

2019-20 KANSAS CITY MISSOURI CITIZEN SURVEY

APPENDIX A: GIS MAPS BY DISTRICT

Submitted to:

The City of Kansas City, Missouri

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



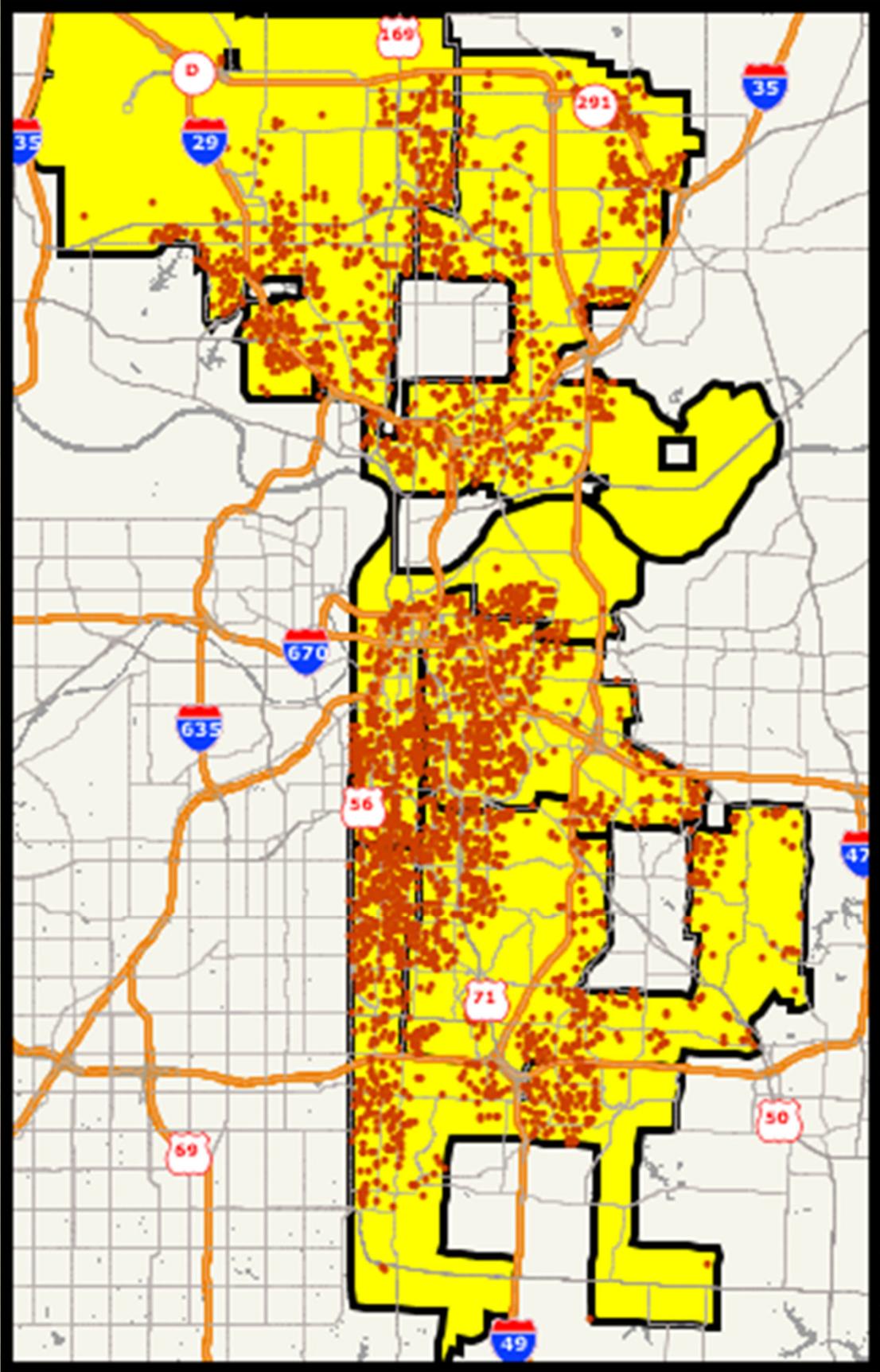
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by District. 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:

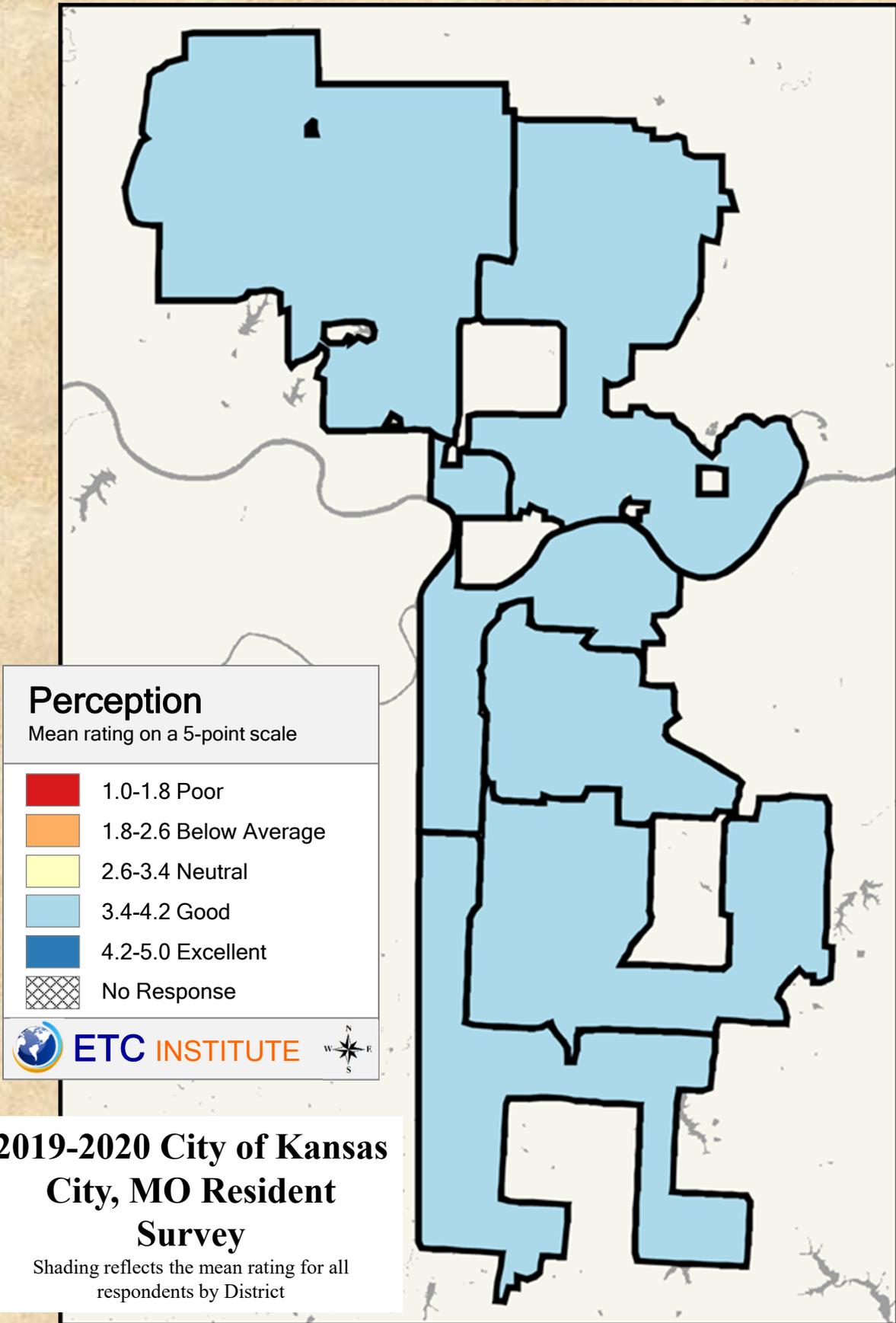
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the 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.”

Location of Survey Respondents

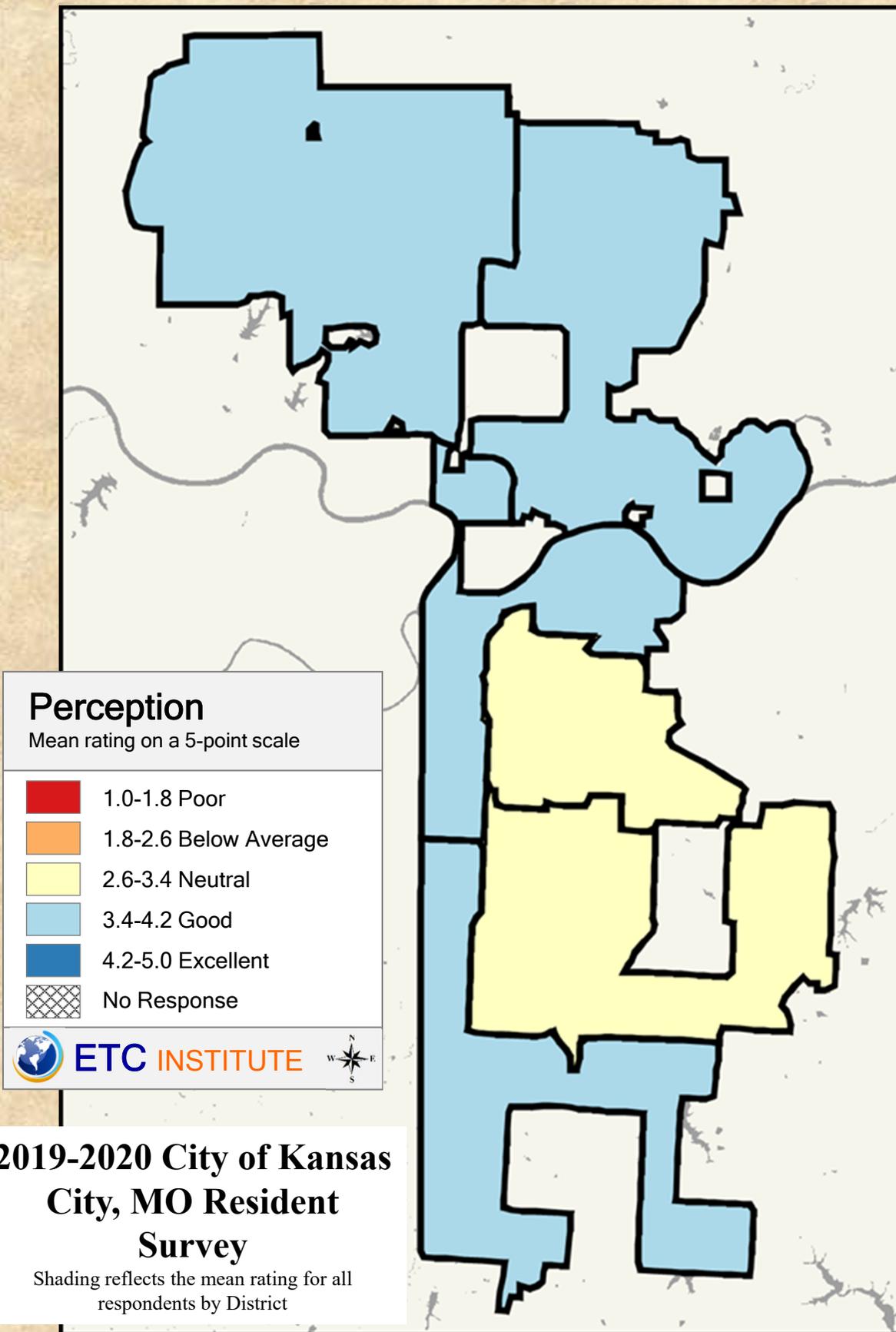


2019-2020 City of Kansas City, MO Resident Survey

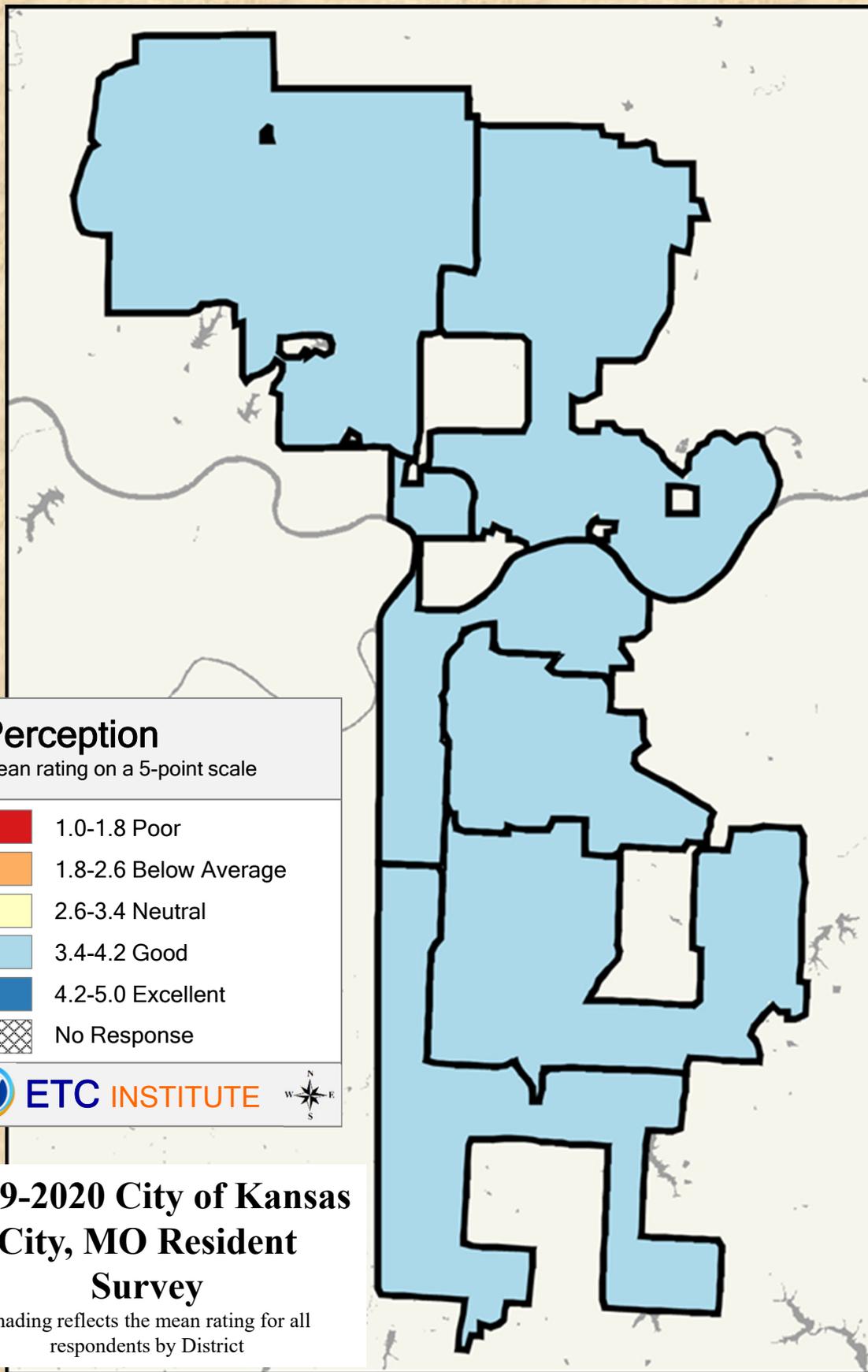
Q1-1 Ratings of the City as a place to live



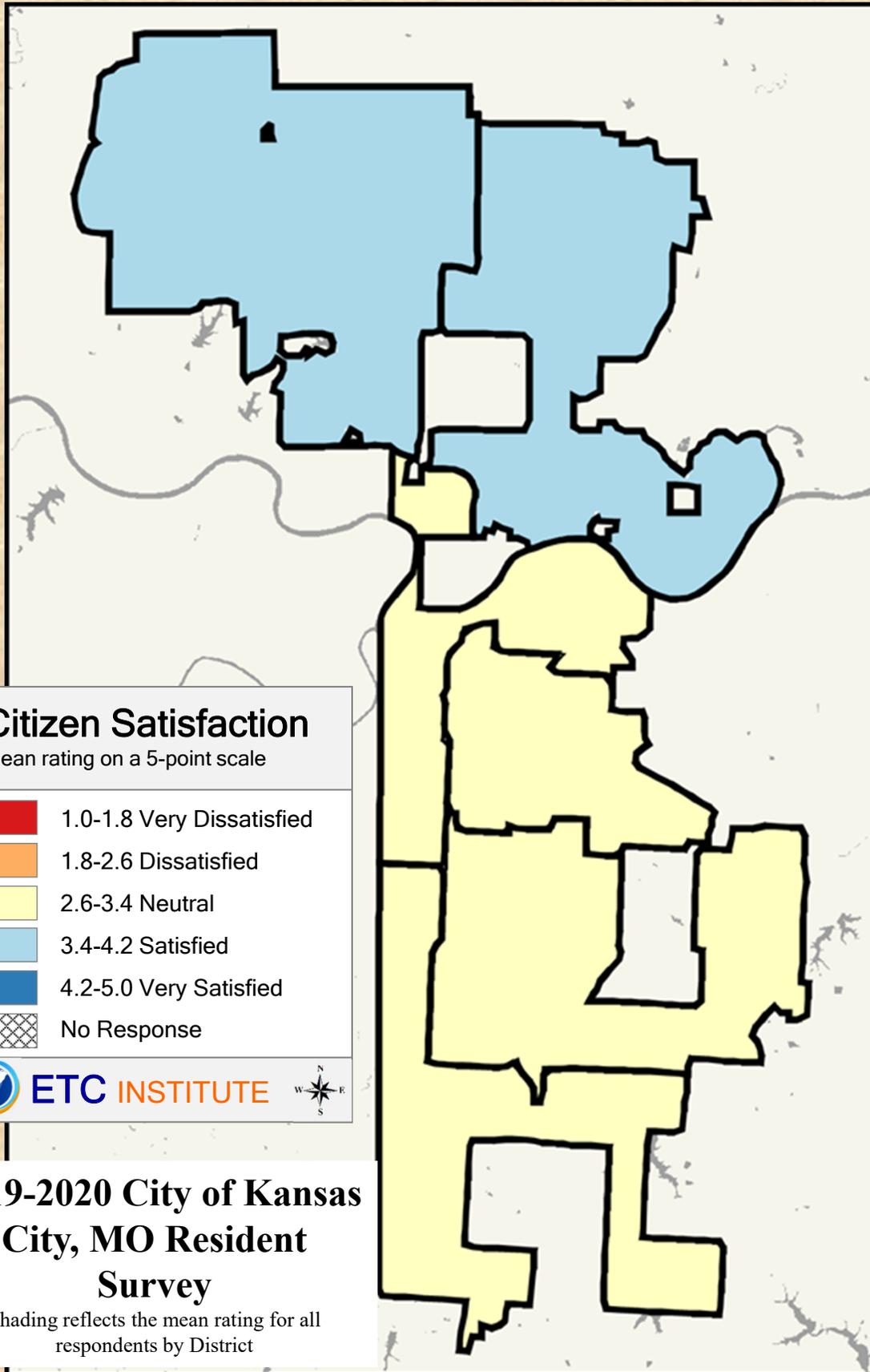
Q1-2 Ratings of the City as a place to raise children



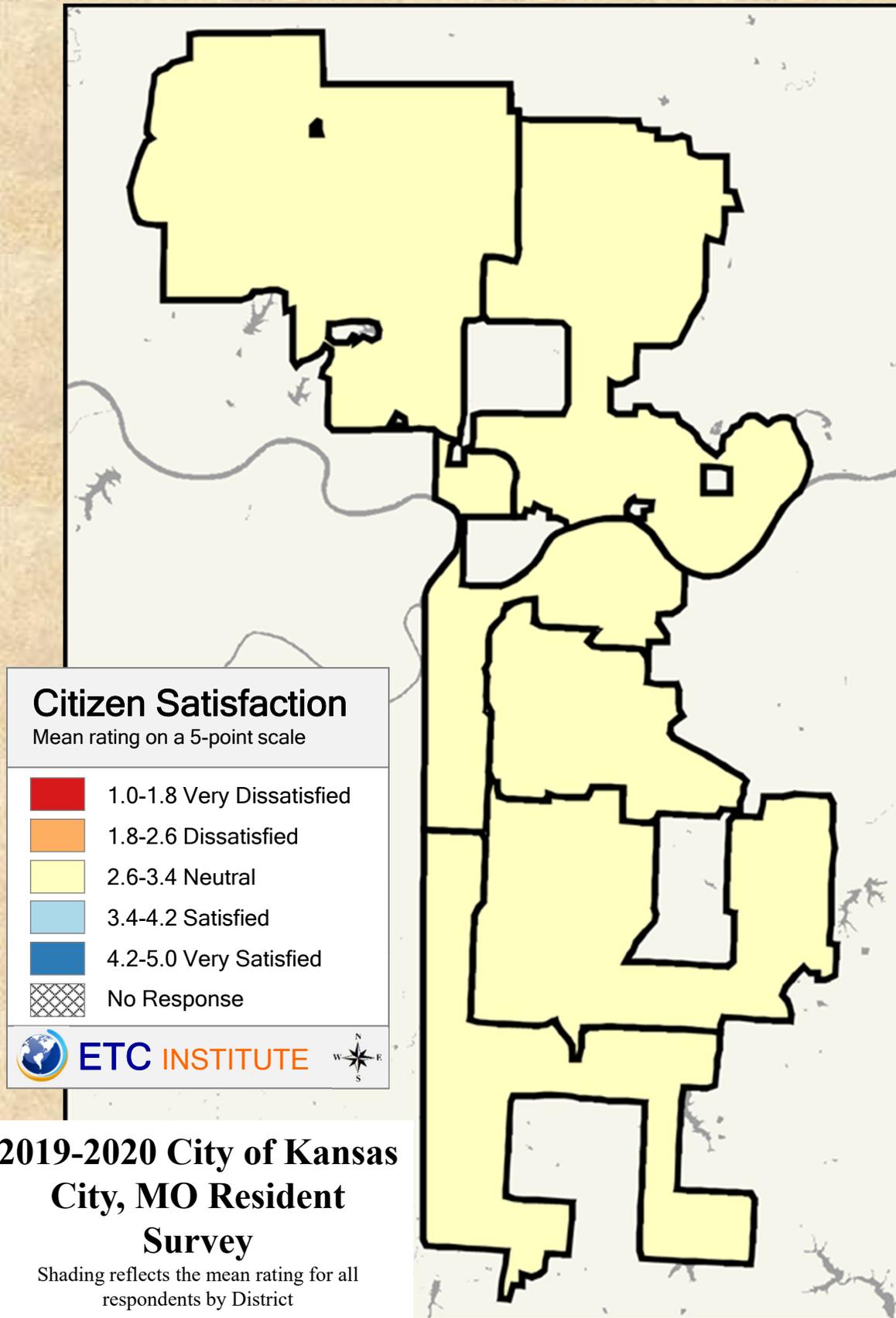
Q1-3 Ratings of the City as a place to work



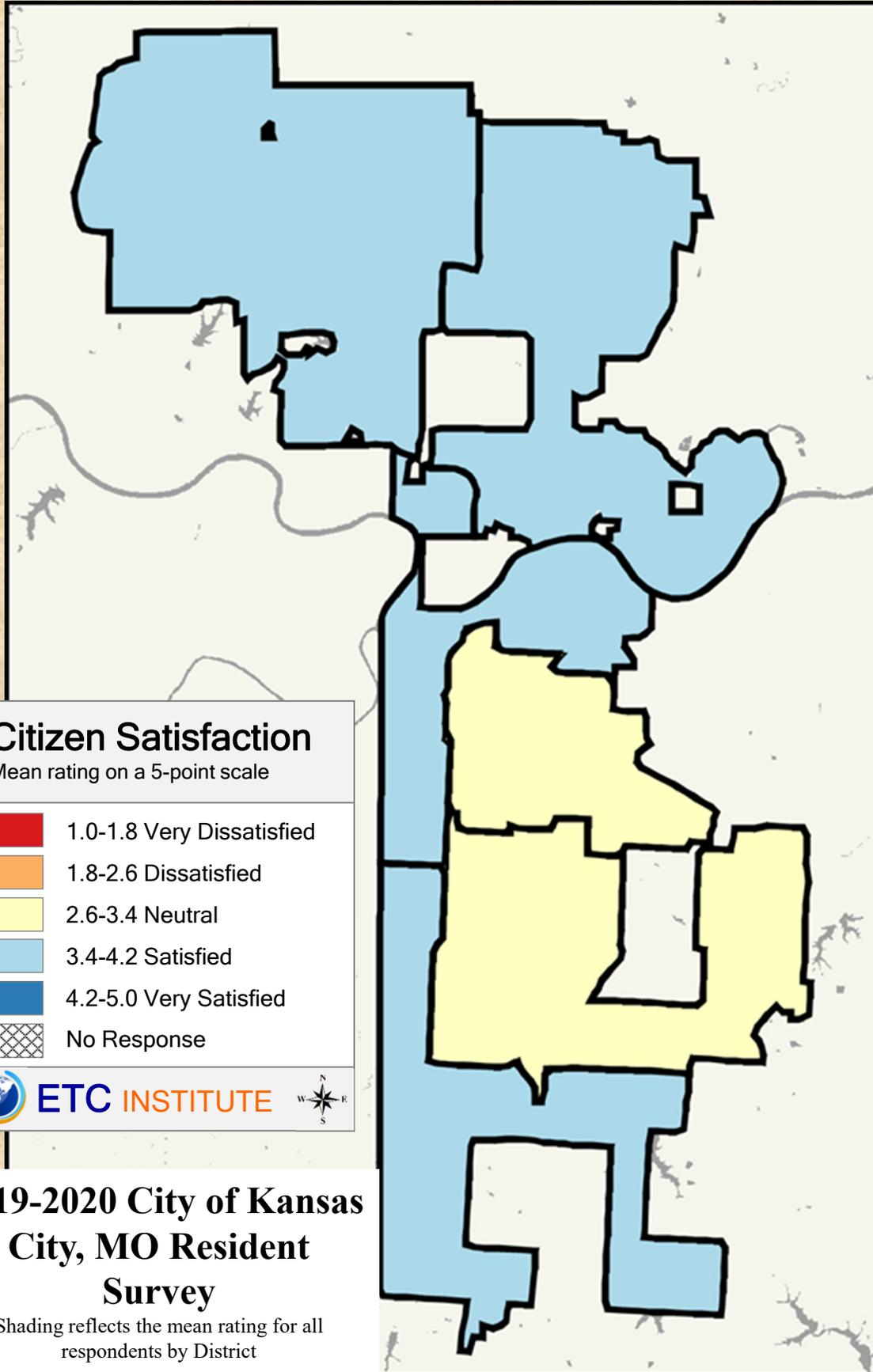
Q2-1 Satisfaction with overall quality of services provided by the City



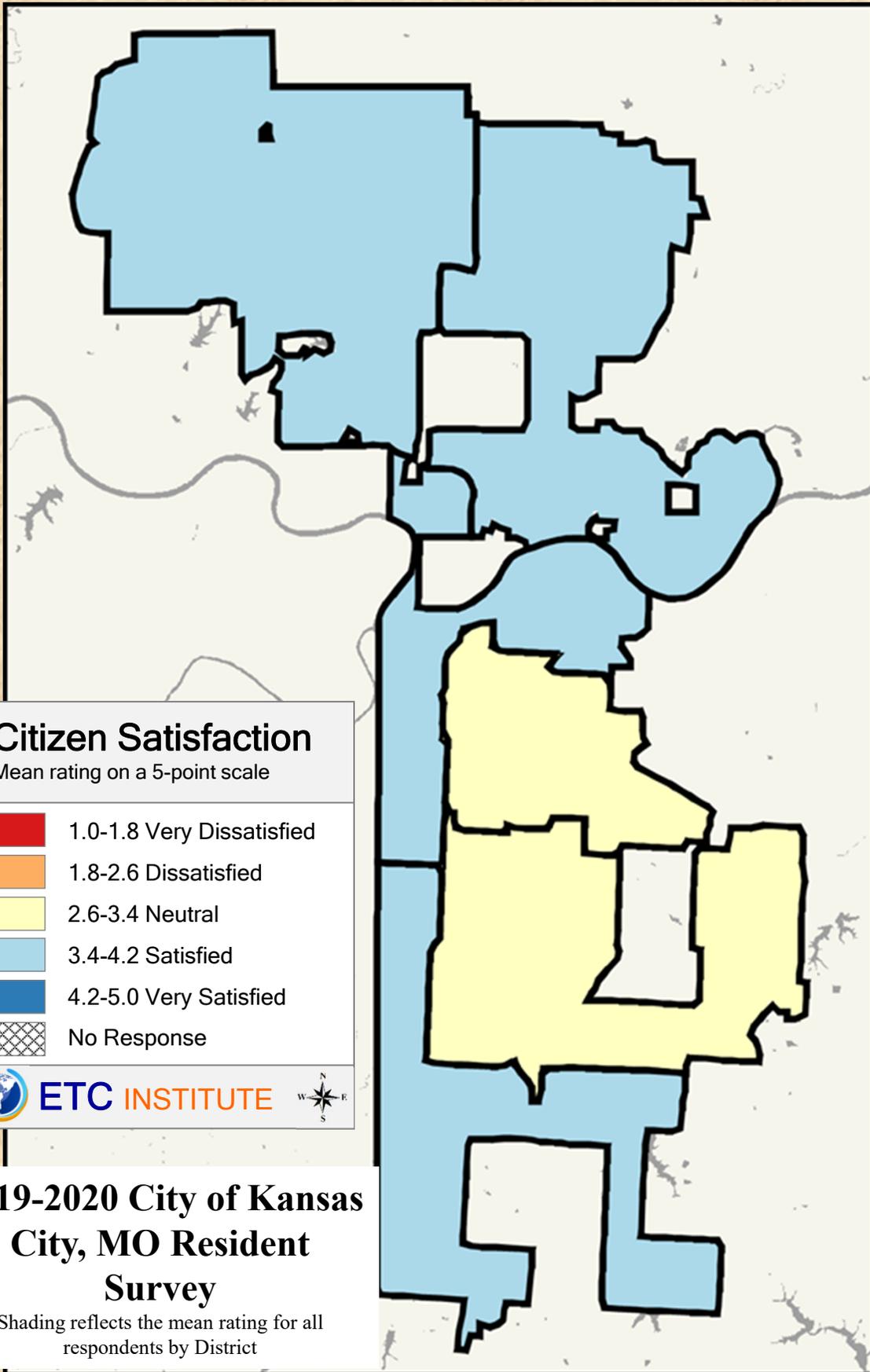
Q2-2 Satisfaction with overall value received for City tax dollars and fees



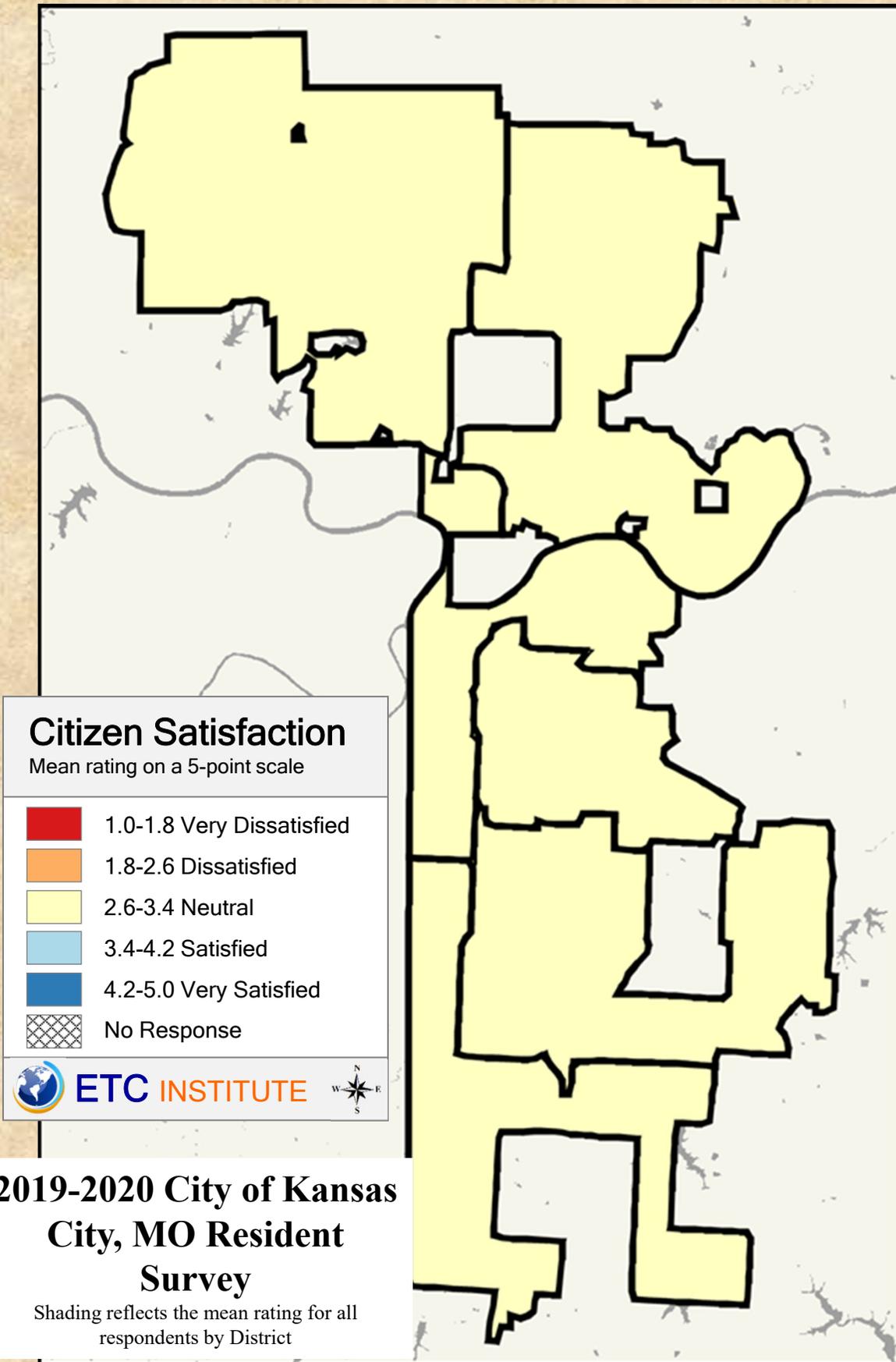
Q2-3 Satisfaction with overall image of the City



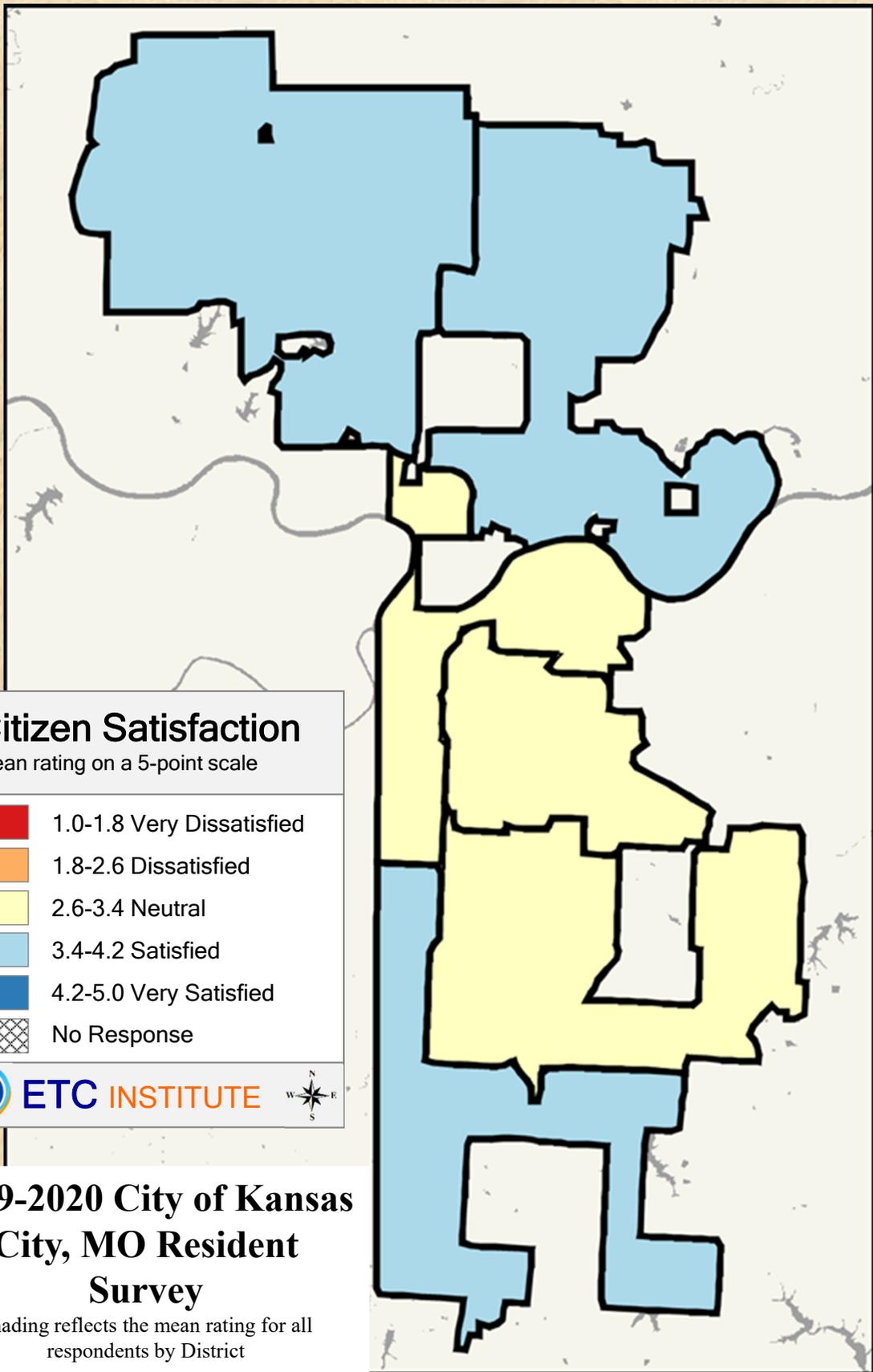
Q2-4 Satisfaction with overall quality of life in the City



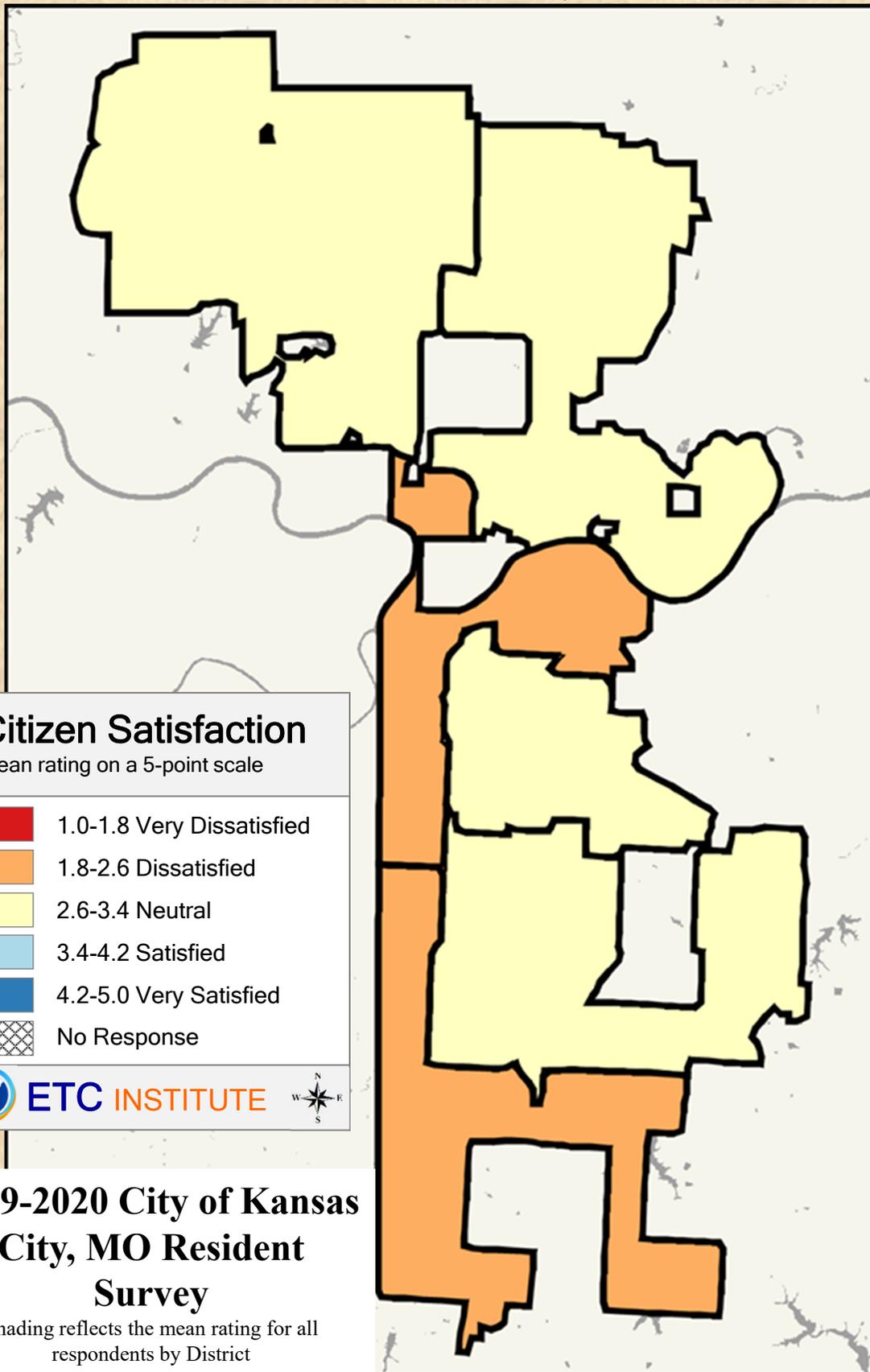
Q2-5 Satisfaction with overall feeling of safety in the City



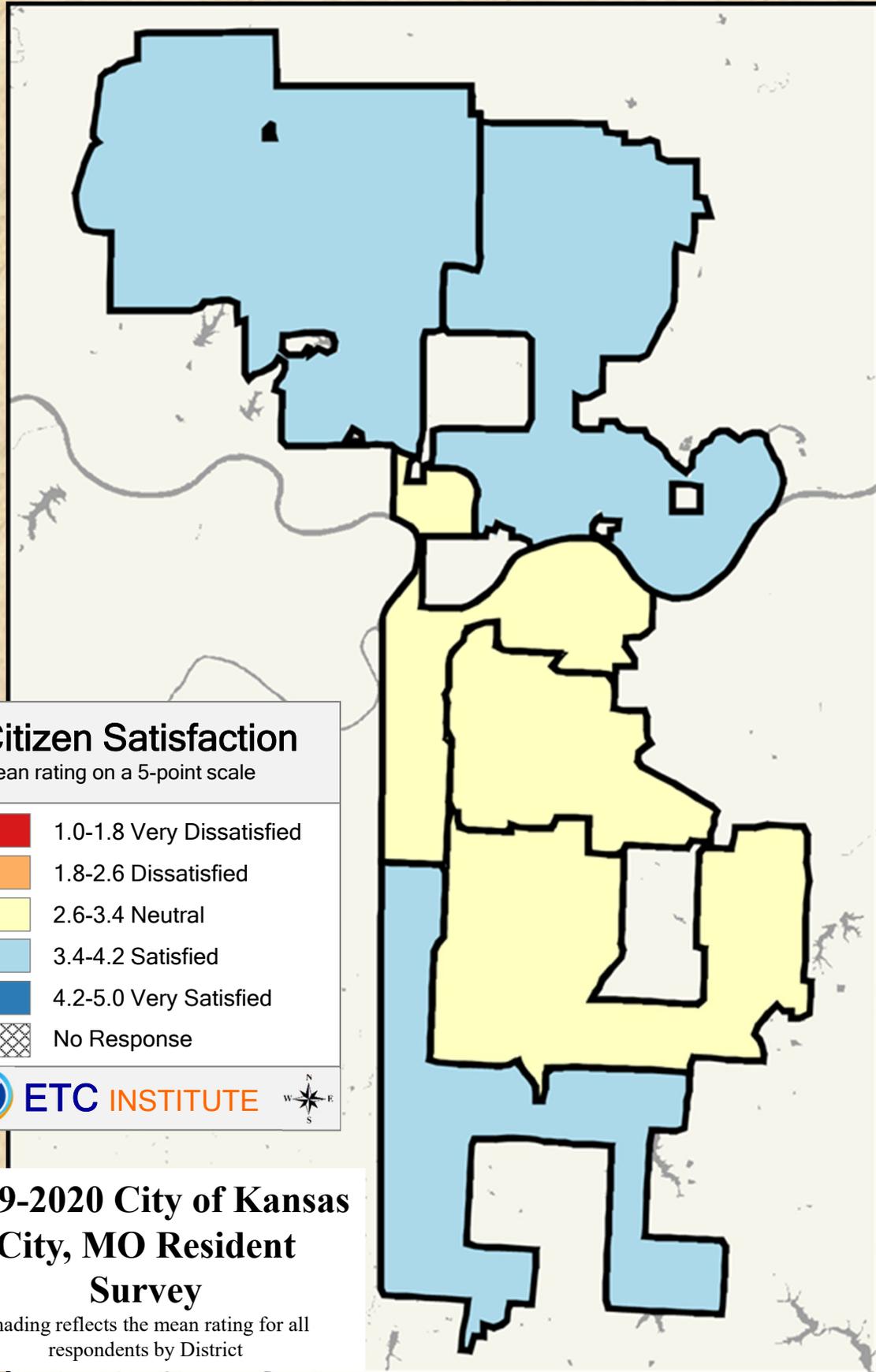
Q2-6 Satisfaction with overall feeling of safety in neighborhoods



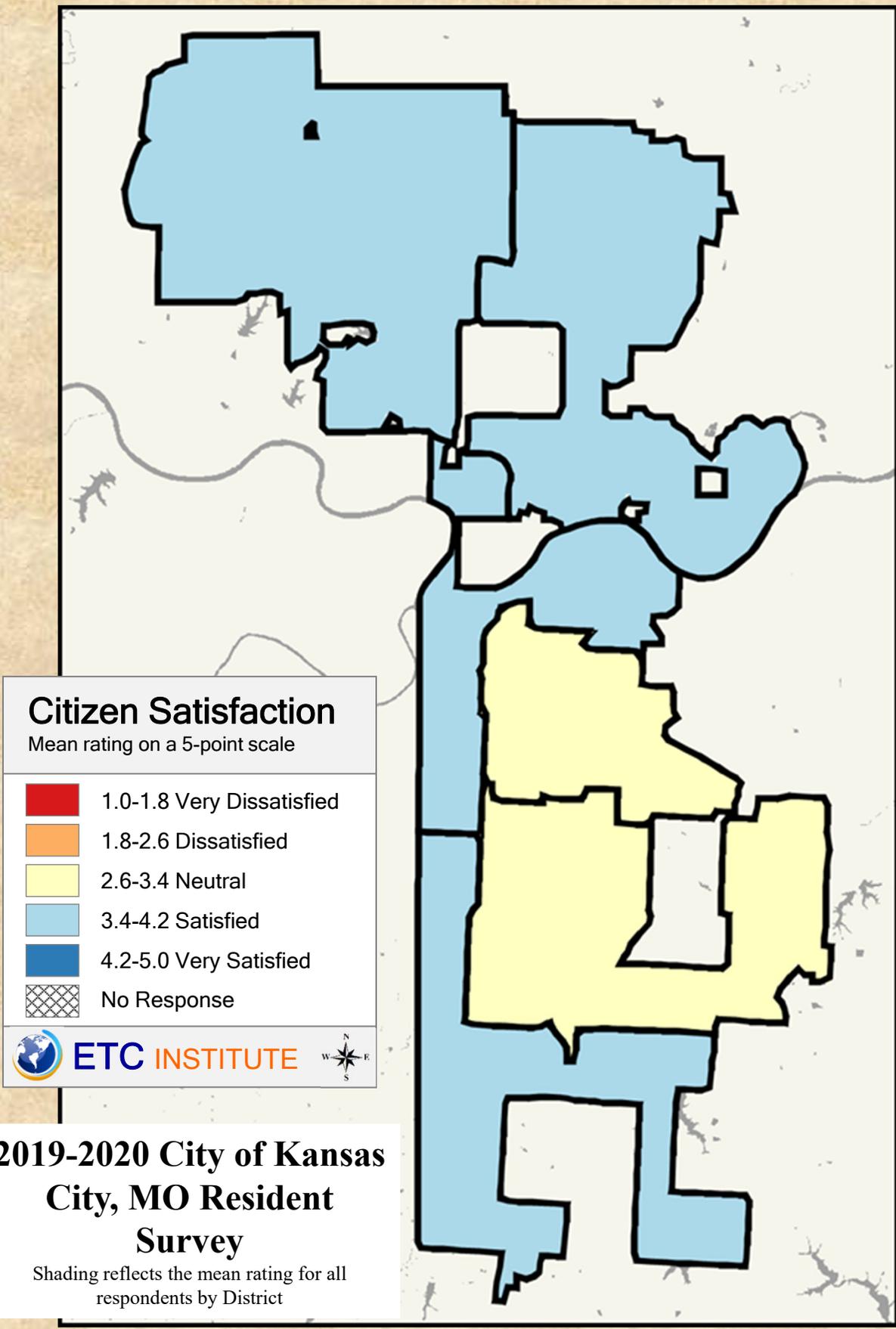
Q2-7 Satisfaction with overall quality of education system within the City



