

2015 DirectionFinder® Survey

Findings Report



conducted for
Raymore, Missouri

By
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Contents

Executive Summary	i
Section 1: Charts and Graphs.....	1
Section 2: Benchmarking Analysis	25
Section 3: Importance-Satisfaction Analysis	37
Section 4: Tabular Data.....	49
Section 5: Survey Instrument.....	90

City of Raymore 2015 DirectionFinder® Survey Executive Summary Report

Overview and Methodology

During March and April of 2015, ETC Institute administered a DirectionFinder® 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. This was the fifth DirectionFinder® survey that ETC Institute has administered for the City of Raymore, with the first being in 2006.

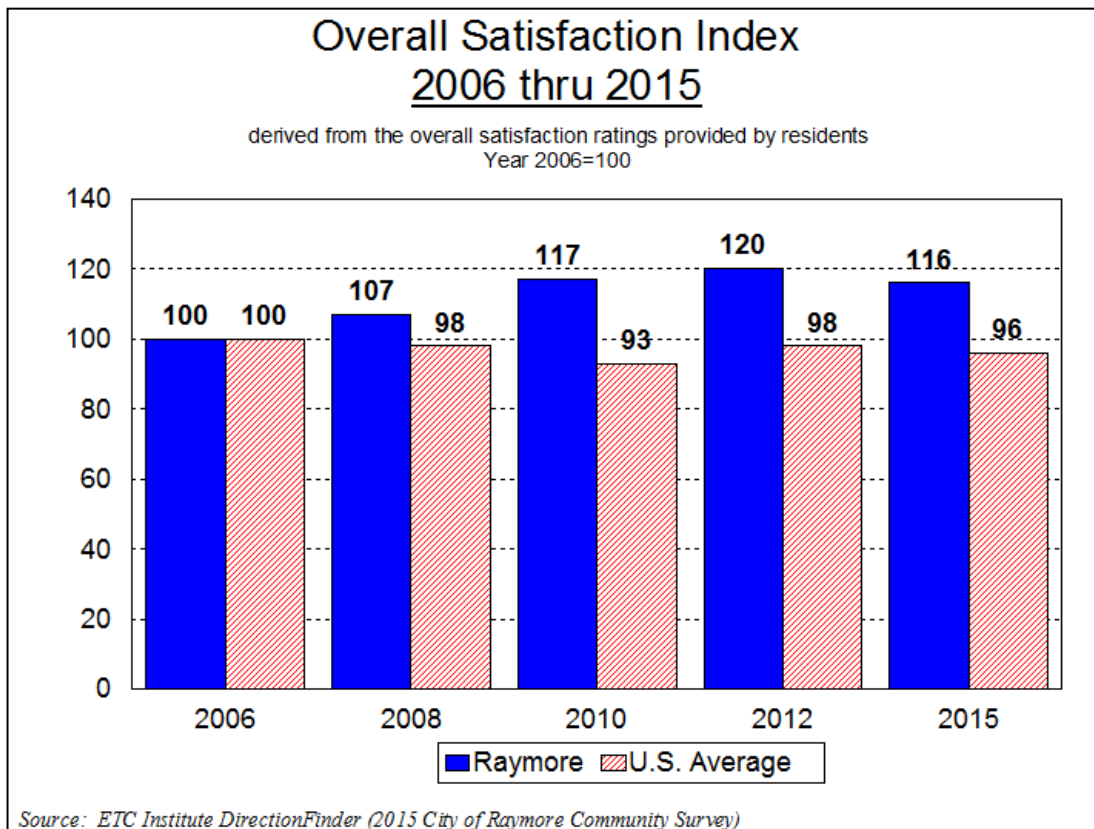
The seven-page survey was mailed to a random sample of 1,500 households in the City of Raymore. Approximately 10 days after the surveys were mailed residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. The results for the random sample of 416 households have a 95% level of confidence with a precision of at least +/- 4.8%.

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for the 2015 survey, along with comparisons to the results from previous surveys (Section 1)
- benchmarking data that shows how the results for the City of Raymore compare to other cities in the United States and the Kansas City metro area (Section 2)
- importance-satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

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 has decreased from 120 in 2012 to 116 in 2015. However, the Composite Customer Satisfaction Index for Raymore has increased 16 points from the base year of 100 in 2006 to 116 in 2015. It also shows that Raymore has significantly outperformed other communities across the United States during the past nine years. While the City index increased by 16 points during the past nine years, the U.S. index decreased by 4 points during this time.



Major Findings

Major Categories of City Services

- The major categories of city services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of public safety services (police) (88%), the maintenance of City buildings and facilities (85%), the quality of customer service (77%), and the quality of parks and recreation programs and facilities (76%).
- Based on the sum of the their top three choices, the 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.

Perceptions of Life in Raymore

- Most residents have a positive perception of the City of Raymore. Eighty-eight percent (88%) of residents *who had an opinion*, rated the overall feeling of safety in the City as “excellent” or “good”. Eighty-one percent (81%) rated the overall quality of life in the City as “excellent” or “good”, and 80% rated the quality of services provided by the City as “excellent” or “good”,.

Public Safety

- 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%), how quickly police respond to emergencies (82%), and the visibility of police in their neighborhoods (80%).
- Based on the sum of the their top three choices, the public safety services that residents thought were the most important for the City to emphasize over the next two years were: (1) visibility of police in neighborhoods and (2) the City’s efforts to prevent crimes.

Feelings of Safety in Raymore

- Most residents feel safe in the City. Over 90% of residents feel “very safe” or “safe” in each of the four areas that were rated, including: walking alone in your neighborhood during the day (100%), walking alone in your neighborhood after dark (97%), walking in commercial and retail areas in the City (94%), and walking in city parks and on city trails (92%).

Maintenance/Public Works

- 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: snow removal on major City streets (90%), maintenance of street signs and traffic signals (84%), and the maintenance of major City buildings (83%).
- Based on the sum of the their top three choices, the maintenance/public works services that residents thought were the most important for the City to emphasize over the next two years were: (1) maintenance of neighborhood streets and (2) maintenance of major City streets.

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 (84%), the quality of outdoor athletic fields (73%), and the number of walking and biking trails (72%).
- Based on the sum of the their top three choices, the parks and recreation services that residents thought were the most important for the City to emphasize over the next two years were: (1) the number of indoor recreation spaces and (2) the number of walking and biking trails.

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 (84%) and the availability of information about City programs and services (69%).

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*, were: the clarity and taste of your tap water (78%), how easy your water/sewer bill is to understand (78%), and the water pressure in your home (77%).

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*, were: enforcing sign regulations (64%) and enforcing codes designed to protect public safety (63%).

Customer Service

- Thirty-two percent (32%) of residents have contacted the City with a question, problem or complaint during the past year. Of the those that have contacted the City in the past year, 84% were “very satisfied” or “satisfied” with how courteously they were treated, and 81% were “very satisfied” or “satisfied” with how easy the department was to contact.

Transportation Issues

- The transportation related issues with the highest level of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: general traffic flow on Lucy Webb (75%), general traffic flow on Foxridge (68%), and traffic flow on 58 Highway between North Madison and South Madison (65%).

Other

- Forty-four percent (44%) of residents are either “very supportive” or “somewhat supportive” of the City developing a regional draw outdoor athletic complex compared to 19% who are “not supportive”; 23% gave “neutral” rating, and 14% indicated “don’t know”
- Residents most preferred ways to receive information about the City include: City publications (53%), City website (51%), utility bill inserts (48%), and e-mail (46%).
- Seventy-four percent (74%) of residents feel the current pace of single-family residential development in Raymore is “just right”. Sixty-six percent (66%) feel the current pace of retail development is either “much too slow” or “too slow”.
- Eighty-one percent (81%) of residents are “very supportive” or “somewhat supportive” of having the City use incentives to attract and expand retail, manufacturing, science and technology, and regional office companies; 7% are “not supportive” and 12% indicated “not sure”.
- Ninety-seven percent (97%) of residents indicated that a sense of safety was a “very important” or “important” reason in their decision to live in Raymore. The other most important reasons for residents’ decision to live in Raymore included: access to restaurants and entertainment (92%), types of housing (91%), and affordability of housing (90%).
- Ninety-eight percent (98%) of residents feel their needs for sense of safety are being met in Raymore. Other needs that residents feel are being met in Raymore included: types of housing (92%), sense of community (90%), and near family or friends (90%).

- Thirty-one percent (31%) of residents would use a public transportation program for senior citizens and persons with disabilities if it were offered in Raymore. Of the 31% that would use a public transportation program for seniors and persons with disabilities, 57% the program should be an appointment-based door-to-door public transit program, and 45% feel the program should have a regularly scheduled route through the City.
- Seventy-nine percent (79%) of residents feel that riders should pay the fee for a public transportation program for senior citizens and persons with disabilities; 22% feel the City should pay for the program.

Long-Term Trends

Long-term satisfaction ratings for the City of Raymore continue to be very high. From 2006 to 2015, satisfaction ratings **improved or stayed the same in 68 of the 71 areas** that were assessed. There were significant increases (5% or more) in 60 of these areas. The areas where satisfaction ratings have increased the most since 2006 are listed below:

- Number of walking and biking trails (+29%)
- Snow removal on neighborhood streets (+28%)
- Availability of City sidewalks (+27%)
- What you are charged for water/sewer utilities (+25%)
- Overall value you receive for City tax dollars/fees (+21%)
- Content of the City's quarterly magazine (+20%)
- Adequacy of City street lighting (+17%)
- Quality of City's web page (+17%)
- Quality storm water runoff/storm water mgmt. (+15%)
- Visibility of police in your neighborhood (+15%)
- Adequacy of City's sanitary sewer collection (+15%)
- Condition of City sidewalks (+15%)
- Snow removal on major City streets (+14%)
- How well the City is managing growth (+14%)
- Overall quality of services provided by the City (+14%)
- Maintenance of street signs and traffic signals (+14%)
- Drainage of rain water off City streets (+13%)
- Enforcing of local traffic laws (+13%)
- Enforcement of City codes for buildings and housing (+13%)
- Overall maintenance of City streets (+13%)

Short-Term Trends

From 2012 to 2015, satisfaction ratings improved or stayed the same in 41 of the 79 areas that were assessed. There were significant increases (5% or more) in 6 of these areas. The areas that had the most significant increases since 2012 are listed below:

- Snow removal on neighborhood streets (+13%)
- Snow removal on major City streets (+8%)
- What you are charged for water/sewer utilities (+6%)
- Enforcing sign regulations (+6%)
- Availability of info about parks/rec programs (+5%)
- City's instructional programs (+5%)

From 2012 to 2015, satisfaction ratings decreased in 38 of the 79 areas that were assessed. There were significant decreases (5% or more) in 13 of these areas. The areas that had the most significant decreases since 2012 are listed below:

- Maintenance of neighborhood streets (-15%)
- Maintenance of major City streets (-14%)
- How open City is to public involvement/input (-11%)
- Overall maintenance of City streets (-9%)
- Overall responsiveness to your request/concern (-6%)
- Number of outdoor athletic fields (-6%)
- Landscape/appearance of public areas along streets (-6%)
- Overall appearance of the City (-6%)

How Raymore Compares to Other Communities

Raymore **rated above the national average in 41 of the 50 areas** that were assessed. Raymore rated significantly higher than the national average (5% or more above) in 36 of these areas. The areas in which Raymore rated the most significantly above the national average are listed below:

- Walking in your neighborhood at night (+29%)
- Walking in city parks and on city trails (+27%)
- Snow removal on neighborhood streets (+24%)
- Overall quality of City services provided (+24%)
- Snow removal on City streets (+24%)
- Customer service from City employees (+22%)
- Visibility of police in neighborhoods (+21%)

- Effectiveness of communication w/ the public (+20%)
- Number of walking/biking trails (+18%)
- Condition of sidewalks (+17%)
- Crime prevention (+17%)
- Local police protection (+15%)

Raymore **rated at or above the Kansas City metro average in 42 of the 50 areas** that were assessed. Raymore rated significantly higher than the Kansas City metro average (5% or more above) in 35 of these areas. The areas in which Raymore rated the most significantly above the Kansas City metro average are listed below:

- Snow removal on neighborhood streets (+28%)
- Overall quality of City services provided (+25%)
- Visibility of police in neighborhoods (+24%)
- Walking in city parks and on city trails (+23%)
- Customer service from City employees (+21%)
- Condition of sidewalks (+21%)
- Snow removal on City streets (+19%)
- Effectiveness of communication w/ the public (+18%)
- Walking in your neighborhood at night (+18%)
- Enforcement of local traffic laws (+17%)
- Stormwater management (+16%)
- Value received for City tax dollars/fees (+16%)
- Number of walking/biking trails (+16%)

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report. Based on the results of the Importance-Satisfaction (I-S) Analysis, the services that are recommended as the top priorities over the next two years are listed on the follow page:

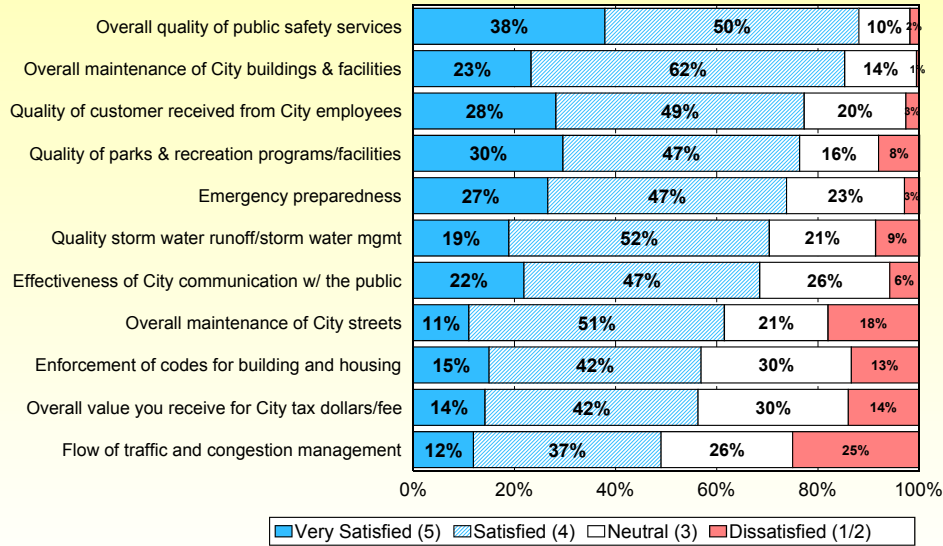
- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Flow of traffic and congestion management (IS Rating=0. 2958)
 - Overall maintenance of City streets (IS Rating= 0.2118)

- **Priorities within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each area over the next two years are listed below:
 - **Public Safety Services:** visibility of police in retail areas and the City's efforts to prevent crime
 - **Maintenance/Public Works:** maintenance of streets in your neighborhood and maintenance of major City streets
 - **Parks and Recreation:** number of indoor recreation spaces and quality of indoor recreation facilities

Section 1:
Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

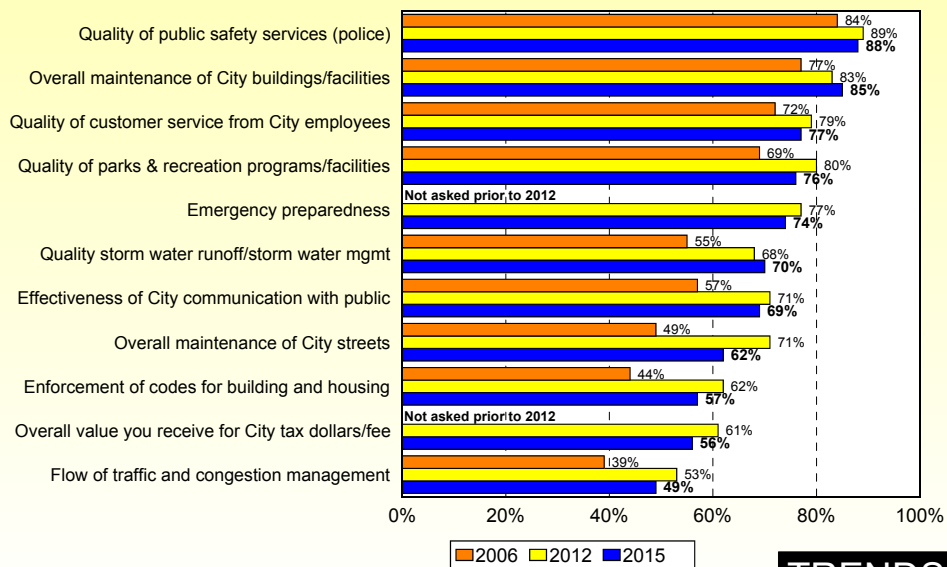
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q1. Overall Satisfaction With City Services by Major Category - 2006, 2012 & 2015

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

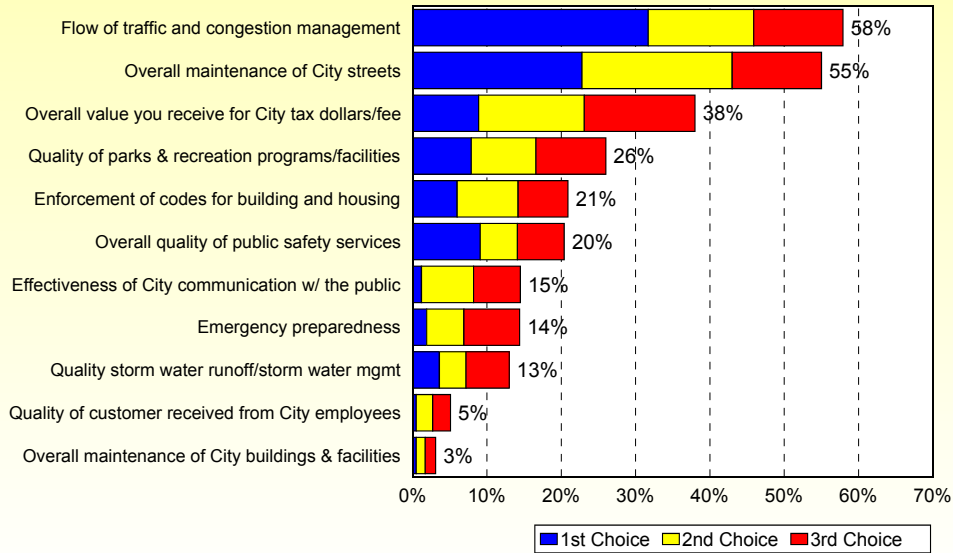


Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

TRENDS

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

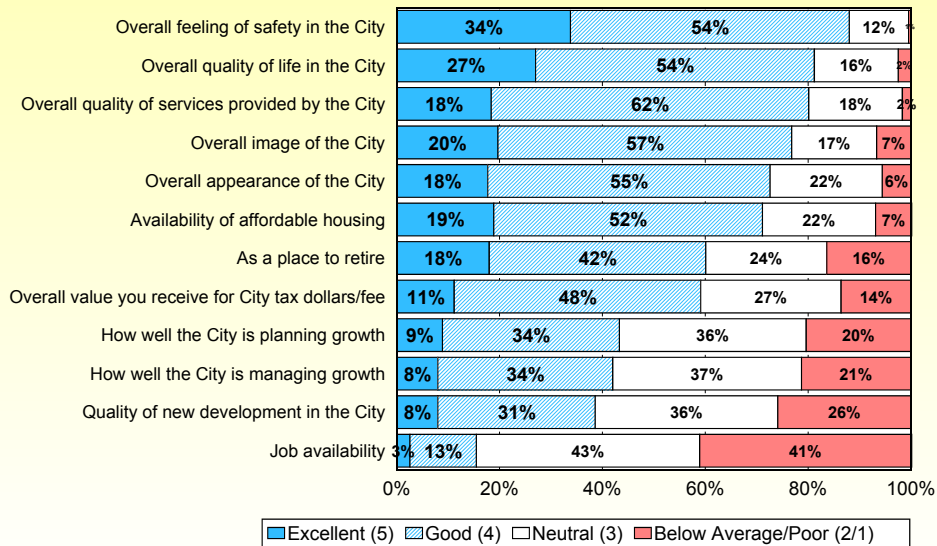
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q3. Satisfaction with Various Perceptions of the City of Raymore

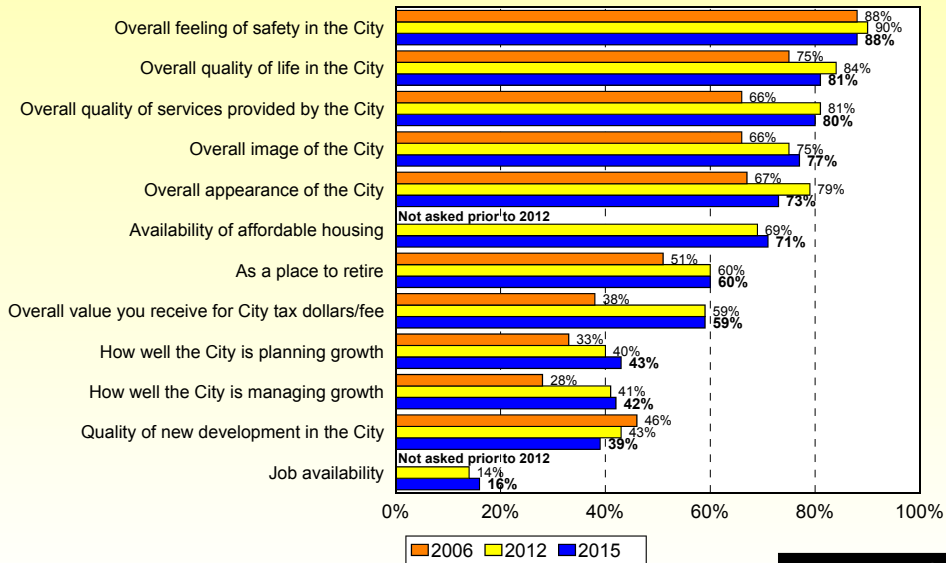
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q3. Satisfaction with Various Perceptions of the City of Raymore - 2006, 2012 & 2015

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

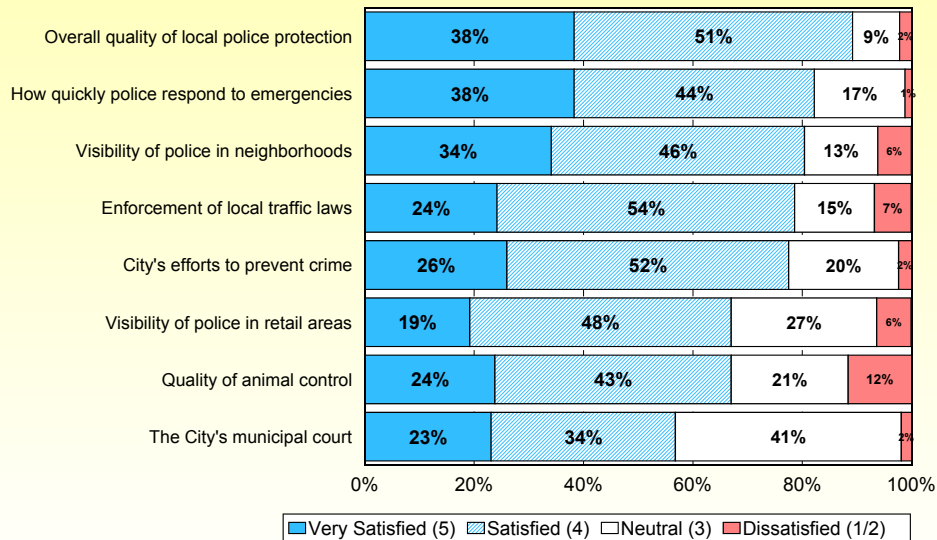


Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

TRENDS

Q4. Satisfaction with Various Aspects of Public Safety in Raymore

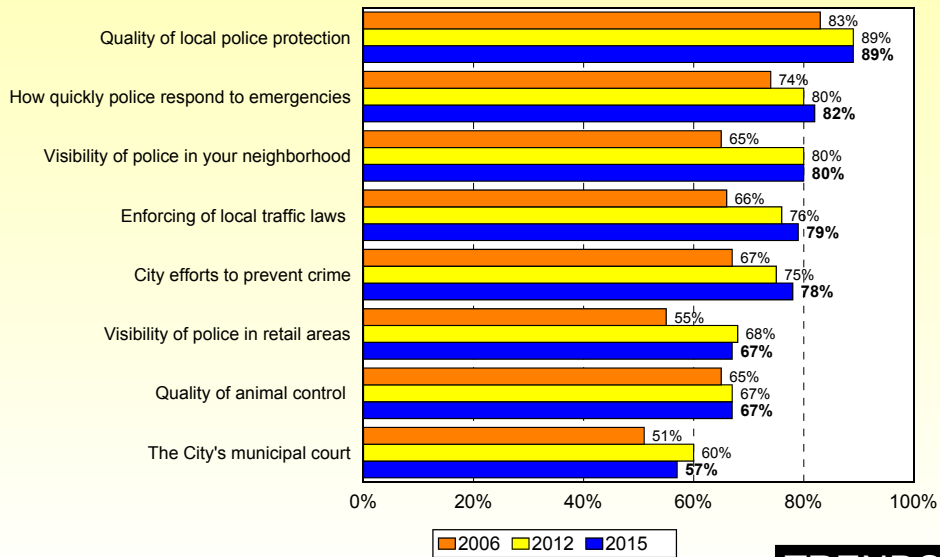
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q4. Satisfaction with Various Aspects of Public Safety in Raymore - 2006, 2012 & 2015

