



FY 2019-20 Resident Survey Results
Board of Police Commissioners

August 25, 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?

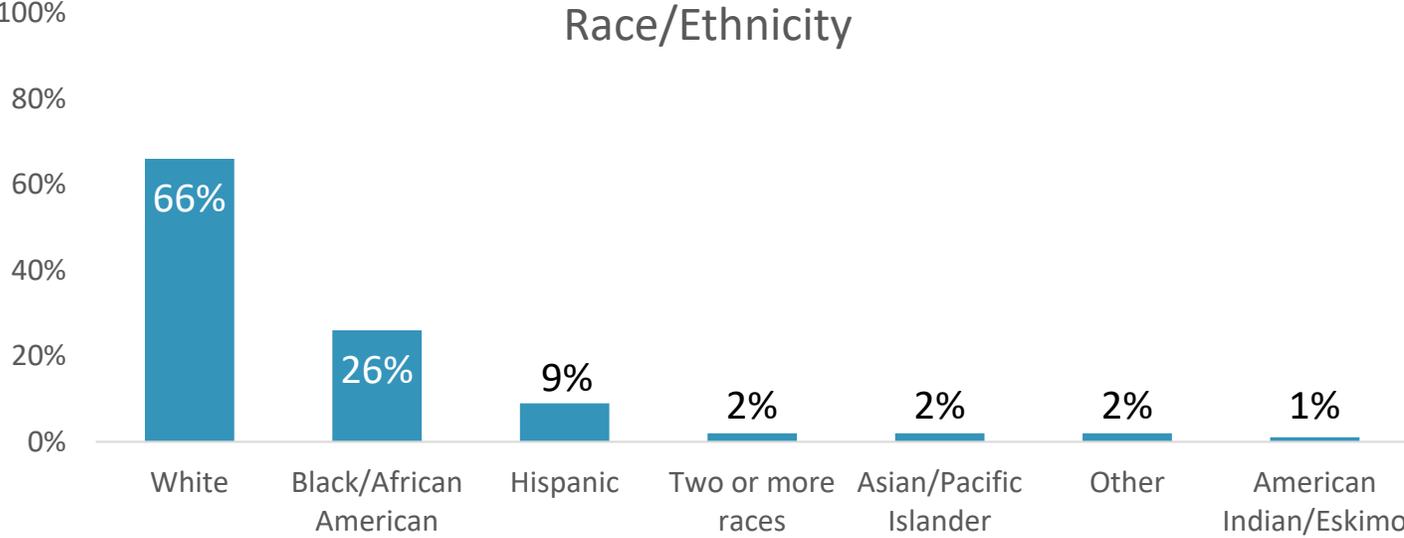
Survey Administration Details

- 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

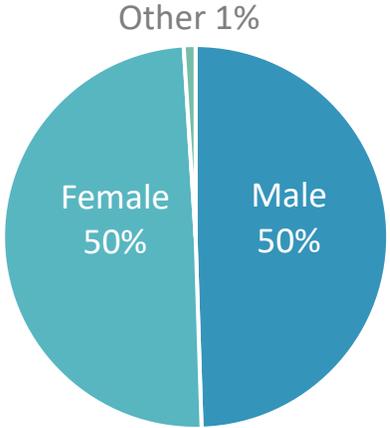
FY19-20 survey respondent demographics



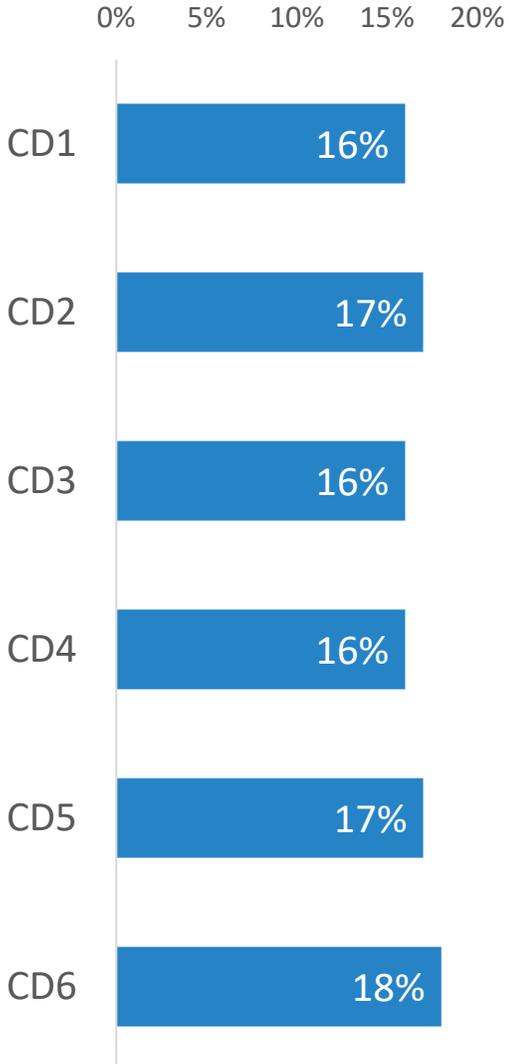
Race/Ethnicity



