

2008 City of Harrisonville Citizen Survey *Appendix A: Tabular Data and Survey Instrument*



Submitted to:

The City of Harrisonville

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...helping organizations make better decisions since 1982

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Section 1:
Tabular Data

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

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q1a Quality of police, fire, and ambulance services	44.4%	31.0%	15.6%	2.2%	1.7%	5.0%
Q1b Quality of parks and recreation programs/facilities	41.7%	33.3%	14.6%	3.7%	2.0%	4.7%
Q1c Maintenance of city streets, building and facilities	6.2%	22.8%	36.5%	20.3%	12.9%	1.2%
Q1d Quality of city water and sewer utilities	20.8%	31.3%	24.6%	10.4%	10.7%	2.2%
Q1e Enforcement of city codes and ordinances	14.9%	23.6%	24.3%	12.7%	13.2%	11.4%
Q1f Quality of building inspections	11.4%	15.9%	13.9%	6.7%	6.2%	45.9%
Q1g Quality of customer service from City employees	33.7%	29.0%	17.9%	8.9%	4.0%	6.5%
Q1h Effectiveness of City communication	21.3%	32.3%	23.8%	9.4%	5.7%	7.4%
Q1i Quality of city stormwater runoff/management system	15.9%	27.3%	25.6%	11.7%	7.2%	12.4%
Q1j Flow of traffic and Congestion management	8.7%	23.8%	31.5%	23.8%	9.7%	2.5%
Q1k Quality of solid waste service	42.2%	39.2%	12.9%	2.5%	1.5%	1.7%
Q1l Quality of city Electric service	33.3%	39.2%	14.4%	5.0%	6.5%	1.7%

EXCLUDING DON'T KNOW

Q1. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City of Harrisonville on the following services. (excluding don't know)

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q1a Quality of police, fire, and ambulance service	46.7%	32.6%	16.4%	2.3%	1.8%
Q1b Quality of parks and recreation programs and facilities	43.8%	34.9%	15.4%	3.9%	2.1%
Q1c Maintenance of city streets, buildings and facilities	6.3%	23.1%	36.9%	20.6%	13.1%
Q1d Quality of city water and sewer utilities	21.3%	32.0%	25.1%	10.7%	10.9%
Q1e Enforcement of city codes and ordinances	16.8%	26.6%	27.5%	14.3%	14.8%
Q1f Quality of building inspections	21.1%	29.4%	25.7%	12.4%	11.5%
Q1g Quality of customer service received from City employees	36.1%	31.0%	19.1%	9.5%	4.2%
Q1h Effectiveness of City communication	23.1%	34.9%	25.7%	10.2%	6.2%
Q1i Quality of city stormwater runoff/management system	18.1%	31.2%	29.2%	13.3%	8.2%
Q1j Flow of traffic and congestion management	8.9%	24.4%	32.3%	24.4%	9.9%
Q1k Quality of solid waste service	42.9%	39.9%	13.1%	2.5%	1.5%
Q1l Quality of city Electric service	33.8%	39.9%	14.6%	5.1%	6.6%

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

<u>Q2 1st Choice</u>	<u>Number</u>	<u>Percent</u>
A=Police, fire and ambulance services	17	4.2 %
B=Parks and recreation programs and facilities	13	3.2 %
C=City streets, buildings and maintenance	137	34.0 %
D=City water and sewer utilities	41	10.2 %
E=City codes and ordinances	38	9.4 %
F=Building inspections	5	1.2 %
G=Customer service from City employees	13	3.2 %
H=City communication w/ the public	8	2.0 %
I=City stormwater runoff and management system	21	5.2 %
J=Flow of traffic and congestion management	70	17.4 %
K=Solid waste service	2	0.5 %
L=City Electric service	18	4.5 %
Z=None chosen	20	5.0 %
Total	403	100.0 %

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

<u>Q2 2nd Choice</u>	<u>Number</u>	<u>Percent</u>
A=Police, fire and ambulance services	9	2.2 %
B=Parks and recreation programs and facilities	11	2.7 %
C=City streets, buildings and maintenance	62	15.4 %
D=City water and sewer utilities	35	8.7 %
E=City codes and ordinances	43	10.7 %
F=Building inspections	12	3.0 %
G=Customer service from City employees	19	4.7 %
H=City communication w/ the public	20	5.0 %
I=City stormwater runoff and management system	33	8.2 %
J=Flow of traffic and congestion management	77	19.1 %
K=Solid waste service	4	1.0 %
L=City Electric service	17	4.2 %
Z=None chosen	61	15.1 %
Total	403	100.0 %

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

<u>Q2 3rd Choice</u>	<u>Number</u>	<u>Percent</u>
A=Police, fire and ambulance services	14	3.5 %
B=Parks and recreation programs and facilities	11	2.7 %
C=City streets, buildings and maintenance	32	7.9 %
D=City water and sewer utilities	34	8.4 %
E=City codes and ordinances	35	8.7 %
F=Building inspections	15	3.7 %
G=Customer service from City employees	12	3.0 %
H=City communication w/ the public	28	6.9 %
I=City stormwater runoff and management system	23	5.7 %
J=Flow of traffic and congestion management	55	13.6 %
K=Solid waste service	5	1.2 %
L=City Electric service	15	3.7 %
Z=None chosen	124	30.8 %
Total	403	100.0 %

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

<u>Q2 Sum of All Three Choices</u>	<u>Number</u>	<u>Percent</u>
A = Police, fire and ambulance services	40	9.9 %
B = Parks and recreation programs and facilities	35	8.7 %
C = City streets, buildings and maintenance	231	57.3 %
D = City water and sewer utilities	110	27.3 %
E = City codes and ordinances	116	28.8 %
F = Building inspections	32	7.9 %
G = Customer service from City employees	44	10.9 %
H = City communication w/ the public	56	13.9 %
I = City stormwater runoff and management system	77	19.1 %
J = Flow of traffic and congestion management	202	50.1 %
K = Solid waste service	11	2.7 %
L = City Electric service	50	12.4 %
Z = None chosen	20	5.0 %
Total	1024	

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

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q3a Overall value received for tax dollars and fees	11.7%	40.0%	29.3%	8.9%	5.2%	5.0%
Q3b Overall image of the city	17.1%	35.2%	26.3%	14.1%	6.0%	1.2%
Q3c How well the city is planning growth	16.1%	24.1%	28.0%	10.7%	7.2%	13.9%
Q3d Overall quality of life in the city	31.5%	43.9%	17.9%	4.5%	1.2%	1.0%
Q3e Overall appearance of the city	14.9%	36.0%	35.5%	11.7%	2.0%	0.0%

EXCLUDING DON'T KNOW

Q3. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied" regarding the following items that may influence your perception of the City of Harrisonville. (excluding don't know)

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q3a Overall value received for tax dollars and fees	12.3%	42.0%	30.8%	9.4%	5.5%
Q3b Overall image of the city	17.3%	35.7%	26.6%	14.3%	6.0%
Q3c How well city is planning growth	18.7%	28.0%	32.6%	12.4%	8.4%
Q3d Overall quality of life in the city	31.8%	44.4%	18.0%	4.5%	1.3%
Q3e Overall appearance of the city	14.9%	36.0%	35.5%	11.7%	2.0%

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

(N=403)

	Excellent 5	Good 4	Neutral 3	Below average 2	Poor 1	Don't know 9
Q4a As a place to live	42.7%	36.7%	15.4%	3.5%	1.7%	0.0%
Q5b As a place to raise children	46.9%	33.7%	10.7%	3.5%	0.5%	4.7%
Q4c As a place to work	18.9%	22.3%	25.6%	10.4%	5.7%	17.1%
Q4d As a place to buy your next home	35.2%	30.5%	17.6%	6.0%	6.9%	3.7%
Q4e As a place to retire	37.3%	27.4%	15.4%	9.7%	8.2%	2.0%

EXCLUDING DON'T KNOW

Q4. Please rate Harrisonville on a scale of 1 to 5 where 5 means "excellent" and 1 means "poor" with regard to each of the following: (excluding don't know)

(N=403)

	Excellent 5	Good 4	Neutral 3	Below average 2	Poor 1
Q4a As a place to live	42.7%	36.7%	15.4%	3.5%	1.7%
Q5b As a place to raise children	49.2%	35.4%	11.2%	3.6%	0.5%
Q4c As a place to work	22.8%	26.9%	30.8%	12.6%	6.9%
Q4d As a place to buy your next home	36.6%	31.7%	18.3%	6.2%	7.2%
Q4e As a place to retire	38.1%	27.9%	15.7%	9.9%	8.4%

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

<u>Q5 Supportive city offer tax incentive</u>	<u>Number</u>	<u>Percent</u>
1=Very supportive	91	22.6 %
2=Supportive	130	32.3 %
3=Not sure	114	28.3 %
4=Not supportive	68	16.9 %
Total	403	100.0 %

Q6. City Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with regard to the following services provided by the City:

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q6a Overall maintenance of city streets	8.2%	27.9%	36.6%	17.4%	9.5%	0.5%
Q6b Maintenance of State Highways	9.9%	32.0%	29.0%	16.4%	11.9%	0.7%
Q6c Maintenance of sidewalks	8.9%	28.8%	31.3%	16.1%	8.7%	6.2%
Q6d Maintenance of street signs	24.1%	49.6%	18.6%	3.2%	1.2%	3.2%
Q6e Maintenance of traffic signals	26.6%	49.6%	15.9%	4.5%	1.7%	1.7%
Q6f Maintenance-preservation of downtown	9.4%	23.3%	26.1%	25.1%	14.9%	1.2%
Q6g Maintenance of city buildings	16.1%	39.5%	26.8%	9.2%	4.2%	4.2%
Q6h Cleanliness of city buildings	23.8%	41.4%	21.3%	4.7%	1.0%	7.7%
Q6i Snow removal on major city streets	30.0%	48.4%	15.6%	3.5%	1.5%	1.0%
Q6j Snow removal on neighborhood streets	18.9%	37.5%	23.1%	12.2%	5.7%	2.7%

Q6. City Maintenance. (CONTINUED) Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with regard to the following services provided by the City:

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q6k Mowing-trimming along city streets	19.1%	46.9%	22.1%	5.5%	4.0%	2.5%
Q6l Overall cleanliness of city streets	18.6%	53.6%	22.6%	3.2%	1.0%	1.0%
Q6m Adequacy of city street lighting	17.1%	43.7%	22.6%	12.2%	2.0%	2.5%
Q6n City responsive to service request	15.6%	33.0%	20.3%	7.7%	3.5%	19.9%

EXCLUDING DON'T KNOW

Q6. City Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with regard to the following services provided by the City: (excluding don't know)

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q6a Overall maintenance of city streets	8.3%	28.0%	36.8%	17.5%	9.5%
Q6b Maintenance of State Highways	10.0%	32.3%	29.3%	16.5%	12.0%
Q6c Maintenance of sidewalks	9.5%	30.7%	33.3%	17.2%	9.3%
Q6d Maintenance of street signs	24.9%	51.3%	19.2%	3.3%	1.3%
Q6e Maintenance of traffic signals	27.0%	50.5%	16.2%	4.5%	1.8%
Q6f Maintenance-preservation of downtown	9.5%	23.6%	26.4%	25.4%	15.1%
Q6g Maintenance of city buildings	16.8%	41.2%	28.0%	9.6%	4.4%
Q6h Cleanliness of city buildings	25.8%	44.9%	23.1%	5.1%	1.1%
Q6i Snow removal on major city streets	30.3%	48.9%	15.8%	3.5%	1.5%
Q6j Snow removal on neighborhood streets	19.4%	38.5%	23.7%	12.5%	5.9%
Q6k Mowing-trimming along city streets	19.6%	48.1%	22.6%	5.6%	4.1%
Q6l Overall cleanliness of city streets	18.8%	54.1%	22.8%	3.3%	1.0%
Q6m Adequacy of city street lighting	17.6%	44.8%	23.2%	12.5%	2.0%
Q6n City responsive to service request	19.5%	41.2%	25.4%	9.6%	4.3%

Q7. Which TWO of the maintenance items do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q7 1st Choice</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of city streets	100	24.8 %
B=Maintenance of state highways	62	15.4 %
C=Maintenance of sidewalks	42	10.4 %
D=Maintenance of street signs	2	0.5 %
E=Maintenance of traffic signals	4	1.0 %
F=Maintenance/preservation of Downtown	82	20.3 %
G=Maintenance of City buildings	8	2.0 %
H=Cleanliness of City buildings	1	0.2 %
I=Snow removal on major streets	4	1.0 %
J=Snow removal on neighborhood streets	24	6.0 %
K=Mowing/trimming along City streets	7	1.7 %
L=Cleanliness of city streets	2	0.5 %
M=Adequacy of street lighting	20	5.0 %
N=City responsiveness to service requests	11	2.7 %
Z=None chosen	34	8.4 %
Total	403	100.0 %

