

2010 City of Harrisonville Community Survey *Final Report*



Submitted to:

The City of Harrisonville

January 2011

...helping organizations make better decisions since 1982

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ETC
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2010 Harrisonville Community Survey

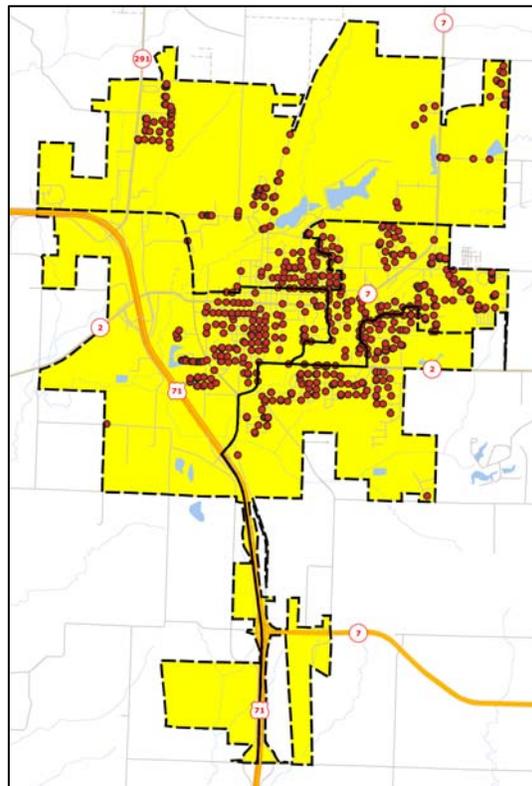
Executive Summary Report

Overview and Methodology

During December 2010, ETC Institute administered a community survey for the City of Harrisonville. The purpose of the survey was to assess satisfaction with the delivery of City services and to help determine priorities for the community as part of the City's ongoing planning process. The first community survey was administered in 2008 by ETC Institute.

Methodology. A seven-page survey was mailed to all households that receive a utility bill from the City. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, 258 completed the survey by phone and 490 returned it by mail for a total of 748 completed surveys. The overall results for survey have a precision of at least $\pm 3.6\%$ at the 95% level of confidence. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail), and the demographic composition of the sample was similar to the most recent U.S. Census estimate for the City.

Location of Respondents. To better understand how well services are being delivered in different parts of the City, the home addresses of survey respondents were geocoded. The dots on the map to the right show the distribution of survey respondents based on the location of their home.



Location of Respondents

Don't know responses. The percentage of “don't know” responses has been excluded from graphs to show trends from 2008 to 2010 and to facilitate valid comparisons. Since the number of “don't know” responses often reflects the utilization and awareness of city services, the percentage of “don't know” responses has been included in the tabular data in Section 5 of this report.

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey and trends from 2008 to 2010 (Section 1)
- benchmarking data that shows how the results for the City of Harrisonville compare to other cities (Section 2)
- importance-satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the survey instrument (Section 5)
- GIS maps that show the results of the survey on maps of the City (Appendix A)

Perceptions of the Community

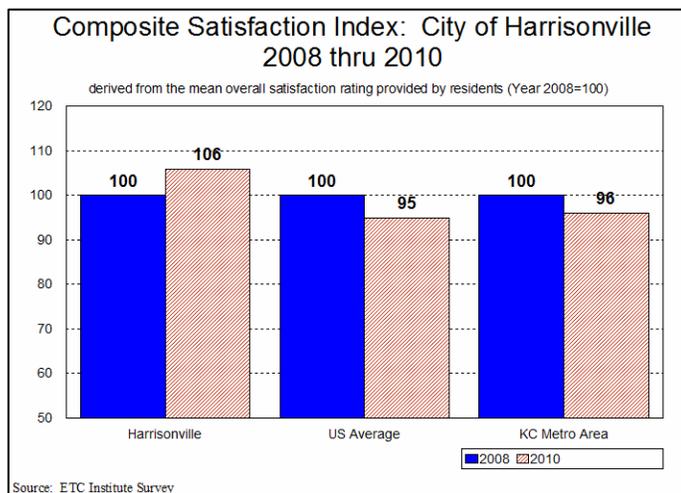
Most residents have a positive perception of the City. Eighty-two percent (82%) of those surveyed who had an opinion gave positive ratings for Harrisonville as a place to live and 80% gave positive ratings for Harrisonville as a place to raise children. Only 8% of those surveyed have negative ratings for the overall quality of life in the City.

Overall Satisfaction with Major City Services

Based upon the combination of “very satisfied” and “satisfied” responses, residents were **most satisfied** with the following major categories of city services: parks and recreation programs/facilities (83%), public safety services (83%), solid waste service (82%), and electric service (75%). Residents were **least satisfied** with the flow of traffic and congestion management in the City (40%), the quality of building inspections by the City (42%) and the enforcement of codes and ordinances (44%).

Composite Performance Index. To objectively assess the change in overall satisfaction with city services from 2008 to 2010, ETC Institute developed a Composite Satisfaction Index for the City. The Composite Satisfaction Index is derived from the mean rating given for the 12 major categories of city services that were assessed in both 2008 and 2010. The index is calculated by dividing the mean rating from 2010 by the mean rating from 2008 and then multiplying the result by 100.

The chart to the right shows the Composite Satisfaction Index from 2008 and 2010 for the City of Harrisonville, all U.S. cities, and cities in the Kansas City metro area. While the Composite Customer Satisfaction Index for the City of Harrisonville improved by 6 points from 2008 to 2010, the U.S. average declined by 5 points, and the Kansas City average declined by 4 points. City leaders in Harrisonville are to be commended for their efforts to sustain high levels of service during a period in which national and regional attitudes toward local government have generally become more negative.



Although overall satisfaction improved or stayed the same in all 12 of the major service categories that were rated, there were significant decreases in some of the specific areas that were assessed on the survey. The five most significant increases and decreases among all items that were assessed on the survey are listed below.

Most Significant INCREASES. The most significant increases in satisfaction from 2008 to 2010 were:

- satisfaction with the overall maintenance of City streets
- satisfaction with the condition of commercial streets
- satisfaction with the enforcement of City regulations/codes
- satisfaction with the flow of traffic/congestion management
- quality of building inspections by the City
- condition of residential streets
- satisfaction with the maintenance of sidewalks

Most Significant DECREASES. The most significant decreases in satisfaction from 2008 to 2010 were:

- satisfaction with the City's recreation programs
- satisfaction with fire related education programs
- satisfaction with the maintenance of City buildings
- the City's adult athletic programs
- satisfaction with how well Harrisonville is planning growth

Top Priorities For Improvement

The major categories of City services that residents thought should receive the most emphasis from City leaders over the next two years based on the percentage of residents who selected the item as one of their top three choices were:

- the flow of traffic and congestion management (53%)
- the maintenance of streets, buildings and facilities (44%)
- stormwater runoff and management system (24%)

SATISFACTION WITH SPECIFIC CITY SERVICES

Maintenance

The maintenance services that were rated best by residents, based upon the combination of “very satisfied” and “satisfied” responses, were: snow removal on major city streets (79%), the maintenance of traffic signals (72%), the overall cleanliness of city streets and other public areas (72%) and the maintenance of street signs (70%).

The maintenance services that residents thought needed the most emphasis over the next two years were: (1) the maintenance and preservation of Downtown, (2) maintenance of City streets, (3) maintenance of City buildings, and (4) the adequacy of storm drainage systems.

Utility Services

The utility services with which residents were most satisfied based upon a combination of “very satisfied” and “satisfied” responses were: residential trash collection (92%), the timeliness of the utility bill (79%), the dependability of electric services (77%) and curbside recycling services (75%). Residents were least satisfied with the clarity and taste of tap water (38%) and what they are charged for water and sewer services (39%).

Communication

The communication services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses, were: the quality of City’s newsletters (63%), the availability of information about City programs and services (49%) and the quality of the City’s web page (46%).

Other Communication-Related Findings

- **Sources of Information.** The sources that residents received most of their information about City issues, services and events were: from the City’s newsletters (69%) and the Cass County Democrat (66%).

Customer Service

Eighty-one percent (81%) of the residents surveyed, who had interacted with a City employee the previous year, felt it was “very easy” or “somewhat easy” to reach the city employee in the department they needed; 17% felt it was “very difficult” or “difficult” and 3% did not have an opinion.

Eighty-one percent (81%) of the residents surveyed, who had interacted with a City employee the previous year, thought City employees were “always” or “usually” courteous and polite, 72% thought employees “always” or “usually” gave prompt, accurate, complete answers and 72% thought employees “always” or “usually” did what they said they would do in a timely manner.

Code Enforcement

The highest levels of satisfaction with the enforcement of codes and ordinances, based upon a combination of “very satisfied” and “satisfied” responses, were: the enforcement of mowing and trimming of lawns (55%), the enforcement of sign regulations (52%) and the enforcement of the maintenance of business property (52%).

Other Code Enforcement-Related Findings

- Forty-two percent (42%) of residents felt the City should continue to proactively enforce city codes and ordinances; 38% thought the City should change to a complaint-driven method, and 20% did not have an opinion.
- Nearly two-thirds (64%) of the residents surveyed thought the City should continue to contact property owners who violate city codes by telephone or in person; 16% did not think this was necessary, and 20% did not have an opinion.
- Thirty-five percent (35%) of the residents surveyed thought the City is fair and consistent in code enforcement; 25% did not think code enforcement was fair and consistent manner, and 40% did not have an opinion.

Transportation

The transportation service that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses, was the ease of access to downtown (64%). Residents were least satisfied with the availability of public transportation in the City (15%) and the flow of traffic on 291 (31%).

The transportation services that residents felt were most important for the City to emphasize over the next two years were: (1) the flow of traffic along 291 and (2) the availability of public transportation.

Public Safety

The public safety services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses, were: how quickly fire personnel respond to emergencies (80%), how quickly ambulance personnel respond to emergencies (80%), the quality of local fire protection (80%) and the quality of local ambulance service (77%).

The public safety services that residents felt were most important for the City to emphasize over the next two years were: (1) the City’s efforts to prevent crime and (2) the visibility of police in neighborhoods.

Parks and Recreation

The parks and recreation services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses, were: the maintenance of City parks (87%), the number of City parks (80%), City swimming pools (79%), and special events sponsored by the City (79%).

The parks and recreation services that residents felt city leaders should emphasize most over the next two years were: (1) teen recreation opportunities and (2) the fees charged for recreation programs.

Other Findings

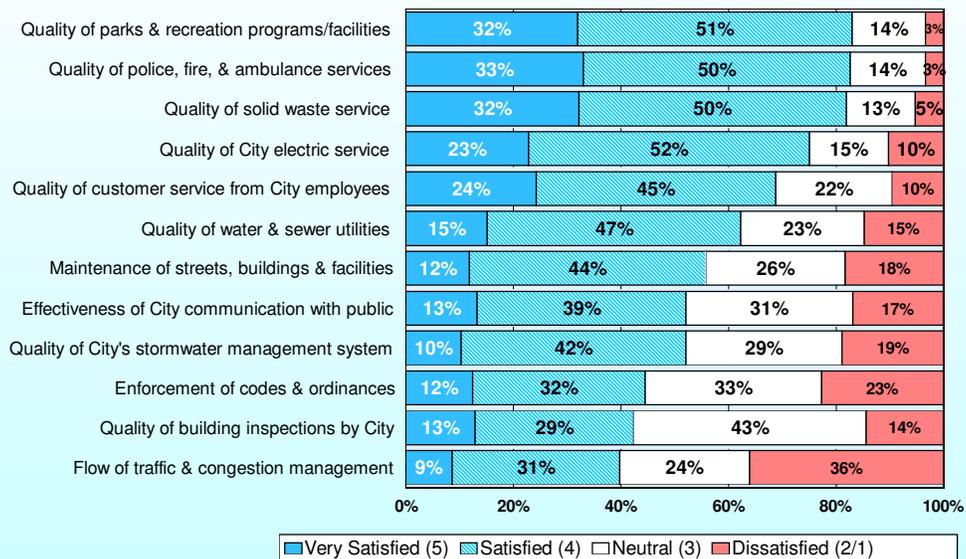
- **Noise Problems.** Most (80%) of the residents surveyed did not think excessive noise is a problem in their neighborhood; 18% of residents did think it was a problem, and 2% did not have an opinion.
- **Preferred Location of City Hall and the Police Station.** When asked to select their preferred location for the City’s Police Station and City Hall, more than half (51%) of the residents surveyed thought the facilities should be located where they will best serve residents; 18% thought the facilities should remain at the current location, 9% suggested other locations; 17% did not care where the facilities are located, and 5% did not think they had enough information to answer the question.
- **Support for a Tax Increase to Fund Infrastructure Improvements.** Fifty percent (50%) of those surveyed indicated that they would be willing to support a one-half cent sales tax increase to fund the installation of neighborhood streets with curbs/gutter, storm drainage, and sidewalks. Seventeen percent (17%) indicated that they would be willing to support a \$0.67 property tax levy increase to fund these improvements. Thirty-nine percent (39%) would not support either option, and 7% did not have an opinion. The total exceeds 100% because some respondents supported both the sales tax and property tax increase.
- **Support for Updating City Hall and the Police Station.** Seventy-one percent (71%) of residents were either “very supportive” or “supportive” of updating City Hall and the Police Station over the next 10 years if the improvements could be completed without raising taxes; 8% were not supportive and 21% were not sure.

Section 1:
Charts and Graphs

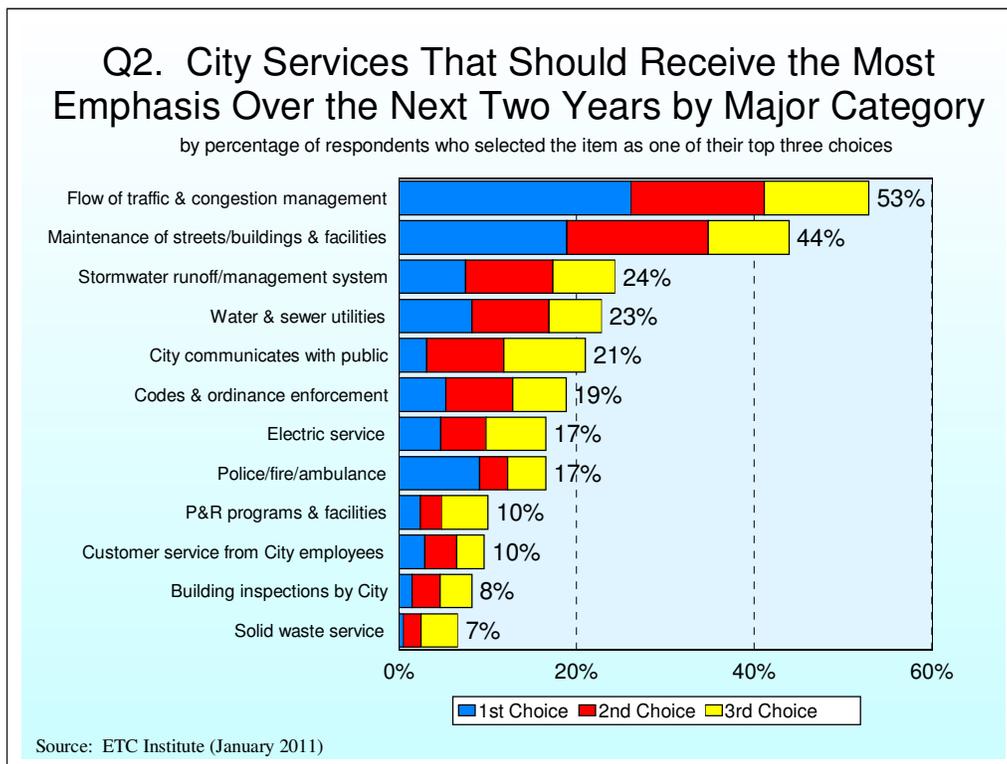
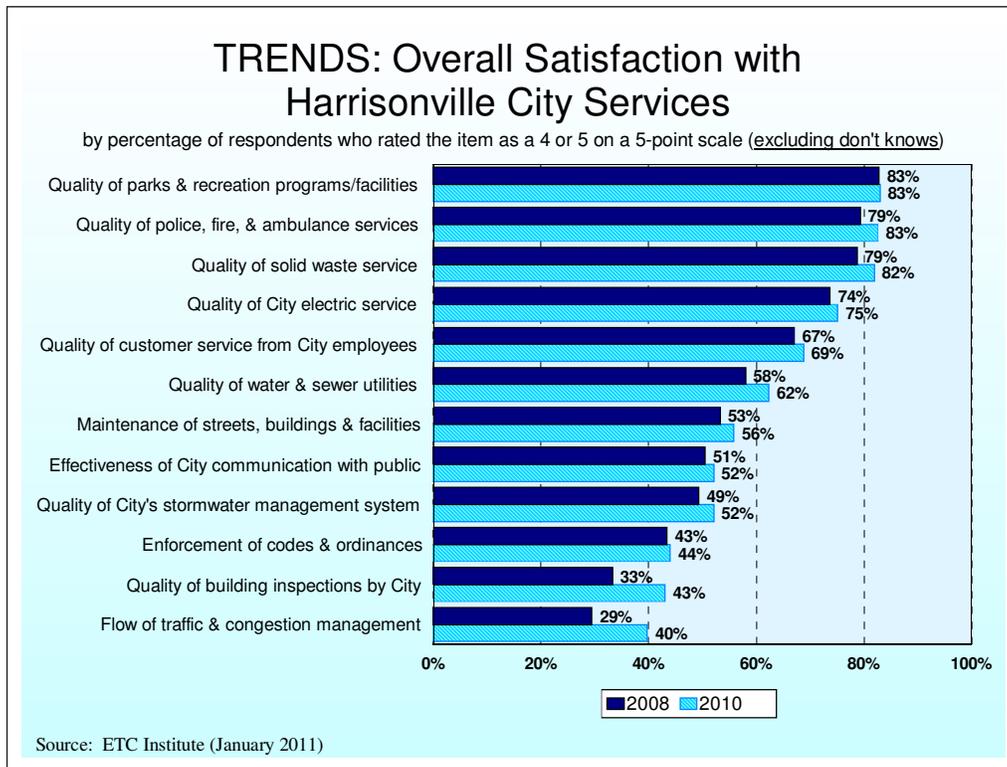
2010 City of Harrisonville Community Survey

Q1. Overall Satisfaction with Harrisonville City Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

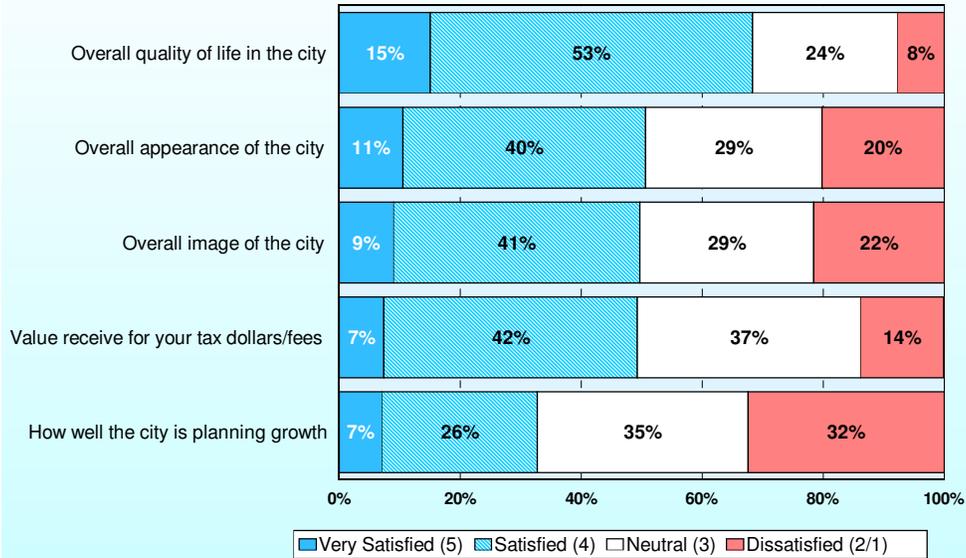


Source: ETC Institute (January 2011)



Q3. Satisfaction with Items That Influence Perceptions of the City of Harrisonville

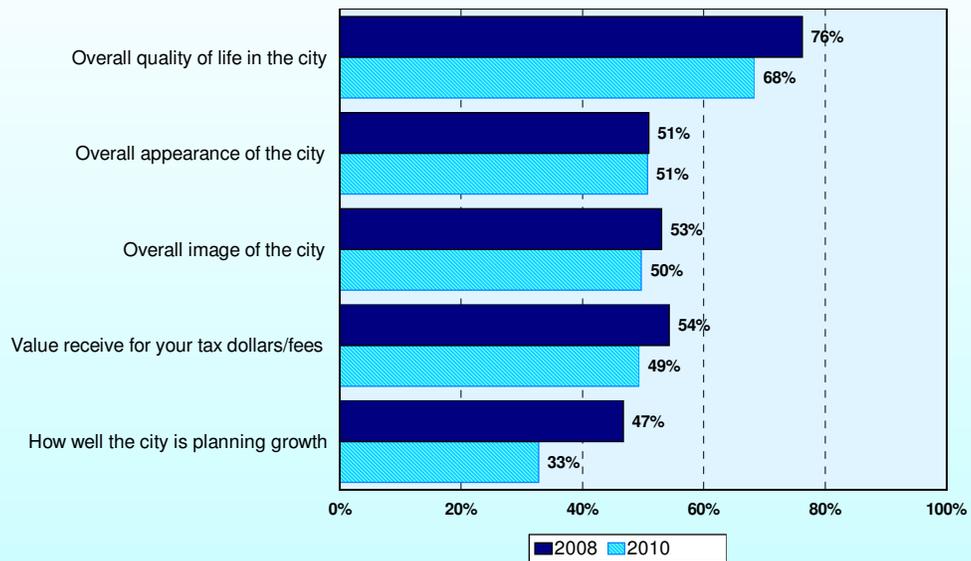
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



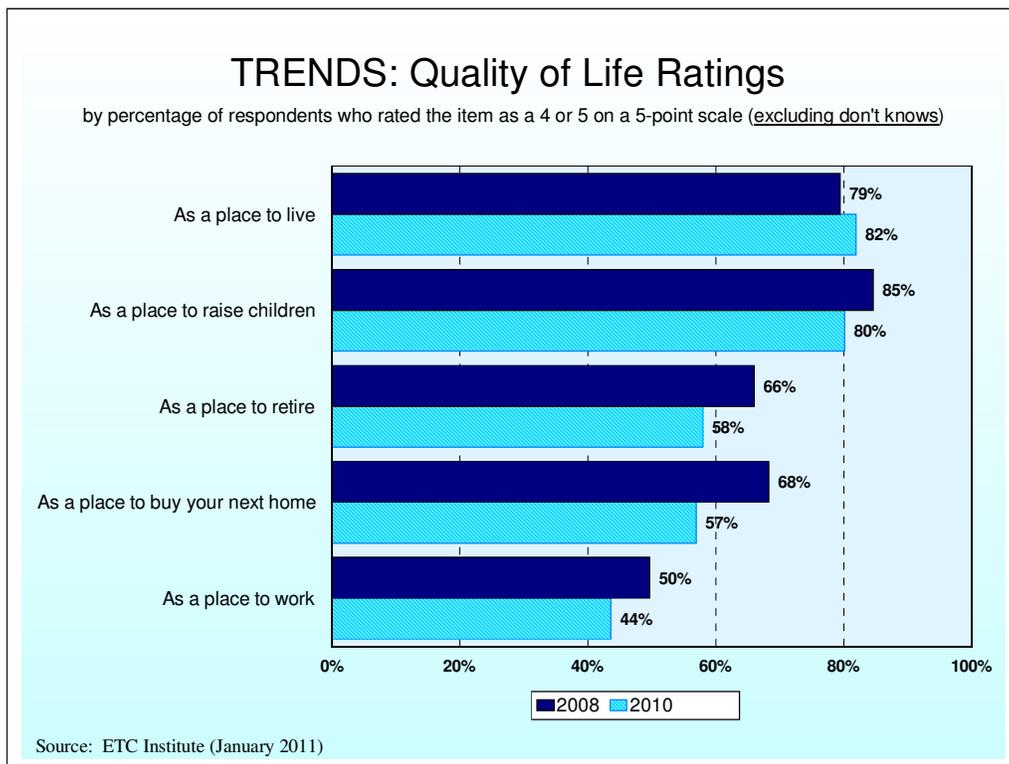
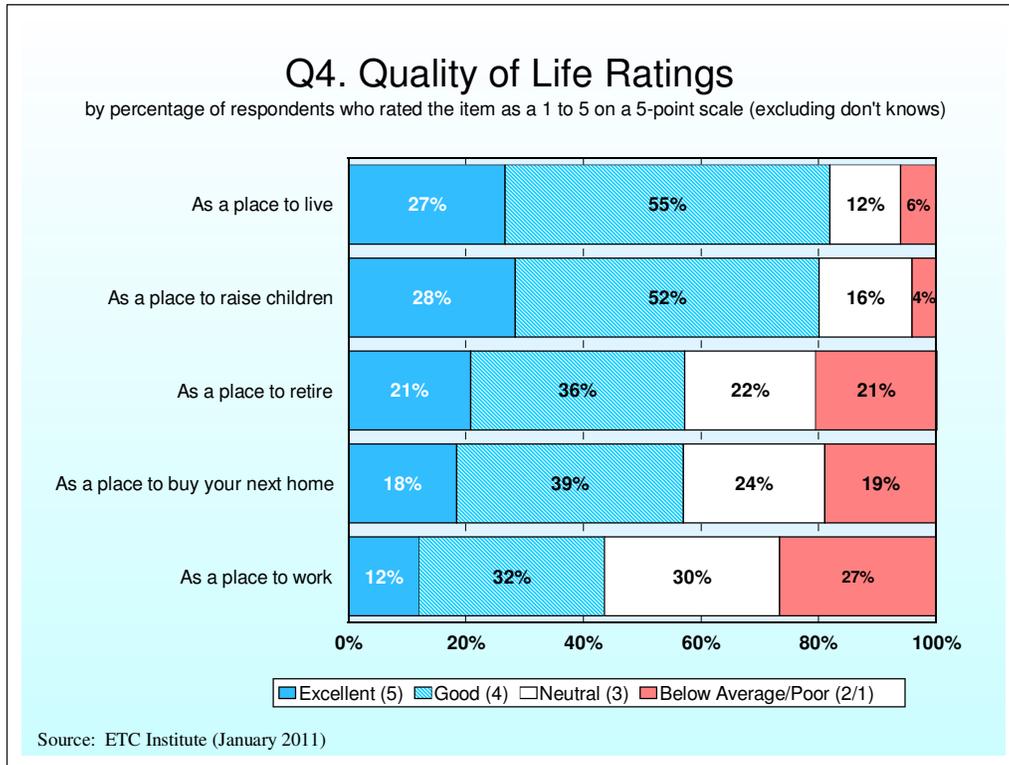
Source: ETC Institute (January 2011)

TRENDS: Satisfaction with Items That Influence Perceptions of the City of Harrisonville

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

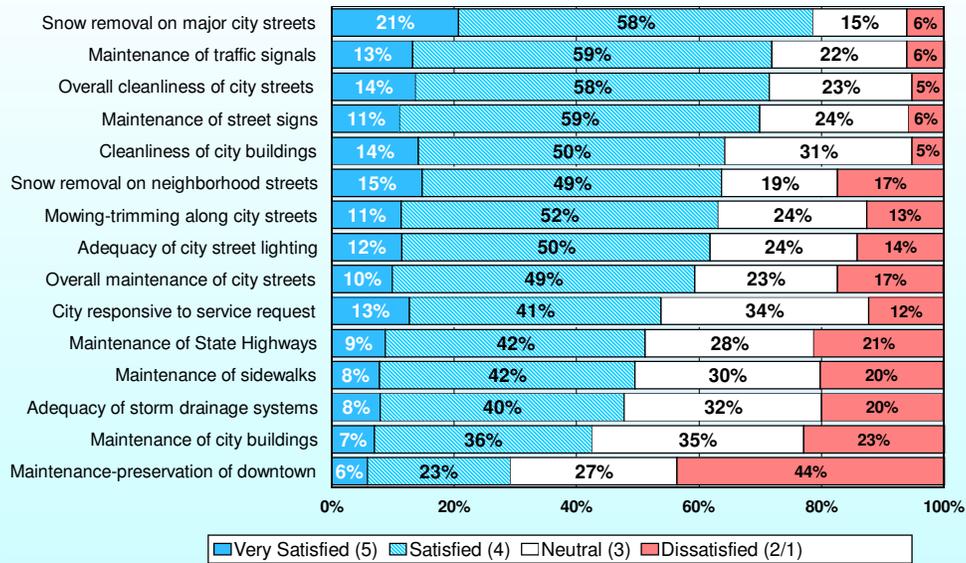


Source: ETC Institute (January 2011)



Q5. Level of Satisfaction with City Maintenance

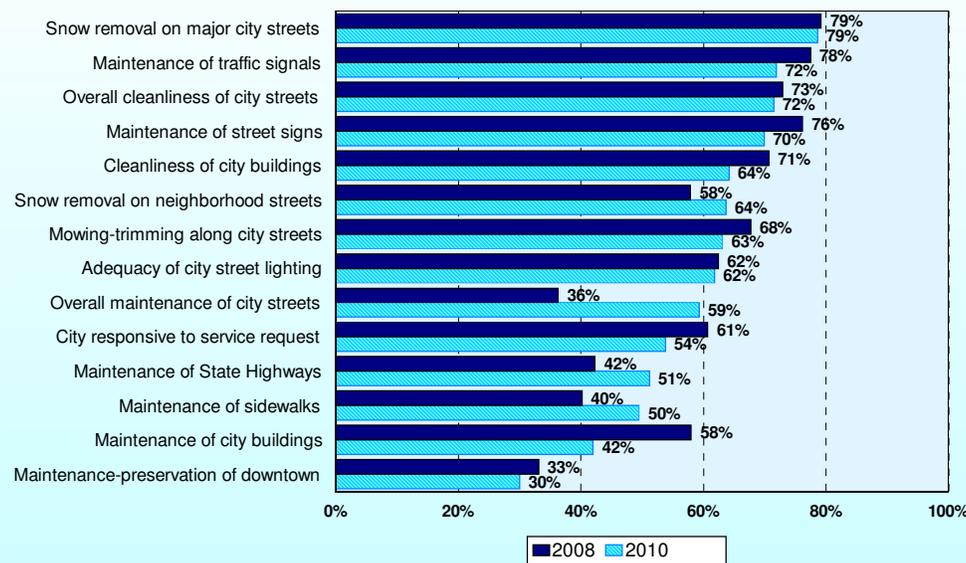
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2011)