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

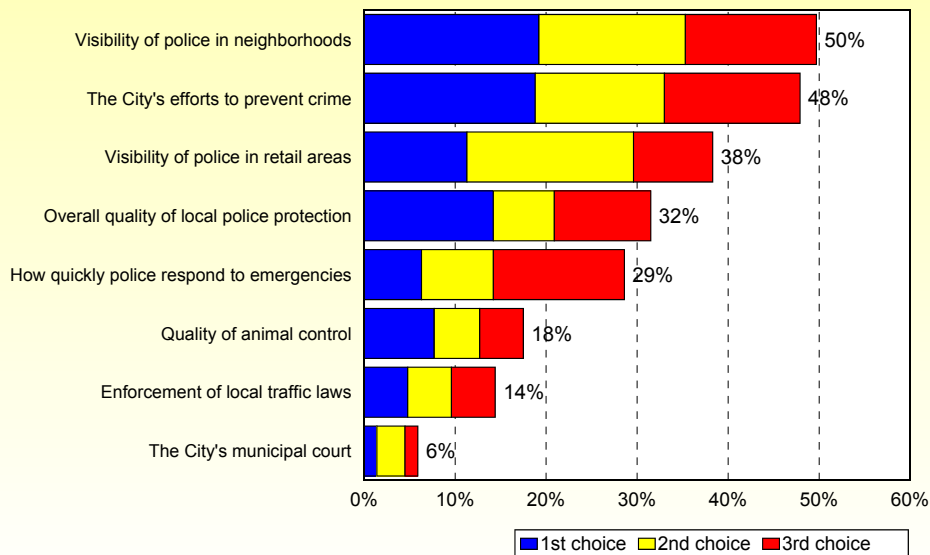


Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

TRENDS

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

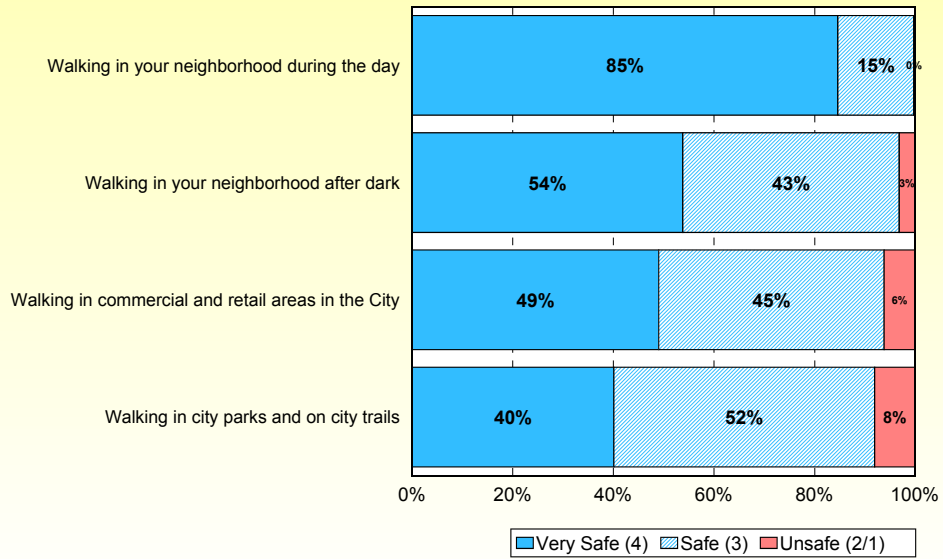
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q6. Feelings of Safety in Raymore

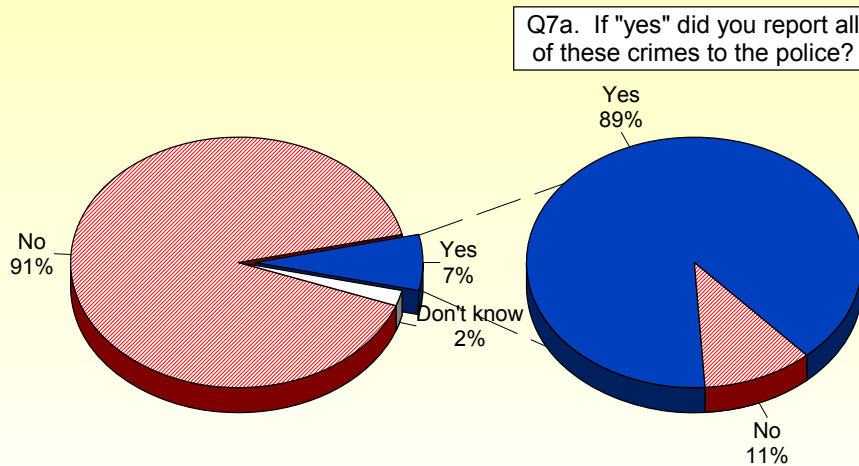
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

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

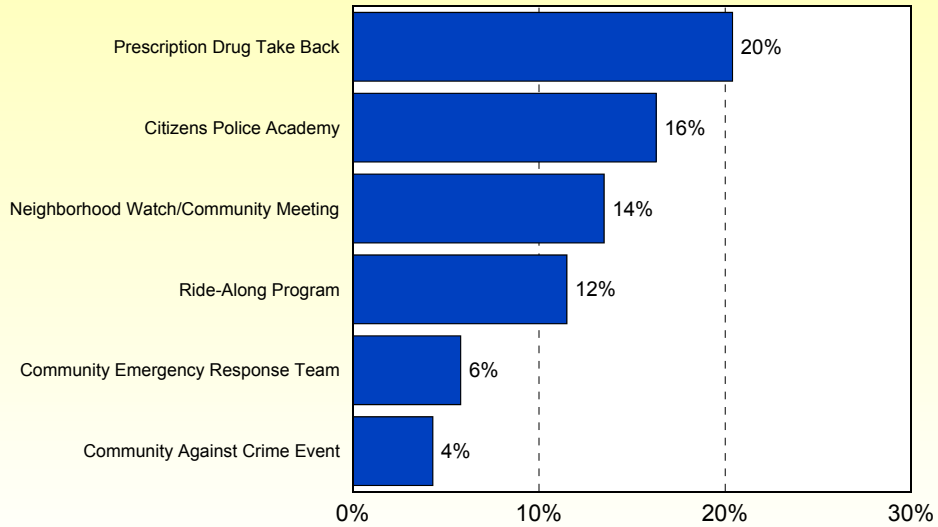
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

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

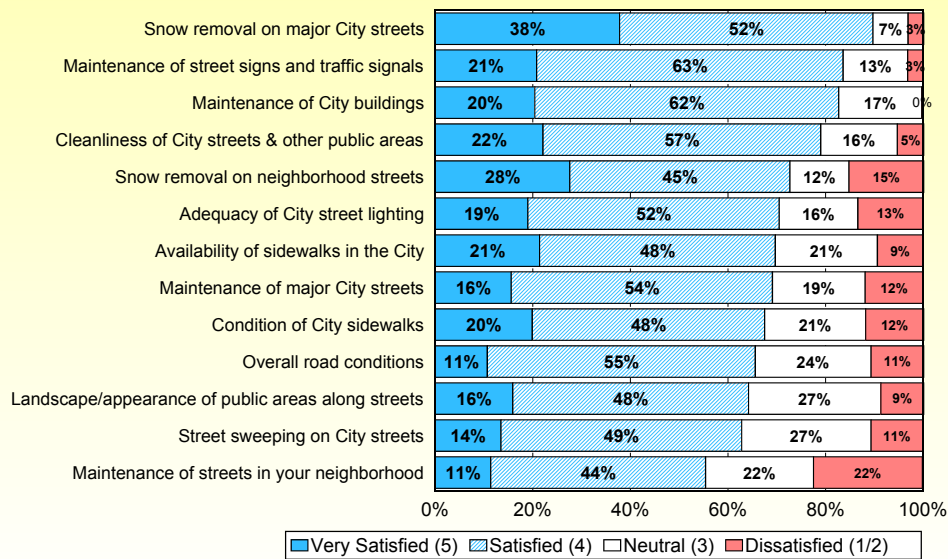
by percentage of respondents (multiple choices could be made)



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q9. Satisfaction with Various Aspects of Maintenance/Public Works

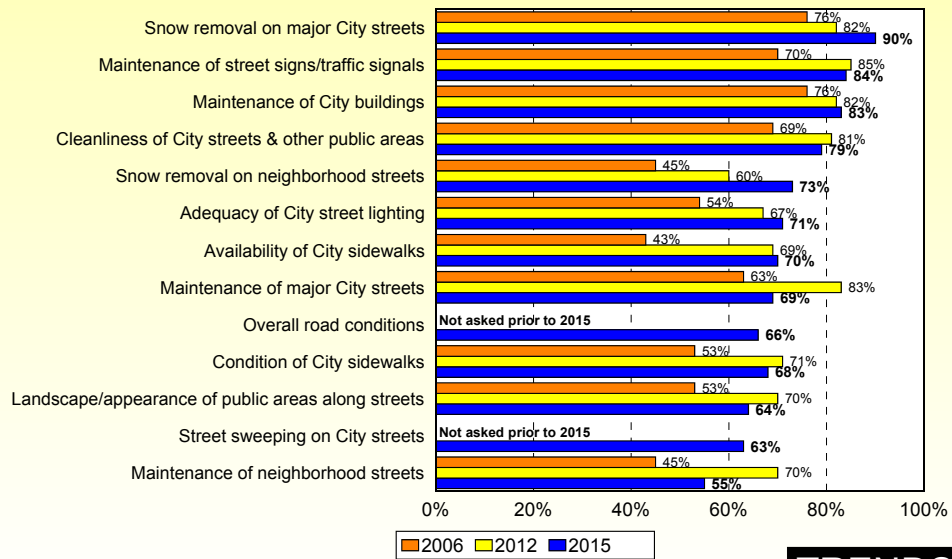
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q9. Satisfaction with Various Aspects of Maintenance/Public Works - 2006, 2012 & 2015

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

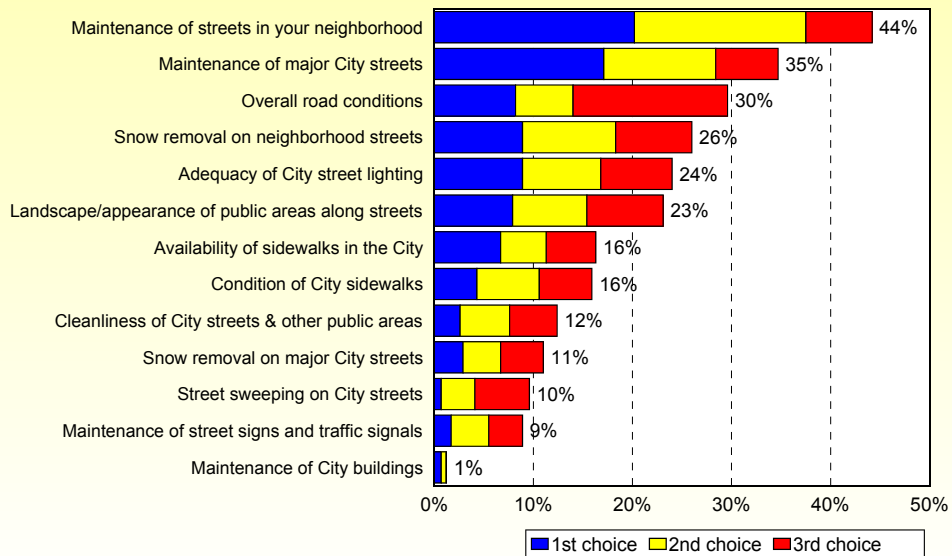


Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

TRENDS

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

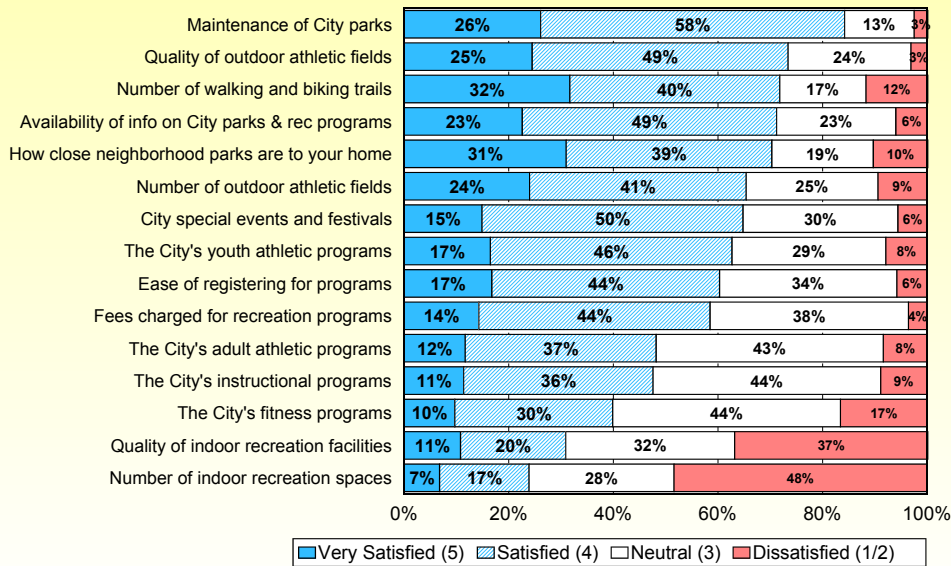
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q11. Satisfaction with Parks and Recreation

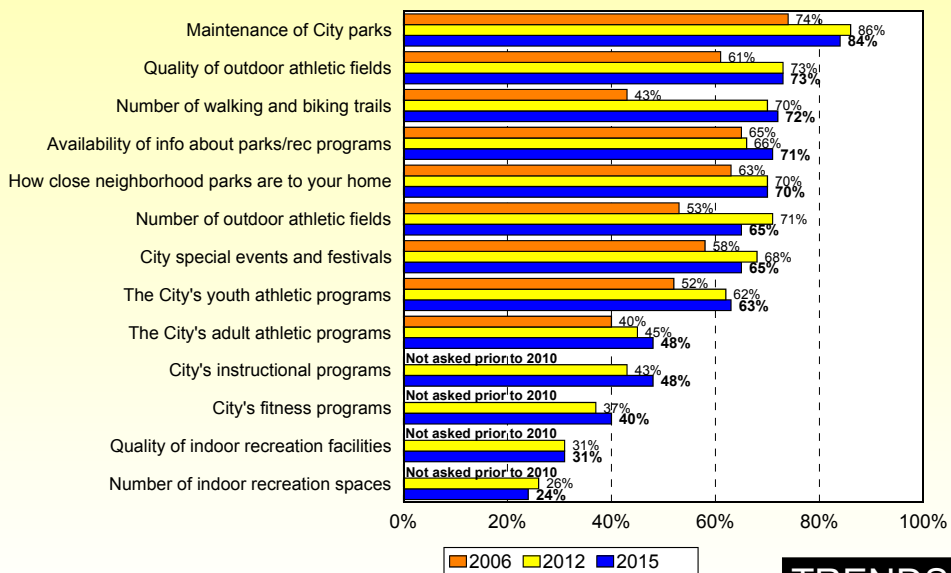
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q11. Satisfaction with Parks and Recreation - 2006, 2012 & 2015

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

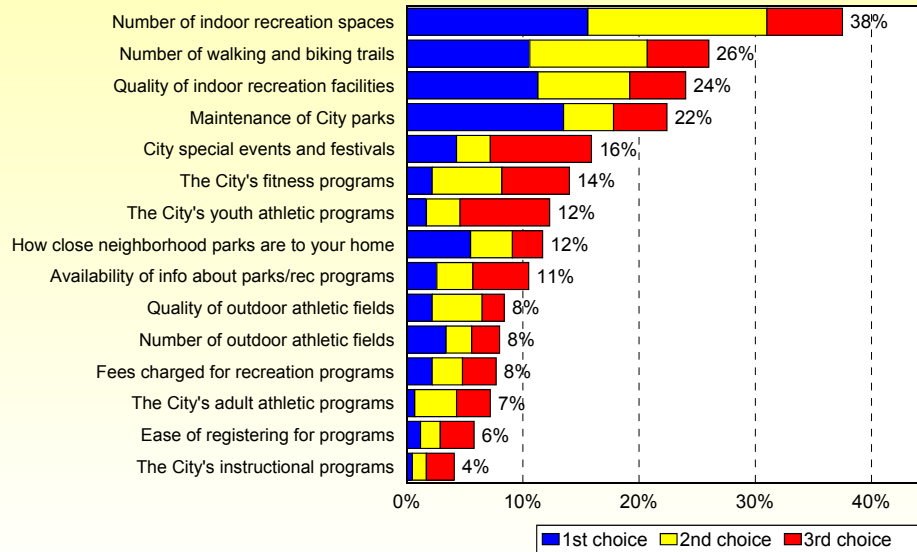


Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

TRENDS

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

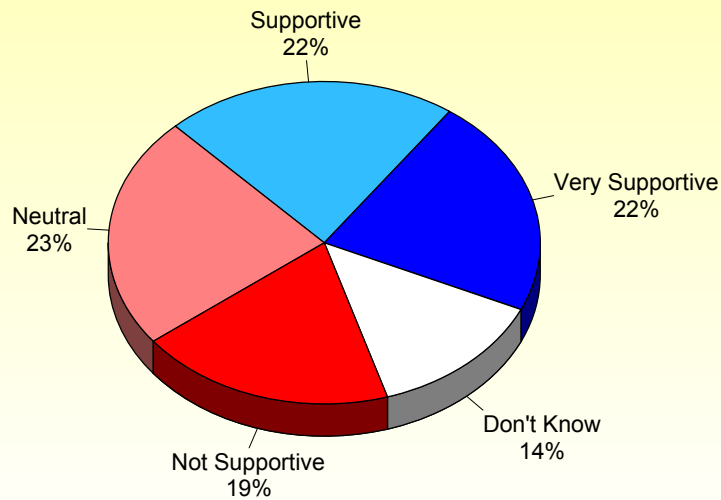
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q13. How supportive would you be of the City developing a regional draw outdoor athletic complex?

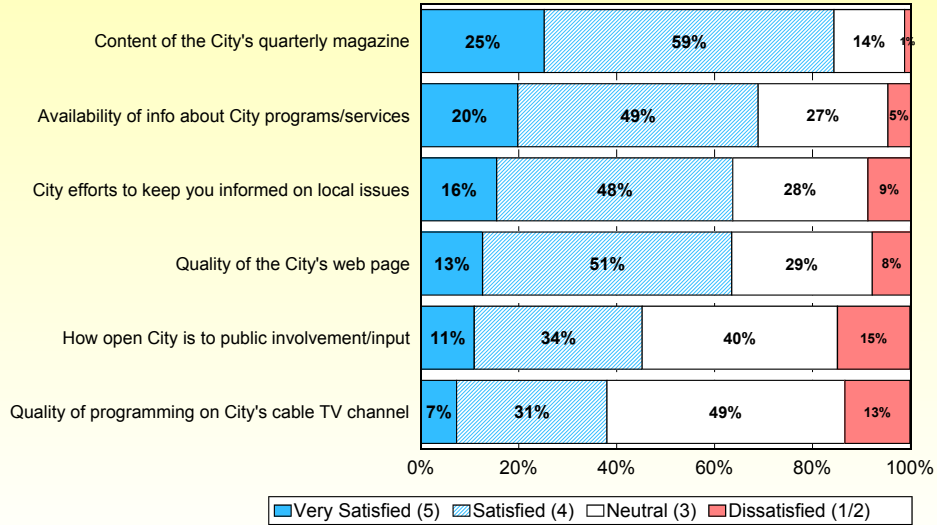
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q14. Satisfaction with Various Aspects of City Communication

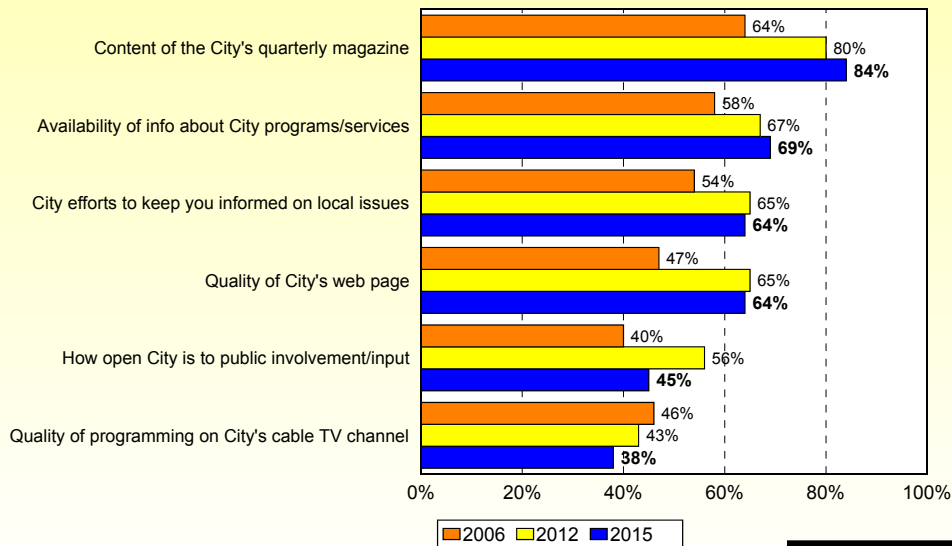
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q14. Satisfaction with Various Aspects of City Communication - 2006, 2012 & 2015

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

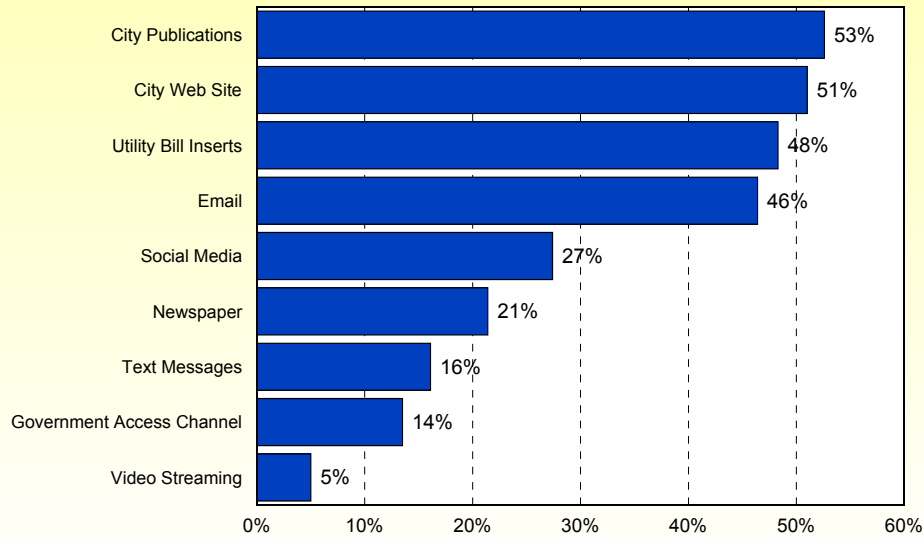


Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

TRENDS

Q15. How do you prefer to receive information about the City?