Q7. Which TWO of the maintenance items do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q7 2nd Choice</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of city streets	48	11.9 %
B=Maintenance of state highways	41	10.2 %
C=Maintenance of sidewalks	57	14.1 %
D=Maintenance of street signs	5	1.2 %
E=Maintenance of traffic signals	16	4.0 %
F=Maintenance/preservation of Downtown	60	14.9 %
G=Maintenance of City buildings	19	4.7 %
H=Cleanliness of City buildings	7	1.7 %
I=Snow removal on major streets	7	1.7 %
J=Snow removal on neighborhood streets	33	8.2 %
K=Mowing/trimming along City streets	15	3.7 %
L=Cleanliness of city streets	4	1.0 %
M=Adequacy of street lighting	15	3.7 %
N=City responsiveness to service requests	11	2.7 %
Z=None chosen	65	16.1 %
Total	403	100.0 %

Q7. Which TWO of the maintenance items do you think should receive the most emphasis from city leaders over the next TWO years? (Top 2)

<u>Q7 Sum of Top Two Choices</u>	<u>Number</u>	<u>Percent</u>
A = Maintenance of city streets	148	36.7 %
B = Maintenance of state highways	103	25.6 %
C = Maintenance of sidewalks	99	24.6 %
D = Maintenance of street signs	7	1.7 %
E = Maintenance of traffic signals	20	5.0 %
F = Maintenance/preservation of Downtown	142	35.2 %
G = Maintenance of City buildings	27	6.7 %
H = Cleanliness of City buildings	8	2.0 %
I = Snow removal on major streets	11	2.7 %
J = Snow removal on neighborhood streets	57	14.1 %
K = Mowing/trimming along City streets	22	5.5 %
L = Cleanliness of city streets	6	1.5 %
M = Adequacy of street lighting	35	8.7 %
N = City responsiveness to service requests	22	5.5 %
Z = None chosen	34	8.4 %
Total	741	

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

<u>Q8a Construct or acquire new building</u>	<u>Number</u>	<u>Percent</u>
1=Yes	230	57.1 %
2=No	158	39.2 %
9=Don't know	15	3.7 %
Total	403	100.0 %

If YES to Q8a:

Q8a-1. If so, do you think it should remain downtown?

<u>Q8a-1 Should it remain downtown</u>	<u>Number</u>	<u>Percent</u>
1=Yes	131	57.0 %
2=No	93	40.4 %
9=Don't know	6	2.6 %
Total	230	100.0 %

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

<u>Q8b Construct or acquire new Police Dept</u>	<u>Number</u>	<u>Percent</u>
1=Yes	229	57.0 %
2=No	158	39.3 %
9=Don't know	15	3.7 %
Total	402	100.0 %

If YES to Q8b:

Q8b-1. If so, do you think it should remain downtown?

<u>Q8b-1 If yes should it remain downtown</u>	<u>Number</u>	<u>Percent</u>
1=Yes	112	48.9 %
2=No	111	48.5 %
9=Don't know	6	2.6 %
Total	229	100.0 %

Q9. City Leadership. For each of the following items, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q9a Quality of leadership provided by City's elected officials	9.4%	31.0%	30.5%	11.4%	7.2%	10.4%
Q9b Effectiveness of appointed boards and commissions	7.4%	28.8%	27.8%	10.7%	6.9%	18.4%
Q9c Effectiveness of City Administrator and Department Directors	7.9%	29.5%	27.0%	7.7%	6.9%	20.8%

EXCLUDING DON'T KNOW

Q9. City Leadership. For each of the following items, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't know)

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q9a Quality of leadership provided by the City's elected officials	10.5%	34.6%	34.1%	12.7%	8.0%
Q9b Effectiveness of appointed boards and commissions	9.1%	35.3%	34.0%	13.1%	8.5%
Q9c Effectiveness of City Administrator and Department Directors	10.0%	37.3%	34.2%	9.7%	8.8%

Q10. Utility Services. For each of the following items, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q10a Residential trash Collection services	52.4%	37.2%	6.9%	1.0%	1.2%	1.2%
Q10b Curbside recycling services	35.5%	29.5%	10.7%	3.2%	2.2%	18.9%
Q10c Yardwaste removal services	35.5%	31.5%	12.4%	3.7%	4.0%	12.9%
Q10d What you are charged for solid waste services	24.6%	39.5%	22.1%	4.7%	3.2%	6.0%
Q10e Dependability of electric services	35.5%	47.6%	10.7%	3.0%	2.2%	1.0%
Q10f What you are charged for electric service	10.2%	29.3%	25.1%	20.3%	13.4%	1.7%
Q10g The clarity and taste of tap water	12.2%	25.1%	21.6%	19.4%	19.1%	2.7%
Q10h Water pressure in your home	32.3%	40.2%	17.4%	7.2%	1.7%	1.2%
Q10i Adequacy of city wastewater treatment	13.6%	38.5%	18.4%	4.2%	3.0%	22.3%
Q10j What you are charged for water and sewer service	11.2%	33.0%	28.0%	11.9%	11.2%	4.7%

Q10. Utility Services. (CONTINUED) For each of the following items, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q10k Ease in paying your bill	35.0%	40.2%	15.1%	5.5%	3.0%	1.2%
Q10l The timeliness of your utility bill	38.0%	45.2%	12.4%	1.7%	1.0%	1.7%
Q10m The accuracy of your utility bill	33.5%	42.2%	13.2%	4.7%	2.5%	4.0%
Q10n Adequacy of storm drainage systems	14.1%	38.0%	23.1%	12.2%	5.0%	7.7%

EXCLUDING DON'T KNOW

Q10. Utility Services. For each of the following items, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't know)

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q10a Residential trash collection services	53.0%	37.7%	7.0%	1.0%	1.3%
Q10b Curbside recycling services	43.7%	36.4%	13.1%	4.0%	2.8%
Q10c Yardwaste removal services	40.7%	36.2%	14.2%	4.3%	4.6%
Q10d What you are charged for solid waste services	26.1%	42.0%	23.5%	5.0%	3.4%
Q10e Dependability of electric services	35.8%	48.1%	10.8%	3.0%	2.3%
Q10f What you are charged for electric service	10.4%	29.8%	25.5%	20.7%	13.6%
Q10g The clarity and taste of tap water	12.5%	25.8%	22.2%	19.9%	19.6%
Q10h Water pressure in your home	32.7%	40.7%	17.6%	7.3%	1.8%
Q10i Adequacy city wastewater treatment	17.6%	49.5%	23.6%	5.4%	3.8%
Q10j What you are charged for water and sewer service	11.7%	34.6%	29.4%	12.5%	11.7%
Q10k Ease in paying your bill	35.4%	40.7%	15.3%	5.5%	3.0%
Q10l The timeliness of your utility bill	38.6%	46.0%	12.6%	1.8%	1.0%
Q10m The accuracy of your utility bill	34.9%	43.9%	13.7%	4.9%	2.6%
Q10n Adequacy of storm drainage systems	15.3%	41.1%	25.0%	13.2%	5.4%

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

<u>Q11 Do you feel changes should be made</u>	<u>Number</u>	<u>Percent</u>
1=Yes	153	38.1 %
2=No	245	60.9 %
9=Don't know	4	1.0 %
Total	402	100.0 %

Q11a. If "yes," how should they change?

Q11a If Yes how should they change

\$100 IS TO HIGH TO RECONNECT

\$100 IS TOO MUCH

\$100 RECONNECT FEE IS RIDICULOUS

100 DOLLARS IS OUTRAGEOUS

100 DOLLARS RECONNECT IS TOO MUCH

IF IT IS THE 1ST TIME THEN ELIMINATE RECONNECT THE FEE

25 DAYS DISCONNECT IS TO SOON

ALLOW MORE TIME TO PAY

IT HAS ALREADY CHANGED

ALTERNATE PAYMENT ARRANGEMENT

BILL NEEDS TO BE LOWER

THEY NEED TO CHARGE LESS TO RECONNECT

CHARGE TO RECONNECT IS TOO HIGH

THE CHARGE TOO MUCH; NEEDS TO BE LOWER

CHARGES ARE TOO HIGH

THEY SHOULD CHECK CUSTOMER'S HISTORY

CITY UTILITIES ARE TO HIGH

NEED A COURTESY CALL BEFORE THEY DISCONNECT

CUSTOMER CHARGES ARE OVERPRICED

FEE SHOULD DEPEND ON THE CIRCUMSTANCE

DEPENDS ON THE SITUATION

CITY SHOULD EVALUATE EACH CASE DIFFERENTLY

EXTEND THE TIME TO PAY BILL

FEE TO RECONNECT IS OUTRAGEOUS; ITS TOO HIGH

FEEES ARE TOO HIGH; NEEDS TO BE LOWER

FEEES SHOULD BE BASED ONI NCOME LEVEL

NEED TO GIVE ELEDERLY & DISABLED MORE TIME

NEED TO GIVE A LONGER GRACE PERIOD

NEED TO GIVE PEOPLE A LONGER GRACE PERIOD

GIVE THEM 45 DAYS TO PAY

GIVEN MORE LENIENCY

GRACE PERIOD NEEDS TO BE LONGER

HARSH PENALTY FOR RECONNECT SERVICE

HAVE A LONGER GRACE PERIOD

LENGTH PAY TIME SHOULD BE EXTENDED

LESS RECONNECT FEEES

LONGER GRACE PERIOD; FEEES ARE TOO HIGH

LONGER PAY PERIOD BEFORE PENALTY

LONGER PERIOD BEFORE DISCONNECT

Q11a. If "yes," how should they change?

Q11a If Yes how should they change

NEED TO LOWER RECONNECTION FEE
LOWER BILLS
LOWER RECONNECT CHARGE
LOWER RECONNECT FEE
LOWER RECONNECT FEE
LOWER RECONNECT FEE
LOWER RECONNECT FEE
LOWER RECONNECT FEE; \$100 IS TOO HIGH
LOWER RECONNECT FEE-IT IS TOO HIGH
LOWER RECONNECT SERVICE
LOWER RECONNECT FEE
LOWER THE BILLS
LOWER THE CHARGE TO RECONNECT
LOWER THE FEES PENALTY IS TOO HIGH
LOWER THE FEES-FEES ARE TOO HIGH
LOWER THE PENALTY COST
LOWER THE PENALTY COST
LOWER THE PRICES
LOWER THE RECONNECT FEE
LOWER THE RECONNECT FEES
LOWER THE RECONNECTION FEE
LOWER THE RECONNECT FEE
LOWERED
LOWER RECONNECT CHARGES
MORE FLEXIBLE WITH DISCONNECTS
MORE LENIENCY IN CHARGES
MORE REASONABLE ON RECONNECT FEES
MORE TIME BEFORE ADDITIONAL CHARGES
MORE TIME FOR CUSTOMERS TO PAY
MORE TIME TO PAY
MORE TIME TO PAY BILL
NEED A LONGER GRACE PERIOD
NEED LONGER GRACE PERIOD
NEED LONGER GRACE PERIOD
NEED MORE TIME TO PAY BILL
NEED TO BE MORE PEOPLE FRIENDLY
NEED TO HAVE A LONGER GRACE PERIOD
NO CHARGE NEEDED
NO MORE RECONNECT FEES

Q11a. If "yes," how should they change?

Q11a If Yes how should they change

RECONNECTION FEE IS TOO HIGH
RECONNECTION FEE SHOULD BE LOWERED
REDUCE CHARGE ON RECONNECT FEE
REDUCE RECONNECT SERVICE FEES
REVIEW THEM CASE BY CASE
SHOULD BE LIENENT TO PEOPLE
SHOULD BE MORE LENIENT ON UTILTIIES
SHOULD EXPLAIN WHY TURNED OFF
SHOULD HAVE A LONGER GRACE PERIOD
SHOULD NEVER CHARGE A RECONNECTION FEE
SHOULD NOT CHARGE A RECONNECT FEE
SHOULD WORK W/MIDDLE CLASS & LOWER INCOME
SOME PEOPLE CAN'T AFFORD HIGH FEES
SPLIT UP CONNECT FEE
STOP RECONNECT FEES
SUSPEND RECONNECTION FEES
TAKE IT CASE BY CASE, BE SYMPATHETI
THE 100 DOLLAR FEE IS TO HIGH
THE 25 DAY CUT-OFF SHOULD BE LONGER
THE FEE IS TOO HIGH
THE RECONNECT FEE SHOULD BE LOWER
THERE SHOULD BE NO RECONNECTION FEE
THEY NEED TO BE MORE UNDERSTANDING
TIME TO PAY
TO PICKY ON THE PENALTY FEES
TO STIFF OF A PENALTY
TOO HARSH
TOO HIGH, SOME PEOPLE CAN'T AFFORD
TOO STEEP ON RECONNECT FEE
TURN UTILITY BACK ON FOR FREE
WHY DISCONNECT IF THEY CAN'T PAY
WORK WITH PEOPLE ON PAYING BILLS
WORK WITH RESIDENTS

Q12. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with regard to the following aspects of communication provided by the City of Harrisonville.

