



2023

City of Raymore, MO

Community Needs Assessment Survey

Findings Report



ETC
INSTITUTE

The background of the page features a photograph of a school building with a curved facade and a brick section. In the foreground, there are several yellow tulips with green leaves. A dark blue semi-transparent rectangle is overlaid on the center of the image, containing the text.

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Executive Summary

2023 City of Raymore Community Survey

Executive Summary

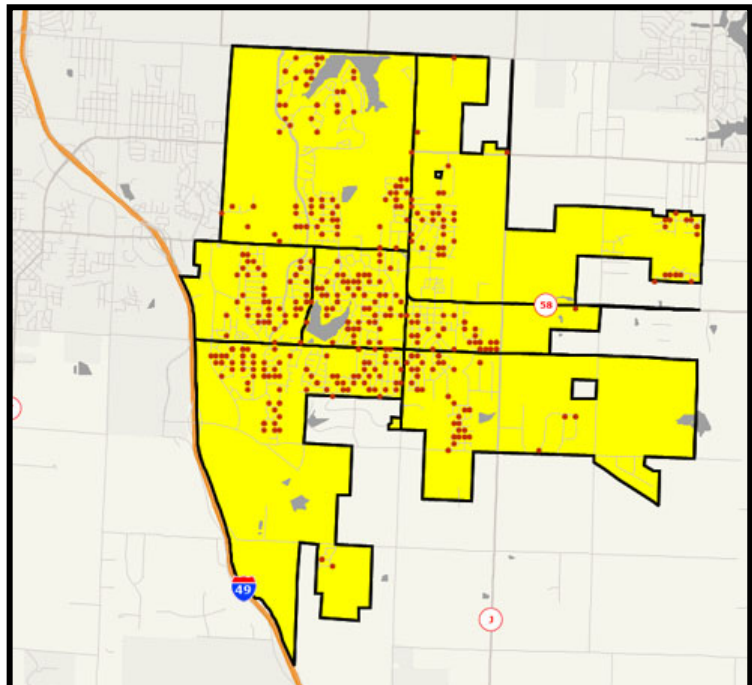
Purpose and Methodology

ETC Institute administered a survey to residents of the City of Raymore during the winter of 2023. 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 six-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).

After the surveys were mailed, ETC Institute followed up with residents 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 435 residents completing the survey. The overall residents for the sample of 435 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,
- answers to open-ended questions
- 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 (88%), overall maintenance of City buildings and facilities (81%), and the overall quality of City parks and recreation programs and facilities (80%).

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 (67%) and the overall flow of traffic and congestion management in the City (67%). 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 (35%) and the overall maintenance of City streets (21%).

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 (81%), overall quality of services provided by the City (78%), and the overall quality of life in the City (75%). Perception of the City items that received the highest dissatisfaction ratings, based on the sum of “poor” and “below average” responses, were: job availability (28%), how well the City is managing growth (28%), and how well the City is planning growth (30%).

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 (86%), how quickly police respond to emergencies (77%), the severe weather preparedness and disaster response planning (75%), and the visibility of police in neighborhoods (71%).

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 (54%), the visibility of police in neighborhoods (45%), and the visibility of police in retail areas (39%).

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 (87%), maintenance of City buildings (79%), maintenance of street signs and traffic signals (77%), and the overall cleanliness of City streets and other public areas (72%). 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 (29%), maintenance of major City streets (21%), street sweeping on City streets (18%), and the overall road conditions (18%).

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 major City streets (44%), maintenance of neighborhood streets (43%), and the adequacy of City street lighting (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 (83%), how close neighborhood parks are to home (78%), and the number of walking and biking trails (72%). 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 (26%), City’s fitness programs (26%), and the quality of indoor recreation/event facilities (17%).

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 (39%), number of indoor recreation/event spaces (28%), and City special events and festivals (27%).

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 (74%) and the quality of the City’s webpage (62%). Twenty-three percent (23%) of residents surveyed were either very dissatisfied or dissatisfied with how open the City is to public involvement and receiving input from residents and 17% were either very dissatisfied or dissatisfied with the City’s efforts to keep residents informed about local issues.

Methods residents prefer to use to receive information about the City, based on the sum of respondents’ top three choices, were: City brochures and mailers (58%), website (56%), and The Review (52%).

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 (80%), water pressure in the home (75%), and how easy water/sewer bills are to understand (75%). 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 (15%), and water pressure in homes (14%).

Majority (92%) 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.” Seventy-nine percent (79%) of residents 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 (55%), enforcing maintenance of business property (49%), and enforcing sign regulations (51%). 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) (25%).

City’s Customer Service. Over a third (35%) of respondents contacted the City with a question, problem, or complaint during the past year. Of those respondents, 64% contacted the City via phone, 14% contacted the City via e-mail, 13% contacted the City in-person, 9% contacted the City via Report-A-Concern/website, and 1% contacted the City via social media. Residents that had indicated they have contacted the City during the past year (35%) were asked to rate their satisfaction with the customer service they had received. Eighty percent (80%) were either very satisfied or satisfied with how courteously they were treated and 80% 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 (69%), the general flow of traffic on Foxridge (59%), and the availability of pedestrian walkways (59%). 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 (72%), the availability of public transportation (45%), and the overall traffic flow on 58 Highway through Raymore (49%).

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 of free musical performances/events (48%) and the quality and variety of City-sponsored public art (42%).

Feelings of Safety in the City

Most (96%) residents surveyed feel either very safe or safe in their neighborhood during the day, 84% of residents surveyed feel either very safe or safe in their neighborhood after dark, 69% of residents surveyed feel either very safe or safe in commercial and retail areas in the City, and 67% 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 (45%) responded environmental factors (well-lit areas, etc.) influence how safe they feel in the City, 37% indicated police activities and response time influences how safe they feel, 12% indicated something not related to the City (past victim, neighbors, etc.) influences how safe they feel in the City, and 6% 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, 12% 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. Fifty percent (50%) of residents think dilapidated buildings/houses are either a minor or major problem and 49% think boats/trailers/motor homes in unauthorized areas are either a minor or major problem. Seventy-five percent (75%) of residents indicated that graffiti is not a problem and 63% indicated abandoned vehicles are not a problem.
- 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-five percent (25%) of residents surveyed are either very supportive or somewhat supportive, 16% are neutral, and 59% are either somewhat unsupportive or not supportive at all.
 - 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, 43% would not change their level of support, and 8% would be either somewhat less or much less supportive.

- 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 (100%), access to restaurants and entertainment (94%), and types of housing available (94%). 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 (44%), employment opportunities (35%), and the availability of cultural activities and arts (26%).
 - Almost all (94%) of respondents indicated they need to feel a sense of safety in the City of Raymore is being met.
 - Nine out of ten (91%) residents indicated their need to be near family or friends was being met.
 - Eighty-five percent (85%) of respondents feel their need for quality public schools is being met.
 - Eighty-five percent (85%) of respondents feel their need for a sense of community is being met.
 - Forty-seven percent (47%) of residents indicated their need for access to transportation options is not being met.
- Nearly two-thirds of respondents (65%) either “agree” (38%) or “strongly agree” (27%) with the statement “The City of Raymore has provided Raymore residents with consistent and timely updates related to proposed actions and events in opposition to a proposed landfill”.

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 39 of the 43 areas that were assessed (based on sum of “satisfied” and “very satisfied” responses). The City of Raymore rated significantly higher (with a difference of 5% or more) than the National Average in 37 of these areas. Listed below are the comparisons between the City of Raymore and the National Average.

Question	Raymore	U.S.	Difference	Category
Customer service provided by local government	78%	39%	39%	Major Categories of City Services
Overall quality of police services	86%	53%	33%	Public Safety
Efforts to ensure your community is prepared for emergencies/disasters	75%	43%	33%	Major Categories of City Services
Parks and recreation programs and facilities	80%	49%	31%	Major Categories of City Services
Overall quality of local governmental services in your community	78%	49%	29%	Perceptions of the City
Effectiveness of communication by local government	66%	37%	29%	Major Categories of City Services
Snow removal on major city streets	87%	58%	29%	City Maintenance
Snow removal on neighborhood streets	72%	47%	25%	City Maintenance
Maintenance of public buildings and facilities	79%	56%	24%	City Maintenance
Public Safety Services	88%	65%	23%	Major Categories of City Services
Image of your community	75%	53%	22%	Perceptions of the City
Animal control services	71%	49%	22%	Enforcement of Codes and Ordinances
How quickly police respond to emergencies	77%	56%	21%	Public Safety
Overall value that you receive for your City taxes and fees	54%	33%	21%	Perceptions of the City
Usefulness of your city’s website	62%	42%	20%	City Communication
Cleanliness of streets and public areas	72%	53%	19%	City Maintenance
Visibility of police in neighborhoods	71%	54%	17%	Public Safety
Stormwater management and flood control	66%	50%	17%	Major Categories of City Services
Efforts by police to prevent crime	65%	49%	16%	Public Safety
Taste of tap water	74%	59%	15%	Water and Solid Waste Services

Overall feeling of safety	81%	66%	15%	Public Safety
Enforcement of local traffic laws	64%	50%	14%	Public Safety
Condition of street signs and traffic signals	77%	63%	14%	City Maintenance
Availability of information about City Programs and Services	60%	46%	14%	City Communication
City efforts to keep you informed about local issues	57%	43%	14%	City Communication
Trash/garbage collection services	80%	68%	13%	Water and Solid Waste Services
Appearance of your community	68%	55%	13%	Perceptions of the City
Maintenance of streets and sidewalks	53%	41%	13%	Major Categories of City Services
How open the City is to public involvement and input from residents	46%	34%	12%	City Communication
Condition of major streets	60%	50%	10%	City Maintenance
Water pressure in your home	75%	66%	9%	Water and Solid Waste Services
Mowing and tree trimming along streets/public areas	63%	55%	8%	City Maintenance
Condition of sidewalks	55%	47%	8%	City Maintenance
Visibility of police in commercial/retail areas	57%	51%	6%	Public Safety
Enforcement of sign regulations	51%	45%	6%	Enforcement of Codes and Ordinances
Adequacy of street lighting in your community	63%	59%	5%	City Maintenance
Condition of streets in your neighborhood	54%	49%	5%	City Maintenance
Enforcement of exterior maintenance of commercial/business property	49%	46%	3%	Enforcement of Codes and Ordinances
Enforcement of mowing and cutting of weeds on private property	46%	46%	0%	Enforcement of Codes and Ordinances
Enforcement cleanup of litter and debris on private property	43%	45%	-2%	Enforcement of Codes and Ordinances
Enforcing maintenance of residential property (exterior of homes)	41%	44%	-3%	Enforcement of Codes and Ordinances
Flow of traffic on city streets in your community	40%	45%	-5%	Major Categories of City Services
How well your community is managing growth	28%	39%	-11%	Perceptions of the City

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 24 of the 44 areas that were assessed. The City of Raymore rated significantly higher than the region's average in 8 of these areas. Listed to the right are the comparisons between the City of Raymore and the Kansas and Missouri Region's Average.

Question	Raymore	KS and MO	Difference	Category
Animal control services	71%	58%	13%	Enforcement of Codes and Ordinances
Snow removal on major city streets	87%	78%	9%	City Maintenance
Overall quality of police services	86%	79%	7%	Public Safety
Appearance of your community	68%	62%	6%	Perceptions of the City
Usefulness of your city's website	62%	56%	6%	City Communication
Image of your community	75%	70%	5%	Perceptions of the City
Overall feeling of safety in your community	81%	76%	5%	Public Safety
Snow removal on neighborhood streets	72%	67%	5%	City Maintenance
Customer service provided by local government	78%	74%	4%	Major Categories of City Services
Stormwater management and flood control	66%	62%	4%	Major Categories of City Services
Maintenance of public buildings and facilities	79%	75%	4%	City Maintenance
Overall quality of local governmental services in your community	78%	75%	3%	Perceptions of the City
Condition of street signs and traffic signals	77%	74%	3%	City Maintenance
Cleanliness of streets and public areas	72%	69%	3%	City Maintenance
How open the City is to public involvement and input from residents	46%	43%	3%	City Communication
Visibility of police in neighborhoods	71%	69%	2%	Public Safety
Condition of sidewalks	55%	53%	2%	City Maintenance
Effectiveness of communication by local government	66%	65%	1%	Major Categories of City Services
Condition of major streets	60%	59%	1%	City Maintenance
Maintenance of streets and sidewalks	53%	53%	0%	Major Categories of City Services
How quickly police respond to emergencies	77%	77%	0%	Public Safety

Efforts by police to prevent crime	65%	65%	0%	Public Safety
Condition of streets in your neighborhood	54%	54%	0%	City Maintenance
Taste of tap water	74%	74%	0%	Water and Solid Waste Services
Parks and recreation programs and facilities	80%	81%	-1%	Major Categories of City Services
Efforts to ensure your community is prepared for emergencies/disasters	75%	76%	-1%	Major Categories of City Services
Enforcement of local traffic laws	64%	65%	-1%	Public Safety
Enforcement of mowing and cutting of weeds on private property	46%	47%	-1%	Enforcement of Codes and Ordinances
Availability of information about City Programs and Services	60%	61%	-1%	City Communication
Public Safety Services	88%	90%	-2%	Major Categories of City Services
Overall value that you receive for your City taxes and fees	54%	56%	-2%	Perceptions of the City
Enforcement cleanup of litter and debris on private property	43%	45%	-2%	Enforcement of Codes and Ordinances
City efforts to keep you informed about local issues	57%	60%	-3%	City Communication
Adequacy of street lighting in your community	63%	67%	-4%	City Maintenance
Enforcement of sign regulations	51%	56%	-5%	Enforcement of Codes and Ordinances
Enforcement of exterior maintenance of commercial/business property	49%	55%	-6%	Enforcement of Codes and Ordinances
Enforcing maintenance of residential property (exterior of homes)	41%	47%	-6%	Enforcement of Codes and Ordinances
Water pressure in your home	75%	81%	-6%	Water and Solid Waste Services
Trash/garbage collection services	80%	87%	-7%	Water and Solid Waste Services
Visibility of police in commercial/retail areas	57%	66%	-9%	Public Safety
Mowing and tree trimming along streets/public areas	63%	73%	-10%	City Maintenance
How well your community is managing growth	28%	48%	-20%	Perceptions of the City
Flow of traffic on city streets in your community	40%	61%	-21%	Major Categories of City Services

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=0.4011)
- The overall maintenance of City streets (I-S Rating=0.3161)

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.

2023 Importance-Satisfaction Rating City of Raymore Overall Satisfaction with City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rati Rank
Very High Priority (IS >.20)						
Overall flow of traffic and congestion management in the City	66%	2	40%	9	0.4011	1
Overall maintenance of City streets	67%	1	53%	8	0.3161	2
High Priority (IS .10-.20)						
Overall enforcement of City codes and ordinances for building/housing	25%	5	53%	7	0.1156	3
Medium Priority (IS <.10)						
Overall effectiveness of City communication with the public	19%	6	66%	5	0.0629	4
Overall quality of City parks and recreation programs and facilities	29%	4	80%	3	0.0588	5
Overall quality of the City’s stormwater runoff/management system	14%	7	66%	6	0.0492	6
Overall quality of public safety services	40%	3	88%	1	0.0474	7
Overall quality of customer service you receive from City employees	6%	8	78%	4	0.0132	8
Overall maintenance of City buildings and facilities	3%	9	81%	2	0.0066	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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders

Satisfaction %:

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

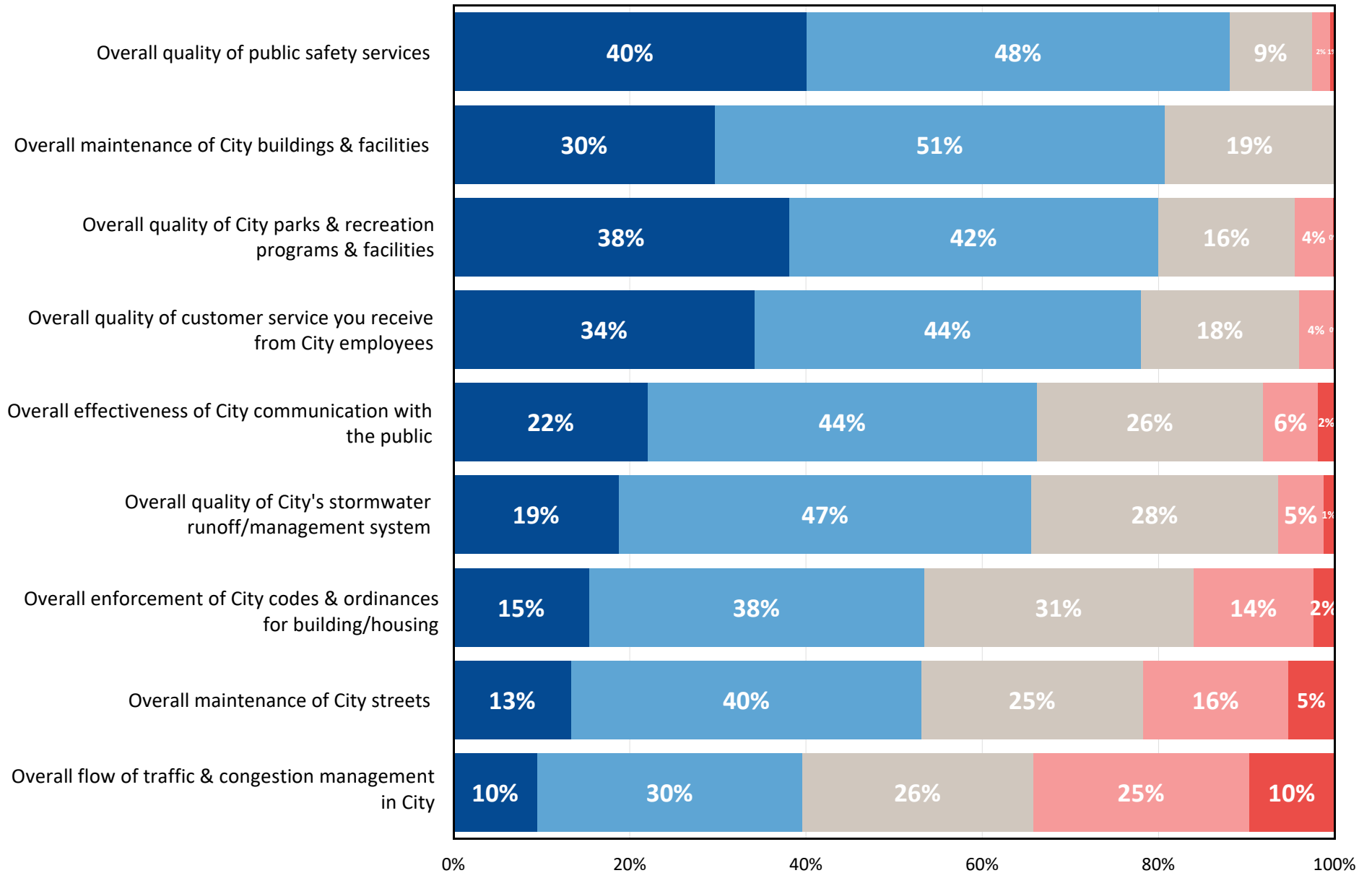
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Charts & Graphs

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")

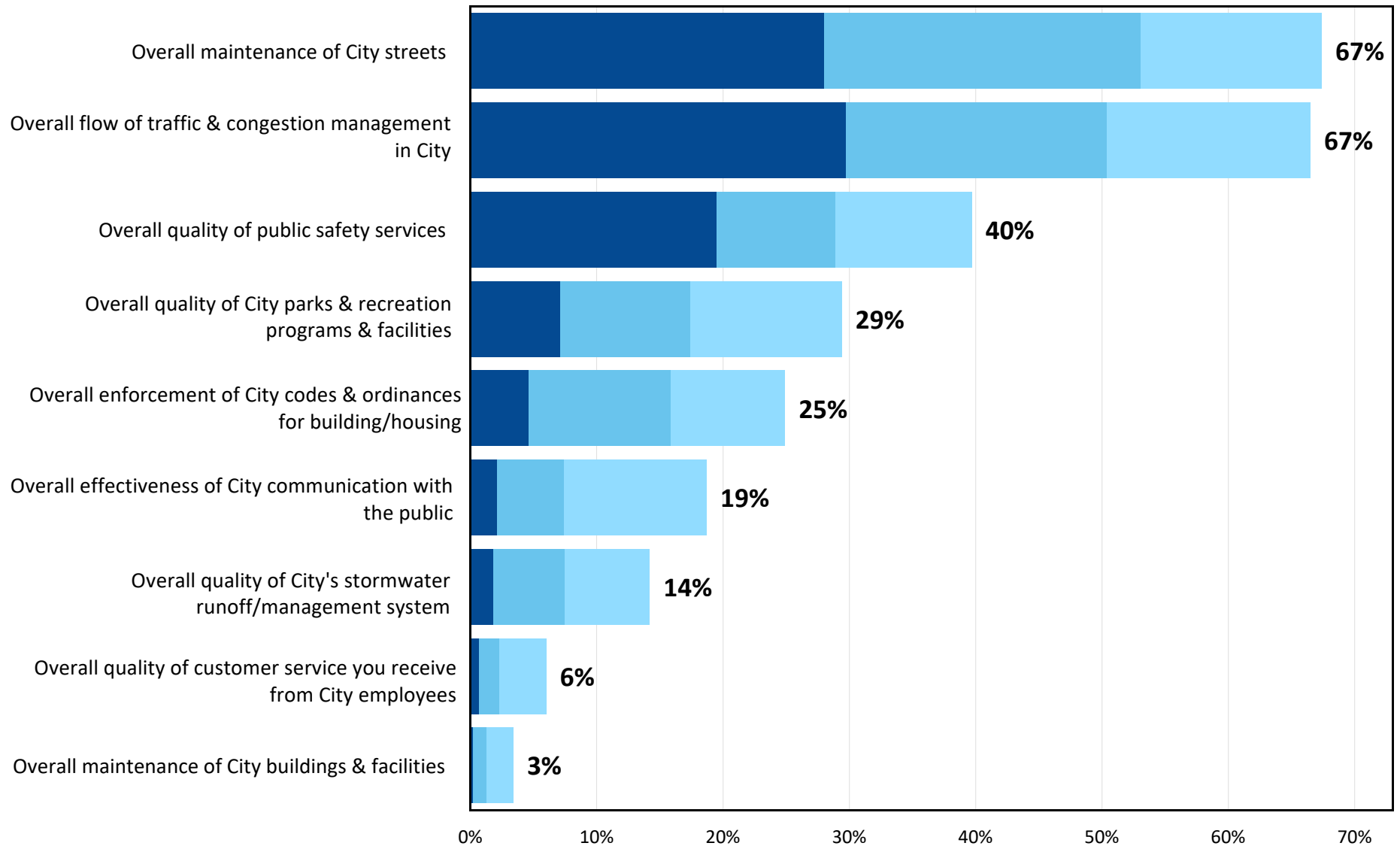


Source: ETC Institute (2021)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

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

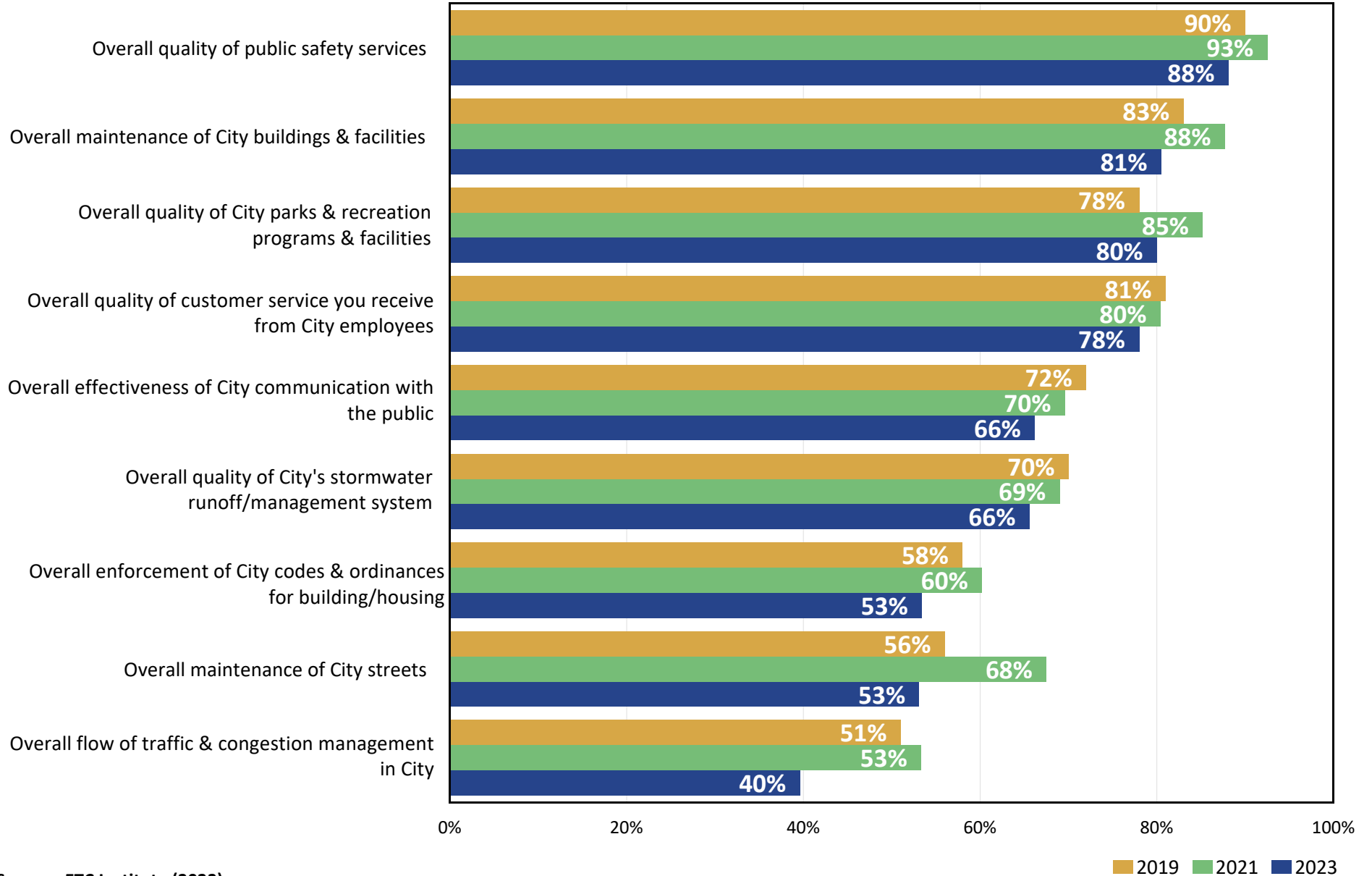


Source: ETC Institute (2023)

■ Most Emphasis ■ 2nd Choice ■ 3rd Choice

Trends: Q1. Overall Satisfaction with Major City Services 2019, 2021, versus 2023

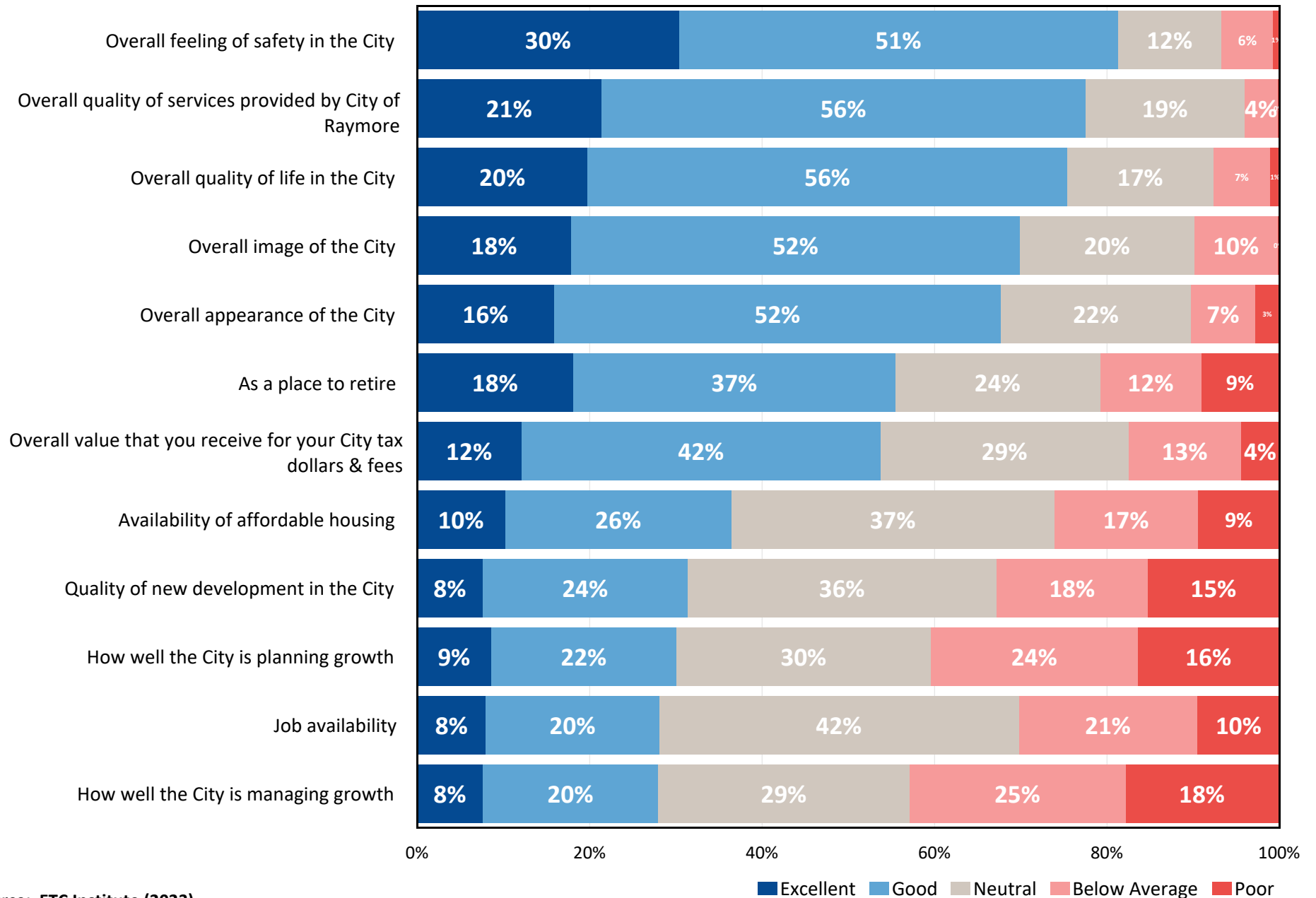
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Source: ETC Institute (2023)

Q3. Residents' Perception of the City of Raymore

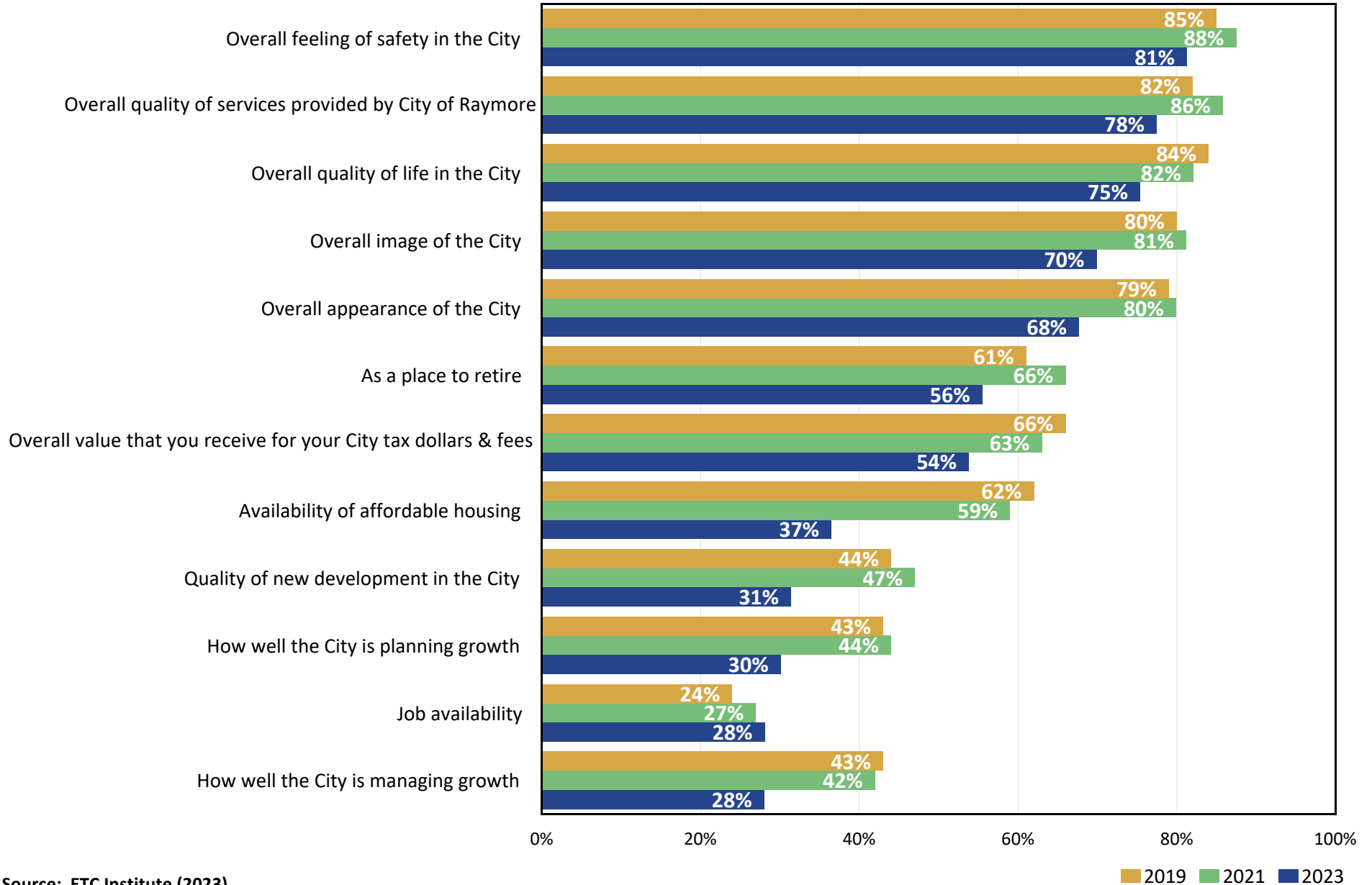
by percentage of respondents using a 5-point scale, where 5 means "excellent" and 1 means "poor" (without "don't know")



Source: ETC Institute (2023)

Trends: Q3. Residents' Perception of the City of Raymore 2019, 2021, versus 2023

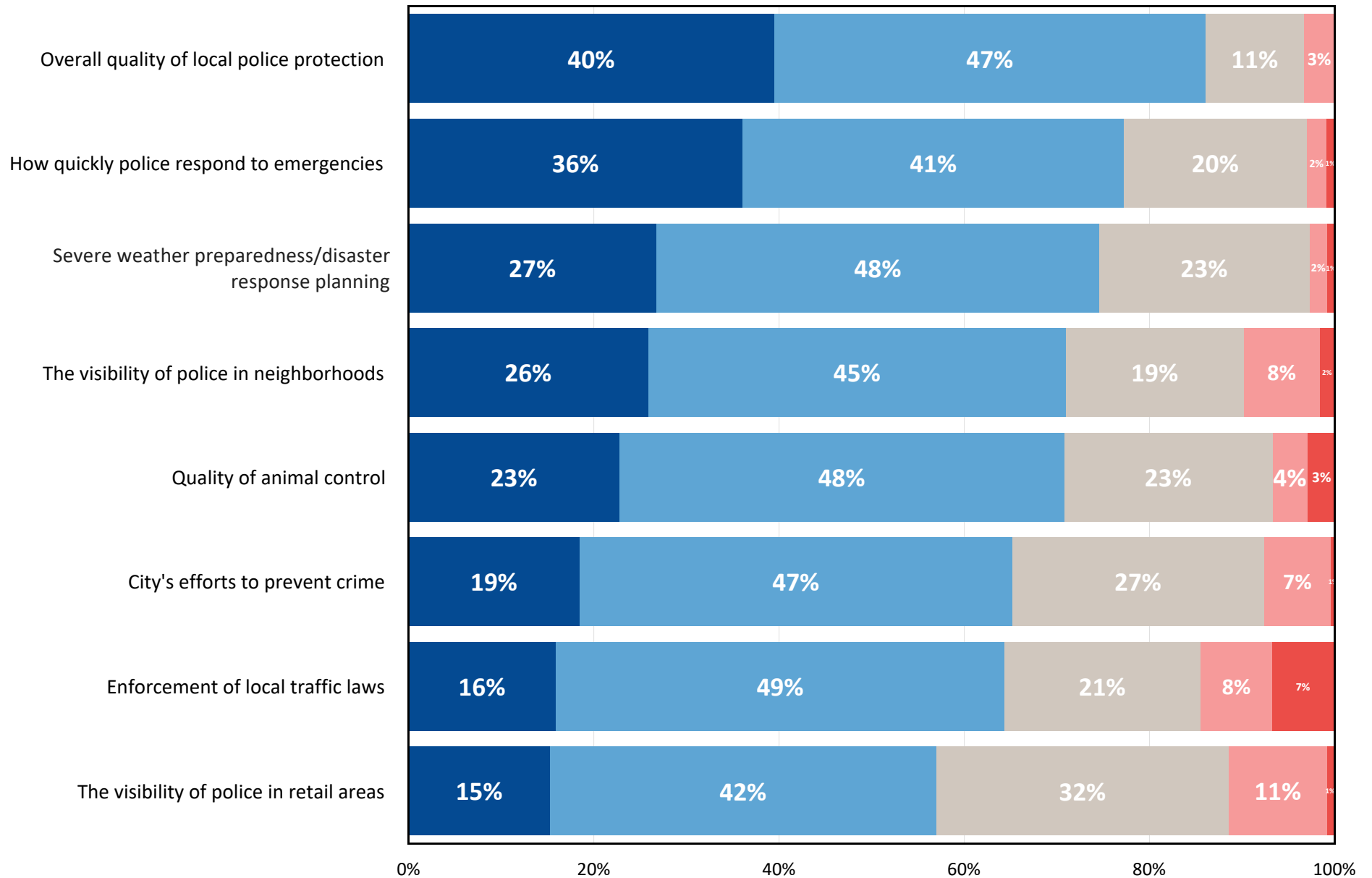
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Source: ETC Institute (2023)

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”)

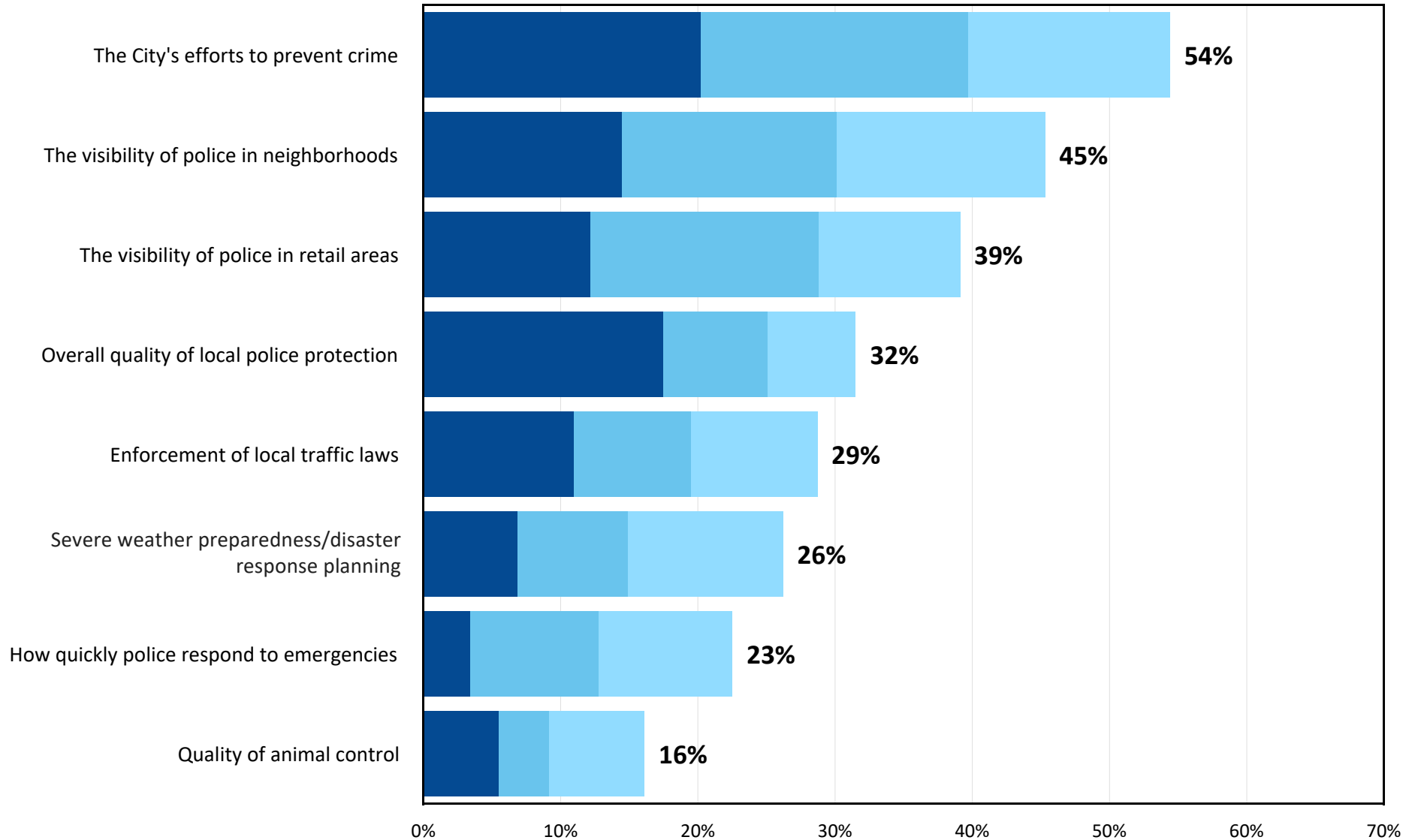


Source: ETC Institute (2023)

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

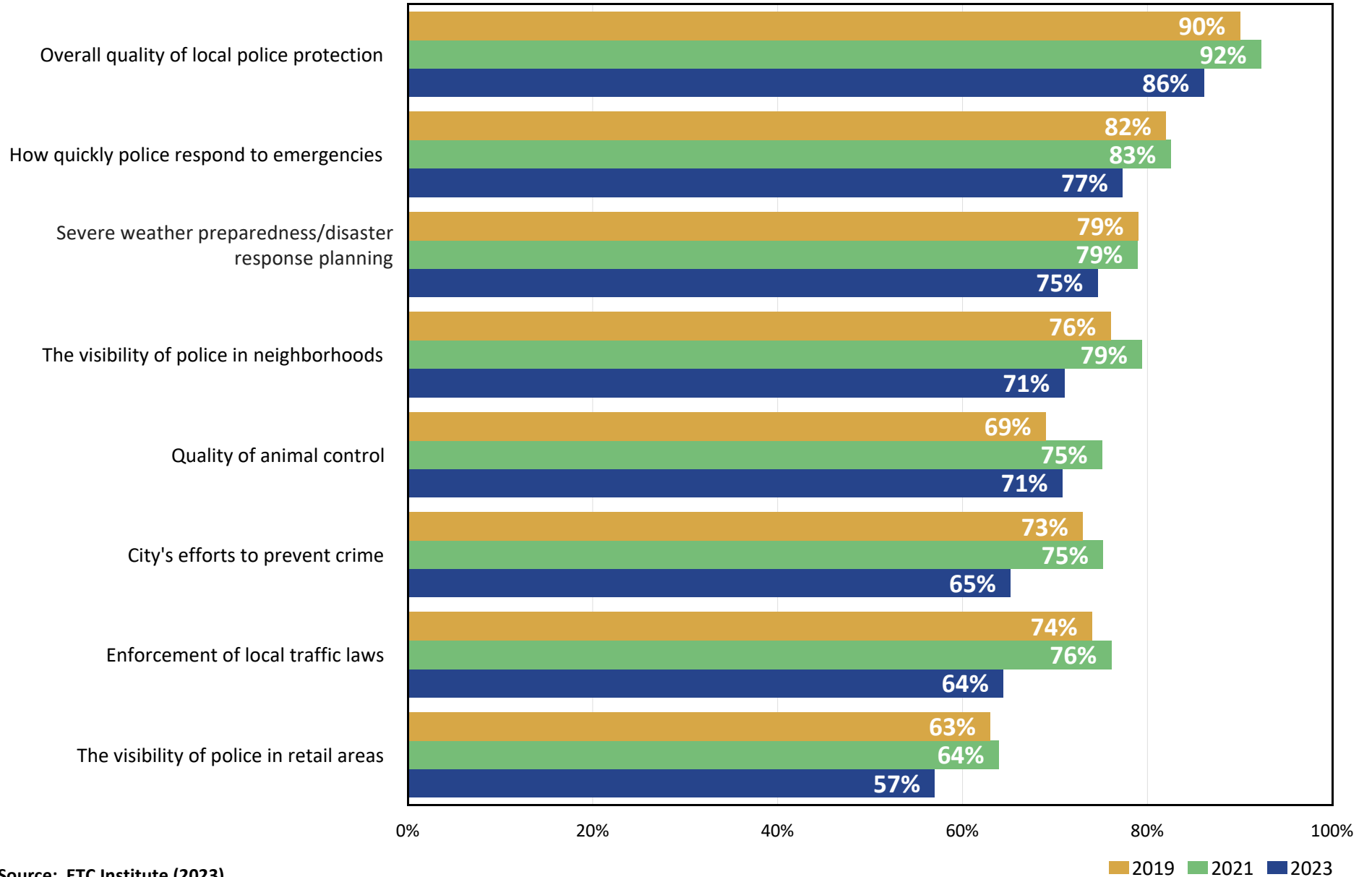


Source: ETC Institute (2023)