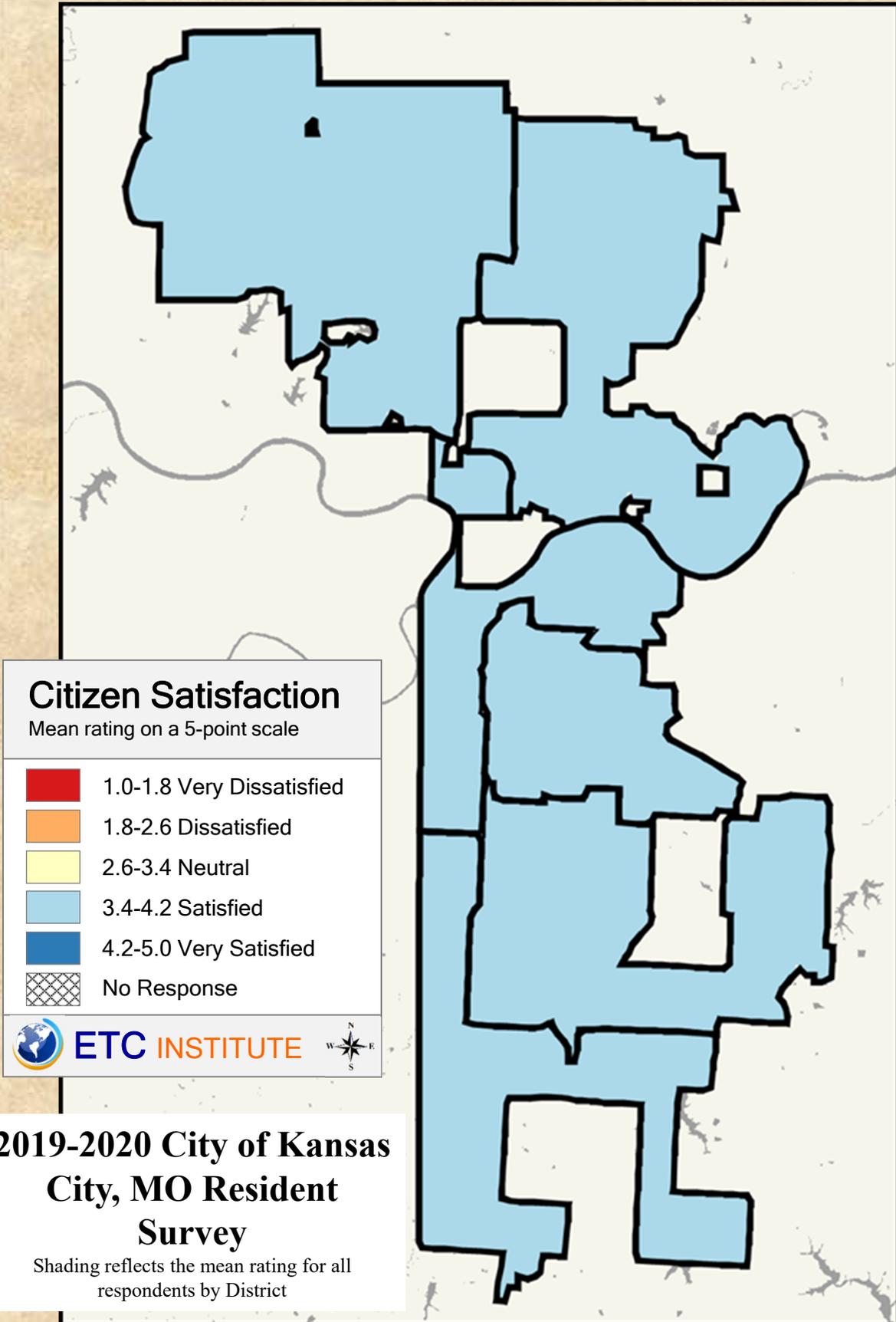
Q2-8 Satisfaction with physical appearance of neighborhoods



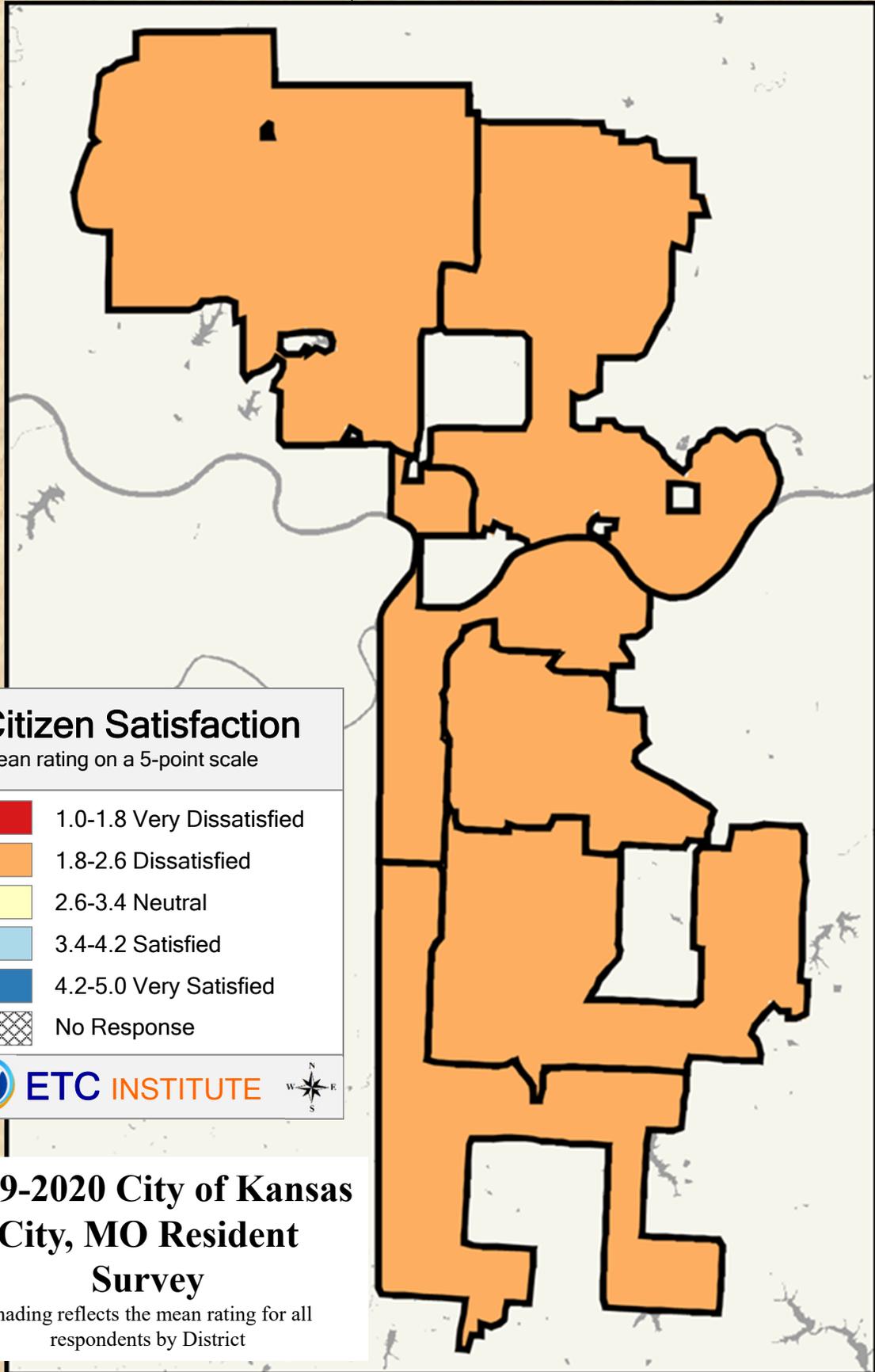
Q3-01 Satisfaction with overall quality of police services



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



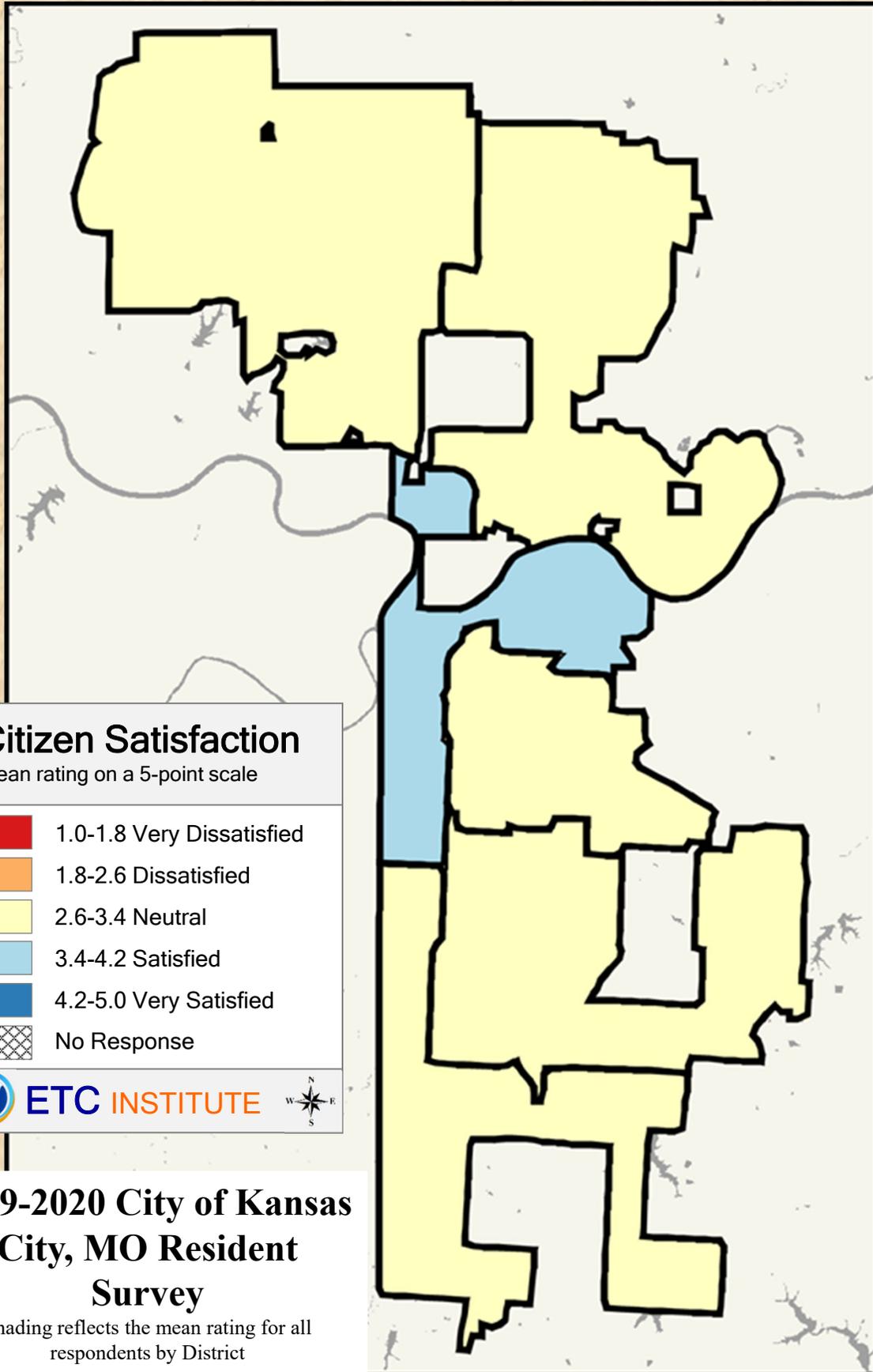
Q3-03 Satisfaction with overall maintenance of city streets, sidewalks, and infrastructure



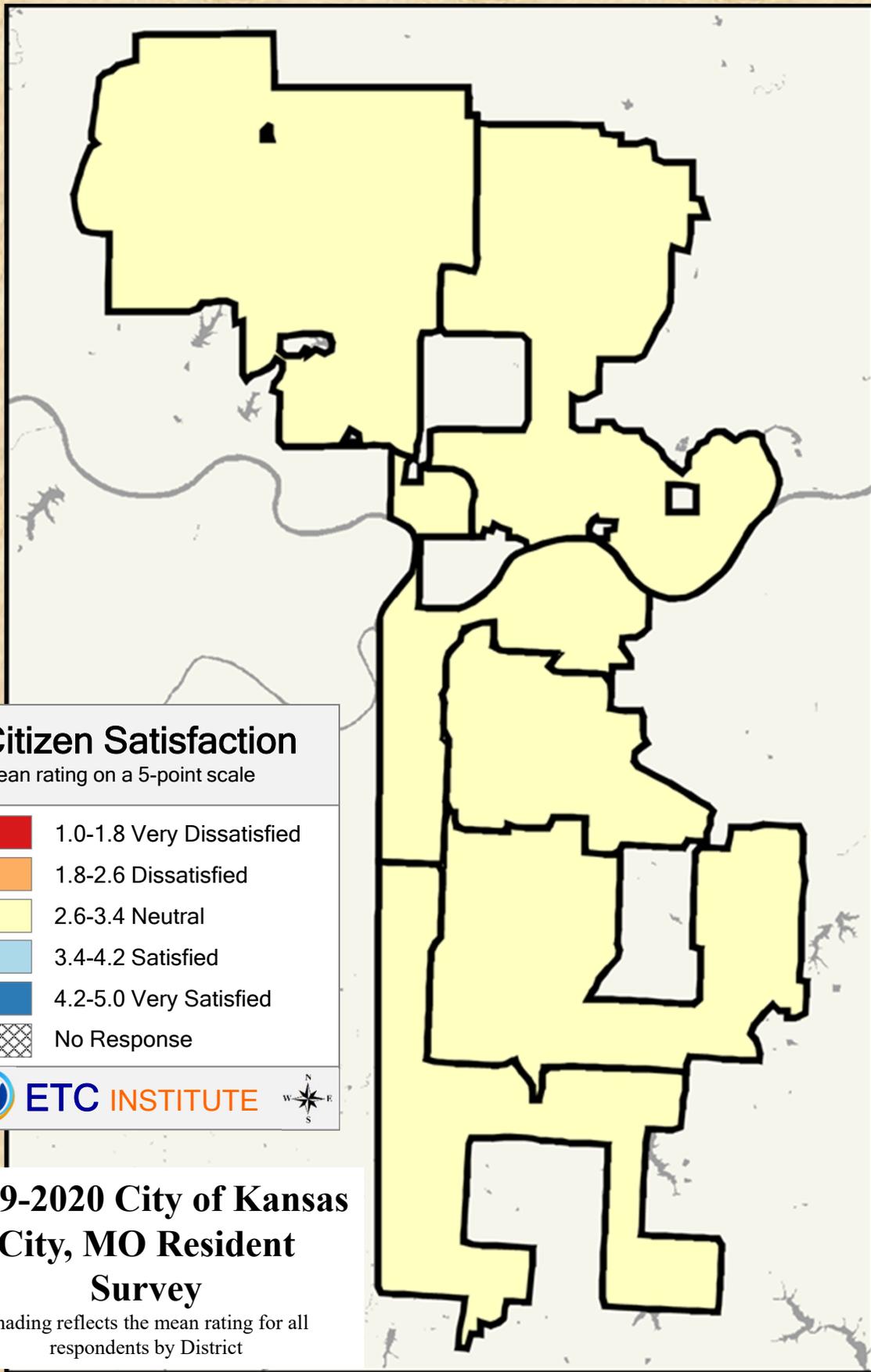
2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

Q3-04 Satisfaction with overall quality of solid waste services



Q3-05 Satisfaction with overall quality of City water utilities



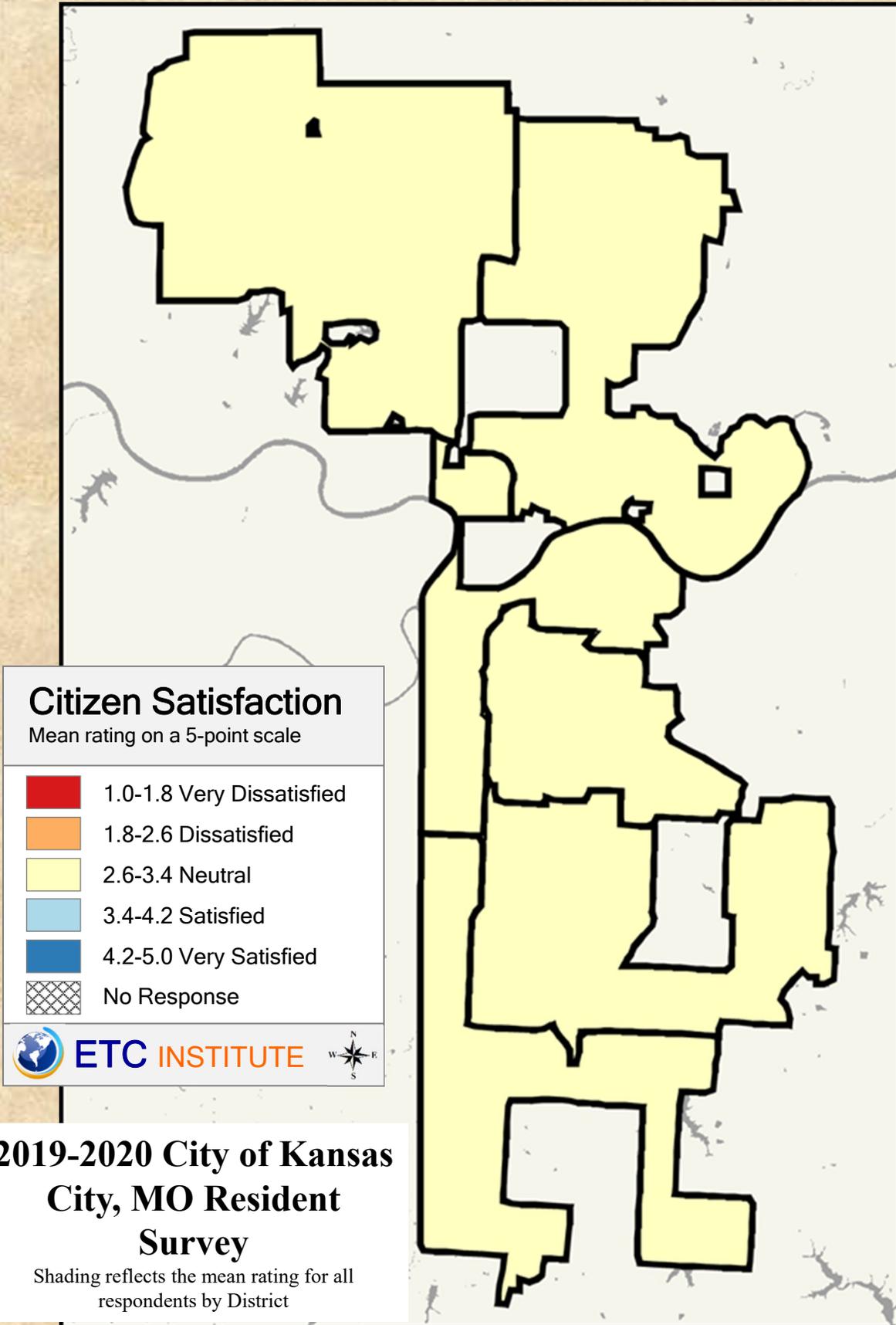
Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

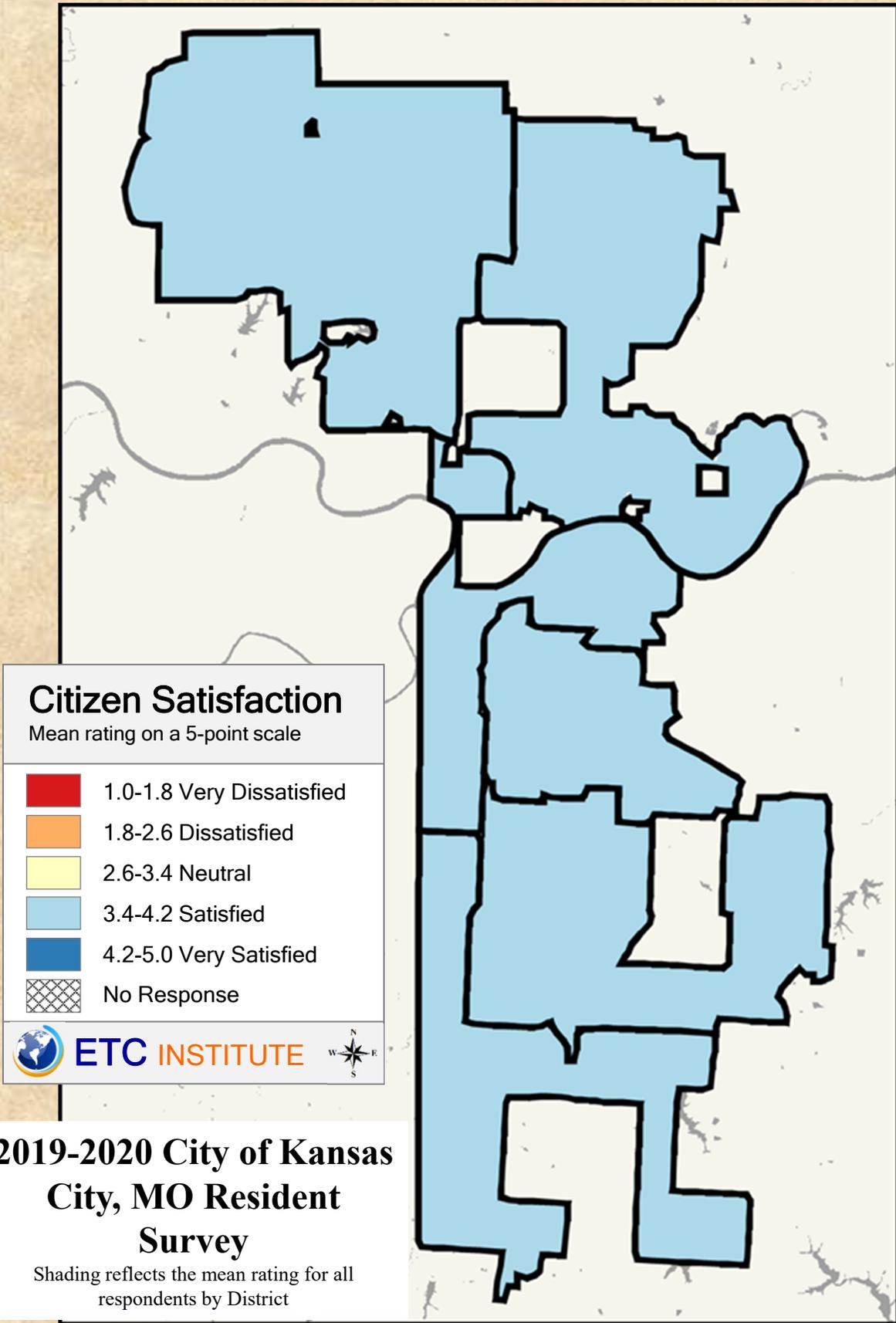
ETC INSTITUTE

2019-2020 City of Kansas City, MO Resident Survey
Shading reflects the mean rating for all respondents by District

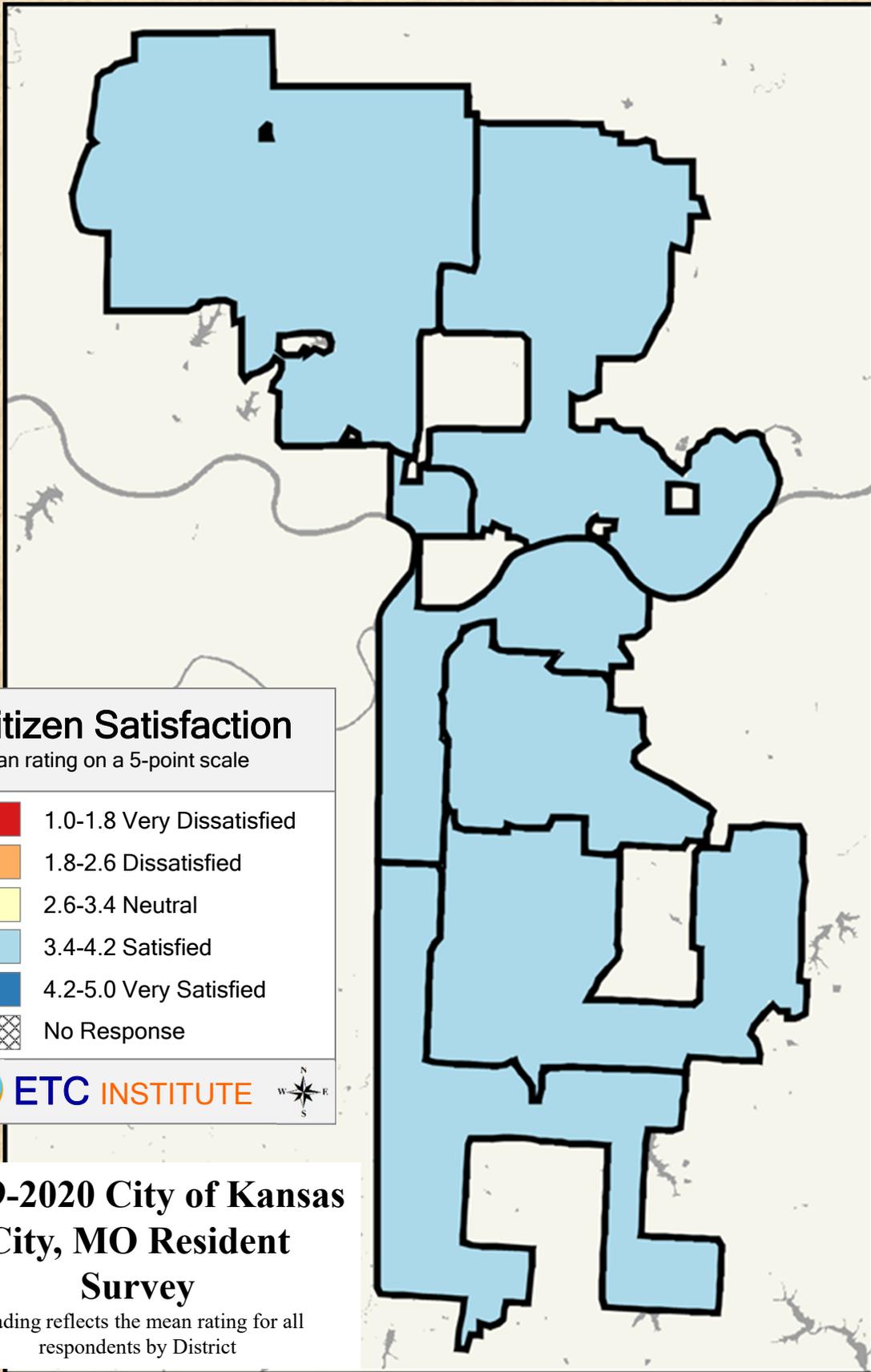
Q3-06 Satisfaction with overall quality of neighborhood services



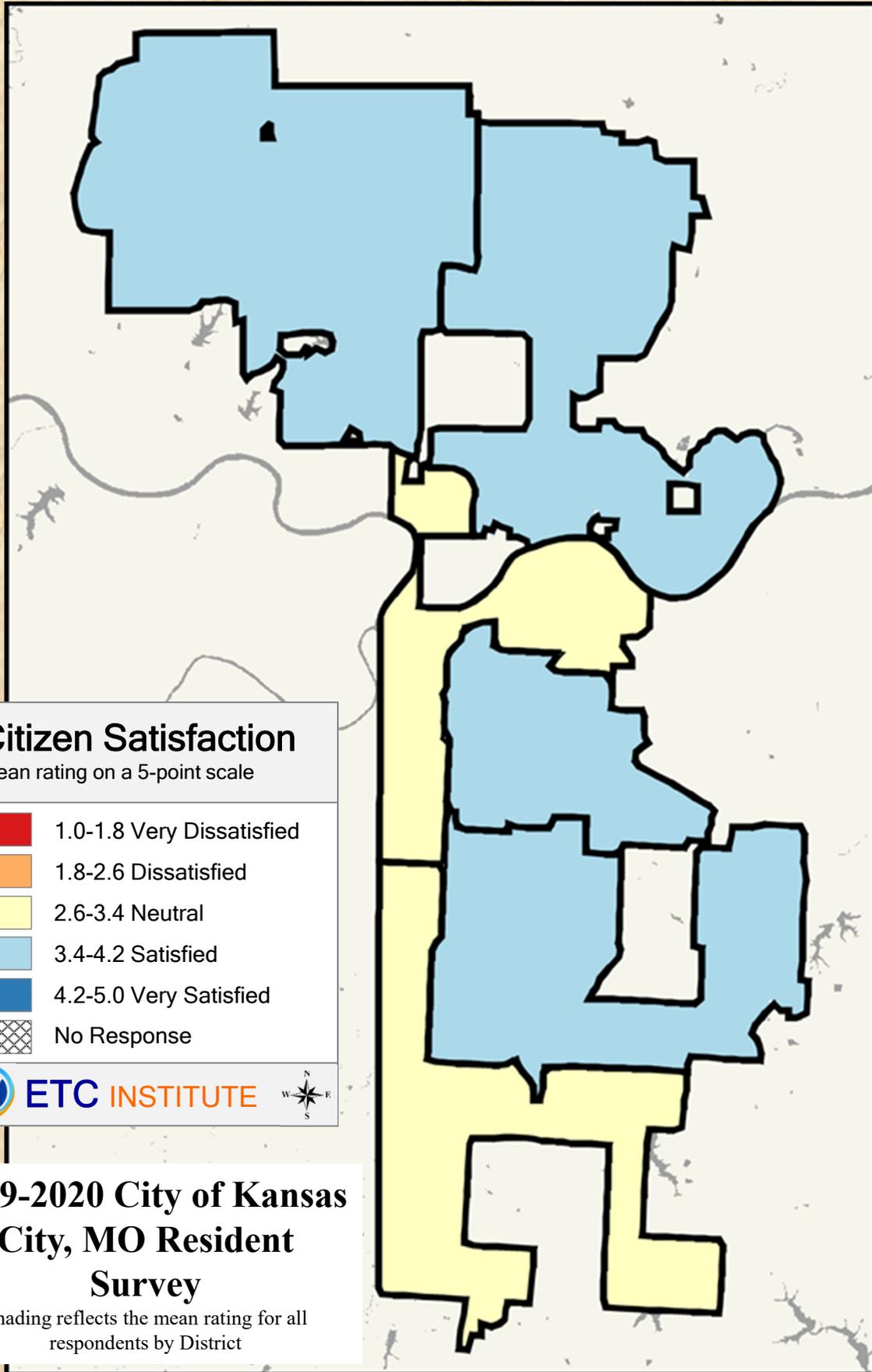
Q3-07 Satisfaction with overall quality of City parks and recreation programs and facilities



Q3-08 Satisfaction with overall quality of Health Department services



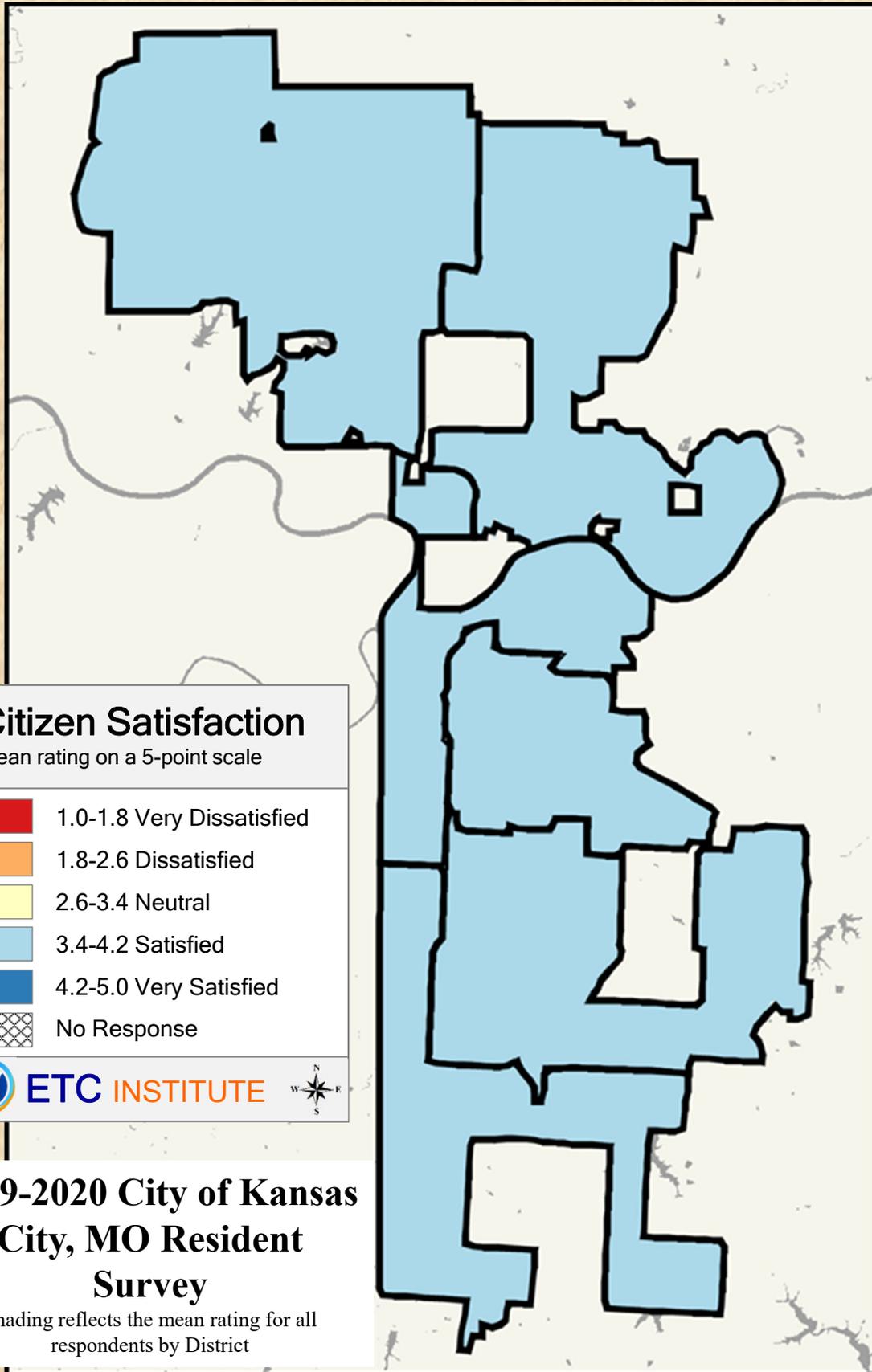
Q3-09 Satisfaction with overall quality of airport facilities



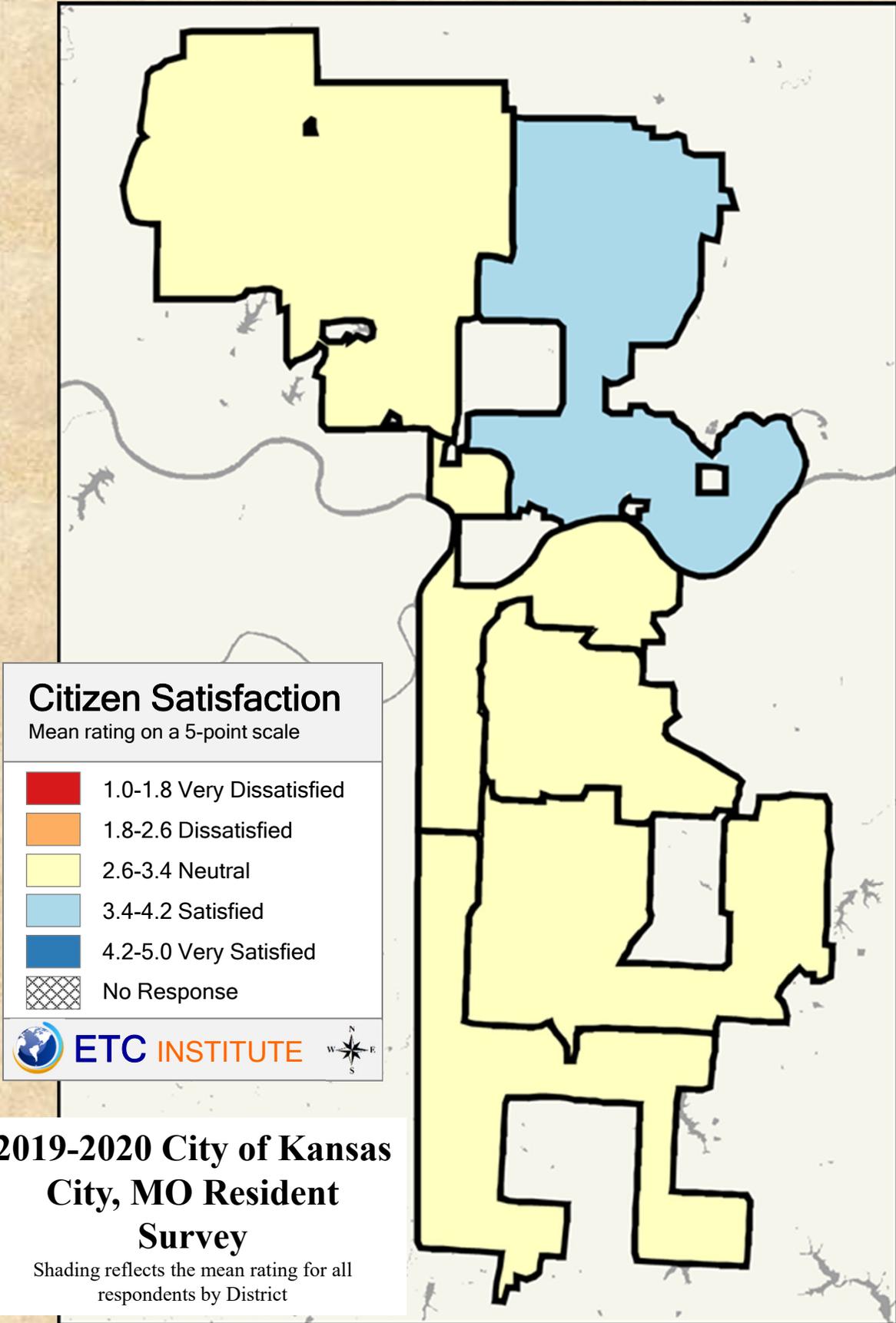
2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

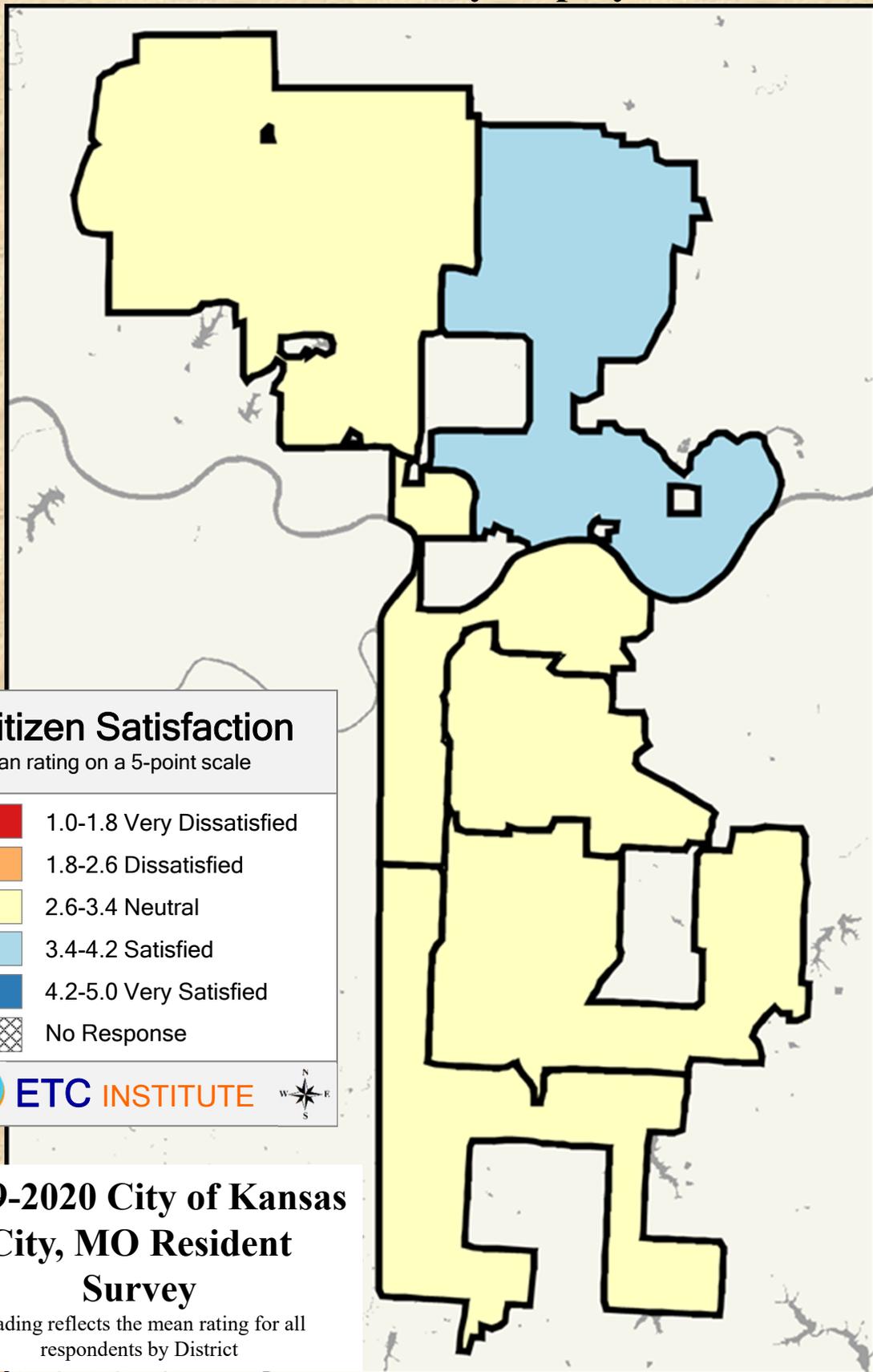
Q3-10 Satisfaction with overall quality of the city's 311 service



Q3-11 Satisfaction with overall quality of municipal court services



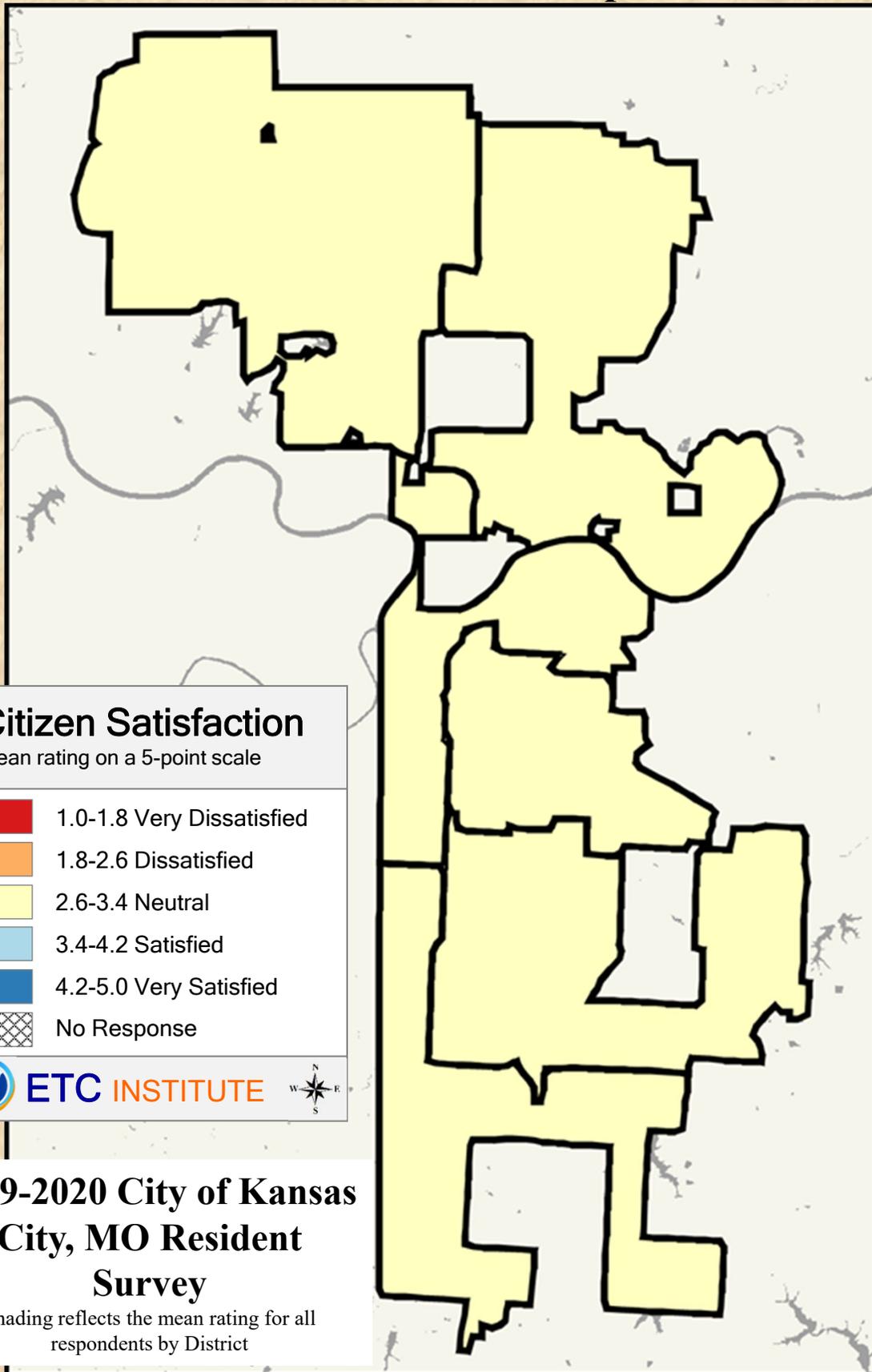
Q3-12 Satisfaction with overall quality of customer service received from city employees



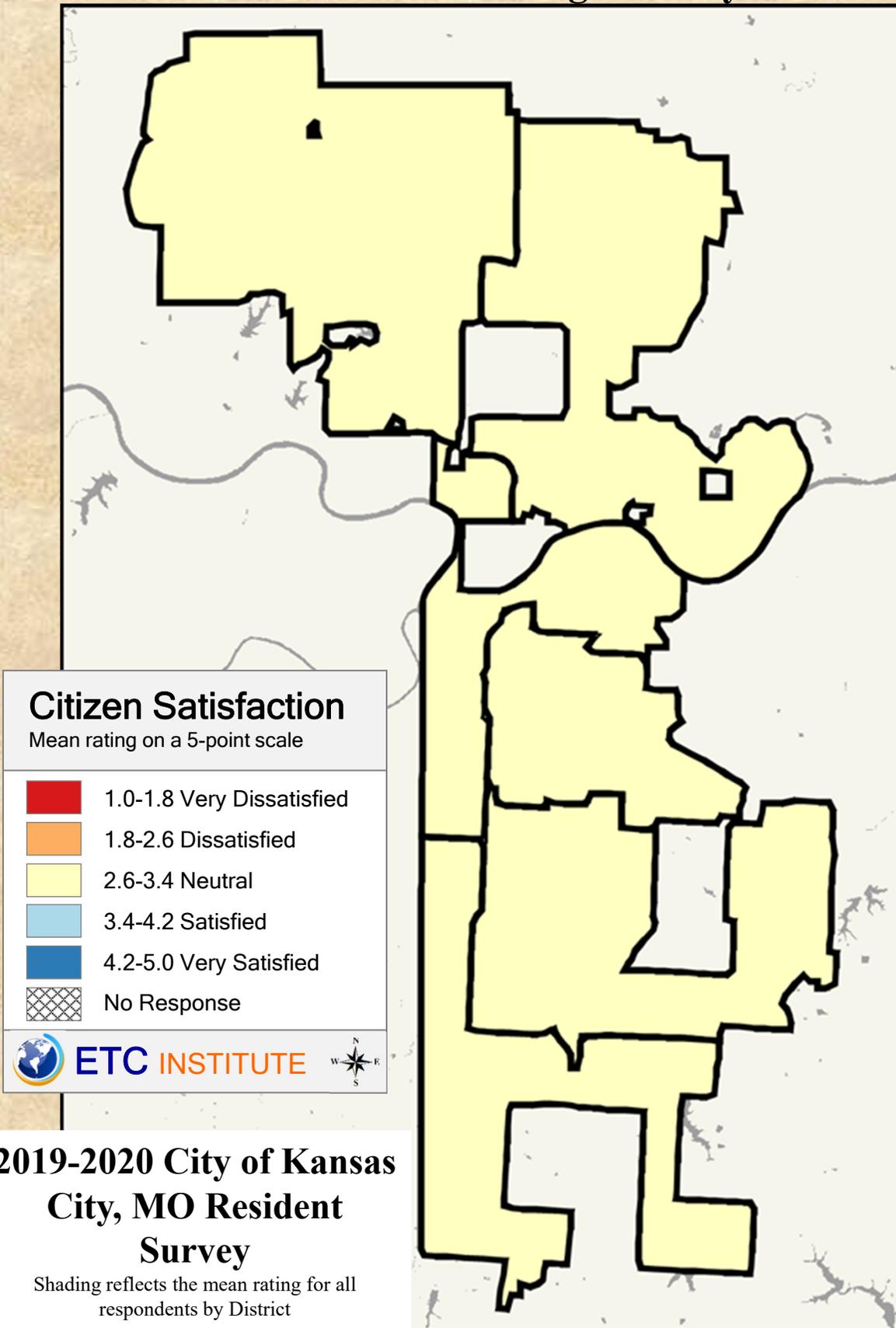
2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