Gender Identity



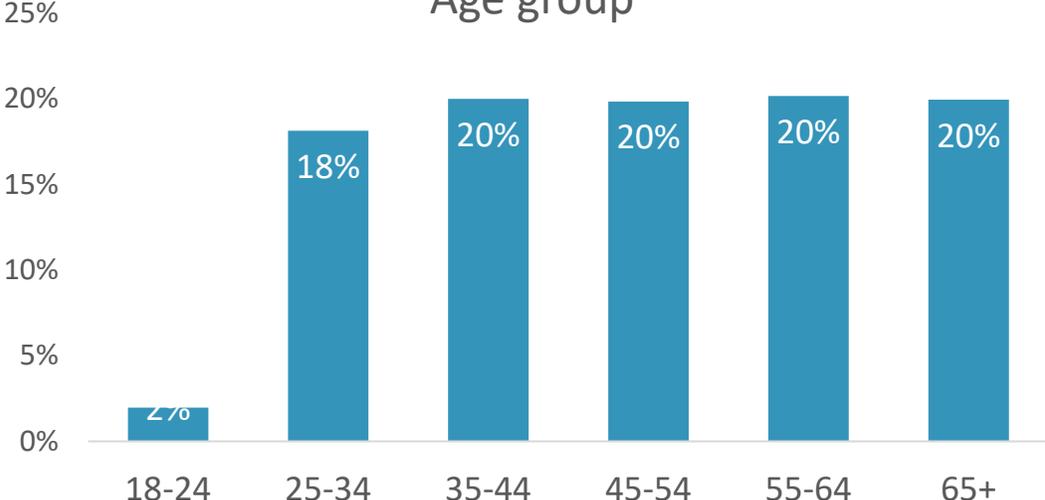
Council District



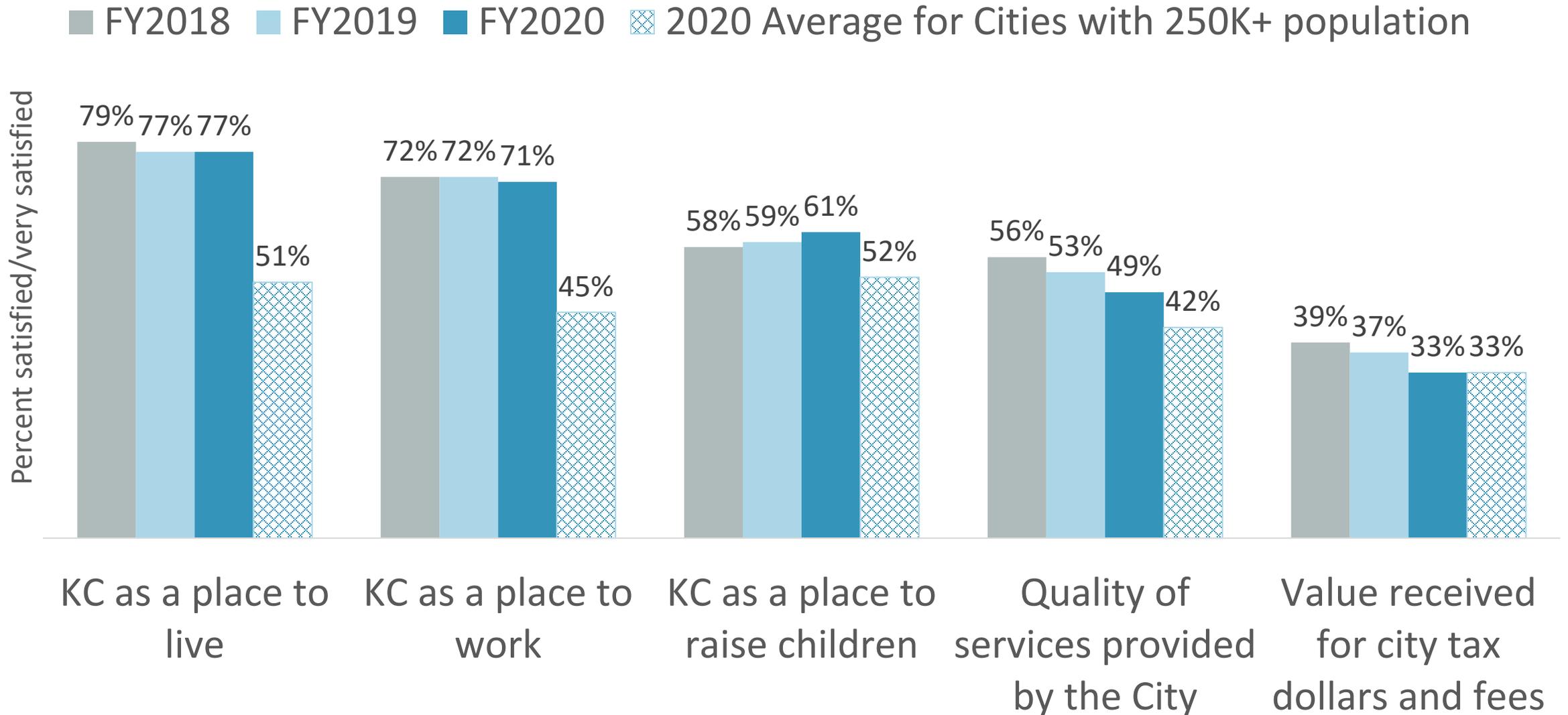
Household Income



Age group



Residents Feel Positively about Quality of Life In the City (Compared to National Average)



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

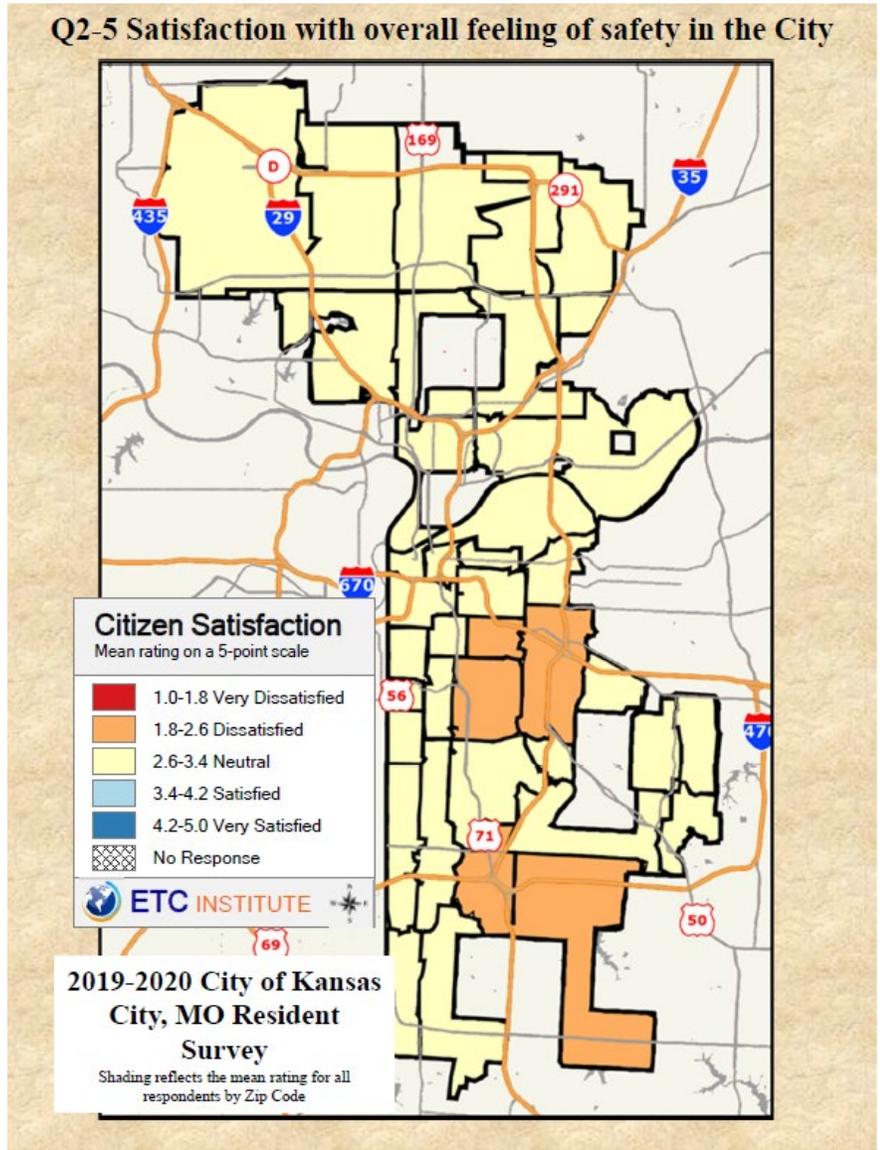
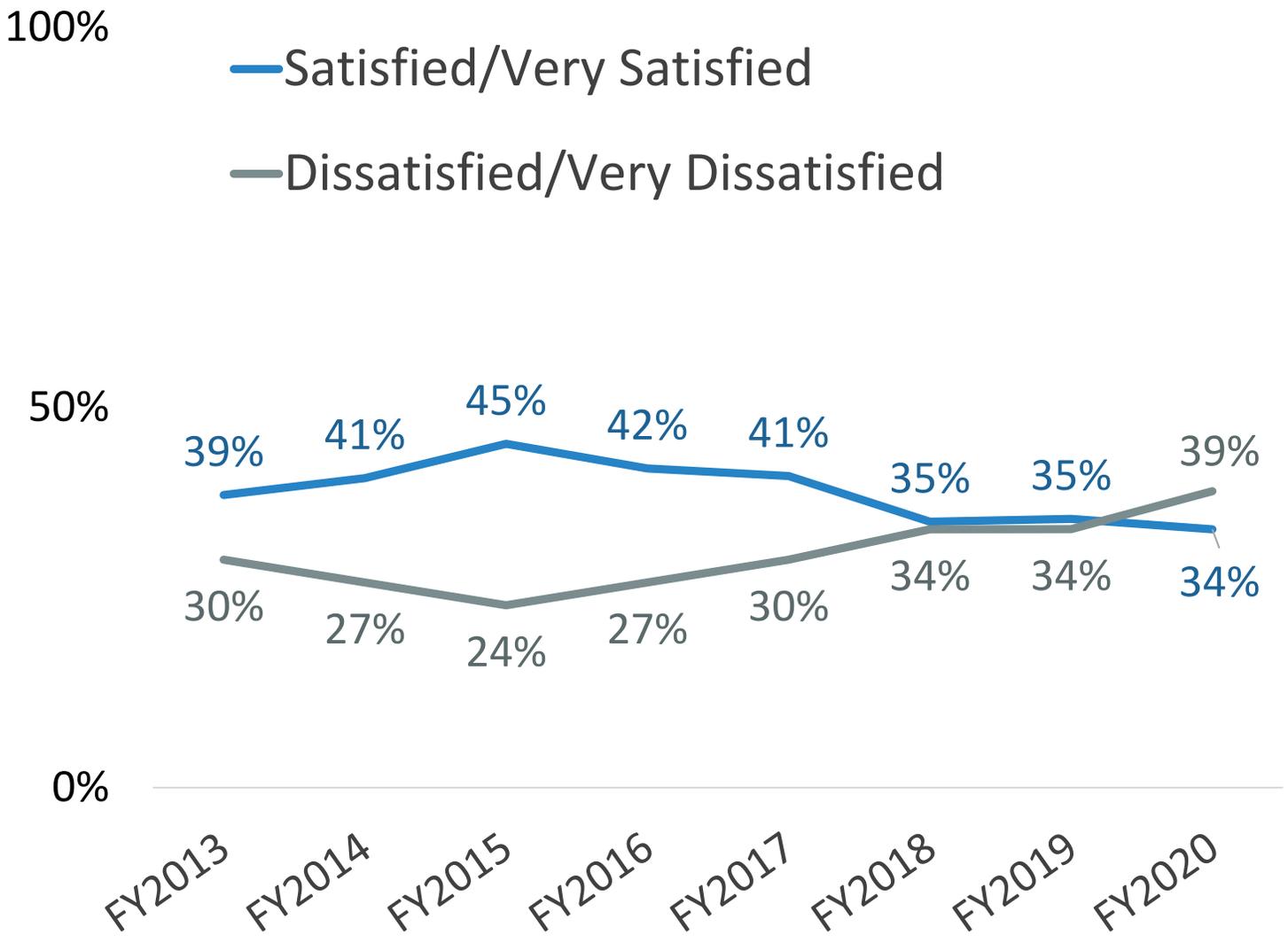
Airport