■ Most Emphasis ■ 2nd Choice ■ 3rd Choice

Trends: Q4. Satisfaction with Public Safety 2019, 2021, versus 2023

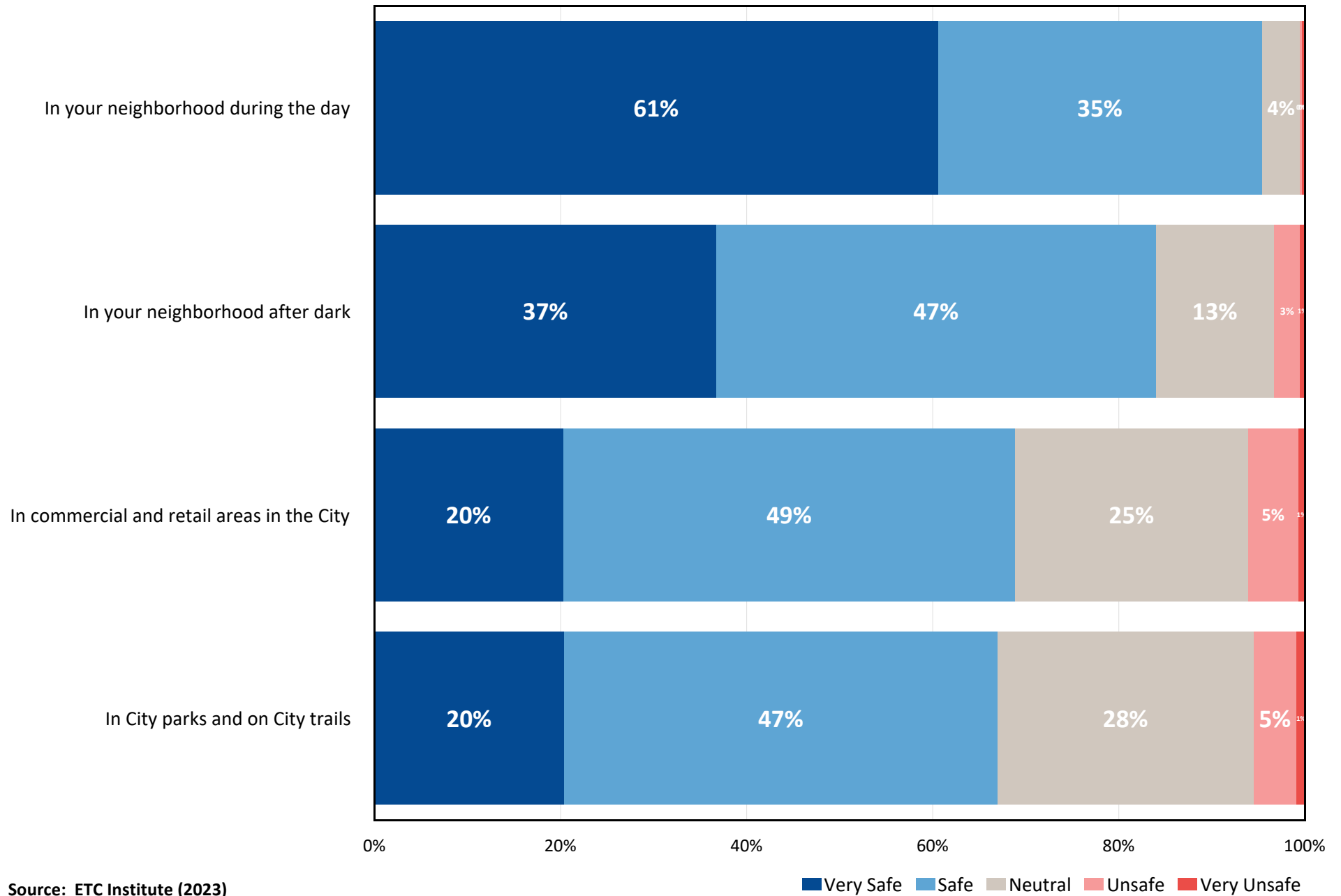
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Source: ETC Institute (2023)

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

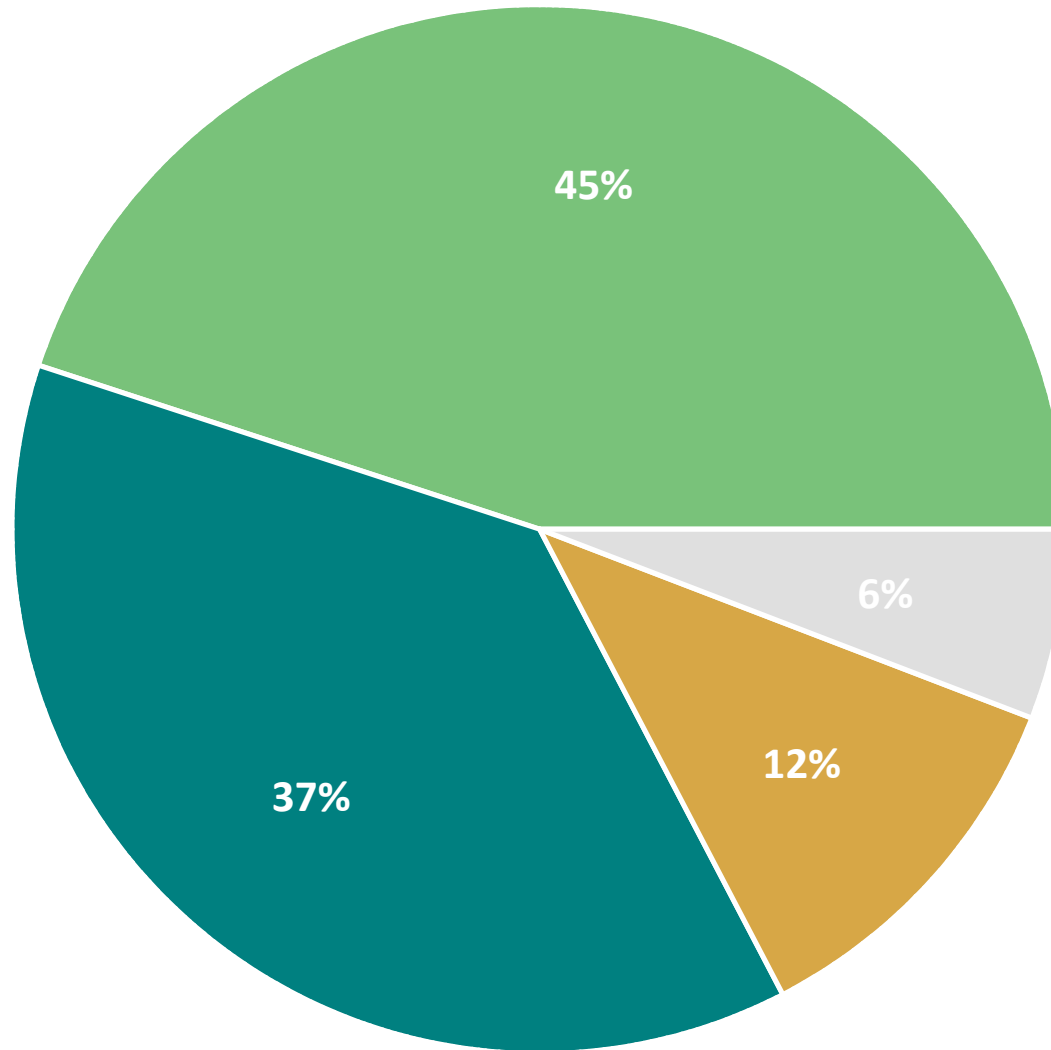
by percentage of respondents using a 5-point scale, where 5 means "very safe" and 1 means "very unsafe" (without "don't know")



Source: ETC Institute (2023)

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

by percentage of respondents

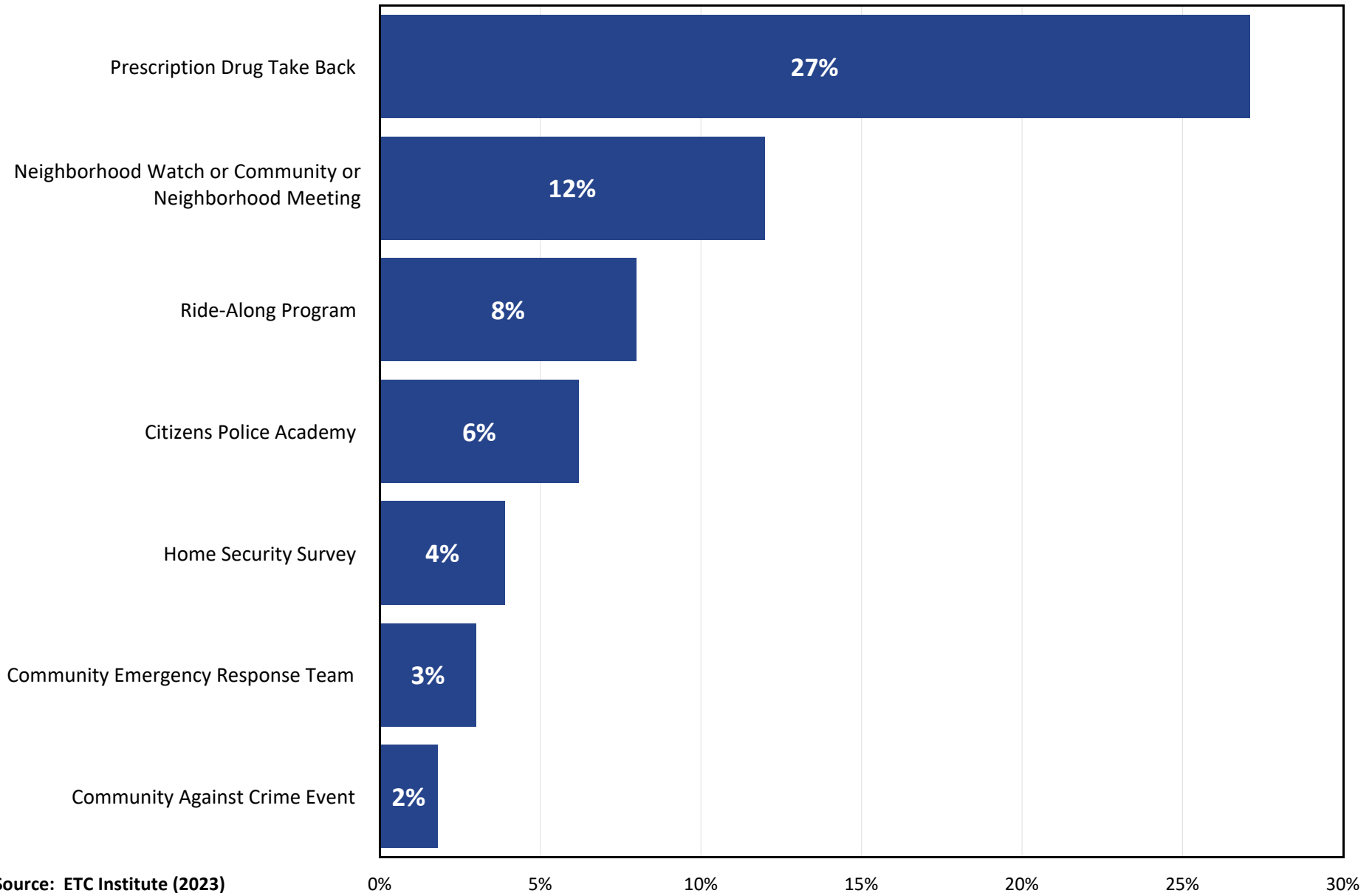


- Environmental factors (well-lit areas, etc.)
- Police activities & response
- Something not related to City (past victim, your neighbors, etc.)
- Not provided

Source: ETC Institute (2023)

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

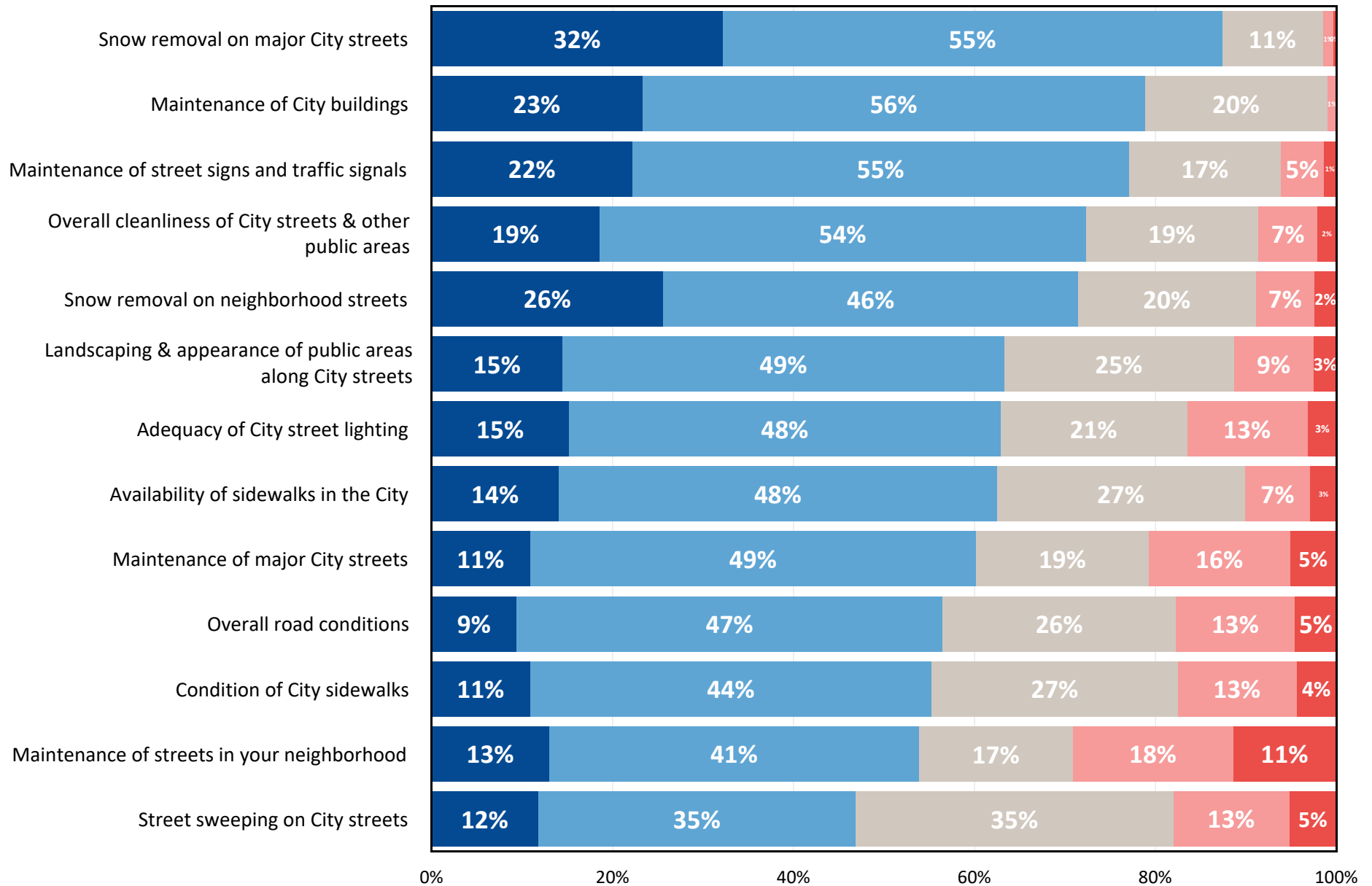
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2023)

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")

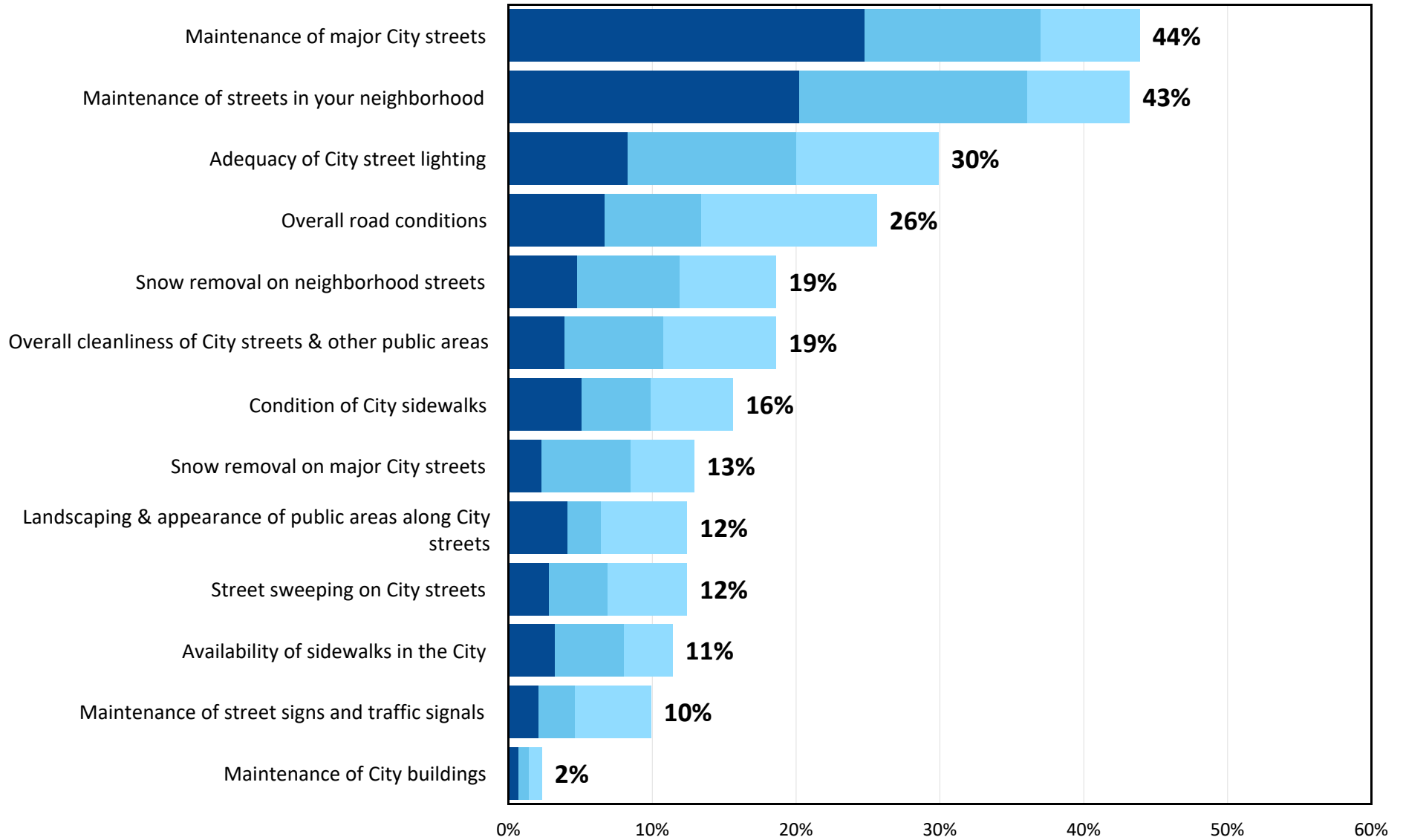


Source: ETC Institute (2023)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

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

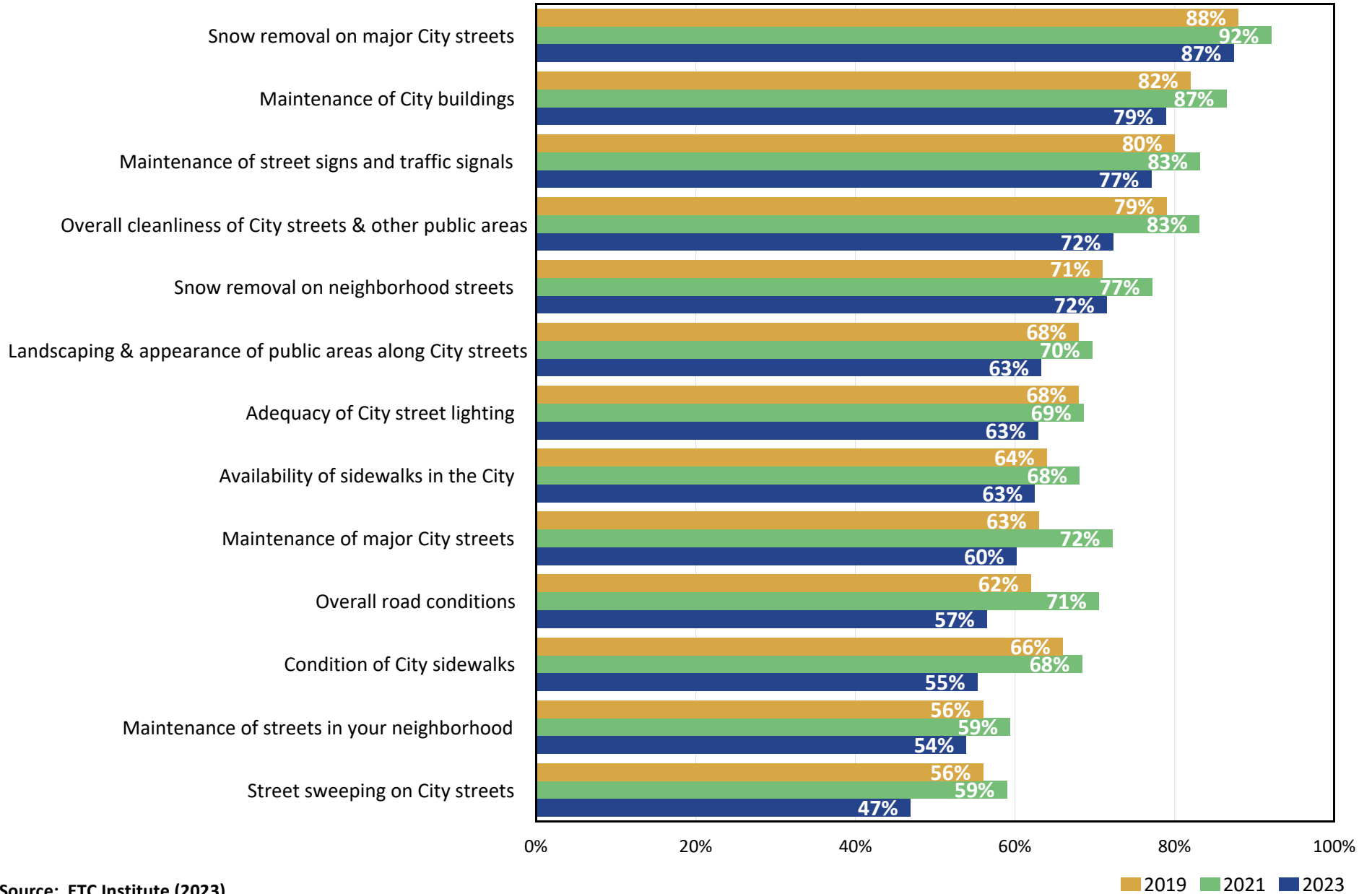


Source: ETC Institute (2023)

■ Most Emphasis ■ 2nd Choice ■ 3rd Choice

Trends: Q9. Satisfaction with City Maintenance/Public Works 2019, 2021, versus 2023

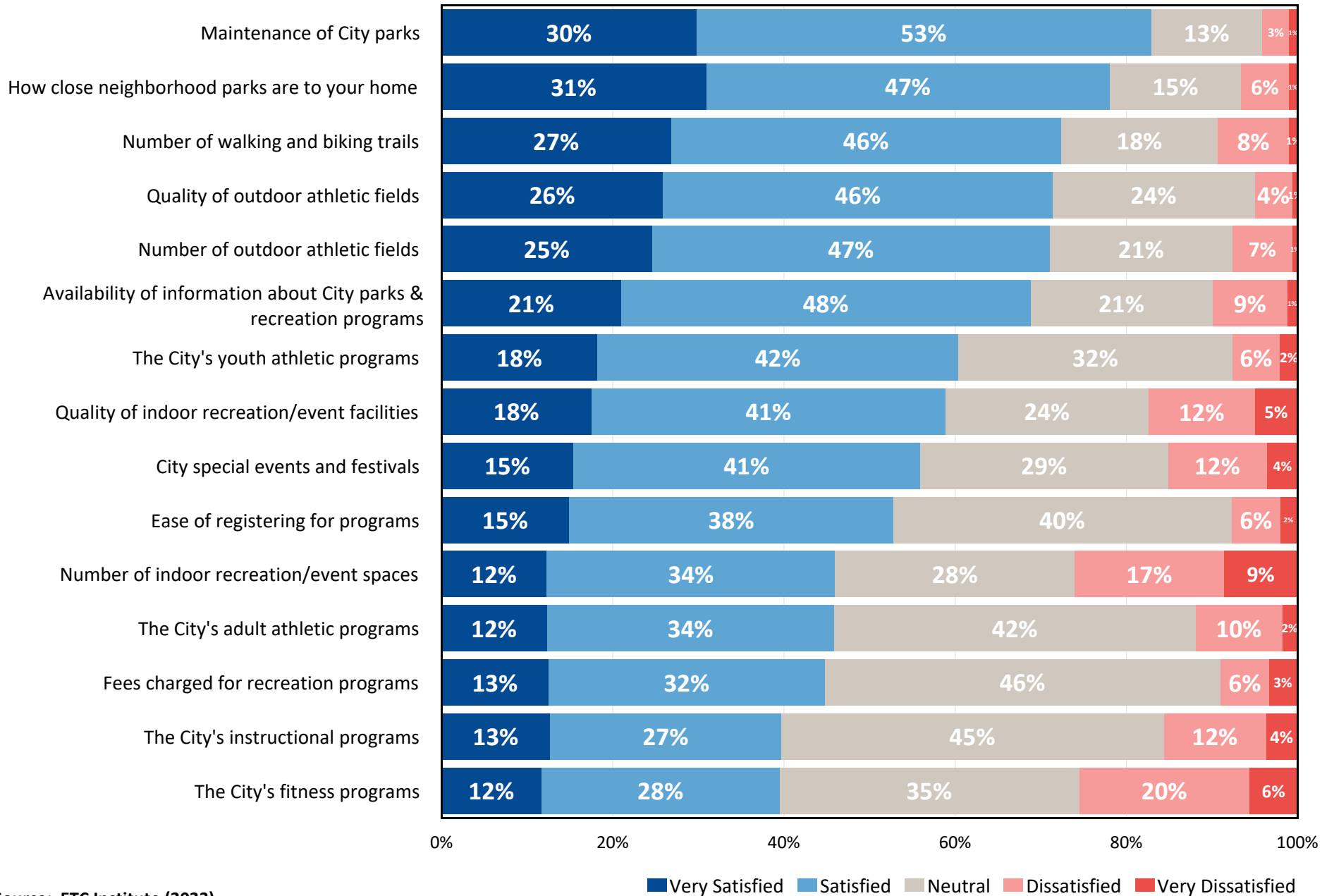
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Source: ETC Institute (2023)

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")

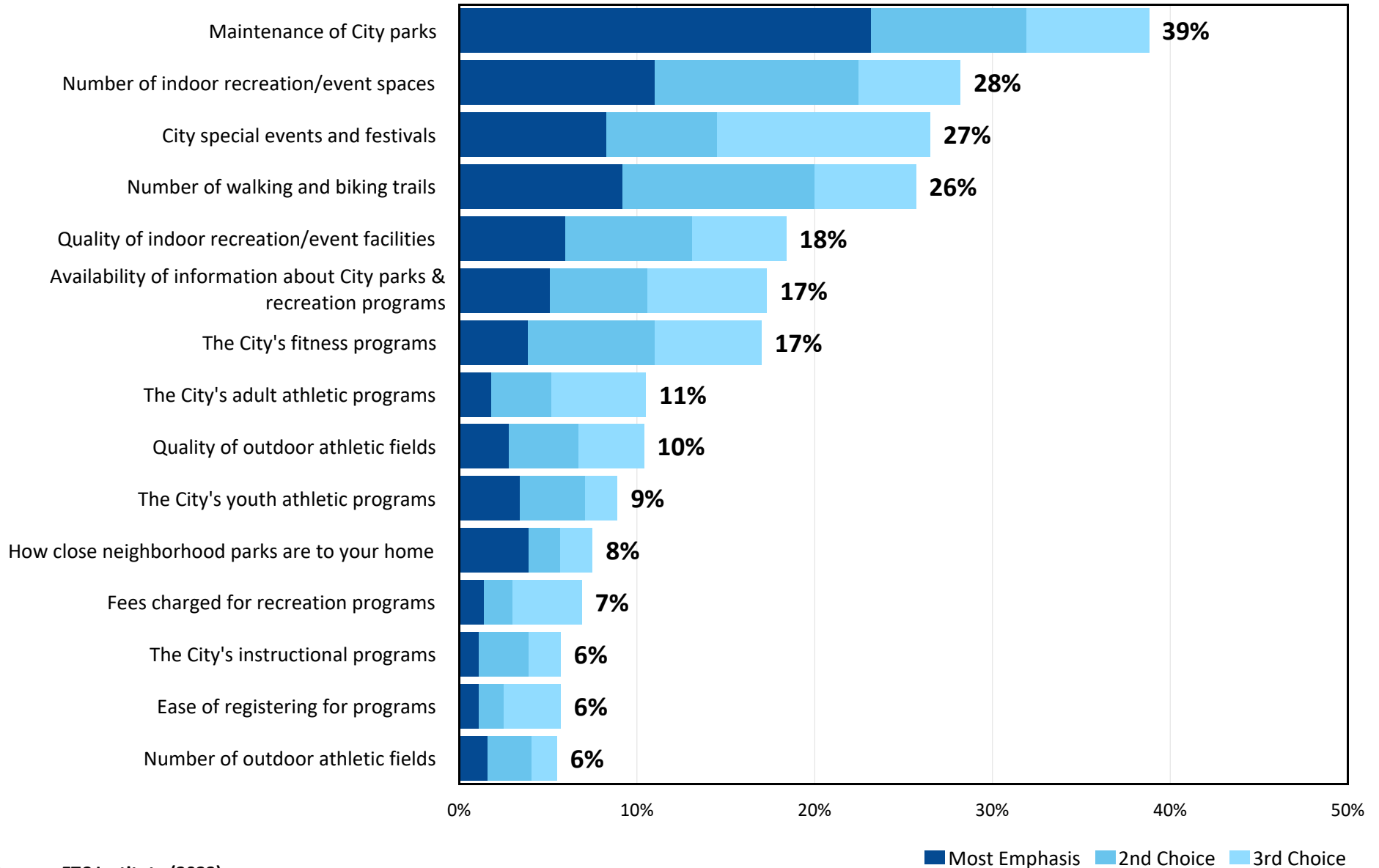


Source: ETC Institute (2023)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

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

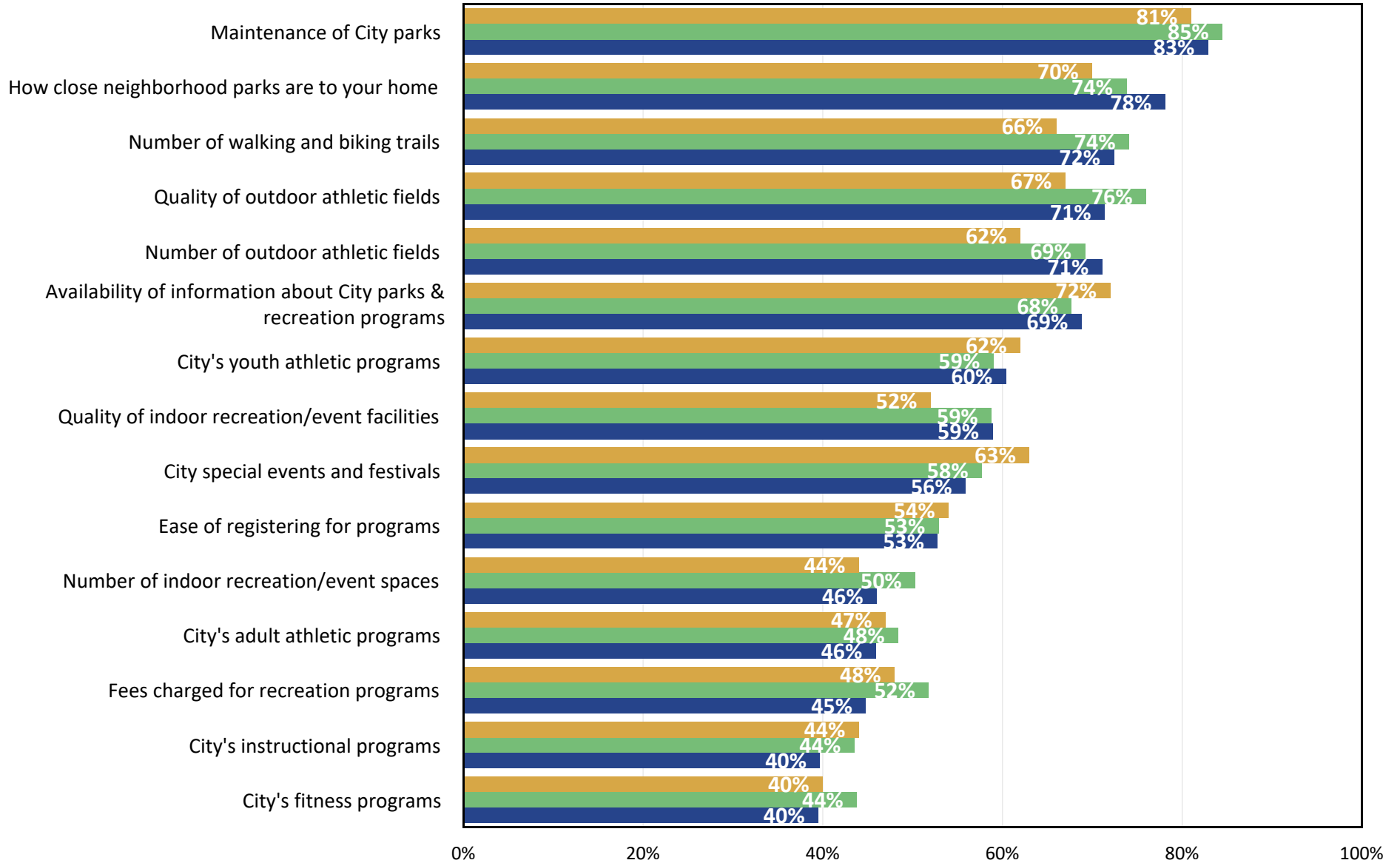
by percentage of respondents who selected the items as one of their top three choices



Source: ETC Institute (2023)

Trends: Q11. Satisfaction with Parks and Recreation 2019, 2021, versus 2023

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

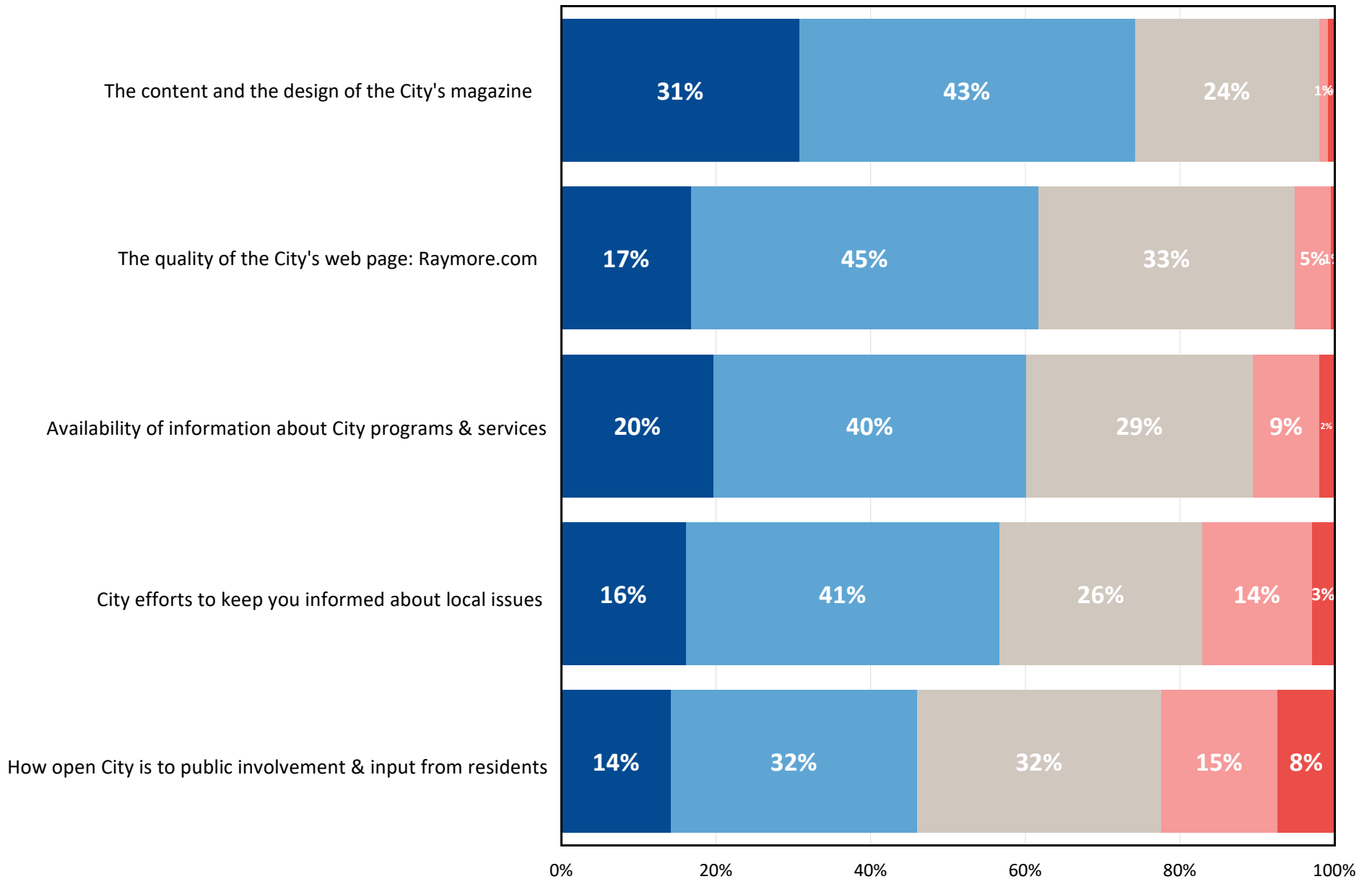


Source: ETC Institute (2023)

2019 2021 2023

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")

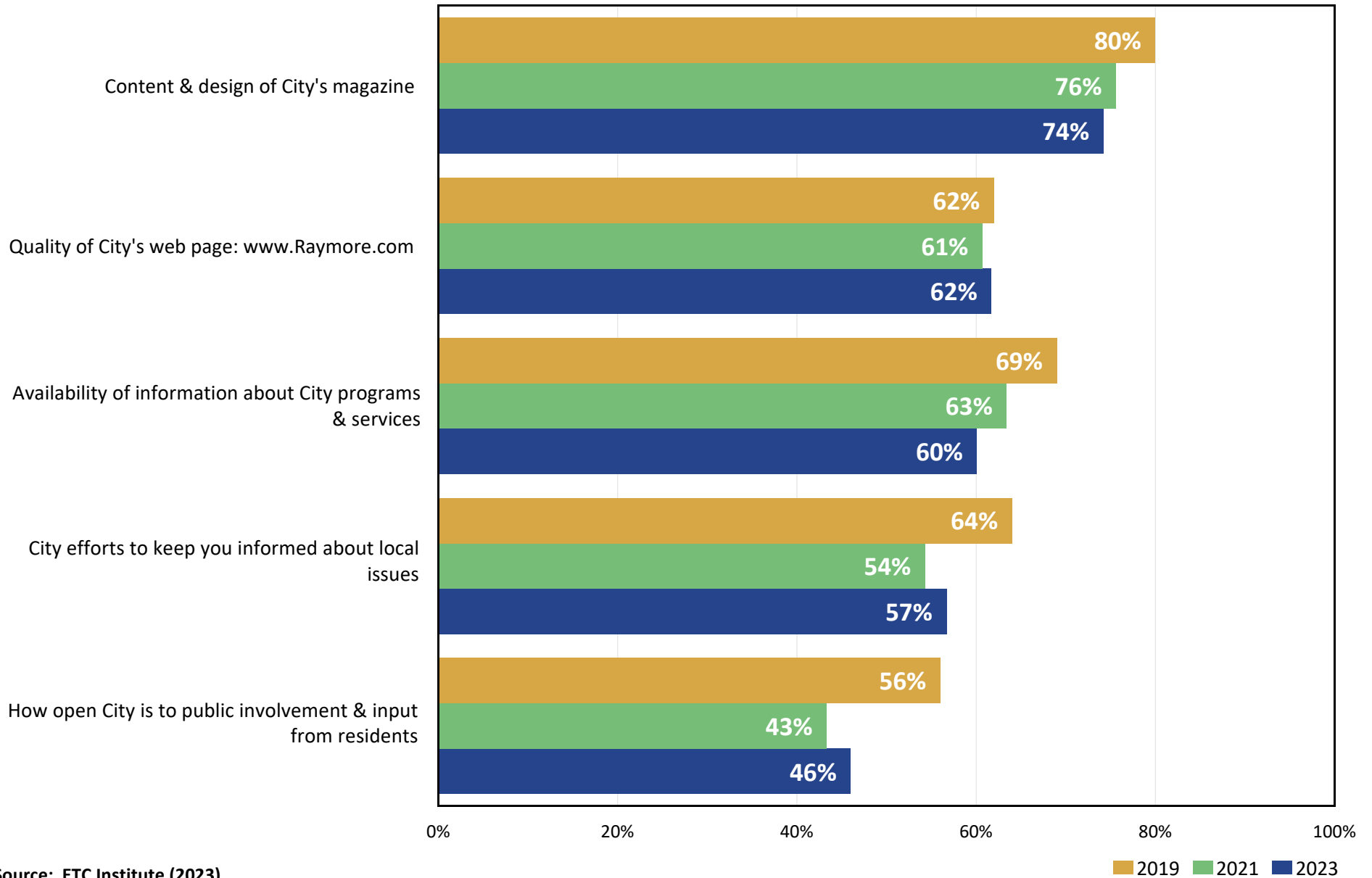


Source: ETC Institute (2023)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Trends: Q13. Satisfaction with City Communication 2019, 2021, versus 2023