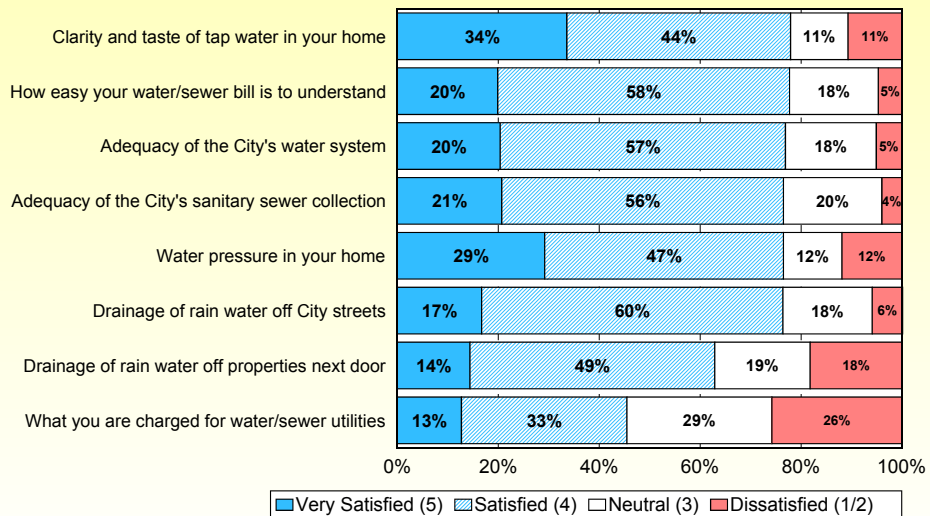
by percentage of respondents (multiple choices could be made)



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q16. Satisfaction with Various Aspects of Sewer/Water Utilities and Stormwater Management

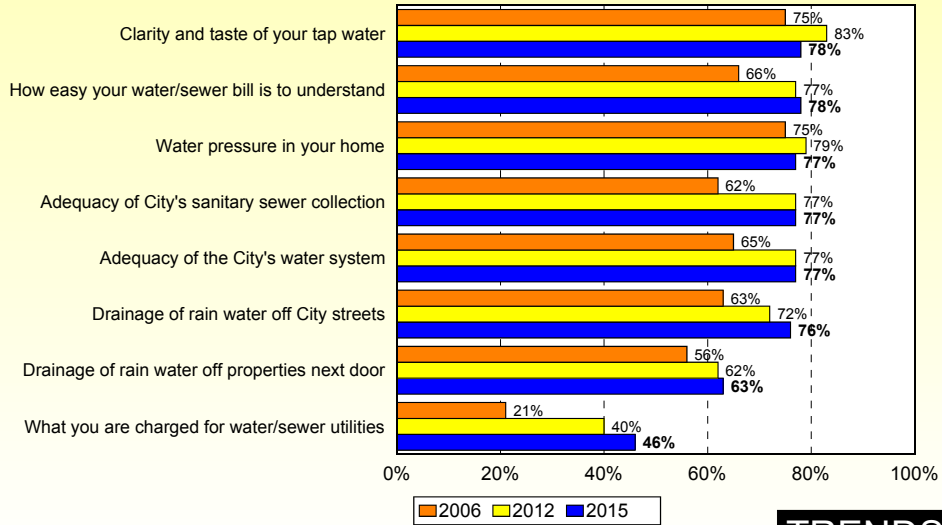
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q16. Satisfaction with Various Aspects of Sewer/Water Utilities and Stormwater Management: 2006, 2012 & 2015

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

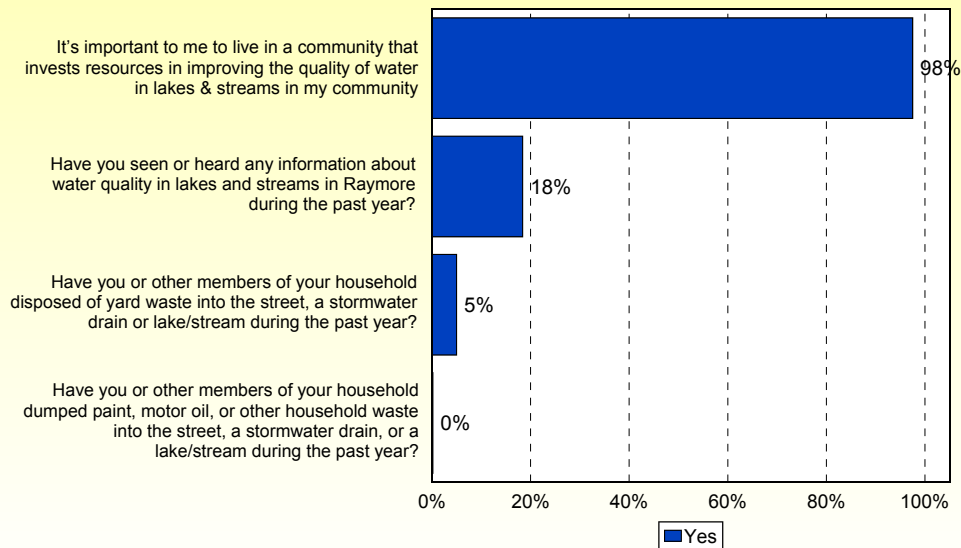


Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

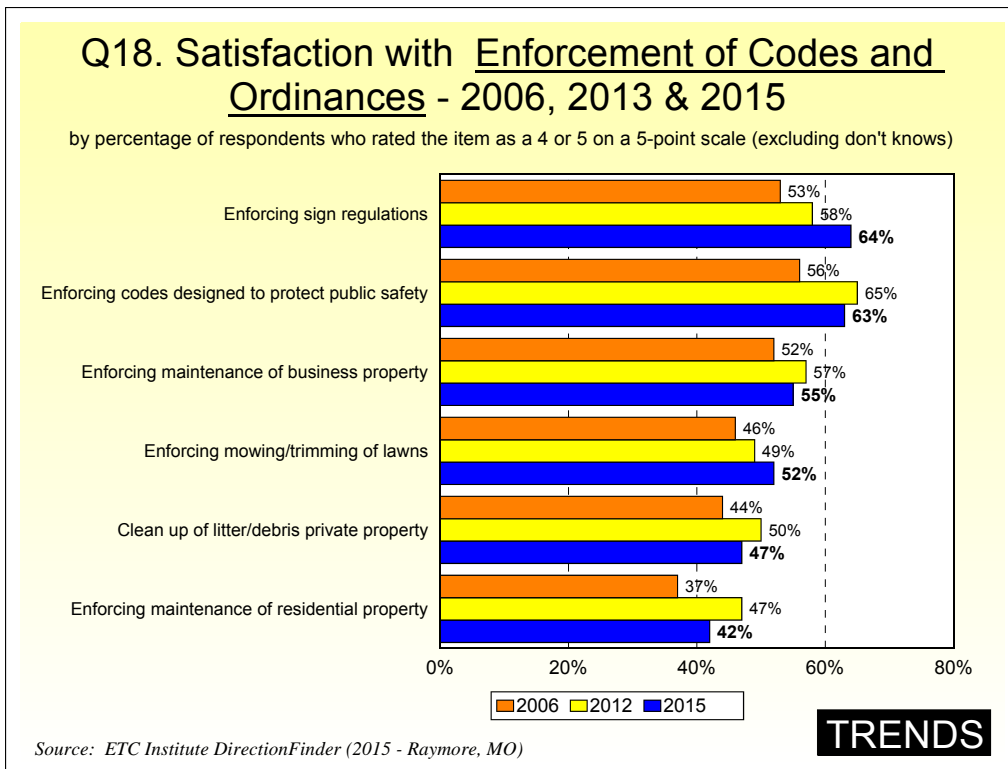
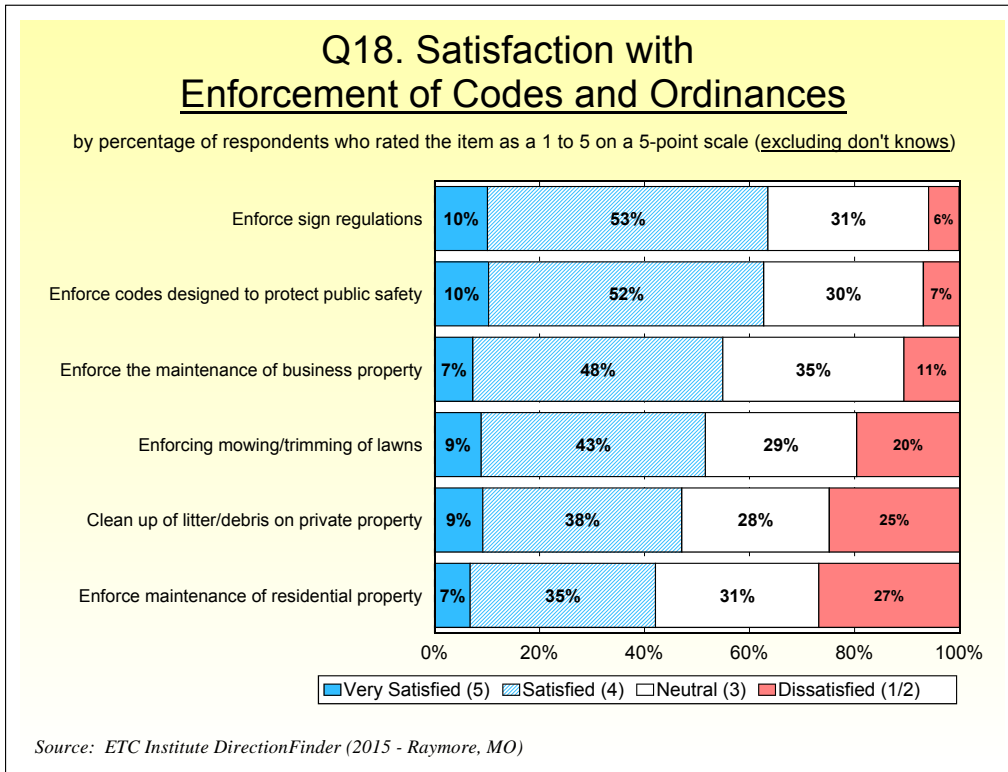
TRENDS

Q17. Agreement with Various Statement Regarding Stormwater Education

by percentage of respondents

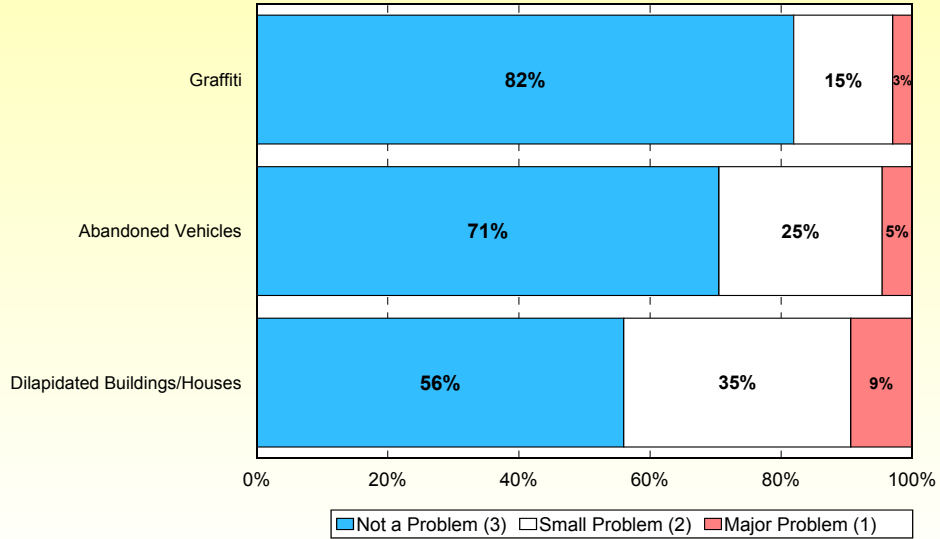


Source: ETC Institute DirectionFinder (2015 - Raymore, MO)



Q19. Rating Whether the Following Are a Problem in Raymore

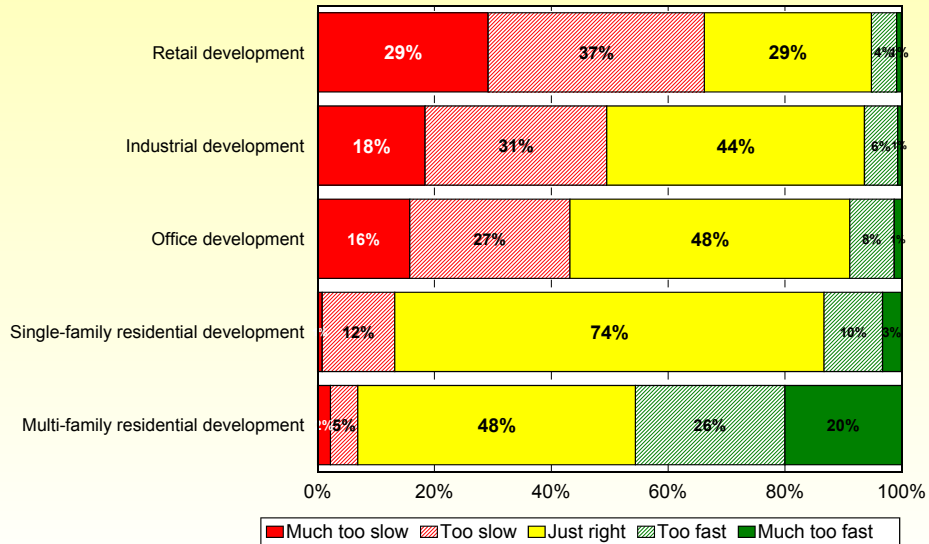
by percentage of respondents who rated the item as a 1 to 3 on a 3-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q20. Current Pace of Economic Development in Raymore

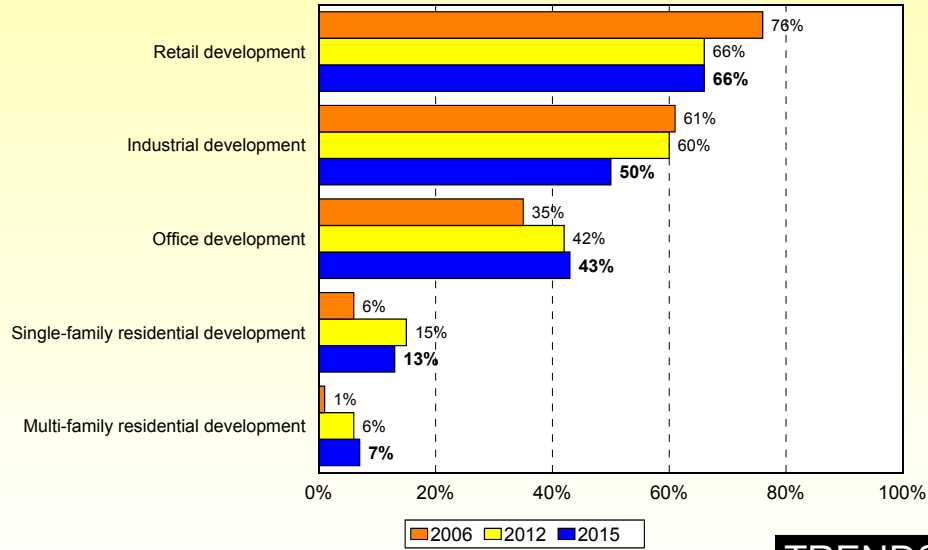
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q20. Current Pace of Economic Development in Raymore - 2006, 2012 & 2015

respondents who rated the items as too slow

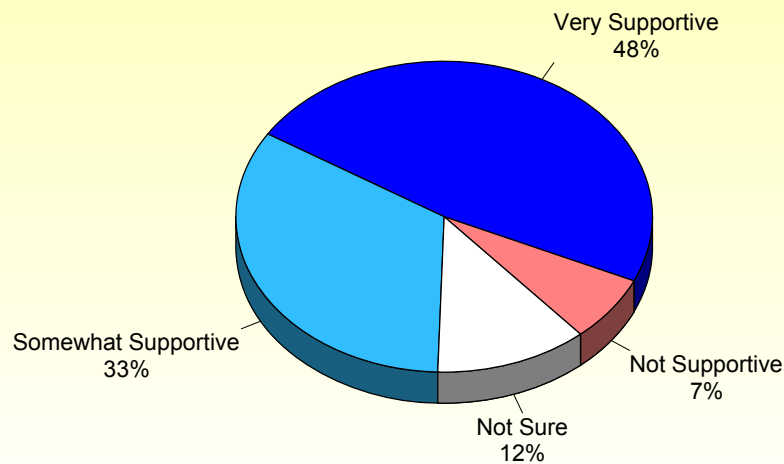


Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

TRENDS

Q21. How supportive are you of having the City use incentives to attract and expand retail, manufacturing, science & technology, and regional office companies?

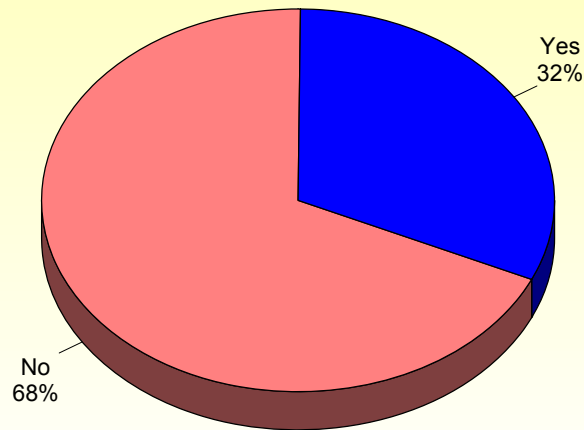
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q22. Have you contacted the City with a question, problem or complaint during the past year?

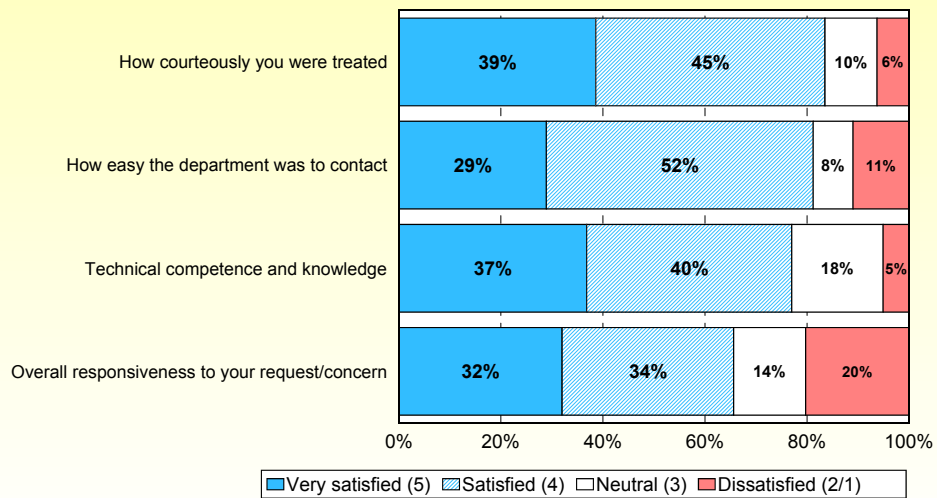
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q22b-e. Satisfaction with the Quality of Service Received from City Employees, by Those Who Have Contacted the City

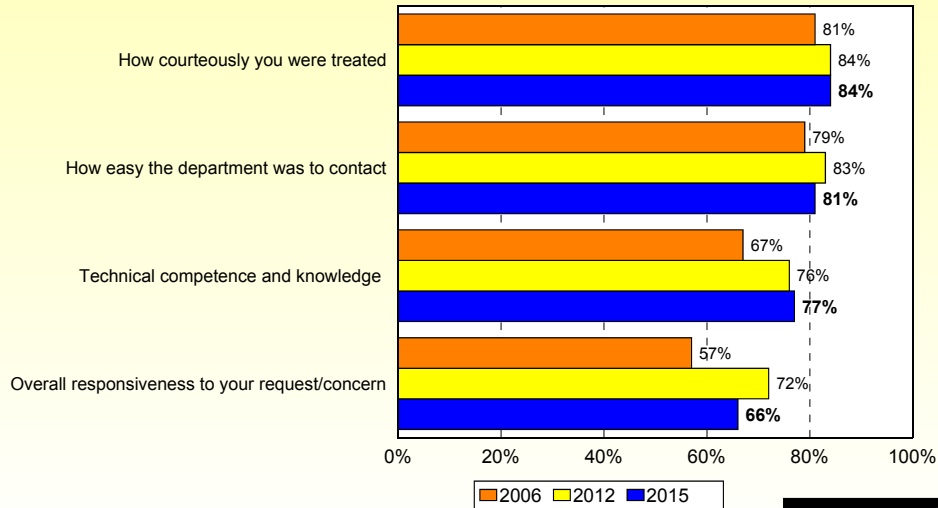
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q22b-e. Satisfaction with the Quality of Service Received from City Employees, by Those Who Have Contacted the City

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

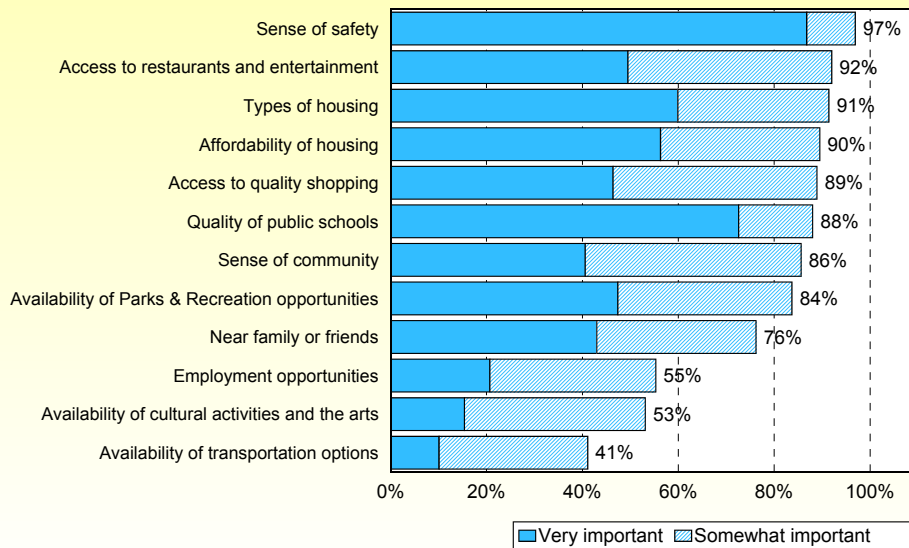


Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

TRENDS

Q23. Importance of Various Issues to Your Decision to Live in Raymore

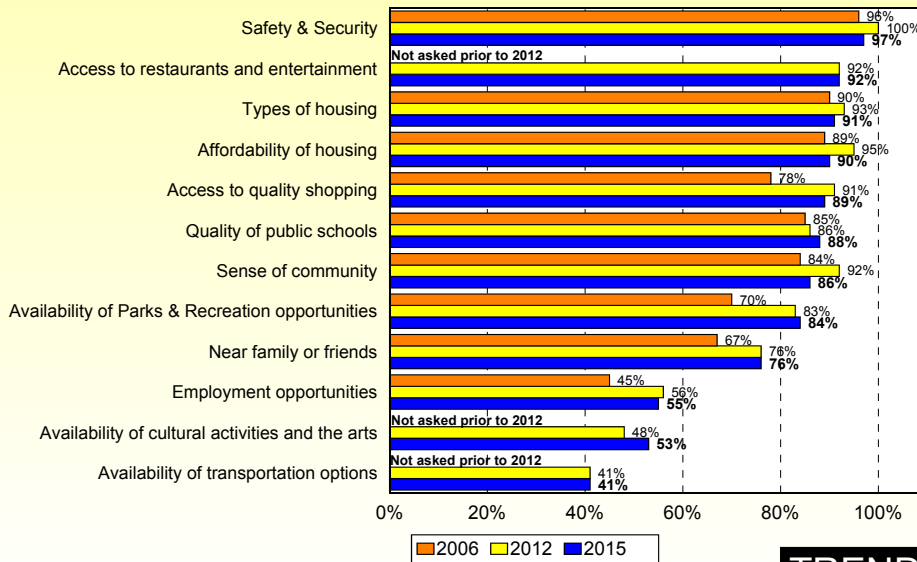
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q23. Importance of Various Issues to Your Decision to Live in Raymore - 2006, 2013 & 2015

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

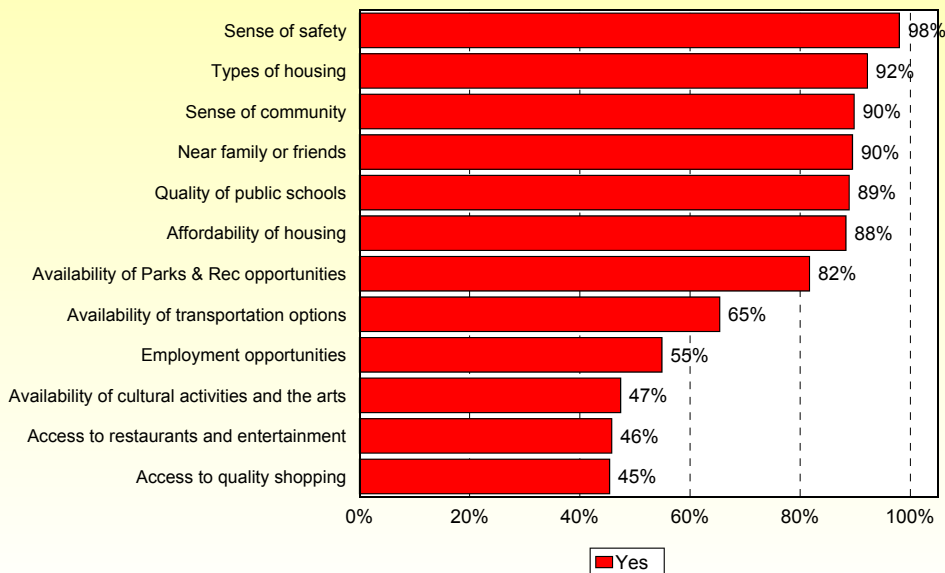


Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

TRENDS

Q23. Are Your Needs Being Met in Raymore

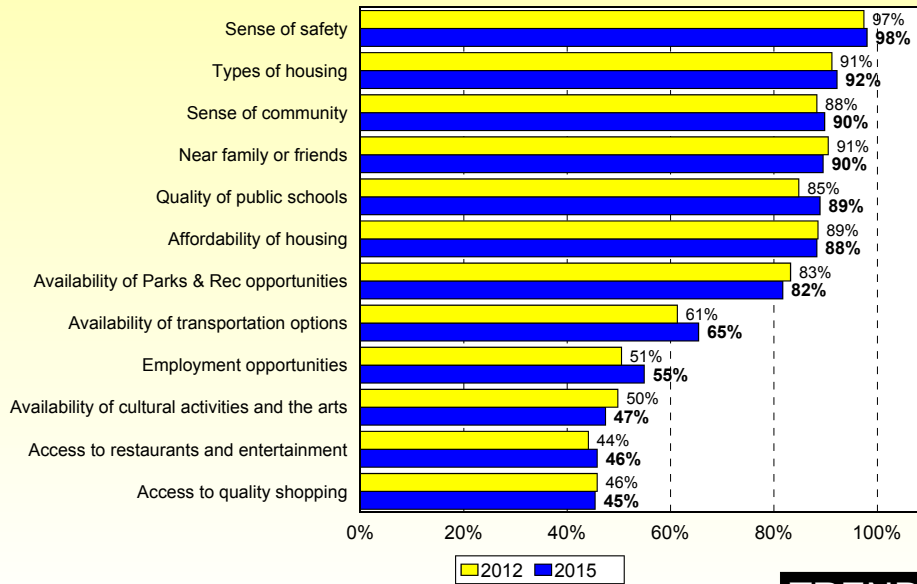
by percentage of respondents who said "yes"



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q23. Are Your Needs Being Met in Raymore

by percentage of respondents who said "yes"

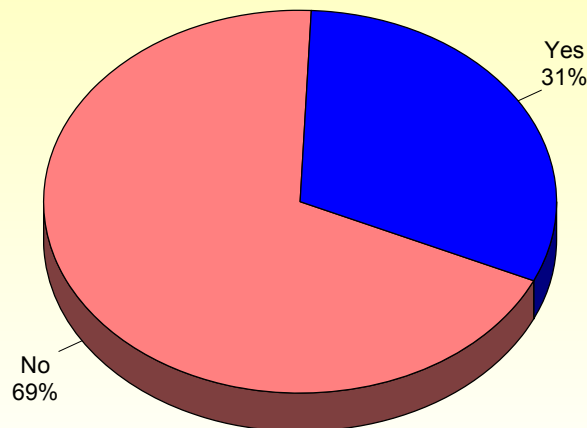


Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

TRENDS

Q24. Would you use a public transportation program for senior citizens and persons with disabilities if it were offered in Raymore?

