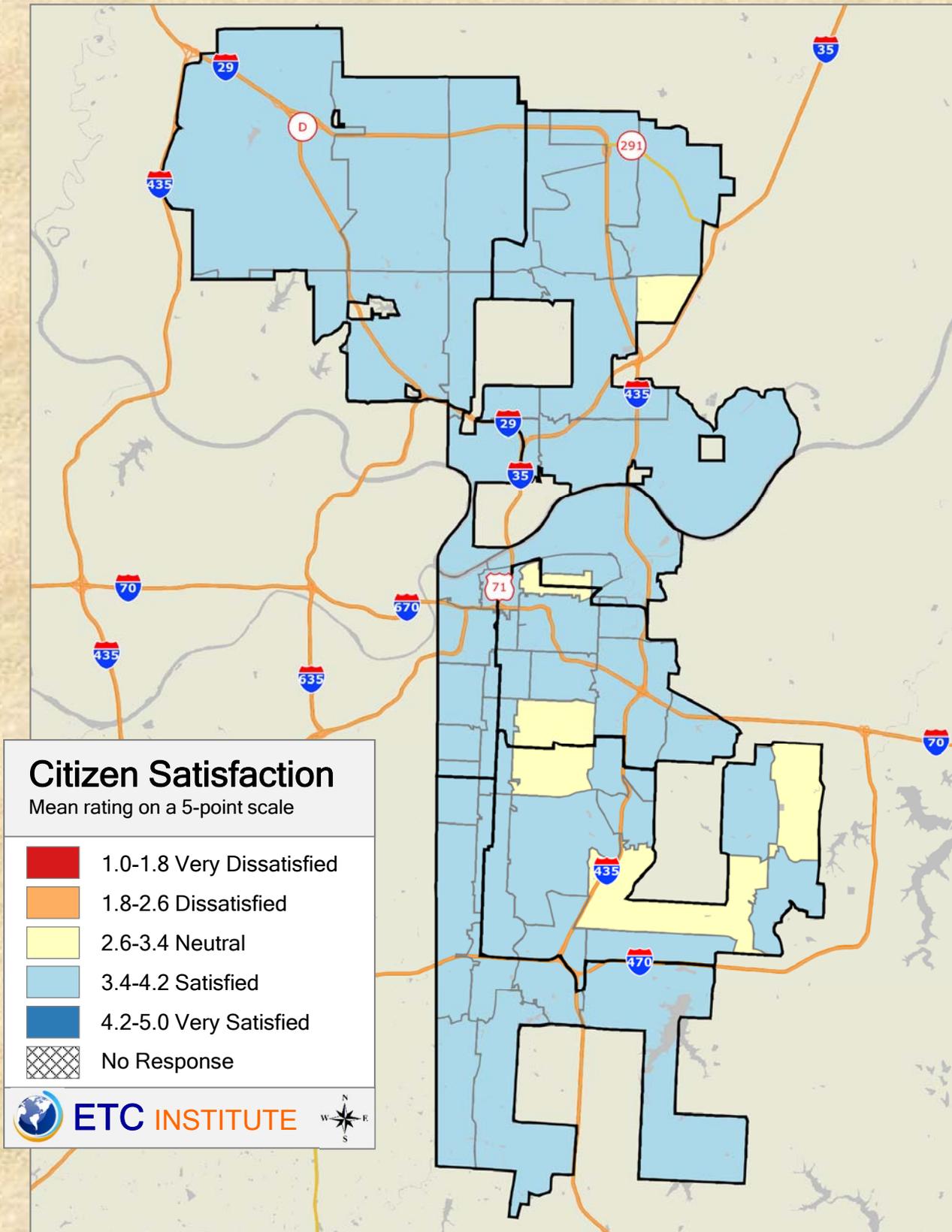
# Q14-02 Satisfaction with quality of facilities such as picnic shelters & playgrounds in city parks



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

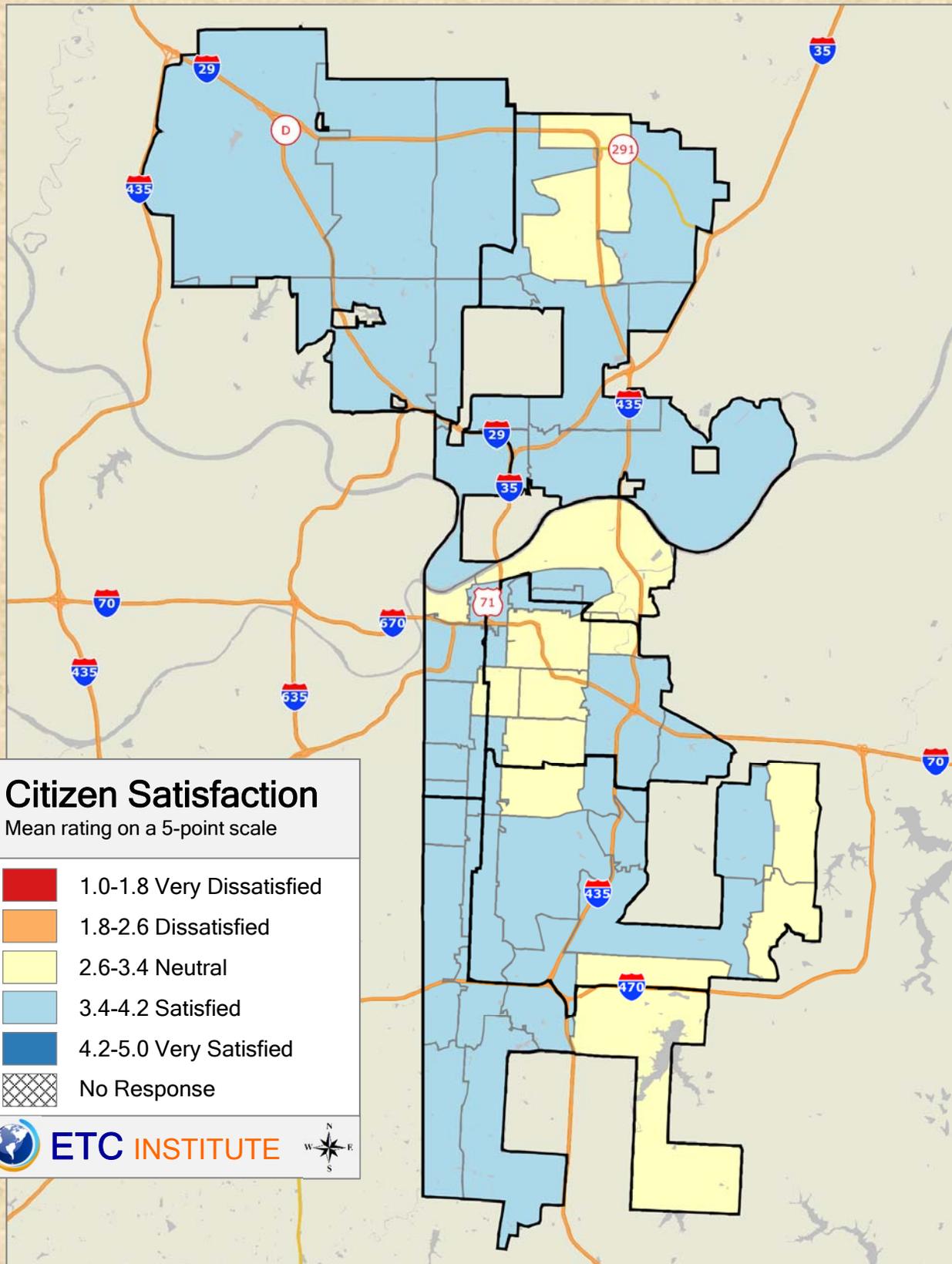
# Q14-03 Satisfaction with quality of outdoor athletic fields



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

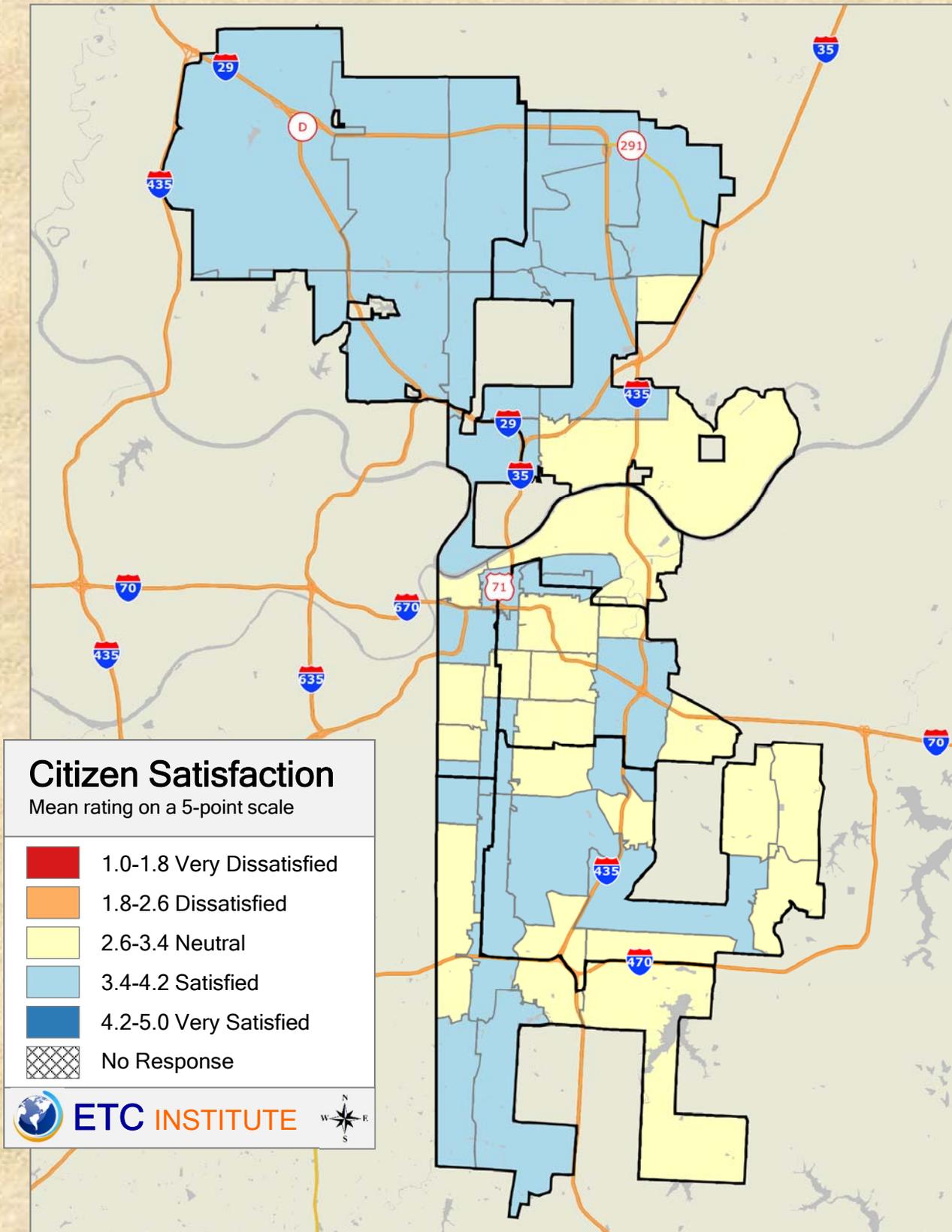
# Q14-04 Satisfaction with maintenance of boulevards and parkways



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

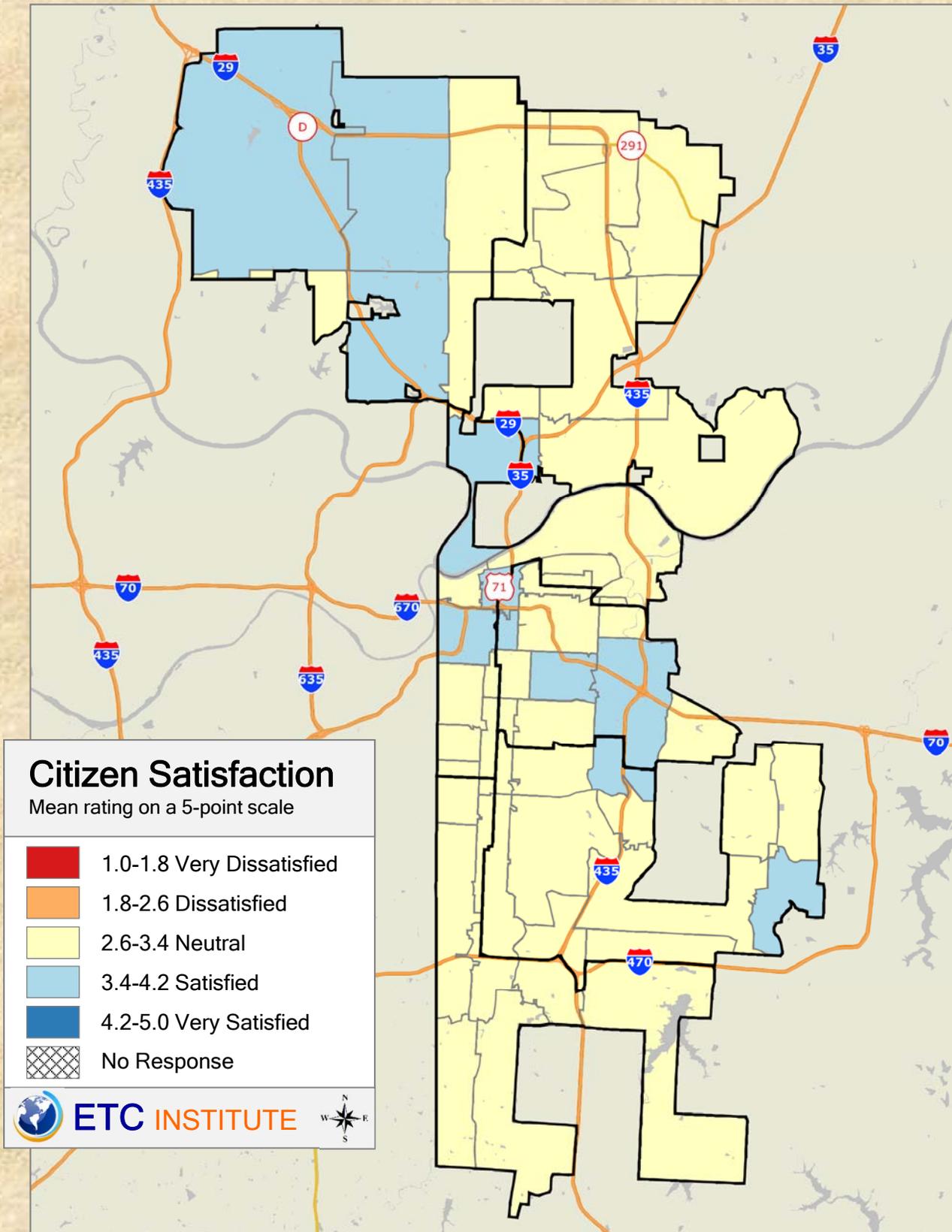
# Q14-05 Satisfaction with walking and biking trails in the City



