

2012 City of Harrisonville Community Survey *Final Report*



Submitted to:

The City of Harrisonville

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...helping organizations make better decisions since 1982

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ETC
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Contents

Executive Summary.....	i
<u>Section 1</u>	
Charts and Graphs	1
<u>Section 2</u>	
Benchmarking Data	27
<u>Section 3</u>	
Importance-Satisfaction Analysis	39
I-S Matrix Graphs	47
<u>Section 4</u>	
Tabular Data.....	54
<u>Section 5</u>	
Survey Instrument	136

2012 Harrisonville Citizen Survey

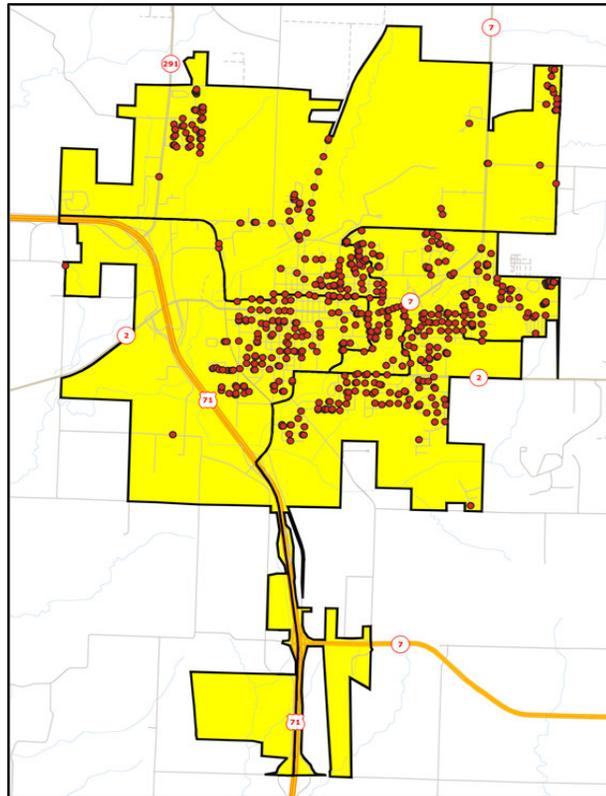
Executive Summary Report

Overview and Methodology

During December 2012, ETC Institute administered a community survey for the City of Harrisonville. The purpose of the survey was to assess satisfaction with the delivery of City services and to help determine priorities for the community as part of the City's ongoing planning process. Previous community surveys were administered in 2008 and 2010.

Methodology. A seven-page survey was mailed to all households that receive a utility bill from the City. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone or were encouraged to complete the survey online at www.HarrisonvilleSurvey.org. Of the households that received a survey, 202 completed the survey by phone, 36 completed it on the Internet and 512 returned it by mail for a total of 750 completed surveys. The overall results for survey have a precision of at least $\pm 3.6\%$ at the 95% level of confidence. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail), and the demographic composition of the sample was similar to the most recent U.S. Census estimate for the City.

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



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

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey and trends from 2008, 2010 and 2012 (Section 1)
- benchmarking data that shows how the results for the City of Harrisonville compare to other cities (Section 2)
- importance-satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the survey instrument (Section 5)
- GIS maps that show the results of the survey on maps of the City (To be added as Appendix A)

Perceptions of the Community

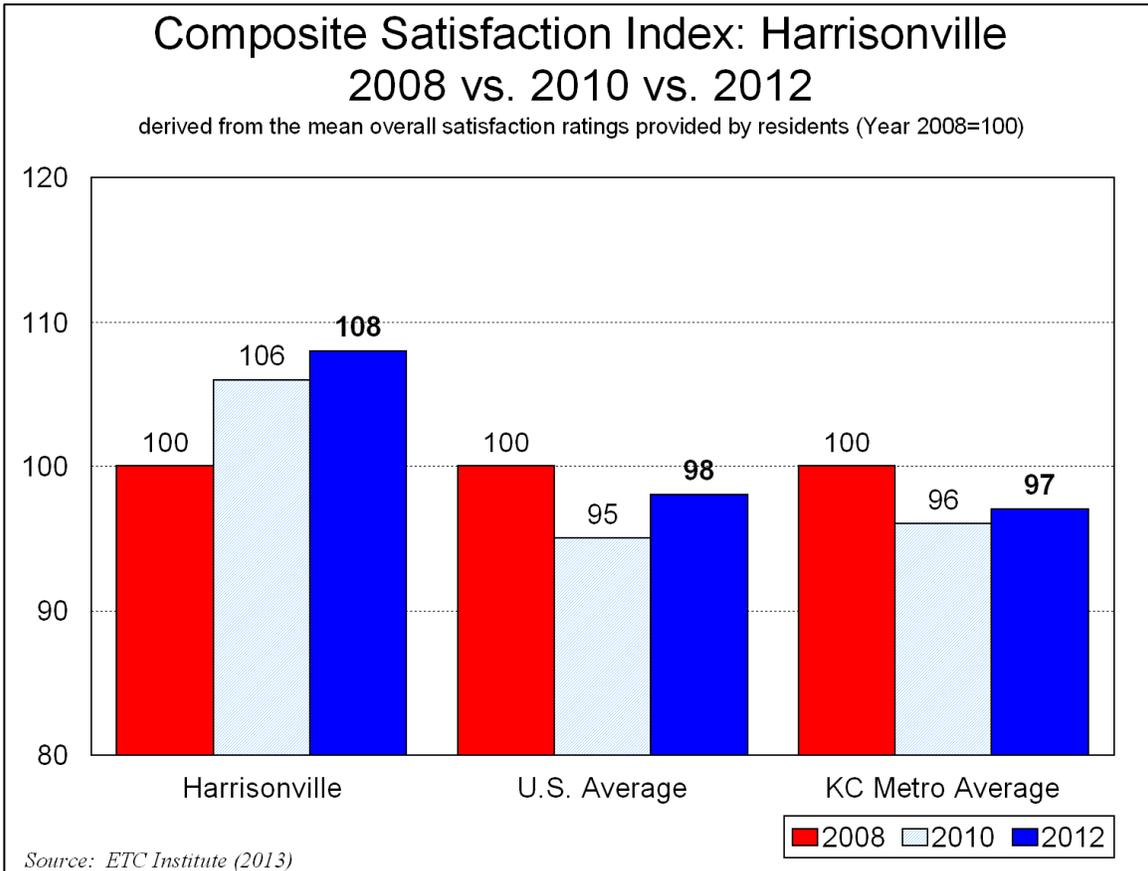
Most residents have a positive perception of the City. Eighty-two percent (82%) of those surveyed who had an opinion gave positive ratings for Harrisonville as a place to live and 79% gave positive ratings for Harrisonville as a place to raise children. Only 8% of the residents surveyed were dissatisfied with the overall quality of life in the City.

Overall Satisfaction with Major City Services

Based upon the combination of “very satisfied” and “satisfied” responses, residents were **most satisfied** with the following major categories of city services: solid waste service (87%), parks and recreation programs/facilities (82%), electric service (80%) and police/fire/ambulance service (79%). Residents were **least satisfied** with the flow of traffic and congestion management in the City (40%), the enforcement of codes and ordinances (44%) and the quality of building inspections by the City (46%).

Composite Performance Index. To objectively assess the change in overall satisfaction with city services from 2008 to 2012, ETC Institute developed a Composite Satisfaction Index for the City. The Composite Satisfaction Index is derived from the mean rating given for the 12 major categories of city services that were assessed in both 2008 and 2012. The index is calculated by dividing the mean rating from 2012 by the mean rating from 2008 and then multiplying the result by 100.

The chart below shows the Composite Satisfaction Index from 2008, 2010 and 2012 for the City of Harrisonville, all U.S. cities, and cities in the Kansas City metro area. As the chart shows, the 2012 Composite Satisfaction Index for the City of Harrisonville improved eight points from 2008 and two points from 2010. When compared to other U.S. communities and KC Metro area communities, Harrisonville is performing very well. Despite improvements from 2010 to 2012, both the U.S. and the KC Metro averages are still below the 2008 baseline ratings.



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

Most Significant INCREASES. The most significant increases in satisfaction from 2010 to 2012 were:

- satisfaction with the maintenance of city buildings (+12%)
- satisfaction with what residents are charged for electric service (+11%)
- satisfaction with the adequacy of storm drainage systems (+8%)
- satisfaction with the stormwater runoff/management system (+8%)
- satisfaction with what residents are charged for water/sewer service (+7%)

Most Significant DECREASES. The most significant decreases in satisfaction from 2010 to 2012 were:

- satisfaction with maintenance of state highways (-8%)
- satisfaction with the quality of local fire protection (-7%)
- satisfaction with the condition of commercial streets (-7%)
- satisfaction with the enforcement of the clean-up of litter and debris on private property (-6%)

Top Priorities For Improvement

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

- the flow of traffic and congestion management (54%)
- the maintenance of streets, buildings and facilities (49%)
- quality of water and sewer utilities (25%)

SATISFACTION WITH SPECIFIC CITY SERVICES

Maintenance

The maintenance services that residents were most satisfied with, based upon the combination of “very satisfied” and “satisfied” responses, were: snow removal on major city streets (80%), the maintenance of traffic signals (74%), the maintenance of street signs (72%) and the overall cleanliness of city streets (71%).

The maintenance services that residents thought needed the most emphasis over the next two years were: (1) the maintenance and preservation of Downtown and (2) the maintenance of state highways.

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 (93%), the dependability of electric services (82%) and curbside recycling services (79%). Residents were least satisfied with the clarity and taste of tap water (36%).

Communication

The communication services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses, were: the quality of City’s newsletters (66%) and the availability of information about City programs and services (50%). Residents were least satisfied with public involvement in local decision making (29%).

Other Communication-Related Findings

- The sources that residents received most of their information about City issues, services and events were: City’s newsletters (68%) and the Cass County Democrat (57%). There was a significant decrease in the percent of residents who reported they received information via the Cass County Democrat (decrease of 9% from 66% in 2010 to 57% in 2012). There was also a significant increase in the percent of residents who reported they received information via the City’s website (increase of 6% from 16% in 2010 to 22% in 2012).
- The types of information that residents were most interested in reading about in City publications were: special events sponsored by the City (51%), road/street improvements (48%) and parks/recreation programs and activities (45%).
- Sixty-two percent (62%) of residents were NOT aware that they could receive email notifications from the City by registering for the service online and 38% were aware.
- More than two-thirds (67%) of residents were NOT supportive of increasing the number of newsletters to 6 per year at an annual cost of \$18,000; 26% were supportive of increasing the number of newsletters and 7% were not sure.

Customer Service

Seventy-seven percent (77%) of the residents surveyed, who had interacted with a City employee the previous year, felt it was “very easy” or “somewhat easy” to reach the city employee in the department they needed; 20% felt it was “very difficult” or “difficult” and 3% did not know.

Seventy-seven percent (77%) of the residents surveyed, who had interacted with a City employee the previous year, thought City employees were “always” or “usually” courteous and polite, 67% thought City employees “always” or “usually” gave prompt, accurate, complete answers and 61% thought employees “always” or “usually” did what they said they would do in a timely manner.

Code Enforcement

The highest levels of satisfaction with the enforcement of codes and ordinances, based upon a combination of “very satisfied” and “satisfied” responses, were: the enforcement of the mowing and trimming of lawns (51%) and the enforcement of sign regulations (50%).

Other Code Enforcement-Related Findings

- Seventy-two percent (72%) of residents were supportive of having the City acquire vacant commercial properties in order to resell the properties to new owners and put the properties back into productive use; 21% were not supportive of this and 7% were not sure.

Transportation

The transportation service that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses, was the ease of access to downtown (62%). Residents were least satisfied with the availability of public transportation in the City (16%) and the flow of traffic on 291 (28%).

The transportation service that residents felt was most important for the City to emphasize over the next two years was the flow of traffic along 291. Residents also felt it was important to emphasize the availability of public transportation.

Public Safety

The public safety services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses, were: how quickly fire personnel respond to emergencies (78%), how quickly ambulance personnel respond to emergencies (75%), the quality of local ambulance service (75%) and the quality of local fire protection (73%).

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

Other Public Safety-Related Findings

- More than three-fourths (76%) of residents were supportive of allowing fire/ambulance staff to exercise up to 1.5 hours per shift at the Community Center if they are members of the facility and are able to respond to emergencies as needed; 19% of residents were not supportive of this and 5% were not sure.

Parks and Recreation

The parks and recreation services that residents were most satisfied with, based upon a combination of “very satisfied” and “satisfied” responses, were: the maintenance of City parks (83%), the number of City parks (80%), special events sponsored by the City (77%) and City swimming pools (76%).

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

Other Findings

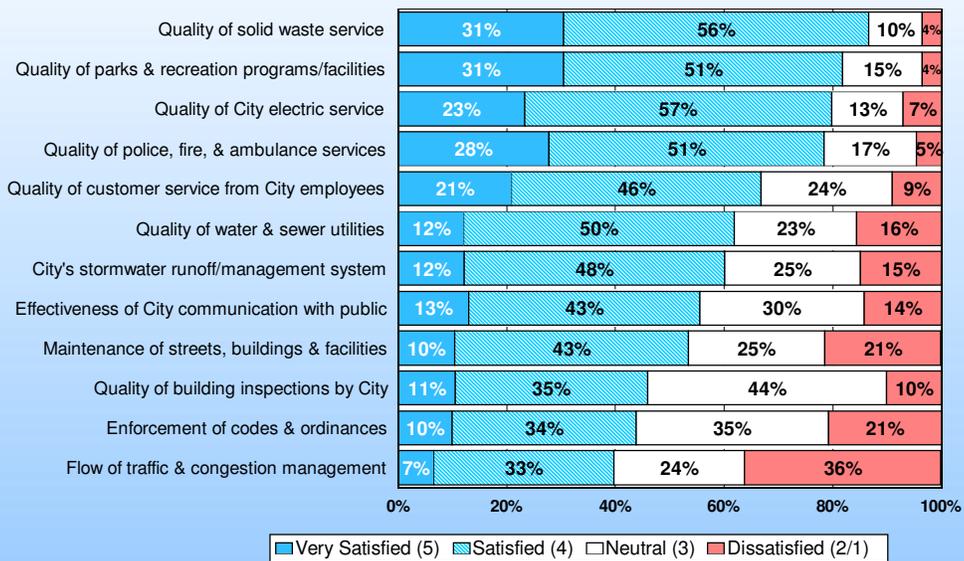
- Seventy-four percent (74%) of residents felt the City should continue charging impact fees for new development; 17% did not think the City should continue charging impact fees for new development and 9% were not sure.
- Two-Thirds (66%) of residents were supportive of a ballot question that would ban smoking in all indoor public places; 30% of residents were NOT supportive of a ballot question that would ban smoking in all indoor places and 4% were not sure.
- Residents were asked to indicate how much savings they would need to consider switching from their current provider to a City provided service for cable, telephone and broadband internet. Generally about half of residents indicated they would need at least a 20% savings to consider switching; the specific results are provided below:
 - Half (50%) of residents would consider switching their cable television service to a City provided service if they would save 20%.
 - Forty-nine percent (49%) of residents would consider switching their telephone service to a City provided service if they would save 20%.
 - Forty-seven (47%) of residents would consider switching their broadband internet to a City provided service if they would save 20%.

Section 1:
Charts & Graphs

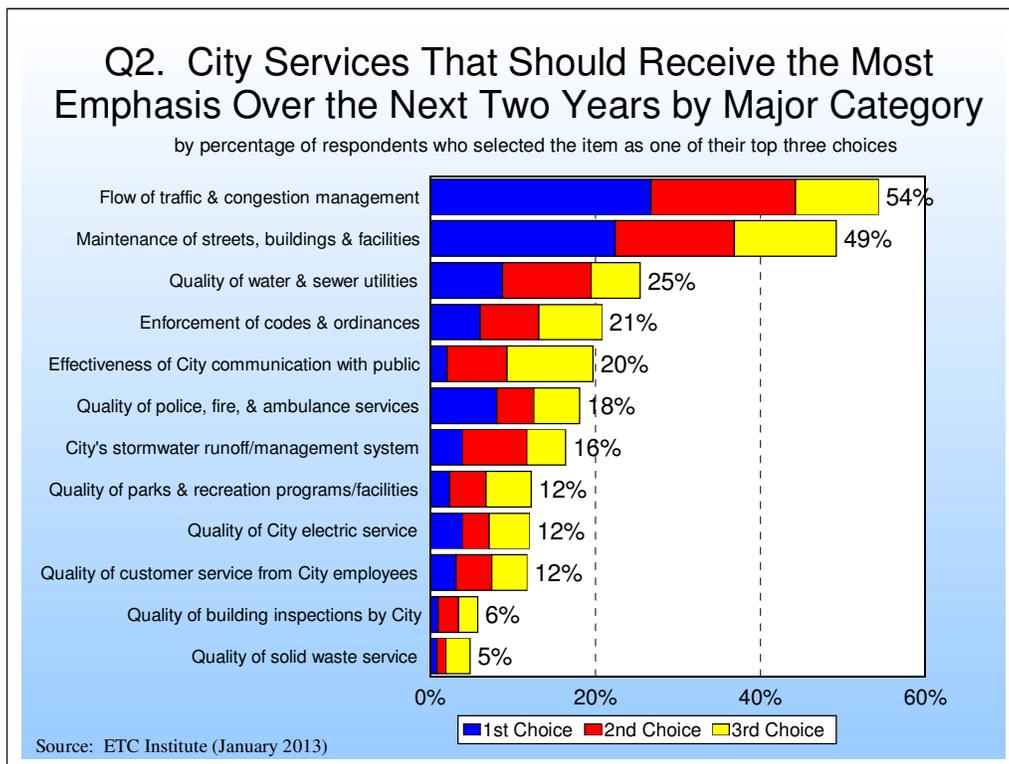
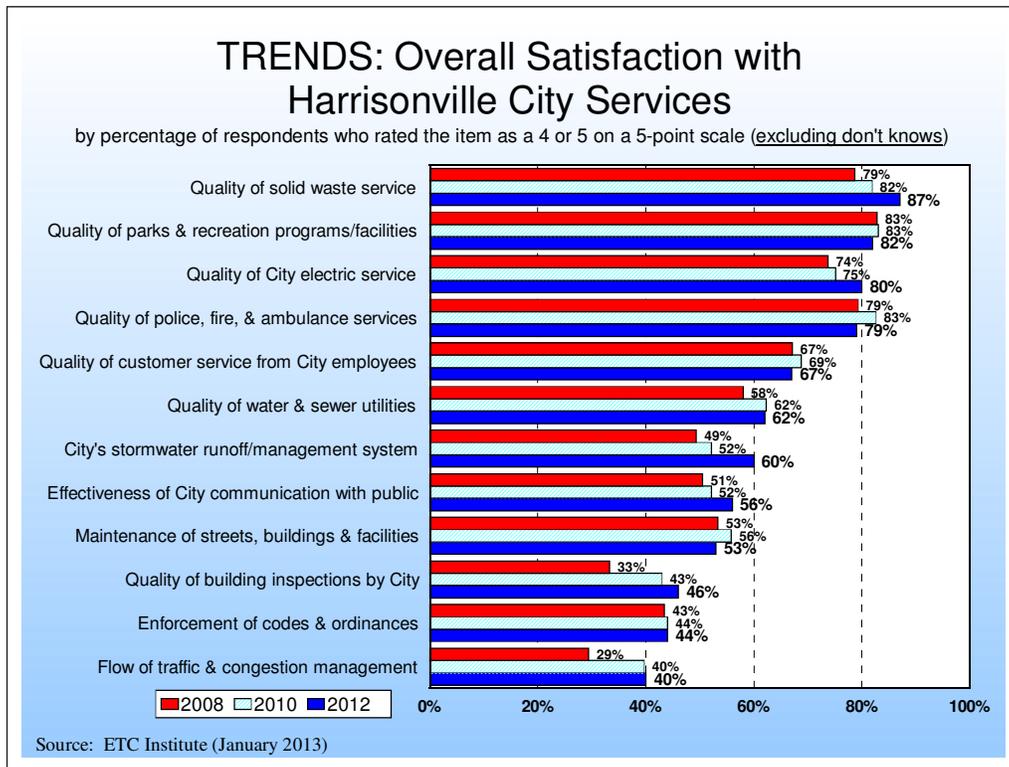
2012 City of Harrisonville Citizen Survey

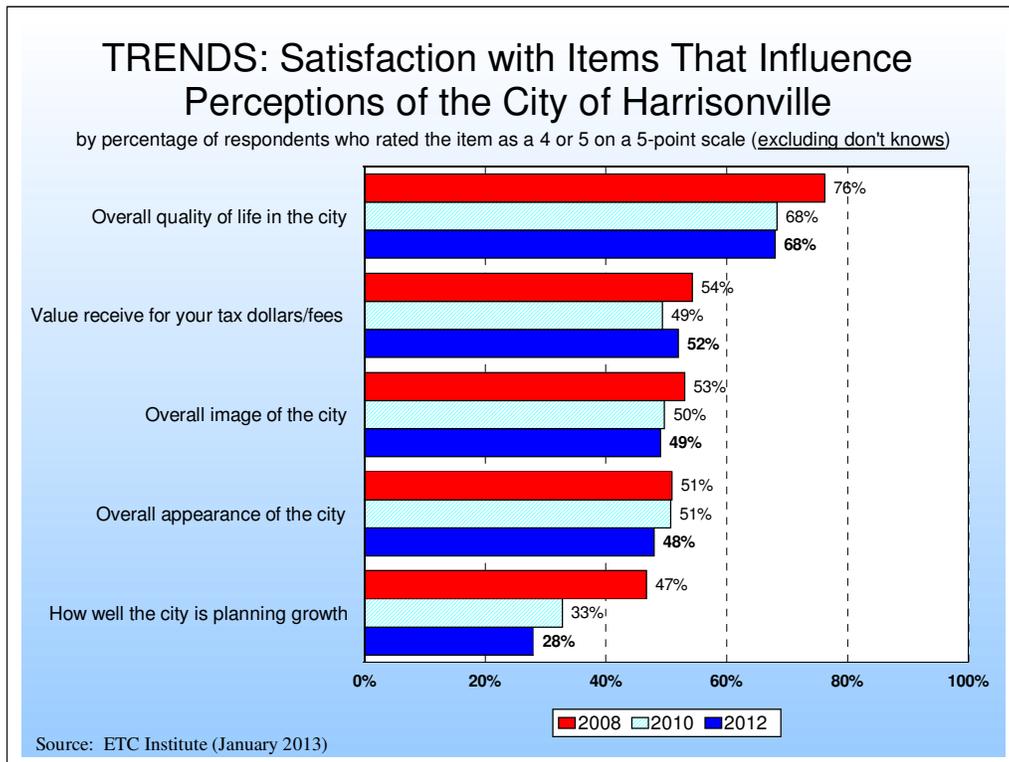
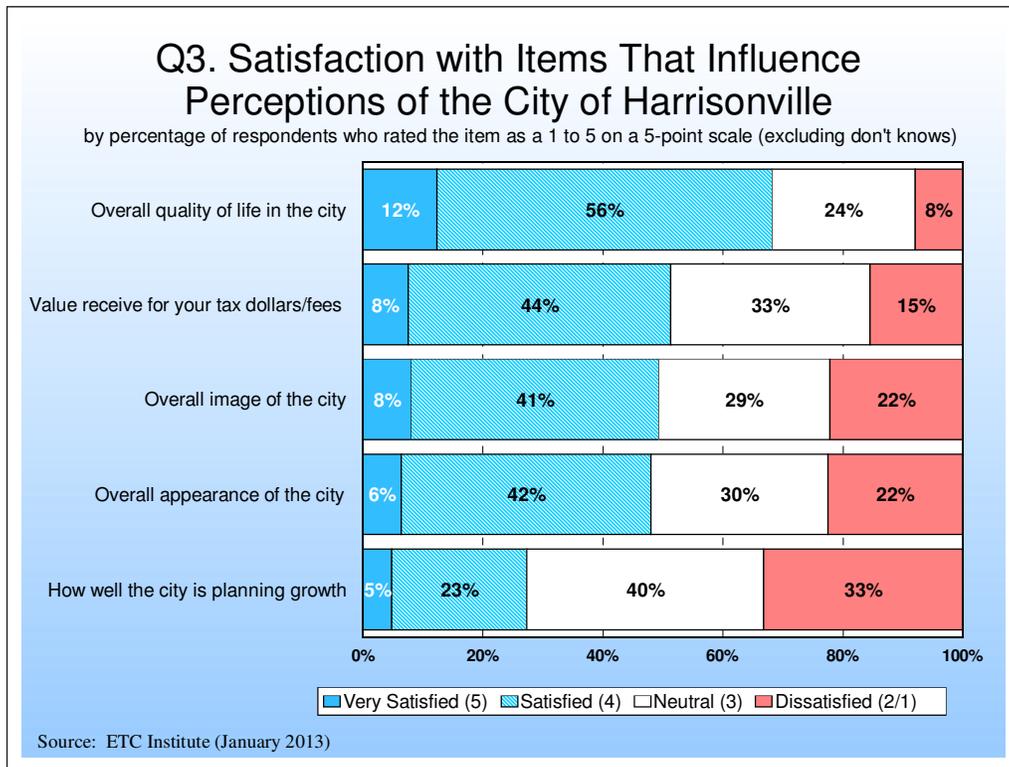
Q1. Overall Satisfaction with Harrisonville City Services

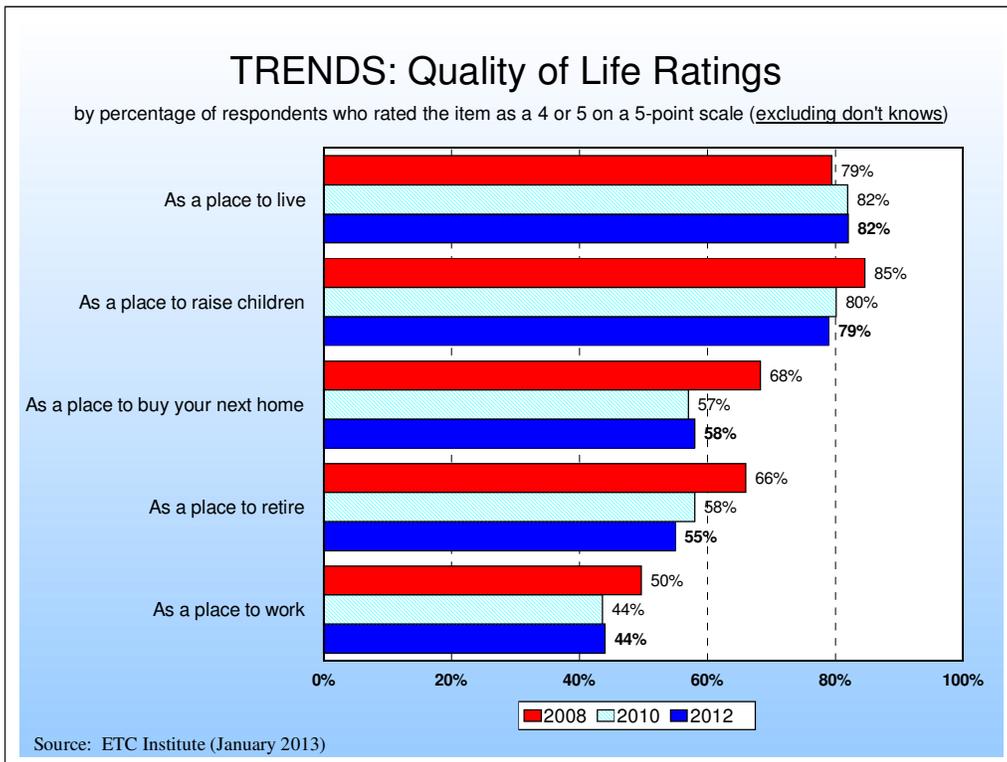
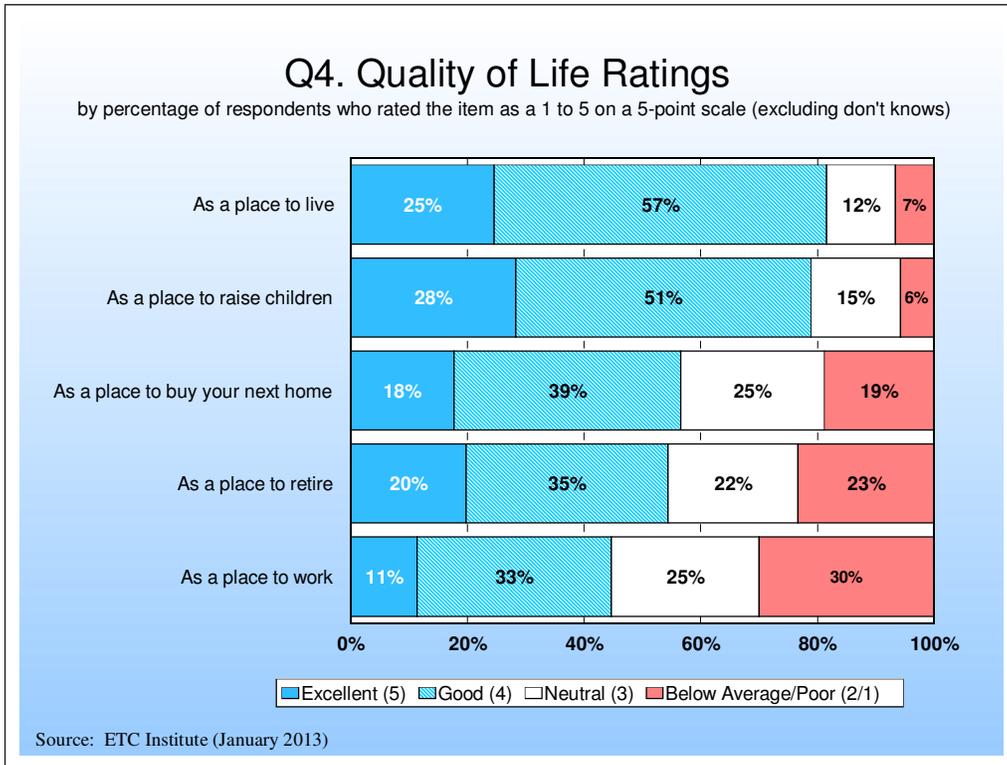
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2013)

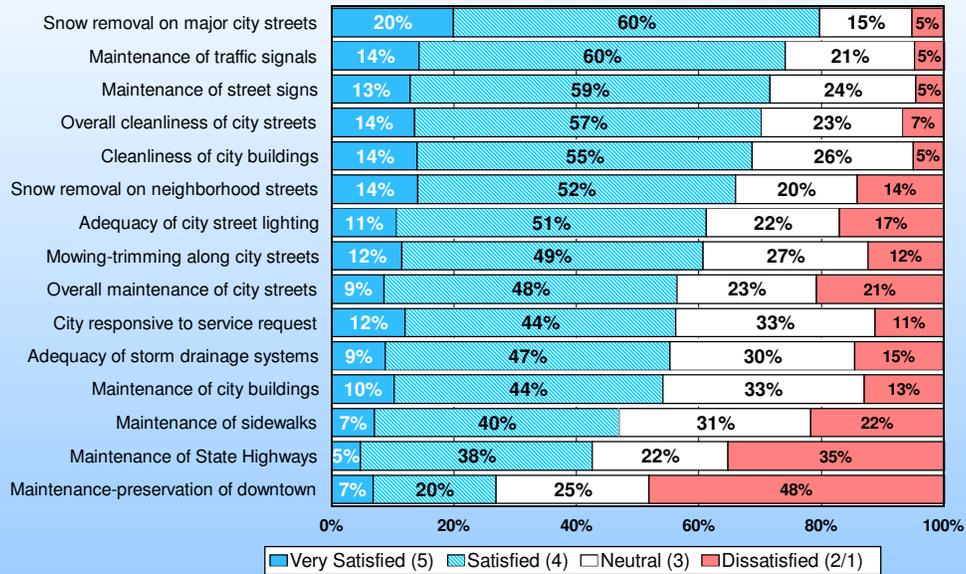






Q5. Level of Satisfaction with City Maintenance

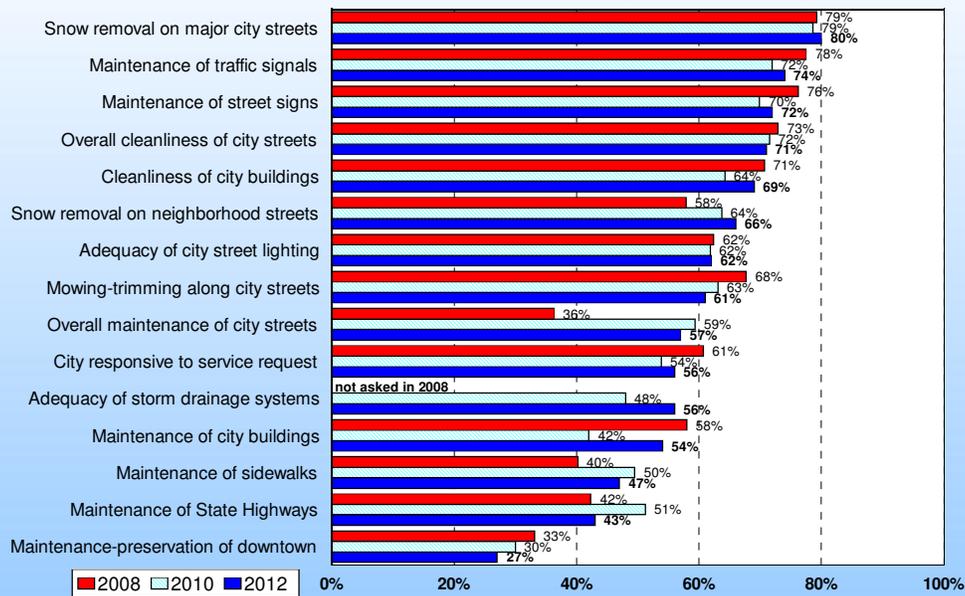
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2013)

TRENDS: Level of Satisfaction with City Maintenance

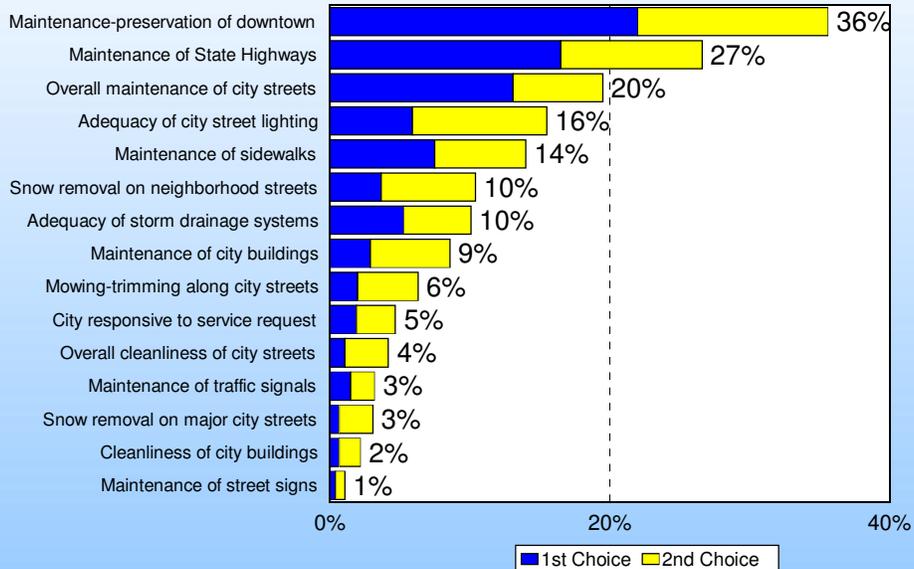
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2013)

