

City of Raymore 2019 Community Survey

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Findings Report

Submitted to the City of Raymore, Missouri

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City of Raymore Community Survey

Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the City of Raymore during February and March of 2019. The purpose of the survey was to gather resident opinions and feedback on city programs and services. The data collected will be used to improve and expand existing programs and determine future needs of residents in the City of Raymore.

The seven-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the City of Raymore. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Raymore from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 400 residents. This goal was exceeded, with a total of 534 residents completing the survey. The overall results for the sample of 534 households have a precision of at least +/-4.2% at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Raymore with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflect the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from previous community surveys,

- importance-satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- benchmarking data that show how the results for Raymore compare to other communities,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Major Findings

Major Categories of City Services

- The major categories of city services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of public safety services (90%), overall maintenance of City buildings and facilities (83%), and quality of customer service received from City employees (81%).
- Based on the sum of their top three choices, the services that residents thought were the most important for the City to emphasize over the next two years include: overall maintenance of City streets, the flow of traffic and congestion management, and the overall quality of public safety services.

Perceptions of Life in Raymore

- The perceptions of Raymore which received the greatest number of “excellent” and “good” responses among residents *who had an opinion* include: the overall feeling of safety in the City (85%), the overall quality of life in the City (84%), and the overall quality of services provided by the City (82%).
- Generally, respondents were satisfied with the issues that influence the overall perception of Raymore. Job availability was the only item that did not receive a majority of “excellent” and “good” responses.

Public Safety

- The public safety services services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of local police protection (90%), how quickly police respond to emergencies (82%), and severe weather preparedness/disaster response planning (79%).
- Based on the sum of their top three choices, the public safety services that residents thought were the most important for the City to emphasize over the next two years include: the City’s efforts to prevent crime, the visibility of police in neighborhoods, and the overall quality of local police protection.

Feelings of Safety in Raymore

- Most residents feel safe in the City of Raymore. Ninety-four percent (94%) felt safe in their neighborhood during the day; 83% felt safe in their neighborhood after dark, 77% felt safe in commercial and retail areas of the City, and 66% felt safe in city parks and on city trails.

- Environmental factors (46%) and police activities (40%) were the two factors that most influence how safe respondents feel in Raymore.

Maintenance/Public Works

- The maintenance and public works services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: snow removal on major City streets (88%), maintenance of City buildings (82%), and the maintenance of street signs and traffic signals (80%).
- Based on the sum of their top three choices, the maintenance and public works services that residents thought were the most important for the City to emphasize over the next two years include: the maintenance of neighborhood streets, the maintenance of major City streets, and overall road conditions.

Parks and Recreation

- The parks and recreation services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance of City parks (81%), the availability of information on City parks and recreation programs (72%), and how close neighborhood parks are to home (70%).
- Based on the sum of their top three choices, the parks and recreation services that residents thought were the most important for the City to emphasize over the next two years include: the maintenance of City parks, the number of walking and biking trails, and City special events and festivals.

City Communication

- The aspects of City communication with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: content/design of the City’s magazine, “The Review” (80%), and the availability of information about City programs and services (69%).
- Fifty-three percent (53%) indicated they prefer City brochures and mailers to receive information about the City; 52% of respondents indicated they prefer the City’s website, and 51% indicated they prefer “The Review” to receive City information.

Sewer Utilities and Stormwater Management

- The sewer utilities and stormwater management services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: clarity and taste of tap water (80%), water pressure in the home (74%), and how easy water and sewer bill is to understand (73%).

Codes and Ordinances

- The codes and ordinance enforcement services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing sign regulations (59%), enforcing codes designed to protect public safety (57%), and enforcing maintenance of business property (53%).
- Respondents were asked to indicate if four common code and ordinance violations were a “major problem”, “small problem”, or “not a problem.” No more than 9% of all respondents, *who had an opinion*, indicated that any of the four items (graffiti, abandoned vehicles, dilapidated buildings/houses, and boats/trailers/motor homes in unauthorized areas) were a major problem.

Customer Service

- Thirty-six percent (36%) of respondents indicated they have contacted the City with a question, problem or complaint during the past year.
- The aspects of customer service with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion and contacted the city within the past year*, were: how courteously they were treated (87%), the technical competence and knowledge of employees (83%), and how easy the department was to contact (82%).

Reasons for Living in Raymore

- The most important reasons to respondents in their decision to live in Raymore were: the sense of safety, access to restaurants and entertainment, access to quality shopping, types of housing, sense of community, affordability of housing, the quality of public schools, and the availability of parks and recreation opportunities.

Transportation

- The transportation services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: general traffic flow on Lucy Webb (76%), traffic flow on 58 Highway North Madison to South Madison (69%), and general traffic flow on Foxridge (66%).

Ideas Most Important for Raymore

- Based on the sum of their top five choices, the ideas most important for Raymore to focus on during the next two years include: additional retail/shopping/sit-down restaurants, infrastructure improvements, economic development, expanded police involvement in the community, and a citywide beautification program.

How the City of Raymore Compares to Other Communities Nationally

Satisfaction ratings for The City of Raymore **rated the same as or above the U.S. average in 43 of the 47 areas** that were assessed. The City of Raymore rated significantly higher than the U.S. average (difference of 5% or more) in 35 of these areas. Listed below are the comparisons between the City of Raymore and the U.S. average:

Service	Raymore	U.S.	Difference	Category
Quality of customer service from City employees	81%	45%	36%	Overall Satisfaction
Overall quality of services provided by the City	82%	50%	32%	Perceptions
Snow removal on major City streets	88%	59%	29%	Maintenance Services
How open City is to public involvement/input	56%	32%	24%	Communications
Effectiveness of City communication w/ the public	72%	48%	24%	Overall Satisfaction
Availability of info about City programs/services	69%	45%	24%	Communications
Overall value received for City tax dollars/fees	61%	38%	23%	Perceptions
Snow removal on neighborhood streets	71%	48%	23%	Maintenance Services
Overall quality of local police protection	90%	70%	20%	Public Safety
Condition of City sidewalks	66%	46%	20%	Maintenance Services
Maintenance of City buildings	82%	62%	20%	Maintenance Services
City efforts to keep you informed on local issues	64%	45%	19%	Communications
City's efforts to prevent crime	73%	54%	19%	Public Safety
Cleanliness of City streets & other public areas	79%	61%	18%	Maintenance Services
Overall feeling of safety in the City	85%	67%	18%	Perceptions
How quickly police respond to emergencies	82%	64%	18%	Public Safety
Visibility of police in neighborhoods	76%	59%	17%	Public Safety
Overall image of the City	80%	64%	16%	Perceptions
Overall appearance of the City	79%	63%	16%	Perceptions
Landscape/appearance of public areas along streets	68%	52%	16%	Maintenance Services
Overall maintenance of City streets	56%	41%	15%	Overall Satisfaction
Quality of parks & recreation programs/facilities	78%	63%	15%	Overall Satisfaction
Maintenance of major City streets	63%	48%	15%	Maintenance Services
Overall quality of public safety services	90%	76%	14%	Overall Satisfaction
Quality of stormwater runoff/mgmt system	70%	56%	14%	Overall Satisfaction
Adequacy of City street lighting	68%	56%	12%	Maintenance Services
Maintenance of City parks	81%	70%	11%	Parks and Recreation Services
Quality of animal control	69%	58%	11%	Public Safety
Maintenance of street signs & traffic signals	80%	70%	10%	Maintenance Services
Enforcement of local traffic laws	74%	64%	10%	Public Safety
Overall quality of life in the City	84%	75%	9%	Perceptions
As a place to retire	66%	58%	8%	Perceptions
Maintenance of neighborhood streets	56%	48%	8%	Maintenance Services
Enforcing mowing/trimming of lawns	47%	39%	8%	Codes and Ordinances
Enforce sign regulations	59%	53%	6%	Codes and Ordinances
Enforcement of codes for building and housing	58%	54%	4%	Overall Satisfaction
Visibility of police in retail areas	63%	60%	3%	Public Safety
Quality of the City's web page	62%	60%	2%	Communications
Enforce the maintenance of business property	53%	51%	2%	Codes and Ordinances
City's youth athletic programs	62%	61%	1%	Parks and Recreation Services
Enforce maintenance of residential property	43%	42%	1%	Codes and Ordinances
Quality of outdoor athletic fields	67%	67%	0%	Parks and Recreation Services
Clean up of litter/debris on private property	43%	43%	0%	Codes and Ordinances
Flow of traffic and congestion management	51%	52%	-1%	Overall Satisfaction
How well the City is planning growth	43%	47%	-4%	Perceptions
City's adult athletic programs	47%	54%	-7%	Parks and Recreation Services
Ease of registering for programs	54%	63%	-9%	Parks and Recreation Services

How the City of Raymore Compares to Other Communities Regionally

Satisfaction ratings for The City of Raymore **rated the same or above the average for Kansas City Metro communities in 42 of the 48 areas** that were assessed. The City of Raymore rated **significantly higher than this average (difference of 5% or more) in 38 of these areas**. Listed below are the comparisons between The City of Raymore and the average for communities in the Kansas City Metro:

Service	Raymore	KS/MO Region	Difference	Category
Overall quality of services provided by the City	82%	45%	37%	Perceptions
Quality of customer service from City employees	81%	52%	29%	Overall Satisfaction
Maintenance of City buildings	82%	55%	27%	Maintenance Services
Overall quality of local police protection	90%	64%	26%	Public Safety
Snow removal on major City streets	88%	62%	26%	Maintenance Services
Effectiveness of City communication w/ the public	72%	47%	25%	Overall Satisfaction
Overall feeling of safety in the City	85%	62%	23%	Perceptions
Overall appearance of the City	79%	56%	23%	Perceptions
Overall image of the City	80%	59%	21%	Perceptions
How open City is to public involvement/input	56%	35%	21%	Communications
Condition of City sidewalks	66%	45%	21%	Maintenance Services
Snow removal on neighborhood streets	71%	50%	21%	Maintenance Services
Overall value received for City tax dollars/fees	61%	41%	20%	Perceptions
Availability of info about City programs/services	69%	50%	19%	Communications
Cleanliness of City streets & other public areas	79%	61%	18%	Maintenance Services
Quality of stormwater runoff/mgmt system	70%	52%	18%	Overall Satisfaction
How quickly police respond to emergencies	82%	64%	18%	Public Safety
City's efforts to prevent crime	73%	55%	18%	Public Safety
Visibility of police in neighborhoods	76%	59%	17%	Public Safety
Overall quality of life in the City	84%	67%	17%	Perceptions
Overall maintenance of City streets	56%	40%	16%	Overall Satisfaction
Landscape/appearance of public areas along streets	68%	52%	16%	Maintenance Services
Adequacy of City street lighting	68%	53%	15%	Maintenance Services
Enforce sign regulations	59%	44%	15%	Codes and Ordinances
Overall quality of public safety services	90%	76%	14%	Overall Satisfaction
Quality of animal control	69%	55%	14%	Public Safety
Quality of parks & recreation programs/facilities	78%	66%	12%	Overall Satisfaction
As a place to retire	66%	57%	9%	Perceptions
Enforcement of codes for building and housing	58%	50%	8%	Overall Satisfaction
Maintenance of major City streets	63%	55%	8%	Maintenance Services
City efforts to keep you informed on local issues	64%	57%	7%	Communications
Maintenance of City parks	81%	75%	6%	Parks and Recreation Services
Enforcing mowing/trimming of lawns	47%	41%	6%	Codes and Ordinances
How well the City is planning growth	43%	38%	5%	Perceptions
Enforcement of local traffic laws	74%	70%	4%	Public Safety
Maintenance of street signs & traffic signals	80%	76%	4%	Maintenance Services
Flow of traffic and congestion management	51%	48%	3%	Overall Satisfaction
Visibility of police in retail areas	63%	60%	3%	Public Safety
City's youth athletic programs	62%	59%	3%	Parks and Recreation Services
Quality of the City's web page	62%	59%	3%	Communications
Quality of outdoor athletic fields	67%	65%	2%	Parks and Recreation Services
Clean up of litter/debris on private property	43%	41%	2%	Codes and Ordinances
Maintenance of neighborhood streets	56%	55%	1%	Maintenance Services
Enforce the maintenance of business property	53%	53%	0%	Codes and Ordinances
Enforce maintenance of residential property	43%	44%	-1%	Codes and Ordinances
City's adult athletic programs	47%	52%	-5%	Parks and Recreation Services
Ease of registering for programs	54%	64%	-10%	Parks and Recreation Services

Long -Term Trends

Long-term satisfaction ratings for the City of Raymore continue to be very high. From 2006 to 2019, satisfaction ratings **improved or stayed the same in 63 of the 67 areas** that were assessed. The table below shows the areas where satisfaction ratings have increased the most since 2006.

Service	2006	2019	Difference
Snow removal on neighborhood streets	45%	71%	26%
Number of walking and biking trails	43%	66%	23%
Charges for water/sewer utilities	21%	44%	23%
Overall value received for City tax dollars/fees	38%	61%	23%
Availability of sidewalks in City	43%	64%	21%
Content/design of City's magazine, "The Review"	64%	80%	16%
How open City is to public involvement/input	40%	56%	16%
Overall responsiveness to your request/concern	57%	73%	16%
Overall quality of services provided by the City	66%	82%	16%
Technical competence and knowledge	67%	83%	16%
Effectiveness of City communication with public	57%	72%	15%
As a place to retire	51%	66%	15%
Landscape/appearance of public areas along streets	53%	68%	15%
Quality of City's web page	47%	62%	15%
How well the City is managing growth	28%	43%	15%
Quality of stormwater runoff/mgmt system	55%	70%	15%
Overall image of the City	66%	80%	14%
Adequacy of City street lighting	54%	68%	14%
Enforcement of codes for building and housing	44%	58%	14%
Condition of City sidewalks	53%	66%	13%
Flow of traffic and congestion management	39%	51%	12%
Overall appearance of the City	67%	79%	12%
Snow removal on major City streets	76%	88%	12%
Maintenance of neighborhood streets	45%	56%	11%
Visibility of police in neighborhoods	65%	76%	11%
Availability of info about City programs/services	58%	69%	11%
Maintenance of street signs/traffic signals	70%	80%	10%
Cleanliness of City streets & other public areas	69%	79%	10%
How well the City is planning growth	33%	43%	10%
The City's youth athletic programs	52%	62%	10%
City efforts to keep you informed on local issues	54%	64%	10%

Short -Term Trends

From 2017 to 2019, satisfaction ratings improved or stayed the same in 33 of the 75 areas that were assessed. The table below shows the significant increases (5% or more).

Service	2017	2019	Difference
Quality of indoor recreation/event facilities	33%	52%	19%
Number of indoor recreation/event spaces	28%	44%	16%
Technical competence and knowledge	75%	83%	8%
City efforts to keep you informed on local issues	57%	64%	7%
How easy the department was to contact	75%	82%	7%
Overall responsiveness to your request/concern	66%	73%	7%
Effectiveness of City communication with public	67%	72%	5%
Availability of info about City programs/services	64%	69%	5%

From 2017 to 2019, satisfaction ratings decreased in 42 of the 75 areas that were assessed. The table below shows the significant decreases (5% or more).

Service	2017	2019	Difference
Street sweeping on City streets	62%	56%	-6%
Drainage of rain water off City streets	75%	69%	-6%
Drainage of rain water off properties next door	63%	57%	-6%
Availability of sidewalks in City	71%	64%	-7%
Overall feeling of safety in the City	92%	85%	-7%
Overall maintenance of City streets	64%	56%	-8%
Overall road conditions	70%	62%	-8%
How well the City is managing growth	51%	43%	-8%
Clean up of litter/debris private property	51%	43%	-8%
Enforcing codes designed to protect public safety	65%	57%	-8%
Quality of new development in the City	53%	44%	-9%
How well the City is planning growth	53%	43%	-10%
Maintenance of major City streets	75%	63%	-12%

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 2 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City’s overall satisfaction rating are listed below:

- Overall maintenance of City streets (IS Rating=0.3212)
- Overall flow of traffic and congestion management in the City (IS Rating=0. 3034)

The table below shows the importance-satisfaction rating for all 9 major categories of City services that were rated.

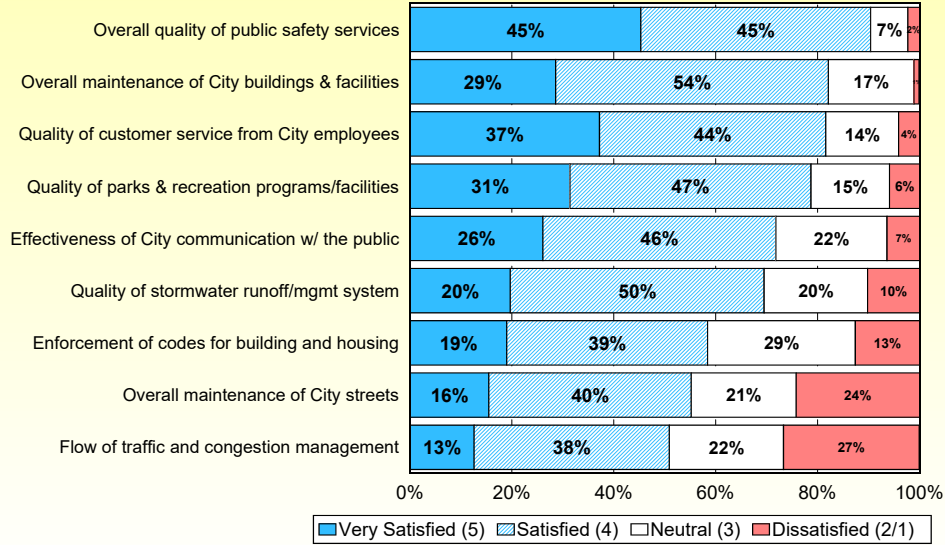
2019 Importance-Satisfaction Rating						
City of Raymore						
Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of City streets	72%	1	55%	8	0.3212	1
Flow of traffic and congestion management	62%	2	51%	9	0.3034	2
Medium Priority (IS <.10)						
Enforcement of codes for building and housing	19%	5	58%	7	0.0803	3
Quality of stormwater runoff/mgmt system	19%	6	70%	6	0.0583	4
Quality of parks & recreation programs/facilities	25%	4	79%	4	0.0522	5
Effectiveness of City communication w/ the public	17%	7	72%	5	0.0477	6
Overall quality of public safety services	36%	3	90%	1	0.0348	7
Quality of customer service from City employees	6%	8	82%	3	0.0118	8
Overall maintenance of City buildings & facilities	5%	9	82%	2	0.0097	9

Section 1

Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

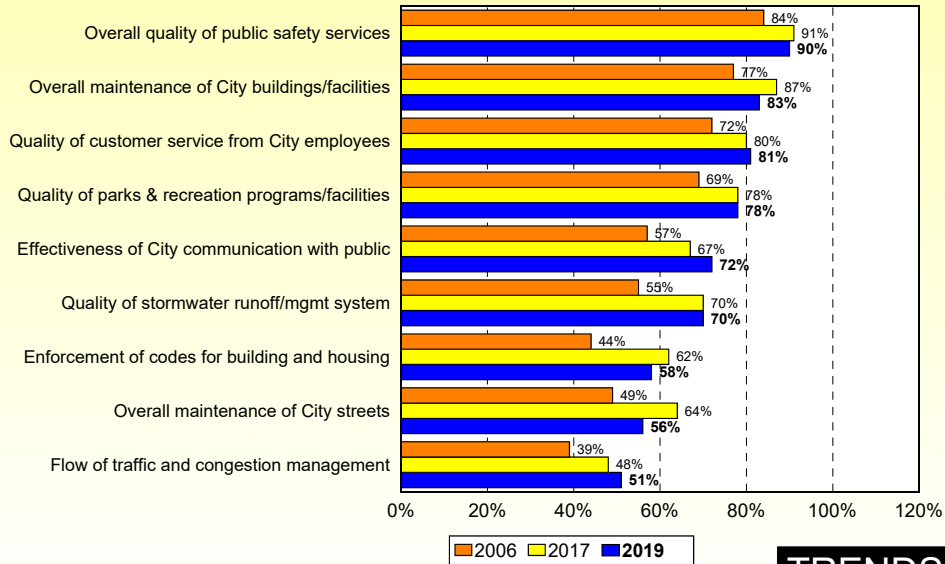
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q1. Overall Satisfaction With City Services by Major Category - 2006, 2017 & 2019

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

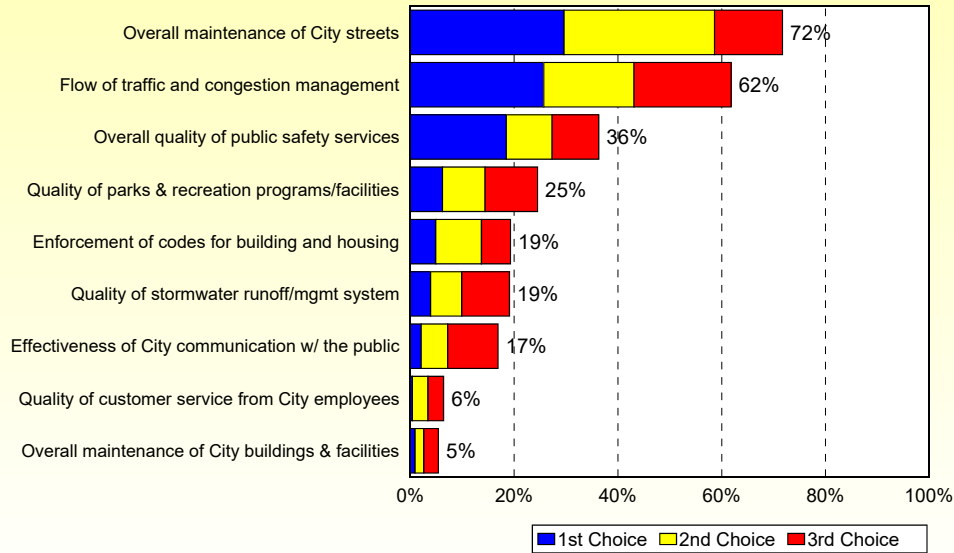


Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

TRENDS

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

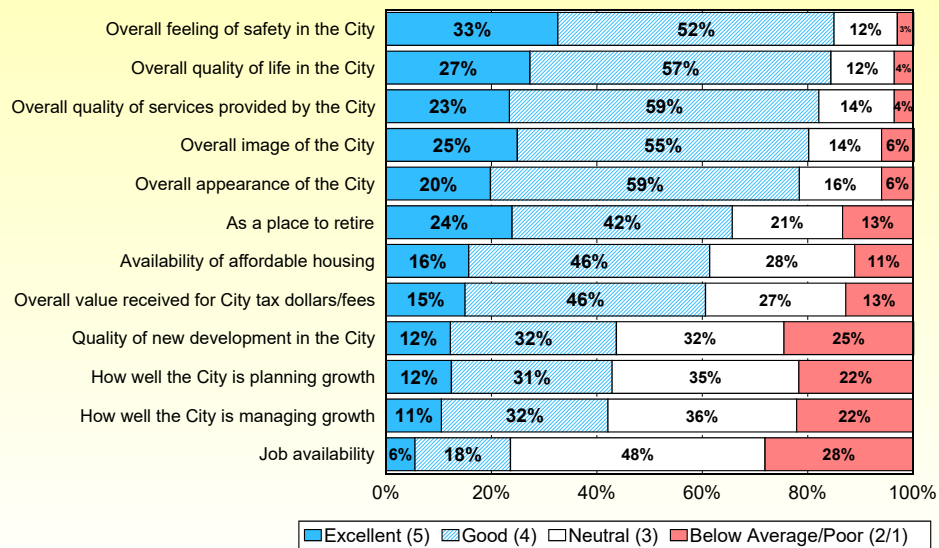
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q3. Satisfaction with Various Perceptions of the City of Raymore

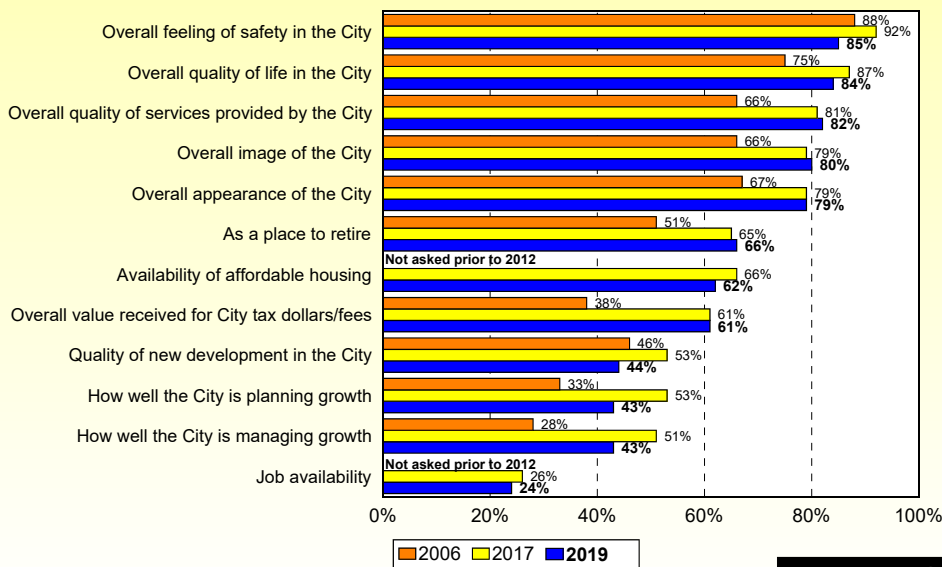
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q3. Satisfaction with Various Perceptions of the City of Raymore - 2006, 2017 & 2019