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

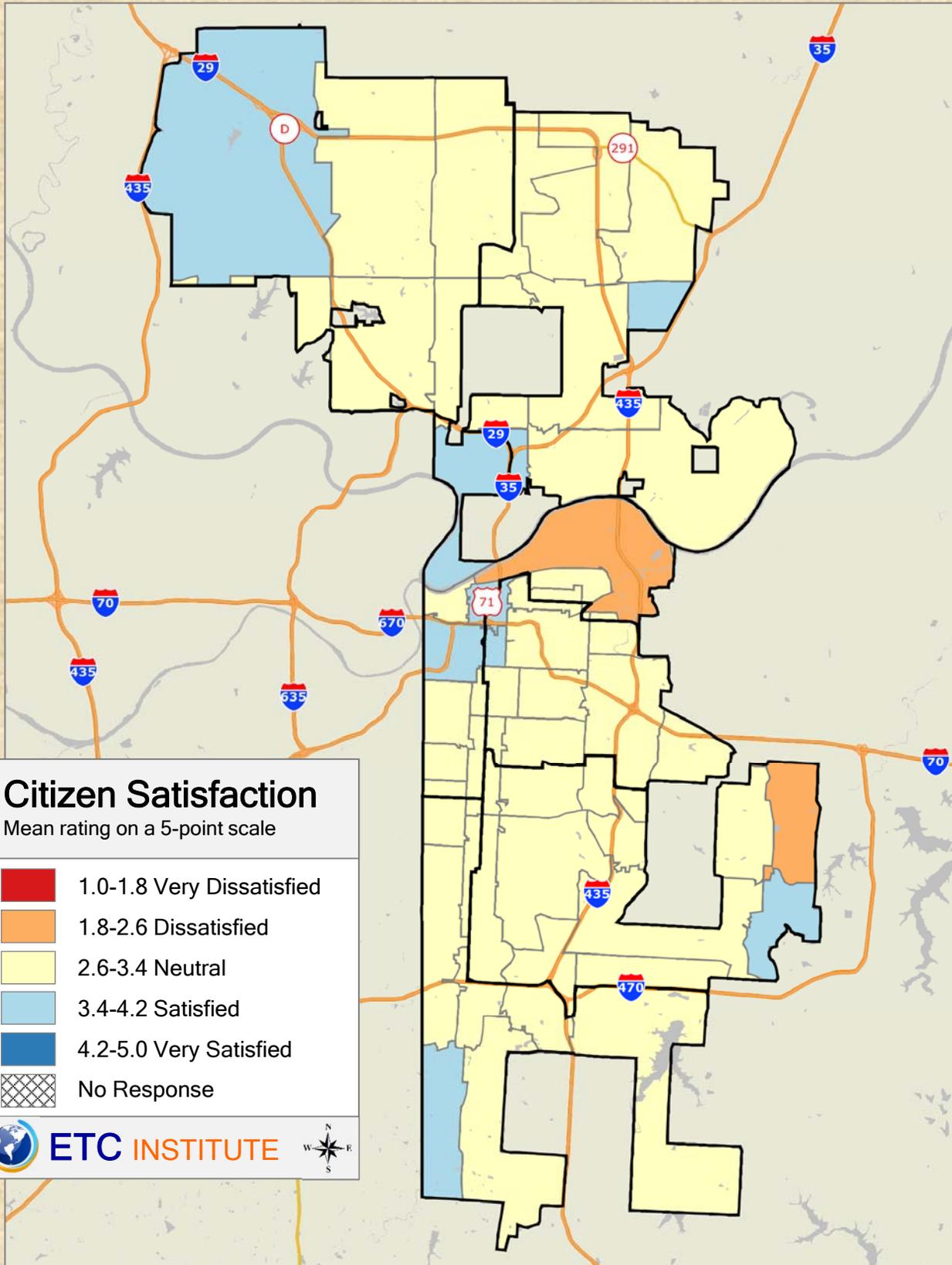
# Q14-06 Satisfaction with city swimming pools and programs



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

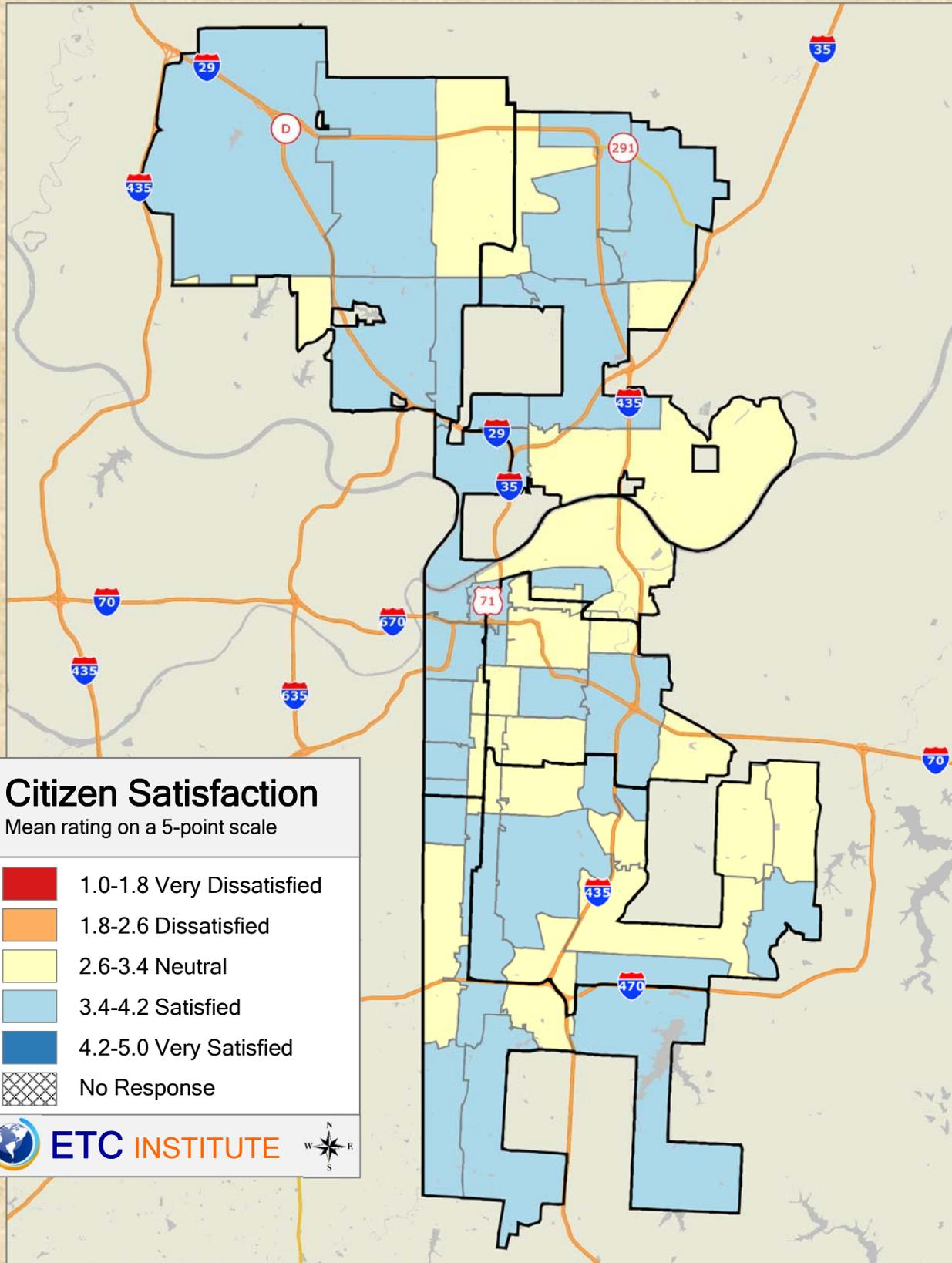
# Q14-07 Satisfaction with the City's youth programs and activities



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

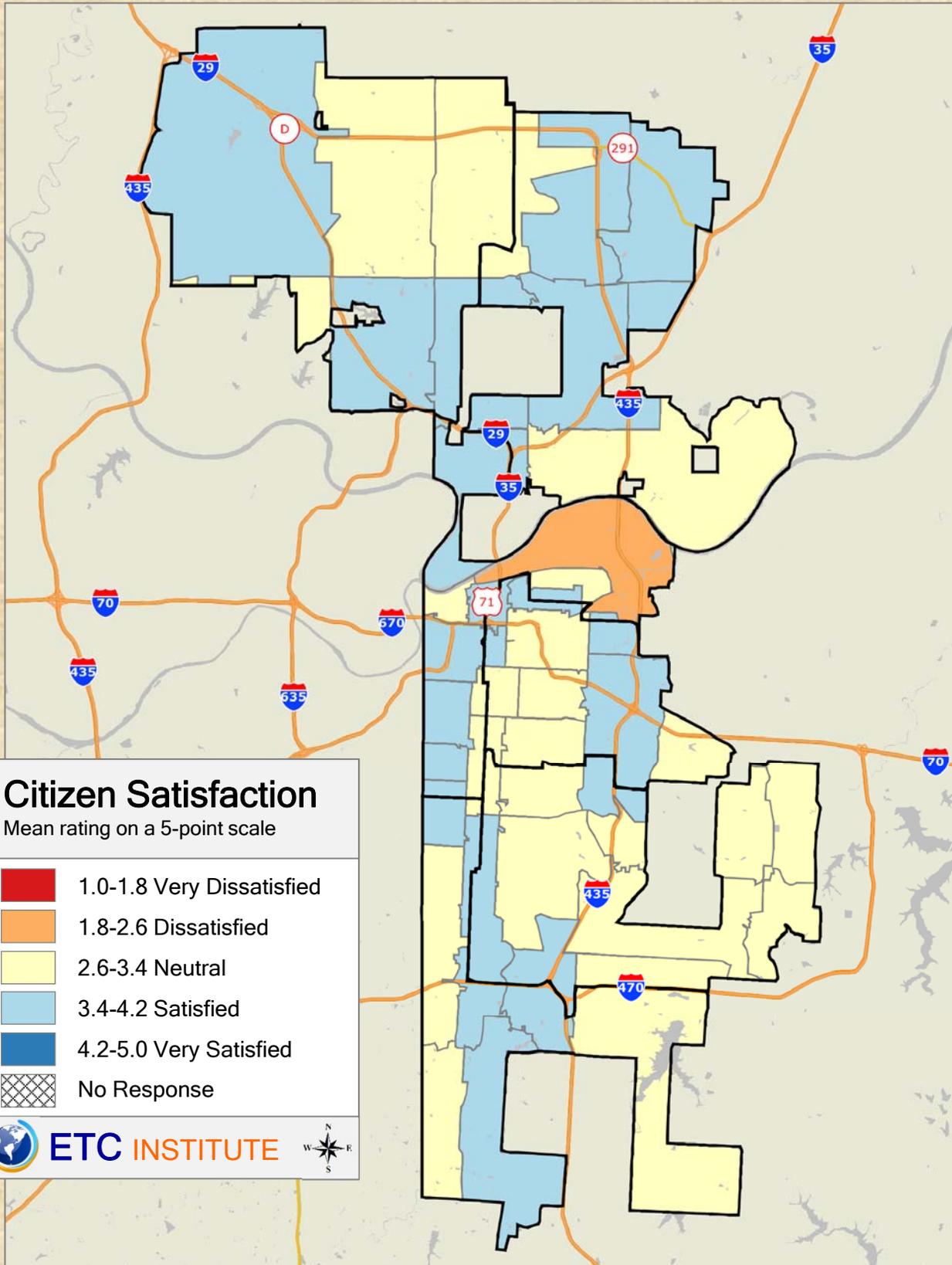
# Q14-08 Satisfaction with maintenance and appearance of City community centers