TRENDS: Level of Satisfaction with City Maintenance

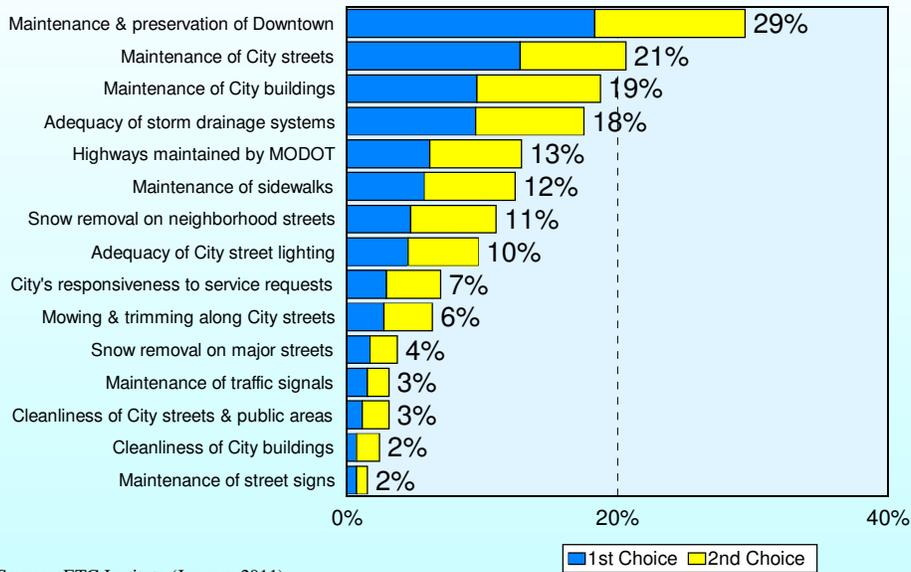
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2011)

Q6. Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

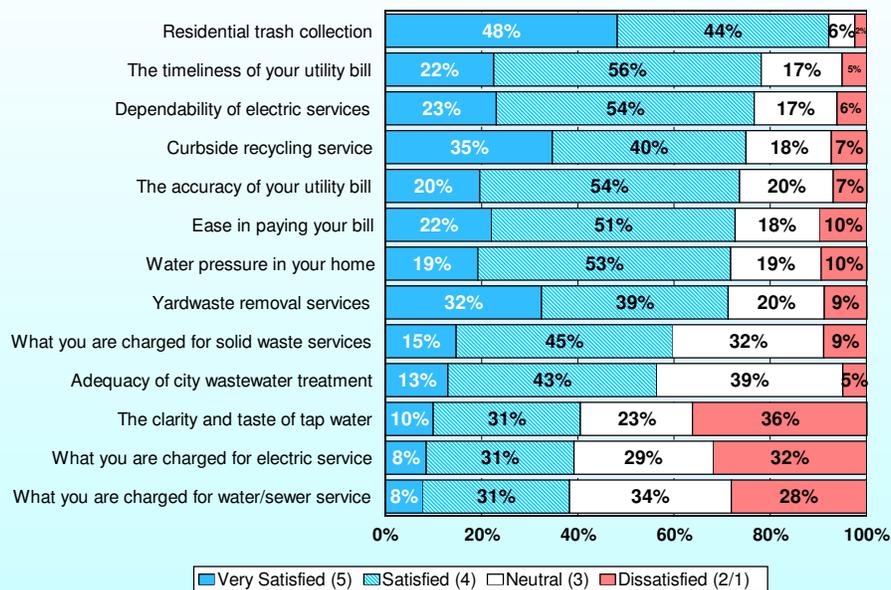
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (January 2011)

Q7. Level of Satisfaction with Utility Services

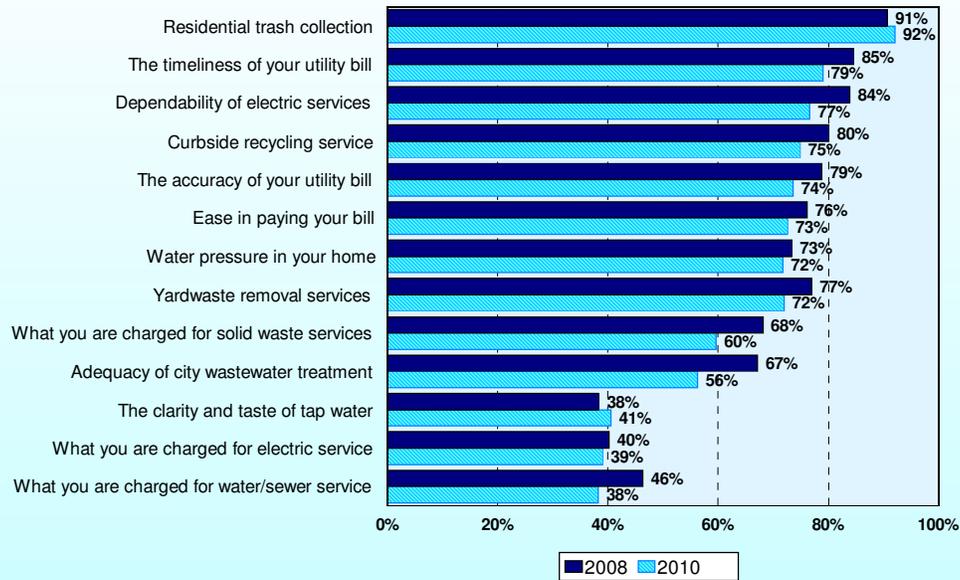
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2011)

TRENDS: Level of Satisfaction with Utility Services

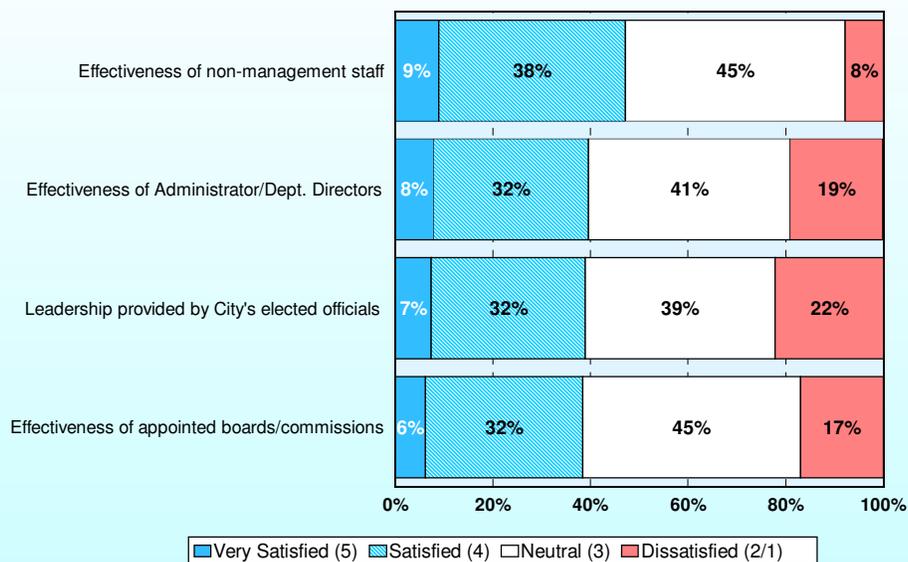
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2011)

Q8. Level of Satisfaction with City Leadership

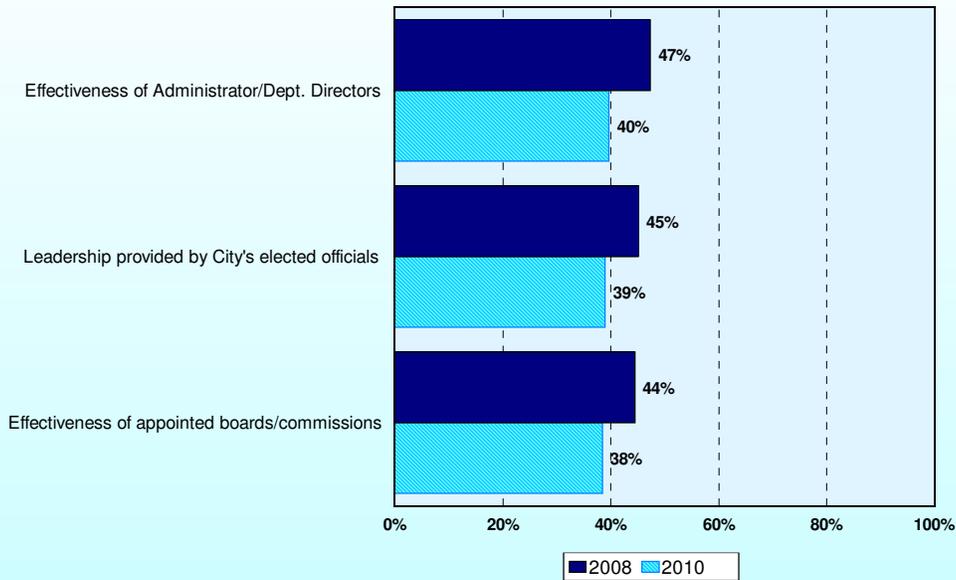
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2011)

TRENDS: Level of Satisfaction with City Leadership

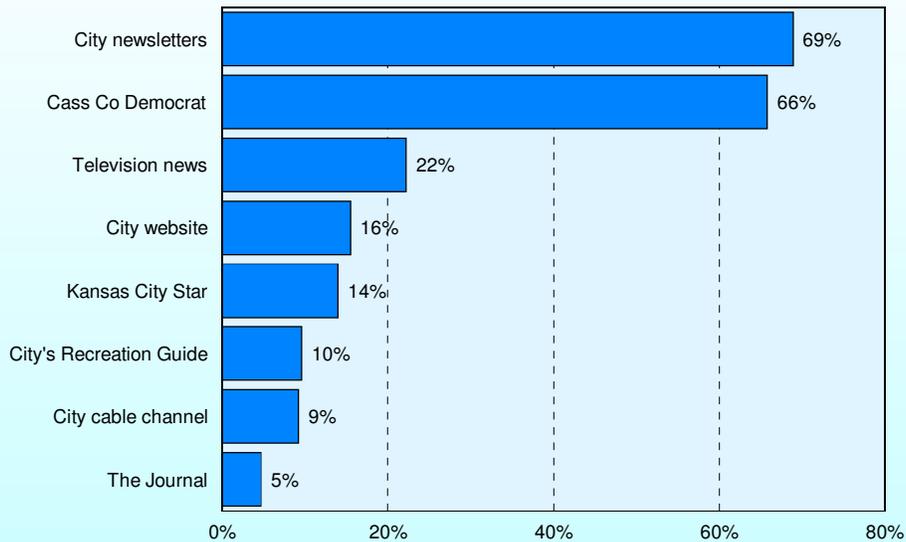
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



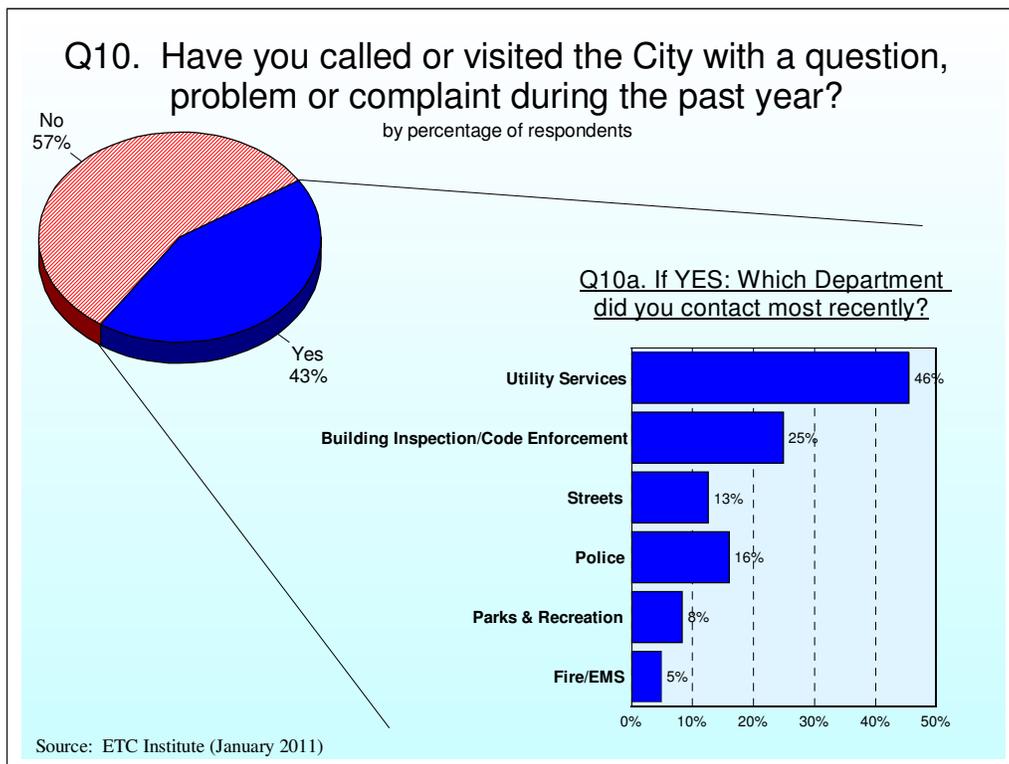
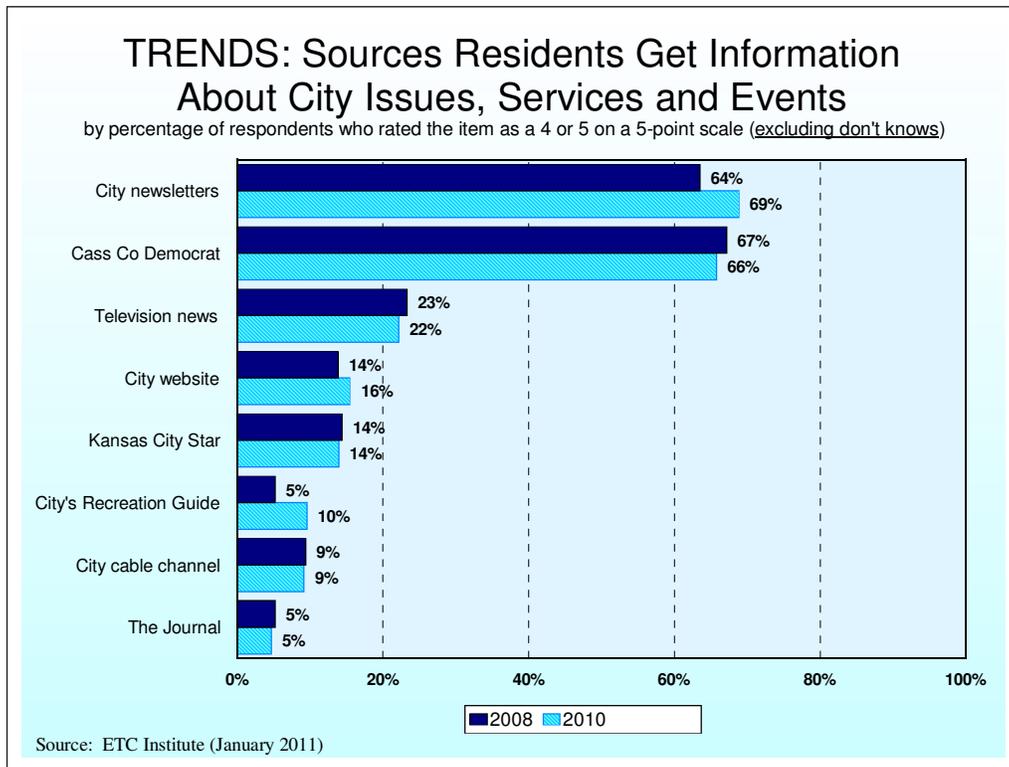
Source: ETC Institute (January 2011)

Q9. Sources Residents Get Information About City Issues, Services and Events

by percentage of respondents (multiple responses allowed)

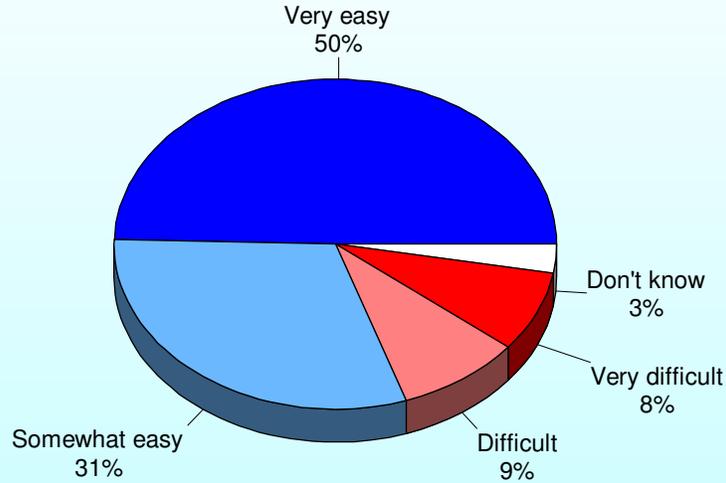


Source: ETC Institute (January 2011)



Q10b. How easy was it to contact the person you needed to reach in the Department you previously chose?

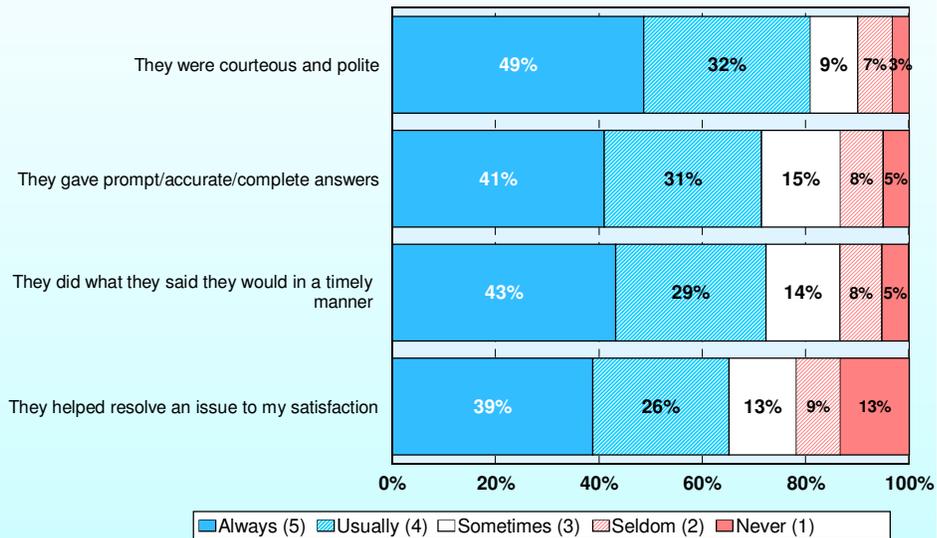
by percentage of respondents who indicated they had called or visited the City during the past year



Source: ETC Institute (January 2011)

Q10c. Ratings of How Often City Employees Displayed Various Behaviors During the Past Year

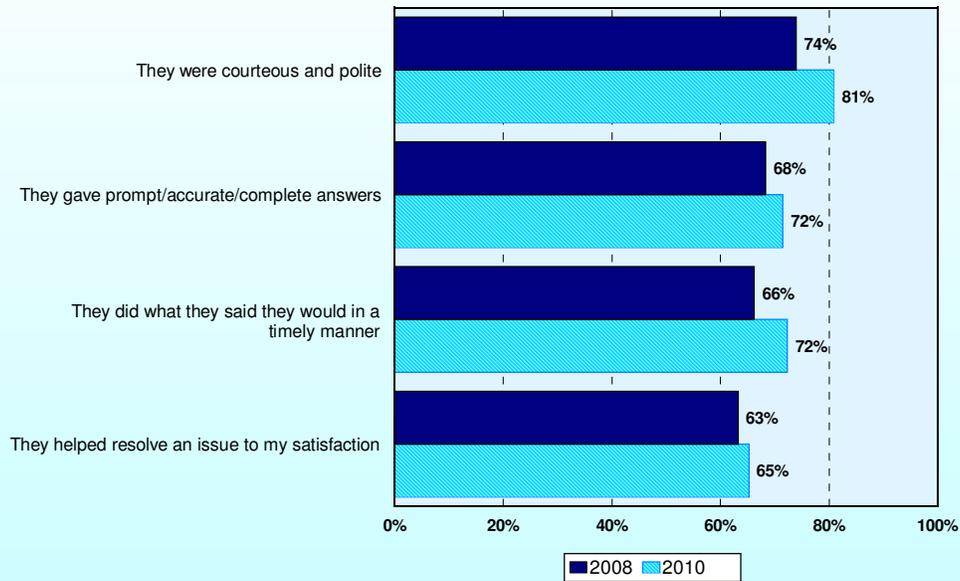
by percentage of respondents who indicated they had interacted with a City employee during the past year and by percentage of respondents who rated the item on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2011)

TRENDS: Ratings of How Often City Employees Displayed Various Behaviors During the Past Year

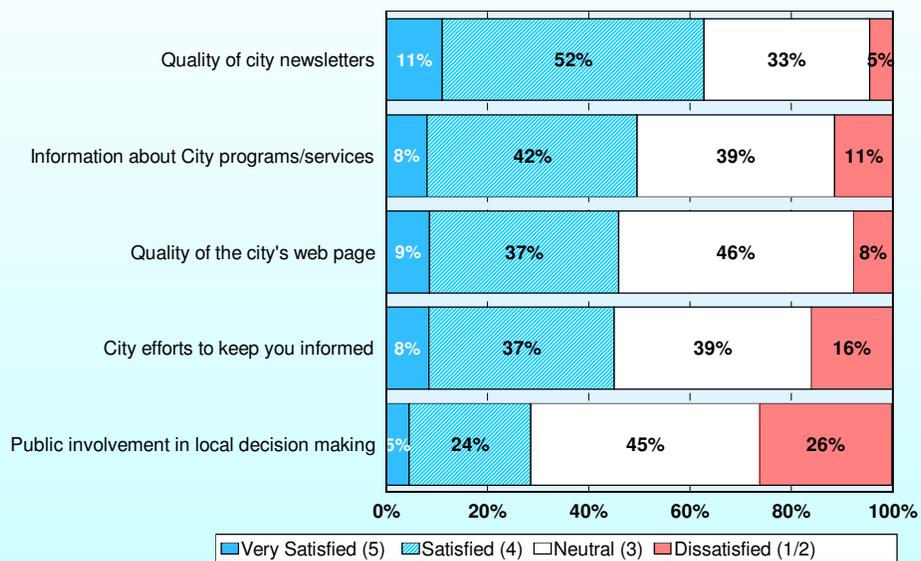
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



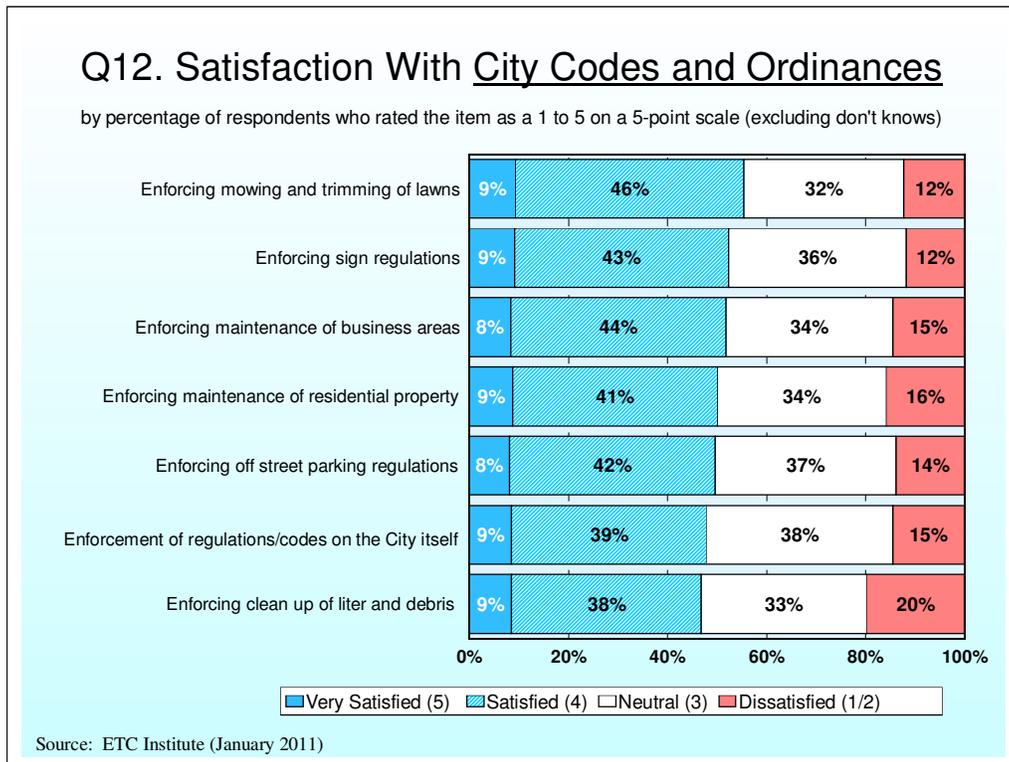
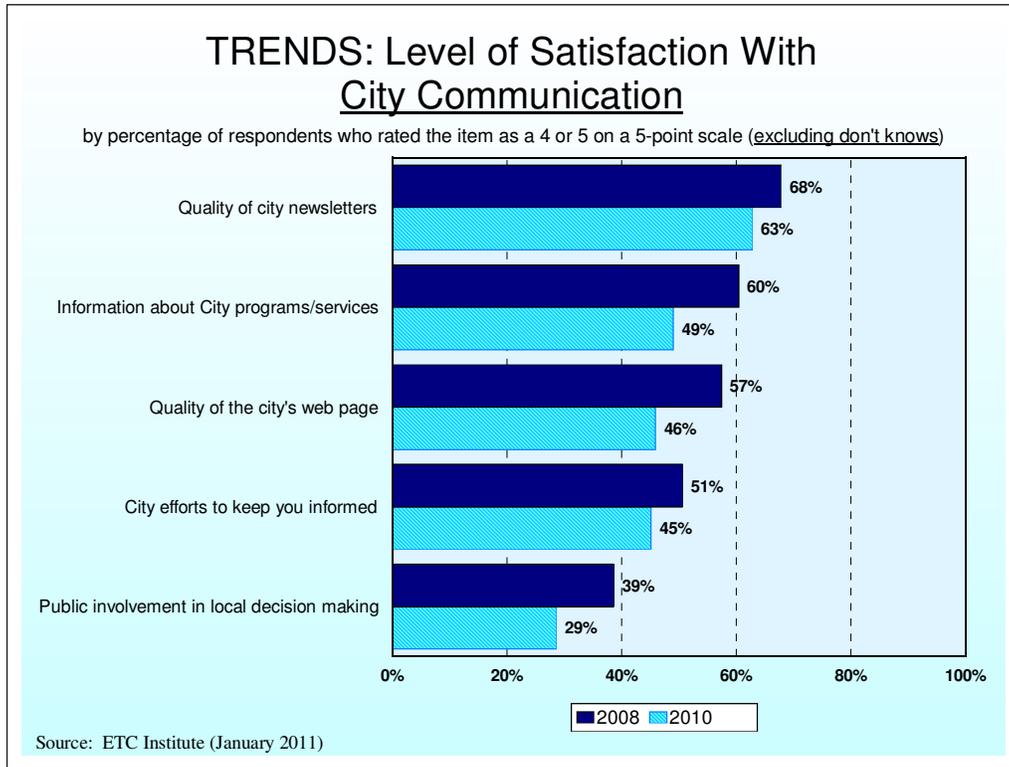
Source: ETC Institute (January 2011)

Q11. Level of Satisfaction With City Communication

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

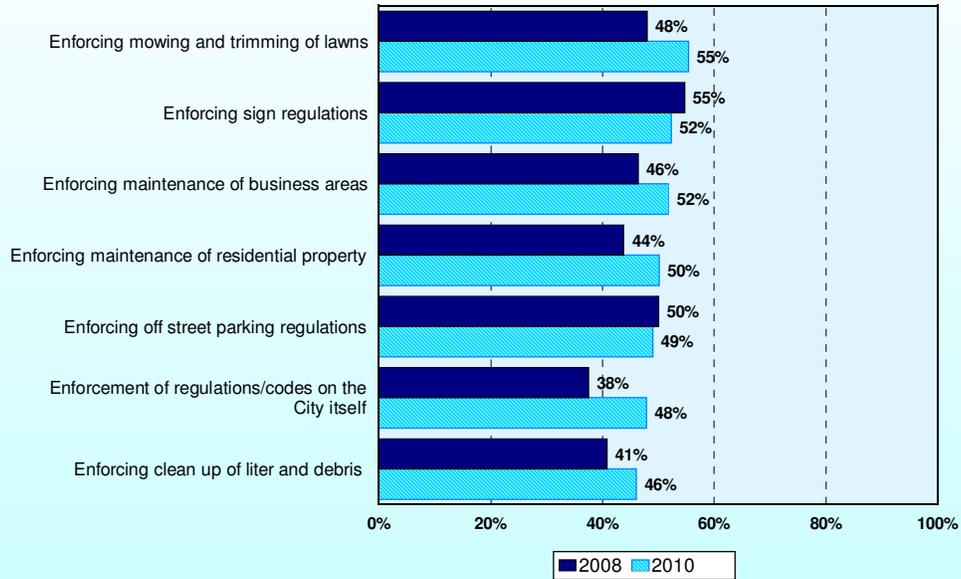


Source: ETC Institute (January 2011)



TRENDS: Satisfaction With City Codes and Ordinances

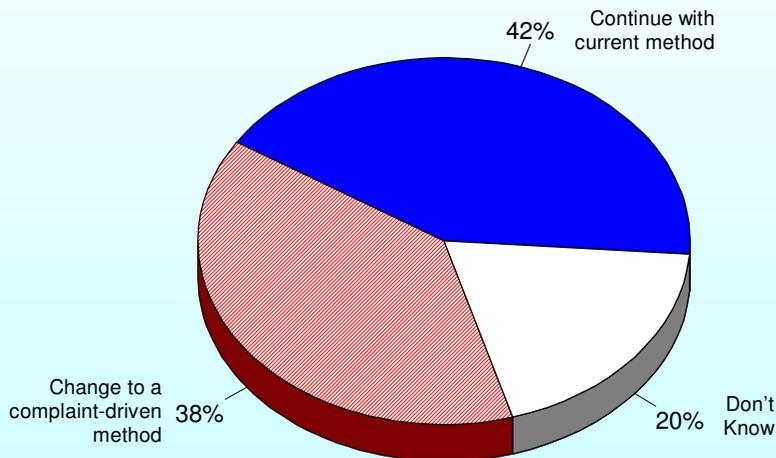
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2011)

Q13a. Should City continue to have staff look for code violations or change to a complaint driven method of code enforcement?