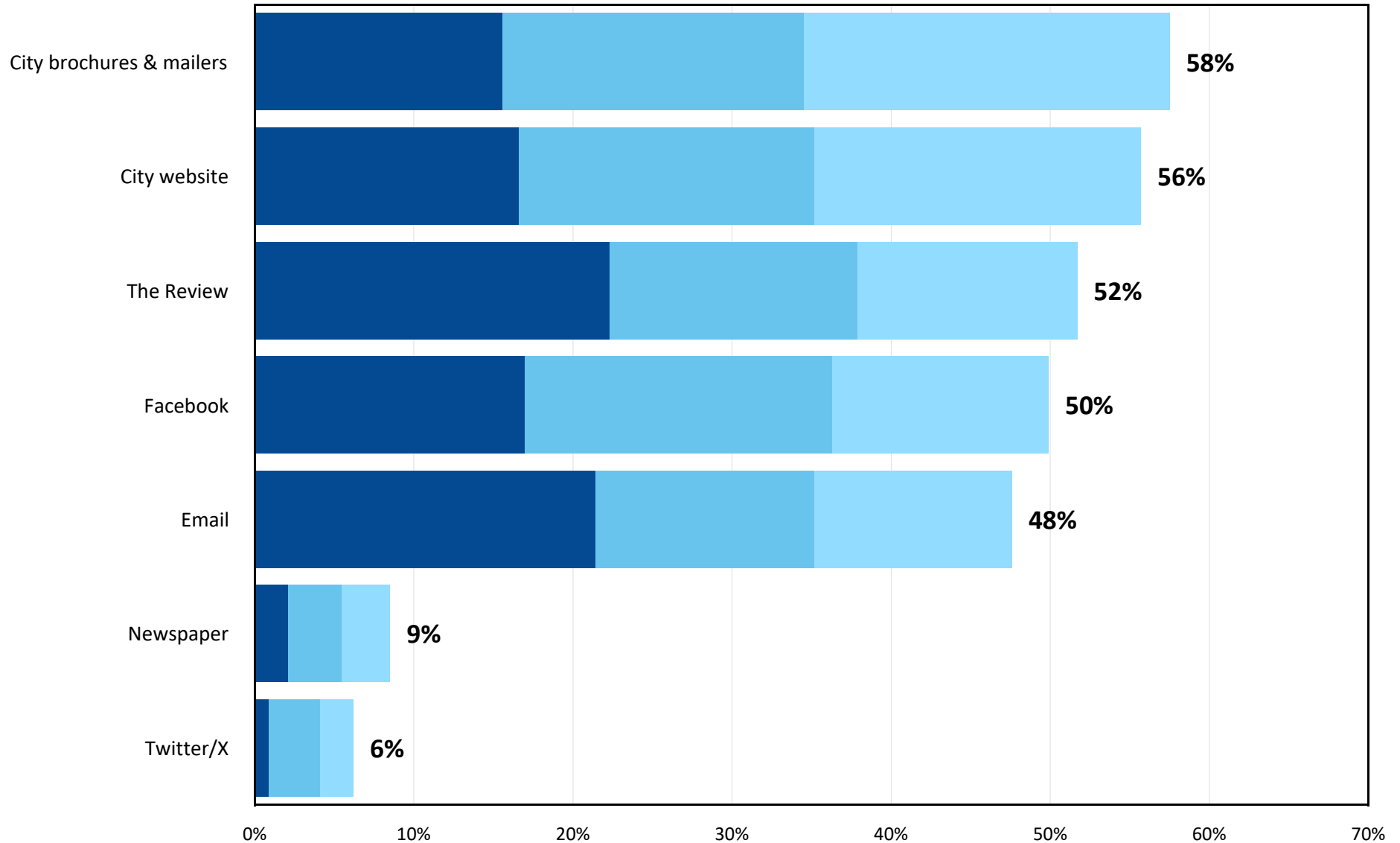
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Source: ETC Institute (2023)

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

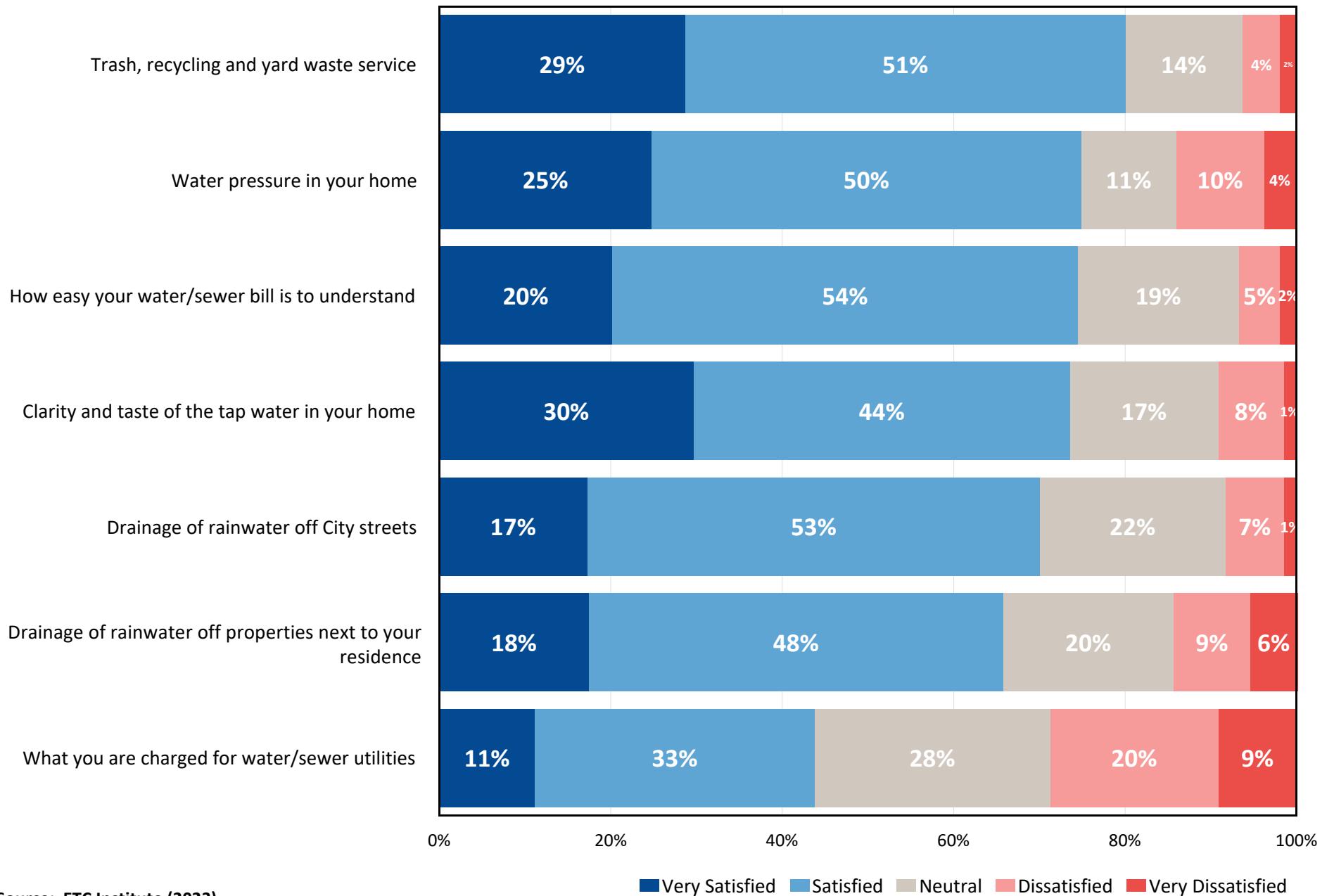


Source: ETC Institute (2023)

■ Most Emphasis ■ 2nd Choice ■ 3rd Choice

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")

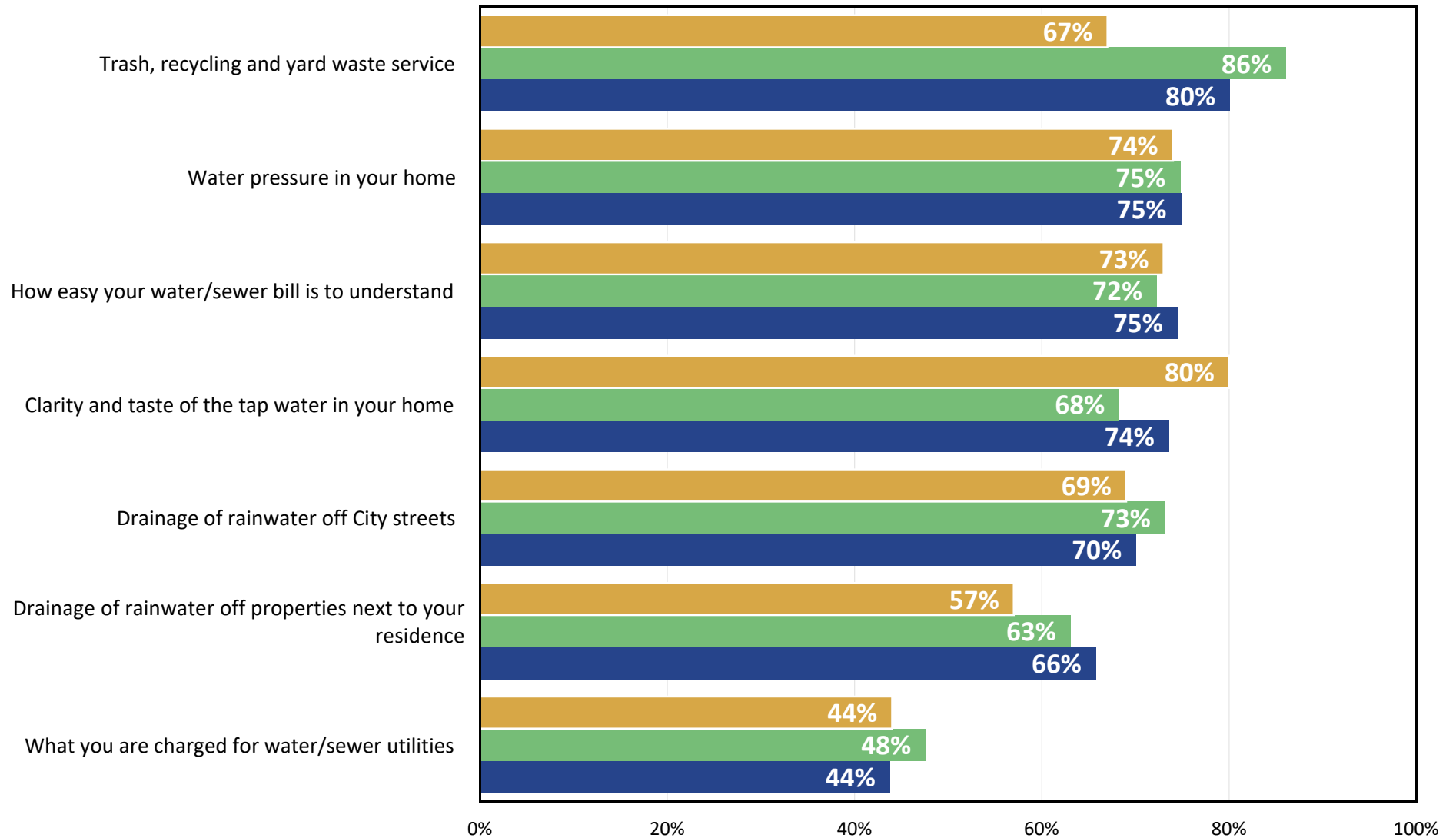


Source: ETC Institute (2023)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Trends: Q15. Satisfaction with Water/Sewer Utilities and Stormwater Management 2019, 2021, versus 2023

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

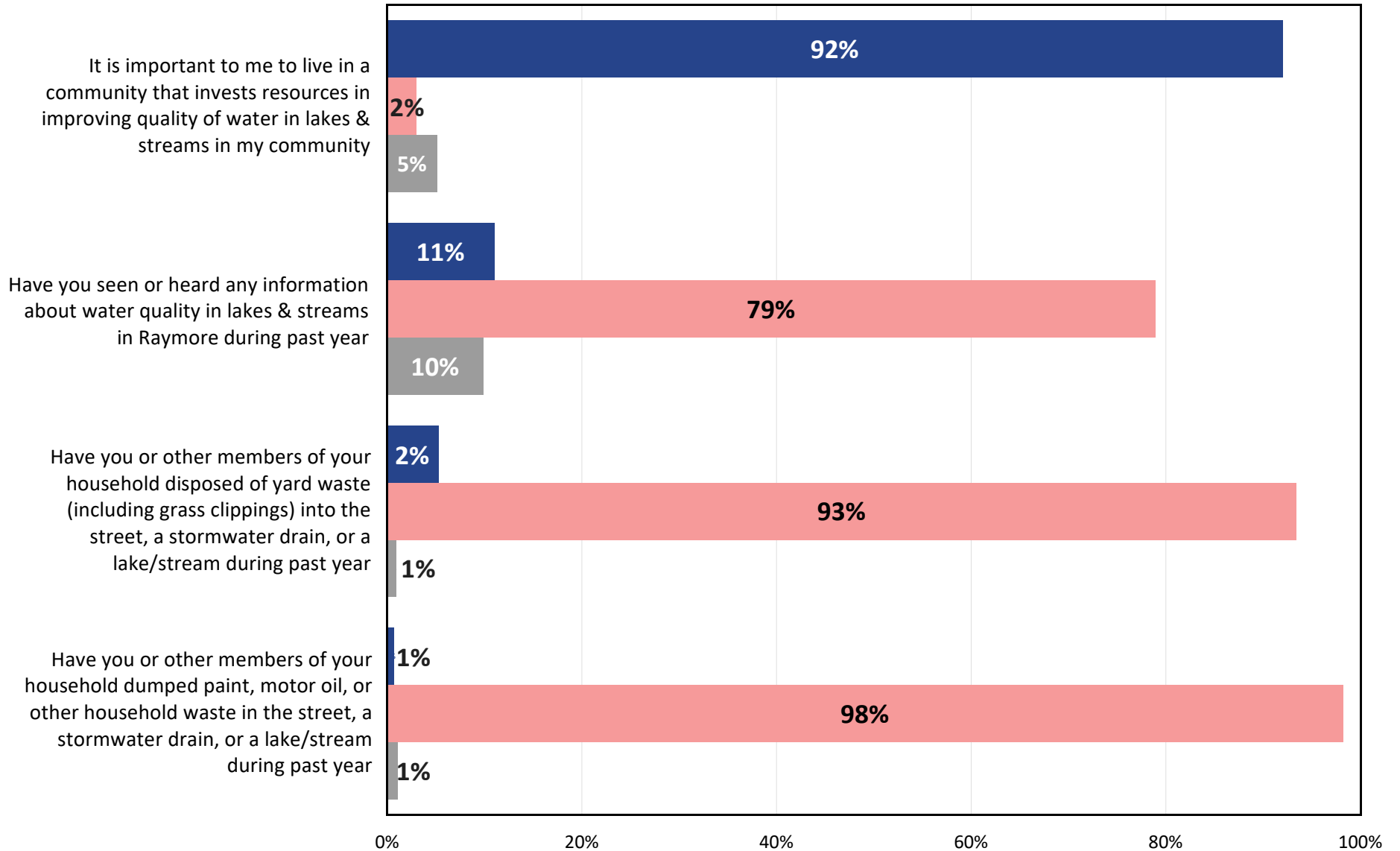


Source: ETC Institute (2023)

2019 2021 2023

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)

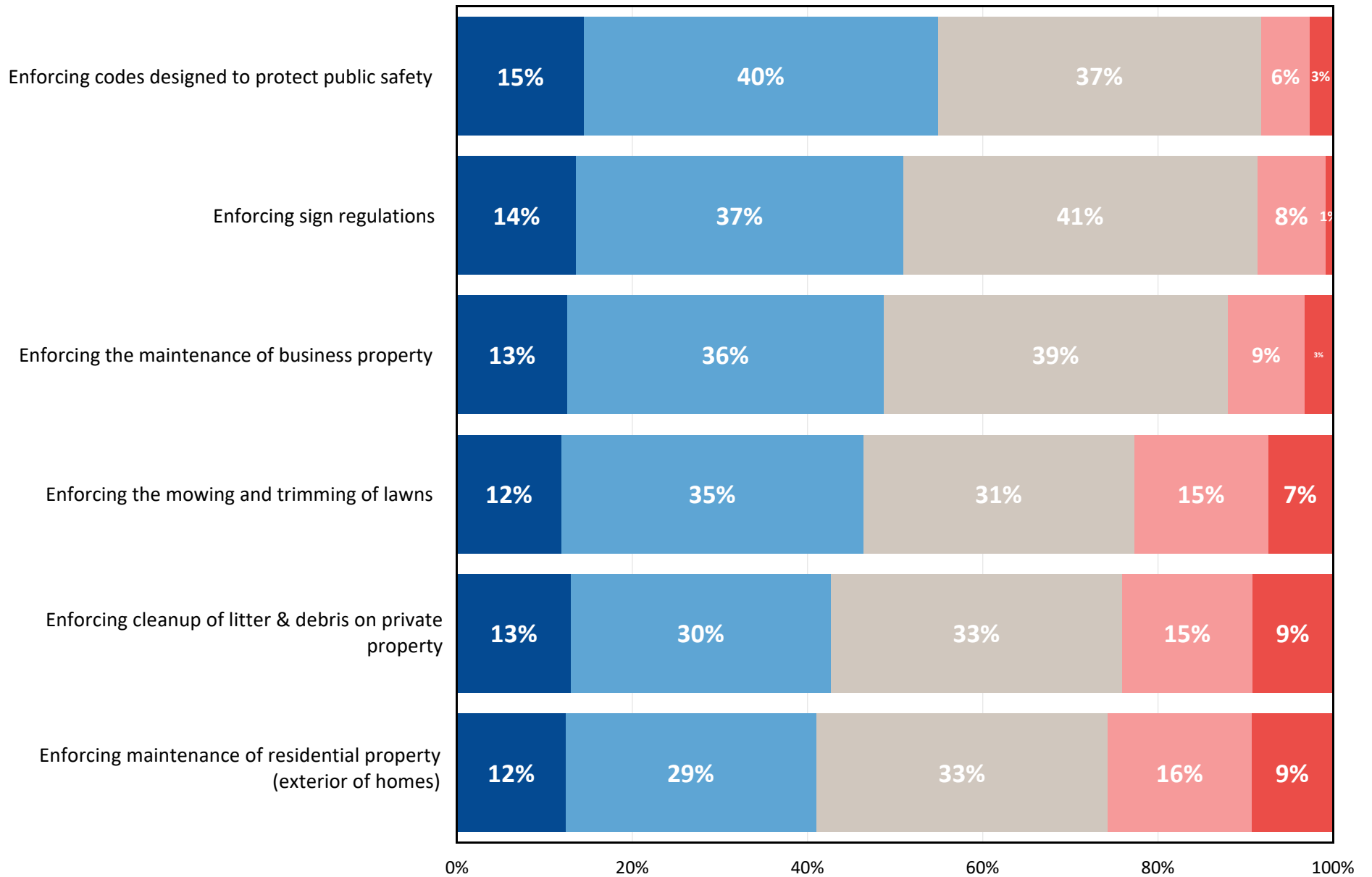


Source: ETC Institute (2023)

■ 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")

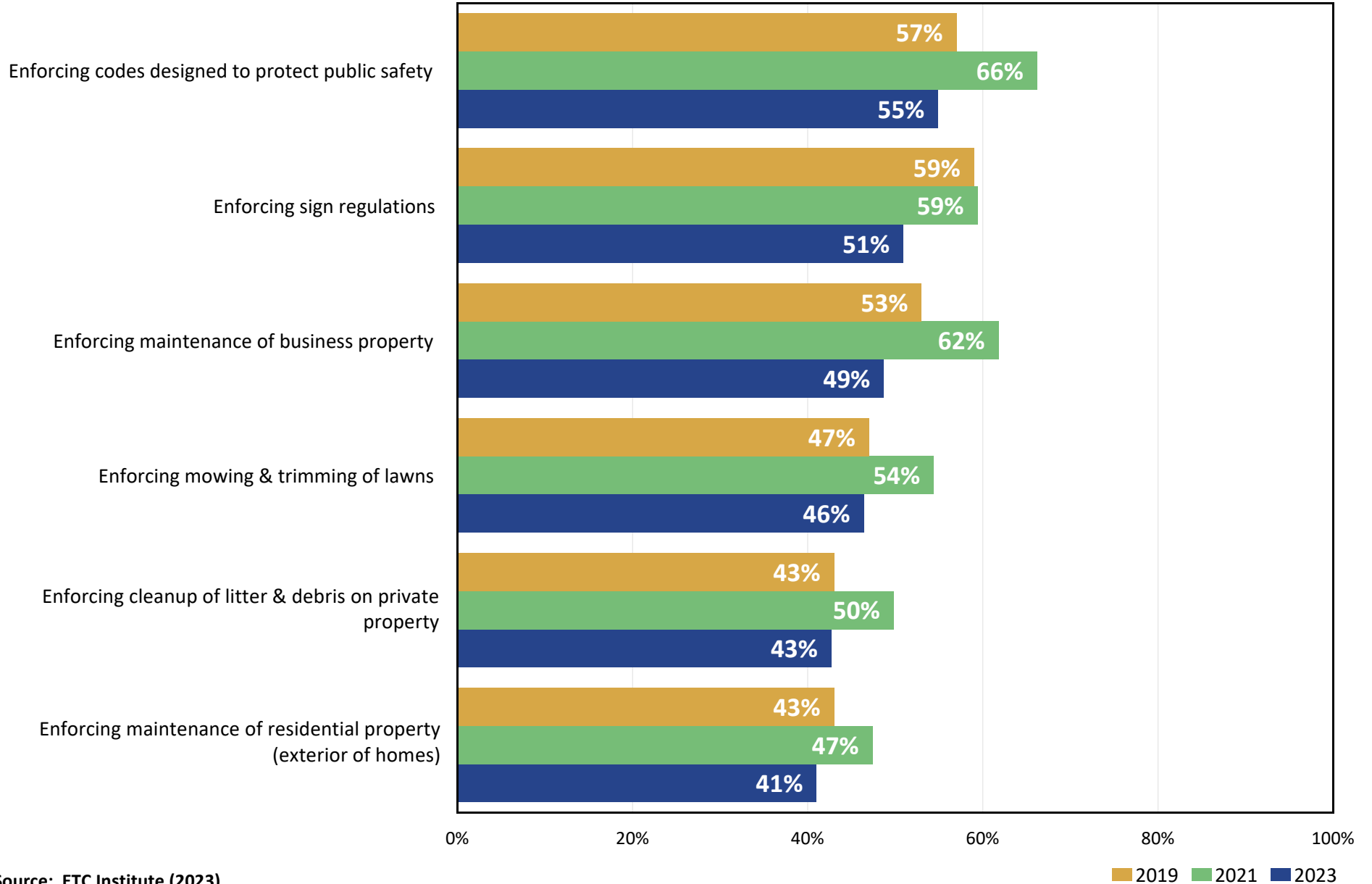


Source: ETC Institute (2023)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Trends: Q17. Satisfaciton with Enforcement of Codes and Ordinances 2019, 2021, versus 2023

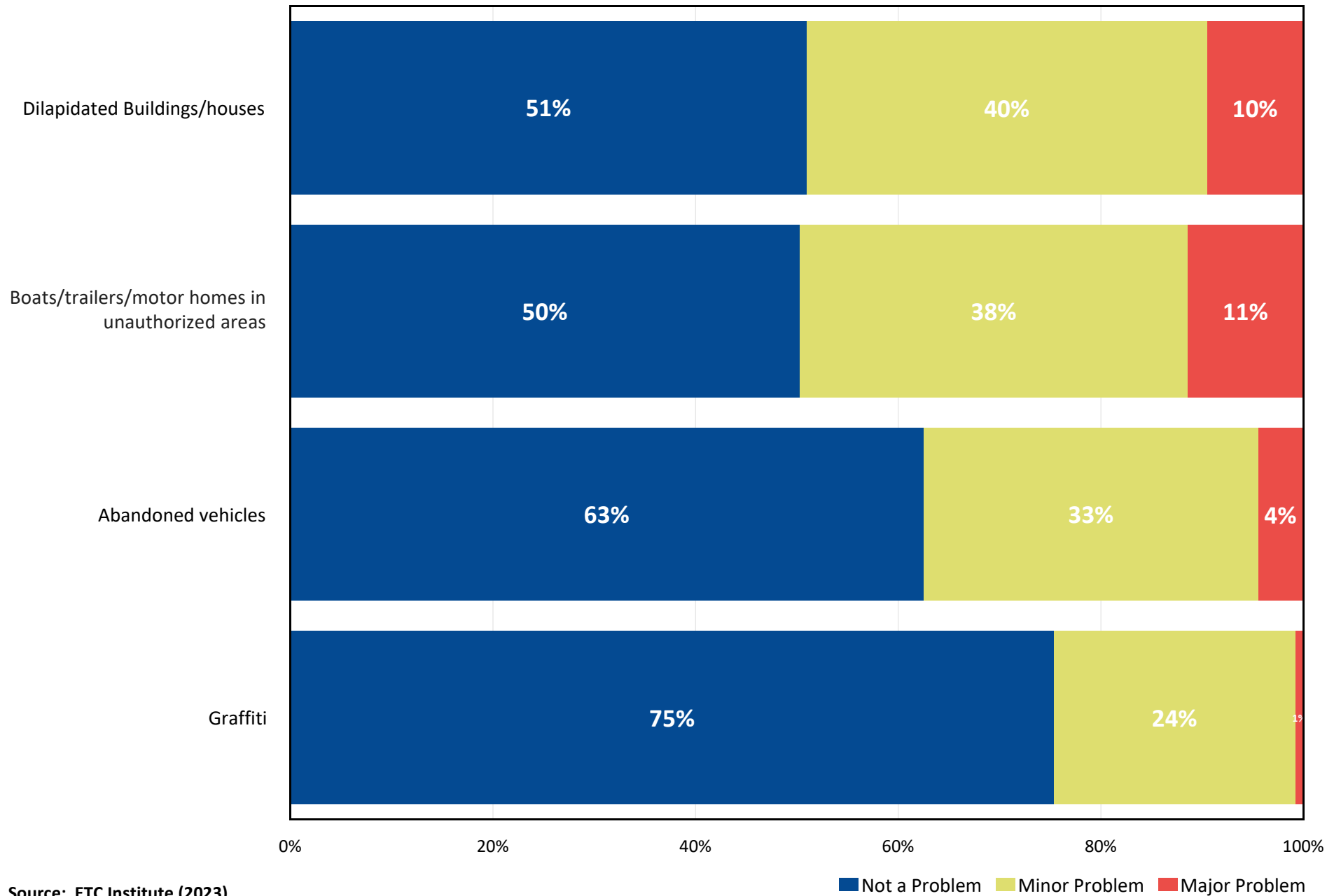
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Source: ETC Institute (2023)

Q18. Ratings of Various Issues in Raymore

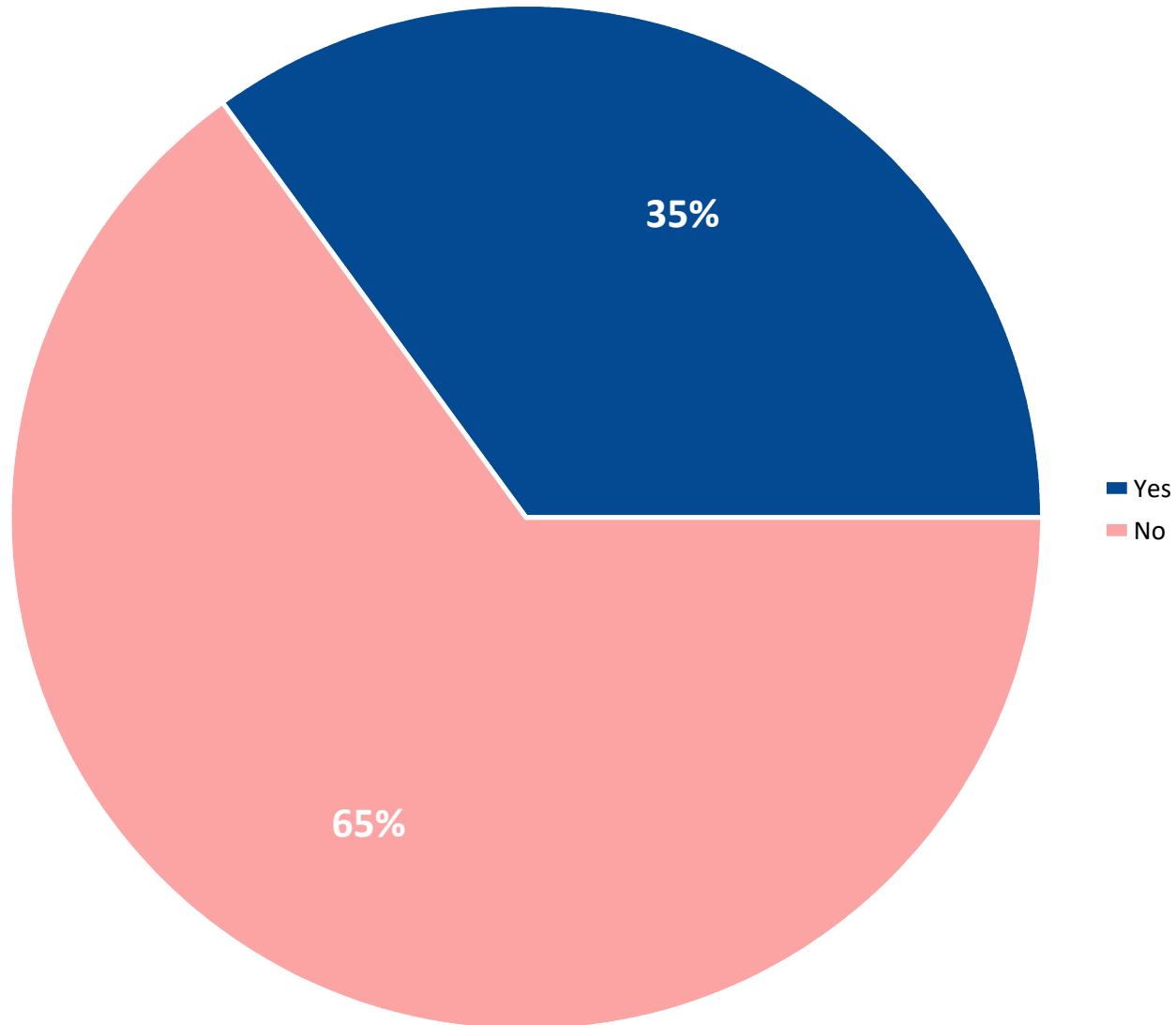
by percentage of respondents using a 3-point scale, where 3 means “not a problem” and 1 means “major problem”



Source: ETC Institute (2023)

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

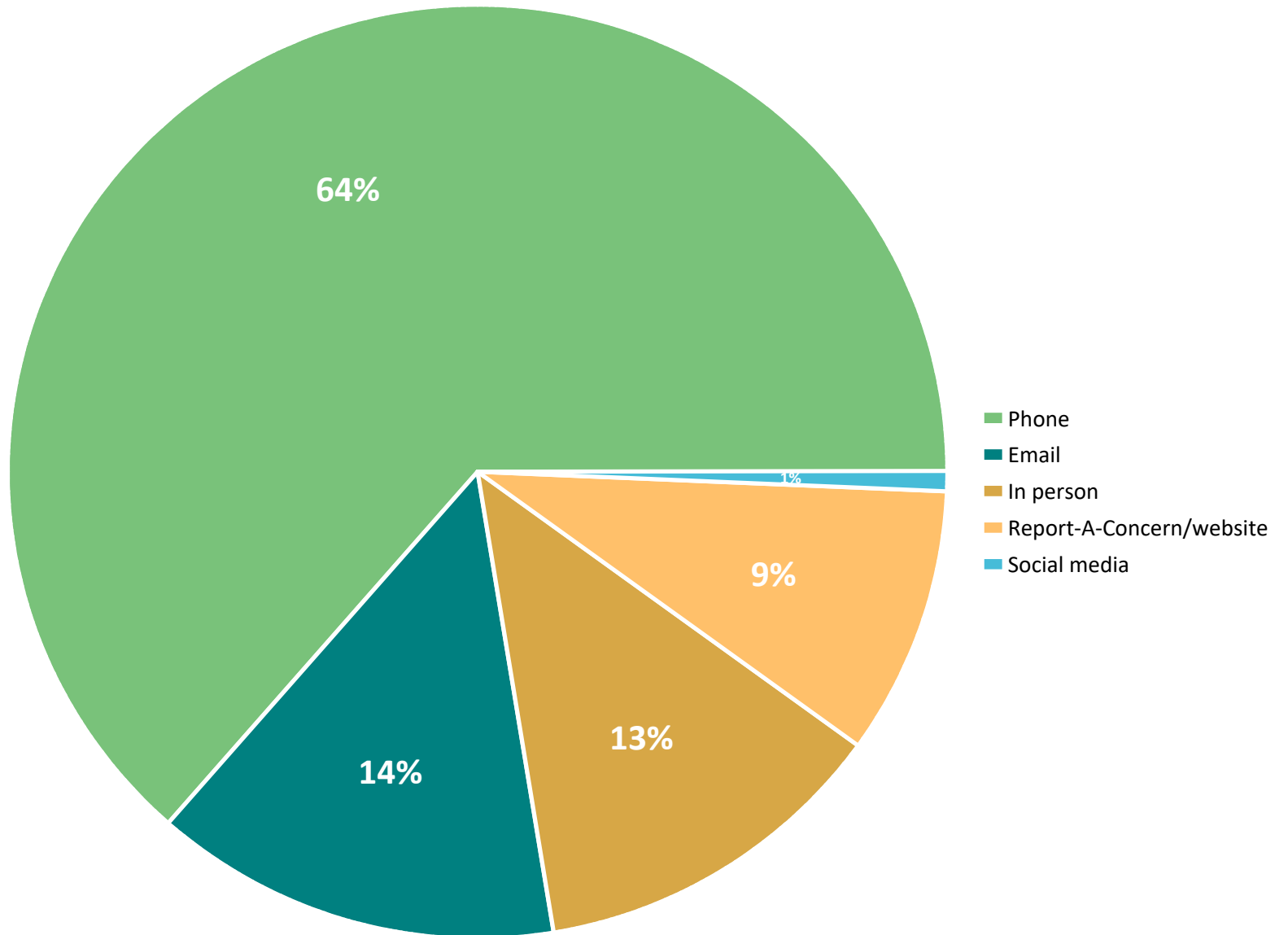
by percentage of respondents



Source: ETC Institute (2023)

Q19a. How did you make contact?

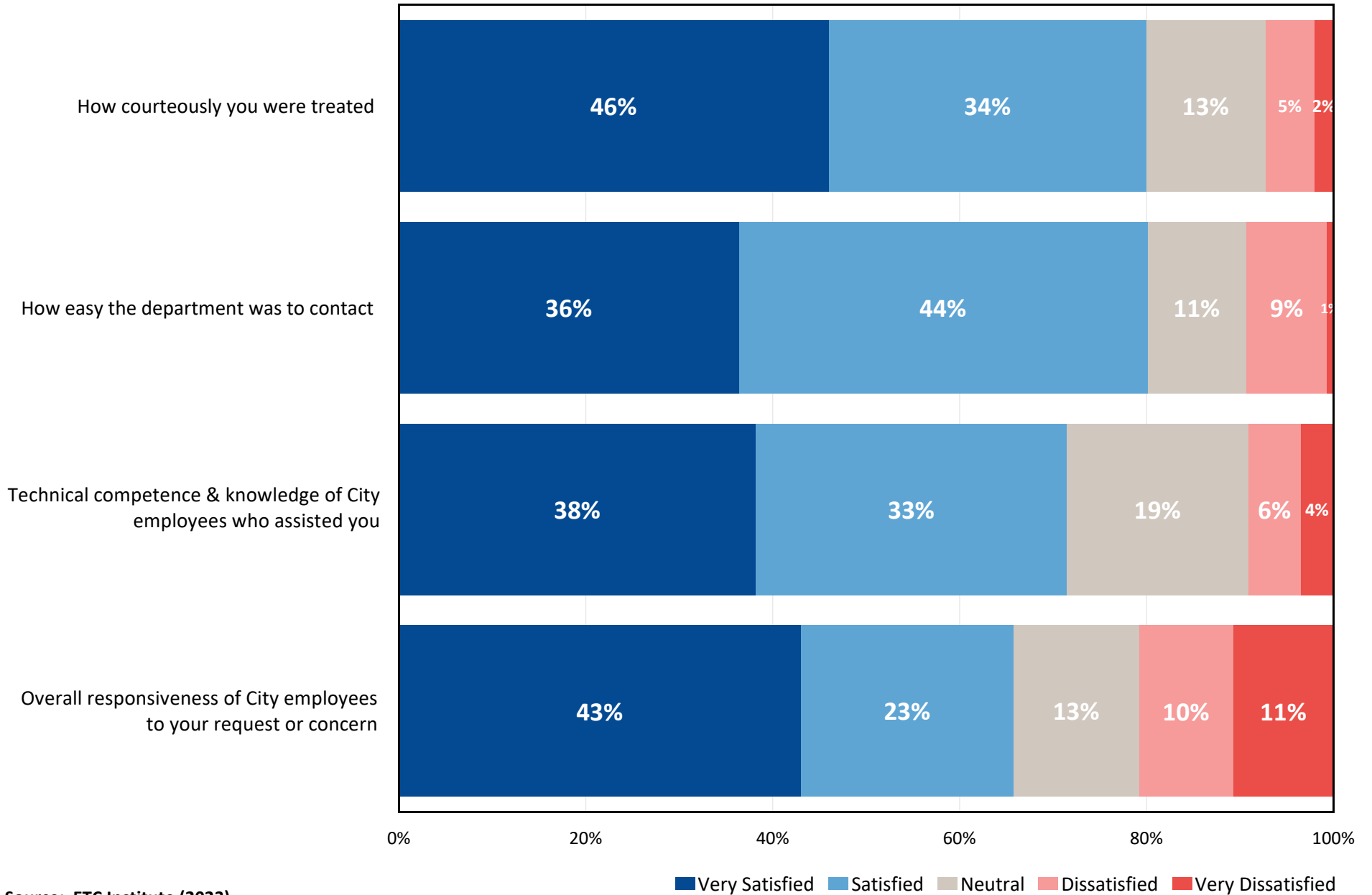
by percentage of respondents who contacted the City within the past year



Source: ETC Institute (2023)

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”)

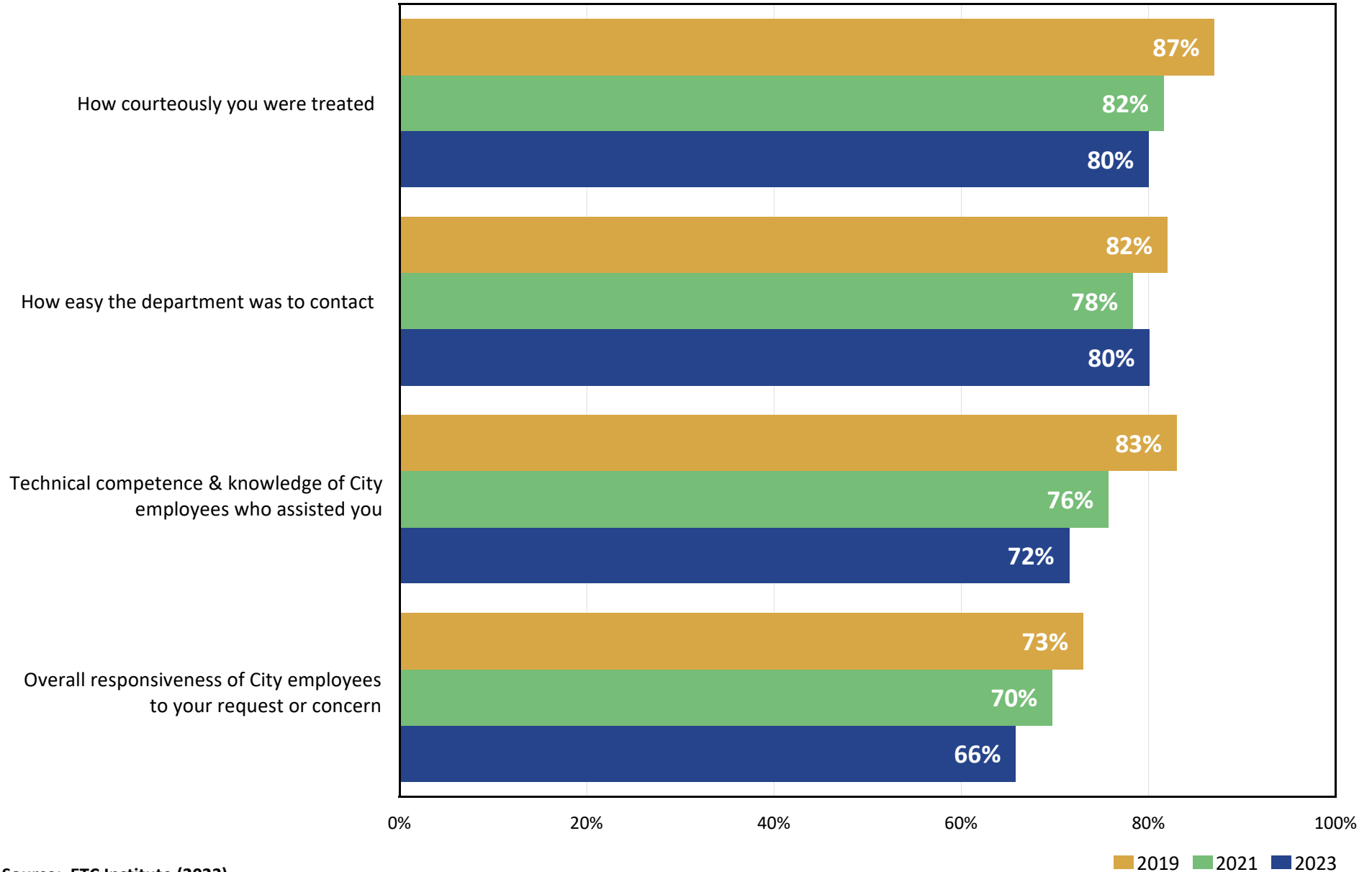


Source: ETC Institute (2023)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Trends: Q19c. Satisfaction with Customer Service of City Employees 2019, 2021, versus 2023

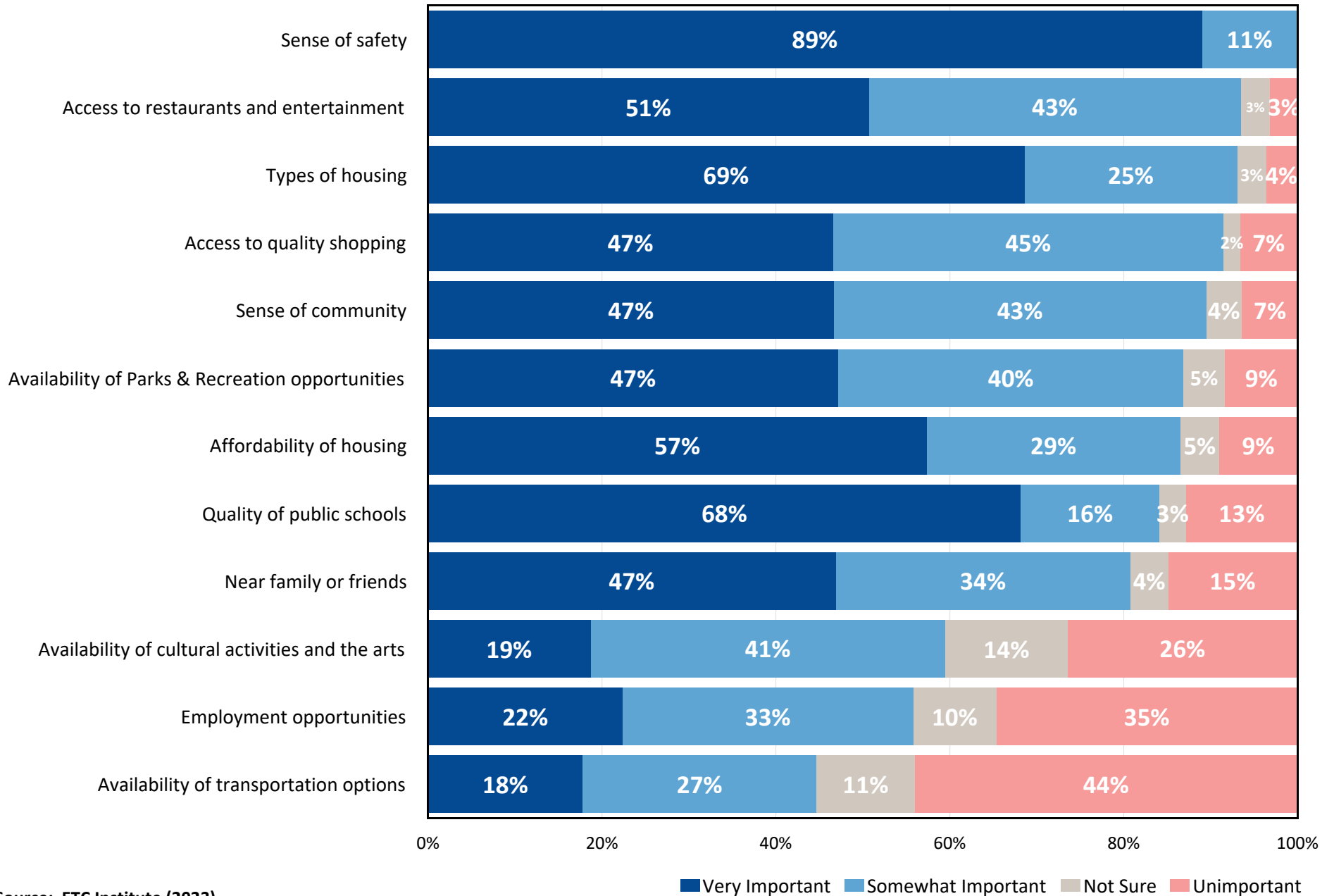
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "don't know")



