

# City of Raymore Community Survey

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Findings Report

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

ETC Institute  
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**April 2017**





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# City of Raymore Community Survey

## Executive Summary

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### Purpose and Methodology

ETC Institute administered a survey to residents of the City of Raymore during the spring of 2017. The purpose of the survey gather resident opinions and feedback on city programs and services. The data collected will be used to improve and expand existing programs and determine future needs of residents in the City of Raymore.

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

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Raymore from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 400 residents. The goal was exceeded with a total of 612 residents completing the survey. The overall results for the sample of 612 households have a precision of at least +/-3.96% 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 Raymore 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 has 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.*”

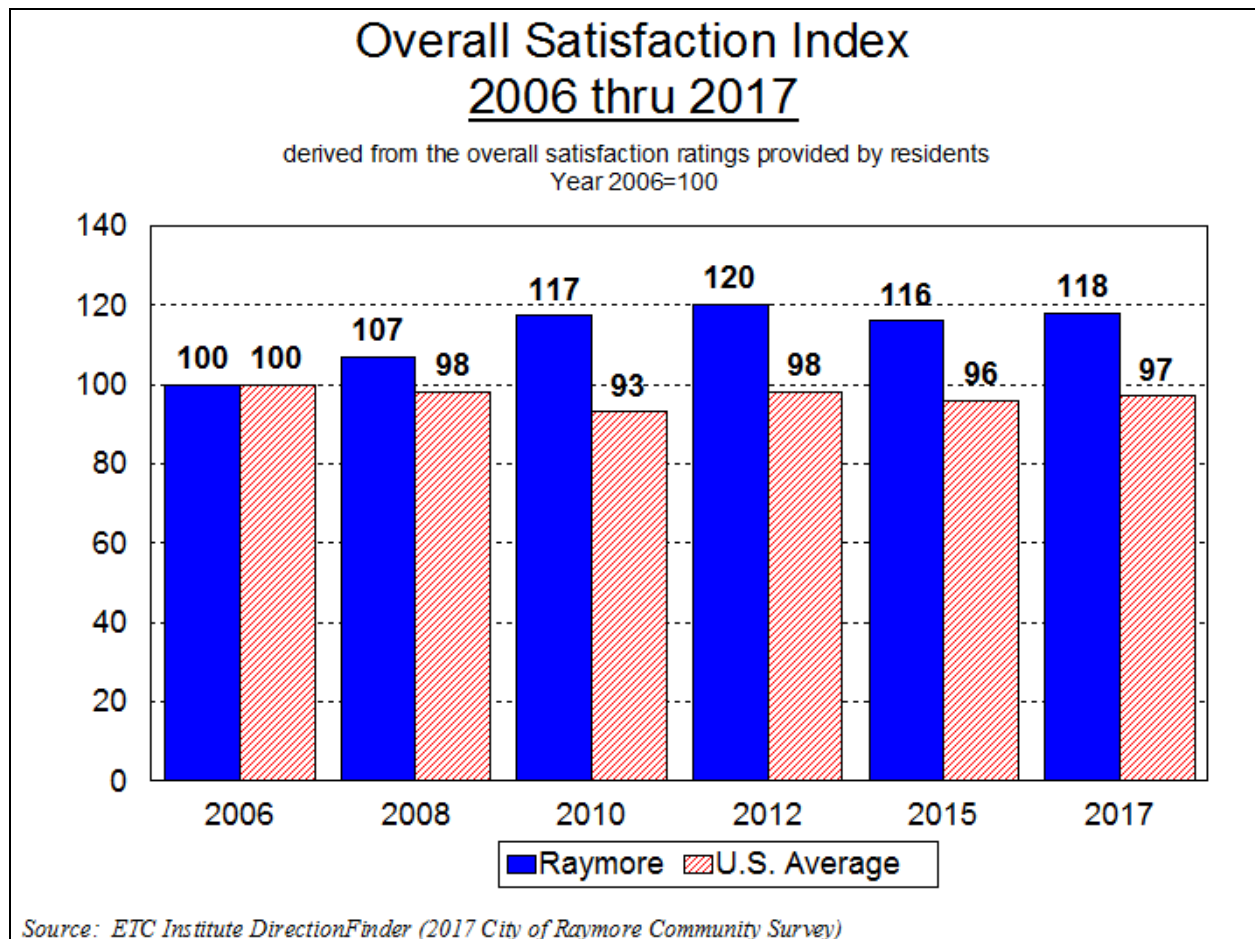
This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from previous community surveys,

- importance-satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- benchmarking data that shows how the results for Raymore compare to other communities,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

## Composite Customer Satisfaction Index

The Composite Customer Satisfaction Index is derived from the mean rating given by residents for all major city services. That are assessed on the survey. The index is calculated by dividing the mean rating for the current year by the mean rating for the base-year (2006) and multiplying the result by 100. The chart below shows the Composite Customer Satisfaction Index for Raymore has increased from 116 in 2015 to 118 in 2017. This is an 18 point increase from the base year of 2006 and is 11 points higher than communities across the United States during the past 11 years. While the City index has increased by 18 points over the past 11 years, the U.S. index has decreased by three points.



## Major Findings

### Major Categories of City Services

- The major categories of city services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of public safety services (91%), overall maintenance of City buildings and facilities (87%), and quality of customer service received from City employees (80%).
- Based on the sum of their top three choices, the services that residents thought were the most important for the City to emphasize over the next two years include: the flow of traffic and congestion management, overall maintenance of City streets, and the overall value you receive for City tax dollars and fees.

### Perceptions of Life in Raymore

- The perceptions of Raymore which received the greatest number of “excellent” and “good” responses among residents *who had an opinion* include: the overall feeling of safety in the City (92%), the overall quality of life in the City (87%), and the overall quality of services provided by the City (81%).
- Generally, respondents were satisfied with the issues that influence the overall perception of Raymore. Job availability was the only item that did not receive a majority of “excellent” and “good” responses.

### Public Safety

- The public safety services services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of local police protection (91%), how quickly police respond to emergencies (83%), and the visibility of police in respondent neighborhoods (80%).
- Based on the sum of their top three choices, the public safety services that residents thought were the most important for the City to emphasize over the next two years include: the City’s efforts to prevent crime, the visibility of police in neighborhoods, and the overall quality of local police protection.

### Feelings of Safety in Raymore

- Most residents feel safe in the City of Raymore. Over 90% of residents feel “very safe” or “safe in each of the four areas that were rated, including: in your neighborhood during the day (100%), in your neighborhood after dark (96%), in commercial and retail areas of the City (94%), and in City parks and on City trails (91%).
- Environmental factors (46%) and police activities (40%) were the two factors that most influence how safe respondents feel in Raymore.

### City Maintenance/Public Works

- The city maintenance and public works services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: snow removal on major City streets (87%), maintenance of City buildings (82%), and the maintenance of street signs and traffic signals (81%).
- Based on the sum of their top three choices, the city maintenance and public works services that residents thought were the most important for the City to emphasize over the next two years include: the maintenance of streets in your neighborhood, the maintenance of major City streets, and overall road conditions.

### Parks and Recreation

- The parks and recreation services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance of City parks (83%), the quality of outdoor athletic fields (70%), and the number of walking and biking trails (70%).
- Based on the sum of their top three choices, the parks and recreation services that residents thought were the most important for the City to emphasize over the next two years include: the number of indoor recreation spaces, the number of walking and biking trails, and the maintenance of City parks.

### City Communication

- The aspects of City communication with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: content of the City’s quarterly magazine (78%), and the availability of information about City programs and services (64%).
- Most residents (61%) indicated they prefer to use the Raymore Review to receive information about the City. Fifty-one percent (51%) of respondents indicated they prefer the City’s website and 49% indicated they prefer to use City brochures and mailers to receive City information.

### Sewer and Water Utilities and Stormwater Management

- The sewer and water utilities and stormwater management services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: clarity and taste of tap water (81%), water pressure in the home (77%), and how easy your water and sewer bill is to understand (75%).

### Codes and Ordinances

- The codes and ordinance enforcement services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing codes designed to protect public safety (65%), enforcing sign regulations (62%), and enforcing maintenance of business property (55%).
- Respondents were asked to indicate if four common code and ordinance violations were a “major problem”, “small problem”, or “major problem”. A majority of all respondents indicated that none of the four items (graffiti, abandoned vehicles, dilapidated buildings or houses, and boats, trailers, and motor homes) were a problem.