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

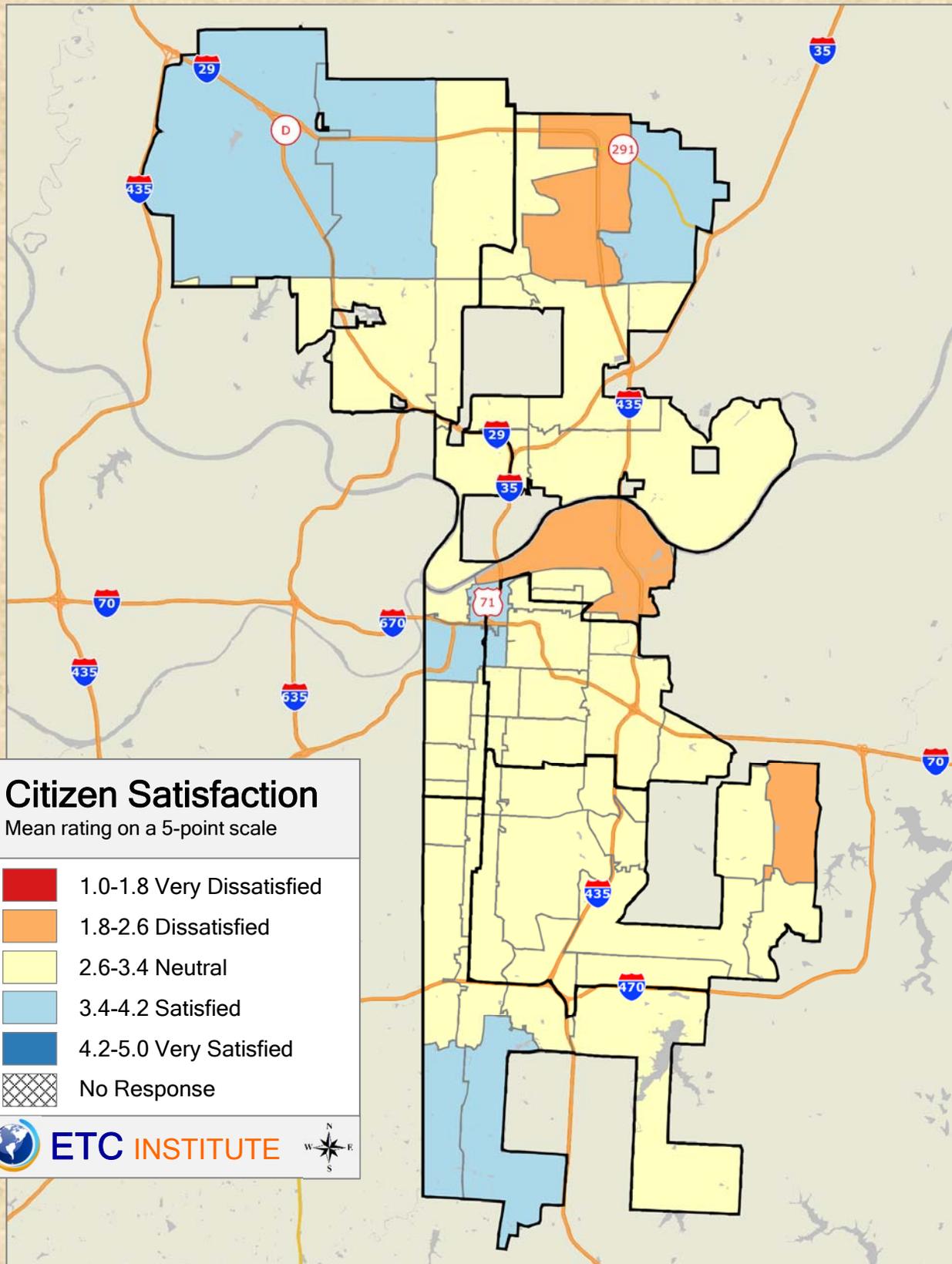
# Q14-09 Satisfaction with programs and activities at City community centers



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

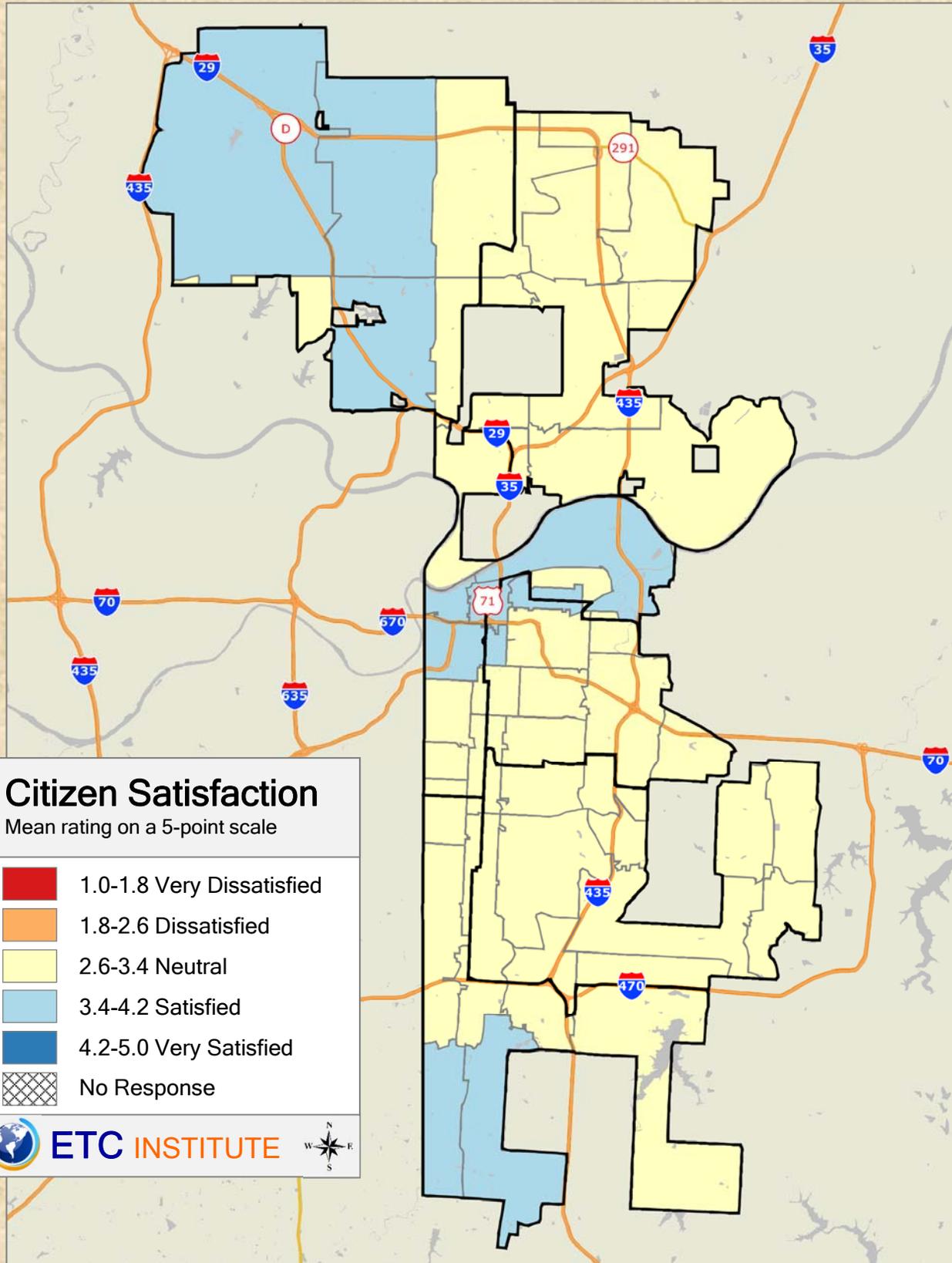
# Q14-10 Satisfaction with tree trimming and other tree care along city streets and other public areas



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

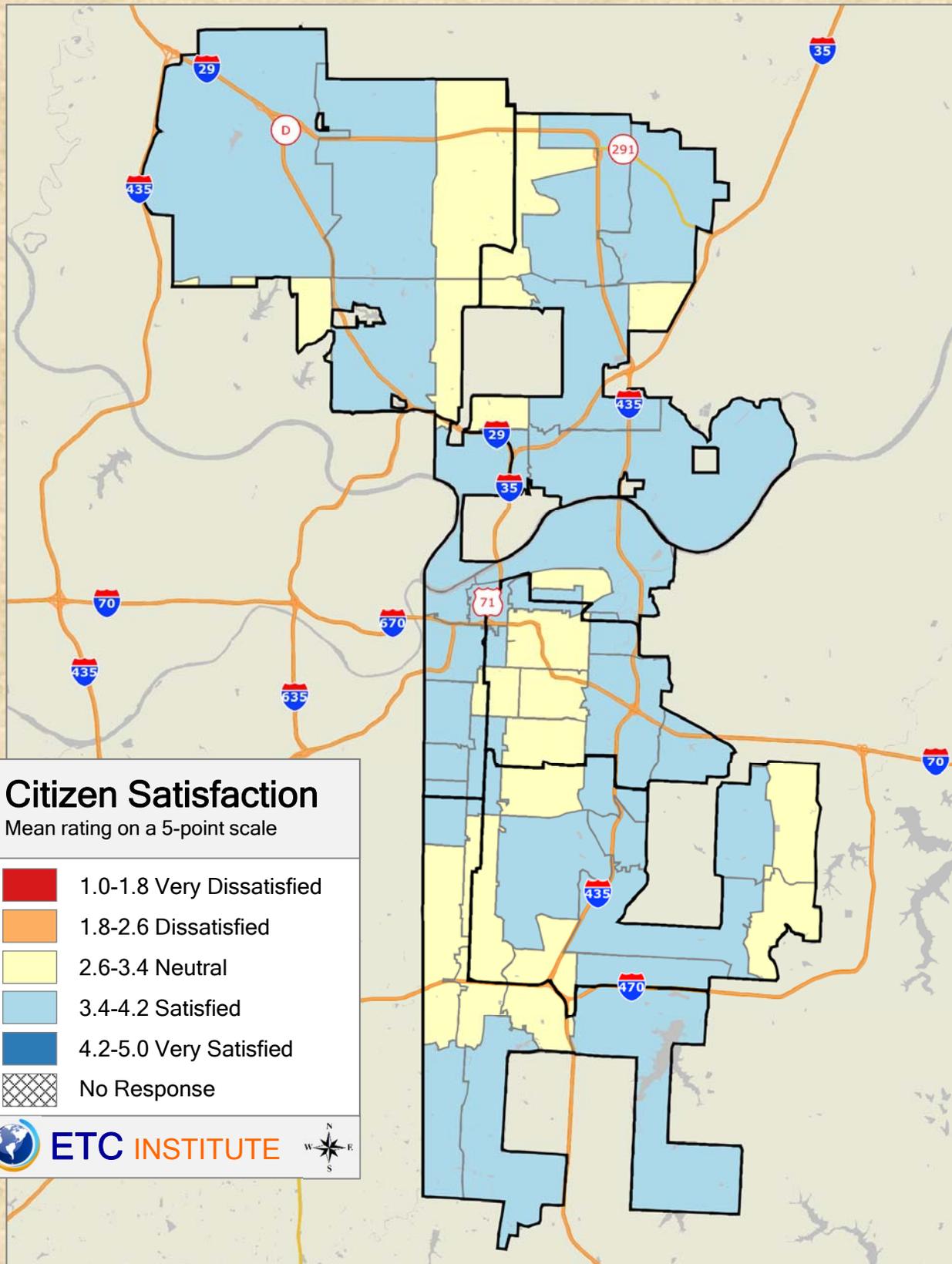
# Q14-11 Satisfaction with quality of communication from Parks and Recreation



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

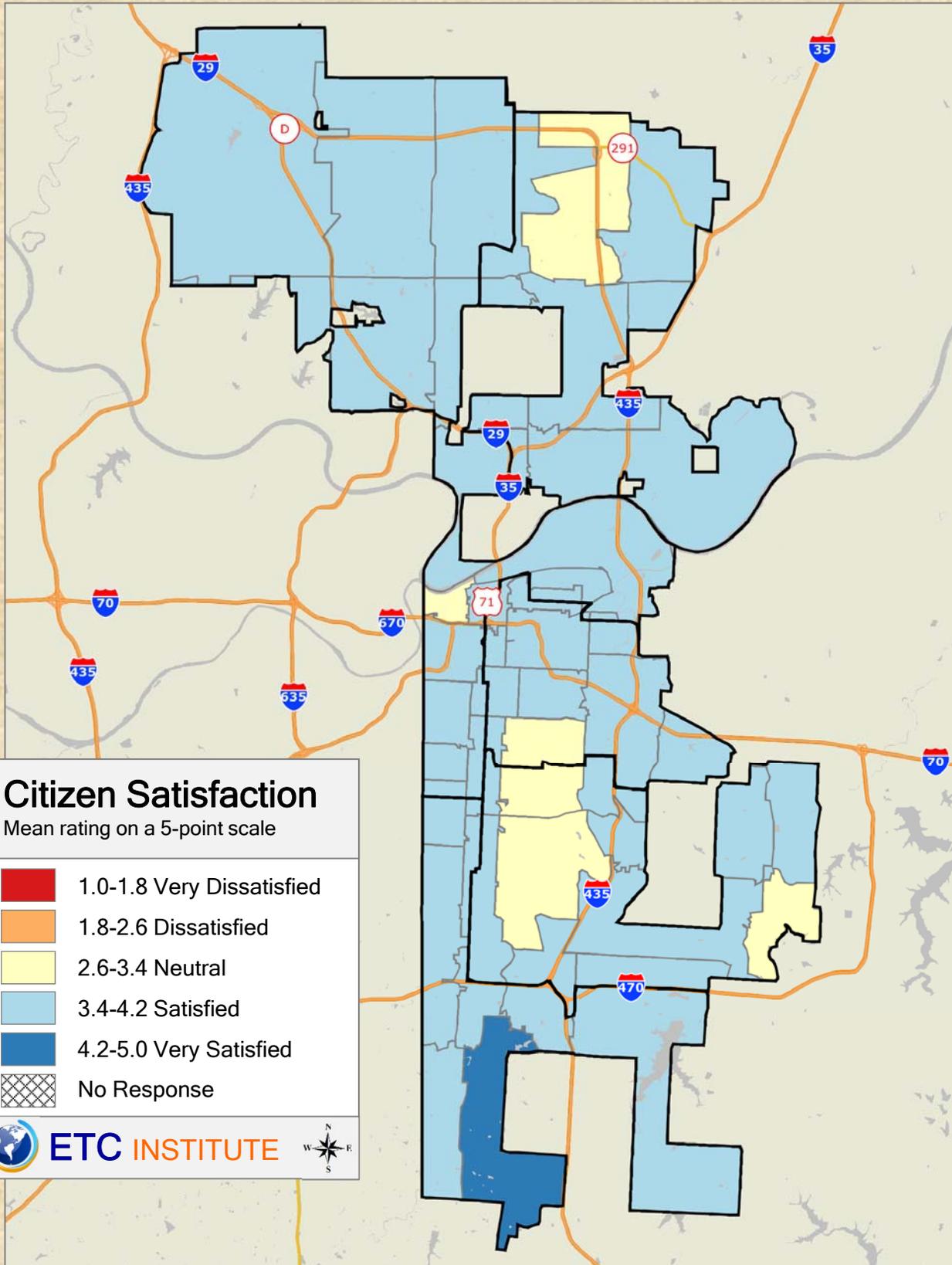
# Q14-12 Satisfaction with quality of customer service from Parks and Recreation employees



