

2012 DirectionFinder®

FINAL Report



conducted for
Raymore, Missouri

By
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February, 2013



Overview and Methodology

During November and December of 2012, ETC Institute administered a community survey for the City of Raymore. The survey was administered as part of the City's effort to assess citizen satisfaction with the quality of services and to establish priorities of service delivery. The information gathered from the survey will help the City establish budget priorities and refine policy decisions. Comparisons were made with the results of the 2006, 2008, and 2010 surveys.

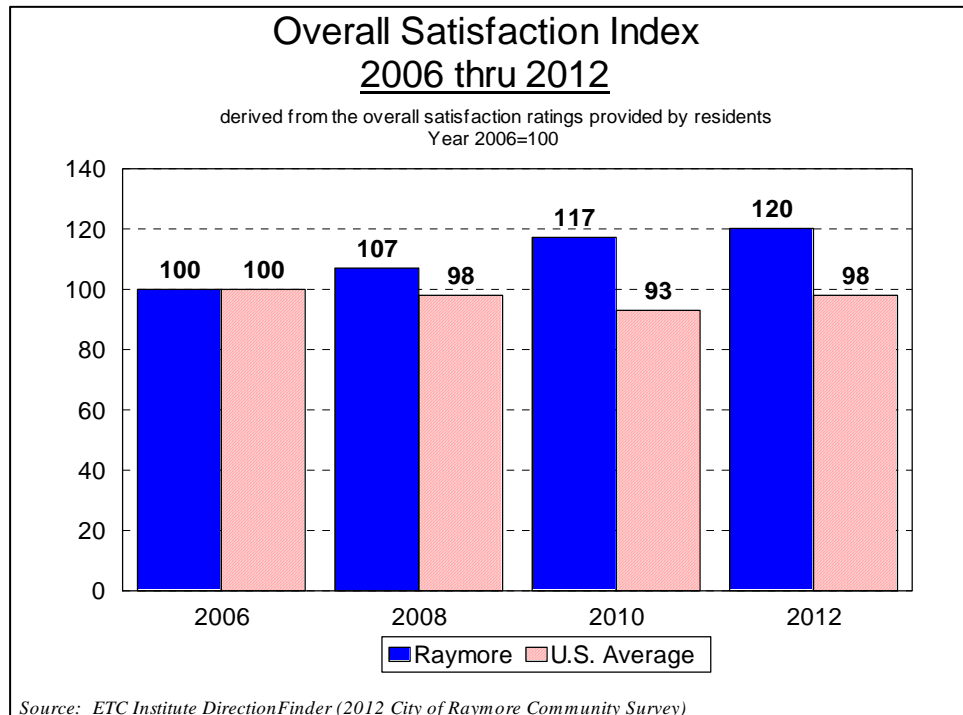
The seven-page survey was mailed to a random sample of 1,500 households in the City of Raymore. Approximately seven days after the surveys were mailed residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. The results for the random sample of 642 households have a 95% level of confidence with a precision of at least +/- 3.7%. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail).

This summary report contains:

- The Executive Summary: methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- benchmarking data that shows how the survey results for Raymore compare to U.S. cities, the KC Metro region, and comparable cities in the DirectionFinder® family of cities
- importance-satisfaction analysis
- tabular data that shows the overall results for each question on the survey
- a copy of the survey instrument.

Interpretation of “Don’t Know” Responses. The percentage of persons who provide “don’t know” responses is important because it often reflects the level of utilization of city services. For graphing purposes, the percentage of “don’t know” responses has been excluded to facilitate valid comparisons with data from previous years. The percentage of “don’t know” responses for each question is 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.*”

The Composite Customer Satisfaction Index for Raymore The Composite Customer Satisfaction Index is derived from the mean rating given by residents for all major city services that are assessed on the survey. The index is calculated by dividing the mean rating for the current year by the mean rating for the base-year (year 2006) and then multiplying the result by 100. The chart below shows that the Composite Customer Satisfaction Index for Raymore increased from 100 in 2006 to 120 in 2012. It also shows that Raymore outperformed other communities across the United States during the past four years. While the City index increased by 20 points during the past four years, the U.S. index decreased by 2 points.



Major Findings

- **Overall satisfaction with the quality of services provided by the City of Raymore.** The highest levels of satisfaction with City services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were the quality of public safety services (police) (89%), the maintenance of City buildings and facilities (83%), the quality of parks and recreation programs and facilities (80%), and the quality of customer service (79%). Residents were least satisfied with the flow of traffic congestion management (53%). **TRENDS:** The most significant ratings increases were seen in the enforcement of City codes for buildings and facilities (62% in 2012 vs. 57% in 2010), and the quality of storm water runoff/storm water management (68% in 2012 vs. 61% in 2010).

- **Services that residents thought should receive the most emphasis from the City.** The two services that residents thought were the most important for the City to emphasize over the next two years were: (1) the flow of traffic and congestion management, and (2) the overall maintenance of City streets. These two issues were also chosen first in 2008 and 2010.
- **Perceptions of Life in Raymore.** Ninety percent (90%) of residents *who had an opinion*, rated as “excellent” or “good”, the overall feeling of safety in the City, 84% rated as “excellent” or “good”, the overall quality of life in the City, and 81% rated as “excellent” or “good”, the quality of services provided by the City. **TRENDS:** The most significant improvements in ratings over the 2010 results were the value received for City tax dollars and fees (59% in 2012 vs. 52% in 2010) and the overall appearance of the City (79% in 2012 vs. 74% in 2010).
- **Public Safety.** Residents were generally satisfied with the quality of public safety services provided by the City. The public safety 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 overall quality of local police protection (89%), visibility of police in their neighborhoods (80%), and police response time to emergencies (80%). **TRENDS:** The most significant improvements in ratings over the 2010 results were in the City’s efforts to prevent crime (75% in 2012 vs. 67% in 2010), the visibility of police in retail (68% in 2012 vs. 61% in 2010), the visibility of police in your neighborhood (80% in 2012 vs. 75% in 2010), and the quality of local police protection (89% in 2012 vs. 84% in 2010).
- **Feelings of Safety in Raymore.** Residents generally feel safe in the City. The areas with the highest feelings of safety, based upon the combined percentage of “very safe” and “safe” responses among residents *who had an opinion*, were: walking alone in their neighborhood during the day (99%), walking alone in their neighborhood in general (98%), and walking alone in business areas during the day (97%). The circumstance where residents felt less safe were walking alone in business areas after dark (78%).
- **Maintenance/Public Works.** Residents were generally satisfied with the quality of maintenance services provided by the City. The maintenance 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: maintenance of street signs and traffic signals (85%) and the maintenance of major City streets (83%). Residents were least satisfied with snow removal on neighborhood streets (60%). **TRENDS:** The most significant ratings increases were seen in the availability of City sidewalks (69% in 2012 vs. 60% in 2010), adequacy of City street lighting (67% in 2012 vs. 61% in 2010), snow removal on major City streets (82% in 2012 vs. 77% in 2010), condition of sidewalks (71% in 2012 vs. 66% in 2010), and the maintenance of neighborhood streets (70% in 2012 vs. 65% in 2010).

- **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 (86%), the quality of outdoor athletic fields (73%), the number of outdoor athletic fields (71%) and how close neighborhood parks are to homes (70%). Residents were least satisfied with the number of indoor recreation spaces (26%). **TRENDS:** The most significant ratings increase was seen in the City special events and festivals (68% in 2012 vs. 63% in 2010).
- **Parks and Recreation Services and Facilities.** A separate question was asked about services and facilities in the Parks and Recreation area. The ratings of these issues, based upon the combined percentage of “excellent” and “good” responses among residents *who had an opinion*, were the appearance of parks and recreation facilities (91%), safety of park and recreation facilities (91%) the satisfaction with parks and recreation in Raymore (86%), and the range of activities at parks and recreation facilities (76%).
- **City Communication.** The City communication 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 content of the City’s quarterly magazine (80%), the availability of information about City programs and services (67%), and the quality of the City’s web page (65%). **TRENDS:** The most significant ratings increase was seen in the content of the City’s quarterly magazine (80% in 2012 vs. 61% in 2010).
- **Sewer and Water Utilities and Stormwater Management.** The highest level of satisfaction with the sewer and water utilities and stormwater management, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, was the clarity and taste of your tap water (83%), and the water pressure in your home (79%). Residents were least satisfied with what they were charged for water and sewer utilities (40%).
- **Codes and Ordinances.** The highest level of satisfaction with the enforcement of City codes and ordinances, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, was the enforcing of codes designed to protect public safety (65%), enforcing sign regulations (58%), and the maintenance of business properties (57%). Residents were least satisfied with enforcement of the maintenance of residential property (47%).
- **Transportation Issues.** Resident satisfaction with transportation in the areas asked improved significantly in five areas. Residents were asked to indicate their level of satisfaction with various transportation issues in the City. The highest level of satisfaction with transportation, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, was the ease of north/south travel (72%), and the ease of travel from home to school (59%). **TRENDS:** The most significant ratings increases were seen in the ease of north/south travel (72% in 2012 vs. 65% in 2010), the ease of travel from home to work (59% in 2012 vs. 54% in 2010), the availability of pedestrian walkways (59%

in 2012 vs. 52% in 2010), the ease of travel from home to schools (59% in 2012 vs. 51% in 2010), and the availability of public transportation (16% in 2012 vs. 11% in 2010).

- **Trash Services.** Resident satisfaction with trash service again improved dramatically in most areas addressed. The highest levels of satisfaction were with the City’s residential trash collection services (95%), and curbside recycling services (94%).

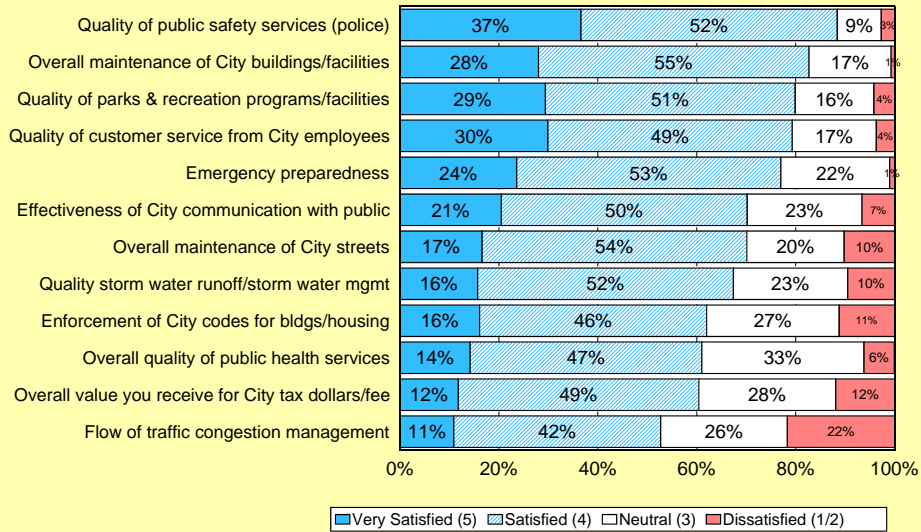
GAP Analysis

For the first time, a gap analysis was used to compare the order of the importance of reasons to choose to live in Raymore, with the order of “needs being met” for the same issues. This analysis will provide a general overview of the City’s success at meeting the basic needs of residents. In most cases, this general analysis will be supported by the resident responses to questions throughout the survey results.

Section 1:
Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

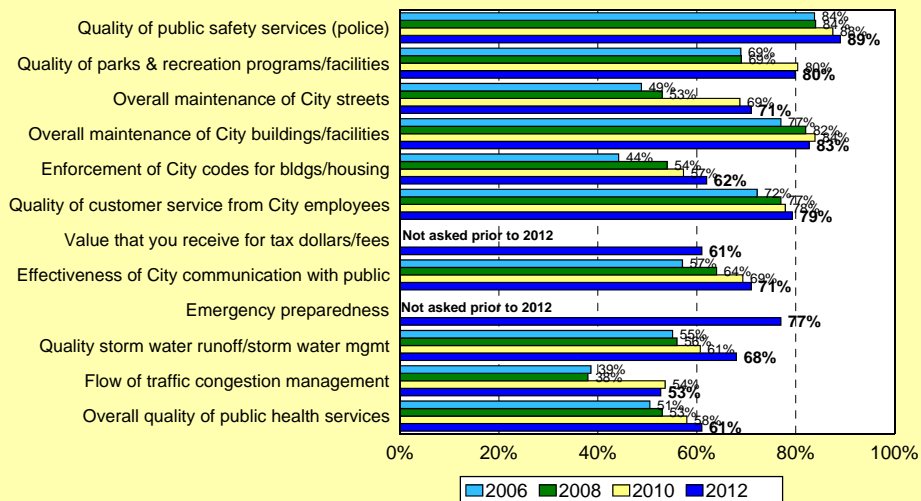
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q1. Overall Satisfaction With City Services by Major Category - 2006 to 2012

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

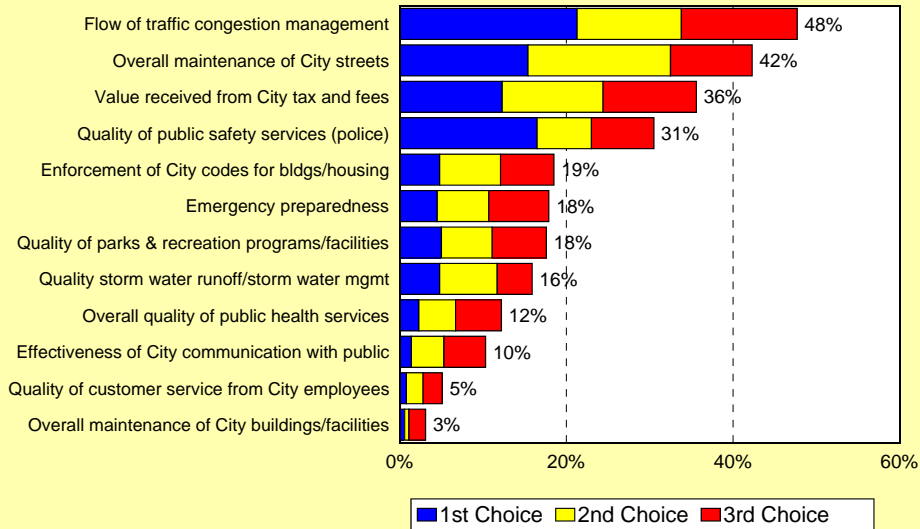


Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

TRENDS

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

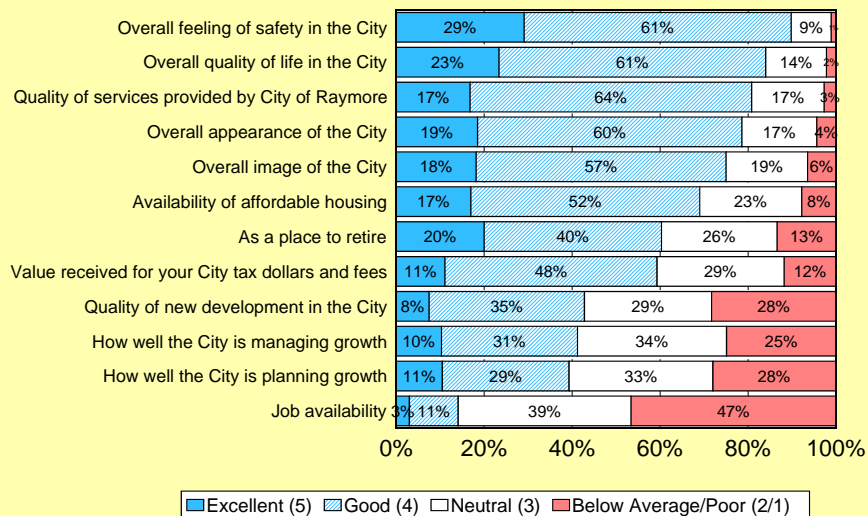
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q3. Satisfaction with Various Perceptions of Raymore

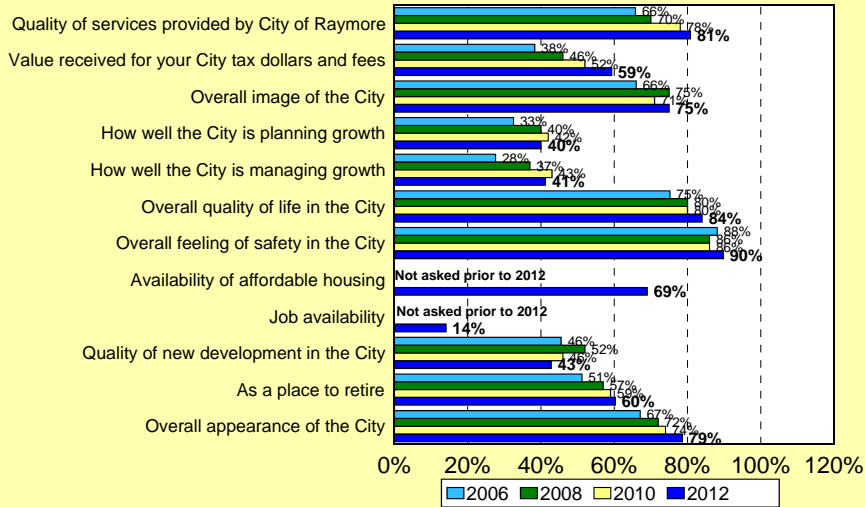
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q3. Satisfaction with Various Perceptions of Raymore - 2006 to 2012

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

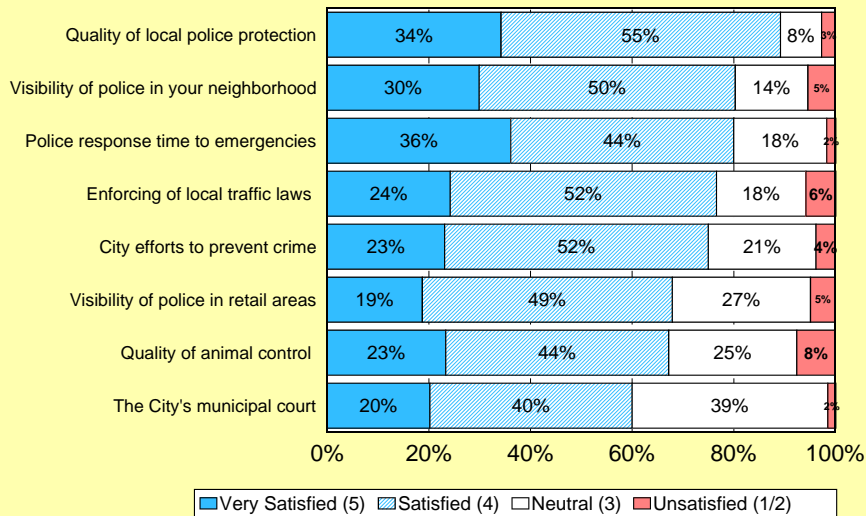


Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

TRENDS

Q4. Satisfaction with Various Aspects of Public Safety in Raymore

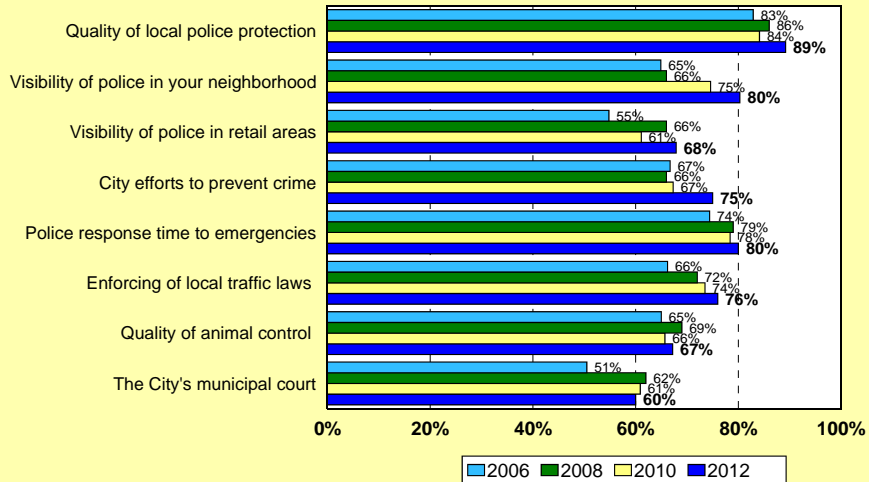
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q4. Satisfaction with Various Aspects of Public Safety in Raymore - 2006 to 2012

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

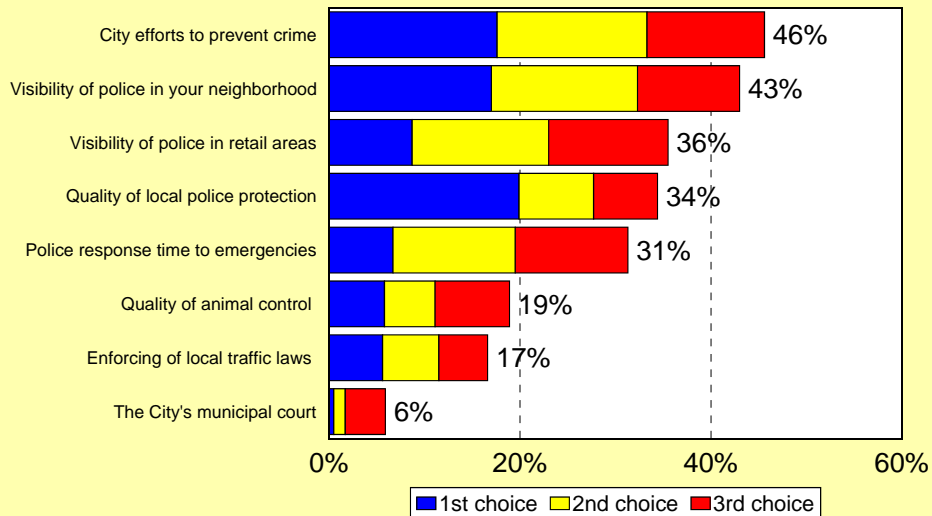


Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

TRENDS

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

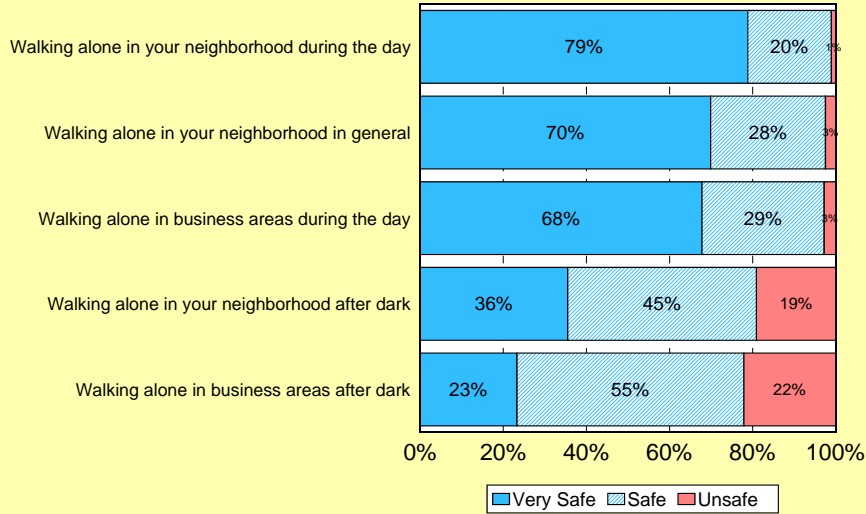
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2012 - 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)

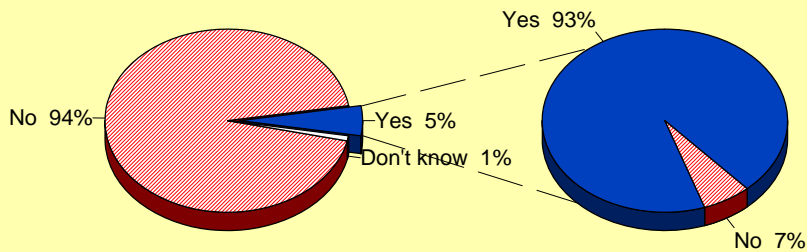


Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q7. During the past twelve months were you or anyone in your household the victim of a crime?

by percentage of respondents

Q7a. If "yes" did you report all of these crimes to the police?

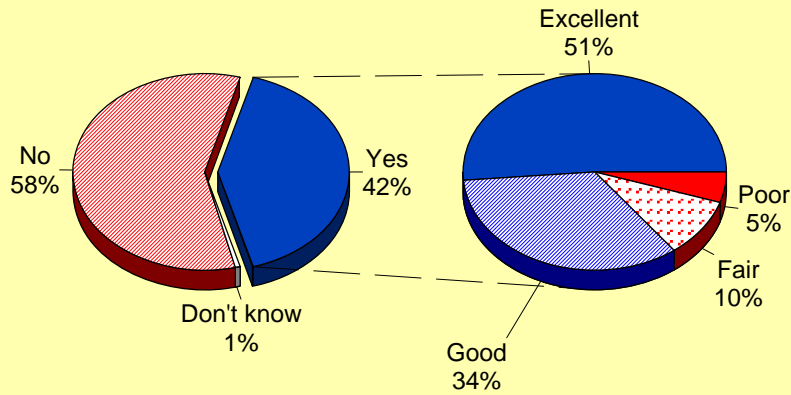


Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q8. During the past twelve months have you had ANY contact with the police department?

by percentage of respondents

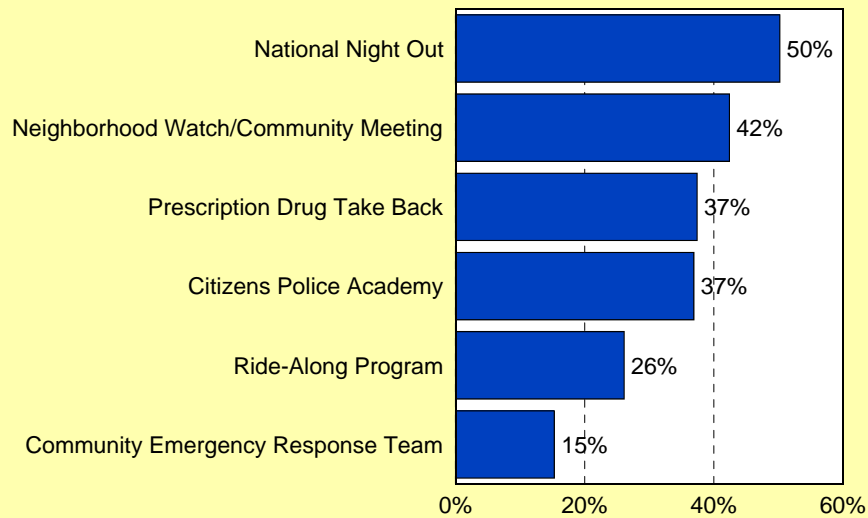
Q8a. If "yes" how would you rate the contact?



