

ETC INSTITUTE'S

2021 RAYMORE COMMUNITY SURVEY

MIKE EKEY, ASSISTANT CITY MANAGER

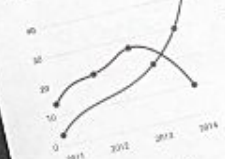


METHODOLOGY

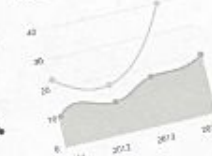
425 responses // +/-4.7% margin
95% level of confidence

Morris Charts

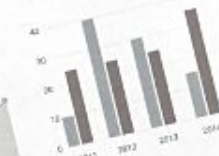
Line Chart



Area Chart



Bar Chart



Donut Chart



Sparkline Charts

Line Chart



Bar Chart



Pie Chart



Easy Pie Charts

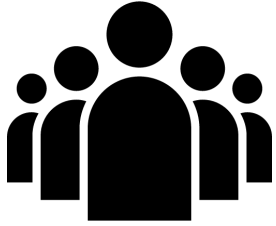




BIG PICTURE

Our residents are happy

WHAT DO PEOPLE THINK?



Quality of life in Raymore

Raymore - 82%

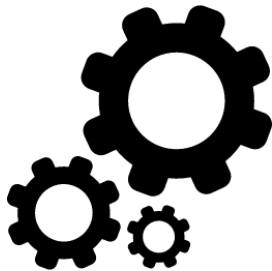
KC Region - 67%



Overall image of Raymore

Raymore - 81%

KC Region - 58%



Overall value received for City tax dollars/fees

Raymore - 66%

KC Region - 38%

WHAT DO PEOPLE THINK?



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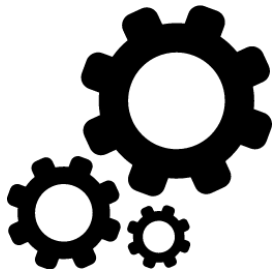
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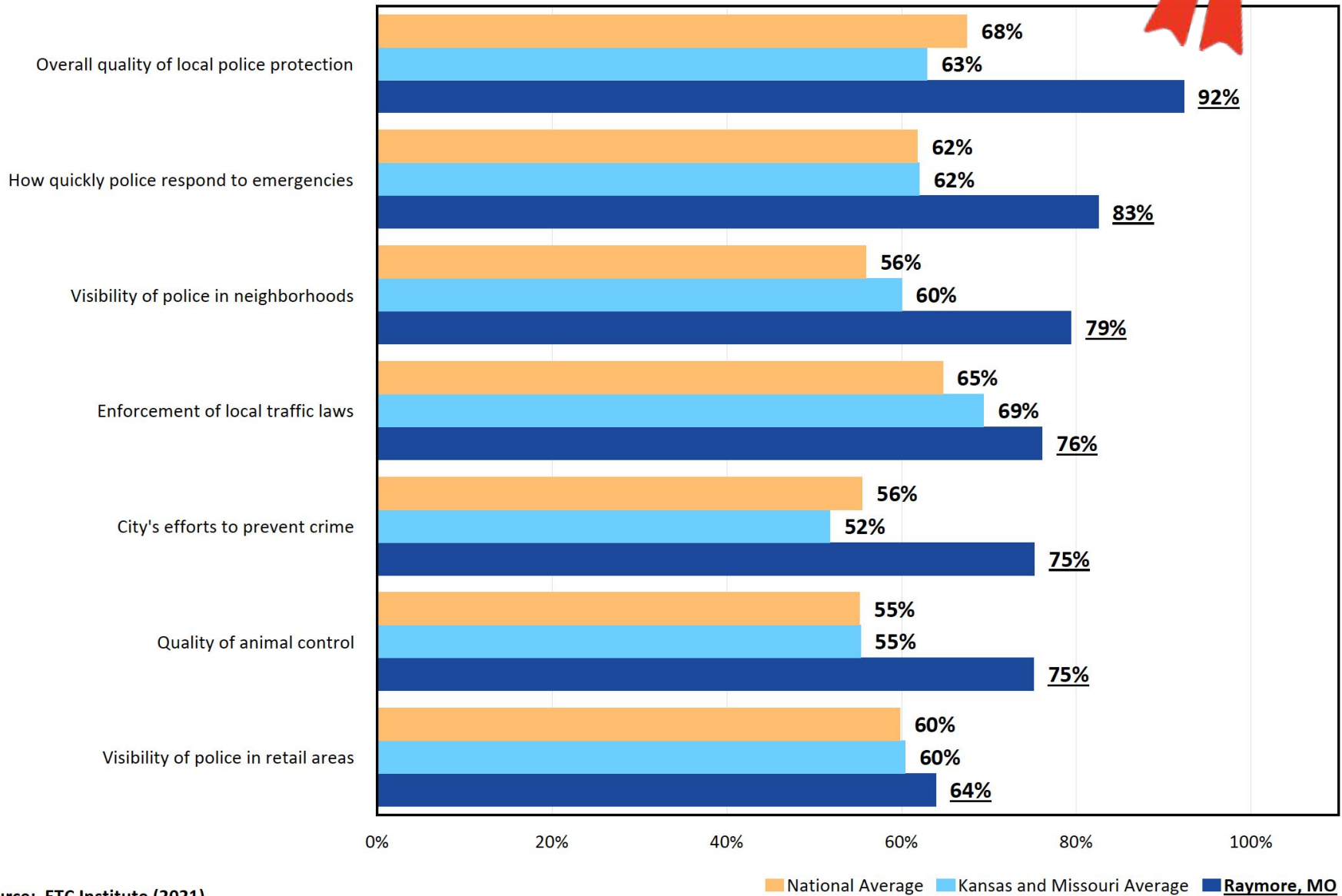
WE SET THE STANDARD

We meet or exceed expectations in
57 of the 61 areas assessed regionally
56 of 61 areas assessed nationally



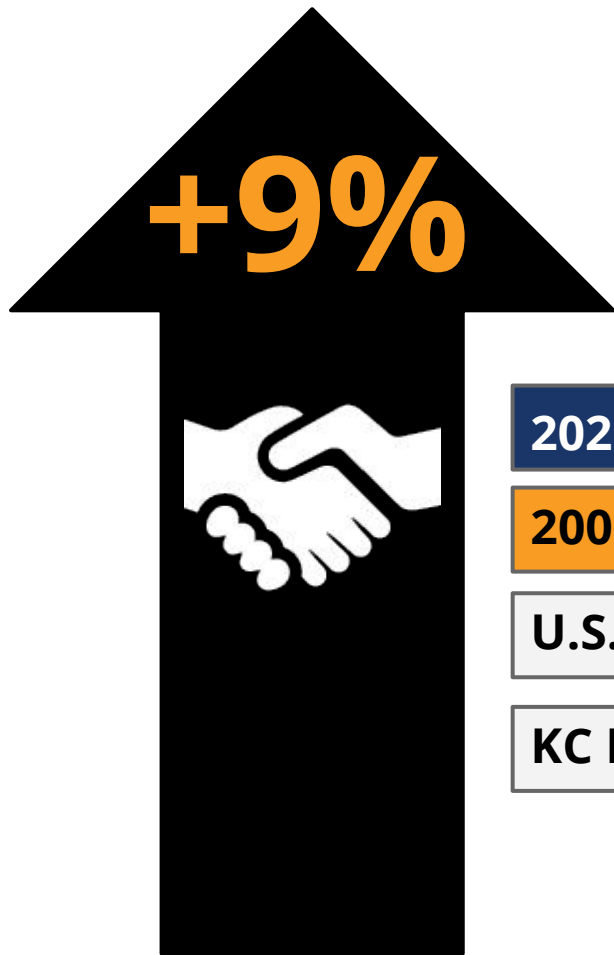
SUCCESSES

PUBLIC SAFETY



Source: ETC Institute (2021)