### Customer Service

- Twenty-nine percent (29%) of respondents indicated they have contacted the City with a question, problem or complaint during the past year.
- The aspects of customer service with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion and contacted the city within the past year*, were: how courteously they were treated (84%), how easy the department was to contact (75%), and the technical competence and knowledge of employees (75%).

### Reasons for Living in Raymore

- The most important reasons to respondents in their decision to live in Raymore were: the sense of safety, types of housing, affordability of housing, access to restaurants and entertainment, access to quality shopping, the sense of community, the quality of public schools, and the availability of parks and recreation opportunities.

### Transportation

- The transportation services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: general traffic flow on Lucy Webb (70%), traffic flow on 58 Highway North Madison to South Madison (68%), and general traffic flow on Foxridge (63%).

### Ideas Most Important for Raymore

- Based on the sum of their top three choices, the ideas most important for Raymore to focus on during the next two years include: establish a town center, police involvement in the community and funding for parks maintenance and recreation programming.
- The features that a successful town center area would have in Raymore based upon the sum of respondents’ top three choices are: a variety of shops, restaurants, and bars, and entertainment options and special events.

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

Satisfaction ratings for The City of Raymore **rated the same as or above the U.S. average in 44 of the 48 areas** that were assessed. The City of Raymore rated significantly higher than the U.S. average (difference of 5% or more) in 40 of these areas. Listed below are the comparisons between the City of Raymore and the U.S. average:

Service	Raymore	US	Difference	Category
In your neighborhood after dark	96%	62%	34%	Feeling of Safety
Overall quality of City services	81%	54%	27%	Perceptions
In city parks and on city trails	91%	65%	26%	Feeling of Safety
Quality of customer service from City employees	80%	54%	26%	Overall Satisfaction
Snow removal on neighborhood streets	70%	47%	23%	Maintenance Services
Condition of City sidewalks	68%	47%	21%	Maintenance Services
Visibility of police in neighborhoods	80%	59%	21%	Public Safety
Snow removal on major City streets	87%	67%	20%	Maintenance Services
Effectiveness of City communication	67%	48%	19%	Overall Satisfaction
Overall quality of local police protection	91%	72%	19%	Public Safety
City's efforts to prevent crime	77%	60%	17%	Public Safety
Maintenance of City streets	75%	58%	17%	Maintenance Services
Overall value received for City taxes/fees	61%	44%	17%	Perceptions
How quickly police respond to emergencies	83%	67%	16%	Public Safety
Maintenance of City streets	64%	48%	16%	Overall Satisfaction
Cleanliness of City streets & other public areas	81%	66%	15%	Maintenance Services
Number of walking and biking trails	70%	55%	15%	Parks and Recreation Services
Enforcement of City codes and ordinances	62%	49%	13%	Overall Satisfaction
How open City is to public involvement/input	52%	39%	13%	Communications
In your neighborhood during the day	100%	87%	13%	Feeling of Safety
Enforcement of local traffic laws	76%	64%	12%	Public Safety
Overall quality of life in the City	87%	75%	12%	Perceptions
Availability of info about City programs/services	64%	53%	11%	Communications
Overall image of the City	79%	68%	11%	Perceptions
Quality of animal control	71%	60%	11%	Public Safety
Quality of City's stormwater/runoff management	70%	59%	11%	Overall Satisfaction
Quality of public safety services	91%	80%	11%	Overall Satisfaction
Clarity and Taste of water	81%	71%	10%	Maintenance Services
Quality of parks/recreation programs/facilities	78%	68%	10%	Overall Satisfaction
Mowing/trimming of public areas	71%	62%	9%	Maintenance Services
Visibility of police in retail areas	67%	58%	9%	Public Safety
Adequacy of City street lighting	68%	60%	8%	Maintenance Services
City efforts to keep you informed	57%	49%	8%	Communications
Maintenance of neighborhood streets	59%	51%	8%	Maintenance Services
Maintenance of traffic signals and street signs	81%	73%	8%	Maintenance Services
Maintenance of City parks	83%	76%	7%	Parks and Recreation Services
Enforcing maintenance of private property	55%	49%	6%	Codes and Ordinances
Outdoor athletic fields	70%	64%	6%	Parks and Recreation Services
Enforcing sign regulations	62%	58%	4%	Codes and Ordinances
Quality of the City's web page	61%	58%	3%	Communications
Clean up of litter & debris	51%	49%	2%	Codes and Ordinances
How well the City is managing growth	51%	49%	2%	Overall Satisfaction
Enforcing maintenance of residential property	47%	48%	-1%	Codes and Ordinances
Water pressure	77%	79%	-2%	Maintenance Services
The City's youth athletic programs	59%	63%	-4%	Parks and Recreation Services
The City's adult athletic programs	47%	52%	-5%	Parks and Recreation Services
Ease of registering for programs	54%	60%	-6%	Parks and Recreation Services
Flow of traffic/congestion management	48%	55%	-7%	Overall Satisfaction



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

Satisfaction ratings for The City of Raymore **rated the same or above the average for Kansas City Metro communities in 42 of the 48 areas** that were assessed. The City of Raymore rated significantly higher than this average (difference of 5% or more) in 38 of these areas. Listed below are the comparisons between The City of Raymore and the average for communities in the Kansas City Metro:

Service	Raymore	KC Metro	Difference	Category
In your neighborhood after dark	96%	67%	29%	Feeling of Safety
Overall quality of City services	81%	53%	28%	Perceptions
Quality of customer service from City employees	80%	54%	26%	Overall Satisfaction
Snow removal on neighborhood streets	70%	45%	25%	Maintenance Services
Visibility of police in neighborhoods	80%	57%	23%	Public Safety
Condition of City sidewalks	68%	46%	22%	Maintenance Services
In city parks and on city trails	91%	69%	22%	Feeling of Safety
Maintenance of City streets	75%	55%	20%	Maintenance Services
Overall quality of local police protection	91%	72%	19%	Public Safety
Overall value received for City taxes/fees	61%	43%	18%	Perceptions
Effectiveness of City communication	67%	50%	17%	Overall Satisfaction
Enforcement of City codes and ordinances	62%	45%	17%	Overall Satisfaction
Maintenance of City streets	64%	47%	17%	Overall Satisfaction
Snow removal on major City streets	87%	70%	17%	Maintenance Services
Availability of info about City programs/services	64%	48%	16%	Communications
City's efforts to prevent crime	77%	62%	15%	Public Safety
Quality of City's stormwater/runoff management	70%	55%	15%	Overall Satisfaction
Cleanliness of City streets & other public areas	81%	67%	14%	Maintenance Services
Enforcement of local traffic laws	76%	62%	14%	Public Safety
How quickly police respond to emergencies	83%	69%	14%	Public Safety
Number of walking and biking trails	70%	56%	14%	Parks and Recreation Services
Overall quality of life in the City	87%	73%	14%	Perceptions
Quality of animal control	71%	57%	14%	Public Safety
Overall image of the City	79%	66%	13%	Perceptions
How open City is to public involvement/input	52%	40%	12%	Communications
Quality of public safety services	91%	79%	12%	Overall Satisfaction
City efforts to keep you informed	57%	46%	11%	Communications
In your neighborhood during the day	100%	89%	11%	Feeling of Safety
Visibility of police in retail areas	67%	56%	11%	Public Safety
Maintenance of City parks	83%	73%	10%	Parks and Recreation Services
Mowing/trimming of public areas	71%	61%	10%	Maintenance Services
Enforcing maintenance of private property	55%	46%	9%	Codes and Ordinances
Quality of parks/recreation programs/facilities	78%	69%	9%	Overall Satisfaction
Maintenance of neighborhood streets	59%	51%	8%	Maintenance Services
Maintenance of traffic signals and street signs	81%	73%	8%	Maintenance Services
Adequacy of City street lighting	68%	61%	7%	Maintenance Services
Clarity and Taste of water	81%	74%	7%	Maintenance Services
Outdoor athletic fields	70%	63%	7%	Parks and Recreation Services
Quality of the City's web page	61%	54%	7%	Communications
Enforcing sign regulations	62%	57%	5%	Codes and Ordinances
Clean up of litter & debris	51%	47%	4%	Codes and Ordinances
Enforcing maintenance of residential property	47%	45%	2%	Codes and Ordinances
How well the City is managing growth	51%	50%	1%	Overall Satisfaction
Water pressure	77%	77%	0%	Maintenance Services
The City's youth athletic programs	59%	61%	-2%	Parks and Recreation Services
Flow of traffic/congestion management	48%	54%	-6%	Overall Satisfaction
The City's adult athletic programs	47%	53%	-6%	Parks and Recreation Services
Ease of registering for programs	54%	61%	-7%	Parks and Recreation Services

## Long -Term Trends

Long-term satisfaction ratings for the City of Raymore continue to be very high. From 2006 to 2017, satisfaction ratings **improved or stayed the same in 66 of the 67 areas** that were assessed. The table below shows the areas where satisfaction ratings have increased the most since 2006.