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

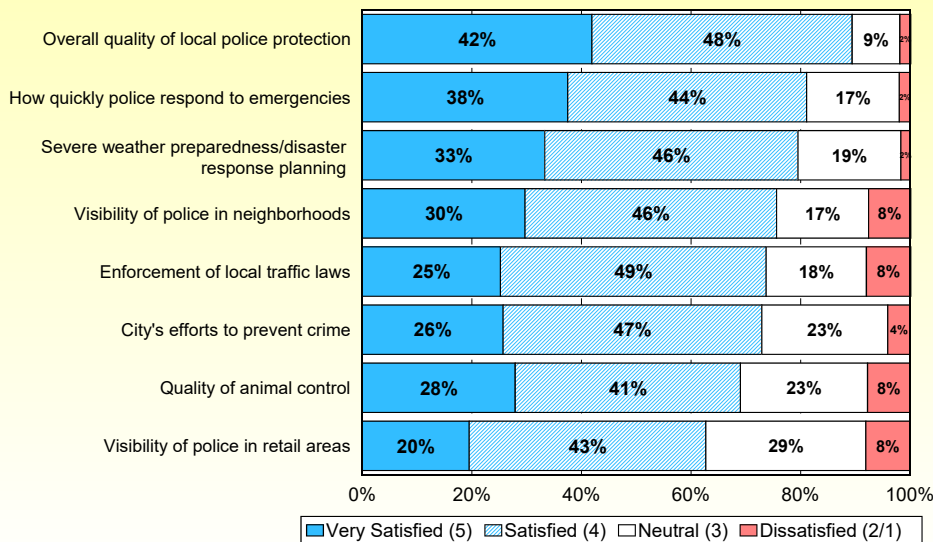


Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

TRENDS

Q4. Satisfaction with Various Aspects of Public Safety in Raymore

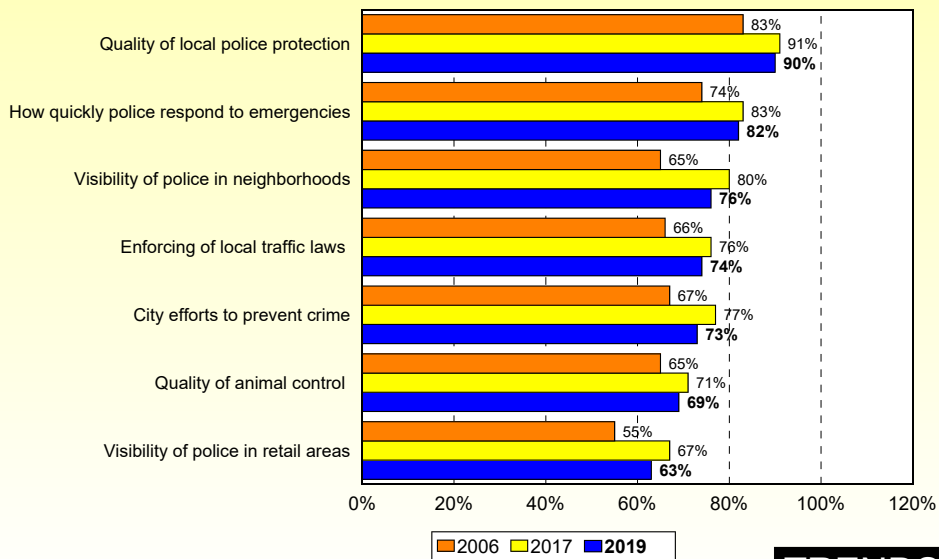
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q4. Satisfaction with Various Aspects of Public Safety in Raymore - 2006, 2017 & 2019

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

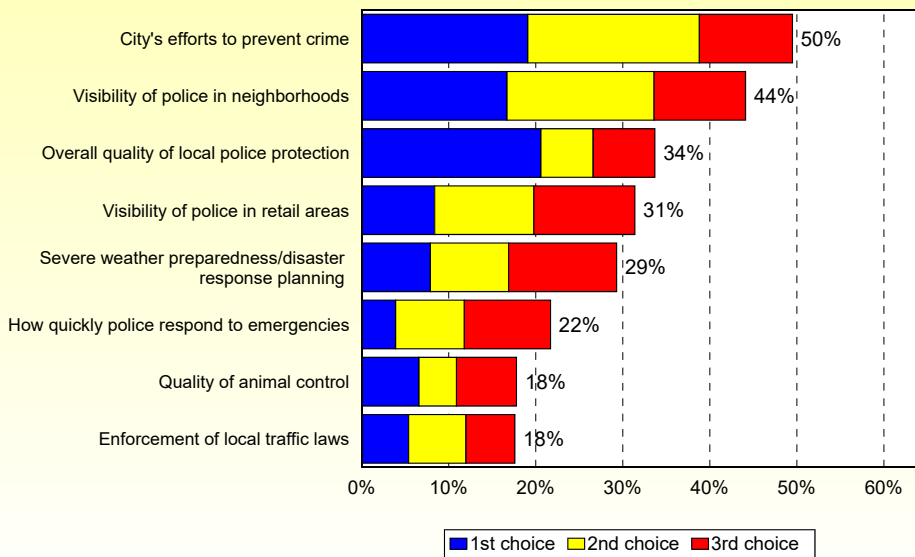


Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

TRENDS

Q5. Public Safety Issues That Should Receive the Most Emphasis Over the Next Two Years

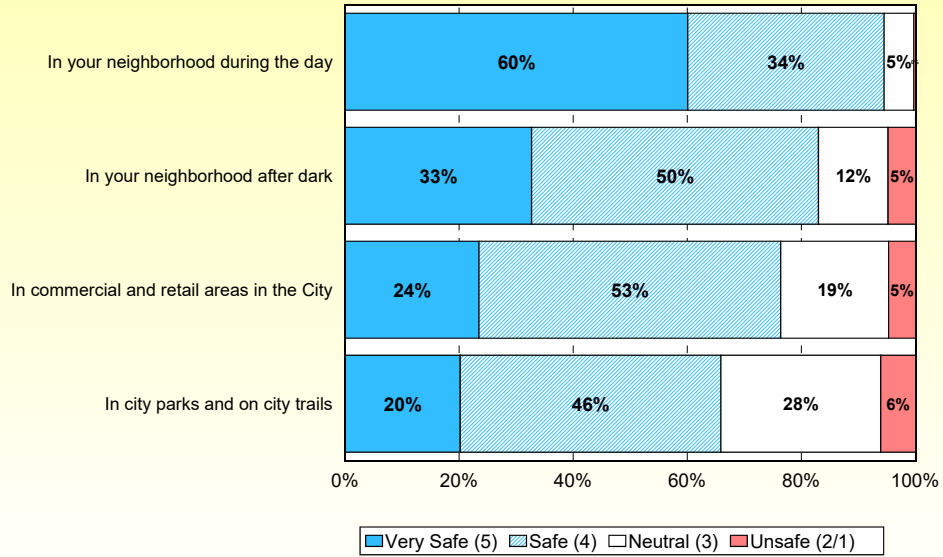
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q6. Feelings of Safety in Raymore

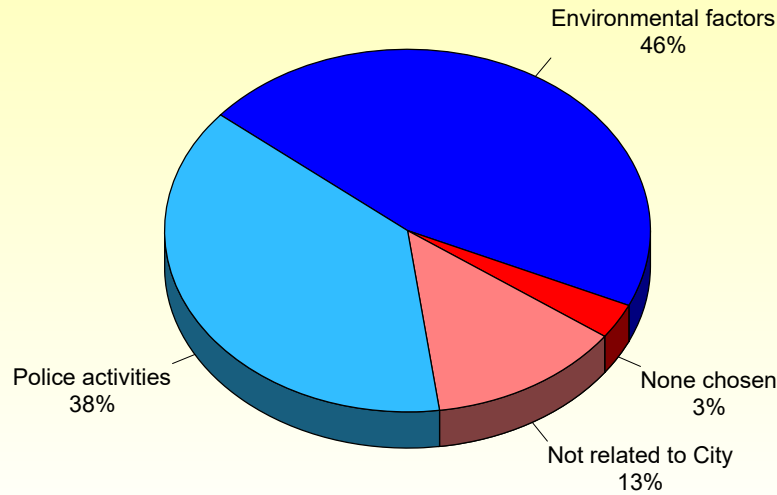
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q7. Which One of the Following Factors Most Influences How Safe You Feel in Raymore?

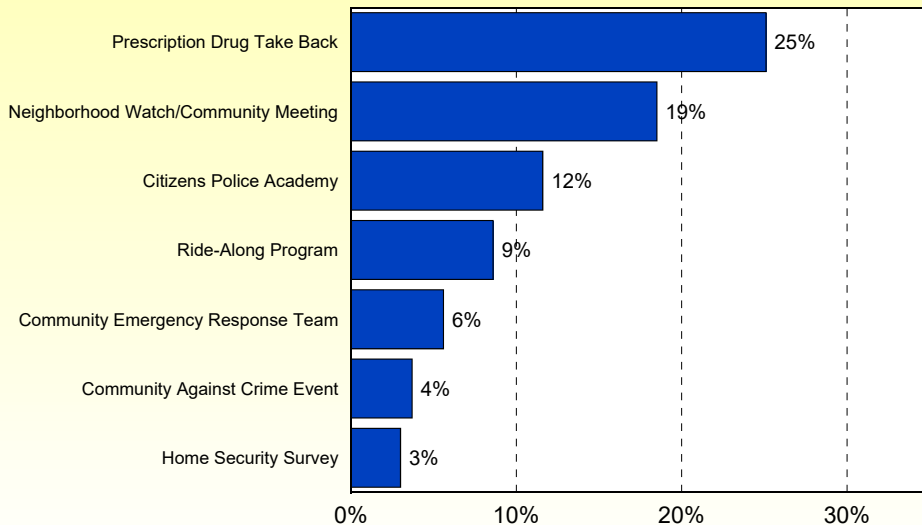
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q8. Police Initiatives/Outreach Programs in Raymore in Which Households Have Participated or Are Familiar

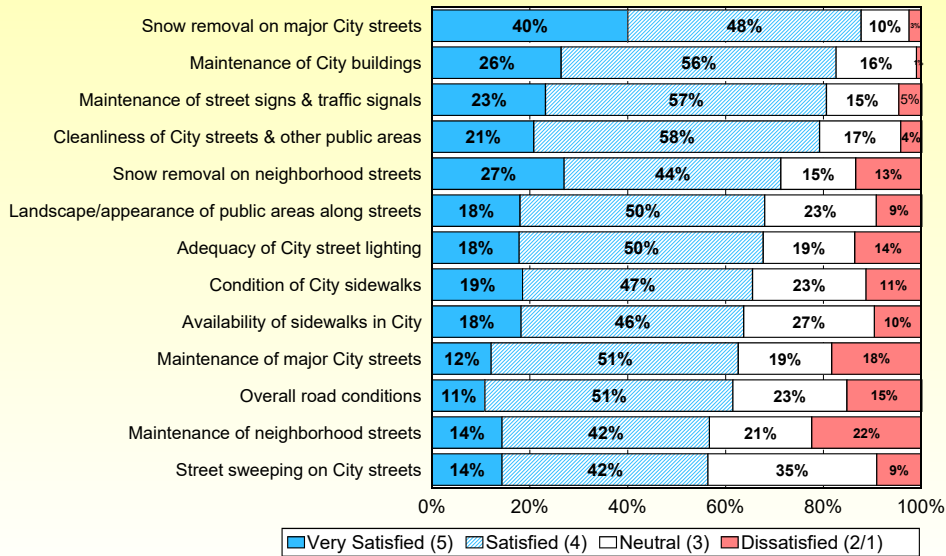
by percentage of respondents (multiple choices could be made)



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q9. Satisfaction with Various Aspects of Maintenance/Public Works

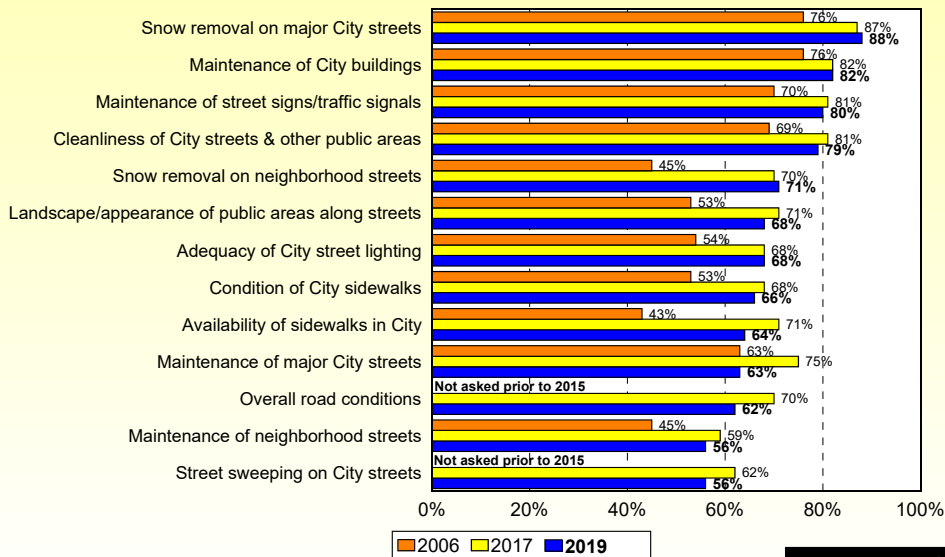
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q9. Satisfaction with Various Aspects of Maintenance/Public Works - 2006, 2017 & 2019

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

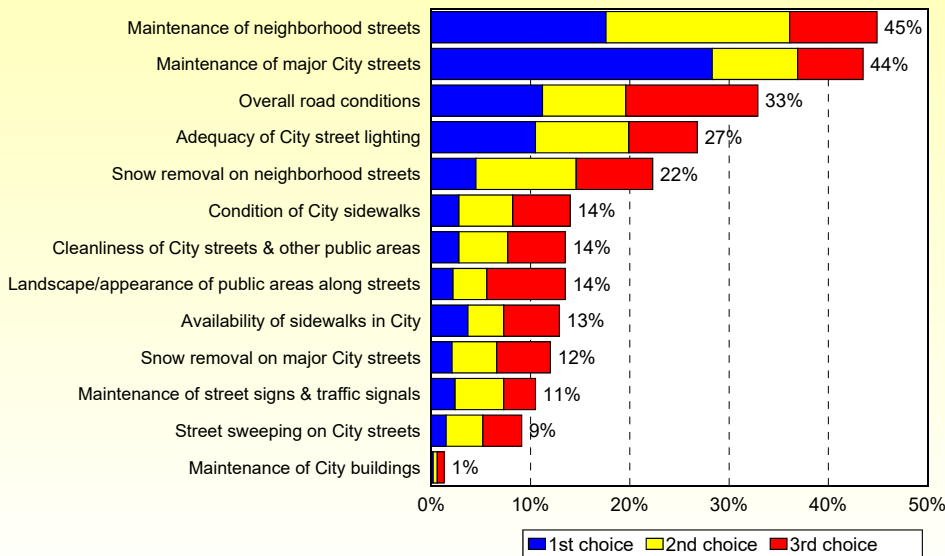


Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

TRENDS

Q10. Maintenance/Public Works Issues That Should Receive the Most Emphasis Over the Next Two Years

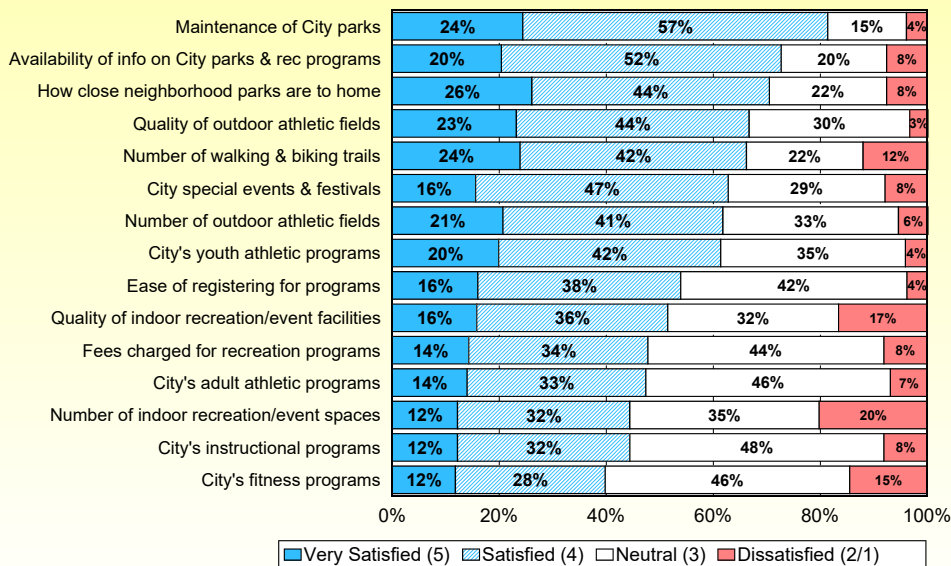
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q11. Satisfaction with Parks and Recreation

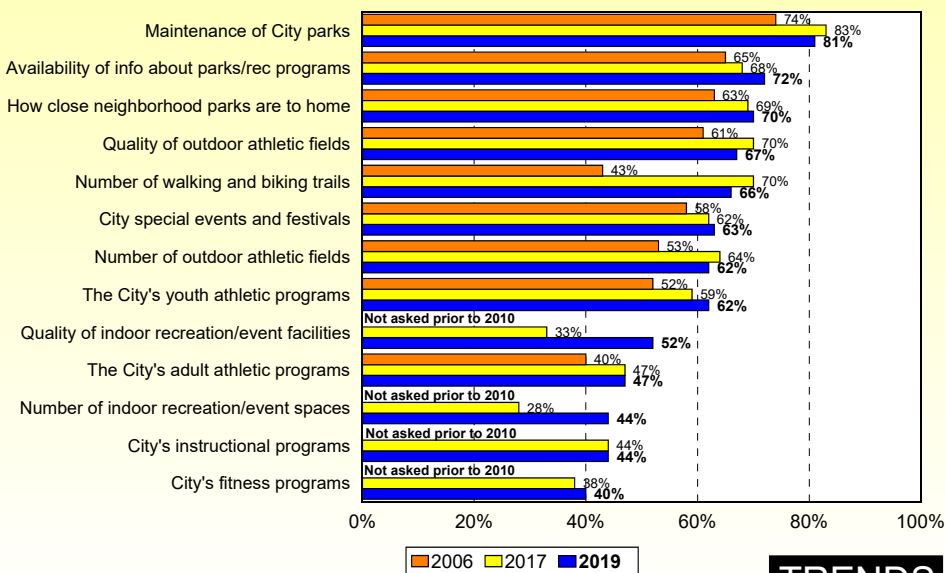
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q11. Satisfaction with Parks and Recreation 2006, 2017 & 2019

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

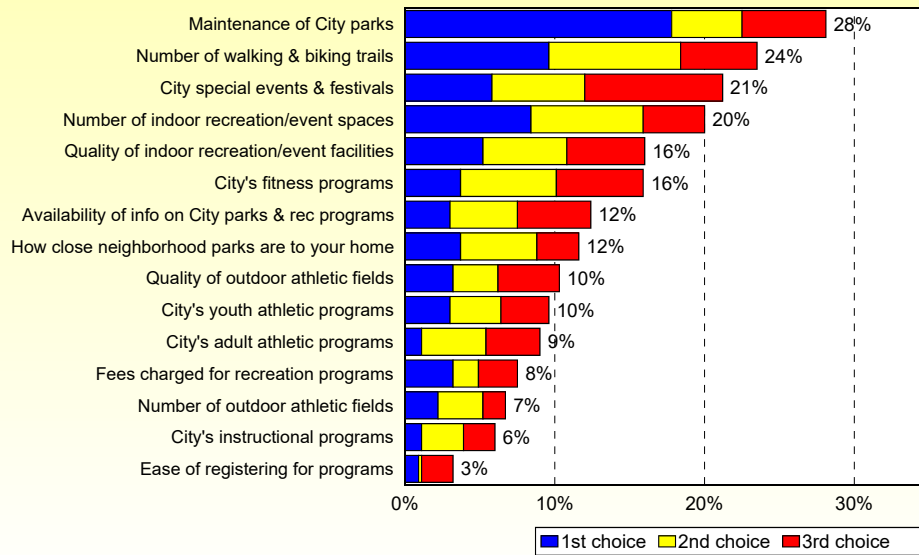


Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

TRENDS

Q12. Parks and Recreation Issues That Should Receive the Most Emphasis Over the Next Two Years

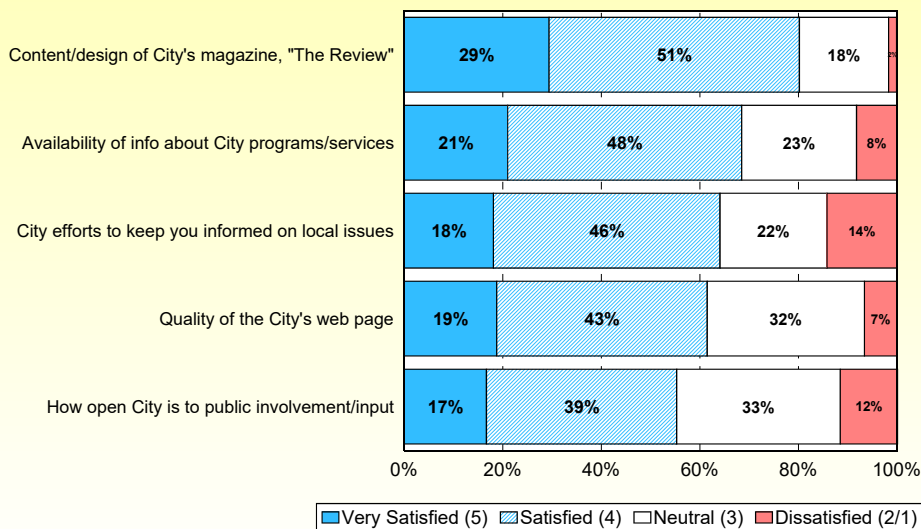
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q13. Satisfaction with Various Aspects of City Communication

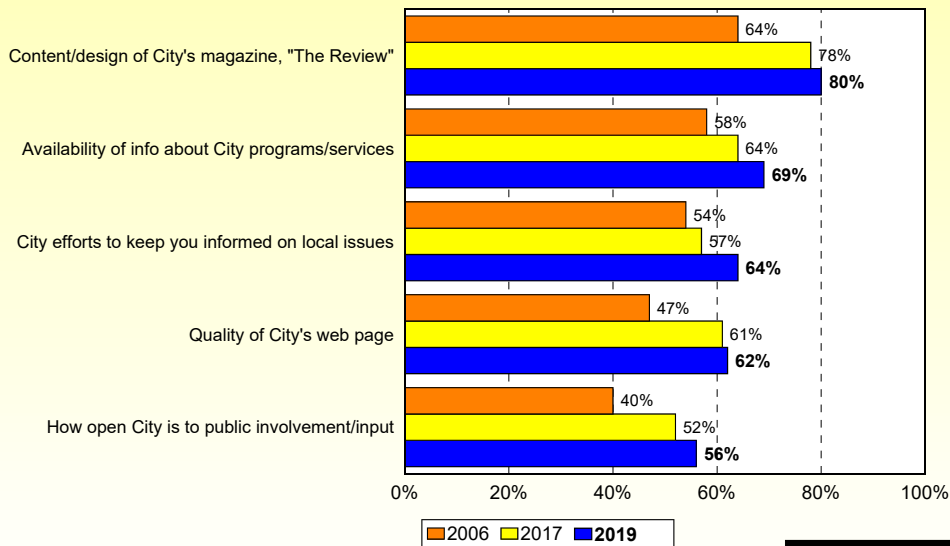
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q13. Satisfaction with Various Aspects of City Communication - 2006, 2017 & 2019

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

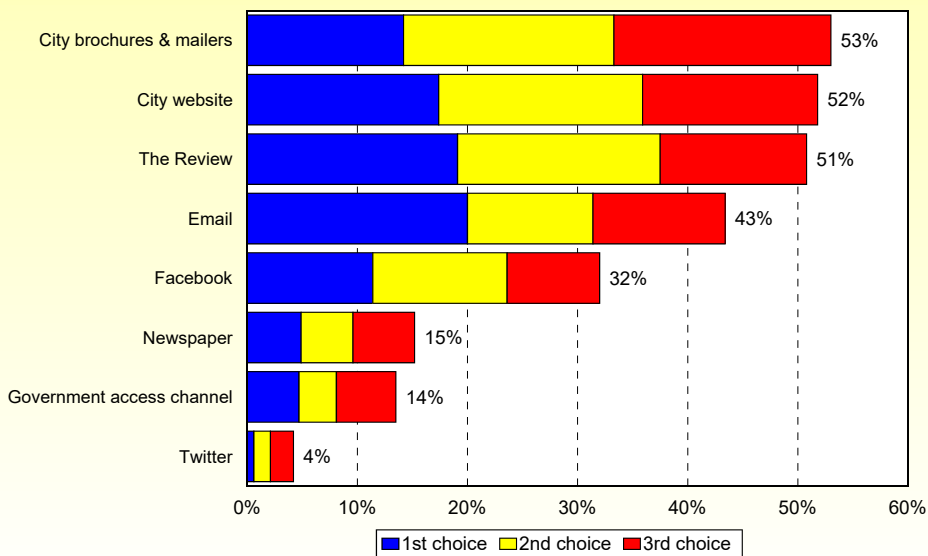


Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

TRENDS

Q14. How do you prefer to receive information about the City?