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q9. Familiarity or participation in the following police outreach programs in Raymore

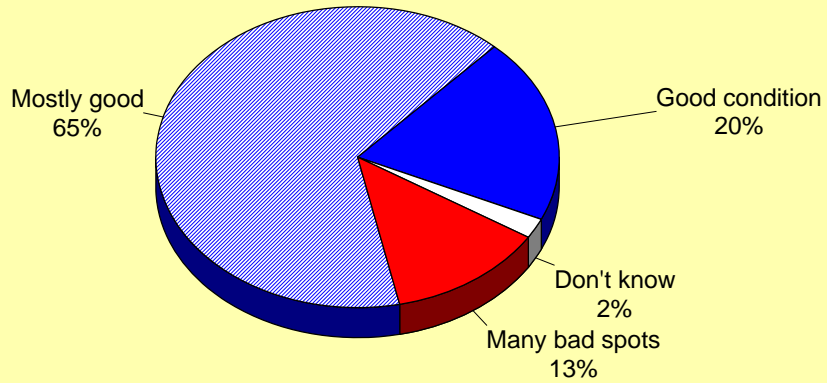
by percentage that apply



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q10. How would you rate the road conditions in Raymore?

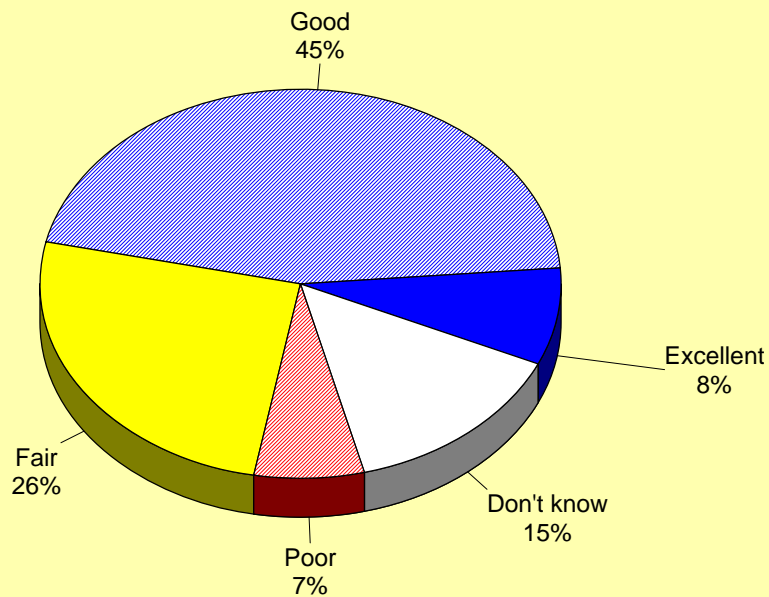
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q11. How would you rate street sweeping in Raymore?

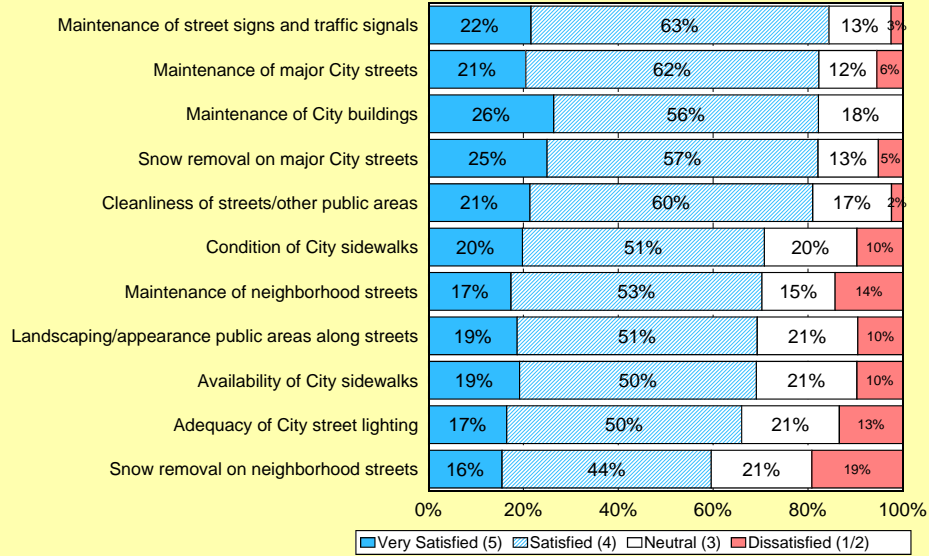
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q12. Satisfaction with Various Aspects of Maintenance/Public Works

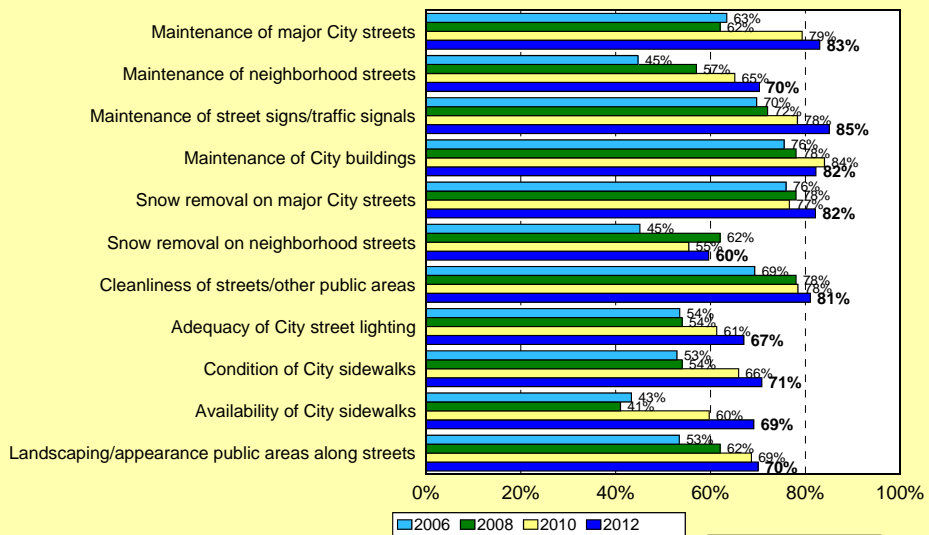
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q12. Satisfaction with Various Aspects of Maintenance/Public Works - 2006 to 2012

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

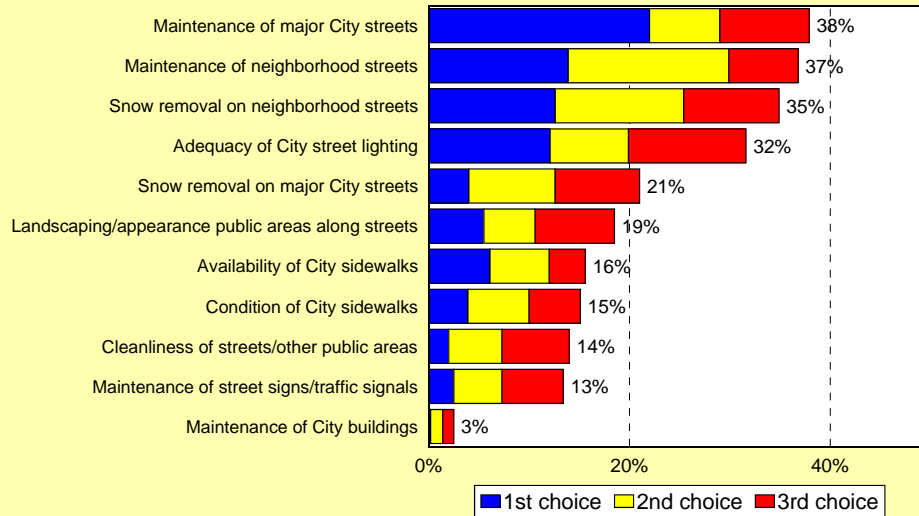


Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

TRENDS

Q13. Maintenance/Public Works Issues That Should Receive the Most Emphasis Over the Next Two Years

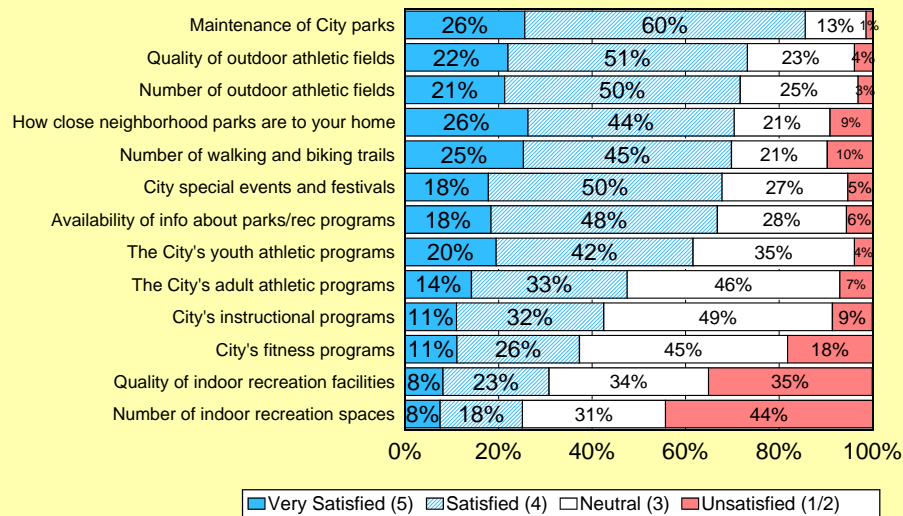
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q14. Satisfaction with Parks and Recreation

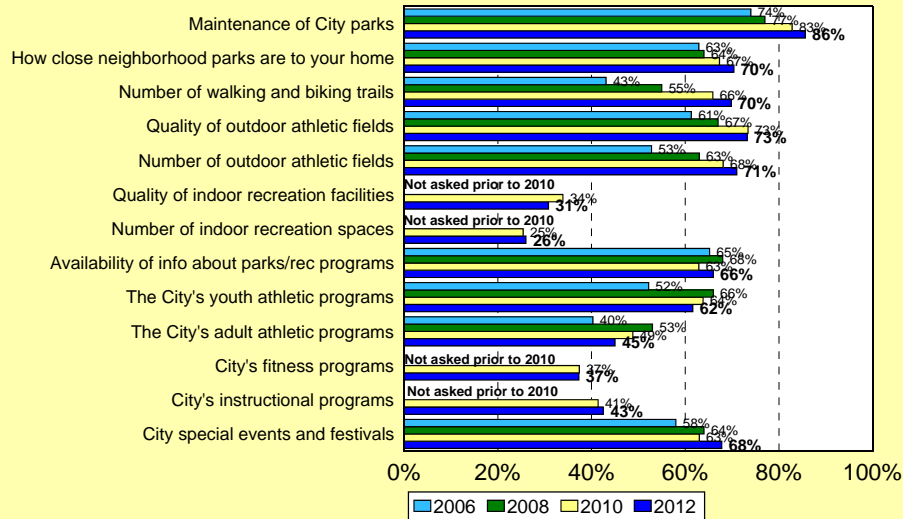
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q14. Satisfaction with Parks and Recreation - 2006 to 2012

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

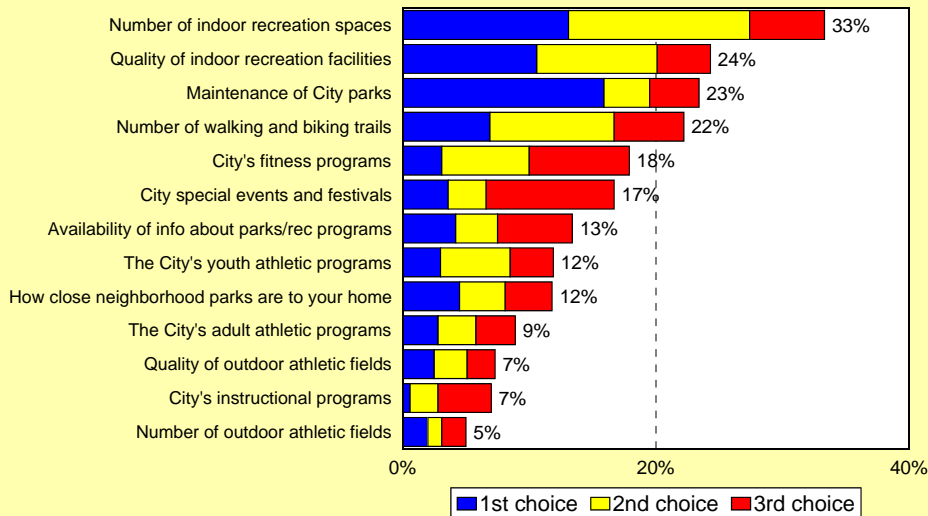


Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

TRENDS

Q15. Parks and Recreation Issues That Should Receive the Most Emphasis Over the Next Two Years

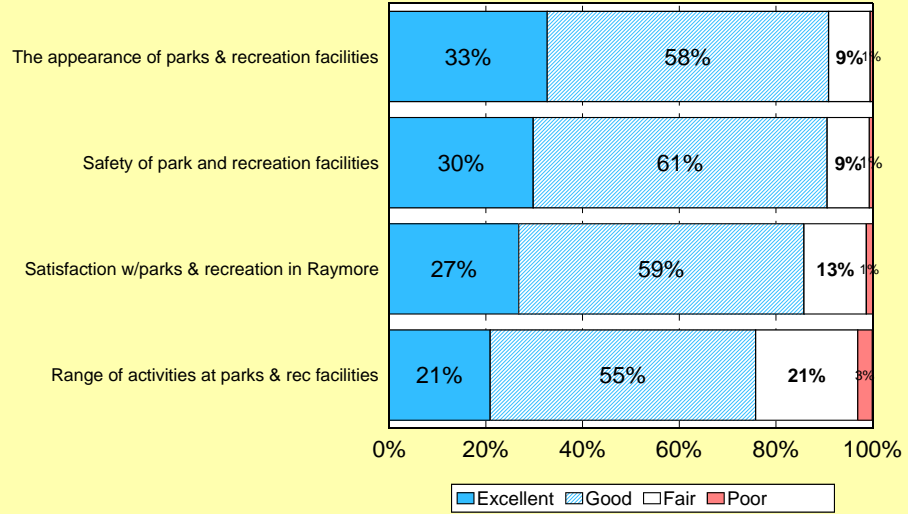
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q16. Satisfaction with Parks and Recreation Services and Facilities

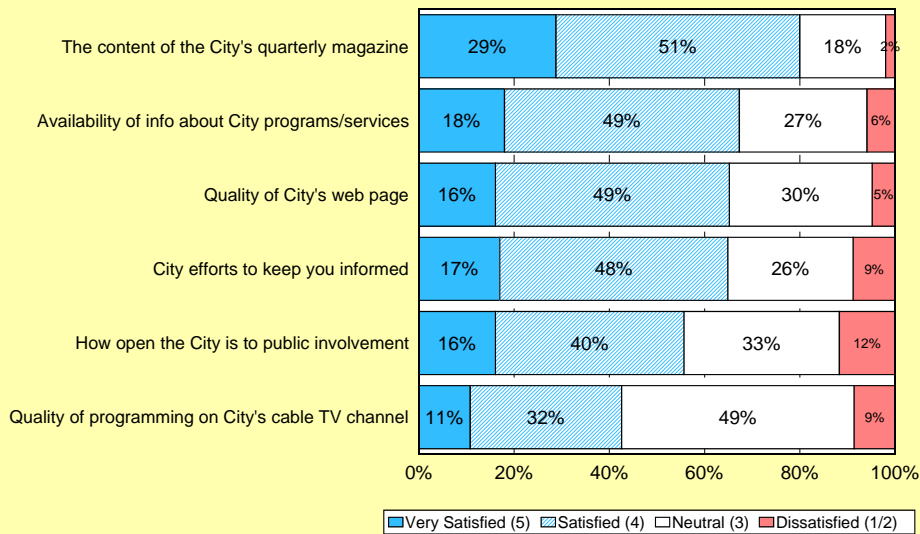
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q17. Satisfaction with Various Aspects of City Communication

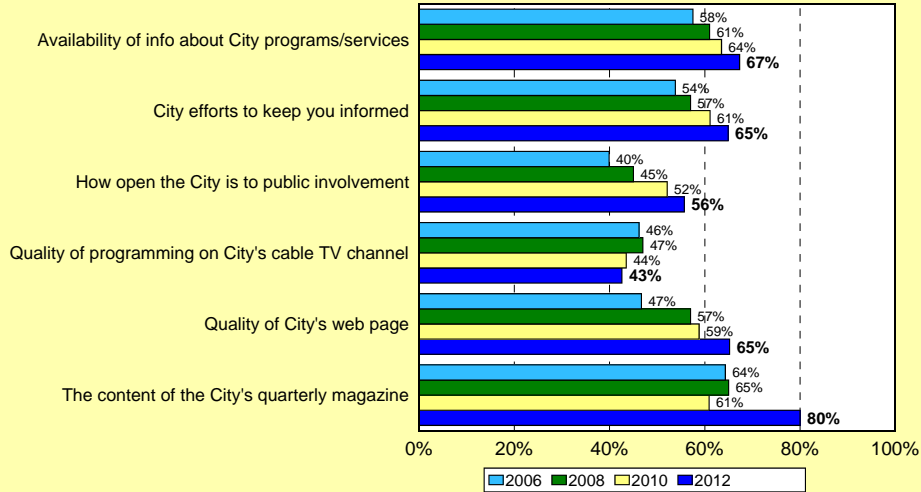
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q17. Satisfaction with Various Aspects of City Communication - 2006 to 2012

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

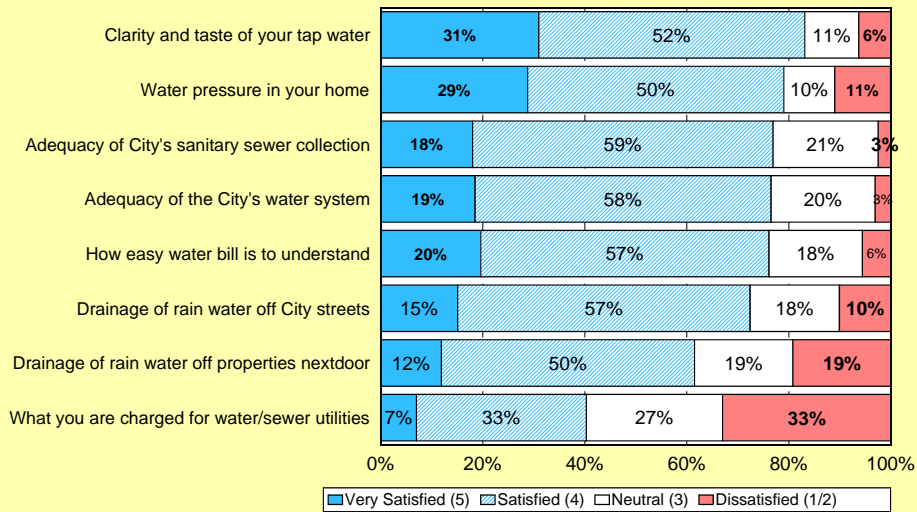


Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

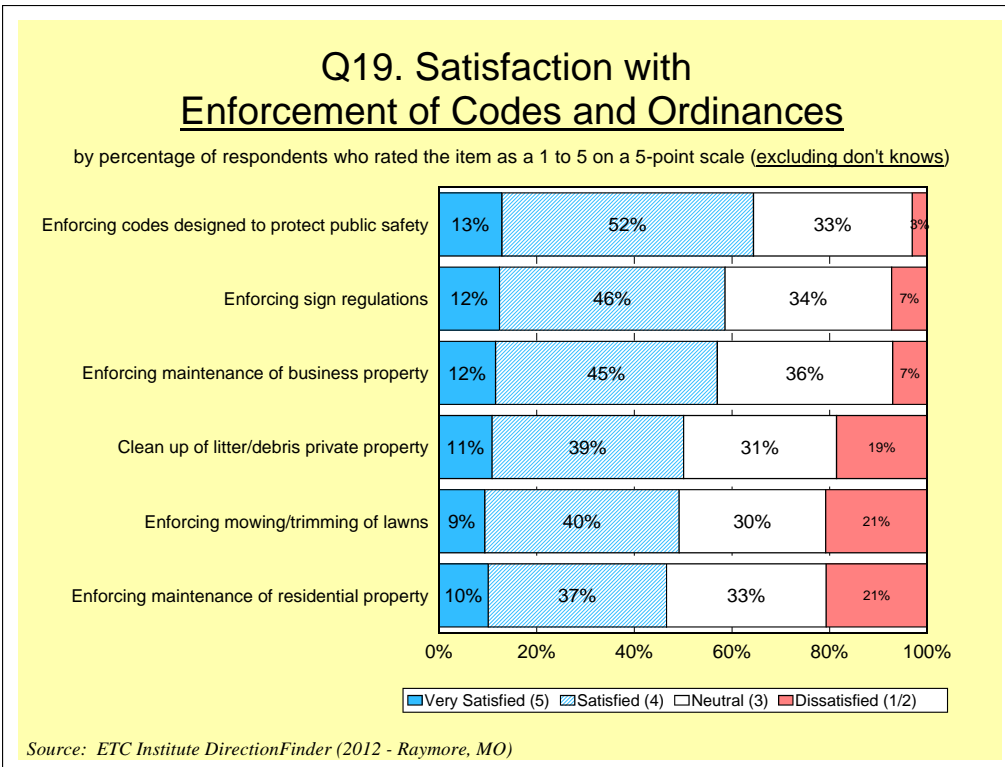
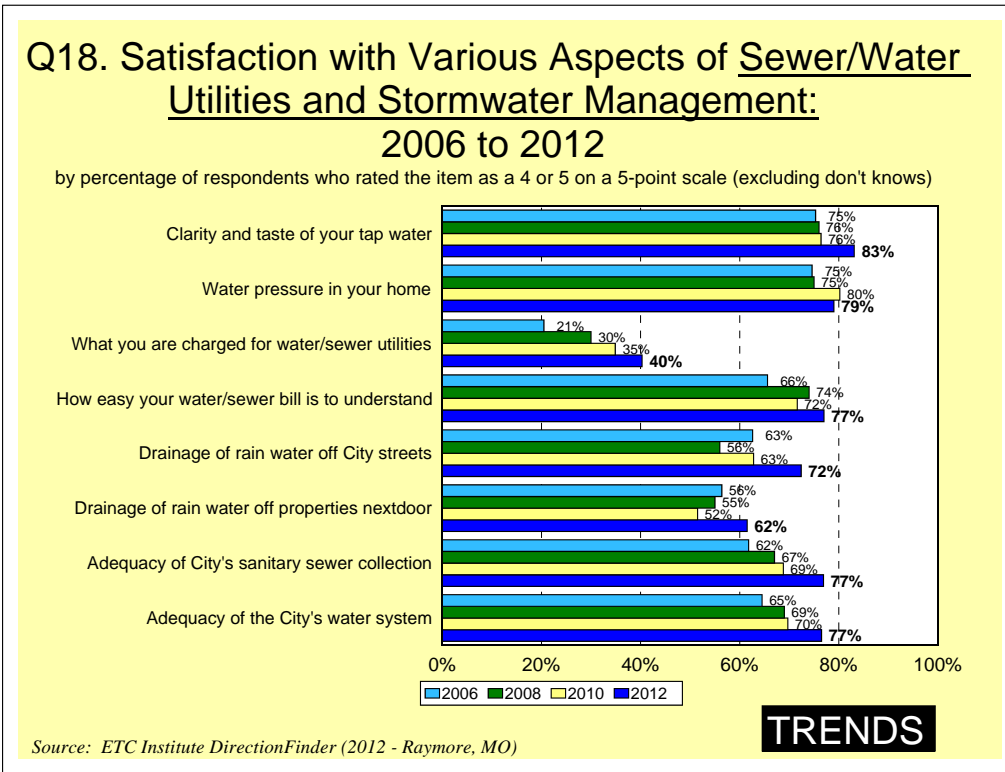
TRENDS

Q18. Satisfaction with Various Aspects of Sewer/Water 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)

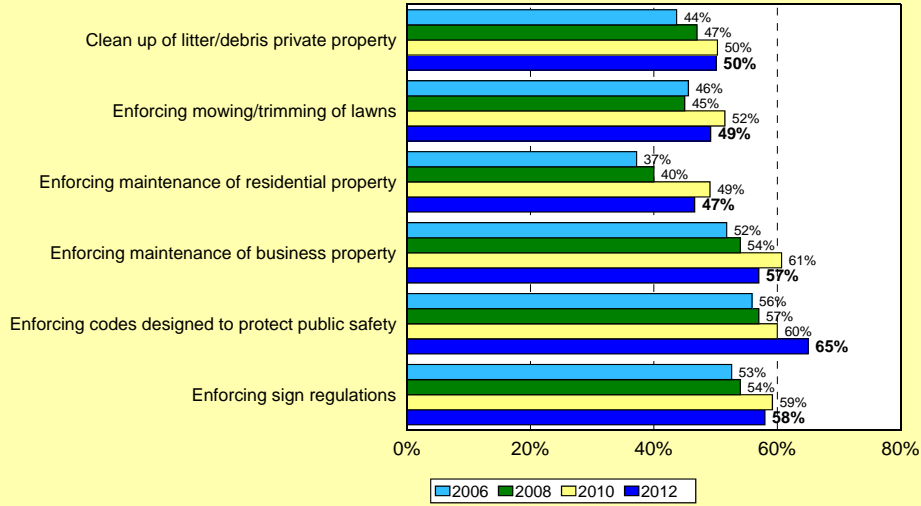


Source: ETC Institute DirectionFinder (2012 - Raymore, MO)