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q12a The quality of city's web page	10.4%	14.4%	13.6%	3.0%	1.7%	56.8%
Q12b Quality of city newsletters	19.6%	41.4%	21.8%	5.0%	2.2%	9.9%
Q12c Availability of information about City programs and services	19.1%	38.0%	25.8%	8.2%	3.5%	5.5%
Q12d City efforts to keep you informed	16.9%	31.0%	29.8%	10.9%	6.0%	5.5%
Q12e Level of public involvement in local decision making	8.4%	21.1%	26.3%	13.6%	6.9%	23.6%

EXCLUDING DON'T KNOW

Q12. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with regard to the following aspects of communication provided by the City of Harrisonville. (excluding don't know)

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q12a The quality of city's web page	24.1%	33.3%	31.6%	6.9%	4.0%
Q12b Quality of city newsletters	21.8%	46.0%	24.2%	5.5%	2.5%
Q12c Availability of information about City programs and services	20.2%	40.2%	27.3%	8.7%	3.7%
Q12d City efforts to keep you informed	17.8%	32.8%	31.5%	11.5%	6.3%
Q12e Level of public involvement in local decision making	11.0%	27.6%	34.4%	17.9%	9.1%

Q13. Which of the following are your primary sources of information about City issues, services and events?

Q13 Primary source of information	Number	Percent
1 = City newsletters	256	63.5 %
2 = Kansas City Star	58	14.4 %
3 = Cass Co Democrat	271	67.2 %
4 = Television news	94	23.3 %
5 = The Journal	21	5.2 %
6 = City cable channel	38	9.4 %
7 = City website	56	13.9 %
8 = City's Recreation Guide	21	5.2 %
9 = Other	42	10.4 %
Total	857	

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

Q14 Have you called/visited city	Number	Percent
1=Yes	140	34.7 %
2=No	263	65.3 %
Total	403	100.0 %

If YES to Q14:

Q14a. [If YES to Q#14] Which Department did you contact most recently?

Q14a If Yes what department	Number	Percent
1=Utility Services	58	41.4 %
2=Police	11	7.9 %
3=Fire/EMS	2	1.4 %
4=Building Inspection/Code Enforcement	38	27.1 %
5=Streets	12	8.6 %
6=Parks & Recreation	4	2.9 %
7=Other	15	10.7 %
Total	140	100.0 %

Q14a. Other

- Q14a Other
-
- AFTER HOURS
 - ANIMAL CONTROL
 - ANIMAL CONTROL
 - ANIMAL CONTROL
 - ANIMAL CONTROL
 - CITY OFFICIAL
 - COURT
 - DOG LICENSE
 - ECONOMIC DEVELOPMENT
 - GIRLS AT FRONT DESK
 - LAND DEVELOPMENT
 - MAIN OFFICE
 - NOISE ORDINANCE
 - PAID SPEEDING TICKET
 - SUMP PUMP PEOPLE

If YES to Q14:

Q14b. [If YES to Q#14] How easy was it to contact the person you needed to reach in the Department you previously chose?

Q14b If yes how easy was it to contact	Number	Percent
1=Very easy	75	53.6 %
2=Somewhat easy	42	30.0 %
3=Difficult	12	8.6 %
4=Very difficult	10	7.1 %
9=Don't know	1	0.7 %
Total	140	100.0 %

Q14c. [If YES to Q#14] For each of the following items, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "always" and 1 means "never."

(N=140)

	Always 5	Usually 4	Sometimes 3	Seldom 2	Never 1	Don't know 9
Q14c-1 They were courteous and polite	59.3%	13.6%	11.4%	7.9%	6.4%	1.4%
Q14c-2 They gave prompt, accurate and complete answers	49.3%	17.1%	13.6%	9.3%	7.9%	2.9%
Q14c-3 They did what they say they would do in a timely manner	42.1%	20.7%	12.1%	6.4%	13.6%	5.0%
Q14c-4 They helped resolve an issue to your satisfaction	39.3%	22.1%	5.7%	7.9%	22.1%	2.9%

EXCLUDING DON'T KNOW

Q14c. [If YES to Q#14] For each of the following items, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "always" and 1 means "never." (excluding don't know)

(N=140)

	Always 5	Usually 4	Sometimes 3	Seldom 2	Never 1
Q14c-1 They were courteous and polite	60.1%	13.8%	11.6%	8.0%	6.5%
Q14c-2 They gave prompt, accurate and complete answers	50.7%	17.6%	14.0%	9.6%	8.1%
Q14c-3 They did what they say they would do in a timely manner	44.4%	21.8%	12.8%	6.8%	14.3%
Q14c-4 They helped resolve an issue to my satisfaction	40.4%	22.8%	5.9%	8.1%	22.8%

Q15. Codes and Ordinances. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following:

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q15a Enforcing the clean up of litter and debris on private property	11.9%	23.6%	26.8%	15.6%	8.9%	13.2%
Q15b Enforcing mowing and trimming of lawns	15.9%	25.6%	24.8%	12.2%	7.9%	13.6%
Q15c Enforcing maintenance of residential property	12.7%	25.1%	27.3%	13.9%	7.2%	13.9%
Q15d Enforcing maintenance of business property	11.2%	27.8%	28.8%	10.4%	5.7%	16.1%
Q15e Enforcing sign regulations	16.1%	26.1%	22.1%	7.4%	5.5%	22.8%
Q15f Enforcing off street parking regulations	11.4%	25.8%	21.6%	8.4%	7.2%	25.6%
Q15g Enforcement of regulations and code on the City itself	7.7%	17.9%	25.6%	9.2%	7.9%	31.8%

EXCLUDING DON'T KNOW

Q15. Codes and Ordinances. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following: (excluding don't know)

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q15a Enforcing the clean up of liter	13.7%	27.1%	30.9%	18.0%	10.3%
Q15b Enforcing the mowing and trimming Of lawns	18.4%	29.6%	28.7%	14.1%	9.2%
Q15c Enforcing maintenance of residential property	14.7%	29.1%	31.7%	16.1%	8.4%
Q15d Enforcing maintenance of business property	13.3%	33.1%	34.3%	12.4%	6.8%
Q15e Enforcing sign regulations	20.9%	33.8%	28.6%	9.6%	7.1%
Q15f Enforcing off street parking regulations	15.3%	34.7%	29.0%	11.3%	9.7%
Q15g Enforcement of regulations and code On the City itself	11.3%	26.2%	37.5%	13.5%	11.6%

Q16. Currently, the City employs a proactive approach to enforcing codes vs. reacting only after a concern or inquiry is made. If a violation exists, property owners are informed of the condition through the mail and provided sufficient time to address the condition. If the condition is not addressed, the property owner may be issued a summons or the City may itself resolve the condition and assess any costs to the property.

(N=403)

	Yes 1	No 2	Not Sure 3
Q16a City should continue to proactively enforce City codes	52.9%	29.5%	17.6%
Q16b City should continue to attempt to make contact with property owners via telephone or in person before sending a letter	53.8%	32.0%	14.1%
Q16c I feel codes are enforced in a fair manner	27.5%	39.5%	33.0%
Q16d I would recommend making changes to the process	18.9%	26.8%	54.3%

Q17. How would you recommend the City promote growth while retaining our small town appeal?

Q17 How would you recommend city growth

ADVERTISING
ARCHITECTURE DESIGN
AS LONG AS GROWTH IS BENEFICIAL
BE CONSISTENT ON CODES
BE MORE CONSISTENT
BETTER EDUCATION
BETTER ENTRANCE/EXITS NEW HSG
BETTER PLANNING BEFORE NEW PRO
BETTER RESTAURANTS
BETTER STREET SYSTEM
BETTER STREETS
BRING BACK MORE SIT DOWN RESTURANTS
BRING BUSINESSES BACK DOWNTOWN
BRING MORE FAMILY SIT-DOWN DINNING RESTAURANTS
BRING IN BUSINESS
BRING IN NEW RETAIL DEPT STORES
BRING IN SMALL BUSINESSES
BRING IN SMALL BUSINESSES
BRING MORE BUSINESS BACK TO SQ
BRING NEW BUSINESSES IN
BUILD CLOSER TO 71 HWY
MORE BUSINESSES; MORE RESTAURANTS
BY LISTENING TO CITIZENS
CAN'T HAVE IT BOTH WAYS
CITY IS TO STRICT ON CODES
CITY MUST COMMUNICATE W/ PEOPLE
CITY SHOULD WORK W/ PEOPLE
CLEAN UP DOWNTOWN
COMMUNICATE WITH EVERYONE
CONTROLLED GROWTH
CREATE JOBS
CREATE MORE JOBS; RESTAURANTS
DEPENDS ON CITY RECOMMENDATION
DEVELOPING MORE TO 71 HWY

Q17. How would you recommend the City promote growth while retaining our small town appeal?

Q17 How would you recommend city growth

DON'T WANT GROWTH
EXPANSION OF SMALL BUSINESSES
FAMILY DINING
FAMILY RESTAURANTS
FAMILY RESTAURANT-STORES
FEELING THERE ARE NOT ENOUGH
FIND SOMETHING FOR KIDS TO DO
FIX & SPRUCE UP EVERYTHING
FIX THE SQUARE; HELP SMALL BUSINESS
FIX THE WATER AND STREETS
FIX UP DOWNTOWN HARRISONVILLE
FIX UP THE SQUARE
FOCUS ON WORKING ON APPEARANCE
GET ALDI'S STORE
GET MORE AND LARGER BUSINESSES
GET RESIDENTS INVOLVED
GET RID OF SOME OF THE CODES
GET RID OF WAL-MART
GET SOME FAMILY BUSINESSES HERE
GIVE TAX BREAKS TO SMALL BUSINESSES
GO FOR MORE GROWTH
GOVERNMENT TO STAY OPEN LATE SOME DAYS
HIRE OFFICERS FROM OUTSIDE
HOUSING FOR YOUNG FAMILIES
IF YOU GROW YOU WILL CHANGE
IMPOSSIBLE
IMPROVE THE SQUARE
INCREASE ECONOMIC DEVELOPMENT
INDUSTRIAL GROWTH NEEDS TO HAPPEN
INVOLVE PARENTS IN SCHOOL
IT WILL SOON GO AWAY
KEEP A GOOD REPUTATION
KEEP ALL BUSINESSES IN ONE AREA
KEEP DOING WHAT YOU ARE DOING

Q17. How would you recommend the City promote growth while retaining our small town appeal?

Q17 How would you recommend city growth

KEEP IT SMALL
KEEP THE DOWNTOWN FEELING
KEEP THE SQUARE-DEVELOP OTHER AREAS
KEEPING THE CITY INVOLVED
KEEPING THE SQUARE MAINTAINED
LESS FAST FOOD PLACES
LESS LARGE STORES
LESS MOM & POP STORES
LESS SMALL BUSINESSES
LET BIG BUSINESSES TAKE OVER
LET PEOPLE HAVE INPUT ON THINGS
LISTEN TO PEOPLE
LOWER BUSINESS TAXES
LOWER SMALL BUSINESS TAXES
LOWER TAXES
MAINTAIN HISTORIC DOWNTOWN
MAINTAIN HISTORIC DOWNTOWN
MAINTAIN THE SQUARE
MAKE SURE CODES ARE ENFORCED
MORE FAMILY RESTAURANTS
MORE ACTIVITIES FOR KIDS
MORE ACTIVITIES, MORE SHOPPING
MORE ADVERTISING
MORE ART, RECREATION OPPORTUNITIES
MORE BUSINESS DOWNTOWN
MORE BUSINESSES IN TOWN
MORE BUSINESS; MORE FAMILY RESTURANTS
MORE DINE IN RESTAURANTS
MORE DINING AND A TARGET & KOHLS
MORE DINE IN RESTAURANTS
MORE FAMILY ENTERTAINMENT
MORE FAMILY OWNED BUSINESSES
MORE FAMILY RESTAURANTS
MORE FAMILY RESTAURANTS
MORE FAMILY SHOPPING AREA
MORE FAMILY STYLE RESTAURANTS
MORE HOUSING
MORE JOBS
MORE LOW INCOME HOUSING

Q17. How would you recommend the City promote growth while retaining our small town appeal?