OVERALL QUALITY OF LOCAL POLICE PROTECTION



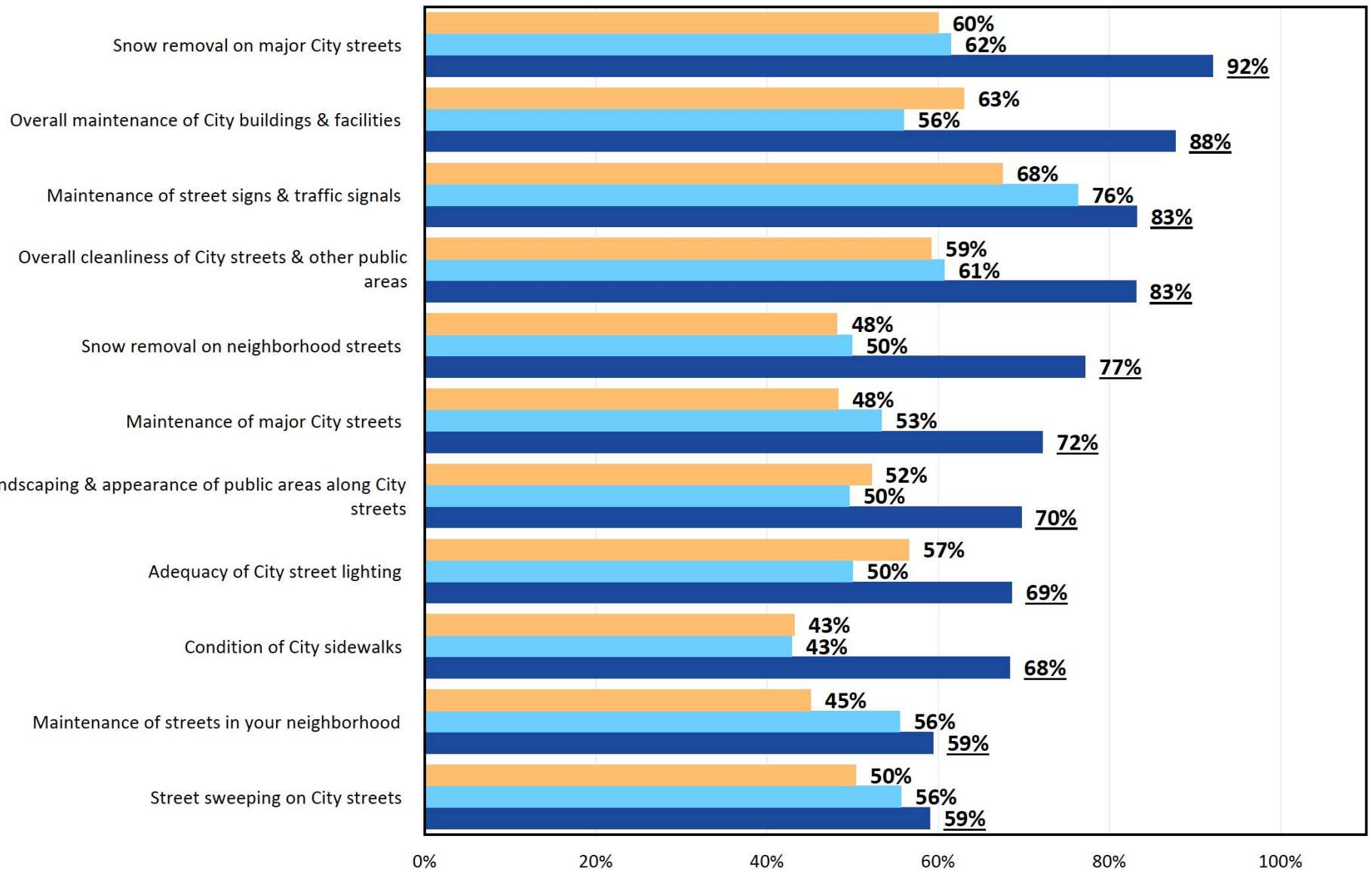
2021 - 92%

2006 - 83%

U.S. - 70%

KC Region - 64%

OVERALL QUALITY PUBLIC WORKS



SNOW REMOVAL ON MAJOR CITY STREETS

+16%



2021 - 92%

2006 - 76%

KC Region - 62%

U.S. - 60%



SNOW REMOVAL ON NEIGHBORHOOD STREETS

+32%



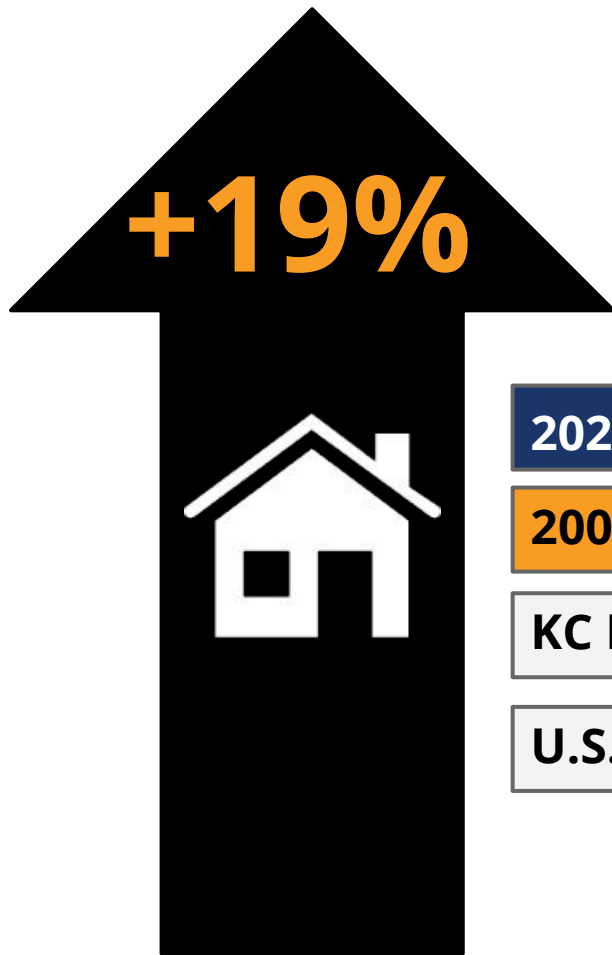
2021 - 77%

2006 - 45%

KC Region - 50%

U.S. - 48%

OVERALL MAINTENANCE OF CITY STREETS



2021 - 68%

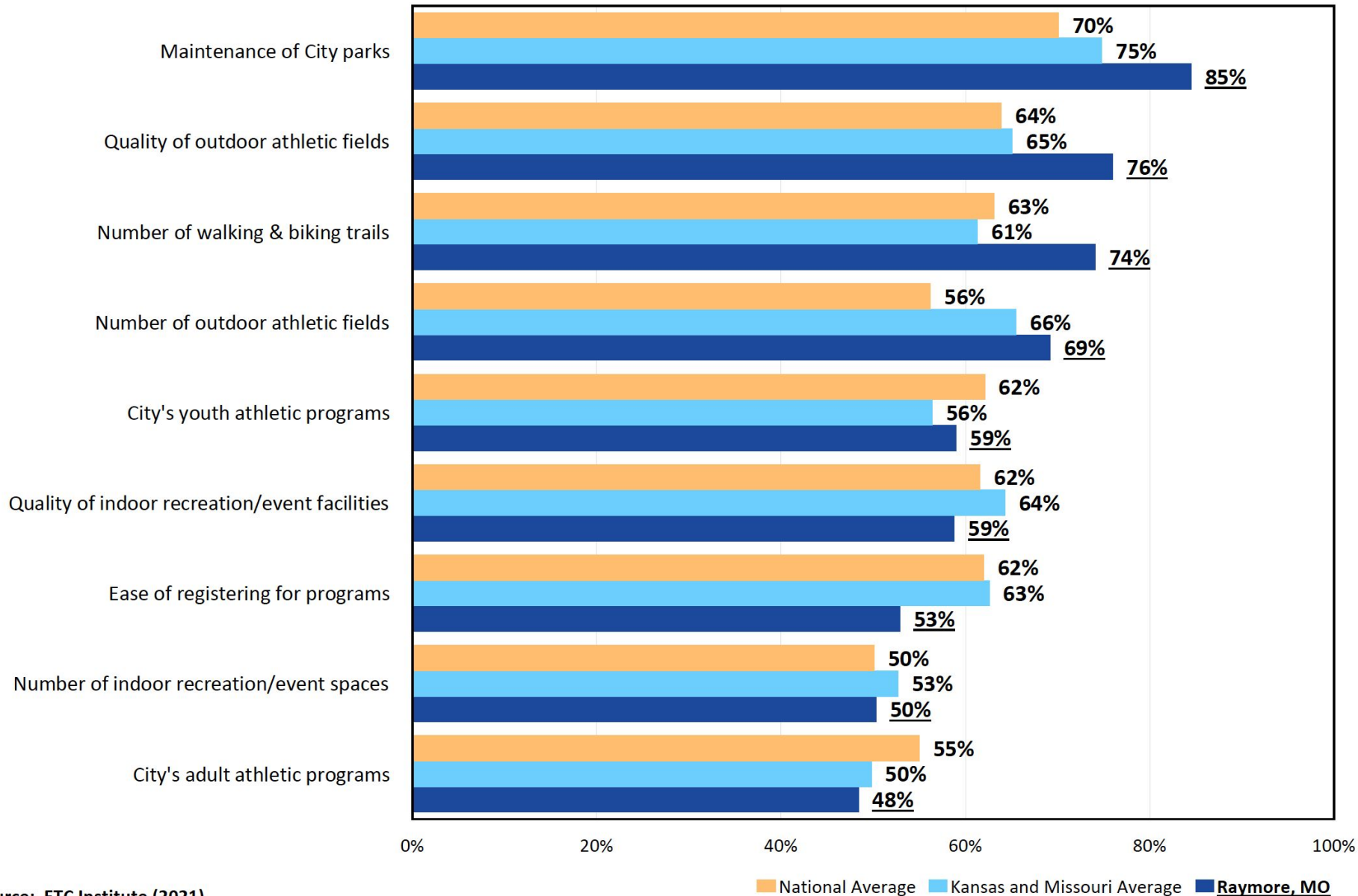