Service	2006	2017	Difference
Availability of City sidewalks	43%	71%	28%
Number of walking and biking trails	43%	70%	27%
Snow removal on neighborhood streets	45%	70%	25%
Overall value you receive for City tax dollars/fees	38%	61%	23%
How well the City is managing growth	28%	51%	23%
What you are charged for water/sewer utilities	21%	43%	22%
How well the City is planning growth	33%	53%	20%
Enforcement of codes for building and housing	44%	62%	18%
Landscape/appearance of public areas along streets	53%	71%	18%
Quality storm water runoff/storm water mgmt	55%	70%	15%
Overall maintenance of City streets	49%	64%	15%
Overall quality of services provided by the City	66%	81%	15%
Visibility of police in your neighborhood	65%	80%	15%
Condition of City sidewalks	53%	68%	15%
As a place to retire	51%	65%	14%
Adequacy of City street lighting	54%	68%	14%
Maintenance of neighborhood streets	45%	59%	14%
Content of the City's quarterly magazine	64%	78%	14%
Quality of City's web page	47%	61%	14%
Overall image of the City	66%	79%	13%
Overall quality of life in the City	75%	87%	12%
Overall appearance of the City	67%	79%	12%
Visibility of police in retail areas	55%	67%	12%
Cleanliness of City streets & other public areas	69%	81%	12%
Maintenance of major City streets	63%	75%	12%
How open City is to public involvement/input	40%	52%	12%
Drainage of rain water off City streets	63%	75%	12%
Snow removal on major City streets	76%	87%	11%
Maintenance of street signs/traffic signals	70%	81%	11%
Number of outdoor athletic fields	53%	64%	11%
Overall maintenance of City buildings/facilities	77%	87%	10%
Effectiveness of City communication with public	57%	67%	10%
City efforts to prevent crime	67%	77%	10%
Enforcing of local traffic laws	66%	76%	10%
Enforcing maintenance of residential property	37%	47%	10%

## Short -Term Trends

From 2015 to 2017, satisfaction ratings improved or stayed the same in 43 of the 76 areas that were assessed. The table below shows the significant increases (5% or more).

Service	2015	2017	Difference
Quality of new development in the City	39%	53%	14%
How well the City is planning growth	43%	53%	10%
Job availability	16%	26%	10%
How well the City is managing growth	42%	51%	9%
Landscape/appearance of public areas along streets	64%	71%	7%
How open City is to public involvement/input	45%	52%	7%
Overall quality of life in the City	81%	87%	6%
Overall appearance of the City	73%	79%	6%
Maintenance of major City streets	69%	75%	6%
Enforcement of codes for building and housing	57%	62%	5%
Overall value you receive for City tax dollars/fees	56%	61%	5%
As a place to retire	60%	65%	5%
Enforcing maintenance of residential property	42%	47%	5%

From 2015 to 2017, satisfaction ratings decreased in 33 of the 76 areas that were assessed. The table below shows the significant decreases (5% or more).

Service	2015	2017	Difference
Availability of affordable housing	71%	66%	-5%
Availability of info about City programs/services	69%	64%	-5%
Content of the City's quarterly magazine	84%	78%	-6%
How easy the department was to contact	81%	75%	-6%
City efforts to keep you informed on local issues	64%	57%	-7%

## 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 City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 2 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 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:

- Overall flow of traffic and congestion management in the City (IS Rating=0.3327)
- Overall maintenance of City streets (IS Rating=0.1665)
- Overall value that you receive for your City tax dollars and fees (IS Rating=0.1490)

The table below shows the importance-satisfaction rating for all 10 major categories of City services that were rated.

2017 Importance-Satisfaction Rating City of Raymore Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Overall flow of traffic & congestion management in the City	64%	1	48%	10	0.3327	1
<b>High Priority (IS .10-.20)</b>						
Overall maintenance of City streets	47%	2	64%	7	0.1665	2
Overall value that you receive for your City tax dollars & fees	38%	3	61%	9	0.1490	3
<b>Medium Priority (IS &lt;.10)</b>						
Overall enforcement of City codes & ordinances for building & housing	17%	7	62%	8	0.0627	4
Overall quality of City parks an recreation programs & facilities	27%	5	78%	4	0.0590	5
Overall effectiveness of City communication with the public	18%	6	67%	6	0.0574	6
Overall quality of the City’s stormwater runoff/stormwater management system	12%	8	70%	5	0.0365	7
Overall quality of public safety services	28%	4	91%	1	0.0239	8
Overall quality of customer service you receive from City employees	5%	10	80%	3	0.0105	9
Overall maintenance of City buildings & facilities	6%	9	87%	2	0.0079	10

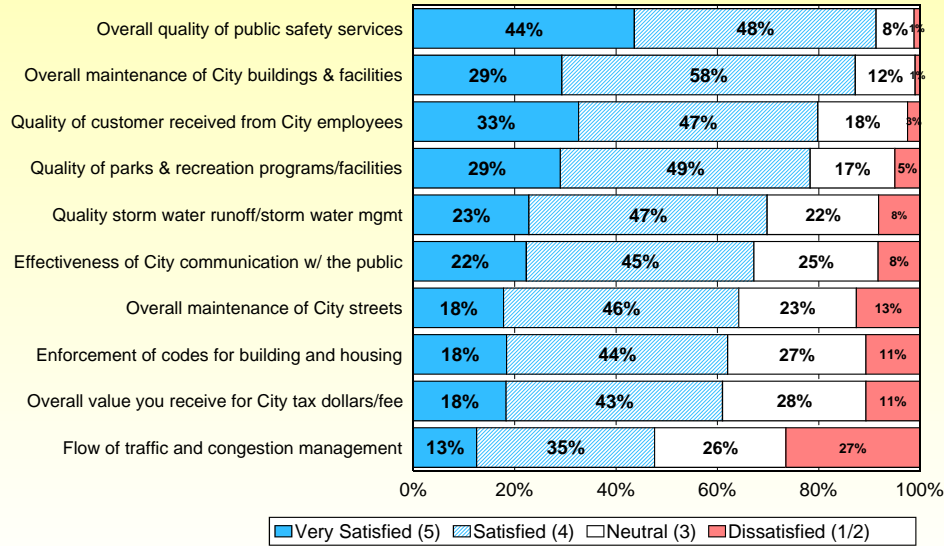
# Section 1

## *Charts and Graphs*

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## Q1. Overall Satisfaction With City Services by Major Category

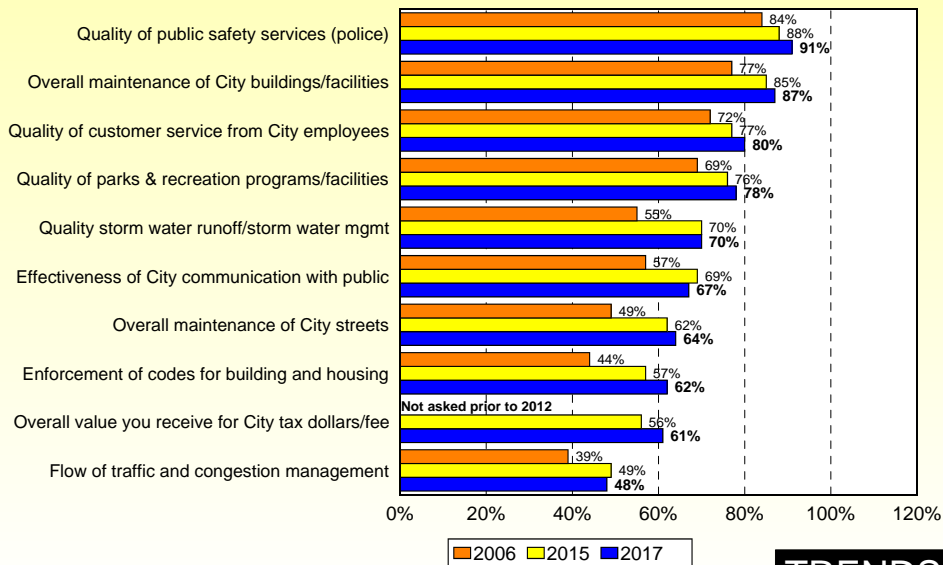
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