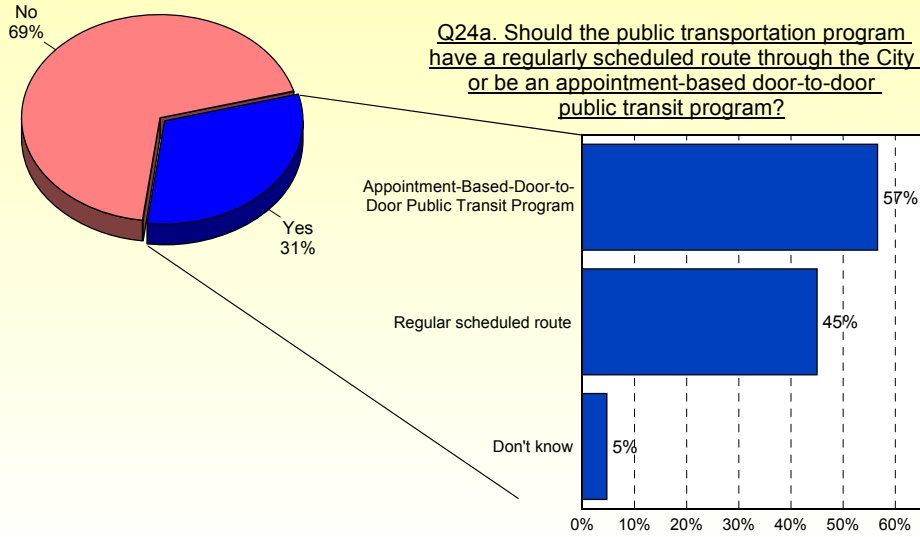
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q24. Would you use a public transportation program for senior citizens and persons with disabilities if it were offered in Raymore?

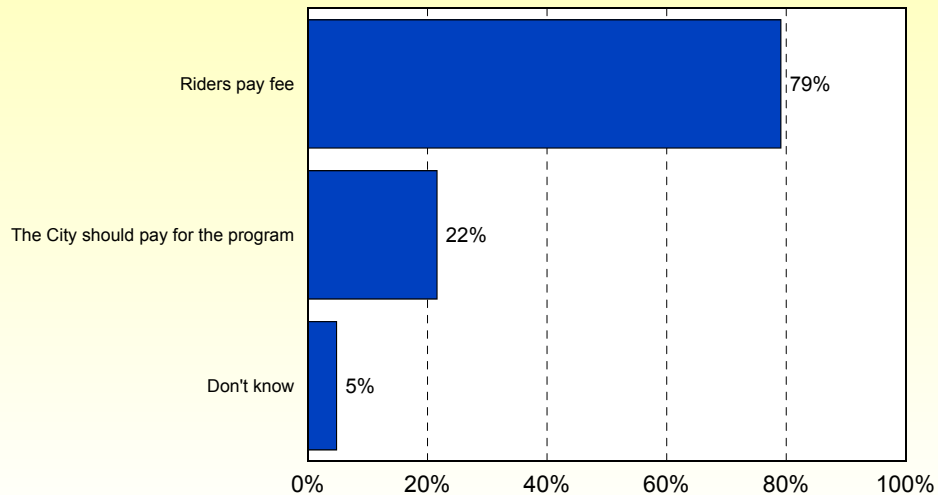
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q25. What would be the best way to pay for a public transportation program for seniors and persons with disabilities?

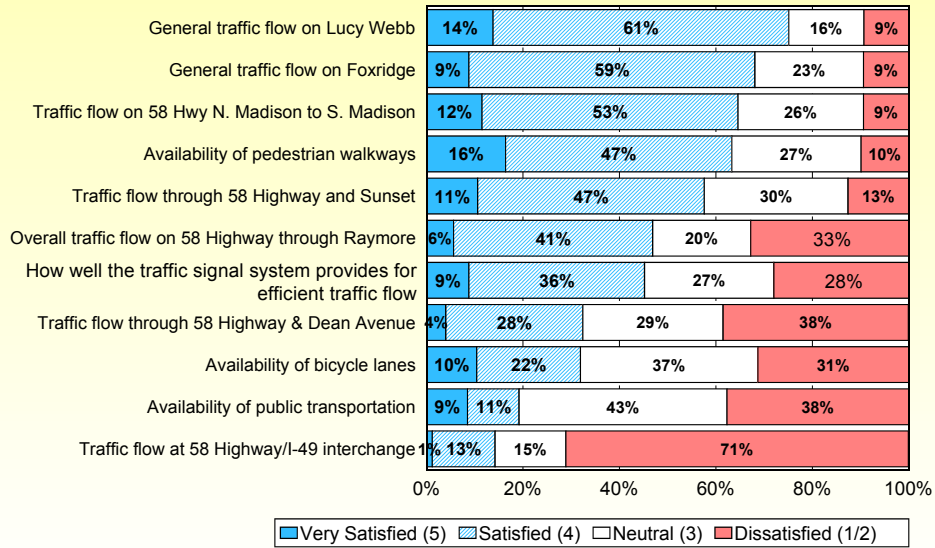
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q26. Satisfaction with Various Aspects of Transportation

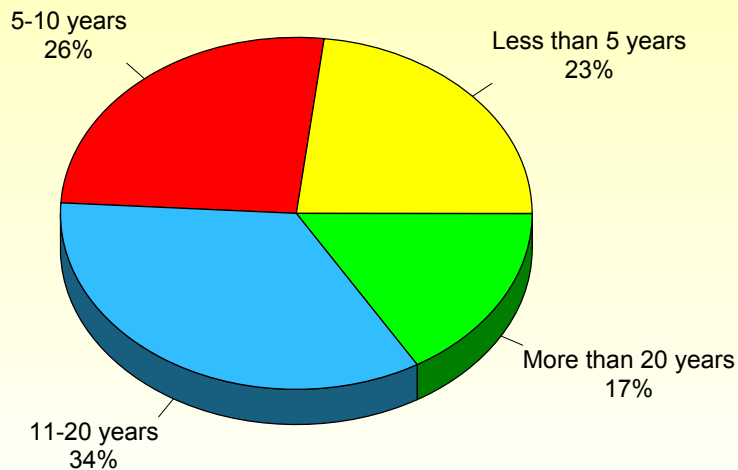
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q27. Demographics: How Many Years Have You Lived in the City of Raymore?

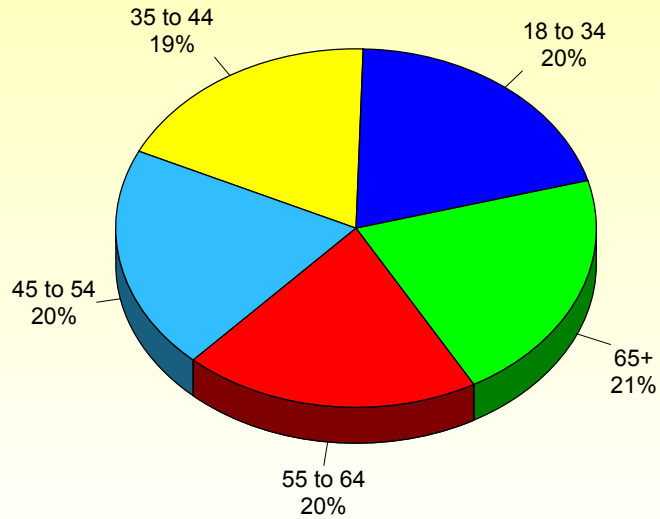
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q28. Demographics: Age of Respondent

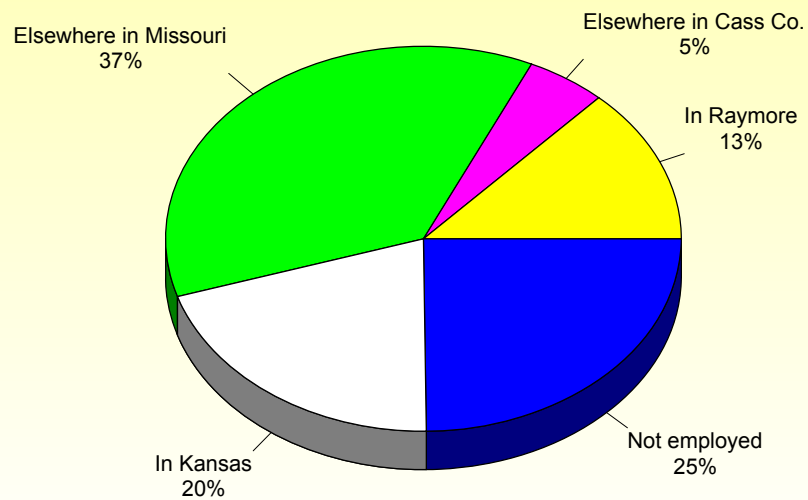
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q29. Current Place of Employment

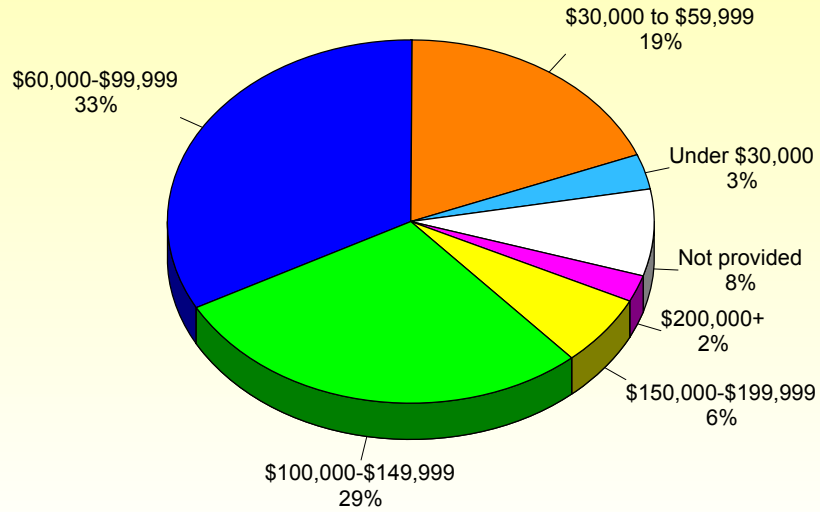
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q30. Demographics: Household Income

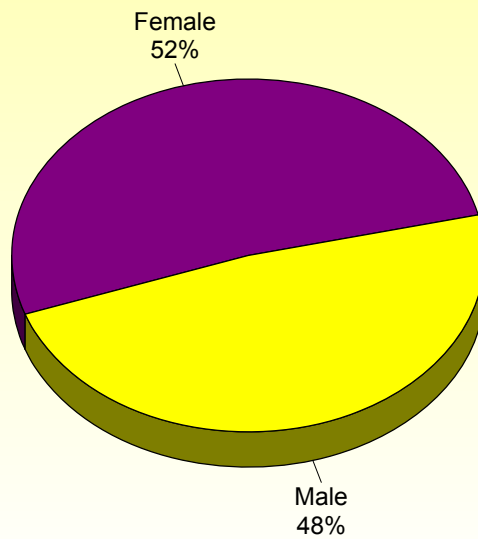
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Q31. Demographics: Respondents Gender

by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Raymore, MO)

Section 2:
Benchmarking Data

DirectionFinder® Survey

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 2014 to a random sample of 4,088 residents in the continental United States and (2) surveys that have been administered by ETC Institute in 30 communities in the Kansas City metro area between January 2011 and October 2014. Some of the Kansas and Missouri communities represented in this report include:

- Blue Springs, Missouri
- Bonner Springs, Kansas
- Coffeyville, Kansas
- Columbia, Missouri
- Edgerton, Kansas
- Gardner, Kansas
- Grandview, Missouri
- Harrisonville, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lawrence, Kansas
- Leawood, Kansas
- Lee's Summit, Missouri
- Lenexa, Kansas
- Liberty, Kansas
- Merriam, Kansas
- Mission, Kansas
- North Kansas City, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Parkville, Missouri
- Platte City, Missouri
- Pleasant Hill, Missouri
- Raymore, Missouri
- Riverside, Missouri
- Roeland Park, Kansas
- Shawnee, Kansas
- Springfield, Missouri
- St. Joseph, Missouri

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 2014 survey that was administered by ETC Institute to a random sample of 4,088 U.S. residents.

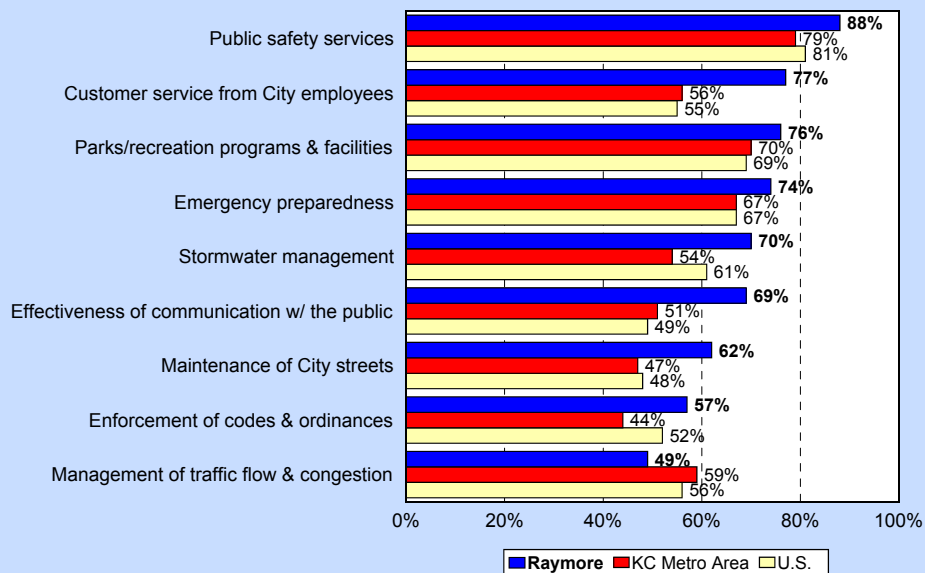
Kansas City Metro Benchmarks. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 30 communities listed above for more than 50 areas of service delivery. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the 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.

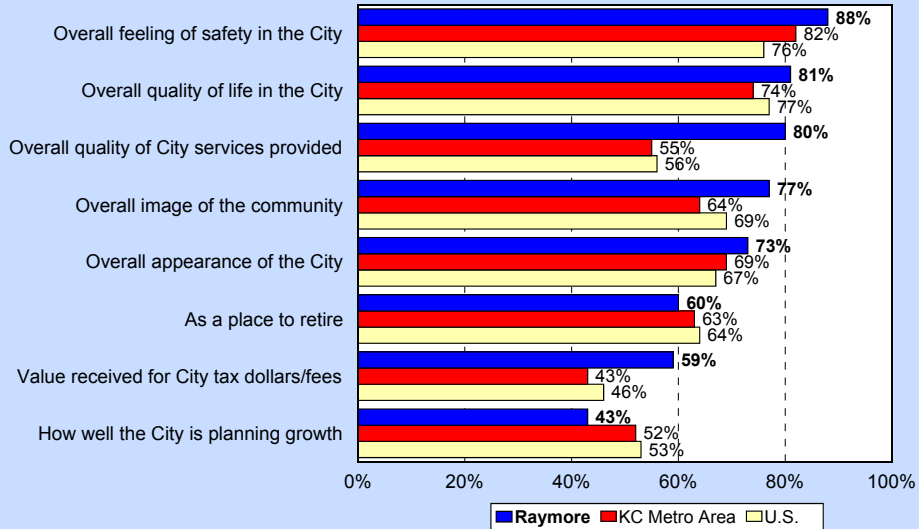
Overall Satisfaction with City Services Raymore vs. KC Metro Area vs. the U.S.

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.

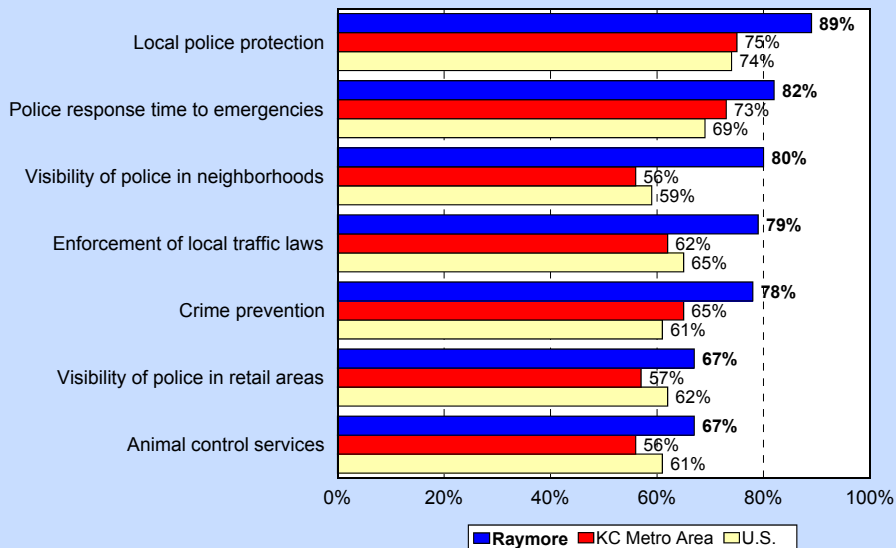
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



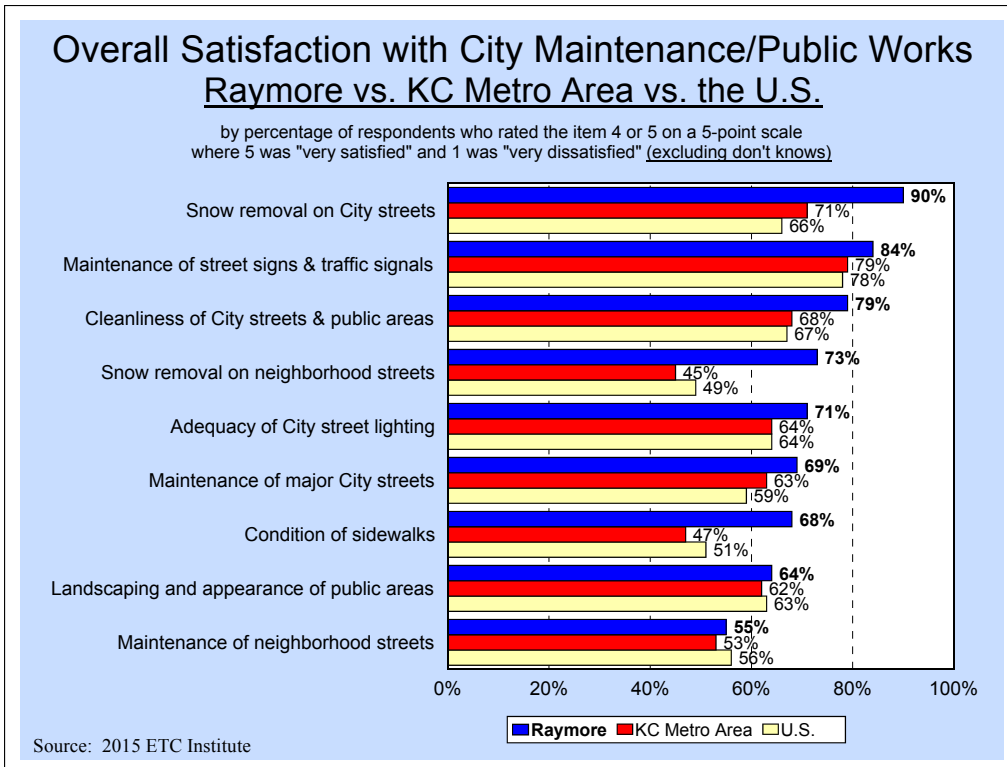
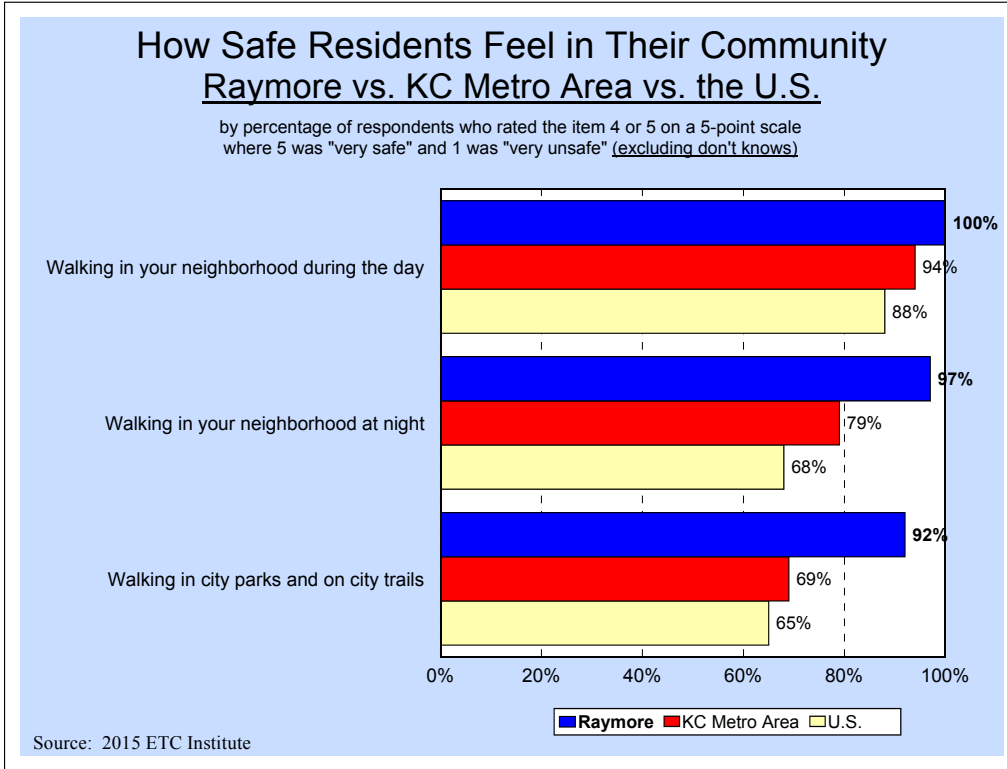
Source: 2015 ETC Institute