2006 - 49%

KC Region - 38%

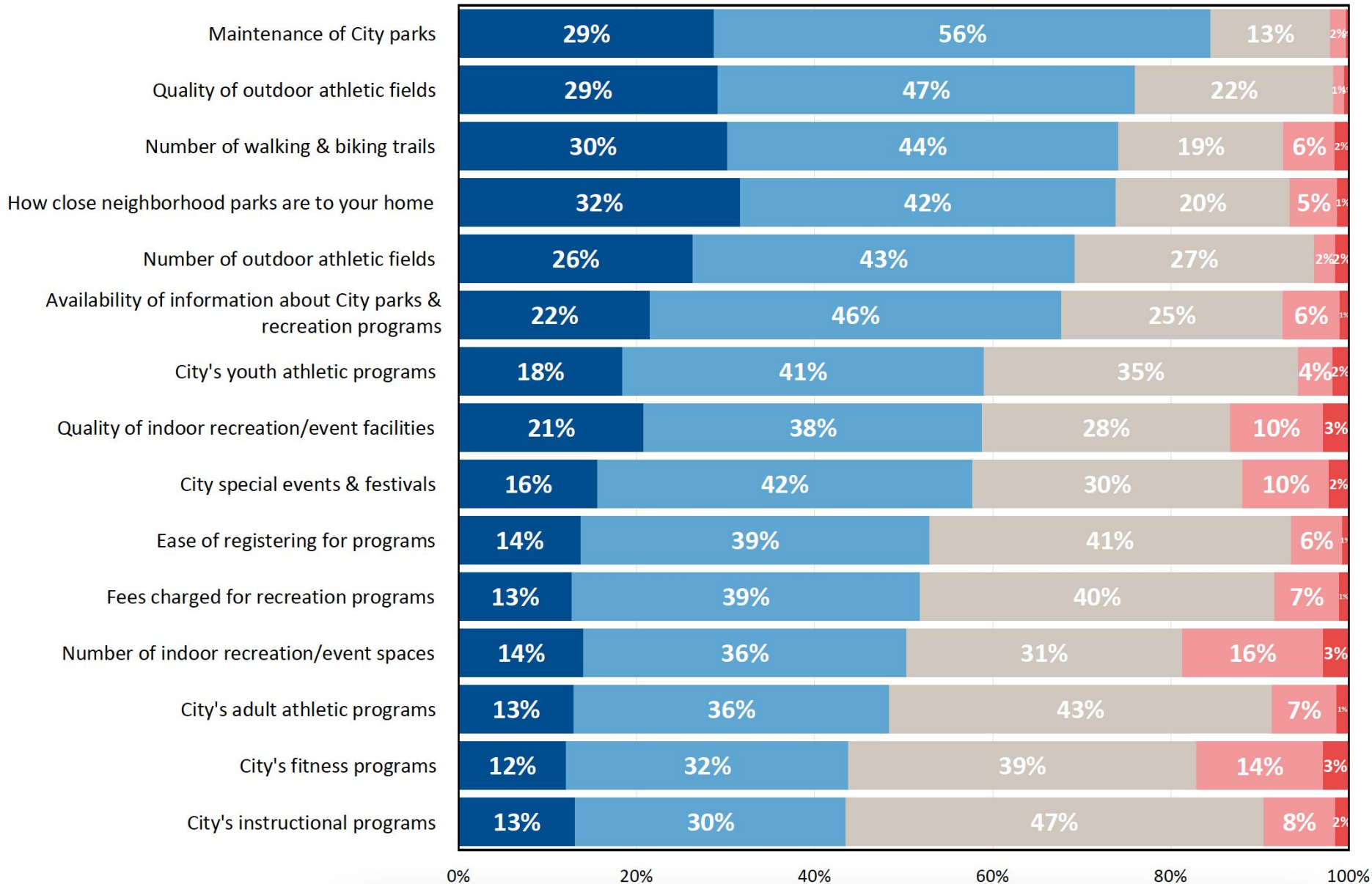
U.S. - 42%



SATISFACTION WITH PARKS & REC



SATISFACTION WITH PARKS & REC



OVERALL QUALITY OF OUTDOOR ATHLETIC FIELDS

+15%



2021 - 76%

2006 - 61%

KC Region - 65%

U.S. - 64%

NUMBER OF WALKING & BIKING TRAILS

+31%



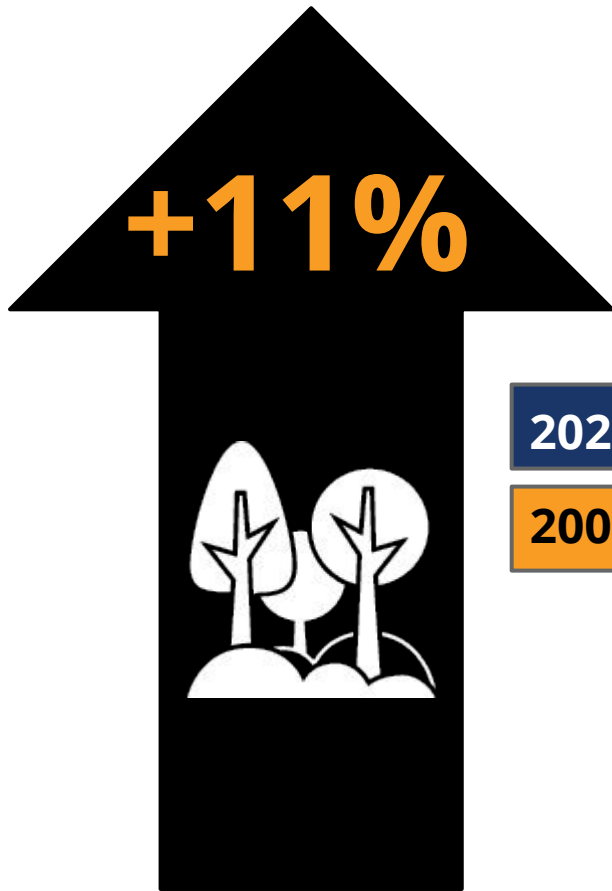
2021 - 74%

2006 - 43%

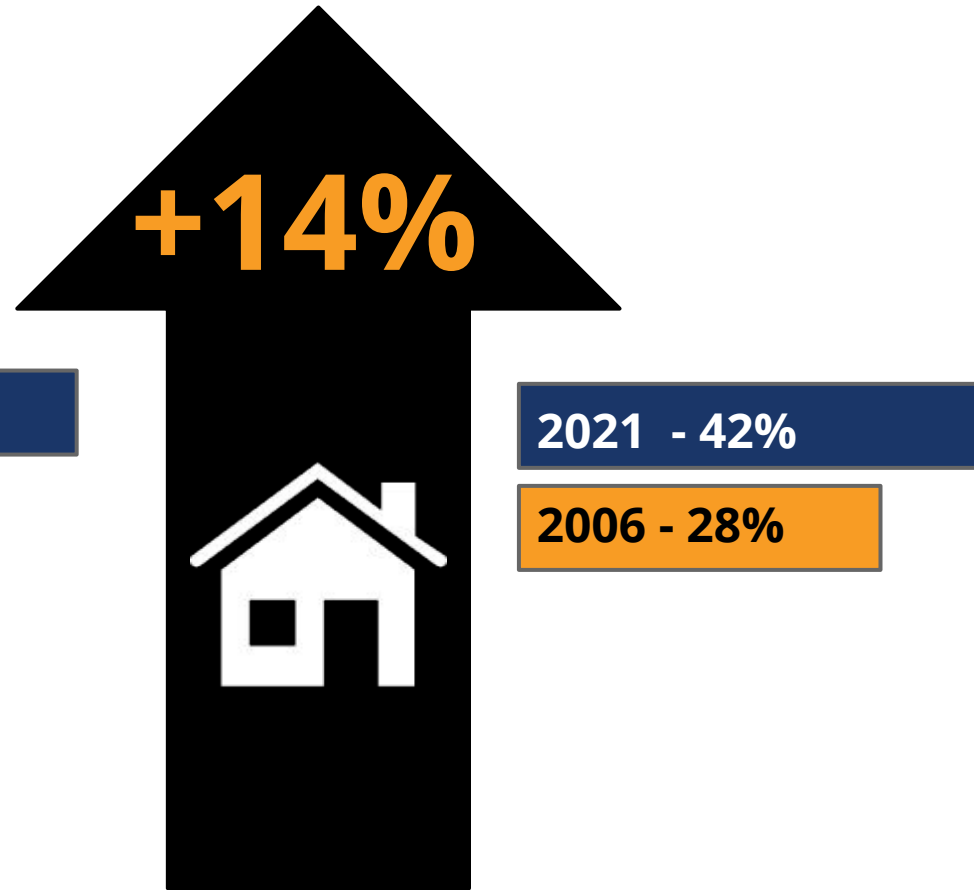
KC Region - 61%

U.S. - 63%

PLANNING AND MANAGING GROWTH IN THE CITY

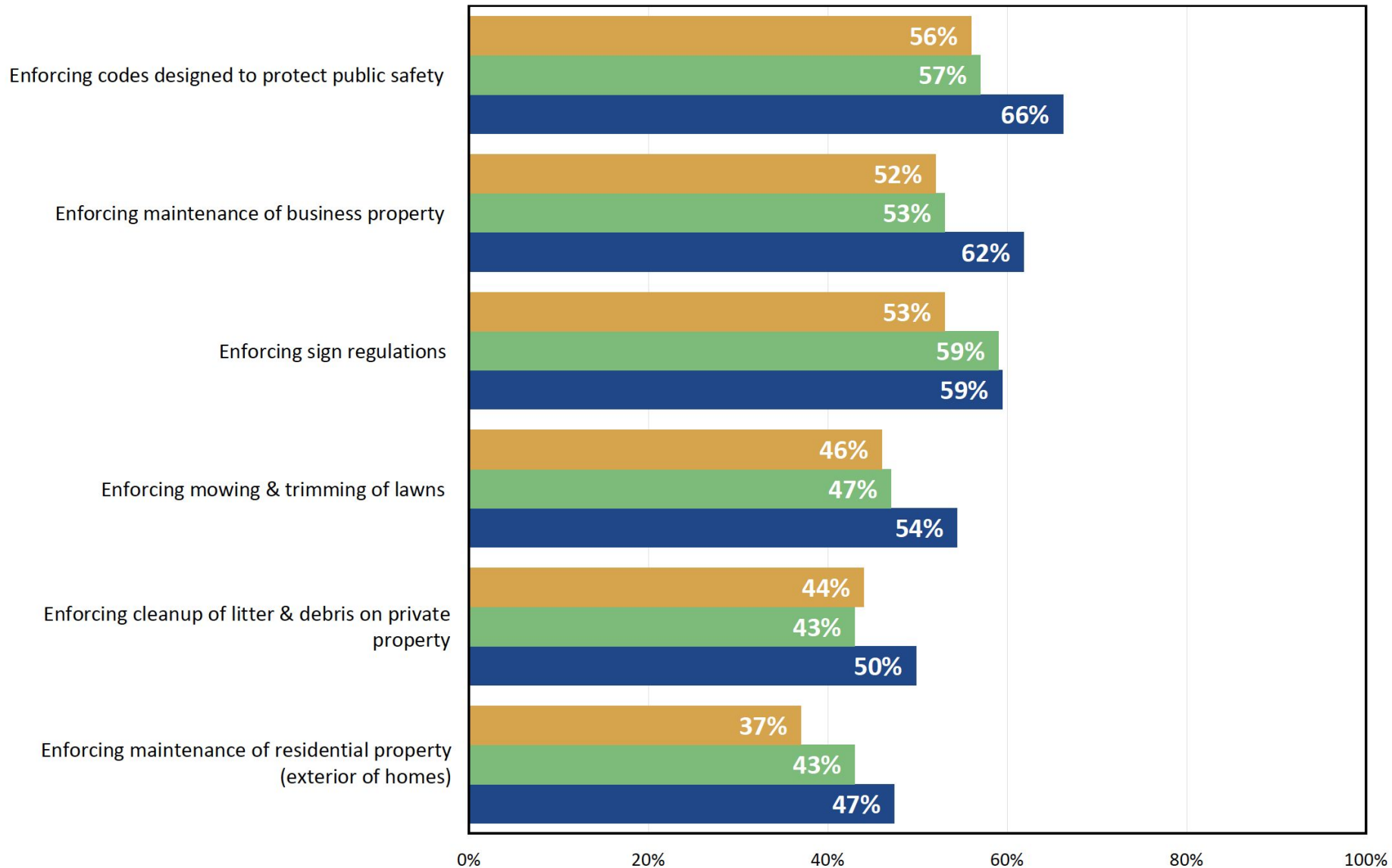