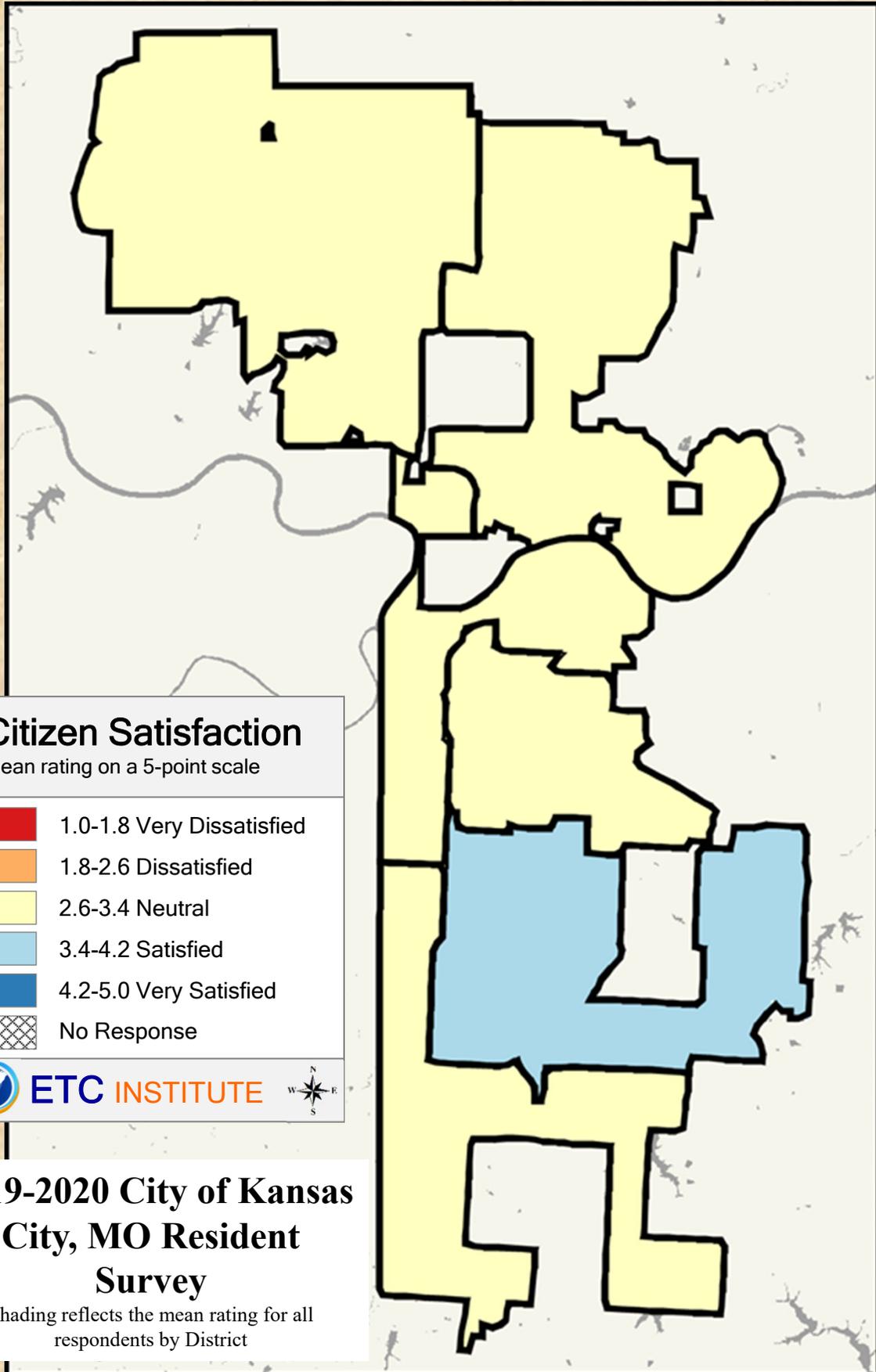
Q3-13 Satisfaction with overall effectiveness of city communication with the public



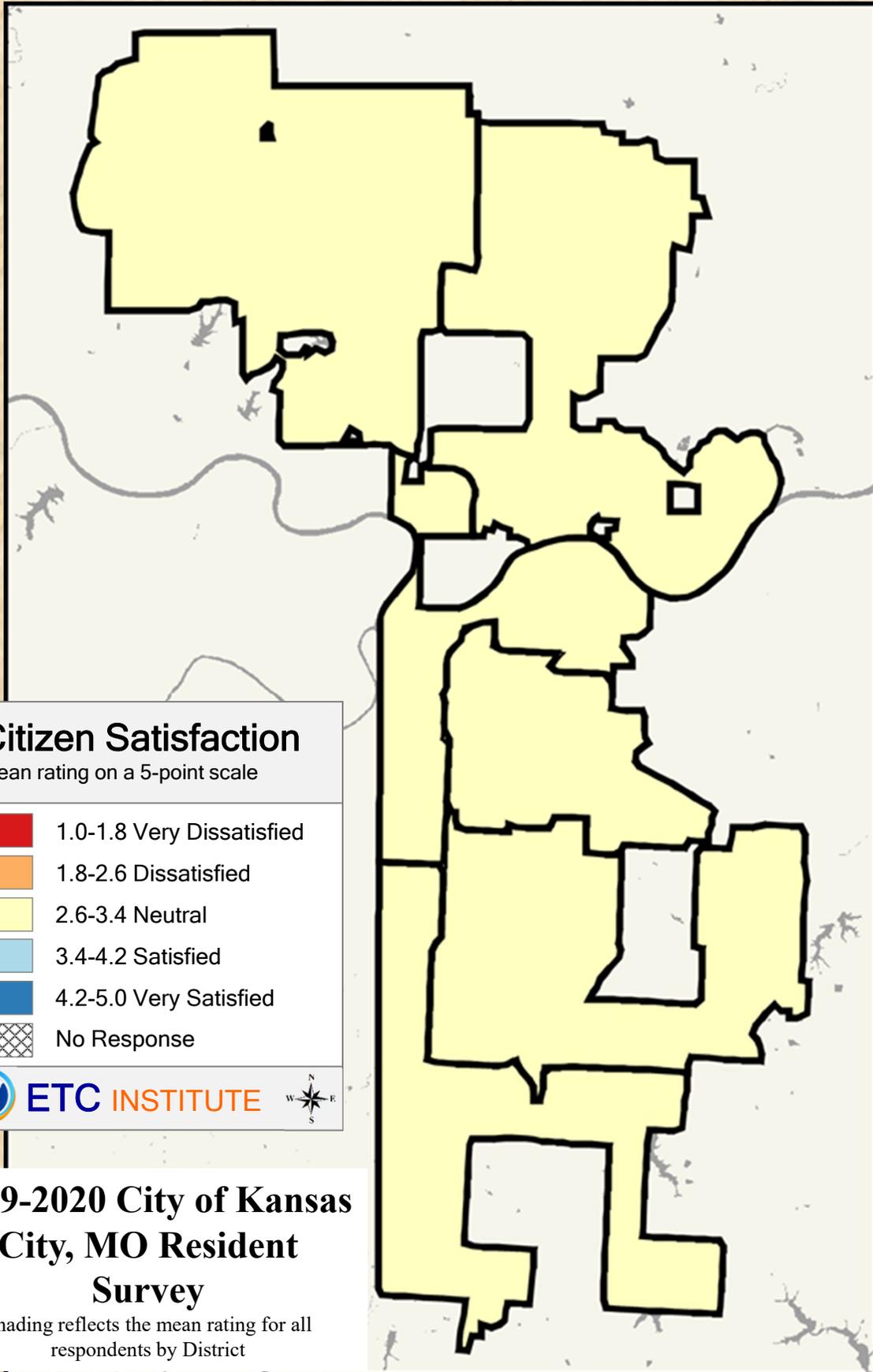
Q3-14 Satisfaction with overall quality of the City stormwater runoff/stormwater management system



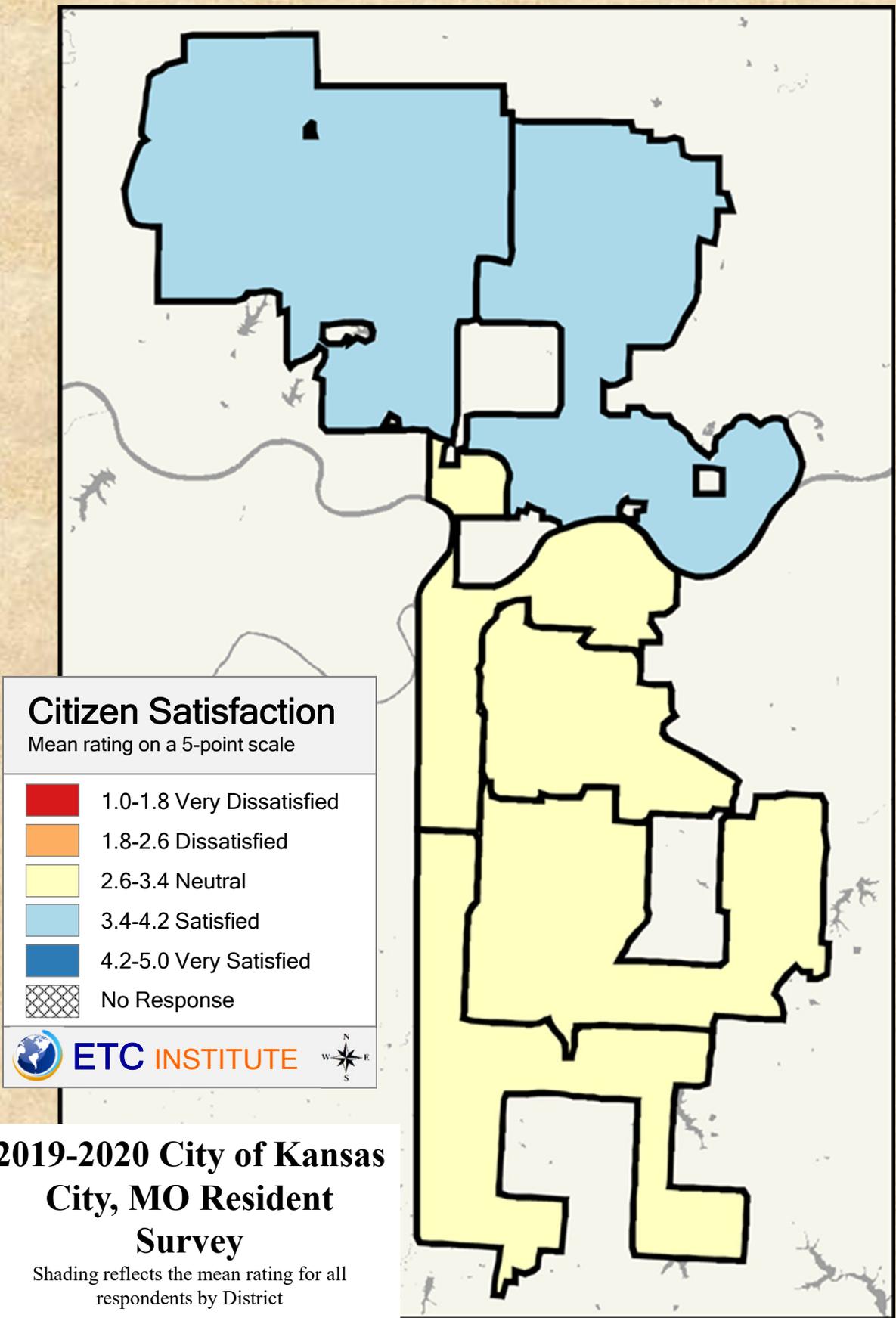
Q3-15 Satisfaction with overall quality of public transportation



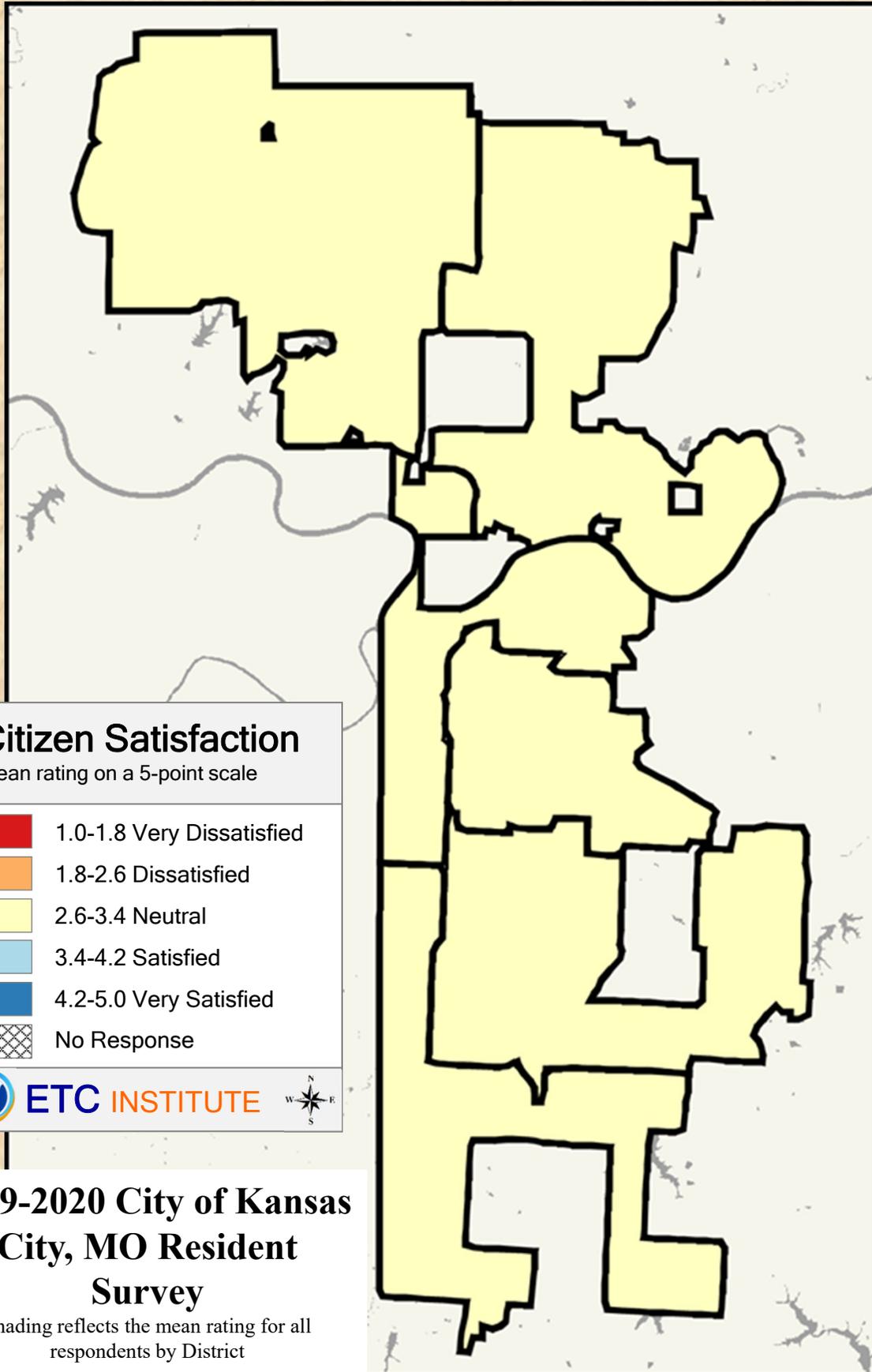
Q3-16 Satisfaction with City Planning & Development services



Q5-1 Satisfaction with effectiveness of local police protection



Q5-2 Satisfaction with the visibility of police in neighborhoods



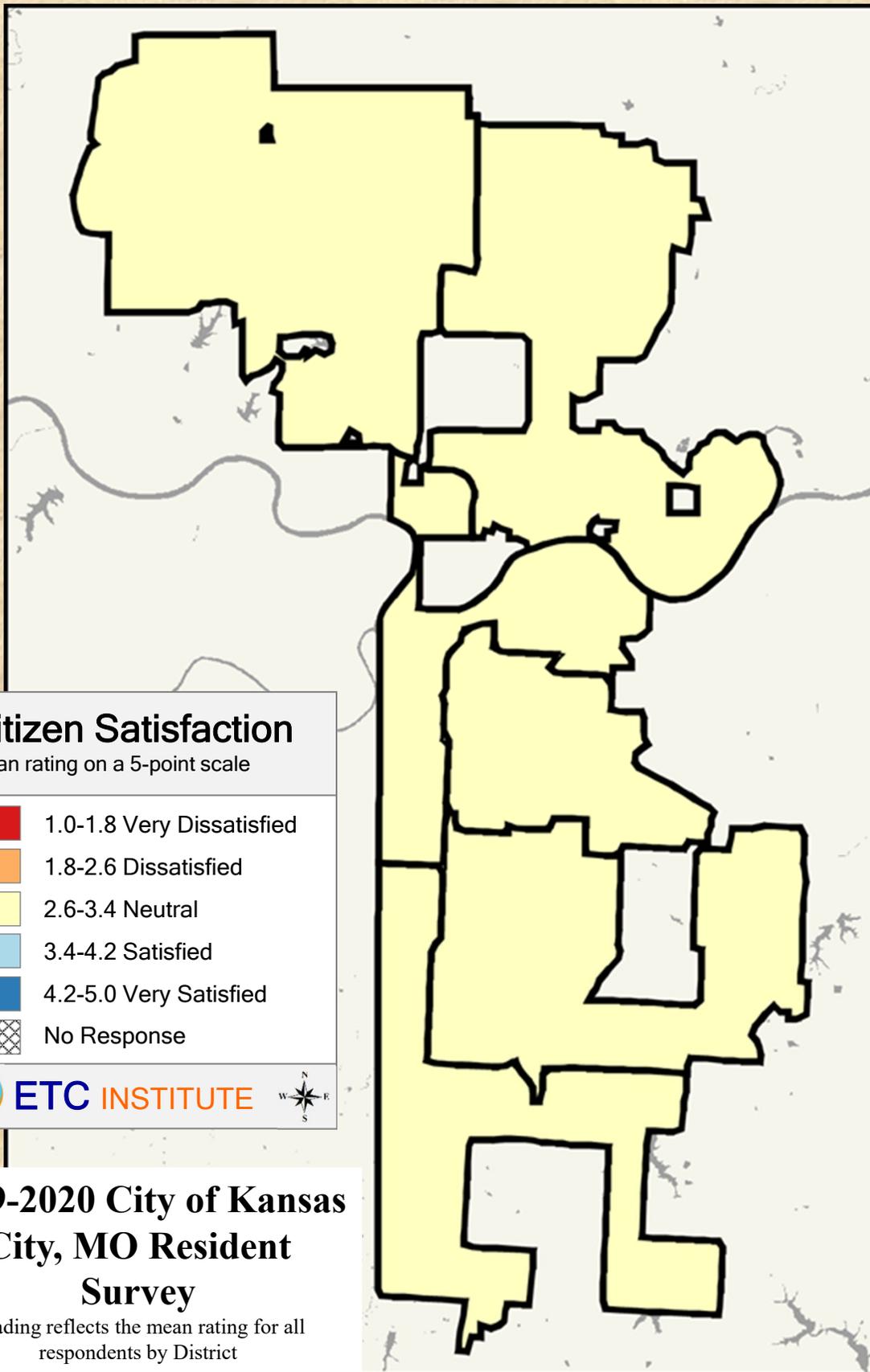
Citizen Satisfaction
Mean rating on a 5-point scale

| | |
|---|---------------------------|
|  | 1.0-1.8 Very Dissatisfied |
|  | 1.8-2.6 Dissatisfied |
|  | 2.6-3.4 Neutral |
|  | 3.4-4.2 Satisfied |
|  | 4.2-5.0 Very Satisfied |
|  | No Response |

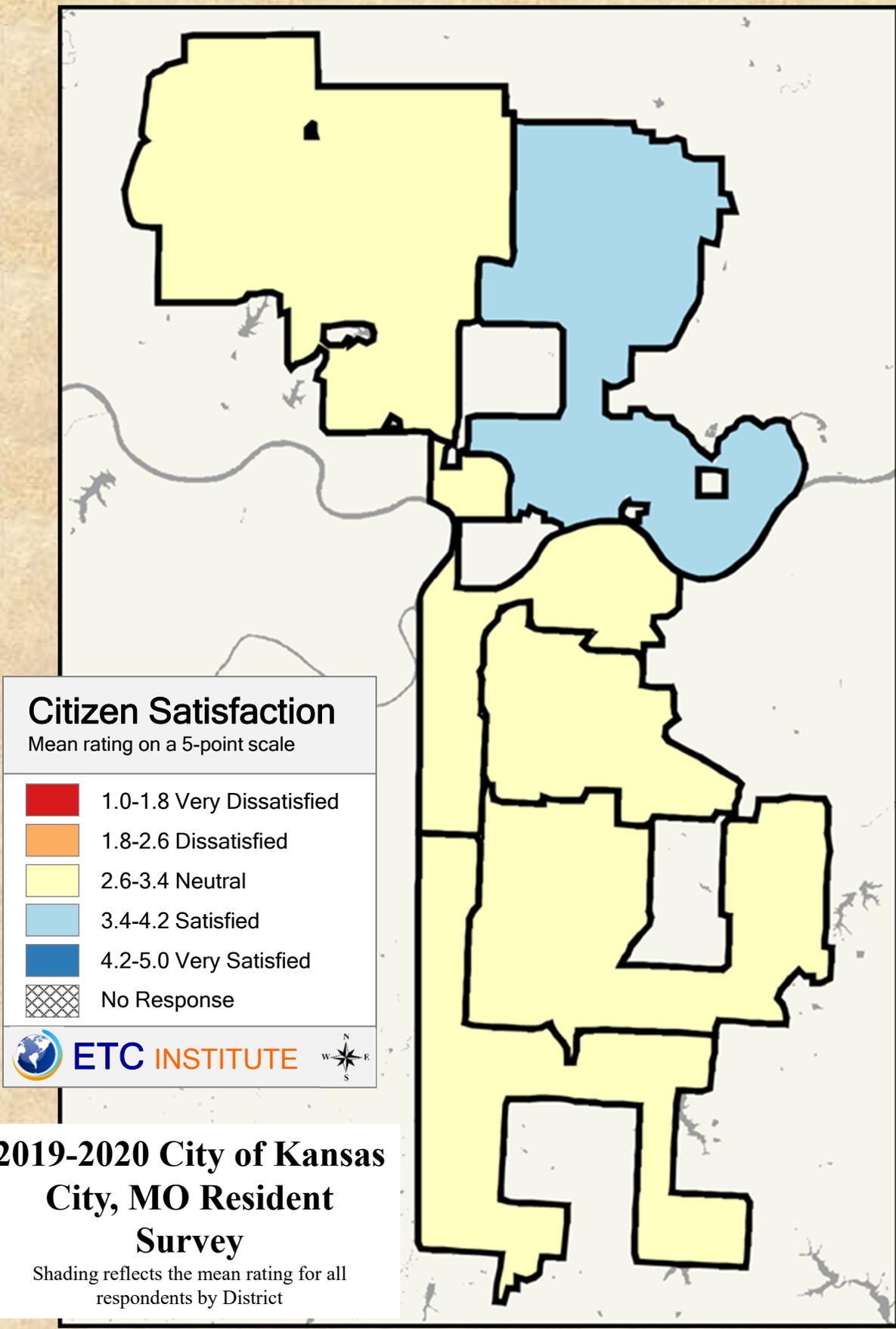
 **ETC INSTITUTE** 

**2019-2020 City of Kansas
City, MO Resident
Survey**
Shading reflects the mean rating for all
respondents by District

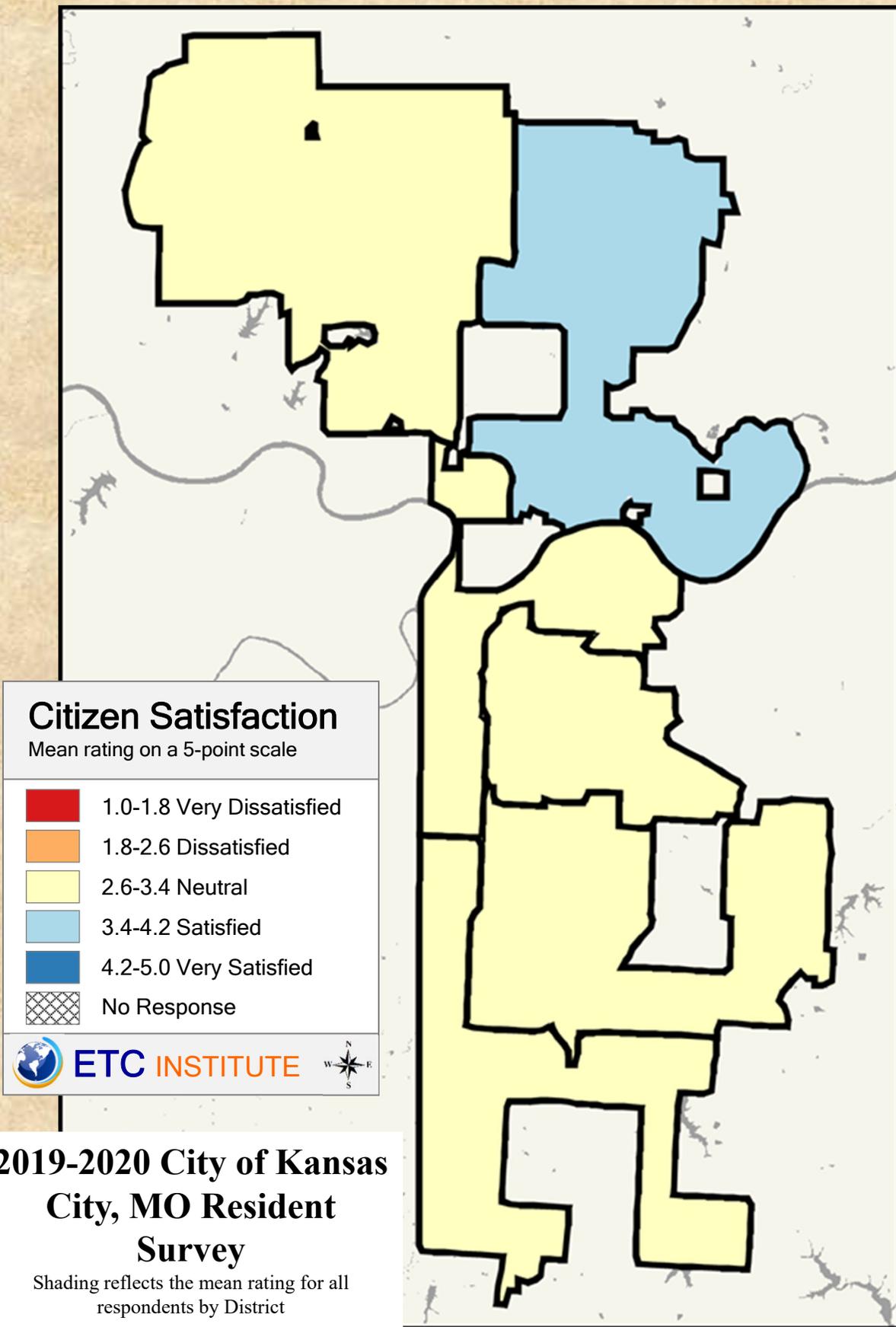
Q5-3 Satisfaction with the city's overall efforts to prevent crime



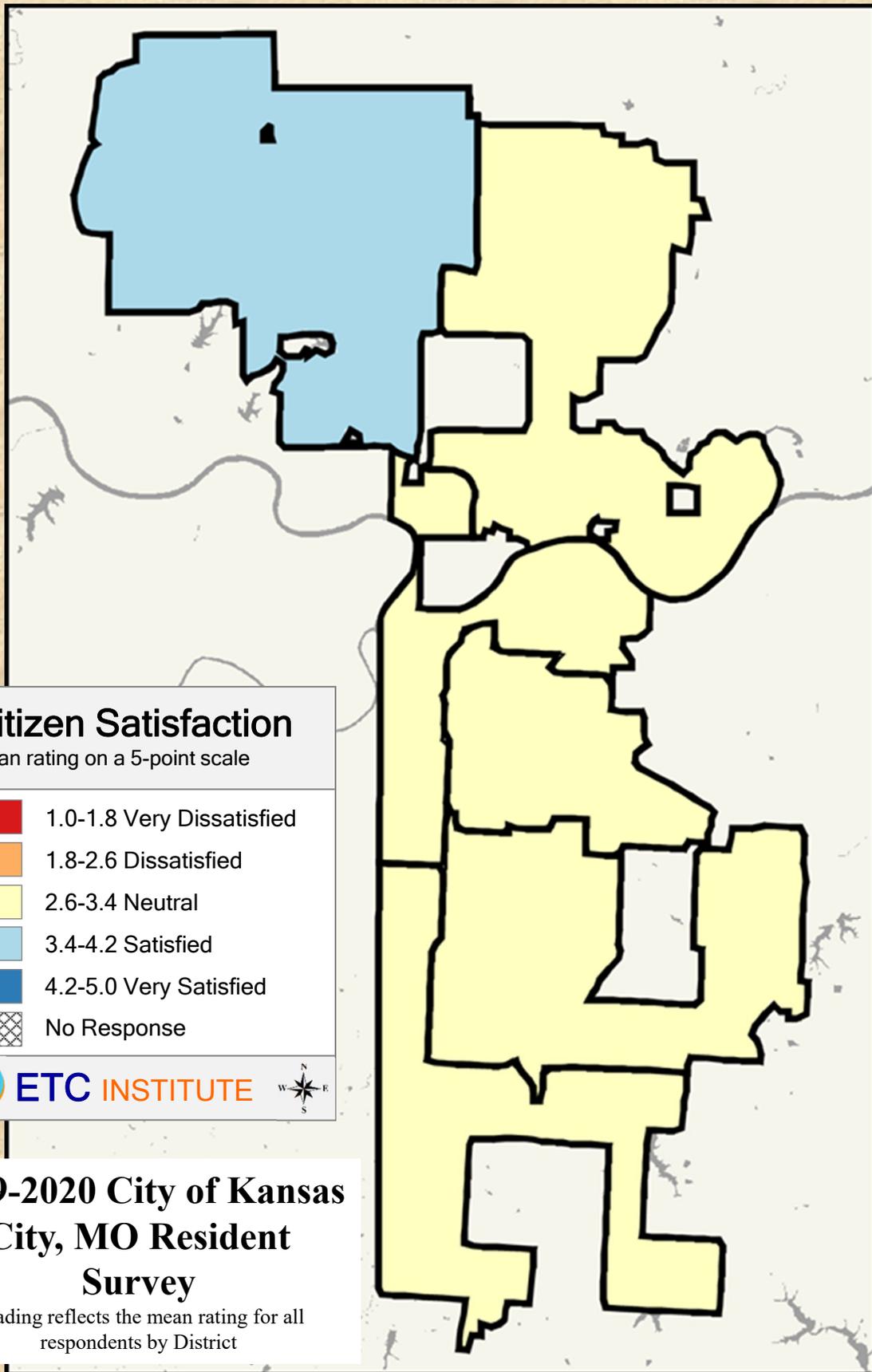
Q5-4 Satisfaction with enforcement of local traffic laws



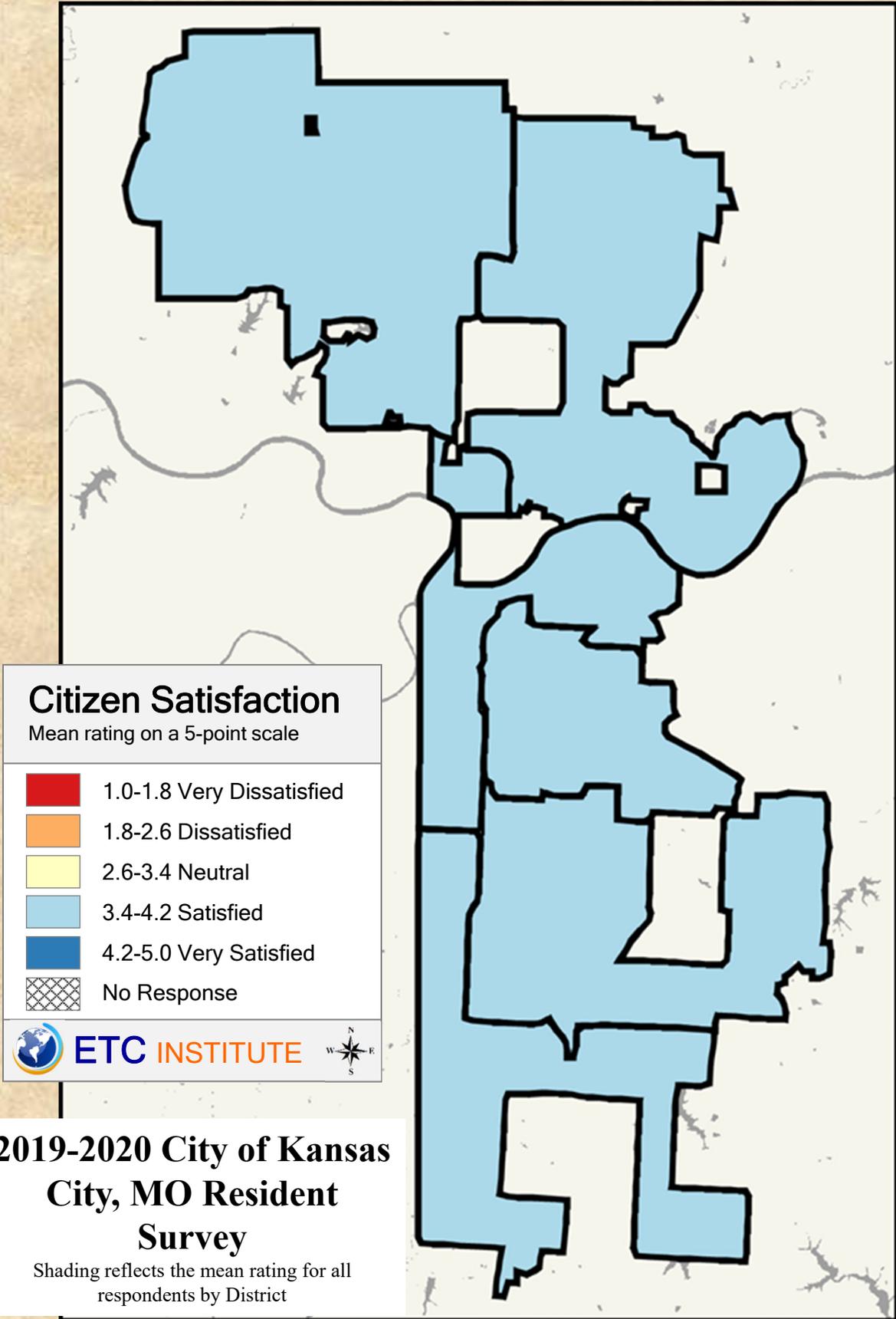
Q5-5 Satisfaction with parking enforcement services



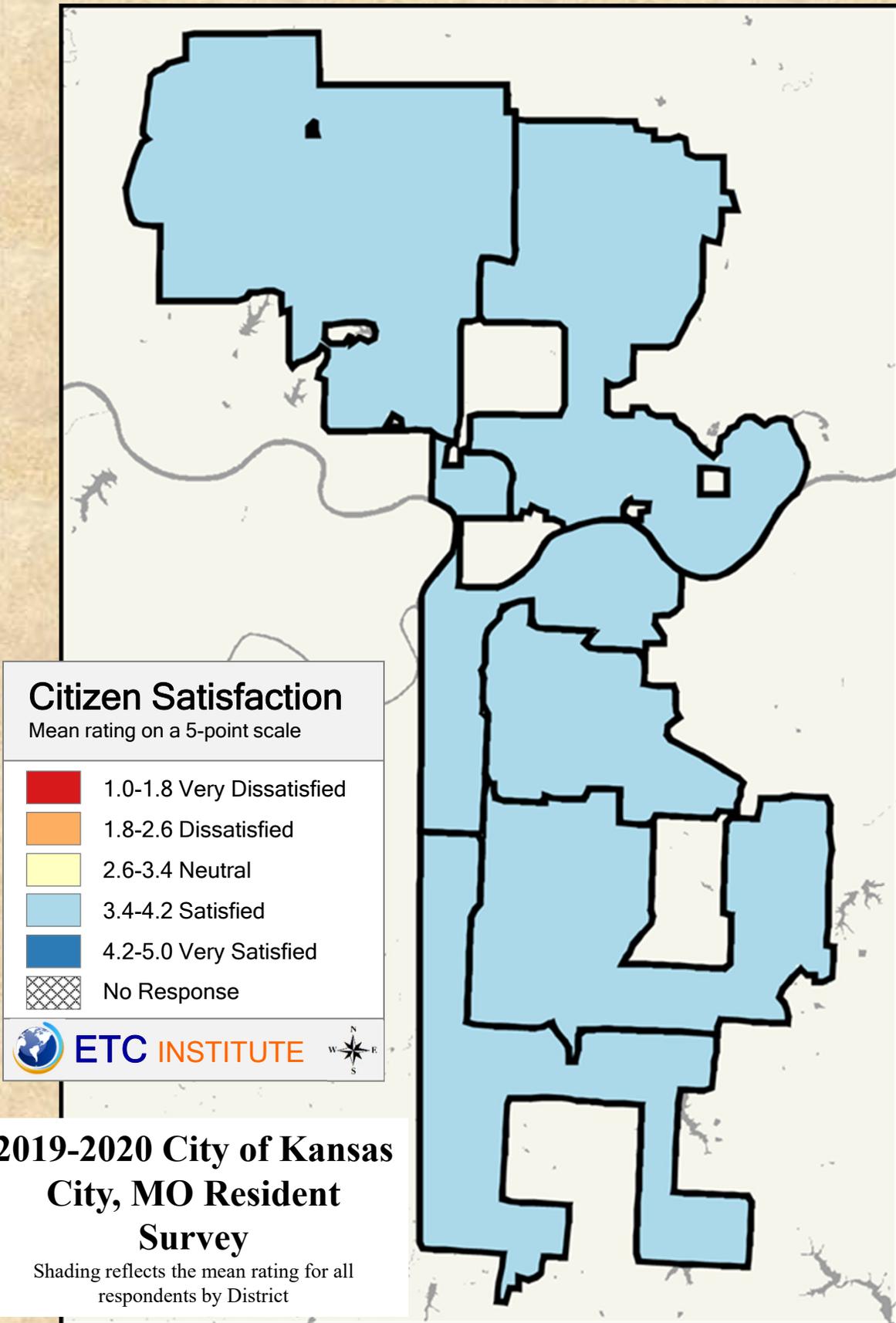
Q5-6 Satisfaction with how quickly police respond to emergencies



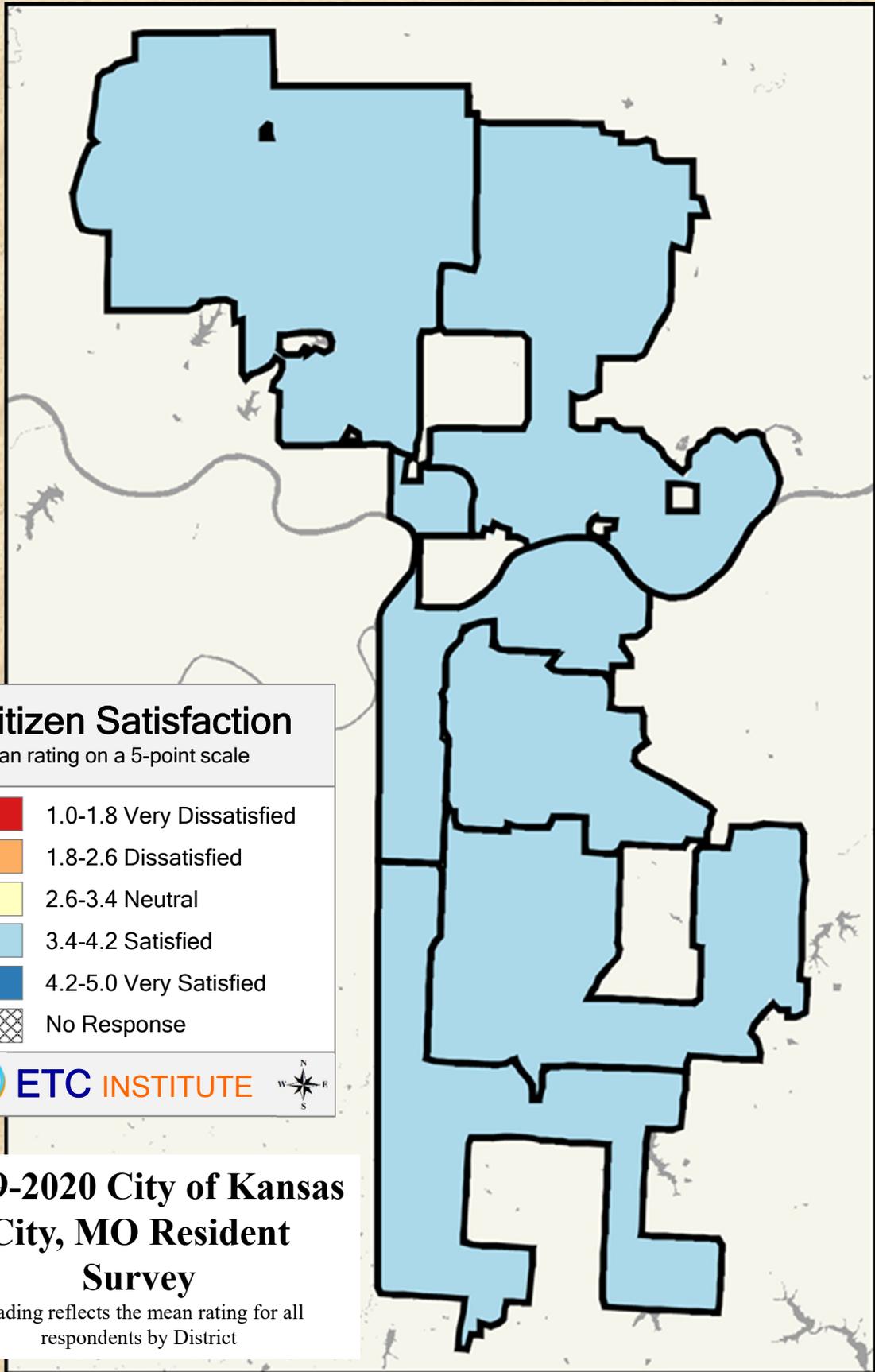
Q7-1 Satisfaction with overall quality of local fire protection and rescue services



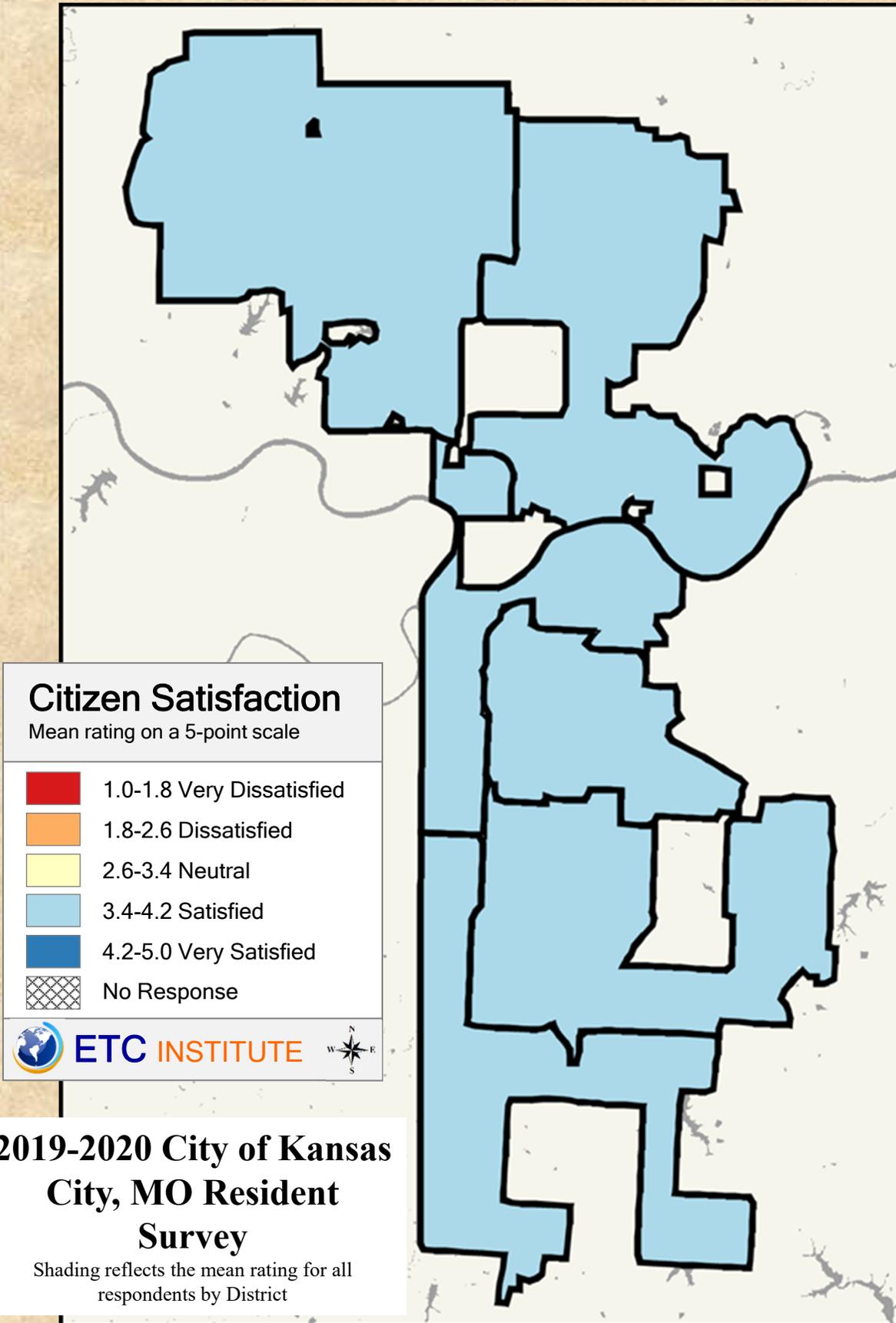
Q7-2 Satisfaction with how quickly fire and rescue personnel respond to emergencies



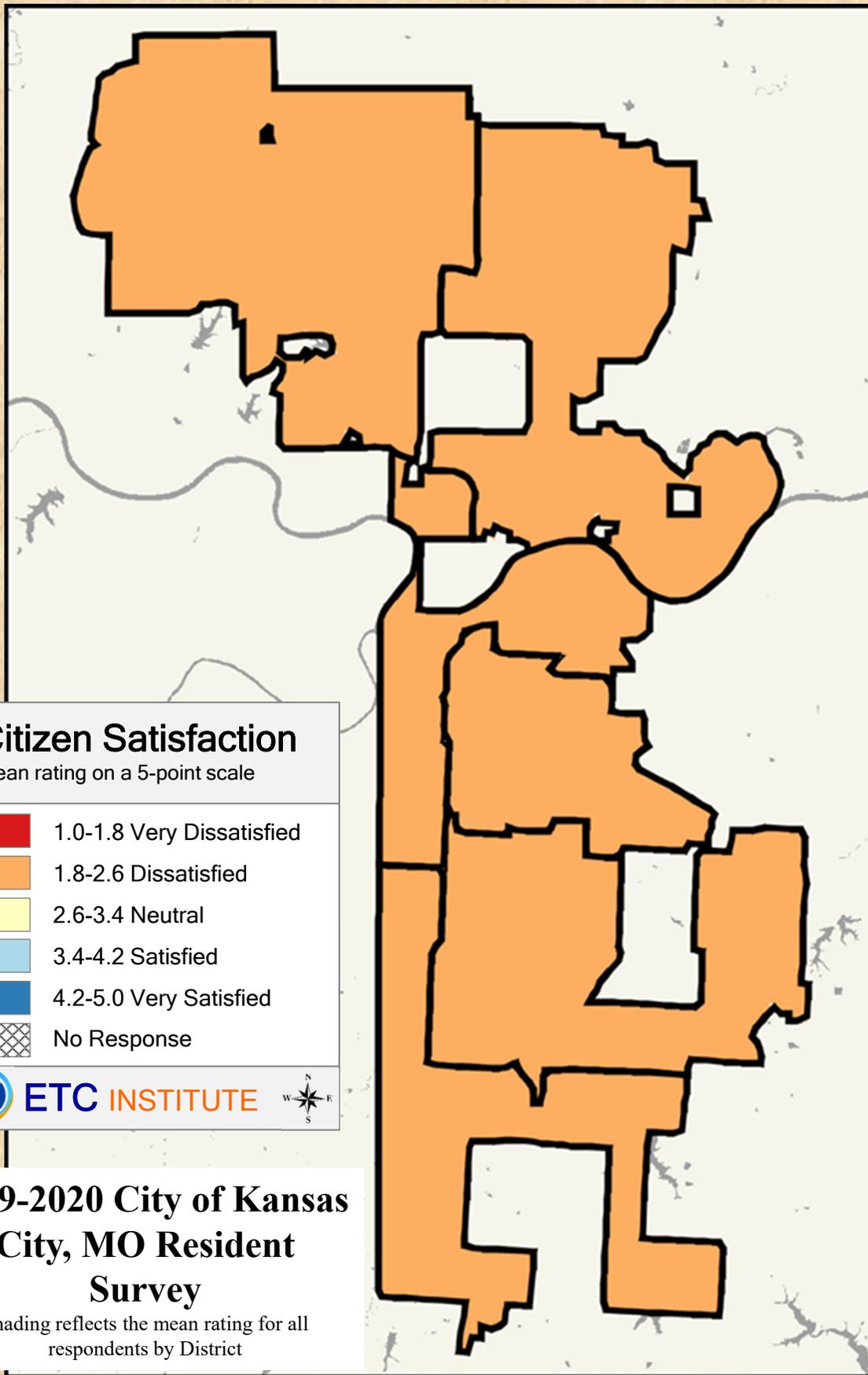
Q7-3 Satisfaction with quality of local emergency medical service



