2008 City of Harrisonville Citizen Survey
Final Report

Submitted to:

The City of Harrisonville

February 2009

...helping organizations make better decisions since 1982

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2009 Harrisonville Citizen Survey

Executive Summary Report

Overview and Methodology

During January of 2009 ETC Institute administered a Citizen Survey for the City of Harrisonville. The purpose of the survey was to gather input from citizens about City services and issues as part of the City's ongoing efforts to involve citizens in long-range planning and investment decisions.

The eight-page survey was administered by phone to a random sample of 403 households in the City. The results for the random sample of 403 households have a 95% level of confidence with a precision of at least +/- 5.0%.

This summary 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
- benchmarking data that shows how the results for Harrisonville compare to other cities in the U.S. and in the Kansas City Metro Area
- importance-satisfaction analysis
- GIS maps that show the results of selected questions as maps of the City
- tabular data that show the results for each question on the survey
- a copy of the survey instrument.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Harrisonville with the results from other communities in ETC Institute's *DirectionFinder*® database. 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 provided in the tabular data section of this report.

The major findings of the survey are provided on the following pages.

Major Findings

- **Ratings of the Quality of Life in Harrisonville**. More than three-fourths (76%) of the residents surveyed were satisfied, based upon a combination of "very satisfied" and "satisfied" responses, with the overall quality of life in Harrisonville; 18% of the residents were "neutral" and only 6% were "very dissatisfied" or "dissatisfied" with the quality of life in Harrisonville.

- **Ratings of Harrisonville As a Place to Raise Children and As a Place to Live.** Eighty-four percent (84%) of the residents surveyed rated Harrisonville as an "excellent" or "good" place to raise children; 80% of residents rated Harrisonville as an "excellent" or "good" place to live.

- **Satisfaction With City Services.** The highest levels of satisfaction with city services, based upon a combination of "very satisfied" and "satisfied" responses, were: the quality of solid waste service (83%), police, fire and ambulance services (80%), parks and recreation programs and facilities (79%) and the quality of electric service (74%). Residents were least satisfied with the maintenance of streets, buildings and facilities (29%) and the flow of traffic and congestion management (33%).

- **Services that should receive the most emphasis from the City over the next two years.** The services that residents felt should receive the most emphasis from City leaders over the next two years were: (1) the maintenance of streets, buildings and facilities, (2) the flow of traffic and congestion management, (3) the enforcement of city codes and ordinance and (4) the quality of city water and sewer utilities.

- **Maintenance**

    - The maintenance services that residents were most satisfied with, based upon a combination of "very satisfied" and "satisfied" responses, were: snow removal on major city streets (79%), the maintenance of traffic signals (78%), maintenance of street signs (76%) and the overall cleanliness of city streets (73%). The maintenance services that residents felt were most important for the City to emphasize over the next two years were (1) the overall maintenance of city streets and (2) the maintenance and preservation of downtown.

    - Residents were generally split about whether or not the City should construct or acquire a new *City Hall*. Fifty-seven (57%) of residents felt the City should construct or acquire a new building for City Hall, 39% disagreed and 4% did not have an opinion.

- Residents were also split about whether or not the City should construct or acquire a new *Police Department*. Fifty-seven percent (57%) of residents felt the City should construct or acquire a new Police Department, 39% disagreed and 4% did not have an opinion.

- **Utility Services**

  - The utility services that residents were most satisfied with, based upon a combination of "very satisfied" and "satisfied" responses, were: residential trash collection (91%), the timeliness of your utility bill (85%), the dependability of electric services (84%) and curbside recycling services (80%). Residents were least satisfied with the clarity and taste of tap water (39%) and what they are charged for electric service (40%).

  - Sixty-one percent (61%) of residents did not feel that changes should be made to the City's policies about past due balance charges and reconnection fees for utility services; 38% felt the City should make changes and 1% did not have an opinion.

- **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 newsletters (68%), the availability of information about City programs and services (60%) and the quality of the City's web page (57%).

  - The sources that residents indicated they received most of their information about City issues, services and events were from the Cass Co Democrat (67%) and City newsletters (64%).

- **Customer Service**

  - Eighty-four percent (84%) of the residents surveyed, who had interacted with a City employee the previous year, felt it was "very" or "somewhat easy" to reach the city employee in the department they needed; 15% felt it was "very difficult" or "difficult" and 1% did not have an opinion.

  - Seventy-four percent (74%) of the residents surveyed, who had interacted with a City employee the previous year, felt City employees were "always" or "usually" courteous and polite and 69% of residents felt City employees "always" or "usually" gave prompt, accurate and complete answers.

- **Codes 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 enforcing of sign regulations (55%), the enforcing of off street parking regulations (50%) and the enforcing of the mowing and trimming of lawns (48%).

  - More than half (53%) of residents felt the City should continue to proactively enforce city codes and ordinances; 30% disagreed and 17% were not sure.

  - More than half (54%) of residents felt the City should continue to contact property owners who violate a code or ordinance via telephone or in person prior to sending a letter; 32% disagreed and 14% were not sure.

  - Thirty-nine percent (39%) of residents did not feel that the City enforces codes in a fair and consistent manner; 28% did feel the City is fair and consistent when enforcing codes and ordinances and 33% were not sure.

  - When asked if they would recommend making changes to the City's code enforcement process, more than half (54%) of residents were not sure; 27% would not recommend making changes and 19% would.

- **Transportation**.

  - The transportation service that residents were most satisfied, based upon a combination of "very satisfied" and "satisfied" responses, was the ease of access to downtown (64%). Residents showed the highest level of dissatisfaction, a combination of "very dissatisfied" and "dissatisfied" responses, with the availability of public transportation in the City (81%). The transportation services that residents felt were most important for the City to emphasize over the next two years were: (1) the availability of public transportation and (2) the flow of traffic along 291.

  - When asked if they would support paying a property tax of $100 per year or a ½ cent sales tax to fund the installation of asphalt streets in *residential neighborhoods*, 46% of residents would only support a property tax, 16% would only support a sales tax, 2% of residents would support both, 30% of residents would not support paying a property or a sales tax and 6% did not have an opinion.

- When asked if they would support paying a property tax of $100 per year or a ½ cent sales tax to fund the installation of asphalt streets in *commercial areas,* 43% of residents indicated they would only support a property tax, 14% would only support a sales tax, 2% would support both types of funding, 36% would not support paying a property or a sales tax and 5% did not have an opinion.

- **Public Safety**

  - The public safety services that residents were most satisfied with, based upon a combination of "very satisfied" and "satisfied" responses, were: how quick ambulance personnel respond to emergencies (86%), the quality of local ambulance service (86%), how quick fire personnel respond to emergencies (84%) and the quality of local fire protection (83%). The public safety services that residents felt were most important for the City to emphasize over the next two years were: (1) the visibility of police in neighborhoods and (2) the City's efforts to prevent crime.

  - When asked if they felt the City should increase *police staffing levels*, more than half (54%) of residents were not sure; 42% did not believe that police staffing levels should be increased and 4% did feel staffing levels should be increased.

  - When asked if they felt the City should increase *fire and ambulance staffing levels*, fifty four percent (54%) of residents were not sure; 38% did not feel that police staffing levels should be increased and 8% did believe staffing levels should be increased.

  - Nearly two-thirds (65%) of the residents surveyed indicated they would support the City partnering with County dispatching if it costs less and if service levels are maintained; 30% were not sure and 5% indicated they would not support a partnership.

- **Parks and Recreation.** The parks and recreation services residents that residents were most satisfied with, based upon a combination of "very satisfied" and "satisfied" responses, were: the maintenance of City parks (87%), City swimming pools (82%), the number of city parks (80%) and quality of indoor recreation facilities (79%). The parks and recreation services that residents felt city leaders should emphasize most over the next two years were: (1) the number of walking and biking trails and (2) teen recreation opportunities.

- **Top Priorities for the Original Town of Harrisonville.** The items that residents felt should be the top priorities for the original town of Harrisonville were: preserving the historic architecture (54%), improving sidewalks, alleys and streets (50%) and improving facades of buildings (45%). When asked if residents would support the City using tax incentives to support these priories, forty-seven percent (47%) of residents indicated they would support the use of tax incentives; 41% were "not sure" and 12% were "not supportive."

Other Findings

- More than half (55%) of the residents surveyed were "very supportive" or "supportive" of having the City offer tax incentives as a method of cleaning up blighted areas of Harrisonville and adding more owner occupied units in the City; 28% were "not sure" and 17% were "not supportive."

- Sixty-two percent (62%) of residents indicated they would support the City competing with local internet and cable television service providers to offer comparable services at the same or lower prices; 15% were not supportive and 23% were not sure.

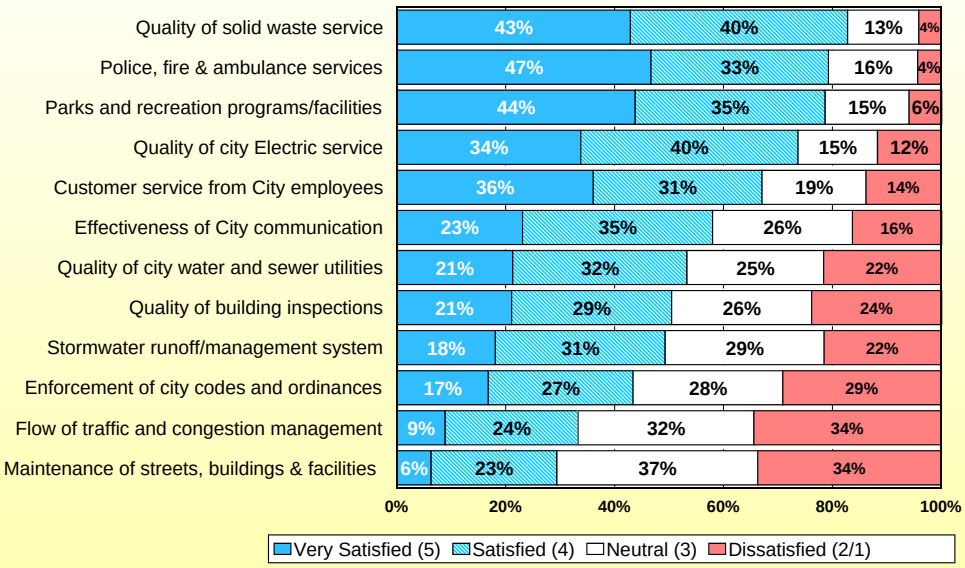
- Thirty percent (30%) of residents indicated it would require a saving of at least 10% for their household to switch from their current internet or cable provider to the City; forty-two percent (42%) would require a saving of at least 20% to switch from their current internet or cable provider to the City, twenty-three percent (23%) would require a savings of at least 30% and five percent (5%) of residents would require a savings of 31% or higher.

Section 1:
Charts and Graphs

2008 City of Harrisonville Citizen Survey

Q1. Overall Satisfaction with Harrisonville City Services

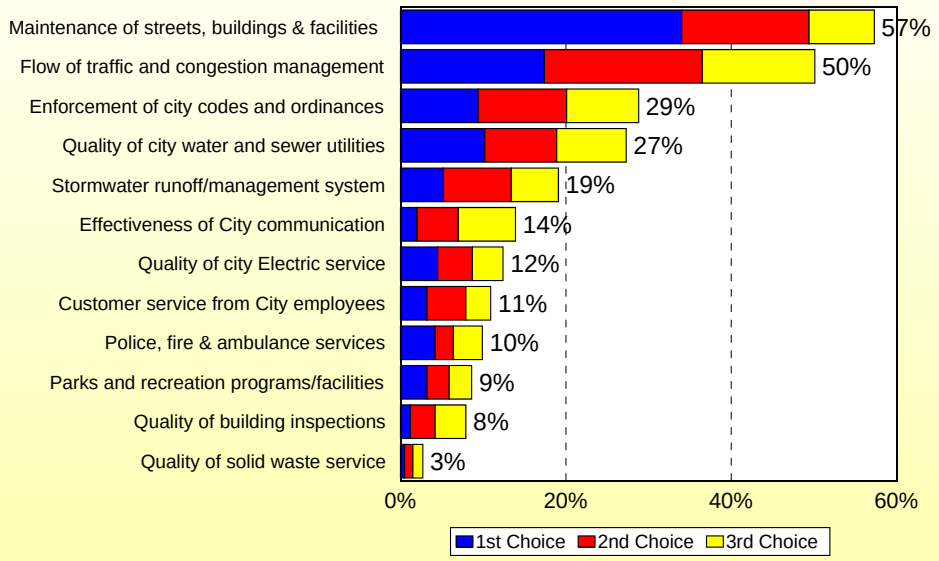
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

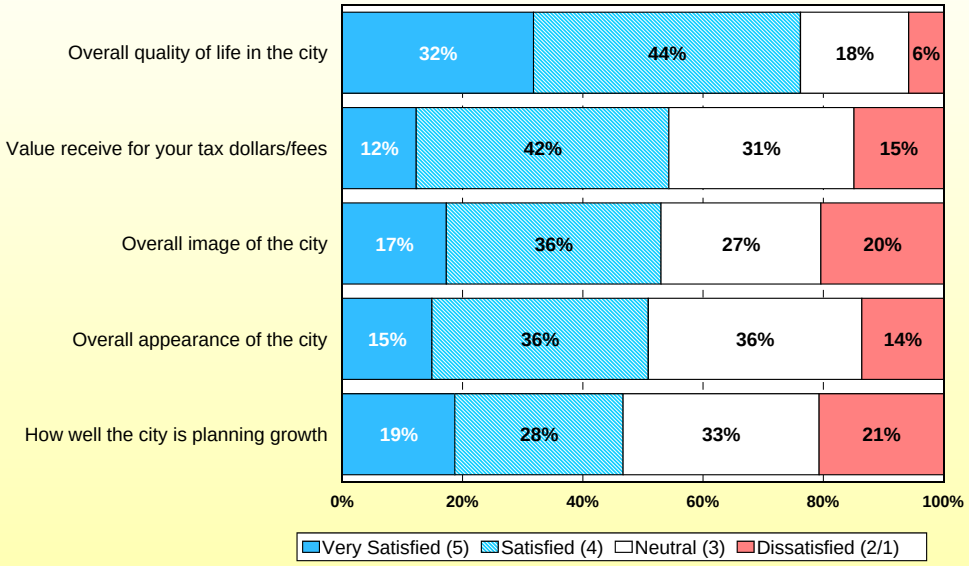
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (February 2009)

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

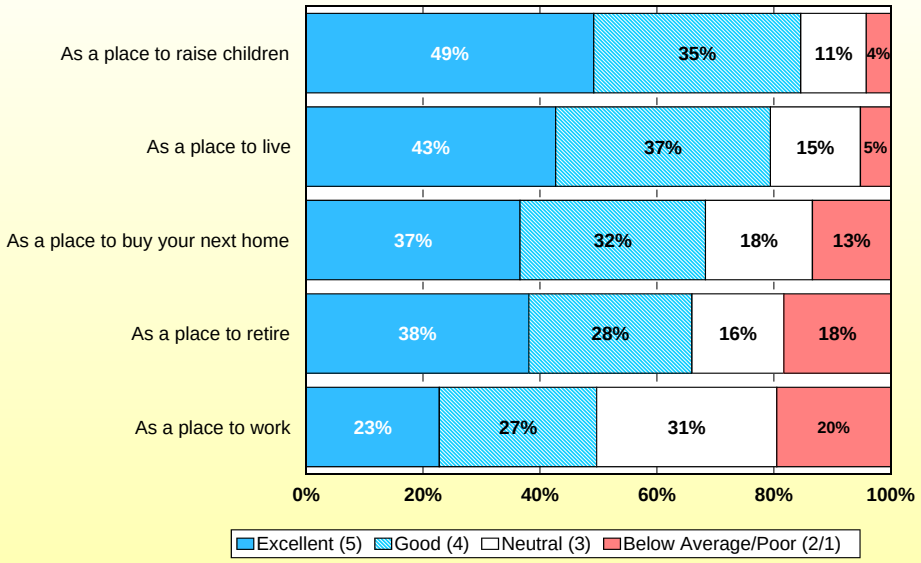
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q4. Quality of Life Ratings

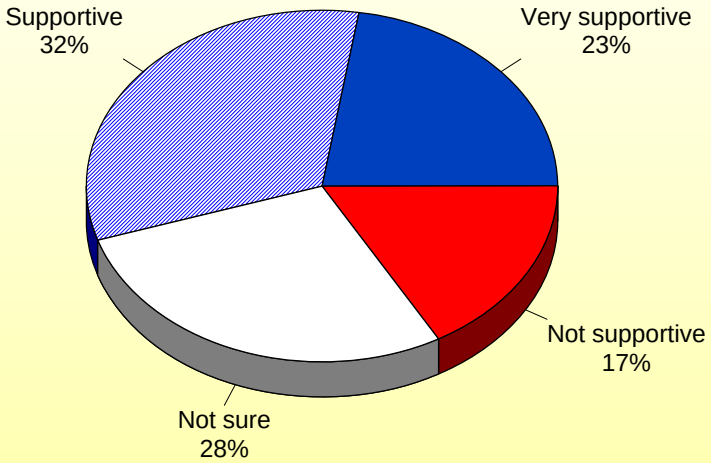
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q5. How supportive would you be of having the City offer tax incentives as a method of cleaning up blighted areas of Harrisonville and adding more owner occupied units in the City?

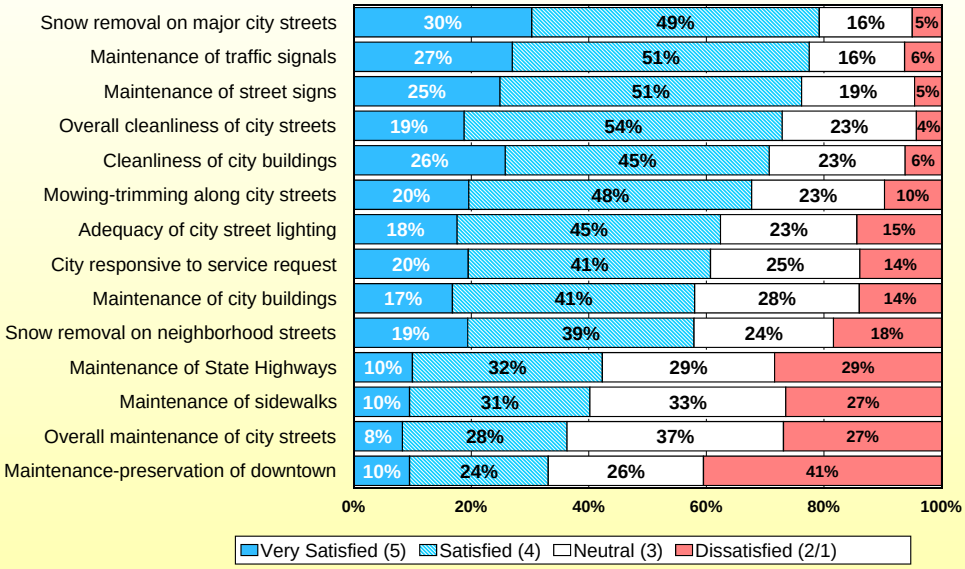
by percentage of respondents



Source: ETC Institute (February 2009)

Q6. Level of Satisfaction with City Maintenance

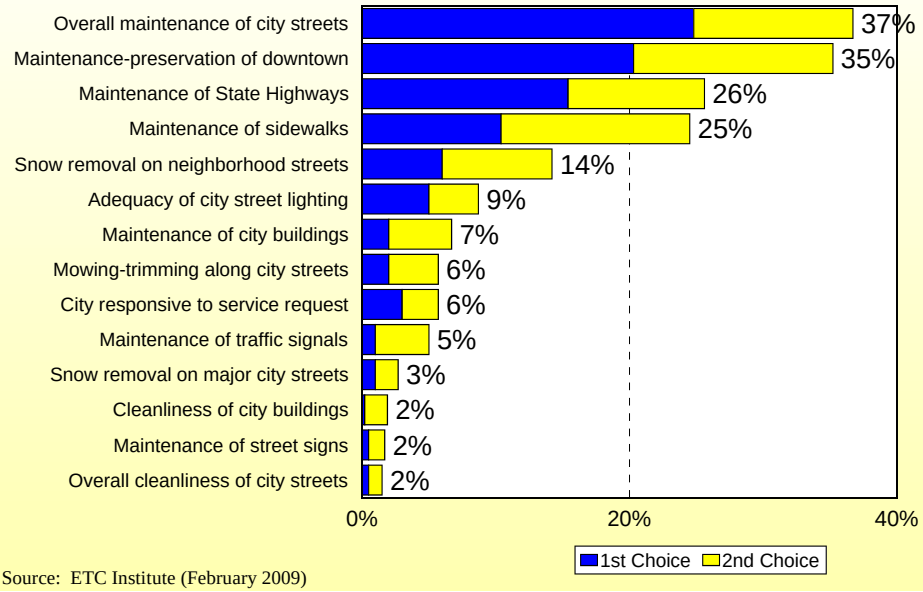
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q7. Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

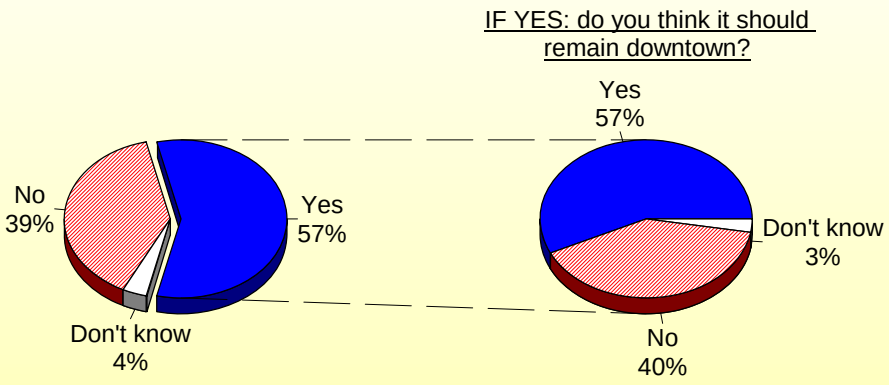
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (February 2009)

Q8a. Do you believe the City should construct or acquire a new building for City Hall?

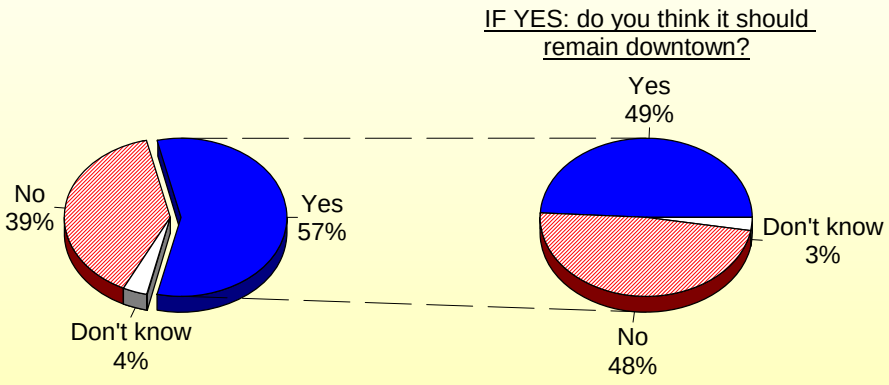
by percentage of respondents



Source: ETC Institute (February 2009)

Q8b. Do you believe the City should construct or acquire a new Police Department?

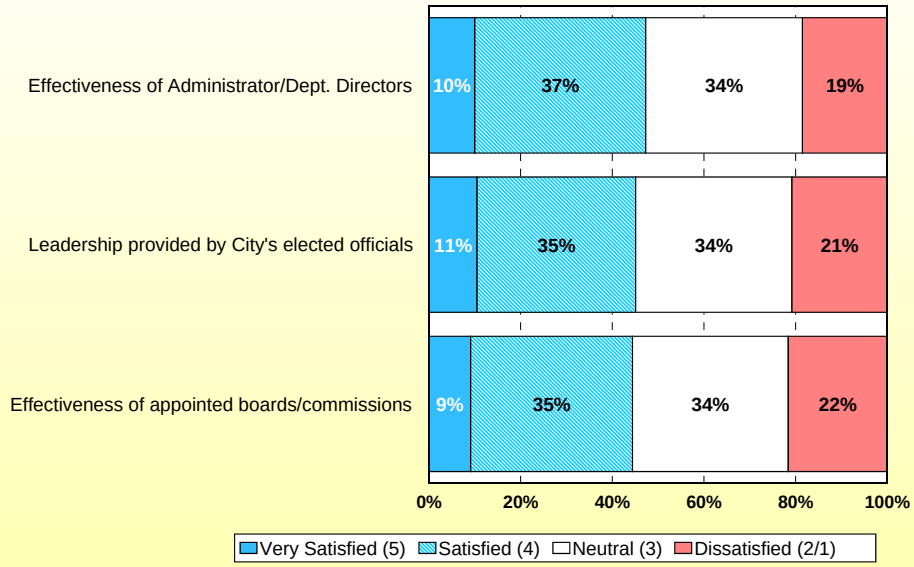
by percentage of respondents



Source: ETC Institute (February 2009)

Q9. Level of Satisfaction with City Leadership

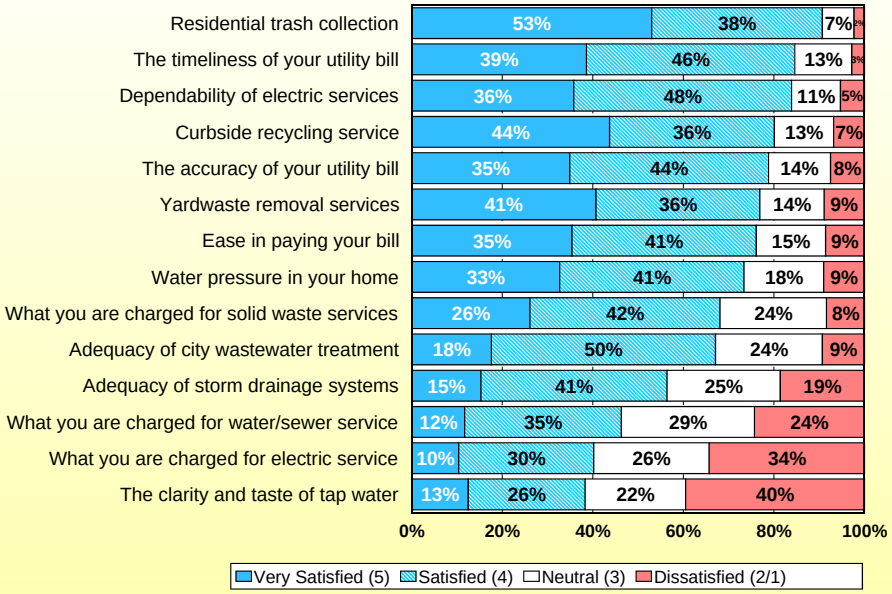
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q10. Level of Satisfaction with Utility Services

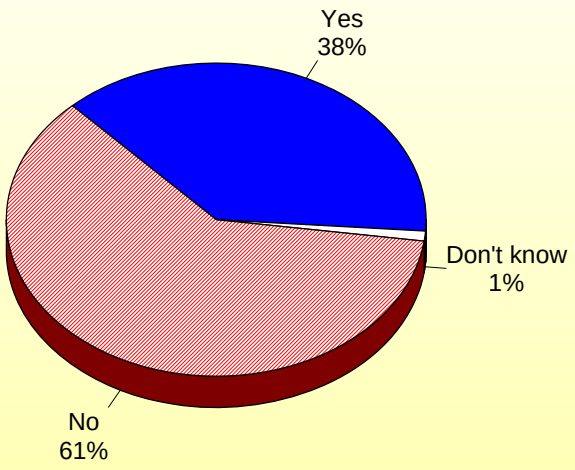
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q11. Do you feel changes should be made to charges regarding past due balances and reconnection fees for utility services?

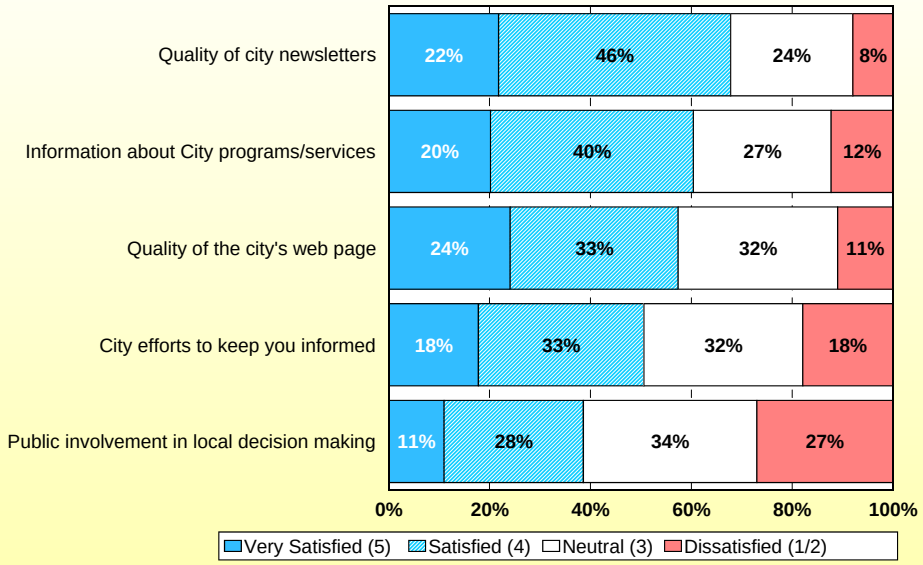
by percentage of respondents



Source: ETC Institute (February 2009)

Q12. Level of Satisfaction With City Communication

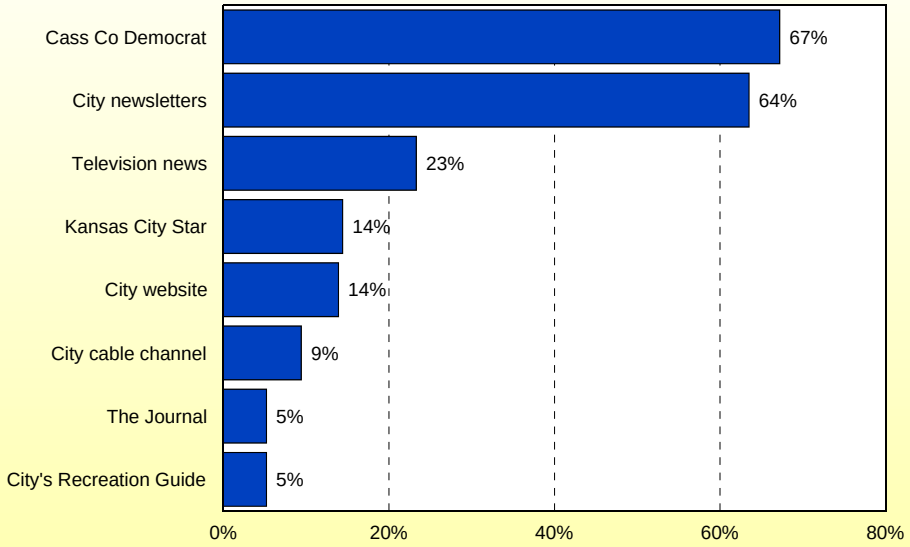
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q13. Sources Residents Get Information About City Issues, Services and Events

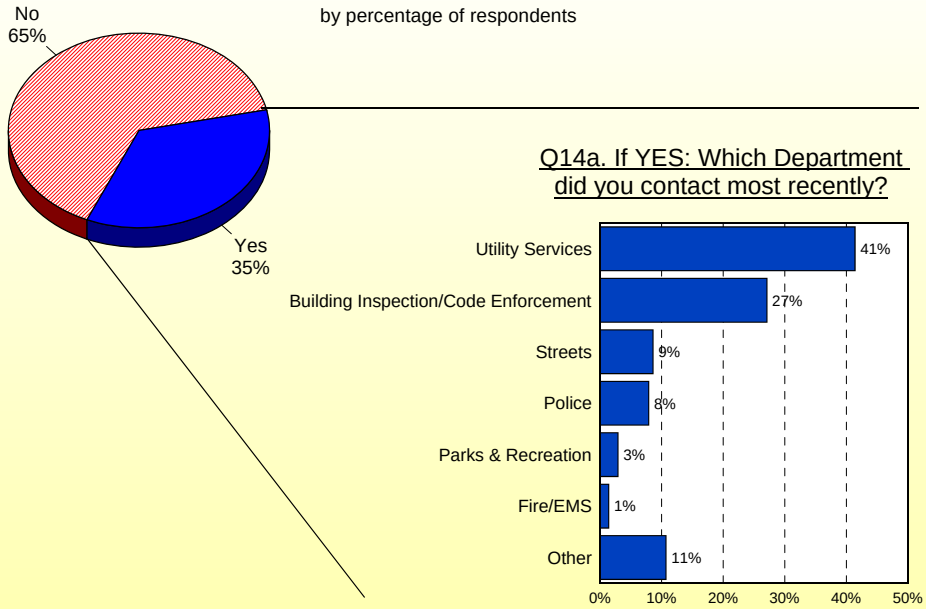
by percentage of respondents (multiple responses allowed)



Source: ETC Institute (February 2009)

Q14. Have you called or visited the City with a question, problem or complaint during the past year?

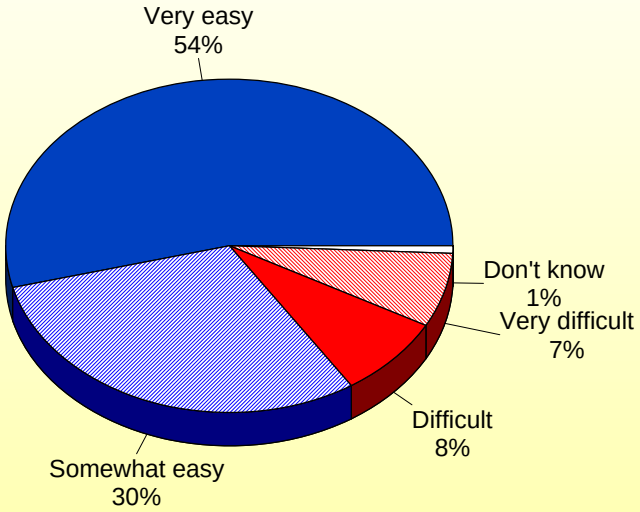
by percentage of respondents



Source: ETC Institute (February 2009)

Q14b. How easy was it to contact the person you needed to reach in the Department you previously chose?

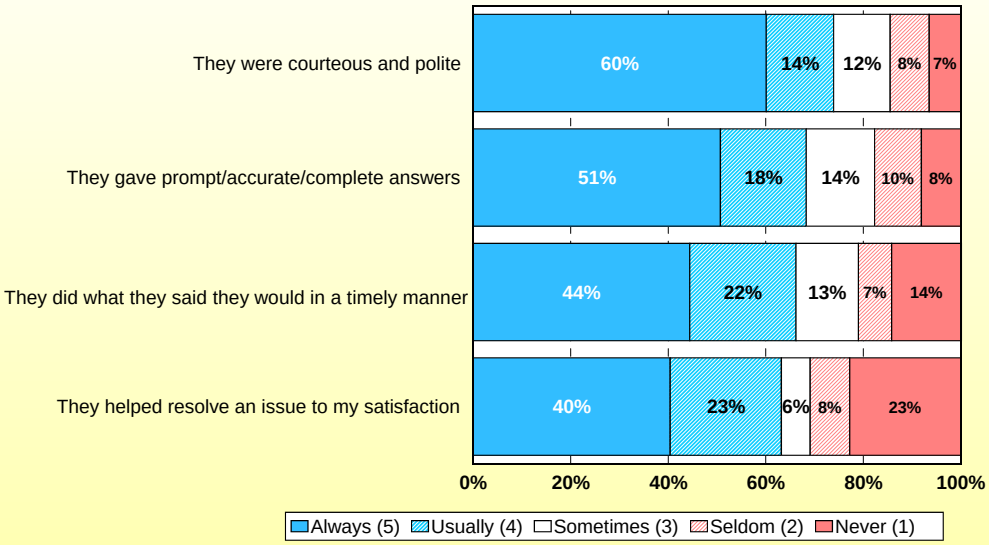
by percentage of respondents who indicated they had called or visited the City during the past year



Source: ETC Institute (February 2009)

Q14c. Ratings of How Often City Employees Displayed Various Behaviors During the Past Year

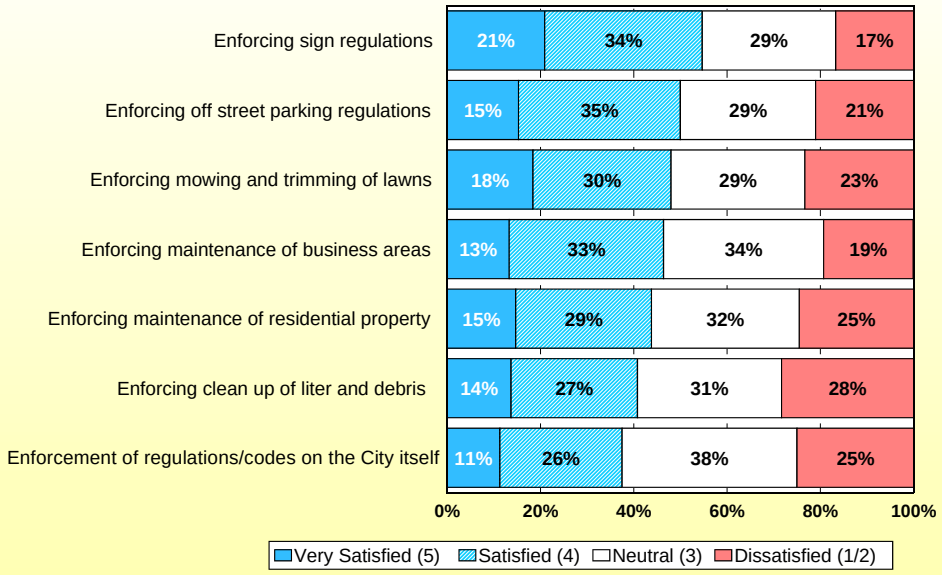
by percentage of respondents who indicated they had interacted with a City employee during the past year and by percentage of respondents who rated the item on a 5-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q15. Satisfaction With City Codes and Ordinances

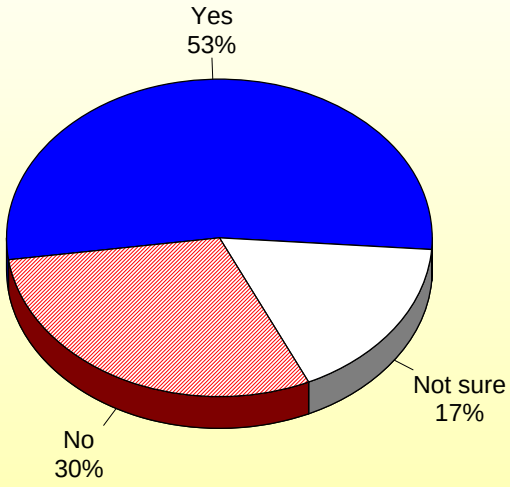
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q16a. Should the City continue to proactively enforce codes?

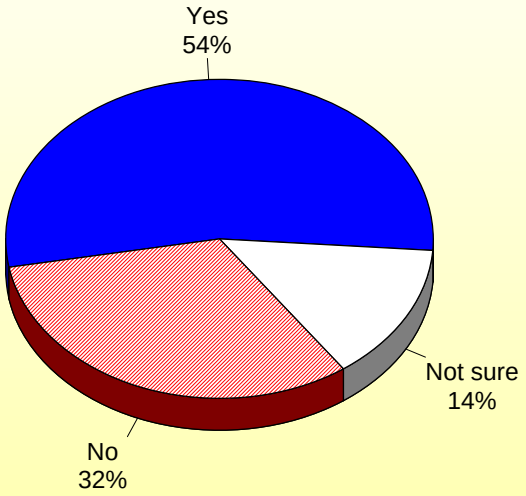
by percentage of respondents



Source: ETC Institute (February 2009)

Q16b. Do you feel the City should attempt to make contact with the property owner via telephone or in person prior to sending a letter?

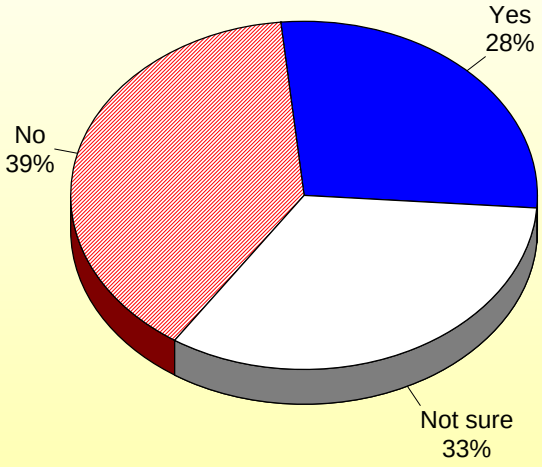
by percentage of respondents



Source: ETC Institute (February 2009)

Q16c. Do you feel that codes are enforced in a fair and consistent manner?

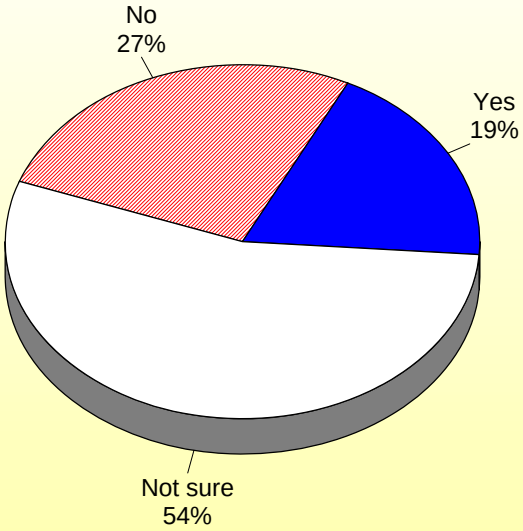
by percentage of respondents



Source: ETC Institute (February 2009)

Q16d. Would you recommend making changes to the City code enforcement process?

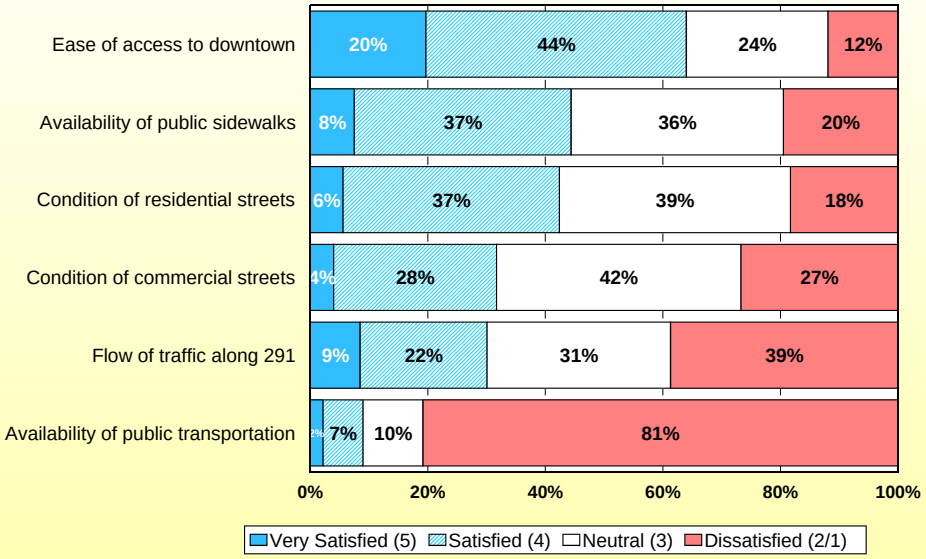
by percentage of respondents



Source: ETC Institute (February 2009)

Q18. Level of Satisfaction With Transportation Services

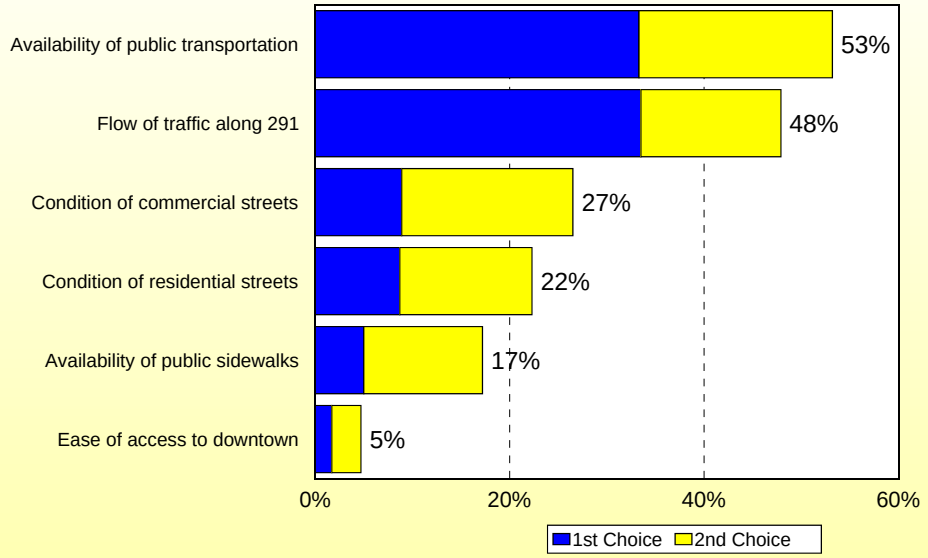
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q19. Transportation Services That Should Receive the Most Emphasis Over the Next Two Years

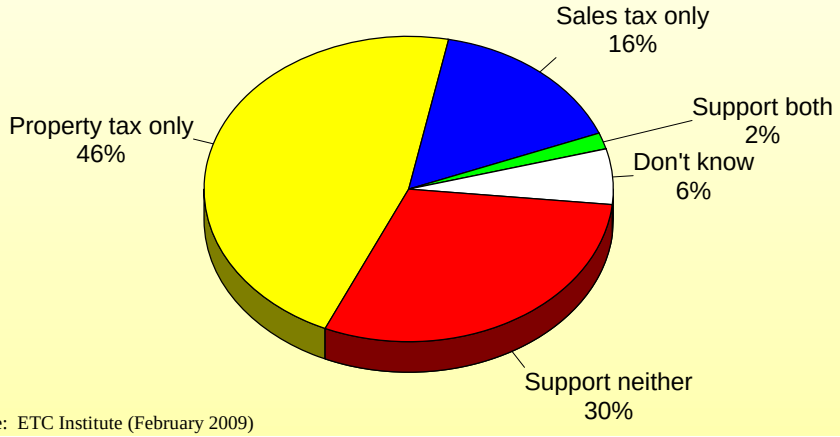
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (February 2009)

Q20a. On a 20 year cycle, would you support paying either a property tax of $100 per year or a 1/2 cent sales tax to fund the installation of asphalt streets with curbs/gutters, storm drainage systems and sidewalks in residential neighborhoods areas that presently lack these modern improvements?

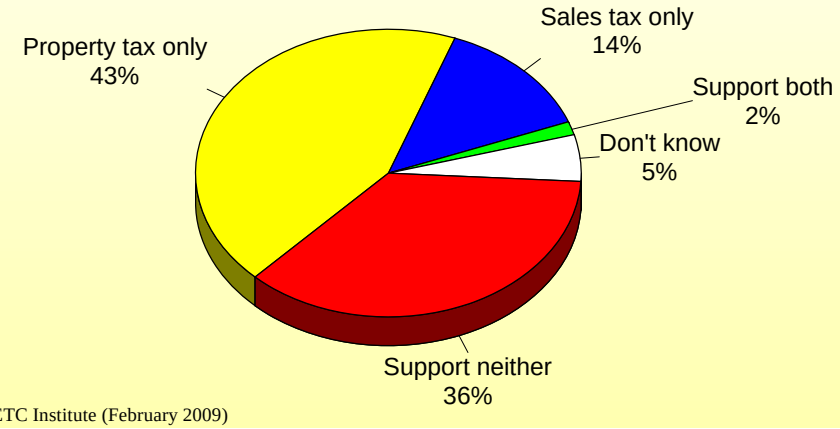
by percentage of respondents



Source: ETC Institute (February 2009)

Q20b. On a 20 year cycle, would you support paying either a property tax of $100 per year or a 1/2 cent sales tax to fund the installation of asphalt streets with curbs/gutters, storm drainage systems and sidewalks in commercial areas that presently lack these modern improvements?

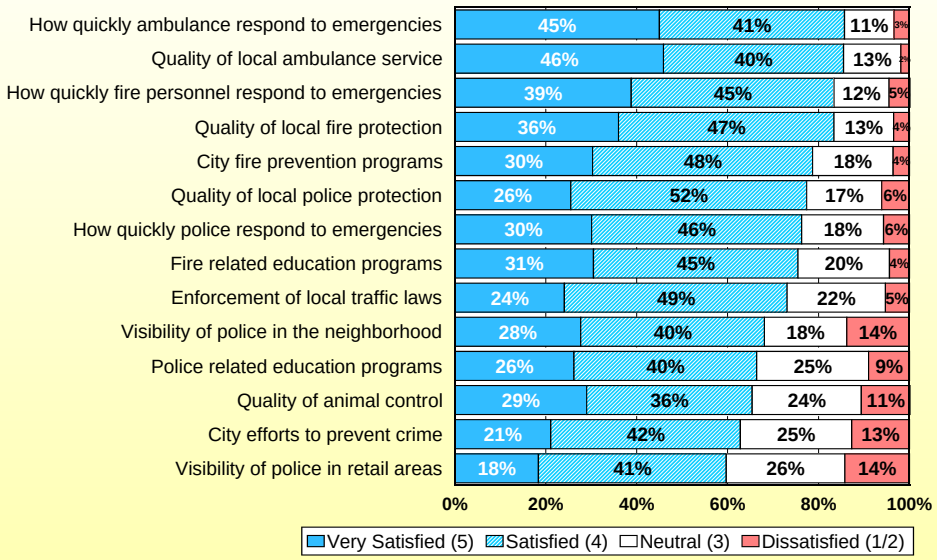
by percentage of respondents



Source: ETC Institute (February 2009)

Q21: Level of Satisfaction with City Public Safety Services

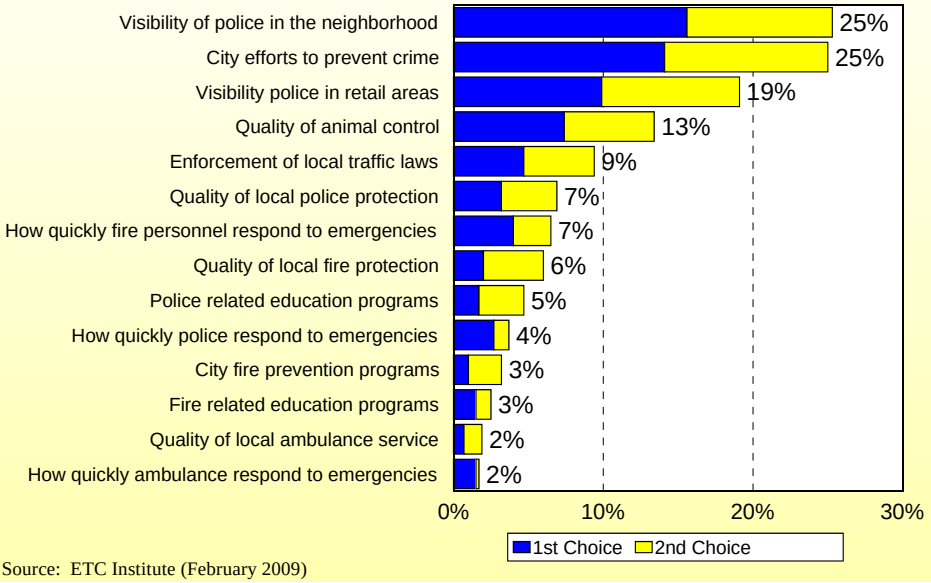
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q22. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

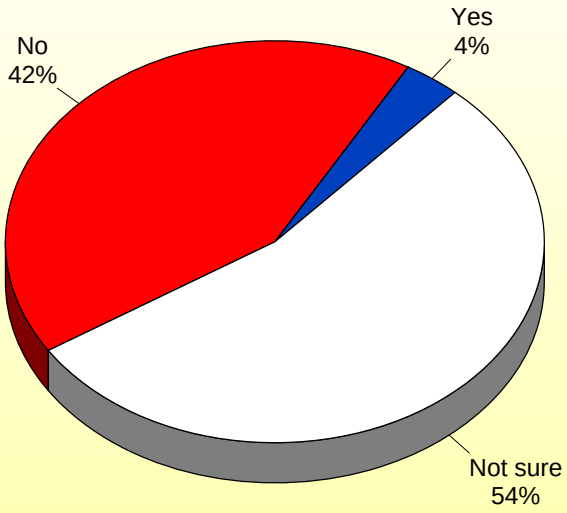
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (February 2009)

Q23a. Do you believe police staffing levels should be increased?

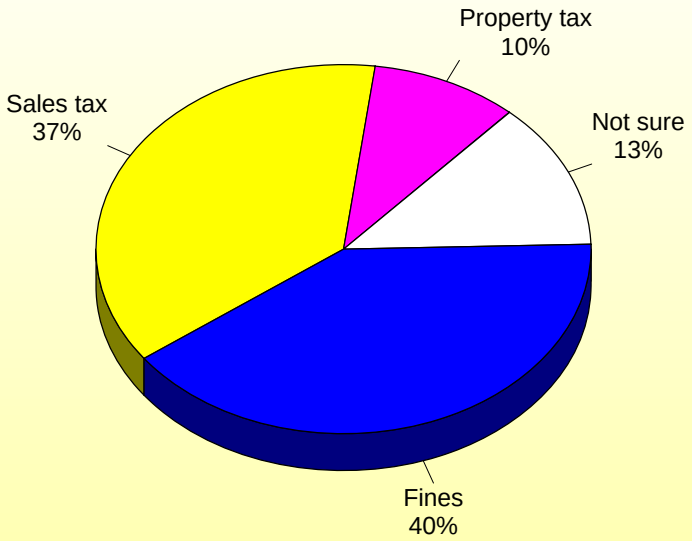
by percentage of respondents



Source: ETC Institute (February 2009)

Q23b. If police staffing increases were proposed, what type of funding would you prefer?

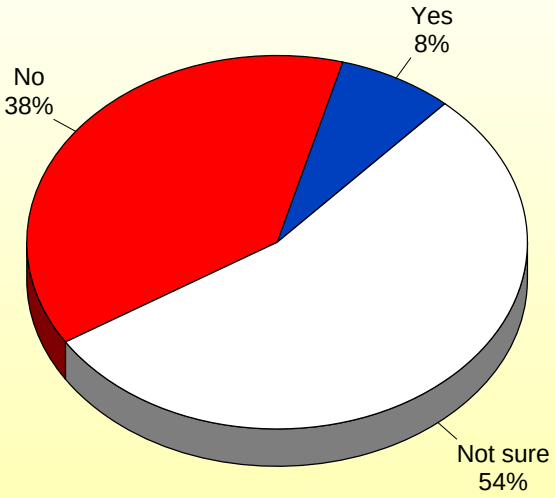
by percentage of respondents



Source: ETC Institute (February 2009)

Q24a. Do you believe fire and ambulance staffing levels should be increased?

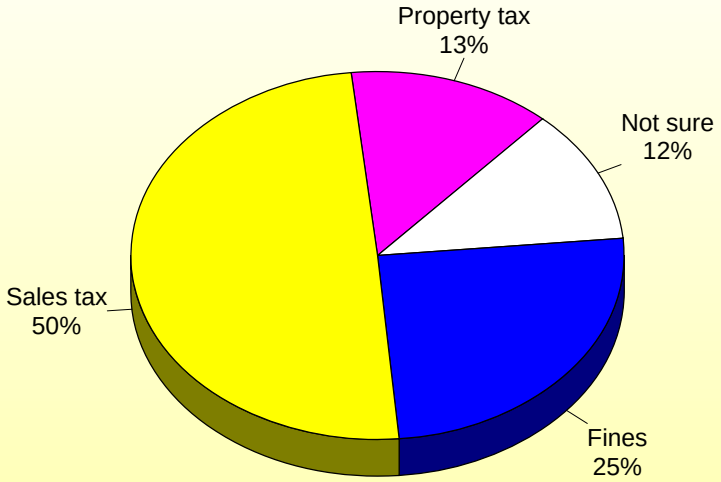
by percentage of respondents



Source: ETC Institute (February 2009)

Q24b. If fire and ambulance staffing increases were proposed, what type of funding would you prefer?

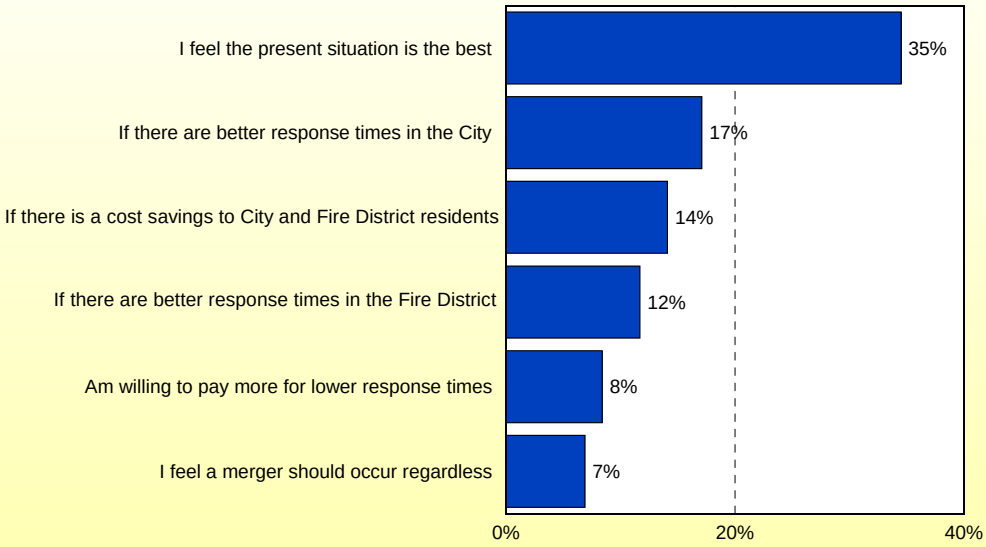
by percentage of respondents



Source: ETC Institute (February 2009)

Q25. Under what circumstances would you support the City and Fire District consolidating?

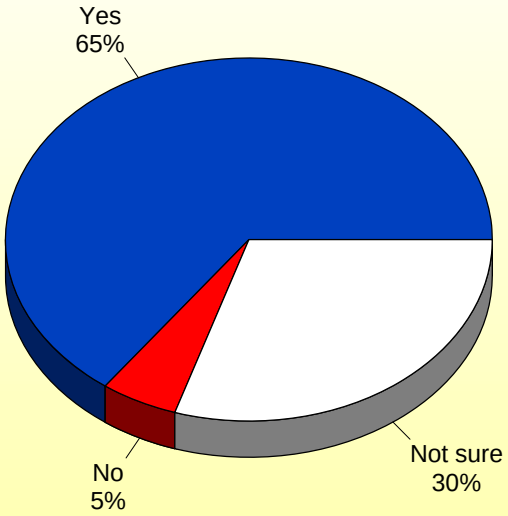
by percentage of respondents who choose the item being accessed (multiple responses allowed)



Source: ETC Institute (February 2009)

Q26. Would you support the City partnering with County dispatching if it costs less and if service levels are maintained?

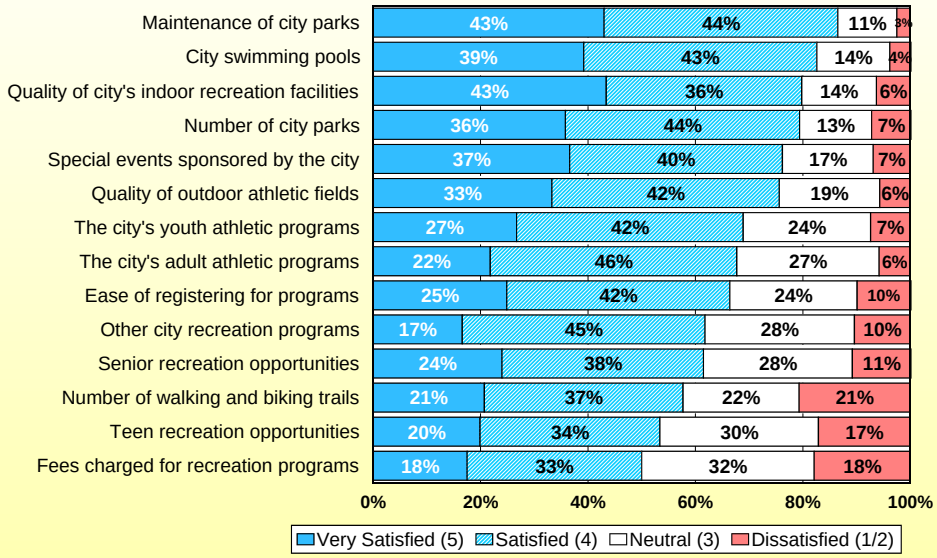
by percentage of respondents



Source: ETC Institute (February 2009)

Q27: Level of Satisfaction with City Parks and Recreation Services

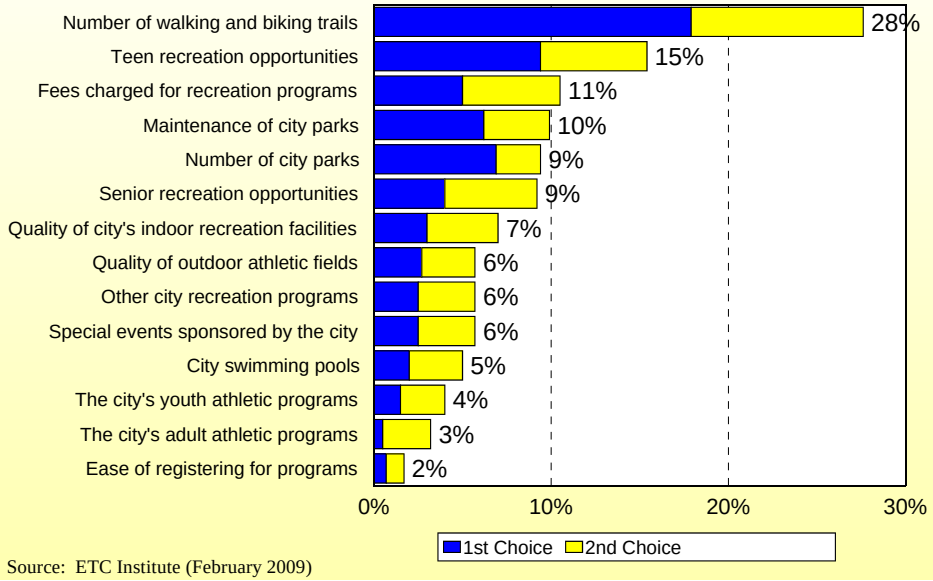
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (February 2009)

Q28. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

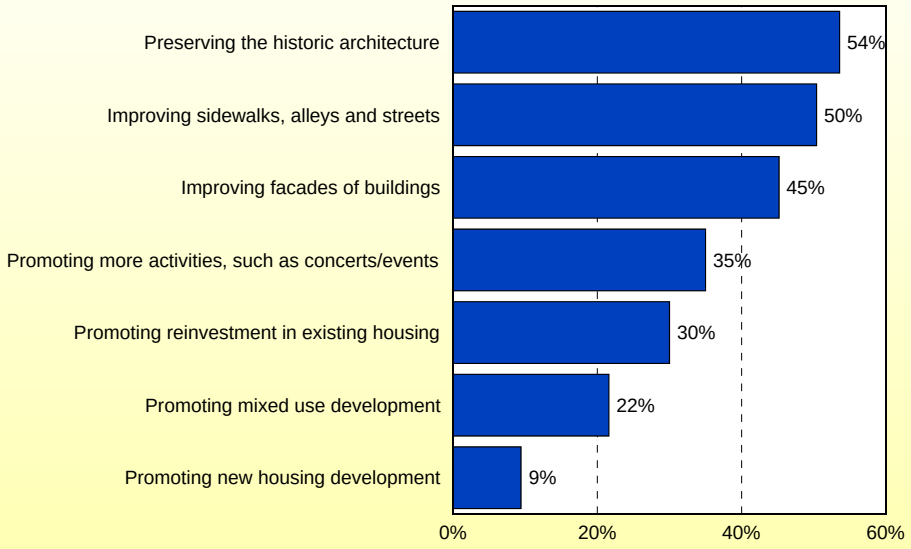
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (February 2009)

Q29. Items Residents Felt Should Be the Top Priorities for Improvement in the Original Town of Harrisonville

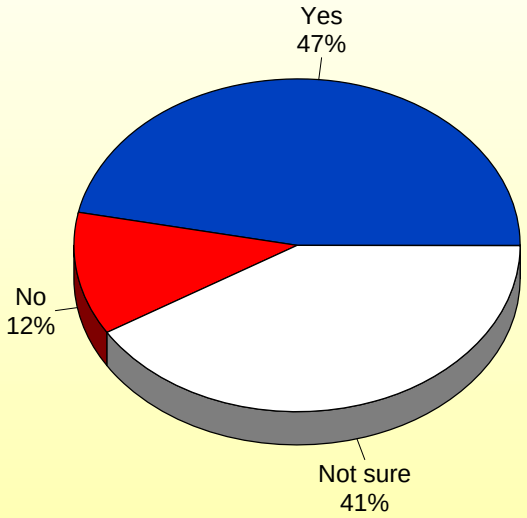
by percentage of respondents who choose the item being accessed (three choices were allowed)



Source: ETC Institute (February 2009)

Q30. Would you support the use of tax incentives to accomplish your top three priorities concerning improvements to the Original Town of Harrisonville?