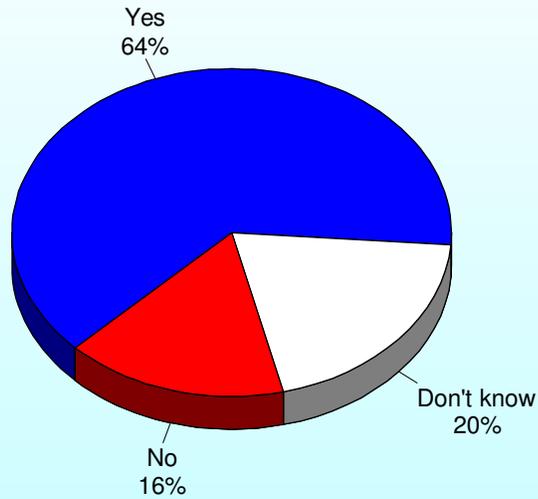
by percentage of respondents



Source: ETC Institute (January 2011)

Q13b. Do you feel the City should continue its efforts attempting to contact property owners by the telephone?

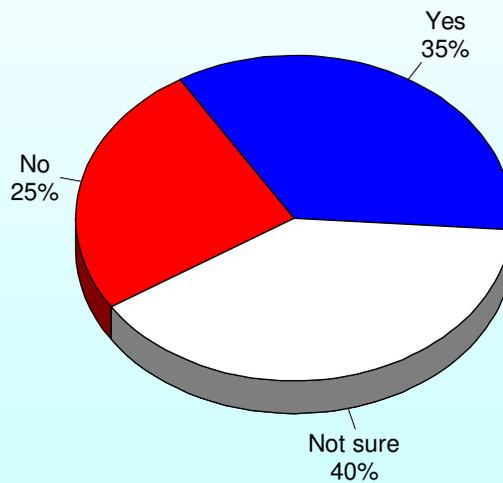
by percentage of respondents



Source: ETC Institute (January 2011)

Q13c. Do you feel that codes are enforced in a fair and consistent manner?

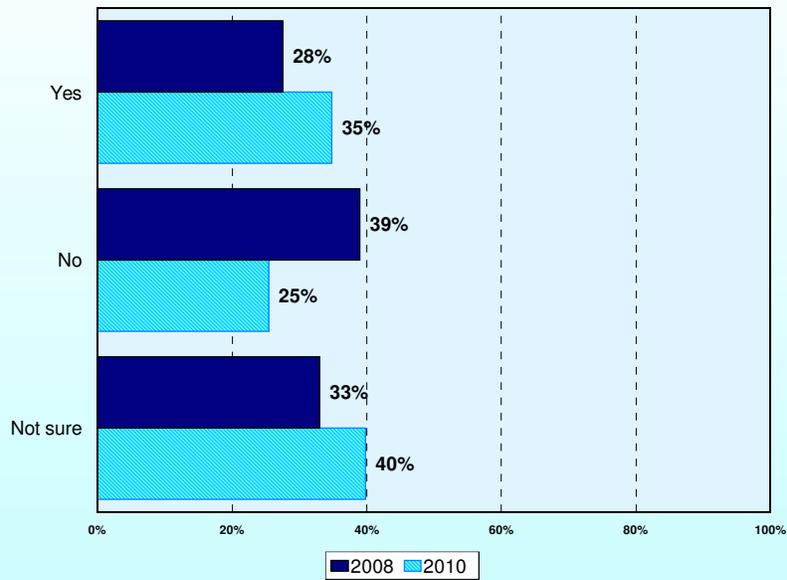
by percentage of respondents



Source: ETC Institute (January 2011)

TRENDS: Do you feel that codes are enforced in a fair and consistent manner?

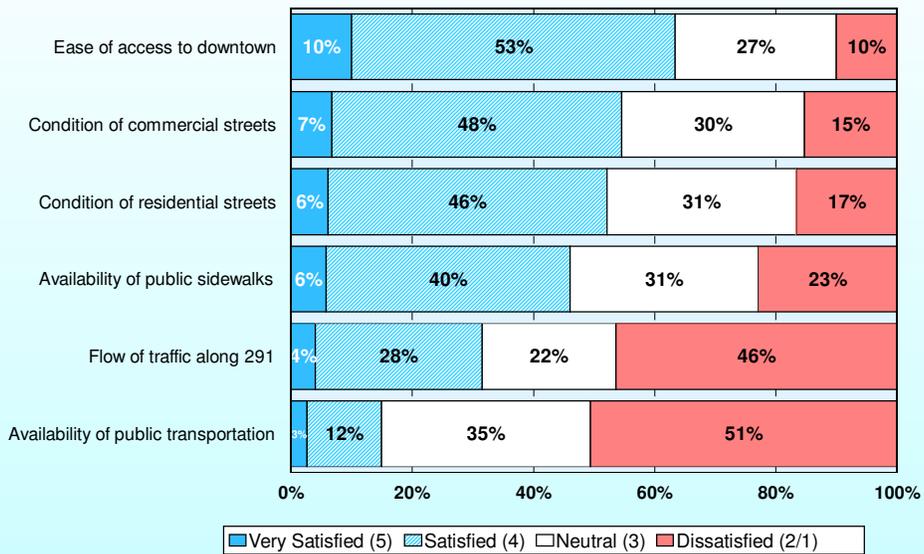
by percentage of respondents



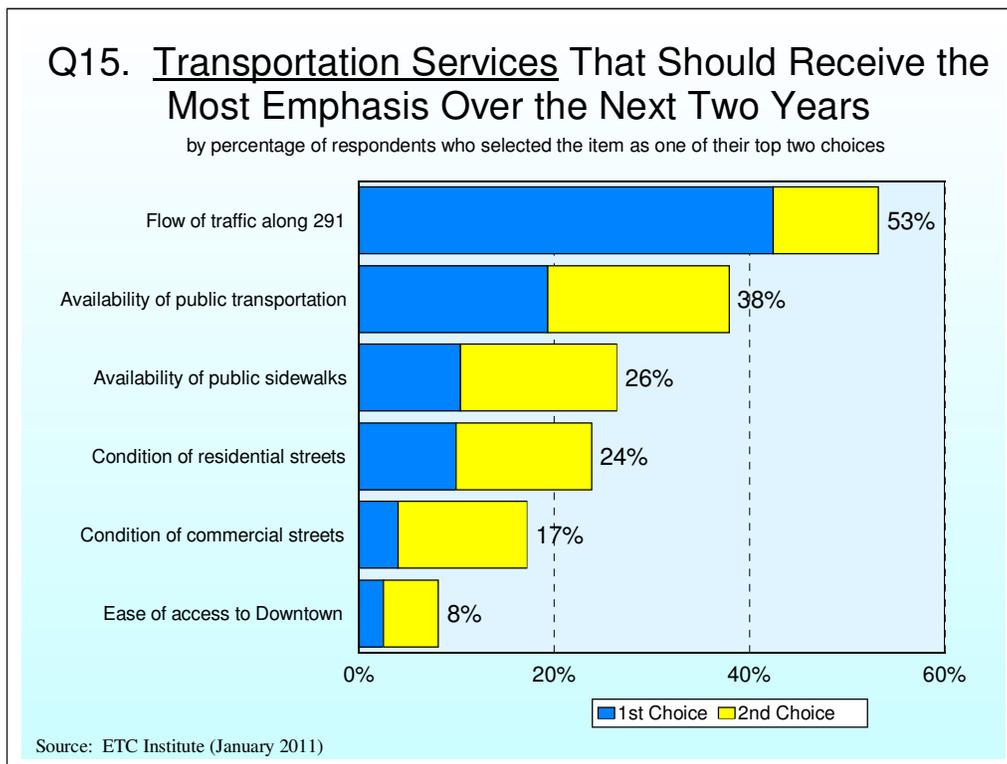
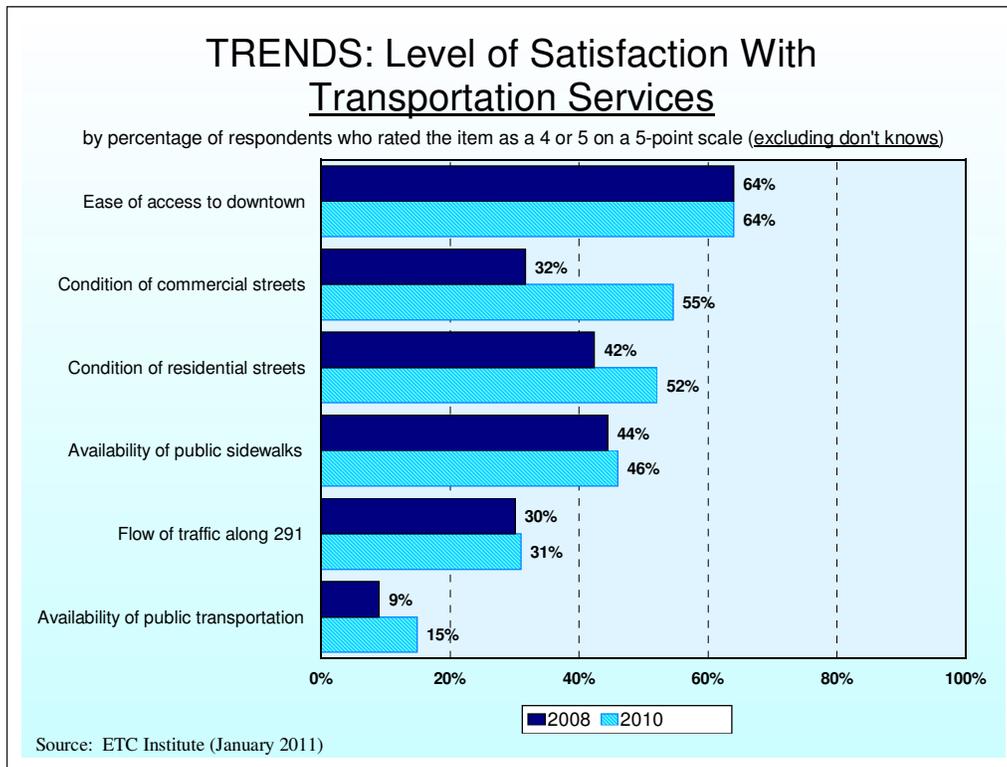
Source: ETC Institute (January 2011)

Q14. Level of Satisfaction With Transportation Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

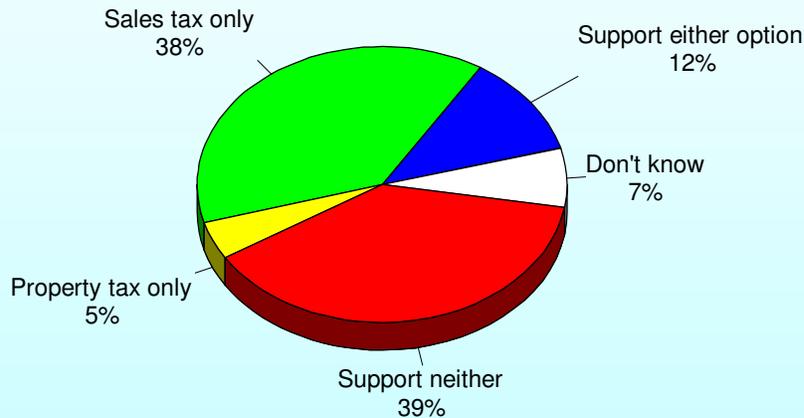


Source: ETC Institute (January 2011)



Q16. Would you prefer to pay a one-half cent sales tax increase OR a \$.67 property tax levy increase that would cost the average homeowner in Harrisonville approximately \$200 per year in order to fund the installation of neighborhood streets with curbs/gutter, storm drainage, and sidewalks?

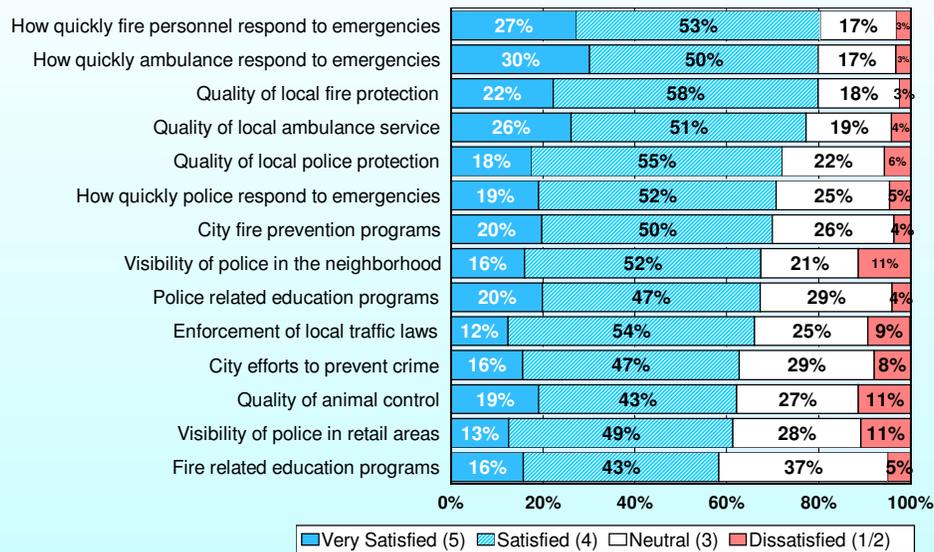
by percentage of respondents



Source: ETC Institute (January 2011)

Q17: Level of Satisfaction with City Public Safety Services

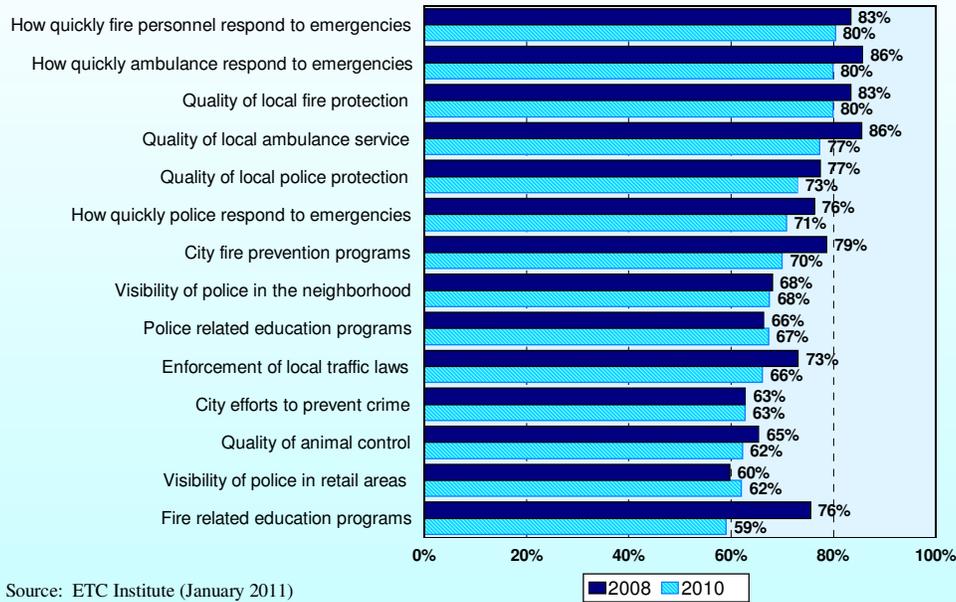
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2011)

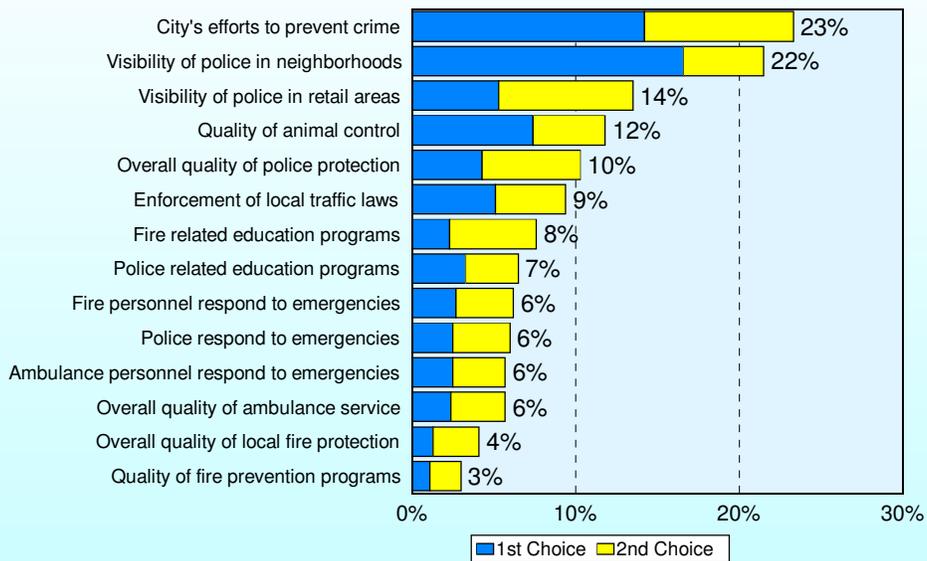
TRENDS: Level of Satisfaction with City Public Safety Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



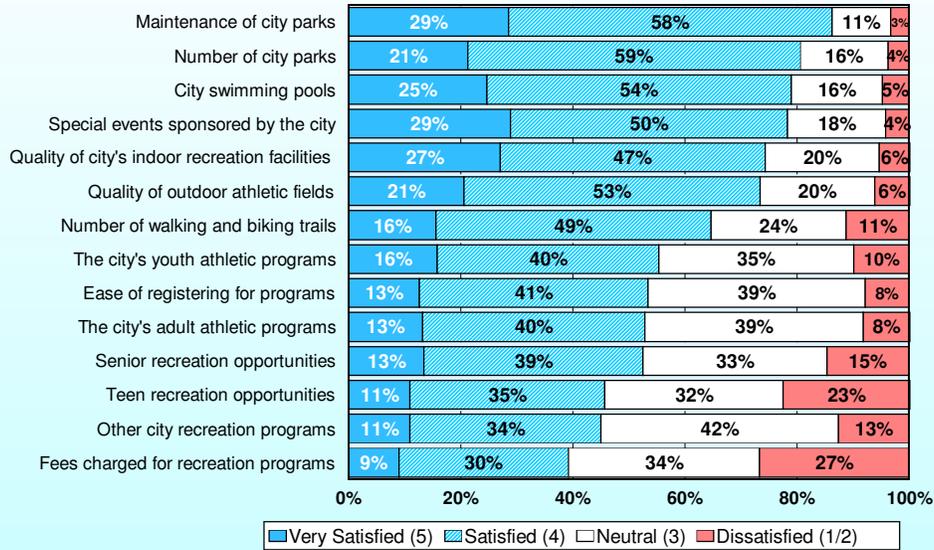
Q18. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



Q19: Level of Satisfaction with City Parks and Recreation Services

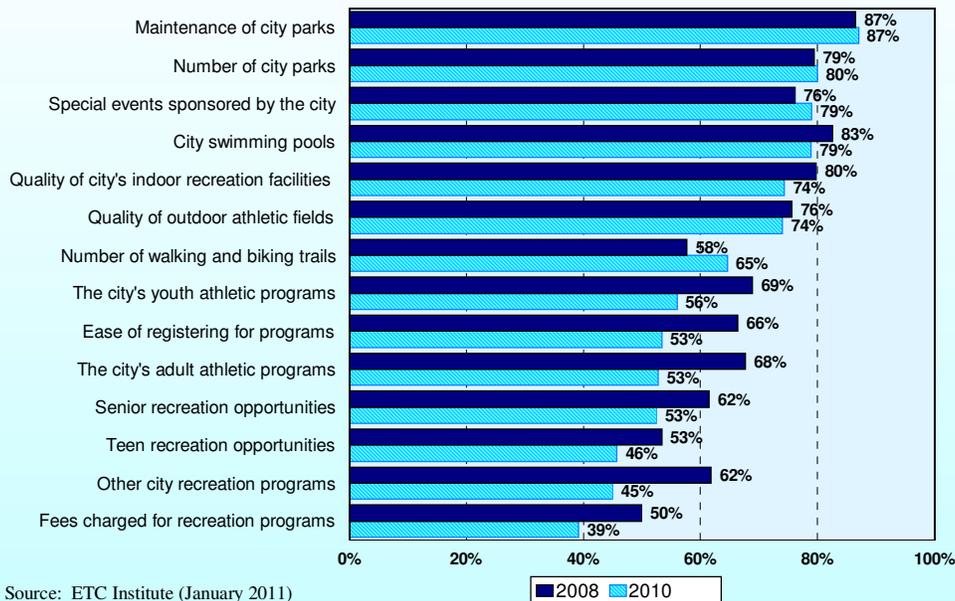
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2011)

TRENDS: Level of Satisfaction with City Parks and Recreation Services

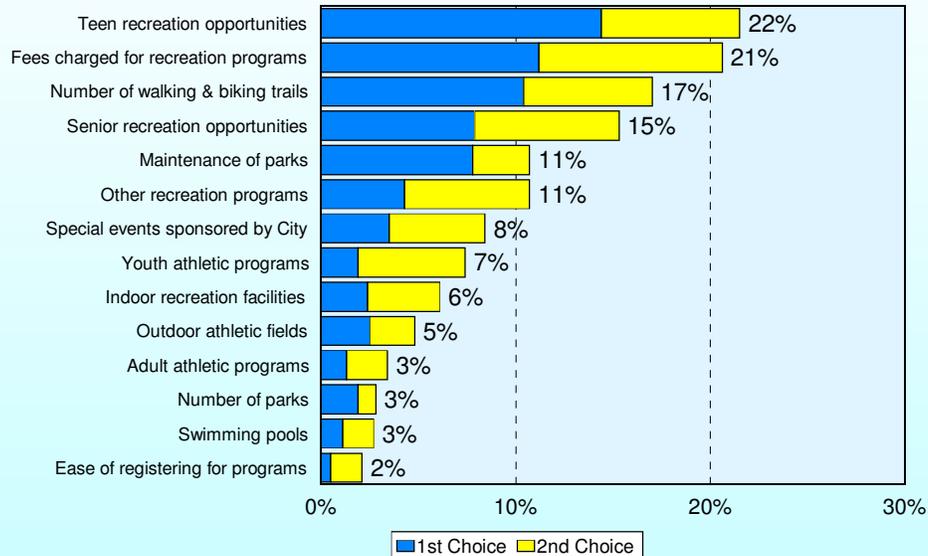
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2011)

Q20. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

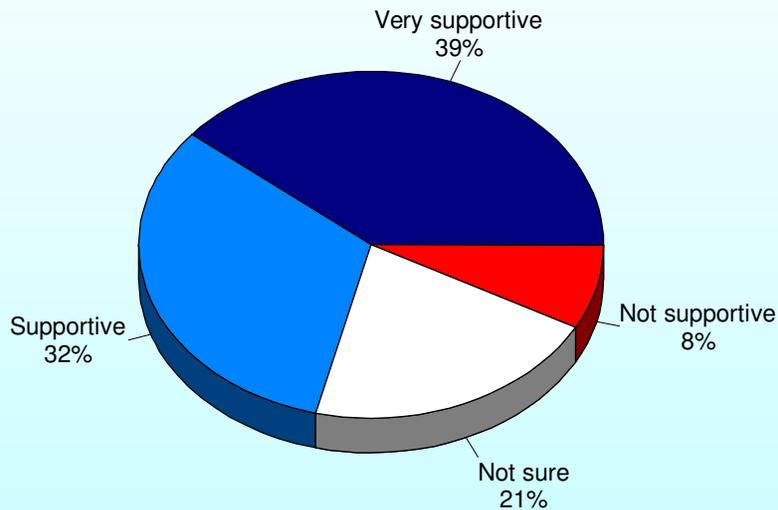
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (January 2011)

Q21a. Assuming the City continues to plan for its long-term needs, how supportive would you be of updating City Hall and the Police Station to meet the City's short-term needs (over the next 10 years) if the improvements could be completed without raising taxes?

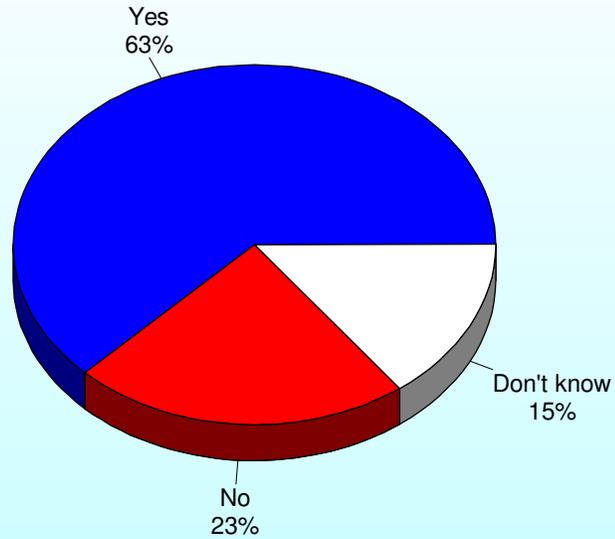
by percentage of respondents



Source: ETC Institute (January 2011)

Q21-b1. I think we need new police facilities.

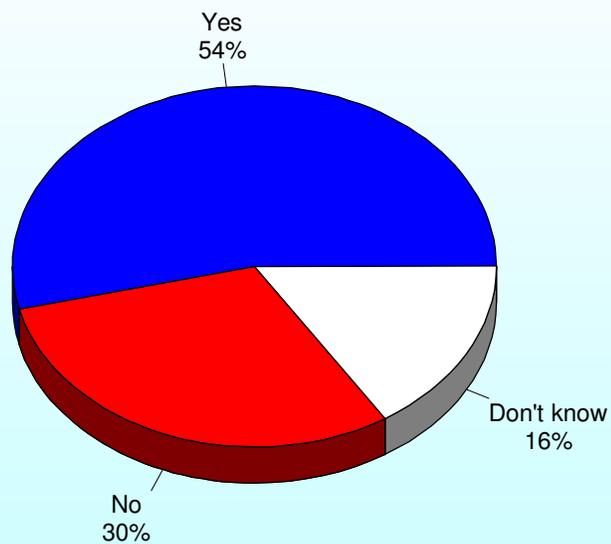
by percentage of respondents



Source: ETC Institute (January 2011)

Q21-b2. I think we need new City Hall facilities.

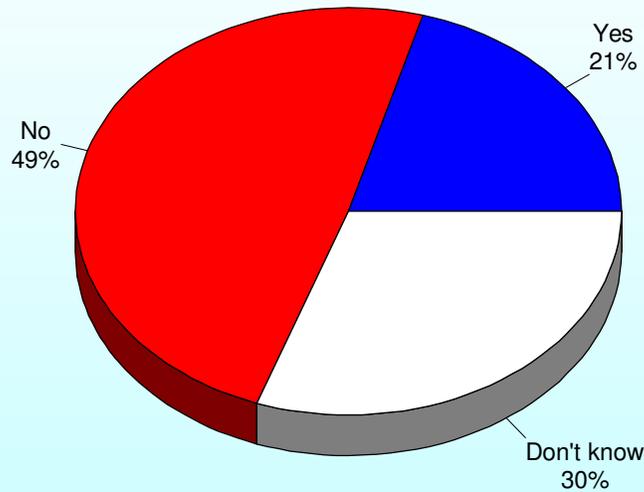
by percentage of respondents



Source: ETC Institute (January 2011)

Q21-b3. I think we should fix up the facilities we have at whatever the cost.

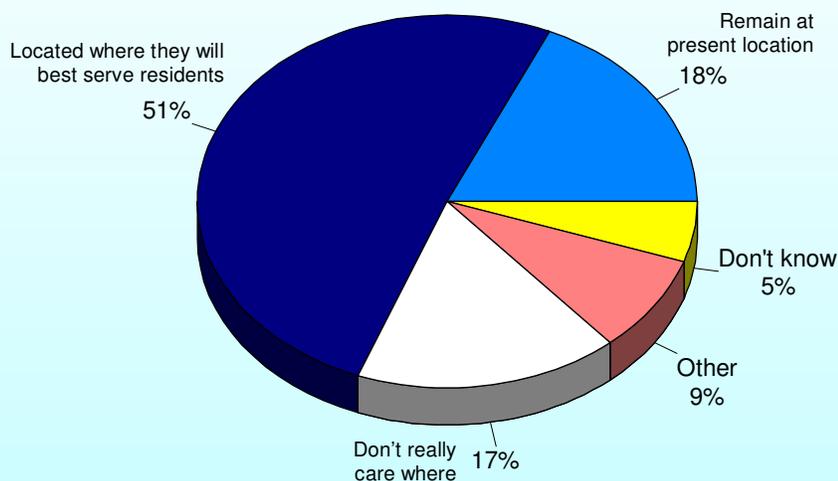
by percentage of respondents



Source: ETC Institute (January 2011)

Q21d. Which of the following BEST describes your feeling about the location for the City's Police Station and City Hall?

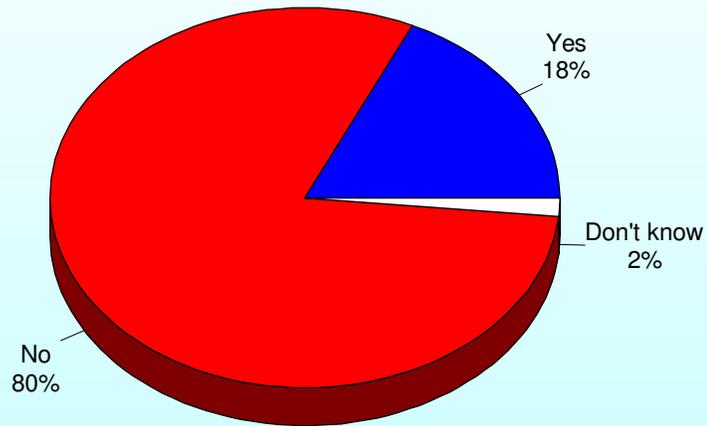
by percentage of respondents



Source: ETC Institute (January 2011)

Q22. Do you think excessive noise is a problem in your neighborhood?