Q19. Satisfaction with Enforcement of Codes and Ordinances - 2006 to 2012

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

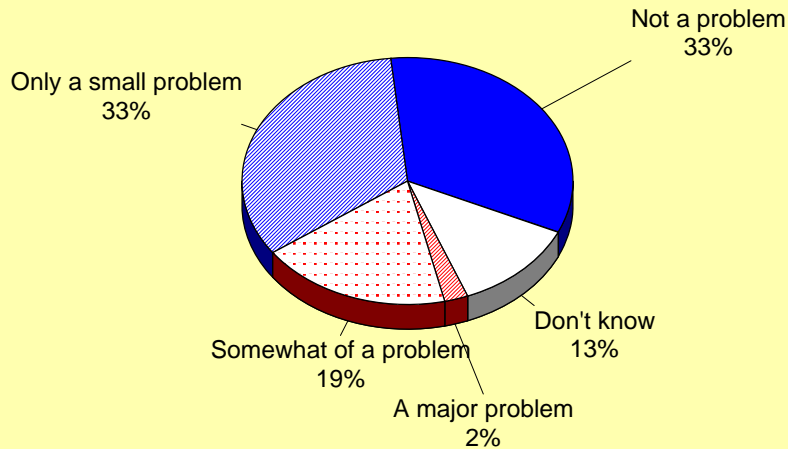


Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

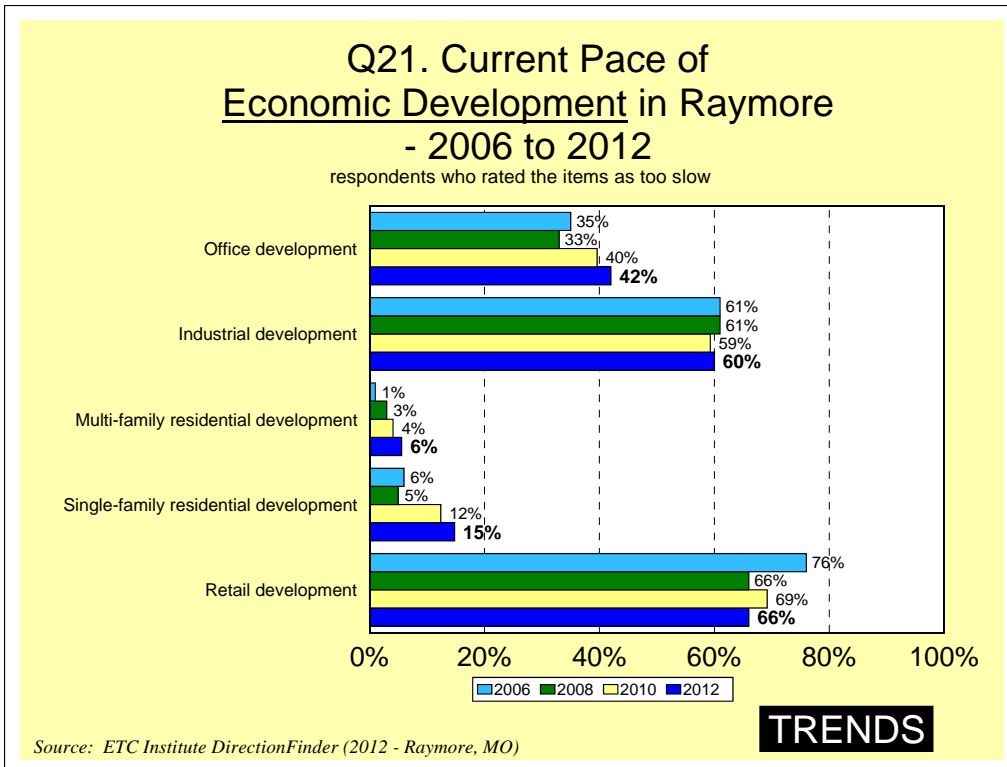
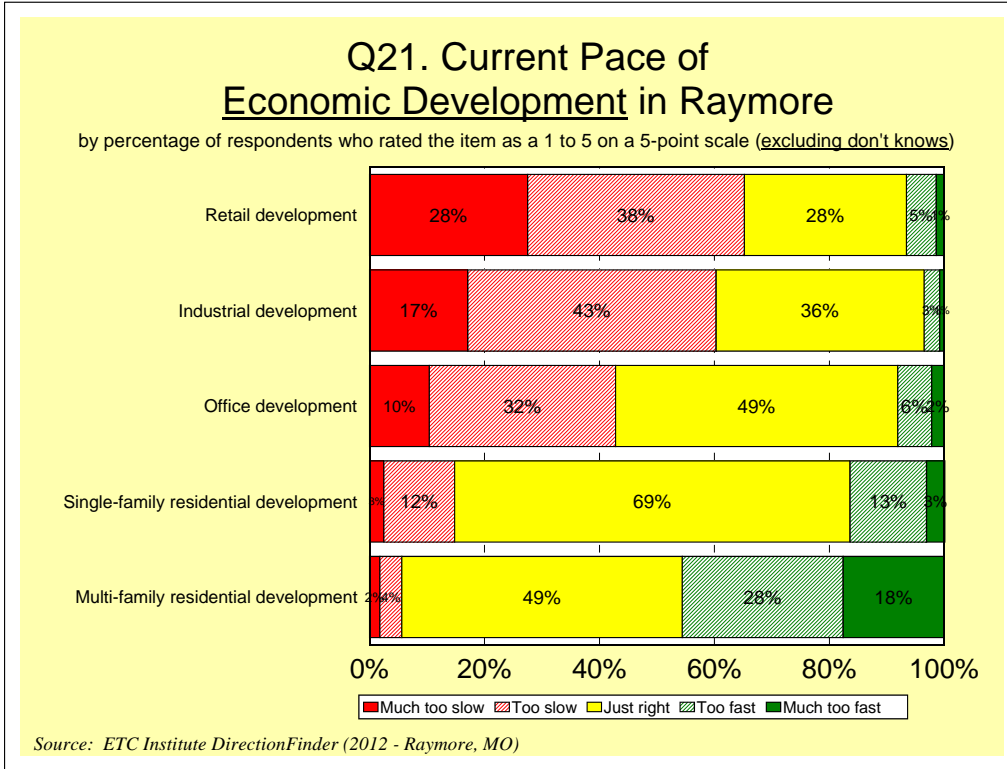
TRENDS

Q20. Are weed lots, abandoned vehicles, graffiti, and dilapidated buildings a problem in Raymore?

by percentage of respondents (without "don't know")

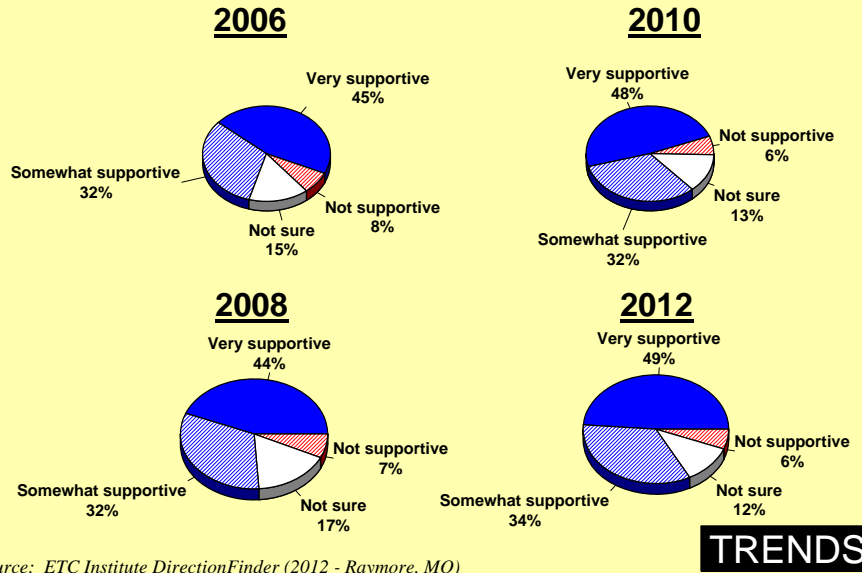


Source: ETC Institute DirectionFinder (2012 - Raymore, MO)



Q22. Support for Having the City Use Incentives to Attract and Expand Retail, Manufacturing, Science & Technology, and Regional Office Companies?

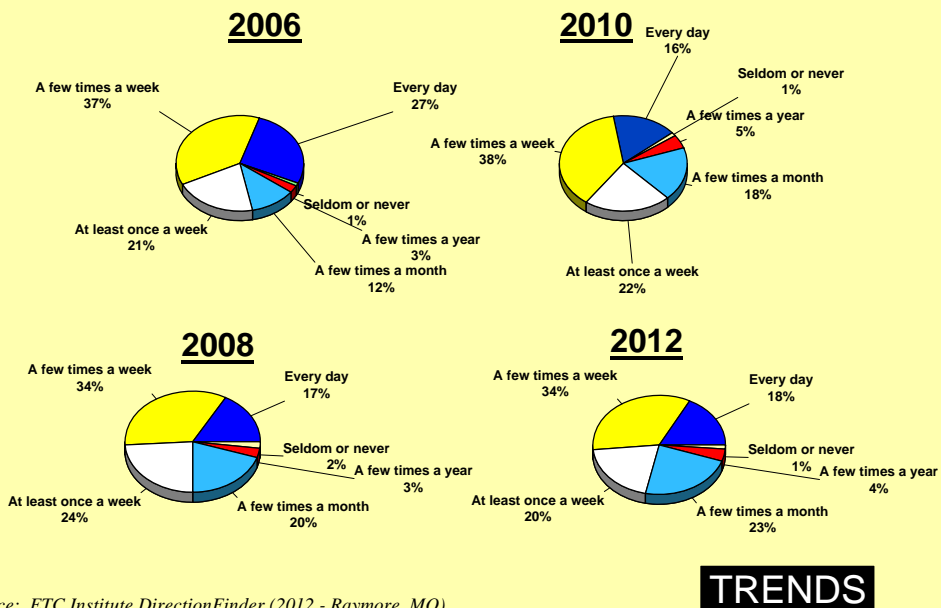
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q23. How often do you typically go outside Raymore to shop?

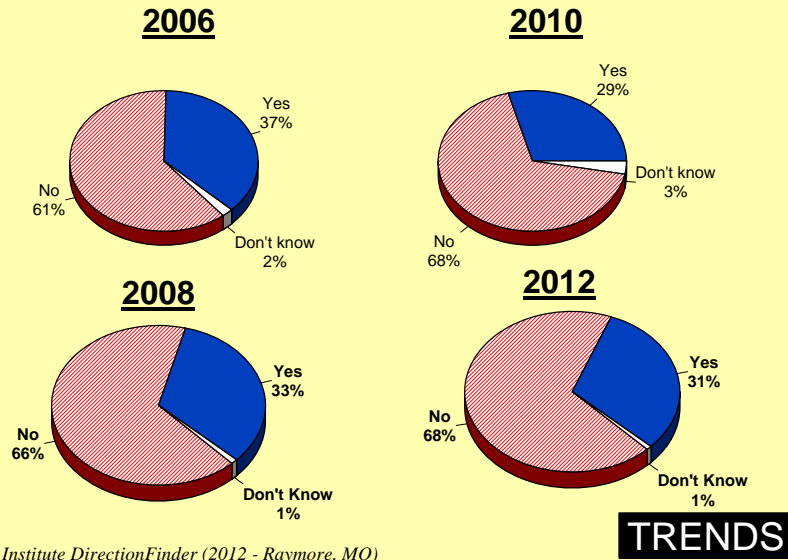
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q24. Have you contacted the City with a question, problem or complaint during the past year?

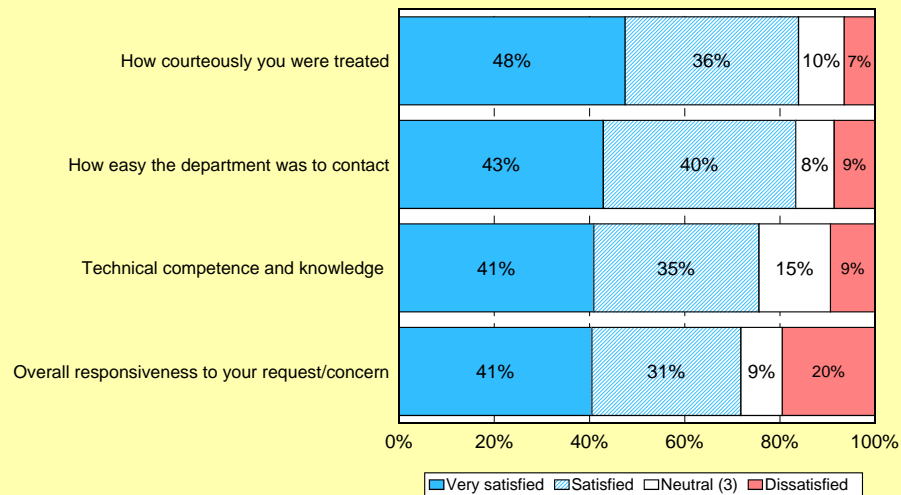
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q24b-e. Satisfaction with the Quality of Service Received from City Employees, by Those Who DID Contact the City

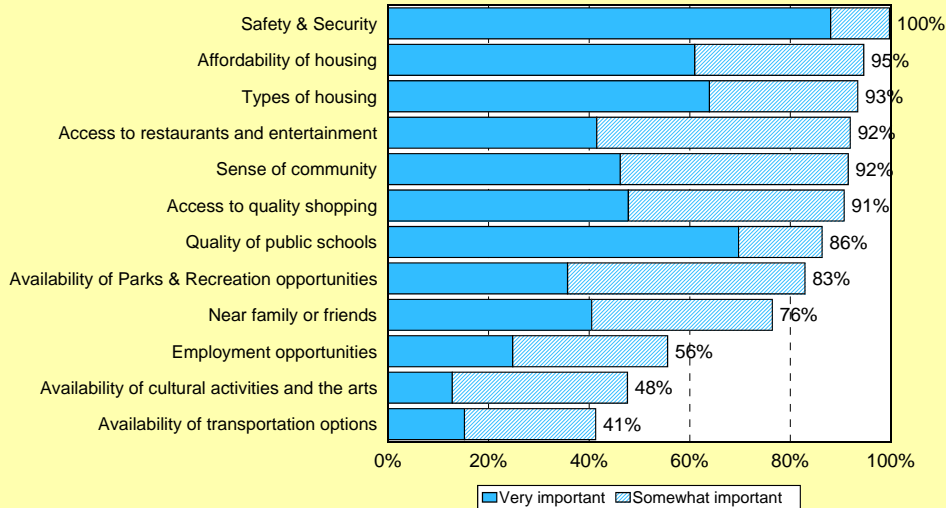
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q25. Importance of Various Issues to Your Decision to Live in Raymore

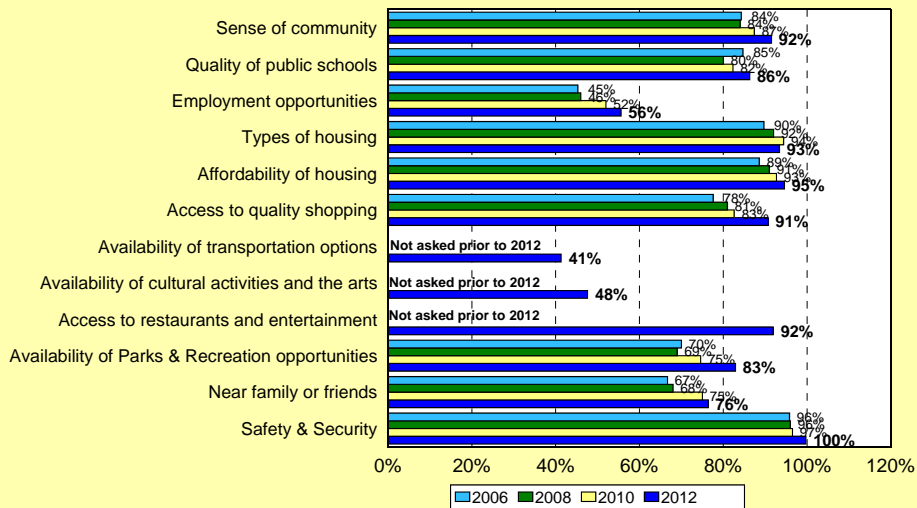
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q25. Importance of Various Issues to Your Decision to Live in Raymore - 2006 to 2012

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

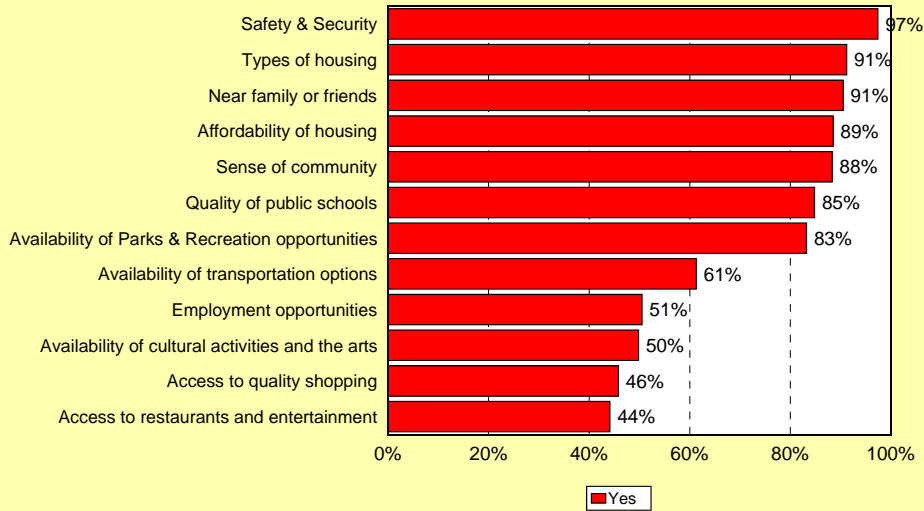


Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

TRENDS

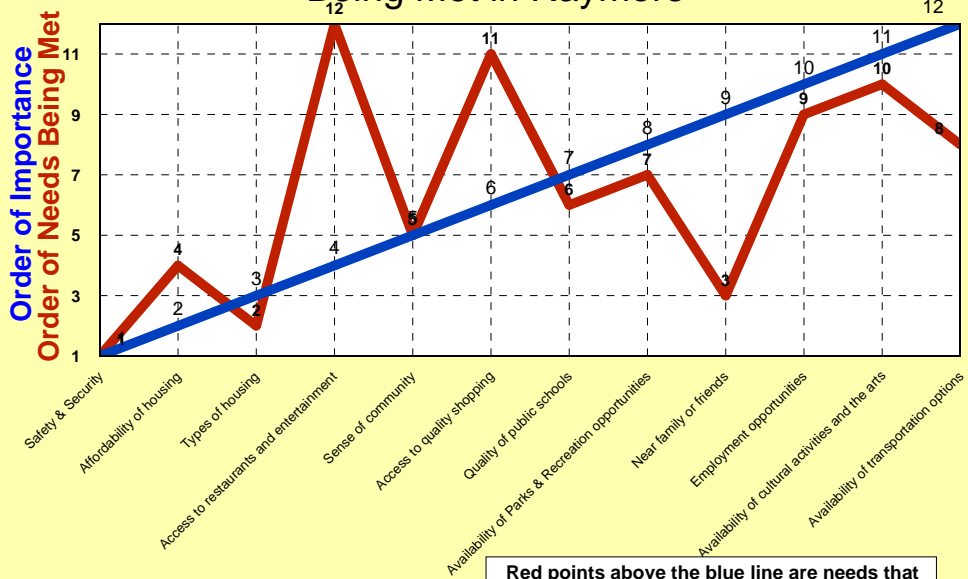
Q25. Are Your Needs Being Met in Raymore

by percentage of respondents who said "yes"



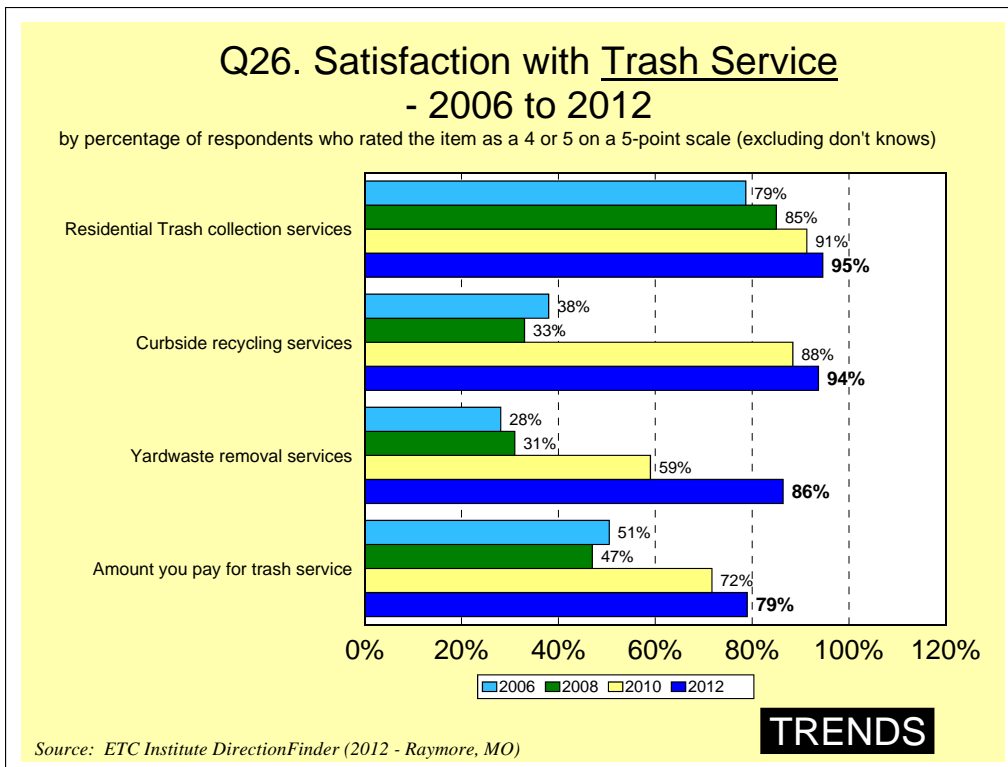
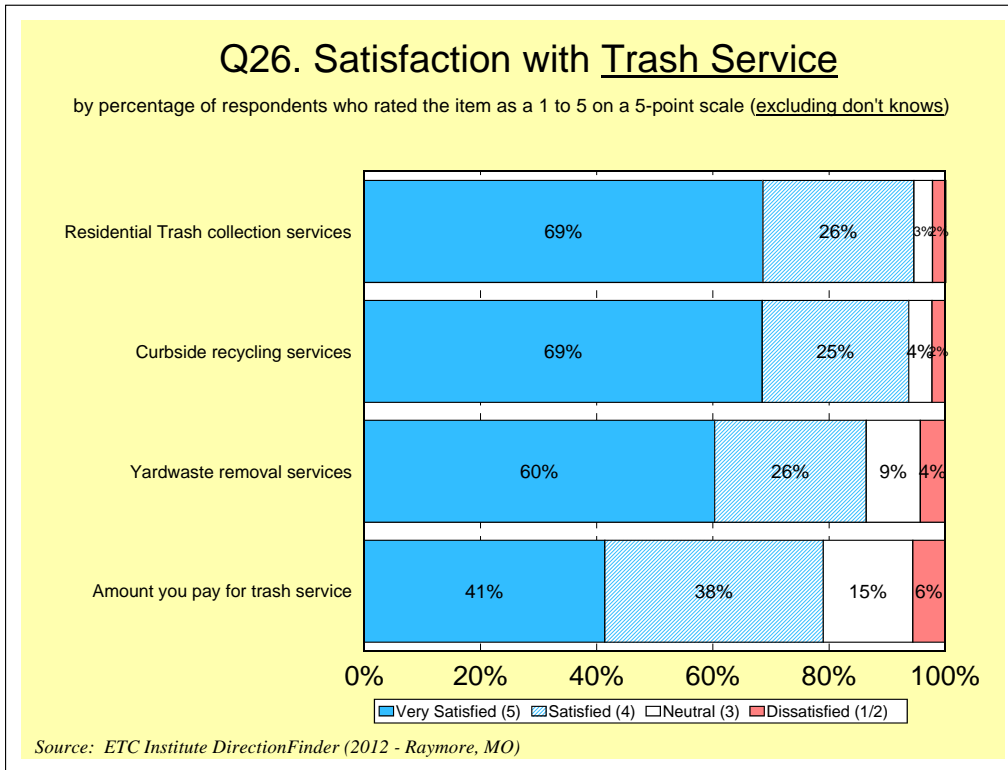
Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

The Importance of Various Reasons for Choosing to Live in Raymore vs. Needs Being Met in Raymore



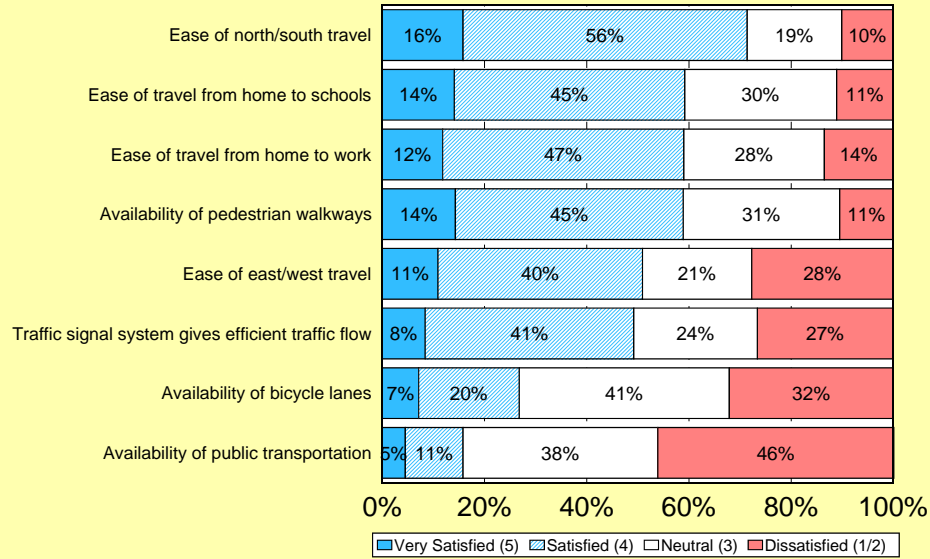
Red points above the blue line are needs that are not being met relative to their importance.

