

2016-17 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



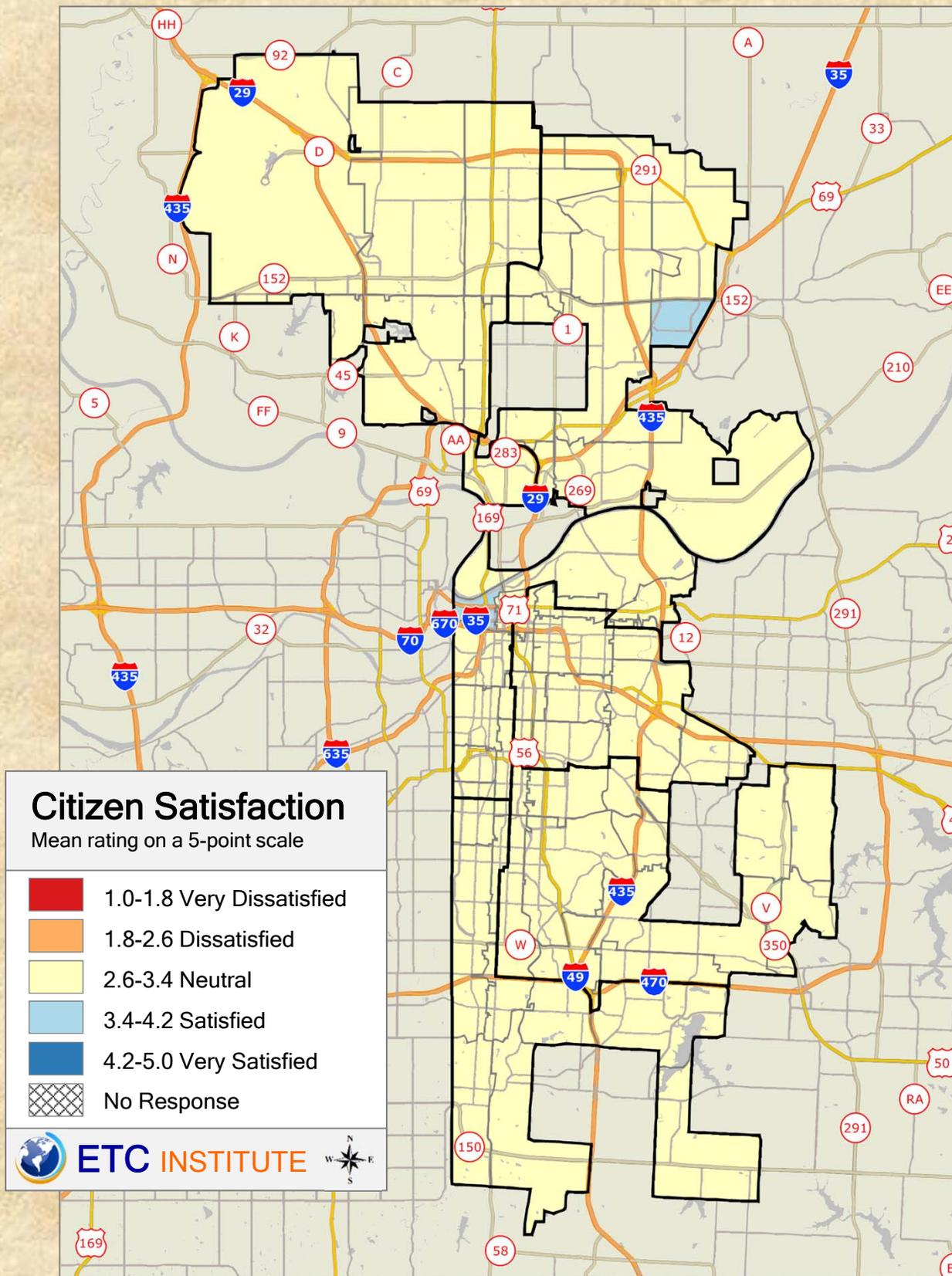
Interpreting the Maps

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.”

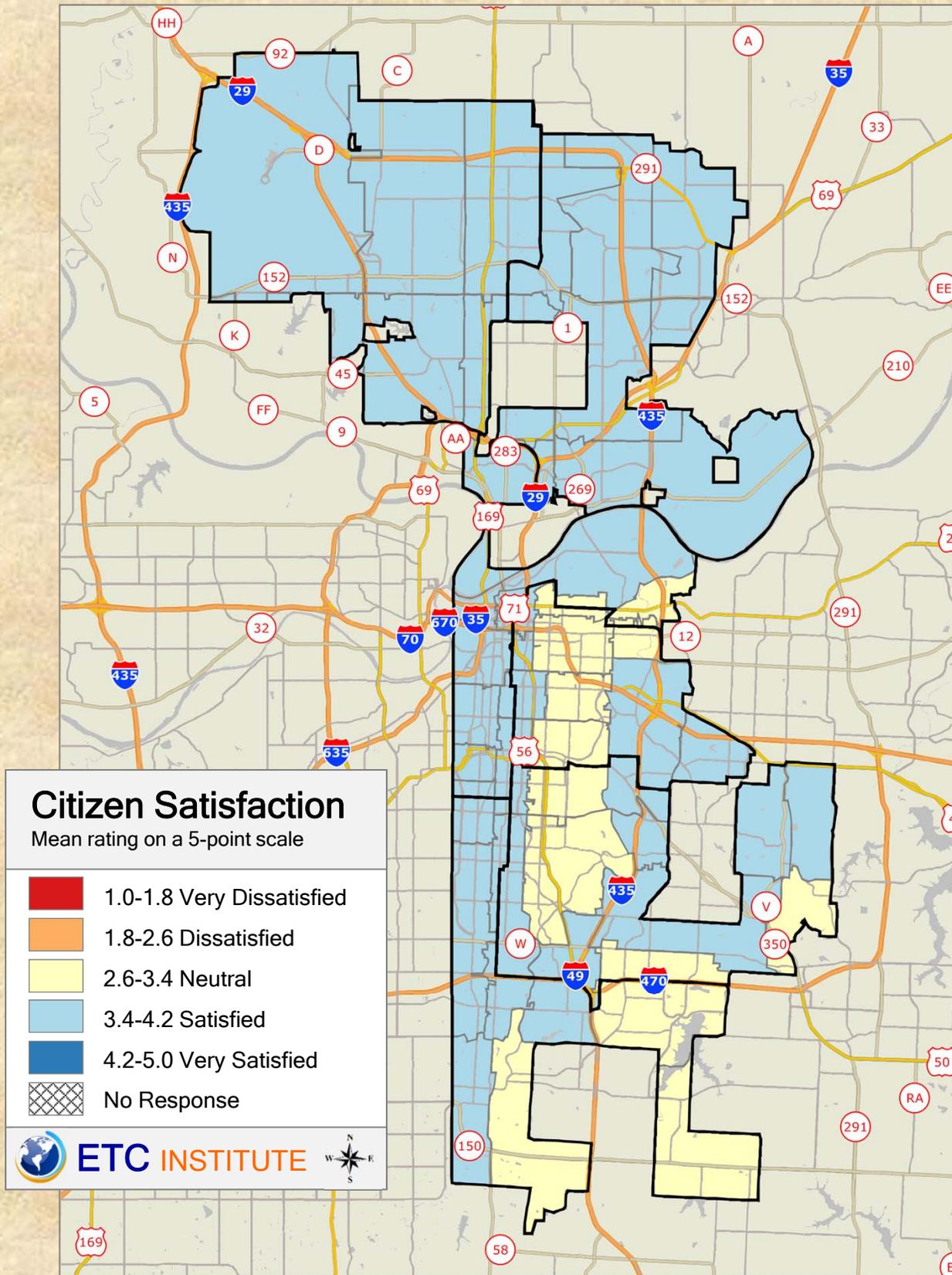
Q2-2 Satisfaction with overall value received for City tax dollars and fees



2016-2017 City of Kansas City, Missouri Citizen Survey

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

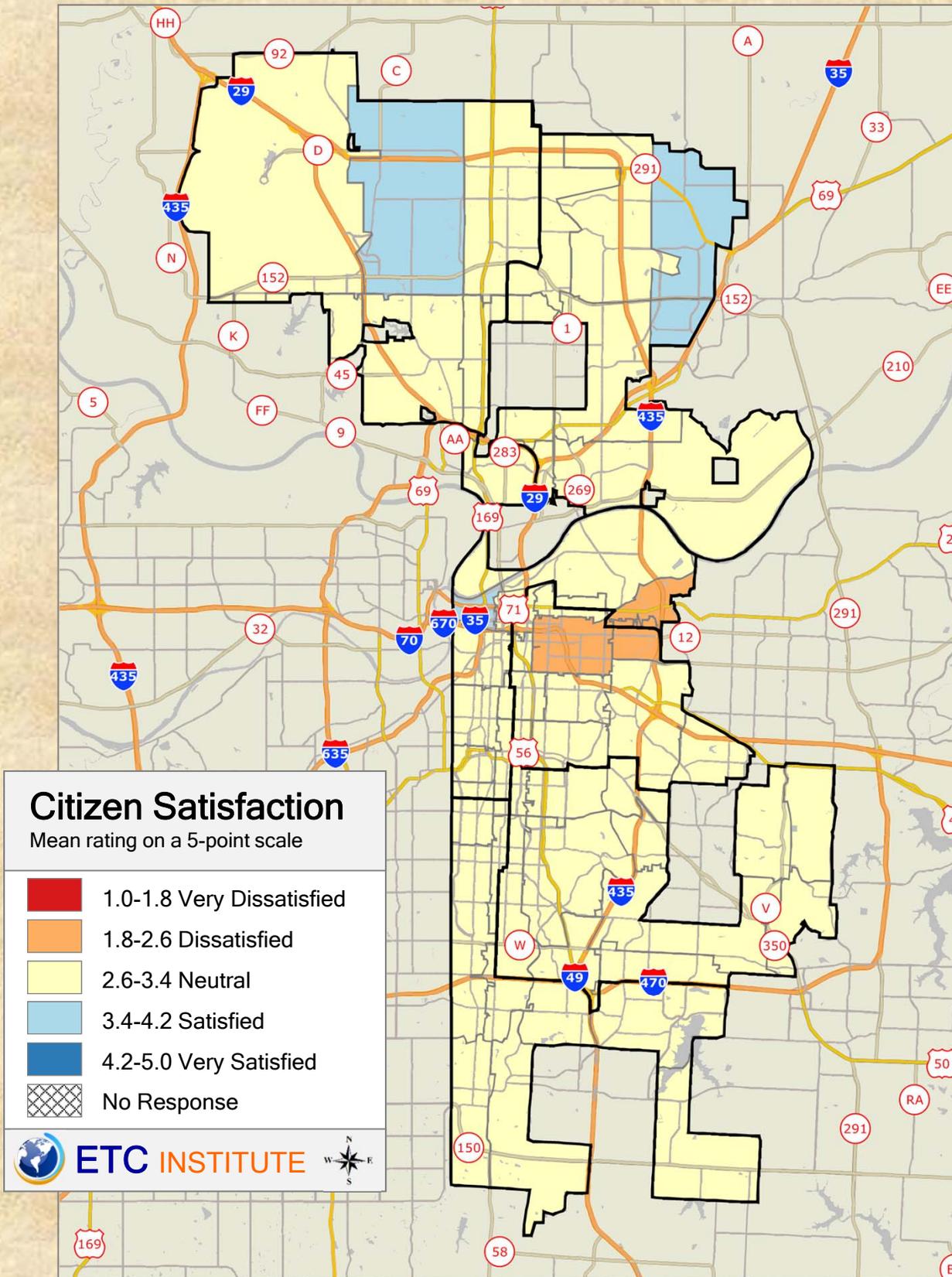
Q2-4 Satisfaction with overall quality of life in the City



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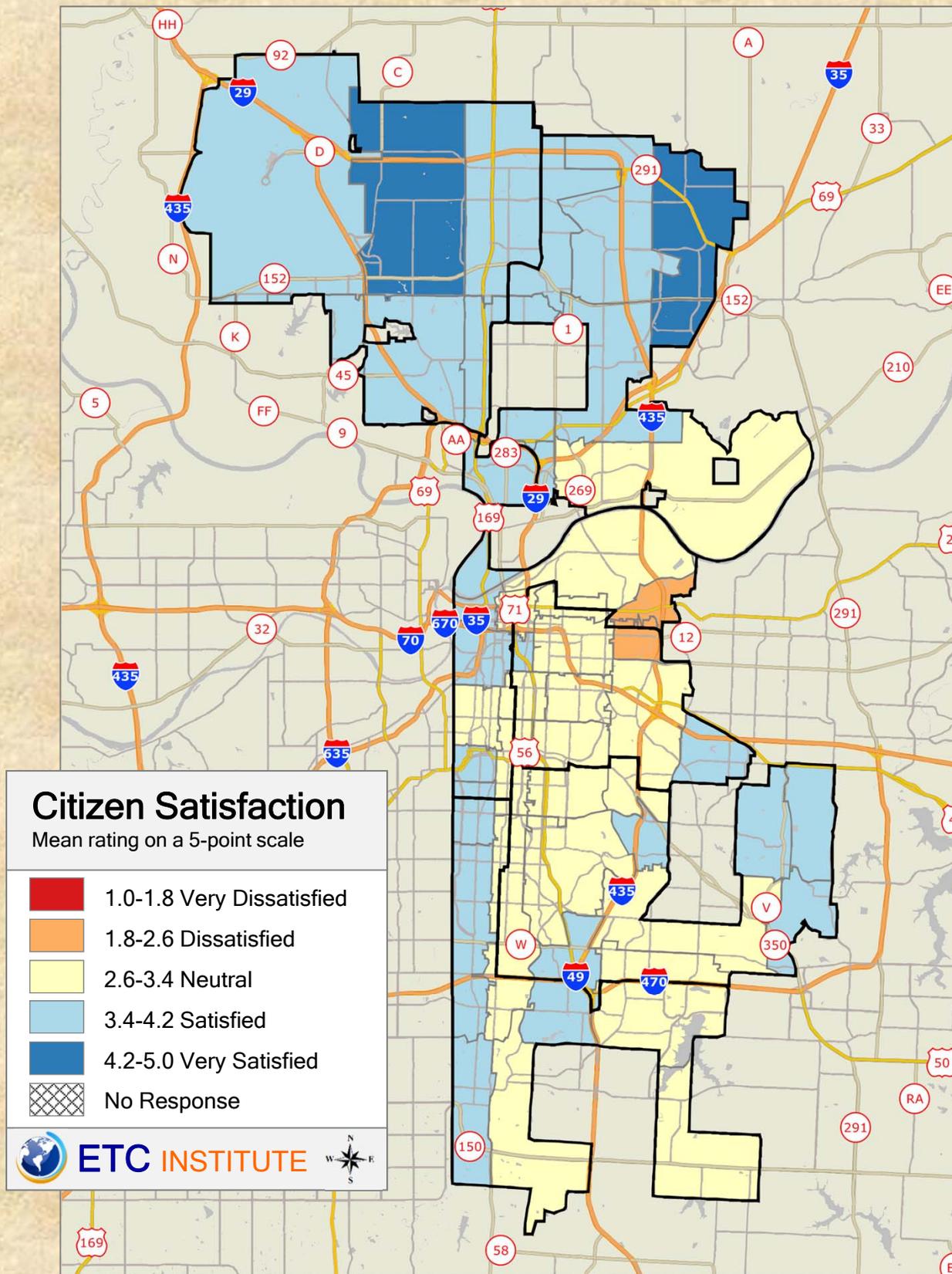
Q2-5 Satisfaction with overall feeling of safety in the City



2016-2017 City of Kansas City, Missouri Citizen Survey

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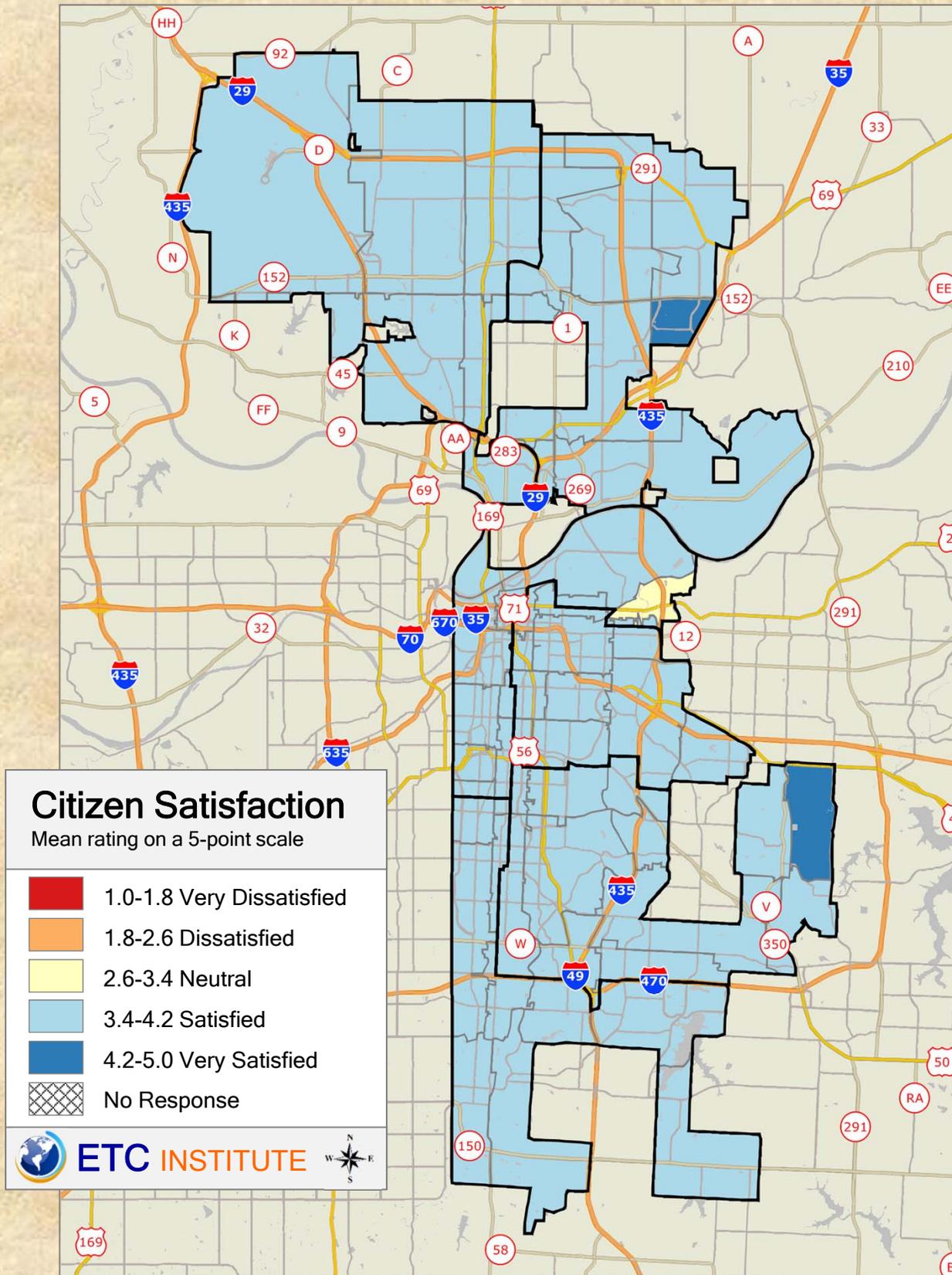
Q2-6 Satisfaction with overall feeling of safety in neighborhoods



2016-2017 City of Kansas City, Missouri Citizen Survey

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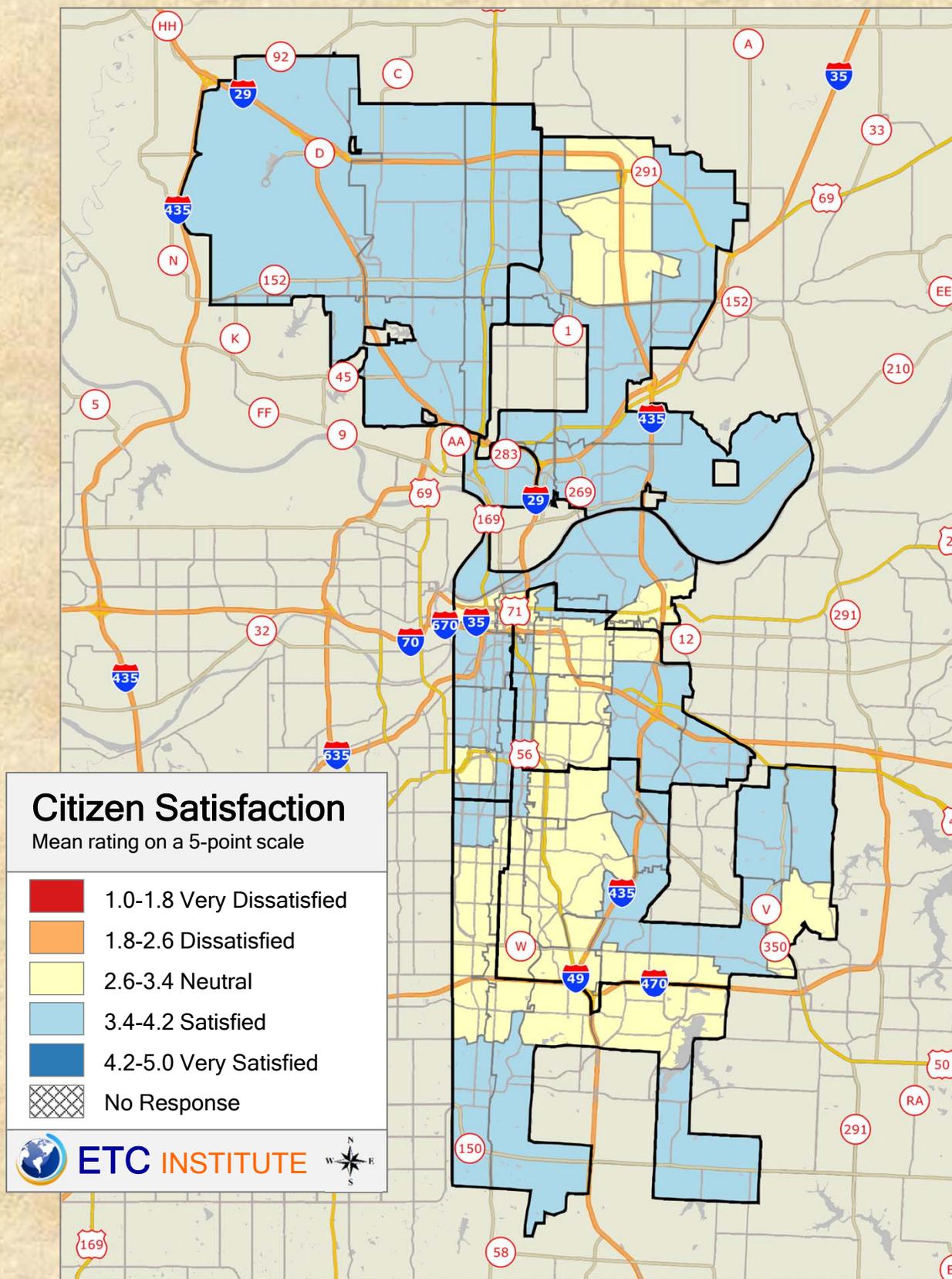
Q3-02 Satisfaction with overall quality of fire and ambulance services



2016-2017 City of Kansas City, Missouri Citizen Survey

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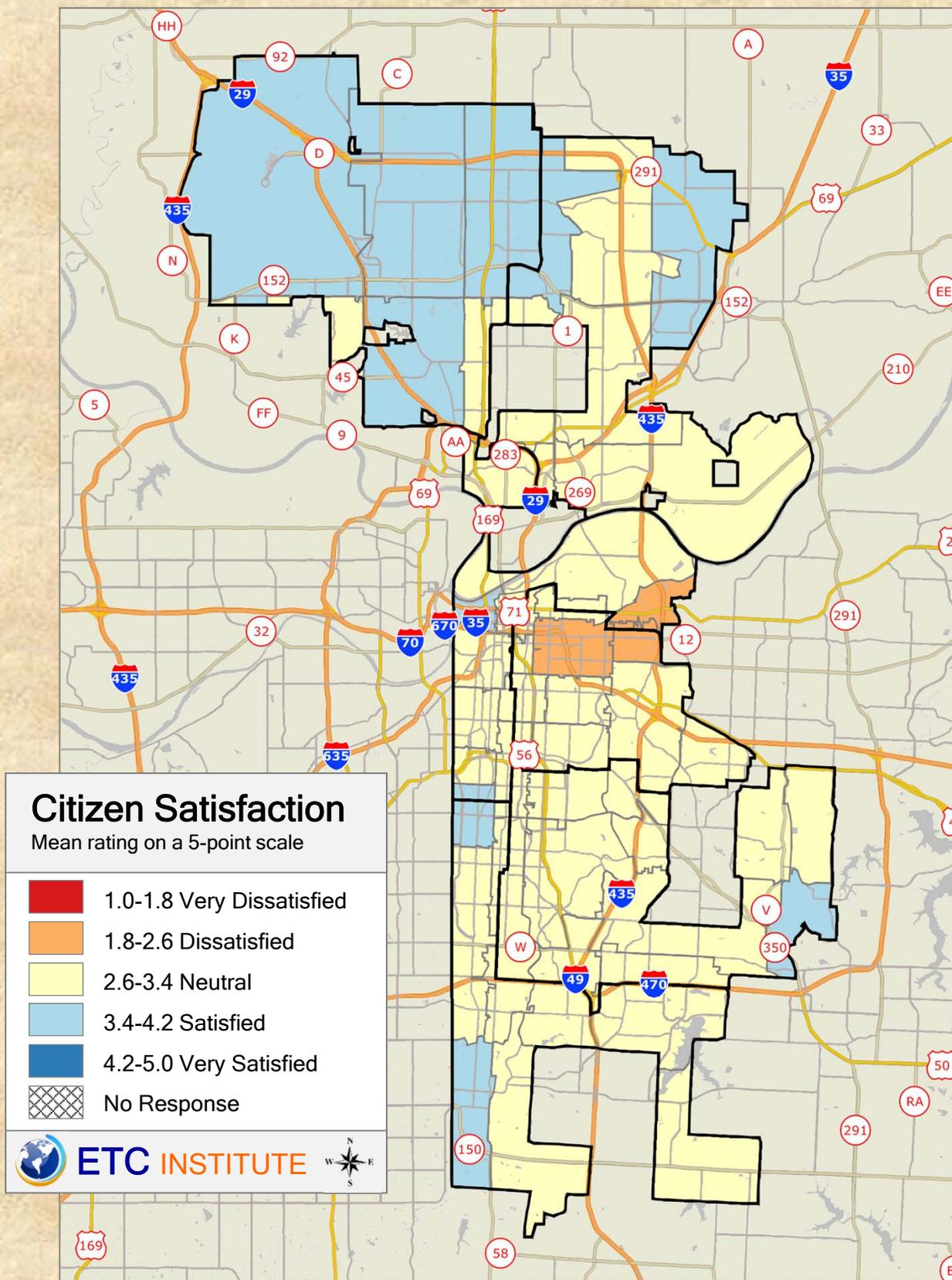
Q3-04 Satisfaction with overall quality of solid waste services