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

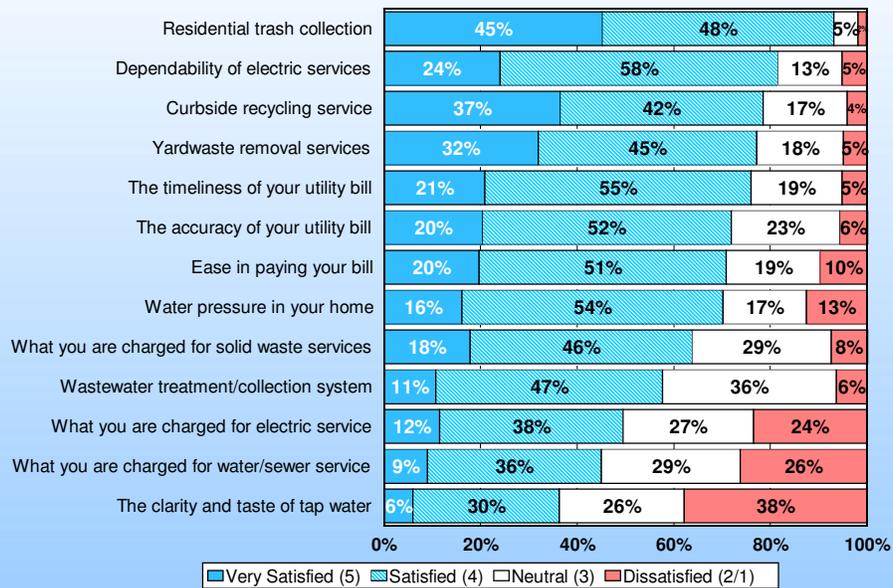
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (January 2013)

Q7. Level of Satisfaction with Utility Services

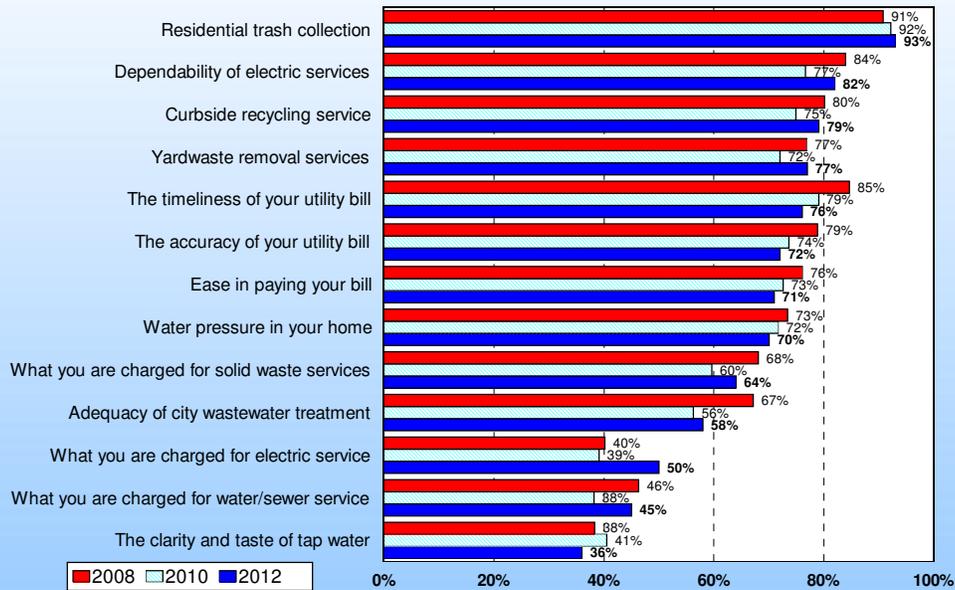
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2013)

TRENDS: Level of Satisfaction with Utility Services

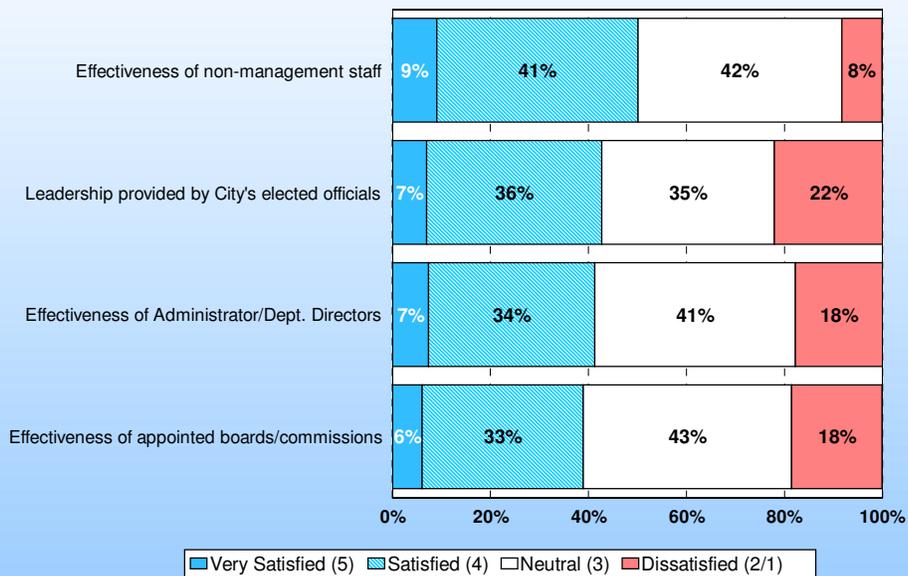
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2013)

Q8. Level of Satisfaction with City Leadership

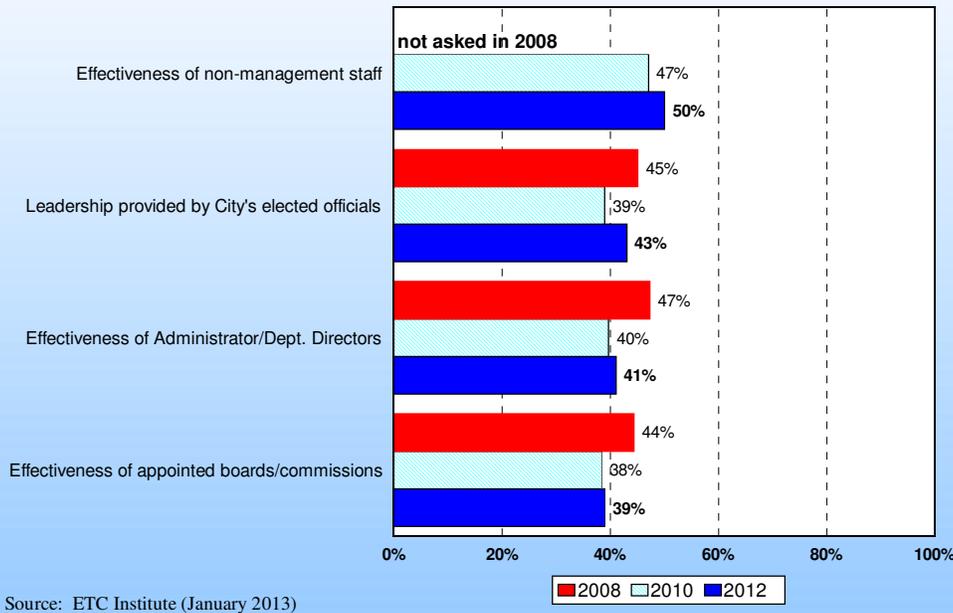
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2013)

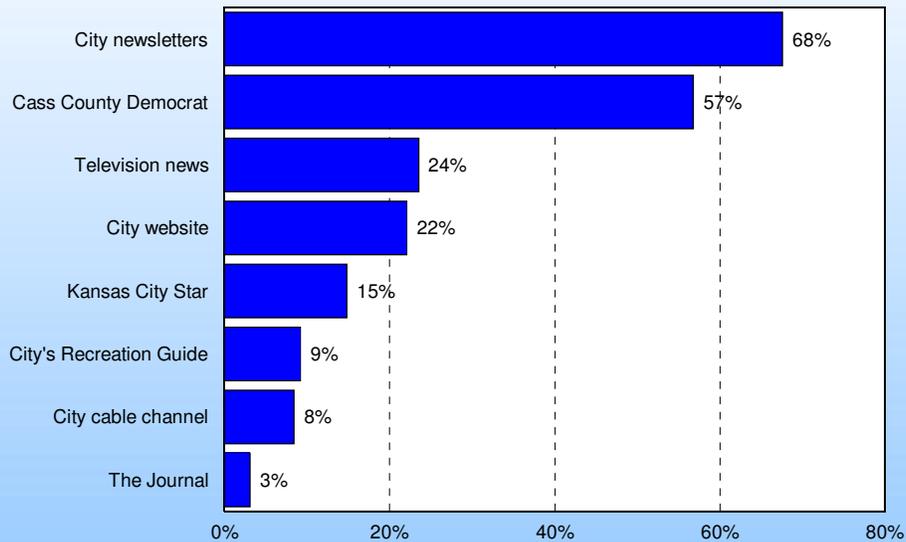
TRENDS: Level of Satisfaction with City Leadership

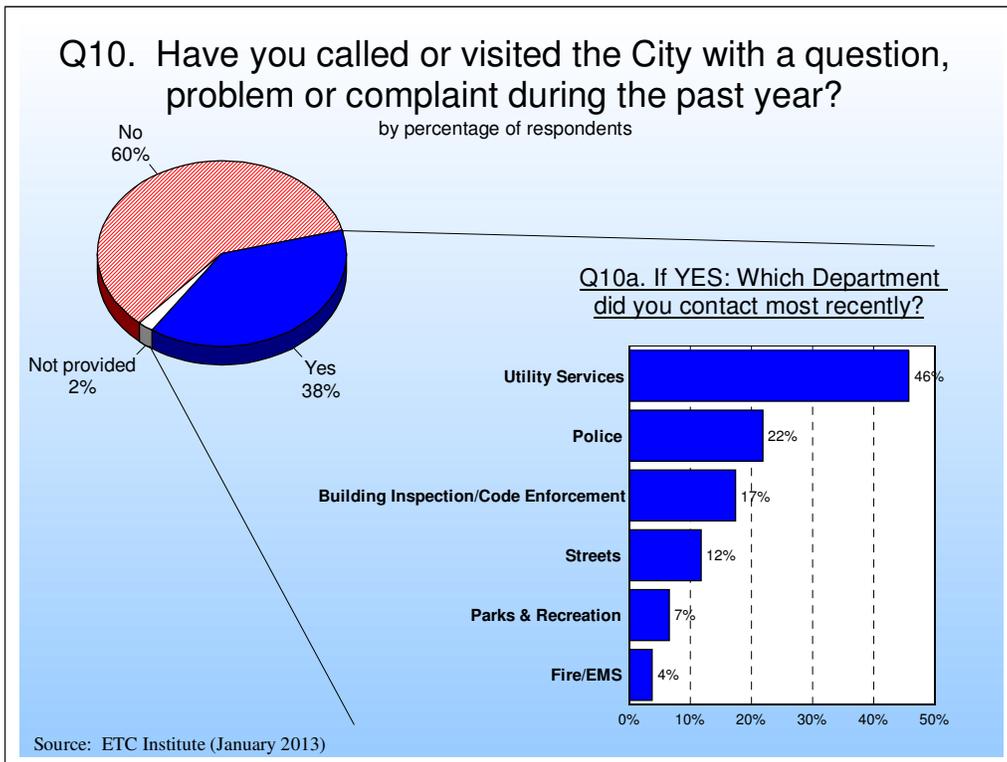
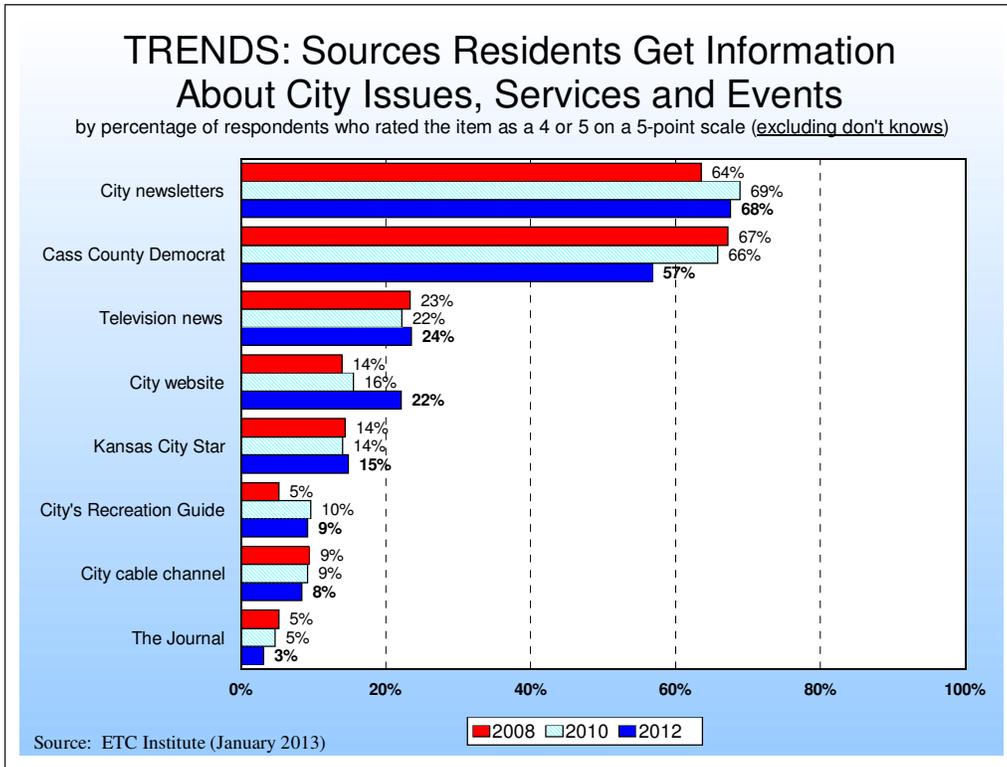
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

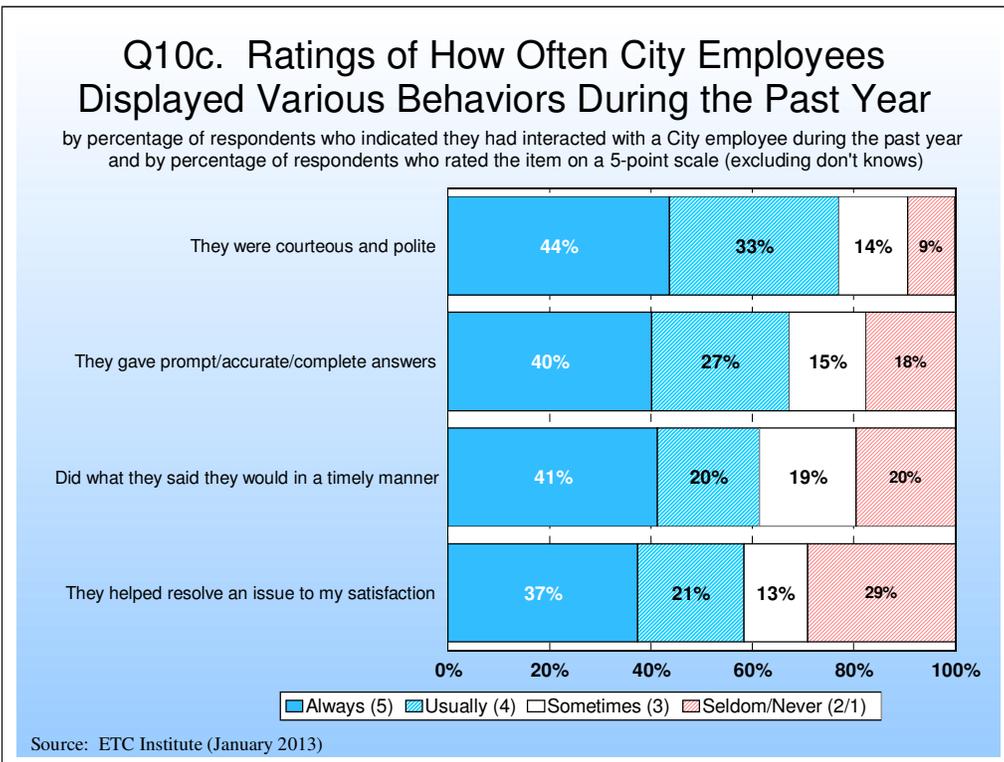
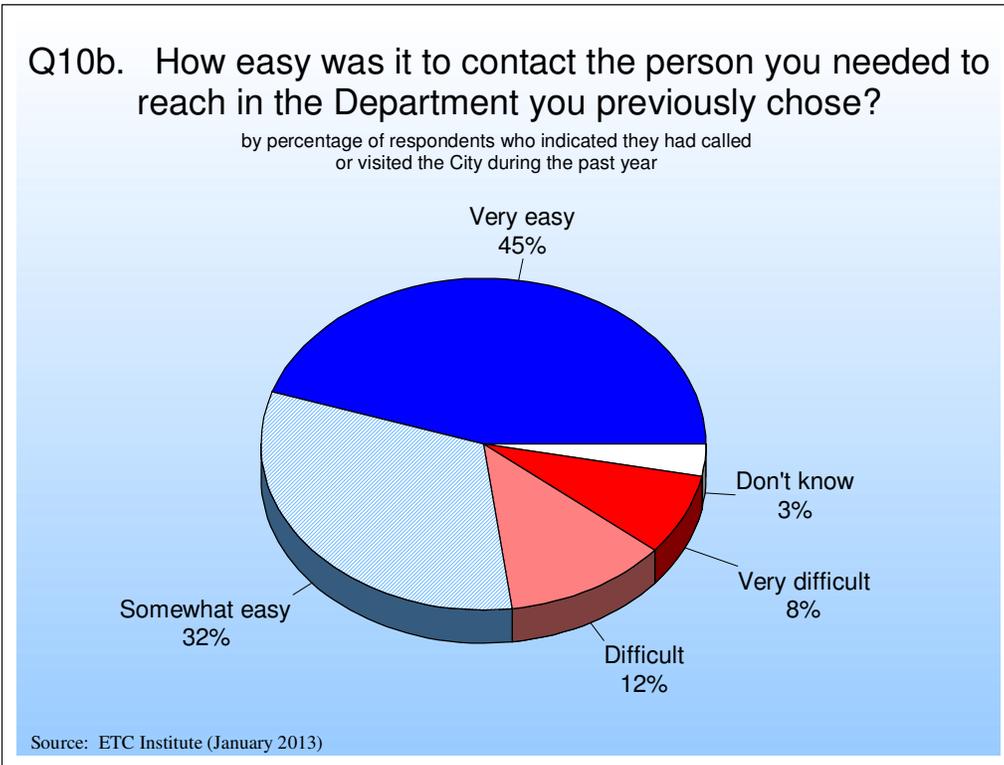


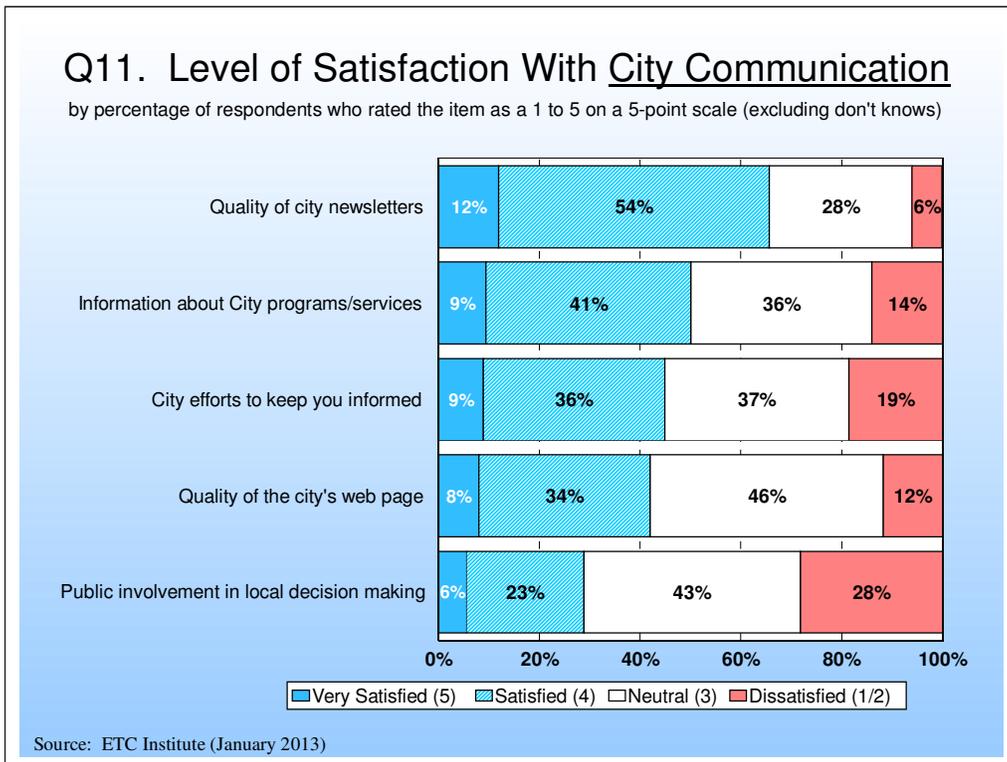
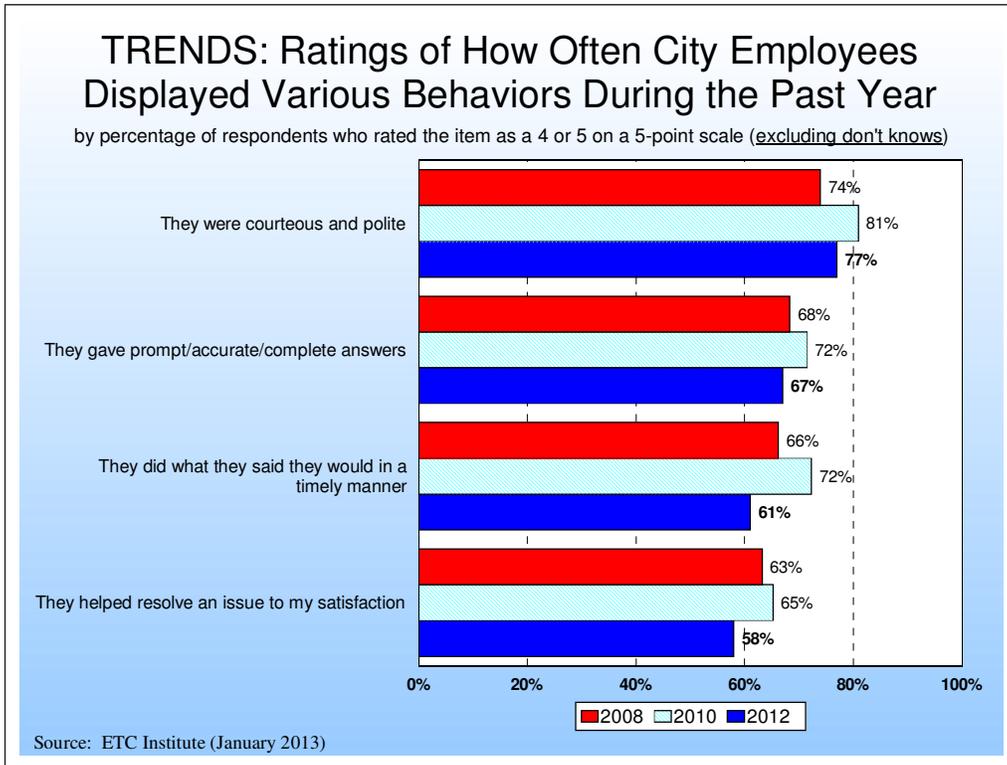
Q9. Sources Residents Get Information About City Issues, Services and Events

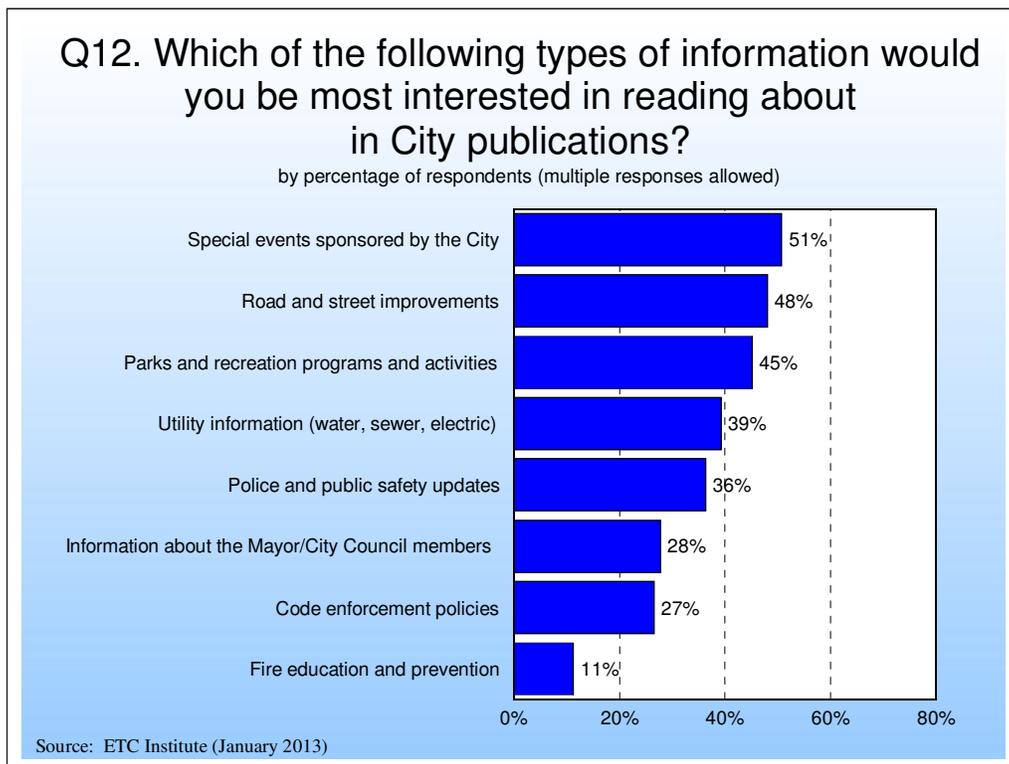
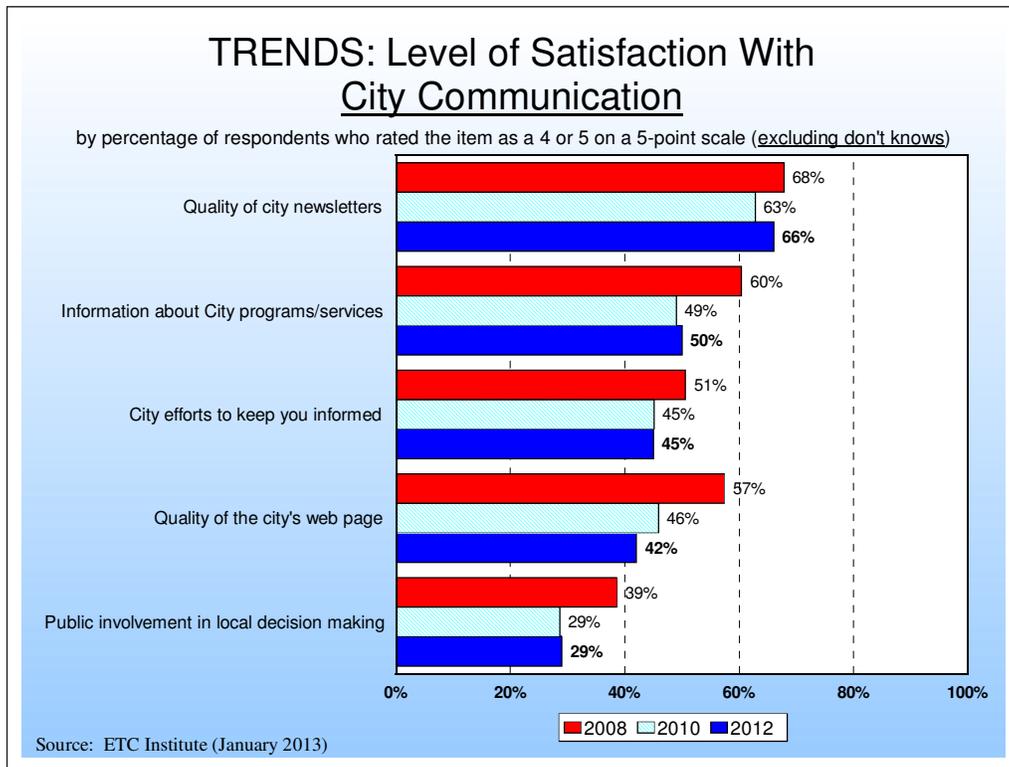
by percentage of respondents (multiple responses allowed)





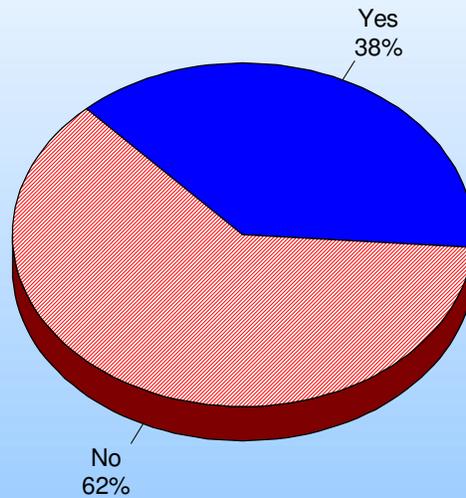






Q13. Are you aware that you can receive email notifications from the City by registering for the service online?

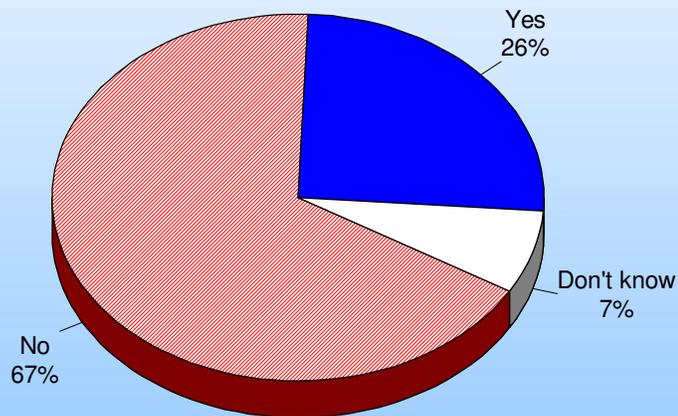
by percentage of respondents



Source: ETC Institute (January 2013)

Q14. The City mails 4 newsletters per year at an annual cost of \$12,000. Would you support increasing the number of newsletters to 6 per year at an annual cost of \$18,000 (or \$6,000 more than is currently being spent)?

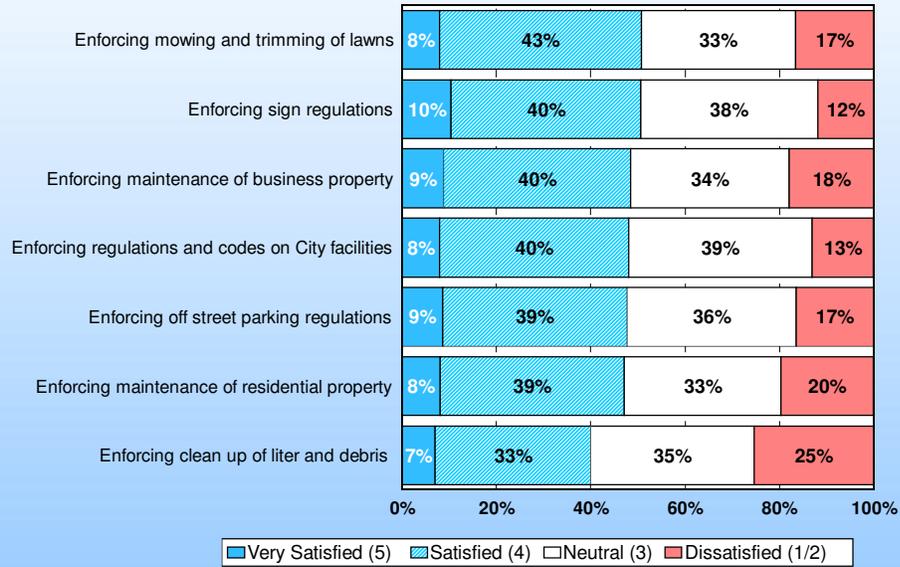
by percentage of respondents



Source: ETC Institute (January 2013)

Q15. Satisfaction With City Codes and Ordinances

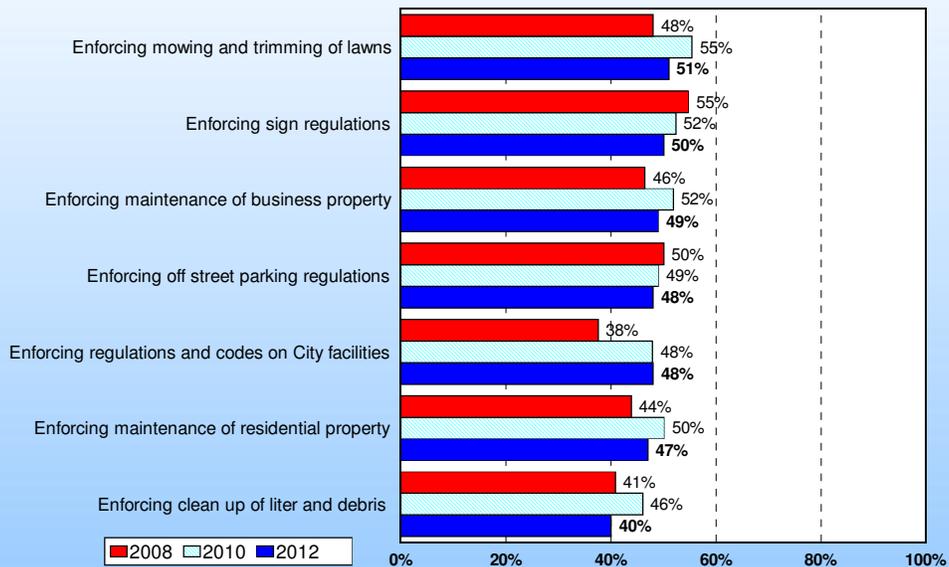
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2013)

TRENDS: Satisfaction With City Codes and Ordinances

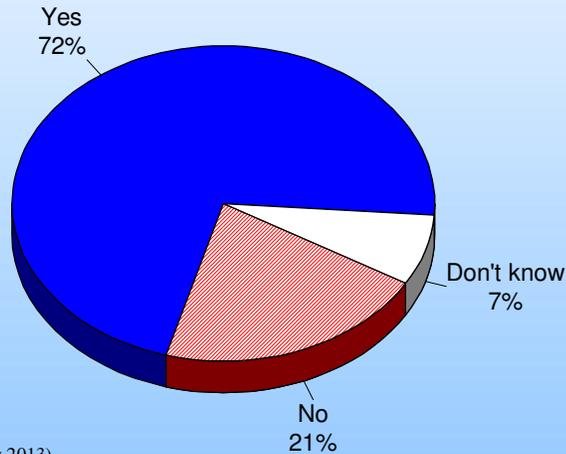
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2013)

Q16. Would you support having the City acquire vacant commercial properties, which could involve the use of condemnation, in order to resell the properties to new owners who would put the properties back into productive use?