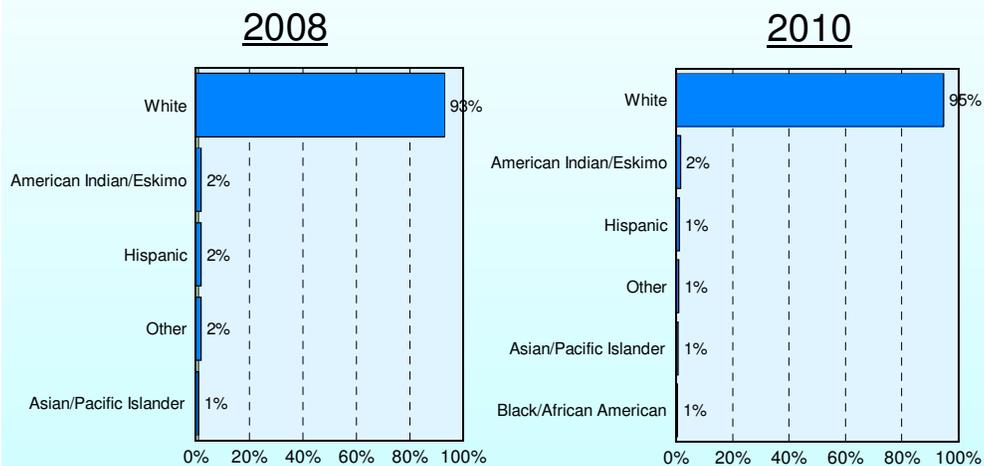
by percentage of respondents



Source: ETC Institute (January 2011)

Q23. Demographics: Race/Ethnicity

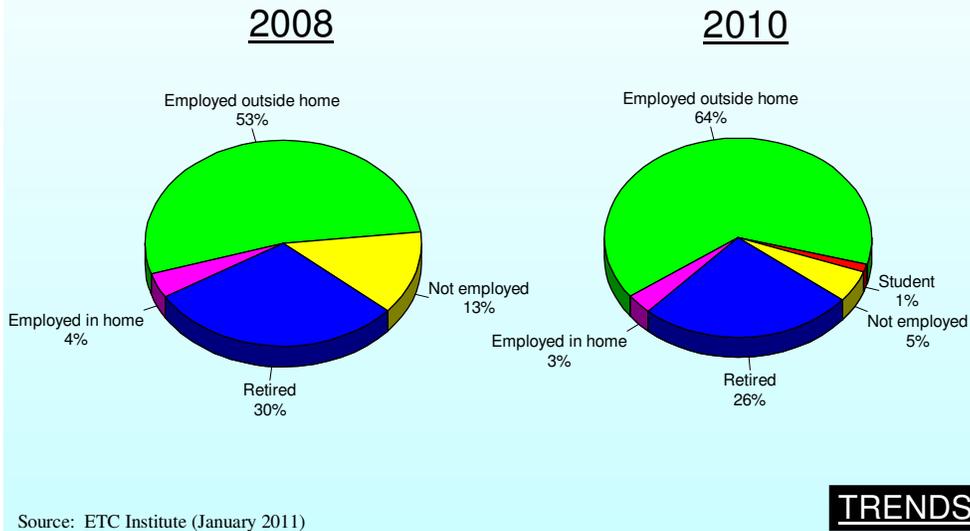
by percentage of respondents (multiple responses allowed)



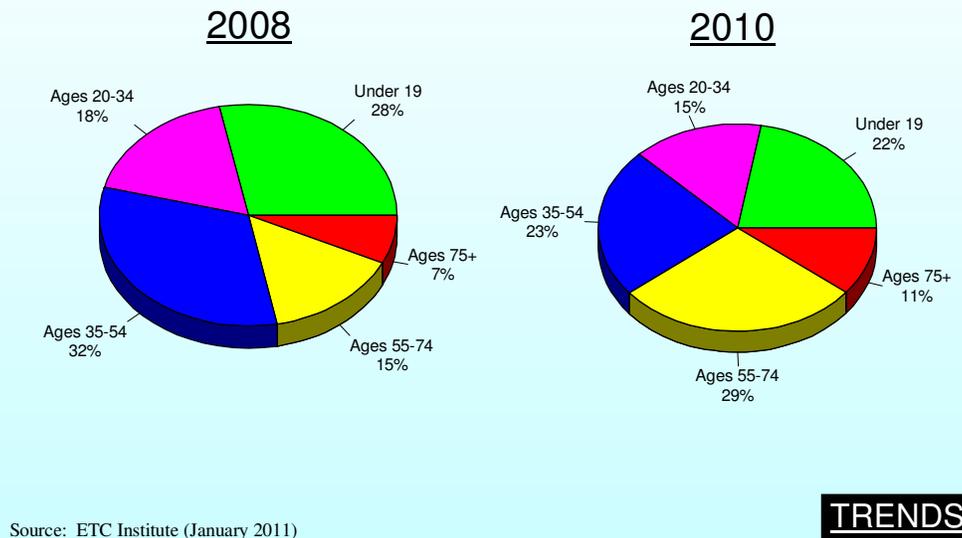
Source: ETC Institute (January 2011)

TRENDS

Q24. Demographics: Employment Status by percentage of respondents

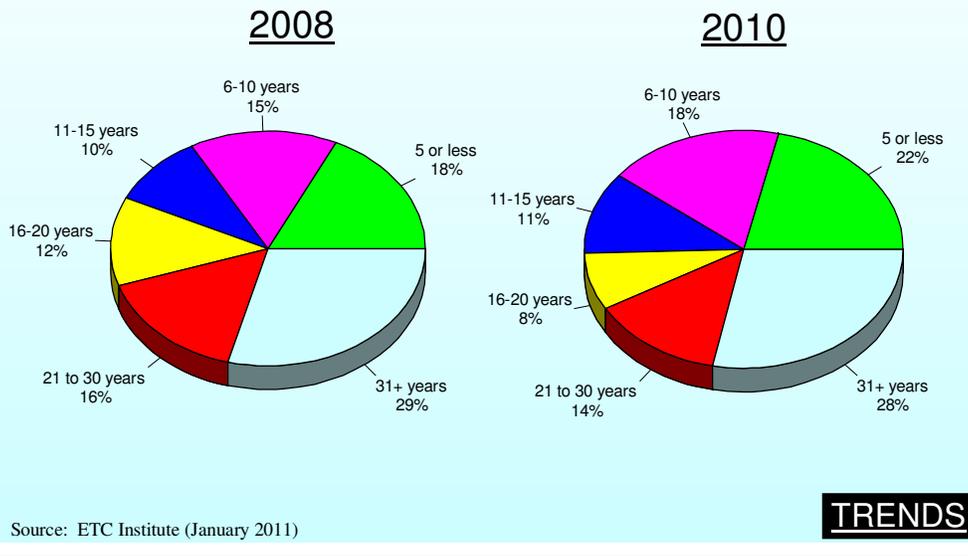


Q25. Demographics: Ages of Household Occupants by percentage of respondents



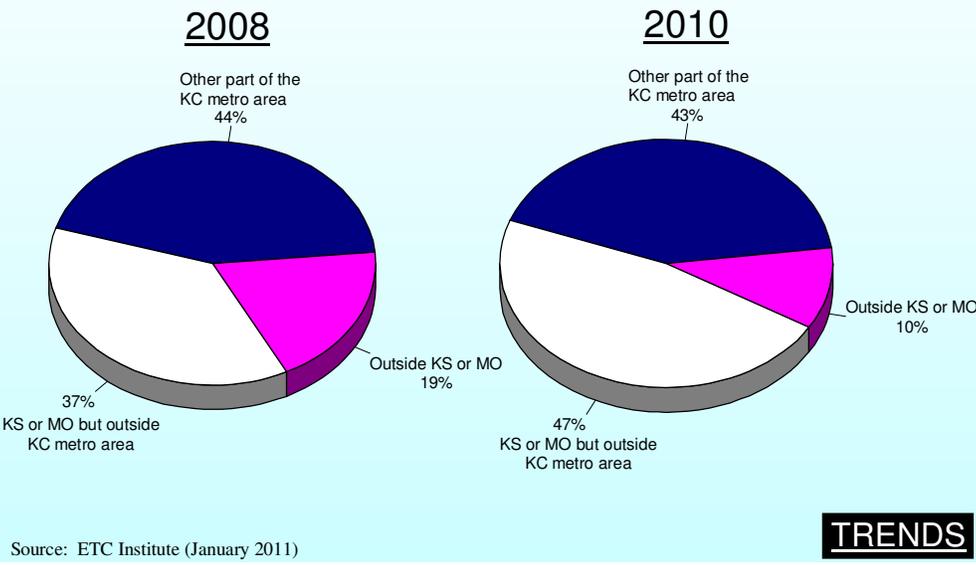
Q26. Demographics: Number of Years Lived in the City of Harrisonville

by percentage of respondents



Q26a. Demographics: Where Residents Lived Prior to Moving to Harrisonville

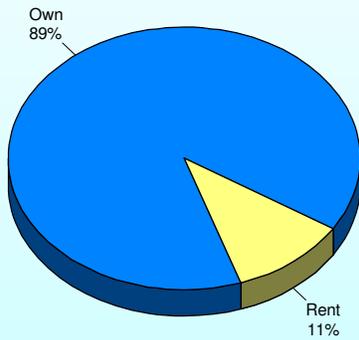
by percentage of respondents who indicated they had lived in Harrisonville 5 or fewer years (excluding respondents who did not provide a response)



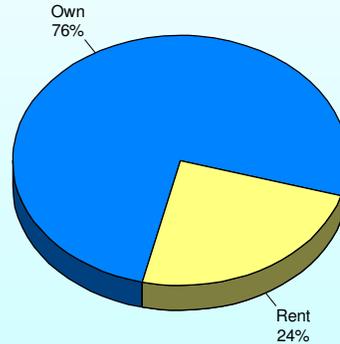
Q27. Demographics: Do you own or rent your current residence?

by percentage of respondents

2008



2010



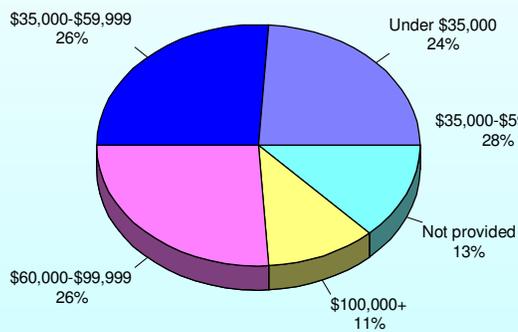
Source: ETC Institute (January 2011)

TRENDS

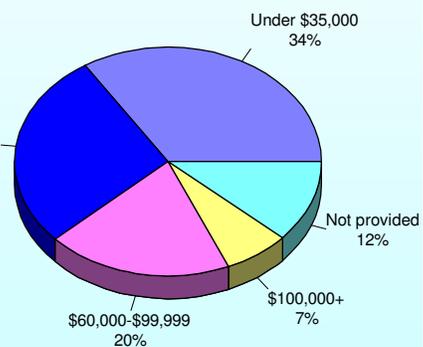
Q28. Demographics: Total Annual Household Income

by percentage of respondents

2008



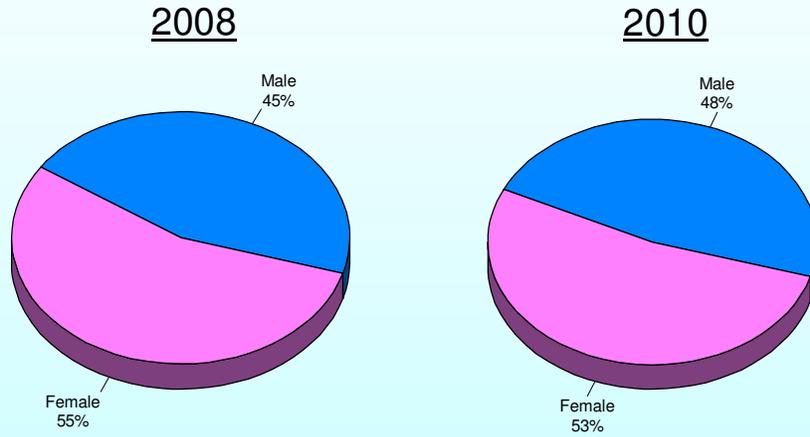
2010



Source: ETC Institute (January 2011)

TRENDS

Q29. Demographics: Gender of Respondents by percentage of respondents



Source: ETC Institute (January 2011)

TRENDS

Section 2:
Benchmarking Data

DirectionFinder® Survey

Year 2010 Benchmarking Summary Report

Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders in Kansas and Missouri use statistically valid community survey data as a tool for making better decisions.

Since November 1999, the survey has been administered in more than 210 cities and counties in 43 states. This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute in the Spring of 2010 to a random sample of more than 4,300 residents in the continental United States and (2) surveys that have been administered by ETC Institute in 31 communities in the Kansas City metro area between January 2008 and November 2010. Some of the Kansas and Missouri communities represented in this report include:

- Ballwin, Missouri
- Blue Springs, Missouri
- Bonner Springs, Kansas
- Butler, Missouri
- Columbia, Missouri
- Excelsior Springs, Missouri
- Gardner, Kansas
- Grandview, Missouri
- Harrisonville, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lawrence, Kansas
- Leawood, Kansas
- Lee's Summit, Missouri
- Lenexa, Kansas
- Liberty, Missouri
- Merriam, Kansas
- Mission, Kansas
- O'Fallon, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Pleasant Hill, Missouri
- Raymore, Missouri
- Riverside, Missouri
- Roeland Park, Kansas
- Rolla, Missouri
- Shawnee, Kansas
- Spring Hill, Kansas
- Unified Government of Kansas City and Wyandotte County

National Benchmarks. The first set of charts on the following pages show how the overall results for Harrisonville compare to the average level of satisfaction for the metropolitan Kansas City area and the national average based on the results of a survey that was administered by ETC Institute to a random sample of 4,377 U.S. residents.

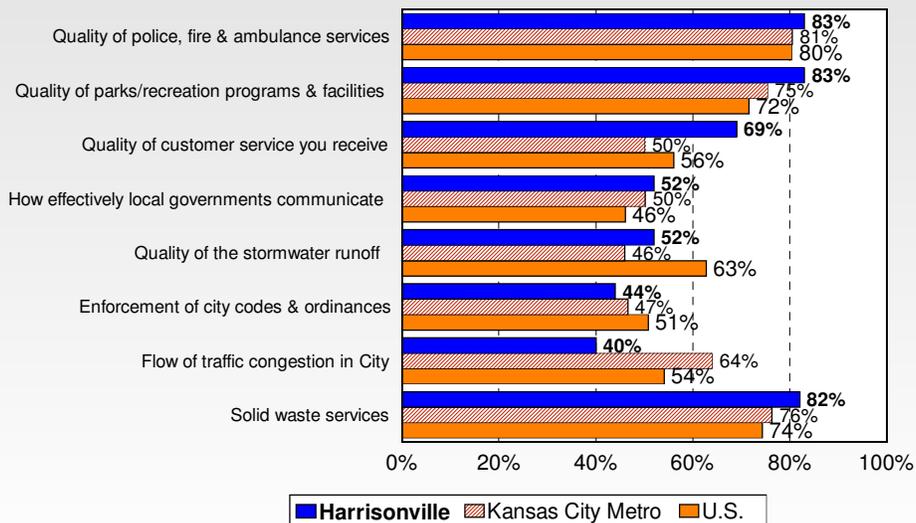
Kansas/Missouri Benchmarks. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 31 communities, some of which are listed above, for more than 30 areas of service delivery. The mean rating is shown as a vertical line, which indicates the average level of satisfaction in the Kansas and Missouri communities. The actual ratings for Harrisonville are listed to the right of each chart. The dot on each bar shows how the results for Harrisonville compare to the other communities in the states of Kansas and Missouri where the DirectionFinder® survey has been administered.

National Benchmarks (All Communities)

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Harrisonville is not authorized without written consent from ETC Institute.

Overall Satisfaction with City Services: City of Harrisonville vs. Kansas City Metro vs. U.S.

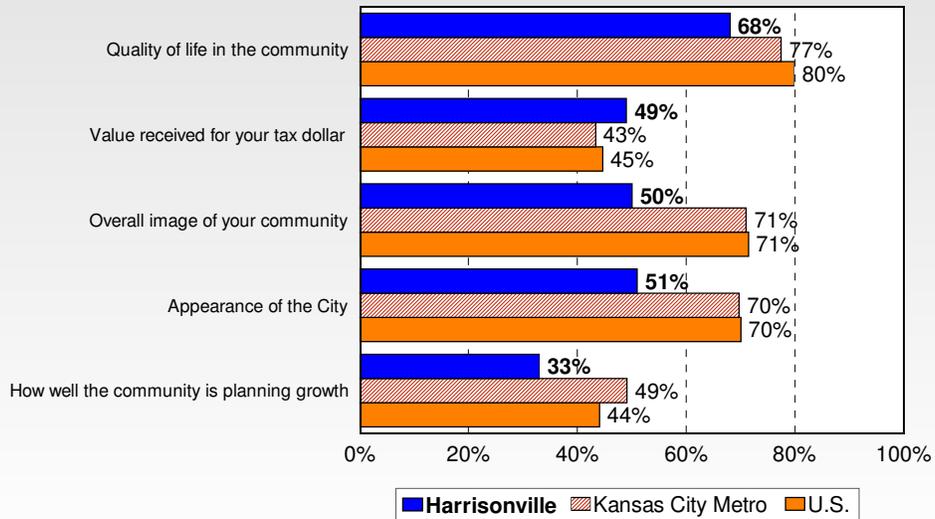
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute Survey (2010 Harrisonville Citizen Survey)

Overall Satisfaction With Perceptions of the City: City of Harrisonville vs. Kansas City Metro vs. U.S.

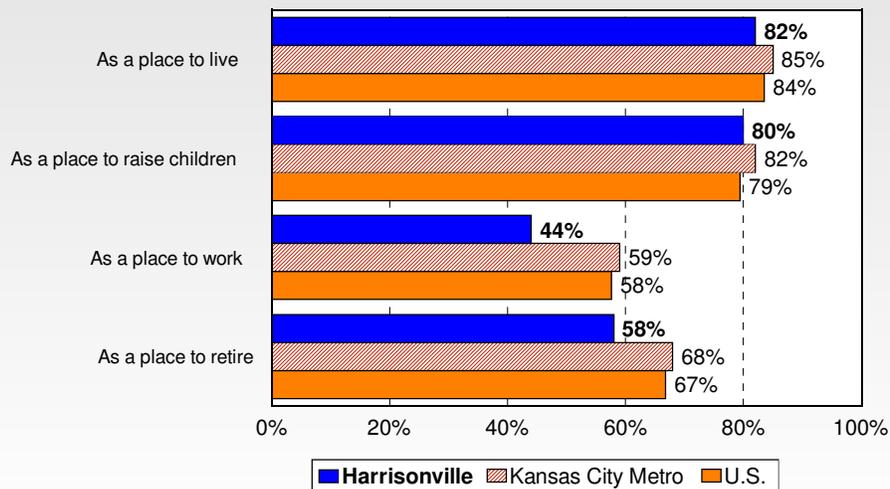
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute Survey (2010 Harrisonville Citizen Survey)

How Residents Rate the Community Where They Currently Live: City of Harrisonville vs. Kansas City Metro vs. U.S.

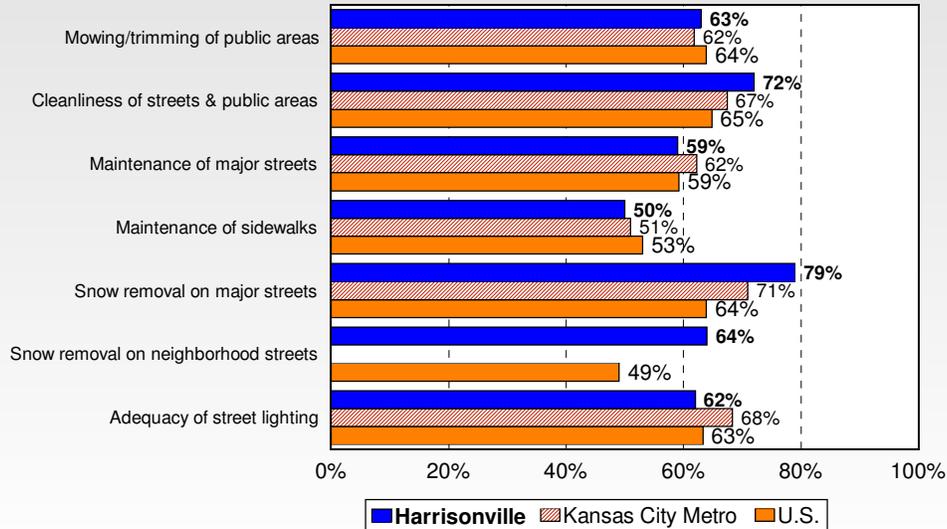
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "excellent"



Source: ETC Institute Survey (2010 Harrisonville Citizen Survey)

Overall Satisfaction with Maintenance: City of Harrisonville vs. Kansas City Metro vs. U.S.

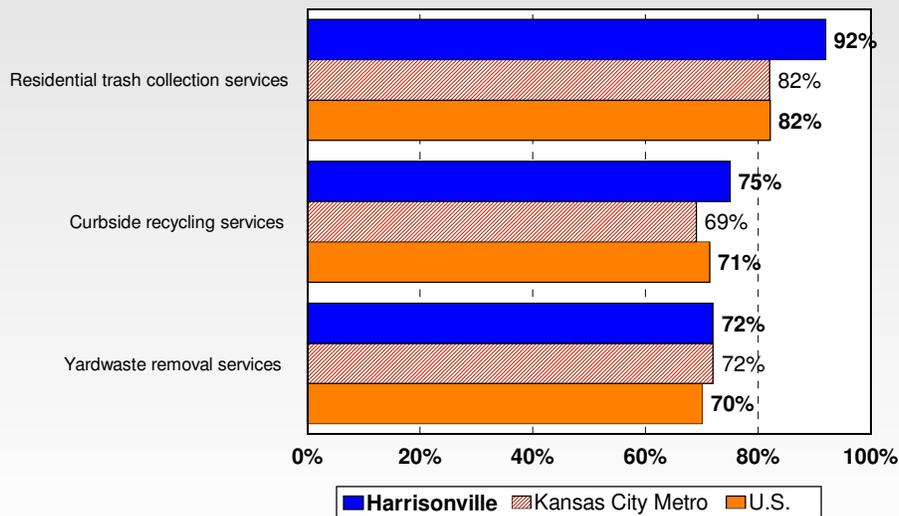
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute Survey (2010 Harrisonville Citizen Survey)

Overall Satisfaction with Utility Services: City of Harrisonville vs. Kansas City Metro vs. U.S.

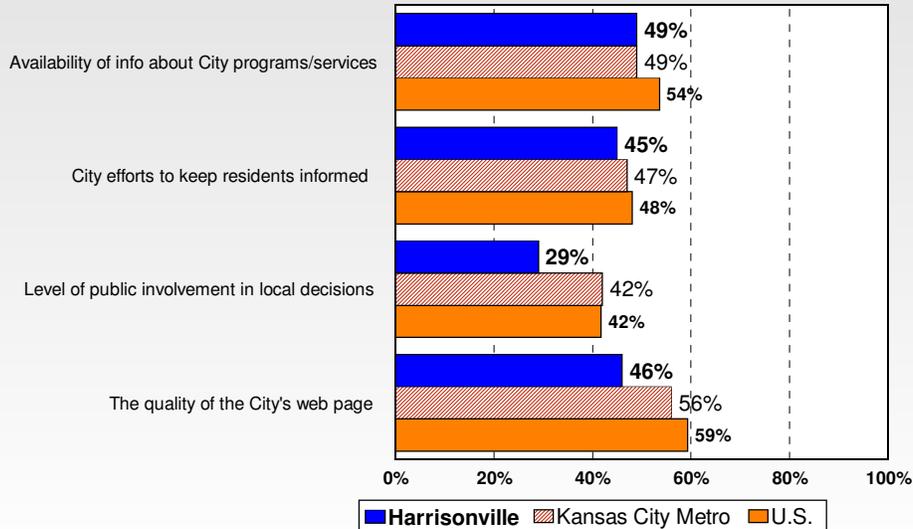
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute Survey (2010 Harrisonville Citizen Survey)

Overall Satisfaction with City Communication: City of Harrisonville vs. Kansas City Metro vs. U.S.

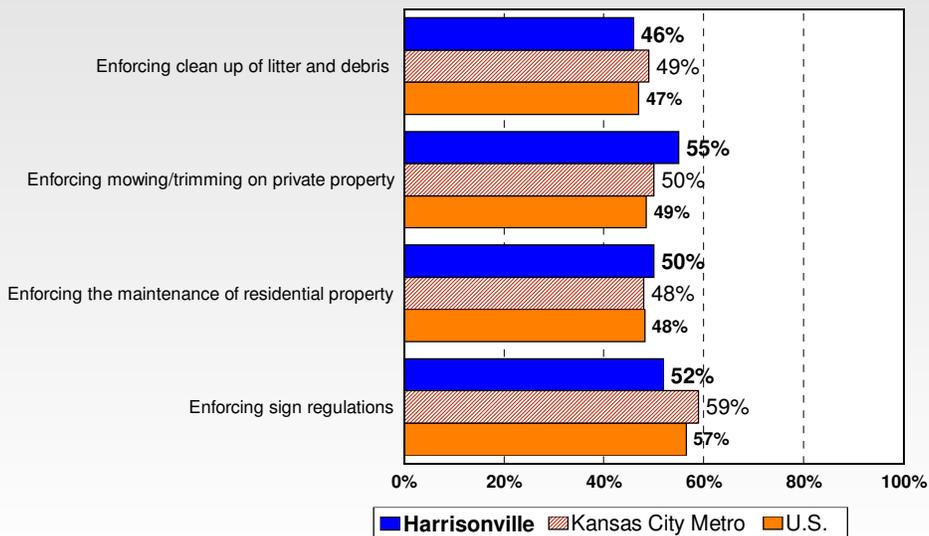
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute Survey (2010 Harrisonville Citizen Survey)

Overall Satisfaction with Codes and Ordinances: City of Harrisonville vs. Kansas City Metro vs. U.S.

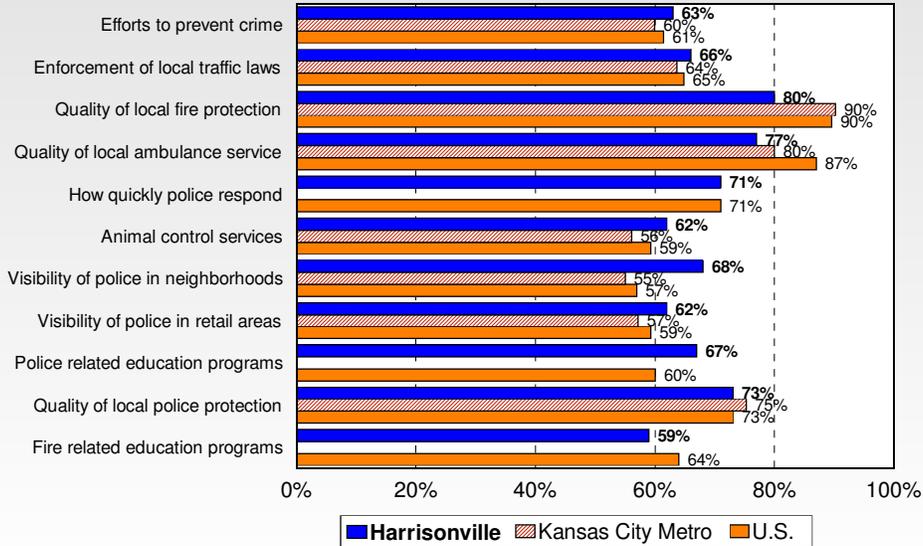
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute Survey (2010 Harrisonville Citizen Survey)

Overall Satisfaction with Public Safety: City of Harrisonville vs. Kansas City Metro vs. U.S.