Q17 How would you recommend city growth

MORE NICE DINING PLACES
MORE NICE DINING RESTAURANTS
MORE NICE RESTAURANTS
MORE OPEN TO INDUSTRIES
MORE PARKS FOR YOUNG CHILDREN
MORE PRO-BUSINESSES W/CITY HALL
MORE RECREATION FOR YOUTH
MORE RESIDENTIAL DEVELOPMENT, LESS COMMERCIAL
MORE RESIDENTIAL LESS COMMERCIAL DEVELOPMENT
MORE RESPONSE TO MA & PA STORE
MORE RESTAURANTS FOR LOCALS
MORE RESTAURANTS-DINING ROOMS
MORE RESTAURANTS-MORE SHOPS
MORE SHOPPING AREAS
MORE SHOPPING AREAS, RESTAURANTS
MORE SIT DOWN RESTAURANTS
MORE SMALL BUSINESSES
MORE THINGS FOR KIDS & TEENS
MORE TOWN INVOLVEMENT
NEED A CAB SERVICE
NEED A WIDE VARIETY BUSINESSES
NEED FAMILY RESTAURANTS
NEED FAMILY RESTAURANTS
NEED FAMILY STYLE RESTAURANTS
NEED GAMBLING CASINOS
NEED MORE BICYCLE LANES
NEED MORE BUSINESSES
NEED MORE BUSINESSES
NEED MORE BUSINESSES
NEED MORE BUSINESSES & DINING
NEED MORE BUSSINESSES
NEED MORE COMMUNITY SERVICE
NEED MORE DINING & MORE JOBS

Q17. How would you recommend the City promote growth while retaining our small town appeal?

Q17 How would you recommend city growth

NEED MORE FAMILY RESTAURANTS
NEED MORE FAMILY RESTAURANTS
NEED MORE FAMILY RESTAURANTS
NEED MORE FAMILY RESTAURANTS
NEED MORE JOBS, UP TO CODE
NEED MORE PEOPLE & BUSINESSES
NEED MORE RESTAURANTS
NEED MORE RESTAURANTS
NEED MORE RESTAURANTS
NEED MORE STORES IN THE SQUARE
NEED MORE TRAFFIC LIGHTS
NEED MORE UPSCALE RESTAURANTS
NEED RESTAURANTS & BUSINESSES
NEED SMALL BUSINESSES
NEED TO ATTRACT MORE BUSINESS
NEED TO ATTRACT MORE RETAIL
NEED TO HAVE MORE BUSINESSES
NEW BUSINESSES
NEW RESIDENTIAL DEVELOPMENT
NEW SHOPPING CTR-RESTAURANTS
NICE SMALL PARKS-CLEANER PARKS
NICER PLACES TO EAT
NICER RESTAURANTS
NO CHANGES
NO MORE GROWTH
NO MORE LARGE STORES
NO WAL-MART
NO WALMART, MORE SMALL SHOPS
NOT ENOUGH BUSINESSES
NOT SO MANY FAST FOOD PLACES
NOW IS NOT THE TIME FOR DEVELOPMENT
OFFER TAX INCENTIVES
ONLY LIVED HERE FOR 1 YEAR
PEDESTRIAL & BICYCLE PATHS
PLACES TO EAT BESIDES FAST FOO
PLANNING FOR GROWTH-PROACTIVE
PRESERVING HISTORICAL DOWNTOWN

Q17. How would you recommend the City promote growth while retaining our small town appeal?

Q17 How would you recommend city growth

PROMOTE MORE GROWTH
PROMOTE RESIDENTIAL GROWTH
PROMOTE SMALL BUSINESSES
PROMOTE THE SQUARE
PUT IN AN IHOP
QUALITY DINE-IN RESTARANTS
REAL BUSINESSES ON THE SQUARE
REATIL STORES/MORE RESTAURANTS
REDEVELOP DOWNTOWN
RENOVATING DOWNTOWN
REPAIR & UP-KEEP DOWNTOWN
RESTAURANTS AND DRESS SHOPS
RESTAURANTS TO SIT DOWN IN
RESTAURANTS-SHOPPING AREAS
RESTAURANTS-SMALL BUSINESSES
RESTAURANTS/LESS FAST FOOD
REVITALIZE DOWNTOWN
SEE MORE FAMILY DINING REST
SEWER TREATMENT ON TWIN PINES
SHOPPING AREAS
SHOPPING AREAS
SHOULD GO BACK 10 YRS & STOP
SIT DOWN DINING-SHOPPING AREAS
SIT DOWN FAMILY RESTAURANTS
SLOW GROWTH DOWN & THINK OUT
SLOW THE GROWTH
SMALL BUS & RETAIL BACK SQUARE
SMALL BUSINESSES
SMALL SHOPS-COFFEE SHOPS
SMALL STORES GET HIGHER RENT
SMALLER SHOPPING AREAS
SMALLER SHOPPING MALLS
SOME BUSINESS GET TAX BREAK
SOMETIME OVER PLAYED IT
SQUARE NEEDS MORE DEVELOPMENT

Q17. How would you recommend the City promote growth while retaining our small town appeal?

Q17 How would you recommend city growth

STAY SMALL
STOP INVITING NEW BUSINESSES
STOP MICRO MANAGING
STOP NEW CONSTRUCTION
STOP W/THE CODES ALL TOGETHER
STRESS-QUALITY OF EDUCATION
SUPPORT LOCAL BUS TRANSIT
TAX BENEFITS SMALL BUSINESSES
TAX CUTS TO SMALL BUSINESSES
THAT IS NOT POSSIBLE
THEY COULD BE MORE FRIENDLY
TRY TO HELP SMALLER BUSINESSES
TRY TO KEEP CRIME DOWN
USE COMMON SENSE
USE EXISTING FACILITIES
USE THE EMPTY DOWNTOWN BUILDINGS
UTILIZE THE HISTORIC BUILDINGS
DEVELOP VERY CAREFULLY-NOT A BIG CITY
WE CAN NOT HAVE IT BOTH WAYS
WE CAN'T GROW & REMAIN A SMALL TOWN
WE NEED GROWTH FOR IMPROVEMENT
WE NEED MORE INDUSTRY
WE NEED SMALL STRIP MALLS
WON'T HAPPEN
WORK WITH DEVELOPERS
DON'T RUIN THE SAMLL TOWN ATMOSPHERE

Q18. Transportation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following aspects of transportation provided by the City of Harrisonville:

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q18a Flow of traffic along 291	8.2%	20.8%	30.0%	22.8%	14.4%	3.7%
Q18b Ease of access to downtown	19.4%	43.4%	23.6%	9.7%	2.0%	2.0%
Q18c Availability of public transportation	1.7%	5.5%	8.2%	13.4%	51.4%	19.9%
Q18d Condition of residential streets	5.5%	36.0%	38.5%	12.4%	5.5%	2.2%
Q18e Condition of commercial streets	4.0%	27.3%	40.9%	18.1%	8.2%	1.5%
Q18f Availability of public sidewalks	7.2%	35.2%	34.5%	14.1%	4.5%	4.5%

EXCLUDING DON'T KNOW

Q18. Transportation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following aspects of transportation provided by the City of Harrisonville: (excluding don't know)

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q18a Flow of traffic along 291	8.5%	21.6%	31.2%	23.7%	14.9%
Q18b Ease of access to downtown	19.7%	44.3%	24.1%	9.9%	2.0%
Q18c Availability of public transportation	2.2%	6.8%	10.2%	16.7%	64.1%
Q18d Condition of residential streets	5.6%	36.8%	39.3%	12.7%	5.6%
Q18e Condition of commercial streets	4.0%	27.7%	41.6%	18.4%	8.3%
Q18f Availability of public sidewalks	7.5%	36.9%	36.1%	14.8%	4.7%

Q19. Which TWO of those transportation issues do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q19 1ST Choice</u>	<u>Number</u>	<u>Percent</u>
A=Flow of traffic along 291	135	33.5 %
B=Ease of access to Downtown	7	1.7 %
C=Public transportation	134	33.3 %
D=Condition of residential streets	35	8.7 %
E=Condition of commercial streets	36	8.9 %
F=Availability of public sidewalks	20	5.0 %
Z=None chosen	36	8.9 %
Total	403	100.0 %

Q19. Which TWO of those transportation issues do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q19 2nd Choice</u>	<u>Number</u>	<u>Percent</u>
A=Flow of traffic along 291	58	14.4 %
B=Ease of access to Downtown	12	3.0 %
C=Public transportation	80	19.9 %
D=Condition of residential streets	55	13.6 %
E=Condition of commercial streets	71	17.6 %
F=Availability of public sidewalks	49	12.2 %
Z=None chosen	78	19.4 %
Total	403	100.0 %

19. Which TWO of those transportation issues do you think should receive the most emphasis from city leaders over the next TWO years? (Top 2)

<u>Q19 Sum of Top Two Choices</u>	<u>Number</u>	<u>Percent</u>
A = Flow of traffic along 291	193	47.9 %
B = Ease of access to Downtown	19	4.7 %
C = Public transportation	214	53.1 %
D = Condition of residential streets	90	22.3 %
E = Condition of commercial streets	107	26.6 %
F = Availability of public sidewalks	69	17.1 %
Z = None chosen	36	8.9 %
Total	728	

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

<u>Q20a Support residential improvements</u>	<u>Number</u>	<u>Percent</u>
1=Either one	7	1.7 %
2=Sales tax only	65	16.1 %
3=Property tax only	187	46.4 %
4=Neither one	121	30.0 %
9=Don't know	23	5.7 %
Total	403	100.0 %

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

<u>Q20b Support commercial improvements</u>	<u>Number</u>	<u>Percent</u>
1=Either one	6	1.5 %
2=Sales tax only	55	13.6 %
3=Property tax only	172	42.7 %
4=Neither one	144	35.7 %
9=Don't know	26	6.5 %
Total	403	100.0 %

Q21. Public Safety. Please rate your satisfaction with the following public safety services provided by the City of Harrisonville:

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied= 2	Very dissatisfied 1	Don't know 9
Q21a Visibility of police in neighborhoods	26.6%	38.7%	17.4%	9.2%	4.0%	4.2%
Q21b Visibility of police in retail areas	17.4%	39.0%	24.6%	9.4%	4.0%	5.7%
Q21c City efforts to prevent crime	18.6%	36.7%	21.6%	6.9%	4.2%	11.9%
Q21d How quickly police respond to emergencies	23.6%	36.2%	14.1%	2.5%	2.0%	21.6%
Q21e Enforcement of local traffic laws	21.6%	43.9%	19.4%	3.2%	1.5%	10.4%
Q21f Police related education programs	15.9%	24.3%	14.9%	2.5%	3.0%	39.5%
Q21g Quality of local police protection	23.1%	46.9%	14.9%	3.0%	2.5%	9.7%
Q21h How quickly fire personnel respond to emergencies	29.5%	34.0%	9.2%	2.5%	1.0%	23.8%
Q21i City's fire prevention programs	20.8%	33.3%	12.2%	1.5%	1.0%	31.3%
Q21j Fire related education programs	18.9%	27.8%	12.4%	1.5%	1.2%	38.2%
Q21k Quality of fire protection	30.8%	40.4%	11.2%	1.5%	1.5%	14.6%
Q21l How quickly ambulance Respond to emergencies	36.7%	33.3%	8.9%	1.5%	1.2%	18.4%
Q21m Quality of local Ambulance service	38.0%	32.8%	10.4%	0.7%	0.7%	17.4%
Q21n Quality of animal control	24.3%	30.5%	20.1%	6.0%	3.0%	16.1%

EXCLUDING DON'T KNOW

Q21. Public Safety. Please rate your satisfaction with the following public safety services provided by the City of Harrisonville: (excluding don't know)

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q21a Visibility of police in neighborhoods	27.7%	40.4%	18.1%	9.6%	4.1%
Q21b Visibility of police in retail areas	18.4%	41.3%	26.1%	10.0%	4.2%
Q21c City efforts to prevent crime	21.1%	41.7%	24.5%	7.9%	4.8%
Q21d How quickly police respond to emergencies	30.1%	46.2%	18.0%	3.2%	2.5%
Q21e Enforcement of local traffic laws	24.1%	49.0%	21.6%	3.6%	1.7%
Q21f Police related education programs	26.2%	40.2%	24.6%	4.1%	4.9%
Q21g Quality of local police protection	25.5%	51.9%	16.5%	3.3%	2.7%
Q21h How quickly fire personnel respond to emergencies	38.8%	44.6%	12.1%	3.3%	1.3%
Q21i City fire prevention programs	30.3%	48.4%	17.7%	2.2%	1.4%
Q21j Fire related education programs	30.5%	45.0%	20.1%	2.4%	2.0%
Q21k Quality of local fire protection	36.0%	47.4%	13.1%	1.7%	1.7%
Q21l How quickly ambulance respond to emergencies	45.0%	40.7%	10.9%	1.8%	1.5%
Q21m Quality of local ambulance service	45.9%	39.6%	12.6%	0.9%	0.9%
Q21n Quality of animal control	29.0%	36.4%	24.0%	7.1%	3.6%