2016-2017 City of Kansas City, Missouri Citizen Survey

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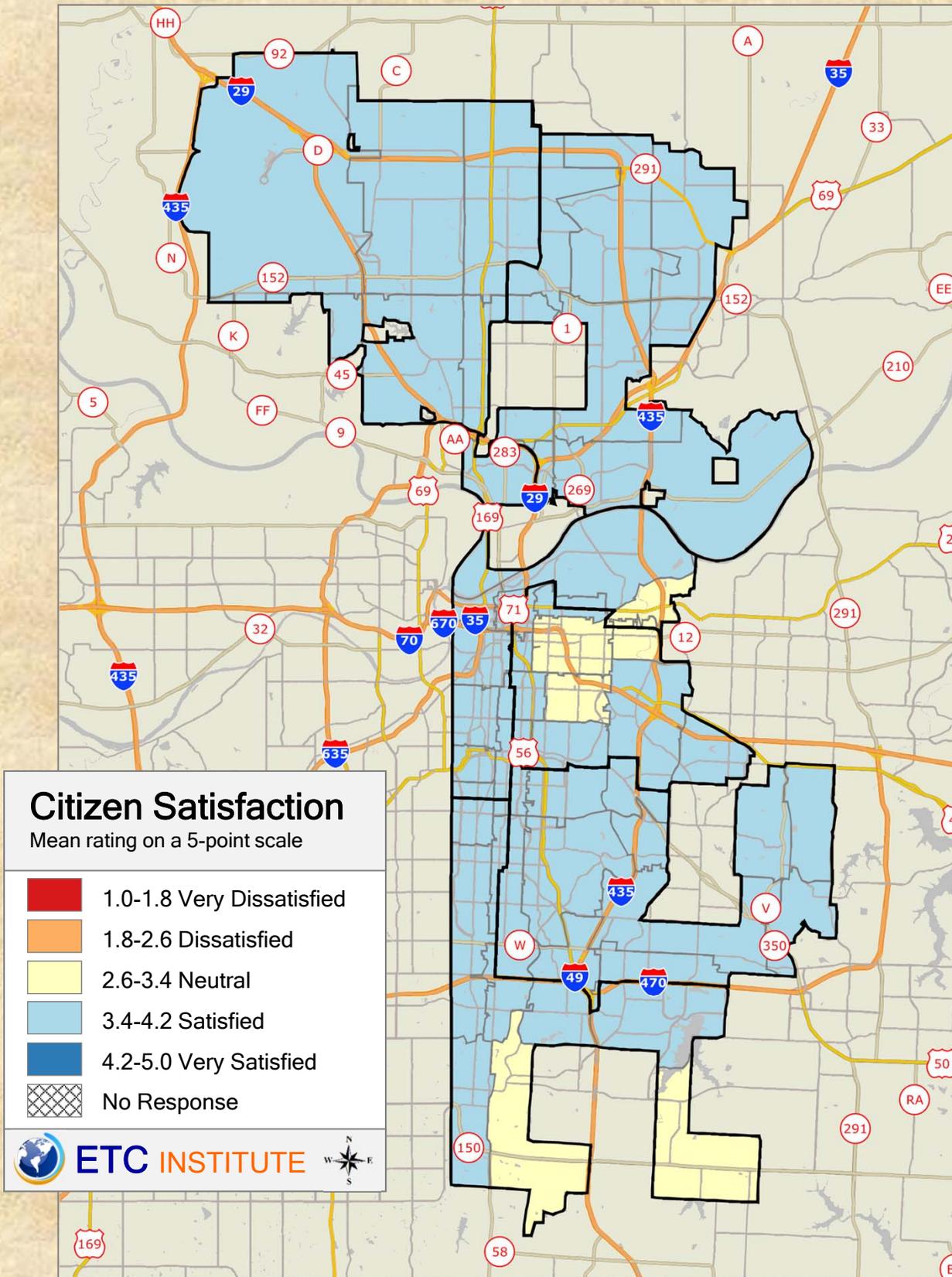
Q3-06 Satisfaction with overall quality of neighborhood services



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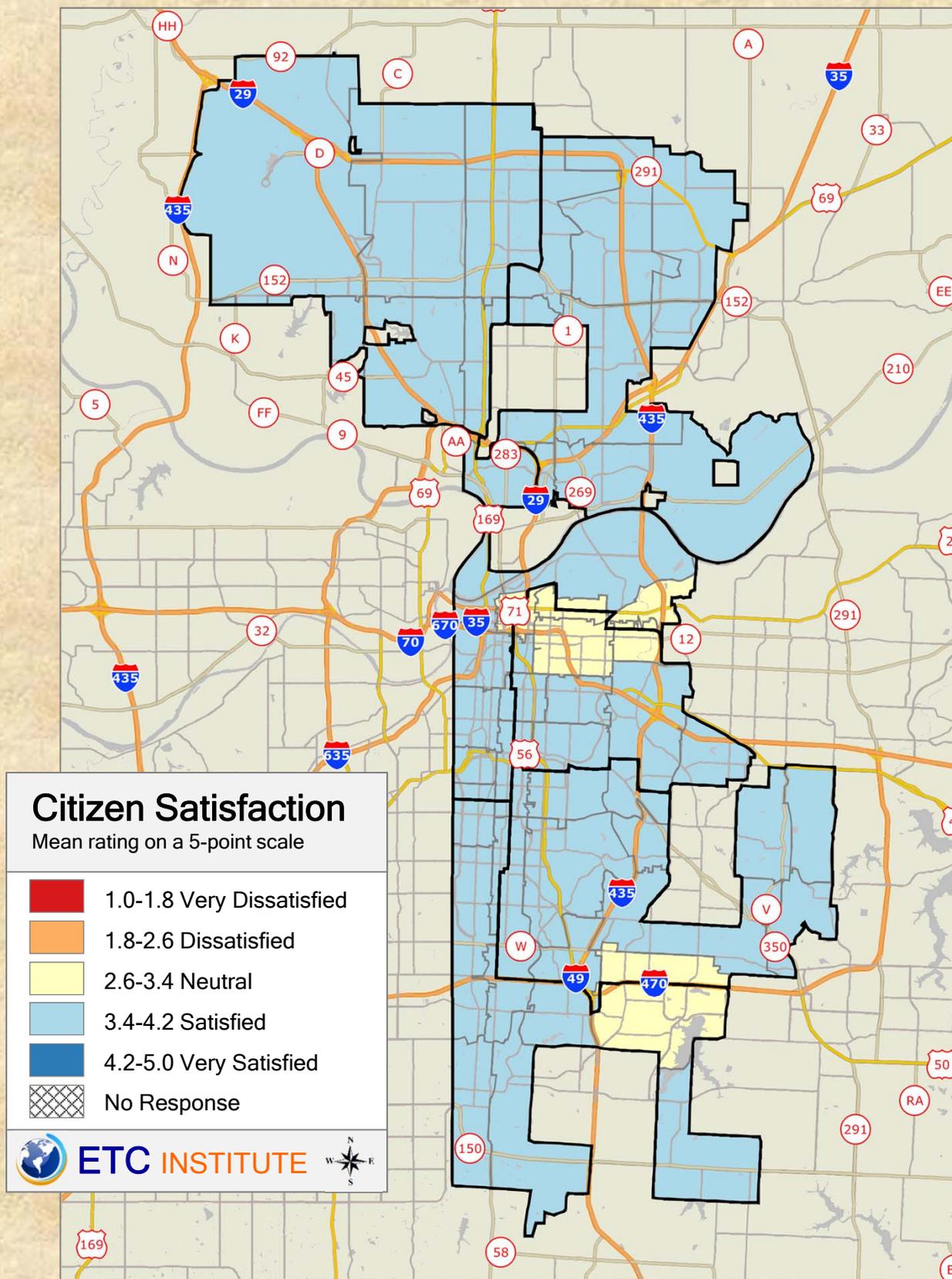
Q3-07 Satisfaction with overall quality of City parks and recreation programs and facilities



2016-2017 City of Kansas City, Missouri Citizen Survey

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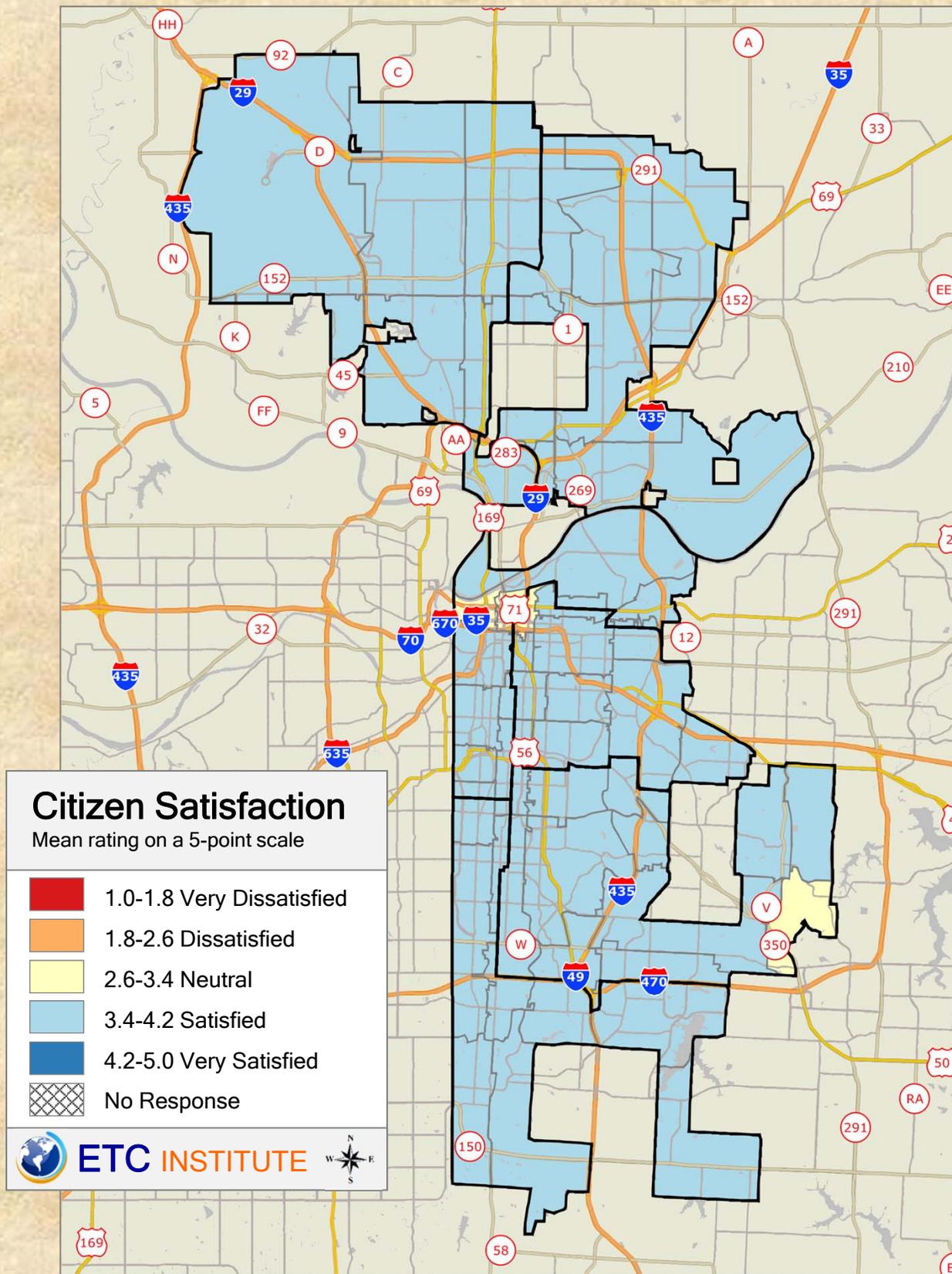
Q3-08 Satisfaction with overall quality of Health Department services



2016-2017 City of Kansas City, Missouri Citizen Survey

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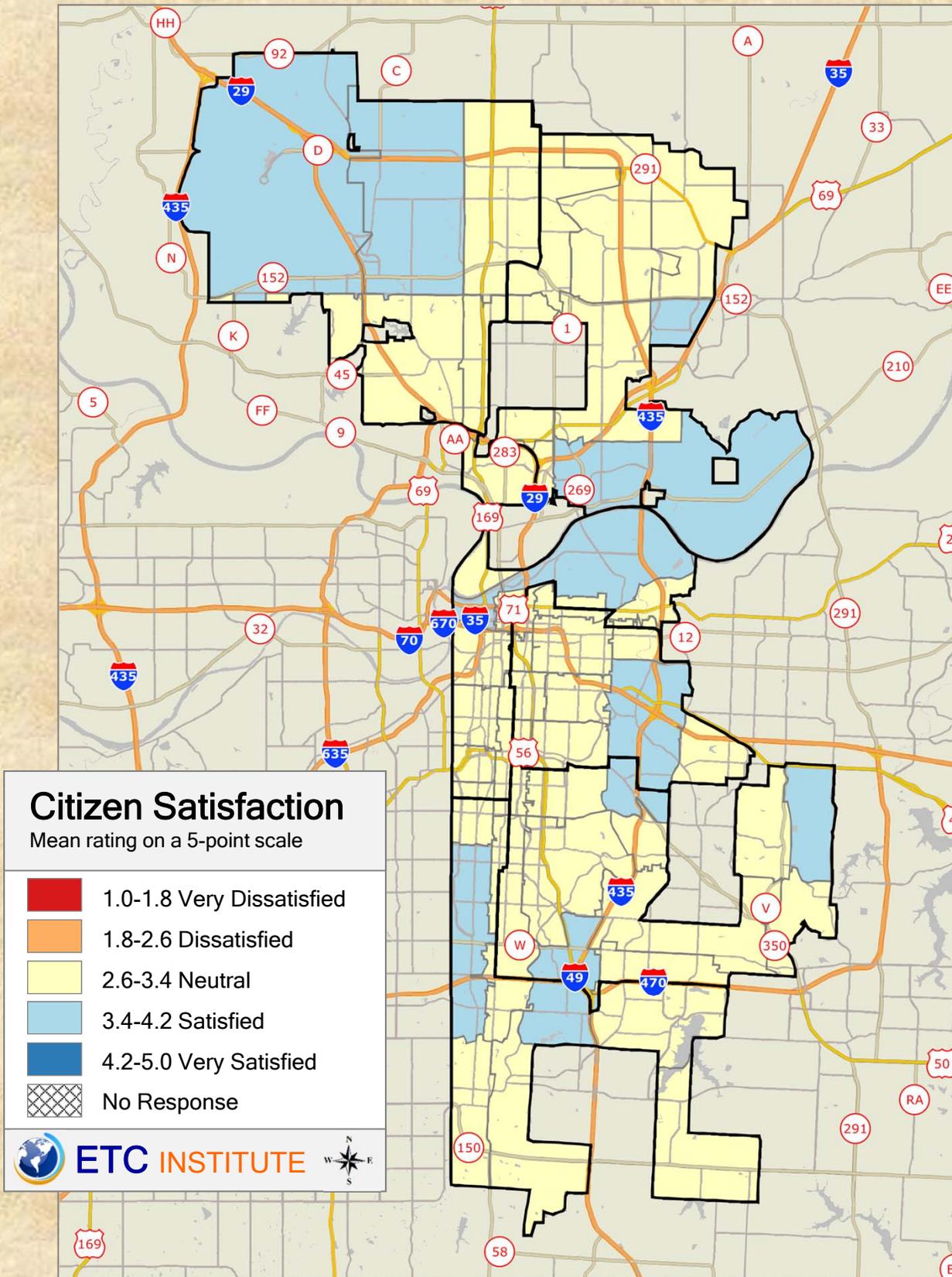
Q3-10 Satisfaction with overall quality of the city's 311 service



2016-2017 City of Kansas City, Missouri Citizen Survey

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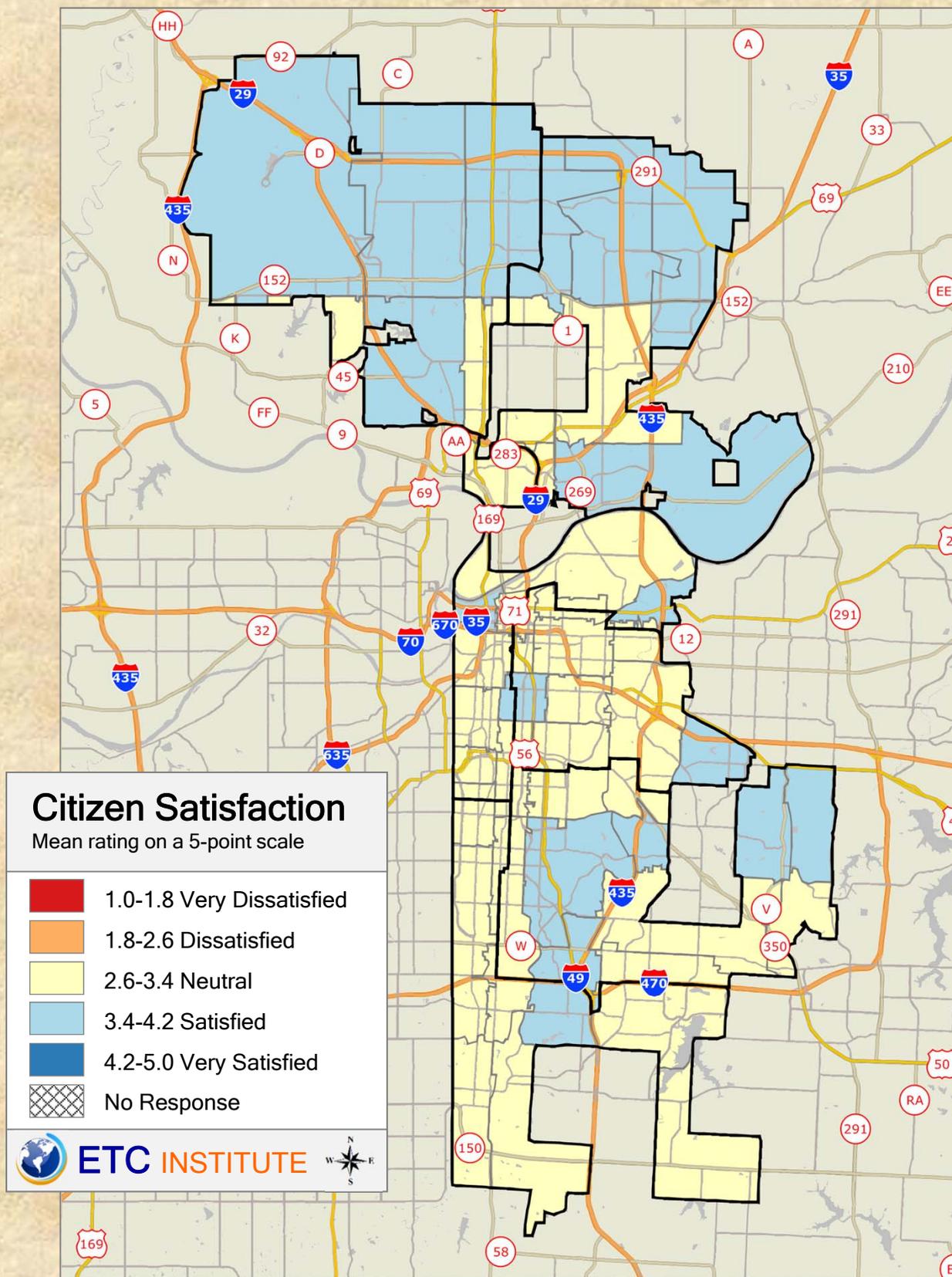
Q3-11 Satisfaction with overall quality of municipal court services



2016-2017 City of Kansas City, Missouri Citizen Survey

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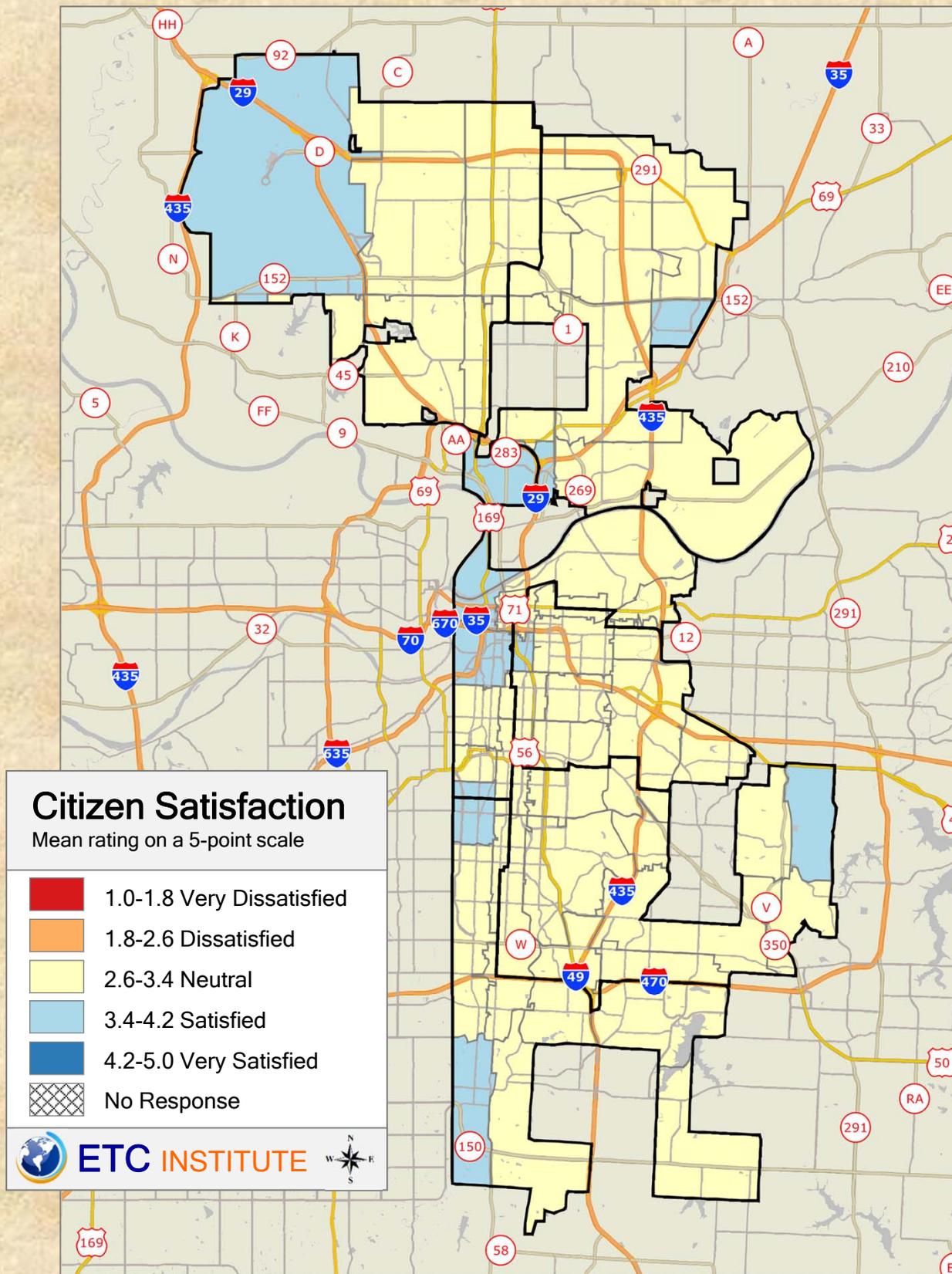
Q3-12 Satisfaction with overall quality of customer service received from city employees



2016-2017 City of Kansas City, Missouri Citizen Survey

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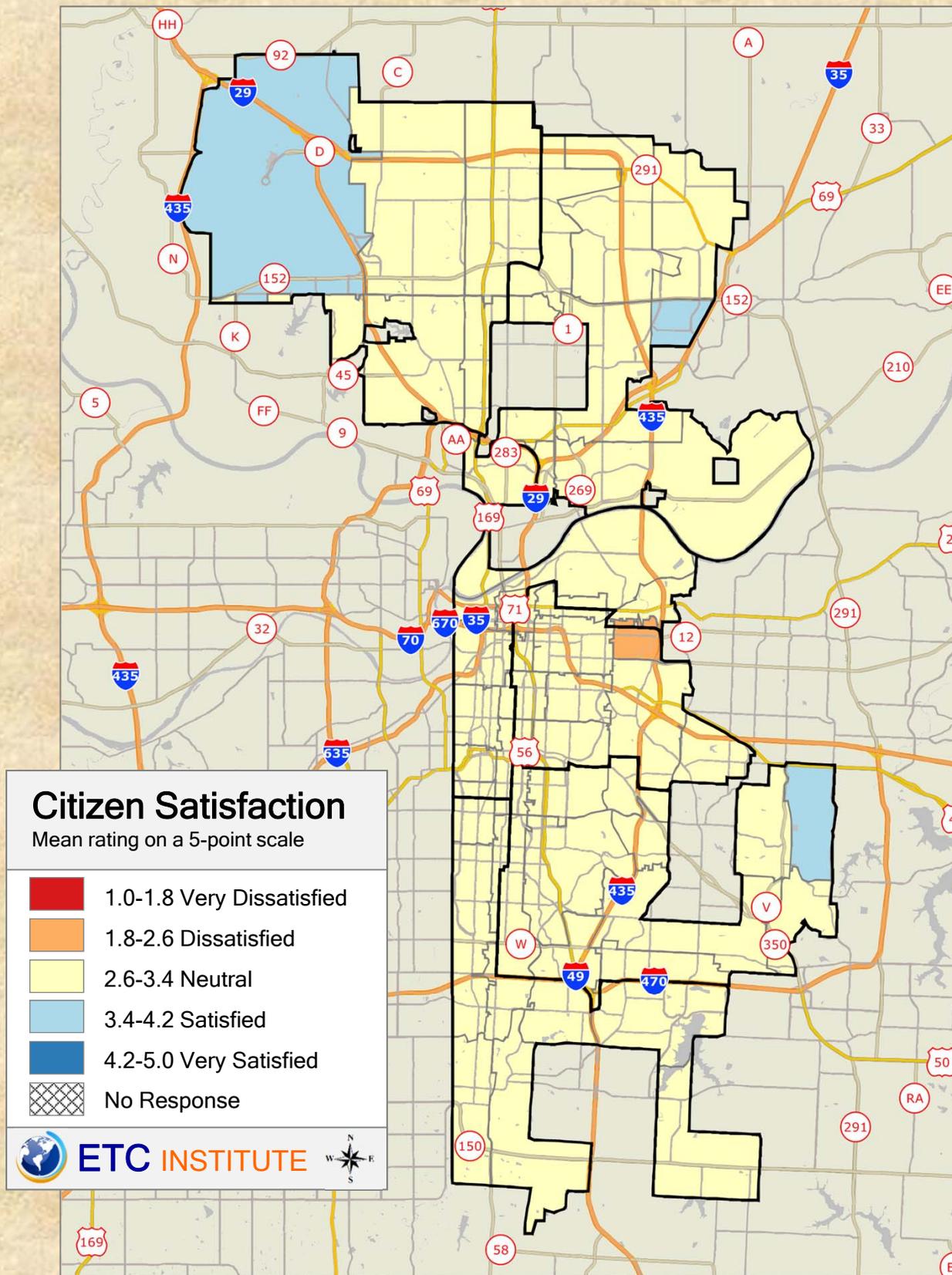
Q3-13 Satisfaction with overall effectiveness of city communication with the public