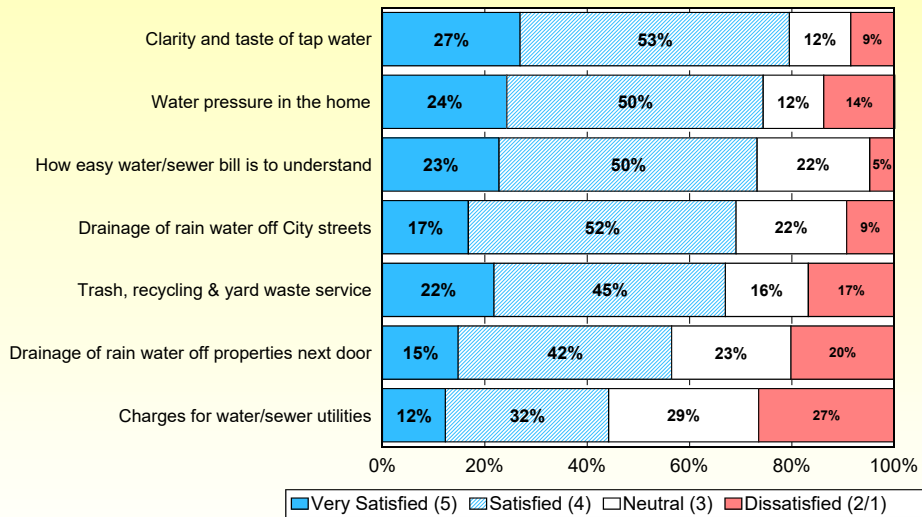
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q15. Satisfaction with Various Aspects of Sewer Utilities and Stormwater Management

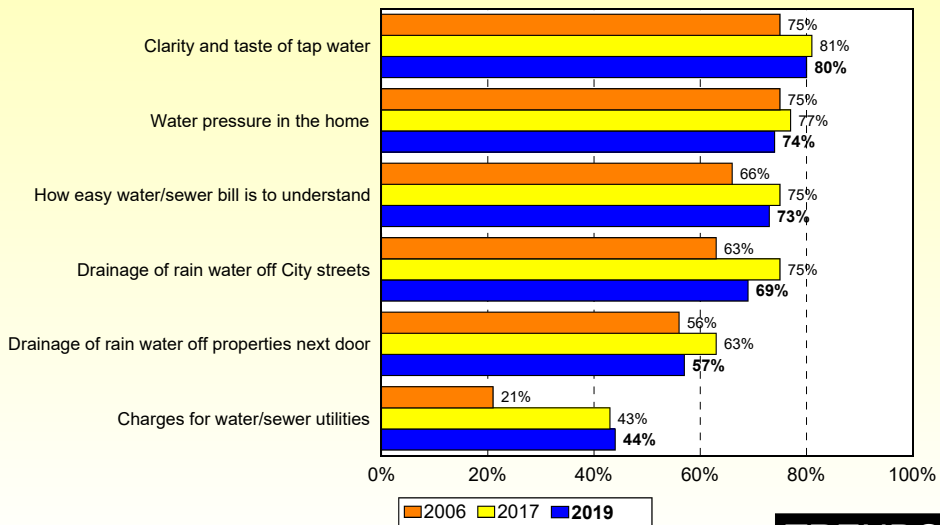
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q15. Satisfaction with Various Aspects of Sewer Utilities and Stormwater Management: 2006, 2017 & 2019

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

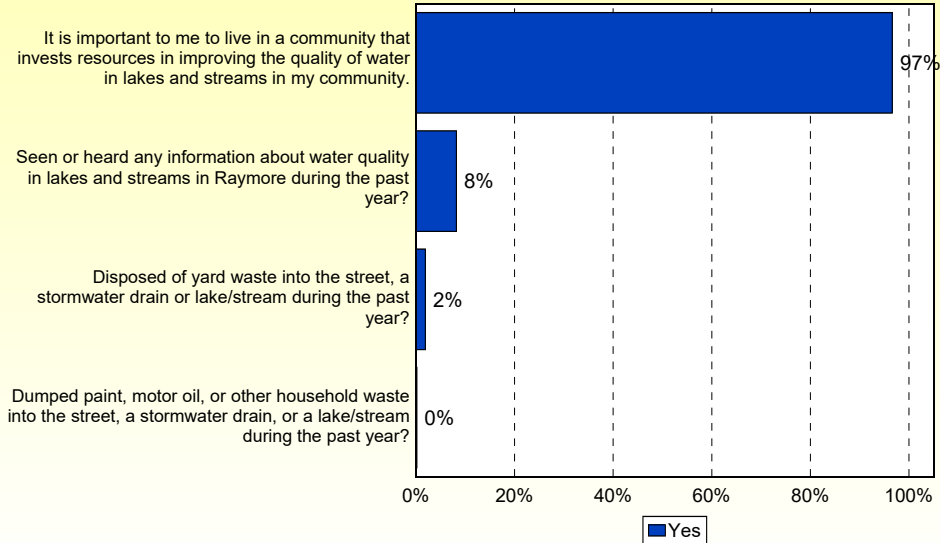


Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

TRENDS

Q16. Actions Respondent Households Have Taken Regarding Stormwater Education

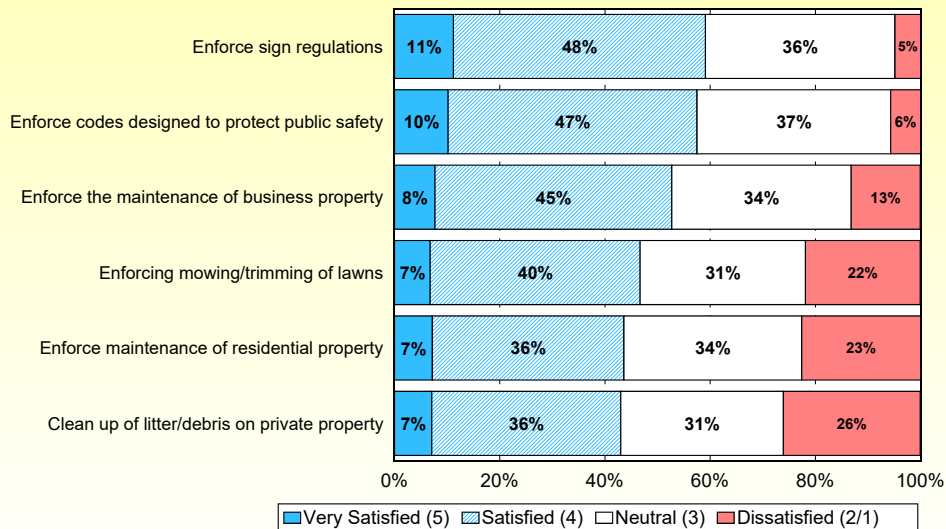
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q17. Satisfaction with Enforcement of Codes and Ordinances

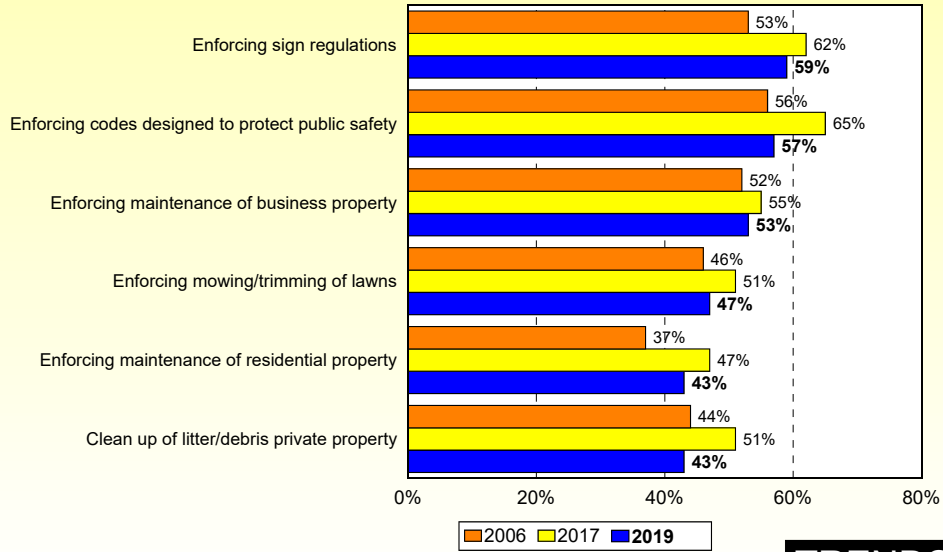
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q17. Satisfaction with Enforcement of Codes and Ordinances - 2006, 2017 & 2019

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

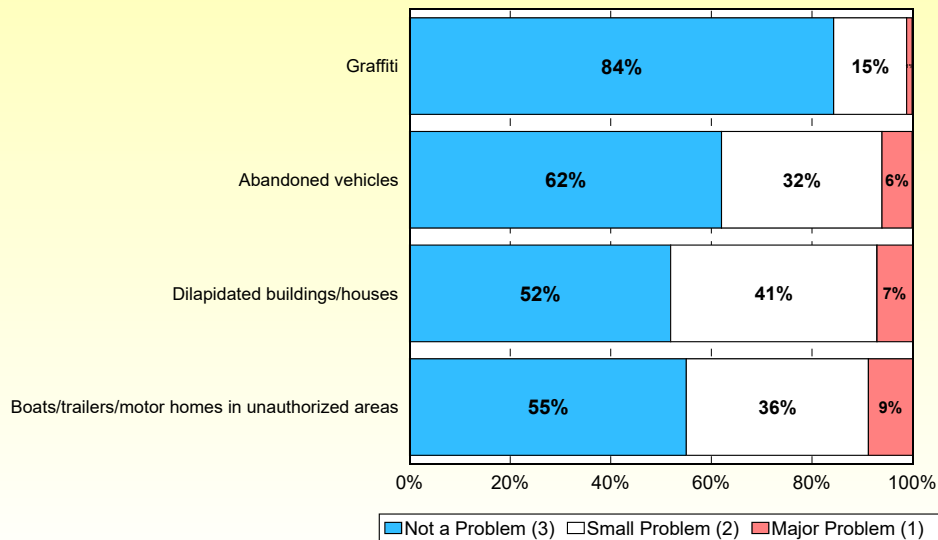


Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

TRENDS

Q18. How Problematic the Following Issues Are in Raymore

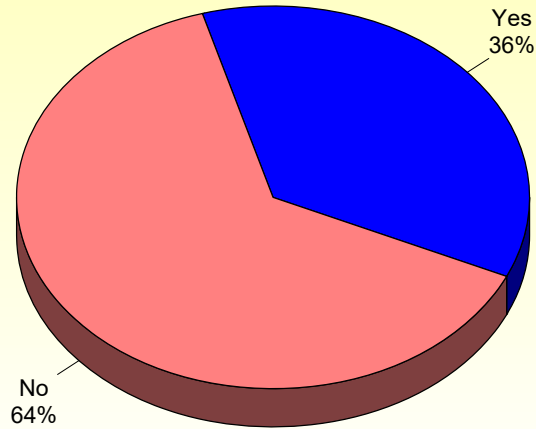
by percentage of respondents who rated the item as a 1 to 3 on a 3-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q19. Have you contacted the City with a question, problem or complaint during the past year?

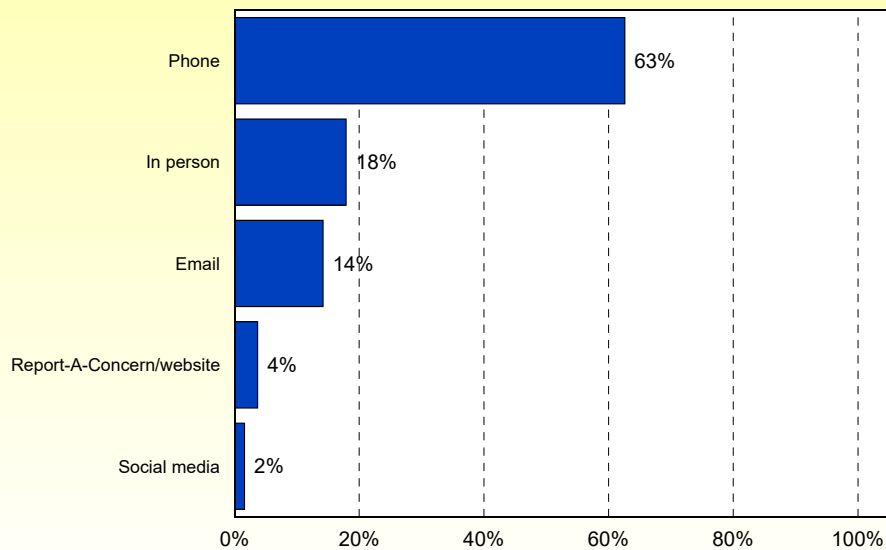
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q19a. How did you make contact?

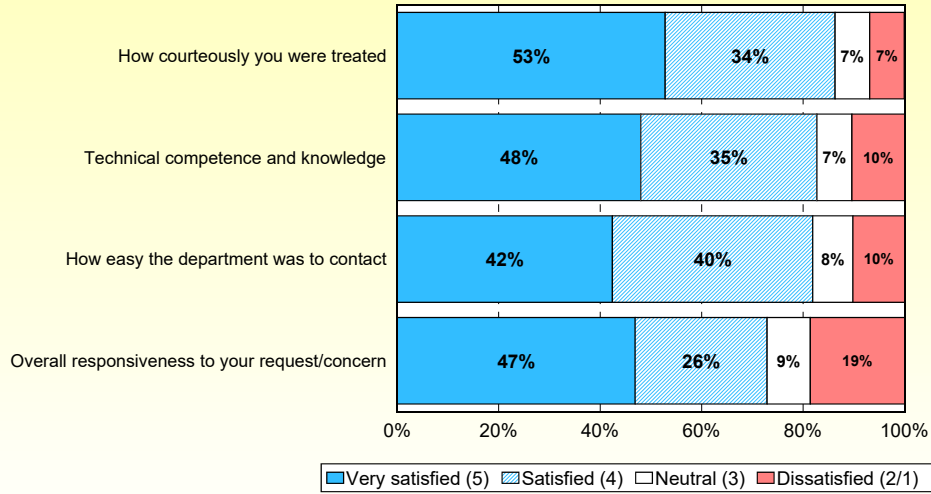
by percentage of respondents who contacted the City during the past year (excluding "not provided")



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q19c. Satisfaction with Quality of Service Received from City Employees

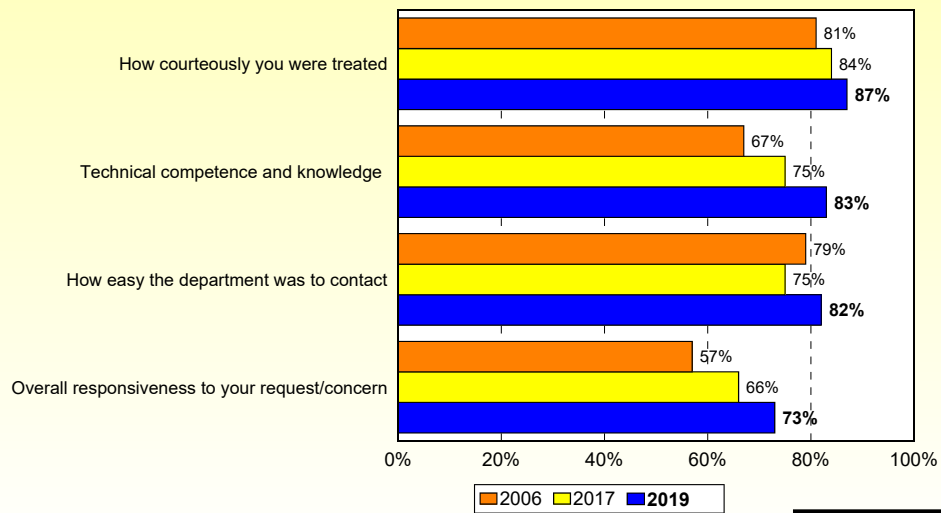
by percentage of respondents who contacted the City during the past year and rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q19c. Satisfaction with Quality of Service Received from City Employees

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

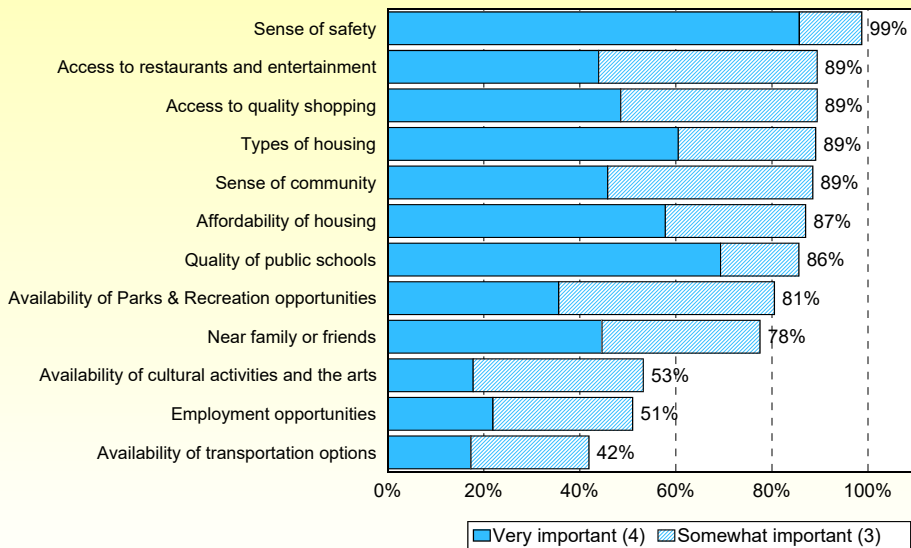


Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

TRENDS

Q20. Importance of Various Issues in Your Decision to Live in Raymore

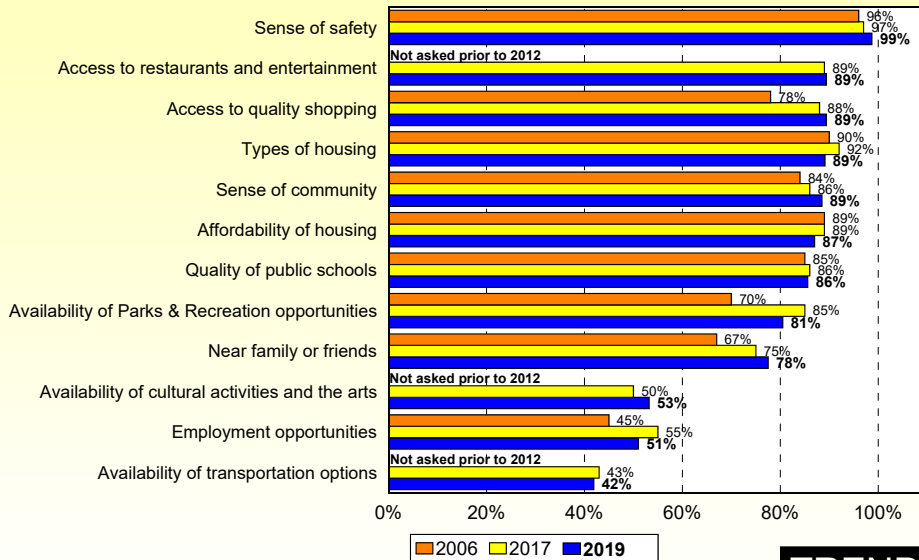
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding "not provided")



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

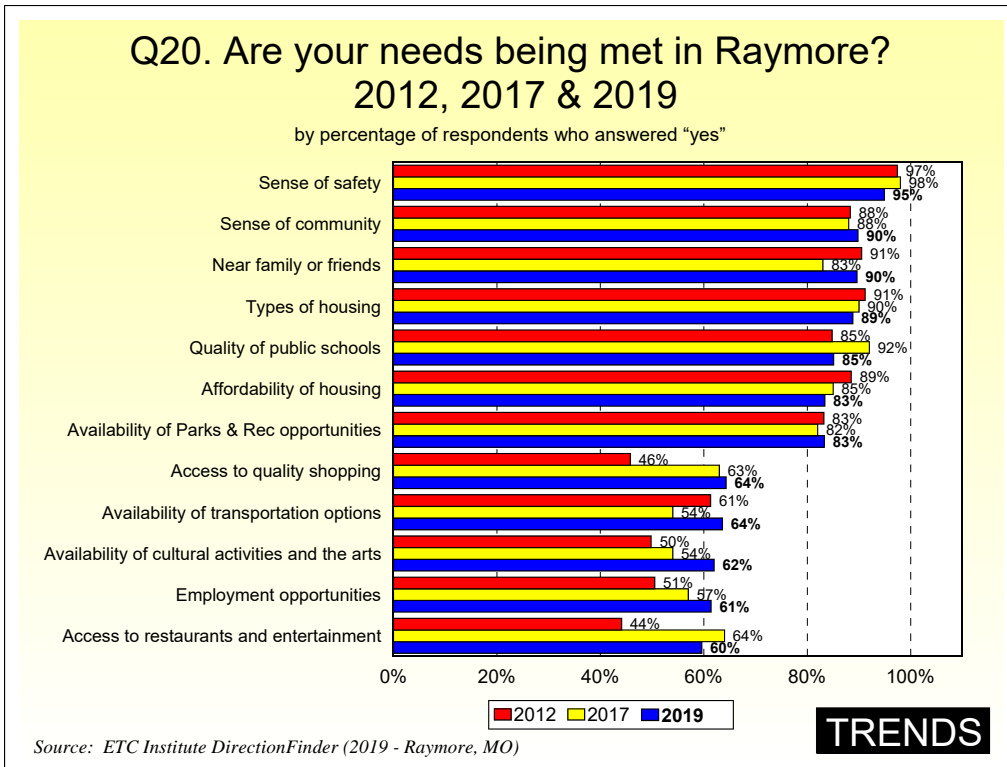
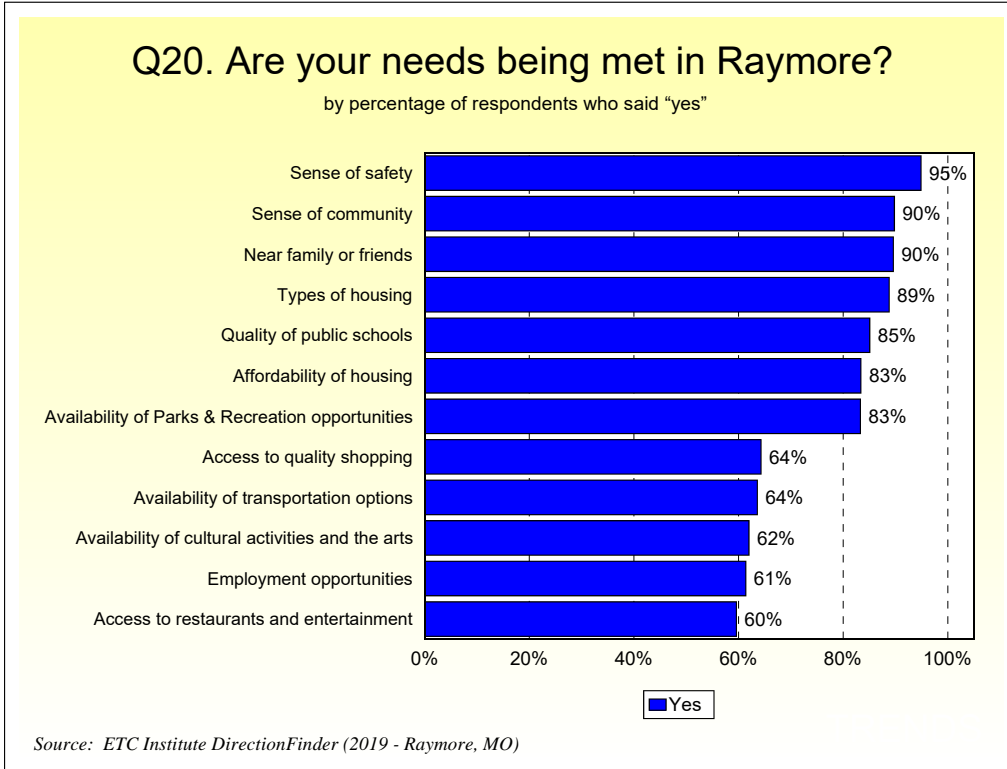
Q20. Importance of Various Issues in Your Decision to Live in Raymore - 2006, 2017 & 2019

by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding "not provided")



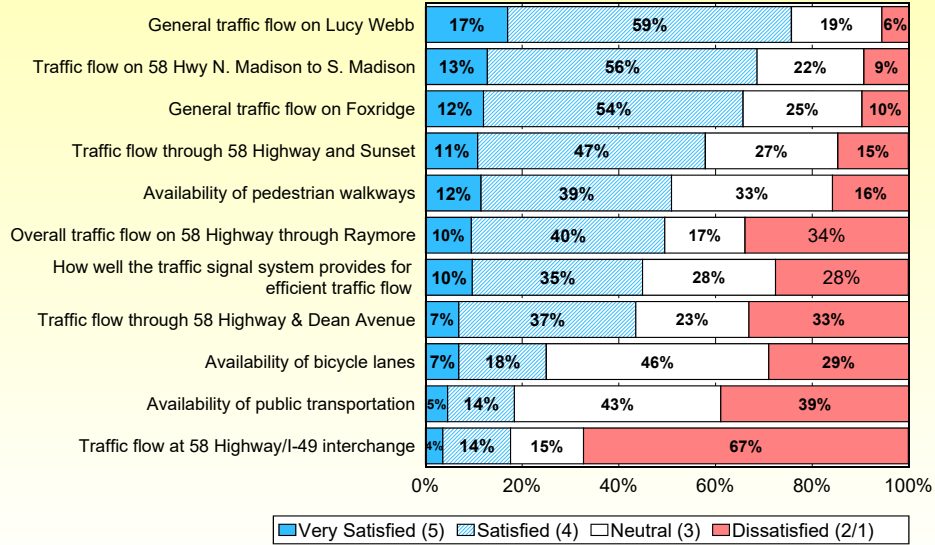
Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

TRENDS



Q21. Satisfaction with Various Aspects of Transportation

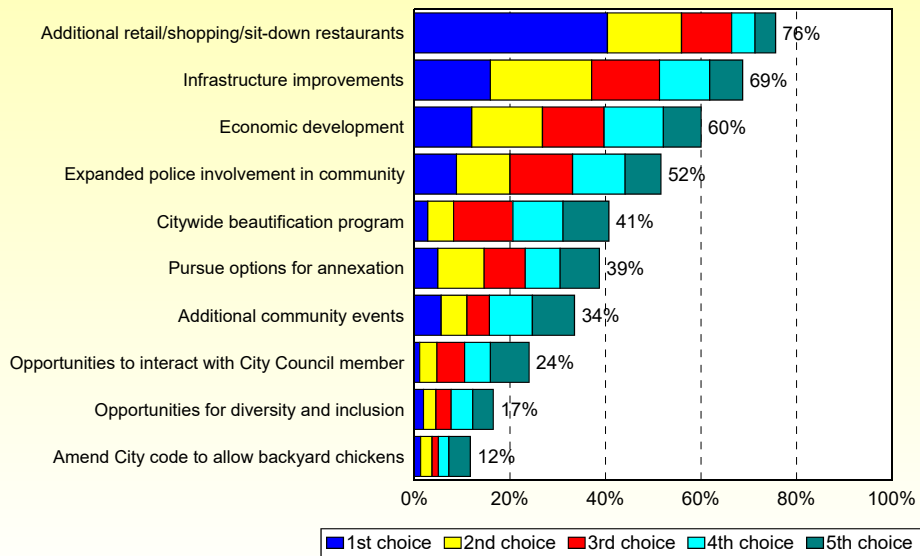
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q22. Ideas Most Important for Raymore to Focus on During the Next Two Years

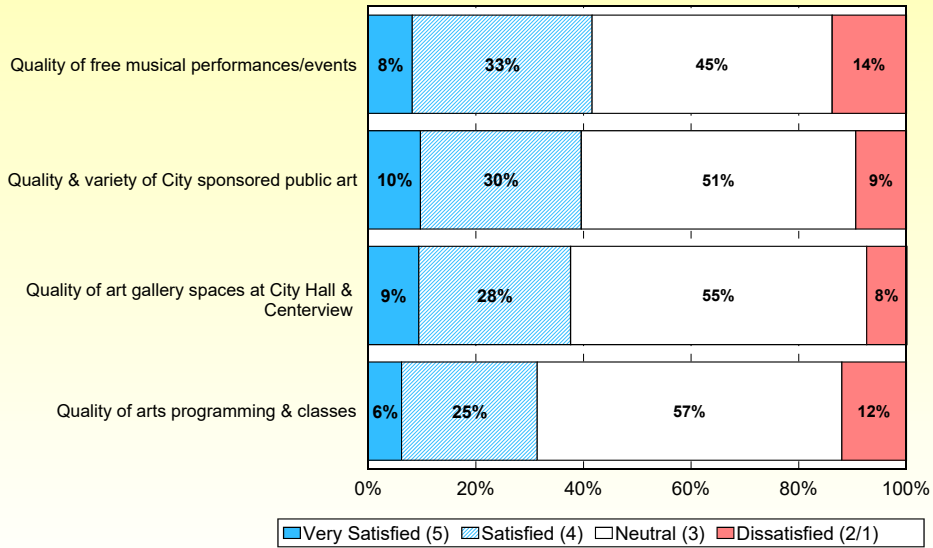
by percentage of respondents who selected the item as one of their top five choices



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q23. Satisfaction with Various Aspects of the Arts Commission

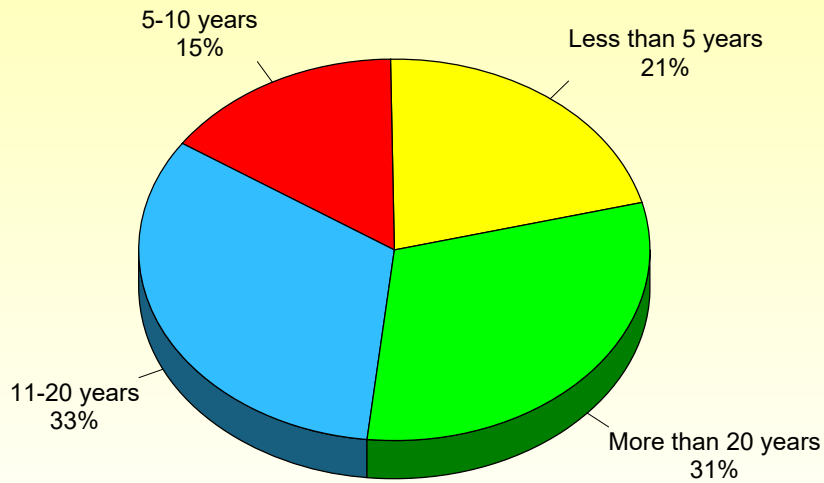
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q24. Demographics: How many years have you lived in the City of Raymore?

