

# City of Raymore Community Survey

## Findings Report

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decisions since 1982*

# 2021

**Submitted to the City of Raymore, Missouri**

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**ETC**  
INSTITUTE



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# 2021 City of Raymore Community Survey Executive Summary

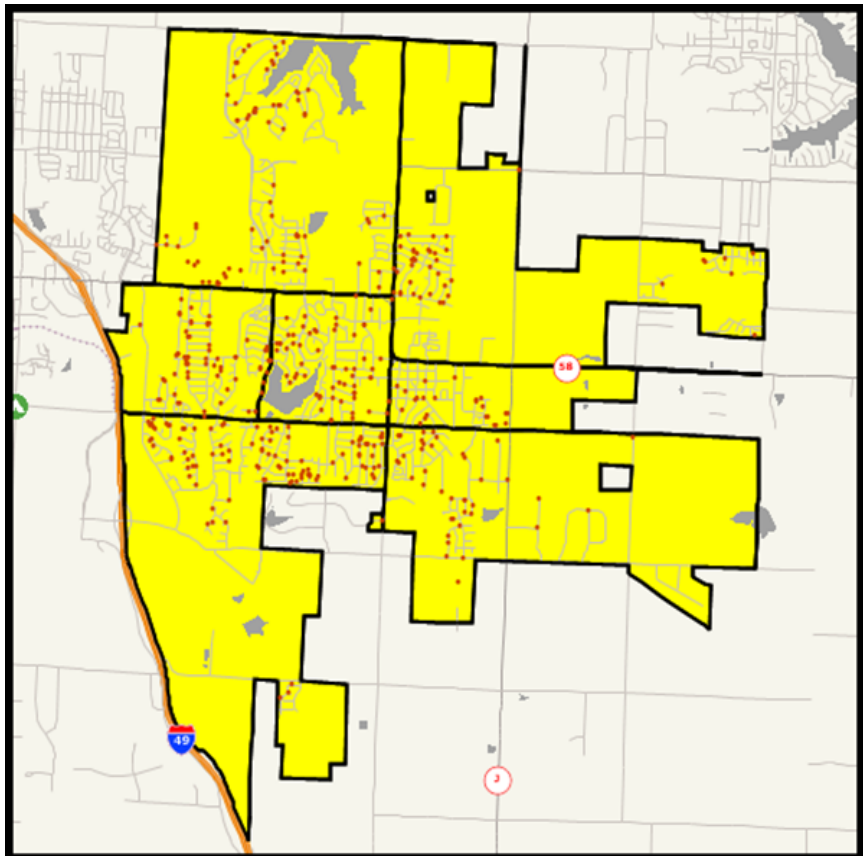
## Purpose and Methodology

ETC Institute administered a survey to residents of the City of Raymore during the winter of 2021. The purpose of this survey was to help the City strategically plan for the future as they continue to grow and meet new challenges. The survey will assist elected officials, as well as the City administrators, in making critical decisions about prioritizing resources and helping the direction for the future of the community.

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

*The GIS map to the right shows the location of households that responded to the survey (indicated by red dots).*

Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of the City from participating, everyone who completed the survey online was required to enter their home address prior to



submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain a total of 400 with residents of the City of Raymore and this goal was achieved with a total of 425 residents completing the survey. The overall residents for the sample of 425 households have a precision of at least +/- 4.7% at the 95% level of confidence.

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

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey,
- trend data from previous surveys,
- benchmarking data that shows how the results for the City of Raymore compares to other communities,
- importance-satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- frequency tables that show the results of the random sample for each question on the survey, and
- a copy of the survey instrument.

## Overall Satisfaction with Major City Services

Residents surveyed were asked to indicate their level of satisfaction with major City services. The City services with the highest levels of satisfaction, based on the sum of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of public safety services (93%), overall maintenance of City buildings and facilities (88%), and the overall quality of City parks and recreation programs and facilities (85%).

The major City services that residents think should receive the most emphasis from City leaders over the next two years, based on respondents’ top three choices, were: the overall maintenance of City streets (65%) and the overall flow of traffic and congestion management in the City (64%). These services did receive the highest ratings of dissatisfaction, based on the sum of “very dissatisfied” and “dissatisfied” responses: the overall flow of traffic and congestion management in the City (22%) and the overall maintenance of City streets (16%).

## Perceptions of the City

Respondents were asked to indicate their perceptions of the City by rating each item as excellent, good, neutral, below average, and poor. The perception items that received the highest ratings, based on the sum of “excellent” and “good” responses among residents *who had an opinion*, were: the overall feeling of safety in the City (88%), overall quality of services provided by the City (86%), and the overall quality of life in the City (73%). Perception of the City items that received the highest dissatisfaction ratings, based on the sum of “poor” and “below average” responses, were: job availability (31%), how well the City is managing growth (26%), and how well the City is planning growth (26%).

## Satisfaction with Specific City Services

**Public Safety.** The public safety services with the highest levels of satisfaction, based on the sum of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of local police protection (93%), how quickly police respond to emergencies (83%), the visibility of police in neighborhoods (79%), and the severe weather preparedness and disaster response planning (79%).

Public safety items that residents think should receive the most emphasis from City leaders over the next two years, based on the sum of respondents’ top three choices, were: the City’s efforts to prevent crime (57%), the visibility of police in neighborhoods (44%), and the overall quality of local police protection (38%).

**City Maintenance/Public Works.** City maintenance/public works’ service items with the highest ratings of satisfaction, based on the sum of “very satisfied” and “satisfied” responses among *residents who had an opinion*, were: snow removal on major City streets (92%), maintenance of City buildings (86%), maintenance of street signs and traffic signals (83%), and the overall cleanliness of City streets and other public areas (83%). The maintenance items with the highest ratings of dissatisfaction, based on the sum of “very dissatisfied” and “dissatisfied” responses, were: maintenance of streets in your neighborhood (22%), maintenance of major City streets (13%), and the overall road conditions (11%).

The maintenance/public works’ items that residents think should receive the most emphasis from City leaders over the next two years, based on the sum of respondents’ top three choices, were: maintenance of neighborhood streets (46%), maintenance of major City streets (41%), and the overall road conditions (30%).

**Parks and Recreation.** Parks and Recreation services that received the highest ratings of satisfaction, based on the sum of “very satisfied” and “satisfied” responses among *residents who had an opinion*, were: the maintenance of City parks (85%), quality of outdoor athletic fields (76%), number of walking and biking trails (74%), and how close neighborhood parks are to home (74%). Services that had the highest dissatisfaction ratings, based on the sum of “very dissatisfied” and “dissatisfied” responses, were: the number of indoor recreation/event spaces (19%), City’s fitness programs (17%), and the quality of indoor recreation/event facilities (13%).

Parks and Recreation services that residents think should receive the most emphasis over the next two years, based on the sum of respondents' two three choices, were: maintenance of City parks (36%), number of walking and biking trails (27%), and City special events and festivals (24%).

**City Communication.** Items, regarding the City's communication, that received the highest satisfaction ratings, based on the sum of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were the content and design of City's magazine (76%) and the availability of information about City programs and services (64%). Eighteen percent (18%) of residents surveyed were either very dissatisfied or dissatisfied with how open the City is to public involvement and receiving input from residents and 16% were either very dissatisfied or dissatisfied with the City's efforts to keep residents informed about local issues.

Methods and residents prefer to use to receive information about the City, based on the sum of respondents' top three choices, were: City website (59%), City brochures and mailers (58%), and The Review (56%).

**Water/Sewer Utilities and Stormwater Management.** Water/sewer utilities and stormwater management service items with the highest ratings of satisfaction, based on the sum of "very satisfied" and "satisfied" responses among *residents who had an opinion*, were: trash, recycling, and yard waste services (86%), water pressure in the home (75%), and drainage of rainwater off City streets (73%). Service items that received the highest dissatisfaction ratings, based on the sum of "very dissatisfied" and "dissatisfied," were: what is charged for water/sewer utilities (29%), drainage of rainwater off properties next to your residence (18%), and the clarity and taste of tap water in your residence (16%).

Methods and residents prefer to use to receive information about the City, based on the sum of respondents' top three choices, were: City website (59%), City brochures and mailers (58%), and The Review (56%).

Majority (94%) of residents surveyed agree with the statement: "It is important to me to live in a community that invests resources in improving quality water in lakes and streams in my community." Eight out of ten residents (82%) indicated they have not seen or heard any information about water quality in lakes and streams in the City during the past year.

**Enforcement of Codes and Ordinances.** Items regarding the enforcement of codes/ordinances that received the highest ratings of satisfaction, based on the sum of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: enforcing codes designed to protect public safety (66%), enforcing maintenance of business property (62%), and enforcing sign regulations (59%). The service with the highest dissatisfaction rating, based on the sum of "very dissatisfied" and "dissatisfied," was enforcing maintenance of residential property (the exterior of homes) (23%).

**City's Customer Service.** Over a quarter (28%) of respondents contacted the City with a question, problem, or complaint during the past year. Of those respondents, 70% contacted the City via phone, 13% contacted the City via e-mail, 9% contacted the City in-person, 5% contacted the City via Report-A-Concern/website, and 3% contacted the City via social media.

Residents that had indicated they have contacted the City during the past year (28%) were asked to rate their satisfaction of the customer service they had received. Eighty-two percent (82%) were either very satisfied or satisfied with how courteously they were treated and 79% were either very satisfied or satisfied with how easy the department was to contact.

**Transportation.** Respondents were asked to rate their degree of satisfaction with various traffic and transportation items. The transportation items with the highest ratings of satisfaction, based on the sum of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the general traffic flow on Lucy Webb (76%), traffic flow on 58 Highway between North Madison and South Madison (68%), and the general traffic flow on Foxridge (66%). The items that had the highest dissatisfaction ratings, based on the sum of “very dissatisfied” and “dissatisfied” responses, were: traffic flow on 58 Highway/I-49 interchange (69%), the availability of public transportation (37%), and the overall traffic flow on 58 Highway through Raymore (36%).

**Arts Commission.** Items, regarding the Arts Commission, with the highest ratings of satisfaction, based on the sum of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality and variety of City-sponsored public art (36%) and the quality of art gallery spaces at City Hall and Centerview (34%). Two out of ten (20%) of residents are either very dissatisfied or dissatisfied with the quality of free musical performances/events and 18% are either very dissatisfied or dissatisfied with the quality of arts programming and classes.

## Feelings of Safety in the City

Most (96%) residents surveyed feel either very safe or safe in their neighborhood during the day, 89% of residents surveyed feel either very safe or safe in their neighborhood after dark, 78% of residents surveyed feel either very safe or safe in commercial and retail areas in the City, and 69% of residents surveyed feel either very safe or safe in City parks and on City trails.

Respondents were asked to indicate what factor most influences how safe they feel in the City of Raymore. Almost half (49%) responded environmental factors (well-lit areas, etc.) influence how safe they feel in the City, 36% indicated police activities and response time influences how safe they feel, 13% indicated something not related to the City (past victim, neighbors, etc.) influences how safe they feel in the City, and 3% did not provide a response.

## Additional Findings

- Respondent households were asked if they are familiar with or have participated in various police initiatives/outreach programs in the City. Over a quarter (27%) of residents indicated they are either familiar with or have participated in the Prescription Drug Take Back, 13% are familiar or have participated in Neighborhood Watch or Community or Neighborhood Meeting, and 8% are familiar with or have participated in the Ride-Along Program.



- Residents were asked to indicate how much a problem various issues are in the City of Raymore. Forty-nine percent (49%) of residents think dilapidated buildings/houses are either a minor or major problem and 45% think boats/trailers/motor homes in unauthorized areas are either a minor or major problem. Eighty percent (80%) of residents indicated that graffiti is not a problem and 69% indicated abandoned vehicles are not a problem.
- Respondents were asked to rank the level of importance of several variables that have influence when deciding where to live. The variables with the highest ratings of importance, based on the sum of “very important” and “somewhat important” responses among residents *who had an opinion*, were: the sense of safety (98%), the sense of community (93%), the types of housing (91%), and access to restaurants and entertainment (89%). Variables that were unimportant to residents, as indicated by survey participants that gave an “unimportant” response for the item, were: the accessibility of transportation options (48%), employment opportunities (37%), and the availability of cultural activities and arts (32%).
  - Almost all (98%) of respondents indicated they need to feel a sense of safety in the City of Raymore is being met.
  - Nine out of ten (94%) residents indicated their need for the quality of public schools in the City is being met.
  - Eighty-nine percent (89%) of residents surveyed indicated their need for types of housing in the City is being met.
  - Four out of ten (40%) residents indicated their need for access to transportation options and the availability of cultural activities and arts are not being met.
- Since early 2020, the Coronavirus (COVID-19) Pandemic created several challenges for everyone, therefore respondents were asked how they would rate the availability of services from City Hall during this time. Four percent (4%) of residents saw a significant improvement in service levels, 7% saw a slight improvement in service levels, 63% saw no difference in service levels, 8% saw a slight decrease in service levels, 2% saw a significant decrease in service levels, and 16% did not provide an opinion.
  - Residents surveyed were asked how likely they would continue using the online services and programming options the City provided during COVID-19. Thirty-four percent (34%) indicated they would very likely continue, 9% indicated they would somewhat likely continue, 2% indicated they were not likely to continue, 1% will not continue at all, 48% indicated they never used any of the online services/programs, and 5% did not provide their opinion.
- Currently, shoppers who use some online retailers do not pay the same local sales tax as those who choose to shop at locally owned businesses. Respondents were asked how supportive they would be if the City were to propose a Use Tax that would be applied to online shopping sales tax. Twenty-four percent (24%) of residents surveyed are either very supportive or somewhat supportive, 16% are neutral, 57% are either somewhat unsupportive or not supportive at all, and 2% did not provide their opinion.



- Residents surveyed were then questioned that if they knew the revenue generated from a proposed Use Tax would be going to support hiring additional City employees (police officers, public works employees, parks maintenance staff, etc.), how much more supportive/unsupportive would they be. Half (50%) of residents would be either much more or somewhat more supportive of the proposed tax, 40% would not change their level of support, 9% would be either somewhat less or much less supportive, and 1% did not provide their opinion.

## Trend Analysis

The table below and on the following pages show the comparison trends of the 2021 results as they compare to the results of the 2019 and 2006 surveys. Of the sixty-six (66) service items that were assessed in 2006 and 2021 surveys, there was an increase in satisfaction for 61 services, no change in satisfaction for three services, and there was a decrease in satisfaction for three services. There were notable increases in satisfaction for 57 service items.

*Any changes of +/- 5.0% are considered notable increases/decreases.*

Long-Term Trends: 2021 Results vs. 2006 Results				
Service	2006	2021	Difference	Category
Snow removal on neighborhood streets	45%	77%	32%	Maintenance
Number of walking & biking trails	43%	74%	31%	Parks and Recreation
Overall value that you receive for your City tax dollars & fees	38%	66%	28%	Perceptions
What you are charged for water/sewer utilities	21%	48%	27%	Water/Stormwater
Availability of sidewalks in City	43%	68%	25%	Maintenance
Overall quality of services provided by City of Raymore	66%	86%	20%	Perceptions
Overall maintenance of City streets	49%	68%	19%	Major Service
Landscaping & appearance of public areas along City streets	53%	70%	17%	Maintenance
Overall quality of City parks & recreation programs & facilities	69%	85%	16%	Major Service
Overall enforcement of City codes & ordinances for building/housing	44%	60%	16%	Major Service
Number of outdoor athletic fields	53%	69%	16%	Parks and Recreation
Snow removal on major City streets	76%	92%	16%	Maintenance
Condition of City sidewalks	53%	68%	15%	Maintenance
Overall image of City	66%	81%	15%	Perceptions
Quality of outdoor athletic fields	61%	76%	15%	Parks and Recreation
Adequacy of City street lighting	54%	69%	15%	Maintenance
Visibility of police in neighborhoods	65%	79%	14%	Public Safety
Overall flow of traffic & congestion management in City	39%	53%	14%	Major Service

The top three significant notable increases in satisfaction ratings for services, from 2006 to 2021, were:

- Snow removal on neighborhood streets (+32%)
- Number of walking and biking trails (+31%)
- Overall value that you receive for your City tax dollars and fees (+28%)

The only significant decrease in satisfaction was for the clarity and taste of tap water in your home.

Long-Term Trends: 2021 Results vs. 2006 Results				
Service	2006	2021	Difference	Category
Overall cleanliness of City streets & other public areas	69%	83%	14%	Maintenance
Overall quality of City's stormwater runoff/management system	55%	69%	14%	Major Service
Quality of City's web page: www.raymore.com	47%	61%	14%	Communication
How well City is managing growth	28%	42%	14%	Perceptions
Maintenance of street signs & traffic signals	70%	83%	13%	Maintenance
Overall appearance of City	67%	80%	13%	Perceptions
Overall responsiveness of City employees to your request or concern	57%	70%	13%	Customer Service
Overall effectiveness of City communication with the public	57%	70%	13%	Major Service
As a place to retire	51%	63%	12%	Perceptions
Content & design of City's magazine	64%	76%	12%	Communication
How close neighborhood parks are to your home	63%	74%	11%	Parks and Recreation
Overall maintenance of City buildings & facilities	77%	88%	11%	Major Service
How well City is planning growth	33%	44%	11%	Perceptions
Maintenance of City buildings	76%	87%	11%	Maintenance
Maintenance of City parks	74%	85%	11%	Parks and Recreation
Enforcing maintenance of residential property	37%	47%	10%	Code Enforcement
Drainage of rainwater off City streets	63%	73%	10%	Water/Stormwater
Enforcing codes designed to protect public safety	56%	66%	10%	Code Enforcement
Enforcement of local traffic laws	66%	76%	10%	Public Safety
Quality of animal control	65%	75%	10%	Public Safety
Enforcing maintenance of business property	52%	62%	10%	Code Enforcement
Overall quality of local police protection	83%	92%	9%	Public Safety
Maintenance of major City streets	63%	72%	9%	Maintenance
Visibility of police in retail areas	55%	64%	9%	Public Safety
Technical competence & knowledge of City employees who assisted you	67%	76%	9%	Customer Service
Overall quality of public safety services	84%	93%	9%	Major Service
How quickly police respond to emergencies	74%	83%	9%	Public Safety
Overall quality of customer service you receive from City employees	72%	80%	8%	Major Service
Enforcing mowing & trimming of lawns	46%	54%	8%	Code Enforcement
City's adult athletic programs	40%	48%	8%	Parks and Recreation
City's efforts to prevent crime	67%	75%	8%	Public Safety
Overall quality of life in City	75%	82%	7%	Perceptions
Drainage of rainwater off properties next to your residence	56%	63%	7%	Water/Stormwater
City's youth athletic programs	52%	59%	7%	Parks and Recreation
Enforcing sign regulations	53%	59%	6%	Code Enforcement
How easy your water/sewer bill is to understand	66%	72%	6%	Water/Stormwater
Enforcing cleanup of litter & debris on private property	44%	50%	6%	Code Enforcement
Availability of information about City programs & services	58%	63%	5%	Communication
Maintenance of streets in your neighborhood	54%	59%	5%	Maintenance
How open City is to public involvement & input from residents	40%	43%	3%	Communication
Availability of information about City parks & recreation programs	65%	68%	3%	Parks and Recreation
Quality of new development in City	46%	47%	1%	Perceptions
How courteously you were treated	81%	82%	1%	Customer Service
City efforts to keep you informed about local issues	54%	54%	0%	Communication
Water pressure in your home	75%	75%	0%	Water/Stormwater
City special events & festivals	58%	58%	0%	Parks and Recreation
Overall feeling of safety in City	88%	88%	-1%	Perceptions
How easy the department was to contact	79%	78%	-1%	Customer Service
Clarity & taste of tap water in your home	75%	68%	-7%	Water/Stormwater

Of the ninety-four (94) service items that were assessed in 2019 and 2021 surveys, there was an increase in satisfaction for 60 services, no change in satisfaction for three services, and there was a decrease in satisfaction for three services. There were notable increases in satisfaction for 31 service items.

The top three significant notable increases in satisfaction ratings for services, from 2019 to 2021, were:

- Trash, recycling, and yard waste service (+19%)
- Overall maintenance of City streets (+12%)
- Enforcing codes designed to protect public safety (+9%)

Short-Term Trends: 2021 Results vs. 2019 Results				
Service	2019	2021	Difference	Category
Trash, recycling & yard waste service	67%	86%	19%	Water/Stormwater
Overall maintenance of City streets	56%	68%	12%	Major Service
Enforcing codes designed to protect public safety	57%	66%	9%	Code Enforcement
Maintenance of major City streets	63%	72%	9%	Maintenance
Quality of outdoor athletic fields	67%	76%	9%	Parks and Recreation
Enforcing maintenance of business property	53%	62%	9%	Code Enforcement
Overall road conditions	62%	71%	9%	Maintenance
Number of walking & biking trails	66%	74%	8%	Parks and Recreation
Enforcing mowing & trimming of lawns	47%	54%	7%	Code Enforcement
Overall quality of City parks & recreation programs & facilities	78%	85%	7%	Major Service
Number of outdoor athletic fields	62%	69%	7%	Parks and Recreation
Enforcing cleanup of litter & debris on private property	43%	50%	7%	Code Enforcement
Quality of indoor recreation/event facilities	52%	59%	7%	Parks and Recreation
Number of indoor recreation/event spaces	44%	50%	6%	Parks and Recreation
Snow removal on neighborhood streets	71%	77%	6%	Maintenance
Drainage of rainwater off properties next to your residence	57%	63%	6%	Water/Stormwater
Quality of animal control	69%	75%	6%	Public Safety
Availability of pedestrian walkways	51%	57%	6%	Transportation
Overall maintenance of City buildings & facilities	83%	88%	5%	Major Service
Overall value that you receive for your City tax dollars & fees	61%	66%	5%	Perceptions
Maintenance of City buildings	82%	87%	5%	Maintenance
Enforcing maintenance of residential property	43%	47%	4%	Code Enforcement
Drainage of rainwater off City streets	69%	73%	4%	Water/Stormwater
Snow removal on major City streets	88%	92%	4%	Maintenance
Availability of sidewalks in City	64%	68%	4%	Maintenance
Overall cleanliness of City streets & other public areas	79%	83%	4%	Maintenance
Overall quality of services provided by City of Raymore	82%	86%	4%	Perceptions
How close neighborhood parks are to your home	70%	74%	4%	Parks and Recreation
Fees charged for recreation programs	48%	52%	4%	Parks and Recreation
City's fitness programs	40%	44%	4%	Parks and Recreation
How well traffic signal system provides for efficient traffic flow	45%	49%	4%	Transportation
What you are charged for water/sewer utilities	44%	48%	4%	Water/Stormwater
Maintenance of City parks	81%	85%	3%	Parks and Recreation
Visibility of police in neighborhoods	76%	79%	3%	Public Safety
Availability of bicycle lanes	25%	28%	3%	Transportation
Maintenance of streets in your neighborhood	56%	59%	3%	Maintenance
Maintenance of street signs & traffic signals	80%	83%	3%	Maintenance
Job availability	24%	27%	3%	Perceptions
Street sweeping on City streets	56%	59%	3%	Maintenance
Quality of new development in City	44%	47%	3%	Perceptions
Overall quality of public safety services	90%	93%	3%	Major Service
Overall feeling of safety in City	85%	88%	3%	Perceptions
Condition of City sidewalks	66%	68%	2%	Maintenance
Overall flow of traffic & congestion management in City	51%	53%	2%	Major Service
Overall quality of local police protection	90%	92%	2%	Public Safety
Overall enforcement of City codes & ordinances for building/housing	58%	60%	2%	Major Service
City's efforts to prevent crime	73%	75%	2%	Public Safety
Enforcement of local traffic laws	74%	76%	2%	Public Safety
Landscaping & appearance of public areas along City streets	68%	70%	2%	Maintenance
Availability of public transportation	18%	20%	2%	Transportation

The most significant notable decreases in satisfaction ratings for services, from 2019 to 2021, were:

- The City's efforts to keep you informed about local issues (-10%)
- The clarity and taste of tap water in your home (-12%)
- How open the City is to public involvement and receiving input from residents (-13%)

Short-Term Trends: 2021 Results vs. 2019 Results				
Service	2019	2021	Difference	Category
City's adult athletic programs	47%	48%	1%	Parks and Recreation
Overall image of City	80%	81%	1%	Perceptions
Traffic flow through 58 Highway & Sunset	58%	59%	1%	Transportation
Visibility of police in retail areas	63%	64%	1%	Public Safety
Overall appearance of City	79%	80%	1%	Perceptions
Water pressure in your home	74%	75%	1%	Water/Stormwater
General traffic flow on Foxridge	66%	67%	1%	Transportation
How well City is planning growth	43%	44%	1%	Perceptions
Adequacy of City street lighting	68%	69%	1%	Maintenance
How quickly police respond to emergencies	82%	83%	1%	Public Safety
Enforcing sign regulations	59%	59%	0%	Code Enforcement
Severe weather preparedness/disaster response planning	79%	79%	0%	Public Safety
General traffic flow on Lucy Webb	76%	76%	0%	Transportation
City's instructional programs	44%	44%	-1%	Parks and Recreation
Overall quality of customer service you receive from City employees	81%	80%	-1%	Major Service
How easy your water/sewer bill is to understand	73%	72%	-1%	Water/Stormwater
Traffic flow on 58 Highway between North Madison & South Madison	69%	68%	-1%	Transportation
Overall quality of City's stormwater runoff/management system	70%	69%	-1%	Major Service
Ease of registering for programs	54%	53%	-1%	Parks and Recreation
Traffic flow on 58 Highway/I-49 interchange (located in Belton)	18%	16%	-1%	Transportation
Quality of City's web page: www.raymore.com	62%	61%	-1%	Communication
How well City is managing growth	43%	42%	-2%	Perceptions
Overall quality of life in City	84%	82%	-2%	Perceptions
Overall effectiveness of City communication with the public	72%	70%	-2%	Major Service
Availability of affordable housing	62%	59%	-3%	Perceptions
As a place to retire	66%	63%	-3%	Perceptions
City's youth athletic programs	62%	59%	-3%	Parks and Recreation
Overall responsiveness of City employees to your request or concern	73%	70%	-3%	Customer Service
Traffic flow through 58 Highway & Dean Avenue	44%	40%	-3%	Transportation
Quality of art gallery spaces at City Hall & Centerview	38%	34%	-4%	Arts Commission
How easy the department was to contact	82%	78%	-4%	Customer Service
Availability of information about City parks & recreation programs	72%	68%	-4%	Parks and Recreation
Quality & variety of City-sponsored public art	40%	35%	-4%	Arts Commission
Content & design of City's magazine	80%	76%	-4%	Communication
Quality of arts programming & classes	31%	27%	-5%	Arts Commission
City special events & festivals	63%	58%	-5%	Parks and Recreation
How courteously you were treated	87%	82%	-5%	Customer Service
Availability of information about City programs & services	69%	63%	-6%	Communication
Overall traffic flow on 58 Highway through Raymore	50%	42%	-7%	Transportation
Technical competence & knowledge of City employees who assisted you	83%	76%	-7%	Customer Service
Quality of free musical performances/events	42%	33%	-9%	Arts Commission
City efforts to keep you informed about local issues	64%	54%	-10%	Communication
Clarity & taste of tap water in your home	80%	68%	-12%	Water/Stormwater
How open City is to public involvement & input from residents	56%	43%	-13%	Communication



# How the City of Raymore Compares to Other Communities Nationally

Satisfaction ratings for the City of Raymore rated the same as or above the National Average in 56 of the 61 areas that were assessed. The City of Raymore rated significantly higher than the National Average in 49 of these areas. Listed to the right are the comparisons between the City of Raymore and the National Average.

Benchmarking Results: City of Raymore (MO) Results Compared to the National Average Benchmarks				
Service	Raymore, MO	National Average	Difference	Category
Overall quality of customer service you receive from City employees	80%	42%	38%	Major Service
Overall quality of services provided by City	86%	48%	38%	Perceptions
Snow removal on major City streets	92%	60%	32%	Maintenance
Snow removal on neighborhood streets	77%	48%	29%	Maintenance
Overall value that you receive for your City tax dollars & fees	66%	37%	29%	Perceptions
Overall maintenance of City streets	68%	42%	25%	Major Service
Condition of City sidewalks	68%	43%	25%	Maintenance
Overall quality of local police protection	92%	68%	25%	Public Safety
Overall maintenance of City buildings & facilities	88%	63%	25%	Maintenance
Overall quality of City parks & recreation programs & facilities	85%	61%	24%	Major Service
Maintenance of major City streets	72%	48%	24%	Maintenance
Overall cleanliness of City streets & other public areas	83%	59%	24%	Maintenance
Overall effectiveness of City communication with the public	70%	46%	24%	Major Service
Visibility of police in neighborhoods	79%	56%	24%	Public Safety
Availability of information about City programs & services	63%	42%	22%	Communication
Overall feeling of safety in City	88%	66%	22%	Perceptions
How quickly police respond to emergencies	83%	62%	21%	Public Safety
Overall image of City	81%	61%	20%	Perceptions
Quality of animal control	75%	55%	20%	Public Safety
City's efforts to prevent crime	75%	55%	20%	Public Safety
Drainage of rainwater off properties next to your residence	63%	44%	20%	Water/Stormwater
Overall quality of public safety services	93%	74%	19%	Major Service
Enforcing mowing & trimming of lawns	54%	36%	18%	Code Enforcement
Technical competence & knowledge of City employees	76%	58%	18%	Customer Service
Trash, recycling & yard waste service	86%	68%	18%	Major Service
Landscaping & appearance of public areas along City streets	70%	52%	18%	Maintenance
Overall appearance of City	80%	64%	16%	Perceptions
Maintenance of street signs & traffic signals	83%	68%	16%	Maintenance
Overall quality of City's stormwater runoff/management system	69%	54%	16%	Major Service
Severe weather preparedness/disaster response planning	79%	64%	15%	Major Service
Maintenance of City parks	85%	70%	14%	Parks and Recreation
Maintenance of streets in your neighborhood	59%	45%	14%	Maintenance
How easy the department was to contact	78%	64%	14%	Customer Service
Number of outdoor athletic fields	69%	56%	13%	Parks and Recreation
How open City is to public involvement & input from residents	43%	31%	13%	Communication
Overall responsiveness of City employees to your request or concern	70%	57%	12%	Customer Service
Quality of outdoor athletic fields	76%	64%	12%	Parks and Recreation
Adequacy of City street lighting	69%	57%	12%	Maintenance
City efforts to keep you informed about local issues	54%	43%	12%	Communication
How courteously you were treated	82%	70%	11%	Customer Service
Enforcement of local traffic laws	76%	65%	11%	Public Safety
Number of walking & biking trails	74%	63%	11%	Parks and Recreation
Overall quality of life in City	82%	72%	10%	Perceptions
Enforcing maintenance of business property	62%	51%	10%	Code Enforcement
Enforcing sign regulations	59%	50%	10%	Code Enforcement
Street sweeping on City streets	59%	50%	9%	Maintenance
Enforcing cleanup of litter & debris on private property	50%	42%	8%	Code Enforcement
Overall enforcement of City codes & ordinances for building/housing	60%	53%	8%	Major Service
City as a place to retire	63%	56%	7%	Perceptions
Visibility of police in retail areas	64%	60%	4%	Public Safety
Enforcing maintenance of residential property	47%	43%	4%	Code Enforcement
Water pressure in your home	75%	72%	3%	Water/Stormwater
Overall flow of traffic & congestion management in City	53%	51%	2%	Major Service
Quality of City's web page	61%	59%	2%	Communication
Clarity & taste of tap water in your home	68%	67%	1%	Water/Stormwater
Number of indoor recreation/event spaces	50%	50%	0%	Parks and Recreation
How well City is planning growth	44%	45%	-2%	Perceptions
Quality of indoor recreation/event facilities	59%	62%	-3%	Parks and Recreation
City's youth athletic programs	59%	62%	-3%	Parks and Recreation
City's adult athletic programs	48%	55%	-7%	Parks and Recreation
Ease of registering for programs	53%	62%	-9%	Parks and Recreation

## How the City of Raymore Compares to Other Communities Regionally

Satisfaction ratings for the City of Raymore rated the same as or above the Kansas and Missouri Regional Average in 57 of the 61 areas that were assessed. The City of Raymore rated significantly higher than the region’s average in 48 of these areas. Listed to the right are the comparisons between the City of Raymore and the Kansas and Missouri Region’s Average.

Benchmarking Results: City of Raymore (MO) Results Compared to the Kansas and Missouri Region Benchmarks				
Service	Raymore, MO	Kansas and Missouri Average	Difference	Category
Overall quality of services provided by City	86%	42%	44%	Perceptions
Overall maintenance of City buildings & facilities	88%	56%	32%	Maintenance
Snow removal on major City streets	92%	62%	31%	Maintenance
Overall quality of local police protection	92%	63%	29%	Public Safety
Overall maintenance of City streets	68%	38%	29%	Major Service
Snow removal on neighborhood streets	77%	50%	27%	Maintenance
Overall appearance of City	80%	53%	27%	Perceptions
Overall quality of customer service you receive from City employees	80%	53%	27%	Major Service
Condition of City sidewalks	68%	43%	26%	Maintenance
Severe weather preparedness/disaster response planning	79%	54%	25%	Major Service
Overall value that you receive for your City tax dollars & fees	66%	41%	25%	Perceptions
Overall feeling of safety in City	88%	63%	24%	Perceptions
Overall image of City	81%	58%	23%	Perceptions
City's efforts to prevent crime	75%	52%	23%	Public Safety
Trash, recycling & yard waste service	86%	63%	23%	Major Service
Overall cleanliness of City streets & other public areas	83%	61%	22%	Maintenance
Overall effectiveness of City communication with the public	70%	48%	21%	Major Service
How quickly police respond to emergencies	83%	62%	21%	Public Safety
Landscaping & appearance of public areas along City streets	70%	50%	20%	Maintenance
Quality of animal control	75%	55%	20%	Public Safety
Overall quality of City parks & recreation programs & facilities	85%	66%	19%	Major Service
Visibility of police in neighborhoods	79%	60%	19%	Public Safety
Maintenance of major City streets	72%	53%	19%	Maintenance
Overall quality of public safety services	93%	74%	19%	Major Service
Adequacy of City street lighting	69%	50%	19%	Maintenance
Overall quality of City's stormwater runoff/management system	69%	51%	18%	Major Service
Drainage of rainwater off properties next to your residence	63%	46%	17%	Water/Stormwater
How open City is to public involvement & input from residents	43%	28%	15%	Communication
Overall quality of life in City	82%	67%	15%	Perceptions
Overall responsiveness of City employees to your request or concern	70%	55%	14%	Customer Service
Enforcing sign regulations	59%	45%	14%	Code Enforcement
Enforcing mowing & trimming of lawns	54%	41%	13%	Code Enforcement
Number of walking & biking trails	74%	61%	13%	Parks and Recreation
Availability of information about City programs & services	63%	51%	13%	Communication
Overall enforcement of City codes & ordinances for building/housing	60%	48%	12%	Major Service
Enforcing maintenance of business property	62%	50%	11%	Code Enforcement
Quality of outdoor athletic fields	76%	65%	11%	Parks and Recreation
Enforcing cleanup of litter & debris on private property	50%	39%	11%	Code Enforcement
Technical competence & knowledge of City employees	76%	65%	11%	Customer Service
How courteously you were treated	82%	71%	10%	Customer Service
Clarity & taste of tap water in your home	68%	58%	10%	Water/Stormwater
Maintenance of City parks	85%	75%	10%	Parks and Recreation
Water pressure in your home	75%	66%	9%	Water/Stormwater
Overall flow of traffic & congestion management in City	53%	45%	8%	Major Service
Maintenance of street signs & traffic signals	83%	76%	7%	Maintenance
How well City is planning growth	44%	37%	7%	Perceptions
Enforcement of local traffic laws	76%	69%	7%	Public Safety
City as a place to retire	63%	57%	6%	Perceptions
Maintenance of streets in your neighborhood	59%	56%	4%	Maintenance
How easy the department was to contact	78%	74%	4%	Customer Service
Number of outdoor athletic fields	69%	65%	4%	Parks and Recreation
Visibility of police in retail areas	64%	60%	4%	Public Safety
Street sweeping on City streets	59%	56%	3%	Maintenance
Quality of City's web page	61%	58%	3%	Communication
City's youth athletic programs	59%	56%	3%	Parks and Recreation
Enforcing maintenance of residential property	47%	45%	2%	Code Enforcement
City efforts to keep you informed about local issues	54%	55%	0%	Communication
City's adult athletic programs	48%	50%	-1%	Parks and Recreation
Number of indoor recreation/event spaces	50%	53%	-2%	Parks and Recreation
Quality of indoor recreation/event facilities	59%	64%	-6%	Parks and Recreation
Ease of registering for programs	53%	63%	-10%	Parks and Recreation

## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each 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 the overall satisfaction with 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 Section 3 of this report.

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

- The overall flow of traffic and congestion management in the City (I-S Rating=0.2965)
- The overall maintenance of City streets (I-S Rating=0.2113)

Importance-Satisfaction (I-S) Analysis for major categories of City services is shown in the table below. The remainder of the Importance-Satisfaction results can be found in Section 3 of this report.

<b>Importance-Satisfaction Rating</b>						
<b>Major City Services</b>						
<b>City of Raymore, Missouri</b>						
<b>Category of Service</b>	<b>Most Important %</b>	<b>Most Important Rank</b>	<b>Satisfaction %</b>	<b>Satisfaction Rank</b>	<b>Importance-Satisfaction Rating</b>	<b>I-S Rating Rank</b>
<b><u>Very High Priority (I-S &gt; 0.20)</u></b>						
Overall flow of traffic & congestion management in City	64%	2	53%	9	0.2965	1
Overall maintenance of City streets	65%	1	68%	7	0.2113	2
<b><u>Medium Priority (I-S &lt; 0.10)</u></b>						
Overall enforcement of City codes & ordinances for building/housing	19%	6	60%	8	0.0756	3
Overall effectiveness of City communication with the public	20%	5	70%	5	0.0602	4
Overall quality of City's stormwater runoff/management system	18%	7	69%	6	0.0564	5
Overall quality of City parks & recreation programs & facilities	26%	4	85%	3	0.0391	6
Overall quality of public safety services	40%	3	93%	1	0.0299	7
Overall quality of customer service you receive from City employees	9%	8	80%	4	0.0174	8
Overall maintenance of City buildings & facilities	4%	9	88%	2	0.0054	9



# **Section 1**

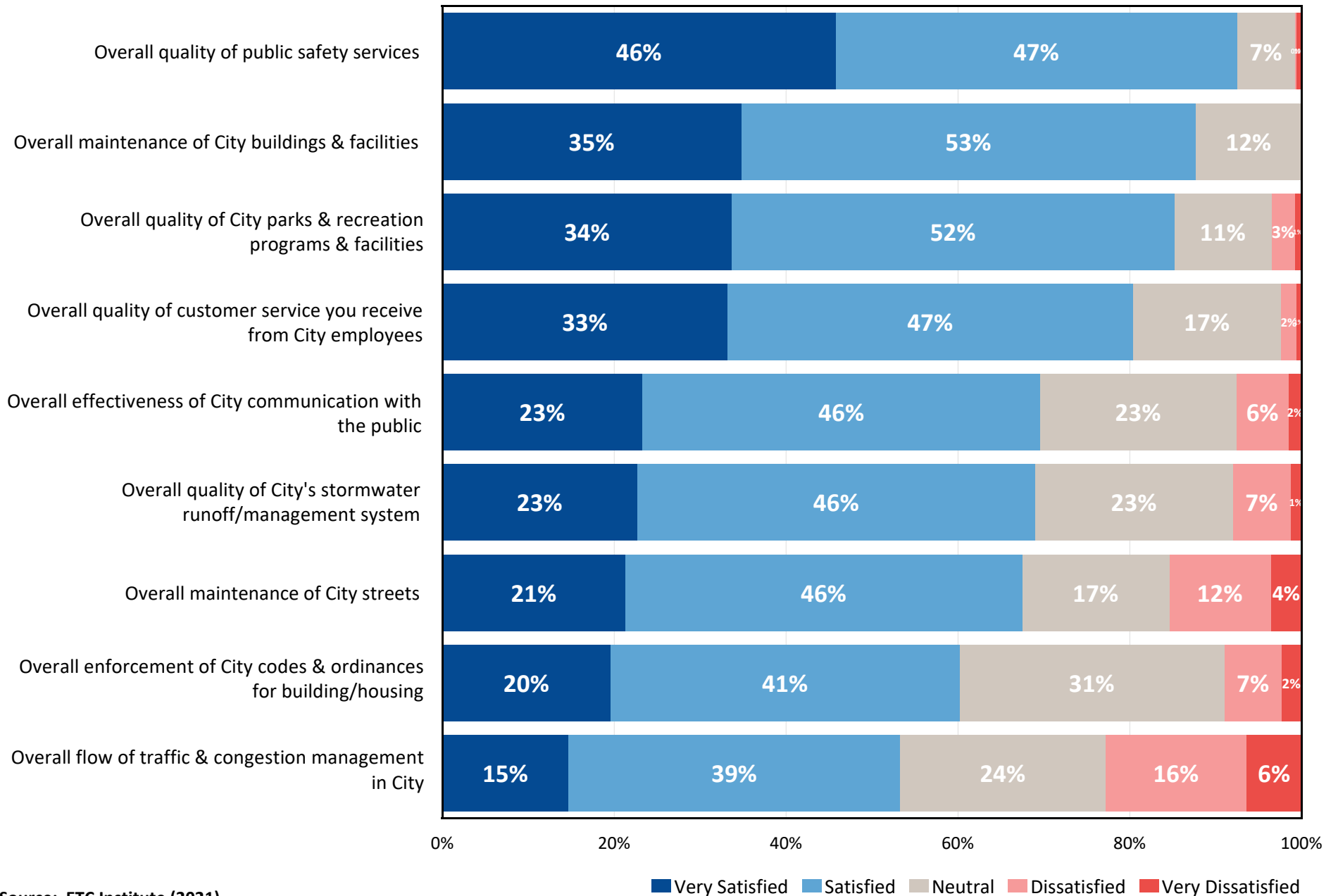
## **Charts and Graphs:**

### **Overall Results and Trends**

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# Q1. Overall Satisfaction with Major City Services

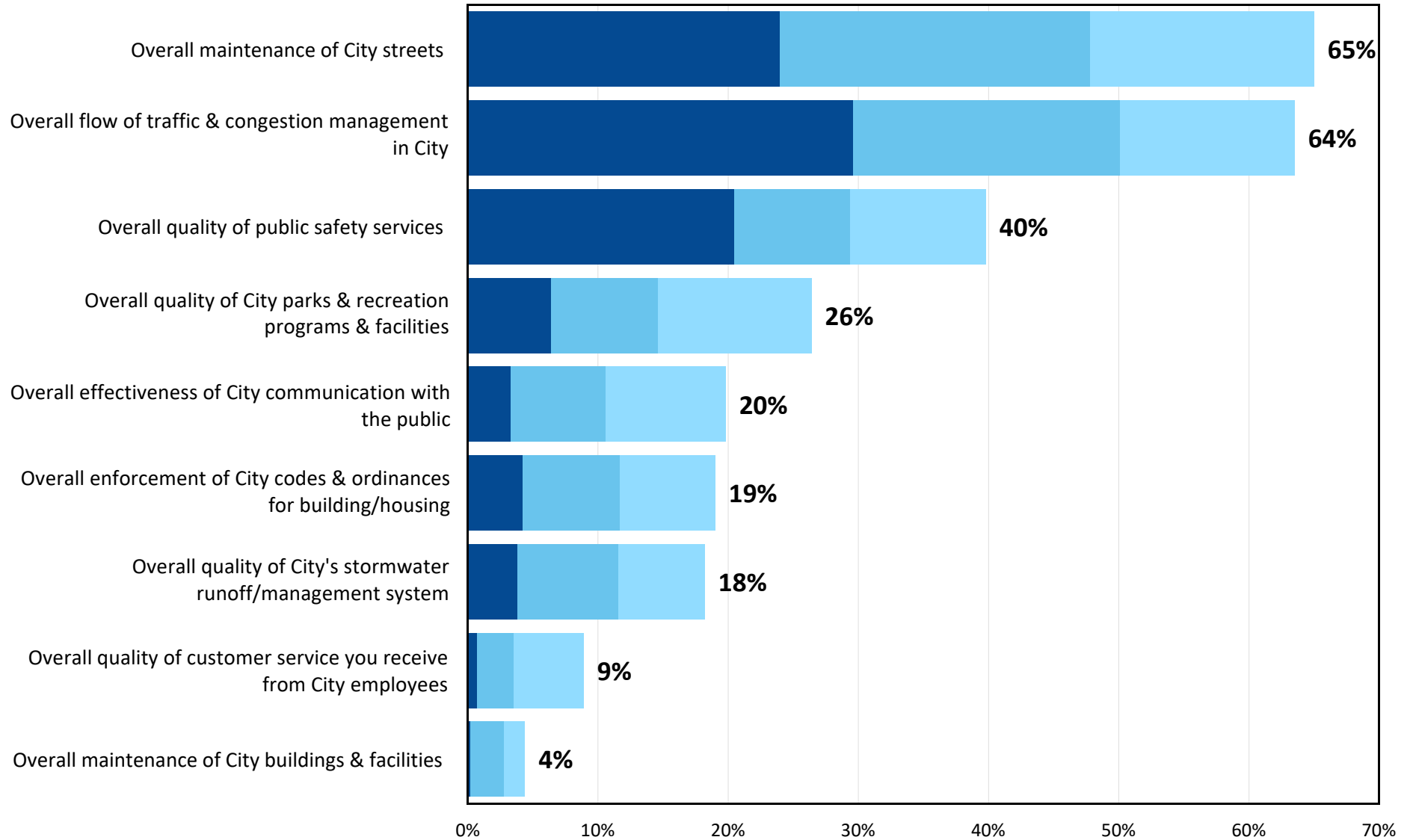
by percentage of respondents using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied" (without "don't know")



Source: ETC Institute (2021)

## Q2. Major City Services Residents Think Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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