Q22. Which TWO of those public safety items do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q22 1st Choice</u>	<u>Number</u>	<u>Percent</u>
A=Visibility of police in neighborhoods	63	15.6 %
B=Visibility of police in retail areas	40	9.9 %
C=City efforts to prevent crime	57	14.1 %
D=How quickly police respond to emergencies	11	2.7 %
E=Enforcement of traffic laws	19	4.7 %
F=Police related education programs	7	1.7 %
G=Quality of local police protection	13	3.2 %
H=How quickly fire personnel respond to emergencies	16	4.0 %
I=City's fire prevention programs	1	0.2 %
J=Fire related education programs	6	1.5 %
K=Quality of local fire protection	8	2.0 %
L=How quickly ambulance respond to emergencies	6	1.5 %
M=Quality of local ambulance service	3	0.7 %
N=Quality of animal Control	30	7.4 %
<u>Z=None chosen</u>	<u>123</u>	<u>30.5 %</u>
Total	403	100.0 %

Q22. Which TWO of those public safety items do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q22 2nd Choice</u>	<u>Number</u>	<u>Percent</u>
A=Visibility of police in neighborhoods	39	9.7 %
B=Visibility of police in retail areas	37	9.2 %
C=City efforts to prevent crime	44	10.9 %
D=How quickly police respond to emergencies	4	1.0 %
E=Enforcement of traffic laws	19	4.7 %
F=Police related education programs	11	2.7 %
G=Quality of local police protection	15	3.7 %
H=How quickly fire personnel respond to emergencies	10	2.5 %
I=City's fire prevention programs	9	2.2 %
J=Fire related education programs	4	1.0 %
K=Quality of local fire protection	16	4.0 %
L=How quickly ambulance respond to emergencies	1	0.2 %
M=Quality of local ambulance service	5	1.2 %
N=Quality of animal Control	24	6.0 %
<u>Z=None chosen</u>	<u>165</u>	<u>40.9 %</u>
Total	403	100.0 %

22. Which TWO of those public safety items do you think should receive the most emphasis from City leaders over the next TWO years? (Top 2)

<u>Q22 Sum of Top Two Choices</u>	<u>Number</u>	<u>Percent</u>
A = Visibility of police in neighborhoods	102	25.3 %
B = Visibility of police in retail areas	77	19.1 %
C = City efforts to prevent crime	101	25.1 %
D = How quickly police respond to emergencies	15	3.7 %
E = Enforcement of traffic laws	38	9.4 %
F = Police related education programs	18	4.5 %
G = Quality of local police protection	28	6.9 %
H = How quickly fire personnel respond to emergencies	26	6.5 %
I = City's fire prevention programs	10	2.5 %
J = Fire related education programs	10	2.5 %
K = Quality of local fire protection	24	6.0 %
L = How quickly ambulance respond to emergencies	7	1.7 %
M = Quality of local ambulance service	8	2.0 %
N = Quality of animal Control	54	13.4 %
Z = None chosen	123	30.5 %
Total	641	

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

<u>Q23a Police staffing levels be increase</u>	<u>Number</u>	<u>Percent</u>
1=Yes	14	3.5 %
2=No	169	41.9 %
3=Not sure	220	54.6 %
Total	403	100.0 %

Q23a-1. Please explain your answer.

Q23a1 Please explain your answer

2 ON PER SHIFT & NEED MORE BACK-UP
21 OFFICERS IS ENOUGH
52 CALLS IS A GOOD RATIO PER OFFICER
52 CALLS IS A LOT
52 CALLS IS A MANAGEABLE LOAD
52 CALLS IS LESS THAN 2/DAYS
52 CALLS PER MONTH IS NOT A HEAVY LOAD
52 CALLS PER MONTH IS NOT A HEAVY WORK LOAD
52 CALLS PER MONTH IS AN EASY LOAD
52 CALLS PER OFFICE IS FINE
52 CALLS PER OFFICER IS NOT MUCH
THERE IS ADEQUATE PERSONNEL
ALWAYS A NEED FOR MORE GROWTH
ALWAYS BETTER TO HAVE MORE OFFICERS
ALWAYS THERE
AS THE CITY GROWS, STAFF SHOULD GROW
BECAUSE I DON'T THINK WE NEED THEM
BECAUSE OF THE AMOUNT OF CALLS
BECAUSE OUR POPULATION IS GROWING
BECAUSE WE ARE GETTING A BAD REP
BECAUSE WE ARE GROWING
BETTER CRIME CONTROL
BETTER RESPONSE TIME
CAN ALWAYS USE MORE POLICE OFFICERS
CITY IF GROWING
CITY IS GETTING BIGGER
CITY IS GROWING
CITY IS GROWING & THERE IS MORE CRIME
CITY IS GROWING & NEED MORE STAFF
CRIME IS LOW; DON'T NEED MORE POLICE
CRIME IS ON THE RISE
CRIME RATE IS LOW
CRIME RATE/DRUGS ARE OUT OF CONTROL
DOES NOT SEEM LIKE A LOT OF CALLS
DOING A GOOD JOB ALREADY
DOING WELL NOW
DON'T DO MUCH ANYWAY WHY PAY MORE?
DON'T HIRE TOO MANY

Q23a-1. Please explain your answer.

Q23a1 Please explain your answer

DON'T KNOW
DON'T KNOW MUCH ABOUT IT
DON'T KNOW OF THE DEMANDS
DON'T NEED ANYMORE
DUE TO CRIME WE NEED MORE POLICE
EASE THE LOAD ON SOME
ECONOMY IS TO BAD TO SPEND MONEY
ENOUGH OFFICERS
ENOUGH OFFICERS
ENOUGH OFFICERS
ENOUGH OFFICERS
ENOUGH POLICE OFFICERS
ENOUGH STAFF
EVERYONE HAS A RIGHT TO GROW
FASTER RESPONSE TIME
FASTER RESPONSE TIME
FINE LEVEL NOW
FOR OUR SAFETY
GOOD ENOUGH MANPOWER NOW
GOOD LEVEL NOW

Q23a-1. Please explain your answer.

Q23a1 Please explain your answer

GROWING COMMUNITY
GROWING COMMUNITY & NEED MORE STAFF
GROWING DOWNTOWN; WE NEED MORE STAFF
GROWING TOWN
GROWING TOWN MORE SECURITY NEEDED
GROWTH
HAVE ENOUGH NOW
HAVE ENOUGH OFFICERS ON DUTY
HAVE ENOUGH STAFF
HAVE ENOUGH STAFF
HAVE ENOUGH VISIBILITY OF POLICE
HAVE ENOUGH, GIVE EXCELLENT SERVICE
HEARD THEY ARE OVER STAFFED
HELP W/SMALL TIME CRIMES
HIGH CALL CRIME
HOW MUCH LOWER THAN THE NATIONAL AVERAGE ARE WE?
I CAN NOT MAKE A DECISION ON THIS
I DO NOT FOLLOW THIS
I DO NOT KNOW ALL THE SPECIFICS
I DO NOT KNOW ENOUGH
I DO NOT KNOW WHAT IS REQUIRED
I DO NOT KNOW WHAT IS ACCEPTABLE
I DO NOT SEE TOO MANY OFFICERS
I NEED MORE INFORMATION
I NEED MORE INFORMATION
I NEED MORE INFORMATION FIRST
I NEED TO KNOW WHAT CALLS ARE ABOUT
I NEED TO STUDY THE AVERAGES
I SEE THEM PARKED AND VISTING
I THINK IT IS IMPORTANT
IF CITY CAN AFFORD IT
IF OVER WORKED THEY NEED MORE HELP
IF THAT MANY CALLS NEED MORE POLICE
IF THEY ARE NEEDED-YES-IF NOT NO
IF THEY ARE NOT SO RUSHED DO BETTER
IF WE GROW WE NEED MORE STAFF
IMPROVE WHAT WE HAVE
INCREASE OF CRIME
INSUFFICIENT NUMBER OF PERSONNEL

Q23a-1. Please explain your answer.

Q23a1 Please explain your answer

IS 52 CALLS TOO MUCH?

IS 52/MONTH A HEAVY LOAD?

JUST DON'T KNOW

JUST NEED MORE HELP TO EASE THE STRESS

KEEP GETTING MORE PEOPLE

LACK OF RESEARCH INFORMATION

MAINTAIN WHAT WE HAVE IN OFFICERS

MEETING CALLLS; THERE IS SUFFICIENT PERSONNEL

MORE CITIZEN PROTECTION NEEDED

THERE IS MORE CRIME & DRUGS IN THE RESIDENTIAL AREA

NEED MORE DETAILS

MORE INFLUENCE TO YOUNGER KIDS

MORE INFO IS NEEDED

MORE OFFICERS

MORE PATROLS

MORE PEOPLE

MORE PERSONNEL BECAUSE OF CRIME

MORE POLICE

MORE POLICE OFFICERS THAN WE NEED

MORE POLICE VISIBILITY NEEDED

MORE STAFF

MORE STAFF

MORE STAFF

MORE STAFF

MORE STAFF

MORE STAFF

MORE STAFF IS NEEDED

MORE STAFF IS NEEDED

MORE STAFF NEEDED

MORE STAFF NEEDED

MORE STAFF NEEDED

MORE STAFF-BETTER PROTECTION

MORE STUFF

MORE VISIBILITY OF POLICE

MORE VISIBILITY OF POLICE

MORE WOULD MEAN LESS CRIME

NEED BETTER RESPONSE TIME

NEED BETTER TRAINED POLICE OFFICERS

Q23a-1. Please explain your answer.

Q23a1 Please explain your answer

NEED MORE FOR BETTER COVERAGE
NEED MORE INFO
NEED MORE INFO
NEED MORE INFORMATION
NEED MORE INFORMATION
NEED MORE INFORMATION
NEED MORE MEN FOR BACK UP
NEED MORE OFFICERS
NEED MORE OFFICERS
NEED MORE OFFICERS
NEED MORE OFFICERS-NOT BE OVERWORK
NEED MORE ON CALL OFFICERS
NEED MORE POLICE
NEED MORE POLICE
NEED MORE POLICE OFFICERS
NEED MORE QUALIFIED OFFICERS
NEED MORE STAFF
NEED MORE STAFF TO DO THE WORK
NEED SOME TO HELP W/DRUGS & TRAFFIC
NEED TO TRAIN THE ONES THEY HAVE
NEED TO USE THEIR OFFICERS WISELY
NO COMMENT
NO EXPERIENCE
NO EXPERIENCE WITH POLICE
NO EXPERIENCE WITH POLICE
NO MORE TAXES
NO NEED
NO NEED TO INCREASE IT
NO SIGNS OF SHORTAGE OF OFFICERS
NOT ENOUGH BACK-UP

Q23a-1. Please explain your answer.

Q23a1 Please explain your answer

NOT ENOUGH DATA
NOT ENOUGH INFORMATION
NOT ENOUGH OFFICERS
NOT ENOUGH OFFICERS
NOT ENOUGH PERSONNEL
NOT ENOUGH PERSONNEL
NOT ENOUGH PERSONNEL
NOT ENOUGH TO DO A GOOD JOB
NOT ENOUGH WORK FOR POLICE
NOT ENOUGH WORK LOAD
NOT MUCH CRIME
NOT NEEDED
NOT NEEDED
NOT SUFFICIENT PERSONNEL FOR GROWTH
NOT SURE
NOT SURE
NOT SURE
NOT SURE IF STAFF INCREASE WILL HEL
NOT SURE OF THE HOURS
NOT SURE THIS IS AN ISSUE
NOT SURE WORK LOAD IS FEASIBLE
NOT THAT BUSY TO HIRE MORE OFFICERS
NOT UNLESS POPULATION GOES WAY UP
OFFICERS ARE ALREADY NOT BUSY ENOUGH
OFFICERS RETIRED SHOULD BE REPLACED
ONE WE HAVE ARE NOT DOING THEIR JOB
OVER WORKED
OVERWORKED & UNDERSTAFFED
THEY NEED TO PATROL MORE AT NIGHT
PLENTY OF LOCAL LAW ENFORCEMENT
POLICE COULD NOT TAKE THE PRESSURE
POLICE WOULDN'T HAVE ANYTHING TO DO
POOR ECONOMY AND CRIME

Q23a-1. Please explain your answer.