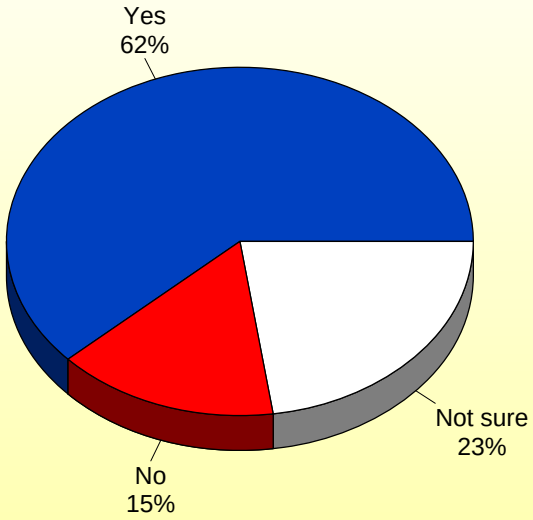
by percentage of respondents



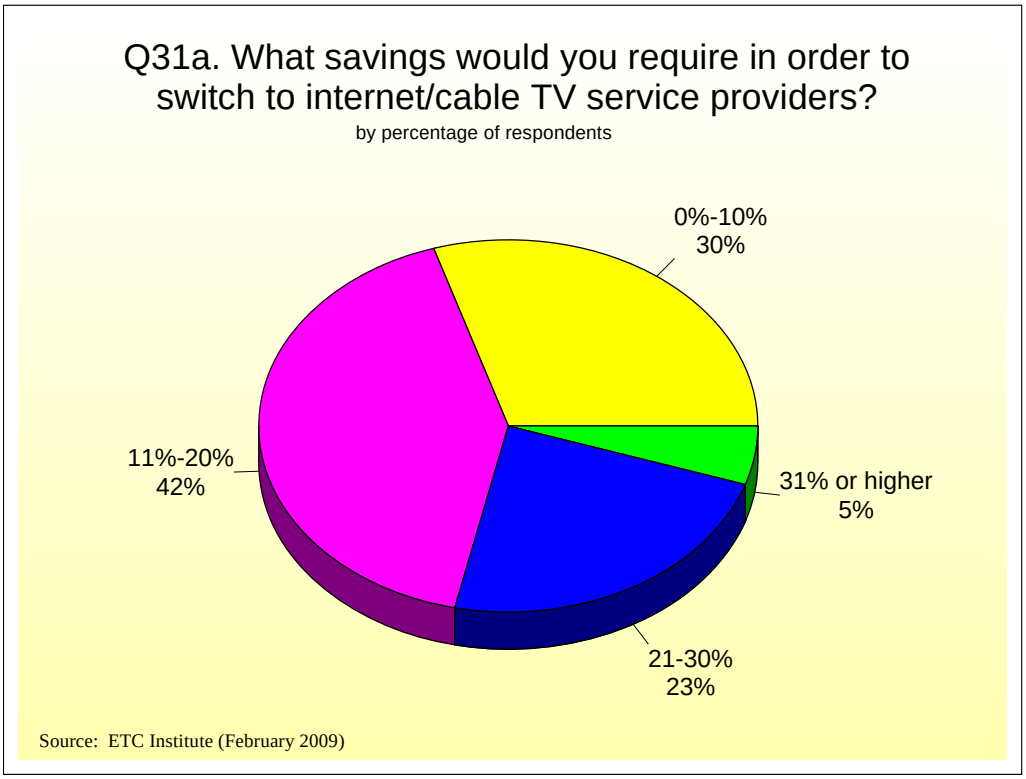
Source: ETC Institute (February 2009)

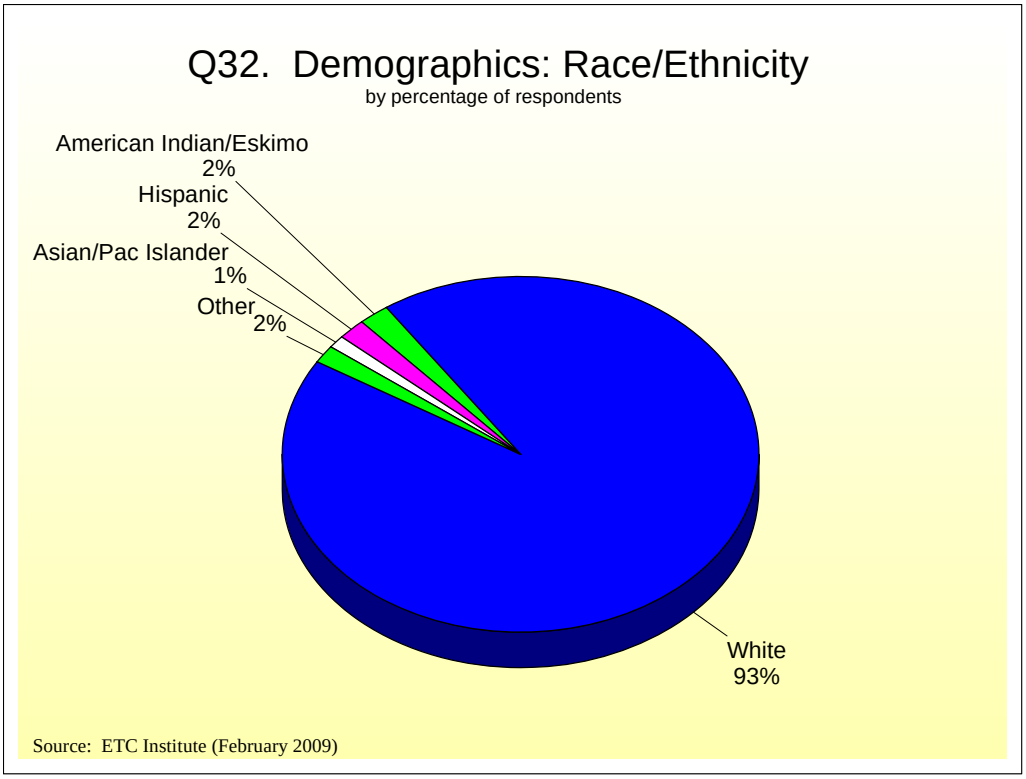
Q31. Would you support the City competing with the local internet and cable television service providers to offer comparable services at the same or lower prices?

by percentage of respondents



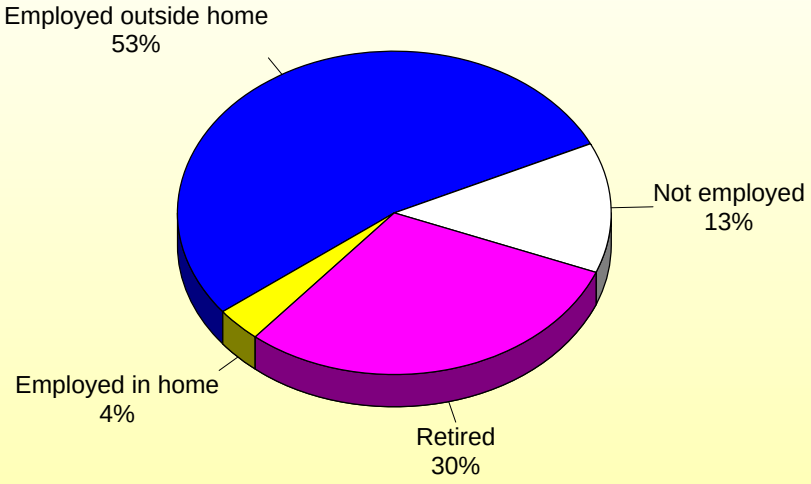
Source: ETC Institute (February 2009)


Q31a. What savings would you require in order to switch to internet/cable TV service providers?
by percentage of respondents
0%-10%
30%
31% or higher
5%
21-30%
23%
11%-20%
42%
Source: ETC Institute (February 2009)


Q32. Demographics: Race/Ethnicity
by percentage of respondents
American Indian/Eskimo
2%
Hispanic
2%
Asian/Pac Islander
1%
Other
2%
White
93%
Source: ETC Institute (February 2009)

Q33. Demographics: Current Employment Status

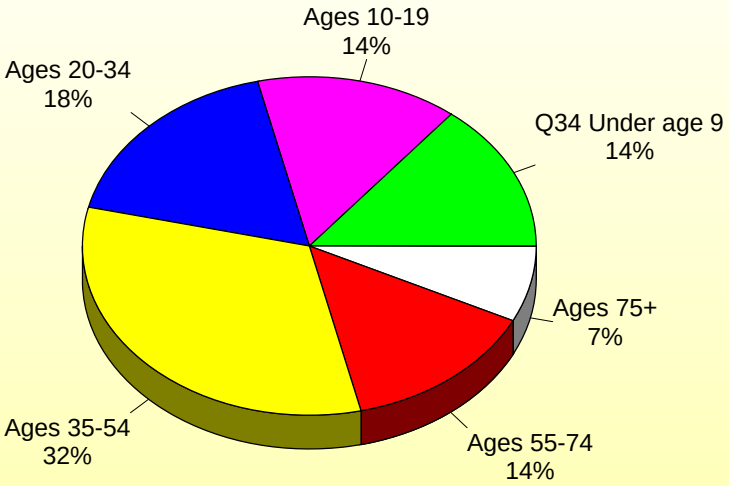
by percentage of respondents



Source: ETC Institute (February 2009)

Q34. Demographics: Ages of Household Occupants

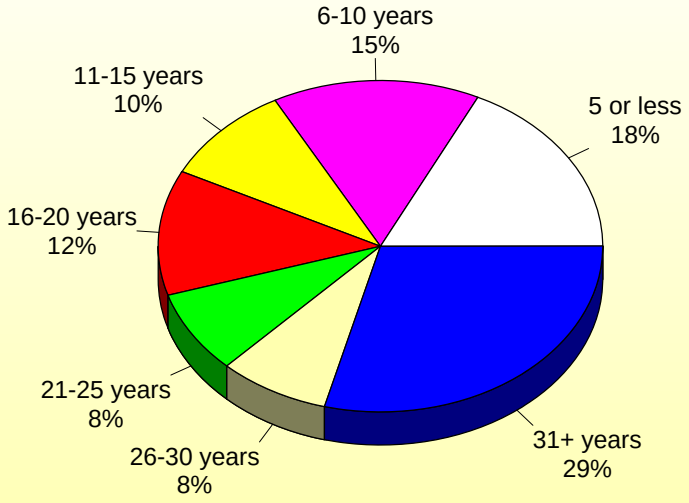
by percentage of respondents



Source: ETC Institute (February 2009)

Q35. Demographics: Number of Years Lived in the City of Harrisonville

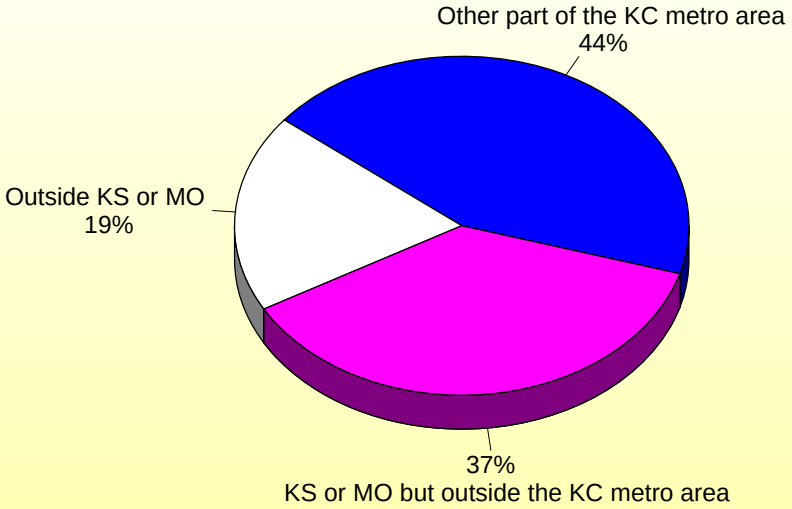
by percentage of respondents



Source: ETC Institute (February 2009)

Q35a. Demographics: Where Residents Lived Prior to Moving to Harrisonville

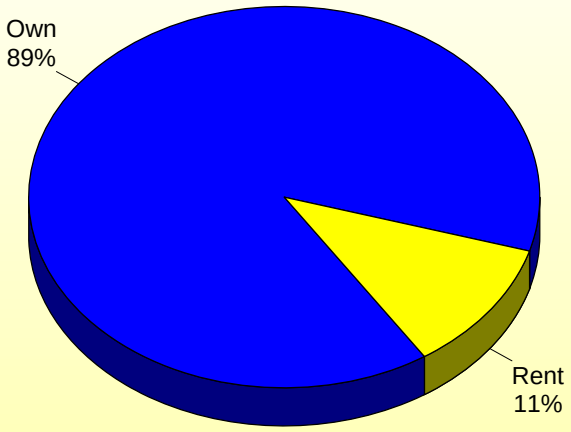
by percentage of respondents who indicated they had lived in Harrisonville 5 or fewer years



Source: ETC Institute (February 2009)

Q36. Demographics: Do you own or rent your current residence?

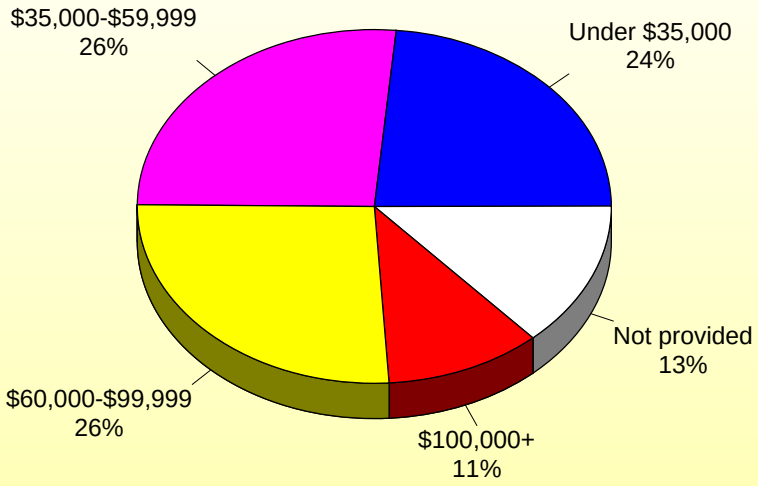
by percentage of respondents



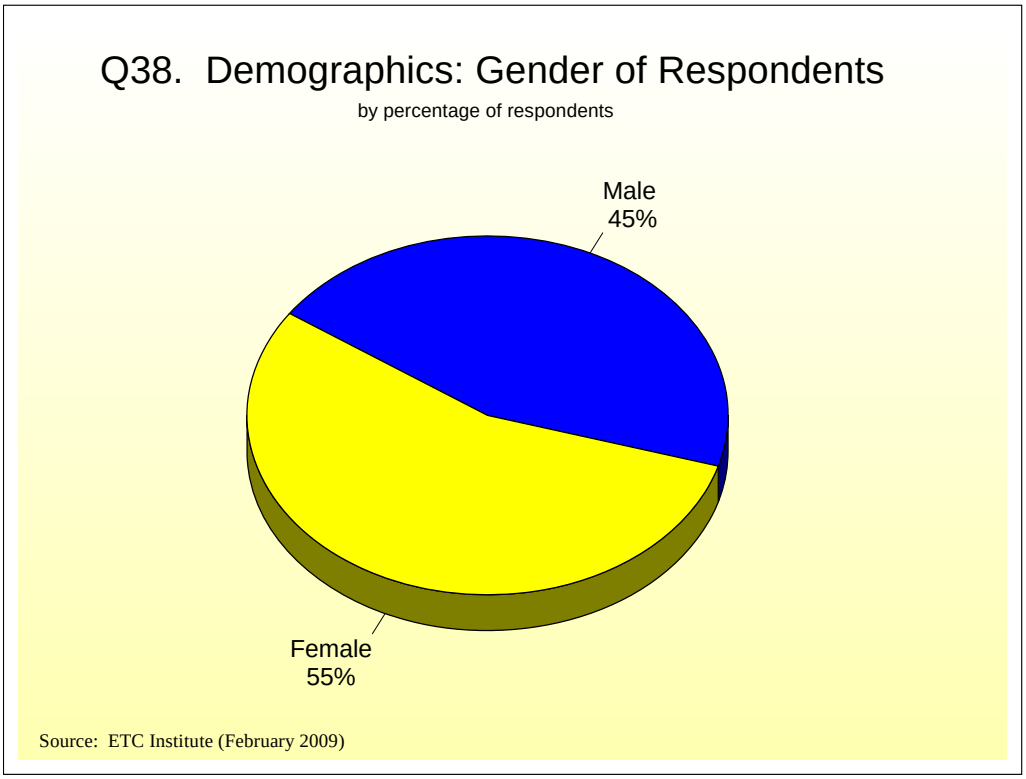
Source: ETC Institute (February 2009)

Q37. Demographics: Household Income

by percentage of respondents



Source: ETC Institute (February 2009)


Q38. Demographics: Gender of Respondents
by percentage of respondents
Male
45%
Female
55%
Source: ETC Institute (February 2009)

Section 2:
Benchmarking Data

DirectionFinder® Survey
Year 2008 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 140 cities and counties in 31 states. This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute in the Fall of 2007 to a random sample of more than 2,000 residents in the continental United States and (2) surveys that have been administered by ETC Institute in 39 communities in Kansas and Missouri between January 2004 and October 2008. 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
- 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 national average based on the results of a survey that was administered by ETC Institute to a random sample of 2,000 U.S. residents.

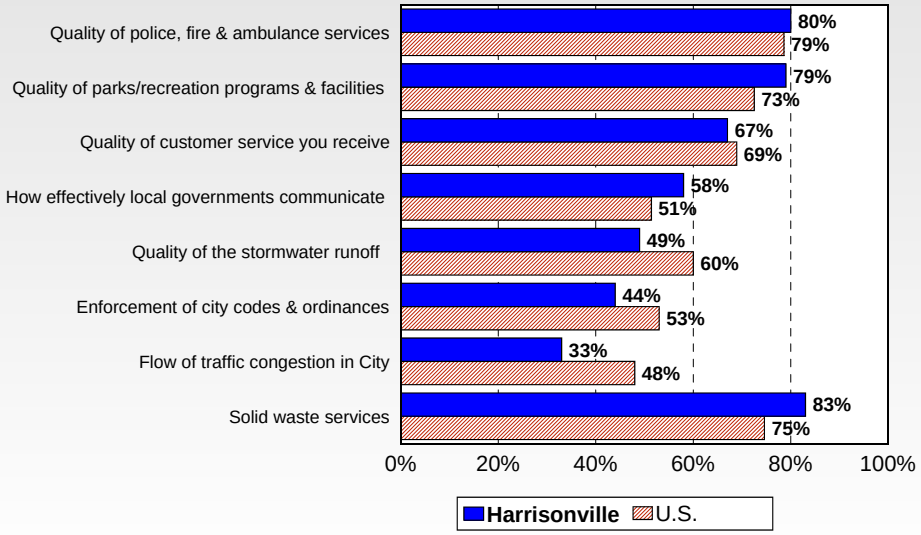
Kansas/Missouri Benchmarks. The following set up charts show the highest, lowest, and average (mean) levels of satisfaction in the 39 communities, some of which are listed above, for more than 30 areas of service delivery. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for 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)

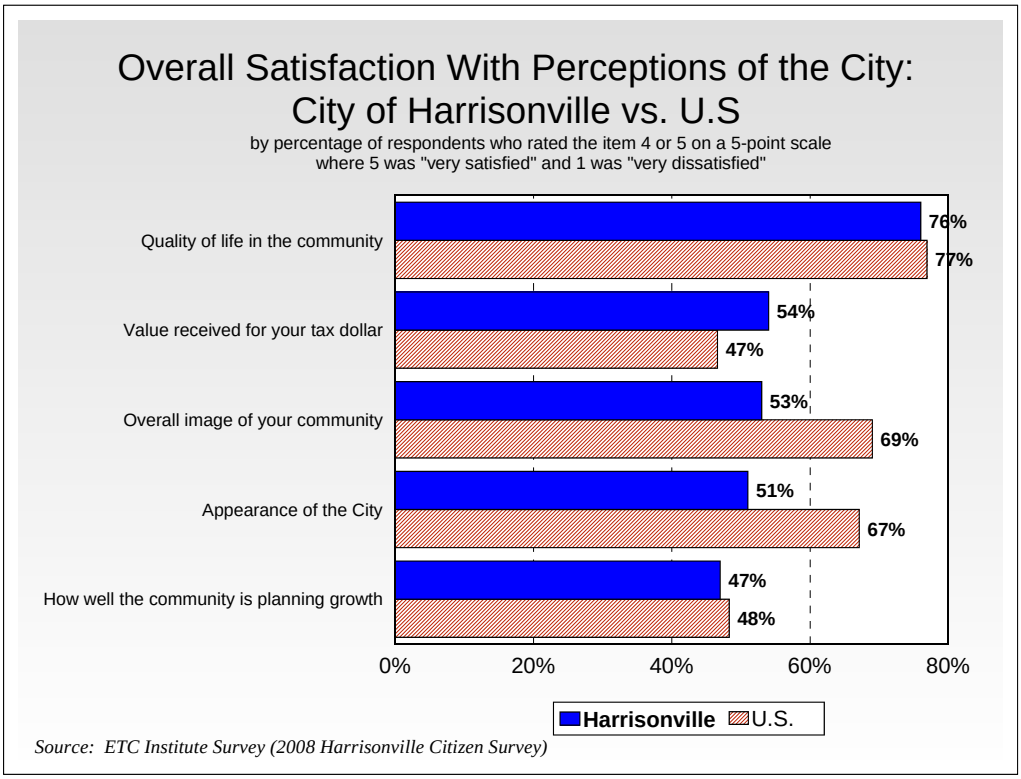
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Harrisonville is not authorized without written consent from ETC Institute.

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

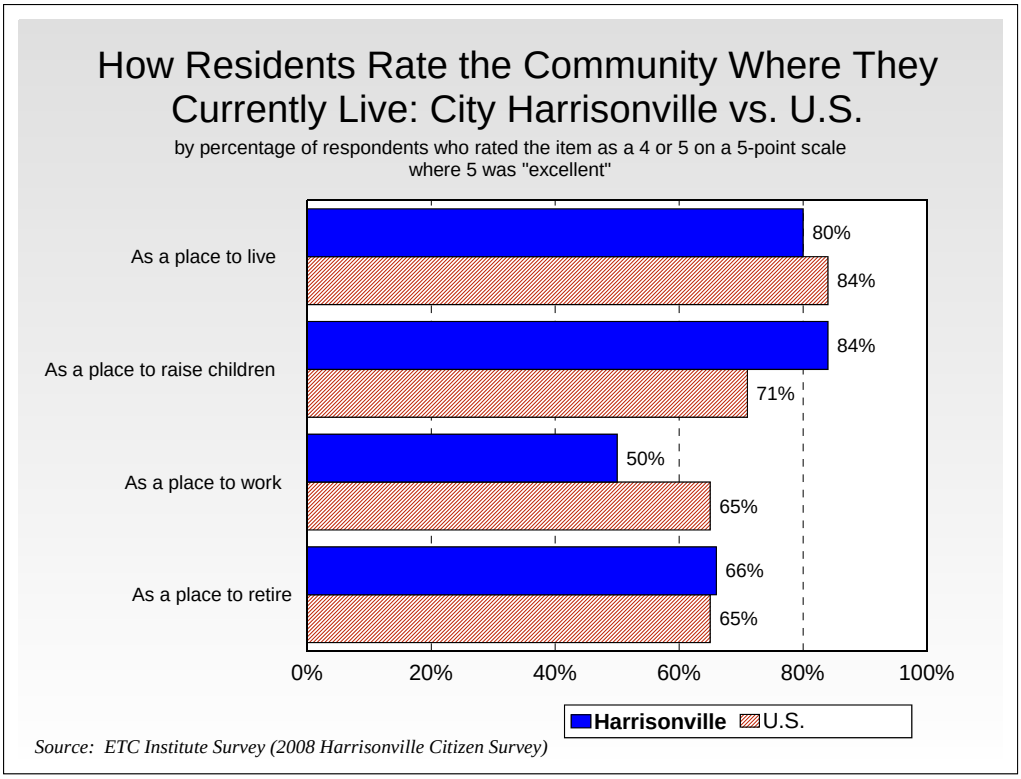
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



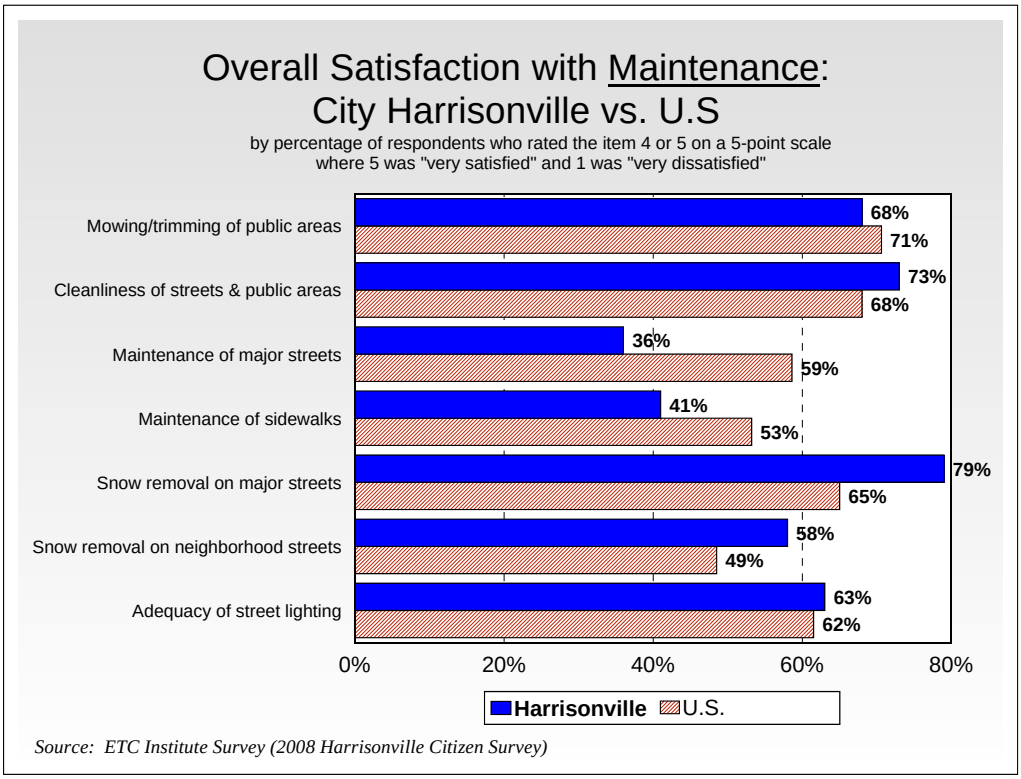
Source: ETC Institute Survey (2008 Harrisonville Citizen Survey)

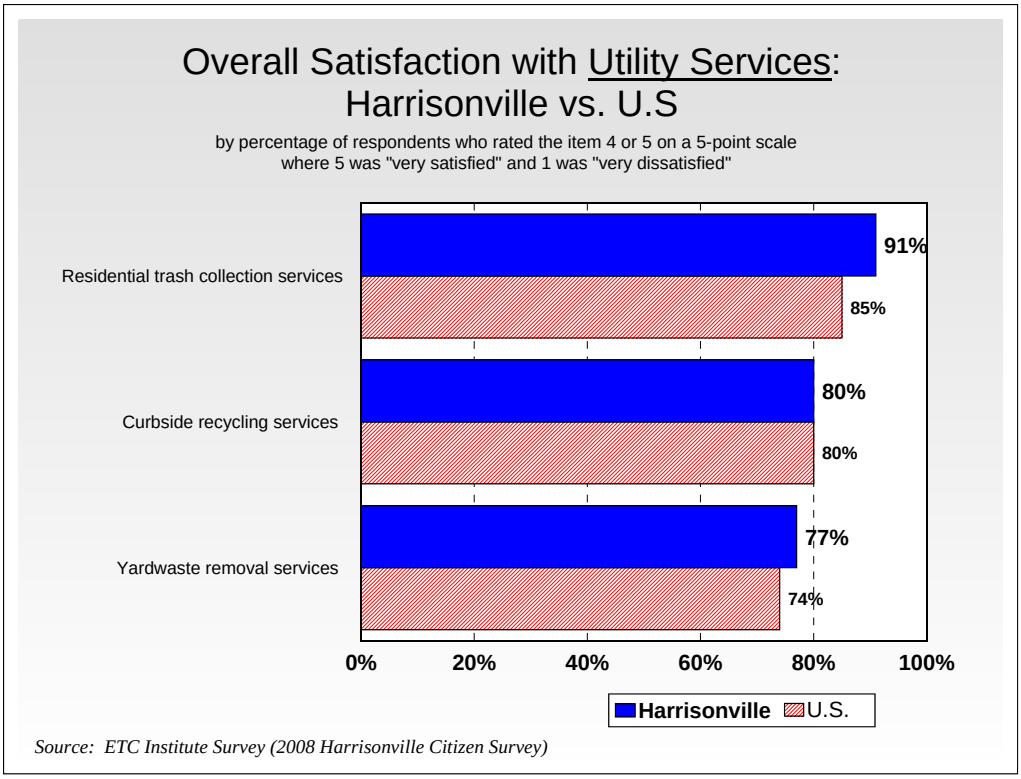


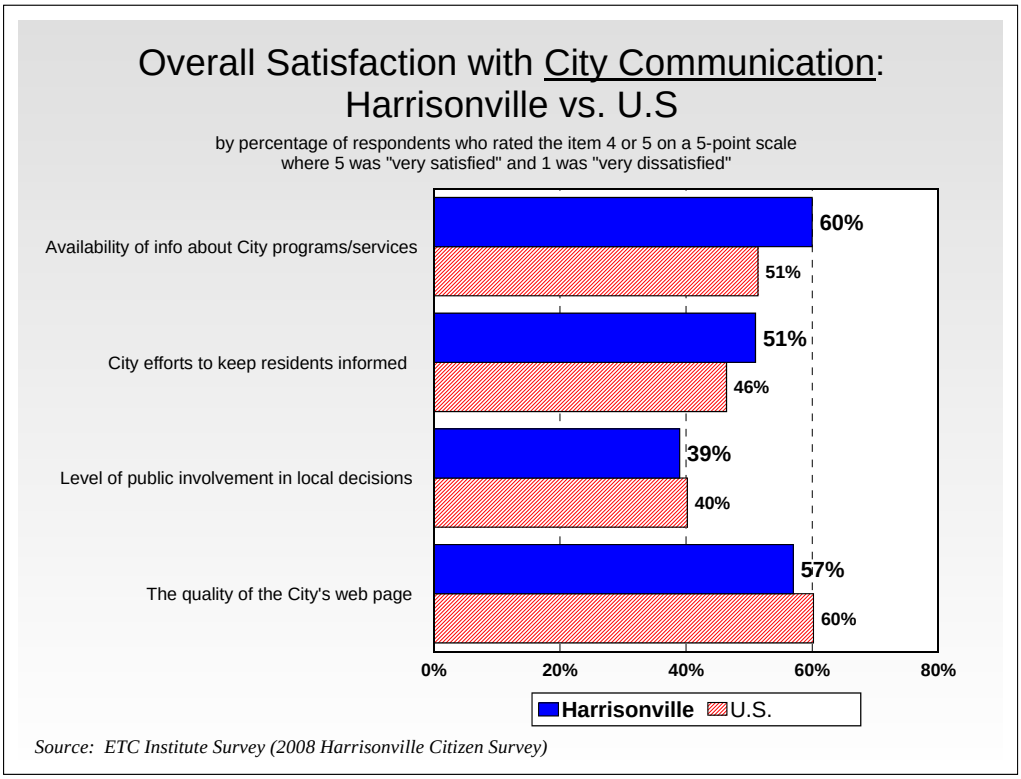
Source: ETC Institute Survey (2008 Harrisonville Citizen Survey)

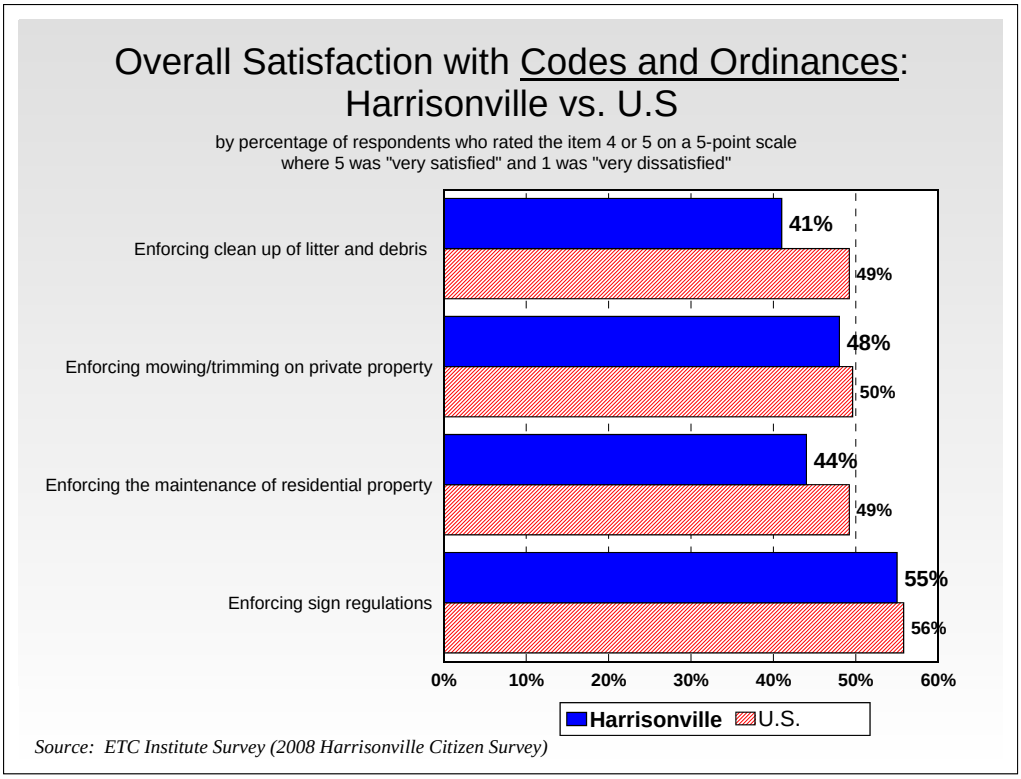


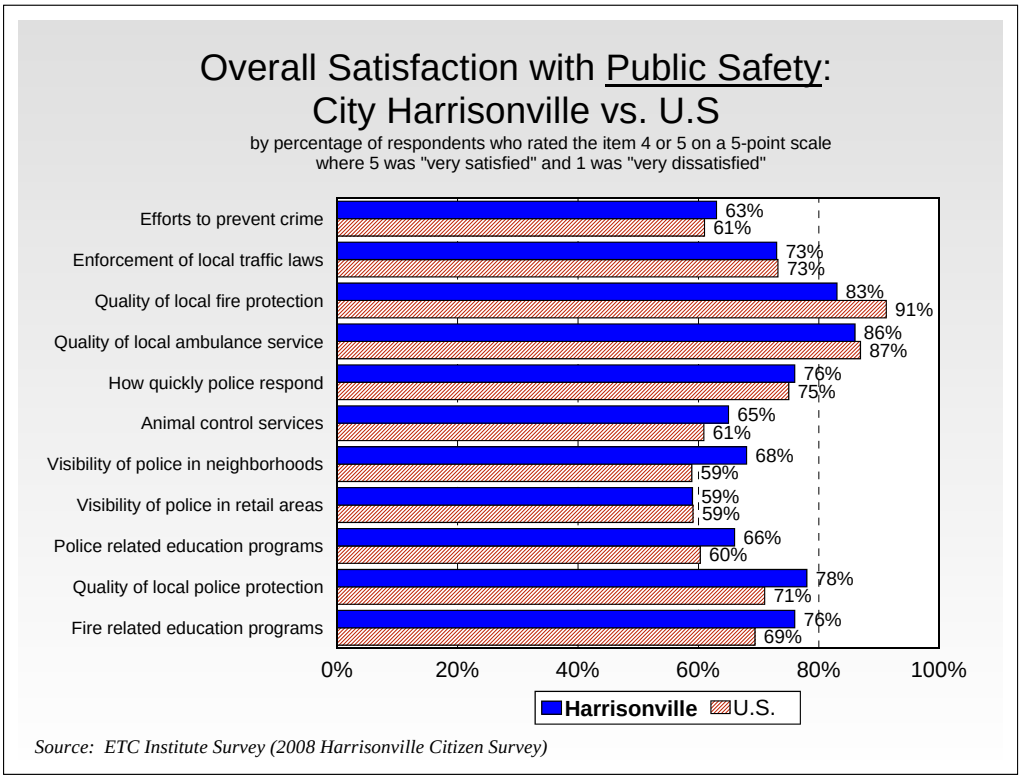
Source: ETC Institute Survey (2008 Harrisonville Citizen Survey)

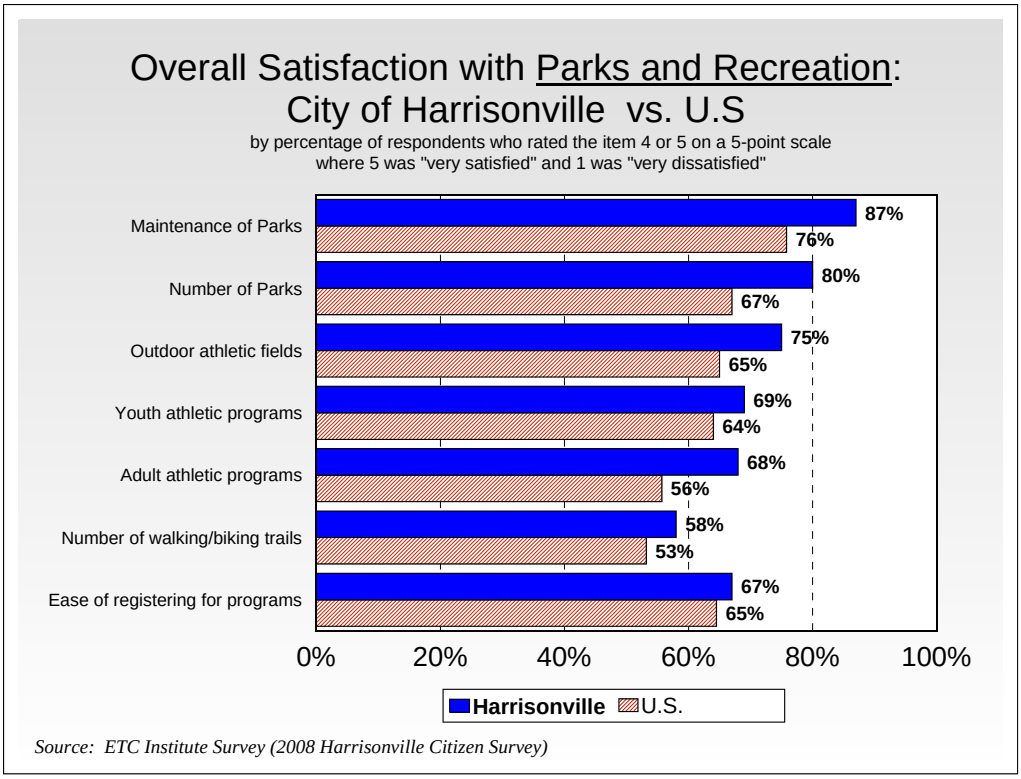

Overall Satisfaction with Maintenance:
City Harrisonville vs. U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"
Mowing/trimming of public areas
68%
71%
Cleanliness of streets & public areas
73%
68%
Maintenance of major streets
36%
59%
Maintenance of sidewalks
41%
53%
Snow removal on major streets
79%
65%
Snow removal on neighborhood streets
58%
49%
Adequacy of street lighting
63%
62%
0%
20%
40%
60%
80%
Harrisonville
U.S.
Source: ETC Institute Survey (2008 Harrisonville Citizen Survey)


Overall Satisfaction with Utility Services:
Harrisonville 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"
Residential trash collection services
91%
85%
Curbside recycling services
80%
80%
Yardwaste removal services
77%
74%
0%
20%
40%
60%
80%
100%
Harrisonville
U.S.
Source: ETC Institute Survey (2008 Harrisonville Citizen Survey)


Overall Satisfaction with City Communication:
Harrisonville 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"
Availability of info about City programs/services
60%
51%
City efforts to keep residents informed
51%
46%
Level of public involvement in local decisions
39%
40%
The quality of the City's web page
57%
60%
0%
20%
40%
60%
80%
Harrisonville
U.S.
Source: ETC Institute Survey (2008 Harrisonville Citizen Survey)


Overall Satisfaction with Codes and Ordinances:
Harrisonville 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"
Enforcing clean up of litter and debris
41%
49%
Enforcing mowing/trimming on private property
48%
50%
Enforcing the maintenance of residential property
44%
49%
Enforcing sign regulations
55%
56%
0%
10%
20%
30%
40%
50%
60%
Harrisonville
U.S.
Source: ETC Institute Survey (2008 Harrisonville Citizen Survey)

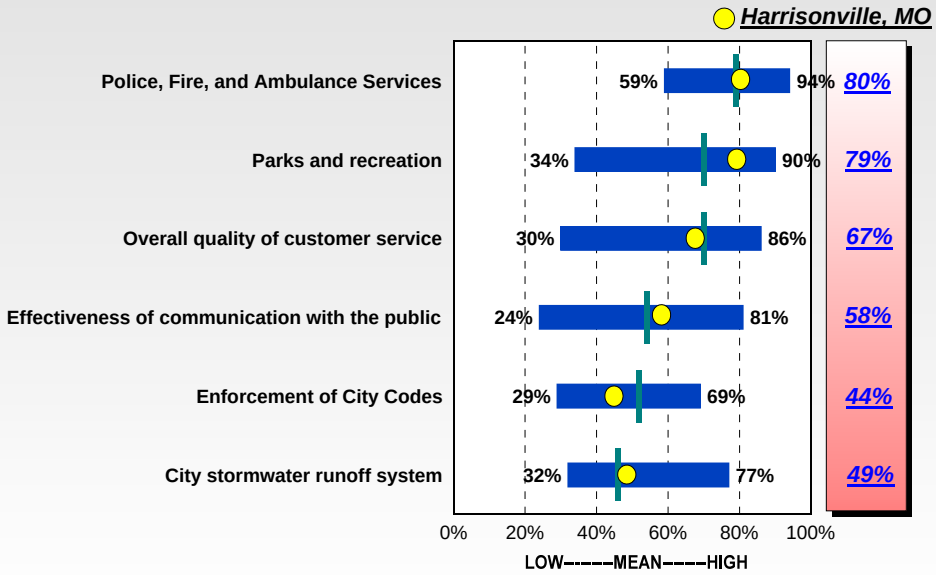

Overall Satisfaction with Public Safety:
City Harrisonville vs. U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"
Efforts to prevent crime
63%
61%
Enforcement of local traffic laws
73%
73%
Quality of local fire protection
83%
91%
Quality of local ambulance service
86%
87%
How quickly police respond
76%
75%
Animal control services
65%
61%
Visibility of police in neighborhoods
68%
59%
Visibility of police in retail areas
59%
59%
Police related education programs
66%
60%
Quality of local police protection
78%
71%
Fire related education programs
76%
69%
0%
20%
40%
60%
80%
100%
Harrisonville
U.S.
Source: ETC Institute Survey (2008 Harrisonville Citizen Survey)


Overall Satisfaction with Parks and Recreation:
City of Harrisonville 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"
Maintenance of Parks
87%
76%
Number of Parks
80%
67%
Outdoor athletic fields
75%
65%
Youth athletic programs
69%
64%
Adult athletic programs
68%
56%
Number of walking/biking trails
58%
53%
Ease of registering for programs
67%
65%
0%
20%
40%
60%
80%
100%
Harrisonville
U.S.
Source: ETC Institute Survey (2008 Harrisonville Citizen Survey)

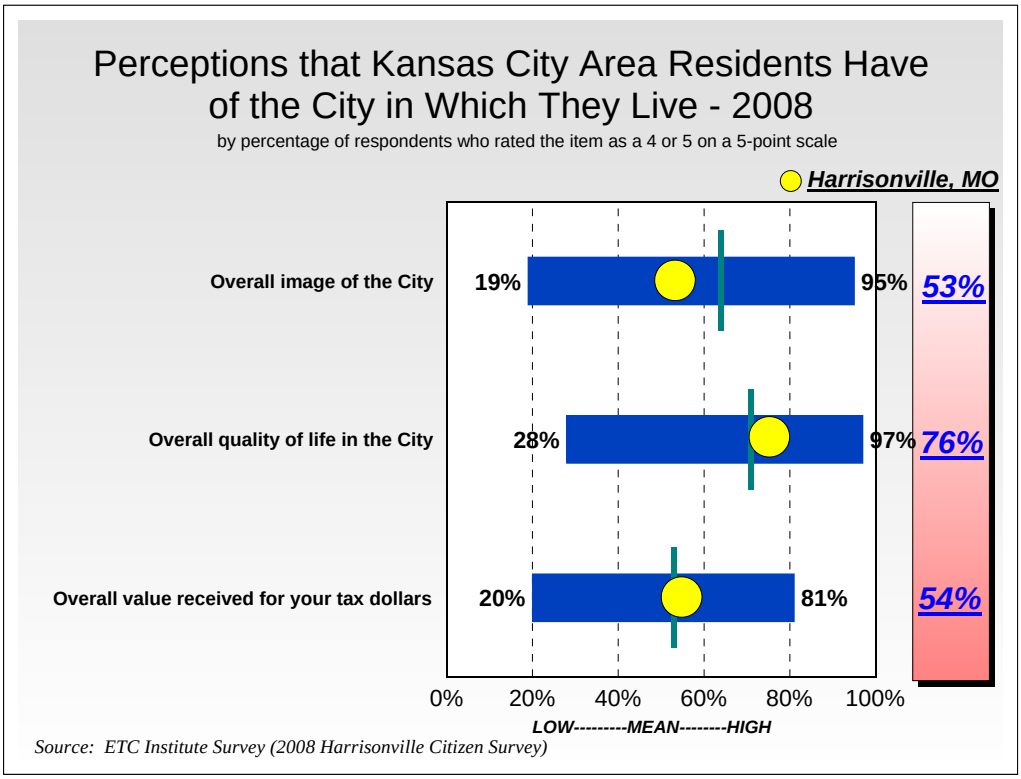
Metropolitan Kansas City Benchmarks

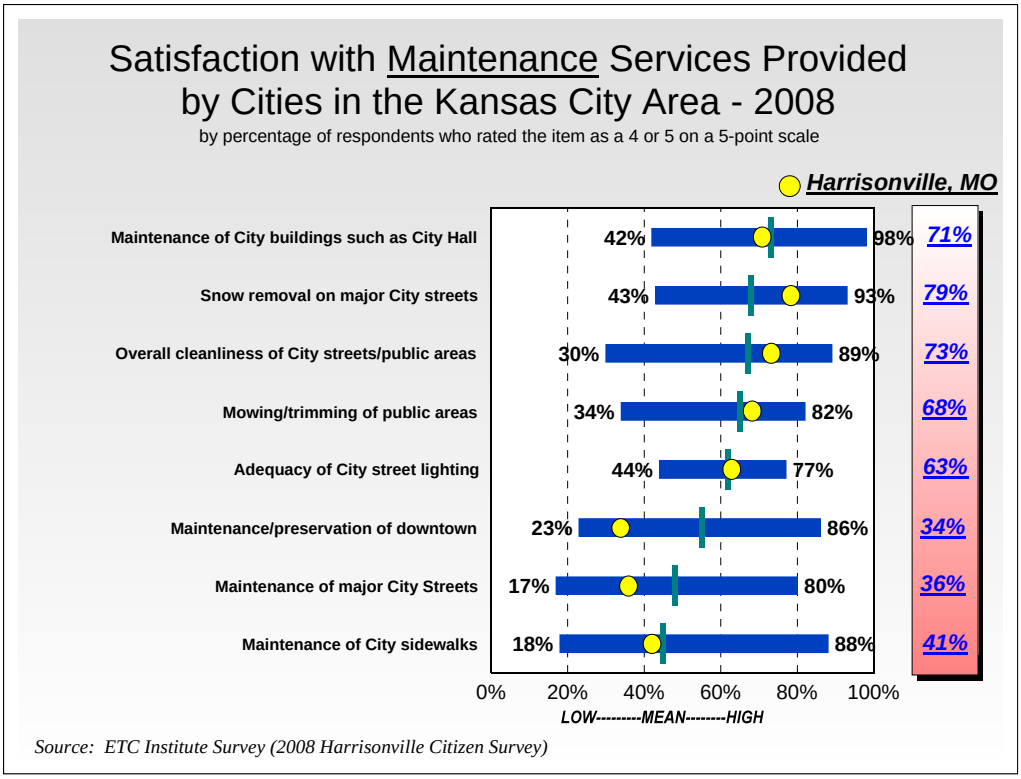
Overall Satisfaction With City Services - 2008

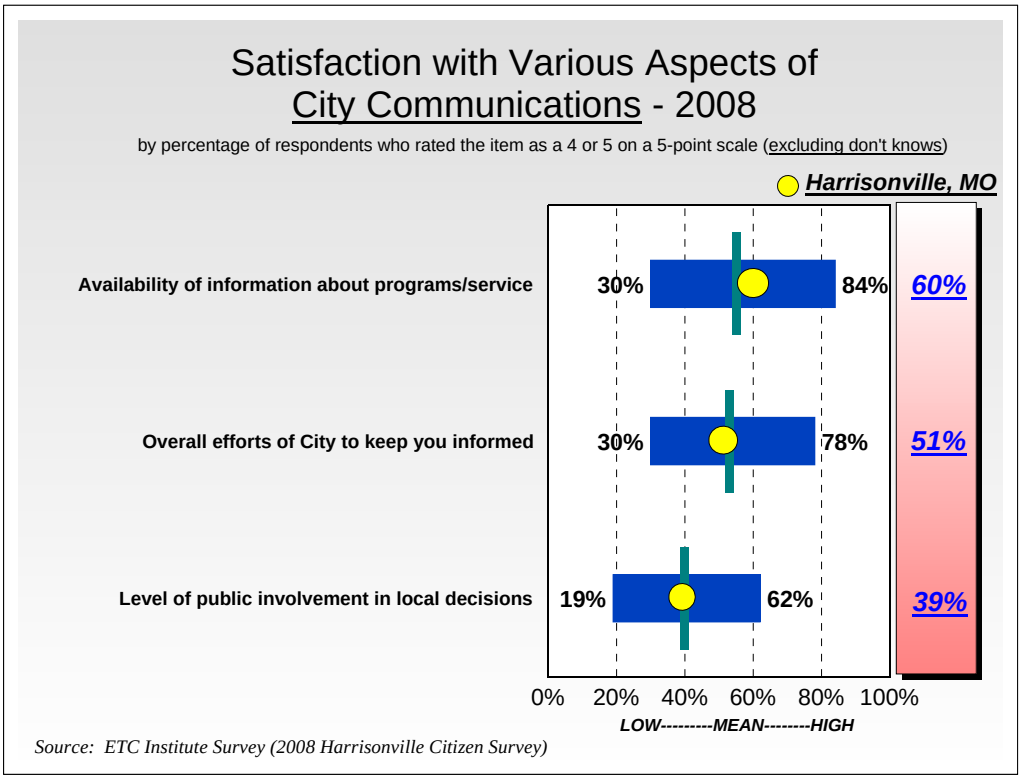
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

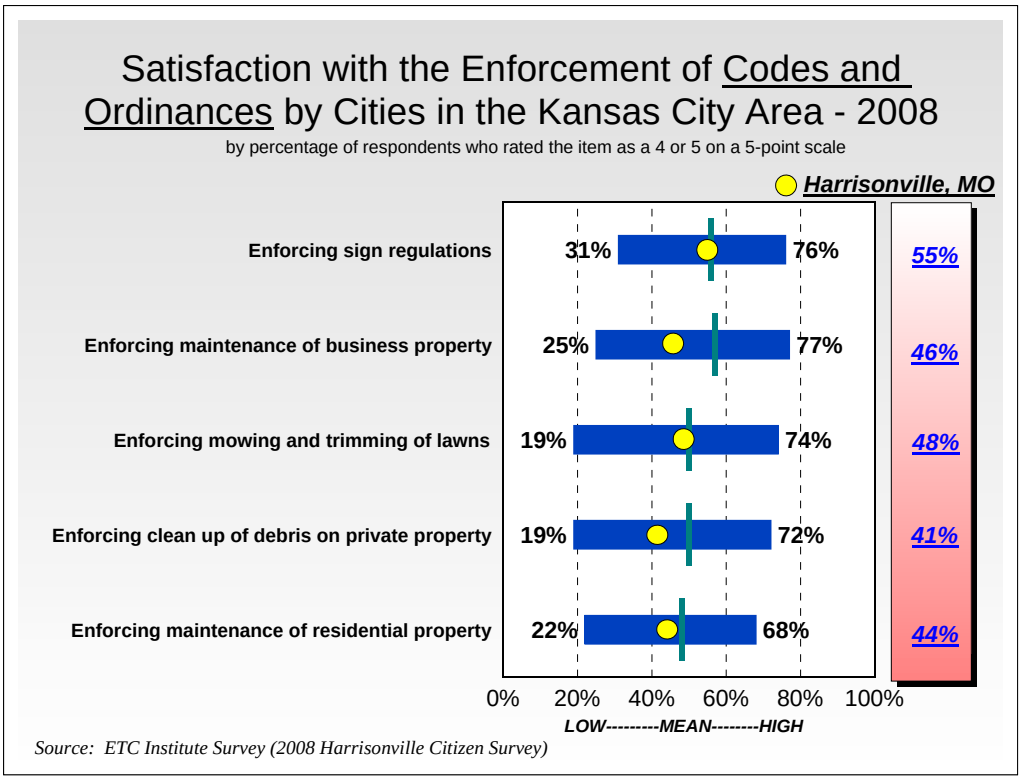


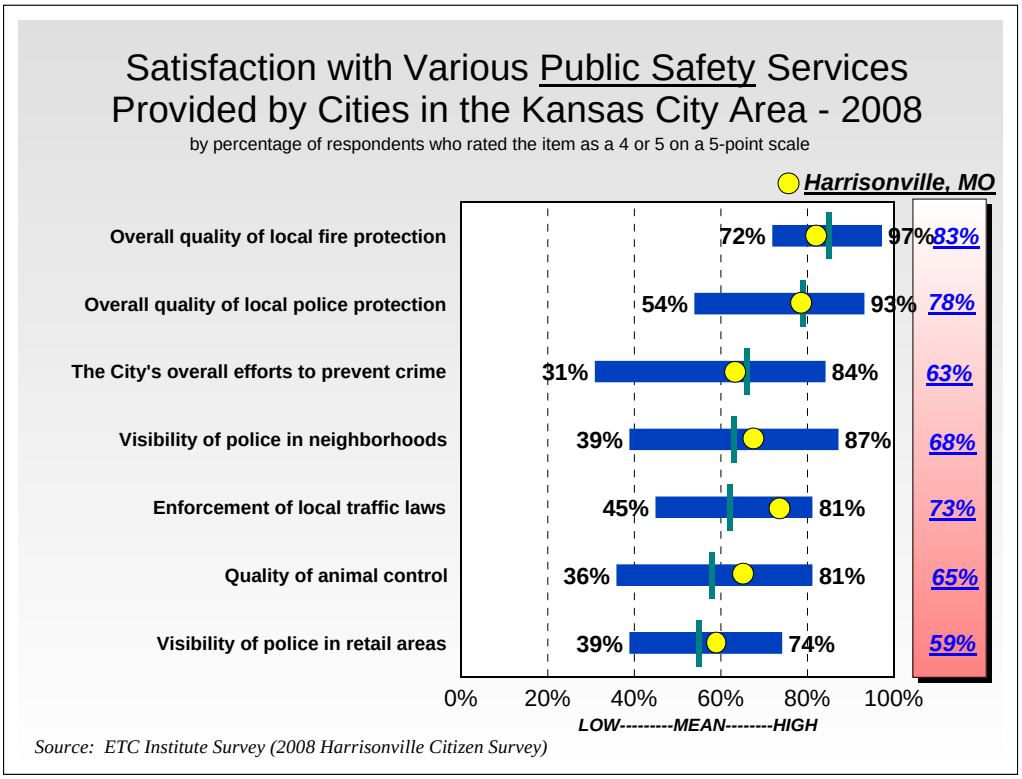
Source: ETC Institute Survey (2008 Harrisonville Citizen Survey)

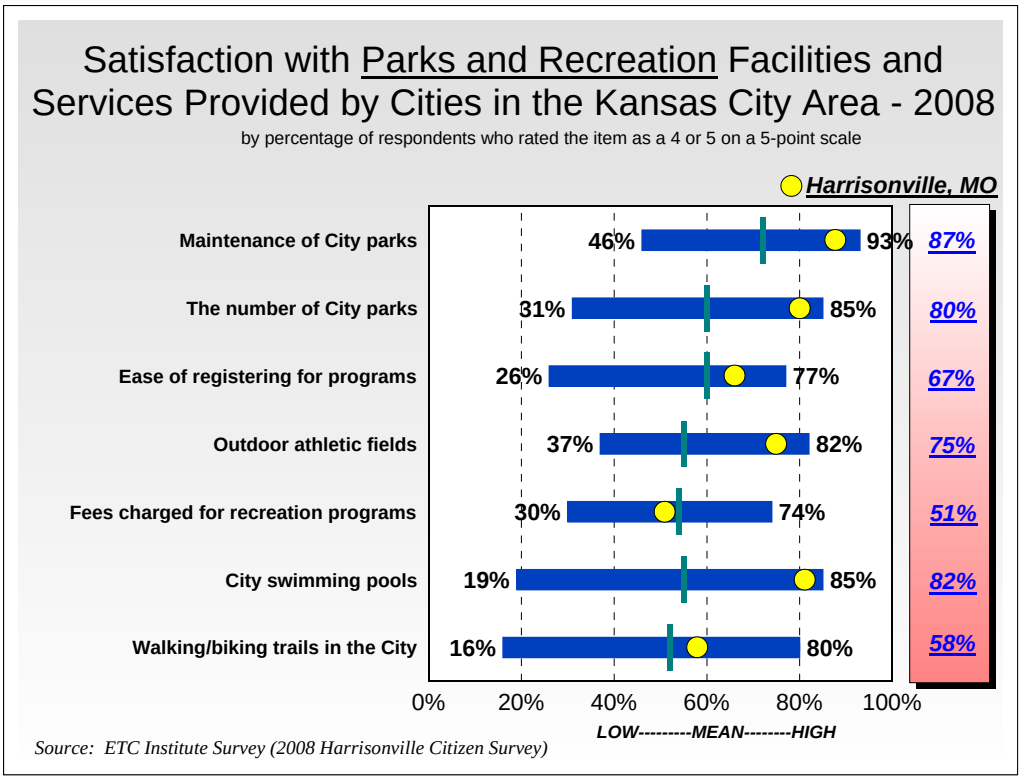

Perceptions that Kansas City Area Residents Have of the City in Which They Live - 2008
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
Harrisonville, MO
Overall image of the City
19%
95%
53%
Overall quality of life in the City
28%
97%
76%
Overall value received for your tax dollars
20%
81%
54%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: ETC Institute Survey (2008 Harrisonville Citizen Survey)


Satisfaction with Maintenance Services Provided by Cities in the Kansas City Area - 2008
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
Harrisonville, MO
Maintenance of City buildings such as City Hall
42%
98%
71%
Snow removal on major City streets
43%
93%
79%
Overall cleanliness of City streets/public areas
30%
89%
73%
Mowing/trimming of public areas
34%
82%
68%
Adequacy of City street lighting
44%
77%
63%
Maintenance/preservation of downtown
23%
86%
34%
Maintenance of major City Streets
17%
80%
36%
Maintenance of City sidewalks
18%
88%
41%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: ETC Institute Survey (2008 Harrisonville Citizen Survey)


Satisfaction with Various Aspects of
City Communications - 2008
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Harrisonville, MO
Availability of information about programs/service
30%
84%
60%
Overall efforts of City to keep you informed
30%
78%
51%
Level of public involvement in local decisions
19%
62%
39%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: ETC Institute Survey (2008 Harrisonville Citizen Survey)


Satisfaction with the Enforcement of Codes and
Ordinances by Cities in the Kansas City Area - 2008
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
Harrisonville, MO
Enforcing sign regulations
31%
76%
55%
Enforcing maintenance of business property
25%
77%
46%
Enforcing mowing and trimming of lawns
19%
74%
48%
Enforcing clean up of debris on private property
19%
72%
41%
Enforcing maintenance of residential property
22%
68%
44%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: ETC Institute Survey (2008 Harrisonville Citizen Survey)


Satisfaction with Various Public Safety Services Provided by Cities in the Kansas City Area - 2008
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
Harrisonville, MO
Overall quality of local fire protection 72% 97% 83%
Overall quality of local police protection 54% 93% 78%
The City's overall efforts to prevent crime 31% 84% 63%
Visibility of police in neighborhoods 39% 87% 68%
Enforcement of local traffic laws 45% 81% 73%
Quality of animal control 36% 81% 65%
Visibility of police in retail areas 39% 74% 59%
0% 20% 40% 60% 80% 100%
LOW---------MEAN--------HIGH
Source: ETC Institute Survey (2008 Harrisonville Citizen Survey)


Satisfaction with Parks and Recreation Facilities and Services Provided by Cities in the Kansas City Area - 2008
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
Harrisonville, MO
Maintenance of City parks 46% 93% 87%
The number of City parks 31% 85% 80%
Ease of registering for programs 26% 77% 67%
Outdoor athletic fields 37% 82% 75%
Fees charged for recreation programs 30% 74% 51%
City swimming pools 19% 85% 82%
Walking/biking trails in the City 16% 80% 58%
0% 20% 40% 60% 80% 100%
LOW---------MEAN--------HIGH
Source: ETC Institute Survey (2008 Harrisonville Citizen Survey)

Section 3:
Importance-Satisfaction Analysis

2008 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 first, second, and third most important services for the City to emphasize. 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 (50%) 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 eleventh overall with 33% rating the *flow of traffic and congestion management* as an "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, 50% was multiplied by 67% (1-0.33). This calculation yielded an I-S rating of 0.3350, which was ranked second 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>=0.20)*
- *Increase Current Emphasis (0.10<=IS<0.20)*
- *Maintain Current Emphasis (IS<0.10)*

The results for Harrisonville are provided on the following page.

Importance-Satisfaction Rating
2008 City of Harrisonville Citizen Survey
OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of streets, buildings & facilities	57%	1	29%	12	0.4047	1
Flow of traffic and congestion management	50%	2	33%	11	0.3350	2
High Priority (IS .10-.20)						
Enforcement of city codes and ordinances	29%	3	44%	10	0.1624	3
Quality of city water and sewer utilities	27%	4	53%	7	0.1269	4
Medium Priority (IS <.10)						
Stormwater runoff/management system	19%	5	49%	9	0.0969	5
Effectiveness of City communication	14%	6	58%	6	0.0588	6
Quality of building inspections	8%	11	50%	8	0.0400	7
Customer service from City employees	11%	8	67%	5	0.0363	8
Quality of city Electric service	12%	7	74%	4	0.0312	9
Police, fire and ambulance services	10%	9	80%	2	0.0200	10
Parks and recreation programs/facilities	9%	10	79%	3	0.0189	11
Quality of solid waste service	3%	12	83%	1	0.0051	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.

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Importance-Satisfaction Rating
2008 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
High Priority (IS .10-.20)						
Overall maintenance of city streets	37%	1	36%	13	0.1554	1
Maintenance-preservation of downtown	35%	2	34%	14	0.1120	2
Maintenance of State Highways	26%	3	42%	11	0.1014	3
Medium Priority (IS <.10)						
Maintenance of sidewalks	25%	4	41%	12	0.0550	4
Snow removal on neighborhood streets	14%	5	58%	10	0.0294	5
City responsive to service request	6%	9	61%	8	0.0234	6
Maintenance of city buildings	7%	7	58%	9	0.0224	7
Adequacy of city street lighting	9%	6	63%	7	0.0198	8
Mowing-trimming along city streets	6%	8	68%	6	0.0192	9
Maintenance of traffic signals	5%	10	78%	2	0.0110	10
Snow removal on major city streets	3%	11	79%	1	0.0063	11
Cleanliness of city buildings	2%	12	71%	5	0.0058	12
Overall cleanliness of city streets	2%	14	73%	4	0.0054	13
Maintenance of street signs	2%	13	76%	3	0.0048	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, 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.

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Importance-Satisfaction Rating
2008 City of Harrisonville Citizen Survey
TRANSPORTATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Availability of public transportation	53%	1	9%	6	0.4823	1
Flow of traffic along 291	48%	2	31%	5	0.3312	2
High Priority (IS .10-.20)						
Condition of commercial streets	27%	3	32%	4	0.1836	3
Condition of residential streets	22%	4	43%	3	0.1254	4
Medium Priority (IS <.10)						
Availability of public sidewalks	17%	5	45%	2	0.0935	5
Ease of access to downtown	5%	6	64%	1	0.0180	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, 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.

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Importance-Satisfaction Rating
2008 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
Medium Priority (IS <.10)						
City efforts to prevent crime	25%	2	63%	13	0.0925	1
Visibility of police in the neighborhood	25%	1	68%	10	0.0800	2
Visibility of police in retail areas	19%	3	59%	14	0.0779	3
Quality of animal control	13%	4	65%	12	0.0455	4
Enforcement of local traffic laws	9%	5	73%	9	0.0243	5
Police related education programs	5%	9	66%	11	0.0170	6
Quality of local police protection	7%	6	78%	6	0.0154	7
How quickly fire personnel respond to emergencies	7%	7	84%	3	0.0112	8
Quality of local fire protection	6%	8	83%	4	0.0102	9
How quickly police respond to emergencies	4%	10	76%	7	0.0096	10
Fire related education programs	3%	12	76%	8	0.0072	11
City fire prevention programs	3%	11	78%	5	0.0066	12
Quality of local ambulance service	2%	13	86%	2	0.0028	13
How quickly ambulance respond to emergencies	2%	14	86%	1	0.0028	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, 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.

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Importance-Satisfaction Rating
2008 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
High Priority (IS .10-.20)						
Number of walking and biking trails	28%	1	58%	12	0.1176	1
Medium Priority (IS <.10)						
Teen recreation opportunities	15%	2	54%	13	0.0690	2
Fees charged for recreation programs	11%	3	51%	14	0.0539	3
Senior recreation opportunities	9%	6	62%	11	0.0342	4
Other city recreation programs	6%	9	62%	10	0.0228	5
Number of city parks	9%	5	80%	4	0.0180	6
Quality of outdoor athletic fields	6%	8	75%	6	0.0150	7
Quality of city's indoor recreation facilities	7%	7	79%	3	0.0147	8
Special events sponsored by the city	6%	10	77%	5	0.0138	9
Maintenance of city parks	10%	4	87%	1	0.0130	10
The city's youth athletic programs	4%	12	69%	7	0.0124	11
The city's adult athletic programs	3%	13	68%	8	0.0096	12
City swimming pools	5%	11	82%	2	0.0090	13
Ease of registering for programs	2%	14	67%	9	0.0066	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, 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.

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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.

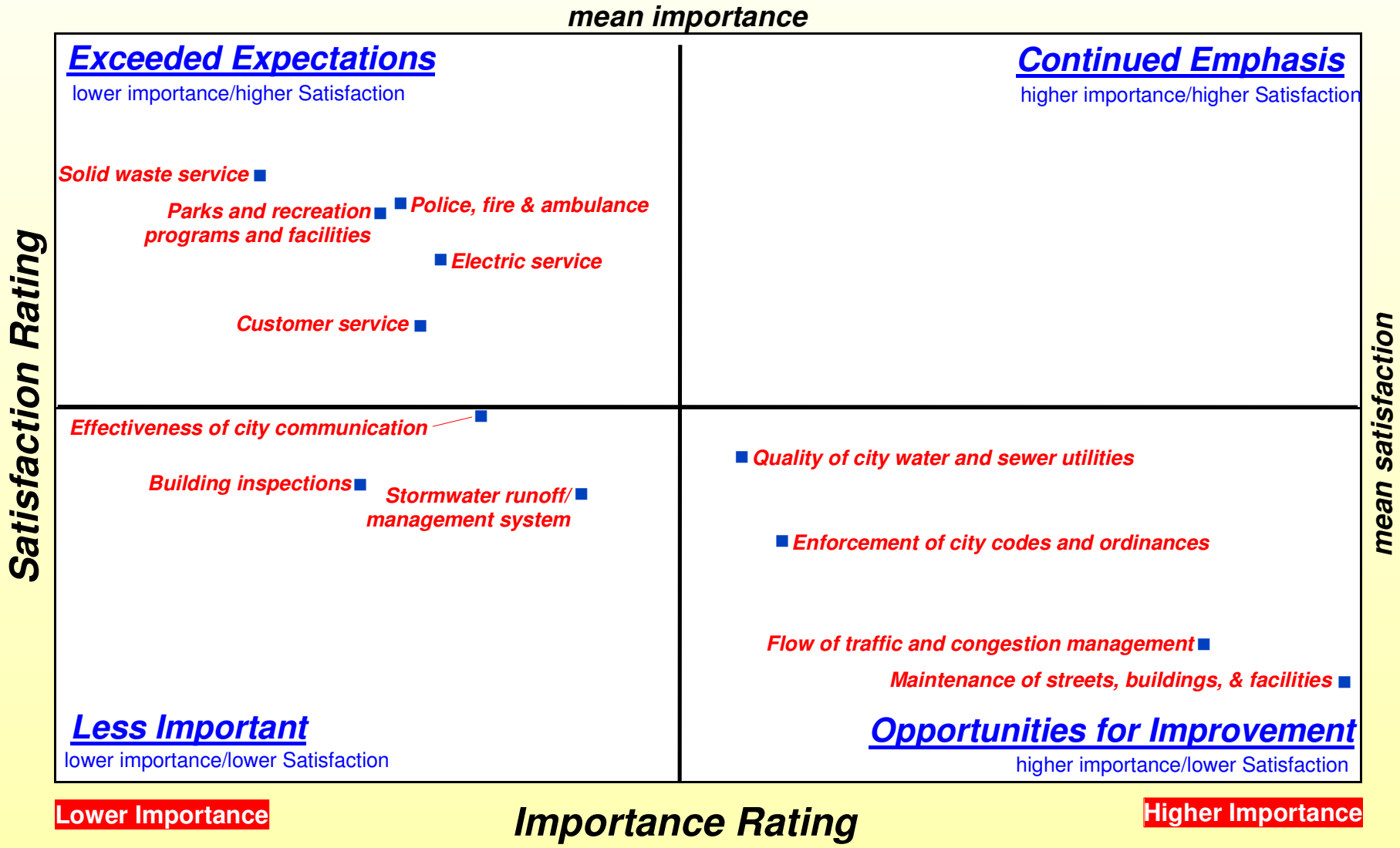
- *Opportunities for Improvement (above average importance and below average satisfaction).* This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis 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.