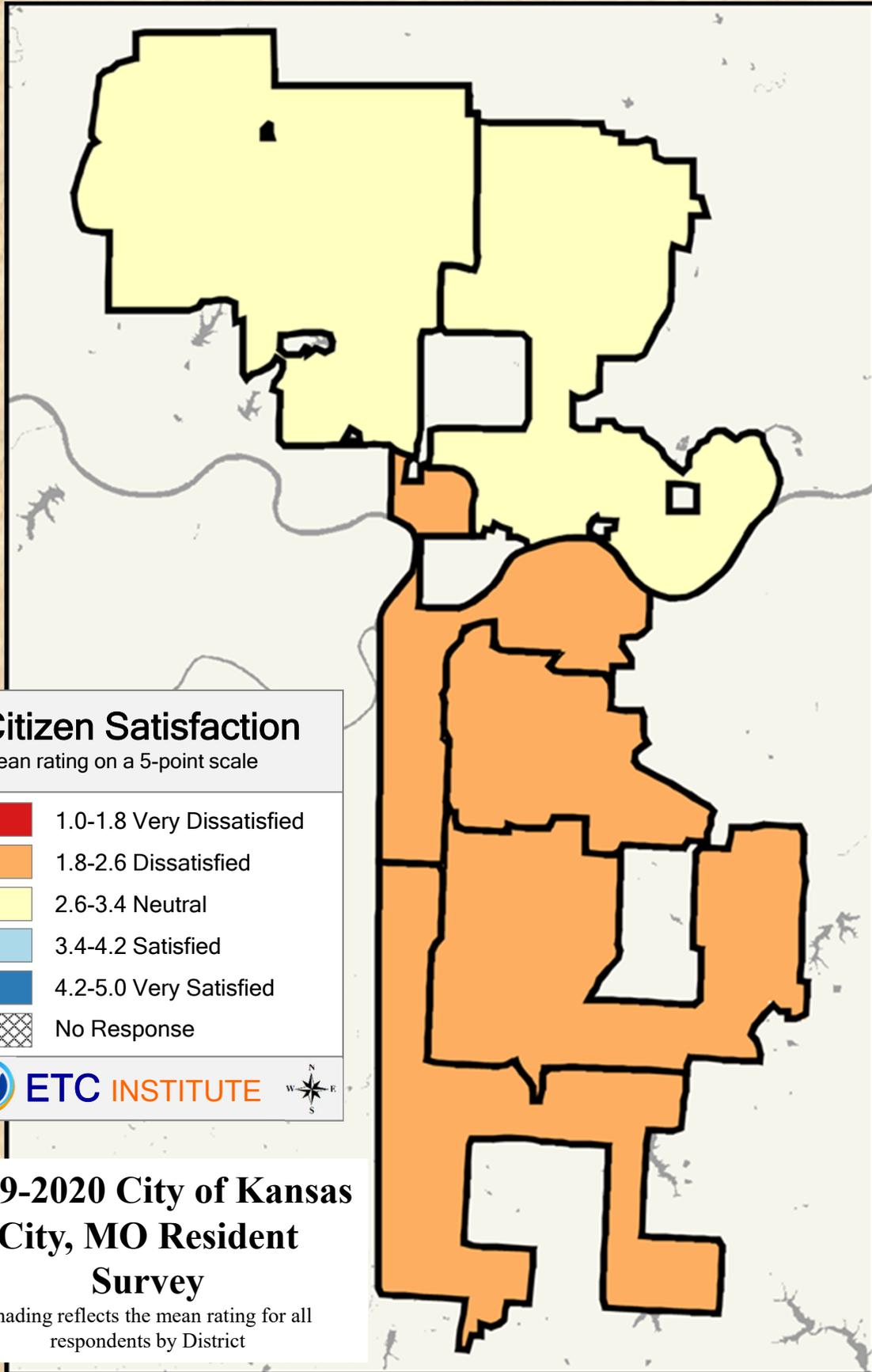
Q7-4 Satisfaction with how quickly emergency medical personnel respond to emergencies



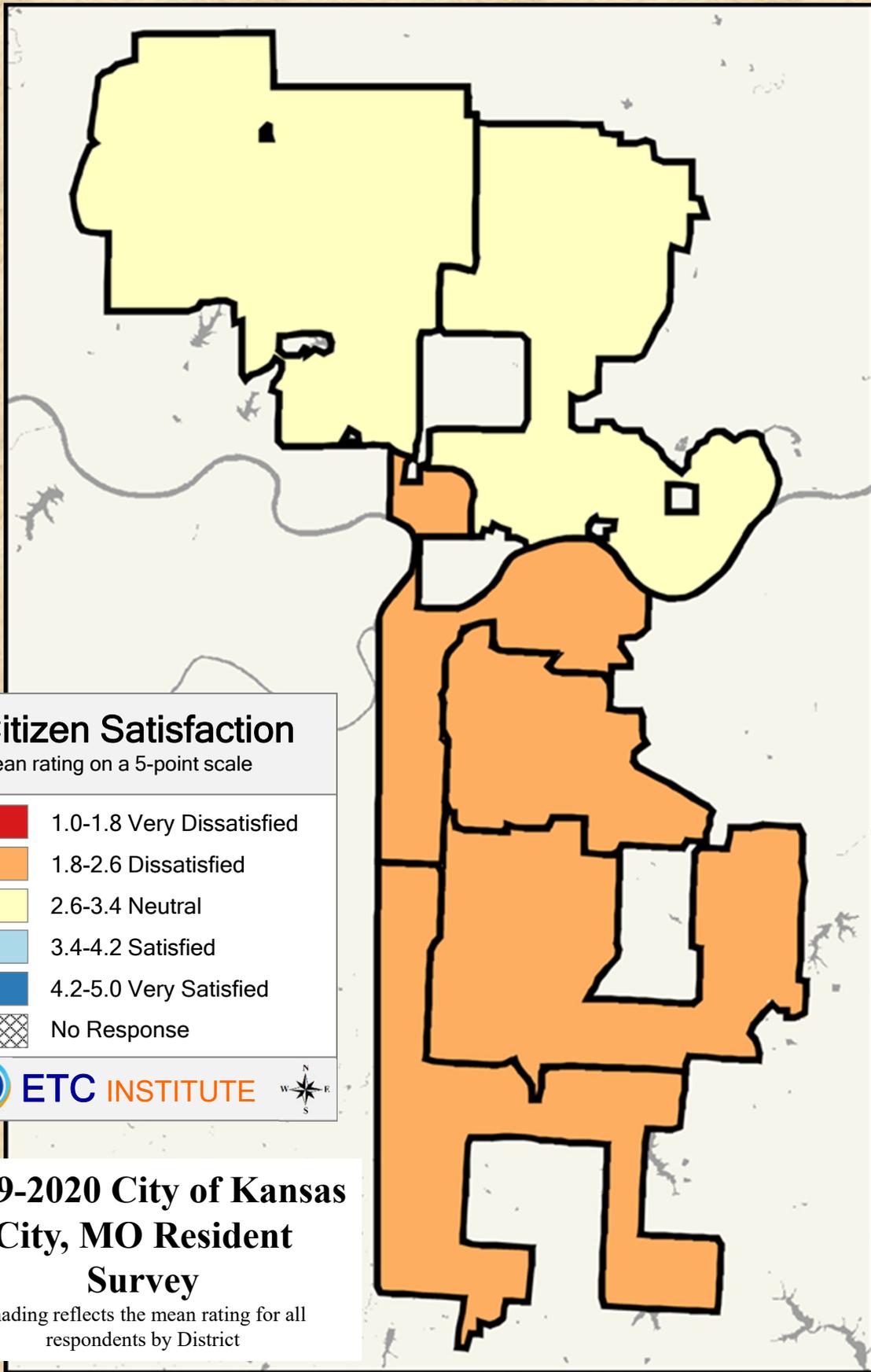
Q9-01 Satisfaction with maintenance of City streets



Q9-02 Satisfaction with maintenance of neighborhood streets



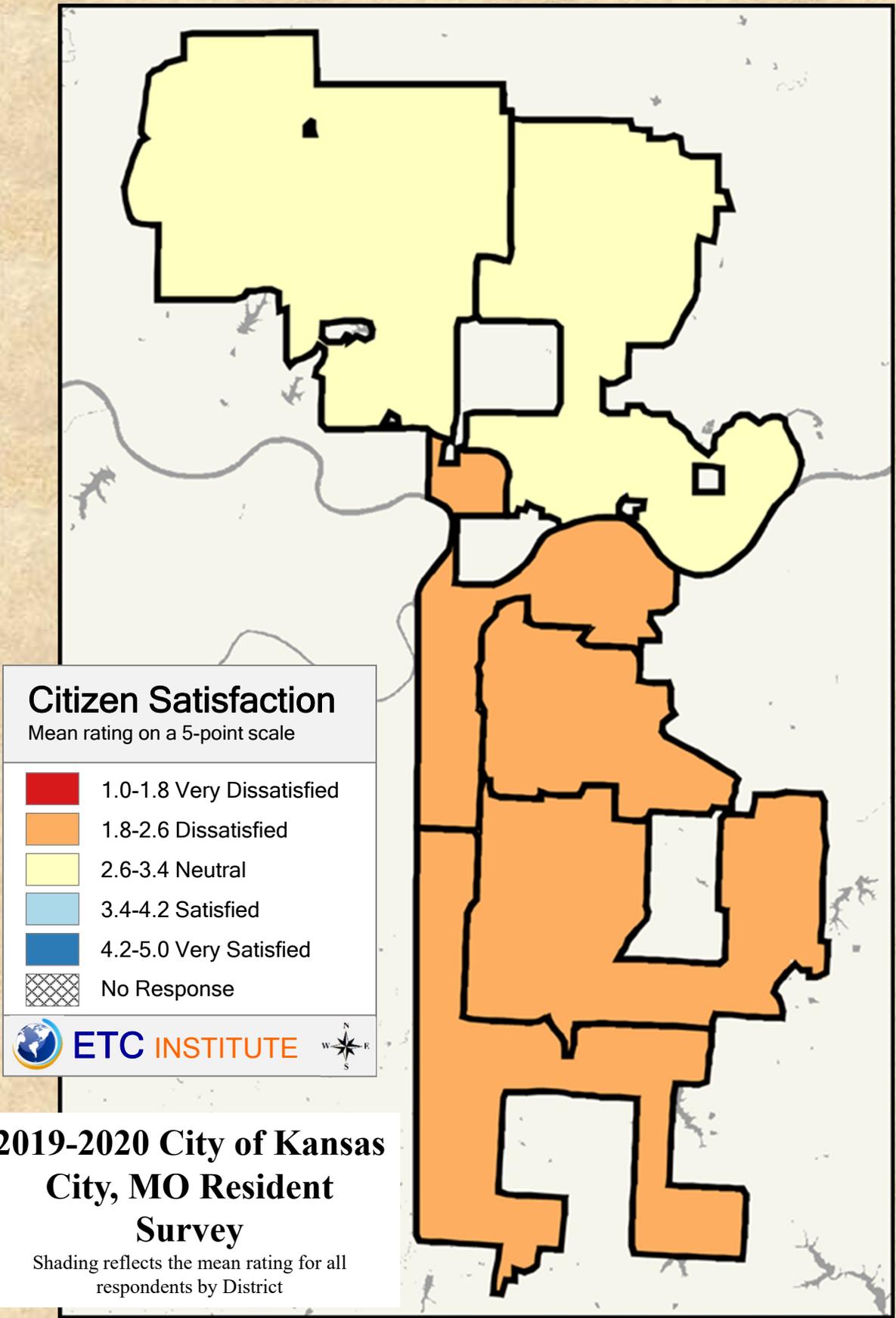
Q9-03 Satisfaction with condition of sidewalks in the city



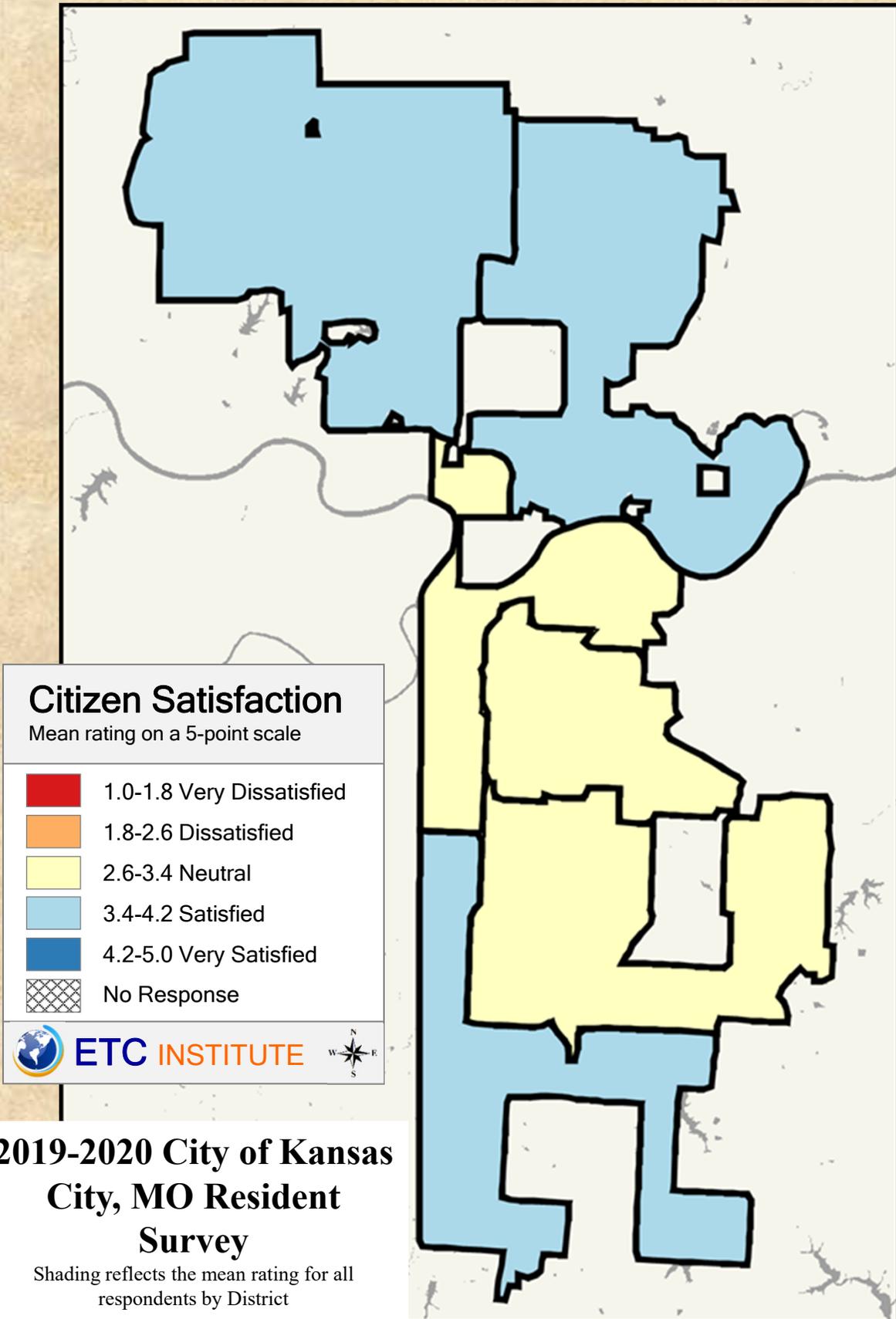
2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

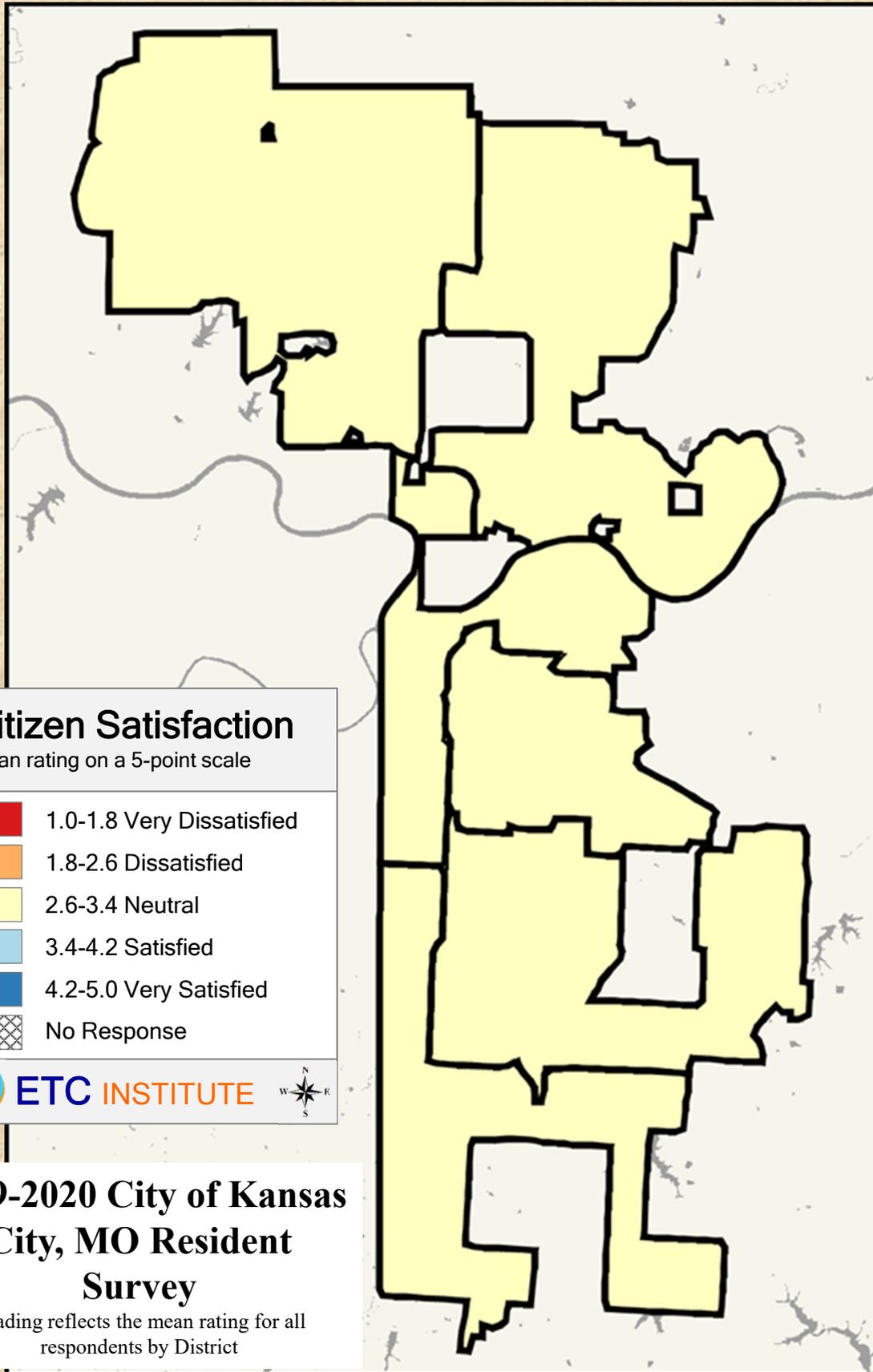
Q9-04 Satisfaction with condition of neighborhood sidewalks



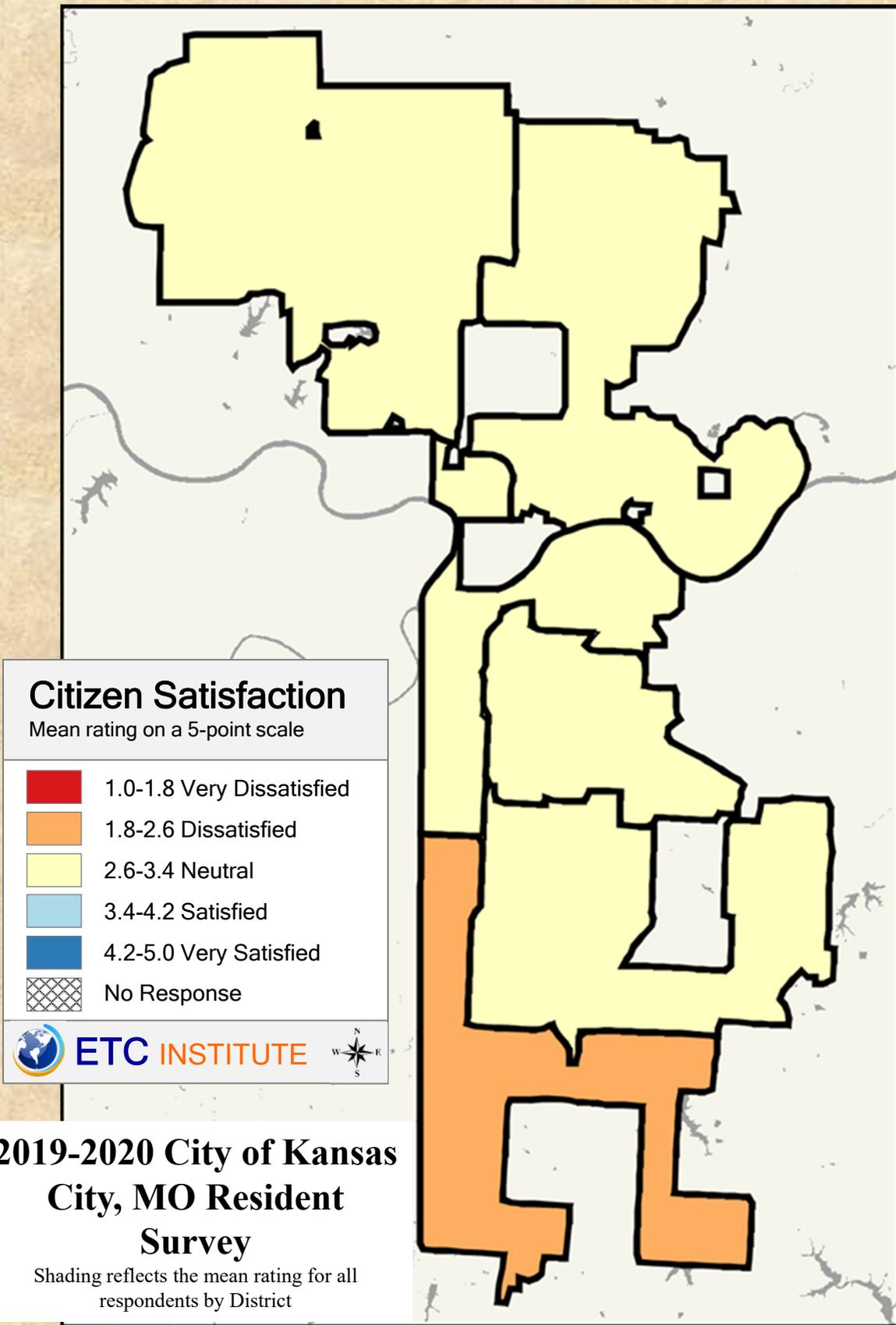
Q9-05 Satisfaction with maintenance of street signs and traffic signals



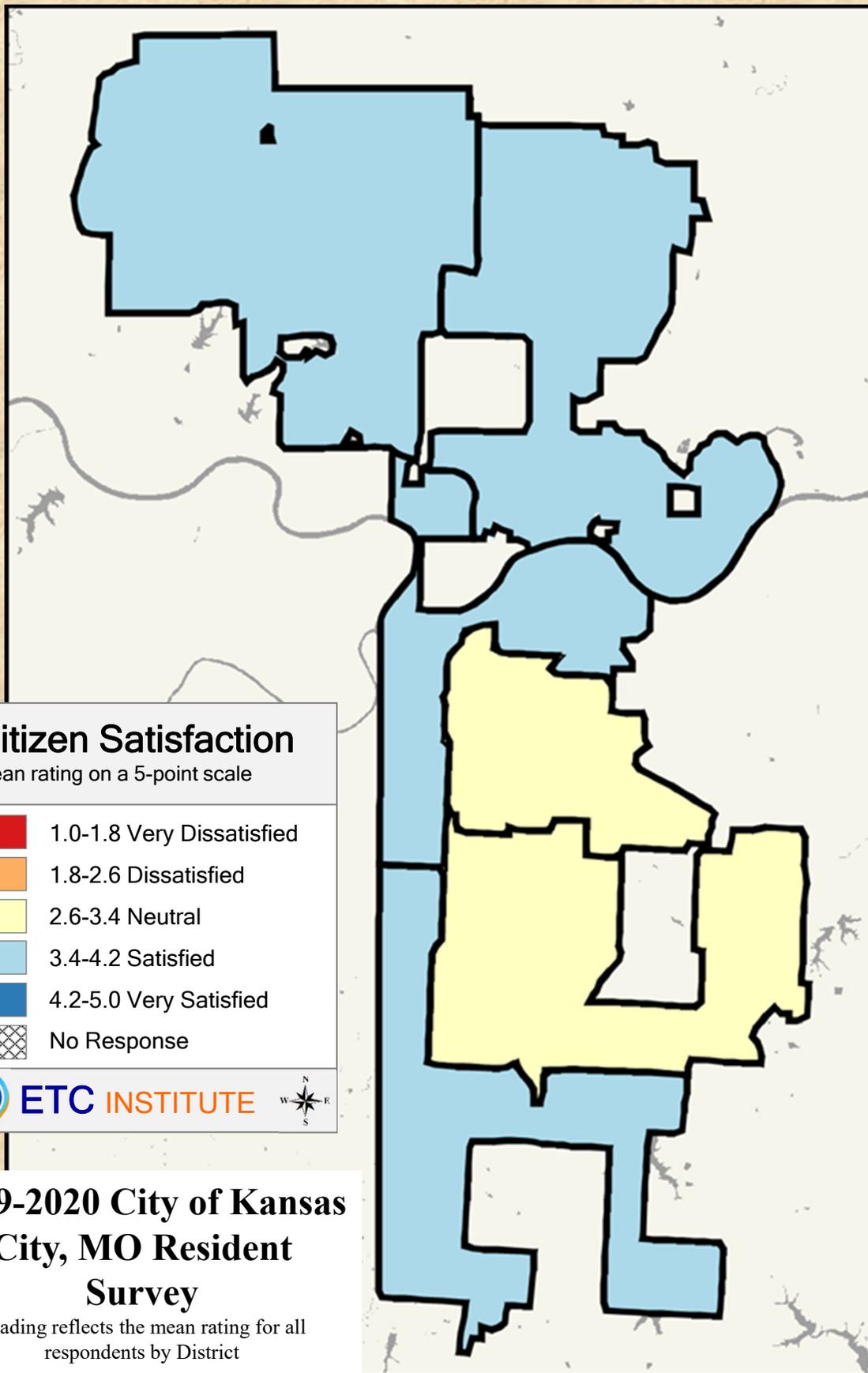
Q9-06 Satisfaction with snow removal on major city streets during the past 12 months



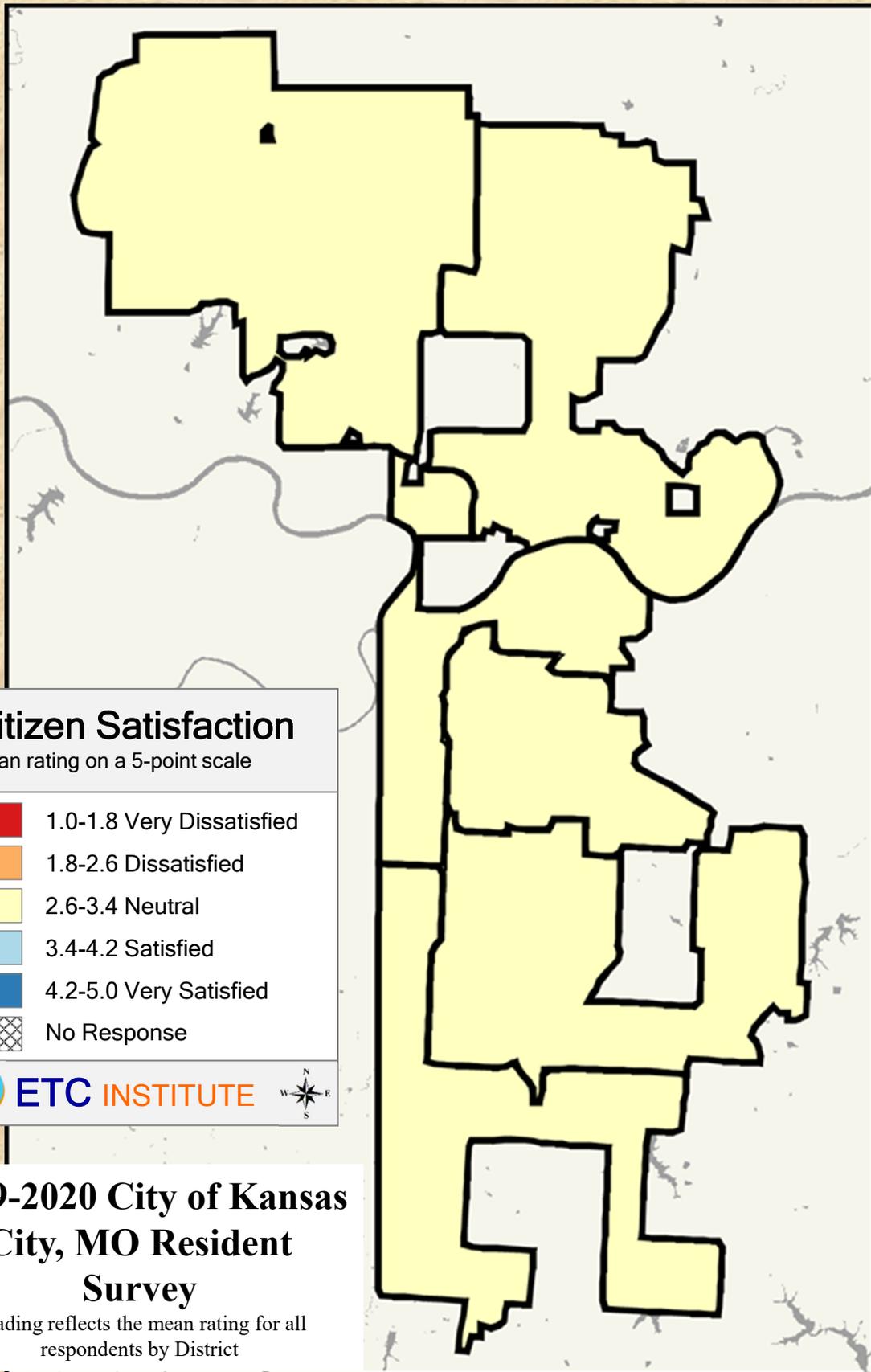
Q9-07 Satisfaction with snow removal on residential streets during the past 12 months



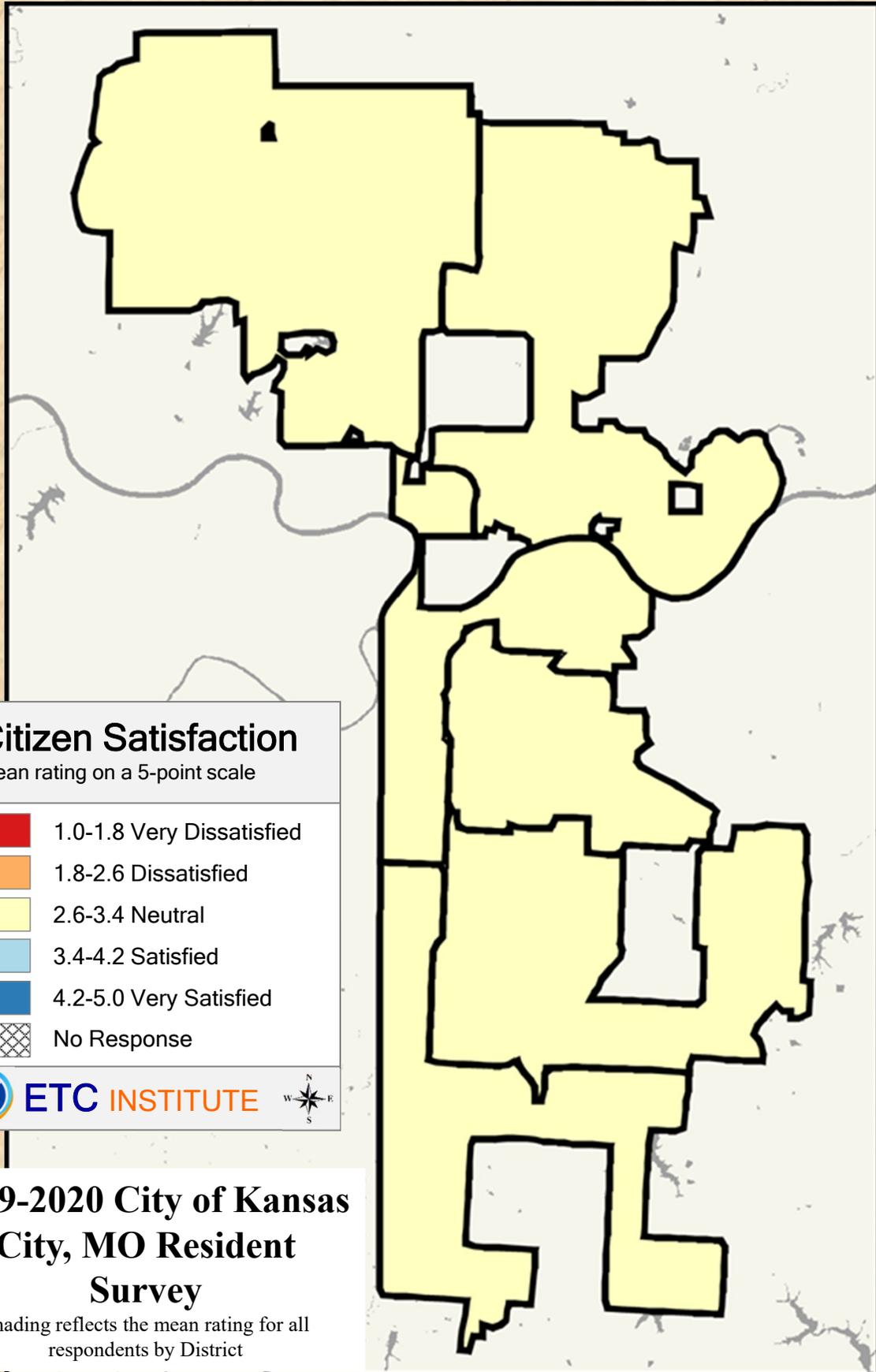
Q9-08 Satisfaction with adequacy of city street lighting



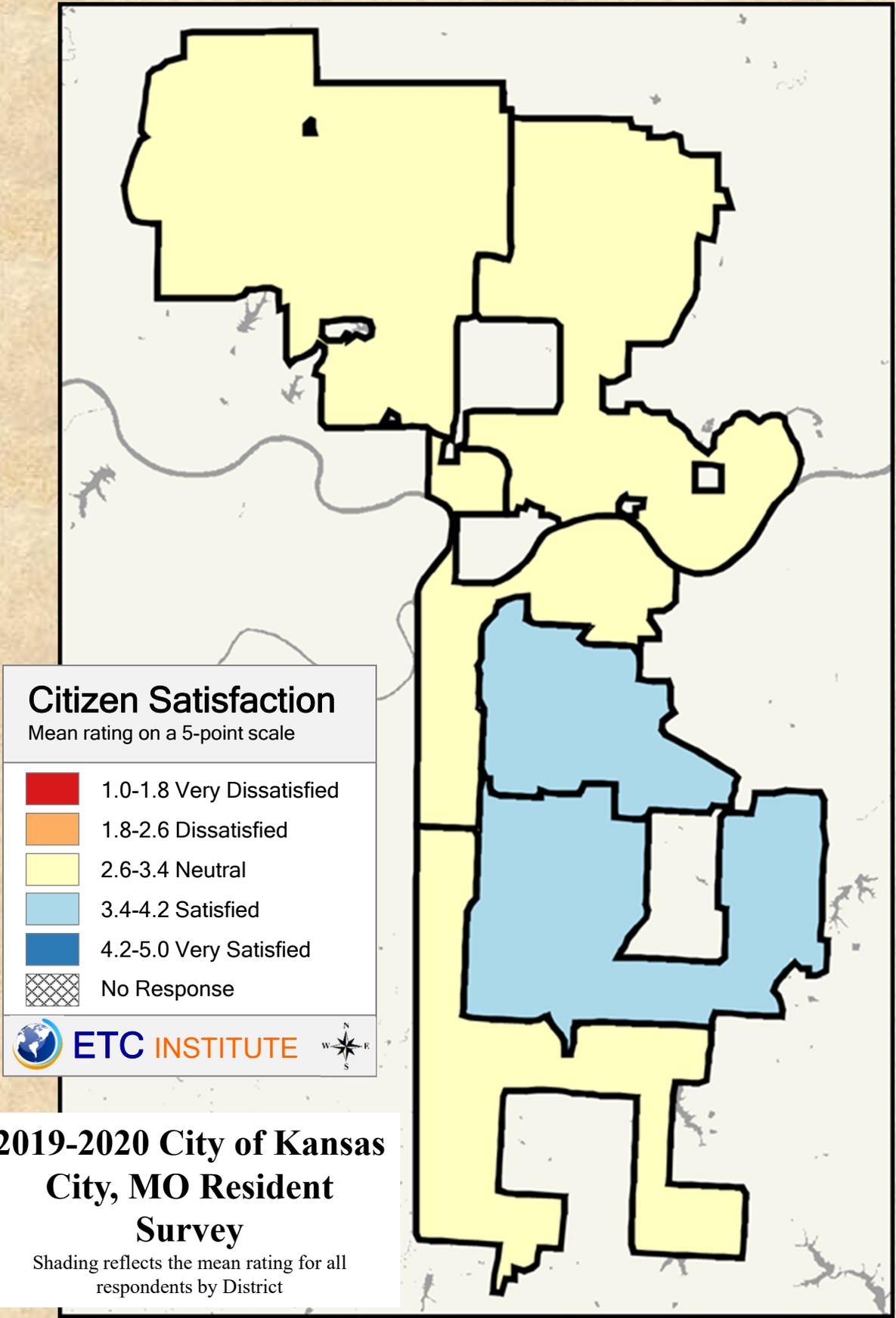
Q9-09 Satisfaction with accessibility of streets, sidewalks, and buildings for people with disabilities



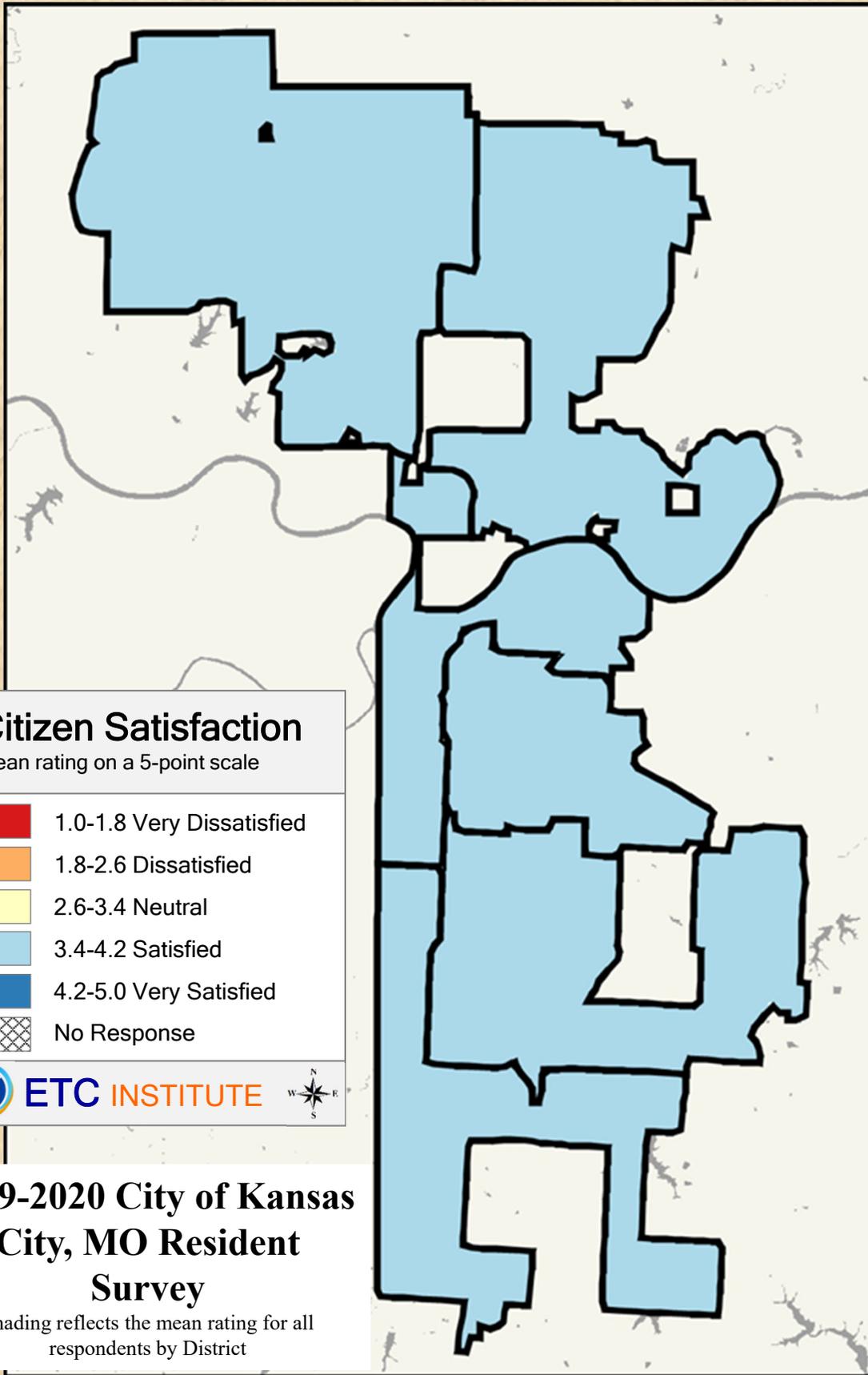
Q9-10 Satisfaction with on-street bicycle infrastructure



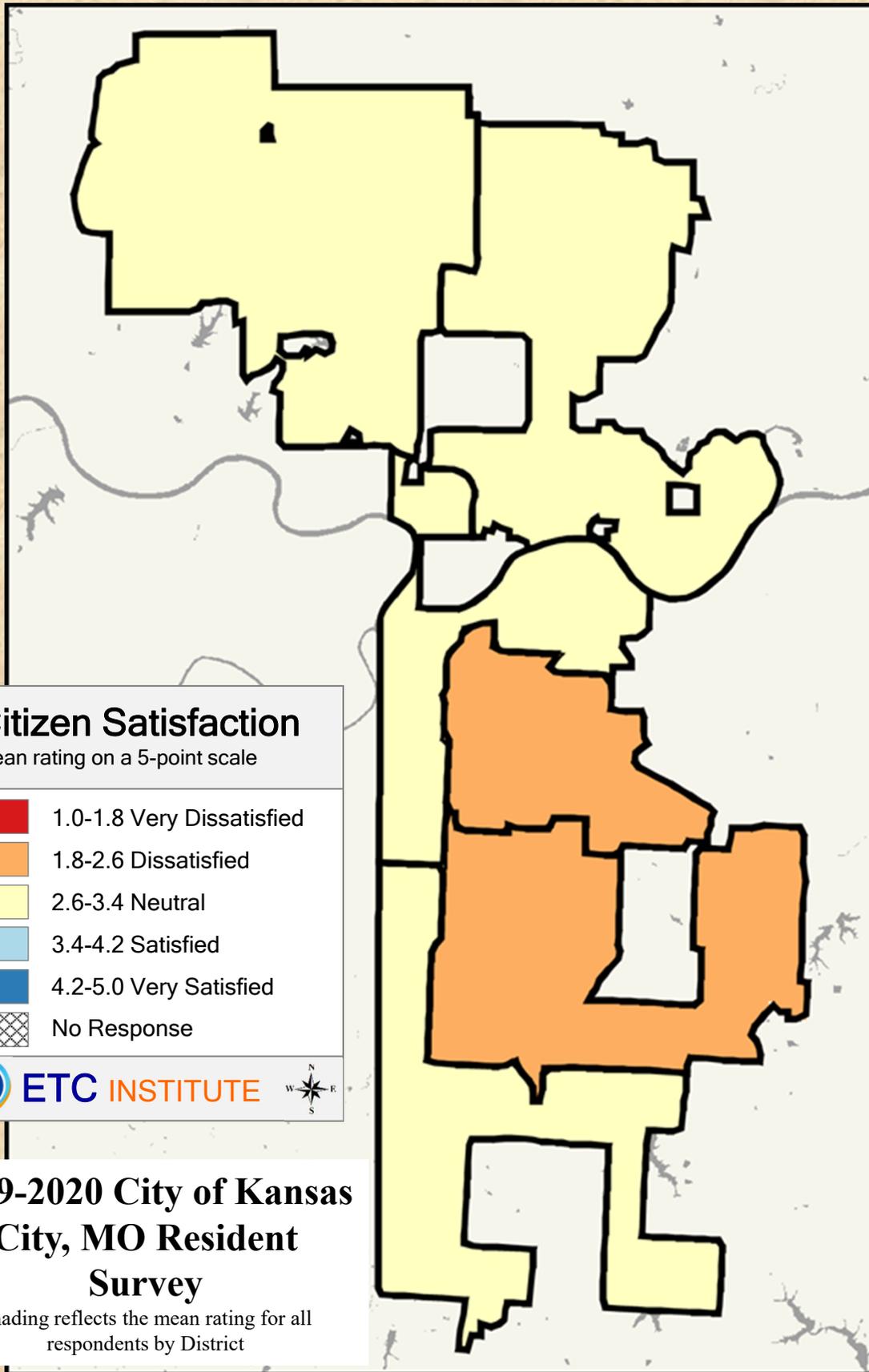
Q11-1 Satisfaction with RideKC bus system



Q11-2 Satisfaction with Kansas City streetcar



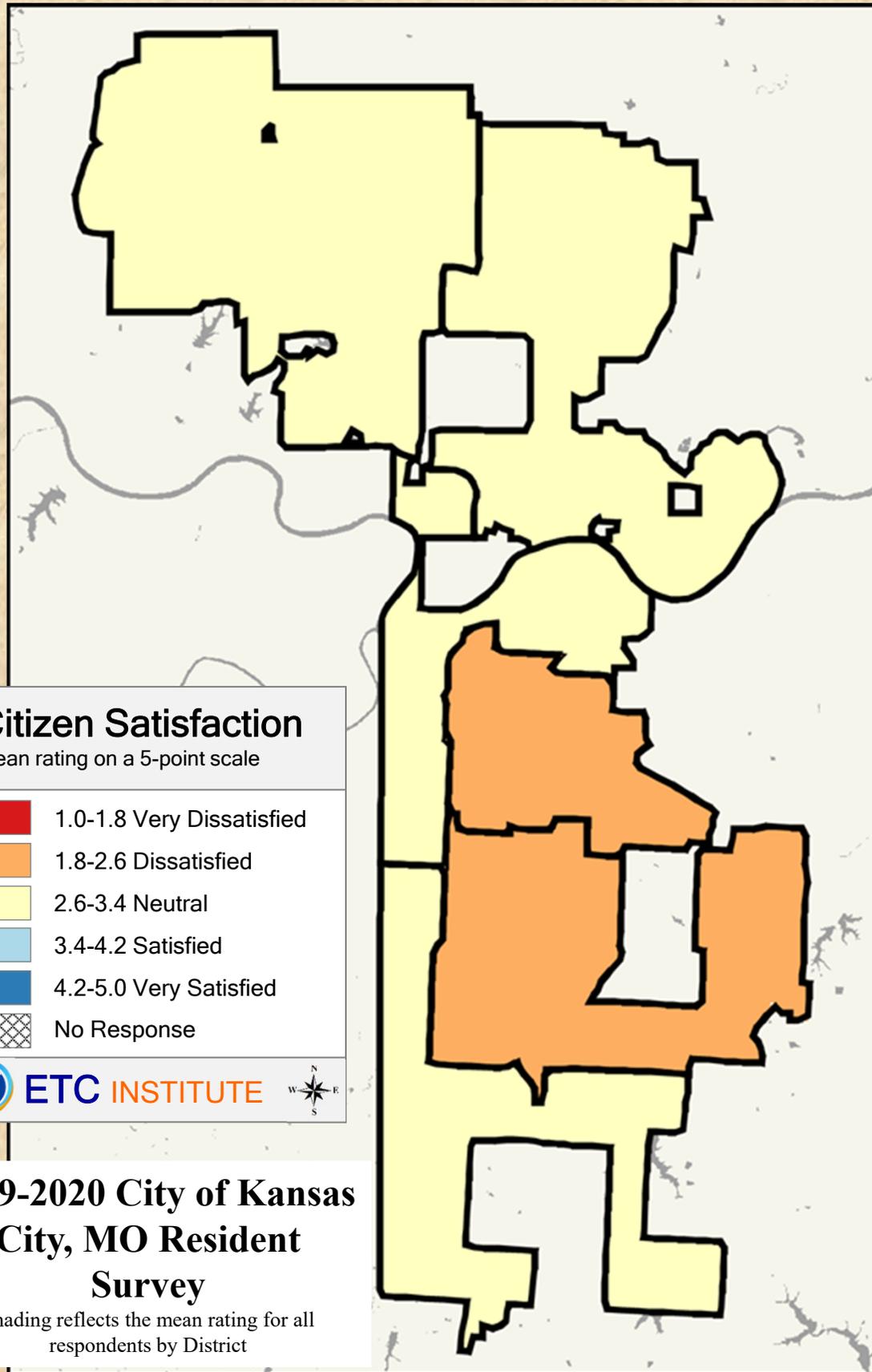
Q12-1 Satisfaction with enforcing clean-up of trash and debris on private property