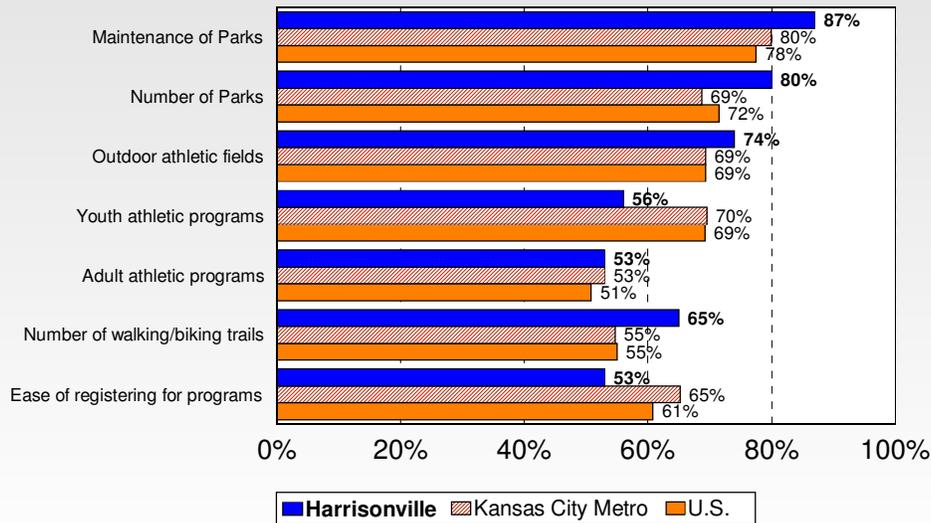
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute Survey (2010 Harrisonville Citizen Survey)

Overall Satisfaction with Parks and Recreation: City of Harrisonville vs. Kansas City Metro vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute Survey (2010 Harrisonville Citizen Survey)

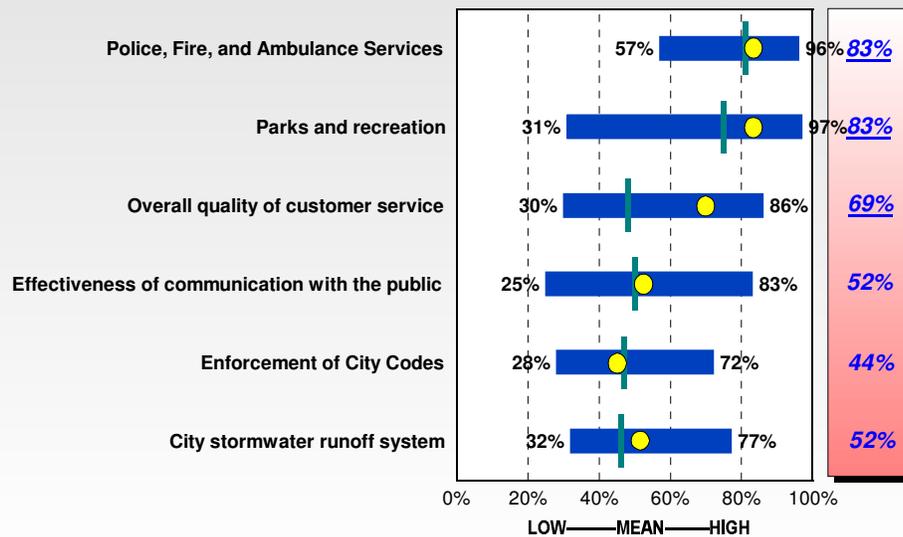
Metropolitan Kansas City Benchmarks

Overall Satisfaction With City Services - 2010

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

Underlined items Rated Among the Top 25% of Kansas and Missouri Communities

● Harrisonville, MO



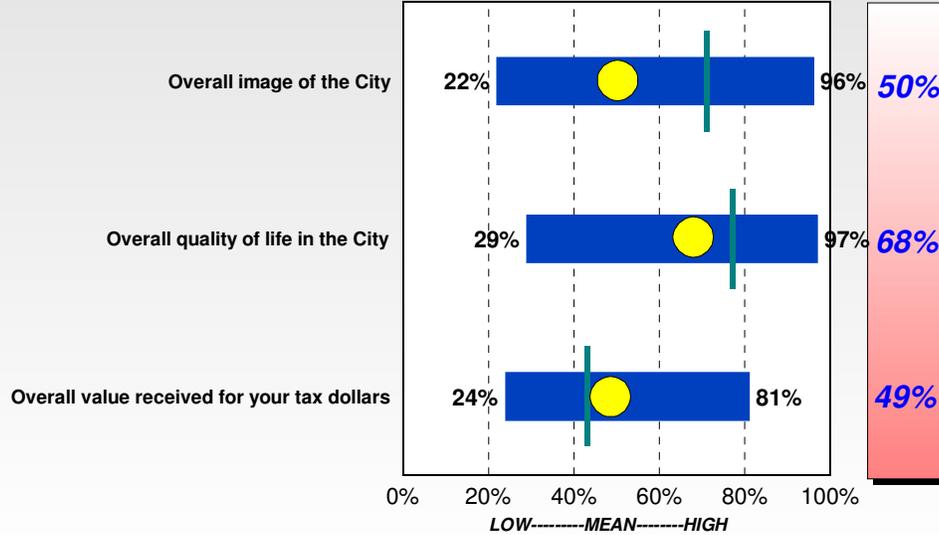
Source: ETC Institute Survey (2010 Harrisonville Citizen Survey)

Perceptions that Kansas City Area Residents Have of the City in Which They Live - 2010

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

Underlined items Rated Among the Top 25% of Kansas and Missouri Communities

Harrisonville, MO



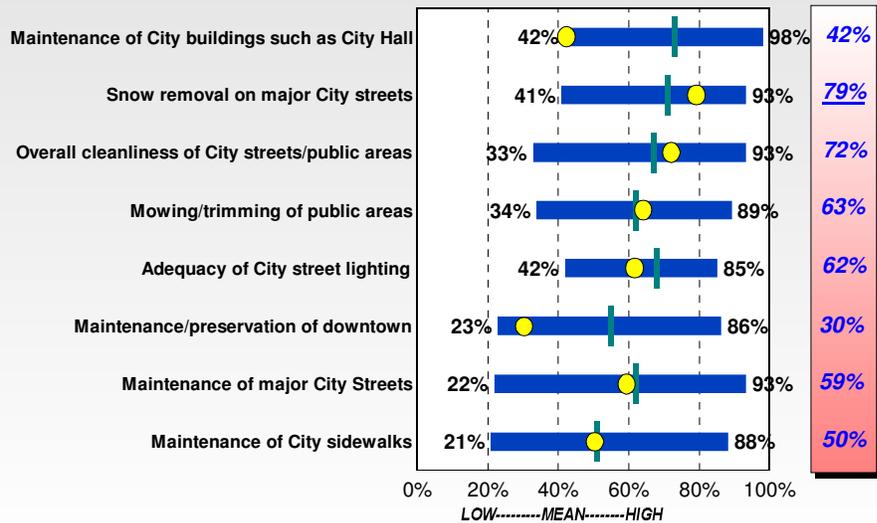
Source: ETC Institute Survey (2010 Harrisonville Citizen Survey)

Satisfaction with Maintenance Services Provided by Cities in the Kansas City Area - 2010

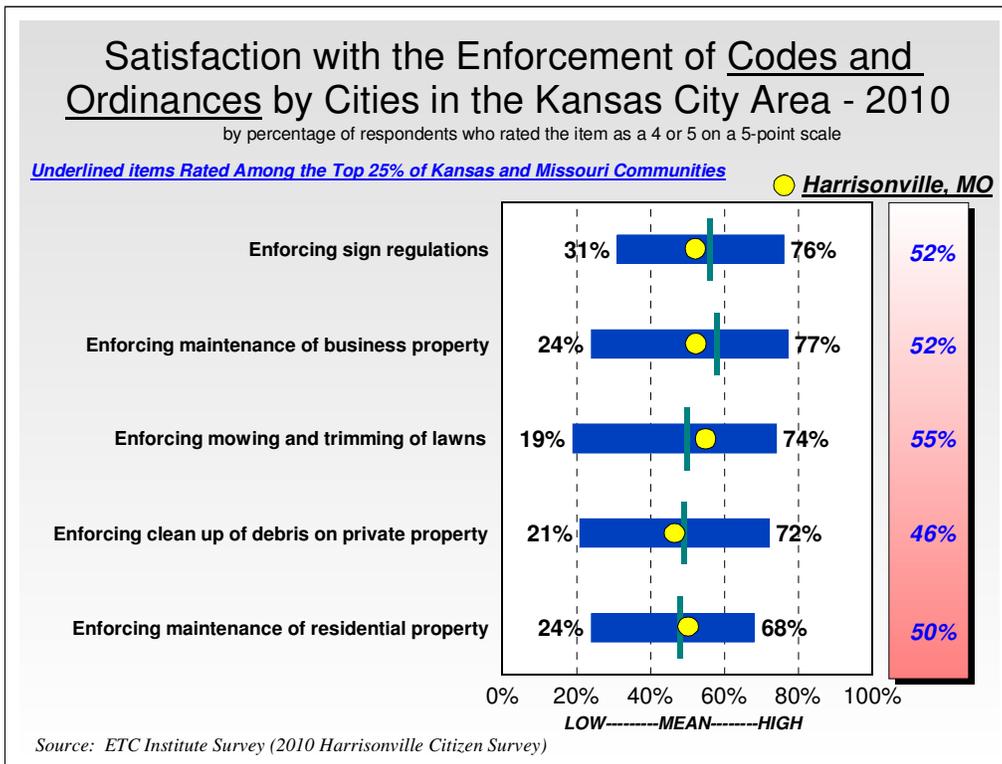
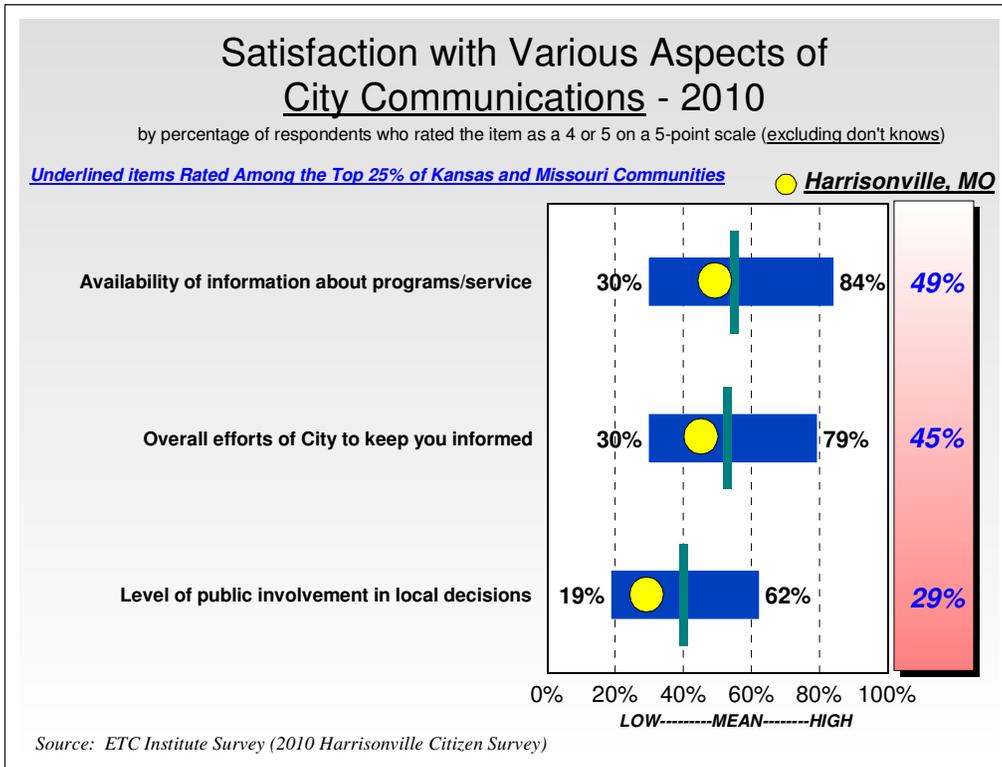
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

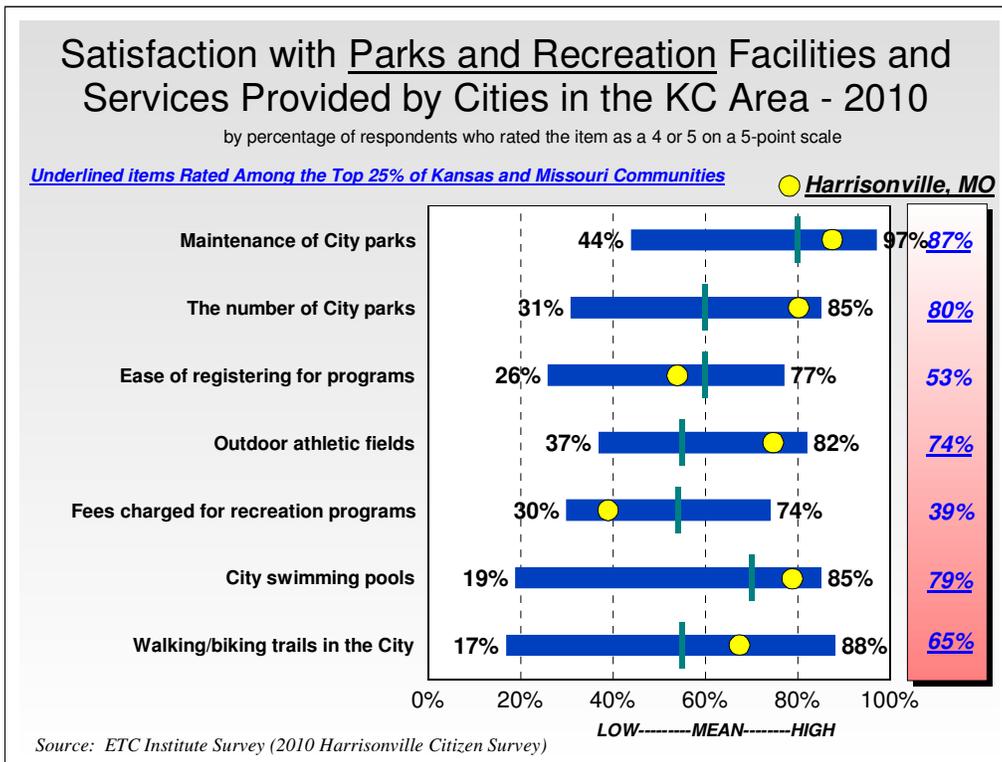
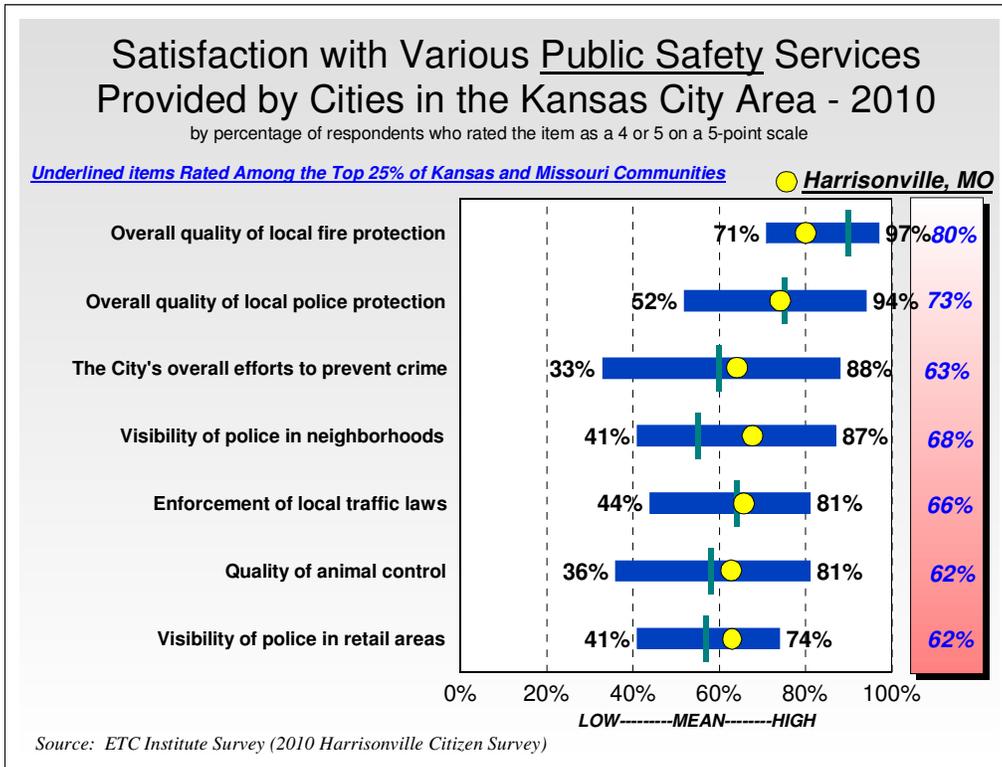
Underlined items Rated Among the Top 25% of Kansas and Missouri Communities

Harrisonville, MO



Source: ETC Institute Survey (2010 Harrisonville Citizen Survey)





Section 3:
Importance-Satisfaction
Analysis

2010 Importance-Satisfaction Analysis

Harrisonville, Missouri

Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [I-S=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the major categories of City services they thought were most important for the City to emphasize over the next two years. Fifty percent (53%) of residents ranked the *flow of traffic and congestion management* as the most important service for the City to emphasize over the next two years.

With regard to satisfaction, the *flow of traffic and congestion management* was ranked twelfth overall with 40% rating the *flow of traffic and congestion management* as a "4" or a "5" on a 5-point scale excluding "don't know" responses. The I-S rating for the *flow of traffic and congestion management* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 53% was multiplied by 60% (1-0.40). This calculation yielded an I-S rating of 0.3180, which was ranked first out of the twelve major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of their top three choices for the City to emphasize and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis ($IS \geq 0.20$)*
- *Increase Current Emphasis ($0.10 \leq IS < 0.20$)*
- *Maintain Current Emphasis ($IS < 0.10$)*

The results for Harrisonville are provided on the following page.

Importance-Satisfaction Rating 2010 City of Harrisonville Citizen Survey OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall flow of traffic and congestion management	53%	1	40%	12	0.3180	1
<u>High Priority (IS .10-.20)</u>						
Overall maintenance of city streets, buildings & facilities	44%	2	56%	7	0.1936	2
Overall quality of the city's stormwater runoff/stormwater management	24%	3	52%	9	0.1152	3
Overall enforcement of city codes and ordinances	19%	6	44%	10	0.1064	4
Overall effectiveness of city communication with the public	21%	5	52%	8	0.1008	5
<u>Medium Priority (IS <.10)</u>						
Overall quality of city water and sewer utilities	23%	4	62%	6	0.0874	6
Overall quality of building inspections by City	8%	11	43%	11	0.0456	7
Overall quality of City Electric service	17%	8	75%	4	0.0425	8
Overall quality of customer service you receive from City employees	10%	10	69%	5	0.0310	9
Overall quality of police, fire, and ambulance services	17%	7	83%	1	0.0289	10
Overall quality of city parks and recreation programs and facilities	10%	9	83%	2	0.0170	11
Overall quality of solid waste service (trash recycling, yard waste)	7%	12	82%	3	0.0126	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

2010 City of Harrisonville Citizen Survey

CITY MAINTENANCE

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance and preservation of downtown Harrisonville	29%	1	30%	15	0.2058	1
<u>High Priority (IS .10-.20)</u>						
Maintenance of City buildings	19%	3	42%	14	0.1085	2
<u>Medium Priority (IS <.10)</u>						
Adequacy of storm drainage systems	18%	4	48%	13	0.0910	3
Overall maintenance of city streets	21%	2	59%	9	0.0845	4
Maintenance of Highways maintained by MoDOT	13%	5	51%	11	0.0637	5
Maintenance of sidewalks in Harrisonville	12%	6	50%	12	0.0620	6
Snow removal on neighborhood streets	11%	7	64%	5	0.0396	7
Adequacy of city street lighting	10%	8	62%	8	0.0372	8
City's responsiveness to service requests	7%	9	54%	10	0.0322	9
Mowing and trimming along city streets and other public areas	6%	10	63%	7	0.0233	10
Maintenance of traffic signals	3%	12	72%	2	0.0087	11
Overall cleanliness of city streets and other public areas	3%	13	72%	3	0.0087	12
Cleanliness of city buildings	2%	14	64%	6	0.0086	13
Snow removal on major city streets	4%	11	79%	1	0.0078	14
Maintenance of street signs	2%	15	70%	4	0.0045	15

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

2010 City of Harrisonville Citizen Survey

TRANSPORTATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic along 291	53%	1	31%	5	0.3671	1
Availability of public transportation	38%	2	15%	6	0.3213	2
<u>High Priority (IS .10-.20)</u>						
Availability of public sidewalks	26%	3	46%	4	0.1404	3
Condition of residential streets	24%	4	52%	3	0.1142	4
<u>Medium Priority (IS <.10)</u>						
Condition of commercial streets	17%	5	55%	2	0.0774	5
Ease of access to Downtown Harrisonville	8%	6	64%	1	0.0295	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

2010 City of Harrisonville Citizen Survey

PUBLIC SAFETY

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Medium Priority (IS <.10)</i>						
The City's efforts to prevent crime	23%	1	63%	11	0.0862	1
The visibility of police in neighborhoods	22%	2	68%	8	0.0688	2
The visibility of police in retail areas	14%	3	62%	12	0.0513	3
Quality of animal control	12%	4	62%	13	0.0448	4
Enforcement of local traffic laws	9%	6	66%	10	0.0320	5
Fire-related education programs	8%	7	59%	14	0.0312	6
Overall quality of local police protection	10%	5	73%	5	0.0278	7
Police related education programs, such as DARE	7%	8	67%	9	0.0218	8
How quickly police respond to emergencies	6%	10	71%	6	0.0174	9
Overall quality of local ambulance service	6%	12	77%	4	0.0131	10
How quickly fire personnel respond to emergencies	6%	9	80%	1	0.0122	11
How quickly ambulance personnel respond to emergencies	6%	11	80%	2	0.0114	12
Quality of the City's fire prevention programs	3%	14	70%	7	0.0087	13
Overall quality of local fire protection	4%	13	80%	3	0.0082	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

2010 City of Harrisonville Citizen Survey

PARKS and RECREATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
Fees charged for recreation programs	21%	2	39%	14	0.1257	1
Teen recreation opportunities	22%	1	46%	12	0.1161	2
<i>Medium Priority (IS <.10)</i>						
Senior recreation opportunities	15%	4	53%	9	0.0714	3
Number of walking and biking trails	17%	3	65%	7	0.0595	4
Other city recreation programs	11%	6	45%	13	0.0589	5
The city's youth athletic programs	7%	8	56%	8	0.0326	6
Special events sponsored by the city	8%	7	79%	3	0.0176	7
Quality of the city's indoor recreation facilities	6%	9	74%	5	0.0159	8
The city's adult athletic programs	3%	11	53%	10	0.0141	9
Maintenance of city parks	11%	5	87%	1	0.0139	10
Quality of outdoor athletic fields	5%	10	74%	6	0.0125	11
Ease of registering for programs	2%	14	53%	11	0.0099	12
City swimming pools	3%	13	79%	4	0.0057	13
Number of city parks	3%	12	80%	2	0.0056	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Matrix Analysis.

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

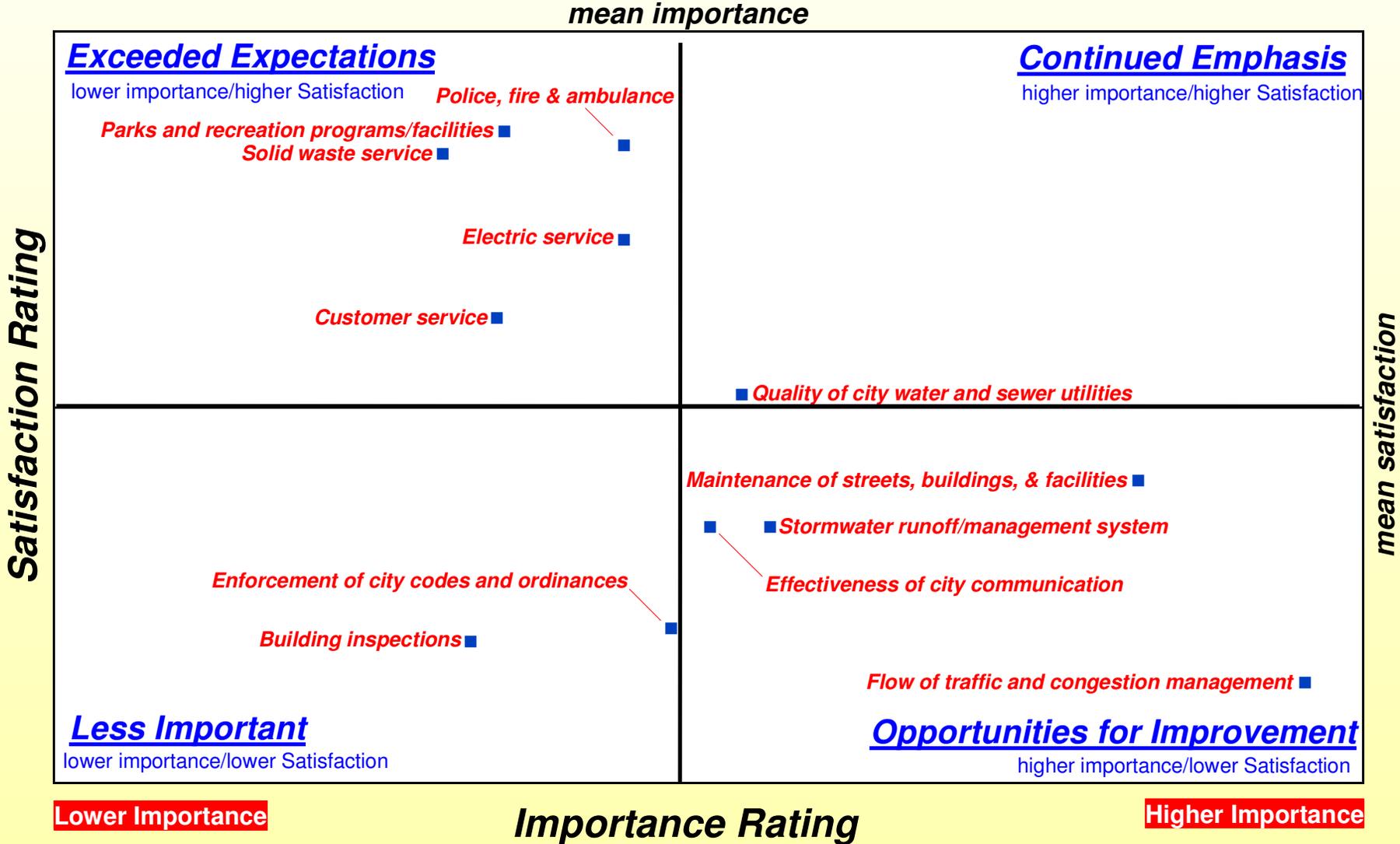
- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- *Exceeding Expectations (below average importance and above average satisfaction).* This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- *Opportunities for Improvement (above average importance and below average satisfaction).* This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- *Less Important (below average importance and below average satisfaction).* This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Harrisonville are provided on the following pages.

2010 Harrisonville Citizen Survey Importance-Satisfaction Assessment Matrix

-Overall City Services-

(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)

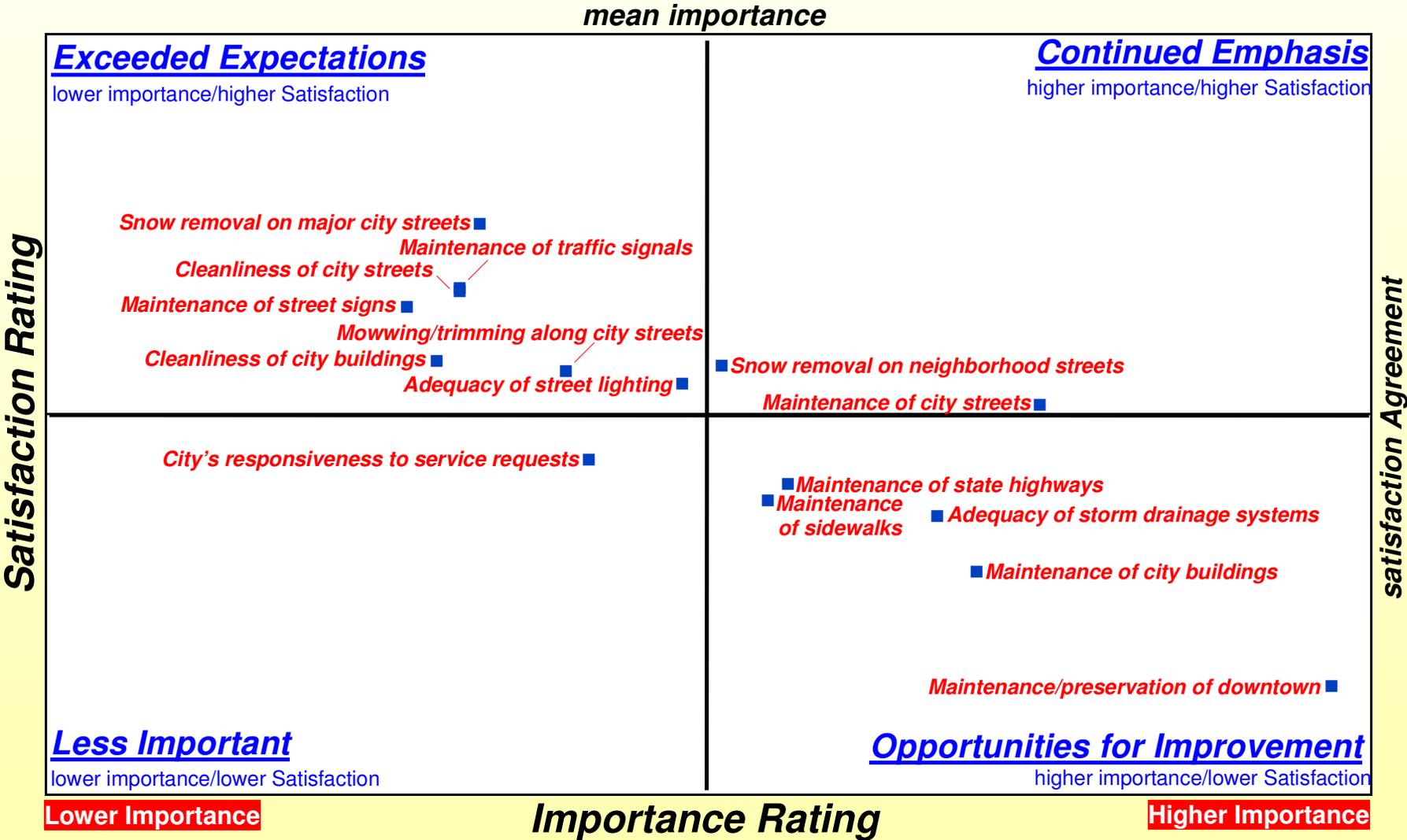


Source: ETC Institute (2010)
ETC Institute (2011)

2010 Harrisonville Citizen Survey Importance-Satisfaction Assessment Matrix

-Maintenance-

(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)