2008 Harrisonville Citizen Survey
Importance-Satisfaction Assessment Matrix
-Overall City Services-

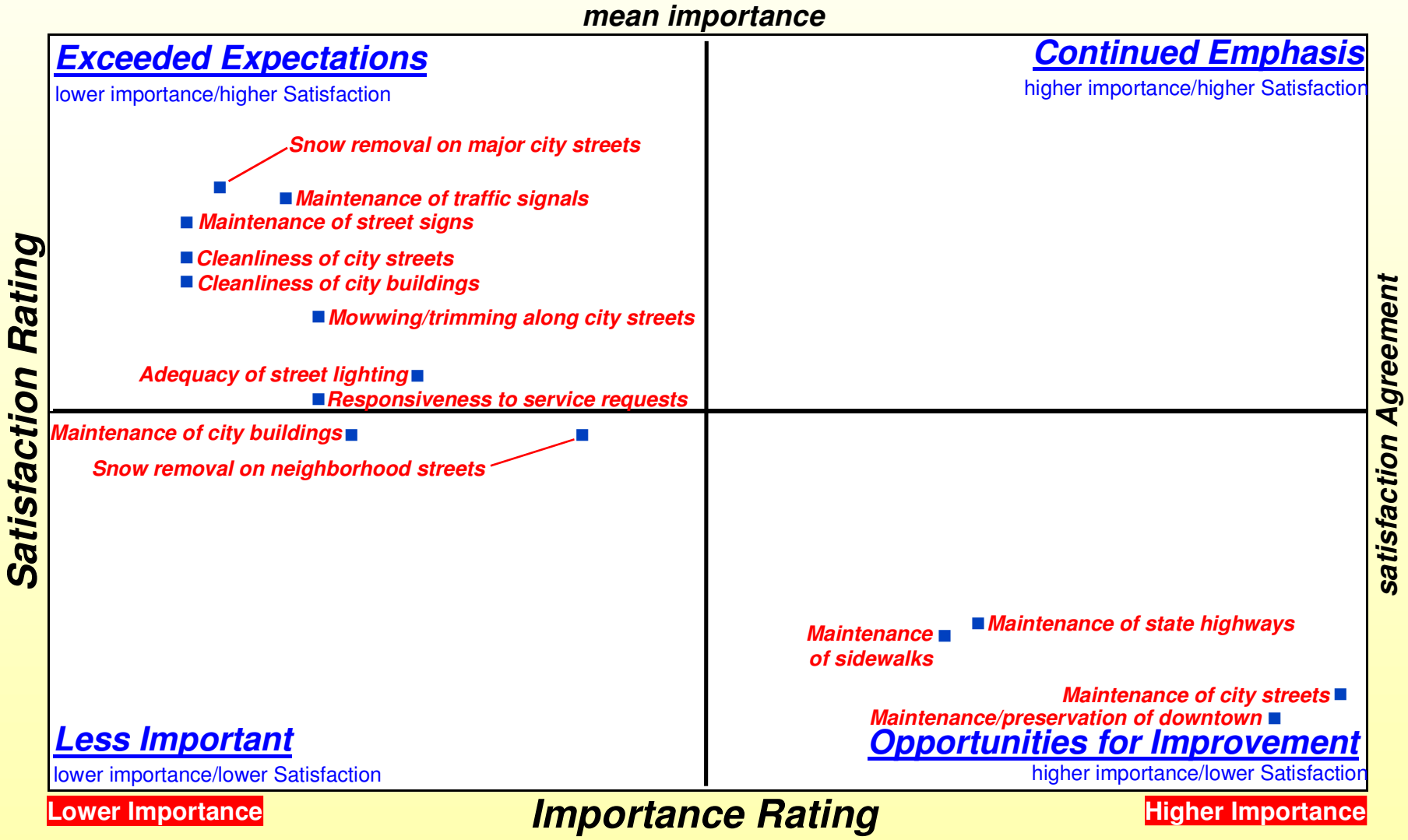
(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2009)

2008 Harrisonville Citizen Survey
Importance-Satisfaction Assessment Matrix
-Maintenance-

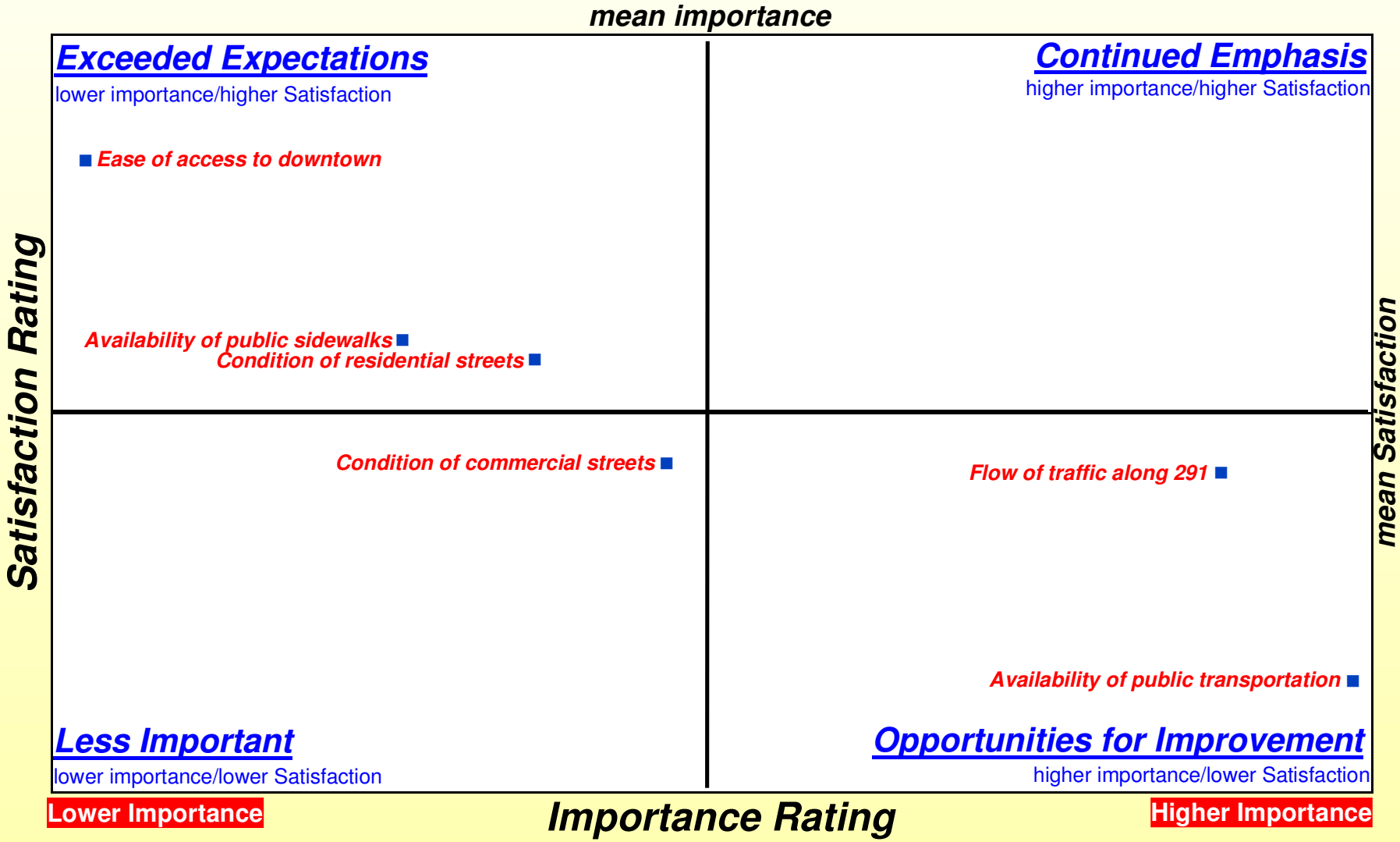
(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2009)

2008 Harrisonville Citizen Survey
Importance-Satisfaction Assessment Matrix
-Transportation-

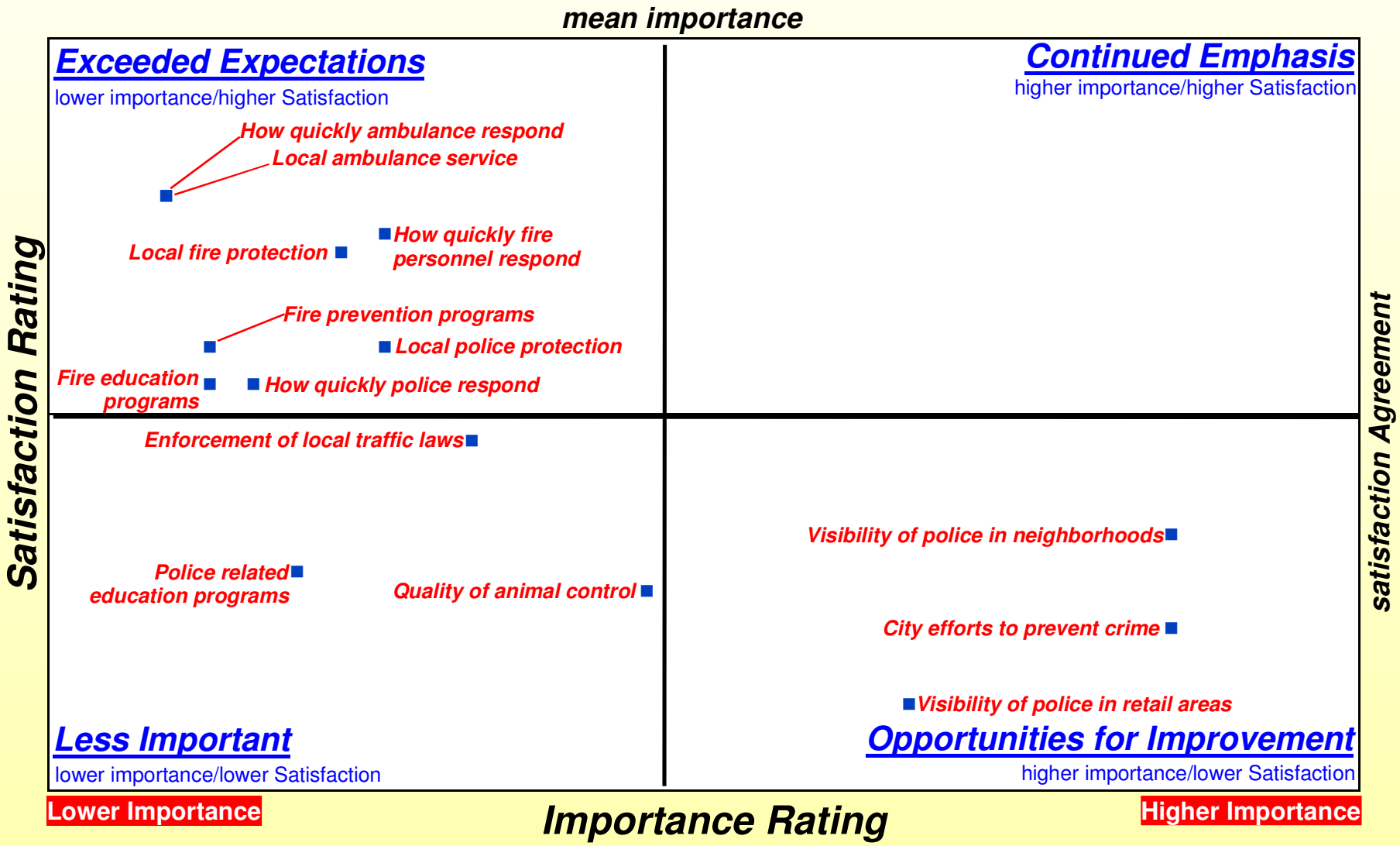
(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2009)

2008 Harrisonville Citizen Survey
Importance-Satisfaction Assessment Matrix
-Public Safety-

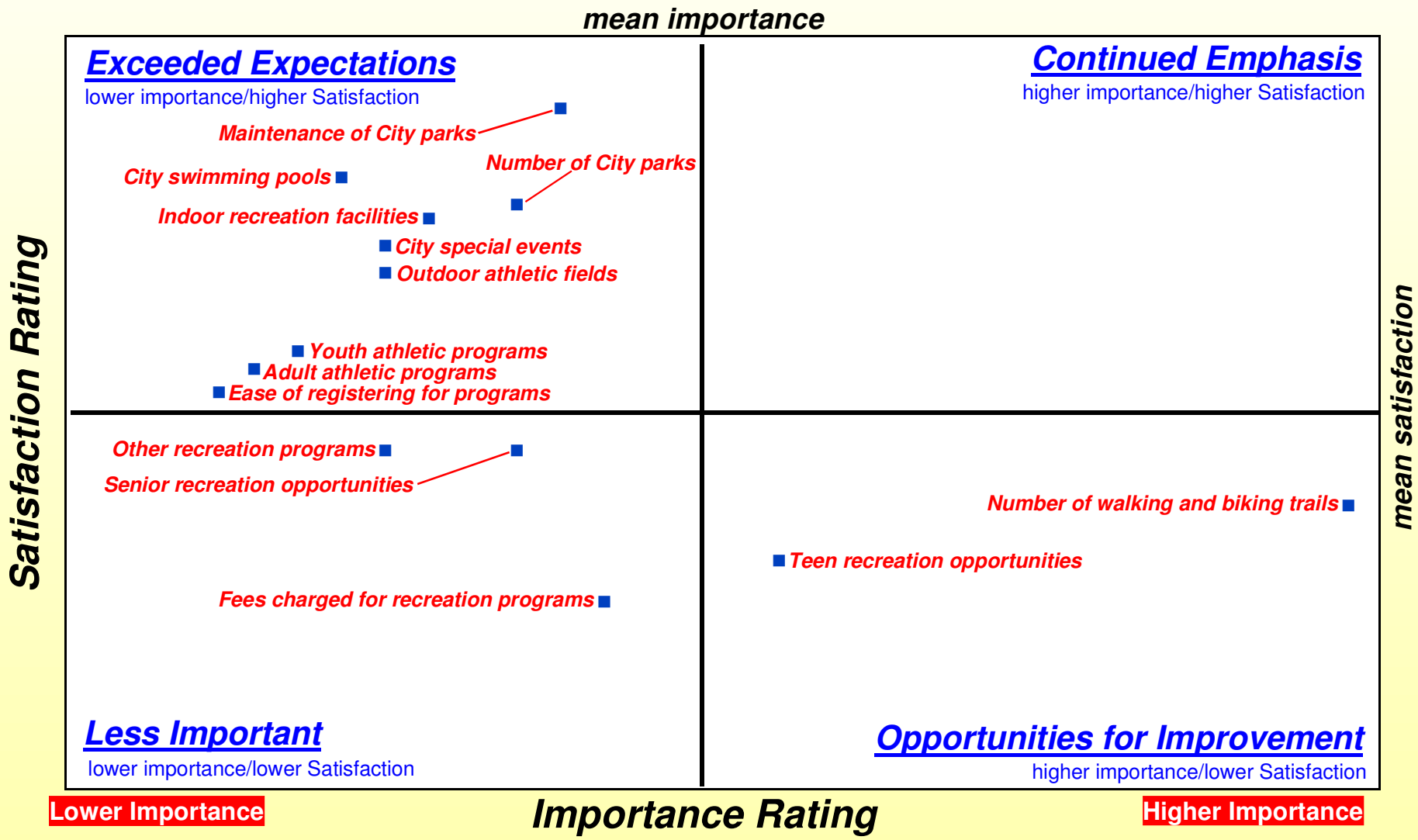
(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2009)

2008 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 (2009)

Section 4:
GIS Maps

Interpreting the Maps

The maps on the following pages show the mean ratings for several questions by Ward.

If all areas on a map are the same color, then residents generally feel the same about the issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

- DARK/LIGHT BLUE shades indicate POSITIVE ratings. Shades of blue generally indicate higher levels of satisfaction with a service.

- OFF-WHITE shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of the service delivery is adequate.

- ORANGE/RED shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service.

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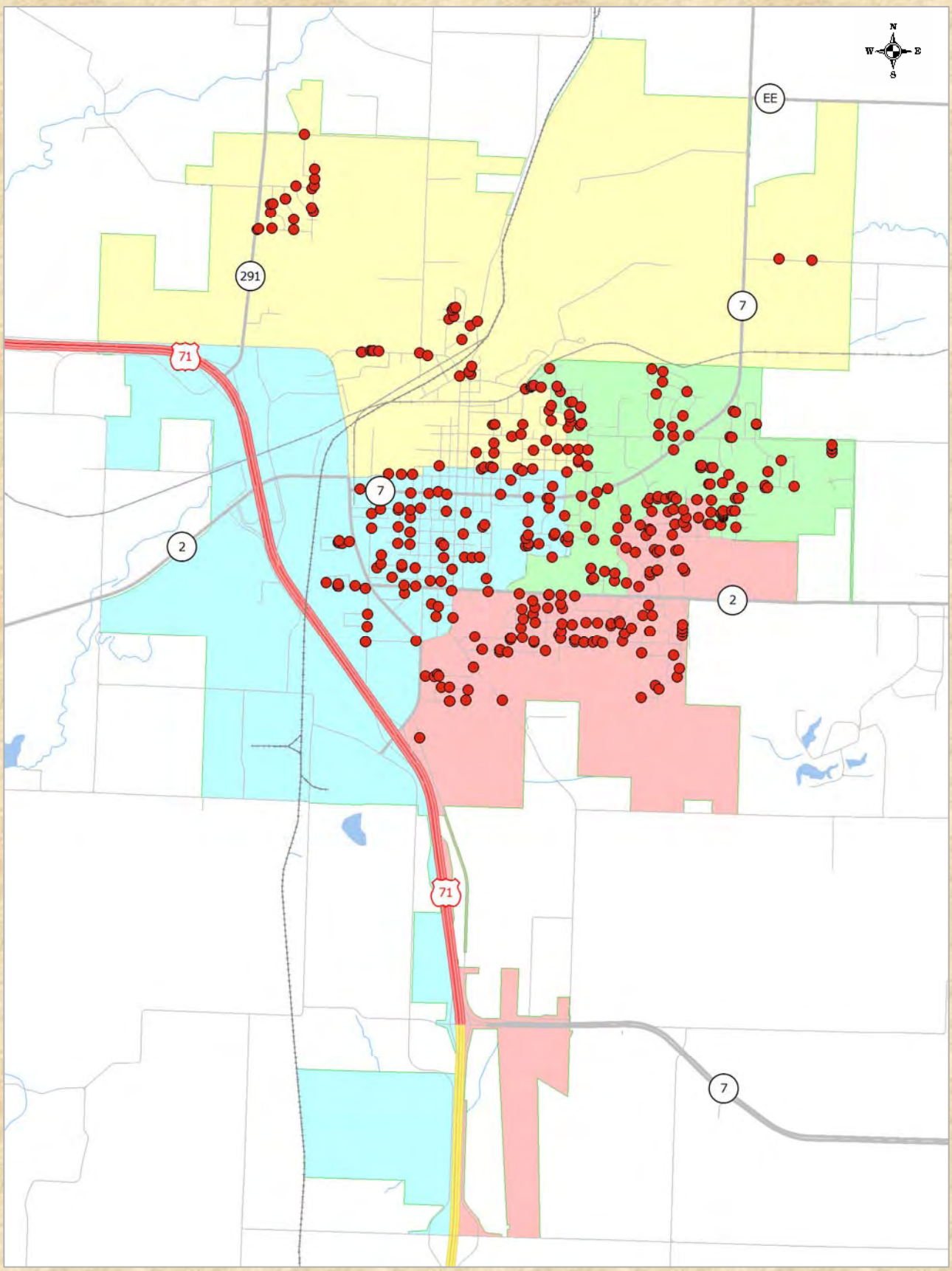
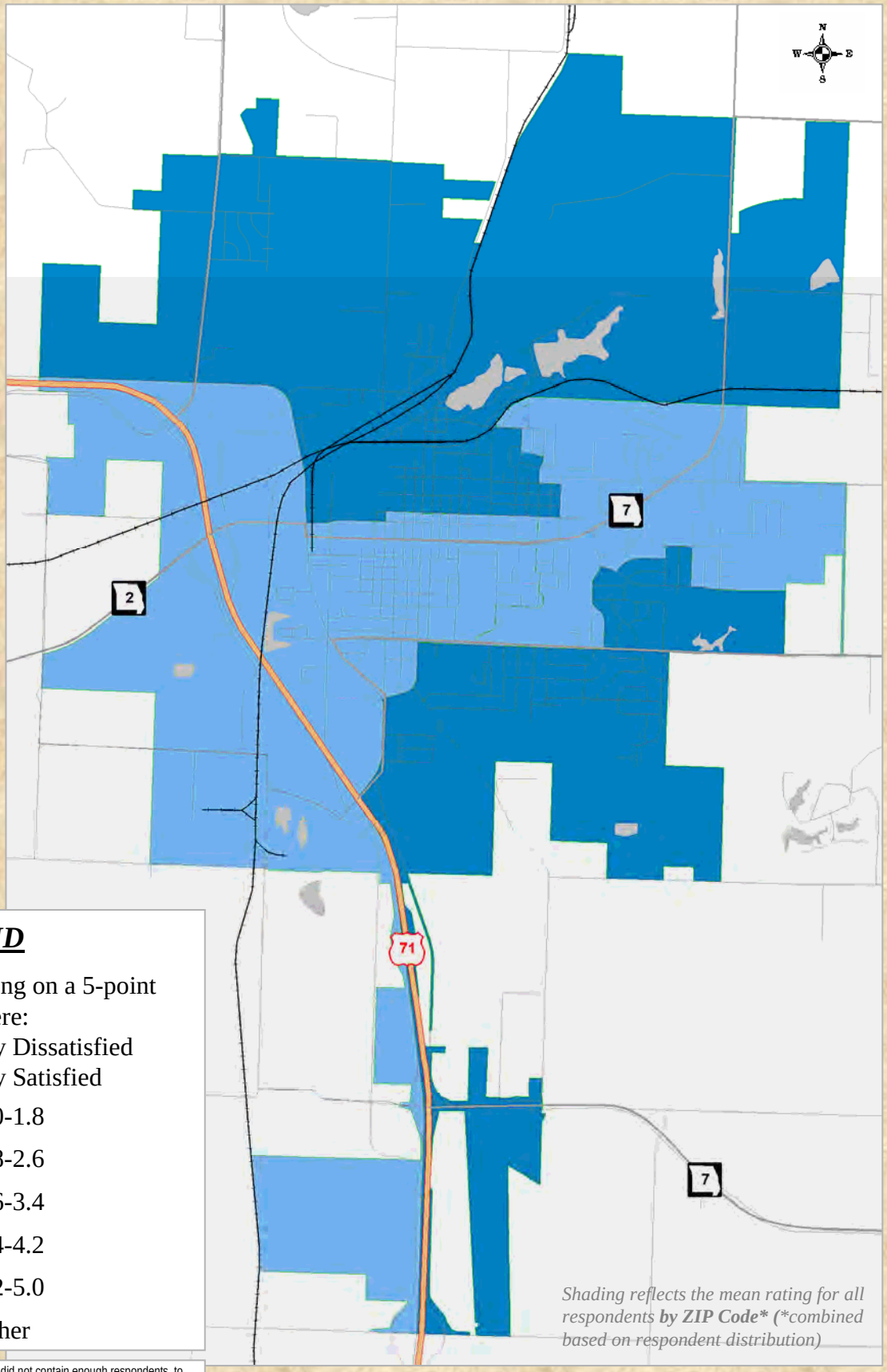
Location of Survey Respondents by Ward



City of Harrisonville 2008 Citizen Survey

Q1a. Quality of police, fire and ambulance services



LEGEND

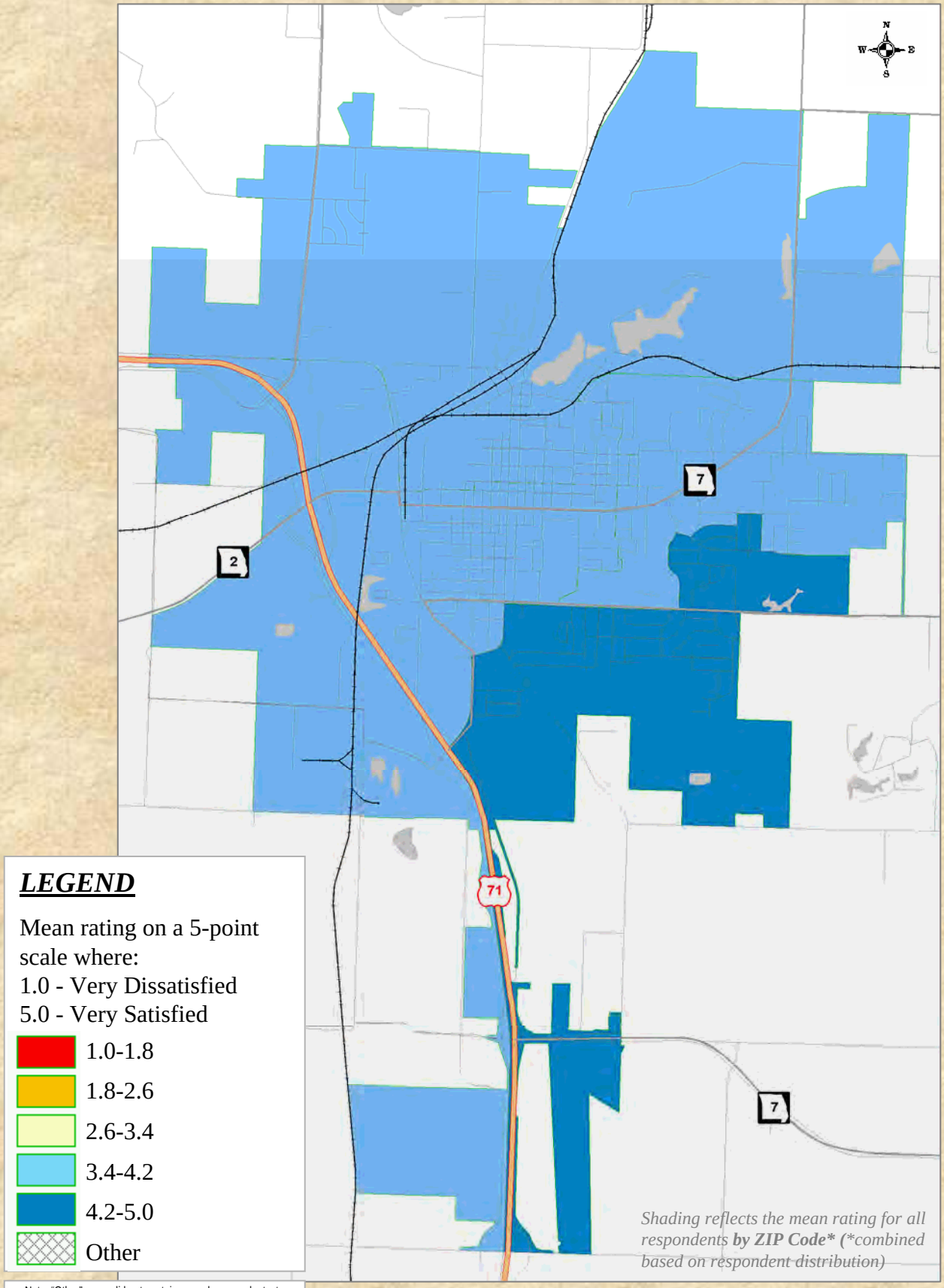
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

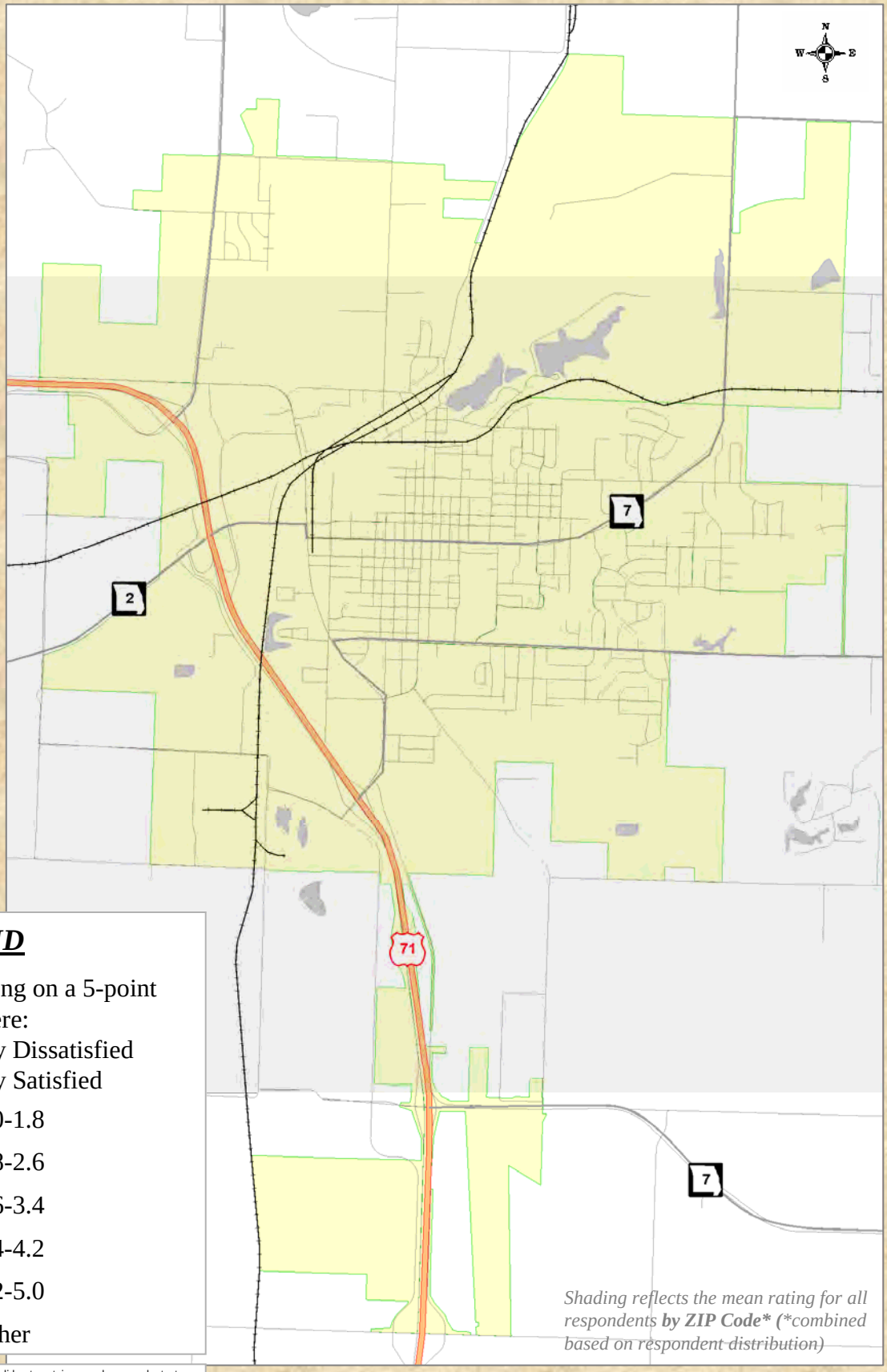
Q1b. Quality of parks and recreation programs and facilities



Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q1c. Maintenance of City streets, buildings and facilities



LEGEND

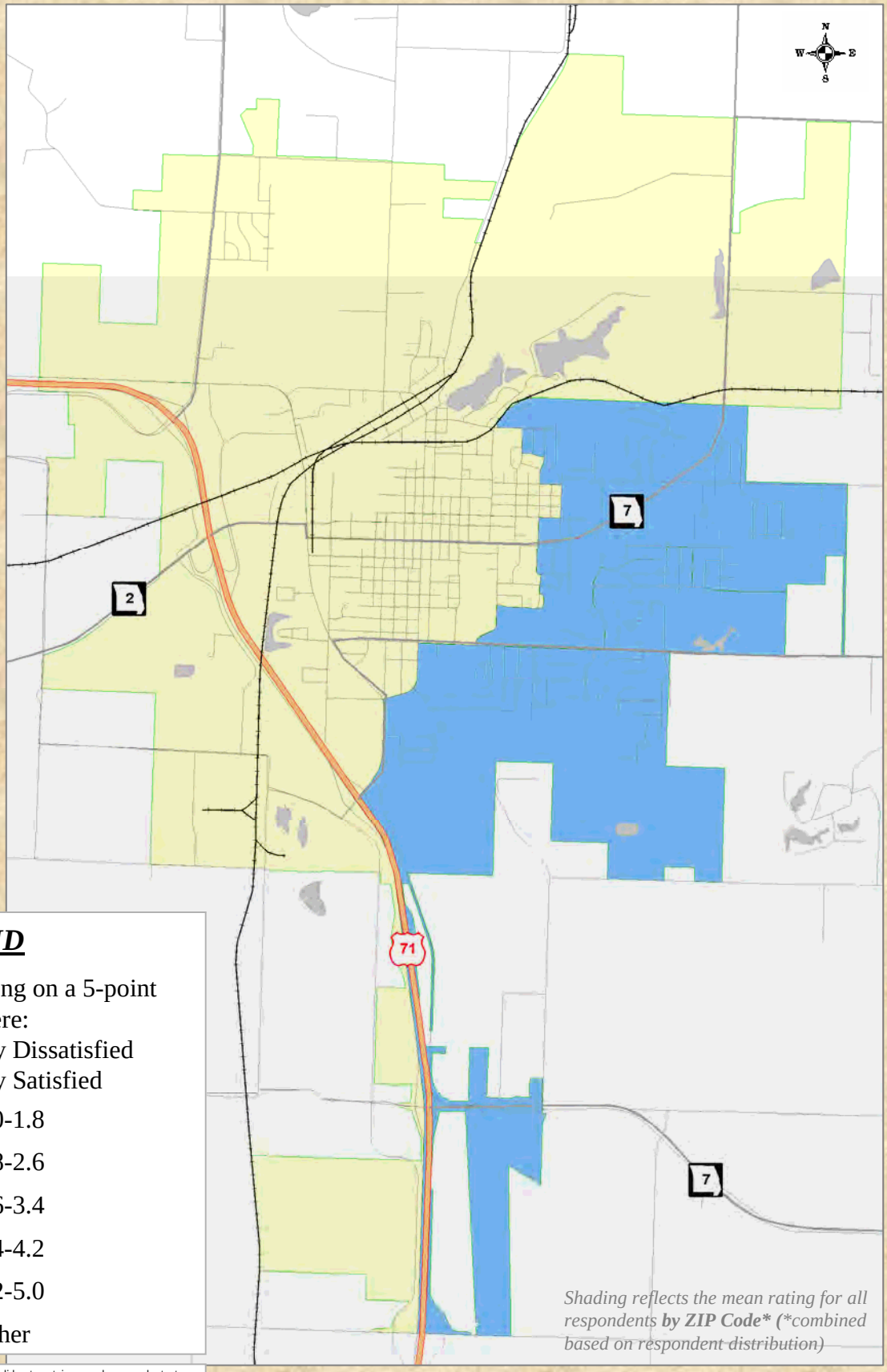
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q1d. Quality of City water and sewer utilities



LEGEND

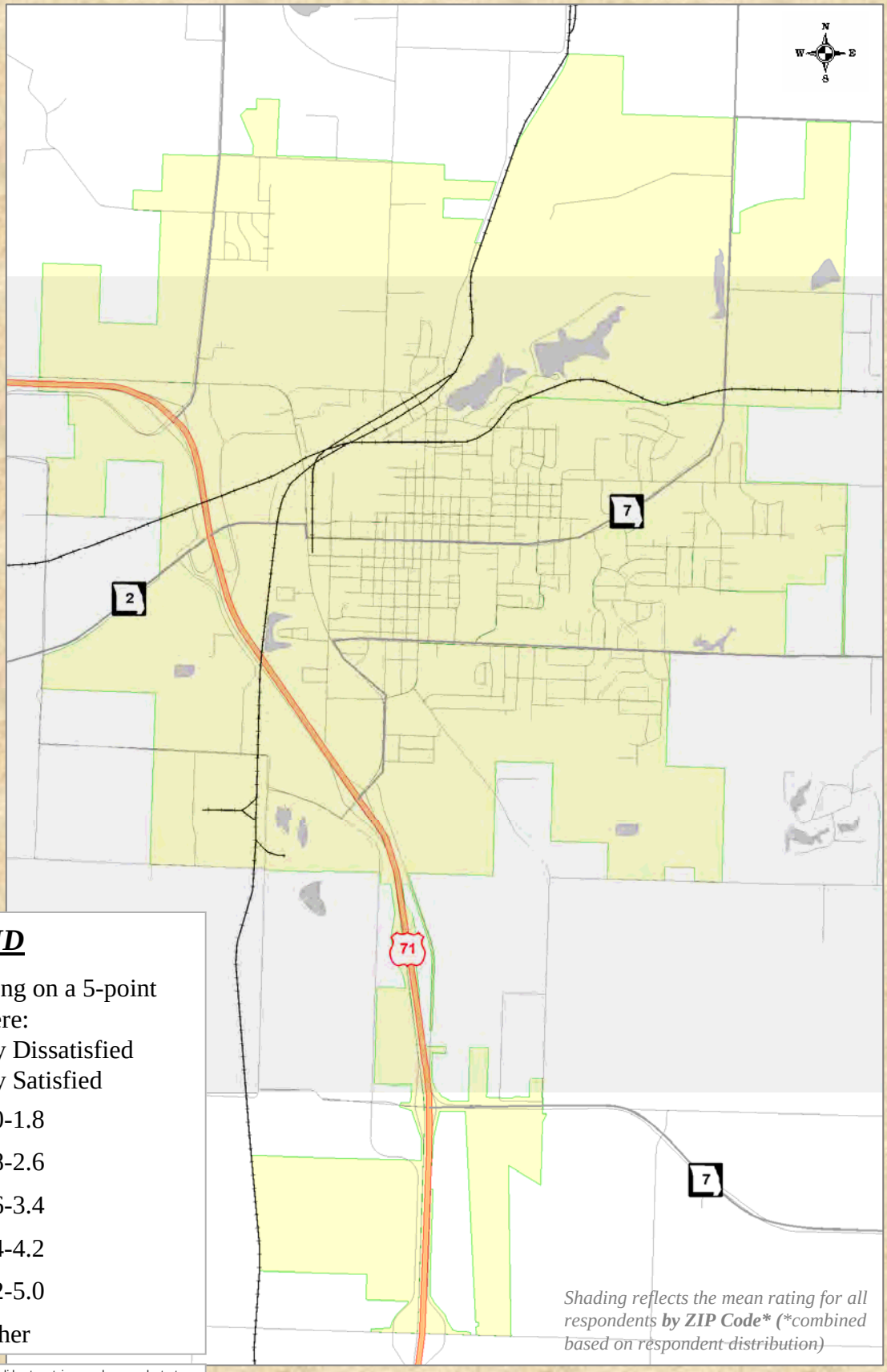
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q1e. Enforcement of City codes and ordinances



LEGEND

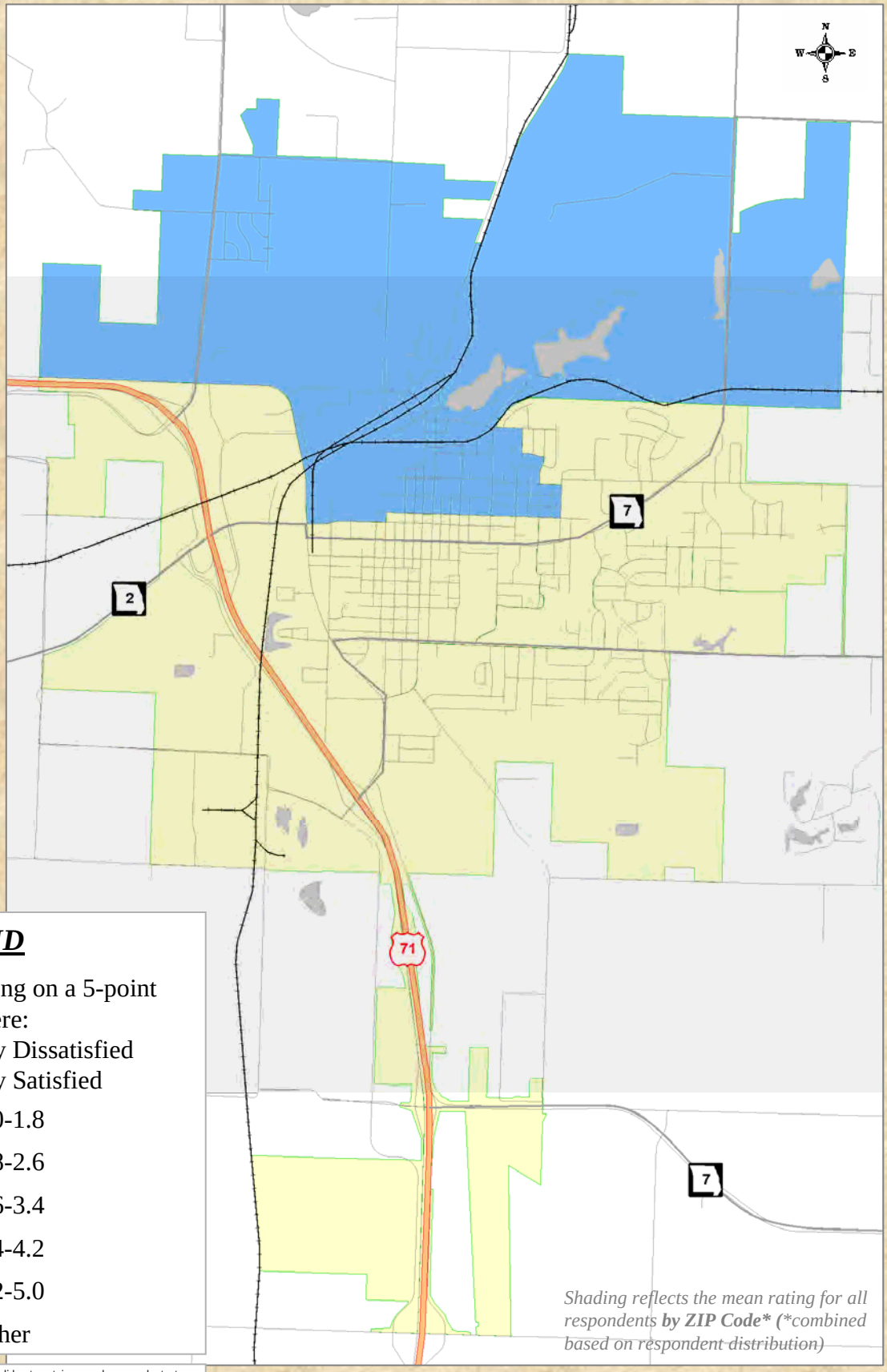
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q1f. Quality of building inspections by the City



LEGEND

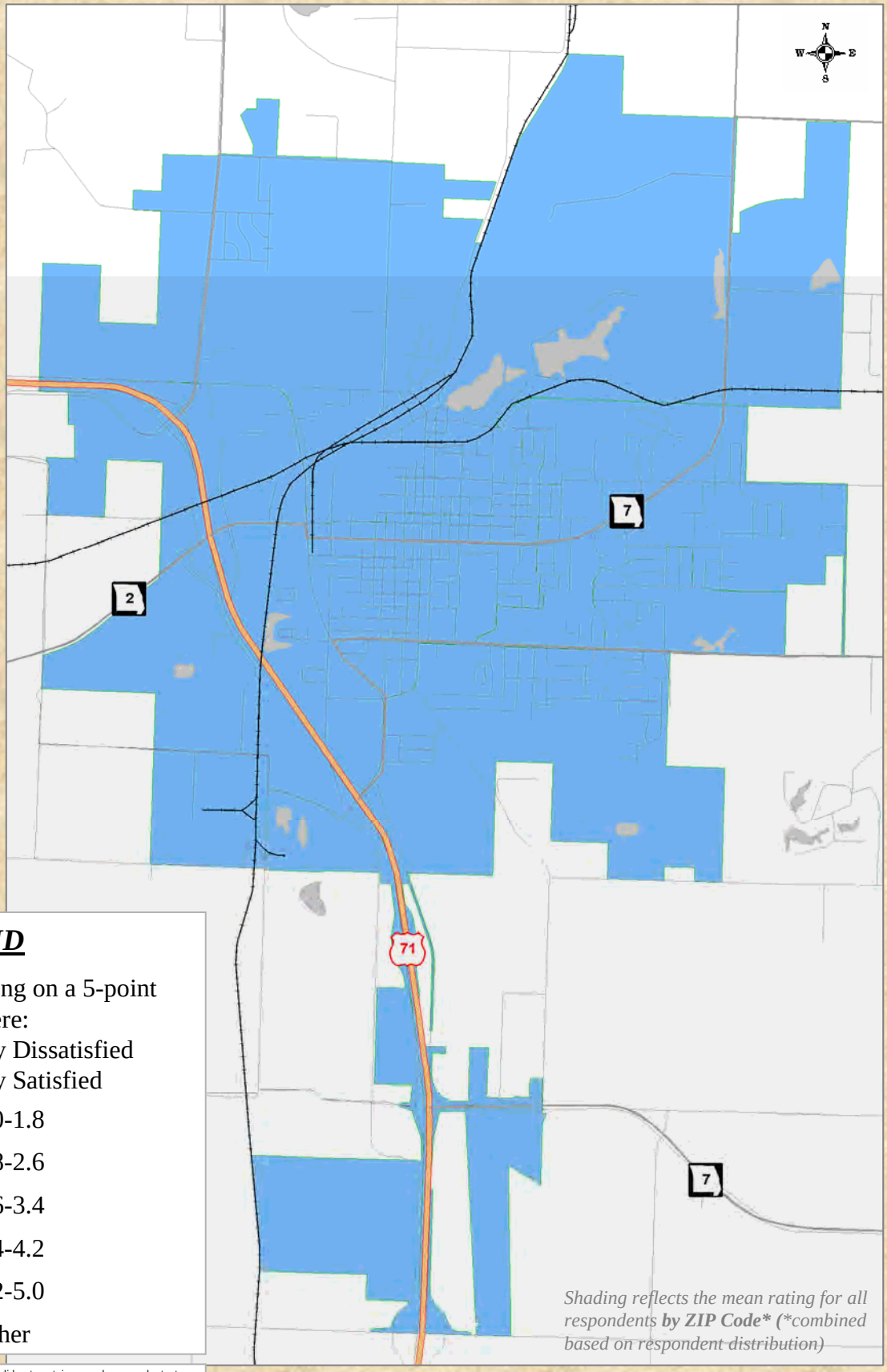
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q1g. Quality of customer service received from City employees



LEGEND

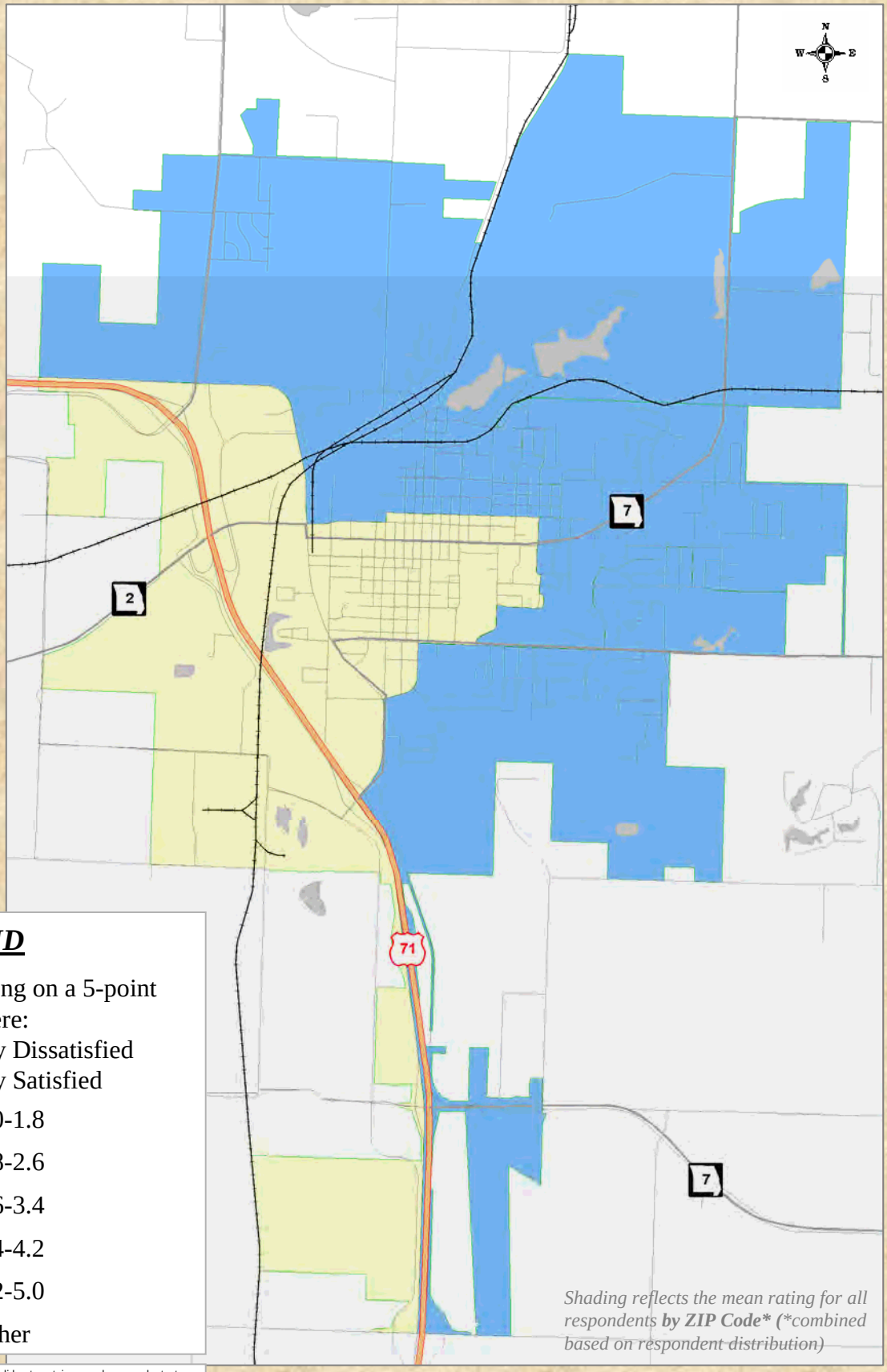
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q1h. Effectiveness of City communication with the public



LEGEND

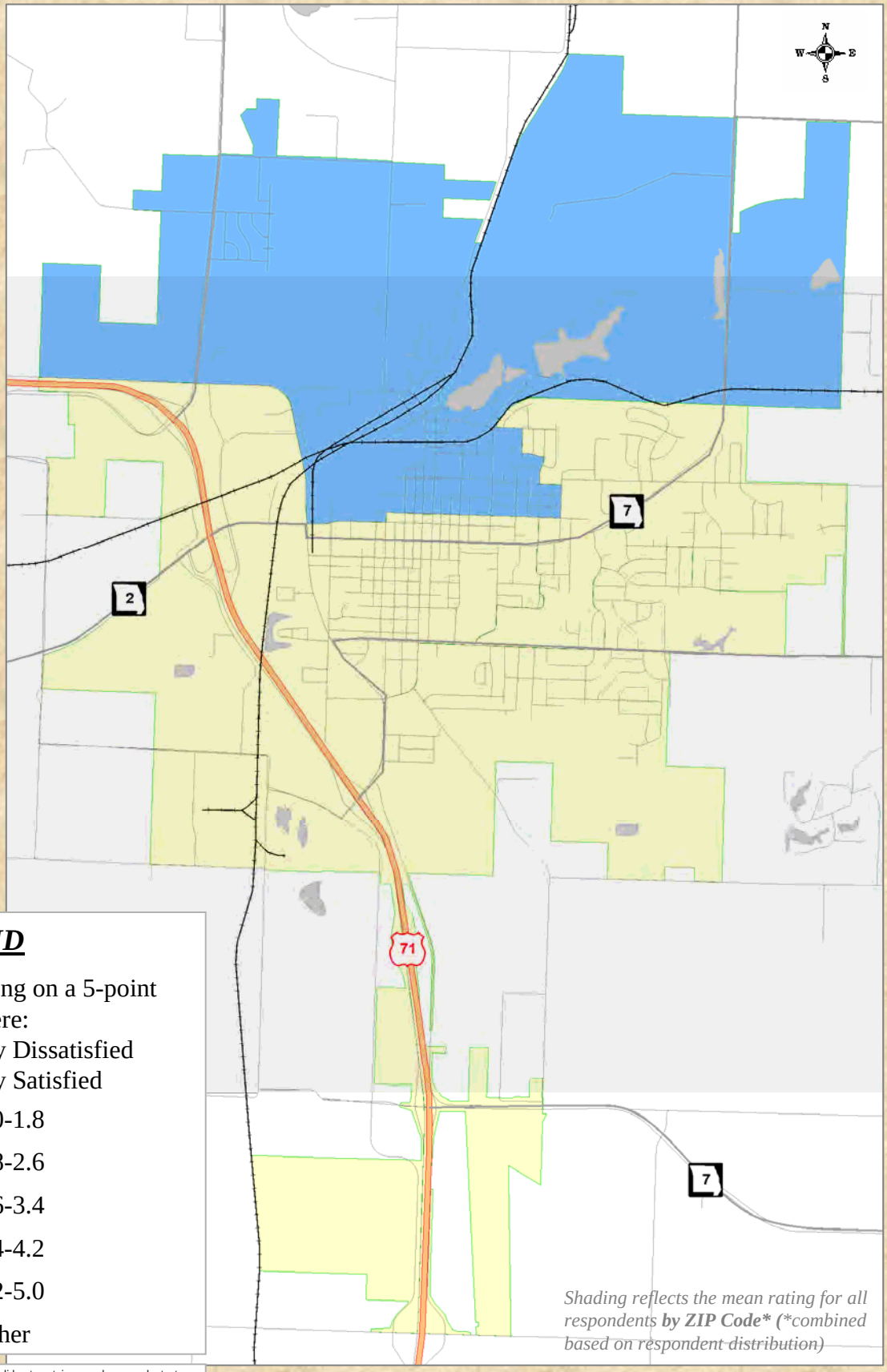
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q1i. Quality of the City's stormwater runoff/ stormwater management system



LEGEND

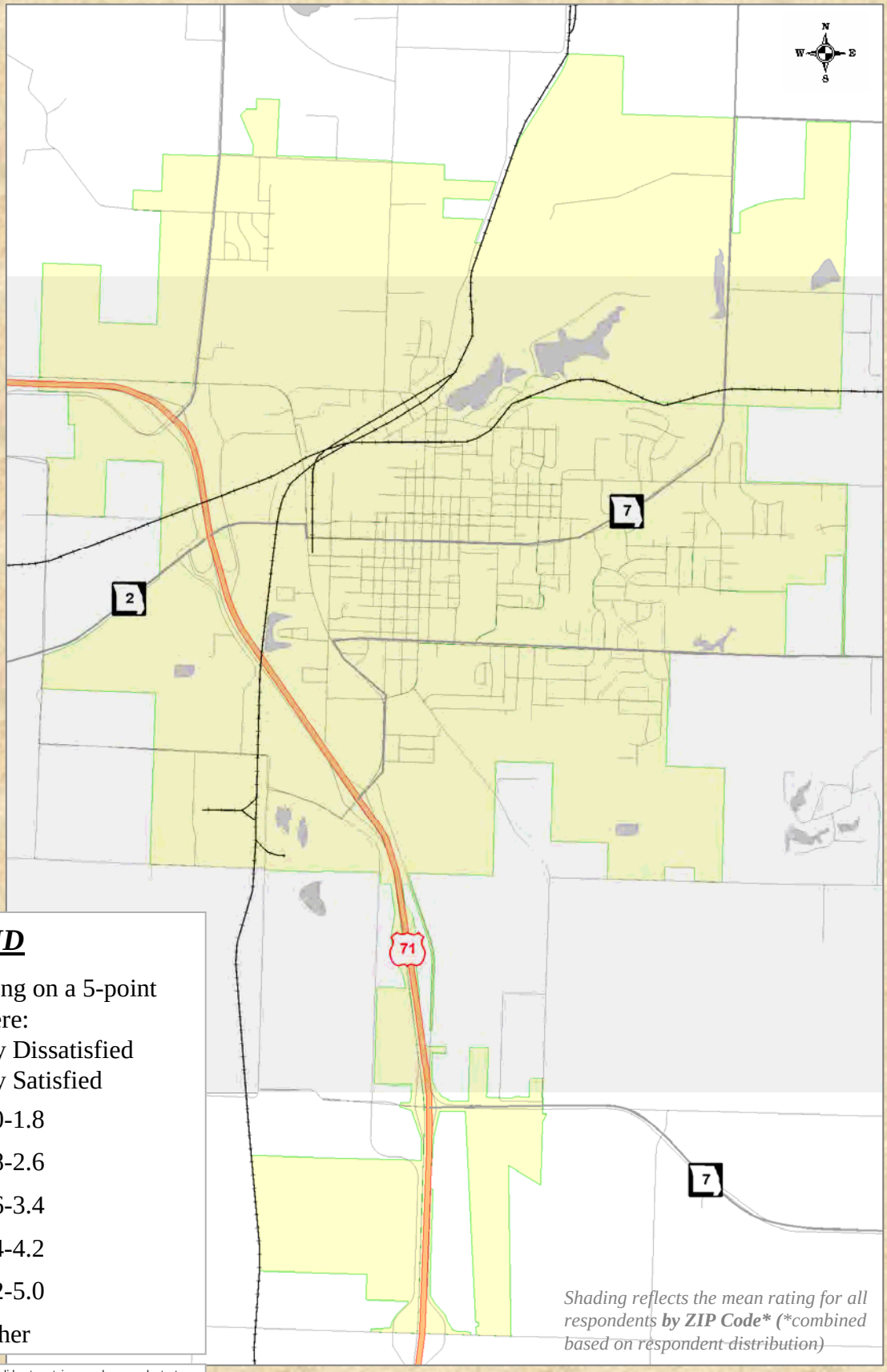
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q1j. Overall flow of traffic and congestion management



LEGEND

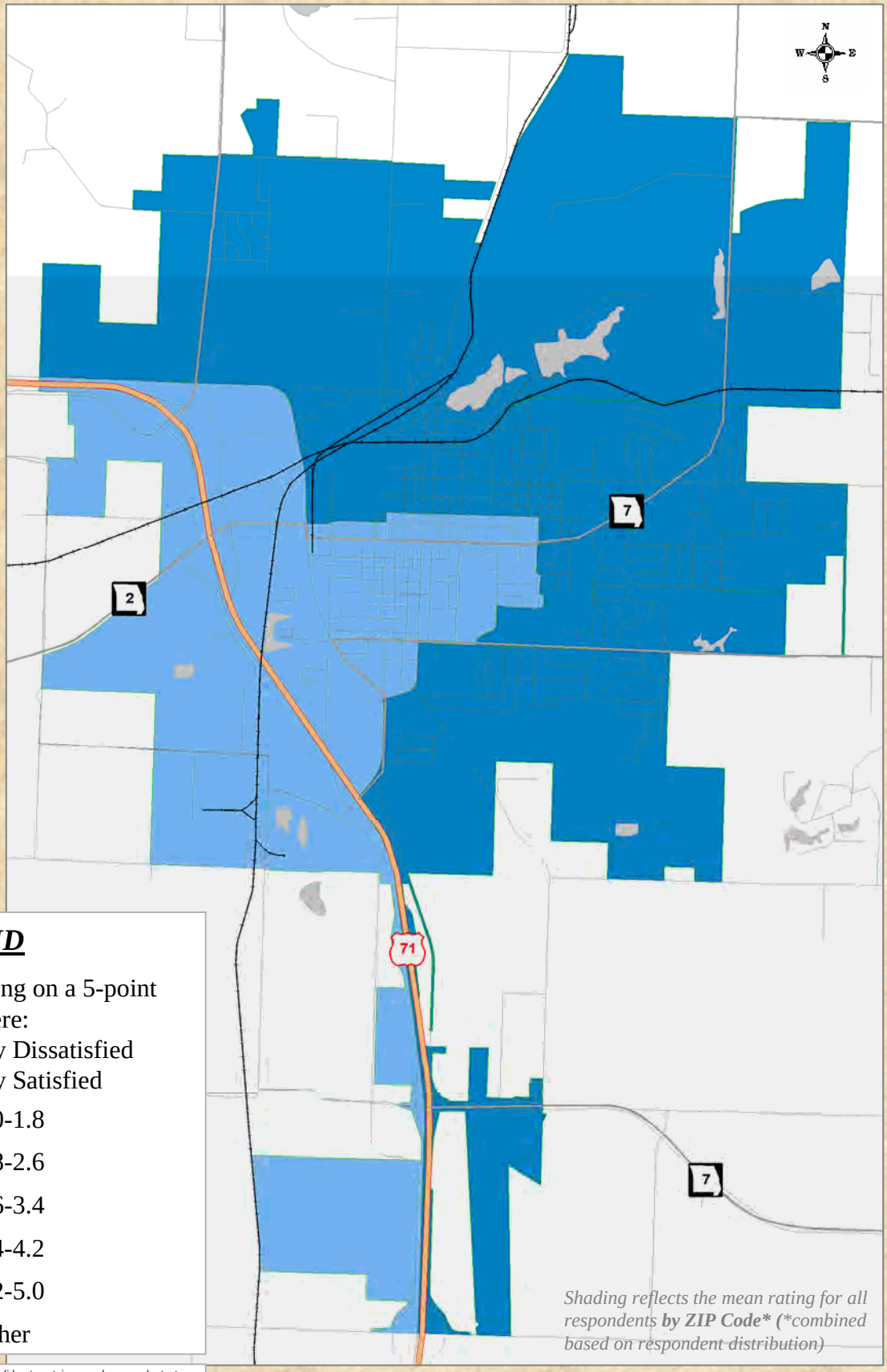
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q1k. Quality of Harrisonville's solid waste service



LEGEND

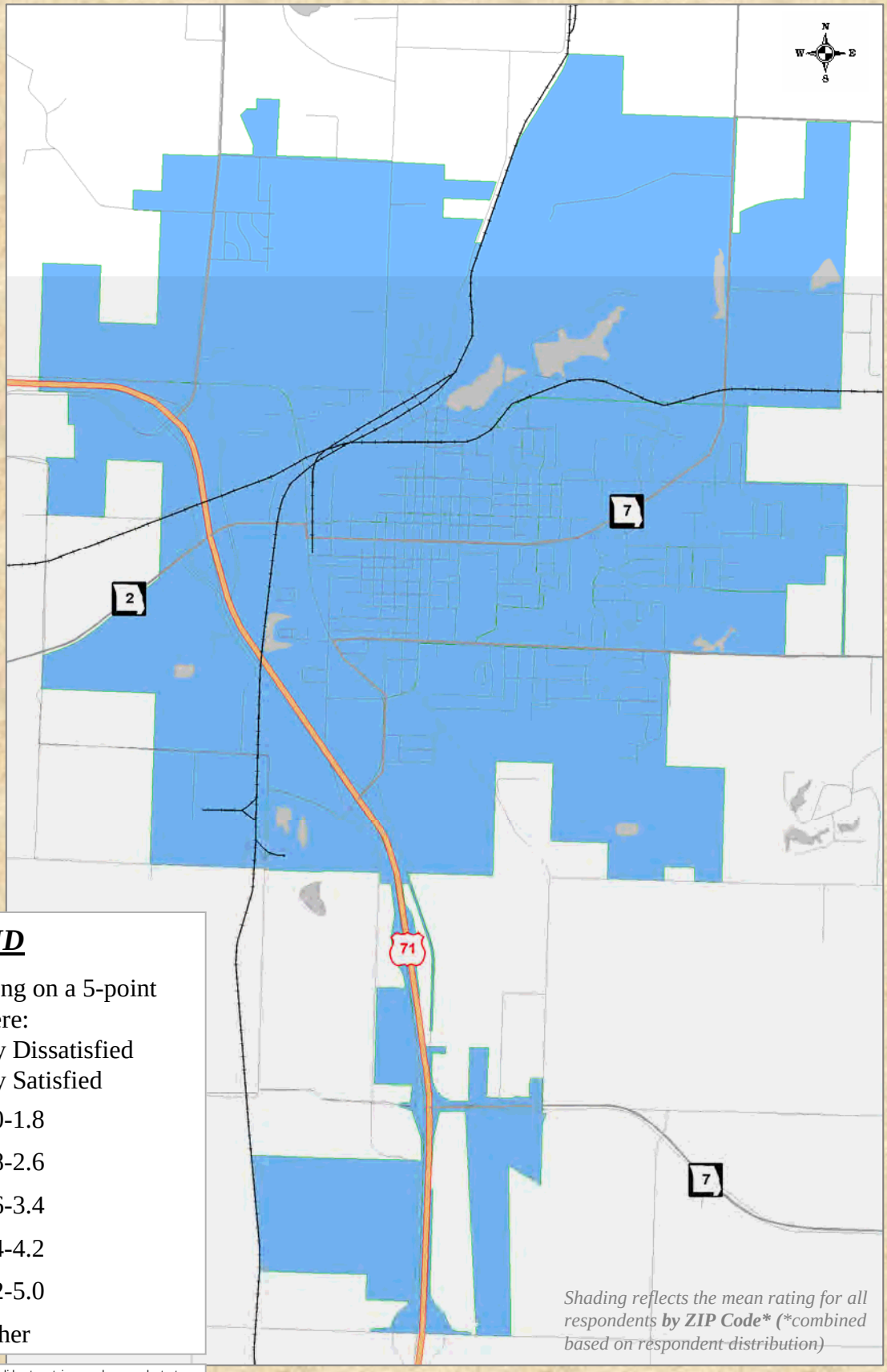
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q1l. Quality of City Electric service



LEGEND

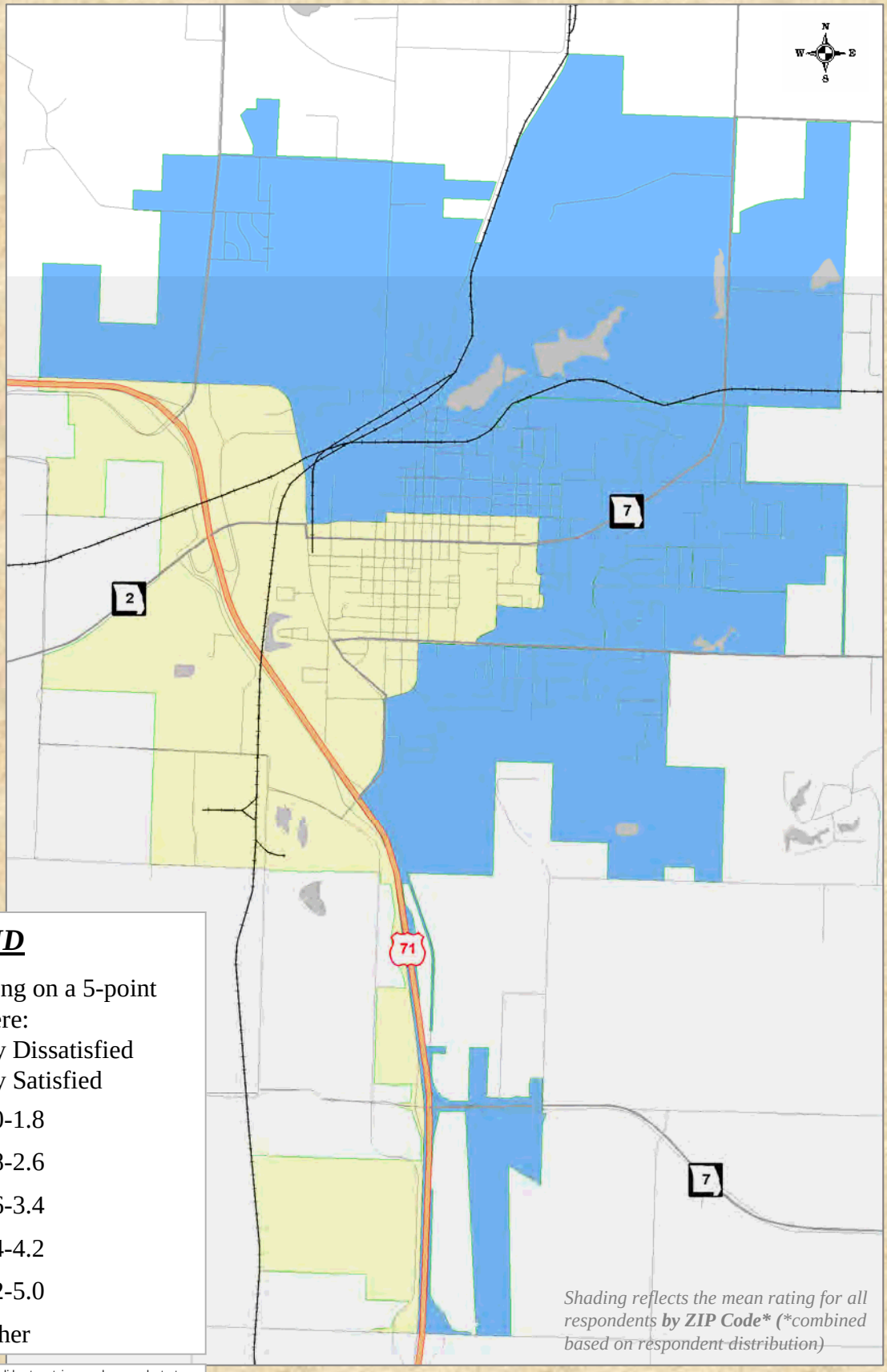
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q3a. Overall value received for City tax dollars and fees