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

Leadership

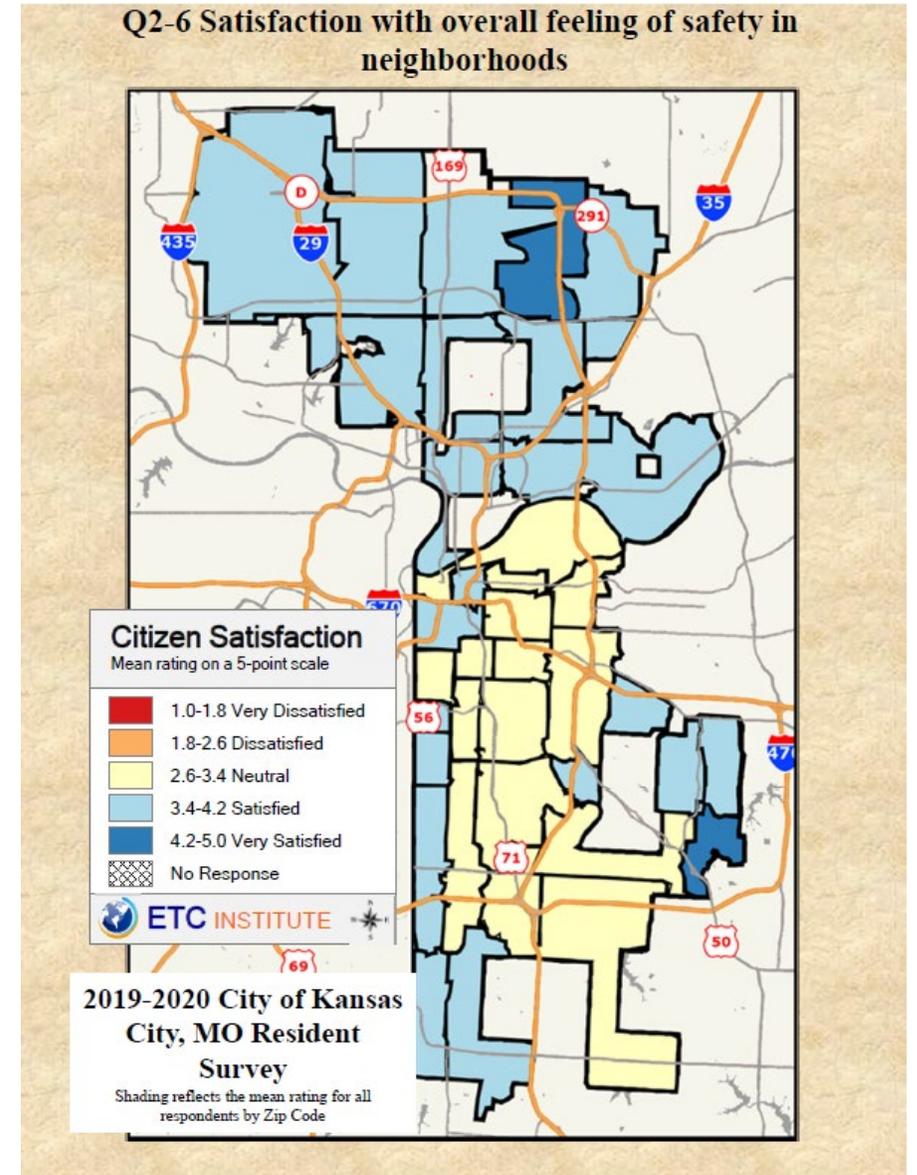
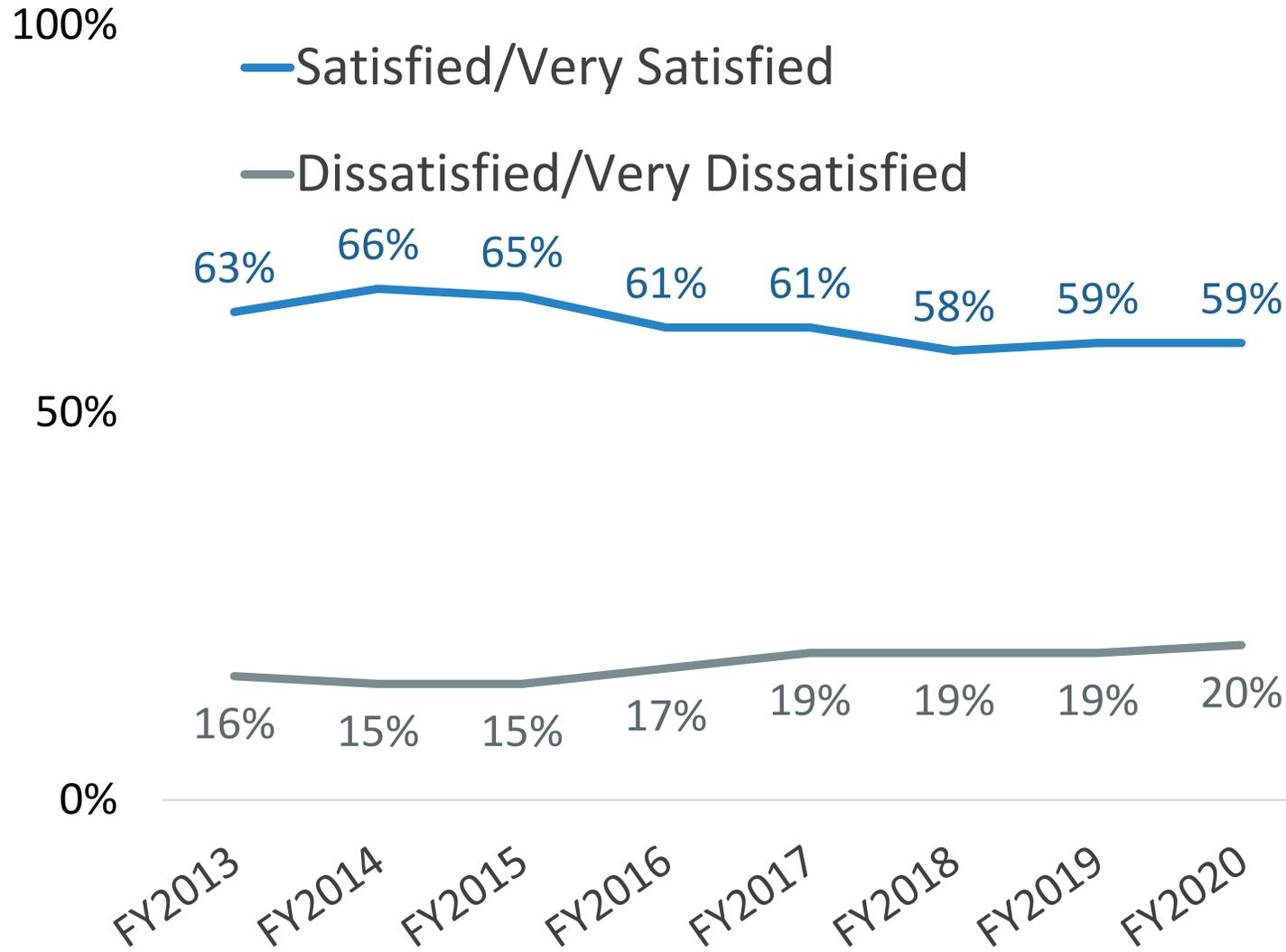
Leadership from elected officials
Effectiveness of city manager and appointed
How ethically the city conducts business