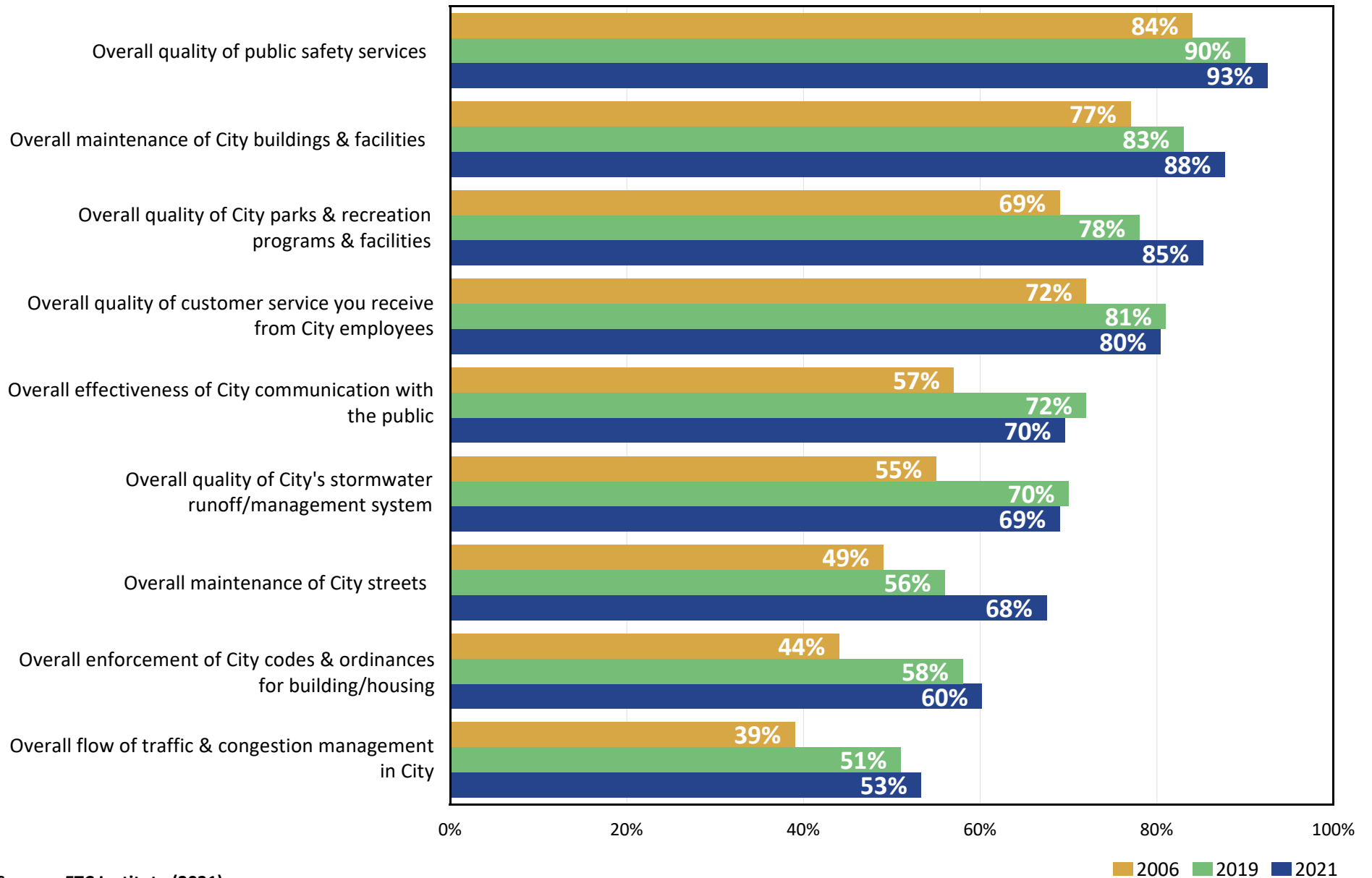


Source: ETC Institute (2021)

■ Most Emphasis ■ 2nd Choice ■ 3rd Choice

# Trends: Q1. Overall Satisfaction with Major City Services 2006, 2019, versus 2021

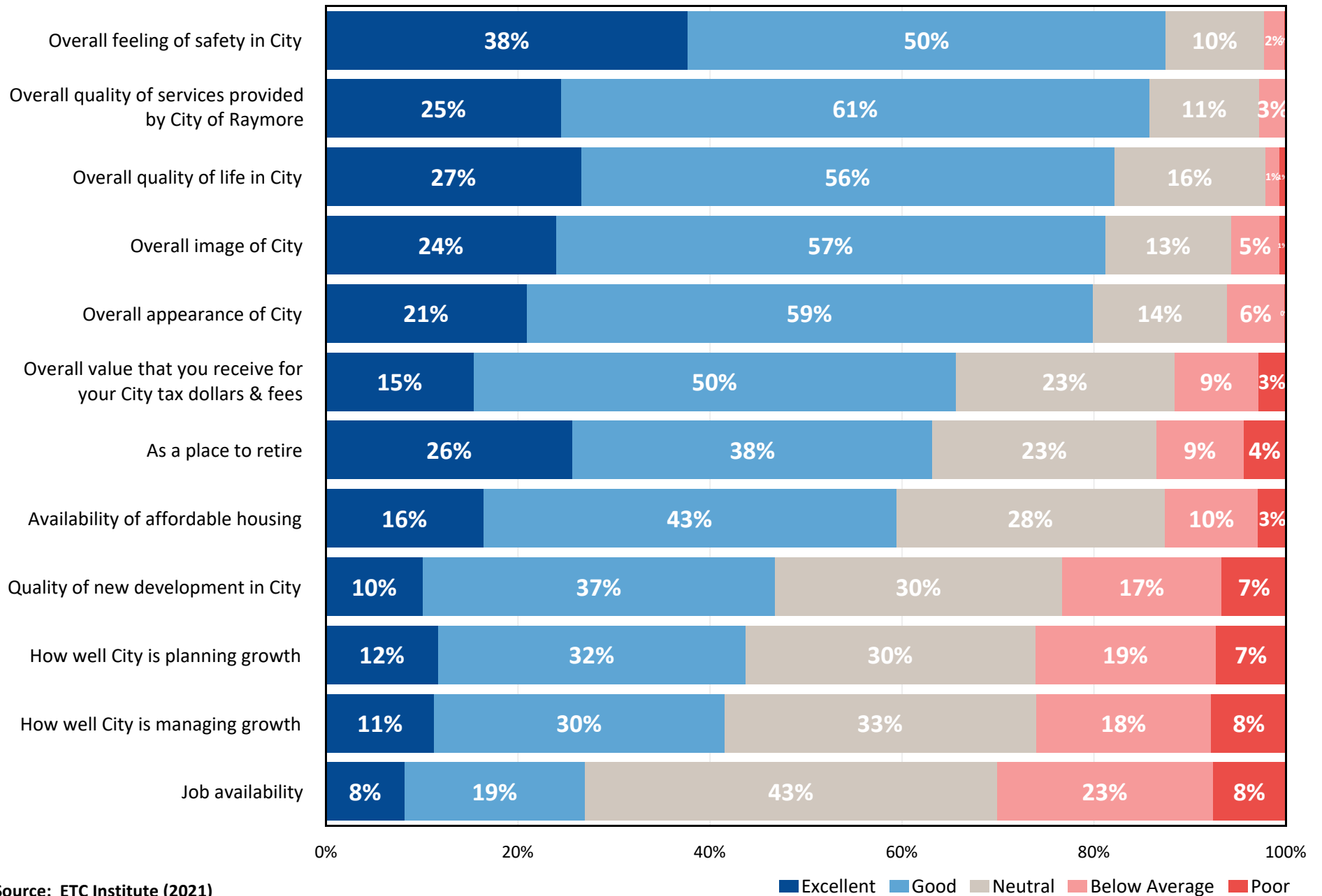
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Source: ETC Institute (2021)

### Q3. Residents' Perception of the City of Raymore

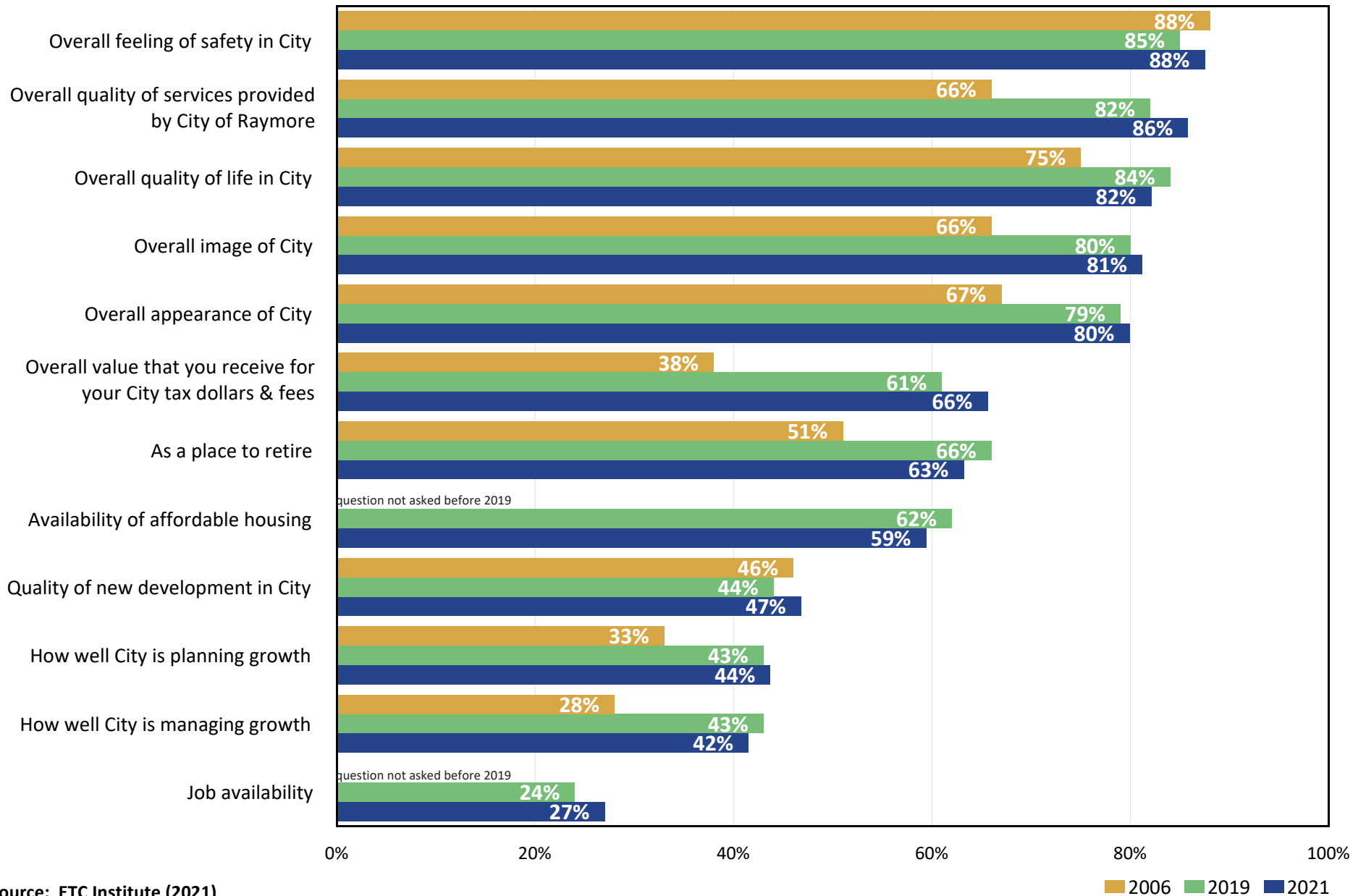
by percentage of respondents using a 5-point scale, where 5 means "excellent" and 1 means "poor" (without "don't know")



Source: ETC Institute (2021)

# Trends: Q3. Residents' Perception of the City of Raymore 2006, 2019, versus 2021

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")

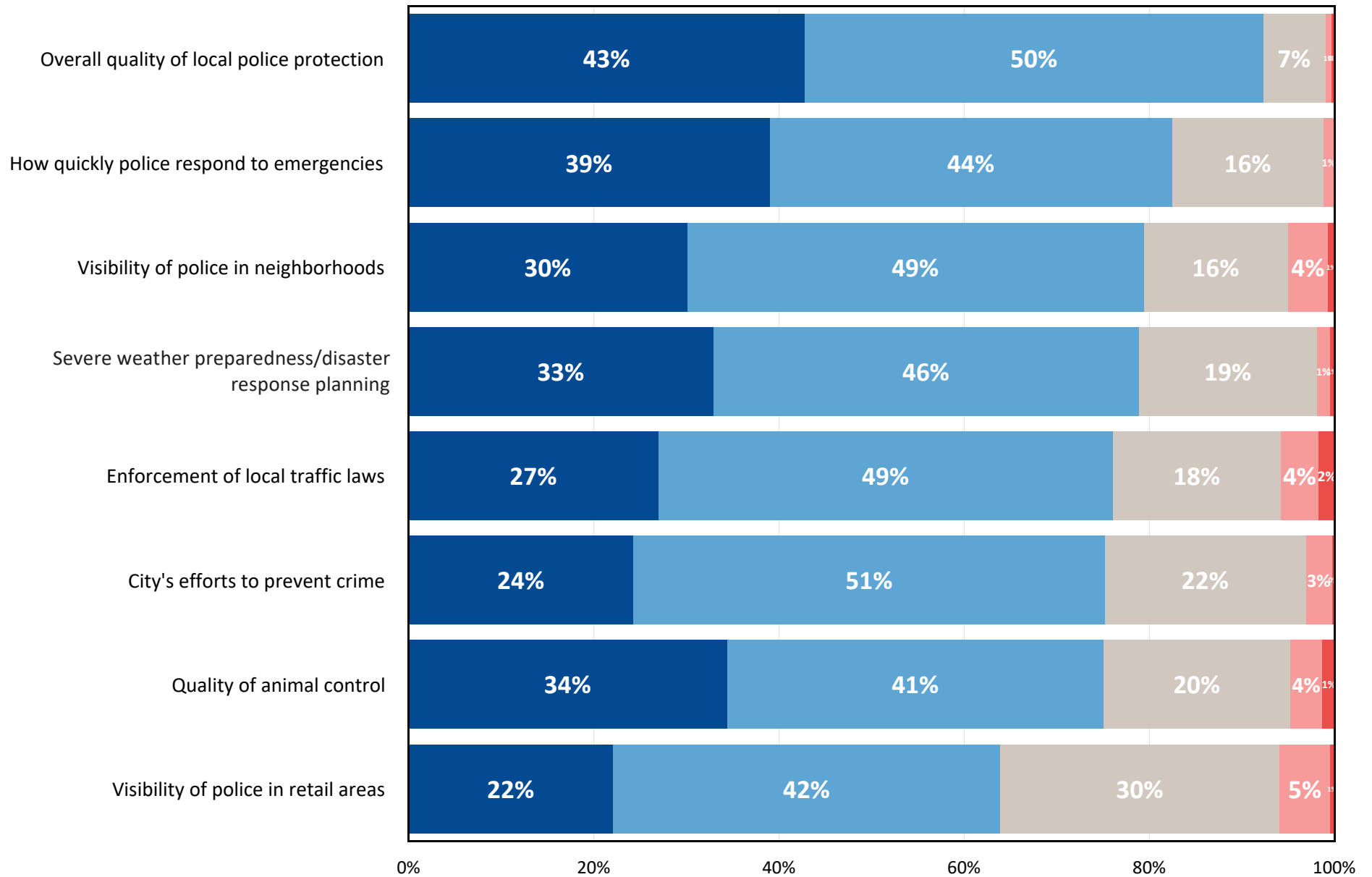


Source: ETC Institute (2021)

2006 2019 2021

## Q4. Satisfaction with Public Safety

by percentage of respondents using a 5-point scale, where 5 means “very satisfied” and 1 means “very dissatisfied” (without “don’t know”)



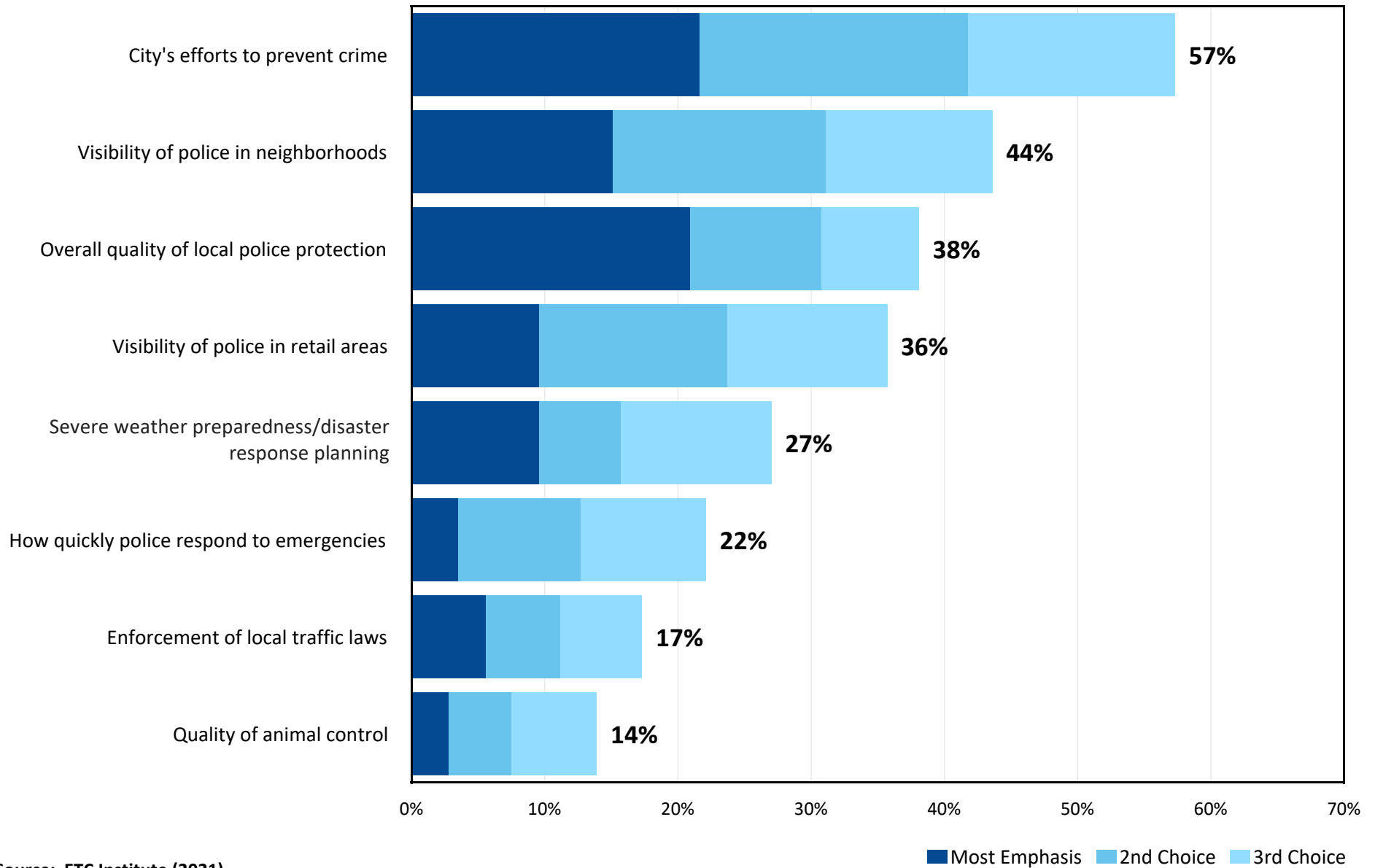
Source: ETC Institute (2021)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied



# Q5. Public Safety Items Residents Think Should Receive the Most Emphasis From City Leaders Over the Next Two Years

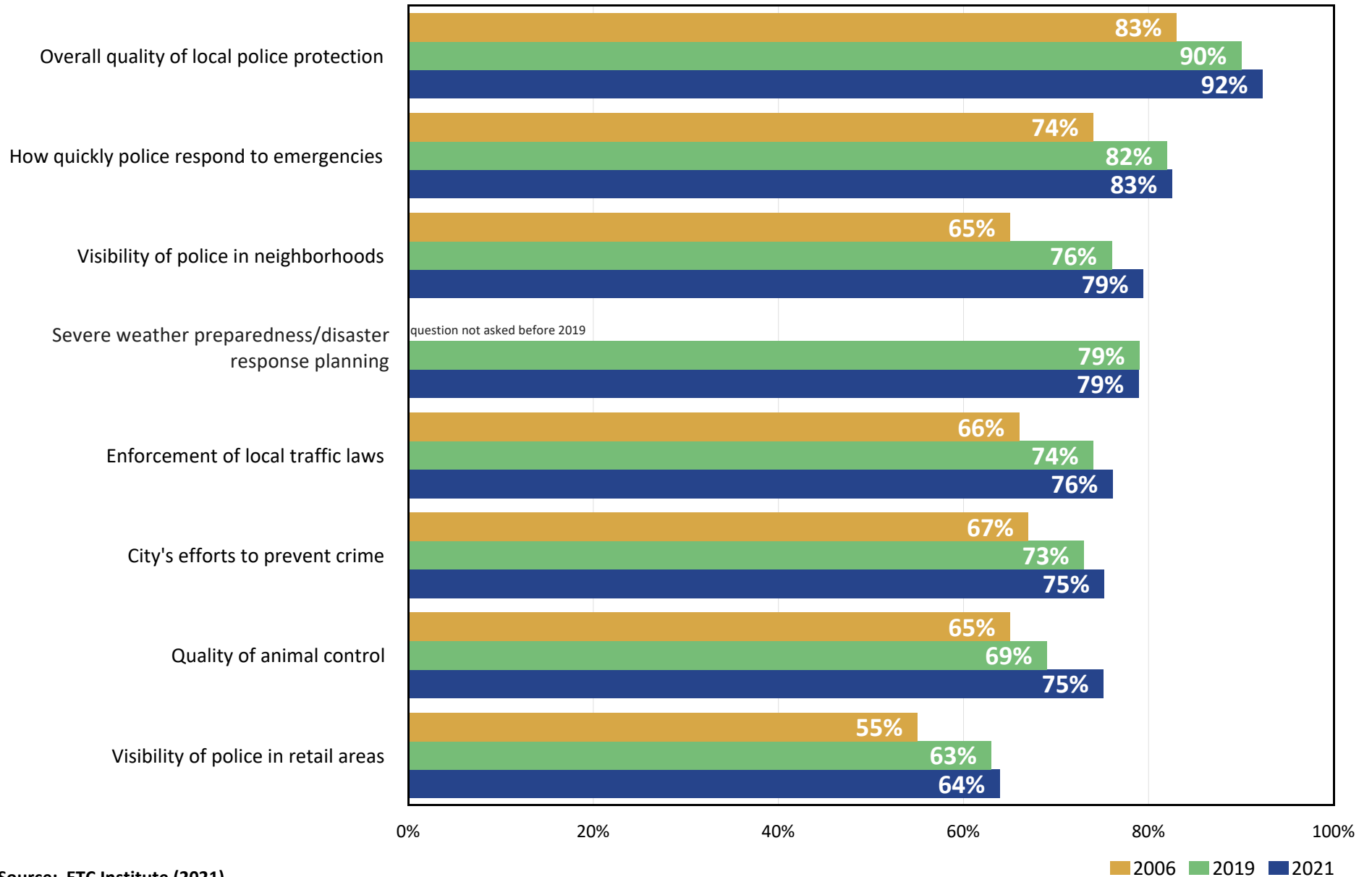
by percentage of respondents who selected the items as one of their top three choices



Source: ETC Institute (2021)

## Trends: Q4. Satisfaction with Public Safety 2006, 2019, versus 2021

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")

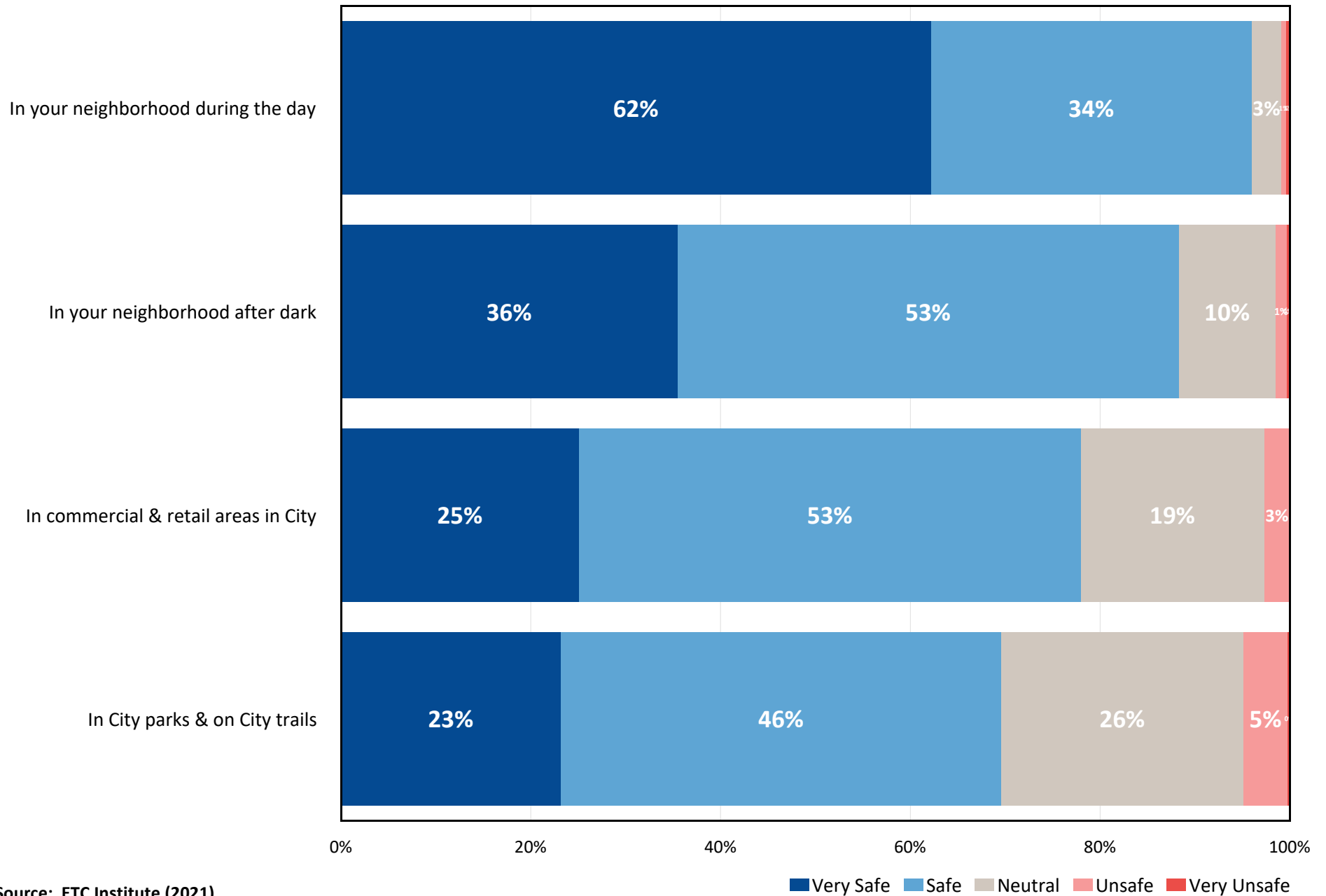


Source: ETC Institute (2021)

2006 2019 2021

## Q6. How safe do you feel in the following situations?

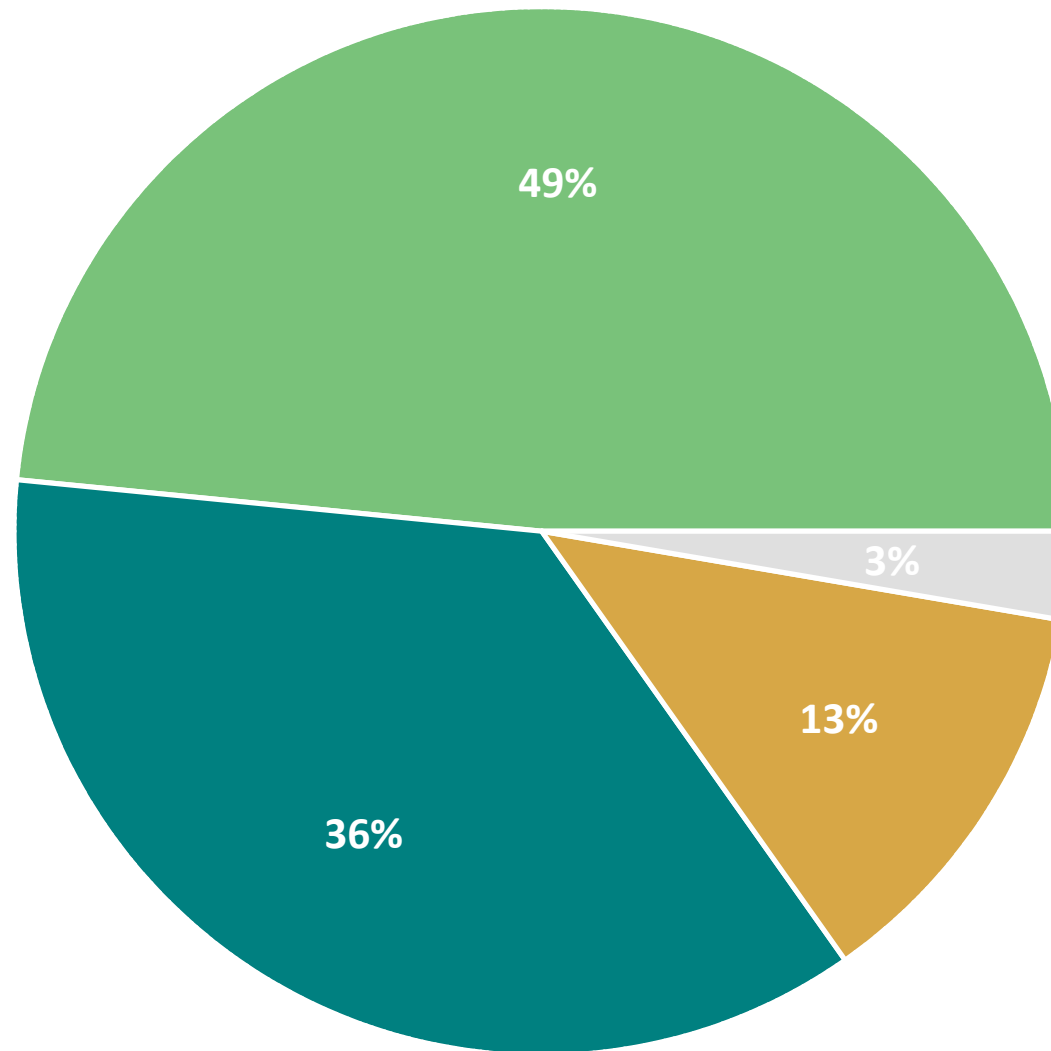
by percentage of respondents using a 5-point scale, where 5 means “very safe” and 1 means “very unsafe” (without “don’t know”)



Source: ETC Institute (2021)

## Q7. What factor most influences how safe you feel in Raymore?

by percentage of respondents

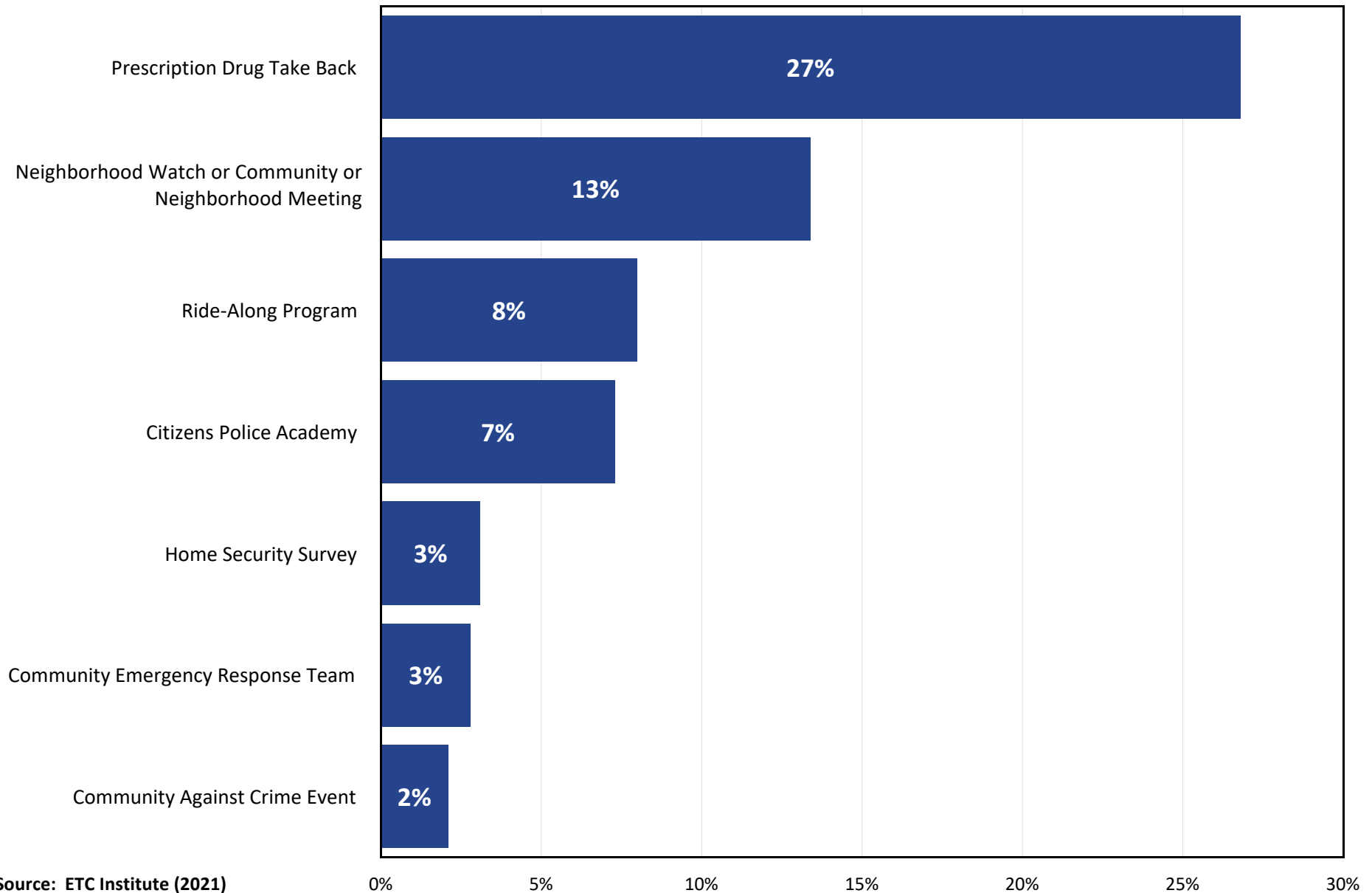


- Environmental factors (well-lit areas, etc.)
- Police activities & response
- Something not related to City (past victim, your neighbors, etc.)
- Not provided

Source: ETC Institute (2021)

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

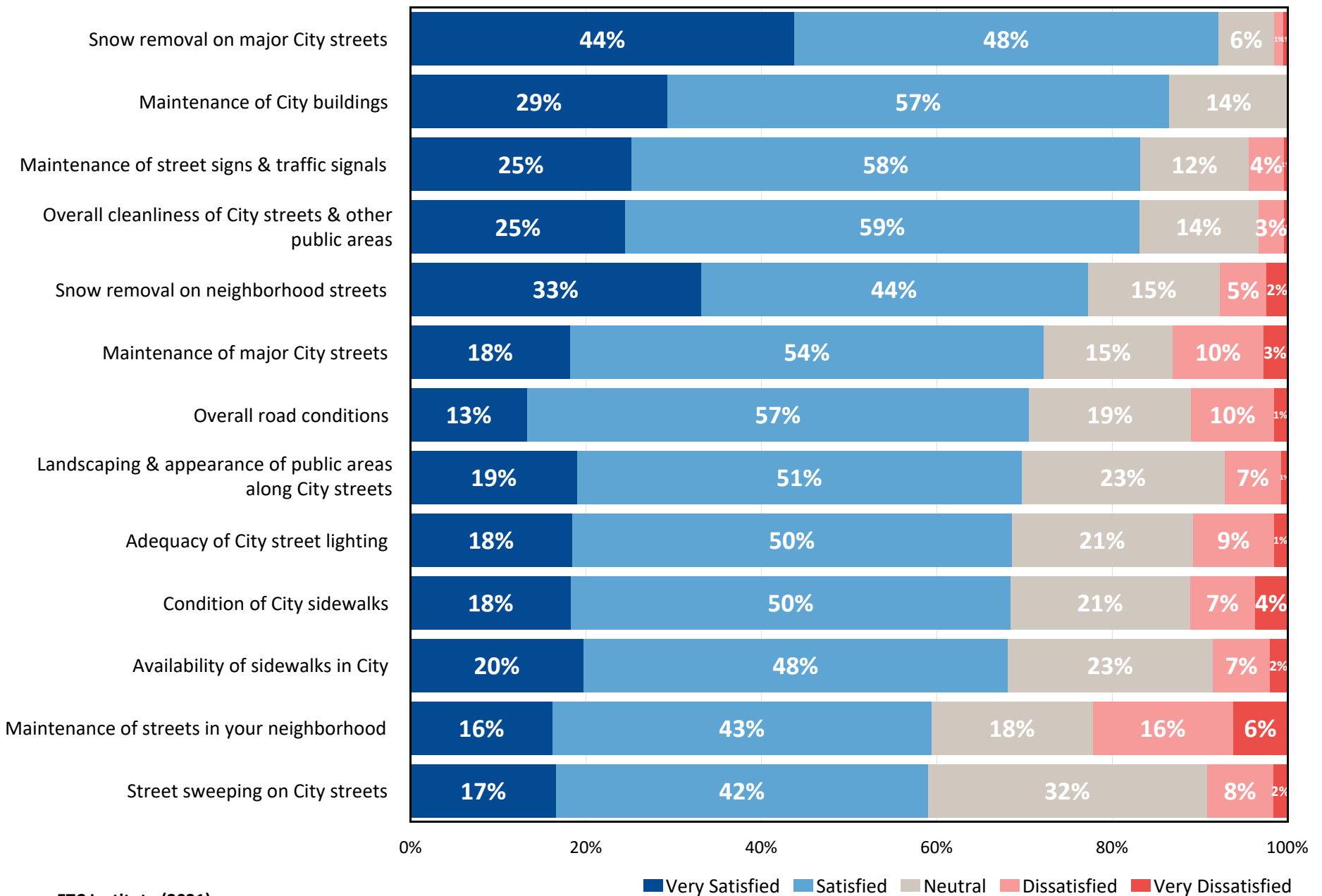
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2021)

## Q9. Satisfaction with City Maintenance/Public Works

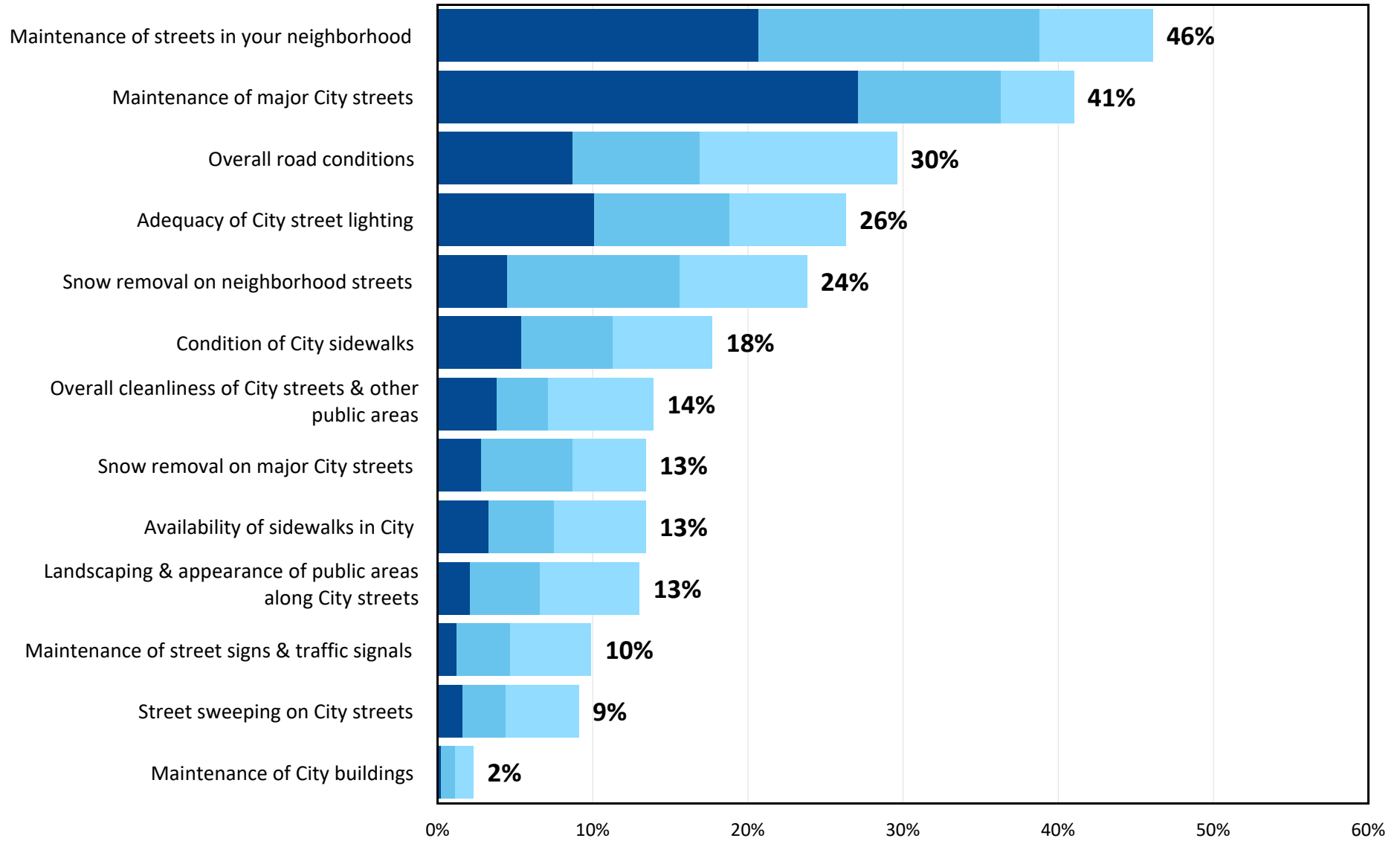
by percentage of respondents using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied" (without "don't know")



Source: ETC Institute (2021)

# Q10. Maintenance/Public Works Items Residents Think Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



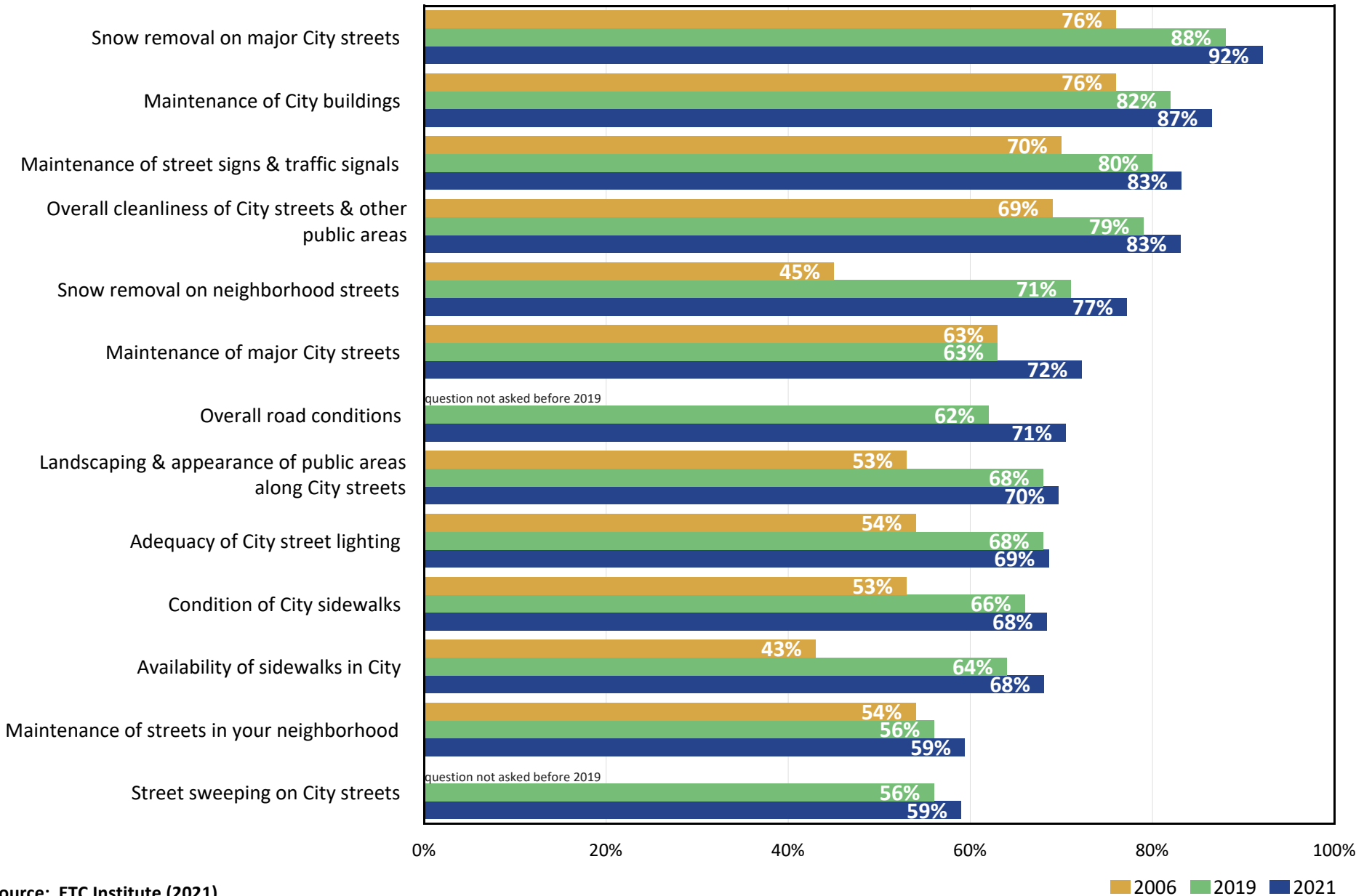
Source: ETC Institute (2021)