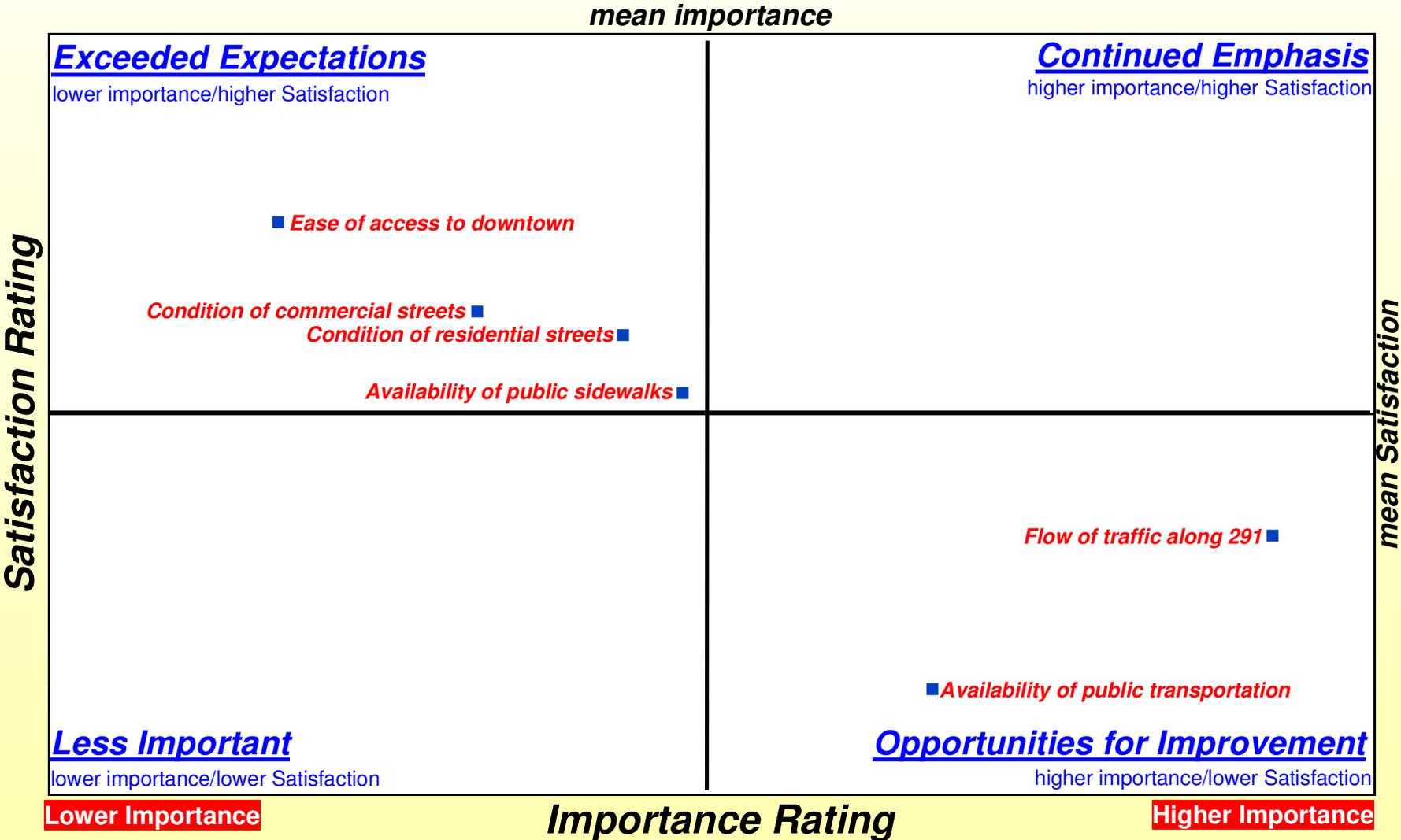


Source: ETC Institute (2010)
ETC Institute (2011)

2010 Harrisonville Citizen Survey Importance-Satisfaction Assessment Matrix

-Transportation-

(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)

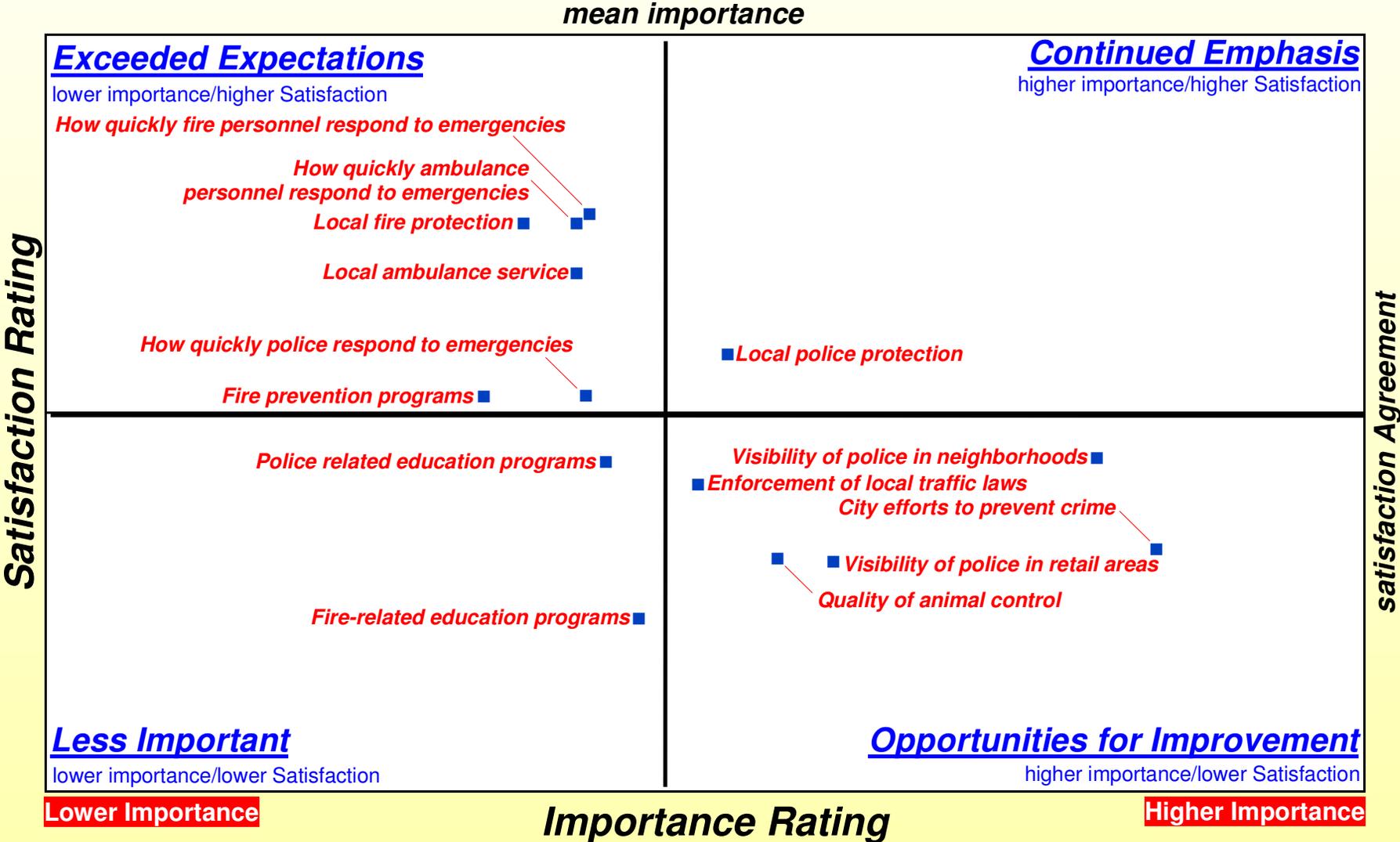


Source: ETC Institute (2010)
ETC Institute (2011)

2010 Harrisonville Citizen Survey Importance-Satisfaction Assessment Matrix

-Public Safety-

(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)

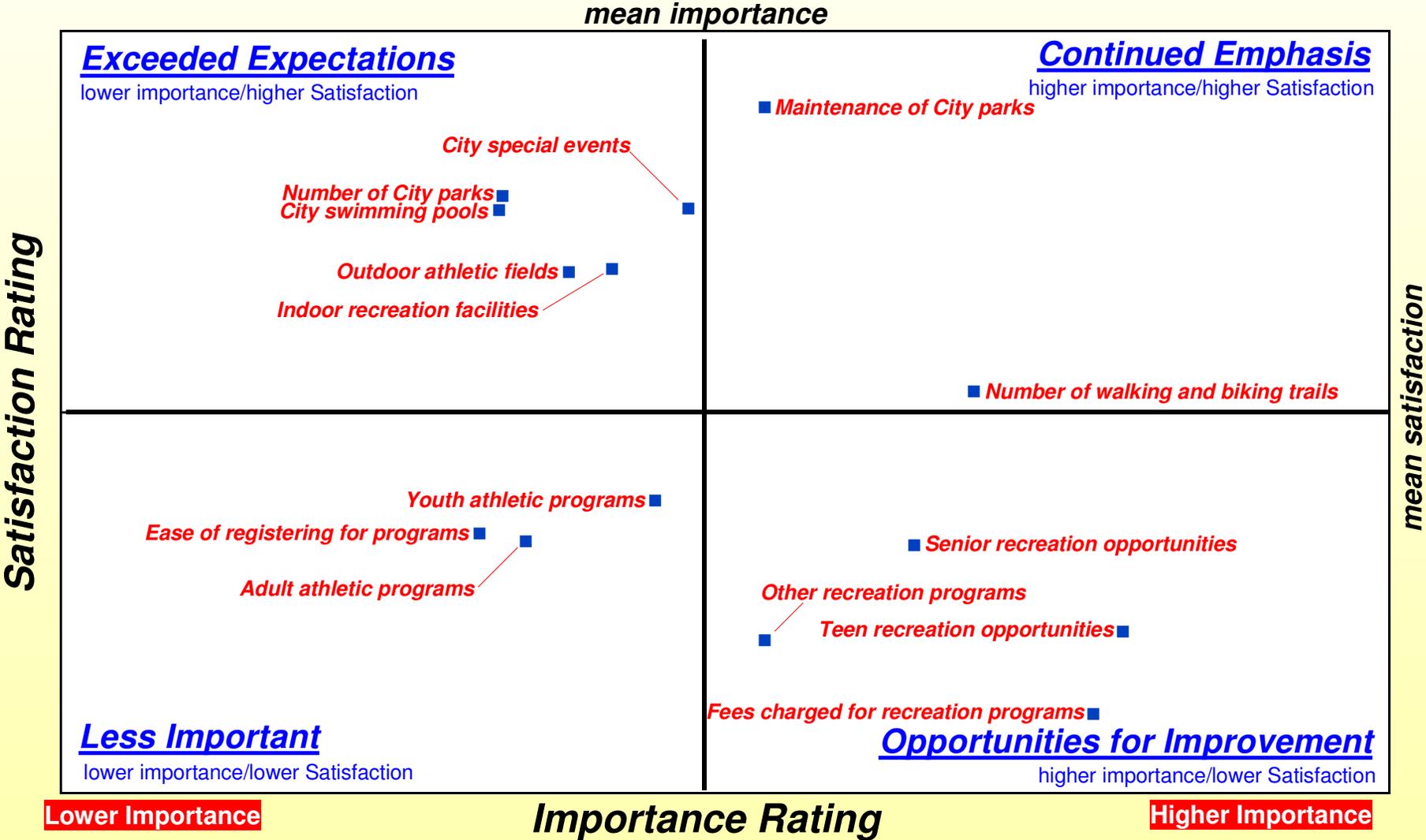


Source: ETC Institute (2010)
ETC Institute (2011)

2010 Harrisonville Citizen Survey Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2010)
ETC Institute (2011)

Section 4:
Tabular Data

Q1. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City of Harrisonville on the services listed below.

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1a. Quality of police, fire, & ambulance services	30.9%	46.4%	13.1%	2.1%	0.9%	6.6%
Q1b. Quality of parks & recreation programs & facilities	30.7%	49.2%	13.1%	2.4%	0.8%	3.7%
Q1c. Maintenance of streets, buildings & facilities	11.5%	42.9%	25.3%	14.0%	3.7%	2.5%
Q1d. Quality of water & sewer utilities	14.6%	45.7%	22.2%	10.3%	4.0%	3.2%
Q1e. Enforcement of codes & ordinances	11.4%	29.3%	29.9%	15.0%	5.7%	8.7%
Q1f. Quality of building inspections by City	9.6%	21.9%	32.2%	7.2%	3.3%	25.7%
Q1g. Quality of customer service from City employees	23.3%	42.9%	20.7%	6.8%	2.4%	3.9%
Q1h. Effectiveness of City communication with public	12.6%	37.0%	29.5%	11.4%	4.7%	4.8%
Q1i. Quality of City's stormwater runoff/ stormwater management system	9.5%	38.4%	26.6%	12.3%	5.1%	8.2%
Q1j. Flow of traffic & congestion management	8.3%	30.1%	23.4%	25.4%	9.5%	3.3%
Q1k. Quality of solid waste service	31.7%	48.8%	12.6%	3.7%	1.5%	1.7%
Q1l. Quality of City electric service	22.3%	51.2%	14.3%	7.6%	2.4%	2.1%

Q1. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City of Harrisonville on the services listed below. (without "don't know")

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1a. Quality of police, fire, & ambulance services	33.0%	49.6%	14.0%	2.3%	1.0%
Q1b. Quality of parks & recreation programs & facilities	31.9%	51.1%	13.6%	2.5%	0.8%
Q1c. Maintenance of streets, buildings & facilities	11.8%	44.0%	25.9%	14.4%	3.8%
Q1d. Quality of water & sewer utilities	15.1%	47.2%	22.9%	10.6%	4.1%
Q1e. Enforcement of codes & ordinances	12.4%	32.1%	32.8%	16.4%	6.3%
Q1f. Quality of building inspections by City	12.9%	29.5%	43.3%	9.7%	4.5%
Q1g. Quality of customer service from City employees	24.2%	44.6%	21.6%	7.1%	2.5%
Q1h. Effectiveness of City communication with public	13.2%	38.9%	31.0%	11.9%	4.9%
Q1i. Quality of City's stormwater runoff/stormwater management system	10.3%	41.8%	29.0%	13.4%	5.5%
Q1j. Flow of traffic & congestion management	8.6%	31.1%	24.2%	26.3%	9.8%
Q1k. Quality of solid waste service	32.2%	49.7%	12.8%	3.8%	1.5%
Q1l. Quality of City electric service	22.8%	52.3%	14.6%	7.8%	2.5%

Q2. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Police/fire/ambulance	68	9.1 %
P&R programs & facilities	18	2.4 %
Maintenance of streets/buildings & facilities	141	18.9 %
Water & sewer utilities	61	8.2 %
Codes & ordinance enforcement	40	5.3 %
Building inspections by City	11	1.5 %
Customer service from City employees	22	2.9 %
City communicates with public	23	3.1 %
Stormwater runoff/management system	56	7.5 %
Flow of traffic & congestion management	195	26.1 %
Solid waste service	4	0.5 %
Electric service	35	4.7 %
None chosen	74	9.9 %
Total	748	100.0 %

Q2. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Police/fire/ambulance	23	3.1 %
P&R programs & facilities	18	2.4 %
Maintenance of streets/buildings & facilities	119	15.9 %
Water & sewer utilities	65	8.7 %
Codes & ordinance enforcement	56	7.5 %
Building inspections by City	23	3.1 %
Customer service from City employees	27	3.6 %
City communicates with public	65	8.7 %
Stormwater runoff/management system	73	9.8 %
Flow of traffic & congestion management	112	15.0 %
Solid waste service	15	2.0 %
Electric service	38	5.1 %
None chosen	114	15.2 %
Total	748	100.0 %

Q2. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Police/fire/ambulance	32	4.3 %
P&R programs & facilities	39	5.2 %
Maintenance of streets/buildings & facilities	68	9.1 %
Water & sewer utilities	44	5.9 %
Codes & ordinance enforcement	45	6.0 %
Building inspections by City	27	3.6 %
Customer service from City employees	23	3.1 %
City communicates with public	69	9.2 %
Stormwater runoff/management system	52	7.0 %
Flow of traffic & congestion management	88	11.8 %
Solid waste service	31	4.1 %
Electric service	50	6.7 %
None chosen	180	24.1 %
Total	748	100.0 %

Q2. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years? (top 3)

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Police/fire/ambulance	123	16.4 %
P&R programs & facilities	75	10.0 %
Maintenance of streets/buildings & facilities	328	43.9 %
Water & sewer utilities	170	22.7 %
Codes & ordinance enforcement	141	18.9 %
Building inspections by City	61	8.2 %
Customer service from City employees	72	9.6 %
City communicates with public	157	21.0 %
Stormwater runoff/management system	181	24.2 %
Flow of traffic & congestion management	395	52.8 %
Solid waste service	50	6.7 %
Electric service	123	16.4 %
None chosen	74	9.9 %
Total	1950	

Q3. Several items that may influence your perception of the City of Harrisonville are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3a. Overall value received for City tax & fees	7.0%	39.2%	34.5%	10.3%	2.5%	6.4%
Q3b. Overall City image	8.7%	39.4%	27.8%	16.7%	4.0%	3.3%
Q3c. City's planning for growth	6.4%	23.2%	31.3%	20.9%	8.3%	9.9%
Q3d. Quality of life in City	14.7%	51.8%	23.4%	5.8%	1.7%	2.5%
Q3e. Overall City appearance	10.3%	39.4%	28.5%	15.6%	4.1%	2.0%

Q3. Several items that may influence your perception of the City of Harrisonville are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3a. Overall value received for City tax & fees	7.4%	41.9%	36.9%	11.0%	2.7%
Q3b. Overall City image	9.0%	40.7%	28.8%	17.3%	4.2%
Q3c. City's planning for growth	7.1%	25.7%	34.8%	23.2%	9.2%
Q3d. Quality of life in City	15.1%	53.2%	24.0%	5.9%	1.8%
Q3e. Overall City appearance	10.5%	40.2%	29.1%	16.0%	4.2%

Q4. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor", please rate Harrisonville with regard to each of the following:

(N=748)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q4a. As a place to live	26.2%	54.1%	11.9%	4.8%	1.1%	1.9%
Q4b. As a place to raise children	26.5%	48.3%	14.7%	3.2%	0.7%	6.7%
Q4c. As a place to work	10.4%	27.5%	25.9%	15.4%	7.9%	12.8%
Q4d. As a place where you would buy next home	17.2%	36.1%	22.6%	11.1%	6.6%	6.4%
Q4e. As a place to retire	19.9%	35.2%	21.5%	10.6%	9.2%	3.6%

Q4. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor", please rate Harrisonville with regard to each of the following: (without "don't know")

(N=748)

	Excellent	Good	Neutral	Below Average	Poor
Q4a. As a place to live	26.7%	55.2%	12.1%	4.9%	1.1%
Q4b. As a place to raise children	28.4%	51.7%	15.8%	3.4%	0.7%
Q4c. As a place to work	12.0%	31.6%	29.8%	17.6%	9.0%
Q4d. As a place where you would buy next home	18.4%	38.6%	24.1%	11.9%	7.0%
Q4e. As a place to retire	20.7%	36.5%	22.3%	11.0%	9.6%

Q5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by the City:

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5a. Overall maintenance of City streets	9.6%	48.5%	22.9%	14.3%	2.7%	2.0%
Q5b. Highways maintained by MODOT	8.6%	41.4%	26.9%	17.2%	3.6%	2.3%
Q5c. Maintenance of sidewalks	7.4%	39.6%	28.7%	16.4%	2.7%	5.2%
Q5d. Maintenance of street signs	10.7%	56.6%	23.4%	4.5%	1.1%	3.7%
Q5e. Maintenance of traffic signals	12.7%	56.4%	21.1%	4.3%	1.6%	3.9%
Q5f. Maintenance & preservation of Downtown	5.5%	22.7%	26.3%	24.5%	17.8%	3.2%
Q5g. Maintenance of City buildings	6.8%	33.4%	32.8%	15.4%	6.4%	5.2%
Q5h. Cleanliness of City buildings	13.2%	46.5%	28.5%	3.7%	1.1%	7.0%
Q5i. Snow removal on major City streets	19.9%	55.7%	14.7%	5.1%	0.8%	3.7%
Q5j. Snow removal on neighborhood streets	14.0%	46.4%	17.9%	12.2%	4.4%	5.1%
Q5k. Mowing & trimming along City streets & public areas	11.0%	49.7%	23.4%	9.8%	2.3%	3.9%
Q5l. Cleanliness of City streets & public areas	13.4%	56.4%	22.7%	4.4%	0.7%	2.4%
Q5m. Adequacy of City street lighting	11.2%	49.1%	23.4%	11.4%	2.5%	2.4%
Q5n. Adequacy of storm drainage systems	7.4%	36.9%	29.8%	13.2%	5.2%	7.5%
Q5o. City's responsiveness to service requests	10.8%	35.2%	29.0%	7.0%	3.6%	14.4%

Q5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by the City: (without "don't know")

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5a. Overall maintenance of City streets	9.8%	49.5%	23.3%	14.6%	2.7%
Q5b. Highways maintained by MODOT	8.8%	42.4%	27.5%	17.6%	3.7%
Q5c. Maintenance of sidewalks	7.8%	41.7%	30.3%	17.3%	2.8%
Q5d. Maintenance of street signs	11.1%	58.8%	24.3%	4.7%	1.1%
Q5e. Maintenance of traffic signals	13.2%	58.7%	22.0%	4.5%	1.7%
Q5f. Maintenance & preservation of Downtown	5.7%	23.5%	27.2%	25.3%	18.4%
Q5g. Maintenance of City buildings	7.2%	35.3%	34.6%	16.2%	6.8%
Q5h. Cleanliness of City buildings	14.2%	50.0%	30.6%	4.0%	1.1%
Q5i. Snow removal on major City streets	20.7%	57.9%	15.3%	5.3%	0.8%
Q5j. Snow removal on neighborhood streets	14.8%	48.9%	18.9%	12.8%	4.6%
Q5k. Mowing & trimming along City streets & public areas	11.4%	51.7%	24.3%	10.2%	2.4%
Q5l. Cleanliness of City streets & public areas	13.7%	57.8%	23.3%	4.5%	0.7%
Q5m. Adequacy of City street lighting	11.5%	50.3%	24.0%	11.6%	2.6%
Q5n. Adequacy of storm drainage systems	7.9%	39.9%	32.2%	14.3%	5.6%
Q5o. City's responsiveness to service requests	12.7%	41.1%	33.9%	8.1%	4.2%

Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	96	12.8 %
Highways maintained by MODOT	46	6.1 %
Maintenance of sidewalks	43	5.7 %
Maintenance of street signs	5	0.7 %
Maintenance of traffic signals	11	1.5 %
Maintenance & preservation of Downtown	137	18.3 %
Maintenance of City buildings	72	9.6 %
Cleanliness of City buildings	5	0.7 %
Snow removal on major streets	13	1.7 %
Snow removal on neighborhood streets	35	4.7 %
Mowing & trimming along City streets & public ar...	20	2.7 %
Cleanliness of City streets & public areas	8	1.1 %
Adequacy of City street lighting	34	4.5 %
Adequacy of storm drainage systems	71	9.5 %
City's responsiveness to service requests	22	2.9 %
<u>None chosen</u>	<u>130</u>	<u>17.4 %</u>
Total	748	100.0 %

Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	58	7.8 %
Highways maintained by MODOT	51	6.8 %
Maintenance of sidewalks	50	6.7 %
Maintenance of street signs	6	0.8 %
Maintenance of traffic signals	12	1.6 %
Maintenance & preservation of Downtown	83	11.1 %
Maintenance of City buildings	68	9.1 %
Cleanliness of City buildings	13	1.7 %
Snow removal on major streets	15	2.0 %
Snow removal on neighborhood streets	47	6.3 %
Mowing & trimming along City streets & public ar...	27	3.6 %
Cleanliness of City streets & public areas	15	2.0 %
Adequacy of City street lighting	39	5.2 %
Adequacy of storm drainage systems	60	8.0 %
City's responsiveness to service requests	30	4.0 %
<u>None chosen</u>	<u>174</u>	<u>23.3 %</u>
Total	748	100.0 %

Q6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	154	20.6 %
Highways maintained by MODOT	97	13.0 %
Maintenance of sidewalks	93	12.4 %
Maintenance of street signs	11	1.5 %
Maintenance of traffic signals	23	3.1 %
Maintenance & preservation of Downtown	220	29.4 %
Maintenance of City buildings	140	18.7 %
Cleanliness of City buildings	18	2.4 %
Snow removal on major streets	28	3.7 %
Snow removal on neighborhood streets	82	11.0 %
Mowing & trimming along City streets & public ar...	47	6.3 %
Cleanliness of City streets & public areas	23	3.1 %
Adequacy of City street lighting	73	9.8 %
Adequacy of storm drainage systems	131	17.5 %
City's responsiveness to service requests	52	7.0 %
<u>None chosen</u>	<u>130</u>	<u>17.4 %</u>
Total	1322	

Q7. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7a. Residential trash collection	47.0%	43.0%	5.4%	1.6%	0.8%	2.3%
Q7b. Curbside recycling	29.0%	33.9%	15.0%	4.4%	1.7%	15.9%
Q7c. Yardwaste removal	28.5%	34.0%	17.5%	5.5%	2.3%	12.2%
Q7d. What charged for solid waste services	13.1%	40.6%	28.4%	5.9%	2.1%	9.9%
Q7e. Dependability of electric service	22.4%	52.1%	16.7%	5.0%	1.1%	2.8%
Q7f. What charged for electric service	8.0%	29.5%	27.8%	21.7%	9.0%	4.0%
Q7g. Clarity & taste of tap water	9.5%	29.5%	22.5%	22.2%	12.7%	3.6%
Q7h. Water pressure at home	18.5%	50.6%	18.1%	7.1%	2.1%	3.6%
Q7i. Adequacy of waste water treatment & collection system	10.7%	36.0%	32.1%	2.5%	1.6%	17.0%
Q7j. What charged for water & sewer services	7.6%	29.0%	32.3%	19.7%	7.4%	4.0%
Q7k. Ease in paying bill	21.4%	49.1%	17.1%	4.6%	5.0%	2.8%
Q7l. Timeliness of utility bill	22.1%	54.5%	16.5%	2.5%	2.4%	2.0%
Q7m. Accuracy of utility bill	18.6%	51.6%	18.6%	4.0%	2.7%	4.5%

Q7. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7a. Residential trash collection	48.1%	44.0%	5.5%	1.6%	0.8%
Q7b. Curbside recycling	34.6%	40.3%	17.8%	5.3%	2.1%
Q7c. Yardwaste removal	32.5%	38.7%	20.0%	6.3%	2.6%
Q7d. What charged for solid waste services	14.6%	45.0%	31.5%	6.5%	2.4%
Q7e. Dependability of electric service	23.0%	53.6%	17.2%	5.1%	1.1%
Q7f. What charged for electric service	8.4%	30.7%	29.0%	22.6%	9.3%
Q7g. Clarity & taste of tap water	9.9%	30.6%	23.3%	23.1%	13.2%
Q7h. Water pressure at home	19.2%	52.5%	18.8%	7.4%	2.2%
Q7i. Adequacy of waste water treatment & collection system	12.9%	43.4%	38.7%	3.1%	1.9%
Q7j. What charged for water & sewer services	7.9%	30.3%	33.6%	20.5%	7.7%
Q7k. Ease in paying bill	22.0%	50.6%	17.6%	4.7%	5.1%
Q7l. Timeliness of utility bill	22.5%	55.6%	16.8%	2.6%	2.5%
Q7m. Accuracy of utility bill	19.5%	54.1%	19.5%	4.2%	2.8%

Q8. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8a. Quality of leadership provided by elected officials	6.4%	27.3%	33.7%	14.2%	5.1%	13.4%
Q8b. Effectiveness of appointed boards & commissions	5.2%	27.0%	37.6%	10.6%	3.6%	16.0%
Q8c. Effectiveness of City Administrator & Department Directors	6.6%	26.6%	34.5%	11.4%	4.5%	16.4%
Q8d. Effectiveness of non-management staff	7.4%	31.7%	37.2%	4.3%	2.1%	17.4%

Q8. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8a. Quality of leadership provided by elected officials	7.4%	31.5%	38.9%	16.4%	5.9%
Q8b. Effectiveness of appointed boards & commissions	6.2%	32.2%	44.7%	12.6%	4.3%
Q8c. Effectiveness of City Administrator & Department Directors	7.8%	31.8%	41.3%	13.6%	5.4%
Q8d. Effectiveness of non-management staff	8.9%	38.3%	45.0%	5.2%	2.6%

Q9. Which of the following are your primary sources of information about City issues, services and events?

<u>Q9. Primary sources of information</u>	<u>Number</u>	<u>Percent</u>
City newsletters	515	68.9 %
Cass County Democrat	492	65.8 %
TV News	166	22.2 %
City website	116	15.5 %
Kansas City Star	105	14.0 %
Other	89	11.9 %
City's Recreation Guide	72	9.6 %
City cable channel	69	9.2 %
The Journal	35	4.7 %
None chosen	32	4.3 %
Total	1691	

Q9. Which of the following are your primary sources of information about City issues, services and events? (Other Responses)

<u>Q9. Other</u>	<u>Number</u>	<u>Percent</u>
WORD OF MOUTH	18	2.4 %
ELECTRIC BILL	3	0.4 %
GOSSIP	3	0.4 %
CITY BILL	3	0.4 %
NEIGHBORS	2	0.3 %
FRIENDS	2	0.3 %
INTERNET	2	0.3 %
COFFEE SHOP	2	0.3 %
UTILITY BILL	2	0.3 %
SCHOOL	1	0.1 %
CITY BILL LETTER	1	0.1 %
WORD OF OTHER PEOPLE	1	0.1 %
TALKING TO CITY OFFICIALS	1	0.1 %
ALDERMAN	1	0.1 %
THE TOWN GOSSIP	1	0.1 %
FACEBOOK	1	0.1 %
8 O'CLOCK COFFEE	1	0.1 %
CITY OFFICE CALENDAR	1	0.1 %
BARBERSHOP	1	0.1 %
UTILITY BILL ENCOSURE	1	0.1 %
NEWSLETTER W/LIGHT BILL	1	0.1 %
SOCIAL GOSSIP #1	1	0.1 %
VOICE	1	0.1 %
WORD ON STREET; EMPTY BLDGS	1	0.1 %
TALK WITH RESIDENTS	1	0.1 %
THE SHOPPER	1	0.1 %
CITY MEETINGS	1	0.1 %
COMPUTER	1	0.1 %
ELECTRIC BILL NEWSLETTER	1	0.1 %
CITY EMAILS	1	0.1 %
MEETING	1	0.1 %
WATER BILL	1	0.1 %
COFFEE TIME	1	0.1 %
PERSONAL KNOWLEDGE	1	0.1 %
LIVING HERE	1	0.1 %
FRIENDS & FAMILY CTR CUSTOMERS	1	0.1 %
SPEAKING W/ELECTED OFFICIALS	1	0.1 %
SHOPPER	1	0.1 %
COUNCIL MEETINGS	1	0.1 %

Q9. Which of the following are your primary sources of information about City issues, services and events? (Other Responses)

<u>Q9. Other</u>	<u>Number</u>	<u>Percent</u>
EMAIL CITY NEWSLETTER	1	0.1 %
UTILITY BILL FLYER	1	0.1 %
BY WORD	1	0.1 %
MONDAY MORNING MEMO	1	0.1 %
FROM OTHER CITY RESIDENTS	1	0.1 %
EMAIL	1	0.1 %
EMAIL MESSAGES	1	0.1 %
SIDEWALKS & CROSSWALKS	1	0.1 %
PUBLIC OPINION	1	0.1 %
CONVERSATION WITH PEOPLE	1	0.1 %
CITY EMPLOYEES	1	0.1 %
EMAIL UPDATES	1	0.1 %
Total	79	10.6 %

Q10. Have you called or visited the City with a question, problem, or complaint during the past year?