Feelings of Safety in the City: Satisfaction Unchanged



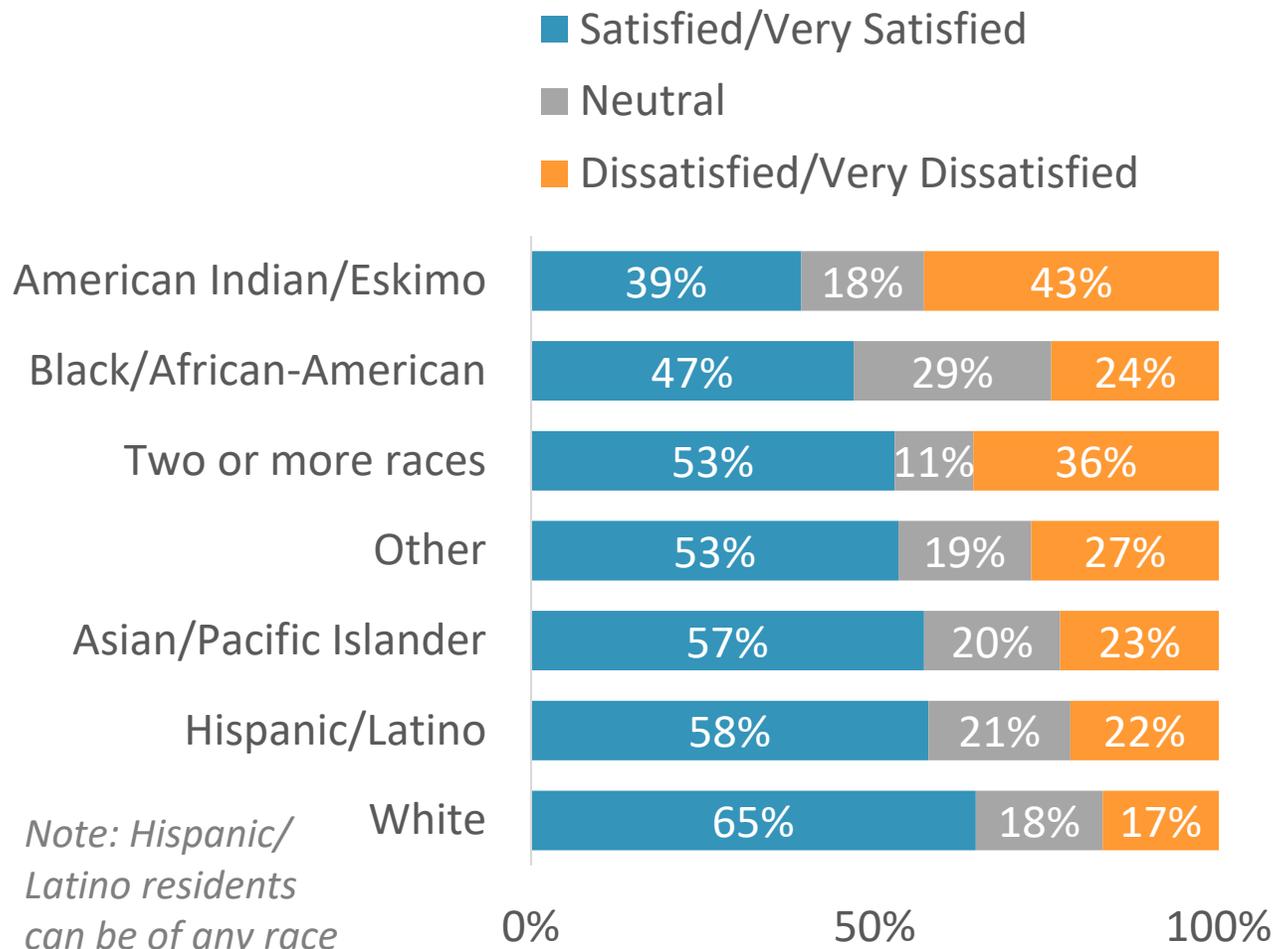
Source: KCMO Resident Survey

How Safe I Feel in my Neighborhood: Satisfaction Unchanged

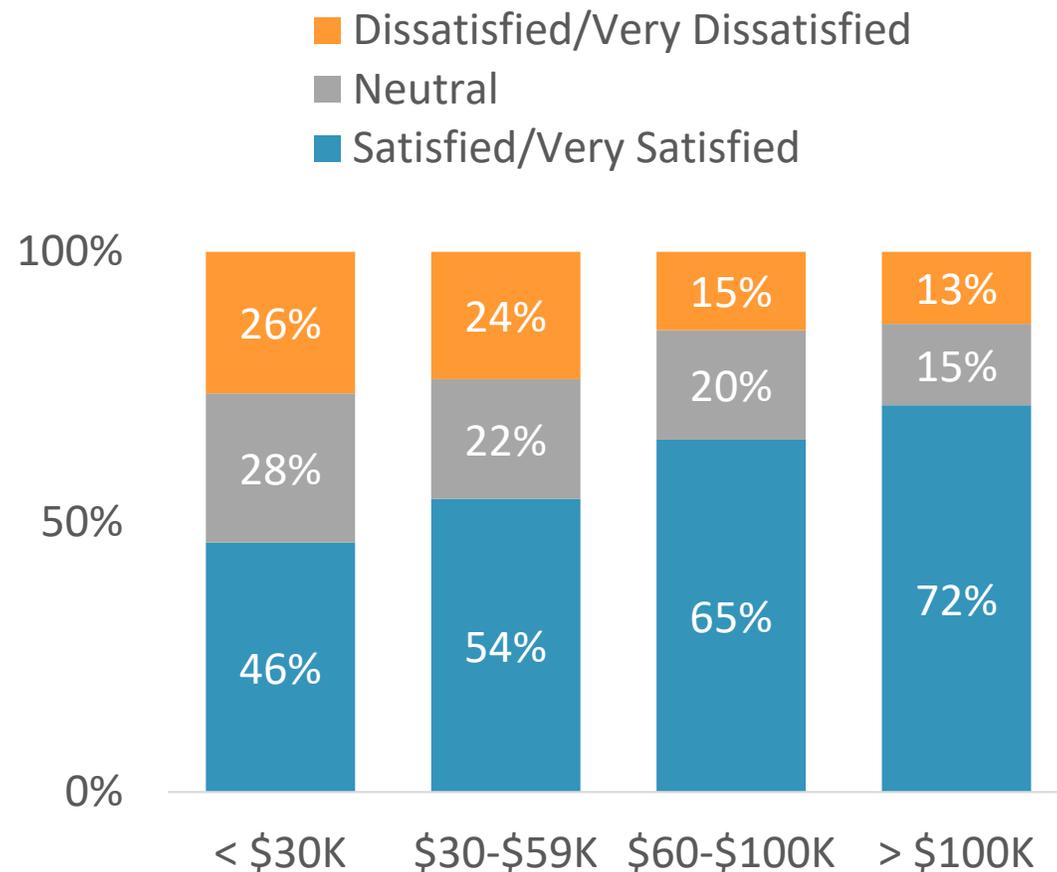


Feelings of Safety in Neighborhood by Race/Ethnicity and Income

Safety in Neighborhood by Race/Ethnicity



Safety in Neighborhood by Annual Household Income

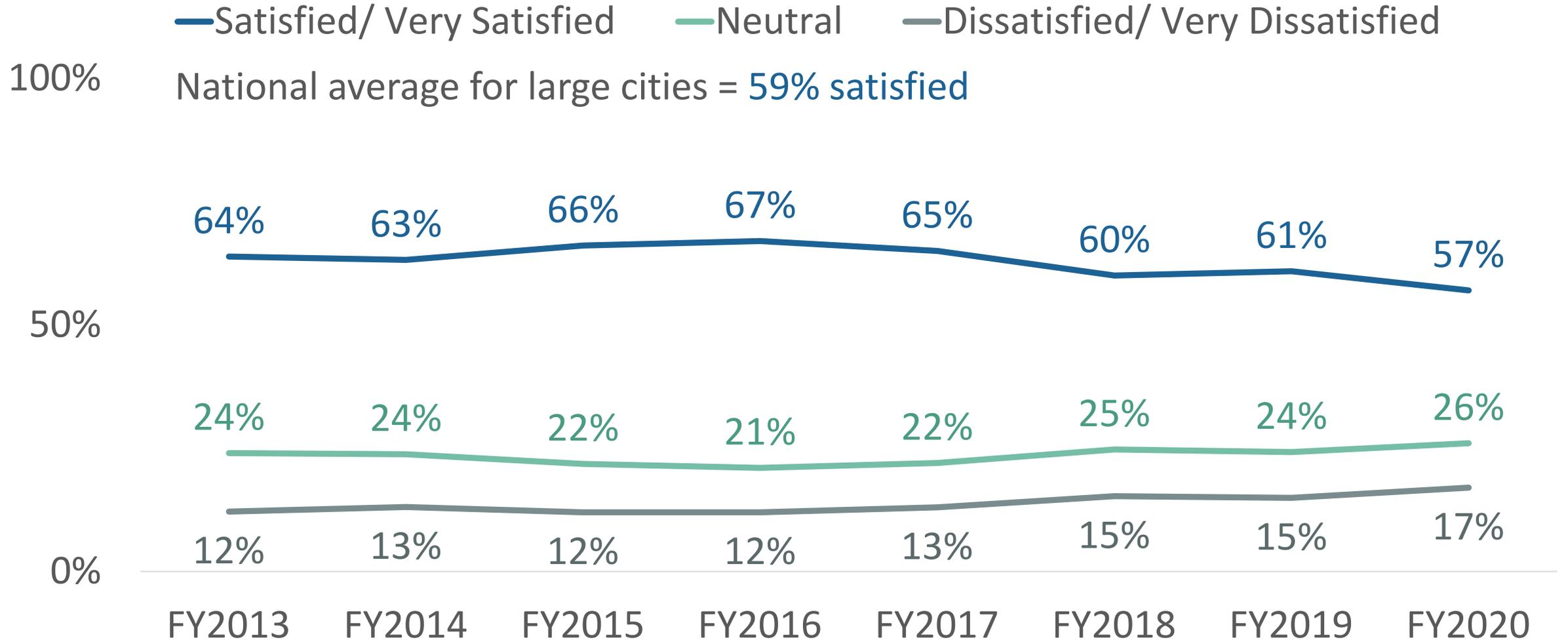


Resident Priorities: Importance-Satisfaction Table



Service Area	Emphasis %	Satisfaction %	I-S Rank FY19	I-S Rank FY20