■ Most Emphasis ■ 2nd Choice ■ 3rd Choice



# Trends: Q9. Satisfaction with City Maintenance/Public Works 2006, 2019, versus 2021

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")

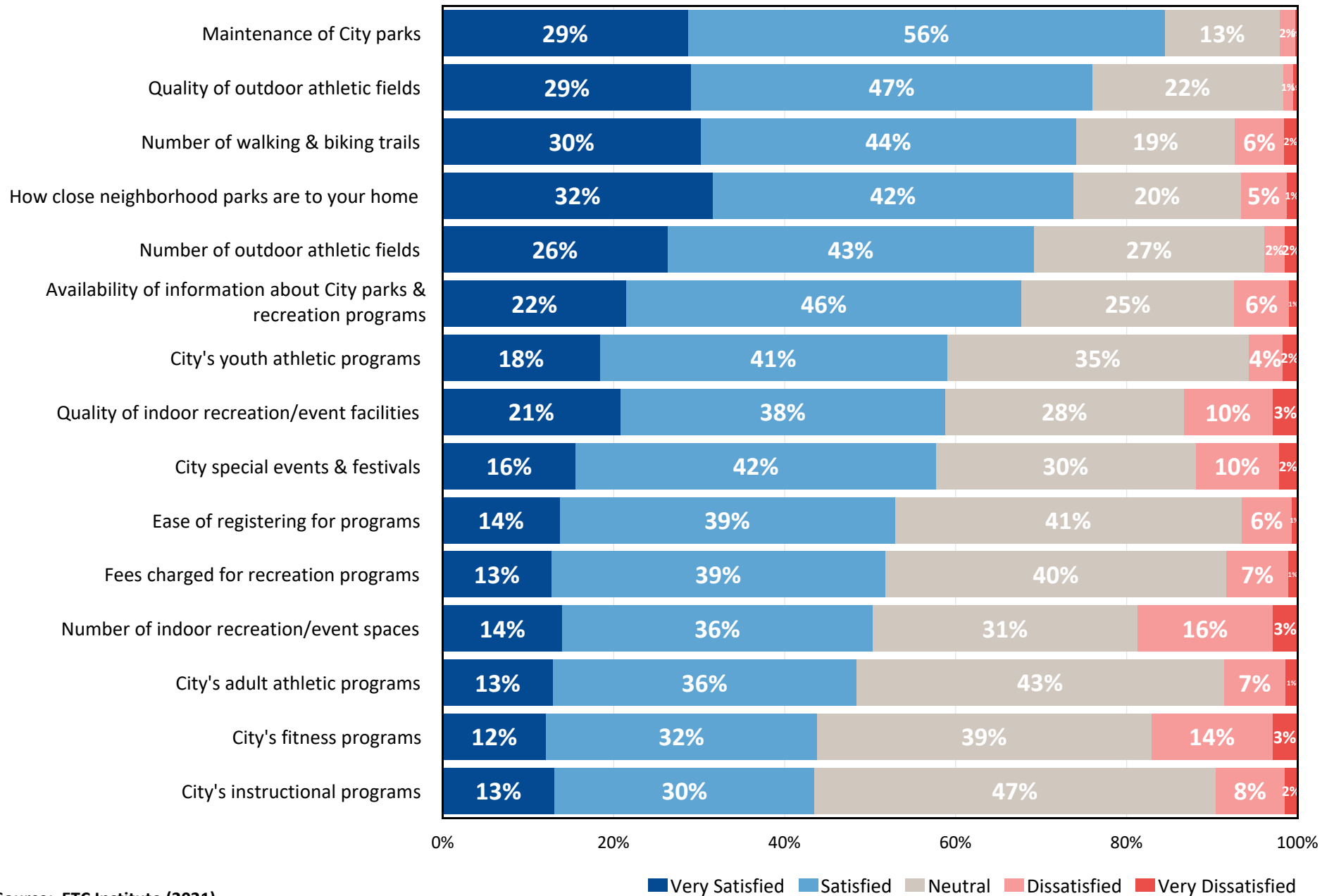


Source: ETC Institute (2021)

2006 2019 2021

## Q11. Satisfaction with Parks and Recreation

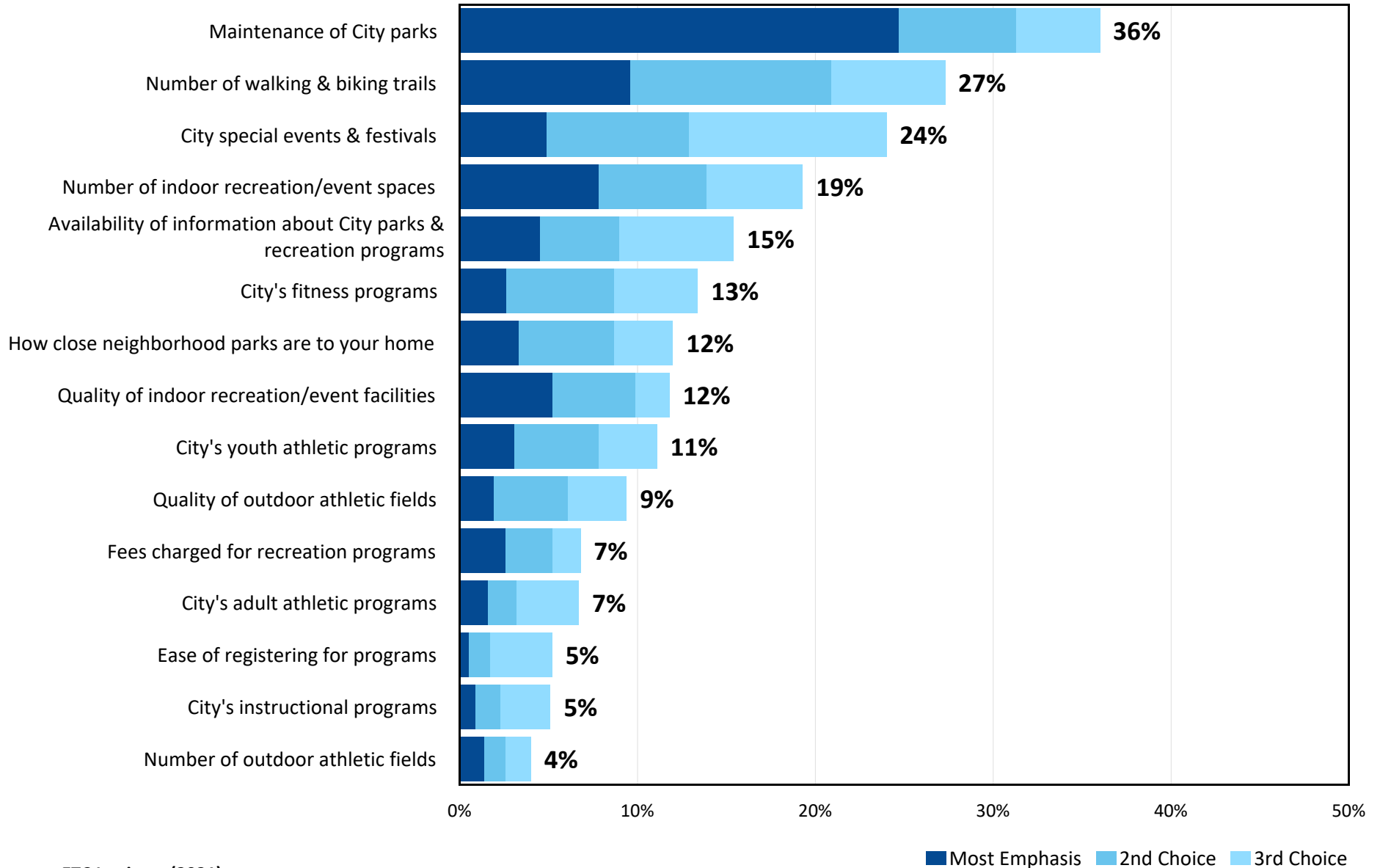
by percentage of respondents using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied" (without "don't know")



Source: ETC Institute (2021)

# Q12. Parks and Recreation Items Residents Think Should Receive the Most Emphasis Over the Next Two Years

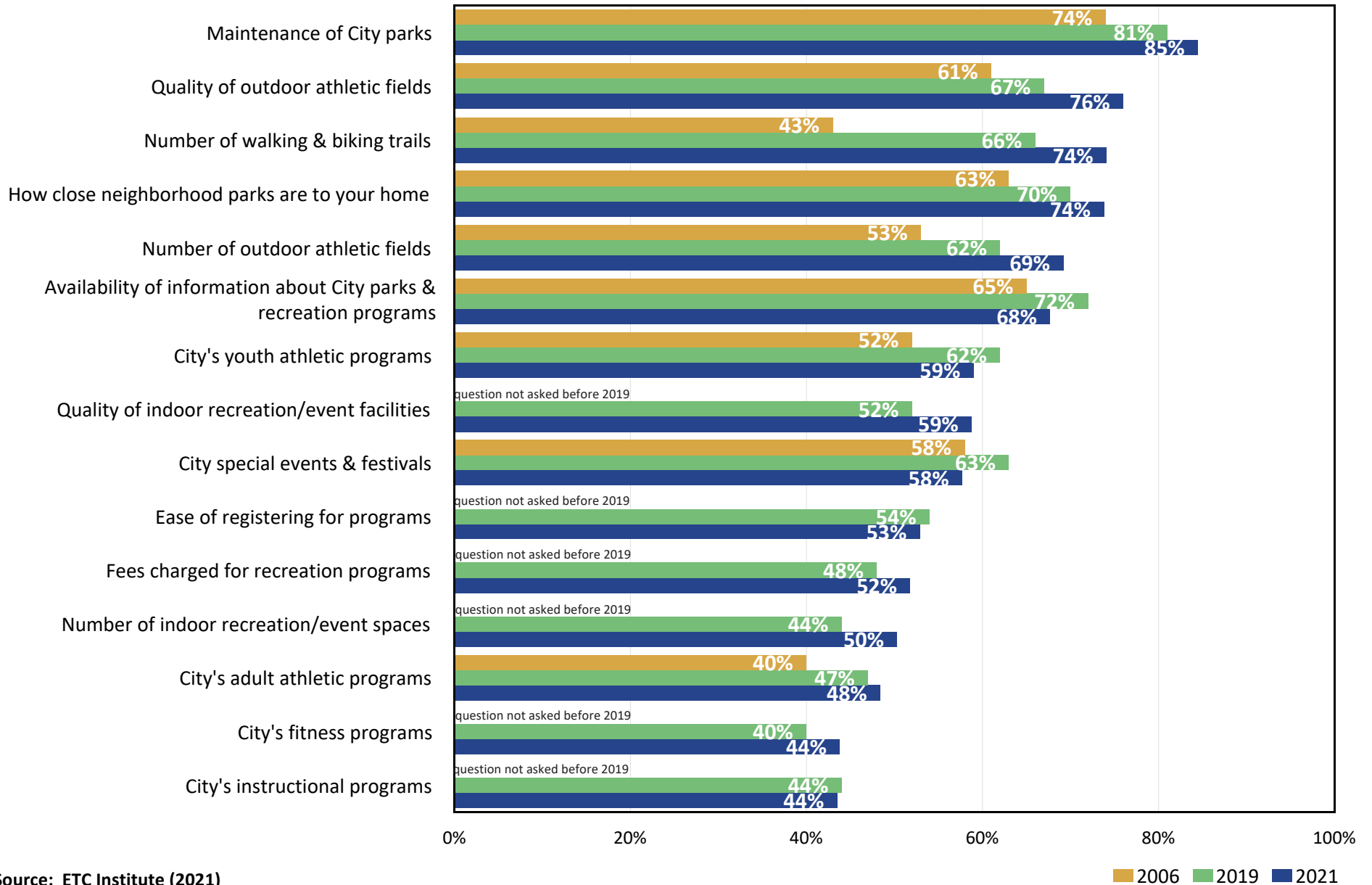
by percentage of respondents who selected the items as one of their top three choices



Source: ETC Institute (2021)

# Trends: Q11. Satisfaction with Parks and Recreation 2006, 2019, versus 2021

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")

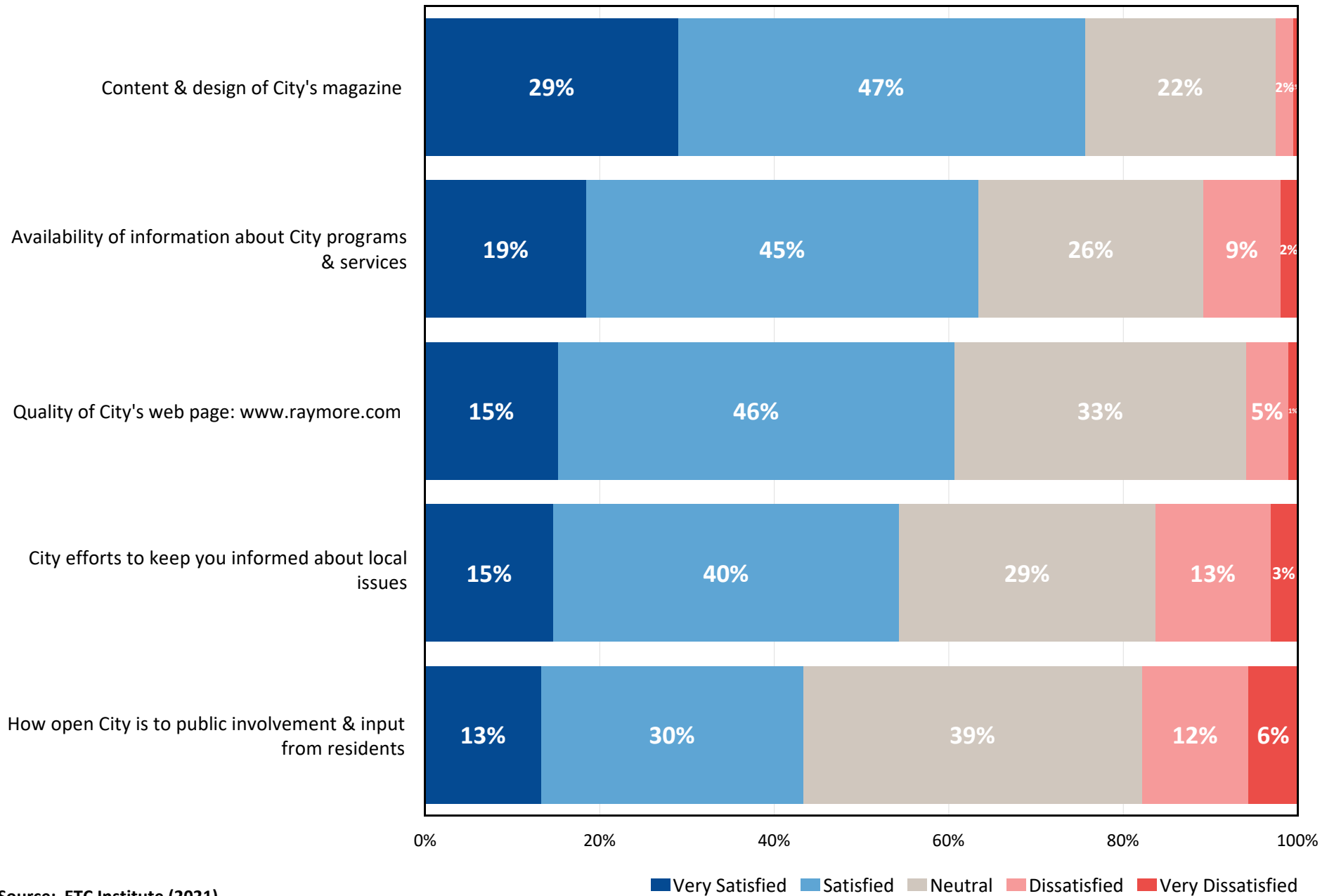


Source: ETC Institute (2021)

2006 2019 2021

## Q13. Satisfaction with City Communication

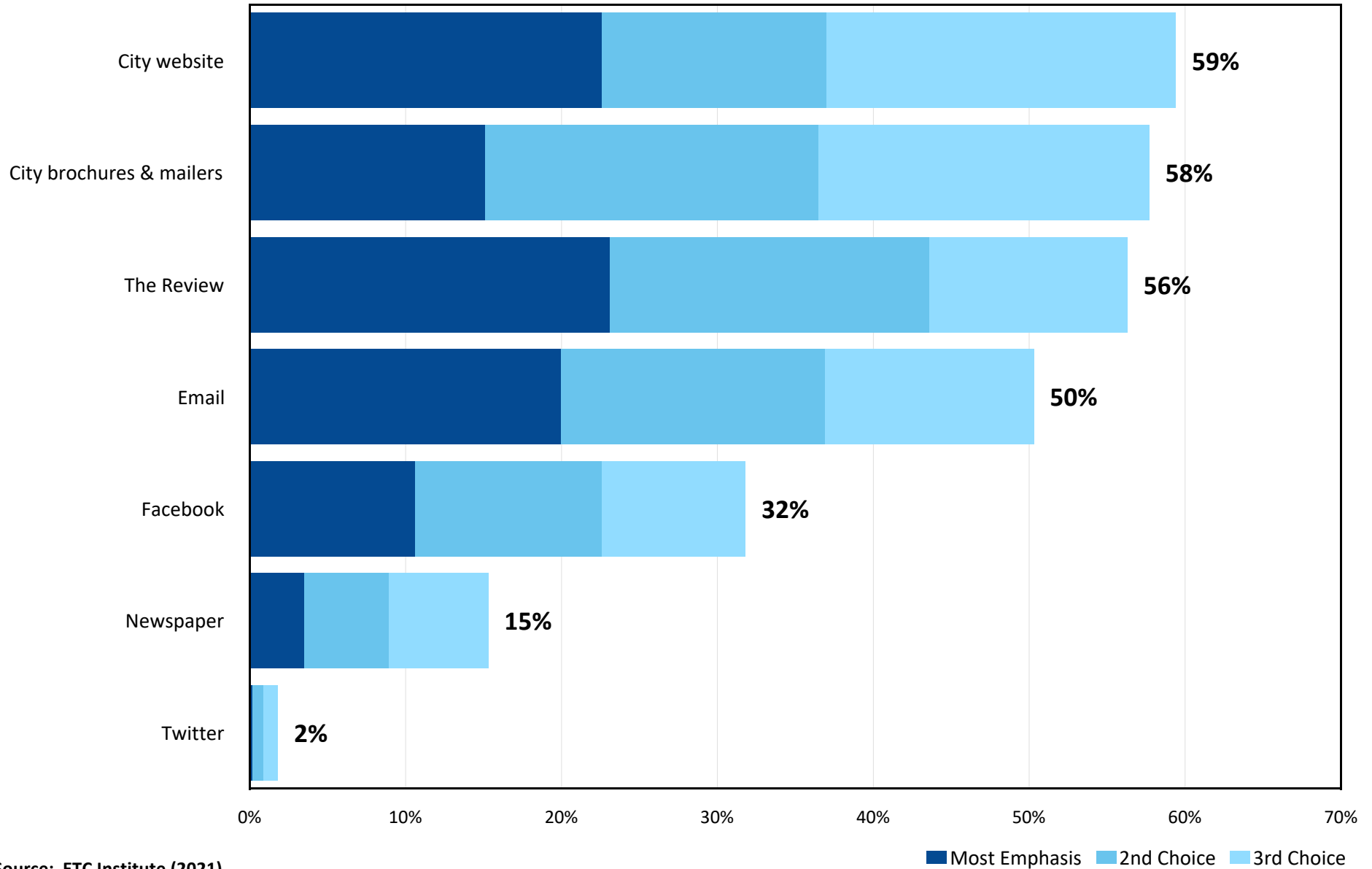
by percentage of respondents using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied" (without "don't know")



Source: ETC Institute (2021)

# Q14. Preferred Methods Residents Like to Receive Information About the City

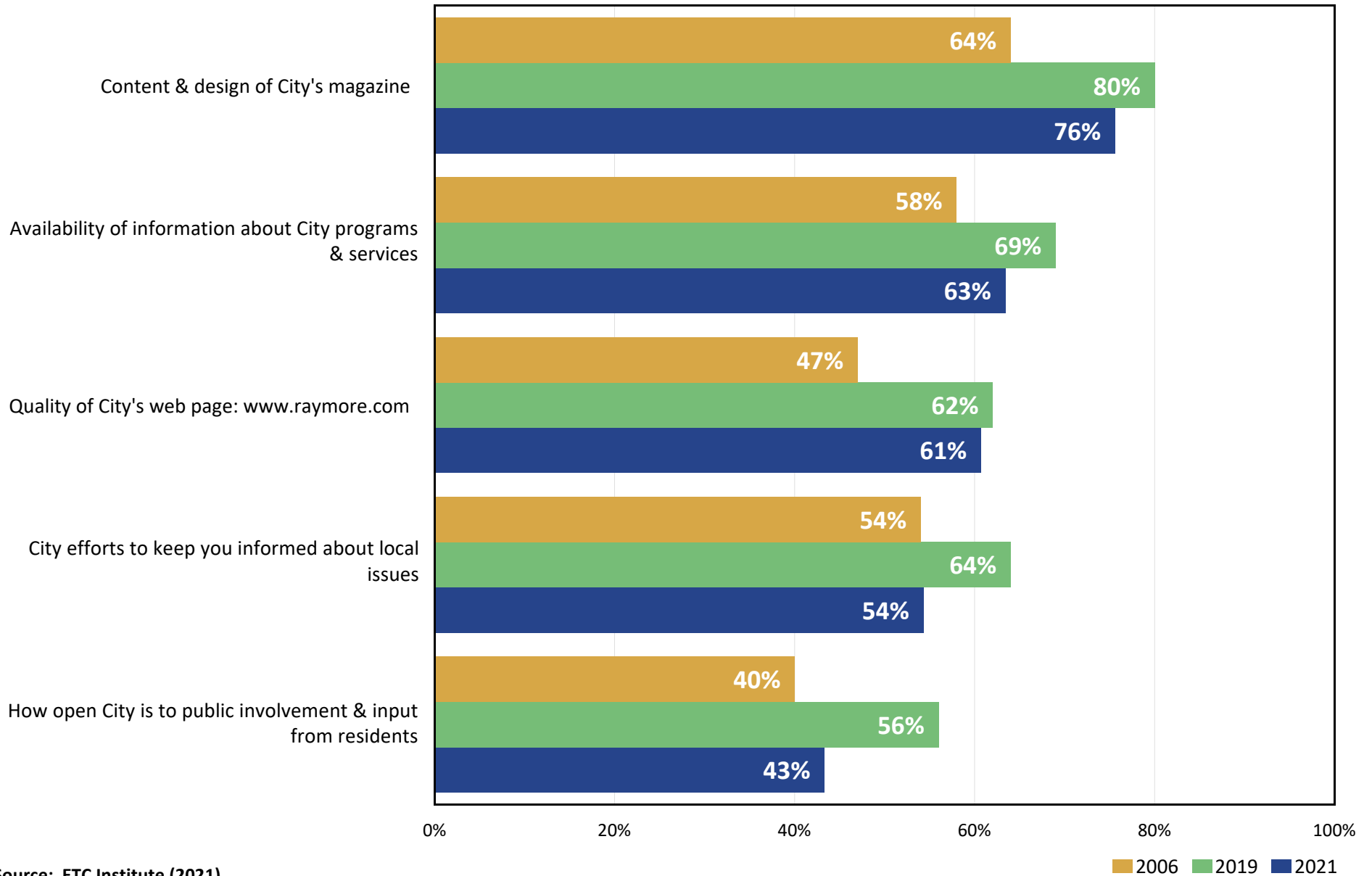
by percentage of respondents who selected the items as one of their top three choices



Source: ETC Institute (2021)

# Trends: Q13. Satisfaction with City Communication 2006, 2019, versus 2021

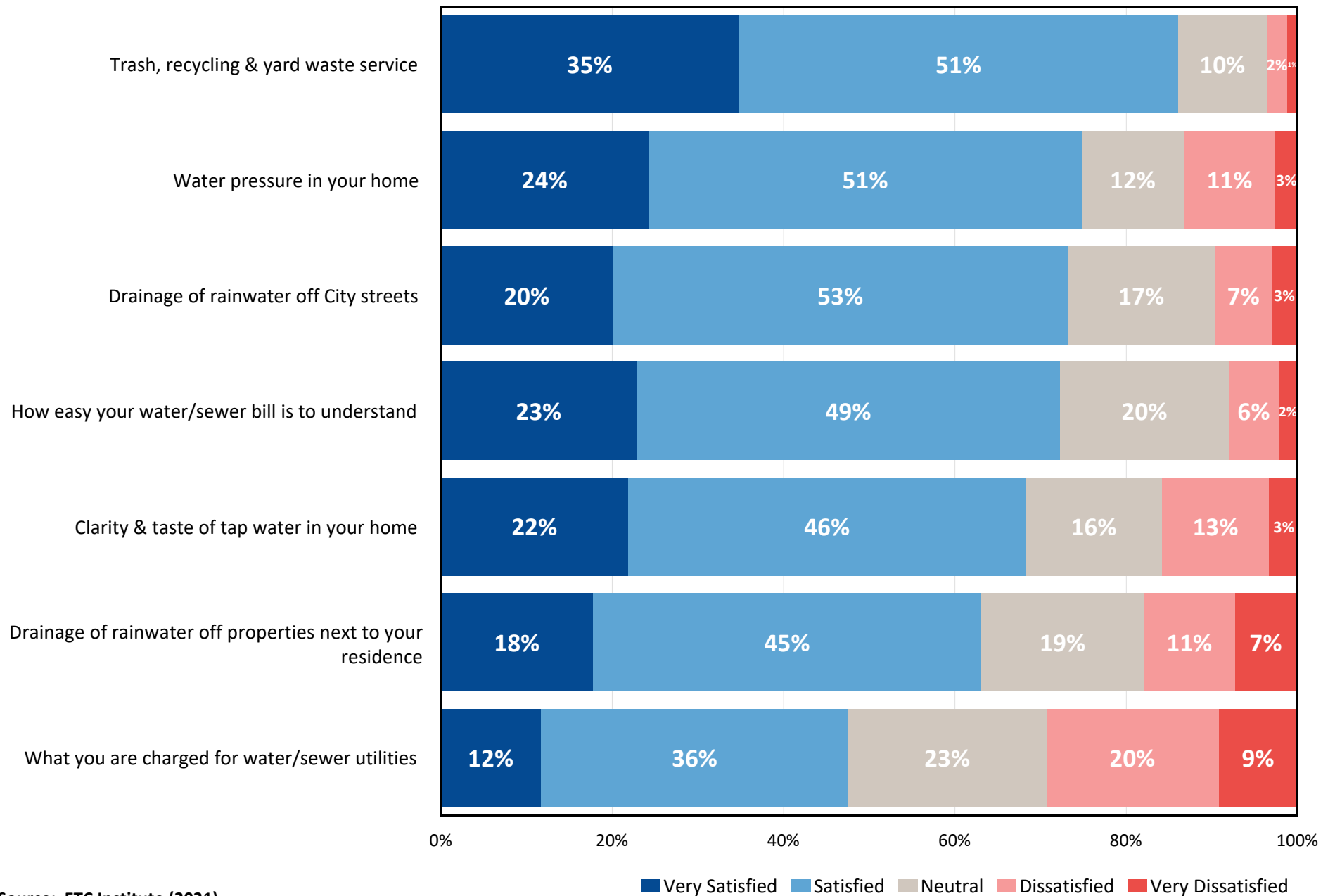
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Source: ETC Institute (2021)

# Q15. Satisfaction with Water/Sewer Utilities and Stormwater Management

by percentage of respondents using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied" (without "don't know")

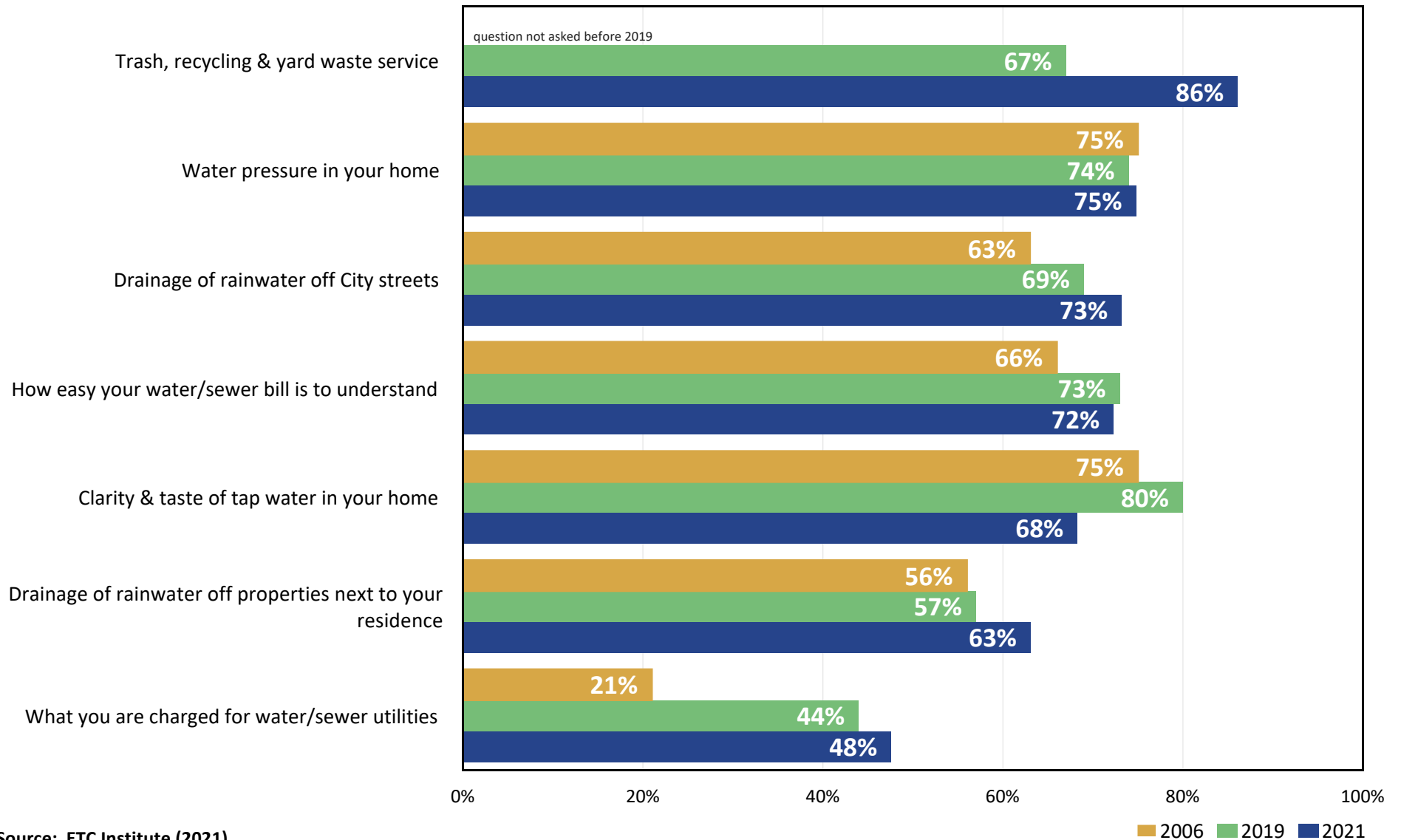


Source: ETC Institute (2021)



# Trends: Q15. Satisfaction with Water/Sewer Utilities and Stormwater Management 2006, 2019, versus 2021

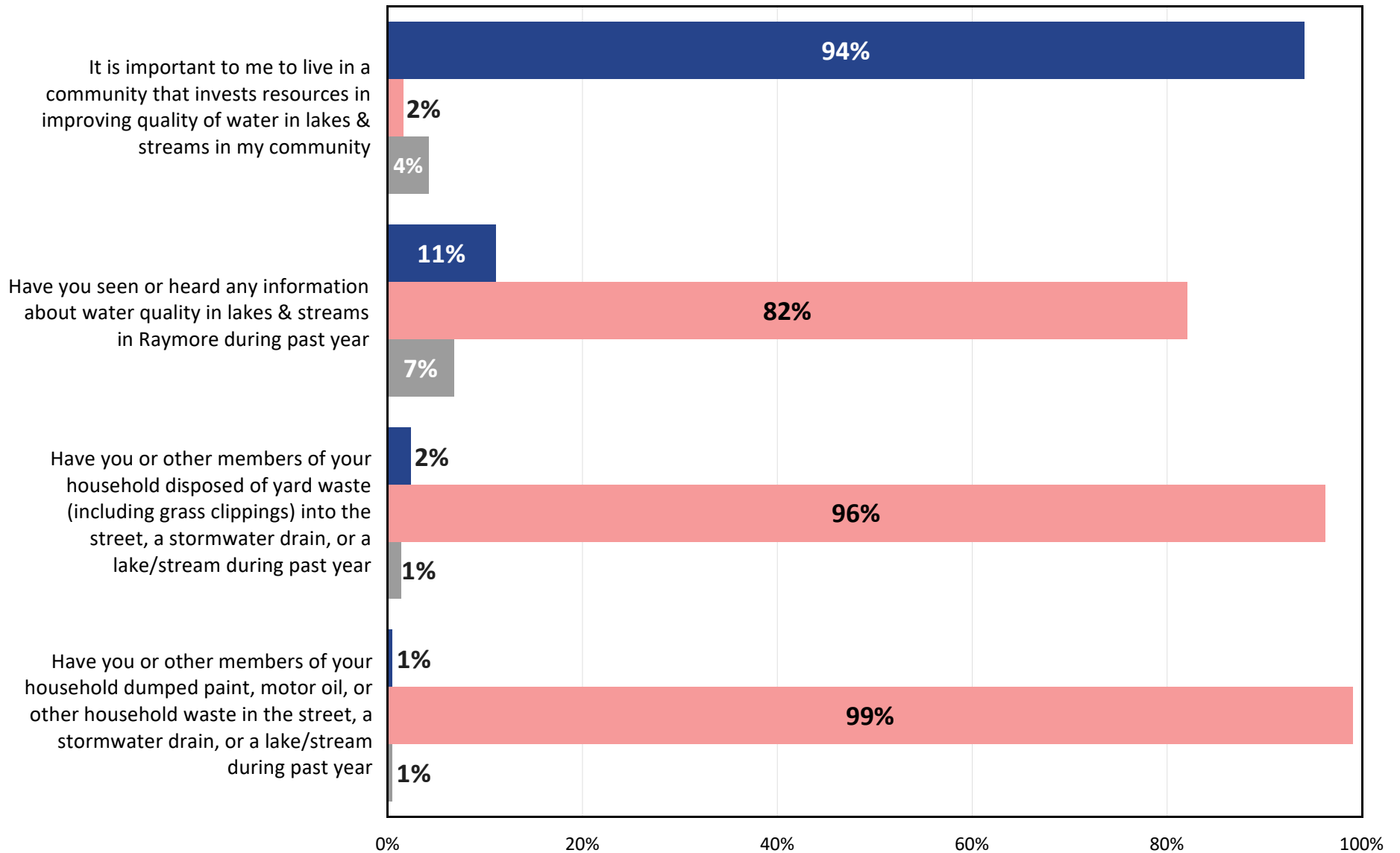
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Source: ETC Institute (2021)

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

by percentage of respondents (multiple choices could be selected)

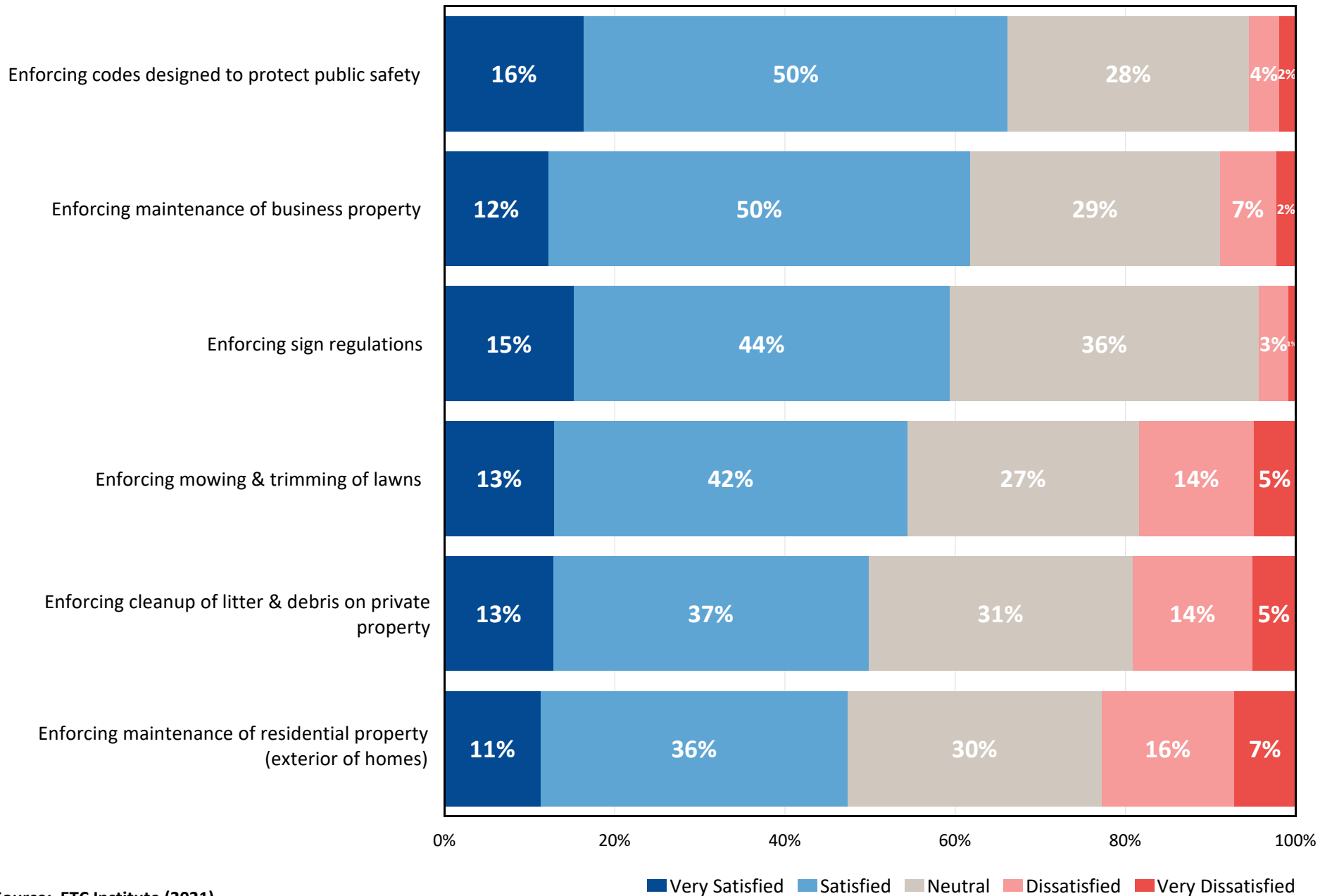


Source: ETC Institute (2021)

■ Yes ■ No ■ Don't Know

# Q17. Satisfaciton with Enforcement of Codes and Ordinances

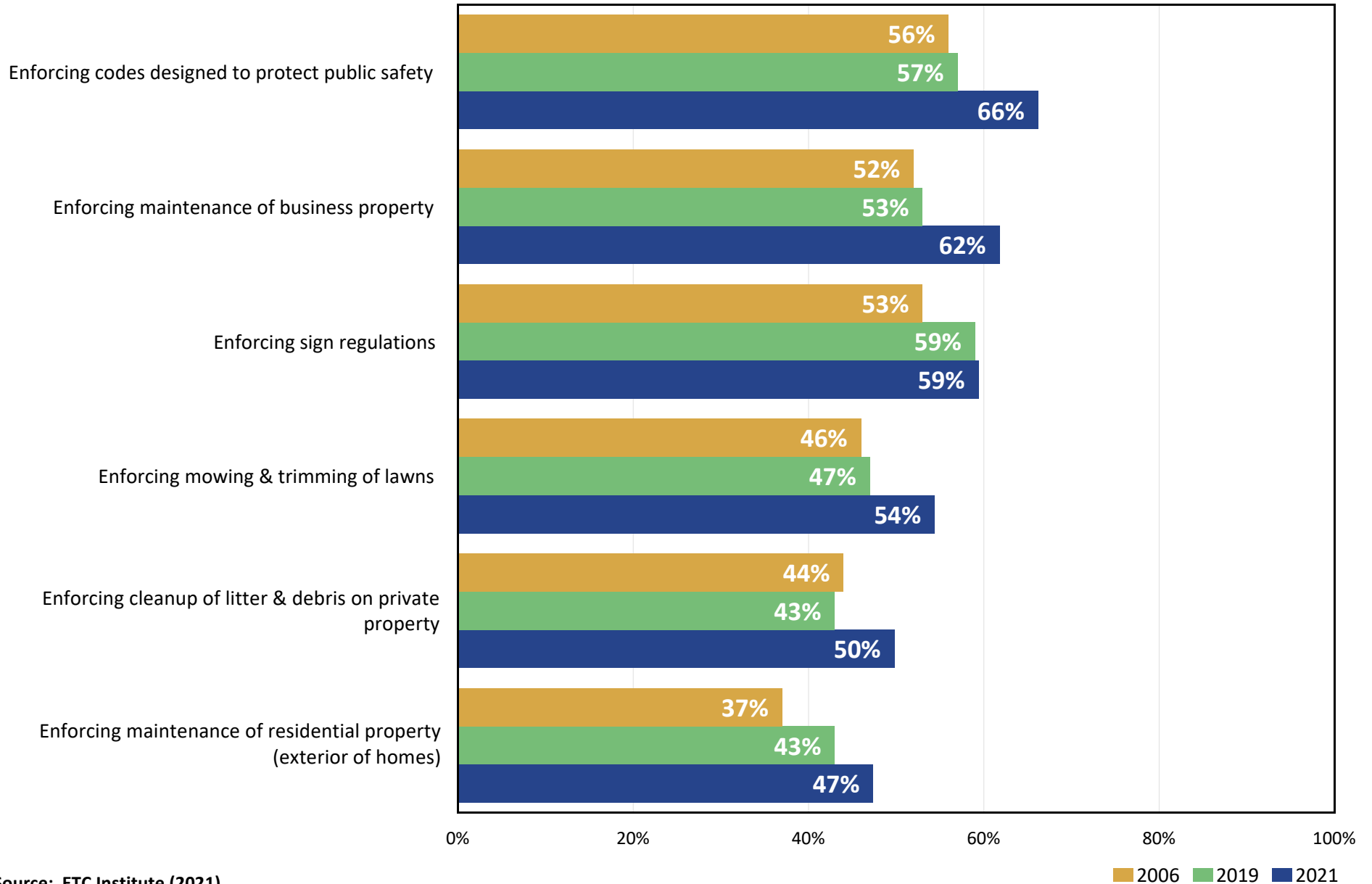
by percentage of respondents using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied" (without "don't know")



Source: ETC Institute (2021)

# Trends: Q17. Satisfaciton with Enforcement of Codes and Ordinances 2006, 2019, versus 2021

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")

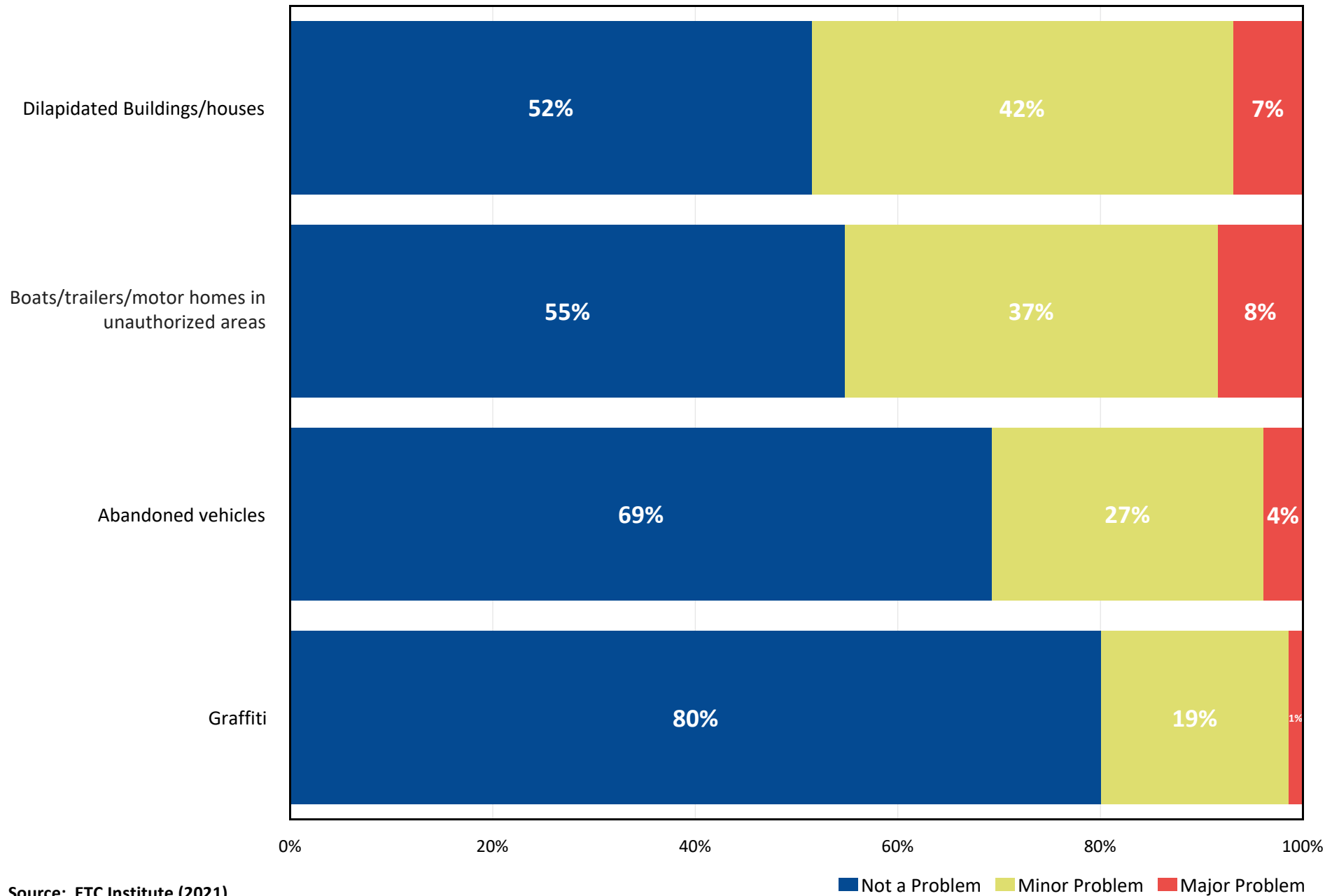


Source: ETC Institute (2021)