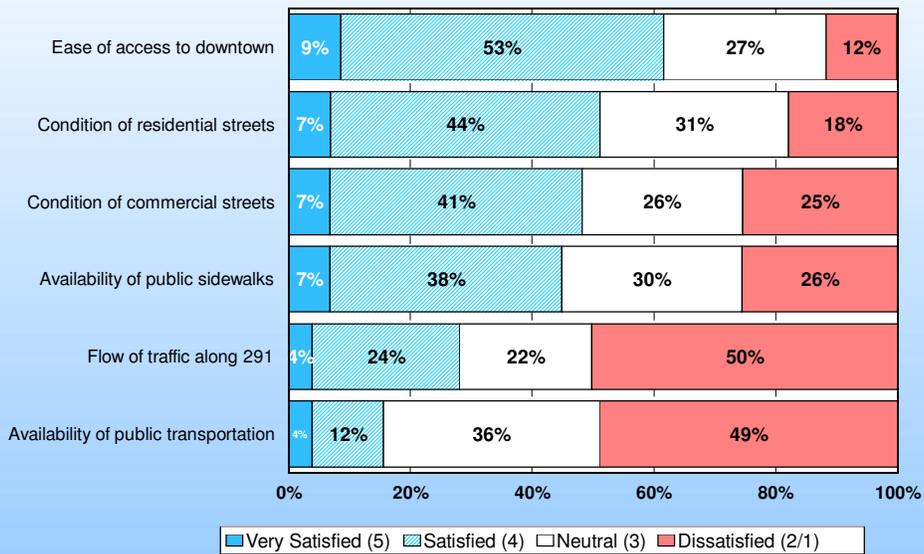
by percentage of respondents



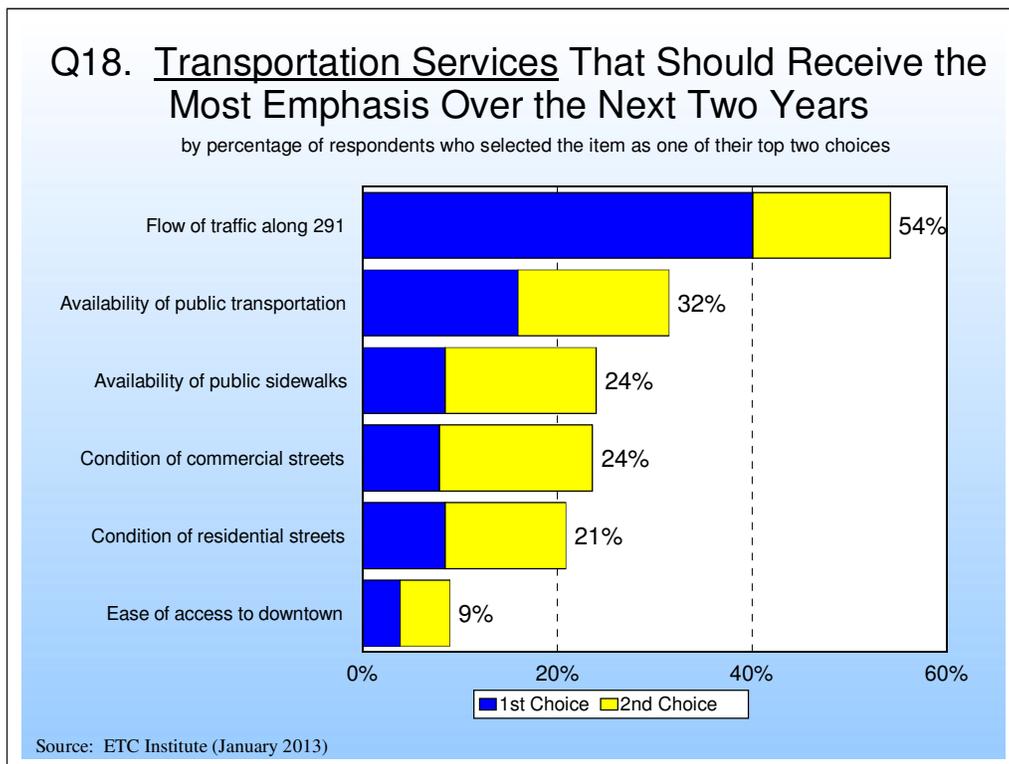
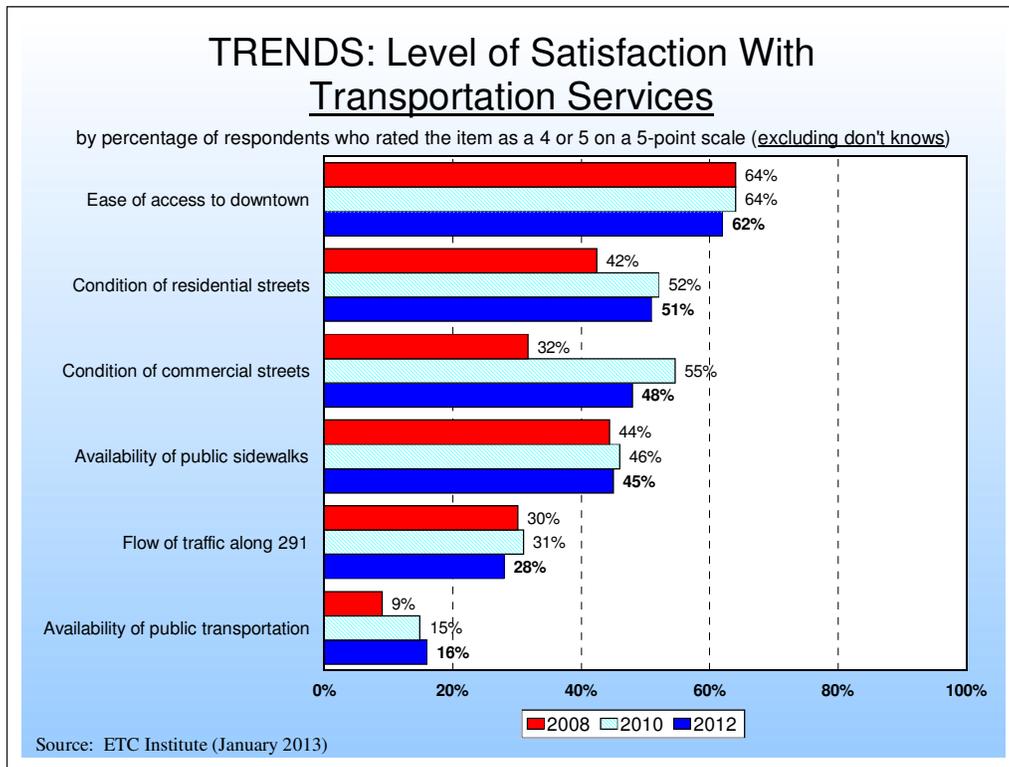
Source: ETC Institute (January 2013)

Q17. Level of Satisfaction With Transportation Services

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

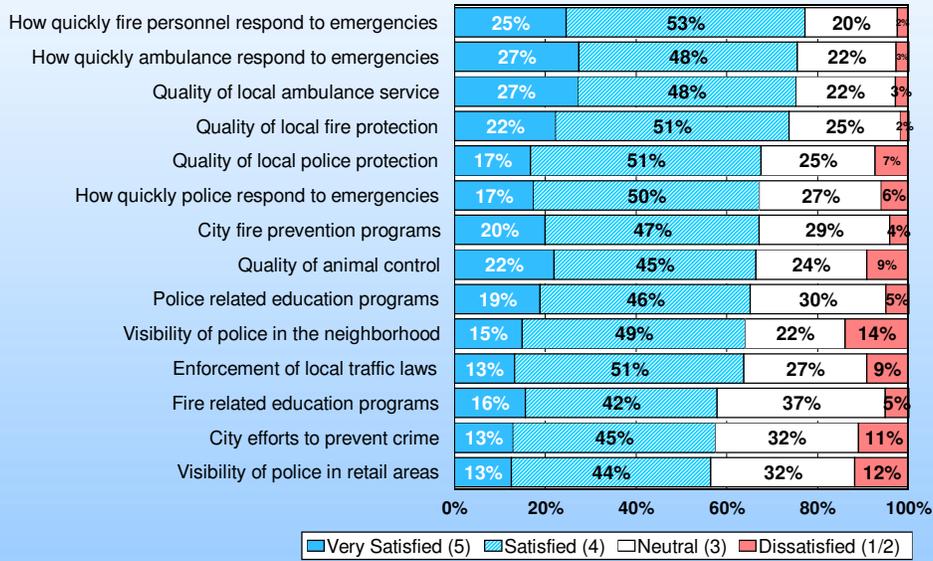


Source: ETC Institute (January 2013)



Q19. Level of Satisfaction with City Public Safety Services

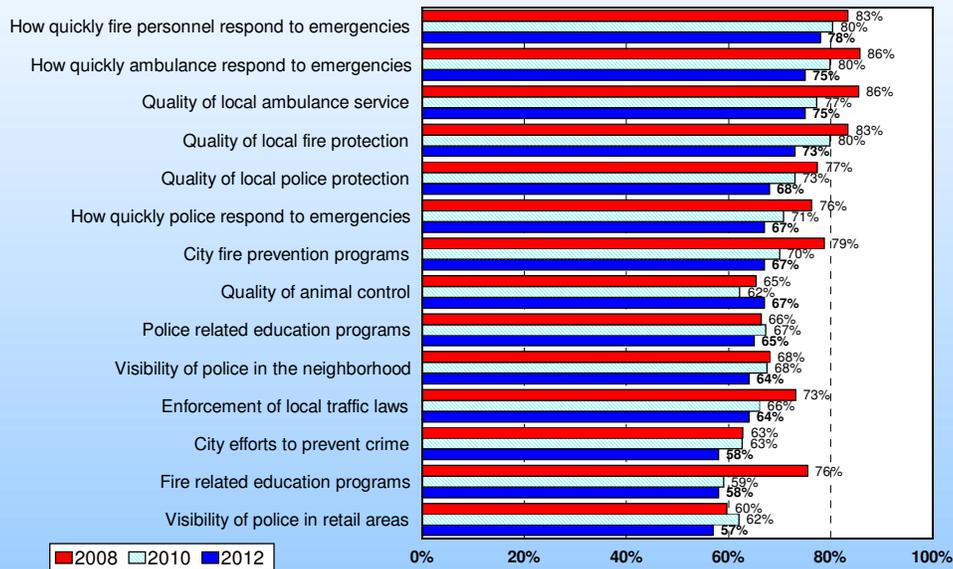
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2013)

TRENDS: Level of Satisfaction with City Public Safety Services

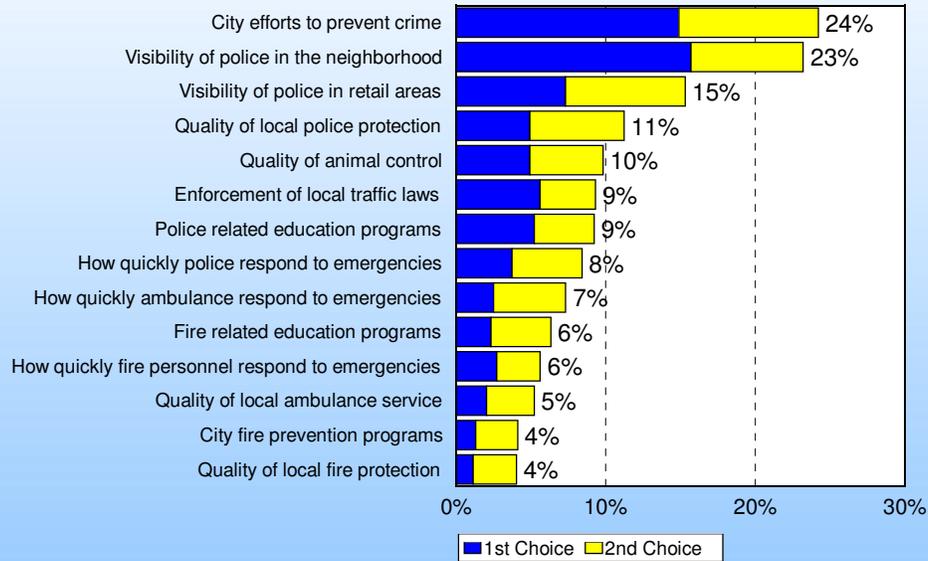
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2013)

Q20. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

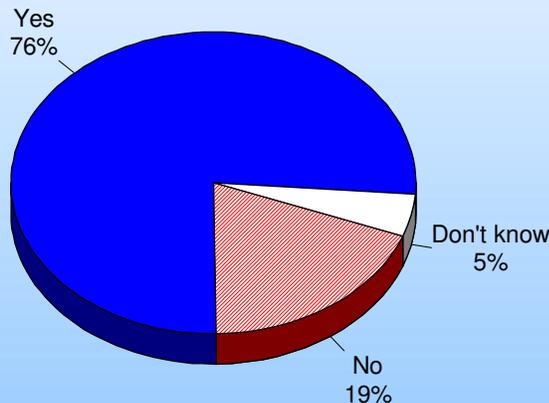
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (January 2013)

Q21. Fire/ambulance staff are currently allowed to exercise while on duty but the location where they exercise is limited to the garage at the fire station. Would you support allowing fire/ambulance staff, who work 24-hour shifts, to exercise up to 1.5 hours per shift at the Community Center if they are members of the facility and are able respond to emergency calls as needed?

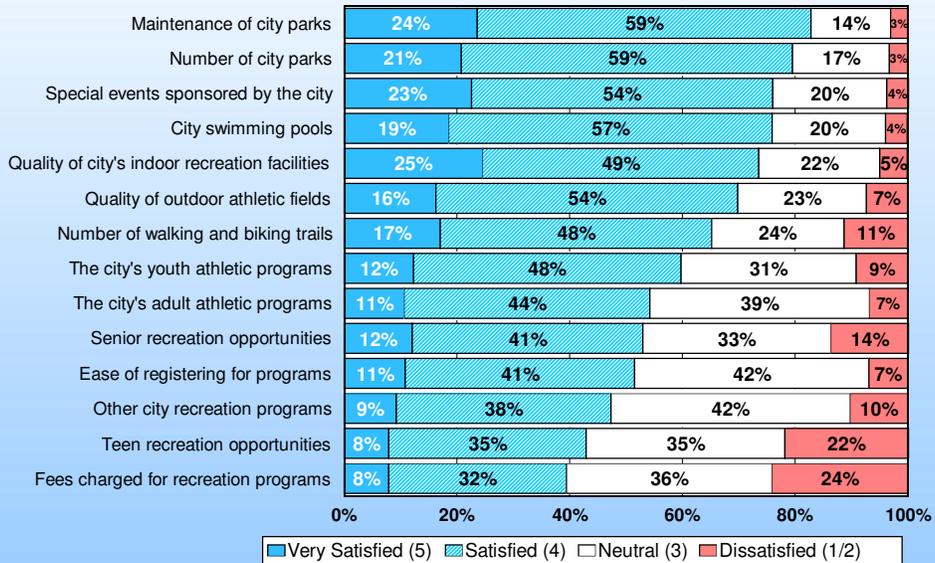
by percentage of respondents



Source: ETC Institute (January 2013)

Q22. Level of Satisfaction with City Parks and Recreation Services

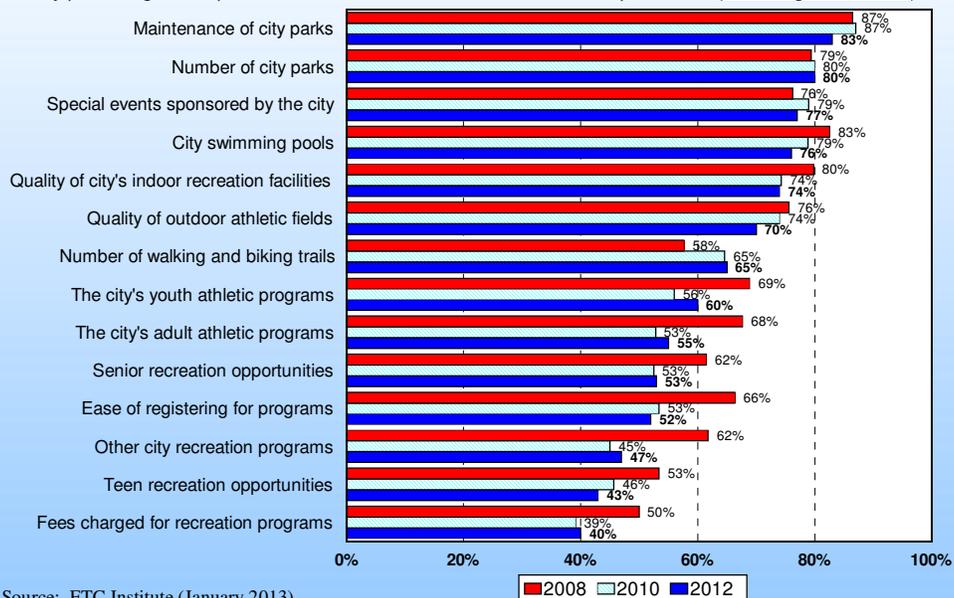
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2013)

TRENDS: Level of Satisfaction with City Parks and Recreation Services

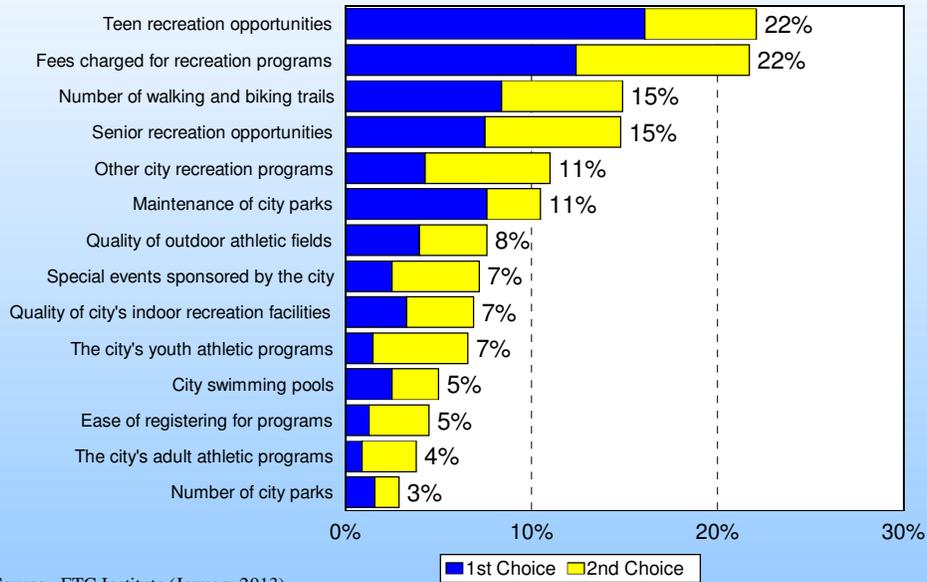
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (January 2013)

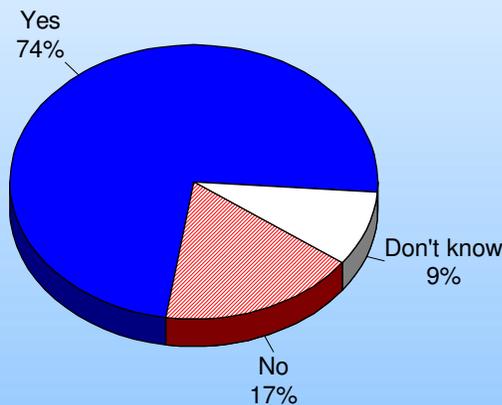
Q23. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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



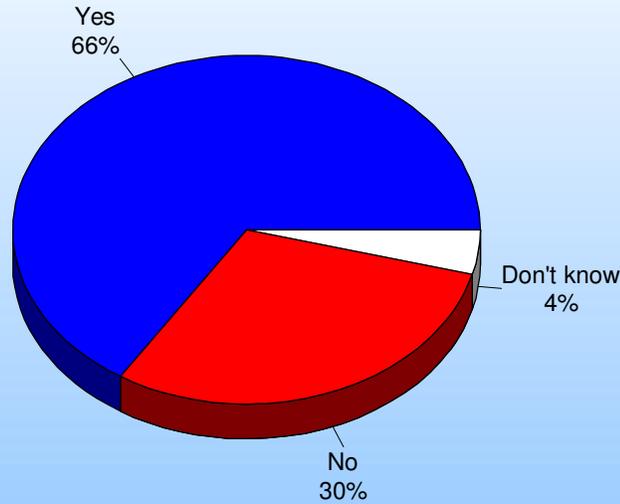
Q24. In 2010, the City implemented impact fees on new development. These fees require developers to pay for the impact that new development has on utilities and infrastructure. Without impact fees, current residents would be required to pay for the increased utility and infrastructure capacity needed to support new development. These costs would be added to your monthly utility bill. Do you think the City should continue charging impact fees for new development?

by percentage of respondents



Q25. Would you support a ballot question that would ban smoking in all indoor public spaces, including restaurants and bars?

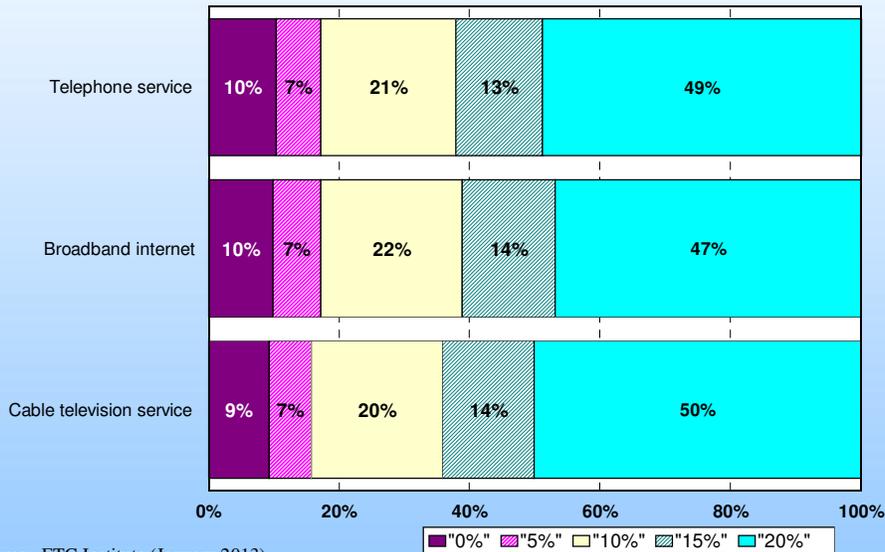
by percentage of respondents



Source: ETC Institute (January 2013)

Q26. Please indicate how much savings you would need to consider switching from your current provider to a City provided service.

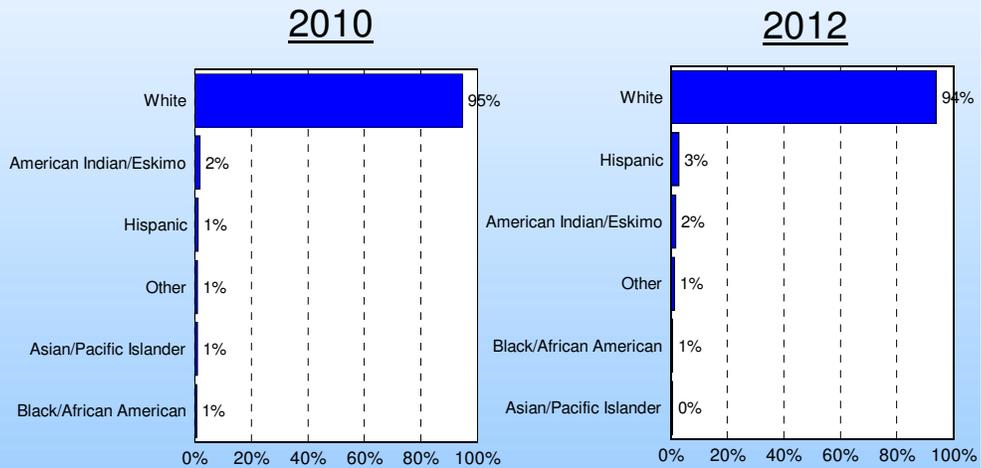
by percentage of respondents (excluding residents who would not use the service or did not need the service)



Source: ETC Institute (January 2013)

Q27. Demographics: Race/Ethnicity

by percentage of respondents (multiple responses allowed)

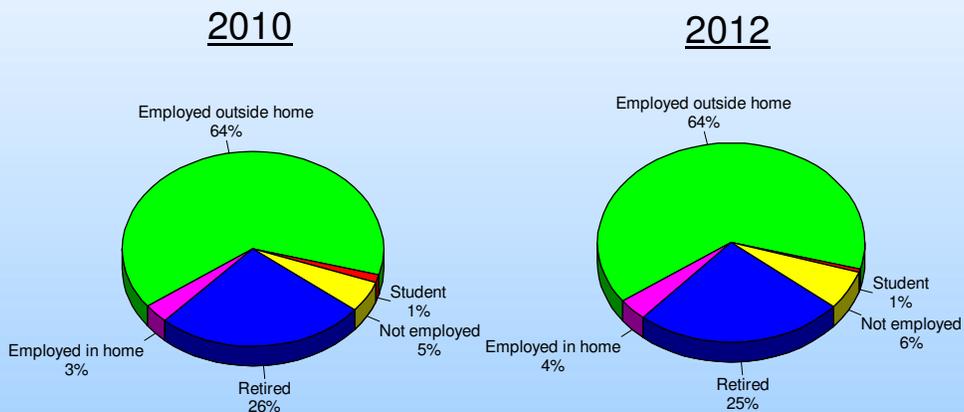


Source: ETC Institute (January 2013)

TRENDS

Q28. Demographics: Employment Status

by percentage of respondents (excluding "not provided")

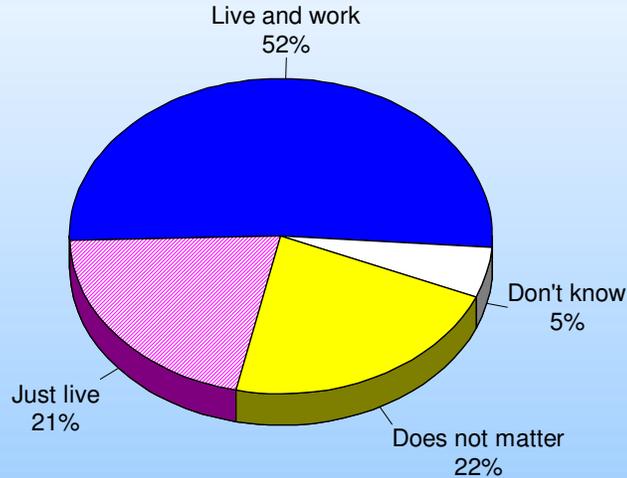


Source: ETC Institute (January 2013)

TRENDS

Q29. Would you prefer to live and work in Harrisonville or just to live in Harrisonville?

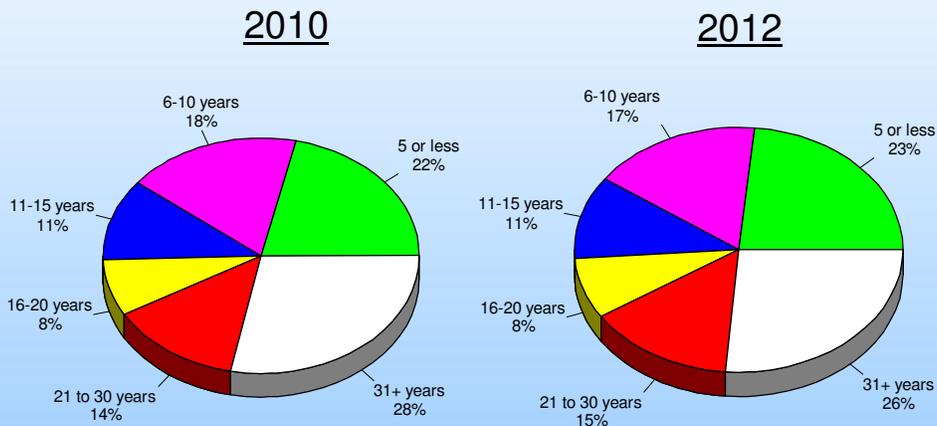
by percentage of respondents



Source: ETC Institute (January 2013)

Q31. Demographics: Number of Years Lived in the City of Harrisonville

by percentage of respondents (excluding "not provided")

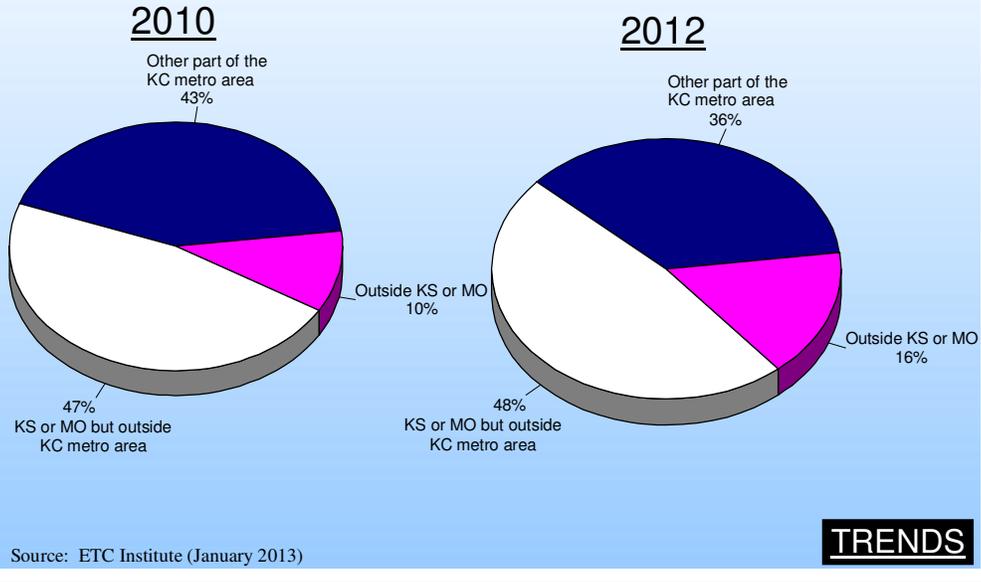


Source: ETC Institute (January 2013)

TRENDS

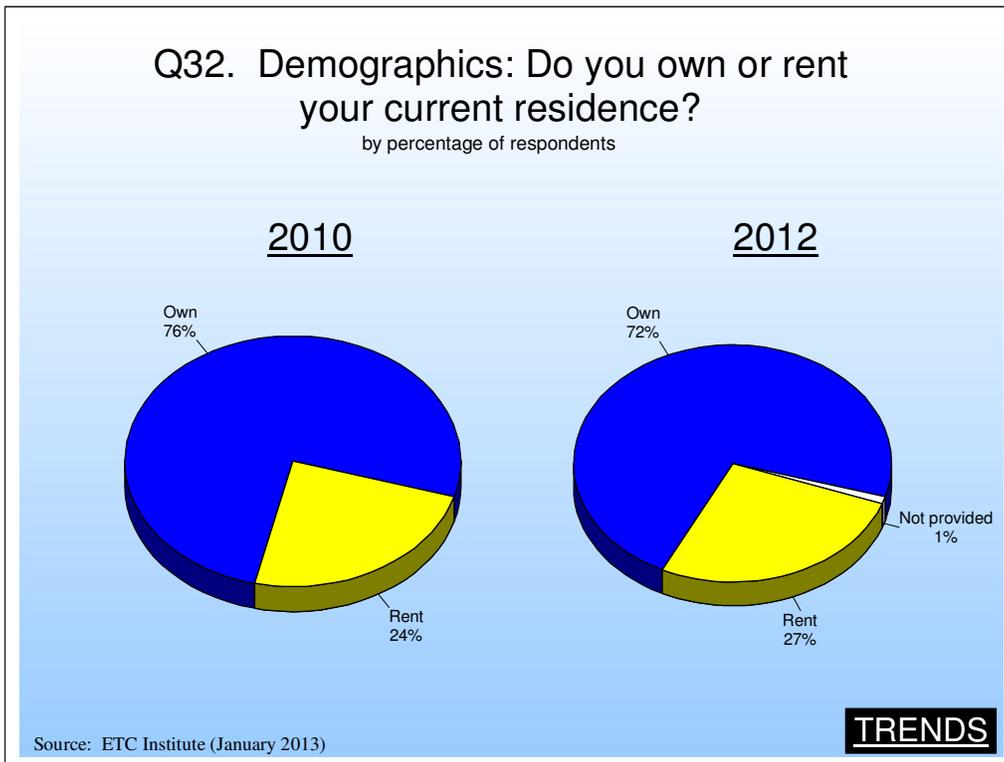
Q31a. Demographics: Where Residents Lived Prior to Moving to Harrisonville

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

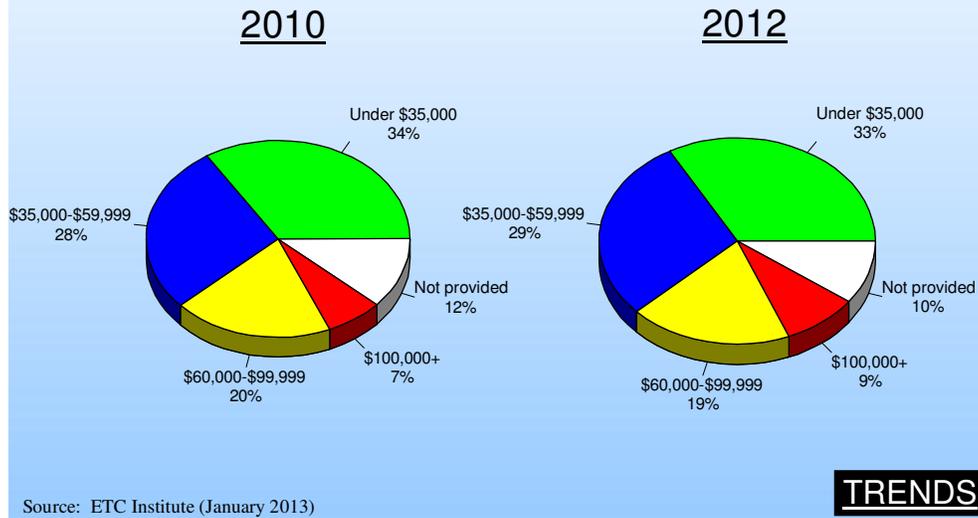


Q32. Demographics: Do you own or rent your current residence?