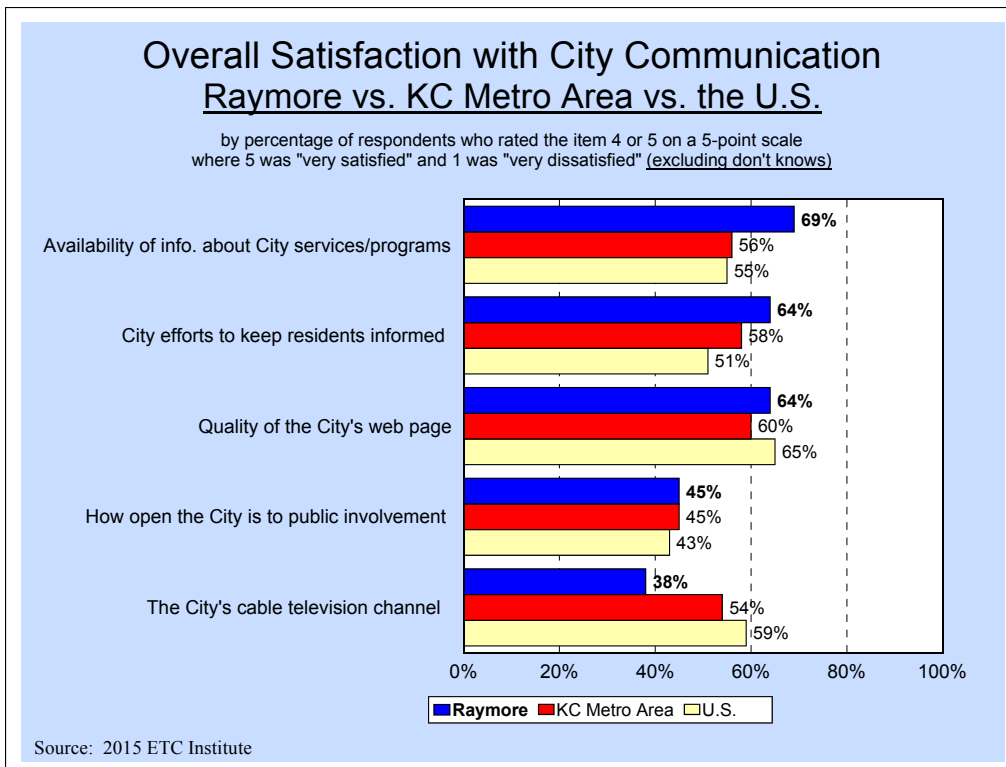
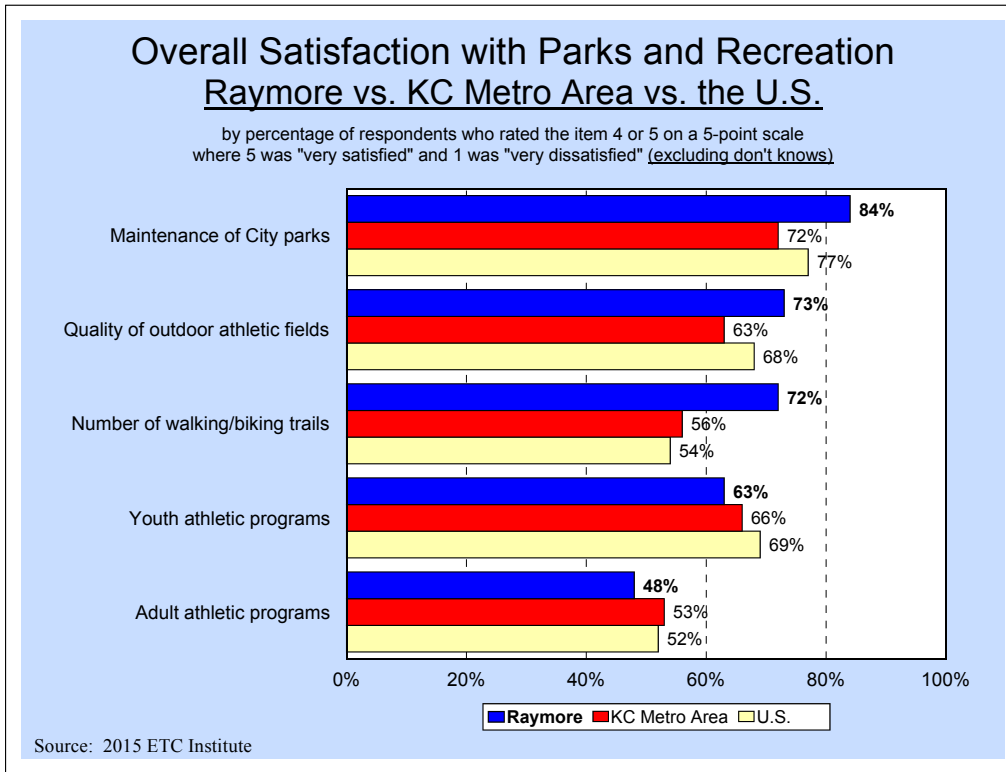
Overall Satisfaction with Public Safety Raymore vs. KC Metro Area vs. the U.S.

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)



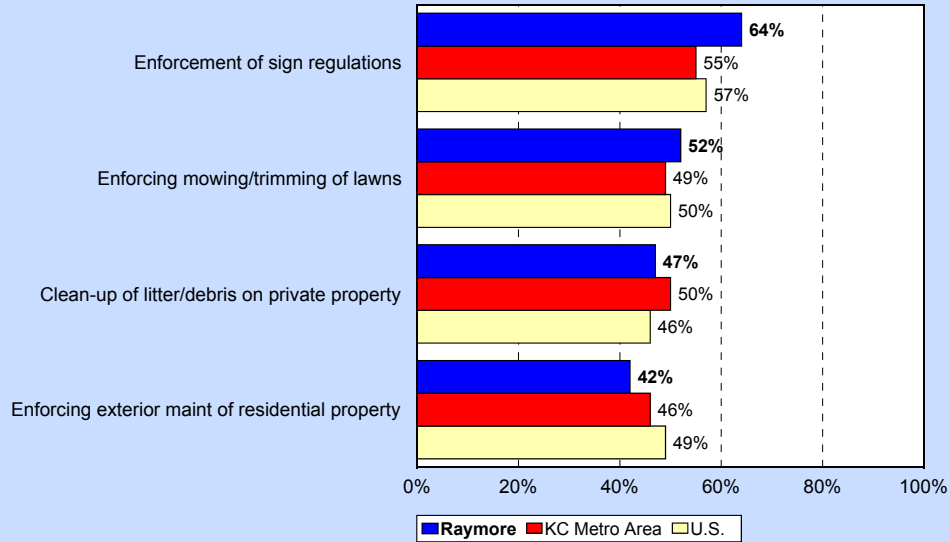
Source: 2015 ETC Institute





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

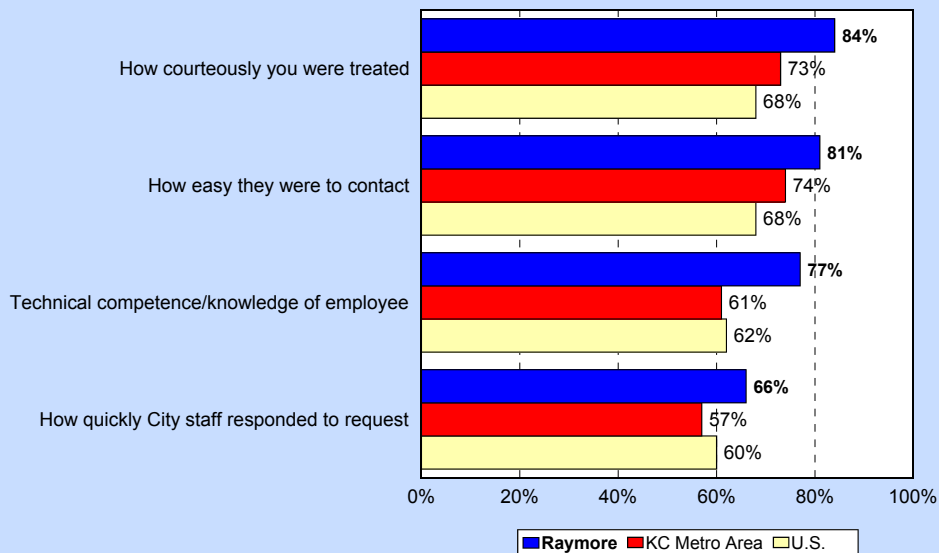
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2015 ETC Institute

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)

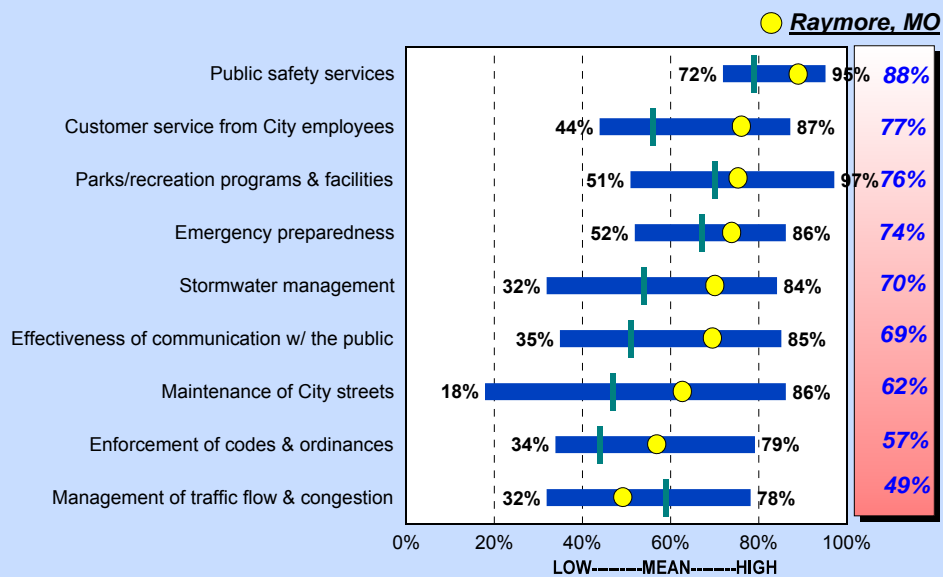


Source: 2015 ETC Institute

Metropolitan Kansas City Benchmarks

Overall Satisfaction With City Services Among KC Metro Area Residents in 2015

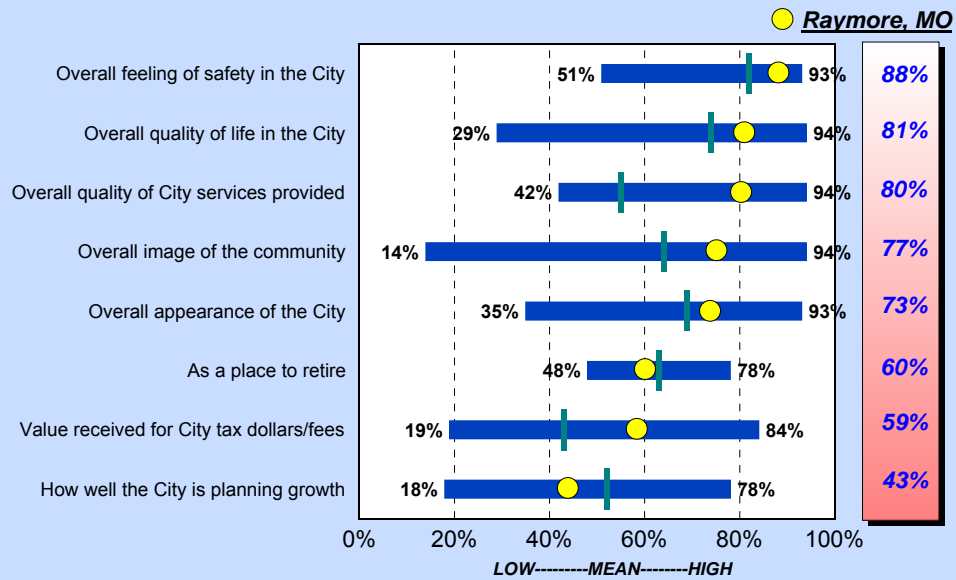
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: 2015 ETC Institute

Perceptions That KC Metro Area Residents Have of the City in Which They Live in 2015

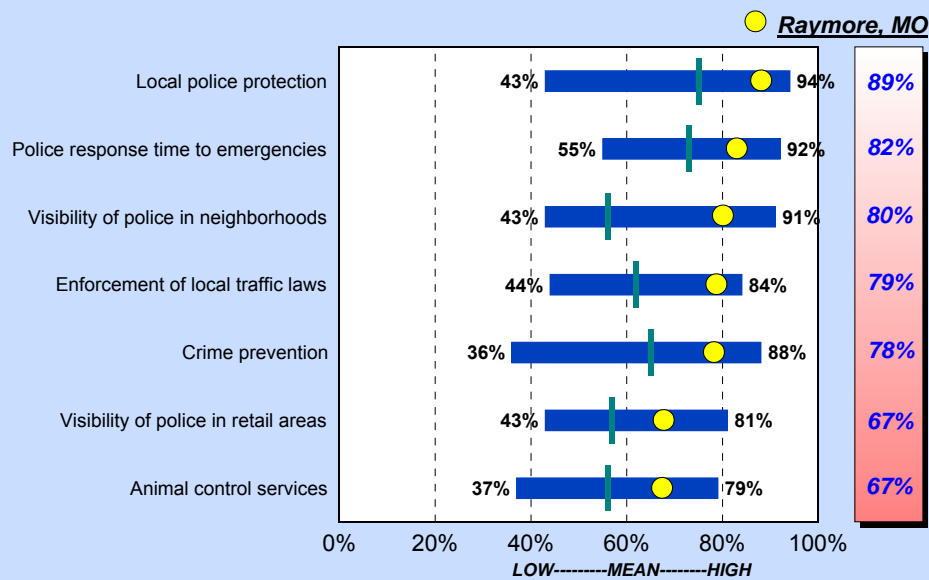
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



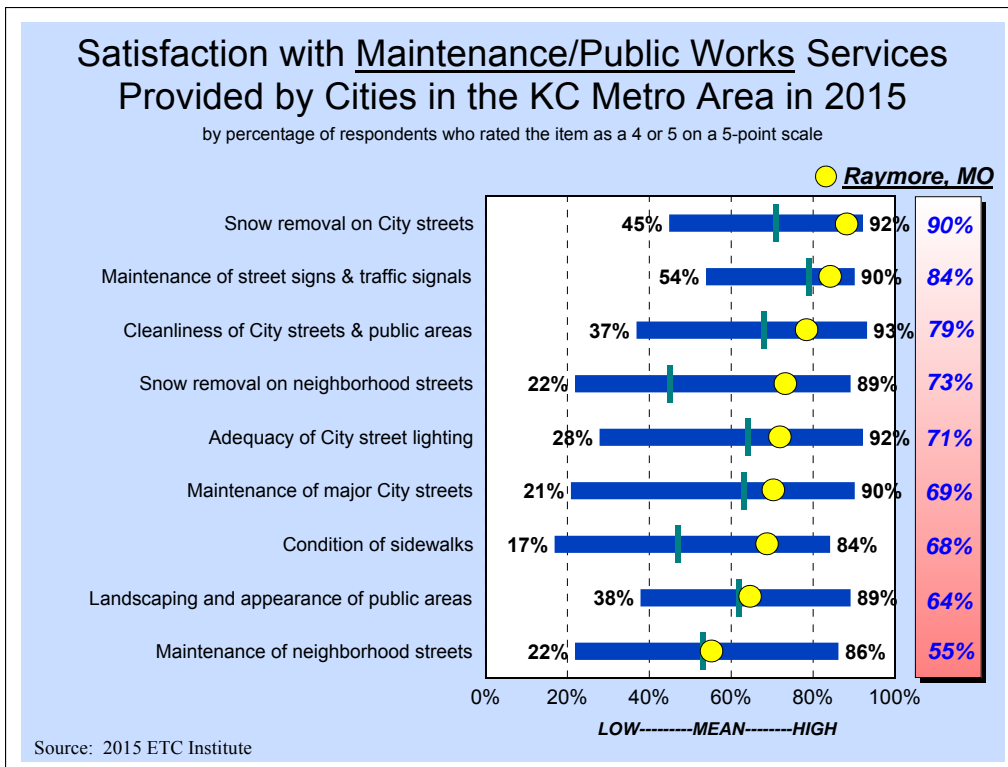
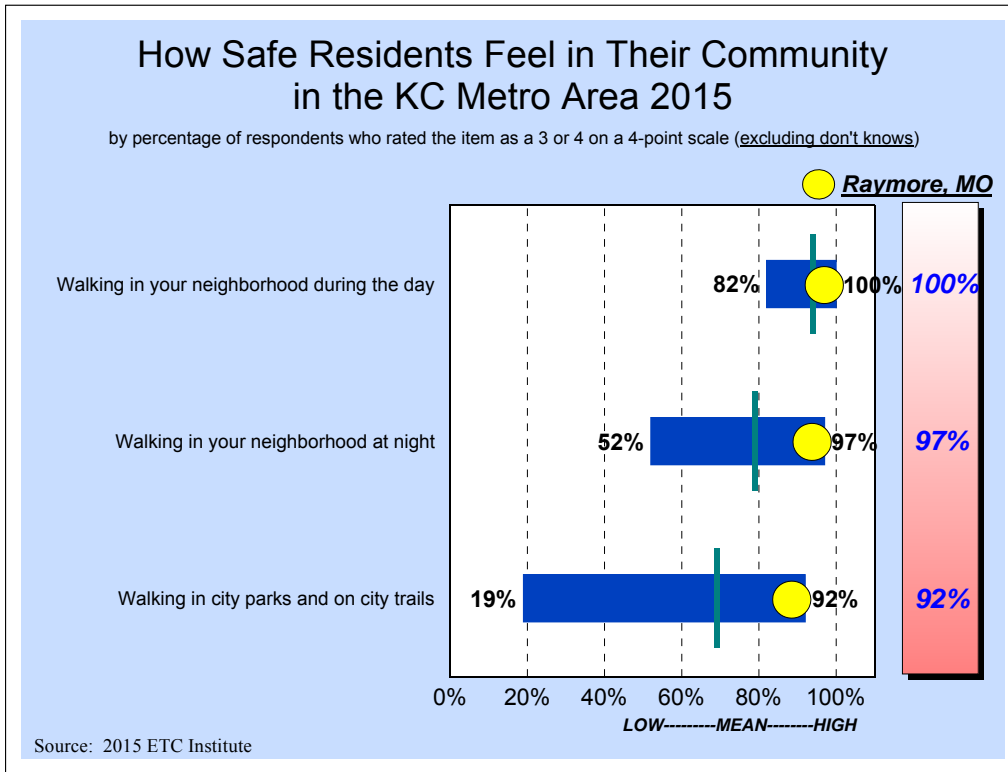
Source: 2015 ETC Institute

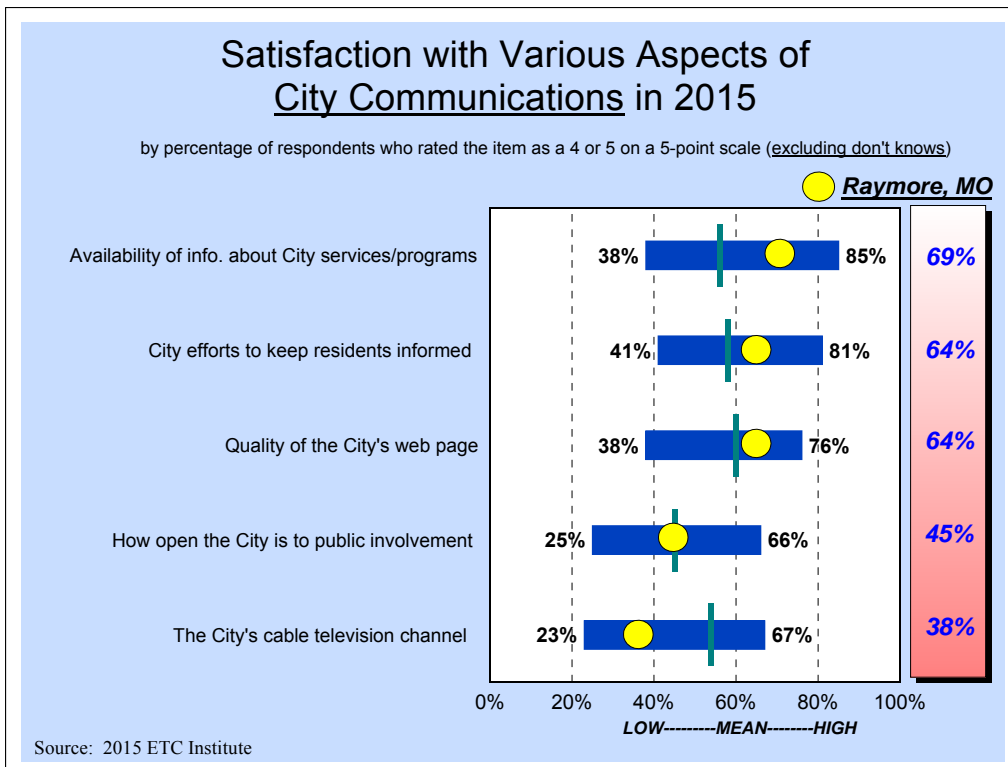
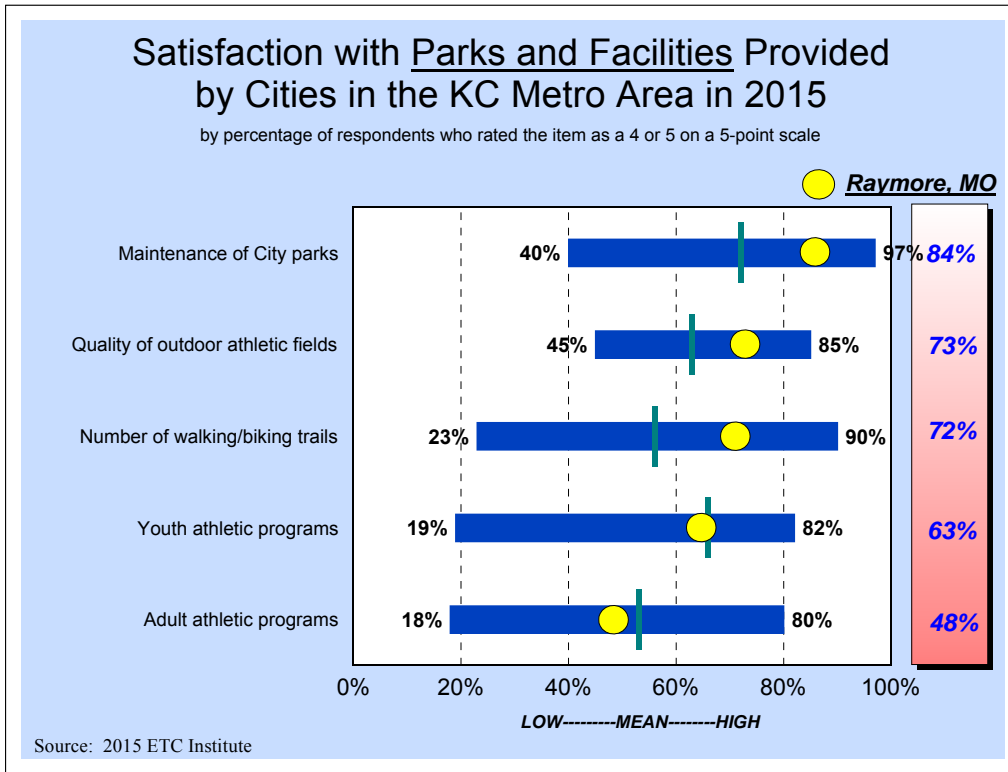
Satisfaction with Various Public Safety Services Provided by Cities in the KC Metro Area in 2015