2006 2019 2021

## Q18. Ratings of Various Issues in Raymore

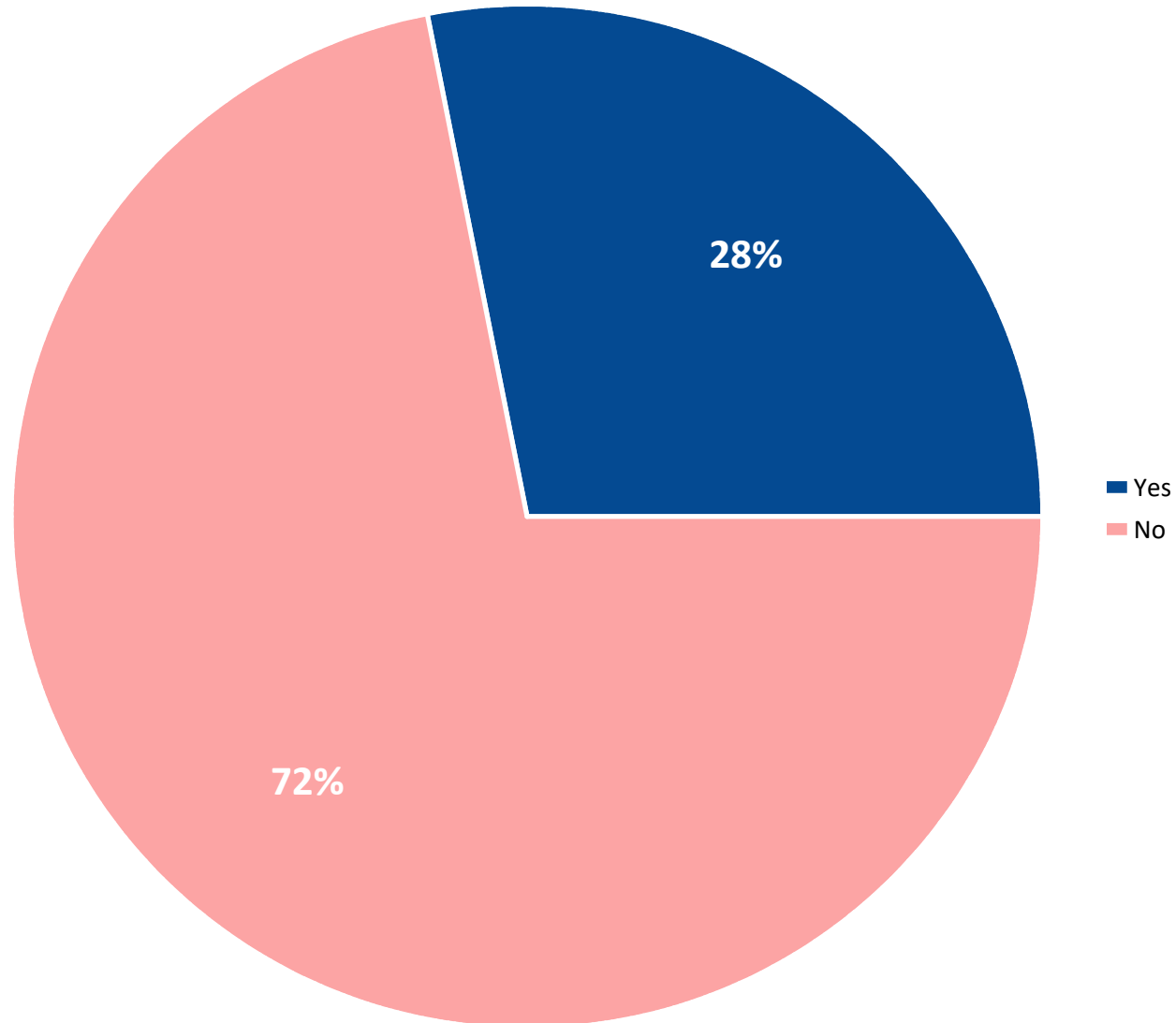
by percentage of respondents using a 3-point scale, where 3 means “not a problem” and 1 means “major problem”



Source: ETC Institute (2021)

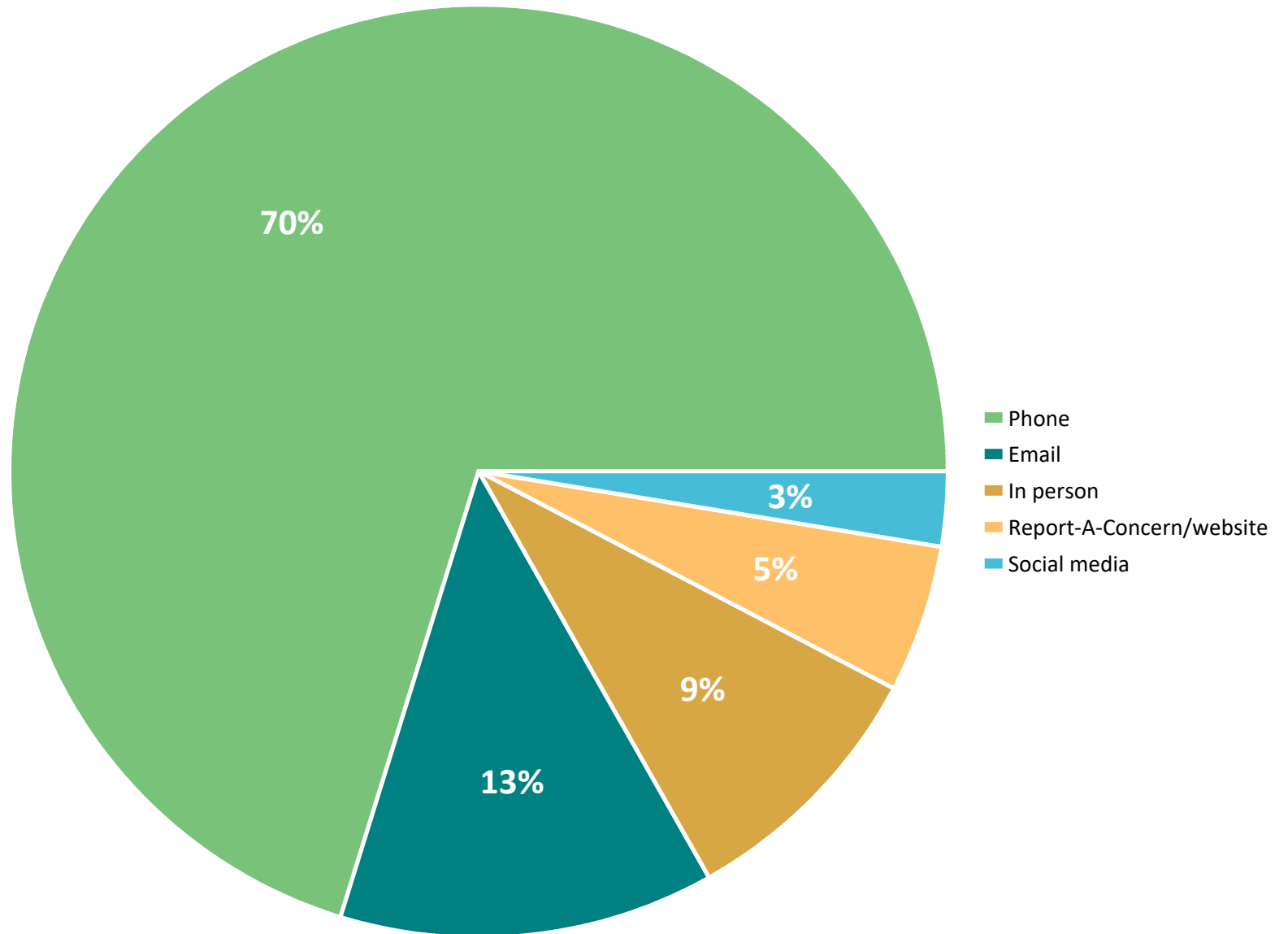
# Q19. Customer Service. Have you contacted the City with a question, problem, or complaint during the past year?

by percentage of respondents



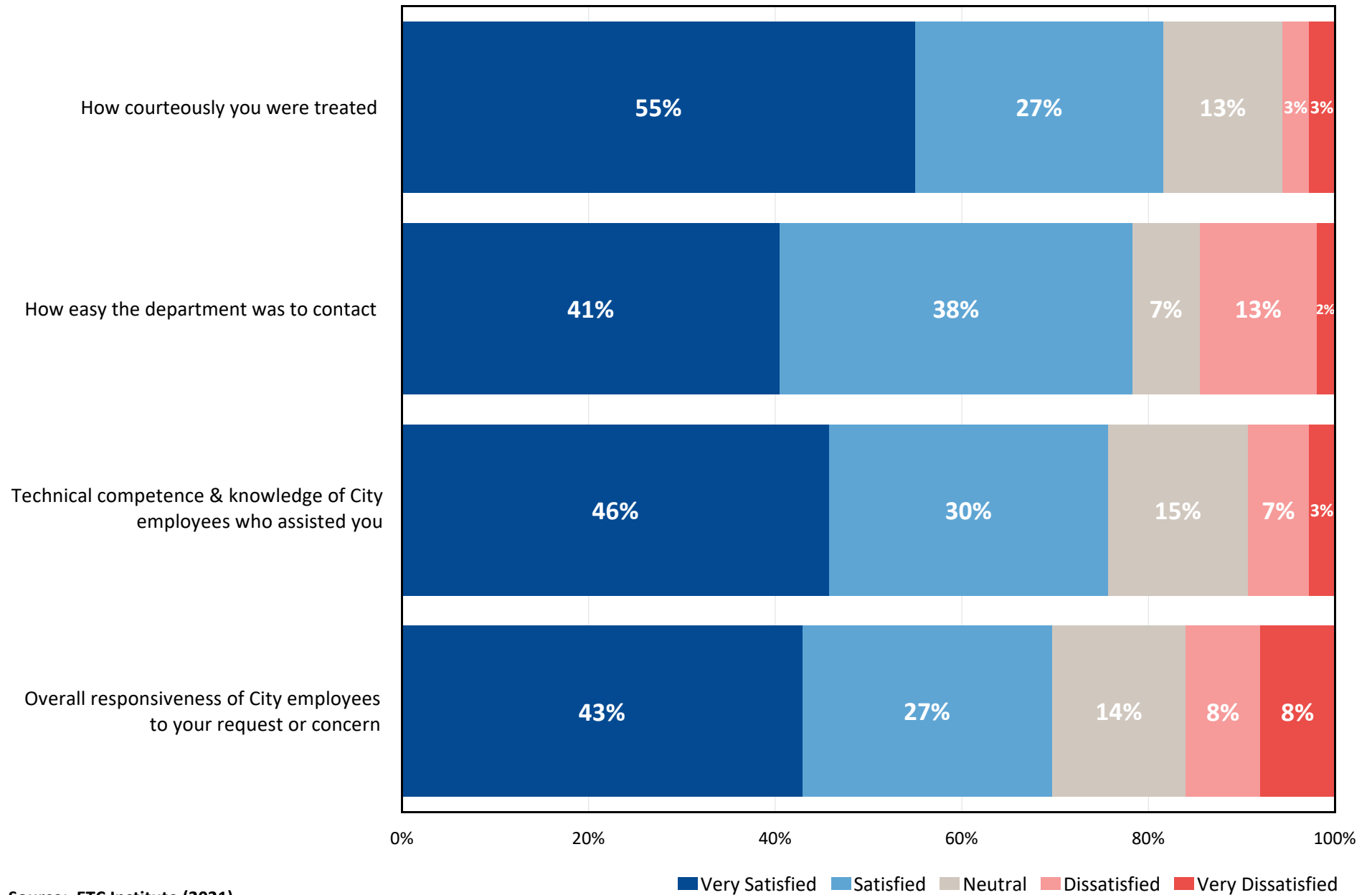
## Q19a. How did you make contact?

by percentage of respondents who contacted the City within the past year



## Q19c. Satisfaction with Customer Service of City Employees

by percentage of respondents who contacted the City within the past year using a 5-point scale, where 5 means “very satisfied” and 1 means “very dissatisfied” (without “don’t know”)

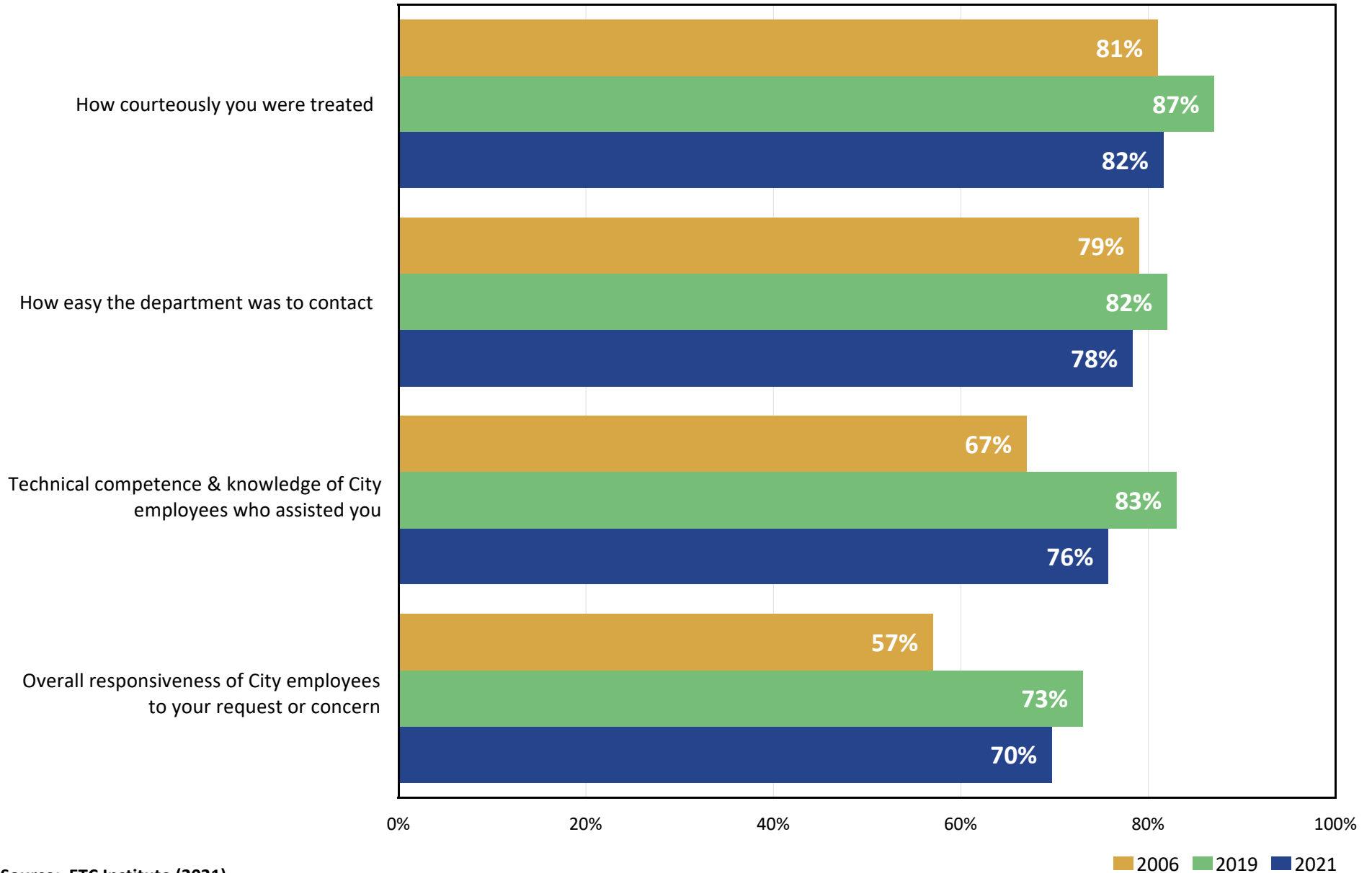


Source: ETC Institute (2021)



# Trends: Q19c. Satisfaction with Customer Service of City Employees 2006, 2019, versus 2021

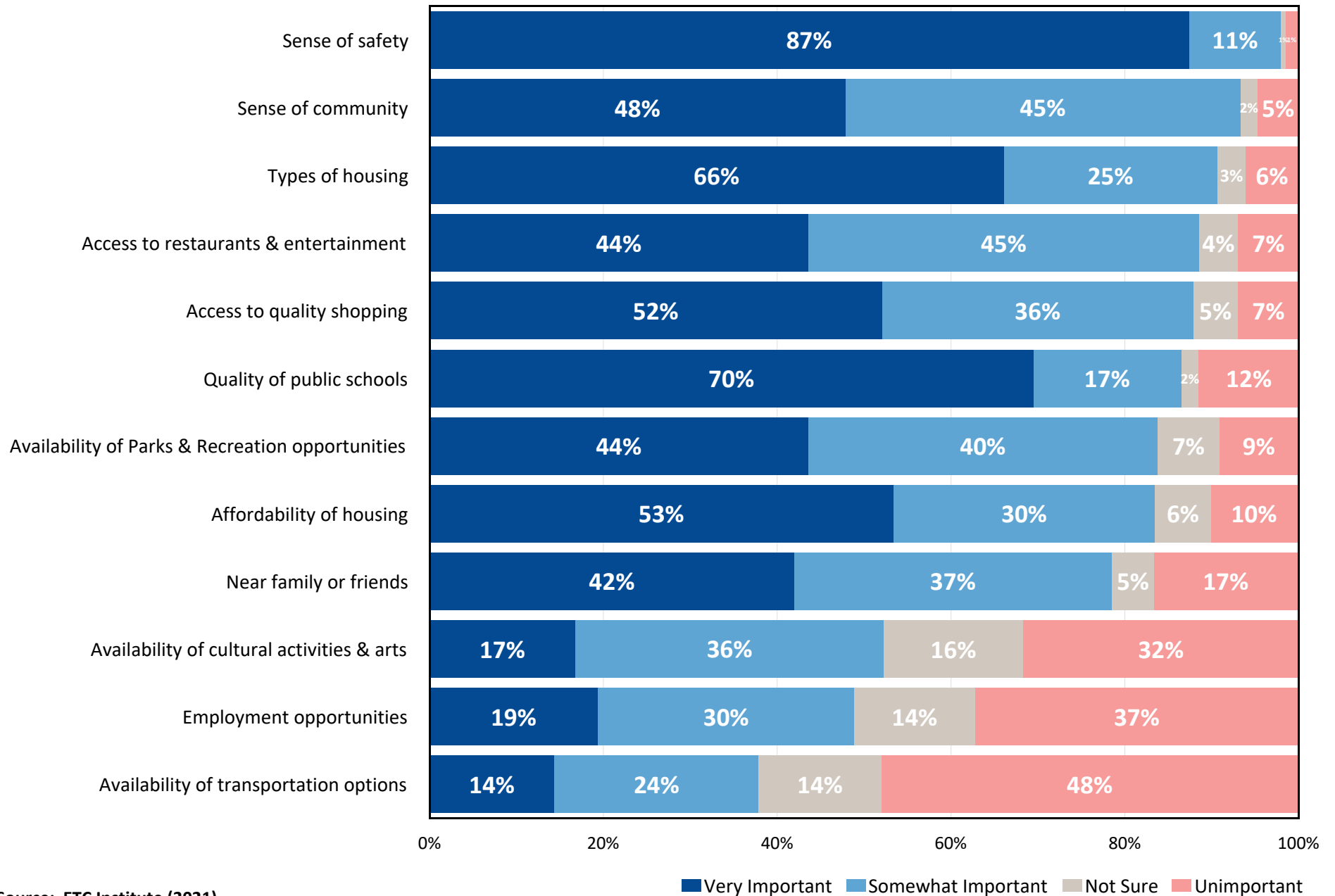
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Source: ETC Institute (2021)

## Q20. Level of Importance of Variables in Deciding Where to Live

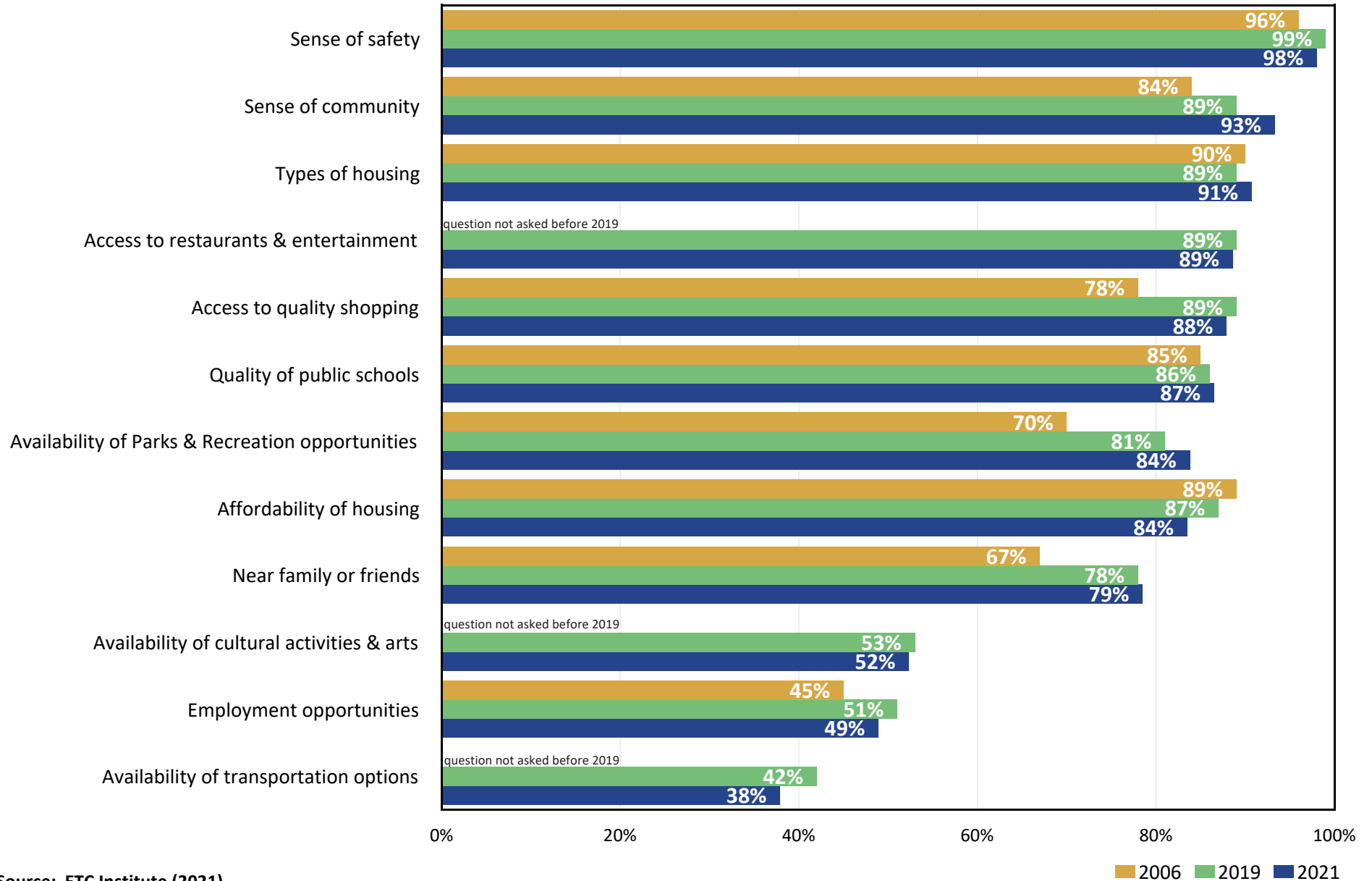
by percentage of respondents using a 4-point scale, where 4 means “very important” and 1 means “unimportant” (without “not provided”)



Source: ETC Institute (2021)

# Trends: Q20. Level of Importance of Variables in Deciding Where to Live 2006, 2019, versus 2021

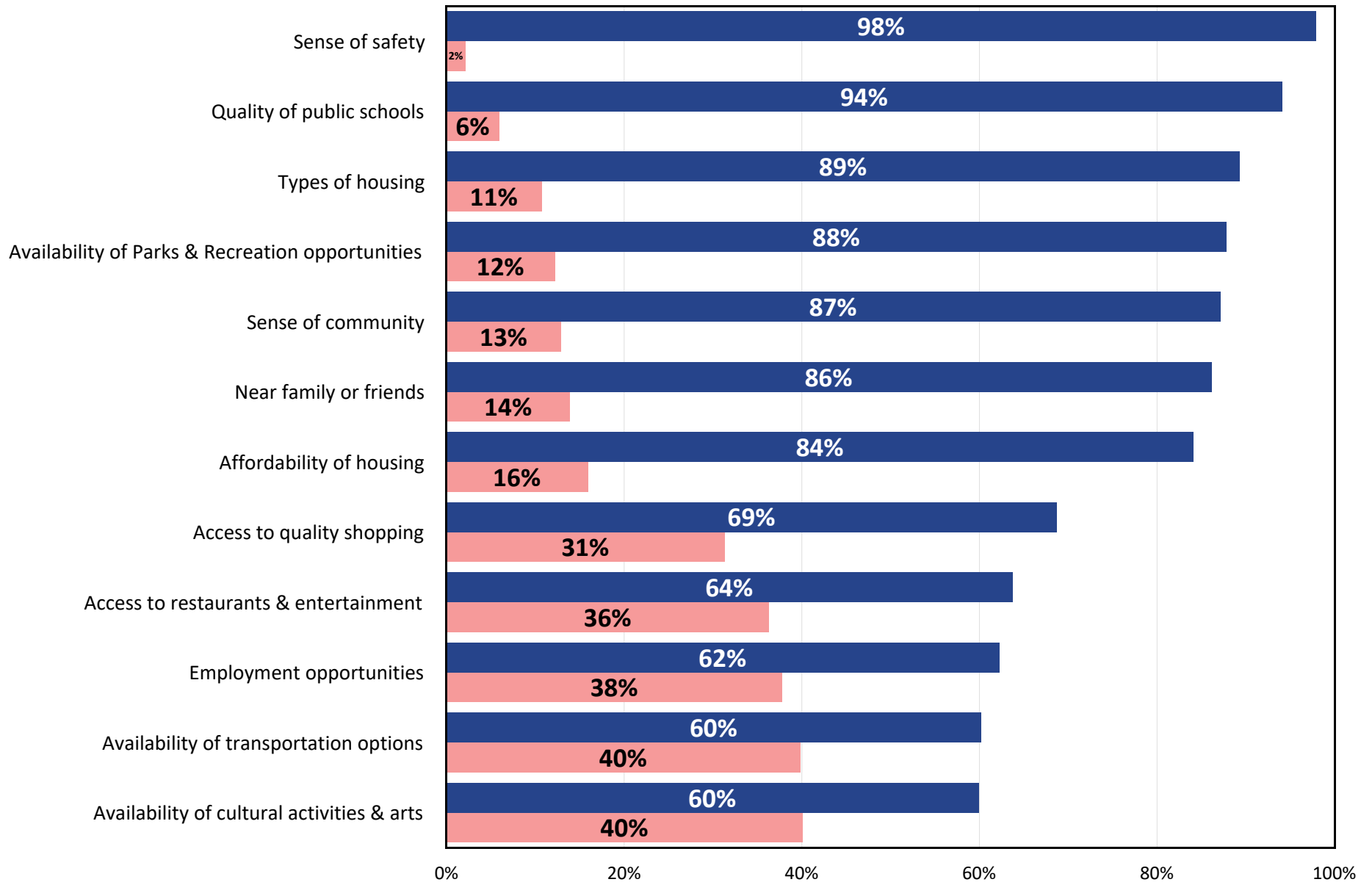
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (without "not provided")



Source: ETC Institute (2021)

## Q20. Are your needs being met in Raymore?

by percentage of respondents

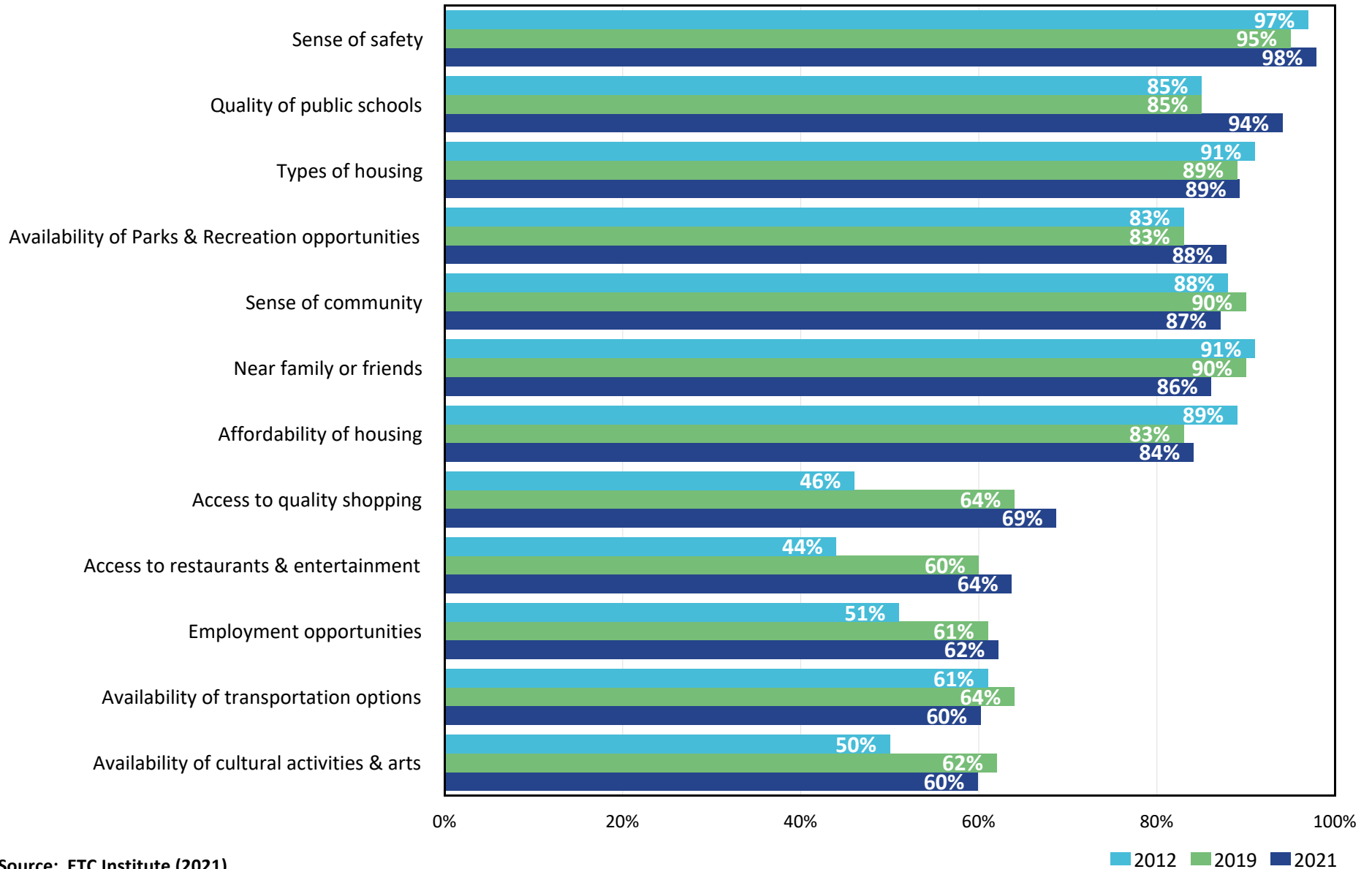


Source: ETC Institute (2021)

■ Yes ■ No

# Trends: Q20. Are your needs being met in Raymore? 2012, 2019, versus 2021

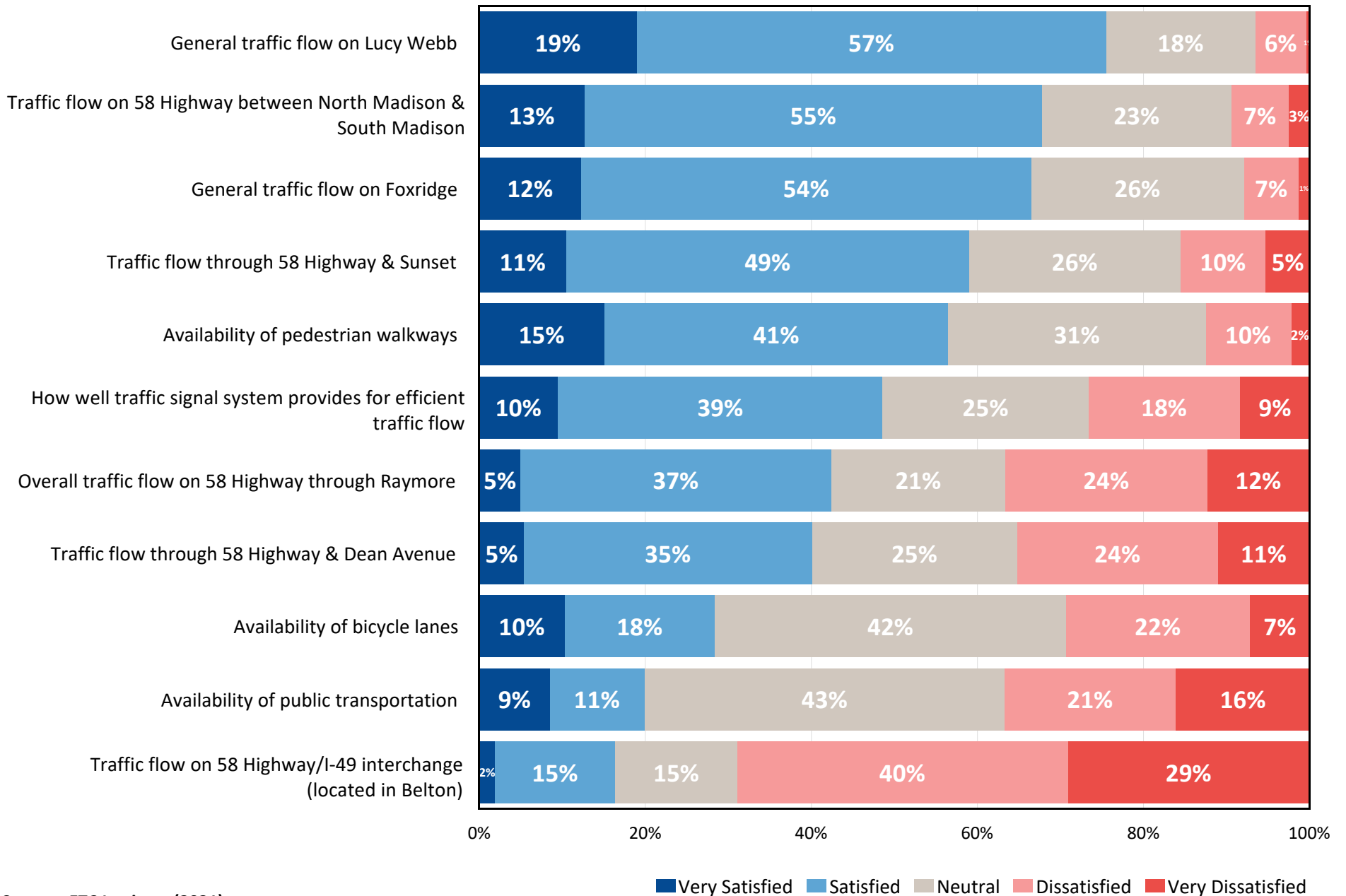
by percentage of respondents who answered “yes”



Source: ETC Institute (2021)

## Q21. Satisfaction with Various Traffic and Transportation Items

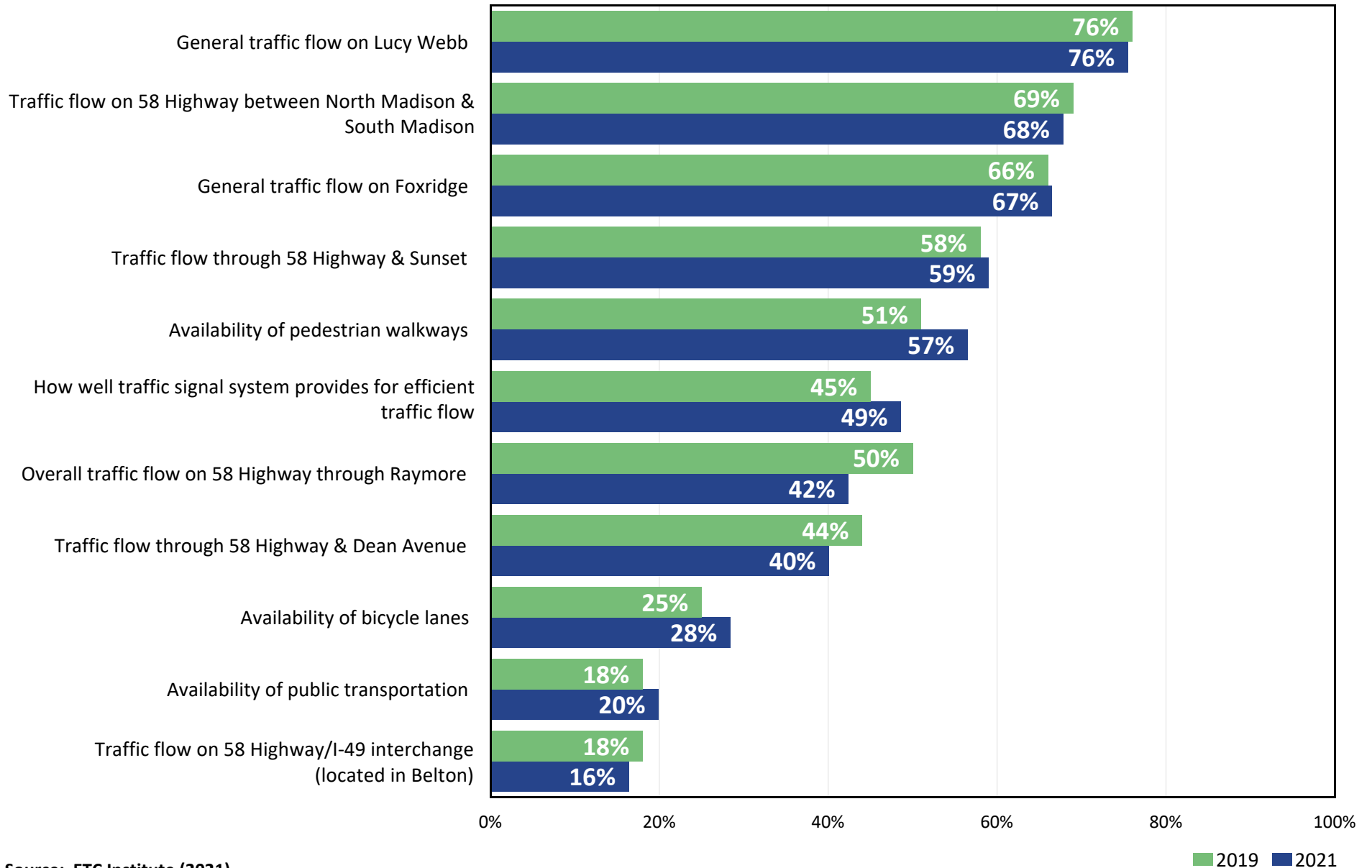
by percentage of respondents using a 5-point scale, where 5 means “very satisfied” and 1 means “very dissatisfied” (without “don’t know”)



Source: ETC Institute (2021)

# Trends: Q21. Satisfaction with Various Traffic and Transportation Items 2019 versus 2021

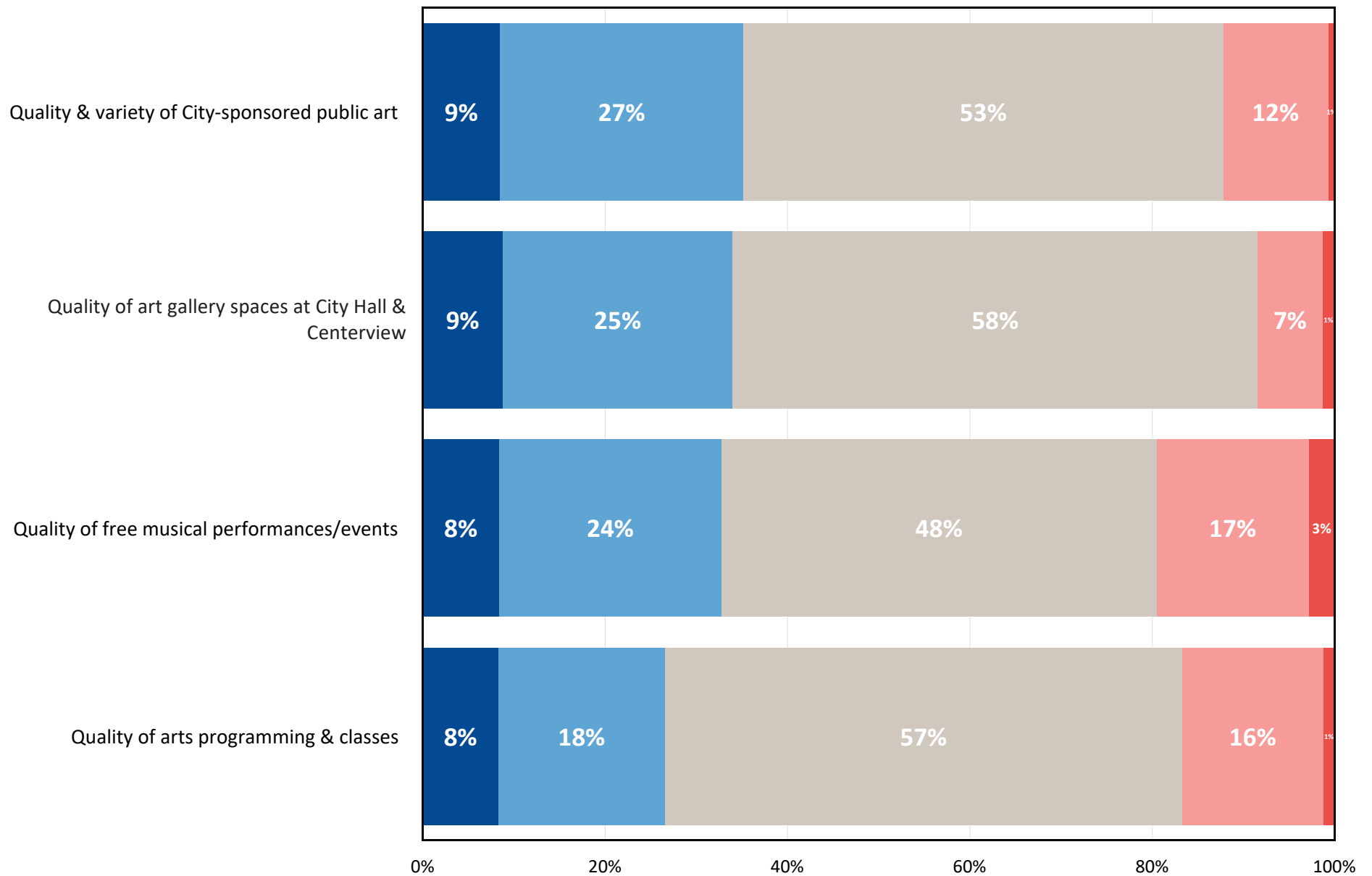
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "not provided")



Source: ETC Institute (2021)

## Q22. Satisfaction with Arts Commission

by percentage of respondents using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied" (without "don't know")



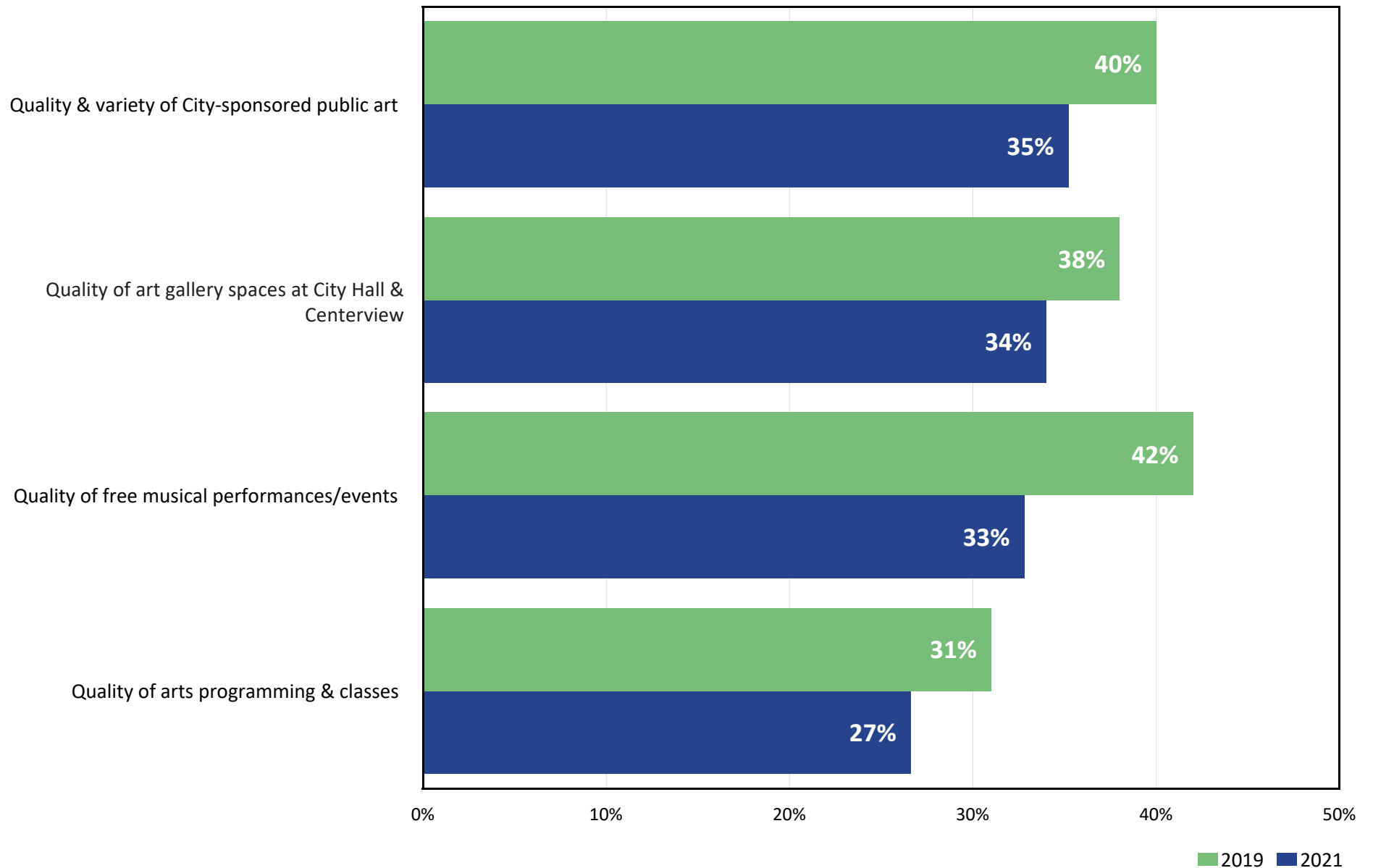
Source: ETC Institute (2021)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied



## Trends: Q22. Satisfaction with Arts Commission 2019 versus 2021

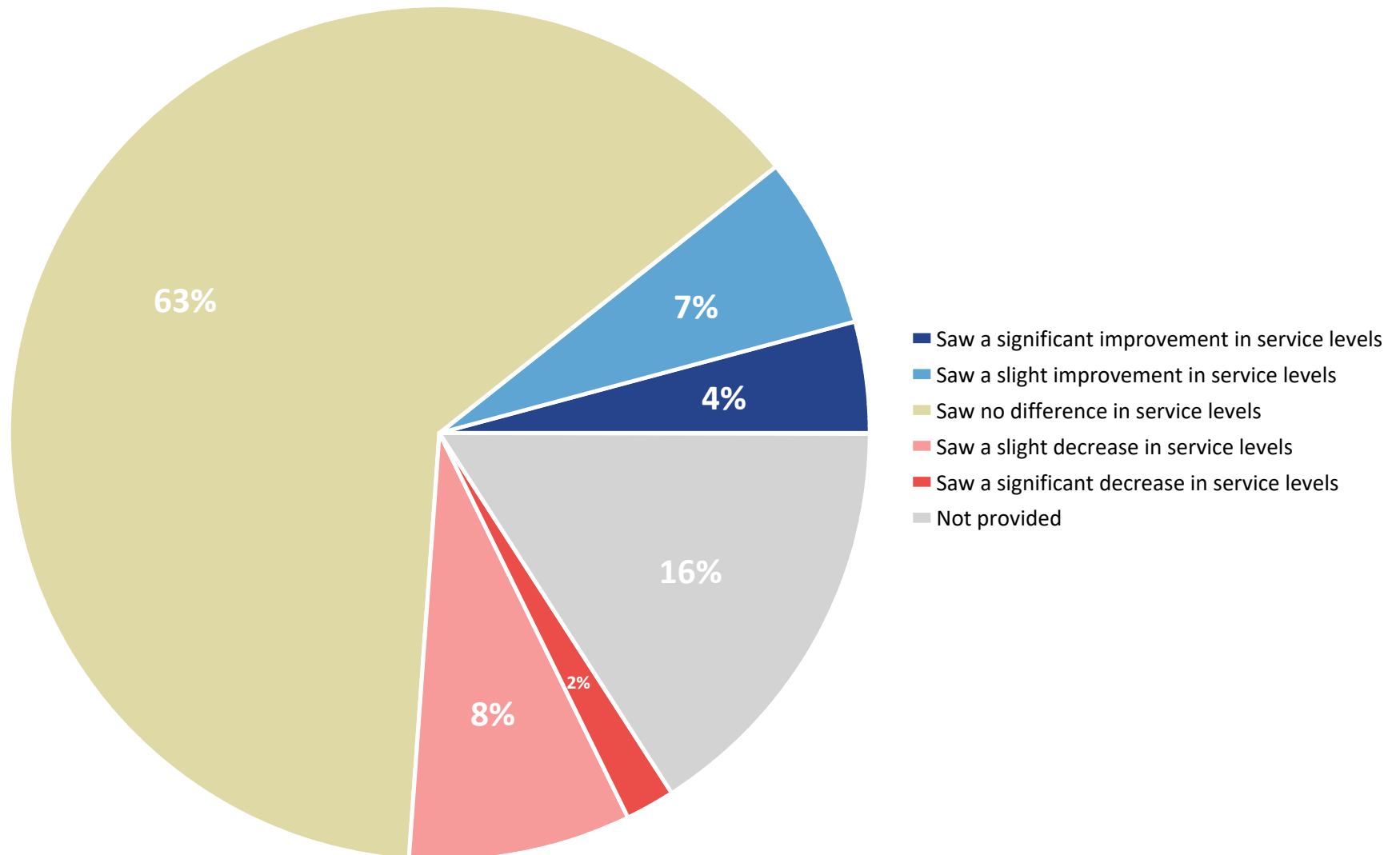
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "not provided")



Source: ETC Institute (2021)

## Q23. The COVID-19 Pandemic created a number of challenges for everyone in the community. How would you specifically rate the availability of services from City Hall during 2020?