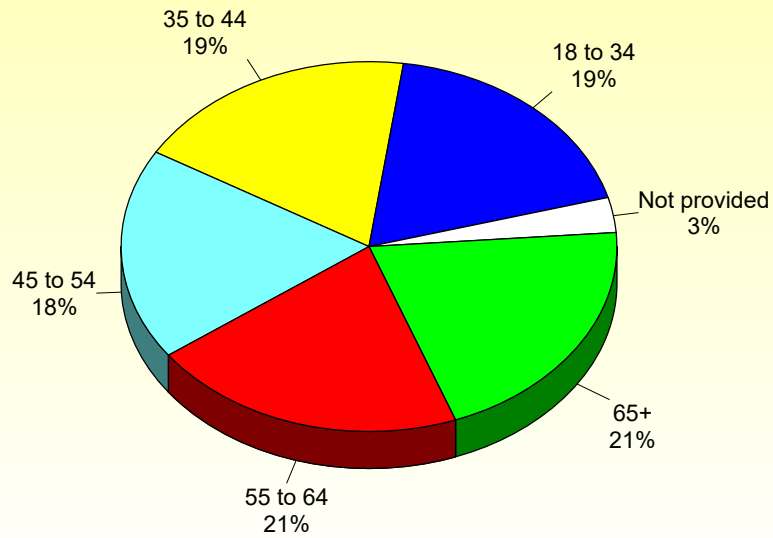
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q25. Demographics: Age of Respondent

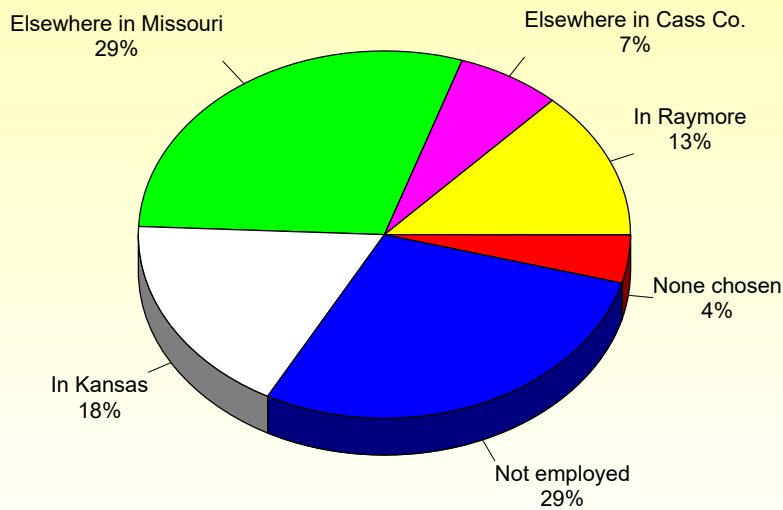
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q26. Demographics: Current Place of Employment

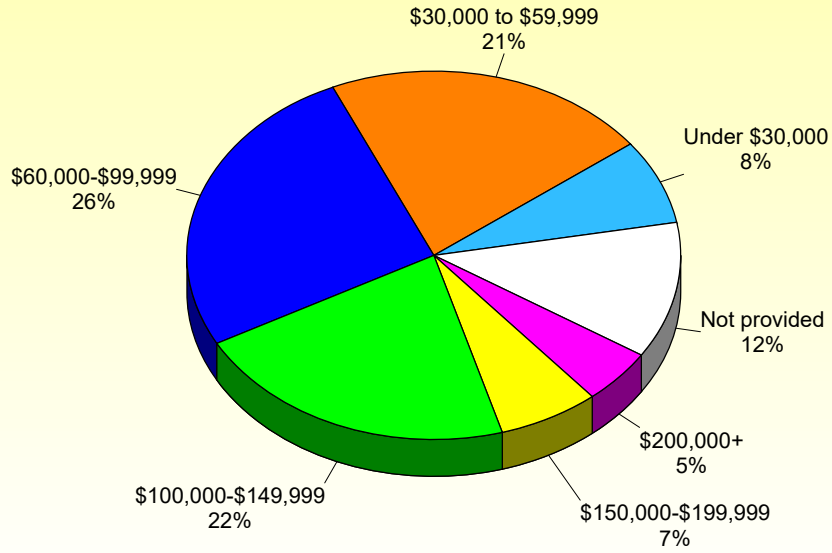
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q27. Demographics: Household Income

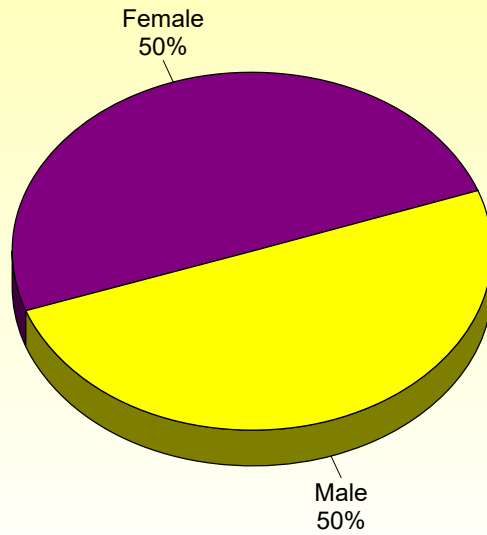
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Q28. Demographics: Gender

by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Raymore, MO)

Section 2

Importance-Satisfaction Analysis



Importance-Satisfaction Analysis

City of Raymore, 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 (IS) 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 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.

Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who 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 the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Approximately seventy-two percent (71.7%) of respondents selected *overall maintenance of City streets* as one of the most important services for the City to provide.

With regard to satisfaction, 55.2% of respondents surveyed rated *overall maintenance of City streets* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating for *overall maintenance of City streets* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 71.7% was multiplied by 44.8% (1-0.552). This calculation yielded an I-S rating of 0.3212 which ranked first out of 9 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either 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 for the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 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 the City of Raymore are provided on the following pages.

2019 Importance-Satisfaction Rating City of Raymore Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of City streets	72%	1	55%	8	0.3212	1
Flow of traffic and congestion management	62%	2	51%	9	0.3034	2
<u>Medium Priority (IS <.10)</u>						
Enforcement of codes for building and housing	19%	5	58%	7	0.0803	3
Quality of stormwater runoff/mgmt system	19%	6	70%	6	0.0583	4
Quality of parks & recreation programs/facilities	25%	4	79%	4	0.0522	5
Effectiveness of City communication w/ the public	17%	7	72%	5	0.0477	6
Overall quality of public safety services	36%	3	90%	1	0.0348	7
Quality of customer service from City employees	6%	8	82%	3	0.0118	8
Overall maintenance of City buildings & facilities	5%	9	82%	2	0.0097	9

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 be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with 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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2019 Importance-Satisfaction Rating

City of Raymore

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
City's efforts to prevent crime	50%	1	73%	6	0.1341	1
Visibility of police in retail areas	31%	4	63%	8	0.1171	2
Visibility of police in neighborhoods	44%	2	76%	4	0.1076	3
Medium Priority (IS <.10)						
Severe weather preparedness/disaster response planning	29%	5	80%	3	0.0601	4
Quality of animal control	18%	7	69%	7	0.0552	5
Enforcement of local traffic laws	18%	8	74%	5	0.0463	6
How quickly police respond to emergencies	22%	6	81%	2	0.0410	7
Overall quality of local police protection	34%	3	89%	1	0.0357	8

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 be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with 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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2019 Importance-Satisfaction Rating City of Raymore City Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of neighborhood streets	45%	1	57%	12	0.1944	1
Maintenance of major City streets	44%	2	63%	10	0.1627	2
Overall road conditions	33%	3	62%	11	0.1267	3
Medium Priority (IS <.10)						
Adequacy of City street lighting	27%	4	68%	7	0.0866	4
Snow removal on neighborhood streets	22%	5	71%	5	0.0640	5
Condition of City sidewalks	14%	6	66%	8	0.0483	6
Availability of sidewalks in City	13%	9	64%	9	0.0468	7
Landscape/appearance of public areas along streets	14%	8	68%	6	0.0432	8
Street sweeping on City streets	9%	12	56%	13	0.0397	9
Cleanliness of City streets & other public areas	14%	7	79%	4	0.0281	10
Maintenance of street signs & traffic signals	11%	11	81%	3	0.0204	11
Snow removal on major City streets	12%	10	88%	1	0.0148	12
Maintenance of City buildings	1%	13	83%	2	0.0023	13

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 be the City's top priorities.

Satisfaction %:

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

2019 Importance-Satisfaction Rating

City of Raymore

Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Number of indoor recreation/event spaces	20%	4	44%	13	0.1112	1
Medium Priority (IS <.10)						
City's fitness programs	16%	6	40%	15	0.0957	2
Number of walking & biking trails	24%	2	66%	5	0.0794	3
City special events & festivals	21%	3	63%	6	0.0789	4
Quality of indoor recreation/event facilities	16%	5	52%	10	0.0776	5
Maintenance of City parks	28%	1	81%	1	0.0523	6
City's adult athletic programs	9%	11	47%	12	0.0473	7
Fees charged for recreation programs	8%	12	48%	11	0.0392	8
City's youth athletic programs	10%	10	61%	8	0.0371	9
Quality of outdoor athletic fields	10%	9	67%	4	0.0343	10
How close neighborhood parks are to home	12%	8	71%	3	0.0342	11
Availability of info on City parks & rec programs	12%	7	73%	2	0.0339	12
City's instructional programs	6%	14	44%	14	0.0334	13
Number of outdoor athletic fields	7%	13	62%	7	0.0256	14
Ease of registering for programs	3%	15	54%	9	0.0148	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, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

Importance-Satisfaction Matrix Analysis

City of Raymore, Missouri

Overview

The Importance-Satisfaction (I-S) 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 axis on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S Matrix should be interpreted as follows:

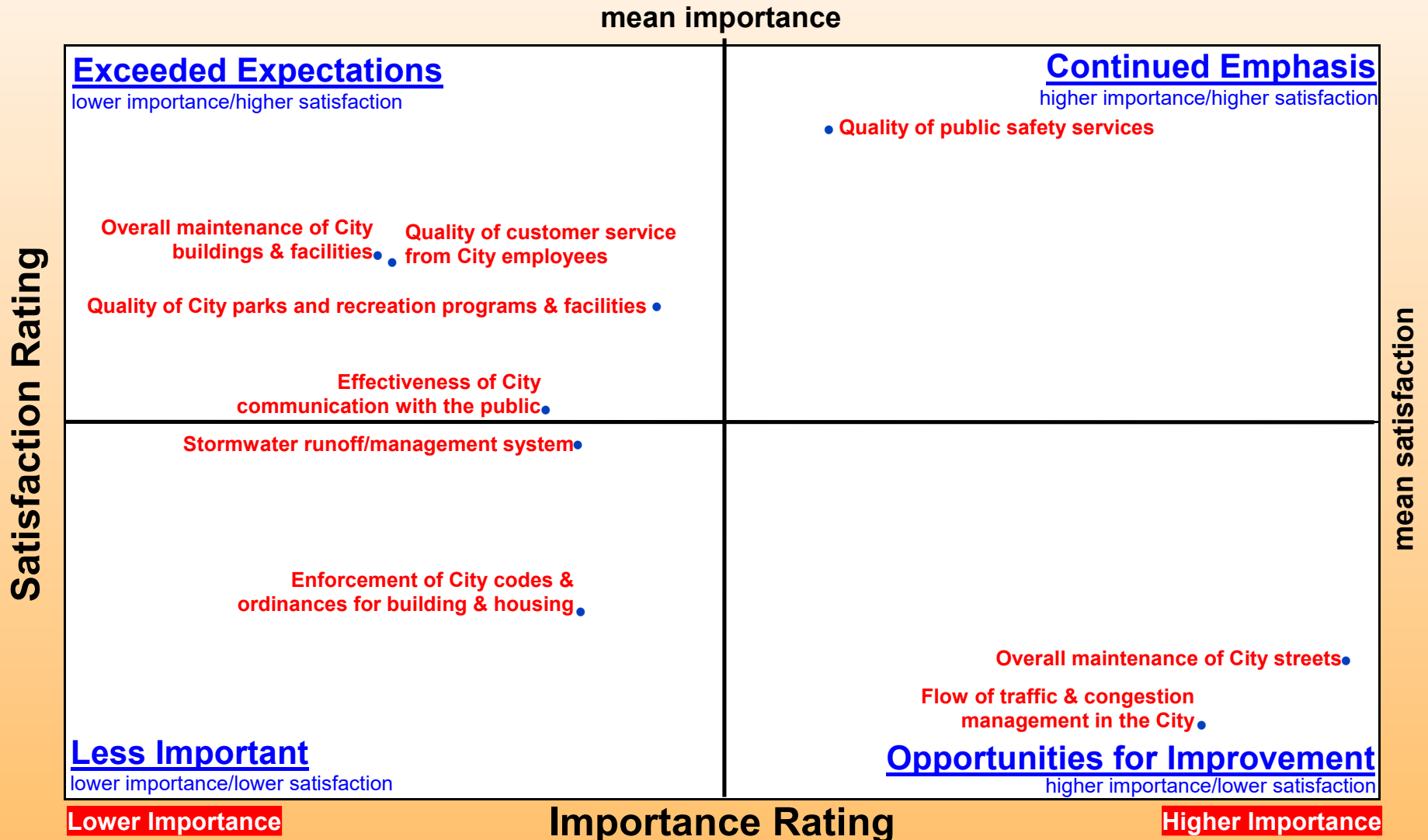
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting expectations. Items in this area have a significant impact on a resident's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in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

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

2019 City of Raymore Importance-Satisfaction Assessment Matrix

-Overall Services-

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

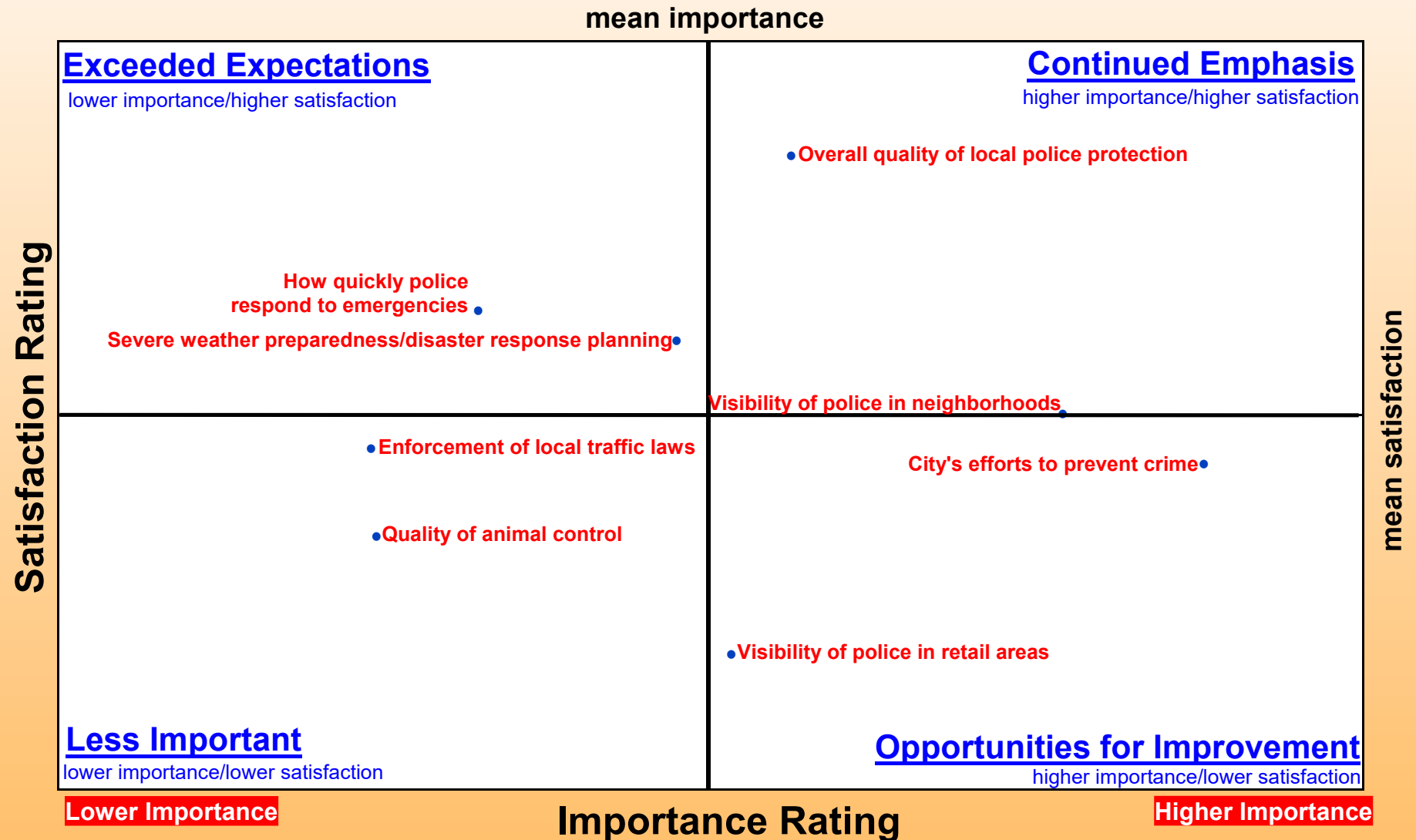


Source: ETC Institute (2019)

2019 City of Raymore Importance-Satisfaction Assessment Matrix

-Public Safety Services-

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

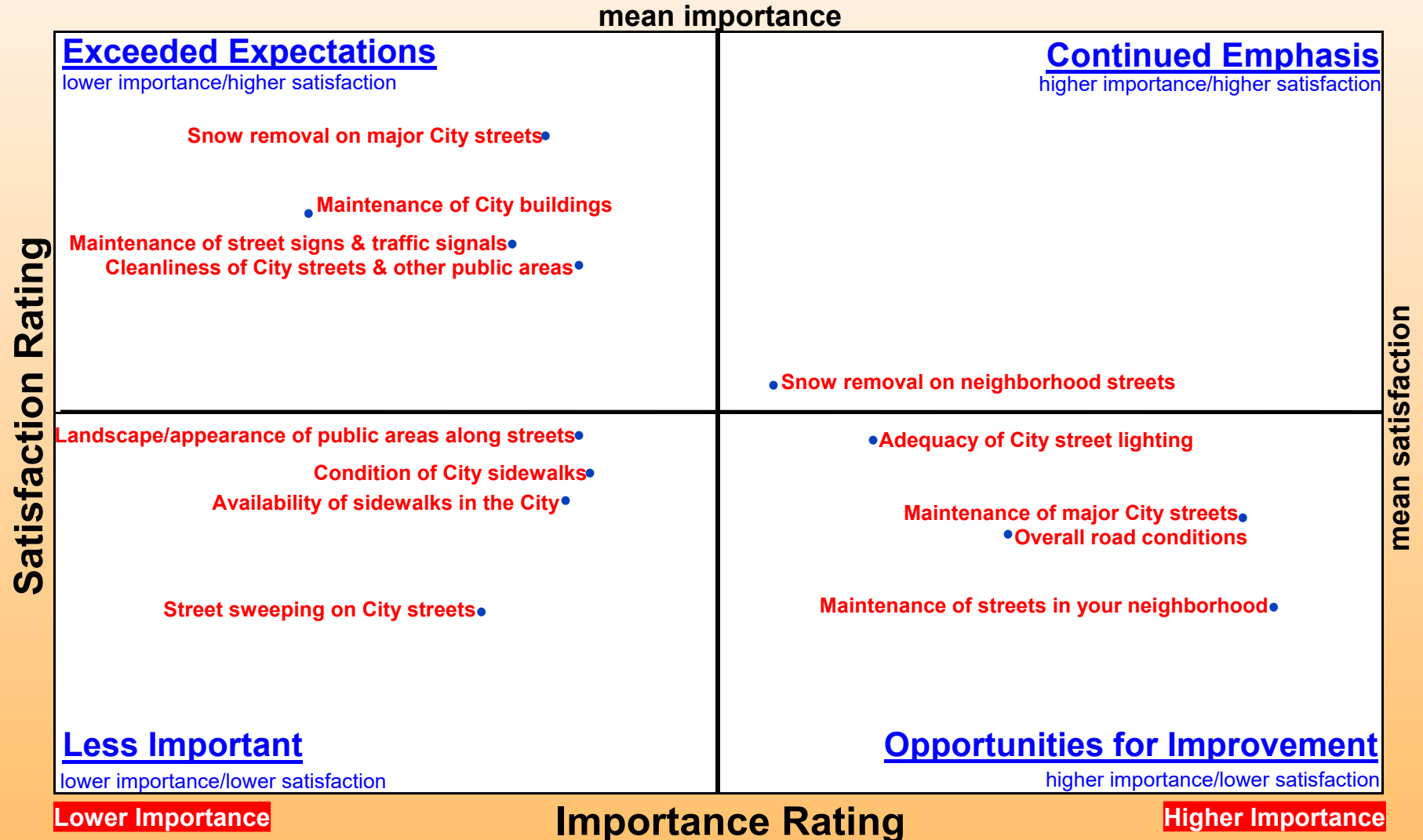


Source: ETC Institute (2019)

2019 City of Raymore Importance-Satisfaction Assessment Matrix

-Maintenance Services-

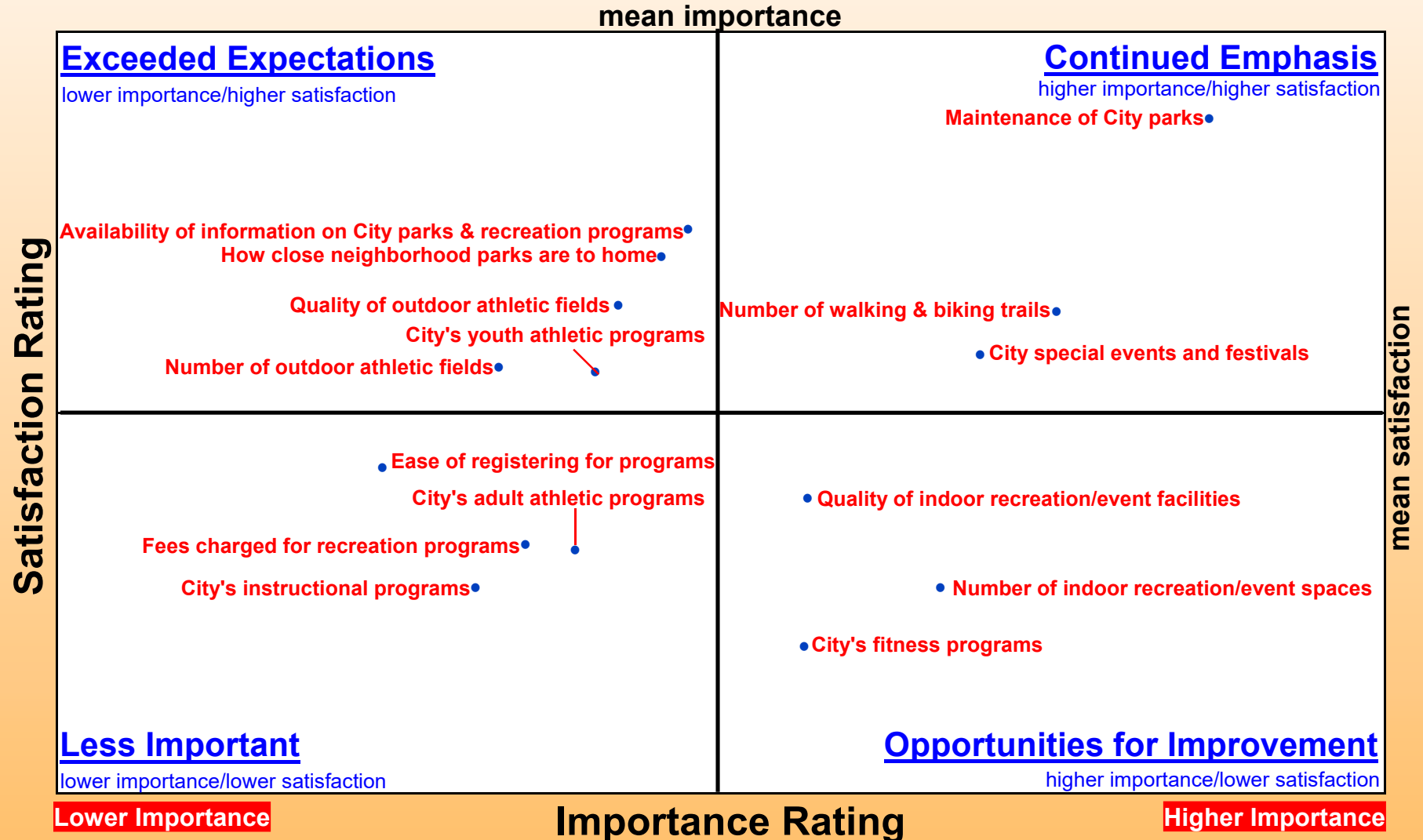
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2019)

2019 City of Raymore Importance-Satisfaction Assessment Matrix -Parks and Recreation-

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



Source: ETC Institute (2019)

Section 3

Benchmarking Data



Benchmarking Summary Report

City of Raymore, Missouri

Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders in Kansas and Missouri use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 210 cities and counties in 43 states. This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the Summer of 2018 to a random sample of over 4,000 residents in the continental United States and (2) surveys that have been administered by ETC Institute in 30 communities in Kansas and Missouri since 2016. The Kansas and Missouri communities represented in this report include:

- Blue Springs, Missouri
- Branson, Missouri
- Clayton, Missouri
- Columbia, Missouri
- Gardner, Kansas
- Gladstone, Missouri
- Independence, Missouri
- Jackson, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Kirkwood, Missouri
- Lawrence, Kansas
- Lee's Summit, Missouri
- Lenexa, Kansas
- Liberty, Missouri
- Merriam, Kansas
- Mission, Kansas
- North Kansas City, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Pleasant Hill, Missouri
- Raymore, Missouri
- Riverside, Missouri
- Roeland Park, Kansas
- Shawnee, Kansas
- Springfield, Missouri
- St. Joseph, Missouri
- Warrensburg, Missouri
- Wyandotte County, Kansas

National Benchmarks. The first set of charts on the following pages show how the overall results for Raymore compare to the national average based on the results of a 2018 survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents.