<u>Q10. Called or visited City</u>	<u>Number</u>	<u>Percent</u>
Yes	325	43.4 %
No	423	56.6 %
Total	748	100.0 %

Q10a. (If YES to Q#10) Which department did you contact most recently? (multiple responses allowed)

<u>Q10a. Which Department</u>	<u>Number</u>	<u>Percent</u>
Utility Services	148	45.5 %
Police	52	16.0 %
Fire/EMS	16	4.9 %
Building Inspection/Code Enforcement	81	24.9 %
Streets	41	12.6 %
Parks and Recreation	27	8.3 %
Other	42	12.9 %
<u>Don't remember</u>	<u>3</u>	<u>0.9 %</u>
Total	410	

Q10a. (If YES to Q#10) Which department did you contact most recently? (Other Responses)

<u>Q10a. Other</u>	<u>Number</u>	<u>Percent</u>
CLERK	1	0.1 %
POWER OUTAGES	1	0.1 %
ANIMAL CONTROL	7	0.9 %
STREET LIGHTING	1	0.1 %
STREETS RE LIGHTS	1	0.1 %
TRASH IN NEIGHBORHOO	1	0.1 %
CODES OFFICE	1	0.1 %
CITY HALL/POLICE	1	0.1 %
SECTION 8 COMPLAINT	1	0.1 %
TRIM TREE-POWER LINE	1	0.1 %
STREETS-LIGHTING	1	0.1 %
PAY BILLS/UTILITIES	1	0.1 %
TREE TRIMMING	2	0.3 %
ANIMAL SHOTS/LICENSE	1	0.1 %
MAYOR	1	0.1 %
TREES IN POWERLINES	1	0.1 %
BRUSH REMOVAL	1	0.1 %
CITY ADMIN	2	0.3 %
CITY MANAGER	1	0.1 %
PET LICENSES	1	0.1 %
STREET LIGHTS	1	0.1 %
POTHoles	1	0.1 %
REAL ESTATE TAX	1	0.1 %
ADMIN	1	0.1 %
ADMINISTRATIVE	1	0.1 %
CITY HALL FRONT DESK	1	0.1 %
CITY HALL	1	0.1 %
COMMUNITY DEVELOPMEN	1	0.1 %
BARKING DOG	1	0.1 %
CITY ENGINEER	1	0.1 %
TREE IN POWER LINES	1	0.1 %
BUSINESS LICENSES	1	0.1 %
CODES/CITY HALL	1	0.1 %
NO CROSSWALKS	1	0.1 %
Total	42	5.6 %

Q10b. (If YES to Q#10) How easy was it to contact the person you needed to reach in the department you listed in Question #10a?

<u>Q10b. How easy was the contact</u>	<u>Number</u>	<u>Percent</u>
Very easy	161	49.5 %
Somewhat easy	99	30.5 %
Difficult	30	9.2 %
Very difficult	26	8.0 %
Don't know	9	2.8 %
Total	325	100.0 %

Q10c. (If YES to Q#10) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=325)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q10c-1. They were courteous & polite	47.1%	31.1%	8.9%	6.5%	3.1%	3.4%
Q10c-2. They gave prompt, accurate, & complete answers	39.7%	29.5%	14.8%	8.0%	4.9%	3.1%
Q10c-3. They did what they said they would do in a timely manner	39.1%	26.2%	12.9%	7.4%	4.6%	9.8%
Q10c-4. They helped you resolve an issue to your satisfaction	36.6%	24.9%	12.3%	8.0%	12.6%	5.5%

Q10c. (If YES to Q#10) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=325)

	Always	Usually	Sometimes	Seldom	Never
Q10c-1. They were courteous & polite	48.7%	32.2%	9.2%	6.7%	3.2%
Q10c-2. They gave prompt, accurate, & complete answers	41.0%	30.5%	15.2%	8.3%	5.1%
Q10c-3. They did what they said they would do in a timely manner	43.3%	29.0%	14.3%	8.2%	5.1%
Q10c-4. They helped you resolve an issue to your satisfaction	38.8%	26.4%	13.0%	8.5%	13.4%

Q11. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Harrisonville:

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11a. Quality of City's web page	5.1%	22.1%	27.4%	3.5%	1.1%	40.9%
Q11b. Quality of City's newsletters	9.9%	46.3%	29.3%	3.2%	0.8%	10.6%
Q11c. Information about City programs & services	7.2%	36.5%	34.4%	8.6%	1.5%	11.9%
Q11d. City efforts to keep you informed about local issues	7.5%	32.6%	34.5%	11.2%	2.9%	11.2%
Q11e. Level of public involvement in local decision-making	3.7%	19.9%	37.4%	16.6%	5.1%	17.2%

Q11. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Harrisonville: (without "don't know")

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11a. Quality of City's web page	8.6%	37.3%	46.4%	5.9%	1.8%
Q11b. Quality of City's newsletters	11.1%	51.7%	32.7%	3.6%	0.9%
Q11c. Information about City programs & services	8.2%	41.4%	39.0%	9.7%	1.7%
Q11d. City efforts to keep you informed about local issues	8.4%	36.7%	38.9%	12.7%	3.3%
Q11e. Level of public involvement in local decision-making	4.5%	24.1%	45.2%	20.0%	6.1%

Q12. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12a. Clean up of litter & debris on private property	7.4%	33.7%	29.3%	12.4%	4.9%	12.3%
Q12b. Mowing & trimming of lawns	8.3%	41.2%	28.9%	8.6%	2.4%	10.7%
Q12c. Maintenance of residential property	7.8%	36.9%	30.3%	10.6%	3.5%	11.0%
Q12d. Maintenance of business property	7.4%	38.5%	29.8%	10.2%	2.7%	11.5%
Q12e. Enforcing sign regulations	7.6%	36.4%	30.2%	6.8%	3.1%	15.9%
Q12f. Enforcing off street parking regulations	7.0%	34.8%	30.7%	7.8%	3.9%	15.9%
Q12g. Enforcement of regulations & codes on City facilities	6.8%	31.6%	30.1%	8.4%	3.2%	19.9%

Q12. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12a. Clean up of litter & debris on private property	8.4%	38.4%	33.4%	14.2%	5.6%
Q12b. Mowing & trimming of lawns	9.3%	46.1%	32.3%	9.6%	2.7%
Q12c. Maintenance of residential property	8.7%	41.4%	34.1%	11.9%	3.9%
Q12d. Maintenance of business property	8.3%	43.5%	33.7%	11.5%	3.0%
Q12e. Enforcing sign regulations	9.1%	43.2%	35.9%	8.1%	3.7%
Q12f. Enforcing off street parking regulations	8.3%	41.3%	36.6%	9.2%	4.6%
Q12g. Enforcement of regulations & codes on City facilities	8.5%	39.4%	37.6%	10.5%	4.0%

Q13a. Do you think the City should continue to have staff look for code violations OR should the City change to a complaint driven method of code enforcement in which action by the City would primarily occur in response to violations reported by residents?

Q13a. Should City continue to have staff look for code violations or change to a complaint driven method of code enforcement

	Number	Percent
Continue the current method	315	42.1 %
Change to a complaint driven method	287	38.4 %
Don't know	146	19.5 %
Total	748	100.0 %

Q13b. Do you feel the City should continue its efforts attempting to contact property owners by the telephone?

<u>Q13b. Contact property owners by phone</u>	<u>Number</u>	<u>Percent</u>
Yes	475	63.5 %
No	122	16.3 %
Don't know	151	20.2 %
Total	748	100.0 %

Q13c. Overall, do you think codes are enforced in a fair and consistent manner in the City of Harrisonville?

Q13c. Are codes enforced in a fair & consistent manner	Number	Percent
Yes	260	34.8 %
No	190	25.4 %
Don't know	298	39.8 %
Total	748	100.0 %

Q13c-1. IF NO: Why not?Q13C-2 Why not

903 OAKVALE LOOKS LIKE A JUNK YARD
 A LOT AROUND TOWN THAT'S NOT FIXED
 BAD REPUTATION W/CODES DEPT
 BE MORE CONSISTENT; CLEAN UP GHETTO AREA
 BEC THERE'S JUNK IN SEVERAL YARDS NEARBY
 BECAUSE CITY DOES NOT ENFORCE EQUALLY
 BECAUSE IT SEEMS YOU ONLY PICK ON A FEW
 BECAUSE POOR & ELDERLY UNFAIRLY TARGETED
 BECAUSE THEY AREN'T
 BOUGHT HOUSE W/ELEC VIOLATION
 CALLED; NO HOMEOWNER CLEANUP
 CAUSES BUSINESS TO MOVE OUT OF TOWN
 CHECK MY NEIGHBOR NORTH OF ME
 CITY DOES NOTHING ABOUT DUNMIRE'S MESS
 CITY EMPLOYEE WARNED FOR YEARS-NO CHANGE
 CITY EMPLOYEES GET SPECIAL TREATMENT
 CITY MICROMANAGING.CONSIDER CIRCUMSTANCE
 CITY PROPERTY "EXEMPT" FROM SAME!
 CITY'S JUST LOOKING FOR MONEY
 CODE COWORKERS HAVE DIFFERENT SET OF REG
 CODES ENFORCEMENT GUY IS TOO AGGRESSIVE
 CODES NOT FOLLOWED ARE NOT ENFORCED
 CONSIDER SITUATION & WHY IT EXISTS
 DEL DUNMIRE DOESN'T HAVE TO COMPLY
 DELAY IN ENFORCING DEBRIS/TALL GRASS
 DEPENDS ON WHAT YOUR LAST NAME IS-UNFAIR
 DEPENDS ON WHO YOU ARE
 DEPENDS ON WHO YOU ARE!
 DEPENDS ON WHO YOU ARE; BIASED TREATMENT
 DEPENDS ON WHOSE BACK POCKET YOU ARE IN!
 DIFFERENT RULES FOR DIFFERENT PEOPLE
 DOESNT APPLY TO ALL CITIZENS, JUST FEW
 DONT HAVE PERSONNEL TO SEE EVERYTHING
 DRIVING THRU, I SEE MANY VIOLATIONS
 DUNMIRE'S PROP NOT HELD TO SAME STANDARD
 ELDERLY ARE PERSECUTED WITHOUT TACT
 EMPHASIS SEEMS TO BE ON MAJOR ROADS
 ENFORCEMENT IS NOT EQUAL
 ENFORCEMENT STAFF & CODES ARE OVERBEARNG

Q13c-1. IF NO: Why not?Q13C-2 Why not

FAVORITISM; NOT CHECKING SITUATION FIRST
 FEEL ENFORCEMENT IS ARBITRARY
 GO AFTER SMALL VIOLATIONS & IGNORE OTHER
 HAD BAD EXPERIENCE ON BANNER DISPLAY
 HAVE MORE IMPORTANT THINGS TO DO
 HE PICKS ON A CERTAIN PERSON
 HOUSES WITH LOTS OF JUNK IN BACKYARDS
 I GET A LETTER BUT CITY'S GRASS TALL TOO
 I GET LETTERS BUT SEE SAME IN OTHER YARD
 I ONLY DEAL WITH MYSELF
 I SEE PROPERTIES IN VIOLATION AS I DRIVE
 I THINK THEY ARE SPOTTY AT BEST!
 IF HAVE HAVE, YOU GET BY WITH THINGS
 IF IMPORTANT OR RICH CITY IGNORES ISSUE
 IMPOLITE ATTITUDE DOESN'T HELP CITY'S PR
 INCONSISTANT
 INCORRECT OBSERVATIONAL INFO
 INEXPERIENCED CODE INSPECTORS
 INSUFFICIENT SPACE TO ANSWER
 IT DOES NOT SEEM TO BE EVENLY ENFORCED
 IT'S OUR PROPERTY--LEAVE US ALONE!
 IT SEEMS THEY COMES AROUND WHEN BORED
 IVE SEEN HARRASSMENT TAKE PLACE
 JACK & STEVE HOLD GRUDGES; UNEQUAL
 JACK LIKES TO PICK ON PEOPLE
 JUST DRIVE AROUND
 LARRY BURTON HOME
 LIFE IS UNFAIR
 LOOK AT BLDGS ON SQUARE-EMBARRASSING
 LOOK AT CORNER OF ELM & 7 HWY
 LOOK AT MIKE JOHNSON'S YARD; JUNK
 LOOK AT THE SQUARE
 LOOK FOR CODE VIOLATIONS/CONTACT OWNERS
 LOTS OF FAVORS PAID OUT
 MANY HOMES W/TRASH & BROKEN ITEMS IN YDS
 MANY NEED IMPROV AND AREN'T ADDRESSED
 MY NEIGHBOR STILL HAS JUNK IN BACKYARD
 MY NEIGHBORS PROPERTY IS AWFUL
 MY PLACE LOOKS NICE--OTHERS LIKE TRASH!

Q13c-1. IF NO: Why not?**Q13C-2 Why not**

NIT PICKING
 NO CONSIDERATION FOR AGE OR ECON ABILITY
 NOT ALL ENFORCEMENT SEEMS EQUAL
 NOT CONSISTANT
 NOT CONSISTANT
 NOT CONSISTENT
 NOT CONSISTENT
 NOT CONSISTENT; NOT REASONABLE
 NOT ENFORCED ON A CONSISTENT BASIS
 NOT ENFORCED WITH EQUALITY
 NOT ENOUGH ENFORCEMENT
 NOT ENOUGH TIME TO MAKE REPAIRS
 NOT EVERYONE HAS TO COMPLY
 NOT EVERYONE IS TREATED THE SAME
 NOT FAIR; SHOW TOO MUCH FAVOR
 NOT FLEX ON ISSUES W/FINANCIAL PROBLEMS
 NOT ONE DIME FOR A BODY TO ENFORCE
 OBVIOUS VIOLATIONS; CODE CAR DRIVES BY
 OFFICER DID NOT HELP IN NEEDED SITUATION
 OFFICIALS ONLY CARE ABOUT THEIR NEIGHBRS
 ONE RESIDENTS PROP ARE BORDERLINE DUMPS
 ONLY ON A COMPLAINT BASIS
 ONLY SEEMS TO HIT SOME NEIGHBORHOODS
 OVER DOES IT; SOMETIMES UNNECESSARY
 PEOPLE DON'T LIKE TO BE BROW BEATEN!
 PEOPLE ROAMING TOWN FOR EXCUSES TO TICKE
 POLITICS!
 PREJUDICE
 QUIT SHOWING FAVORITISM
 REALLY OFFENSIVE STUFF OFTEN OVERLOOKED
 RENTER; GOT LAWN BILL WHILE OUT OF TOWN
 RESIDENTS CALLED ON ISSUES; CITY IS NOT
 S KING & BLUEBERRY LONG-TERM DUMP
 SAY ONE THING AND DO SOMETHING ELSE
 SEEM TO FOCUS ON HOMES CLOSE TO SQUARE
 SEEMS ENFORCEMENT IS SPORADIC
 SEEMS LIKE THE MESSY PEOPLE STAY MESSY!
 SEEMS TO TARGET AREAS, IGNORE OTHERS
 SEEN MANY VIOLATIONS; NOTHING DONE

Q13c-1. IF NO: Why not?

Q13C-2 Why not

SELECTIVE ENFORCEMENT
SELECTIVE ENFORCEMENT
SEVERAL BUSINESSES ARE IN BAD SHAPE
SEVERAL COMPLAINTS; PROBLEM NOT SOLVED
SHOULD BE EQUAL AND NOT JUST SOME PEOPLE
SO MANY PLACES WHERE NOTHING IS DONE
SOME ALLOWED TO DO AS THEY PLEASE
SOME AREAS ARE COVERED MORE THAN OTHERS
SOME AREAS NEVER SEEM TO BE OBSERVED
SOME CONTRACTORS DO SHODDY WORK-HOUSES
SOME FACE CONSTANT VIOLATIONS
SOME GET THREATENED ABOUT DITCH MOWING
SOME IS LET GO DEPENDING ON WHO YOU ARE
SOME OVERLOOKED; OTHER THINGS NIT-PICKED
SOME PARKING CODES NOT ENFORCED
SOME PEOPLE ARE CITED; OTHERS ARE NOT
SOME PEOPLE DON'T MOW REGULARLY!
SOME PEOPLE GET AWAY WITH IT; SOME DON'T
SOME PEOPLE SINGLED OUT MORE THAN OTHERS
SOME RESIDENTS TARGETED BY OFFICIALS
SOMETIMES IT'S ALL IN WHO YOU KNOW
SOMETIMES USE COMMON SENSE & COMPASSION
SOMETIMES WHAT IS TOLD IS NOT TRUE
THE 4-WAY STOP SIGNS
THERE WAS CAT LITTERBOX DUMPED ON SIDEWK
THEY ARE NOT CONSTANT WITH EVERYONE
THEY DONT CHECK IF IT'S OWNER'S FAULT
THEY DONT ENFORCE THEM
THEY GO TOO FAR; THIS ISN'T THE USSR
THEY HAVE GONE OVERBOARD ON THE CODES
THEY SINGLE OUT PEOPLE
THEY WORRY MORE ABOUT UNIMPORTANT THINGS
THREATENING LETTERS; PROP OWNED BY STATE
TOO BIASED; TOO PICKY FOR MINOR THINGS
TOO MANY CODES ARE NOT NEEDED
TOO MANY COMPLAINTS
TOO MANY GET BY WHEN OTHERS DON'T
TOO MANY PLACES NOT MOWED OR CLEANED UP
TOO MUCH TRASH EVERYWHERE

Q13c-1. IF NO: Why not?

Q13C-2 Why not

TOO PICKY
TOO STRICT FOR SMALL, LOW INCOME TOWN
TOO STRICT ON SOME PEOPLE, OTHERS NOT
TOO STRICT! BUSINESSES DROPPING QUICKLY!
TRAILER COURTS/BUSINESSES RUN DOWN
VIOLATION TREATED DIFF FOR DIFF PEOPLE
WAY TOO EXCESSIVE
WE COMPLAINED, BUT NOTHING WAS DONE
WHEN NOT ADDRESSED, IT'S AN EYESORE
WRITE TICKETS, BUT DON'T ENFORCE EQUALLY
YOU CALL CITY AND NOTHING CHANGES

Q14. Please rate your satisfaction of Transportation on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14a. Flow of traffic along 291	4.2%	27.3%	22.1%	33.1%	13.2%
Q14b. Ease of access to Downtown	9.9%	53.5%	26.6%	8.1%	1.8%
Q14c. Availability of public transportation	2.6%	12.3%	34.5%	25.9%	24.7%
Q14d. Condition of residential streets	6.1%	46.0%	31.3%	13.3%	3.3%
Q14e. Condition of commercial streets	6.7%	47.9%	30.1%	12.5%	2.8%
Q14f. Availability of public sidewalks	5.8%	40.2%	31.1%	16.1%	6.8%

Q15. Which TWO of the transportation issues listed above do you think should receive the most emphasis from city leaders over the next TWO Years?

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
Flow of traffic along 291	317	42.4 %
Ease of access to Downtown	19	2.5 %
Availability of public transportation	144	19.3 %
Condition of residential streets	74	9.9 %
Condition of commercial streets	30	4.0 %
Availability of public sidewalks	78	10.4 %
None chosen	86	11.5 %
Total	748	100.0 %

Q15. Which TWO of the transportation issues listed above do you think should receive the most emphasis from city leaders over the next TWO Years?

<u>Q15. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Flow of traffic along 291	81	10.8 %
Ease of access to Downtown	42	5.6 %
Availability of public transportation	139	18.6 %
Condition of residential streets	104	13.9 %
Condition of commercial streets	99	13.2 %
Availability of public sidewalks	120	16.0 %
None chosen	163	21.8 %
Total	748	100.0 %

Q15. Which TWO of the transportation issues listed above do you think should receive the most emphasis from city leaders over the next TWO Years? (top 2)

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
Flow of traffic along 291	398	53.2 %
Ease of access to Downtown	61	8.2 %
Availability of public transportation	283	37.8 %
Condition of residential streets	178	23.8 %
Condition of commercial streets	129	17.2 %
Availability of public sidewalks	198	26.5 %
None chosen	86	11.5 %
Total	1333	

Q16. In order to fund the installation of asphalt streets with curb/gutter, storm drainage systems and sidewalks in residential neighborhoods that presently lack these modern improvements, would you prefer to pay a one-half cent sales tax increase OR a \$.67 property tax levy increase that would cost the average homeowner in Harrisonville approximately \$200 per year? It is estimated that either of these taxes would generate \$1 million annually.

Q16. Would you prefer a \$.5 sales tax increase or a \$.67 property tax levy increase	Number	Percent
Would support either option	90	12.0 %
Would only support sales tax increase	285	38.1 %
Would only support a property tax increase	34	4.5 %
Would not support either option	289	38.6 %
Don't know	50	6.7 %
Total	748	100.0 %

Q17. Please rate your satisfaction with the following public safety services provided by the City of Harrisonville:

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17a. Visibility of police in neighborhoods	15.2%	49.1%	20.2%	9.0%	1.9%	4.7%
Q17b. Visibility of police in retail areas	11.8%	45.7%	26.1%	7.9%	2.3%	6.3%
Q17c. City's efforts to prevent crime	13.8%	41.6%	25.9%	4.5%	2.4%	11.8%
Q17d. Police respond to emergencies	14.8%	40.2%	19.3%	2.4%	1.1%	22.2%
Q17e. Enforcement of local traffic laws	11.1%	48.0%	22.1%	5.5%	2.7%	10.7%
Q17f. Police related education programs	15.2%	36.2%	21.9%	1.9%	1.2%	23.5%
Q17g. Overall quality of local police protection	16.0%	50.1%	20.5%	4.3%	0.9%	8.2%
Q17h. Fire personnel respond to emergencies	21.0%	41.0%	12.7%	1.5%	0.9%	22.9%
Q17i. City's fire prevention programs	14.0%	35.6%	18.7%	1.5%	1.1%	29.1%
Q17j. Fire-related education programs	10.3%	27.7%	23.9%	2.3%	0.9%	34.9%
Q17k. Overall quality of local fire protection	18.0%	46.7%	14.3%	0.9%	1.1%	19.0%
Q17l. Ambulance personnel respond to emergencies	22.7%	37.4%	12.7%	1.2%	1.2%	24.7%
Q17m. Overall quality of local ambulance service	20.6%	40.4%	14.7%	1.7%	1.5%	21.1%
Q17n. Quality of animal control	16.0%	36.1%	22.2%	5.7%	3.7%	16.2%

Q17. Please rate your satisfaction with the following public safety services provided by the City of Harrisonville:(without "don't know")

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17a. Visibility of police in neighborhoods	16.0%	51.5%	21.2%	9.4%	2.0%
Q17b. Visibility of police in retail areas	12.6%	48.8%	27.8%	8.4%	2.4%
Q17c. City's efforts to prevent crime	15.6%	47.1%	29.4%	5.2%	2.7%
Q17d. Police respond to emergencies	19.1%	51.7%	24.7%	3.1%	1.4%
Q17e. Enforcement of local traffic laws	12.4%	53.7%	24.7%	6.1%	3.0%
Q17f. Police related education programs	19.9%	47.4%	28.7%	2.4%	1.6%
Q17g. Overall quality of local police protection	17.5%	54.6%	22.3%	4.7%	1.0%
Q17h. Fire personnel respond to emergencies	27.2%	53.2%	16.5%	1.9%	1.2%
Q17i. City's fire prevention programs	19.8%	50.2%	26.4%	2.1%	1.5%
Q17j. Fire-related education programs	15.8%	42.5%	36.8%	3.5%	1.4%
Q17k. Overall quality of local fire protection	22.3%	57.6%	17.7%	1.2%	1.3%
Q17l. Ambulance personnel respond to emergencies	30.2%	49.7%	16.9%	1.6%	1.6%
Q17m. Overall quality of local ambulance service	26.1%	51.2%	18.6%	2.2%	1.9%
Q17n. Quality of animal control	19.1%	43.1%	26.5%	6.9%	4.5%

Q18. Which TWO of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	124	16.6 %
Visibility of police in retail areas	40	5.3 %
City's efforts to prevent crime	106	14.2 %
Police respond to emergencies	19	2.5 %
Enforcement of local traffic laws	38	5.1 %
Police related education programs	25	3.3 %
Overall quality of police protection	32	4.3 %
Fire personnel respond to emergencies	20	2.7 %
Quality of fire prevention programs	8	1.1 %
Fire related education programs	17	2.3 %
Overall quality of local fire protection	10	1.3 %
Ambulance personnel respond to emergencies	19	2.5 %
Overall quality of ambulance service	18	2.4 %
Quality of animal control	55	7.4 %
<u>None chosen</u>	<u>217</u>	<u>29.0 %</u>
Total	748	100.0 %

Q18. Which TWO of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	37	4.9 %
Visibility of police in retail areas	61	8.2 %
City's efforts to prevent crime	68	9.1 %
Police respond to emergencies	26	3.5 %
Enforcement of local traffic laws	32	4.3 %
Police related education programs	24	3.2 %
Overall quality of police protection	45	6.0 %
Fire personnel respond to emergencies	26	3.5 %
Quality of fire prevention programs	14	1.9 %
Fire related education programs	40	5.3 %
Overall quality of local fire protection	21	2.8 %
Ambulance personnel respond to emergencies	24	3.2 %
Overall quality of ambulance service	25	3.3 %
Quality of animal control	33	4.4 %
<u>None chosen</u>	<u>272</u>	<u>36.4 %</u>
Total	748	100.0 %

Q18. Which TWO of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 2)

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	161	21.5 %
Visibility of police in retail areas	101	13.5 %
City's efforts to prevent crime	174	23.3 %
Police respond to emergencies	45	6.0 %
Enforcement of local traffic laws	70	9.4 %
Police related education programs	49	6.6 %
Overall quality of police protection	77	10.3 %
Fire personnel respond to emergencies	46	6.1 %
Quality of fire prevention programs	22	2.9 %
Fire related education programs	57	7.6 %
Overall quality of local fire protection	31	4.1 %
Ambulance personnel respond to emergencies	43	5.7 %
Overall quality of ambulance service	43	5.7 %
Quality of animal control	88	11.8 %
<u>None chosen</u>	<u>217</u>	<u>29.0 %</u>
Total	1224	

Q19. Please rate your satisfaction with the following Parks and Recreation services provided by the City of Harrisonville:

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19a. Maintenance of City parks	26.7%	54.1%	9.9%	2.5%	0.5%	6.1%
Q19b. Number of City parks	19.8%	55.3%	14.6%	2.9%	0.5%	6.8%
Q19c. Number of walking & biking trails	13.6%	43.3%	21.3%	8.2%	1.9%	11.8%
Q19d. City swimming pools	21.9%	48.5%	14.6%	3.1%	1.2%	10.7%
Q19e. Outdoor athletic fields	17.2%	44.4%	17.1%	3.7%	1.5%	16.0%
Q19f. Teen recreation opportunities	7.9%	25.1%	23.0%	11.6%	4.7%	27.7%
Q19g. Senior recreation opportunities	10.3%	29.9%	25.1%	8.8%	2.4%	23.4%
Q19h. Youth athletic programs	11.6%	29.1%	25.7%	5.3%	2.0%	26.2%
Q19i. Adult athletic programs	9.5%	28.9%	28.3%	4.9%	1.1%	27.3%
Q19j. Other recreation programs	7.9%	24.6%	30.6%	7.4%	1.7%	27.8%
Q19k. Ease of registering for programs	9.0%	29.0%	27.5%	4.0%	1.6%	28.9%
Q19l. Fees charged for recreation programs	6.8%	23.3%	26.2%	13.2%	7.2%	23.3%
Q19m. Special events sponsored by City	25.7%	44.1%	15.6%	2.7%	1.1%	10.8%
Q19n. Quality of indoor recreation facilities	23.0%	40.2%	17.2%	2.9%	1.7%	14.8%

Q19. Please rate your satisfaction with the following Parks and Recreation services provided by the City of Harrisonville: (without "don't know")

(N=748)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19a. Maintenance of City parks	28.5%	57.7%	10.5%	2.7%	0.6%
Q19b. Number of City parks	21.2%	59.4%	15.6%	3.2%	0.6%
Q19c. Number of walking & biking trails	15.5%	49.1%	24.1%	9.2%	2.1%
Q19d. City swimming pools	24.6%	54.3%	16.3%	3.4%	1.3%
Q19e. Outdoor athletic fields	20.5%	52.9%	20.4%	4.5%	1.8%
Q19f. Teen recreation opportunities	10.9%	34.8%	31.8%	16.1%	6.5%
Q19g. Senior recreation opportunities	13.4%	39.1%	32.8%	11.5%	3.1%
Q19h. Youth athletic programs	15.8%	39.5%	34.8%	7.2%	2.7%
Q19i. Adult athletic programs	13.1%	39.7%	39.0%	6.8%	1.5%
Q19j. Other recreation programs	10.9%	34.1%	42.4%	10.2%	2.4%
Q19k. Ease of registering for programs	12.6%	40.8%	38.7%	5.6%	2.3%
Q19l. Fees charged for recreation programs	8.9%	30.3%	34.1%	17.2%	9.4%
Q19m. Special events sponsored by City	28.8%	49.5%	17.5%	3.0%	1.2%
Q19n. Quality of indoor recreation facilities	27.0%	47.3%	20.3%	3.5%	2.0%

Q20. Which TWO of the items listed above do you think should receive the most emphasis from city leaders over the next TWO Years?

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of parks	58	7.8 %
Number of parks	14	1.9 %
Number of walking & biking trails	78	10.4 %
Swimming pools	8	1.1 %
Outdoor athletic fields	19	2.5 %
Teen recreation opportunities	108	14.4 %
Senior recreation opportunities	59	7.9 %
Youth athletic programs	14	1.9 %
Adult athletic programs	10	1.3 %
Other recreation programs	32	4.3 %
Ease of registering for programs	4	0.5 %
Fees charged for recreation programs	84	11.2 %
Special events sponsored by City	26	3.5 %
Indoor recreation facilities	18	2.4 %
<u>None chosen</u>	<u>216</u>	<u>28.9 %</u>
Total	748	100.0 %

Q20. Which TWO of the items listed above do you think should receive the most emphasis from city leaders over the next TWO Years?