Q23a1 Please explain your answer

POPULATION GROWTH
POPULATION GROWTH
POPULATION GROWTH
QUALITY STAFF & EXPERIENCE OFFICERS
QUICKER RESPONSE
REASSIGN PRIORITIES
RESPONSE TIME ARE TOO SLOW
RESPONSE TIME IS IMPORTANT
RISING CRIME
ROOM TO GROW
SEEM FINE
SEEMS FINE
SEEMS TO BE SUFFICIENT STAFFING NOW
SERVICE IS JUST FINE
SMALL TOWN
SO MUCH ONE CAN DO
SOUNDS TOO MUCH
SPREADING THEM TOO THIN
STAFFING IS ADEQUATE
STAFFING LEVELS ARE ADEQUATE
STAFFING SEEMS OK
SUFFICIENT PERSONNEL
TAXES WOULD GO UP
THE ECONOMY IS BAD
THERE ARE ENOUGH OFFICERS
THERE IS NO PROBLEM
THEY ARE DOING FINE
THEY ARE OVER LOADED & NEED RELIEF
THEY ARE UP TO PAR
THEY CAN SERVE MORE PEOPLE
THEY COULD USE A FEW MORE

Q23a-1. Please explain your answer.

Q23a1 Please explain your answer

THEY HAVE ENOUGH NO MORE NEEDED
THEY HAVE ENOUGH OFFICERS
THEY HAVE PLENTY OF OFFICERS
THEY NEED BETTER SUPERVISORS
THEY NEED TO USE THEM BETTER
THEY SEEM TO HAVE A ENOUGH OFFICERS
THEY SHOULD BE HANDLE LOAD
THINK WE HAVE ENOUGH
TIMES WHEN THEY ARE JUST VISITING
TO EASE STRESS ON SOME OTHERS
TO ENSURE BETTER RESPONSE TIME
TO MAINTAIN THE QUALITY OF LIFE
TO PREVENT CRIME
TO RELIEVE SOME OF THE OVERWORKED
TOO MANY CALLS PER OFFICER
TOO MANY CALLS PER OFFICER TO HANDL
TOO MANY CALLS PER OFFICERS
TOWN IS GOWING
TOWN IS GROWING FAST NEED MORE
UNDER 2 PER DAY IS NOT VERY MUCH
UNDER STAFFED
USE HELP
VERY BUSY
WE ARE A SMALL TOWN
WE ARE A SMALL TOWN
WE ARE A SMALL TOWN
WE ARE GETTING MORE CRIME
WE ARE GROWING
WE ARE GROWING
WE ARE GROWING
WE HAVE A LARGE POLICE FORCE
WE HAVE ENOUGH
WE HAVE ENOUGH POLICE
WE NEED MORE OFFICERS
WE NEED MORE POLICE VISIBILITY

Q23a-1. Please explain your answer.

Q23a1 Please explain your answer

WE NEED MORE WORKING MEN

WE WOULD GET BETTER SERVICE

WORK LOAD GETS TOO HEAVY

WOULDN'T HURT

YOU CAN NEVER HAVE TOO MANY POLICE

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

<u>Q23b Type of funding would you prefer</u>	<u>Number</u>	<u>Percent</u>
1=Property tax	39	9.7 %
2=Sales tax	149	37.0 %
3=Fines	163	40.4 %
9=Don't know	52	12.9 %
Total	403	100.0 %

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

<u>Q24a Ambulance/fire staffing be increase</u>	<u>Number</u>	<u>Percent</u>
1=Yes	30	7.4 %
2=No	152	37.7 %
3=Don't know	221	54.8 %
Total	403	100.0 %

Q24a-1. Please explain your answer.

Q24a-1 Please explain your answer

24-7 COVERAGE

24-7 FIRE SUPPORT IS NEEDED

24-7 PAID STAFF FOR FIRE STAFF

24-7 SERVICE

24-7 SERVICE-NEEDED; MORE STAFF

24 HOUR STAFF IS NEEDED

24 HOUR STAFFING

24 HOUR STAFFING

24 HOUR STAFFING FOR FIRE DEPT

24 HOUR STAFFING; NO VOLUNTEERS

24 HOURS-7 DAYS A WEEK

24 HR STAFFING-NO VOLUNTEERS

ALREADY HAVE AN EXCELLENT CREW

AMBULANCE NEEDS MORE MANPOWER

AMOUNT OF GROWTH NEED MORE STAFF

ANOTHER HELICOPTER & MAN POWER

ANYTHING CAN HAPPEN

AROUND THE CLOCK FIRE SERVICE

BE ABLE TO MAN CALLS 24-7

BETTER QUALITY

BETTER RESPONSE TIME

BETTER RESPONSE TIME

BETTER RESPONSE TIME

BETTER RESPONSE TIME 24 HR DAY

BETTER RESPONSE TIME, MORE STAFF

BETTER TIMES TO DEAL WITH

CALL TIMES ARE ADEQUATE

CAN'T ANSWER CALLS IN TIMELY MANNER

COULD ALWAYS USE MORE

COULD BE DISPATCHED OUT FASTER

DO GOOD JOB

DOES NOT NEED CHANGING

DOES NOT NEED FIXING

DOING FINE NOW

ALREADY DOING A GOOD JOB

Q24a-1. Please explain your answer.

Q24a-1 Please explain your answer

DON'T HAVE ENOUGH PEOPLE ON WEEKEND
DON'T KNOW WHAT THEY DO
DON'T WANT ANY HIGHER TAXES
DON'T WANT PROPERTY TAXES RAISED
EMERGENCY EMS ARE NEEDED
ENOUGH MANPOWER ALREADY
ENOUGH PEOPLE TO DO THE JOB
ENOUGH PERSONNEL
ENOUGH STAFF
EVENING & WEEKEND NEED MORE
FINE JOB NOW
FIRE CAN HAPPEN ANYTIME
FIRE DEPT
FIRE PERSONNEL FOR WEEK-ENDS
FIRE SERVICES SHOULD BE 24 HOURS
FIRE STAFF NEEDS TO BE INCREASED
FIRE STAFF SHOULD INCLUDE WEEK-ENDS
FIRE-SUFFICIENT PERSONNEL
FOR FIRE

Q24a-1. Please explain your answer.

Q24a-1 Please explain your answer

FULL TIME FIRE DEPT NEEDED
FULL TIME FIRE DEPT NEEDED
FULL TIME STAFFING FOR RESPONSE
GET MORE RESPONSE TIME IN
GROWING POPULATION NEED MORE HELP
HAVE ENOUGH
HAVE ENOUGH WORKERS
HAVE FIRE DEPT ON DUTY 24 HOURS
HAVE PLENTY NOW
HELP ON RELIEVING OTHER FIREMAN
HOURS WORKED
I AM SATISFIED ABOUT RESPONSE TIME
I DON'T FOLLOW THIS EITHER
I HAVE TO READ THE DETAILS
I JUST MOVED TO HARRISONVILLE
I MUST KNOW MORE DETAILS
I MUST LEARN MORE ABOUT THIS
I NEED MORE INFO
I NEED MORE INFO
I NEED MORE INFO
I NEED MORE INFORMATION
I NEED MORE INFORMATION FIRST
I NEED TO GET INFORMED
I NEED TO KNOW MORE DETAILS
I NEED TO LEARN MORE
I NEED TO READ ABOUT THIS
I NEED TO READ ABOUT THIS
I NEED TO READ MORE
I NEED TO SEE STUDIES
I NEED TO STUDY
I WANT TO SEE MORE INFO
I WOULD LIKE MORE INFORMATION
I WOULD NOT WANT HIGHER TAXES
IF IT IMPROVED SERVICES THEN SURE
IF WE GROW WE NEED MORE STAFF

Q24a-1. Please explain your answer.

Q24a-1 Please explain your answer

IF WE NEED PERSONNEL GET THEM
INCREASE HELP
INCREASE RESPONSE TIME
INCREASE RESPONSE TIME
INSUFFICIENT FIRE PERSONNEL
IT IS IMPORTANT
IT IS NOT THE PROPER TIME
IT IS OK AS IS NOW
JUST THINK WE NEED MORE
LARGER COMMUNITY NOW-NEED MORE
LOCAL CALLS ARE NOT ROUTINE LEVELS
MAYBE
MAYBE THEY WILL BE FASTER
MEDICAL ISSUES ARE MORE
MORE AFTER HOURS STAFFING
MORE AMBULANCE
MORE COVERAGE FOR A GROWING TOWN
MORE FULL TIME STAFF
MORE INFO NEEDED
MORE INFORMATION
MORE PEOPLE AS CITY GROWS
MORE PROTECTION 24-7
MORE STAFF
MORE STAFF CUT DOWM RESPONSE TIME
MORE STAFF NEEDED
MORE STAFF NEEDED FOR WEEK-ENDS
NEED 24 HOUR STAFFING
NEED 24 HOUR STAFFING
NEED BETTER COVERAGE

Q24a-1. Please explain your answer.

Q24a-1 Please explain your answer

NEED EXTRA HELP
NEED MORE DATA
NEED MORE FIRE PERSONNEL
NEED MORE HELP
NEED MORE INFO
NEED MORE INFO
NEED MORE INFO
NEED MORE INFO
NEED MORE INFORMATION
NEED MORE MANPOWER
NEED MORE MEN FOR THE WORK
NEED MORE STAFF
NEED MORE VOLUNTEERS
NEED SERVICE 24-7
NEED TO BE FULLY STAFFED 24-7
NEED TO GET MORE PEOPLE
NEED TO INFORM MYSELF
NEW BUSINESS & GROWTH
NO BASIS NOW
NO EMERGENCIES
NO EXPERIENCE
NO MORE NEW TAXES

Q24a-1. Please explain your answer.

Q24a-1 Please explain your answer

NO MORE TAXES
NO MORE TAXES
NO NEED TO CHANGE IT
NO PROBLEMS
NO TAXES
NO THE ECONOMY IS BAD
NOT A PROBLEM
NOT ENOUGH EMERGENCY PERSONNEL
NOT ENOUGH FIRE PROTECTION
NOT ENOUGH INFO
NOT ENOUGH INFORMATION
NOT ENOUGH INFORMATION
NOT ENOUGH INFORMATION
NOT ENOUGH MANPOWER
NOT ENOUGH PERSONNEL
NOT ENOUGH STAFF
NOT MANY PROBLEMS
NOT NEEDED
NOT SURE
NOT SURE
NOT SURE
NOT SURE IF SALES TAX IS RIGHT
NOT SURE WORK LOAD IS FEASIBLE
NOW IS NOT THE TIME
OK FOR NOW
OK FOR NOW
PAY ENOUGH & IT WORKS
POPULATION GROWTH
POPULATION GROWTH
POPULATION GROWTH FULL TIME STAFF
PROVIDE MORE JOBS FOR COMMUNITY
QUICKER RESPONSE
QUICKER RESPONSE TIMES NEEDED
RESPONSE TIME IS CRITICAL
RESPONSE TIME IS OK
RESPONSE TIME IS TOO LONG
RESPONSE TIMES ARE ACCEPTABLE
RESPONSE TIMES ARE OK
SEEM TO BE ABLE TO HANDLE ALL CALLS

Q24a-1. Please explain your answer.

Q24a-1 Please explain your answer

SEEMS FINE
SEEMS TO BE NO NEED
SERVICE IS GOOD
SERVICE IS OK
SERVICE IS OK AS IS
SERVICE IS OK AS IS
SLOW RESPONSE TIME-24 HR STAFFING
SLOW RESPONSE TIMES AFTER HOURS
SLOW TO RESPONSE TIME NEED MORE
SMALL TOWN
SPREADING OURSELVES TO THIN
STAFF INCREASE
STAFFING SEEMS OK
SUFFICIENT PERSONELL
SUFFICIENT PERSONNEL
SUFFICIENT PERSONNEL
SUFFICIENT PERSONNEL
TAXES WOULD GO UP
THE CITY IS GROWING
THEY ARE DOING OK NOW
THEY DO A GOOD JOB NOW
THEY DO FINE W/THE ONES THEY HAVE
THEY DO WELL WITH WHAT THEY HAVE
THEY HAVE ENOUGH
THEY HAVE ENOUGH
THEY HAVE ENOUGH MAN POWER
THEY HAVE HAD A HARD TIME
THEY MICRO MANAGE
THEY NEED MORE MANPOWER
THINK THEY ARE FINE
TIME ELEMENT NEEDS TO BE IMPROVED
TO GET A BETTER RESPONSE TIME
TO IMPROVE SERVICE
TO ME AS IS OK
TOO FEW VOLUNTEERS-2 FULL TIME GUYS
TOO LONG FOR FIRE RESPONSE
TOO SLOW RESPONSE TIME
VERY FEW FIRE PERSONNEL
VOLUNTEERS ARE EXCELLENT

Q24a-1. Please explain your answer.