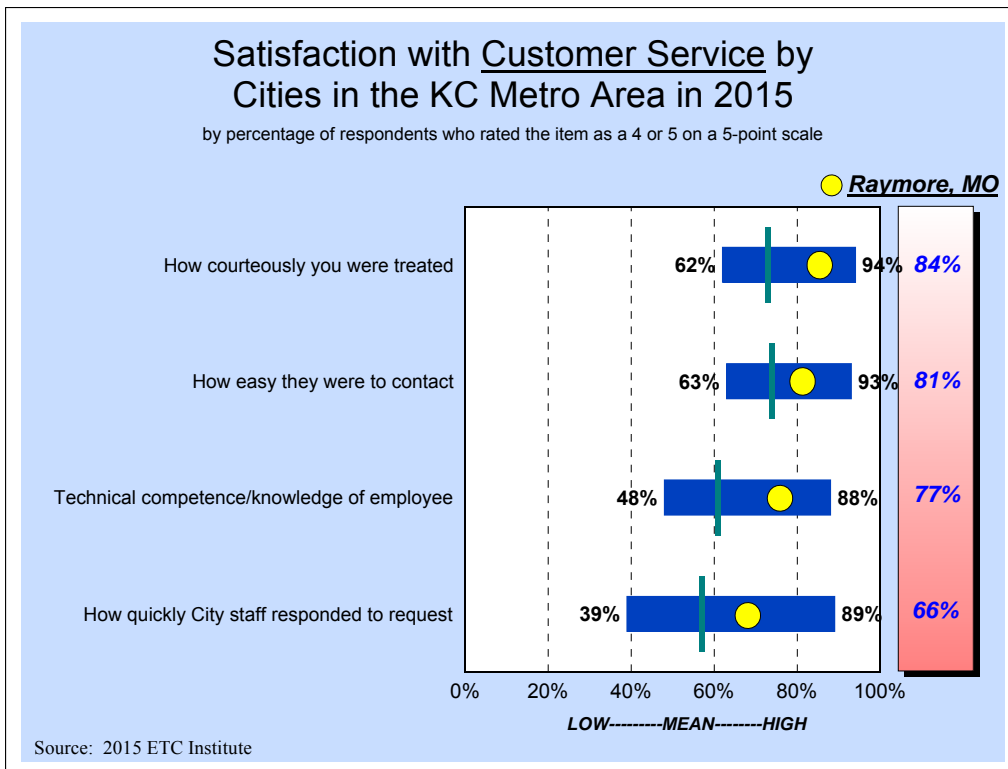
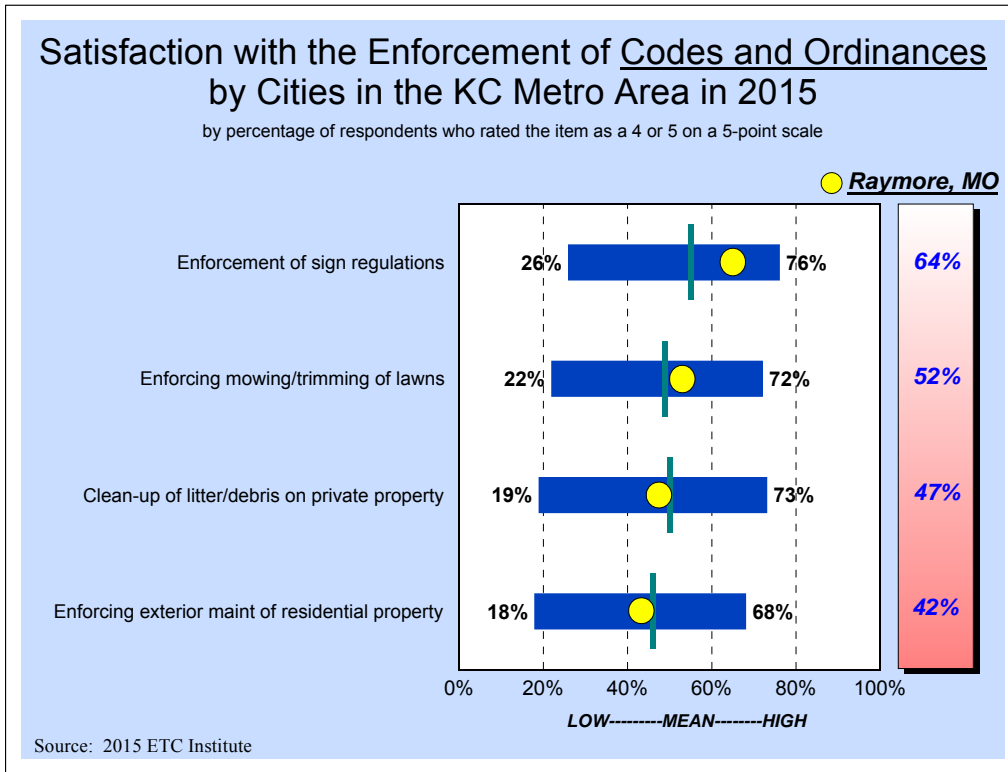
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: 2015 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, third and fourth most important services for the City to provide. 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 knows"). "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 categories of city services they thought should receive the most emphasis over the next two years. Fifty-eight percent (58%) selected *the flow of traffic and congestion management* as one of the most important services for the City to provide.

With regard to satisfaction, 49% of the residents surveyed rated the city's overall performance in *the flow of traffic and congestion management* as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied) excluding "Don't know" responses. The I-S rating for *the flow of traffic and congestion management* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 58% was multiplied by 51% (1-0.49). This calculation yielded an I-S rating of 0.2958, which was ranked first out of eleven major service categories.

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

Importance-Satisfaction Rating City of Raymore, Missouri Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Flow of traffic and congestion management	58%	1	49%	11	0.2958	1
Overall maintenance of City streets	55%	2	62%	8	0.2118	2
High Priority (IS .10 - .20)						
Overall value you receive for City tax dollars/fees	38%	3	56%	10	0.1661	3
Medium Priority (IS <.10)						
Enforcement of codes for building and housing	21%	5	57%	9	0.0905	4
Quality of parks & recreation programs/facilities	26%	4	76%	4	0.0614	5
Effectiveness of City communication w/ the public	15%	7	69%	7	0.0473	6
Quality storm water runoff/storm water mgmt	13%	9	70%	6	0.0385	7
Emergency preparedness	14%	8	74%	5	0.0367	8
Overall quality of public safety services	20%	6	88%	1	0.0238	9
Quality of customer received from City employees	5%	10	77%	3	0.0114	10
Overall maintenance of City buildings & facilities	3%	11	85%	2	0.0044	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, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

City of Raymore, Missouri

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 - .20)						
Visibility of police in retail areas	38%	3	67%	6	0.1254	1
City's efforts to prevent crime	48%	2	78%	5	0.1080	2
Medium Priority (IS <.10)						
Visibility of police in neighborhoods	50%	1	80%	3	0.0980	3
Quality of animal control	18%	6	67%	7	0.0594	4
How quickly police respond to emergencies	29%	5	82%	2	0.0516	5
Overall quality of local police protection	32%	4	89%	1	0.0346	6
Enforcement of local traffic laws	14%	7	79%	4	0.0300	7
The City's municipal court	6%	8	57%	8	0.0259	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, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

City of Raymore, Missouri

Maintenance/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)						
Maintenance of streets in your neighborhood	44%	1	55%	13	0.1962	1
Maintenance of major City streets	35%	2	69%	8	0.1082	2
Overall road conditions	30%	3	66%	10	0.1032	3
Medium Priority (IS <.10)						
Landscape/appearance of public areas along streets	23%	6	64%	11	0.0823	4
Snow removal on neighborhood streets	26%	4	73%	5	0.0710	5
Adequacy of City street lighting	24%	5	71%	6	0.0708	6
Condition of City sidewalks	16%	8	68%	9	0.0520	7
Availability of sidewalks in the City	16%	7	70%	7	0.0485	8
Street sweeping on City streets	10%	11	63%	12	0.0372	9
Cleanliness of City streets & other public areas	12%	9	79%	4	0.0252	10
Maintenance of street signs and traffic signals	9%	12	84%	2	0.0148	11
Snow removal on major City streets	11%	10	90%	1	0.0113	12
Maintenance of City buildings	1%	13	83%	3	0.0017	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, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

City of 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	38%	1	24%	15	0.2892	1
High Priority (IS .10 - .20)						
Quality of indoor recreation facilities	24%	2	31%	14	0.1658	2
Medium Priority (IS <.10)						
The City's fitness programs	14%	6	40%	13	0.0841	3
Number of walking and biking trails	26%	2	72%	3	0.0733	4
City special events and festivals	16%	5	65%	7	0.0563	5
The City's youth athletic programs	12%	7	63%	8	0.0448	6
The City's adult athletic programs	7%	13	48%	11	0.0363	7
How close neighborhood parks are to your home	12%	8	70%	5	0.0356	8
Maintenance of City parks	22%	4	84%	1	0.0348	9
Fees charged for recreation programs	8%	12	59%	10	0.0332	10
Availability of info on City parks & rec programs	11%	9	71%	4	0.0317	11
Number of outdoor athletic fields	8%	11	65%	6	0.0277	12
Ease of registering for programs	6%	14	60%	9	0.0238	13
Quality of outdoor athletic fields	8%	10	73%	2	0.0213	14
The City's instructional programs	4%	15	48%	12	0.0210	15

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction 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.

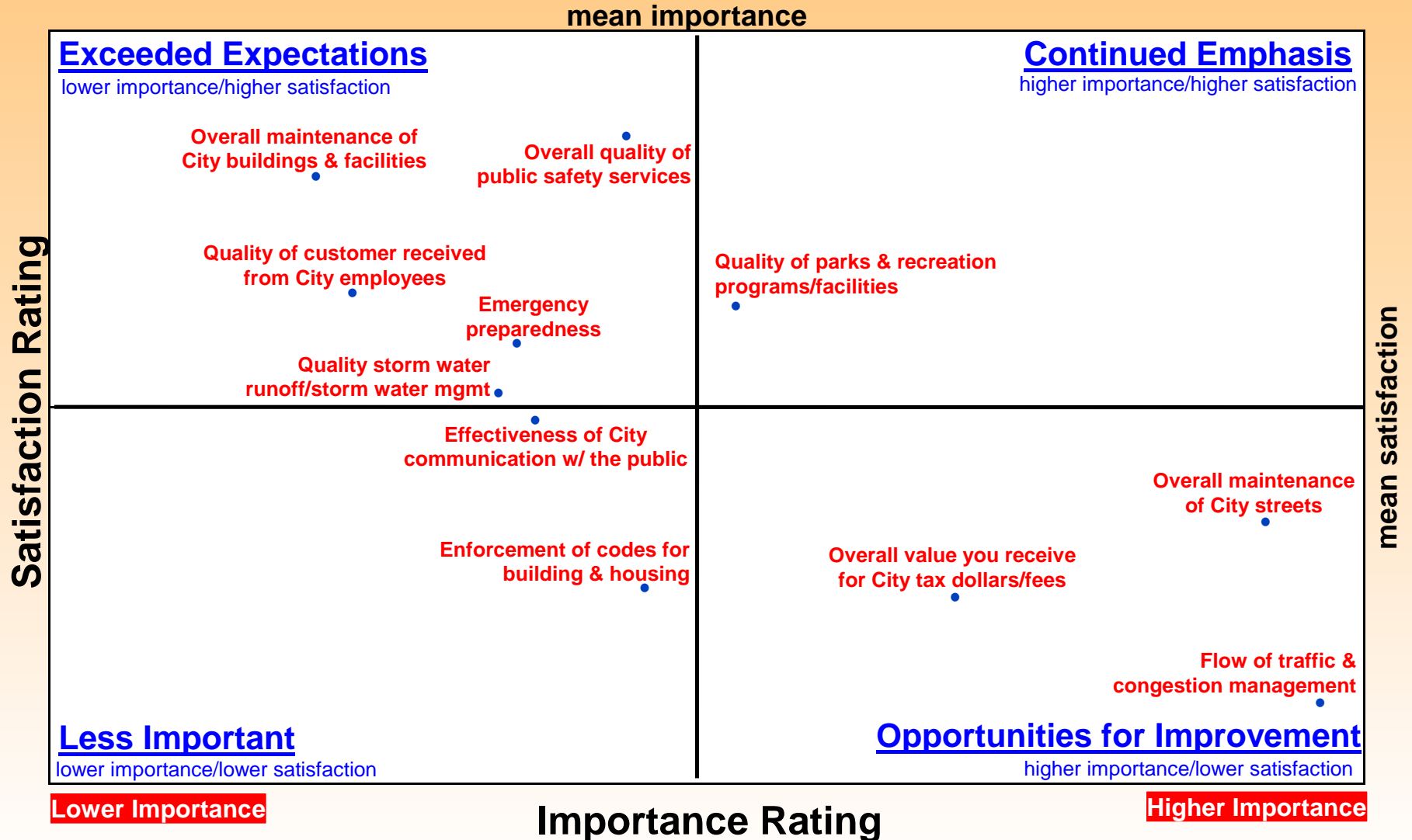
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

City of Raymore 2015 DirectionFinder Survey Importance-Satisfaction Assessment Matrix

-Overall-

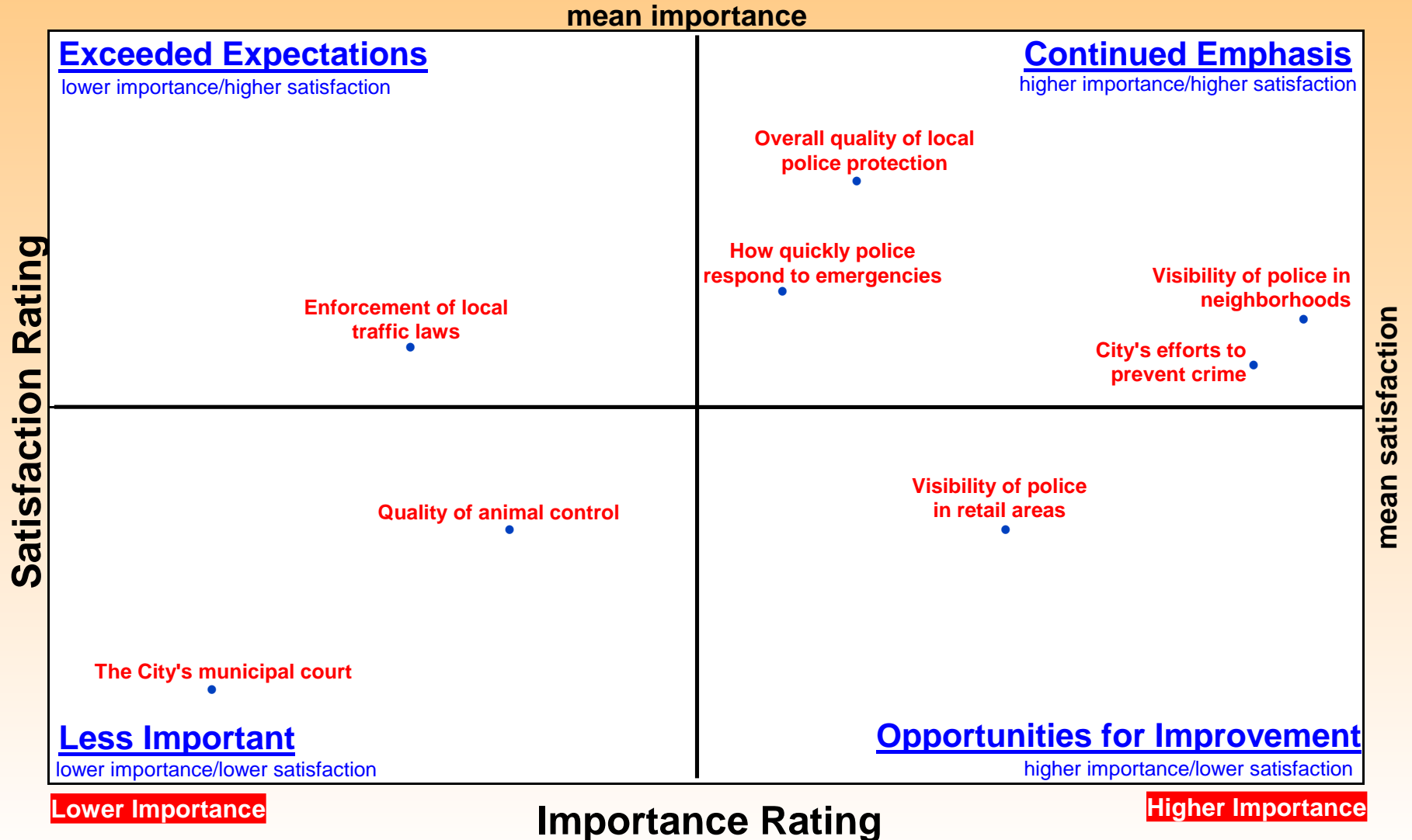
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Raymore 2015 DirectionFinder Survey Importance-Satisfaction Assessment Matrix

-Public Safety-

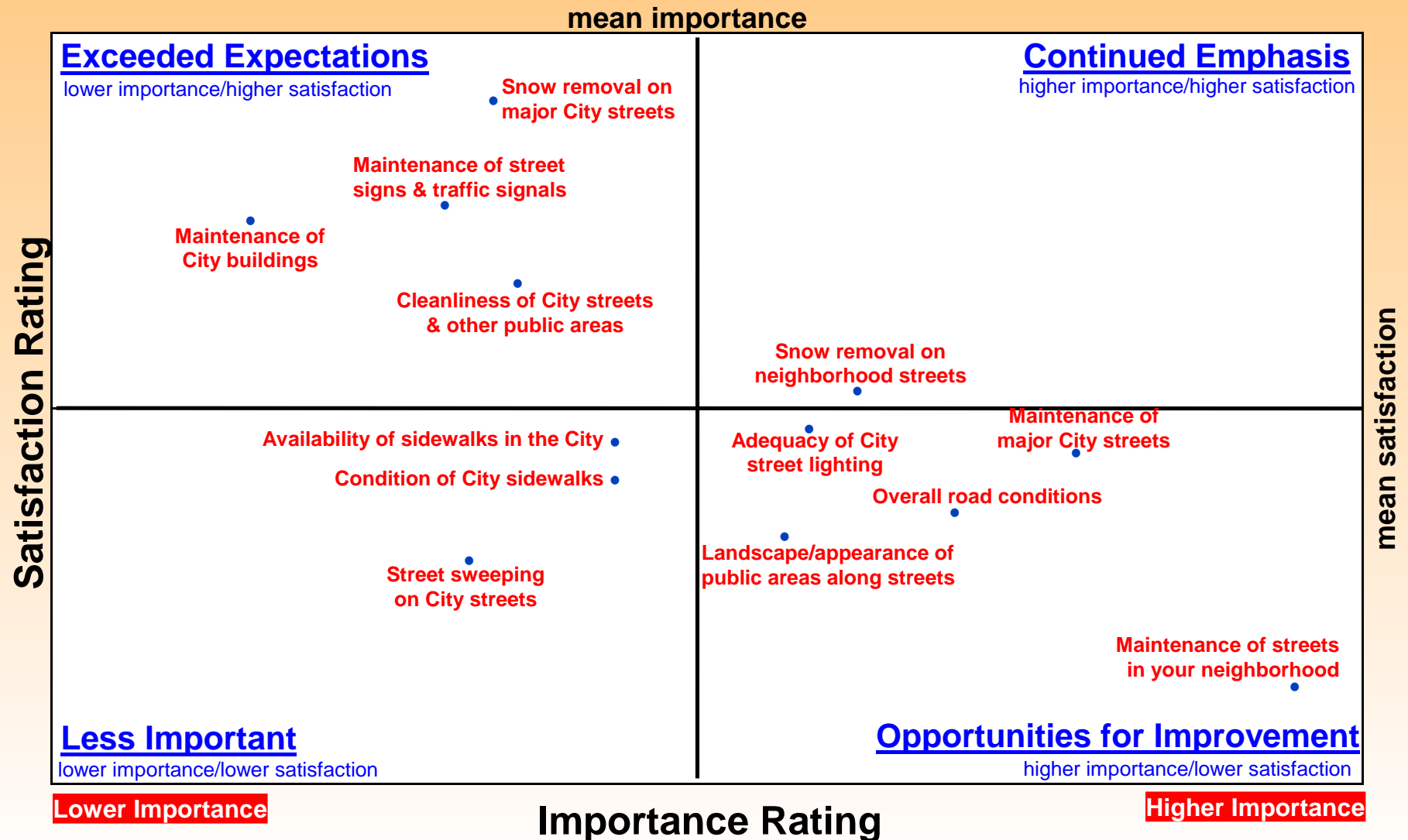
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Raymore 2015 DirectionFinder Survey Importance-Satisfaction Assessment Matrix

-Maintenance-

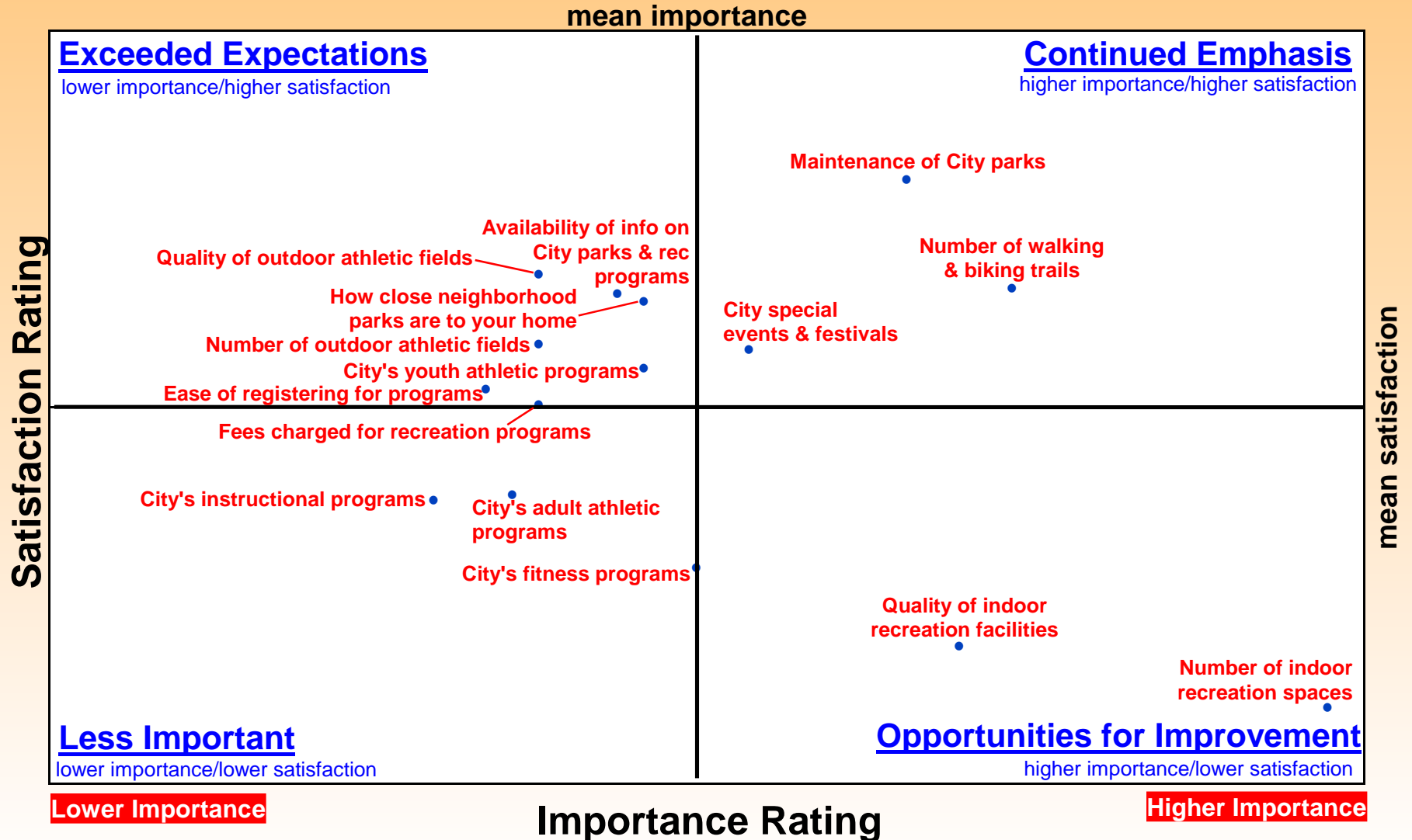
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Raymore 2015 DirectionFinder Survey Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

