



FY 2019-20 Resident Survey Results  
Public Improvements Advisory Committee

August 21, 2020

## DataKC overview

- Division of City Manager's Office that supports data-driven decision-making in the City through data analysis/reporting, projects, and training
- Responsible for Resident Survey administration, analysis, and reporting

## Resident Survey Purpose

- Tells us:
  - What are residents' perceptions of our city services?
  - How do factors such as geography, race/ethnicity, income, and use of services impact these perceptions?
  - Which city services would residents like us to prioritize for improvement in the future?

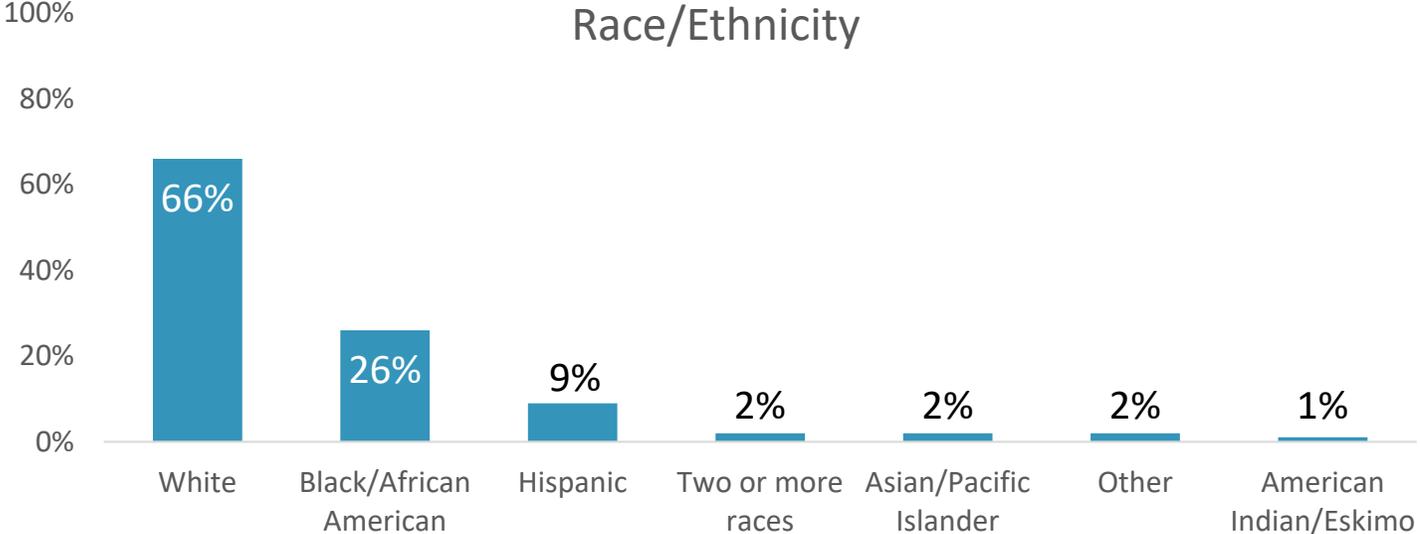
# Survey Administration Details

- Survey is administered by ETC to **random sample of residents**
  - Sample is equally divided across Council districts
  - Total responses for FY19-20: 3,754
  - Results are considered **representative of the general population**, within a margin of error (like a poll); +/- 1.6% for current results
- Timing of quarterly surveys:
  - Q1 – August 2019
  - Q2 – November 2019
  - Q3 – February 2020
  - Q4 – May 2020

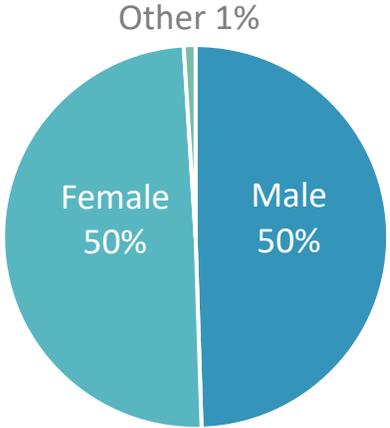
# FY19-20 survey respondent demographics



### Race/Ethnicity

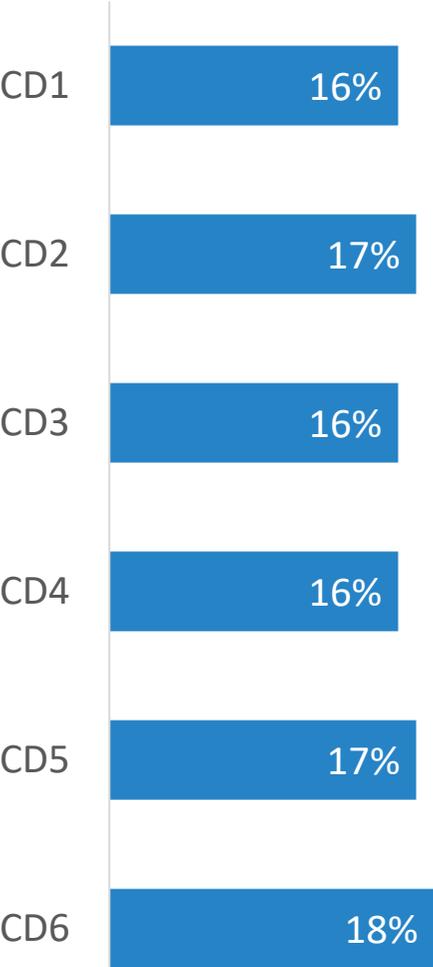


### Gender Identity



### Council District

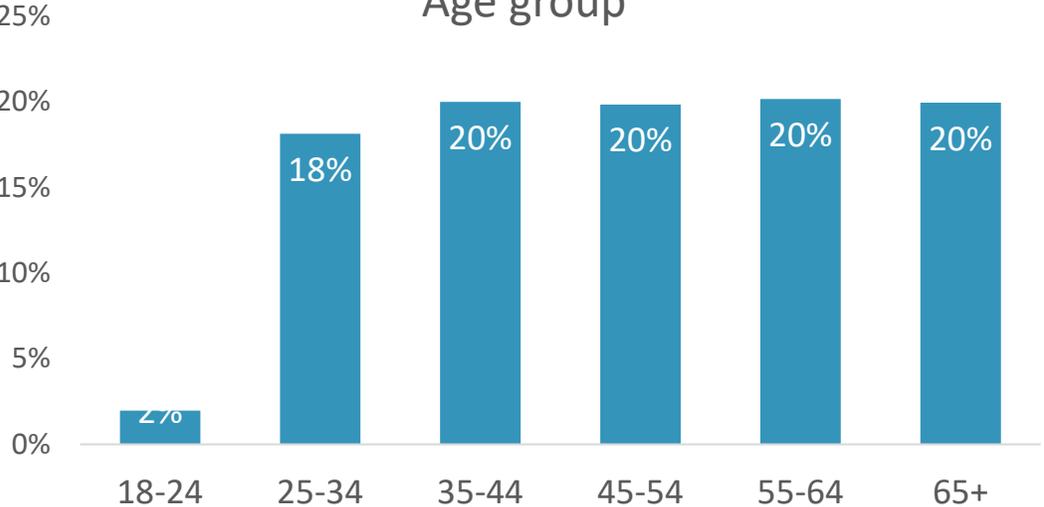
0% 5% 10% 15% 20%



### Household Income



### Age group



Increase in Satisfaction (>1.6% for 4Q or 2.3% for 2Q)

No Statistical Change

Decrease in Satisfaction (<-1.6% for 4Q or 2.3% for 2Q)

**High Level Indicators**

KC as a place to live
KC as a place to raise children
KC as a place to work
Quality of city services
Value you receive for taxes
Image of city
Quality of life
Feelings of safety in city
Safety in your neighborhood
Quality of education system
Appearance of neighborhood

**Major Service Categories**

Police
Fire and EMS
Infrastructure
City Planning & Devt (new)
Solid Waste
Water Utility
Neighborhood Services
Parks and Recreation
Health Department
Airport Facilities
311
Municipal Court
Customer Service from City
Communication with public
Stormwater Mgmt
Public Transportation

**Police**

Effectiveness of police protection
Visibility of police in neighborhoods
Effort to prevent crime
Enforcement of traffic laws
Parking enforcement
Police response time

**Fire/EMS**

Fire protection and rescue
Fire and rescue response
EMS service
EMS response time

**Neighborhood Svcs**

Clean up of litter/debris on private property
Mowing/cutting of weeds on private property
Exterior maintenance residential property
Enforcement in your neighborhood
Boarding of vacant structures
Demolishing vacant structures
Enforcement of animal code
Cust svc from animal control
Animal shelter operations

**Streets/Infrastructure**

Maintenance of streets
Streets in your neighborhood
Condition of sidewalk in city
Sidewalks in your neighborhood
Street signs & traffic signals
Snow removal major streets
Snow removal on residential
Adequacy of street lighting
Accessibility of streets/sidewalks/buildings for people with disabilities
On street bike infrastructure

**Solid Waste**

Trash collection
Recycling collection
Recycling drop-off centers
Bulky pick-up
Leaf and brush pick-up
Leaf and brush drop-off centers
Cleanliness of city streets
Illegal dumping clean up

**Water Services**

Condition of catch basins
Timeliness water/sewer break repairs
WSD customer service

**311**

Ease of using 311 via phone
Ease of using 311 via web
Courtesy of 311 calltakers
Service resolution via 311

**City Communication**

Availability of information
Usefulness of city website
Opportunity to engage
Quality of video programming
Content of KCMORE
Use of social media

**Public Transportation**

KCATA buses
KC Streetcar

**Housing**

Availability of affordable housing
Quality of housing

**Determinants of Health**

State of health
Financial condition
Standard of living compared to parents

\* Added section on Municipal Court in FY20. No trends available.

**Parks**

Maintenance of parks
Facilities such as picnic shelters and playgrounds
Outdoor athletic fields
Bldv/pwky maintenance
Walking/biking trails
Swimming pools
Youth programs/activities
Maint community centers
Programs/activities at community centers
Tree trimming/care
Communication from Parks
Customer service from Parks

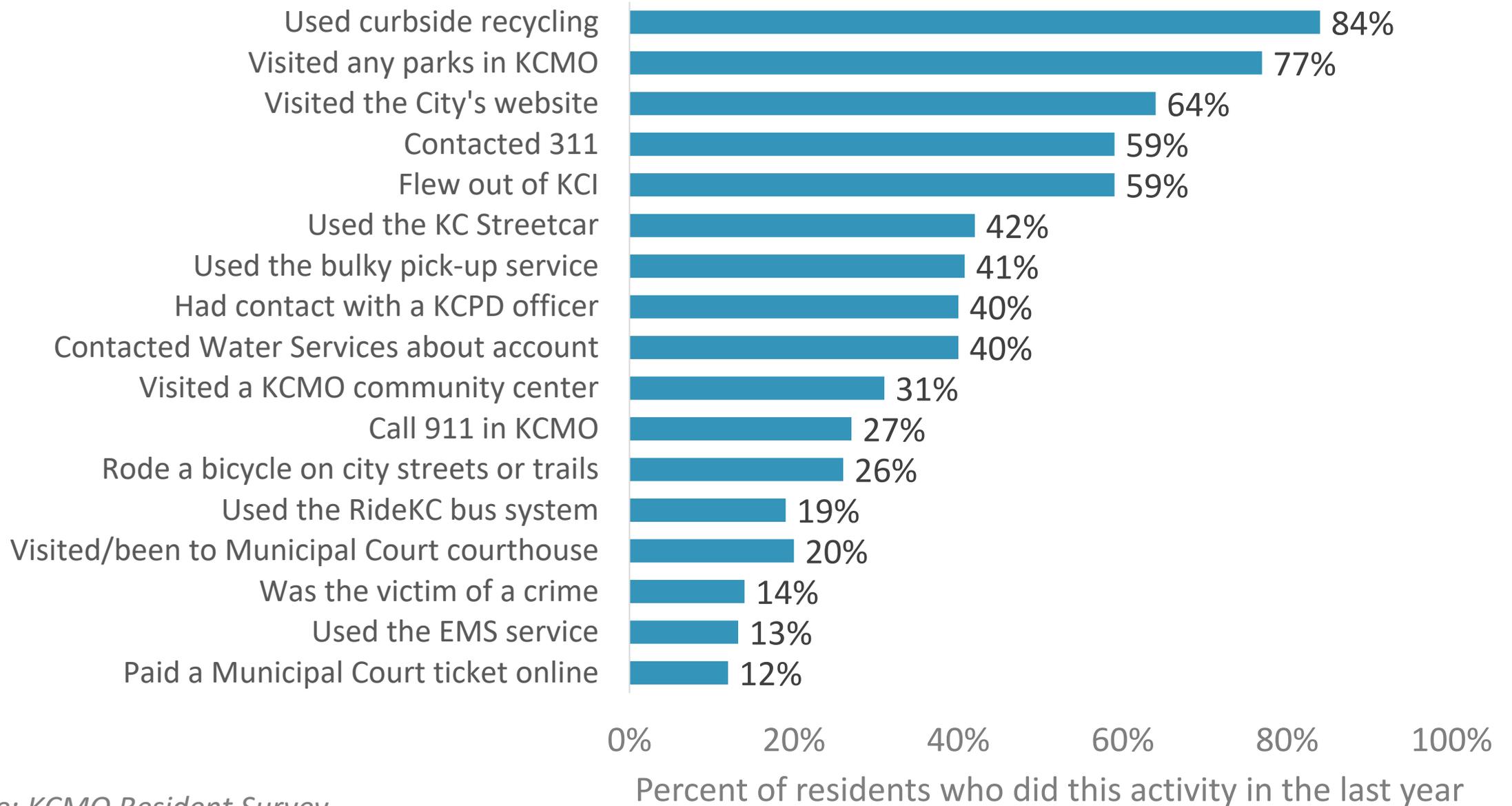
**Airport**

Ease moving thru security
Availability of parking
Food/beverage/concessions
Cleanliness of facilities
Availability of seating