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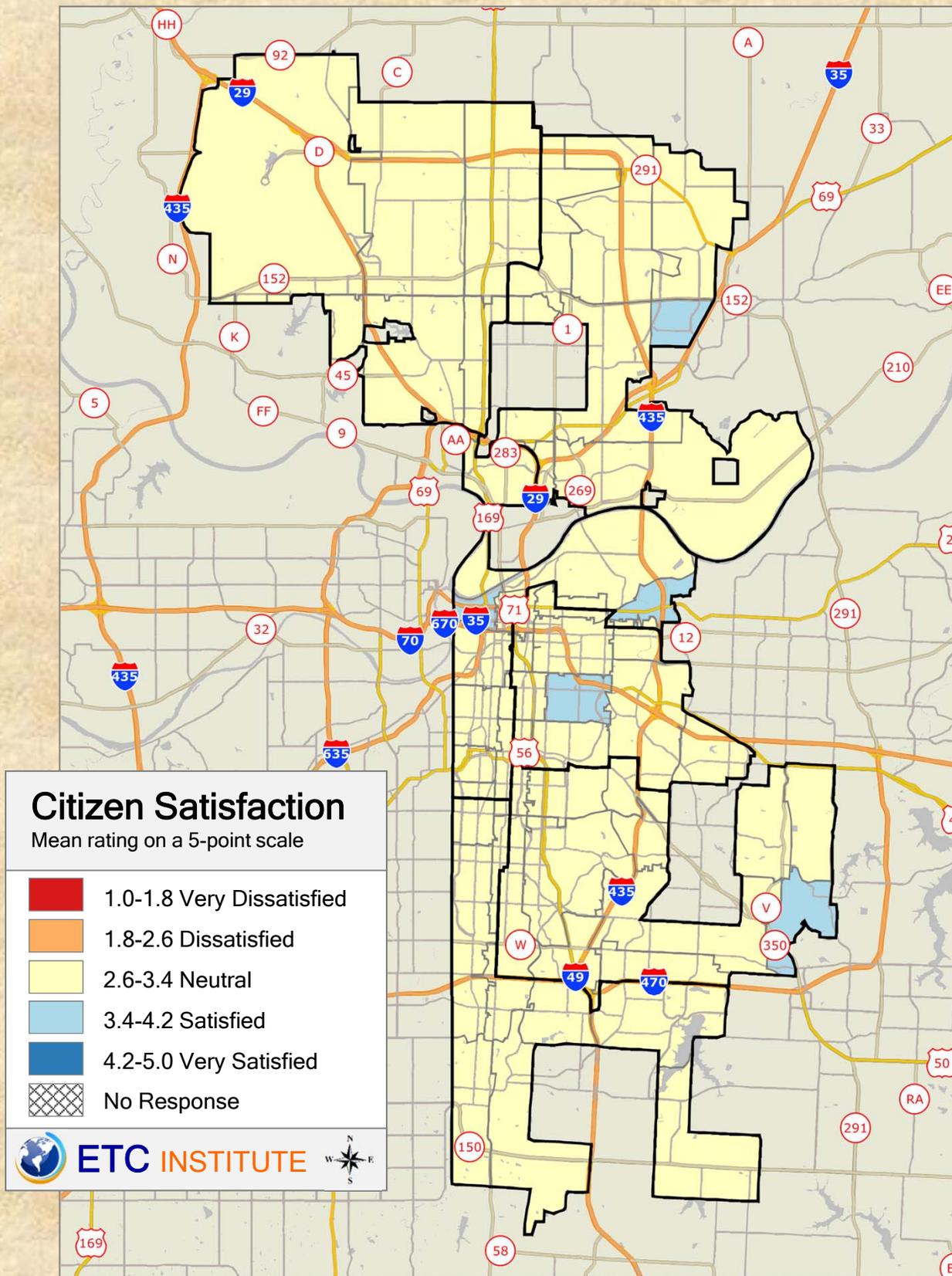
Q3-14 Satisfaction with overall quality of the City stormwater runoff/stormwater management system



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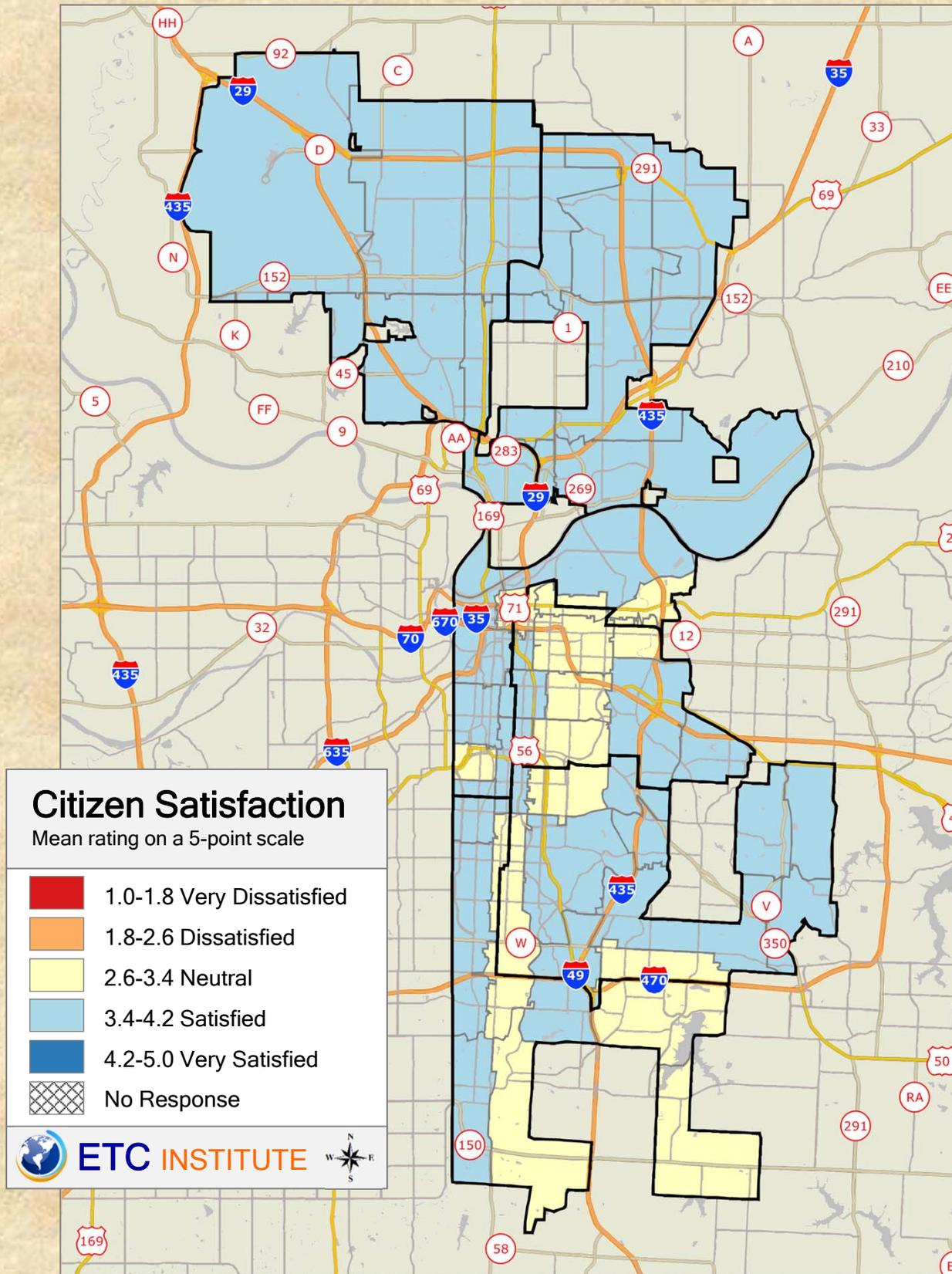
Q3-15 Satisfaction with overall quality of public transportation



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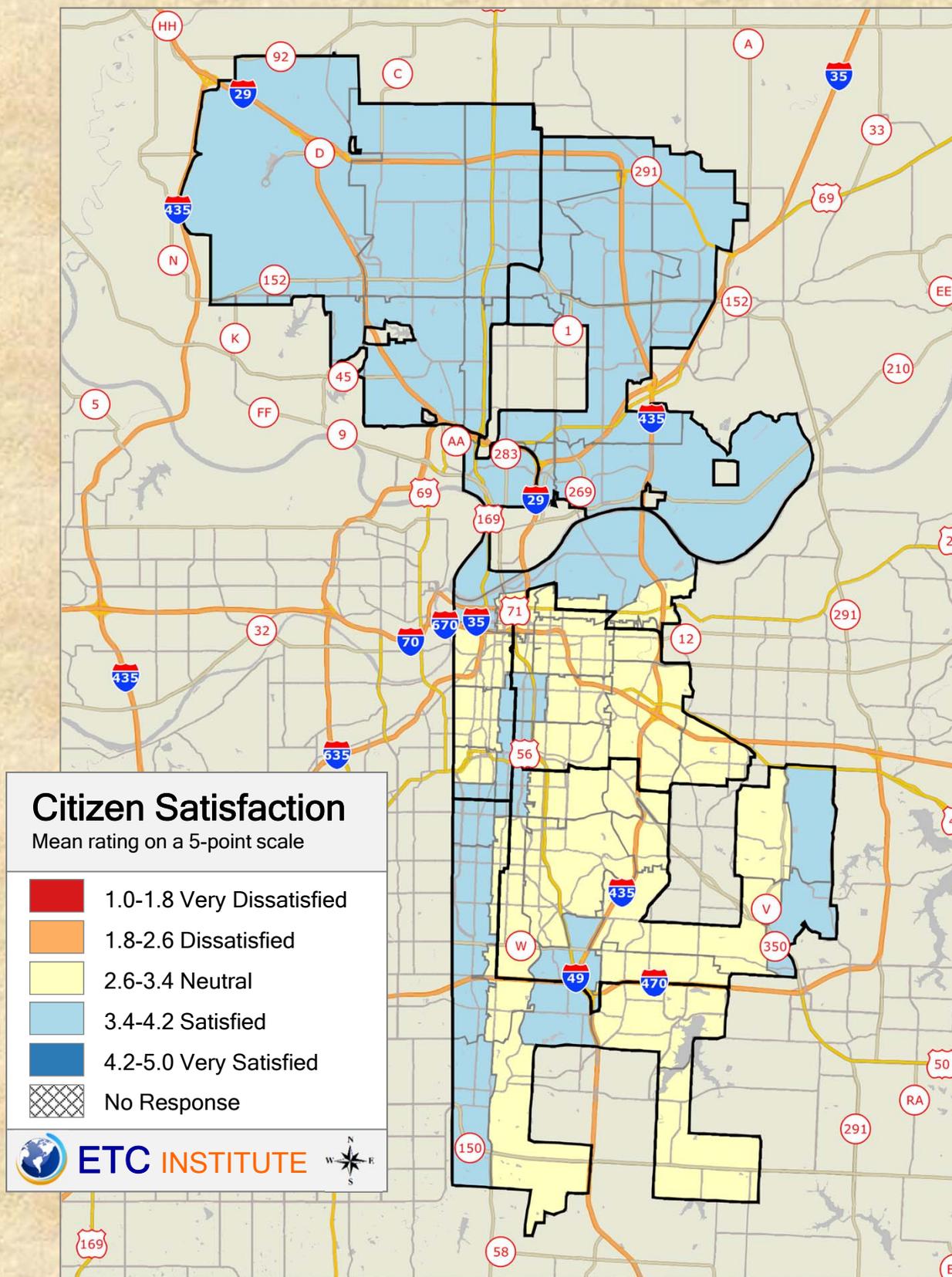
Q6-1 Satisfaction with effectiveness local police protection



2016-2017 City of Kansas City, Missouri Citizen Survey

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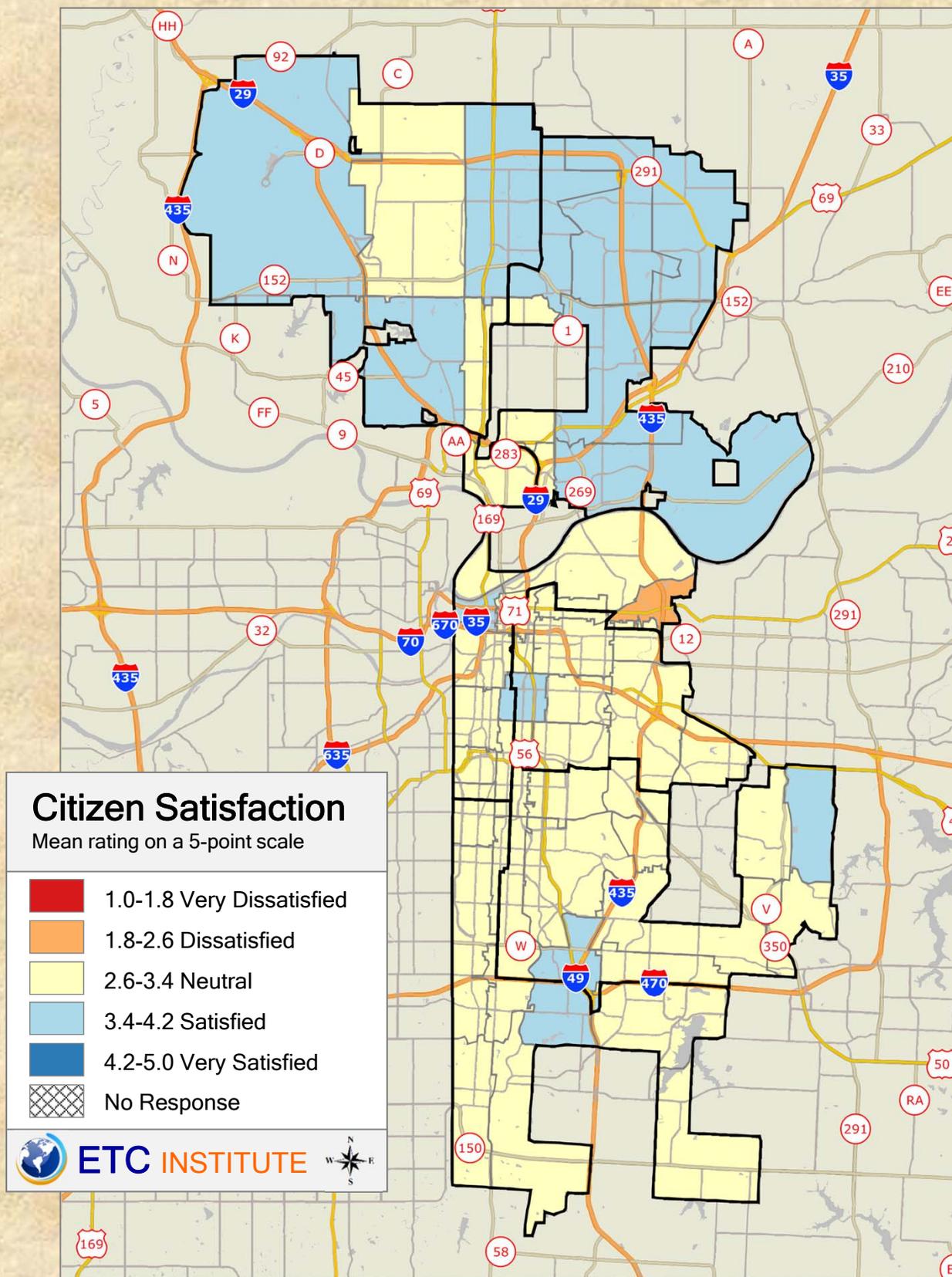
Q6-4 Satisfaction with enforcement of local traffic laws



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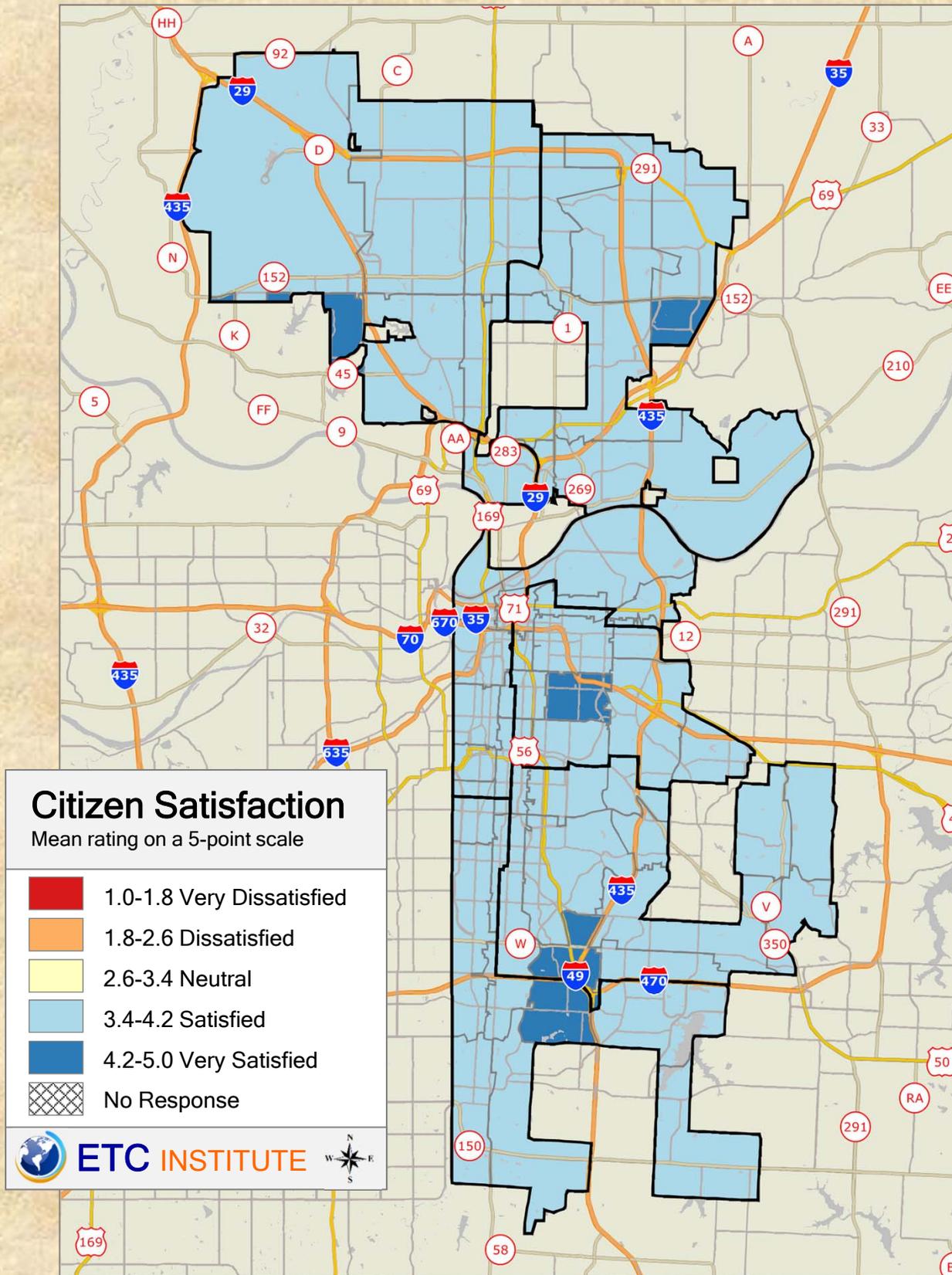
Q6-6 Satisfaction with how quickly police respond to emergencies



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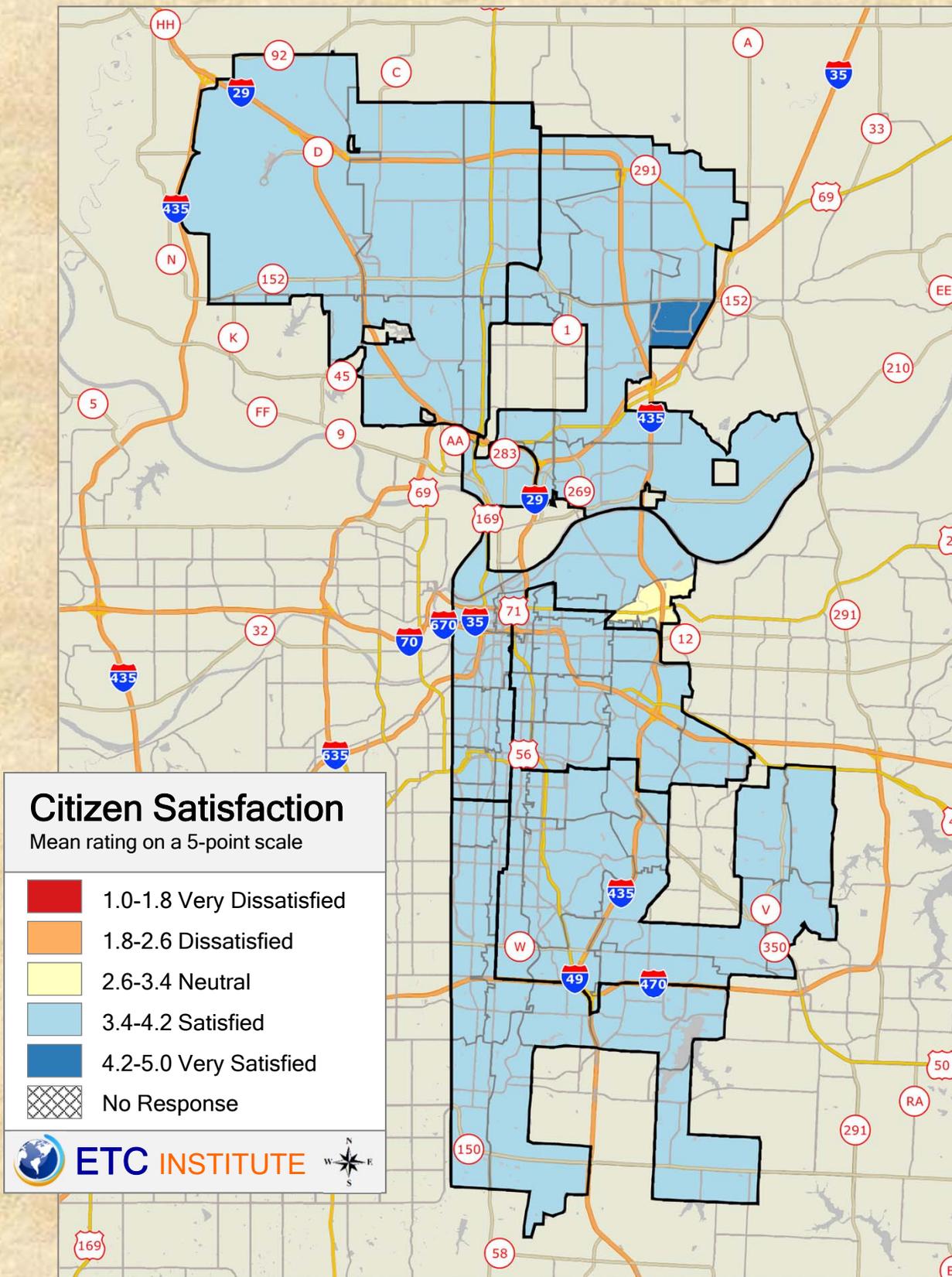
Q8-1 Satisfaction with overall quality of local fire protection and rescue services



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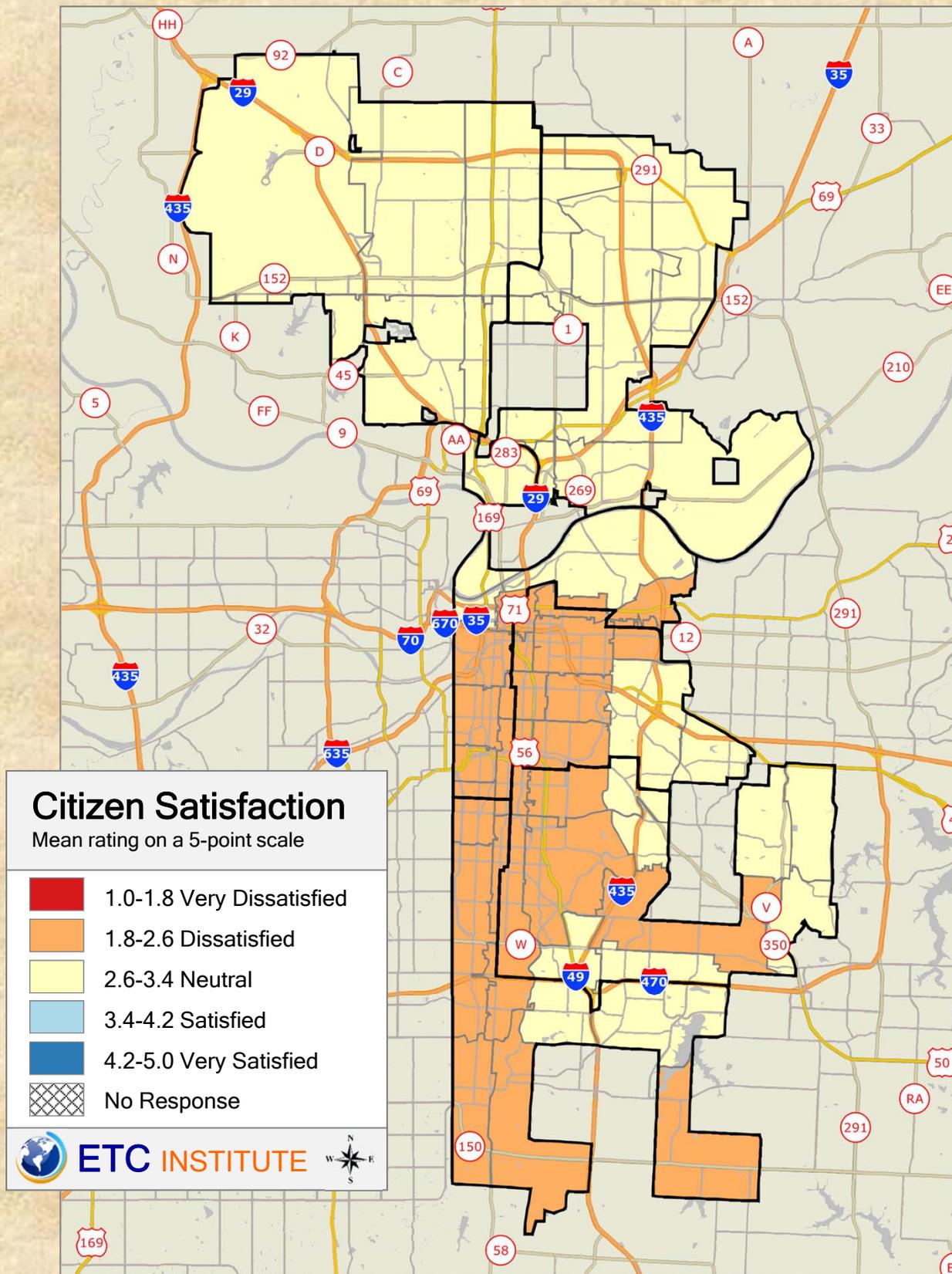
Q8-3 Satisfaction with quality of local emergency medical service



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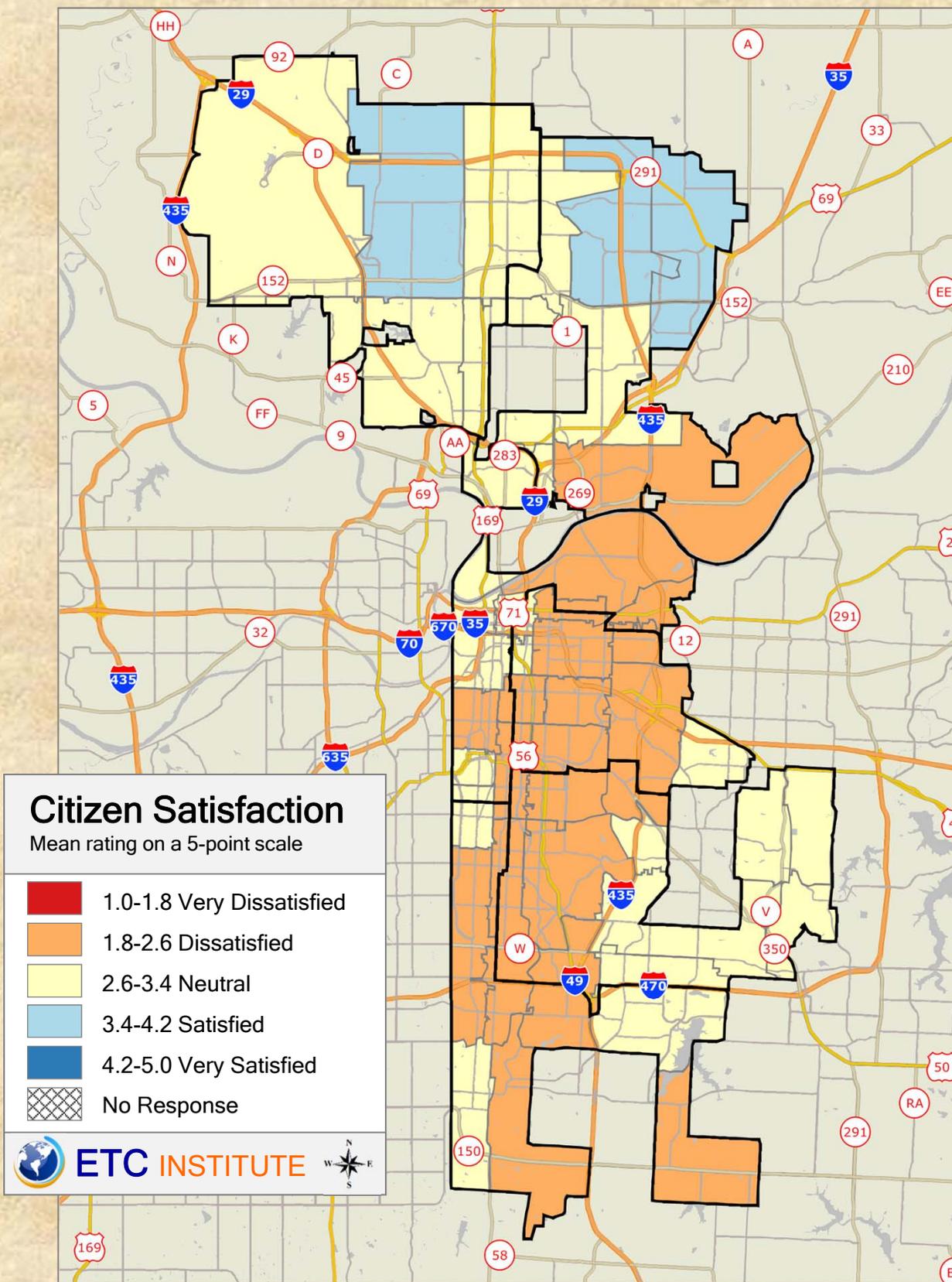
Q10-03 Satisfaction with condition of sidewalks in the city