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



Section 4:
Tabular Data

City of Raymore 2015 DirectionFinder Survey: Findings Report

Q1. OVERALL SATISFACTION WITH CITY SERVICES: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

(N=416)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of public safety services (e.g., police)	36.8%	48.8%	9.9%	0.5%	1.2%	2.9%
B. Overall quality of City parks and recreation programs and facilities	27.4%	43.3%	14.4%	6.0%	1.4%	7.5%
C. Overall maintenance of City streets	10.8%	49.8%	20.2%	13.9%	3.8%	1.4%
D. Overall maintenance of City buildings and facilities	21.6%	57.7%	13.2%	0.5%	0.0%	7.0%
E. Overall enforcement of City codes and ordinances for building and housing	12.7%	35.6%	25.2%	7.9%	3.4%	15.1%
F. Overall quality of customer service you receive from City employees	25.2%	44.0%	18.0%	1.2%	1.2%	10.3%
G. Overall value that you receive for your City tax dollars and fees	13.7%	40.6%	28.6%	10.3%	3.1%	3.6%
H. Overall effectiveness of City communication with the public	20.9%	44.5%	24.5%	5.0%	0.5%	4.6%
I. Emergency preparedness	21.4%	38.0%	18.8%	2.2%	0.2%	19.5%
J. Overall quality of the City's stormwater runoff/stormwater management system	16.8%	45.9%	18.8%	4.3%	3.4%	10.8%
K. Overall flow of traffic and congestion management in the City	11.5%	36.1%	25.2%	15.6%	8.7%	2.9%

WITHOUT DON'T KNOW

Q1. OVERALL SATISFACTION WITH CITY SERVICES: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (Without "Don't Know")

(N=416)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall quality of public safety services (e.g., police)	37.9%	50.2%	10.1%	0.5%	1.2%
B. Overall quality of City parks and recreation programs and facilities	29.6%	46.8%	15.6%	6.5%	1.6%
C. Overall maintenance of City streets	11.0%	50.5%	20.5%	14.1%	3.9%
D. Overall maintenance of City buildings and facilities	23.3%	62.0%	14.2%	0.5%	0.0%
E. Overall enforcement of City codes and ordinances for building and housing	15.0%	41.9%	29.7%	9.3%	4.0%
F. Overall quality of customer service you receive from City employees	28.2%	49.1%	20.1%	1.3%	1.3%
G. Overall value that you receive for your City tax dollars and fees	14.2%	42.1%	29.7%	10.7%	3.2%
H. Overall effectiveness of City communication with the public	21.9%	46.6%	25.7%	5.3%	0.5%
I. Emergency preparedness	26.6%	47.2%	23.3%	2.7%	0.3%
J. Overall quality of the City's stormwater runoff/stormwater management system	18.9%	51.5%	21.0%	4.9%	3.8%
K. Overall flow of traffic and congestion management in the City	11.9%	37.1%	26.0%	16.1%	8.9%

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

Q2. Most Emphasis	Number	Percent
Overall quality of public safety services (e.g., police)	38	9.1 %
Overall quality of City parks and recreation programs and facilities	33	7.9 %
Overall maintenance of City streets	95	22.8 %
Overall maintenance of City buildings and facilities	2	0.5 %
Overall enforcement of City codes and ordinances for building and housing	25	6.0 %
Overall quality of customer service you receive from City employees	2	0.5 %
Overall value that you receive for your City tax dollars and fees	37	8.9 %
Overall effectiveness of City communication with the public	5	1.2 %
Emergency preparedness	8	1.9 %
Overall quality of the City's stormwater runoff/stormwater management system	15	3.6 %
Flow of traffic	132	31.7 %
None chosen	24	5.8 %
Total	416	100.0 %

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

Q2. 2nd Emphasis	Number	Percent
Overall quality of public safety services (e.g., police)	21	5.0 %
Overall quality of City parks and recreation programs and facilities	36	8.7 %
Overall maintenance of City streets	84	20.2 %
Overall maintenance of City buildings and facilities	5	1.2 %
Overall enforcement of City codes and ordinances for building and housing	34	8.2 %
Overall quality of customer service you receive from City employees	9	2.2 %
Overall value that you receive for your City tax dollars and fees	59	14.2 %
Overall effectiveness of City communication with the public	29	7.0 %
Emergency preparedness	21	5.0 %
Overall quality of the City's stormwater runoff/stormwater management system	15	3.6 %
Flow of traffic	59	14.2 %
None chosen	44	10.6 %
Total	416	100.0 %

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

Q2. 3rd Emphasis	Number	Percent
Overall quality of public safety services (e.g., police)	26	6.3 %
Overall quality of City parks and recreation programs and facilities	39	9.4 %
Overall maintenance of City streets	50	12.0 %
Overall maintenance of City buildings and facilities	6	1.4 %
Overall enforcement of City codes and ordinances for building and housing	28	6.7 %
Overall quality of customer service you receive from City employees	10	2.4 %
Overall value that you receive for your City tax dollars and fees	62	14.9 %
Overall effectiveness of City communication with the public	26	6.3 %
Emergency preparedness	31	7.5 %
Overall quality of the City's stormwater runoff/stormwater management system	24	5.8 %
Flow of traffic	50	12.0 %
None chosen	64	15.4 %
Total	416	100.0 %

Q2. The sum of the THREE items you think should receive the MOST EMPHASIS from City leaders

Q2. Sum of Top 3 Choices	Number	Percent
Flow of traffic	241	57.9 %
Overall maintenance of City streets	229	55.0 %
Overall value that you receive for your City tax dollars and fees	158	38.0 %
Overall quality of City parks and recreation programs and facilities	108	26.0 %
Overall enforcement of City codes and ordinances for building and housing	87	20.9 %
Overall quality of public safety services (e.g., police)	85	20.4 %
Emergency preparedness	60	14.4 %
Overall effectiveness of City communication with the public	60	14.4 %
Overall quality of the City's stormwater runoff/stormwater management system	54	13.0 %
Overall quality of customer service you receive from City employees	21	5.0 %
Overall maintenance of City buildings and facilities	13	3.1 %
Total	1116	

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=416)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
A. Overall quality of services provided by the City of Raymore	17.8%	59.6%	17.5%	1.4%	0.2%	3.4%
B. Overall value that you receive for your City tax dollars and fees	10.8%	46.4%	26.4%	9.6%	3.6%	3.1%
C. Overall image of the City	19.2%	55.8%	16.1%	6.3%	0.2%	2.4%
D. How well the City is planning growth	7.7%	29.6%	31.3%	11.3%	6.3%	13.9%
E. How well the City is managing growth	7.2%	30.8%	33.2%	13.2%	6.0%	9.6%
F. Overall quality of life in the City	26.2%	52.6%	15.9%	2.2%	0.2%	2.9%
G. Overall feeling of safety in the City	33.2%	53.1%	11.3%	0.5%	0.0%	1.9%
H. Availability of affordable housing	17.5%	48.6%	20.4%	6.0%	0.5%	7.0%
I. Job availability	1.9%	9.6%	32.5%	22.1%	8.7%	25.2%
J. Quality of new development in the City	7.5%	28.4%	32.9%	16.6%	7.5%	7.2%
K. As a place to retire	16.3%	38.2%	21.4%	9.9%	5.0%	9.1%
L. Overall appearance of the City	17.5%	54.3%	21.6%	5.0%	0.5%	1.0%

WITHOUT DON'T KNOW

Q3. Several items that may influence your perception of the City of Raymore are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (Without "Don't Know")

(N=416)

	Excellent	Good	Neutral	Below Average	Poor
A. Overall quality of services provided by the City of Raymore	18.4%	61.7%	18.2%	1.5%	0.2%
B. Overall value that you receive for your City tax dollars and fees	11.2%	47.9%	27.3%	9.9%	3.7%
C. Overall image of the City	19.7%	57.1%	16.5%	6.4%	0.2%
D. How well the City is planning growth	8.9%	34.4%	36.3%	13.1%	7.3%
E. How well the City is managing growth	8.0%	34.0%	36.7%	14.6%	6.6%
F. Overall quality of life in the City	27.0%	54.2%	16.3%	2.2%	0.2%
G. Overall feeling of safety in the City	33.8%	54.2%	11.5%	0.5%	0.0%
H. Availability of affordable housing	18.9%	52.2%	22.0%	6.5%	0.5%
I. Job availability	2.6%	12.9%	43.4%	29.6%	11.6%
J. Quality of new development in the City	8.0%	30.6%	35.5%	17.9%	8.0%
K. As a place to retire	18.0%	42.1%	23.5%	10.8%	5.6%
L. Overall appearance of the City	17.7%	54.9%	21.8%	5.1%	0.5%

City of Raymore 2015 DirectionFinder Survey: Findings Report

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

(N=416)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of local police protection	37.3%	49.5%	8.4%	1.4%	0.7%	2.6%
B. The visibility of police in neighborhoods	33.7%	45.7%	13.2%	4.8%	1.2%	1.4%
C. The visibility of police in retail areas	18.3%	45.4%	25.2%	5.5%	0.5%	5.0%
D. The City's efforts to prevent crime	23.3%	46.2%	18.0%	2.2%	0.0%	10.3%
E. How quickly police respond to emergencies	30.0%	34.4%	13.0%	0.7%	0.2%	21.6%
F. Enforcement of local traffic laws	22.4%	50.2%	13.5%	4.1%	2.2%	7.7%
G. Quality of animal control	19.2%	34.9%	17.3%	6.7%	2.6%	19.2%
H. The City's municipal court	11.5%	16.8%	20.7%	1.0%	0.0%	50.0%

WITHOUT DON'T KNOW

Q4. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

(N=416)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall quality of local police protection	38.3%	50.9%	8.6%	1.5%	0.7%
B. The visibility of police in neighborhoods	34.1%	46.3%	13.4%	4.9%	1.2%
C. The visibility of police in retail areas	19.2%	47.8%	26.6%	5.8%	0.5%
D. The City's efforts to prevent crime	26.0%	51.5%	20.1%	2.4%	0.0%
E. How quickly police respond to emergencies	38.3%	43.9%	16.6%	0.9%	0.3%
F. Enforcement of local traffic laws	24.2%	54.4%	14.6%	4.4%	2.3%
G. Quality of animal control	23.8%	43.2%	21.4%	8.3%	3.3%
H. The City's municipal court	23.1%	33.7%	41.3%	1.9%	0.0%

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. Most Emphasis	Number	Percent
Overall quality of local police protection	59	14.2 %
The visibility of police in neighborhoods	80	19.2 %
The visibility of police in retail areas	47	11.3 %
The City's efforts to prevent crime	78	18.8 %
How quickly police respond to emergencies	26	6.3 %
Enforcement of local traffic laws	20	4.8 %
Quality of animal control	32	7.7 %
The City's municipal court	6	1.4 %
None chosen	68	16.3 %
Total	416	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. 2nd Emphasis	Number	Percent
Overall quality of local police protection	28	6.7 %
The visibility of police in neighborhoods	67	16.1 %
The visibility of police in retail areas	76	18.3 %
The City's efforts to prevent crime	59	14.2 %
How quickly police respond to emergencies	33	7.9 %
Enforcement of local traffic laws	20	4.8 %
Quality of animal control	21	5.0 %
The City's municipal court	13	3.1 %
None chosen	99	23.8 %
Total	416	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. 3rd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	44	10.6 %
The visibility of police in neighborhoods	60	14.4 %
The visibility of police in retail areas	36	8.7 %
The City's efforts to prevent crime	62	14.9 %
How quickly police respond to emergencies	60	14.4 %
Enforcement of local traffic laws	20	4.8 %
Quality of animal control	20	4.8 %
The City's municipal court	6	1.4 %
<u>None chosen</u>	<u>108</u>	<u>26.0 %</u>
Total	416	100.0 %

Q5. The sum of the THREE public safety items listed above you think should receive the MOST EMPHASIS from City leaders

<u>Q5. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
The visibility of police in neighborhoods	207	49.8 %
The City's efforts to prevent crime	199	47.8 %
The visibility of police in retail areas	159	38.2 %
Overall quality of local police protection	131	31.5 %
How quickly police respond to emergencies	119	28.6 %
Quality of animal control	73	17.5 %
Enforcement of local traffic laws	60	14.4 %
The City's municipal court	25	6.0 %
Total	973	

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=416)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
A. In your neighborhood after dark	52.6%	42.1%	2.9%	0.2%	2.2%
B. In your neighborhood during the day	83.4%	14.9%	0.2%	0.0%	1.4%
C. In commercial and retail areas in the City	47.6%	43.5%	6.0%	0.0%	2.9%
D. In city parks and on city trails	35.3%	45.7%	6.7%	0.5%	11.8%

WITHOUT DON'T KNOW

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=416)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
A. In your neighborhood after dark	53.8%	43.0%	2.9%	0.2%
B. In your neighborhood during the day	84.6%	15.1%	0.2%	0.0%
C. In commercial and retail areas in the City	49.0%	44.8%	6.2%	0.0%
D. In city parks and on city trails	40.1%	51.8%	7.6%	0.5%

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

Q7. Were you the victim of any crime?	Number	Percent
Yes	28	6.7 %
No	381	91.6 %
Don't know	7	1.7 %
Total	416	100.0 %

Q7a. If "Yes" to Q7, did you report all of these crimes to the police?

Q7a. Did you report all of these crimes to the police?	Number	Percent
Yes	25	89.3 %
No	3	10.7 %
Total	28	100.0 %

Q8. Are you familiar with or have you participated in any of the following police initiatives/outreach programs in Raymore? (Check all that apply.)

Q8. Are you familiar with or have you participated in any police initiatives programs?	Number	Percent
Citizens Police Academy	68	16.3 %
Community Emergency Response Team	24	5.8 %
Neighborhood Watch or Community or Neighborhood Meeting	56	13.5 %
Community Against Crime Event	18	4.3 %
Ride-Along Program	48	11.5 %
Prescription Drug Take Back	85	20.4 %
None chosen	268	64.4 %
Total	567	

City of Raymore 2015 DirectionFinder Survey: Findings Report

Q9. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=416)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Maintenance of major City streets	15.4%	52.9%	18.8%	8.9%	2.9%	1.2%
B. Maintenance of streets in your neighborhood	11.3%	43.5%	21.9%	16.3%	5.8%	1.2%
C. Maintenance of street signs and traffic signals	20.4%	61.8%	13.0%	2.9%	0.2%	1.7%
D. Maintenance of City buildings	17.3%	52.9%	14.4%	0.2%	0.0%	15.1%
E. Snow removal on major City streets	36.8%	50.5%	7.0%	2.6%	0.5%	2.6%
F. Snow removal on neighborhood streets	26.9%	44.0%	11.8%	12.5%	2.4%	2.4%
G. Overall cleanliness of City streets and other public areas	21.6%	55.8%	15.4%	4.6%	0.7%	1.9%
H. Adequacy of City street lighting	18.8%	50.7%	15.9%	11.1%	2.2%	1.4%
I. Condition of City sidewalks			19.0%	45.4%	19.7%	8.2%
J. Availability of sidewalks in the City	20.7%	46.6%	20.2%	7.5%	1.7%	3.4%
K. Landscaping and appearance of public areas along City streets	15.6%	47.6%	26.7%	7.0%	1.7%	1.4%
L. Street sweeping on City streets	12.3%	44.7%	24.0%	6.7%	2.9%	9.4%
M. Overall road conditions	10.6%	54.1%	23.3%	9.1%	1.4%	1.4%

WITHOUT DON'T KNOW

Q9. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

(N=416)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Maintenance of major City streets	15.6%	53.5%	19.0%	9.0%	2.9%
B. Maintenance of streets in your neighborhood	11.4%	44.0%	22.1%	16.5%	5.8%
C. Maintenance of street signs and traffic signals	20.8%	62.8%	13.2%	2.9%	0.2%
D. Maintenance of City buildings	20.4%	62.3%	17.0%	0.3%	0.0%
E. Snow removal on major City streets	37.8%	51.9%	7.2%	2.7%	0.5%
F. Snow removal on neighborhood streets	27.6%	45.1%	12.1%	12.8%	2.5%
G. Overall cleanliness of City streets and other public areas	22.1%	56.9%	15.7%	4.7%	0.7%
H. Adequacy of City street lighting	19.0%	51.5%	16.1%	11.2%	2.2%
I. Condition of City sidewalks	19.9%	47.6%	20.7%	8.6%	3.3%
J. Availability of sidewalks in the City	21.4%	48.3%	20.9%	7.7%	1.7%
K. Landscaping and appearance of public areas along City streets	15.9%	48.3%	27.1%	7.1%	1.7%
L. Street sweeping on City streets	13.5%	49.3%	26.5%	7.4%	3.2%
M. Overall road conditions	10.7%	54.9%	23.7%	9.3%	1.5%

Q10. 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?

Q10. Most Emphasis	Number	Percent
Maintenance of major City streets	71	17.1 %
Maintenance of streets in your neighborhood	84	20.2 %
Maintenance of street signs and traffic signals	7	1.7 %
Maintenance of City buildings	3	0.7 %
Snow removal on major City streets	12	2.9 %
Snow removal on neighborhood streets	37	8.9 %
Overall cleanliness of City streets and other public areas	11	2.6 %
Adequacy of City street lighting	37	8.9 %
Condition of City sidewalks	18	4.3 %
Availability of sidewalks in the City	28	6.7 %
Landscaping and appearance of public areas along City streets	33	7.9 %
Street sweeping on City streets	3	0.7 %
Overall road conditions	34	8.2 %
None chosen	38	9.1 %
Total	416	100.0 %

Q10. 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?

Q10. 2nd Emphasis	Number	Percent
Maintenance of major City streets	47	11.3 %
Maintenance of streets in your neighborhood	72	17.3 %
Maintenance of street signs and traffic signals	16	3.8 %
Maintenance of City buildings	2	0.5 %
Snow removal on major City streets	16	3.8 %
Snow removal on neighborhood streets	39	9.4 %
Overall cleanliness of City streets and other public areas	21	5.0 %
Adequacy of City street lighting	33	7.9 %
Condition of City sidewalks	26	6.3 %
Availability of sidewalks in the City	19	4.6 %
Landscaping and appearance of public areas along City streets	31	7.5 %
Street sweeping on City streets	14	3.4 %
Overall road conditions	24	5.8 %
None chosen	56	13.5 %
Total	416	100.0 %

Q10. 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?

Q10. 3rd Most Emphasis	Number	Percent
Maintenance of major City streets	26	6.3 %
Maintenance of streets in your neighborhood	28	6.7 %
Maintenance of street signs and traffic signals	14	3.4 %
Snow removal on major City streets	18	4.3 %
Snow removal on neighborhood streets	32	7.7 %
Overall cleanliness of City streets and other public areas	20	4.8 %
Adequacy of City street lighting	30	7.2 %
Condition of City sidewalks	22	5.3 %
Availability of sidewalks in the City	21	5.0 %
Landscaping and appearance of public areas along City streets	32	7.7 %
Street sweeping on City streets	23	5.5 %
Overall road conditions	65	15.6 %
<u>None chosen</u>	<u>85</u>	<u>20.4 %</u>
Total	416	100.0 %

Q10. The sum of the THREE maintenance/public works items listed above you think should receive the MOST EMPHASIS from City leaders

Q10. Sum of Top 3 Choices	Number	Percent
Maintenance of streets in your neighborhood	184	44.2 %
Maintenance of major City streets	144	34.6 %
Overall road conditions	123	29.6 %
Snow removal on neighborhood streets	108	26.0 %
Adequacy of City street lighting	100	24.0 %
Landscaping and appearance of public areas along City streets	96	23.1 %
Availability of sidewalks in the City	68	16.3 %
Condition of City sidewalks	66	15.9 %
Overall cleanliness of City streets and other public areas	52	12.5 %
Snow removal on major City streets	46	11.1 %
Street sweeping on City streets	40	9.6 %
Maintenance of street signs and traffic signals	37	8.9 %
<u>Maintenance of City buildings</u>	<u>5</u>	<u>1.2 %</u>
Total	1069	

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

(N=416)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Maintenance of City parks	22.1%	49.3%	11.3%	1.9%	0.2%	15.1%
B. How close neighborhood parks are to your home	28.8%	36.5%	18.0%	8.2%	1.4%	7.0%
C. Number of walking and biking trails	29.1%	36.8%	15.1%	8.7%	2.2%	8.2%
D. Quality of outdoor athletic fields	19.2%	38.5%	18.5%	1.4%	1.0%	21.4%
E. Number of outdoor athletic fields	18.5%	32.0%	19.5%	4.1%	3.1%	22.8%
F. Quality of indoor recreation facilities	7.2%	13.5%	21.6%	14.2%	10.6%	32.9%
G. Number of indoor recreation spaces	4.8%	12.0%	19.5%	18.8%	15.1%	29.8%
H. Availability of information about City parks and recreation programs	20.7%	44.5%	20.9%	5.0%	0.5%	8.4%
I. The City's youth athletic programs	12.0%	33.7%	21.4%	4.8%	1.0%	27.2%
J. The City's adult athletic programs	7.7%	24.0%	28.6%	3.6%	1.9%	34.1%
K. The City's fitness programs	6.5%	20.2%	29.1%	7.9%	3.1%	33.2%
L. The City's instructional programs	7.5%	23.6%	28.4%	4.3%	1.4%	34.9%
M. City special events and festivals	12.7%	42.5%	25.2%	3.4%	1.4%	14.7%
N. Fees charged for recreation programs	10.3%	32.0%	27.4%	2.4%	0.2%	27.6%
O. Ease of registering for programs	11.8%	30.5%	23.8%	3.4%	0.7%	29.8%

WITHOUT DON'T KNOW

Q11. Parks and Recreation. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

(N=416)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Maintenance of City parks	26.1%	58.1%	13.3%	2.3%	0.3%
B. How close neighborhood parks are to your home	31.0%	39.3%	19.4%	8.8%	1.6%
C. Number of walking and biking trails	31.7%	40.1%	16.5%	9.4%	2.4%
D. Quality of outdoor athletic fields	24.5%	48.9%	23.5%	1.8%	1.2%
E. Number of outdoor athletic fields	24.0%	41.4%	25.2%	5.3%	4.0%
F. Quality of indoor recreation facilities	10.8%	20.1%	32.3%	21.1%	15.8%
G. Number of indoor recreation spaces	6.8%	17.1%	27.7%	26.7%	21.6%
H. Availability of information about City parks and recreation programs	22.6%	48.6%	22.8%	5.5%	0.5%
I. The City's youth athletic programs	16.5%	46.2%	29.4%	6.6%	1.3%
J. The City's adult athletic programs	11.7%	36.5%	43.4%	5.5%	2.9%
K. The City's fitness programs	9.7%	30.2%	43.5%	11.9%	4.7%
L. The City's instructional programs	11.4%	36.2%	43.5%	6.6%	2.2%
M. City special events and festivals	14.9%	49.9%	29.6%	3.9%	1.7%
N. Fees charged for recreation programs	14.3%	44.2%	37.9%	3.3%	0.3%
O. Ease of registering for programs	16.8%	43.5%	33.9%	4.8%	1.0%

Q12. 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?

Q12. Most Emphasis	Number	Percent
Maintenance of City parks	56	13.5 %
How close neighborhood parks are to your home	23	5.5 %
Number of walking and biking trails	44	10.6 %
Quality of outdoor athletic fields	9	2.2 %
Number of outdoor athletic fields	14	3.4 %
Quality of indoor recreation facilities	47	11.3 %
Number of indoor recreation spaces	65	15.6 %
Availability of information about City parks and recreation programs	11	2.6 %
The City's youth athletic programs	7	1.7 %
The City's adult athletic programs	3	0.7 %
The City's fitness programs	9	2.2 %
The City's instructional programs	2	0.5 %
City special events and festivals	18	4.3 %
Fees charged for recreation programs	9	2.2 %
Ease of registering for programs	5	1.2 %
None chosen	94	22.6 %
Total	416	100.0 %

Q12. 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?

Q12. 2nd Emphasis	Number	Percent
Maintenance of City parks	18	4.3 %
How close neighborhood parks are to your home	15	3.6 %
Number of walking and biking trails	42	10.1 %
Quality of outdoor athletic fields	18	4.3 %
Number of outdoor athletic fields	9	2.2 %
Quality of indoor recreation facilities	33	7.9 %
Number of indoor recreation spaces	64	15.4 %
Availability of information about City parks and recreation programs	13	3.1 %
The City's youth athletic programs	12	2.9 %
The City's adult athletic programs	15	3.6 %
The City's fitness programs	25	6.0 %
The City's instructional programs	5	1.2 %
City special events and festivals	12	2.9 %
Fees charged for recreation programs	11	2.6 %
Ease of registering for programs	7	1.7 %
None chosen	117	28.1 %
Total	416	100.0 %

Q12. 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>Q12. 3rd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	19	4.6 %
How close neighborhood parks are to your home	11	2.6 %
Number of walking and biking trails	22	5.3 %
Quality of outdoor athletic fields	8	1.9 %
Number of outdoor athletic fields	10	2.4 %
Quality of indoor recreation facilities	20	4.8 %
Number of indoor recreation spaces	27	6.5 %
Availability of information about City parks and recreation programs	20	4.8 %
The City's youth athletic programs	32	7.7 %
The City's adult athletic programs	12	2.9 %
The City's fitness programs	24	5.8 %
The City's instructional programs	10	2.4 %
City special events and festivals	36	8.7 %
Fees charged for recreation programs	12	2.9 %
Ease of registering for programs	12	2.9 %
<u>None chosen</u>	<u>141</u>	<u>33.9 %</u>
Total	416	100.0 %

Q12. The sum of the THREE parks and recreation items listed above you think should receive the MOST EMPHASIS from City leaders

<u>Q12. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Number of indoor recreation spaces	156	37.5 %
Number of walking and biking trails	108	26.0 %
Quality of indoor recreation facilities	100	24.0 %
Maintenance of City parks	93	22.4 %
City special events and festivals	66	15.9 %
The City's fitness programs	58	13.9 %
The City's youth athletic programs	51	12.3 %
How close neighborhood parks are to your home	49	11.8 %
Availability of information about City parks and recreation programs	44	10.6 %
Quality of outdoor athletic fields	35	8.4 %
Number of outdoor athletic fields	33	7.9 %
Fees charged for recreation programs	32	7.7 %
The City's adult athletic programs	30	7.2 %
Ease of registering for programs	24	5.8 %
<u>The City's instructional programs</u>	<u>17</u>	<u>4.1 %</u>
Total	896	

Q13. How supportive would you be of the City developing a regional draw outdoor athletic complex?