## Q1. Overall Satisfaction With City Services by Major Category - 2006, 2015 & 2017

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

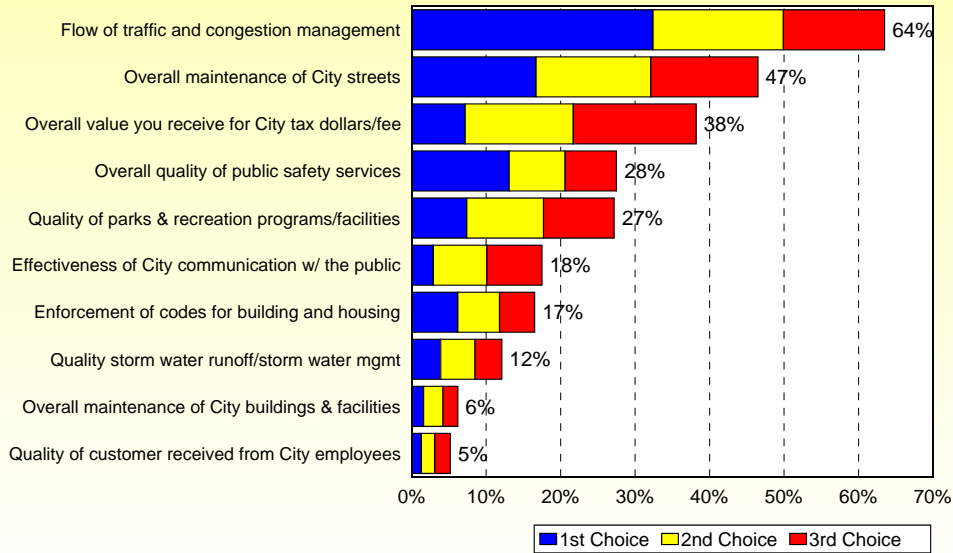


Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

**TRENDS**

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

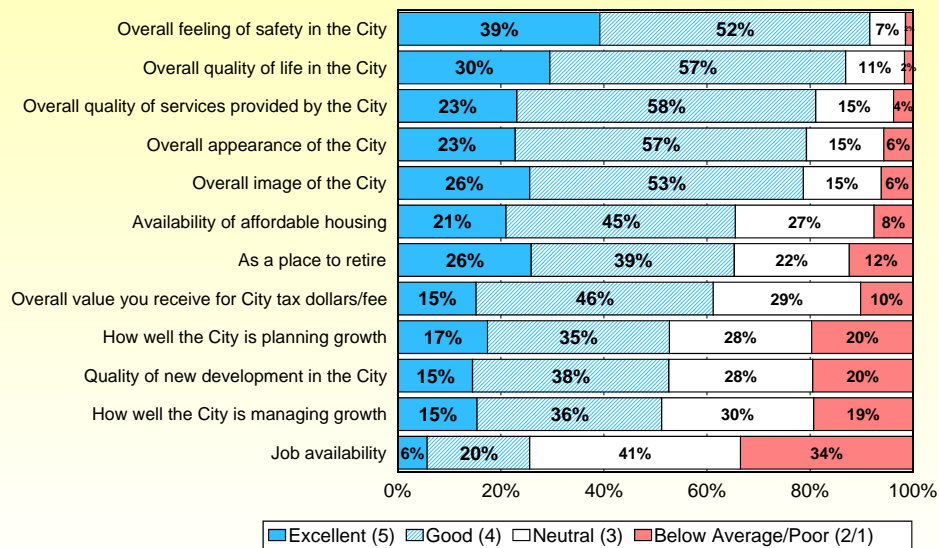
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

## Q3. Satisfaction with Various Perceptions of the City of Raymore

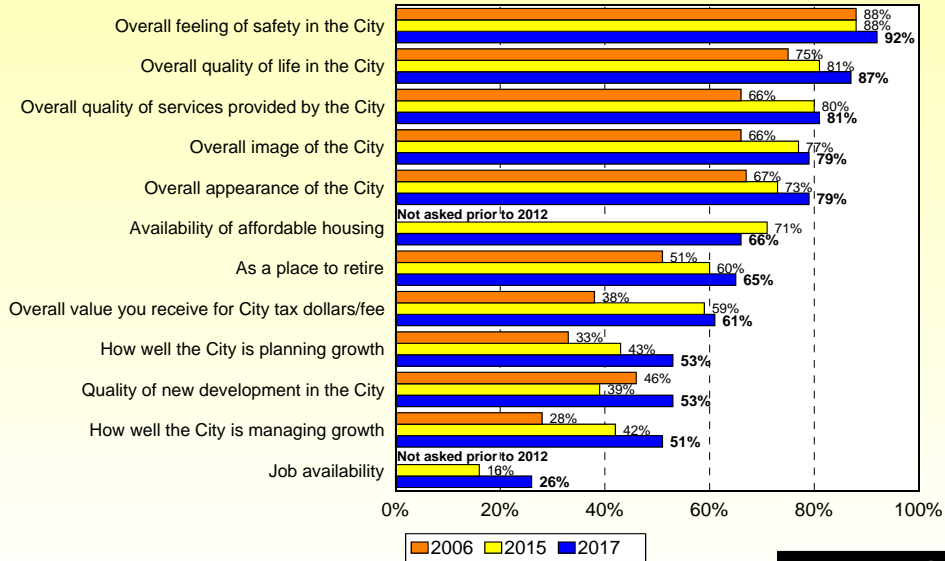
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q3. Satisfaction with Various Perceptions of the City of Raymore - 2006, 2015 & 2017

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

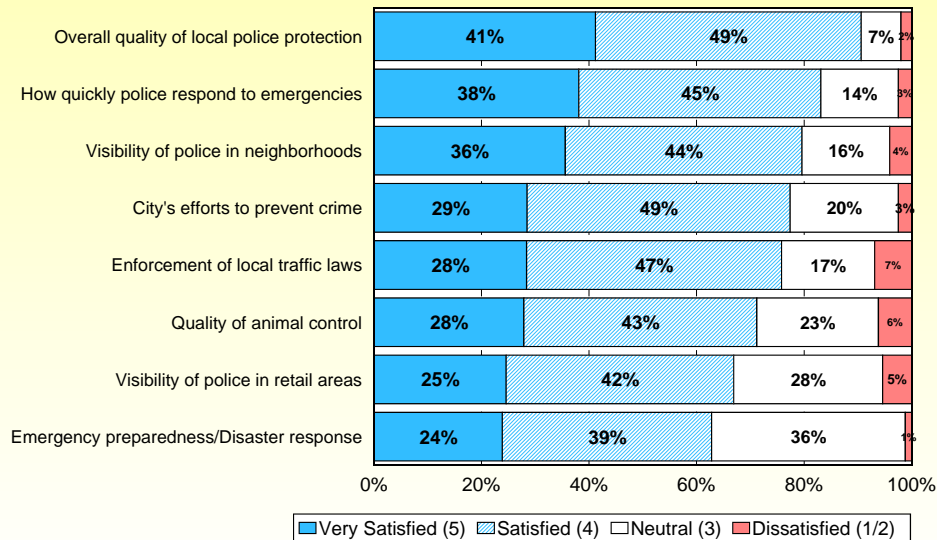


Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

**TRENDS**

### Q4. Satisfaction with Various Aspects of Public Safety in Raymore

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

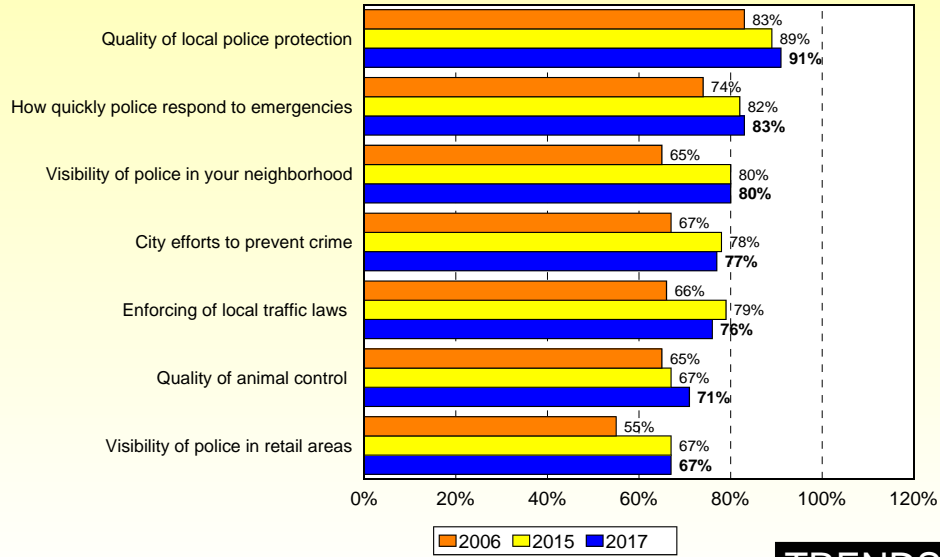


Source: ETC Institute DirectionFinder (2017 - Raymore, MO)