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

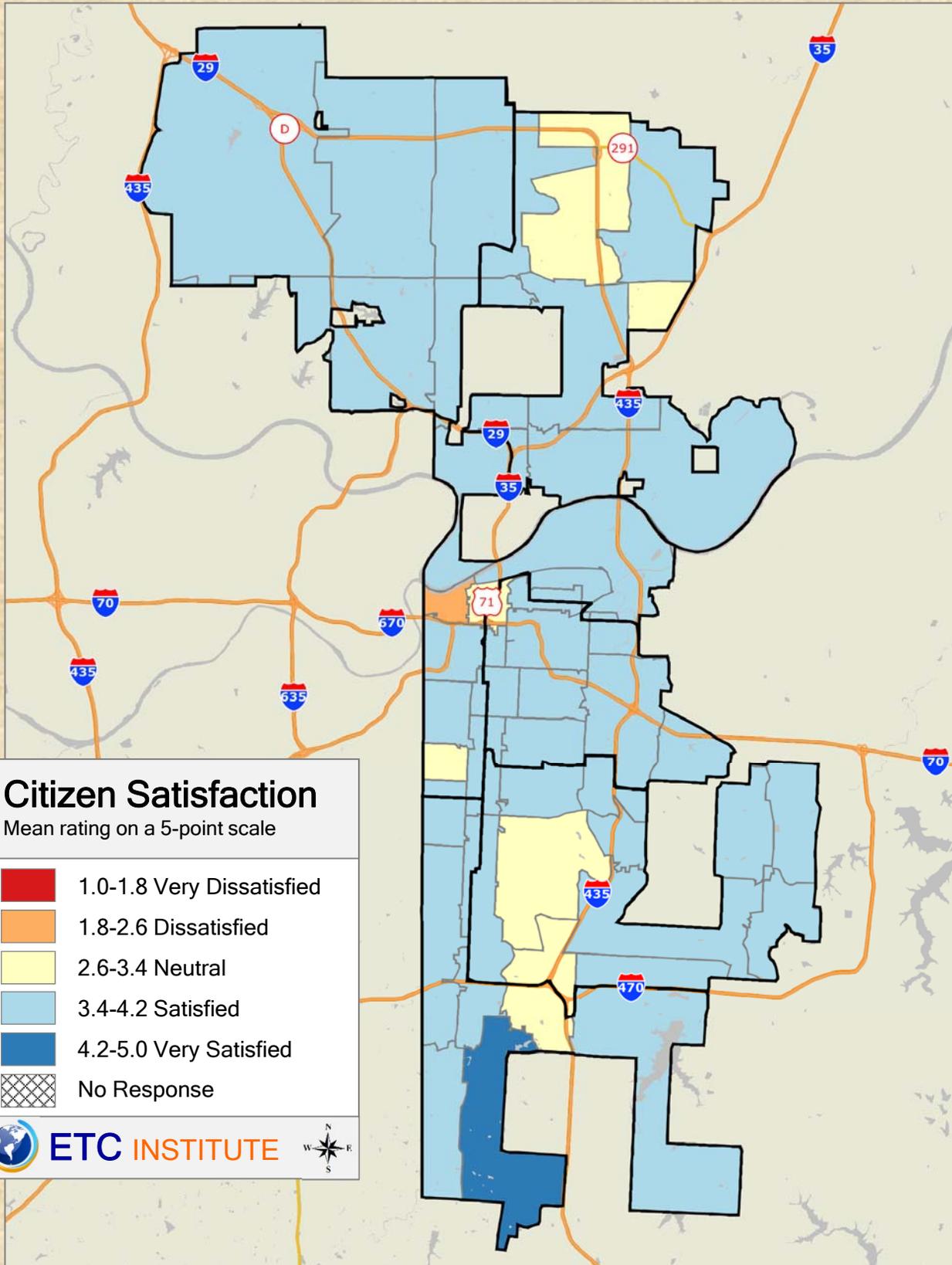
# Q16-1 Satisfaction with overall quality of trash collection services



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

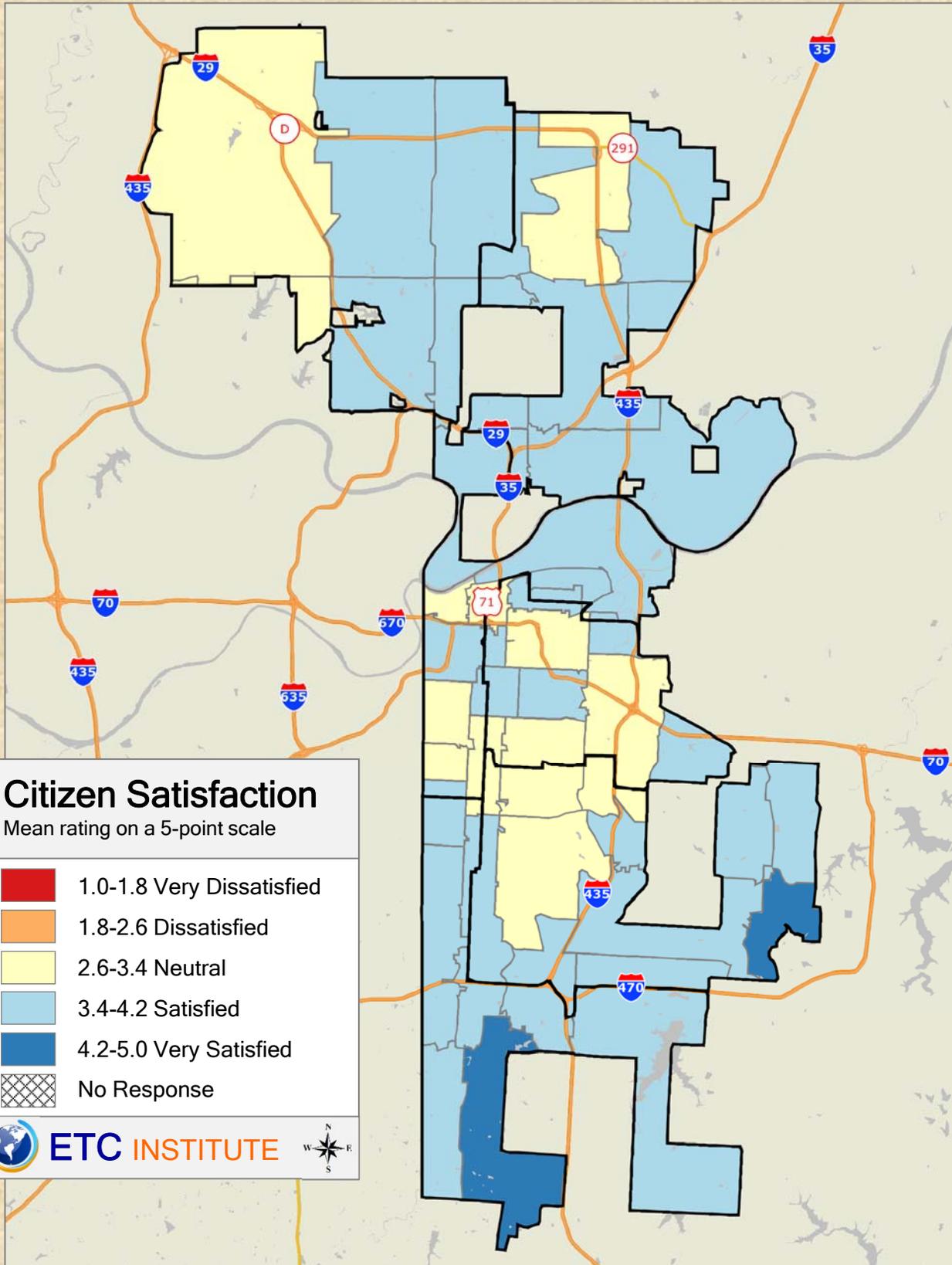
# Q16-2 Satisfaction with overall quality of curbside recycling services



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

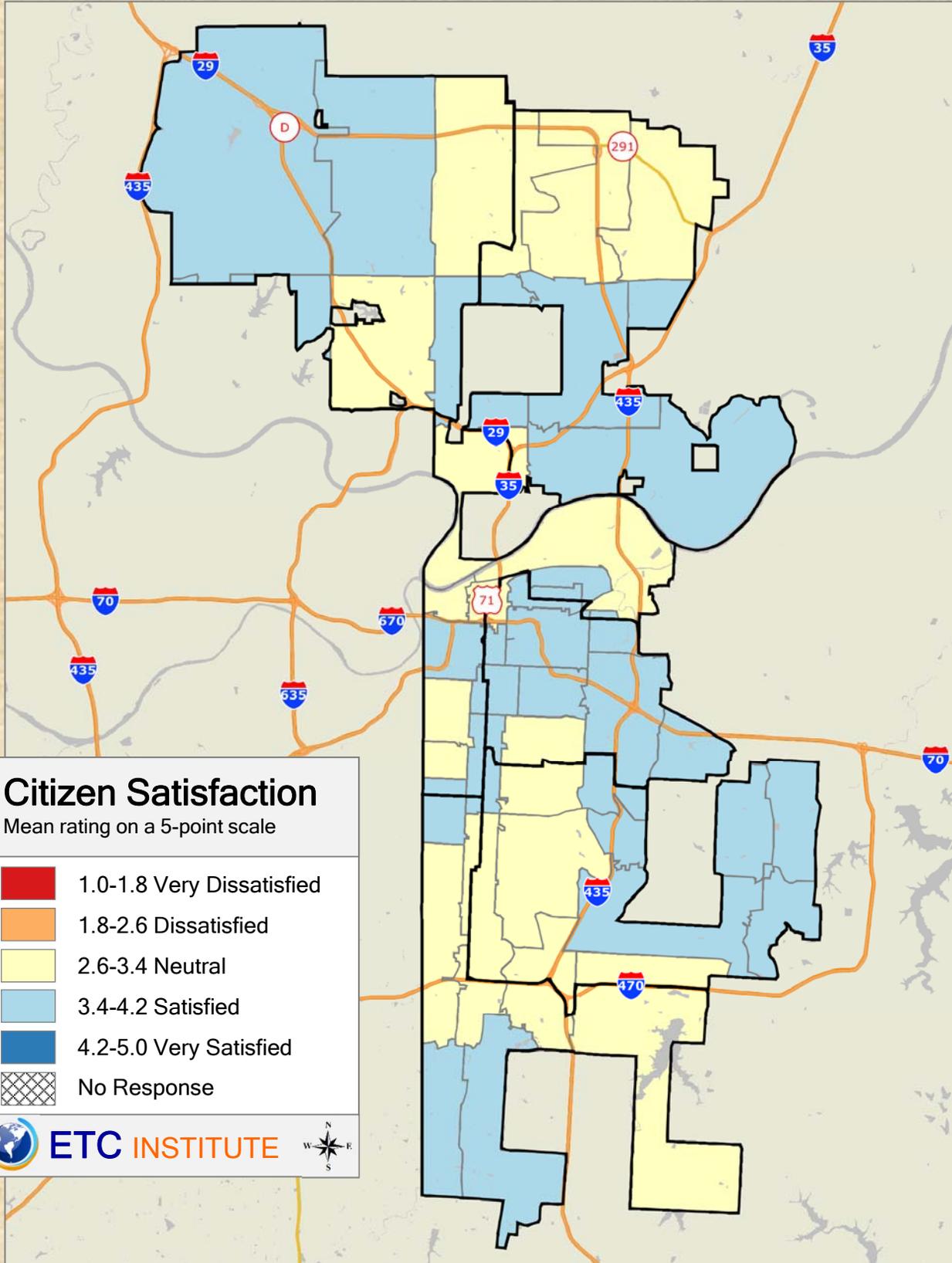
# Q16-3 Satisfaction with overall quality of recycling drop-off centers