Source: ETC Institute (2012)



Q27. Satisfaction with Various Aspects of Transportation

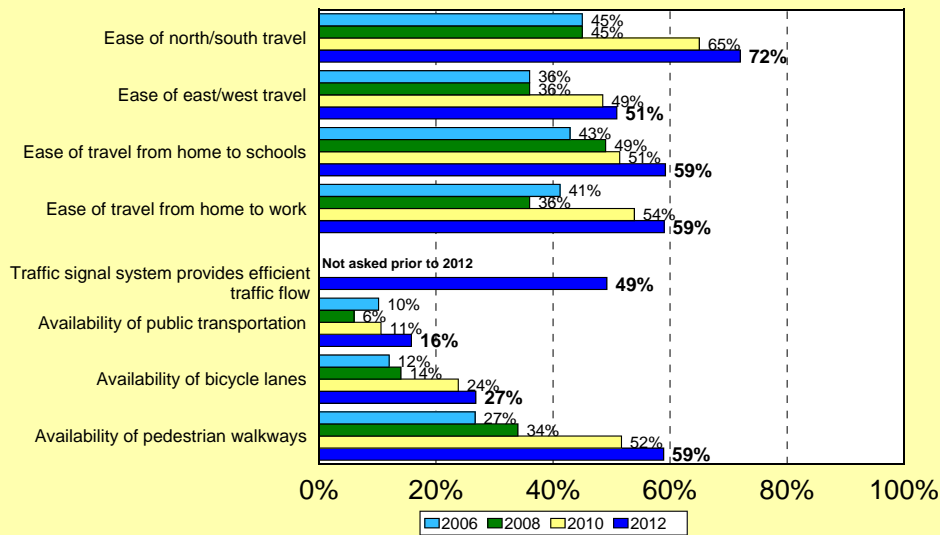
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q27. Satisfaction with Various Aspects of Transportation - 2006 to 2012

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

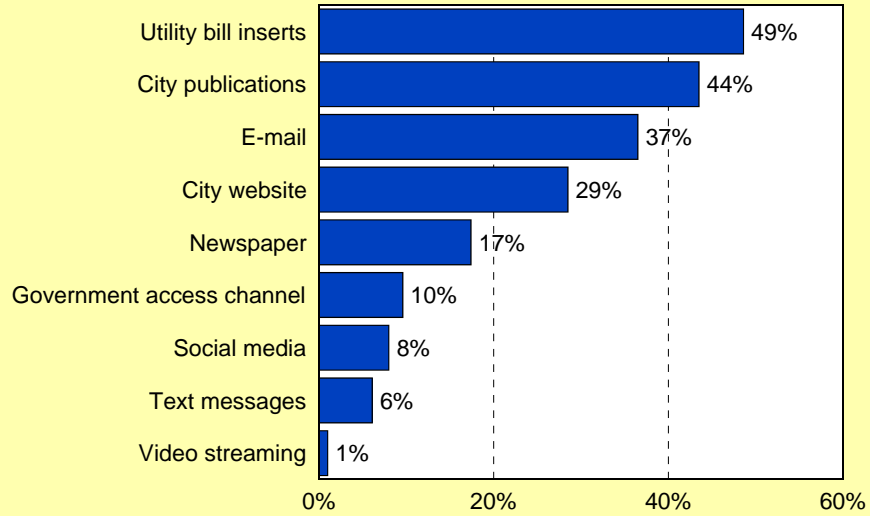


Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

TRENDS

Q28. How do you prefer to receive information about the City?

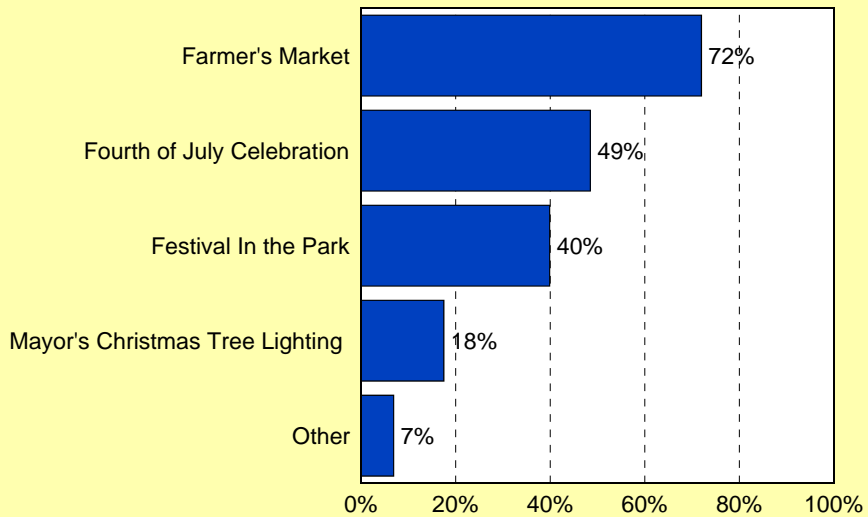
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q29. The most important events offered by the City of Raymore

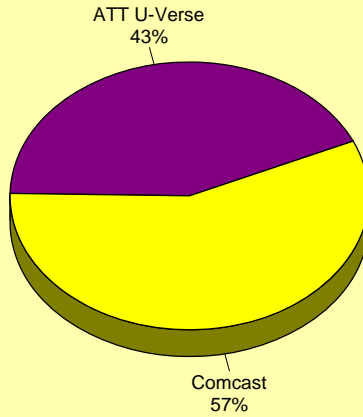
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q30. If you watch City Council meetings on television, what channel are you watching them?

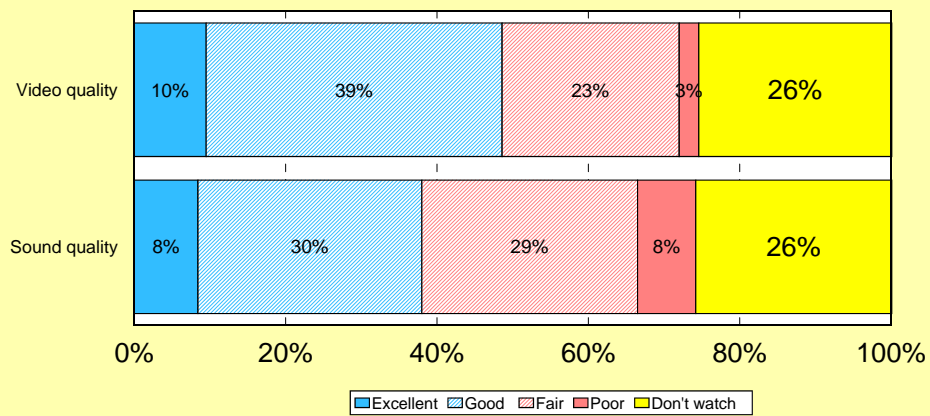
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q30 (a). How would you rate City Council Meetings.

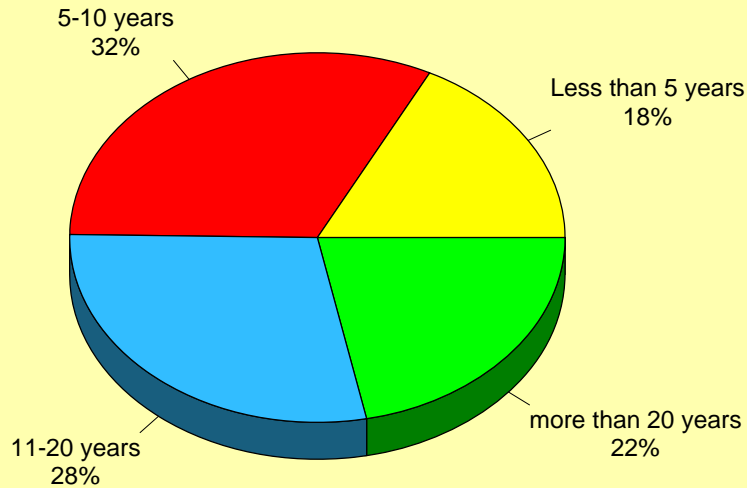
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q31. Demographics: How Many Years Have You Lived in the City of Raymore?

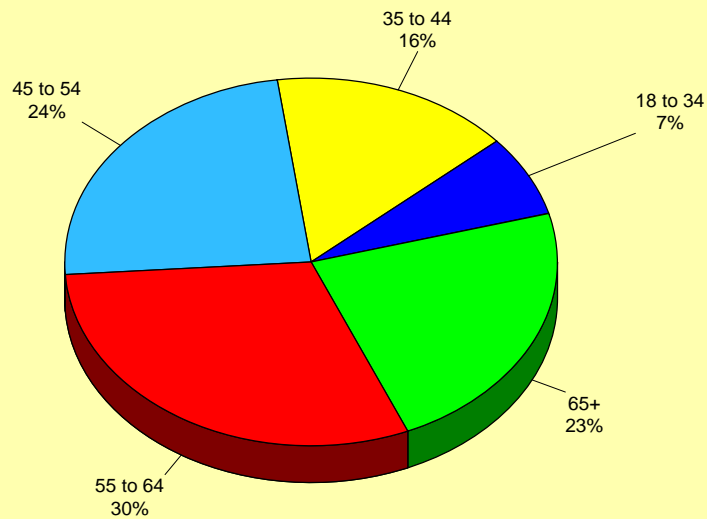
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q32. Demographics: Age of Respondent

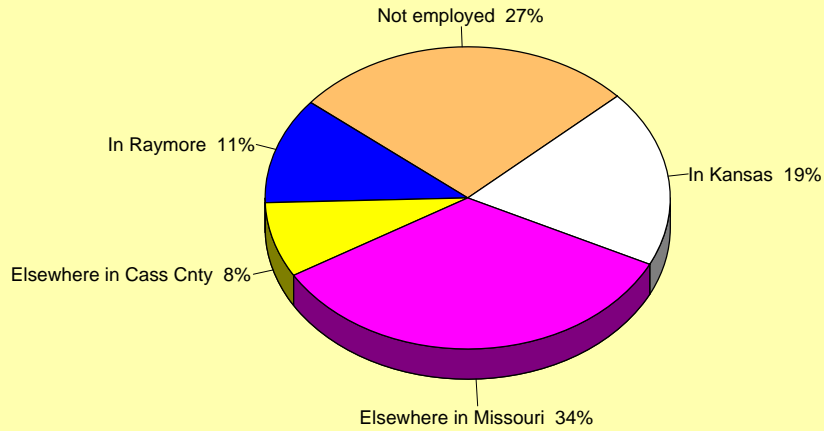
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q33. Current Place of Employment

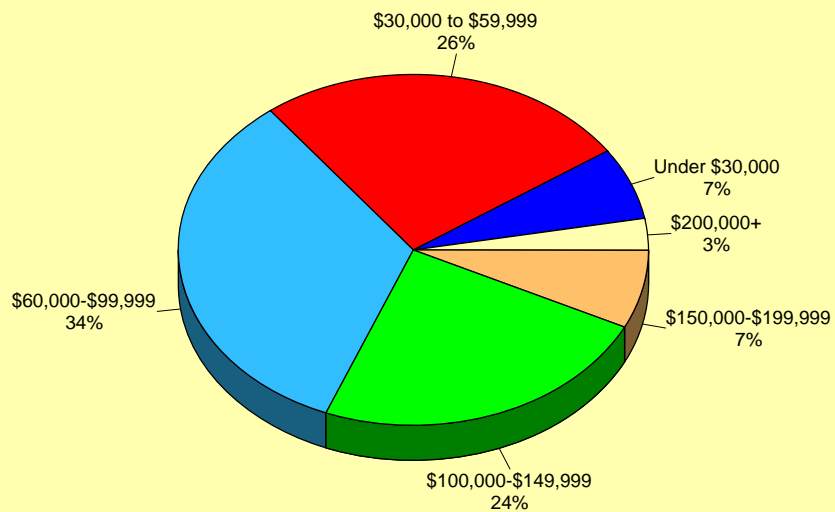
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q34. Demographics: Household Income

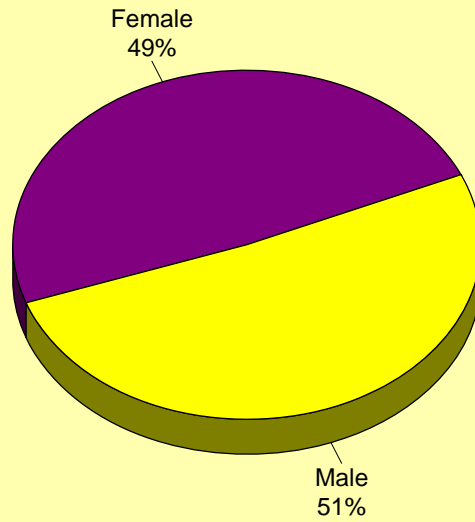
by percentage of respondent household



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Q35. Demographics: Respondents Gender

by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Raymore, MO)

Section 2:
Benchmarking Data



DirectionFinder® Survey

Year 2012 Benchmarking Summary Report

Overview

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

Since November 1999, the survey has been administered in more than 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 2011 to a random sample of 3,926 residents in the continental United States and (2) surveys that have been administered by ETC Institute in 32 communities in the Kansas City metro area. Some of the Kansas and Missouri communities represented in this report include:

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

National Benchmarks. The first set of charts on the following pages show how the overall results for Raymore compare to the national average based on the results of a survey that was administered by ETC Institute to a random sample of 3,926 U.S. residents. This set of charts also shows how Raymore compares to the Kansas City Metro average based upon the average level of satisfaction for the metropolitan Kansas City area.

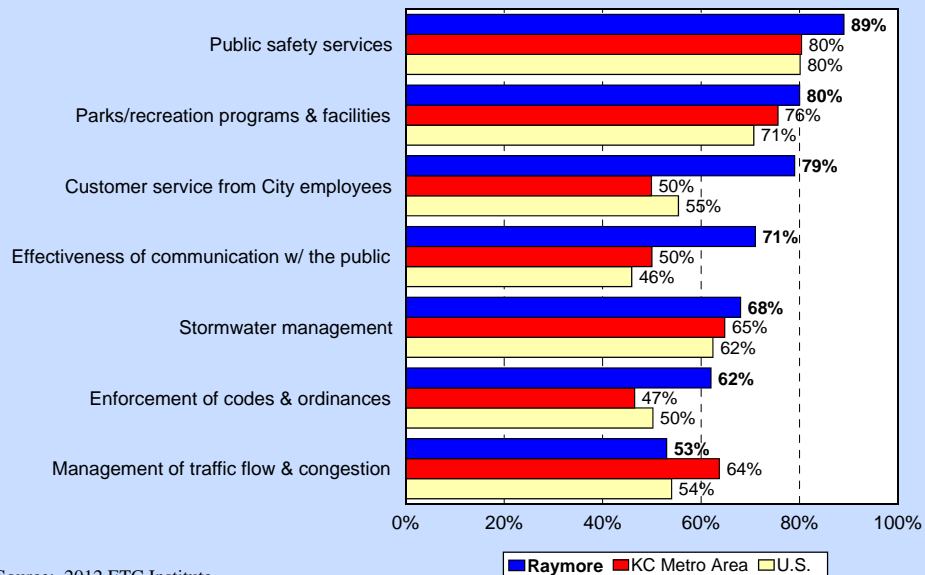
Kansas City Metro Benchmarks. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 32 communities listed above for more than 60 areas of service delivery. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the metropolitan Kansas City area. 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 City area where the *DirectionFinder*® survey has been administered.

National Benchmarks

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

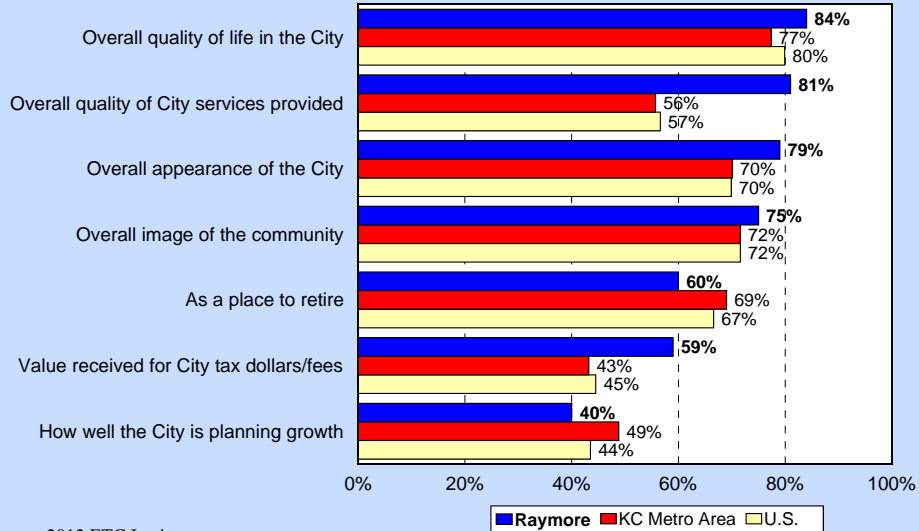
Overall Satisfaction with City Services Raymore vs. KC Metro Area vs. the U.S.

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



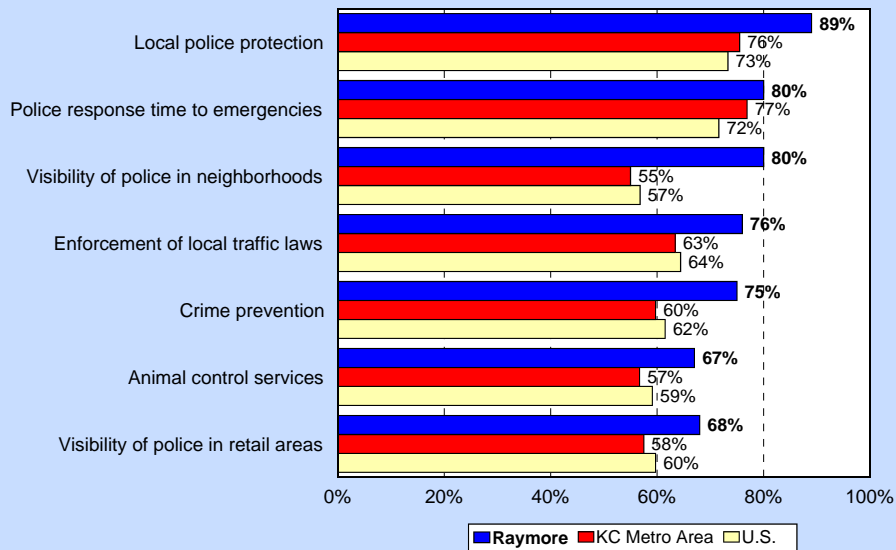
Satisfaction with Issues that Influence Perceptions of Raymore vs. KC Metro Area vs. the U.S.

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



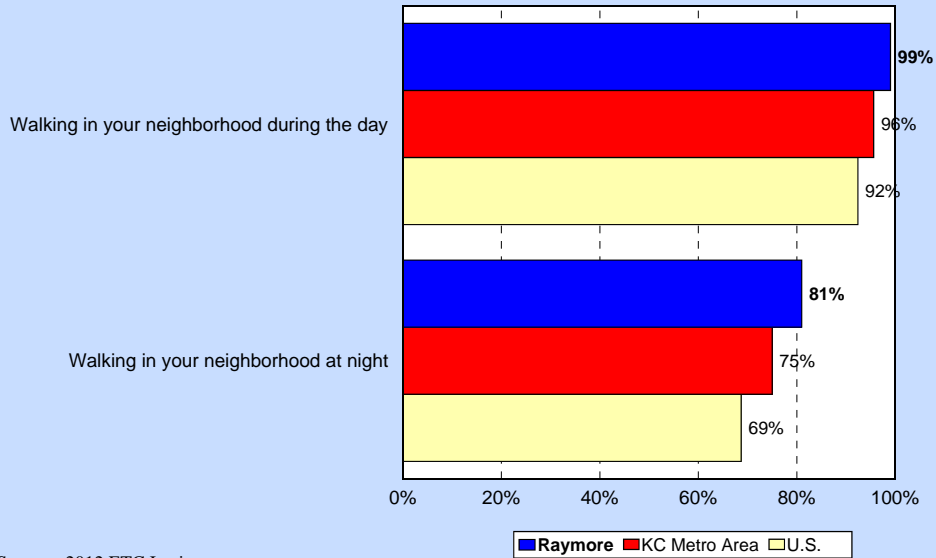
Overall Satisfaction with Public Safety Raymore vs. KC Metro Area vs. the U.S.

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



How Safe Residents Feel in Their Community Raymore vs. KC Metro Area vs. the U.S.

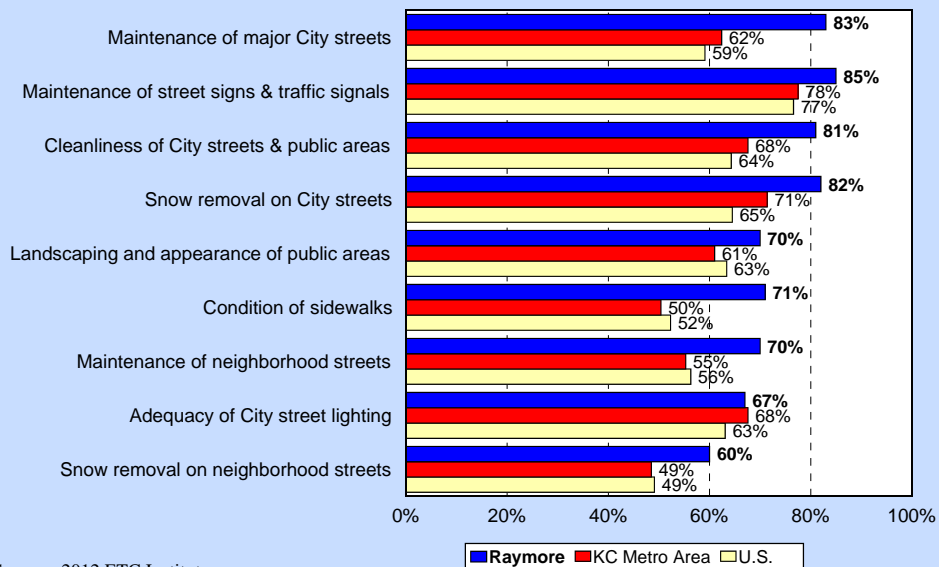
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Source: 2012 ETC Institute

Overall Satisfaction with City Maintenance/Public Works Raymore vs. KC Metro Area vs. the U.S.

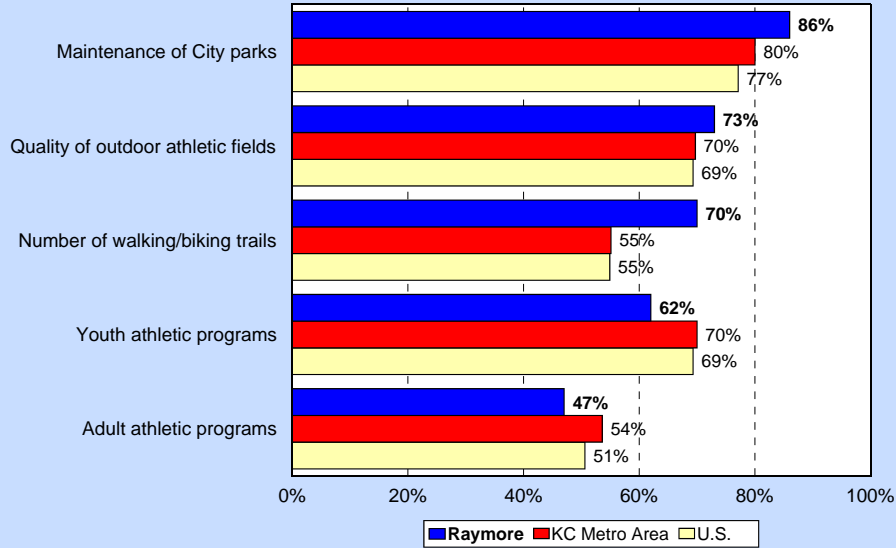
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2012 ETC Institute

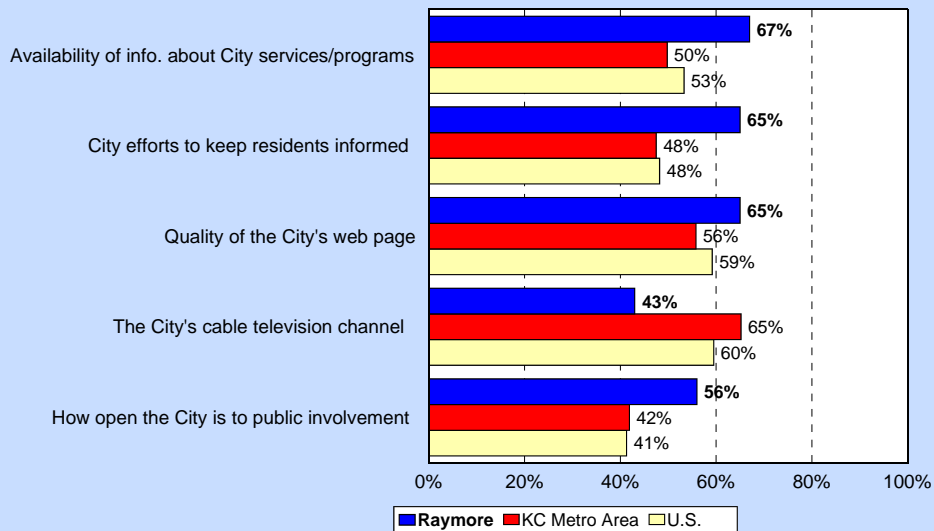
Overall Satisfaction with Parks and Recreation Raymore vs. KC Metro Area vs. the U.S.

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



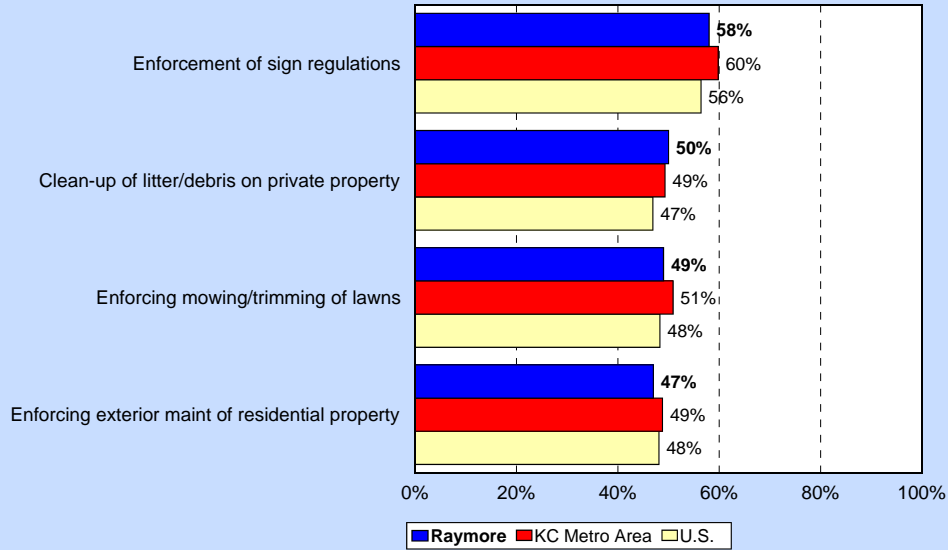
Overall Satisfaction with City Communication Raymore vs. KC Metro Area vs. the U.S.