LEGEND

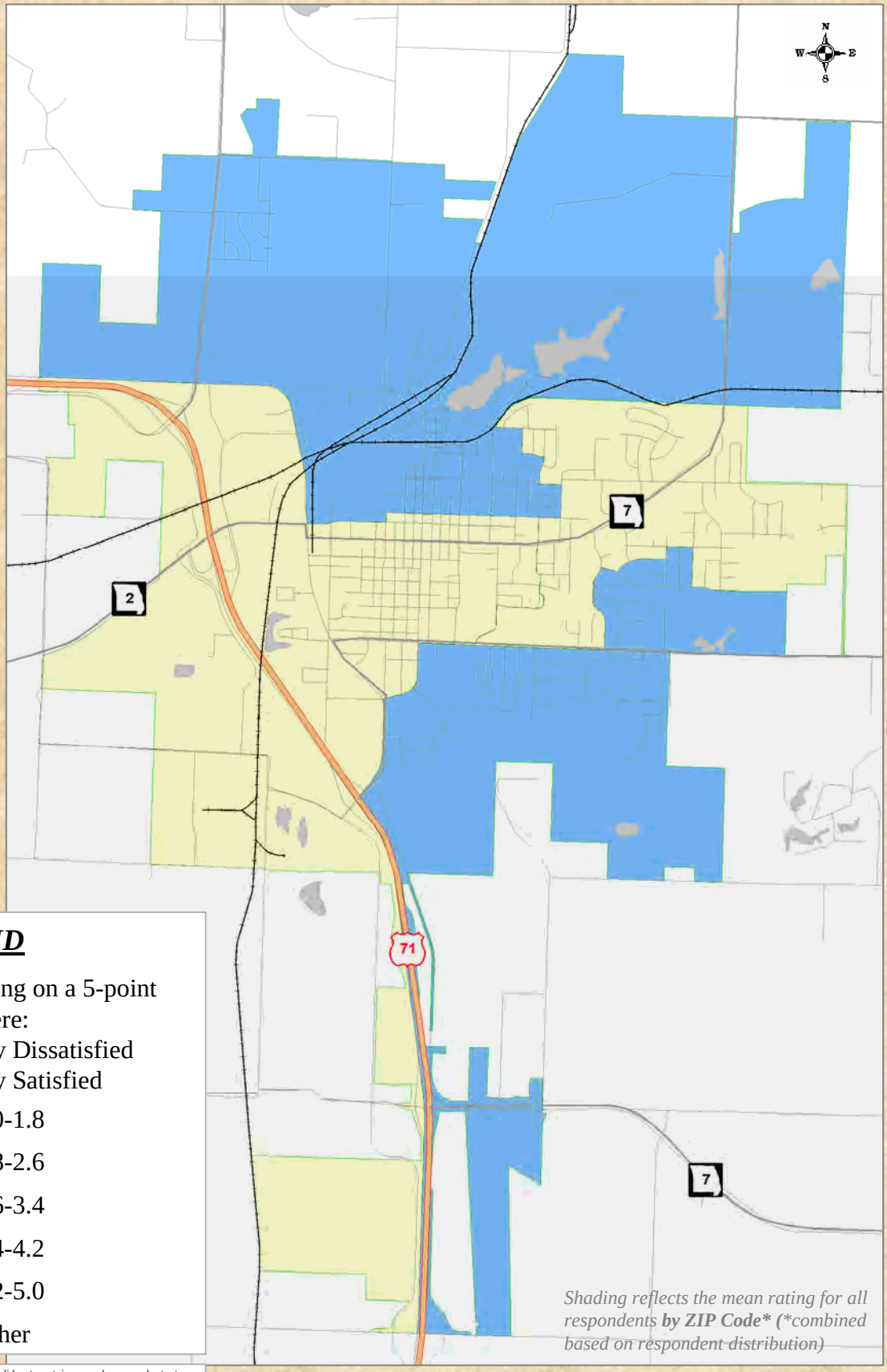
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q3b. Overall image of the City



LEGEND

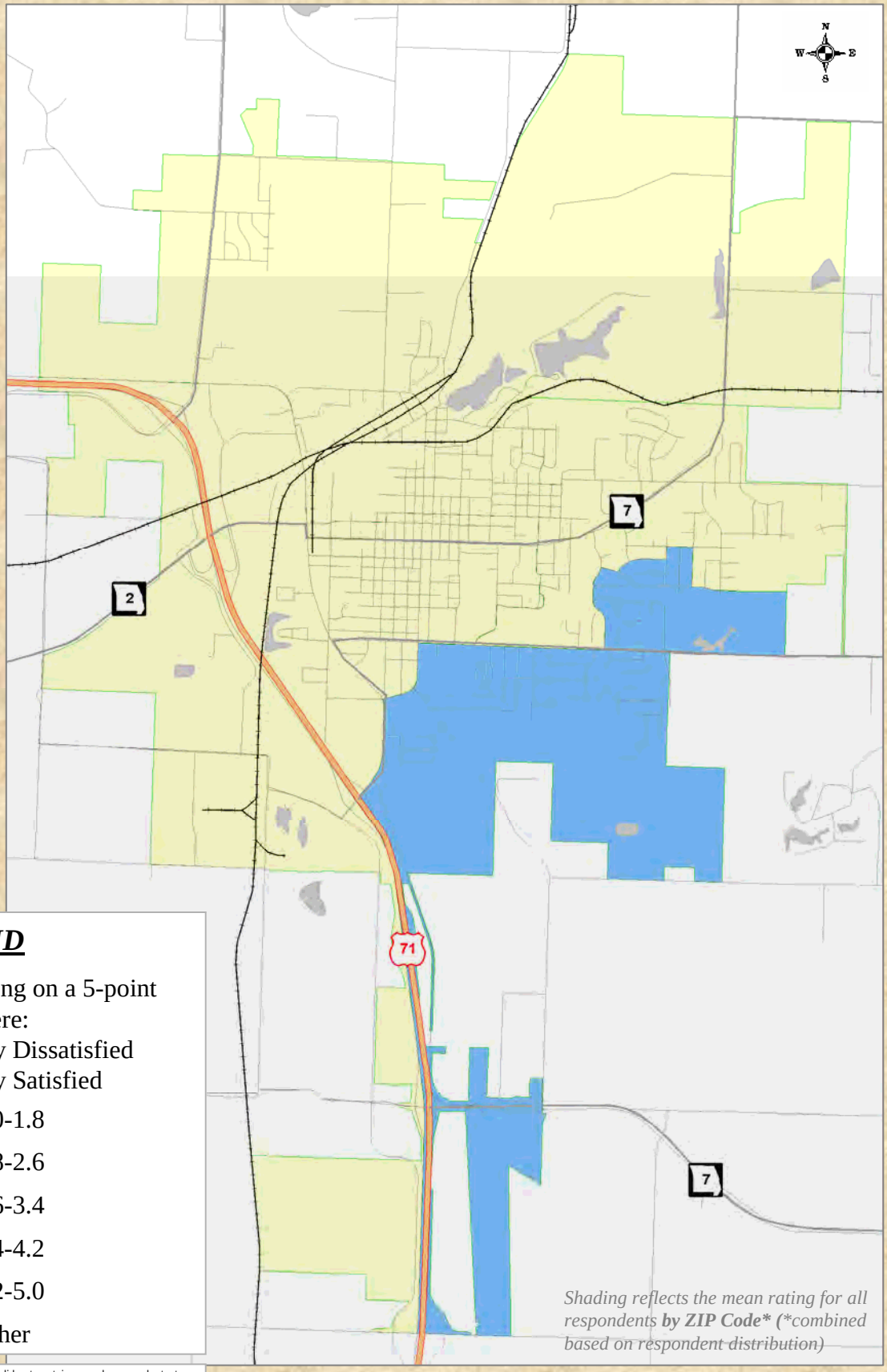
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q3c. How well the City is planning for growth



LEGEND

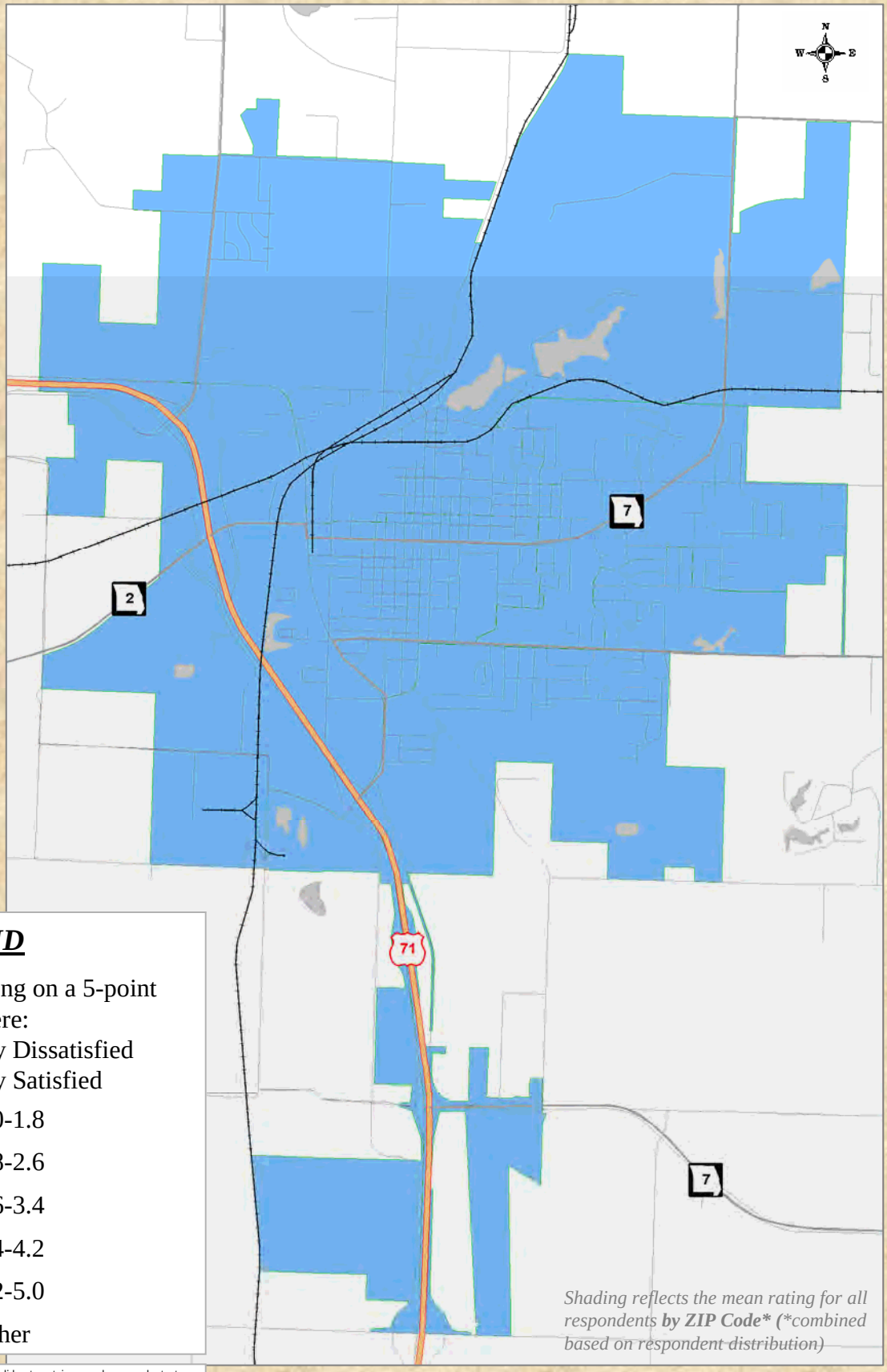
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q3d. Overall quality of life in the City



LEGEND

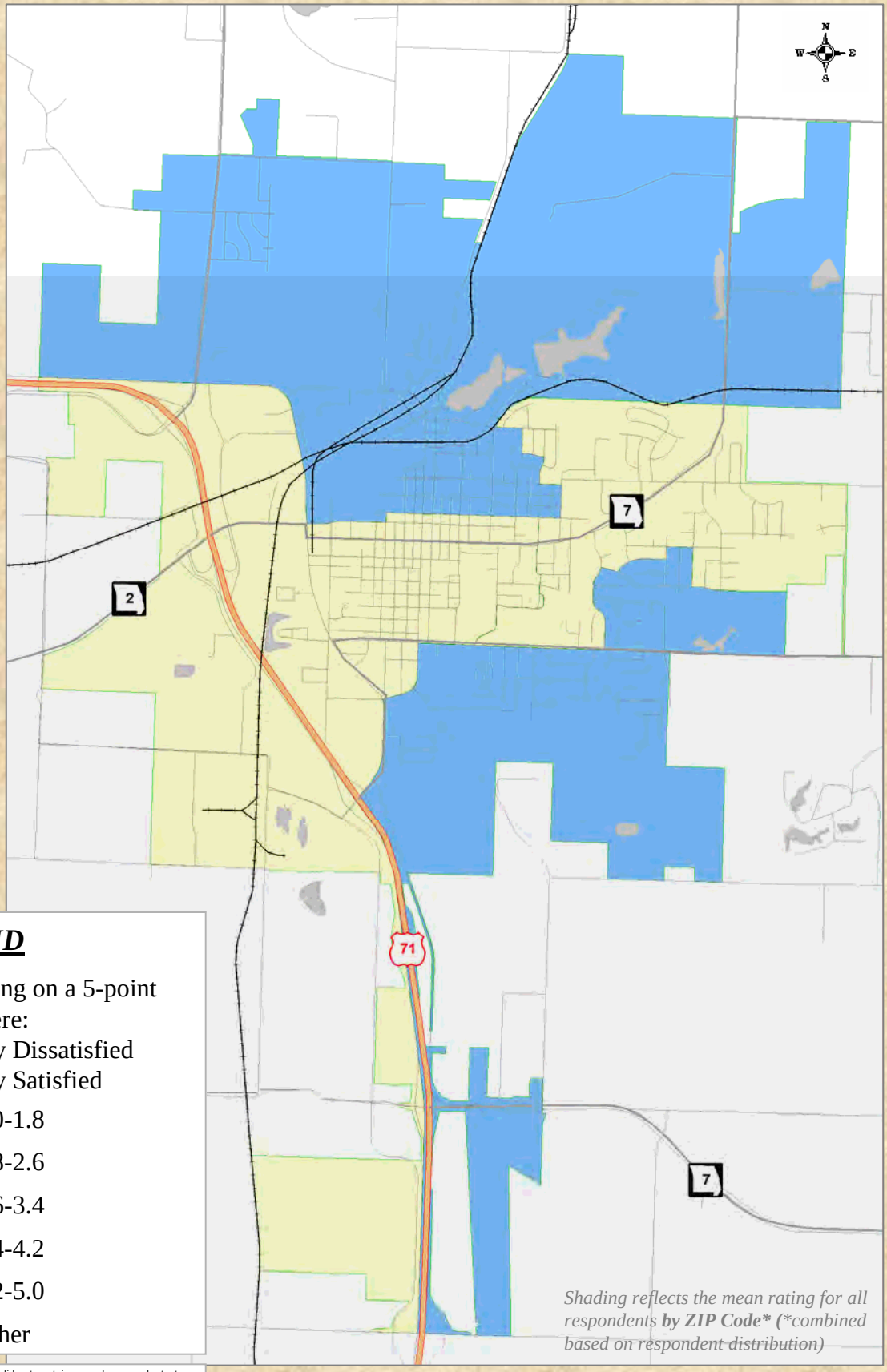
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q3e. Overall appearance of the City



LEGEND

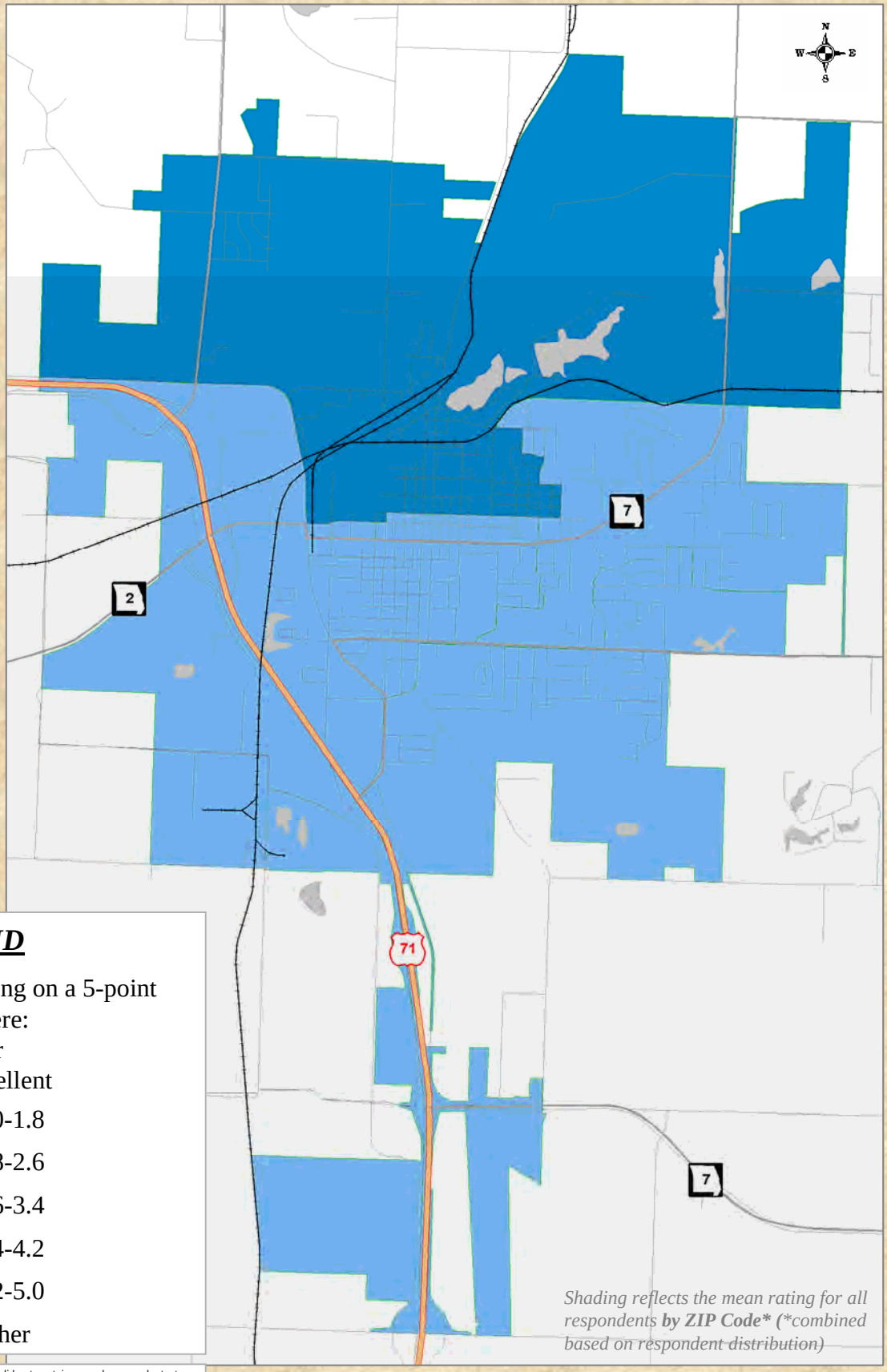
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q4a. Harrisonville as a place to live



LEGEND

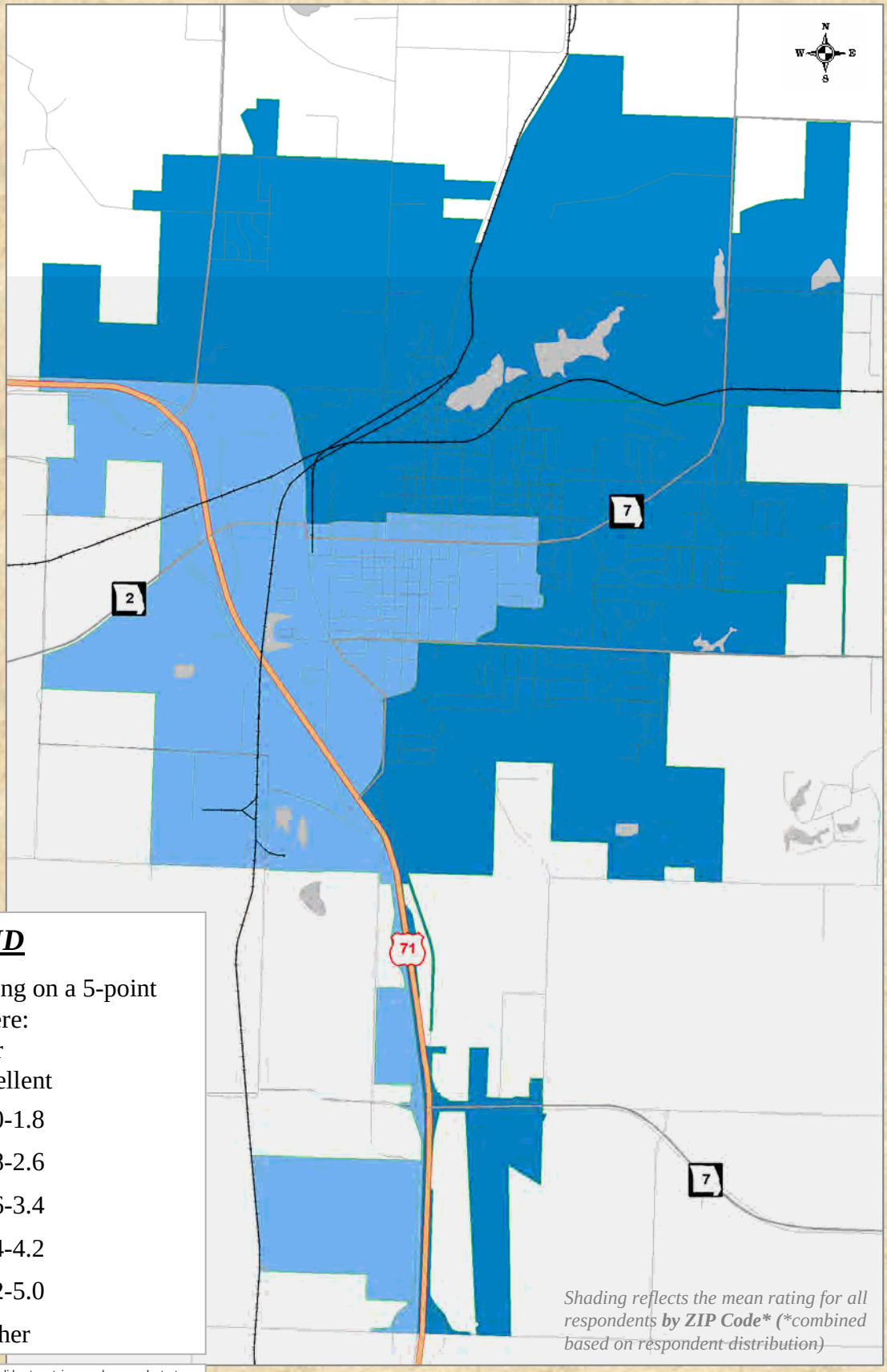
Mean rating on a 5-point scale where:
1.0 - Poor
5.0 - Excellent

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q4b. Harrisonville as a place to raise children



LEGEND

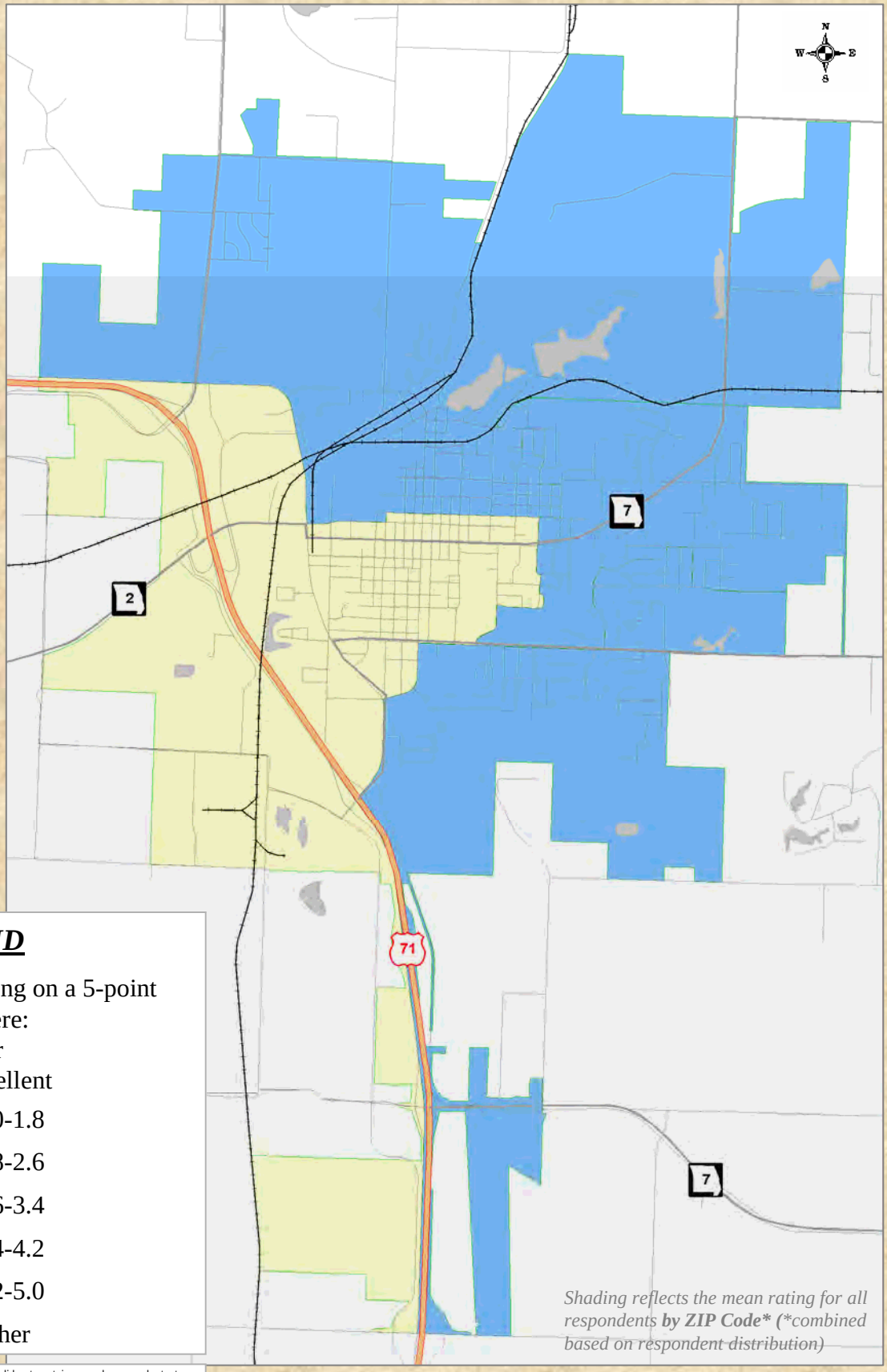
Mean rating on a 5-point scale where:
1.0 - Poor
5.0 - Excellent

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q4c. Harrisonville as a place to work



LEGEND

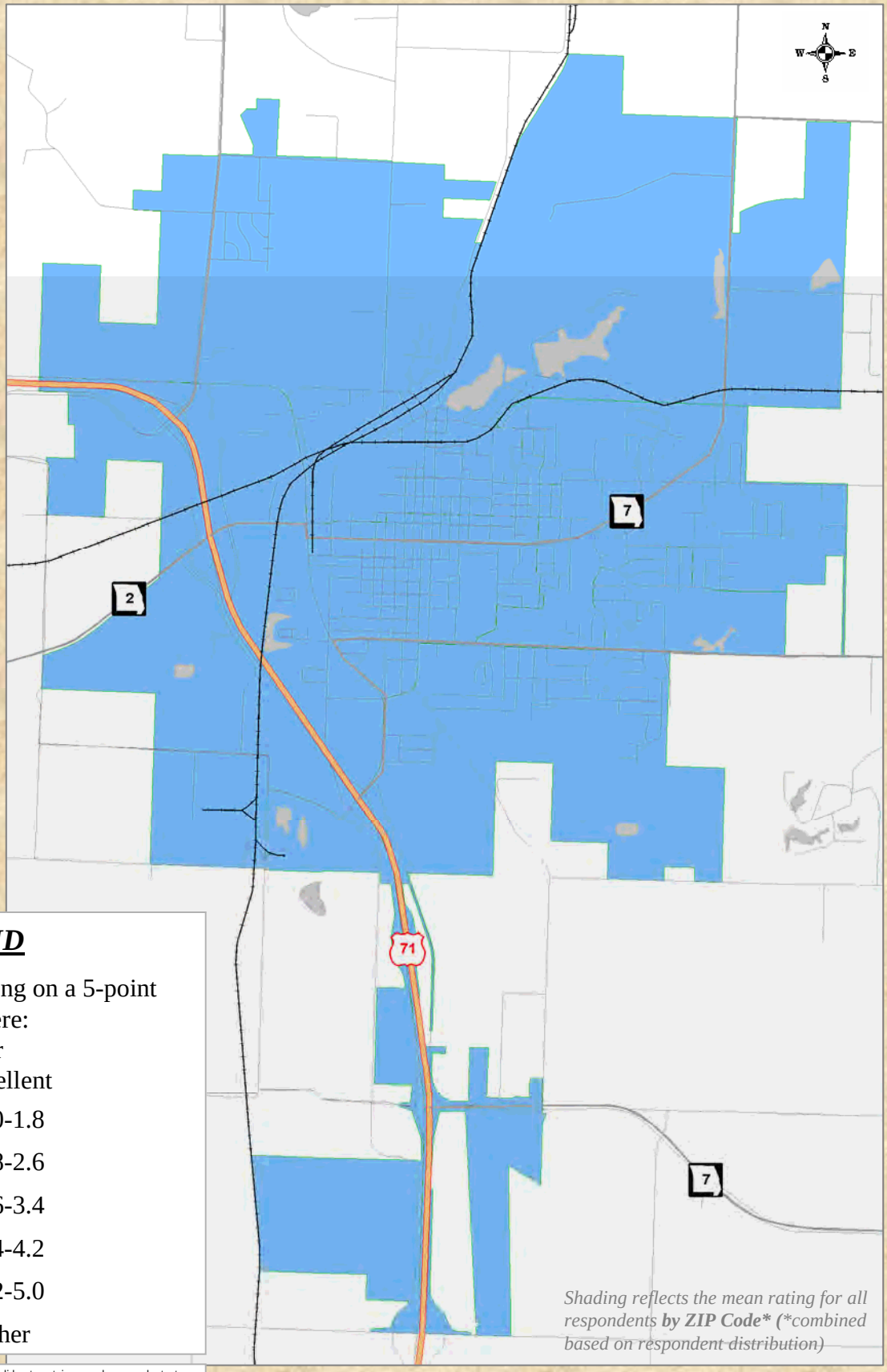
Mean rating on a 5-point scale where:
1.0 - Poor
5.0 - Excellent

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q4d. Harrisonville as a place to buy your next home



LEGEND

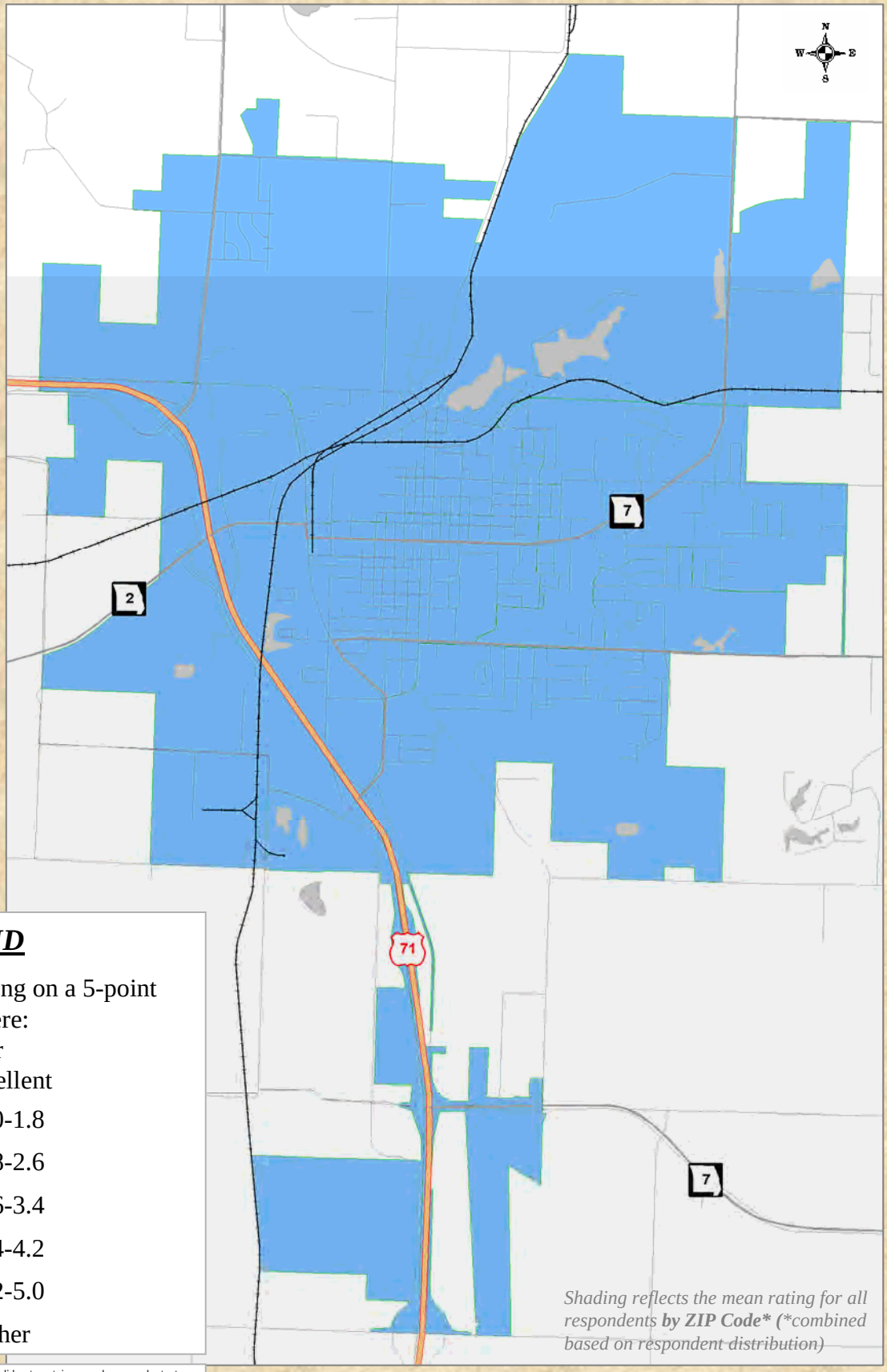
Mean rating on a 5-point scale where:
1.0 - Poor
5.0 - Excellent

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q4e. Harrisonville as a place to retire



LEGEND

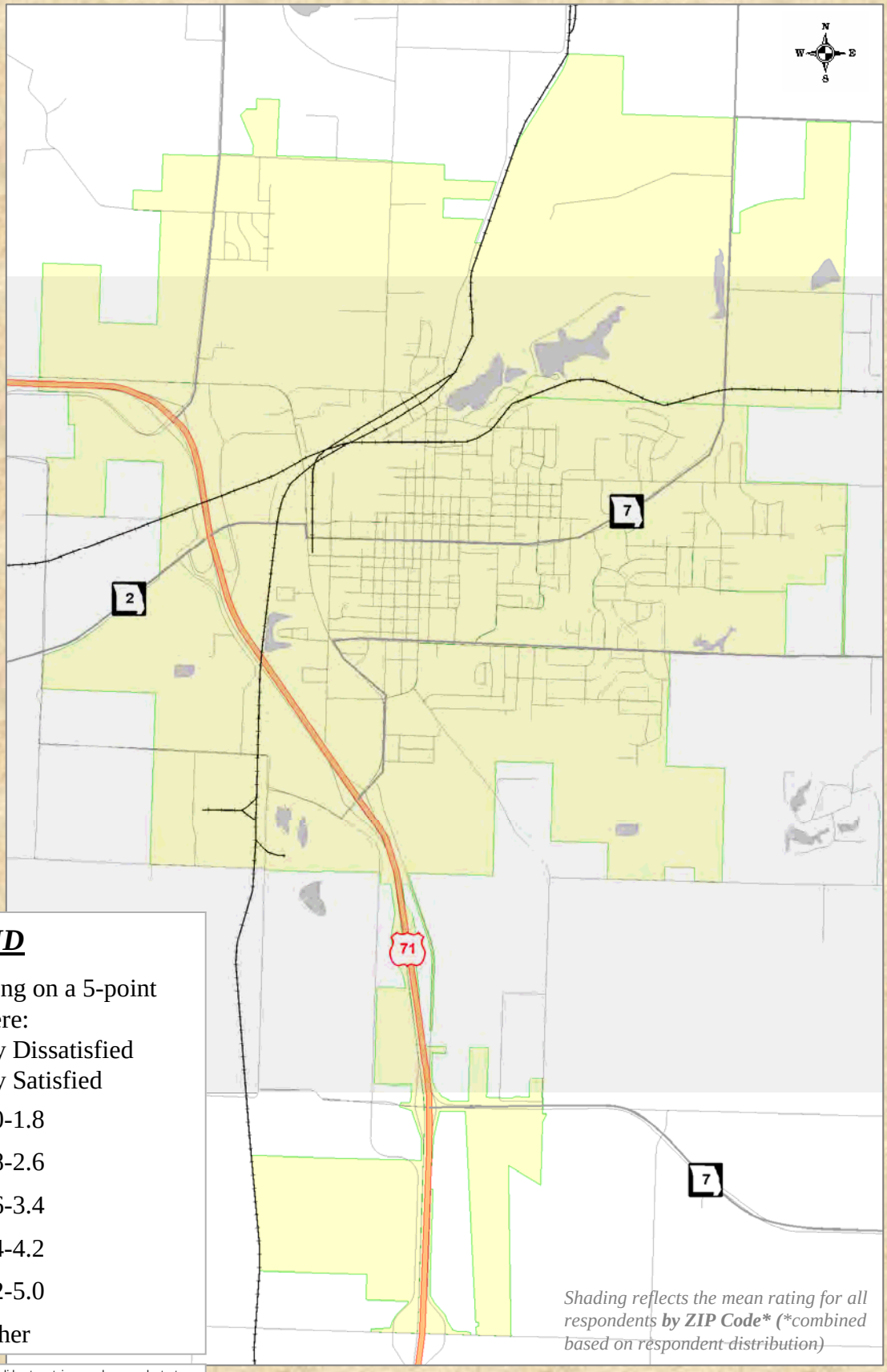
Mean rating on a 5-point scale where:
1.0 - Poor
5.0 - Excellent

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q6a. Overall maintenance of City streets



LEGEND

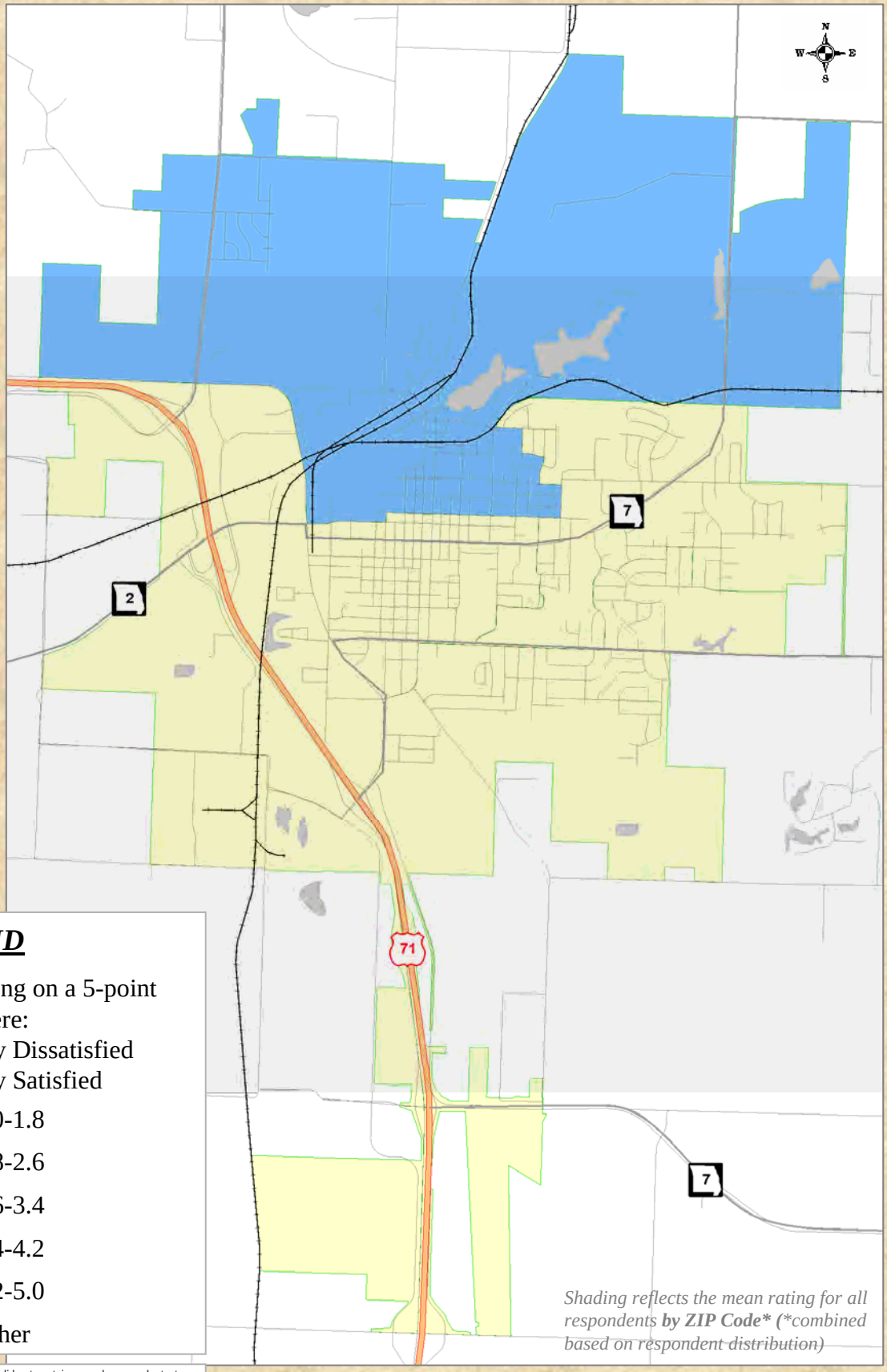
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q6b. Maintenance of State Highways



LEGEND

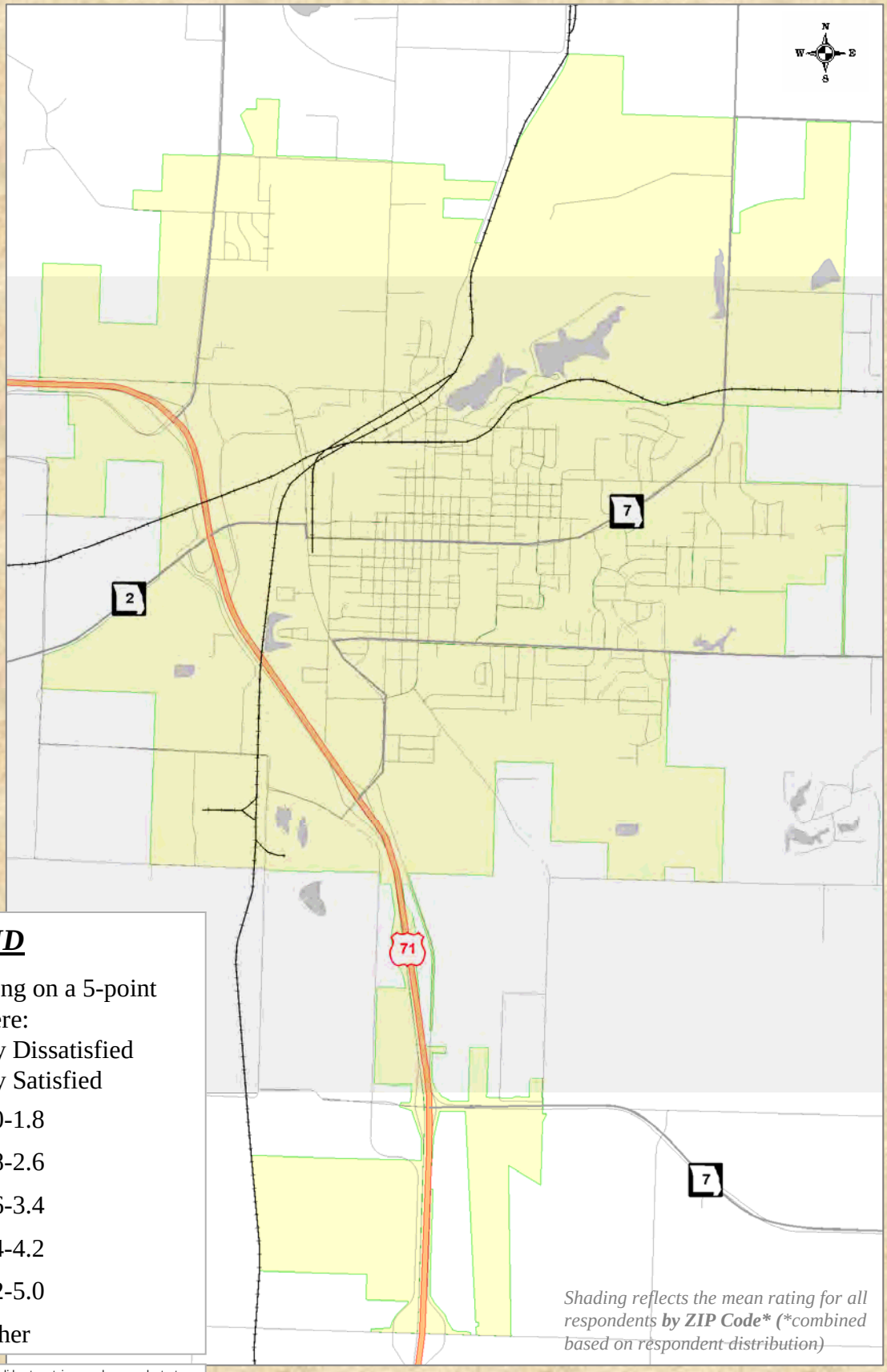
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q6c. Maintenance of sidewalks



LEGEND

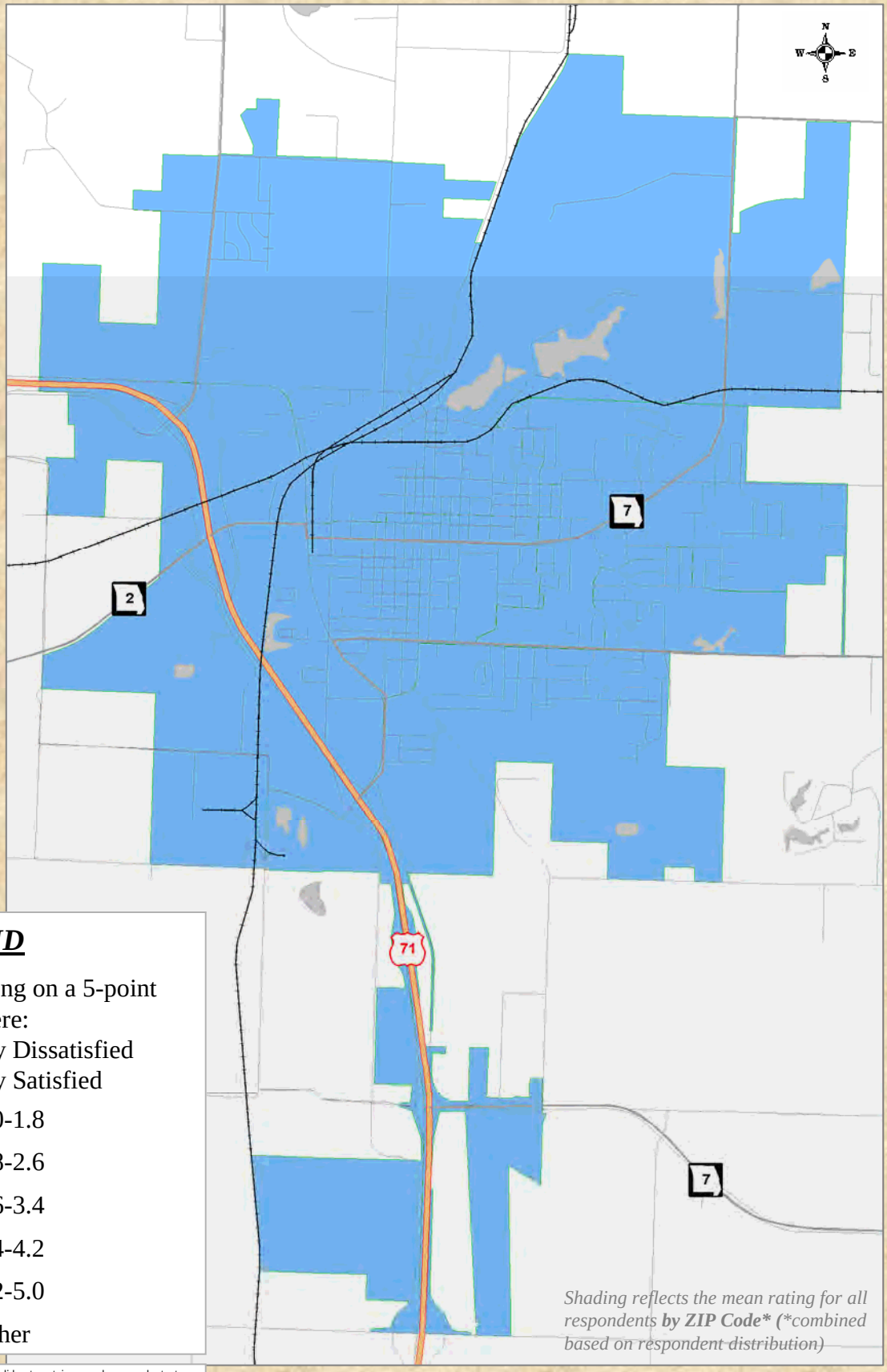
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q6d. Maintenance of street signs



LEGEND

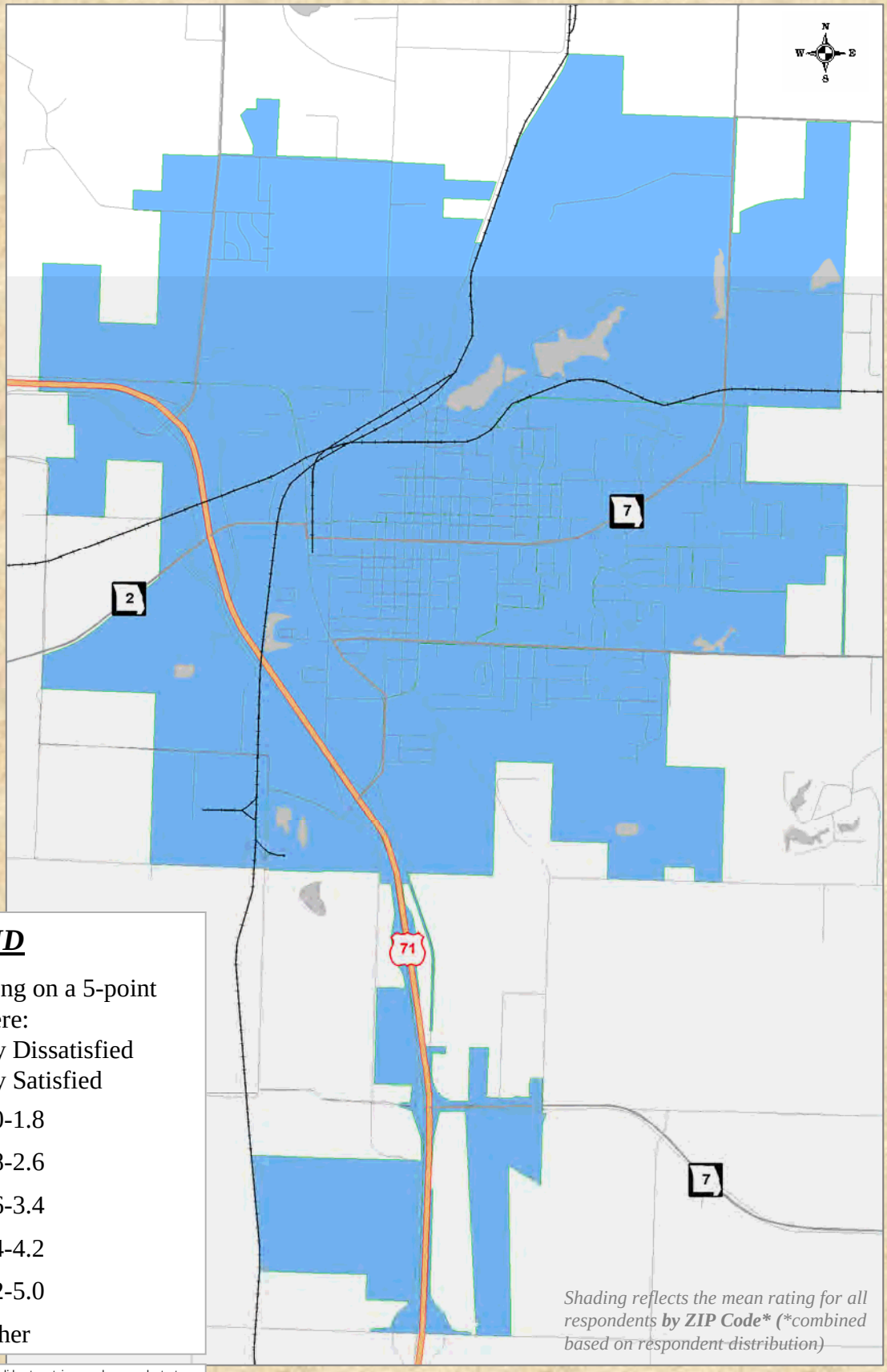
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q6e. Maintenance of traffic signals



LEGEND

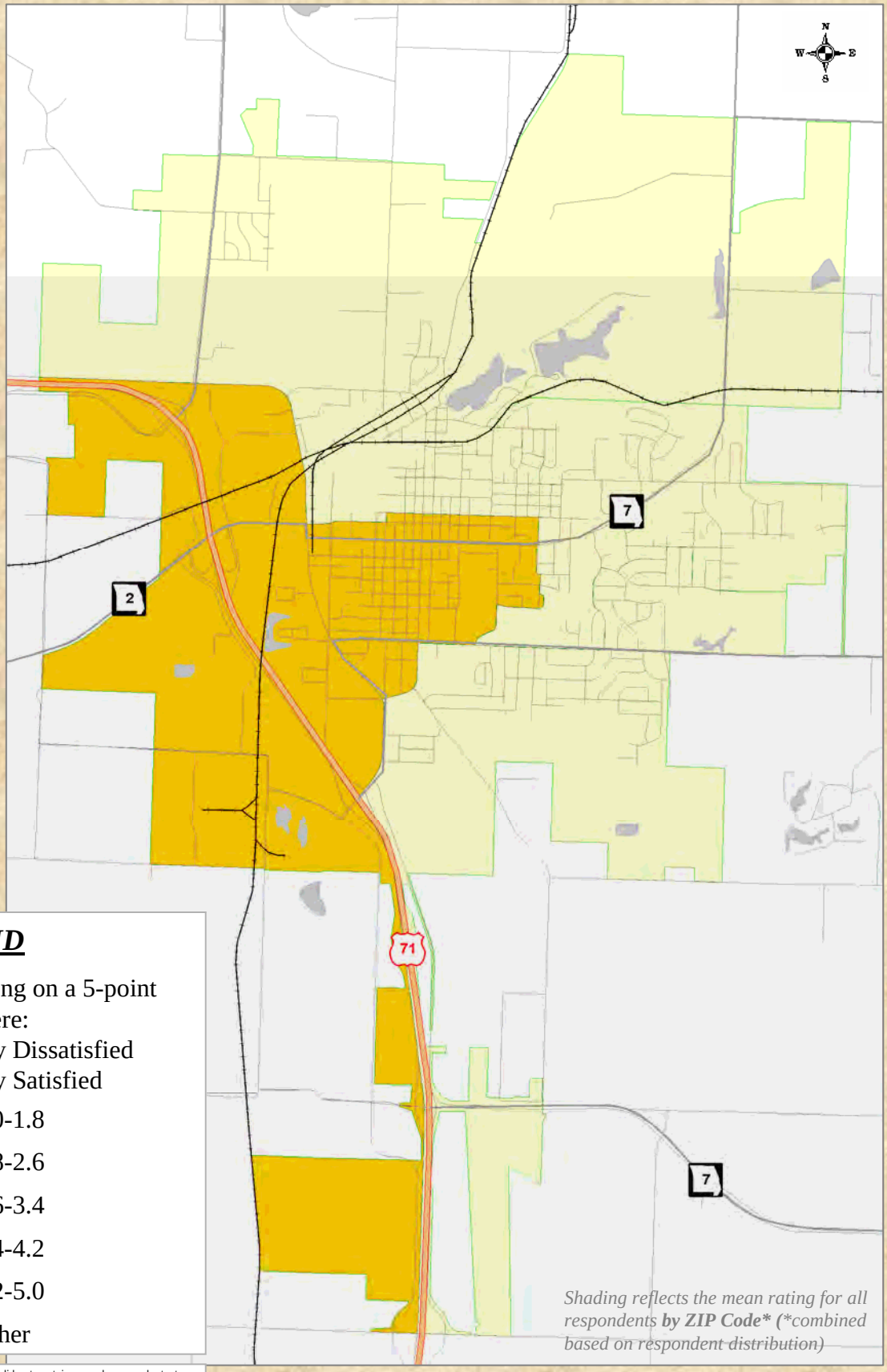
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q6f. Maintenance and preservation of downtown



LEGEND

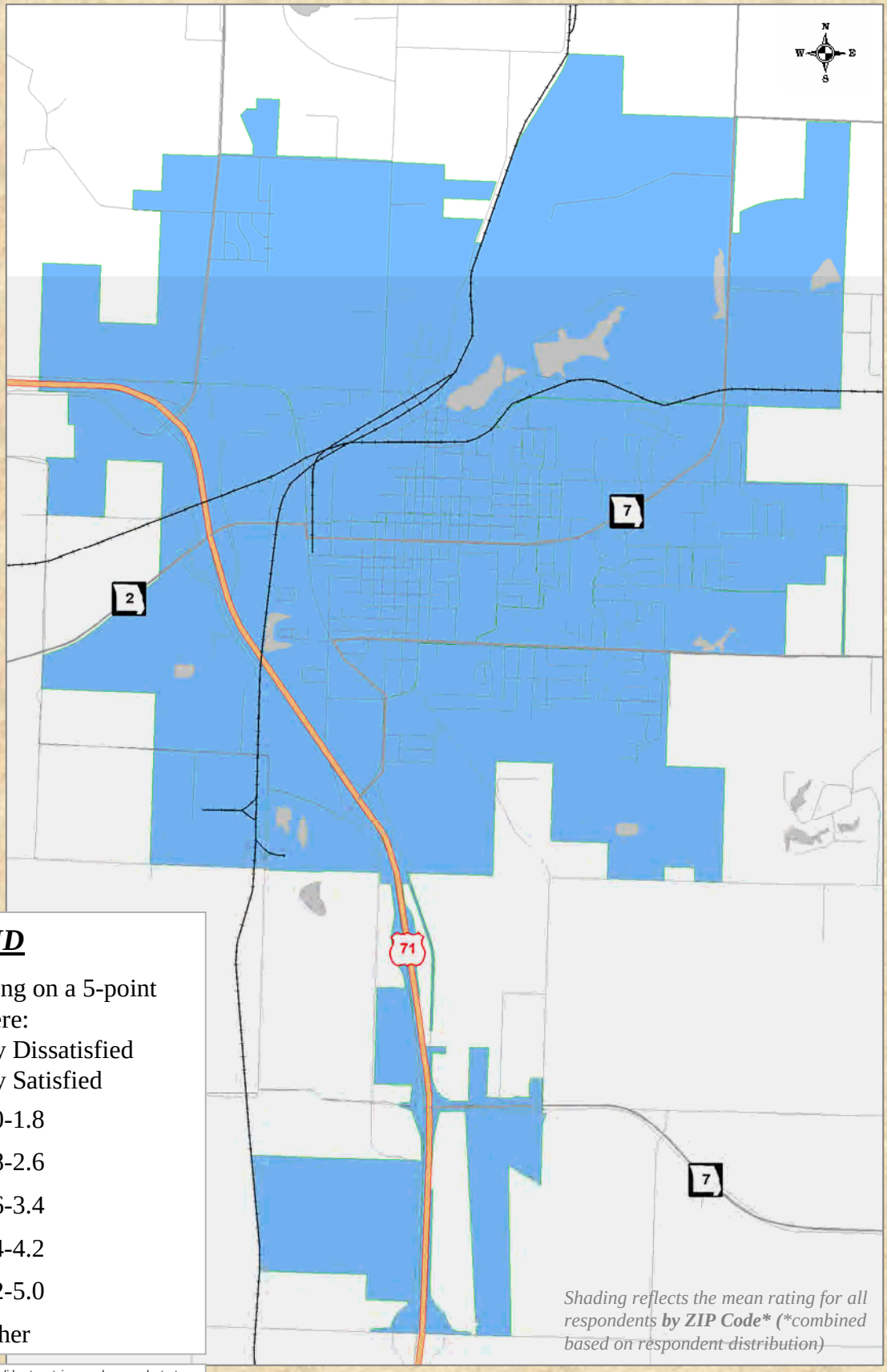
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q6g. Maintenance of City buildings



LEGEND

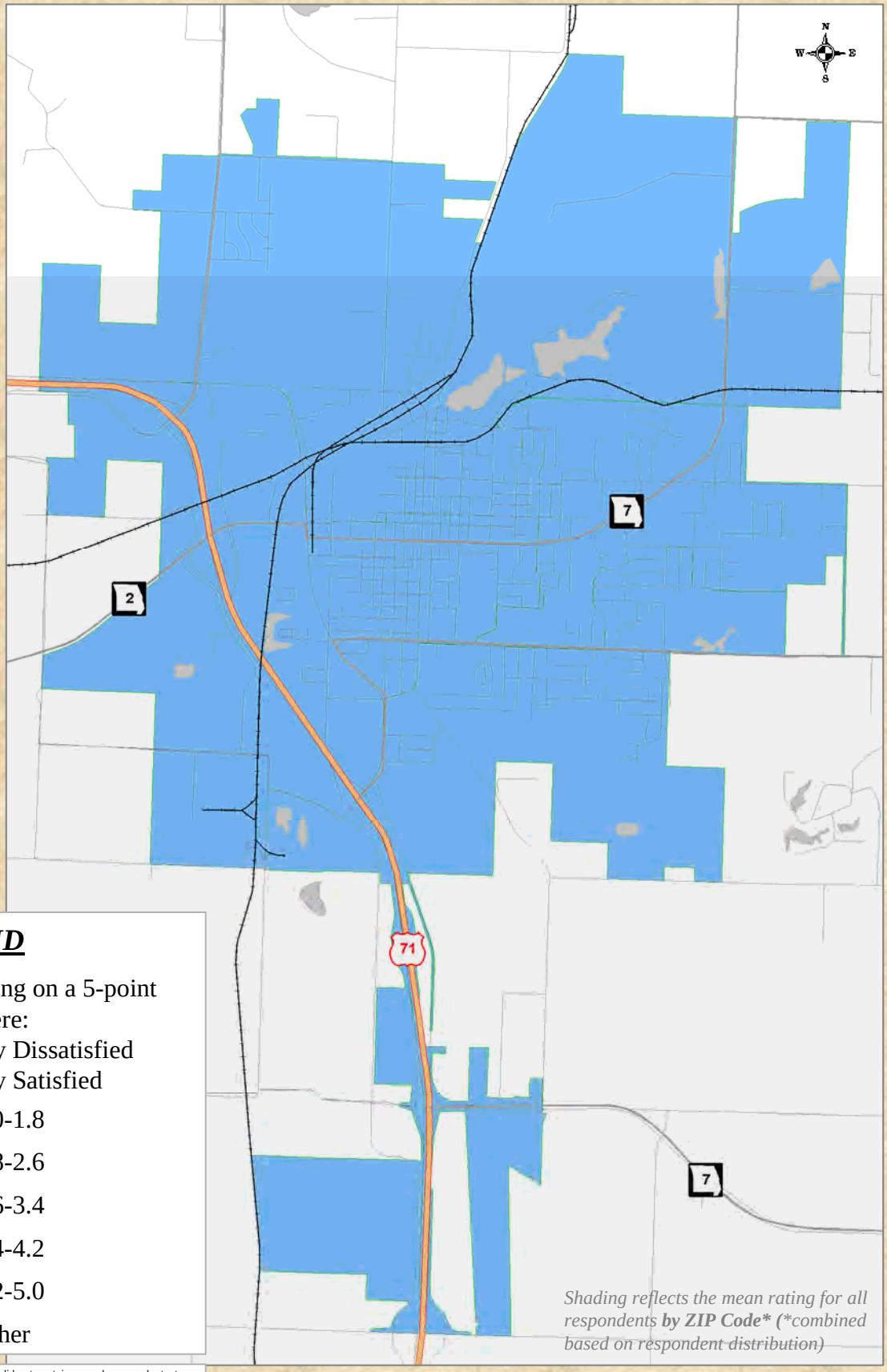
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q6h. Cleanliness of City buildings



LEGEND

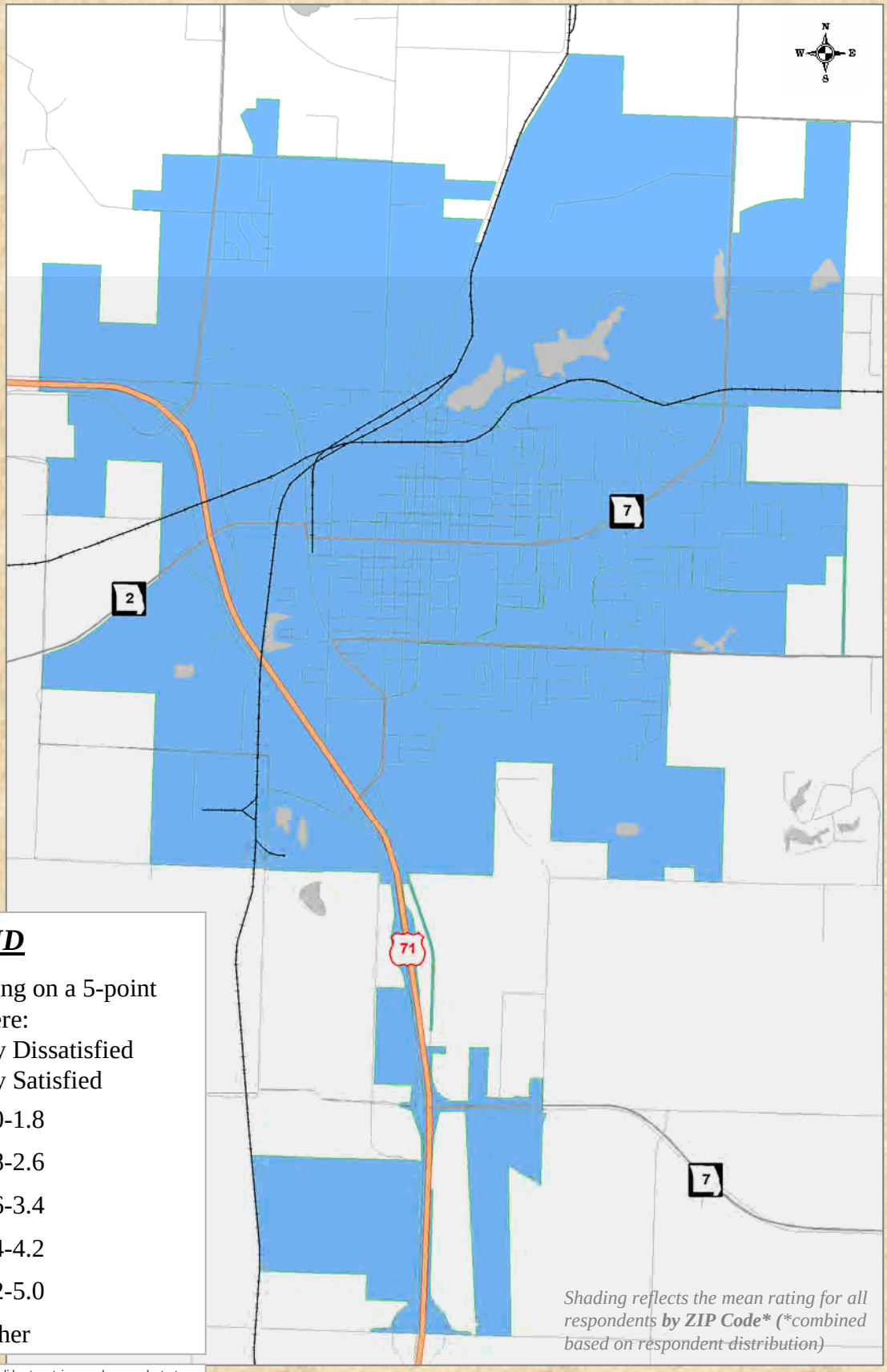
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q6i. Snow removal on major City streets