**Leadership**

Leadership from elected officials
Effectiveness of city manager and appointed
How ethically the city conducts business

# Resident experiences with city services and infrastructure



# Resident Priorities: Importance-Satisfaction Table



Service Area	Emphasis %	Satisfaction %	I-S Rank FY20	I-S Rank FY19
Infrastructure - streets and sidewalks	64%	16%	1	1
Police services	35%	57%	2	2
Neighborhood services	20%	39%	3	3
Stormwater runoff/management	13%	34%	4	5
Solid waste services	17%	52%	5	7
City water utilities	14%	47%	6	6
Public transportation	14%	43%	7	4
Airport facilities	10%	52%	8	8
Effectiveness of city communications	7%	39%	9	9
City Planning and Development services	5%	31%	10	--
Parks and recreation	8%	60%	11	10
Customer service from city employees	5%	46%	12	11
Fire and EMS services	11%	75%	13	12
Health Department services	4%	51%	14	13
311 service	4%	56%	15	14
Municipal Court services	2%	39%	16	15

# Infrastructure

Overall Priorities

Maintenance of Streets

Condition of Sidewalks

On-Street Bike Infrastructure

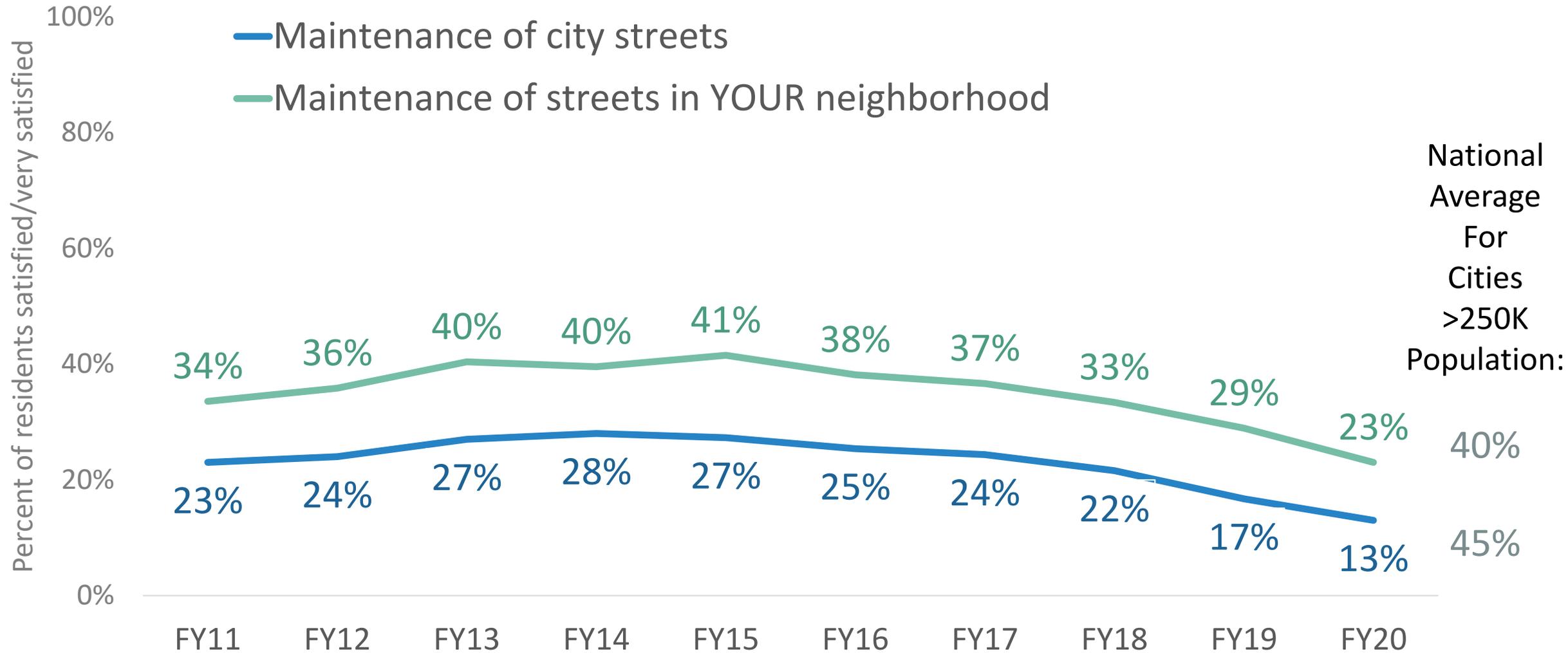
Accessibility of Streets, Sidewalks and Buildings

# Infrastructure Priorities Citywide and by Council District: Street Maintenance is #1 for All



<b>Infrastructure Service Areas</b>	<b>Citywide I-S</b>	<b>1<sup>st</sup></b>	<b>2<sup>nd</sup></b>	<b>3<sup>rd</sup></b>	<b>4<sup>th</sup></b>	<b>5<sup>th</sup></b>	<b>6<sup>th</sup></b>
Street maintenance	<b>1</b>	1	1	1	1	1	1
Street maintenance in your neighborhood	<b>2</b>	3	3	2	4	2	2
Snow removal on residential streets	<b>3</b>	2	2	4	3	4	4
Sidewalk condition	<b>4</b>	4	4	5	2	3	3
Sidewalk condition in your neighborhood	<b>5</b>	5	5	3	5	5	5
Accessibility of infrastructure	<b>6</b>	8	6	6	7	6	8
On-street bike infrastructure	<b>7</b>	7	8	7	6	8	7
Snow removal on major city streets	<b>8</b>	6	7	8	8	7	6
City street lighting	<b>9</b>	9	9	9	10	9	9
Street signs and traffic signals	<b>10</b>	10	10	10	9	10	10

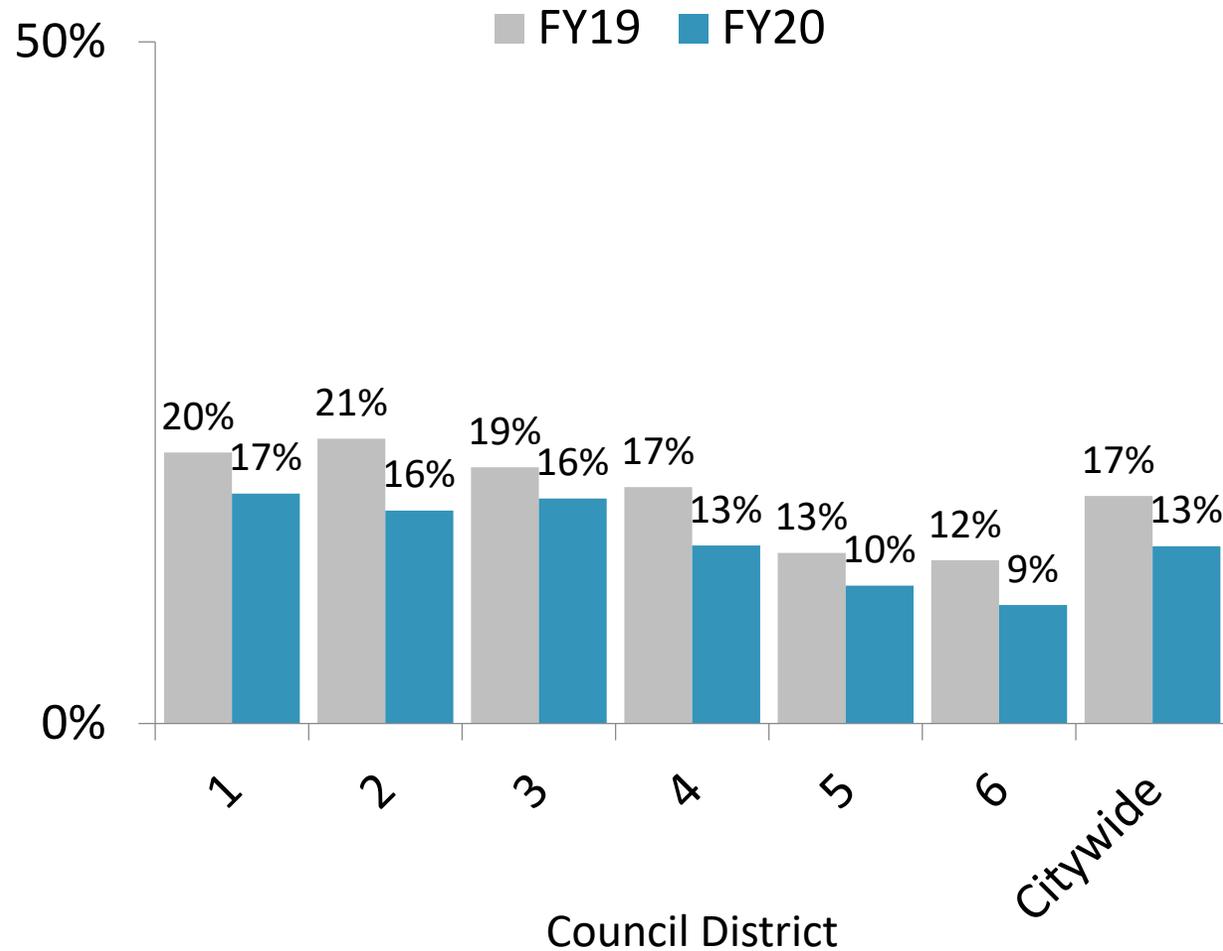
# Street Maintenance Satisfaction is Low and Sharply Declining