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



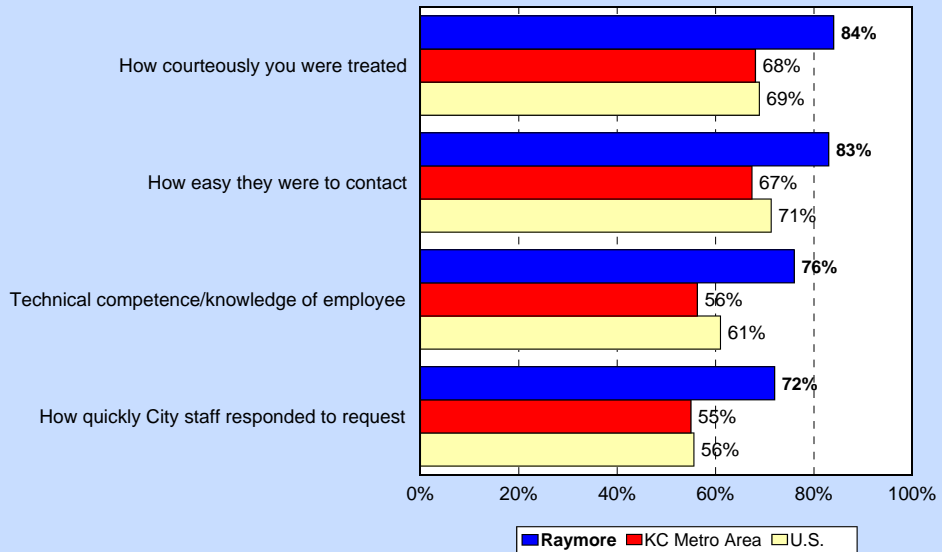
Overall Satisfaction with Code Enforcement Raymore vs. KC Metro Area vs. the U.S.

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



Overall Satisfaction with Customer Service Raymore vs. KC Metro Area vs. the U.S.

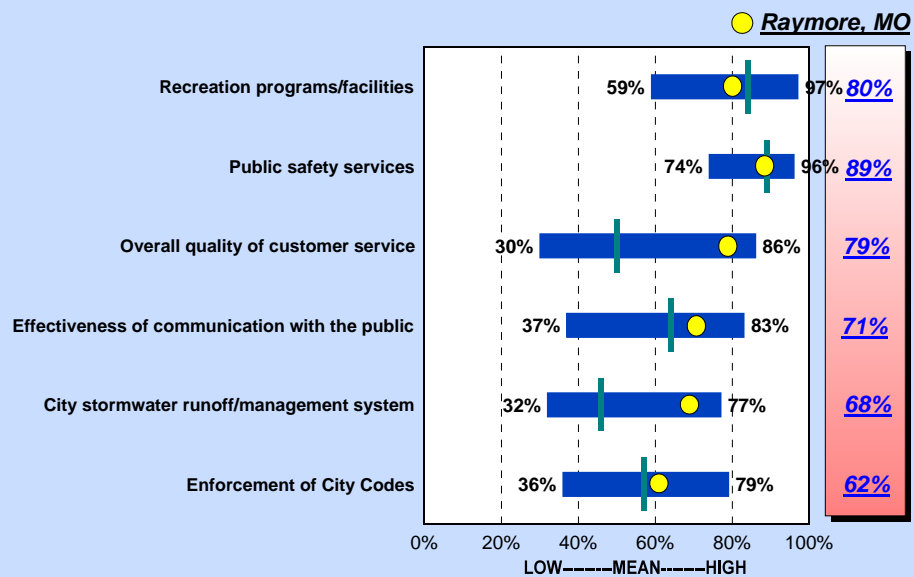
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Metropolitan Kansas City Benchmarks

Overall Satisfaction With City Services Among KC Metro Area Residents in 2012

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

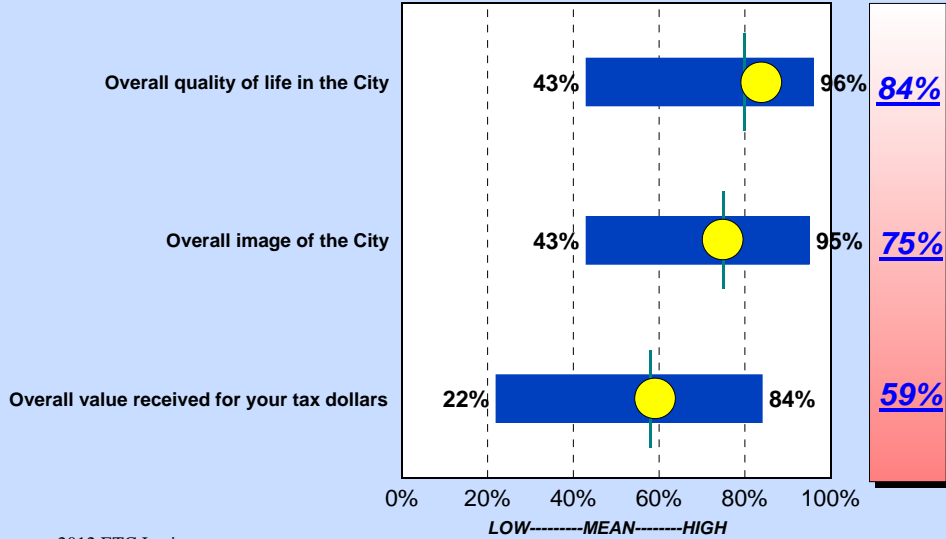


Source: 2012 ETC Institute

Perceptions that KC Metro Area Area Residents Have of the City in Which They Live in 2012

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

Raymore, MO

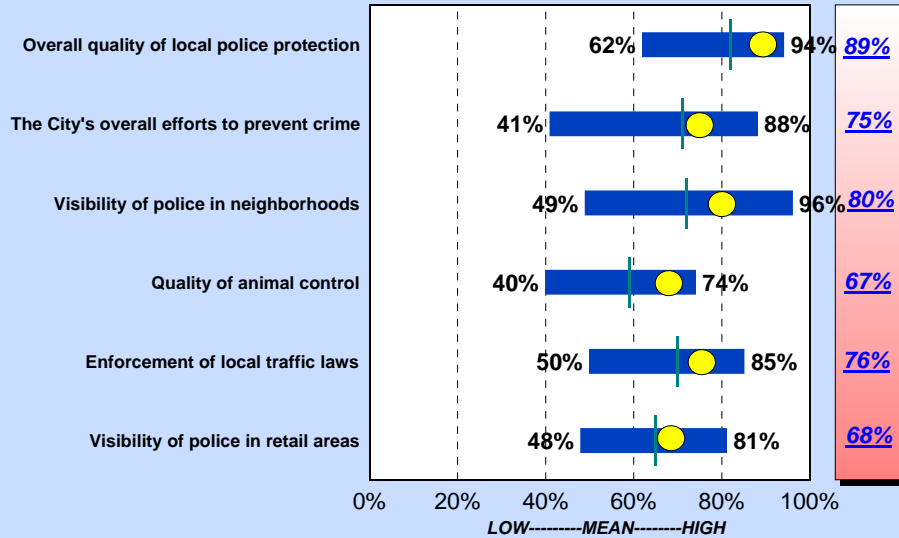


Source: 2012 ETC Institute

Satisfaction with Various Public Safety Services Provided by Cities in the KC Metro Area Area in 2012

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

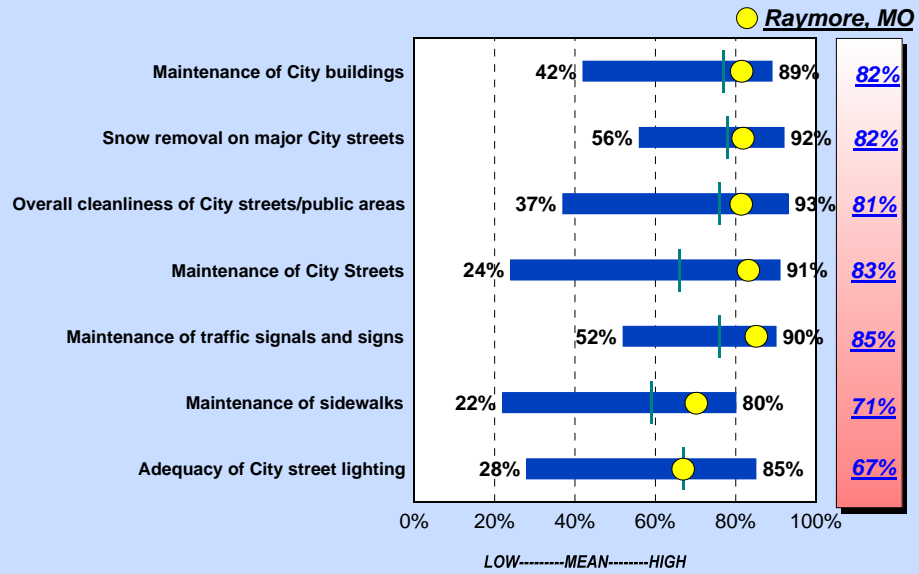
Raymore, MO



Source: 2012 ETC Institute

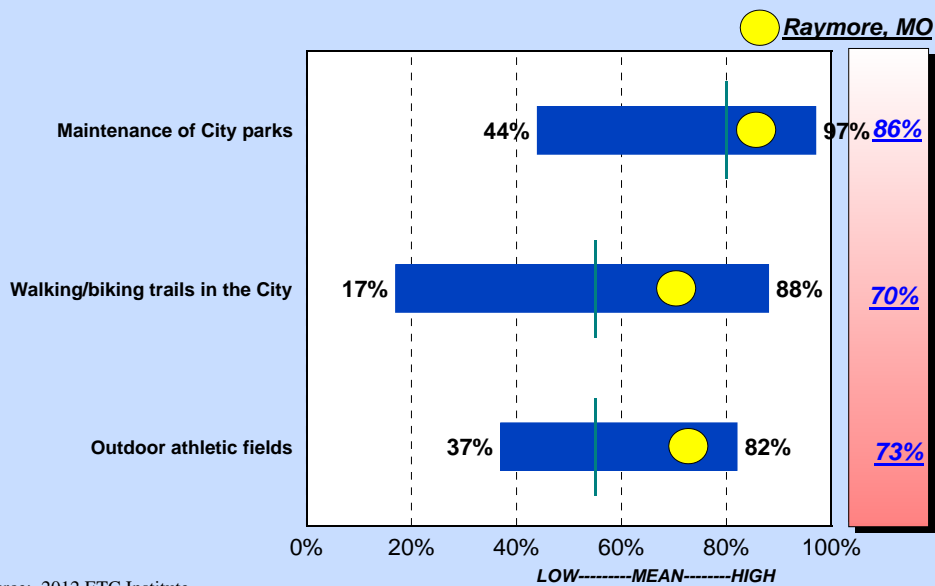
Satisfaction with Maintenance/Public Works Services Provided by Cities in the KC Metro Area Area in 2012

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



Satisfaction with Parks and Facilities Provided by Cities in the KC Metro Area Area in 2012

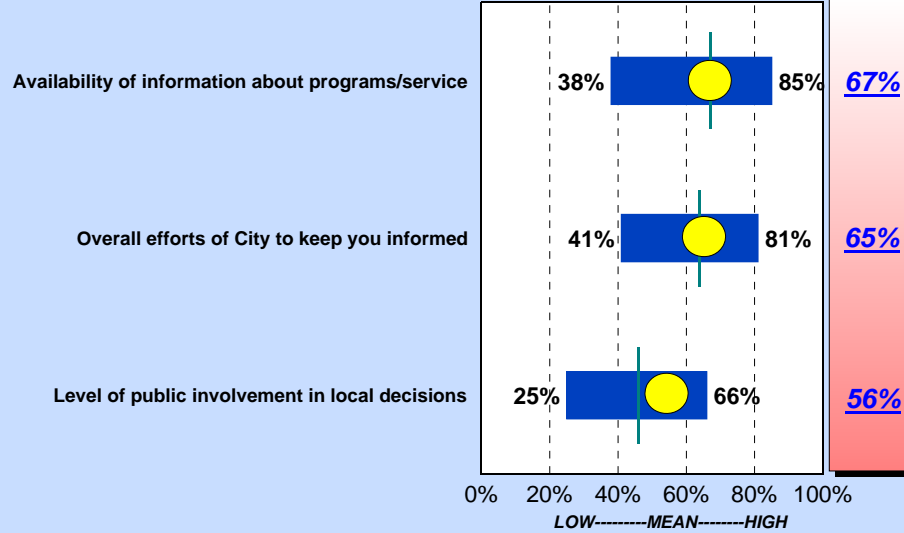
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Satisfaction with Various Aspects of City Communications in 2012

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

● **Raymore, MO**

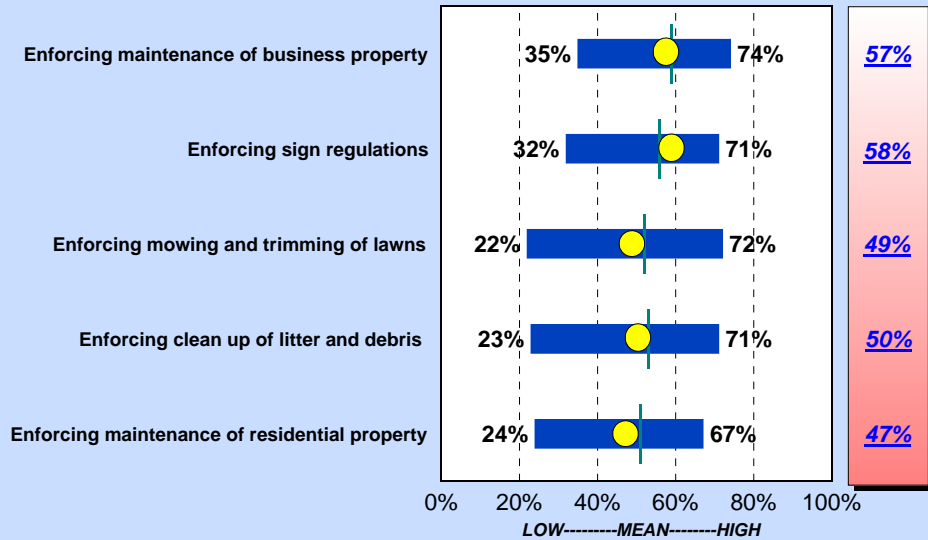


Source: 2012 ETC Institute

Satisfaction with the Enforcement of Codes and Ordinances by Cities in the KC Metro Area Area in 2012

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

● **Raymore, MO**



Source: 2012 ETC Institute

Section 3:
Importance-Satisfaction
Analysis



Importance-Satisfaction Analysis

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 cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

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

Example of the Calculation. Respondents were asked to identify the Major City services they thought were the most important for the City to provide. Approximately forty-eight percent (47.7%) of residents selected the "flow of traffic and congestion management" as one of the most important Major City services to provide.

With regard to satisfaction, approximately fifty-three percent (52.7%) of the residents surveyed rated their overall satisfaction with the “flow of traffic and congestion management” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for the “flow of traffic and congestion management” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 47.7% was multiplied by 47.3% (1-0.527). This calculation yielded an I-S rating of 0.2256, which ranked first out of twelve Major City Services.

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 that they are positively satisfied with the delivery of the service.

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

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize 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 .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

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

The results for Raymore are provided on the following page.

Importance-Satisfaction Rating

Raymore, Missouri

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic congestion management	48%	1	53%	12	0.2256	1
<u>High Priority (IS .10-.20)</u>						
Value that you receive for tax dollars/fees	36%	3	61%	10	0.1388	2
Overall maintenance of City streets	42%	2	71%	6	0.1227	3
<u>Medium Priority (IS <.10)</u>						
Enforcement of City codes for bldgs/housing	19%	5	62%	9	0.0703	4
Quality storm water runoff/storm water mgmt	16%	8	68%	8	0.0509	5
Overall quality of public health services	12%	9	61%	11	0.0476	6
Emergency preparedness	18%	6	77%	5	0.0412	7
Quality of parks & recreation programs/facilities	18%	7	80%	3	0.0354	8
Quality of public safety services (police)	31%	4	89%	1	0.0336	9
Effectiveness of City communication with public	10%	10	71%	7	0.0299	10
Quality of customer service from City employees	5%	11	79%	4	0.0106	11
Overall maintenance of City buildings/facilities	3%	12	83%	2	0.0054	12

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

Raymore, Missouri

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 efforts to prevent crime	46%	1	75%	5	0.1140	1
Visibility of police in retail areas	36%	3	68%	6	0.1140	2
Medium Priority (IS <.10)						
Visibility of police in your neighborhood	43%	2	80%	2	0.0847	3
Police response time to emergencies	31%	5	80%	3	0.0626	4
Quality of animal control	19%	6	67%	7	0.0620	5
Enforcing of local traffic laws	17%	7	76%	4	0.0398	6
Quality of local police protection	34%	4	89%	1	0.0372	7
The City's municipal court	6%	8	60%	8	0.0236	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 were the most important for the City to emphasize over the next two years.

Satisfaction %:

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

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Importance-Satisfaction Rating

Raymore, Missouri

Maintenance and Public Works

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Snow removal on neighborhood streets	35%	3	60%	11	0.1410	1
Maintenance of neighborhood streets	37%	2	70%	7	0.1093	2
Adequacy of City street lighting	32%	4	67%	10	0.1043	3
Medium Priority (IS <.10)						
Maintenance of major City streets	38%	1	83%	2	0.0644	4
Landscaping/appearance public areas along streets	19%	6	70%	8	0.0555	5
Availability of City sidewalks	16%	7	69%	9	0.0482	6
Condition of City sidewalks	15%	8	71%	6	0.0441	7
Snow removal on major City streets	21%	5	82%	4	0.0376	8
Cleanliness of streets/other public areas	14%	9	81%	5	0.0266	9
Maintenance of street signs/traffic signals	13%	10	85%	1	0.0201	10
Maintenance of City buildings	3%	11	82%	3	0.0045	11

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 were the most important for the City to emphasize over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

Raymore, Missouri

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Number of indoor recreation spaces	33%	1	26%	13	0.2464	1
High Priority (IS .10-.20)						
Quality of indoor recreation facilities	24%	2	31%	12	0.1682	2
City's fitness programs	18%	5	37%	11	0.1122	3
Medium Priority (IS <.10)						
Number of walking and biking trails	22%	4	70%	5	0.0670	4
City special events and festivals	17%	6	68%	6	0.0538	5
The City's adult athletic programs	9%	10	45%	9	0.0490	6
The City's youth athletic programs	12%	8	62%	8	0.0457	7
Availability of info about parks/rec programs	13%	7	66%	7	0.0456	8
City's instructional programs	7%	12	43%	10	0.0403	9
How close neighborhood parks are to your home	12%	9	70%	4	0.0349	10
Maintenance of City parks	23%	3	86%	1	0.0337	11
Quality of outdoor athletic fields	7%	11	73%	2	0.0196	12
Number of outdoor athletic fields	5%	13	71%	3	0.0145	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 were the most important for the City to emphasize over the next two years.

Satisfaction %:

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

Importance-Satisfaction Matrix Analysis.

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

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

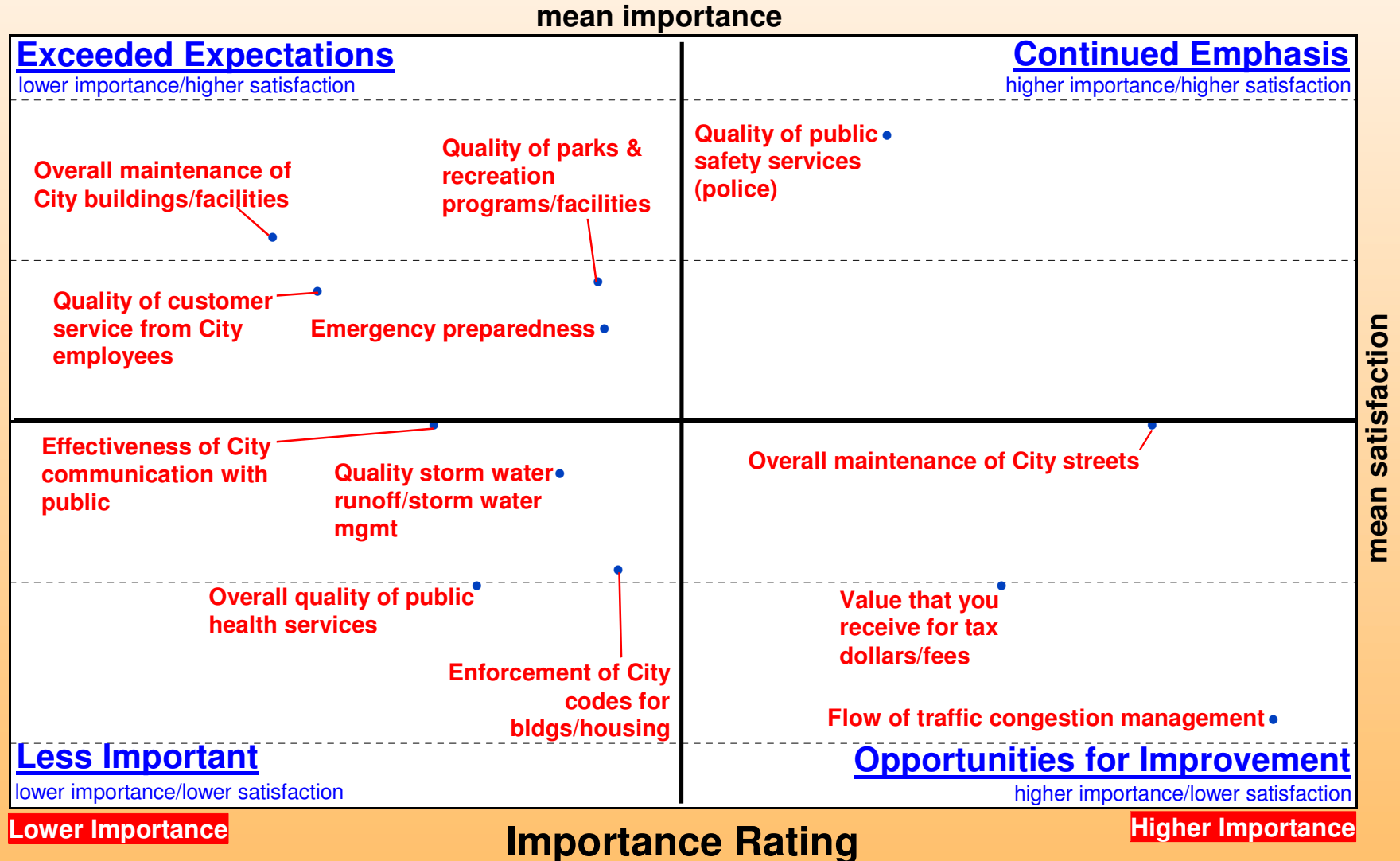
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

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

2013 City of Raymore DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

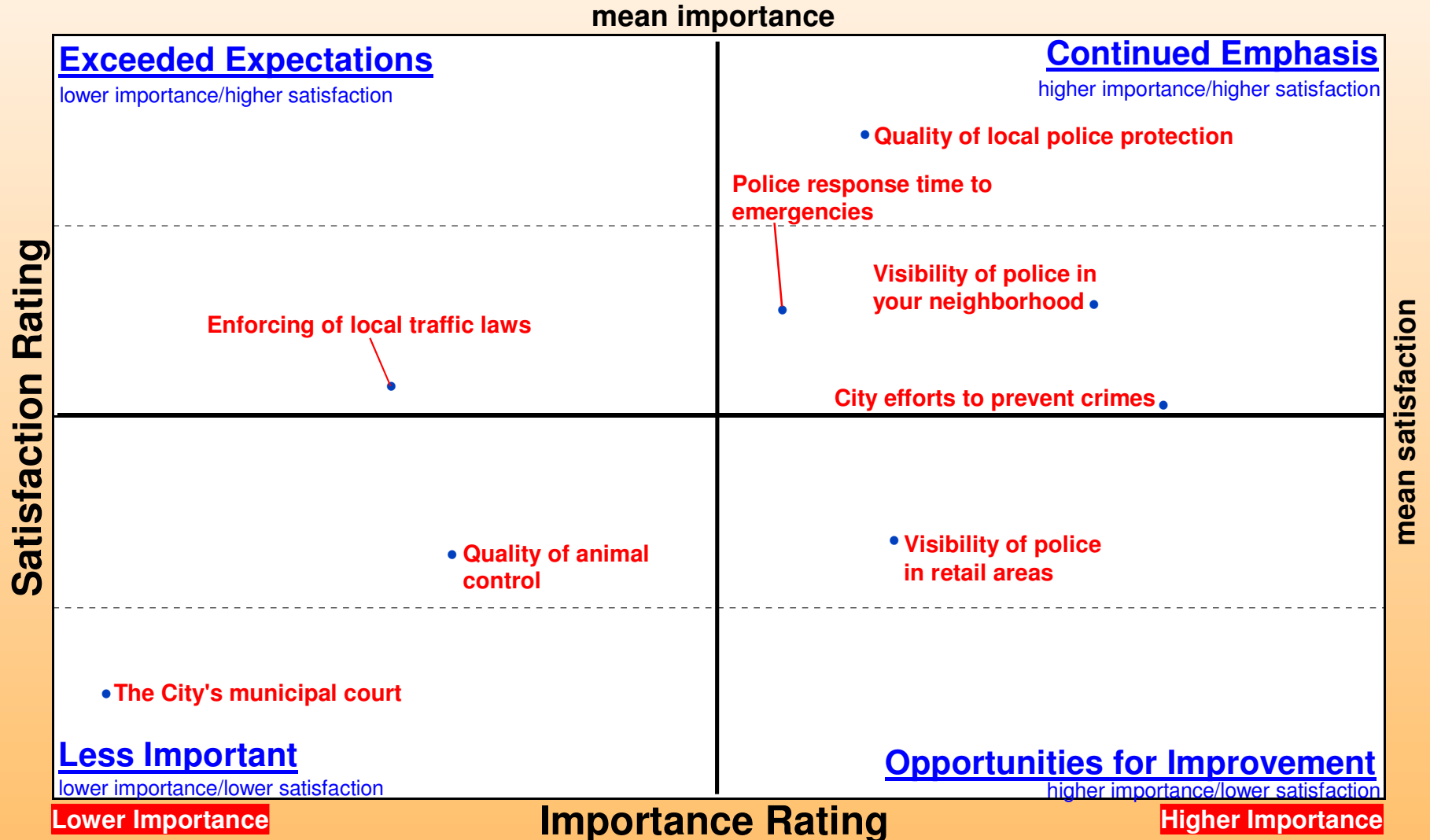
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2013 City of Raymore DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Safety Services-