### Q4. Satisfaction with Various Aspects of Public Safety in Raymore - 2006, 2015 & 2017

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

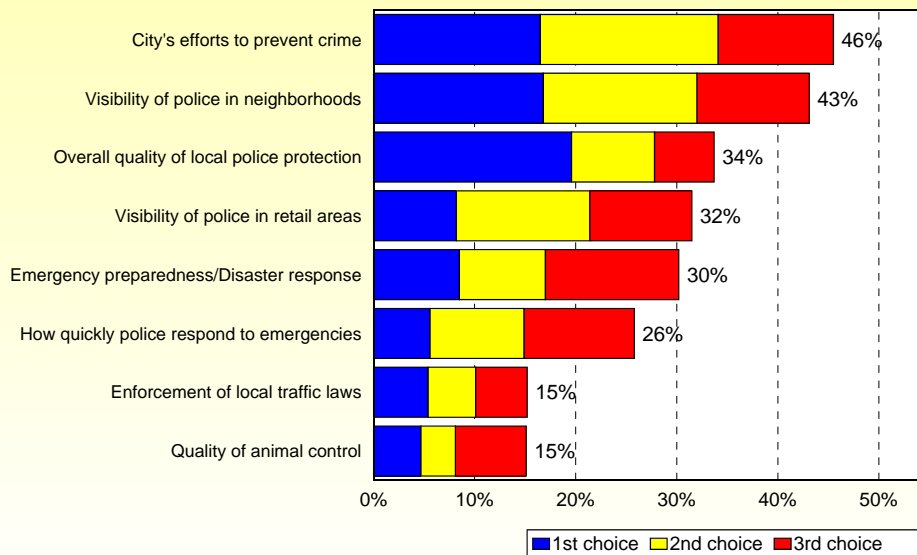


Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

**TRENDS**

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

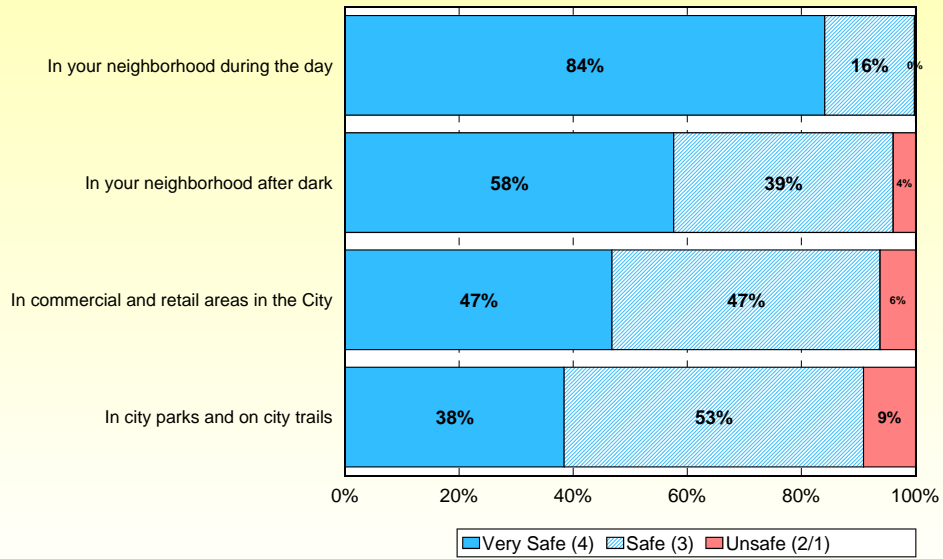
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q6. Feelings of Safety in Raymore

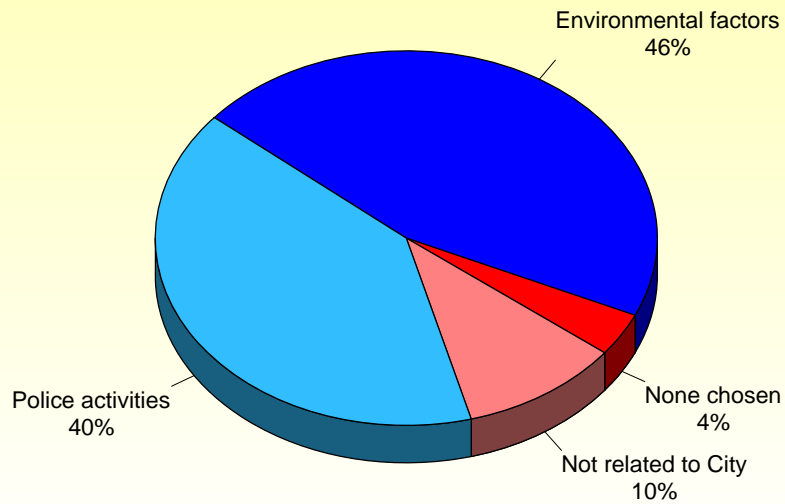
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q7. Which One of the Following Factors Most Influences How Safe You Feel in Raymore?

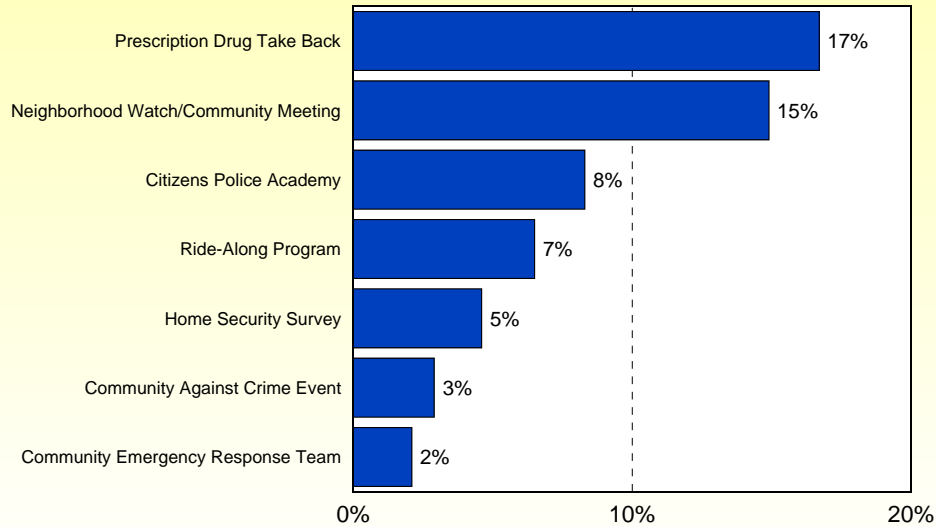
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

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

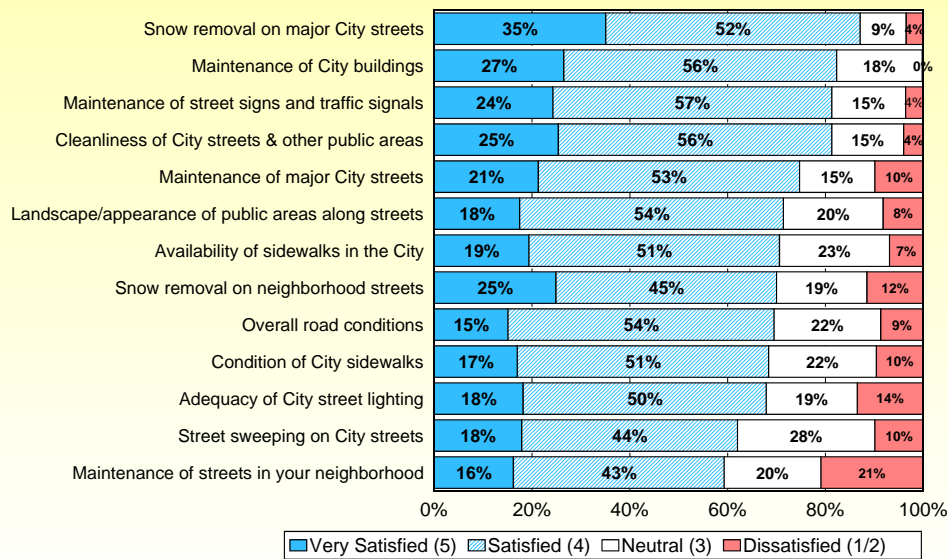
by percentage of respondents (multiple choices could be made)