LEGEND

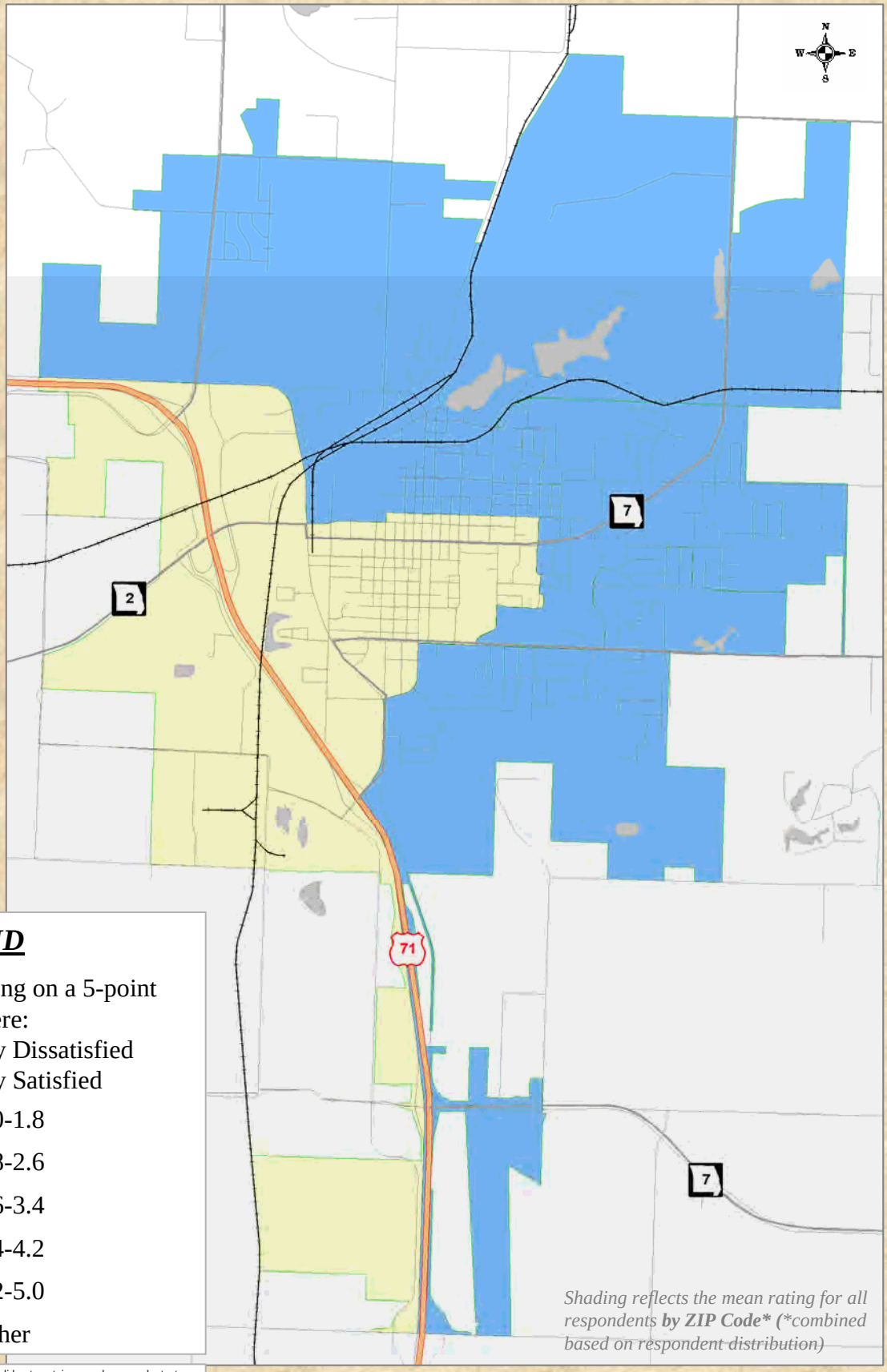
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q6j. Snow removal on neighborhood street



LEGEND

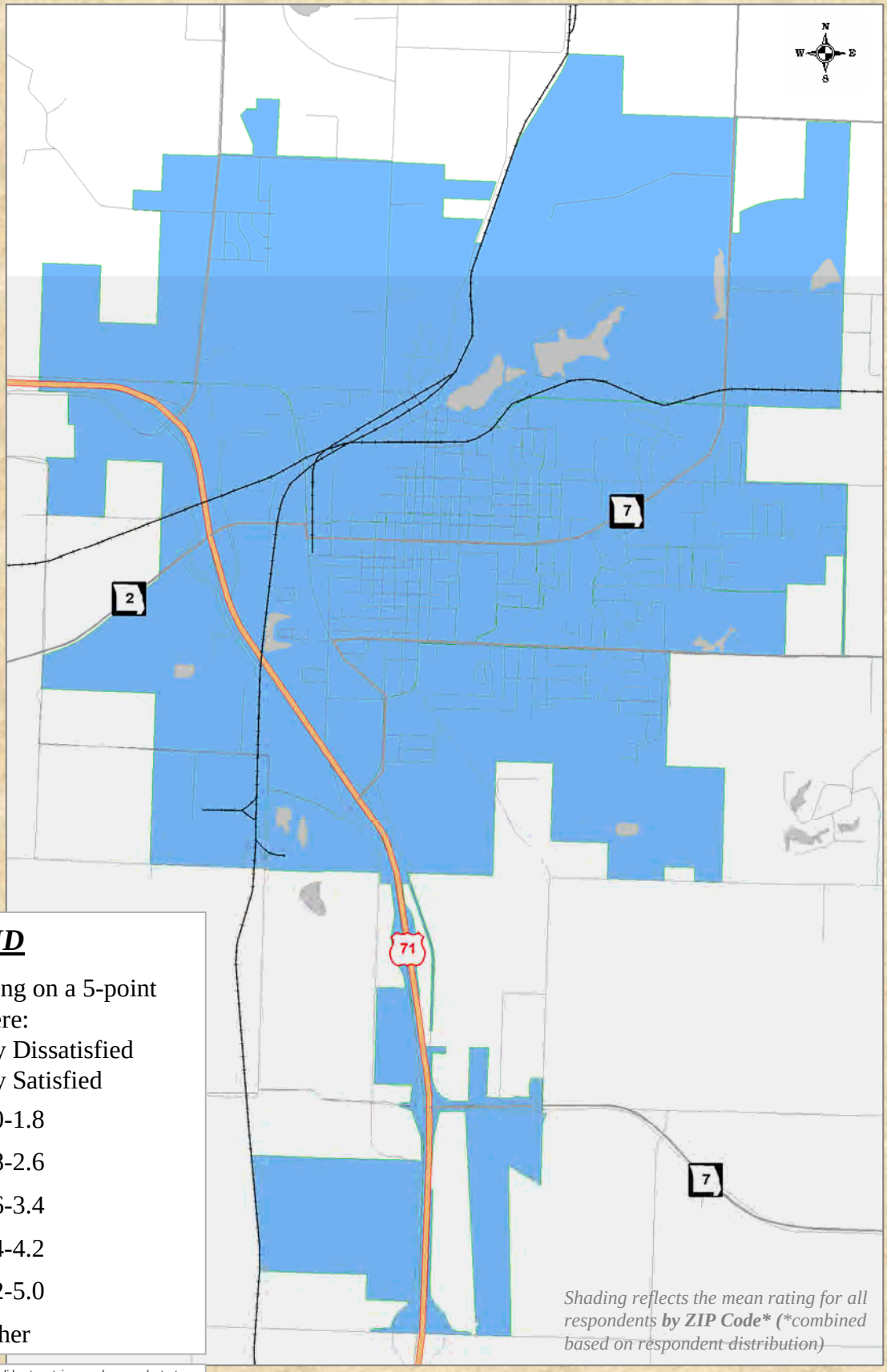
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q6k. Mowing and trimming along City streets & other public areas



LEGEND

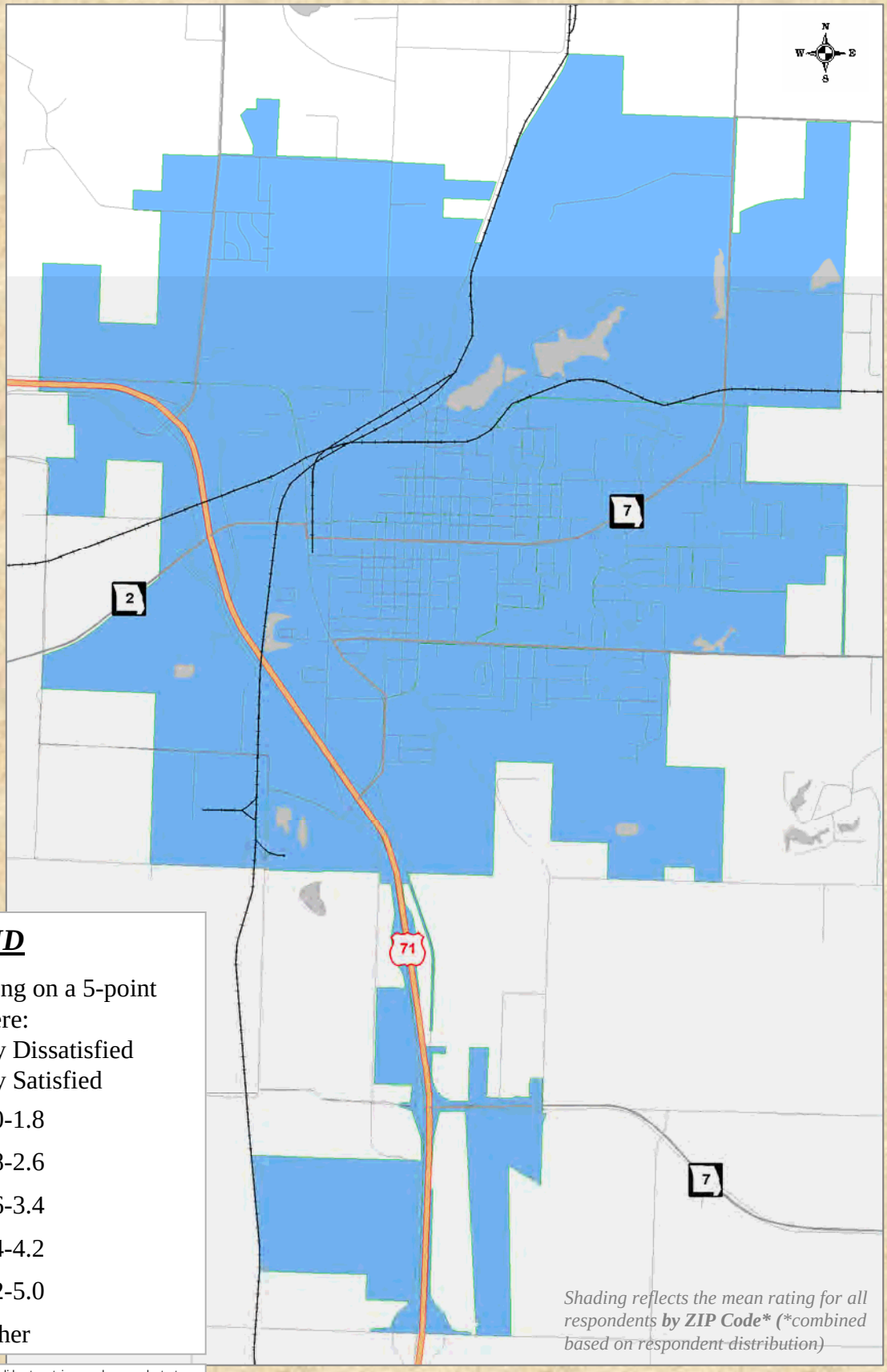
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q6l. Overall cleanliness of City streets and other public areas



LEGEND

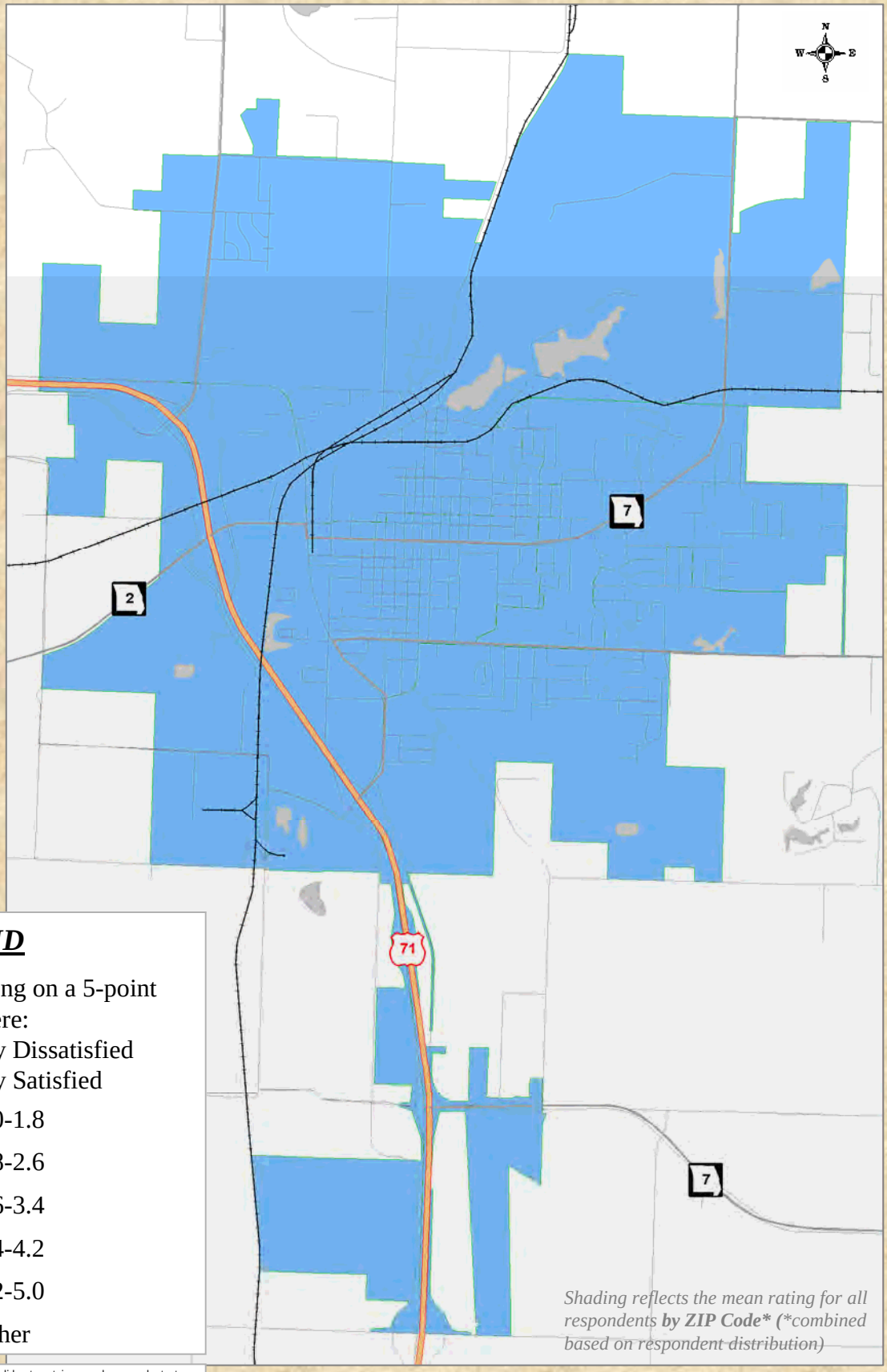
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q6m. Adequacy of City street lighting



LEGEND

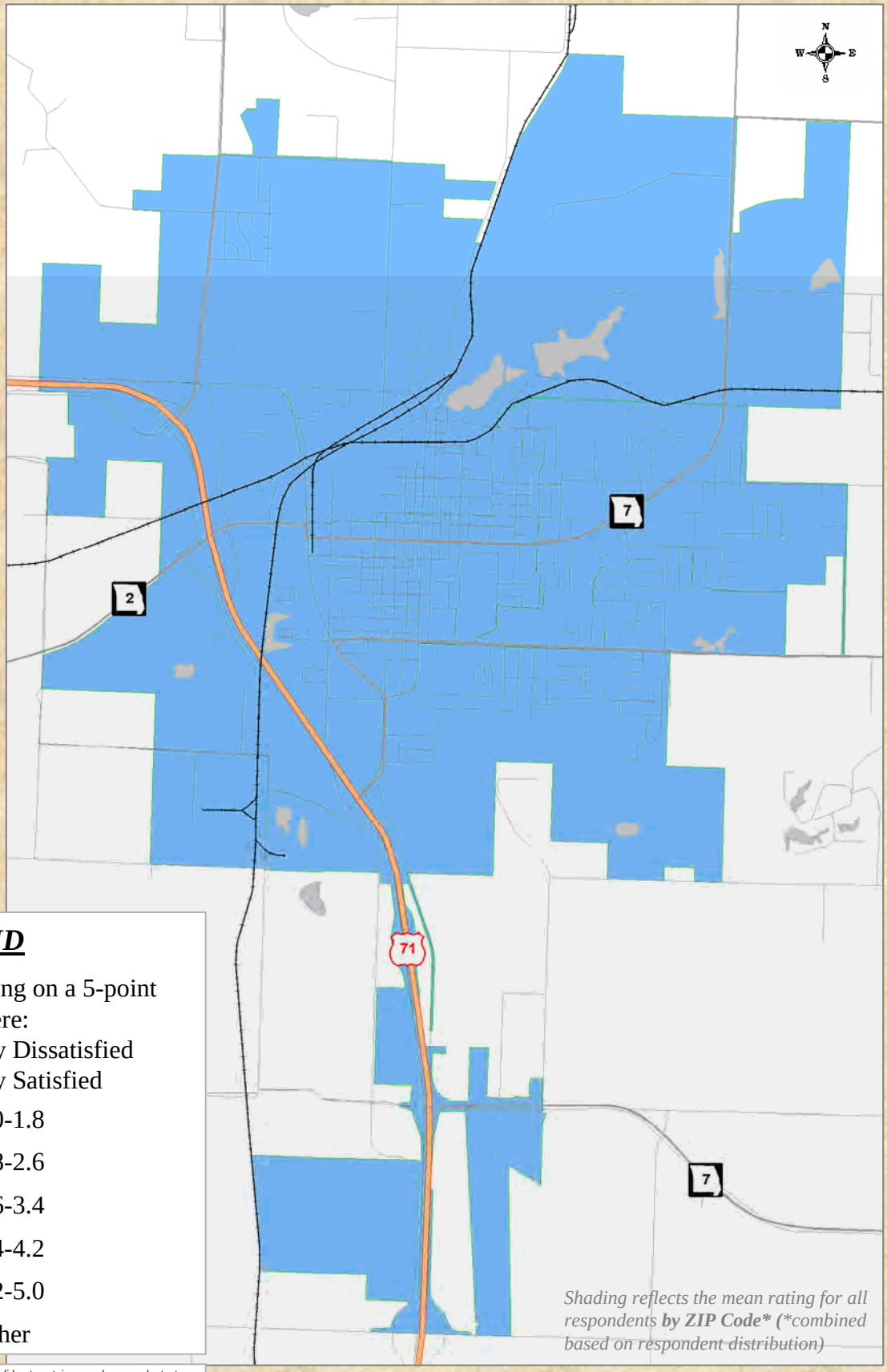
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q6n. City's responsive to service requests



LEGEND

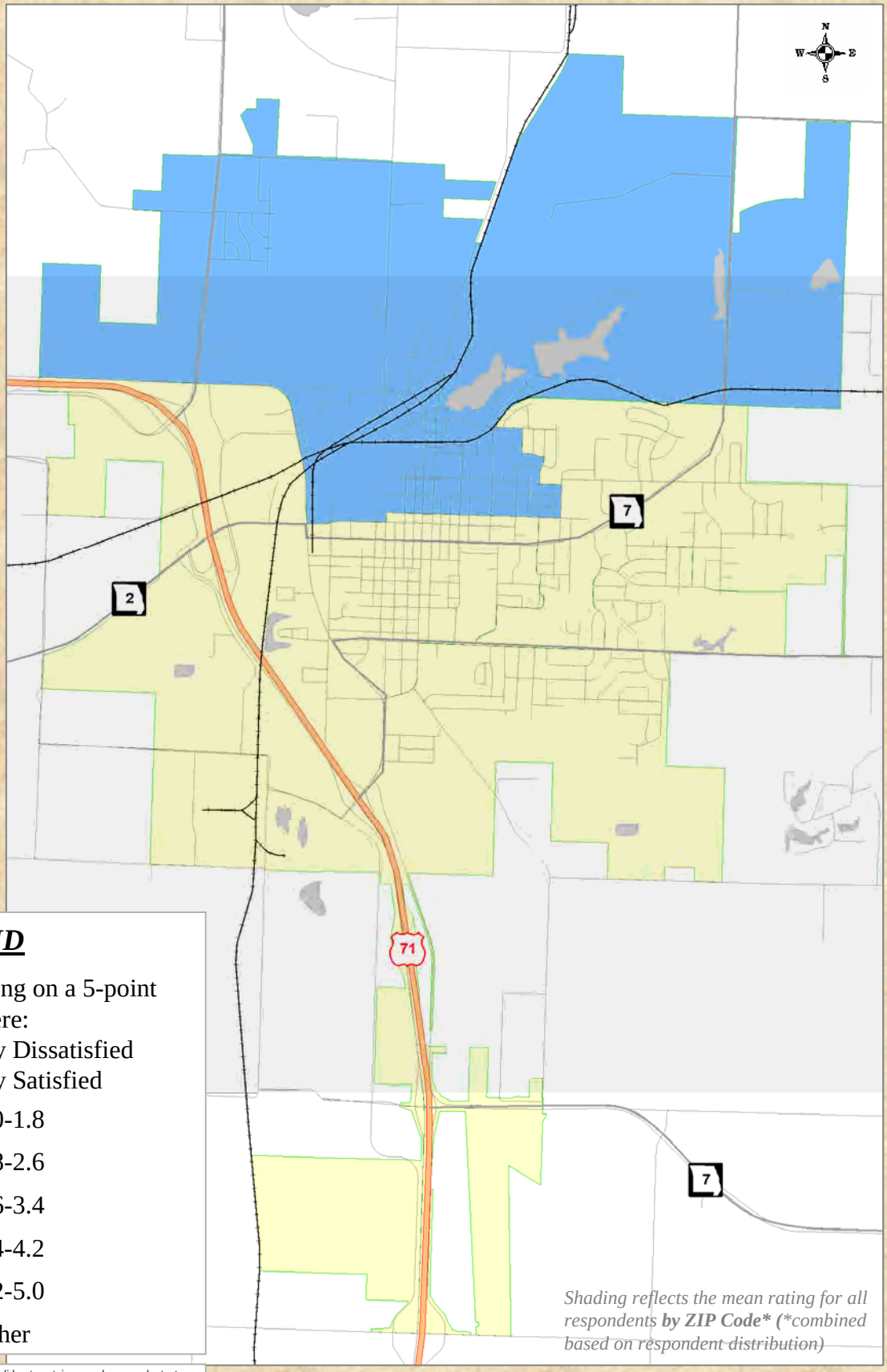
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q9a. Quality of leadership provided by the City's elected officials



LEGEND

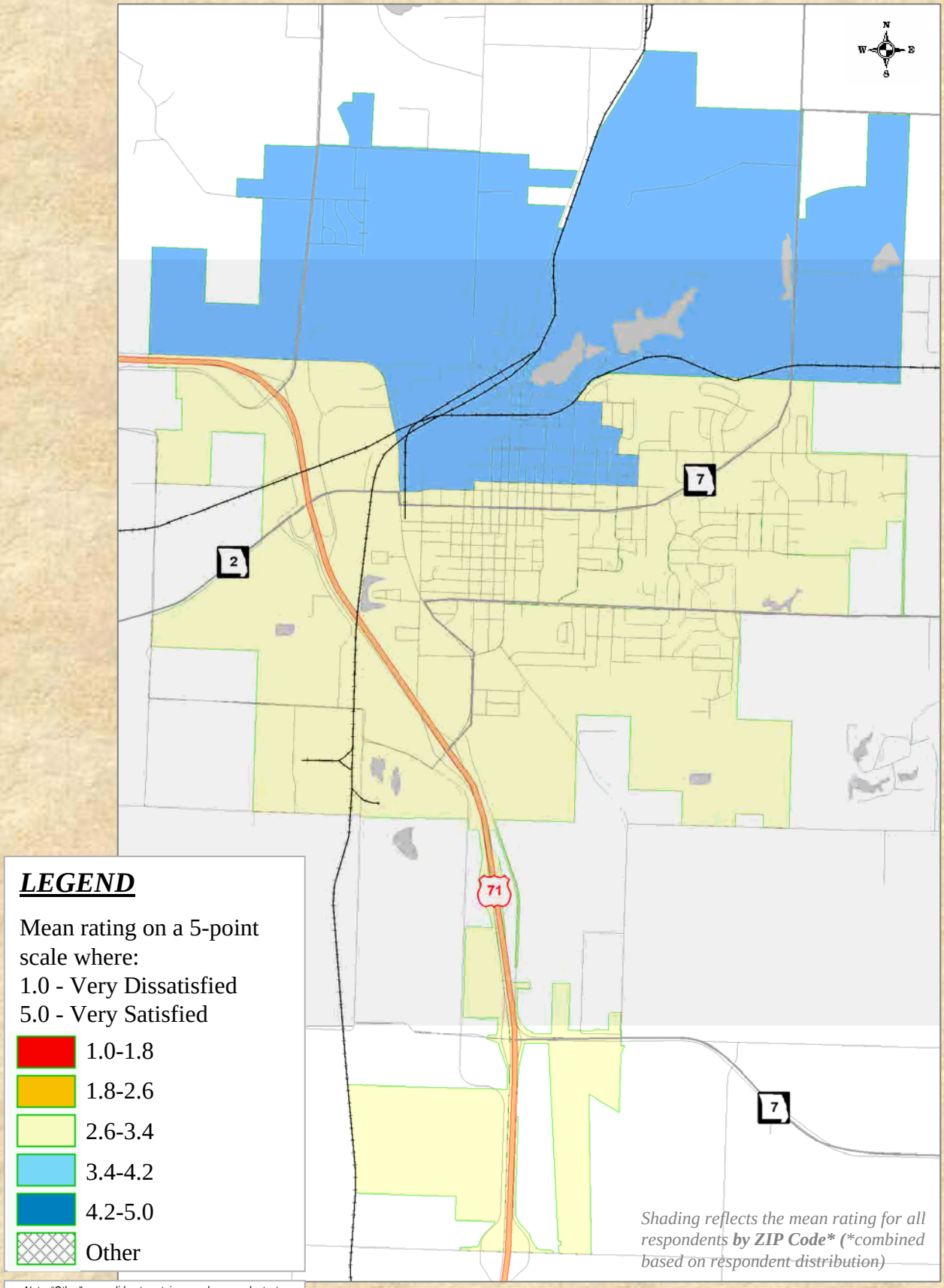
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

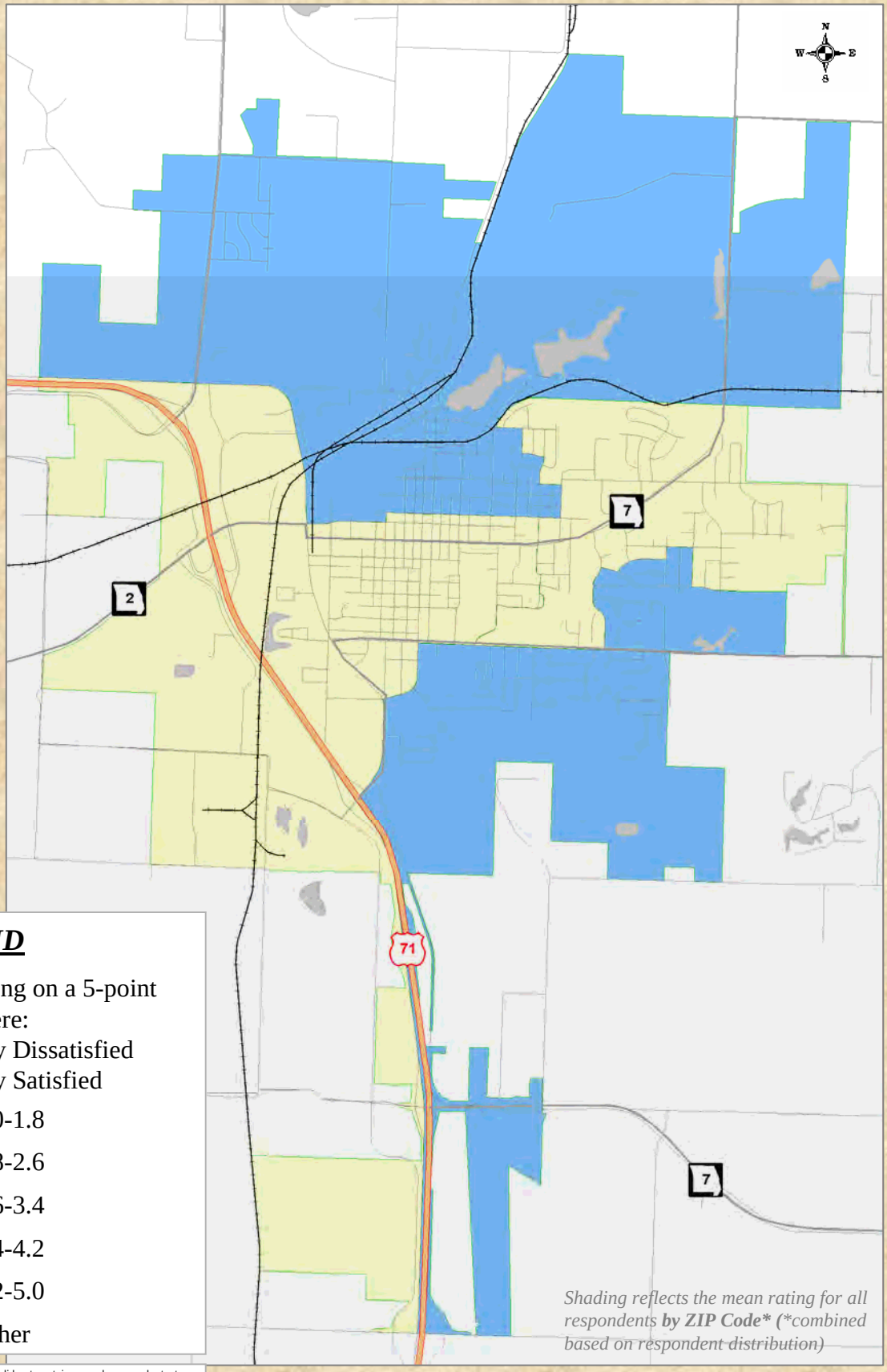
Q9b. Effectiveness of appointed boards and commissions



Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q9c. Effectiveness of the City Administrator and Department Directors



LEGEND

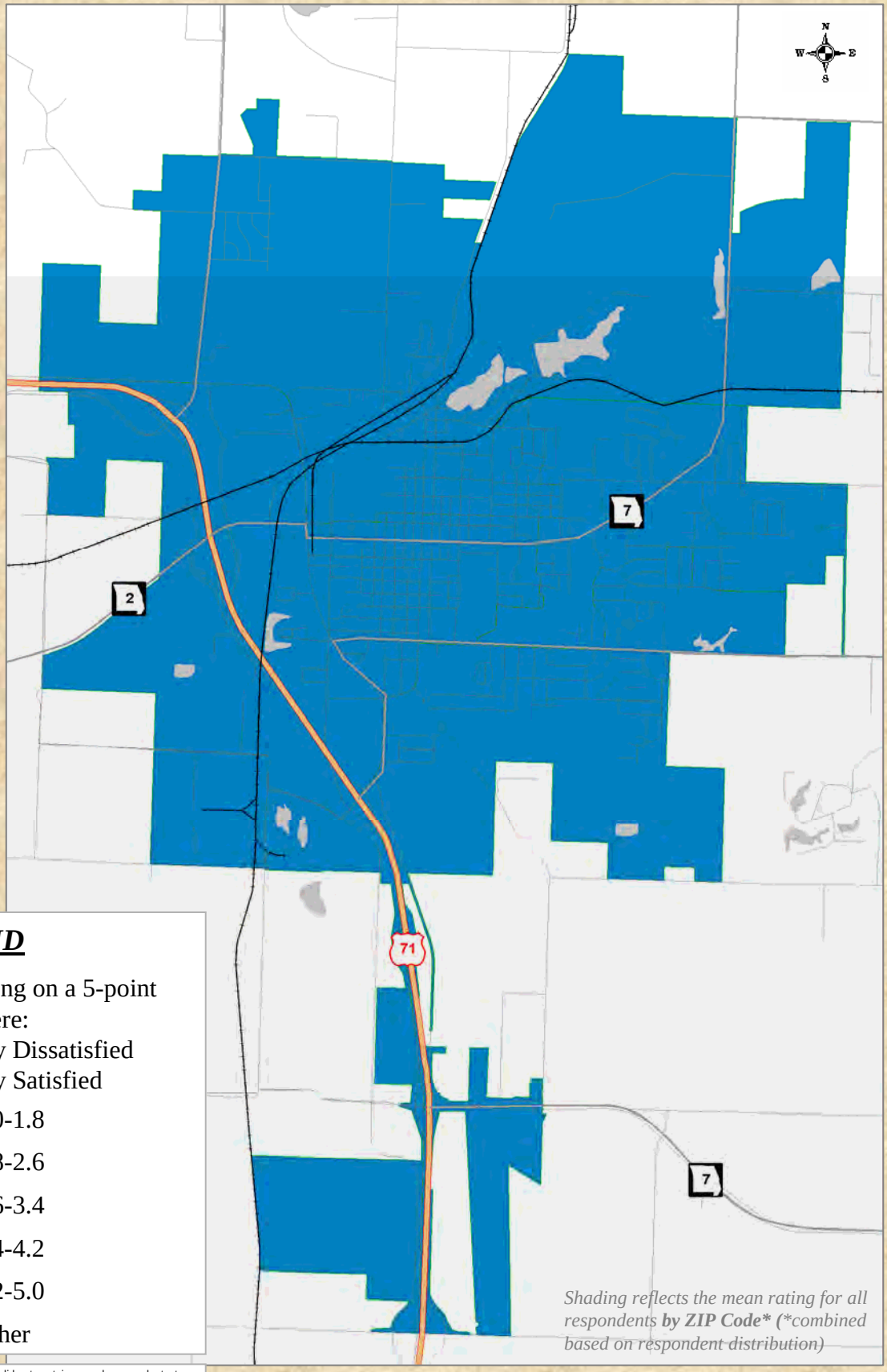
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q10a. Residential trash collection services



LEGEND

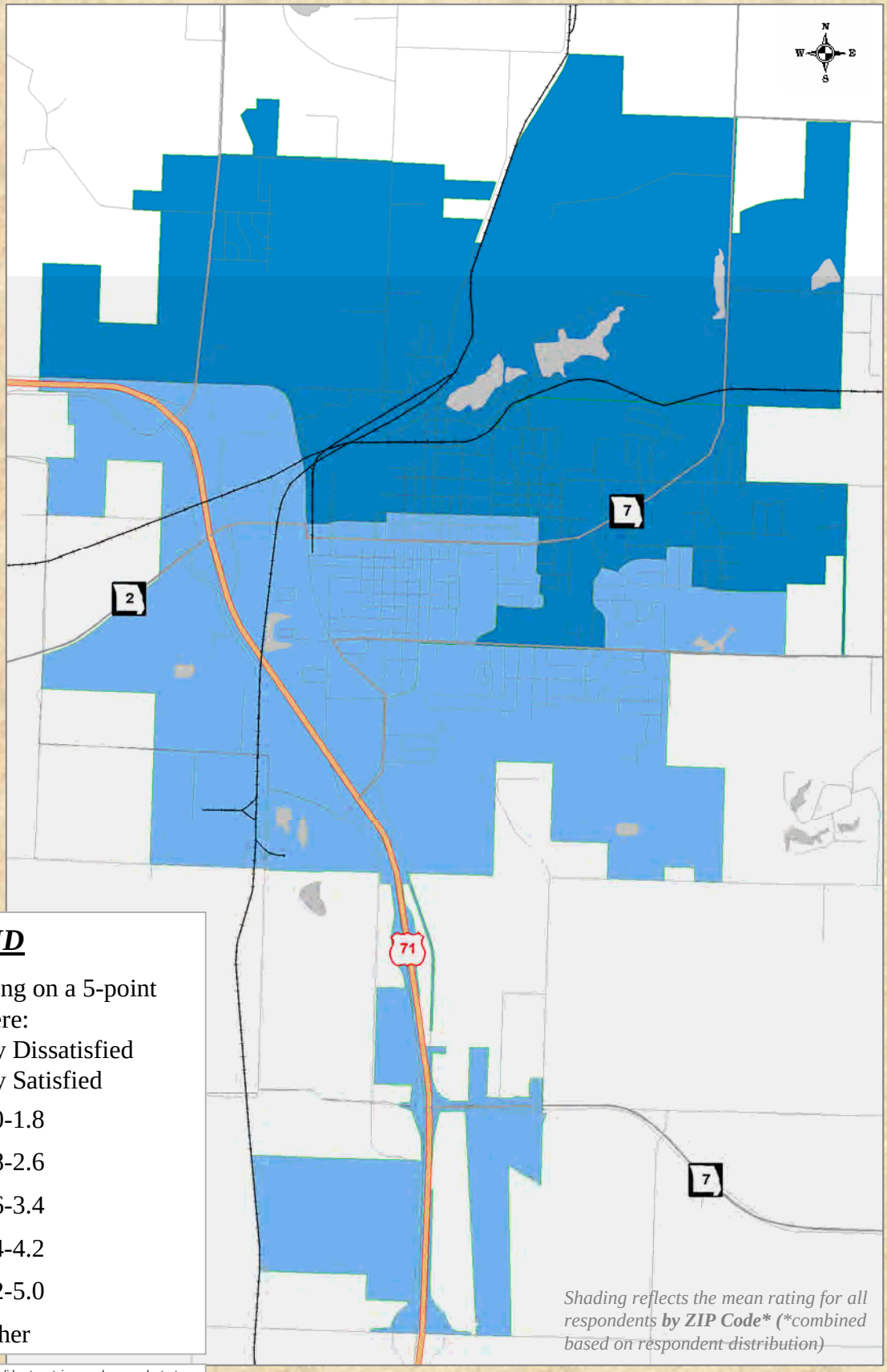
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q10b. Curbside recycling services



LEGEND

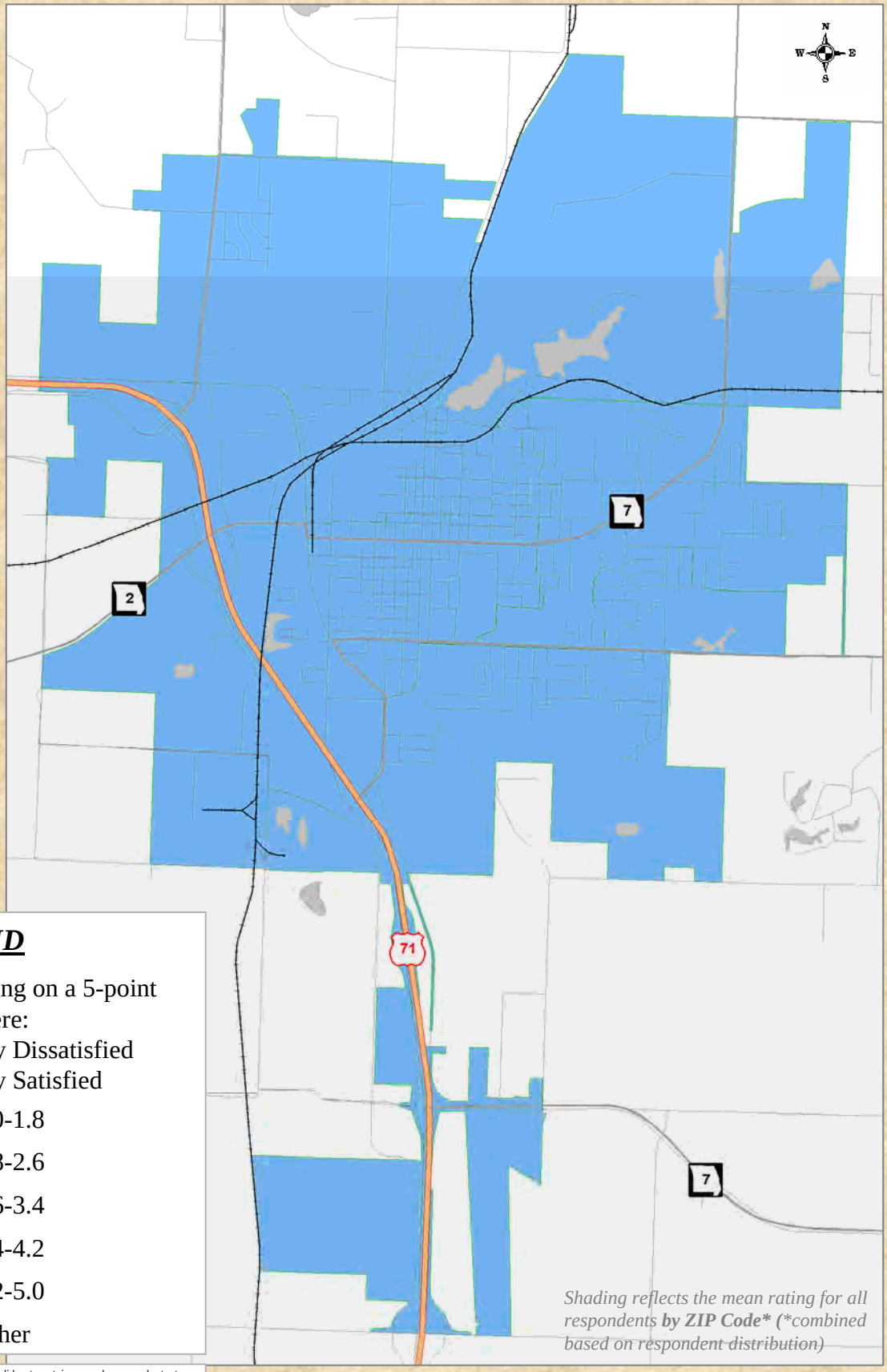
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q10c. Yardwaste removal services



LEGEND

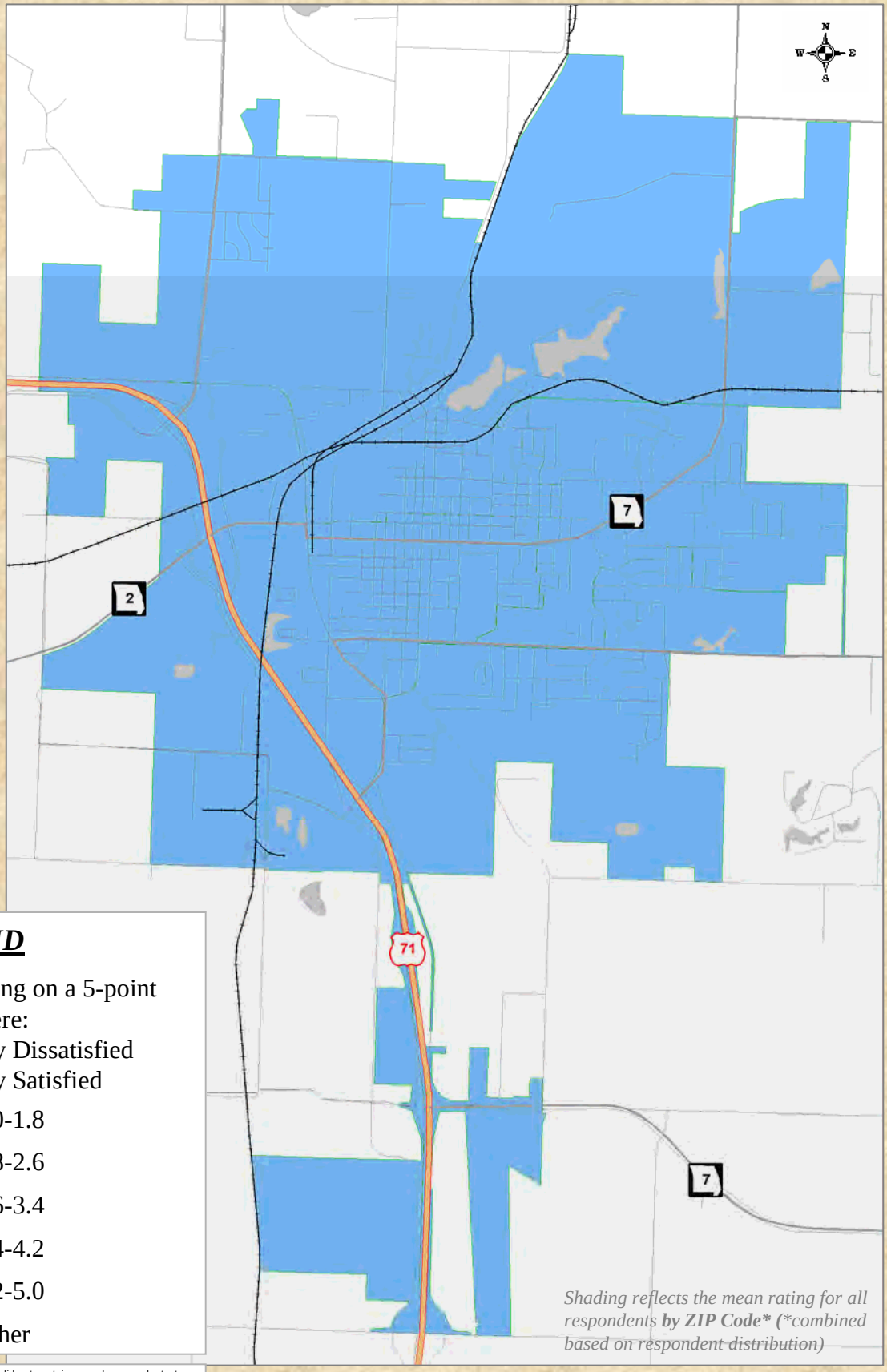
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q10d. What you are charged for solid waste services



LEGEND

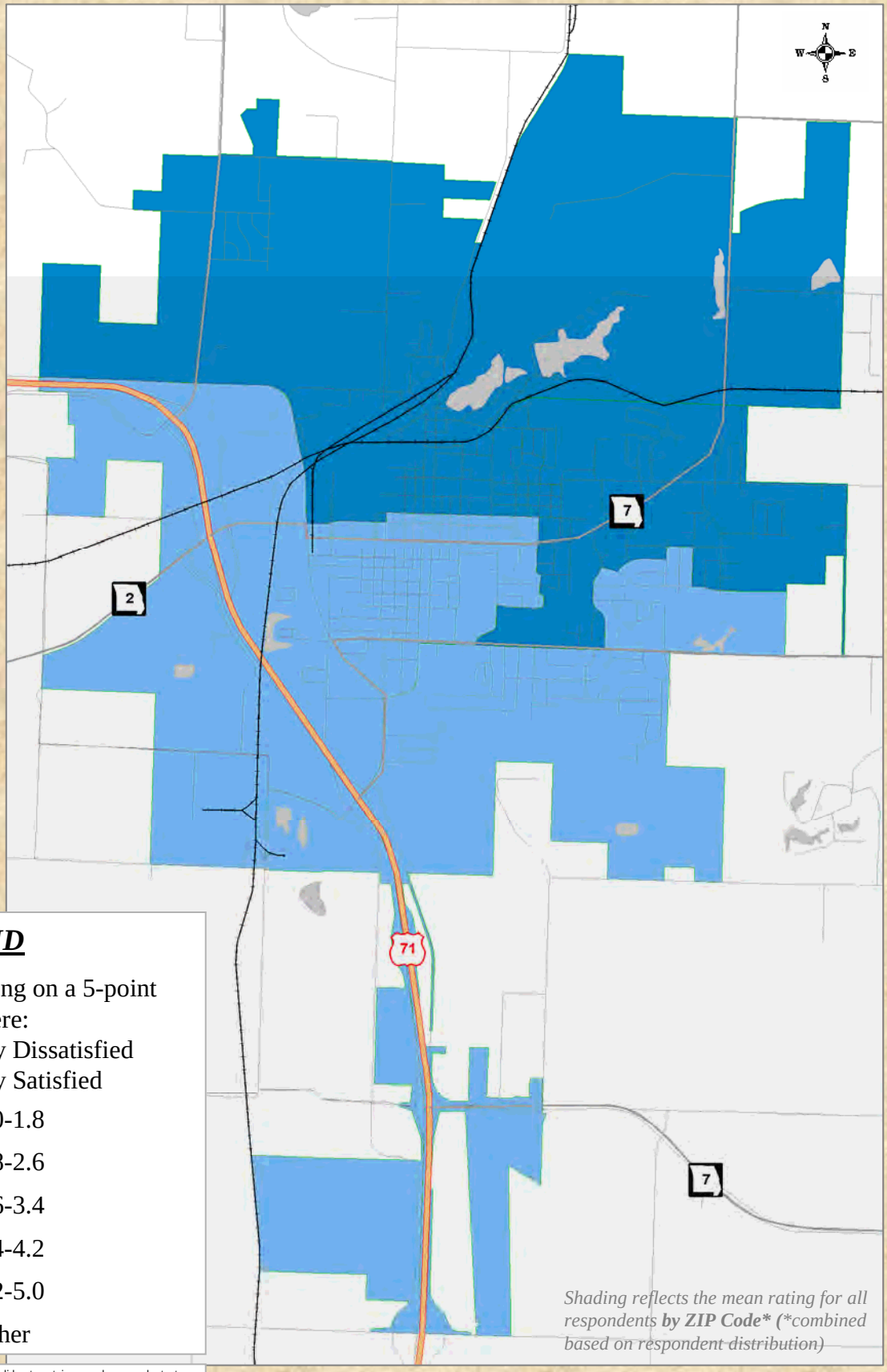
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q10e. Dependability of electric services



LEGEND

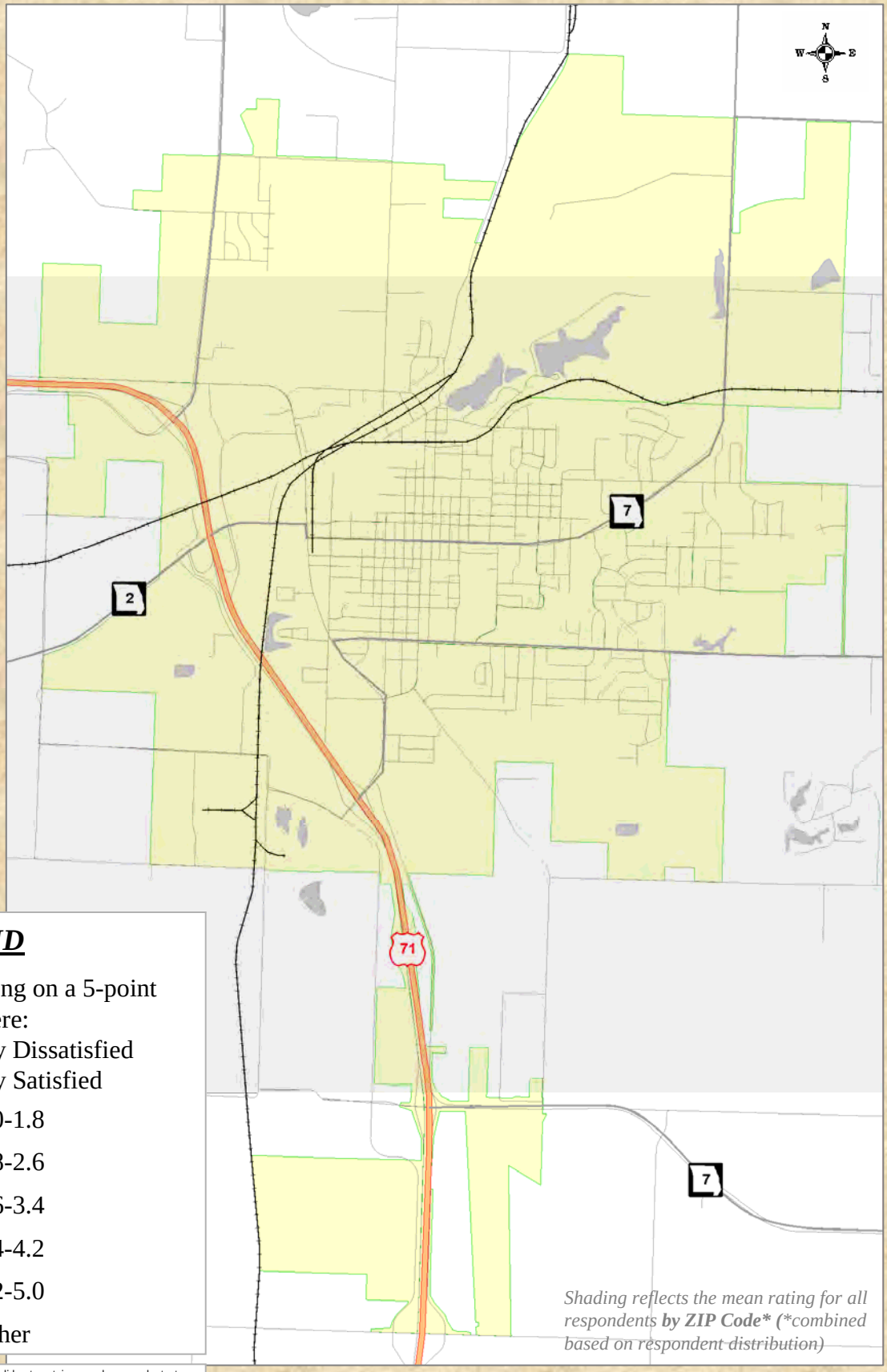
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q10f. What you are charged for electric service



LEGEND

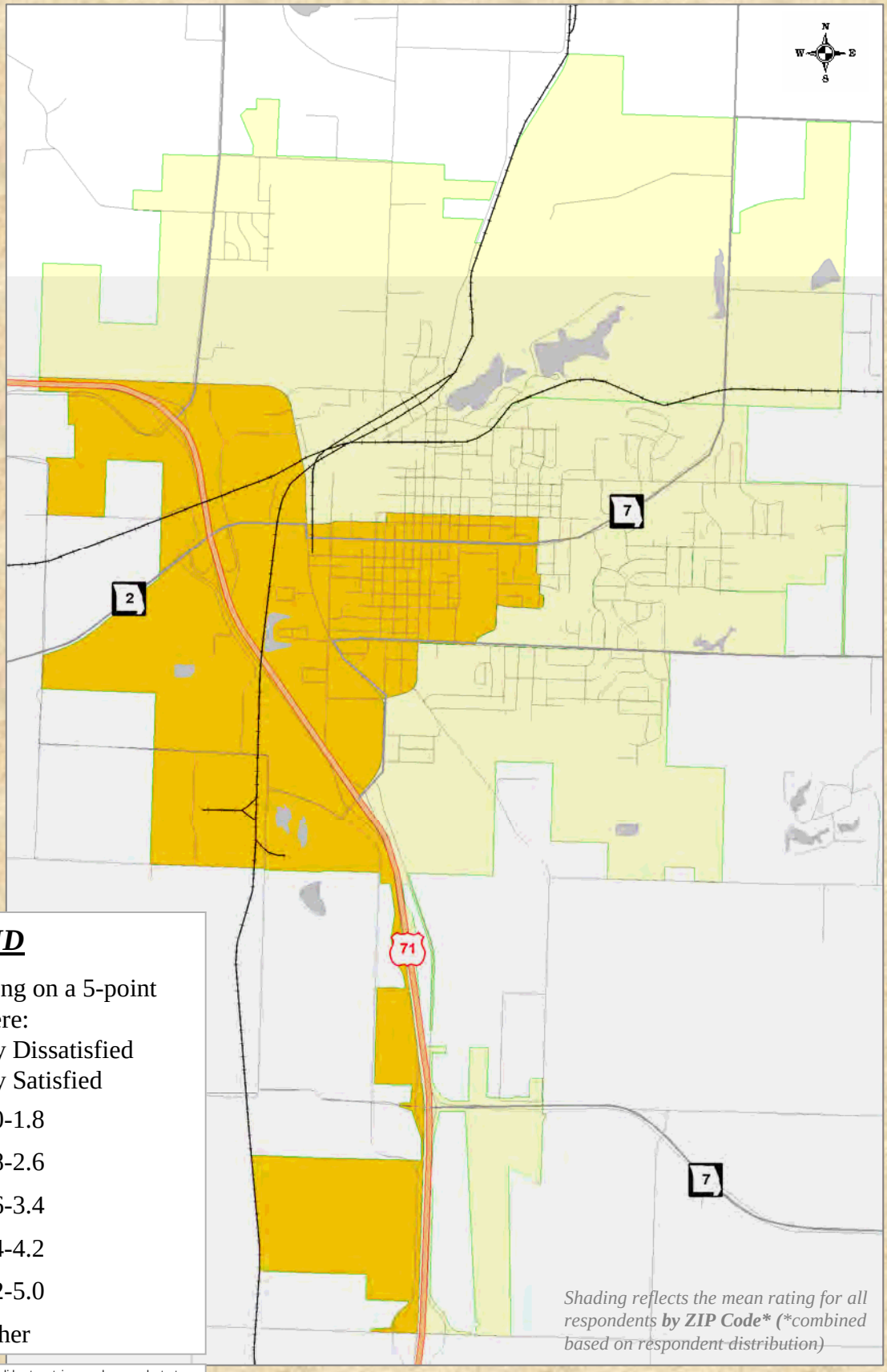
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q10g. The clarity and taste of tap water



LEGEND

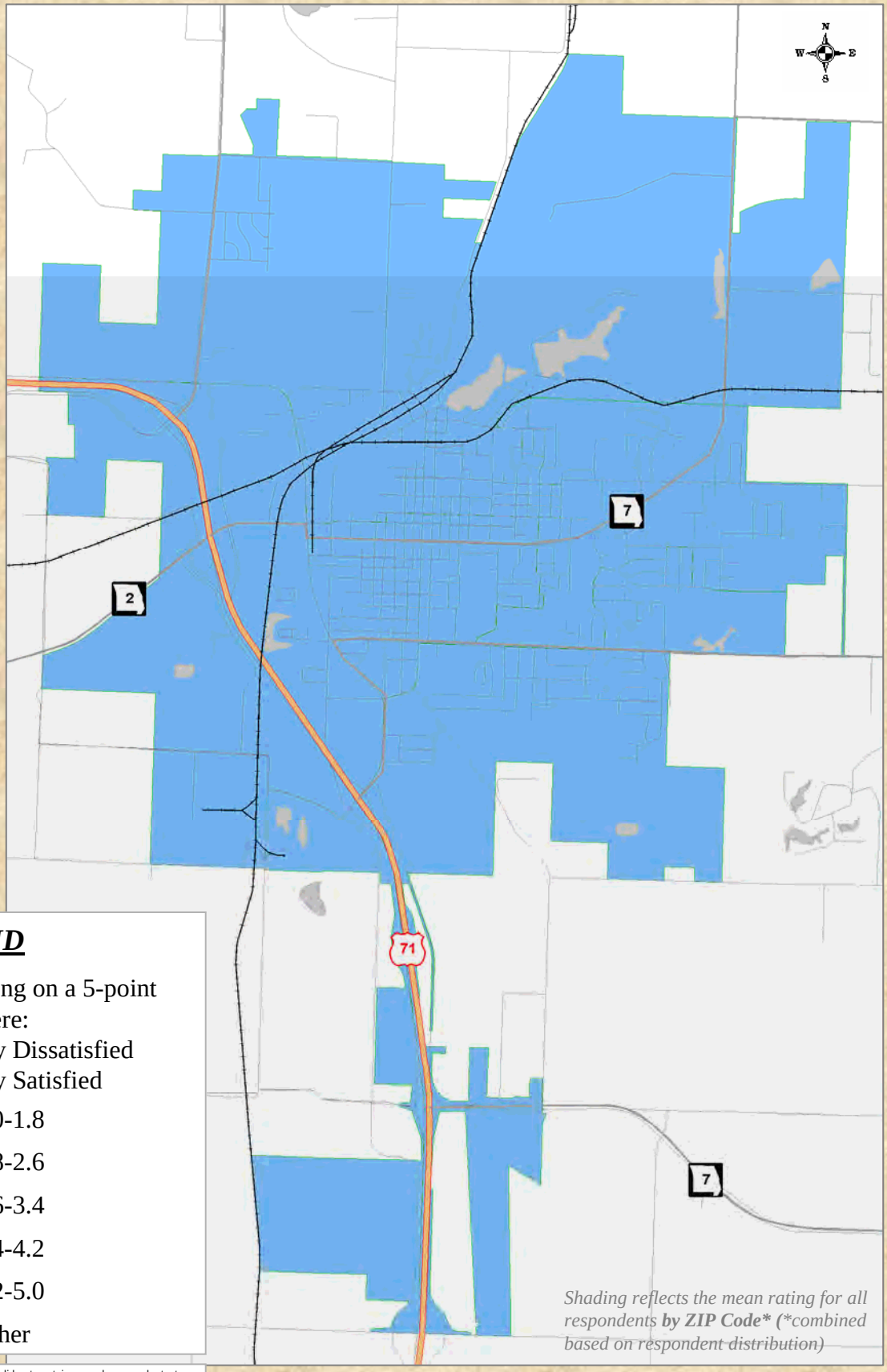
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q10h. Water pressure in your home



LEGEND

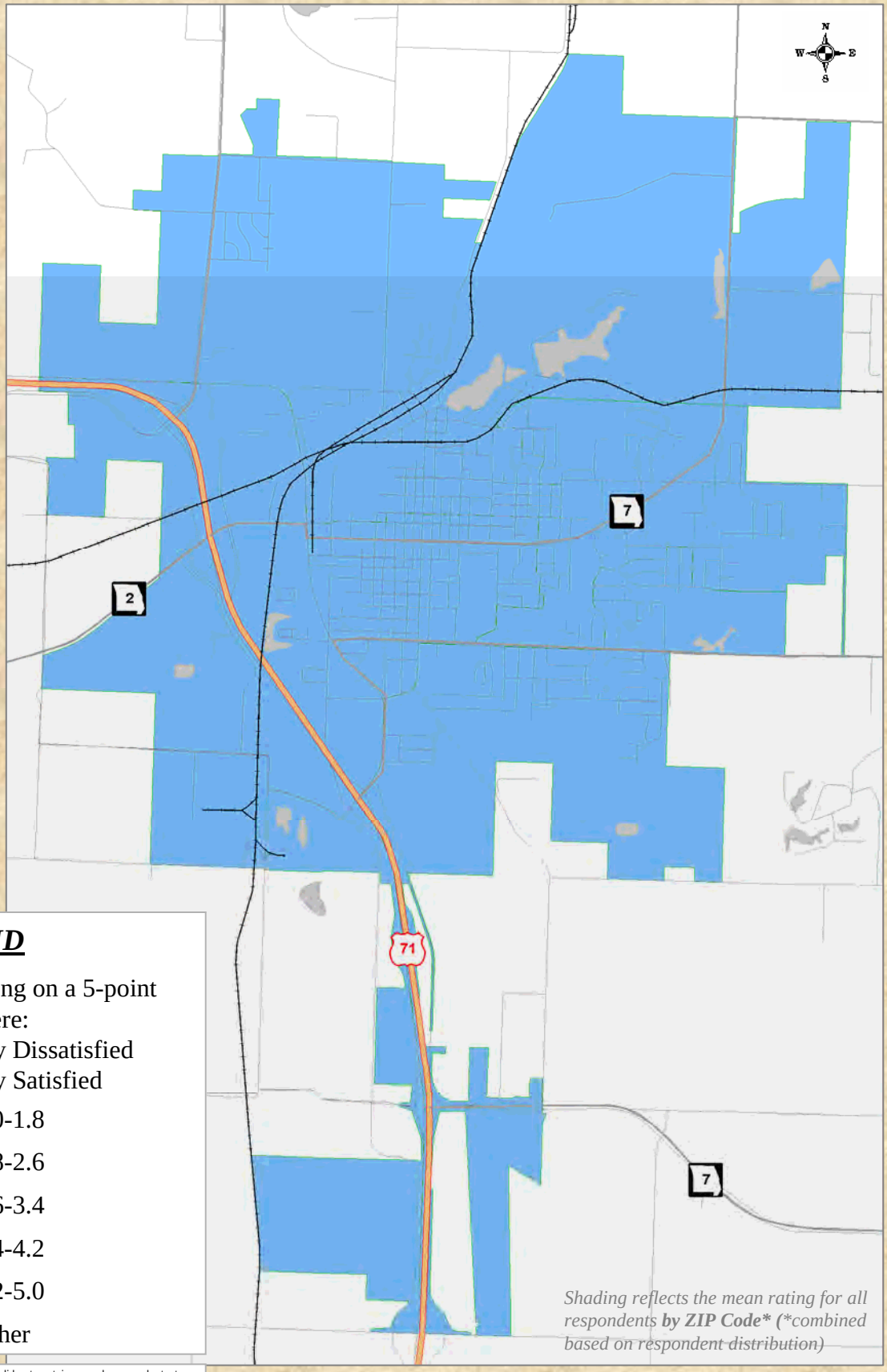
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q10i. Adequacy the City's wastewater treatment and collection system



LEGEND

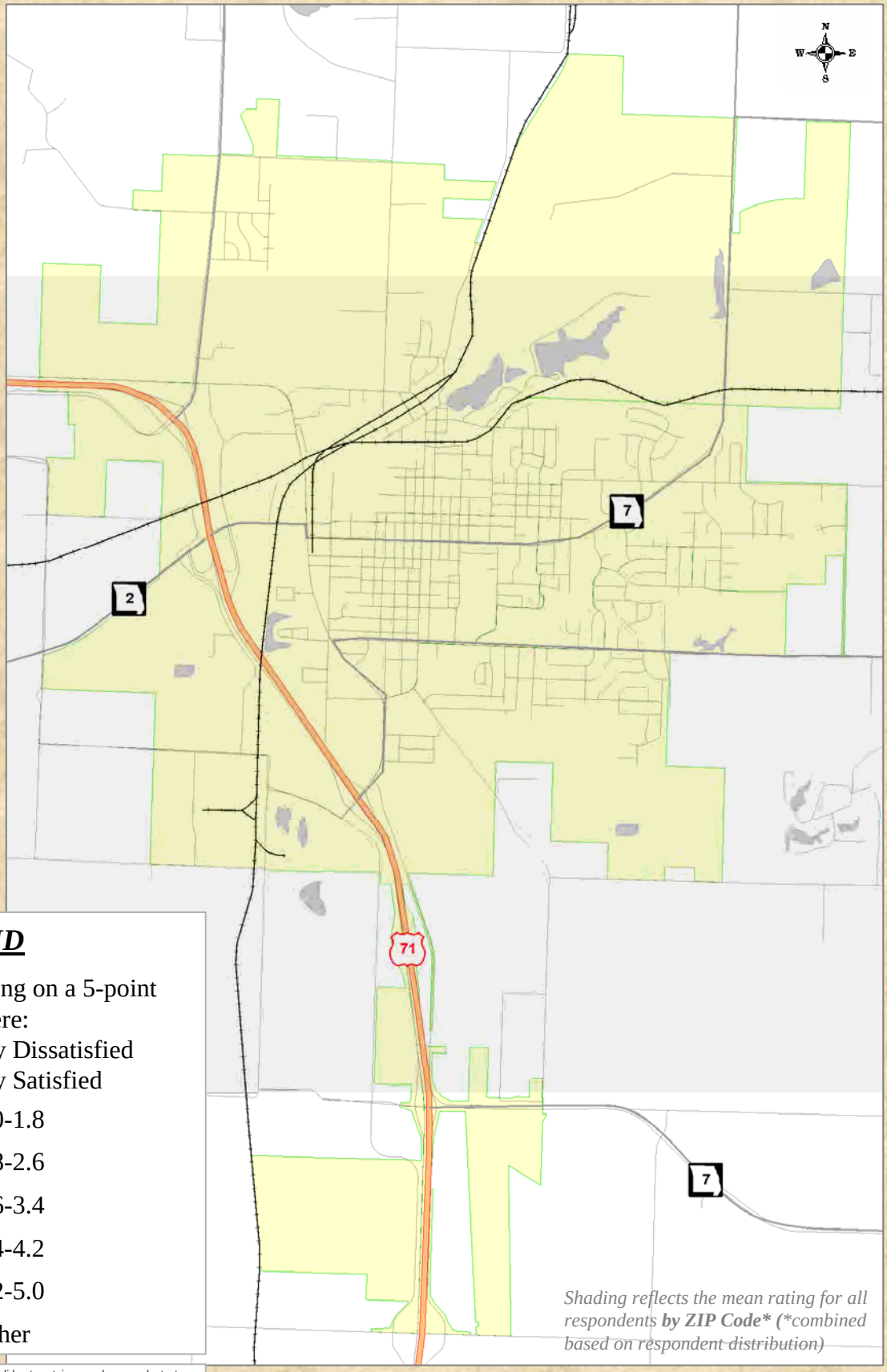
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q10j. What you are charged for water and sewer services