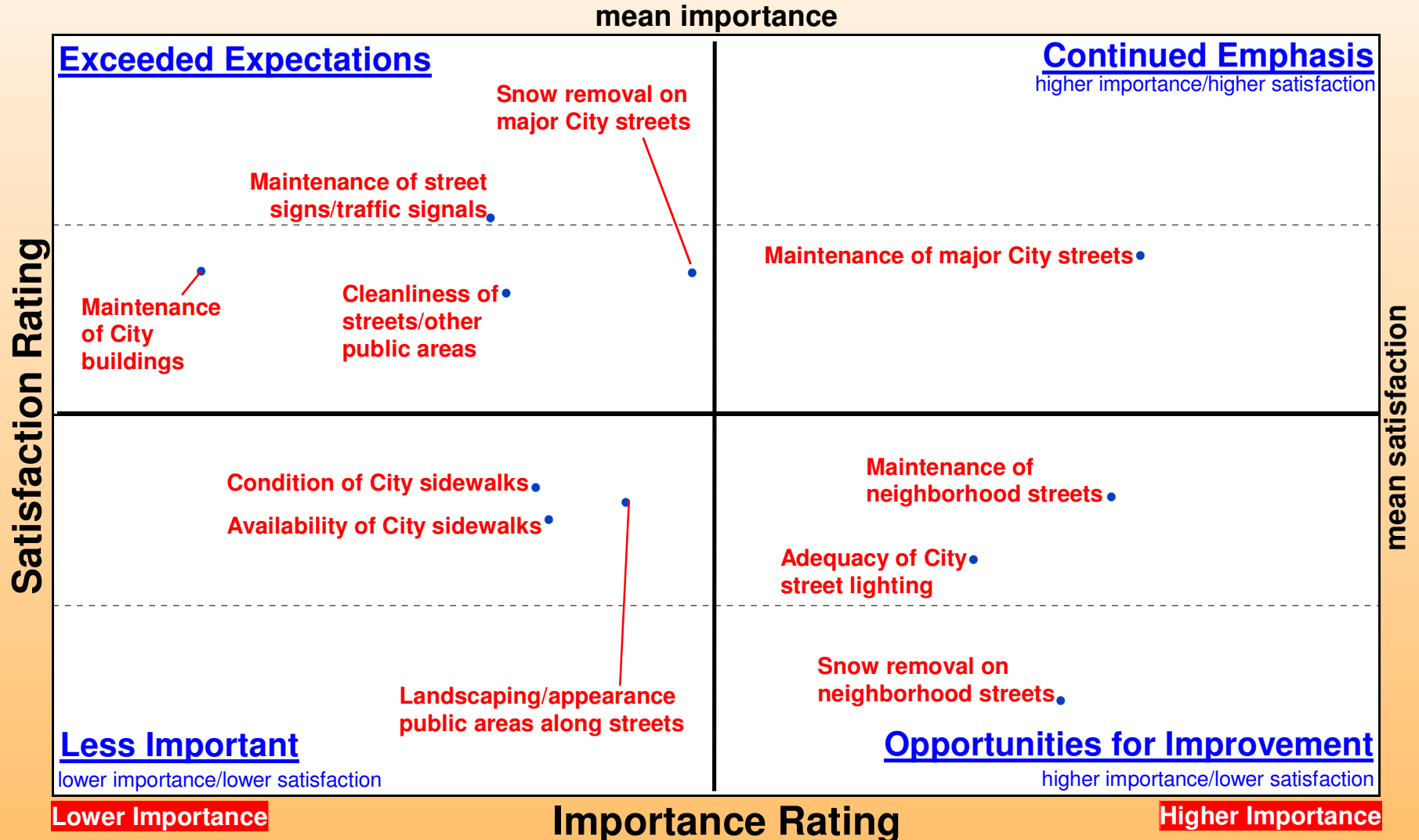
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2013 City of Raymore DirectionFinder Importance-Satisfaction Assessment Matrix

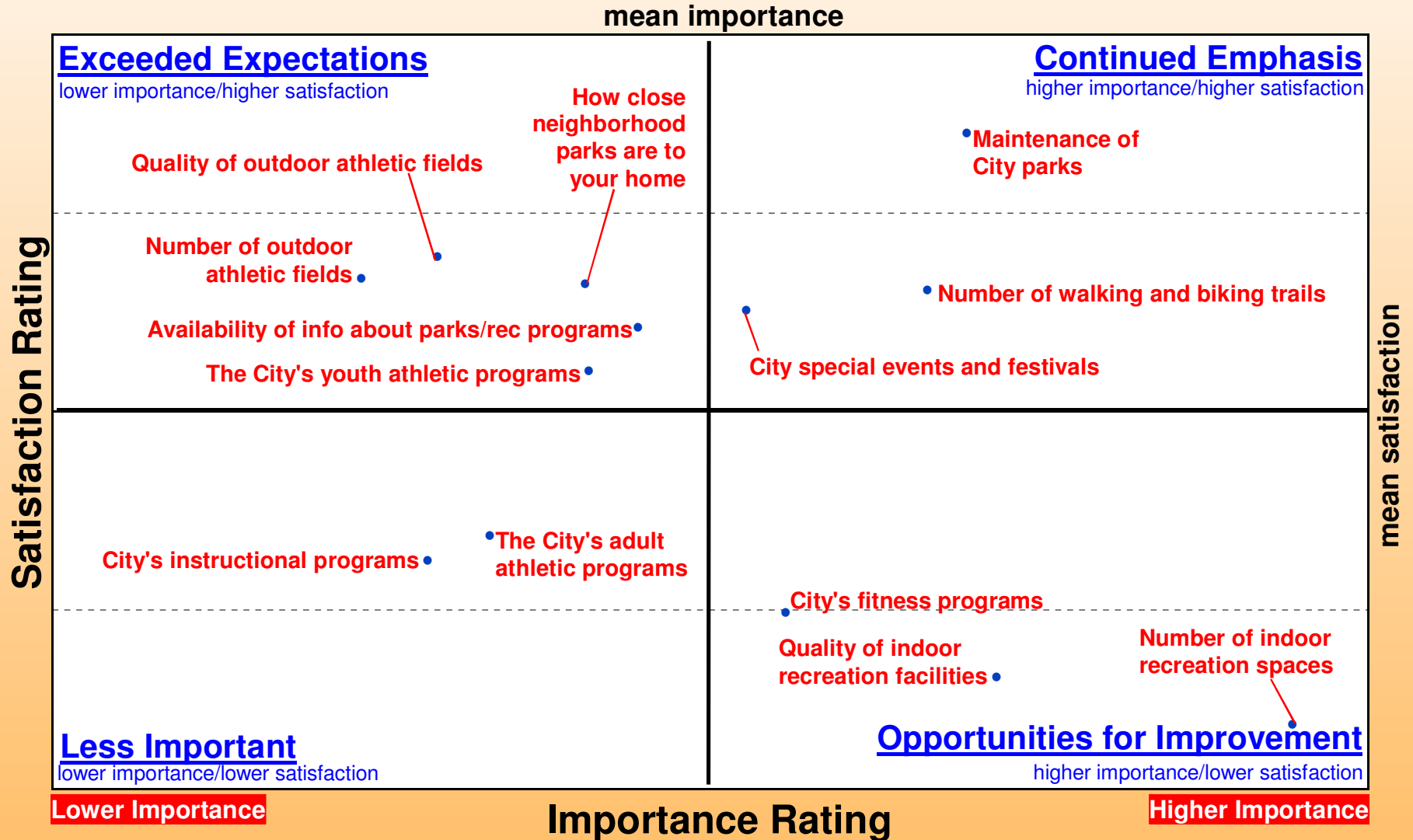
-Maintenance/Public Works-

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



2013 City of Raymore DirectionFinder 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 (2013)

Section 4:
Tabular Data

2012 Raymore DirectionFinder® Survey Results

Q1. 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 City services listed below.

(N=642)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Overall quality of public safety services	35.9%	50.9%	8.7%	1.9%	0.8%	1.9%
Q1b. Overall quality of City parks & recreation programs & facilities	27.5%	47.1%	14.8%	3.4%	0.5%	6.7%
Q1c. Overall maintenance of City streets	16.2%	52.4%	19.3%	8.3%	1.7%	2.0%
Q1d. Overall maintenance of City buildings & facilities	25.7%	50.2%	15.3%	0.5%	0.2%	8.1%
Q1e. Overall enforcement of City codes & ordinances for building & housing	13.7%	39.0%	22.8%	7.6%	1.9%	15.0%
Q1f. Overall quality of customer service you receive from City employees	27.5%	45.4%	15.6%	3.0%	0.5%	8.1%
Q1g. Overall value that you receive for your City tax dollars & fees	11.2%	46.3%	26.4%	9.5%	1.9%	4.7%
Q1h. Overall effectiveness of City communication with public	19.8%	48.0%	22.5%	5.3%	1.1%	3.3%
Q1i. Emergency preparedness	18.4%	41.7%	17.2%	0.6%	0.2%	22.0%
Q1j. Overall quality of City's stormwater runoff/stormwater management system	14.0%	46.3%	20.7%	6.2%	2.3%	10.3%
Q1k. Overall flow of traffic & congestion management	10.8%	41.3%	25.3%	17.9%	3.6%	1.1%
Q1l. Overall quality of public health services	10.5%	34.5%	24.2%	3.9%	0.6%	26.4%

2012 Raymore DirectionFinder® Survey Results

Q1. 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 City services listed below. (without "don't know")

(N=642)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Overall quality of public safety services	36.6%	51.8%	8.9%	1.9%	0.8%
Q1b. Overall quality of City parks & recreation programs & facilities	29.4%	50.5%	15.9%	3.7%	0.5%
Q1c. Overall maintenance of City streets	16.6%	53.5%	19.7%	8.4%	1.8%
Q1d. Overall maintenance of City buildings & facilities	28.0%	54.7%	16.6%	0.5%	0.2%
Q1e. Overall enforcement of City codes & ordinances for building & housing	16.1%	45.9%	26.8%	9.0%	2.2%
Q1f. Overall quality of customer service you receive from City employees	29.9%	49.4%	17.0%	3.2%	0.5%
Q1g. Overall value that you receive for your City tax dollars & fees	11.8%	48.6%	27.7%	10.0%	2.0%
Q1h. Overall effectiveness of City communication with public	20.5%	49.7%	23.2%	5.5%	1.1%
Q1i. Emergency preparedness	23.6%	53.4%	22.0%	0.8%	0.2%
Q1j. Overall quality of City's stormwater runoff/stormwater management system	15.7%	51.7%	23.1%	7.0%	2.6%
Q1k. Overall flow of traffic & congestion management	10.9%	41.8%	25.6%	18.1%	3.6%
Q1l. Overall quality of public health services	14.2%	46.8%	32.8%	5.3%	0.8%

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

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of public safety services	106	16.5 %
Quality of parks & recreation programs & facilities	32	5.0 %
Maintenance of City streets	99	15.4 %
Maintenance of City buildings & facilities	4	0.6 %
Enforcement of City codes & ordinances for building & housing	31	4.8 %
Quality of customer service from City employees	5	0.8 %
Value you receive for City tax & fees	79	12.3 %
Effectiveness of City communication with public	9	1.4 %
Emergency preparedness	29	4.5 %
Quality of City's stormwater runoff/stormwater management system	31	4.8 %
Flow of traffic & congestion management	137	21.3 %
Quality of public health services	15	2.3 %
<u>None chosen</u>	<u>65</u>	<u>10.1 %</u>
Total	642	100.0 %

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

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of public safety services	42	6.5 %
Quality of parks & recreation programs & facilities	39	6.1 %
Maintenance of City streets	110	17.1 %
Maintenance of City buildings & facilities	3	0.5 %
Enforcement of City codes & ordinances for building & housing	47	7.3 %
Quality of customer service from City employees	13	2.0 %
Value you receive for City tax & fees	78	12.1 %
Effectiveness of City communication with public	25	3.9 %
Emergency preparedness	40	6.2 %
Quality of City's stormwater runoff/stormwater management system	44	6.9 %
Flow of traffic & congestion management	80	12.5 %
Quality of public health services	28	4.4 %
<u>None chosen</u>	<u>93</u>	<u>14.5 %</u>
Total	642	100.0 %

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

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of public safety services	48	7.5 %
Quality of parks & recreation programs & facilities	42	6.5 %
Maintenance of City streets	63	9.8 %
Maintenance of City buildings & facilities	13	2.0 %
Enforcement of City codes & ordinances for building & housing	41	6.4 %
Quality of customer service from City employees	15	2.3 %
Value you receive for City tax & fees	72	11.2 %
Effectiveness of City communication with public	32	5.0 %
Emergency preparedness	46	7.2 %
Quality of City's stormwater runoff/stormwater management system	27	4.2 %
Flow of traffic & congestion management	89	13.9 %
Quality of public health services	35	5.5 %
None chosen	119	18.5 %
Total	642	100.0 %

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

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of public safety services	196	30.5 %
Quality of parks & recreation programs & facilities	113	17.6 %
Maintenance of City streets	272	42.4 %
Maintenance of City buildings & facilities	20	3.1 %
Enforcement of City codes & ordinances for building & housing	119	18.5 %
Quality of customer service from City employees	33	5.1 %
Value you receive for City tax & fees	229	35.7 %
Effectiveness of City communication with public	66	10.3 %
Emergency preparedness	115	17.9 %
Quality of City's stormwater runoff/stormwater management system	102	15.9 %
Flow of traffic & congestion management	306	47.7 %
Quality of public health services	78	12.1 %
None chosen	65	10.1 %
Total	1714	

2012 Raymore DirectionFinder® Survey Results

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=642)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q3a. Overall quality of services provided by City of Raymore	16.4%	62.4%	16.1%	2.2%	0.5%	2.5%
Q3b. Overall value you receive for City tax & fees	10.8%	46.8%	28.1%	10.1%	1.2%	3.0%
Q3c. Overall image of City	18.1%	56.5%	18.4%	5.5%	0.9%	0.6%
Q3d. How well City is planning growth	8.9%	24.3%	27.6%	18.7%	4.8%	15.6%
Q3e. How well City is managing growth	9.2%	27.6%	30.3%	17.0%	5.1%	10.8%
Q3f. Overall quality of life in City	23.1%	59.8%	13.6%	2.2%	0.0%	1.4%
Q3g. Overall feeling of safety in City	28.9%	60.2%	9.0%	0.9%	0.2%	0.8%
Q3h. Availability of affordable housing	15.6%	47.6%	21.2%	6.4%	0.8%	8.4%
Q3i. Job availability	2.3%	8.7%	30.9%	28.1%	8.6%	21.4%
Q3j. Quality of new development in City	6.9%	32.4%	26.5%	18.7%	7.3%	8.1%
Q3k. As a place to retire	19.2%	38.7%	25.3%	8.0%	5.0%	3.9%
Q3l. Overall appearance of City	18.4%	59.8%	16.8%	3.7%	0.6%	0.6%

2012 Raymore DirectionFinder® Survey Results

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=642)

	Excellent	Good	Neutral	Below Average	Poor
Q3a. Overall quality of services provided by City of Raymore	16.8%	64.0%	16.5%	2.2%	0.5%
Q3b. Overall value you receive for City tax & fees	11.1%	48.2%	28.9%	10.5%	1.3%
Q3c. Overall image of City	18.2%	56.8%	18.5%	5.5%	0.9%
Q3d. How well City is planning growth	10.5%	28.8%	32.7%	22.2%	5.7%
Q3e. How well City is managing growth	10.3%	30.9%	33.9%	19.1%	5.8%
Q3f. Overall quality of life in City	23.4%	60.6%	13.8%	2.2%	0.0%
Q3g. Overall feeling of safety in City	29.1%	60.7%	9.1%	0.9%	0.2%
Q3h. Availability of affordable housing	17.0%	52.0%	23.2%	7.0%	0.9%
Q3i. Job availability	3.0%	11.1%	39.3%	35.7%	10.9%
Q3j. Quality of new development in City	7.5%	35.3%	28.9%	20.4%	8.0%
Q3k. As a place to retire	20.0%	40.3%	26.3%	8.3%	5.2%
Q3l. Overall appearance of City	18.5%	60.1%	17.0%	3.8%	0.6%

2012 Raymore DirectionFinder® Survey Results

Q4. For each of the Public Safety items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=642)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4a. Overall quality of local police protection	33.5%	54.0%	8.0%	1.4%	1.2%	1.9%
Q4b. Visibility of police in neighborhoods	29.3%	49.5%	14.0%	4.7%	0.6%	1.9%
Q4c. Visibility of police in retail areas	17.9%	47.1%	26.1%	3.9%	0.8%	4.2%
Q4d. City's efforts to prevent crime	20.7%	46.6%	19.0%	3.1%	0.3%	10.1%
Q4e. How quickly police respond to emergencies	28.9%	35.1%	14.7%	0.9%	0.5%	20.0%
Q4f. Enforcement of local traffic laws	23.2%	50.2%	16.8%	5.1%	0.5%	4.1%
Q4g. Quality of animal control	21.1%	39.6%	22.8%	3.9%	3.0%	9.7%
Q4h. City's municipal court	12.0%	23.7%	22.9%	0.8%	0.2%	40.4%

2012 Raymore DirectionFinder® Survey Results

Q4. For each of the Public Safety 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=642)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4a. Overall quality of local police protection	34.2%	55.0%	8.1%	1.4%	1.3%
Q4b. Visibility of police in neighborhoods	29.9%	50.4%	14.3%	4.8%	0.6%
Q4c. Visibility of police in retail areas	18.7%	49.2%	27.2%	4.1%	0.8%
Q4d. City's efforts to prevent crime	23.1%	51.9%	21.2%	3.5%	0.3%
Q4e. How quickly police respond to emergencies	36.1%	43.9%	18.3%	1.2%	0.6%
Q4f. Enforcement of local traffic laws	24.2%	52.4%	17.6%	5.4%	0.5%
Q4g. Quality of animal control	23.3%	43.9%	25.2%	4.3%	3.3%
Q4h. City's municipal court	20.2%	39.8%	38.5%	1.3%	0.3%

Q5. 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?

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of local police protection	128	19.9 %
Visibility of police in neighborhoods	109	17.0 %
Visibility of police in retail areas	56	8.7 %
City's efforts to prevent crime	113	17.6 %
How quickly police respond to emergencies	43	6.7 %
Enforcement of local traffic laws	36	5.6 %
Quality of animal control	37	5.8 %
City's municipal court	3	0.5 %
<u>None chosen</u>	<u>117</u>	<u>18.2 %</u>
Total	642	100.0 %

Q5. 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?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of local police protection	50	7.8 %
Visibility of police in neighborhoods	98	15.3 %
Visibility of police in retail areas	92	14.3 %
City's efforts to prevent crime	101	15.7 %
How quickly police respond to emergencies	82	12.8 %
Enforcement of local traffic laws	38	5.9 %
Quality of animal control	34	5.3 %
City's municipal court	8	1.2 %
<u>None chosen</u>	<u>139</u>	<u>21.7 %</u>
Total	642	100.0 %

Q5. 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?

Q5. 3rd choice	Number	Percent
Quality of local police protection	43	6.7 %
Visibility of police in neighborhoods	69	10.7 %
Visibility of police in retail areas	80	12.5 %
City's efforts to prevent crime	79	12.3 %
How quickly police respond to emergencies	76	11.8 %
Enforcement of local traffic laws	33	5.1 %
Quality of animal control	50	7.8 %
City's municipal court	27	4.2 %
None chosen	185	28.8 %
Total	642	100.0 %

Q5. 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? (top 3)

Q5. Top choice	Number	Percent
Quality of local police protection	221	34.4 %
Visibility of police in neighborhoods	276	43.0 %
Visibility of police in retail areas	228	35.5 %
City's efforts to prevent crime	293	45.6 %
How quickly police respond to emergencies	201	31.3 %
Enforcement of local traffic laws	107	16.7 %
Quality of animal control	121	18.8 %
City's municipal court	38	5.9 %
None chosen	117	18.2 %
Total	1602	

2012 Raymore DirectionFinder® Survey Results

Q6. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

(N=642)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
Q6a. Walking alone in your neighborhood in general	69.6%	27.5%	2.3%	0.2%	0.5%
Q6b. Walking alone in your neighborhood after dark	34.5%	44.1%	16.1%	2.5%	2.8%
Q6c. Walking alone in your neighborhood during the day	78.2%	20.0%	0.9%	0.2%	0.8%
Q6d. Walking alone in business areas after dark	21.5%	50.4%	17.9%	2.5%	7.6%
Q6e. Walking alone in business areas during the day	66.6%	28.9%	2.5%	0.3%	1.7%

Q6. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")

(N=642)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
Q6a. Walking alone in your neighborhood in general	69.9%	27.6%	2.4%	0.2%
Q6b. Walking alone in your neighborhood after dark	35.5%	45.4%	16.5%	2.6%
Q6c. Walking alone in your neighborhood during the day	78.8%	20.1%	0.9%	0.2%
Q6d. Walking alone in business areas after dark	23.3%	54.6%	19.4%	2.7%
Q6e. Walking alone in business areas during the day	67.8%	29.4%	2.5%	0.3%

Q7. During the past 12 months, were you or anyone in your household the victim of any crime?

Q7. Were you or anyone in your household the victim of any crime	Number	Percent
Yes	33	5.1 %
No	602	93.9 %
Don't Know	6	0.9 %
Total	641	100.0 %

Q7. During the past 12 months, were you or anyone in your household the victim of any crime? (without "don't know")

Q7. Were you or anyone in your household the victim of any crime	Number	Percent
Yes	33	5.2 %
No	602	94.8 %
Total	635	100.0 %

Q7a. If "yes", did you report all of these crimes to the police?

Q7a. Did you report all of these crimes to police	Number	Percent
Yes	29	87.9 %
No	2	6.1 %
Don't Know	2	6.1 %
Total	33	100.0 %

Q7a. If "yes", did you report all of these crimes to the police? (without "don't know")

Q7a. Did you report all of these crimes to police	Number	Percent
Yes	29	93.5 %
No	2	6.5 %
Total	31	100.0 %

Q8. During the past 12 months, have you had ANY contact with the police department?

Q8. Have you had any contact with police department	Number	Percent
Yes	266	41.5 %
No	371	57.9 %
Don't Know	4	0.6 %
Total	641	100.0 %

Q8. During the past 12 months, have you had ANY contact with the police department? (without "don't know")

Q8. Have you had any contact with police department	Number	Percent
Yes	266	41.8 %
No	371	58.2 %
Total	637	100.0 %

Q8a. If "yes", how would you rate the contact?

Q8a. How would you rate the contact	Number	Percent
Excellent	136	51.1 %
Good	90	33.8 %
Fair	26	9.8 %
Poor	13	4.9 %
Don't know	1	0.4 %
Total	266	100.0 %

Q9. Are you familiar with or have you participated in any of the following police initiatives/outreach programs in Raymore?

Q9. Are you familiar with or have you participated in police initiatives/outreach programs	Number	Percent
Citizens Police Academy	75	11.7 %
Community Emergency Response Team	31	4.8 %
Neighborhood Watch or Community or Neighborhood Meeting	86	13.4 %
National Night Out	102	15.9 %
Ride-Along Program	53	8.3 %
Prescription Drug Take Back	76	11.8 %
None chosen	439	68.4 %
Total	862	

Q9. Are you familiar with or have you participated in any of the following police initiatives/outreach programs in Raymore? (without "none chosen")

Q9. Are you familiar with or have you participated in police initiatives/outreach programs	Number	Percent
National Night Out	102	50.2 %
Neighborhood Watch or Community or Neighborhood Meeting	86	42.4 %
Prescription Drug Take Back	76	37.4 %
Citizens Police Academy	75	36.9 %
Ride-Along Program	53	26.1 %
Community Emergency Response Team	31	15.3 %
Total	423	

Q10. In general, how would you rate the road conditions in Raymore?

<u>Q10. How would you rate road conditions</u>	<u>Number</u>	<u>Percent</u>
Good condition	127	19.8 %
Mostly good condition	418	65.1 %
Many bad spots	83	12.9 %
Don't know	5	0.8 %
No response	9	1.4 %
Total	642	100.0 %

Q10. In general, how would you rate the road conditions in Raymore? (without "don't know" or "no response")

<u>Q10. How would you rate road conditions</u>	<u>Number</u>	<u>Percent</u>
Good condition	127	20.2 %
Mostly good condition	418	66.6 %
Many bad spots	83	13.2 %
Total	628	100.0 %

Q11. In general, how would you rate street sweeping in Raymore?

<u>Q11. How would you rate street sweeping</u>	<u>Number</u>	<u>Percent</u>
Excellent	50	7.8 %
Good	287	44.7 %
Fair	162	25.2 %
Poor	42	6.5 %
Don't know	92	14.3 %
No response	9	1.4 %
Total	642	100.0 %

Q11. In general, how would you rate street sweeping in Raymore? (without "don't know" or "no response")

<u>Q11. How would you rate street sweeping</u>	<u>Number</u>	<u>Percent</u>
Excellent	50	9.2 %
Good	287	53.0 %
Fair	162	29.9 %
Poor	42	7.8 %
Total	541	100.0 %

2012 Raymore DirectionFinder® Survey Results

Q12. 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=642)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q12a. Maintenance of major City streets	20.1%	60.6%	12.0%	4.2%	1.1%	2.0%
Q12b. Maintenance of streets in your neighborhood	17.0%	51.7%	15.1%	11.5%	2.5%	2.2%
Q12c. Maintenance of street signs & traffic signals	21.0%	61.2%	12.8%	1.9%	0.6%	2.5%
Q12d. Maintenance of City buildings	21.8%	46.1%	14.5%	0.2%	0.0%	17.4%
Q12e. Snow removal on major City streets	24.0%	54.7%	12.1%	4.2%	0.8%	4.2%
Q12f. Snow removal on neighborhood streets	14.8%	42.1%	20.2%	13.2%	5.0%	4.7%
Q12g. Overall cleanliness of City streets & other public areas	21.0%	58.6%	16.4%	2.0%	0.3%	1.7%
Q12h. Adequacy of City street lighting	16.2%	48.6%	20.2%	10.1%	3.0%	1.9%
Q12i. Condition of City sidewalks	18.7%	48.1%	18.4%	7.0%	2.2%	5.6%
Q12j. Availability of sidewalks in City	18.1%	47.0%	19.9%	7.5%	1.7%	5.8%
Q12k. Landscaping & appearance of public areas along City streets	18.4%	49.7%	20.9%	8.4%	0.9%	1.7%

2012 Raymore DirectionFinder® Survey Results

Q12. 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=642)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12a. Maintenance of major City streets	20.5%	61.8%	12.2%	4.3%	1.1%
Q12b. Maintenance of streets in your neighborhood	17.4%	52.9%	15.4%	11.8%	2.5%
Q12c. Maintenance of street signs & traffic signals	21.6%	62.8%	13.1%	1.9%	0.6%
Q12d. Maintenance of City buildings	26.4%	55.8%	17.5%	0.2%	0.0%
Q12e. Snow removal on major City streets	25.0%	57.1%	12.7%	4.4%	0.8%
Q12f. Snow removal on neighborhood streets	15.5%	44.1%	21.2%	13.9%	5.2%
Q12g. Overall cleanliness of City streets & other public areas	21.4%	59.6%	16.6%	2.1%	0.3%
Q12h. Adequacy of City street lighting	16.5%	49.5%	20.6%	10.3%	3.0%
Q12i. Condition of City sidewalks	19.8%	51.0%	19.5%	7.4%	2.3%
Q12j. Availability of sidewalks in City	19.2%	49.9%	21.2%	7.9%	1.8%
Q12k. Landscaping & appearance of public areas along City streets	18.7%	50.6%	21.2%	8.6%	1.0%

Q13. 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?