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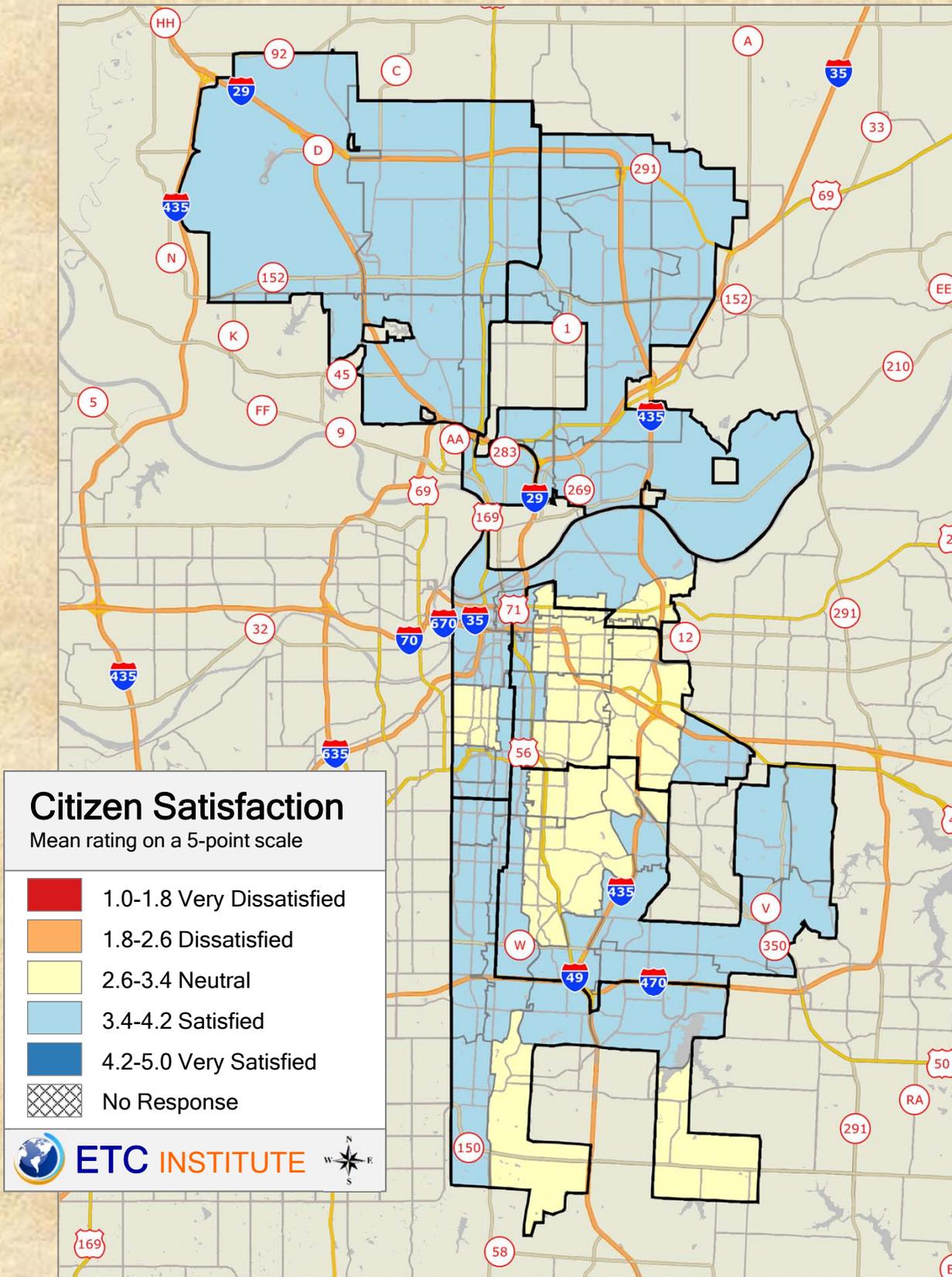
Q10-04 Satisfaction with condition of neighborhood sidewalks



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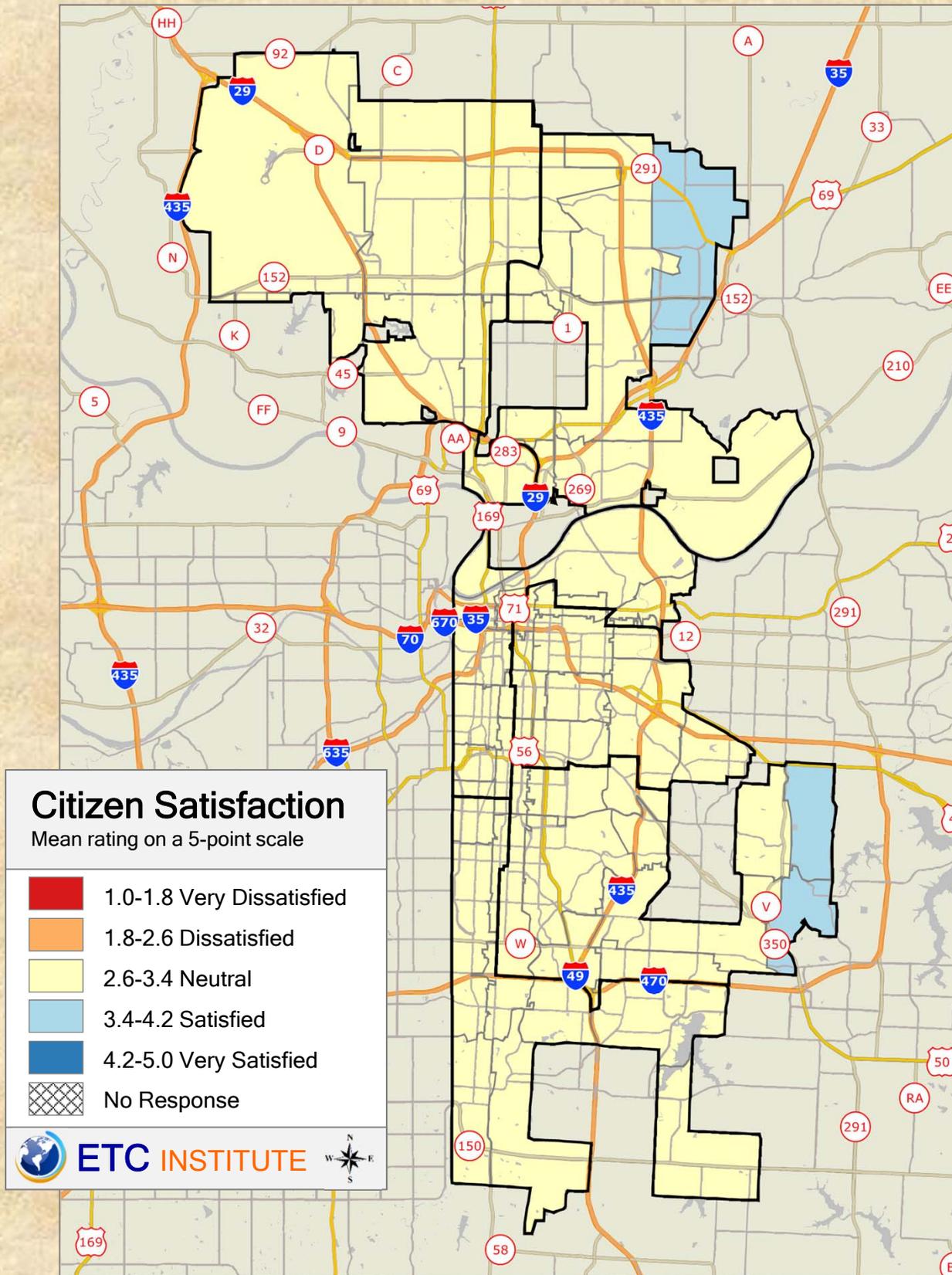
Q10-05 Satisfaction with maintenance of street signs and traffic signals



2016-2017 City of Kansas City, Missouri Citizen Survey

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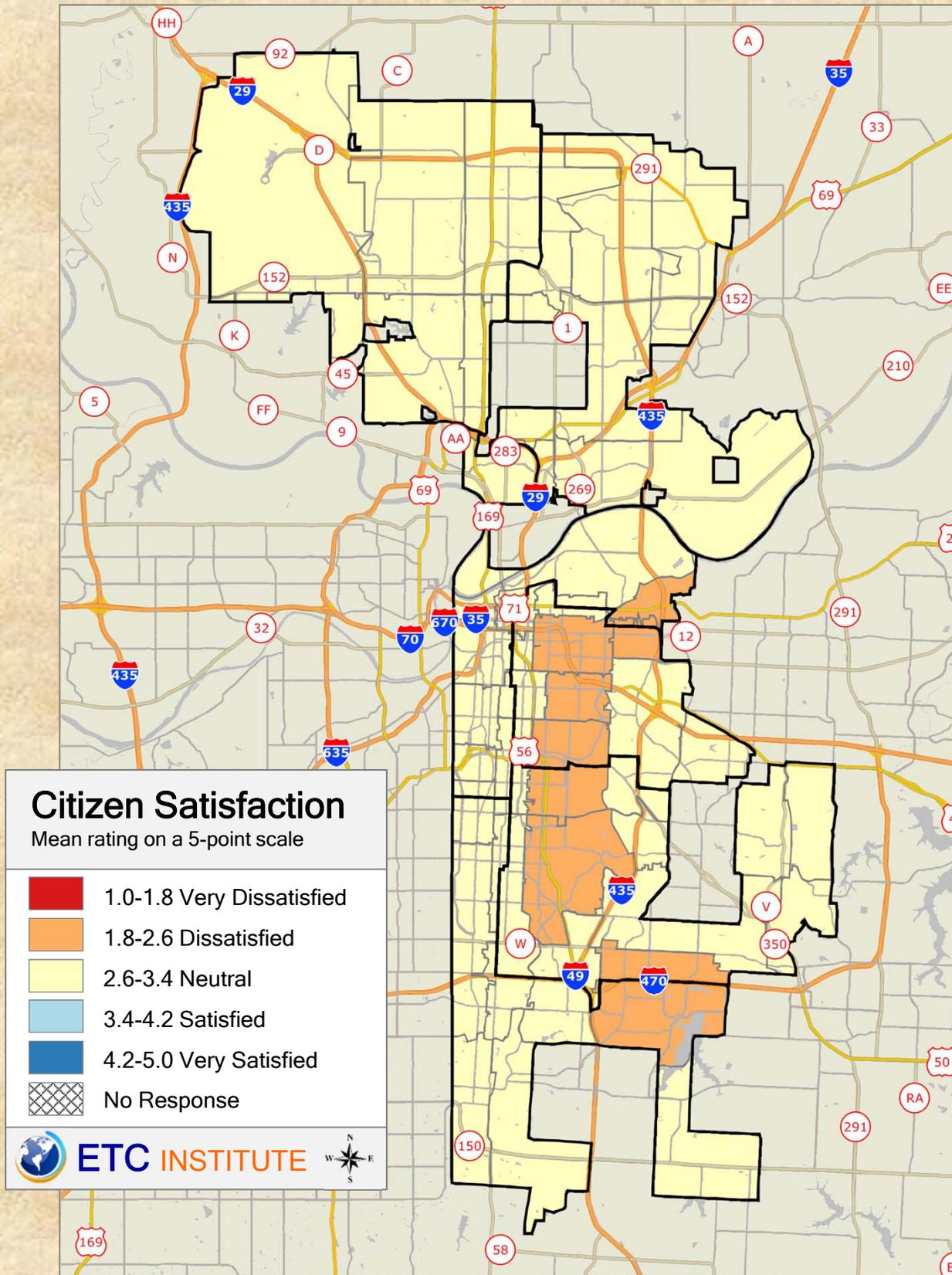
Q10-09 Satisfaction with accessibility of streets, sidewalks, and buildings for people with disabilities



2016-2017 City of Kansas City, Missouri Citizen Survey

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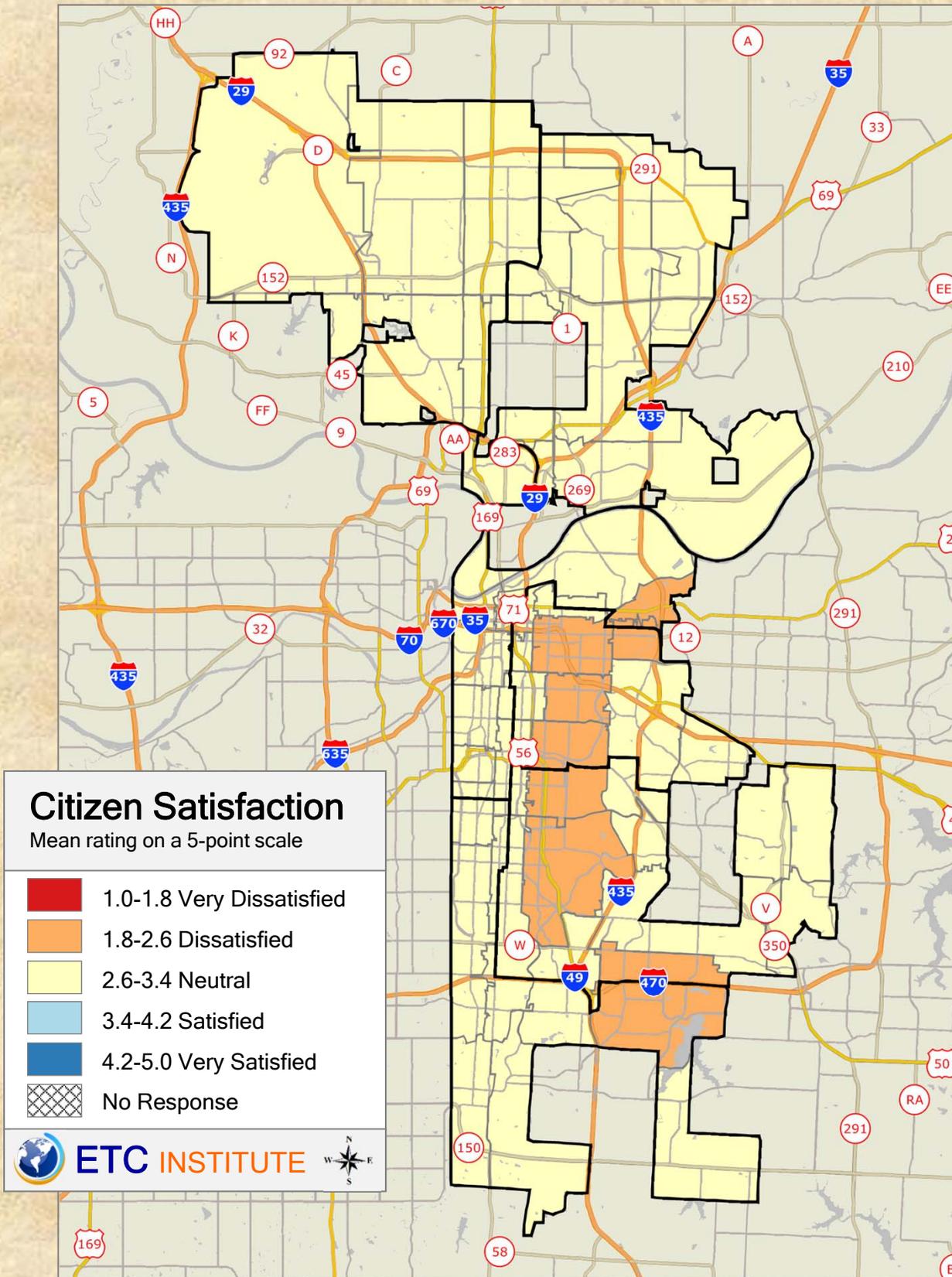
Q12-1 Satisfaction with enforcing clean-up of trash and debris on private property



2016-2017 City of Kansas City, Missouri Citizen Survey

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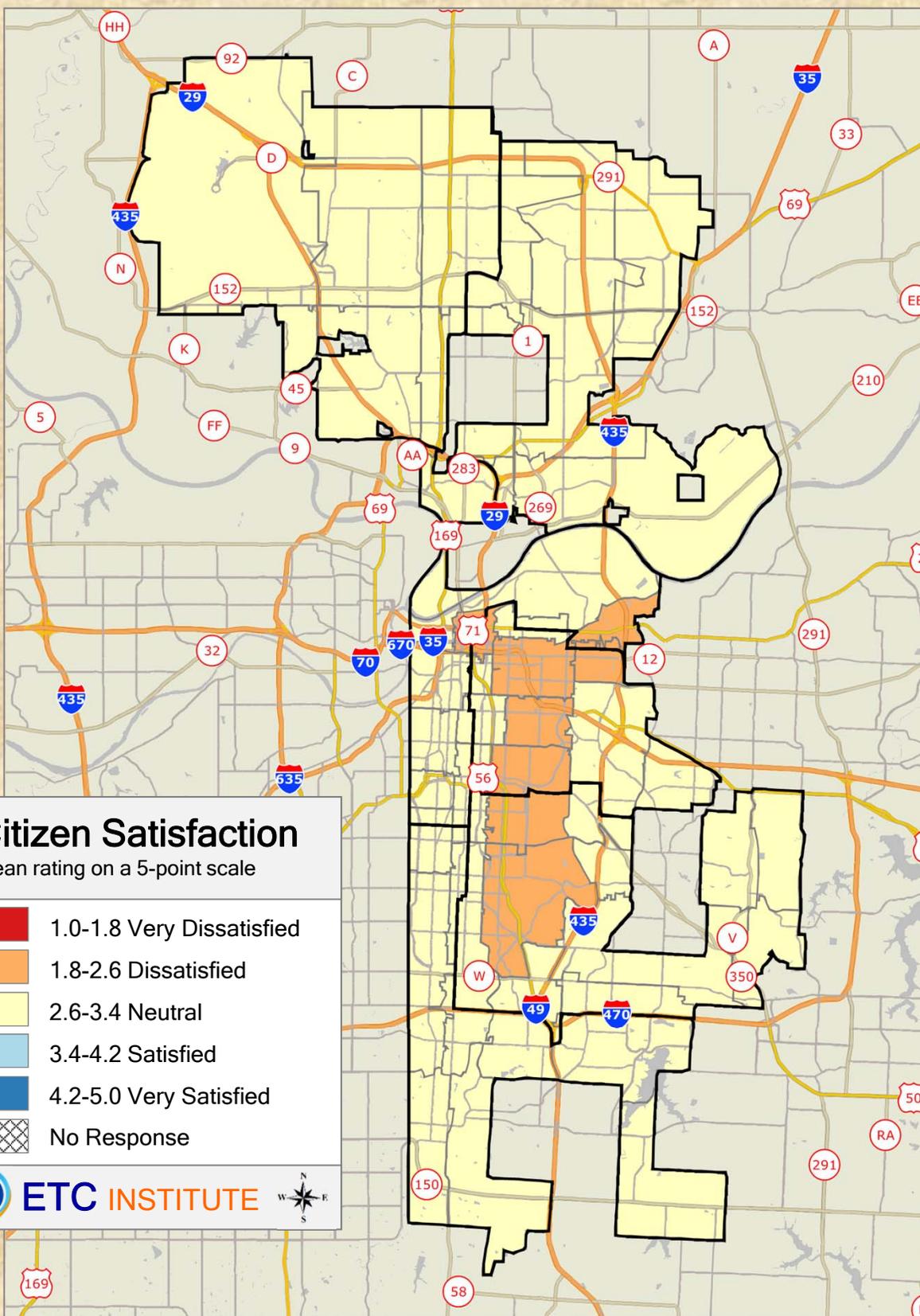
Q12-2 Satisfaction with enforcing mowing and cutting of weeds on private property



2016-2017 City of Kansas City, Missouri Citizen Survey

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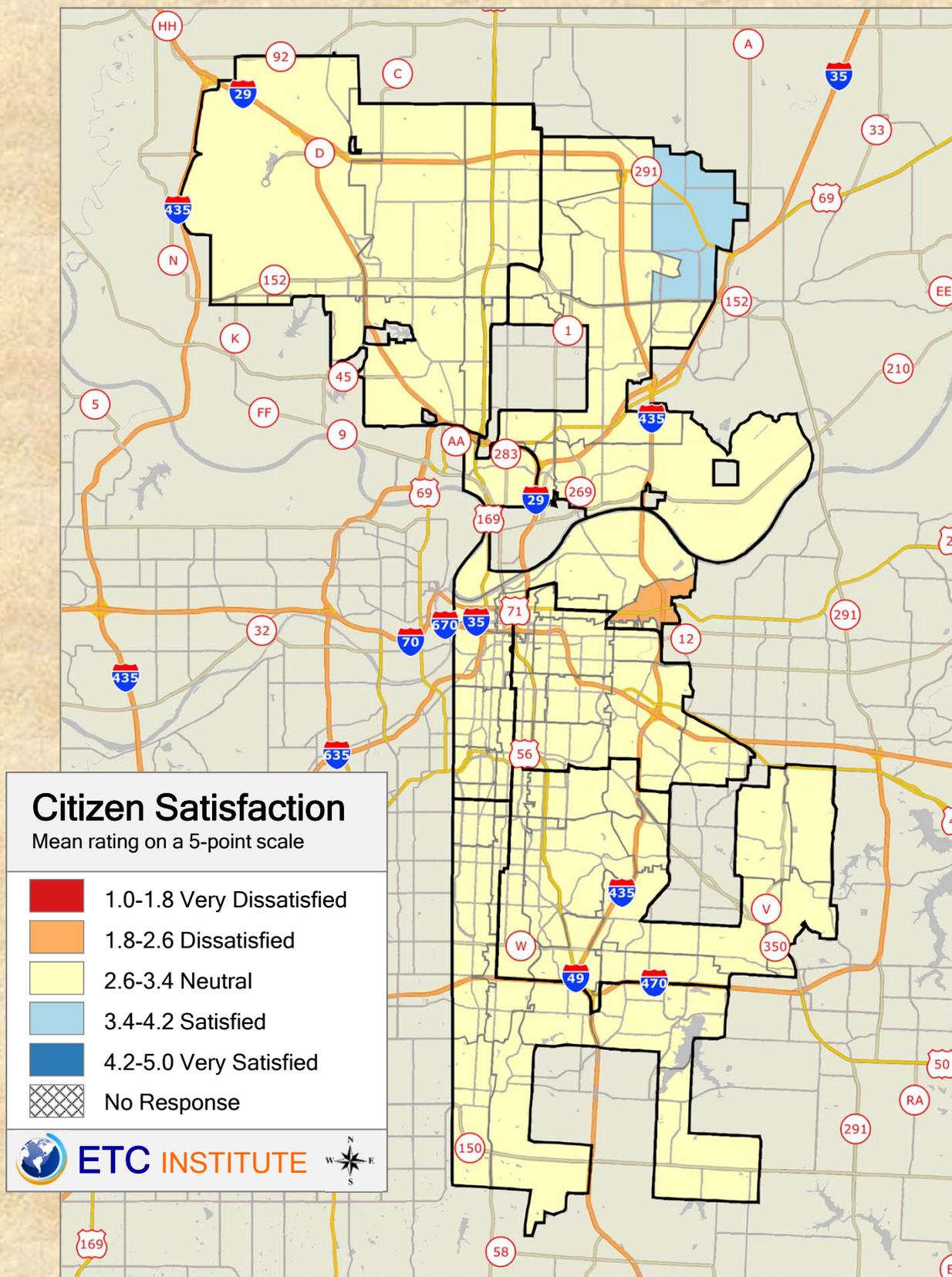
Q12-5 Satisfaction with boarding up vacant structures that are open to entry



2016-2017 City of Kansas City, Missouri Citizen Survey

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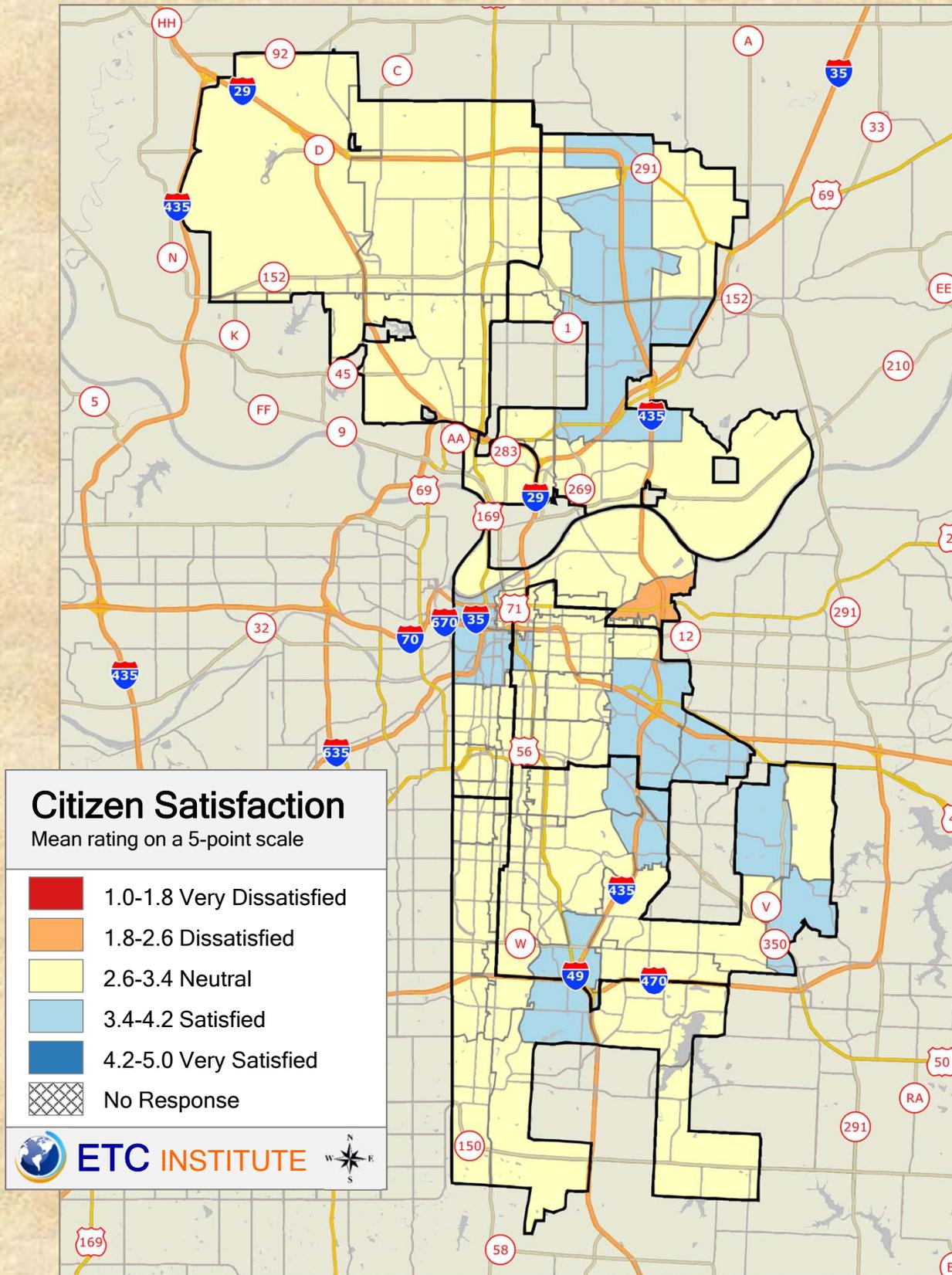
Q12-7 Satisfaction with enforcement of animal code