Q13. How supportive would you be?	Number	Percent
Very Supportive	91	21.9 %
Supportive	91	21.9 %
Neutral	97	23.3 %
Not Supportive	80	19.2 %
Don't Know	57	13.7 %
Total	416	100.0 %

Q14. City Communication. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=416)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The availability of information about City programs and services	18.8%	46.4%	25.0%	4.3%	0.0%	5.5%
B. City efforts to keep you informed about local issues	14.4%	45.0%	25.7%	7.9%	0.2%	6.7%
C. How open the City is to public involvement and input from residents	8.9%	27.9%	32.5%	8.7%	3.4%	18.8%
D. The quality of programming on the City's cable television channel	3.8%	16.1%	25.5%	5.3%	1.7%	47.6%
E. The quality of the City's web page www.raymore.com	10.3%	41.8%	23.6%	5.3%	1.2%	17.8%
F. The content of the City's quarterly magazine "The Raymore Review"	24.0%	56.5%	13.7%	0.7%	0.5%	4.6%

WITHOUT DON'T KNOW

Q14. City Communication. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

(N=416)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. The availability of information about City programs and services	19.8%	49.1%	26.5%	4.6%	0.0%
B. City efforts to keep you informed about local issues	15.5%	48.2%	27.6%	8.5%	0.3%
C. How open the City is to public involvement and input from residents	10.9%	34.3%	39.9%	10.7%	4.1%
D. The quality of programming on the City's cable television channel	7.3%	30.7%	48.6%	10.1%	3.2%
E. The quality of the City's web page www.raymore.com	12.6%	50.9%	28.7%	6.4%	1.5%
F. The content of the City's quarterly magazine "The Raymore Review"	25.2%	59.2%	14.4%	0.8%	0.5%

Q15. How do you prefer to receive information about the City? (Check all that apply)

Q15. How do you prefer to receive information about the City?	Number	Percent
City Publications	219	52.6 %
City Web Site	212	51.0 %
Utility Bill Inserts	201	48.3 %
Email	193	46.4 %
Social Media	114	27.4 %
Newspaper	89	21.4 %
Text Messages	67	16.1 %
Government Access Channel	56	13.5 %
Video Streaming	21	5.0 %
None chosen	13	3.1 %
Total	1185	

Q16. 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."

(N=416)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The clarity and taste of the tap water in your home	33.2%	43.8%	11.3%	9.4%	1.2%	1.2%
B. Water pressure in your home	29.1%	47.1%	11.5%	10.1%	1.7%	0.5%
C. What you are charged for water/ sewer utilities	12.5%	32.5%	28.4%	18.8%	6.7%	1.2%
D. How easy your water/sewer bill is to understand	19.2%	56.0%	17.1%	3.8%	0.7%	3.1%
E. Drainage of rainwater off City streets	16.1%	57.7%	17.1%	3.4%	2.4%	3.4%
F. Drainage of rainwater off properties next to your residence	13.9%	46.9%	18.3%	9.6%	7.9%	3.4%
G. Adequacy of the City's sanitary sewer collection	17.5%	47.4%	16.6%	2.6%	0.7%	15.1%
H. Adequacy of the City's water system	18.5%	51.2%	16.3%	3.4%	1.2%	9.4%

WITHOUT DON'T KNOW

Q16. 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." (Without "Don't Know")

(N=416)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. The clarity and taste of the tap water in your home	33.6%	44.3%	11.4%	9.5%	1.2%
B. Water pressure in your home	29.2%	47.3%	11.6%	10.1%	1.7%
C. What you are charged for water/sewer utilities	12.7%	32.8%	28.7%	19.0%	6.8%
D. How easy your water/sewer bill is to understand	19.9%	57.8%	17.6%	4.0%	0.7%
E. Drainage of rainwater off City streets	16.7%	59.7%	17.7%	3.5%	2.5%
F. Drainage of rainwater off properties next to your residence	14.4%	48.5%	18.9%	10.0%	8.2%
G. Adequacy of the City's sanitary sewer collection	20.7%	55.8%	19.5%	3.1%	0.8%
H. Adequacy of the City's water system	20.4%	56.5%	18.0%	3.7%	1.3%

Q17. Stormwater Education.

(N=416)

	Yes	No	Don't know
A. Have you or other members of your household disposed of yard waste (including grass clippings) into the street, a stormwater drain or lake/stream during the past year?	4.8%	92.1%	3.1%
B. Have you or other members of your household dumped paint, motor oil, or other household waste into the street, a stormwater drain, or a lake/stream during the past year?	0.2%	98.3%	1.4%
C. It is important to me to live in a community that invests resources in improving the quality of water in lakes and streams in my community.	94.2%	2.4%	3.4%
D. Have you seen or heard any information about water quality in lakes and streams in Raymore during the past year?	16.6%	73.6%	9.9%

WITHOUT DON'T KNOW

Q17. Stormwater Education. (Without "Don't Know")

(N=416)

	Yes	No
A. Have you or other members of your household disposed of yard waste (including grass clippings) into the street, a stormwater drain or lake/stream during the past year?	5.0%	95.0%
B. Have you or other members of your household dumped paint, motor oil, or other household waste into the street, a stormwater drain, or a lake/stream during the past year?	0.2%	99.8%
C. It is important to me to live in a community that invests resources in improving the quality of water in lakes and streams in my community.	97.5%	2.5%
D. Have you seen or heard any information about water quality in lakes and streams in Raymore during the past year?	18.4%	81.6%

Q18. Enforcement of codes and ordinances. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=416)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Enforcing the clean up of litter and debris on private property	7.5%	30.8%	22.8%	15.6%	4.6%	18.8%
B. Enforcing the mowing and trimming of lawns	7.5%	35.6%	24.0%	13.5%	2.9%	16.6%
C. Enforcing the maintenance of residential property (exterior of homes)	5.8%	29.8%	26.2%	17.5%	5.0%	15.6%
D. Enforcing the maintenance of business property	5.8%	37.7%	27.4%	7.0%	1.4%	20.7%
E. Enforcing codes designed to protect public safety	7.9%	40.1%	23.3%	3.8%	1.4%	23.3%
F. Enforcing sign regulations	7.5%	39.4%	22.6%	3.1%	1.2%	26.2%

WITHOUT DON'T KNOW

Q18. Enforcement of codes and ordinances. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

(N=416)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Enforcing the clean up of litter and debris on private property	9.2%	37.9%	28.1%	19.2%	5.6%
B. Enforcing the mowing and trimming of lawns	8.9%	42.7%	28.8%	16.1%	3.5%
C. Enforcing the maintenance of residential property (exterior of homes)	6.8%	35.3%	31.1%	20.8%	6.0%
D. Enforcing the maintenance of business property	7.3%	47.6%	34.5%	8.8%	1.8%
E. Enforcing codes designed to protect public safety	10.3%	52.4%	30.4%	5.0%	1.9%
F. Enforcing sign regulations	10.1%	53.4%	30.6%	4.2%	1.6%

Q19. Using a scale of 1 to 3, where 3 means "Not a Problem" and 1 means "A Major Problem," please rate if each of the following is a problem in Raymore.

(N=416)

	Not a problem	Small problem	Major problem	Don't know
A. Abandoned Vehicles	62.7%	22.1%	4.1%	11.1%
B. Graffiti	73.1%	13.5%	2.6%	10.8%
C. Dilapidated Buildings/Houses	50.2%	31.0%	8.4%	10.3%

WITHOUT DON'T KNOW

Q19. Using a scale of 1 to 3, where 3 means "Not a Problem" and 1 means "A Major Problem," please rate if each of the following is a problem in Raymore.(Without "Don't Know")

(N=416)

	Not a problem	Small problem	Major problem
A. Abandoned Vehicles	70.5%	24.9%	4.6%
B. Graffiti	81.9%	15.1%	3.0%
C. Dilapidated Buildings/Houses	56.0%	34.6%	9.4%

Q20. 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=416)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Don't know
A. Office development	12.0%	20.9%	36.5%	5.8%	1.0%	23.8%
B. Industrial development	13.9%	23.6%	33.4%	4.3%	0.5%	24.3%
C. Multi-family residential development	1.9%	4.1%	41.1%	22.1%	17.3%	13.5%
D. Single-family residential development	0.7%	11.1%	65.4%	8.9%	2.9%	11.1%
E. Retail development	26.0%	32.9%	25.5%	3.8%	0.7%	11.1%

WITHOUT DON'T KNOW

Q20. 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=416)

	Much too slow	Too slow	Just right	Too fast	Much too fast
A. Office development	15.8%	27.4%	47.9%	7.6%	1.3%
B. Industrial development	18.4%	31.1%	44.1%	5.7%	0.6%
C. Multi-family residential development	2.2%	4.7%	47.5%	25.6%	20.0%
D. Single-family residential development	0.8%	12.4%	73.5%	10.0%	3.2%
E. Retail development	29.2%	37.0%	28.6%	4.3%	0.8%

Q21. In general, how supportive are you of having the City use incentives to attract and expand retail, manufacturing, science & technology, and regional office companies?

<u>Q21. How supportive are you?</u>	<u>Number</u>	<u>Percent</u>
Very supportive	199	47.8 %
Somewhat supportive	139	33.4 %
Not sure	49	11.8 %
Not supportive	29	7.0 %
Total	416	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q22. Have you contacted the City with a question, problem, or complaint during the past year?

<u>Q22. Have you contacted the City?</u>	<u>Number</u>	<u>Percent</u>
Yes	131	31.5 %
No	285	68.5 %
Total	416	100.0 %

Q22a. If "Yes" to Q22, which City department did you contact most recently?

Q22a. which City department did you contact most recently?	Number
ABOUT A FENCE AT MY NEIGHBORS	1
ANIMAL CONTROL	14
ANIMAL REGISTRATION	2
BUILDING CODES	2
BUILDING PERMITS	1
CITY COUNCIL REP	1
CITY MANAGER	3
CITY MANAGER OFFICE	2
CLERK	1
CODES	15
CODES ENFORCEMENT	1
CODES & POLICE	2
DOG TAGS	1
DROP ELECTRONICS	1
MAINTENANCE	1
MAINTENANCE/PLANNING	1
PARKS AND RECREATION	8
PLANNING/PERMITS	1
POLICE	9
PUBLIC WORKS	17
REZONING	1
SCHOOL PROPERTY	1
SIDEWALKS	1
SNOW REMOVAL	2
TREET LIGHTS	1
STREET MAINTENANCE	2
STREETS	8
STREETS/SNOW REMOVAL	1
TRASH	2
UTILITIES	2
UTILITY	3
WATER	9
WATER DEPT	3
WATER/SEWER	1
ZONING	1

Q22b-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 Q22a.

(N=131)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
B. How easy the department was to contact	28.2%	51.1%	7.6%	6.9%	3.8%	2.3%
C. How courteously you were treated	37.4%	43.5%	9.9%	3.1%	3.1%	3.1%
D. Technical competence and knowledge of City employees who assisted you	32.8%	35.9%	16.0%	4.6%	0.0%	10.7%
E. Overall responsiveness of City employees to your request or concern	31.3%	32.8%	13.7%	11.5%	8.4%	2.3%

WITHOUT DON'T KNOW

Q22b-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 Q22a.(Without "Don't Know")

(N=131)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
B. How easy the department was to contact	28.9%	52.3%	7.8%	7.0%	3.9%
C. How courteously you were treated	38.6%	44.9%	10.2%	3.1%	3.1%
D. Technical competence and knowledge of City employees who assisted you	36.8%	40.2%	17.9%	5.1%	0.0%
E. Overall responsiveness of City employees to your request or concern	32.0%	33.6%	14.1%	11.7%	8.6%

Q23. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," how important was each reason in your decision to live in Raymore, and are your needs being met? (Circle the corresponding number and letter.)(Without "Don't Know")

(N=416)

	Very Important	Somewhat Important	Not Sure	Unimportant
A. Sense of community	40.6%	45.0%	9.9%	4.6%
B. Quality of public schools	72.6%	15.4%	5.3%	6.7%
C. Employment opportunities	20.7%	34.6%	16.1%	28.6%
D. Types of housing	59.9%	31.5%	4.3%	4.3%
E. Affordability of housing	56.3%	33.2%	7.5%	3.1%
F. Access to quality shopping	46.4%	42.5%	6.5%	4.6%
G. Availability of transportation options	10.1%	31.0%	19.0%	39.9%
H. Availability of cultural activities and the arts	15.4%	37.7%	20.4%	26.4%
I. Access to restaurants and entertainment	49.5%	42.5%	4.6%	3.4%
J. Availability of Parks & Recreation opportunities	47.4%	36.3%	9.1%	7.2%
K. Near family or friends	43.0%	33.2%	6.0%	17.8%
L. Sense of safety	86.8%	10.1%	1.9%	1.2%

Q23. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," how important was each reason in your decision to live in Raymore, and are your needs being met? (Circle the corresponding number and letter.)

(N=416)

	Yes	No	Not provided
A. Sense of community	44.5%	5.0%	50.5%
B. Quality of public schools	40.6%	5.0%	54.3%
C. Employment opportunities	22.8%	18.8%	58.4%
D. Types of housing	42.8%	3.6%	53.6%
E. Affordability of housing	41.6%	5.5%	52.9%
F. Access to quality shopping	21.2%	25.5%	53.4%
G. Availability of transportation options	28.1%	14.9%	57.0%
H. Availability of cultural activities and the arts	20.0%	22.1%	57.9%
I. Access to restaurants and entertainment	22.4%	26.4%	51.2%
J. Availability of Parks & Recreation opportunities	37.5%	8.4%	54.1%
K. Near family or friends	40.9%	4.8%	54.3%
L. Sense of safety	47.6%	1.0%	51.4%

WITHOUT NOT PROVIDED

Q23. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," how important was each reason in your decision to live in Raymore, and are your needs being met? (Circle the corresponding number and letter.)(Without (Don't Know"))

(N=416)

	Yes	No
A. Sense of community	89.8%	10.2%
B. Quality of public schools	88.9%	11.1%
C. Employment opportunities	54.9%	45.1%
D. Types of housing	92.2%	7.8%
E. Affordability of housing	88.3%	11.7%
F. Access to quality shopping	45.4%	54.6%
G. Availability of transportation options	65.4%	34.6%
H. Availability of cultural activities and the arts	47.4%	52.6%
I. Access to restaurants and entertainment	45.8%	54.2%
J. Availability of Parks & Recreation opportunities	81.7%	18.3%
K. Near family or friends	89.5%	10.5%
L. Sense of safety	98.0%	2.0%

Q24. Would you use a public transportation program for senior citizens and persons with disabilities if it were offered in Raymore?

Q24. Would you use a public transportation program?	Number	Percent
Yes	129	31.0 %
No	287	69.0 %
Total	416	100.0 %

Q24a. If "yes" to Q24, should the public transportation program have a regularly scheduled route through the City or be an appointment-based door-to-door public transit program (like Share-A-Fare)?

Q24a. should the public transportation program have a regularly scheduled route?	Number	Percent
Regular scheduled route	58	45.0 %
Appointment-Based Door-to-Door Public Transit Program	73	56.6 %
Don't know	6	4.7 %
Total	137	

Q25. What would be the best way to pay for a public transportation program for seniors and persons with disabilities?

Q25. Best way to pay for a public transportation program?	Number	Percent
The City should pay for the program	90	21.6 %
Riders pay fee	329	79.1 %
Don't know	20	4.8 %
Total	439	

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=416)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall traffic flow on 58 Highway through Raymore	5.5%	40.6%	20.0%	20.4%	11.8%	1.7%
B. Traffic flow at the 58 Highway/I-49 interchange (located in Belton)	1.2%	13.0%	14.7%	40.1%	30.5%	0.5%
C. Traffic flow through 58 Highway and Dean Avenue	3.8%	27.2%	27.9%	25.0%	11.8%	4.3%
D. Traffic flow through 58 Highway and Sunset	9.6%	42.8%	27.2%	6.7%	4.8%	8.9%
E. Traffic flow on 58 Highway between North Madison and South Madison	10.8%	50.0%	24.5%	4.8%	4.1%	5.8%
F. General traffic flow on Foxridge	8.2%	55.0%	20.9%	5.5%	3.1%	7.2%
G. General traffic flow on Lucy Webb	12.7%	56.7%	14.4%	6.0%	2.6%	7.5%
H. How well the traffic signal system provides for efficient traffic flow	8.7%	35.6%	26.2%	18.0%	9.4%	2.2%
I. Availability of public transportation	5.8%	7.2%	29.1%	14.2%	11.3%	32.5%
J. Availability of bicycle lanes	8.2%	16.8%	28.8%	14.2%	10.3%	21.6%
K. Availability of pedestrian walkways	15.1%	43.3%	24.8%	6.0%	3.1%	7.7%

WITHOUT DON'T KNOW

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=416)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall traffic flow on 58 Highway through Raymore	5.6%	41.3%	20.3%	20.8%	12.0%
B. Traffic flow at the 58 Highway/I-49 interchange (located in Belton)	1.2%	13.0%	14.7%	40.3%	30.7%
C. Traffic flow through 58 Highway and Dean Avenue	4.0%	28.4%	29.1%	26.1%	12.3%
D. Traffic flow through 58 Highway and Sunset	10.6%	47.0%	29.8%	7.4%	5.3%
E. Traffic flow on 58 Highway between North Madison and South Madison	11.5%	53.1%	26.0%	5.1%	4.3%
F. General traffic flow on Foxridge	8.8%	59.3%	22.5%	6.0%	3.4%
G. General traffic flow on Lucy Webb	13.8%	61.3%	15.6%	6.5%	2.9%
H. How well the traffic signal system provides for efficient traffic flow	8.8%	36.4%	26.8%	18.4%	9.6%
I. Availability of public transportation	8.5%	10.7%	43.1%	21.0%	16.7%
J. Availability of bicycle lanes	10.4%	21.5%	36.8%	18.1%	13.2%
K. Availability of pedestrian walkways	16.4%	46.9%	26.8%	6.5%	3.4%

Q27. Approximately how many years have you lived in the City of Raymore?

Q27. Approximately how many years have you lived in the City of Raymore?

	Number	Percent
Less than 5 years	96	23.1 %
5 - 10 years	107	25.7 %
11 - 20 years	142	34.1 %
More than 20 years	68	16.3 %
Not provided	3	0.7 %
Total	416	100.0 %

Q28. What is your age?

Age of respondents	Number	Percent
Under 35	84	20.2 %
35 to 44	76	18.3 %
45 to 54	83	20.0 %
55 to 64	82	19.7 %
65+	87	20.9 %
Not provided	4	1.0 %
Total	416	100.0 %

Q29. Which of the following best describes your current place of employment:

Q29. Best describes your current place of employment:	Number	Percent
In Raymore	54	13.0 %
Elsewhere in Cass County	21	5.0 %
Elsewhere in MO	150	36.1 %
In KS	84	20.2 %
Not currently employed	102	24.5 %
Not provided	5	1.2 %
Total	416	100.0 %

Q30. Would you say your total household income is:

Q30. Would you say your total household income is:	Number	Percent
Under \$30,000	13	3.1 %
\$30,000 - \$59,999	79	19.0 %
\$60,000 - \$99,999	136	32.8 %
\$100,000 - \$149,999	119	28.7 %
\$150,000 - \$199,999	27	6.5 %
Over \$200,000	10	2.4 %
Not provided	31	7.5 %
Total	415	100.0 %

Q31. Your gender:

Q31. Your gender:	Number	Percent
Male	201	48.3 %
Female	215	51.7 %
Total	416	100.0 %

Section 5:
Survey Instrument



March 2015

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 our 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 government research. They will present the results to the City later this spring. Individual responses to the survey will remain confidential.

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

Thank you in advance for your participation!

Sincerely,

Pete Kerckhoff
Mayor



2015 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 stormwater runoff/stormwater 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

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

Public Safety

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

<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.	In your neighborhood after dark	4	3	2	1	9
B.	In your neighborhood during the day	4	3	2	1	9
C.	In commercial and retail areas in the City	4	3	2	1	9
D.	In city parks and on city trails	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" to Q7, did you report all of these crimes to the police?

- _____ (1) Yes
- _____ (2) No
- _____ (3) Don't know

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

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

City Maintenance/Public Works

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

<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
L. Street sweeping on City streets	5	4	3	2	1	9
M. Overall road conditions	5	4	3	2	1	9

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

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

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

<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
M. City special events and festivals	5	4	3	2	1	9
N. Fees charged for recreation programs	5	4	3	2	1	9
O. Ease of registering for programs	5	4	3	2	1	9

12. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below from the list in Question 11 above.]

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

13. How supportive would you be of the City developing a regional draw outdoor athletic complex?

- (1) Very Supportive (3) Neutral (5) Don't Know
 (2) Supportive (4) Not Supportive

14. 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

15. How do you prefer to receive information about the City? (check all that apply)

- (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

16. 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 rainwater off City streets	5	4	3	2	1	9
F. Drainage of rainwater 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

17. Stormwater Education.

		<i>Yes</i>	<i>No</i>	<i>Don't Know</i>
A.	Have you or other members of your household disposed of yard waste (including grass clippings) into the street, a stormwater drain or lake/stream during the past year?	1	2	9
B.	Have you or other members of your household dumped paint, motor oil, or other household waste into the street, a stormwater drain, or a lake/stream during the past year?	1	2	9
C.	It is important to me to live in a community that invests resources in improving the quality of water in lakes and streams in my community.	1	2	9
D.	Have you seen or heard any information about water quality in lakes and streams in Raymore during the past year?	1	2	9

22b-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 Q22a.

<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

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

<i>Reasons to Live in Raymore</i>		<i>Very Important</i>	<i>Somewhat Important</i>	<i>Not sure</i>	<i>Unimportant</i>	<i>Are your needs being met in Raymore</i>	
						<i>Yes</i>	<i>No</i>
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.	Sense of safety	4	3	2	1	A	B

Transportation

24. Would you use a public transportation program for senior citizens and persons with disabilities if it were offered in Raymore?

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

24a. If "yes" to Q24, should the public transportation program have a regularly scheduled route through the City or be an appointment-based door-to-door public transit program (like Share-A-Fare)?

- _____ (1) Regular scheduled route
- _____ (2) Appointment-Based Door-to-Door Public Transit Program

25. What would be the best way to pay for a public transportation program for seniors and persons with disabilities?

- _____ (1) The City should pay for the program
- _____ (2) Riders should pay a fee to use the program

26. 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>Transportation</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Overall traffic flow on 58 Highway through Raymore	5	4	3	2	1	9
B. Traffic flow at the 58 Highway/I-49 interchange (located in Belton)	5	4	3	2	1	9
C. Traffic flow through 58 Highway and Dean Avenue	5	4	3	2	1	9
D. Traffic flow through 58 Highway and Sunset	5	4	3	2	1	9
E. Traffic flow on 58 Highway between North Madison and South Madison	5	4	3	2	1	9
F. General traffic flow on Foxridge	5	4	3	2	1	9
G. General traffic flow on Lucy Webb	5	4	3	2	1	9
H. How well the traffic signal system provides for efficient traffic flow	5	4	3	2	1	9
I. Availability of public transportation	5	4	3	2	1	9
J. Availability of bicycle lanes	5	4	3	2	1	9
K. Availability of pedestrian walkways	5	4	3	2	1	9

27. 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

28. What is your age?

- (1) under 25 (3) 35 to 44 (5) 55 to 64 (7) 75 to 84
 (2) 25 to 34 (4) 45 to 54 (6) 65 to 74 (8) 85+

29. 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

30. 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) \$150,000 to \$199,999
 (3) \$60,000 to \$99,999 (6) Over \$200,000

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

Comments:

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

This concludes the survey. Thank you for your time!

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

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