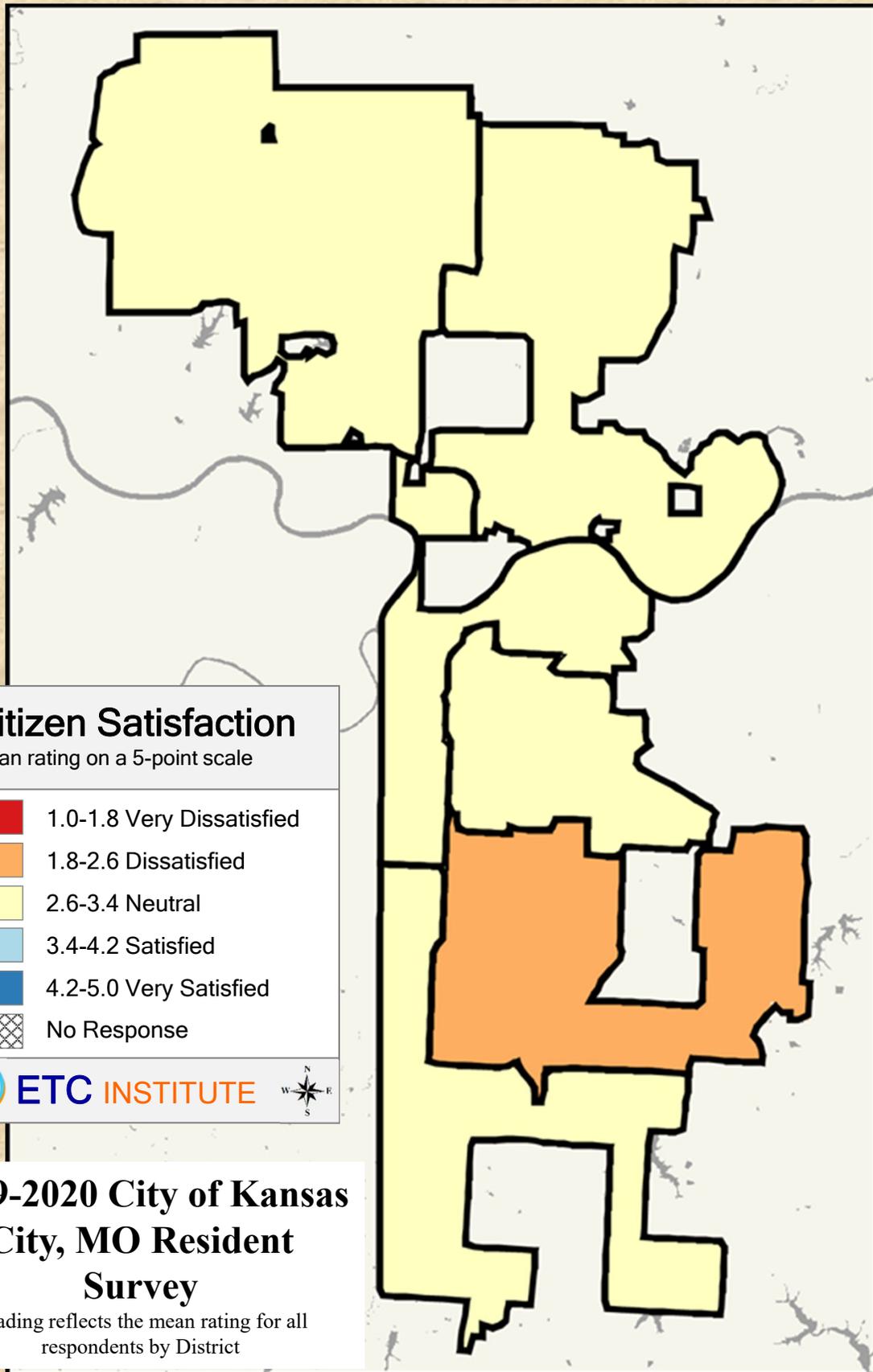
2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

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



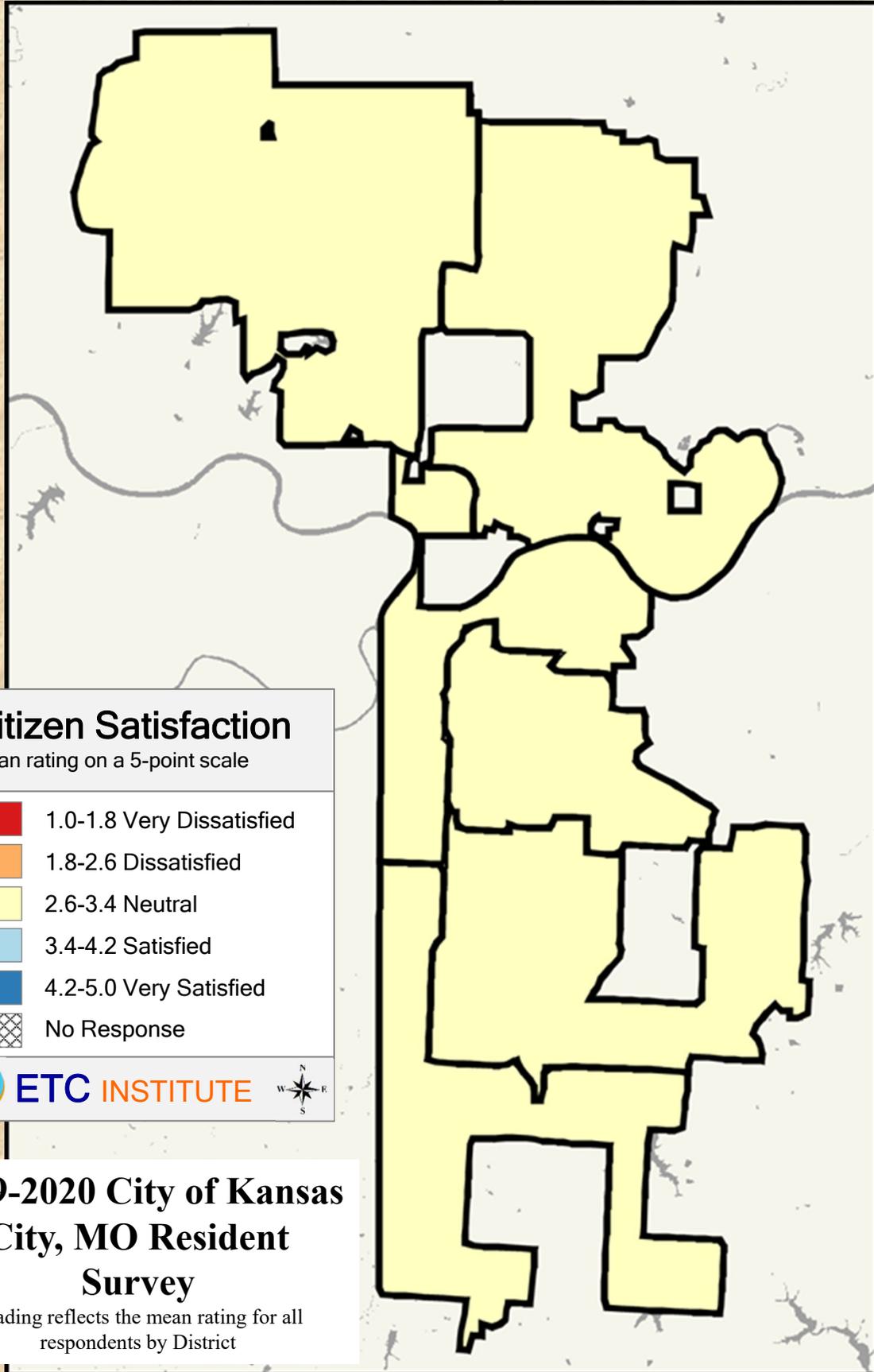
Q12-3 Satisfaction with enforcing the exterior maintenance of residential property



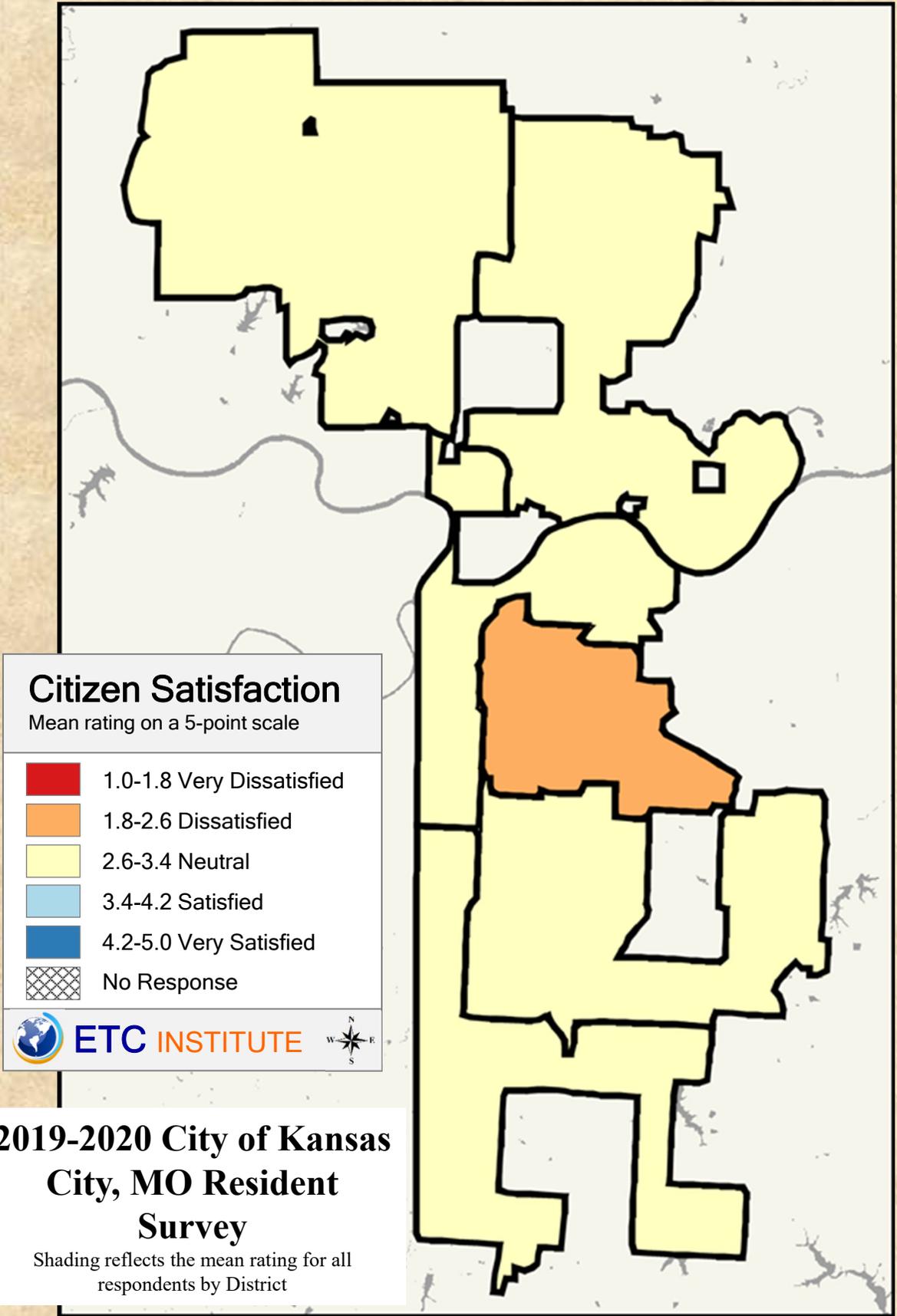
2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

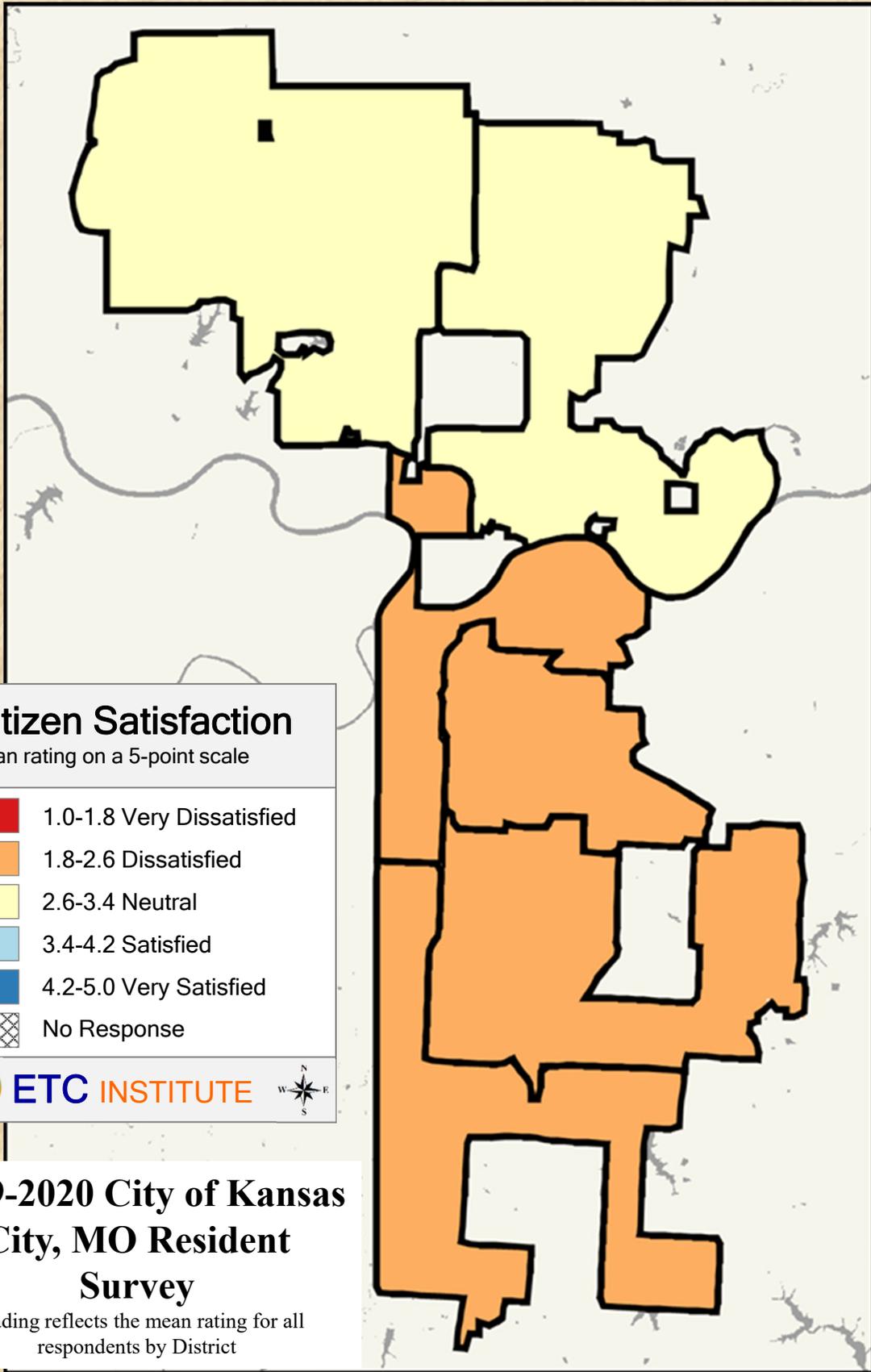
Q12-4 Satisfaction with enforcing trash, weeds, and exterior maintenance in neighborhoods



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



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



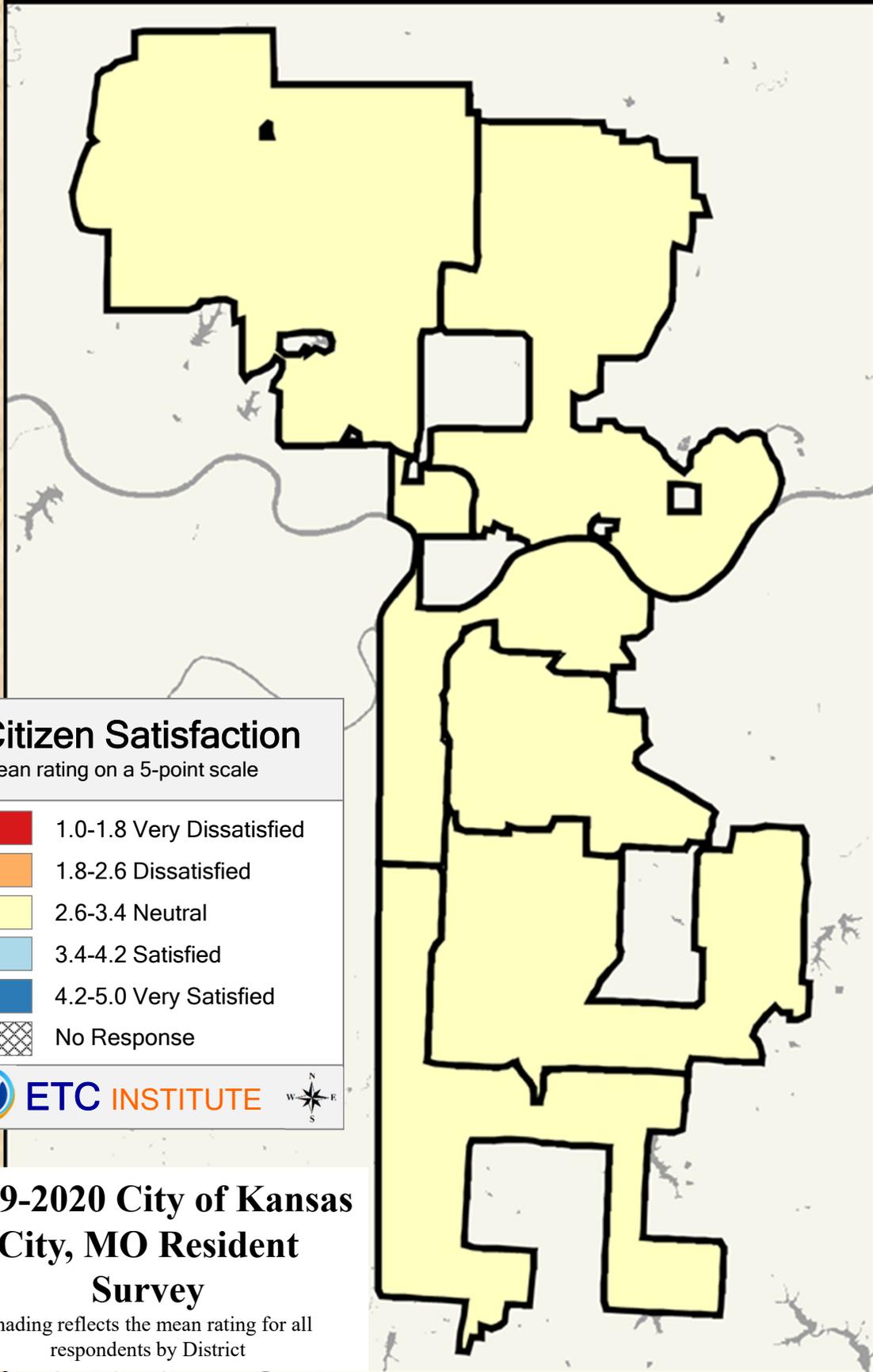
Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2019-2020 City of Kansas City, MO Resident Survey
Shading reflects the mean rating for all respondents by District

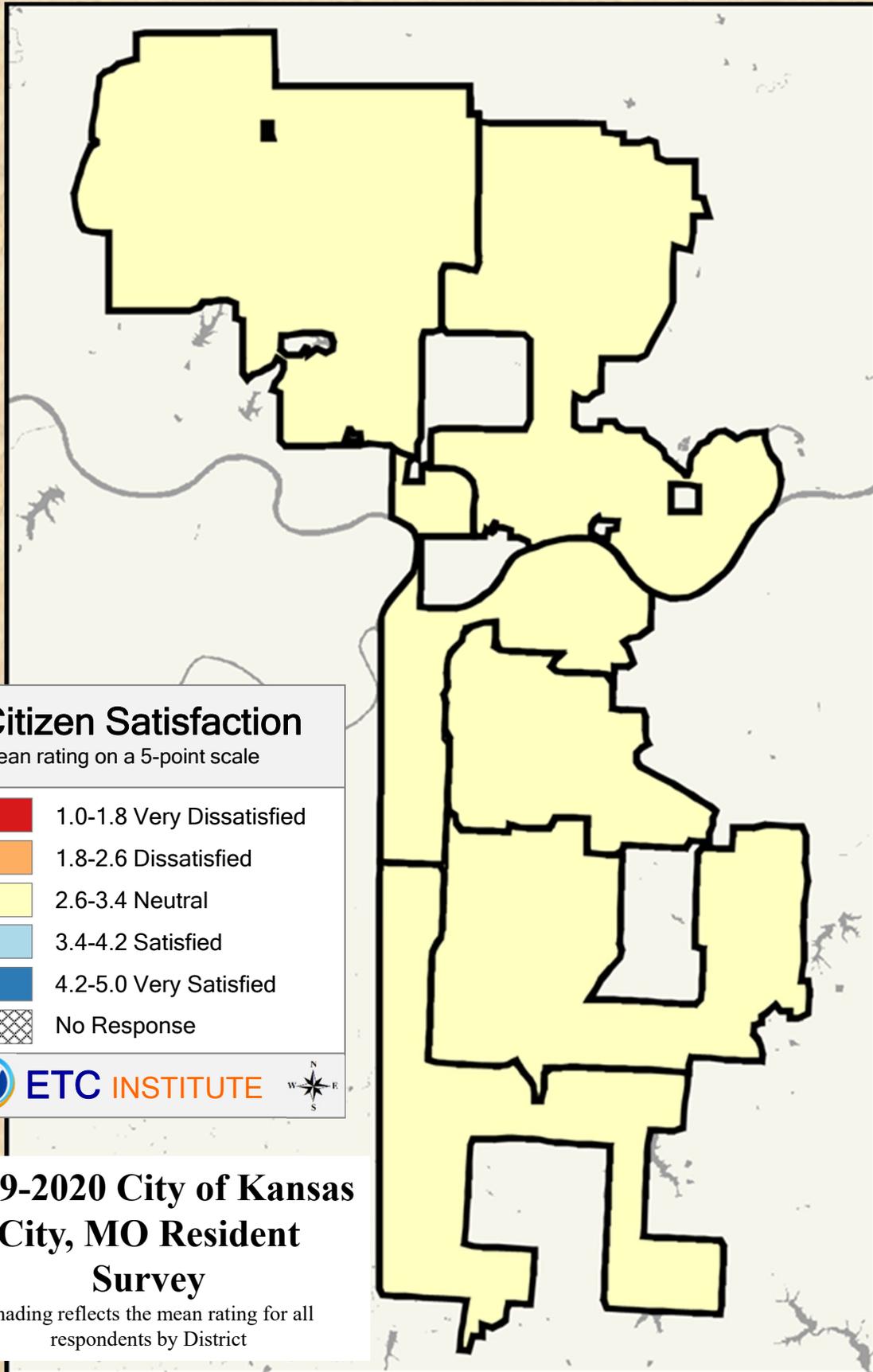
Q12-7 Satisfaction with enforcement of animal code



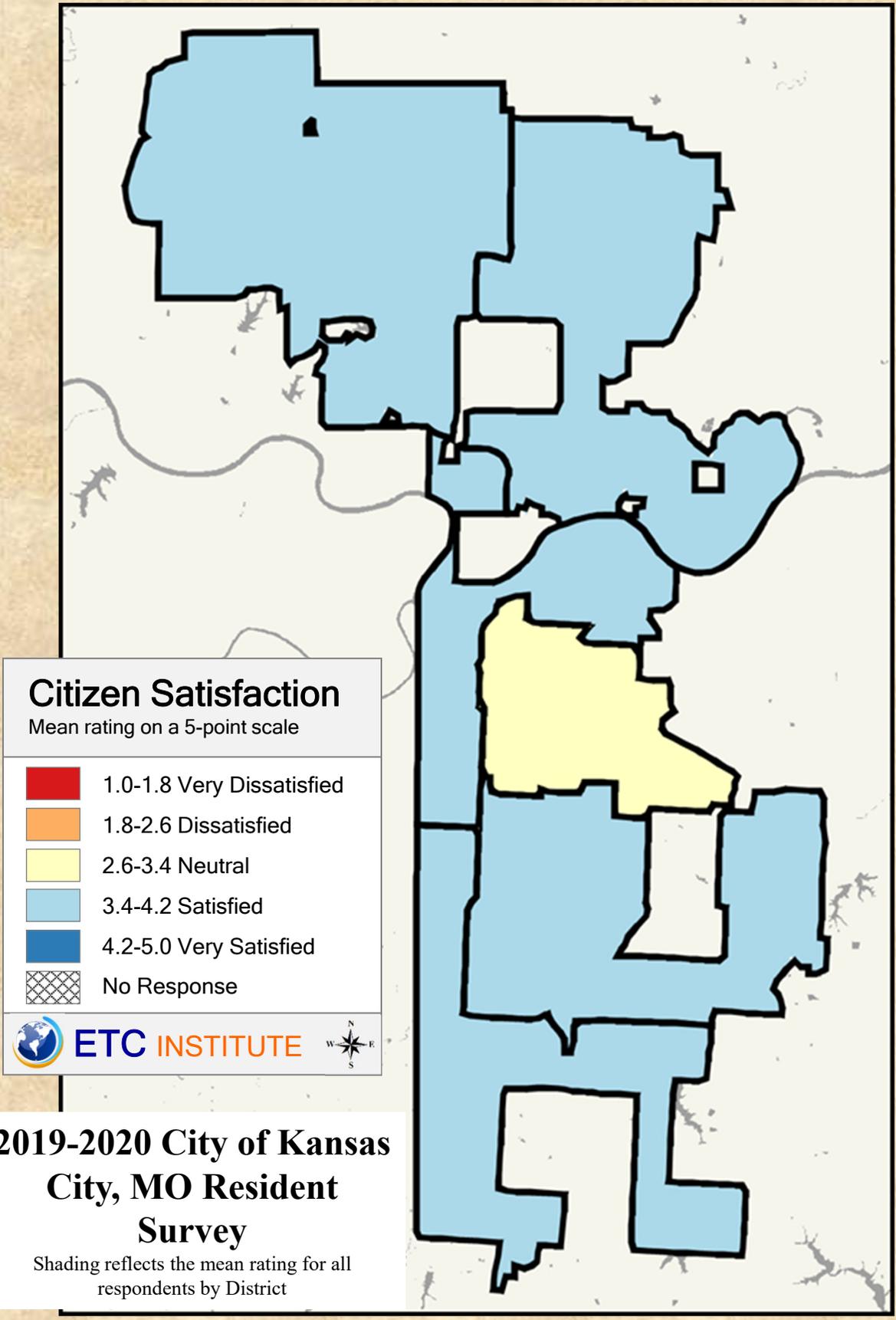
2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

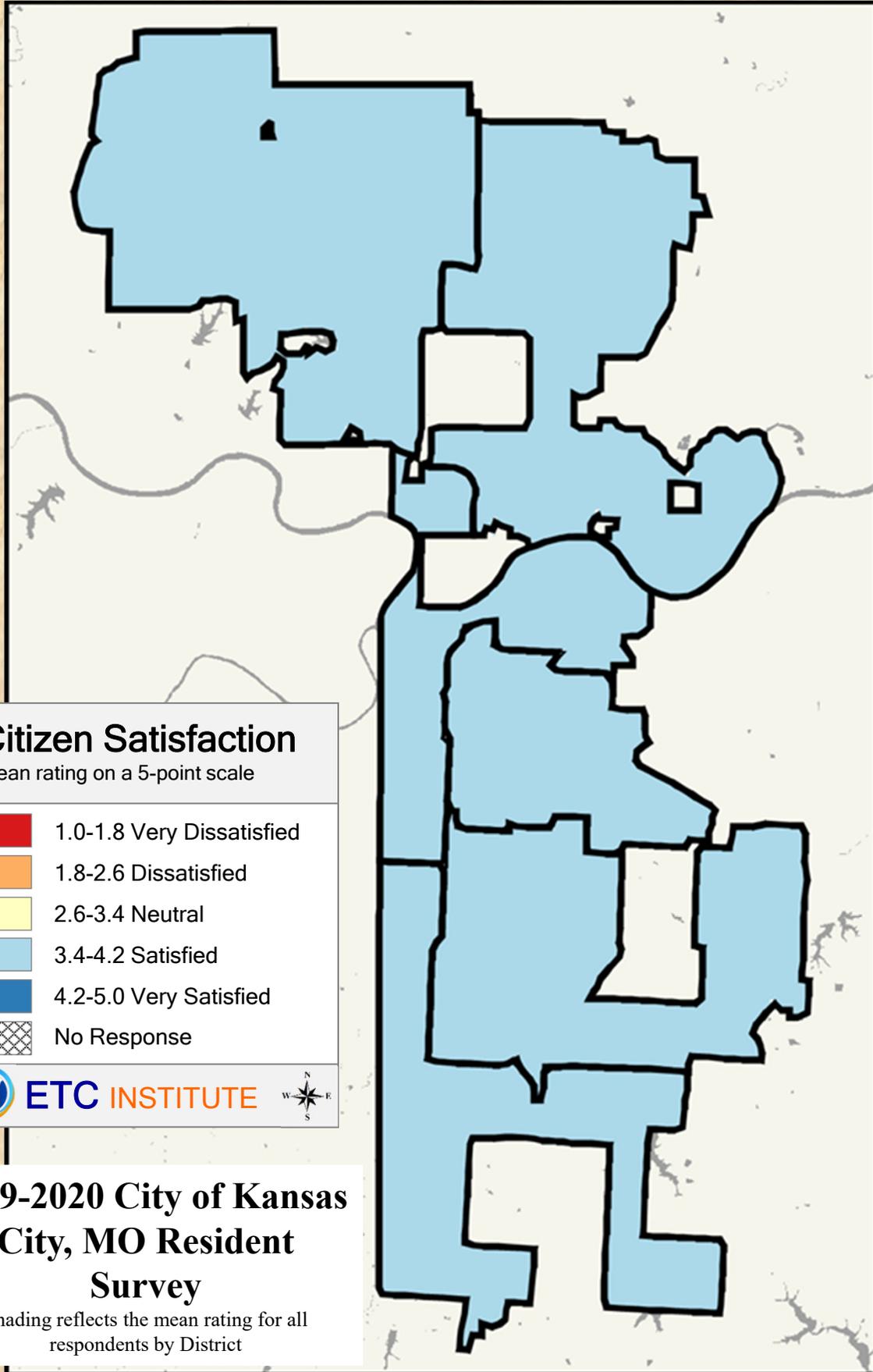
Q12-8 Satisfaction with customer service from animal control officers



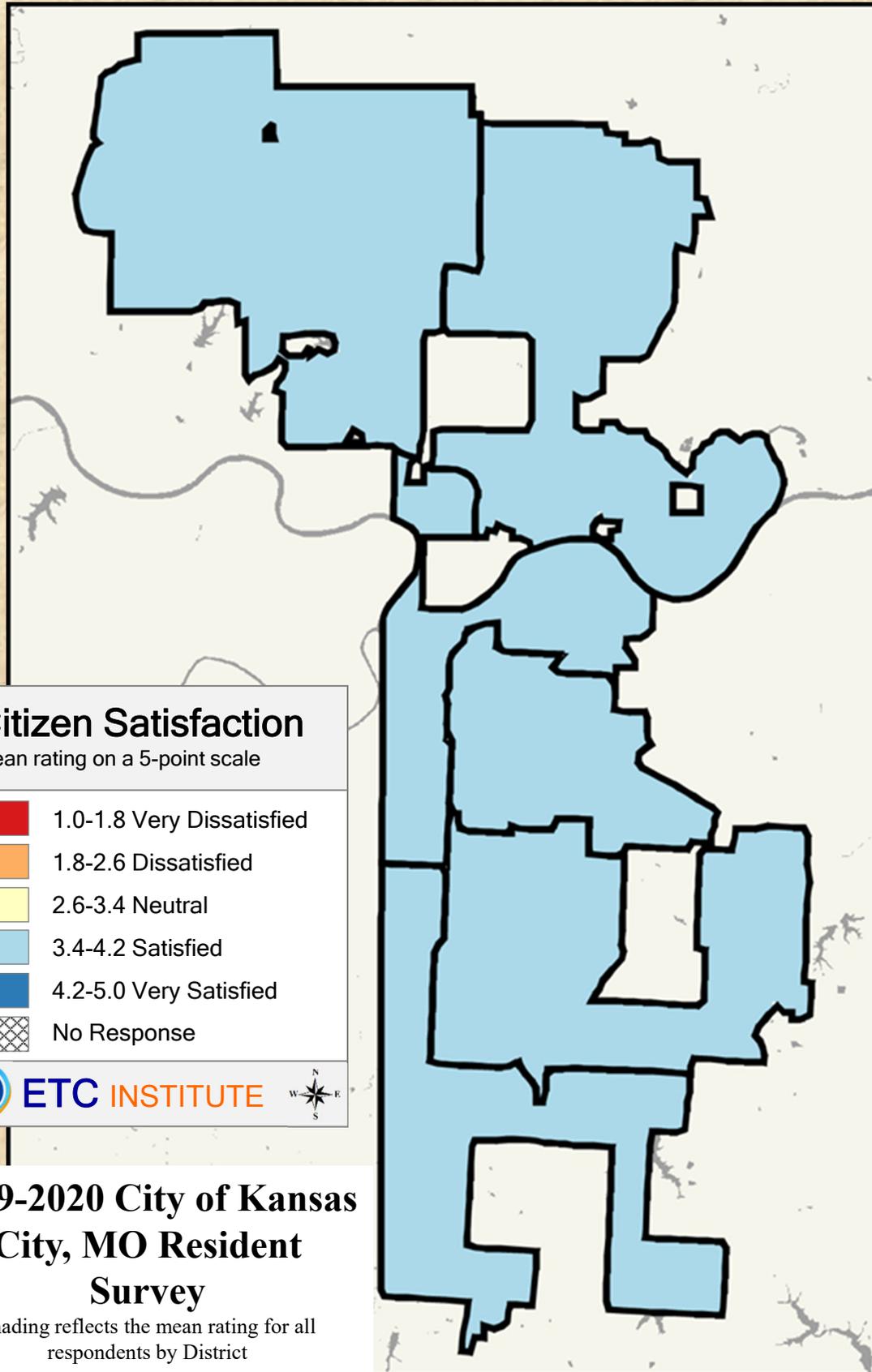
Q12-9 Satisfaction with animal shelter operations and adoption efforts



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



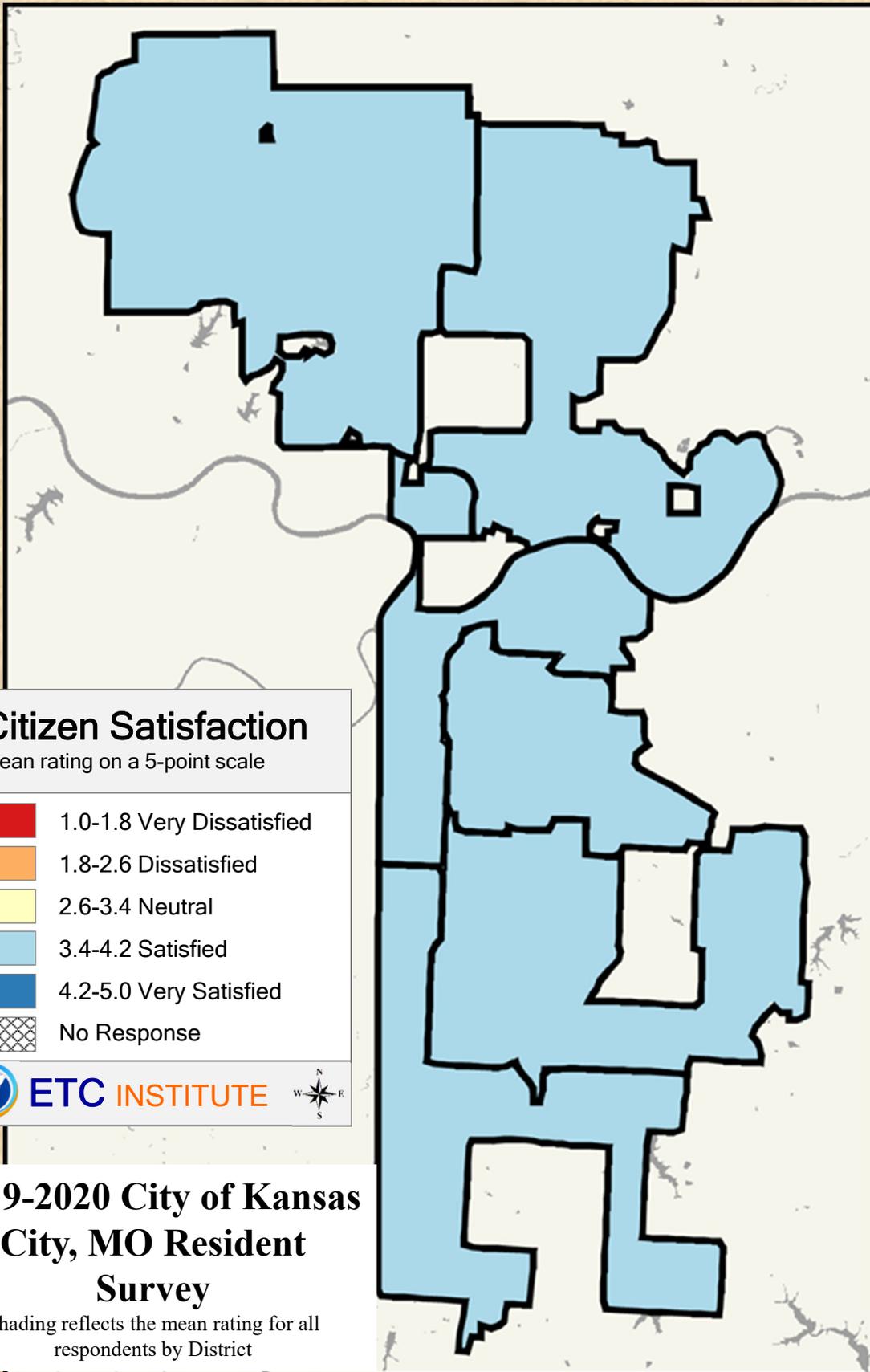
Q14-2 Satisfaction with ease of utilizing 311 services via web or mobile application



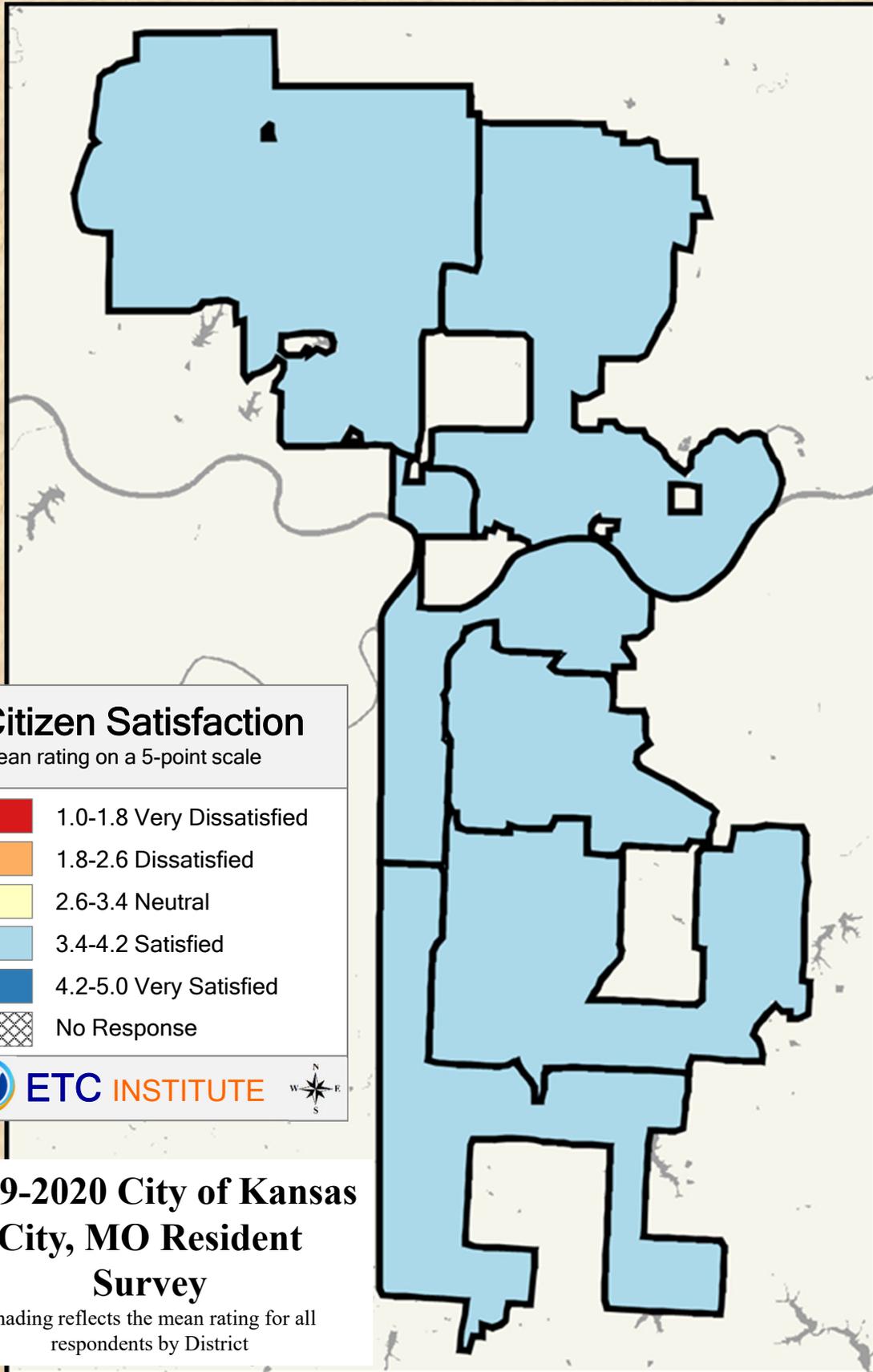
2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

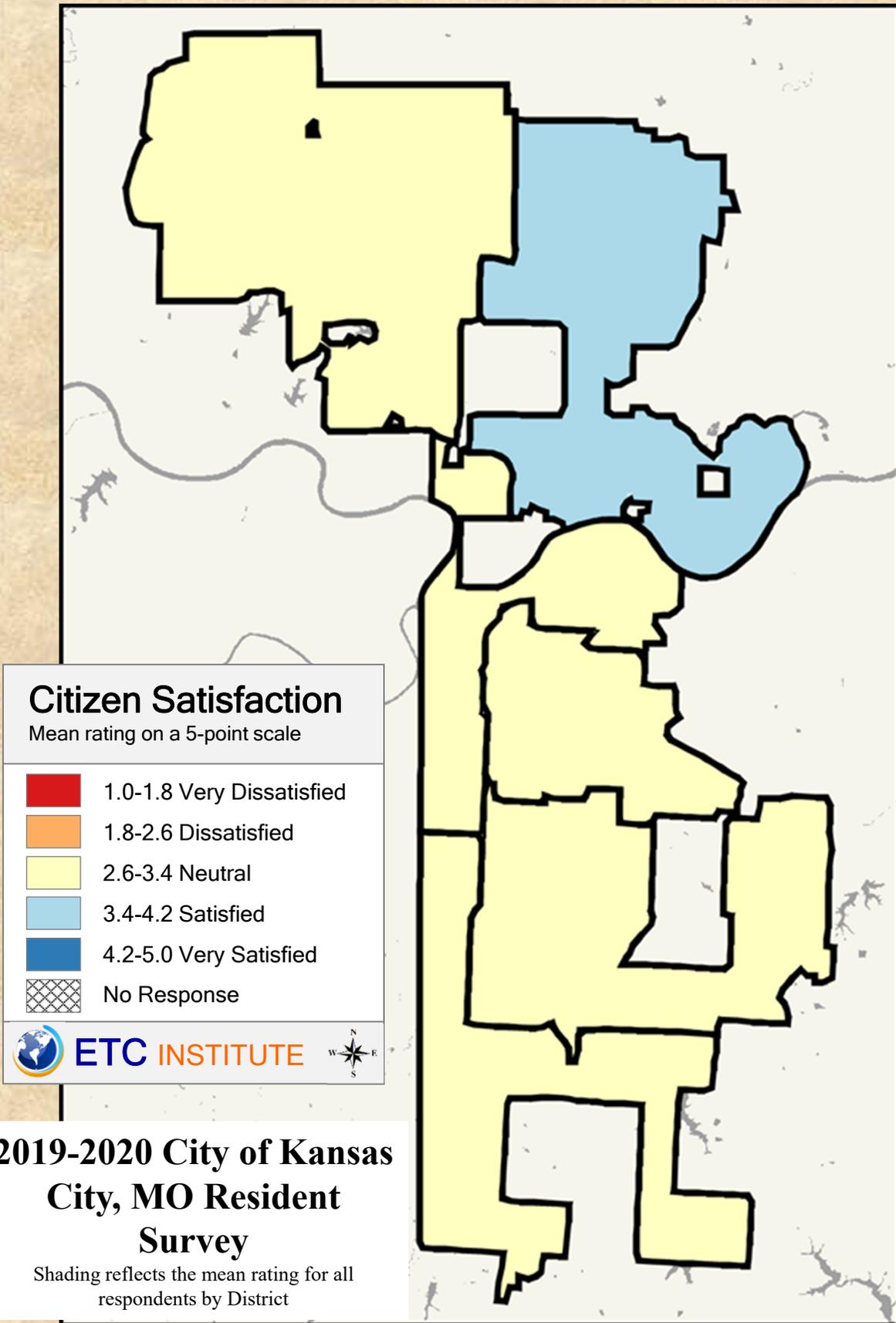
Q14-3 Satisfaction with courtesy and professionalism of 311 call takers



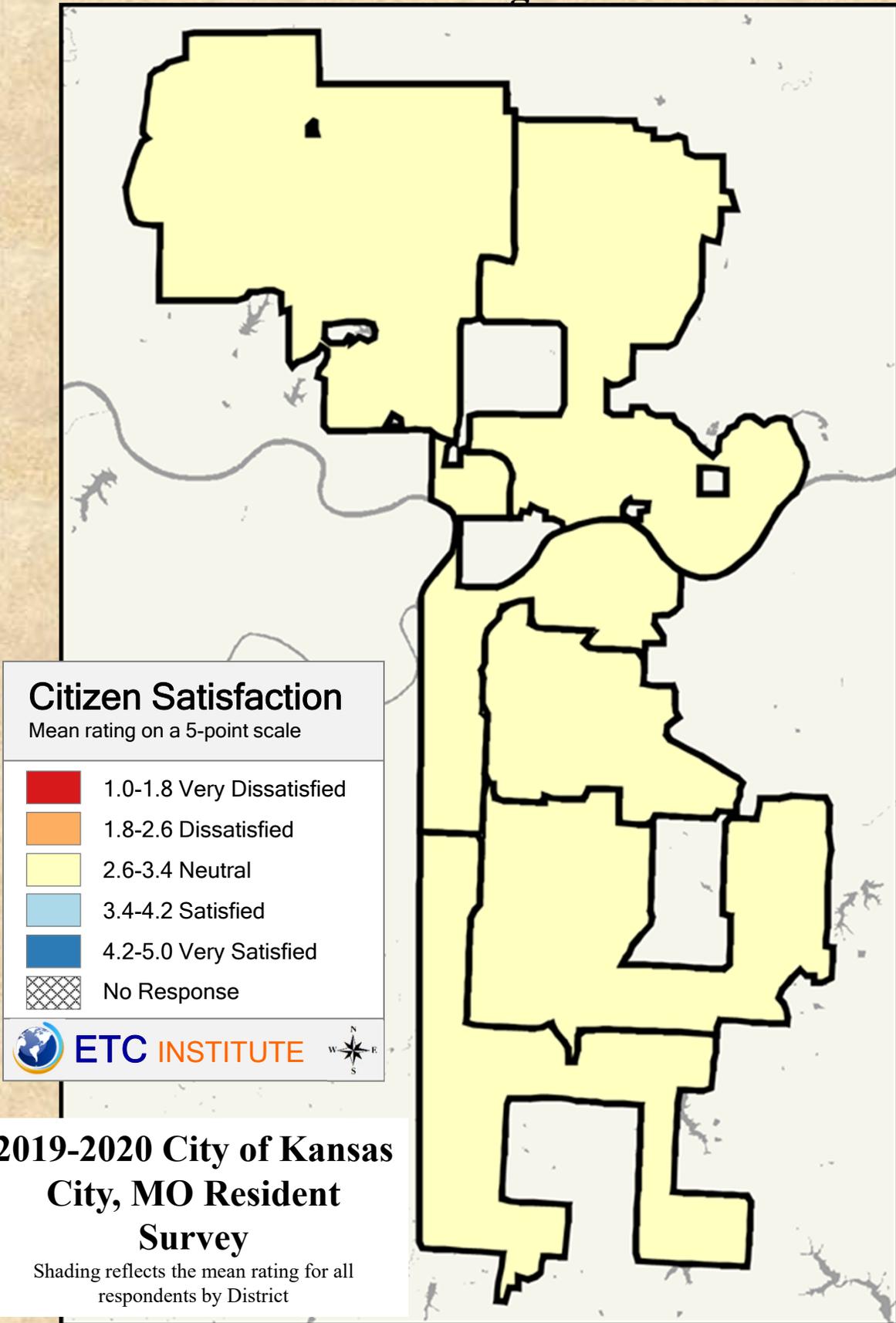
Q14-4 Satisfaction with how well question or issue was resolved via 311



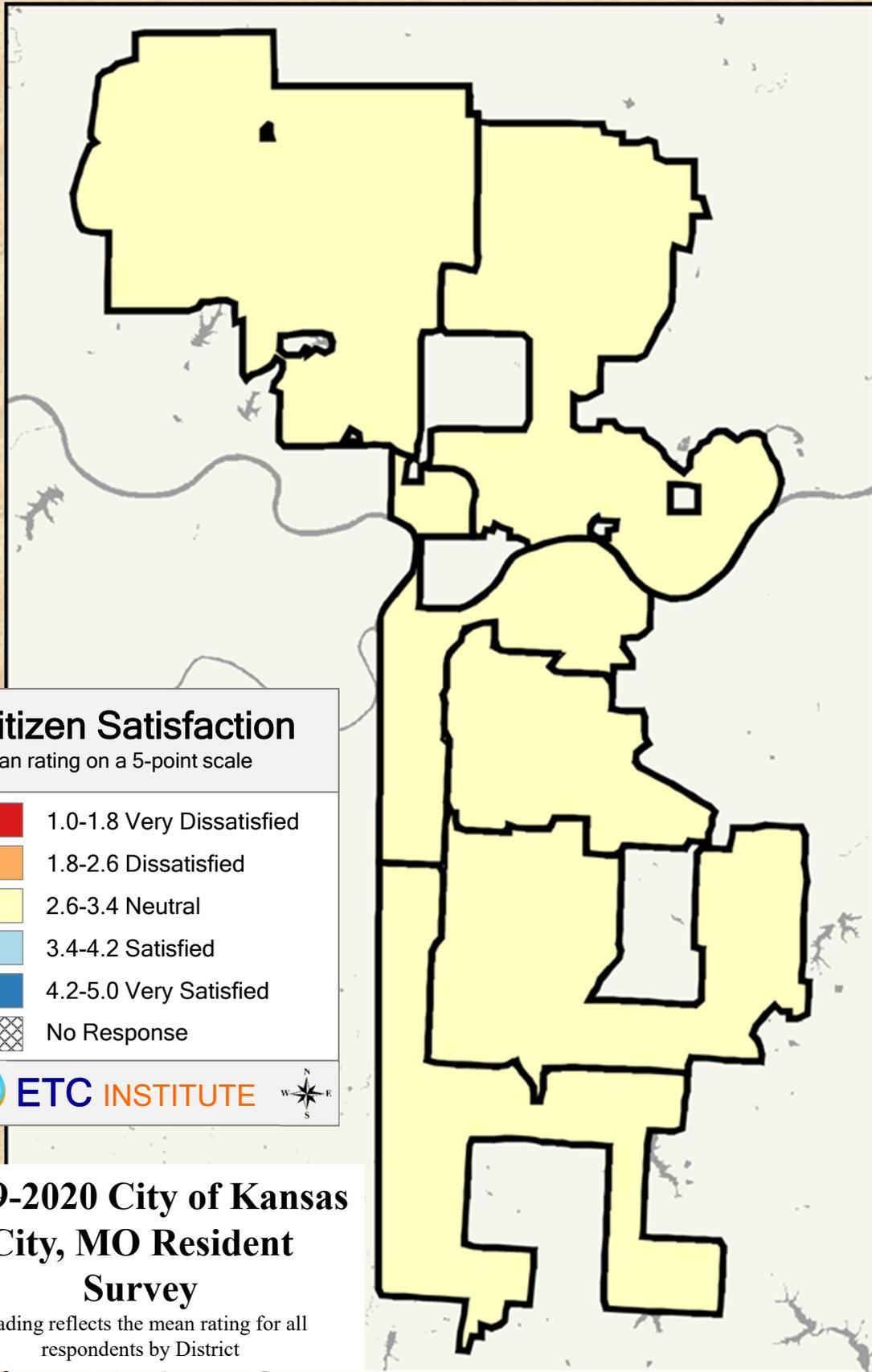
Q15-1 Satisfaction with ease of using the Municipal Court online ticket payment and information system