Source: ETC Institute (2023)

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

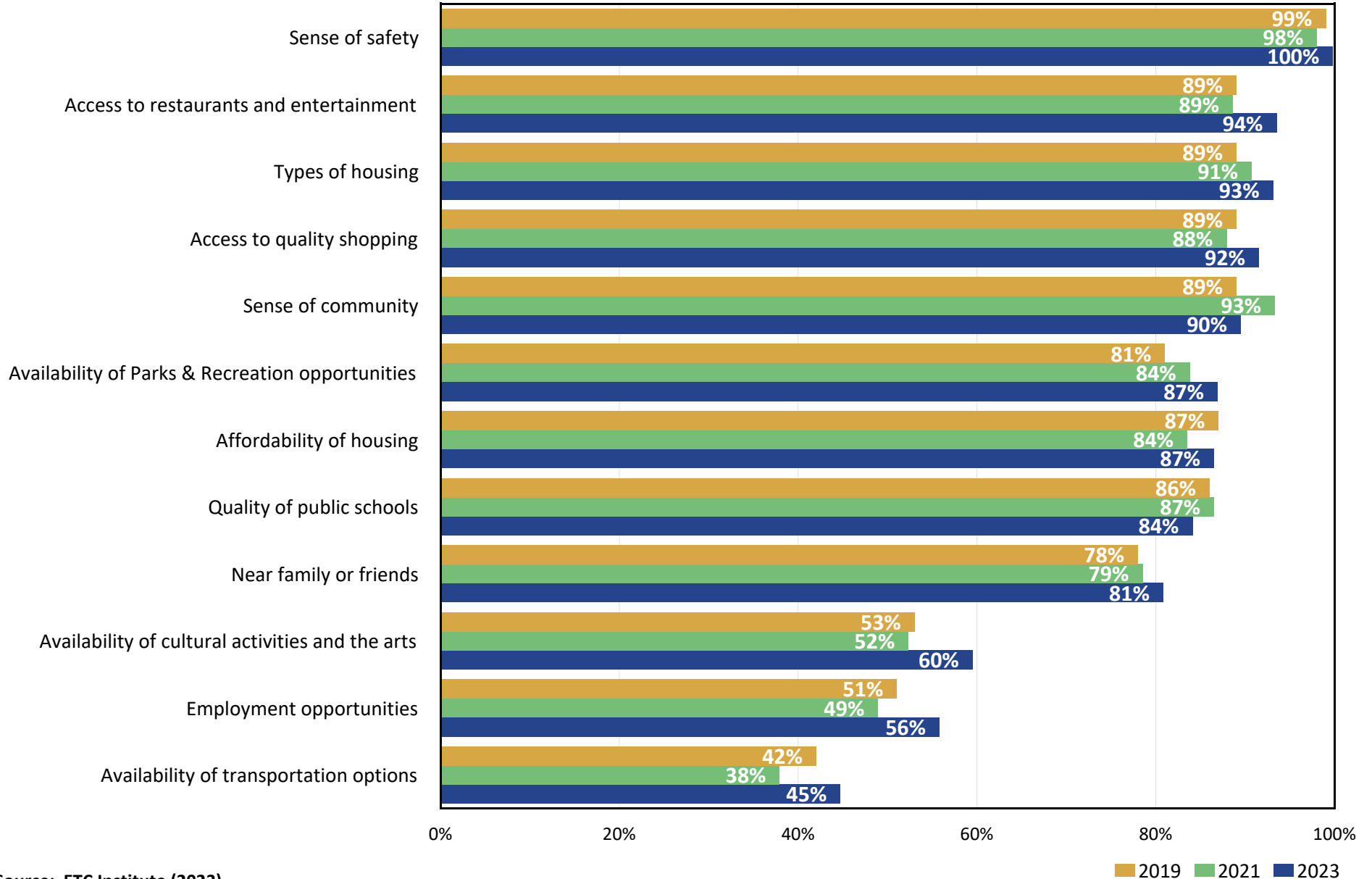
by percentage of respondents using a 4-point scale, where 4 means “very important” and 1 means “unimportant” (without “not provided”)



Source: ETC Institute (2023)

Trends: Q20. Level of Importance of Variables in Deciding Where to Live 2019, 2021, versus 2023

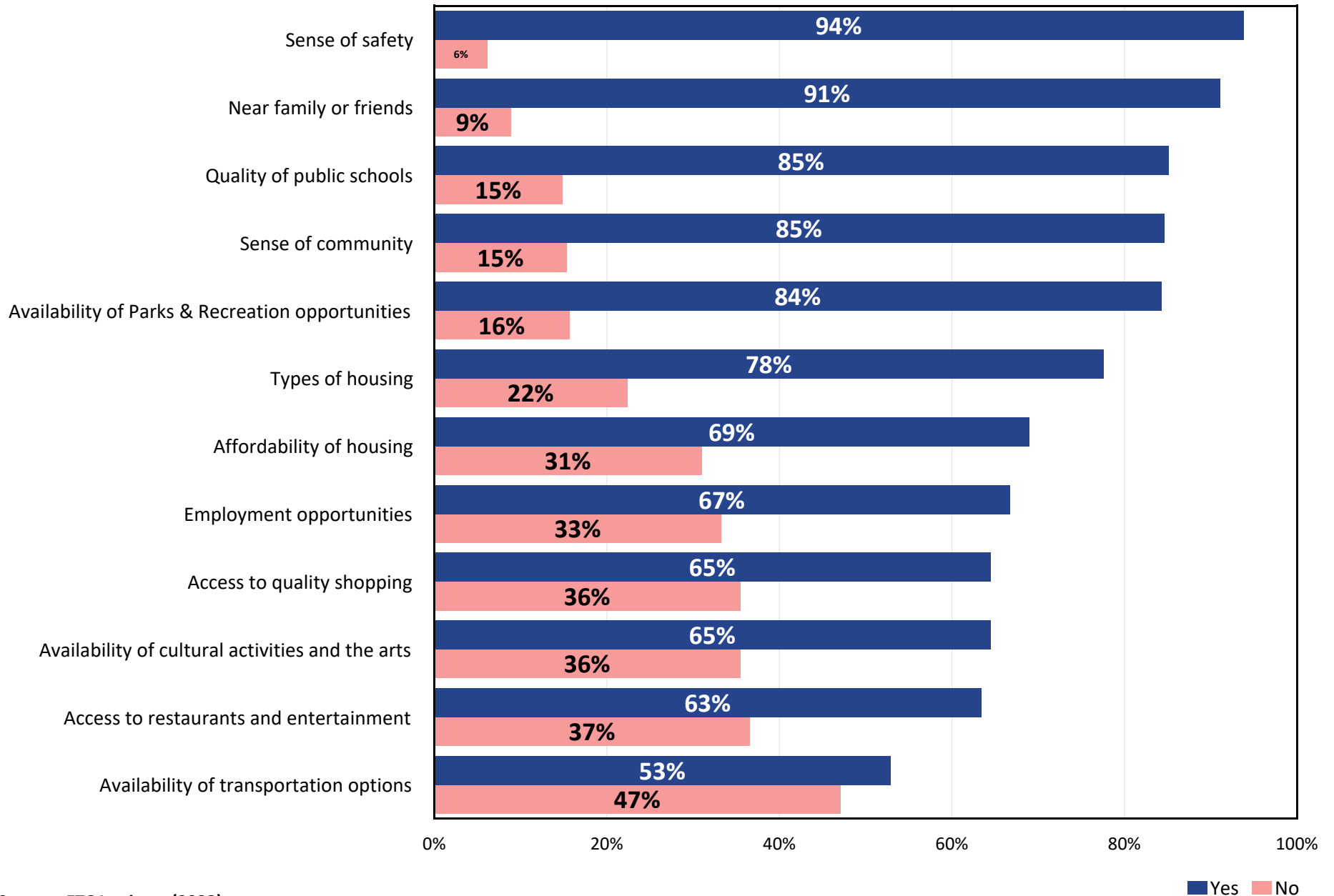
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (without "not provided")



Source: ETC Institute (2023)

Q20. Are your needs being met in Raymore?

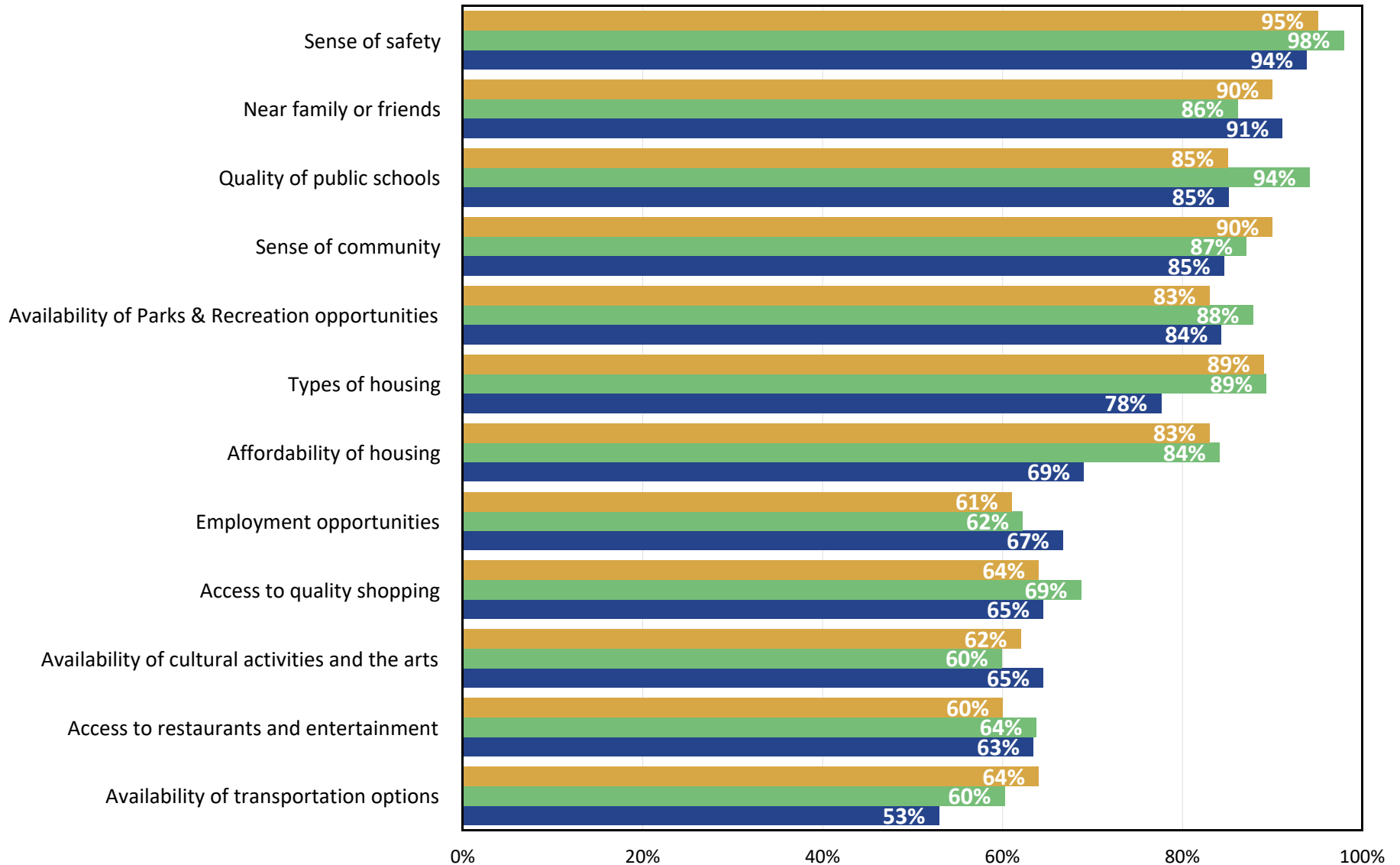
by percentage of respondents



Source: ETC Institute (2023)

Trends: Q20. Are your needs being met in Raymore? 2019, 2021, versus 2023

by percentage of respondents who answered "yes"

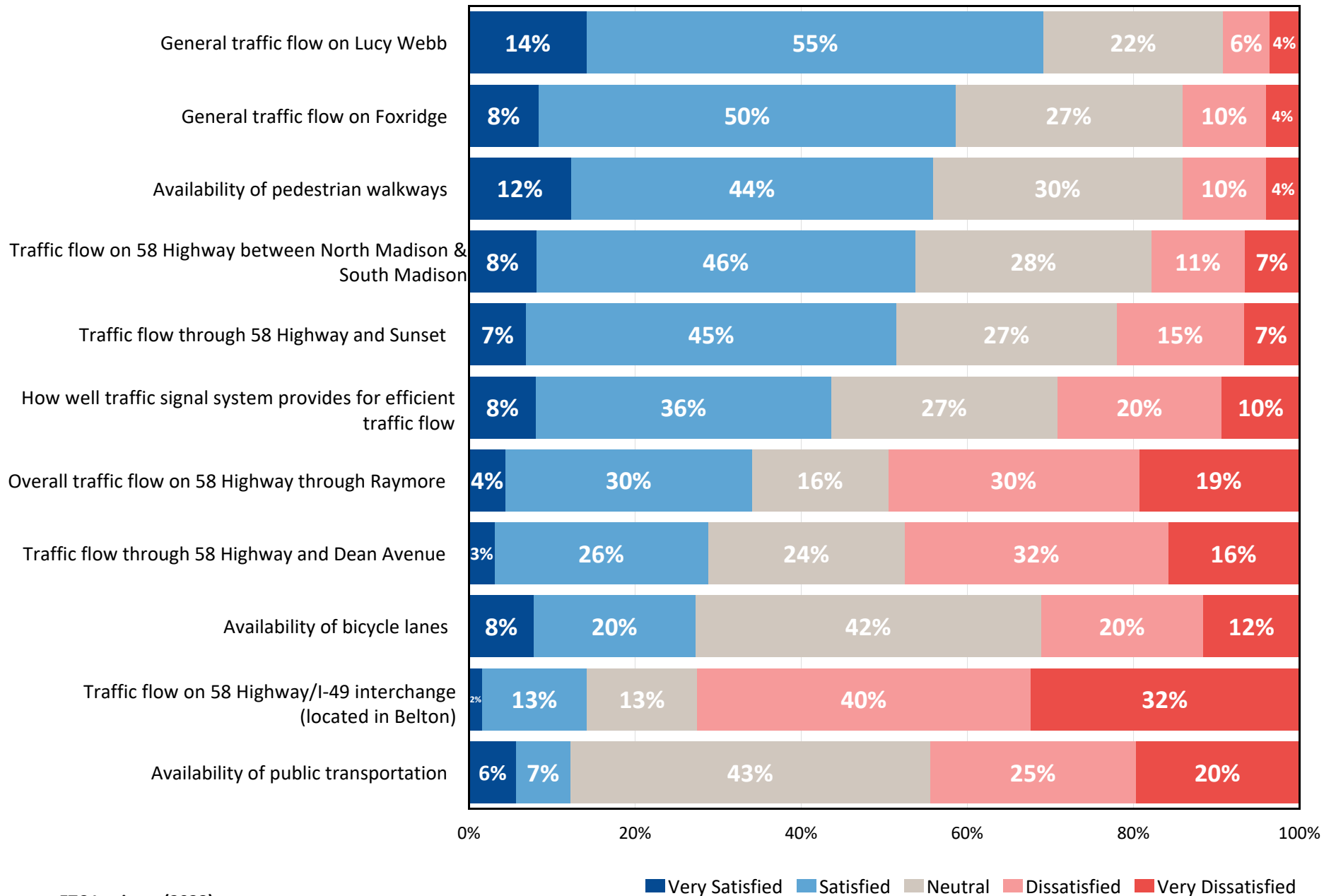


Source: ETC Institute (2023)

2019 2021 2023

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”)

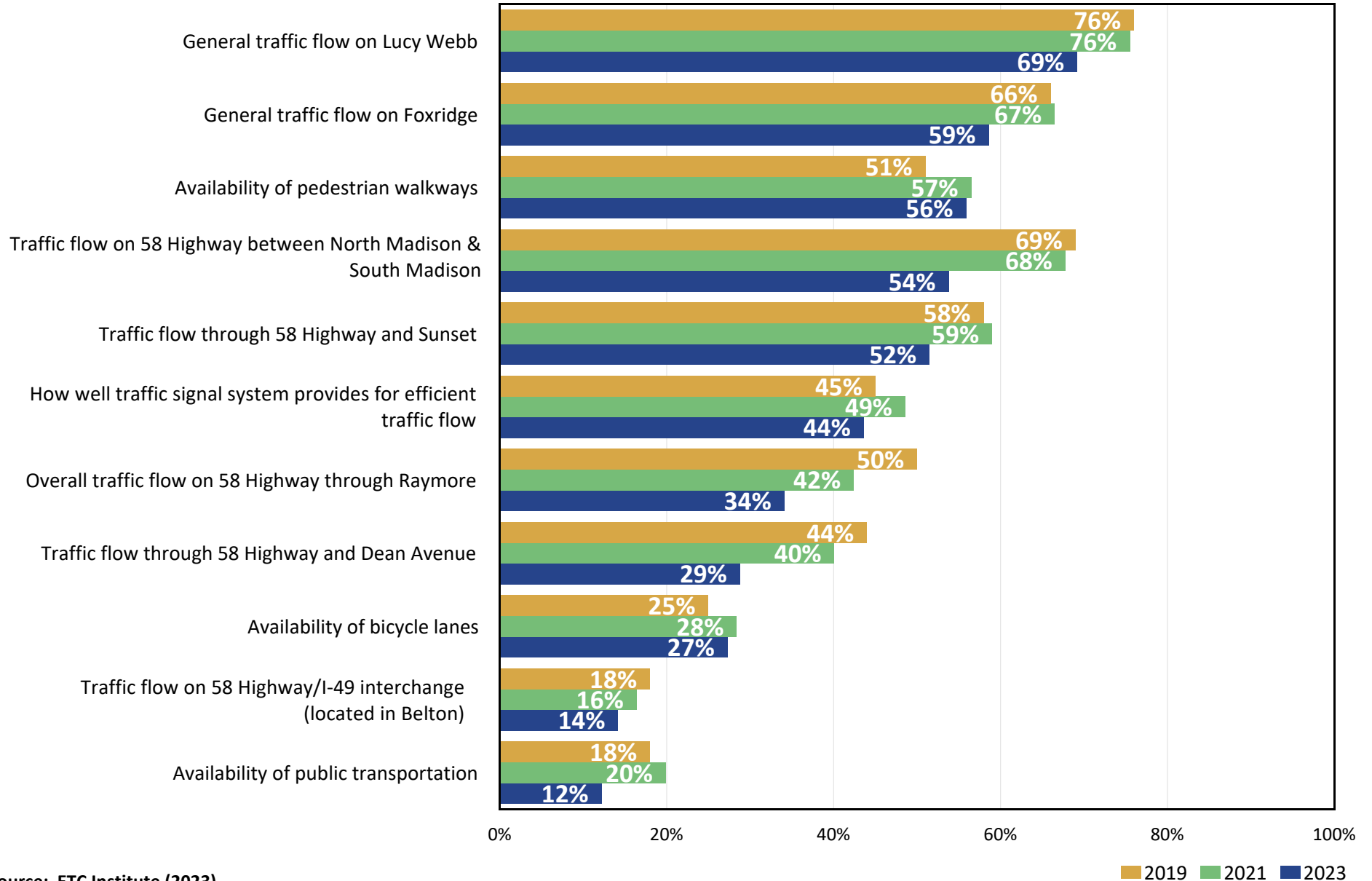


Source: ETC Institute (2023)

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Trends: Q21. Satisfaction with Various Traffic and Transportation Items 2019, 2021 versus 2023

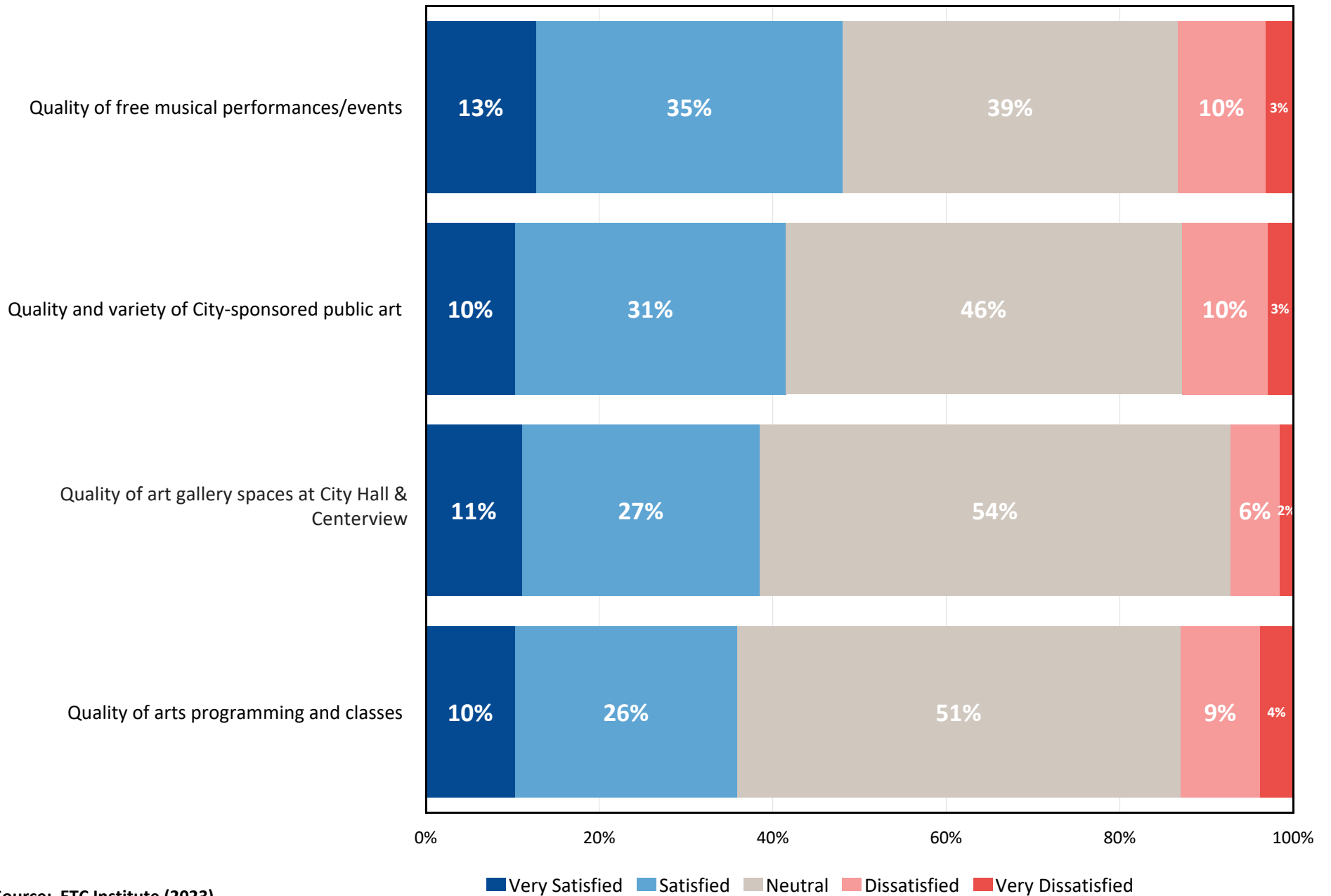
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (without "not provided")



Source: ETC Institute (2023)

Q22. Satisfaction with Arts Commission

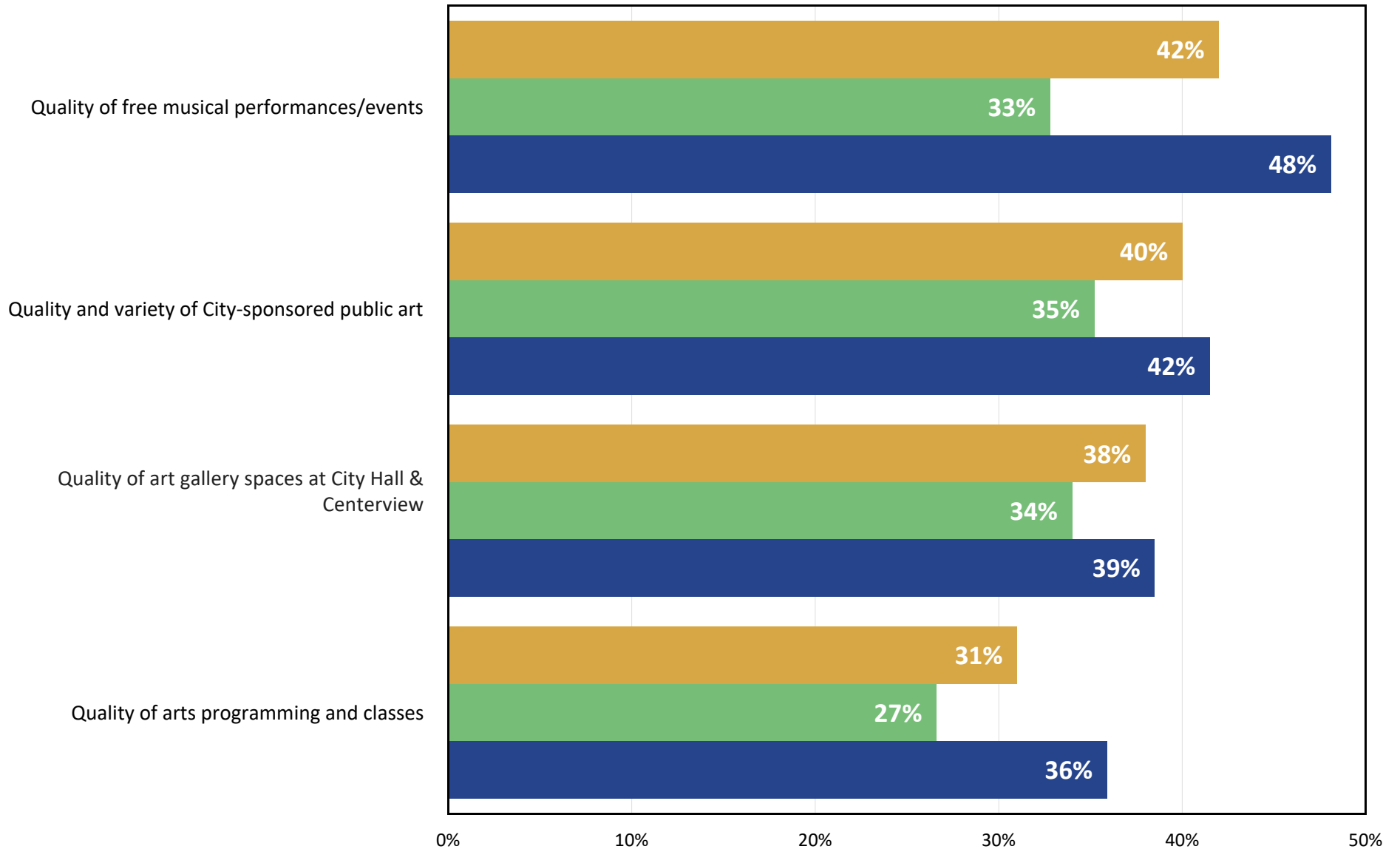
by percentage of respondents using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied" (without "don't know")



Source: ETC Institute (2023)

Trends: Q22. Satisfaction with Arts Commission 2019, 2021 versus 2023

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

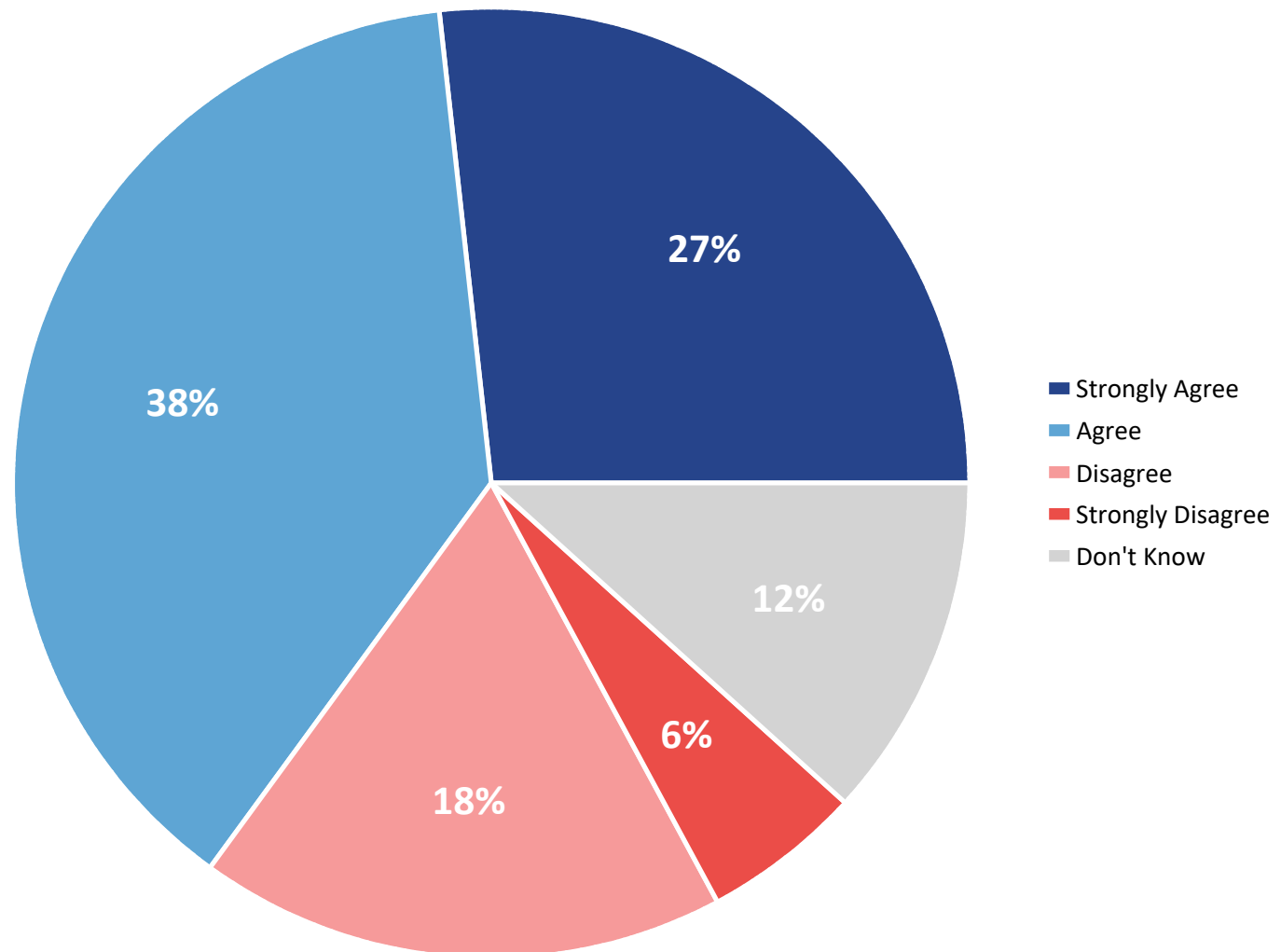


Source: ETC Institute (2023)

2019 2021 2023

Q23. Please indicate how much you agree or disagree with the following statement: "The City of Raymore has provided Raymore residents with consistent and timely updates related to proposed actions and events in opposition to a proposed landfill."

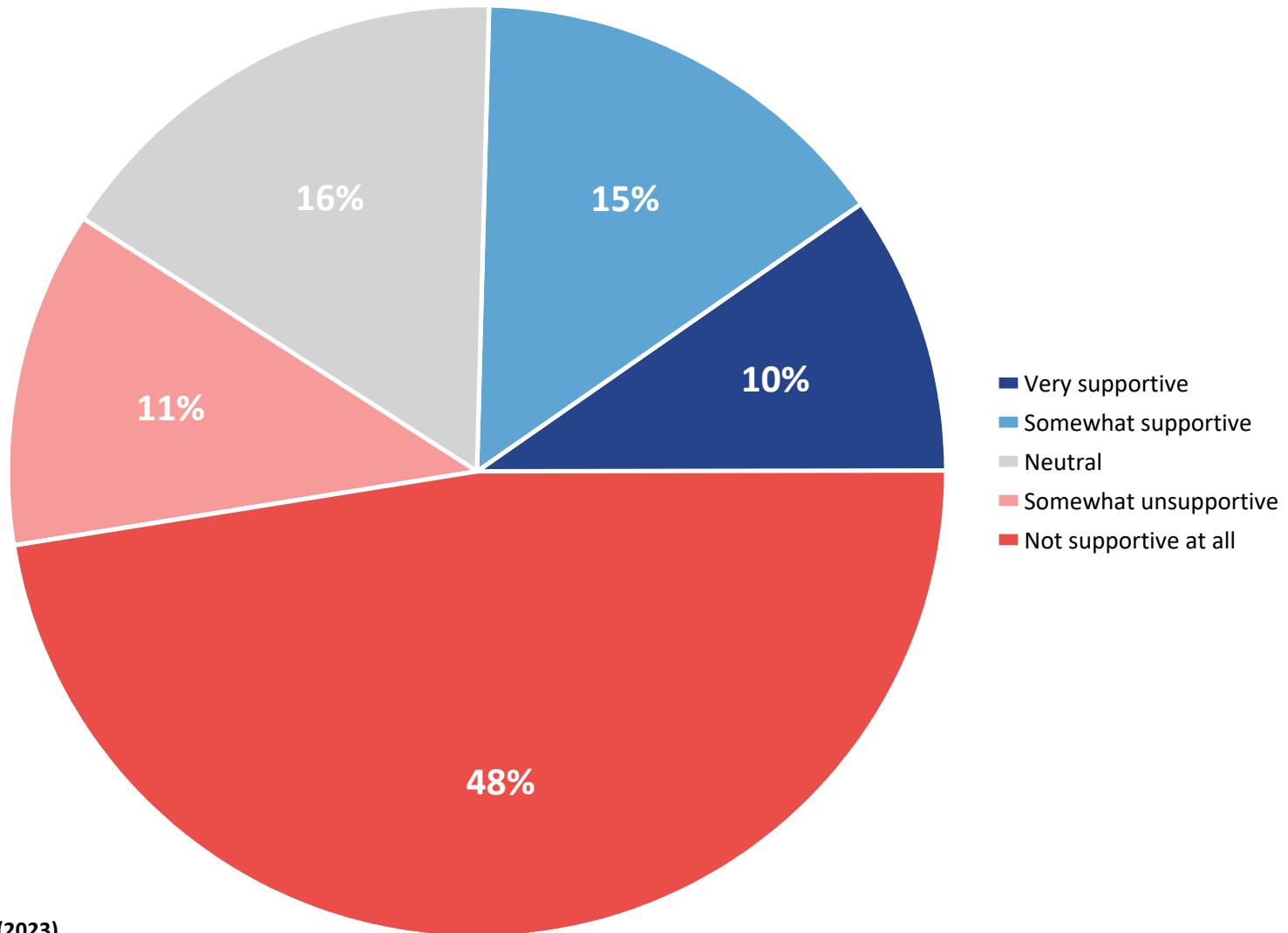
by percentage of respondents



Source: ETC Institute (2023)

Q24. 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?

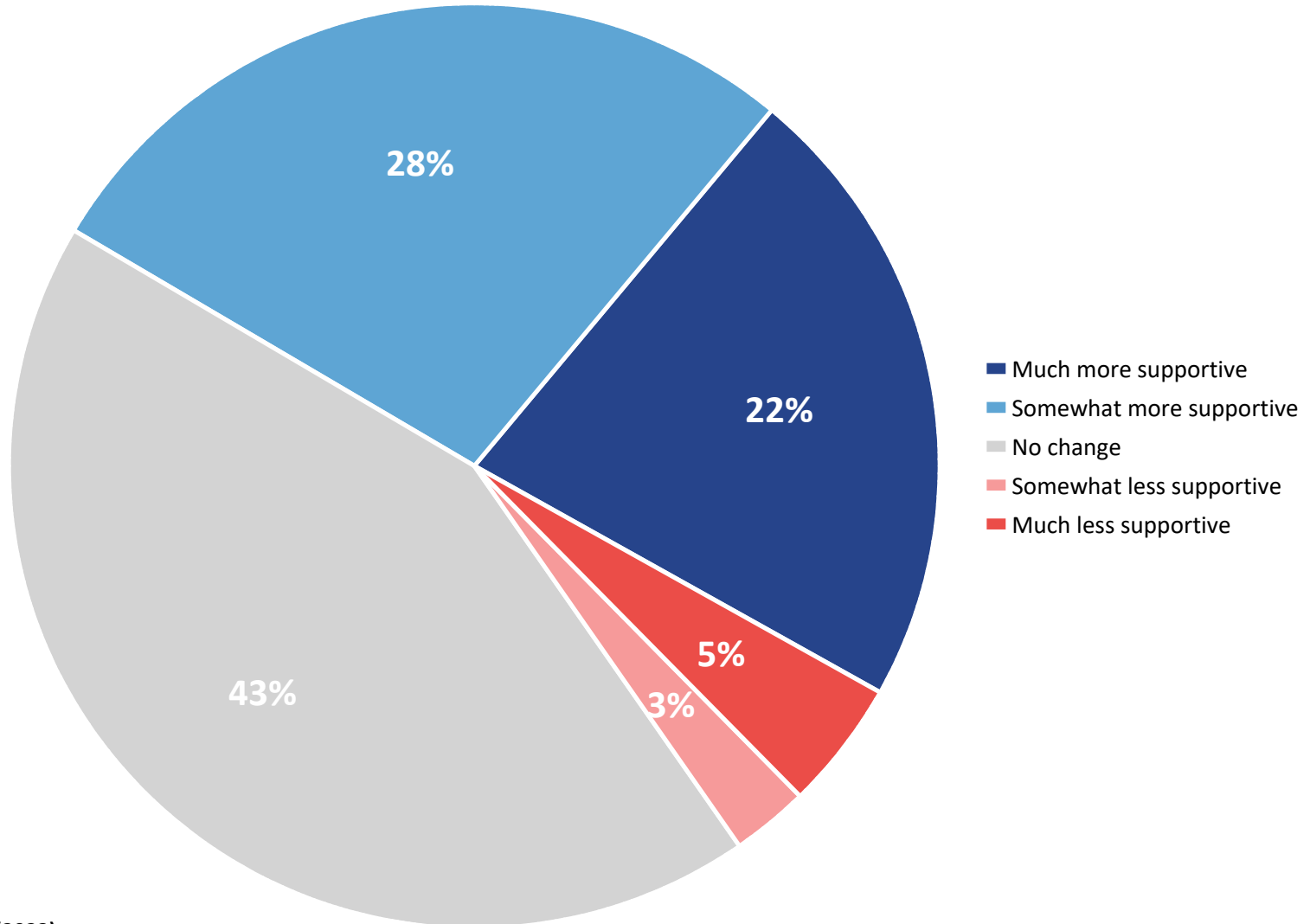
by percentage of respondents



Source: ETC Institute (2023)

Q25. 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...

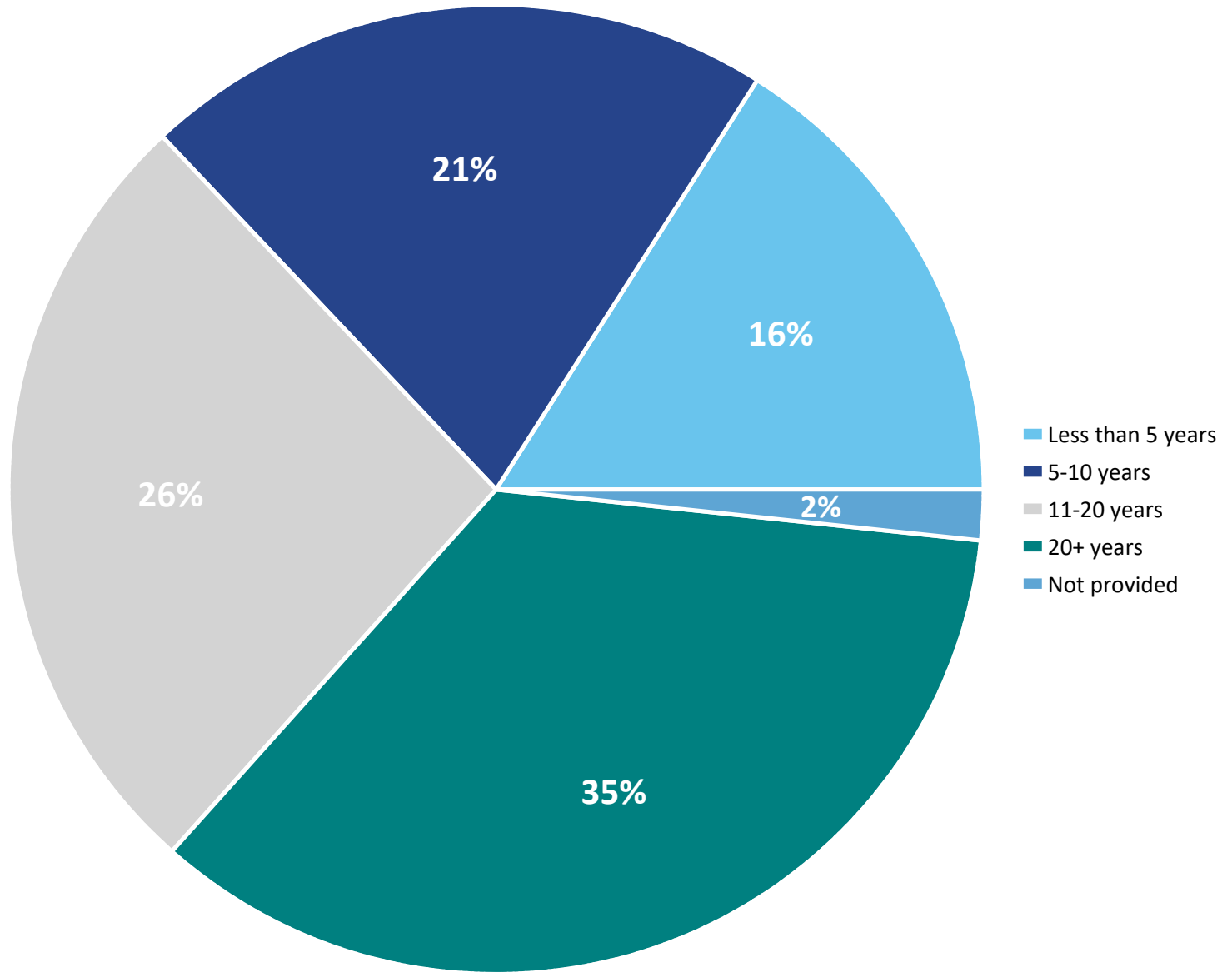
by percentage of respondents



Source: ETC Institute (2023)

Demographics: Q26. Approximately, how many years have you lived in the City of Raymore?