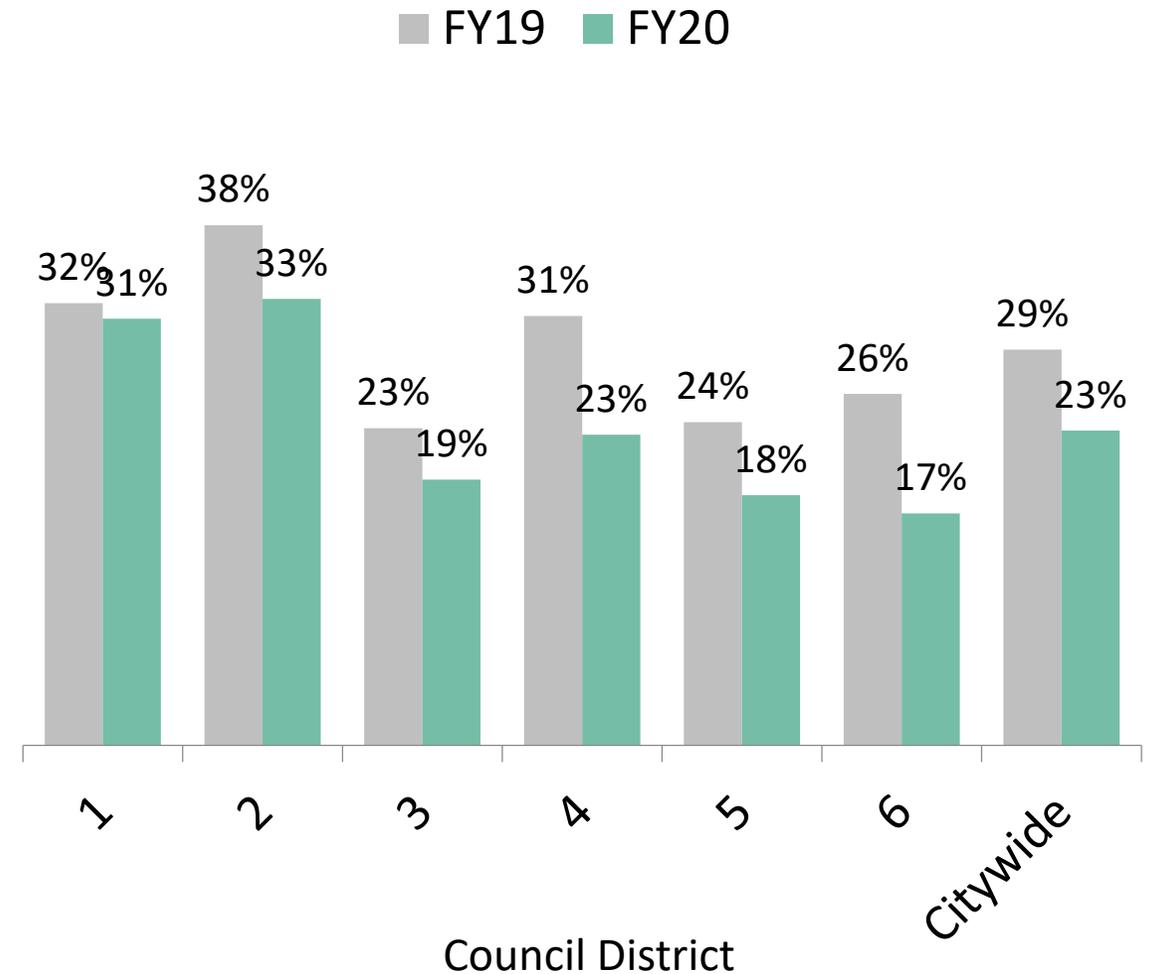
# Street Maintenance Satisfaction Declines Are Present In All Council Districts



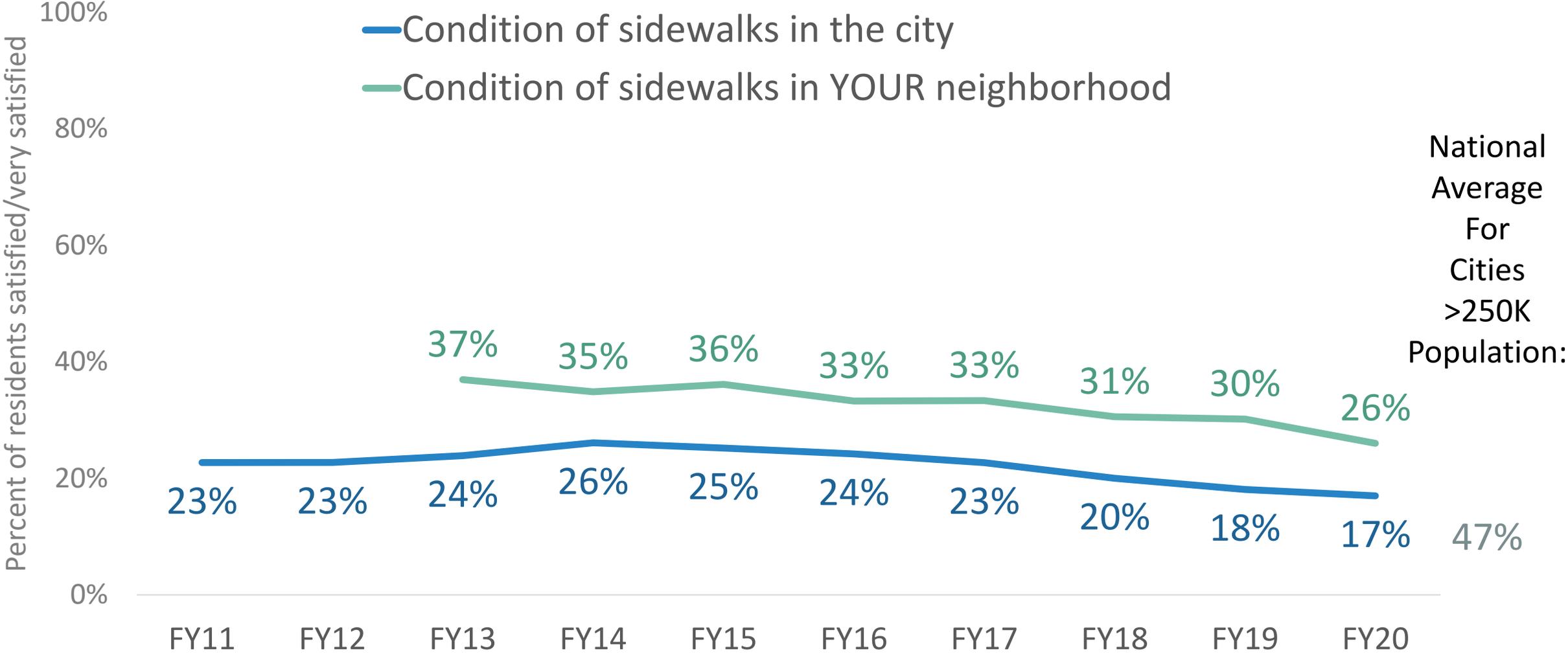
## Maintenance of City Streets



## Maintenance of Streets in YOUR Neighborhood



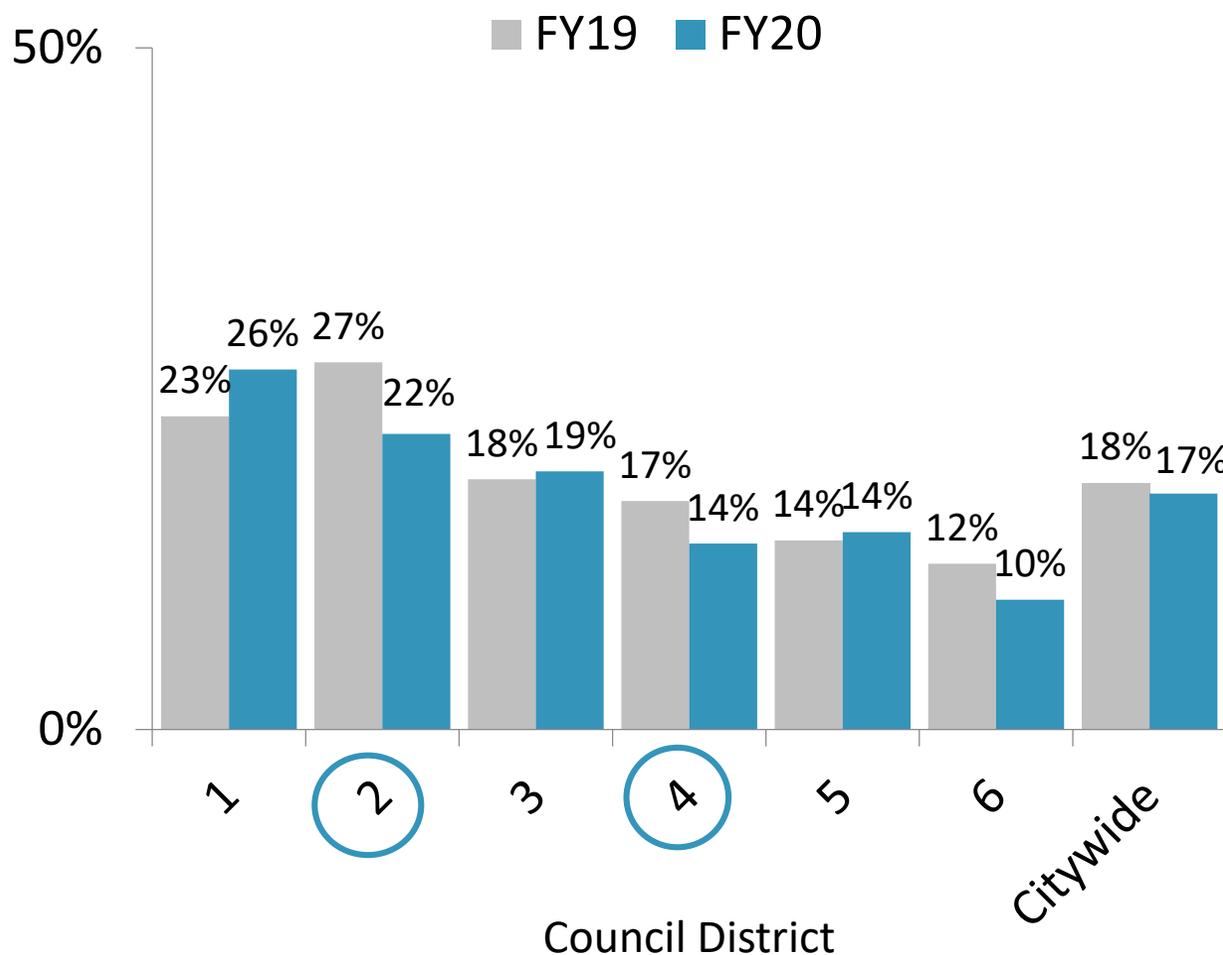
# Sidewalk Condition Satisfaction is Low But Unchanged; Satisfaction with Sidewalks in Neighborhoods Declined



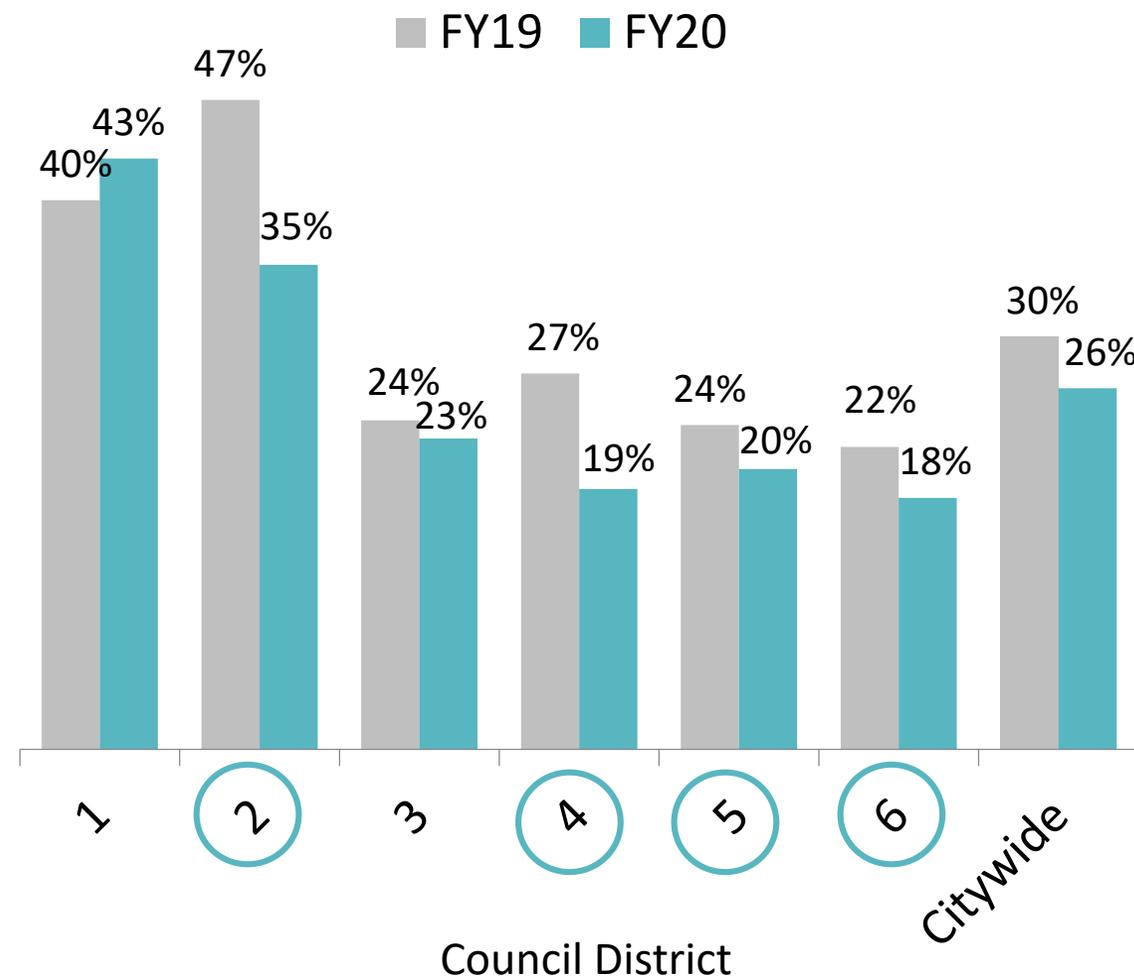
Source: KCMO Resident Survey; ETC Institute (2020)