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%	5	4
Solid waste services	17%	52%	7	5
City water utilities	14%	47%	6	6
Public transportation	14%	43%	4	7
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%	10	11
Customer service from city employees	5%	46%	11	12
Fire and EMS services	11%	75%	12	13
Health Department services	4%	51%	13	14
311 service	4%	56%	14	15
Municipal Court services	2%	39%	15	16

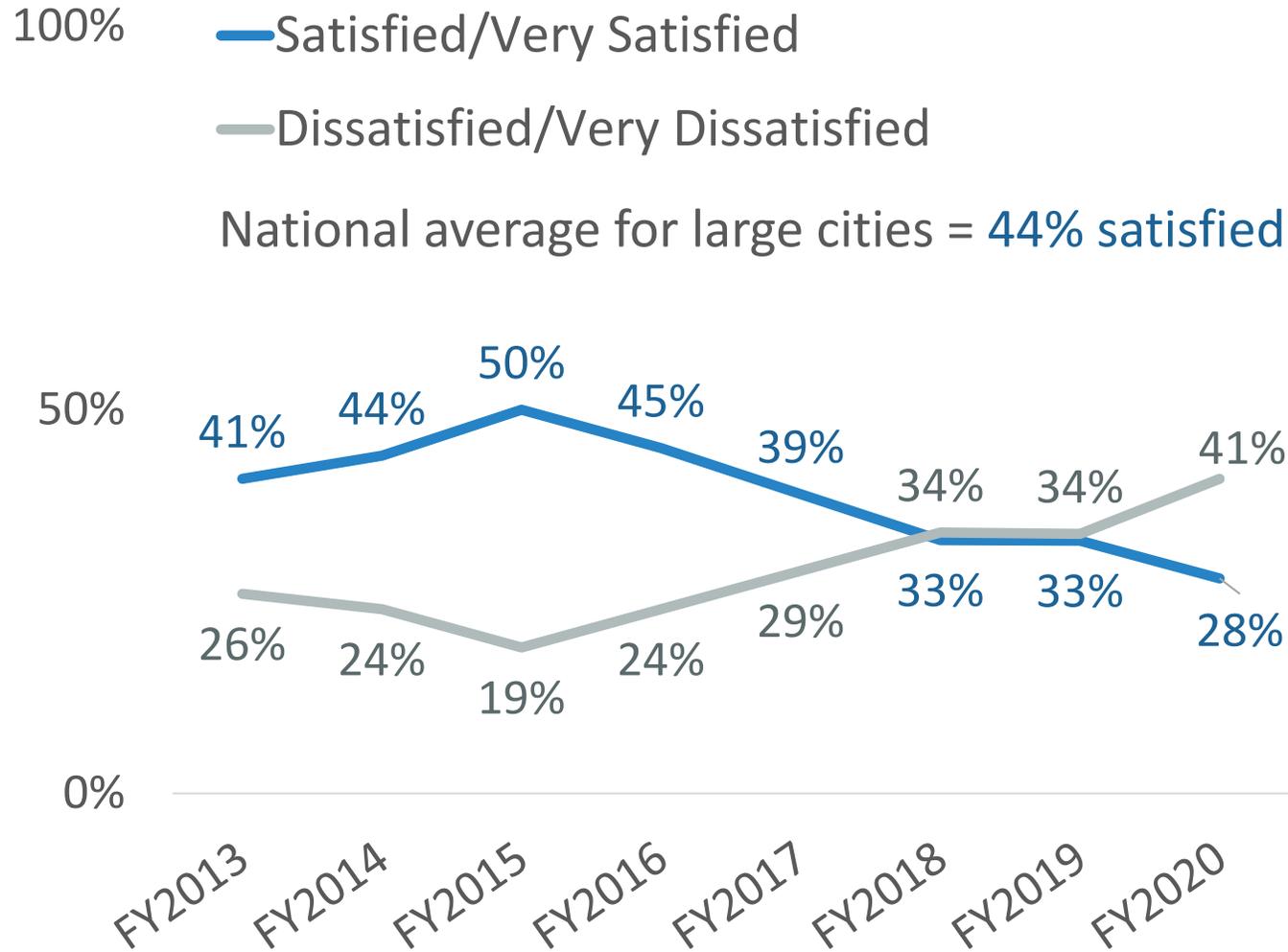
Overall Quality of Police Services: Decline in Satisfaction



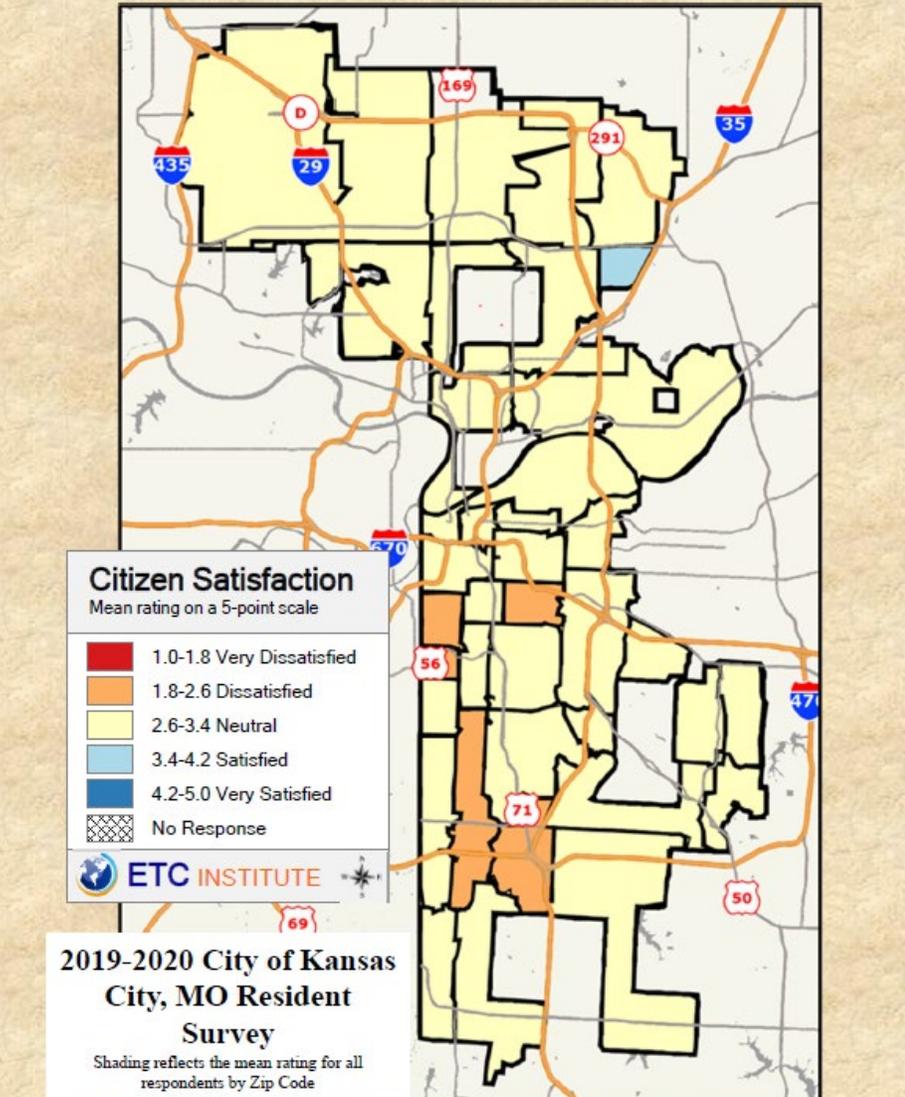
Resident Priorities for Police Services: Steady in FY19-20