Q24a-1 Please explain your answer

VOLUNTEERS NEEDS HELP

WAR GROWING

WE ARE A SMALL TOWN

WE ARE A SMALL TOWN

WE ARE A SMALL TOWN

WE ARE GROWING

WE ARE GROWING

WE ARE GROWING

WE ARE GROWING

WE ARE SMALL TOWN

WE CAN ALWAYS USE MORE FIRE CREW

WE CAN'T HANDLE MORE SALES TAX

WE DON'T NEED HIGHER TAXES

WE HAVE ENOUGH

WE HAVE ENOUGH MANPOWER

WE HAVE ENOUGH NOW

WE NEED 24 HOUR STAFFING

WE NEED 24-7 FIRE PROTECTION

WE NEED MORE FIREMAN TO ENSURE SAFE

WE NEED MORE FIREMEN

WE NEED MORE FIREMEN

WE NEED MORE GROWTH

WE NEED MORE MAN POWER

WE NEED THIS

WE NEED THIS

WE NEEDED MORE PROTECTION

WE NEEDED TO DO WITH WHAT WE HAVE

WHO WOULD PAY FOR CITY, COUNTY

WORKING OUT GOOD

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

Q24b What type of funding would prefer	Number	Percent
1=Property tax	54	13.4 %
2=Sales tax	202	50.1 %
3=Fines	102	25.3 %
9=Don't know	45	11.2 %
Total	403	100.0 %

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

Q25 Support city and fire consolidating	Number	Percent
A = I feel the present situation is the best	139	34.5 %
B = Cost savings to City and Fire District residents	57	14.1 %
C = Better response time in the City	69	17.1 %
D = Better fire response	47	11.7 %
E = I feel a merger should occur regardless	28	6.9 %
F = I would be willing to pay more regardless for lower response times	34	8.4 %
G = Not sure	155	38.5 %
Total	529	

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

Q26 Support city partnering with county	Number	Percent
A=Yes	262	65.0 %
B=No	21	5.2 %
C=Not sure	120	29.8 %
Total	403	100.0 %

Q27. Parks and Recreation. Please rate your satisfaction with the following Parks and Recreation services provided by the City of Harrisonville:

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q27a Maintenance of city parks	38.7%	39.2%	9.9%	1.0%	1.2%	9.9%
Q27b Number of city parks	31.8%	38.7%	11.9%	4.7%	1.7%	11.2%
Q27c Number of walking and biking trails	16.6%	29.8%	17.4%	11.2%	5.5%	19.6%
Q27d City swimming pools	32.3%	35.7%	11.2%	1.2%	2.0%	17.6%
Q27e Quality of outdoor athletic fields	24.8%	31.5%	13.9%	2.2%	2.0%	25.6%
Q27f Teen recreation opportunities	13.9%	23.3%	20.6%	7.7%	4.2%	30.3%
Q27g Senior recreation opportunities	15.9%	24.8%	18.4%	5.0%	2.2%	33.7%
Q27h The city's youth athletic programs	17.9%	28.3%	15.9%	3.7%	1.2%	33.0%
Q27i-They city's adult athletic programs	13.9%	29.3%	16.9%	3.2%	0.5%	36.2%
Q27j Other city recreation programs	9.9%	27.0%	16.6%	5.2%	1.0%	40.2%
Q27k Ease of registering for programs	14.9%	24.8%	14.1%	4.2%	1.7%	40.2%

Q27. Parks and Recreation. (CONTINUED) Please rate your satisfaction with the following Parks and Recreation services provided by the City of Harrisonville:

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1	Don't know 9
Q27l Fees charged for Recreation programs	10.7%	19.9%	19.6%	8.4%	2.5%	39.0%
Q27m Special events sponsored by the City	30.0%	32.5%	13.9%	5.2%	0.5%	17.9%
Q27n Quality of the city's indoor recreation facilities	34.0%	28.5%	10.9%	4.0%	1.0%	21.6%

EXCLUDING DON'T KNOW

Q27. Parks and Recreation. Please rate your satisfaction with the following Parks and Recreation services provided by the City of Harrisonville: (excluding don't know)

(N=403)

	Very satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very dissatisfied 1
Q27a Maintenance of city parks	43.0%	43.5%	11.0%	1.1%	1.4%
Q27b Number of city parks	35.8%	43.6%	13.4%	5.3%	2.0%
Q27c Number of walking and biking trails	20.7%	37.0%	21.6%	13.9%	6.8%
Q27d City swimming pools	39.2%	43.4%	13.6%	1.5%	2.4%
Q27e Quality of outdoor athletic fields	33.3%	42.3%	18.7%	3.0%	2.7%
Q27f Teen recreation opportunities	19.9%	33.5%	29.5%	11.0%	6.0%
Q27g Senior recreation opportunities	24.0%	37.5%	27.7%	7.5%	3.4%
Q27h The city's youth athletic programs	26.7%	42.2%	23.7%	5.6%	1.9%
Q27i-They city's adult athletic programs	21.8%	45.9%	26.5%	5.1%	0.8%
Q27j Other city recreation programs	16.6%	45.2%	27.8%	8.7%	1.7%
Q27k Ease of registering for programs	24.9%	41.5%	23.7%	7.1%	2.9%
Q27l Fees charged for recreation programs	17.5%	32.5%	32.1%	13.8%	4.1%
Q27m Special events sponsored by the city	36.6%	39.6%	16.9%	6.3%	0.6%
Q27n Quality of city's indoor recreation facilities	43.4%	36.4%	13.9%	5.1%	1.3%

Q28. Which TWO of these items do you think should receive the most emphasis from city leaders over the next TWO years?

Q28 1 st Choice	Number	Percent
A=Maintenance of city parks	25	6.2 %
B=Number of city parks	28	6.9 %
C=Number of walking and biking trails	72	17.9 %
D=City swimming pools	8	2.0 %
E=Quality of outdoor athletic fields	11	2.7 %
F=Teen recreation opportunities	38	9.4 %
G=Senior recreation opportunities	16	4.0 %
H=City's youth athletic programs	6	1.5 %
I=City's adult athletic programs	2	0.5 %
J=Other city recreation programs	10	2.5 %
K=Ease of registering for programs	3	0.7 %
L=Fess charged for recreation programs	24	6.0 %
M=Special events sponsored by the city	10	2.5 %
N=Indoor recreation facilities	12	3.0 %
Z=None chosen	138	34.2 %
Total	403	100.0 %

Q28. Which TWO of these items do you think should receive the most emphasis from city leaders over the next TWO years?

Q28 2 nd Choice	Number	Percent
A=Maintenance of city parks	15	3.7 %
B=Number of city parks	10	2.5 %
C=Number of walking and biking trails	39	9.7 %
D=City swimming pools	12	3.0 %
E=Quality of outdoor athletic fields	12	3.0 %
F=Teen recreation opportunities	24	6.0 %
G=Senior recreation opportunities	21	5.2 %
H=City's youth athletic programs	10	2.5 %
I=City's adult athletic programs	11	2.7 %
J=Other city recreation programs	13	3.2 %
K=Ease of registering for programs	4	1.0 %
L=Fess charged for recreation programs	22	5.5 %
M=Special events sponsored by the city	13	3.2 %
N=Indoor recreation facilities	16	4.0 %
Z=None chosen	181	44.9 %
Total	403	100.0 %

28. Which TWO of these items do you think should receive the most emphasis from city leaders over the next TWO years? (Top 2)

<u>Q28 Sum of Top Two Choices</u>	<u>Number</u>	<u>Percent</u>
A = Maintenance of city parks	40	9.9 %
B = Number of city parks	38	9.4 %
C = Number of walking and biking trails	111	27.5 %
D = City swimming pools	20	5.0 %
E = Quality of outdoor athletic fields	23	5.7 %
F = Teen recreation opportunities	62	15.4 %
G = Senior recreation opportunities	37	9.2 %
H = City's youth athletic programs	16	4.0 %
I = City's adult athletic programs	13	3.2 %
J = Other city recreation programs	23	5.7 %
K = Ease of registering for programs	7	1.7 %
L = Fess charged for recreation programs	46	11.4 %
M = Special events sponsored by the city	23	5.7 %
N = Indoor recreation facilities	28	6.9 %
Z = None chosen	138	34.2 %
Total	625	

Q29. Which THREE of the following do you think should be the top priorities for improvement in the Original Town of Harrisonville (multiple choices allowed):

<u>Q29 Top priority improvement</u>	<u>Number</u>	<u>Percent</u>
1=Promoting mixed use development	87	21.6 %
2=Improving facades of buildings	182	45.2 %
3=Promoting new housing development	38	9.4 %
4=Promoting reinvestment in existing housing	121	30.0 %
5=Improving sidewalks, alleys and streets	203	50.4 %
6=Preserving the historic architecture	216	53.6 %
7=Promoting more activities, such as concerts/events	141	35.0 %
9=None chosen	29	7.2 %
Total	1017	

Q30. Would you support the use of tax incentives to accomplish your top three priorities?

<u>Q30 Support tax incentives</u>	<u>Number</u>	<u>Percent</u>
1=Yes	187	46.6 %
2=No	47	11.7 %
3=Not sure	167	41.6 %
Total	401	100.0 %

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

Q31 City competing with local service	Number	Percent
1=Yes	249	61.8 %
2=No	62	15.4 %
3=Not sure	92	22.8 %
Total	403	100.0 %

Q31a. What savings would you require in order to switch internet/cable TV service providers?

Q31a What savings require you to switch	Number	Percent
1=0-10%	80	29.9 %
2=11-20%	113	42.2 %
3=21-30%	63	23.5 %
4=At least 31% or higher	12	4.5 %
Total	268	100.0 %

Q32. Which of the following best describes your race/ethnicity?

<u>Q32 Race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
1 = Asian/Pac Islander	5	1.2 %
2 = Black/African American	2	0.5 %
3 = White	387	96.0 %
4 = Hispanic	9	2.2 %
5 = American Indian/Eskimo	7	1.7 %
6 = Other	2	0.5 %
Total	412	

Q33. Which of the following best describes your current employment status? (excluding none chosen)

<u>Q33 Current employment status</u>	<u>Number</u>	<u>Percent</u>
1=Employed outside	216	53.7 %
2=Home/home based	14	3.5 %
3=Student	1	0.2 %
4=Retired	120	29.9 %
5=Not currently	51	12.7 %
Total	402	100.0 %

Q34. How many (counting yourself) people in your household, are:

	<u>Mean</u>	<u>Sum</u>
Q34 Under age 9	0.4	152
Ages 10-19	0.4	179
Ages 20-34	0.5	197
Ages 35-54	0.9	352
Ages 55-74	0.4	170
Ages 75+	0.2	63

Q35. Approximately how many years have you lived in the City of Harrisonville?

<u>Q35 How many years live in Harrisonville</u>	<u>Number</u>	<u>Percent</u>
5 of fewer years	72	17.9 %
6-10 years	60	14.9 %
11-15 years	40	9.9 %
16-20 years	46	11.4 %
21-25 years	33	8.2 %
26-30 years	33	8.2 %
Over 31 years	117	29.0 %
Total	401	99.5 %

Q35a. [If you have lived in Harrisonville fewer than 5 years] Where did you live prior to moving to Harrisonville?

<u>Q35a If Less than 5 years-live prior</u>	<u>Number</u>	<u>Percent</u>
1=Other metro part	7	43.8 %
2=KS or MO outside metro area	6	37.5 %
3=Outside KS or MO	3	18.8 %
Total	16	100.0 %

Q36. Do you own or rent your current residence? (excluding not provided)

<u>Q36 Do you own or rent current residence</u>	<u>Number</u>	<u>Percent</u>
1=Own	356	88.6 %
2=Rent	46	11.4 %
Total	402	100.0 %

Q37. Would you say your total annual household income is:

<u>Q37 Total household income</u>	<u>Number</u>	<u>Percent</u>
1=Under \$35k	95	23.6 %
2=\$35k-\$59,999	106	26.3 %
3=\$60k-\$99,999	105	26.1 %
4=\$100k or more	43	10.7 %
9=Not provided	54	13.4 %
Total	403	100.0 %

Q38. What is your gender?