# Sidewalk Condition Satisfaction Trends Differ By Council District (Down in 2<sup>nd</sup>, 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup>)

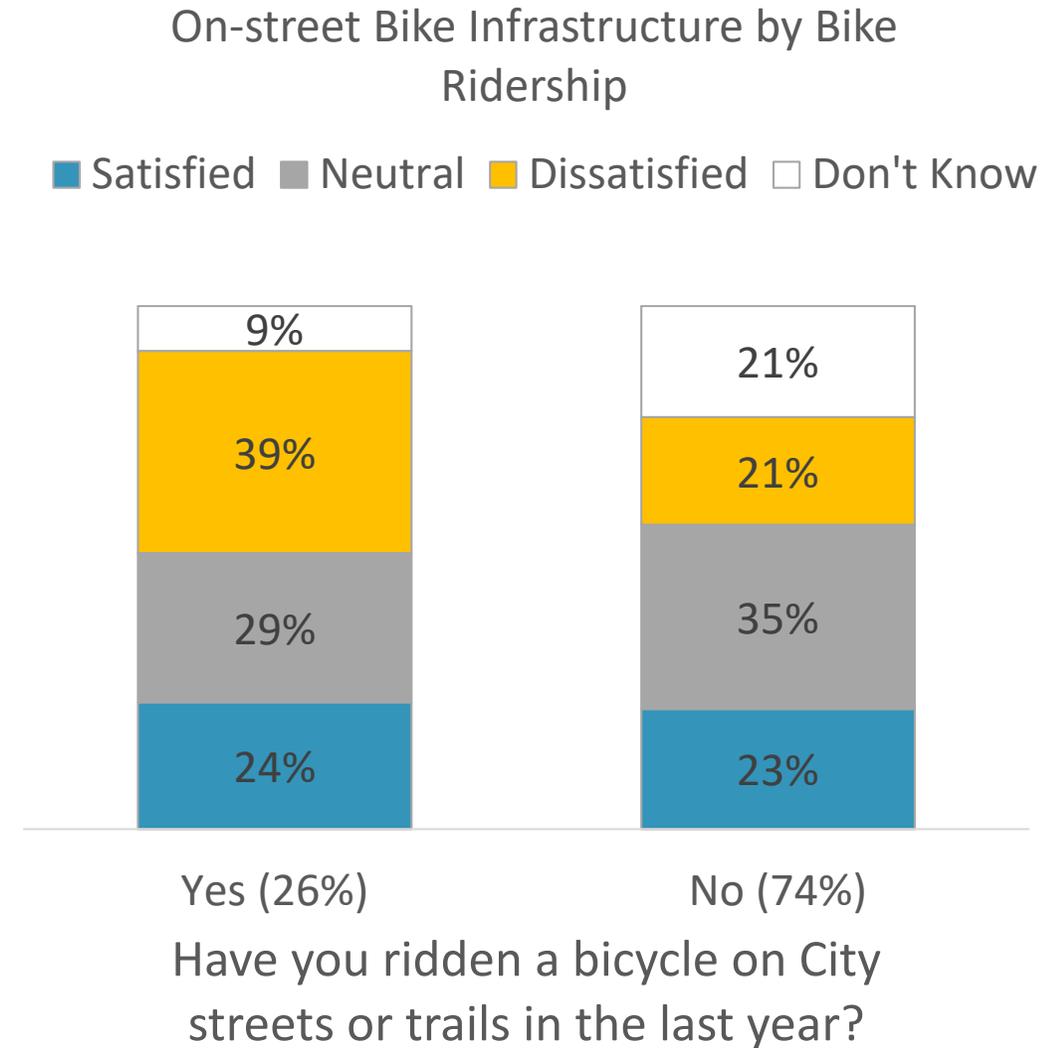
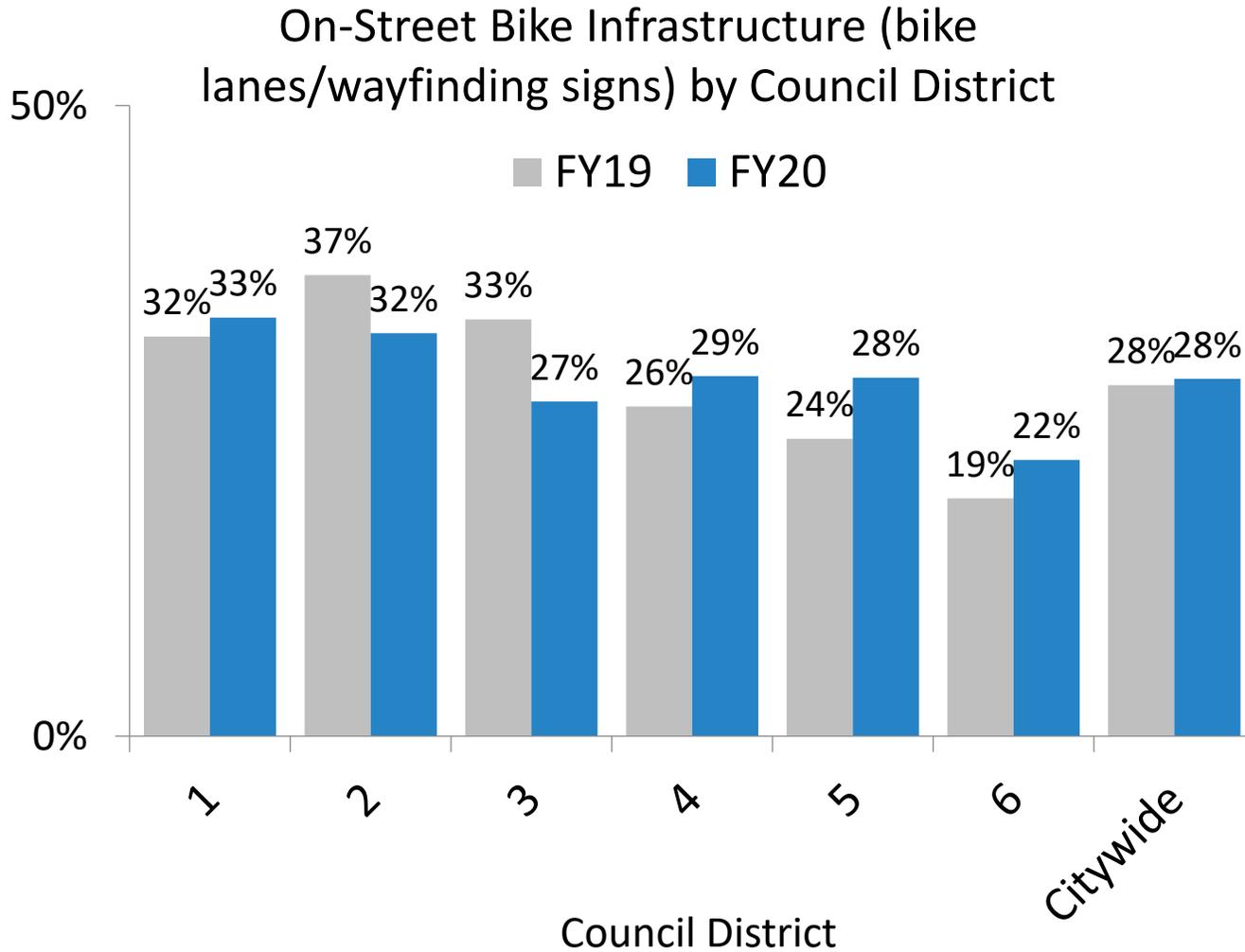
## Condition of Sidewalks in the City



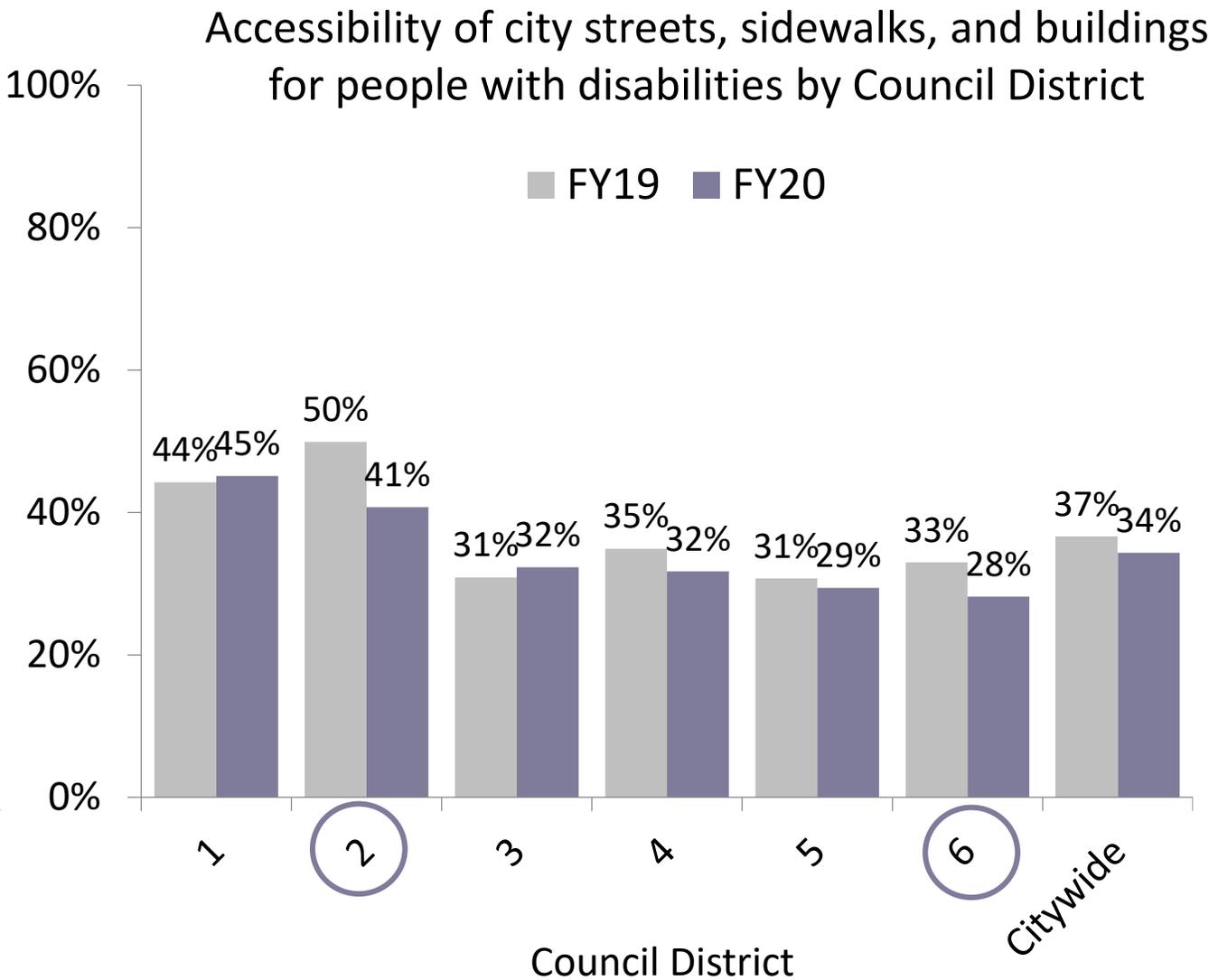
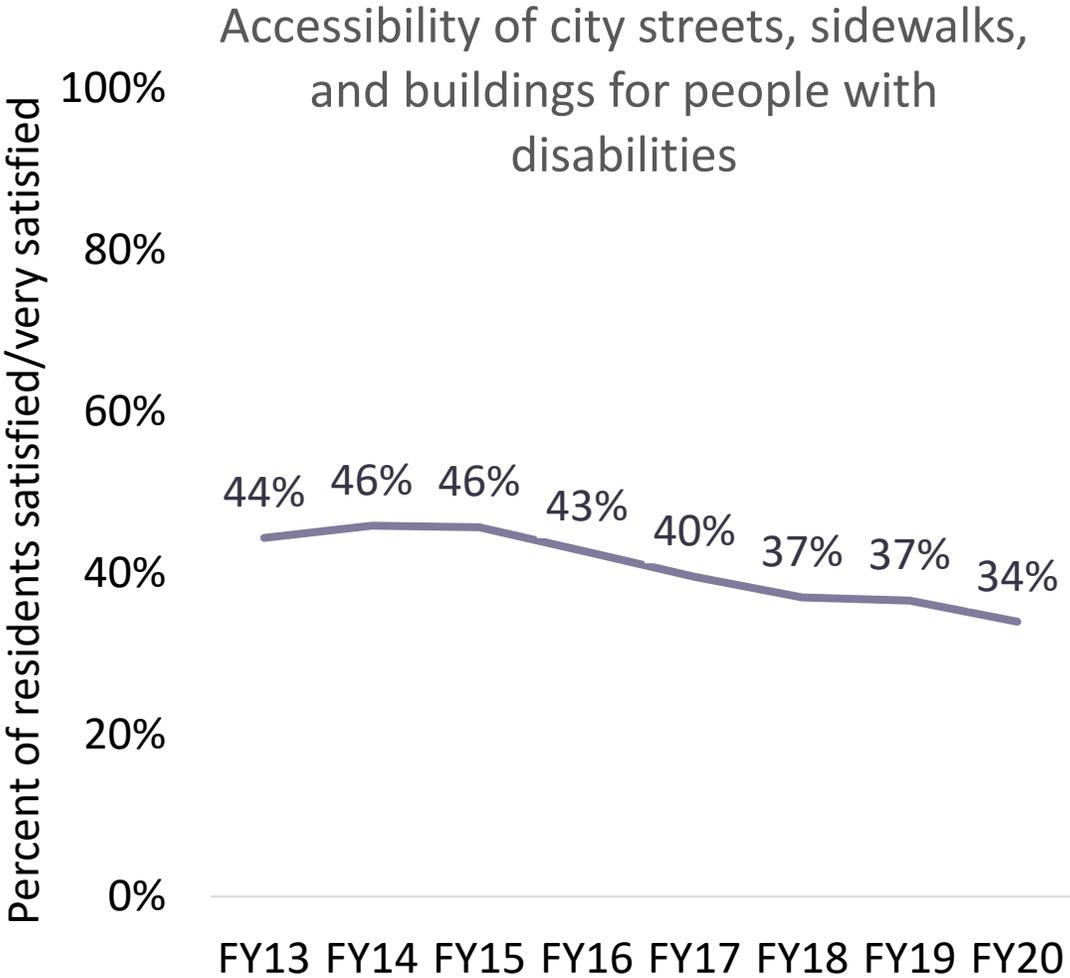
## Condition of Sidewalks in YOUR Neighborhood