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q9. Satisfaction with Various Aspects of City Maintenance/Public Works

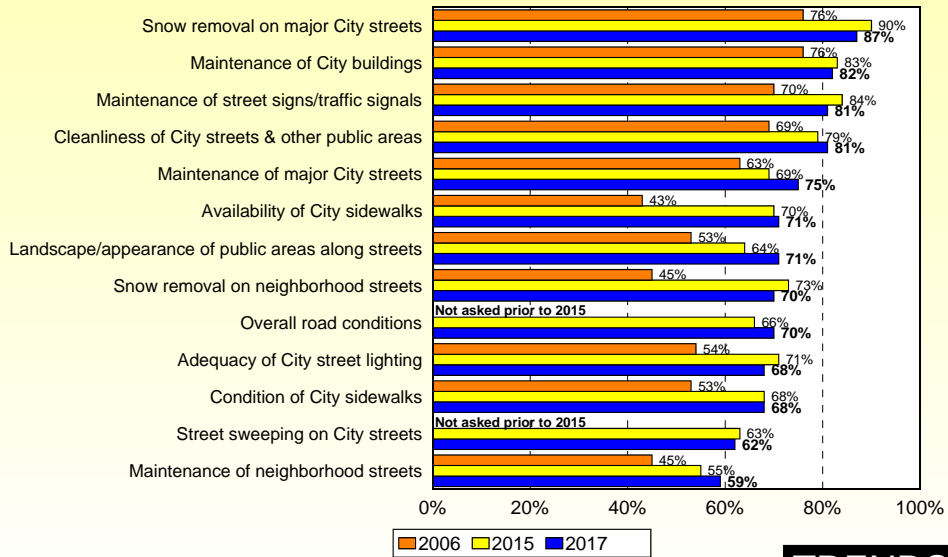
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q9. Satisfaction with Various Aspects of City Maintenance/Public Works - 2006, 2015 & 2017

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

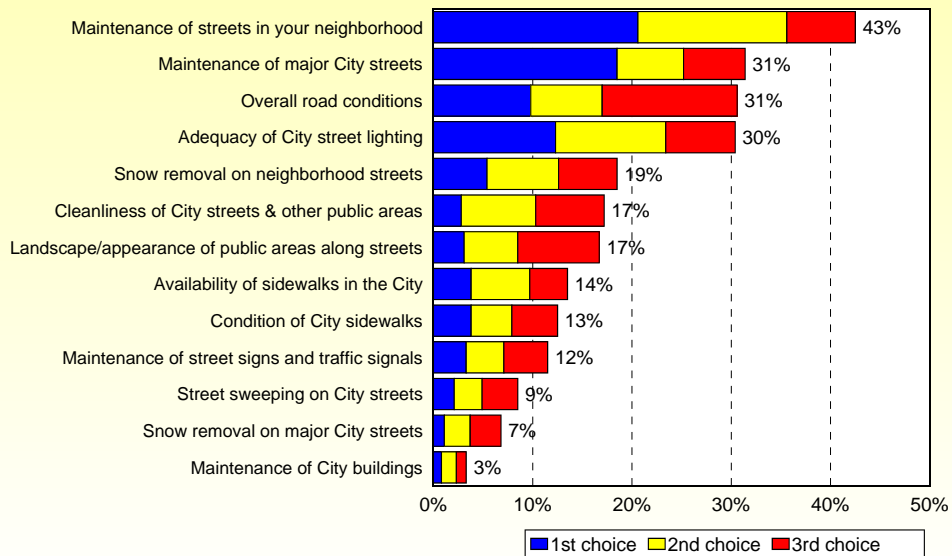


Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

**TRENDS**

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

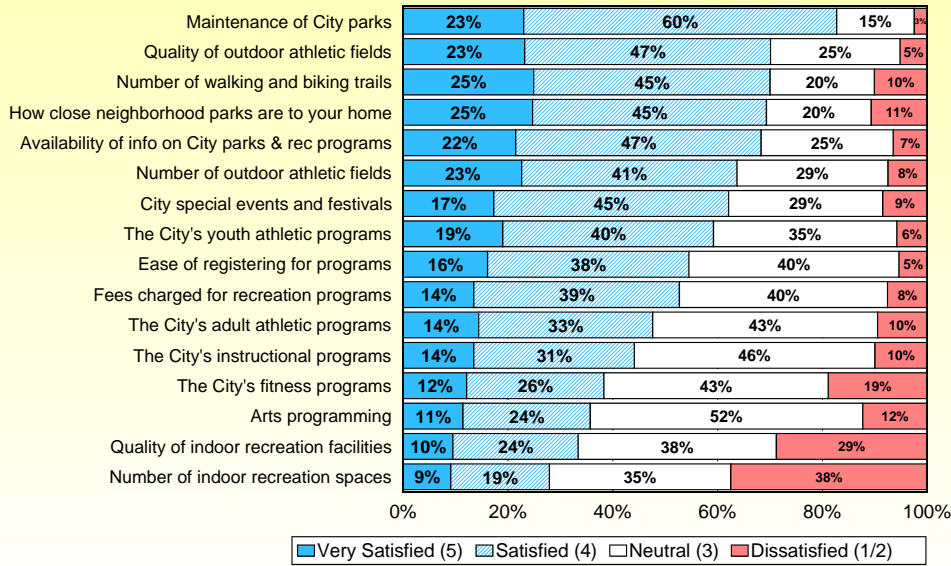
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q11. Satisfaction with Parks and Recreation

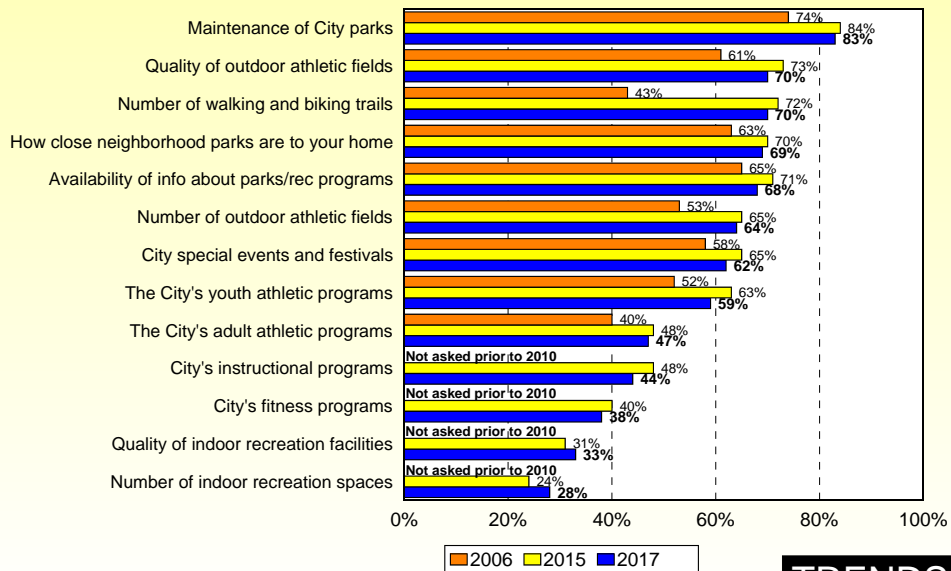
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q11. Satisfaction with Parks and Recreation - 2006, 2015 & 2017