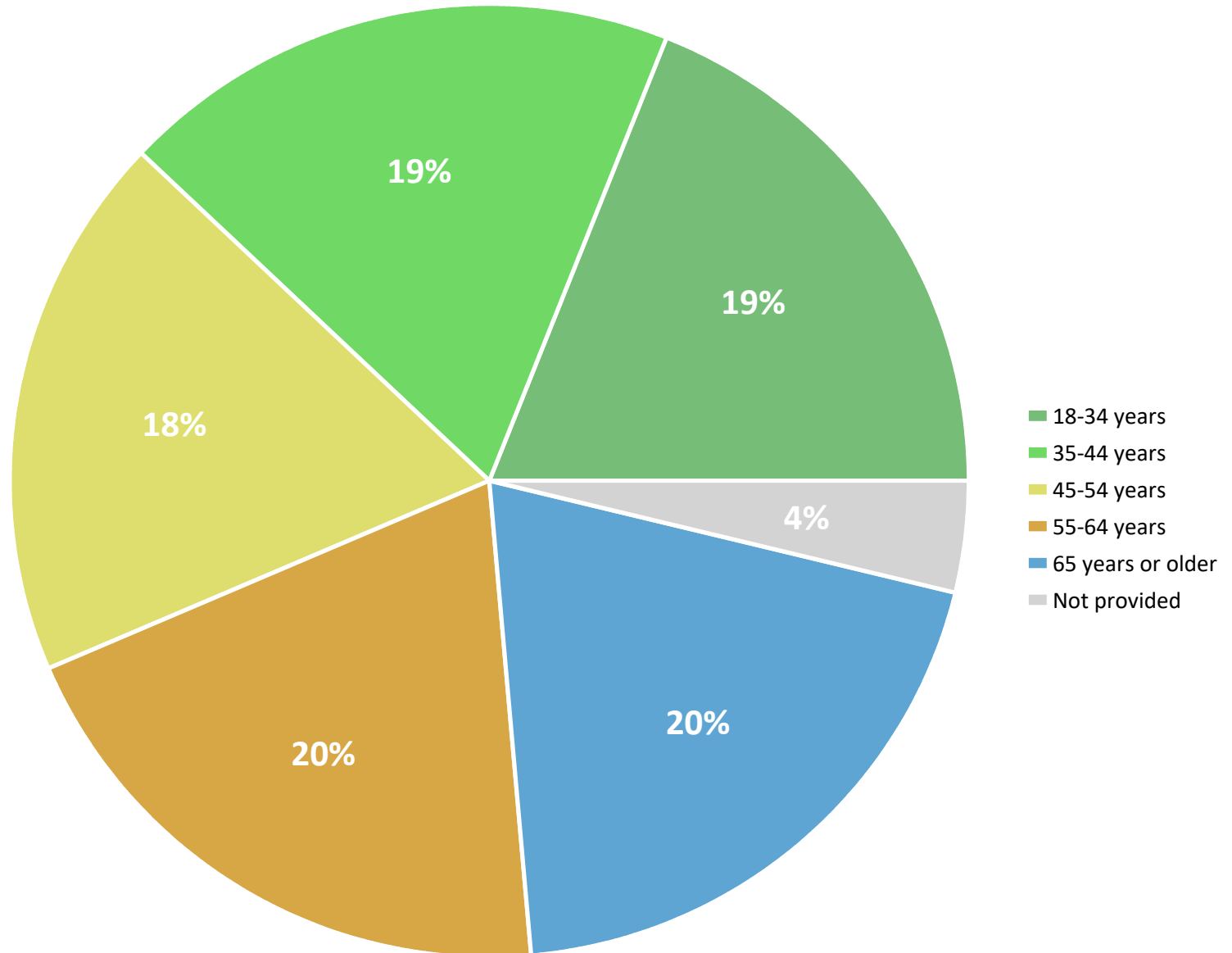
by percentage of respondents



Source: ETC Institute (2023)

Demographics: Q27. Age of Respondent

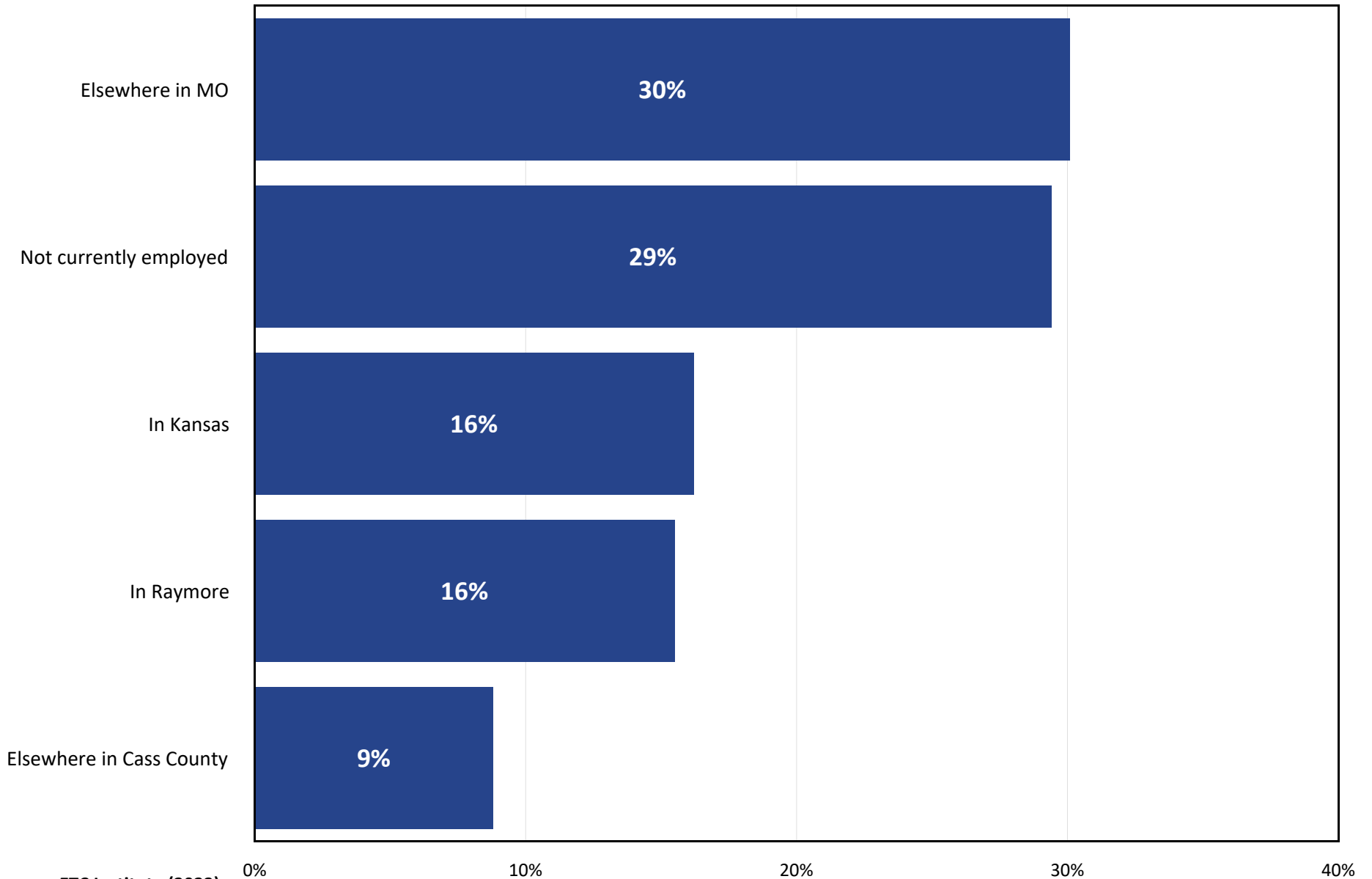
by percentage of respondents



Source: ETC Institute (2023)

Demographics: Q28. Which of the following best describes your current place of employment?

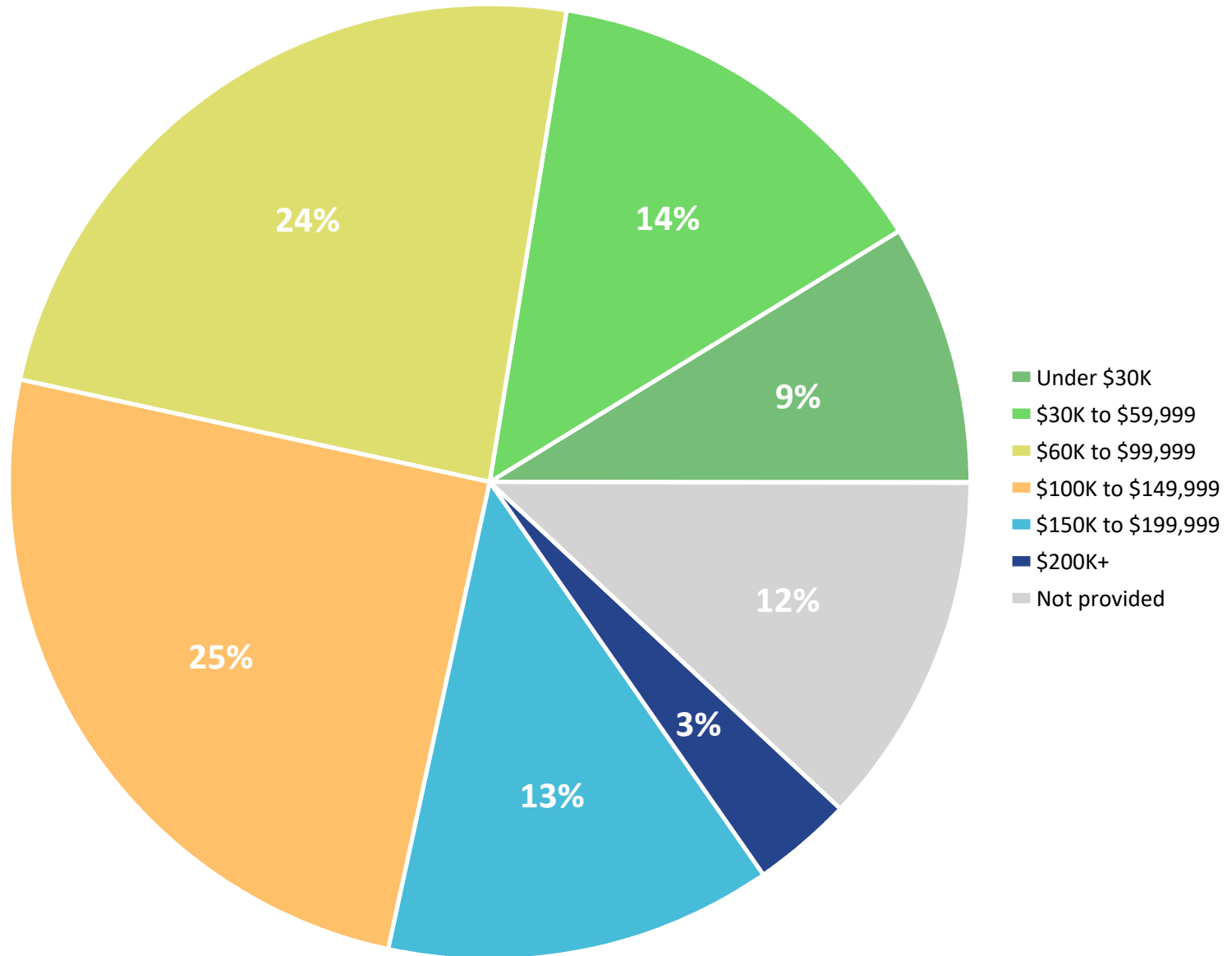
by percentage of respondents



Source: ETC Institute (2023)

Demographics: Q30. Total Household Income

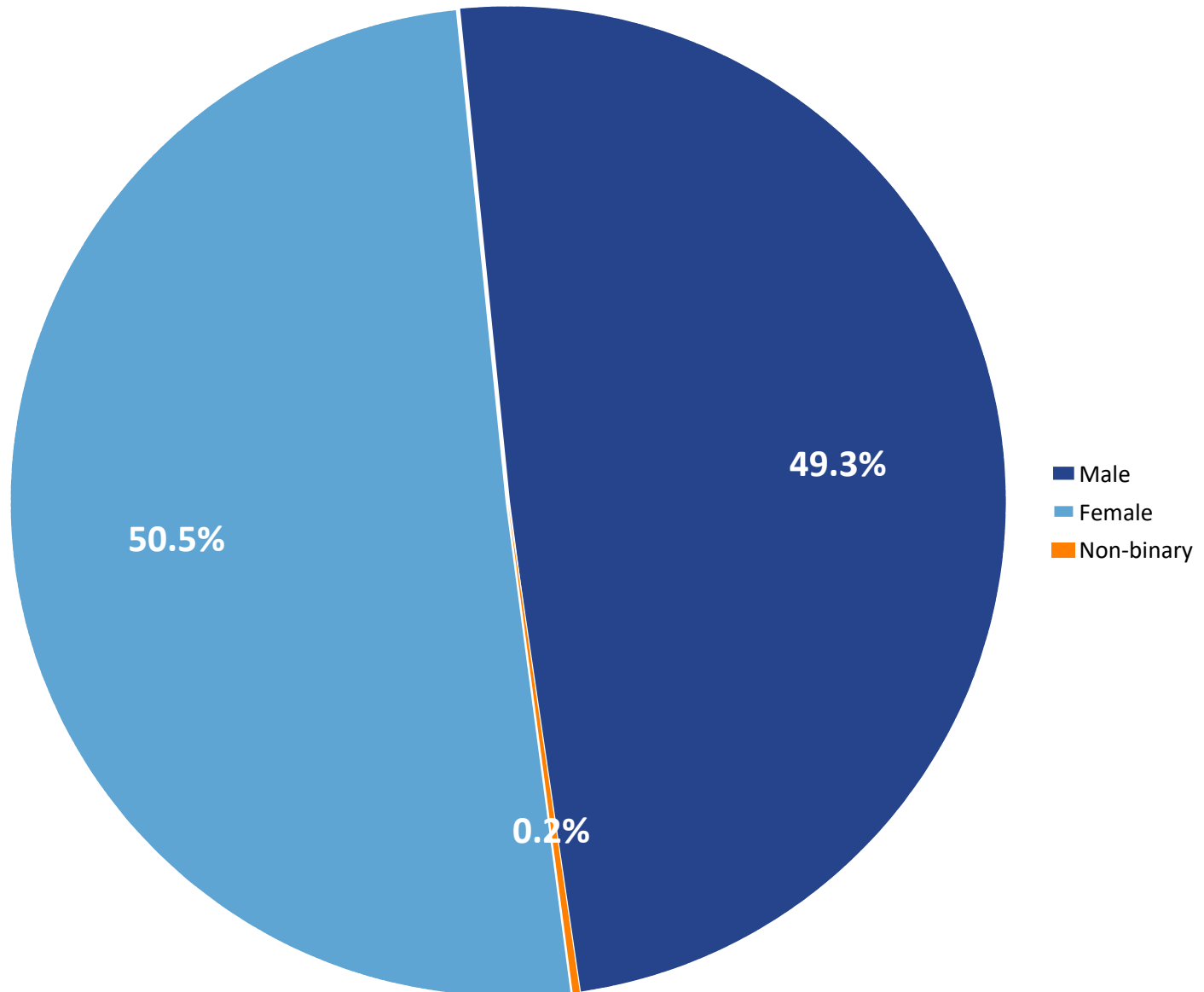
by percentage of respondents



Source: ETC Institute (2023)

Demographics: Q31. Gender of Respondent

by percentage of respondents (without "not provided")



Source: ETC Institute (2023)

3

Benchmarks

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 1,000 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 2023 to a random sample of more than 10,000 residents living in the continental United States and (2) survey results from 50 communities, in Kansas and Missouri, where ETC Institute has administered the *DirectionFinder*® survey between 2019 and 2023. 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:

- Andover, KS
- Atchison, KS
- Clayton, MO
- De Soto, KS
- Des Peres, MO
- Edgerton, KS
- Emporia, KS
- Johnson County, KS
- Kansas City, MO
- Lawrence, KS
- Lebanon, MO
- Lenexa, KS
- Maryland Heights, MO
- Olathe, KS
- Platte City, MO
- Roeland Park, KS
- Smithville, MO
- Springfield, MO
- St. Joseph, MO
- University City, MO
- Wentzville, MO
- Belton, MO
- Wyandotte City, KS
- Blue Springs, MO
- Branson, MO
- Creve Coeur, MO
- Harrisonville, MO
- Kirkwood, MO
- Lenexa, KS
- Maplewood, MO
- Merriam, KS
- Mission, KS
- Overland Park, KS
- Roeland Park, KS
- Topeka, KS
- Weldon Spring, MO
- Gladstone, MO
- North Kansas City, MO
- Perryville, MO
- Richmond, MO
- Rolla, MO
- Spring Hill, KS
- Basehor, KS
- Columbia, MO
- Fairway, KS
- Grandview, MO
- Lee's Summit, MO
- Platte City, MO
- Smithville, MO
- Springfield, MO

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 2023 survey that was administered by ETC Institute to a random sample of more than 10,000 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 50 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*[®] survey has been conducted between 2019 and 2023.

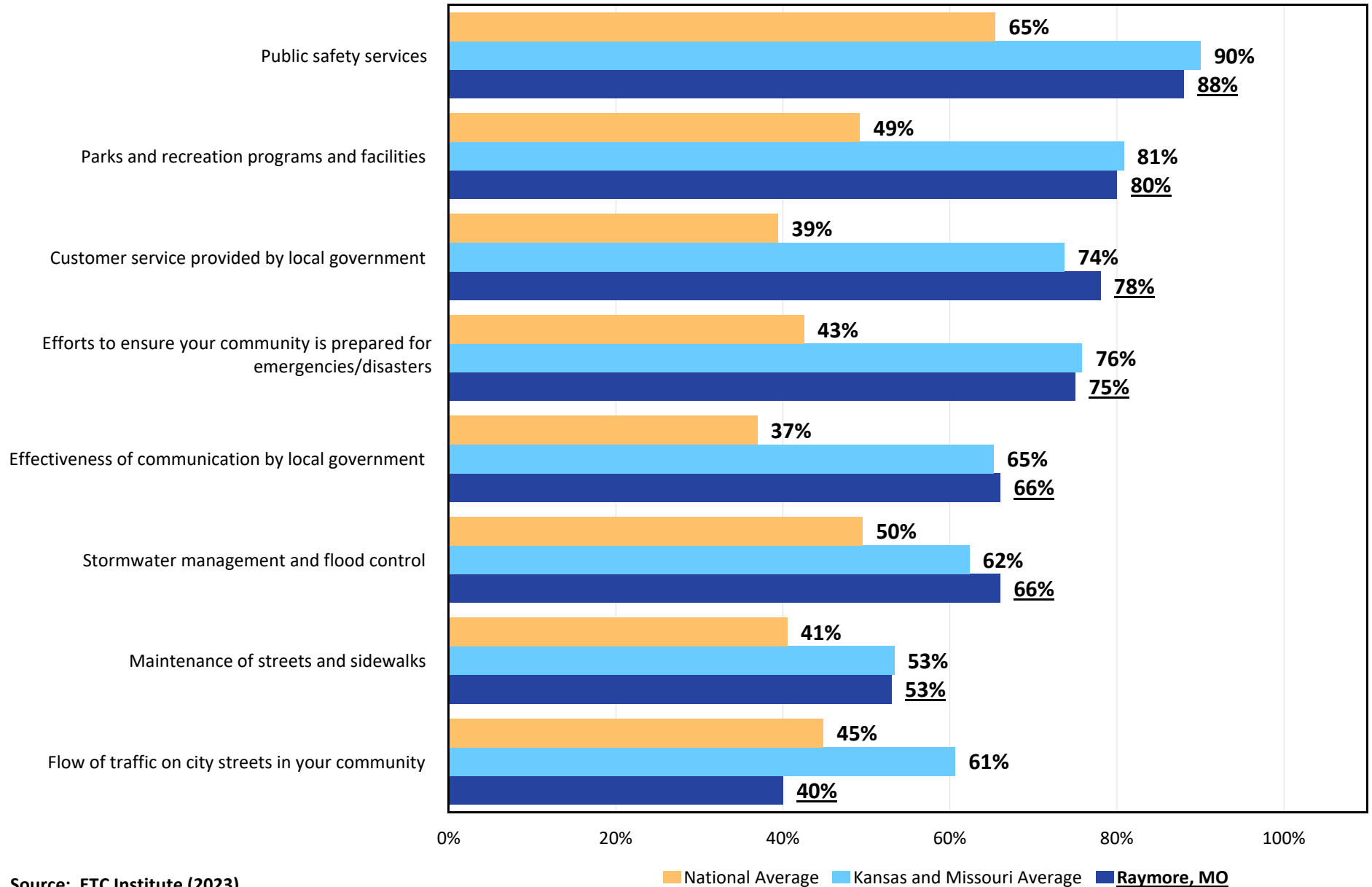
National Benchmarks

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")

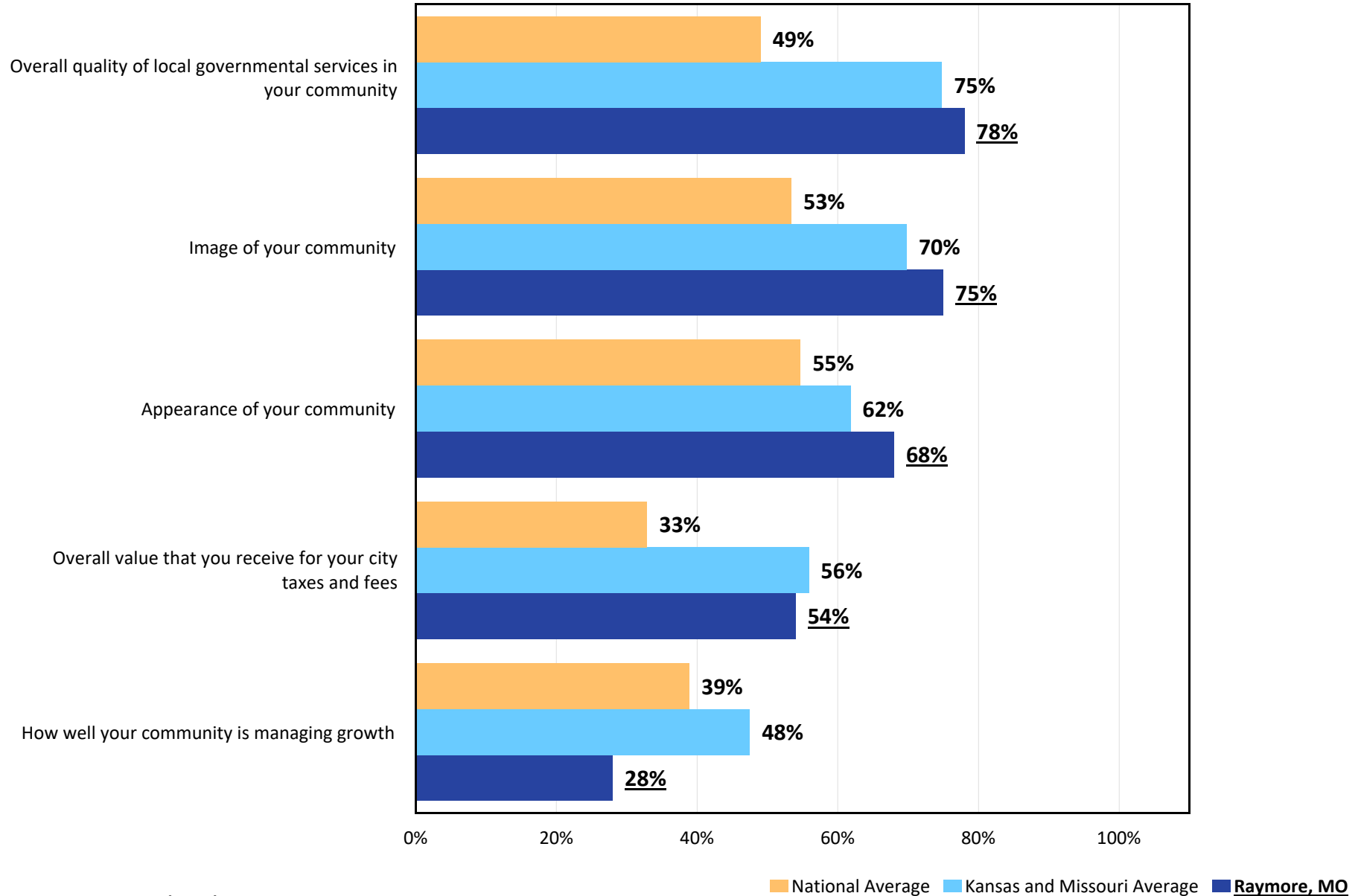


Source: ETC Institute (2023)

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")

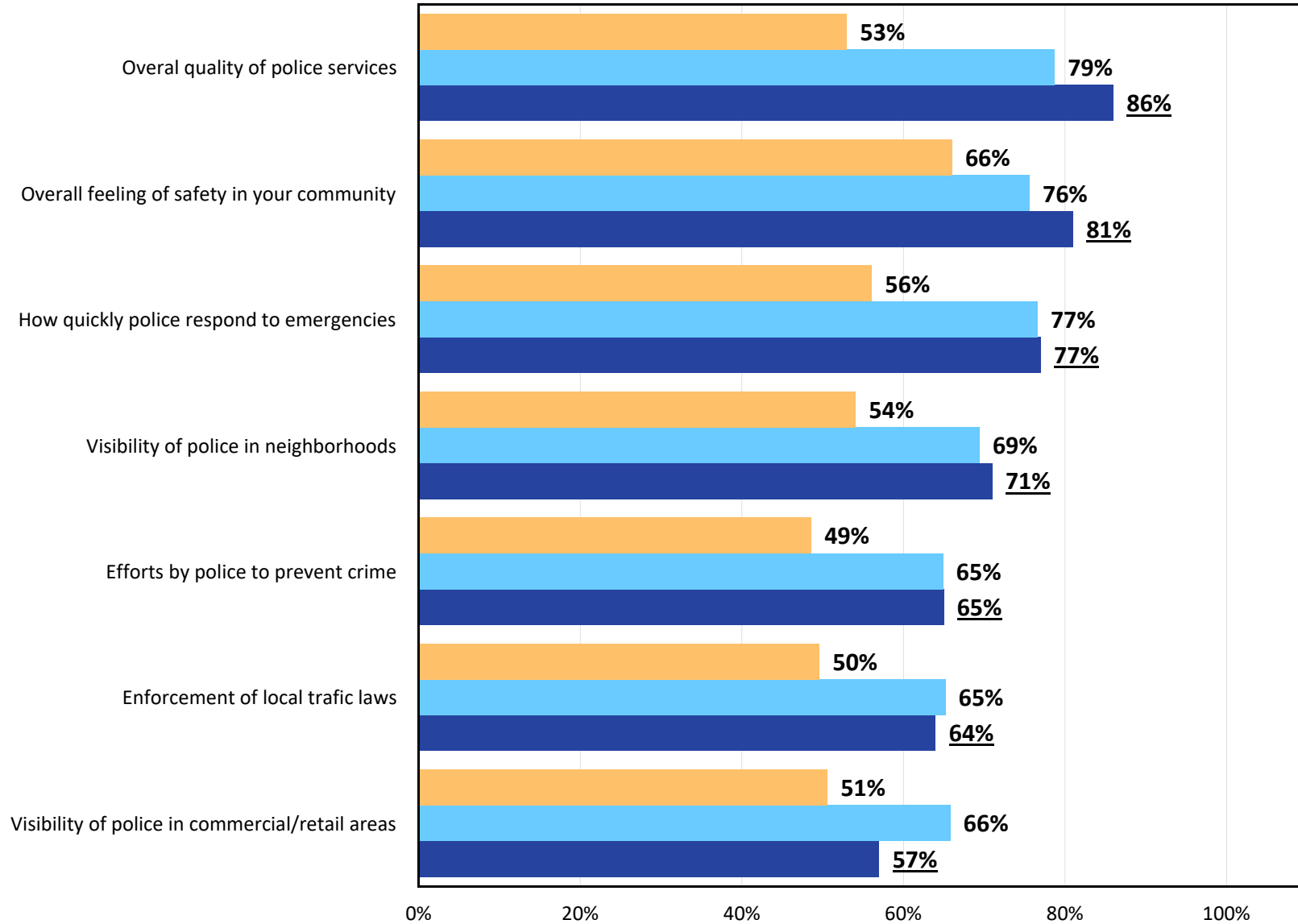


Source: ETC Institute (2023)

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")



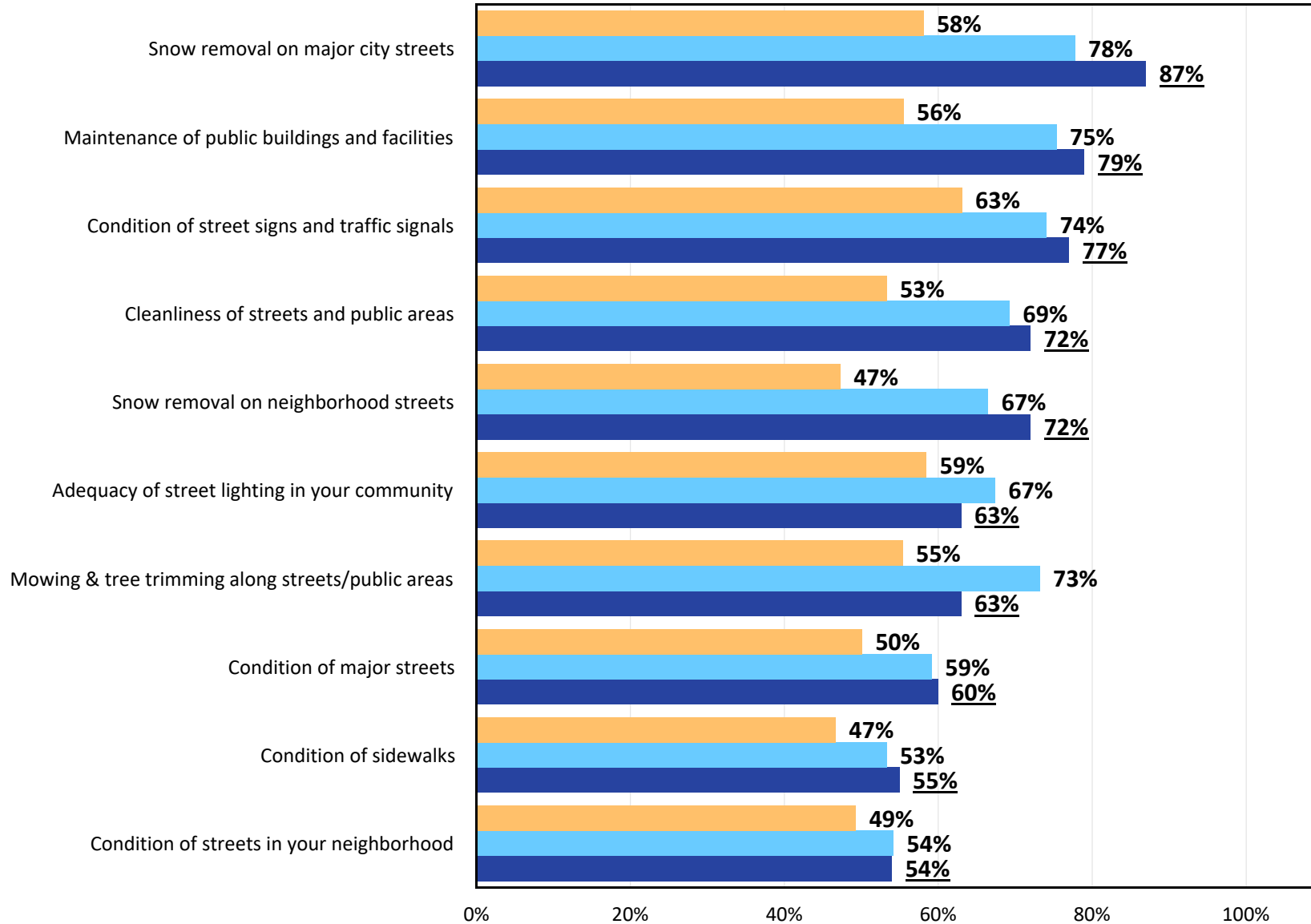
Source: ETC Institute (2023)

■ 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")



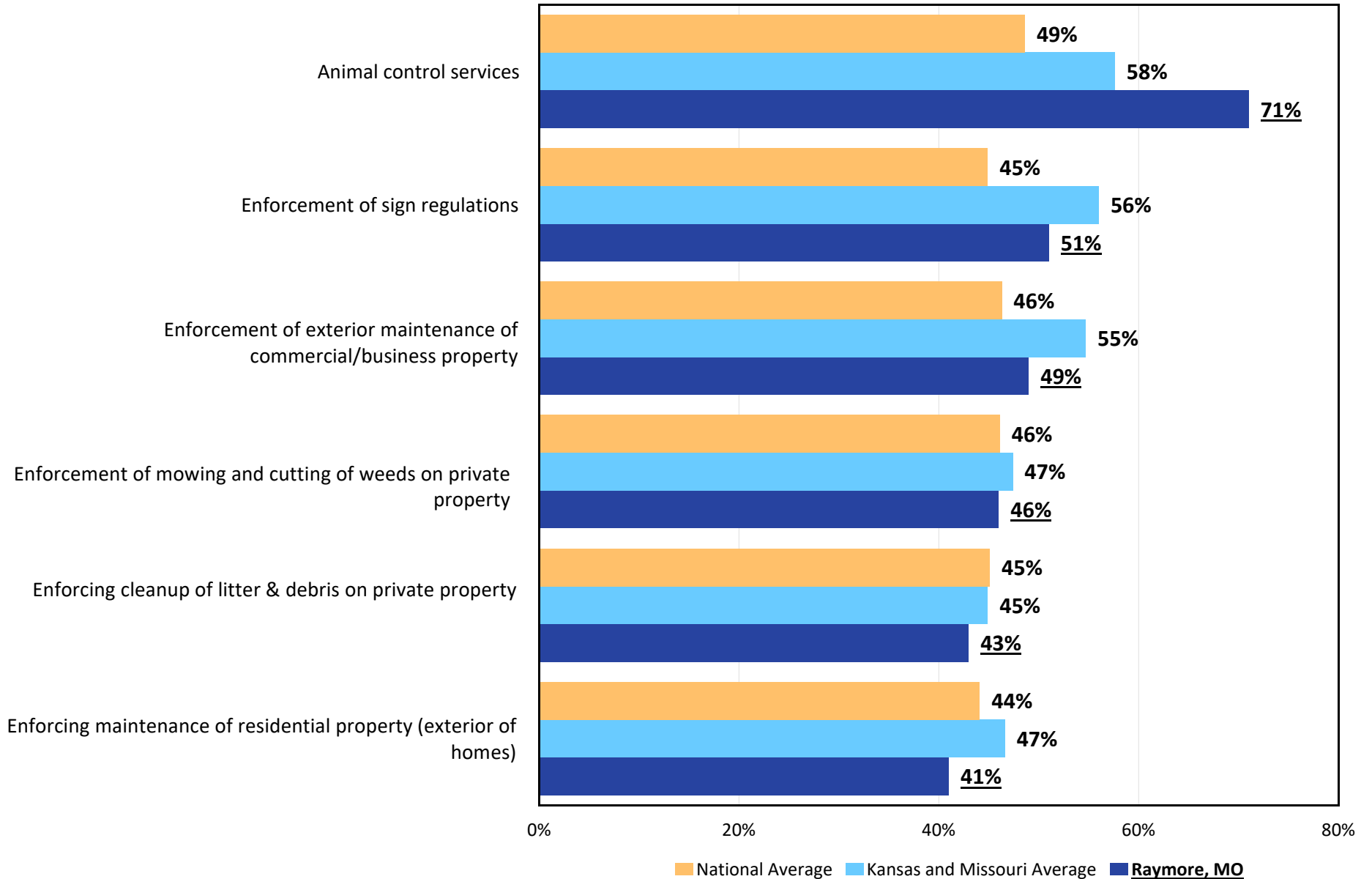
Source: ETC Institute (2023)

■ 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")

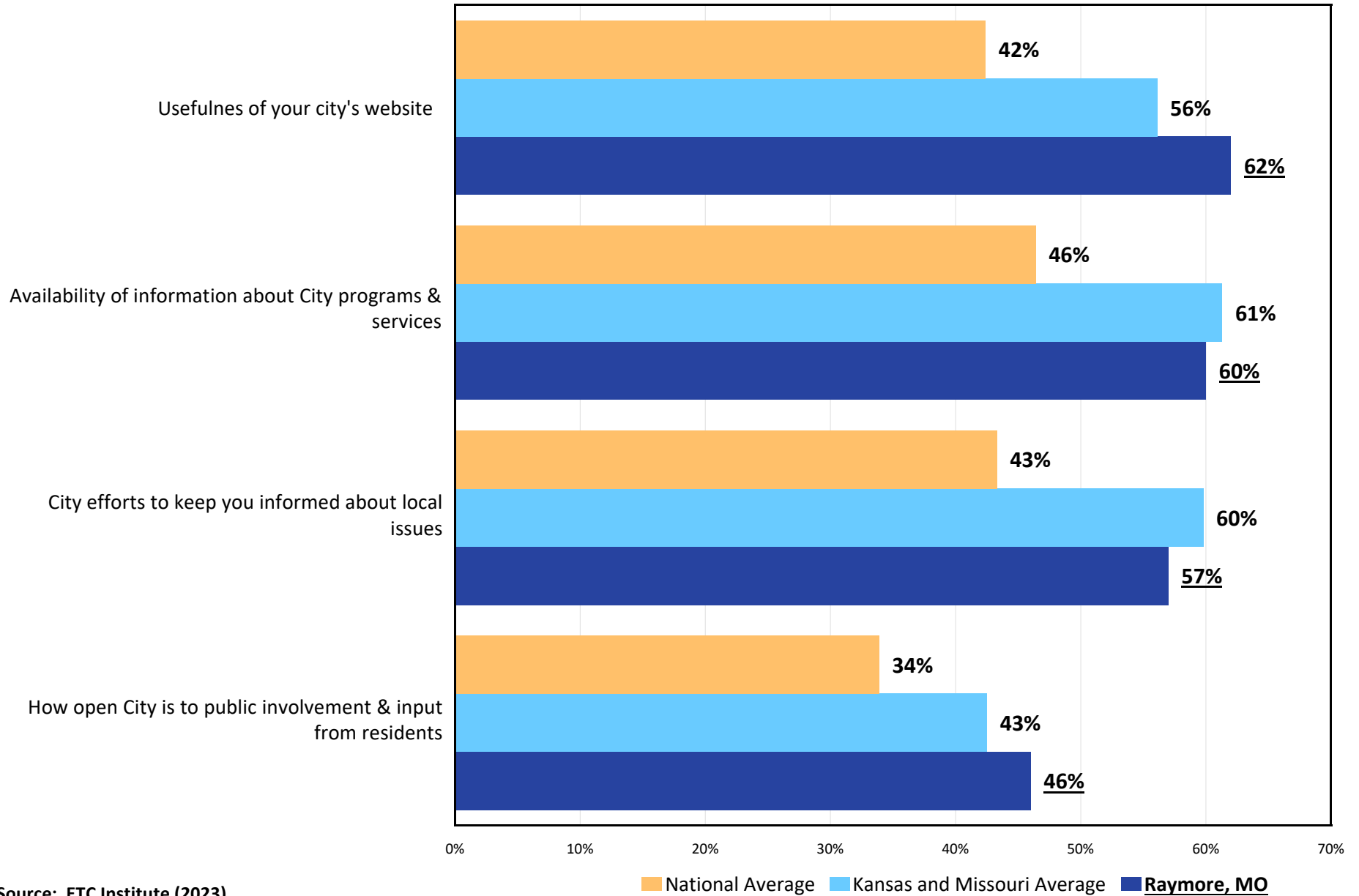


Source: ETC Institute (2023)

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")



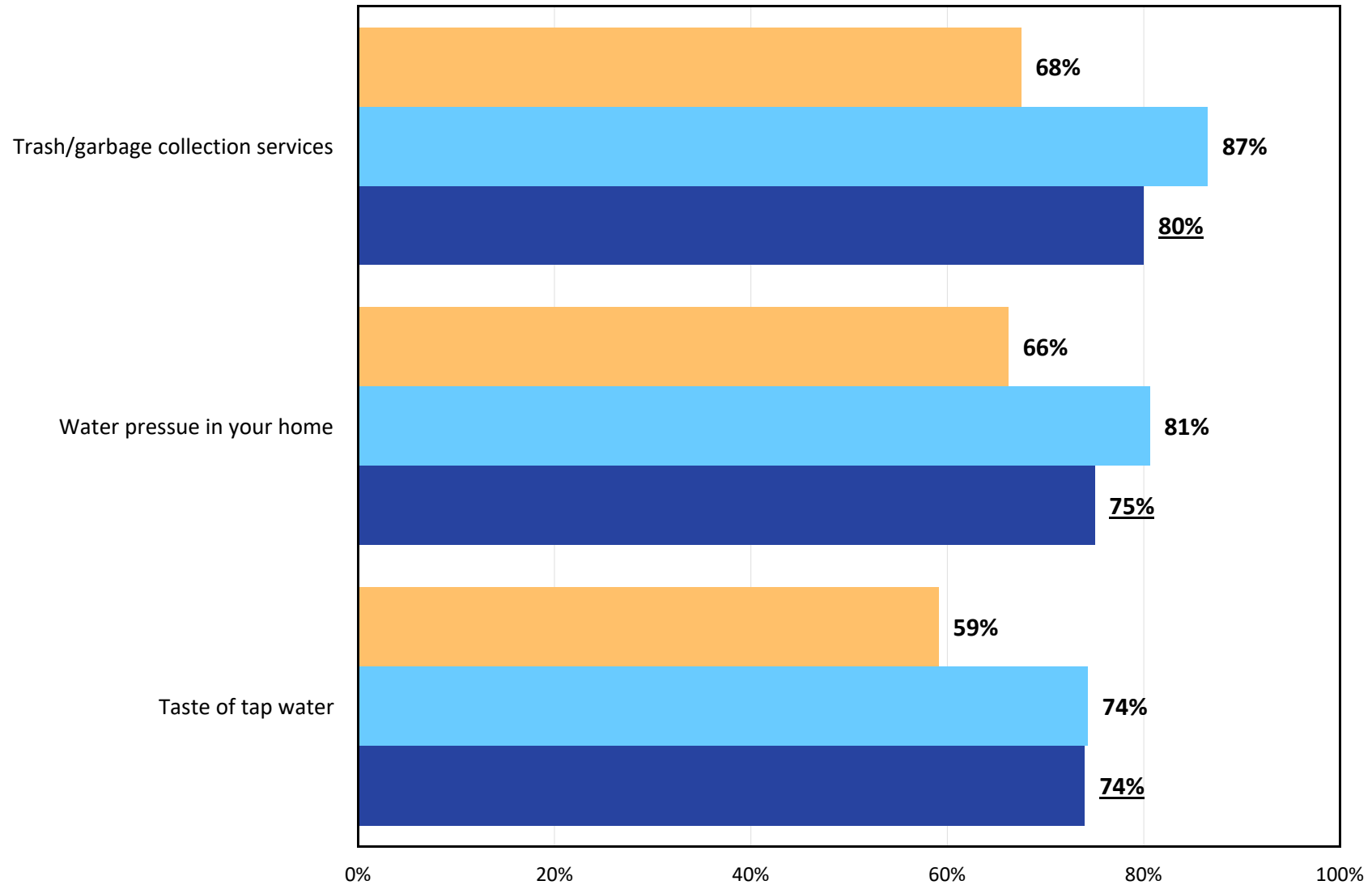
Source: ETC Institute (2023)

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

Benchmarking: Satisfaction with Water and Solid Waste Services

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 (2023)

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

Comparison to a Range of Performance

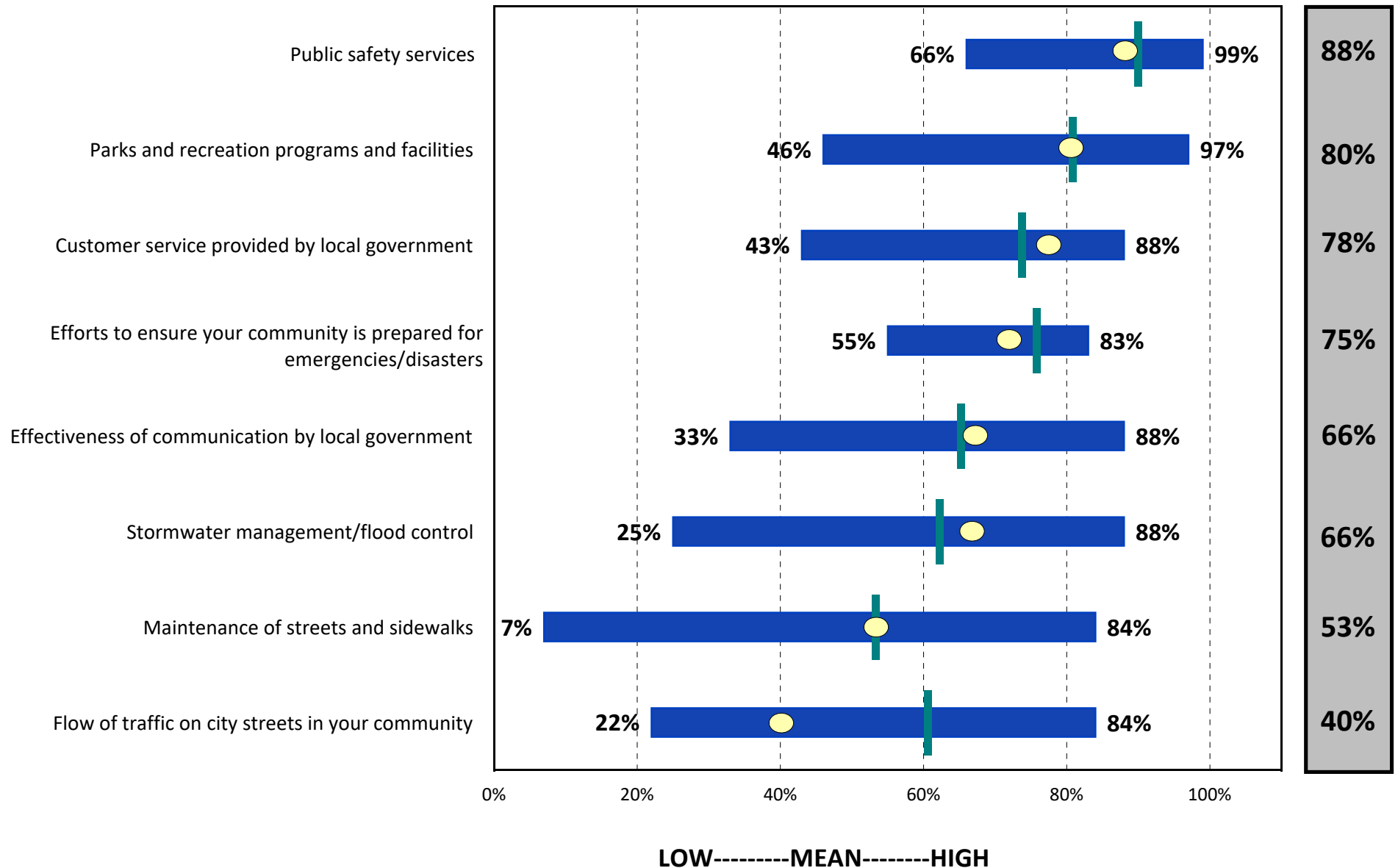
Performance Ranges were compiled using surveys from 50 Missouri and Kansas communities where ETC Institute has administered a survey.