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

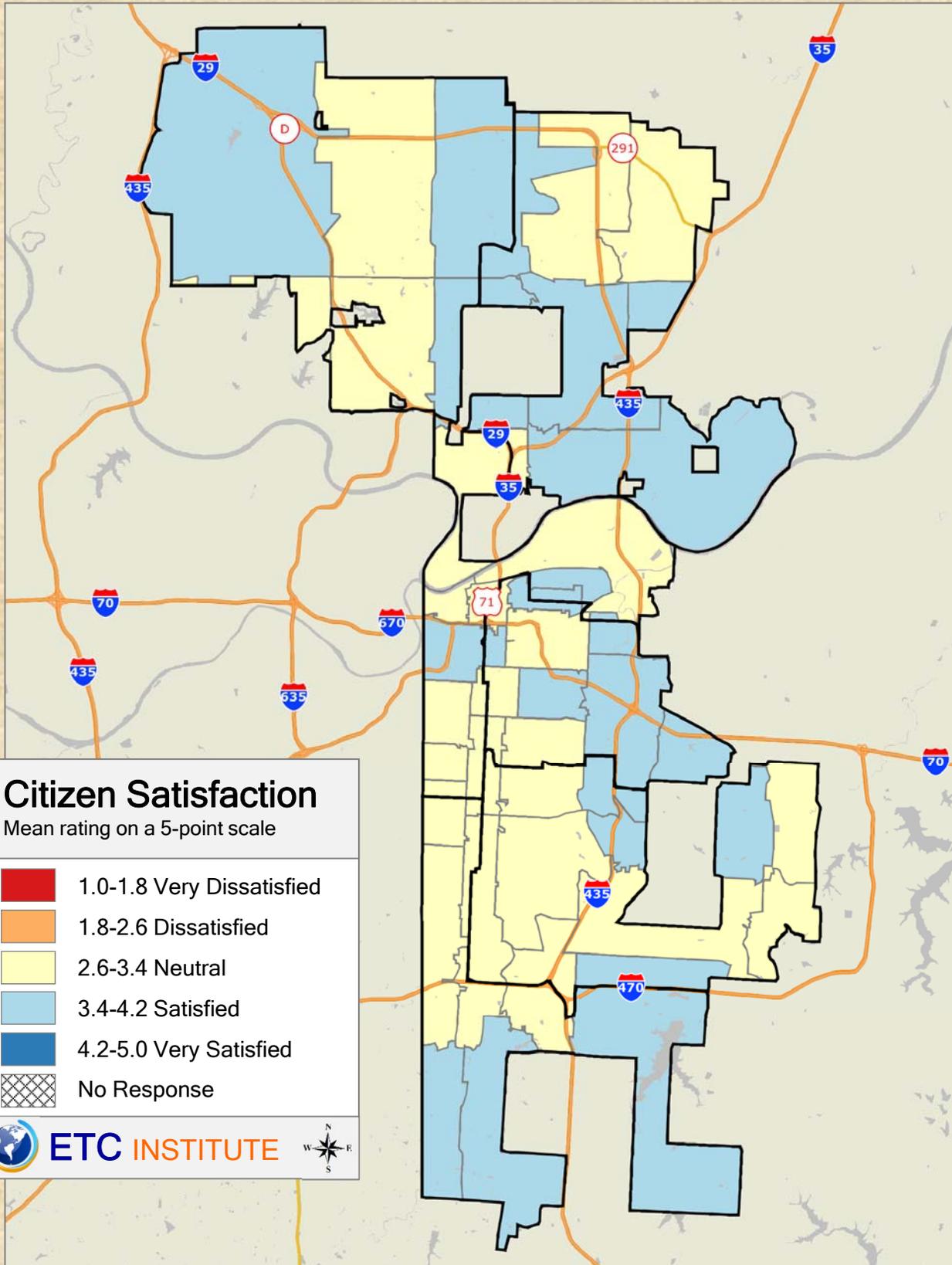
# Q16-4 Satisfaction with overall quality of bulky item pick-up services



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

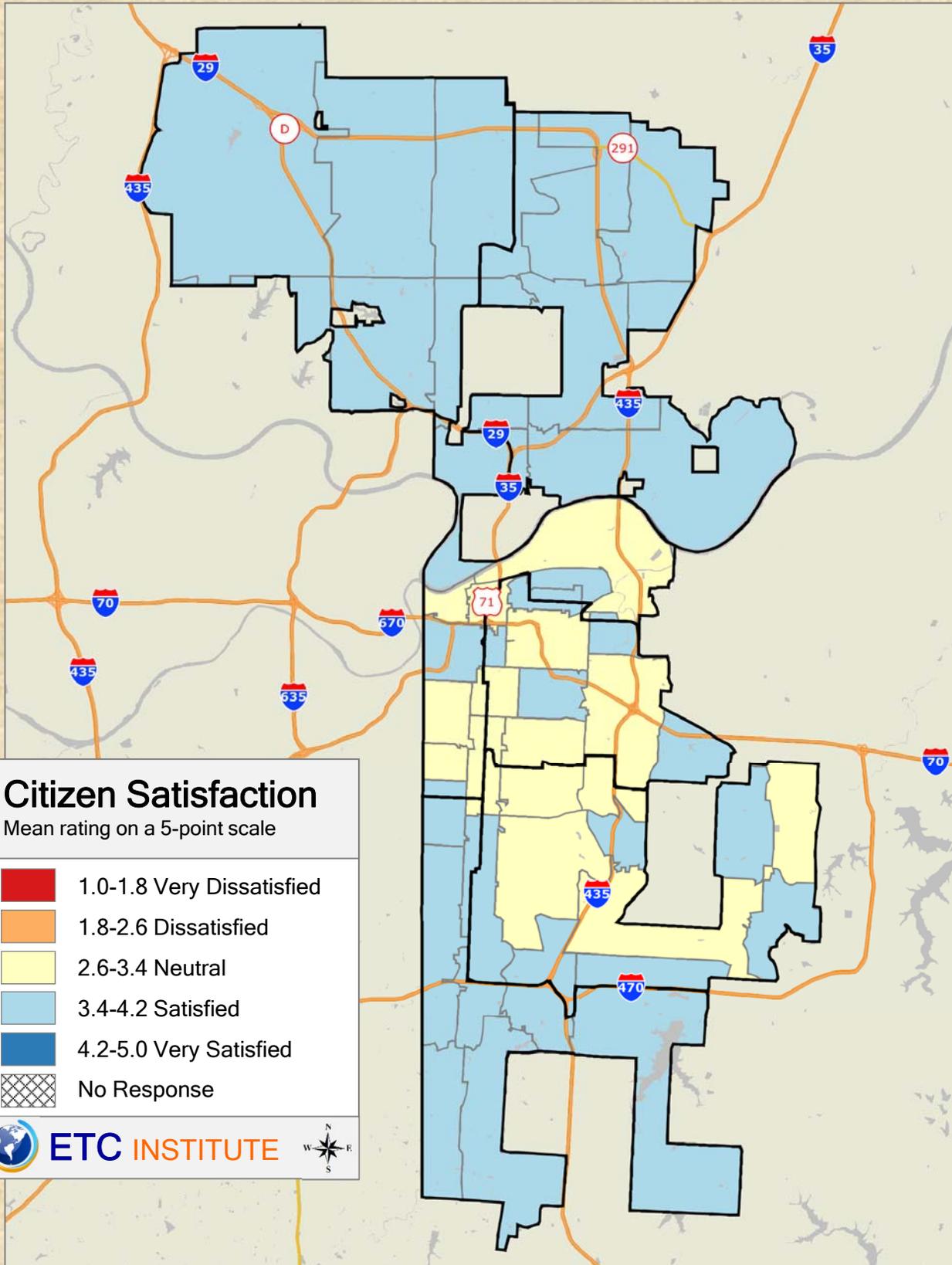
# Q16-5 Satisfaction with overall quality of leaf and brush pick-up services



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

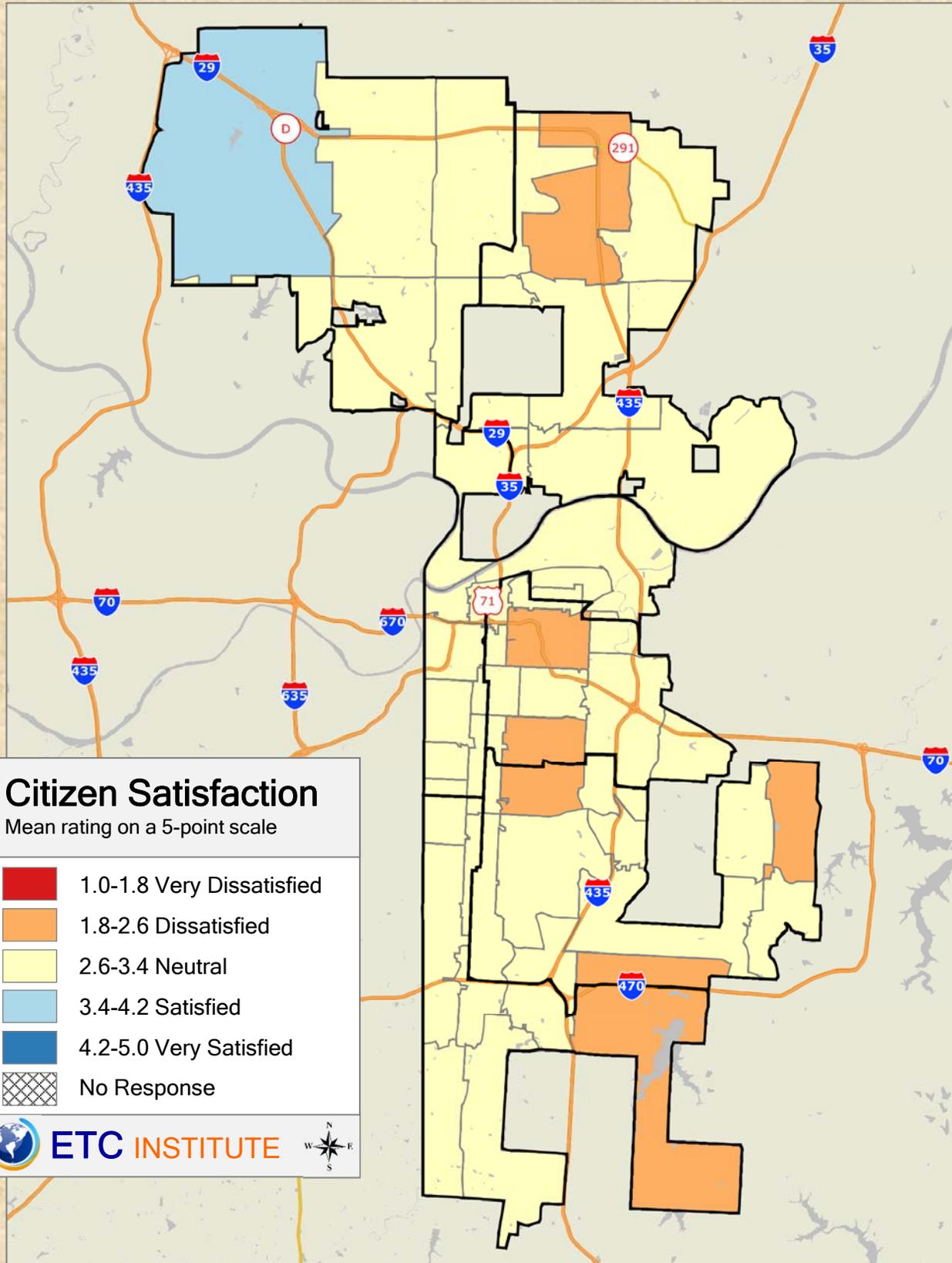
# Q16-6 Satisfaction with overall quality of leaf and brush drop-off centers



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

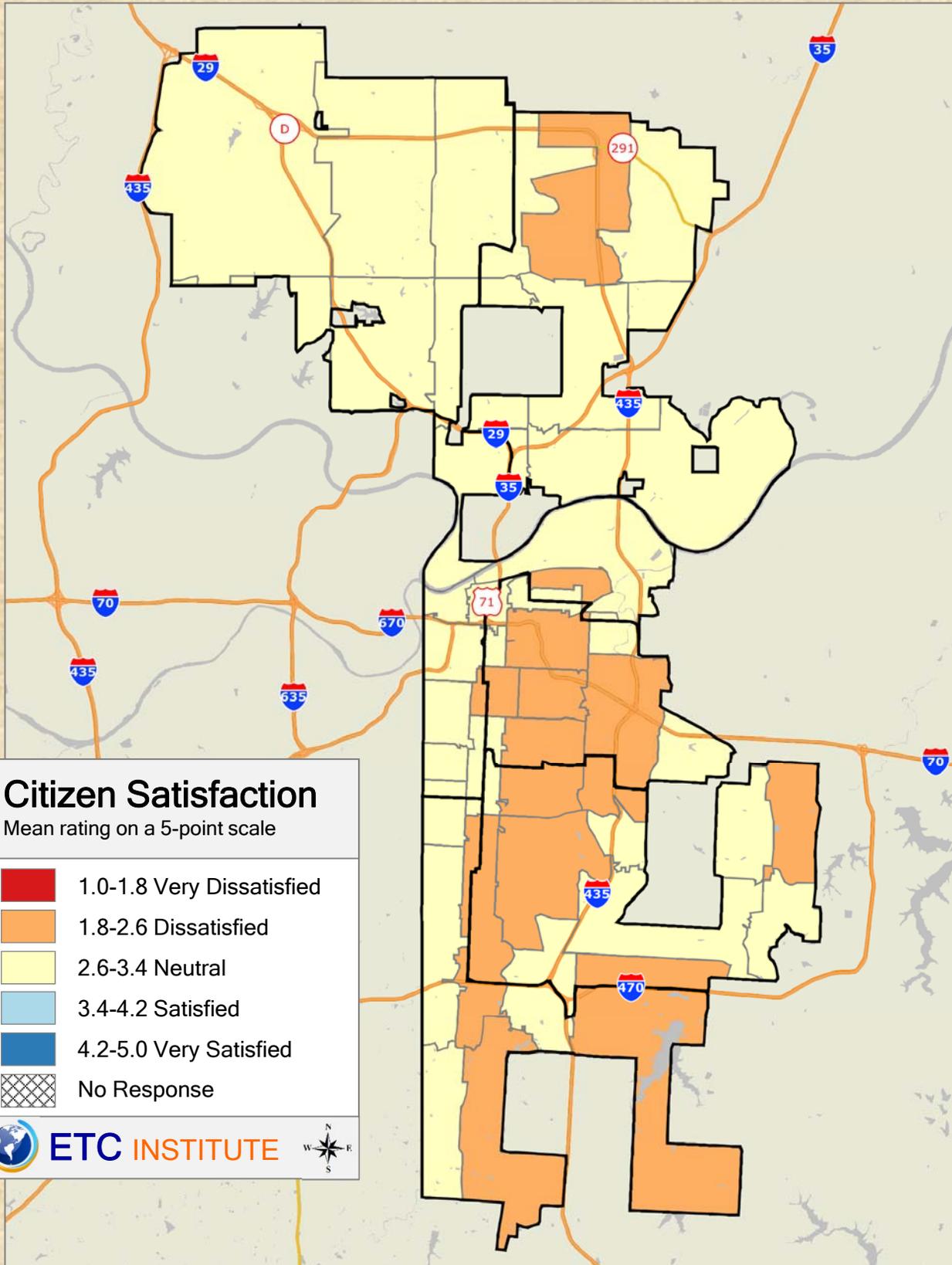
# Q16-7 Satisfaction with overall cleanliness of streets and other public areas