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of parks	22	2.9 %
Number of parks	7	0.9 %
Number of walking & biking trails	49	6.6 %
Swimming pools	12	1.6 %
Outdoor athletic fields	17	2.3 %
Teen recreation opportunities	53	7.1 %
Senior recreation opportunities	55	7.4 %
Youth athletic programs	41	5.5 %
Adult athletic programs	16	2.1 %
Other recreation programs	48	6.4 %
Ease of registering for programs	12	1.6 %
Fees charged for recreation programs	70	9.4 %
Special events sponsored by City	37	4.9 %
Indoor recreation facilities	28	3.7 %
<u>None chosen</u>	<u>281</u>	<u>37.6 %</u>
Total	748	100.0 %

Q20. Which TWO of the items listed above do you think should receive the most emphasis from city leaders over the next TWO Years? (top 2)

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of parks	80	10.7 %
Number of parks	21	2.8 %
Number of walking & biking trails	127	17.0 %
Swimming pools	20	2.7 %
Outdoor athletic fields	36	4.8 %
Teen recreation opportunities	161	21.5 %
Senior recreation opportunities	114	15.2 %
Youth athletic programs	55	7.4 %
Adult athletic programs	26	3.5 %
Other recreation programs	80	10.7 %
Ease of registering for programs	16	2.1 %
Fees charged for recreation programs	154	20.6 %
Special events sponsored by City	63	8.4 %
Indoor recreation facilities	46	6.1 %
<u>None chosen</u>	<u>216</u>	<u>28.9 %</u>
Total	1215	

Q21a. Assuming the City continues to plan for its long-term needs (beyond the next 10 years), how supportive would you be of updating City Hall and the Police Station to meet the City's short-term needs (over the next 10 years) if the improvements could be completed without raising taxes?

<u>Q21a. Updating City Hall & Police Station</u>	<u>Number</u>	<u>Percent</u>
Very supportive	292	39.0 %
Supportive	241	32.2 %
Not sure	157	21.0 %
Not supportive	58	7.8 %
Total	748	100.0 %

Q21b1. I think we need new police facilities:

<u>Q21b. New police facilities</u>	<u>Number</u>	<u>Percent</u>
Yes	468	62.6 %
No	169	22.6 %
<u>Don't know</u>	<u>111</u>	<u>14.8 %</u>
Total	748	100.0 %

Q21b2. I think we need new City Hall facilities:

<u>Q21b. New City Hall facilities</u>	<u>Number</u>	<u>Percent</u>
Yes	401	53.6 %
No	227	30.3 %
<u>Don't know</u>	<u>120</u>	<u>16.0 %</u>
Total	748	100.0 %

Q21b3. I think we should fix up the facilities we have at whatever the cost:

<u>Q21b. Fix up facilities</u>	<u>Number</u>	<u>Percent</u>
Yes	155	20.7 %
No	366	48.9 %
<u>Don't know</u>	<u>227</u>	<u>30.3 %</u>
Total	748	100.0 %

Q21d. Which of the following BEST describes your feeling about the location for the City's Police Station and City Hall?

<u>Q21d. Location for Police Station & City Hall</u>	<u>Number</u>	<u>Percent</u>
Remain at present location	138	18.4 %
Located where they will best serve residents	381	50.9 %
Don't really care where	127	17.0 %
Other	64	8.6 %
Don't know	38	5.1 %
Total	748	100.0 %

Q21d. Which of the following BEST describes your feeling about the location for the City's Police Station and City Hall? (Other Responses)

<u>Q21d. Other</u>	<u>Number</u>	<u>Percent</u>
ACCESSIBLE W/BETTER PARKING	1	1.6 %
AFFORDABLE, NOT FANCY	1	1.6 %
AROUND THE SQUARE	1	1.6 %
BRING TO CODE & NOTHING MORE	1	1.6 %
BUY OLD HOSPITAL FOR HALL & PD	1	1.6 %
CENTRALLY LOCATED/EASY ACCESS	1	1.6 %
CITY HALL DOWNTOWN-POLICE MOVE	1	1.6 %
CITY HALL FINE/PD SHOULD MOVE	1	1.6 %
CITY HALL IN SQ; MOVE POLICE	1	1.6 %
CITY HALL IN SQ; POLICE MOVED	1	1.6 %
CITY HALL STAY/RELOCATE POLICE	1	1.6 %
CLOSE TO PRESENT LOCATION	1	1.6 %
COMBINE ENTITIES IN 1 LOCATION	1	1.6 %
COST=THE MAJOR CONSIDERATION	1	1.6 %
DO NOT KNOW IN THE LONG RUN	1	1.6 %
DON'T CARE WHERE--JUST NEW!	1	1.6 %
DOWNTOWN-REVITALIZE SQUARE	1	1.6 %
Don't know	2	3.1 %
FORGET SQUARE-TOO MUCH DUNMIRE	1	1.6 %
FORMER CASS MEDICAL CENTER	1	1.6 %
IT'S NOT THAT IMPORTANT	1	1.6 %
KEEP IN DOWNTOWN AREA	1	1.6 %
LOCATION FINE; NEED NEW BLDGS	1	1.6 %
MAINTAIN/PRESERVE DOWNTOWN	1	1.6 %
MOST COST EFFECTIVE	1	1.6 %
MOVE ALL TO OLD HOSPITAL	1	1.6 %
MOVE INTO OLD COURTHOUSE	1	1.6 %
MOVE POLICE; CITY HALL REMAINS	1	1.6 %
MOVE POLICE; LEAVE CITY HALL	1	1.6 %
MOVE TO AN EMPTY BLDG & MODIFY	1	1.6 %
MOVE TO AN EXISTING BLDG	1	1.6 %
NEW POLICE STATION; MOVE CITY	1	1.6 %
NEXT TO LIBRARY	1	1.6 %
NO NEW FACILITIES	1	1.6 %
NOT NECESSARILY NEAR COURTHOUS	1	1.6 %
NOT SURE YET	1	1.6 %
OLD PRICE CHOPPER BUILDING	1	1.6 %
OLD WALMART BUILDING	1	1.6 %
ONE EMPTY BUILDING ON SQUARE	1	1.6 %

Q21d. Which of the following BEST describes your feeling about the location for the City's Police Station and City Hall? (Other Responses)

<u>Q21d. Other</u>	<u>Number</u>	<u>Percent</u>
OUT BY JUSTICE CENTER	1	1.6 %
POLICE MAYBE IN OLD HOSPITAL	1	1.6 %
POLICE NEAR 291/COMMERCIAL	1	1.6 %
RELOCATE JUST ONE BLDG FOR NOW	1	1.6 %
REMAIN NEAR THE SQUARE	1	1.6 %
SHOULD BE SEPARATE FACILITIES	1	1.6 %
SHOULD'VE BOUGHT OLD HOSPITAL	1	1.6 %
THE NEW JUSTICE BLDG/TOP FLOOR	1	1.6 %
UNITE WITH COUNTY SPACE	1	1.6 %
UNUSED PART OF JUSTICE CENTER	1	1.6 %
USE ABANDONED HOSPITAL	1	1.6 %
USE EXISTING BUILDINGS	1	1.6 %
USE OLD CASS HOSPITAL	1	1.6 %
USE ONE OF MANY EMPTY BLDGS	1	1.6 %
USE SOME EXISTING BUILDINGS	1	1.6 %
USE THE BLDG THAT WAS BUILT	1	1.6 %
UTILIZE THE OLD HOSPITAL	1	1.6 %
UTILIZE VACANT BLDGS/HOSPITAL	1	1.6 %
WAIT UNTIL ECONOMY RECOVERS	1	1.6 %
WHAT CAN WE DO W/O TAXATION?	1	1.6 %
WHAT'S BEST FOR TAXPAYER	1	1.6 %
WHEN ECONOMIC CONDITIONS ALL...	1	1.6 %
WHERE THE COURTHOUSE IS	1	1.6 %
WHY WASN'T IT MAINTAINED?	1	1.6 %
Total	64	100.0 %

Q22. Do you think excessive noise is a problem in your neighborhood?

Q22. Is excessive noise a problem in neighborhood	Number	Percent
Yes	136	18.2 %
No	601	80.3 %
Don't know	11	1.5 %
Total	748	100.0 %

Q22a. If YES: What types of noises are problems in your neighborhood?

Q22A Types of noise

3 DOGS NEXT DOOR
ANIMALS/DOGS
ATVS/MOTOR BIKES/GO-KARTS
AUTOMOTIVE MUFFLER NOISE
BARKING DOGS
BARKING DOGS
BARKING DOGS
BARKING DOGS
BARKING DOGS/TRAINS/SIREN
BASS STEREO IN CARS
BASS THUMPING CARS
BOOMBOXES & MUFFLERS
BOOMBOXES; NOISY EXHAUSTS
CAR RADIOS TOO LOUD
CAR STEREO
CAR STEREO/BAD MUFFLERS
CAR STEREO/BARKING DOGS
CAR STEREO/MUFFLERS
CARS & STEREO
CARS & TRUCKS TOO FAST
CARS/MUFFLERS/ETC
CARS/PEOPLE
CARS REVVING UP
CARS W/STEREO BLASTING
CITY PARK & ITS BANDS
DOG IN NEIGHBORHOOD
DOGS
DOGS
DOGS BARKING
DOGS BARKING (S KING AVE)
DOGS BARKING 24 HRS/DAY
DOGS BARKING CONSTANTLY
DOGS BARKING/LOUD CARS

Q22a. If YES: What types of noises are problems in your neighborhood?

Q22A Types of noise

DOGS BARKING/SPEEDING CAR
DOGS BARKING; HOT-RODDING
DOGS BARKING; LOUD CARS
DOGS BARKING; LOUD MUSIC
DOGS BARKING; TEEN DRIVIN
DOGS KEPT CLOSE TO HOUSE
DOGS/LOUD VEHICLES/MUSIC
DOGS/VEHICLES/BOOMBOXES
DRAG RACING/DUMP TRUCKS
FIGHTS, SCREAMING, CARS
FOOTBALL FIELD NOISE
HOT-RODDERS SPEEDING
HOTRODDING/SIRENS
HWY 71
JAKE BRAKES & SPEEDING
JAKE BRAKES OFF OF 2 HWY
JAKE BRAKES/TRAIN WHISTLE
LAND ROVERS
LOUD BASS MUSIC
LOUD BOOM BOOM MUSIC
LOUD CAR BOOMBOXES
LOUD CAR MUSIC
LOUD CARS
LOUD CARS
LOUD CARS AT NIGHT
LOUD KIDS, BARKING DOGS
LOUD MUSIC
LOUD MUSIC IN SUMMER
LOUD MUSIC-TEENAGERS
LOUD MUSIC/CARS
LOUD MUSIC/LOUD MUFFLERS
LOUD RADIOS
LOUD RADIOS LATE AT NIGHT
LOUD VEHICLES/LOUD MUSIC
MIDDLE SCH LOUDSPEAKERS
MOTORCYCLES SPEEDING
MOTORCYCLES/CARS
MOTORCYCLES/FIREWORKS
MOTORCYCLES/HARLEYS

Q22a. If YES: What types of noises are problems in your neighborhood?

Q22A Types of noise

MOTORCYCLES/LG TRUCKS
MOTORCYCLES/LOUD CARS/SUV
MOTORCYCLES/SPEEDING
MUSIC; FIGHTING
MUSIC/DOGS BARKING
MUSIC/DOGS/SPEEDING CARS
MUSIC/SWEARING AT PARK
NEIGHBORS 3 DOGS BARKING
NEIGHBORS/DOMESTIC ISSUE
NO INSULATION BET FLOORS
NOISY CARS AND LOUD MUSIC
NOISY CARS AT NIGHT
OBNOXIOUS NEIGHBORS
PARTIES
PEOPLE HOT-RODDING
RACING, NOISY CARS
RADIOS/HIWAY/STADIUM
RENTING NEIGHBORS
REVVING MOTORCYCLES
SIRENS
SPEEDERS/TRAINS/SIRENS
SPEEDING CARS; STEREOS
SPEEDING-LIKE RACE TRACK
SPEEDING MOTORCYLES/CATS
SPEEDING/NOISE MUFFLERS
SPEEDING ON BIRD AVE
SPEEDING ON ELM ST
STEREOS/ CAR ALARMS
STEREOS/MUFFLERS/JAKES
SUBWOOFERS
TEENAGERS W/LOUD MUSIC
THUMPING CAR STEREOS
TRAFFIC
TRAFFIC
TRAFFIC
TRAFFIC
TRAFFIC
TRAFFIC
TRAFFIC, DOGS BARKING

Q22a. If YES: What types of noises are problems in your neighborhood?

Q22A Types of noise

TRAFFIC/JULY 4 CITY PARK
TRAFFIC/LOUD STEREOS
TRAFFIC/MUSIC/CURSING
TRAFFIC/SIRENS
TRAINS; CARS/MOTORCYCLES
TRAINS; ENGINES RUNNING
TRAINS OR OPERATORS
TRASH TRUCKS/SCHOOL/CARS
TRUCKS AIR BRAKES ON 71
VEHICLE BOOM BOXES
VEHICLES/LOUD MUFFLERS
VEHICLES/MOTORCYCLES
VEHICLES W/BOOMBOXES
WEEKEND PARTIES/4 WHEELRS
YAPPING DOGS; RACING CARS
YOUNG TEENS AND KIDS

Q23. Which of the following best describes your race/ethnicity?

<u>Q24. Race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	6	0.8 %
Black/African American	4	0.5 %
White	709	94.8 %
Hispanic	8	1.1 %
American Indian/Eskimo	13	1.7 %
Other	7	0.9 %
<u>No response</u>	<u>19</u>	<u>2.5 %</u>
Total	766	

Q23. Which of the following best describes your race/ethnicity? (Other Responses)

<u>Q24. Other</u>	<u>Number</u>	<u>Percent</u>
AMERICAN	5	71.4 %
NOT PROVIDED	2	28.6 %
Total	7	100.0 %

Q24. Which of the following best describes your current employment status?

<u>Q25. Current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed outside home	477	63.8 %
Employed at home/home-based business	25	3.3 %
Student	10	1.3 %
Retired	194	25.9 %
Not currently employed outside home	39	5.2 %
<u>Not provided</u>	<u>3</u>	<u>0.4 %</u>
Total	748	100.0 %

Q25. How many people (counting you) in your household are?

	<u>Mean</u>	<u>Sum</u>
number	2.2	1633
Under 9	0.3	183
10-19	0.3	183
20-34	0.3	247
35-54	0.5	381
55-74	0.6	465
75+	0.2	175

Q26. Approximately how many years have you lived in the City of Harrisonville? (among those who provided the information)

<u>Q27. Years lived in Harrisonville</u>	<u>Number</u>	<u>Percent</u>
3 or less	92	12.3 %
4 or 5	58	7.8 %
6 to 10	124	16.6 %
11 to 15	78	10.4 %
16 to 20	54	7.2 %
21 to 30	96	12.8 %
31+	196	26.2 %
<u>Not provided</u>	<u>50</u>	<u>6.7 %</u>
Total	748	100.0 %

Q26a. (If you have lived in Harrisonville less than 5 years) Where did you live prior to moving to Harrisonville?

<u>Q27a. Where</u>	<u>Number</u>	<u>Percent</u>
Other part of metro Kansas City	53	35.3 %
Kansas or Missouri but outside Metro Kansas...	58	38.7 %
Outside Kansas or Missouri	13	8.7 %
Not provided	26	17.3 %
Total	150	100.0 %

Q27. Do you own or rent your current residence?

<u>Q28. Own or rent residence</u>	<u>Number</u>	<u>Percent</u>
Own	567	75.8 %
Rent	181	24.2 %
Total	748	100.0 %

Q28. Would you say your total annual household income is:

<u>Q29. Total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$35K	254	34.0 %
\$35K-\$59,999	208	27.8 %
\$60K-\$99,999	146	19.5 %
\$100K+	53	7.1 %
Not provided	87	11.6 %
Total	748	100.0 %

Q29. Your gender:

<u>Q30. Gender</u>	<u>Number</u>	<u>Percent</u>
Male	355	47.5 %
Female	393	52.5 %
Total	748	100.0 %

Q30. In which City Ward do you live?

<u>Q31. City Ward</u>	<u>Number</u>	<u>Percent</u>
Ward 1	85	11.4 %
Ward 2	78	10.4 %
Ward 3	49	6.6 %
Ward 4	93	12.4 %
<u>Don't know</u>	<u>443</u>	<u>59.2 %</u>
Total	748	100.0 %

Section 5:
Survey Instrument

2010 City of Harrisonville Citizen Survey

Dear Fellow Harrisonville Resident,

On behalf of the Harrisonville Mayor and Board of Alderman, thank you for your on-going involvement in our community. This letter is a request for your assistance in building an even better Harrisonville. Your input on the enclosed survey is extremely important. As was the case following completion of the 2008 Citizen Survey, the City will employ the results of this survey in setting priorities and goals during the next two years. Below is a list of accomplishments driven by the results of the 2008 Citizen Survey:

- A 15% reduction in the property tax rate
- No increase in water and sewer rates during the past two years
- A 2.5% reduction in water rates, sewer rates and electric rates for 2011
- Additional walking/biking trails added in parks and more on the way
- New pool features and new permanent restroom facilities in parks
- An additional police officer added to each shift
- Fire and Ambulance departments merged into a 24 hour a day 7 day a week Emergency Services Department (average response times now under 4.5 minutes)
- 25% of City streets resurfaced in the past two years
- Plans in design for a new interchange at 71 and 291 as well as an improved intersection at 291 and Commercial
- Community events have been expanded including events that bring people downtown
- Redevelopment of existing properties has been the primary source of investment during the past two years vs. greenfield development

As indicated in the list above your feedback is considered when making decisions that affect a wide range of City services. To make sure that the City's priorities are aligned with the needs of our residents, we need to know what you think. We realize the survey takes time to complete, but every question is important. Please return your completed survey sometime during the next week if possible, and return it in the enclosed postage-paid envelope. Your responses will remain confidential.

Please call Sheryl Stanley at 816-380-8909 with any questions. City staff will be pleased to answer them. Thank you again for taking time to help make a better Harrisonville.

Cordially,

A handwritten signature in blue ink, appearing to read "Keith Moody".

Keith Moody
City Administrator

Year 2010 City of Harrisonville Citizen Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to involve citizens in long-range planning and investment decisions. If you have questions, please call Sheryl Stanley at 816-380-8909.

1. **OVERALL SATISFACTION WITH CITY SERVICES.** Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City of Harrisonville on the services listed below.

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of police, fire, and ambulance services	5	4	3	2	1	9
B. Overall quality of city parks and recreation programs and facilities	5	4	3	2	1	9
C. Overall maintenance of city streets, buildings & facilities	5	4	3	2	1	9
D. Overall quality of city water and sewer utilities	5	4	3	2	1	9
E. Overall enforcement of city codes and ordinances	5	4	3	2	1	9
F. Overall quality of building inspections by City	5	4	3	2	1	9
G. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
H. Overall effectiveness of city communication with the public	5	4	3	2	1	9
I. Overall quality of the city's stormwater runoff/stormwater management system	5	4	3	2	1	9
J. Overall flow of traffic and congestion management in Harrisonville	5	4	3	2	1	9
K. Overall quality of City of Harrisonville solid waste service (trash, recycling, yard waste)	5	4	3	2	1	9
L. Overall quality of City Electric service	5	4	3	2	1	9

2. Which **THREE** of these items do you think should receive the most emphasis from city leaders over the next **TWO** Years? [Write in the letters below using the letters from the list in Question 1 above].

1st: ____ 2nd ____ 3rd ____

3. **PERCEPTIONS OF THE CITY.** Several items that may influence your perception of the City of Harrisonville are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

Perceptions of the City	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
B. Overall image of the City	5	4	3	2	1	9
C. How well the City is planning for growth	5	4	3	2	1	9
D. Overall quality of life in the City	5	4	3	2	1	9
E. Overall appearance of the City	5	4	3	2	1	9

4. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor", please rate Harrisonville with regard to each of the following:

How do you rate Harrisonville:	Excellent	Good	Neutral	Below Average	Poor	Don't Know
A. As a place to live	5	4	3	2	1	9
B. As a place to raise children	5	4	3	2	1	9
C. As a place to work	5	4	3	2	1	9
D. As a place where you would buy your next home	5	4	3	2	1	9
E. As a place to retire	5	4	3	2	1	9

5. CITY MAINTENANCE. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by the City:

City Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall maintenance of city streets (does not include Highways 2, 7, 71, or 291)	5	4	3	2	1	9
B. Maintenance of Highways maintained by MoDOT (2-E. South St, Rockhaven Road, 7-Mechanic, 71 Hwy, 291-Commercial)	5	4	3	2	1	9
C. Maintenance of sidewalks in Harrisonville	5	4	3	2	1	9
D. Maintenance of street signs	5	4	3	2	1	9
E. Maintenance of traffic signals	5	4	3	2	1	9
F. Maintenance and preservation of downtown Harrisonville	5	4	3	2	1	9
G. Maintenance of city buildings (City Hall, Police Dept, Community Center, Fire Station, Street Department building, Public Works building, Animal Control building)	5	4	3	2	1	9
H. Cleanliness of city buildings (City Hall, Police Dept, Community Center, Fire Station, Street Department building, Public Works building, Animal Control building)	5	4	3	2	1	9
I. Snow removal on major city streets	5	4	3	2	1	9
J. Snow removal on neighborhood streets	5	4	3	2	1	9
K. Mowing and trimming along city streets and other public areas	5	4	3	2	1	9
L. Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
M. Adequacy of city street lighting	5	4	3	2	1	9
N. Adequacy of storm drainage systems	5	4	3	2	1	9
O. City's responsiveness to service requests	5	4	3	2	1	9

6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from Question 5 above].

1ST: _____ 2ND: _____

7. UTILITY SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

Utility Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Residential trash collection services	5	4	3	2	1	9
B. Curbside recycling services	5	4	3	2	1	9
C. Yardwaste removal services	5	4	3	2	1	9
D. What you are charged for solid waste Services	5	4	3	2	1	9
E. Dependability of electric service	5	4	3	2	1	9
F. What you are charged for electric service	5	4	3	2	1	9
G. The clarity and taste of the tap water	5	4	3	2	1	9
H. Water pressure in your home	5	4	3	2	1	9
I. Adequacy of the City's waste water treatment and collection system	5	4	3	2	1	9
J. What you are charged for water and sewer services	5	4	3	2	1	9
K. Ease in paying your bill	5	4	3	2	1	9
L. The timeliness of your utility bill	5	4	3	2	1	9
M. The accuracy of your utility bill	5	4	3	2	1	9

8. CITY LEADERSHIP. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

City Leadership	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
B. Overall effectiveness of appointed boards and commissions	5	4	3	2	1	9
C. Overall effectiveness of the City Administrator and Department Directors	5	4	3	2	1	9
D. Overall effectiveness of non-management staff	5	4	3	2	1	9

9. Which of the following are your primary sources of information about City issues, services and events? (Check all that apply)

- (1) The city newsletters
- (2) Kansas City Star
- (3) Cass County Democrat
- (4) Television News
- (5) The Journal
- (6) City cable channel
- (7) City website
- (8) City's Recreation Guide
- (9) Other: _____

10. Have you called or visited the City with a question, problem, or complaint during the past year?

- (1) Yes [answer Q10a-c] (2) No [go to Q11]

10a. [If YES to Q#10] Which Department did you contact most recently?

- (1) Utility Services (trash/recycling, water/sewer, electric)
- (2) Police
- (3) Fire/EMS
- (4) Building Inspection/Code Enforcement
- (5) Streets (streets, sidewalks, storm water)
- (6) Parks and Recreation
- (7) Other: _____

10b. [If YES to Q#10] How easy was it to contact the person you needed to reach in the Department you listed in Question #10a?

- (1) Very Easy (3) Difficult (9) Don't know
- (2) Somewhat Easy (4) Very Difficult

10c. [If YES to Q#14] Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Seldom</u>	<u>Never</u>	<u>Don't Know</u>
(1) They were courteous and polite...	5	4	3	2	1	9
(2) They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
(3) They did what they said they would do in a timely manner	5	4	3	2	1	9
(4) They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

11. CITY COMMUNICATIONS. Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following aspects of communication provided by the City of Harrisonville:

City Communications	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The quality of the City's web page	5	4	3	2	1	9
B. The quality of the City's newsletters, (City Edition-quarterly, Harrisonville Happenings-monthly)	5	4	3	2	1	9
C. The availability of information about City programs and services	5	4	3	2	1	9
D. City efforts to keep you informed about local issues	5	4	3	2	1	9
E. The level of public involvement in local decision-making	5	4	3	2	1	9

12. ENFORCEMENT OF CITY CODES AND ORDINANCES. Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

Codes and Ordinances	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Clean up of litter and debris on private property	5	4	3	2	1	9
B. Mowing and trimming of lawns	5	4	3	2	1	9
C. Maintenance of residential property	5	4	3	2	1	9
D. Maintenance of business property	5	4	3	2	1	9
E. Enforcing sign regulations	5	4	3	2	1	9
F. Enforcing off street parking regulations	5	4	3	2	1	9
E. Enforcement of regulations and codes on City facilities	5	4	3	2	1	9

13. City code enforcement staff currently look for code enforcement violations in the City. If a violation is identified, the City notifies the property owners of the violation by phone whenever possible and by mail. The property owner is then provided sufficient time to address the condition. If the condition is not addressed by the property owner, the City may resolve the condition and assess any costs to the property or give the property owner a summons (ticket). Knowing this, please answer the following questions.

13a. Do you think the City should continue to have staff look for code violations OR should the City change to a complaint driven method of code enforcement in which action by the City would primarily occur in response to violations reported by residents?

- (1) Continue the current method
- (2) Change to a complaint driven method
- (3) Don't know

13b. Do you feel the City should continue its efforts to attempt contact with property owners by the telephone?

- (1) Yes
- (2) No
- (3) Don't know

13c. Overall, do you think codes are enforced in a fair and consistent manner in the City of Harrisonville?

- (1) Yes
- (2) No: **Why Not?** _____
- (3) Don't know

13d. Optional: Do you have any suggestions for improving the code enforcement process in the City of Harrisonville?

19. PARKS AND RECREATION. Please rate your satisfaction with the following Parks and Recreation services provided by the City of Harrisonville:

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Maintenance of city parks	5	4	3	2	1	9
B.	Number of city parks	5	4	3	2	1	9
C.	Number of walking and biking trails	5	4	3	2	1	9
D.	City swimming pools	5	4	3	2	1	9
E.	Quality of outdoor athletic fields	5	4	3	2	1	9
F.	Teen recreation opportunities	5	4	3	2	1	9
G.	Senior recreation opportunities	5	4	3	2	1	9
H.	The city's youth athletic programs	5	4	3	2	1	9
I.	The city's adult athletic programs	5	4	3	2	1	9
J.	Other city recreation programs, such as classes, special population trips, and special events	5	4	3	2	1	9
K.	Ease of registering for programs	5	4	3	2	1	9
L.	Fees charged for recreation programs	5	4	3	2	1	9
M.	Special events sponsored by the city, i.e., park concerts & July 4 th Fireworks	5	4	3	2	1	9
N.	Quality of the city's indoor recreation facilities	5	4	3	2	1	9

20. Which TWO of the items listed above do you think should receive the most emphasis from city leaders over the next TWO Years? [Write in the letters below using the letters from Q19 above].

1st: ____ 2nd: ____

21. The Police Station and City Hall are currently located in historic downtown in older buildings which need substantial repairs. The buildings have limited adjacent parking and limited space for expansion. Two recent ballot initiatives to replace the facilities were not successful. Knowing this, please respond to the following questions:

21a. Assuming the City continues to plan for its long-term needs (beyond the next 10 years), how supportive would you be of updating City Hall and the Police Station to meet the City's short-term needs (over the next 10 years) if the improvements could be completed without raising taxes?

___(1) Very supportive ___(2) Supportive ___(3) Not sure ___(4) Not supportive

21b. I think we need new police facilities ___Yes ___No

I think we need new city hall facilities ___Yes ___No

I think we should fix up the facilities we have at whatever the cost ___Yes ___No

21c. Do you have any suggestions to address the City's Police Station and City Hall Facility needs? If so, please write your suggestions below:

21d. Which of the following BEST describes your feeling about the location for the City's Police Station and City Hall?

___(1) I think City Hall and the Police Station should remain at the present location and that the City should restore the present building(s)

___(2) I think City Hall and the Police Station should be located where they will best serve the needs of residents

___(3) I do not really care where City Hall and the Police Station are located

___(4) Other: _____

22. Do you think excessive noise is a problem in your neighborhood?

____(1) Yes

____(2) No

22a. If YES to #22: What types of noise are problems in your neighborhood?

23. Which of the following best describes your race/ethnicity (check all that apply)?

____(1) Asian/Pacific Islander

____(2) Black/African American

____(3) White

____(4) Hispanic

____(5) American Indian/Eskimo

____(6) Other: _____

24. Which of the following best describes your current employment status?

____(1) Employed outside the home - What is the ZIP CODE where you work? _____

____(2) Employed in the home/have a home-based business

____(3) Student

____(4) Retired

____(5) Not currently employed outside the home

25. How many people (counting you) in your household, are?

Under age 9 _____ Ages 20-34 _____ Ages 55-74 _____

Ages 10-19 _____ Ages 35-54 _____ Ages 75+ _____

26. Approximately how many years have you lived in the City of Harrisonville? _____ years

26a. [If you have lived in Harrisonville less than 5 years] Where did you live prior to moving to Harrisonville?

____(1) Other part of the metro Kansas City area

____(2) Kansas or Missouri but outside of the metro Kansas City area

____(3) Outside Kansas or Missouri

27. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent

28. Would you say your total annual household income is:

____(1) Under \$35,000

____(2) \$35,000 to \$59,999

____(3) \$60,000 to \$99,999

____(4) \$100,000 or more

29. Your gender: ____ (1) Male ____ (2) Female

30. In which City Ward do you live?

____ (1) Ward 1 ____ (2) Ward 2 ____ (3) Ward 3 ____ (4) Ward 4 ____ (9) Don't know

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain Completely Confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information.