Kansas and Missouri Regional Benchmarks. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 30 communities listed above for more than 50 areas of service delivery. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the Kansas and Missouri region. The actual ratings for Raymore are listed to the right of each chart. The dot on each bar shows how the results for Raymore compare to the other communities in the Kansas and Missouri region where the *DirectionFinder*® survey has been conducted since 2016.

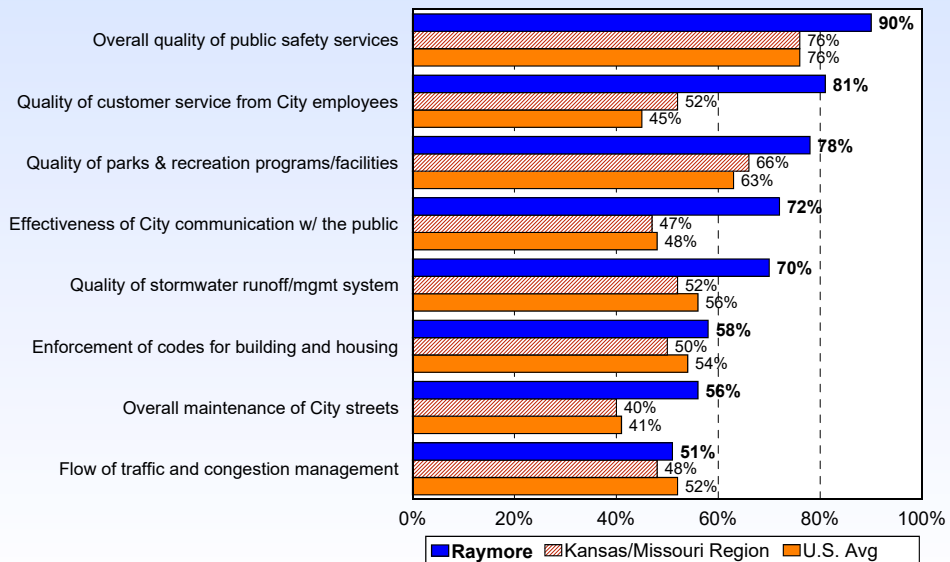
National Benchmarks (All Communities)

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Source: ETC Institute (2019)

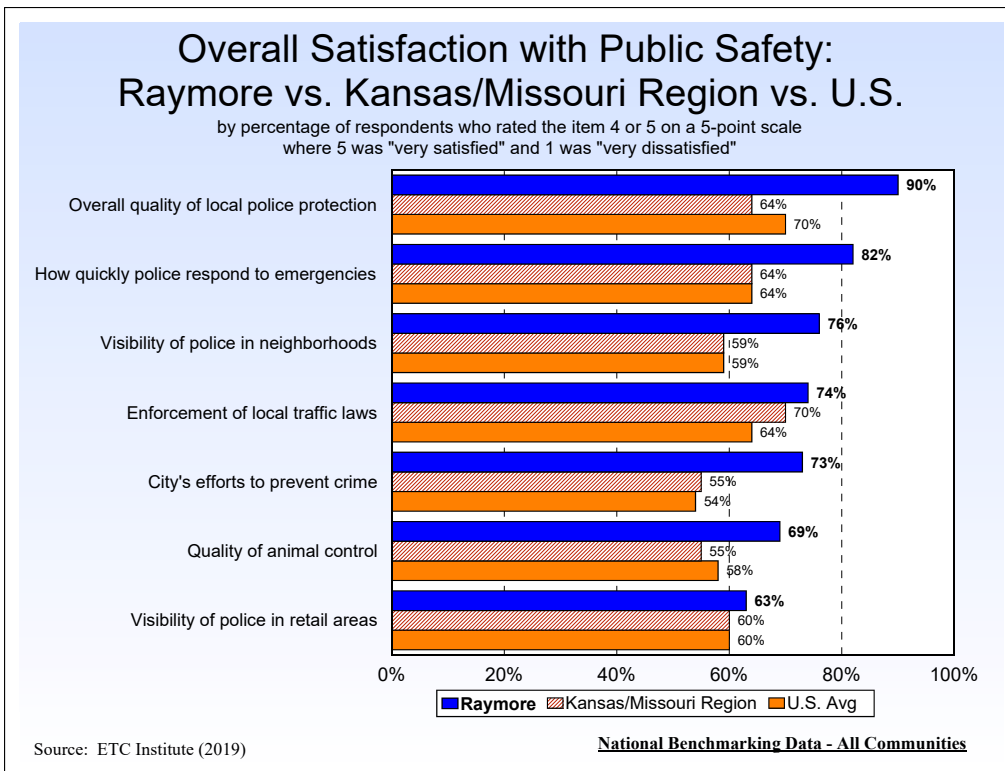
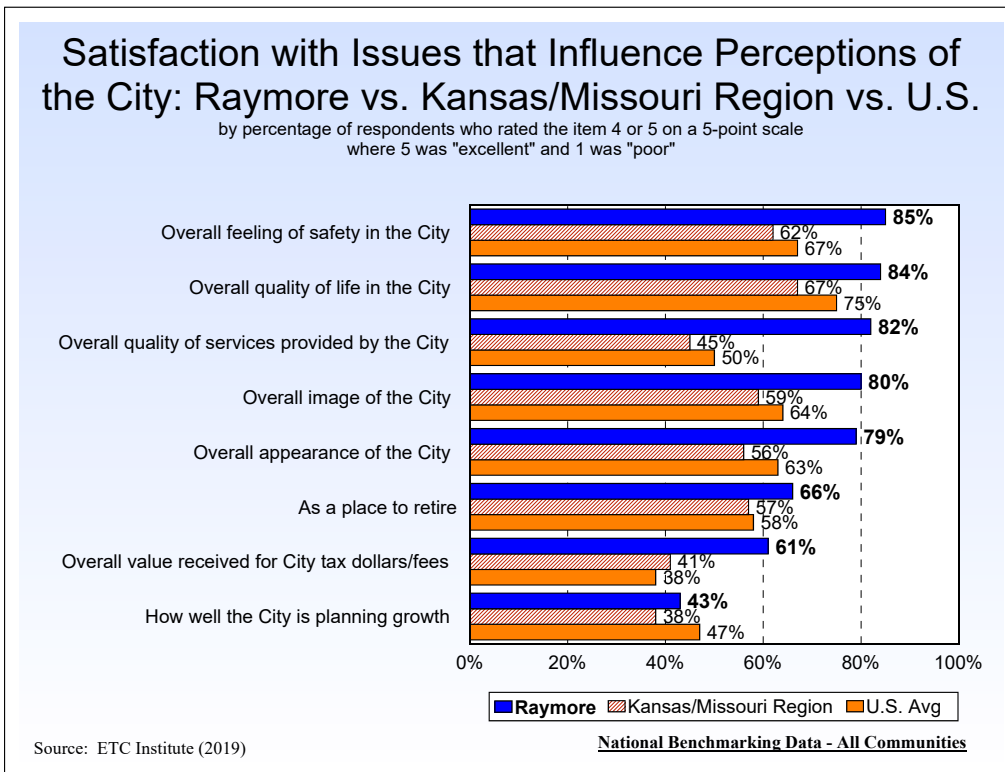
Overall Satisfaction with City Services: Raymore vs. Kansas/Missouri Region vs. U.S.

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"



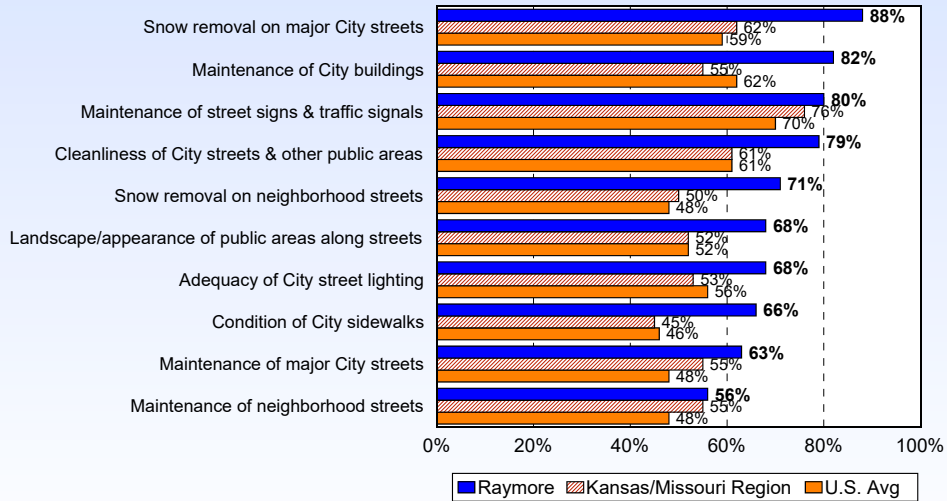
Source: ETC Institute (2019)

National Benchmarking Data - All Communities



Overall Satisfaction with Maintenance Services: Raymore vs. Kansas/Missouri Region 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"

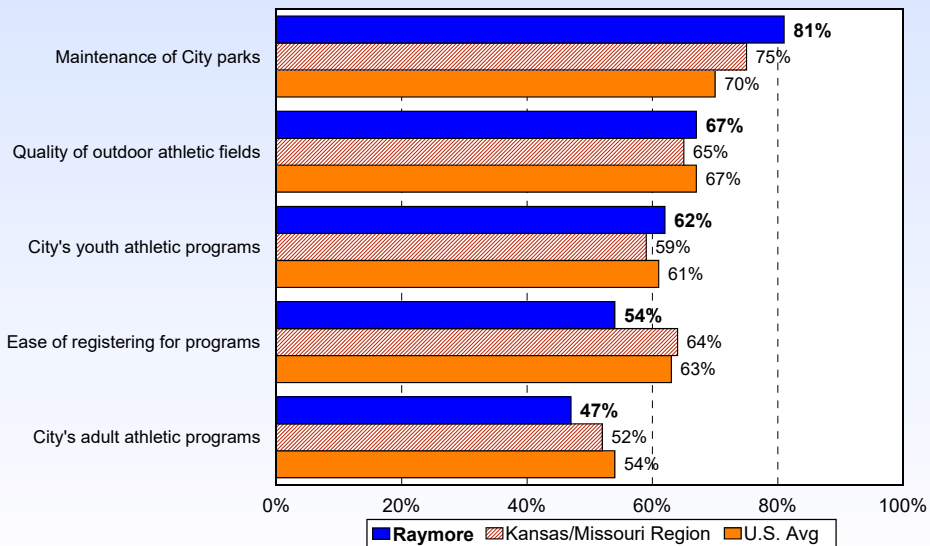


Source: ETC Institute (2019)

National Benchmarking Data - All Communities

Overall Satisfaction with Parks and Recreation Services: Raymore vs. Kansas/Missouri Region 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"

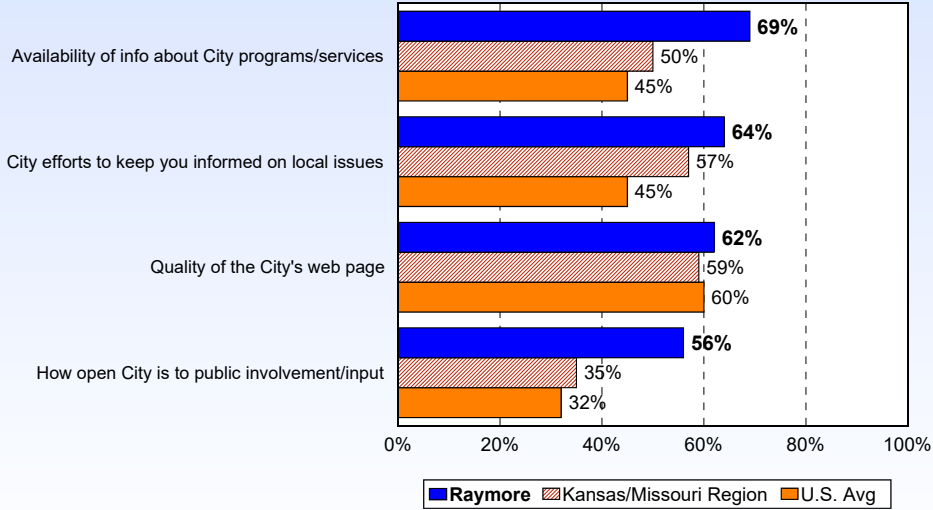


Source: ETC Institute (2019)

National Benchmarking Data - All Communities

Overall Satisfaction with Communication: Raymore vs. Kansas/Missouri Region 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"

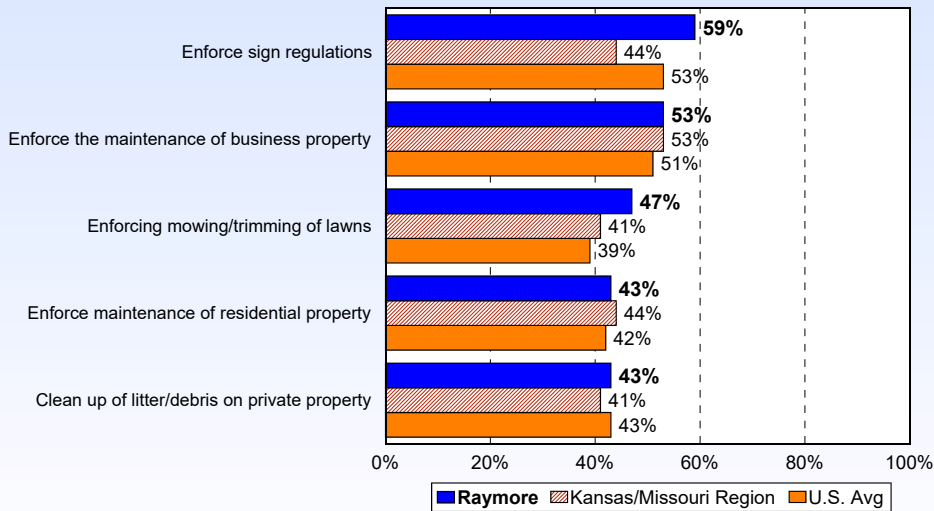


Source: ETC Institute (2019)

National Benchmarking Data - All Communities

Overall Satisfaction with Codes and Ordinances: Raymore vs. Kansas/Missouri Region 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 (2019)

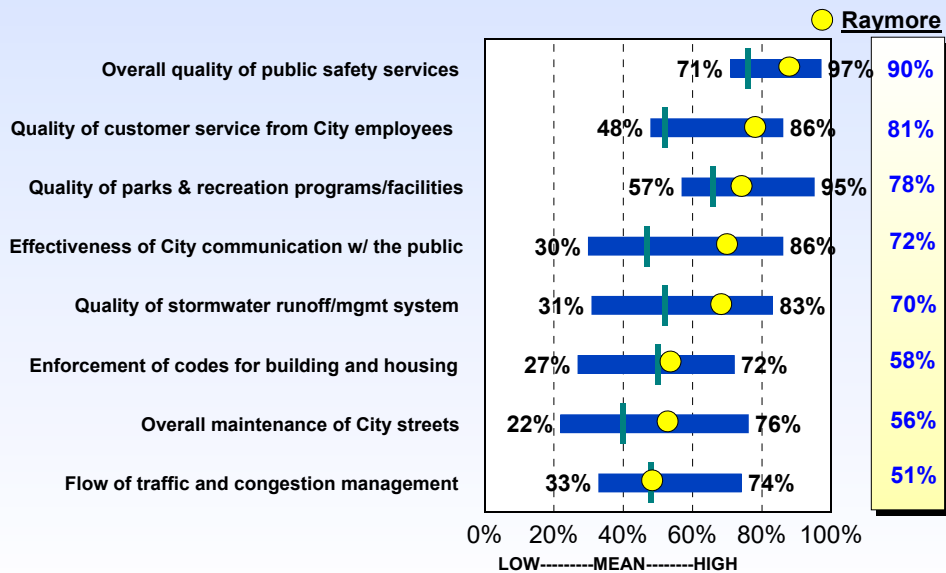
National Benchmarking Data - All Communities

Kansas/Missouri Regional Benchmarks

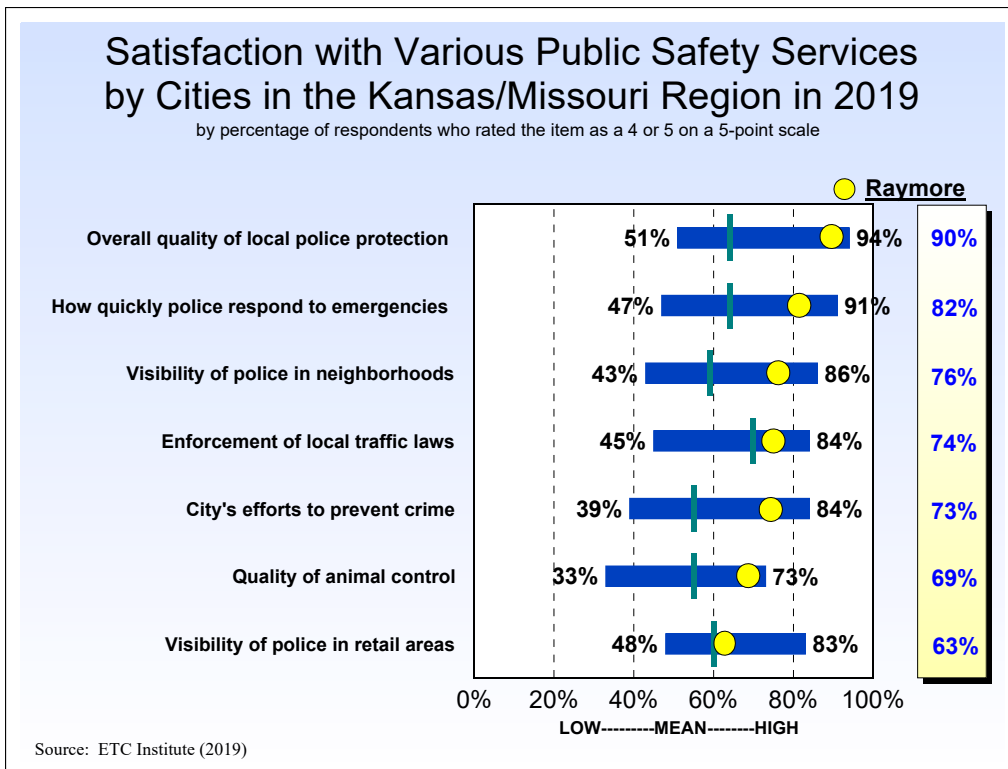
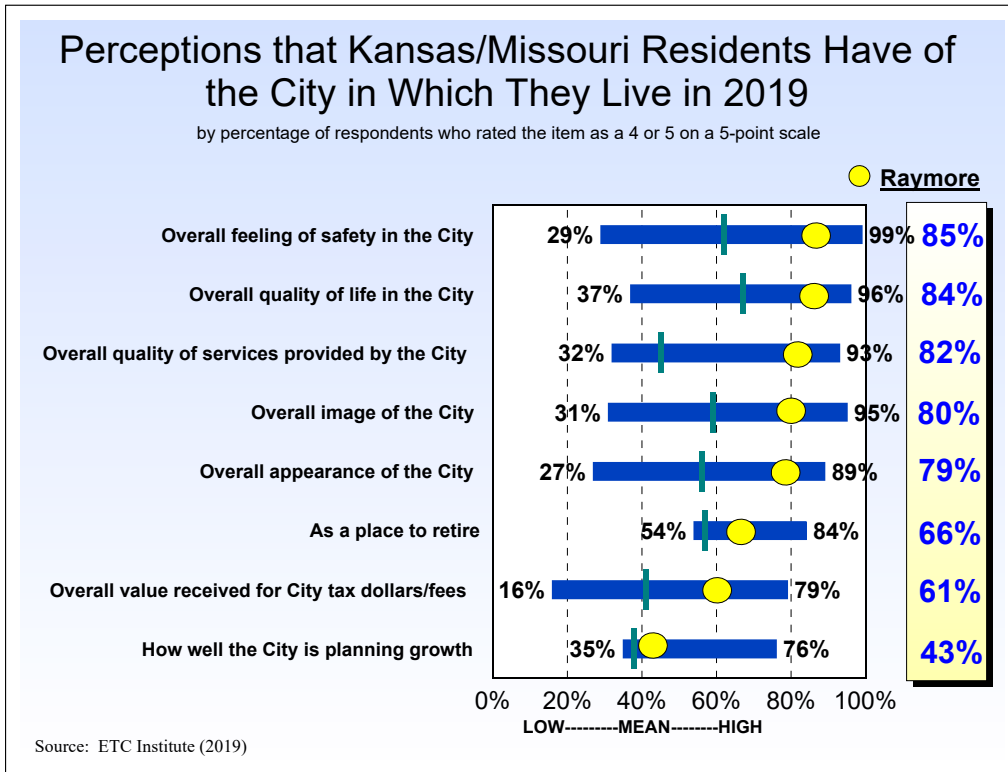
Source: ETC Institute (2019)