LEGEND

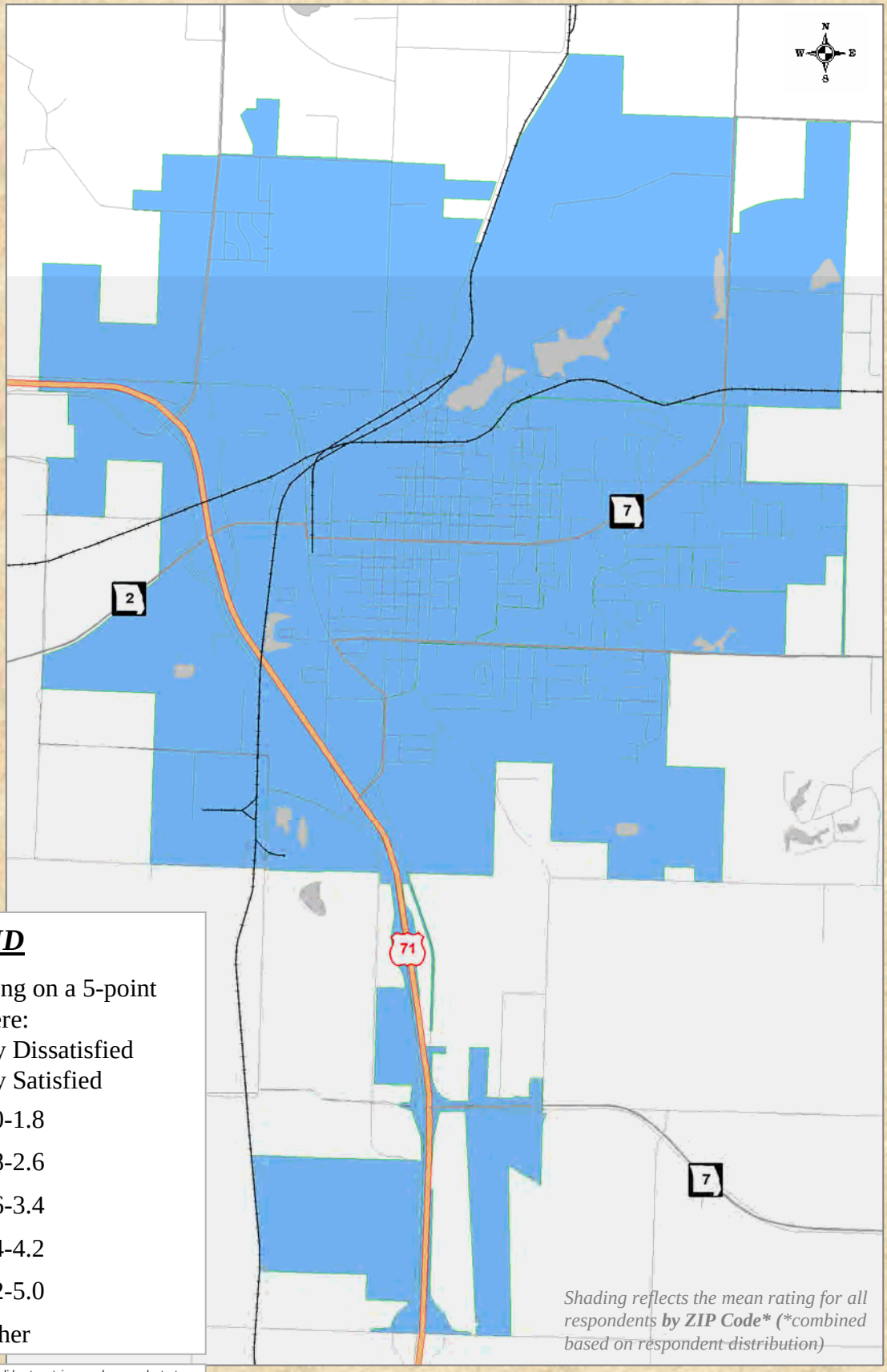
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q10k. Ease in paying your bill



LEGEND

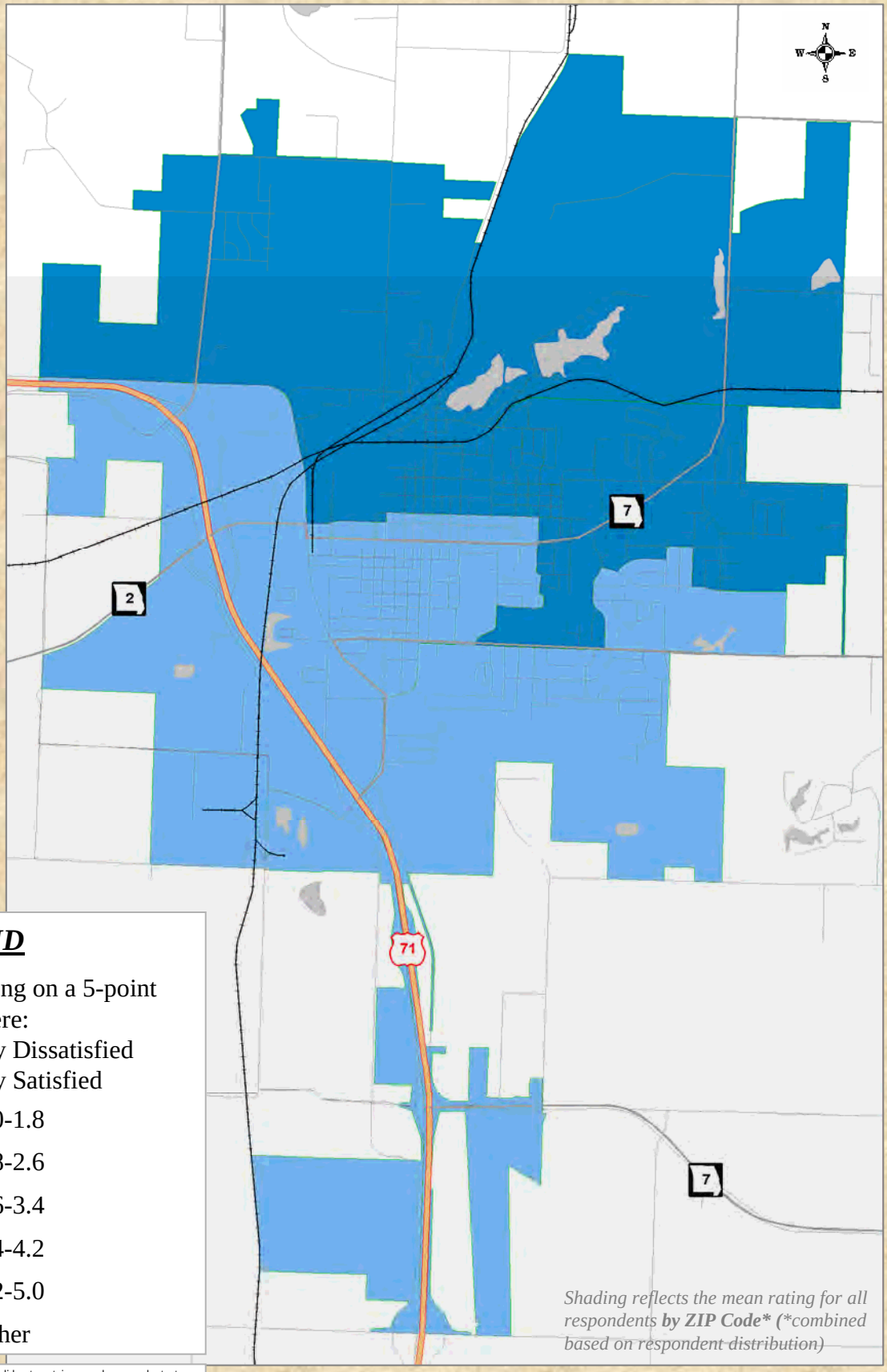
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q10l. The timeliness of your utility bill



LEGEND

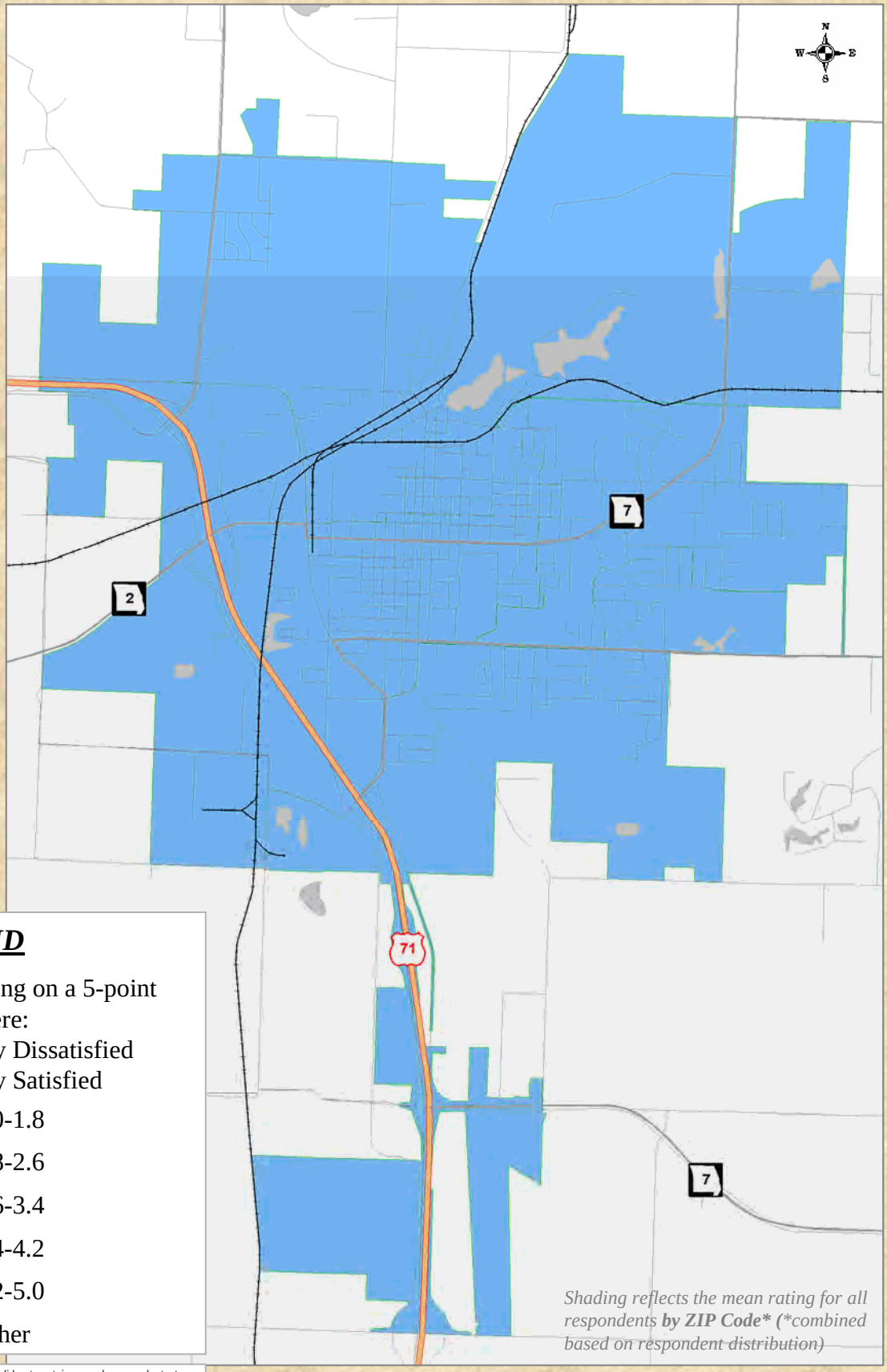
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q10m. The accuracy of your utility bill



LEGEND

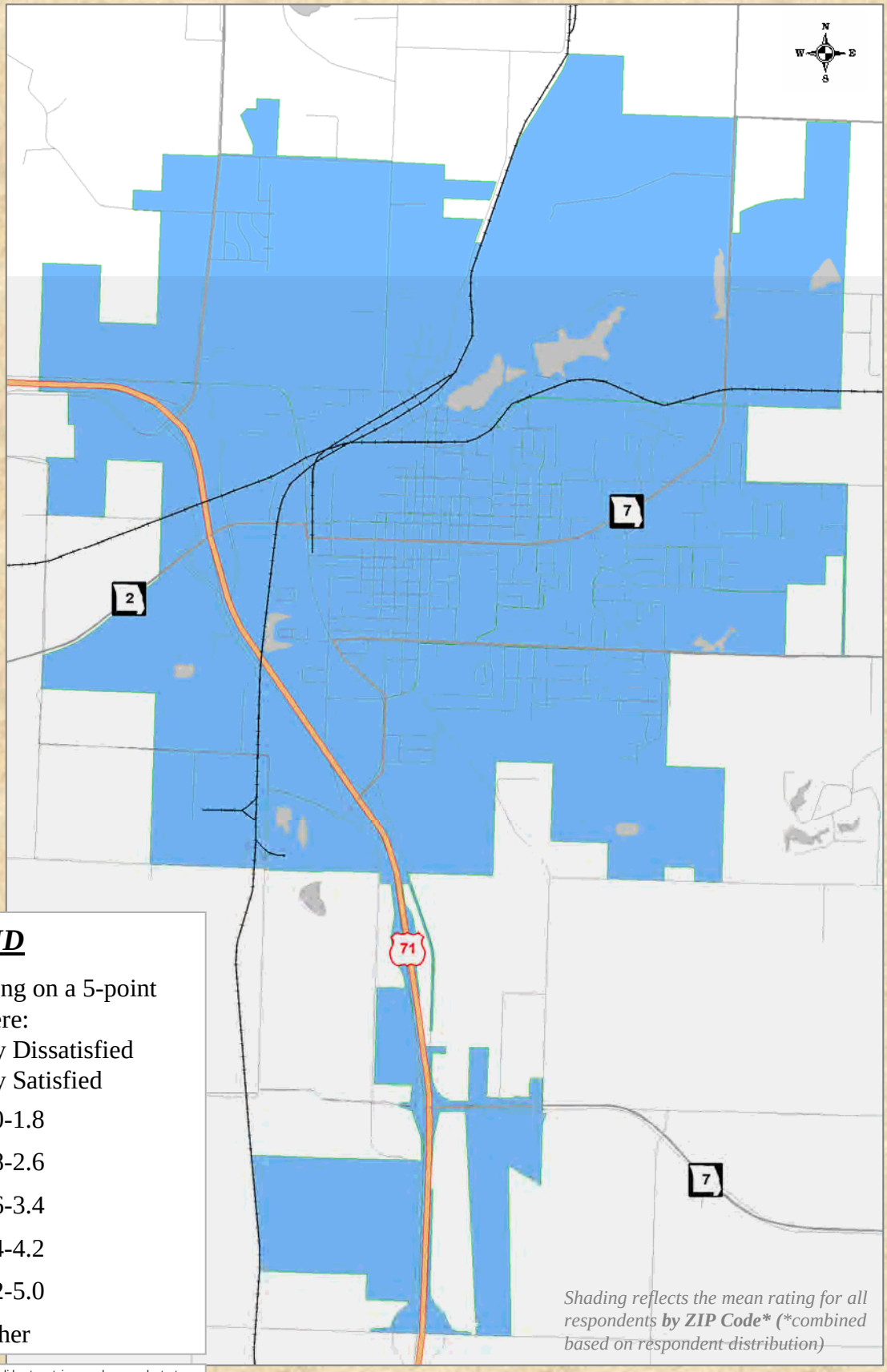
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q10n. The adequacy of storm drainage systems



LEGEND

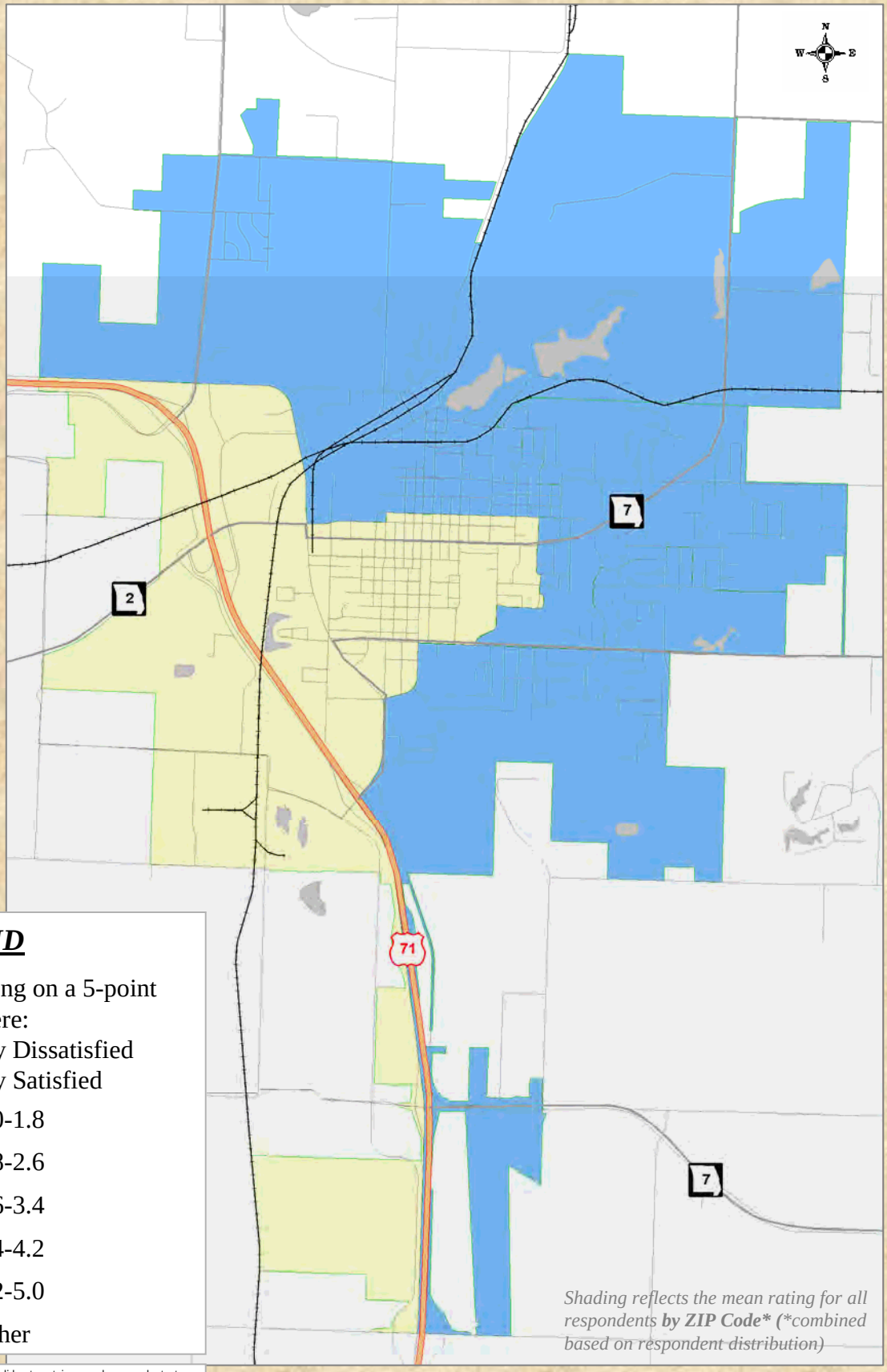
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q12a. The quality of the City's web page



LEGEND

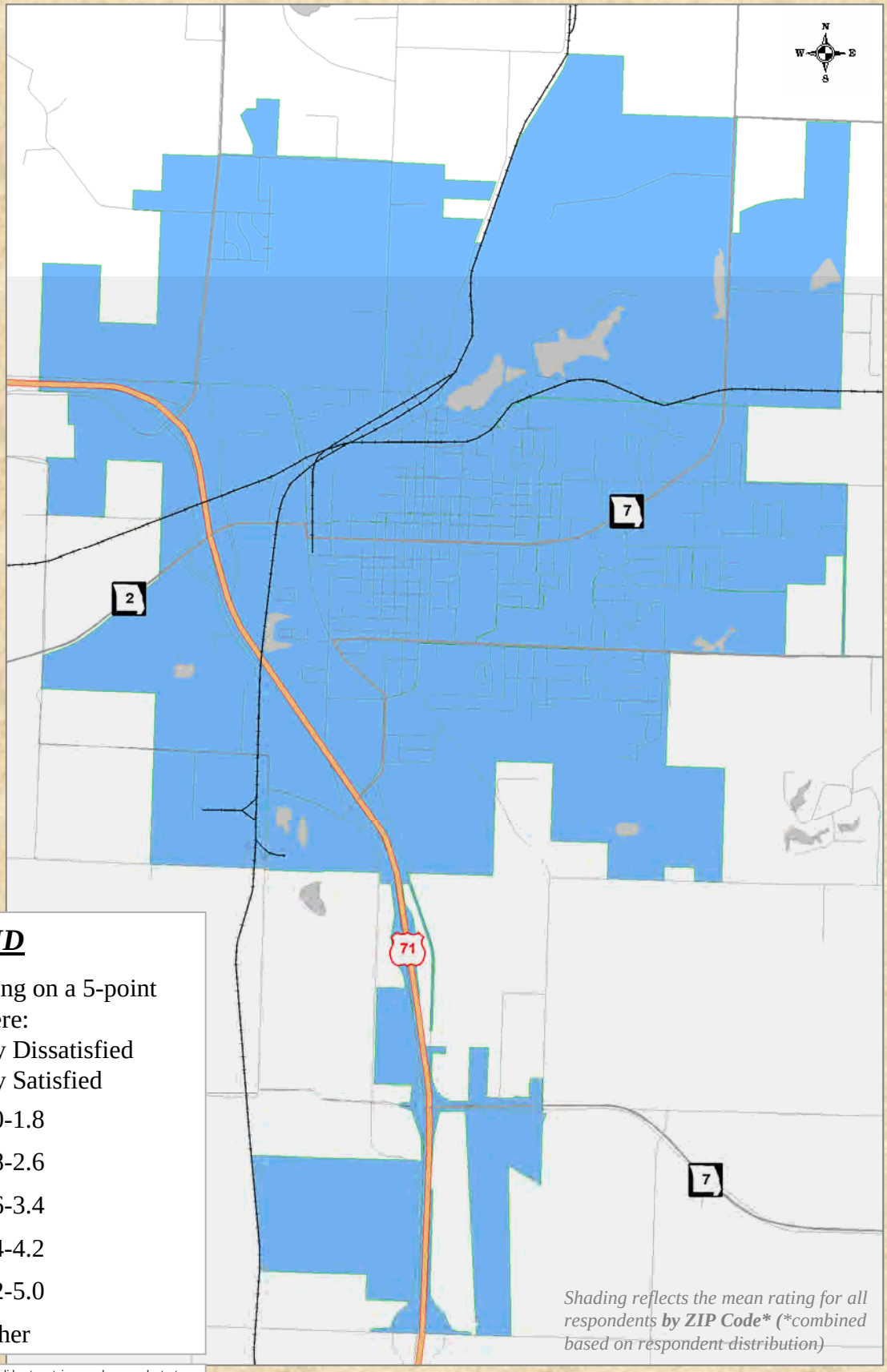
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q12b. Quality of the City's newsletters



LEGEND

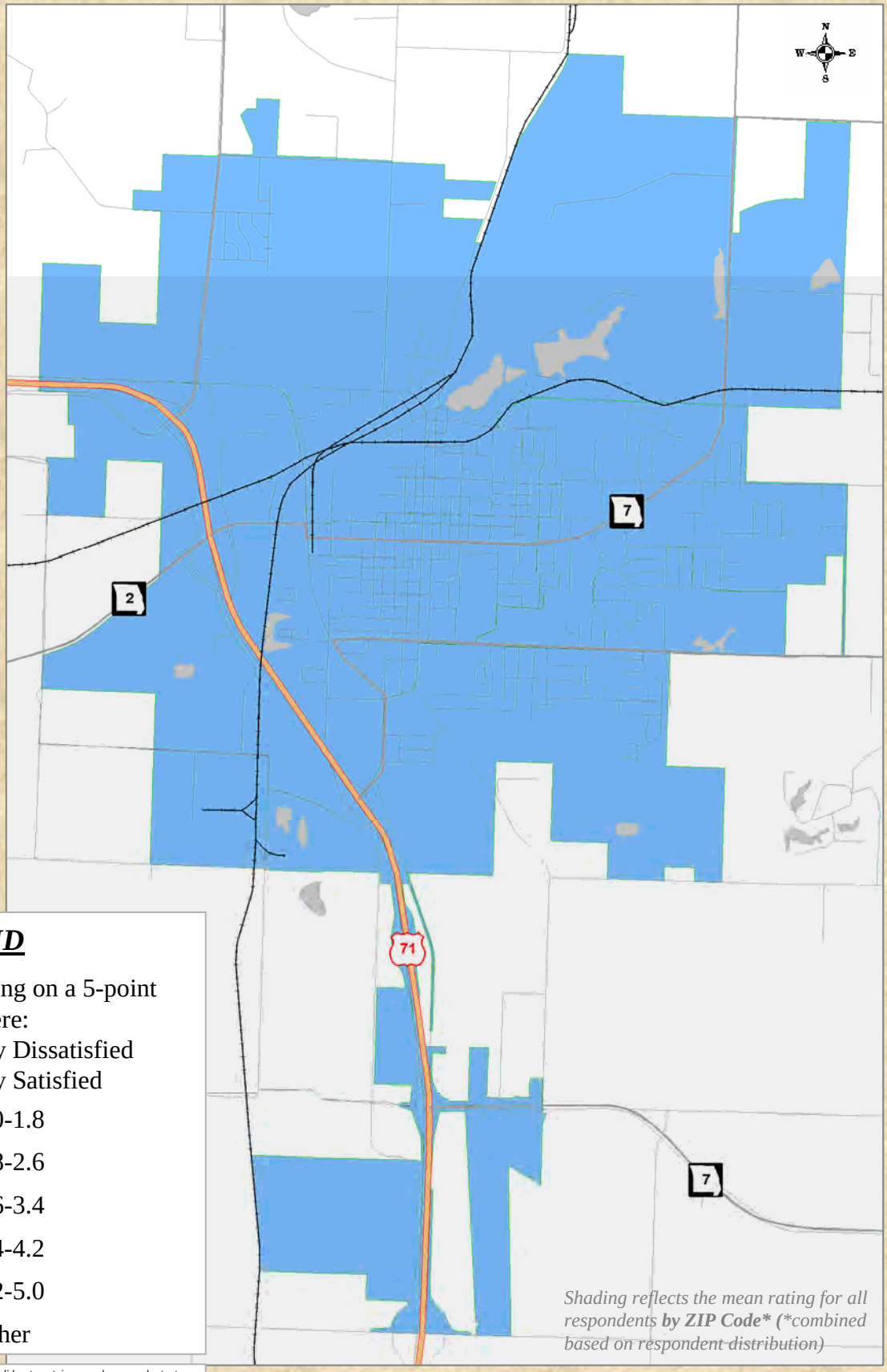
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q12c. Availability of information about City programs and services



LEGEND

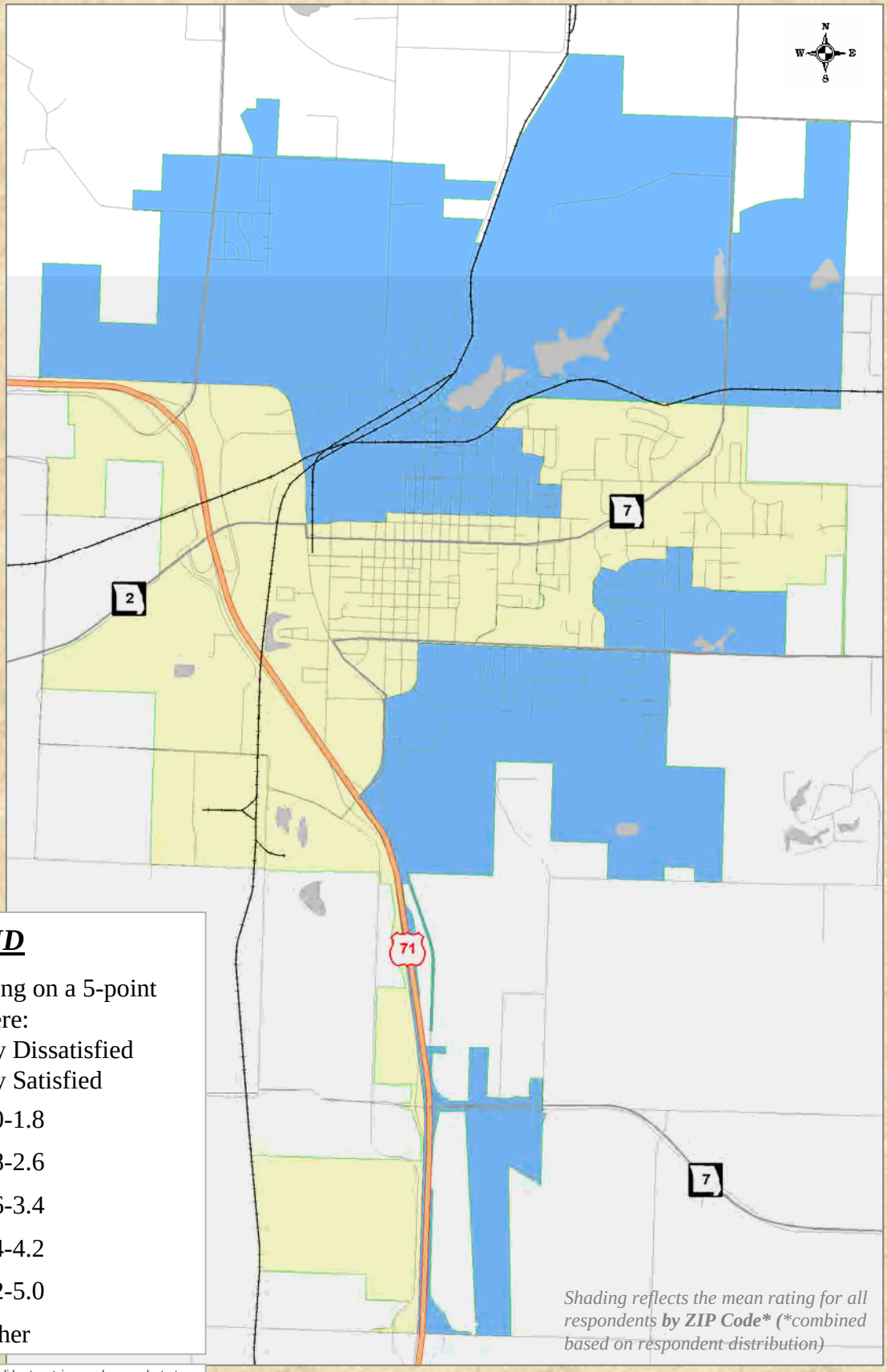
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q12d. City efforts to keep you informed about local issues



LEGEND

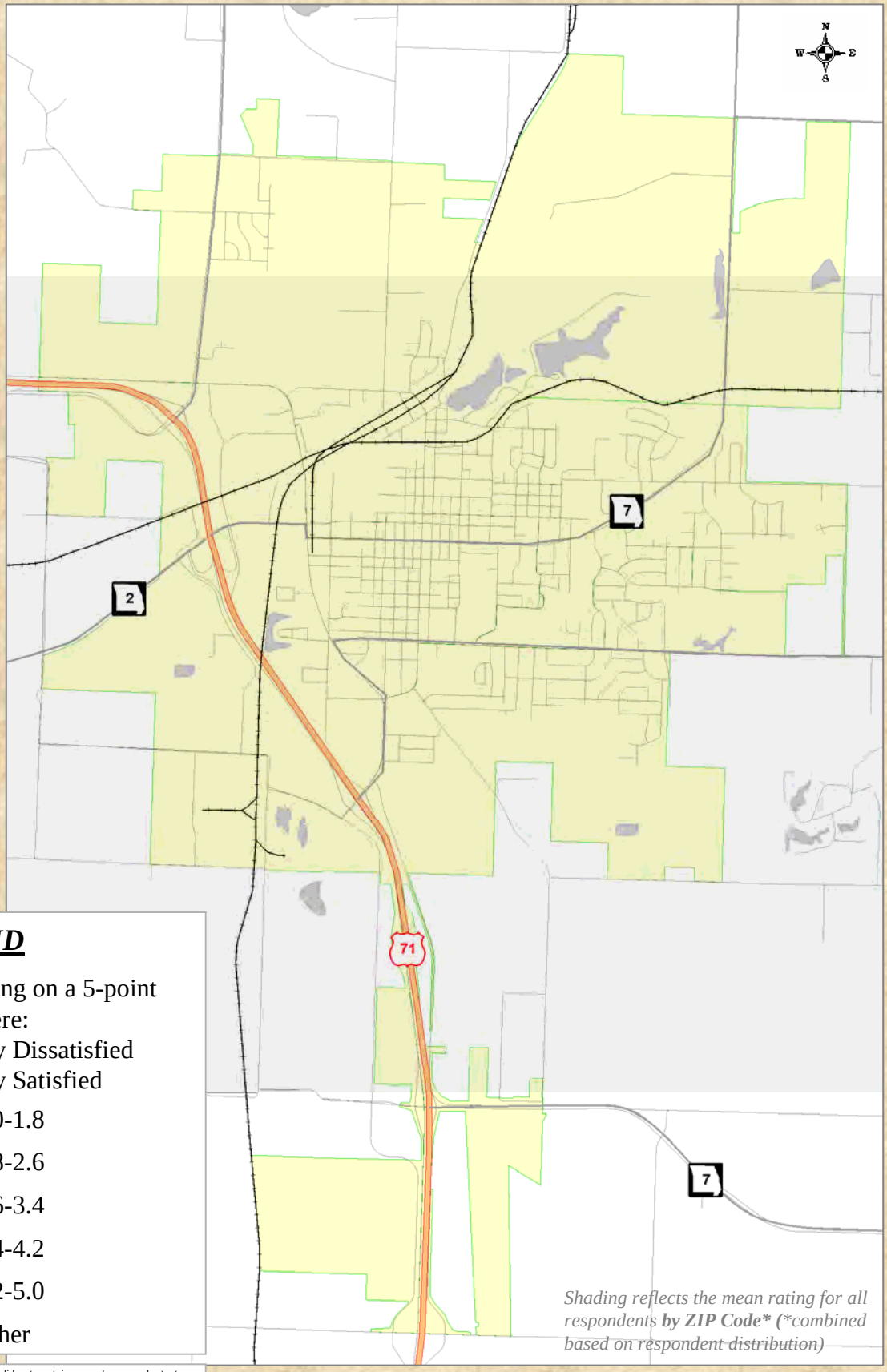
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q12e. Level of public involvement in local decision making



LEGEND

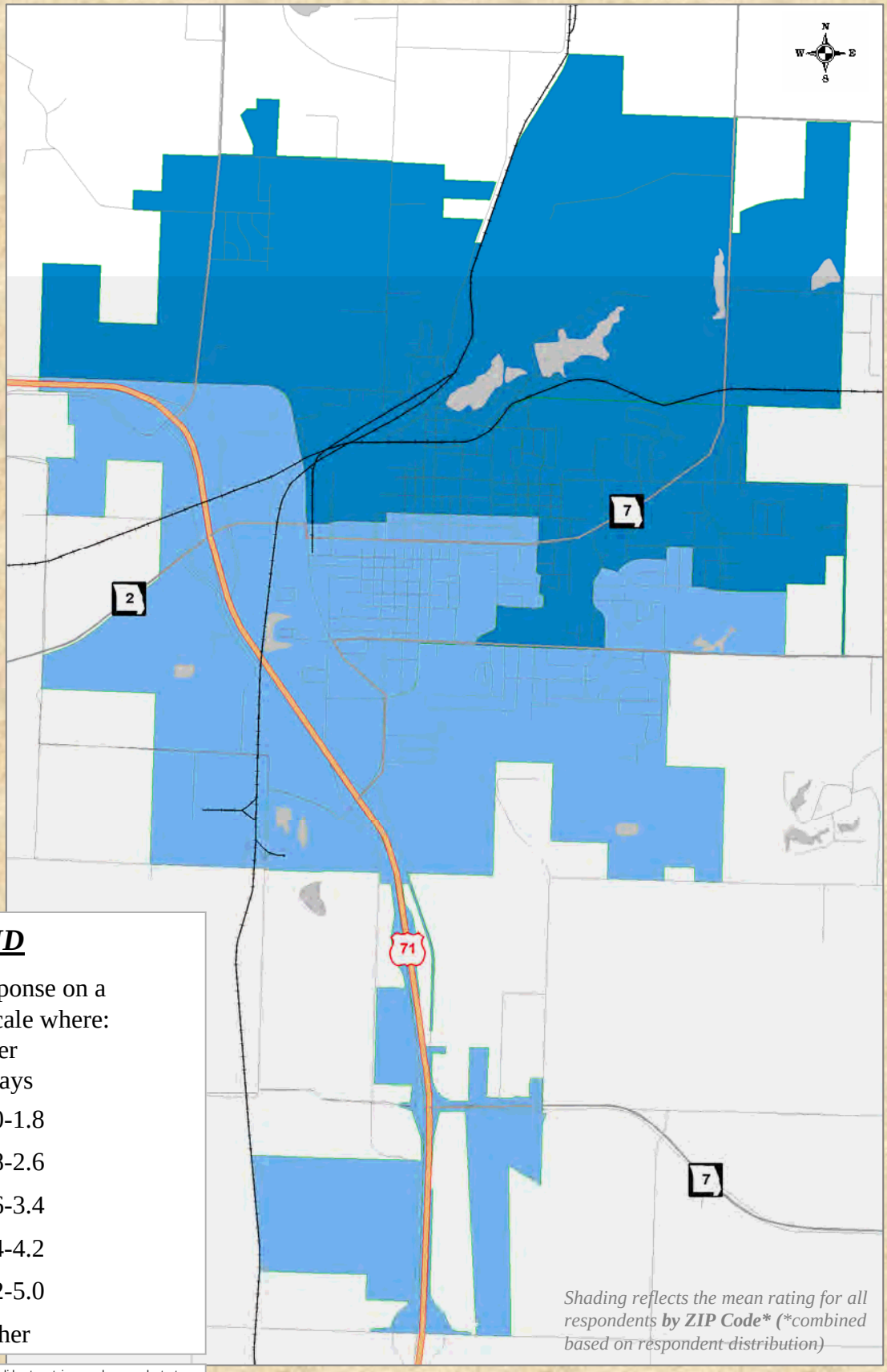
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q14c-1. City employees were courteous and polite



LEGEND

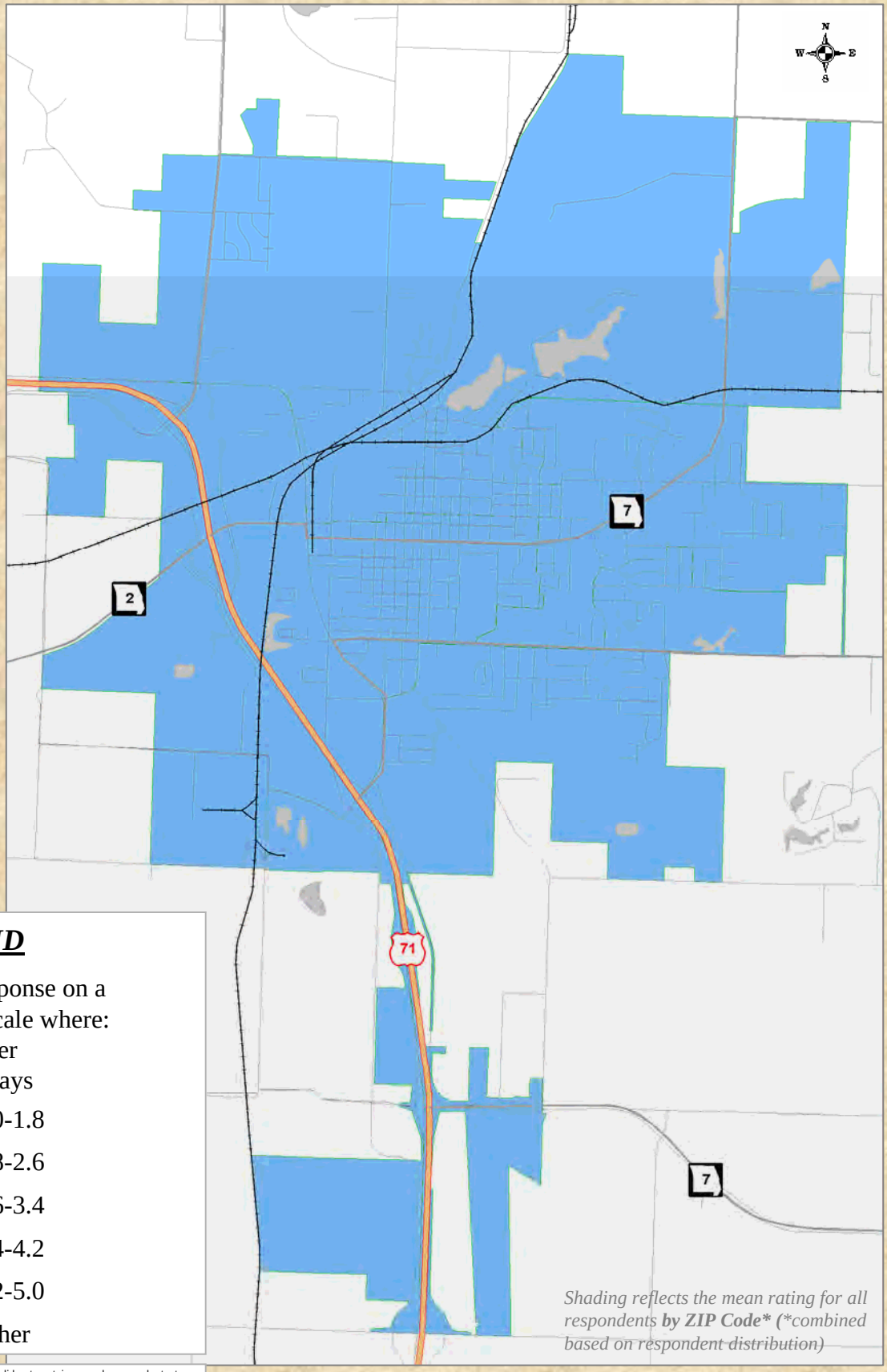
Mean response on a 5-point scale where:
1.0 - Never
5.0 - Always

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q14c-2. City employees gave prompt, accurate and complete answers to questions



LEGEND

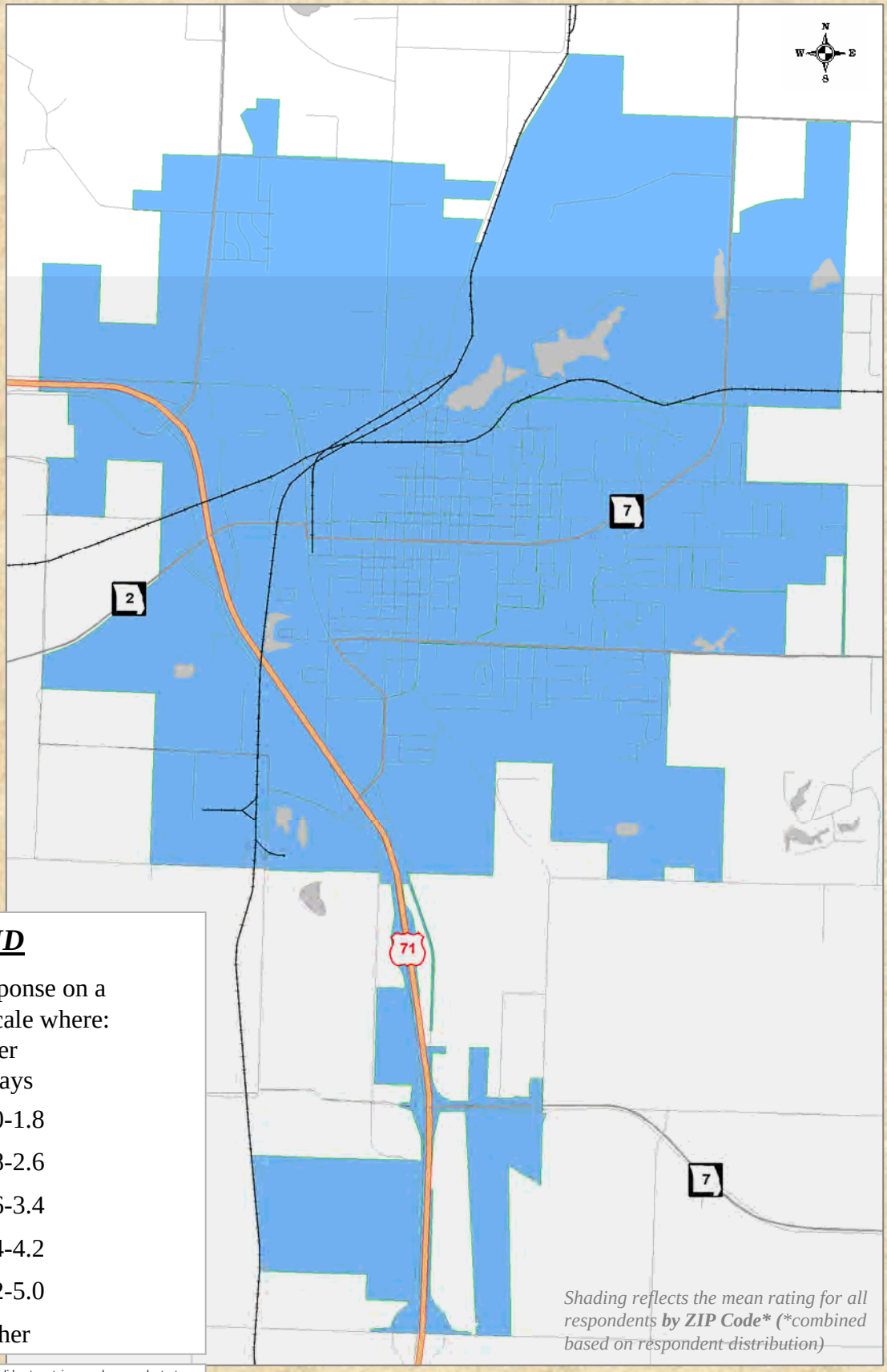
Mean response on a 5-point scale where:
1.0 - Never
5.0 - Always

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q14c-3. City employees did what they say they would do in a timely manner



LEGEND

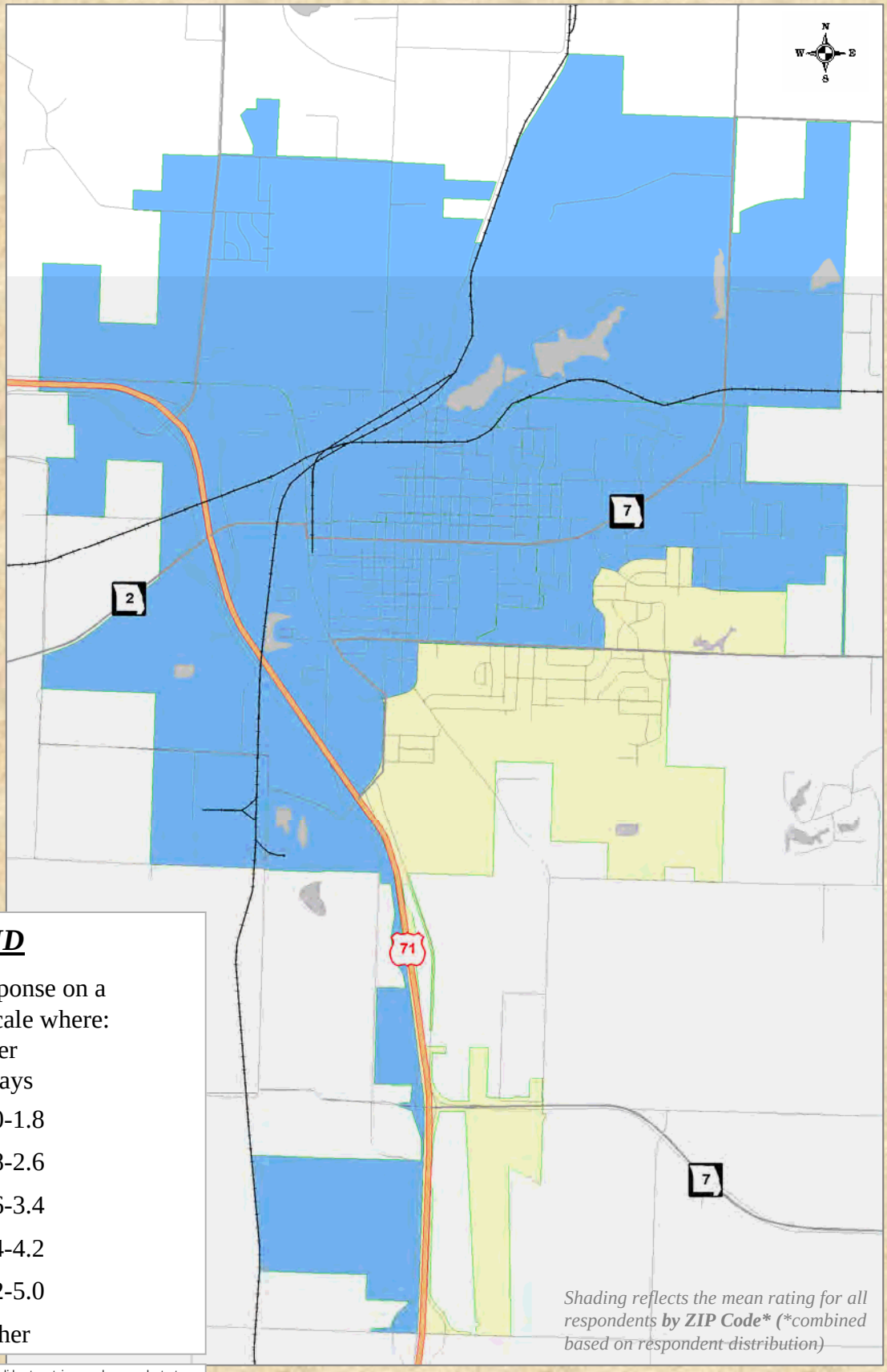
Mean response on a 5-point scale where:
1.0 - Never
5.0 - Always

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q14c-4. City employees helped resolve an issue to my satisfaction



LEGEND

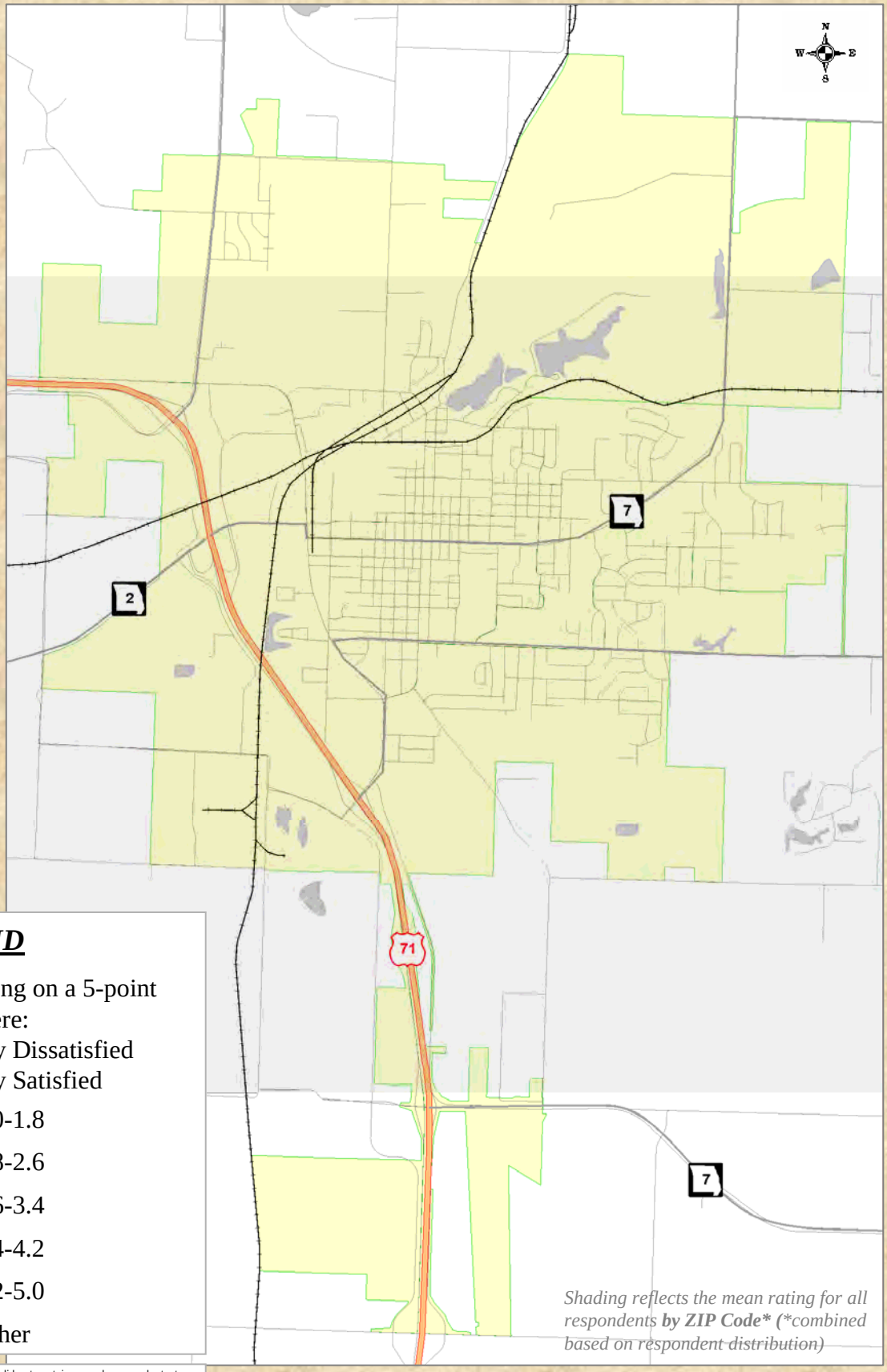
Mean response on a 5-point scale where:
1.0 - Never
5.0 - Always

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q15a. Enforcing the clean up of liter and debris on private property



LEGEND

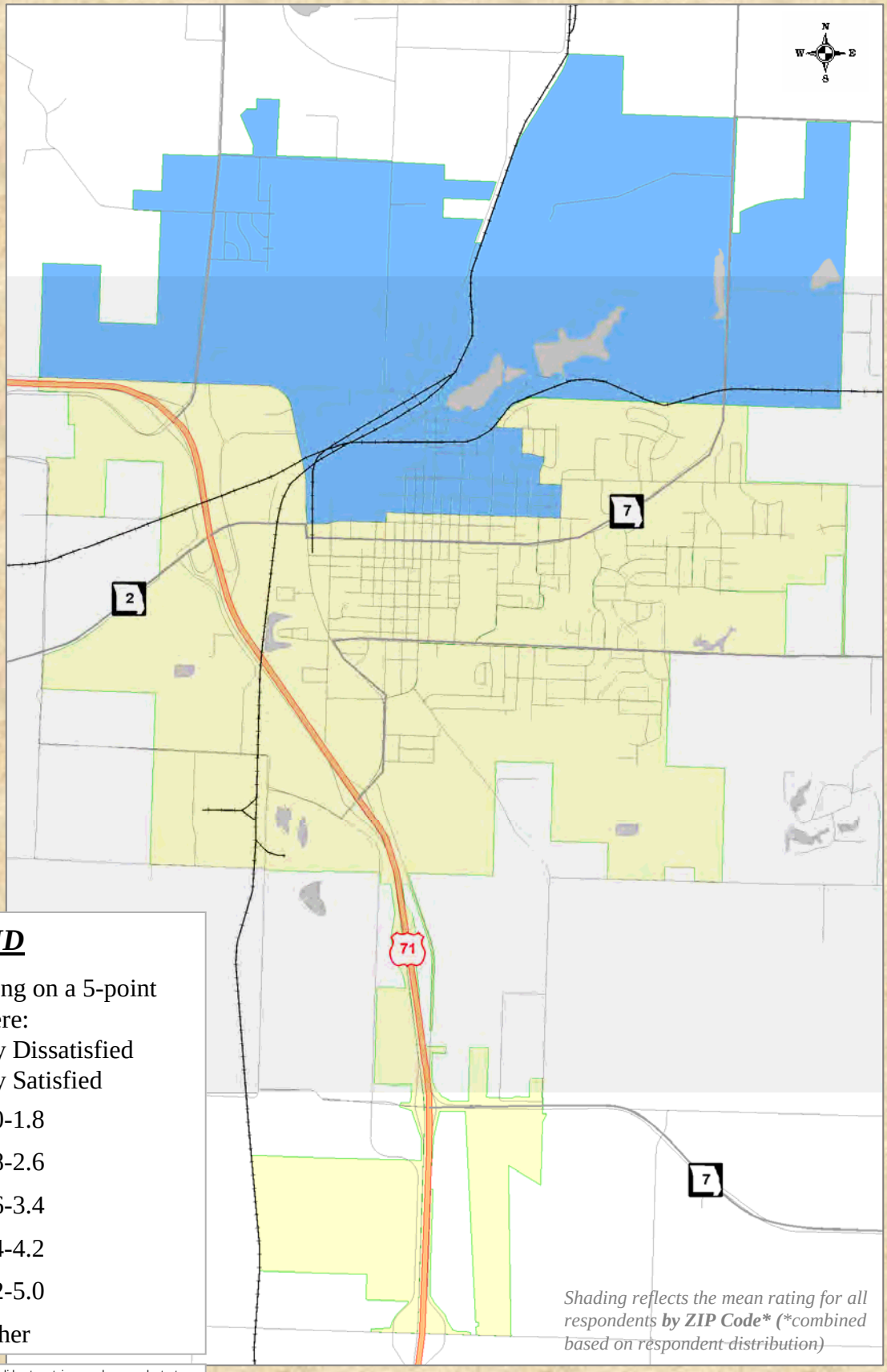
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q15b. Enforcing the mowing and trimming lawn



LEGEND

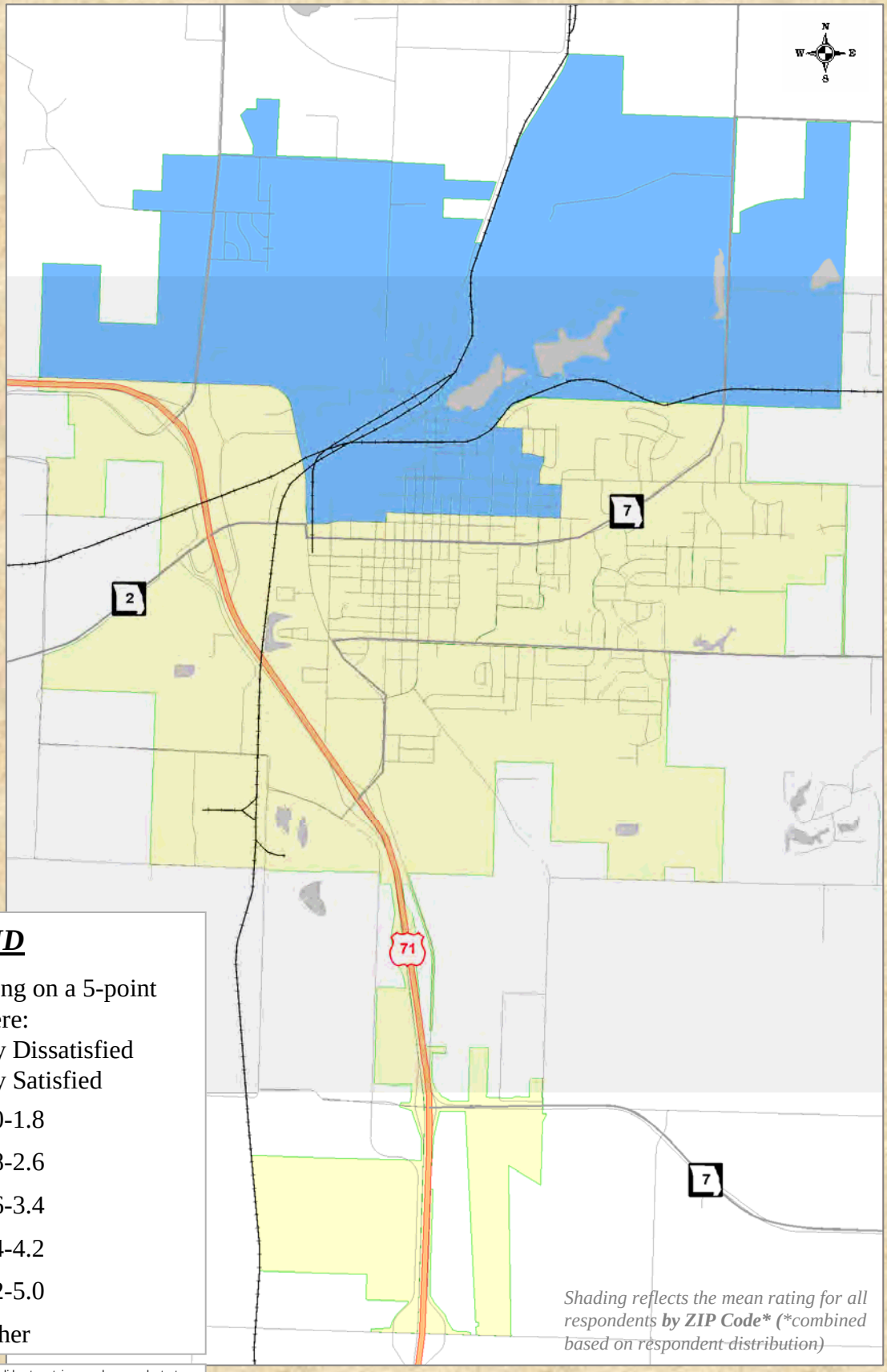
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q15c. Enforcing the maintenance of residential property



LEGEND

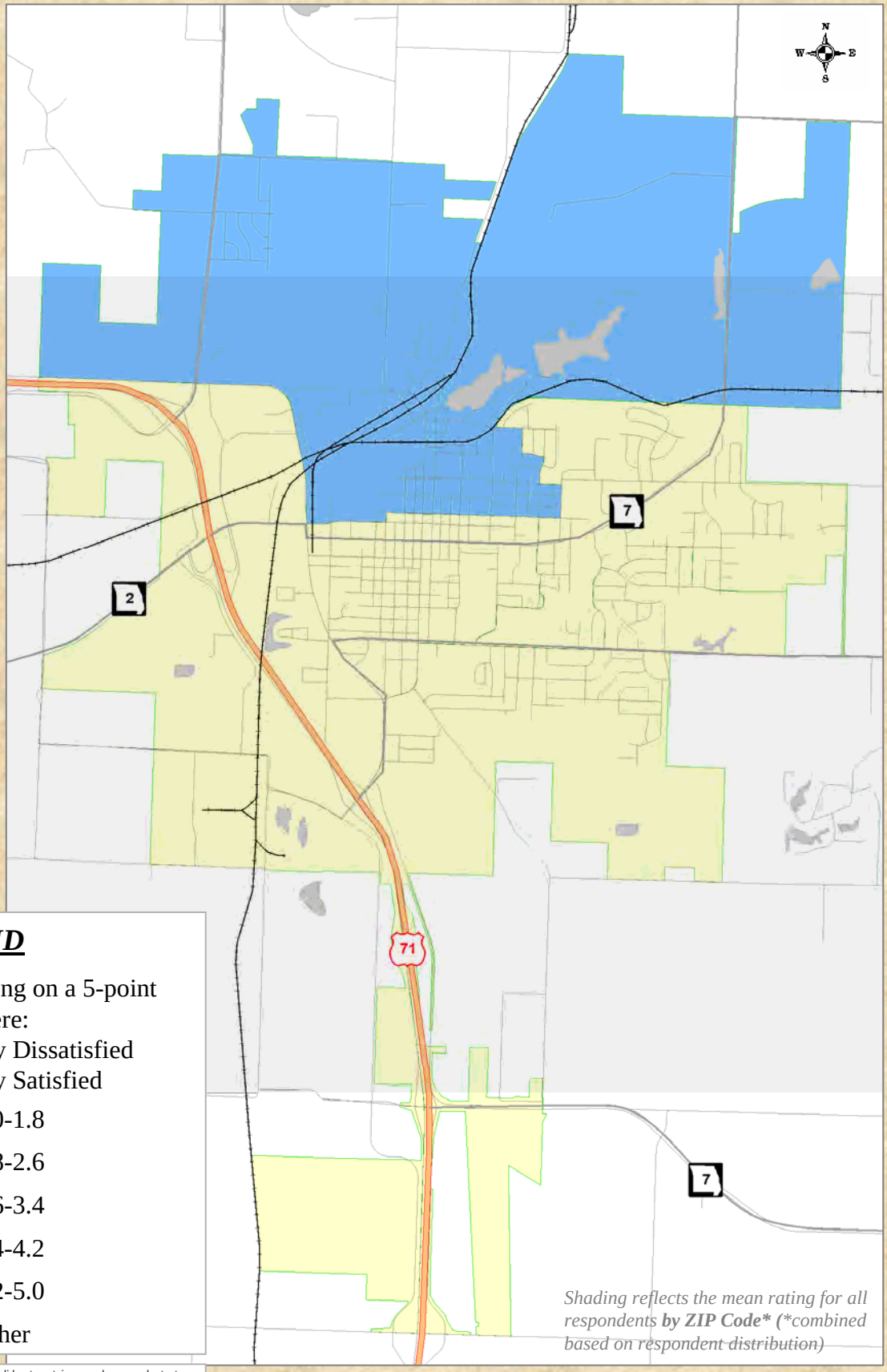
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q15d. Enforcing maintenance of business property



LEGEND

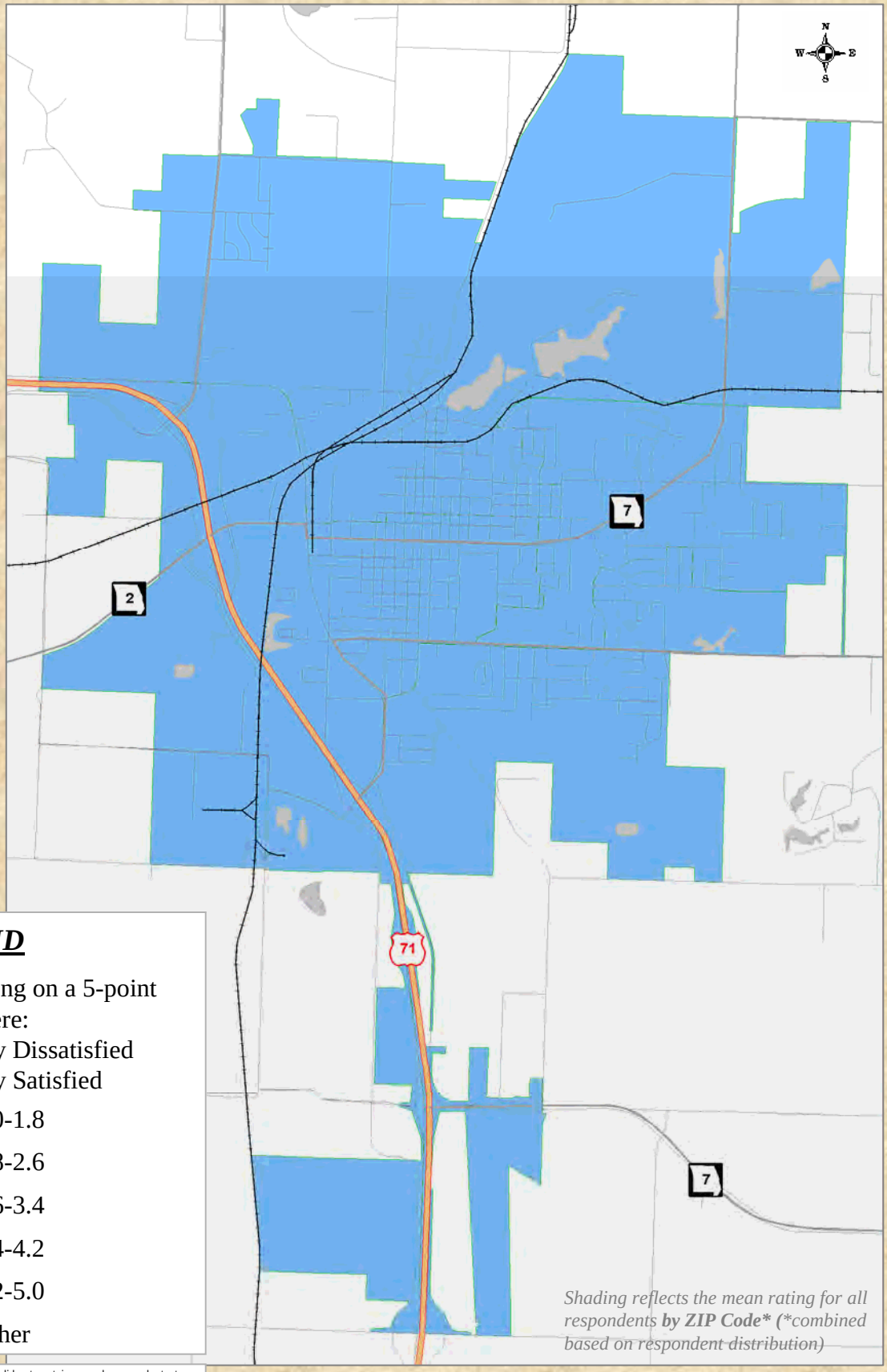
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q15e. Enforcing sign regulations