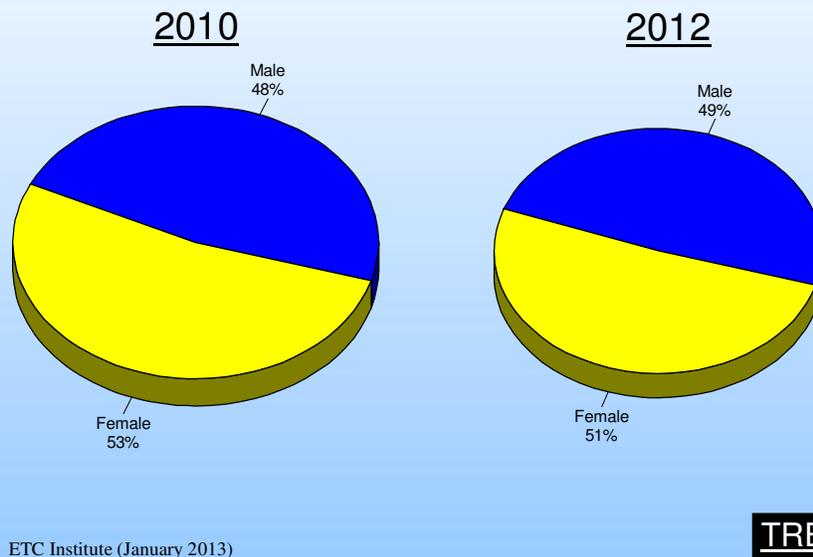
by percentage of respondents



Q33. Demographics: Total Annual Household Income
by percentage of respondents



Q34. Demographics: Gender of Respondents
by percentage of respondents



Section 2:
Benchmarking Data

DirectionFinder® Survey

Year 2012 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 300 cities and counties in 43 states. This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute in the Summer of 2012 to a random sample of 3,926 residents in the continental United States, (2) a regional survey that was administered to 456 residents in Kansas and Missouri during the Summer of 2012 and (3) surveys that have been administered by ETC Institute in 30 communities in Kansas and Missouri between January 2009 and December 2012. The Kansas and Missouri communities represented in this report include:

- Blue Springs, Missouri
- Columbia, Missouri
- Clayton, Missouri
- Columbia, Missouri
- De Soto, Kansas
- Garden City, Kansas
- Gardner, Kansas
- Grain Valley, Missouri
- Harrisonville, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Junction City, Kansas
- Kansas City, Missouri
- Lawrence, Kansas
- Leawood, Kansas
- Lenexa, Kansas
- Merriam, Kansas
- Mission, Kansas
- North Kansas City, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Parkville, Missouri
- Platte City, Missouri
- Prairie Village, Kansas
- Raymore, Missouri
- Riverside, Missouri
- Saint Joseph, Missouri
- Shawnee, Kansas
- Springfield, Missouri
- Wentzville, Missouri

National Benchmarks. The first set of charts on the following pages show how the overall results for Harrisonville compare to the average level of satisfaction for Kansas/Missouri and the national average.

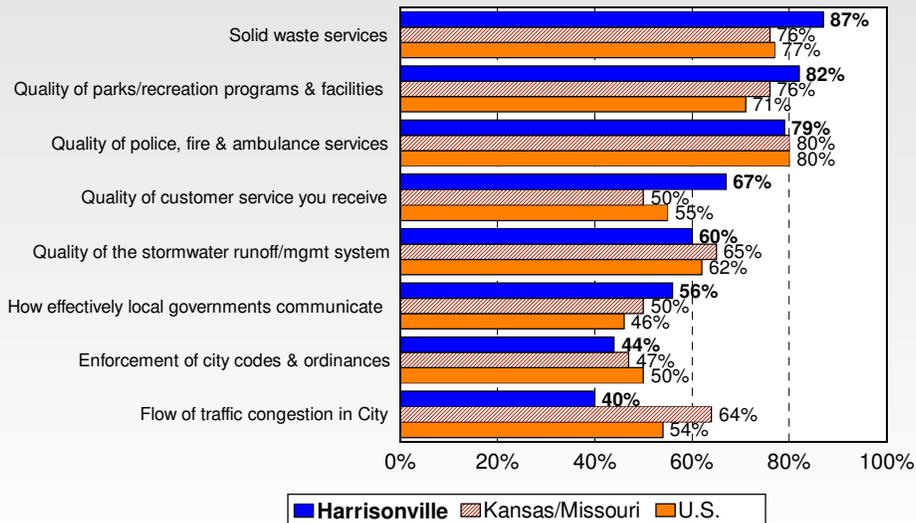
Kansas/Missouri Benchmarks. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in 30 Kansas and Missouri communities. The mean rating is shown as a vertical line, which indicates the average level of satisfaction in the Kansas and Missouri communities. The actual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

National Benchmarks (All Communities)

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

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

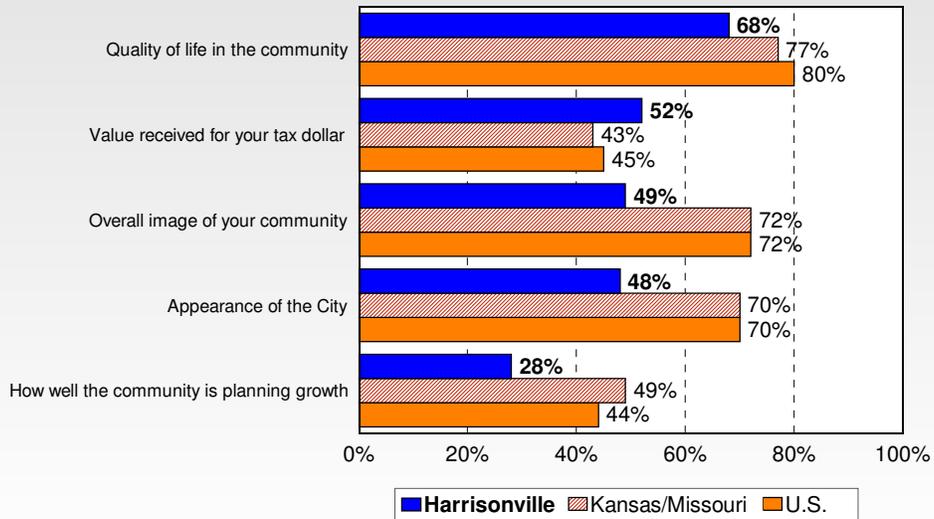
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute Survey (2012 Harrisonville Citizen Survey)

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

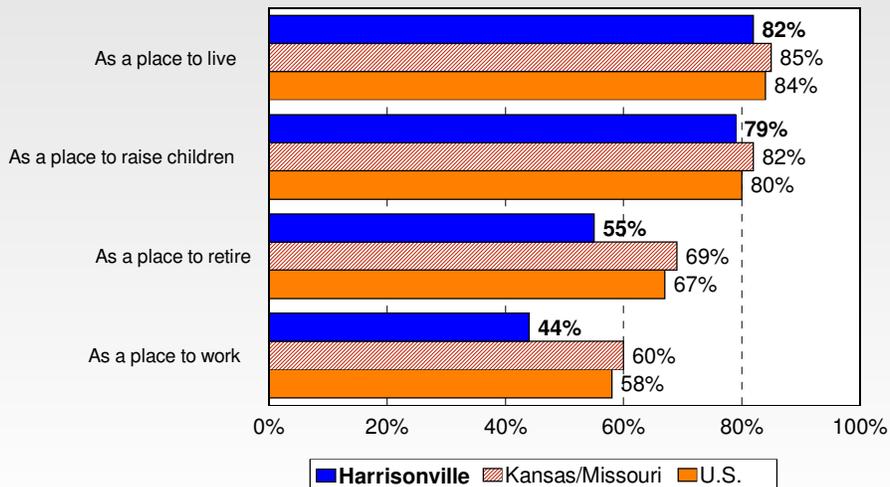
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



Source: ETC Institute Survey (2012 Harrisonville Citizen Survey)

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

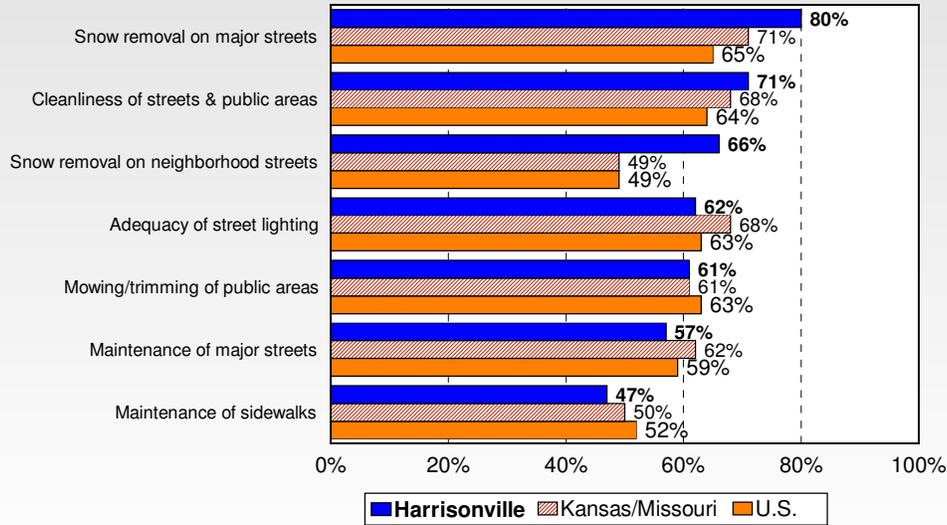
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "excellent"



Source: ETC Institute Survey (2012 Harrisonville Citizen Survey)

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

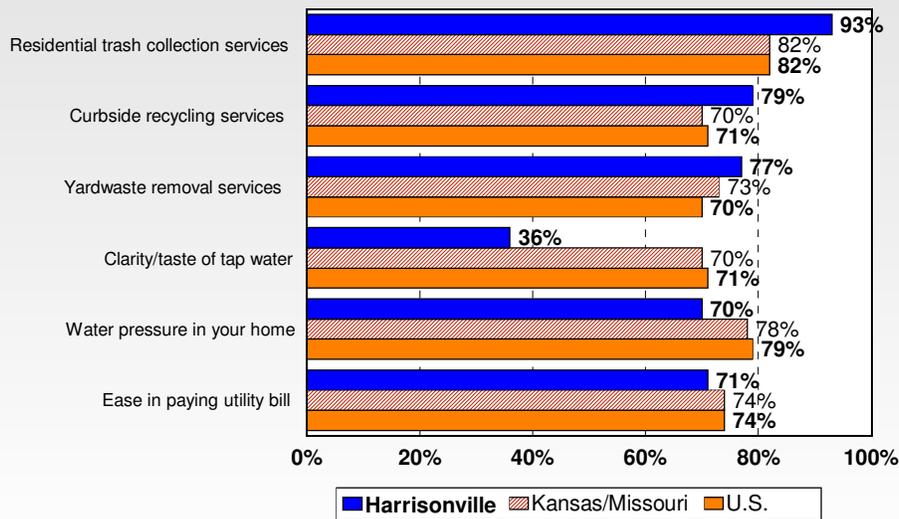
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



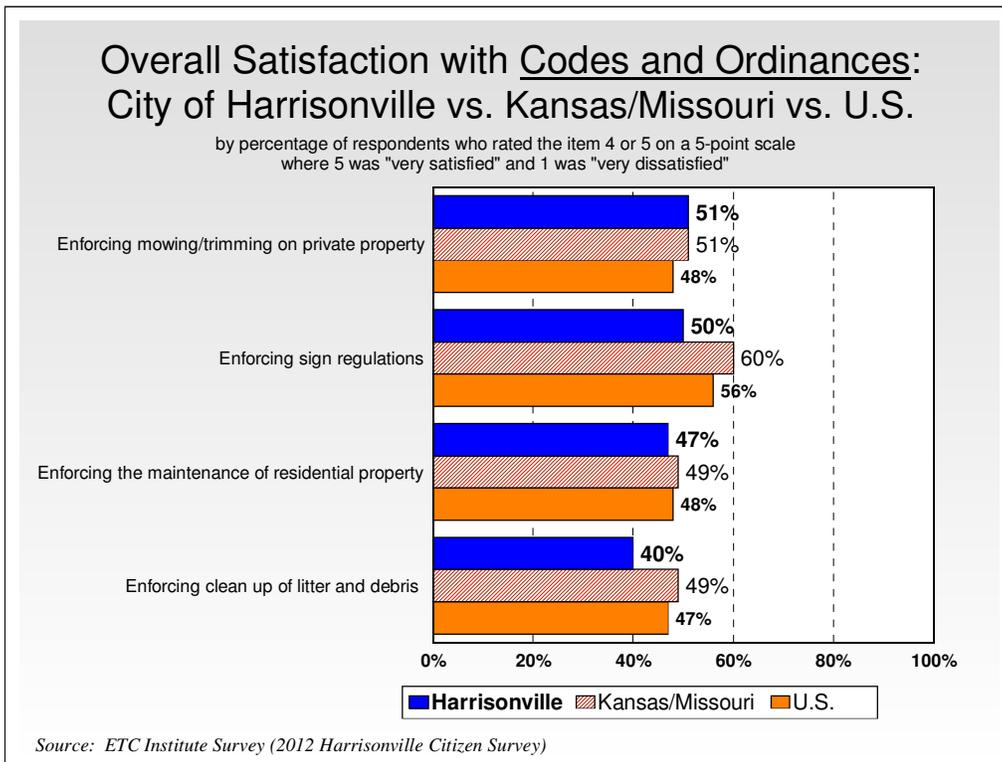
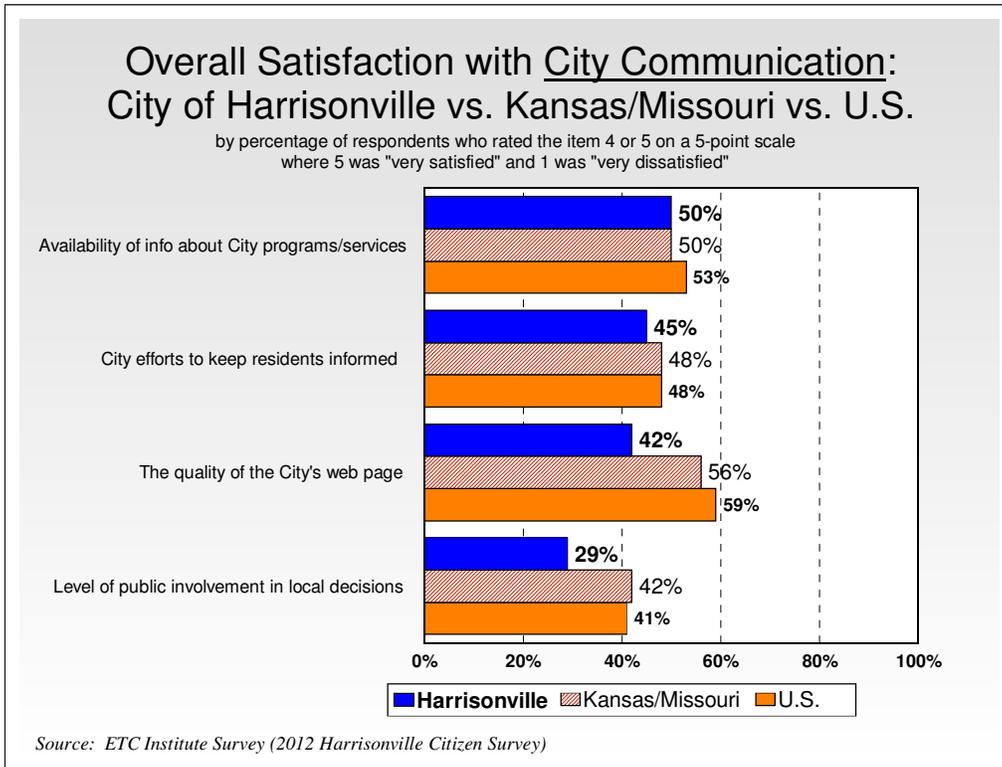
Source: ETC Institute Survey (2012 Harrisonville Citizen Survey)

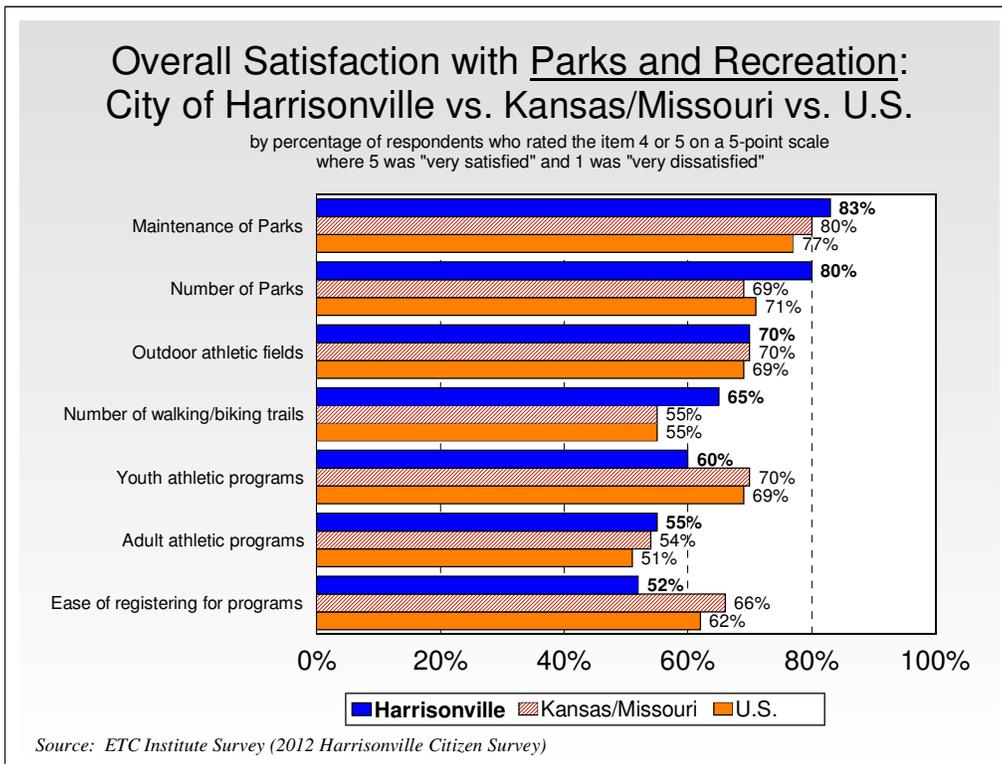
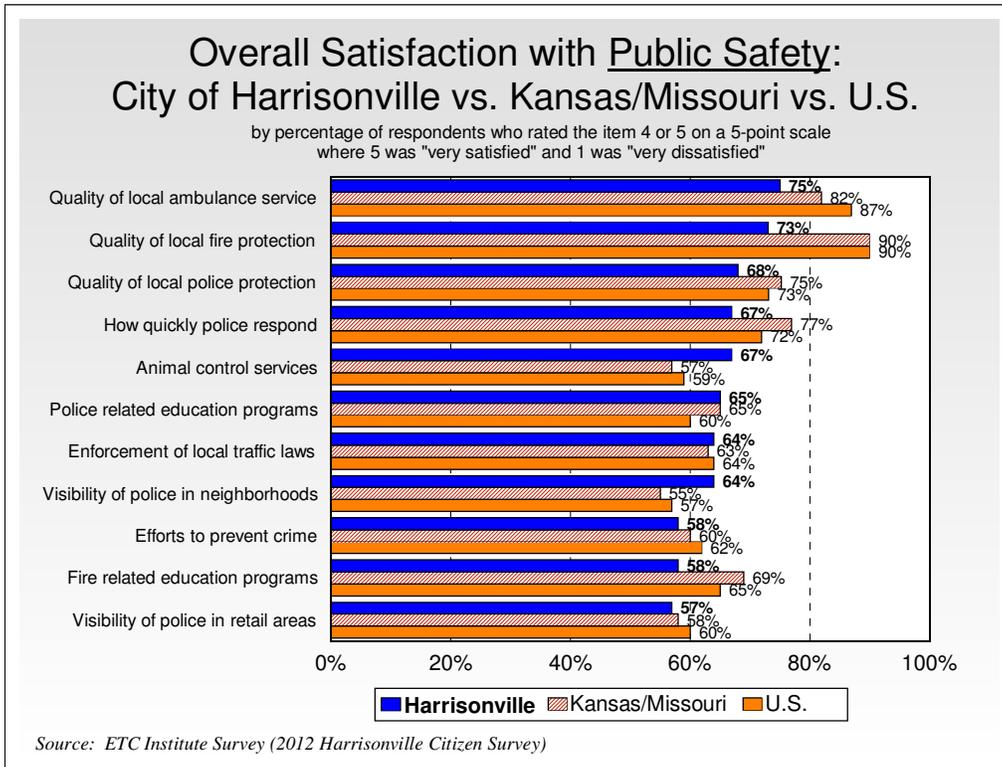
Overall Satisfaction with Utility Services: City of Harrisonville vs. Kansas/Missouri vs. U.S.

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



Source: ETC Institute Survey (2012 Harrisonville Citizen Survey)





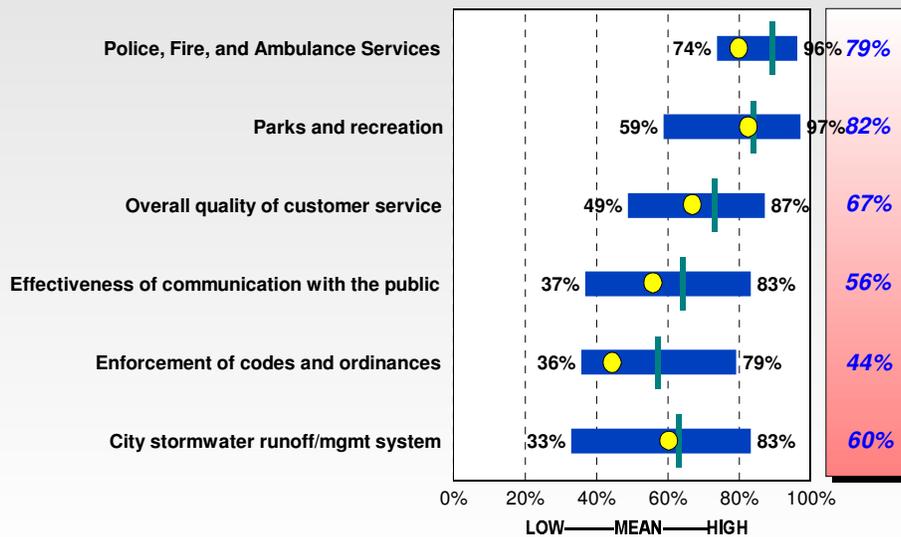
Kansas and Missouri Benchmarks

Overall Satisfaction With City Services - 2012

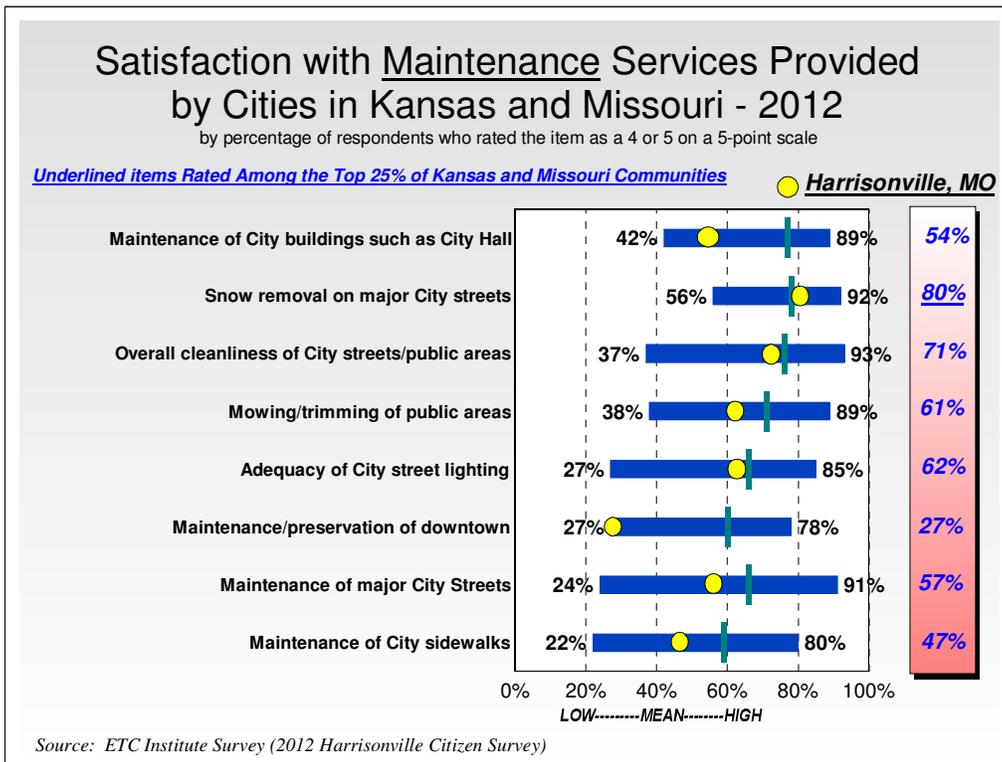
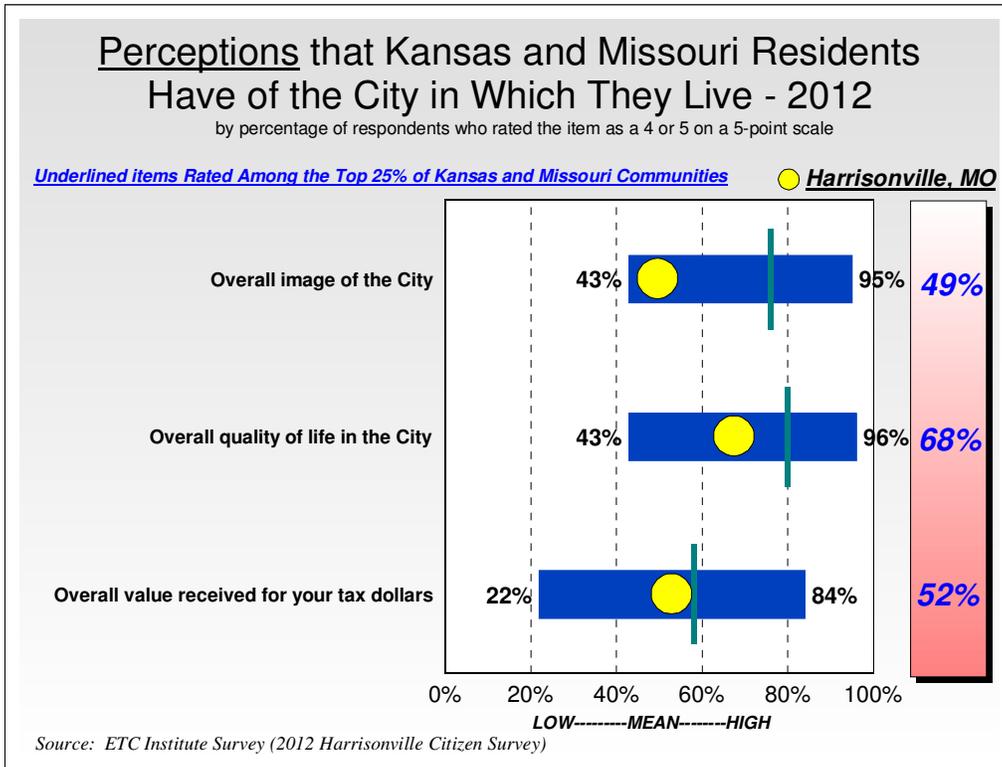
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

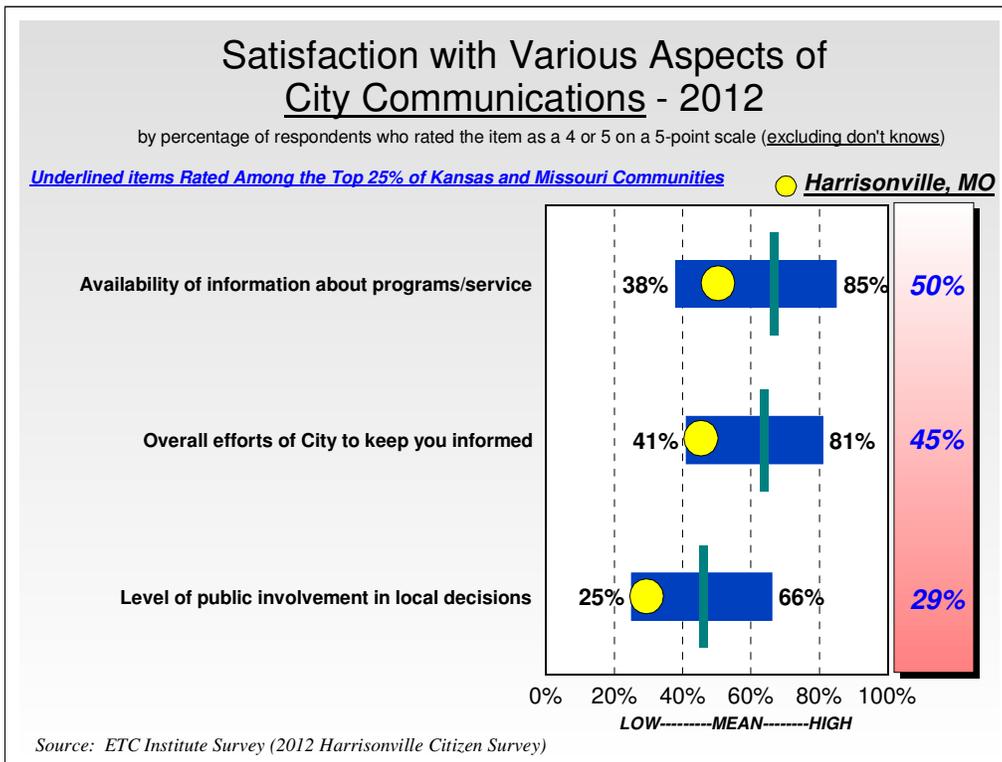
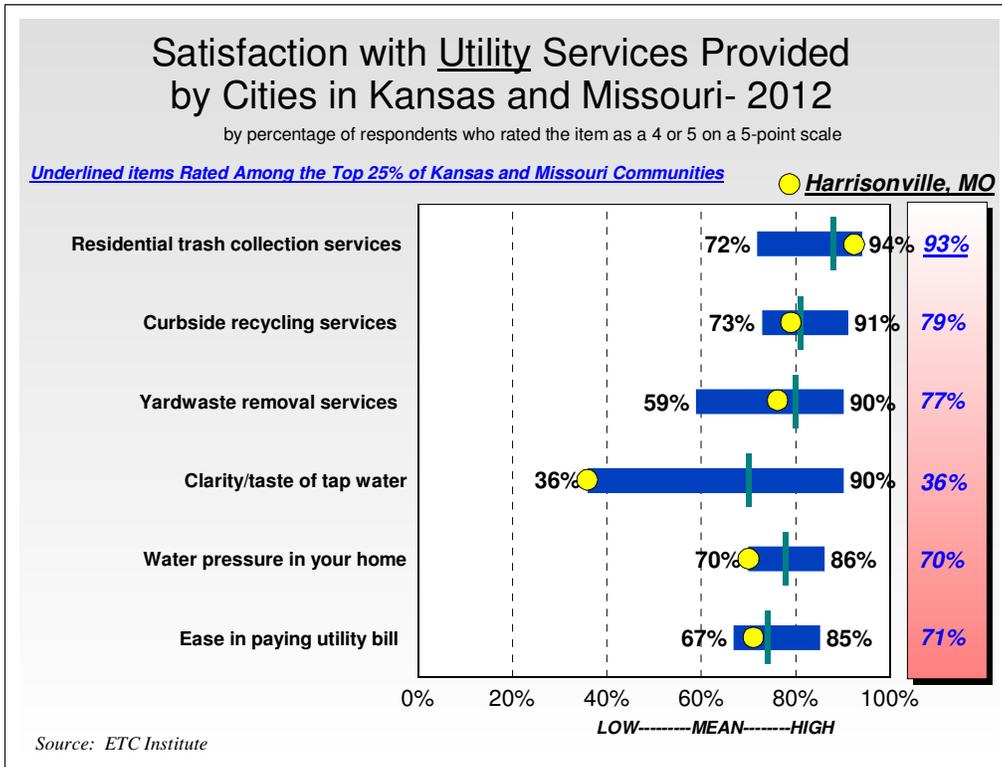
Underlined items Rated Among the Top 25% of Kansas and Missouri Communities

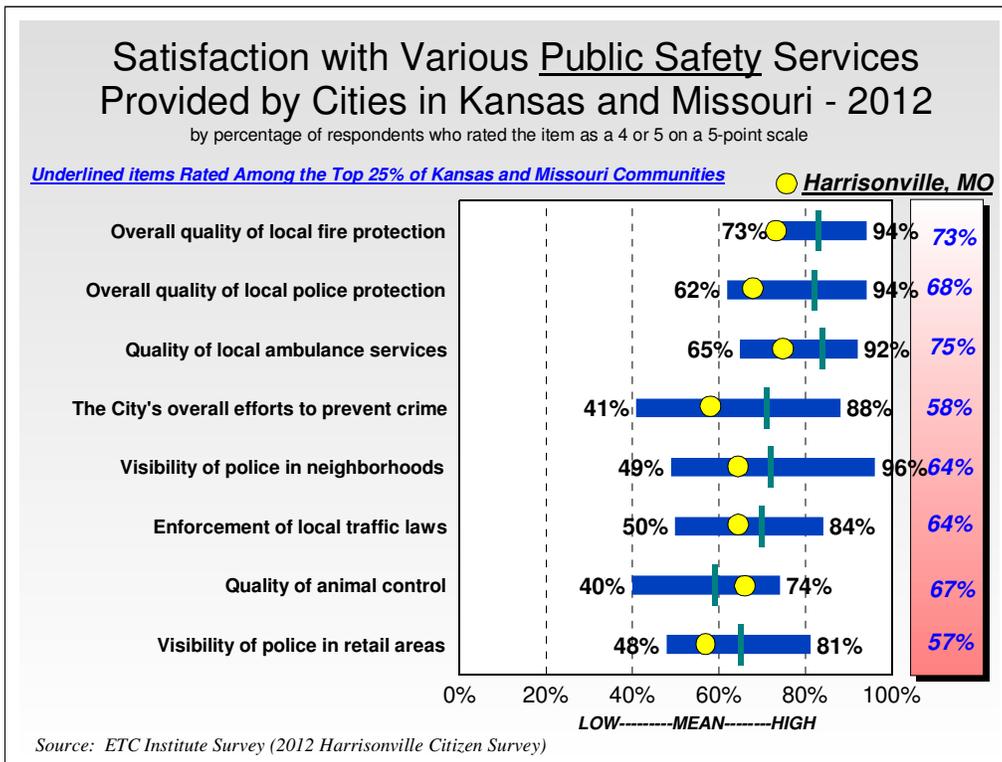
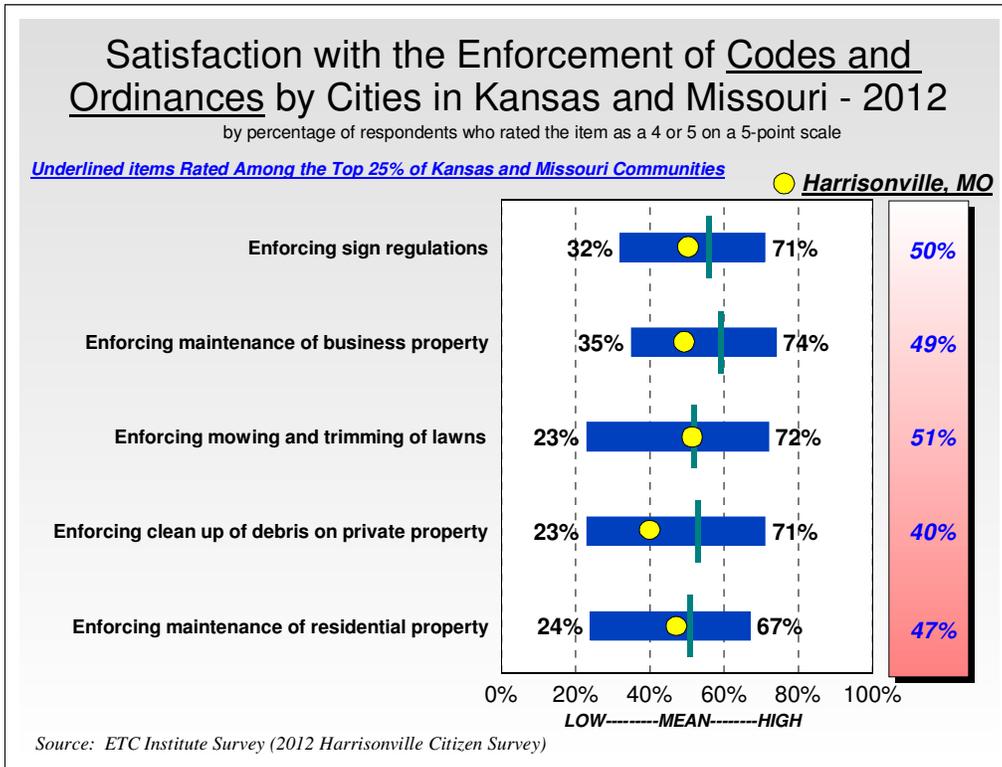
● Harrisonville, MO

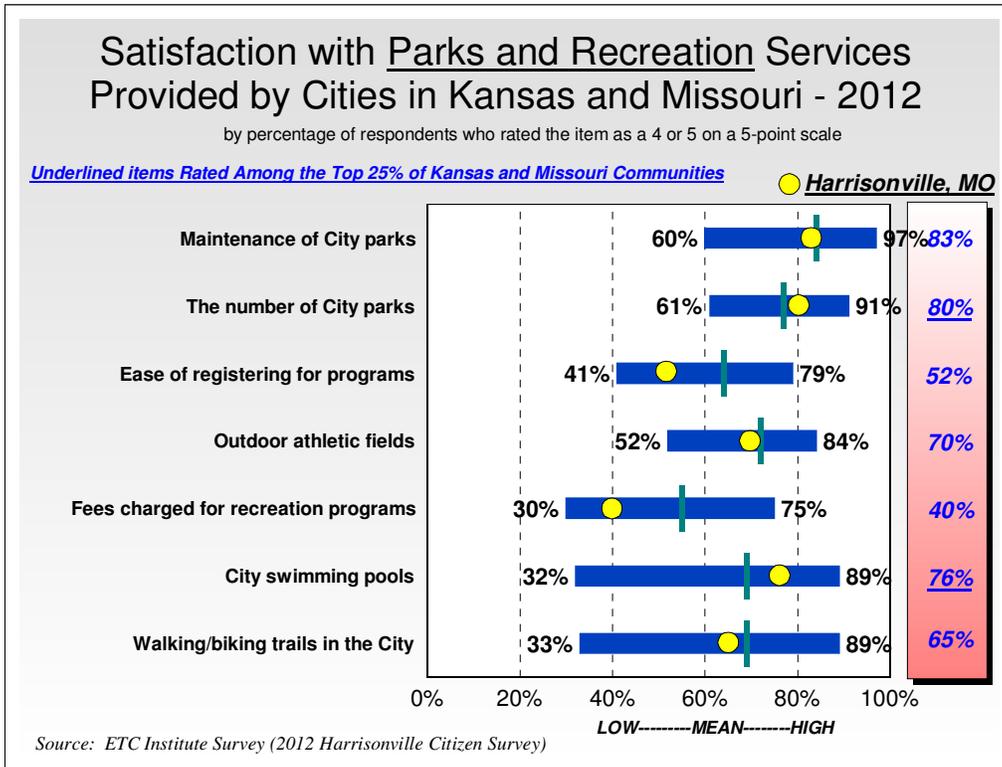


Source: ETC Institute Survey (2012 Harrisonville Citizen Survey)









Section 3:
Importance-Satisfaction
Analysis

2012 Importance-Satisfaction Analysis

Harrisonville, Missouri

Overview

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

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

Methodology

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

Example of the Calculation. Respondents were asked to identify the major categories of City services they thought were most important for the City to emphasize over the next two years. Fifty-four percent (54%) of residents ranked the *flow of traffic and congestion management* as the most important service for the City to emphasize over the next two years.