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



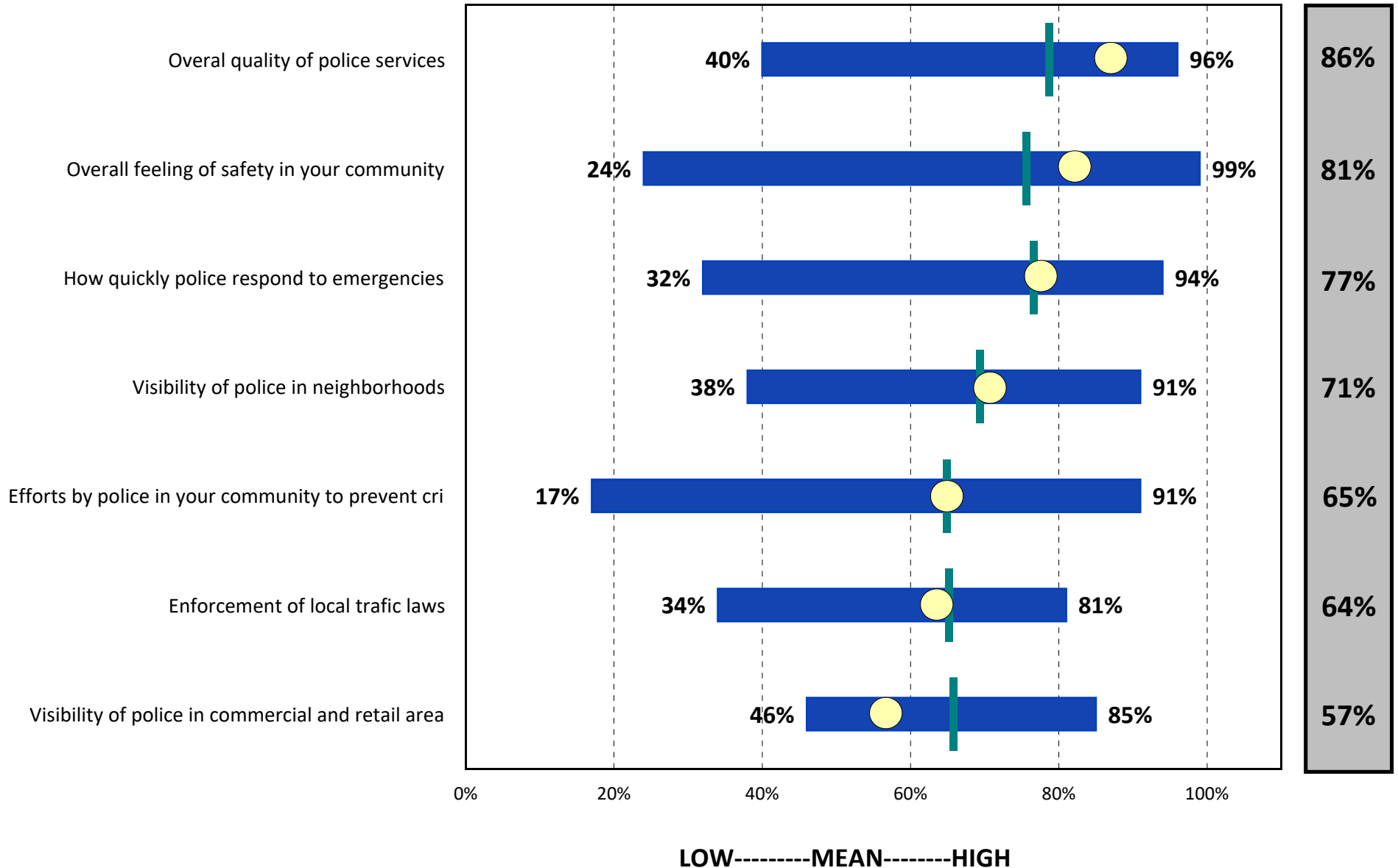
Source: ETC Institute (2023)

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



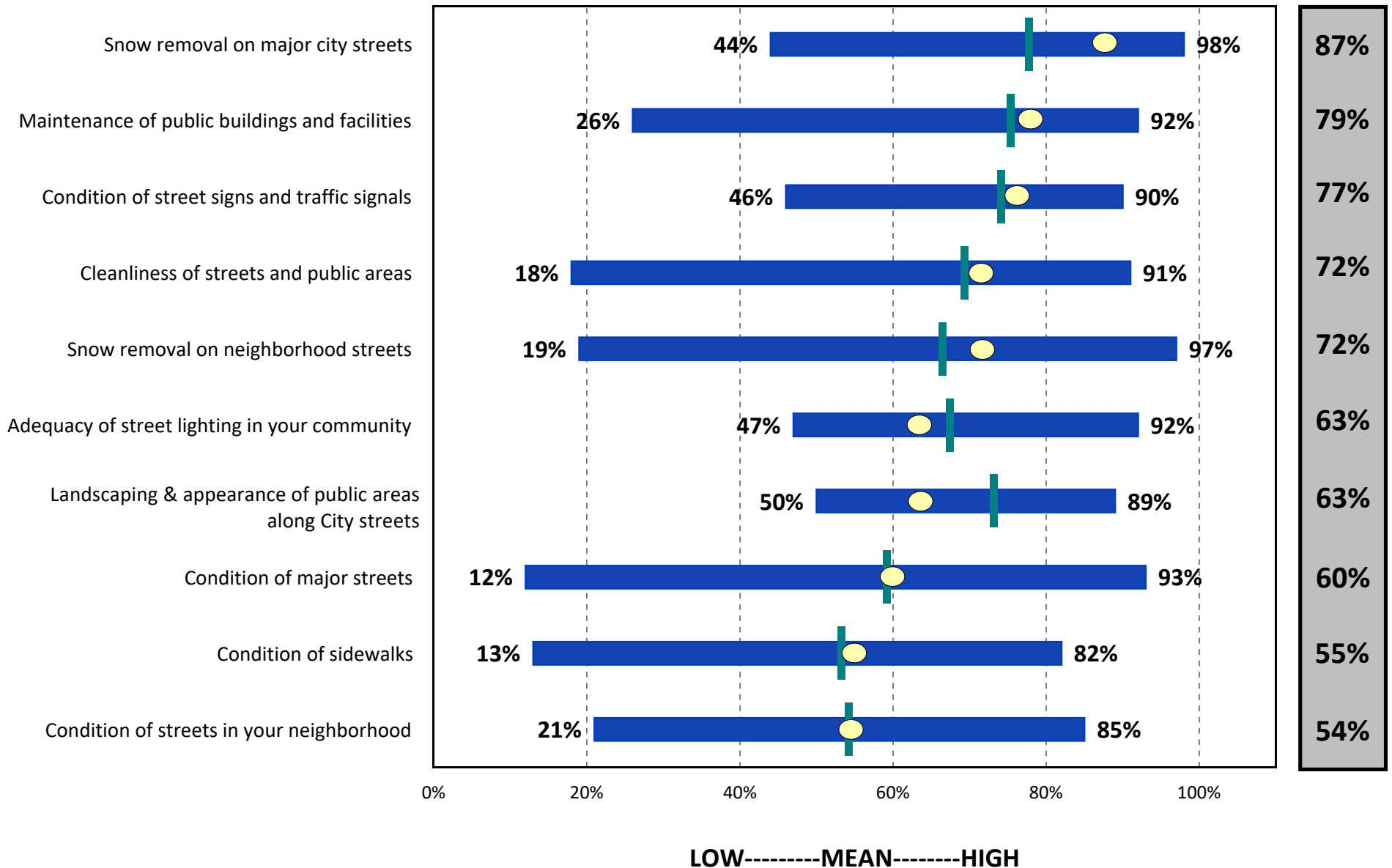
Source: ETC Institute (2023)

Performance Ranges: Satisfaction with City Maintenance

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



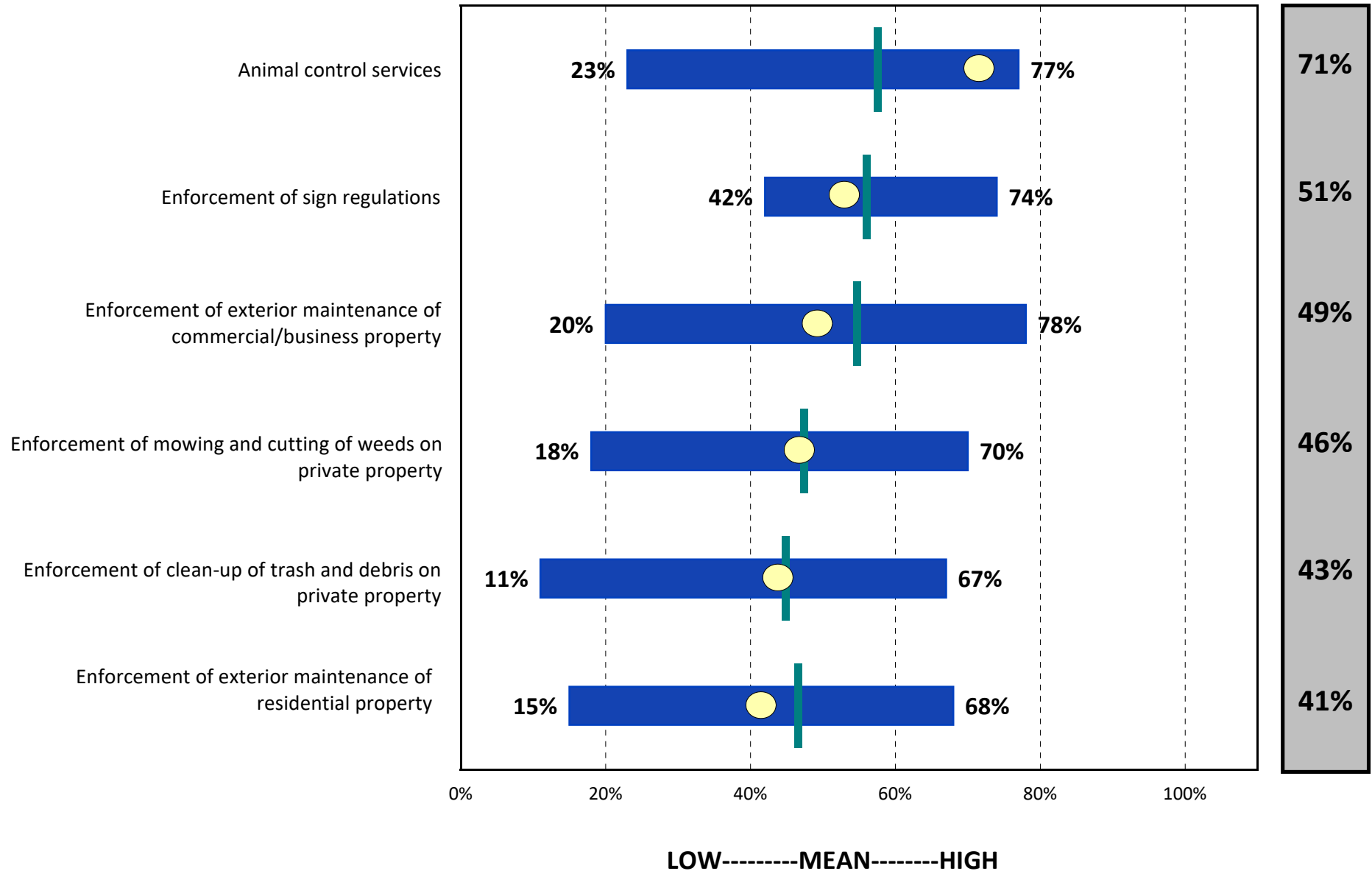
Source: ETC Institute (2023)

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



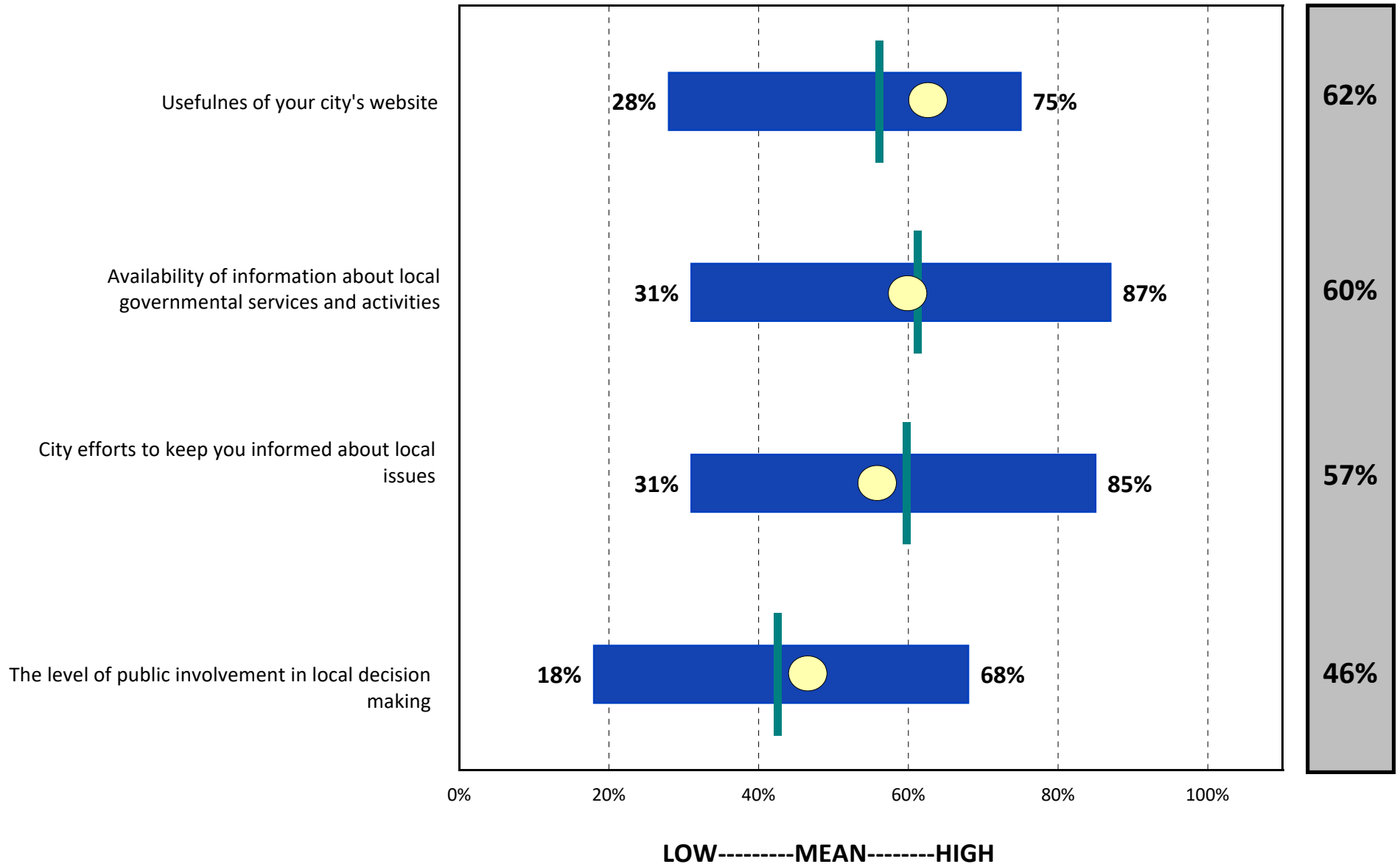
Source: ETC Institute (2023)

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



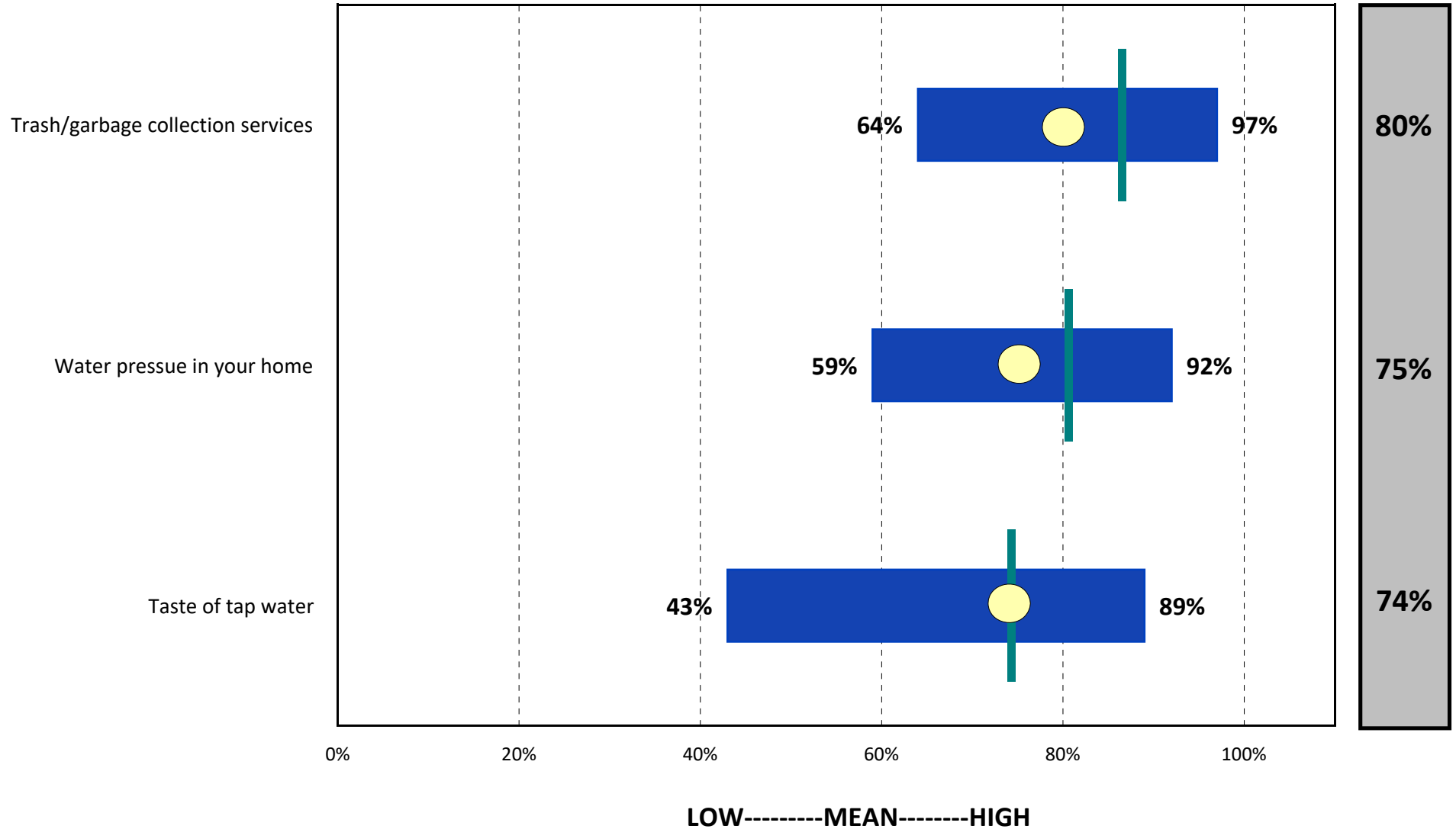
Source: ETC Institute (2023)

Performance Ranges: Satisfaction with Water/Waste 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



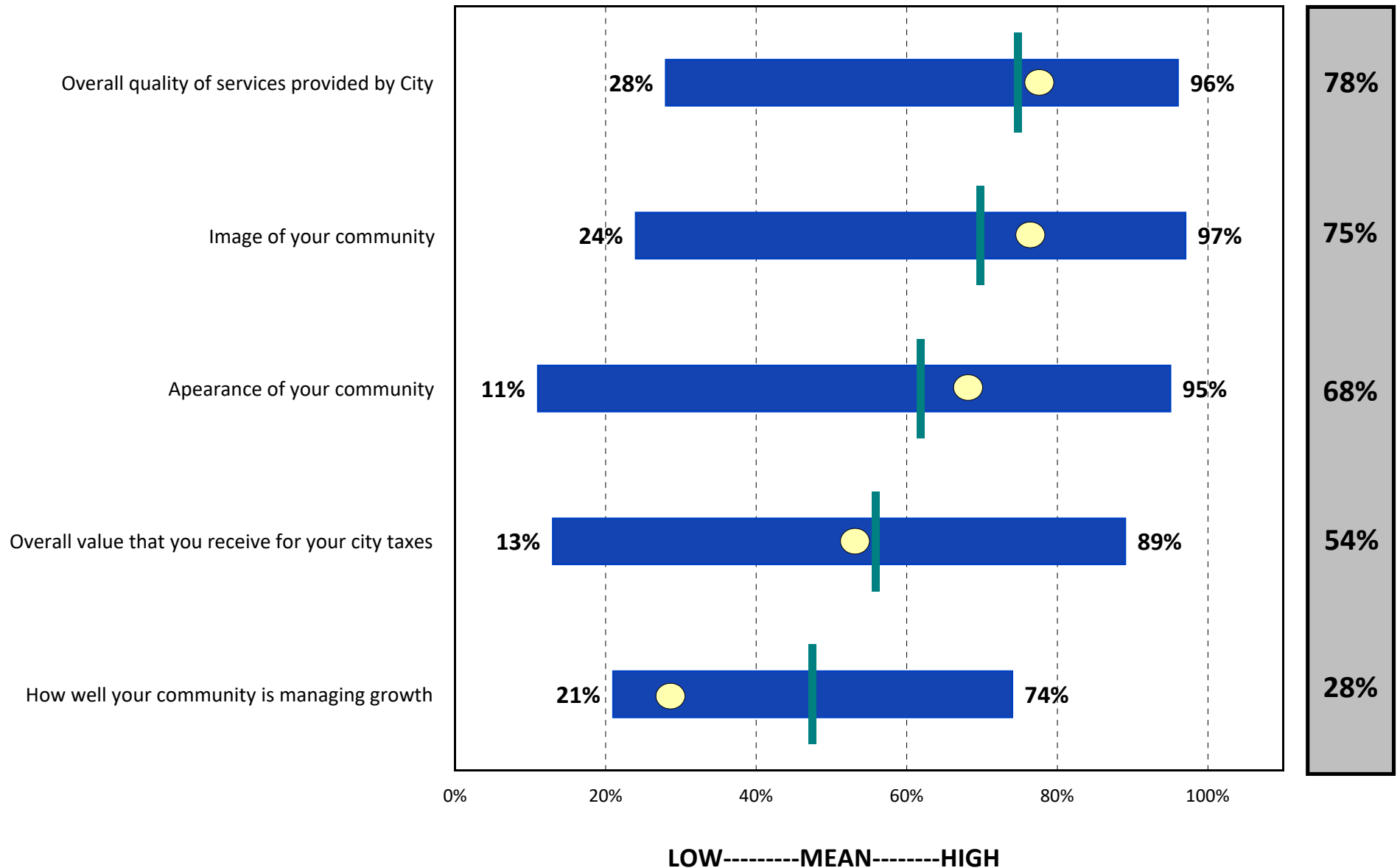
Source: ETC Institute (2023)

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 (2023)

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**Importance-
Satisfaction Rating**

Importance-Satisfaction Analysis

Summary Report

Raymore, Missouri

Overview

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

The Importance-Satisfaction (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-six percent (66%) 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, 40% 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 66% was multiplied by 40% (1-0.60). This calculation yielded an I-S rating of 0.40 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.

2023 Importance-Satisfaction Rating

City of Raymore

Overall Satisfaction with City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall flow of traffic and congestion management in the City	66%	2	40%	9	0.4011	1
Overall maintenance of City streets	67%	1	53%	8	0.3161	2
High Priority (IS .10-.20)						
Overall enforcement of City codes and ordinances for building/housing	25%	5	53%	7	0.1156	3
Medium Priority (IS <.10)						
Overall effectiveness of City communication with the public	19%	6	66%	5	0.0629	4
Overall quality of City parks and recreation programs and facilities	29%	4	80%	3	0.0588	5
Overall quality of the City's stormwater runoff/management system	14%	7	66%	6	0.0492	6
Overall quality of public safety services	40%	3	88%	1	0.0474	7
Overall quality of customer service you receive from City employees	6%	8	78%	4	0.0132	8
Overall maintenance of City buildings and facilities	3%	9	81%	2	0.0066	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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders

Satisfaction %:

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

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2023 Importance-Satisfaction Rating

City of Raymore

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
The City's efforts to prevent crime	55%	1	65%	6	0.1897	1
The visibility of police in retail areas	39%	3	57%	8	0.1681	2
The visibility of police in neighborhoods	45%	2	71%	4	0.1314	3
Enforcement of local traffic laws	29%	5	64%	7	0.1022	4
Medium Priority (IS <.10)						
Severe weather preparedness/disaster response planning	26%	6	75%	3	0.0665	5
How quickly police respond to emergencies	23%	7	77%	2	0.0511	6
Quality of animal control	16%	8	71%	5	0.0470	7
Overall quality of local police protection	32%	4	86%	1	0.0438	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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders

Satisfaction %:

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

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2023 Importance-Satisfaction Rating

City of Raymore

City Maintenance/Public Works

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of streets in your neighborhood	43%	2	54%	12	0.1992	1
Maintenance of major City streets	44%	1	60%	9	0.1747	2
Adequacy of City street lighting	30%	3	63%	7	0.1109	3
Overall road conditions	26%	4	57%	10	0.1109	4
Medium Priority (IS <.10)						
Condition of City sidewalks	16%	7	55%	11	0.0697	5
Street sweeping on City streets	12%	10	47%	13	0.0658	6
Snow removal on neighborhood streets	19%	5	72%	5	0.0530	7
Overall cleanliness of City streets and other public areas	19%	6	72%	4	0.0515	8
Landscaping and appearance of public areas along City streets	12%	9	63%	6	0.0455	9
Availability of sidewalks in the City	12%	11	63%	8	0.0431	10
Maintenance of street signs and traffic signals	10%	12	77%	3	0.0227	11
Snow removal on major City streets	13%	8	87%	1	0.0163	12
Maintenance of City buildings	2%	13	79%	2	0.0049	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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders

Satisfaction %:

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

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2023 Importance-Satisfaction Rating

City of Raymore

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Number of indoor recreation/event spaces	28%	2	46%	11	0.1528	1
City special events and festivals	26%	3	56%	9	0.1164	2
The City's fitness programs	17%	7	40%	15	0.1029	3
Medium Priority (IS <.10)						
Quality of indoor recreation/event facilities	18%	5	59%	8	0.0756	4
Number of walking and biking trails	26%	4	72%	3	0.0709	5
Maintenance of City parks	39%	1	83%	1	0.0665	6
The City's adult athletic programs	11%	8	46%	12	0.0573	7
Availability of information about City parks and recreation programs	17%	6	69%	6	0.0537	8
Fees charged for recreation programs	7%	12	45%	13	0.0381	9
The City's youth athletic programs	9%	10	60%	7	0.0356	10
The City's instructional programs	6%	13	40%	14	0.0344	11
Quality of outdoor athletic fields	10%	9	71%	4	0.0295	12
Ease of registering for programs	6%	14	53%	10	0.0269	13
How close neighborhood parks are to your home	8%	11	78%	2	0.0166	14
Number of outdoor athletic fields	6%	15	71%	5	0.0159	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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders

Satisfaction %:

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

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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.

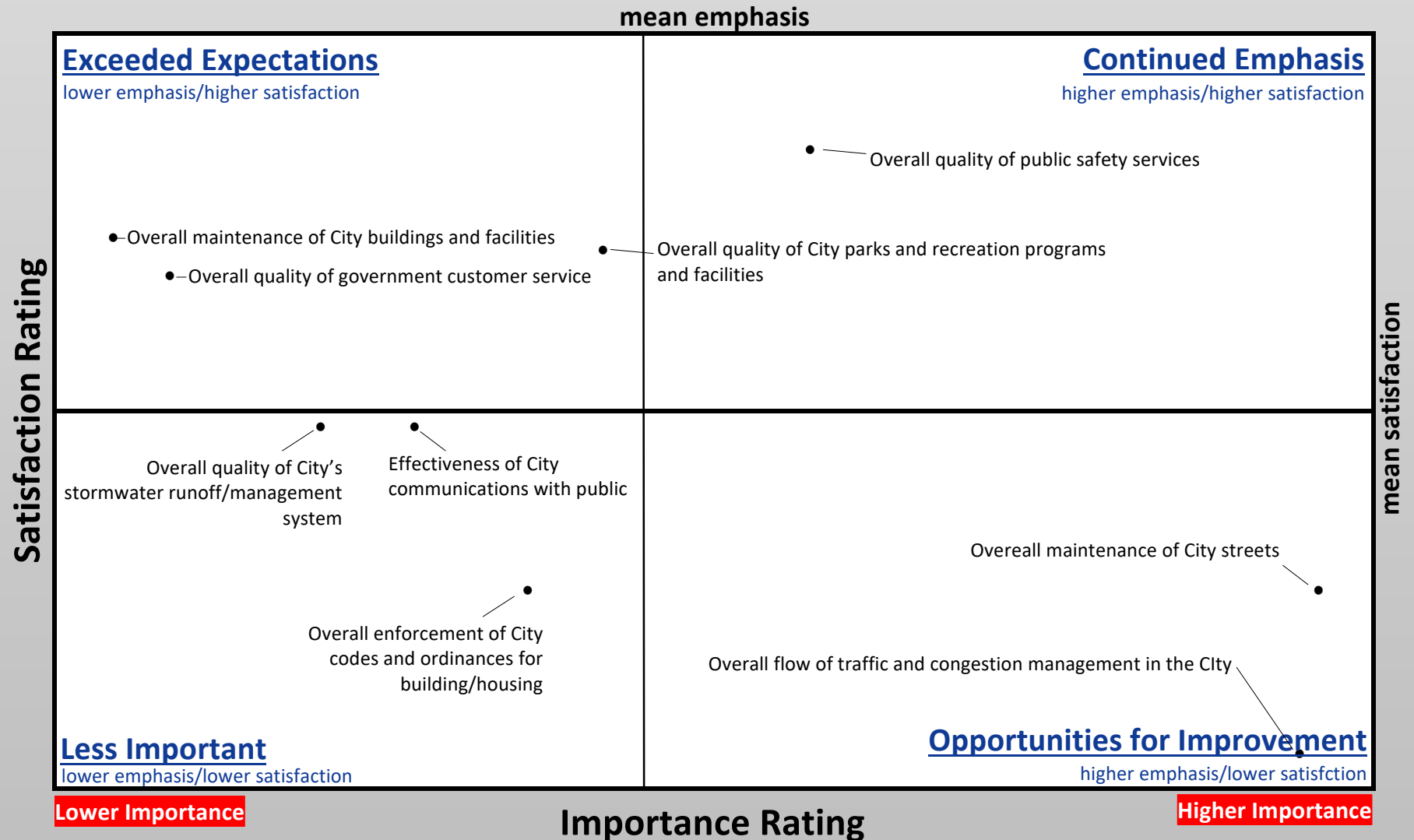
Matrices showing the results for the City of Raymore are provided on the following pages.

2023 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)



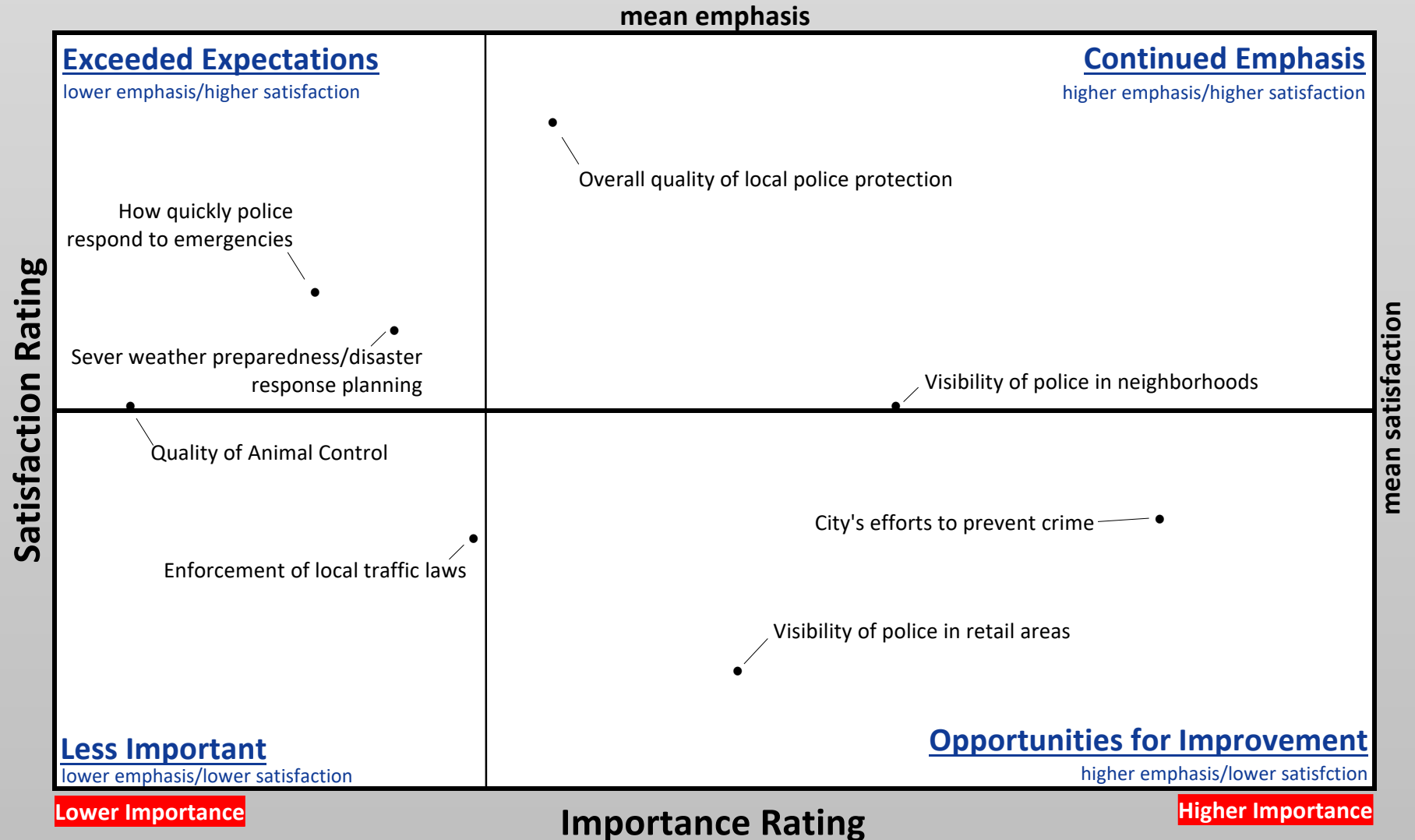
Source: ETC Institute (2023)

2023 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)



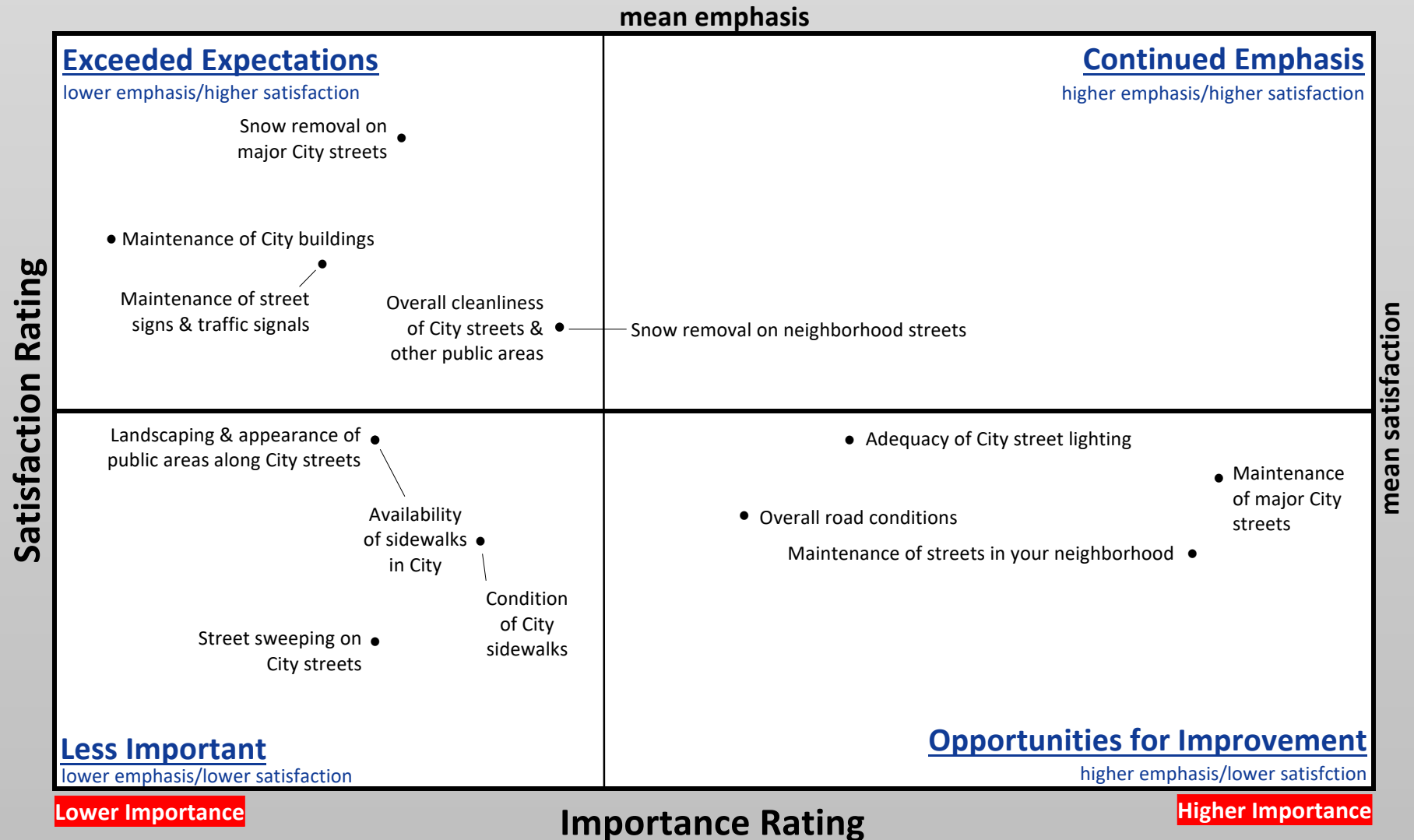
Source: ETC Institute (2023)

2023 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)



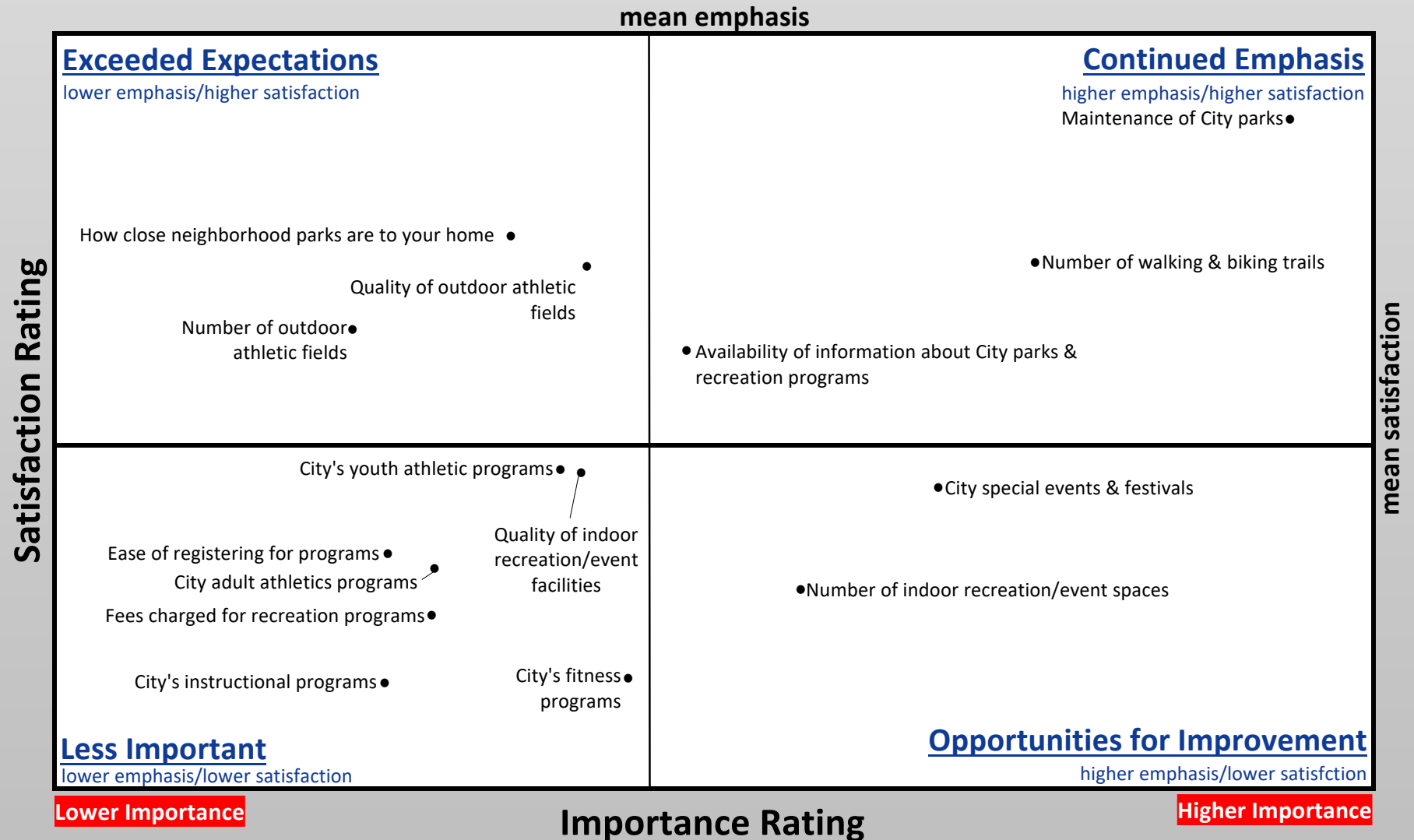
Source: ETC Institute (2023)

2023 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)



Source: ETC Institute (2023)