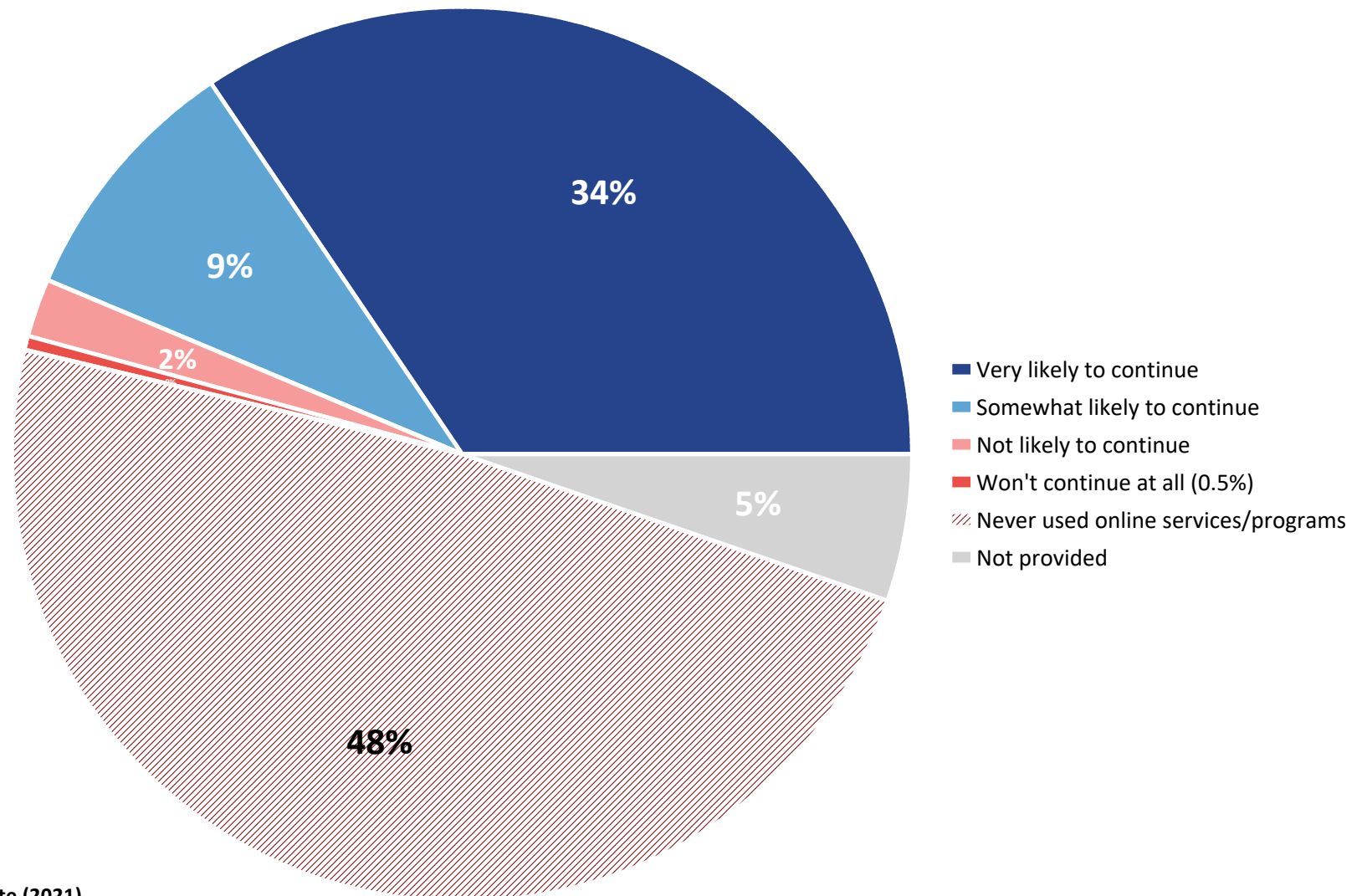
by percentage of respondents



Source: ETC Institute (2021)

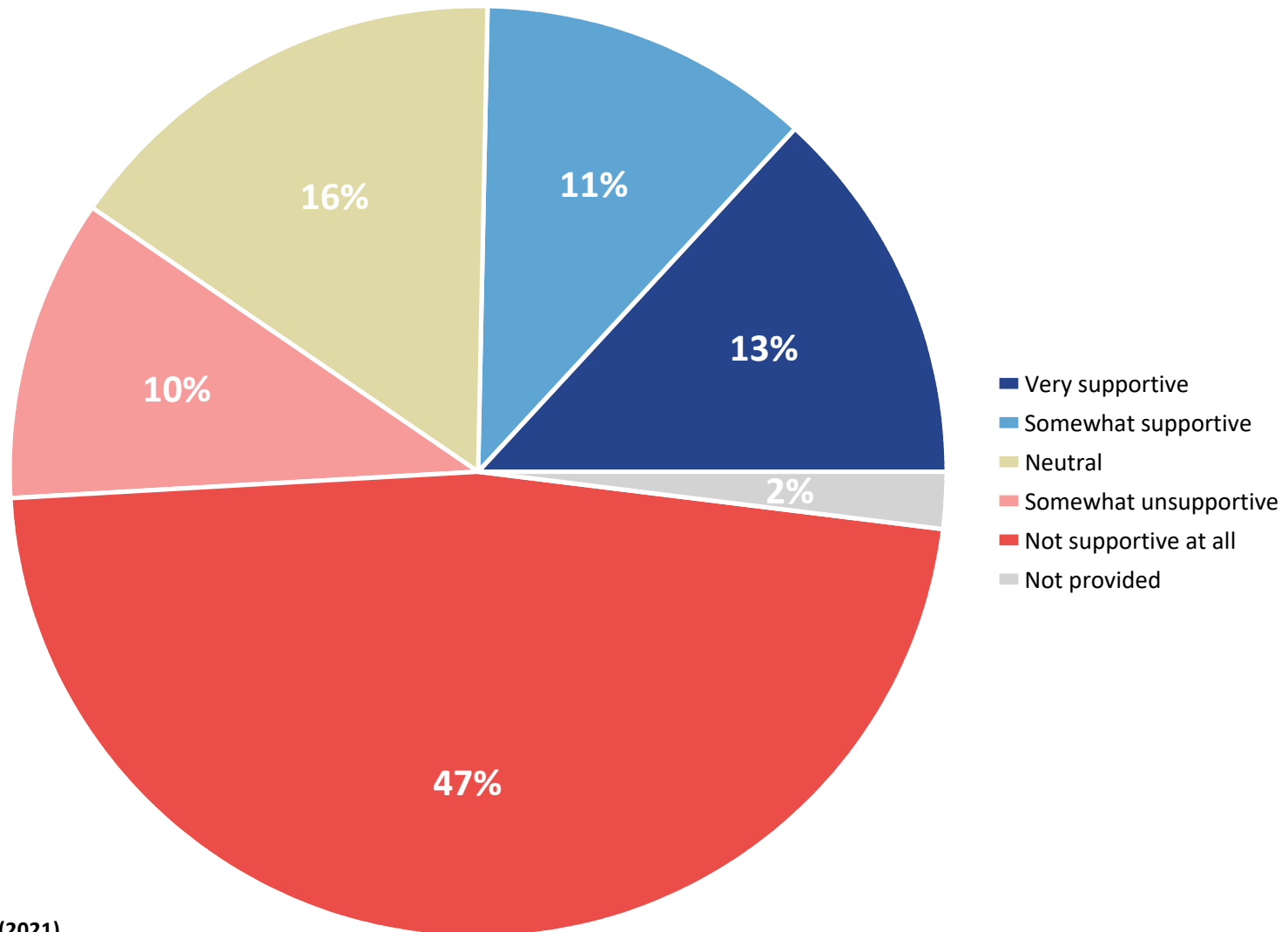
**Q24. During COVID-19, the City implemented a number of online service and programming options including online occupational licensing, free online utility bill pay and virtual recreation programs. If you used any of these online services, how likely are you to continue using these online services after the Pandemic?**

by percentage of respondents



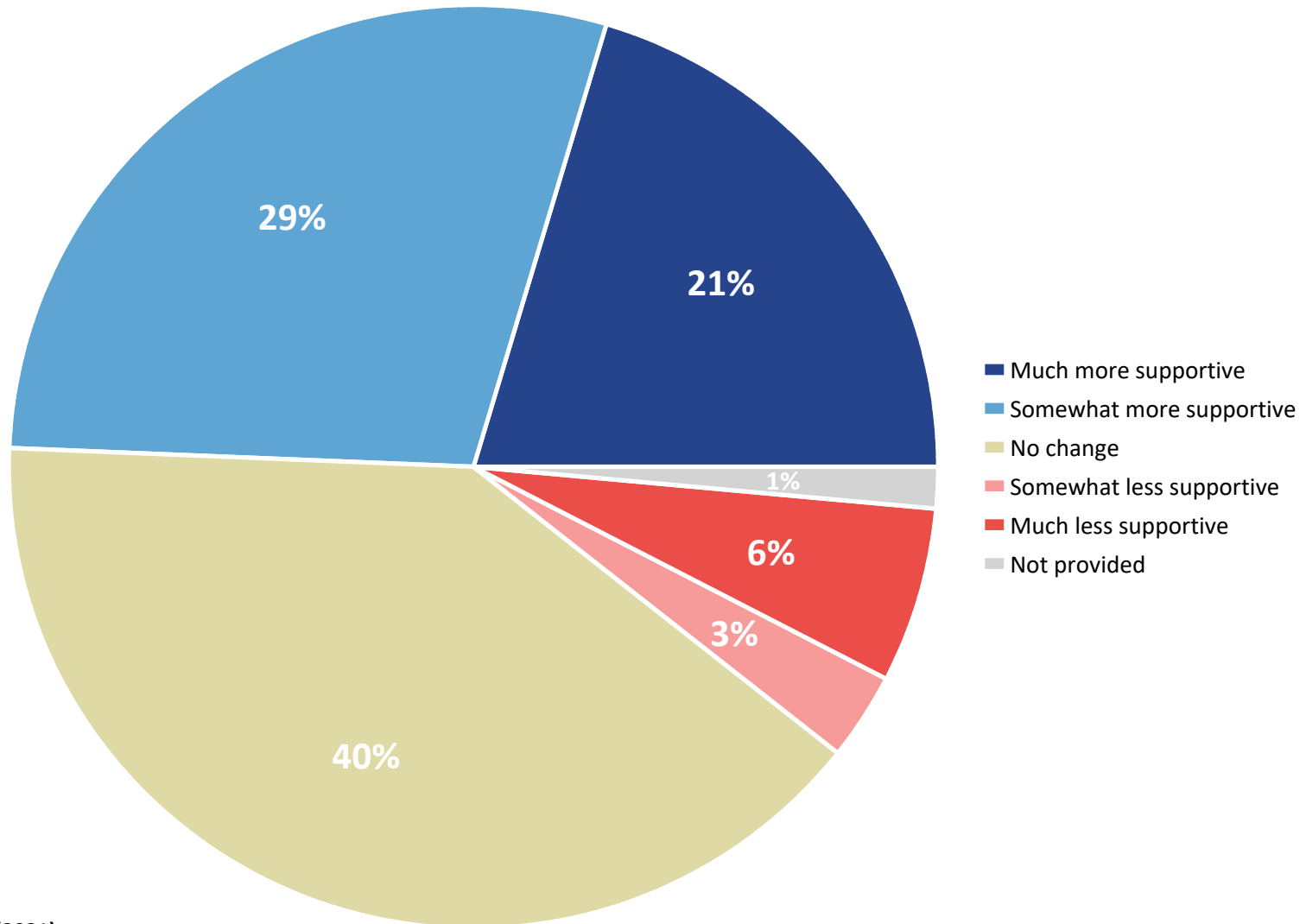
**Q25. Currently, shoppers who use online retailers (like Amazon, Wayfair or Chewy) do not pay the same local sales tax as those who choose to shop at locally owned businesses. If the City were to propose a Use Tax that would apply the current sales tax to online shopping, how supportive would you be?**

by percentage of respondents



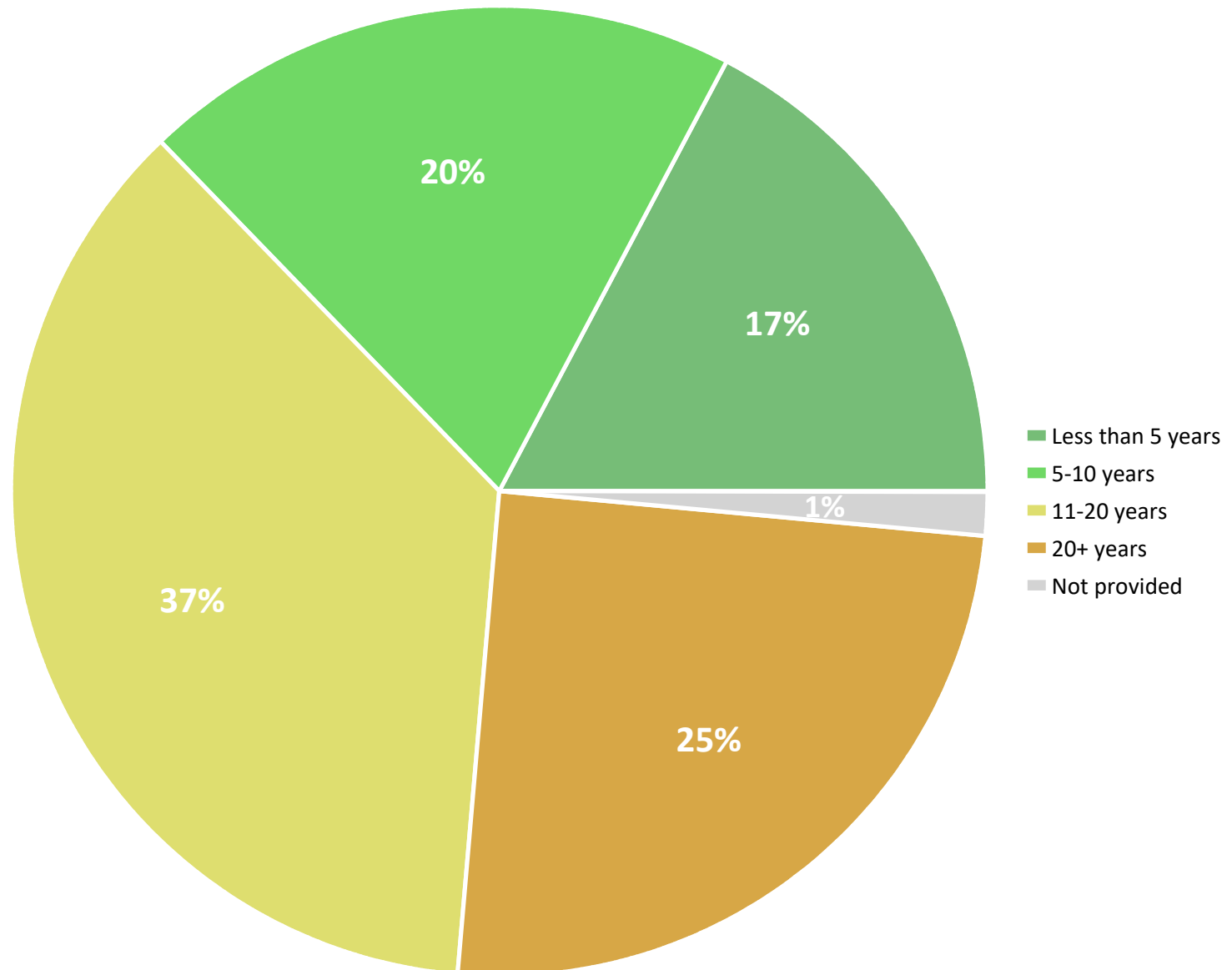
## Q26. If you knew the revenue generated from this proposed Use Tax would be going to support hiring additional Police Officers, Public Works Employees or Parks Maintenance Staff, would that make you...

by percentage of respondents



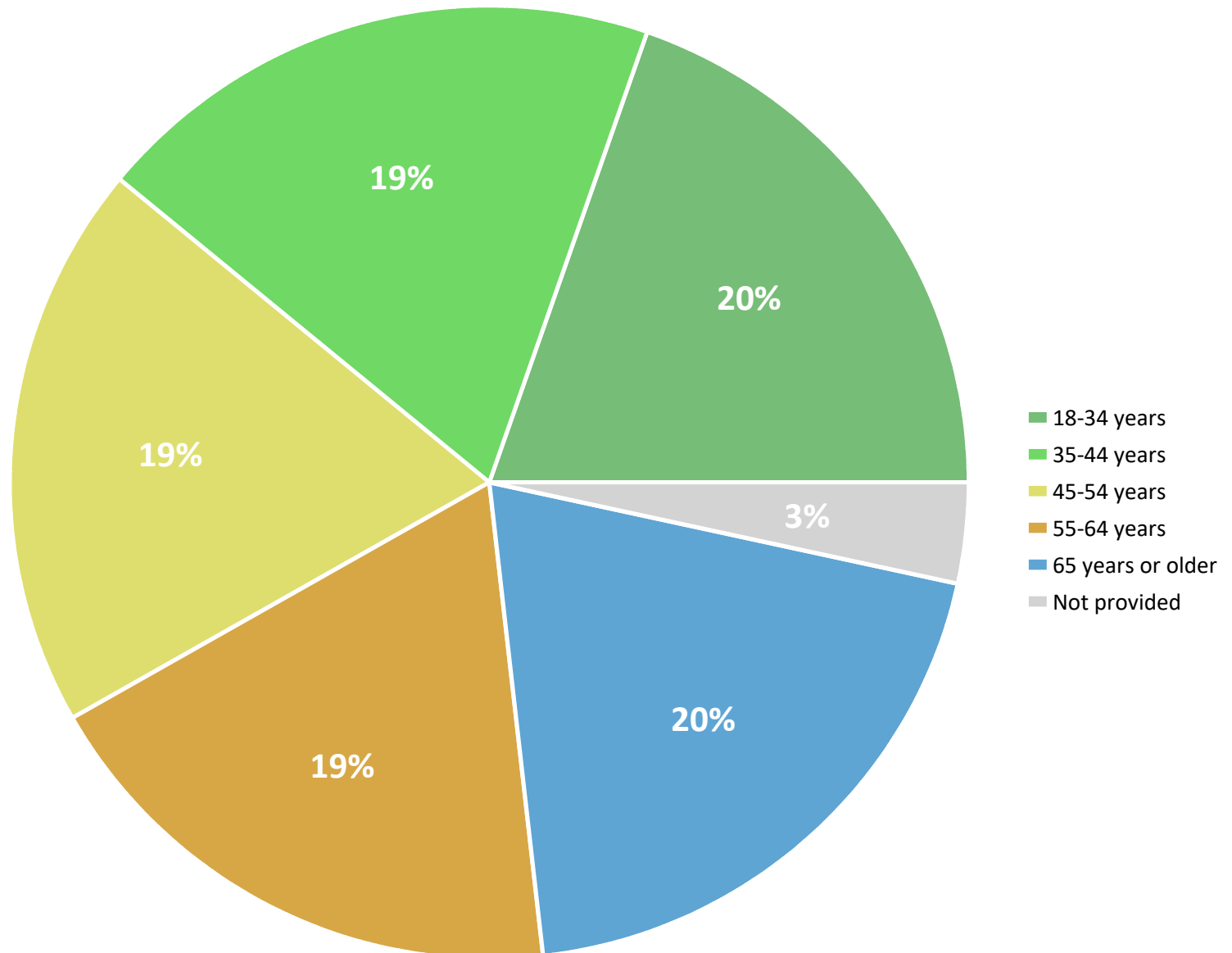
# Demographics: Q27. Approximately, how many years have you lived in the City of Raymore?

by percentage of respondents



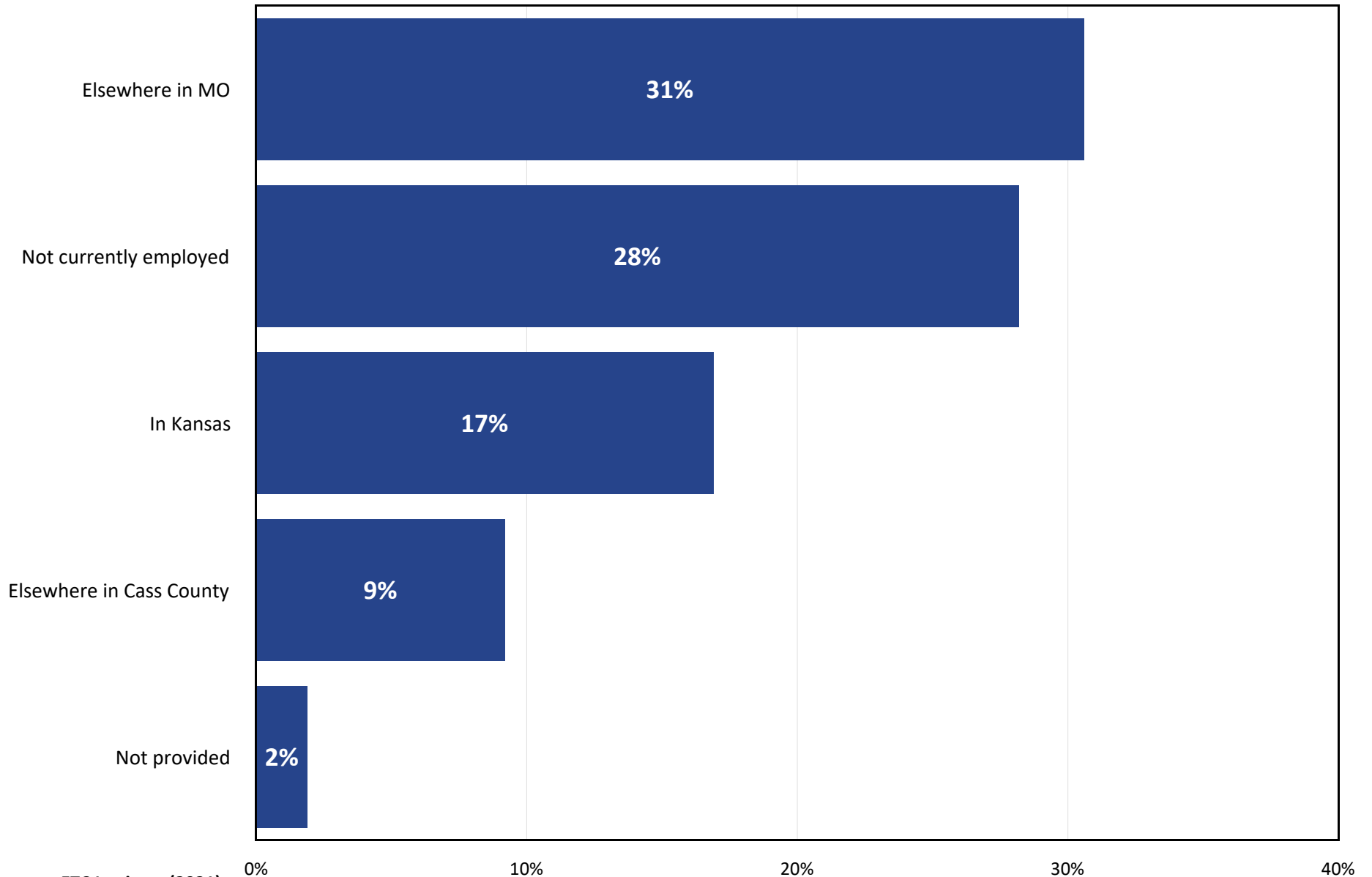
## Demographics: Q28. Age of Respondent

by percentage of respondents



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

by percentage of respondents

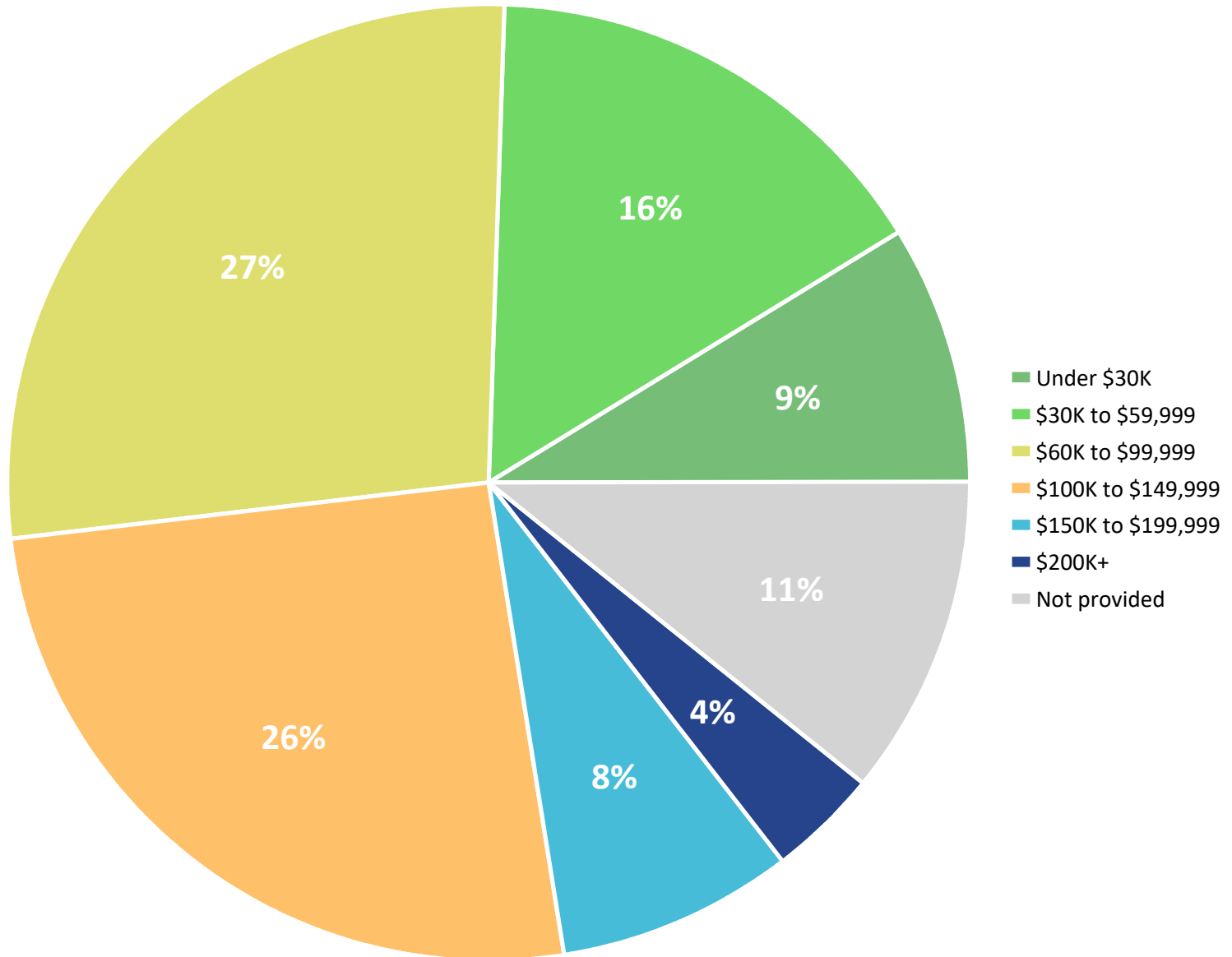


Source: ETC Institute (2021)



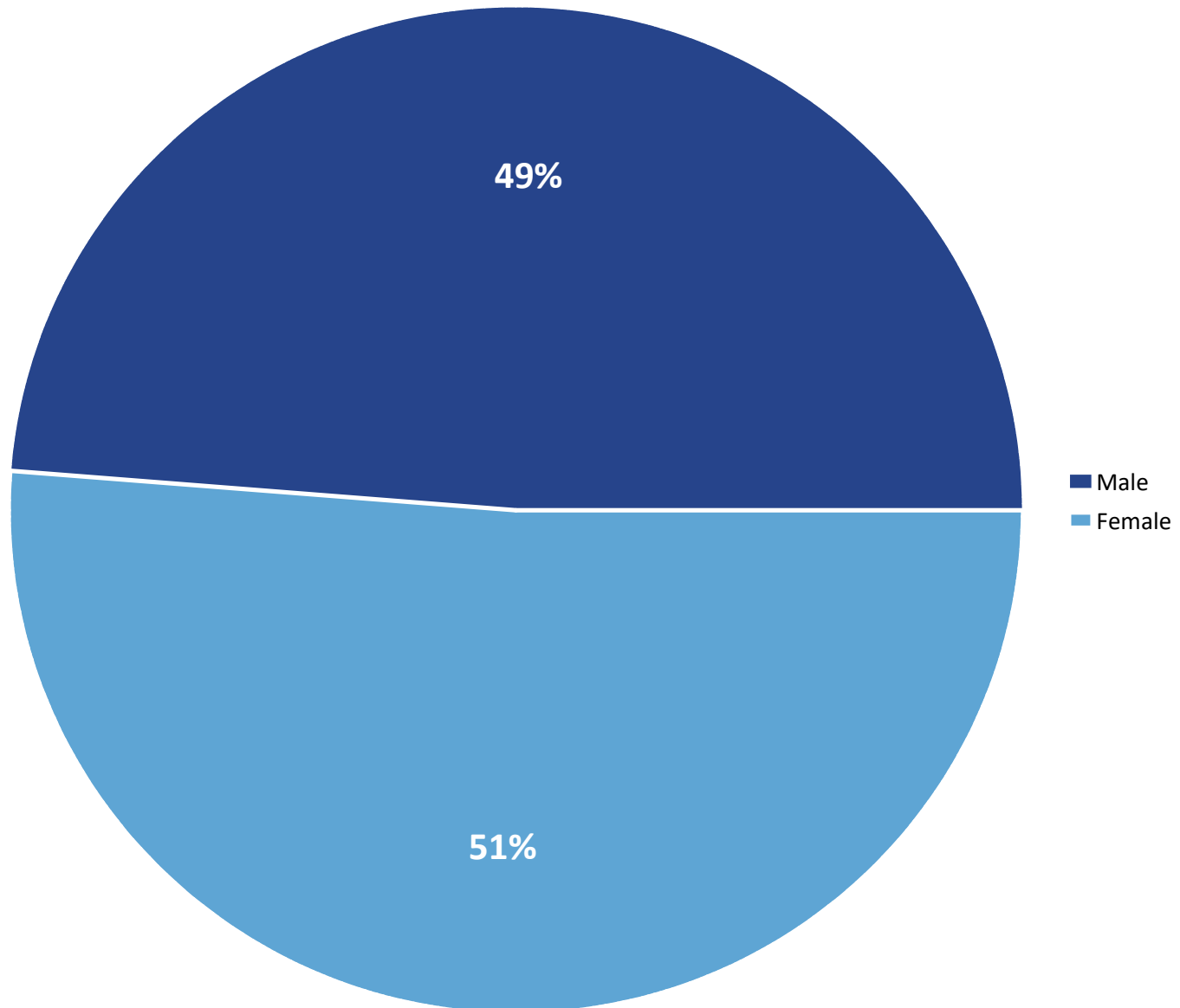
## Demographics: Q30. Total Household Income

by percentage of respondents



## Demographics: Q31. Gender of Respondent

by percentage of respondents (without "not provided")



## **Section 2**

# **Benchmarking Analysis**

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# Benchmarking Summary Report

## Raymore, Missouri

### Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 350 communities in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2019 to a random sample of more than 4,000 residents living in the continental United States and (2) survey results from 30 communities, in Kansas and Missouri, where ETC Institute has administered the *DirectionFinder*® survey between July 2018 and December 2020. The results from individual communities were used as the basis for developing the range of performance. The communities included in the performance comparisons that are shown in this section are listed below:

- Blue Springs, MO
- Branson, MO
- Clayton, MO
- Columbia, MO
- Gardner, KS
- Gladstone, MO
- Grandview, MO
- Independence, MO
- Jackson, MO
- Johnson County, KS
- Kansas City, MO
- Kirkwood, MO
- Lawrence, KS
- Lebanon, MO
- Lee's Summit, MO
- Lenexa, KS
- Maryland Heights, MO
- Merriam, KS
- Mission, KS
- North Kansas City, MO
- Olathe, KS
- Overland Park, KS
- Platte City, MO
- Raymore, MO
- Roeland Park, MO
- Rolla, MO
- Shawnee, KS
- Springfield, MO
- University City, MO
- Wyandotte County, KS

## Interpreting the Charts

**National Benchmarks.** The first set of charts on the following pages show how the overall results for the City of Raymore compare to the national average and the average for the Kansas and Missouri region, based on the results of a 2019 survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents.

**Kansas and Missouri Regional Benchmarks.** The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 30 communities listed above for more than 50 areas of service delivery. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the Kansas and Missouri region. The actual ratings of the City of Raymore are listed to the right of each chart. The dot on each bar shows how the results for Raymore compare to the other communities in the Kansas and Missouri region where the *DirectionFinder*<sup>®</sup> survey has been conducted between July 2018 to December 2020.

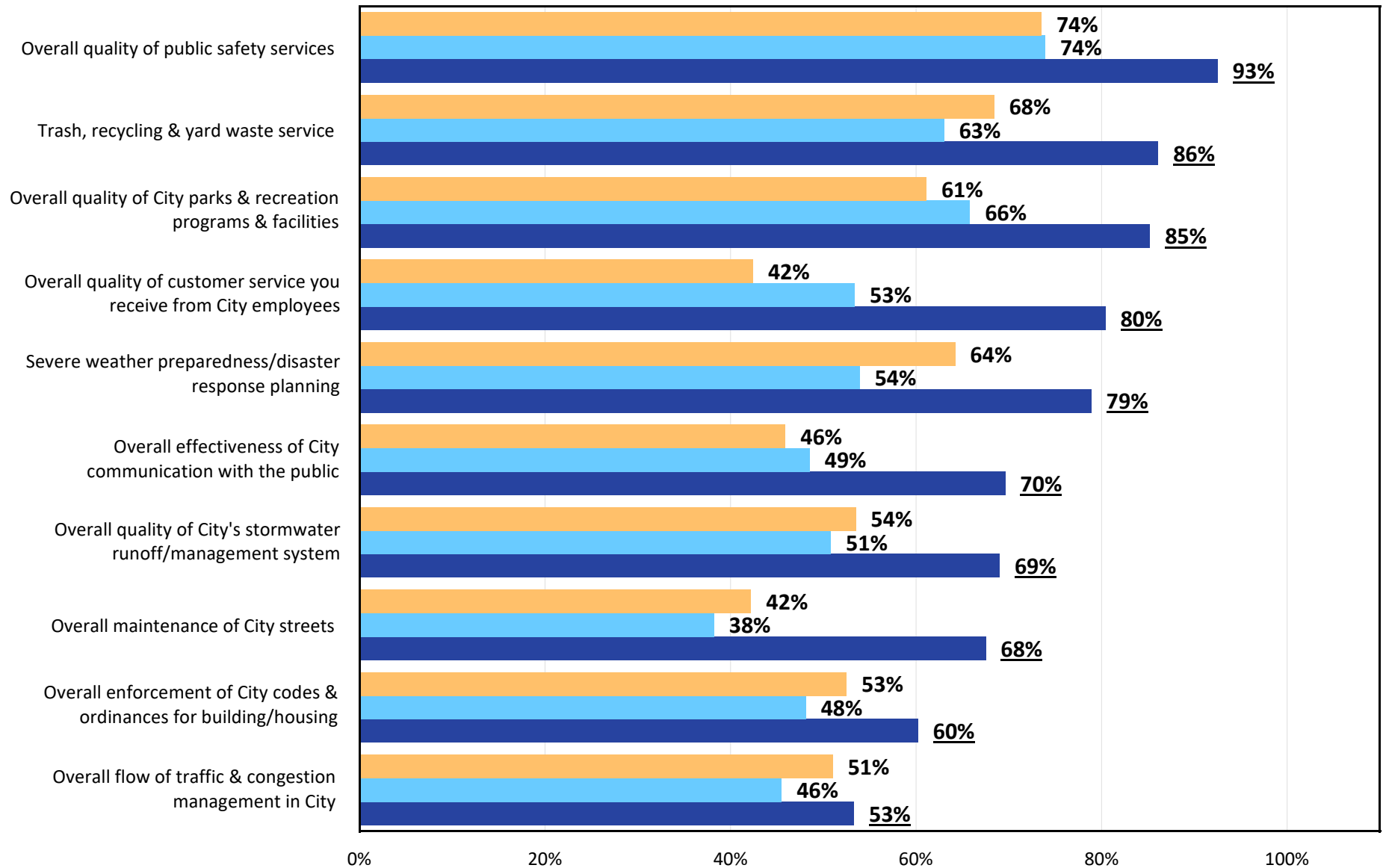
# National Benchmarks

**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, MO are not authorized without written consent from ETC Institute.**

# Benchmarking: Satisfaction with Major Categories of City Services

## National Average vs. Kansas & Missouri Region Average vs. Raymore, MO

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



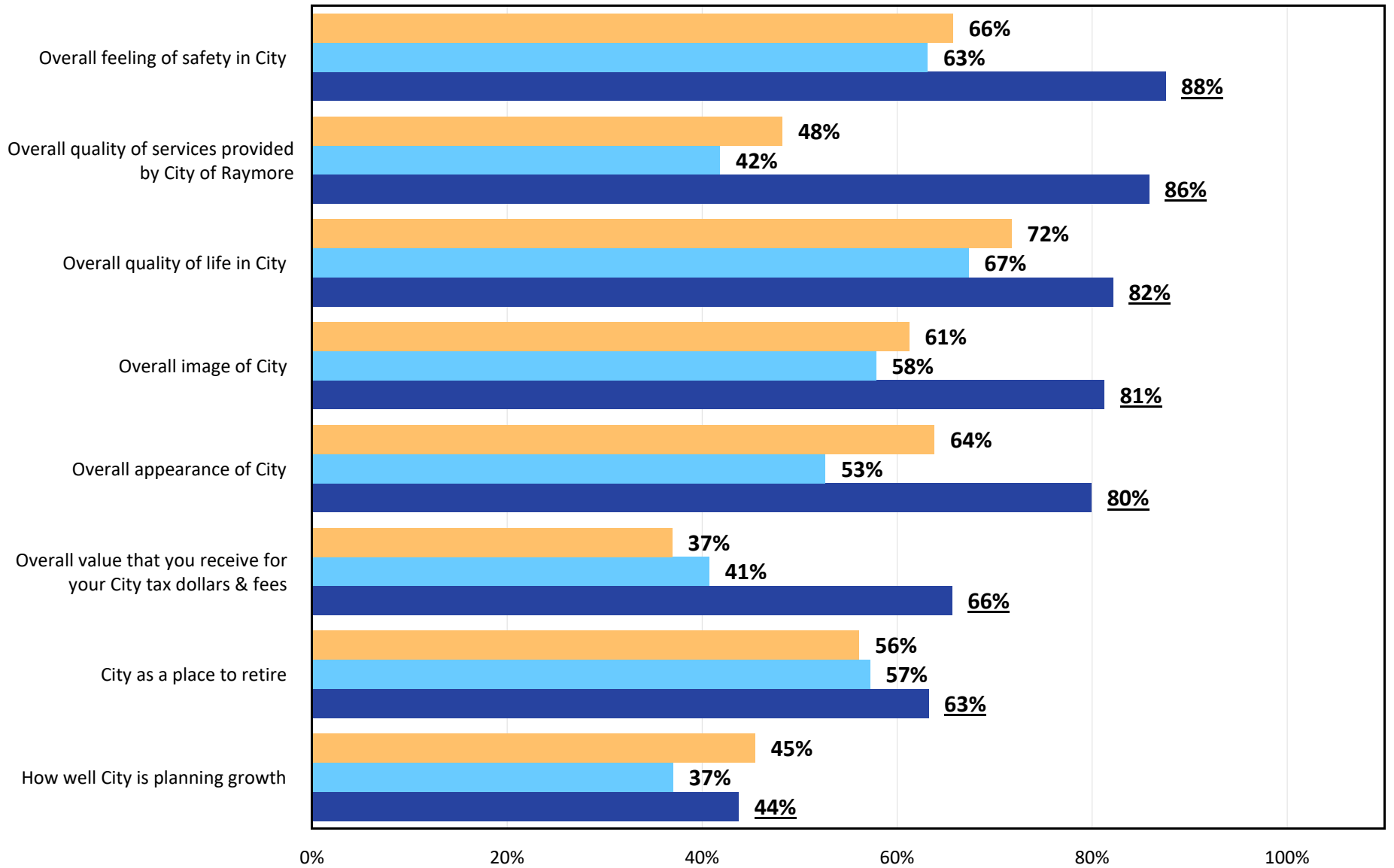
Source: ETC Institute (2021)

■ National Average 
 ■ Kansas and Missouri Average 
 ■ Raymore, MO

# Benchmarking: Satisfaction with Perceptions of the City

## National Average vs. Kansas & Missouri Region Average vs. Raymore, MO

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Source: ETC Institute (2021)