With regard to satisfaction, the *flow of traffic and congestion management* was ranked twelfth overall with 40% rating the *flow of traffic and congestion management* as a "4" or a "5" on a 5-point scale excluding "don't know" responses. The I-S rating for the *flow of traffic and congestion management* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 54% was multiplied by 60% (1-0.40). This calculation yielded an I-S rating of 0.3240, which was ranked first out of the twelve major service categories.

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

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

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

Interpreting the Ratings

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

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

The results for Harrisonville are provided on the following pages.

Importance-Satisfaction Rating 2012 City of Harrisonville Citizen Survey OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Very High Priority (IS > .20)</i>						
Flow of traffic & congestion management	54%	1	40%	12	0.3240	1
Maintenance of streets, buildings & facilities	49%	2	53%	9	0.2312	2
<i>High Priority (IS .10-.20)</i>						
Enforcement of codes & ordinances	21%	4	44%	11	0.1165	3
<i>Medium Priority (IS < .10)</i>						
Quality of water & sewer utilities	25%	3	62%	6	0.0965	4
Effectiveness of City communication with public	20%	5	56%	8	0.0867	5
City's stormwater runoff/management system	16%	7	60%	7	0.0656	6
Quality of customer service from City employees	12%	10	67%	5	0.0386	7
Quality of police, fire, & ambulance services	18%	6	79%	4	0.0380	8
Quality of building inspections by City	6%	11	46%	10	0.0308	9
Quality of City electric service	12%	9	80%	3	0.0240	10
Quality of parks & recreation programs/facilities	12%	8	82%	2	0.0220	11
Quality of solid waste service	5%	12	87%	1	0.0062	12

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

2012 City of Harrisonville Citizen Survey

CITY MAINTENANCE

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance-preservation of downtown	36%	1	27%	15	0.2599	1
<u>High Priority (IS .10-.20)</u>						
Maintenance of State Highways	27%	2	43%	14	0.1516	2
<u>Medium Priority (IS <.10)</u>						
Overall maintenance of city streets	20%	3	57%	9	0.0839	3
Maintenance of sidewalks	14%	5	47%	13	0.0742	4
Adequacy of city street lighting	16%	4	62%	7	0.0589	5
Adequacy of storm drainage systems	10%	7	56%	10	0.0444	6
Maintenance of city buildings	9%	8	54%	12	0.0396	7
Snow removal on neighborhood streets	10%	6	66%	6	0.0354	8
Mowing-trimming along city streets	6%	9	61%	8	0.0246	9
City responsive to service request	5%	10	56%	11	0.0207	10
Overall cleanliness of city streets	4%	11	71%	4	0.0122	11
Maintenance of traffic signals	3%	12	74%	2	0.0083	12
Cleanliness of city buildings	2%	14	69%	5	0.0068	13
Snow removal on major city streets	3%	13	80%	1	0.0062	14
Maintenance of street signs	1%	15	72%	3	0.0031	15

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

2012 City of Harrisonville Citizen Survey

TRANSPORTATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic along 291	54%	1	28%	5	0.3902	1
Availability of public transportation	32%	2	16%	6	0.2646	2
<u>High Priority (IS .10-.20)</u>						
Availability of public sidewalks	24%	3	45%	4	0.1320	3
Condition of commercial streets	24%	4	48%	3	0.1227	4
Condition of residential streets	21%	5	51%	2	0.1024	5
<u>Medium Priority (IS <.10)</u>						
Ease of access to downtown	9%	6	62%	1	0.0342	6

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

Most Important %:

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

Satisfaction %:

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

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Importance-Satisfaction Rating
2012 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
<u>Medium Priority (IS <.10)</u>						
City efforts to prevent crime	24%	1	58%	12	0.1016	1
<u>Medium Priority (IS <.10)</u>						
Visibility of police in the neighborhood	23%	2	64%	10	0.0835	2
Visibility of police in retail areas	15%	3	57%	14	0.0658	3
Quality of local police protection	11%	4	68%	5	0.0358	4
Enforcement of local traffic laws	9%	6	64%	11	0.0335	5
Quality of animal control	10%	5	67%	6	0.0323	6
Police related education programs	9%	7	65%	9	0.0322	7
How quickly police respond to emergencies	8%	8	67%	7	0.0277	8
Fire related education programs	6%	10	67%	8	0.0208	9
How quickly ambulance respond to emergencies	7%	9	75%	2	0.0183	10
City fire prevention programs	4%	13	58%	13	0.0172	11
Quality of local ambulance service	5%	12	75%	3	0.0130	12
How quickly fire personnel respond to emergencies	6%	11	78%	1	0.0123	13
Quality of local fire protection	4%	14	73%	4	0.0108	14

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

2012 City of Harrisonville Citizen Survey

PARKS and RECREATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
Fees charged for recreation programs	22%	2	40%	14	0.1302	1
Teen recreation opportunities	22%	1	43%	13	0.1260	2
<i>Medium Priority (IS <.10)</i>						
Senior recreation opportunities	15%	4	53%	10	0.0696	3
Other city recreation programs	11%	5	47%	12	0.0583	4
Number of walking and biking trails	15%	3	65%	7	0.0522	5
The city's youth athletic programs	7%	10	60%	8	0.0264	6
Quality of outdoor athletic fields	8%	7	70%	6	0.0228	7
Ease of registering for programs	5%	12	52%	11	0.0216	8
Quality of city's indoor recreation facilities	7%	9	74%	5	0.0179	9
Maintenance of city parks	11%	6	83%	1	0.0179	10
The city's adult athletic programs	4%	13	55%	9	0.0171	11
Special events sponsored by the city	7%	8	77%	3	0.0166	12
City swimming pools	5%	11	76%	4	0.0120	13
Number of city parks	3%	14	80%	2	0.0058	14

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

Most Important %:

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

Satisfaction %:

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

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Section 3:
Importance-Satisfaction
Matrix Analysis

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.

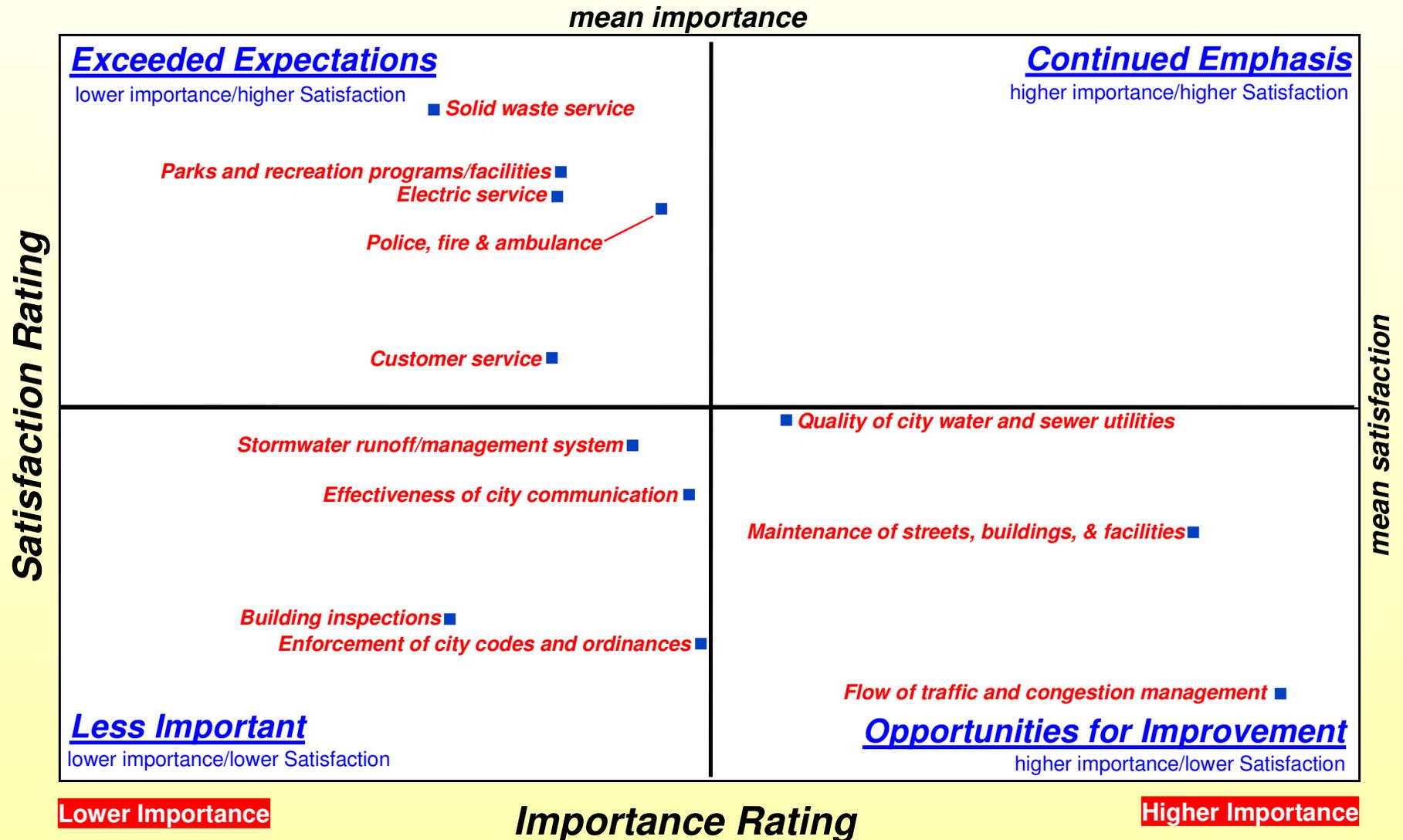
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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.

2012 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)

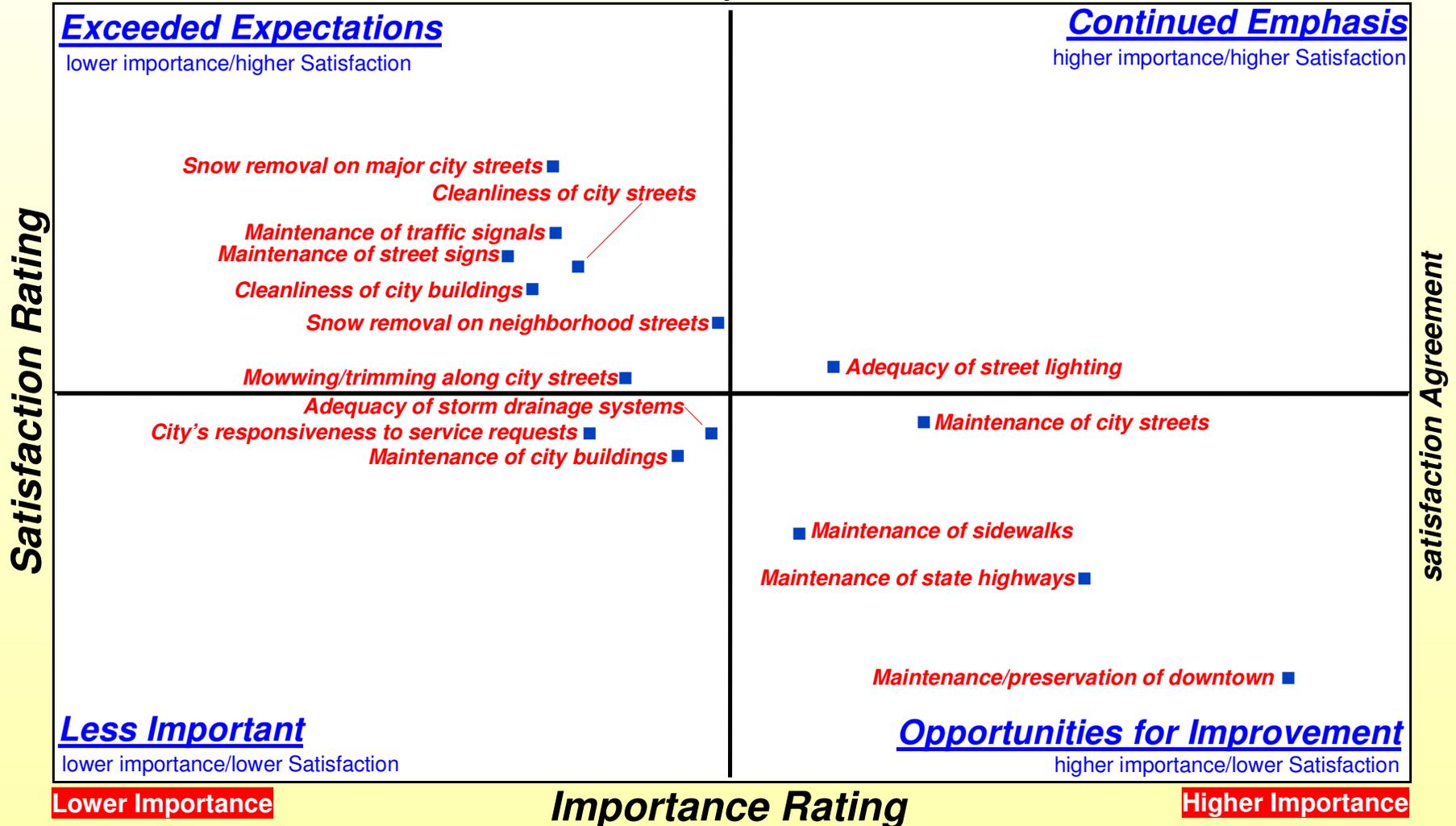


2012 Harrisonville Citizen Survey Importance-Satisfaction Assessment Matrix

-Maintenance-

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

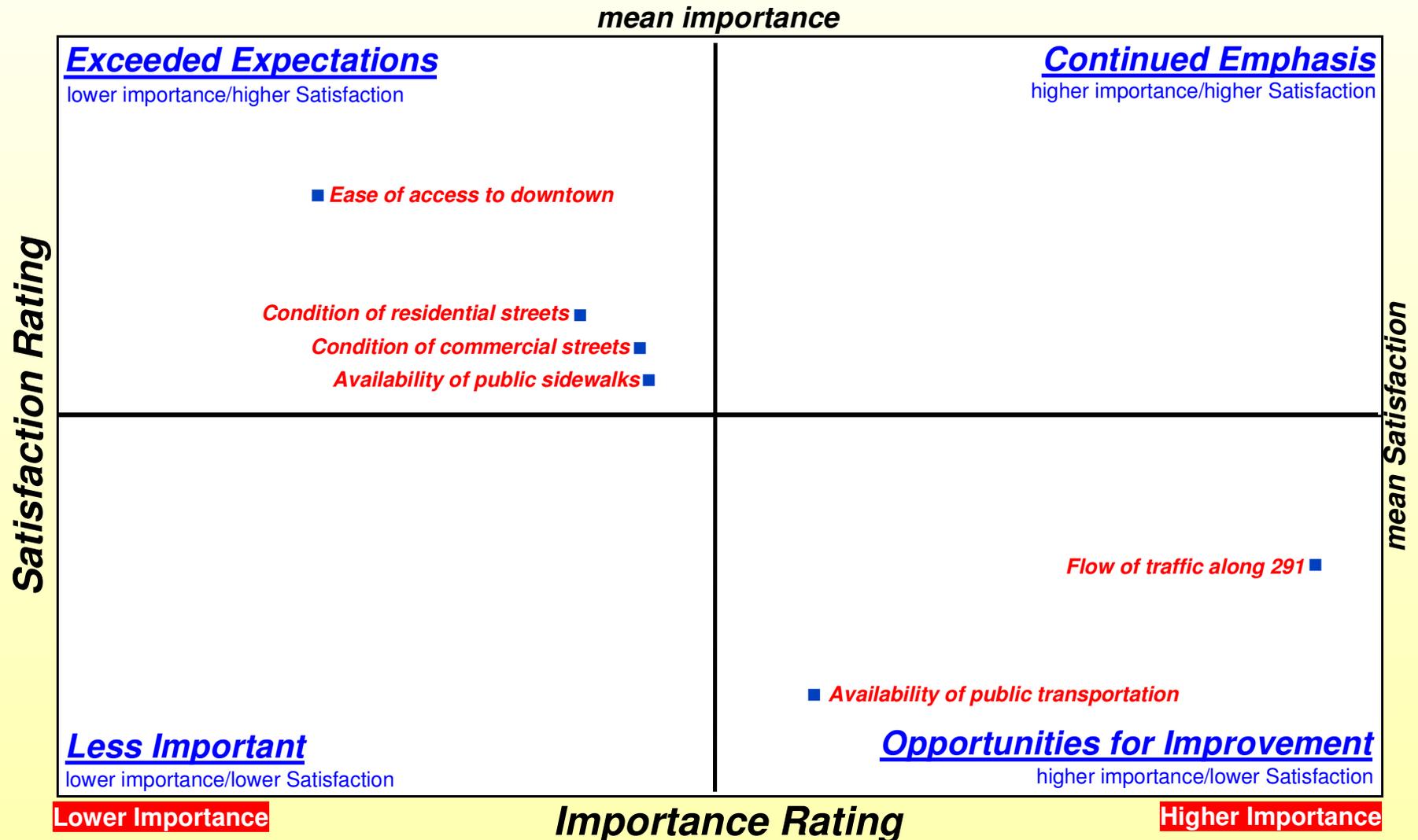
mean importance



2012 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)

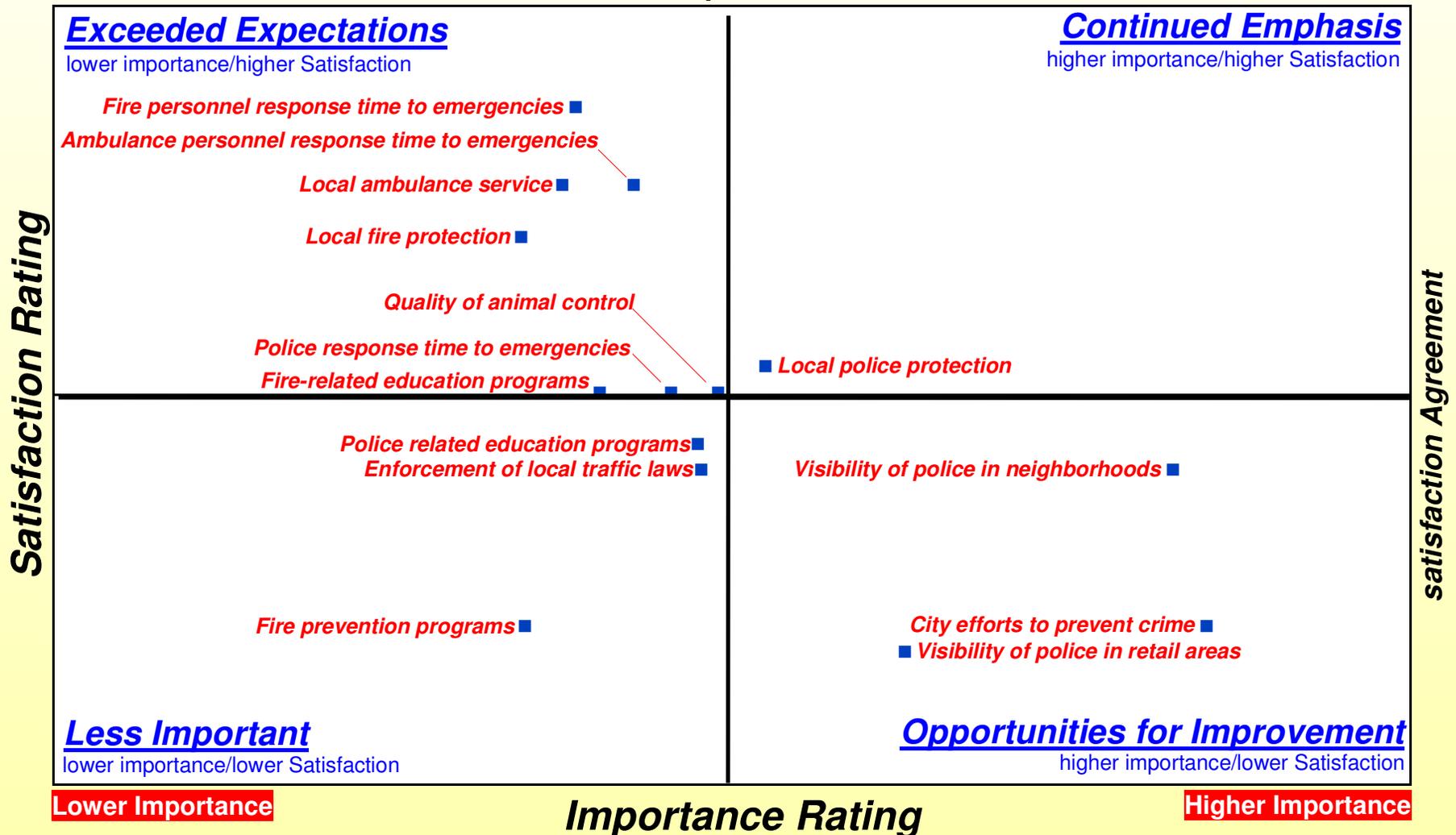


2012 Harrisonville Citizen Survey Importance-Satisfaction Assessment Matrix

-Public Safety-

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

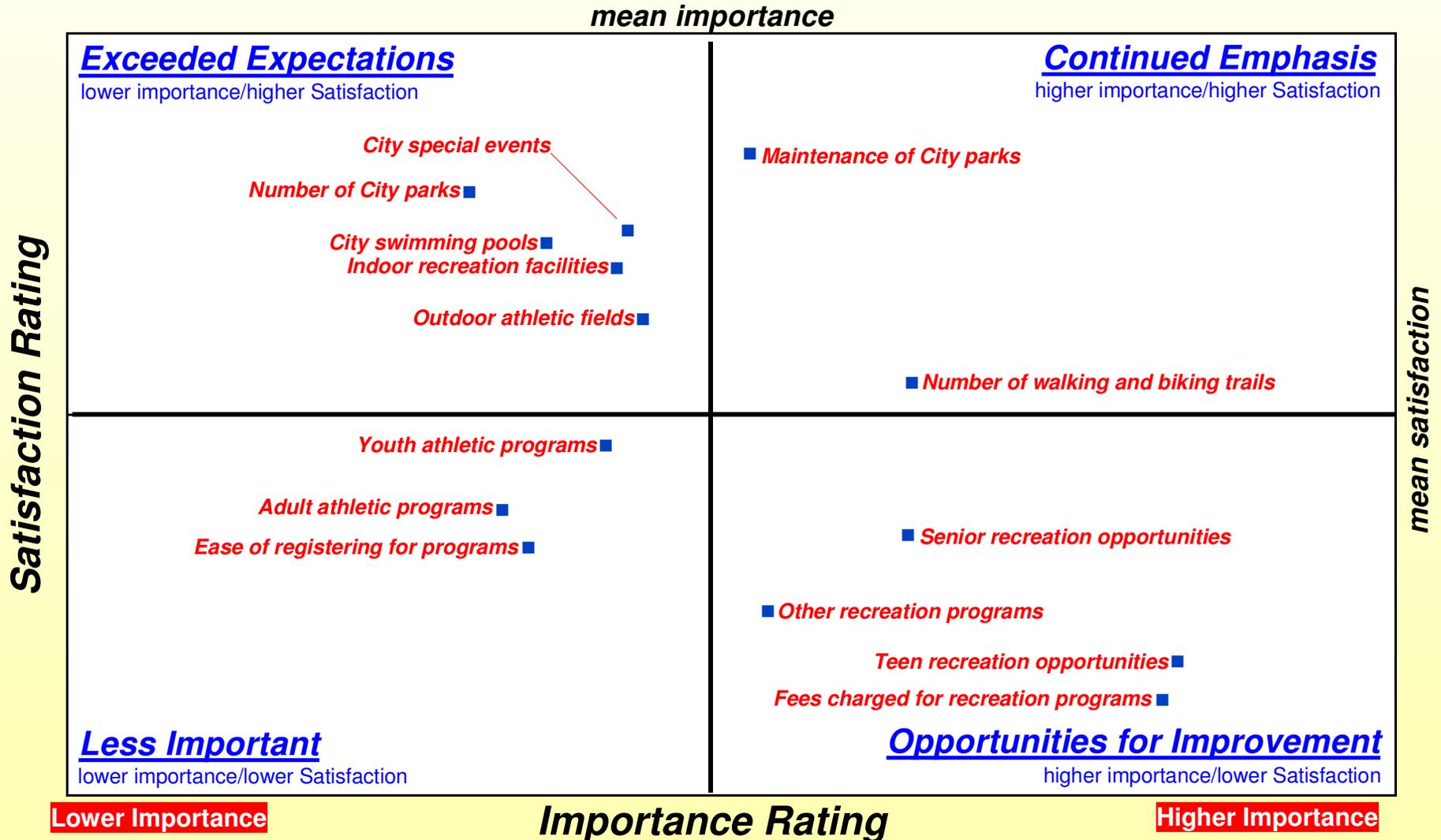
mean importance



2012 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)



Section 4:
Tabular Data

O1. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City of Harrisonville on the services listed below.

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Overall quality of police, fire, and ambulance services	25.3%	46.1%	15.5%	2.5%	1.7%	8.8%
Q1b. Overall quality of City parks and recreation programs and facilities	28.8%	48.4%	13.9%	2.9%	0.4%	5.6%
Q1c. Overall maintenance of City streets, buildings & facilities	10.1%	42.0%	24.5%	16.1%	4.8%	2.4%
Q1d. Overall quality of City water and sewer utilities	11.6%	47.7%	21.6%	11.5%	3.5%	4.1%
Q1e. Overall enforcement of City codes and ordinances	8.8%	30.3%	31.6%	13.1%	5.6%	10.7%
Q1f. Overall quality of building inspections by City	7.6%	25.6%	31.9%	4.7%	2.7%	27.6%
Q1g. Overall quality of customer service you receive from City employees	19.9%	43.7%	23.1%	6.0%	2.5%	4.8%
Q1h. Overall effectiveness of City communication with the public	12.3%	40.0%	28.5%	10.1%	3.2%	5.9%

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1i. Overall quality of the City's stormwater runoff / stormwater management system	10.9%	42.9%	22.4%	9.6%	3.7%	10.4%
Q1j. Overall flow of traffic and congestion management in Harrisonville	6.4%	32.0%	23.4%	27.2%	7.7%	3.2%
Q1k. Overall quality of City of Harrisonville solid waste service (trash, recycling, yard waste)	29.6%	54.5%	9.6%	1.9%	1.6%	2.8%
Q1l. Overall quality of City Electric service	22.5%	54.7%	12.8%	4.8%	2.0%	3.2%

WITHOUT 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 services listed below. (without "Don't Know")

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Overall quality of police, fire, and ambulance services	27.8%	50.6%	17.0%	2.8%	1.9%
Q1b. Overall quality of City parks and recreation programs and facilities	30.5%	51.3%	14.7%	3.1%	0.4%
Q1c. Overall maintenance of City streets, buildings & facilities	10.4%	43.0%	25.1%	16.5%	4.9%
Q1d. Overall quality of City water and sewer utilities	12.1%	49.8%	22.5%	12.0%	3.6%
Q1e. Overall enforcement of City codes and ordinances	9.9%	33.9%	35.4%	14.6%	6.3%
Q1f. Overall quality of building inspections by City	10.5%	35.4%	44.0%	6.4%	3.7%
Q1g. Overall quality of customer service you receive from City employees	20.9%	45.9%	24.2%	6.3%	2.7%
Q1h. Overall effectiveness of City communication with the public	13.0%	42.5%	30.3%	10.8%	3.4%

WITHOUT 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 services listed below. (without "Don't Know")

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1i. Overall quality of the City's stormwater runoff / stormwater management system	12.2%	47.9%	25.0%	10.7%	4.2%
Q1j. Overall flow of traffic and congestion management in Harrisonville	6.6%	33.1%	24.1%	28.1%	8.0%
Q1k. Overall quality of City of Harrisonville solid waste service (trash, recycling, yard waste)	30.5%	56.1%	9.9%	1.9%	1.6%
Q1l. Overall quality of City Electric service	23.3%	56.5%	13.2%	5.0%	2.1%

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=Overall quality of police, fire, and ambulance services	60	8.0 %
B=Overall quality of City parks and recreation programs & facilities	17	2.3 %
C=Overall maintenance of City streets, buildings & facilities	168	22.4 %
D=Overall quality of City water & sewer utilities	65	8.7 %
E=Overall enforcement of City codes & ordinances	45	6.0 %
F=Overall quality of building inspections by City	7	0.9 %
G=Overall quality of customer service from City employees	23	3.1 %
H=Overall effectiveness of City communication with the public	13	1.7 %
I=Overall quality of the City's stormwater runoff / stormwater mgmt	29	3.9 %
J=Overall flow of traffic & congestion management in Harrisonville	200	26.7 %
K=Overall quality of City of Harrisonville solid waste service	6	0.8 %
L=Overall quality of City Electric service	29	3.9 %
Z=None chosen	88	11.7 %
Total	750	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=Overall quality of police, fire, and ambulance services	34	4.5 %
B=Overall quality of City parks and recreation programs & facilities	33	4.4 %
C=Overall maintenance of City streets, buildings & facilities	108	14.4 %
D=Overall quality of City water & sewer utilities	81	10.8 %
E=Overall enforcement of City codes & ordinances	53	7.1 %
F=Overall quality of building inspections by City	19	2.5 %
G=Overall quality of customer service from City employees	32	4.3 %
H=Overall effectiveness of City communication with the public	55	7.3 %
I=Overall quality of the City's stormwater runoff / stormwater mgmt	59	7.9 %
J=Overall flow of traffic & congestion management in Harrisonville	131	17.5 %
K=Overall quality of City of Harrisonville solid waste service	8	1.1 %
L=Overall quality of City Electric service	24	3.2 %
Z=None chosen	113	15.1 %
Total	750	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=Overall quality of police, fire, and ambulance services	42	5.6 %
B=Overall quality of City parks and recreation programs & facilities	41	5.5 %
C=Overall maintenance of City streets, buildings & facilities	93	12.4 %
D=Overall quality of City water & sewer utilities	44	5.9 %
E=Overall enforcement of City codes & ordinances	58	7.7 %
F=Overall quality of building inspections by City	17	2.3 %
G=Overall quality of customer service from City employees	32	4.3 %
H=Overall effectiveness of City communication with the public	78	10.4 %
I=Overall quality of the City's stormwater runoff / stormwater mgmt	35	4.7 %
J=Overall flow of traffic & congestion management in Harrisonville	76	10.1 %
K=Overall quality of City of Harrisonville solid waste service	22	2.9 %
L=Overall quality of City Electric service	37	4.9 %
Z=None chosen	175	23.3 %
Total	750	100.0 %

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

<u>Q2. Sum of Top Three Choices</u>	<u>Number</u>	<u>Percent</u>
A = Overall quality of police, fire, and ambulance services	136	18.1 %
B = Overall quality of City parks and recreation programs & facilities	91	12.1 %
C = Overall maintenance of City streets, buildings & facilities	369	49.2 %
D = Overall quality of City water & sewer utilities	190	25.3 %
E = Overall enforcement of City codes & ordinances	156	20.8 %
F = Overall quality of building inspections by City	43	5.7 %
G = Overall quality of customer service from City employees	87	11.6 %
H = Overall effectiveness of City communication with the public	146	19.5 %
I = Overall quality of the City's stormwater runoff / stormwater mgmt	123	16.4 %
J = Overall flow of traffic & congestion management in Harrisonville	407	54.3 %
K = Overall quality of City of Harrisonville solid waste service	36	4.8 %
L = Overall quality of City Electric service	90	12.0 %
Z = None chosen	88	11.7 %
Total	1962	

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."