<u>Q38 Respondents gender</u>	<u>Number</u>	<u>Percent</u>
1=Male	181	44.9 %
2=Female	222	55.1 %
Total	403	100.0 %

Q39. What ward do you live in?

<u>Q30 What Ward do you live in</u>	<u>Number</u>	<u>Percent</u>
1=1	34	8.4 %
2=2	26	6.5 %
3=3	46	11.4 %
4=4	49	12.2 %
9=Not sure	248	61.5 %
Total	403	100.0 %

Section 2:
Survey Instrument

Year 2008 City of Harrisonville Citizen Survey

This is _____. The City of Harrisonville would like your input as an important part of the City's on-going effort to involve citizens in long-range planning and investment decisions. May I have some of your time to help with this study? [If they have questions, they can call Sheryl Stanley at 816-380-8909]

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

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

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

1st: ____ 2nd ____ 3rd ____

3. I'm going to read you several items that may influence your perception of the City of Harrisonville. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

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

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

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

5. Harrisonville has several blighted or run down apartment complexes. In order to enhance the appearance of the community, the City could offer tax incentives or abatements to developers to replace these blighted areas with new, owner occupied multi-family units (condominiums or townhomes). How supportive would you be of having the City offer tax incentives as a method of cleaning up blighted areas and adding more owner occupied units in the City?

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

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

<i>City Maintenance</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Overall maintenance of city streets (does not include Highways 2, 7, 71, 291)	5	4	3	2	1	9
B. Maintenance of state highways (2-E. South St, 7-Mechanic, 71 Hwy, 291-Commercial)	5	4	3	2	1	9
C. Maintenance of sidewalks in Harrisonville	5	4	3	2	1	9
D. Maintenance of street signs	5	4	3	2	1	9
E. Maintenance of traffic signals	5	4	3	2	1	9
F. Maintenance and preservation of downtown Harrisonville	5	4	3	2	1	9
G. Maintenance of city buildings (City Hall, Police Dept, Community Center, Fire Station)	5	4	3	2	1	9
H. Cleanliness of city buildings (i.e., City Hall, Police Dept. Community Center & fire station)	5	4	3	2	1	9
I. Snow removal on major city streets	5	4	3	2	1	9
J. Snow removal on neighborhood streets	5	4	3	2	1	9
K. Mowing and trimming along city streets and other public areas	5	4	3	2	1	9
L. Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
M. Adequacy of city street lighting	5	4	3	2	1	9
N. City's responsiveness to service requests	5	4	3	2	1	9

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

1ST: _____ 2ND: _____

8. Currently City Hall and the Police Department are located downtown in older, inadequate buildings with minimal customer parking and limited space for expansion.

8a. Do you believe the City should construct or acquire a new building for City Hall? (1) Yes (2) No

If so, do you think it should remain downtown? (1) Yes (2) No

8b. Do you believe the City should construct or acquire a new Police Department? (1) Yes (2) No

If so, do you think it should remain downtown? (1) Yes (2) No

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

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

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

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

11. Currently the City provides utility customers 15 days to pay for the prior month's utilities without a penalty. A 5% penalty is applied on past due balances (on average, 900 accounts per month) and service is disconnected after the 25th day (on average, 70 accounts per month). A service fee is charged to reconnect service. Do you feel changes should be made to these charges?

_____ (1) Yes [ask 11a] _____ (2) No

11a. If "yes", how should they change?

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

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

13. Which of the following are your primary sources of information about City issues, services and events? (Read list, check all that apply)

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

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

- (1) Yes [ask Q14a-c] (2) No [skip to Q15]

14a. [If YES to Q#14] Which Department did you contact most recently?

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

14b. [If YES to Q#14] How easy was it to contact the person you needed to reach in the Department you previously chose?

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

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

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

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

<i>Codes and Ordinances</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Enforcing the clean up of litter and debris on private property	5	4	3	2	1	9
B. Enforcing the mowing and trimming of lawns	5	4	3	2	1	9
C. Enforcing the maintenance of residential property	5	4	3	2	1	9
D. Enforcing the maintenance of business property	5	4	3	2	1	9
E. Enforcing sign regulations	5	4	3	2	1	9
F. Enforcing of off street parking regulations	5	4	3	2	1	9
E. City enforcement of regulations and codes on itself	5	4	3	2	1	9

16. Currently, the City employs a proactive approach to enforcing codes vs. reacting only after a concern or inquiry is made. If a violation exists, property owners are informed of the condition through the mail and provided sufficient time to address the condition. If the condition is not addressed, the property owner may be issued a summons (ticket) or the City may itself resolve the condition and assess any costs to the property.

- ____ (A) Should the City continue to proactively enforce codes? 1) Yes___ 2) No___ 3) Not Sure___
- ____ (B) Do you feel the City should attempt to make contact with the property owner via telephone or in person before sending a letter? 1) Yes___ 2) No___ 3) Not Sure___
- ____ (C) Do you feel that codes are enforced in a fair and consistent manner? 1) Yes___ 2) No___ 3) Not Sure___
- ____ (D) What changes if any, would you recommend making to the process? 1) Yes___ 2) No___ 3) Not Sure___

17. In previous surveys, residents have identified continued community growth (shopping, dining, industrial and residential development) as a priority while expressing concern with the loss of the small town atmosphere. How would you recommend the City promote growth while retaining our small town appeal?
Please answer here

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

<i>Transportation</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Flow of traffic along 291	5	4	3	2	1	9
B. Ease of access to Downtown	5	4	3	2	1	9
C. Availability of public transportation	5	4	3	2	1	9
D. Condition of residential streets	5	4	3	2	1	9
E. Condition of commercial streets	5	4	3	2	1	9
F. Availability of public sidewalks	5	4	3	2	1	9

19. Which TWO of those transportation issues do you think should receive the most emphasis from city leaders over the next TWO Years? [Write in the letters below using the letters from Question 18 above].
1ST : ____ 2ND : ____

20. The City currently has a property tax levy of \$0.78 (Cass County cities average \$.96) and a sales tax

levy of 1.5¢ (Cass County cities average 2.15¢). Both of these tax revenues can be used to pay for street and storm drainage related improvements. The City presently has no outstanding General Obligation Debt.

20A. On a 20 year cycle, would you support paying either a property tax of \$100 per year or a .5¢ (1/2 cent) sales tax to fund the installation of asphalt streets with curb/gutter, storm drainage systems and sidewalks in residential neighborhoods that presently lack these modern improvements?

(1) Either one _____ (2) Sales Tax only _____ (3) Property Tax only _____ (4) Neither one _____

20B. On a 20 year cycle, would you support paying either a property tax of \$100 per year or a .5¢ (1/2 cent) sales tax to fund the installation of asphalt streets with curb/gutter, storm drainage systems and sidewalks in commercial areas that presently lack these modern improvements?

(1) Either one _____ (2) Sales Tax only _____ (3) Property Tax only _____ (4) Neither one _____

21. **PUBLIC SAFETY.** Please rate your satisfaction with the following public safety services provided by the City of Harrisonville:

Public Safety	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The visibility of police in neighborhoods	5	4	3	2	1	9
B. The visibility of police in retail areas	5	4	3	2	1	9
C. The City's efforts to prevent crime	5	4	3	2	1	9
D. How quickly police respond to emergencies	5	4	3	2	1	9
E. Enforcement of local traffic laws	5	4	3	2	1	9
F. Police related education programs	5	4	3	2	1	9
G. Overall quality of local police protection	5	4	3	2	1	9
H. How quickly fire personnel respond to emergencies	5	4	3	2	1	9
I. Quality of the City's fire prevention programs	5	4	3	2	1	9
J. Fire-related education programs	5	4	3	2	1	9
K. Overall quality of local fire protection	5	4	3	2	1	9
L. How quickly ambulance personnel respond to emergencies	5	4	3	2	1	9
M. Overall quality of local ambulance service	5	4	3	2	1	9
N. Quality of animal control	5	4	3	2	1	9

22. Which **TWO** of those public safety items do you think should receive the most emphasis from City leaders over the next **TWO** Years? [Write in the letters below using the letters from Question 21 above].

1st. _____ 2nd. _____

23. The Police Department's response times currently average less than the national average of 8 minutes. On average, they respond to 1,100 calls for service per month. They employ 21 sworn officers which means they average 52 calls per officer per month).

(A). Do you believe staffing levels should be increased? (1) Yes _____ (2) No _____ (3) Not Sure _____

(1). Please explain your answer _____

(B). If staffing increases were proposed, what type of funding would you prefer?

(1) Prop Tax _____ (2) Sales Tax _____ (3) Fines _____

24. The City currently staffs Ambulance Service 24 hour a day and Fire Service Monday through Friday, 8 a.m. to 5 p.m. with after hours fire calls answered by volunteers. Ambulance response times average 4.76 minutes per call. Fire calls average 4.14 minutes during regular staffing hours and 9.36 minutes for after hour calls. The national standard for fire and ambulance response times is 5 minutes. Currently \$.66 of the City's \$.78 property tax levy is used to fund Ambulance and Fire services with no dedicated sales tax for either Fire or Ambulance services.

(A). Do you believe staffing levels should be increased? (1) Yes ____ (2) No ____ (3) Not Sure ____

(1). Please explain your answer _____

(B). If staffing increases were proposed, what type of funding would you prefer?

(1) Prop Tax _____ (2) Sales Tax _____ (3) Fines _____

25. The Central Cass Fire District provides Emergency Fire and Ambulance services to the area surrounding Harrisonville which is paid for through a \$.65 property tax levy. Harrisonville residents pay roughly the same property tax rate for City Fire and EMS services as Fire District residents. Under what circumstances would you support the City and the Fire District consolidating? (Read list, check all that apply.)

- _____ (A) I feel the present situation is the best
- _____ (B) A cost savings to City and Fire District Residents
- _____ (C) Better response times in the City
- _____ (D) Better response times in the Fire District
- _____ (E) I feel a merger should occur regardless
- _____ (F) I would be willing to pay more for lower response times
- _____ (G) Not sure

26. The city currently staffs a 24 hour per day dispatching for Police, Fire and Ambulance services. Cass county provides 24 hour per day dispatching service to emergency service agencies of other Cass County cities. Would you support the City partnering with county dispatching if it costs less and if service levels are maintained?

____ (A) Yes ____ (B) No ____ (C) Not Sure

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

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

28. Which TWO of those items do you think should receive the most emphasis from city leaders over the next TWO Years? [Write in the letters below using the letters from Q27 above].

1st: ____ 2nd: ____

29. Which THREE of the following do you think should be the top priorities for improvement in the Original Town of Harrisonville (The area bounded by Elm St. on the north, Price St. on the east, South St. on the south and Commercial St. on the west): (read list, check up to 3 items)

- (1) promoting mixed use development including retail, office, and housing
- (2) improving facades (outside appearance) of buildings
- (3) promoting new housing development
- (4) promoting reinvestment in existing housing
- (5) improving sidewalks, alleys and streets
- (6) preserving the historic architecture
- (7) promoting more activities, such as concerts and other events

30. Would you support the use of tax incentives (such as Community Improvement Districts, Tax Increment Financing, Tax Abatement) to accomplish your top three priorities?

- (1) Yes (2) No (3) Not Sure

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

- (1) Yes (2) No (3) Not Sure

31a. What savings would you require in order to switch internet/cable TV service providers? _____%

32. Which of the following best describes your race/ethnicity (read list, check all that apply)?

- (1) Asian/Pacific Islander
- (2) Black/African American
- (3) White
- (4) Hispanic
- (5) American Indian/Eskimo
- (6) Other: _____

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

- (1) employed outside the home - What is the ZIP CODE where you work? _____
- (2) employed in the home/have a home-based business
- (3) student
- (4) retired
- (5) not currently employed outside the home

34. How many (counting yourself) people in your household, are?

- Under age 9 Ages 20-34 Ages 55-74
 Ages 10-19 Ages 35-54 Ages 75+

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

35a. [If they have lived in Harrisonville less than 5 years ask] Where did you live prior to moving to Harrisonville?

- (1) Other part of the metro Kansas City area
- (2) Kansas or Missouri but outside of the metro Kansas City area
- (3) Outside Kansas or Missouri

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

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

- (1) Under \$35,000
- (2) \$35,000 to \$59,999
- (3) \$60,000 to \$99,999
- (4) \$100,000 or more

38. [do not ask] Their gender: (1) Male (2) Female

39. What Ward do you live in? [circle the ward number; if they don't know, circle "not sure."]

1.....2.....3.....4.....(9) Not sure

This concludes the survey. Thank you for your time!

Print out address: _____

Print out Zip Code: _____