Planning

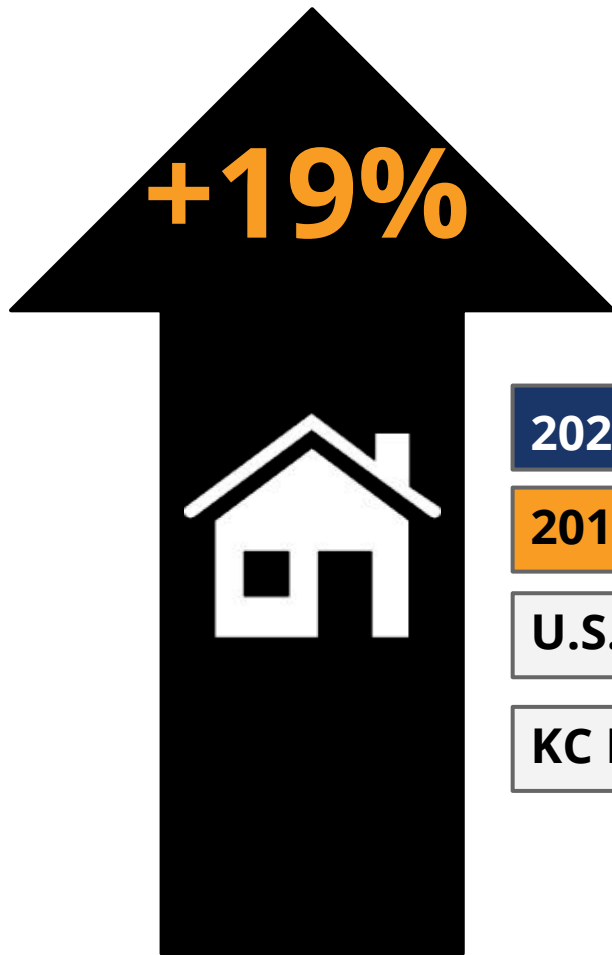


Managing

CODE ENFORCEMENT



OVERALL QUALITY OF TRASH, RECYCLING & YARD WASTE SERVICE



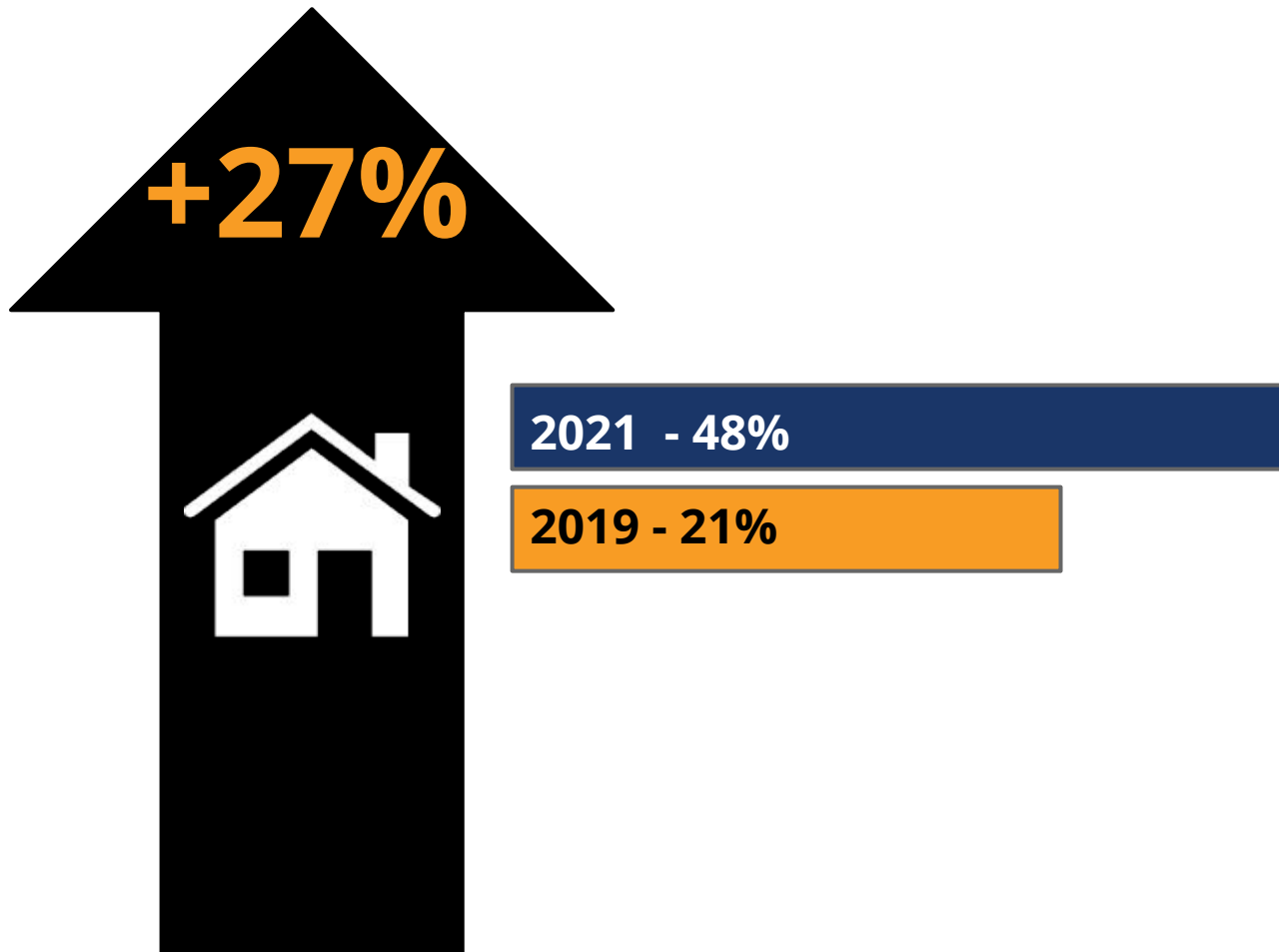
2021 - 86%

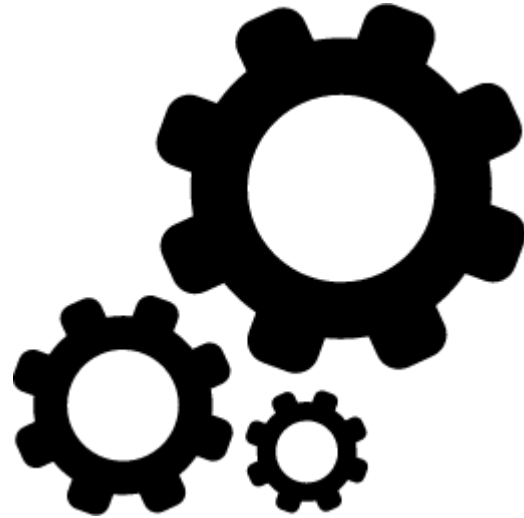
2019 - 67%

U.S. - 68%

KC Region - 63%

WHAT YOU ARE CHARGED FOR WATER AND SEWER UTILITIES





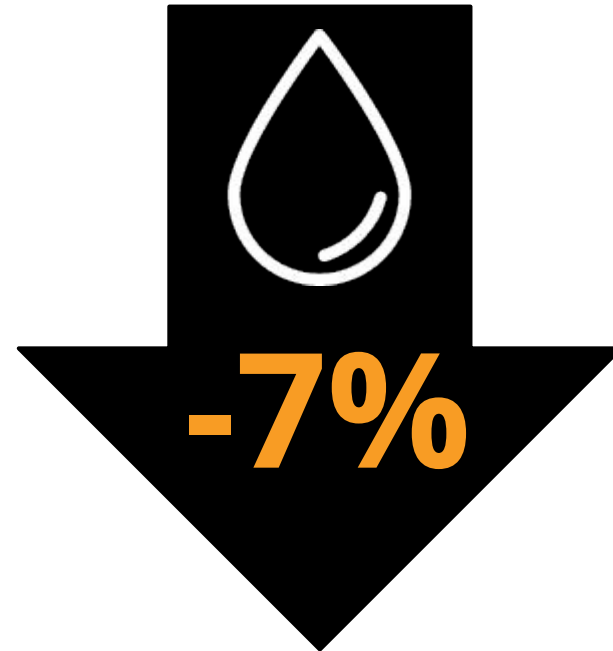
OPPORTUNITIES

TASTE & CLARITY OF WATER

Short term



Long term



TRENDS

2021 - **68%**

2019 - **80%**