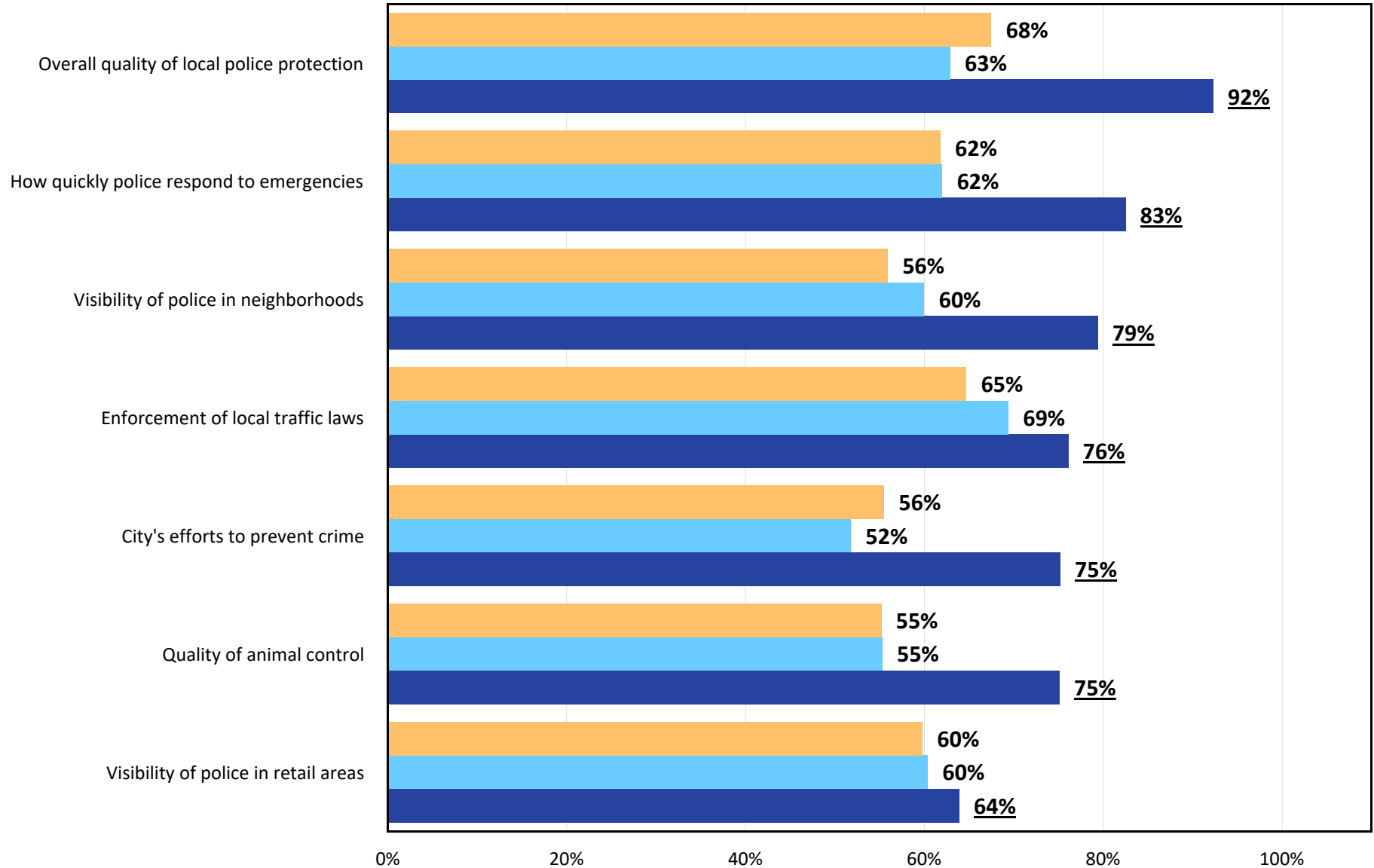
■ National Average 
 ■ Kansas and Missouri Average 
 ■ Raymore, MO



# Benchmarking: Satisfaction with Public Safety

## National Average vs. Kansas & Missouri Region Average vs. Raymore, MO

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



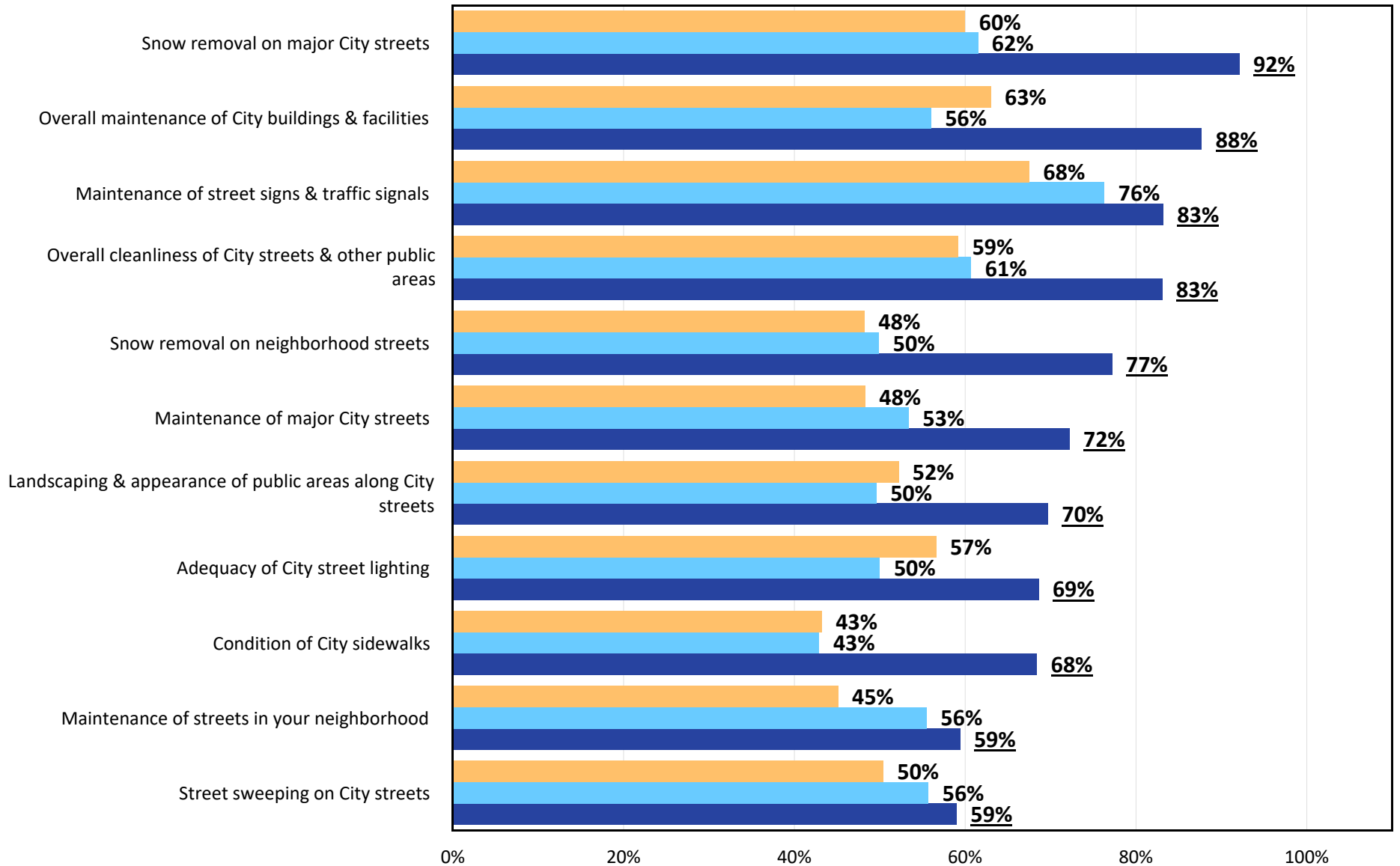
Source: ETC Institute (2021)

■ National Average 
 ■ Kansas and Missouri Average 
 ■ Raymore, MO

# Benchmarking: Satisfaction with City Maintenance/Public Works

## National Average vs. Kansas & Missouri Region vs. Raymore, MO

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



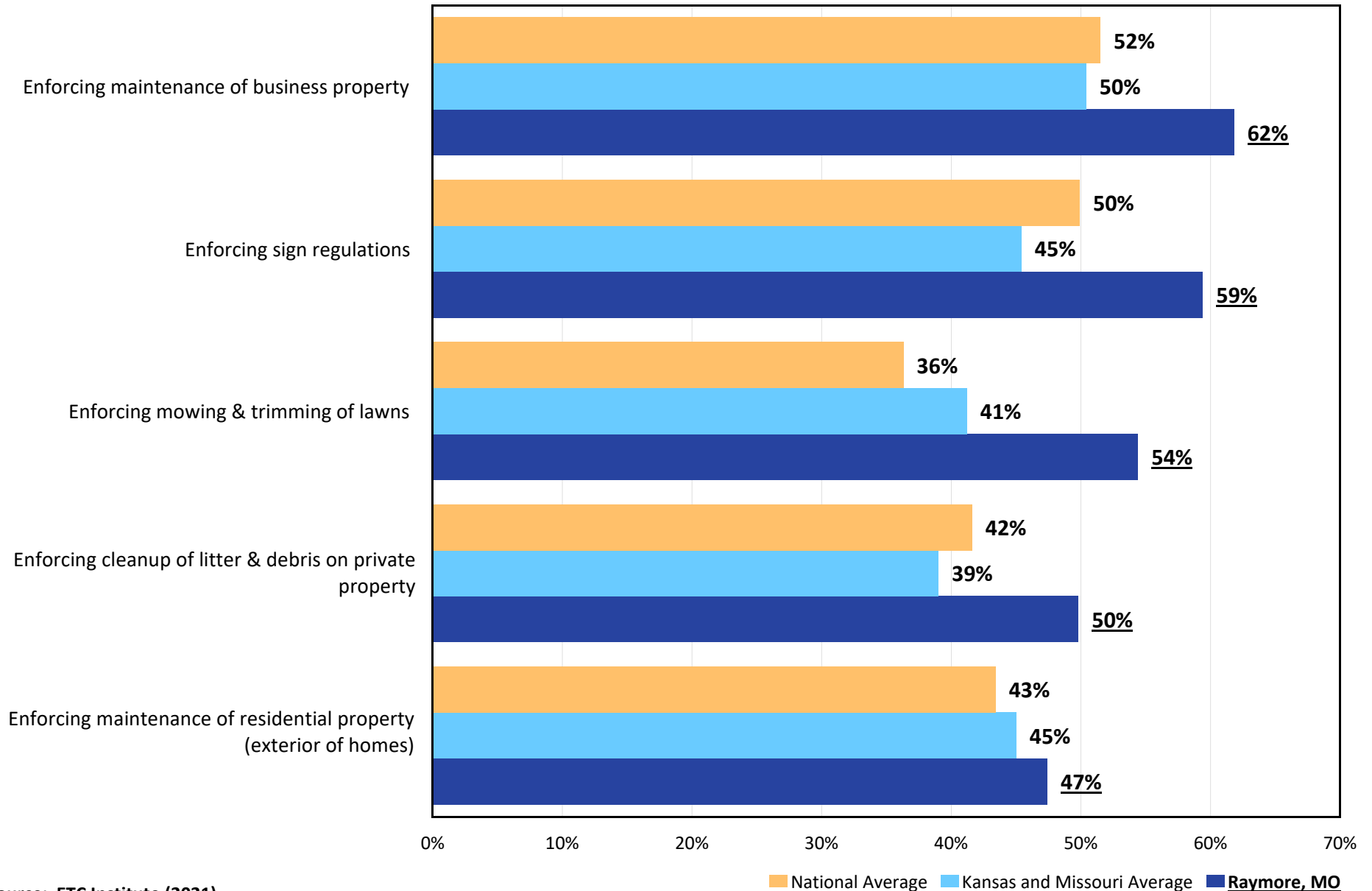
Source: ETC Institute (2021)

■ National Average 
 ■ Kansas and Missouri Average 
 ■ **Raymore, MO**

# Benchmarking: Satisfaction with Enforcement of Codes and Ordinances

## National Average vs. Kansas & Missouri Region vs. Raymore, MO

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")

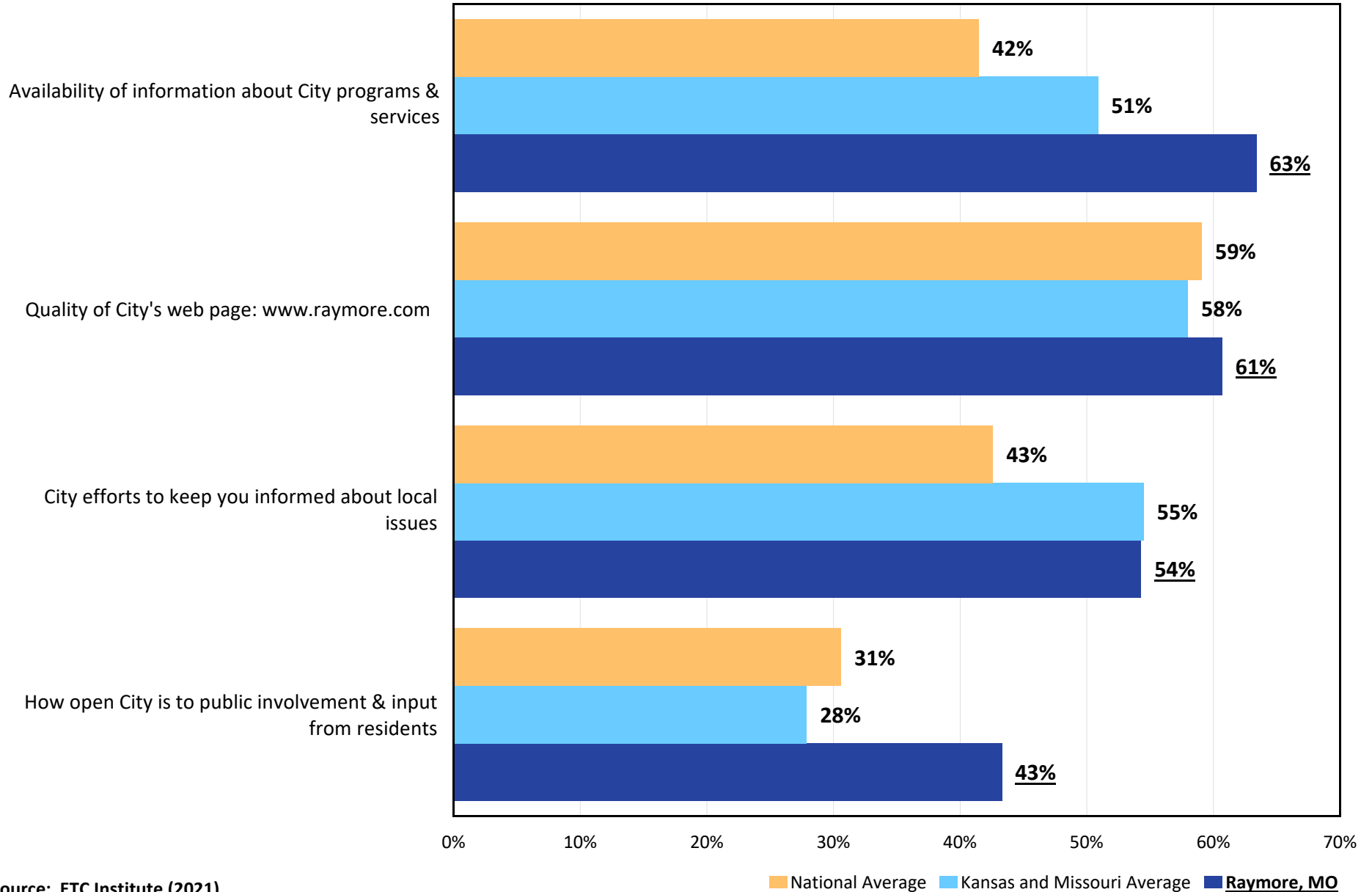


Source: ETC Institute (2021)

# Benchmarking: Satisfaction with City Communication

## National Average vs. Kansas & Missouri Region vs. Raymore, MO

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")

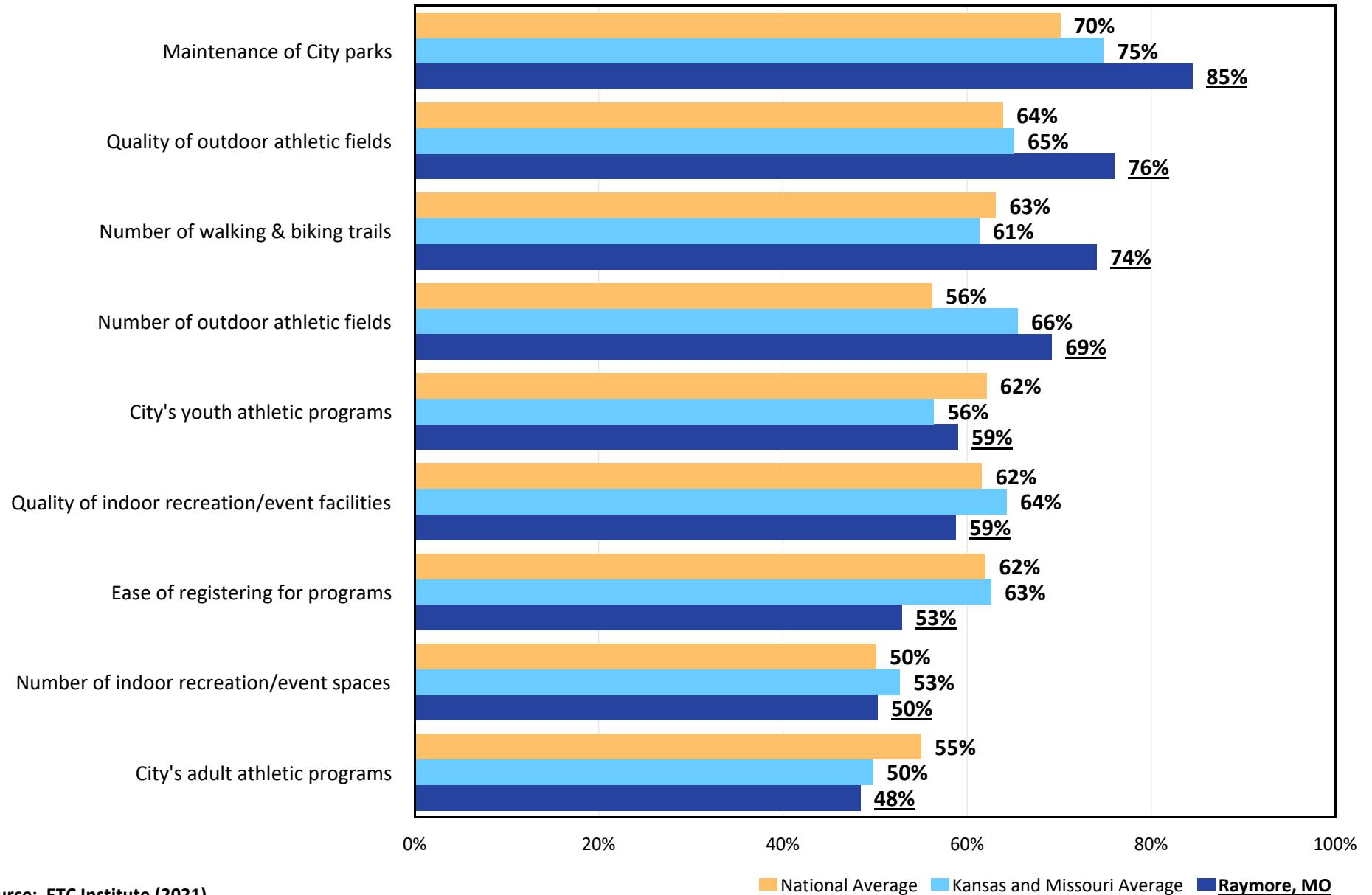


Source: ETC Institute (2021)

# Benchmarking: Satisfaction with Parks and Recreation

## National Average vs. Kansas & Missouri Region vs. Raymore, MO

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")

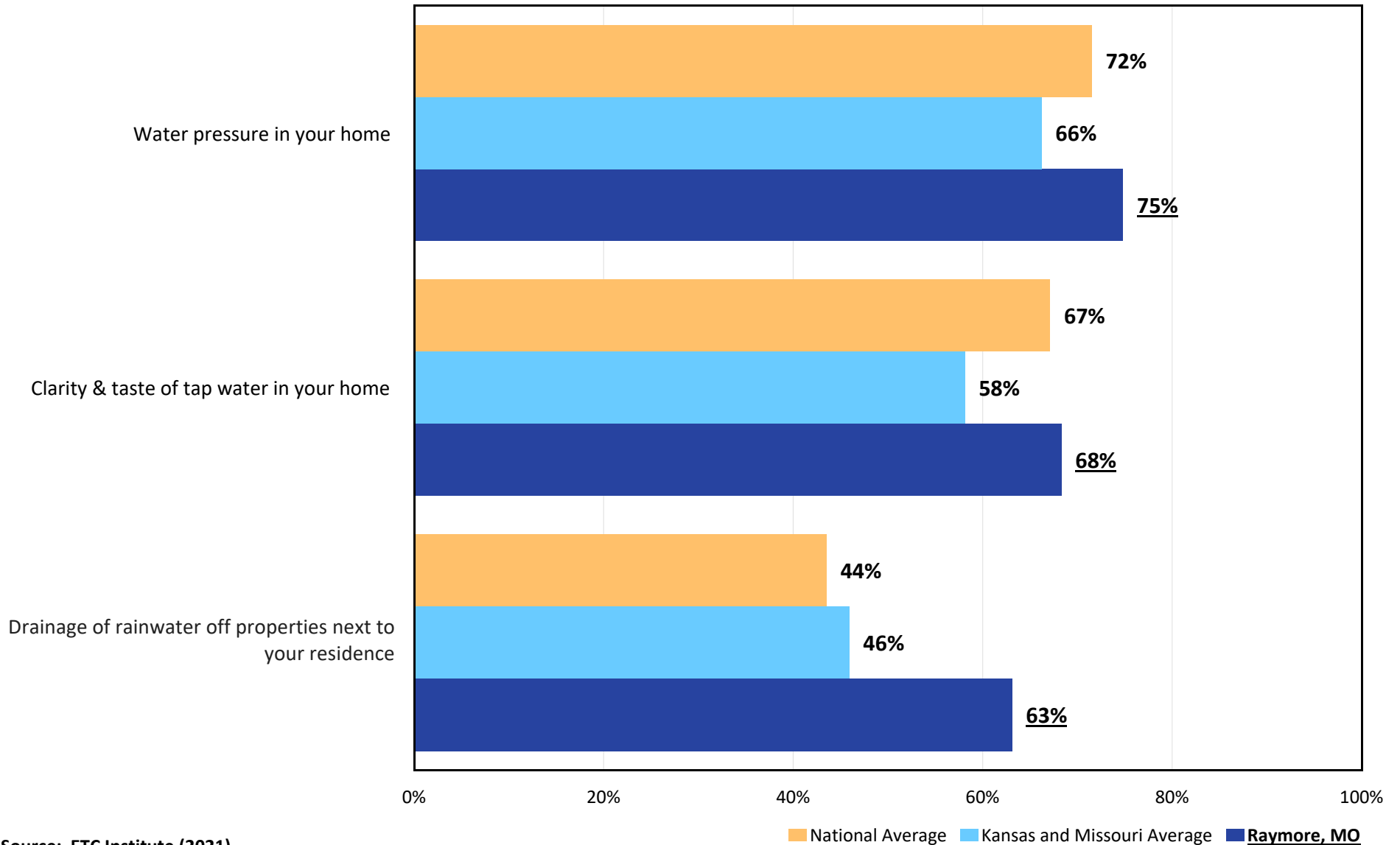


Source: ETC Institute (2021)

# Benchmarking: Satisfaction with Water/Sewer Utilities and Stormwater Management

## National Average vs. Kansas & Missouri Region vs. Raymore, MO

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")

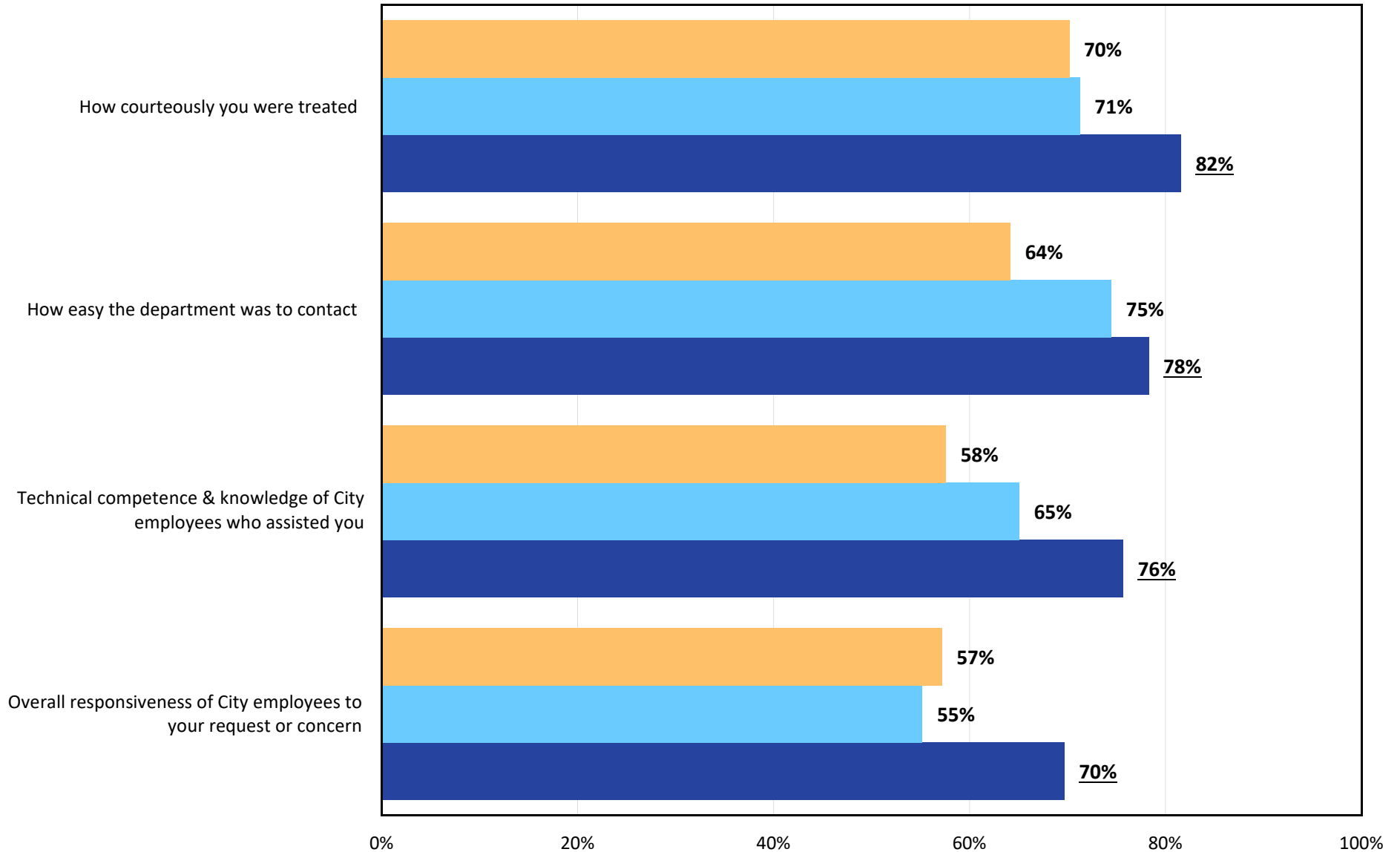


Source: ETC Institute (2021)

# Benchmarking: Satisfaction with Customer Service of City Employees

## National Average vs. Kansas & Missouri Region vs. Raymore, MO

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Source: ETC Institute (2021)

■ National Average 
 ■ Kansas and Missouri Average 
 ■ Raymore, MO

# Comparison to a Range of Performance

**Performance Ranges were compiled using surveys from 30 high performing communities where ETC Institute has administered a survey.**



# Benchmarking Communities

Blue Springs, MO

Branson, MO

Clayton, MO

Columbia, MO

Gardner, KS

Gladstone, MO

Grandview, MO

Independence, MO

Jackson, MO

Johnson County, KS

Kansas City, MO

Kirkwood, MO

Lawrence, KS

Lebanon, MO

Lee's Summit, MO

Lenexa, KS

Maryland Heights, MO

Merriam, KS

Mission, KS

North Kansas City, MO

Olathe, KS

Overland Park, KS

Platte City, MO

Raymore, MO

Roeland Park, KS

Rolla, MO

Shawnee, KS

Springfield, MO

University City, MO

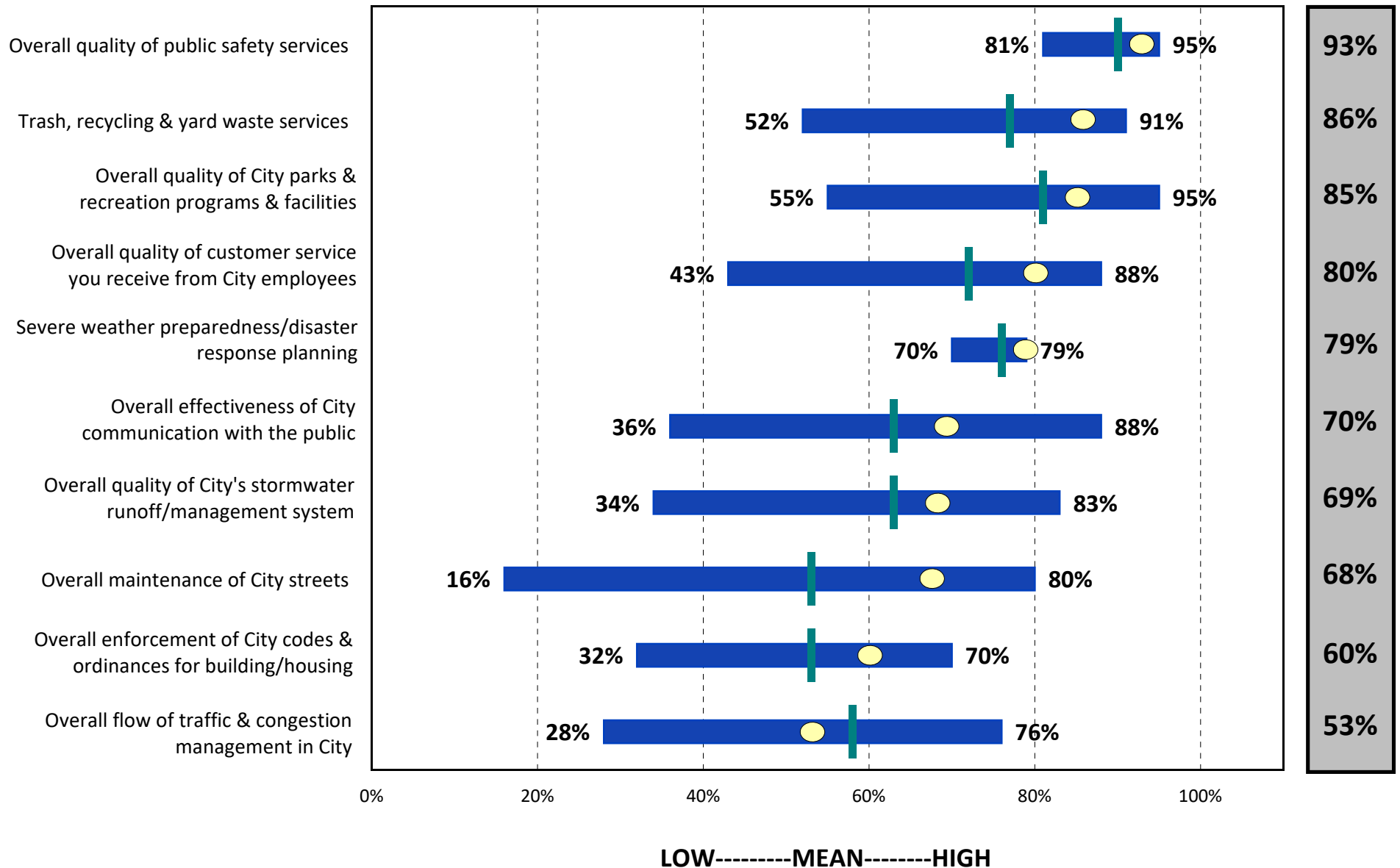
Wyandotte County, KS

# Performance Ranges: Satisfaction with Major Categories of Services

## DirectionFinder® Communities in the Kansas and Missouri Region

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

 Raymore, MO



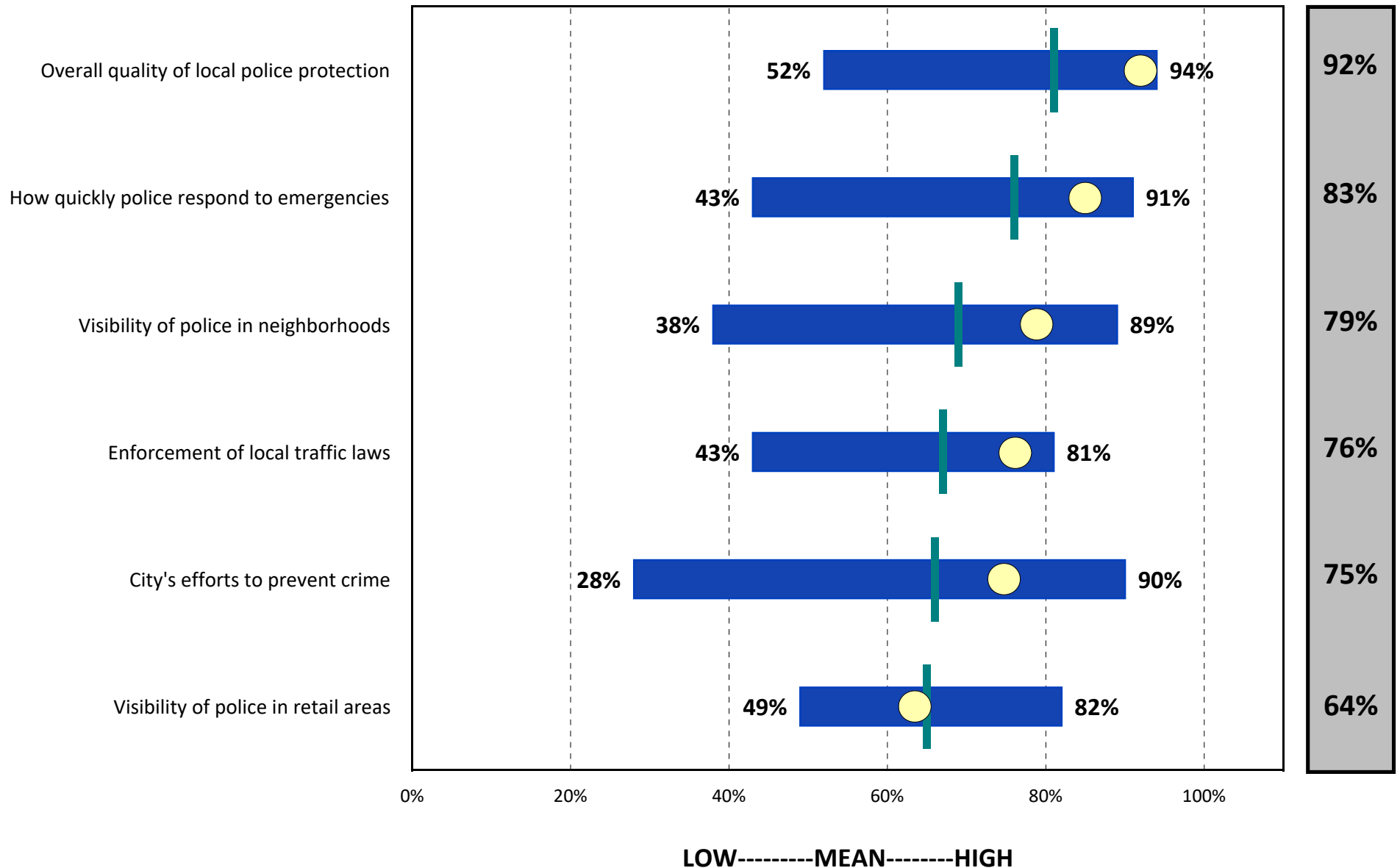
Source: ETC Institute (2021)

# Performance Ranges: Satisfaction with Public Safety

## DirectionFinder® Communities in the Kansas and Missouri Region

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

 Raymore, MO



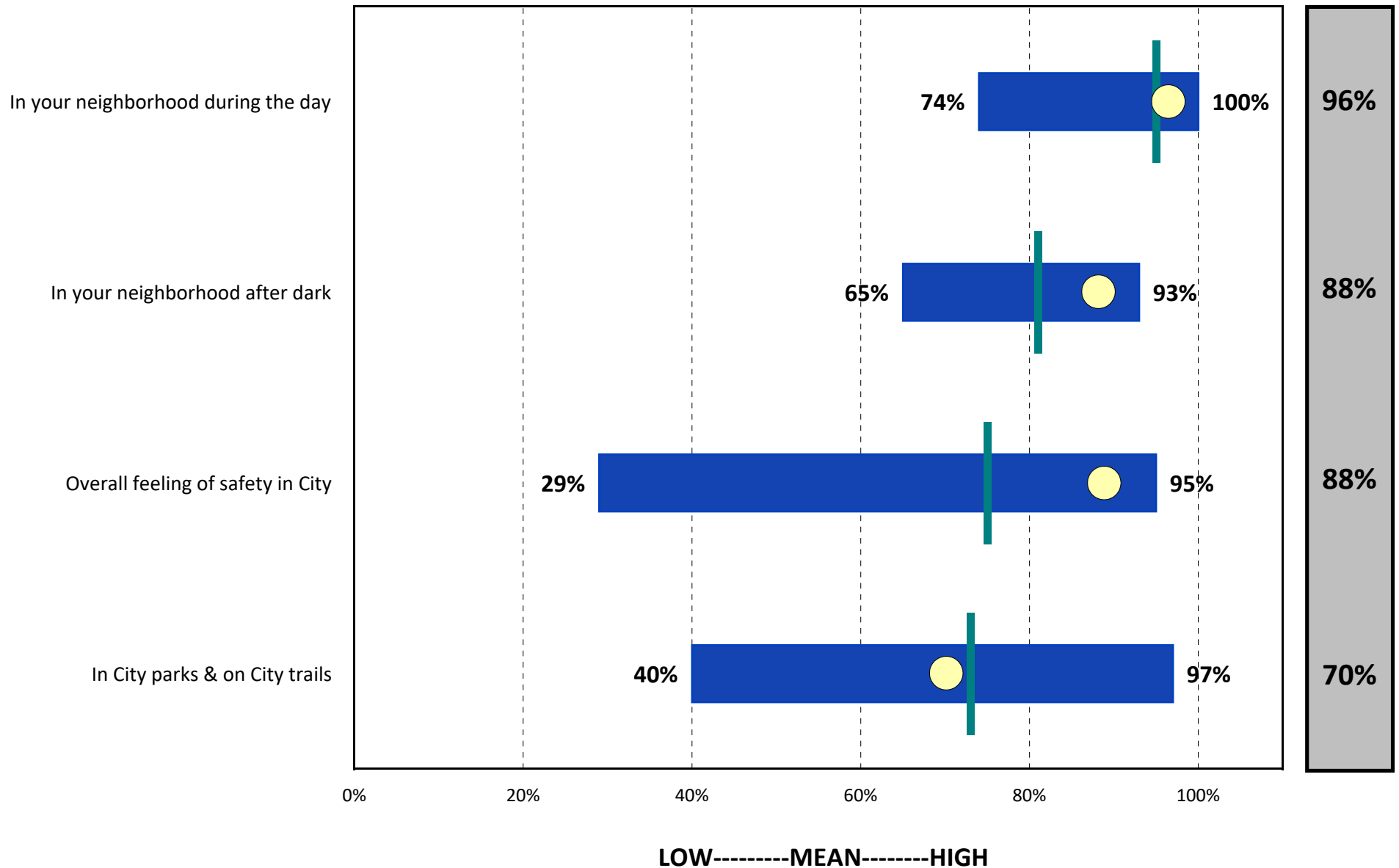
Source: ETC Institute (2021)

# Performance Ranges: Feeling of Safety in the City

## DirectionFinder® Communities in the Kansas and Missouri Region

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

 Raymore, MO



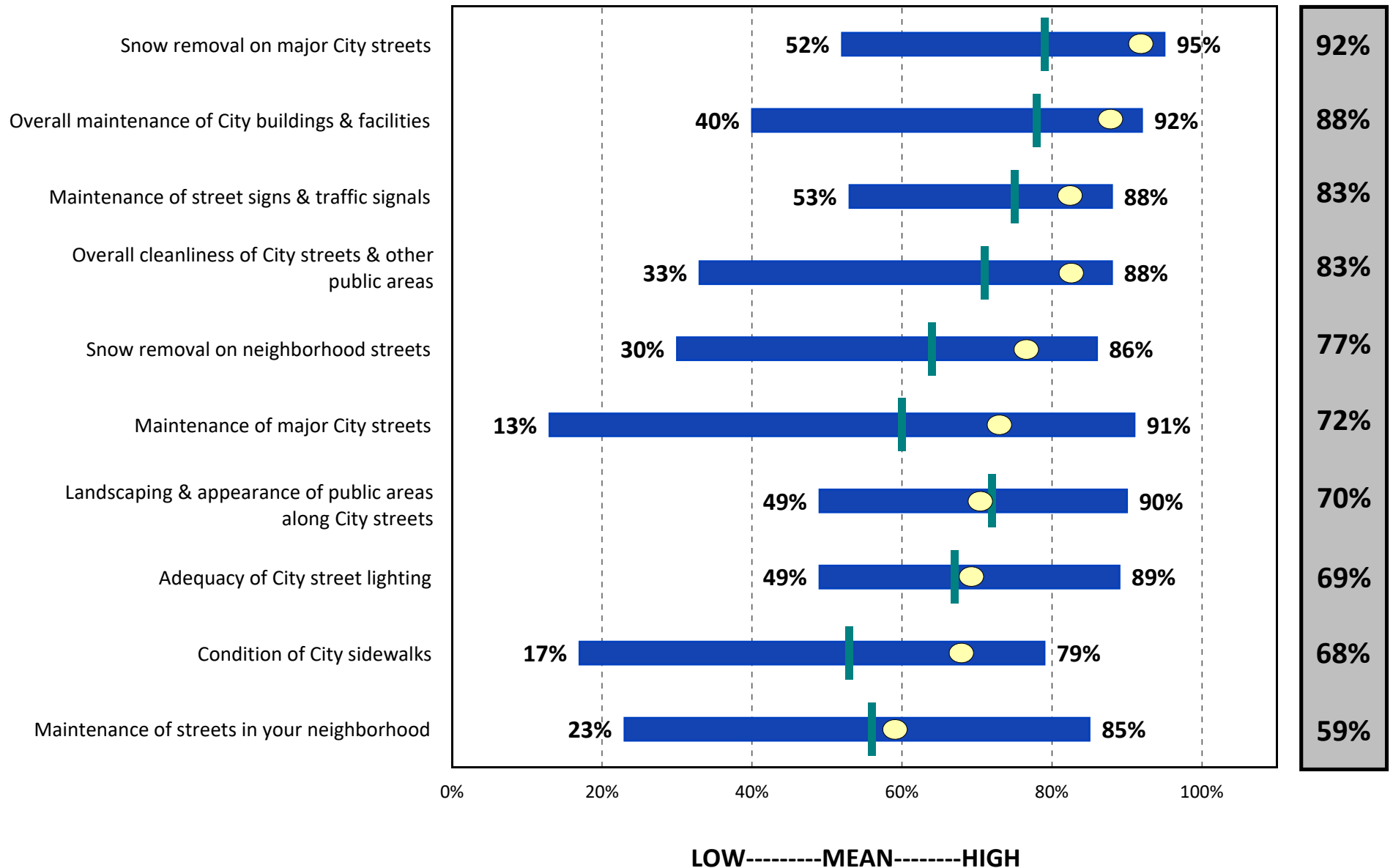
Source: ETC Institute (2021)

# Performance Ranges: Satisfaction with City Maintenance/Public Works

## DirectionFinder® Communities in the Kansas and Missouri Region

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

 Raymore, MO



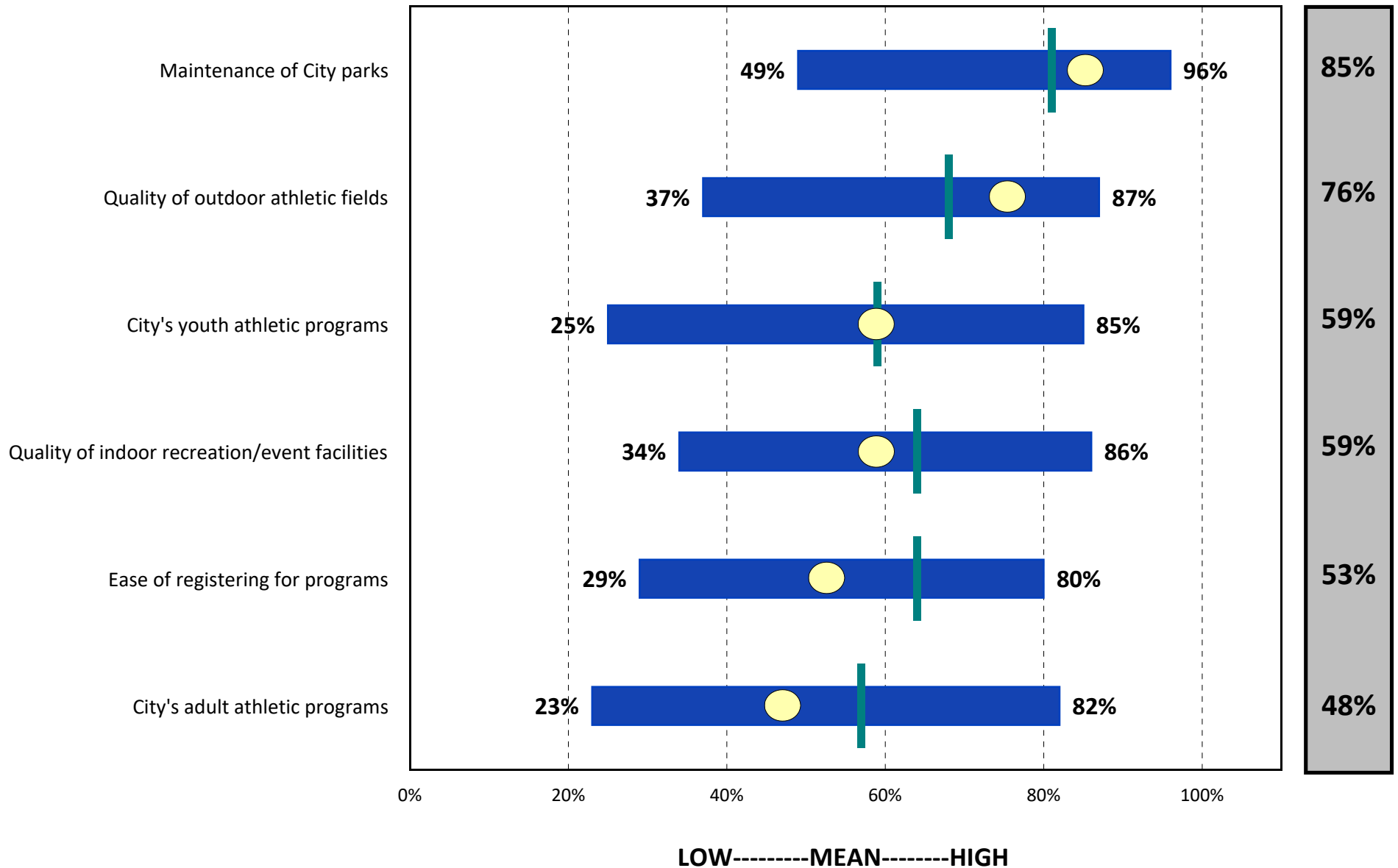
Source: ETC Institute (2021)