# On-Street Bike Infrastructure Satisfaction Unchanged (Changes up or down in most Council Districts)



# Accessibility of infrastructure for people with disabilities declined (down in 2<sup>nd</sup> and 6<sup>th</sup>)



Source: KCMO Resident Survey

# Parks and Recreation

Overall Priorities

Tree Trimming and Care

Walking/Biking Trails

Boulevard/Parkway Maintenance

Maintenance of City Parks

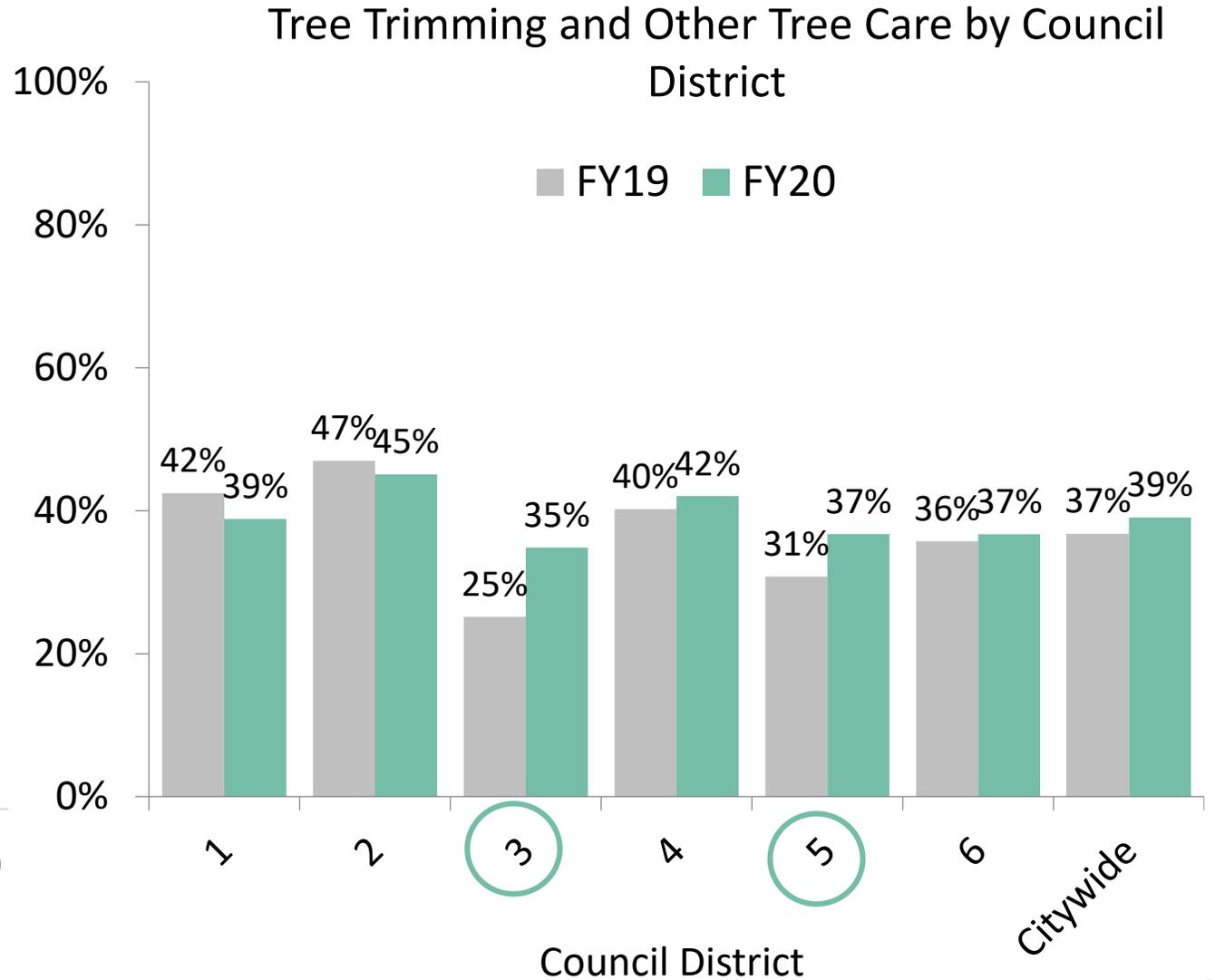
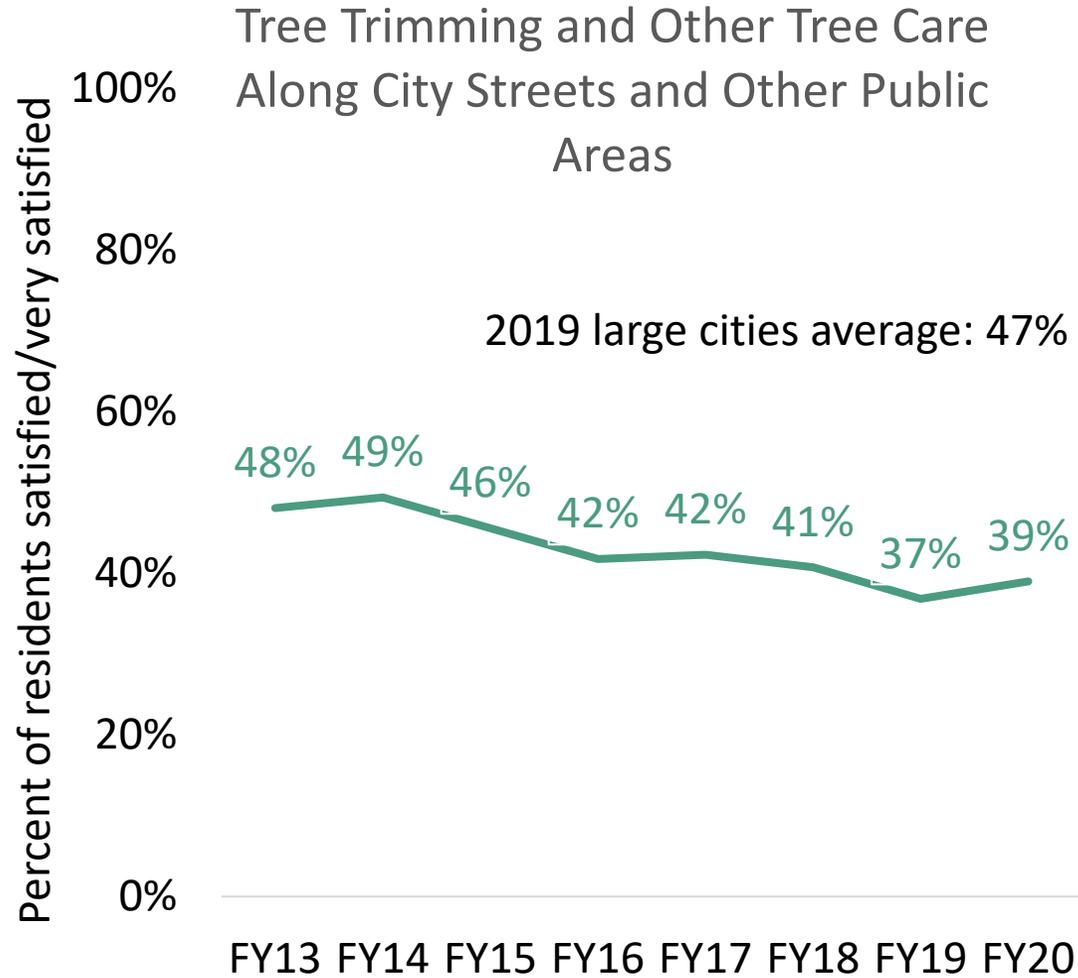
Facilities in Parks (shelters, playgrounds)

# Parks and Rec Priorities Are Steady Over Time

Question	Importance	Satisfaction	FY2020 I-S Rank	FY2019 I-S Rank
Tree trimming and other tree care	25%	39%	1	1
Youth programs and activities	17%	36%	2	2
Maintenance of boulevards/parkways	19%	58%	3	3
Maintenance of city parks	24%	66%	4	5
Walking and biking trails	16%	54%	5	4
Quality of park facilities	15%	60%	6	6
Programs and activities at community centers	8%	44%	7	7
City swimming pools and programs	6%	41%	8	8
Parks and Rec communications	5%	38%	9	9
Quality of outdoor athletic fields	7%	60%	10	10
Maintenance and appearance of community centers	4%	51%	11	12
Parks and Rec customer service	2%	43%	12	11