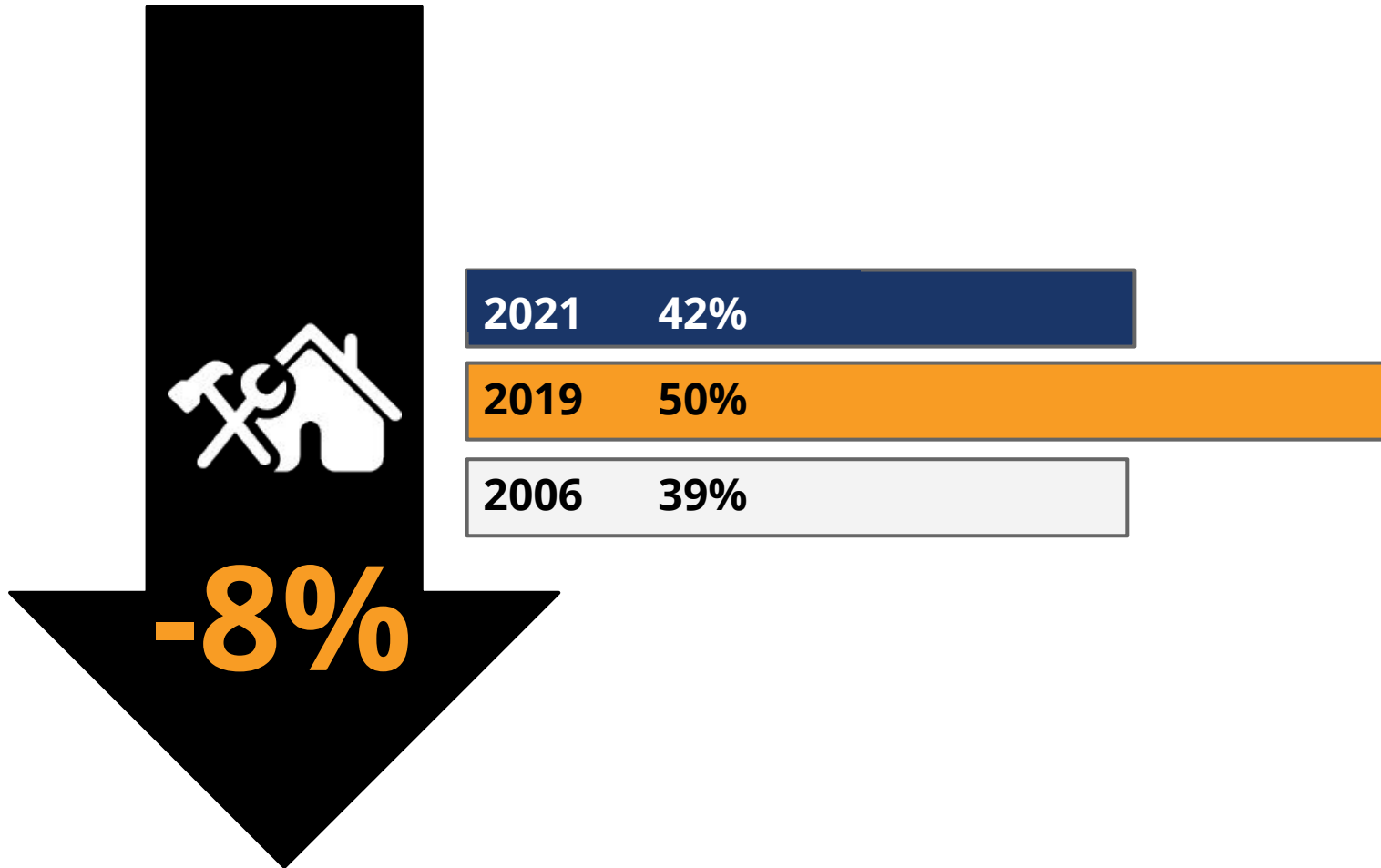
2006 - **75%**

COMPARISONS

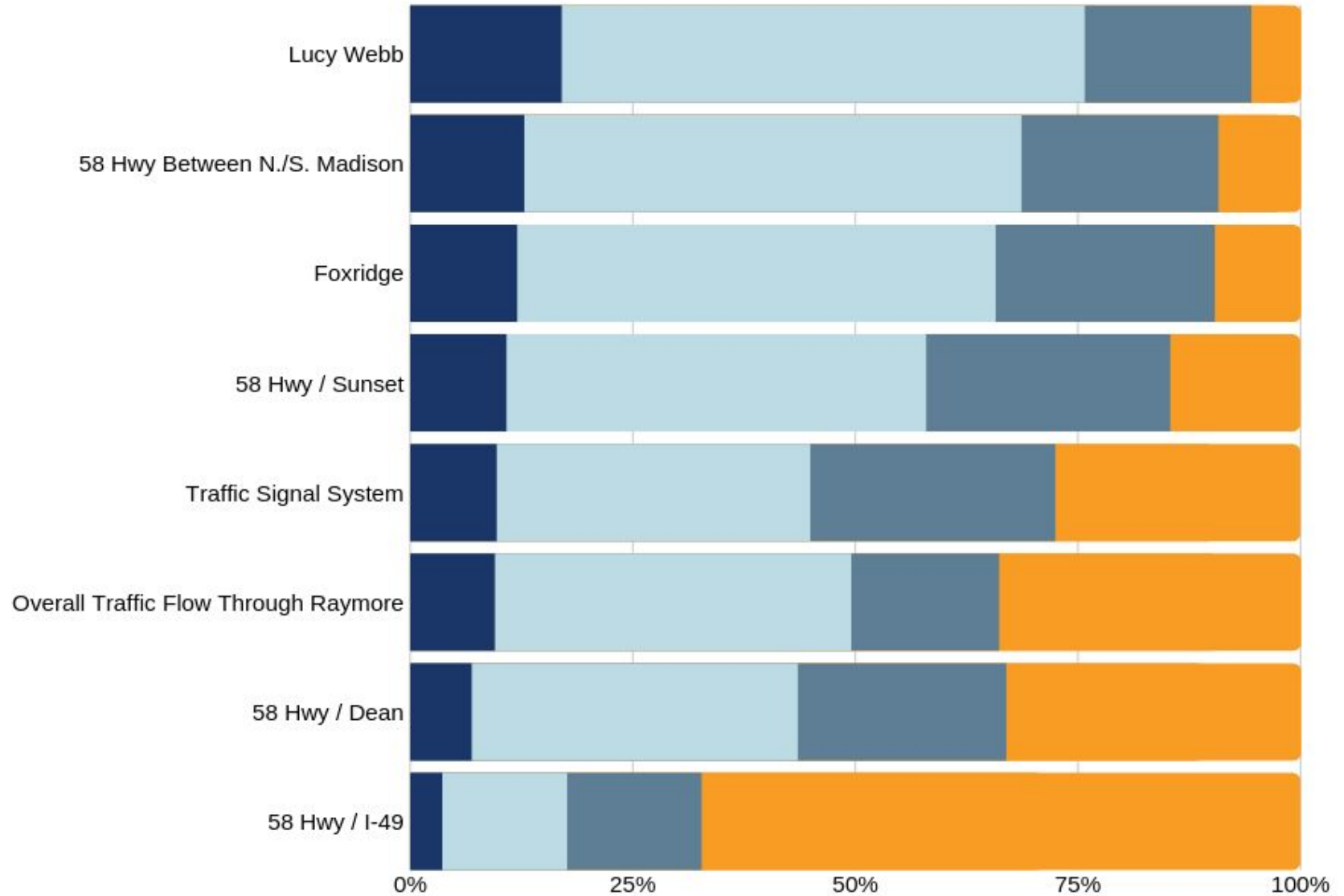
KC Region - **58%**

US - **67%**

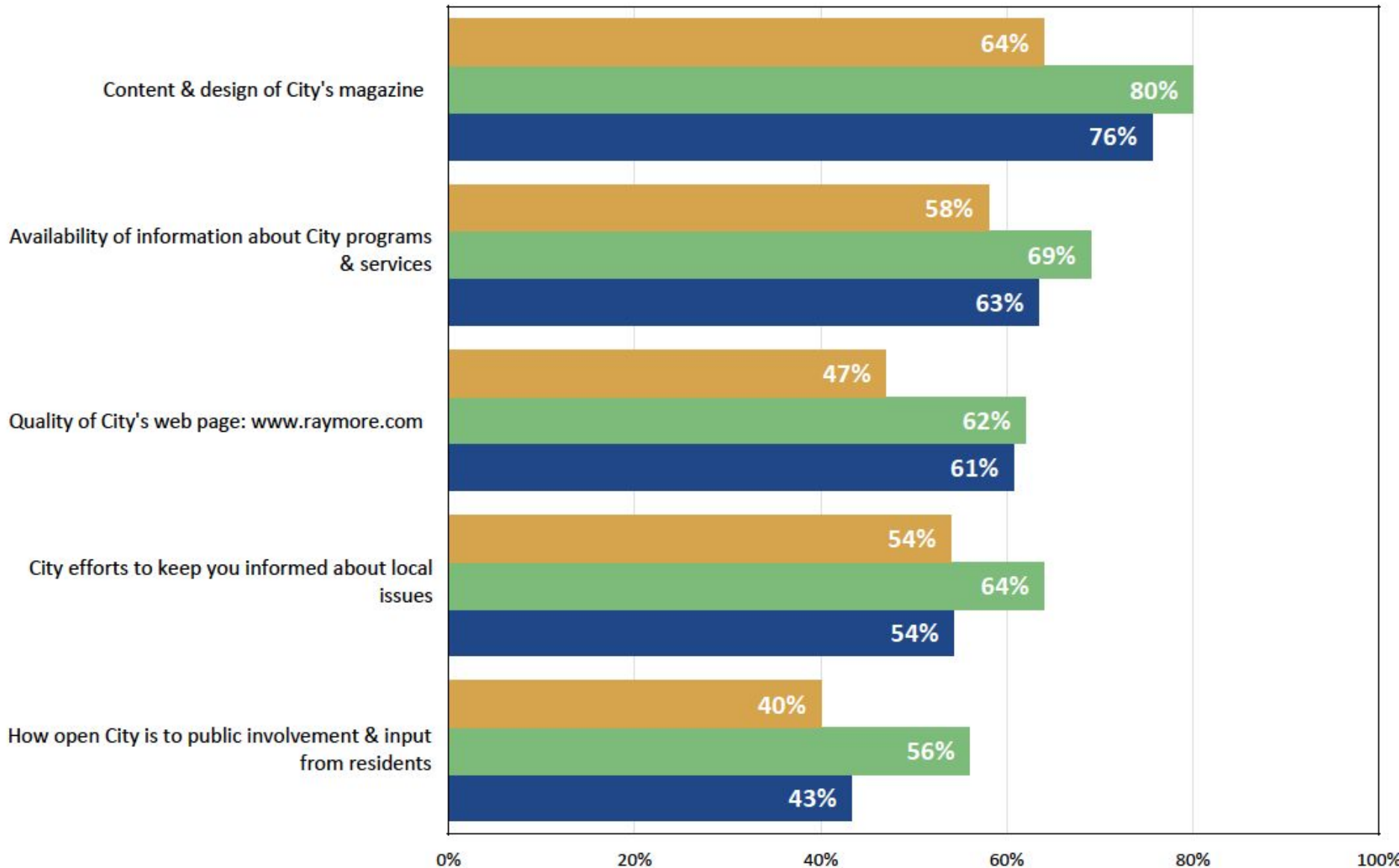
TRAFFIC FLOW ON 58 HIGHWAY



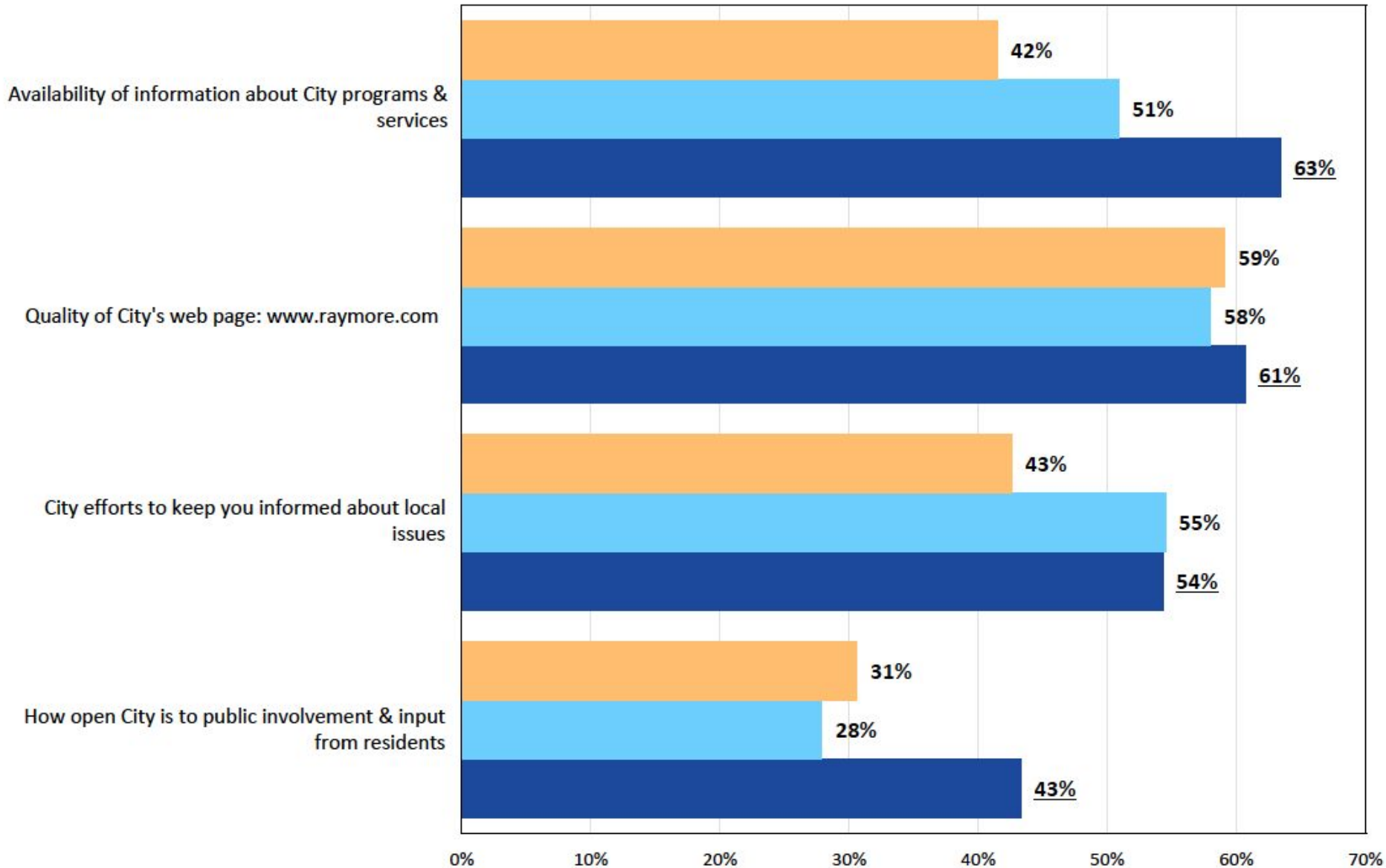
OVERALL TRAFFIC FLOW



COMMUNICATIONS



COMMUNICATIONS



LONG-TERM TRENDS



TOP TREND LIST

INCREASE OF +25%

Snow Removal on Neighborhood Streets (+32%)

Number of walking and biking trails (+31%)

Overall value you receive for tax dollars (+28%)

What you are charged for water/sewer (+27%)

Availability of sidewalks (+25%)

INCREASE OF +20%

Overall quality of services provided by City (+20%)

INCREASE OF +15%

Overall maintenance of streets (+19%)

Landscaping and appearance along streets (+17%)

Quality of Parks & Recreation programs and facilities (+16%)

Enforcement of City Codes for buildings/housing (+16%)

Number of outdoor athletics fields (+16%)

Condition of sidewalks, Overall image of the City, Quality of outdoor facilities, street lighting (+15%)