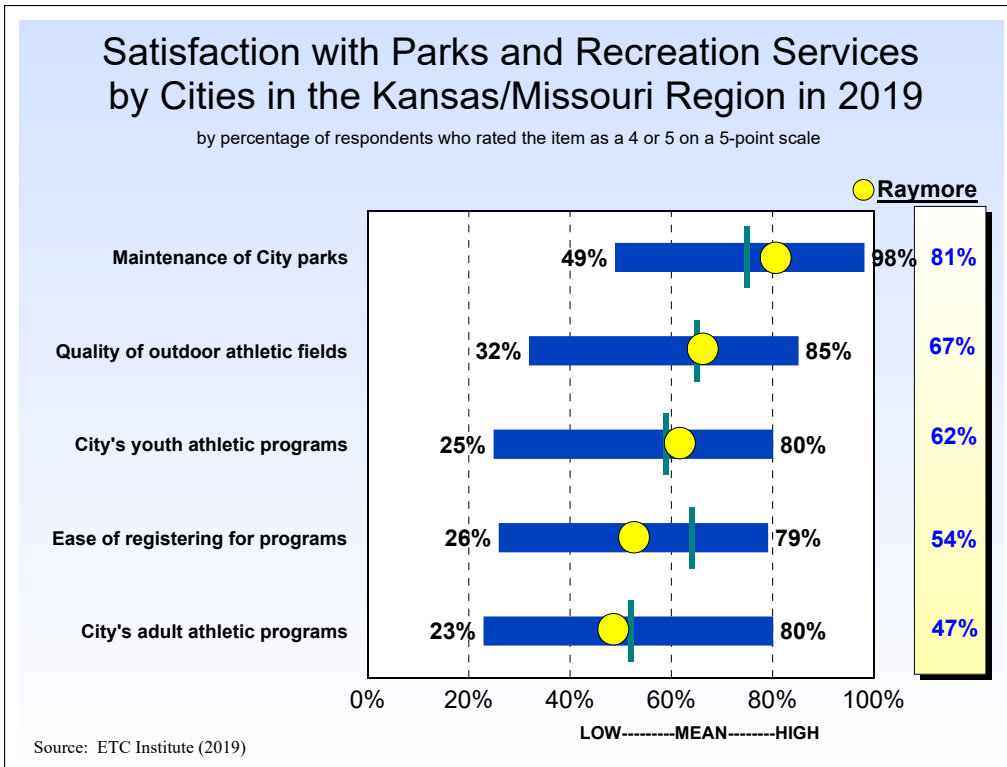
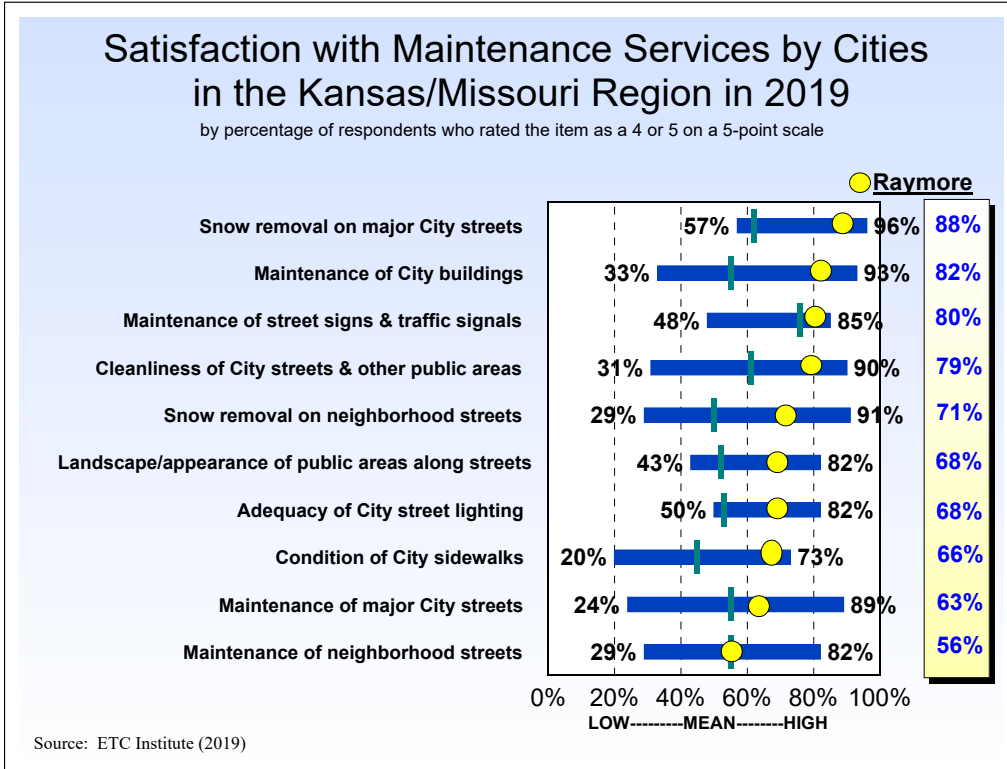
Overall Satisfaction with City Services Provided by Cities in the Kansas/Missouri Region in 2019

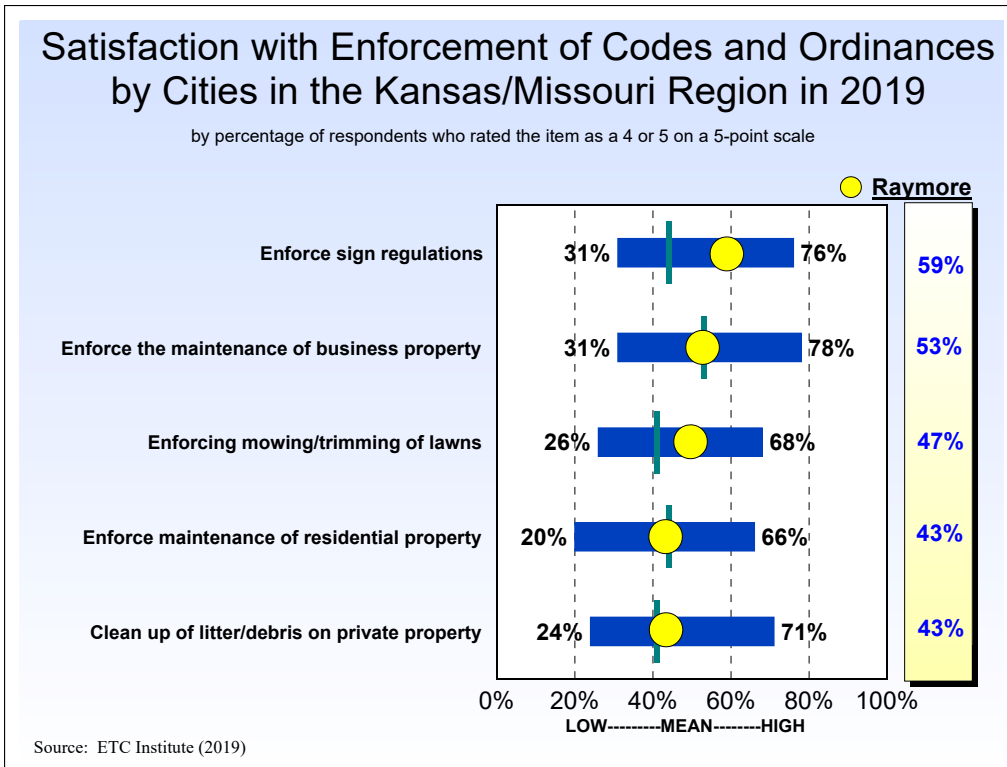
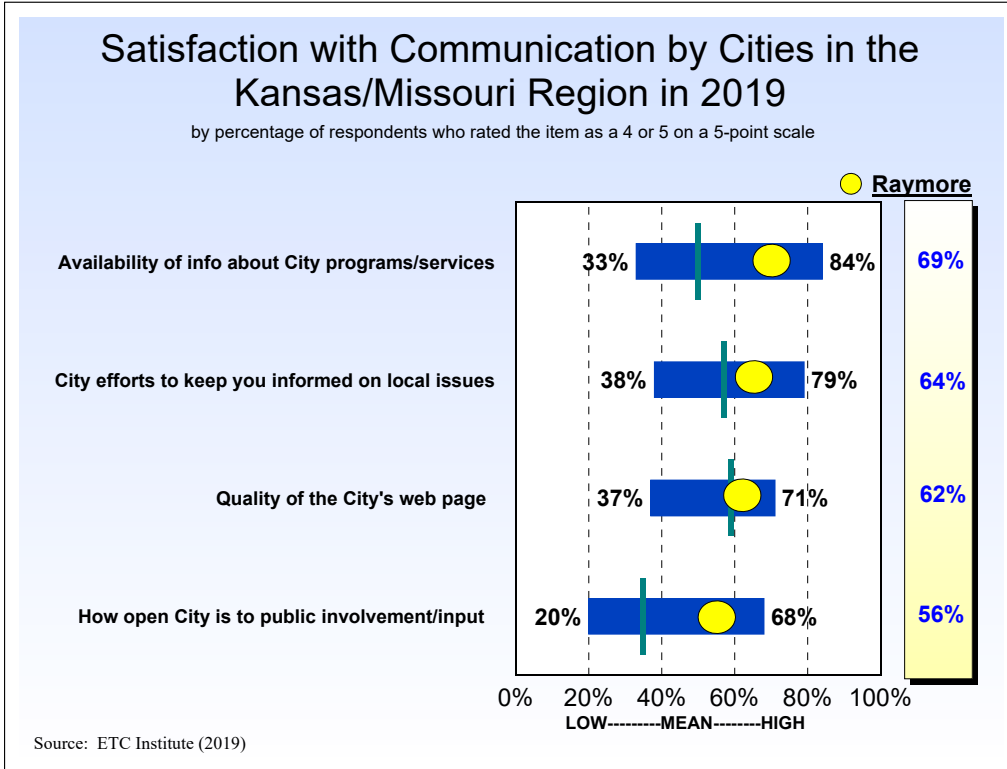
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019)







Section 4

Tabular Data

Q1. 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 each of the services listed below.

(N=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of public safety services (e.g., police)	44.0%	43.8%	7.1%	1.9%	0.4%	2.8%
Q1-2. Overall quality of City parks & recreation programs & facilities	27.9%	41.9%	13.7%	4.3%	0.9%	11.2%
Q1-3. Overall maintenance of City streets	15.2%	39.0%	20.2%	17.6%	6.2%	1.9%
Q1-4. Overall maintenance of City buildings & facilities	25.8%	48.3%	15.2%	0.4%	0.6%	9.7%
Q1-5. Overall enforcement of City codes & ordinances for building/housing	15.4%	31.8%	23.4%	6.7%	3.4%	19.3%
Q1-6. Overall quality of customer service you receive from City employees	33.7%	40.3%	12.9%	3.2%	0.6%	9.4%
Q1-7. Overall effectiveness of City communication with the public	25.1%	44.0%	21.0%	4.7%	1.5%	3.7%
Q1-8. Overall quality of City's stormwater runoff/management system	17.0%	43.1%	17.6%	6.4%	2.4%	13.5%
Q1-9. Overall flow of traffic & congestion management in City	12.4%	37.5%	21.9%	20.4%	5.6%	2.2%

WITHOUT "DON'T KNOW"

Q1. 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 each of the services listed below. (without "don't know")

(N=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of public safety services (e.g., police)	45.3%	45.1%	7.3%	1.9%	0.4%
Q1-2. Overall quality of City parks & recreation programs & facilities	31.4%	47.3%	15.4%	4.9%	1.1%
Q1-3. Overall maintenance of City streets	15.5%	39.7%	20.6%	17.9%	6.3%
Q1-4. Overall maintenance of City buildings & facilities	28.6%	53.5%	16.8%	0.4%	0.6%
Q1-5. Overall enforcement of City codes & ordinances for building/housing	19.0%	39.4%	29.0%	8.4%	4.2%
Q1-6. Overall quality of customer service you receive from City employees	37.2%	44.4%	14.3%	3.5%	0.6%
Q1-7. Overall effectiveness of City communication with the public	26.1%	45.7%	21.8%	4.9%	1.6%
Q1-8. Overall quality of City's stormwater runoff/management system	19.7%	49.8%	20.3%	7.4%	2.8%
Q1-9. Overall flow of traffic & congestion management in City	12.6%	38.3%	22.4%	20.9%	5.7%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services (e.g., police)	99	18.5 %
Overall quality of City parks & recreation programs & facilities	33	6.2 %
Overall maintenance of City streets	158	29.6 %
Overall maintenance of City buildings & facilities	5	0.9 %
Overall enforcement of City codes & ordinances for building/ housing	26	4.9 %
Overall quality of customer service you receive from City employees	2	0.4 %
Overall effectiveness of City communication with the public	11	2.1 %
Overall quality of City's stormwater runoff/management system	21	3.9 %
Overall flow of traffic & congestion management in City	137	25.7 %
None chosen	42	7.9 %
Total	534	100.0 %

Q2. Which THREE of the items listed in Question 1 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>
Overall quality of public safety services (e.g., police)	47	8.8 %
Overall quality of City parks & recreation programs & facilities	44	8.2 %
Overall maintenance of City streets	155	29.0 %
Overall maintenance of City buildings & facilities	9	1.7 %
Overall enforcement of City codes & ordinances for building/ housing	47	8.8 %
Overall quality of customer service you receive from City employees	16	3.0 %
Overall effectiveness of City communication with the public	27	5.1 %
Overall quality of City's stormwater runoff/management system	32	6.0 %
Overall flow of traffic & congestion management in City	93	17.4 %
None chosen	64	12.0 %
Total	534	100.0 %

Q2. Which THREE of the items listed in Question 1 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>
Overall quality of public safety services (e.g., police)	48	9.0 %
Overall quality of City parks & recreation programs & facilities	54	10.1 %
Overall maintenance of City streets	70	13.1 %
Overall maintenance of City buildings & facilities	15	2.8 %
Overall enforcement of City codes & ordinances for building/ housing	30	5.6 %
Overall quality of customer service you receive from City employees	16	3.0 %
Overall effectiveness of City communication with the public	52	9.7 %
Overall quality of City's stormwater runoff/management system	49	9.2 %
Overall flow of traffic & congestion management in City	100	18.7 %
None chosen	100	18.7 %
Total	534	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (top 3)

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services (e.g., police)	194	36.3 %
Overall quality of City parks & recreation programs & facilities	131	24.5 %
Overall maintenance of City streets	383	71.7 %
Overall maintenance of City buildings & facilities	29	5.4 %
Overall enforcement of City codes & ordinances for building/ housing	103	19.3 %
Overall quality of customer service you receive from City employees	34	6.4 %
Overall effectiveness of City communication with the public	90	16.9 %
Overall quality of City's stormwater runoff/management system	102	19.1 %
Overall flow of traffic & congestion management in City	330	61.8 %
None chosen	42	7.9 %
Total	1438	

Q3. Several items that may influence your perception of the City of Raymore are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "excellent" and 1 means "poor."

(N=534)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. Overall quality of services provided by City of Raymore	22.7%	56.7%	13.9%	2.2%	1.1%	3.4%
Q3-2. Overall value that you receive for your City tax & fees	14.4%	44.0%	25.7%	9.4%	3.0%	3.6%
Q3-3. Overall image of City	24.3%	54.1%	13.5%	5.2%	0.7%	2.1%
Q3-4. How well City is planning growth	10.9%	26.6%	30.9%	14.0%	4.9%	12.7%
Q3-5. How well City is managing growth	9.4%	28.1%	31.8%	14.8%	4.9%	11.0%
Q3-6. Overall quality of life in City	26.8%	56.0%	11.8%	3.2%	0.4%	1.9%
Q3-7. Overall feeling of safety in City	32.0%	51.5%	11.8%	2.8%	0.2%	1.7%
Q3-8. Availability of affordable housing	13.3%	38.6%	23.2%	7.1%	2.2%	15.5%
Q3-9. Job availability	3.9%	12.9%	34.5%	15.0%	5.1%	28.7%
Q3-10. Quality of new development in City	11.0%	28.7%	28.8%	16.9%	5.4%	9.2%
Q3-11. As a place to retire	22.3%	39.0%	19.5%	8.6%	3.9%	6.7%
Q3-12. Overall appearance of City	19.5%	57.7%	15.4%	4.7%	1.3%	1.5%

WITHOUT "DON'T KNOW"

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

(N=534)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. Overall quality of services provided by City of Raymore	23.4%	58.7%	14.3%	2.3%	1.2%
Q3-2. Overall value that you receive for your City tax & fees	15.0%	45.6%	26.6%	9.7%	3.1%
Q3-3. Overall image of City	24.9%	55.3%	13.8%	5.4%	0.8%
Q3-4. How well City is planning growth	12.4%	30.5%	35.4%	16.1%	5.6%
Q3-5. How well City is managing growth	10.5%	31.6%	35.8%	16.6%	5.5%
Q3-6. Overall quality of life in City	27.3%	57.1%	12.0%	3.2%	0.4%
Q3-7. Overall feeling of safety in City	32.6%	52.4%	12.0%	2.9%	0.2%
Q3-8. Availability of affordable housing	15.7%	45.7%	27.5%	8.4%	2.7%
Q3-9. Job availability	5.5%	18.1%	48.3%	21.0%	7.1%
Q3-10. Quality of new development in City	12.2%	31.5%	31.8%	18.6%	6.0%
Q3-11. As a place to retire	23.9%	41.8%	20.9%	9.2%	4.2%
Q3-12. Overall appearance of City	19.8%	58.6%	15.6%	4.8%	1.3%

Q4. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of local police protection	40.4%	45.9%	8.4%	1.1%	0.7%	3.4%
Q4-2. Visibility of police in neighborhoods	28.8%	44.6%	16.3%	6.7%	0.7%	2.8%
Q4-3. Visibility of police in retail areas	18.5%	41.0%	27.7%	6.9%	0.7%	5.1%
Q4-4. City's efforts to prevent crime	22.7%	41.6%	20.2%	2.8%	0.7%	12.0%
Q4-5. How quickly police respond to emergencies	29.0%	33.7%	13.1%	1.1%	0.4%	22.7%
Q4-6. Enforcement of local traffic laws	23.2%	44.8%	16.9%	5.4%	2.1%	7.7%
Q4-7. Quality of animal control	23.4%	34.5%	19.5%	4.3%	2.2%	16.1%
Q4-8. Severe weather preparedness/disaster response planning	29.2%	40.4%	16.5%	0.9%	0.6%	12.4%

WITHOUT "DON'T KNOW"

Q4. For each of the items listed, 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=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of local police protection	41.9%	47.5%	8.7%	1.2%	0.8%
Q4-2. Visibility of police in neighborhoods	29.7%	45.9%	16.8%	6.9%	0.8%
Q4-3. Visibility of police in retail areas	19.5%	43.2%	29.2%	7.3%	0.8%
Q4-4. City's efforts to prevent crime	25.7%	47.2%	23.0%	3.2%	0.9%
Q4-5. How quickly police respond to emergencies	37.5%	43.6%	16.9%	1.5%	0.5%
Q4-6. Enforcement of local traffic laws	25.2%	48.5%	18.3%	5.9%	2.2%
Q4-7. Quality of animal control	27.9%	41.1%	23.2%	5.1%	2.7%
Q4-8. Severe weather preparedness/disaster response planning	33.3%	46.2%	18.8%	1.1%	0.6%

Q5. Which THREE of the public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q5. Top choice	Number	Percent
Overall quality of local police protection	110	20.6 %
Visibility of police in neighborhoods	89	16.7 %
Visibility of police in retail areas	45	8.4 %
City's efforts to prevent crime	102	19.1 %
How quickly police respond to emergencies	21	3.9 %
Enforcement of local traffic laws	29	5.4 %
Quality of animal control	35	6.6 %
Severe weather preparedness/disaster response planning	42	7.9 %
None chosen	61	11.4 %
Total	534	100.0 %

Q5. Which THREE of the public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q5. 2nd choice	Number	Percent
Overall quality of local police protection	32	6.0 %
Visibility of police in neighborhoods	90	16.9 %
Visibility of police in retail areas	61	11.4 %
City's efforts to prevent crime	105	19.7 %
How quickly police respond to emergencies	42	7.9 %
Enforcement of local traffic laws	35	6.6 %
Quality of animal control	23	4.3 %
Severe weather preparedness/disaster response planning	48	9.0 %
None chosen	98	18.4 %
Total	534	100.0 %

Q5. Which THREE of the public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q5. 3rd choice	Number	Percent
Overall quality of local police protection	38	7.1 %
Visibility of police in neighborhoods	56	10.5 %
Visibility of police in retail areas	62	11.6 %
City's efforts to prevent crime	57	10.7 %
How quickly police respond to emergencies	53	9.9 %
Enforcement of local traffic laws	30	5.6 %
Quality of animal control	37	6.9 %
Severe weather preparedness/disaster response planning	66	12.4 %
None chosen	135	25.3 %
Total	534	100.0 %

SUM OF TOP 3 CHOICES

Q5. Which THREE of the public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (top 3)

Q5. Sum of top 3 choices	Number	Percent
Overall quality of local police protection	180	33.7 %
Visibility of police in neighborhoods	235	44.0 %
Visibility of police in retail areas	168	31.5 %
City's efforts to prevent crime	264	49.4 %
How quickly police respond to emergencies	116	21.7 %
Enforcement of local traffic laws	94	17.6 %
Quality of animal control	95	17.8 %
Severe weather preparedness/disaster response planning	156	29.2 %
None chosen	61	11.4 %
Total	1369	

Q6. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:

(N=534)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q6-1. In your neighborhood after dark	31.6%	48.7%	11.8%	3.9%	0.7%	3.2%
Q6-2. In your neighborhood during the day	58.6%	33.5%	5.1%	0.2%	0.2%	2.4%
Q6-3. In commercial & retail areas in City	22.7%	50.9%	18.2%	4.5%	0.0%	3.7%
Q6-4. In City parks & on City trails	16.7%	37.6%	23.0%	3.9%	1.1%	17.6%

WITHOUT "DON'T KNOW"

Q6. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations: (without "don't know")

(N=534)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q6-1. In your neighborhood after dark	32.7%	50.3%	12.2%	4.1%	0.8%
Q6-2. In your neighborhood during the day	60.1%	34.4%	5.2%	0.2%	0.2%
Q6-3. In commercial & retail areas in City	23.5%	52.9%	18.9%	4.7%	0.0%
Q6-4. In City parks & on City trails	20.2%	45.7%	28.0%	4.8%	1.4%

Q7. Which ONE of the following factors most influences how safe you feel in Raymore?

Q7. One factor that most influences how safe you feel in Raymore

	Number	Percent
Environmental factors (well-lit areas, etc.)	244	45.7 %
Police activities & response	203	38.0 %
Something not related to City (past victim, your neighbors, etc.)	70	13.1 %
Not provided	17	3.2 %
Total	534	100.0 %

WITHOUT "NOT PROVIDED"**Q7. Which ONE of the following factors most influences how safe you feel in Raymore? (without "not provided")**

Q7. One factor that most influences how safe you feel in Raymore

	Number	Percent
Environmental factors (well-lit areas, etc.)	244	47.2 %
Police activities & response	203	39.3 %
Something not related to City (past victim, your neighbors, etc.)	70	13.5 %
Total	517	100.0 %

Q8. Are you familiar with or have you participated in any of the following police initiatives/outreach programs in Raymore?

Q8. Are you familiar with or have you participated in any police initiatives/outreach programs

	Number	Percent
Citizens Police Academy	62	11.6 %
Community Emergency Response Team	30	5.6 %
Neighborhood Watch or Community/Neighborhood Meeting	99	18.5 %
Community Against Crime Event	20	3.7 %
Ride-Along Program	46	8.6 %
Prescription Drug Take Back	134	25.1 %
Home Security Survey	16	3.0 %
Total	407	

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

(N=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Maintenance of major City streets	11.8%	49.1%	18.5%	12.9%	4.9%	2.8%
Q9-2. Maintenance of streets in your neighborhood	13.9%	41.0%	20.2%	14.2%	7.5%	3.2%
Q9-3. Maintenance of street signs & traffic signals	22.3%	55.2%	14.2%	3.2%	1.3%	3.7%
Q9-4. Maintenance of City buildings	22.3%	47.4%	13.9%	0.6%	0.2%	15.7%
Q9-5. Snow removal on major City streets	39.0%	46.4%	9.6%	1.3%	1.1%	2.6%
Q9-6. Snow removal on neighborhood streets	26.0%	42.7%	14.8%	10.5%	2.4%	3.6%
Q9-7. Overall cleanliness of City streets & other public areas	20.2%	56.7%	16.1%	3.6%	0.6%	2.8%
Q9-8. Adequacy of City street lighting	17.4%	48.9%	18.4%	10.3%	3.0%	2.1%
Q9-9. Condition of City sidewalks	17.0%	43.3%	21.3%	7.9%	2.4%	8.1%
Q9-10. Availability of sidewalks in City	16.7%	41.8%	24.5%	6.9%	1.9%	8.2%
Q9-11. Landscaping & appearance of public areas along City streets	17.4%	48.5%	22.1%	7.9%	1.1%	3.0%
Q9-12. Street sweeping on City streets	12.5%	37.1%	30.3%	6.4%	1.7%	12.0%
Q9-13. Overall road conditions	10.5%	49.3%	22.7%	11.0%	3.7%	2.8%

WITHOUT "DON'T KNOW"

Q9. For each of the items listed, 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=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Maintenance of major City streets	12.1%	50.5%	19.1%	13.3%	5.0%
Q9-2. Maintenance of streets in your neighborhood	14.3%	42.4%	20.9%	14.7%	7.7%
Q9-3. Maintenance of street signs & traffic signals	23.2%	57.4%	14.8%	3.3%	1.4%
Q9-4. Maintenance of City buildings	26.4%	56.2%	16.4%	0.7%	0.2%
Q9-5. Snow removal on major City streets	40.0%	47.7%	9.8%	1.3%	1.2%
Q9-6. Snow removal on neighborhood streets	27.0%	44.3%	15.3%	10.9%	2.5%
Q9-7. Overall cleanliness of City streets & other public areas	20.8%	58.4%	16.6%	3.7%	0.6%
Q9-8. Adequacy of City street lighting	17.8%	49.9%	18.7%	10.5%	3.1%
Q9-9. Condition of City sidewalks	18.5%	47.0%	23.2%	8.6%	2.6%
Q9-10. Availability of sidewalks in City	18.2%	45.5%	26.7%	7.6%	2.0%
Q9-11. Landscaping & appearance of public areas along City streets	18.0%	50.0%	22.8%	8.1%	1.2%
Q9-12. Street sweeping on City streets	14.3%	42.1%	34.5%	7.2%	1.9%
Q9-13. Overall road conditions	10.8%	50.7%	23.3%	11.4%	3.9%

Q10. Which THREE of the maintenance/public works items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q10. Top choice	Number	Percent
Maintenance of major City streets	151	28.3 %
Maintenance of streets in your neighborhood	94	17.6 %
Maintenance of street signs & traffic signals	13	2.4 %
Maintenance of City buildings	1	0.2 %
Snow removal on major City streets	11	2.1 %
Snow removal on neighborhood streets	24	4.5 %
Overall cleanliness of City streets & other public areas	15	2.8 %
Adequacy of City street lighting	56	10.5 %
Condition of City sidewalks	15	2.8 %
Availability of sidewalks in City	20	3.7 %
Landscaping & appearance of public areas along City streets	12	2.2 %
Street sweeping on City streets	8	1.5 %
Overall road conditions	60	11.2 %
None chosen	54	10.1 %
Total	534	100.0 %