Question	Importance	Satisfaction	FY2020 I-S Rank	FY2019 I-S Rank
The city's overall efforts to prevent crime	57%	28%	1	1
The visibility of police in neighborhoods	41%	38%	2	2
How quickly police respond to emergencies	30%	43%	3	3
Effectiveness of local police protection	31%	52%	4	4
Enforcement of local traffic laws	9%	43%	5	5
Parking enforcement services	4%	40%	6	6

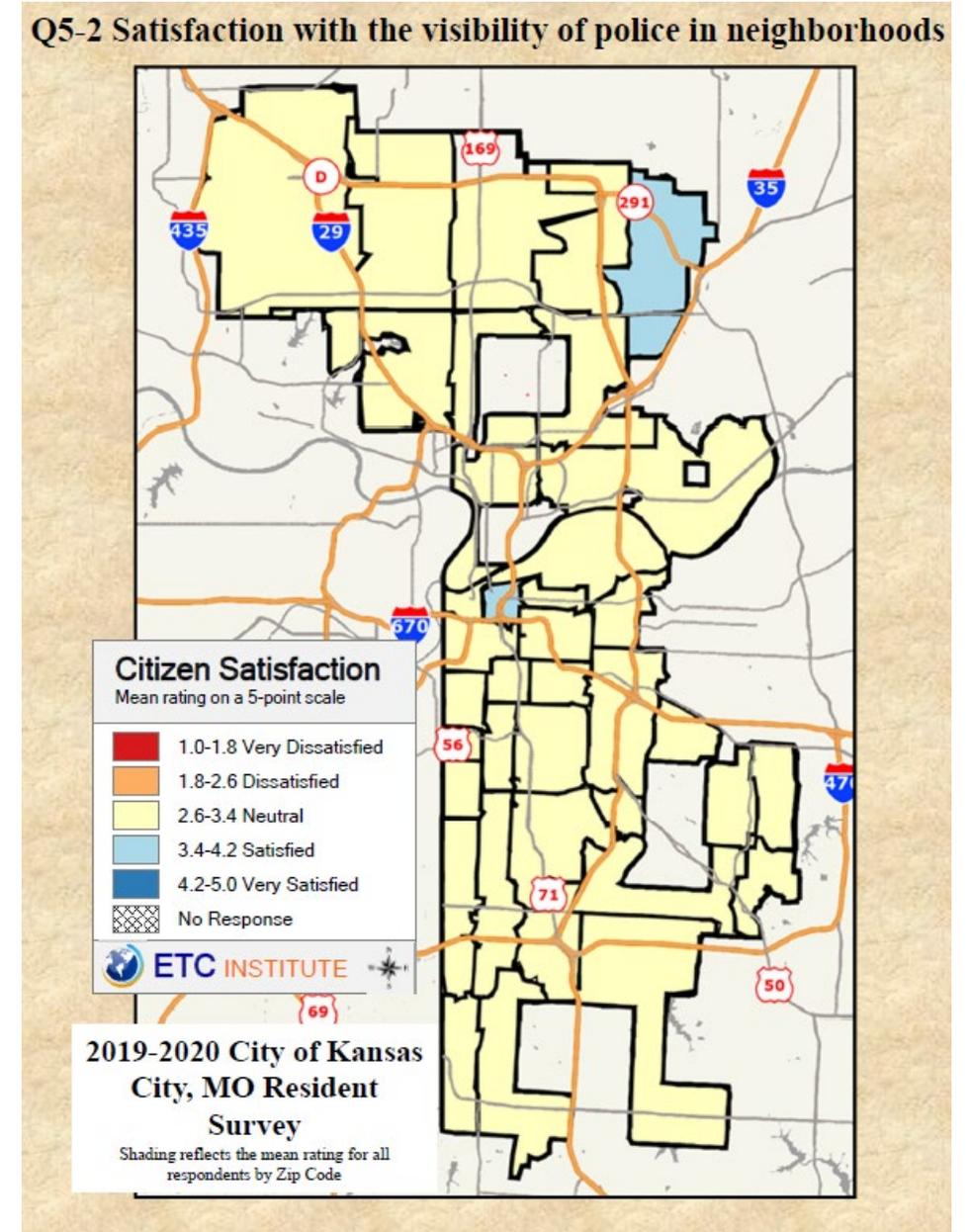
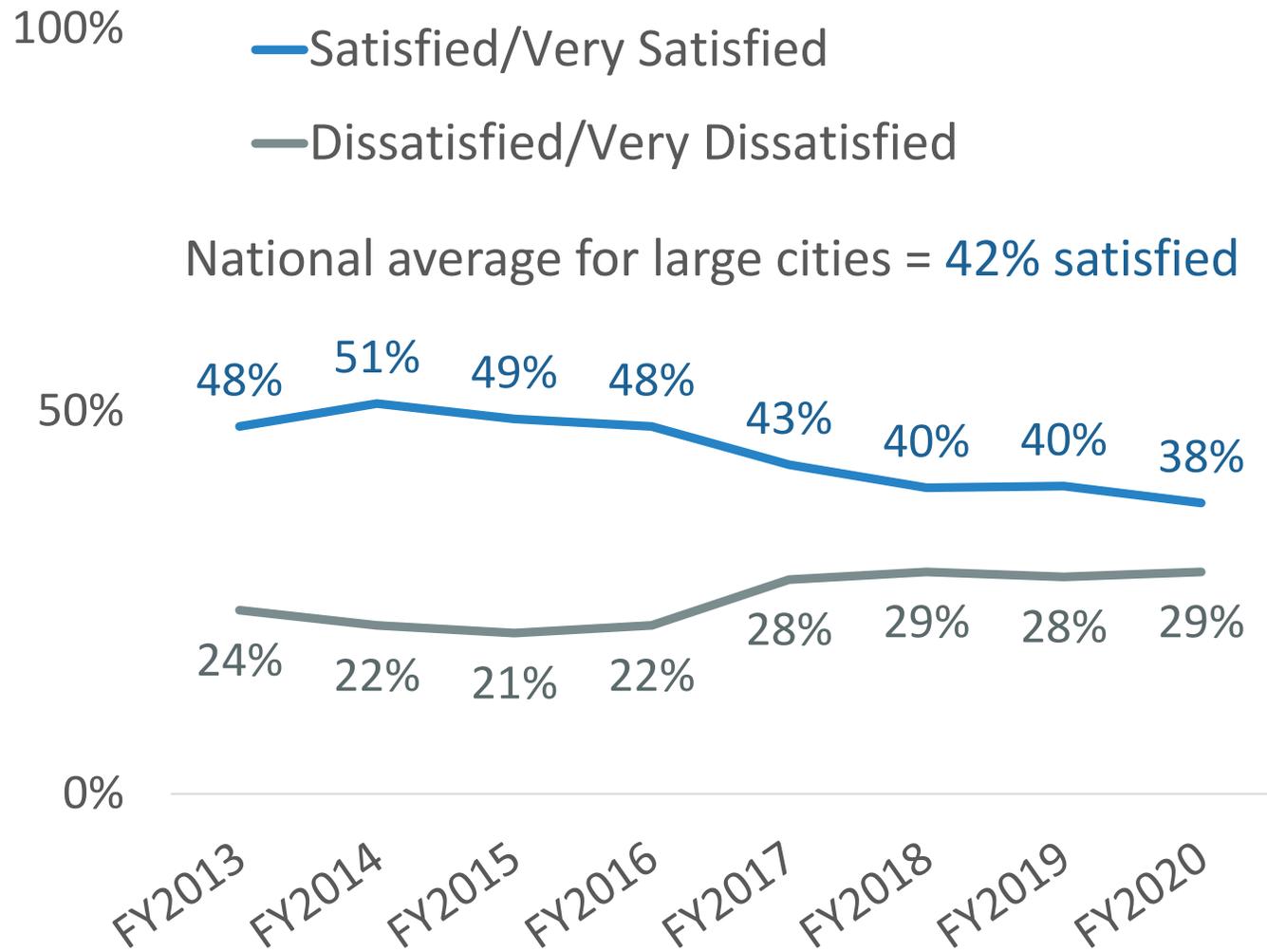
Efforts to Prevent Crime: Decline in Satisfaction