5

Tabular Data

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

(N=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of public safety services (e.g., police)	39.5%	47.4%	9.2%	2.1%	0.5%	1.4%
Q1-2. Overall quality of City parks & recreation programs & facilities	36.8%	40.5%	14.9%	4.1%	0.2%	3.4%
Q1-3. Overall maintenance of City streets	13.3%	39.5%	25.1%	16.3%	5.3%	0.5%
Q1-4. Overall maintenance of City buildings & facilities	26.9%	46.2%	17.5%	0.2%	0.0%	9.2%
Q1-5. Overall enforcement of City codes & ordinances for building/housing	13.6%	33.3%	26.9%	12.0%	2.1%	12.2%
Q1-6. Overall quality of customer service you receive from City employees	31.0%	39.8%	16.3%	3.4%	0.2%	9.2%
Q1-7. Overall effectiveness of City communication with the public	21.1%	42.3%	24.6%	6.0%	1.8%	4.1%
Q1-8. Overall quality of City's stormwater runoff/management system	17.0%	42.3%	25.3%	4.6%	1.1%	9.7%
Q1-9. Overall flow of traffic & congestion management in City	9.4%	29.9%	26.0%	24.4%	9.7%	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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of public safety services (e.g., police)	40.1%	48.0%	9.3%	2.1%	0.5%
Q1-2. Overall quality of City parks & recreation programs & facilities	38.1%	41.9%	15.5%	4.3%	0.2%
Q1-3. Overall maintenance of City streets	13.4%	39.7%	25.2%	16.4%	5.3%
Q1-4. Overall maintenance of City buildings & facilities	29.6%	50.9%	19.2%	0.3%	0.0%
Q1-5. Overall enforcement of City codes & ordinances for building/housing	15.4%	38.0%	30.6%	13.6%	2.4%
Q1-6. Overall quality of customer service you receive from City employees	34.2%	43.8%	18.0%	3.8%	0.3%
Q1-7. Overall effectiveness of City communication with the public	22.1%	44.1%	25.7%	6.2%	1.9%
Q1-8. Overall quality of City's stormwater runoff/management system	18.8%	46.8%	28.0%	5.1%	1.3%
Q1-9. Overall flow of traffic & congestion management in City	9.5%	30.1%	26.2%	24.5%	9.7%

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

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services (e.g., police)	85	19.5 %
Overall quality of City parks & recreation programs & facilities	31	7.1 %
Overall maintenance of City streets	122	28.0 %
Overall maintenance of City buildings & facilities	1	0.2 %
Overall enforcement of City codes & ordinances for building/housing	20	4.6 %
Overall quality of customer service you receive from City employees	3	0.7 %
Overall effectiveness of City communication with the public	9	2.1 %
Overall quality of City's stormwater runoff/management system	8	1.8 %
Overall flow of traffic & congestion management in City	129	29.7 %
<u>None chosen</u>	<u>27</u>	<u>6.2 %</u>
Total	435	100.0 %

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

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services (e.g., police)	41	9.4 %
Overall quality of City parks & recreation programs & facilities	45	10.3 %
Overall maintenance of City streets	109	25.1 %
Overall maintenance of City buildings & facilities	5	1.1 %
Overall enforcement of City codes & ordinances for building/housing	49	11.3 %
Overall quality of customer service you receive from City employees	7	1.6 %
Overall effectiveness of City communication with the public	23	5.3 %
Overall quality of City's stormwater runoff/management system	25	5.7 %
Overall flow of traffic & congestion management in City	90	20.7 %
<u>None chosen</u>	<u>41</u>	<u>9.4 %</u>
Total	435	100.0 %

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

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services (e.g., police)	47	10.8 %
Overall quality of City parks & recreation programs & facilities	52	12.0 %
Overall maintenance of City streets	62	14.3 %
Overall maintenance of City buildings & facilities	9	2.1 %
Overall enforcement of City codes & ordinances for building/housing	39	9.0 %
Overall quality of customer service you receive from City employees	16	3.7 %
Overall effectiveness of City communication with the public	49	11.3 %
Overall quality of City's stormwater runoff/management system	29	6.7 %
Overall flow of traffic & congestion management in City	70	16.1 %
<u>None chosen</u>	<u>62</u>	<u>14.3 %</u>
Total	435	100.0 %

(SUM OF TOP 3)

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

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services (e.g., police)	173	39.8 %
Overall quality of City parks & recreation programs & facilities	128	29.4 %
Overall maintenance of City streets	293	67.4 %
Overall maintenance of City buildings & facilities	15	3.4 %
Overall enforcement of City codes & ordinances for building/housing	108	24.8 %
Overall quality of customer service you receive from City employees	26	6.0 %
Overall effectiveness of City communication with the public	81	18.6 %
Overall quality of City's stormwater runoff/management system	62	14.3 %
Overall flow of traffic & congestion management in City	289	66.4 %
<u>None chosen</u>	<u>27</u>	<u>6.2 %</u>
Total	1202	

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=435)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. Overall quality of services provided by City of Raymore	20.9%	54.9%	18.2%	3.7%	0.2%	2.1%
Q3-2. Overall value that you receive for your City tax dollars & fees	12.0%	41.1%	28.3%	12.9%	4.4%	1.4%
Q3-3. Overall image of City	17.7%	51.3%	20.0%	9.4%	0.2%	1.4%
Q3-4. How well City is planning growth	7.8%	19.5%	26.9%	21.8%	14.9%	9.0%
Q3-5. How well City is managing growth	7.1%	19.1%	27.1%	23.4%	16.6%	6.7%
Q3-6. Overall quality of life in City	19.5%	54.9%	16.8%	6.4%	1.1%	1.1%
Q3-7. Overall feeling of safety in City	30.3%	50.8%	12.0%	6.0%	0.7%	0.2%
Q3-8. Availability of affordable housing	8.7%	22.5%	32.0%	14.3%	8.0%	14.5%
Q3-9. Job availability	5.7%	14.5%	30.1%	14.9%	6.9%	27.8%
Q3-10. Quality of new development in City	7.1%	22.3%	33.6%	16.6%	14.3%	6.2%
Q3-11. As a place to retire	17.2%	35.6%	22.5%	11.3%	8.5%	4.8%
Q3-12. Overall appearance of City	15.9%	51.7%	22.1%	7.4%	2.8%	0.2%

(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=435)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. Overall quality of services provided by City of Raymore	21.4%	56.1%	18.5%	3.8%	0.2%
Q3-2. Overall value that you receive for your City tax dollars & fees	12.1%	41.7%	28.7%	13.1%	4.4%
Q3-3. Overall image of City	17.9%	52.0%	20.3%	9.6%	0.2%
Q3-4. How well City is planning growth	8.6%	21.5%	29.5%	24.0%	16.4%
Q3-5. How well City is managing growth	7.6%	20.4%	29.1%	25.1%	17.7%
Q3-6. Overall quality of life in City	19.8%	55.6%	17.0%	6.5%	1.2%
Q3-7. Overall feeling of safety in City	30.4%	50.9%	12.0%	6.0%	0.7%
Q3-8. Availability of affordable housing	10.2%	26.3%	37.4%	16.7%	9.4%
Q3-9. Job availability	8.0%	20.1%	41.7%	20.7%	9.6%
Q3-10. Quality of new development in City	7.6%	23.8%	35.8%	17.6%	15.2%
Q3-11. As a place to retire	18.1%	37.4%	23.7%	11.8%	8.9%
Q3-12. Overall appearance of City	15.9%	51.8%	22.1%	7.4%	2.8%

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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of local police protection	38.6%	45.5%	10.3%	3.0%	0.2%	2.3%
Q4-2. Visibility of police in neighborhoods	25.5%	44.4%	18.9%	8.0%	1.6%	1.6%
Q4-3. Visibility of police in retail areas	14.3%	38.9%	29.4%	9.9%	0.7%	6.9%
Q4-4. City's efforts to prevent crime	16.6%	41.8%	24.4%	6.4%	0.5%	10.3%
Q4-5. How quickly police respond to emergencies	27.4%	31.3%	14.9%	1.6%	0.7%	24.1%
Q4-6. Enforcement of local traffic laws	14.9%	45.5%	19.8%	7.4%	6.2%	6.2%
Q4-7. Quality of animal control	19.3%	40.7%	19.1%	3.2%	2.5%	15.2%
Q4-8. Severe weather preparedness/disaster response planning	22.5%	40.2%	19.1%	1.6%	0.7%	15.9%

(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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of local police protection	39.5%	46.6%	10.6%	3.1%	0.2%
Q4-2. Visibility of police in neighborhoods	25.9%	45.1%	19.2%	8.2%	1.6%
Q4-3. Visibility of police in retail areas	15.3%	41.7%	31.6%	10.6%	0.7%
Q4-4. City's efforts to prevent crime	18.5%	46.7%	27.2%	7.2%	0.5%
Q4-5. How quickly police respond to emergencies	36.1%	41.2%	19.7%	2.1%	0.9%
Q4-6. Enforcement of local traffic laws	15.9%	48.5%	21.1%	7.8%	6.6%
Q4-7. Quality of animal control	22.8%	48.0%	22.5%	3.8%	3.0%
Q4-8. Severe weather preparedness/disaster response planning	26.8%	47.8%	22.7%	1.9%	0.8%

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	76	17.5 %
Visibility of police in neighborhoods	63	14.5 %
Visibility of police in retail areas	53	12.2 %
City's efforts to prevent crime	88	20.2 %
How quickly police respond to emergencies	15	3.4 %
Enforcement of local traffic laws	48	11.0 %
Quality of animal control	24	5.5 %
Severe weather preparedness/disaster response planning	30	6.9 %
None chosen	38	8.7 %
Total	435	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	33	7.6 %
Visibility of police in neighborhoods	68	15.6 %
Visibility of police in retail areas	72	16.6 %
City's efforts to prevent crime	85	19.5 %
How quickly police respond to emergencies	41	9.4 %
Enforcement of local traffic laws	37	8.5 %
Quality of animal control	16	3.7 %
Severe weather preparedness/disaster response planning	35	8.0 %
None chosen	48	11.0 %
Total	435	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	28	6.4 %
Visibility of police in neighborhoods	66	15.2 %
Visibility of police in retail areas	45	10.3 %
City's efforts to prevent crime	64	14.7 %
How quickly police respond to emergencies	42	9.7 %
Enforcement of local traffic laws	40	9.2 %
Quality of animal control	30	6.9 %
Severe weather preparedness/disaster response planning	49	11.3 %
None chosen	71	16.3 %
Total	435	100.0 %

(SUM OF TOP 3)

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. Top choice	Number	Percent
Overall quality of local police protection	137	31.5 %
Visibility of police in neighborhoods	197	45.3 %
Visibility of police in retail areas	170	39.1 %
City's efforts to prevent crime	237	54.5 %
How quickly police respond to emergencies	98	22.5 %
Enforcement of local traffic laws	125	28.7 %
Quality of animal control	70	16.1 %
Severe weather preparedness/disaster response planning	114	26.2 %
None chosen	38	8.7 %
Total	1186	

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=435)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q6-1. In your neighborhood after dark	36.6%	46.9%	12.6%	2.8%	0.5%	0.7%
Q6-2. In your neighborhood during the day]	60.5%	34.7%	4.1%	0.2%	0.2%	0.2%
Q6-3. In commercial & retail areas in City	20.0%	47.8%	24.6%	5.3%	0.7%	1.6%
Q6-4. In City parks & on City trails	18.4%	42.1%	24.8%	4.1%	0.9%	9.7%

(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=435)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q6-1. In your neighborhood after dark	36.8%	47.2%	12.7%	2.8%	0.5%
Q6-2. In your neighborhood during the day]	60.6%	34.8%	4.1%	0.2%	0.2%
Q6-3. In commercial & retail areas in City	20.3%	48.6%	25.0%	5.4%	0.7%
Q6-4. In City parks & on City trails	20.4%	46.6%	27.5%	4.6%	1.0%

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

Q7. Which one factor most influences how safe you feel in Raymore

	Number	Percent
Environmental factors (well-lit areas, etc.)	196	45.1 %
Police activities & response	163	37.5 %
Something not related to City (past victim, your neighbors, etc.)	51	11.7 %
Not provided	25	5.7 %
Total	435	100.0 %

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

Q7. Which one factor most influences how safe you feel in Raymore	Number	Percent
Environmental factors (well-lit areas, etc.)	196	47.8 %
Police activities & response	163	39.8 %
Something not related to City (past victim, your neighbors, etc.)	51	12.4 %
Total	410	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 in Raymore are you familiar with or have you participated in	Number	Percent
Citizens Police Academy	27	6.2 %
Community Emergency Response Team	13	3.0 %
Neighborhood Watch or Community/Neighborhood Meeting	52	12.0 %
Community Against Crime Event	8	1.8 %
Ride-Along Program	35	8.0 %
Prescription Drug Take Back	118	27.1 %
Home Security Survey	17	3.9 %
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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Maintenance of major City streets	10.8%	48.7%	18.9%	15.4%	5.1%	1.1%
Q9-2. Maintenance of streets in your neighborhood	12.9%	40.5%	16.8%	17.5%	11.3%	1.1%
Q9-3. Maintenance of street signs & traffic signals	21.8%	54.0%	16.6%	4.6%	1.4%	1.6%
Q9-4. Maintenance of City buildings	19.8%	47.1%	17.0%	0.9%	0.0%	15.2%
Q9-5. Snow removal on major City streets	31.3%	53.6%	10.8%	1.1%	0.2%	3.0%
Q9-6. Snow removal on neighborhood streets	24.6%	44.1%	18.9%	6.2%	2.3%	3.9%
Q9-7. Overall cleanliness of City streets & other public areas	18.4%	53.1%	18.9%	6.4%	2.1%	1.1%
Q9-8. Adequacy of City street lighting	14.9%	46.9%	20.2%	13.1%	3.2%	1.6%
Q9-9. Condition of City sidewalks	10.3%	42.1%	25.7%	12.4%	4.1%	5.3%
Q9-10. Availability of sidewalks in City	13.1%	45.1%	25.5%	6.7%	2.8%	6.9%
Q9-11. Landscaping & appearance of public areas along City streets	14.0%	47.4%	24.6%	8.5%	2.5%	3.0%
Q9-12. Street sweeping on City streets	10.3%	30.8%	30.8%	11.3%	4.6%	12.2%
Q9-13. Overall road conditions	9.2%	46.2%	25.3%	12.9%	4.6%	1.8%

(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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Maintenance of major City streets	10.9%	49.3%	19.1%	15.6%	5.1%
Q9-2. Maintenance of streets in your neighborhood	13.0%	40.9%	17.0%	17.7%	11.4%
Q9-3. Maintenance of street signs & traffic signals	22.2%	54.9%	16.8%	4.7%	1.4%
Q9-4. Maintenance of City buildings	23.3%	55.6%	20.1%	1.1%	0.0%
Q9-5. Snow removal on major City streets	32.2%	55.2%	11.1%	1.2%	0.2%
Q9-6. Snow removal on neighborhood streets	25.6%	45.9%	19.6%	6.5%	2.4%
Q9-7. Overall cleanliness of City streets & other public areas	18.6%	53.7%	19.1%	6.5%	2.1%
Q9-8. Adequacy of City street lighting	15.2%	47.7%	20.6%	13.3%	3.3%
Q9-9. Condition of City sidewalks	10.9%	44.4%	27.2%	13.1%	4.4%
Q9-10. Availability of sidewalks in City	14.1%	48.4%	27.4%	7.2%	3.0%
Q9-11. Landscaping & appearance of public areas along City streets	14.5%	48.8%	25.4%	8.8%	2.6%
Q9-12. Street sweeping on City streets	11.8%	35.1%	35.1%	12.8%	5.2%
Q9-13. Overall road conditions	9.4%	47.1%	25.8%	13.1%	4.7%

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	108	24.8 %
Maintenance of streets in your neighborhood	88	20.2 %
Maintenance of street signs & traffic signals	9	2.1 %
Maintenance of City buildings	3	0.7 %
Snow removal on major City streets	10	2.3 %
Snow removal on neighborhood streets	21	4.8 %
Overall cleanliness of City streets & other public areas	17	3.9 %
Adequacy of City street lighting	36	8.3 %
Condition of City sidewalks	22	5.1 %
Availability of sidewalks in City	14	3.2 %
Landscaping & appearance of public areas along City streets	18	4.1 %
Street sweeping on City streets	12	2.8 %
Overall road conditions	29	6.7 %
None chosen	48	11.0 %
Total	435	100.0 %

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

Q10. 2nd choice	Number	Percent
Maintenance of major City streets	53	12.2 %
Maintenance of streets in your neighborhood	69	15.9 %
Maintenance of street signs & traffic signals	11	2.5 %
Maintenance of City buildings	3	0.7 %
Snow removal on major City streets	27	6.2 %
Snow removal on neighborhood streets	31	7.1 %
Overall cleanliness of City streets & other public areas	30	6.9 %
Adequacy of City street lighting	51	11.7 %
Condition of City sidewalks	21	4.8 %
Availability of sidewalks in City	21	4.8 %
Landscaping & appearance of public areas along City streets	10	2.3 %
Street sweeping on City streets	18	4.1 %
Overall road conditions	29	6.7 %
None chosen	61	14.0 %
Total	435	100.0 %

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

Q10. 3rd choice	Number	Percent
Maintenance of major City streets	30	6.9 %
Maintenance of streets in your neighborhood	31	7.1 %
Maintenance of street signs & traffic signals	23	5.3 %
Maintenance of City buildings	4	0.9 %
Snow removal on major City streets	19	4.4 %
Snow removal on neighborhood streets	29	6.7 %
Overall cleanliness of City streets & other public areas	34	7.8 %
Adequacy of City street lighting	43	9.9 %
Condition of City sidewalks	25	5.7 %
Availability of sidewalks in City	15	3.4 %
Landscaping & appearance of public areas along City streets	26	6.0 %
Street sweeping on City streets	24	5.5 %
Overall road conditions	53	12.2 %
None chosen	79	18.2 %
Total	435	100.0 %

(SUM OF TOP 3)

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. Top choice	Number	Percent
Maintenance of major City streets	191	43.9 %
Maintenance of streets in your neighborhood	188	43.2 %
Maintenance of street signs & traffic signals	43	9.9 %
Maintenance of City buildings	10	2.3 %
Snow removal on major City streets	56	12.9 %
Snow removal on neighborhood streets	81	18.6 %
Overall cleanliness of City streets & other public areas	81	18.6 %
Adequacy of City street lighting	130	29.9 %
Condition of City sidewalks	68	15.6 %
Availability of sidewalks in City	50	11.5 %
Landscaping & appearance of public areas along City streets	54	12.4 %
Street sweeping on City streets	54	12.4 %
Overall road conditions	111	25.5 %
None chosen	48	11.0 %
Total	1165	

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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of City parks	26.9%	47.8%	11.7%	2.8%	0.9%	9.9%
Q11-2. How close neighborhood parks are to your home	29.2%	44.6%	14.5%	5.3%	0.9%	5.5%
Q11-3. Number of walking & biking trails	24.6%	41.8%	16.8%	7.6%	0.9%	8.3%
Q11-4. Quality of outdoor athletic fields	20.5%	35.9%	18.6%	3.4%	0.5%	21.1%
Q11-5. Number of outdoor athletic fields	19.3%	36.6%	16.8%	5.5%	0.5%	21.4%
Q11-6. Quality of indoor recreation/event facilities	13.6%	32.2%	18.4%	9.7%	3.9%	22.3%
Q11-7. Number of indoor recreation/event spaces	9.9%	27.1%	22.5%	14.0%	6.9%	19.5%
Q11-8. Availability of information about City parks & recreation programs	19.5%	44.4%	19.8%	8.0%	1.1%	7.1%
Q11-9. City's youth athletic programs	11.5%	26.7%	20.2%	3.4%	1.4%	36.8%
Q11-10. City's adult athletic programs	7.8%	21.4%	26.9%	6.4%	1.1%	36.3%
Q11-11. City's fitness programs	7.1%	17.0%	21.4%	12.2%	3.4%	38.9%
Q11-12. City's instructional programs	7.1%	15.2%	25.1%	6.7%	2.1%	43.9%
Q11-13. City's special events & festivals	13.6%	35.6%	25.5%	10.1%	3.2%	12.0%
Q11-14. Fees charged for recreation programs	8.0%	20.7%	29.7%	3.7%	2.1%	35.9%
Q11-15. Ease of registering for programs	9.0%	22.8%	23.7%	3.4%	1.1%	40.0%

(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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance of City parks	29.8%	53.1%	13.0%	3.1%	1.0%
Q11-2. How close neighborhood parks are to your home	30.9%	47.2%	15.3%	5.6%	1.0%
Q11-3. Number of walking & biking trails	26.8%	45.6%	18.3%	8.3%	1.0%
Q11-4. Quality of outdoor athletic fields	25.9%	45.5%	23.6%	4.4%	0.6%
Q11-5. Number of outdoor athletic fields	24.6%	46.5%	21.3%	7.0%	0.6%
Q11-6. Quality of indoor recreation/event facilities	17.5%	41.4%	23.7%	12.4%	5.0%
Q11-7. Number of indoor recreation/event spaces	12.3%	33.7%	28.0%	17.4%	8.6%
Q11-8. Availability of information about City parks & recreation programs	21.0%	47.8%	21.3%	8.7%	1.2%
Q11-9. City's youth athletic programs	18.2%	42.2%	32.0%	5.5%	2.2%
Q11-10. City's adult athletic programs	12.3%	33.6%	42.2%	10.1%	1.8%
Q11-11. City's fitness programs	11.7%	27.8%	35.0%	19.9%	5.6%
Q11-12. City's instructional programs	12.7%	27.0%	44.7%	11.9%	3.7%
Q11-13. City's special events & festivals	15.4%	40.5%	29.0%	11.5%	3.7%
Q11-14. Fees charged for recreation programs	12.5%	32.3%	46.2%	5.7%	3.2%
Q11-15. Ease of registering for programs	14.9%	37.9%	39.5%	5.7%	1.9%

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	101	23.2 %
How close neighborhood parks are to your home	17	3.9 %
Number of walking & biking trails	40	9.2 %
Quality of outdoor athletic fields	12	2.8 %
Number of outdoor athletic fields	7	1.6 %
Quality of indoor recreation/event facilities	26	6.0 %
Number of indoor recreation/event spaces	48	11.0 %
Availability of information about City parks & recreation programs	22	5.1 %
City's youth athletic programs	15	3.4 %
City's adult athletic programs	8	1.8 %
City's fitness programs	17	3.9 %
City's instructional programs	5	1.1 %
City's special events & festivals	36	8.3 %
Fees charged for recreation programs	6	1.4 %
Ease of registering for programs	5	1.1 %
None chosen	70	16.1 %
Total	435	100.0 %

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

Q12. 2nd choice	Number	Percent
Maintenance of City parks	38	8.7 %
How close neighborhood parks are to your home	8	1.8 %
Number of walking & biking trails	47	10.8 %
Quality of outdoor athletic fields	17	3.9 %
Number of outdoor athletic fields	11	2.5 %
Quality of indoor recreation/event facilities	31	7.1 %
Number of indoor recreation/event spaces	50	11.5 %
Availability of information about City parks & recreation programs	24	5.5 %
City's youth athletic programs	16	3.7 %
City's adult athletic programs	15	3.4 %
City's fitness programs	31	7.1 %
City's instructional programs	12	2.8 %
City's special events & festivals	27	6.2 %
Fees charged for recreation programs	7	1.6 %
Ease of registering for programs	6	1.4 %
None chosen	95	21.8 %
Total	435	100.0 %

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

Q12. 3rd choice	Number	Percent
Maintenance of City parks	30	6.9 %
How close neighborhood parks are to your home	8	1.8 %
Number of walking & biking trails	25	5.7 %
Quality of outdoor athletic fields	16	3.7 %
Number of outdoor athletic fields	6	1.4 %
Quality of indoor recreation/event facilities	23	5.3 %
Number of indoor recreation/event spaces	25	5.7 %
Availability of information about City parks & recreation programs	29	6.7 %
City's youth athletic programs	8	1.8 %
City's adult athletic programs	23	5.3 %
City's fitness programs	26	6.0 %
City's instructional programs	8	1.8 %
City's special events & festivals	52	12.0 %
Fees charged for recreation programs	17	3.9 %
Ease of registering for programs	14	3.2 %
None chosen	125	28.7 %
Total	435	100.0 %

(SUM OF TOP 3)

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. Top choice	Number	Percent
Maintenance of City parks	169	38.9 %
How close neighborhood parks are to your home	33	7.6 %
Number of walking & biking trails	112	25.7 %
Quality of outdoor athletic fields	45	10.3 %
Number of outdoor athletic fields	24	5.5 %
Quality of indoor recreation/event facilities	80	18.4 %
Number of indoor recreation/event spaces	123	28.3 %
Availability of information about City parks & recreation programs	75	17.2 %
City's youth athletic programs	39	9.0 %
City's adult athletic programs	46	10.6 %
City's fitness programs	74	17.0 %
City's instructional programs	25	5.7 %
City's special events & festivals	115	26.4 %
Fees charged for recreation programs	30	6.9 %
Ease of registering for programs	25	5.7 %
None chosen	70	16.1 %
Total	1085	

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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Availability of information about City programs & services	18.6%	38.2%	27.8%	8.0%	1.8%	5.5%
Q13-2. City efforts to keep you informed about local issues	15.4%	38.9%	25.1%	13.6%	2.8%	4.4%
Q13-3. How open City is to public involvement & input from residents	12.2%	27.4%	27.1%	12.9%	6.4%	14.0%
Q13-4. Quality of City's web page: raymore.com	14.3%	38.2%	28.3%	3.9%	0.5%	14.9%
Q13-5. Content & design of City's magazine "The Review"	28.5%	40.2%	22.1%	1.1%	0.7%	7.4%

(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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Availability of information about City programs & services	19.7%	40.4%	29.4%	8.5%	1.9%
Q13-2. City efforts to keep you informed about local issues	16.1%	40.6%	26.2%	14.2%	2.9%
Q13-3. How open City is to public involvement & input from residents	14.2%	31.8%	31.6%	15.0%	7.5%
Q13-4. Quality of City's web page: raymore.com	16.8%	44.9%	33.2%	4.6%	0.5%
Q13-5. Content & design of City's magazine "The Review"	30.8%	43.4%	23.8%	1.2%	0.7%

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

Q14. Top choice	Number	Percent
City website	72	16.6 %
Newspaper	9	2.1 %
Email	93	21.4 %
Facebook	74	17.0 %
Twitter/X	4	0.9 %
The Review	97	22.3 %
City brochures & mailers	68	15.6 %
None chosen	18	4.1 %
Total	435	100.0 %

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

Q14. 2nd choice	Number	Percent
City website	81	18.6 %
Newspaper	15	3.4 %
Email	60	13.8 %
Facebook	84	19.3 %
Twitter/X	14	3.2 %
The Review	68	15.6 %
City brochures & mailers	82	18.9 %
None chosen	31	7.1 %
Total	435	100.0 %

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

Q14. 3rd choice	Number	Percent
City website	89	20.5 %
Newspaper	13	3.0 %
Email	54	12.4 %
Facebook	59	13.6 %
Twitter/X	9	2.1 %
The Review	60	13.8 %
City brochures & mailers	100	23.0 %
None chosen	51	11.7 %
Total	435	100.0 %

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

Q14. Top choice	Number	Percent
City website	242	55.6 %
Newspaper	37	8.5 %
Email	207	47.6 %
Facebook	217	49.9 %
Twitter/X	27	6.2 %
The Review	225	51.7 %
City brochures & mailers	250	57.5 %
None chosen	18	4.1 %
Total	1223	

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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Clarity & taste of tap water in your home	28.7%	42.5%	16.8%	7.4%	1.4%	3.2%
Q15-2. Water pressure in your home	24.6%	49.7%	11.0%	10.1%	3.7%	0.9%
Q15-3. What you are charged for water/sewer utilities	11.0%	32.2%	27.1%	19.3%	9.0%	1.4%
Q15-4. How easy your water/sewer bill is to understand	19.5%	52.4%	18.2%	4.6%	1.8%	3.4%
Q15-5. Trash, recycling & yard waste service	28.3%	50.6%	13.3%	4.4%	1.8%	1.6%
Q15-6. Drainage of rainwater off City streets	16.8%	51.3%	20.9%	6.7%	1.4%	3.0%
Q15-7. Drainage of rainwater off properties next to your residence	16.8%	46.4%	19.1%	8.5%	5.3%	3.9%

(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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Clarity & taste of tap water in your home	29.7%	43.9%	17.3%	7.6%	1.4%
Q15-2. Water pressure in your home	24.8%	50.1%	11.1%	10.2%	3.7%
Q15-3. What you are charged for water/sewer utilities	11.2%	32.6%	27.5%	19.6%	9.1%
Q15-4. How easy your water/sewer bill is to understand	20.2%	54.3%	18.8%	4.8%	1.9%
Q15-5. Trash, recycling & yard waste service	28.7%	51.4%	13.6%	4.4%	1.9%
Q15-6. Drainage of rainwater off City streets	17.3%	52.8%	21.6%	6.9%	1.4%
Q15-7. Drainage of rainwater off properties next to your residence	17.5%	48.3%	19.9%	8.9%	5.5%

Q16. Stormwater Education. Please answer the following questions by circling either 1 for "Yes," 2 for "No," or 9 for "Don't Know."

(N=435)

	Yes	No	Don't know
Q16-1. Have you or other members of your household disposed of yard waste (including grass clippings) into streets, a stormwater drain, or a lake/stream during past year	5.3%	93.8%	0.9%
Q16-2. Have you or other members of your household dumped paint, motor oil, or other household waste in streets, a stormwater drain, or a lake/stream during past year	0.7%	98.2%	1.1%
Q16-3. Is it important to you to live in a community that invests resources in improving quality of water in lakes & streams in your community?	92.0%	3.0%	5.1%
Q16-4. Have you seen or heard any information about water quality in lakes & streams in Raymore during past year	11.3%	78.9%	9.9%

(WITHOUT "DON'T KNOW")

Q16. Stormwater Education. Please answer the following questions by circling either 1 for "Yes," 2 for "No," or 9 for "Don't Know." (without "don't know")

(N=435)

	Yes	No
Q16-1. Have you or other members of your household disposed of yard waste (including grass clippings) into streets, a stormwater drain, or a lake/stream during past year	5.3%	94.7%
Q16-2. Have you or other members of your household dumped paint, motor oil, or other household waste in streets, a stormwater drain, or a lake/stream during past year	0.7%	99.3%
Q16-3. Is it important to you to live in a community that invests resources in improving quality of water in lakes & streams in your community?	96.9%	3.1%
Q16-4. Have you seen or heard any information about water quality in lakes & streams in Raymore during past year	12.5%	87.5%

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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Enforcing cleanup of litter & debris on private property	11.0%	25.3%	28.3%	12.6%	7.8%	14.9%
Q17-2. Enforcing mowing & trimming of lawns	10.6%	30.6%	27.4%	13.6%	6.4%	11.5%
Q17-3. Enforcing maintenance of residential property (exterior of homes)	10.8%	24.8%	29.0%	14.3%	8.0%	13.1%
Q17-4. Enforcing maintenance of business property	10.6%	30.3%	33.1%	7.4%	2.8%	15.9%
Q17-5. Enforcing codes designed to protect public safety	11.5%	32.0%	29.2%	4.4%	2.1%	20.9%
Q17-6. Enforcing sign regulations	10.6%	29.0%	31.5%	6.0%	0.7%	22.3%

(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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Enforcing cleanup of litter & debris on private property	13.0%	29.7%	33.2%	14.9%	9.2%
Q17-2. Enforcing mowing & trimming of lawns	11.9%	34.5%	30.9%	15.3%	7.3%
Q17-3. Enforcing maintenance of residential property (exterior of homes)	12.4%	28.6%	33.3%	16.4%	9.3%
Q17-4. Enforcing maintenance of business property	12.6%	36.1%	39.3%	8.7%	3.3%
Q17-5. Enforcing codes designed to protect public safety	14.5%	40.4%	36.9%	5.5%	2.6%
Q17-6. Enforcing sign regulations	13.6%	37.3%	40.5%	7.7%	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=435)

	Not a problem	Minor problem	Major problem	Don't know
Q18-1. Abandoned vehicles	49.9%	26.4%	3.4%	20.2%
Q18-2. Graffiti	62.8%	19.8%	0.7%	16.8%
Q18-3. Dilapidated buildings/houses	41.8%	32.4%	7.8%	17.9%
Q18-4. Boats/trailers/motor homes in unauthorized areas	40.5%	30.8%	9.2%	19.5%

(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=435)

	Not a problem	Minor problem	Major problem
Q18-1. Abandoned vehicles	62.5%	33.1%	4.3%
Q18-2. Graffiti	75.4%	23.8%	0.8%
Q18-3. Dilapidated buildings/houses	51.0%	39.5%	9.5%
Q18-4. Boats/trailers/motor homes in unauthorized areas	50.3%	38.3%	11.4%

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	152	34.9 %
No	283	65.1 %
Total	435	100.0 %

Q19a. How did you make contact?

Q19a. How did you make contact	Number	Percent
Phone	96	63.2 %
Email	21	13.8 %
Social media	1	0.7 %
Report-A-Concern/website	14	9.2 %
In person	19	12.5 %
Not provided	1	0.7 %
Total	152	100.0 %

(WITHOUT "DON'T KNOW")

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

Q19a. How did you make contact	Number	Percent
Phone	96	63.6 %
Email	21	13.9 %
Social media	1	0.7 %
Report-A-Concern/website	14	9.3 %
In person	19	12.6 %
Total	151	100.0 %

Q19c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the customer service you received from the City department you listed in Question 19b.

(N=152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19c-1. How easy the department was to contact	36.2%	43.4%	10.5%	8.6%	0.7%	0.7%
Q19c-2. How courteously you were treated	45.4%	33.6%	12.5%	5.3%	2.0%	1.3%
Q19c-3. Technical competence & knowledge of City employees who assisted you	36.2%	31.6%	18.4%	5.3%	3.3%	5.3%
Q19c-4. Overall responsiveness of City employees to your request or concern	42.1%	22.4%	13.2%	9.9%	10.5%	2.0%

(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=152)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19c-1. How easy the department was to contact	36.4%	43.7%	10.6%	8.6%	0.7%
Q19c-2. How courteously you were treated	46.0%	34.0%	12.7%	5.3%	2.0%
Q19c-3. Technical competence & knowledge of City employees who assisted you	38.2%	33.3%	19.4%	5.6%	3.5%
Q19c-4. Overall responsiveness of City employees to your request or concern	43.0%	22.8%	13.4%	10.1%	10.7%

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

(N=435)

	Very important	Somewhat important	Not sure	Unimportant	Not provided
Q20-1. Sense of community	44.8%	41.1%	3.9%	6.2%	3.9%
Q20-2. Quality of public schools	66.2%	15.4%	3.0%	12.4%	3.0%
Q20-3. Employment opportunities	21.4%	32.0%	9.2%	33.1%	4.4%
Q20-4. Types of housing	66.9%	23.9%	3.2%	3.4%	2.5%
Q20-5. Affordability of housing	55.9%	28.3%	4.4%	8.7%	2.8%
Q20-6. Access to quality shopping	45.3%	43.7%	1.8%	6.4%	2.8%
Q20-7. Availability of transportation options	17.0%	25.7%	10.8%	42.1%	4.4%
Q20-8. Availability of cultural activities & the arts	17.9%	39.1%	13.6%	25.3%	4.1%
Q20-9. Access to restaurants & entertainment	49.9%	42.1%	3.2%	3.2%	1.6%
Q20-10. Availability of Parks & Recreation opportunities	46.2%	38.9%	4.6%	8.3%	2.1%
Q20-11. Near family or friends	45.5%	32.9%	4.1%	14.5%	3.0%
Q20-12. Sense of safety	87.1%	10.6%	0.2%	0.0%	2.1%

(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=435)

	Very important	Somewhat important	Not sure	Unimportant
Q20-1. Sense of community	46.7%	42.8%	4.1%	6.5%
Q20-2. Quality of public schools	68.2%	15.9%	3.1%	12.8%
Q20-3. Employment opportunities	22.4%	33.4%	9.6%	34.6%
Q20-4. Types of housing	68.6%	24.5%	3.3%	3.5%
Q20-5. Affordability of housing	57.4%	29.1%	4.5%	9.0%
Q20-6. Access to quality shopping	46.6%	44.9%	1.9%	6.6%
Q20-7. Availability of transportation options	17.8%	26.9%	11.3%	44.0%
Q20-8. Availability of cultural activities & the arts	18.7%	40.8%	14.1%	26.4%
Q20-9. Access to restaurants & entertainment	50.7%	42.8%	3.3%	3.3%
Q20-10. Availability of Parks & Recreation opportunities	47.2%	39.7%	4.7%	8.5%
Q20-11. Near family or friends	46.9%	33.9%	4.3%	14.9%
Q20-12. Sense of safety	89.0%	10.8%	0.2%	0.0%

Q20. Are your needs being met in Raymore?

(N=435)

	Yes	No	Not provided
Q20-1. Sense of community	61.8%	11.3%	26.9%
Q20-2. Quality of public schools	53.8%	9.4%	36.8%
Q20-3. Employment opportunities	34.5%	17.2%	48.3%
Q20-4. Types of housing	54.0%	15.6%	30.3%
Q20-5. Affordability of housing	45.5%	20.5%	34.0%
Q20-6. Access to quality shopping	46.0%	25.3%	28.7%
Q20-7. Availability of transportation options	29.0%	25.7%	45.3%
Q20-8. Availability of cultural activities & the arts	37.2%	20.5%	42.3%
Q20-9. Access to restaurants & entertainment	46.2%	26.7%	27.1%
Q20-10. Availability of Parks & Recreation opportunities	58.2%	10.8%	31.0%
Q20-11. Near family or friends	61.4%	6.0%	32.6%
Q20-12. Sense of safety	69.7%	4.6%	25.7%

(WITHOUT "NOT PROVIDED")**Q20. Are your needs being met in Raymore? (without "not provided")**

(N=435)

	Yes	No
Q20-1. Sense of community	84.6%	15.4%
Q20-2. Quality of public schools	85.1%	14.9%
Q20-3. Employment opportunities	66.7%	33.3%
Q20-4. Types of housing	77.6%	22.4%
Q20-5. Affordability of housing	69.0%	31.0%
Q20-6. Access to quality shopping	64.5%	35.5%
Q20-7. Availability of transportation options	52.9%	47.1%
Q20-8. Availability of cultural activities & the arts	64.5%	35.5%
Q20-9. Access to restaurants & entertainment	63.4%	36.6%
Q20-10. Availability of Parks & Recreation opportunities	84.3%	15.7%
Q20-11. Near family or friends	91.1%	8.9%
Q20-12. Sense of safety	93.8%	6.2%

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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Overall traffic flow on 58 Highway through Raymore	4.4%	29.2%	16.1%	29.7%	18.9%	1.8%
Q21-2. Traffic flow at 58 Highway/I-49 interchange (located in Belton)	1.6%	12.4%	13.1%	39.5%	32.0%	1.4%
Q21-3. Traffic flow through 58 Highway & Dean Avenue	3.0%	24.6%	22.8%	30.3%	15.2%	4.1%
Q21-4. Traffic flow through 58 Highway & Sunset	6.2%	40.2%	23.9%	13.8%	6.0%	9.9%
Q21-5. Traffic flow on 58 Highway between North Madison & South Madison	7.6%	43.0%	26.7%	10.6%	6.2%	6.0%
Q21-6. General traffic flow on Foxridge	7.8%	46.9%	25.5%	9.4%	3.7%	6.7%
Q21-7. General traffic flow on Lucy Webb	12.9%	49.7%	19.5%	5.1%	3.2%	9.7%
Q21-8. How well traffic signal system provides for efficient traffic flow	7.8%	34.5%	26.4%	19.1%	9.2%	3.0%
Q21-9. Availability of public transportation	3.7%	4.1%	27.8%	15.9%	12.6%	35.9%
Q21-10. Availability of bicycle lanes	5.5%	13.8%	29.4%	13.8%	8.3%	29.2%
Q21-11. Availability of pedestrian walkways	10.3%	36.8%	25.3%	8.5%	3.4%	15.6%

(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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Overall traffic flow on 58 Highway through Raymore	4.4%	29.7%	16.4%	30.2%	19.2%
Q21-2. Traffic flow at 58 Highway/I-49 interchange (located in Belton)	1.6%	12.6%	13.3%	40.1%	32.4%
Q21-3. Traffic flow through 58 Highway & Dean Avenue	3.1%	25.7%	23.7%	31.7%	15.8%
Q21-4. Traffic flow through 58 Highway & Sunset	6.9%	44.6%	26.5%	15.3%	6.6%
Q21-5. Traffic flow on 58 Highway between North Madison & South Madison	8.1%	45.7%	28.4%	11.2%	6.6%
Q21-6. General traffic flow on Foxridge	8.4%	50.2%	27.3%	10.1%	3.9%
Q21-7. General traffic flow on Lucy Webb	14.2%	55.0%	21.6%	5.6%	3.6%
Q21-8. How well traffic signal system provides for efficient traffic flow	8.1%	35.5%	27.3%	19.7%	9.5%
Q21-9. Availability of public transportation	5.7%	6.5%	43.4%	24.7%	19.7%
Q21-10. Availability of bicycle lanes	7.8%	19.5%	41.6%	19.5%	11.7%
Q21-11. Availability of pedestrian walkways	12.3%	43.6%	30.0%	10.1%	4.1%

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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Quality & variety of City-sponsored public art	6.7%	20.2%	29.7%	6.4%	1.8%	35.2%
Q22-2. Quality of free musical performances/events	9.2%	25.7%	28.0%	7.4%	2.3%	27.4%
Q22-3. Quality of arts programming & classes	6.2%	15.4%	30.8%	5.5%	2.3%	39.8%
Q22-4. Quality of art gallery spaces at City Hall & Centerview	6.0%	14.7%	29.2%	3.0%	0.9%	46.2%

(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=435)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Quality & variety of City-sponsored public art	10.3%	31.2%	45.7%	9.9%	2.8%
Q22-2. Quality of free musical performances/events	12.7%	35.4%	38.6%	10.1%	3.2%
Q22-3. Quality of arts programming & classes	10.3%	25.6%	51.1%	9.2%	3.8%
Q22-4. Quality of art gallery spaces at City Hall & Centerview	11.1%	27.4%	54.3%	5.6%	1.7%

Q23. Please indicate how much you agree or disagree with the following statement: "The City of Raymore has provided Raymore residents with consistent and timely updates related to proposed actions and events in opposition to a proposed landfill."

Q23. City of Raymore has provided Raymore residents with consistent & timely updates related to proposed actions & events in opposition to a proposed landfill

	Number	Percent
Strongly agree	116	26.7 %
Agree	167	38.4 %
Disagree	77	17.7 %
Strongly disagree	24	5.5 %
Don't know	51	11.7 %
Total	435	100.0 %

(WITHOUT "DON'T KNOW")**Q23. Please indicate how much you agree or disagree with the following statement: "The City of Raymore has provided Raymore residents with consistent and timely updates related to proposed actions and events in opposition to a proposed landfill." (without "don't know")**

Q23. City of Raymore has provided Raymore residents with consistent & timely updates related to proposed actions & events in opposition to a proposed landfill

	Number	Percent
Strongly agree	116	30.2 %
Agree	167	43.5 %
Disagree	77	20.1 %
Strongly disagree	24	6.3 %
Total	384	100.0 %

Q24. Currently, shoppers who use online retailers (like Amazon or Wayfair) 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?

Q24. How supportive would you be if City were to propose a Use Tax

	Number	Percent
Very supportive	42	9.7 %
Somewhat supportive	65	14.9 %
Neutral	71	16.3 %
Somewhat unsupportive	50	11.5 %
Not supportive at all	207	47.6 %
Total	435	100.0 %

Q25. 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...

Q25. How supportive would you be if revenue generated from Use Tax going to hiring additional police officers, public works employees or park maintenance staff

	Number	Percent
Much more supportive	96	22.1 %
Somewhat more supportive	120	27.6 %
No change	187	43.0 %
Somewhat less supportive	12	2.8 %
Much less supportive	20	4.6 %
Total	435	100.0 %

Q26. Approximately how many years have you lived in the City of Raymore?

Q26. How many years have you lived in City of Raymore

	Number	Percent
Less than 5 years	70	16.1 %
5-10 years	91	20.9 %
11-20 years	115	26.4 %
20+ years	152	34.9 %
Not provided	7	1.6 %
Total	435	100.0 %

(WITHOUT "NOT PROVIDED")**Q26. Approximately how many years have you lived in the City of Raymore? (without "not provided")**

Q26. How many years have you lived in City of

Raymore	Number	Percent
Less than 5 years	70	16.4 %
5-10 years	91	21.3 %
11-20 years	115	26.9 %
20+ years	152	35.5 %
Total	428	100.0 %

Q27. What is your age?

Q27. Your age	Number	Percent
18-34	83	19.1 %
35-44	82	18.9 %
45-54	80	18.4 %
55-64	87	20.0 %
65+	87	20.0 %
Not provided	16	3.7 %
Total	435	100.0 %

(WITHOUT "NOT PROVIDED")**Q27. What is your age? (without "not provided")**

Q27. Your age	Number	Percent
18-34	83	19.8 %
35-44	82	19.6 %
45-54	80	19.1 %
55-64	87	20.8 %
65+	87	20.8 %
Total	419	100.0 %

Q28. Which of the following best describes your current place of employment?