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

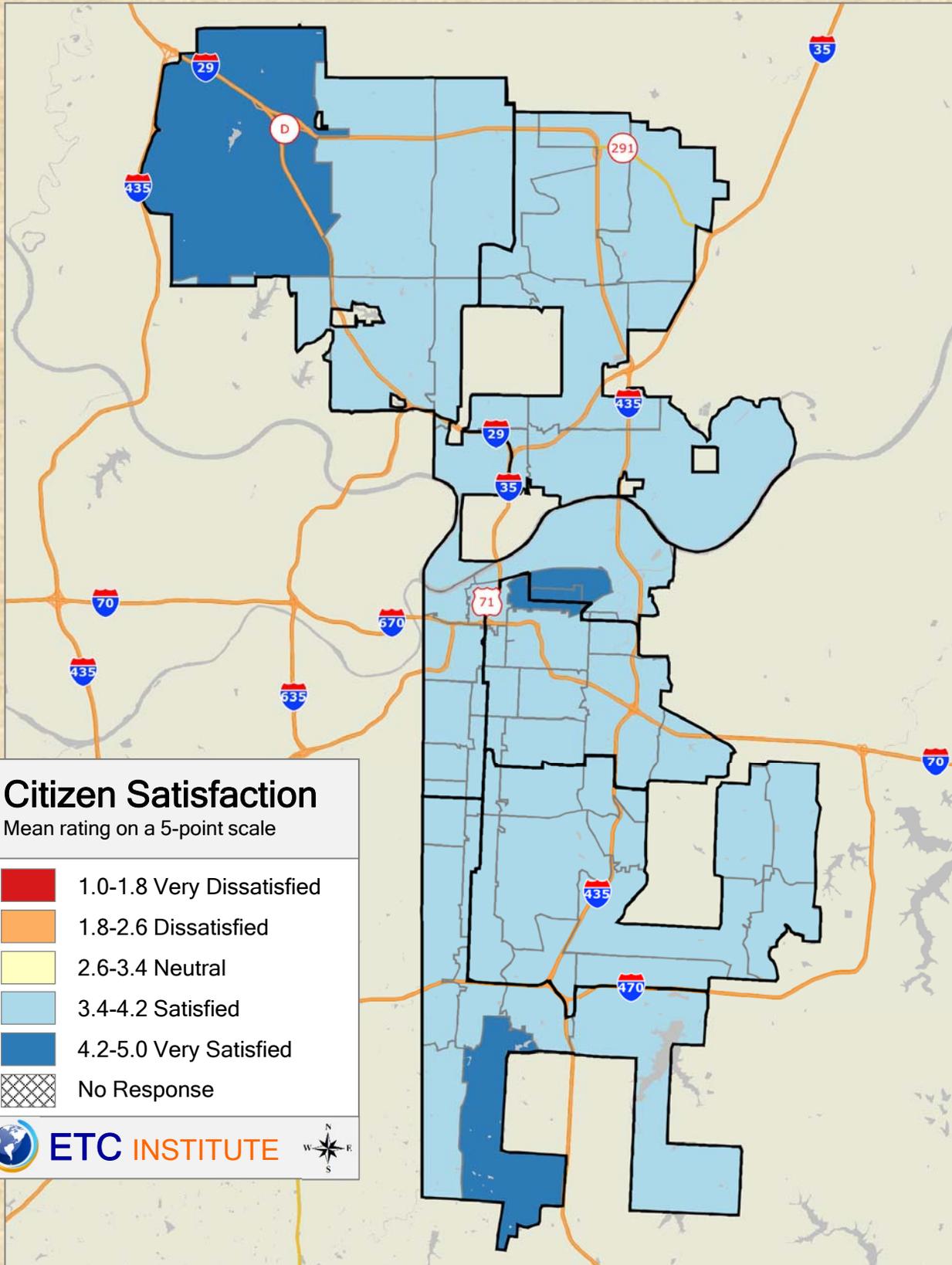
# Q16-8 Satisfaction with city efforts to clean up illegal dumping sites



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

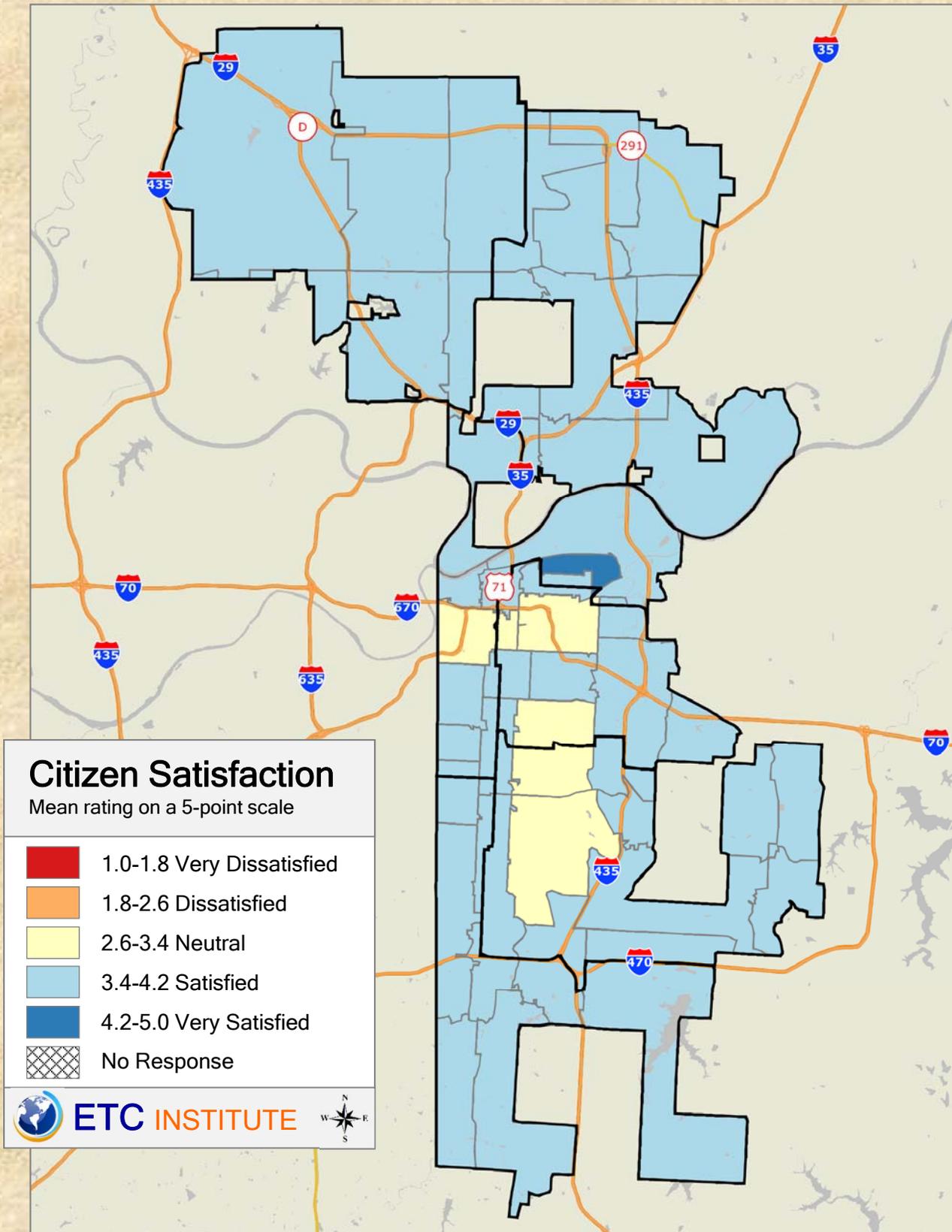
# Q18-1 Satisfaction with ease of moving through airport security



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

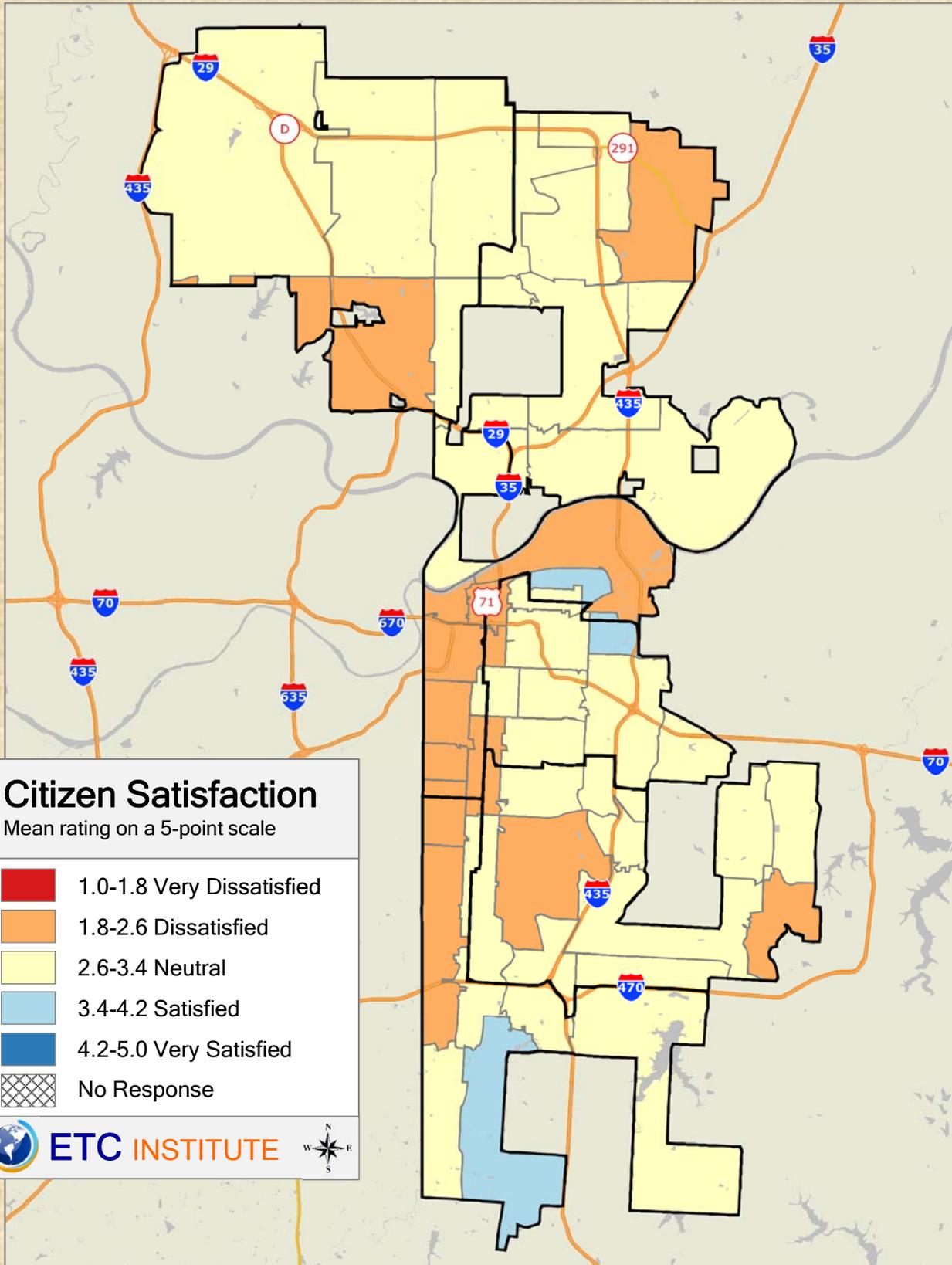
## Q18-2 Satisfaction with availability of parking



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

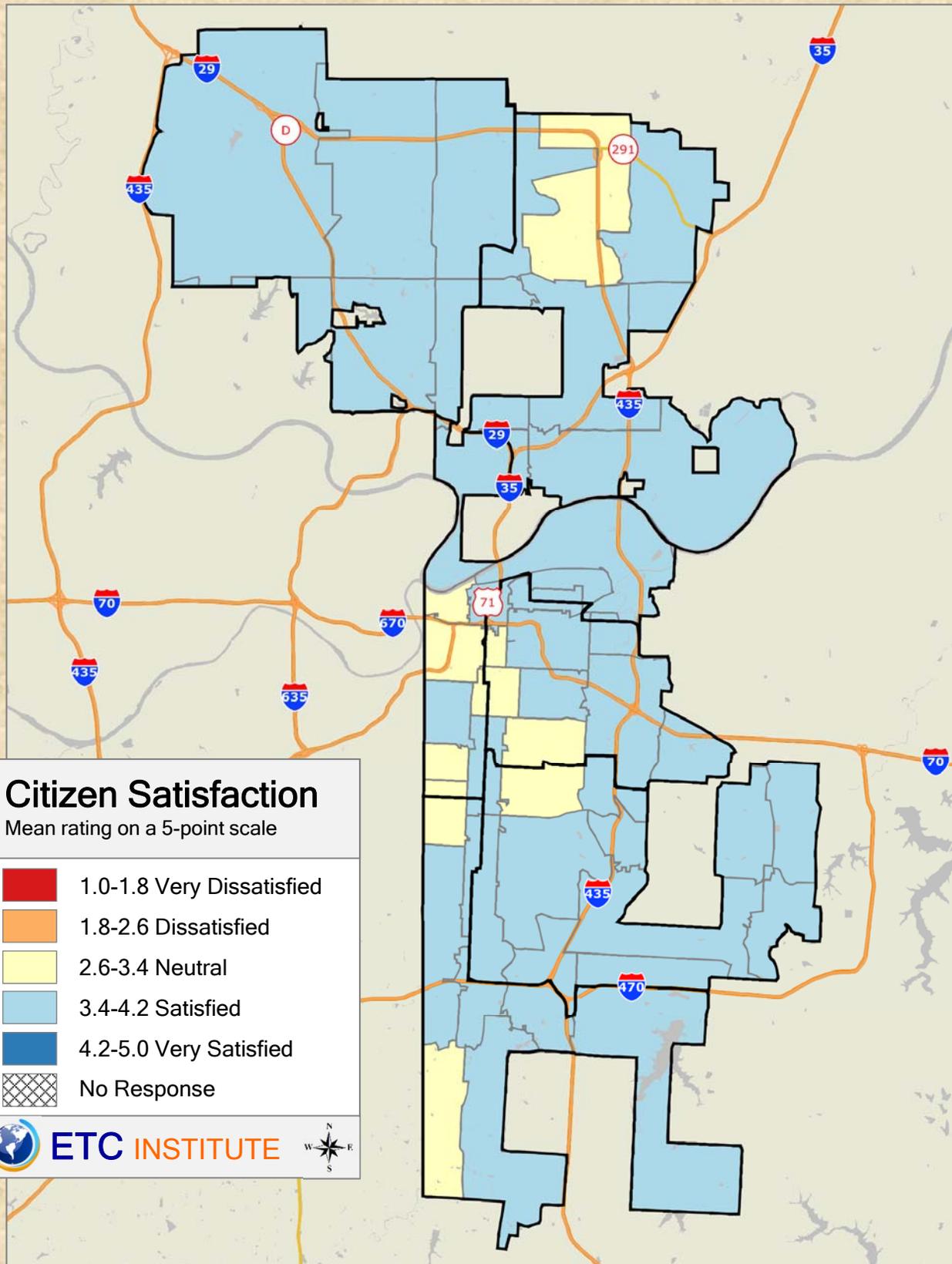
# Q18-3 Satisfaction with food, beverage, and other concessions