Q10. Which THREE of the maintenance/public works items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q10. 2nd choice	Number	Percent
Maintenance of major City streets	46	8.6 %
Maintenance of streets in your neighborhood	99	18.5 %
Maintenance of street signs & traffic signals	26	4.9 %
Maintenance of City buildings	2	0.4 %
Snow removal on major City streets	24	4.5 %
Snow removal on neighborhood streets	54	10.1 %
Overall cleanliness of City streets & other public areas	26	4.9 %
Adequacy of City street lighting	50	9.4 %
Condition of City sidewalks	29	5.4 %
Availability of sidewalks in City	19	3.6 %
Landscaping & appearance of public areas along City streets	18	3.4 %
Street sweeping on City streets	20	3.7 %
Overall road conditions	45	8.4 %
None chosen	76	14.2 %
Total	534	100.0 %

Q10. Which THREE of the maintenance/public works items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q10. 3rd choice	Number	Percent
Maintenance of major City streets	35	6.6 %
Maintenance of streets in your neighborhood	47	8.8 %
Maintenance of street signs & traffic signals	17	3.2 %
Maintenance of City buildings	4	0.7 %
Snow removal on major City streets	29	5.4 %
Snow removal on neighborhood streets	41	7.7 %
Overall cleanliness of City streets & other public areas	31	5.8 %
Adequacy of City street lighting	37	6.9 %
Condition of City sidewalks	31	5.8 %
Availability of sidewalks in City	30	5.6 %
Landscaping & appearance of public areas along City streets	42	7.9 %
Street sweeping on City streets	21	3.9 %
Overall road conditions	71	13.3 %
None chosen	98	18.4 %
Total	534	100.0 %

SUM OF TOP 3 CHOICES

Q10. Which THREE of the maintenance/public works items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (top 3)

Q10. Sum of top 3 choices	Number	Percent
Maintenance of major City streets	232	43.4 %
Maintenance of streets in your neighborhood	240	44.9 %
Maintenance of street signs & traffic signals	56	10.5 %
Maintenance of City buildings	7	1.3 %
Snow removal on major City streets	64	12.0 %
Snow removal on neighborhood streets	119	22.3 %
Overall cleanliness of City streets & other public areas	72	13.5 %
Adequacy of City street lighting	143	26.8 %
Condition of City sidewalks	75	14.0 %
Availability of sidewalks in City	69	12.9 %
Landscaping & appearance of public areas along City streets	72	13.5 %
Street sweeping on City streets	49	9.2 %
Overall road conditions	176	33.0 %
None chosen	54	10.1 %
Total	1428	

Q11. Parks and Recreation. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of City parks	19.9%	46.4%	12.0%	2.8%	0.4%	18.5%
Q11-2. How close neighborhood parks are to your home	23.0%	39.1%	19.3%	4.5%	2.2%	11.8%
Q11-3. Number of walking & biking trails	19.7%	34.8%	18.0%	8.1%	1.9%	17.6%
Q11-4. Quality of outdoor athletic fields	17.0%	32.0%	22.1%	2.2%	0.2%	26.4%
Q11-5. Number of outdoor athletic fields	15.0%	29.8%	23.8%	3.4%	0.6%	27.5%
Q11-6. Quality of indoor recreation/event facilities	11.6%	26.2%	23.4%	8.4%	3.7%	26.6%
Q11-7. Number of indoor recreation/event spaces	9.2%	24.2%	26.6%	11.8%	3.4%	24.9%
Q11-8. Availability of information about City parks & recreation programs	17.6%	45.1%	17.0%	4.9%	1.7%	13.7%
Q11-9. City's youth athletic programs	12.7%	26.6%	22.1%	1.7%	0.9%	36.0%
Q11-10. City's adult athletic programs	8.8%	21.0%	28.7%	3.4%	0.9%	37.3%
Q11-11. City's fitness programs	7.5%	17.8%	29.0%	7.7%	1.5%	36.5%
Q11-12. City's instructional programs	7.7%	20.2%	29.8%	3.9%	1.1%	37.3%
Q11-13. City special events & festivals	12.5%	38.0%	23.6%	5.1%	1.3%	19.5%
Q11-14. Fees charged for recreation programs	9.4%	21.9%	28.8%	2.8%	2.4%	34.6%
Q11-15. Ease of registering for programs	10.3%	24.3%	27.2%	1.7%	0.7%	35.8%

WITHOUT "DON'T KNOW"

Q11. Parks and Recreation. For each of the items listed, 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=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance of City parks	24.4%	57.0%	14.7%	3.4%	0.5%
Q11-2. How close neighborhood parks are to your home	26.1%	44.4%	21.9%	5.1%	2.5%
Q11-3. Number of walking & biking trails	23.9%	42.3%	21.8%	9.8%	2.3%
Q11-4. Quality of outdoor athletic fields	23.2%	43.5%	30.0%	3.1%	0.3%
Q11-5. Number of outdoor athletic fields	20.7%	41.1%	32.8%	4.7%	0.8%
Q11-6. Quality of indoor recreation/event facilities	15.8%	35.7%	31.9%	11.5%	5.1%
Q11-7. Number of indoor recreation/event spaces	12.2%	32.2%	35.4%	15.7%	4.5%
Q11-8. Availability of information about City parks & recreation programs	20.4%	52.3%	19.7%	5.6%	2.0%
Q11-9. City's youth athletic programs	19.9%	41.5%	34.5%	2.6%	1.5%
Q11-10. City's adult athletic programs	14.0%	33.4%	45.7%	5.4%	1.5%
Q11-11. City's fitness programs	11.8%	28.0%	45.7%	12.1%	2.4%
Q11-12. City's instructional programs	12.2%	32.2%	47.5%	6.3%	1.8%
Q11-13. City special events & festivals	15.6%	47.2%	29.3%	6.3%	1.6%
Q11-14. Fees charged for recreation programs	14.3%	33.5%	44.1%	4.3%	3.7%
Q11-15. Ease of registering for programs	16.0%	37.9%	42.3%	2.6%	1.2%

Q12. Which THREE of the parks and recreation items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q12. Top choice	Number	Percent
Maintenance of City parks	95	17.8 %
How close neighborhood parks are to your home	20	3.7 %
Number of walking & biking trails	51	9.6 %
Quality of outdoor athletic fields	17	3.2 %
Number of outdoor athletic fields	12	2.2 %
Quality of indoor recreation/event facilities	28	5.2 %
Number of indoor recreation/event spaces	45	8.4 %
Availability of information about City parks & recreation programs	16	3.0 %
City's youth athletic programs	16	3.0 %
City's adult athletic programs	6	1.1 %
City's fitness programs	20	3.7 %
City's instructional programs	6	1.1 %
City special events & festivals	31	5.8 %
Fees charged for recreation programs	17	3.2 %
Ease of registering for programs	5	0.9 %
None chosen	149	27.9 %
Total	534	100.0 %

Q12. Which THREE of the parks and recreation items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q12. 2nd choice	Number	Percent
Maintenance of City parks	25	4.7 %
How close neighborhood parks are to your home	27	5.1 %
Number of walking & biking trails	47	8.8 %
Quality of outdoor athletic fields	16	3.0 %
Number of outdoor athletic fields	16	3.0 %
Quality of indoor recreation/event facilities	30	5.6 %
Number of indoor recreation/event spaces	40	7.5 %
Availability of information about City parks & recreation programs	24	4.5 %
City's youth athletic programs	18	3.4 %
City's adult athletic programs	23	4.3 %
City's fitness programs	34	6.4 %
City's instructional programs	15	2.8 %
City special events & festivals	33	6.2 %
Fees charged for recreation programs	9	1.7 %
Ease of registering for programs	1	0.2 %
None chosen	176	33.0 %
Total	534	100.0 %

Q12. Which THREE of the parks and recreation items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q12. 3rd choice	Number	Percent
Maintenance of City parks	30	5.6 %
How close neighborhood parks are to your home	15	2.8 %
Number of walking & biking trails	27	5.1 %
Quality of outdoor athletic fields	22	4.1 %
Number of outdoor athletic fields	8	1.5 %
Quality of indoor recreation/event facilities	28	5.2 %
Number of indoor recreation/event spaces	22	4.1 %
Availability of information about City parks & recreation programs	26	4.9 %
City's youth athletic programs	17	3.2 %
City's adult athletic programs	19	3.6 %
City's fitness programs	31	5.8 %
City's instructional programs	11	2.1 %
City special events & festivals	49	9.2 %
Fees charged for recreation programs	14	2.6 %
Ease of registering for programs	11	2.1 %
None chosen	204	38.2 %
Total	534	100.0 %

SUM OF TOP 3 CHOICES

Q12. Which THREE of the parks and recreation items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (top 3)

Q12. Sum of top 3 choices	Number	Percent
Maintenance of City parks	150	28.1 %
How close neighborhood parks are to your home	62	11.6 %
Number of walking & biking trails	125	23.4 %
Quality of outdoor athletic fields	55	10.3 %
Number of outdoor athletic fields	36	6.7 %
Quality of indoor recreation/event facilities	86	16.1 %
Number of indoor recreation/event spaces	107	20.0 %
Availability of information about City parks & recreation programs	66	12.4 %
City's youth athletic programs	51	9.6 %
City's adult athletic programs	48	9.0 %
City's fitness programs	85	15.9 %
City's instructional programs	32	6.0 %
City special events & festivals	113	21.2 %
Fees charged for recreation programs	40	7.5 %
Ease of registering for programs	17	3.2 %
None chosen	149	27.9 %
Total	1222	

Q13. City Communication. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Availability of information about City programs & services	18.9%	42.7%	21.0%	6.2%	1.1%	10.1%
Q13-2. City efforts to keep you informed about local issues	16.7%	42.5%	20.0%	11.0%	2.1%	7.7%
Q13-3. How open City is to public involvement & input from residents	13.9%	32.0%	27.5%	6.9%	2.6%	17.0%
Q13-4. Quality of City's web page, www.raymore.com	15.0%	34.1%	25.5%	4.9%	0.4%	20.2%
Q13-5. Content & design of City's magazine "The Review"	26.4%	45.7%	16.3%	0.9%	0.6%	10.1%

WITHOUT "DON'T KNOW"

Q13. City Communication. For each of the items listed, 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=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Availability of information about City programs & services	21.0%	47.5%	23.3%	6.9%	1.3%
Q13-2. City efforts to keep you informed about local issues	18.1%	46.0%	21.7%	12.0%	2.2%
Q13-3. How open City is to public involvement & input from residents	16.7%	38.6%	33.2%	8.4%	3.2%
Q13-4. Quality of City's web page, www.raymore.com	18.8%	42.7%	31.9%	6.1%	0.5%
Q13-5. Content & design of City's magazine "The Review"	29.4%	50.8%	18.1%	1.0%	0.6%

Q14. Please indicate the top THREE ways you prefer to receive information about the City.

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Government access channel	25	4.7 %
City website	93	17.4 %
Newspaper	26	4.9 %
Email	107	20.0 %
Facebook	61	11.4 %
Twitter	3	0.6 %
The Review	102	19.1 %
City brochures & mailers	76	14.2 %
None chosen	41	7.7 %
Total	534	100.0 %

Q14. Please indicate the top THREE ways you prefer to receive information about the City.

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Government access channel	18	3.4 %
City website	99	18.5 %
Newspaper	25	4.7 %
Email	61	11.4 %
Facebook	65	12.2 %
Twitter	8	1.5 %
The Review	98	18.4 %
City brochures & mailers	102	19.1 %
None chosen	58	10.9 %
Total	534	100.0 %

Q14. Please indicate the top THREE ways you prefer to receive information about the City.

<u>Q14. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Government access channel	29	5.4 %
City website	85	15.9 %
Newspaper	30	5.6 %
Email	64	12.0 %
Facebook	45	8.4 %
Twitter	11	2.1 %
The Review	71	13.3 %
City brochures & mailers	105	19.7 %
None chosen	94	17.6 %
Total	534	100.0 %

SUM OF TOP 3 CHOICES

Q14. Please indicate the top THREE ways you prefer to receive information about the City. (top 3)

Q14. Sum of top 3 choices	Number	Percent
Government access channel	72	13.5 %
City website	277	51.9 %
Newspaper	81	15.2 %
Email	232	43.4 %
Facebook	171	32.0 %
Twitter	22	4.1 %
The Review	271	50.7 %
City brochures & mailers	283	53.0 %
None chosen	41	7.7 %
Total	1450	

Q15. Sewer Utilities and Stormwater Management. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Clarity & taste of tap water in your home	26.0%	50.9%	11.6%	6.7%	1.5%	3.2%
Q15-2. Water pressure in your home	23.6%	48.7%	11.4%	10.7%	2.8%	2.8%
Q15-3. What you are charged for water/sewer utilities	11.6%	30.1%	27.7%	17.4%	7.7%	5.4%
Q15-4. How easy your water/sewer bill is to understand	21.5%	47.6%	20.8%	2.8%	1.7%	5.6%
Q15-5. Trash, recycling & yard waste service	21.0%	43.4%	15.5%	8.2%	7.9%	3.9%
Q15-6. Drainage of rainwater off City streets	15.7%	48.9%	20.2%	6.6%	2.1%	6.6%
Q15-7. Drainage of rainwater off properties next to your residence	14.0%	39.5%	22.1%	11.8%	7.3%	5.2%

WITHOUT "DON'T KNOW"

Q15. Sewer Utilities and Stormwater Management. For each of the items listed, 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=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Clarity & taste of tap water in your home	26.9%	52.6%	12.0%	7.0%	1.5%
Q15-2. Water pressure in your home	24.3%	50.1%	11.8%	11.0%	2.9%
Q15-3. What you are charged for water/sewer utilities	12.3%	31.9%	29.3%	18.4%	8.1%
Q15-4. How easy your water/sewer bill is to understand	22.8%	50.4%	22.0%	3.0%	1.8%
Q15-5. Trash, recycling & yard waste service	21.8%	45.2%	16.2%	8.6%	8.2%
Q15-6. Drainage of rainwater off City streets	16.8%	52.3%	21.6%	7.0%	2.2%
Q15-7. Drainage of rainwater off properties next to your residence	14.8%	41.7%	23.3%	12.5%	7.7%

Q16. Stormwater Education. Please answer the following questions by circling either "Yes", "No", or "Don't Know."

(N=534)

	Yes	No	Don't know
Q16-1. Have you disposed of yard waste (including grass clippings) into the street, a stormwater drain, or a lake/stream during past year	1.9%	94.6%	3.6%
Q16-2. Have you dumped paint, motor oil, or other household waste in the street, a stormwater drain, or a lake/stream during past year	0.2%	97.2%	2.6%
Q16-3. It is important to me to live in a community that invests resources in improving quality of water in lakes & streams in my community	90.8%	3.2%	6.0%
Q16-4. Have you seen or heard any information about water quality in lakes & streams in Raymore during past year	7.5%	84.1%	8.4%

WITHOUT "DON'T KNOW"

Q16. Stormwater Education. Please answer the following questions by circling either "Yes", "No", or "Don't Know." (without "don't know")

(N=534)

	Yes	No
Q16-1. Have you disposed of yard waste (including grass clippings) into the street, a stormwater drain, or a lake/stream during past year	1.9%	98.1%
Q16-2. Have you dumped paint, motor oil, or other household waste in the street, a stormwater drain, or a lake/stream during past year	0.2%	99.8%
Q16-3. It is important to me to live in a community that invests resources in improving quality of water in lakes & streams in my community	96.6%	3.4%
Q16-4. Have you seen or heard any information about water quality in lakes & streams in Raymore during past year	8.2%	91.8%

Q17. Enforcement of codes and ordinances. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Enforcing cleanup of litter & debris on private property	5.8%	29.2%	25.1%	14.2%	6.9%	18.7%
Q17-2. Enforcing mowing & trimming of lawns	5.6%	32.8%	25.8%	13.1%	4.9%	17.8%
Q17-3. Enforcing maintenance of residential property (exterior of homes)	5.8%	29.2%	27.2%	13.1%	5.1%	19.7%
Q17-4. Enforcing maintenance of business property	6.0%	34.8%	26.4%	6.9%	3.2%	22.7%
Q17-5. Enforcing codes designed to protect public safety	7.7%	35.6%	27.7%	2.6%	1.7%	24.7%
Q17-6. Enforcing sign regulations	8.4%	36.1%	27.2%	1.9%	1.9%	24.5%

WITHOUT "DON'T KNOW"

Q17. Enforcement of codes and ordinances. For each of the items listed, 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=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Enforcing cleanup of litter & debris on private property	7.1%	35.9%	30.9%	17.5%	8.5%
Q17-2. Enforcing mowing & trimming of lawns	6.8%	39.9%	31.4%	15.9%	5.9%
Q17-3. Enforcing maintenance of residential property (exterior of homes)	7.2%	36.4%	33.8%	16.3%	6.3%
Q17-4. Enforcing maintenance of business property	7.7%	45.0%	34.1%	9.0%	4.1%
Q17-5. Enforcing codes designed to protect public safety	10.2%	47.3%	36.8%	3.5%	2.2%
Q17-6. Enforcing sign regulations	11.2%	47.9%	36.0%	2.5%	2.5%

Q18. Using a scale of 1 to 3, where 3 means "not a problem" and 1 means a "major problem", please rate if each of the following are a problem in Raymore.

(N=534)

	Not a problem	Minor problem	Major problem	Don't know
Q18-1. Abandoned vehicles	50.2%	25.8%	4.9%	19.1%
Q18-2. Graffiti	70.6%	12.2%	0.9%	16.3%
Q18-3. Dilapidated buildings/houses	42.5%	33.5%	5.8%	18.2%
Q18-4. Boats/trailers/motor homes in unauthorized areas	42.1%	27.7%	6.7%	23.4%

WITHOUT "DON'T KNOW"

Q18. Using a scale of 1 to 3, where 3 means "not a problem" and 1 means a "major problem", please rate if each of the following are a problem in Raymore. (without "don't know")

(N=534)

	Not a problem	Minor problem	Major problem
Q18-1. Abandoned vehicles	62.0%	31.9%	6.0%
Q18-2. Graffiti	84.3%	14.5%	1.1%
Q18-3. Dilapidated buildings/houses	51.9%	41.0%	7.1%
Q18-4. Boats/trailers/motor homes in unauthorized areas	55.0%	36.2%	8.8%

Q19. Have you contacted the City with a question, problem, or complaint during the past year?

Q19. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	192	36.0 %
No	342	64.0 %
Total	534	100.0 %

Q19a. How did you make contact?

Q19a. How did you make contact	Number	Percent
Phone	119	62.0 %
Email	27	14.1 %
Social media	3	1.6 %
Report-A-Concern/website	7	3.6 %
In person	34	17.7 %
Not provided	2	1.0 %
Total	192	100.0 %

WITHOUT "NOT PROVIDED"

Q19a. How did you make contact? (without "not provided")

Q19a. How did you make contact	Number	Percent
Phone	119	62.6 %
Email	27	14.2 %
Social media	3	1.6 %
Report-A-Concern/website	7	3.7 %
In person	34	17.9 %
Total	190	100.0 %

Q19b. Which City department did you contact most recently?

Q19b. Which City department did you contact most recently	Number	Percent
Code enforcement	33	18.5 %
Water	29	16.3 %
Public Works	19	10.7 %
Police	18	10.1 %
Trash pickup	13	7.3 %
Utilities	11	6.2 %
Animal control	8	4.5 %
Streets	7	3.9 %
Parks & Recreation	7	3.9 %
City Hall	4	2.2 %
Administration	2	1.1 %
City clerk	2	1.1 %
Fire department	2	1.1 %
Communication	2	1.1 %
Mike Ekey	2	1.1 %
Commissioner	1	0.6 %
Manager's office	1	0.6 %
Tax assessment	1	0.6 %
City manager	1	0.6 %
Customer service	1	0.6 %
Asked about shredding day	1	0.6 %
Emergency	1	0.6 %
About where to take storm limbs	1	0.6 %
Billing	1	0.6 %
Zoning	1	0.6 %
Construction	1	0.6 %
Snow removal	1	0.6 %
Waste management	1	0.6 %
Accounting	1	0.6 %
Maintenance	1	0.6 %
Permits	1	0.6 %
Ward Council	1	0.6 %
Storm damage	1	0.6 %
Development service	1	0.6 %
Total	178	100.0 %

Q19c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the customer service you received from the City department you listed in Q19b.

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19c-1. How easy the department was to contact	42.1%	39.3%	7.9%	5.1%	5.1%	0.6%
Q19c-2. How courteously you were treated	52.2%	33.1%	6.7%	5.6%	1.1%	1.1%
Q19c-3. Technical competence & knowledge of City employees who assisted you	46.6%	33.7%	6.7%	7.9%	2.2%	2.8%
Q19c-4. Overall responsiveness of City employees to your request or concern	46.6%	25.8%	8.4%	7.9%	10.7%	0.6%

WITHOUT "DON'T KNOW"

Q19c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the customer service you received from the City department you listed in Q19b. (without "don't know")

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19c-1. How easy the department was to contact	42.4%	39.5%	7.9%	5.1%	5.1%
Q19c-2. How courteously you were treated	52.8%	33.5%	6.8%	5.7%	1.1%
Q19c-3. Technical competence & knowledge of City employees who assisted you	48.0%	34.7%	6.9%	8.1%	2.3%
Q19c-4. Overall responsiveness of City employees to your request or concern	46.9%	26.0%	8.5%	7.9%	10.7%

Q20. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "very important" and 1 is "unimportant," how important was each reason in your decision to live in Raymore?

(N=534)

	Very important	Somewhat important	Not sure	Unimportant	Not provided
Q20-1. Sense of community	44.0%	41.0%	7.1%	3.9%	3.9%
Q20-2. Quality of public schools	66.7%	15.7%	3.0%	10.9%	3.7%
Q20-3. Employment opportunities	21.0%	27.9%	12.7%	34.3%	4.1%
Q20-4. Types of housing	58.2%	27.5%	4.9%	5.6%	3.7%
Q20-5. Affordability of housing	55.6%	28.1%	6.0%	6.6%	3.7%
Q20-6. Access to quality shopping	46.6%	39.3%	4.1%	6.0%	3.9%
Q20-7. Availability of transportation options	16.7%	23.6%	17.0%	38.8%	3.9%
Q20-8. Availability of cultural activities & arts	17.0%	33.9%	17.8%	27.0%	4.3%
Q20-9. Access to restaurants & entertainment	42.5%	44.0%	5.2%	5.1%	3.2%
Q20-10. Availability of Parks & Recreation opportunities	34.3%	43.3%	7.1%	11.6%	3.7%
Q20-11. Near family or friends	42.9%	31.6%	5.4%	16.3%	3.7%
Q20-12. Sense of safety	82.8%	12.5%	0.7%	0.6%	3.4%

WITHOUT "NOT PROVIDED"

Q20. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "very important" and 1 is "unimportant," how important was each reason in your decision to live in Raymore? (without "not provided")

(N=534)

	Very important	Somewhat important	Not sure	Unimportant
Q20-1. Sense of community	45.8%	42.7%	7.4%	4.1%
Q20-2. Quality of public schools	69.3%	16.3%	3.1%	11.3%
Q20-3. Employment opportunities	21.9%	29.1%	13.3%	35.7%
Q20-4. Types of housing	60.5%	28.6%	5.1%	5.8%
Q20-5. Affordability of housing	57.8%	29.2%	6.2%	6.8%
Q20-6. Access to quality shopping	48.5%	40.9%	4.3%	6.2%
Q20-7. Availability of transportation options	17.3%	24.6%	17.7%	40.4%
Q20-8. Availability of cultural activities & arts	17.8%	35.4%	18.6%	28.2%
Q20-9. Access to restaurants & entertainment	43.9%	45.5%	5.4%	5.2%
Q20-10. Availability of Parks & Recreation opportunities	35.6%	44.9%	7.4%	12.1%
Q20-11. Near family or friends	44.6%	32.9%	5.6%	16.9%
Q20-12. Sense of safety	85.7%	13.0%	0.8%	0.6%

Q20. Are your needs being met in Raymore?

(N=534)

	Yes	No
Q20-1. Sense of community	89.8%	10.2%
Q20-2. Quality of public schools	85.1%	14.9%
Q20-3. Employment opportunities	61.4%	38.6%
Q20-4. Types of housing	88.8%	11.2%
Q20-5. Affordability of housing	83.4%	16.6%
Q20-6. Access to quality shopping	64.3%	35.7%
Q20-7. Availability of transportation options	63.6%	36.4%
Q20-8. Availability of cultural activities & arts	62.0%	38.0%
Q20-9. Access to restaurants & entertainment	59.6%	40.4%
Q20-10. Availability of Parks & Recreation opportunities	83.3%	16.7%
Q20-11. Near family or friends	89.6%	10.4%
Q20-12. Sense of safety	94.9%	5.1%

Q21. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Overall traffic flow on 58 Highway through Raymore	9.2%	38.8%	16.1%	23.2%	9.7%	3.0%
Q21-2. Traffic flow at 58 Highway/I-49 interchange (located in Belton)	3.6%	13.7%	14.8%	36.9%	28.8%	2.2%
Q21-3. Traffic flow through 58 Highway & Dean Avenue	6.4%	33.9%	21.7%	20.0%	10.7%	7.3%
Q21-4. Traffic flow through 58 Highway & Sunset	9.6%	41.6%	24.2%	9.4%	3.6%	11.8%
Q21-5. Traffic flow on 58 Highway between North Madison & South Madison	11.8%	51.5%	20.4%	6.2%	2.4%	7.7%
Q21-6. General traffic flow on Foxridge	10.9%	48.7%	22.3%	6.9%	1.9%	9.4%
Q21-7. General traffic flow on Lucy Webb	14.6%	50.6%	16.1%	3.4%	1.5%	13.9%
Q21-8. How well traffic signal system provides for efficient traffic flow	9.2%	33.3%	26.0%	16.3%	9.7%	5.4%
Q21-9. Availability of public transportation	3.0%	9.0%	27.9%	15.2%	10.3%	34.6%
Q21-10. Availability of bicycle lanes	4.9%	12.7%	32.4%	13.1%	7.3%	29.6%
Q21-11. Availability of pedestrian walkways	9.6%	32.6%	27.5%	9.2%	3.9%	17.2%

WITHOUT "DON'T KNOW"

Q21. For each of the items listed, 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=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Overall traffic flow on 58 Highway through Raymore	9.5%	40.0%	16.6%	23.9%	10.0%
Q21-2. Traffic flow at 58 Highway/I-49 interchange (located in Belton)	3.6%	14.0%	15.1%	37.7%	29.5%
Q21-3. Traffic flow through 58 Highway & Dean Avenue	6.9%	36.6%	23.4%	21.6%	11.5%
Q21-4. Traffic flow through 58 Highway & Sunset	10.8%	47.1%	27.4%	10.6%	4.0%
Q21-5. Traffic flow on 58 Highway between North Madison & South Madison	12.8%	55.8%	22.1%	6.7%	2.6%
Q21-6. General traffic flow on Foxridge	12.0%	53.7%	24.6%	7.6%	2.1%
Q21-7. General traffic flow on Lucy Webb	17.0%	58.7%	18.7%	3.9%	1.7%
Q21-8. How well traffic signal system provides for efficient traffic flow	9.7%	35.2%	27.5%	17.2%	10.3%
Q21-9. Availability of public transportation	4.6%	13.8%	42.7%	23.2%	15.8%
Q21-10. Availability of bicycle lanes	6.9%	18.1%	46.0%	18.6%	10.4%
Q21-11. Availability of pedestrian walkways	11.5%	39.4%	33.3%	11.1%	4.8%

Q22. The following questions are intended to provide the City Council with more information on the top ideas identified by residents during the Reimagine Raymore Community Conversations held in Fall 2018. Which FIVE ideas listed below do you think are MOST IMPORTANT for Raymore to focus on during the next two years?