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

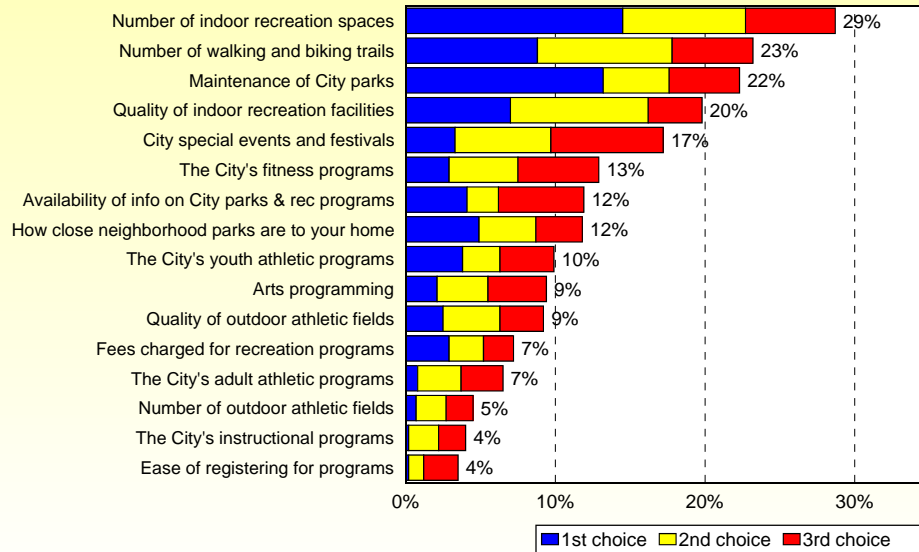


Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

**TRENDS**

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

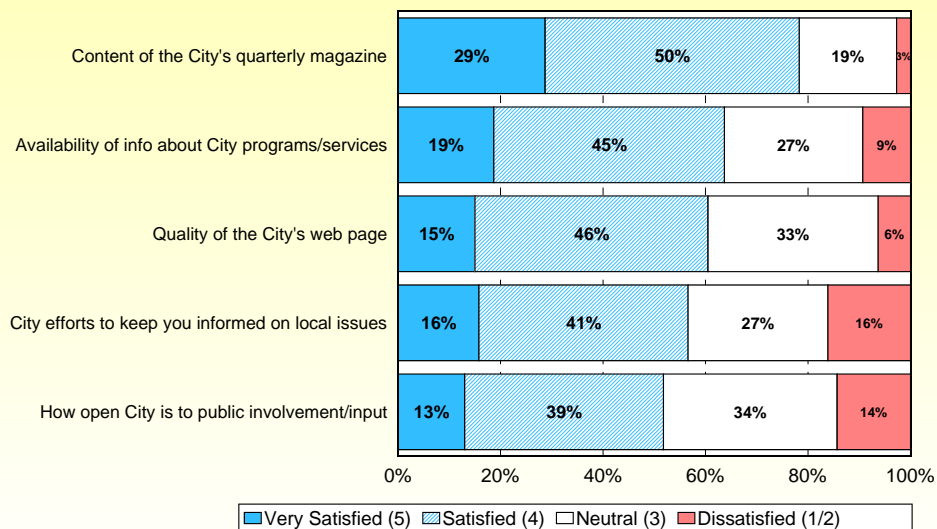
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q13. Satisfaction with Various Aspects of City Communication

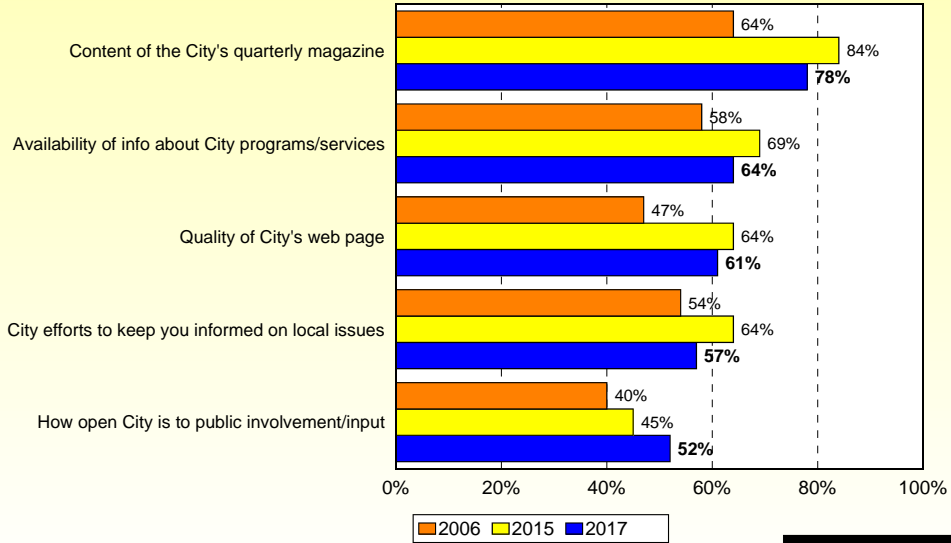
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q13. Satisfaction with Various Aspects of City Communication - 2006, 2015 & 2017

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

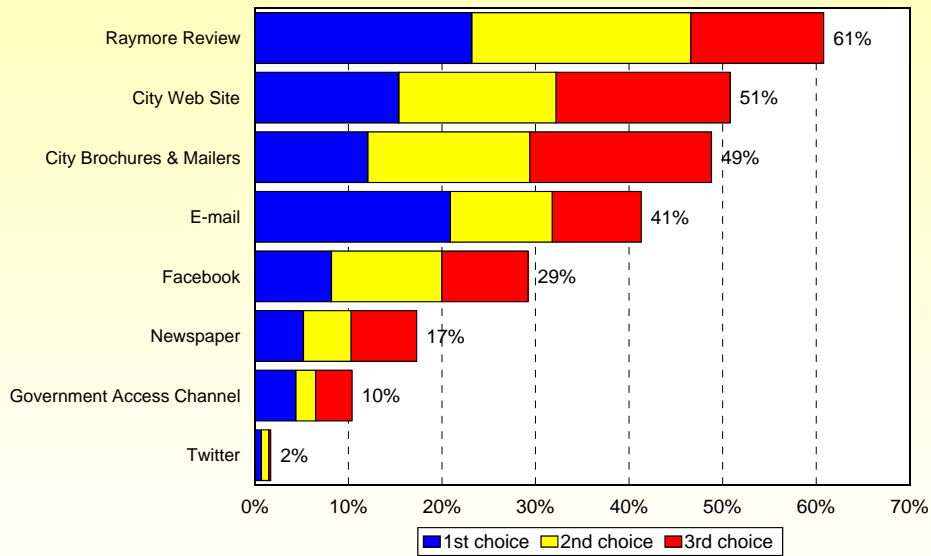


Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

**TRENDS**

### Q14. How do you prefer to receive information about the City?

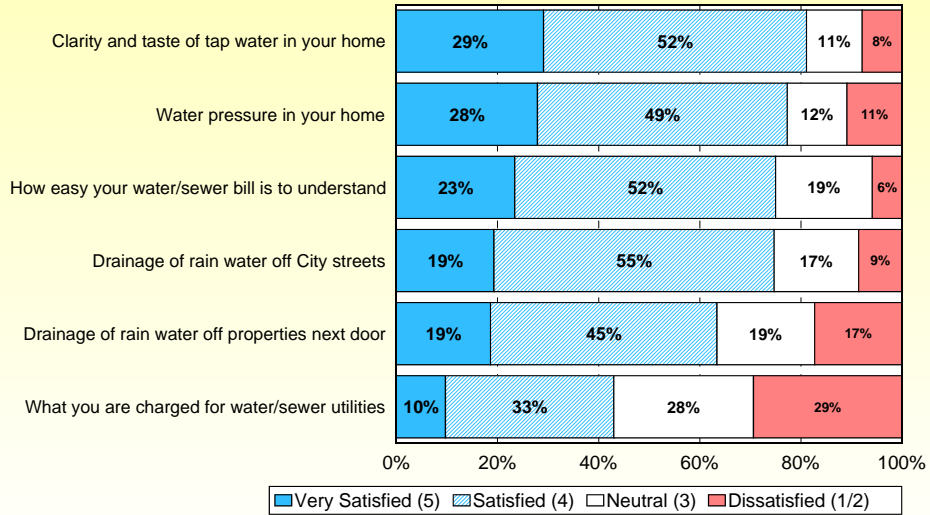
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