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

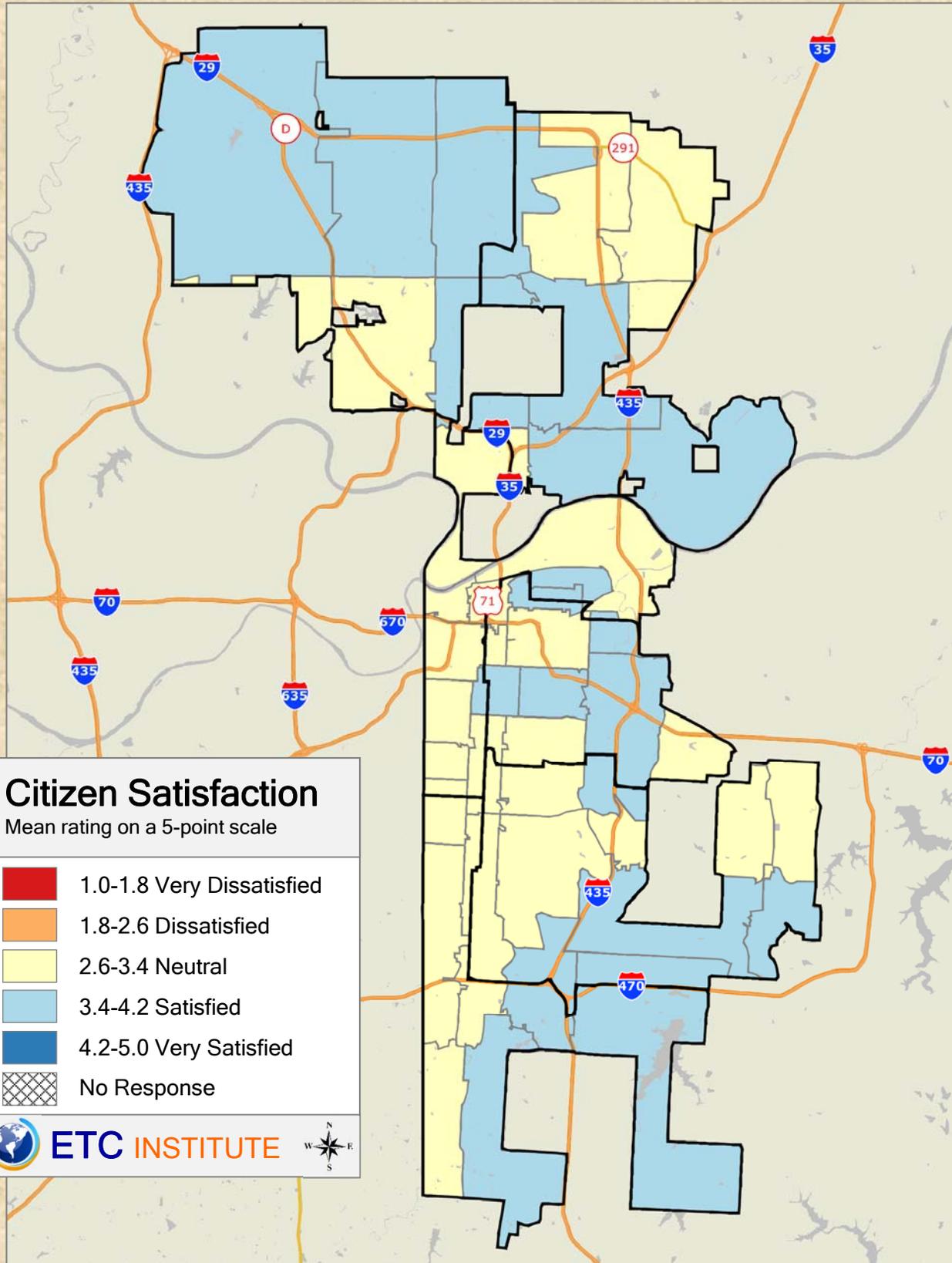
### Q18-4 Satisfaction with cleanliness of facilities



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

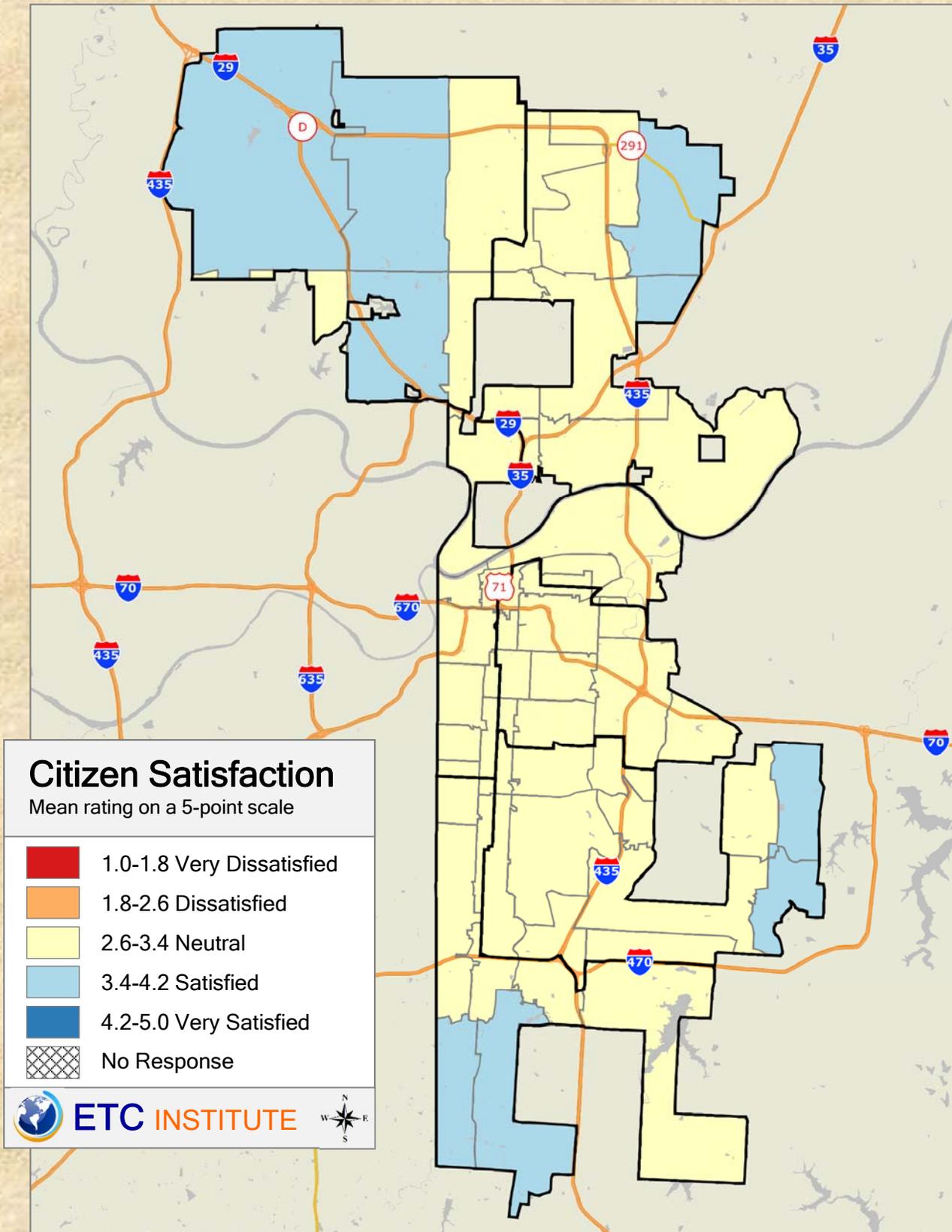
## Q18-5 Satisfaction with availability of seating near departure gates



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

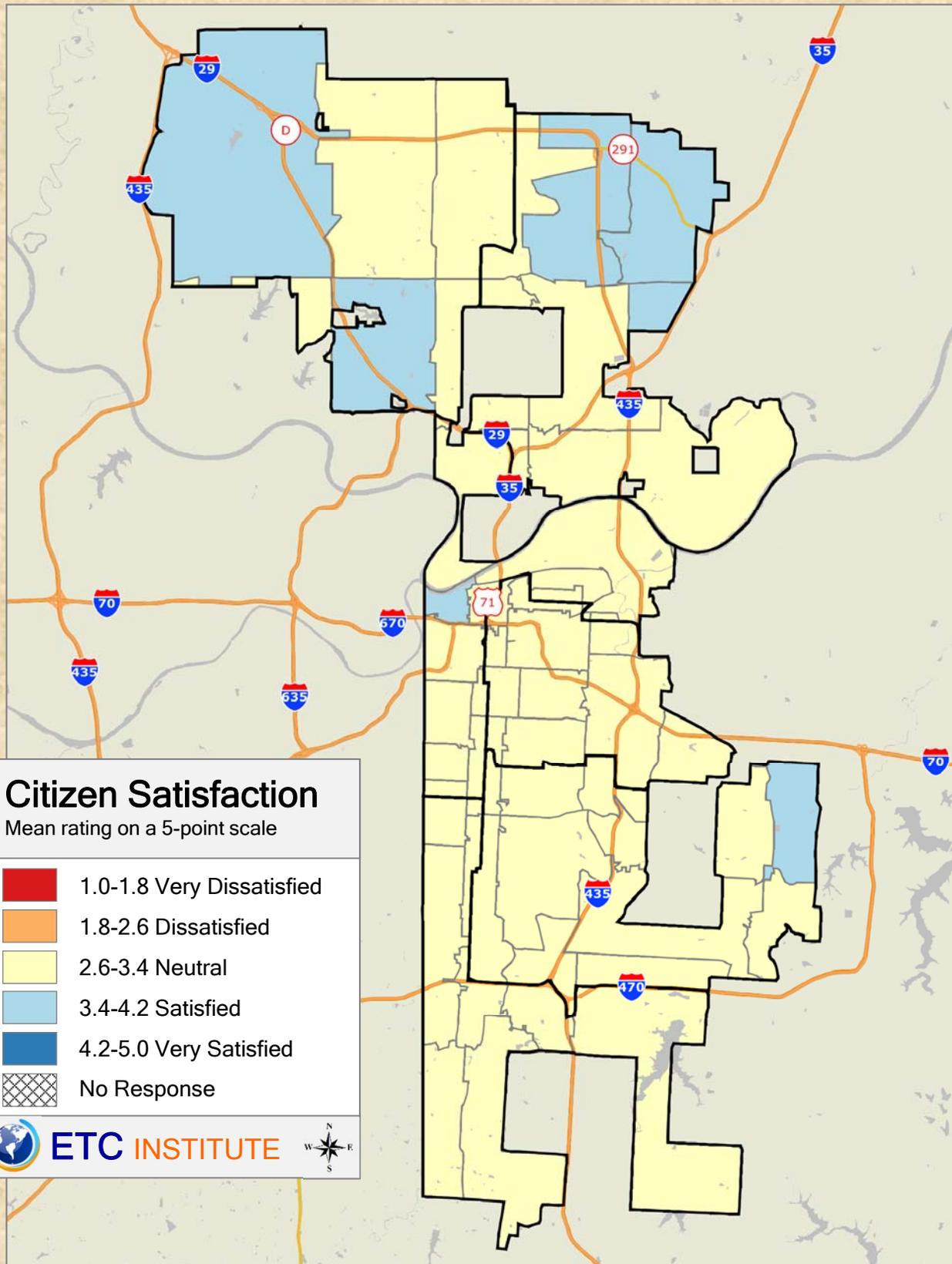
## Q20-1 Satisfaction with condition of catch basins (storm drains) in neighborhood