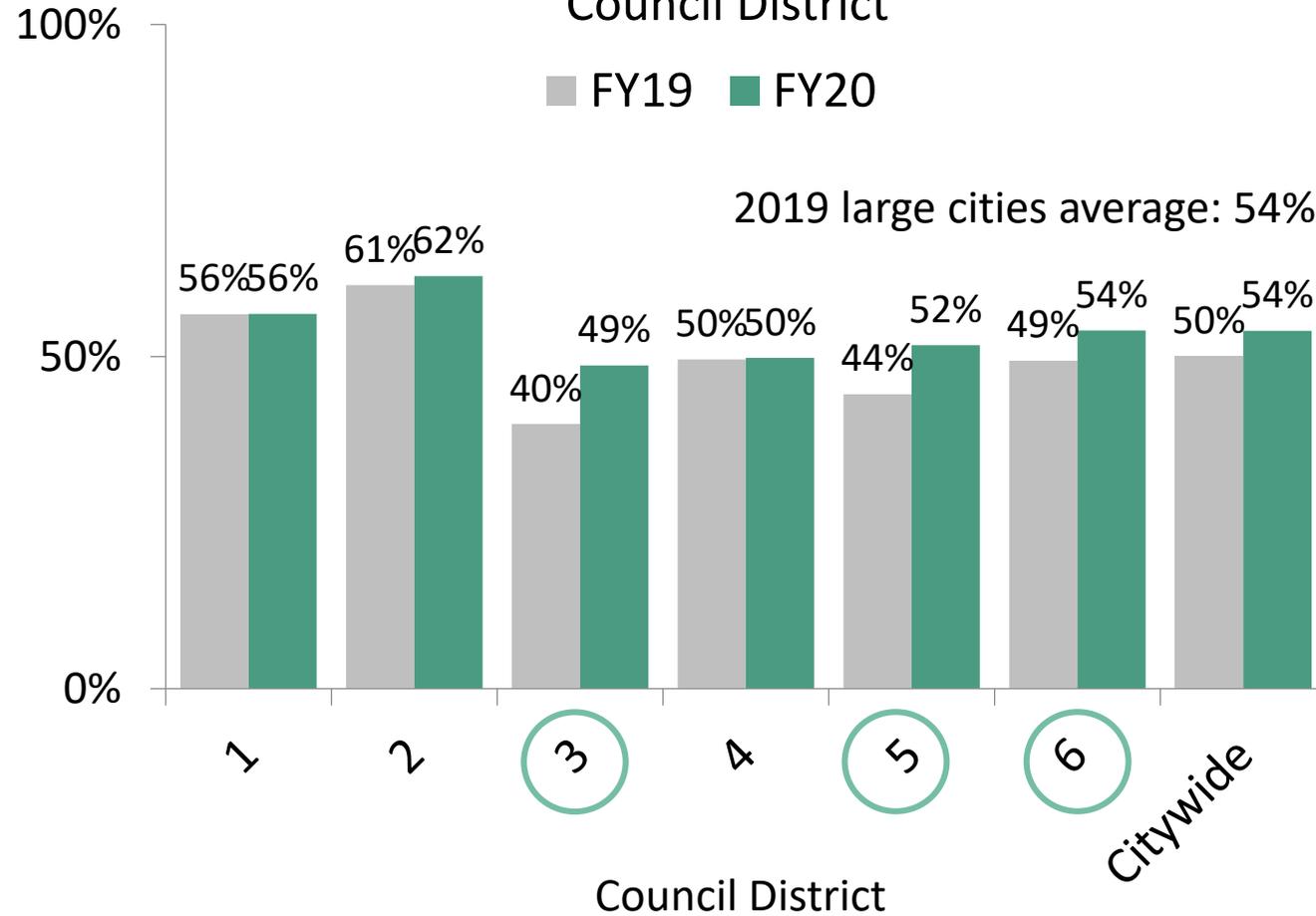
# Tree Trimming Satisfaction Was Steady

(Increases in 3<sup>rd</sup> and 5<sup>th</sup>)

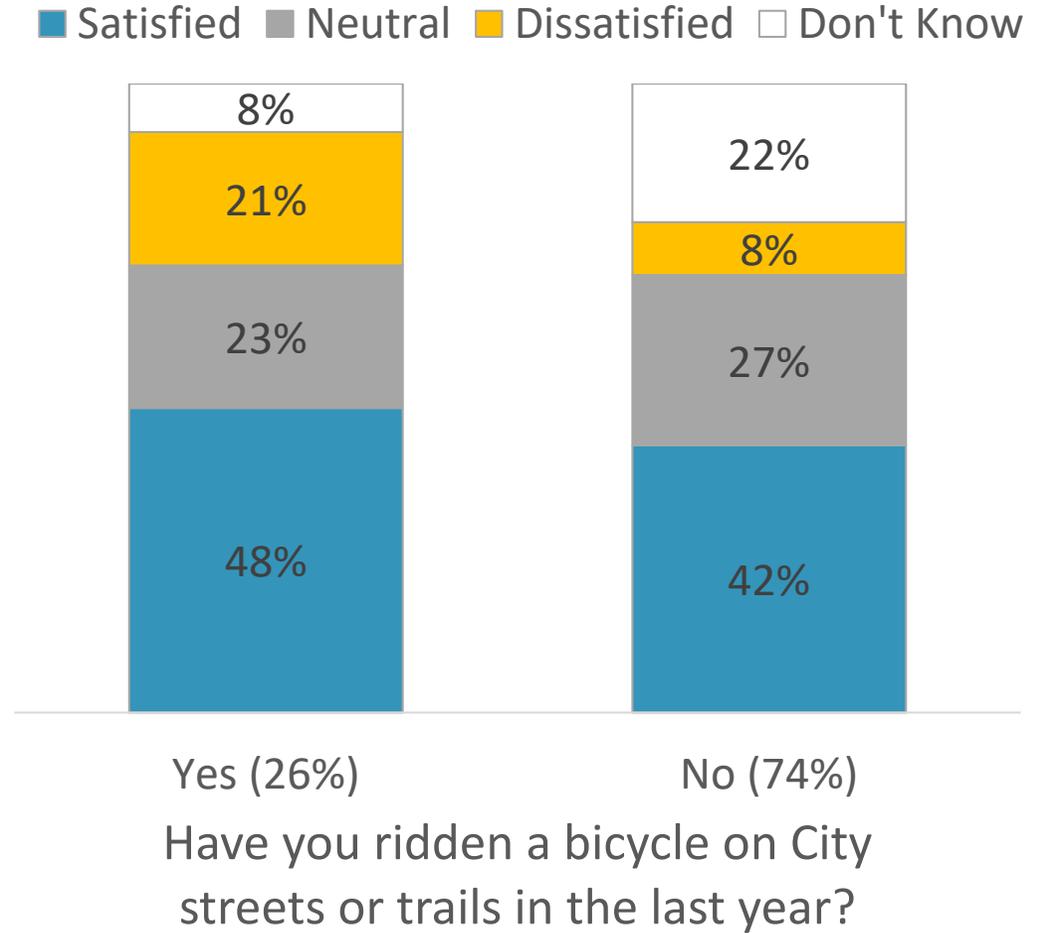


# Biking/Walking Trail Satisfaction Increased (increases in 3<sup>rd</sup>, 5<sup>th</sup>, and 6<sup>th</sup>)

Walking and Biking Trails in the City by Council District

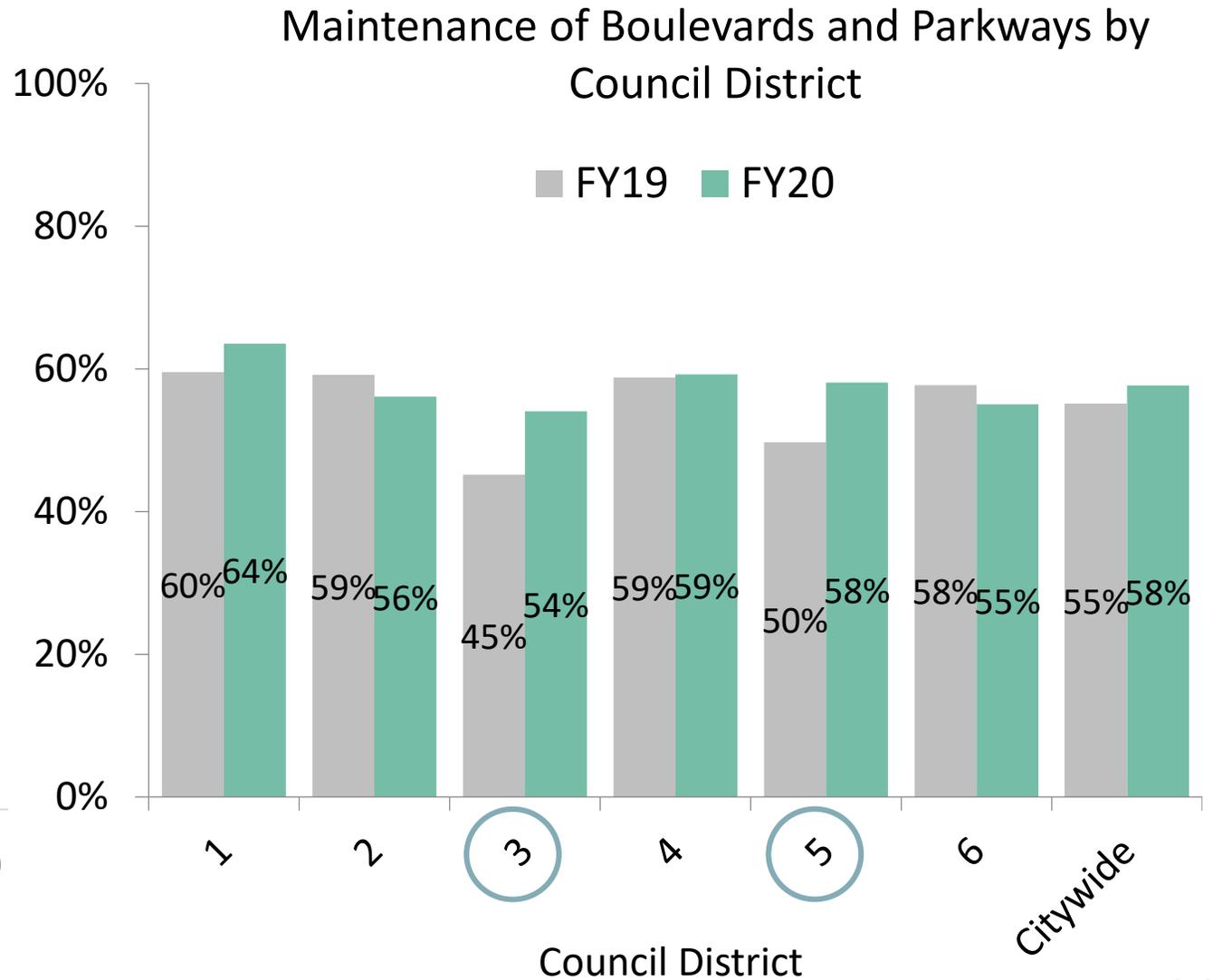
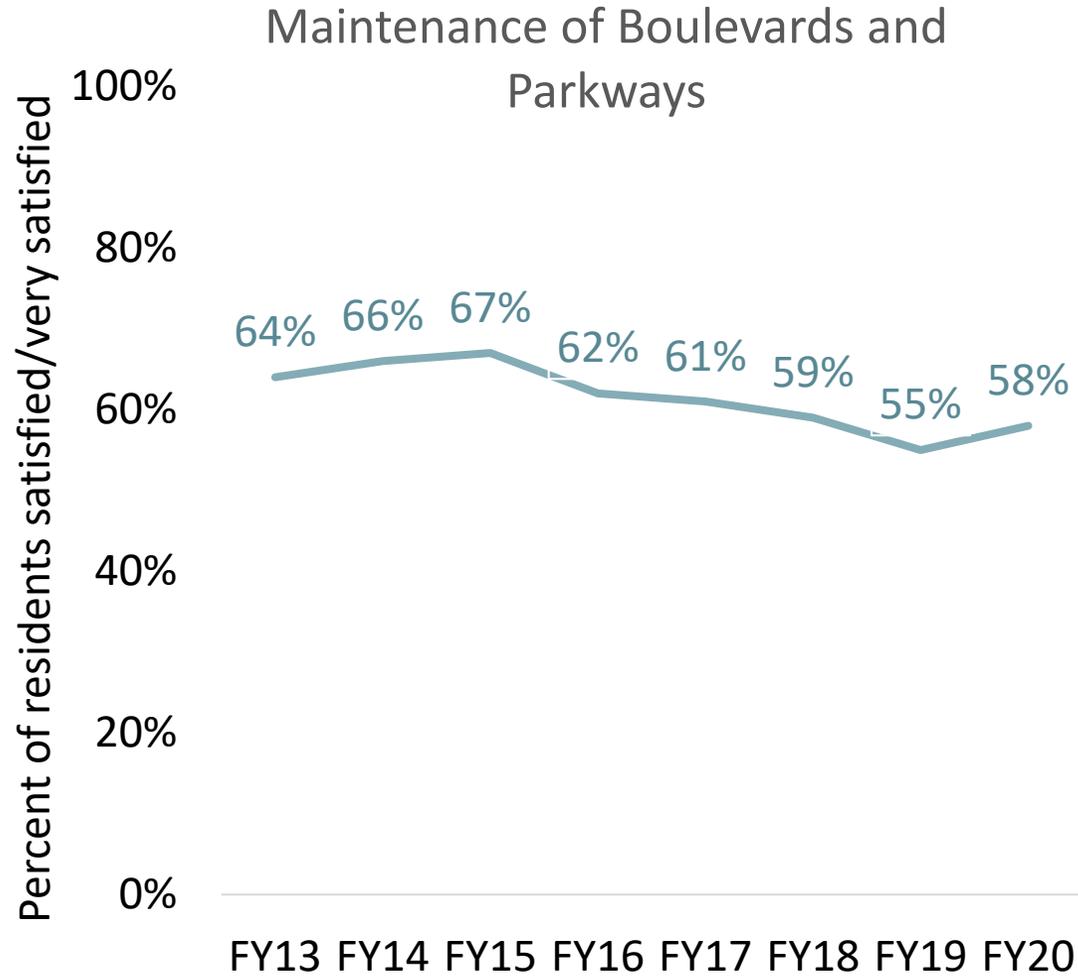