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3a. Overall value that you receive for your City tax dollars and fees	7.1%	41.2%	31.2%	11.2%	3.3%	6.0%
Q3b. Overall image of the City	7.7%	39.7%	27.5%	17.2%	4.1%	3.7%
Q3c. How well the City is planning for growth	4.3%	19.9%	34.8%	22.7%	6.5%	11.9%
Q3d. Overall quality of life in the City	11.9%	54.1%	23.1%	6.1%	1.6%	3.2%
Q3e. Overall appearance of the City	6.3%	40.5%	28.7%	16.7%	5.2%	2.7%

WITHOUT 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." (without "Don't Know")

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Overall value that you receive for your City tax dollars and fees	7.5%	43.8%	33.2%	11.9%	3.5%
Q3b. Overall image of the City	8.0%	41.3%	28.5%	17.9%	4.3%
Q3c. How well the City is planning for growth	4.8%	22.5%	39.5%	25.7%	7.4%
Q3d. Overall quality of life in the City	12.3%	55.9%	23.8%	6.3%	1.7%
Q3e. Overall appearance of the City	6.4%	41.6%	29.5%	17.1%	5.3%

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

(N=750)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q4a. As a place to live	24.3%	56.2%	11.6%	4.7%	1.9%	1.3%
Q4b. As a place to raise children	26.3%	47.0%	14.2%	3.1%	2.3%	7.2%
Q4c. As a place to work	9.9%	28.8%	21.9%	17.9%	8.0%	13.5%
Q4d. As a place where you would buy your next home	16.8%	37.0%	23.4%	11.2%	6.7%	4.9%
Q4e. As a place to retire	19.0%	33.1%	21.4%	12.3%	10.0%	4.3%

WITHOUT DON'T KNOW

Q4. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate Harrisonville with regard to each of the following: (without "Don't Know")

(N=750)

	Excellent	Good	Neutral	Below Average	Poor
Q4a. As a place to live	24.6%	57.0%	11.8%	4.7%	1.9%
Q4b. As a place to raise children	28.3%	50.6%	15.3%	3.3%	2.4%
Q4c. As a place to work	11.4%	33.3%	25.3%	20.7%	9.3%
Q4d. As a place where you would buy your next home	17.7%	38.9%	24.6%	11.8%	7.0%
Q4e. As a place to retire	19.8%	34.6%	22.3%	12.8%	10.5%

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

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5a. Overall maintenance of City streets	8.4%	46.8%	22.3%	17.1%	3.3%	2.1%
Q5b. Maintenance of Highways maintained by MoDOT	4.5%	36.8%	21.5%	24.5%	9.9%	2.8%
Q5c. Maintenance of sidewalks in Harrisonville	6.5%	37.5%	29.3%	17.5%	2.9%	6.3%
Q5d. Maintenance of street signs	12.1%	55.6%	22.5%	3.5%	0.8%	5.5%
Q5e. Maintenance of traffic signals	13.7%	57.5%	20.3%	3.1%	1.6%	3.9%
Q5f. Maintenance and preservation of downtown Harrisonville	6.5%	19.3%	24.0%	27.9%	18.7%	3.6%
Q5g. Maintenance of City buildings	9.3%	40.1%	30.1%	7.5%	4.4%	8.5%
Q5h. Cleanliness of City buildings	12.9%	50.4%	24.3%	3.6%	0.9%	7.9%
Q5i. Snow removal on major City streets	18.7%	56.0%	14.1%	3.5%	1.3%	6.4%
Q5j. Snow removal on neighborhood streets	13.2%	48.7%	18.7%	10.0%	3.2%	6.3%

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5k. Mowing and trimming along City streets and other public areas	11.2%	47.7%	26.1%	8.5%	3.5%	2.9%
Q5l. Overall cleanliness of City streets and other public areas	13.3%	55.5%	22.7%	4.9%	1.6%	2.0%
Q5m. Adequacy of City street lighting	10.3%	49.3%	21.1%	14.0%	2.7%	2.7%
Q5n. Adequacy of storm drainage systems	8.0%	42.1%	27.3%	9.2%	4.0%	9.3%
Q5o. City's responsiveness to service requests	10.0%	37.0%	27.2%	5.1%	4.3%	16.4%

WITHOUT DON'T KNOW

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

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5a. Overall maintenance of City streets	8.6%	47.8%	22.8%	17.4%	3.4%
Q5b. Maintenance of Highways maintained by MoDOT	4.7%	37.9%	22.1%	25.2%	10.2%
Q5c. Maintenance of sidewalks in Harrisonville	7.0%	40.0%	31.3%	18.6%	3.1%
Q5d. Maintenance of street signs	12.8%	58.8%	23.8%	3.7%	0.8%
Q5e. Maintenance of traffic signals	14.3%	59.8%	21.1%	3.2%	1.7%
Q5f. Maintenance and preservation of downtown Harrisonville	6.8%	20.1%	24.9%	28.9%	19.4%
Q5g. Maintenance of City buildings	10.2%	43.9%	32.9%	8.2%	4.8%
Q5h. Cleanliness of City buildings	14.0%	54.7%	26.3%	3.9%	1.0%
Q5i. Snow removal on major City streets	19.9%	59.8%	15.1%	3.7%	1.4%
Q5j. Snow removal on neighborhood streets	14.1%	51.9%	19.9%	10.7%	3.4%
Q5k. Mowing and trimming along City streets and other public areas	11.5%	49.2%	26.9%	8.8%	3.6%

WITHOUT DON'T KNOW

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5l. Overall cleanliness of City streets and other public areas	13.6%	56.6%	23.1%	5.0%	1.6%
Q5m. Adequacy of City street lighting	10.6%	50.6%	21.7%	14.4%	2.7%
Q5n. Adequacy of storm drainage systems	8.8%	46.5%	30.1%	10.1%	4.4%
Q5o. City's responsiveness to service requests	12.0%	44.2%	32.6%	6.1%	5.1%

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

<u>Q6. 1st Choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall maintenance of City streets	98	13.1 %
B=Maintenance of Highways maintained by MoDOT	124	16.5 %
C=Maintenance of sidewalks in Harrisonville	56	7.5 %
D=Maintenance of street signs	3	0.4 %
E=Maintenance of traffic signals	11	1.5 %
F=Maintenance & preservation of downtown Harrisonville	165	22.0 %
G=Maintenance of City buildings	22	2.9 %
H=Cleanliness of City buildings	5	0.7 %
I=Snow removal on major City streets	5	0.7 %
J=Snow removal on neighborhood streets	28	3.7 %
K=Mowing & trimming along City streets & other public areas	15	2.0 %
L=Overall cleanliness of City streets & other public areas	8	1.1 %
M=Adequacy of City street lighting	44	5.9 %
N=Adequacy of storm drainage systems	40	5.3 %
O=City's responsiveness to service requests	14	1.9 %
<u>Z=None chosen</u>	<u>112</u>	<u>14.9 %</u>
Total	750	100.0 %

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

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall maintenance of City streets	48	6.4 %
B=Maintenance of Highways maintained by MoDOT	76	10.1 %
C=Maintenance of sidewalks in Harrisonville	49	6.5 %
D=Maintenance of street signs	5	0.7 %
E=Maintenance of traffic signals	13	1.7 %
F=Maintenance & preservation of downtown Harrisonville	102	13.6 %
G=Maintenance of City buildings	43	5.7 %
H=Cleanliness of City buildings	11	1.5 %
I=Snow removal on major City streets	18	2.4 %
J=Snow removal on neighborhood streets	50	6.7 %
K=Mowing & trimming along City streets & other public areas	32	4.3 %
L=Overall cleanliness of City streets & other public areas	23	3.1 %
M=Adequacy of City street lighting	72	9.6 %
N=Adequacy of storm drainage systems	36	4.8 %
O=City's responsiveness to service requests	21	2.8 %
<u>Z=None chosen</u>	<u>151</u>	<u>20.1 %</u>
Total	750	100.0 %

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

<u>Q6. Sum of Top Two Choices</u>	<u>Number</u>	<u>Percent</u>
A = Overall maintenance of City streets	146	19.5 %
B = Maintenance of Highways maintained by MoDOT	200	26.7 %
C = Maintenance of sidewalks in Harrisonville	105	14.0 %
D = Maintenance of street signs	8	1.1 %
E = Maintenance of traffic signals	24	3.2 %
F = Maintenance & preservation of downtown Harrisonville	267	35.6 %
G = Maintenance of City buildings	65	8.7 %
H = Cleanliness of City buildings	16	2.1 %
I = Snow removal on major City streets	23	3.1 %
J = Snow removal on neighborhood streets	78	10.4 %
K = Mowing & trimming along City streets & other public areas	47	6.3 %
L = Overall cleanliness of City streets & other public areas	31	4.1 %
M = Adequacy of City street lighting	116	15.5 %
N = Adequacy of storm drainage systems	76	10.1 %
O = City's responsiveness to service requests	35	4.7 %
<u>Z = None chosen</u>	<u>112</u>	<u>14.9 %</u>
Total	1349	

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

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7a. Residential trash collection services	43.9%	46.6%	4.9%	1.2%	0.5%	2.8%
Q7b. Curbside recycling services	32.4%	37.2%	15.5%	2.4%	1.2%	11.3%
Q7c. Yardwaste removal services	27.7%	39.5%	15.6%	2.9%	1.3%	12.9%
Q7d. What you are charged for solid waste services	16.1%	41.7%	26.1%	5.6%	1.2%	9.2%
Q7e. Dependability of electric service	23.1%	55.5%	12.8%	4.1%	0.8%	3.7%
Q7f. What you are charged for electric service	11.1%	36.4%	25.9%	16.7%	5.9%	4.1%
Q7g. The clarity and taste of the tap water	5.7%	29.1%	24.8%	23.3%	13.1%	4.0%
Q7h. Water pressure in your home	15.6%	52.4%	16.8%	8.9%	3.2%	3.1%
Q7i. Adequacy of the City's waste water treatment and collection system	9.1%	39.7%	30.4%	3.7%	1.6%	15.5%
Q7j. What you are charged for water and sewer services	8.5%	34.1%	27.3%	17.6%	7.3%	5.1%

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7k. Ease in paying your bill	18.9%	49.3%	18.7%	5.3%	4.0%	3.7%
Q7l. The timeliness of your utility bill	20.3%	53.5%	18.3%	3.2%	1.9%	2.9%
Q7m. The accuracy of your utility bill	19.3%	48.8%	21.3%	3.2%	2.1%	5.2%

WITHOUT DON'T KNOW

Q7. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "Don't Know")

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7a. Residential trash collection services	45.2%	47.9%	5.1%	1.2%	0.5%
Q7b. Curbside recycling services	36.5%	42.0%	17.4%	2.7%	1.4%
Q7c. Yardwaste removal services	31.9%	45.3%	17.9%	3.4%	1.5%
Q7d. What you are charged for solid waste services	17.8%	46.0%	28.8%	6.2%	1.3%
Q7e. Dependability of electric service	24.0%	57.6%	13.3%	4.3%	0.8%
Q7f. What you are charged for electric service	11.5%	38.0%	27.0%	17.4%	6.1%
Q7g. The clarity and taste of the tap water	6.0%	30.3%	25.8%	24.3%	13.6%
Q7h. Water pressure in your home	16.1%	54.1%	17.3%	9.2%	3.3%
Q7i. Adequacy of the City's waste water treatment and collection system	10.7%	47.0%	36.0%	4.4%	1.9%
Q7j. What you are charged for water and sewer services	9.0%	36.0%	28.8%	18.5%	7.7%

WITHOUT DON'T KNOW

Q7. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "Don't Know")

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7k. Ease in paying your bill	19.7%	51.2%	19.4%	5.5%	4.2%
Q7l. The timeliness of your utility bill	20.9%	55.1%	18.8%	3.3%	1.9%
Q7m. The accuracy of your utility bill	20.4%	51.5%	22.5%	3.4%	2.3%

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

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q8a. Overall quality of leadership provided by the City's elected officials	6.0%	30.5%	30.1%	12.7%	6.1%	14.5%
Q8b. Overall effectiveness of appointed boards and commissions	5.1%	27.1%	35.1%	11.1%	4.1%	17.6%
Q8c. Overall effectiveness of the City Administrator and Department Directors	6.1%	28.1%	34.0%	10.4%	4.4%	16.9%
Q8d. Overall effectiveness of non-management staff	7.2%	32.8%	33.2%	4.3%	2.3%	20.3%

WITHOUT DON'T KNOW

Q8. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "Don't Know")

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8a. Overall quality of leadership provided by the City's elected officials	7.0%	35.7%	35.3%	14.8%	7.2%
Q8b. Overall effectiveness of appointed boards and commissions	6.1%	32.8%	42.6%	13.4%	5.0%
Q8c. Overall effectiveness of the City Administrator and Department Directors	7.4%	33.9%	40.9%	12.5%	5.3%
Q8d. Overall effectiveness of non-management staff	9.0%	41.1%	41.6%	5.4%	2.8%

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

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

	Number	Percent
The City newsletters	507	67.6 %
Kansas City Star	111	14.8 %
Cass County Democrat	426	56.8 %
Television News	176	23.5 %
The Journal	23	3.1 %
City cable channel	63	8.4 %
City website	166	22.1 %
City's Recreation Guide	69	9.2 %
Other	100	13.3 %
None chosen	44	5.9 %
Total	1685	

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

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

	Number	Percent
Yes	288	38.4 %
No	446	59.5 %
Not provided	16	2.1 %
Total	750	100.0 %

Q10a. If YES, which Department did you contact most recently?

Q10a. Which Department did you contact most recently?

	Number	Percent
Utility Services	132	45.8 %
Police	63	21.9 %
Fire/EMS	11	3.8 %
Building Inspection/Code Enforcement	50	17.4 %
Streets	34	11.8 %
Parks & Recreation	19	6.6 %
Other	32	11.1 %
Total	341	

Q10b. If YES, How easy was it to contact the person you needed to reach in the Department you listed in Question #10a?

Q10b. How easy was it to contact the person you needed to reach in the Department you listed in Question #10a?

	Number	Percent
Very Easy	129	44.8 %
Somewhat Easy	93	32.3 %
Difficult	35	12.2 %
Very Difficult	24	8.3 %
Don't Know	7	2.4 %
Total	288	100.0 %

Q10c. If YES, For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=288)

	Always	Usually	Sometimes	Seldom	Never	Don't Know
Q10c-1. They were courteous and polite	42.4%	32.3%	13.2%	6.6%	2.4%	3.1%
Q10c-2. They gave prompt, accurate, and complete answers to questions	38.5%	26.0%	14.6%	8.3%	8.7%	3.8%
Q10c-3. They did what they said they would do in a timely manner	38.5%	18.8%	17.7%	8.7%	9.7%	6.6%
Q10c-4. They helped you resolve an issue to your satisfaction	36.1%	20.1%	12.2%	11.1%	17.0%	3.5%

WITHOUT DON'T KNOW

Q10c. If YES, For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "Don't Know")

(N=288)

	Always	Usually	Sometimes	Seldom	Never
Q10c-1. They were courteous and polite	43.7%	33.3%	13.6%	6.8%	2.5%
Q10c-2. They gave prompt, accurate, and complete answers to questions	40.1%	27.1%	15.2%	8.7%	9.0%
Q10c-3. They did what they said they would do in a timely manner	41.3%	20.1%	19.0%	9.3%	10.4%
Q10c-4. They helped you resolve an issue to your satisfaction	37.4%	20.9%	12.6%	11.5%	17.6%

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

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11a. The quality of the City's web page	5.1%	21.5%	29.2%	6.5%	0.8%	36.9%
Q11b. The quality of the City's newsletters	10.4%	46.9%	24.8%	4.4%	0.8%	12.7%
Q11c. The availability of information about City programs and services	8.1%	35.2%	31.1%	10.1%	2.0%	13.5%
Q11d. City efforts to keep you informed about local issues	7.7%	31.2%	31.6%	12.8%	3.3%	13.3%
Q11e. The level of public involvement in local decision-making	4.4%	18.5%	34.1%	14.5%	7.9%	20.5%

WITHOUT DON'T KNOW

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

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11a. The quality of the City's web page	8.0%	34.0%	46.3%	10.4%	1.3%
Q11b. The quality of the City's newsletters	11.9%	53.7%	28.4%	5.0%	0.9%
Q11c. The availability of information about City programs and services	9.4%	40.7%	35.9%	11.7%	2.3%
Q11d. City efforts to keep you informed about local issues	8.9%	36.0%	36.5%	14.8%	3.8%
Q11e. The level of public involvement in local decision-making	5.5%	23.3%	43.0%	18.3%	9.9%

Q12. Which of the following types of information would you be most interested in reading about in City publications?

Q12. Which of the following types of information would you be most interested in reading about in City publications?

	Number	Percent
Road & street improvements	360	48.0 %
Parks & recreation programs & activities	338	45.1 %
Special events sponsored by the City	380	50.7 %
Police & public safety updates	272	36.3 %
Fire education & prevention	84	11.2 %
Code enforcement policies	199	26.5 %
Utility information (water, sewer, electric)	294	39.2 %
Information about the Mayor & City Council members	208	27.7 %
Other	26	3.5 %
None chosen	70	9.3 %
Total	2231	

Q12. Other

Q12 OTHER

- GETTING GOOD RESTAURANT
- THE HISTORIC SQUARE
- PUBLIC HEALTH ISSUES
- REMOVING VACANT BUILDINGS
- ANIMAL CONTROL PROBLEMS
- WORK ON BRINGING BUSINESS
- SERVICES FOR SENIOR
- UPDATES ON ALL CITY MTGS
- GROWTH AND BUDGET ITEMS
- NEW JOB GROWTH FOR CITY
- ANIMAL SHELTER
- SQUARE IMPROVEMENTS
- WEATHER
- INFO ABOUT MAYOR, CITY AND COUNTY
- NONE OF THE ABOVE
- POWER CO TRIM TREES
- INFO ABOUT COUNCIL MTGS
- PLANS ON CITY IMPROVEMENTS
- SCHOOLS AND EDUCATION
- NOT REALLY THAT INTERESTED
- CURRENT EVENTS
- SCHOOL IMPROVEMENTS
- EDUCATIONAL CLASSES AVAIL
- WHERE ARE TAX DOLLARS GOING?
- COUNCIL AGENDA
- PENDING ISSUES
- CRIMES COMMITTED & ARRESTS

Q13. Are you aware that you can receive email notifications from the City by registering for the service online?

Q13. Are you aware that you can receive email notifications from the City by registering for the service online?

	Number	Percent
Yes	282	37.6 %
No	468	62.4 %
Total	750	100.0 %

Q14. Would you support increasing the number of newsletters to 6 per year at an annual cost of \$18,000 per year (or \$6,000 more than is currently being spent)?

Q14. Would you support increasing the number of newsletters to 6 per year at an annual cost of \$18,000 per year (or \$6,000 more than is currently being spent)?

	Number	Percent
Yes	191	25.5 %
No	504	67.2 %
Don't know	55	7.3 %
Total	750	100.0 %

Q14. If NO, why not?

Q14 WHY

- PUT THAT \$18K ON SOMETHING ELSE & PUT EXTRA INFORMATION IN CURRENT NEWSLETTERS
- UNNECESSARY IN MY OPINION
- LIMITED INCOME; CAN'T AFFORD IT
- INCLUDE WITH UTILITY BILL
- NOT A PRIORITY EXPENSE RIGHT NOW
- QUARTERLY SHOULD BE SUFFICIENT
- NEVER WANT TO SPEND EXTRA MONEY
- FOUR IS ENOUGH
- TOO COSTLY
- NOT NEEDED
- TOO COSTLY-GO ELECTRONIC ON WEBSITE
- DON'T NEED MORE
- NOT JUSTIFIED EXPENSE
- I NEVER GOT ONE AND USE E-MAIL
- NO NEED FOR MORE EXPENSE
- FOUR IS ENOUGH
- FOUR IN MY OPINION IS SUFFICIENT
- NOT NEEDED
- QUARTERLY IS ADEQUATE
- CITY LETTER IS ADEQUATE
- NOT ENOUGH PEOPLE PAY ATTENTION TO JUSTIFY COST
- ASSUME A TAX INCREASE
- NOT NECESSARY
- DON'T NEED THEM
- TOO MUCH MONEY
- NO NEED
- WASTE OF MONEY
- NO WAY IT SHOULD COST \$12K FOR SOMETHING CAN READ ON NET
- DO IT ELECTRONICALLY AND EDUCATE US TO READ IT
- NATIONAL ECONOMY ON LIFE SUPPORT
- EVEN I HAVE A COMPUTER AND A SMART PHONE
- FOUR IS ENOUGH
- SEEMS SUFFICIENT
- WASTE OF MONEY
- INFO SHEETS EACH MONTH W/UTILITY BILLS AND NEWSPAPERS
- TOO MUCH MONEY
- COST
- FOUR IS ENOUGH-MORE IS A WASTE OF TAX \$\$
- GO TO E-MAILING LETTERS

Q14. If NO, why not?

Q14 WHY

- QUARTERLY IS SUFFICIENT
- PUT \$ TO USE ELSEWHERE
- BETTER USE OF CITY SERVICES
- NOT NEEDED
- NOT FILLED WITH WORTHWHILE INFO-NOT WORTH EXPENSE
- WHY?
- MONEY NEEDS TO BE SPENT ON SIDEWALK REPAIRS
- NOT INTERESTED
- NOT NECESSARY
- DON'T NEED
- NOT VERY INFORMATIONAL-IF THEY WERE, I'D SUPPORT
- I UTILIZE E-MAIL NOTIFICATION
- FOUR NEWSLETTERS ARE ENOUGH
- USE THE MONEY TO FIX A SIDEWALK OR A CURB
- NOT NECESSARY
- TOO EXPENSIVE
- NOT MUCH INFO IN NEWSLETTERS
- FOUR @43K/YR AND 2 MORE WOULD BE \$6K FOR 2 MORE ISSUES?
- GET E-MAILS
- NOT ENOUGH MONEY
- CAN'T READ OR WRITE-FAMILY HELPS ME WITH THIS SURVEY
- 90% GOES TO THE WASTEBASKET
- MONEY WELL SPENT?
- SOME PEOPLE DON'T EVEN BOTHER READING THE NEWSLETTER
- CITY WASTES TOO MUCH \$ ON UNNECESSARY PROJECTS ALREADY
- NOT IF IT'S GOING TO COST ME
- DON'T RECALL READING USEFUL NEWSLETTER
- COST
- FOUR IS PLENTY NO NEED TO SPEND MORE
- DON'T CARE
- SAVE MONEY
- FOUR IS PLENTY
- TOO EXPENSIVE
- NOTHING TO BE GAINED
- MONEY CAN BE SPENT FOR IMPROVEMENTS
- TOO COSTLY
- BECAUSE MOST PEOPLE DON'T READ THEM
- SOME PEOPLE DON'T READ IT
- I IMAGINE THAT MOST ARE UNREAD

Q14. If NO, why not?

Q14 WHY

- NO REASON
- MONEY
- WASTED MONEY
- EXPENSE
- THEY'RE NOT HELPFUL ANYWAY
- THE COST IS ALREADY OVERBOARD
- YOU MUST BUY EXPENSIVE PAPER!
- INFO AVAILABLE THROUGH OTHER MEDIUMS
- WOULD LIKE TO SEE MONEY SPENT ON OTHER THINGS
- SAVE MONEY
- US THE MONEY FOR SOMETHING ELSE
- SEEMS GOOD NOW
- I THINK IT'S FINE
- COSTS TOO MUCH
- COST OF BILL KILLS ME-JUST PUT IT IN ENVELOPE
- FOUR DOES THE JOB
- FOUR IS PLENTY
- NOT WISE USE OF MONEY
- USE E-MAIL
- WE COULD GET INFO FROM NEWSPAPER
- GET BY READING NEWSPAPER AND WEBSITE
- NOT NECESSARY
- WASTE OF MONEY
- TOO MUCH COST
- MOST PEOPLE JUST THROW THEM AWAY
- IT WOULD PROBABLY INCREASE MY BILL
- THE COST INCREASE
- WHY NOT USE DEMOCRAT MISSOURIAN?
- NOBODY READS IT
- DON'T WANT TAXES RAISED
- TAXES TOO HIGH NOW
- MONEY COULD BE USED FOR MORE IMPORTANT THINGS
- QUARTERLY IS SUFFICIENT
- CHEAPER TO E-MAIL AND KEEP CITIZENS ABREAST OF TECHNOLOGY
- WASTE OF MONEY
- WHAT NEWSLETTERS? DON'T RECEIVE ANY
- SAVE-DON'T SPEND
- FOUR IS ENOUGH;MORE COULD BE ON-LINE IF NEEDED
- MONEY

Q14. If NO, why not?

Q14 WHY

- DON'T WANT TO
- USE ON-LINE OPTIONS & SAVE \$ BEFORE YOU EXPAND
- FOUR IS GOOD ENOUGH
- USE THE MONEY IN A BETTER WAY
- DON'T SEE NECESSITY
- USE WEBSITE WITH E-MAIL NOTIFICATION
- ALWAYS THAT SAME OLD BLAH,BLAH,BLAH
- DON'T THINK THERE'S THAT MUCH TO COMMUNICATE
- WASTEFUL SPENDING
- SEND IT IN AN E-MAIL OR KEEP IT THE SAME AS IT IS NOW
- ADEQUATE NOW
- I THINK MONEY COULD GO TOWARDS OTHER PROJECTS
- SAVE MONEY
- NOT IF IT COSTS ME
- FOUR IS ENOUGH
- COST
- NOT IF I CAN GET INFO ON-LINE
- FOUR IS ENOUGH
- WASTE OF RESOURCES
- ENCOURAGE ON-LINE ACCESS
- HOW WOULD IT BE PAID FOR?
- USE E-MAIL, IT'S CHEAPER
- NOT NEEDED-JUST COMPLETE PROJECTS CORRECTLY
- REDUCE COST WITH INTERNET
- PUT IT IN THE UTILITY BILL
- INFO COULD BE PUT ON-LINE AT A LOW COST
- QUARTERLY
- \$ NEEDS TO BE SPENT ON MORE IMPORTANT ISSUES
- EXTRA MONEY
- DOESN'T JUSTIFY THE COST
- NOT NECESSARY
- WHY?
- NEWSLETTERS ARE ADEQUATE
- FOUR IS ENOUGH
- CAN FIND BETTER USE FOR THAT MONEY
- SAVE MONEY FOR MORE IMPORTANT THINGS
- USE E-MAIL
- TOO MUCH MONEY USE E-MAIL OR WEBSITE
- I DON'T THINK THEY GET RESULTS-I CAN LOOK IN FREE PAPER

Q14. If NO, why not?

Q14 WHY

- INCREASED COST
- DON'T KNOW
- FOUR IS PLENTY
- SPEND THE MONEY ON NEEDED THINGS
- ENOUGH IN FOUR
- MONEY
- NOT NECESSARY OR COST EFFECTIVE W/NEWSPAPER AND WEBSITE
- NO NEED
- WASTE OF MONEY
- NOT NEEDED
- COST
- MONEY COULD BE USED ELSEWHERE FOR BETTER REASONS
- I'M SATISFIED
- E-MAIL OR CITY WEBSITE
- I'D RATHER SEE MONEY BE USED FOR MORE NECESSARY THINGS
- YOU COULD USE E-MAIL
- DON'T RECALL SEEING ONE
- SPEND ON MORE IMPORTANT NEEDS
- FOUR IS SUFFICIENT
- CUT SPENDING! USE MONEY ELSEWHERE
- DON'T NEED IT
- FOUR IS ENOUGH
- FOUR IS ADEQUATE
- SAVE TRASH
- TOO EXPENSIVE
- IT'S A WASTE OF MONEY
- OUR NEWSPAPER SHOULD BE SUPPLIED TO GET THE NEWS OUT
- WAST OF MONEY AND PAPER
- PUT ON WEBSITE
- FOUR IS ENOUGH
- PLENTY OF MONEY IN POLICE BUDGET TO FUND THIS
- NOT NEEDED
- MONEY COULD BE USED FOR SOMETHING BETTER
- BECAUSE OF THE ADD'L COST
- GET INFO ON-LINE NO REASON TO SPEND EXTRA MONEY
- NOT NECESSARY
- TOO COSTLY
- COST
- IT'S USED AS A PR RAG ONLY

Q14. If NO, why not?

Q14 WHY

- BECAUSE IT WILL COST MORE
- FOUR PER YEAR IS ENOUGH
- FOUR SHOULD BE ENOUGH
- E-MAIL IS FREE
- FOUR PER YEAR IS SUFFICIENT
- WE ARE TOO OLD
- I DON'T READ THEM
- USE THE WEB
- SEND THEM ELECTRONICALLY
- WASTE OF MONEY
- WE SHOULD SAVE THE CITY MONEY
- COST
- ENOUGH MONEY BEING WASTED
- NOT ENOUGH INFO IN NEWSLETTER TO JUSTIFY
- I DON'T GET THAT MUCH INFO FROM IT
- MONEY COULD GO TO SOMETHING MORE IMPORTANT
- SAVE MONEY
- SIX ARE ENOUGH
- THAT'S SUFFICIENT ENOUGH
- TOO EXPENSIVE
- NO NEED TO INCREASE COST
- LETTER IN ELECTRIC BILL IS SUFFICIENT
- DON'T WANT TO PAY FOR SOMETHING I CAN GET FREE
- USE E-MAIL OR MAIL WITH UTILITY BILL
- HOW COULD COST BE THAT HIGH PER MAILING?
- PUT INFO ON WEBSITE AND USE \$ FOR MORE ESSENTIAL ISSUES
- OTHER OPP'S TO RECV INFO W/O DIRECT MAIL
- HVILLE HAS INTERNET SITE
- MONEY NEEDS TO BE SPENT ELSEWHERE
- WHERE IS MONEY COMING FROM? THE TAXPAYER?
- SAVE THE \$6K
- YOU ARE TAXING US TO DEATH
- TAXES ALREADY TOO HIGH
- FOUR PER YEAR IS ENOUGH
- \$6K COULD BE BETTER SPENT
- I'M SURE MONEY COULD GO TO BETTER USE
- NEVER RCVD SINGLE NEWSLETTER-WHY PY FOR SMTHNG NVR RCVD?
- INCLUDE INFORMATION IN UTILITY BILLS
- INCLUDE LETTERS IN UTILITY BILLS

Q14. If NO, why not?

Q14 WHY

- CURRENT NUMBER IS ADEQUATE
- WORD OF MOUTH WORKS FOR INTERESTED PPL
- I DON'T THINK I GET IT FOUR TIMES A YEAR
- EXTRA MONEY NEEDS TO BE SPENT MORE WISELY
- NOT NECESSARY
- USE E-MAIL
- DON'T NEED
- COST
- COST
- PROBABLY NOT ACCURATE ANYWAY
- NOT WORTH IT
- WHEN ON-LINE IS FREE-WHY PAY?
- I DON'T READ IT-WASTE OF MONEY
- WHY?? FOUR IS ENOUGH!!
- FEEL COULD USE MONEY TOWARDS OTHER THINGS
- INFO IS OLD BY THE TIME WE RECEIVE IT
- SUFFICIENT AS IS
- COST
- E-MAIL
- NOT THAT EFFECTIVE
- PUT NEWSLETTERS IN UTILITY BILL MAILING-SAVE MONEY
- I'D RATHER THEY GO ELECTRONIC
- NO NEED WITH INTERNET
- NOT NECESSARY
- NO NEED
- NOT NECESSARY WITH ON-LINE RESOURCES AVAILABLE
- SEND E-MAIL TO THOSE THAT WANT IT
- DOESN'T DO ANY GOOD!
- I PAY ENOUGH TAXES
- MORE IMPORTANT WAYS TO SPEND MONEY
- CAN'T AFFORD IT
- MANY PEOPLE CAN'T AFFORD THIS
- DON'T RECEIVE-WHO PAYS FOR?
- IF YOU HAVE A COMPUTER, IT WOULD COST EVEN LESS
- NO INCREASE IN CITY SPENDING
- NEED TO CUST COST AND EXPENSES
- FOUR IS SUFFICIENT
- WASTE OF MONEY
- WHY NOT UTILIZE WEB PAGE?

Q14. If NO, why not?

Q14 WHY

- NOT VERY INFORMATIVE ANYWAY
- TOO MUCH MONEY
- NOT NECESSARY
- KEEP COSTS DOWN
- NEED TO WATCH SPENDING-NOT NECESSARY
- BETTER SPENT ELSEWHERE
- SAVE MONEY-USE E-MAIL
- TOO COSTLY
- FOUR IS ENOUGH-USE THAT MONEY ELSEWHERE
- SUFFICIENT ENOUGH
- WHY DO WE NEED MORE-NOT A WORTHWHILE USE OF MONEY
- USE E-MAIL, TXTS AND WEBSITE
- MONEY COULD BE SPENT ON SOMETHING BETTER
- I'M SATISFIED WITH THE AMOUNT I RECEIVE NOW
- CURRENTLY RECEIVE ADEQUATE AMOUNT OF INFORMATION
- MAKE E-MAILS MORE EFFECTIVE
- NOT UNLESS IT'S MORE INFORMATIVE
- KEEP COSTS DOWN
- I DON'T THINK THE CITY NEEDS TO WASTE MONEY ON MORE LETTE
- SAVE COST OF MAILING-USE THE WEB
- DON'T WASTE THE MONEY
- THE INFORMATION IS USUALLY UNTRUE
- THE MONEY CAN BE SPENT ON SOMETHING BETTER
- COSTS TOO MUCH
- BORING-DON'T READ THEM MUCH
- E-MAIL, TEXT IS CHEAPER
- WASTE OF MONEY
- USE THE MONEY TO DO MAINT ON PD DON'T BUILD NEW ONE
- FOUR IS ENOUGH
- NEVER SEE THE CURRENT 4
- NO NEW TAXES
- THE ECONOMY IS BAD ENOUGH WITHOUT RAISING TAXES!
- I BELIEVE 4 IS ENOUGH
- WASTE OF MONEY-NOT TIMEY INFORMATION
- NOT NECESSARY EXPENSE
- INFO IS AVAILABLE ON-LINE FOR FREE
- WASTE OF MONEY
- EXPENSE TOO HIGH
- NOT NECESSARY-MO-DEM COULD BE USED IF NEEDED

Q14. If NO, why not?

Q14 WHY

- YOU CAN E-MAIL THE NEWSLETTER
- DON'T CARE
- COST
- E-MAIL AND WEBSITE
- ON-LINE IS CHEAPER;NEWSLETTERS JUST GET THROWN OUT
- COST COULD BE SPENT MORE EFFICIENTLY WITHOUT RAISING TAXE
- SATISFIED WITH INFO IN 4 ISSUES
- KNOWLEDGE OF CITY WEBSITE SAVES PAPER
- WE WILL HAVE TO PAY MORE EVENTUALLY
- COST TOO HIGH
- MONEY
- KEEP GOVERNMENT COSTS DOWN
- DON'T CARE
- NOT INFORMATIONAL-POORLY PUT TOGETHER
- THE COST-COULD THEY BE E-MAILED?
- NOT NEWS
- WE DON'T REC'V FIRST 4 NEWSLETTERS WHY WOULD AGREE T MORE
- WHERE IS MONEY COMING FROM?
- NEED TO IMPROVE IN MORE IMPORTANT THINGS
- WOULDN'T E-MAIL NOTIFICATION BE MORE COST EFFECTIVE?
- E-MAIL THEM TO PEOPLE LIKE THE SCHOOLDS DO OR USE FACEBOK
- FOUR IS ENOUGH
- TOO COSTLY
- NOT NEEDED
- BECAUSE IT'S NOT WORTH IT
- FOUR IS ENOUGH
- NOT NEEDED
- MONEY COULD BE BETTER SPENT ELSEWHERE
- FOUR IS ADEQUATE
- THOSE THAT READ THE INFO ARE WILLING TO RECEIVE IT ONLINE
- FOUR IS GOOD
- PEOPLE DON'T CARE AND THOSE THAT WANT TO KNOW GO TO CITY
- I DON'T READ THE NEWSLETTERS
- HOW MUCH WILL IT COST ME?
- NOT THAT USEFUL
- MONEY COULD BE USED MORE EFFICIENTLY FOR NEEDED SERVICES
- INFORMATION CAN BE PUT ON-LINE
- INFORMATION IS AVAILABLE ELSEWHERE
- NOT NEEDED

Q14. If NO, why not?