LEGEND

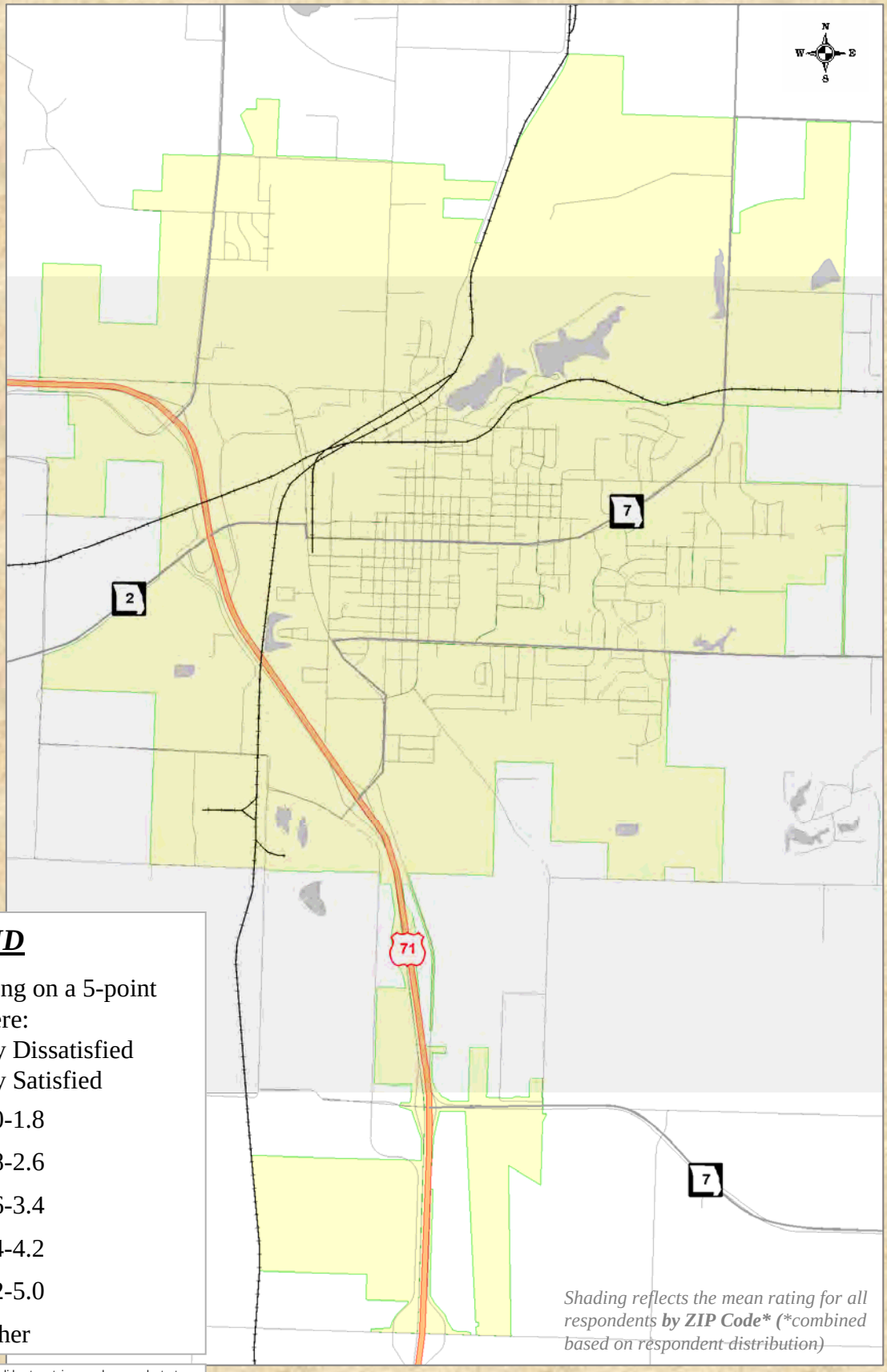
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q15f. Enforcing of off street parking regulations



LEGEND

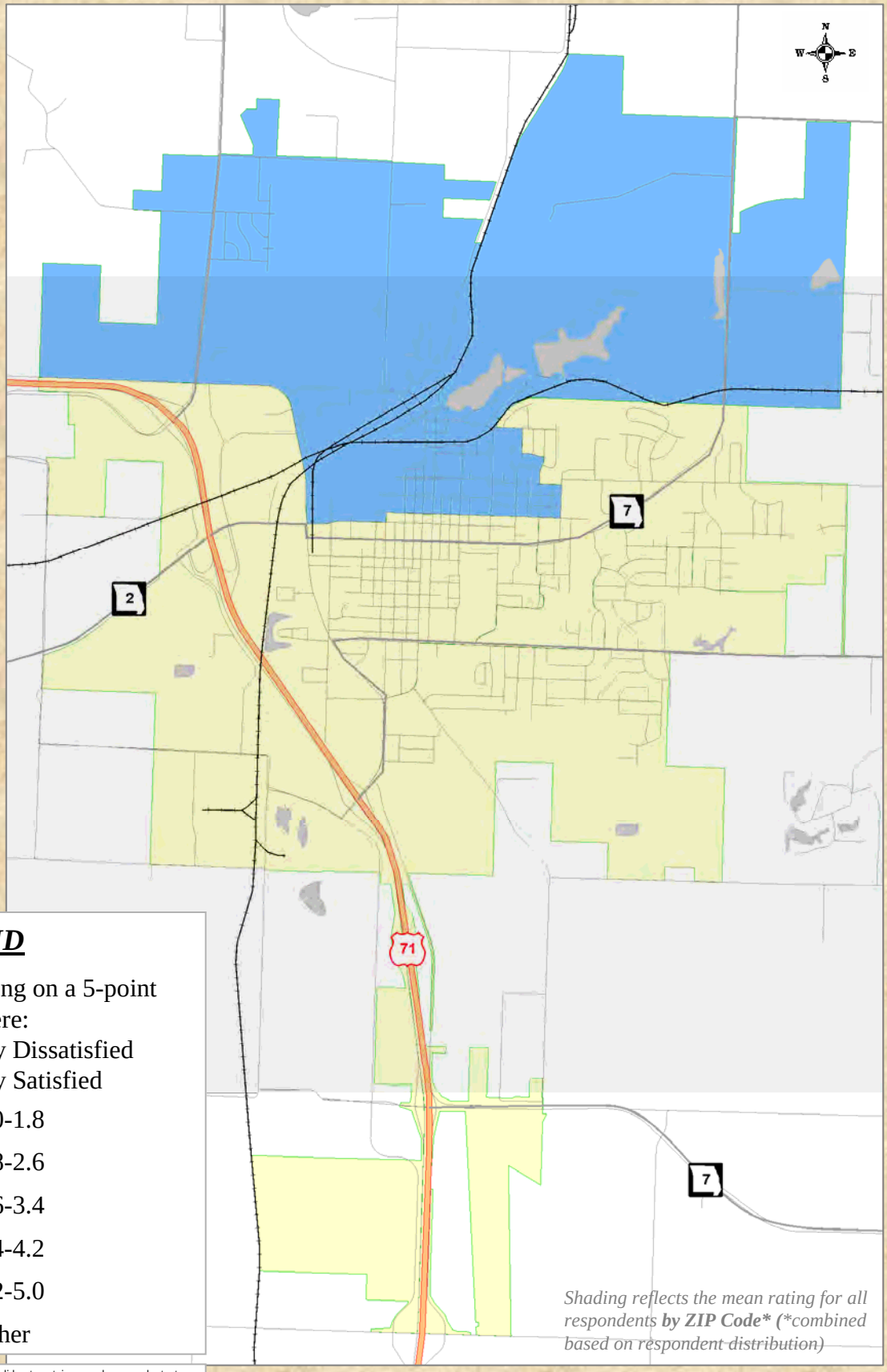
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q15g. Enforcement of regulations and codes on the City itself



LEGEND

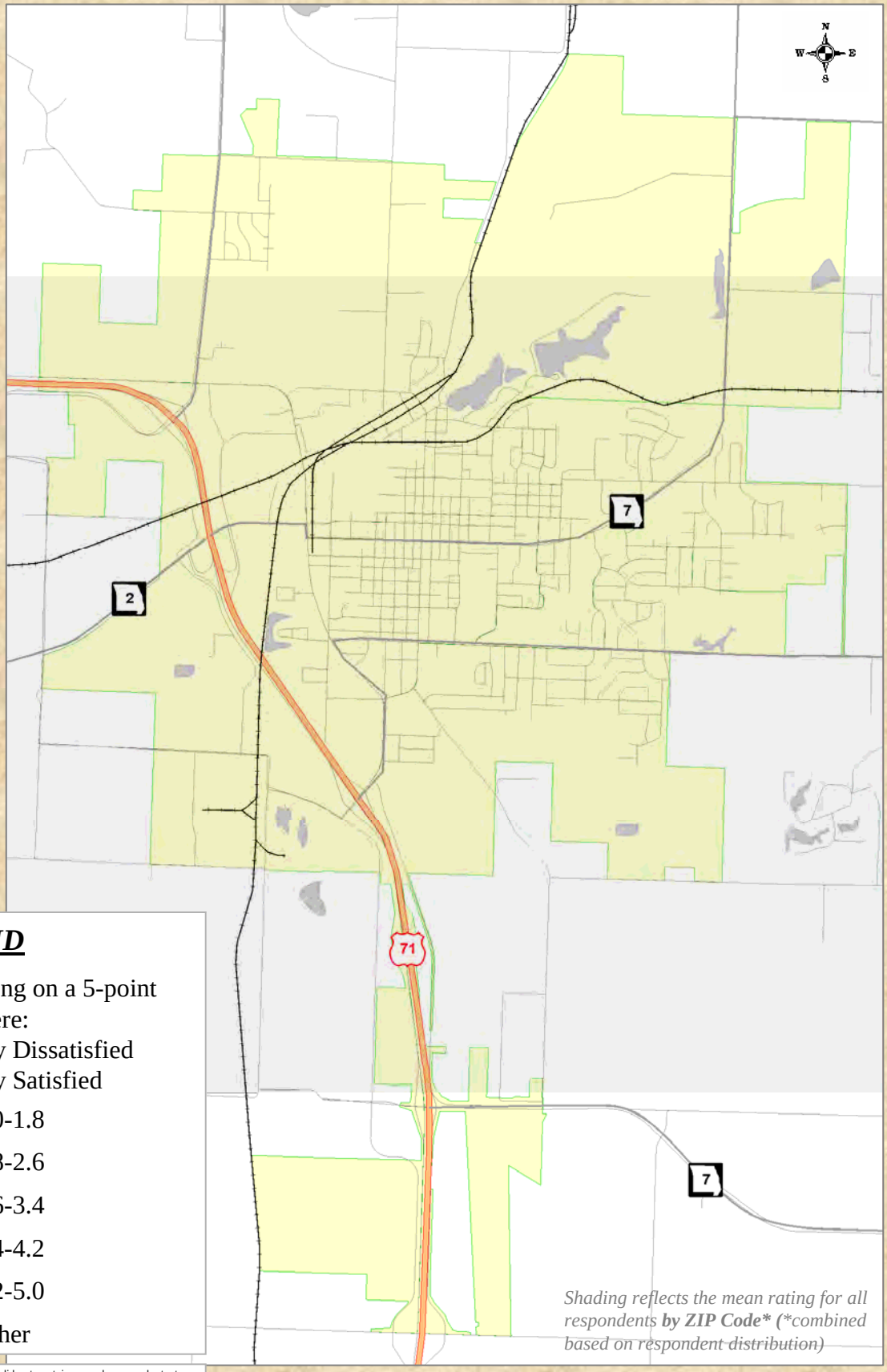
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q18a. Flow of traffic along 291



LEGEND

Mean rating on a 5-point scale where:
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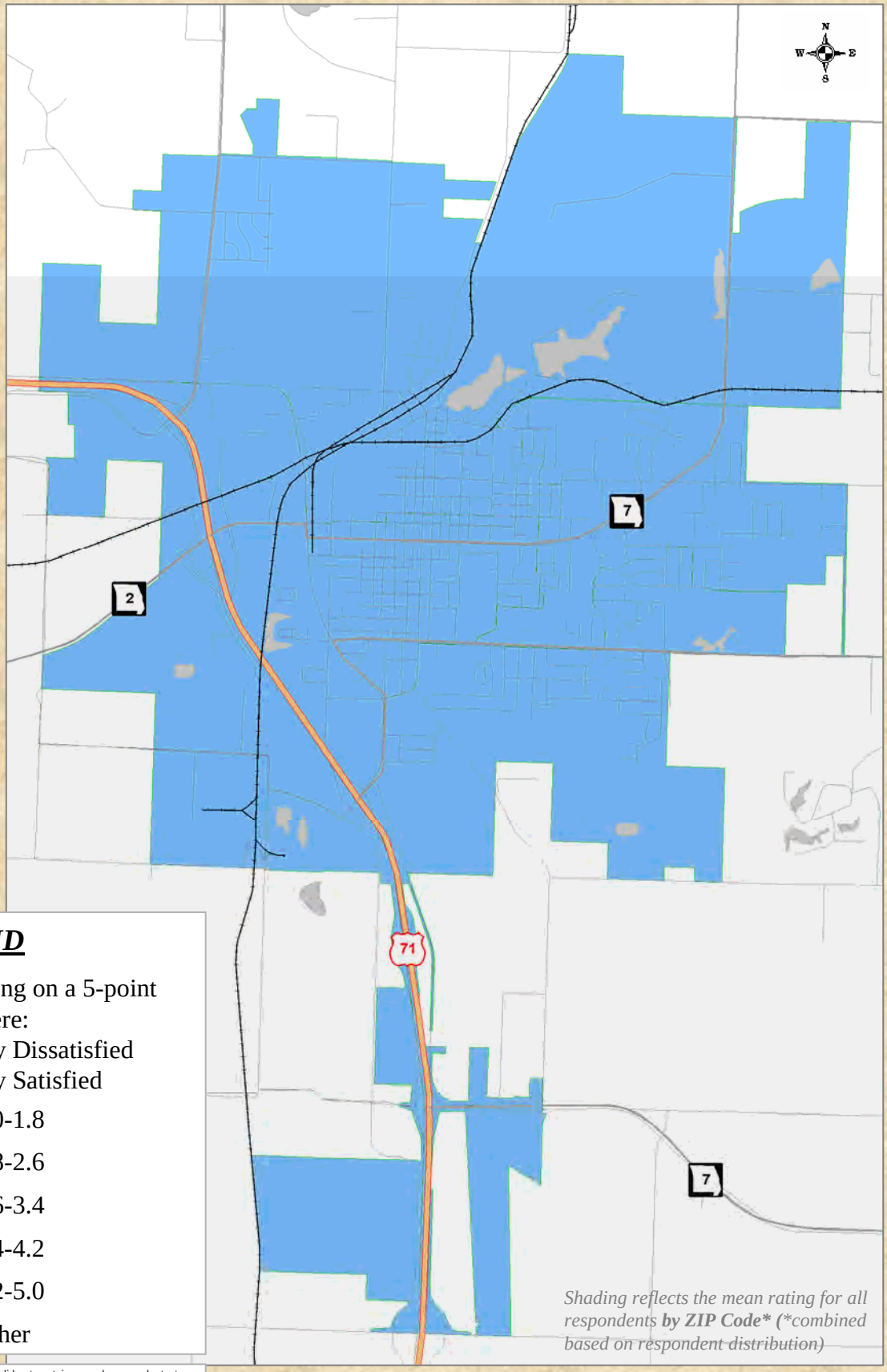
- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q18b. Ease of access to downtown



LEGEND

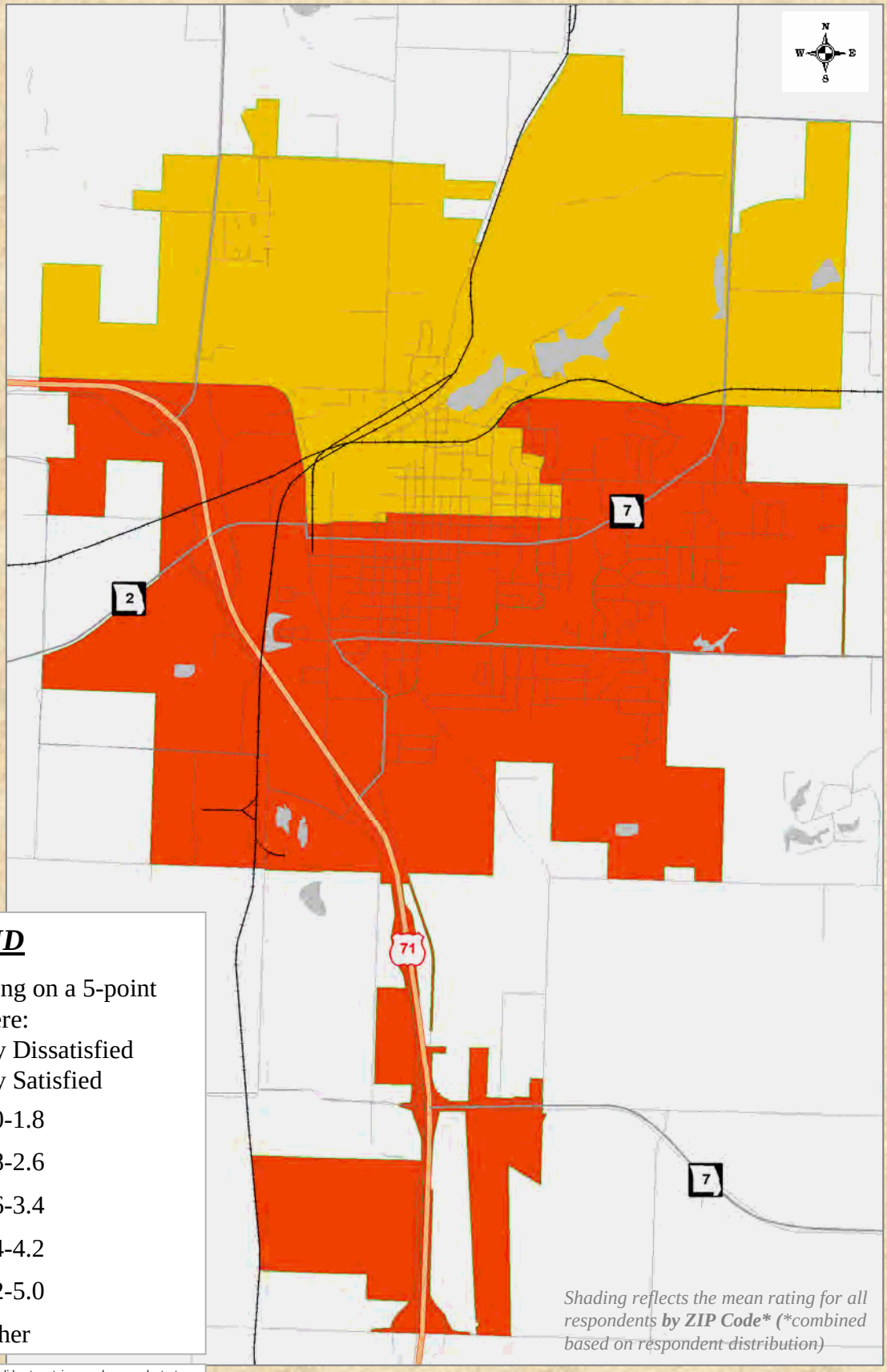
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q18c. Availability public transportation



LEGEND

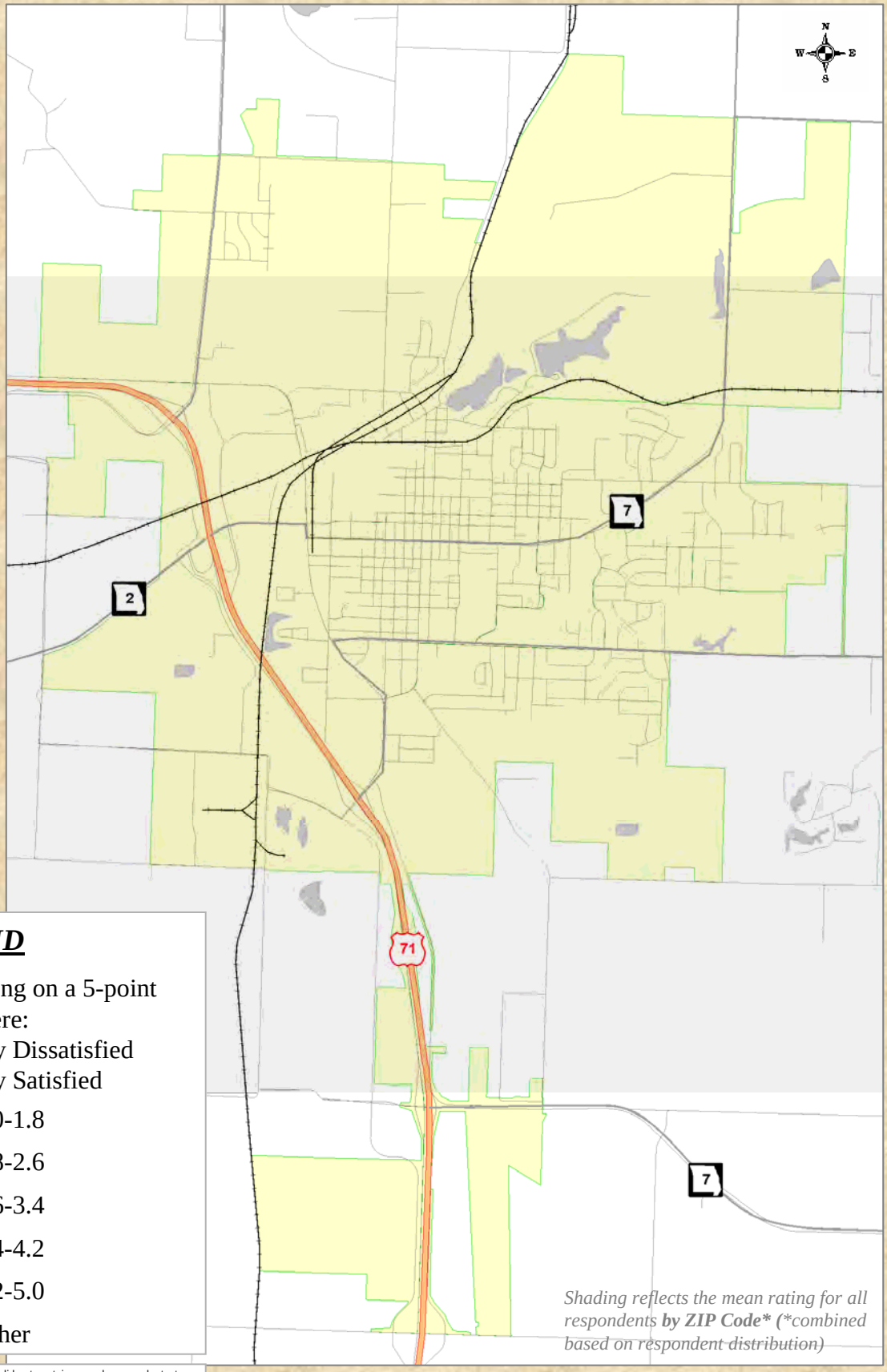
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q18d. Condition of residential streets



LEGEND

Mean rating on a 5-point scale where:
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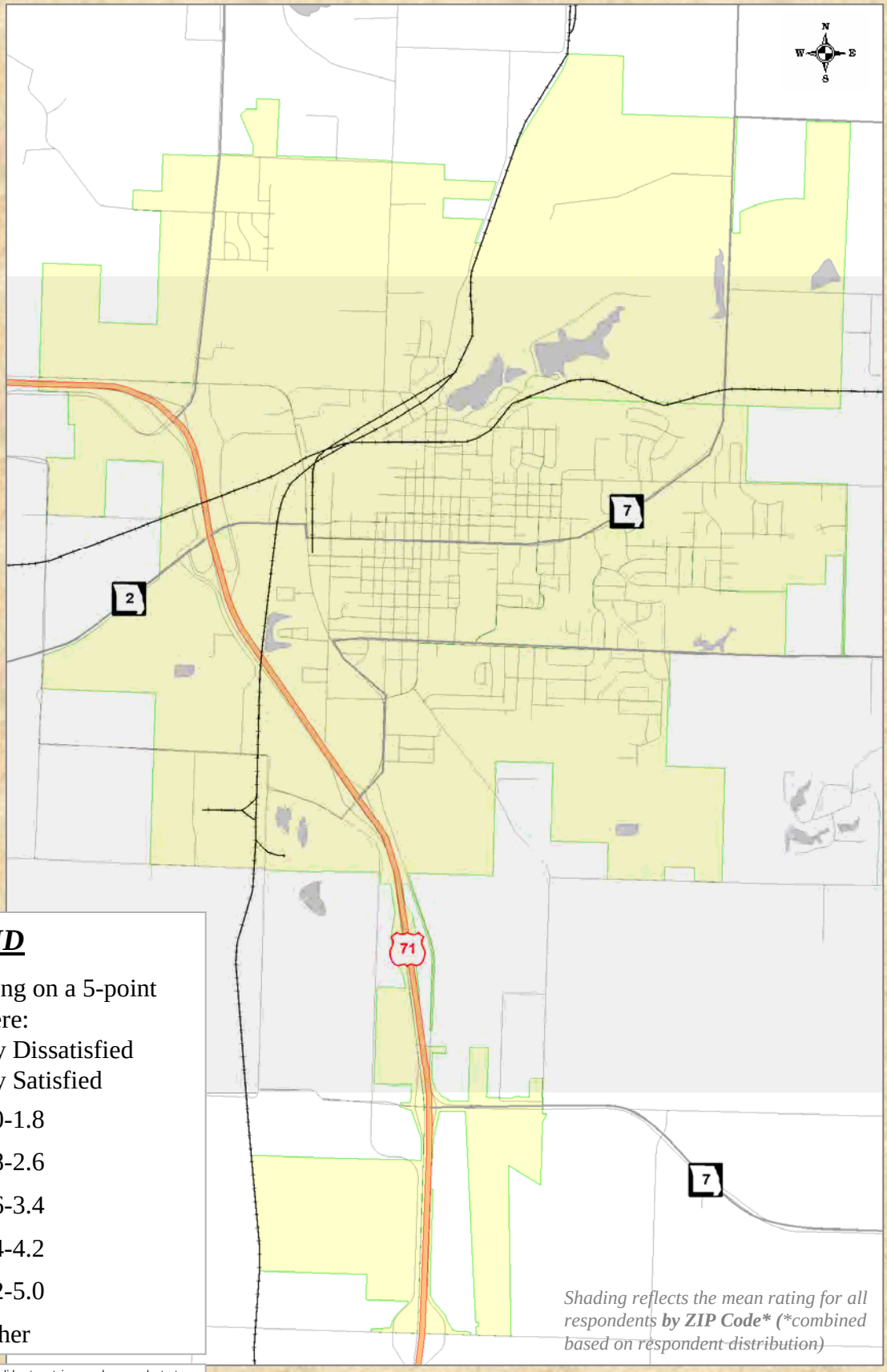
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q18e. Condition of commercial streets



LEGEND

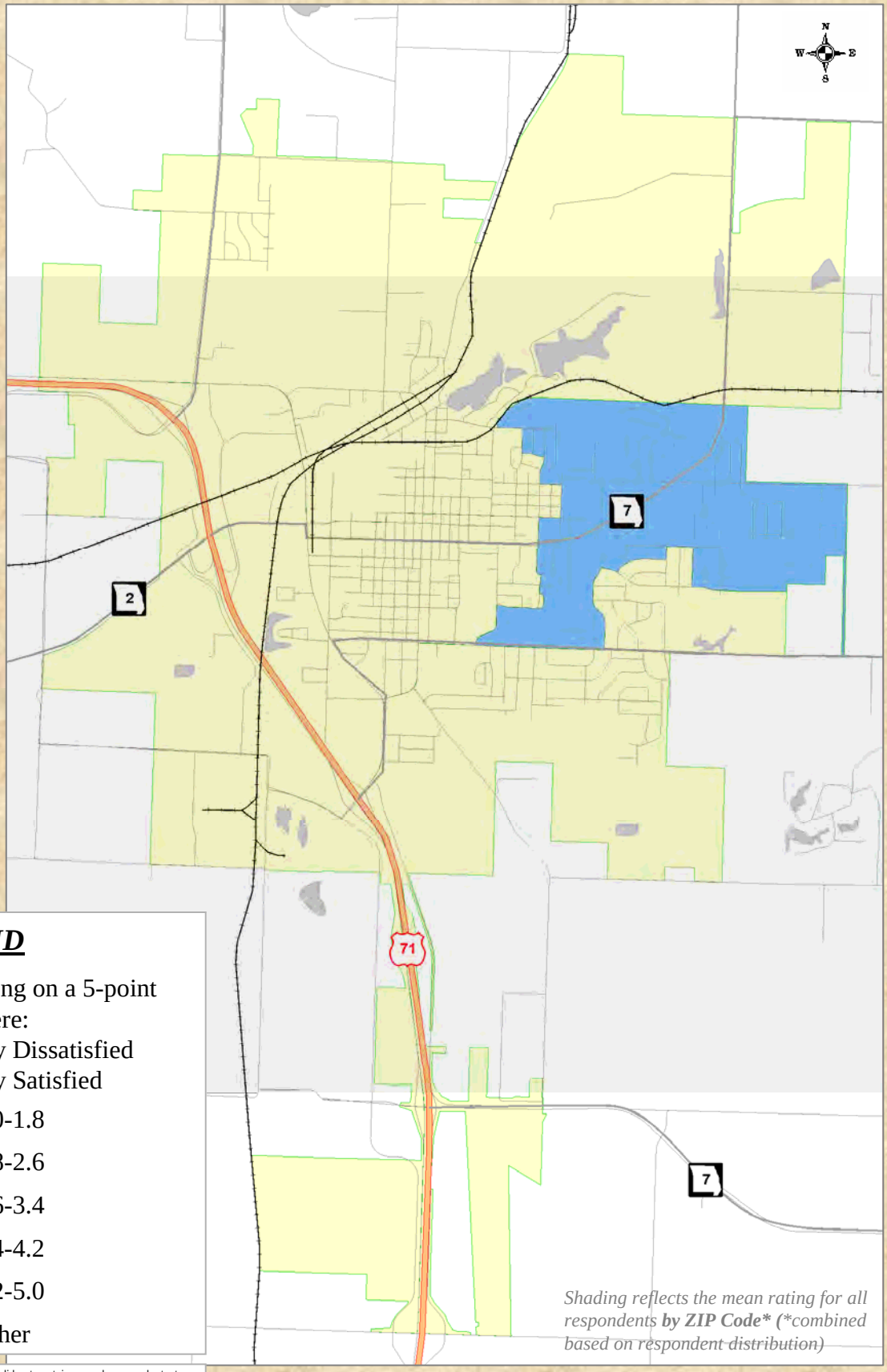
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q18f. Availability of public sidewalks



LEGEND

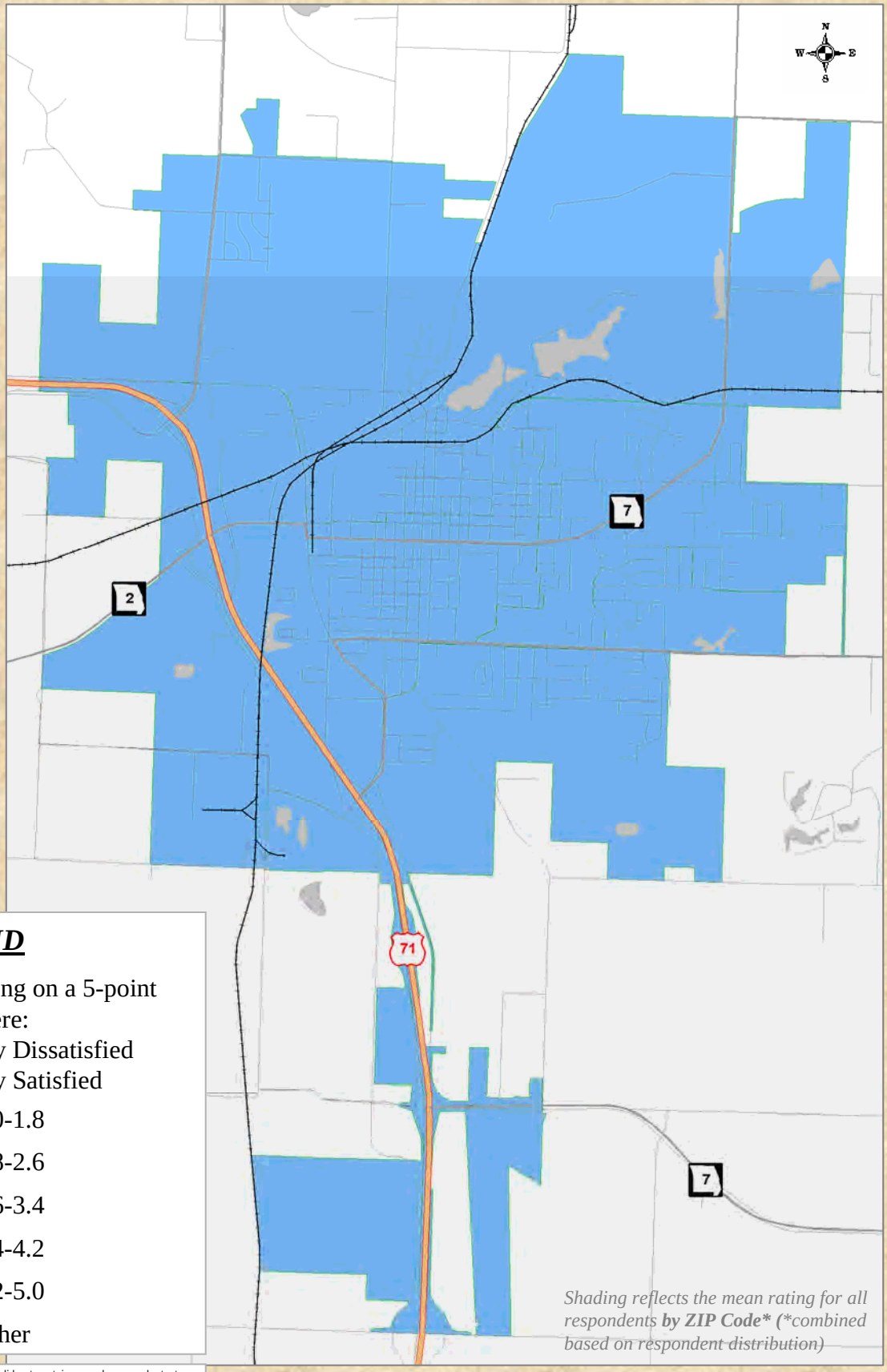
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q21a. Visibility of police in neighborhoods



LEGEND

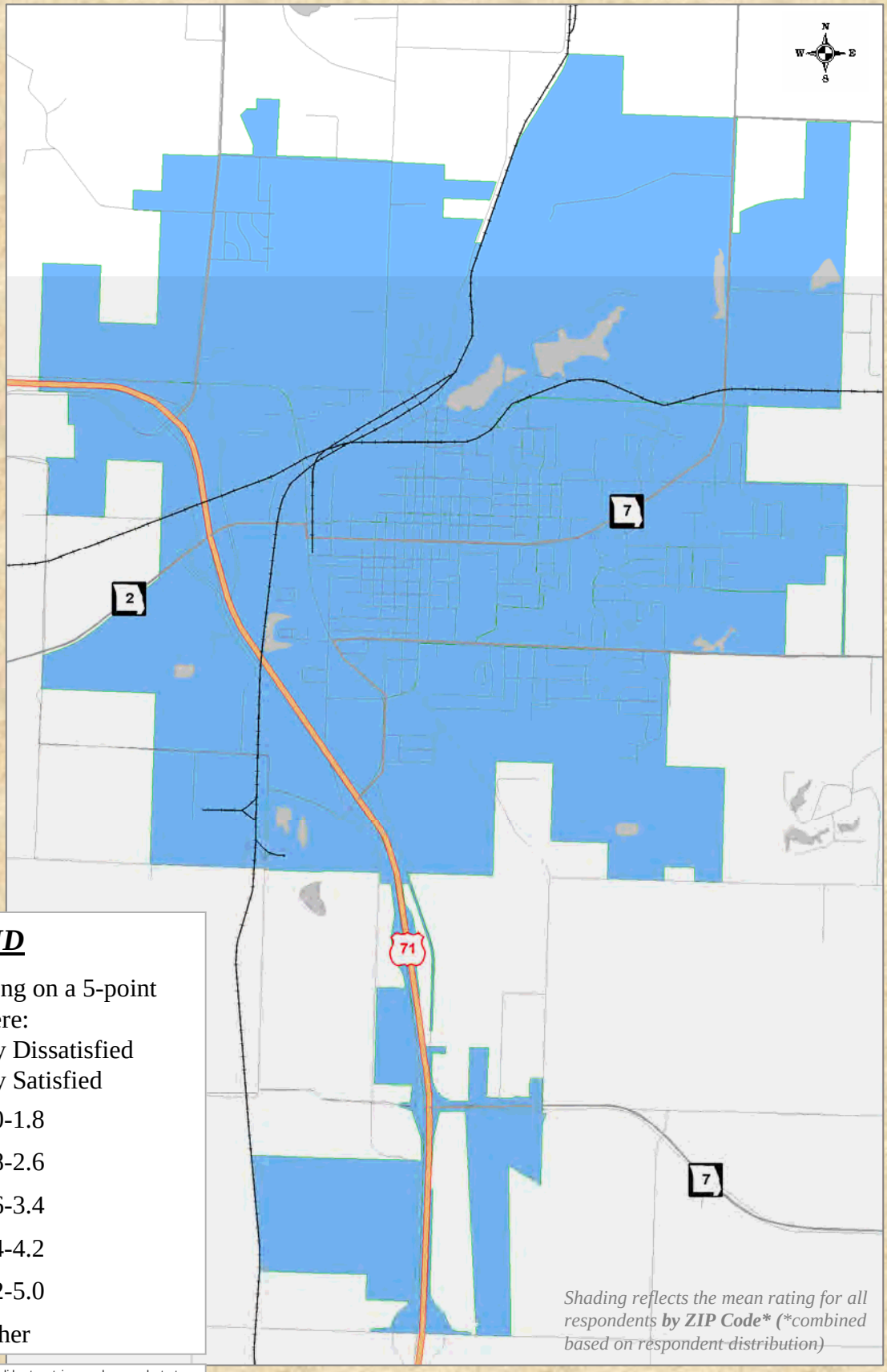
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q21b. Visibility police in retail areas



LEGEND

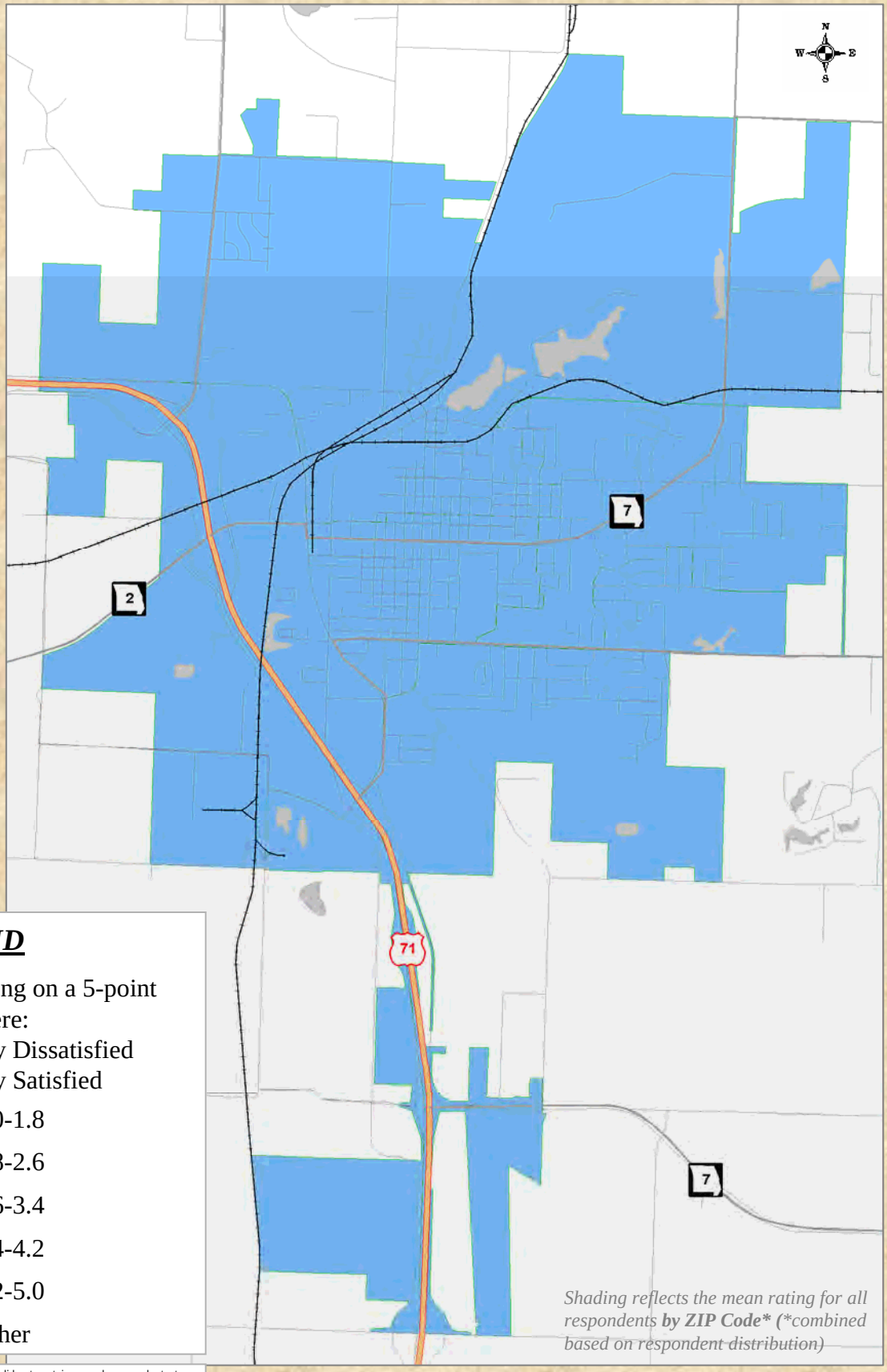
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q21c. The City's efforts to prevent crime



LEGEND

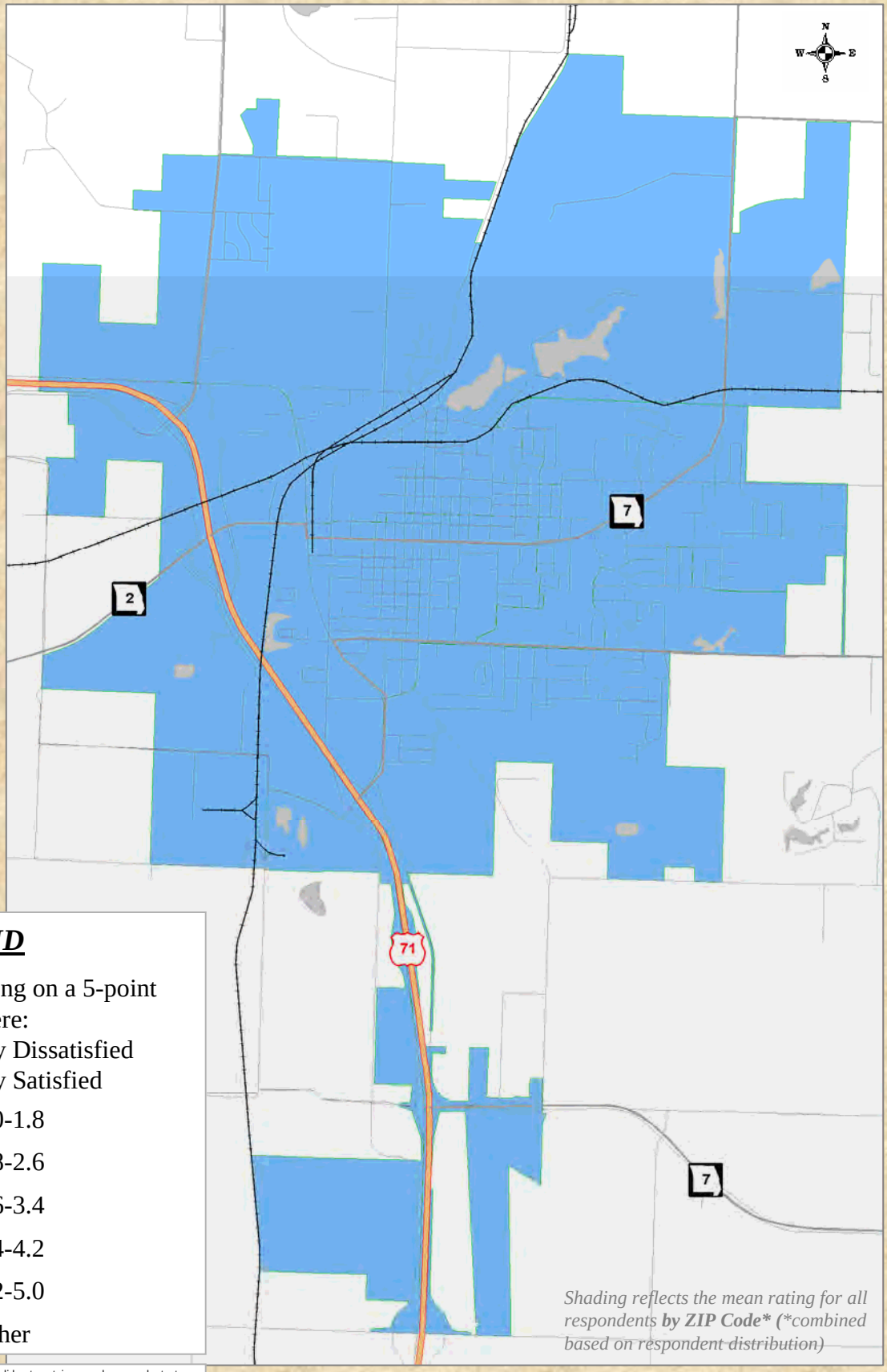
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q21d. How quickly police respond to emergencies



LEGEND

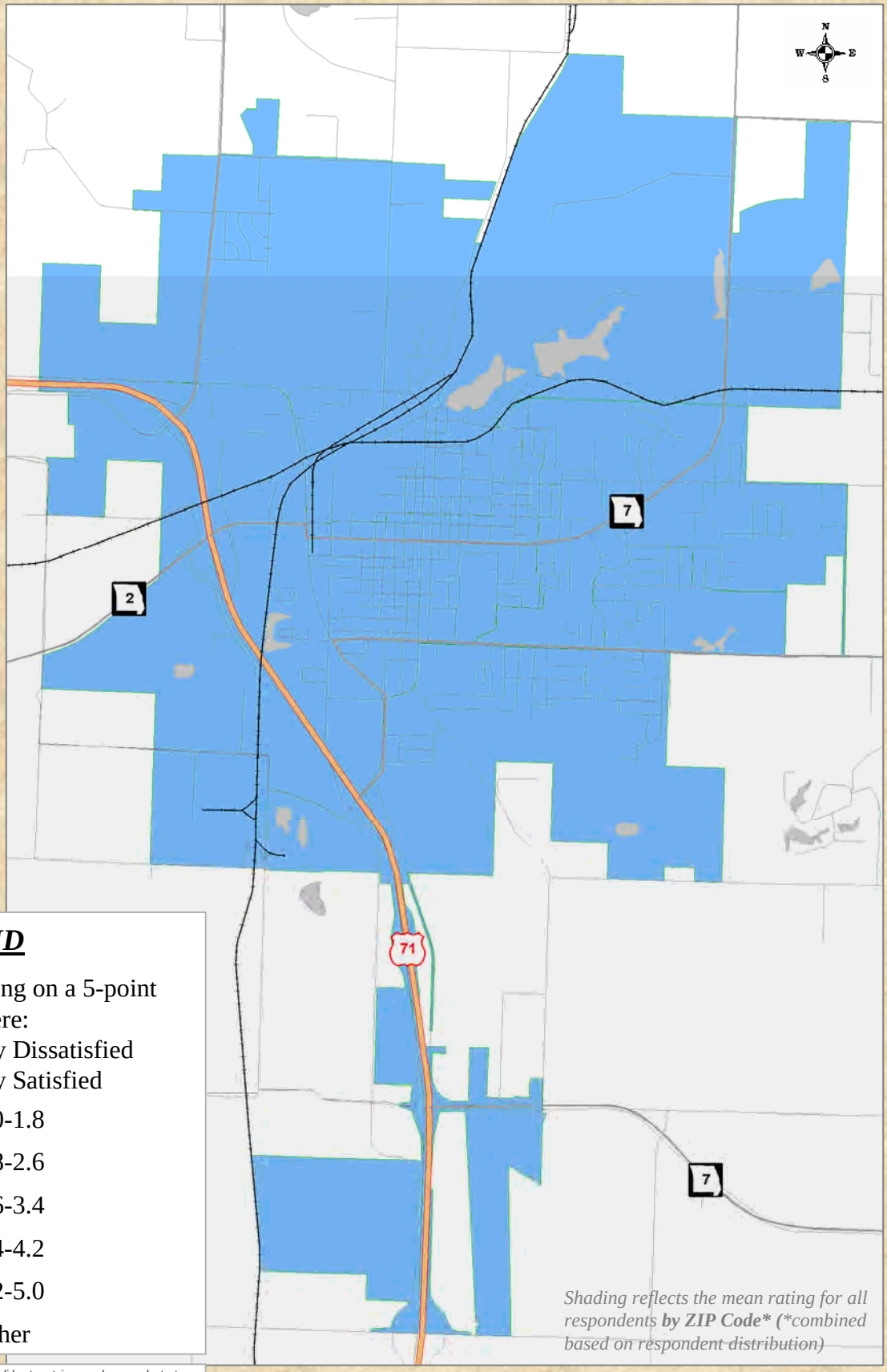
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q21e. Enforcement of local traffic laws



LEGEND

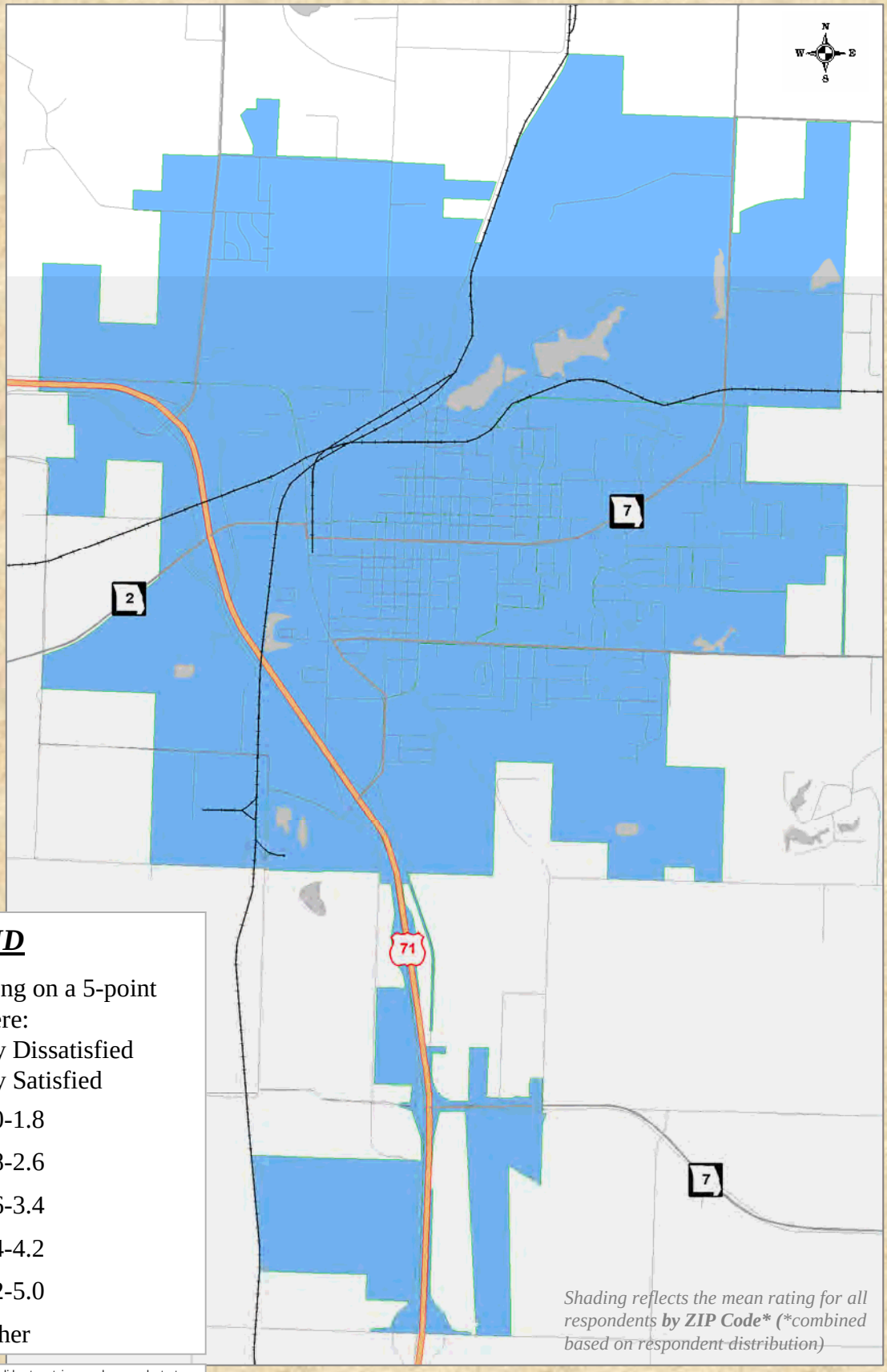
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q21f. Police related education programs



LEGEND

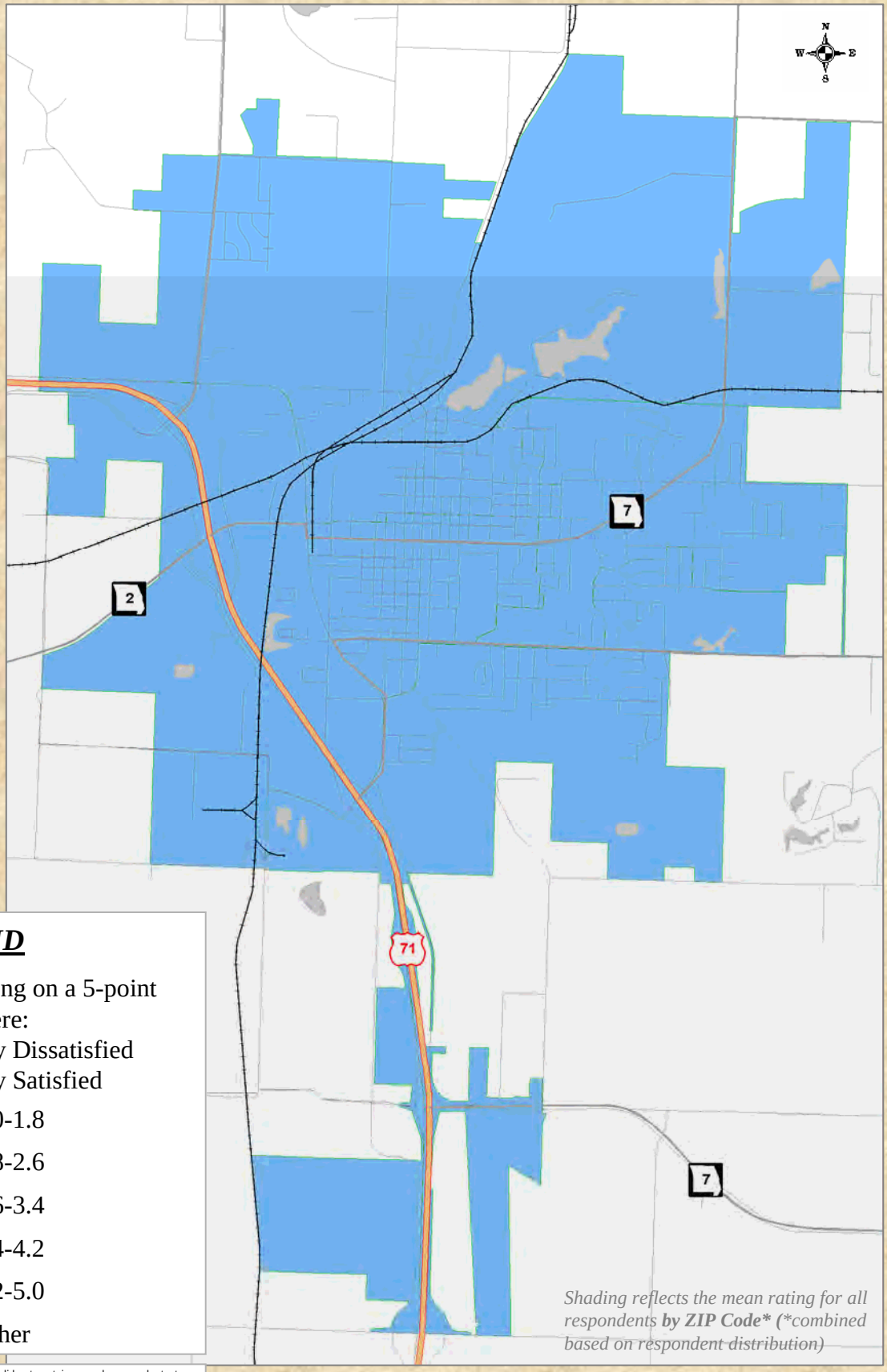
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q21g. Overall quality of local police protection



LEGEND

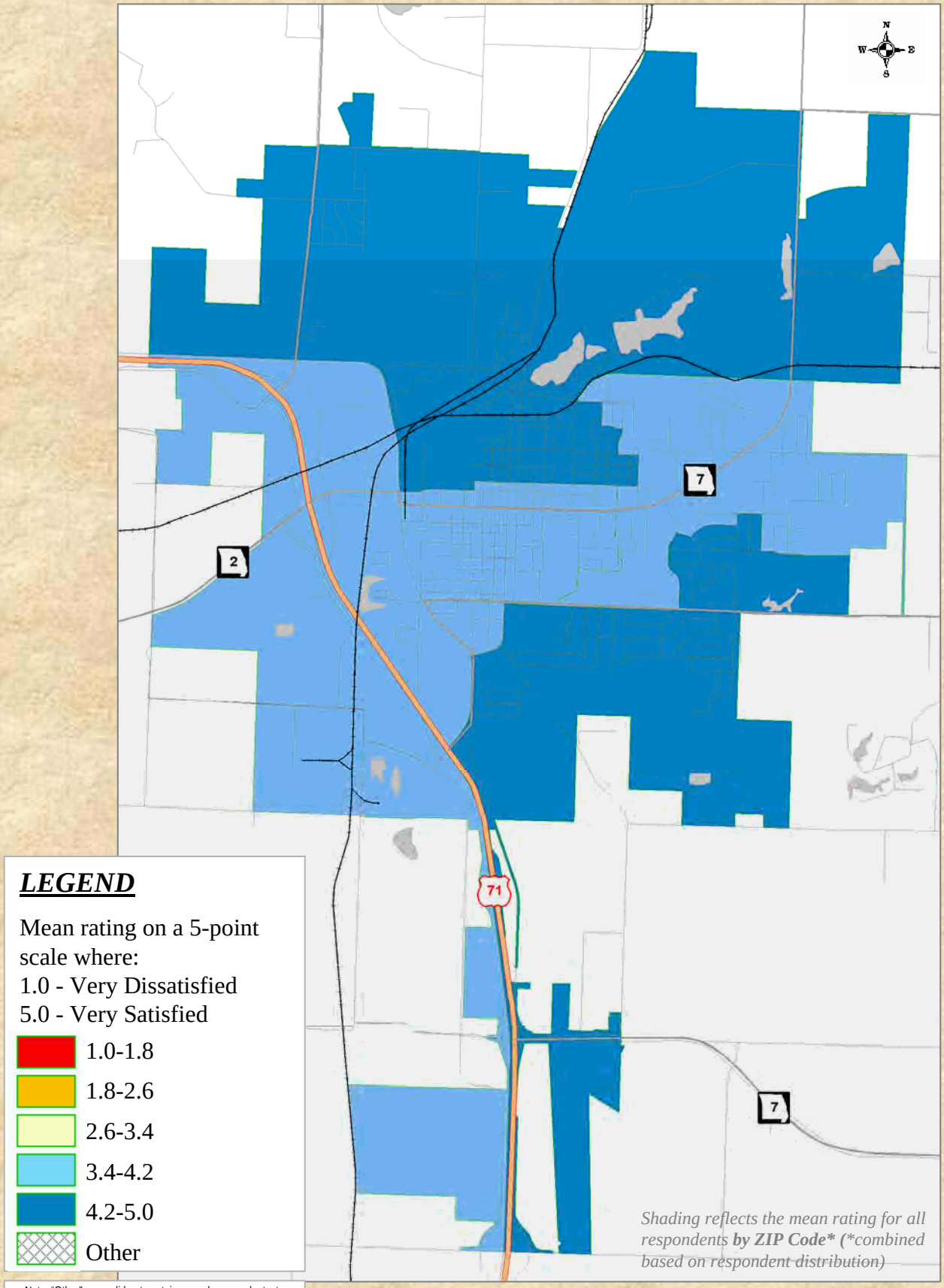
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

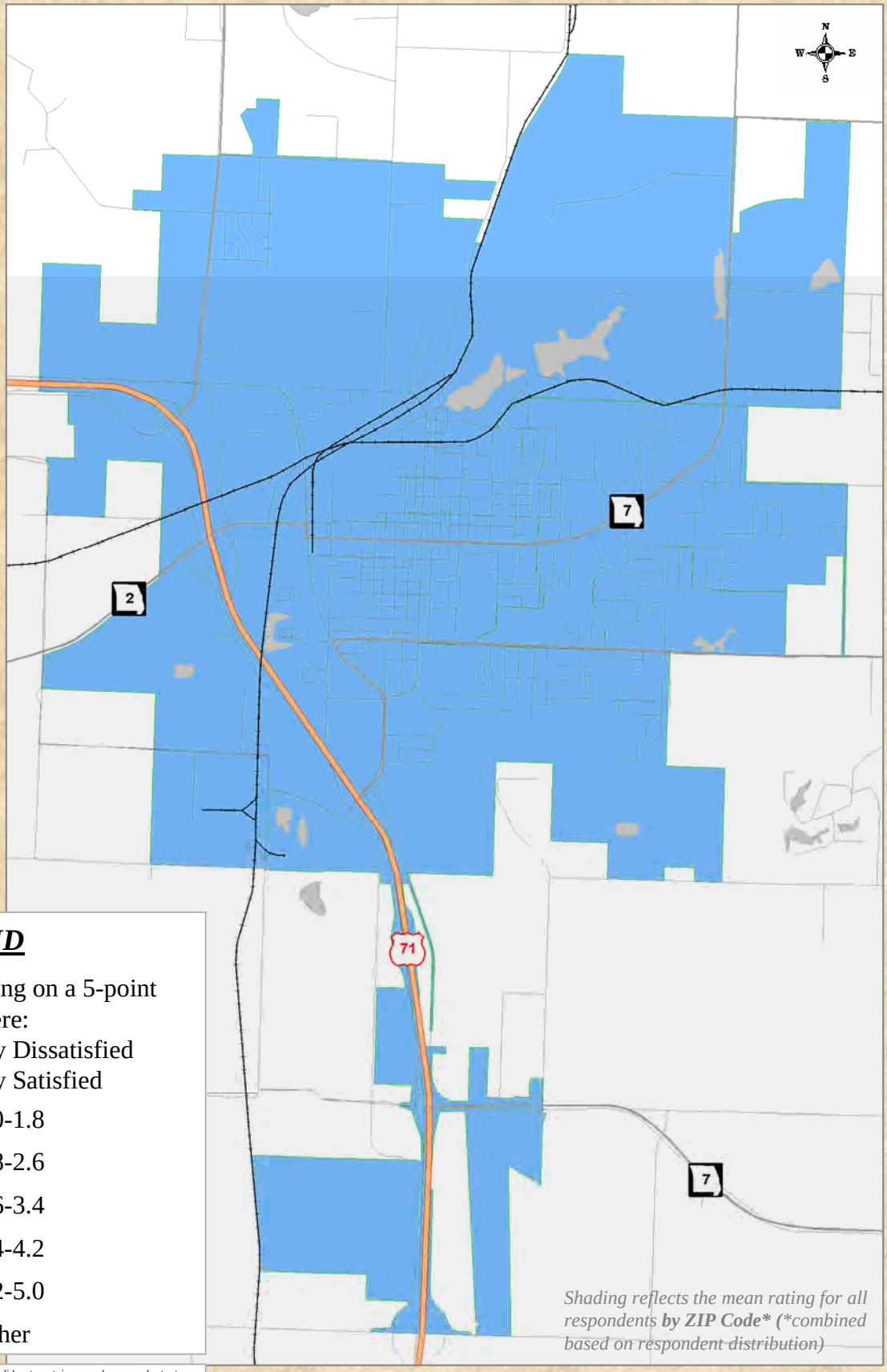
Q21h. How quickly fire personnel respond to emergencies



Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q21i. Quality of the City's fire prevention programs



LEGEND

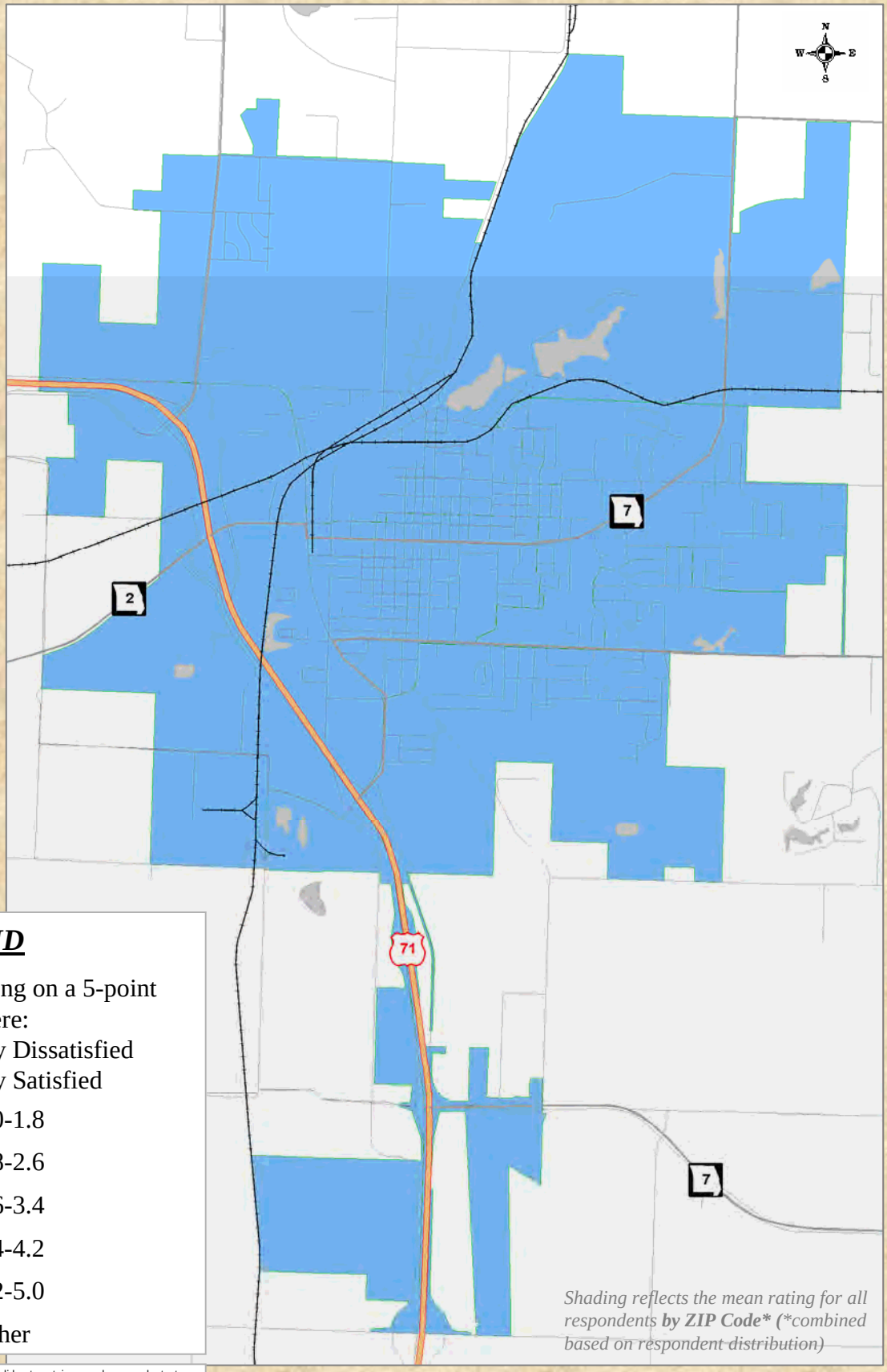
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q21j. Fire-related education programs