Q15-2 Satisfaction with effectiveness of Problem-Solving Court Programs



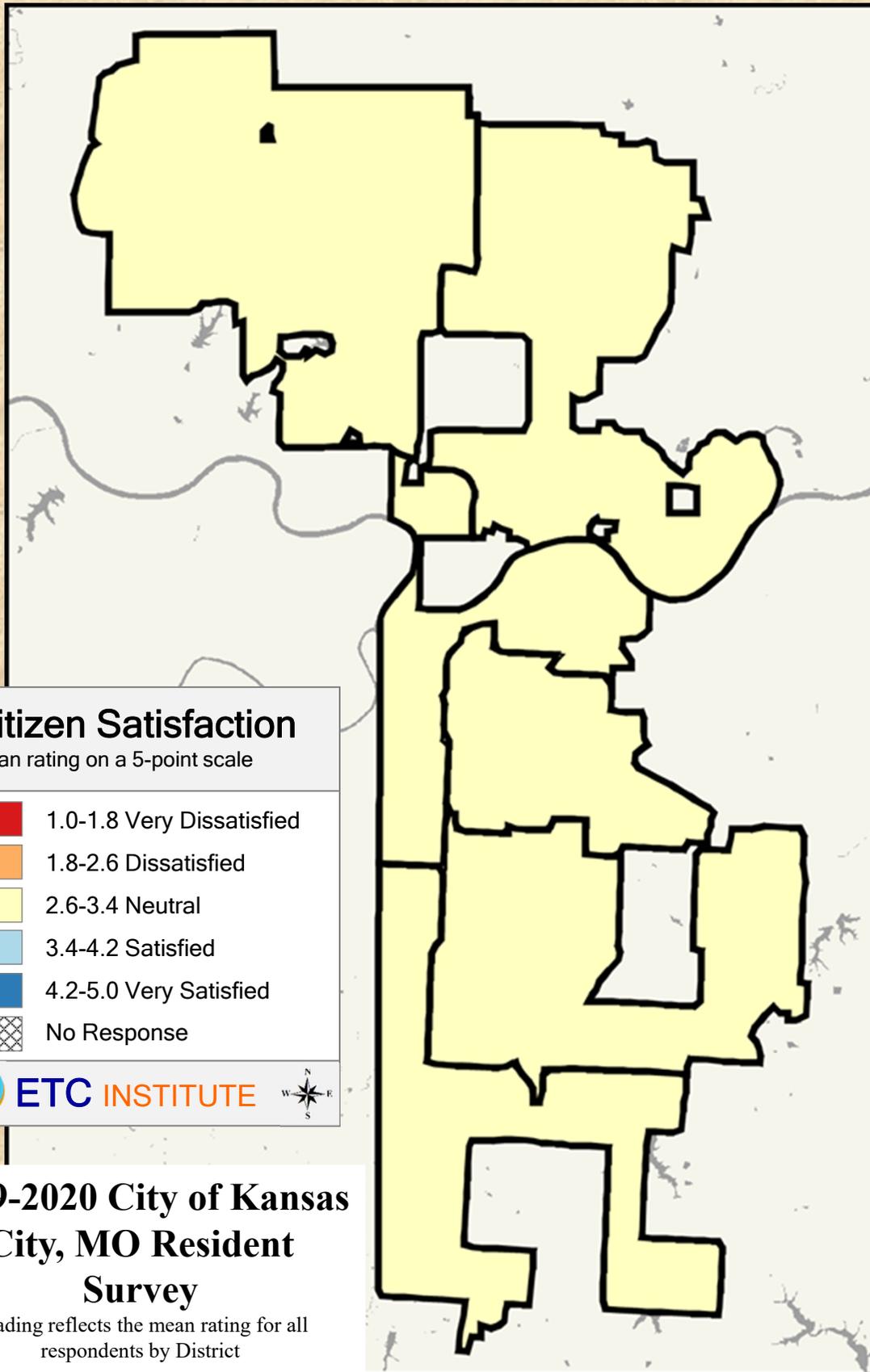
Q15-3 Satisfaction with courtesy and professionalism of Municipal Court staff



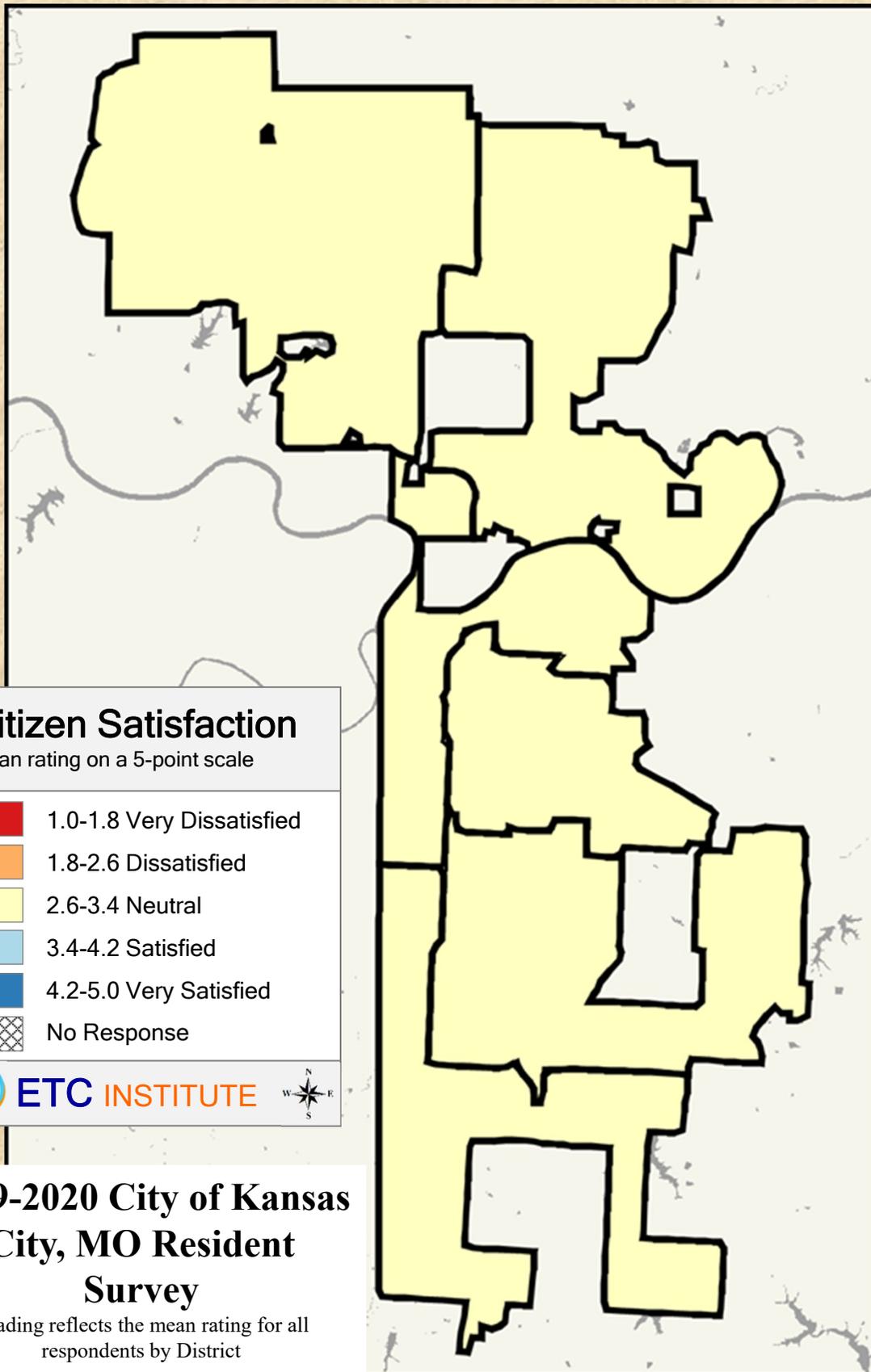
2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

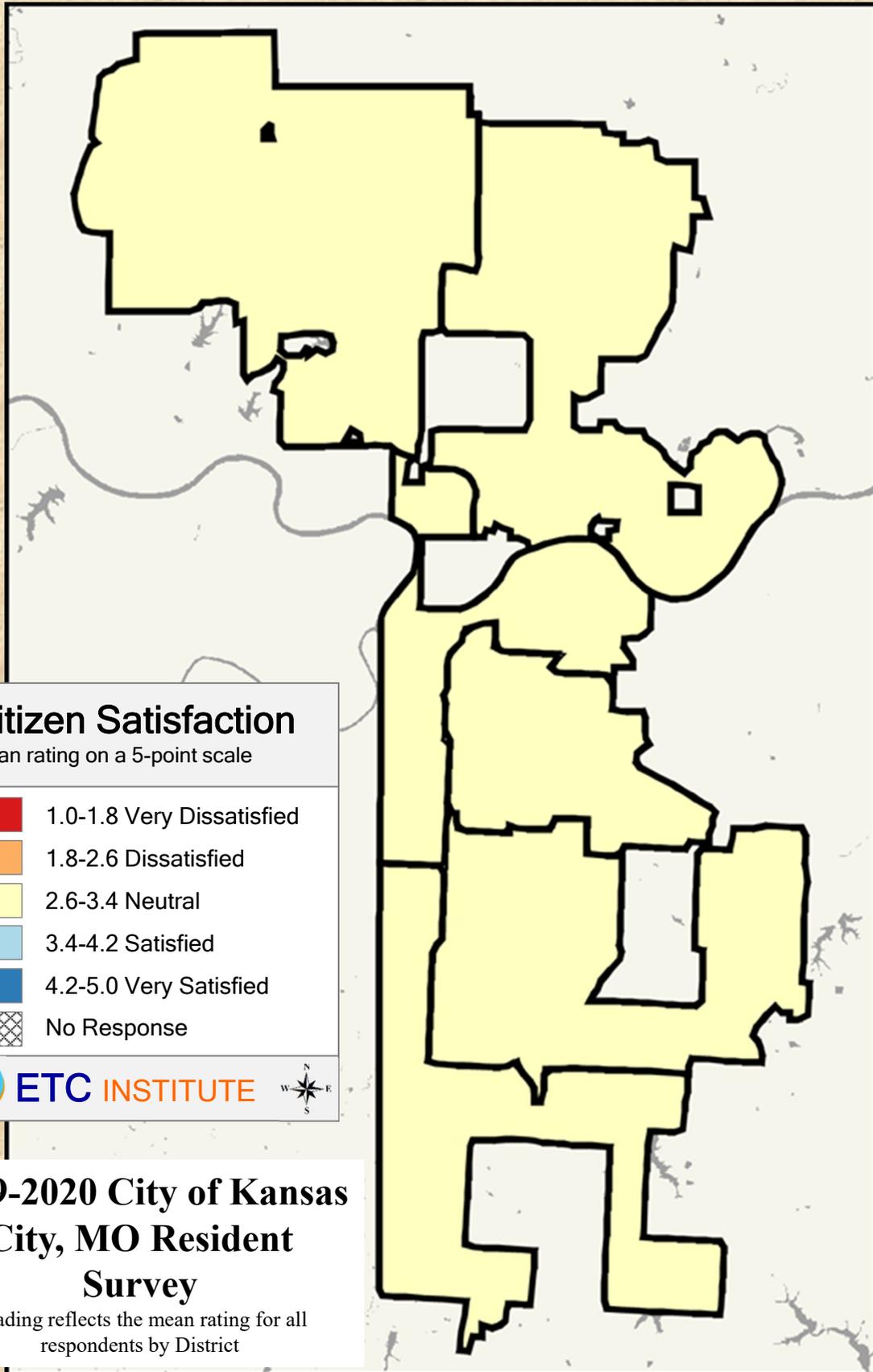
Q15-4 Satisfaction with overall ability of Municipal Court to be fair and impartial



Q15-5 Satisfaction with availability of payment plans and alternative sentencing



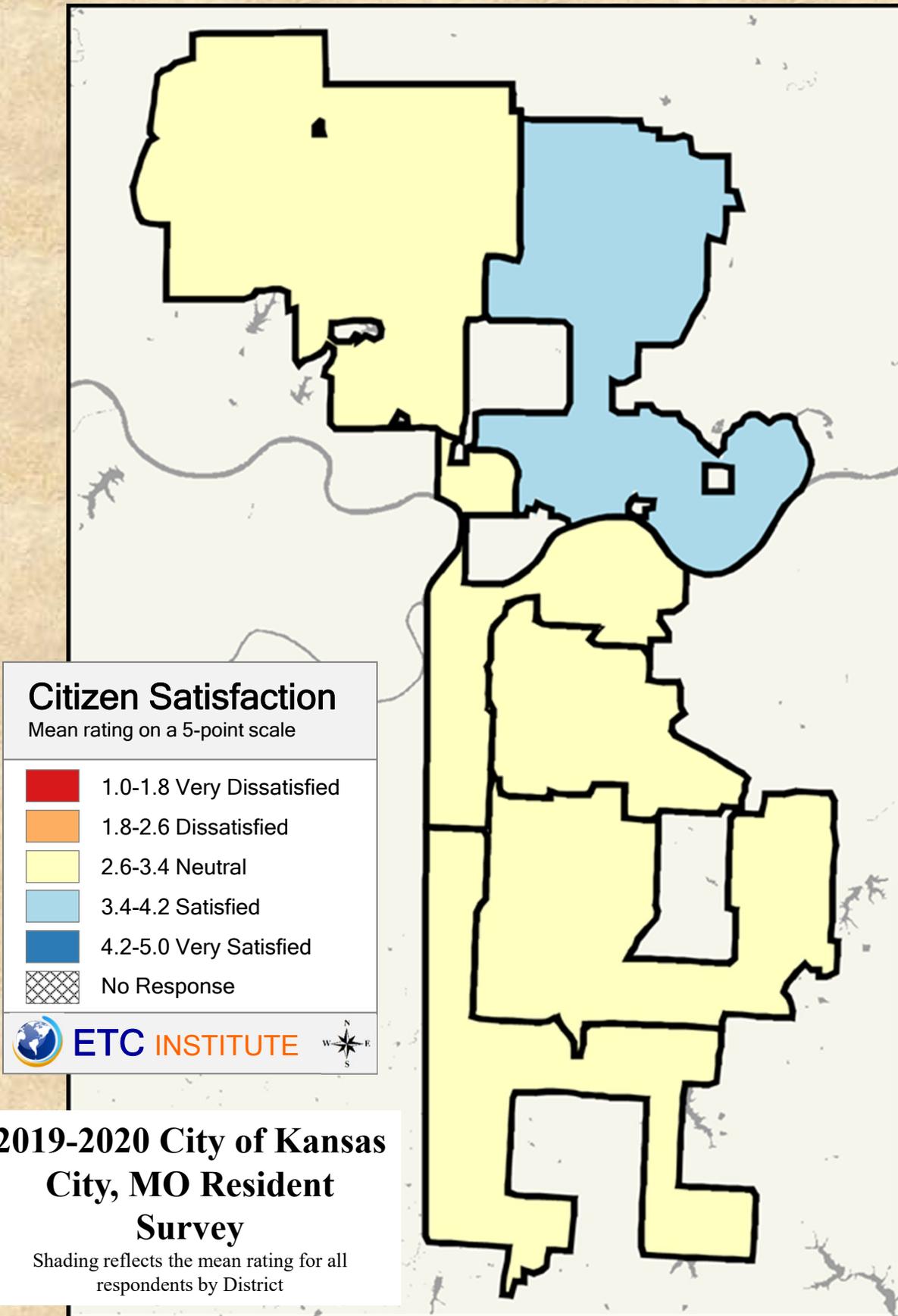
Q17-1 Satisfaction with the availability of information about city programs and services



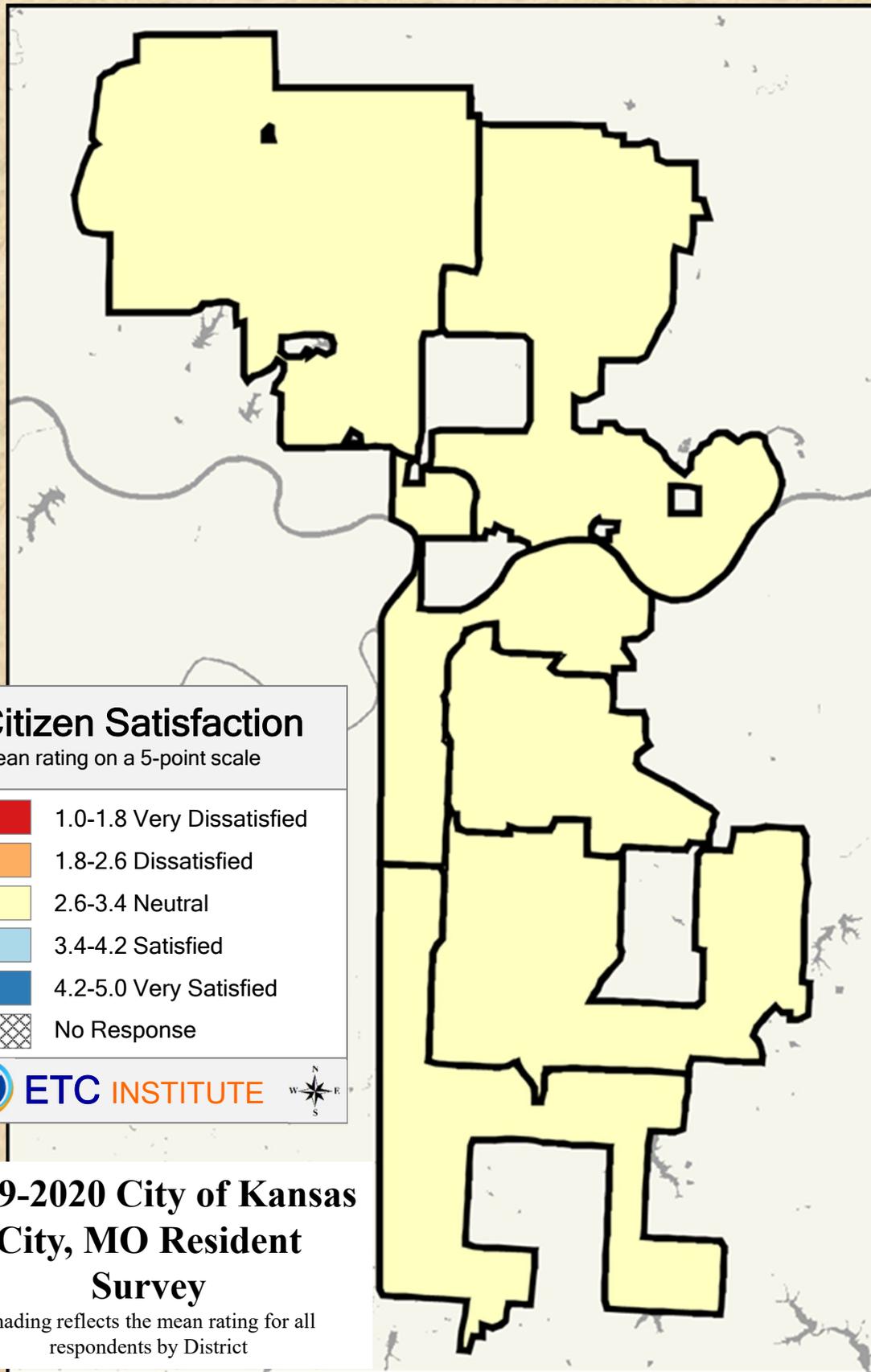
2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

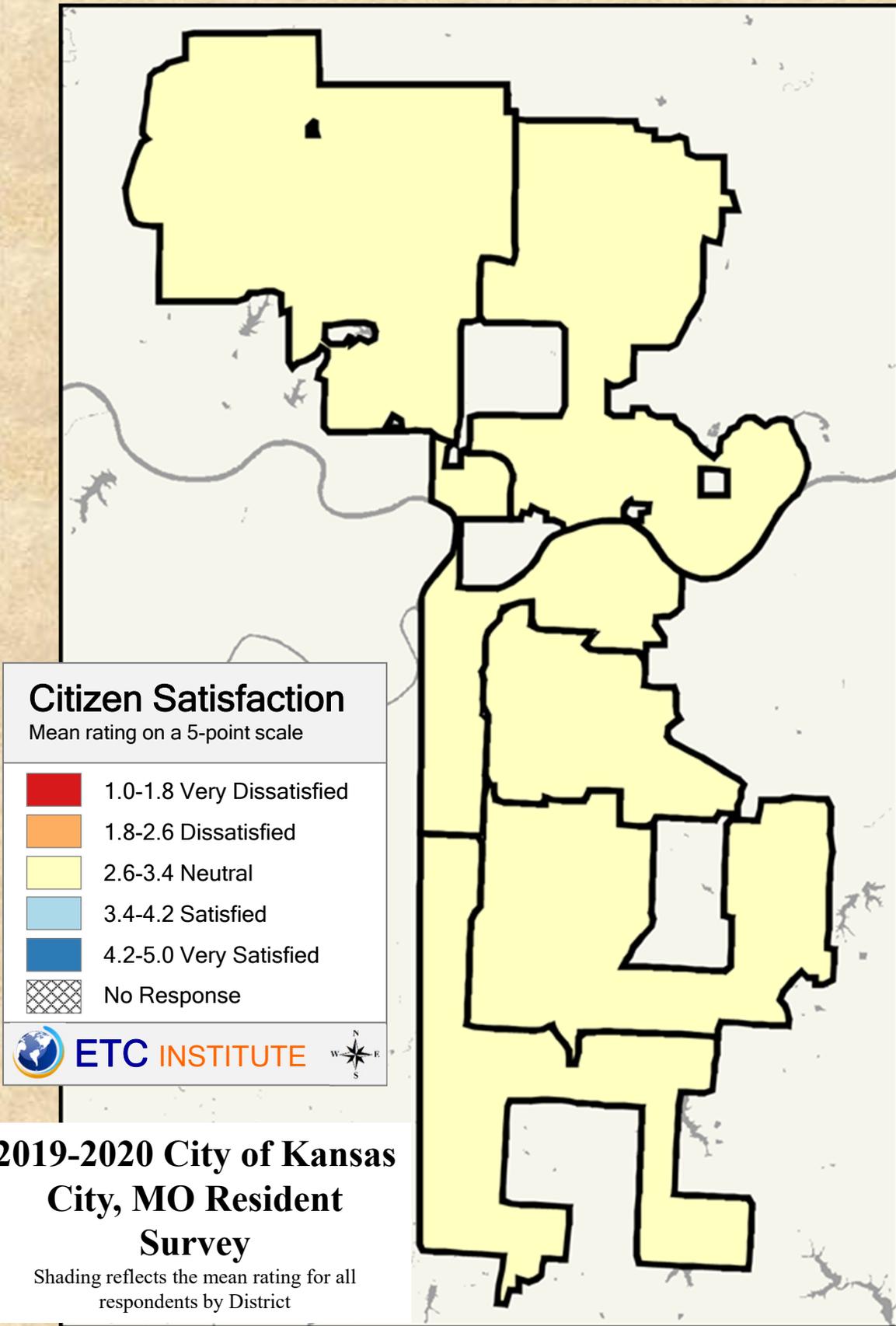
Q17-2 Satisfaction with overall usefulness of the city's website



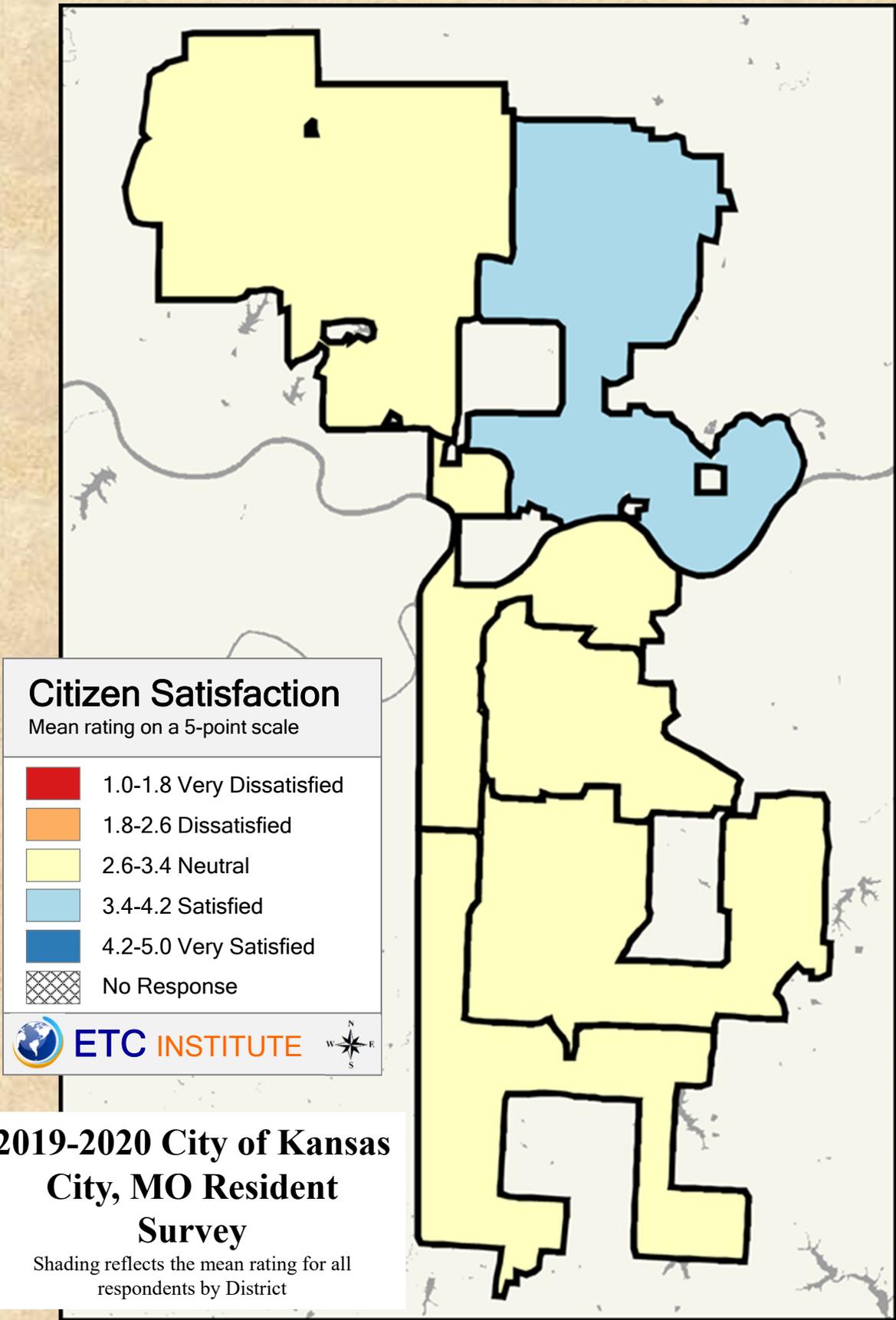
Q17-3 Satisfaction with opportunity to engage/provide input into decisions made by the city



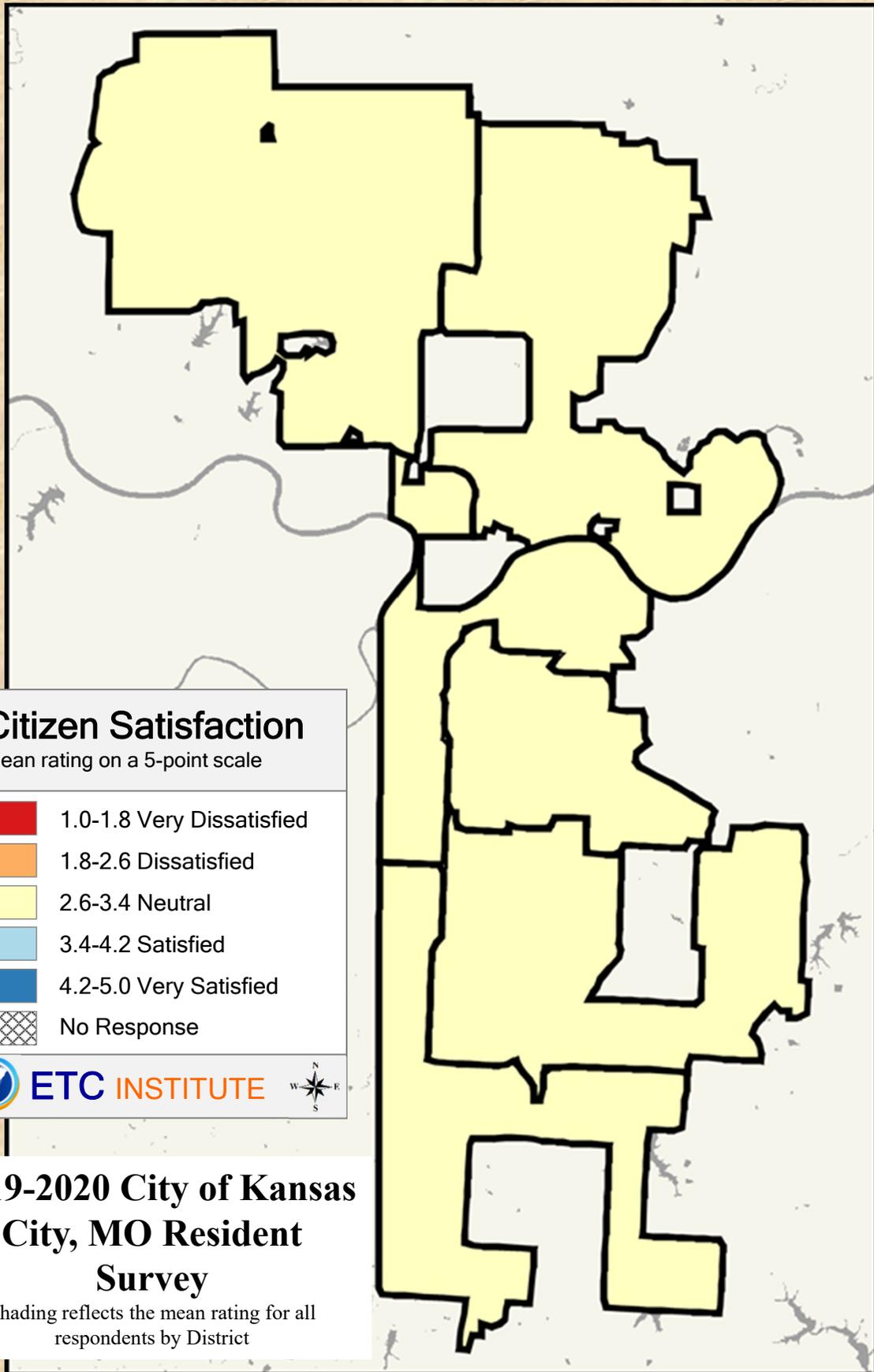
Q17-4 Satisfaction with quality of city video programming including city television channel (Channel 2) & web streaming



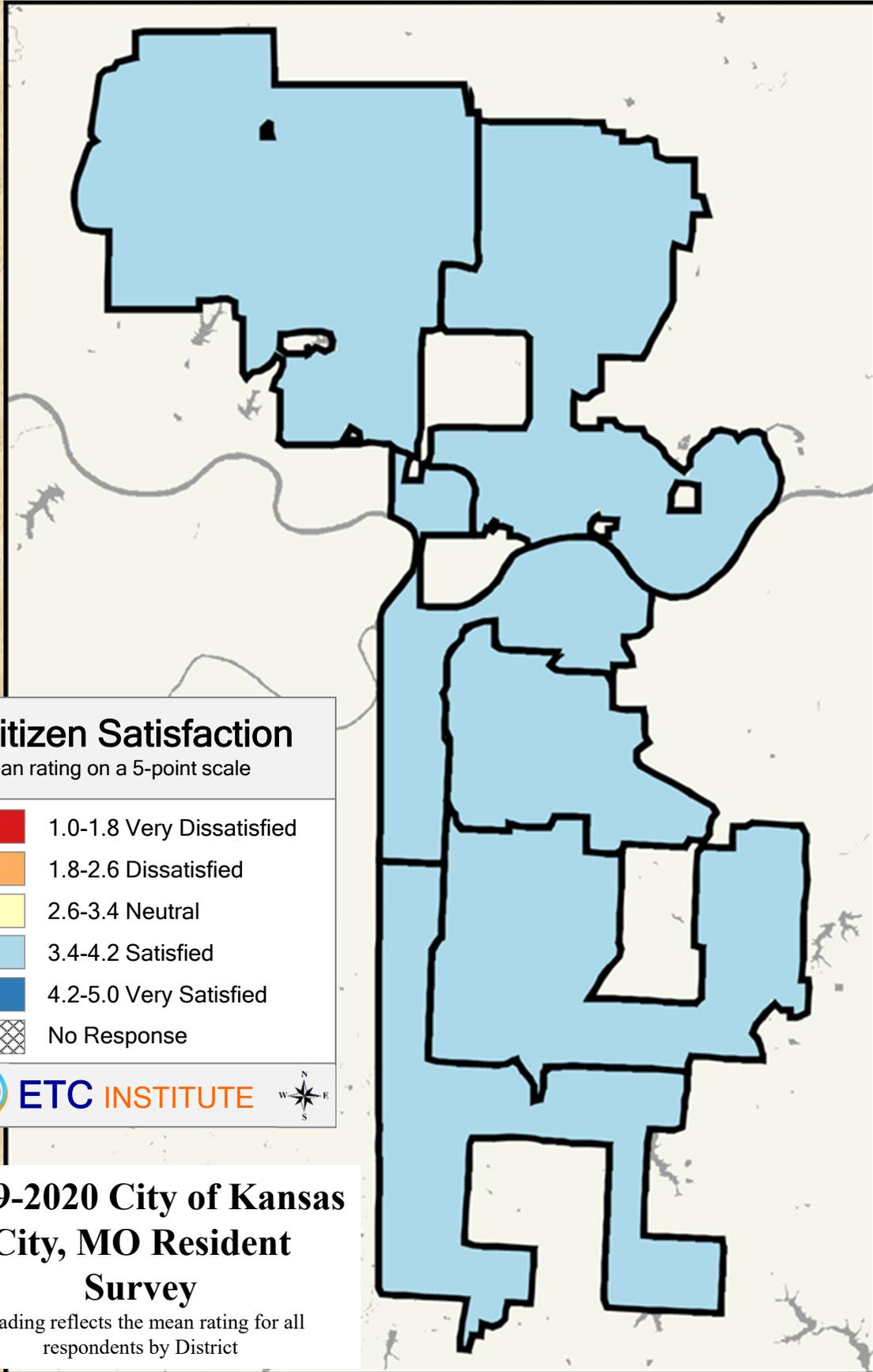
Q17-5 Satisfaction with the content in the City's magazine, KCMore



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



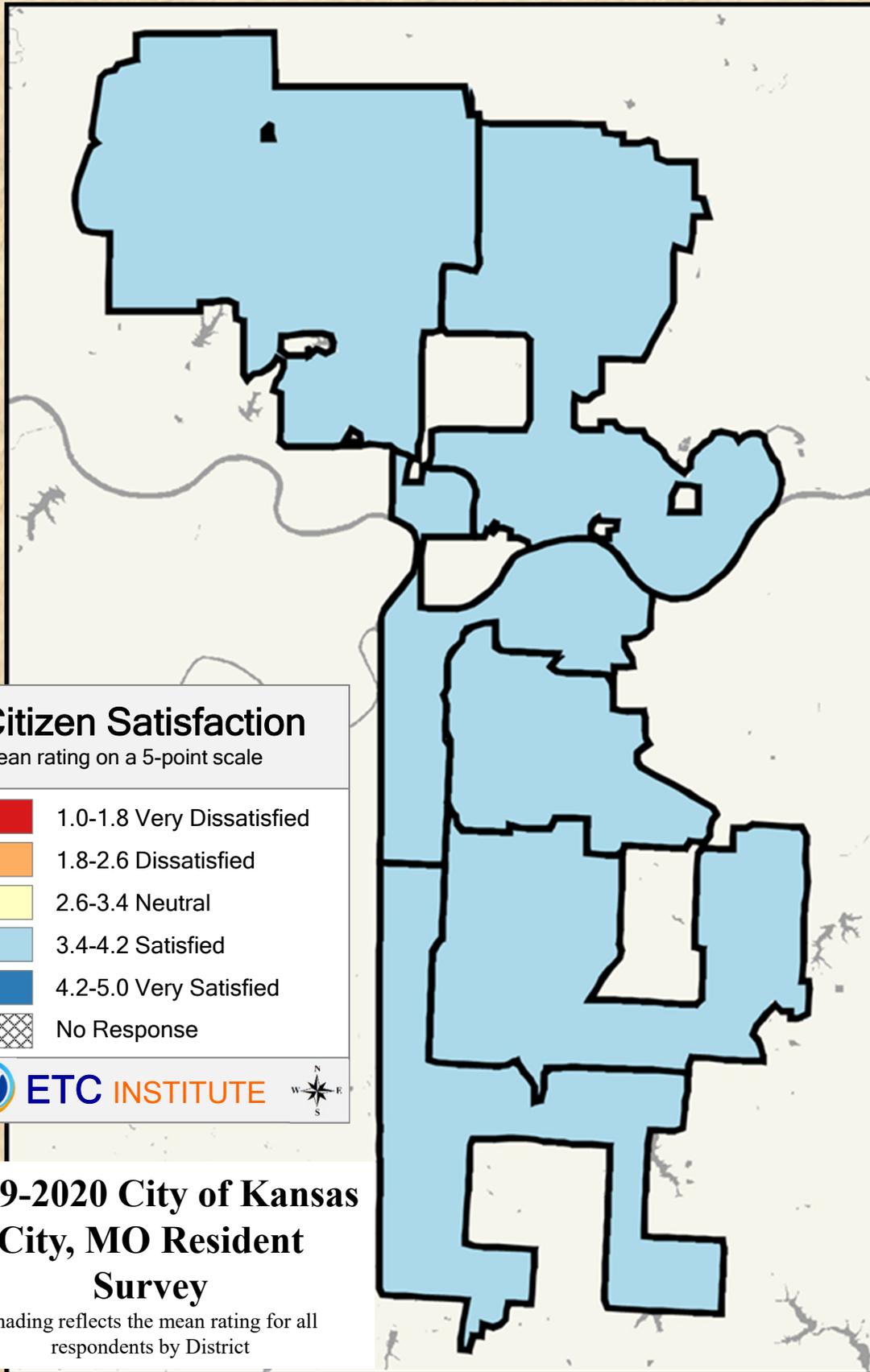
Q14-01 Satisfaction with maintenance of City parks



2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

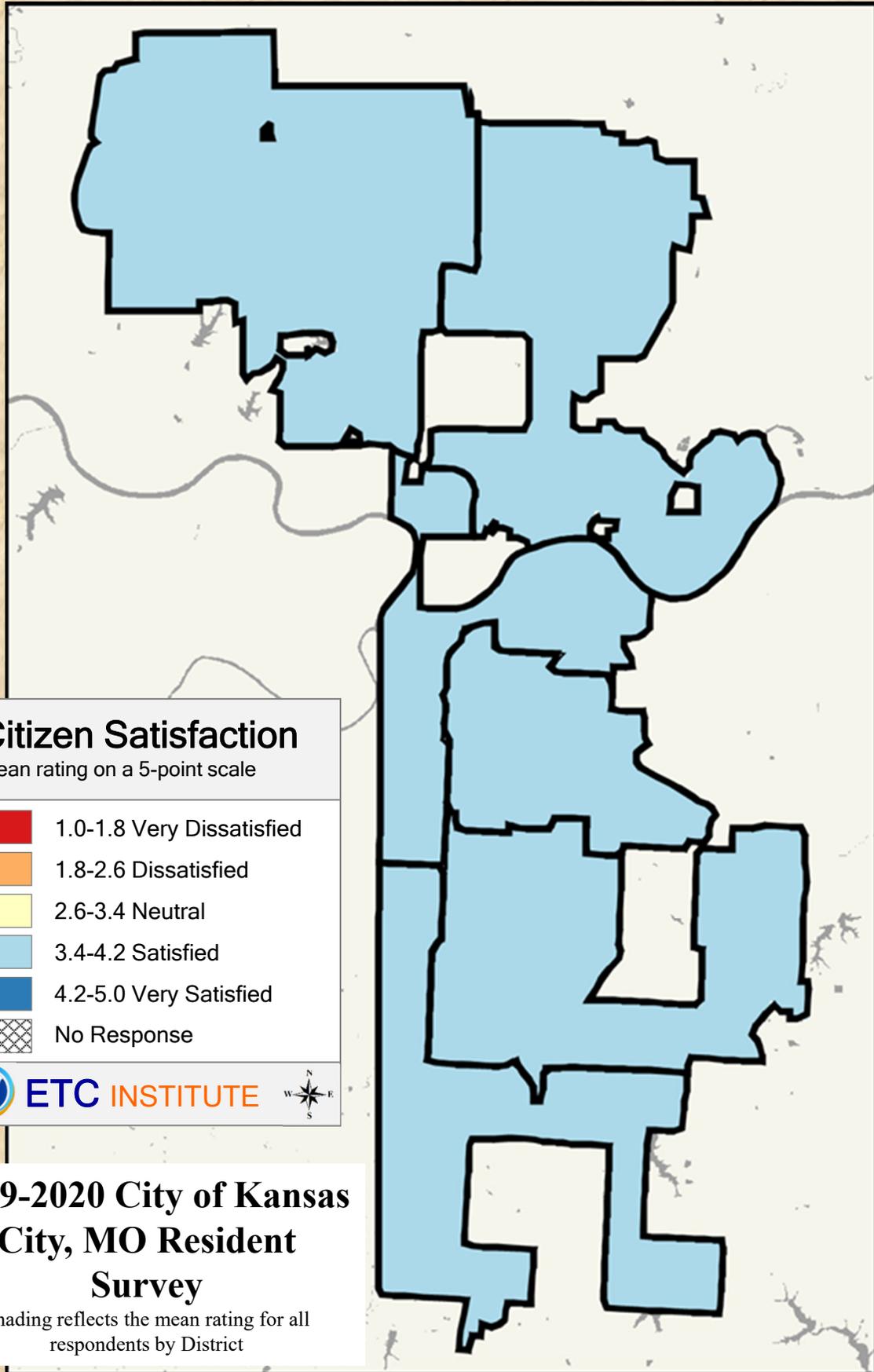
Q14-02 Satisfaction with quality of facilities such as picnic shelters & playgrounds in city parks



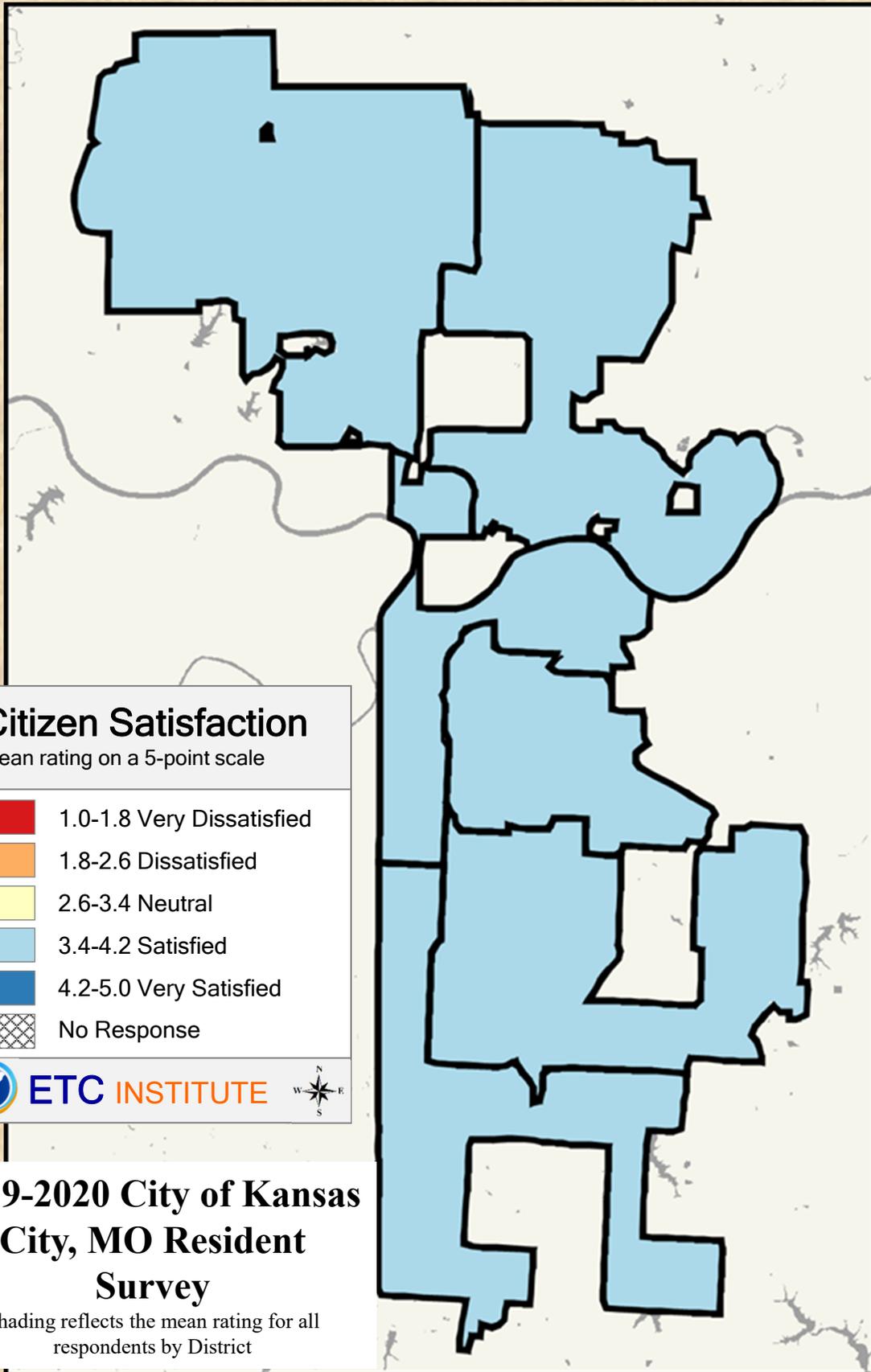
2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

Q14-03 Satisfaction with quality of outdoor athletic fields



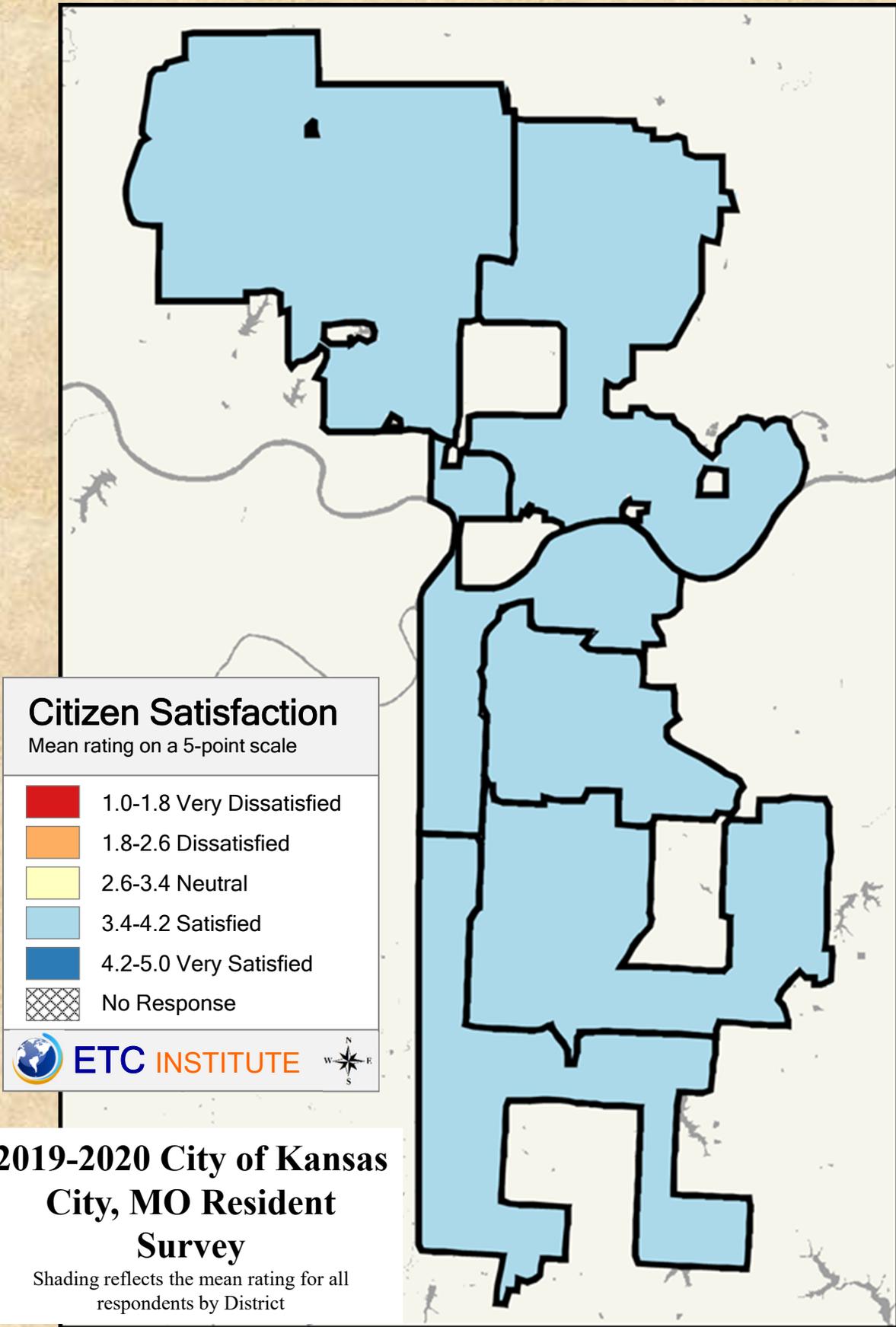
Q14-04 Satisfaction with maintenance of boulevards and parkways