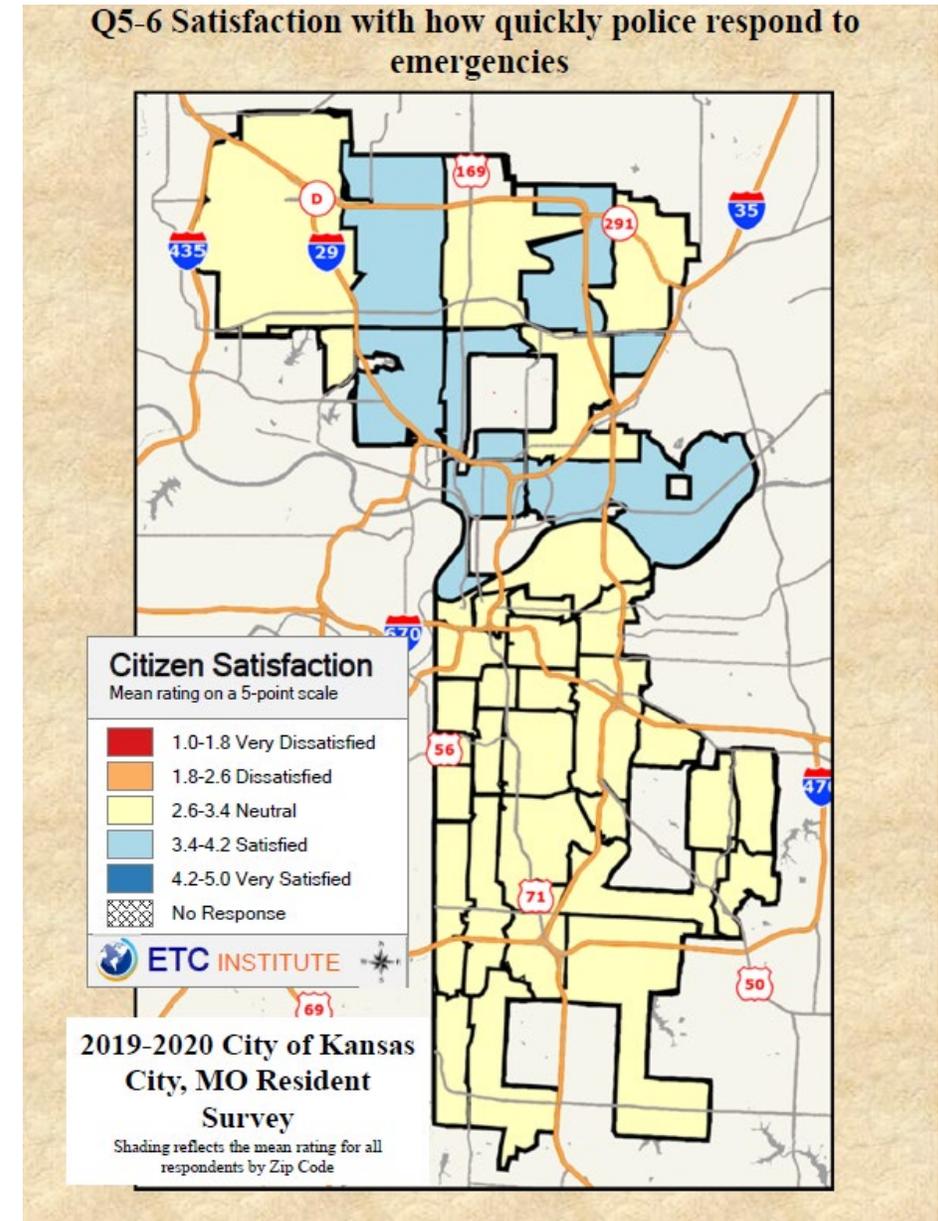
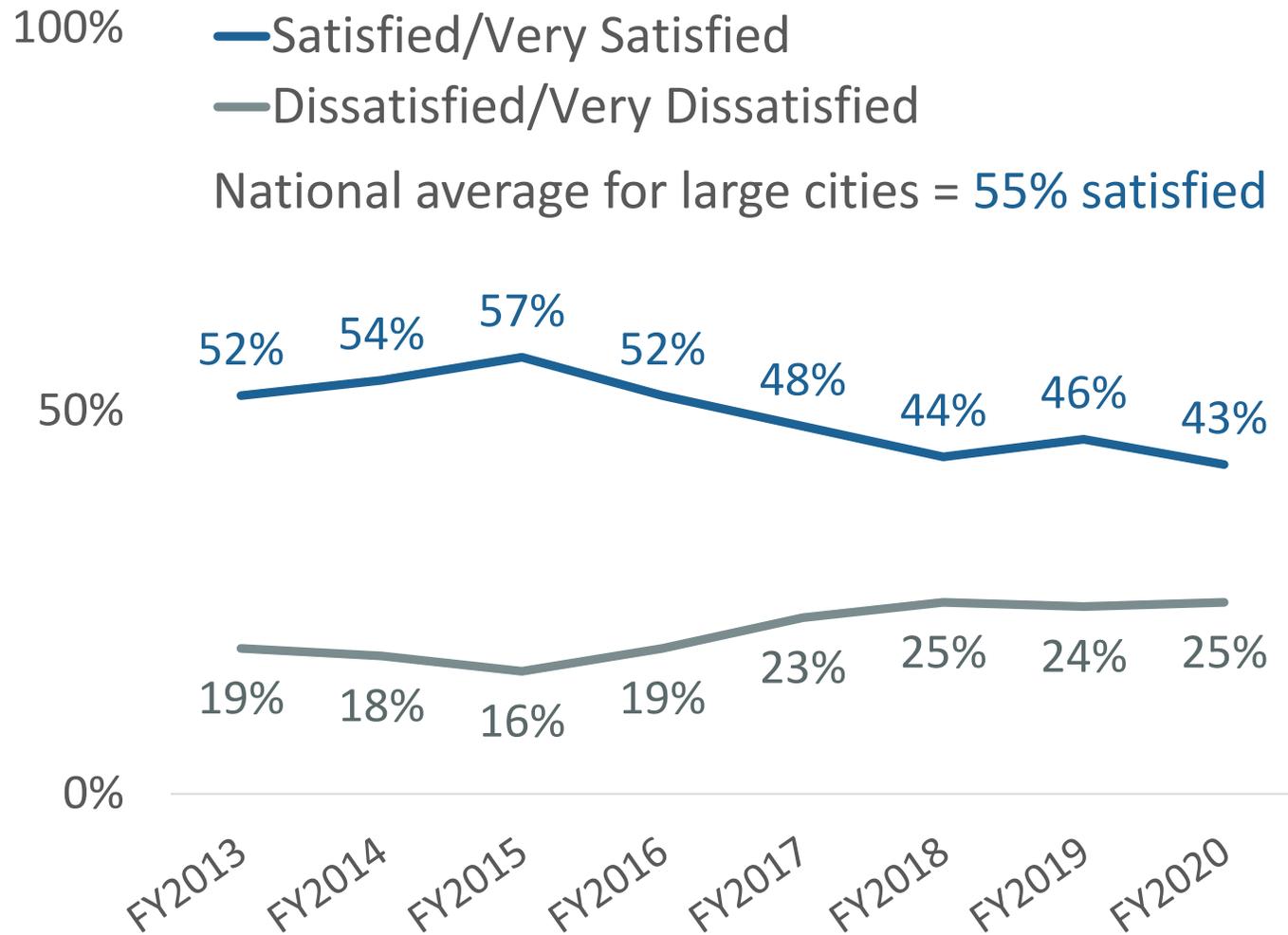
Q5-3 Satisfaction with the city's overall efforts to prevent crime