Walking and Biking Trails by Bike Ridership



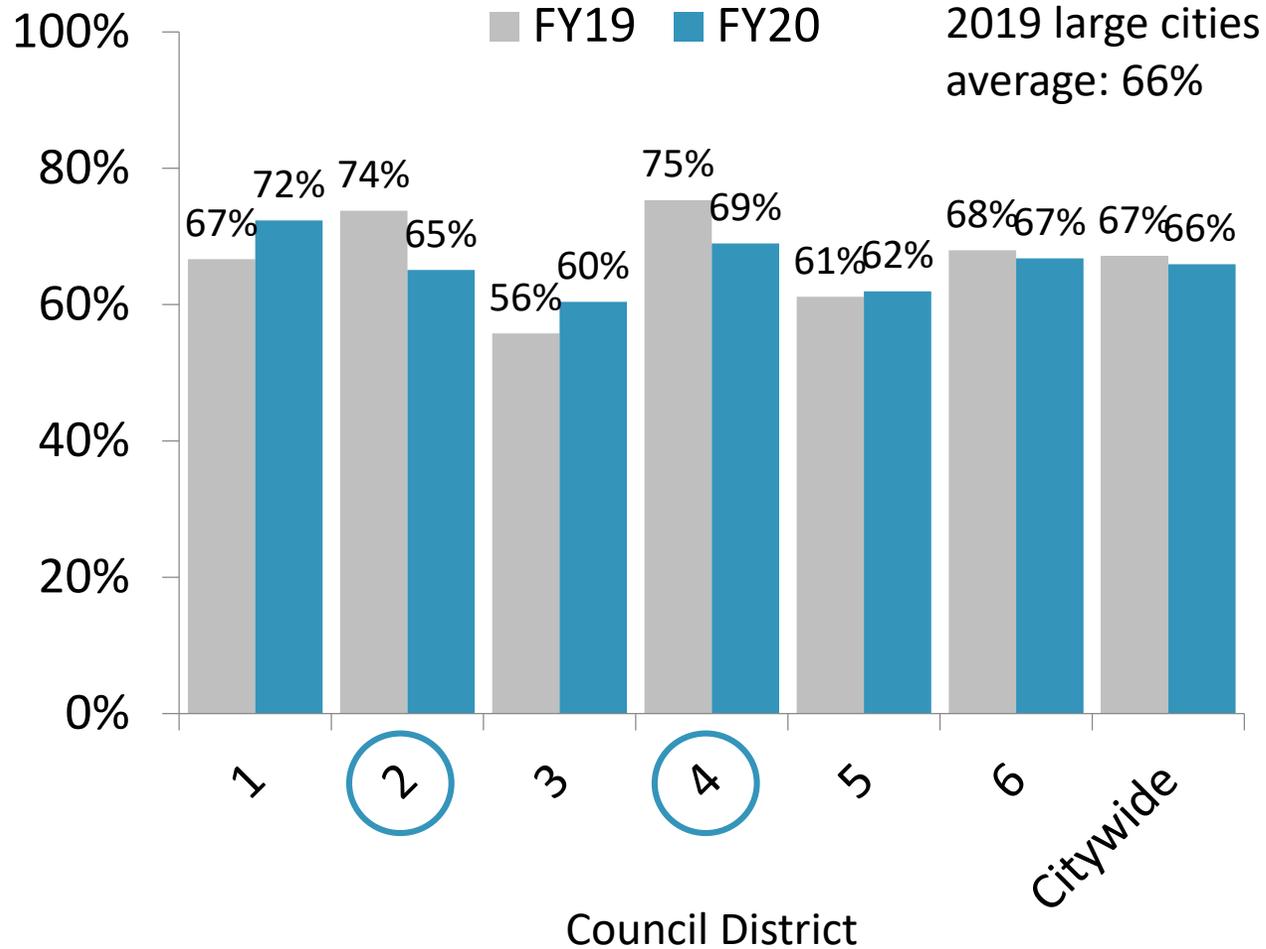
# Maintenance of Boulevards and Parkways Satisfaction

## Rebounded (Increases in the 3<sup>rd</sup> and 5<sup>th</sup>)

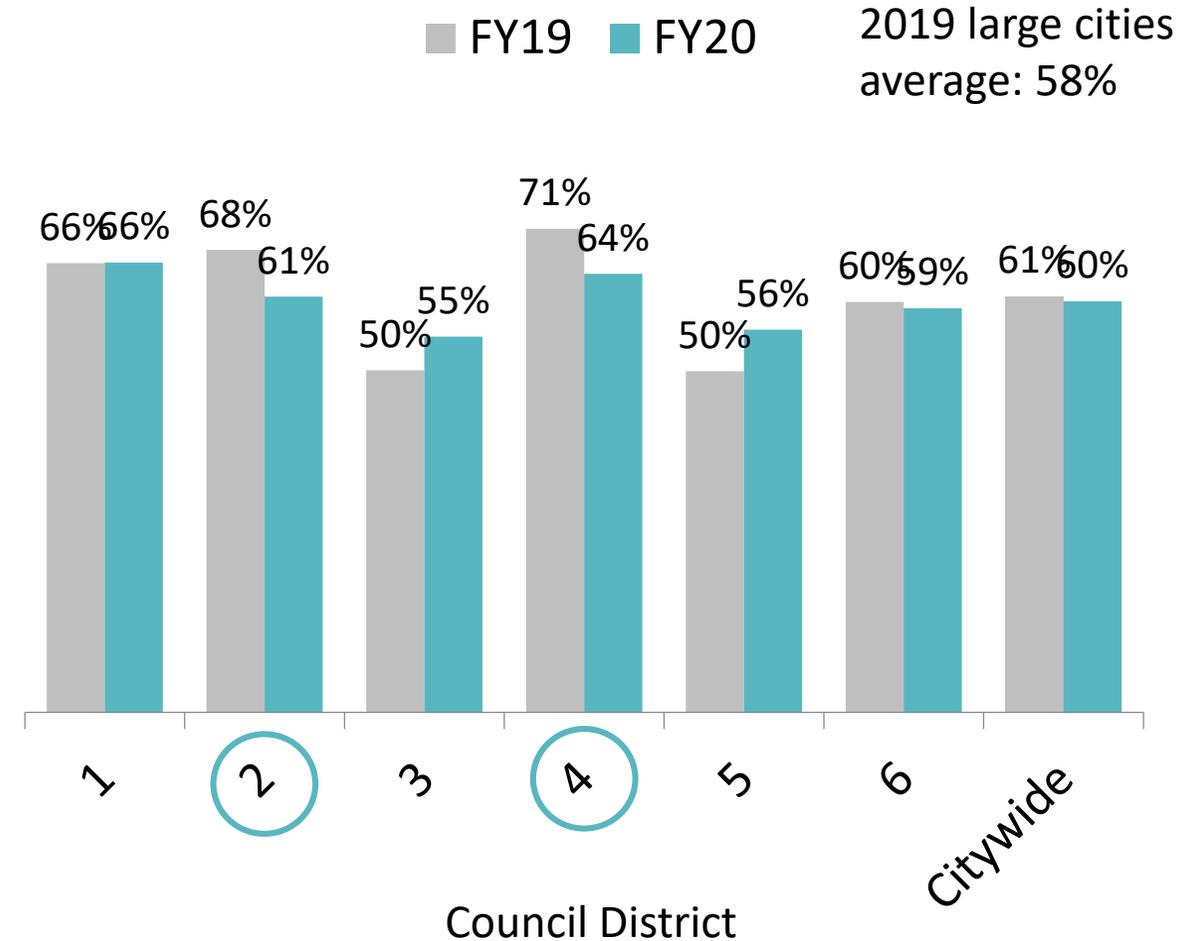


# Park Maintenance and Park Facility Satisfaction were Unchanged Citywide (down in 2<sup>nd</sup> and 4<sup>th</sup>, up in 3<sup>rd</sup>/1<sup>st</sup>/5<sup>th</sup>)