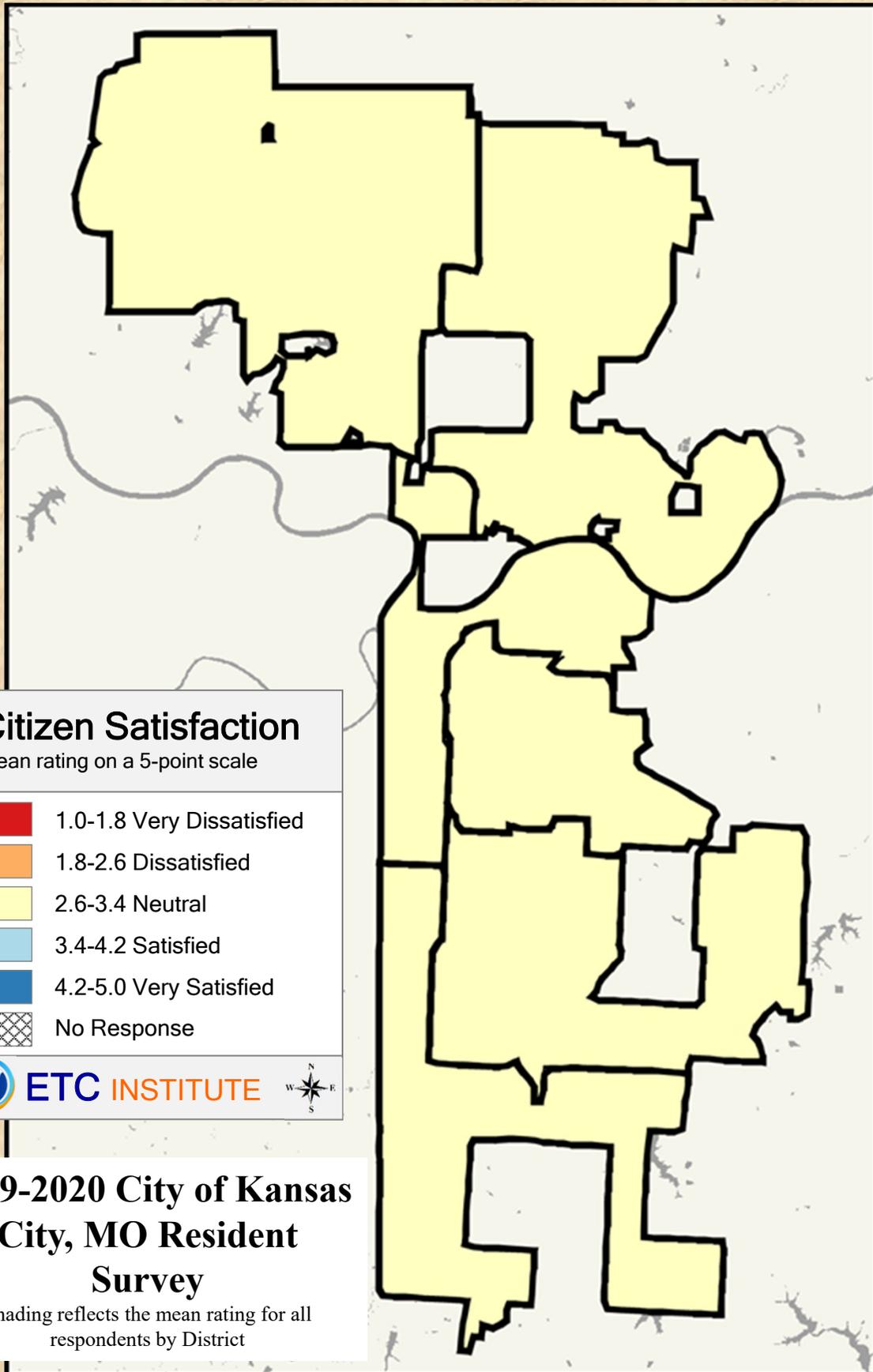
2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

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



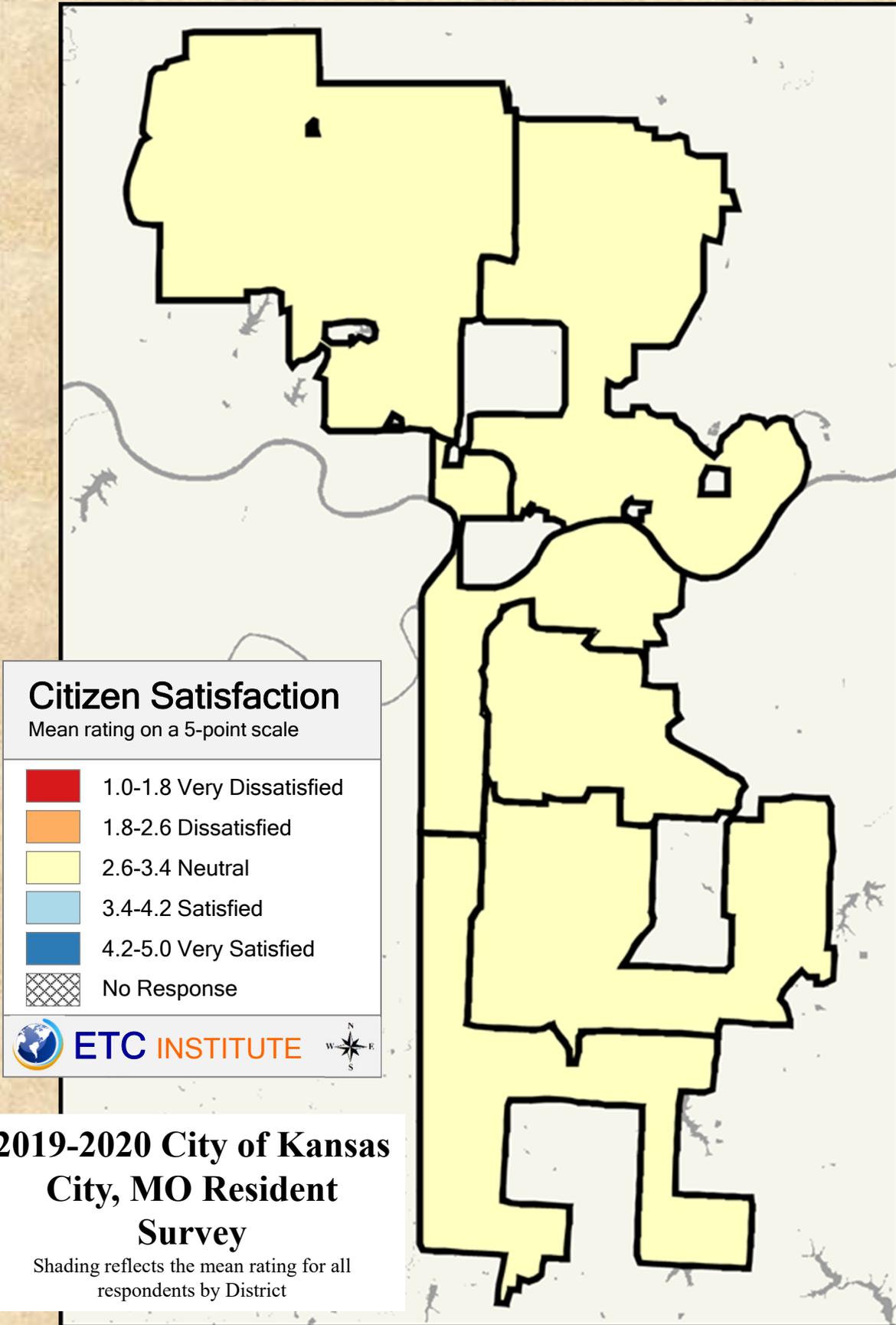
Q14-06 Satisfaction with city swimming pools and programs



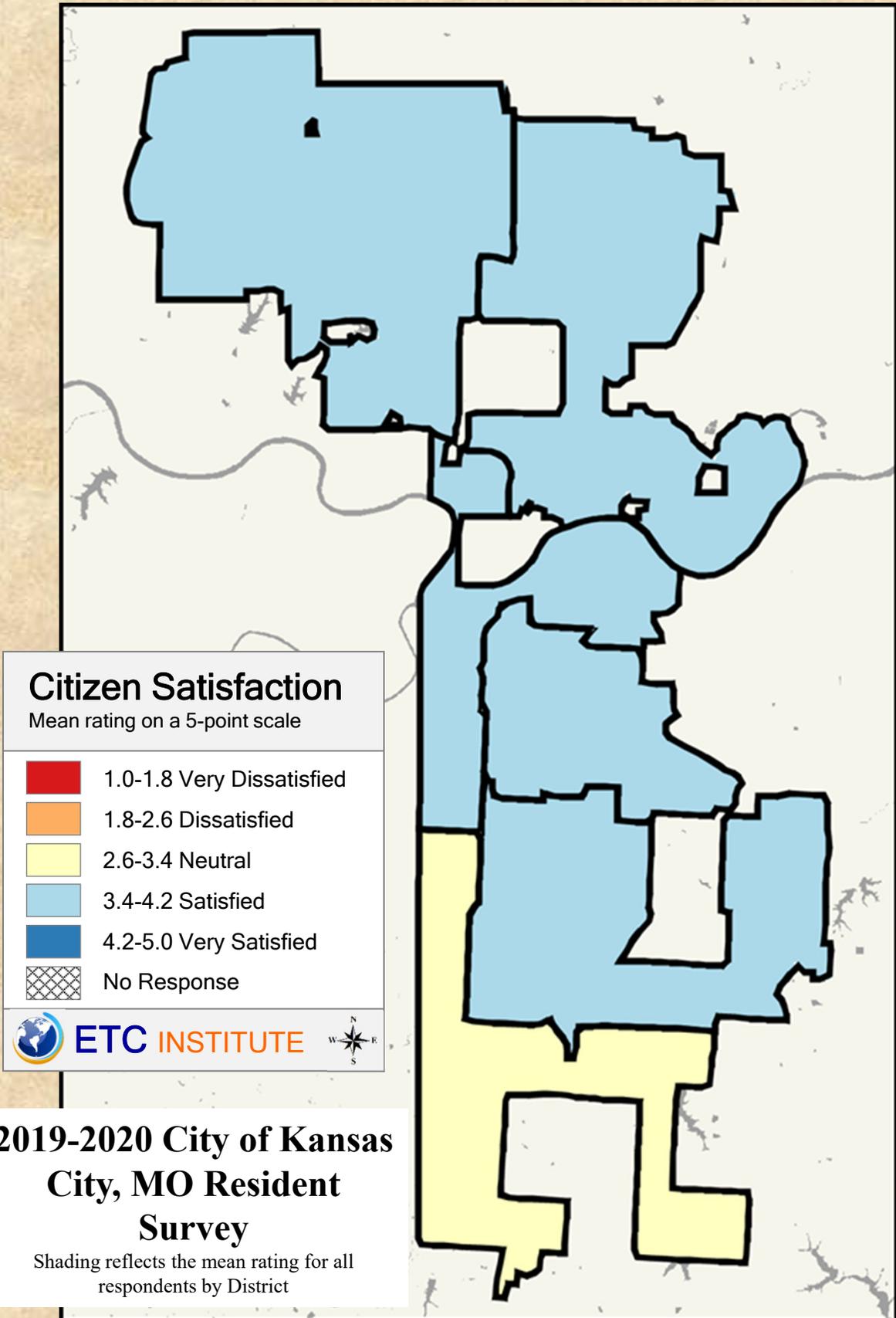
2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

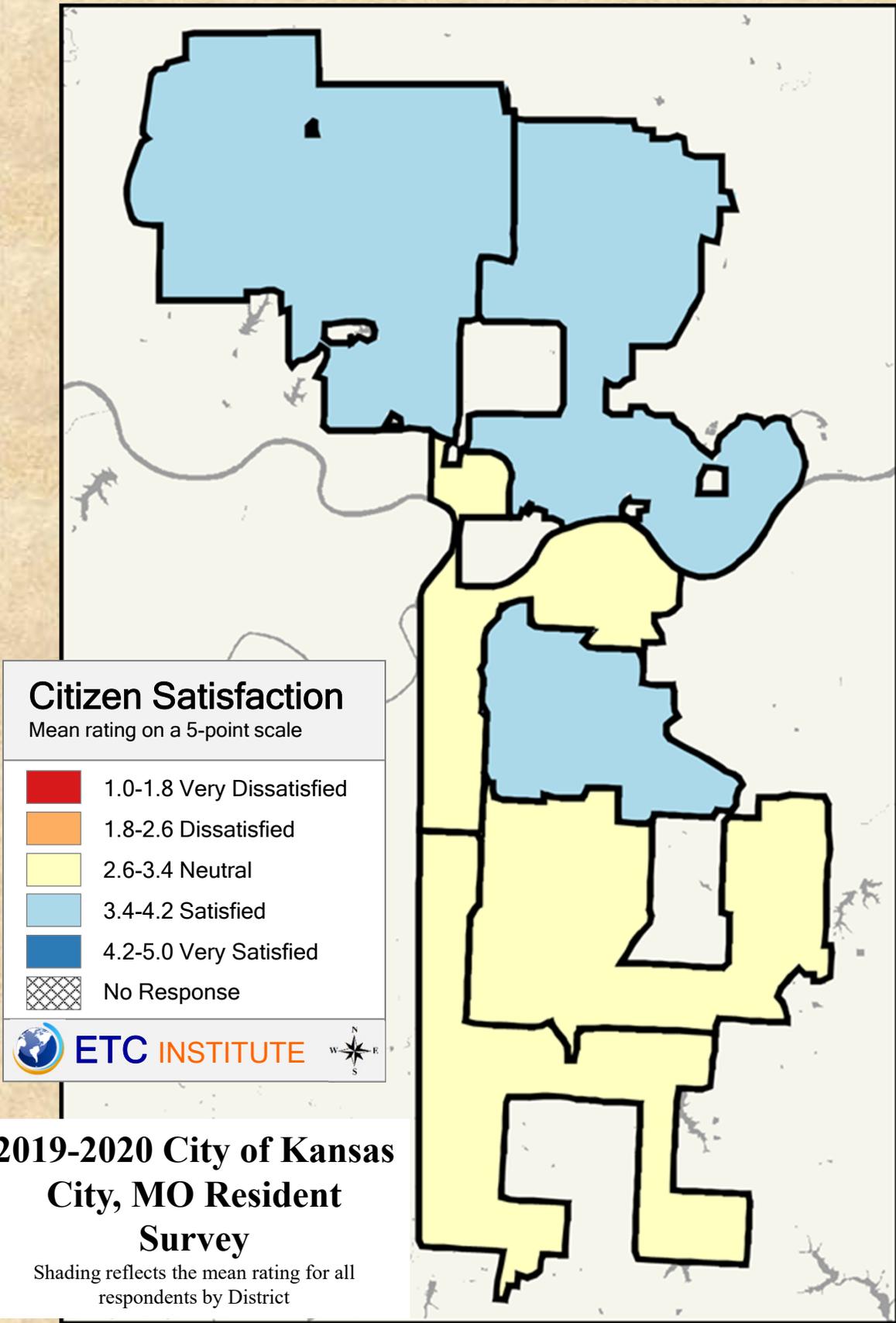
Q14-07 Satisfaction with the City's youth programs and activities



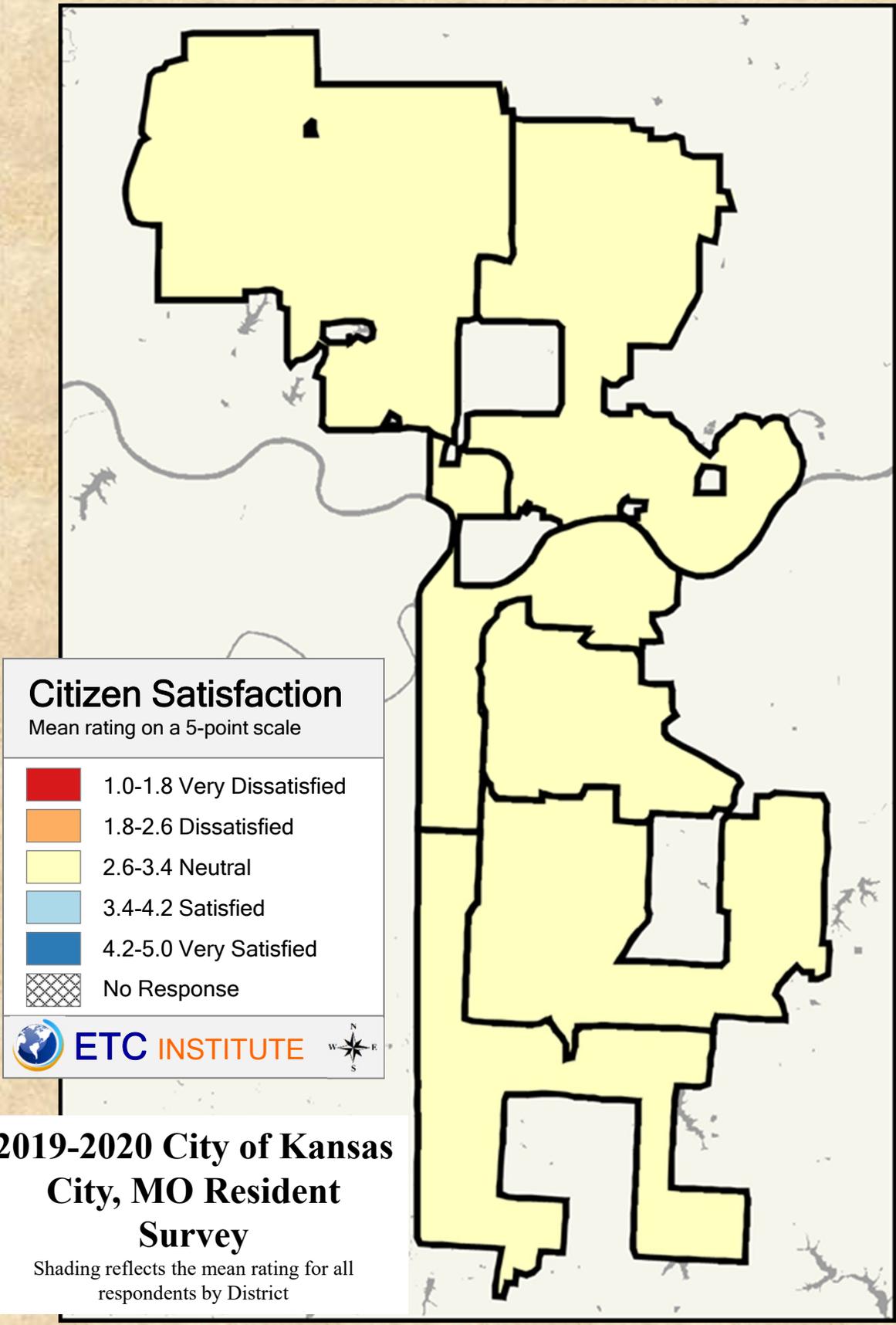
Q14-08 Satisfaction with maintenance and appearance of City community centers



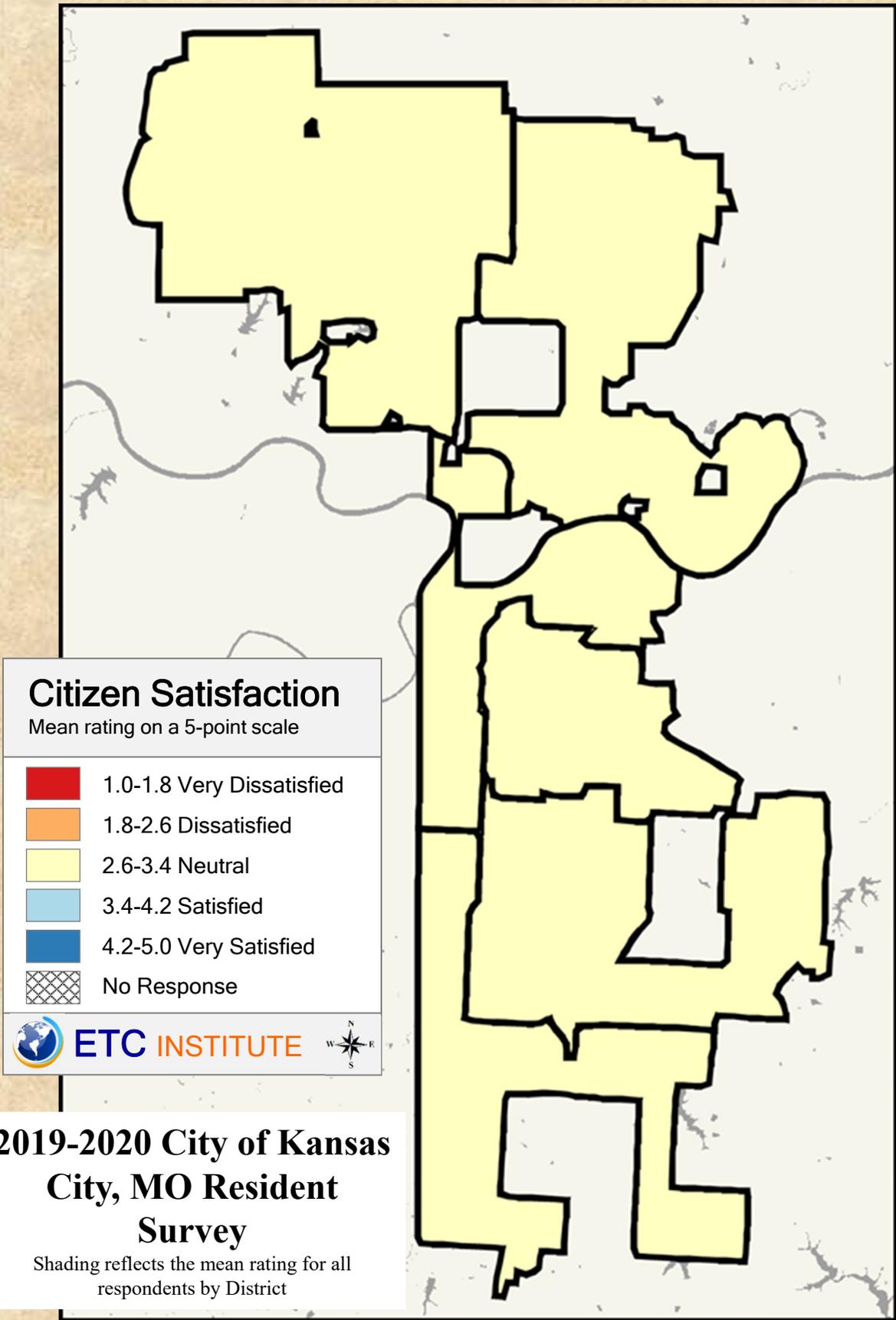
Q14-09 Satisfaction with programs and activities at City community centers



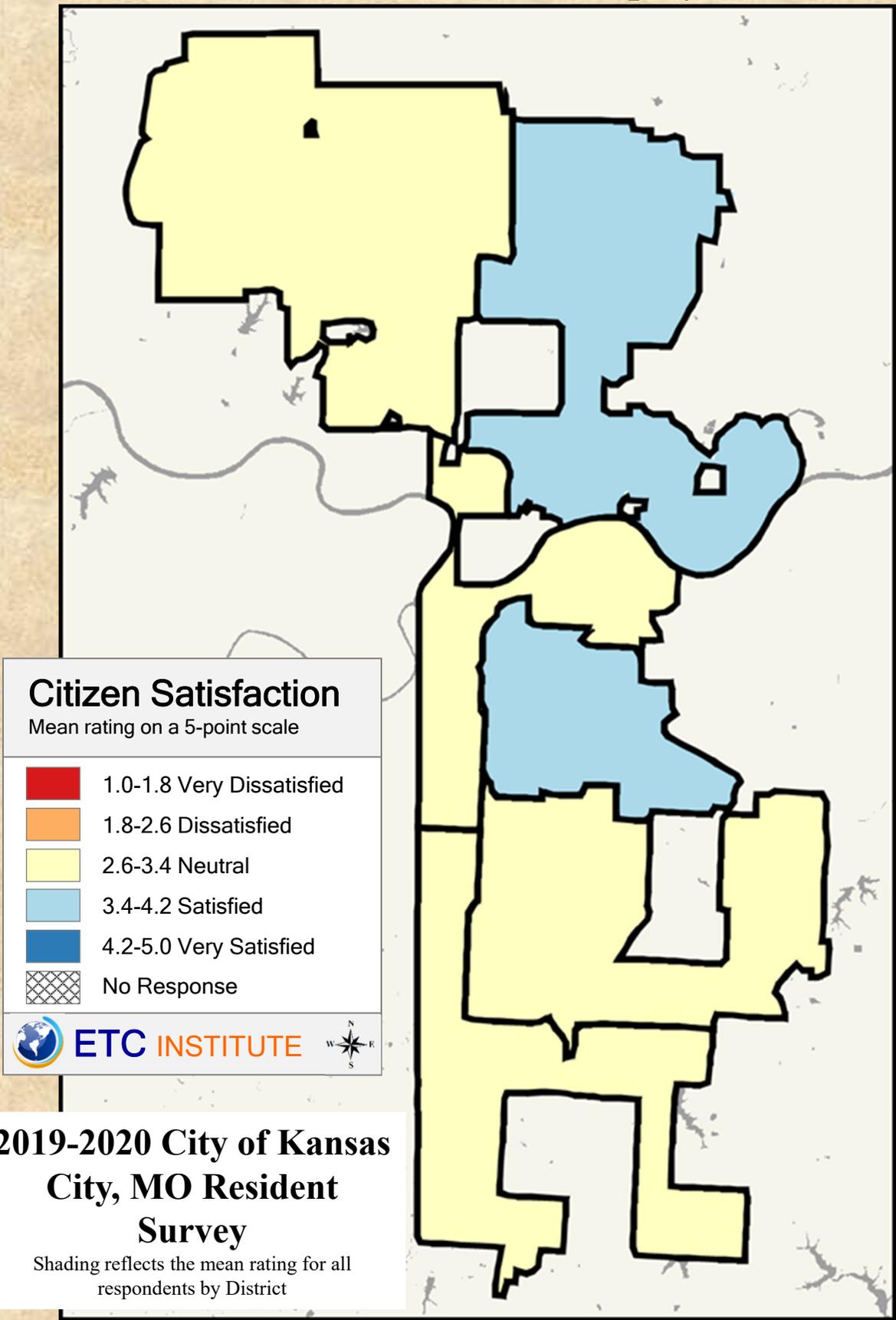
Q14-10 Satisfaction with tree trimming and other tree care along city streets and other public areas



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



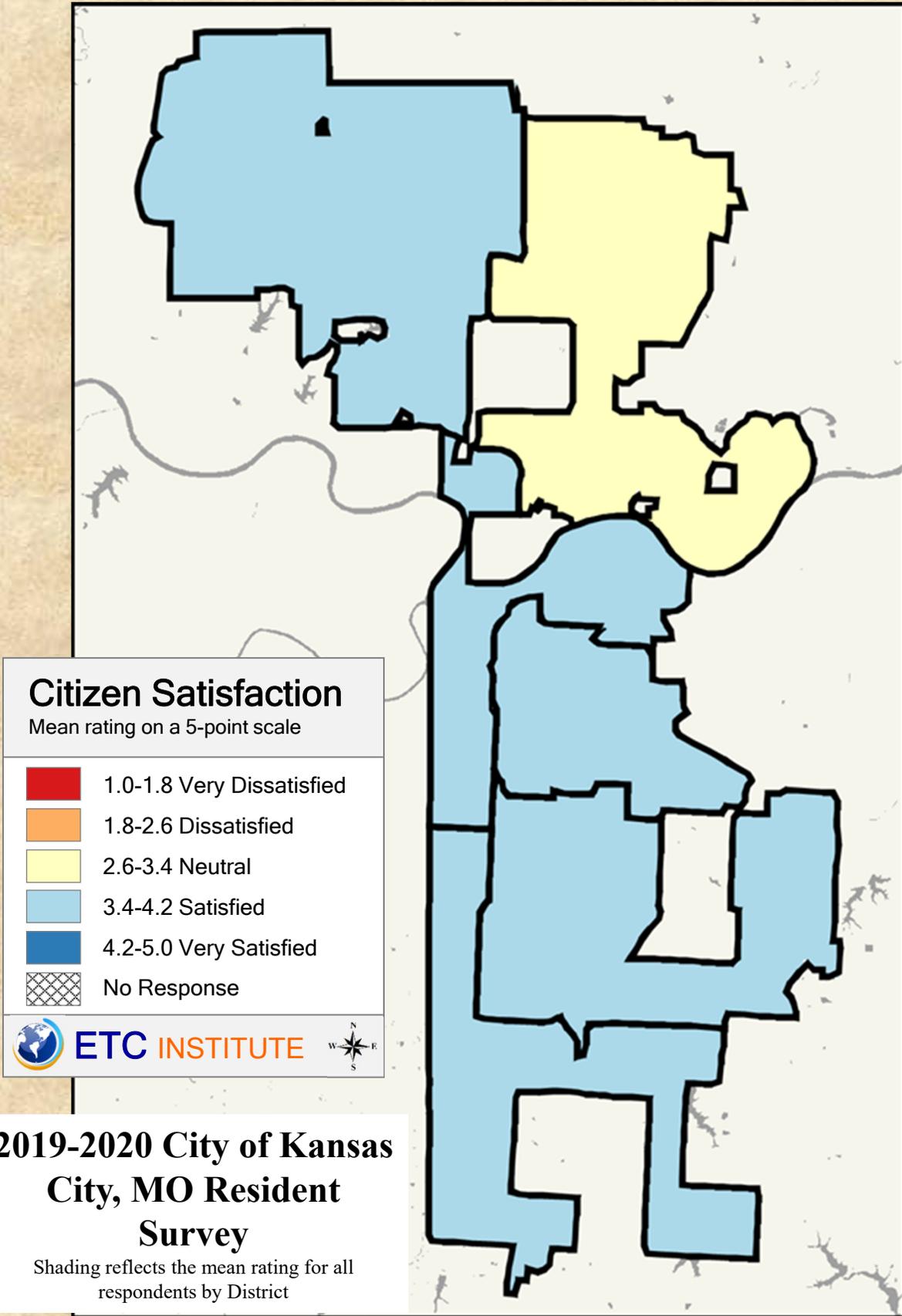
Q14-12 Satisfaction with quality of customer service from Parks and Recreation employees



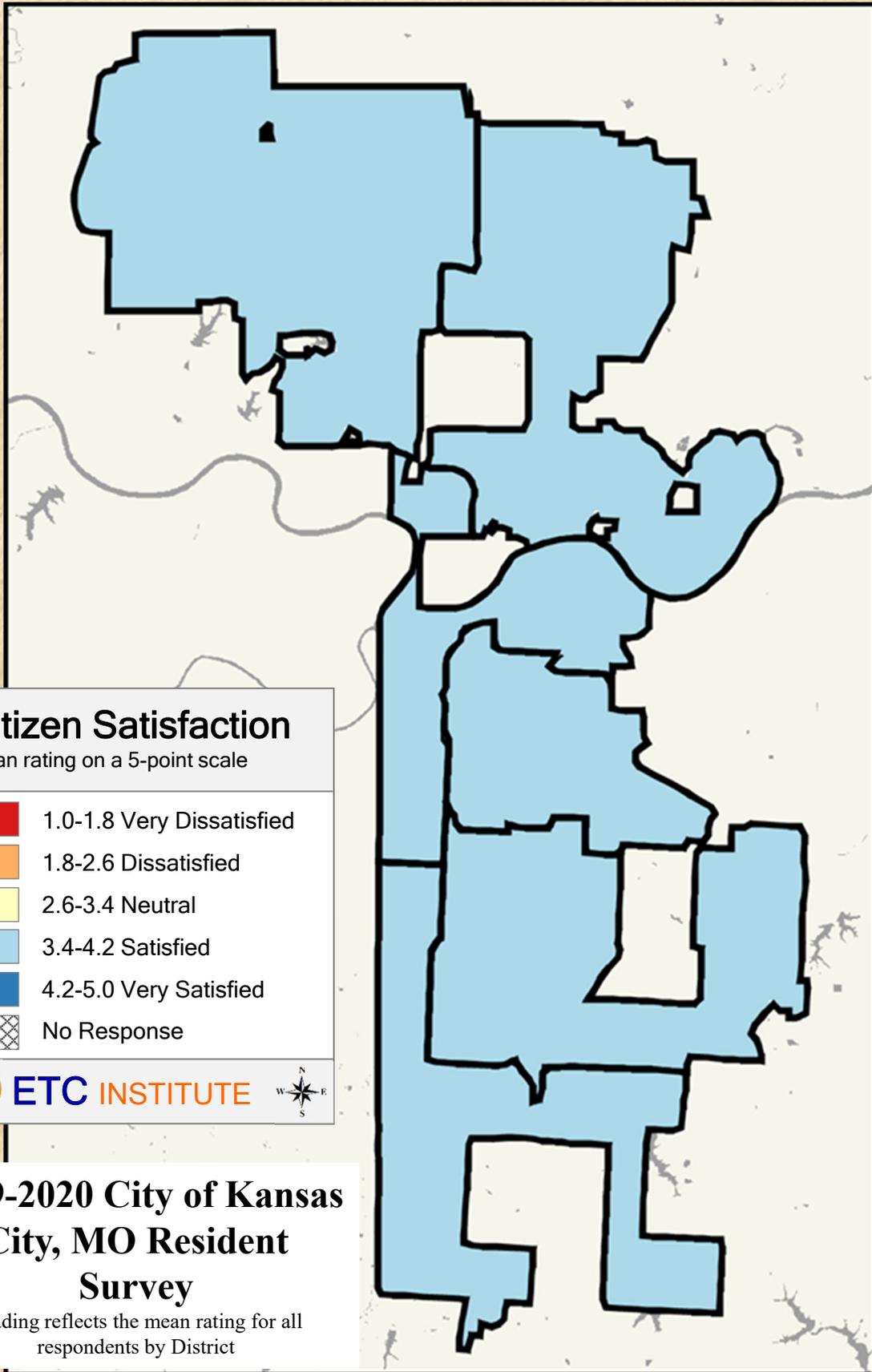
2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

Q16-1 Satisfaction with overall quality of trash collection services



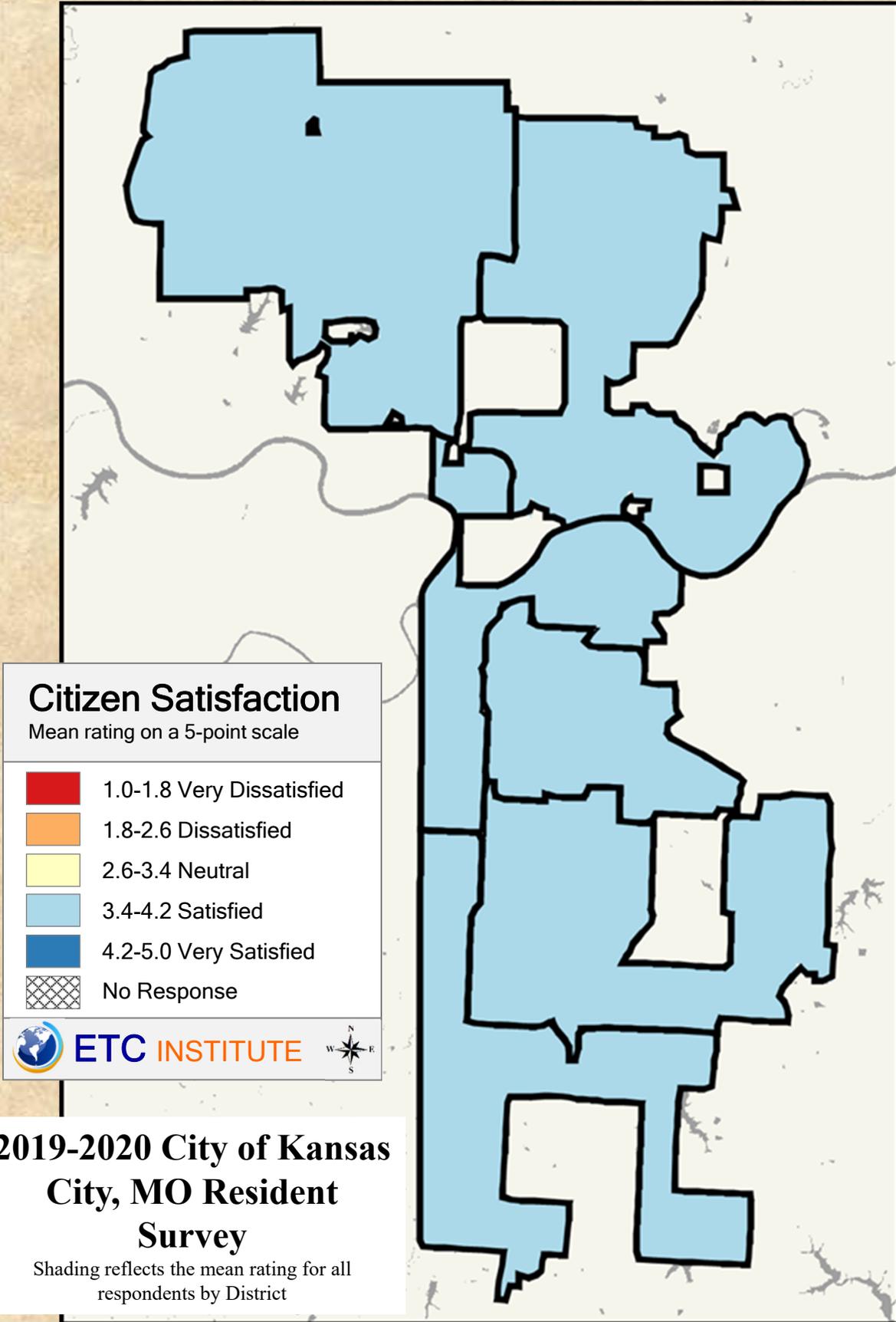
Q16-2 Satisfaction with overall quality of curbside recycling services



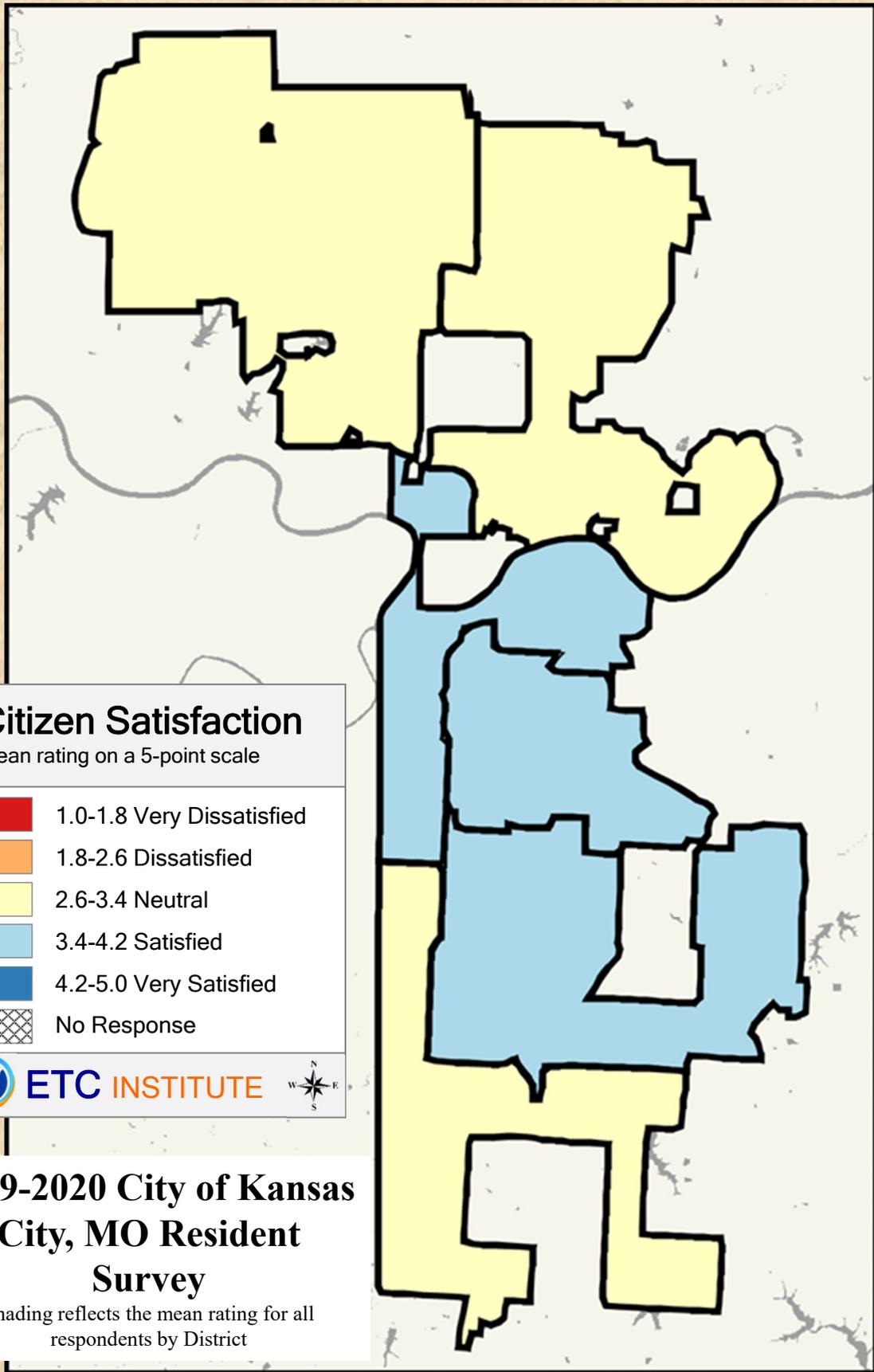
2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

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



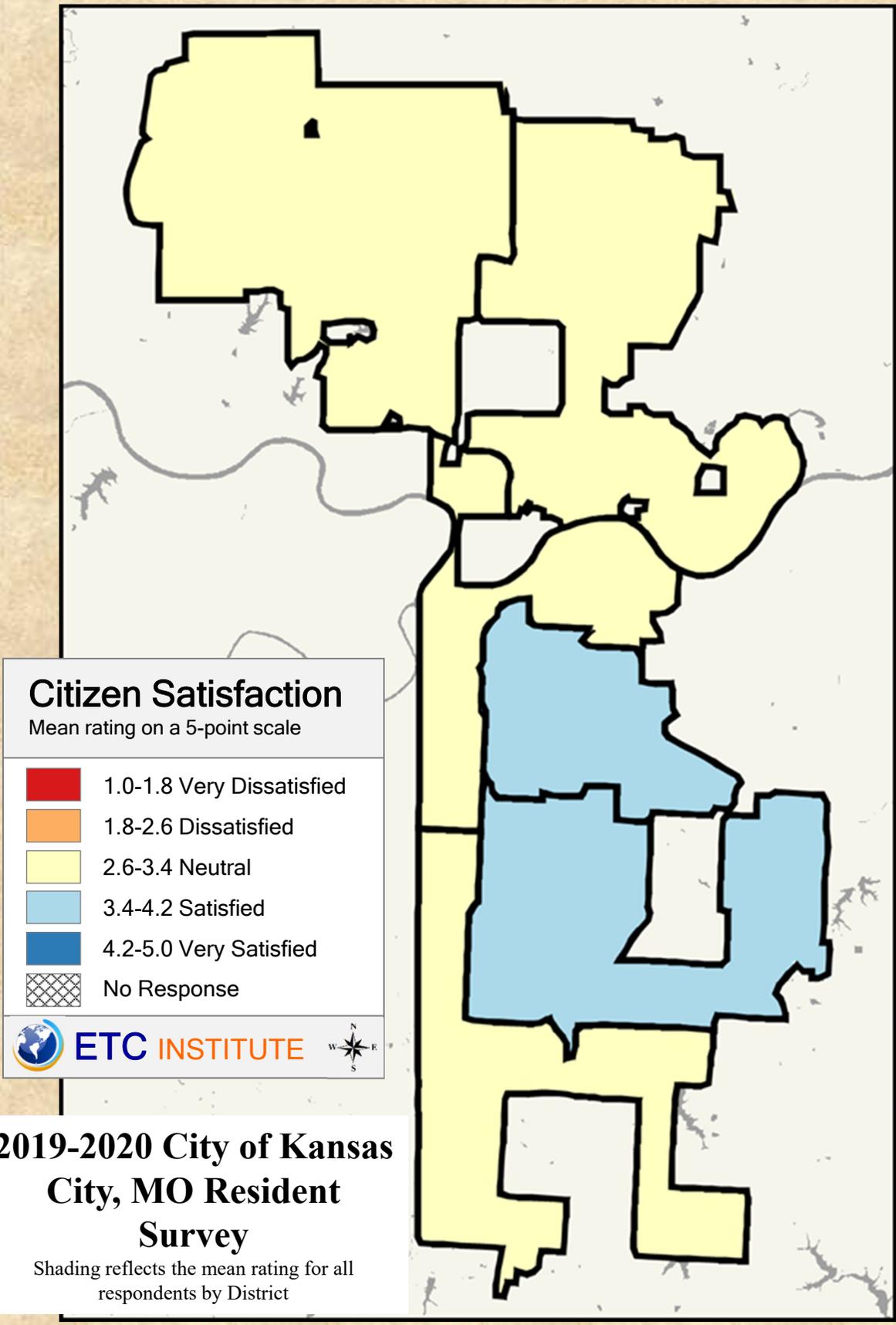
Q16-4 Satisfaction with overall quality of bulky item pick-up services



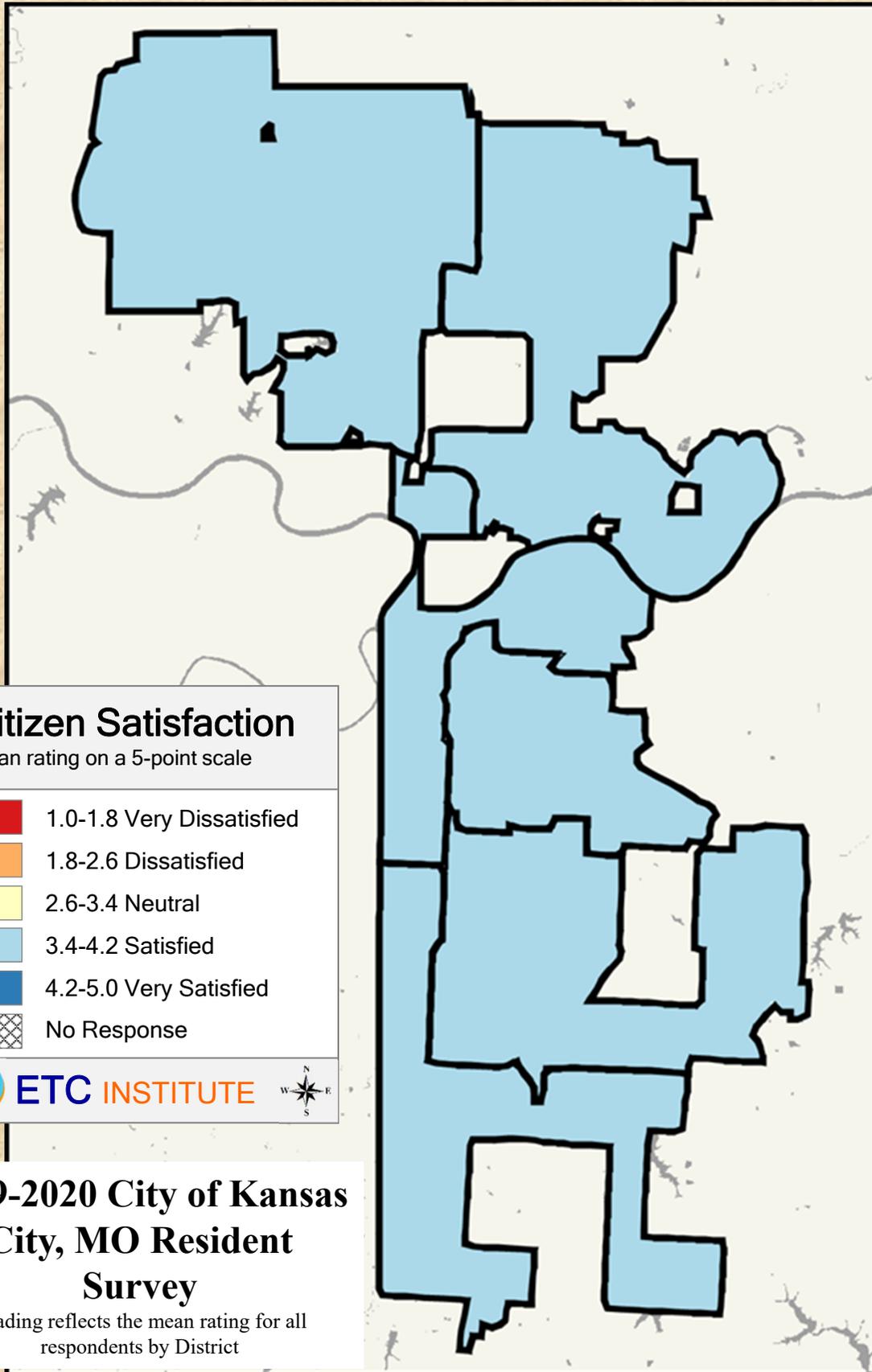
2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District