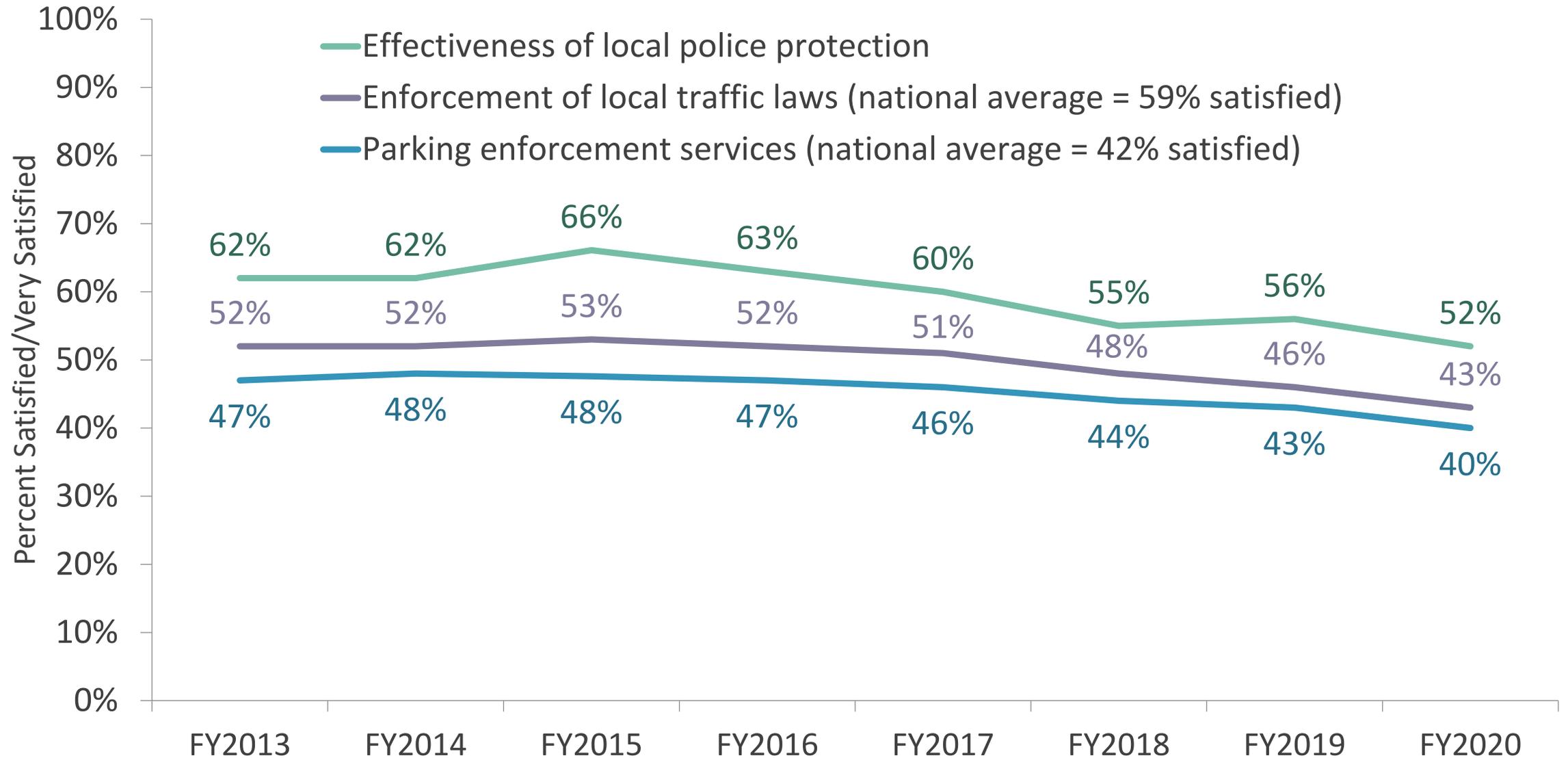
Visibility of Police in Neighborhoods: Decline in Satisfaction



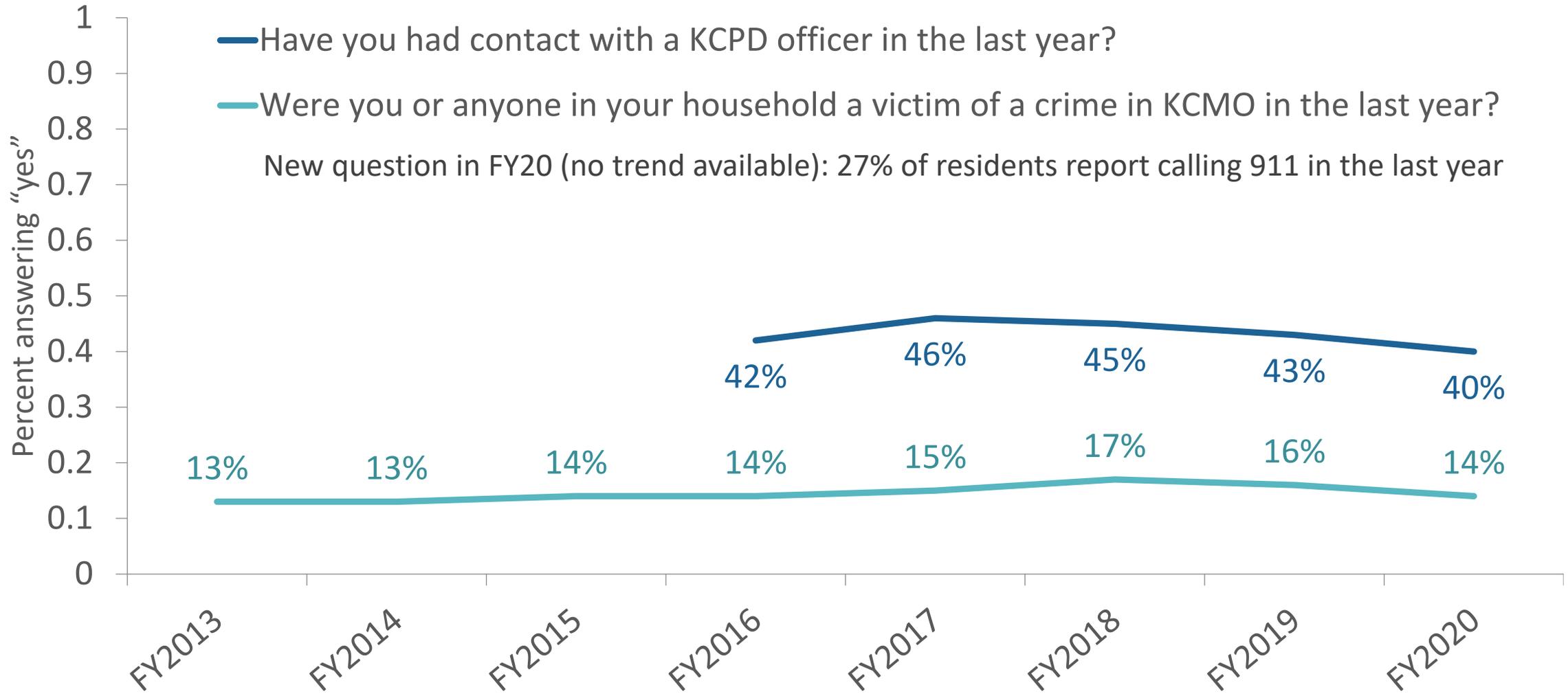
How Quickly Police Respond to Emergencies: Decline in Satisfaction



Other Police Services Questions: Declines in Satisfaction



Experiences of Residents: Contact with KCPD, Victims of Crime, and called 911



Changes to survey questions in FY20-21 (administration started this month)

- REMOVED: “Visibility of police in neighborhoods”
- ADDED: “Relationship between my neighborhood and the police department
- ADDED: “Responsiveness of the police department to resident concerns”
- ADDED: “Are you aware of the Greater Kansas City Crime Stoppers TIPS hotline, a phone and online resource for the community to anonymously report information to help solve crimes?”

Additional analysis/visualization

- Resident Insights Dashboard will be released in September (full survey results, crosstabs, maps, and correlations available)
- DataKC can assist in any other analysis or data that is needed of resident survey results

Questions?

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