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
Additional community events focused on developing intergenerational relationships & experiences	30	5.6 %
Focus on bringing additional retail, shopping & sit-down restaurants	216	40.4 %
Infrastructure improvements (such as street lighting, bike lanes, sidewalk expansion, etc.)	85	15.9 %
Expanded police involvement in community, including active neighborhood involvement	47	8.8 %
Development of a Citywide beautification program for public spaces & landscaping	15	2.8 %
Economic development focused on job development & bringing employers to City	64	12.0 %
Expand number of opportunities for residents to interact with City Council members & staff to discuss City issues	6	1.1 %
Explore amending City code to allow backyard chickens in all residential developments	7	1.3 %
Foster additional opportunities for diversity & inclusion throughout our community	10	1.9 %
Pursue options for annexation to bring more of 58 Highway & middle school into City limits	26	4.9 %
<u>None chosen</u>	<u>28</u>	<u>5.2 %</u>
Total	534	100.0 %

Q22. The following questions are intended to provide the City Council with more information on the top ideas identified by residents during the Reimagine Raymore Community Conversations held in Fall 2018. Which FIVE ideas listed below do you think are MOST IMPORTANT for Raymore to focus on during the next two years?

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Additional community events focused on developing intergenerational relationships & experiences	29	5.4 %
Focus on bringing additional retail, shopping & sit-down restaurants	83	15.5 %
Infrastructure improvements (such as street lighting, bike lanes, sidewalk expansion, etc.)	113	21.2 %
Expanded police involvement in community, including active neighborhood involvement	60	11.2 %
Development of a Citywide beautification program for public spaces & landscaping	29	5.4 %
Economic development focused on job development & bringing employers to City	79	14.8 %
Expand number of opportunities for residents to interact with City Council members & staff to discuss City issues	19	3.6 %
Explore amending City code to allow backyard chickens in all residential developments	13	2.4 %
Foster additional opportunities for diversity & inclusion throughout our community	14	2.6 %
Pursue options for annexation to bring more of 58 Highway & middle school into City limits	52	9.7 %
<u>None chosen</u>	<u>43</u>	<u>8.1 %</u>
Total	534	100.0 %

Q22. The following questions are intended to provide the City Council with more information on the top ideas identified by residents during the Reimagine Raymore Community Conversations held in Fall 2018. Which FIVE ideas listed below do you think are MOST IMPORTANT for Raymore to focus on during the next two years?

<u>Q22. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Additional community events focused on developing intergenerational relationships & experiences	25	4.7 %
Focus on bringing additional retail, shopping & sit-down restaurants	56	10.5 %
Infrastructure improvements (such as street lighting, bike lanes, sidewalk expansion, etc.)	76	14.2 %
Expanded police involvement in community, including active neighborhood involvement	70	13.1 %
Development of a Citywide beautification program for public spaces & landscaping	66	12.4 %
Economic development focused on job development & bringing employers to City	69	12.9 %
Expand number of opportunities for residents to interact with City Council members & staff to discuss City issues	31	5.8 %
Explore amending City code to allow backyard chickens in all residential developments	7	1.3 %
Foster additional opportunities for diversity & inclusion throughout our community	17	3.2 %
Pursue options for annexation to bring more of 58 Highway & middle school into City limits	46	8.6 %
<u>None chosen</u>	<u>71</u>	<u>13.3 %</u>
Total	534	100.0 %

Q22. The following questions are intended to provide the City Council with more information on the top ideas identified by residents during the Reimagine Raymore Community Conversations held in Fall 2018. Which FIVE ideas listed below do you think are MOST IMPORTANT for Raymore to focus on during the next two years?

<u>Q22. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Additional community events focused on developing intergenerational relationships & experiences	48	9.0 %
Focus on bringing additional retail, shopping & sit-down restaurants	26	4.9 %
Infrastructure improvements (such as street lighting, bike lanes, sidewalk expansion, etc.)	56	10.5 %
Expanded police involvement in community, including active neighborhood involvement	59	11.0 %
Development of a Citywide beautification program for public spaces & landscaping	56	10.5 %
Economic development focused on job development & bringing employers to City	66	12.4 %
Expand number of opportunities for residents to interact with City Council members & staff to discuss City issues	29	5.4 %
Explore amending City code to allow backyard chickens in all residential developments	12	2.2 %
Foster additional opportunities for diversity & inclusion throughout our community	24	4.5 %
Pursue options for annexation to bring more of 58 Highway & middle school into City limits	39	7.3 %
<u>None chosen</u>	<u>119</u>	<u>22.3 %</u>
Total	534	100.0 %

Q22. The following questions are intended to provide the City Council with more information on the top ideas identified by residents during the Reimagine Raymore Community Conversations held in Fall 2018. Which FIVE ideas listed below do you think are MOST IMPORTANT for Raymore to focus on during the next two years?

<u>Q22. 5th choice</u>	<u>Number</u>	<u>Percent</u>
Additional community events focused on developing intergenerational relationships & experiences	47	8.8 %
Focus on bringing additional retail, shopping & sit-down restaurants	23	4.3 %
Infrastructure improvements (such as street lighting, bike lanes, sidewalk expansion, etc.)	37	6.9 %
Expanded police involvement in community, including active neighborhood involvement	40	7.5 %
Development of a Citywide beautification program for public spaces & landscaping	51	9.6 %
Economic development focused on job development & bringing employers to City	42	7.9 %
Expand number of opportunities for residents to interact with City Council members & staff to discuss City issues	43	8.1 %
Explore amending City code to allow backyard chickens in all residential developments	24	4.5 %
Foster additional opportunities for diversity & inclusion throughout our community	23	4.3 %
Pursue options for annexation to bring more of 58 Highway & middle school into City limits	44	8.2 %
<u>None chosen</u>	<u>160</u>	<u>30.0 %</u>
Total	534	100.0 %

SUM OF TOP 5 CHOICES

Q22. The following questions are intended to provide the City Council with more information on the top ideas identified by residents during the Reimagine Raymore Community Conversations held in Fall 2018. Which FIVE ideas listed below do you think are MOST IMPORTANT for Raymore to focus on during the next two years? (top 5)

<u>Q22. Sum of top 5 choices</u>	<u>Number</u>	<u>Percent</u>
Additional community events focused on developing intergenerational relationships & experiences	179	33.5 %
Focus on bringing additional retail, shopping & sit-down restaurants	404	75.7 %
Infrastructure improvements (such as street lighting, bike lanes, sidewalk expansion, etc.)	367	68.7 %
Expanded police involvement in community, including active neighborhood involvement	276	51.7 %
Development of a Citywide beautification program for public spaces & landscaping	217	40.6 %
Economic development focused on job development & bringing employers to City	320	59.9 %
Expand number of opportunities for residents to interact with City Council members & staff to discuss City issues	128	24.0 %
Explore amending City code to allow backyard chickens in all residential developments	63	11.8 %
Foster additional opportunities for diversity & inclusion throughout our community	88	16.5 %
Pursue options for annexation to bring more of 58 Highway & middle school into City limits	207	38.8 %
None chosen	28	5.2 %
Total	2277	

Q23. Arts Commission. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Quality & variety of City sponsored public art	6.6%	20.2%	34.5%	4.5%	1.9%	32.4%
Q23-2. Quality of free musical performances/events	5.8%	23.6%	31.5%	7.7%	2.1%	29.4%
Q23-3. Quality of arts programming & classes	3.7%	15.4%	34.5%	5.8%	1.5%	39.1%
Q23-4. Quality of art gallery spaces at City Hall & Centerview	5.4%	16.3%	31.8%	2.8%	1.5%	42.1%

WITHOUT "DON'T KNOW"

Q23. Arts Commission. For each of the items listed, 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=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Quality & variety of City sponsored public art	9.7%	29.9%	51.0%	6.6%	2.8%
Q23-2. Quality of free musical performances/ events	8.2%	33.4%	44.6%	10.9%	2.9%
Q23-3. Quality of arts programming & classes	6.2%	25.2%	56.6%	9.5%	2.5%
Q23-4. Quality of art gallery spaces at City Hall & Centerview	9.4%	28.2%	55.0%	4.9%	2.6%

Q24. Approximately how many years have you lived in the City of Raymore?

Q24. How many years have you lived in City of Raymore	Number	Percent
Less than 5 years	114	21.3 %
5-10 years	82	15.4 %
11-20 years	174	32.6 %
20+ years	162	30.3 %
Not provided	2	0.4 %
Total	534	100.0 %

WITHOUT "NOT PROVIDED"

Q24. Approximately how many years have you lived in the City of Raymore? (without "not provided")

Q24. How many years have you lived in City of Raymore	Number	Percent
Less than 5 years	114	21.4 %
5-10 years	82	15.4 %
11-20 years	174	32.7 %
20+ years	162	30.5 %
Total	532	100.0 %

Q25. What is your age?

Q25. Your age	Number	Percent
18-34	100	18.7 %
35-44	100	18.7 %
45-54	98	18.4 %
55-64	110	20.6 %
65+	110	20.6 %
Not provided	16	3.0 %
Total	534	100.0 %

WITHOUT "NOT PROVIDED"

Q25. What is your age? (without "not provided")

Q25. Your age	Number	Percent
18-34	100	19.3 %
35-44	100	19.3 %
45-54	98	18.9 %
55-64	110	21.2 %
65+	110	21.2 %
Total	518	100.0 %

Q26. Which of the following best describes your current place of employment?

Q26. Your current place of employment	Number	Percent
In Raymore	72	13.5 %
Elsewhere in Cass County	37	6.9 %
Elsewhere in MO	156	29.2 %
In Kansas	95	17.8 %
Not currently employed	152	28.5 %
Not provided	22	4.1 %
Total	534	100.0 %

WITHOUT "NOT PROVIDED"

Q26. Which of the following best describes your current place of employment? (without "not provided")

Q26. Your current place of employment	Number	Percent
In Raymore	72	14.1 %
Elsewhere in Cass County	37	7.2 %
Elsewhere in MO	156	30.5 %
In Kansas	95	18.6 %
Not currently employed	152	29.7 %
Total	512	100.0 %

Q27. Would you say your total household income is:

Q27. Your total household income	Number	Percent
Under \$30K	40	7.5 %
\$30K to \$59,999	114	21.3 %
\$60K to \$99,999	140	26.2 %
\$100K to \$149,999	115	21.5 %
\$150K to \$199,999	36	6.7 %
\$200K+	26	4.9 %
Not provided	63	11.8 %
Total	534	100.0 %

WITHOUT "NOT PROVIDED"

Q27. Would you say your total household income is: (without "not provided")

Q27. Your total household income	Number	Percent
Under \$30K	40	8.5 %
\$30K to \$59,999	114	24.2 %
\$60K to \$99,999	140	29.7 %
\$100K to \$149,999	115	24.4 %
\$150K to \$199,999	36	7.6 %
\$200K+	26	5.5 %
Total	471	100.0 %

Q28. Your gender:

<u>Q28. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	266	49.8 %
Female	265	49.6 %
Not provided	3	0.6 %
Total	534	100.0 %

WITHOUT "NOT PROVIDED"

Q28. Your gender: (without "not provided")

<u>Q28. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	266	50.1 %
Female	265	49.9 %
Total	531	100.0 %

Section 5

Survey Instrument

February 2019

Dear Neighbor:

The City of Raymore needs your help and a few minutes of your time! You have been chosen to participate in a survey designed to gather resident opinions and feedback on city programs and services. The information requested in this survey will be used to improve and expand existing programs and determine future needs of residents in the City of Raymore.

We realize that this survey takes some time to complete, but every question is important. The time you invest will influence decisions made about our city's future. The survey data will be compiled and analyzed by ETC Institute, which is one of the nation's leading firms in the field of local government research. They will present the results to the City later this spring. Individual responses to the survey will remain confidential.

Instructions

Please return your completed survey in the next week using the postage-paid envelope provided. If you prefer to complete the survey online, you may do so at www.raymoresurvey.org. The online survey also includes unlimited space for comments at the end of the survey.

Questions? Please contact Assistant City Manager Mike Ekey at the City of Raymore at (816) 892-3109 or mekey@raymore.com.

Thank you in advance for your participation!

Sincerely,



Kristopher P. Turnbow
Mayor

2019 City of Raymore Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and respond to resident concerns. If you have questions, please contact Assistant City Manager Mike Ekey at [\(816\) 892-3109](tel:8168923109) or by email at MEkey@Raymore.com.

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 each of the services listed below.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of public safety services (e.g., police)	5	4	3	2	1	9
02. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
03. Overall maintenance of City streets	5	4	3	2	1	9
04. Overall maintenance of City buildings and facilities	5	4	3	2	1	9
05. Overall enforcement of City codes and ordinances for building/housing	5	4	3	2	1	9
06. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
07. Overall effectiveness of City communication with the public	5	4	3	2	1	9
08. Overall quality of the City's stormwater runoff/management system	5	4	3	2	1	9
09. Overall flow of traffic and congestion management in the City	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 your answers below using the numbers from the list in Question 1 above.]

1st: _____ 2nd: _____ 3rd: _____

3. Several items that may influence your perception of the City of Raymore are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

Perceptions of Raymore:	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. Overall quality of services provided by the City of Raymore	5	4	3	2	1	9
02. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
03. Overall image of the City	5	4	3	2	1	9
04. How well the City is planning growth	5	4	3	2	1	9
05. How well the City is managing growth	5	4	3	2	1	9
06. Overall quality of life in the City	5	4	3	2	1	9
07. Overall feeling of safety in the City	5	4	3	2	1	9
08. Availability of affordable housing	5	4	3	2	1	9
09. Job availability	5	4	3	2	1	9
10. Quality of new development in the City	5	4	3	2	1	9
11. As a place to retire	5	4	3	2	1	9
12. Overall appearance of the City	5	4	3	2	1	9

Public Safety

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of local police protection	5	4	3	2	1	9
2. The visibility of police in neighborhoods	5	4	3	2	1	9
3. The visibility of police in retail areas	5	4	3	2	1	9
4. The City's efforts to prevent crime	5	4	3	2	1	9
5. How quickly police respond to emergencies	5	4	3	2	1	9
6. Enforcement of local traffic laws	5	4	3	2	1	9
7. Quality of animal control	5	4	3	2	1	9
8. Severe weather preparedness/Disaster response planning	5	4	3	2	1	9

5. Which THREE 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 your answers below using the numbers from the list in Question 4 above.]

1st: _____ 2nd: _____ 3rd: _____

6. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

Level of Safety...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood after dark	5	4	3	2	1	9
2. In your neighborhood during the day	5	4	3	2	1	9
3. In commercial and retail areas in the City	5	4	3	2	1	9
4. In city parks and on city trails	5	4	3	2	1	9

7. Which ONE of the following factors most influences how safe you feel in Raymore? [Choose only one]

- ____ (1) Environmental factors (well-lit areas, etc.)
- ____ (2) Police activities and response
- ____ (3) Something not related to the City (past victim, your neighbors, etc.)

8. Are you familiar with or have you participated in any of the following police initiatives/outreach programs in Raymore? [Check all that apply]

- ____ (1) Citizens Police Academy
- ____ (2) Community Emergency Response Team
- ____ (3) Neighborhood Watch or Community or Neighborhood Meeting
- ____ (4) Community Against Crime Event
- ____ (5) Ride-Along Program
- ____ (6) Prescription Drug Take Back
- ____ (7) Home Security Survey

City Maintenance/Public Works

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of major City streets	5	4	3	2	1	9
02. Maintenance of streets in your neighborhood	5	4	3	2	1	9
03. Maintenance of street signs and traffic signals	5	4	3	2	1	9
04. Maintenance of City buildings	5	4	3	2	1	9
05. Snow removal on major City streets	5	4	3	2	1	9
06. Snow removal on neighborhood streets	5	4	3	2	1	9
07. Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
08. Adequacy of City street lighting	5	4	3	2	1	9
09. Condition of City sidewalks	5	4	3	2	1	9
10. Availability of sidewalks in the City	5	4	3	2	1	9
11. Landscaping and appearance of public areas along City streets	5	4	3	2	1	9
12. Street sweeping on City streets	5	4	3	2	1	9
13. Overall road conditions	5	4	3	2	1	9

10. Which THREE of the maintenance/public works items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? [Write in your answers below using the numbers from the list in Question 9 above.]

1st: _____ 2nd: _____ 3rd: _____

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of City parks	5	4	3	2	1	9
02. How close neighborhood parks are to your home	5	4	3	2	1	9
03. Number of walking and biking trails	5	4	3	2	1	9
04. Quality of outdoor athletic fields	5	4	3	2	1	9
05. Number of outdoor athletic fields	5	4	3	2	1	9
06. Quality of indoor recreation/event facilities	5	4	3	2	1	9
07. Number of indoor recreation/event spaces	5	4	3	2	1	9
08. Availability of information about City parks and recreation programs	5	4	3	2	1	9
09. The City's youth athletic programs	5	4	3	2	1	9
10. The City's adult athletic programs	5	4	3	2	1	9
11. The City's fitness programs	5	4	3	2	1	9
12. The City's instructional programs	5	4	3	2	1	9
13. City special events and festivals	5	4	3	2	1	9
14. Fees charged for recreation programs	5	4	3	2	1	9
15. Ease of registering for programs	5	4	3	2	1	9

12. Which THREE of the parks and recreation items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? [Write in your answers below using the numbers from the list in Question 11 above.]

1st: _____ 2nd: _____ 3rd: _____

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

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about City programs and services	5	4	3	2	1	9
2.	City efforts to keep you informed about local issues	5	4	3	2	1	9
3.	How open the City is to public involvement and input from residents	5	4	3	2	1	9
4.	The quality of the City's web page: www.raymore.com	5	4	3	2	1	9
5.	The content and the design of the City's magazine "The Review"	5	4	3	2	1	9

14. Please indicate the top THREE ways you prefer to receive information about the City. Write the numbers that correspond to your top three choices in the space provided below.

- (1) Government Access Channel
- (2) City Website
- (3) Newspaper
- (4) Email
- (5) Facebook
- (6) Twitter
- (7) The Review
- (8) City Brochures & Mailers

TOP CHOICES

1st Choice: _____ 2nd Choice: _____ 3rd Choice: _____

15. Sewer Utilities and Stormwater Management. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The clarity and taste of the tap water in your home	5	4	3	2	1	9
2.	Water pressure in your home	5	4	3	2	1	9
3.	What you are charged for water/sewer utilities	5	4	3	2	1	9
4.	How easy your water/sewer bill is to understand	5	4	3	2	1	9
5.	Trash, recycling and yard waste service	5	4	3	2	1	9
6.	Drainage of rainwater off City streets	5	4	3	2	1	9
7.	Drainage of rainwater off properties next to your residence	5	4	3	2	1	9

16. Stormwater Education. Please answer the following questions by circling either "Yes", "No", or "Don't Know".

1.	Have you or other members of your household disposed of yard waste (including grass clippings) into the street, a stormwater drain, or a lake/stream during the past year?	Yes	No	Don't Know
2.	Have you or other members of your household dumped paint, motor oil, or other household waste in the street, a stormwater drain, or a lake/stream during the past year?	Yes	No	Don't Know
3.	It is important to me to live in a community that invests resources in improving the quality of water in lakes and streams in my community.	Yes	No	Don't Know
4.	Have you seen or heard any information about water quality in lakes and streams in Raymore during the past year?	Yes	No	Don't Know

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
2. Enforcing the mowing and trimming of lawns	5	4	3	2	1	9
3. Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
4. Enforcing the maintenance of business property	5	4	3	2	1	9
5. Enforcing codes designed to protect public safety	5	4	3	2	1	9
6. Enforcing sign regulations	5	4	3	2	1	9

18. Using a scale of 1 to 3, where 3 means "Not a Problem" and 1 means a "Major Problem", please rate if each of the following are a problem in Raymore.

To what extent are the following problems?	Not a Problem	Minor Problem	Major Problem	Don't Know
1. Abandoned Vehicles	3	2	1	9
2. Graffiti	3	2	1	9
3. Dilapidated Buildings/Houses	3	2	1	9
4. Boats/Trailers/Motor Homes in Unauthorized Areas	3	2	1	9

Customer Service

19. Have you contacted the City with a question, problem, or complaint during the past year?
 ____ (1) Yes [Answer Q19a-19c] ____ (2) No [Skip to Q20]

19a. How did you make contact?

____ (1) Phone ____ (3) Social Media ____ (5) In-person
 ____ (2) Email ____ (4) Report-A-Concern/Website

19b. Which City department did you contact most recently? _____

19c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the customer service you received from the City department you listed in Q19b.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy the department was to contact	5	4	3	2	1	9
2. How courteously you were treated	5	4	3	2	1	9
3. Technical competence and knowledge of City employees who assisted you	5	4	3	2	1	9
4. Overall responsiveness of City employees to your request or concern	5	4	3	2	1	9

20. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," how important was each reason in your decision to live in Raymore, and are your needs being met?

How important is...	Very Important	Somewhat Important	Not Sure	Unimportant	Are your needs being met in Raymore	
					Yes	No
01. Sense of community	4	3	2	1	1	2
02. Quality of public schools	4	3	2	1	1	2
03. Employment opportunities	4	3	2	1	1	2
04. Types of housing	4	3	2	1	1	2
05. Affordability of housing	4	3	2	1	1	2
06. Access to quality shopping	4	3	2	1	1	2
07. Availability of transportation options	4	3	2	1	1	2
08. Availability of cultural activities and the arts	4	3	2	1	1	2
09. Access to restaurants and entertainment	4	3	2	1	1	2
10. Availability of Parks & Recreation opportunities	4	3	2	1	1	2
11. Near family or friends	4	3	2	1	1	2
12. Sense of safety	4	3	2	1	1	2

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
02. Traffic flow at the 58 Highway/I-49 interchange (located in Belton)	5	4	3	2	1	9
03. Traffic flow through 58 Highway and Dean Avenue	5	4	3	2	1	9
04. Traffic flow through 58 Highway and Sunset	5	4	3	2	1	9
05. Traffic flow on 58 Highway between North Madison and South Madison	5	4	3	2	1	9
06. General traffic flow on Foxridge	5	4	3	2	1	9
07. General traffic flow on Lucy Webb	5	4	3	2	1	9
08. How well the traffic signal system provides for efficient traffic flow	5	4	3	2	1	9
09. Availability of public transportation	5	4	3	2	1	9
10. Availability of bicycle lanes	5	4	3	2	1	9
11. Availability of pedestrian walkways	5	4	3	2	1	9

The following questions are intended to provide the City Council with more information on the top ideas identified by residents during the Reimagine Raymore Community Conversations held in Fall 2018.

22. Which FIVE ideas listed below do you think are MOST IMPORTANT for Raymore to focus on during the next two years? [Write the numbers that correspond to your top five choices in the space provided below.]

- (01) Additional community events focused on developing intergenerational relationships and experiences
- (02) Focus on bringing additional retail, shopping and sit-down restaurants
- (03) Infrastructure Improvements (such as street lighting, bike lanes, sidewalk expansion, etc.)
- (04) Expanded Police involvement in the community, including active neighborhood involvement
- (05) Development of a Citywide beautification program for public spaces and landscaping
- (06) Economic Development focused on job development and bringing employers to the City
- (07) Expand the number of opportunities for residents to interact with City Council members and staff to discuss City issues
- (08) Explore amending City Code to allow backyard chickens in all residential developments
- (09) Foster additional opportunities for diversity and inclusion throughout our community
- (10) Pursue options for annexation to bring more of 58 Highway and the Middle School into the City Limits

TOP CHOICES: 1st: _____ 2nd: _____ 3rd: _____ 4th: _____ 5th: _____

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

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Quality and variety of City-sponsored public art	5	4	3	2	1	9
2.	Quality of free musical performances/events	5	4	3	2	1	9
3.	Quality of arts programming and classes	5	4	3	2	1	9
4.	Quality of art gallery spaces at City Hall & Centerview	5	4	3	2	1	9

Demographics

24. Approximately how many years have you lived in the City of Raymore?

- (1) less than 5 years
- (2) 5-10 years
- (3) 11-20 years
- (4) more than 20 years

25. What is your age? _____

26. Which of the following best describes your current place of employment:

- (1) In Raymore
- (2) Elsewhere in Cass County
- (3) Elsewhere in MO
- (4) In Kansas
- (5) Not currently employed

27. Would you say your total household income is:

- (1) Under \$30,000
- (2) \$30,000 to \$59,999
- (3) \$60,000 to \$99,999
- (4) \$100,000 to \$149,999
- (5) \$150,000 to \$199,999
- (6) Over \$200,000

28. Your gender: (1) Male (2) Female

Comments:

Feel free to add pages as necessary to provide any comments you wish to have included in your response.

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 to the right will ONLY be used to help identify the level of satisfaction with City services in your area.
If your address is not correct, please provide the correct information.