2016-2017 City of Kansas City, Missouri Citizen Survey

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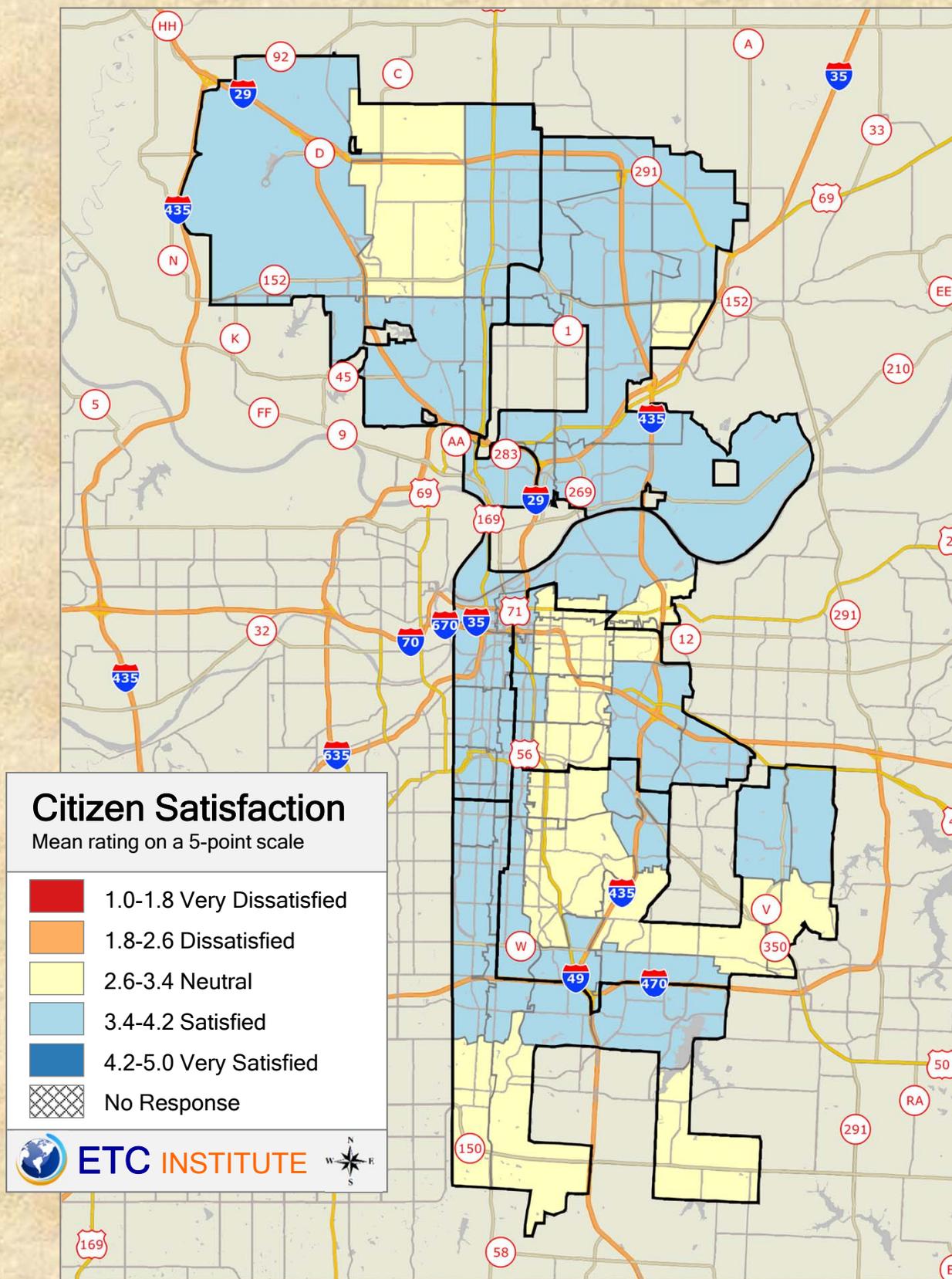
Q12-8 Satisfaction with customer service from animal control officers



2016-2017 City of Kansas City, Missouri Citizen Survey

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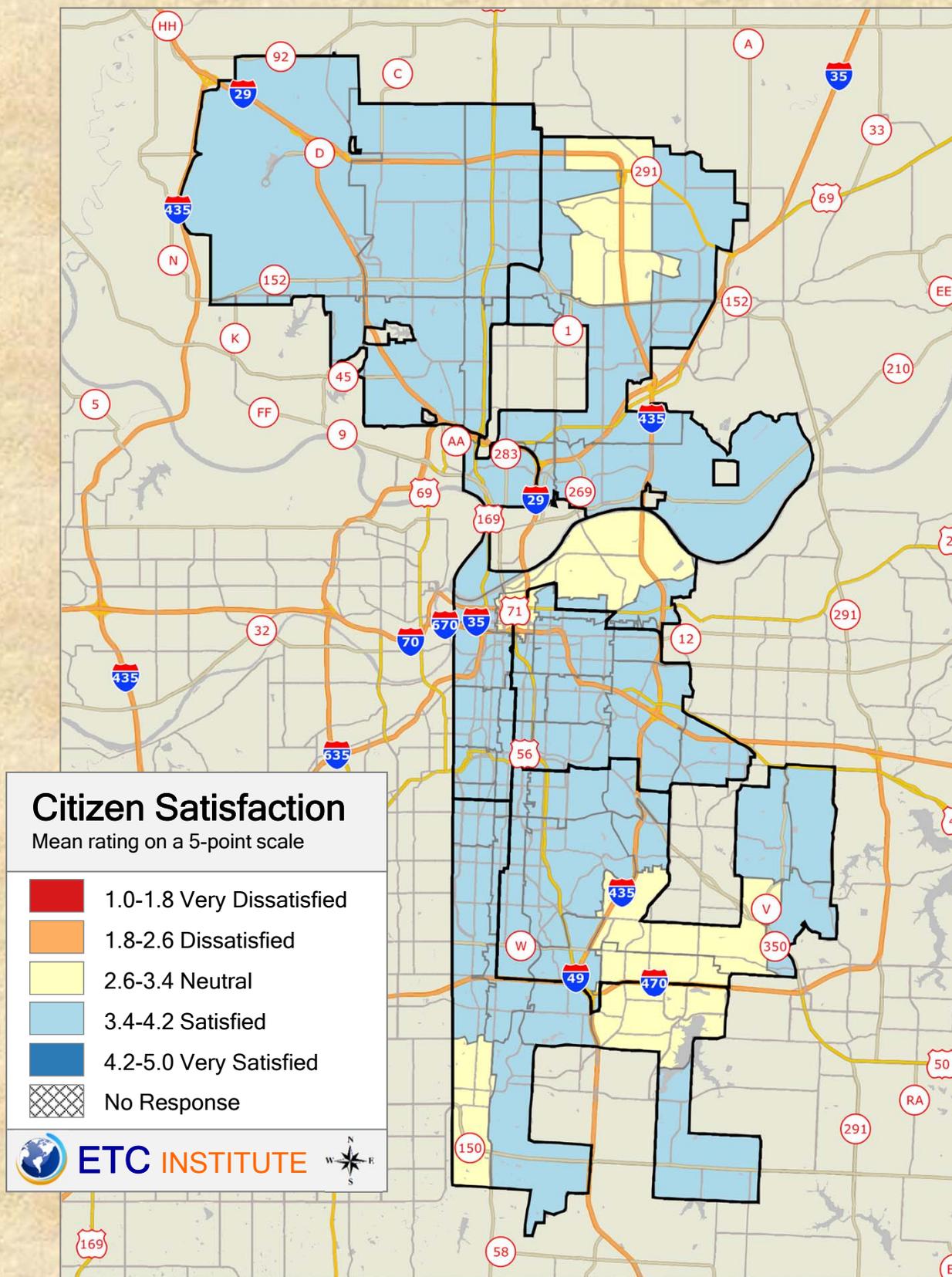
Q12-9 Satisfaction with animal shelter operations and adoption efforts



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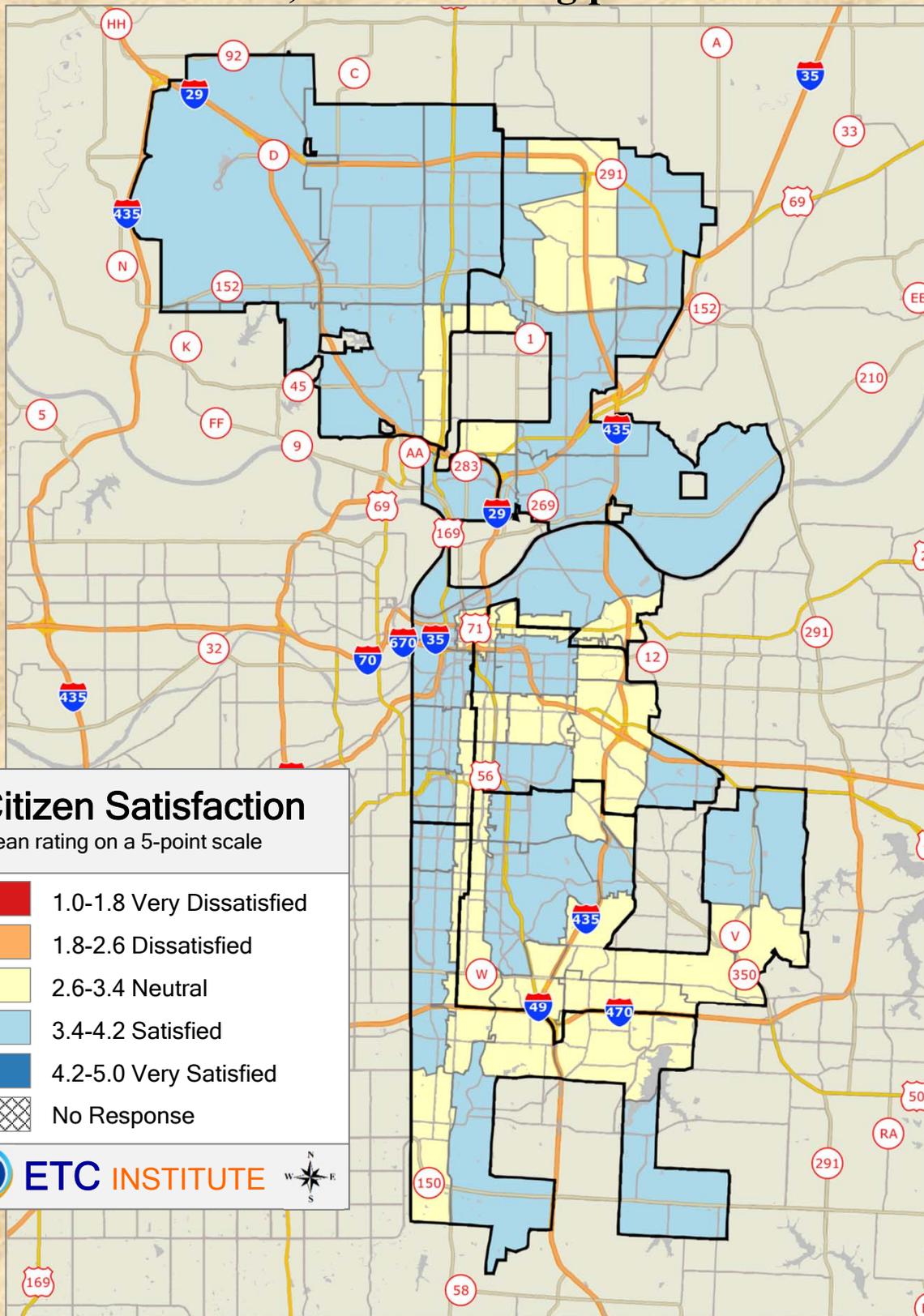
Q14-1 Satisfaction with protecting the public from new or unusual health threats or communicable disease outbreaks



2016-2017 City of Kansas City, Missouri Citizen Survey

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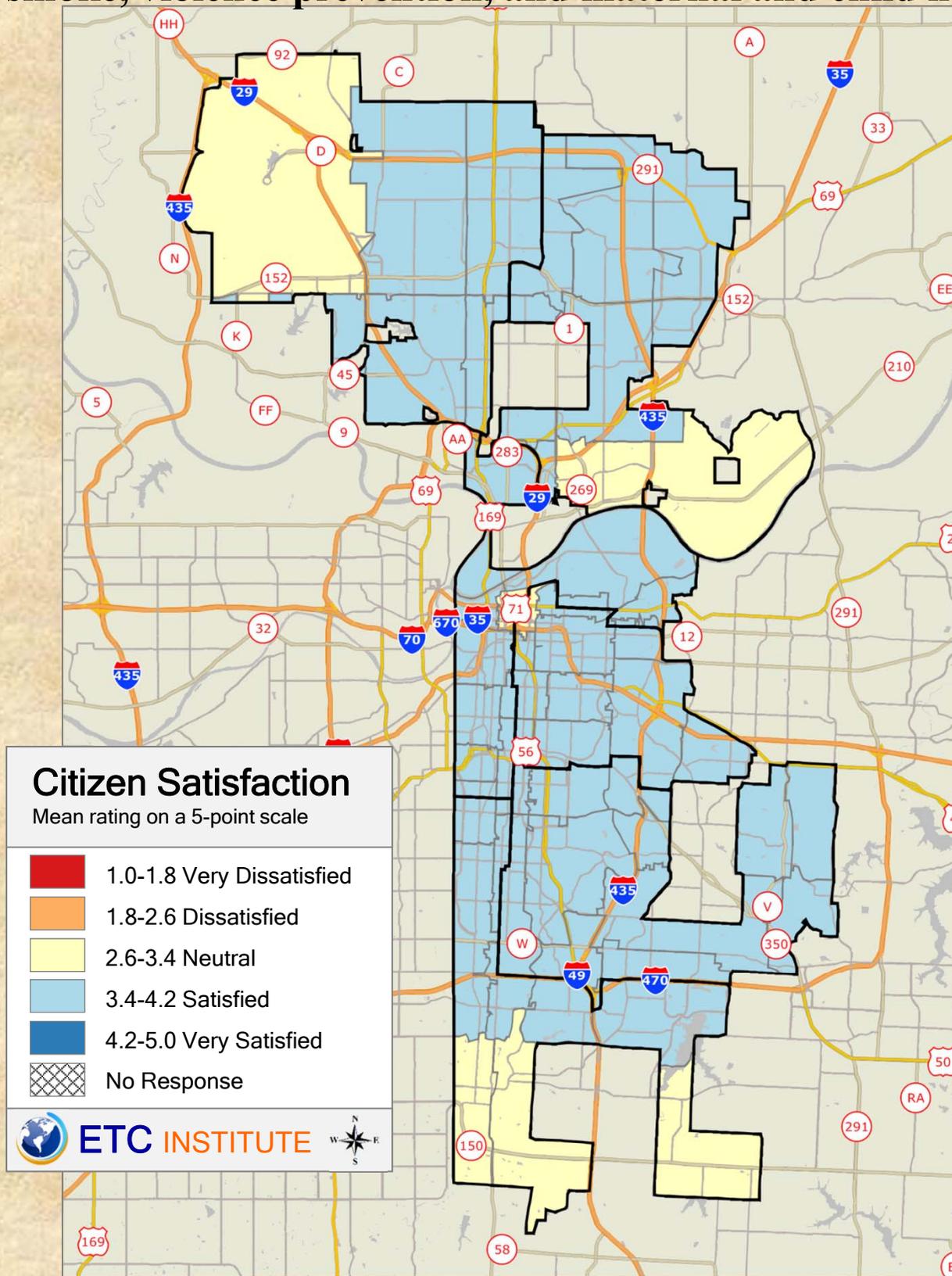
Q14-3 Satisfaction with protecting the public from exposure to environmental risks such as air pollution, lead poisoning, rat infestation, and swimming pool contamination



2016-2017 City of Kansas City, Missouri Citizen Survey

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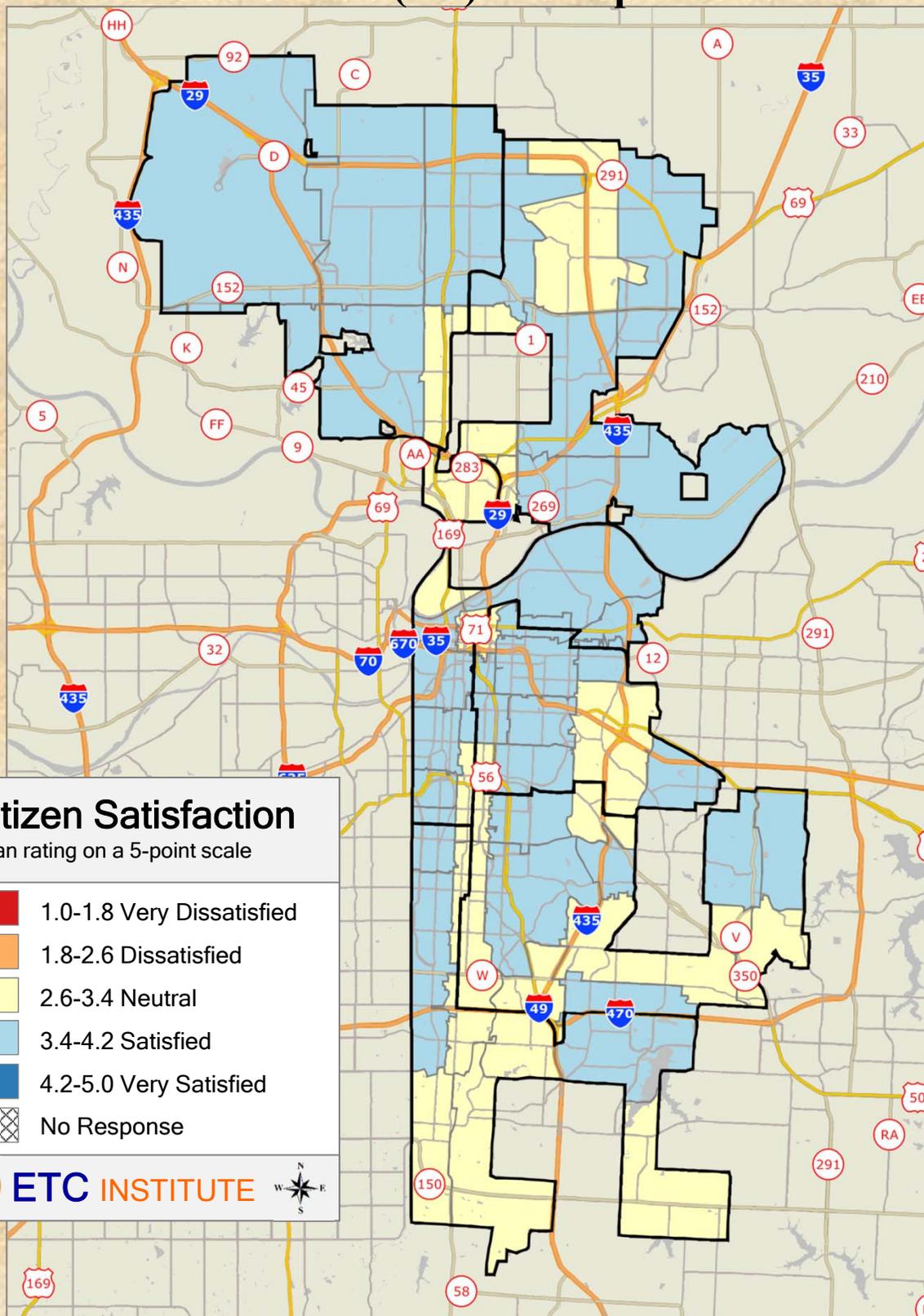
Q14-5 Satisfaction with communicating information regarding public health concerns such as excessive heat, second hand smoke, violence prevention, and maternal and child health



2016-2017 City of Kansas City, Missouri Citizen Survey

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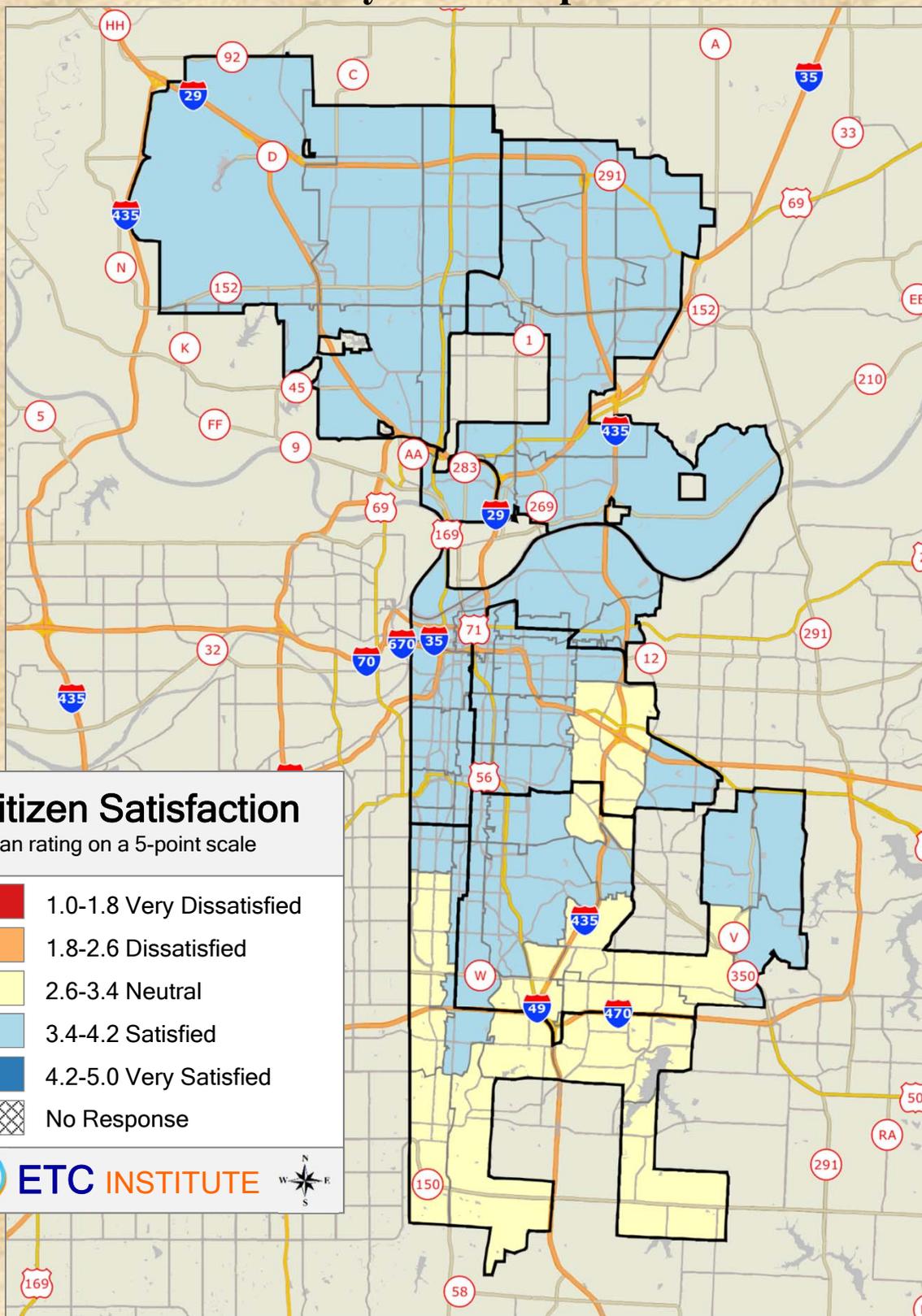
Q14-6 Satisfaction with preventing the spread of infectious diseases through STD/HIV treatment and prevention services and tuberculosis (TB) and hepatitis control



2016-2017 City of Kansas City, Missouri Citizen Survey

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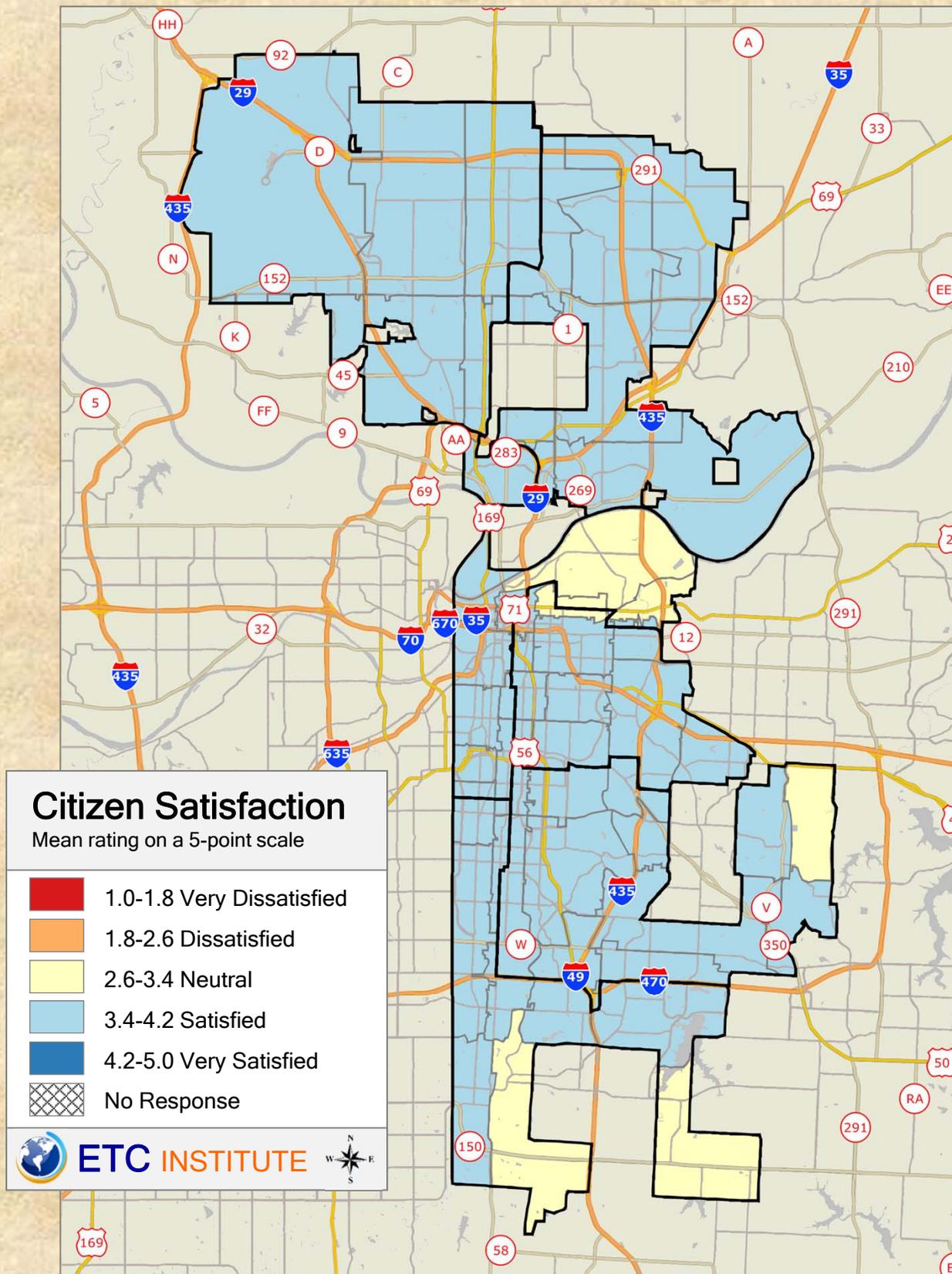
Q14-7 Satisfaction with providing services for families and children such as childhood vaccinations, lead screening, and healthy home inspections