Q13. Top choice	Number	Percent
Maintenance of major City streets	141	22.0 %
Maintenance of streets in your neighborhood	89	13.9 %
Maintenance of street signs & traffic signals	16	2.5 %
Maintenance of City buildings	1	0.2 %
Snow removal on major City streets	26	4.0 %
Snow removal on neighborhood streets	81	12.6 %
Overall cleanliness of City streets & other public areas	13	2.0 %
Adequacy of City street lighting	78	12.1 %
Condition of City sidewalks	25	3.9 %
Availability of sidewalks in City	39	6.1 %
Landscaping & appearance of public areas along City streets	35	5.5 %
None chosen	98	15.3 %
Total	642	100.0 %

Q13. 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?

Q13. 2nd choice	Number	Percent
Maintenance of major City streets	45	7.0 %
Maintenance of streets in your neighborhood	103	16.0 %
Maintenance of street signs & traffic signals	31	4.8 %
Maintenance of City buildings	8	1.2 %
Snow removal on major City streets	55	8.6 %
Snow removal on neighborhood streets	82	12.8 %
Overall cleanliness of City streets & other public areas	34	5.3 %
Adequacy of City street lighting	50	7.8 %
Condition of City sidewalks	39	6.1 %
Availability of sidewalks in City	38	5.9 %
Landscaping & appearance of public areas along City streets	33	5.1 %
None chosen	124	19.3 %
Total	642	100.0 %

Q13. 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?

Q13. 3rd choice	Number	Percent
Maintenance of major City streets	57	8.9 %
Maintenance of streets in your neighborhood	44	6.9 %
Maintenance of street signs & traffic signals	39	6.1 %
Maintenance of City buildings	7	1.1 %
Snow removal on major City streets	54	8.4 %
Snow removal on neighborhood streets	61	9.5 %
Overall cleanliness of City streets & other public areas	43	6.7 %
Adequacy of City street lighting	75	11.7 %
Condition of City sidewalks	33	5.1 %
Availability of sidewalks in City	23	3.6 %
Landscaping & appearance of public areas along City streets	51	7.9 %
None chosen	155	24.1 %
Total	642	100.0 %

Q13. 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? (top 3)

Q13. Top choice	Number	Percent
Maintenance of major City streets	243	37.9 %
Maintenance of streets in your neighborhood	236	36.8 %
Maintenance of street signs & traffic signals	86	13.4 %
Maintenance of City buildings	16	2.5 %
Snow removal on major City streets	135	21.0 %
Snow removal on neighborhood streets	224	34.9 %
Overall cleanliness of City streets & other public areas	90	14.0 %
Adequacy of City street lighting	203	31.6 %
Condition of City sidewalks	97	15.1 %
Availability of sidewalks in City	100	15.6 %
Landscaping & appearance of public areas along City streets	119	18.5 %
None chosen	98	15.3 %
Total	1647	

2012 Raymore DirectionFinder® Survey Results

Q14. 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=642)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14a. Maintenance of City parks	22.1%	51.9%	11.2%	0.9%	0.3%	13.6%
Q14b. How close neighborhood parks are to your home	24.1%	40.5%	18.8%	6.7%	1.6%	8.3%
Q14c. Number of walking & biking trails	22.1%	38.9%	17.9%	7.2%	1.4%	12.5%
Q14d. Quality of outdoor athletic fields	16.8%	39.1%	17.4%	3.0%	0.0%	23.7%
Q14e. Number of outdoor athletic fields	16.2%	38.3%	19.2%	2.2%	0.2%	24.0%
Q14f. Quality of indoor recreation facilities	5.3%	15.0%	22.4%	14.5%	8.6%	34.3%
Q14g. Number of indoor recreation spaces	5.0%	11.7%	20.2%	17.1%	12.1%	33.8%
Q14h. Availability of information about City parks & recreation programs	16.8%	44.2%	25.2%	3.6%	1.6%	8.6%
Q14i. City's youth athletic programs	13.6%	29.3%	24.0%	2.3%	0.5%	30.4%
Q14j. City's adult athletic programs	9.5%	22.3%	30.4%	3.1%	1.6%	33.2%
Q14k. City's fitness programs	7.2%	17.0%	28.8%	7.9%	3.9%	35.2%
Q14l. City's instructional programs	7.2%	20.6%	31.9%	4.2%	1.4%	34.7%
Q14m. City special events & festivals	15.6%	43.8%	23.5%	3.1%	1.6%	12.5%

2012 Raymore DirectionFinder® Survey Results

Q14. 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=642)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14a. Maintenance of City parks	25.6%	60.0%	13.0%	1.1%	0.4%
Q14b. How close neighborhood parks are to your home	26.3%	44.1%	20.5%	7.3%	1.7%
Q14c. Number of walking & biking trails	25.3%	44.5%	20.5%	8.2%	1.6%
Q14d. Quality of outdoor athletic fields	22.0%	51.2%	22.9%	3.9%	0.0%
Q14e. Number of outdoor athletic fields	21.3%	50.4%	25.2%	2.9%	0.2%
Q14f. Quality of indoor recreation facilities	8.1%	22.7%	34.1%	22.0%	13.0%
Q14g. Number of indoor recreation spaces	7.5%	17.6%	30.6%	25.9%	18.4%
Q14h. Availability of information about City parks & recreation programs	18.4%	48.4%	27.6%	3.9%	1.7%
Q14i. City's youth athletic programs	19.5%	42.1%	34.5%	3.4%	0.7%
Q14j. City's adult athletic programs	14.2%	33.3%	45.5%	4.7%	2.3%
Q14k. City's fitness programs	11.1%	26.2%	44.5%	12.3%	6.0%
Q14l. City's instructional programs	11.0%	31.5%	48.9%	6.4%	2.1%
Q14m. City special events & festivals	17.8%	50.0%	26.9%	3.6%	1.8%

Q15. 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?

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	102	15.9 %
How close neighborhood parks are to your home	29	4.5 %
Number of walking & biking trails	44	6.9 %
Quality of outdoor athletic fields	16	2.5 %
Number of outdoor athletic fields	13	2.0 %
Quality of indoor recreation facilities	68	10.6 %
Number of indoor recreation spaces	84	13.1 %
Availability of information about City parks & recreation programs	27	4.2 %
City's youth athletic programs	19	3.0 %
City's adult athletic programs	18	2.8 %
City's fitness programs	20	3.1 %
City's instructional programs	4	0.6 %
City special events & festivals	23	3.6 %
<u>None chosen</u>	<u>175</u>	<u>27.3 %</u>
Total	642	100.0 %

Q15. 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?

<u>Q15. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	23	3.6 %
How close neighborhood parks are to your home	23	3.6 %
Number of walking & biking trails	63	9.8 %
Quality of outdoor athletic fields	17	2.6 %
Number of outdoor athletic fields	7	1.1 %
Quality of indoor recreation facilities	61	9.5 %
Number of indoor recreation spaces	92	14.3 %
Availability of information about City parks & recreation programs	21	3.3 %
City's youth athletic programs	35	5.5 %
City's adult athletic programs	19	3.0 %
City's fitness programs	44	6.9 %
City's instructional programs	14	2.2 %
City special events & festivals	19	3.0 %
<u>None chosen</u>	<u>204</u>	<u>31.8 %</u>
Total	642	100.0 %

Q15. 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?

<u>Q15. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	25	3.9 %
How close neighborhood parks are to your home	24	3.7 %
Number of walking & biking trails	35	5.5 %
Quality of outdoor athletic fields	14	2.2 %
Number of outdoor athletic fields	12	1.9 %
Quality of indoor recreation facilities	27	4.2 %
Number of indoor recreation spaces	38	5.9 %
Availability of information about City parks & recreation programs	38	5.9 %
City's youth athletic programs	22	3.4 %
City's adult athletic programs	20	3.1 %
City's fitness programs	51	7.9 %
City's instructional programs	27	4.2 %
City special events & festivals	65	10.1 %
<u>None chosen</u>	<u>244</u>	<u>38.0 %</u>
Total	642	100.0 %

Q15. 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? (top 3)

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	150	23.4 %
How close neighborhood parks are to your home	76	11.8 %
Number of walking & biking trails	142	22.1 %
Quality of outdoor athletic fields	47	7.3 %
Number of outdoor athletic fields	32	5.0 %
Quality of indoor recreation facilities	156	24.3 %
Number of indoor recreation spaces	214	33.3 %
Availability of information about City parks & recreation programs	86	13.4 %
City's youth athletic programs	76	11.8 %
City's adult athletic programs	57	8.9 %
City's fitness programs	115	17.9 %
City's instructional programs	45	7.0 %
City special events & festivals	107	16.7 %
<u>None chosen</u>	<u>175</u>	<u>27.3 %</u>
Total	1478	

2012 Raymore DirectionFinder® Survey Results

Q16. For each of the items listed, please rate on a FOUR POINT scale, where 4 means "Excellent", and 1 means "Poor."

(N=642)

	Excellent	Good	Fair	Poor	Don't Know
Q16a. Range of activities at parks & recreation facilities	16.0%	42.1%	16.2%	2.3%	23.4%
Q16b. Appearance of park & recreation facilities	27.9%	49.7%	7.3%	0.5%	14.6%
Q16c. Safety of park & recreation facilities	23.1%	47.0%	6.7%	0.6%	22.6%
Q16d. Overall satisfaction with parks & recreation in Raymore	22.7%	50.0%	10.9%	1.1%	15.3%

Q16. For each of the items listed, please rate on a FOUR POINT scale, where 4 means "Excellent", and 1 means "Poor." (without "don't know")

(N=642)

	Excellent	Good	Fair	Poor
Q16a. Range of activities at parks & recreation facilities	20.9%	54.9%	21.1%	3.0%
Q16b. Appearance of park & recreation facilities	32.7%	58.2%	8.6%	0.5%
Q16c. Safety of park & recreation facilities	29.8%	60.8%	8.7%	0.8%
Q16d. Overall satisfaction with parks & recreation in Raymore	26.8%	59.0%	12.9%	1.3%

2012 Raymore DirectionFinder® Survey Results

Q17. 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=642)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q17a. Availability of information about City programs & services	17.1%	46.9%	25.5%	4.5%	1.1%	4.8%
Q17b. City efforts to keep you informed about local issues	16.2%	45.6%	25.1%	6.9%	1.6%	4.7%
Q17c. How open City is to public involvement & input from residents	12.9%	31.8%	26.2%	7.2%	2.2%	19.8%
Q17d. Quality of programming on City's cable television channel	6.2%	18.4%	28.2%	4.2%	0.8%	42.2%
Q17e. Quality of City's web page www.raymore.com	12.6%	38.5%	23.5%	3.4%	0.3%	21.7%
Q17f. Content of City's quarterly magazine "The Raymore Review"	27.7%	49.2%	17.3%	1.6%	0.3%	3.9%

2012 Raymore DirectionFinder® Survey Results

Q17. 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=642)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q17a. Availability of information about City programs & services	18.0%	49.3%	26.8%	4.7%	1.1%
Q17b. City efforts to keep you informed about local issues	17.0%	47.9%	26.3%	7.2%	1.6%
Q17c. How open City is to public involvement & input from residents	16.1%	39.6%	32.6%	8.9%	2.7%
Q17d. Quality of programming on City's cable television channel	10.8%	31.8%	48.8%	7.3%	1.3%
Q17e. Quality of City's web page www.raymore.com	16.1%	49.1%	30.0%	4.4%	0.4%
Q17f. Content of City's quarterly magazine "The Raymore Review"	28.8%	51.2%	18.0%	1.6%	0.3%

2012 Raymore DirectionFinder® Survey Results

Q18. 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=642)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q18a. Clarity & taste of tap water in your home	30.4%	51.1%	10.4%	4.8%	1.4%	1.9%
Q18b. Water pressure in your home	28.3%	49.4%	9.8%	7.0%	3.7%	1.7%
Q18c. What you are charged for water/sewer utilities	6.9%	32.4%	26.0%	21.5%	10.6%	2.6%
Q18d. How easy your water/sewer bill is to understand	18.8%	54.4%	17.6%	5.1%	0.3%	3.7%
Q18e. Drainage of rain water off City streets	14.3%	54.5%	16.7%	7.8%	1.9%	4.8%
Q18f. Drainage of rain water off properties next to your residence	11.5%	48.0%	18.7%	13.2%	5.3%	3.3%
Q18g. Adequacy of City's sanitary sewer collection	15.3%	50.0%	17.4%	1.7%	0.5%	15.1%
Q18h. Adequacy of City's water system	16.7%	52.3%	18.4%	2.0%	0.8%	9.8%

2012 Raymore DirectionFinder® Survey Results

Q18. 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=642)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18a. Clarity & taste of tap water in your home	31.0%	52.1%	10.6%	4.9%	1.4%
Q18b. Water pressure in your home	28.8%	50.2%	10.0%	7.1%	3.8%
Q18c. What you are charged for water/sewer utilities	7.0%	33.3%	26.7%	22.1%	10.9%
Q18d. How easy your water/sewer bill is to understand	19.6%	56.5%	18.3%	5.3%	0.3%
Q18e. Drainage of rain water off City streets	15.1%	57.3%	17.5%	8.2%	2.0%
Q18f. Drainage of rain water off properties next to your residence	11.9%	49.6%	19.3%	13.7%	5.5%
Q18g. Adequacy of City's sanitary sewer collection	18.0%	58.9%	20.6%	2.0%	0.6%
Q18h. Adequacy of City's water system	18.5%	58.0%	20.4%	2.2%	0.9%

2012 Raymore DirectionFinder® Survey Results

Q19. 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=642)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q19a. Enforcing clean up of litter & debris on private property	8.9%	31.8%	25.4%	12.9%	2.2%	18.8%
Q19b. Enforcing mowing & trimming of lawns	7.8%	33.0%	24.9%	14.5%	2.8%	17.0%
Q19c. Enforcing maintenance of residential property	8.3%	29.8%	26.6%	13.6%	3.3%	18.5%
Q19d. Enforcing maintenance of business property	9.2%	35.8%	28.3%	4.4%	1.2%	21.0%
Q19e. Enforcing codes designed to protect public safety	9.8%	39.3%	24.8%	2.0%	0.3%	23.8%
Q19f. Enforcing sign regulations	9.5%	35.5%	26.2%	4.4%	1.2%	23.2%

2012 Raymore DirectionFinder® Survey Results

Q19. 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=642)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19a. Enforcing clean up of litter & debris on private property	10.9%	39.2%	31.3%	15.9%	2.7%
Q19b. Enforcing mowing & trimming of lawns	9.4%	39.8%	30.0%	17.4%	3.4%
Q19c. Enforcing maintenance of residential property	10.1%	36.5%	32.7%	16.6%	4.0%
Q19d. Enforcing maintenance of business property	11.6%	45.4%	35.9%	5.5%	1.6%
Q19e. Enforcing codes designed to protect public safety	12.9%	51.5%	32.5%	2.7%	0.4%
Q19f. Enforcing sign regulations	12.4%	46.2%	34.1%	5.7%	1.6%

Q20. Are weed lots, abandoned vehicles, graffiti, and dilapidated buildings/houses a problem in Raymore?

Q20. Are weed lots, abandoned vehicles, graffiti, & dilapidated buildings/houses a problem	Number	Percent
Not a problem	213	33.2 %
Only a small problem	214	33.3 %
Somewhat of a problem	120	18.7 %
A major problem	15	2.3 %
Don't know	80	12.5 %
Total	642	100.0 %

Q20. Are weed lots, abandoned vehicles, graffiti, and dilapidated buildings/houses a problem in Raymore? (without "don't know")

Q20. Are weed lots, abandoned vehicles, graffiti, & dilapidated buildings/houses a problem	Number	Percent
Not a problem	213	37.9 %
Only a small problem	214	38.1 %
Somewhat of a problem	120	21.4 %
A major problem	15	2.7 %
Total	562	100.0 %

2012 Raymore DirectionFinder® Survey Results

Q21. Using a five-point scale, where 5 means "Much Too Slow" and 1 means "Much Too Fast", please rate the City's current pace of development in each of the following areas.

(N=642)

	Much Too Slow	Too Slow	Just Right	Too Fast	Much Too Fast	Don't Know
Q21a. Office development	8.3%	25.7%	39.0%	4.7%	1.7%	20.6%
Q21b. Industrial development	13.7%	34.7%	29.1%	2.2%	0.6%	19.6%
Q21c. Multi-family residential development	1.6%	3.3%	42.4%	24.3%	15.3%	13.2%
Q21d. Single-family residential development	2.2%	10.9%	61.2%	11.8%	2.8%	11.1%
Q21e. Retail development	25.4%	34.7%	26.0%	4.8%	1.2%	7.8%

Q21. Using a five-point scale, where 5 means "Much Too Slow" and 1 means "Much Too Fast", please rate the City's current pace of development in each of the following areas. (without "don't know")

(N=642)

	Much Too Slow	Too Slow	Just Right	Too Fast	Much Too Fast
Q21a. Office development	10.4%	32.4%	49.1%	5.9%	2.2%
Q21b. Industrial development	17.1%	43.2%	36.2%	2.7%	0.8%
Q21c. Multi-family residential development	1.8%	3.8%	48.8%	28.0%	17.6%
Q21d. Single-family residential development	2.5%	12.3%	68.8%	13.3%	3.2%
Q21e. Retail development	27.5%	37.7%	28.2%	5.2%	1.4%

Q22. In general, how supportive are you of having the City use incentives to attract and expand retail, manufacturing, science & technology, and regional office companies?

Q22. How supportive are you of having City use incentives to attract & expand retail, manufacturing, science & technology, & regional office companies

	Number	Percent
Very Supportive	310	48.3 %
Somewhat Supportive	215	33.5 %
Not sure	74	11.5 %
Not Supportive	37	5.8 %
No Response	6	0.9 %
Total	642	100.0 %

Q22. In general, how supportive are you of having the City use incentives to attract and expand retail, manufacturing, science & technology, and regional office companies? (without "no response")

Q22. How supportive are you of having City use incentives to attract & expand retail, manufacturing, science & technology, & regional office companies

	Number	Percent
Very Supportive	310	48.7 %
Somewhat Supportive	215	33.8 %
Not sure	74	11.6 %
Not Supportive	37	5.8 %
Total	636	100.0 %

Q23. How often do you typically go outside Raymore to shop?

Q23. How often do you typically go outside Raymore to shop

Raymore to shop	Number	Percent
Every day	111	17.3 %
A few times per week	216	33.6 %
At least once a week	129	20.1 %
A few times per month	146	22.7 %
A few times per year	25	3.9 %
Seldom or never	8	1.2 %
No response	7	1.1 %
Total	642	100.0 %

Q23. How often do you typically go outside Raymore to shop? (without "no response")

Q23. How often do you typically go outside Raymore to shop

Raymore to shop	Number	Percent
Every day	111	17.5 %
A few times per week	216	34.0 %
At least once a week	129	20.3 %
A few times per month	146	23.0 %
A few times per year	25	3.9 %
Seldom or never	8	1.3 %
Total	635	100.0 %

Q24. Have you contacted the City with a question, problem, or complaint during the past year?

Q24. Have you contacted City with a question, problem, or complaint	Number	Percent
Yes	200	31.2 %
No	437	68.1 %
No response	5	0.8 %
Total	642	100.0 %

**Q24. Have you contacted the City with a question, problem, or complaint during the past year?
(without "no response")**

Q24. Have you contacted City with a question, problem, or complaint	Number	Percent
Yes	200	31.4 %
No	437	68.6 %
Total	637	100.0 %

Q24a. Which City department did you contact most recently?

<u>Q24a. Which City department contacted</u>	<u>Number</u>	<u>Percent</u>
POLICE	18	9.6 %
WATER	18	9.6 %
PUBLIC WORKS	17	9.0 %
ANIMAL CONTROL	16	8.5 %
WATER DEPT	9	4.8 %
CODES	7	3.7 %
CITY HALL	6	3.2 %
CODE ENFORCEMENT	5	2.7 %
ENGINEERING	4	2.1 %
CODES ENFORCEMENT	3	1.6 %
POLICE DEPT	3	1.6 %
BUILDING PERMITS	3	1.6 %
STREET	3	1.6 %
STREET MAINTENANCE	2	1.1 %
MAINTENANCE	2	1.1 %
SIDEWALKS	2	1.1 %
PARKS	2	1.1 %
ZONING	2	1.1 %
COMMUNITY DEVELOPMENT	2	1.1 %
CITY COUNCIL	2	1.1 %
CITY CLERK	2	1.1 %
CITY COUNCILMAN	1	0.5 %
SEWAGE	1	0.5 %
WATER/TRASH	1	0.5 %
RESIDENTIAL LAWN CARE	1	0.5 %
CITY MAINTENANCE/STREETS	1	0.5 %
CITY WATER	1	0.5 %
ONLINE	1	0.5 %
CLERK	1	0.5 %
PLANNING	1	0.5 %
STREETS/SIDEWALKS	1	0.5 %
WEED CONTROL	1	0.5 %
POLICE/ANIMAL CONTROL	1	0.5 %
STREETS	1	0.5 %
CITY MANAGEMENT	1	0.5 %
PARKS & REC/MOWING	1	0.5 %
CODES OR PUBLIC WORKS	1	0.5 %
WATER & TRASH	1	0.5 %
COURT CLERK	1	0.5 %
DOG LICENSE	1	0.5 %

Q24a. Which City department did you contact most recently?

Q24a. Which City department contacted	Number	Percent
FOR SIDEWALKS	1	0.5 %
SEWER & WATER MAINTENANCE	1	0.5 %
WATER UTILITIES	1	0.5 %
CITY ENGINEER	1	0.5 %
FIRE DEPT	1	0.5 %
CODES DEPT (NEIGHBOR PROBLEM)	1	0.5 %
STREETS & UTILITIES	1	0.5 %
ADMINISTRATION	1	0.5 %
WATER/SEWER/STORMWATER SMELL	1	0.5 %
BUILDING CODES DEPT	1	0.5 %
ROAD	1	0.5 %
STREET MAINTENANCE/WATER	1	0.5 %
CITY HALL/CASHIER	1	0.5 %
SIDEWALKS/POLICE DEPT	1	0.5 %
ENGINEERING/STREETS	1	0.5 %
CITY WATER DEPT	1	0.5 %
PARKS & REC	1	0.5 %
WATER/SEWER	1	0.5 %
IT	1	0.5 %
CITY ORDINANCES	1	0.5 %
STREET DEPT	1	0.5 %
BUILDING CODES	1	0.5 %
ASSIST CITY MGR	1	0.5 %
TRAFFIC ENFORCEMENT	1	0.5 %
CITY ADMIN/EDC	1	0.5 %
CODES/POLICE	1	0.5 %
STREET REPAIR	1	0.5 %
DEEDS & RECORDS	1	0.5 %
WATER/PUBLIC WORKS	1	0.5 %
UTILITIES/WATER	1	0.5 %
CODES & BUILDING PERMITS	1	0.5 %
POLICE--SPEAKER FOR CUB SCOUTS	1	0.5 %
STREET LIGHTING	1	0.5 %
TRASH REMOVAL	1	0.5 %
RECREATION	1	0.5 %
CODES ADMINISTRATION	1	0.5 %
DK; BLOCKED STOP SIGN	1	0.5 %
DOG LICENSING; COUNTY ASSESSOR	1	0.5 %
PARKS & RECREATION	1	0.5 %
ROADS	1	0.5 %

Q24a. Which City department did you contact most recently?

<u>Q24a. Which City department contacted</u>	<u>Number</u>	<u>Percent</u>
CODE VIOLATION	1	0.5 %
Total	188	100.0 %

2012 Raymore DirectionFinder® Survey Results

Q24b-e. 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 Q24a.

(N=200)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q24b. How easy the department was to contact	42.5%	40.0%	8.0%	6.0%	2.5%	1.0%
Q24c. How courteously you were treated	47.0%	36.0%	9.5%	4.0%	2.5%	1.0%
Q24d. Technical competence & knowledge of City employees who assisted you	39.5%	33.5%	14.5%	6.5%	2.5%	3.5%
Q24e. Overall responsiveness of City employees to your request or concern	39.5%	30.5%	8.5%	10.5%	8.5%	2.5%

Q24b-e. 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 Q24a. (without "don't know")

(N=200)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q24b. How easy the department was to contact	42.9%	40.4%	8.1%	6.1%	2.5%
Q24c. How courteously you were treated	47.5%	36.4%	9.6%	4.0%	2.5%
Q24d. Technical competence & knowledge of City employees who assisted you	40.9%	34.7%	15.0%	6.7%	2.6%
Q24e. Overall responsiveness of City employees to your request or concern	40.5%	31.3%	8.7%	10.8%	8.7%

2012 Raymore DirectionFinder® Survey Results

Q25. 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=642)

	Very Important	Somewhat Important	Not Sure	Unimportant	No response
Q25a. Sense of community	45.0%	44.1%	4.7%	3.6%	2.6%
Q25b. Quality of public schools	68.1%	16.2%	3.6%	9.8%	2.3%
Q25c. Employment opportunities	23.8%	29.6%	12.9%	29.8%	3.9%
Q25d. Types of housing	62.8%	29.0%	3.6%	3.0%	1.7%
Q25e. Affordability of housing	60.0%	33.0%	2.5%	2.8%	1.7%
Q25f. Access to quality shopping	46.4%	41.6%	4.8%	4.2%	3.0%
Q25g. Availability of transportation options	14.8%	25.4%	19.2%	37.9%	2.8%
Q25h. Availability of cultural activities & arts	12.5%	34.0%	19.5%	31.8%	2.3%
Q25i. Access to restaurants & entertainment	40.7%	49.4%	4.0%	3.9%	2.0%
Q25j. Availability of Parks & Recreation opportunities	34.9%	46.1%	7.9%	8.7%	2.3%
Q25k. Near family or friends	39.7%	35.2%	6.1%	17.0%	2.0%
Q25l. Safety & security	86.6%	11.5%	0.0%	0.3%	1.6%

Q25. 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 "no response")

(N=642)

	Very Important	Somewhat Important	Not Sure	Unimportant
Q25a. Sense of community	46.2%	45.3%	4.8%	3.7%
Q25b. Quality of public schools	69.7%	16.6%	3.7%	10.0%
Q25c. Employment opportunities	24.8%	30.8%	13.5%	31.0%
Q25d. Types of housing	63.9%	29.5%	3.6%	3.0%
Q25e. Affordability of housing	61.0%	33.6%	2.5%	2.9%
Q25f. Access to quality shopping	47.8%	42.9%	5.0%	4.3%
Q25g. Availability of transportation options	15.2%	26.1%	19.7%	38.9%
Q25h. Availability of cultural activities & arts	12.8%	34.8%	19.9%	32.5%
Q25i. Access to restaurants & entertainment	41.5%	50.4%	4.1%	4.0%
Q25j. Availability of Parks & Recreation opportunities	35.7%	47.2%	8.1%	8.9%
Q25k. Near family or friends	40.5%	35.9%	6.2%	17.3%
Q25l. Safety & security	88.0%	11.7%	0.0%	0.3%

Q25. Are your needs being met?