Q14 WHY

- E-MAIL IS MORE EFFICIENT
- NOT NECESSARY-NOT A GOOD USE OF MONEY
- UNNECESSARY
- NO NEED
- USE THAT ON CITY-NO MORE READING JUNK
- PUT NEWSLETTER ON-LINE
- OTHER MEDIA COMPENSATE THIS
- TOO MUCH MONEY FOR TOO LITTLE RELEVANT INFORMATION
- INFORMATION IS RARELY OF RELEVANCE
- BECAUSE IT WILL PROBABLY COST ME TAX OR RATE INCREASE
- MONEY THAT DOESN'T NEED TO BE SPENT
- IF CITIZENS WANT INFO THEY CAN CONTACT THEIR ALDERMAN
- I DIDN'T KNOW THERE WERE 4
- I NEVER GET ONE
- NOT NEEDED
- THEY CAN BE E-MAILED FOR FREE
- COST
- DOESN'T GIVE ENOUGH INFORMATION ON THE CITY
- NEVER RECEIVED ANY NEWSLETTERS, WHY WOULD I WANT AN INCREASE?
- TIME TO CUT COSTS AS MUCH AS POSSIBLE
- UNNECESSARY EXPENSE
- FOUR IS ENOUGH
- IS THERE THAT MUCH NEWS?
- DON'T KNOW THAT INCREASED COST MEANS INCREASED EFFECTIVENESS
- EXTRA COST
- WASTE OF TAX DOLLARS
- WASTE OF MONEY
- FEEL FOUR IS ENOUGH AS LONG AS WEBSITE IS UPDATED REGULARLY
- WILL BE CHARGED MORE SOMEWHERE
- DON'T READ THEM
- TOO EXPENSIVE
- ARE THEY EFFECTIVE?
- POSSIBLY WASTEFUL SPENDING
- WASTE OF MONEY
- FOUR NEWSLETTERS SHOULD BE OK
- WASTE OF MONEY
- QUARTERLY IS JUST FINE

Q14. If NO, why not?

Q14 WHY

- FOUR IS SUFFICIENT
- FOUR IS ENOUGH
- THIS IS TOO MUCH PAPER WASTE
- ALREADY SPENDING TOO MUCH MONEY
- DON'T WANT CITY TAXES TO INCREASE
- SAVE THE MONEY FOR MORE PRESSING NEEDS
- WE HAVE ENOUGH INFORMATION ALREADY
- WE NEED TO CONSERVE OUR BUDGET
- NOT NECESSARY
- WASTE OF MONEY AND RESOURCES
- FOUR IS ENOUGH
- THIS IS TOO MUCH MONEY
- USE THE WEBSITE MORE
- NOT WORTH IT
- NOT GOOD INFORMATION
- I WOULD PREFER THAT THE INFORMATION IS AVAILABLE ON THE WEBSITE
- WHY SNAIL MAIL? COULD THE COST BE KEPT DOWN BY EMAILING THIS INFORMATION TO RESIDENTS? MAYBE USE THE SNAIL MAIL FOR PEOPLE WITHOUT EMAIL ADDRESSES
- POST THE INFORMATION ONLINE; I WOULD SIGN UP FOR ELECTRONIC INFORMATION
- I SAY NO IF IT INCREASES TAXES
- FOUR NEWSLETTERS ARE ADEQUATE
- THE EXPENSE IS TOO HIGH
- THE PRICE IS TOO HIGH; WORTHLESS INFORMATION
- THERE SHOULD BE AN EASIER, LESS EXPENSIVE WAY
- PEOPLE CAN RECEIVE IT BY EMAIL OR THEIR UTILITY BILL
- I DON'T THINK I GET A NEWSLETTER AS IS
- TOO EXPENSIVE
- COST
- MONEY SHOULD BE SPEND ELSEWHERE
- THE INCREASE IN COST WOULD BE BETTER SPEND ELSEWHERE
- I THINK HAVING THESE NEWSLETTERS ELECTRONICALLY WOULD DECREASE THE COST. SNAIL MAIL SHOULD GO TO PEOPLE WITHOUT EMAIL ADDRESSES AND SAVE MONEY BY SENDING THE NEWSLETTER TO PEOPLE WITH EMAIL ADDRESSES ELECTRONICALLY. THAT WAY YOU CAN INCREASE THE NUMBER OF NEWSLETTERS PER YEAR AND SAVE MONEY BY NOT HAVING TO MAIL MOST OF THEM OUT.

Q15. 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=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15a. Cleanup of litter and debris on private property	6.4%	30.0%	31.5%	15.5%	7.6%	9.1%
Q15b. Mowing and trimming of lawns	7.2%	38.9%	29.7%	11.3%	3.7%	9.1%
Q15c. Maintenance of residential property	7.3%	35.2%	30.0%	13.2%	4.5%	9.7%
Q15d. Maintenance of business property	7.9%	35.5%	30.1%	12.5%	3.5%	10.5%
Q15e. Enforcing sign regulations	8.8%	34.0%	31.7%	6.8%	3.2%	15.5%
Q15f. Enforcing off street parking regulations	7.3%	33.5%	30.7%	9.3%	4.8%	14.4%
Q15g. Enforcement of regulations and codes on City facilities	6.4%	32.4%	31.5%	5.2%	5.3%	19.2%

WITHOUT DON'T KNOW

Q15. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "Don't Know")

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15a. Cleanup of litter and debris on private property	7.0%	33.0%	34.6%	17.0%	8.4%
Q15b. Mowing and trimming of lawns	7.9%	42.8%	32.7%	12.5%	4.1%
Q15c. Maintenance of residential property	8.1%	39.0%	33.2%	14.6%	5.0%
Q15d. Maintenance of business property	8.8%	39.6%	33.7%	14.0%	3.9%
Q15e. Enforcing sign regulations	10.4%	40.2%	37.5%	8.1%	3.8%
Q15f. Enforcing off street parking regulations	8.6%	39.1%	35.8%	10.9%	5.6%
Q15g. Enforcement of regulations and codes on City facilities	7.9%	40.1%	38.9%	6.4%	6.6%

Q16. Would you support having the City acquire vacant commercial properties, which could involve the use of condemnation, in order to resell the properties to new owners who would put the properties back into productive use?

Q16. Would you support having the City acquire vacant commercial properties, which could involve the use of condemnation, in order to resell the properties to new owners who would put the properties back into productive use?

	Number	Percent
Yes	542	72.3 %
No	153	20.4 %
Don't know	55	7.3 %
Total	750	100.0 %

Q16. If NO, why not?

Q16 WHY

- CITY SHOULDN'T TAKE ANYTHING FROM ANYONE!
- DEPENDENT ON SITUATION AND HOW ACQUIRED
- THE OWNER WOULD NEED TO AGREE TO SELL FIRST
- AS LONG AS OWNERS TAKE CARE OF THEIR PROPERTY
- WHY SHOULD TAXPAYER PAY FOR EXPENSE
- INFRINGES ON RIGHTS
- UNDERSTAND DUNMEYER PROBLEM, BUT PROPERTY RIGHTS ARE SACR
- IS OFTEN USED TO PRESSURE
- FRAUD IS EASILY ENTERED IN TO IT
- MIND YOUR OWN BUSINESS
- DON'T LIKE CONDEMNATIONS UNLESS UNSAFE BUILDING
- TOO EASILY ABUSED
- WASTE OF MONEY
- CITY SHOULDN'T BE IN COMMERCIAL REAL ESTATE BUSINESS
- JOB FOR PRIVATE INDUSTRY UNLESS CITY PLANS ON USING
- NO MORE GOV'T SOLUTIONS;PRIVATE PROPERTY IS JUST THAT!
- IDK IF CONDEMNATION IS ANSWER BUT SOME BLDGS ARE DISGRACE
- NOT A CITY FUNCTION
- DON'T BELIEVE IN CONDEMNATION
- LESS GOVERNMENT NEEDED
- SOUNDS UNDERHANDED TO USE CONDEMNATION TO TAKE PROPERTY
- DON'T KNOW
- DON'T SUPPORT CONDEMINING PROPERTY TO HELP OTHERS
- BECAUSE CITY DOESN'T NEED TO GET INTO REAL ESTATE BUSINESS
- DON'T KNOW
- IF THE OWNER DOESN'T GET PAID, IT'S STEALING
- TOO MUCH CONTROL OR FORCE
- THE CITY WOULD MAKE THE TAXPAYERS PAY FOR THIS SOMEHOW
- NOT THE CITY'S RESPONSIBILITY
- WHILE IT SOUNDS GOOD IN THEORY IT'S OFFENSIVE TO MY BELIE
- CITY ISN'T TAKING CARE OF CURRENT UNUSED
- TAKES AWAY ANOTHER FREEDOM
- WE'RE A CITY, NOT A REALTOR
- COST TO CITY
- PROPERTIES WOULDN'T BE VACANT IF LOCATIONS WERE BETTER
- THE CITY NEEDS TO FIX THEIR BLDG FIRST BEFORE GETTING OTH
- NOT WORTH LEGAL COST;FIGHTS WITH DUNNMIRE AREN'T PRODUCTI
- DON'T LIKE EMINENT DOMAIN FOR PRIVATE DEVELOPERS
- LOOK AT THE SQUARE-OLD BLDGS WERE TORN DOWN/OUT OF BUSINESS

Q16. If NO, why not?

Q16 WHY

- MONEY
- DON'T USE CONDEMNATION PROPERLY
- CITY DOESN'T NEED TO BE IN THE REAL ESTATE BUSINESS
- ABUSE OF POWER
- WHO GETS THE MONEY?
- BAD IDEA
- MONEY NOT AVAILABLE IN BUDGET
- NOT GOOD USE OF TAX DOLLARS
- I DON'T WANT TO LOSE THE SQUARE-IT'S HISTORY
- DON'T KNOW
- TOO MUCH GOV'T CONTROL
- NOT MONEY WELL SPENT
- JUST SAY EMINENT DOMAIN HOW WOULD U ACQUIRE SD PROPERTY?
- NEED MOR INFO-HOW WOULD THIS EFFECT TAXES, ETC?
- I DON'T LIKE THE WAY THEY CHEATED AND TK PROP FROM ELDERL
- CITY MONEY NOT AUTHORIZED FOR THIS
- PERSONAL
- CONDEMNATION OF ANOTHER'S PROPERTY SHLD BE SELDOM USED
- GOV'T SHOULDN'T BE IN THE REAL ESTATE BUSINESS
- TOO VAGUE IN YOUR QUESTION
- INCREASE TAXES
- WHERE WILL THE MONEY COME FROM?
- NOT A PROPER ACTION BY GOV'T WITH CITIZEN MONEY
- SHOULDN'T BE IN REAL ESTATE BUSINESS
- TOO MUCH RISK OF ABUSE
- EVERYBODY KNOWS YOU ARE TALKING ABOUT DUNMIRE
- CITY SHOULD BUY
- EMINENT DOMAIN SHOULD BE FOR PUBLIC USE NT PRVT BUSINESS
- DON'T TRUST CITY TO DO THIS FAIRLY
- CITY HAS IDLE PROPERTIES NOW THAT THEY AREN'T USING
- PURCHASE THE PROPERTY-SOUNDS LIKE YOU'RE TRYING TO STEAL
- LEGAL COSTS
- DON'T NEED TO SPEND MONEY-REAL ESTATE UNCERTAIN
- COST
- DON'T APPROVE OF CONDEMNATION
- JUST ENFORCE CODES ON THOSE PROPERTIES
- TOO MUCH POWER TO GOVERNMENT
- NOT RIGHT

Q16. If NO, why not?

Q16 WHY

- GOVERNMENT SHOULDN'T TAKE PROPERTY
- NOT IN FAVOR OF CONDEMNATION FOR BUSINESS
- ONLY IF PROPERTY IS VACANT FOR A LONG PERIOD OF TIME
- MIGHT NOT BE DONE HONESTLY
- CITY NOT IN REAL ESTATE BUSINESS
- THAT WORKS TO THE ADVANTAGE OF THE CITY NOT THE PEOPLE
- CAN THE CITY AFFORD TO DO THIS AT THIS TIME?
- BECAUSE THE BUILDING ALREADY HAS AN OWNER
- DO WE HAVE AN EXTRA \$8MILLION?
- NOT AT THIS TIME-NEED TO CUT SPENDING
- TOO MUCH CITY CONTROL
- JUST DON'T AGREE WITH IT
- WOULD ONLY SUPPORT IF PROPERTY WERE A DANGER TO COMMUNITY
- IT'S ILLEGAL
- AS LONG AS OWNER PROVIDES LAWN MAINT, WHY TAKE AWAY?
- GOVERNMENT SHOULD STAY OUT OF IT
- UNFAIR
- IT WOULD BE SELECTIVELY ENFORCED
- WOULD HATE TO SEE HISTORY TORN DWN TO B REPLACE W/IN
- ABSOLUTELY NOT! THIS SURE SOUND COMMUNIST TO ME!
- STILL PRIVATE PROPERTY
- BECAUSE YOU SHOULD GIVE THE CURRENT OWNERS INCENTIVE
- WE'RE NOT REALTORS
- NOT GOOD USE OF CITY FUNDS
- KEEP HANDS OFF THE PROPERTIES
- TOO COSTLY
- JUST PAY WHAT IT'S WORTH
- THE CITY NEEDS TO WORK WITH THE CURRENT OWNERS
- NOT COMFORTABLE WITH USE OF CONDEMNATION IS AVOIDABLE
- IF YOU'RE TALKING ABOUT DUNMIRE SHOULD HAVE DONE IT BEFOR
- BECAUSE I'M SURE YOU'LL HAVE TO HAVE A SPECIAL TAX
- ABUSE OF POWER AND VIOLATION OF PROPERTY RIGHTS
- OPENS THE DOOR FOR ABUSE BY GOVERNMENT
- CITY WOULD PROBABLY LOSE TOO MUCH MONEY IN PROCESS
- NOT EXPLAINED PROPERLY
- IT'S NOT CITY PROPERTY
- THIS IS HARRISONVILLE...NOT DETROIT
- DESCRIPTION TOO VAGUE-NEED MORE DETAILS
- CITY DOESN'T NEED TO BE IN THE REAL ESTATE BUSINESS

Q16. If NO, why not?

Q16 WHY

- TOO EXPENSIVE;OWNER OF PROP CAN'T/WON'T SELL WHY CITY BUY
- BECAUSE THAT'S STEALING
- LEAVE PEOPLE ALONE-TOO HEAVY HANDED
- ALREADY SPEND TOO MUCH MONEY
- I DON'T FEEL PEOPLE'S PROPERTY SHOULD BE TAKEN FROM THEM
- THIS IS TOO GENERAL. AT WHAT COST? HOW AGGRESSIVE?
- THIS WOULD BE VERY COSTLY TO DO IT
- THEY WOULD SCREW IT UP
- I DO NOT BELIEVE GOVERNMENT ENTITIES SHOULD HAVE POWER OVER PRIVATE PROPERTY
- CITY HAS NOT BUSINESS TAMPERING WITH PRIVATE PROPERTY OR REAL ESTATE
- THE PRIVATE SECTOR SHOULD BE RESPONSIBLE FOR UPDATING THE SQUARE. SQUARE SHOULD BE A PLACE OF BEAUTY AND SMALL SHOPS NOT JUST BOARDED UP BUILDINGS AND LAW OFFICES BECAUSE IT IS THE COUNTY SEAT OF CASS COUNTY

Q17. 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=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q17a. Flow of traffic along 291	3.7%	23.3%	20.9%	34.7%	13.9%	3.5%
Q17b. Ease of access to Downtown Harrisonville	8.3%	51.1%	25.7%	9.1%	2.1%	3.7%
Q17c. Availability of public transportation	3.2%	9.5%	28.8%	22.5%	17.2%	18.8%
Q17d. Condition of residential streets	6.7%	42.7%	29.7%	12.8%	4.4%	3.7%
Q17e. Condition of commercial streets	6.7%	40.3%	25.7%	18.9%	5.7%	2.7%
Q17f. Availability of public sidewalks	6.4%	36.0%	28.0%	18.3%	5.9%	5.5%

WITHOUT DON'T KNOW

Q17. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "Don't Know")

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q17a. Flow of traffic along 291	3.9%	24.2%	21.7%	35.9%	14.4%
Q17b. Ease of access to Downtown Harrisonville	8.6%	53.0%	26.7%	9.4%	2.2%
Q17c. Availability of public transportation	3.9%	11.7%	35.5%	27.8%	21.2%
Q17d. Condition of residential streets	6.9%	44.3%	30.9%	13.3%	4.6%
Q17e. Condition of commercial streets	6.8%	41.4%	26.4%	19.5%	5.9%
Q17f. Availability of public sidewalks	6.8%	38.1%	29.6%	19.3%	6.2%

Q18. Which TWO of the transportation issues listed above do you think should receive the most emphasis from city leaders over the next TWO Years?

Q18. 1 st Choice	Number	Percent
A=Flow of traffic along 291	301	40.1 %
B=Ease of access to Downtown Harrisonville	29	3.9 %
C=Availability of public transportation	120	16.0 %
D=Condition of residential streets	64	8.5 %
E=Condition of commercial streets	59	7.9 %
F=Availability of public sidewalks	64	8.5 %
Z=None chosen	113	15.1 %
Total	750	100.0 %

Q18. Which TWO of the transportation issues listed above do you think should receive the most emphasis from city leaders over the next TWO Years?

Q18. 2nd choice	Number	Percent
A=Flow of traffic along 291	106	14.1 %
B=Ease of access to Downtown Harrisonville	38	5.1 %
C=Availability of public transportation	116	15.5 %
D=Condition of residential streets	93	12.4 %
E=Condition of commercial streets	118	15.7 %
F=Availability of public sidewalks	116	15.5 %
Z=None chosen	163	21.7 %
Total	750	100.0 %

Q18. Which TWO of the transportation issues listed above do you think should receive the most emphasis from city leaders over the next TWO Years? (Sum of Top Two Choices)

Q18. Sum of Top Two Choices	Number	Percent
A = Flow of traffic along 291	407	54.3 %
B = Ease of access to Downtown Harrisonville	67	8.9 %
C = Availability of public transportation	236	31.5 %
D = Condition of residential streets	157	20.9 %
E = Condition of commercial streets	177	23.6 %
F = Availability of public sidewalks	180	24.0 %
Z = None chosen	113	15.1 %
Total	1337	

Q19. Please rate your satisfaction with the following public safety services provided by the City of Harrisonville:

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q19a. The visibility of police in neighborhoods	14.3%	47.1%	21.1%	10.1%	3.2%	4.1%
Q19b. The visibility of police in retail areas	11.7%	40.9%	29.6%	9.5%	1.6%	6.7%
Q19c. The City's efforts to prevent crime	11.6%	40.1%	28.3%	7.1%	2.8%	10.1%
Q19d. How quickly police respond to emergencies	13.9%	39.6%	21.3%	3.1%	1.6%	20.5%
Q19e. Enforcement of local traffic laws	11.7%	45.0%	24.0%	5.6%	2.5%	11.1%
Q19f. Police related education programs	14.3%	34.9%	22.5%	2.9%	0.8%	24.5%
Q19g. Overall quality of local police protection	15.5%	46.7%	23.1%	4.4%	2.3%	8.1%
Q19h. How quickly fire personnel respond to emergencies	19.3%	41.3%	16.0%	1.6%	0.3%	21.5%

Q19. Please rate your satisfaction with the following public safety services provided by the City of Harrisonville:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q19i. Quality of the City's fire prevention programs	14.4%	34.0%	20.8%	2.0%	0.9%	27.9%
Q19j. Fire-related education programs	10.5%	28.5%	24.9%	2.7%	0.8%	32.5%
Q19k. Overall quality of local fire protection	18.0%	41.5%	19.8%	0.9%	0.5%	19.2%
Q19l. How quickly ambulance personnel respond to emergencies	21.2%	37.3%	16.8%	1.5%	0.7%	22.5%
Q19m. Overall quality of local ambulance service	21.3%	37.6%	17.2%	1.5%	0.8%	21.6%
Q19n. Quality of animal control	18.4%	37.5%	20.5%	4.1%	3.6%	15.9%

WITHOUT DON'T KNOW

Q19. Please rate your satisfaction with the following public safety services provided by the City of Harrisonville: (without "Don't Know")

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19a. The visibility of police in neighborhoods	14.9%	49.2%	22.0%	10.6%	3.3%
Q19b. The visibility of police in retail areas	12.6%	43.9%	31.7%	10.1%	1.7%
Q19c. The City's efforts to prevent crime	12.9%	44.6%	31.5%	7.9%	3.1%
Q19d. How quickly police respond to emergencies	17.4%	49.8%	26.8%	3.9%	2.0%
Q19e. Enforcement of local traffic laws	13.2%	50.6%	27.0%	6.3%	2.9%
Q19f. Police related education programs (DARE, SRO, Safe Seniors, Child I.D.)	18.9%	46.3%	29.9%	3.9%	1.1%
Q19g. Overall quality of local police protection	16.8%	50.8%	25.1%	4.8%	2.5%
Q19h. How quickly fire personnel respond to emergencies	24.6%	52.6%	20.4%	2.0%	0.3%
Q19i. Quality of the City's fire prevention programs	20.0%	47.1%	28.8%	2.8%	1.3%
Q19j. Fire-related education programs	15.6%	42.3%	37.0%	4.0%	1.2%
Q19k. Overall quality of local fire protection	22.3%	51.4%	24.5%	1.2%	0.7%

WITHOUT DON'T KNOW

Q19. Please rate your satisfaction with the following public safety services provided by the City of Harrisonville: (without "Don't Know")

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19l. How quickly ambulance personnel respond to emergencies	27.4%	48.2%	21.7%	1.9%	0.9%
Q19m. Overall quality of local ambulance service	27.2%	48.0%	21.9%	1.9%	1.0%
Q19n. Quality of animal control	21.9%	44.5%	24.4%	4.9%	4.3%

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

<u>Q20. 1st Choice</u>	<u>Number</u>	<u>Percent</u>
A=The visibility of police in neighborhoods	118	15.7 %
B=The visibility of police in retail areas	55	7.3 %
C=The City's efforts to prevent crime	112	14.9 %
D=How quickly police respond to emergencies	28	3.7 %
E=Enforcement of local traffic laws	42	5.6 %
F=Police related education programs	39	5.2 %
G=Overall quality of local police protection	37	4.9 %
H=How quickly fire personnel respond to emergencies	20	2.7 %
I=Quality of the City's fire prevention programs	10	1.3 %
J=Fire-related education programs	17	2.3 %
K=Overall quality of local fire protection	8	1.1 %
L=How quickly ambulance personnel respond to emergencies	19	2.5 %
M=Overall quality of local ambulance service	15	2.0 %
N=Quality of animal control	37	4.9 %
Z=None chosen	193	25.7 %
Total	750	100.0 %

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

<u>Q20. 2nd Choice</u>	<u>Number</u>	<u>Percent</u>
A=The visibility of police in neighborhoods	56	7.5 %
B=The visibility of police in retail areas	60	8.0 %
C=The City's efforts to prevent crime	70	9.3 %
D=How quickly police respond to emergencies	35	4.7 %
E=Enforcement of local traffic laws	28	3.7 %
F=Police related education programs	30	4.0 %
G=Overall quality of local police protection	47	6.3 %
H=How quickly fire personnel respond to emergencies	22	2.9 %
I=Quality of the City's fire prevention programs	21	2.8 %
J=Fire-related education programs	30	4.0 %
K=Overall quality of local fire protection	22	2.9 %
L=How quickly ambulance personnel respond to emergencies	36	4.8 %
M=Overall quality of local ambulance service	24	3.2 %
N=Quality of animal control	37	4.9 %
Z=None chosen	232	30.9 %
Total	750	100.0 %

Q20. Which TWO of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top Two Choices)

<u>Q20. Sum of Top Two Choices</u>	<u>Number</u>	<u>Percent</u>
A = The visibility of police in neighborhoods	174	23.2 %
B = The visibility of police in retail areas	115	15.3 %
C = The City's efforts to prevent crime	182	24.3 %
D = How quickly police respond to emergencies	63	8.4 %
E = Enforcement of local traffic laws	70	9.3 %
F = Police related education programs	69	9.2 %
G = Overall quality of local police protection	84	11.2 %
H = How quickly fire personnel respond to emergencies	42	5.6 %
I = Quality of the City's fire prevention programs	31	4.1 %
J = Fire-related education programs	47	6.3 %
K = Overall quality of local fire protection	30	4.0 %
L = How quickly ambulance personnel respond to emergencies	55	7.3 %
M = Overall quality of local ambulance service	39	5.2 %
N = Quality of animal control	74	9.9 %
Z = None chosen	193	25.7 %
Total	1268	

Q21. Would you support allowing fire/ambulance staff, who work 24-hour shifts, to exercise up to 1.5 hours per shift at the Community Center if they are members of the facility and are able respond to emergency calls as needed?

Q21. Would you support allowing fire/ambulance staff, who work 24-hour shifts, to exercise up to 1.5 hours per shift at the Community Center if they are members of the facility and are able respond to emergency calls as needed?

	Number	Percent
Yes	572	76.3 %
No	144	19.2 %
Don't know	34	4.5 %
Total	750	100.0 %

Q21. If NO, why not?

Q21 WHY

- WHY NOT AT THE STATION
- THE FREE WEIGHT AREA WAS BUILT WAY TOO SMALL
- MIGHT REQUIRE ADDITIONAL MEMBERS
- THEY'RE ALL FAT NOW!!
- I BELIEVE RESPONSE TIME WOULD BE AFFECTED
- DO IT ON THEIR OWN TIME LIKE THE REST OF US
- WOULDN'T RESPOND AS FAST
- IF YOU'RE BEING PAID TO WORK, WORK
- THEY SHOULD BE AT THE FIRE STATION;WORK OUT ON OWN TIME
- TOO FAR FROM FIRESTATION-EXERCISE ON DAYS OFF
- THEY NEED TO BE READY TO WORK AT ANY TIME
- EXERCISE DURING OFF TIME JUST LIKE EVERYONE ELSE
- STAY AT FIRE STATION
- NEED MORE INFO TO MAKE JUDGEMENT
- INCREASE IN TAXES
- PRIMARY DUTY WHILE AT WORK IS ER RESPONSE-WORKOUT ONSITE
- IF THEY CHECK OUT-GO OFF THE CLOCK
- RESPONSE TIME WOULD BE IN JEOPARDY
- NOT NECESSARY AND MAY AFFECT RESPONSE TIME
- SHOULDN'T PAY SALARY WHEN OFF DUTY
- IF THEY'RE ON FOR 24 HRS THEY SHOULD BE THERE FOR 24 HRS
- THEY WOULDN'T HAVE THE EQUIPMENT WITH THEM
- THEY ARE TO BE WORKING AT THE STATION
- I DON'T GET PAID TO WORK OUT
- THEY GET PAID TO EAT AND SLEEP ALREADY
- KEEP THEM @ STATION UNLESS ON CALL-NOT EATING OUT
- SLOW DOWN ON RESPONSE TIME
- NOT NECESSARY TO DO THE JOB
- COMMUNITY CTR TOO FAR AWAY FROM CENTER/SOUTH PARTS OF CIT
- IT'S WORK, NOT PLAYTIME
- TOO FAR AWAY FROM STATION.I'D SUPPORT BLDG RM AT STATION
- LOWER CITY/STATE TXS AND BUILD THEM OWN EXERCISE FACILITY
- IF THEY DRIVE THEIR OWN VEHICLES
- EXERCISE ON THEIR OWN TIME
- THEY SHOULD BE REQUIRED TO BE MEMBERS
- SLOWS DOWN RESPONSE TIME
- WHY?
- SHOULDN'T HAVE TO BE MMBRS-SUPPORT EXERCISING ON DUTY
- TOO MUCH TIME AND YOU'D HAVE CREWS SEPARATED

Q21. If NO, why not?

Q21 WHY

- USE PERSONAL TIME OFF JOB
- IF WORKING THEY SHOULD BE AT WORK
- FEAR RESPONSE TIMES WILL SUFFER-WRKOUT EQUIP IN STATION
- BUT RESPONSE TIME WOULD PROBABLY SUFFER
- STATION IS CENTRALLY LOCATED-COMM CTR ISN'T
- NOT A GOOD IDEA
- THEY CAN USE THE FACILITY THEY HAVE-I DID WHEN I WRKD 24
- I THINK THEY SHOULD REMAIN AT THE STATION
- THEY NEED TO HAVE CITY VEH W/THEM OR RESPONSE TIME SUFFER
- MANY AREN'T MEMBERS
- NOT PART OF JOB THEY APPLIED FOR
- THAT'S NOT WHAT THEY'RE GETTING PAID FOR
- 24 HR SHIFTS-EXERCISE ON DAYS OFF LIKE EVERYONE ELSE
- TAKES AWAY FROM WORK
- THAT'S NOT A NECESSARY BENEFIT
- SIMPLE EXERCISES ARE ENOUGH
- ADD'L COST FOR CITY VEHICLES TO BE DRIVEN TO COMM CTR
- IT WOULD INCREASE RESPONSE TIME
- NO ONE ELSE GETS OFF WORK TO DO THAT
- CAN EXERCISE @WORK-NOBODY GETS FREE WORKOUTS
- NEED TO BE AT FIRESTATION TO KEEP RESPONSE TIMES DOWN
- I DON'T THINK THEY COULD RESPOND TO CALLS AS QUICKLY
- NOT ENOUGH INFORMATION ON THIS ISSUE
- ND TO B @FACILITY FOR FSTR RESPNSE TIME
- MORE GAS USED/EXERCISE ON OWN TIME
- STAY AT FIRE STATION
- BECAUSE THEY ARE ON DUTY
- PROVIDE EQUIPMENT AT FIRE STATION
- THEY HAVE ENOUGH OFF TIME TO EXERCISE
- IT WOULD SLOW RESPONSE TIME
- 24 HR SHIFT SHOULDN'T BE 22.5
- PHYSICAL FITNESS SHOULD BE THEIR RESPONSIBILITY
- DISTANCE FROM COMM CTR TO FIRE STATION IS TOO GREAT
- CONCERNED IT WOULD DELAY RESPONSE TIMEs
- EXERCISE AT JOB SITE
- TAKE AWAY TOO MUCH TIME IF CALLED OUT ON CALL
- THEY NEED TO BE READY TO RESPOND
- I THINK IT WOULD REDUCE THEIR ABILITY TO RESPOND TO EMRGN
- I DON'T GET TO EXERCISE WHILE AT WORK

Q21. If NO, why not?

Q21 WHY

- NEED THEIR OWN EXERCISE AREA IN FIRE STATION
- IF A CALL CAME IN IT MIGHT BE DISRUPTIVE TO PPL AT CC
- TOO FAR FROM EMERGENCY
- THEY RESPOND FROM THE FIRE STATION NOT THE COMMUNITY CTR
- THEY NEED TO BE READY TO RESPOND, NOT WORKING OUT
- ON-SITE SHOULD TAKE PRIORITY-GET EQUIP FOR THE STATION
- LOOKS LIKE THEY GET EXERCISE WALKING ACROSS ST TO SONIC
- THEY NEED TO BE AT STATION AND READY
- INCREASE RESPONSE TIME
- DON'T THINK RESPONSE TIME WOULD BE AS GOOD
- NEED TO BE INSTANTLY AVAILABLE FOR EMERGENCIES
- THEY SHOULD STAY AT FIREHOUSE. OFF DUTY-GO TO COMM CENTER
- I WORK AND CAN'T AFFORD TO PAY TO USE FACILITY!
- I THINK RESPONSE TIME WOULD SUFFER
- NEED THEIR OWN WORKOUT PLACE AT FIRE STATION WHILE ONDUTY
- THERE'S NO WAY IT WOULDNT SLOW RESPONSE TIME
- EXERCISE ON OWN TIME NOT WHILE BEING PAID
- THEY ARE PAID TO PERFORM WORK
- NOT FAIR TO OTHER STAFF
- MUST KEEP EMERGENCY PERSONNEL TOGETHER
- DO IT ON THEIR OWN TIME
- TOO FAR FROM THE FIRE STATION
- READINESS AND RESPONSE TIME
- HOW CAN THEY RESPOND FROM ACROSS TOWN?
- THEY NEED TO BE THERE, NOT DASHING THROUGHT THE STREETS
- THEY NEED TO BE ON THE JOB
- I'M SURE IT WILL CAUSE A TAX OR RATE INCREASE
- THIS CAN BE DONE ON PERSONAL TIME
- RESPONSE TIME WOULD SUFFER
- 5+ MINUTE DELAY TO GET BACK TO STATION
- THERE'S A REASON THE FD ISN'T OUT ON JEFFERSON PKWY
- THEY MIGHT NOT HAVE EVERYTHING WITH THEM THAT IS NEEDED
- WHY?
- NOT NECESSARY

Q21. If NO, why not?