2016-2017 City of Kansas City, Missouri Citizen Survey

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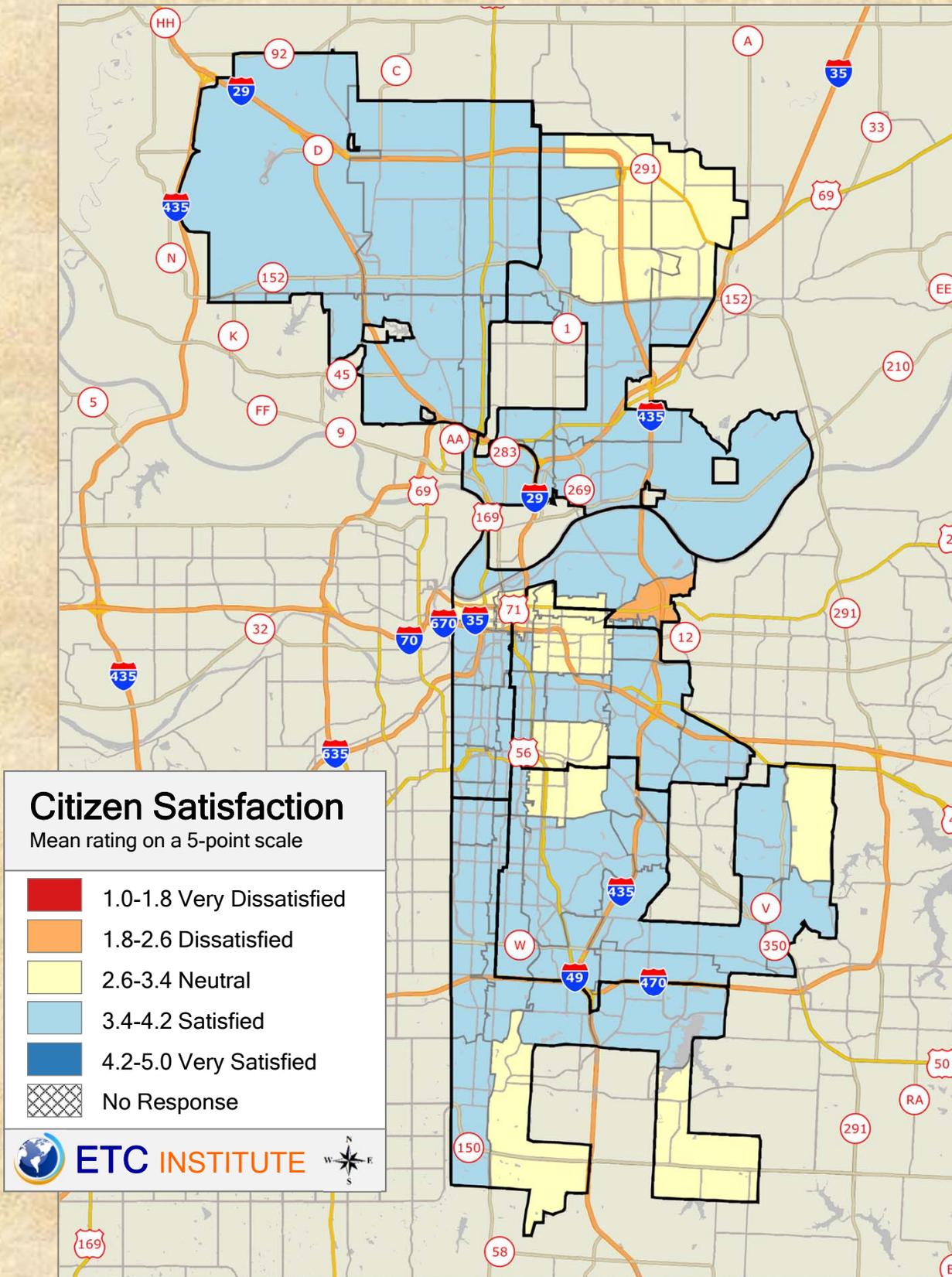
Q14-01 Satisfaction with maintenance of City parks



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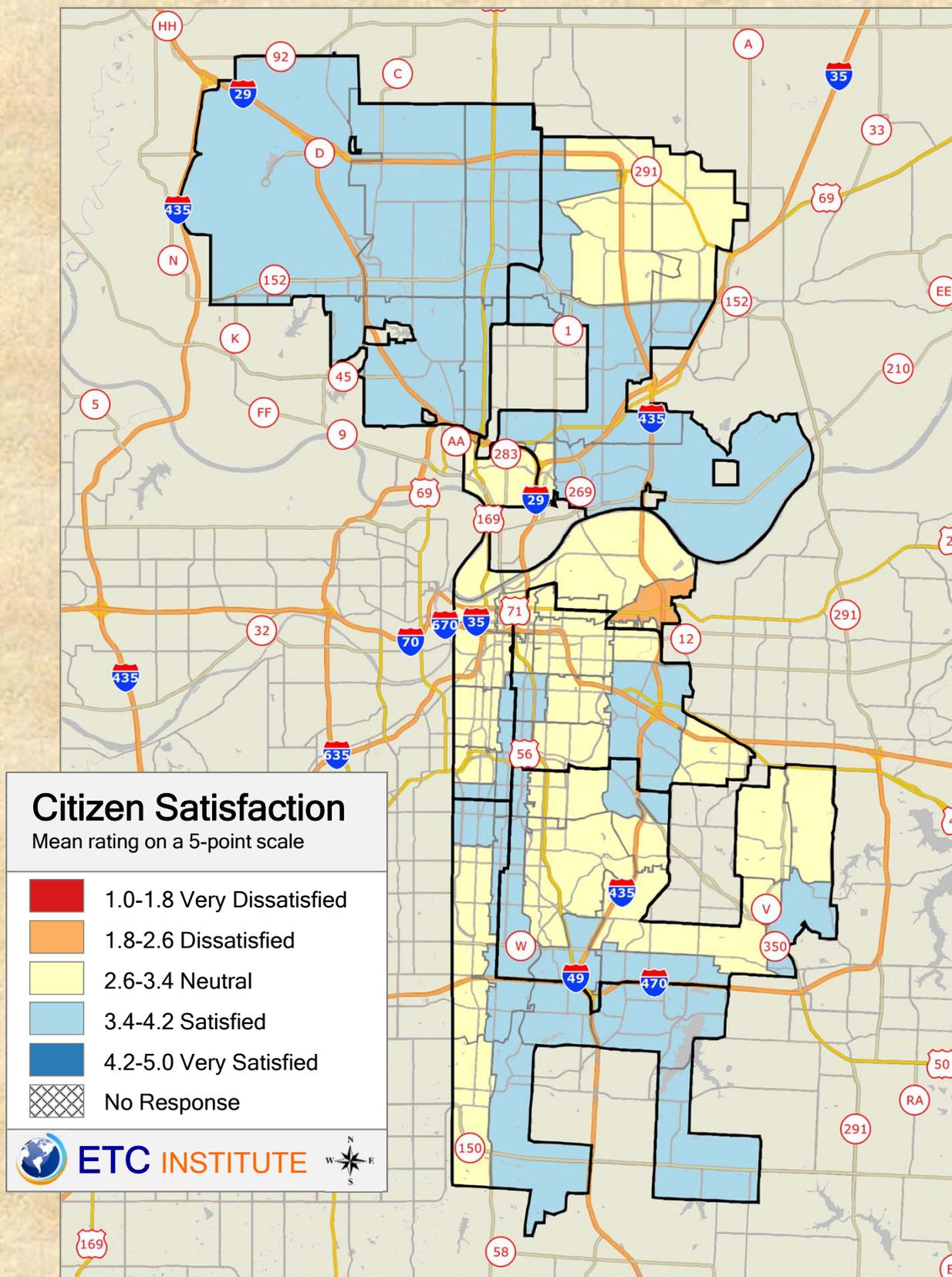
Q14-02 Satisfaction with quality of facilities such as picnic shelters & playgrounds in city parks



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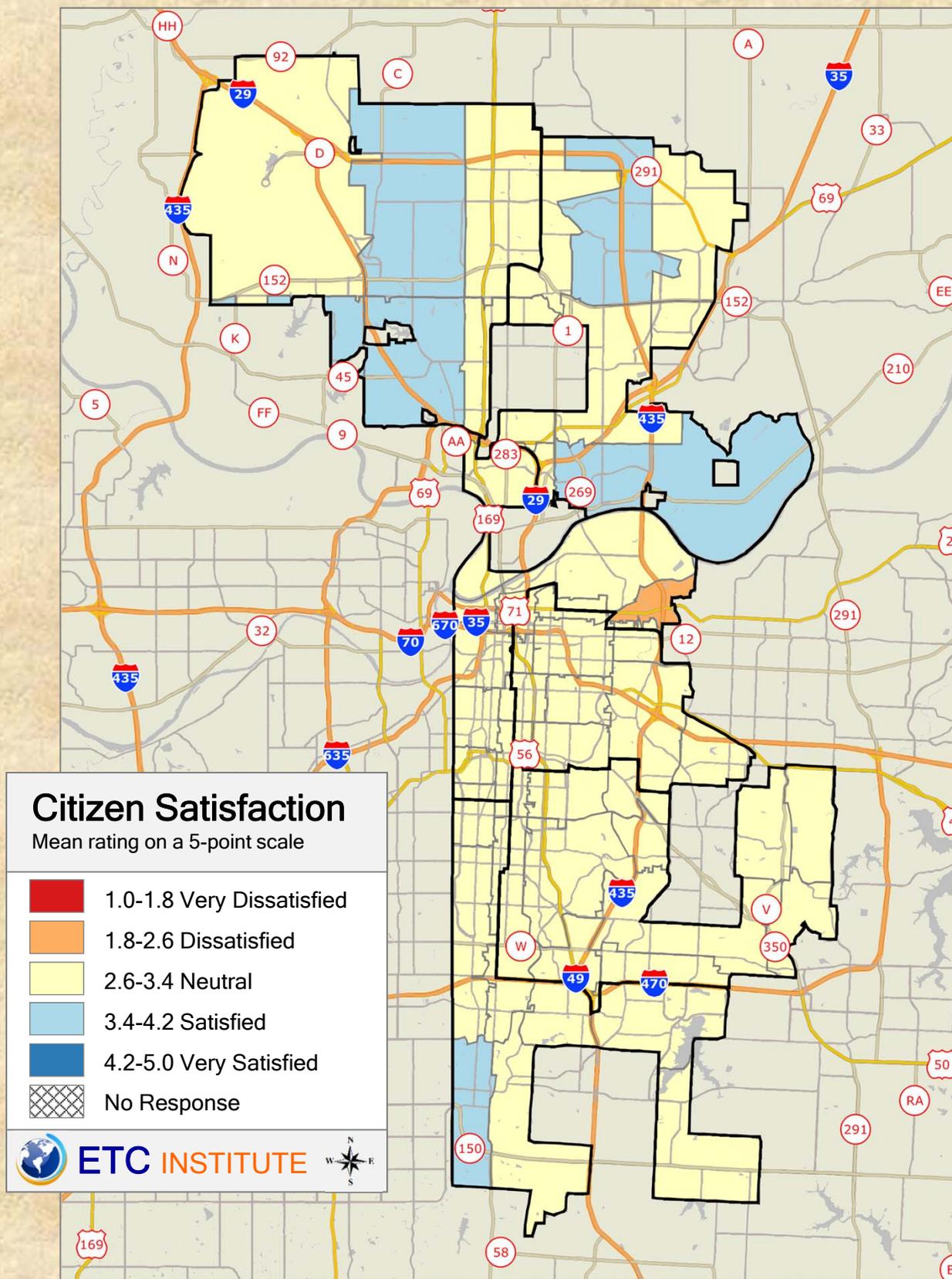
Q14-05 Satisfaction with walking and biking trails in the City



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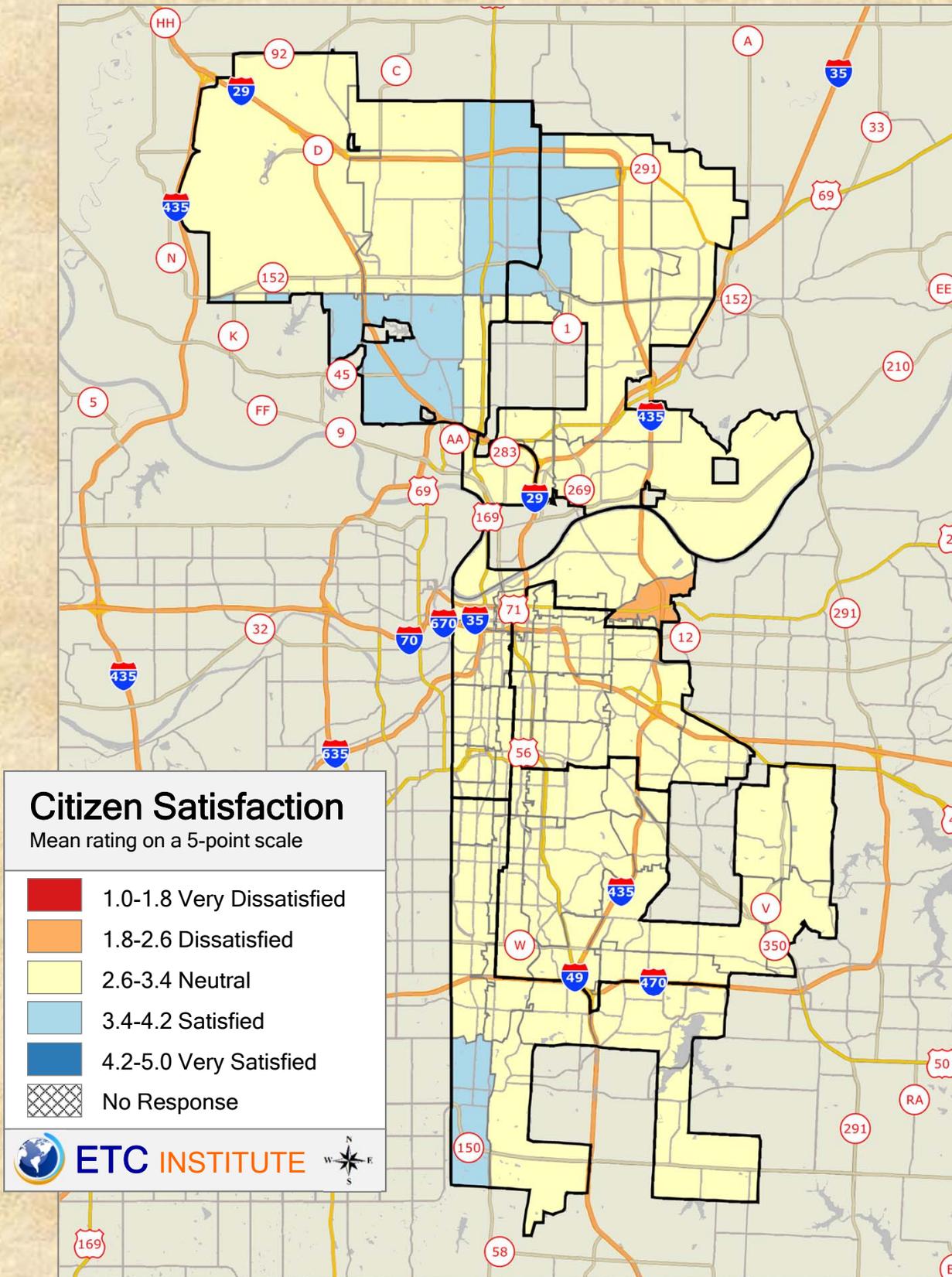
Q14-06 Satisfaction with city swimming pools and programs



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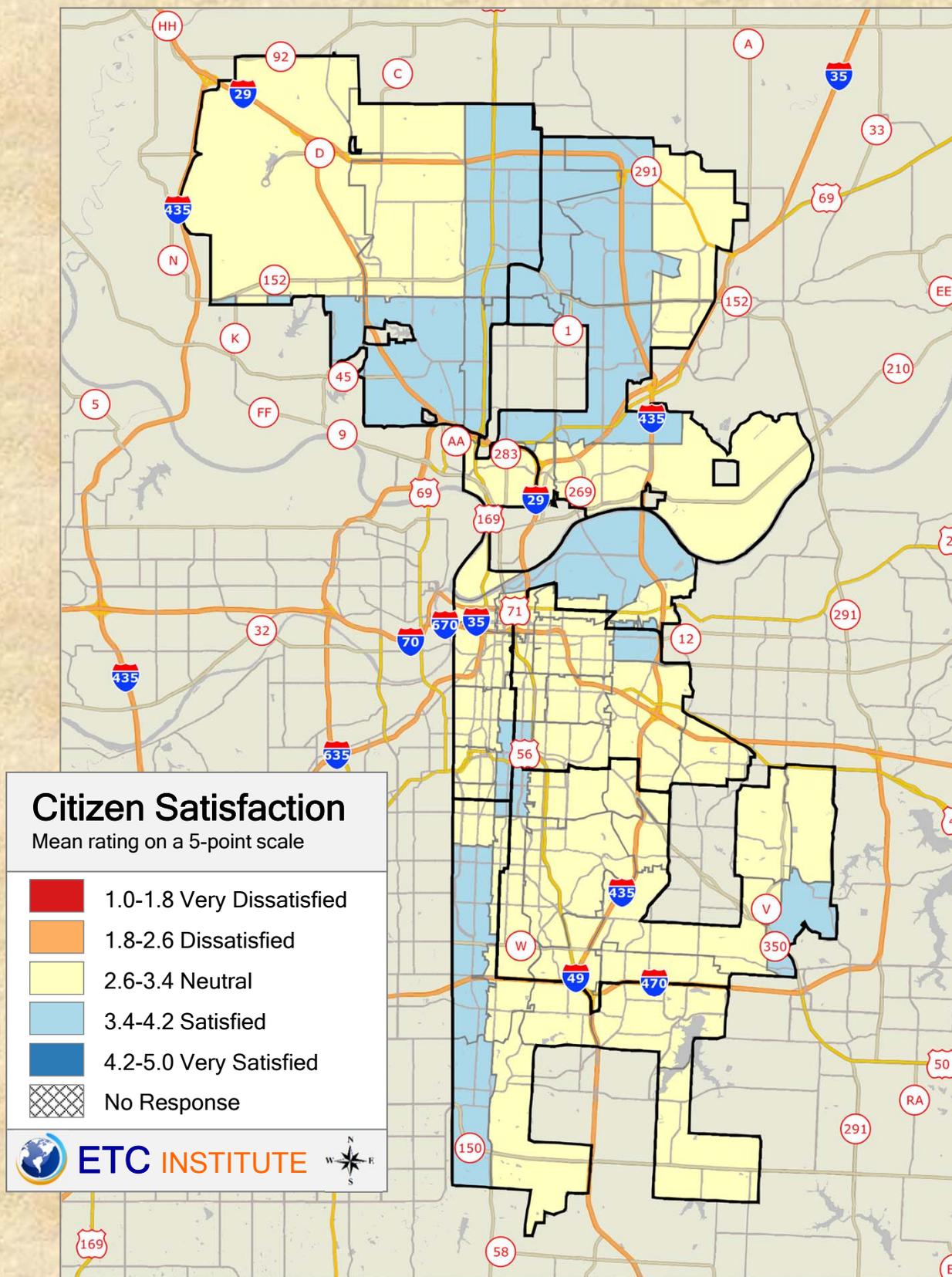
Q14-07 Satisfaction with the City's youth programs and activities



2016-2017 City of Kansas City, Missouri Citizen Survey

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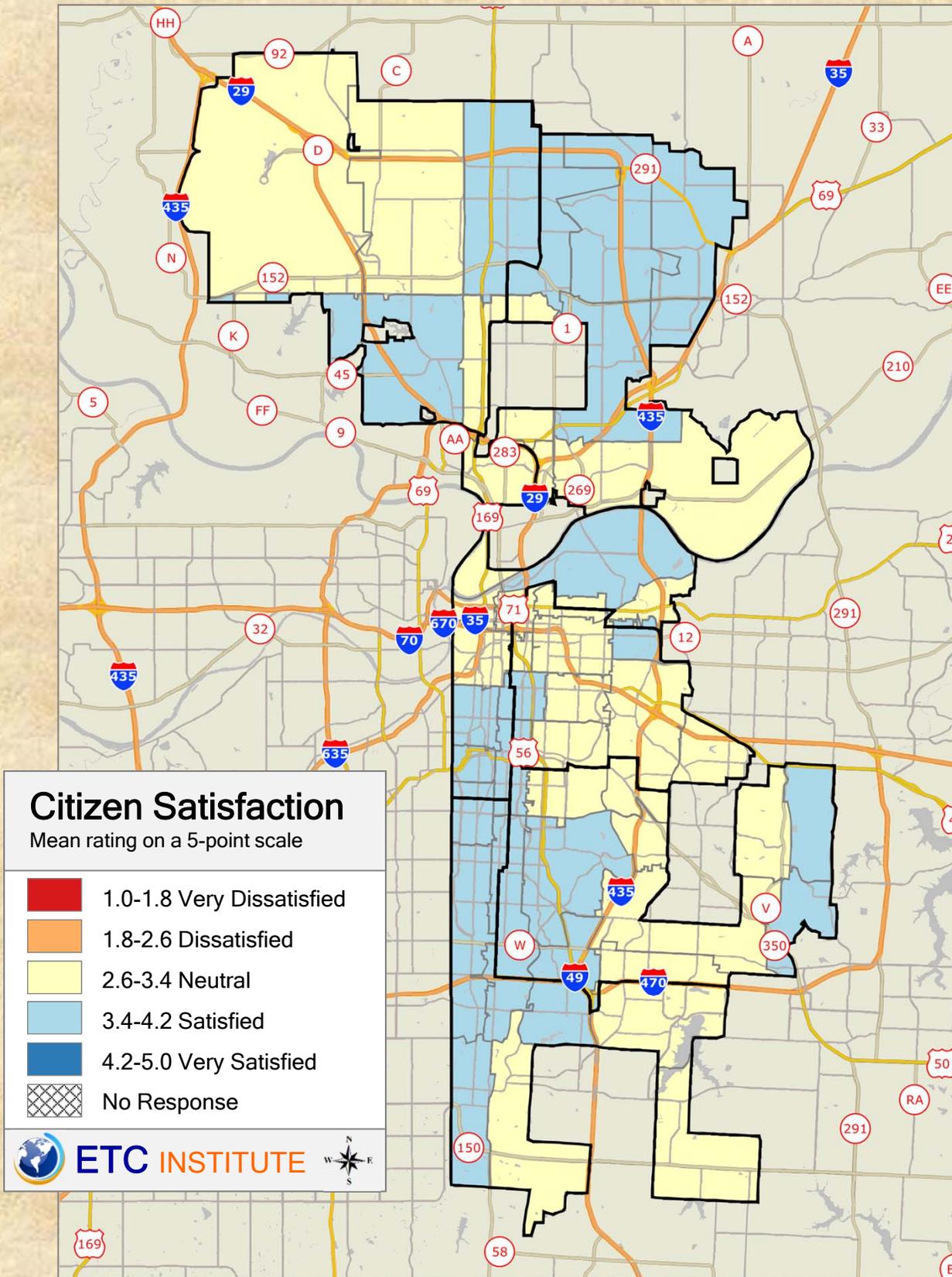
Q14-09 Satisfaction with programs and activities at City community centers



2016-2017 City of Kansas City, Missouri Citizen Survey

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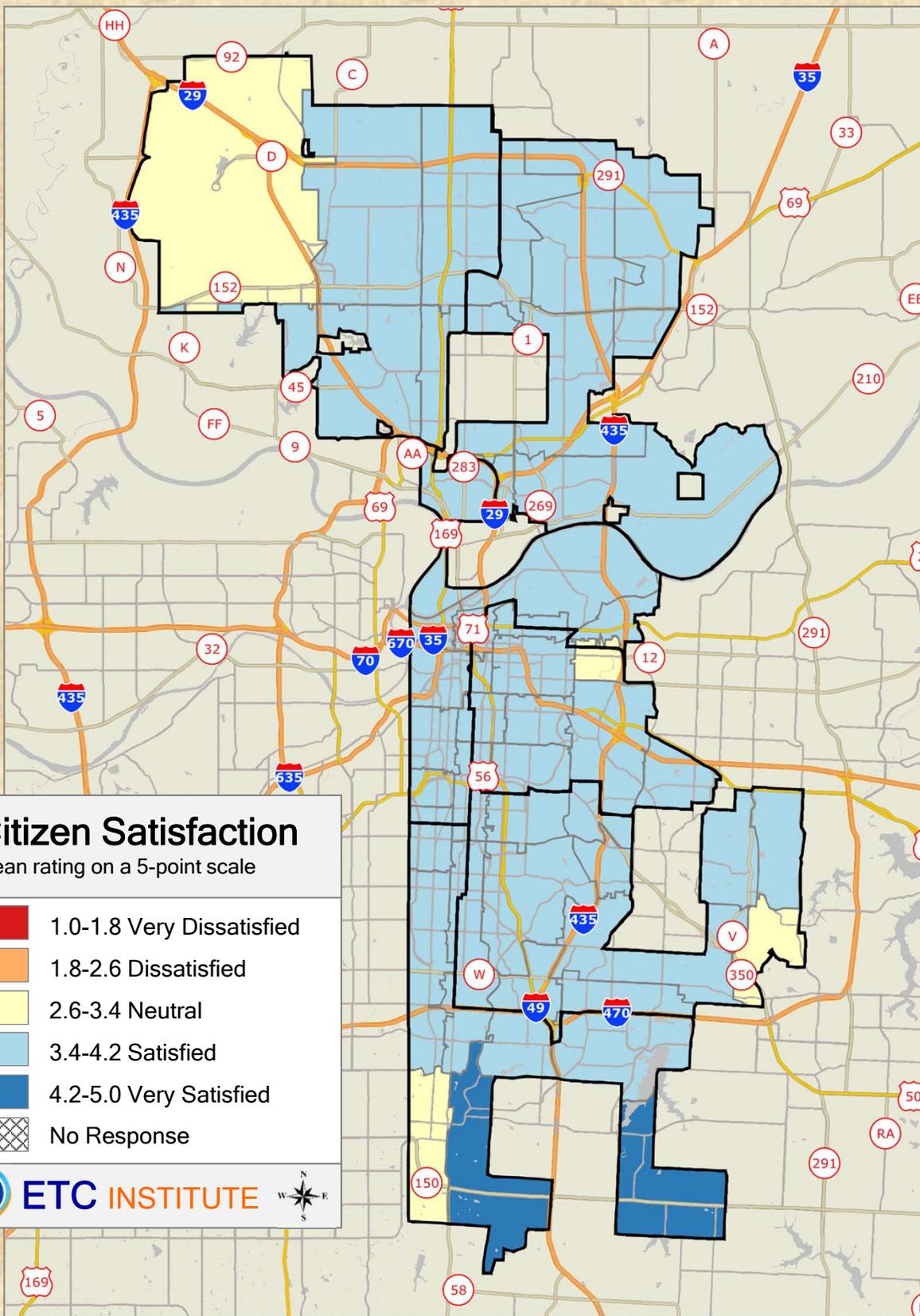
Q14-12 Satisfaction with quality of customer service from Parks and Recreation employees