# Performance Ranges: Satisfaction with Parks and Recreation

## DirectionFinder® Communities in the Kansas and Missouri Region

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

 Raymore, MO



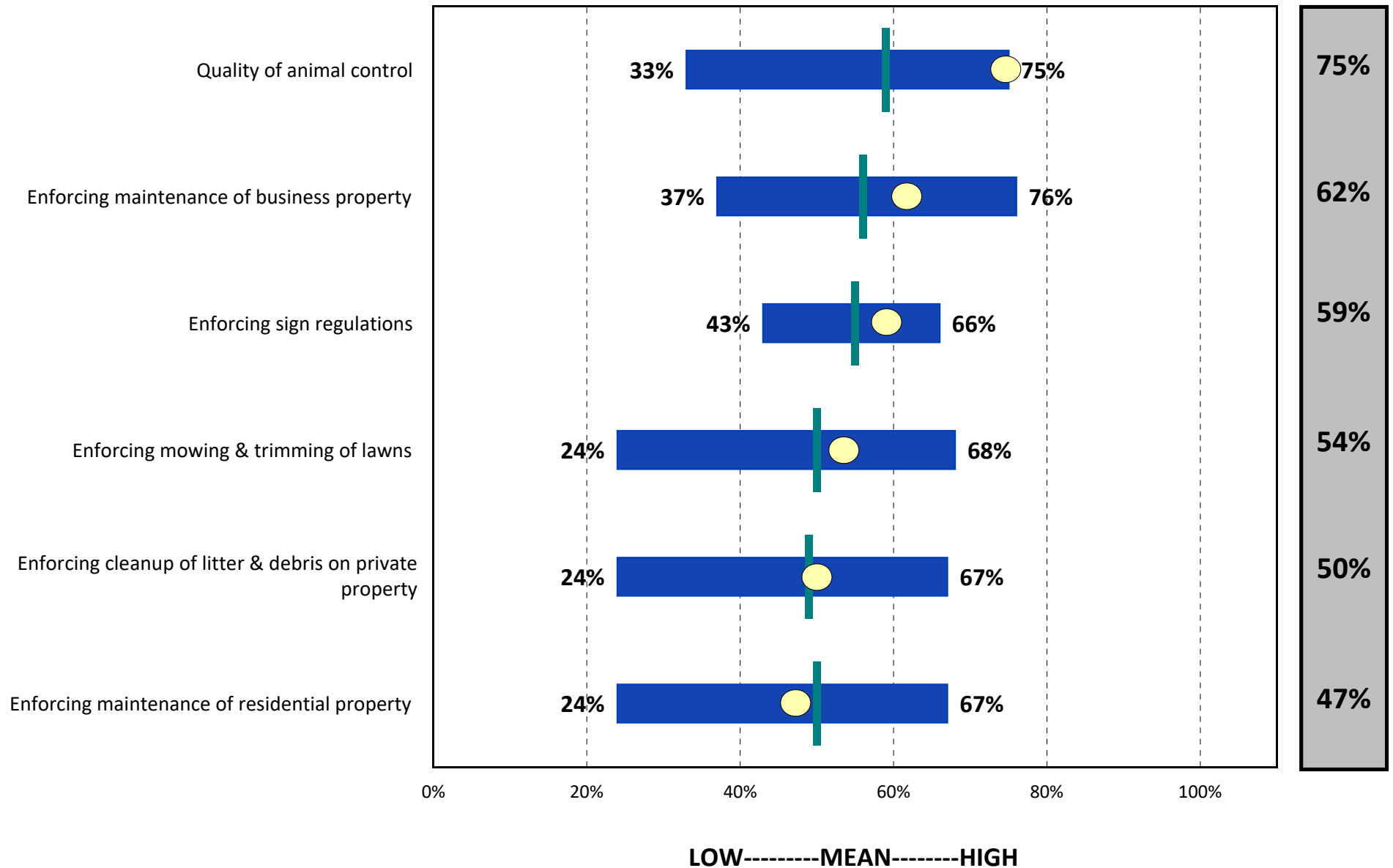
Source: ETC Institute (2021)

# Performance Ranges: Satisfaction with Enforcement of Codes and Ordinances

## DirectionFinder® Communities in the Kansas and Missouri Region

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

 Raymore, MO



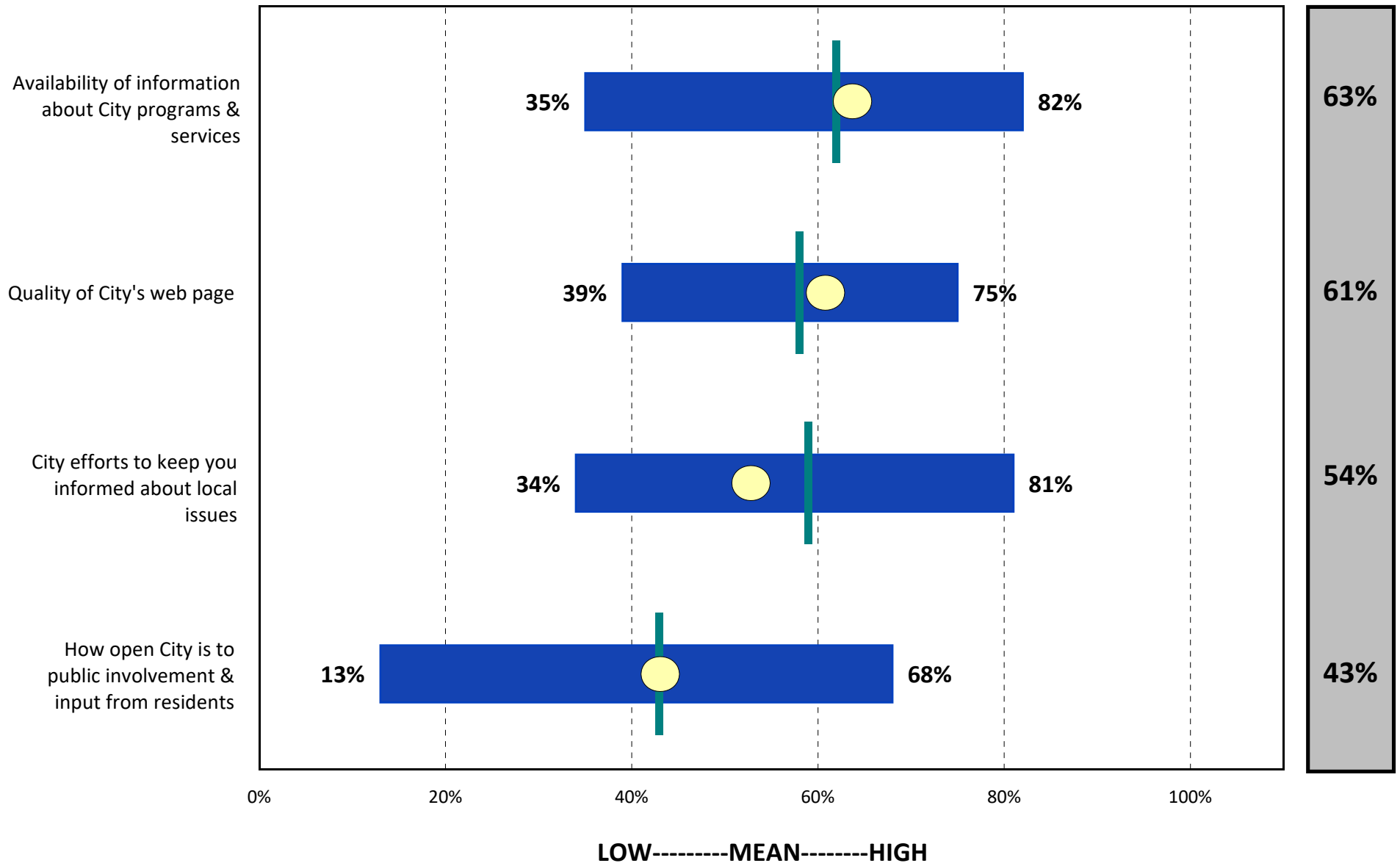
Source: ETC Institute (2021)

# Performance Ranges: Satisfaction with City Communication

## DirectionFinder® Communities in the Kansas and Missouri Region

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

 Raymore, MO



Source: ETC Institute (2021)

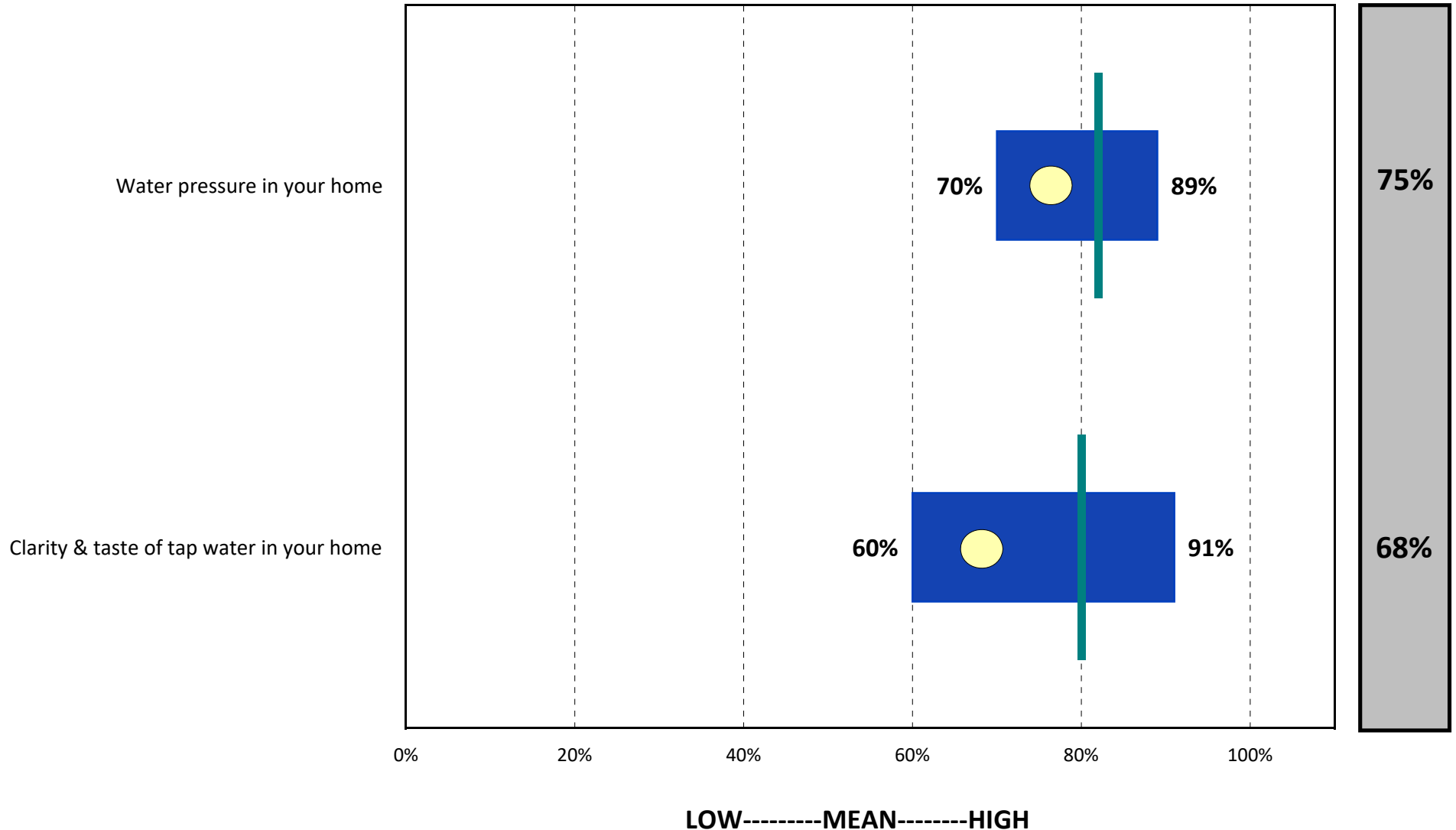


# Performance Ranges: Satisfaction with Water/Sewer Utilities and Stormwater Management

## DirectionFinder® Communities in the Kansas and Missouri Region

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

● Raymore, MO



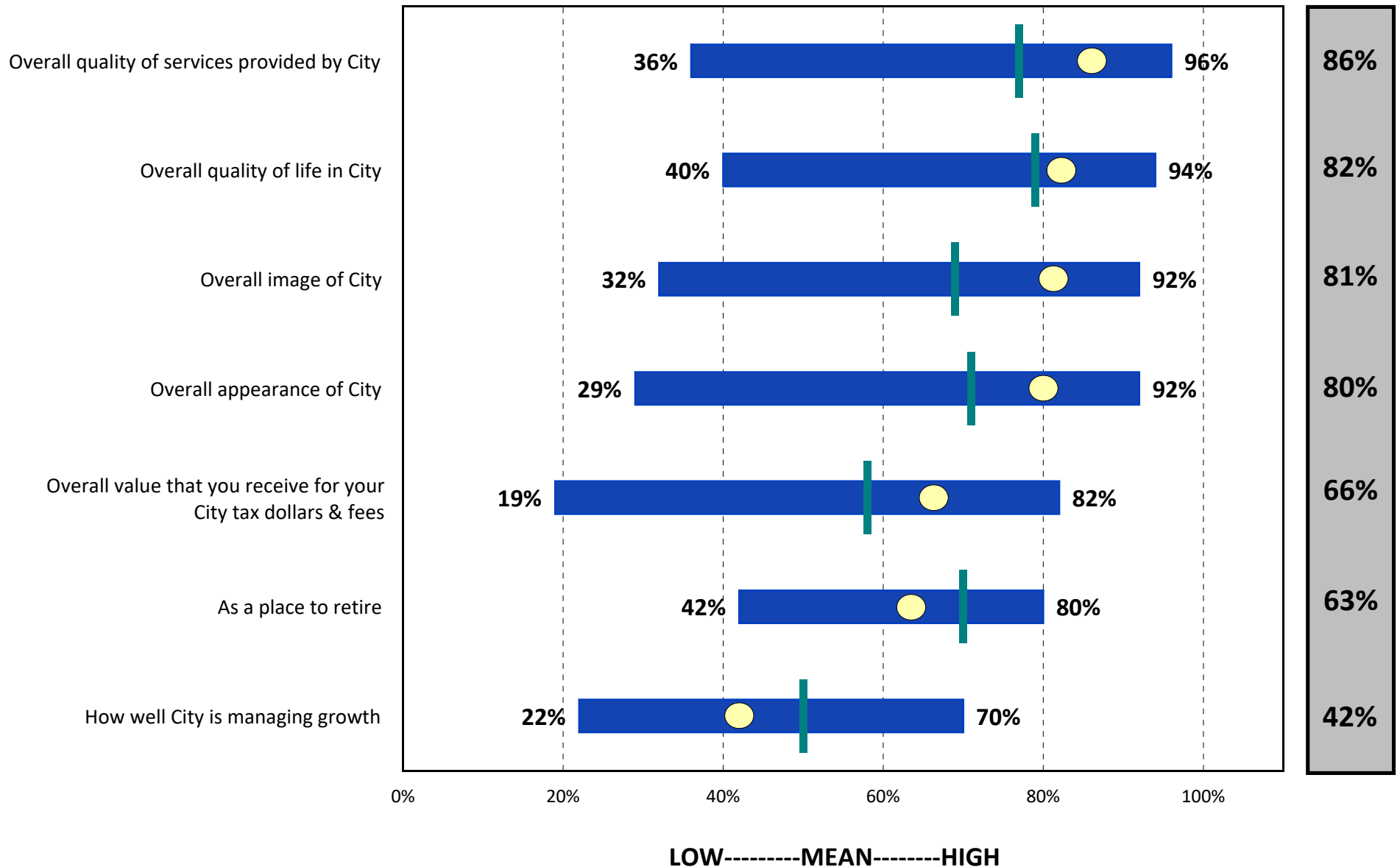
Source: ETC Institute (2021)

# Performance Ranges: Perceptions of the City

## DirectionFinder® Communities in the Kansas and Missouri Region

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

 Raymore, MO



Source: ETC Institute (2021)

## **Section 3**

# **Importance-Satisfaction Analysis**

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# Importance-Satisfaction Analysis

## Summary Report

### Raymore, Missouri

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#### Overview

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

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

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

**Example of the Calculation:** Respondents were asked to identify the major categories of City services they thought should receive the most emphasis over the next two years. Sixty-four percent (63.5%) of respondents selected the *overall flow of traffic and congestion management in the City* as one of the most important services for the City to provide.

With regard to satisfaction, 53.3% of respondents surveyed rated the City's overall performance regarding the *overall flow of traffic and congestion management in the City* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for the *overall flow of traffic and congestion management in the City* was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example 63.5% was multiplied by 46.7% (1-0.533). This calculation yielded an I-S rating of 0.2965 which ranked first out of the 9 major service categories analyzed.

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

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

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

### **Interpreting the Ratings**

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

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

The results for the City of Raymore are provided on the following pages.

# Importance-Satisfaction Rating

## Major City Services

### City of Raymore, Missouri

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
Overall flow of traffic & congestion management in City	64%	2	53%	9	0.2965	1
Overall maintenance of City streets	65%	1	68%	7	0.2113	2
<b>Medium Priority (I-S &lt; 0.10)</b>						
Overall enforcement of City codes & ordinances for building/housing	19%	6	60%	8	0.0756	3
Overall effectiveness of City communication with the public	20%	5	70%	5	0.0602	4
Overall quality of City's stormwater runoff/management system	18%	7	69%	6	0.0564	5
Overall quality of City parks & recreation programs & facilities	26%	4	85%	3	0.0391	6
Overall quality of public safety services	40%	3	93%	1	0.0299	7
Overall quality of customer service you receive from City employees	9%	8	80%	4	0.0174	8
Overall maintenance of City buildings & facilities	4%	9	88%	2	0.0054	9

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

**Most Important %:**

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

## Public Safety

### City of Raymore, Missouri

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (I-S = 0.10-0.20)</b>						
City's efforts to prevent crime	57%	1	75%	6	0.1421	1
Visibility of police in retail areas	36%	4	64%	8	0.1289	2
<b>Medium Priority (I-S &lt; 0.10)</b>						
Visibility of police in neighborhoods	44%	2	79%	3	0.0898	3
Severe weather preparedness/disaster response planning	27%	5	79%	4	0.0570	4
Enforcement of local traffic laws	17%	7	76%	5	0.0413	5
How quickly police respond to emergencies	22%	6	83%	2	0.0387	6
Quality of animal control	14%	8	75%	7	0.0346	7
Overall quality of local police protection	38%	3	92%	1	0.0293	8

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should 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 Maintenance/Public Works

### City of Raymore, Missouri

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (I-S = 0.10-0.20)</b>						
Maintenance of streets in your neighborhood	46%	1	59%	12	0.1872	1
Maintenance of major City streets	41%	2	72%	6	0.1140	2
<b>Medium Priority (I-S &lt; 0.10)</b>						
Overall road conditions	30%	3	71%	7	0.0873	3
Adequacy of City street lighting	26%	4	69%	9	0.0826	4
Condition of City sidewalks	18%	6	68%	10	0.0559	5
Snow removal on neighborhood streets	24%	5	77%	5	0.0543	6
Availability of sidewalks in City	13%	9	68%	11	0.0427	7
Landscaping & appearance of public areas along City streets	13%	10	70%	8	0.0394	8
Street sweeping on City streets	9%	12	59%	13	0.0373	9
Overall cleanliness of City streets & other public areas	14%	7	83%	4	0.0235	10
Maintenance of street signs & traffic signals	10%	11	83%	3	0.0166	11
Snow removal on major City streets	13%	8	92%	1	0.0106	12
Maintenance of City buildings	2%	13	87%	2	0.0031	13

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

**Most Important %:**

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

## Parks and Recreation

### City of Raymore, Missouri

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (I-S = 0.10-0.20)</b>						
City special events & festivals	24%	3	58%	9	0.1015	1
<b>Medium Priority (I-S &lt; 0.10)</b>						
Number of indoor recreation/event spaces	19%	4	50%	12	0.0959	2
City's fitness programs	13%	6	44%	14	0.0753	3
Number of walking & biking trails	27%	2	74%	3	0.0707	4
Maintenance of City parks	36%	1	85%	1	0.0558	5
Availability of information about City parks & recreation programs	15%	5	68%	6	0.0497	6
Quality of indoor recreation/event facilities	12%	8	59%	8	0.0486	7
City's youth athletic programs	11%	9	59%	7	0.0455	8
City's adult athletic programs	7%	12	48%	13	0.0346	9
Fees charged for recreation programs	7%	11	52%	11	0.0328	10
How close neighborhood parks are to your home	12%	7	74%	4	0.0314	11
City's instructional programs	5%	14	44%	15	0.0288	12
Ease of registering for programs	5%	13	53%	10	0.0245	13
Quality of outdoor athletic fields	9%	10	76%	2	0.0226	14
Number of outdoor athletic fields	4%	15	69%	5	0.0123	15

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

#### Most Important %:

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

## Raymore, Missouri

### Importance-Satisfaction Matrix Analysis

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

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

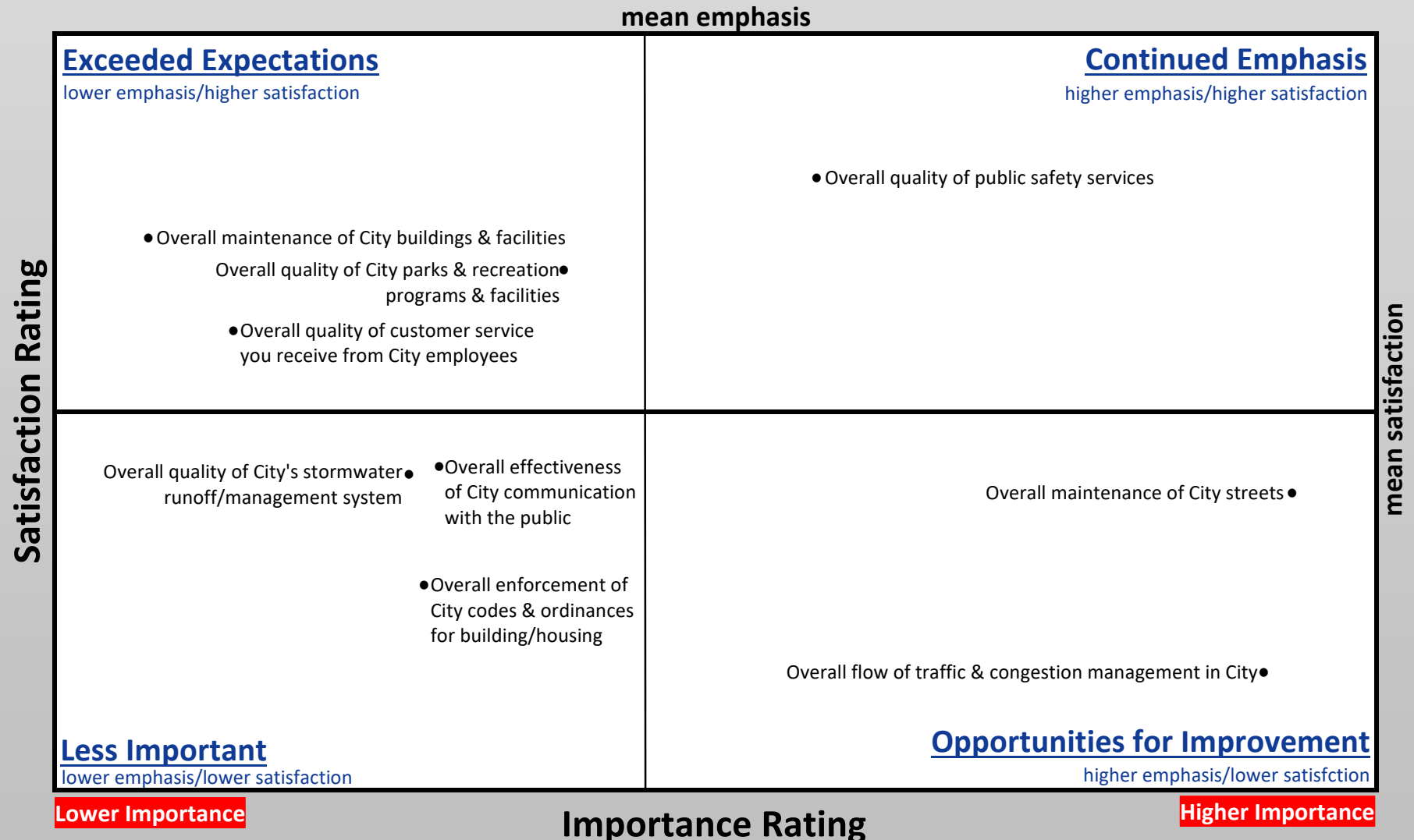
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

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

# 2021 City of Raymore Community Survey Importance-Satisfaction Assessment Matrix

## Major Categories of City Services

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



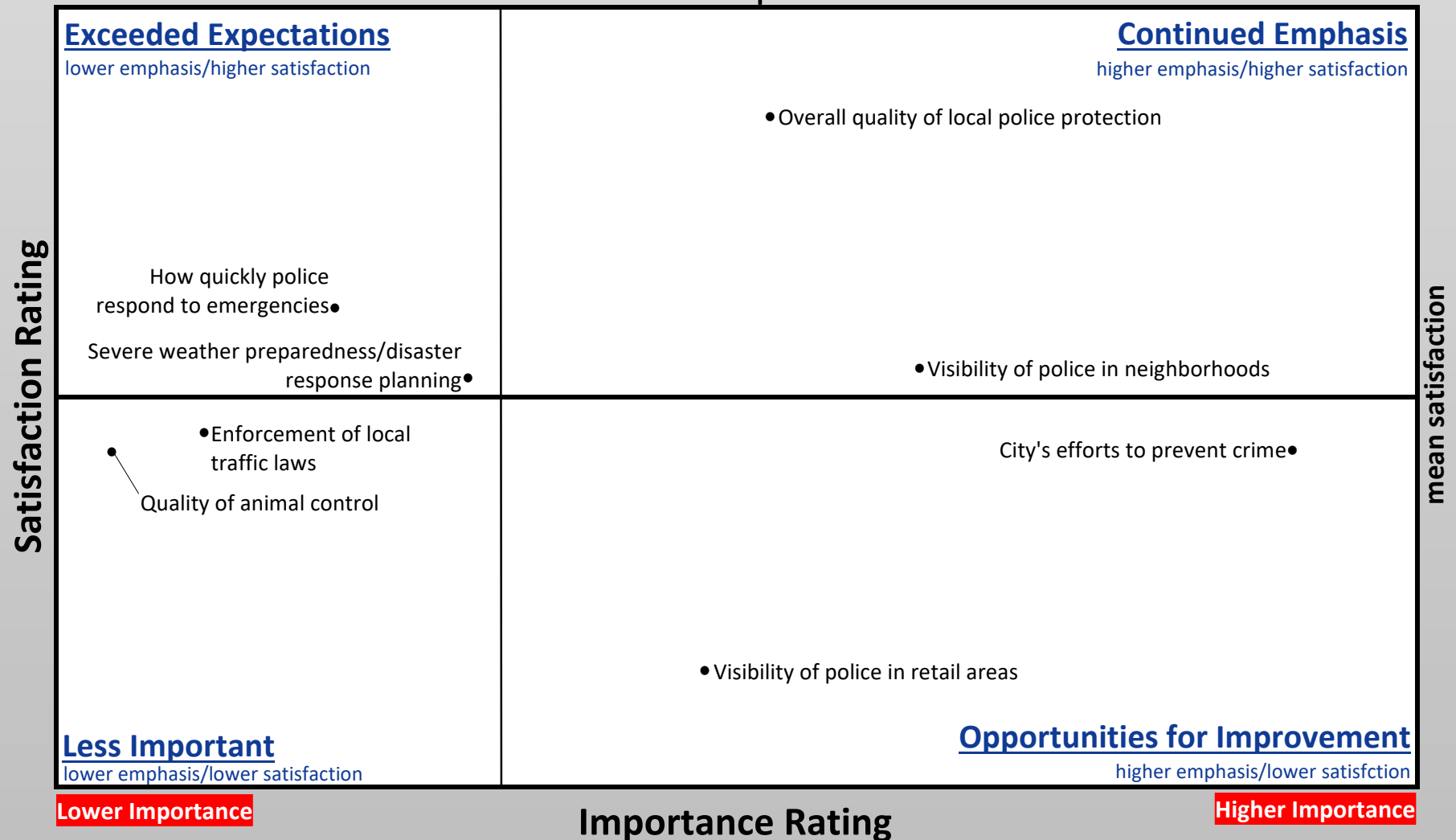
# 2021 City of Raymore Community Survey

## Importance-Satisfaction Assessment Matrix

### Public Safety

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

mean emphasis

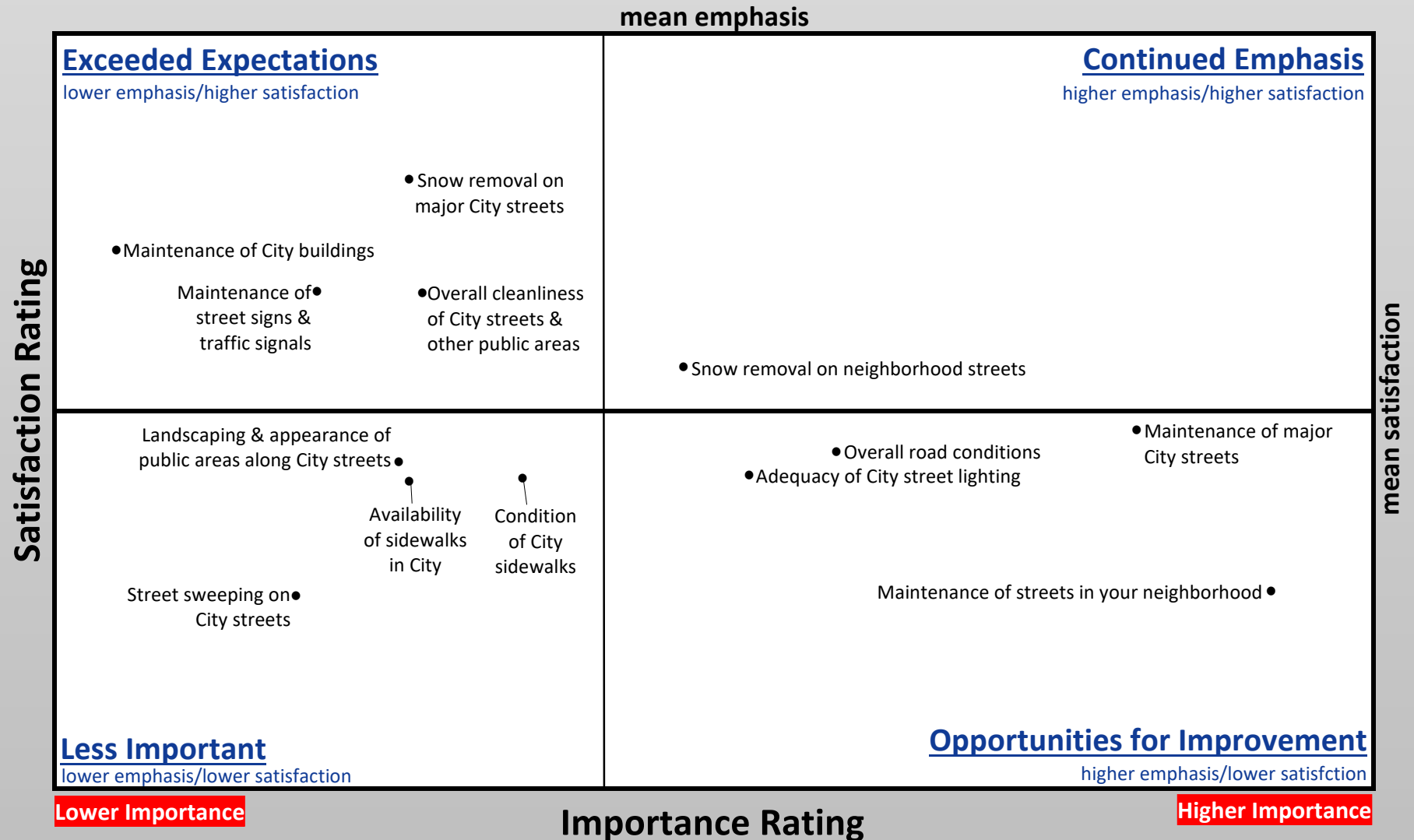


# 2021 City of Raymore Community Survey

## Importance-Satisfaction Assessment Matrix

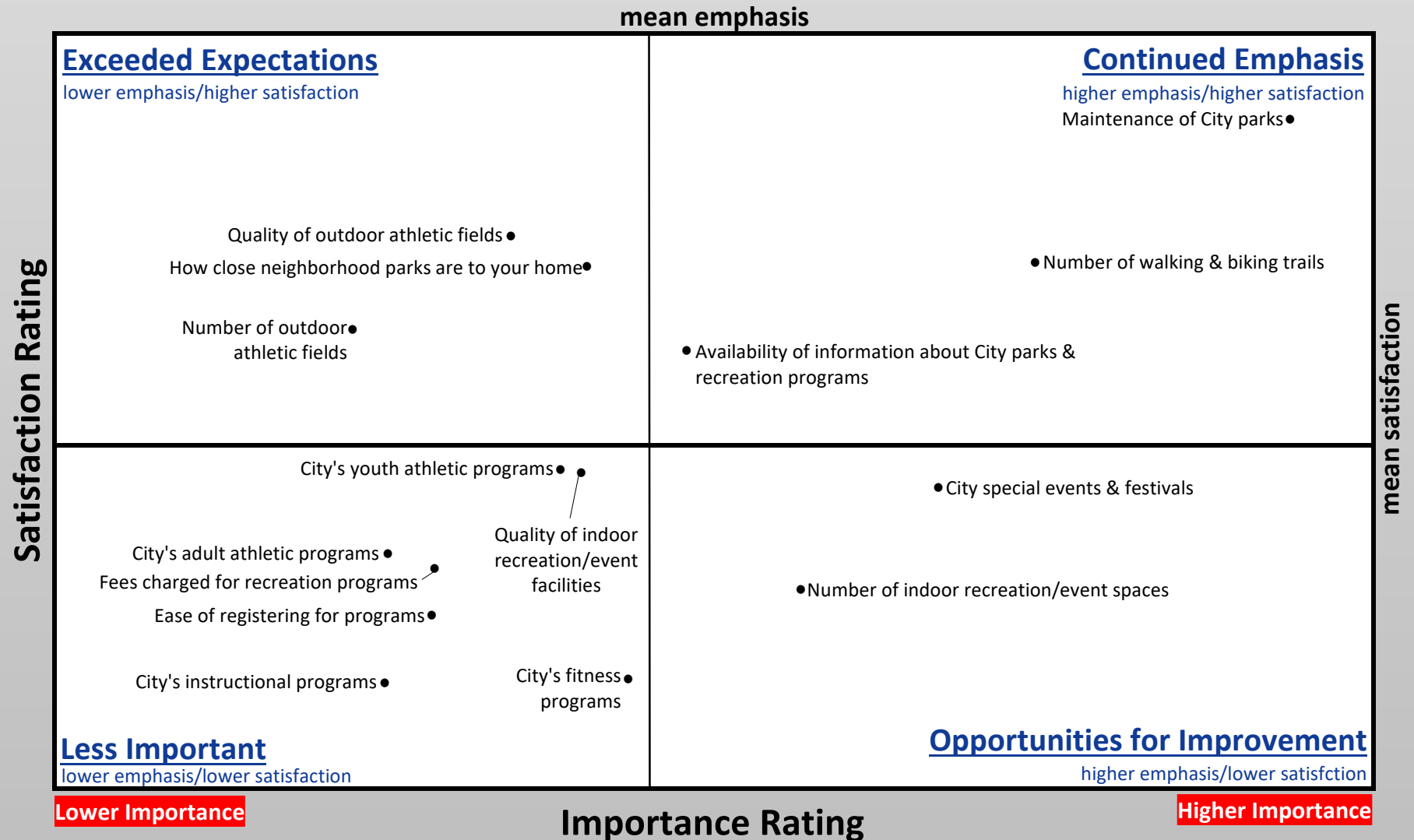
### City Maintenance/Public Works

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



# 2021 City of Raymore Community Survey Importance-Satisfaction Assessment Matrix Parks and Recreation

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



# **Section 4**

## **Tabular Data**

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**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=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. Overall quality of public safety services (e.g., police)	44.7%	45.6%	6.6%	0.2%	0.5%	2.4%
Q1-2. Overall quality of City parks & recreation programs & facilities	32.2%	49.2%	10.8%	2.6%	0.7%	4.5%
Q1-3. Overall maintenance of City streets	21.2%	45.9%	16.9%	11.8%	3.5%	0.7%
Q1-4. Overall maintenance of City buildings & facilities	31.3%	47.5%	11.1%	0.0%	0.0%	10.1%
Q1-5. Overall enforcement of City codes & ordinances for building/housing	16.5%	34.1%	25.9%	5.6%	1.9%	16.0%
Q1-6. Overall quality of customer service you receive from City employees	29.6%	42.1%	15.3%	1.6%	0.5%	10.8%
Q1-7. Overall effectiveness of City communication with the public	22.4%	44.5%	21.9%	5.9%	1.4%	4.0%
Q1-8. Overall quality of City's stormwater runoff/management system	20.7%	42.1%	20.9%	6.1%	1.2%	8.9%
Q1-9. Overall flow of traffic & congestion management in City	14.6%	38.4%	23.8%	16.2%	6.4%	0.7%



**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=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Overall quality of public safety services (e.g., police)	45.8%	46.7%	6.7%	0.2%	0.5%
Q1-2. Overall quality of City parks & recreation programs & facilities	33.7%	51.5%	11.3%	2.7%	0.7%
Q1-3. Overall maintenance of City streets	21.3%	46.2%	17.1%	11.8%	3.6%
Q1-4. Overall maintenance of City buildings & facilities	34.8%	52.9%	12.3%	0.0%	0.0%
Q1-5. Overall enforcement of City codes & ordinances for building/housing	19.6%	40.6%	30.8%	6.7%	2.2%
Q1-6. Overall quality of customer service you receive from City employees	33.2%	47.2%	17.2%	1.8%	0.5%
Q1-7. Overall effectiveness of City communication with the public	23.3%	46.3%	22.8%	6.1%	1.5%
Q1-8. Overall quality of City's stormwater runoff/management system	22.7%	46.3%	23.0%	6.7%	1.3%
Q1-9. Overall flow of traffic & congestion management in City	14.7%	38.6%	23.9%	16.4%	6.4%

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

Q2. Top choice	Number	Percent
Overall quality of public safety services (e.g., police)	87	20.5%
Overall quality of City parks & recreation programs & facilities	27	6.4%
Overall maintenance of City streets	102	24.0%
Overall maintenance of City buildings & facilities	1	0.2%
Overall enforcement of City codes & ordinances for building/housing	18	4.2%
Overall quality of customer service you receive from City employees	3	0.7%
Overall effectiveness of City communication with the public	14	3.3%
Overall quality of City's stormwater runoff/management system	16	3.8%
Overall flow of traffic & congestion management in City	126	29.6%
None chosen	31	7.3%
Total	425	100.0%

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

Q2. 2nd choice	Number	Percent
Overall quality of public safety services (e.g., police)	38	8.9%
Overall quality of City parks & recreation programs & facilities	35	8.2%
Overall maintenance of City streets	101	23.8%
Overall maintenance of City buildings & facilities	11	2.6%
Overall enforcement of City codes & ordinances for building/housing	32	7.5%
Overall quality of customer service you receive from City employees	12	2.8%
Overall effectiveness of City communication with the public	31	7.3%
Overall quality of City's stormwater runoff/management system	33	7.8%
Overall flow of traffic & congestion management in City	87	20.5%
None chosen	45	10.6%
Total	425	100.0%

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

Q2. 3rd choice	Number	Percent
Overall quality of public safety services (e.g., police)	44	10.4%
Overall quality of City parks & recreation programs & facilities	50	11.8%
Overall maintenance of City streets	73	17.2%
Overall maintenance of City buildings & facilities	7	1.6%
Overall enforcement of City codes & ordinances for building/housing	31	7.3%
Overall quality of customer service you receive from City employees	23	5.4%
Overall effectiveness of City communication with the public	39	9.2%
Overall quality of City's stormwater runoff/management system	28	6.6%
Overall flow of traffic & congestion management in City	57	13.4%
None chosen	73	17.2%
<b>Total</b>	<b>425</b>	<b>100.0%</b>

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

Q2. Sum of the top three choices	Number	Percent
Overall quality of public safety services (e.g., police)	169	39.8%
Overall quality of City parks & recreation programs & facilities	112	26.4%
Overall maintenance of City streets	276	64.9%
Overall maintenance of City buildings & facilities	19	4.5%
Overall enforcement of City codes & ordinances for building/housing	81	19.1%
Overall quality of customer service you receive from City employees	38	8.9%
Overall effectiveness of City communication with the public	84	19.8%
Overall quality of City's stormwater runoff/management system	77	18.1%
Overall flow of traffic & congestion management in City	270	63.5%
None chosen	31	7.3%
Total	1157	

**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=425)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q3-1. Overall quality of services provided by City of Raymore	23.8%	59.5%	11.1%	2.8%	0.0%	2.8%
Q3-2. Overall value that you receive for your City tax dollars & fees	15.1%	49.2%	22.4%	8.5%	2.8%	2.1%
Q3-3. Overall image of City	23.8%	56.7%	12.9%	4.9%	0.7%	0.9%
Q3-4. How well City is planning growth	10.6%	28.9%	27.3%	16.9%	6.6%	9.6%
Q3-5. How well City is managing growth	10.4%	27.8%	29.9%	16.7%	7.3%	8.0%
Q3-6. Overall quality of life in City	26.1%	54.6%	15.5%	1.4%	0.7%	1.6%
Q3-7. Overall feeling of safety in City	37.4%	49.4%	10.1%	2.1%	0.2%	0.7%
Q3-8. Availability of affordable housing	14.4%	37.6%	24.5%	8.5%	2.6%	12.5%
Q3-9. Job availability	6.4%	14.6%	33.2%	17.4%	5.9%	22.6%
Q3-10. Quality of new development in City	9.4%	34.4%	28.0%	15.5%	6.4%	6.4%
Q3-11. As a place to retire	24.7%	36.0%	22.4%	8.7%	4.2%	4.0%
Q3-12. Overall appearance of City	20.7%	58.6%	13.9%	5.9%	0.2%	0.7%

**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=425)

	Excellent	Good	Neutral	Below Average	Poor
Q3-1. Overall quality of services provided by City of Raymore	24.5%	61.3%	11.4%	2.9%	0.0%
Q3-2. Overall value that you receive for your City tax dollars & fees	15.4%	50.2%	22.8%	8.7%	2.9%
Q3-3. Overall image of City	24.0%	57.2%	13.1%	5.0%	0.7%
Q3-4. How well City is planning growth	11.7%	32.0%	30.2%	18.8%	7.3%
Q3-5. How well City is managing growth	11.3%	30.2%	32.5%	18.2%	7.9%
Q3-6. Overall quality of life in City	26.6%	55.5%	15.8%	1.4%	0.7%
Q3-7. Overall feeling of safety in City	37.7%	49.8%	10.2%	2.1%	0.2%
Q3-8. Availability of affordable housing	16.4%	43.0%	28.0%	9.7%	3.0%
Q3-9. Job availability	8.2%	18.8%	42.9%	22.5%	7.6%
Q3-10. Quality of new development in City	10.1%	36.7%	29.9%	16.6%	6.8%
Q3-11. As a place to retire	25.7%	37.5%	23.3%	9.1%	4.4%
Q3-12. Overall appearance of City	20.9%	59.0%	14.0%	5.9%	0.2%

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

(N=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4-1. Overall quality of local police protection	42.1%	48.7%	6.6%	0.7%	0.2%	1.6%
Q4-2. Visibility of police in neighborhoods	29.6%	48.5%	15.3%	4.2%	0.7%	1.6%
Q4-3. Visibility of police in retail areas	21.2%	40.0%	28.9%	5.2%	0.5%	4.2%
Q4-4. City's efforts to prevent crime	22.4%	46.8%	20.0%	2.6%	0.2%	8.0%
Q4-5. How quickly police respond to emergencies	30.4%	33.9%	12.7%	0.9%	0.0%	22.1%
Q4-6. Enforcement of local traffic laws	24.9%	45.4%	16.7%	3.8%	1.6%	7.5%
Q4-7. Quality of animal control	29.9%	35.3%	17.4%	3.1%	1.2%	13.2%
Q4-8. Severe weather preparedness/disaster response planning	28.2%	39.5%	16.5%	1.2%	0.5%	14.1%