Q28. Your current place of employment	Number	Percent
In Raymore	65	14.9 %
Elsewhere in Cass County	37	8.5 %
Elsewhere in Missouri	126	29.0 %
In Kansas	68	15.6 %
Not currently employed	123	28.3 %
Not provided	16	3.7 %
Total	435	100.0 %

(WITHOUT "NOT PROVIDED")**Q28. Which of the following best describes your current place of employment? (without "not provided")**

Q28. Your current place of employment	Number	Percent
In Raymore	65	15.5 %
Elsewhere in Cass County	37	8.8 %
Elsewhere in Missouri	126	30.1 %
In Kansas	68	16.2 %
Not currently employed	123	29.4 %
Total	419	100.0 %

Q29. Would you say your total household income is...

Q29. Your total household income	Number	Percent
Under \$30K	38	8.7 %
\$30K to \$59,999	60	13.8 %
\$60K to \$99,999	105	24.1 %
\$100K to \$149,999	109	25.1 %
\$150K to \$199,999	56	12.9 %
\$200K+	15	3.4 %
Not provided	52	12.0 %
Total	435	100.0 %

(WITHOUT "NOT PROVIDED")**Q29. Would you say your total household income is... (without "not provided")**

Q29. Your total household income	Number	Percent
Under \$30K	38	9.9 %
\$30K to \$59,999	60	15.7 %
\$60K to \$99,999	105	27.4 %
\$100K to \$149,999	109	28.5 %
\$150K to \$199,999	56	14.6 %
\$200K+	15	3.9 %
Total	383	100.0 %

Q30. Your gender:

Q30. Your gender	Number	Percent
Male	213	49.0 %
Female	218	50.1 %
Non-binary	1	0.2 %
Not provided	3	0.7 %
Total	435	100.0 %

(WITHOUT "NOT PROVIDED")**Q30. Your gender: (without "not provided")**

Q30. Your gender	Number	Percent
Male	213	49.3 %
Female	218	50.5 %
Non-binary	1	0.2 %
Total	432	100.0 %

6

Open-Ended Responses

Q31—Comments:

- 1. Raymore needs to do more to attract businesses to the Raymore side. I am grateful we at least have Walmart, Sams and Lowes, but too much of my spending dollars go to Belton, a community I do not live in. This includes shopping, dining and entertainment. We are losing out on so many tax dollars that could be used to improve the community. Yes, I know you would love to see a use tax, but I feel that if we were competitive with Belton in the retail sales, we would not need the use tax. 2. The Raymore Activity Center is the biggest waste of money I have seen in this community. (Well, maybe except the bricks at the street intersections with 58 Hwy!!!!) That building could have been so much better, and for not much more money. As it is, it is pretty much a white elephant. Under designed, and underused. Make it a real activity center! Have daily classes, exercise equipment, walking track, etc. etc. 3. There is absolutely no reason that Raymore should not allow chickens! I'm not saying to let residents start a poultry farm, just a few backyard chickens. There are so many urban cities allowing this. It is somewhat ridiculous that Raymore is still behind the times in allowing this. Attn: City Council. You need to reconsider. Or maybe we should reconsider you.
- 58 highway is a disaster to drive on. The speed limit is too slow and the top lights are NOT timed correctly. The one at Dean Ave and 58 has the north/south traffic going green when there ARE NO CARS on either side but the left turn lane to go west is stacked 2 lanes full every morning and weekend! The outer road from Lucy Webb to 58 needs to be repaved. Also the roads that run north and south need to have higher speed limits to move traffic! There are NO good roads to go north and south on EXCEPT for either Dean or J Hwy. All on opposite ends of town, NOTHING thru town at all! Also the city needs to regulate HOA's! They cannot be regulated on their own anymore!
- Again...the chicken thing. Prairie Village allows them. Overland Park allows them. Lee's Summit, whose very unimpressive and basic ass our city government kisses all the time, allows them. Are we better than those cities? It is so very stupid that we allow pit bulls, which are actually statistically dangerous, and openly SELL WEED AT STORES but can't have a reasonable chicken policy like any of the cities around us. Urban homesteading is the wave of the future. If you want to attract the cool millennials and zoomers, you're going to have to enact policies that encourage sustainability on our own little plots of what could be heaven. People don't want hundreds of dirty birds; they want a couple boutique breed pets in a styled and posh coop. Get with the times- it's embarrassing. I get that it's been a fight for a long time, but please be the bigger people and let the pride part of it go. The personal fight hurts the city.
- All officers should be mandatory to wear active recording devices at all time during tour of duty.
- As housing/ apartments are built, the city leaders haven't provided in a timely manner a plan to handle larger classrooms. This is adding additional financial burdens on our teachers. It's also adding burdens to our police, firefighters and other first responders.
- Bad enforcement leaving residents unsafe. Traffic lights are horribly timed. Sec 8 housing is huge problem; police should spend a lot of time there. The drainage crosswalks was a waste of time and money. Sidewalks installed but I have to shovel? DO I get a tax credit? Public transportation is not needed. City water smells and tastes horrible. 58/149 traffic flow is worst along with lights west.

- Very concerned with all the new housing on the east and south side. Traffic flows and waste management and infrastructure.
- Build a public golf course
- Can we please allow backyard chickens like everywhere else? They are proven to be landfill-diverting eating machines that cause no issues in all surrounding communities, large or small. Opposing this very simple request makes the city look inhospitable to young, modern families. And don't bother with the HOA excuse. They can manage their own rules. And there are already chickens peacefully living in all of them.
- City is allowing too many apartments to be built here. No real advantage for home owners.
- City of Raymore currently has and are building way too many low income and rental properties for my comfort. We need to stop the building of so many multi family homes, apartments... single family home owners take more pride with their property and town they live in.
- City should increase efforts to convert street lighting to LEDS.
- Code enforcement happens only when someone reports a problem
- Consider roundabouts before installing new traffic signals.
- Cost of everything has gone up, hard on all of us.
- Desperately need a city pool. The amount we pay in taxes and housing should provide kids and families with a city pool. We are behind so many smaller communities who do have a pool.
- Dislike traffic on 58 hwy, rules not enforced at parks, dogs running loose. Amount of 4 wheelers joy riding on the Hawk Ridge Bike trail. Would like to see a bigger police presence in parks at night. People speed thru Johnston Dr Stop sign.
- DOING GOOD RAYMORE EXCEPT YOU KEEP PAVING AND REPAIRING THE SAME STREETS WHILE SOME OF THE SMALLER STREETS ARE MISSED I UNDERSTAND THE NEEDS OF SOME BUT WE HAVE NUMEROUS POTHOLES AND DIVETS IN OUR STREET (NORTH WASHINGTON FROM 900 TO 1100 ISH. THANKS
- Don't want any public transportation, indoor water park/pool would be nice.
- Enforce better requirements for developers. Taxpayers are left with poor streets/curbs and gutters. Look at Dean Ave. Planning is a joke.
- Enforcement of weeds and tall grass on common ground, specifically in Creekmoor
- Fantastic city to raise a family.
- Far too much high density apartments/townhomes built for the roads, schools, etc. Crime will move in when market drops.
- Fix sewer smell on Creekmoor Dr
- Gonna have to widen 58 Hwy.
- Great community with housing for all. I would prefer to have shopping, but do not want the traffic. Leaders are doing a great job.
- Had my first time to Raymore Festival, was disappointed. Not much to do or see, car show only had 6 cars.
- I am always dodging potholes on Dean ave. In our neighborhood, Brookside, our curbs are crumbling and it's been 7 years since any repairs.
- I do not like the cheap housing being built, it becomes Section 8 housing. Brings the community down. We do not need to grow.

- I am concerned about the number of duplexes, rental apartments, and other multi-family housing going in--especially along Dean avenue. I don't want that area to turn out like the duplexes and 4-plexes on the east side of Raymore. I know we need affordable housing. Young families are priced out of being able to afford a beginning first home.
- Hello...I am looking forward to being able to have a couple of hens/chickens, to help with rising food costs. The protein and health benefits from eggs, not to mention having organic in your own backyard, are far worth it. Larger, surrounding cities are allowed to have them, so why not a smaller, more rural town? My family all have hens in high end San Francisco Bay area cities including SF (can have 4 + roosters) are all allowed to have chickens/hens. Examples are Berkeley, Benicia, Vallejo, Brentwood, Danville, Dublin, I can't believe I left California years ago and came to Raymore, Missouri and I'm not allowed to have chickens. My neighborhood is off of Ward Park Place, off of Ward Rd, where Cass County is on the other side of the fence and those people have cows, chickens, roosters. We are surrounded by farm land. Makes no sense with so many rural areas here. Raymore is the butt of jokes because of it. The city of KC, Mo can have 15 chickens! Let us have up to 4 or 5. Something. At least let the city vote on it! T
- I do not feel like we know of anything that is going to be happening or that maybe available. I feel we could use a couple more officers in the streets to ward off crime that is right around the corner and all the new people you are bringing in with all the new apartments! Should be more ways for children to advance themselves from 1-12th grade. Not all children learn at the same rate, there should be a way students are able to test out of classes/grades.
- I don't know where Raymore gets their water from but it must be piped from the other side of the world. The City charges enough. Sewer charges are far too high, especially when, in the summer, water use is for lawn watering. Why are we paying sewage on that portion? You can tell by meter readings what the normal winter vice summer usage is and therefore the difference in lawn watering. The traffic situation on 58 hwy/149 is terrible. Why don't you build an exit/entrance ramp at the end of Lucy Webb. It would certainly alleviate the congestion on 58 hwy/149. I don't care about parks and walkways, how about putting that money toward our Police Department? I believe some of our city codes are just ridiculous. For example, I replaced my fence and the new code required me to set it back 30 yards from the road, because of the excuse I got that it might interfere with my neighbor's view from their garage. The fence was there for 19 years only 4 feet high and now it hinders my neighbor's view. Who is paying taxes on my property, me that's who. Stop with taxes, Raymore makes enough in taxes. What about sales of marijuana? It should be bringing tons of tax revenue. I'm at the point in my life that now I pay more in taxes than I did when I had a mortgage.
- I enjoyed the bounce houses at the festival in the park this year. Would feel safer with better lighting at parks and along walking paths.
- I FEEL THE CONTINUED GROWTH OF MULTI FAMILY HOUSING IS GOING TO BE STRIMENTAL TO THE CITY IN THE NEAR FUTURE
- I have been here for 15 years, glad I moved from South KC.
- I have concerns with excessive tree/debris in the creek east of Fox Ridge—foresee flooding/overflow if not cleared
- I receive very little information about what goes on in the city. Whatever happened to the Welcome Wagon? Information to new people.

- I have lived at the same address since 1999 I cannot remember when our city streets have been retopped some of them in our subdivision have purely neglected even after tax increases from city and county. I also back to a drainage ditch which serves it's porpoise for run off to the city but is destroying not only my property but the other citizen's because it is washing away. It has been ignored since 1999 when we moved here different reasoning every time. Your handling of infrastructure is inadequate example water main breaks.
- I hope the city government limits the amount of future multifamily developments. To my knowledge, the last seven new developments have been multifamily. I feel this will bring long term social, safety, and infrastructure issues that will change the face of the city and ruin some of the reasons we moved here.
- I inquired about the uneven sidewalks in my neighborhood 1 yr. ago and was told it would be repaired in the spring. It has not been repaired, I am a walker and walk all over the city, there are a lot of accidents waiting to happen with very uneven (sunken) sidewalks)and crosswalks in disrepair. Someone is going to get hurt. ??
- I really enjoy living in Raymore. Safety and community are above average, I believe. Not sure if this is an HOA thing or a city thing, but the streets and sidewalks in my neighborhood (Shadowood) seem VERY neglected as compared to other areas of town, almost to the point of looking blighted or forgotten.
- I wish the sidewalk would be improved for the handicapped.
- I wish there were more fitness opportunities in raymore for adults. It would also be beneficial to the community to have a community pool that was indoors. I would like to see a dog park in Raymore. It would also be nice if there were social groups for various age groups. Young adult activities as well as social events for older adults.
- I would like to provide some feedback regarding Raymore's approval of the R-1.5 zone regulations. With these new houses being constructed in our neighborhood it appears that there is a lack of architectural diversity & creative design, resulting in houses that closely resemble each other and being built very close side by side one another. That along with the houses having much smaller lots and being very close to one another is very undesirable in appearance. This uniformity affects privacy & aesthetic appeal, which may not align with the preferences & desires of the community. It would be beneficial to consider incorporating subdivisions with more architectural variety and design elements that reflect the desired character of our neighborhood. Families typically enjoy having a backyard. Also, There is going to be a 55+ community over at Ridgeview Estates. I would highly suggest putting garages on these units. This age group typically fall, and have limitations with movement. In the winter months when it snows or ice, are these elderly expected to come outside and scrap the snow & ice off of their vehicles? That is an accident waiting to happen. In addition, I know I am not the only one that would love to see Raymore get a neighborhood Pool. Historically when this issue is brought up with the city, the feedback is generally the same stating that the subdivisions have pools the people could use. However, there are quite a number of Raymore subdivisions that don't have pools (mine included). It would be so nice not to have to drive to Belton for their city pool & stay in my own town.
- I would like to see Raymore PD have more of a presence in residential areas. Like Fox Haven to enforce speeding and traffic sign violations, such as rolling thru stop signs.

- I would like to see more non-fast food restaurants. I like that there are several art/craft/music festivals/events — However, the advertising is woefully lacking. To attract better crafts/art/music it has to be worthwhile for the makers and without advertising and larger crowds it is not! I like our parks and they seem well cared for and safe. I do not like the growing number of multi-family housing and the destruction of green areas. I never knew how much the trees and bushes lessened the highway noise, but now that so much green space has been torn out traffic noise is way too loud!!!!
- I've been very disappointed with the quality of the people that run the parks and rec sports programs. It is next to impossible to get anyone on the phone. If you do you don't get a call back with an answer to whatever question you had. Last year the flag football was had uniforms that were NFL teams, this year it wasn't and it broke my kids hearts. Zero explanation was given as to why the change was made. The fields at Rec Park are in rough shape as well. Park and area could also do a better job at letting people know where to get schedules online at because for the longest I had zero idea that there was anything online to even look at. With that said the teamsided website could be a little more user friendly. The user interface isn't great. And the fields themselves at Rec Park could be labeled themselves. I occasionally see a sign on like one field but not ALL of them and definitely not CONSISTENTLY. So 95% of the time I'm searching for where another kid on our team is to know where practice is that evening.
- I'm afraid all the new apartment complexes and multifamily developments will bring higher crime to the area.
- In addition to myself, many seniors would like to have Meals on Wheels and/or a Senior Center. Years ago our councilman said it would cost \$100,000 for a kitchen. But millions are and have been spent on the parks mostly benefitting the younger generations. There are too many apartment complexes in Raymore. More single family affordable houses are needed.
- In reference to the landfill issue, Raymore is trying to have a say in another city that they don't have any control over. That city is going to do what they want regardless of others input. Maybe the city as a whole will learn from this experience and start listening to concerns from within the city limits of Raymore. I for one wish that the city council would have more concerns about mega sized warehouses being in my backyard. When voices from the north side of the city speak up things seemingly get attention. I'm in the understanding that warehouses don't/won't affect most of Raymore, but it will affect areas in close proximity in the declining home values, pollution, noise levels, etc. This mirrors "ALL" of the concerns that the northern part of Raymore have about the landfill. The majority of Raymore isn't affected by a proposed landfill. Wishing the warehouses would have got as much attention as the landfill.
- Information through the mail would help. Thanks for a clean city. Try to maintain open spaces and limit expansion.
- It is impossible to get through to anyone at city hall by phone. It is always a recording, communication with the city sucks.
- It is time to change the law and allow chickens to be owned in Raymore. Even Overland Park allows chicken ownership. Change the code and get it done.
- It used to be a nice quiet town. Where families could find a starter home with a yard. Now the leaders of Raymore are only concerned with multi family dwellings.
- It would be nice to have an indoor pool accessible to residents. A wider variety of entertainment at the parks events would be appreciated.

- Keep fighting the Landfill.
- Kurzweil needs to be resurfaced, not patched.
- Latest street overlay on Fox ridge and Lucy Webb were horrible.
- Less apartments would be nice.
- Love the area, close to family. Safe place to live, I do not plan on moving.
- Mail delivery is terrible since we moved to Silverlake. It's making it very difficult to run our businesses. Bills showing up close to the date due. Customers sending me checks get returned to sender or dropped off at every neighbors house but mine. The same with my wife's business. Also, I've had 2 encounters with police officers since June. I was mowing a customers yard in Creekmore and the neighbor across the street called 911 because he said I didn't park far enough away from his house and my mower was too loud. He threatened me in front of the high school kid that works for me. Cops came and told the neighbor I was doing nothing wrong, yet asked me to move. I did move a few feet to where he told me to. I asked him to take my workers statement, because the neighbor was irate. Yet the officer would not do so. Yesterday I was told that I couldn't park at a designated spot on Silverlake homeowners association property. The officer said it was for emergency vehicles only. I then told him that I was a part of the homeowners association and he changed his mind. I love for cops to respond, but it seems like an abuse of their authority to address the only 2 interactions that I have had with them, and I am from a family of police officers. It's a tough job, I get it, but I don't feel that either incident was handled appropriately
- Make the McDonalds on Highway 58 clean up their place. Disgraceful.
- More attention on sidewalks. They are uneven and broken causing hazardous conditions. nothing happens.
- More street lights please.. The rec park redo made nowhere for toddlers now, without getting trampled by big kids. An indoor pool maybe, traffic flow on 58.
- My biggest current concern is the excessive influx of multi-unit housing areas being placed alongside streets which were not build to carry this much additional traffic load. I am also concerned that most of these housing options are rental which means the actual residents do not carry an equal share of the tax burden which supports the existing school, roads, sewer and water infrastructure and the additions/changes that will be needed to handle these increased needs. There is also some very shoddy construction on some of these buildings which seems likely to create more unsightly areas soon. We already have too many run down rental areas with excessive street parking and other problems. These areas use a high percentage of our city and community resources without contributing as equal share of the costs.
- Need cheaper housing
- Need more employment opportunities. Less apartments.
- Need more police, more accountability. Indoor swimming pool. Need public transportation. Need many more upscale restaurant's
- Need more senior activities.
- Need to address traffic flow going east and west thru the city. Need more streets going east and west thru town.
- No more apartments. 1) we don't need any as there more than enough in surrounding areas. 2) now we have too many apartments which will cause our schools to decline

- No new taxes. Taxes already high. Ridiculous. 58 highway traffic flow, terrible. Need right of way arrows.
- My comments may be more of a County or State problem, but I think Hwys and Interstate roads in this area are atrocious! No one picks up dead animals, they sit there and rot till there is nothing left to pick up, the roads are rough, though not in my immediate neighborhood. My husband hates it here for employment, but through no fault of Raymore, necessarily. If we move out of MO it will be because I hate the hidden high ass personal property taxes I was told nothing about when we moved here. And the even higher daycare costs per week. What is being done with all these thousands \$\$ per vehicle? Obviously not fixing roads or picking up the thousands of dead critters that find their way on the road. I would like more parks for kids. Are there any near me in the Good Ranch area? Haven't seen any. I do like the trails. Sidewalks are lacking a bit but at least my neighborhood has sidewalks on one side of every road from what I've seen.
- Need a larger community center with indoor and outdoor swimming pools. Sad that a town as large as Raymore doesn't have a swim team. I had submitted pictures of our crumbling curbs in Creekmoor and received no response, which is why I rated those questions so low. Absolutely need more sit down restaurants. We go to Martin City or Lee's Summit on the regular. In terms of shopping, I can't even remember buying anything at a store in Raymore other than Price Chopper (however I prefer going to Belton HyVee) or CVS. It seems like we are getting more stores, but we don't have any shopping "districts"...the strip mall at 58 and Foxridge needs a face-lift. Would love to see Raymore with more higher end Apts with shopping and restaurants on the first floor like Lenexa has built recently. Also China Star is an embarrassment and eye sore to our city.
- Not a fan of all the roundabouts being implemented. Not a fan of all the housing going in all the open space.
- Not satisfied with the length of traffic light on the East outer road. Too short, needs to let more cars through at a time with all the new residents.
- Our local neighborhood rode in canter ridge has been bad since we moved in 8 years ago. We really love the parks here as a family and the recent updates to all of them has been great. 58 highway is a congested mess usually. I avoid it at all costs.
- Our residential streets are awful and have nearly zero lighting. The amount of rental houses and poor quality of tenants in my immediate vicinity is a major concern for me to continue living in Raymore. The amount of personal property tax we pay does not justify the state of the schooling system here, which is another huge concern for me. With the possibility of a landfill coming in, there are not enough good reasons to stay in Raymore. A change needs to be made quickly to our city.
- Overbuilding. Too much traffic. too many parks. Not enough activities for seniors. Need a help line for seniors and volunteers to assist them. Need another grocery store.
- Pedestrian safety is bad!!! There are walk signals that are routinely ignored by drivers.
- Please allow people to have a small flock of chickens if they live on 1 plus acres. Belton and South KC are allowed.
- Please freeze the real estate and property taxes for older folks.

- Please help with the land fill opposition and please repair neighborhood mailboxes. Purchase been falling over for 3 years even after complaining. Please sweep the streets around construction areas. I am tired of metal in my tires.
- Please keep up the fight against the landfill. Why not do a class action suit against the developer to block the landfill?
- Please lower the speed limit near the crosswalk into Municipal Park and Lucy Webb. We also need speed bumps installed. 35 is way too fast for the narrowing road near a crosswalk that is heavily used. It's dangerous. Speed enforcement is non-existent.
- Please stop allowing multi family homes/apts to be built, traffic cannot handle it
- Please stop building rental residence units.
- Police dept is great. Do not like design of the new apt complex .
- Police spend too much time on DWI and speeding. They break the same laws. Why do I get followed home?
- police/safety, roads, cleanliness, schools. I just want to trust that the high taxes are being spent wisely and efficiently.
- Raymore continues to be perfect for us.
- Raymore is a bedroom community. Do not need any more multi family projects. That's been a strain on our schools, police and added crime rate. Also the feeling safe in our neighborhoods is going down. Add tax bond for schools.
- Raymore is great at building new parks, but older ones like Memorial are only maintained prior to an event. Grass over the trails and tree maintenance at the Arboretum is also poor, with clogged clubert.
- Raymore is not pedestrian-friendly. There are not enough sidewalks, poor lighting in neighborhoods, not enough walking trails or parks, streets with no curbs. There are not enough opportunities to enjoy nature in this town. Raymore is not bicyclist-friendly. There are zero bike lanes, curbs are absent or not maintained, neighborhood lighting is poor. If there is public transportation in Raymore, I am not aware of it. We don't have any good sit-down restaurants, all we have is fast food. We have no higher end retailers, and no offices and companies to provide any job opportunities that pay better than minimum wage and attract hire-collar workers. If we have to go elsewhere to work, we should have better access to public transportation, and a better flow of traffic. Mayor Turnbow imposes unreasonable restrictions on keeping chickens in lots under 3 acres in Raymore. He gets these restrictions through Council through threats and bullying of the members. Food prices have increased exponentially in the past few years, and denying raising a few hens for the eggs they provide is just selfish and unreasonable. The park district is great for youth, but doesn't provide enough activities for adults, especially fitness. We need a fitness facility in our town, and safer, nicer trails that don't directly butt up to traffic. The fancy sidewalks by the city hall and on 58 were a costly mistake, and are hopefully being replaced with regular ones.
- Raymore needs a community center like the High Blue Wellness Center with available indoor aquatics and fitness classes. We need the carnival to return to the community days. We would also like the same discount that Jackson County residents get for the zoo tickets.
- Raymore PD needs to do a better job at controlling speeders across all sections of 58 hwy. I would like to see the city add bike lanes and planters.

- Raymore needs to allow for container homes. Structural soundness and more affordable than conventional housing. Police department doesn't have the brightest light bulbs when it comes to investigating. Ring video should be enough to go question a suspect instead of the words "I can't go talk to anyone based on this video" chap my second cheeks. After working with federal agents, I know how to run an investigation better than that. BUT I love the fire department. These people are the best. Grateful for them.
- Raymore, actually the entire Cass County, would have much added revenue if traffic-related violations were enforced. One in every ten to twelve cars does not have current licensing. I routinely see in-transit sheets that are over two years old! Does that mean that those drivers don't have insurance on their cars either? Also, red lights are a joke in Raymore, as cars run through them on a regular basis. Harder to enforce, I understand, are the vehicles that do not come to a stop at STOP signs. There are at least a dozen children on my block alone, and ignoring STOP signs could easily cause a tragedy here.
- regarding question 25, Problem is promises are made to justify tax increases, but then the money never seems to be used for that.
- Repair N Kurzweil Rd as it was voted on 3 years ago, not fill in the holes. Community pool needed. Code enforcement of junky conditions of properties.
- Road conditions in several areas is bad, like at curve at Lucy Webb. No visibility. I 49 and 58 overpass is a constant problem.
- Roundabouts were a mistake and dangerous. Road maintenance needs improvement.
- Roundabouts are stupid, There should be more shaded parks, not destroying the land for high priced rentals.
- Safe and quiet place. There is a lack of diversity in dining options.
- School intersections on Hubach , the shrubbery is overgrown, hard to see traffic coming. Safety concern. On the walking trail at RAC , needs to be repaved. We have lost power at our home quite a few times. Concerned how good our supply is here. Need more shopping options. Wish there were easier ways to get to Hwy 150.
- School system is a joke. I'm a former teacher who worked in the district--not in a certified role--once my kids were older. I pulled my kids and now homeschool my elementary kiddos because I have zero faith in the district . (If we had financial means, I'd also homeschool my middle school kiddos.) They seek highly qualified people to teach but then don't allow them the freedom to do what is best for their students. Every decision made in the schools (prek-5 then separately 6-12) is made by one person. I'm desperate to move out of raymore to be in a better school system.
- Several street sign requests have been made online that have been ignored for our neighborhood.
- Shopping and restaurants on Raymore is horrible! It's a shame that I go to Lee's Summit and Overland Park for shopping! Extremely disappointed in the handling of new restaurants in Raymore due to tax breaks. They've gone to Belton and other cities that give tax breaks. Our lack of a community center, gym and pool is horrible! I spend my money going to these in Belton!
- Snow removable services have damaged the curbs and driveway due to the excess salt. We are unable to repair the driveway until the curbs are repaired.
- So sad the city has approved so many apartments and duplexes. Our taxes are high.

- Some of the walking paths and greenways are covered with mud most of the time. Path at south stone gate and Cass Parkway is not easy to use. It is out of the way to get to. Would be fine if the original south entrance was where it was placed.
- Somewhere along the way Raymore has decided to tax and tax people. No more taxes. If you want people to move out of the city, then keep raising everyone's taxes as they will move out. People from Johnson County have moved here due to high taxes now some of them are paying just as much as they did in Johnson County. Raymore is headed in the wrong direction with their tax rates, when I go to the grocery store the combined tax rate is as high as 15% that is way too much tax on food. The development of Raymore is poor. Stop building all duplexes, townhomes, and rentals. We need houses that are affordable to people. Not a bunch of rentals. You need stability in your community and rentals do not provide stability are we headed in the direction of Belton? Our gas rates are 10-20 cents higher than those of surrounding cities. Once people know that they can get more bang for their buck somewhere else they will not shop in Raymore, and thus will reduce the incoming taxes for the City of Raymore. The landfill should have been stopped whoever sold the land and the purchasers of the land need to be sued by the local governments. Mayor James will not do anything he is another bought and paid for politician. I do not see any improvements in Kansas City. Why are still buying our water from Kansas City, MO water? Raymore has been doing this for years, and we pay twice as much for water as other counties. If all of this keeps up Raymore will become another democrat city with high taxes and high crime. In the event that the landfill proceeds as planned you can say goodbye to tax revenue as everyone's property values will decrease thus it will generate fewer tax dollars for the city. No more tax dollars for parks; we have plenty of parks.
- Speed limits need to be enforced on ALL streets/roads in Raymore especially North Madison, 155th street (county line road) and Highway 58. Almost impossible to drive the posted speed limit on those streets due to being tailgated or passed in unsafe circumstances. Raymore needs to promote courteous driving within the City. The best way that can be done is to enforce the speed limit consistently. The garbage collection contractor needs to be reminded that it is not only to leave debris from garbage/recycling collection in the street in front of the house from which the refuse is collected. The recycling crew is especially bad in this regard and man handles the collection bins causing unnecessary damage to those bins.
- Speeding on S Fox Ridge is crazy. There is a school, kids walking, seniors walking. I have had to replace my mailbox 4 times in 26 yrs. I have begged police officers for attention to this serious problem.
- Speeding on S Sunset is really bad, has been for several years.
- Stop approving warehouses near residential and schools. It is ridiculous that the area near Bridle Ridge was rezoned for light industrial on a small two-lane road. Planning is terrible.
- Stop the landfill. Must keep up with information on the landfill. need more police, fire, etc. for new properties. Need a small tax for renter?
- Stop with the apartments!! We will be looking to move because of this. Too much traffic and the city's infrastructure cannot support it. Should have invested in retail over "affordable housing" - it's ridiculous.
- Taxes are already extremely high and there are very few retail and dining options in town causing all tax revenues to come from local residents and not businesses. Also the lake behind price chopper and creek coming into it always have a ton of floating trash.

- Taxes are too high. It would be helpful for seniors if center could offer chair yoga or light cardio exercises or zumba a few times week. Low cost for seniors.
- Thank you for all the work in opposition of the terrible landfill! Please recruit chick-fil-a!!
- The blacktop on Lucy webb and Johnston Parkway is terrible. It's ruff and not smooth. It should be smooth like the black top used on County Line Road. The contractor did an awful job.
- The city is more like a strip mall, needs a city center. Needs more business and less apartments.
- The city needs to do more for seniors.
- The city needs to provide a free, easily accessible, indoor, safe walking area for senior adults. 58 hwy is becoming a nightmare!
- The city should drop the ban on residents having chickens
- The city should enforce an ordinance that protects further light pollution or promotes dark skies.
- The fall festival was weak compared to neighboring city's. The air inflatables were barely used and it was disappointing.
- The growth of housing in Raymore with apartments is getting out of control in my opinion. I moved to Raymore for it small town rural qualities. That is no more. The lack of concern for the wildlife in this area with the clearing of land for these apartments is appalling. It's at the point I fear letting my dog roam in my own yard.
- The indoor activity spaces are my biggest area of disappointment. The RAC should be better than High Blue or The View but it is next to useless. There should be an indoor water play area so my wife and I don't have to leave our city to entertain our grandson when he visits. I have wished and inquired for over a decade now that Raymore would have a full service health center with Zomba, indoor track, weight training, personal training, pickleball AND racquetball. Unfortunately, our city lags way behind on this front. I was excited by the RAC expansion until I found out it was for nothing more than additional basketball courts. Naturally, with all these activities a reasonable monthly membership fee would be welcome.
- The light turning to the post office has been so screwed up for the past few months. It changes when nobody activates and stays green for extended periods of time. It did not used to be like this. This isn't that much traffic coming out of there to warrant any changes to the previous flow settings.
- The number of multi family housing will make us move before the landfill
- The people moving here are not desirable, there are people living in the woods on the bike trails.
- the Raymore planning commission needs to rethink about new construction and where some things belong don't let some developer just willy nilly talk you into a development that sounds good in a location that's not good, we want our community to look nice and I believe that with some of the current developments you are allowing crappy apartments that will be run down in a few years. this community should be about housing not affordable housing just because you want taxes, we moved here because we didn't want the Riff Raff and now we are getting it. also it would be nice to know when decisions are made about skate parks that end up in your back yard when it was fine where it was, I am very dissatisfied that we were not even part of the planning and new location for this facility, please remove it cause we don't want it there.
- the school district is getting 64% of county tax dollars is a crime. Numerous assistants at all levels. The option of "school choice" is a must. You can't drive past a school without some major construction going on

- The traffic light at dean at 4:00 in the mornings is terrible. And the new markings on the streets are terrible because they don't reflect in wet weather and are hard to see.
- The trees in the walking park between Woodcreek and Stonegate are in desperate need of trimming / pruning. Lots of trees along the river bend behind 630ish Old Paint are dead and falling. Willow trees back there need dead limbs trimmed.
- The water runoff from Ward Park Place neighborhood is awful. Ward Road maintenance is bad by 58 Hwy. Water pressure is awful.
- There are no private rentals in the area. All rentals are asking far too much. When we signed up for our utility service at the city, they didn't offer the flat rate waste water .. so when July came I had a \$500 bill from watering plants and hanging outside. Acted like it was our fault for not knowing. Changed the rate then but not offered any compensation.
- There are several streets that don't have a street light at all on them. It would be nice to have at least one. The light at Sunset/58 turning on to 58 takes for ever to turn green and then when it does only lets 3 cars through even if there is more cars than that. Would be nice if that was longer or had something that would trigger it to turn faster and then let more cars through. Several curbs that have been replaced are showing break down and rebar that are near driveways
- There are too many apartments and duplex homes coming to here, I moved here to get away from congestion.
- There are too many apartments, townhomes and rental homes in around Raymore. We need more houses that people own, not rent. Too many options for people to live in Raymore who do not invest in their property upkeep.
- There is a property behind our house with a large hole from years ago (that was suppose to be a soccer field) and is now growing trees and weeds 5-6 feet. I called Drayton Vogel- no results. We also now have mice & snakes.
- There needs to be emphasis on infrastructure due to all of the apartments being built. We have a lot more people in the city, but same streets. 58 to Foxwood Dr used to be on point, but now that there are more drivers I feel like it has become congested and the lights don't flow anymore. Also, there seems to be an influx of crime recently. I have seen posts of deadly car accidents due to speeding and inattentive drivers. Also reports of gun shots inside city limits. I haven't heard those myself, just saw posts on the community page of face book.
- This city needs a fitness center for its residents! Or give us a resident discount for the one in Belton. This is the first time I've lived in a city this small. I really like it! I love Raymore and I'm so glad we didn't buy a house in Belton.
- This is our first year in Raymore. Overall, we've enjoyed everything here. We have not had to experience the school district, but have seen concerning comments with busses and transportation. I will be honest, we usually support restaurants and shopping in Lee's Summit as they have more options and better quality. We were glad to see a Farmer's market, but disappointed by the selection.
- To increase the abilities of the police department, I would like to see them offer an increased starting pay for applicants with prior experience and applicable certifications.
- Too many apartments/duplexes that are rentals. Need more single-family affordable housing. Would like to see affordable 55 plus housing outside of the city limits.

- Too many cheap housing instead of neighborhoods with family housing. Lost the home town feel.
- Too many multi family units built!!!!!! Now we are talking higher taxes for police, fire dept, schools etc!!!! Ruined a great place to live!
- Too many people for the infrastructure we have.
- Too many rental houses being allowed. Additional speed bumps needed on S Sunset
- Too much housing going up.
- Too much multi housing.
- Traffic along 58 highway between Dean and I-49 is terrible. Also, having warehouses built all along I-49 is a really bad look for Raymore. Complete eye sore for anyone driving on the highway. That's not the imagine we want to showcase to anyone driving along I-49. Really hoping there aren't any others built. The fields all along Dean would be prime for office buildings or retail. That would be ideal.
- Traffic flow down 58 from bridge to N Madison. Traffic lights are not timed. Way too much traffic.
- Traffic is a big problem. The 58-71 area is real bad.
- Traffic is fast on 58. Too many drivers running the lights, lots of cars without proper tags.
- Traffic is terrible. Too many apartments for road set up. Traffic lights are never as they should be.
- Traffic light timing needs to be done more frequently. Striping of 58 highway must be done better. Preparing for highway entrance/interchange to I-49 from Lucy Webb should start.
- Traffic on 58 highway is getting out of hand. It is good to see the city grow, but streets are not built to handle the amount being produced. 71/49 shows that on a daily basis.
- Trash around city and business areas terrible. People littering, unsecured trashcans, and trucks huge problem. Streets in Morning view are walking hazard with lumps and bumps. Need more police presence especially on Lucy Webb at night weekends with racing vehicles. Seems less cars stolen. Hard to drive on some streets with on road parking especially Sunrise Drive.
- Trash pickup service is poor. I have had to call several times this year for things they have missed. And then they RARELY come back to pick it up. Why all the red lights on 58 at 5:30 in the morning?
- turn lanes. Restaurants are pitiful here. We drive to Lees Summit.
- Two major issues for me: 1) Stop the over developing and building of apartments and multi-family housing! 2) Must, Must address the traffic issues on 58 highway through the City of Raymore. Other issues would be to do more to stop the land fill from coming to the area and attract family style restaurants and shopping to the area. Thank you to our first responders: police and fire departments!
- use tax on schools, number of apartments is disappointing.
- Very disappointed in the number of apartments and duplexes being built here.
- Very little effort to pick up trash in the communities. Business and city need to keep their streets/parks, areas picked too.
- Water and sewage rates seem high to me.
- Water bill is extremely high compared to surrounding areas.
- Water pressure has been declining for several years. I have to use a plunger to keep my toilets operational. Considering moving.

- Volunteer in Police Service (VIPS) is a very public orientated organization that gets many in the community involved. I had contacted the Police department 3 years ago to find out about Raymore's involvement and was told that it wasn't available anymore. That it had been tried and was no longer available. I have been the coordinator for the Harrisonville VIPS program for the past two years. We have helped with many of the city's activities such as helping with parades, football games, Shop With A Cop, ride along, drug take back and many other worthwhile projects around the community. While dressed in our uniforms to help relieve the pressure that's on the police department. He contribute over 750 hours of volunteer times to support the police department anyway we can. This should be looked into and get a volunteer department started, this gets the community involved. We have male and female members and couples, most are retired and have all passed a background test. We have access to the HPD facilities with a badge and access entry card but we have NO authority at all. This could be such a vital program to get started in Raymore, it is growing so fast and I'm sure the RPD could use some help with minor projects.
- Way too many apartments are being built. City services, traffic and police will be pushed to the limit to accommodate so many new residents.
- We are spending way too much on parks department and not enough on other areas. We don't understand why we can't afford more police with all the additional revenue from all these apartments being built. Everyone is upset about the number of apartments being built yet they keep adding more. The older neighborhoods in Raymore are ignored. The snow removal plan for side streets is bizarre! They do all the streets around us but skip ours and come back at the end. That's a problem living on a hill. There is also a problem with street planning. Not sure who was responsible for deciding we needed bricks on Sunset and several streets around there but it turns out it was a total waste of money because now they are gone. Also need to stop allowing street parking on Sunset. It is becoming a serious problem, especially at night. Police employees and city employees are awesome.
- We are very dissatisfied by the number of apartments popping up.
- We chose Raymore for its small-town feel, good location. It is being over developed and under protected. We will move as soon as we can afford it.
- We have been trying to get our curbs and sidewalks repaired for years. Someone can get injured. Frustrated with new developments getting new curbs. What about the older places?
- We live in the Creekmoor area. Access to Raymore from the KC, Grandview, Lee' Summit area is a challenge. Kelly, Peterson and Horridge roads are in very bad shape. Can the city work with the appropriate municipalities to make improvements? I realize a lot depends on the Landfill issue which could either fix or eliminate at least one of these roads, but the alternative of having to use I-49 and 58 highway will only increase the traffic congestion there. We could also use more street lights in the Creekmoor area.
- We live on Silverlake and main concerns are clarity and usage of the lake.
- We live on Sunset Lane, the speed of traffic is dangerous. I never see any enforcement. They race on the street. They drive in excess of 35 mph. City Council promised traffic enforcement, not doing it. They need to trim weeds along the curbs and streetlights.
- We need a backyard chicken ordinance. Lees Summit and other local areas have one. It would help with compostable waste and reduce landfill needs.
- We need a dog park.

- We need a new larger animal shelter and more staff. We have taken on extra responsibility and not supported the facility and existing staff. Address the congestion at the light at the east outer road and 58. Cannot turn left onto the east outer road from 58, max of 3 cars can turn left to get onto 58 highway from the east outer road (Lucy Webb). Timing of light is poor. Please no more roundabouts. The one in front of the East middle school seems to confuse people and presents a hazard for through traffic as people suddenly realize they don't want to exit to the school and dive into the through lane.
- We need better lane markings on 58 highway
- We need more senior programs. More baseball fields. Near Westgate and 58 just to the east of that intersection on 58 illegal left turns are made from eastbound 58 on to the roadway by the car wash causing traffic backup. It is unsafe crossing double yellow lines where no left turn should be permitted.
- We need to figure out something regarding water/sewer. The prices we pay are not reasonable and doubled in the span of 3yrs with no change in usage.
- We want chickens for all homeowners, modelled after the laws Overland Park just passed. We live on a city lot, and have plenty of room. Our neighbors fertilize with fecal dust all around us... Adding our own organic version will only help!
- What's the purpose of building all these new apartments in Raymore and Belton? Too many, will drive down quality of life.
- What's up with ALL the multi-family housing?? What tax dollars are the developers paying? What infrastructure are developers funding?
- When we vote to add streets or extend them such as Johnson Dr to Dean Ave. it took 2 years to add sidewalks and still no street lights. These items should be included in the cost of the street addition. I emailed a department about changing the bulb in the street light in front of my house and it was fixed within a week. It's a shame it was out over 6 months. I feel that in Raymore, Higher value neighborhoods receive better city services, especially street repair or replacement. Pelham Path is receiving new curbs from Johnson Dr south to Huntsman. This should have been fixed 4 years ago. Most residential streets that intersect Pellham Path in the same area needs repaired not just patched and the streets need more than a half-assed chip and seal.
- Why don't the police ticket cars with expired tags that are parked in the street? Why does a citizen have to call and report these cars?
- Would be nice to have real pickleball courts, like Osage trails. The linear park no mow zones are taken over with Johnson Grass, other parks have been infested with poison hemlock. Would be beneficial to not let this get out of hand.
- Would like to see farmers market returned to previous site.
- Would like to see indoor pickle ball courts and league competition for seniors.
- You approve multiple, knowing that each one comes with at least one car and most likely two, but do little or nothing about traffic, or mass transit. the job opportunity is poor. People can only flip so many hamburgers for each other.
- You have taken in too much federal government money with all the strings attached. Way too many apartment building. Not good or safe.
- zoo many apartments for the road system.



Survey Instrument

**November 2023****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 ETC Institute, which is one of the nation's leading firms in the field of local government polling and research. ***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 raymoresurvey.org. The online survey also includes unlimited space for comments at the end of the survey.

Questions? Please contact Assistant City Manager Ryan Murdock at the City of Raymore at (816) 892-3109 or rmurdock@raymore.com.

Thank you in advance for your participation!

Sincerely,**Kristofer P. Turnbow Mayor**

100 Municipal Circle, Raymore, MO 64083 / P: (816) 331-0488 / F: (816) 331-8724



2023 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 Ryan Murdock at (816) 892-3109 or by email at rmurdock@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.) (3) Something not related to the City
 (2) Police activities and response (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 (5) Ride-Along Program
 (2) Community Emergency Response Team (6) Prescription Drug Take Back
 (3) Neighborhood Watch or Community or Neighborhood Meeting (7) Home Security Survey
 (4) Community Against Crime Event

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 in Question 9 on the previous page 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: 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/X 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 1 for "Yes," 2 for "No," or 9 for "Don't Know."

	Yes	No	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?	1	2	9
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?	1	2	9
3. Is it important to you to live in a community that invests resources in improving the quality of water in lakes and streams in your community?	1	2	9
4. Have you seen or heard any information about water quality in lakes and streams in Raymore during the past year?	1	2	9

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?

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. Please indicate how much you agree or disagree with the following statement:
 "The City of Raymore has provided Raymore residents with consistent and timely updates related to proposed actions and events in opposition to a proposed landfill."**
- ___(4) Strongly agree ___(2) Disagree ___(9) Don't know
 ___(3) Agree ___(1) Strongly disagree
- 24. Currently, shoppers who use online retailers (like Amazon or Wayfair) 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?**
- ___(5) Very supportive ___(3) Neutral ___(1) Not supportive at all
 ___(4) Somewhat supportive ___(2) Somewhat unsupportive
- 25. 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...**
- ___(5) Much more supportive ___(3) No change ___(1) Much less supportive
 ___(4) Somewhat more supportive ___(2) Somewhat less supportive

Demographics

- 26. 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
- 27. What is your age? _____ years**
- 28. Which of the following best describes your current place of employment?**
- ___(1) In Raymore ___(3) Elsewhere in Missouri ___(5) Not currently employed
 ___(2) Elsewhere in Cass County ___(4) In Kansas
- 29. 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
- 30. Your gender:** ___(1) Male ___(2) Female ___(3) Non-binary
- 31. Comments. Feel free to add pages as necessary to provide any comments you wish to have included in your response.**

- 32. Would you be willing to participate in future surveys sponsored by the City of Raymore?**
- ___(1) Yes [Please provide your contact information below.] ___(2) No
- Phone: _____ Email: _____

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.