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

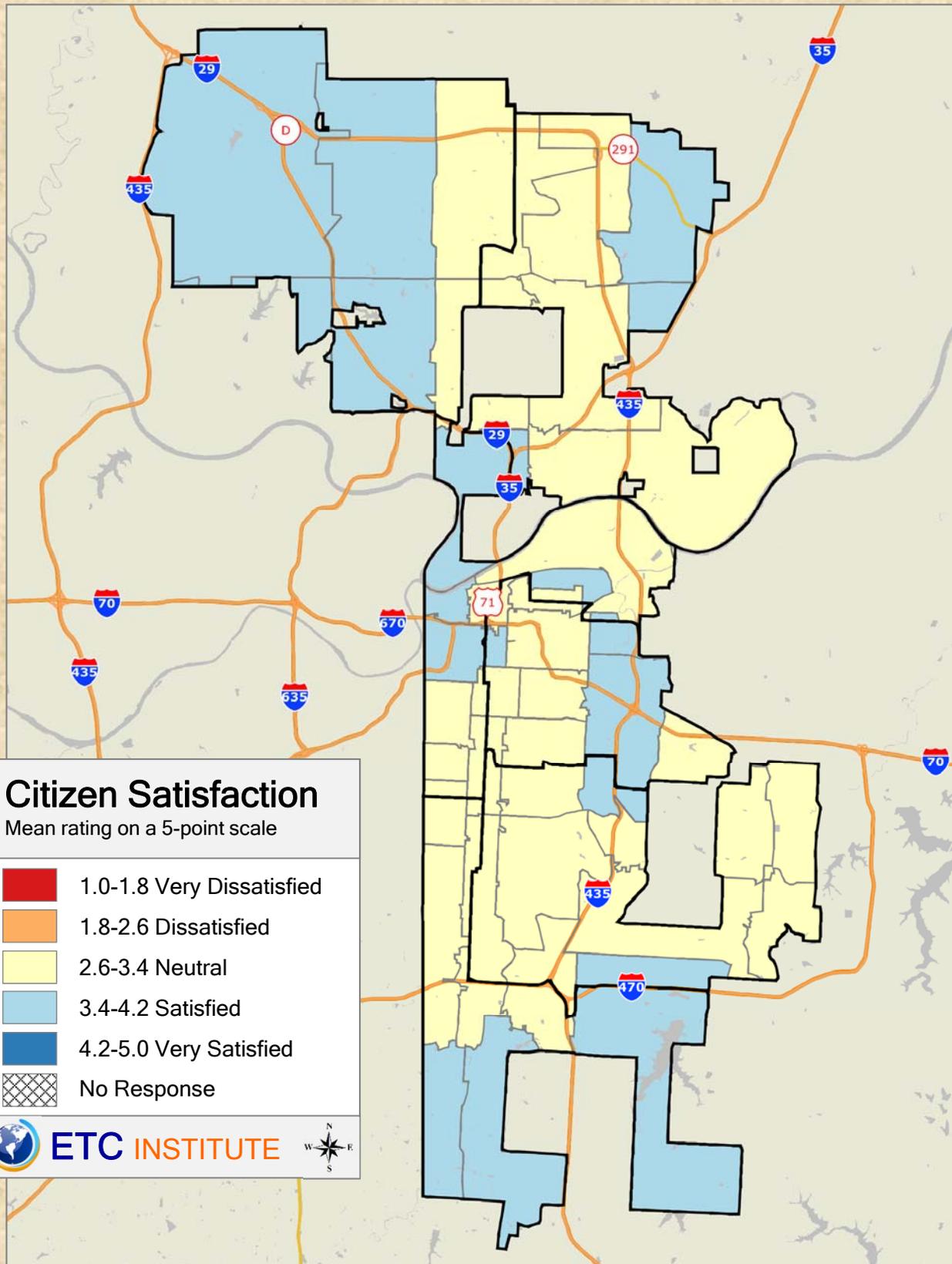
# Q20-2 Satisfaction with timeliness of water/sewer line break repairs



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

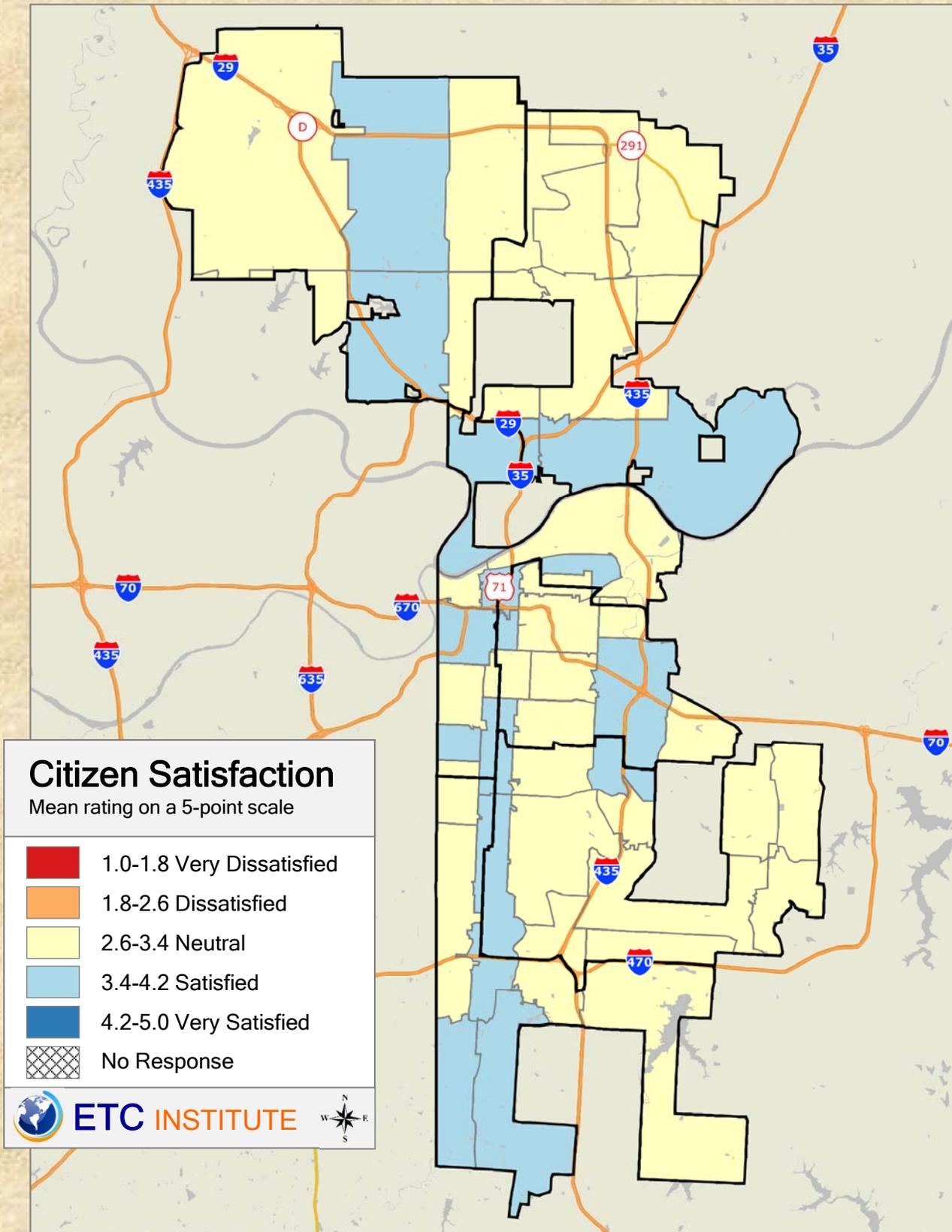
# Q20-3 Satisfaction with Water Services customer service



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

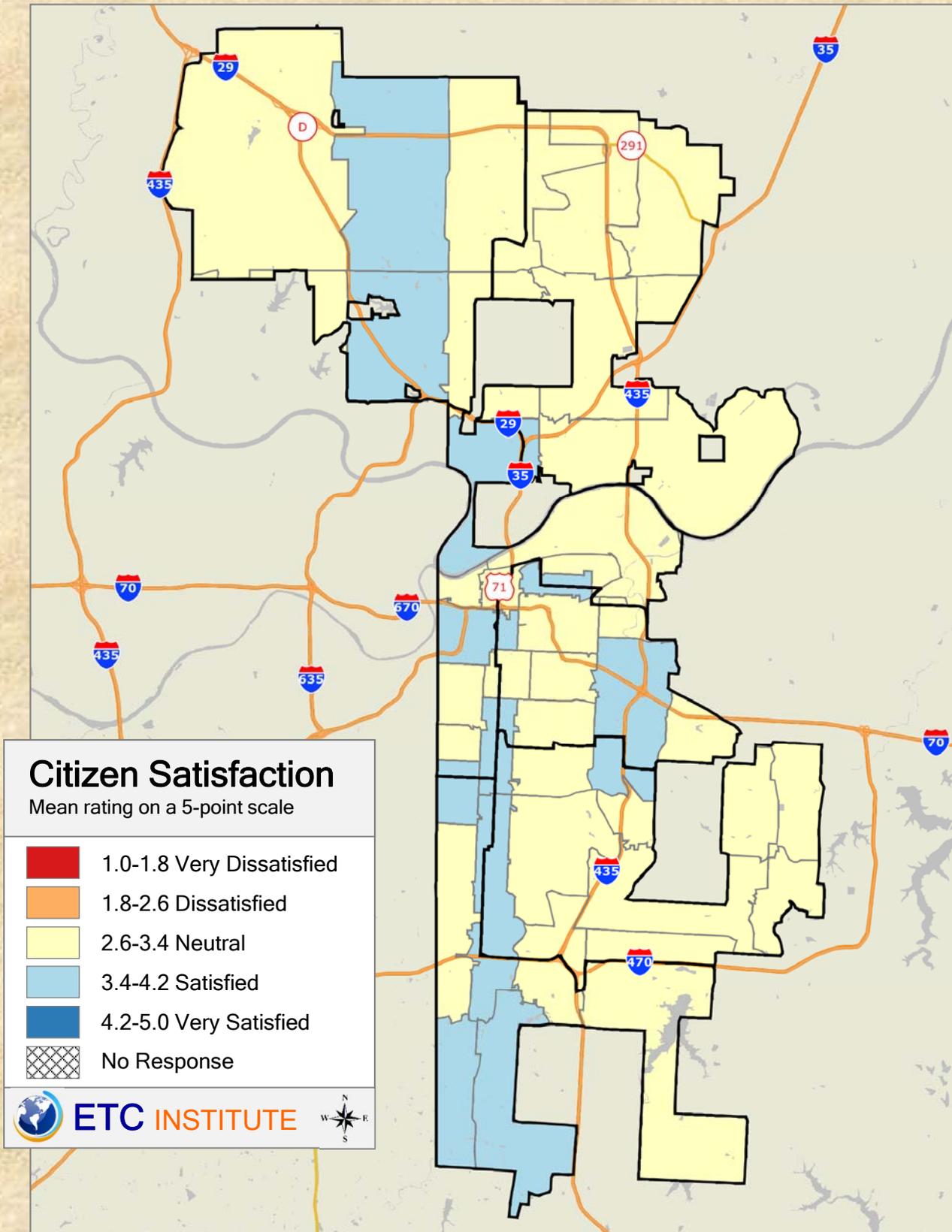
# Q21-1 Satisfaction with overall quality of leadership provided by the city's elected officials



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

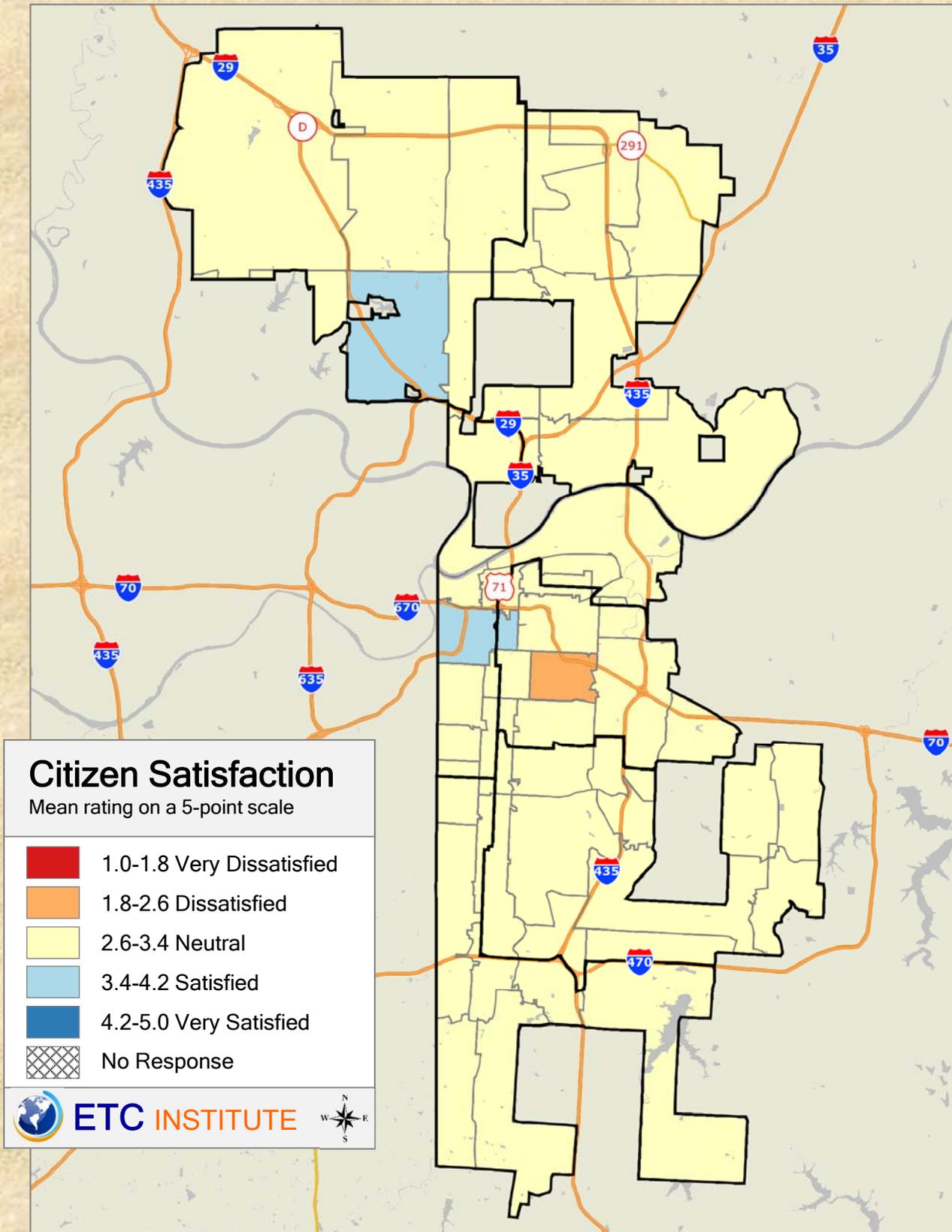
## Q21-2 Satisfaction with overall effectiveness of city manager and appointed staff



### 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)

# Q21-3 Satisfaction with how ethically city conducts business



## 2017-2018 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by Zip Code (merged as needed)