(N=642)

	Yes	No	No response
Q25a. Sense of community	48.5%	6.4%	45.1%
Q25b. Quality of public schools	40.8%	7.3%	51.8%
Q25c. Employment opportunities	22.4%	21.9%	55.8%
Q25d. Types of housing	46.1%	4.4%	49.4%
Q25e. Affordability of housing	45.3%	5.9%	48.8%
Q25f. Access to quality shopping	24.4%	28.9%	46.7%
Q25g. Availability of transportation options	26.9%	17.0%	56.1%
Q25h. Availability of cultural activities & arts	21.9%	22.0%	56.1%
Q25i. Access to restaurants & entertainment	23.7%	30.0%	46.3%
Q25j. Availability of Parks & Recreation opportunities	42.7%	8.6%	48.6%
Q25k. Near family or friends	45.3%	4.8%	49.9%
Q25l. Safety & security	52.5%	1.4%	46.1%

Q25. Are your needs being met? (without "no response")

(N=642)

	Yes	No
Q25a. Sense of community	88.3%	11.7%
Q25b. Quality of public schools	84.8%	15.2%
Q25c. Employment opportunities	50.5%	49.5%
Q25d. Types of housing	91.2%	8.8%
Q25e. Affordability of housing	88.5%	11.5%
Q25f. Access to quality shopping	45.8%	54.2%
Q25g. Availability of transportation options	61.3%	38.7%
Q25h. Availability of cultural activities & arts	49.8%	50.2%
Q25i. Access to restaurants & entertainment	44.1%	55.9%
Q25j. Availability of Parks & Recreation opportunities	83.2%	16.8%
Q25k. Near family or friends	90.5%	9.5%
Q25l. Safety & security	97.4%	2.6%

2012 Raymore DirectionFinder® Survey Results

Q26. 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=642)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q26a. Residential trash collection services	67.1%	25.4%	3.1%	1.7%	0.5%	2.2%
Q26b. Curbside recycling services	66.5%	24.5%	3.9%	1.7%	0.5%	3.0%
Q26c. Yard waste removal services	55.3%	24.0%	8.6%	3.0%	0.9%	8.3%
Q26d. Amount you pay for trash service	40.3%	36.6%	15.0%	3.4%	2.0%	2.6%

Q26. 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=642)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q26a. Residential trash collection services	68.6%	26.0%	3.2%	1.8%	0.5%
Q26b. Curbside recycling services	68.5%	25.2%	4.0%	1.8%	0.5%
Q26c. Yard waste removal services	60.3%	26.1%	9.3%	3.2%	1.0%
Q26d. Amount you pay for trash service	41.4%	37.6%	15.4%	3.5%	2.1%

2012 Raymore DirectionFinder® Survey Results

Q27. 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=642)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q27a. Ease of north/south travel	15.3%	53.9%	17.9%	9.0%	0.8%	3.1%
Q27b. Ease of east/west travel	10.6%	38.9%	20.9%	23.2%	3.7%	2.6%
Q27c. Ease of travel from home to schools	10.4%	33.3%	22.0%	6.2%	2.0%	26.0%
Q27d. Ease of traveling from your home to work	10.4%	41.7%	24.3%	10.1%	1.9%	11.5%
Q27e. How well traffic signal system provides for efficient traffic flow	8.3%	40.2%	23.8%	18.7%	7.5%	1.6%
Q27f. Availability of public transportation	3.1%	7.8%	26.3%	19.8%	12.1%	30.8%
Q27g. Availability of bicycle lanes	5.3%	14.6%	30.5%	15.6%	8.3%	25.7%
Q27h. Availability of pedestrian walkways	12.9%	40.2%	27.6%	6.7%	2.8%	9.8%

2012 Raymore DirectionFinder® Survey Results

Q27. 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=642)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q27a. Ease of north/south travel	15.8%	55.6%	18.5%	9.3%	0.8%
Q27b. Ease of east/west travel	10.9%	40.0%	21.4%	23.8%	3.8%
Q27c. Ease of travel from home to schools	14.1%	45.1%	29.7%	8.4%	2.7%
Q27d. Ease of traveling from your home to work	11.8%	47.2%	27.5%	11.4%	2.1%
Q27e. How well traffic signal system provides for efficient traffic flow	8.4%	40.8%	24.2%	19.0%	7.6%
Q27f. Availability of public transportation	4.5%	11.3%	38.1%	28.6%	17.6%
Q27g. Availability of bicycle lanes	7.1%	19.7%	41.1%	21.0%	11.1%
Q27h. Availability of pedestrian walkways	14.3%	44.6%	30.6%	7.4%	3.1%

Q28. How do you prefer to receive information about the City?

Q28. How do you prefer to receive information about City	Number	Percent
Government Access Channel	60	9.3 %
City Website	178	27.7 %
Text Messages	38	5.9 %
Video Streaming	6	0.9 %
Social Media	50	7.8 %
Utility Bill Insert	304	47.4 %
Newspaper	109	17.0 %
City Publications	272	42.4 %
Email	228	35.5 %
None Chosen	17	2.6 %
Total	1262	

Q28. How do you prefer to receive information about the City? (without "none chosen")

Q28. How do you prefer to receive information about City	Number	Percent
Utility Bill Insert	304	48.6 %
City Publications	272	43.5 %
Email	228	36.5 %
City Website	178	28.5 %
Newspaper	109	17.4 %
Government Access Channel	60	9.6 %
Social Media	50	8.0 %
Text Messages	38	6.1 %
Video Streaming	6	1.0 %
Total	1245	

Q29. What are the most important events offered by the City?

<u>Q29. Most important events offered by City</u>	<u>Number</u>	<u>Percent</u>
Farmer's Market	408	63.6 %
Festival in Park	226	35.2 %
Fourth of July Celebration	275	42.8 %
Mayor's Christmas Tree Lighting	99	15.4 %
Other	39	6.1 %
<u>None chosen</u>	<u>75</u>	<u>11.7 %</u>
Total	1122	

Q29. What are the most important events offered by the City? (without "none chosen")

<u>Q29. Most important events offered by City</u>	<u>Number</u>	<u>Percent</u>
Farmer's Market	408	72.0 %
Fourth of July Celebration	275	48.5 %
Festival in Park	226	39.9 %
Mayor's Christmas Tree Lighting	99	17.5 %
<u>Other</u>	<u>39</u>	<u>6.9 %</u>
Total	1047	

Q29. Other

<u>Q29. Other</u>	<u>Number</u>	<u>Percent</u>
NONE	3	8.3 %
EASTER EGG HUNT	2	5.6 %
HARVEST EVENT	1	2.8 %
NIGHT OUT AGAINST CRIME	1	2.8 %
CAR SHOWS/CRUISE NIGHTS	1	2.8 %
FALL FESTIVAL/BREAKFAST W/SANT	1	2.8 %
CITY WIDE GARAGE SALES!	1	2.8 %
HALLOWEEN W/FIRE DEPT	1	2.8 %
SPECIAL SPORTING EVENTS/TOURNA	1	2.8 %
NEVER HEAR ABOUT EVENTS	1	2.8 %
SHOULD HAVE EVENTS PER YEAR	1	2.8 %
NO OPTION	1	2.8 %
NEUTRAL	1	2.8 %
PARADE DURING LATE SUMMER	1	2.8 %
EASTER	1	2.8 %
NATIONAL NIGHT OUT (CRIME)	1	2.8 %
VETERAN'S DAY EVENT	1	2.8 %
NOT SURE	1	2.8 %
FAMILY MOVIE NIGHT	1	2.8 %
DON'T CARE	1	2.8 %
BRING COMMUNITY TOGETHER	1	2.8 %
NOT IMPORTANT	1	2.8 %
ALL ARE IMPORTANT	1	2.8 %
PATRIOTIC & VETERANS' EVENTS	1	2.8 %
MOVIES IN THE PARK	1	2.8 %
PARKS & REC EVENTS	1	2.8 %
NATIONAL NIGHT OUT	1	2.8 %
NATIONAL NIGHT OUT; EGG HUNT	1	2.8 %
YOUTH SPORTS	1	2.8 %
PARTICIPATION IN TAX FREE WKND	1	2.8 %
MORE	1	2.8 %
ALL OFFER SOMETHING DIFFERENT	1	2.8 %
MORE HAZ WASTE DISPOSAL EVENTS	1	2.8 %
Total	36	100.0 %

Q30. If you watch City Council meetings on television, please tell us whether you are watching on Comcast or ATT U-Verse.

Q30. Are you watching City Council meetings on Comcast or ATT U-Verse

	Number	Percent
Comcast	156	24.3 %
ATT U-verse	118	18.4 %
No response	368	57.3 %
Total	642	100.0 %

Q30. If you watch City Council meetings on television, please tell us whether you are watching on Comcast or ATT U-Verse. (without "no response")

Q30. Are you watching City Council meetings on Comcast or ATT U-Verse

	Number	Percent
Comcast	156	56.9 %
ATT U-verse	118	43.1 %
Total	274	100.0 %

Q30a-b. Please rate the quality of the broadcast:

(N=642)

	Excellent	Good	Fair	Poor	Don't watch
Q30a. Video Quality-visibility of meeting	9.5%	39.1%	23.4%	2.6%	25.5%
Q30b. Sound Quality of meeting	8.4%	29.6%	28.5%	7.7%	25.9%

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

<u>Q31. How many years have you lived in Raymore</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	112	17.4 %
5-10 years	204	31.8 %
11-20 years	180	28.0 %
20+ years	139	21.7 %
<u>Not provided</u>	7	1.1 %
Total	642	100.0 %

Q31. Approximately how many years have you lived in the City of Raymore? (without "not provided")

<u>Q31. How many years have you lived in Raymore</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	112	17.6 %
5-10 years	204	32.1 %
11-20 years	180	28.3 %
<u>20+ years</u>	139	21.9 %
Total	635	100.0 %

Q32. What is your age?

Q32. Your age	Number	Percent
Under 25	2	0.3 %
25 to 34	44	6.9 %
35 to 44	100	15.6 %
45 to 54	152	23.7 %
55 to 64	192	29.9 %
65+	145	22.6 %
Not provided	7	1.1 %
Total	642	100.0 %

Q32. What is your age? (without "provided")

Q32. Your age	Number	Percent
Under 25	2	0.3 %
25 to 34	44	6.9 %
35 to 44	100	15.7 %
45 to 54	152	23.9 %
55 to 64	192	30.2 %
65+	145	22.8 %
Total	635	100.0 %

Q33. Which of the following best describes your current place of employment:

<u>Q33. Your current place of employment</u>	<u>Number</u>	<u>Percent</u>
In Raymore	71	11.1 %
Elsewhere in Cass County	50	7.8 %
Elsewhere in Missouri	216	33.6 %
In Kansas	119	18.5 %
Not currently employed	172	26.8 %
<u>Not provided</u>	14	2.2 %
Total	642	100.0 %

Q33. Which of the following best describes your current place of employment: (without "not provided")

<u>Q33. Your current place of employment</u>	<u>Number</u>	<u>Percent</u>
In Raymore	71	11.3 %
Elsewhere in Cass County	50	8.0 %
Elsewhere in Missouri	216	34.4 %
In Kansas	119	18.9 %
<u>Not currently employed</u>	172	27.4 %
Total	628	100.0 %

Q34. Would you say your total household income is:

Q34. Your total household income	Number	Percent
Under \$30K	38	5.9 %
\$30K to \$59, 999	147	22.9 %
\$60K to \$99, 999	191	29.8 %
\$100K to \$149, 999	135	21.0 %
\$150K to \$199, 999	40	6.2 %
\$200K+	16	2.5 %
Not provided	75	11.7 %
Total	642	100.0 %

Q34. Would you say your total household income is: (without "not provided")

Q34. Your total household income	Number	Percent
Under \$30K	38	6.7 %
\$30K to \$59, 999	147	25.9 %
\$60K to \$99, 999	191	33.7 %
\$100K to \$149, 999	135	23.8 %
\$150K to \$199, 999	40	7.1 %
\$200K+	16	2.8 %
Total	567	100.0 %

Q35. Your gender:

Q35. Your gender	Number	Percent
Male	329	51.2 %
Female	313	48.8 %
Total	642	100.0 %

Section 5:
Survey Instrument



City of Raymore
100 Municipal Circle
Raymore, Missouri 64083
(816) 331-0488 / Fax (816) 331-8724

November, 2012

Dear Raymore Resident:

The City of Raymore is requesting 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 greatly appreciate your time. We realize that this survey takes some time to complete, but every question is important. The time you invest will influence decisions made about the city's future.

Please return your completed survey in the next week using the postage-paid envelope provided. 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 governmental research. They will present the results to the city early next year. Individual responses to the survey will remain confidential.

Please contact Jim Feuerborn at the City of Raymore at (816) 331-0488 if you have any questions.

Thank you in advance for your participation!

Sincerely,

Peter Kerckhoff
Mayor

"The City of Raymore is dedicated to being a quality community in which to live, work and play."



2012 City of Raymore Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to resident concerns. If you have questions, please call Jim Feuerborn, at 331-0488.

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.

<i>City Services</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Overall quality of public safety services (e.g., police)	5	4	3	2	1	9
B. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
C. Overall maintenance of City streets	5	4	3	2	1	9
D. Overall maintenance of City buildings and facilities	5	4	3	2	1	9
E. Overall enforcement of City codes and ordinances for building and housing	5	4	3	2	1	9
F. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
G. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
H. Overall effectiveness of City communication with the public	5	4	3	2	1	9
I. Emergency preparedness	5	4	3	2	1	9
J. Overall quality of the City's storm water runoff/storm water management system	5	4	3	2	1	9
K. Overall flow of traffic and congestion management in the City	5	4	3	2	1	9
L. Overall quality of public health services in the community	5	4	3	2	1	9

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

_____ 1st _____ 2nd _____ 3rd

3. 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."

<i>How would you rate The City of Raymore:</i>	<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
A. Overall quality of services provided by the City of Raymore	5	4	3	2	1	9
B. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
C. Overall image of the City	5	4	3	2	1	9
D. How well the City is planning growth	5	4	3	2	1	9
E. How well the City is managing growth	5	4	3	2	1	9
F. Overall quality of life in the City	5	4	3	2	1	9
G. Overall feeling of safety in the City	5	4	3	2	1	9
H. Availability of affordable housing	5	4	3	2	1	9
I. Job availability	5	4	3	2	1	9
J. Quality of new development in the City	5	4	3	2	1	9
K. As a place to retire	5	4	3	2	1	9
L. Overall appearance of the City	5	4	3	2	1	9

4. **Public Safety.** 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."

<i>Public Safety</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Overall quality of local police protection	5	4	3	2	1	9
B. The visibility of police in neighborhoods	5	4	3	2	1	9
C. The visibility of police in retail areas	5	4	3	2	1	9
D. The City's efforts to prevent crime	5	4	3	2	1	9
E. How quickly police respond to emergencies	5	4	3	2	1	9
F. Enforcement of local traffic laws	5	4	3	2	1	9
G. Quality of animal control	5	4	3	2	1	9
H. The City's municipal court	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 the letters below using the letters from the list in Question 4 above.]

^{1st} ^{2nd} ^{3rd}

6. Using a scale of 1 to 4 where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:

<i>How safe do you feel:</i>	<i>Very Safe</i>	<i>Somewhat Safe</i>	<i>Somewhat Unsafe</i>	<i>Very Unsafe</i>	<i>Don't Know</i>
A. Walking alone in your neighborhood in general	4	3	2	1	9
B. Walking alone in your neighborhood after dark	4	3	2	1	9
C. Walking alone in your neighborhood during the day	4	3	2	1	9
D. Walking alone in business areas after dark	4	3	2	1	9
E. Walking alone in business areas during the day	4	3	2	1	9

7. During the past **12** months, were you or anyone in your household the victim of any crime?

(1) Yes [go to Q7a] (2) No [go to Q8] (3) Don't know [go to Q8]

7a. If "yes", did you report all of these crimes to the police?

(1) Yes [go to Q8] (2) No [go to Q8] (3) Don't know [go to Q8]

8. During the past 12 months, have you had ANY contact with the police department?

(1) Yes [go to Q8a] (2) No [go to Q9] (3) Don't know [go to Q9]

8a. If "yes", how would you rate the contact?

(1) Excellent (4) Poor
 (2) Good (5) Don't know
 (3) Fair

9. 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 (4) National Night Out
 (2) Community Emergency Response Team (5) Ride-Along Program
 (3) Neighborhood Watch or Community or Neighborhood Meeting (6) Prescription Drug Take Back

City Maintenance/Public Works

10. In general, how would you rate the road conditions in Raymore?

- _____ (1) Good condition _____ (3) Many bad spots
 _____ (2) Mostly good condition _____ (4) Don't know

11. In general, how would you rate street sweeping in Raymore?

- _____ (1) Excellent _____ (3) Fair _____ (5) Don't know
 _____ (2) Good _____ (4) Poor

12. 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."

<i>City Maintenance/Public Works</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Maintenance of major City streets	5	4	3	2	1	9
B.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
C.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
D.	Maintenance of City buildings	5	4	3	2	1	9
E.	Snow removal on major City streets	5	4	3	2	1	9
F.	Snow removal on neighborhood streets	5	4	3	2	1	9
G.	Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
H.	Adequacy of City street lighting	5	4	3	2	1	9
I.	Condition of City sidewalks	5	4	3	2	1	9
J.	Availability of sidewalks in the City	5	4	3	2	1	9
K.	Landscaping and appearance of public areas along City streets	5	4	3	2	1	9

13. 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 the letters below using the letters from the list in Question 11 above.]

_____ 1st _____ 2nd _____ 3rd

14. 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."

<i>Parks and Recreation</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Maintenance of City parks	5	4	3	2	1	9
B.	How close neighborhood parks are to your home	5	4	3	2	1	9
C.	Number of walking and biking trails	5	4	3	2	1	9
D.	Quality of outdoor athletic fields	5	4	3	2	1	9
E.	Number of outdoor athletic fields	5	4	3	2	1	9
F.	Quality of indoor recreation facilities	5	4	3	2	1	9
G.	Number of indoor recreation spaces	5	4	3	2	1	9
H.	Availability of information about City parks and recreation programs	5	4	3	2	1	9
I.	The City's youth athletic programs	5	4	3	2	1	9
J.	The City's adult athletic programs	5	4	3	2	1	9
K.	The City's fitness programs	5	4	3	2	1	9
L.	The City's instructional programs	5	4	3	2	1	9
I.	City special events and festivals	5	4	3	2	1	9

15. 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 the letters below from the list in Question 14 above.]

_____ 1st _____ 2nd _____ 3rd

16. Parks and Recreation Services/Facilities. For each of the items listed, please rate on a FOUR POINT scale, where 4 means "excellent", and 1 means "poor".

<i>Services and Facilities</i>		<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't Know</i>
A.	The range of activities at parks and recreation facilities	4	3	2	1	9
B.	The appearance of park and recreation facilities	4	3	2	1	9
C.	Safety of park and recreation facilities	4	3	2	1	9
D.	The overall satisfaction with parks and recreation in Raymore	4	3	2	1	9

17. 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."

<i>City Communication</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	The availability of information about City programs and services	5	4	3	2	1	9
B.	City efforts to keep you informed about local issues	5	4	3	2	1	9
C.	How open the City is to public involvement and input from residents	5	4	3	2	1	9
D.	The quality of programming on the City's cable television channel	5	4	3	2	1	9
E.	The quality of the City's web page www.raymore.com	5	4	3	2	1	9
F.	The content of the City's quarterly magazine "The Raymore Review"	5	4	3	2	1	9

18. Sewer and Water Utilities and Storm Water 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."

<i>Sewer and Water Utilities and Storm Water Management</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	The clarity and taste of the tap water in your home	5	4	3	2	1	9
B.	Water pressure in your home	5	4	3	2	1	9
C.	What you are charged for water/sewer utilities	5	4	3	2	1	9
D.	How easy your water/sewer bill is to understand	5	4	3	2	1	9
E.	Drainage of rain water off City streets	5	4	3	2	1	9
F.	Drainage of rain water off properties next to your residence	5	4	3	2	1	9
G.	Adequacy of the City's sanitary sewer collection	5	4	3	2	1	9
H.	Adequacy of the City's water system	5	4	3	2	1	9

19. 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."

<i>Codes and Ordinances</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Enforcing the clean up of litter and debris on private property	5	4	3	2	1	9
B.	Enforcing the mowing and trimming of lawns	5	4	3	2	1	9
C.	Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
D.	Enforcing the maintenance of business property	5	4	3	2	1	9
E.	Enforcing codes designed to protect public safety	5	4	3	2	1	9
F.	Enforcing sign regulations	5	4	3	2	1	9

20. Are weed lots, abandoned vehicles, graffiti, and dilapidated buildings/houses a problem in Raymore?

- _____ (1) Not a problem
- _____ (2) Only a small problem
- _____ (3) Somewhat of a problem
- _____ (4) A major problem
- _____ (5) Don't know

Economic Development.

21. Using a five-point scale where 5 means "much too slow" and 1 means "much too fast", please rate the City's current pace of development in each of the following areas.

<i>Economic Development</i>		<i>Much Too Slow</i>	<i>Too Slow</i>	<i>Just Right</i>	<i>Too Fast</i>	<i>Much too Fast</i>	<i>Don't Know</i>
A.	Office development	5	4	3	2	1	9
B.	Industrial development	5	4	3	2	1	9
C.	Multi-family residential development	5	4	3	2	1	9
D.	Single-family residential development	5	4	3	2	1	9
E.	Retail development	5	4	3	2	1	9

22. In general, how supportive are you of having the City use incentives to attract and expand retail, manufacturing, science & technology, and regional office companies?

- _____ (1) Very supportive
- _____ (2) Somewhat supportive
- _____ (3) Not sure
- _____ (4) Not supportive

23. How often do you typically go outside Raymore to shop?

- _____ (1) Every day
- _____ (2) A few times per week
- _____ (3) At least once a week
- _____ (4) A few times per month
- _____ (5) A few times per year
- _____ (6) Seldom or never

Customer Service.

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

- _____ (1) Yes [go to Q24a-e]
- _____ (2) No [go to Q25]

24a. Which City department did you contact most recently? _____

24b-e. 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 Q24a.

<i>Customer Service</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
B.	How easy the department was to contact	5	4	3	2	1	9
C.	How courteously you were treated	5	4	3	2	1	9
D.	Technical competence and knowledge of City employees who assisted you	5	4	3	2	1	9
E.	Overall responsiveness of City employees to your request or concern	5	4	3	2	1	9

25. 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? (Circle the corresponding number)

Reasons to Live in Raymore		Very Important	Somewhat Important	Not sure	Unimportant	Are your needs being met in Raymore	
						Yes	No
A.	Sense of community	4	3	2	1	A	B
B.	Quality of public schools	4	3	2	1	A	B
C.	Employment opportunities	4	3	2	1	A	B
D.	Types of housing	4	3	2	1	A	B
E.	Affordability of housing	4	3	2	1	A	B
F.	Access to quality shopping	4	3	2	1	A	B
G.	Availability of transportation options	4	3	2	1	A	B
H.	Availability of cultural activities and the arts	4	3	2	1	A	B
I.	Access to restaurants and entertainment	4	3	2	1	A	B
J.	Availability of Parks & Recreation opportunities	4	3	2	1	A	B
K.	Near family or friends	4	3	2	1	A	B
L.	Safety & Security	4	3	2	1	A	B

Other Issues.

26. **Trash Service.** 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."

Trash Service		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Residential Trash collection services	5	4	3	2	1	9
B.	Curbside recycling services	5	4	3	2	1	9
C.	Yardwaste removal services	5	4	3	2	1	9
D.	Amount you pay for trash service	5	4	3	2	1	9

27. **Transportation.**

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."

Transportation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Ease of north/south travel	5	4	3	2	1	9
B.	Ease of east/west travel	5	4	3	2	1	9
C.	Ease of travel from home to schools	5	4	3	2	1	9
D.	Ease of traveling from your home to work	5	4	3	2	1	9
E.	How well the traffic signal system provides for efficient traffic flow	5	4	3	2	1	9
F.	Availability of public transportation	5	4	3	2	1	9
G.	Availability of bicycle lanes	5	4	3	2	1	9
H.	Availability of pedestrian walkways	5	4	3	2	1	9

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

- (1) Government Access Channel (4) Video Streaming (7) Newspaper
 (2) City Web Site (5) Social Media (8) City Publications
 (3) Text Messages (6) Utility Bill Inserts (9) E-Mail

29. What are the most important events offered by the City?

- (1) Farmer's Market (4) Mayor's Christmas Tree Lighting
 (2) Festival In the Park (5) Other _____
 (3) Fourth of July Celebration

30. If you watch City Council meetings on television, please tell us whether you are watching on Comcast or ATT U-Verse and rate the quality of the broadcast below below:

- (1) Comcast (2) ATT U-Verse

30.a

<i>Quality of City Council Television Broadcast</i>		<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't Watch</i>
A.	Video Quality – visibility of the meeting	4	3	2	1	9
B.	Sound Quality of the meeting	4	3	2	1	9

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

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

32. What is your age?

- (1) under 25 (3) 35 to 44 (5) 55 to 64
 (2) 25 to 34 (4) 45 to 54 (6) 65+

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

- (a) In Raymore (c) Elsewhere in MO (e) not currently employed
 (b) Elsewhere in Cass County (d) In KS

34. Would you say your total household income is:

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

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

Comments:

Please use the space below to provide any comments you wish to have included in your response. Feel free to add pages as necessary.