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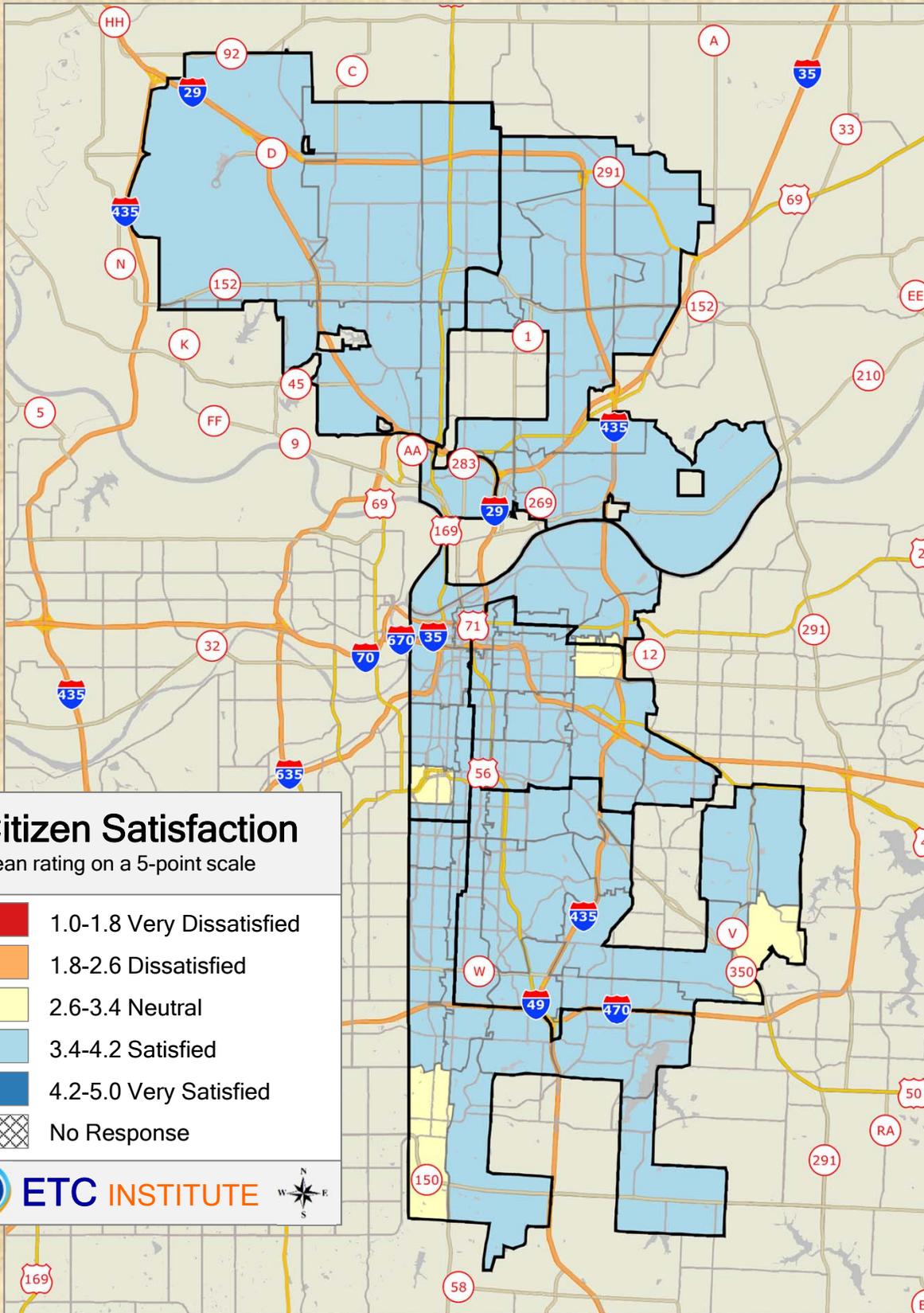
Q16-2 Satisfaction with ease of utilizing 311 services via web or mobile application



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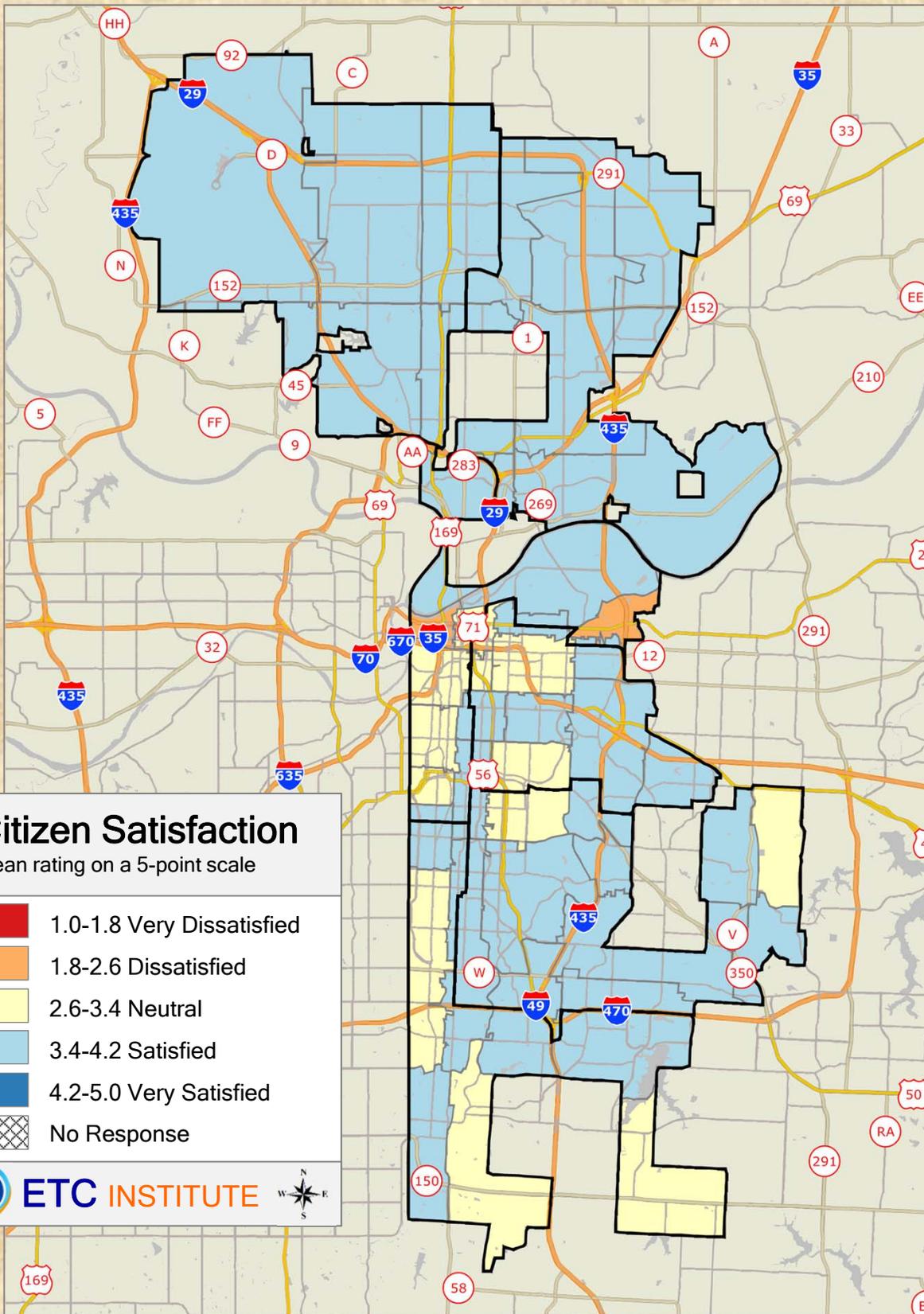
Q16-3 Satisfaction with courtesy and professionalism of 311 call takers



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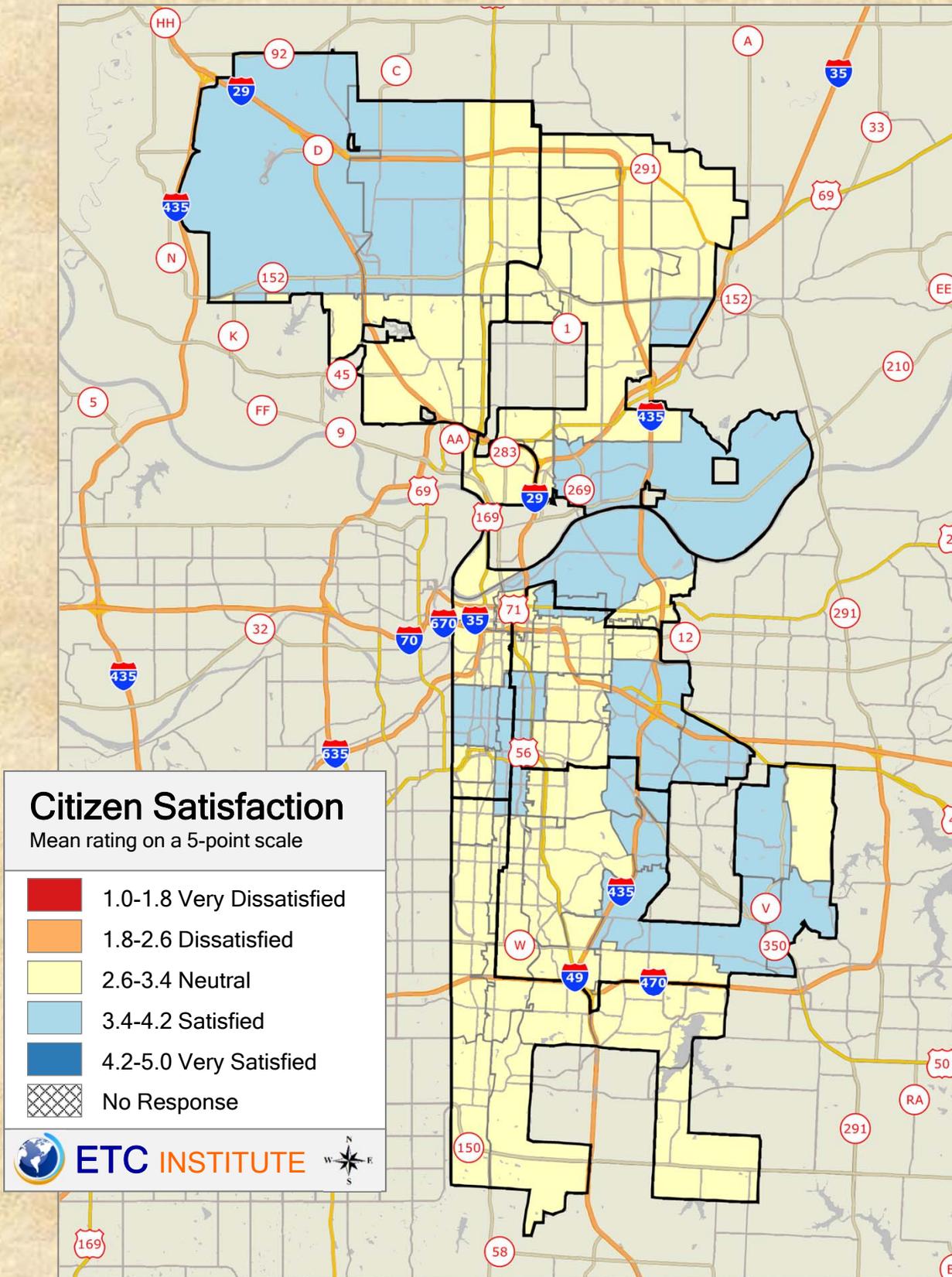
Q16-3 Satisfaction with overall quality of recycling drop-off centers



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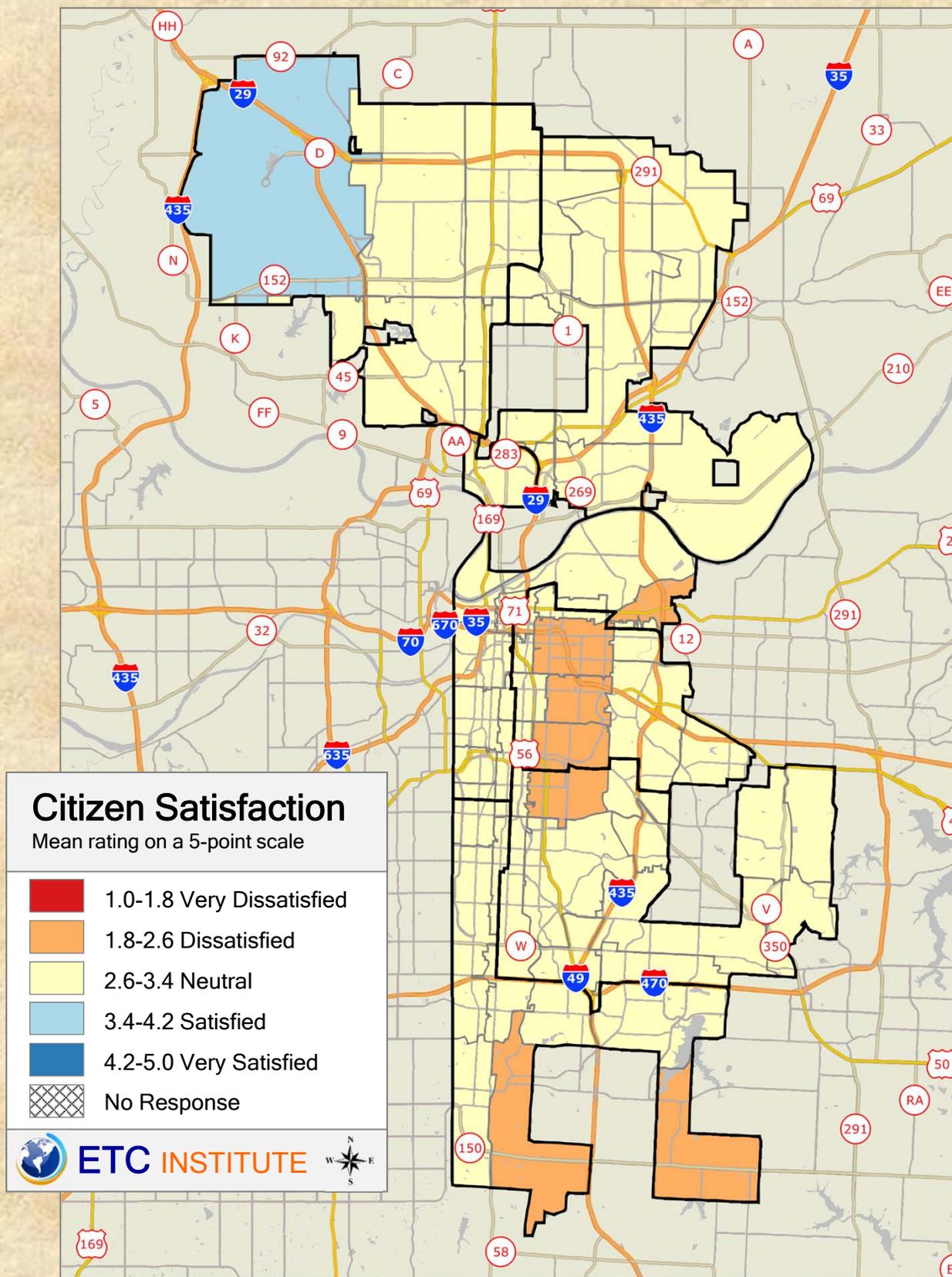
Q16-4 Satisfaction with overall quality of bulky item pick-up services



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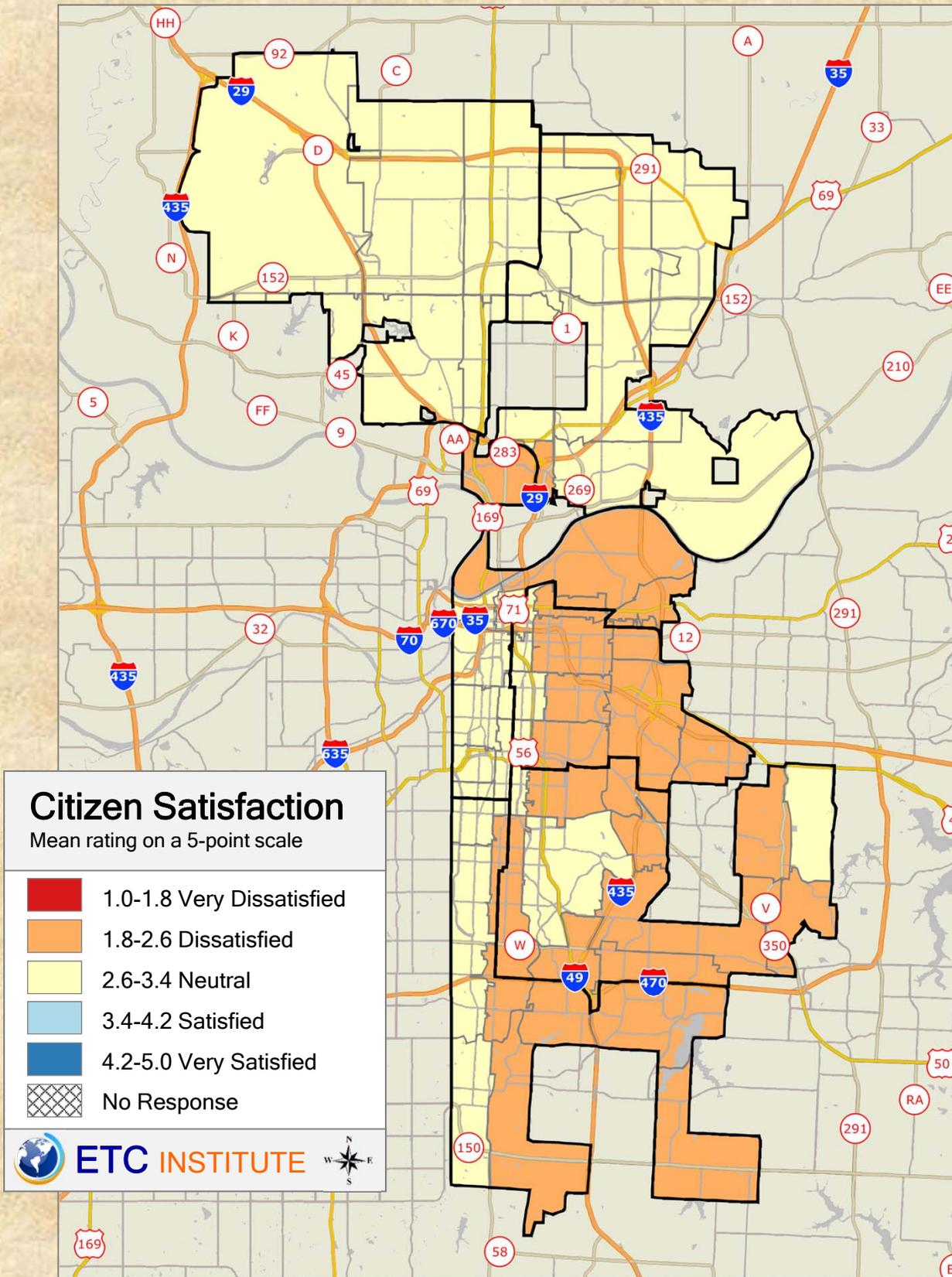
Q16-7 Satisfaction with overall cleanliness of streets and other public areas



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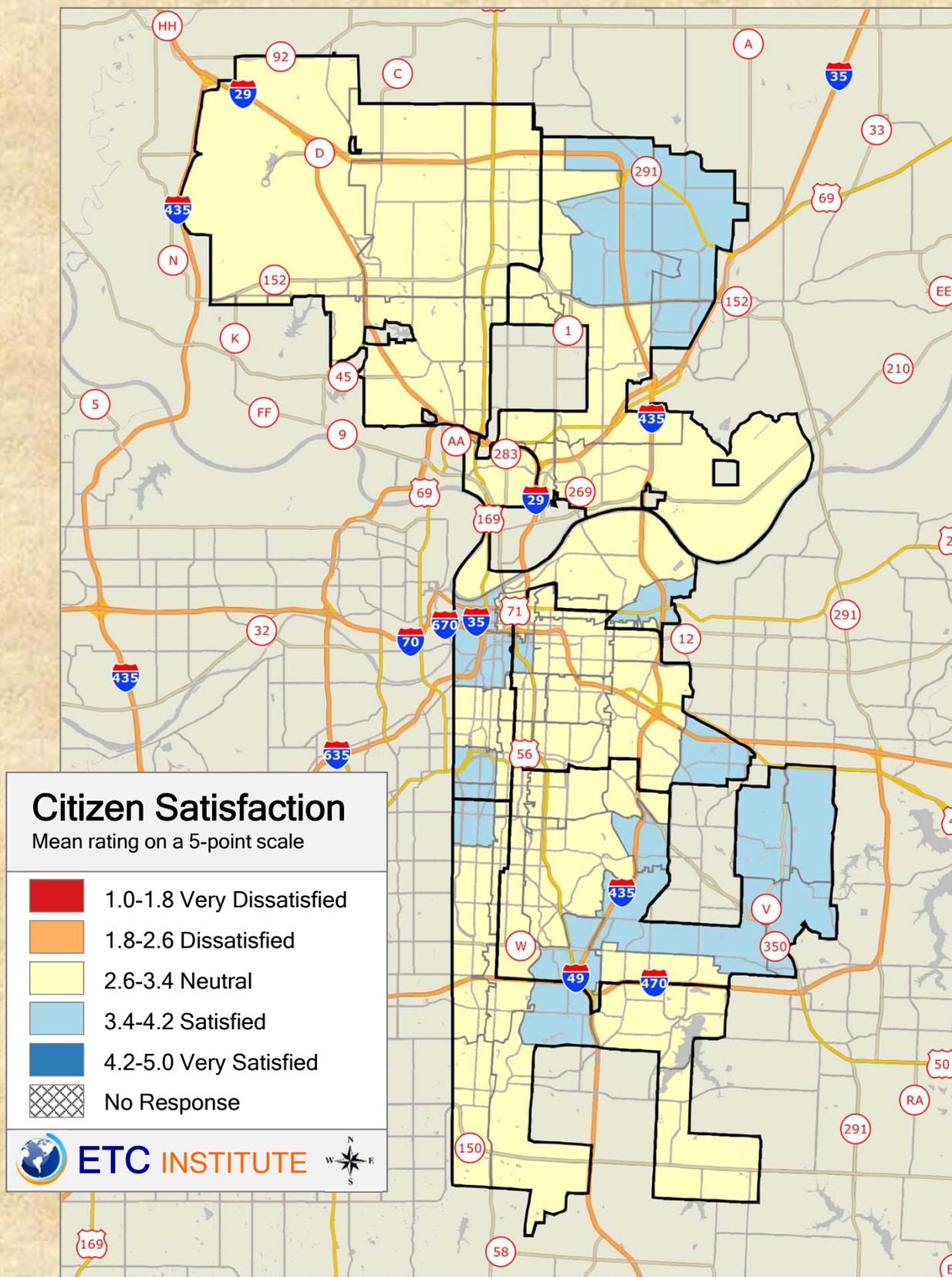
Q16-8 Satisfaction with city efforts to clean up illegal dumping sites



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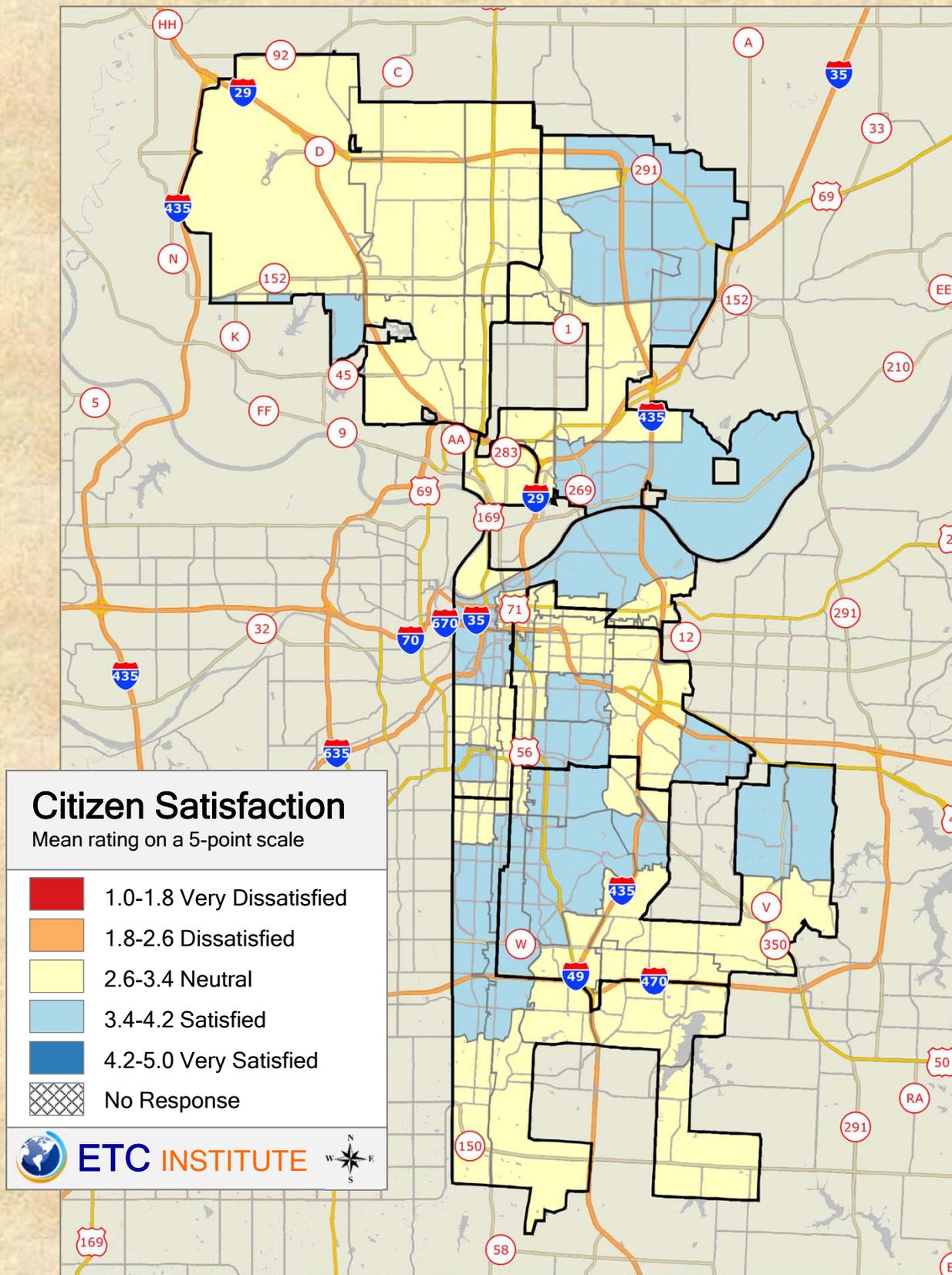
Q17-1 Satisfaction with the availability of information about city programs and services



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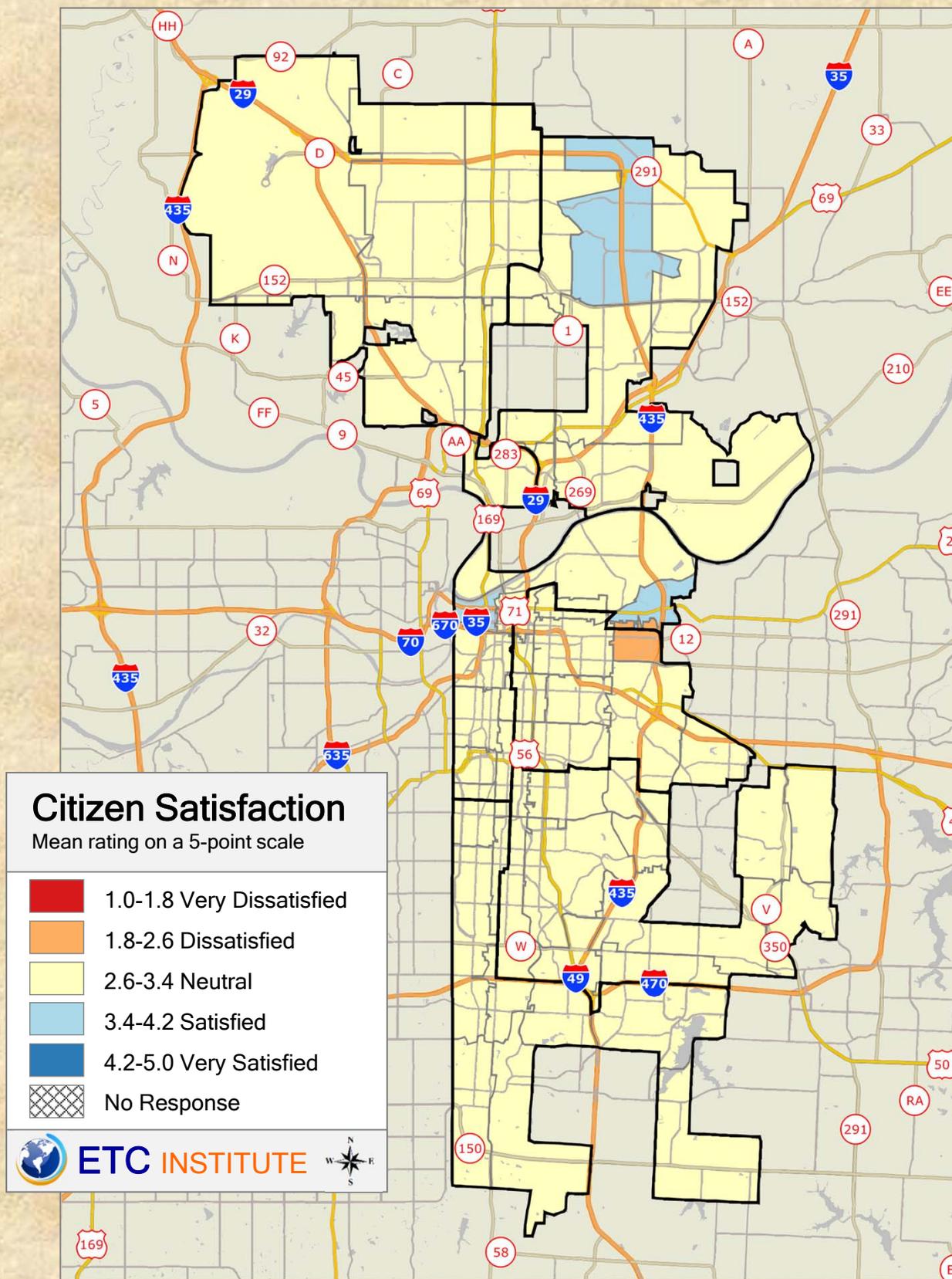
Q17-2 Satisfaction with overall usefulness of the city's website