## Maintenance of City Parks



## Quality of Facilities Such as Picnic Shelters and Playgrounds in City Parks



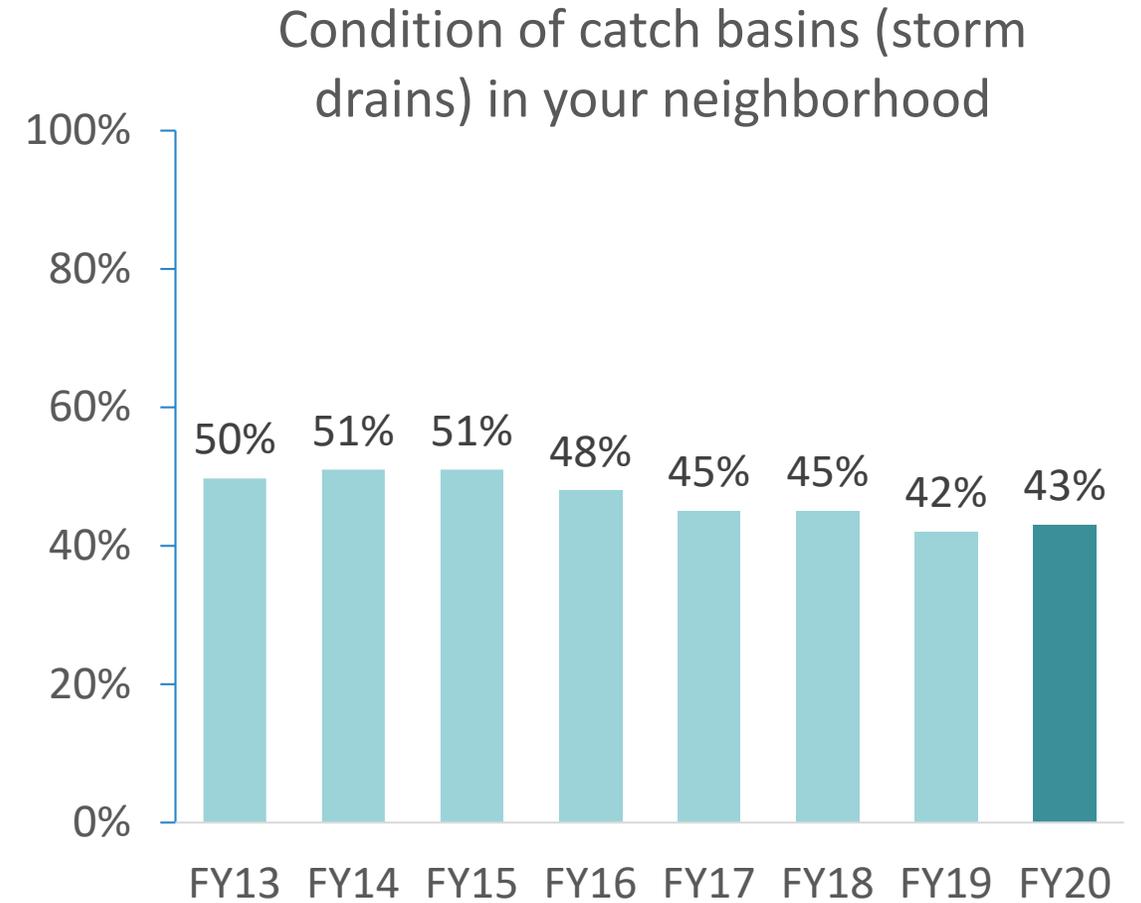
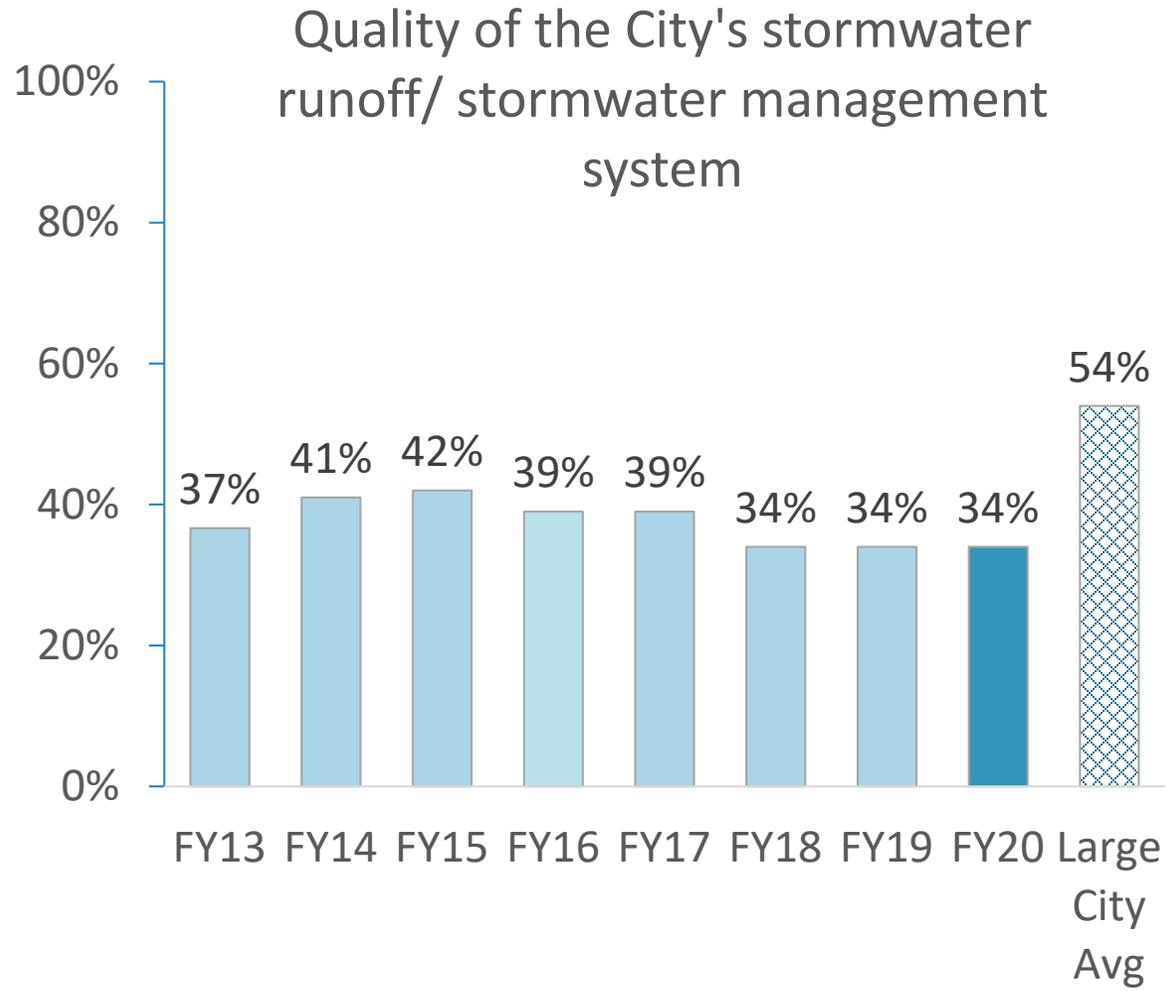
# Stormwater Management and Catch Basins

Trends

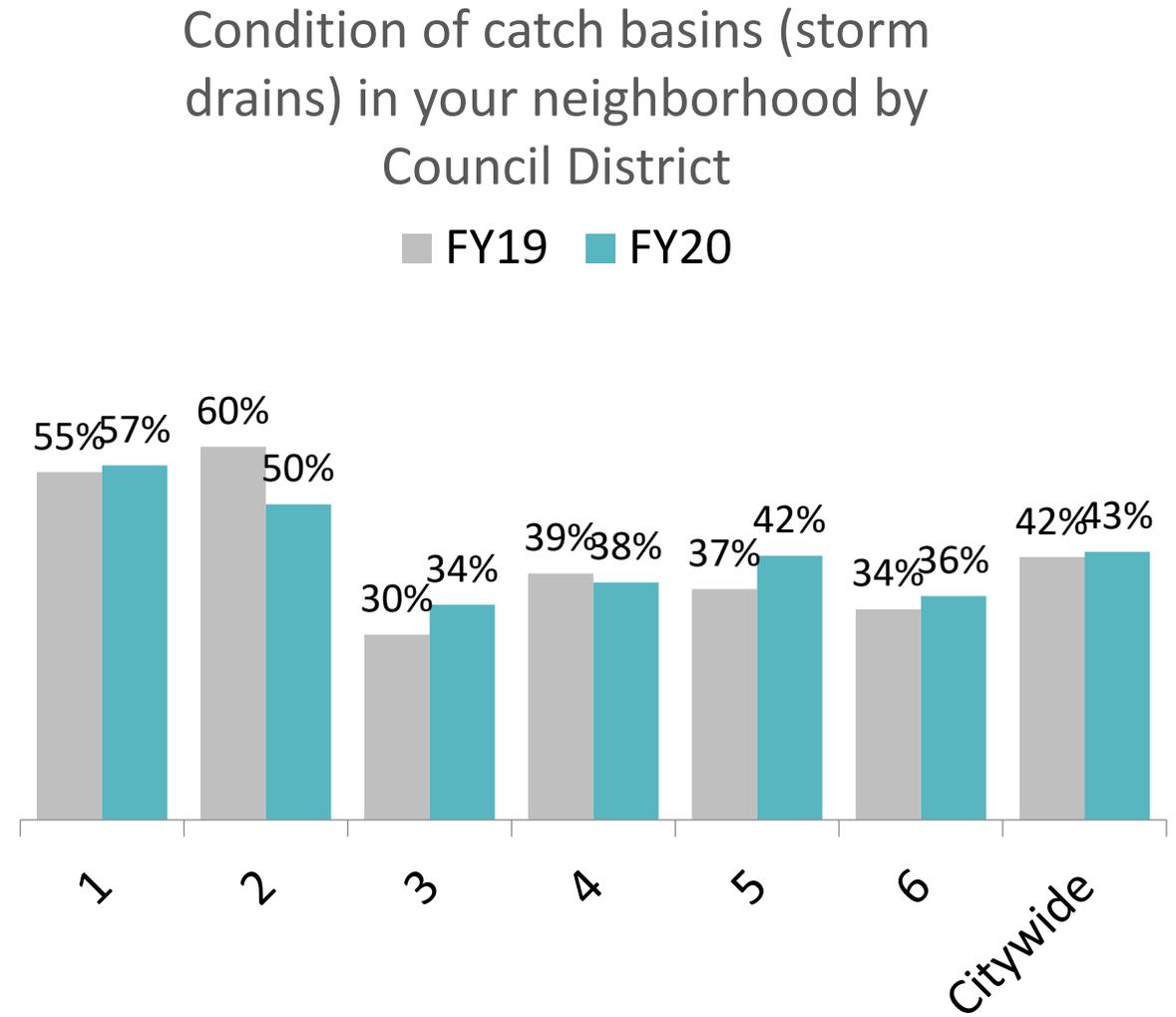
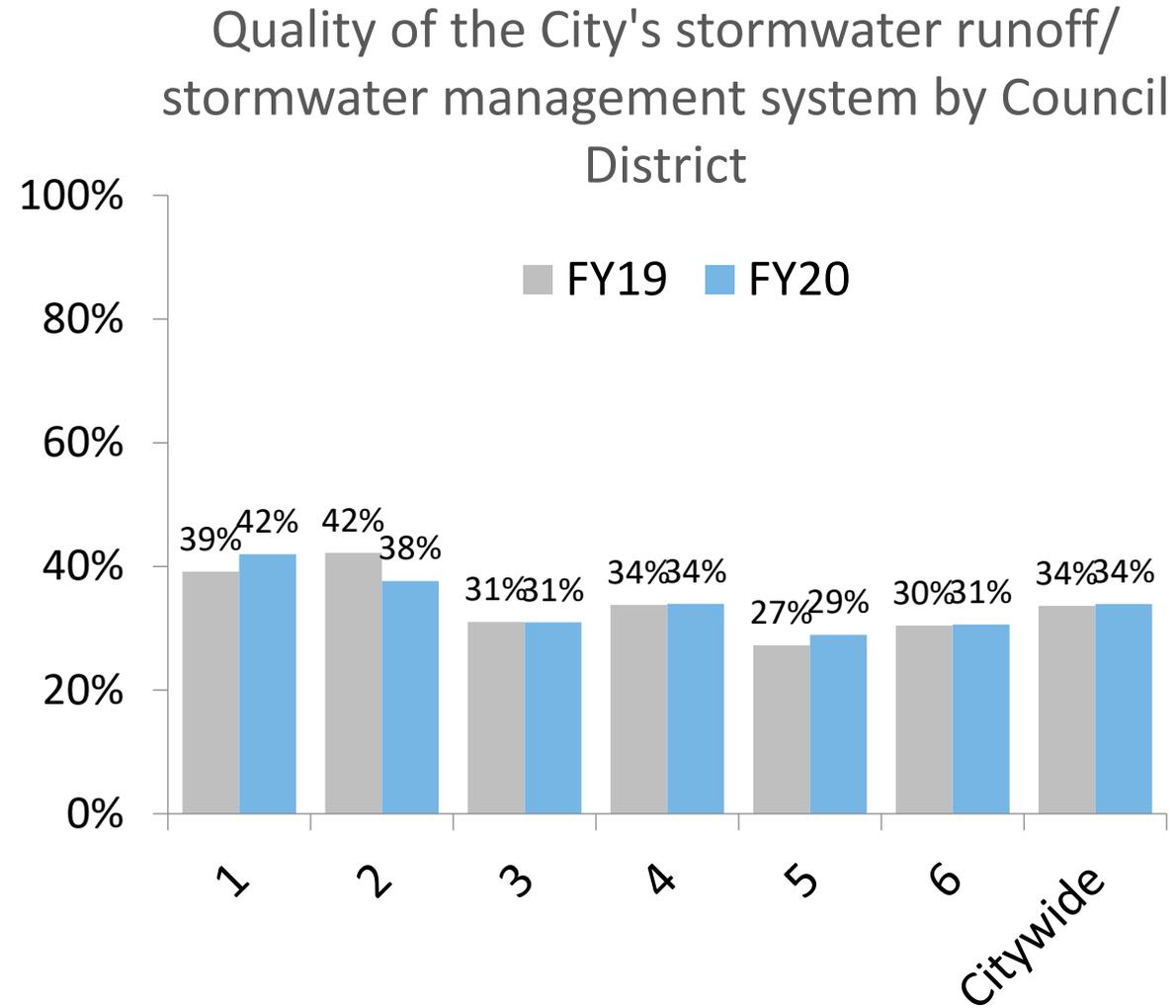
Benchmarks

Geographic Differences

# Stormwater Management and Catch Basins Satisfaction Are Both Unchanged



# Satisfaction with Stormwater Management and Catch Basins Is Lower in Districts 3, 4, 5, and 6



# Questions?

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# 2019-20 KANSAS CITY MISSOURI CITIZEN SURVEY

**FINAL REPORT**

Submitted to:

**The City of Kansas City, Missouri**

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