LEGEND

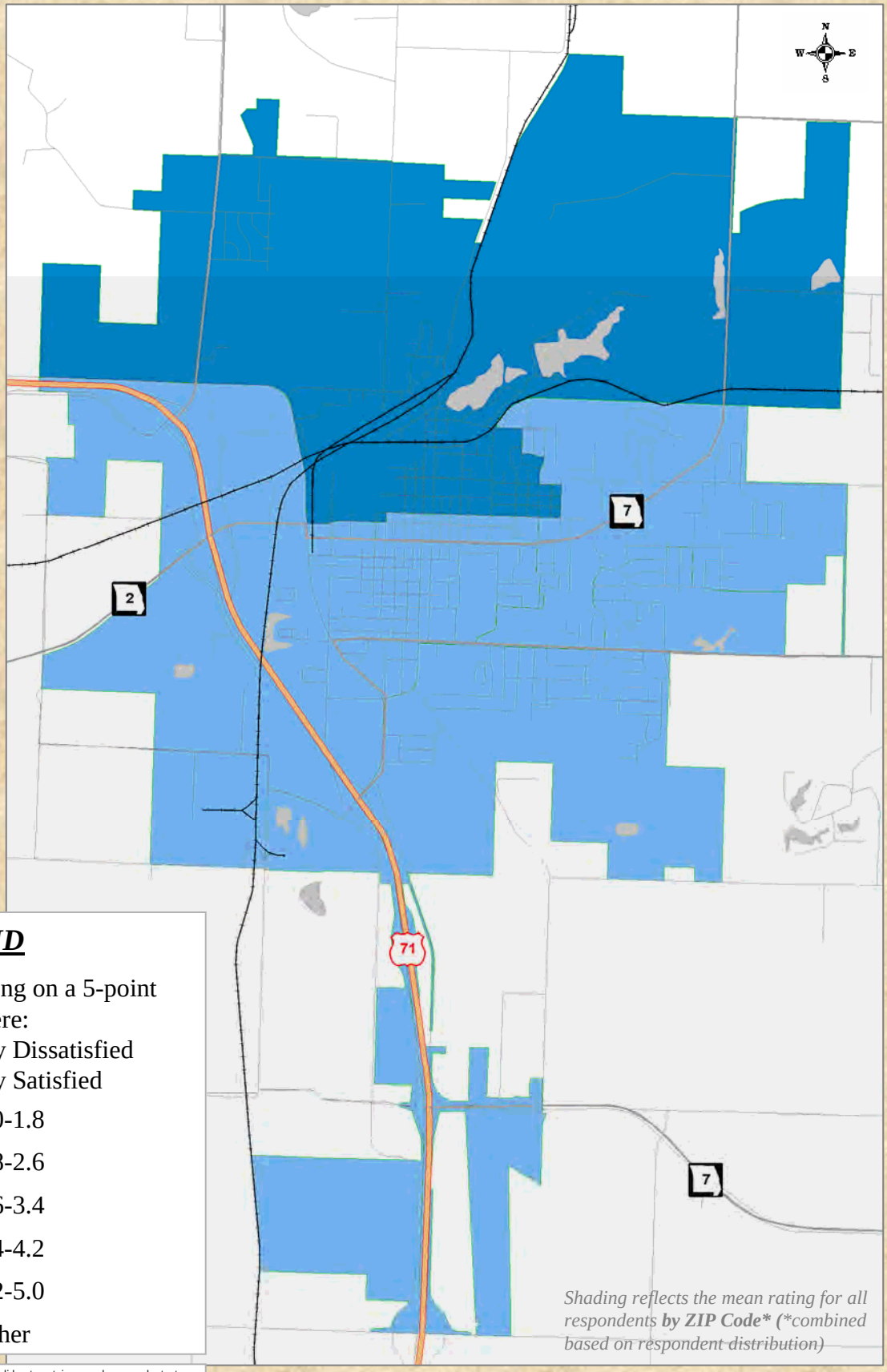
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q21k. Quality of local fire protection



LEGEND

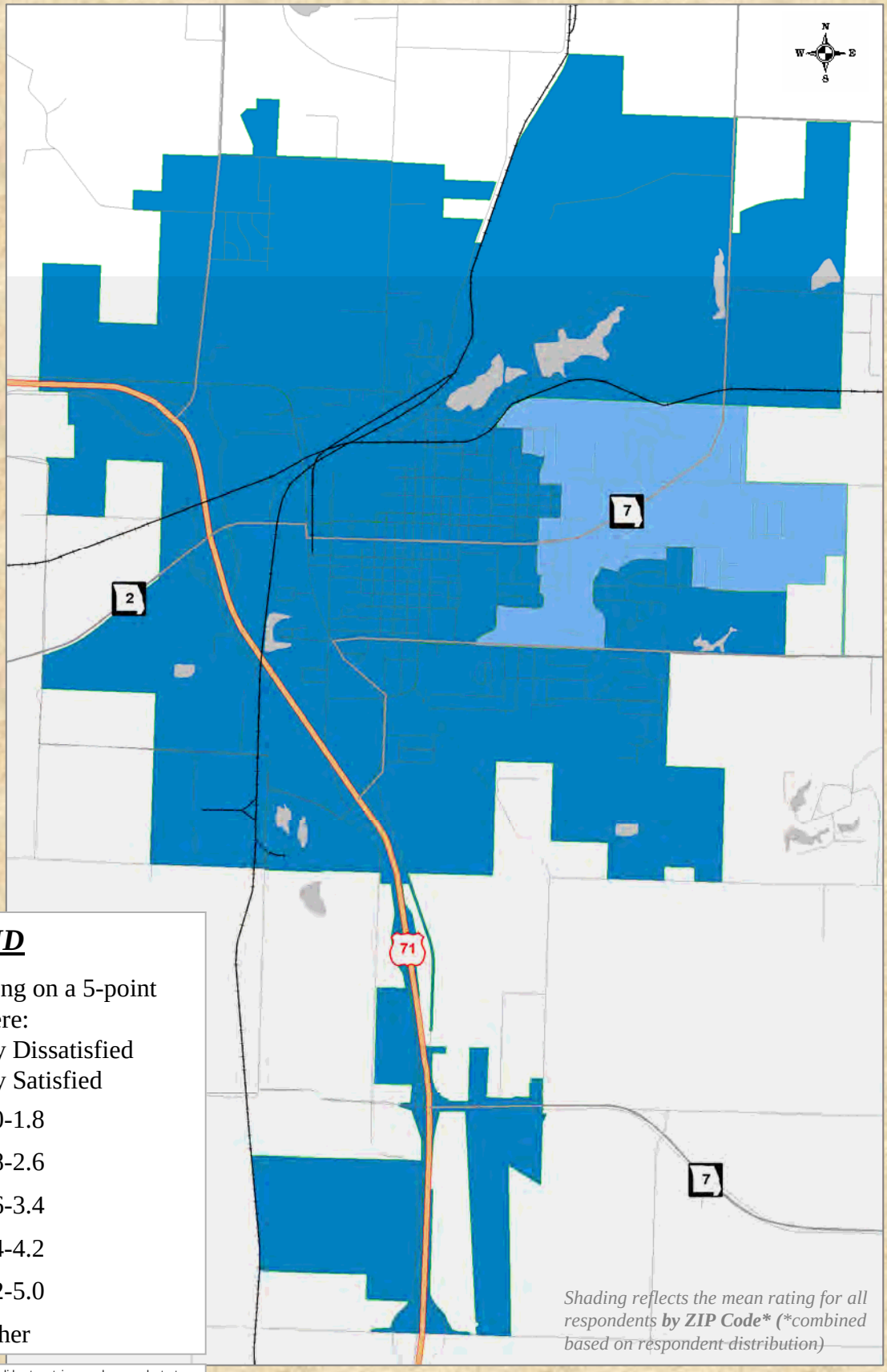
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q21l. How quickly ambulance personnel respond to emergencies



LEGEND

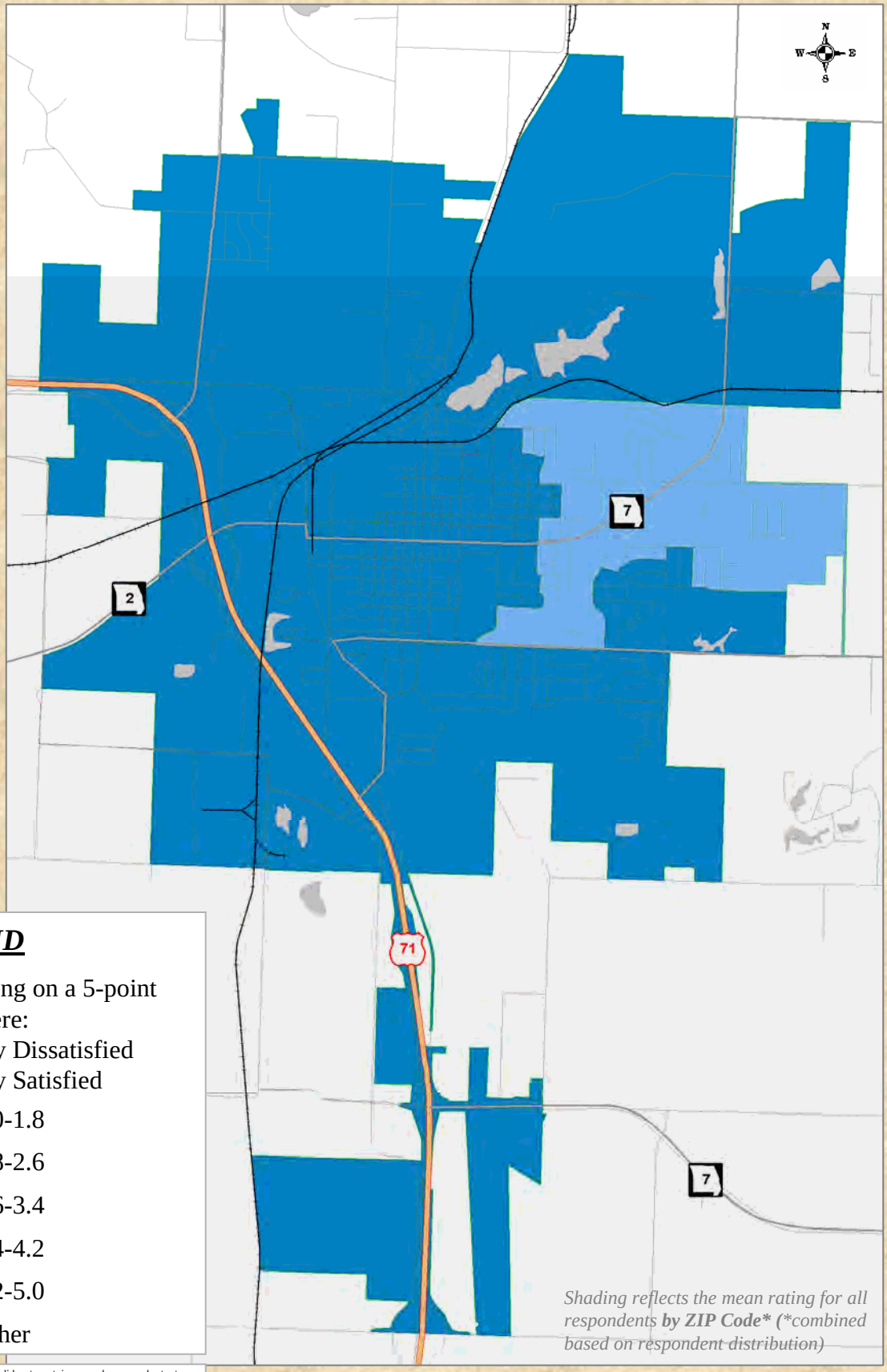
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q21m. Quality of local ambulance service



LEGEND

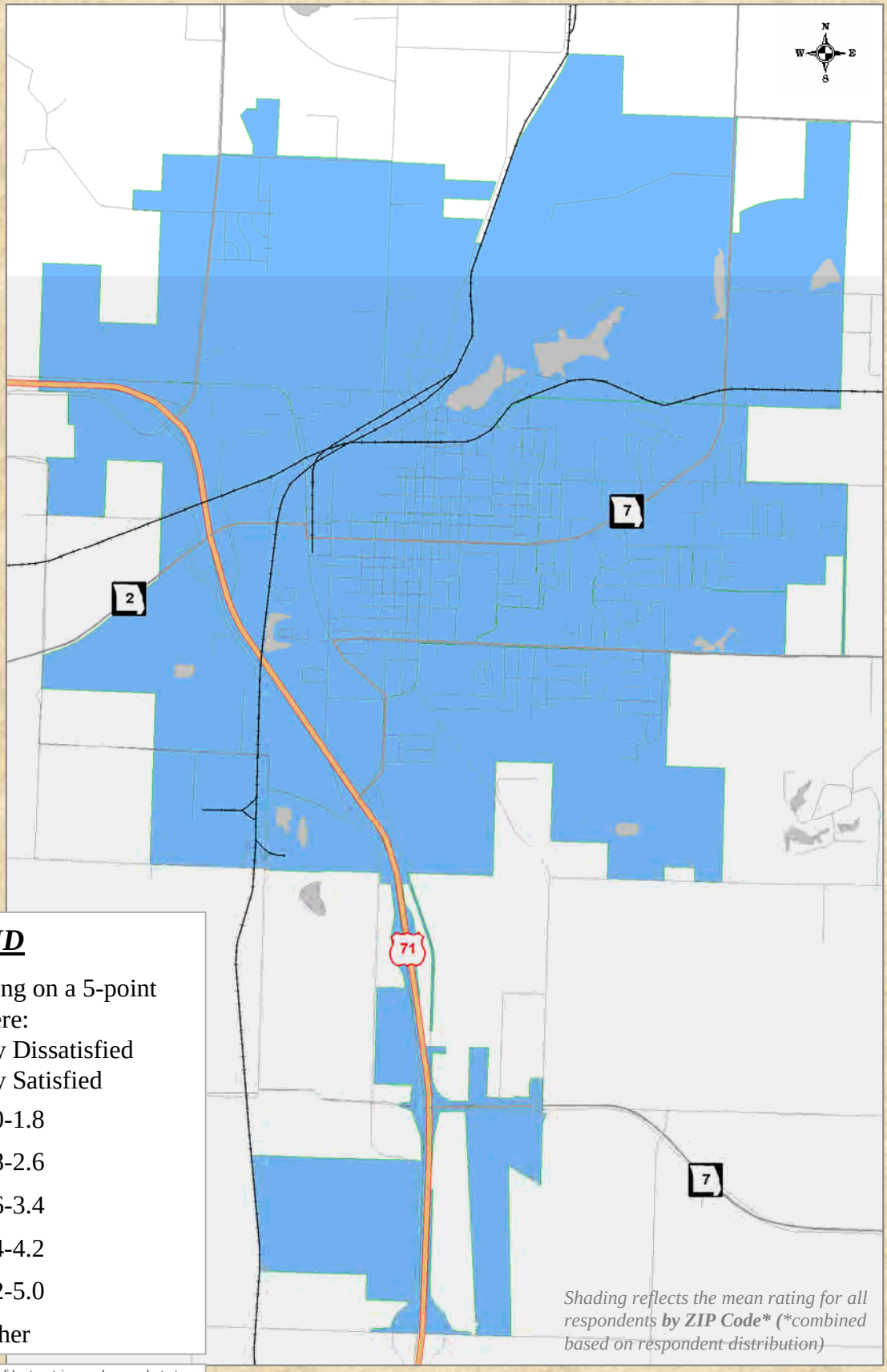
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q21n. Quality of animal control



LEGEND

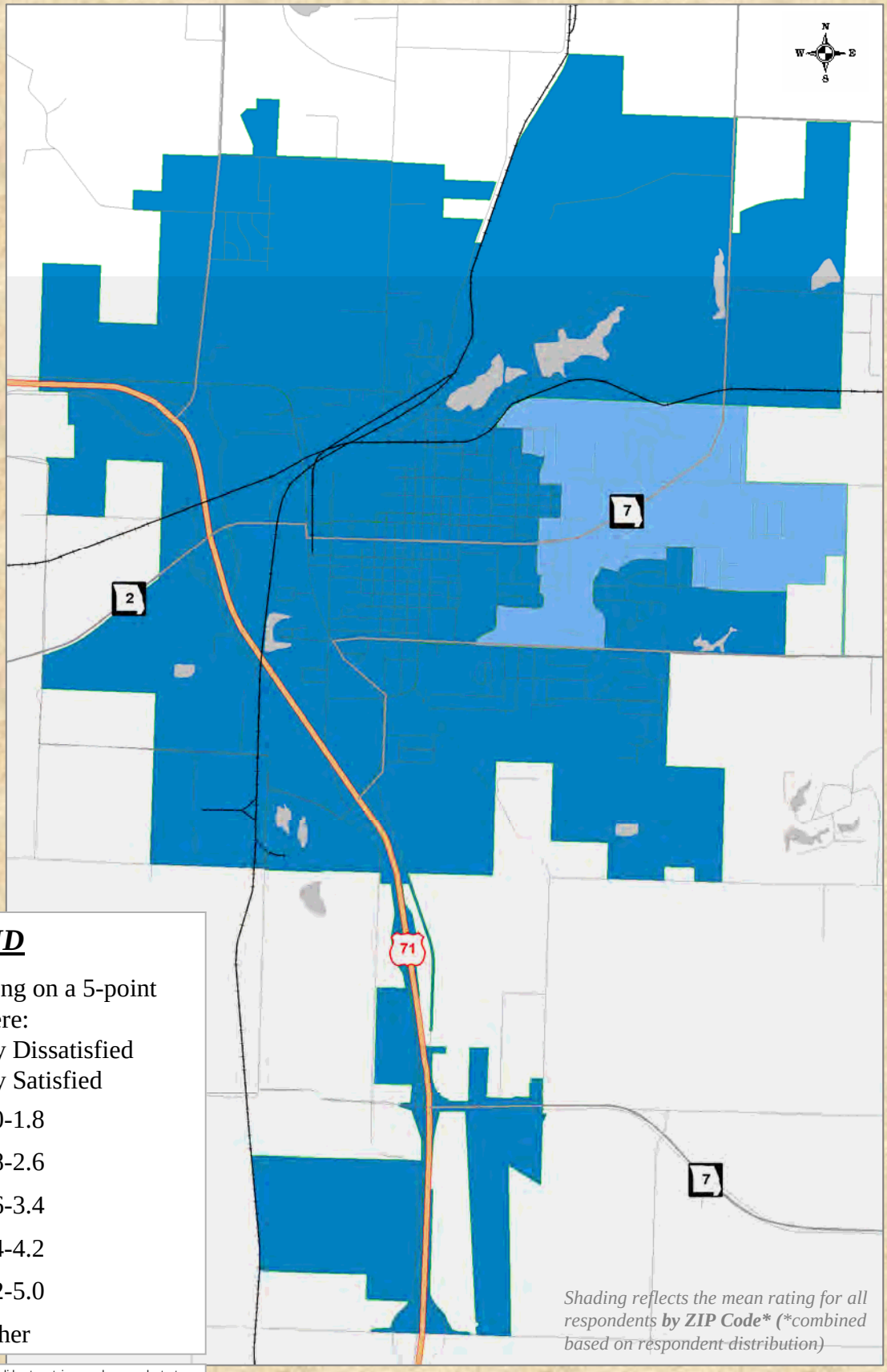
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q27a. Maintenance of City parks



LEGEND

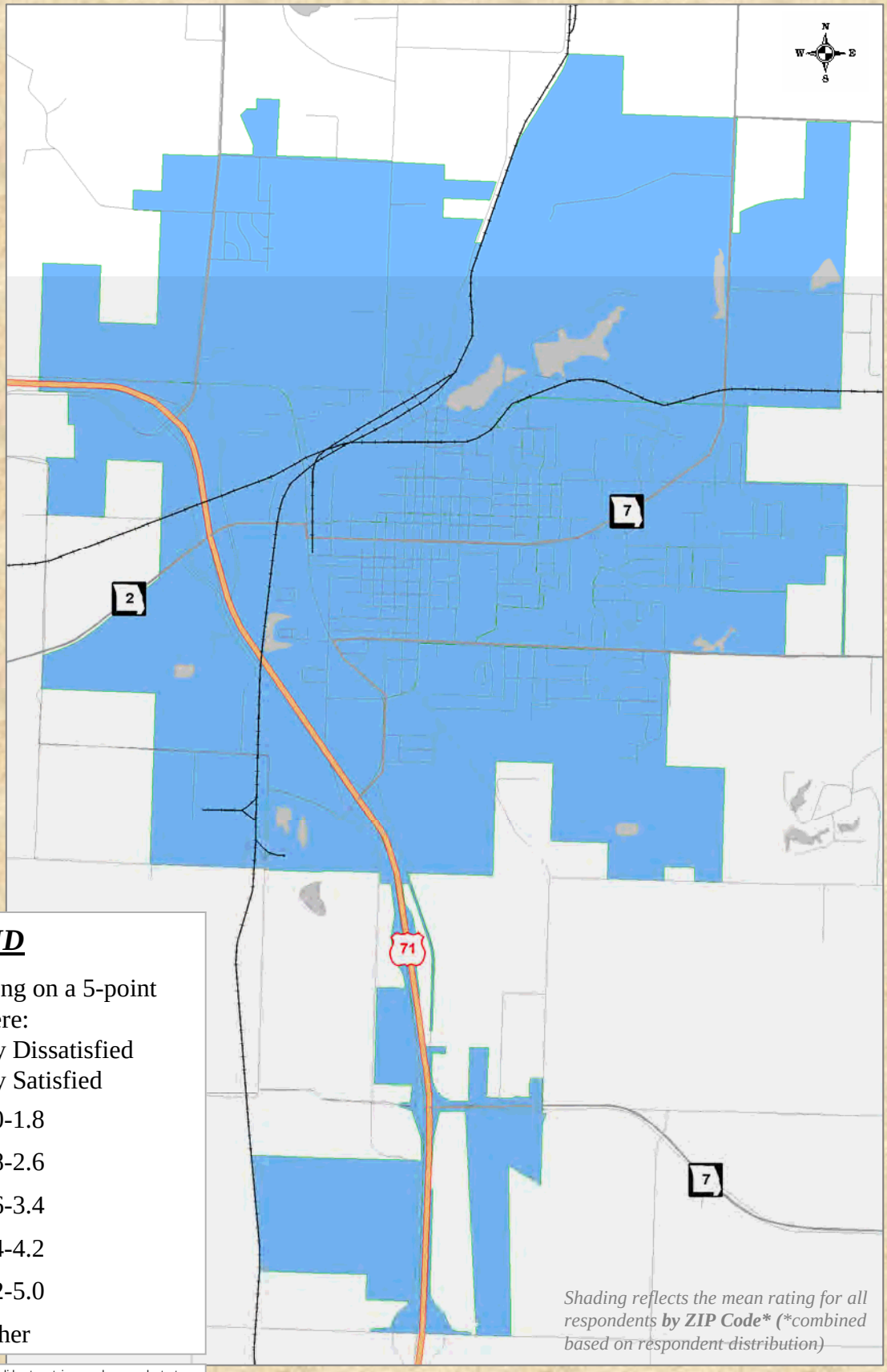
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q27b. Number of City parks



LEGEND

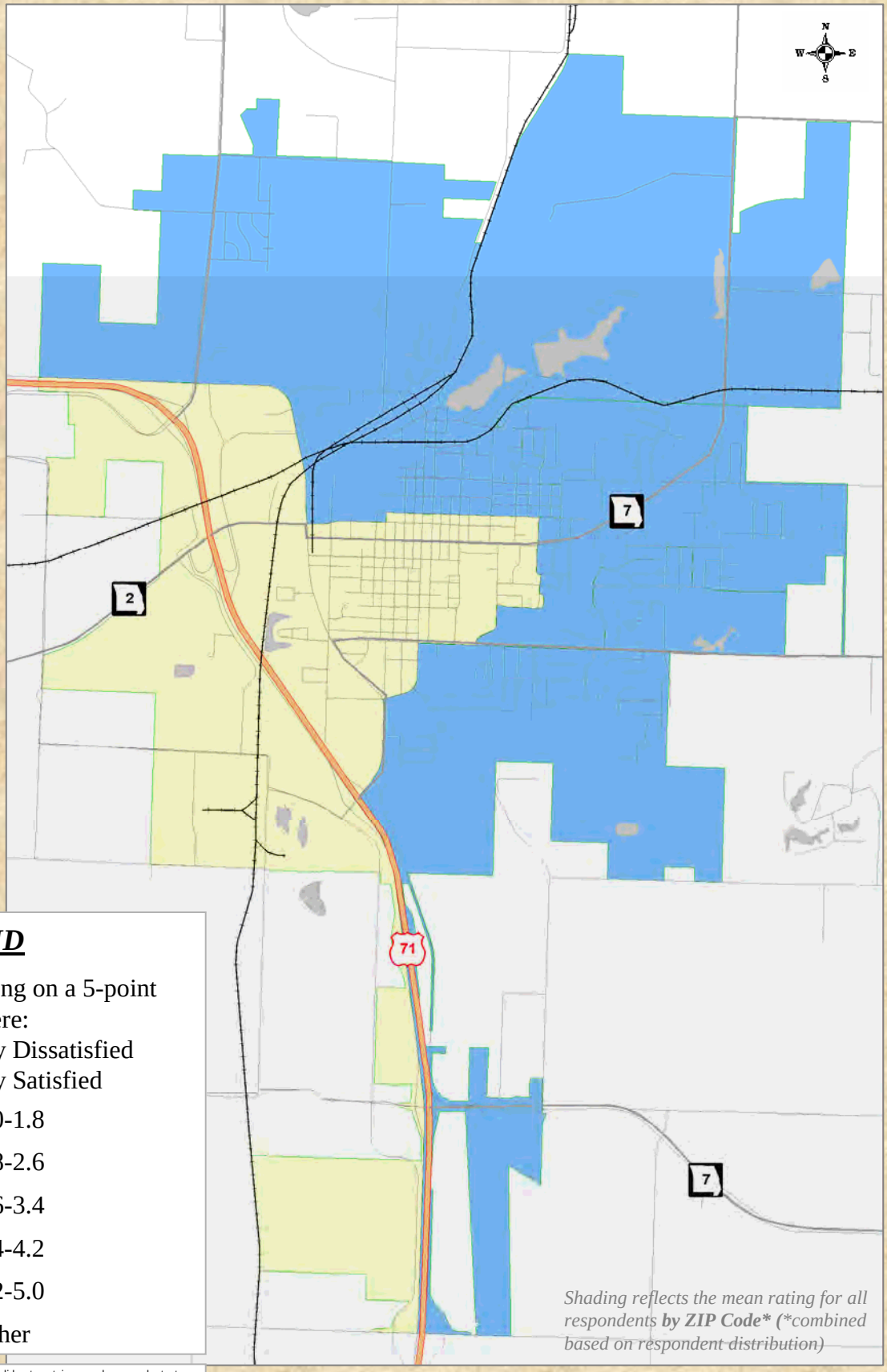
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q27c. Number of walking and biking trails



LEGEND

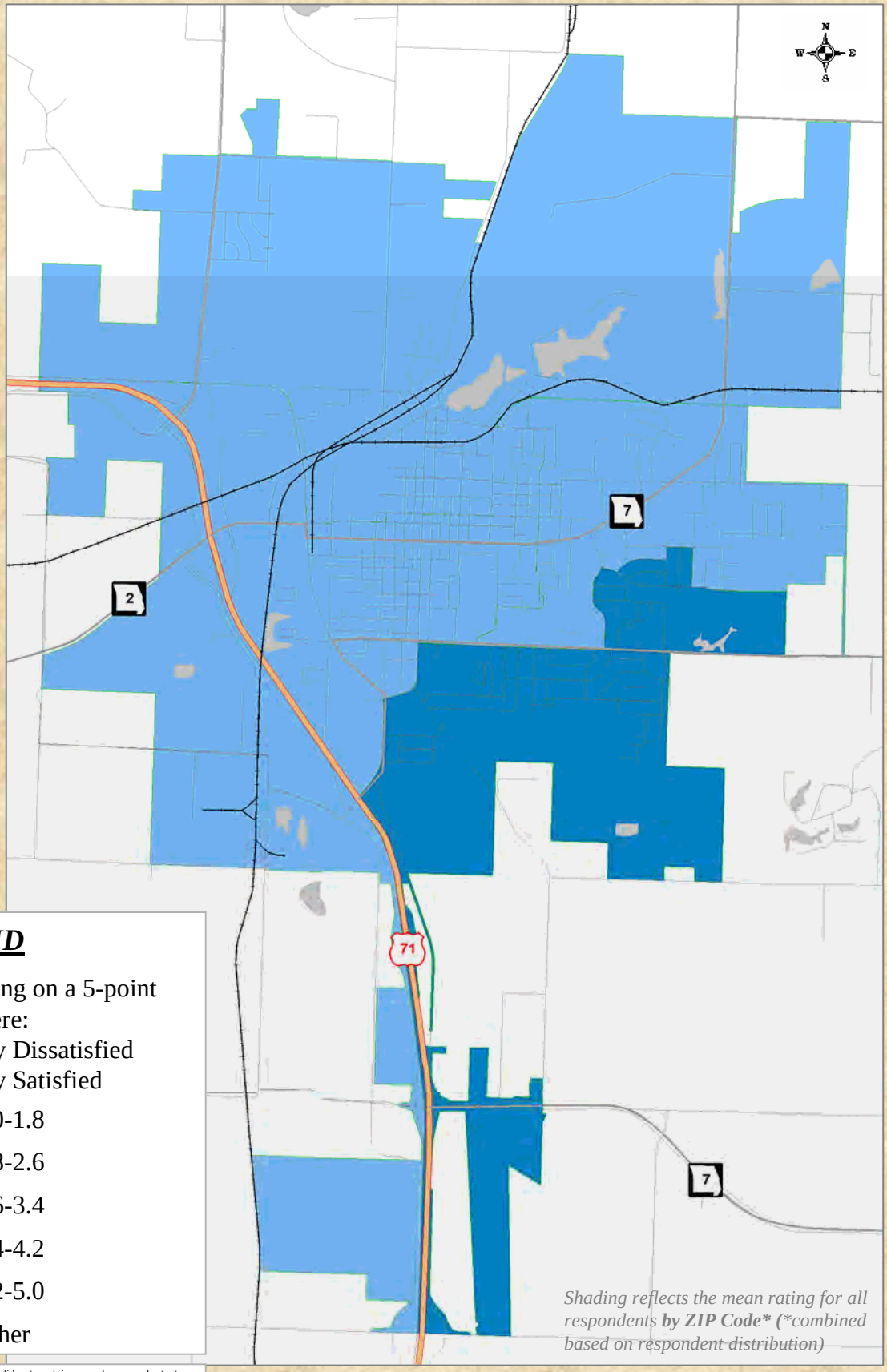
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q27d. City swimming pools



LEGEND

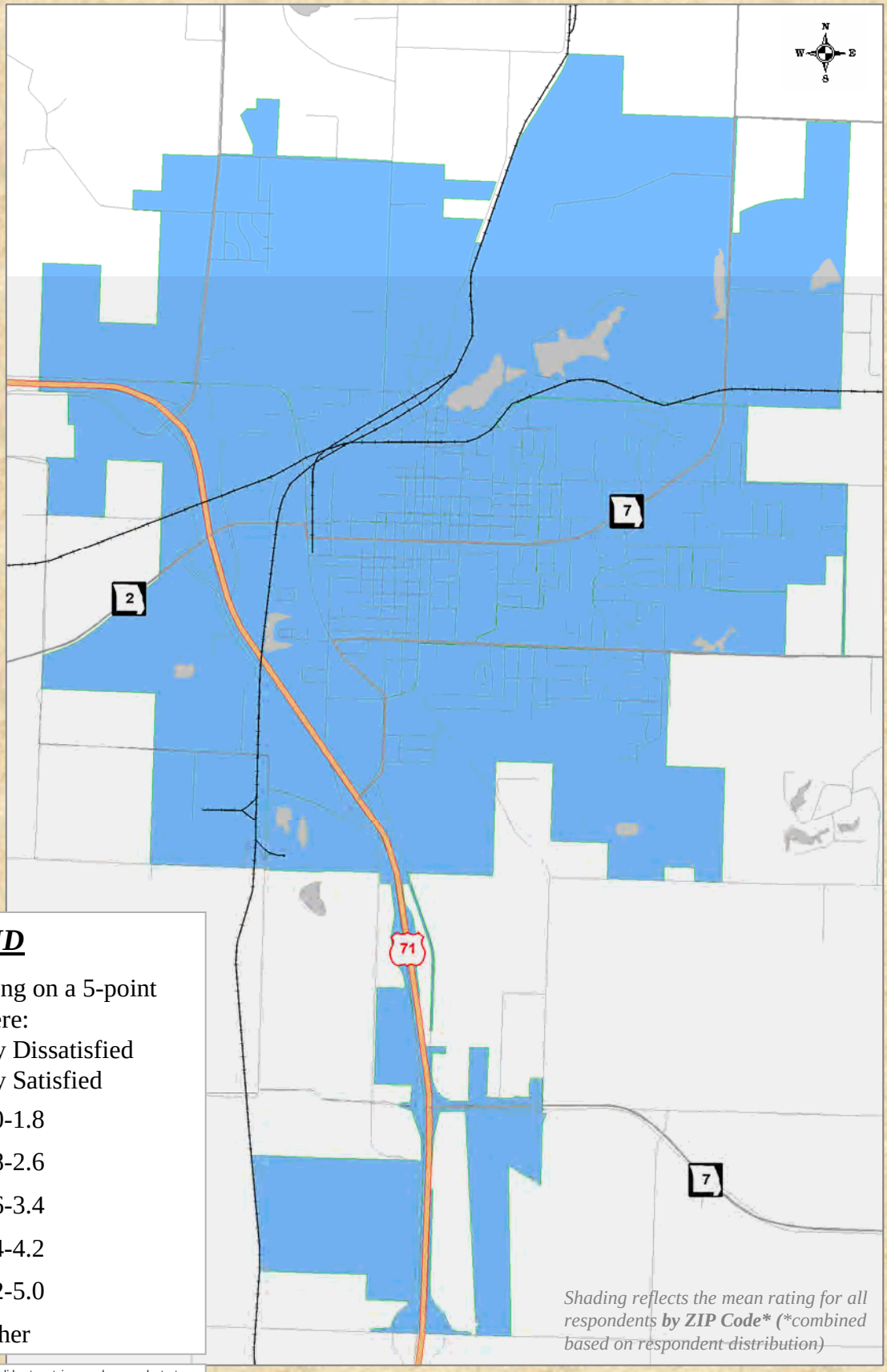
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q27e. Quality of outdoor athletic fields



LEGEND

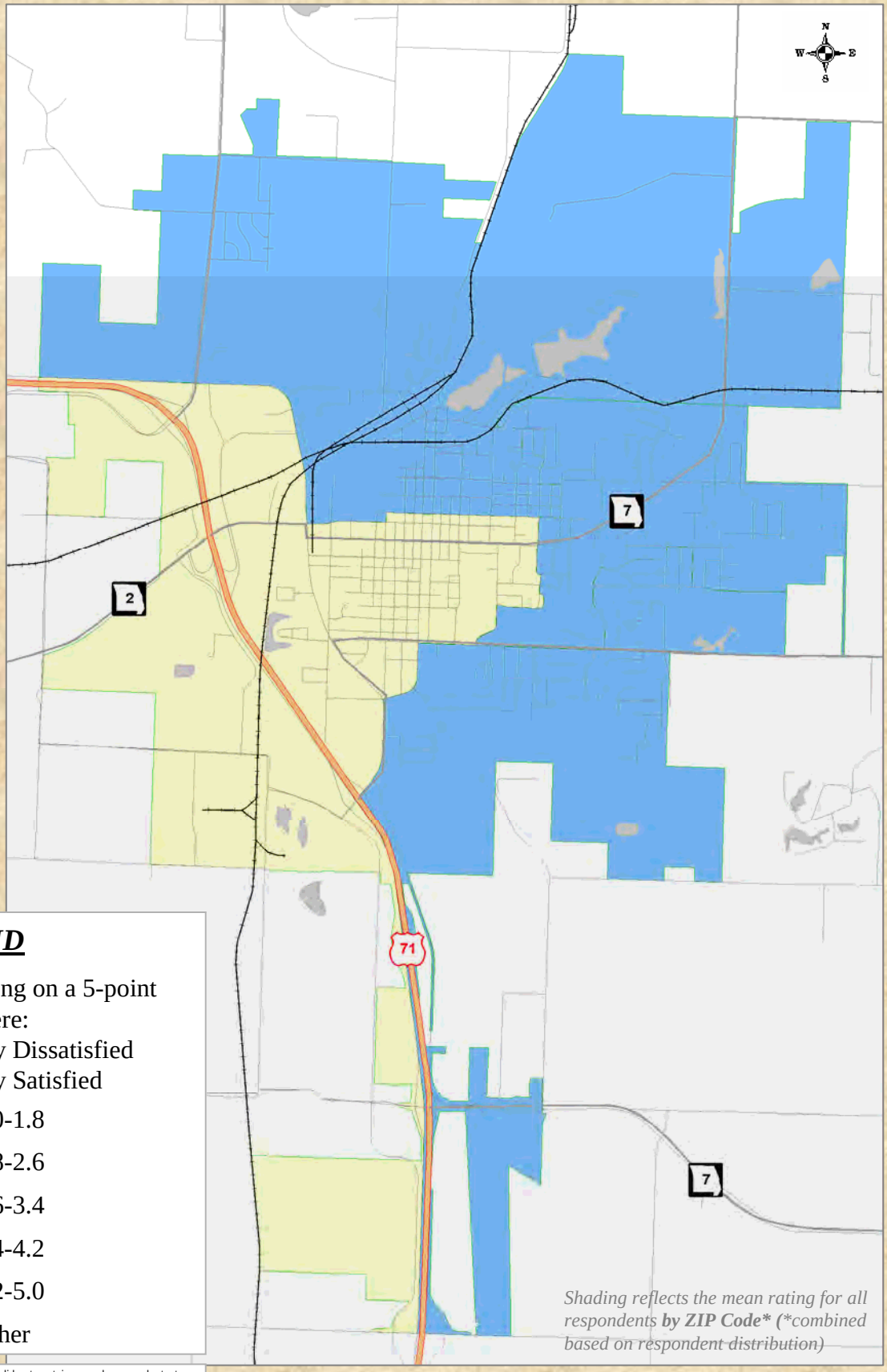
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q27f. Teen recreation opportunities



LEGEND

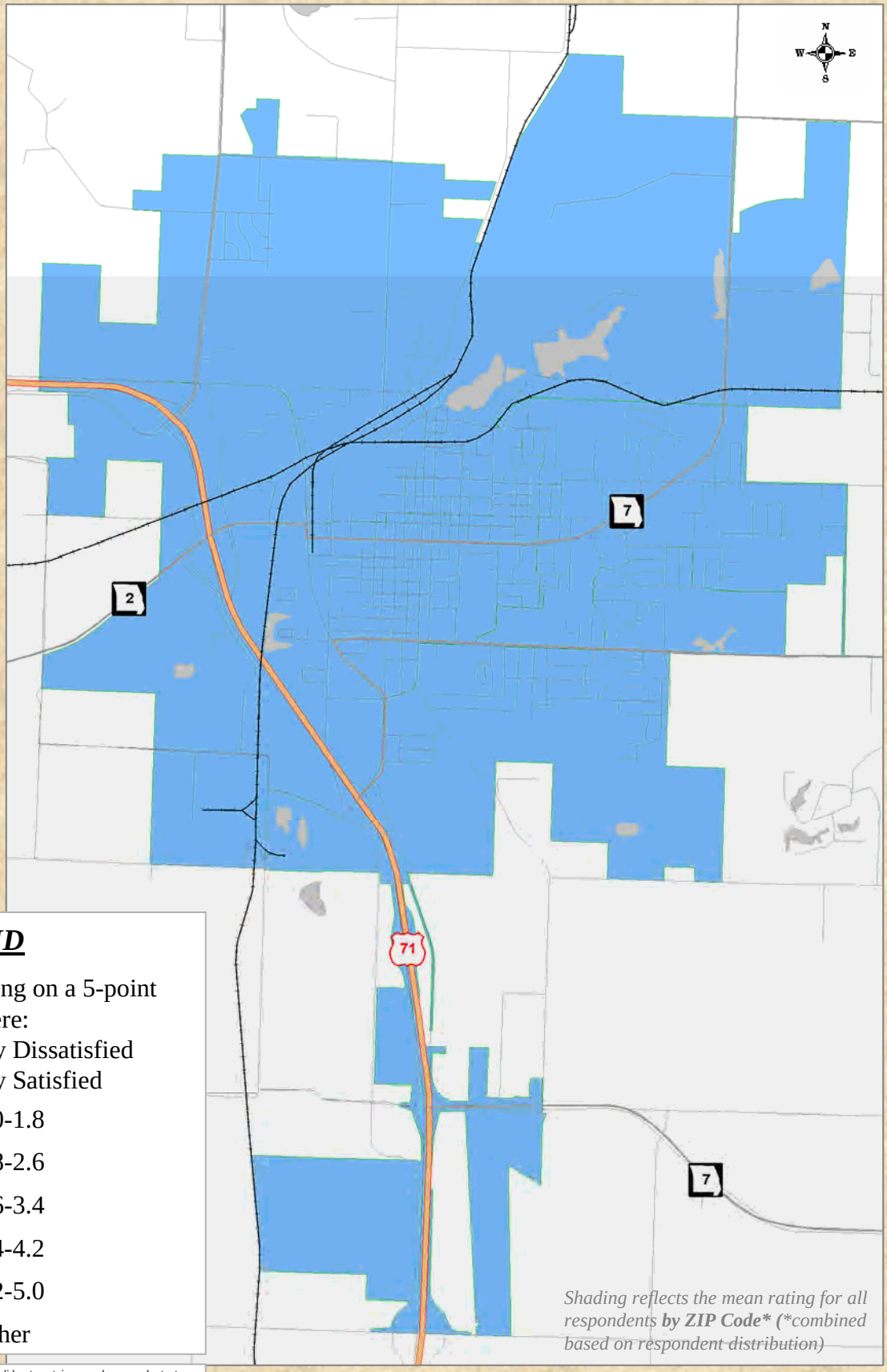
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q27g. Senior recreation opportunities



LEGEND

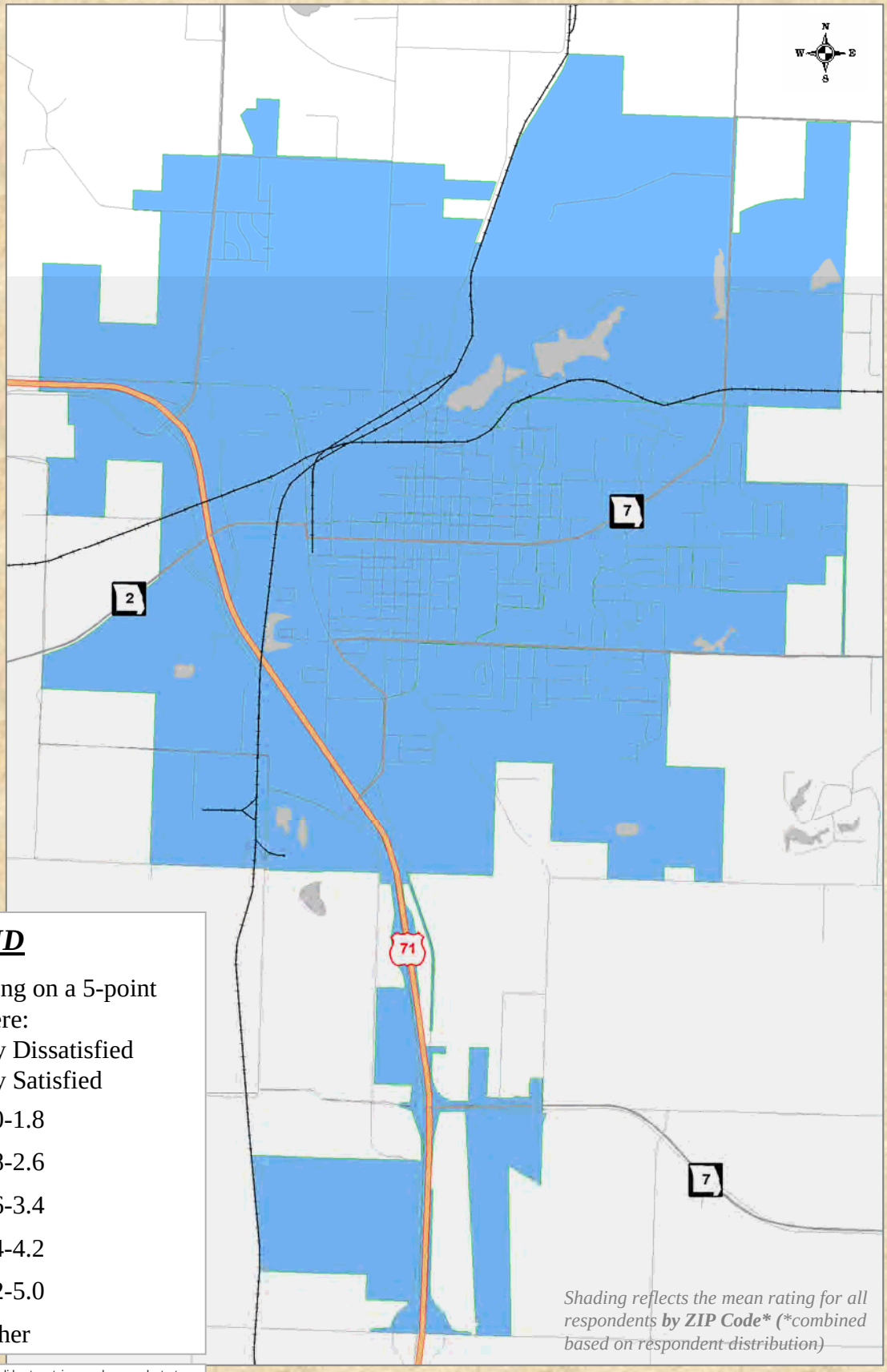
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q27h. The City's youth athletic programs



LEGEND

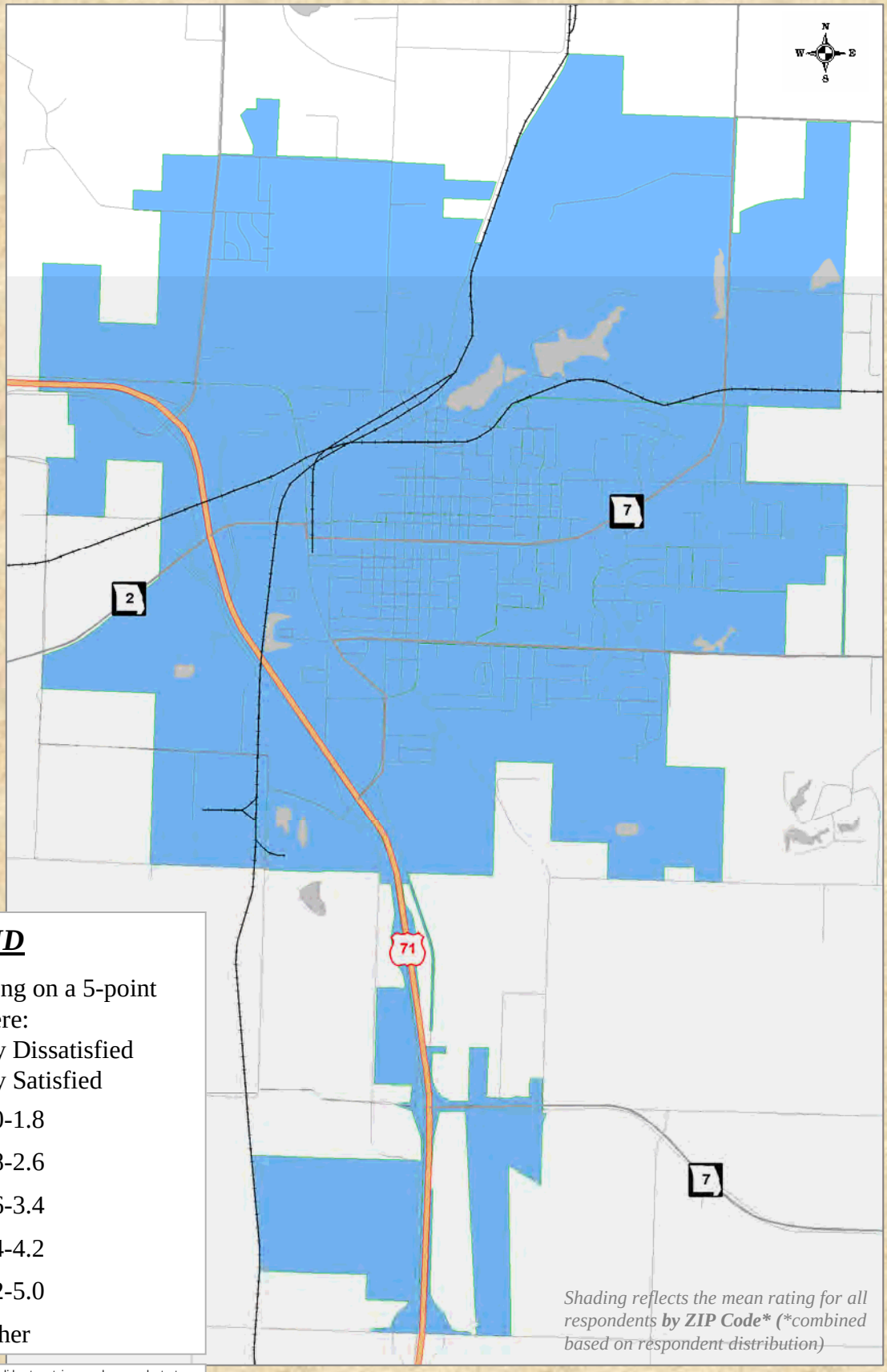
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q27i. They City's adult athletic programs



LEGEND

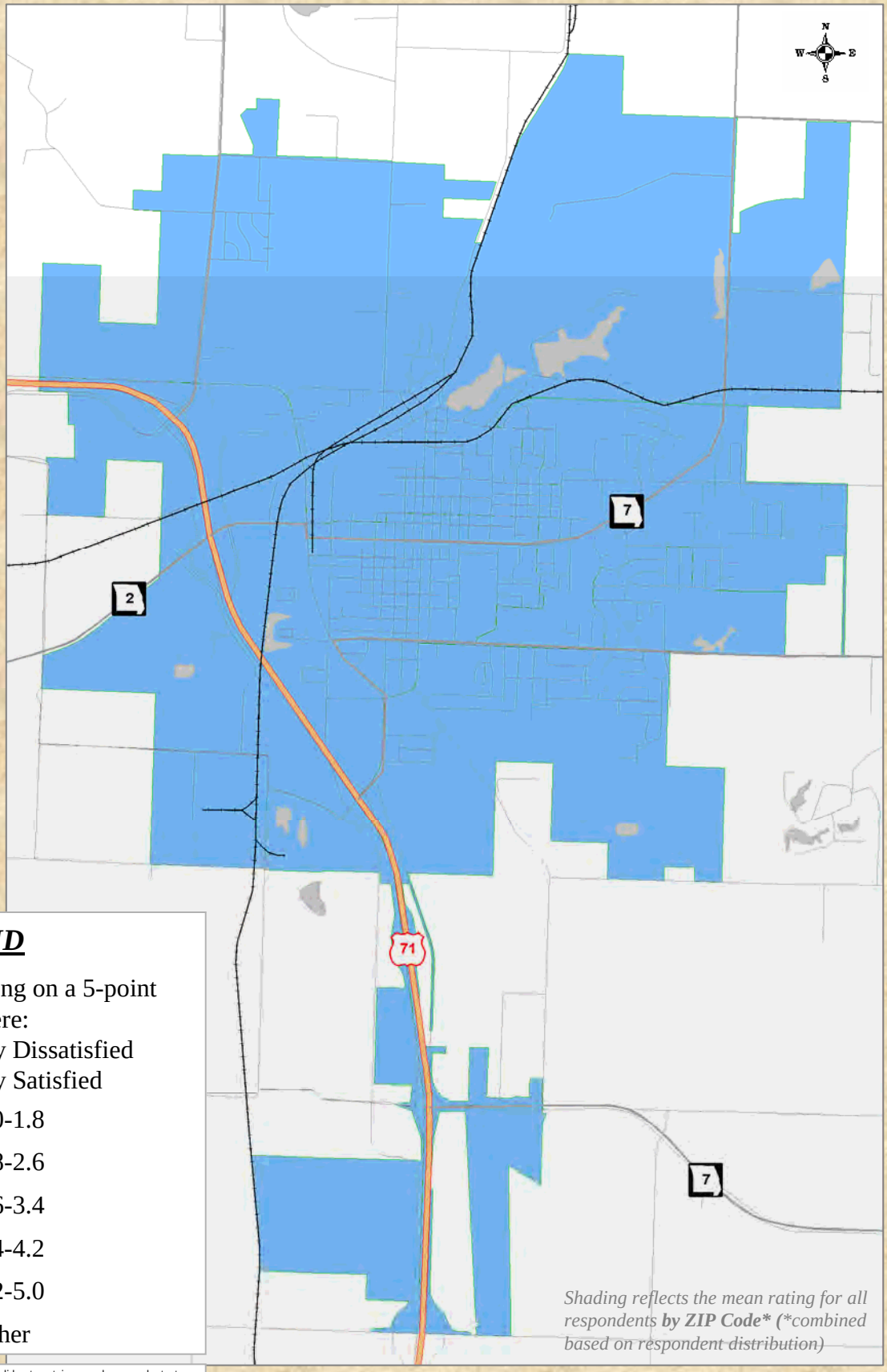
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q27j. Other City recreation programs



LEGEND

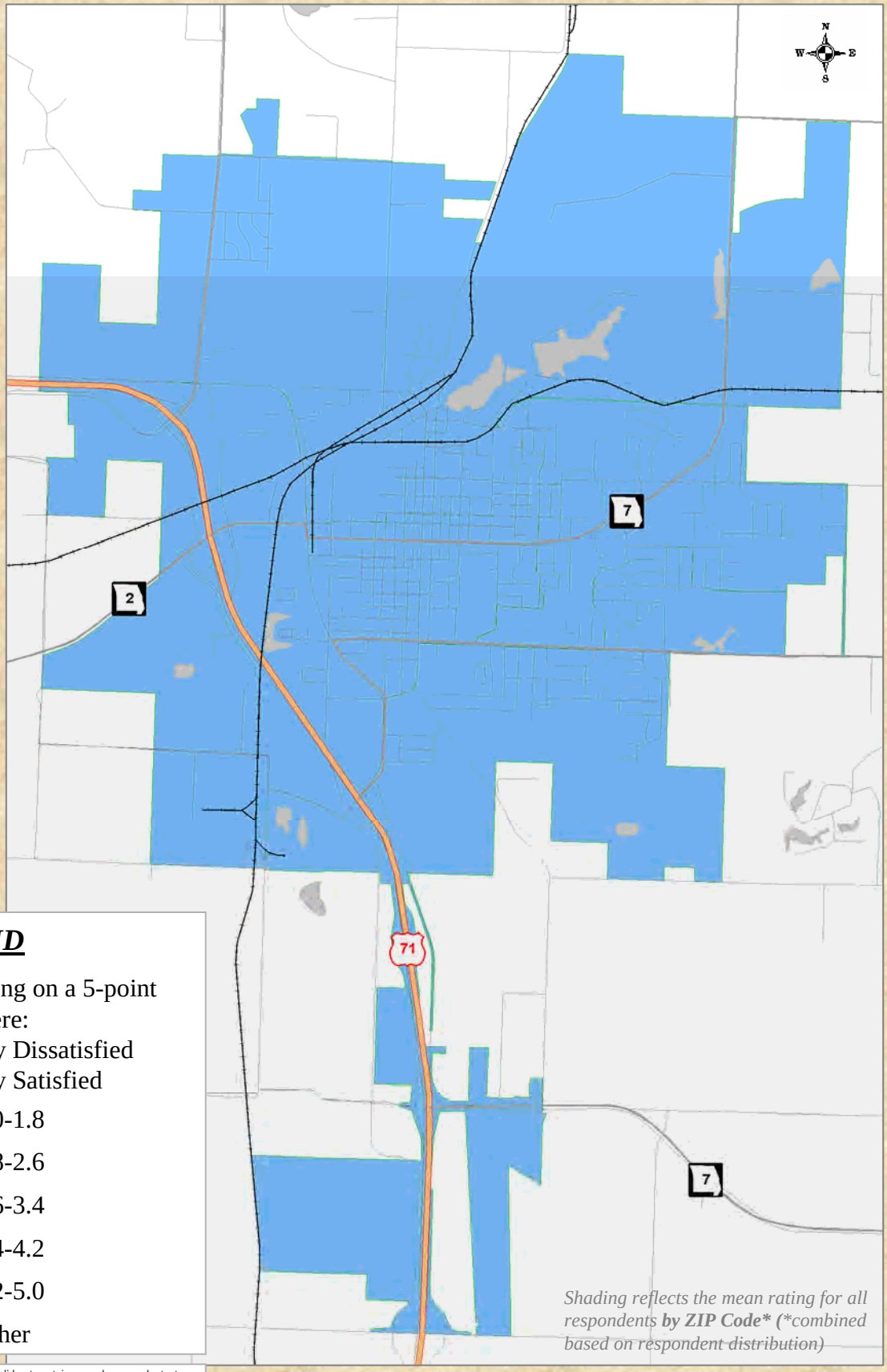
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q27k. Ease of registering for programs



LEGEND

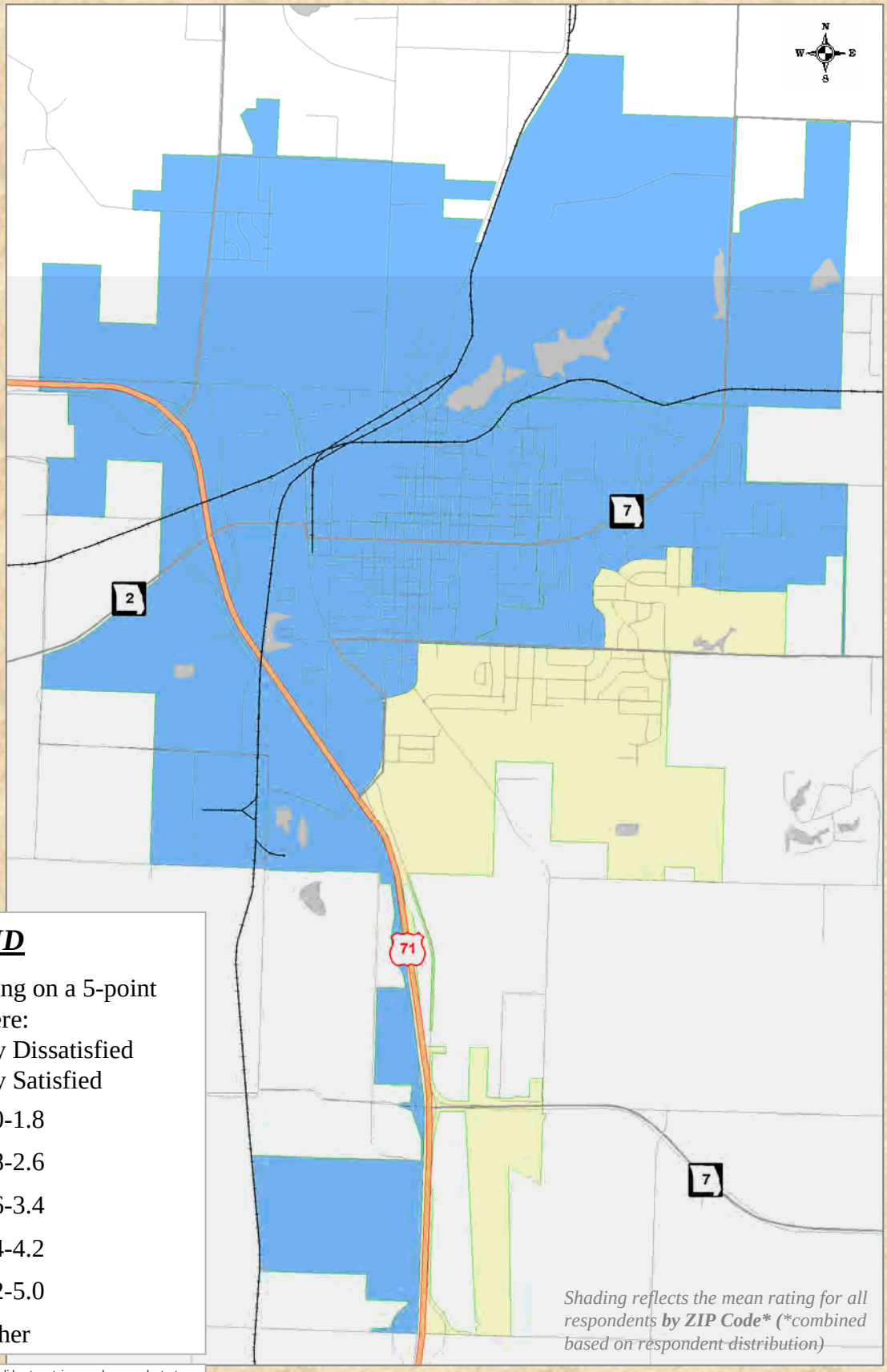
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q27l. Fees charged for recreation programs



LEGEND

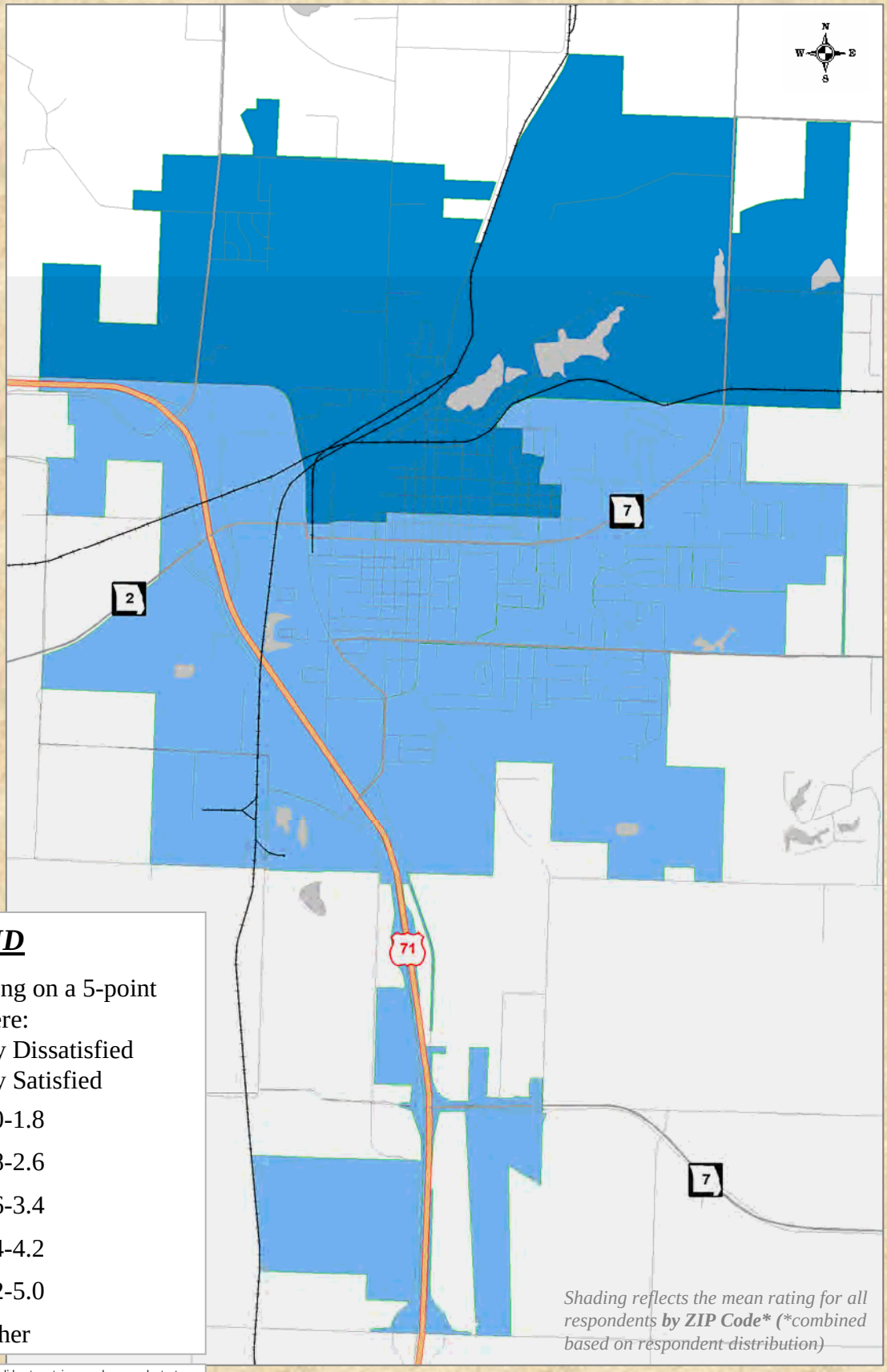
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q27m. Special events sponsored by the City



LEGEND

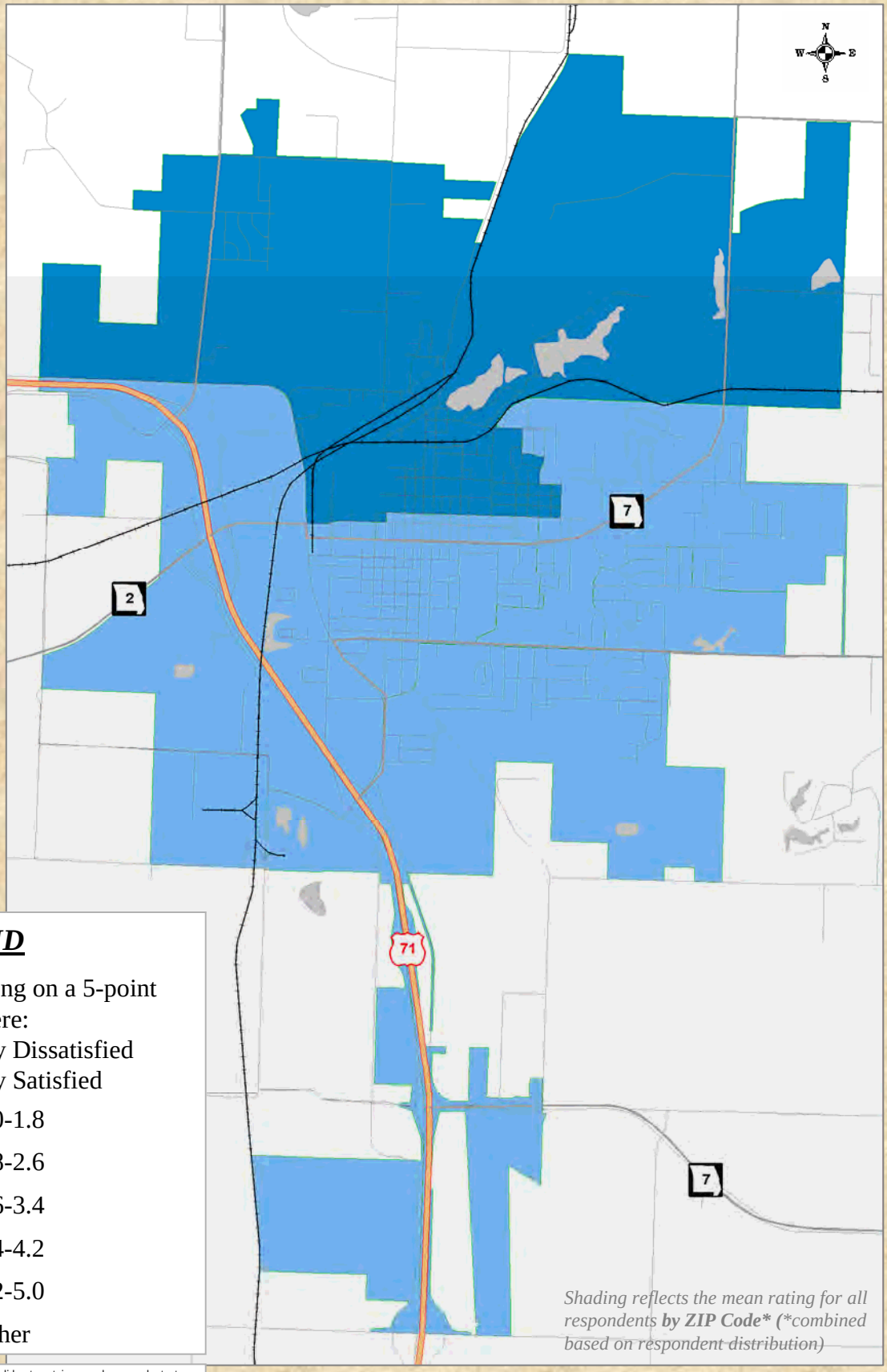
Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey

Q27n. Quality of the City's indoor recreation facilities



LEGEND

Mean rating on a 5-point scale where:
1.0 - Very Dissatisfied
5.0 - Very Satisfied

- 1.0-1.8
- 1.8-2.6
- 2.6-3.4
- 3.4-4.2
- 4.2-5.0
- Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

City of Harrisonville 2008 Citizen Survey