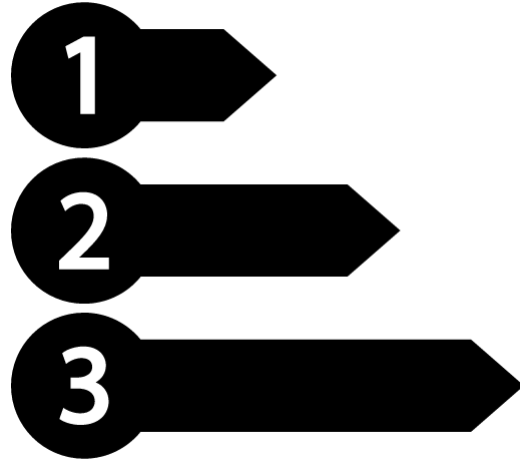
MEETING THEIR NEEDS



98%	SENSE OF SAFETY
94%	QUALITY OF PUBLIC SCHOOLS
89%	TYPES OF HOUSING
88%	PARKS & REC OPPORTUNITIES
87%	SENSE OF COMMUNITY
86%	NEAR FAMILY & FRIENDS
84%	AFFORDABILITY OF HOUSING
69%	ACCESS TO QUALITY SHOPPING
64%	ACCESS TO RESTAURANTS & ENT.
62%	EMPLOYMENT OPPORTUNITIES
60%	TRANSPORTATION OPTIONS
60%	ARTS & CULTURAL ACTIVITIES



**NOT MEETING THEIR
NEEDS**



PRIORITIES

OVERALL CITY SERVICES

VERY HIGH PRIORITY

1. Flow of traffic and congestion management
2. Overall maintenance of city streets

HIGH PRIORITY

1. Visibility of police in retail areas
2. Visibility of police in neighborhoods

MEDIUM PRIORITY

1. Enforcement of codes for buildings/houses
2. Parks & Rec Programs & Facilities
3. City Communication
4. Stormwater Management
5. Emergency Preparedness
6. Public Safety Services
7. Service from City Employees
8. Maintenance of City Buildings

Exceeded Expectation

- Maintenance of City Buildings
- Parks & Rec programs/facilities
- Service from City Employees

Continued Emphasis

- **Public Safety Services**

Less Important

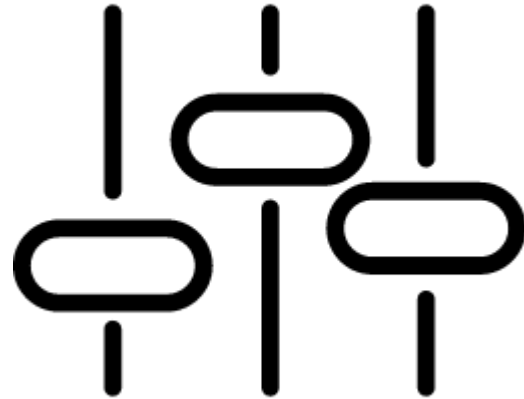
- Stormwater runoff/management
- Enforcement of codes for buildings/houses
- City Communications

Opportunities for Improvement

- **Overall maintenance of City streets**
- **Traffic Flow and Congestion Management**

Satisfaction

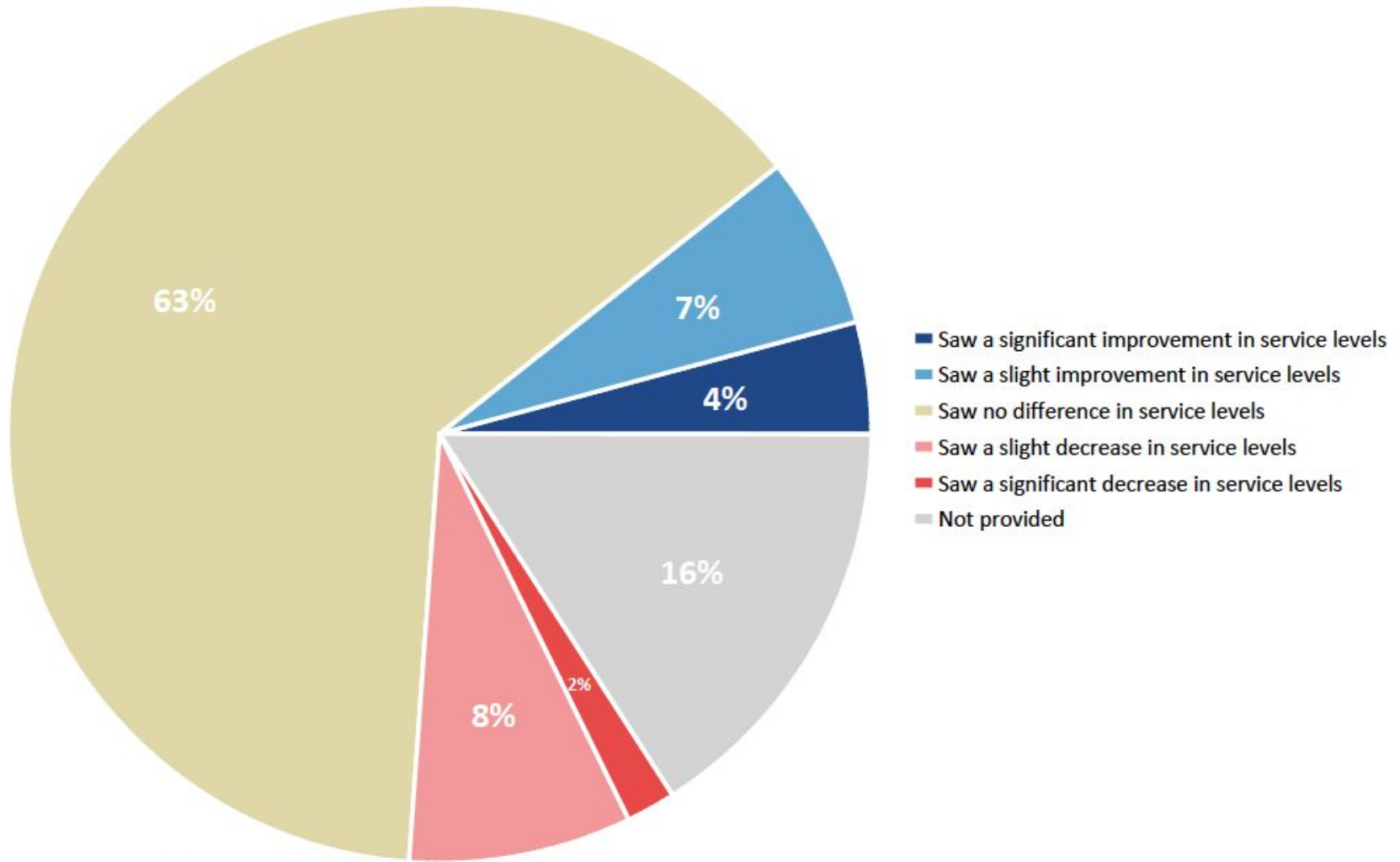
Importance



OTHER ITEMS

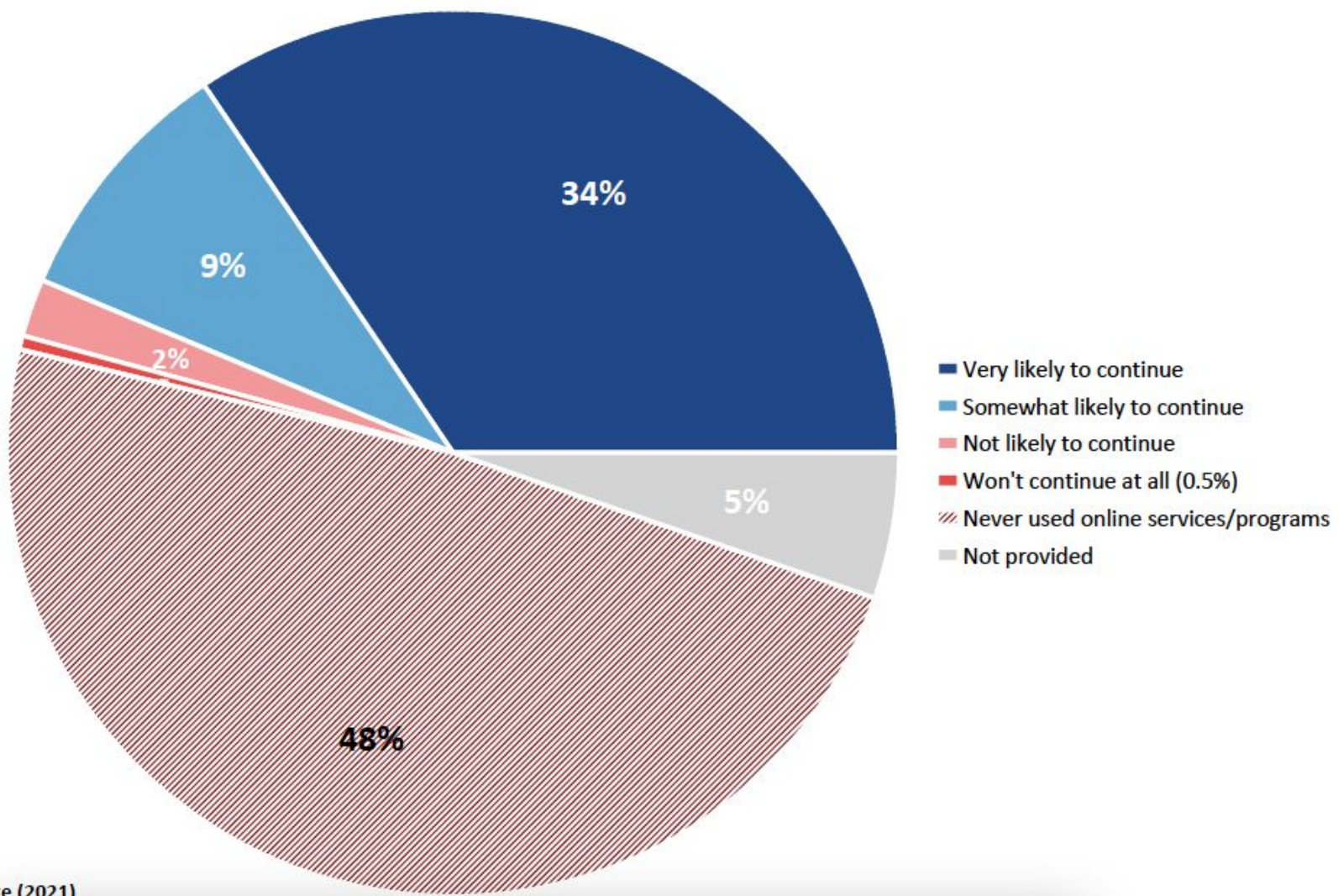
Q23. The COVID-19 Pandemic created a number of challenges for everyone in the community. How would you specifically rate the availability of services from City Hall during 2020?