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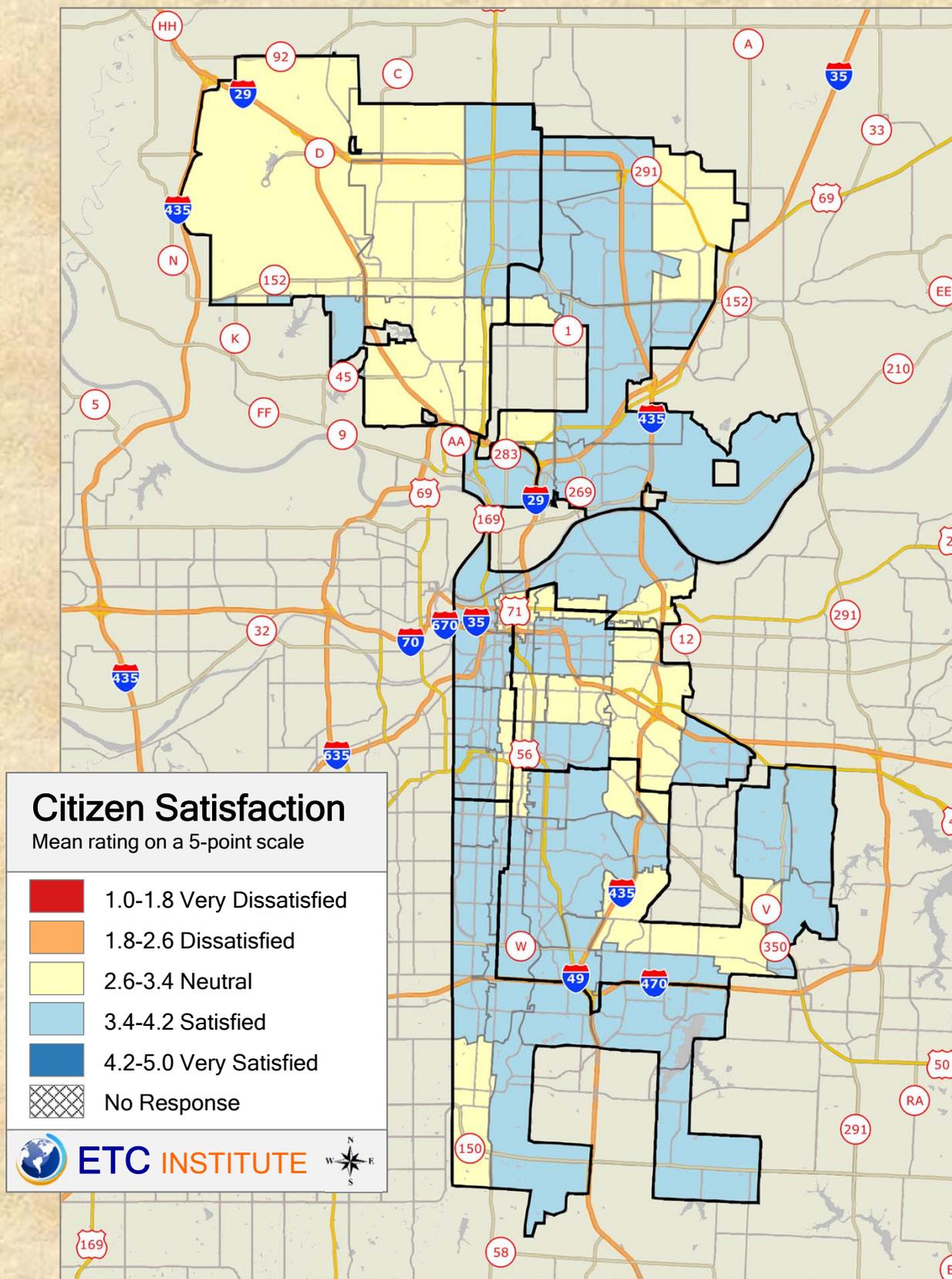
Q17-3 Satisfaction with opportunity to engage/provide input into decisions made by the city



2016-2017 City of Kansas City, Missouri Citizen Survey

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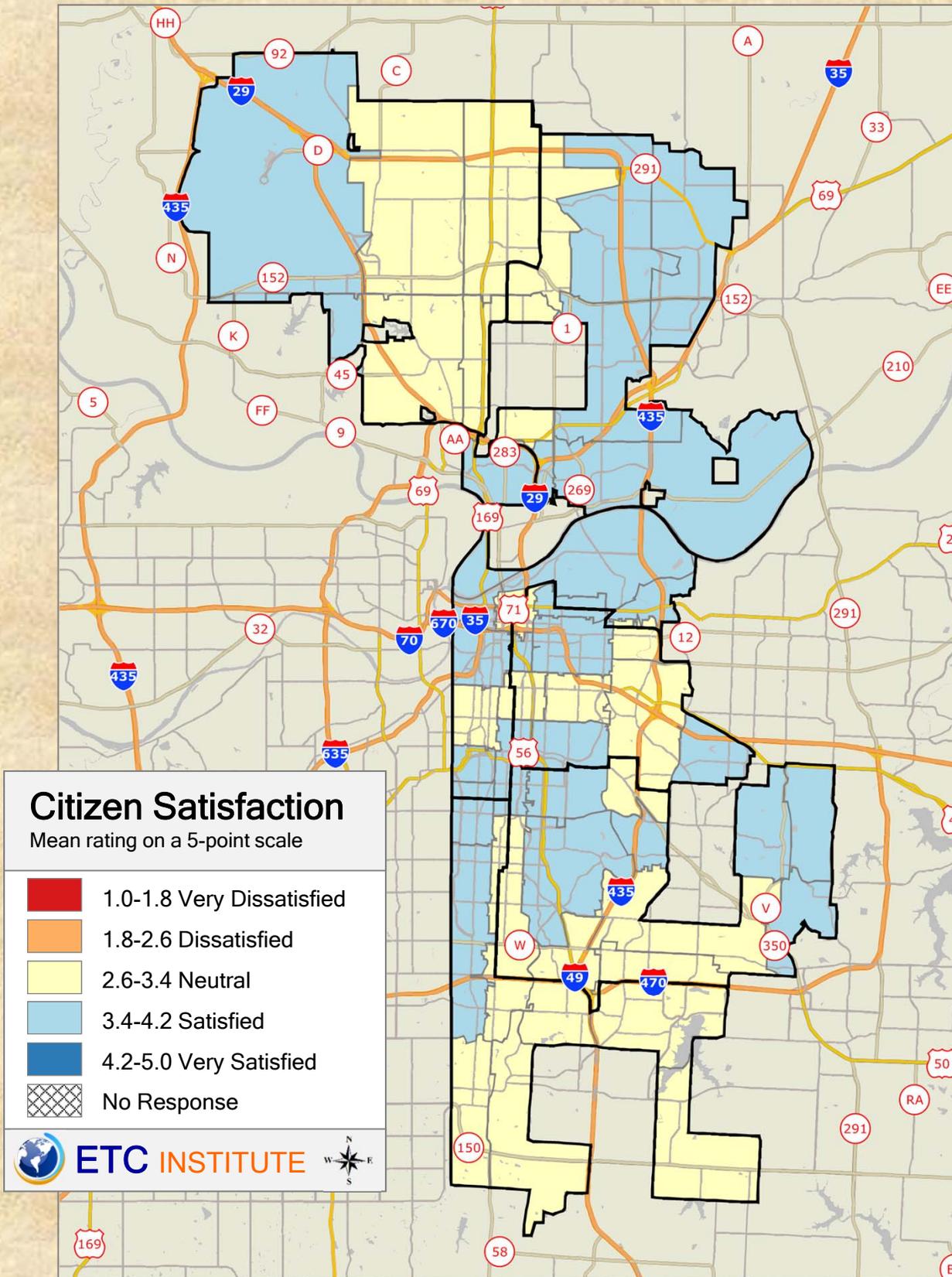
Q17-5 Satisfaction with the content in the City's magazine KCMore



2016-2017 City of Kansas City, Missouri Citizen Survey

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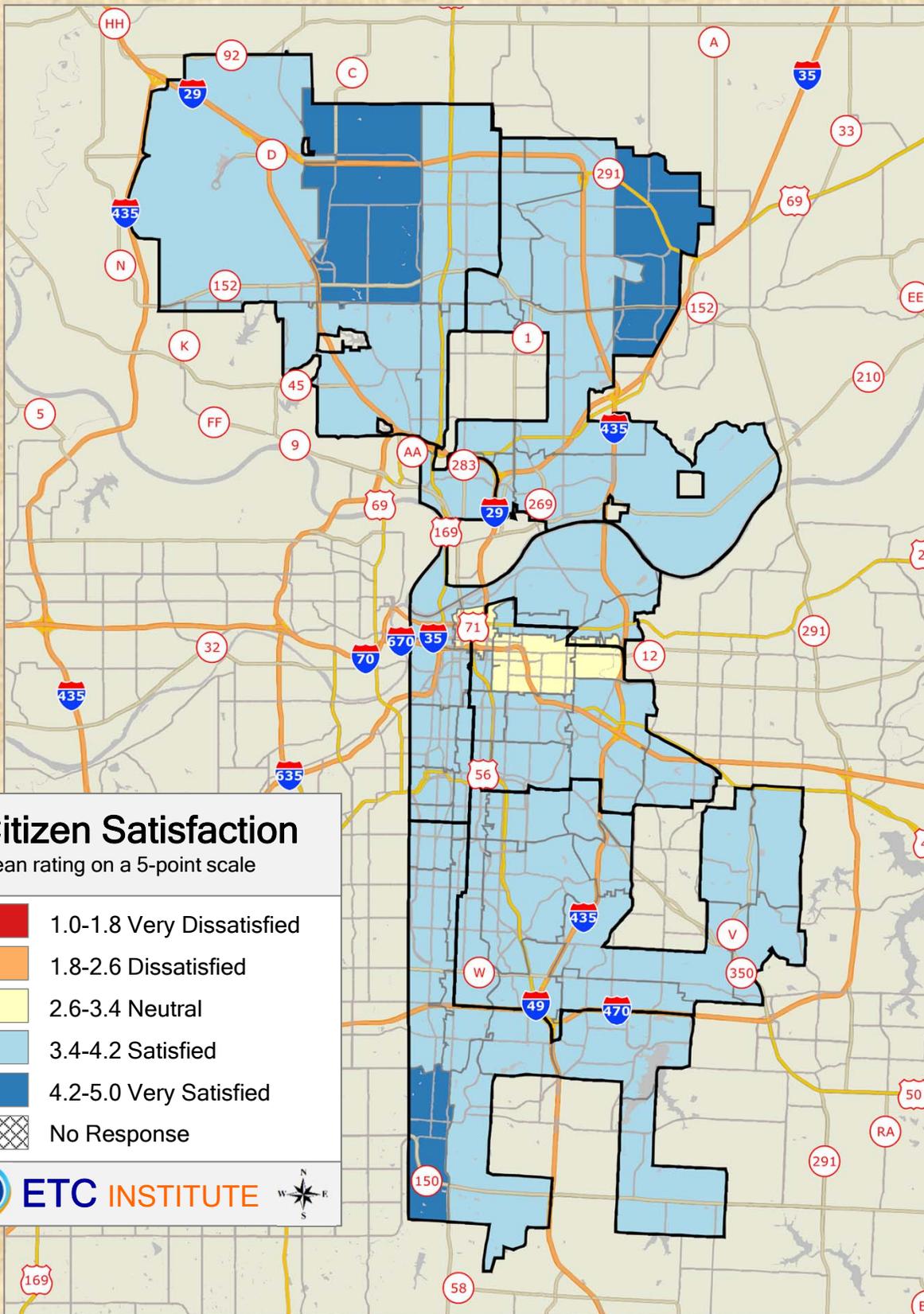
Q17-6 Satisfaction with the city's use of social media



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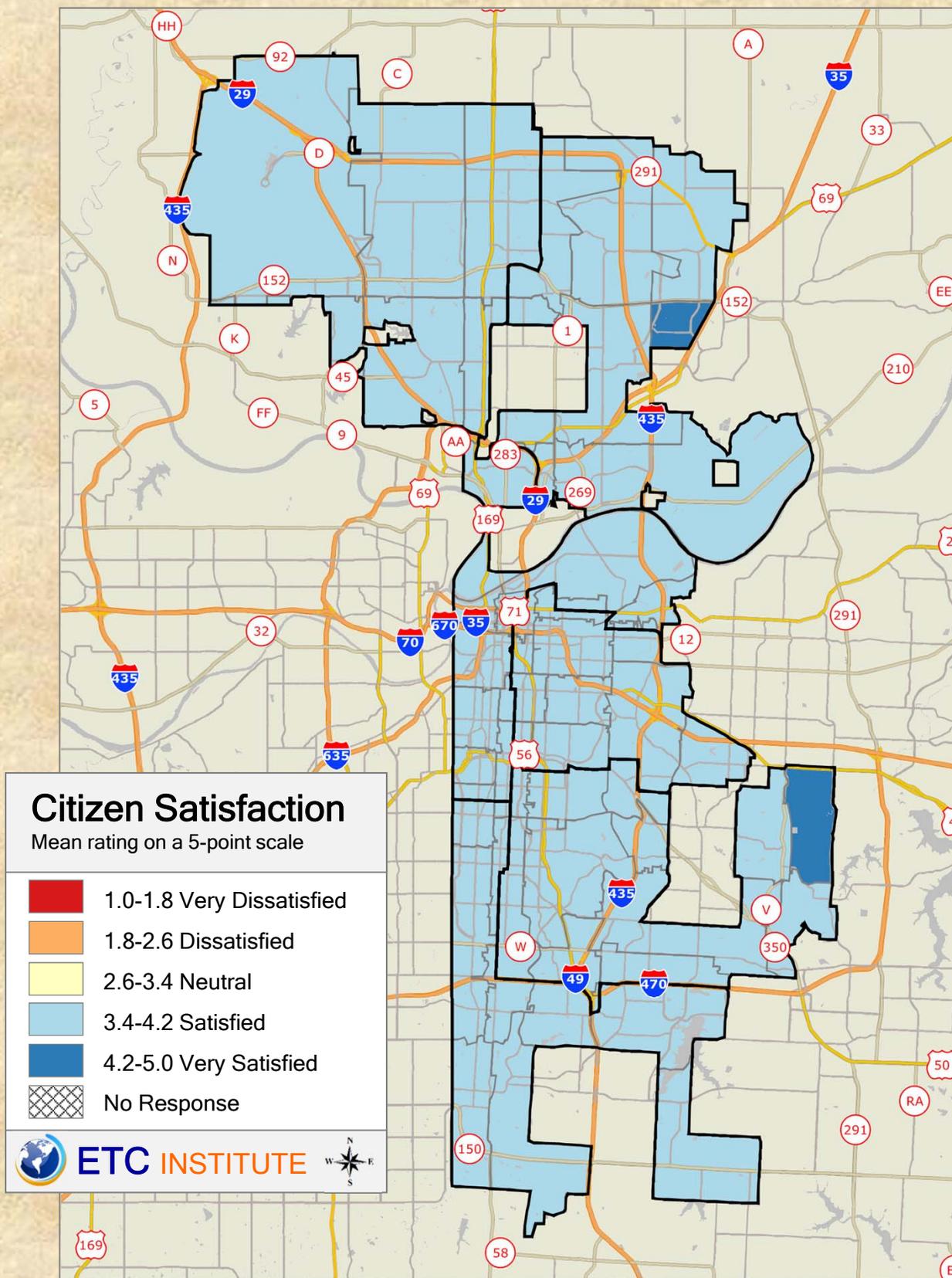
Q18-1 Satisfaction with ease of moving through airport security



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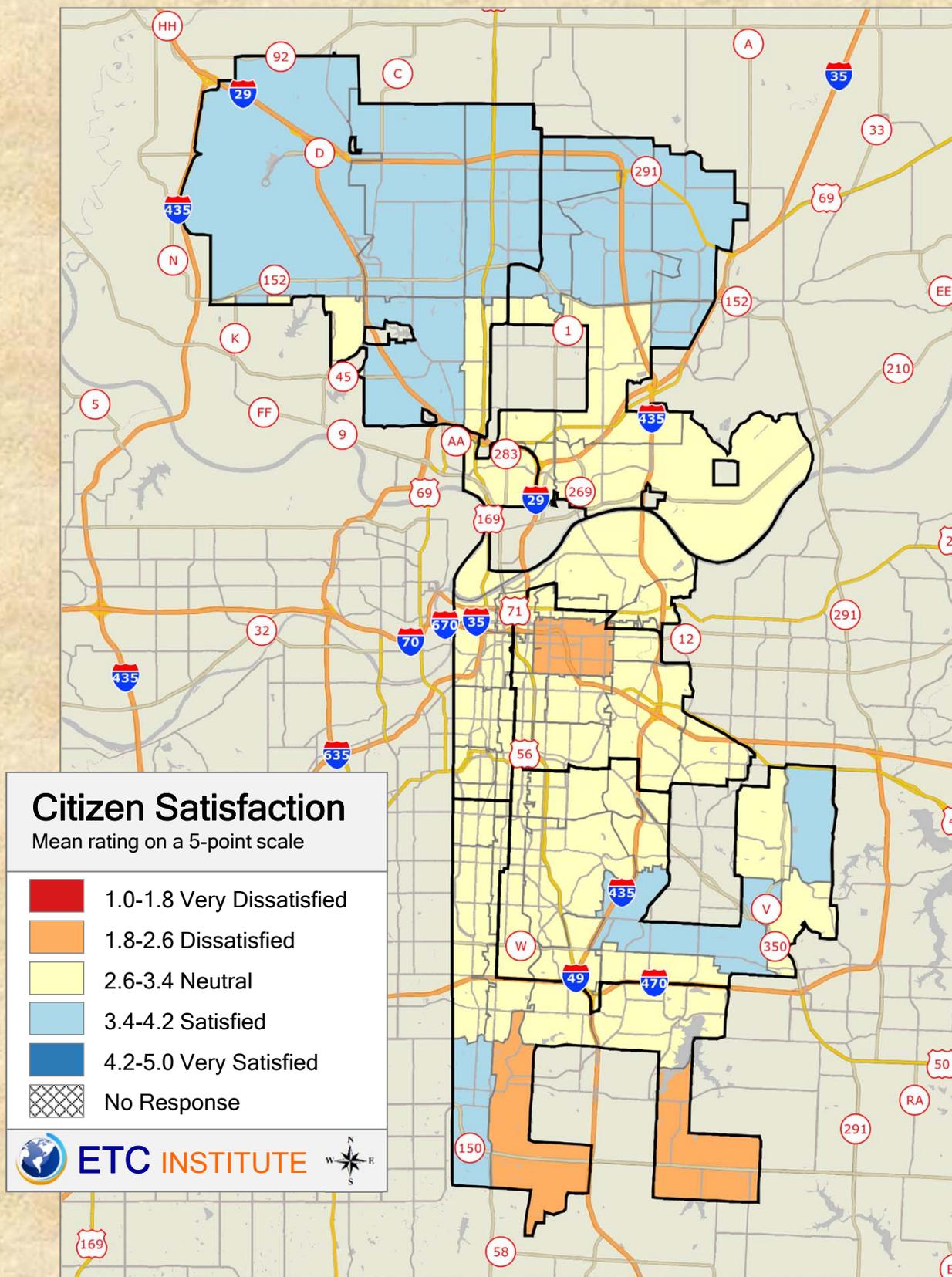
Q18-4 Satisfaction with cleanliness of facilities



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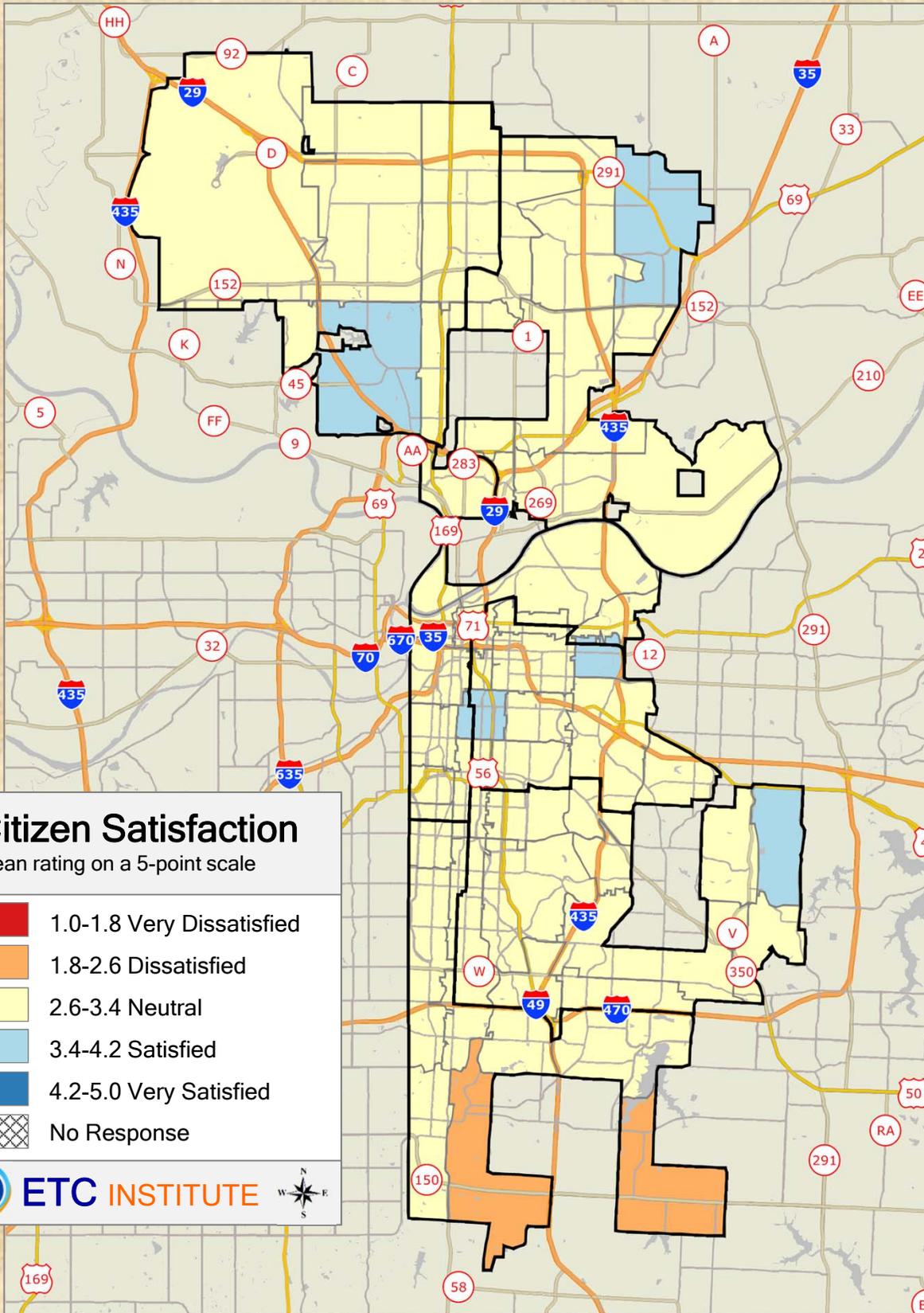
Q20-1 Satisfaction with condition of catch basins (storm drains) in neighborhood



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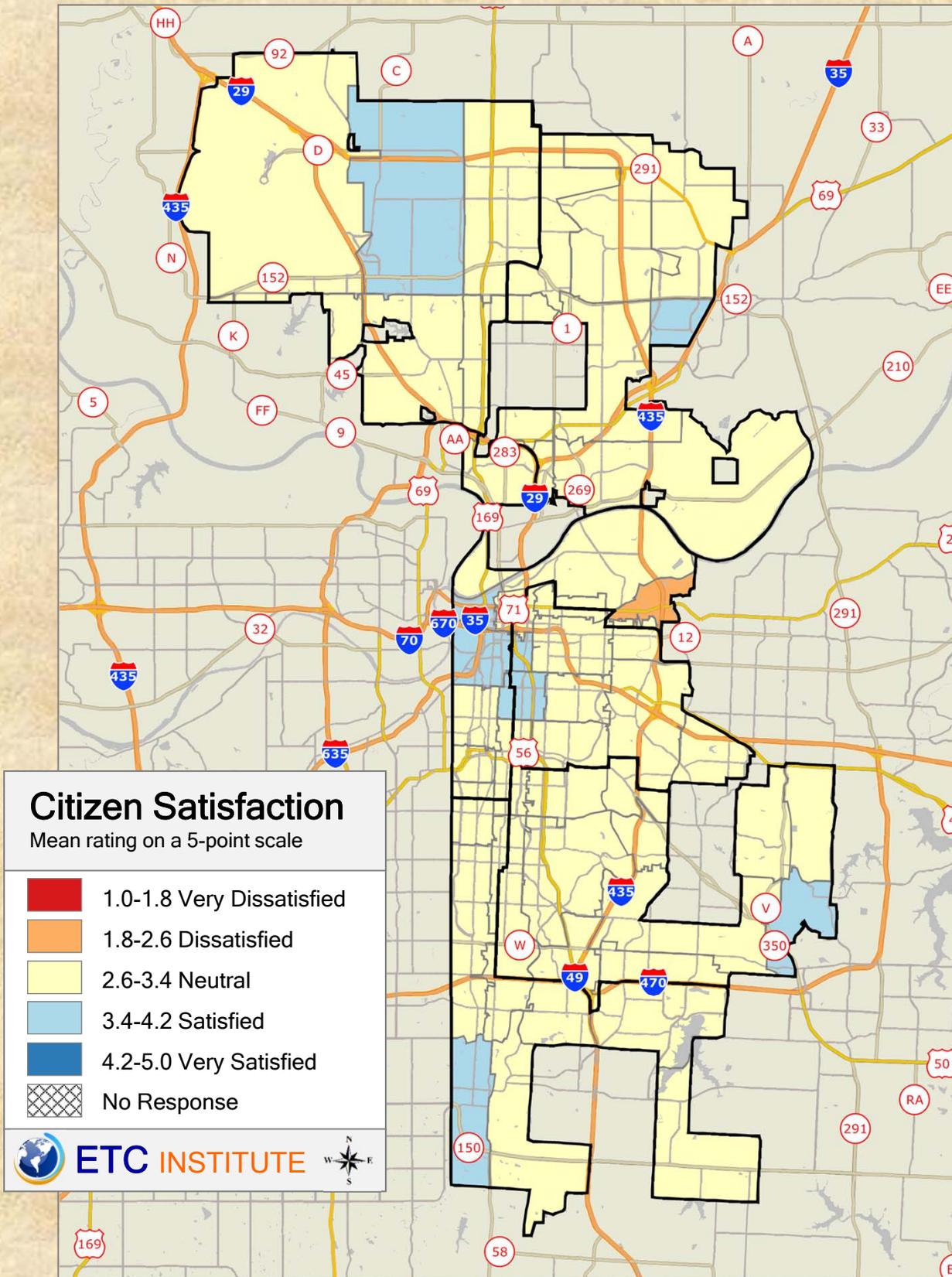
Q20-2 Satisfaction with timeliness of water/sewer line break repairs



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Q21-3 Satisfaction with how ethically city conducts business



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