Q21 WHY

- HOW ABOUT WE EDUCATE EMPLOYEES ON HEALTHY LIFESTYLES, SUCH AS SMOKING CESSATION AND NOT EATING ALL THE FAST FOOD RESTAURANTS IN TOWN BEFORE WE GIVE THEM ACCESS TO THE COMMUNITY CENTER? AND IS IT REALLY A COMMUNITY CENTER IF WE MAKE THE FEES SO HIGH THAT LOWER INCOME RESIENTS CANNOT PARTICIPATE IN ITS USE? OUR AMBULANCE SERVICE IS A JOKE. I AM A HEALTHCARE PROFESSIONAL AND THEY ARE SUB-STANDARD AT BEST. LET'S EMPLOY SOME WELL-EDUCATED, PROGRESSIVE, ENTHUSIASTIC AND MOTIVATED PEOPLE FIRST AND THEN WE CAN TALK ABOUT WHETHER THEY CAN USE IT.
- NOT WHILE WORKING
- NO
- ALL CITY EMPLOYEES WILL WANT IT THEN
- REALLY?
- NOT FAIR TO OTHER CITY EMPLOYEES
- THEY ARE SUPPOSED TO BE WORKING
- OTHER STAFF ARE NOT ALLOWED
- IF USING THE VEHICLES NEEDED FOR RESPONSES TAX DOLLARS WOULD BE USED FOR FUEL

Q22. Please rate your satisfaction with the following Parks and Recreation services provided by the City of Harrisonville:

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q22a. Maintenance of City parks	22.1%	55.6%	13.2%	2.3%	0.5%	6.3%
Q22b. Number of City parks	19.2%	54.3%	15.9%	2.7%	0.3%	7.7%
Q22c. Number of walking and biking trails	15.3%	43.2%	21.1%	8.7%	1.5%	10.3%
Q22d. City swimming pools	16.7%	51.5%	18.0%	2.5%	0.9%	10.4%
Q22e. Quality of outdoor athletic fields	14.0%	46.1%	19.6%	4.7%	1.6%	14.0%
Q22f. Teen recreation opportunities	5.9%	26.1%	26.3%	12.3%	4.0%	25.5%
Q22g. Senior recreation opportunities	9.1%	30.7%	25.1%	8.4%	1.9%	24.8%
Q22h. The City's youth athletic programs	9.2%	35.6%	23.3%	5.1%	1.7%	25.1%
Q22i. The City's adult athletic programs	8.0%	32.5%	29.1%	4.5%	0.5%	25.3%

Q22. Please rate your satisfaction with the following Parks and Recreation services provided by the City of Harrisonville:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q22j. Other City recreation programs, such as classes, special population trips, and special events	6.7%	27.5%	30.5%	6.0%	1.3%	28.0%
Q22k. Ease of registering for programs	7.9%	29.3%	29.9%	3.9%	1.1%	28.0%
Q22l. Fees charged for recreation programs	6.1%	24.5%	28.3%	13.7%	4.9%	22.4%
Q22m. Special events sponsored by the City, i.e., park concerts & July 4th fireworks	20.0%	47.3%	17.9%	2.5%	0.8%	11.5%
Q22n. Quality of the City's indoor recreation facilities	21.1%	41.9%	18.4%	3.3%	0.8%	14.5%

WITHOUT DON'T KNOW

Q22. Please rate your satisfaction with the following Parks and Recreation services provided by the City of Harrisonville: (without "Don't Know")

(N=750)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q22a. Maintenance of City parks	23.6%	59.3%	14.1%	2.4%	0.6%
Q22b. Number of City parks	20.8%	58.8%	17.2%	2.9%	0.3%
Q22c. Number of walking and biking trails	17.1%	48.1%	23.5%	9.7%	1.6%
Q22d. City swimming pools	18.6%	57.4%	20.1%	2.8%	1.0%
Q22e. Quality of outdoor athletic fields	16.3%	53.6%	22.8%	5.4%	1.9%
Q22f. Teen recreation opportunities	7.9%	35.1%	35.2%	16.5%	5.4%
Q22g. Senior recreation opportunities	12.1%	40.9%	33.4%	11.2%	2.5%
Q22h. The City's youth athletic programs	12.3%	47.5%	31.1%	6.8%	2.3%
Q22i. The City's adult athletic programs	10.7%	43.6%	38.9%	6.1%	0.7%
Q22j. Other City recreation programs, such as classes, special population trips, and special events	9.3%	38.1%	42.4%	8.3%	1.9%
Q22k. Ease of registering for programs	10.9%	40.7%	41.5%	5.4%	1.5%

WITHOUT DON'T KNOW

Q22. Please rate your satisfaction with the following Parks and Recreation services provided by the City of Harrisonville: (without "Don't Know")

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q22l. Fees charged for recreation programs	7.9%	31.6%	36.4%	17.7%	6.4%
Q22m. Special events sponsored by the City, i.e., park concerts & July 4th fireworks	22.6%	53.5%	20.2%	2.9%	0.9%
Q22n. Quality of the City's indoor recreation facilities	24.6%	49.0%	21.5%	3.9%	0.9%

Q23. Which TWO of the items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q23. 1 st Choice	Number	Percent
A=Maintenance of City parks	57	7.6 %
B=Number of City parks	12	1.6 %
C=Number of walking and biking trails	63	8.4 %
D=City swimming pools	19	2.5 %
E=Quality of outdoor athletic fields	30	4.0 %
F=Teen recreation opportunities	121	16.1 %
G=Senior recreation opportunities	56	7.5 %
H=The City's youth athletic programs	11	1.5 %
I=The City's adult athletic programs	7	0.9 %
J=Other City recreation programs	32	4.3 %
K=Ease of registering for programs	10	1.3 %
L=Fees charged for recreation programs	93	12.4 %
M=Special events sponsored by the City	19	2.5 %
N=Quality of the City's indoor recreation facilities	25	3.3 %
Z=None chosen	195	26.0 %
Total	750	100.0 %

Q23. Which TWO of the items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q23. 2 nd Choice	Number	Percent
A=Maintenance of City parks	22	2.9 %
B=Number of City parks	10	1.3 %
C=Number of walking and biking trails	49	6.5 %
D=City swimming pools	19	2.5 %
E=Quality of outdoor athletic fields	27	3.6 %
F=Teen recreation opportunities	45	6.0 %
G=Senior recreation opportunities	55	7.3 %
H=The City's youth athletic programs	38	5.1 %
I=The City's adult athletic programs	22	2.9 %
J=Other City recreation programs	50	6.7 %
K=Ease of registering for programs	24	3.2 %
L=Fees charged for recreation programs	70	9.3 %
M=Special events sponsored by the City	35	4.7 %
N=Quality of the City's indoor recreation facilities	27	3.6 %
Z=None chosen	257	34.3 %
Total	750	100.0 %

Q23. Which TWO of the items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top Two Choices)

Q23. Sum of Top Two Choices	Number	Percent
A = Maintenance of City parks	79	10.5 %
B = Number of City parks	22	2.9 %
C = Number of walking and biking trails	112	14.9 %
D = City swimming pools	38	5.1 %
E = Quality of outdoor athletic fields	57	7.6 %
F = Teen recreation opportunities	166	22.1 %
G = Senior recreation opportunities	111	14.8 %
H = The City's youth athletic programs	49	6.5 %
I = The City's adult athletic programs	29	3.9 %
J = Other City recreation programs	82	10.9 %
K = Ease of registering for programs	34	4.5 %
L = Fees charged for recreation programs	163	21.7 %
M = Special events sponsored by the City	54	7.2 %
N = Quality of the City's indoor recreation facilities	52	6.9 %
Z = None chosen	195	26.0 %
Total	1243	

Q24. In 2010, the City implemented impact fees on new development. These fees require developers to pay for the impact that new development has on City utilities and infrastructure. Harrisonville’s impact fee rates are similar to the rates charged by other cities in the Kansas City area, which are generally less than 2% of the total cost of construction. Without impact fees, current residents would be required to pay for the increased utility and infrastructure capacity needed to support new development. These costs would be added to your monthly utility bill. Knowing this, do you think the City should continue charging impact fees for new development?

Q24. Do you think the City should continue charging impact fees for new development?	Number	Percent
Yes	553	73.7 %
No	130	17.3 %
Don't know	67	8.9 %
Total	750	100.0 %

Q24. Why not?

Q24 WHY

- NO MORE TAXES; INCOME CUT IN 1/2 SINCE '09-CAN'T DO IT!
- THIS SLOWS GROWTH
- TAXED ENOUGH ALREADY
- HAVEN'T SEEN MUCH IMPROVEMENT
- HARD ON DEVELOPERS
- SHOULD BE PAID BY DEVELOPER
- THEY DON'T GET RID OF OLD/CONDEMNED BUILDINGS
- NOT ENOUGH PAST NEW DEVELOPMENT
- HAVE TO KNOW MORE
- MAY DETER NEW DVLPMNT-UTILITY COULD BE CONSUMED @CITY LEV
- CITY NEEDS TO BE MORE OPEN TO GROWTH
- FEES HERE ARE CRAZY ALREADY
- DON'T KNOW
- NOT WORTH IT
- WHATEVER
- ALREADY CHARGING TOO MUCH
- WE NEED TO TAKE EVERY OPPORTUNITY TO ATTRACT NEW BUSINESS
- LIMITS GROWTH
- NEW DEVELOPMENT HAS NOT HELPED THE CITY
- ALREADY TOO HIGH
- IT DISCOURAGES NEW DEVELOPMENT
- NEED MORE JOBS SO WE CAN AFFORD TO PAY MORE
- VERY SATISFIED W/RATES-LIVE ON FIXED INCOME CAN'T AFFORD
- JUST MOVED HERE-BILL WAY TOO HIGH-BILL@HOUSE WAS \$76
- FEES FOR GROWTH?FEES TO KILL GROWTH!
- BECAUSE IT HINDERS DEVELOPMENT
- ND TO GROW;NEW CUST. WILL PAY FOR ADD'L INFRACSTRUCTURES
- HARD ENOUGH TO PAY UTILITY BILL
- KEEP TAXES TO A MINIMUM
- INCREASE GROWTH OF INFRASTRUCTURE
- MONEY
- WE PAY ENOUGH
- ADD IN ADD'L COST TO PROJECT SO DEVELOPER CAN MAKE PROFIT
- WHERE IS NEW DEVELOPMENT? EVIDENT CURRENT POLICY NT WRKNF
- WE PAY ENOUGH AS IT IS
- NEW CHARGES ON RESIDENTS IS UNACCEPTABLE
- COSTS OF BUILDING ARE EXPENSIVE ENOUGH
- WOULD BE AFRAID IT WOULD HINDER GROWTH
- PEOPLE ON FIXED INCOMES DON'T NEED MORE FEES

Q24. Why not?

Q24 WHY

- DOING SO IS HOSTILE TO NEW GROWTH
- CAN'T AFFORD IT
- HOLD BACK DEVELOPMENT
- FEES TOO HIGH-YOU'VE WAIVED IT FOR THE NEXT 25 PERMITS
- NOT CONDUCIVE TO ATTRACTING NEW BUSINESS
- UTILITY BILL HIGH NOW-LIMITED INCOME DON'T ND ADDED COST
- EASY, BROADER EFFECT THAN TIFING A BUSINESS
- FEES ARE DETERENT FOR NEW BUSINESSES
- WHAT AMOUNT WOULD BE THE LEAST CHARGED
- RETIRED-FIXED INCOME
- BARELY MAKING IT NOW-INCREASE WOULD HURT CERTAIN PEOPLE
- NW DEVELOP NOT SOUGHT BY CITY ECO CLIMATE WON'T ENCOURAGE
- USE LATE FEE CHARGED TO COVER COST
- I LIVE ON SOCIAL SECURITY
- CITY HASN'T PROVED IMPACT FEES HAVE WORKED
- ONLY IF DONE EQUALLY
- THOUGHT WE WANTED GROWTH IN OUR COMMUNITY?
- ENCOURAGE GROWTH
- NOT A 2% RATE
- WE'VE BEEN TOLD WE'VE GOT ENOUGH CAPACITY
- ALLOW NEW BUSINESSES TO COME IN!
- KEEP DOING
- WE NEED BUSINESS TO COME
- TAXES
- I'M ABOUT TAPPED OUT!
- KEEPS NEW BUSINESS OUT AND UTILITIES MAKE ENOUGH PROFIT
- SOULD BE VOTED ON!
- NEW DEVELOPMENT SEVERLY LACKING
- TOO MANY CITY RULES AS IT IS!
- THIS INCENTIVE COULD BRING MORE DEVELOPMENT
- BECAUSE YOU WILL COLLECT TAXES FOR YEARS TO COME
- NEW DEVELOPMENT-NEW REVENUE
- BILL IS HIGH ENOUGH NOW
- HURTING NEW COMMERCIAL GROWTH IN THIS TOWN
- SPRUCE UP WHAT WE ALREADY HAVE
- SOME PEOPLE HAVE A HARD TIME PAYING THEIR BILL NOW
- ON FIXED INCOME
- SHOULDN'T PENALIZE NEW DEVELOPMENT
- WE NEED TO ATTRACT NEW BUSINESSES

Q24. Why not?

Q24 WHY

- I'M TIRED OF BEING TAXED TO DEATH
- IT DISCOURAGES BUSINESS FROM COMING TO TOWN
- NEED NEW GROWTH IN TOWN
- TOO COMPLICATED TO EXPLAIN HERE
- PAY TOO MUCH TO LIVE IN CITY! MORE THAN ANY OTHER CITY!
- IT SHOULD ALREADY BE COVERED
- WE NEED NEW BUSINESS
- HARRISONVILLE NEEDS NEW BUSINESSES AND RESTAURANTS
- WHAT NEW DEVELOPMENT
- IT'S NOT MINE
- IT DISCOURAGES NEW DEVELOPMENT
- DEPENDS ON THE AMOUNT
- WE NEED TO ENCOURAGE JOBS AND NEW DEVELOPMENT
- IMPACT FEES MAY DISCOURAGE DEVELOPERS AND BUILDERS FROM THE AREA. IF GROWTH IS REALIZED, WE MUST WORK ON OUR INFRASTRUCTURE.
- COSTS WILL BE SUPPORTED BY GROWTH.
- UNNECESSARY TAX. DISCOURAGES BUSINESS GROWTH AND NEW BUSINESS.

Q25. Would you support a ballot question that would ban smoking in all indoor public spaces, including restaurants and bars?

Q25. Would you support a ballot question that would ban smoking in all indoor public spaces, including restaurants and bars?

	Number	Percent
Yes	494	65.9 %
No	228	30.4 %
Don't know	28	3.7 %
Total	750	100.0 %

Q25. Why not?

Q25 WHY

- I FEEL THAT TAKES BUSINESS AWAY
- I'M AN X
- I'M A SMOKER-NO SMOKING SIGN-I RESPECT THE SIGN
- NOT IN BARS
- SMOKERS HAVE SOME RIGHTS
- IT'S THEIR RIGHT TO SMOKE IF THEY WANT TO
- NOT A SMOKER, BUT THEY HAVE RIGHTS TOO
- TOO RESTRICTIVE ON BUSINESS OWNERS
- I'M A NON-SMOKER;IT'S UP TO THE BUSINESS
- EQUAL RIGHTS
- THEY HAVE RIGHTS ALSO
- EQUAL RIGHTS
- SMOKERS HAVE SOME RIGHTS ALSO
- I'M A SMOKER
- SMOKERS HAVE SAME RIGHTS-IT ALSO HURTS BAR OWNERS
- TOO MANY ARE TAKING AWAY SMOKERS RIGHTS
- TOO MUCH GOVERNMENT
- FREEDOM;LET THE PEOPLE/BUSINESS DECIDE
- SEPARATE AREA IS QUITE ENOUGH
- ANOTHER FREEDOM GONE
- RESTAURANTS YES BUT NOT BARS THEY'RE SUPPOSED TO BE SMOKE
- NOT SMOKING BANS BUSINESSES THINK OF WHEN EXPANDING
- THEY SHOULD HAVE RIGHT TO CHOOSE WHAT THEY WANT
- DECISION SHOULD BE MADE BY BUSINESS OWNERS
- PERSONAL RIGHTS
- RIGHTS
- NOT NECESSARY
- BECAUSE I SMOKE
- THIS IS PETTY COMPARED TO WHY OUR CITY IS DYING
- I'D MOVE TO OP IF I WANTED TO LIVE THERE
- IN BARS I THINK IT'S OK
- BECAUSE IT'S REVERSE DISCRIMINATION-WHY NOT ALCOHOL?
- DON'T SUPPORT SMOKING BANS
- I SMOKE
- NAZI STYLE CONTROL BY GOV'T-NON-SMOKER INSANITY MUST STOP
- PERSONAL RIGHTS
- I DON'T CARE-I DON'T SMOKE
- SMOKING SHOULDN'T BE CONTROLLED BY GOV'T
- INFRINGING ON INDIVIDUAL RIGHTS

Q25. Why not?

Q25 WHY

- SMOKERS HAVE RIGHTS
- TO EACH HIS OWN
- THAT CHOICE SHOULD BE UP TO THE OWNERS OF THE BUSINESS
- INFRINGEMENT OF PERSONAL RIGHTS
- WE DON'T VOTE WE'RE POLITICALLY NEUTRAL
- IT'S PEOPLE'S CHOICE TO SMOKE
- DON'T LIKE SMOKE-DON'T LIKE TO TELL PPL HOW TO BEHAVE
- DON'T THINK WILL OF THE FEW SHOULD RULE THE MANY
- IF THEY STOP SMOKING, THEY SHOULD STOP DRINKING ALSO
- TAKE AWAY ONE MORE FREEDOM-AND I DON'T SMOKE
- NOT A SMOKER BUT THINK IT SHOULD BE UP TO CITY TO DECIDE
- SHOULD BE BUSINESS OWNERS CHOICE
- IT WOULD HURT THE BAR INDUSTRY
- FREE COUNTRY
- INFRINGEMENT OF OUR RIGHTS;GOV'T CONTROL
- LOTS OF BUSINESS CLOSINGS IN OTHER AREAS BECAUSE OF THIS
- PERSONAL OPINION (I'M NOT A SMOKER)
- FREEDOM OF CHOICE-SUPPORT SEPARATE AREAS
- SMOKERS HAVE RIGHTS TOO
- SHOULD BE A BUSINESS DECISION
- IT'S EVERYONES RIGHT TO SMOKE-I'M A SMOKER TOO
- I'M A SMOKER;BARR..DRINKING AND SMOKING GO TOGETHER
- PEOPLE WILL SMOKE ANYWHERE
- IF PPL DON'T WANT TO BE AROUND SMOKE-DON'T GO TO BUSINESS
- NOT FAIR TO DISCRIMINATE AGAINST ONLY PART OF PUBLIC
- JUST ANOTHER FREEDOM TAKEN AWAY
- INFRINGEMENT OF PRIVATE RIGHTS
- CAN BE A DESIGNATED AREA FOR SMOKERS
- ELECTRONIC DEVICES COULD BE USED TO PULL SMOKE FROM PLACE
- WHY?
- I'M A SMOKER AND THAT'S SEGREGATION
- I SMOKE
- I SMOKE
- PEOPLE SHOULD HAVE OPTIONS-I DON'T SMOKE
- I THINK THAT SHOULD BE UP TO BUSINESS OWNERS
- BUSINESS REGULATED
- HOSPITAL AND CARE CENTER STAFF SHOULD HAVE A SMOKING ROOM
- BOOZE IS WORSE THAN SMOKING
- ONLY IN RESTAURANTS, NOT BARS

Q25. Why not?

Q25 WHY

- PERSONAL CHOICES OF BUSINESS OWNERSHIP AND CUSTOMERS
- I SMOKE
- NONE OF ANYONE'S CONCERN
- SMOKER
- IT'S LIMITED ENOUGH
- SMOKING IS A CHOICE
- PRIVATE RIGHTS
- SMOKERS HAVE RIGHTS ALSO-I'M NOT A SMOKER
- IF YOU BAN SMOKING, DON'T COLLECT THE TAXES IT GENERATES
- SHOULD BE UP TO BUSINESS AND THEIR IMPACTS
- GOV'T DOESN'T NEED TO BE ALLOWED TO IMPACT BUSINESS OWNER DECISIONS
- BECAUSE I THINK THEY SHOULD BAN DRINKING IN PUBLIC TOO
- STOP TAKING PEOPLE'S FREEDOMS ONE BY ONE
- OWNERS SHOULD MAKE THAT DECISION
- SMOKING ISN'T AN ILLEGAL THING-OWNERS SHOULD DECIDE
- IT WOULD HURT BUSINESS AND IMPACT OUR CITY'S ECONOMY
- NOT FOR BARS
- THEY WOULD LOSE BUSINESS
- SHOULD BE UP TO OWNERS
- WE WOULD LOSE MORE BUSINESS
- I'M A SMOKER AND SO IS MY WIFE
- FREEDOM
- IT INFRINGES ON THEIR FREEDOM EVEN THOUGH IT'S HARMFUL
- I THINK IT WOULD TAKE AWAY BUSINESS
- SMOKER
- SHOULD BE UP TO OWNER OF BUSINESS NOT CITY GOV'T
- NOT BARS
- HURTS BUSINESSES
- AMERICA-LAND OF THE FREE
- MAKE IT A CHOICE TO MAKE IT SMOKE FREE NOT A REQUIREMENT
- ONE MORE FREEDOM TAKEN FROM CITIZENS
- I'M NOT A SMOKER, BUT I DISAGREE WITH SUCH ORDINANCES
- YOU SHOULDN'T TAKE ANY PERSONS RIGHTS
- PEOPLE'S CHOICE
- PEOPLE CAN DECIDE WHERE TO EAT OR NOT
- IT'S NOT OUR DECISION-IT'S A COURTESY THING
- DECISION MADE BY OWNERS OF ESTABLISHMENTS
- SMOKERS HAVE RIGHTS TO
- THERE ARE PLACES DESIGNATED;WOULD HURT BUSINESS

Q25. Why not?

Q25 WHY

- IF YOU DON'T LIKE THE SMOKE, GO SOMEWHERE ELSE
- OUR RIGHT
- I SMOKE
- RESTRICT REVENUE
- I THINK IT SHOULD BE THE BUSINESS OWNERS CHOICE
- MOST HAVE SMOKING AND NON-SMOKING
- IT'S THE OWNERS CHOICE
- I DON'T SMOKE BUT I THINK WE'RE BEING REGULATED TO DEATH
- NOT UNLESS YOU BAN DRINKING AND CUSSING
- MOST PLACES ALREADY DO THIS OTHER THAN BARS
- FREEDOM OF CHOICE
- THE WAY THEY HANDLE THE SMOKING AREAS IS JUST FINE
- ALLOW IN BARS ONLY
- PRIVATE BUSINESS SHOULD BE ABLE TO DECIDE
- IT GOES AGAINST AN INDIVIDUALS RIGHTS
- I SMOKE
- RESTAURANTS-YES; NOT IN BARS, 80% SMOKE
- CONSTITUTIONAL RIGHT
- HOW WOULD A BAR STAY IN BUSINESS?
- EQUAL RIGHTS FOR ALL PEOPLE
- THEY CAN SMOKE IN BARS
- DON'T BELIEVE WE SHOULD TELL BUSINESS WHO TO CATER TO
- ALREADY TOO MANY RULES FOR A NICE LITTLE TOWN!
- NEGATIVE BUSINESS IMPACT
- IM NOT A SMOKER BUT DON'T FEEL THE NEED TO BAN OTHERS
- WASTE OF MONEY
- I'M A SMOKER
- IT'S A PERSONAL CHOICE, GOVERNMENT SHOULD STAY OUT OF IT
- BECAUSE I SMOKE AND DO MY BEST TO BE CONSIDERATE OF OTHER
- SHOULD BE OWNERS CHOICE
- ENFORCEMENT?
- IT'S THEIR RIGHT
- RESTAURANTS & BARS-UP TO OWNERS. ALL OTHER BLDGS-YES
- IF I DON'T LIKE THE SMOKE, I WON'T VISIT THE BUSINESS
- I THINK BAR BUSINESS WOULD SUFFER
- ISN'T THERE ONE ALREADY?
- I DON'T SMOKE, BUT RESIST BAN ON OTHERS
- NOT BARS
- SMOKERS HAVE RIGHTS TOO!

Q25. Why not?

Q25 WHY

- IT SHOULD BE A BUSINESS OWNERS DECISION
- I'M TIRED OF LOSING RIGHTS
- SMOKING IN A BAR IS TO BE EXPECTED BAN IS STORES IS OK
- WHY WOULD THE CITY REGULATE WHAT A PRIVATE BUSINESS ALLOW
- AN AFFRONT TO OUR FREEDOMS AND I DON'T SMOKE
- PEOPLE SHOULD BE LEFT ALONE
- THIS IS HARRISONVILLE, NOT OVERLAND PARK
- SMOKING RELIEVES THE STRESS FROM PAYING MY BILLS
- CURRENT BUSINESS BOOST BECAUSE WE DON'T HAVE THE BAN
- SEE NO REASON FOR IT
- I SMOKE
- DON'T VOTE
- PROVIDE SMOKING SECTIONS
- BECAUSE THEN YOU HAVE TO BREATHE THE SMOKE OUTSIDE
- PEOPLE'S RIGHT TO SMOKE
- I SMOKE
- CIGARETTES ARE STILL LEGAL
- NOT BARS
- WITH PROPER VENITLATION CAN'T SMELL SMOKE
- ALLOW SOME FLEXIBILITY
- THERE ARE ONLY A COUPLE RESTAURANTS AND BARS THAT WOULD BE AFFECTED BY THAT BAN, AND IF THEY WANT TO ALLOW IT, LET THEM.
- PEOPLE SMOKE AND THAT IS THEIR CALL
- MY PARENTS SMOKE.
- IT IS MY RIGHT.
- OWNERS OF BUSINESSES SHOULD DECIDE
- WHY SPEND LEGISLATION AND MONEY ON SOMETHING THAT WILL WORK ITSELF OUT ON ITS OWN. THE PLACES THAT ALLOW SMOKING ALREADY LOOSING BUSINESS FROM PEOPLE WHO DON'T SMOKE,
- THIS IS AN INFRINGEMENT ON INDIVIDUAL RIGHTS.
- PEOPLE HAVE THE RIGHT TO SMOKE
- BECAUSE IF YOU ARE GOING TO HAVE A SMOKING BAN THAN YOU SHOULD HAVE AN ALCOHOL BAN TOO.
- IT SHOULD BE UP TO THE BUSINESS TO DECIDE NOT THE BUSINESS
- I AM A SMOKER
- THE CITY HAS NO RIGHT OR BUSINESS DICTATING TRIVIAL MANAGEMENT POLICIES TO PRIVATE BUSINESS OWNERS.
- BUSINESS SHOULD BE ABLE TO SELF REGULATE
- I DON'T SUPPORT THIS

Q26. Please indicate how much savings you would need to consider switching from your current provider to a City provided service by circling the amount below.

(N=750)

	0%	5%	10%	15%	20%	Would Not Use City Service	Do Not Need Service
Q26a. Telephone service	4.3%	2.8%	8.5%	5.5%	20.2%	18.6%	40.2%
Q26b. Broadband internet	5.6%	4.1%	12.3%	8.0%	26.5%	16.5%	26.9%
Q26c. Cable television service	4.9%	3.5%	10.7%	7.5%	26.7%	17.4%	29.3%

EXCLUDING RESIDENTS WHO WOULD NOT USE OR DID NOT NEED THE SERVICE

Q26. Please indicate how much savings you would need to consider switching from your current provider to a City provided service by circling the amount below.

(N=750)

	0%	5%	10%	15%	20%
Q26a. Telephone service	10.4%	6.8%	20.7%	13.3%	48.9%
Q26b. Broadband internet	9.9%	7.3%	21.7%	14.2%	46.9%
Q26c. Cable television service	9.3%	6.5%	20.1%	14.0%	50.1%

Q27. Which of the following best describes your race/ethnicity?

Q27. Which of the following best describes your race/ethnicity?	Number	Percent
Asian/Pacific Islander	3	0.4 %
Black/African American	4	0.5 %
White	704	93.9 %
Hispanic	21	2.8 %
American Indian/Eskimo	12	1.6 %
Other	8	1.1 %
Not provided	13	1.7 %
Total	765	

Q28. Which of the following best describes your current employment status?

Q28. Which of the following best describes your current employment status?	Number	Percent
Employed outside the home	476	63.5 %
Employed in the home/have a home-based business	27	3.6 %
Student	4	0.5 %
Retired	188	25.1 %
Not currently employed outside the home	48	6.4 %
Not provided	7	0.9 %
Total	750	100.0 %

Q29. Would you prefer to live and work in Harrisonville or just to live in Harrisonville?

Q29. Would you prefer to live and work in Harrisonville or just to live in Harrisonville?	Number	Percent
Live and work in Harrisonville	386	51.5 %
Just live in Harrisonville	160	21.3 %
Does not matter to me	166	22.1 %
Don't know	38	5.1 %
Total	750	100.0 %

Q30. How many persons live in your household?

	Mean	Sum
Q30. Under age 9	0.3	195
Ages 10-19	0.3	214
Ages 20-34	0.4	282
Ages 35-54	0.6	432
Ages 55-74	0.6	433
Ages 75+	0.3	209

Q31. Approximately how many years have you lived in the City of Harrisonville?

Q31. Approximately how many years have you lived in the City of Harrisonville?	Number	Percent
5 or less	167	22.3 %
6 to 10	119	15.9 %
11 to 15	77	10.3 %
16 to 20	57	7.6 %
21 to 30	104	13.9 %
31+	187	24.9 %
Not provided	39	5.2 %
Total	750	100.0 %

Q31a. [If you have lived in Harrisonville less than 5 years] Where did you live prior to moving to Harrisonville?

Q31a. [If you have lived in Harrisonville less than 5 years] Where did you live prior to moving to Harrisonville?	Number	Percent
Other part of the metro Kansas City area	48	34.8 %
Kansas or Missouri but outside of the metro KC area	63	45.7 %
Outside Kansas or Missouri	21	15.2 %
Not provided	6	4.3 %
Total	138	100.0 %

Q32. Do you own or rent your current residence?

<u>Q32. Do you own or rent your current residence?</u>	<u>Number</u>	<u>Percent</u>
Own	536	71.5 %
Rent	199	26.5 %
Not provided	15	2.0 %
Total	750	100.0 %

Q33. Would you say your total annual household income is:

<u>Q33. Would you say your total annual household income is:</u>	<u>Number</u>	<u>Percent</u>
Under \$35,000	245	32.7 %
\$35,000 to \$59,999	221	29.5 %
\$60,000 to \$99,999	143	19.1 %
\$100,000 or more	68	9.1 %
Not provided	73	9.7 %
Total	750	100.0 %

Q34. What is your gender?

<u>Q34. Your gender:</u>	<u>Number</u>	<u>Percent</u>
Male	365	48.7 %
Female	383	51.1 %
Not provided	2	0.3 %
Total	750	100.0 %

Q35. In which City Ward do you live?

<u>Q35. In which City Ward do you live?</u>	<u>Number</u>	<u>Percent</u>
Ward 1	91	12.1 %
Ward 2	102	13.6 %
Ward 3	63	8.4 %
Ward 4	97	12.9 %
Don't Know	397	52.9 %
Total	750	100.0 %

Section 5:
Survey Instrument



City of

Harrisonville ^{est. 1836}

300 E. Pearl Street, P.O. Box 367 • Tel: 816-380-8900 • Fax: 816-380-8906 • Harrisonville, MO 64701

2012 City of Harrisonville Citizen Survey

Dear Fellow Harrisonville Resident,

On behalf of the Harrisonville Mayor and Board of Alderman, thank you for your on-going involvement in our community. This letter is a request for your assistance in building an even better Harrisonville. Your input on the enclosed survey is extremely important.

As was the case following completion of the 2008 and 2010 Citizen Surveys, the City will employ the results of this survey in setting priorities and goals during the next two years. Below is a list of accomplishments driven by the results of the 2010 Citizen Survey:

- No change in water rates, sewer rates or electric rates in 2012 or 2013, the most recent change in these rates was a 2.5% decrease in 2011
- Harrisonville taxes remain the second lowest in the Kansas City metro
- \$9.3 million in grants secured for a new four lane bridge over I-49 at Hwy 291 including lane additions to Hwy 291, Commercial Street and Rockhaven Road; construction to begin in 2014
- Trails expanded at City Park; Sauna and Whirlpool added at the Community Center along with additional exercise equipment
- Repairs and improvements to City Hall have been made and a new police facility downtown is planned for 2013
- Energy saving improvements completed at the water plant, sewer plant, city hall, new police facility and the community center
- Return of "City Addition" the City's quarterly newsletter, funding established for bi-monthly publication in 2013
- Expansion of on-line e-commerce options for customers, look for smart phone service request apps and voluntary text/telephone messaging services in 2013
- Expansion of web site capabilities and on-line documents, look for searchable library of meeting agendas and minutes in 2013
- Fire and Ambulance response times now average under 4.25 minutes
- 18% of City streets resurfaced in the past two years, 46% resurfaced in the past four years

To make sure the City's priorities remain aligned with the needs of our residents, we ask that you again share your thoughts with us. Please return your completed survey sometime during the next week if possible using the enclosed postage-paid envelope. Your responses will remain confidential. You may also complete the survey on-line by going to www.HarrisonvilleSurvey.org. Please call Sheryl Stanley at 816-380-8909 with any questions. Thank you again for taking time to help make a better Harrisonville.

Cordially,

Keith Moody
City Administrator

Year 2012 City of Harrisonville Citizen Survey

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

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

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

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

1st _____ 2nd _____ 3rd _____

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

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

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

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

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

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

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

1ST: _____ 2ND: _____

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

12. Which of the following types of information would you be most interested in reading about in City publications? (check up to THREE)

- (1) Road and street improvements
- (2) Parks and recreation programs and activities
- (3) Special events sponsored by the City
- (4) Police and public safety updates
- (5) Fire education and prevention
- (6) Code enforcement policies
- (7) Utility information (water, sewer, electric)
- (8) Information about the Mayor and City Council members
- (9) Other: _____

13. Are you aware that you can receive email notifications from the City by registering for the service online?

- (1) Yes
- (2) No

14. The City currently mails 4 newsletters per year at an annual cost of \$12,000 per year. Would you support increasing the number of newsletters to 6 per year at an annual cost of \$18,000 per year (or \$6,000 more than is currently being spent)?

- (1) Yes
- (2) No: **Why not?** _____

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:

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

16. Would you support having the City acquire vacant commercial properties, which could involve the use of condemnation, in order to resell the properties to new owners who would put the properties back into productive use?

- (1) Yes
- (2) No: **Why not?** _____

17. 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:

Transportation	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Flow of traffic along 291	5	4	3	2	1	9
B. Ease of access to Downtown Harrisonville	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

18. Which TWO of the transportation issues listed above do you think should receive the most emphasis from city leaders over the next TWO Years? [Write in the letters below using the letters from Question 17 above].

1ST: _____ 2ND: _____

19. 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 (DARE, SRO, Safe Seniors, Child I.D.)	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

20. Which TWO of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from Question 19 above].

1st: _____ 2nd: _____

21. Fire/ambulance staff are currently allowed to exercise while on duty but the location where they exercise is limited to the garage at the fire station. Would you support allowing fire/ambulance staff, who work 24-hour shifts, to exercise up to 1.5 hours per shift at the Community Center if they are members of the facility and are able respond to emergency calls as needed?

____(1) Yes

____(2) No: **Why not?** _____

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

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

23. Which TWO of the items listed above do you think should receive the most emphasis from city leaders over the next TWO Years? [Write in the letters below using the letters from Q22 above].

1st: _____ 2nd: _____

OTHER ISSUES

24. In 2010, the City implemented impact fees on new development. These fees require developers to pay for the impact that new development has on City utilities and infrastructure. Harrisonville's impact fee rates are similar to the rates charged by other cities in the Kansas City area, which are generally less than 2% of the total cost of construction. Without impact fees, current residents would be required to pay for the increased utility and infrastructure capacity needed to support new development. These costs would be added to your monthly utility bill. Knowing this, do you think the City should continue charging impact fees for new development?

___(1) Yes

___(2) No: **Why not?** _____

25. Would you support a ballot question that would ban smoking in all indoor public spaces, including Restaurants and bars?

___(1) Yes

___(2) No: **Why not?** _____

26. Services that could be provided by the City of Harrisonville are listed below. Please indicate how much savings you would need to consider switching from your current provider to a City provided service by circling the amount below.

(A) Telephone service 0% 5% 10% 15% 20% Would Not Use City Service Do Not Need Service

(B) Broadband Internet 0% 5% 10% 15% 20% Would Not Use City Service Do Not Need Service

(C) Cable television service 0% 5% 10% 15% 20% Would Not Use City Service Do Not Need Service

27. Which of the following best describes your race/ethnicity (check all that apply)?
 (1) Asian/Pacific Islander
 (2) Black/African American
 (3) White
 (4) Hispanic
 (5) American Indian/Eskimo
 (6) Other: _____
28. 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
29. Would you prefer to live and work in Harrisonville or just to live in Harrisonville?
 (1) Live and work in Harrisonville
 (2) Just live in Harrisonville
 (3) Does not matter to me
30. How many people (counting you) in your household, are?
 Under age 9 _____ Ages 20-34 _____ Ages 55-74 _____
 Ages 10-19 _____ Ages 35-54 _____ Ages 75+ _____
31. Approximately how many years have you lived in the City of Harrisonville? _____ years
- 31a. [If you have lived in Harrisonville less than 5 years] Where did you live prior to moving to Harrisonville?
 (1) Other part of the metro Kansas City area
 (2) Kansas or Missouri but outside of the metro Kansas City area
 (3) Outside Kansas or Missouri
32. Do you own or rent your current residence? _____(1) Own _____(2) Rent
33. 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
34. Your gender: _____(1) Male _____(2) Female
35. In which City Ward do you live?
 (1) Ward 1 _____(2) Ward 2 _____(3) Ward 3 _____(4) Ward 4 _____(9) Don't know

This concludes the survey. Thank you for your time!

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

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