by percentage of respondents



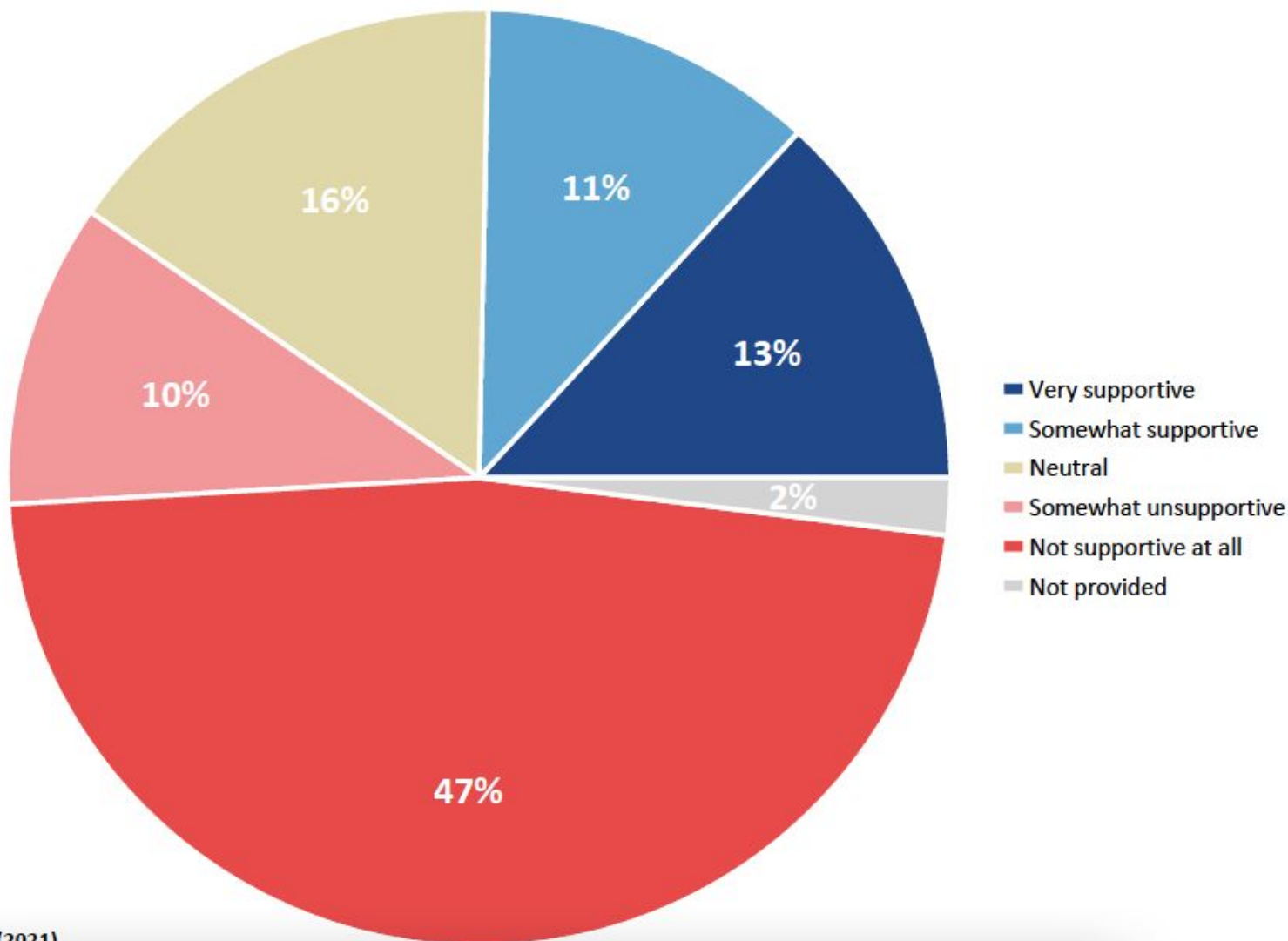
Q24. During COVID-19, the City implemented a number of online service and programming options including online occupational licensing, free online utility bill pay and virtual recreation programs. If you used any of these online services, how likely are you to continue using these online services after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

by percentage of respondents



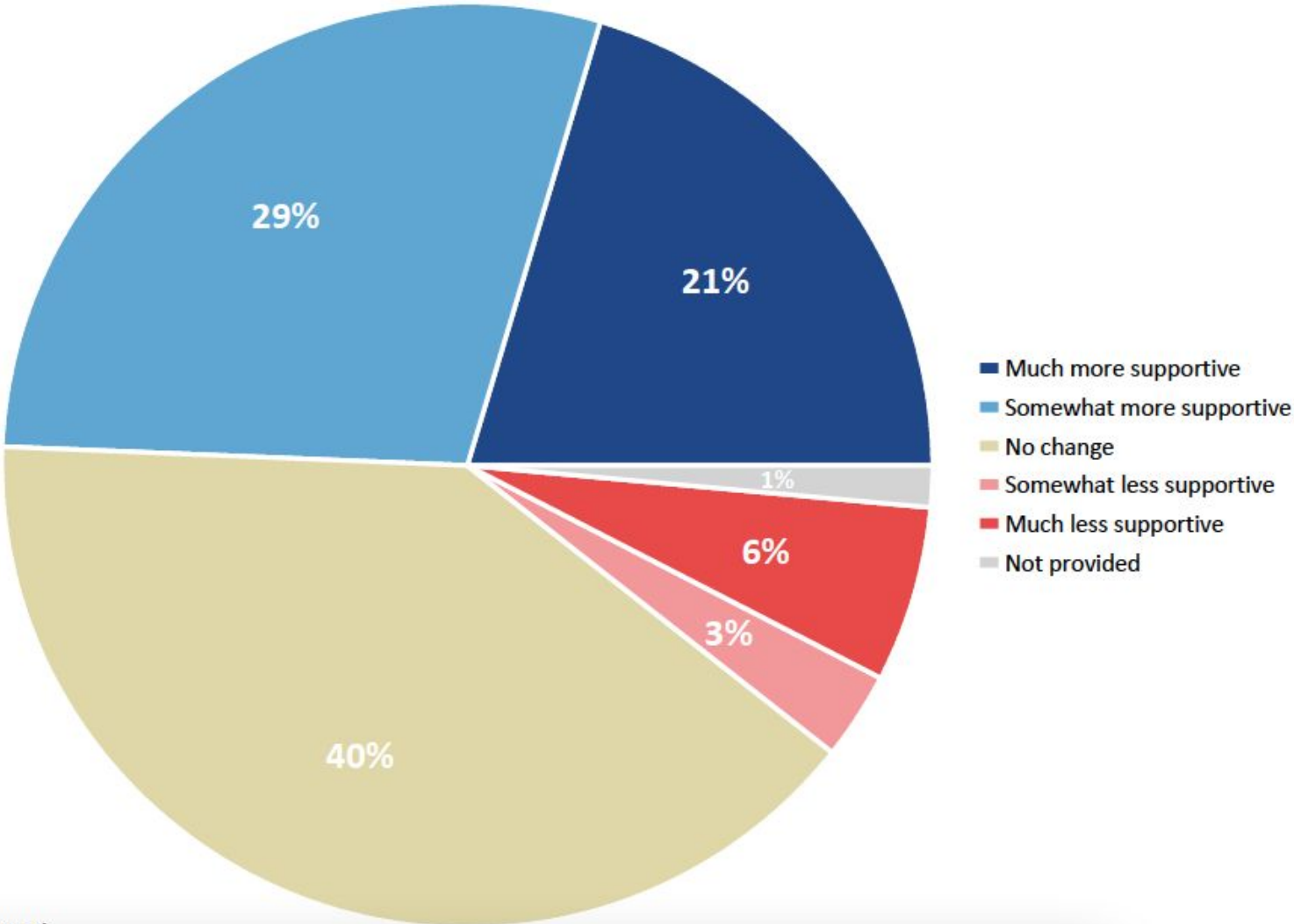
Q25. Currently, shoppers who use online retailers (like Amazon, Wayfair or Chewy) do not pay the same local sales tax as those who choose to shop at locally owned businesses. If the City were to propose a Use Tax that would apply the current sales tax to online shopping, how supportive would you be?

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



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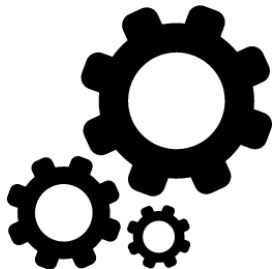
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QUESTIONS?