**WITHOUT "DON'T KNOW"**

**Q4. Public Safety. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4-1. Overall quality of local police protection	42.8%	49.5%	6.7%	0.7%	0.2%
Q4-2. Visibility of police in neighborhoods	30.1%	49.3%	15.6%	4.3%	0.7%
Q4-3. Visibility of police in retail areas	22.1%	41.8%	30.2%	5.4%	0.5%
Q4-4. City's efforts to prevent crime	24.3%	50.9%	21.7%	2.8%	0.3%
Q4-5. How quickly police respond to emergencies	39.0%	43.5%	16.3%	1.2%	0.0%
Q4-6. Enforcement of local traffic laws	27.0%	49.1%	18.1%	4.1%	1.8%
Q4-7. Quality of animal control	34.4%	40.7%	20.1%	3.5%	1.4%
Q4-8. Severe weather preparedness/disaster response planning	32.9%	46.0%	19.2%	1.4%	0.5%

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

Q5. Top choice	Number	Percent
Overall quality of local police protection	89	20.9%
Visibility of police in neighborhoods	64	15.1%
Visibility of police in retail areas	41	9.6%
City's efforts to prevent crime	92	21.6%
How quickly police respond to emergencies	15	3.5%
Enforcement of local traffic laws	24	5.6%
Quality of animal control	12	2.8%
Severe weather preparedness/disaster response planning	41	9.6%
None chosen	47	11.1%
Total	425	100.0%

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

Q5. 2nd choice	Number	Percent
Overall quality of local police protection	42	9.9%
Visibility of police in neighborhoods	68	16.0%
Visibility of police in retail areas	60	14.1%
City's efforts to prevent crime	86	20.2%
How quickly police respond to emergencies	39	9.2%
Enforcement of local traffic laws	24	5.6%
Quality of animal control	20	4.7%
Severe weather preparedness/disaster response planning	26	6.1%
None chosen	60	14.1%
Total	425	100.0%

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

Q5. 3rd choice	Number	Percent
Overall quality of local police protection	31	7.3%
Visibility of police in neighborhoods	53	12.5%
Visibility of police in retail areas	51	12.0%
City's efforts to prevent crime	66	15.5%
How quickly police respond to emergencies	40	9.4%
Enforcement of local traffic laws	26	6.1%
Quality of animal control	27	6.4%
Severe weather preparedness/disaster response planning	48	11.3%
None chosen	83	19.5%
<b>Total</b>	<b>425</b>	<b>100.0%</b>

**SUM OF THE TOP THREE CHOICES**

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

Q5. Sum of the top three choices	Number	Percent
Overall quality of local police protection	162	38.1%
Visibility of police in neighborhoods	185	43.5%
Visibility of police in retail areas	152	35.8%
City's efforts to prevent crime	244	57.4%
How quickly police respond to emergencies	94	22.1%
Enforcement of local traffic laws	74	17.4%
Quality of animal control	59	13.9%
Severe weather preparedness/disaster response planning	115	27.1%
None chosen	47	11.1%
<b>Total</b>	<b>1132</b>	

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

(N=425)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Q6-1. In your neighborhood after dark	35.3%	52.5%	10.1%	1.2%	0.2%	0.7%
Q6-2. In your neighborhood during the day	61.9%	33.6%	3.1%	0.5%	0.5%	0.5%
Q6-3. In commercial & retail areas in City	24.5%	51.5%	18.8%	2.6%	0.0%	2.6%
Q6-4. In City parks & on City trails	20.9%	41.9%	23.1%	4.2%	0.2%	9.6%

**WITHOUT "DON'T KNOW"**

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

(N=425)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q6-1. In your neighborhood after dark	35.5%	52.8%	10.2%	1.2%	0.2%
Q6-2. In your neighborhood during the day	62.2%	33.8%	3.1%	0.5%	0.5%
Q6-3. In commercial & retail areas in City	25.1%	52.9%	19.3%	2.7%	0.0%
Q6-4. In City parks & on City trails	23.2%	46.4%	25.5%	4.7%	0.3%

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

Q7. What following factor most influences how safe you feel in

Raymore	Number	Percent
Environmental factors (well-lit areas, etc.)	206	48.5%
Police activities & response	154	36.2%
Something not related to City (past victim, your neighbors, etc.)	54	12.7%
Not provided	11	2.6%
Total	425	100.0%

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

Q7. What following factor most influences how safe you feel in

Raymore	Number	Percent
Environmental factors (well-lit areas, etc.)	206	49.8%
Police activities & response	154	37.2%
Something not related to City (past victim, your neighbors, etc.)	54	13.0%
Total	414	100.0%

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

Q8. What police initiatives/outreach programs are you familiar with or have you participated in

	Number	Percent
Citizens Police Academy	31	7.3%
Community Emergency Response Team	12	2.8%
Neighborhood Watch or Community or Neighborhood Meeting	57	13.4%
Community Against Crime Event	9	2.1%
Ride-Along Program	34	8.0%
Prescription Drug Take Back	114	26.8%
Home Security Survey	13	3.1%
Total	270	

**Q9. City Maintenance/Public Works. 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=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9-1. Maintenance of major City streets	18.1%	53.6%	14.6%	10.4%	2.6%	0.7%
Q9-2. Maintenance of streets in your neighborhood	16.0%	42.6%	18.1%	15.8%	6.1%	1.4%
Q9-3. Maintenance of street signs & traffic signals	24.9%	57.4%	12.2%	4.0%	0.5%	0.9%
Q9-4. Maintenance of City buildings	25.4%	49.6%	11.8%	0.0%	0.0%	13.2%
Q9-5. Snow removal on major City streets	43.3%	47.8%	6.4%	0.9%	0.5%	1.2%
Q9-6. Snow removal on neighborhood streets	32.5%	43.3%	14.8%	5.2%	2.4%	1.9%
Q9-7. Overall cleanliness of City streets & other public areas	24.2%	57.9%	13.4%	2.8%	0.5%	1.2%
Q9-8. Adequacy of City street lighting	18.1%	49.4%	20.2%	9.2%	1.4%	1.6%
Q9-9. Condition of City sidewalks	17.4%	47.8%	19.5%	7.1%	3.5%	4.7%
Q9-10. Availability of sidewalks in City	18.6%	45.6%	22.1%	6.1%	1.9%	5.6%
Q9-11. Landscaping & appearance of public areas along City streets	18.6%	49.6%	22.6%	6.4%	0.7%	2.1%
Q9-12. Street sweeping on City streets	14.8%	37.9%	28.5%	6.8%	1.4%	10.6%
Q9-13. Overall road conditions	13.2%	56.7%	18.4%	9.4%	1.4%	0.9%

**WITHOUT "DON'T KNOW"**

**Q9. City Maintenance/Public Works. 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=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9-1. Maintenance of major City streets	18.2%	54.0%	14.7%	10.4%	2.6%
Q9-2. Maintenance of streets in your neighborhood	16.2%	43.2%	18.4%	16.0%	6.2%
Q9-3. Maintenance of street signs & traffic signals	25.2%	58.0%	12.4%	4.0%	0.5%
Q9-4. Maintenance of City buildings	29.3%	57.2%	13.6%	0.0%	0.0%
Q9-5. Snow removal on major City streets	43.8%	48.3%	6.4%	1.0%	0.5%
Q9-6. Snow removal on neighborhood streets	33.1%	44.1%	15.1%	5.3%	2.4%
Q9-7. Overall cleanliness of City streets & other public areas	24.5%	58.6%	13.6%	2.9%	0.5%
Q9-8. Adequacy of City street lighting	18.4%	50.2%	20.6%	9.3%	1.4%
Q9-9. Condition of City sidewalks	18.3%	50.1%	20.5%	7.4%	3.7%
Q9-10. Availability of sidewalks in City	19.7%	48.4%	23.4%	6.5%	2.0%
Q9-11. Landscaping & appearance of public areas along City streets	19.0%	50.7%	23.1%	6.5%	0.7%
Q9-12. Street sweeping on City streets	16.6%	42.4%	31.8%	7.6%	1.6%
Q9-13. Overall road conditions	13.3%	57.2%	18.5%	9.5%	1.4%



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

Q10. Top choice	Number	Percent
Maintenance of major City streets	115	27.1%
Maintenance of streets in your neighborhood	88	20.7%
Maintenance of street signs & traffic signals	5	1.2%
Maintenance of City buildings	1	0.2%
Snow removal on major City streets	12	2.8%
Snow removal on neighborhood streets	19	4.5%
Overall cleanliness of City streets & other public areas	16	3.8%
Adequacy of City street lighting	43	10.1%
Condition of City sidewalks	23	5.4%
Availability of sidewalks in City	14	3.3%
Landscaping & appearance of public areas along City streets	9	2.1%
Street sweeping on City streets	7	1.6%
Overall road conditions	37	8.7%
None chosen	36	8.5%
<b>Total</b>	<b>425</b>	<b>100.0%</b>

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

Q10. 2nd choice	Number	Percent
Maintenance of major City streets	39	9.2%
Maintenance of streets in your neighborhood	77	18.1%
Maintenance of street signs & traffic signals	15	3.5%
Maintenance of City buildings	4	0.9%
Snow removal on major City streets	25	5.9%
Snow removal on neighborhood streets	47	11.1%
Overall cleanliness of City streets & other public areas	14	3.3%
Adequacy of City street lighting	37	8.7%
Condition of City sidewalks	25	5.9%
Availability of sidewalks in City	18	4.2%
Landscaping & appearance of public areas along City streets	19	4.5%
Street sweeping on City streets	12	2.8%
Overall road conditions	35	8.2%
None chosen	58	13.6%
<b>Total</b>	<b>425</b>	<b>100.0%</b>

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

Q10. 3rd choice	Number	Percent
Maintenance of major City streets	20	4.7%
Maintenance of streets in your neighborhood	31	7.3%
Maintenance of street signs & traffic signals	22	5.2%
Maintenance of City buildings	5	1.2%
Snow removal on major City streets	20	4.7%
Snow removal on neighborhood streets	35	8.2%
Overall cleanliness of City streets & other public areas	29	6.8%
Adequacy of City street lighting	32	7.5%
Condition of City sidewalks	27	6.4%
Availability of sidewalks in City	25	5.9%
Landscaping & appearance of public areas along City streets	27	6.4%
Street sweeping on City streets	20	4.7%
Overall road conditions	54	12.7%
None chosen	78	18.4%
<b>Total</b>	<b>425</b>	<b>100.0%</b>

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

Q10. Sum of the top three choices	Number	Percent
Maintenance of major City streets	174	40.9%
Maintenance of streets in your neighborhood	196	46.1%
Maintenance of street signs & traffic signals	42	9.9%
Maintenance of City buildings	10	2.4%
Snow removal on major City streets	57	13.4%
Snow removal on neighborhood streets	101	23.8%
Overall cleanliness of City streets & other public areas	59	13.9%
Adequacy of City street lighting	112	26.4%
Condition of City sidewalks	75	17.6%
Availability of sidewalks in City	57	13.4%
Landscaping & appearance of public areas along City streets	55	12.9%
Street sweeping on City streets	39	9.2%
Overall road conditions	126	29.6%
None chosen	36	8.5%
<b>Total</b>	<b>1139</b>	

**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=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11-1. Maintenance of City parks	25.6%	49.9%	12.0%	1.6%	0.2%	10.6%
Q11-2. How close neighborhood parks are to your home	29.2%	39.1%	18.1%	4.9%	1.2%	7.5%
Q11-3. Number of walking & biking trails	27.5%	40.0%	16.9%	5.2%	1.4%	8.9%
Q11-4. Quality of outdoor athletic fields	23.1%	37.2%	17.6%	0.9%	0.5%	20.7%
Q11-5. Number of outdoor athletic fields	20.9%	34.1%	21.4%	1.9%	1.2%	20.5%
Q11-6. Quality of indoor recreation/event facilities	16.5%	30.1%	22.1%	8.2%	2.4%	20.7%
Q11-7. Number of indoor recreation/event spaces	11.3%	29.2%	24.9%	12.7%	2.4%	19.5%
Q11-8. Availability of information about City parks & recreation programs	19.8%	42.4%	22.8%	5.9%	0.9%	8.2%
Q11-9. City's youth athletic programs	12.2%	27.1%	23.5%	2.6%	1.2%	33.4%
Q11-10. City's adult athletic programs	8.5%	23.3%	28.2%	4.7%	0.9%	34.4%
Q11-11. City's fitness programs	8.0%	20.9%	25.9%	9.4%	1.9%	33.9%
Q11-12. City's instructional programs	8.0%	18.6%	28.7%	4.9%	0.9%	38.8%
Q11-13. City special events & festivals	13.2%	35.5%	25.6%	8.2%	1.9%	15.5%
Q11-14. Fees charged for recreation programs	8.2%	25.4%	25.9%	4.7%	0.7%	35.1%
Q11-15. Ease of registering for programs	8.9%	25.6%	26.6%	3.8%	0.5%	34.6%

**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=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11-1. Maintenance of City parks	28.7%	55.8%	13.4%	1.8%	0.3%
Q11-2. How close neighborhood parks are to your home	31.6%	42.2%	19.6%	5.3%	1.3%
Q11-3. Number of walking & biking trails	30.2%	43.9%	18.6%	5.7%	1.6%
Q11-4. Quality of outdoor athletic fields	29.1%	46.9%	22.3%	1.2%	0.6%
Q11-5. Number of outdoor athletic fields	26.3%	42.9%	26.9%	2.4%	1.5%
Q11-6. Quality of indoor recreation/event facilities	20.8%	38.0%	27.9%	10.4%	3.0%
Q11-7. Number of indoor recreation/event spaces	14.0%	36.3%	31.0%	15.8%	2.9%
Q11-8. Availability of information about City parks & recreation programs	21.5%	46.2%	24.9%	6.4%	1.0%
Q11-9. City's youth athletic programs	18.4%	40.6%	35.3%	3.9%	1.8%
Q11-10. City's adult athletic programs	12.9%	35.5%	43.0%	7.2%	1.4%
Q11-11. City's fitness programs	12.1%	31.7%	39.1%	14.2%	2.8%
Q11-12. City's instructional programs	13.1%	30.4%	46.9%	8.1%	1.5%
Q11-13. City special events & festivals	15.6%	42.1%	30.4%	9.7%	2.2%
Q11-14. Fees charged for recreation programs	12.7%	39.1%	39.9%	7.2%	1.1%
Q11-15. Ease of registering for programs	13.7%	39.2%	40.6%	5.8%	0.7%

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

Q12. Top choice	Number	Percent
Maintenance of City parks	105	24.7%
How close neighborhood parks are to your home	14	3.3%
Number of walking & biking trails	41	9.6%
Quality of outdoor athletic fields	8	1.9%
Number of outdoor athletic fields	6	1.4%
Quality of indoor recreation/event facilities	22	5.2%
Number of indoor recreation/event spaces	33	7.8%
Availability of information about City parks & recreation programs	19	4.5%
City's youth athletic programs	13	3.1%
City's adult athletic programs	7	1.6%
City's fitness programs	11	2.6%
City's instructional programs	4	0.9%
City special events & festivals	21	4.9%
Fees charged for recreation programs	11	2.6%
Ease of registering for programs	2	0.5%
None chosen	108	25.4%
<b>Total</b>	<b>425</b>	<b>100.0%</b>

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

Q12. 2nd choice	Number	Percent
Maintenance of City parks	28	6.6%
How close neighborhood parks are to your home	23	5.4%
Number of walking & biking trails	48	11.3%
Quality of outdoor athletic fields	18	4.2%
Number of outdoor athletic fields	5	1.2%
Quality of indoor recreation/event facilities	20	4.7%
Number of indoor recreation/event spaces	26	6.1%
Availability of information about City parks & recreation programs	19	4.5%
City's youth athletic programs	20	4.7%
City's adult athletic programs	7	1.6%
City's fitness programs	26	6.1%
City's instructional programs	6	1.4%
City special events & festivals	34	8.0%
Fees charged for recreation programs	11	2.6%
Ease of registering for programs	5	1.2%
None chosen	129	30.4%
<b>Total</b>	<b>425</b>	<b>100.0%</b>



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

Q12. 3rd choice	Number	Percent
Maintenance of City parks	20	4.7%
How close neighborhood parks are to your home	14	3.3%
Number of walking & biking trails	27	6.4%
Quality of outdoor athletic fields	14	3.3%
Number of outdoor athletic fields	6	1.4%
Quality of indoor recreation/event facilities	8	1.9%
Number of indoor recreation/event spaces	23	5.4%
Availability of information about City parks & recreation programs	27	6.4%
City's youth athletic programs	14	3.3%
City's adult athletic programs	15	3.5%
City's fitness programs	20	4.7%
City's instructional programs	12	2.8%
City special events & festivals	47	11.1%
Fees charged for recreation programs	7	1.6%
Ease of registering for programs	15	3.5%
None chosen	156	36.7%
<b>Total</b>	<b>425</b>	<b>100.0%</b>

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

Q12. Sum of the top three choices	Number	Percent
Maintenance of City parks	153	36.0%
How close neighborhood parks are to your home	51	12.0%
Number of walking & biking trails	116	27.3%
Quality of outdoor athletic fields	40	9.4%
Number of outdoor athletic fields	17	4.0%
Quality of indoor recreation/event facilities	50	11.8%
Number of indoor recreation/event spaces	82	19.3%
Availability of information about City parks & recreation programs	65	15.3%
City's youth athletic programs	47	11.1%
City's adult athletic programs	29	6.8%
City's fitness programs	57	13.4%
City's instructional programs	22	5.2%
City special events & festivals	102	24.0%
Fees charged for recreation programs	29	6.8%
Ease of registering for programs	22	5.2%
None chosen	108	25.4%
<b>Total</b>	<b>990</b>	

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

(N=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13-1. Availability of information about City programs & services	17.4%	42.1%	24.2%	8.2%	1.9%	6.1%
Q13-2. City efforts to keep you informed about local issues	13.6%	36.7%	27.3%	12.2%	2.8%	7.3%
Q13-3. How open City is to public involvement & input from residents	10.8%	24.5%	31.8%	9.9%	4.7%	18.4%
Q13-4. Quality of City's web page: <a href="http://www.raymore.com">www.raymore.com</a>	12.7%	38.1%	28.0%	4.0%	0.9%	16.2%
Q13-5. Content & design of City's magazine	26.8%	43.1%	20.2%	1.9%	0.5%	7.5%

**WITHOUT "DON'T KNOW"**

**Q13. City Communication. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13-1. Availability of information about City programs & services	18.5%	44.9%	25.8%	8.8%	2.0%
Q13-2. City efforts to keep you informed about local issues	14.7%	39.6%	29.4%	13.2%	3.0%
Q13-3. How open City is to public involvement & input from residents	13.3%	30.0%	38.9%	12.1%	5.8%
Q13-4. Quality of City's web page: www.raymore.com	15.2%	45.5%	33.4%	4.8%	1.1%
Q13-5. Content & design of City's magazine	29.0%	46.6%	21.9%	2.0%	0.5%

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

Q14. Top choice	Number	Percent
City website	96	22.6%
Newspaper	15	3.5%
Email	85	20.0%
Facebook	45	10.6%
Twitter	1	0.2%
The Review	98	23.1%
City brochures & mailers	64	15.1%
None chosen	21	4.9%
Total	425	100.0%

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

Q14. 2nd choice	Number	Percent
City website	61	14.4%
Newspaper	23	5.4%
Email	72	16.9%
Facebook	51	12.0%
Twitter	3	0.7%
The Review	87	20.5%
City brochures & mailers	91	21.4%
None chosen	37	8.7%
Total	425	100.0%

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

Q14. 3rd choice	Number	Percent
City website	95	22.4%
Newspaper	27	6.4%
Email	57	13.4%
Facebook	39	9.2%
Twitter	4	0.9%
The Review	54	12.7%
City brochures & mailers	90	21.2%
None chosen	59	13.9%
Total	425	100.0%

**SUM OF THE TOP THREE CHOICES****Q14. Please indicate the top THREE ways you prefer to receive information about the City. (top 3)**

Q14. Sum of the top three choices	Number	Percent
City website	252	59.3%
Newspaper	65	15.3%
Email	214	50.4%
Facebook	135	31.8%
Twitter	8	1.9%
The Review	239	56.2%
City brochures & mailers	245	57.6%
None chosen	21	4.9%
Total	1179	

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

(N=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15-1. Clarity & taste of tap water in your home	21.4%	45.4%	15.5%	12.2%	3.3%	2.1%
Q15-2. Water pressure in your home	24.2%	50.4%	12.0%	10.6%	2.6%	0.2%
Q15-3. What you are charged for water/sewer utilities	11.3%	34.8%	22.4%	19.5%	8.9%	3.1%
Q15-4. How easy your water/sewer bill is to understand	22.1%	47.8%	19.1%	5.6%	2.1%	3.3%
Q15-5. Trash, recycling & yard waste service	34.1%	50.4%	10.1%	2.4%	1.2%	1.9%
Q15-6. Drainage of rainwater off City streets	19.3%	50.8%	16.5%	6.4%	2.8%	4.2%
Q15-7. Drainage of rainwater off properties next to your residence	17.4%	44.2%	18.6%	10.4%	7.1%	2.4%

**WITHOUT "DON'T KNOW"**

**Q15. Water/Sewer Utilities and Stormwater Management. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15-1. Clarity & taste of tap water in your home	21.9%	46.4%	15.9%	12.5%	3.4%
Q15-2. Water pressure in your home	24.3%	50.5%	12.0%	10.6%	2.6%
Q15-3. What you are charged for water/sewer utilities	11.7%	35.9%	23.1%	20.1%	9.2%
Q15-4. How easy your water/sewer bill is to understand	22.9%	49.4%	19.7%	5.8%	2.2%
Q15-5. Trash, recycling & yard waste service	34.8%	51.3%	10.3%	2.4%	1.2%
Q15-6. Drainage of rainwater off City streets	20.1%	53.1%	17.2%	6.6%	2.9%
Q15-7. Drainage of rainwater off properties next to your residence	17.8%	45.3%	19.0%	10.6%	7.2%



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

(N=425)

	Yes	No	Don't Know
Q16-1. Have you or other members of your household disposed of yard waste (including grass clippings) into the street, a stormwater drain, or a lake/stream during past year	2.4%	96.2%	1.4%
Q16-2. Have you or other members of your household dumped paint, motor oil, or other household waste in the street, a stormwater drain, or a lake/stream during past year	0.5%	99.1%	0.5%
Q16-3. It is important to me to live in a community that invests resources in improving quality of water in lakes & streams in my community	94.1%	1.6%	4.2%
Q16-4. Have you seen or heard any information about water quality in lakes & streams in Raymore during past year	11.1%	82.1%	6.8%

**WITHOUT "DON'T KNOW"**

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

(N=425)

	Yes	No
Q16-1. Have you or other members of your household disposed of yard waste (including grass clippings) into the street, a stormwater drain, or a lake/stream during past year	2.4%	97.6%
Q16-2. Have you or other members of your household dumped paint, motor oil, or other household waste in the street, a stormwater drain, or a lake/stream during past year	0.5%	99.5%
Q16-3. It is important to me to live in a community that invests resources in improving quality of water in lakes & streams in my community	98.3%	1.7%
Q16-4. Have you seen or heard any information about water quality in lakes & streams in Raymore during past year	11.9%	88.1%

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

(N=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q17-1. Enforcing cleanup of litter & debris on private property	10.6%	30.6%	25.6%	11.5%	4.2%	17.4%
Q17-2. Enforcing mowing & trimming of lawns	10.6%	34.1%	22.4%	11.1%	4.0%	17.9%
Q17-3. Enforcing maintenance of residential property (exterior of homes)	9.2%	29.4%	24.2%	12.7%	5.9%	18.6%
Q17-4. Enforcing maintenance of business property	9.6%	39.1%	23.1%	5.2%	1.9%	21.2%
Q17-5. Enforcing codes designed to protect public safety	12.7%	38.6%	21.9%	2.8%	1.4%	22.6%
Q17-6. Enforcing sign regulations	11.8%	34.1%	28.0%	2.6%	0.7%	22.8%

**WITHOUT "DON'T KNOW"**

**Q17. Enforcement of codes and ordinances. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q17-1. Enforcing cleanup of litter & debris on private property	12.8%	37.0%	31.1%	14.0%	5.1%
Q17-2. Enforcing mowing & trimming of lawns	12.9%	41.5%	27.2%	13.5%	4.9%
Q17-3. Enforcing maintenance of residential property (exterior of homes)	11.3%	36.1%	29.8%	15.6%	7.2%
Q17-4. Enforcing maintenance of business property	12.2%	49.6%	29.3%	6.6%	2.4%
Q17-5. Enforcing codes designed to protect public safety	16.4%	49.8%	28.3%	3.6%	1.8%
Q17-6. Enforcing sign regulations	15.2%	44.2%	36.3%	3.4%	0.9%

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

(N=425)

	Not a Problem	Minor Problem	Major Problem	Don't Know
Q18-1. Abandoned vehicles	57.9%	22.4%	3.3%	16.5%
Q18-2. Graffiti	67.3%	15.5%	1.2%	16.0%
Q18-3. Dilapidated Buildings/houses	44.0%	35.5%	5.9%	14.6%
Q18-4. Boats/trailers/motor homes in unauthorized areas	45.9%	30.8%	7.1%	16.2%

**WITHOUT "DON'T KNOW"**

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

(N=425)

	Not a Problem	Minor Problem	Major Problem
Q18-1. Abandoned vehicles	69.3%	26.8%	3.9%
Q18-2. Graffiti	80.1%	18.5%	1.4%
Q18-3. Dilapidated Buildings/houses	51.5%	41.6%	6.9%
Q18-4. Boats/trailers/motor homes in unauthorized areas	54.8%	36.8%	8.4%

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

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

	Number	Percent
Yes	118	27.8%
No	307	72.2%
Total	425	100.0%

**Q19a. How did you make contact?**

Q19a. How did you make contact

	Number	Percent
Phone	83	70.3%
Email	15	12.7%
Social media	3	2.5%
Report-A-Concern/website	6	5.1%
In person	11	9.3%
Total	118	100.0%

**Q19b. Which City department did you contact most recently?**

Q19b. Which City department did you contact most recently	Number	Percent
Water	21	18.8%
Animal control	12	10.7%
Public Works	10	8.9%
Police	10	8.9%
Parks and rec	7	6.3%
Code enforcement	7	6.3%
Street maintenance	4	3.6%
Utilities	4	3.6%
Building permit	4	3.6%
Building inspector	3	2.7%
City clerk	2	1.8%
Trash services	2	1.8%
Water/sewer	2	1.8%
Mayor	1	0.9%
Department responsible for pet registration	1	0.9%
Planning commission	1	0.9%
Department who handled storm debris removal	1	0.9%
City code dept	1	0.9%
Inspections	1	0.9%
Sidewalks in neighborhood are broken	1	0.9%
Fire 911	1	0.9%
Sidewalks, entrance to subdivision	1	0.9%
City of Raymore utilities	1	0.9%
City Hall	1	0.9%
Communications	1	0.9%
Animal Licensing	1	0.9%
Curb maintenance	1	0.9%
Manager	1	0.9%
Parks and Rec, info of regulations for flag pole	1	0.9%
Maintenance	1	0.9%
I CALLED ABOUT DOG TAGS	1	0.9%
DOG LICENSE AND MAP	1	0.9%
CLERK ABOUT DOG TAG RENEWAL	1	0.9%
Not sure	1	0.9%
CURBS AND SIDEWALK CURBS ARE FALLING APART IN MY <b>SUBDIVISION</b>	1	0.9%
ROADS	1	0.9%
Office that deals with flooding of property	1	0.9%
<b>Total</b>	<b>112</b>	<b>100.0%</b>

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

(N=112)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q19c-1. How easy the department was to contact	40.2%	37.5%	7.1%	12.5%	1.8%	0.9%
Q19c-2. How courteously you were treated	53.6%	25.9%	12.5%	2.7%	2.7%	2.7%
Q19c-3. Technical competence & knowledge of City employees who assisted you	43.8%	28.6%	14.3%	6.3%	2.7%	4.5%
Q19c-4. Overall responsiveness of City employees to your request or concern	42.9%	26.8%	14.3%	8.0%	8.0%	0.0%

**WITHOUT "DON'T KNOW"**

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

(N=112)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19c-1. How easy the department was to contact	40.5%	37.8%	7.2%	12.6%	1.8%
Q19c-2. How courteously you were treated	55.0%	26.6%	12.8%	2.8%	2.8%
Q19c-3. Technical competence & knowledge of City employees who assisted you	45.8%	29.9%	15.0%	6.5%	2.8%
Q19c-4. Overall responsiveness of City employees to your request or concern	42.9%	26.8%	14.3%	8.0%	8.0%



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

(N=425)

	Very Important	Somewhat Important	Not Sure	Unimportant	Not Provided
Q20-1. Sense of community	45.6%	43.3%	1.9%	4.5%	4.7%
Q20-2. Quality of public schools	66.4%	16.2%	1.9%	11.1%	4.5%
Q20-3. Employment opportunities	18.4%	28.0%	13.2%	35.3%	5.2%
Q20-4. Types of housing	63.8%	23.8%	3.1%	5.9%	3.5%
Q20-5. Affordability of housing	51.3%	28.9%	6.1%	9.6%	4.0%
Q20-6. Access to quality shopping	50.4%	34.6%	4.9%	6.8%	3.3%
Q20-7. Availability of transportation options	13.6%	22.4%	13.4%	45.6%	4.9%
Q20-8. Availability of cultural activities & arts	15.8%	33.4%	15.1%	29.9%	5.9%
Q20-9. Access to restaurants & entertainment	42.1%	43.5%	4.2%	6.8%	3.3%
Q20-10. Availability of Parks & Recreation opportunities	41.9%	38.6%	6.8%	8.7%	4.0%
Q20-11. Near family or friends	40.0%	34.8%	4.7%	15.8%	4.7%
Q20-12. Sense of safety	85.2%	10.4%	0.5%	1.4%	2.6%

**WITHOUT "NOT PROVIDED"**

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

(N=425)

	Very Important	Somewhat Important	Not Sure	Unimportant
Q20-1. Sense of community	47.9%	45.4%	2.0%	4.7%
Q20-2. Quality of public schools	69.5%	17.0%	2.0%	11.6%
Q20-3. Employment opportunities	19.4%	29.5%	13.9%	37.2%
Q20-4. Types of housing	66.1%	24.6%	3.2%	6.1%
Q20-5. Affordability of housing	53.4%	30.1%	6.4%	10.0%
Q20-6. Access to quality shopping	52.1%	35.8%	5.1%	7.1%
Q20-7. Availability of transportation options	14.4%	23.5%	14.1%	48.0%
Q20-8. Availability of cultural activities & arts	16.8%	35.5%	16.0%	31.8%
Q20-9. Access to restaurants & entertainment	43.6%	45.0%	4.4%	7.1%
Q20-10. Availability of Parks & Recreation opportunities	43.6%	40.2%	7.1%	9.1%
Q20-11. Near family or friends	42.0%	36.5%	4.9%	16.5%
Q20-12. Sense of safety	87.4%	10.6%	0.5%	1.4%

**Q20. Are your needs being met in Raymore?**

(N=425)

	Yes	No
Q20-1. Sense of community	87.1%	12.9%
Q20-2. Quality of public schools	94.1%	5.9%
Q20-3. Employment opportunities	62.2%	37.8%
Q20-4. Types of housing	89.3%	10.7%
Q20-5. Affordability of housing	84.1%	15.9%
Q20-6. Access to quality shopping	68.7%	31.3%
Q20-7. Availability of transportation options	60.2%	39.8%
Q20-8. Availability of cultural activities & arts	59.9%	40.1%
Q20-9. Access to restaurants & entertainment	63.7%	36.3%
Q20-10. Availability of Parks & Recreation opportunities	87.8%	12.2%
Q20-11. Near family or friends	86.1%	13.9%
Q20-12. Sense of safety	97.9%	2.1%

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

(N=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q21-1. Overall traffic flow on 58 Highway through Raymore	4.9%	37.2%	20.9%	24.2%	12.2%	0.5%
Q21-2. Traffic flow on 58 Highway/I-49 interchange (located in Belton)	1.9%	14.4%	14.6%	39.5%	28.9%	0.7%
Q21-3. Traffic flow through 58 Highway & Dean Avenue	5.2%	33.4%	23.8%	23.3%	10.6%	3.8%
Q21-4. Traffic flow through 58 Highway & Sunset	9.6%	44.7%	23.5%	9.4%	4.9%	7.8%
Q21-5. Traffic flow on 58 Highway between North Madison & South Madison	11.8%	51.1%	21.2%	6.4%	2.4%	7.3%
Q21-6. General traffic flow on Foxridge	11.3%	49.9%	23.5%	6.1%	1.2%	8.0%
Q21-7. General traffic flow on Lucy Webb	17.6%	52.5%	16.7%	5.6%	0.5%	7.1%
Q21-8. How well traffic signal system provides for efficient traffic flow	9.2%	37.9%	24.0%	17.6%	8.2%	3.1%
Q21-9. Availability of public transportation	5.4%	7.3%	27.8%	13.2%	10.4%	36.0%
Q21-10. Availability of bicycle lanes	8.0%	14.1%	32.9%	17.2%	5.6%	22.1%
Q21-11. Availability of pedestrian walkways	13.4%	36.7%	27.5%	9.2%	1.9%	11.3%

**WITHOUT "DON'T KNOW"**

**Q21. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q21-1. Overall traffic flow on 58 Highway through Raymore	5.0%	37.4%	21.0%	24.3%	12.3%
Q21-2. Traffic flow on 58 Highway/I-49 interchange (located in Belton)	1.9%	14.5%	14.7%	39.8%	29.1%
Q21-3. Traffic flow through 58 Highway & Dean Avenue	5.4%	34.7%	24.7%	24.2%	11.0%
Q21-4. Traffic flow through 58 Highway & Sunset	10.5%	48.5%	25.5%	10.2%	5.4%
Q21-5. Traffic flow on 58 Highway between North Madison & South Madison	12.7%	55.1%	22.8%	6.9%	2.5%
Q21-6. General traffic flow on Foxridge	12.3%	54.2%	25.6%	6.6%	1.3%
Q21-7. General traffic flow on Lucy Webb	19.0%	56.5%	18.0%	6.1%	0.5%
Q21-8. How well traffic signal system provides for efficient traffic flow	9.5%	39.1%	24.8%	18.2%	8.5%
Q21-9. Availability of public transportation	8.5%	11.4%	43.4%	20.6%	16.2%
Q21-10. Availability of bicycle lanes	10.3%	18.1%	42.3%	22.1%	7.3%
Q21-11. Availability of pedestrian walkways	15.1%	41.4%	31.0%	10.3%	2.1%

**Q22. Arts Commission. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q22-1. Quality & variety of City-sponsored public art	5.4%	16.9%	33.4%	7.3%	0.5%	36.5%
Q22-2. Quality of free musical performances/events	5.6%	16.5%	32.2%	11.3%	1.9%	32.5%
Q22-3. Quality of arts programming & classes	4.9%	10.8%	33.6%	9.2%	0.7%	40.7%
Q22-4. Quality of art gallery spaces at City Hall & Centerview	4.9%	14.1%	32.2%	4.0%	0.7%	44.0%

**WITHOUT "DON'T KNOW"**

**Q22. Arts Commission. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=425)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q22-1. Quality & variety of City-sponsored public art	8.5%	26.7%	52.6%	11.5%	0.7%
Q22-2. Quality of free musical performances/events	8.4%	24.4%	47.7%	16.7%	2.8%
Q22-3. Quality of arts programming & classes	8.3%	18.3%	56.7%	15.5%	1.2%
Q22-4. Quality of art gallery spaces at City Hall &	8.8%	25.2%	57.6%	7.1%	1.3%

**Q23. The COVID-19 Pandemic created a number of challenges for everyone in the community. How would you specifically rate the availability of services from City Hall during 2020?**

Q23. How would you specifically rate availability of services from City Hall during 2020

	Number	Percent
Saw a significant improvement in service levels	17	4.0%
Saw a slight improvement in service levels	28	6.6%
Saw no difference in service levels	269	63.3%
Saw a slight decrease in service levels	35	8.2%
Saw a significant decrease in service levels	8	1.9%
Not provided	68	16.0%
Total	425	100.0%

**WITHOUT "NOT PROVIDED"**

**Q23. The COVID-19 Pandemic created a number of challenges for everyone in the community. How would you specifically rate the availability of services from City Hall during 2020? (without "not provided")**

Q23. How would you specifically rate availability of services from City Hall during 2020

	Number	Percent
Saw a significant improvement in service levels	17	4.8%
Saw a slight improvement in service levels	28	7.8%
Saw no difference in service levels	269	75.4%
Saw a slight decrease in service levels	35	9.8%
Saw a significant decrease in service levels	8	2.2%
Total	357	100.0%

**Q24. During COVID-19, the City implemented a number of online service and programming options including online occupational licensing, free online utility bill pay and virtual recreation programs. If you used any of these online services, how likely are you to continue using these online services after the Pandemic?**

Q24. How likely are you to continue using these online services after the Pandemic

	Number	Percent
Very likely to continue	146	34.4%
Somewhat likely to continue	40	9.4%
Not likely to continue	9	2.1%
Won't continue at all	2	0.5%
Never used online services/programs	206	48.5%
Not provided	22	5.2%
Total	425	100.0%

**WITHOUT "NOT PROVIDED"**

**Q24. During COVID-19, the City implemented a number of online service and programming options including online occupational licensing, free online utility bill pay and virtual recreation programs. If you used any of these online services, how likely are you to continue using these online services after the Pandemic? (without "not provided")**

Q24. How likely are you to continue using these online services

after the Pandemic	Number	Percent
Very likely to continue	146	36.2%
Somewhat likely to continue	40	9.9%
Not likely to continue	9	2.2%
Won't continue at all	2	0.5%
Never used online services/programs	206	51.1%
Total	403	100.0%



**Q25. Currently, shoppers who use online retailers (like Amazon, Wayfair or Chewy) do not pay the same local sales tax as those who choose to shop at locally owned businesses. If the City were to propose a Use Tax that would apply the current sales tax to online shopping, how supportive would you be?**

Q25. How supportive would you be of Use Tax	Number	Percent
Very supportive	56	13.2%
Somewhat supportive	49	11.5%
Neutral	67	15.8%
Somewhat unsupportive	44	10.4%
Not supportive at all	201	47.3%
Not provided	8	1.9%
Total	425	100.0%

**WITHOUT "NOT PROVIDED"**

**Q25. Currently, shoppers who use online retailers (like Amazon, Wayfair or Chewy) do not pay the same local sales tax as those who choose to shop at locally owned businesses. If the City were to propose a Use Tax that would apply the current sales tax to online shopping, how supportive would you be? (without "not provided")**

Q25. How supportive would you be of Use Tax	Number	Percent
Very supportive	56	13.4%
Somewhat supportive	49	11.8%
Neutral	67	16.1%
Somewhat unsupportive	44	10.6%
Not supportive at all	201	48.2%
Total	417	100.0%

**Q26. If you knew the revenue generated from this proposed Use Tax would be going to support hiring additional Police Officers, Public Works Employees or Parks Maintenance Staff, would that make you...**

Q26. How would that propose make you	Number	Percent
Much more supportive	87	20.5%
Somewhat more supportive	123	28.9%
No change	170	40.0%
Somewhat less supportive	13	3.1%
Much less supportive	26	6.1%
Not provided	6	1.4%
Total	425	100.0%

**WITHOUT "NOT PROVIDED"**

**Q26. If you knew the revenue generated from this proposed Use Tax would be going to support hiring additional Police Officers, Public Works Employees or Parks Maintenance Staff, would that make you... (without "not provided")**

Q26. How would that propose make you	Number	Percent
Much more supportive	87	20.8%
Somewhat more supportive	123	29.4%
No change	170	40.6%
Somewhat less supportive	13	3.1%
Much less supportive	26	6.2%
Total	419	100.0%

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

Q27. How many years have you lived in Raymore	Number	Percent
Less than 5 years	74	17.4%
5-10 years	84	19.8%
11-20 years	155	36.5%
20+ years	106	24.9%
Not provided	6	1.4%
Total	425	100.0%

**WITHOUT "NOT PROVIDED"****Q27. Approximately how many years have you lived in the City of Raymore? (without "not provided")**

Q27. How many years have you lived in Raymore	Number	Percent
Less than 5 years	74	17.7%
5-10 years	84	20.0%
11-20 years	155	37.0%
20+ years	106	25.3%
Total	419	100.0%

**Q28. What is your age?**

Q28. Your age	Number	Percent
18-34 years	84	19.8%
35-44 years	82	19.3%
45-54 years	81	19.1%
55-64 years	79	18.6%
65 years or older	85	20.0%
Not provided	14	3.3%
Total	425	100.0%

**WITHOUT "NOT PROVIDED"****Q28. What is your age? (without "not provided")**

Q28. Your age	Number	Percent
18-34 years	84	20.4%
35-44 years	82	20.0%
45-54 years	81	19.7%
55-64 years	79	19.2%
65 years or older	85	20.7%
Total	411	100.0%

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

Q29. What best describes your current place of employment	Number	Percent
In Raymore	56	13.2%
Elsewhere in Cass County	39	9.2%
Elsewhere in MO	130	30.6%
In Kansas	72	16.9%
Not currently employed	120	28.2%
Not provided	8	1.9%
Total	425	100.0%

**WITHOUT "NOT PROVIDED"****Q29. Which of the following best describes your current place of employment? (without "not provided")**

Q29. What best describes your current place of employment	Number	Percent
In Raymore	56	13.4%
Elsewhere in Cass County	39	9.4%
Elsewhere in MO	130	31.2%
In Kansas	72	17.3%
Not currently employed	120	28.8%
Total	417	100.0%

**Q30. Would you say your total household income is:**

Q30. Your total household income	Number	Percent
Under \$30K	37	8.7%
\$30K to \$59,999	67	15.8%
\$60K to \$99,999	116	27.3%
\$100K to \$149,999	109	25.6%
\$150K to \$199,999	34	8.0%
\$200K+	16	3.8%
Not provided	46	10.8%
Total	425	100.0%

**WITHOUT "NOT PROVIDED"****Q30. Would you say your total household income is: (without "not provided")**

Q30. Your total household income	Number	Percent
Under \$30K	37	9.8%
\$30K to \$59,999	67	17.7%
\$60K to \$99,999	116	30.6%
\$100K to \$149,999	109	28.8%
\$150K to \$199,999	34	9.0%
\$200K+	16	4.2%
Total	379	100.0%

**Q31. Your gender:**

Q31. Your gender	Number	Percent
Male	207	48.7%
Female	217	51.1%
Not provided	1	0.2%
Total	425	100.0%

**WITHOUT "NOT PROVIDED"**

**Q31. Your gender: (without "not provided")**

Q31. Your gender	Number	Percent
Male	207	48.8%
Female	217	51.2%
Total	424	100.0%

# **Section 5**

# **Survey Instrument**

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**January 2021**

**Dear Neighbor,**

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

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

**Instructions**

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

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

Thank you in advance for your participation!

**Sincerely,**

**Kristopher P. Turnbow, Mayor**



## 2021 City of Raymore Community Survey

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

1. **Overall Satisfaction with City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of public safety services (e.g., police)	5	4	3	2	1	9
2. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
3. Overall maintenance of City streets	5	4	3	2	1	9
4. Overall maintenance of City buildings and facilities	5	4	3	2	1	9
5. Overall enforcement of City codes and ordinances for building/housing	5	4	3	2	1	9
6. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
7. Overall effectiveness of City communication with the public	5	4	3	2	1	9
8. Overall quality of the City's stormwater runoff/management system	5	4	3	2	1	9
9. Overall flow of traffic and congestion management in the City	5	4	3	2	1	9

2. **Which THREE of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 1.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

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

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

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

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

**5. Which THREE of the public safety items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?** [Write in your answers below using the numbers from the list in Question 4.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

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

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

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

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

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

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

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

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

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

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

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

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

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

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

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

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

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

1. City Website                      3. Email                              5. Twitter                              7. City Brochures & Mailers  
 2. Newspaper                      4. Facebook                          6. The Review
- 1st: \_\_\_\_                      2nd: \_\_\_\_                      3rd: \_\_\_\_

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

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

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

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

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

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

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

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

**19. Customer Service. Have you contacted the City with a question, problem, or complaint during the past year?**

\_\_\_\_(1) Yes [Answer Q19a-c.]      \_\_\_\_ (2) No [Skip to Q20.]

**19a. How did you make contact?**

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

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

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

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

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

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

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

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

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

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

**23. The COVID-19 Pandemic created a number of challenges for everyone in the community. How would you specifically rate the availability of services from City Hall during 2020?**

- \_\_\_(1) Saw a significant improvement in service levels
- \_\_\_(2) Saw a slight improvement in service levels
- \_\_\_(3) Saw no difference in service levels
- \_\_\_(4) Saw a slight decrease in service levels
- \_\_\_(5) Saw a significant decrease in service levels

**24. During COVID-19, the City implemented a number of online service and programming options including online occupational licensing, free online utility bill pay and virtual recreation programs. If you used any of these online services, how likely are you to continue using these online services after the pandemic?**

- \_\_\_(1) Very likely to continue
- \_\_\_(2) Somewhat likely to continue
- \_\_\_(3) Not likely to continue
- \_\_\_(4) Won't continue at all
- \_\_\_(5) Never used the online services/programs

**25. Currently, shoppers who use online retailers (like Amazon, Wayfair or Chewy) do not pay the same local sales tax as those who choose to shop at locally owned businesses. If the City were to propose a Use Tax that would apply the current sales tax to online shopping, how supportive would you be?**

- \_\_\_(1) Very supportive
- \_\_\_(2) Somewhat supportive
- \_\_\_(3) Neutral
- \_\_\_(4) Somewhat unsupportive
- \_\_\_(5) Not supportive at all

**26. If you knew the revenue generated from this proposed Use Tax would be going to support hiring additional Police Officers, Public Works Employees or Parks Maintenance Staff, would that make you...**

- \_\_\_(1) Much more supportive
- \_\_\_(2) Somewhat more supportive
- \_\_\_(3) No change
- \_\_\_(4) Somewhat less supportive
- \_\_\_(5) Much less supportive

**Demographics**

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

\_\_\_(1) Less than 5 years      \_\_\_(2) 5-10 years      \_\_\_(3) 11-20 years      \_\_\_(4) more than 20 years

**28. What is your age? \_\_\_\_\_ years**

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

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

**30. Would you say your total household income is...**

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

**31. Your gender:**      \_\_\_(1) Male      \_\_\_(2) Female      \_\_\_(3) Non-binary

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

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**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. Thank you.