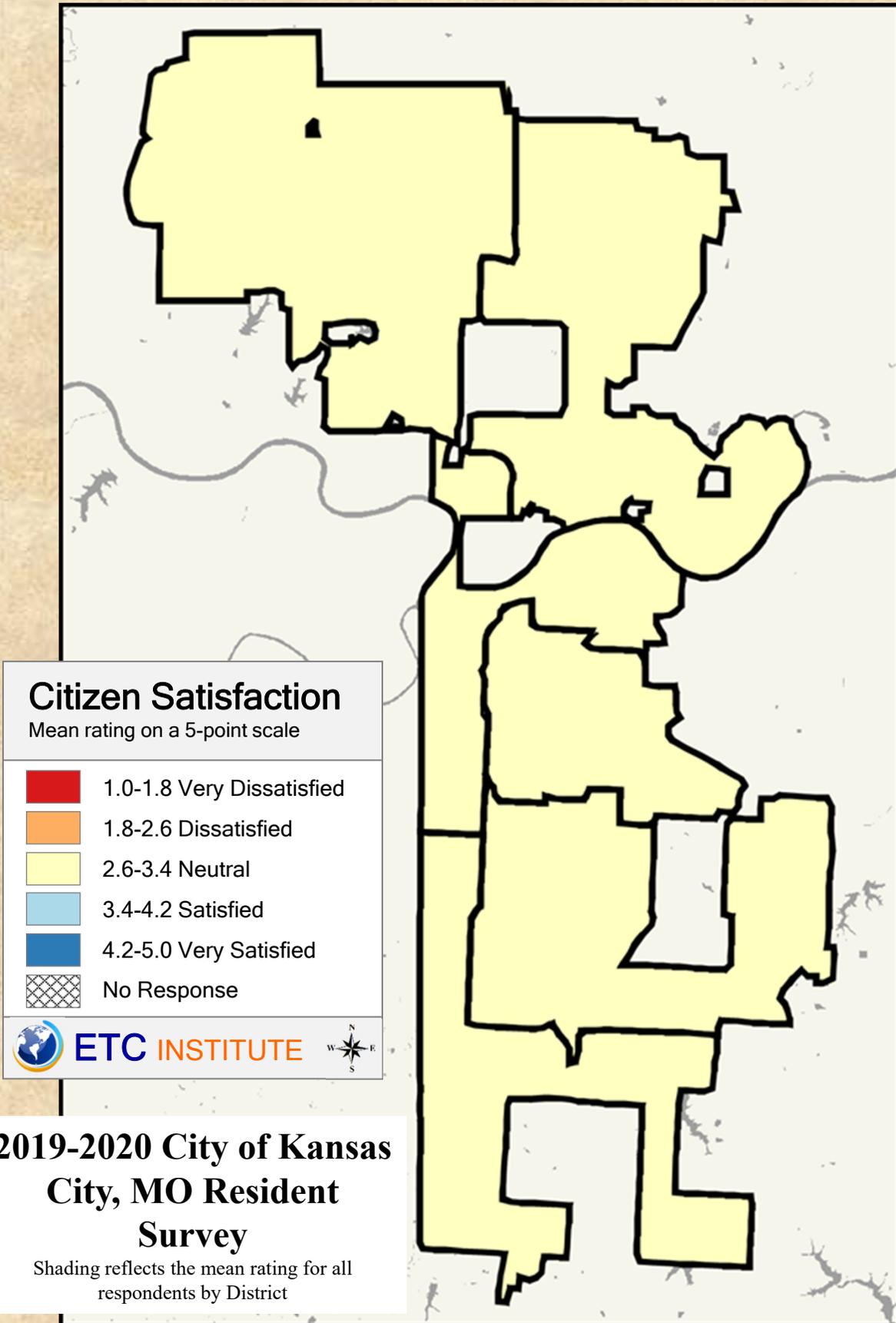
Q16-5 Satisfaction with overall quality of leaf and brush pick-up services



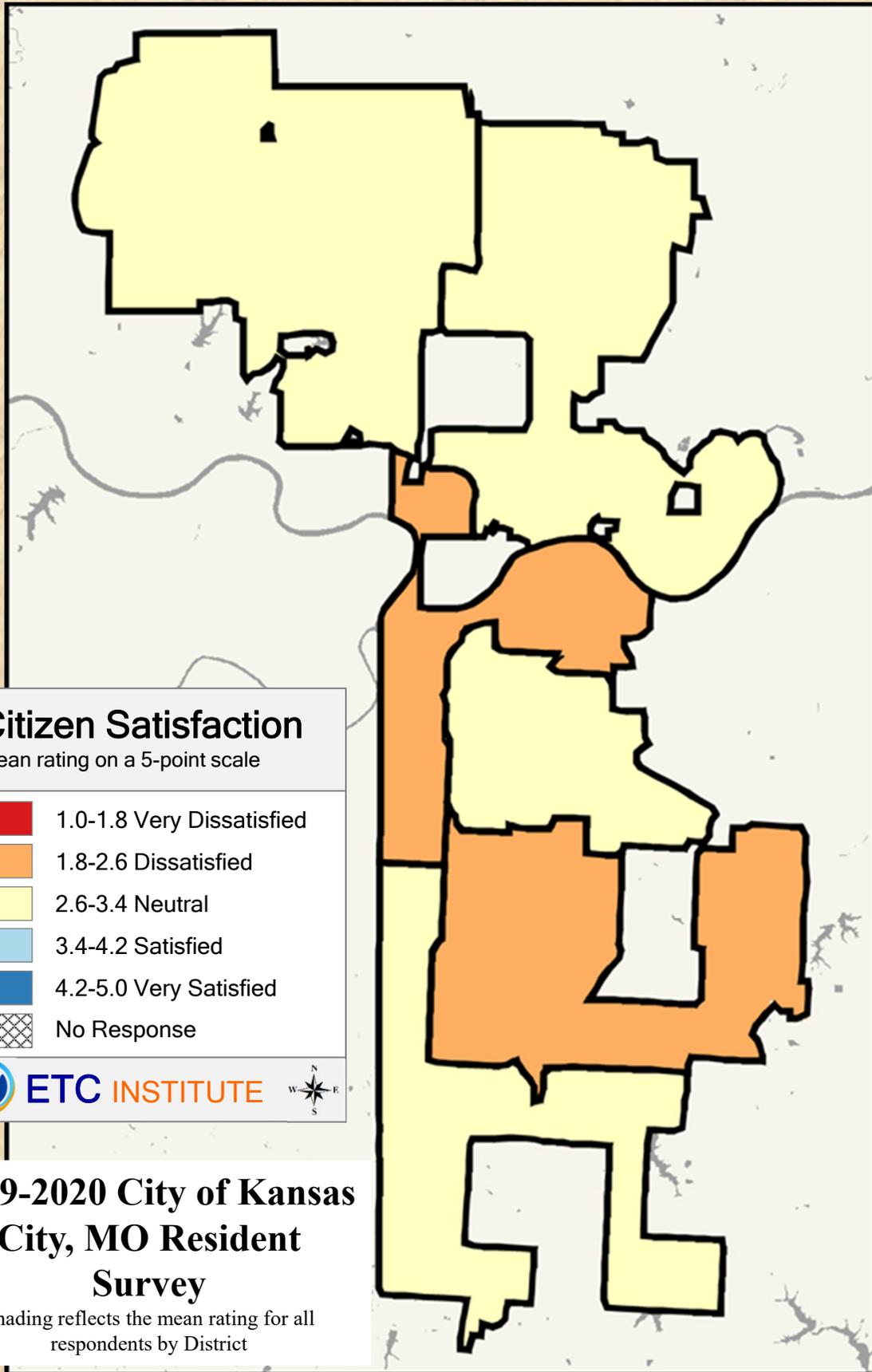
Q16-6 Satisfaction with overall quality of leaf and brush drop-off centers



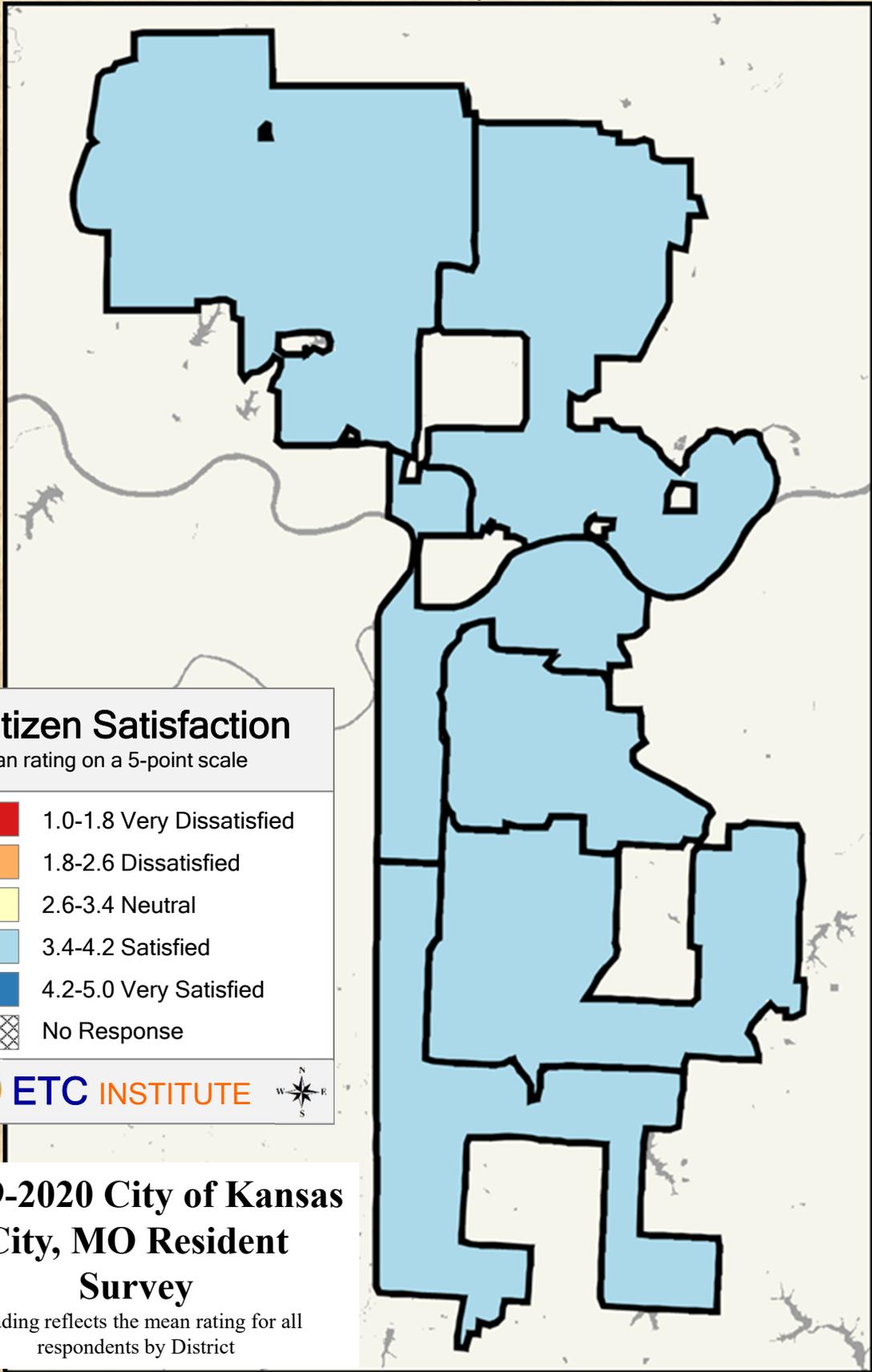
Q16-7 Satisfaction with overall cleanliness of streets and other public areas



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



Q18-1 Satisfaction with ease of moving through airport security



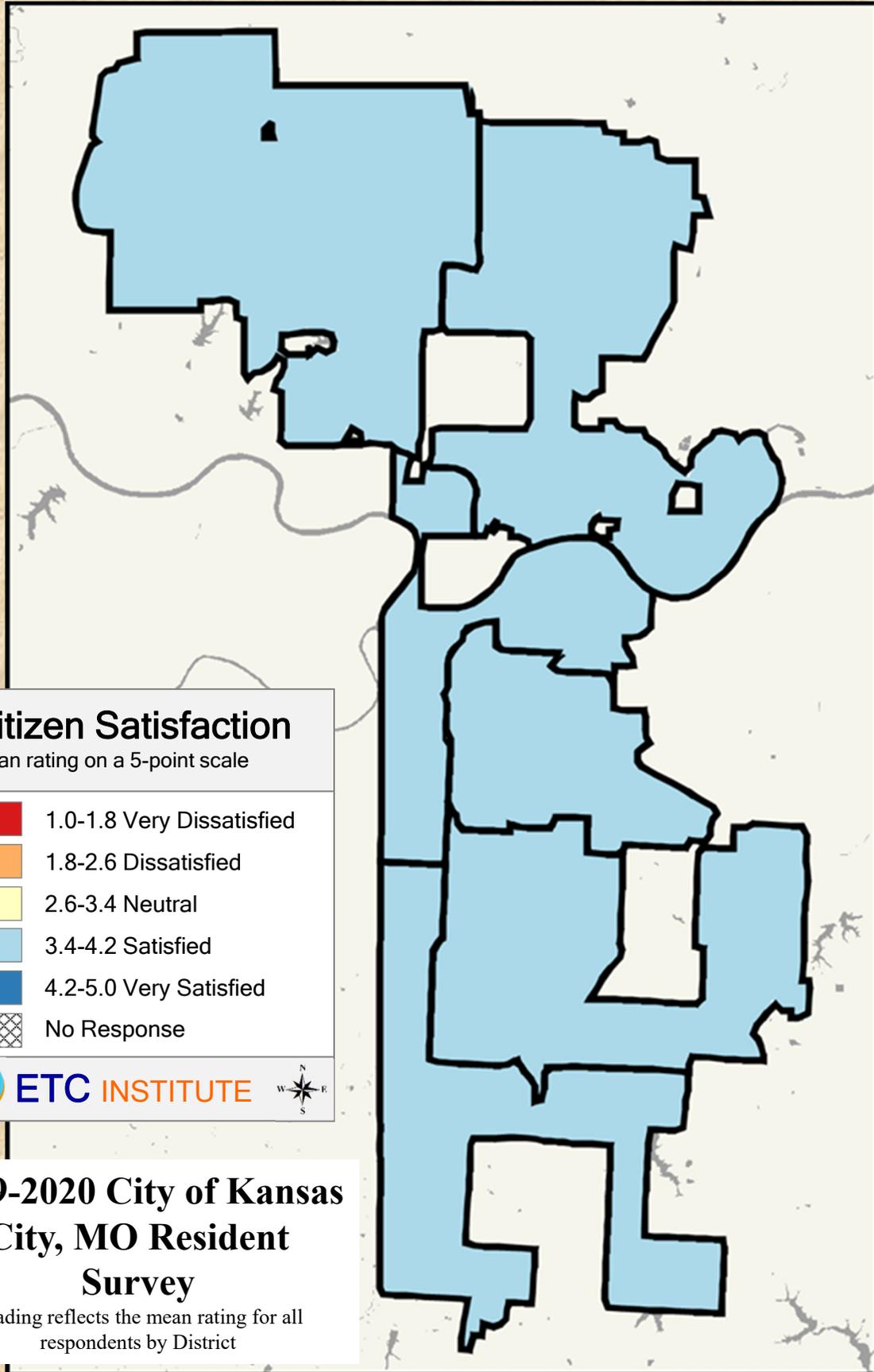
Citizen Satisfaction
Mean rating on a 5-point scale

ETC INSTITUTE

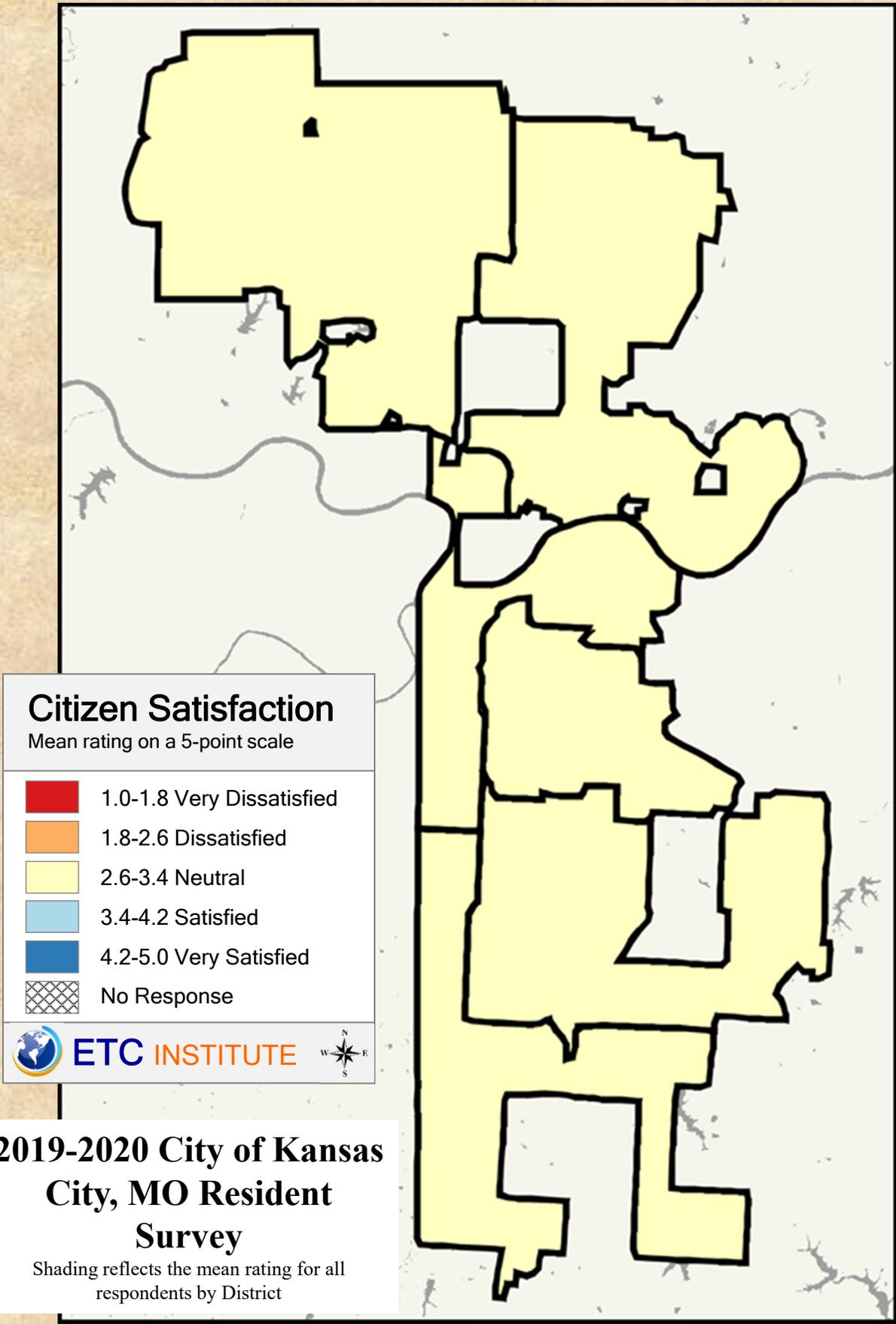


2019-2020 City of Kansas City, MO Resident Survey
Shading reflects the mean rating for all respondents by District

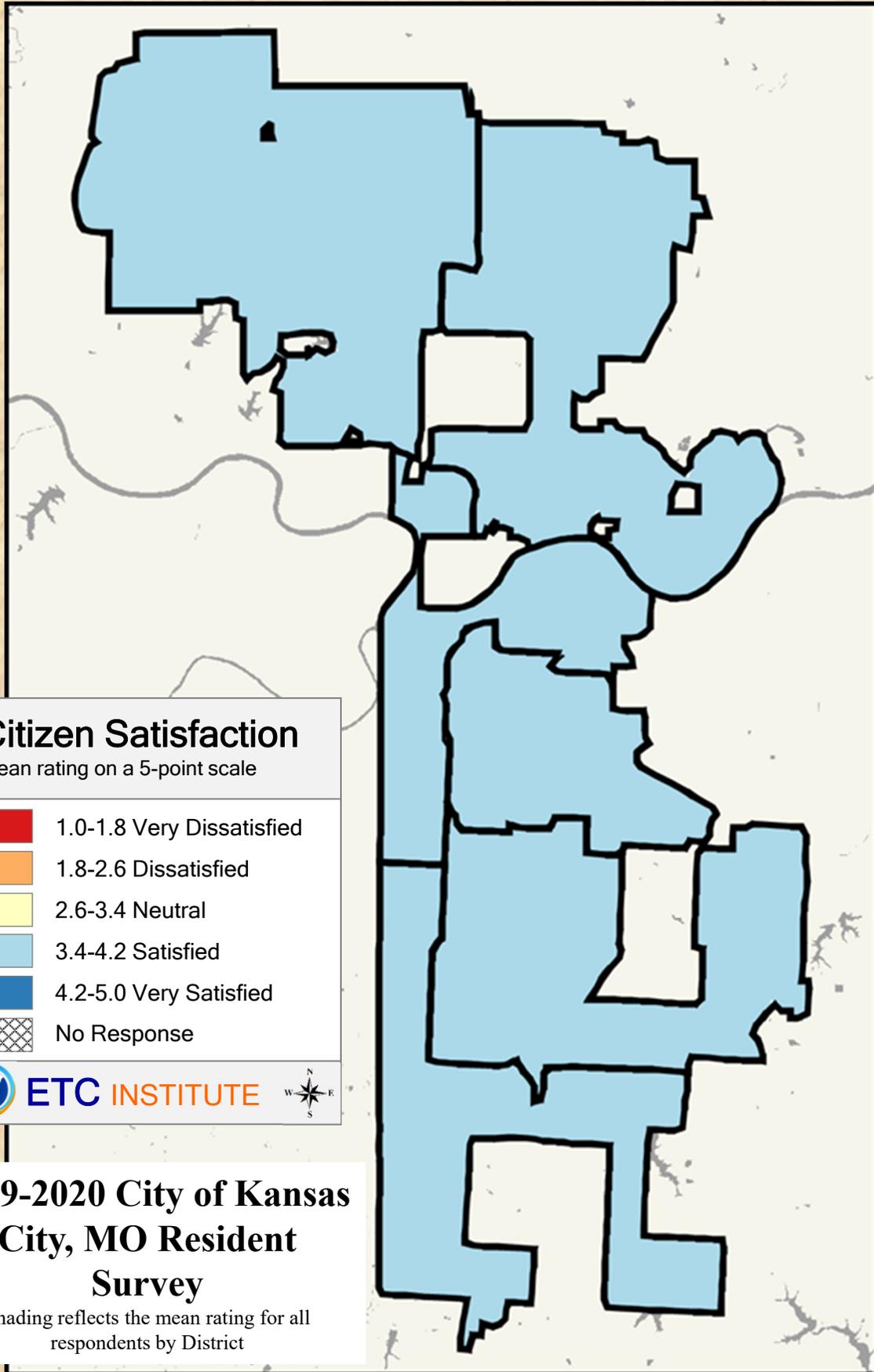
Q18-2 Satisfaction with availability of parking



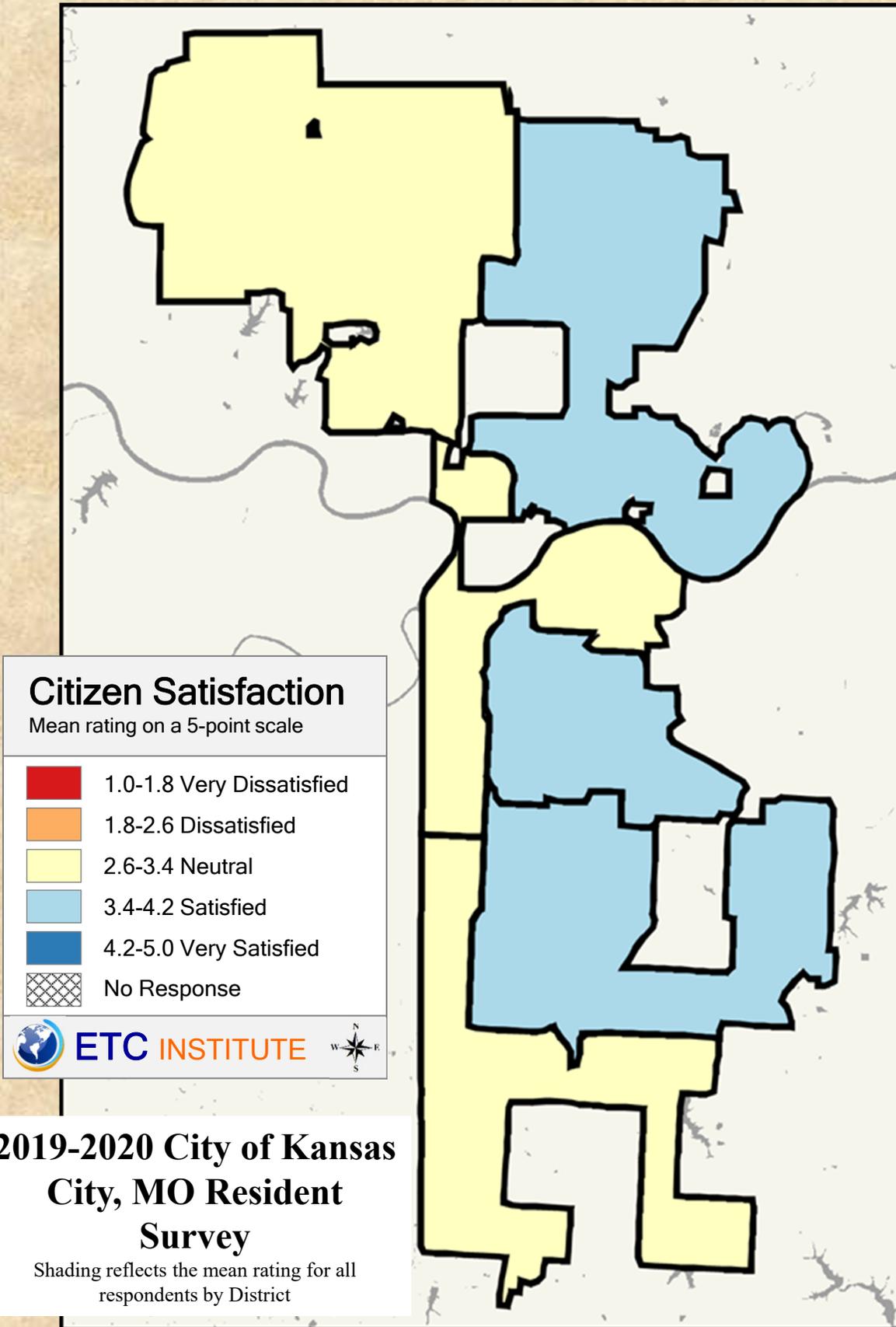
Q18-3 Satisfaction with food, beverage, and other concessions



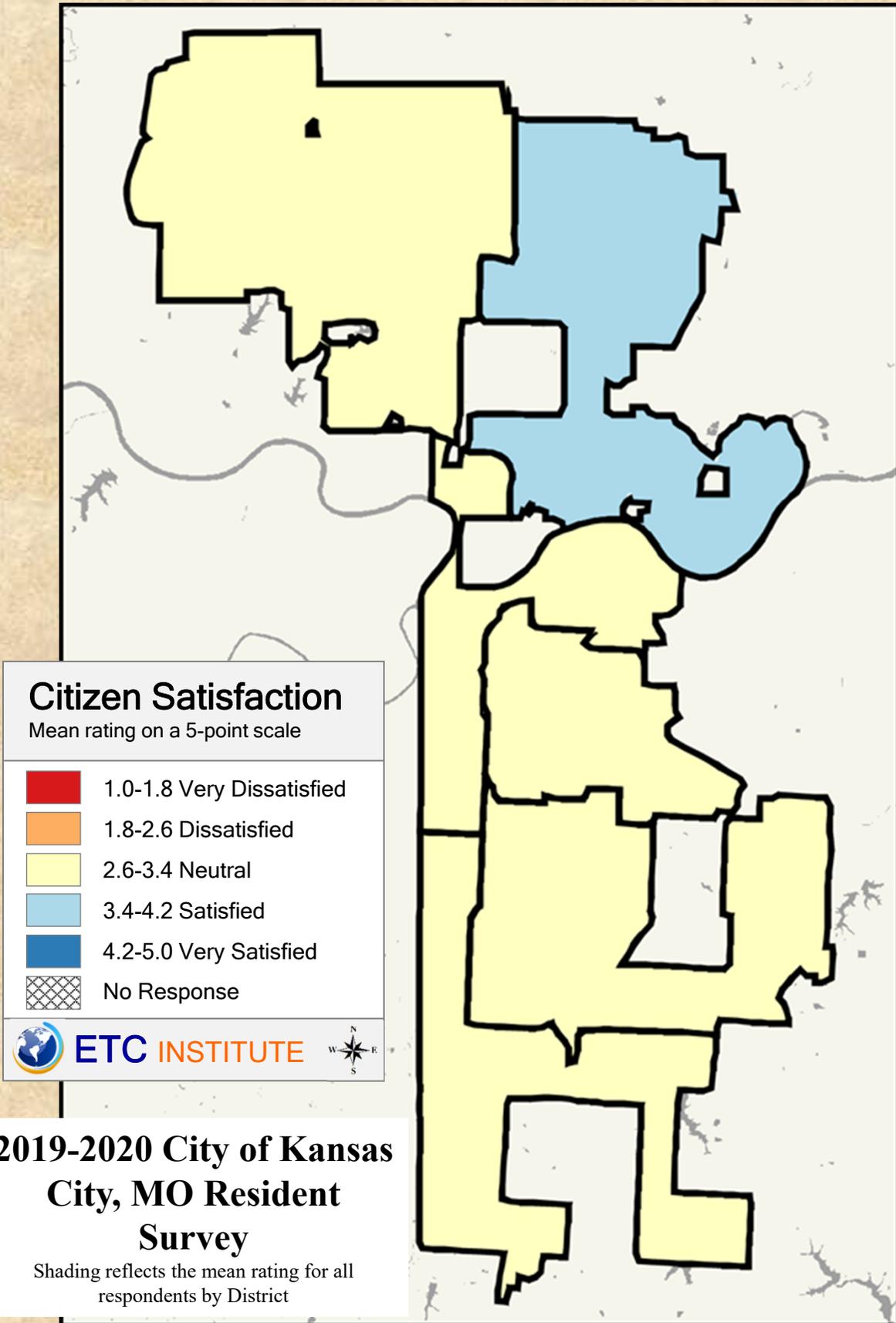
Q18-4 Satisfaction with cleanliness of facilities



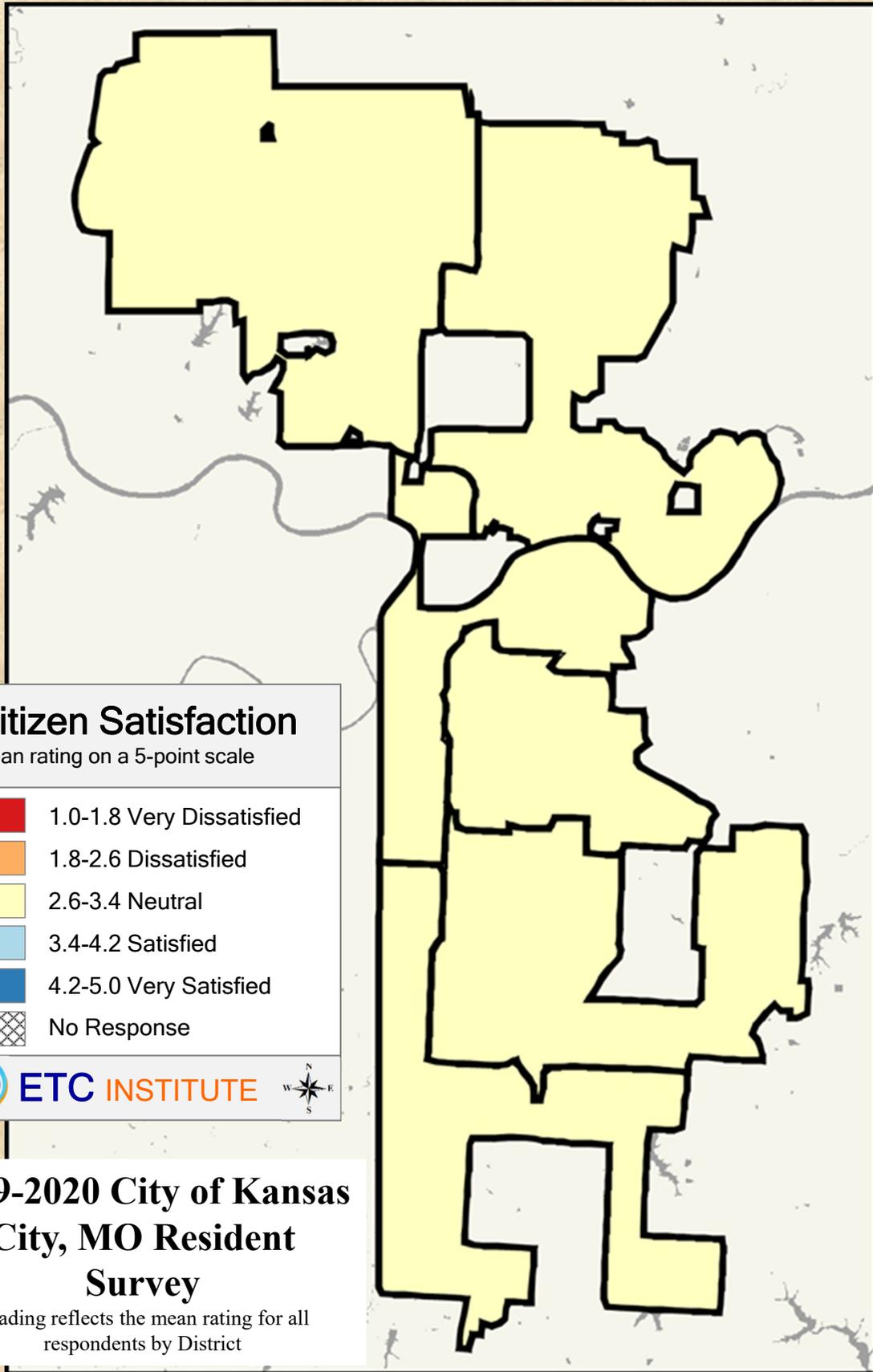
Q18-5 Satisfaction with availability of seating near departure gates



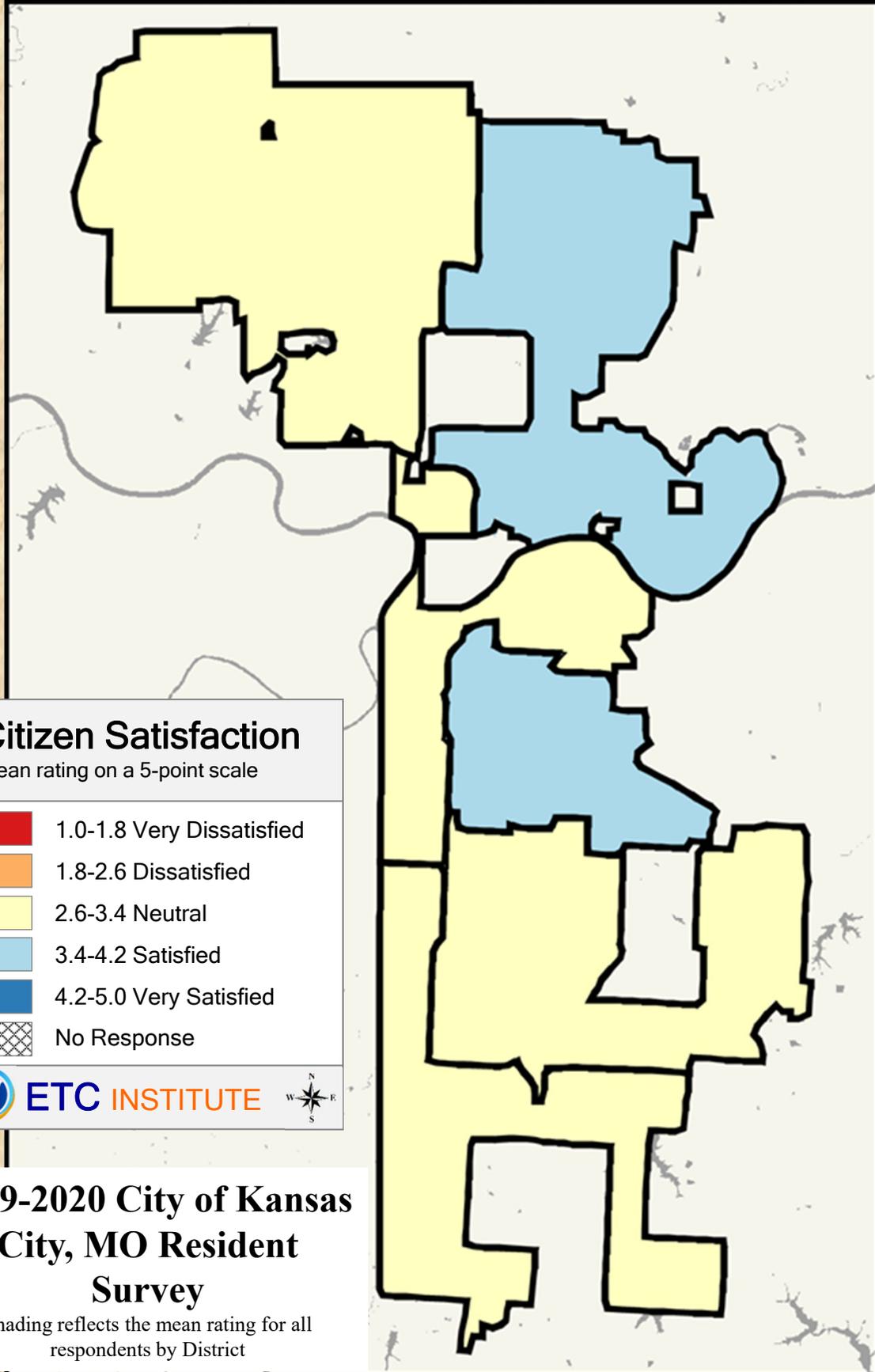
Q20-1 Satisfaction with condition of catch basins (storm drains) in neighborhood



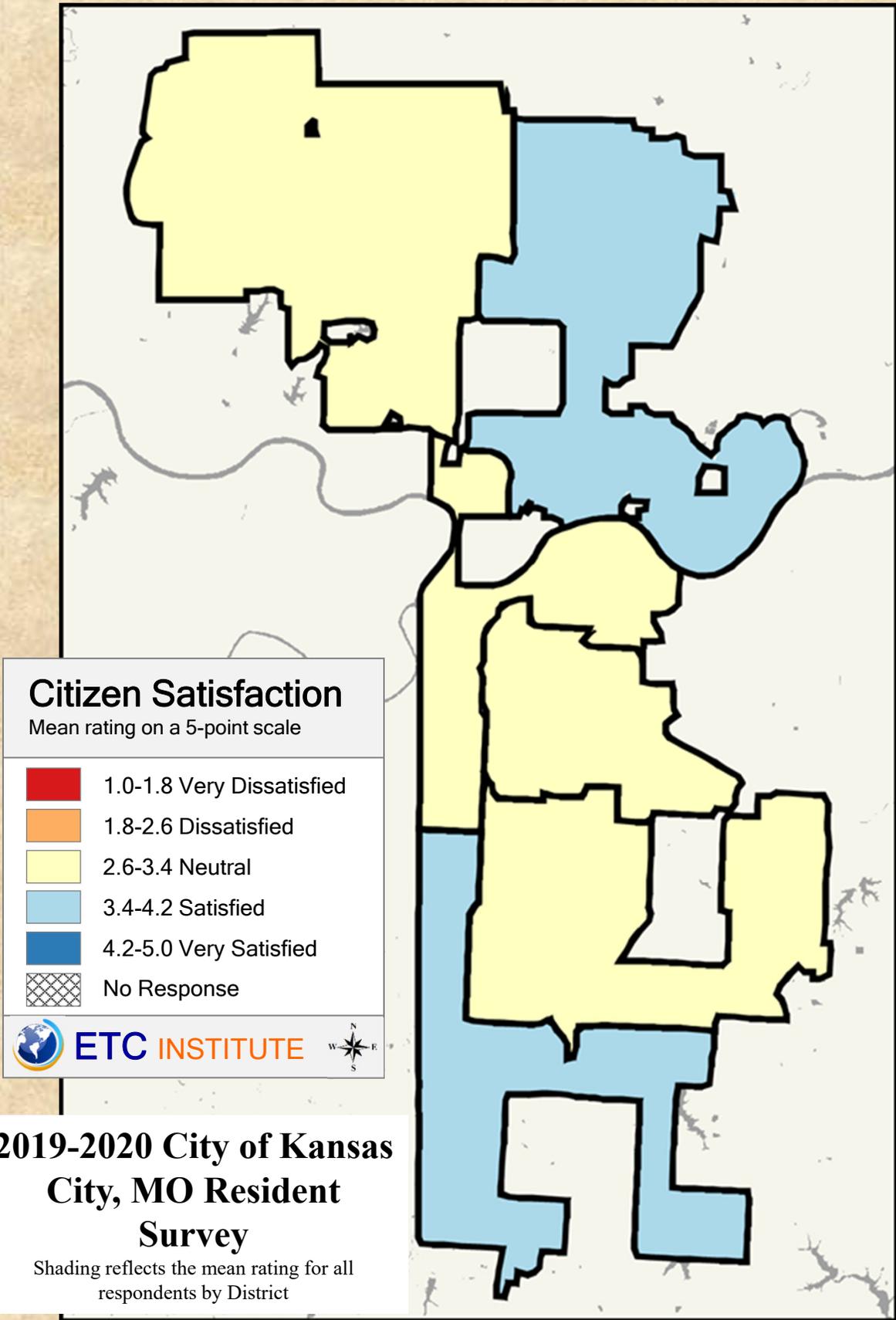
Q20-2 Satisfaction with timeliness of water/sewer line break repairs



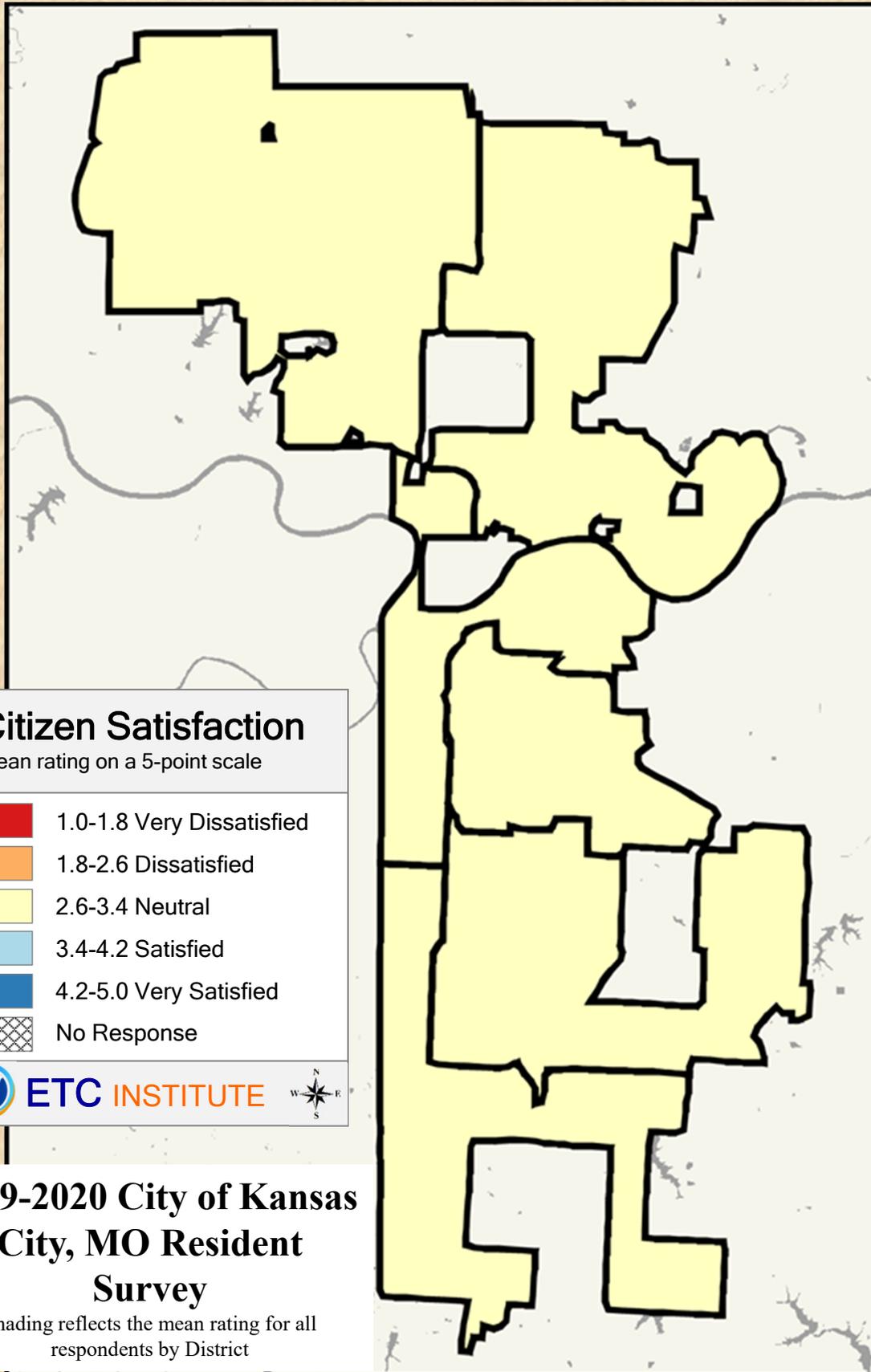
Q20-3 Satisfaction with Water Services customer service



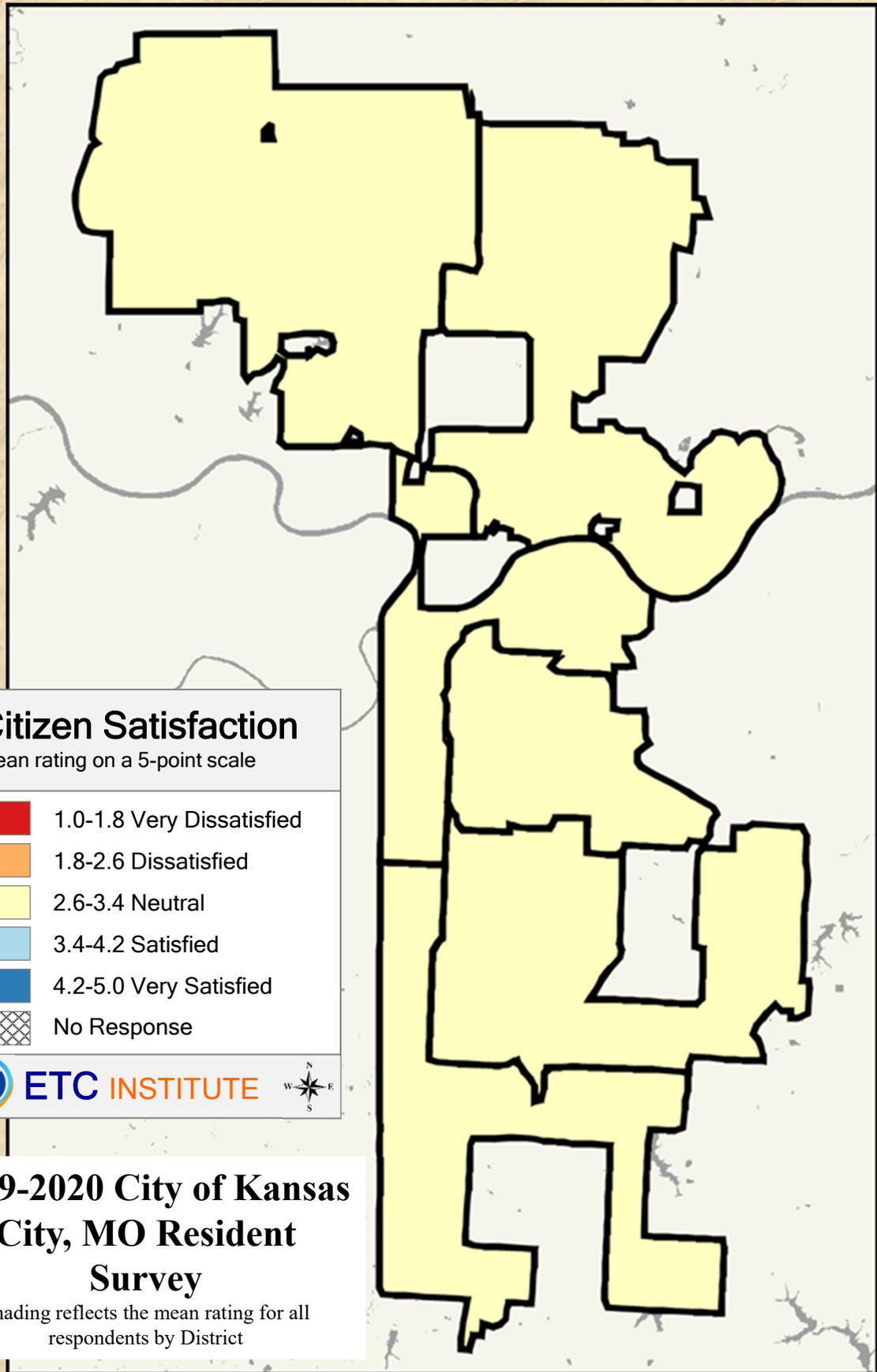
Q21-1 Satisfaction with overall quality of leadership provided by the city's elected officials



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



Q21-3 Satisfaction with how ethically city conducts business



2019-2020 City of Kansas City, MO Resident Survey

Shading reflects the mean rating for all respondents by District