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

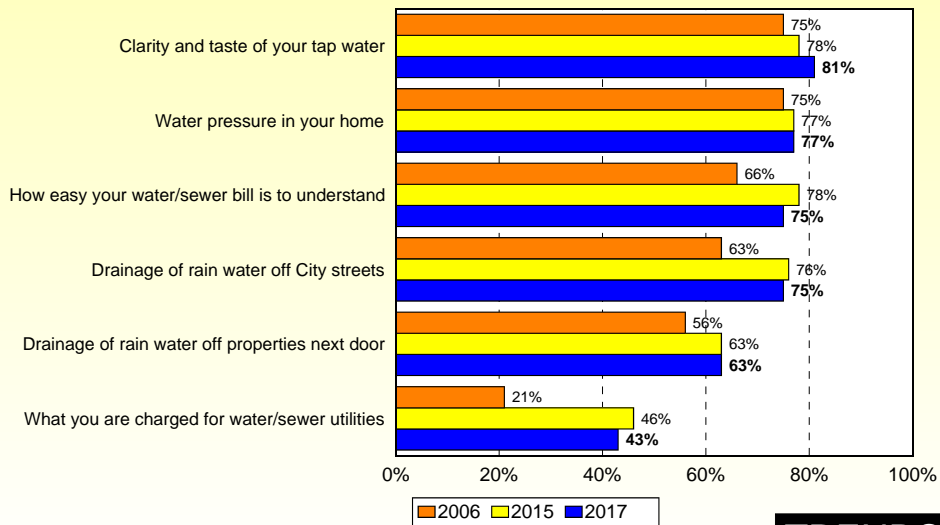
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q15. Satisfaction with Various Aspects of Sewer/Water Utilities and Stormwater Management: 2006, 2015 & 2017

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



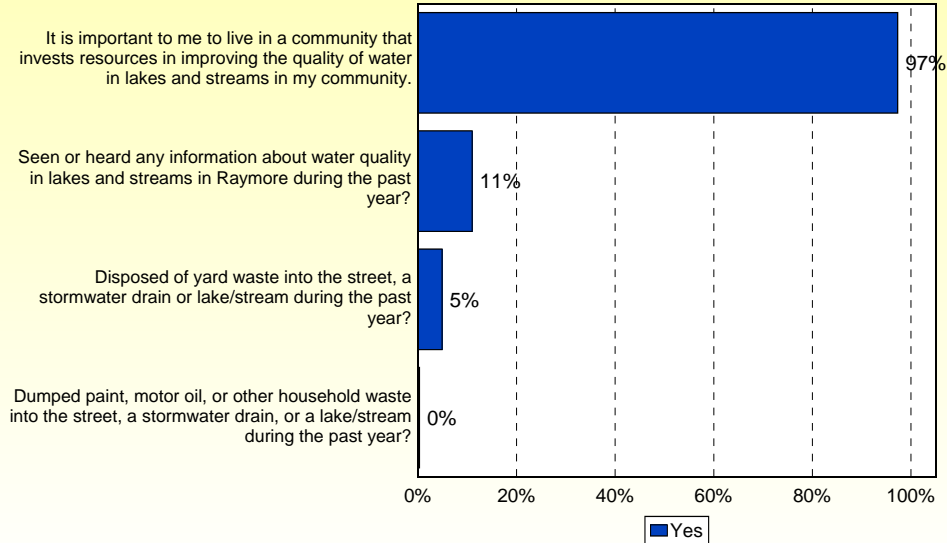
Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

**TRENDS**



### Q16. Actions Respondent Households Have Taken Regarding Stormwater Education

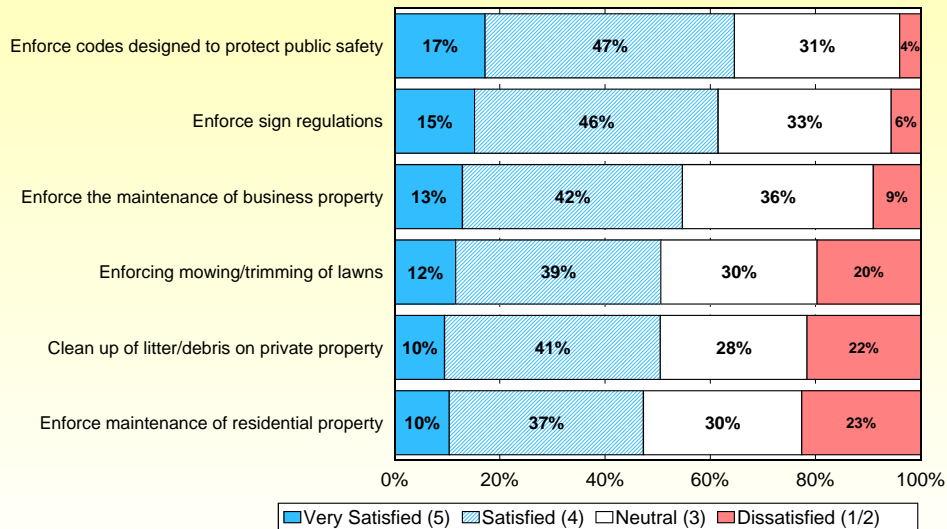
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q17. Satisfaction with Enforcement of Codes and Ordinances

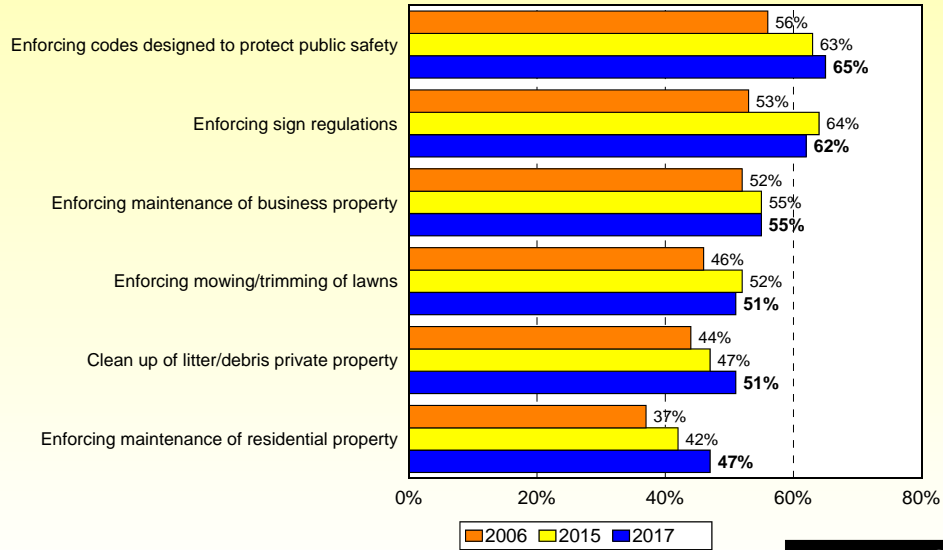
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q17. Satisfaction with Enforcement of Codes and Ordinances - 2006, 2015 & 2017

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

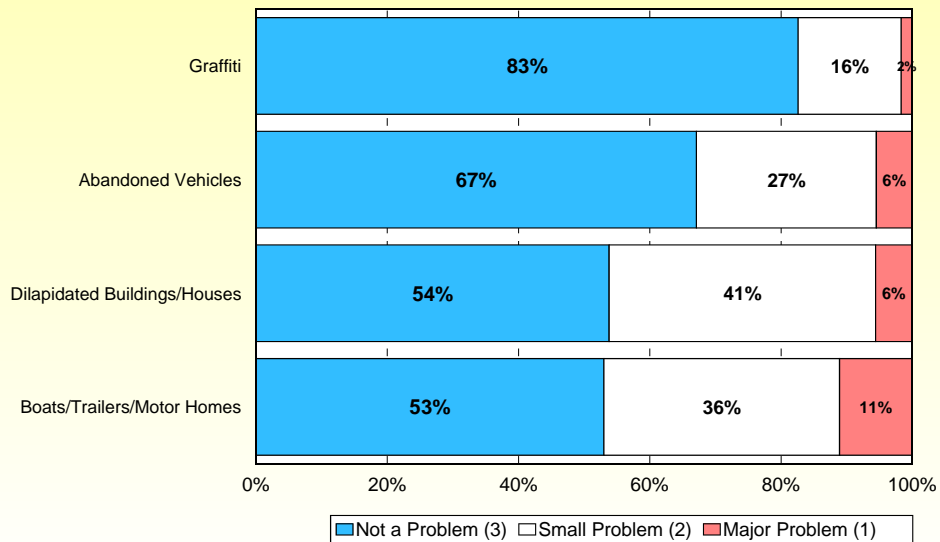


Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

**TRENDS**

### Q18. Rating Whether the Following Are a Problem in Raymore

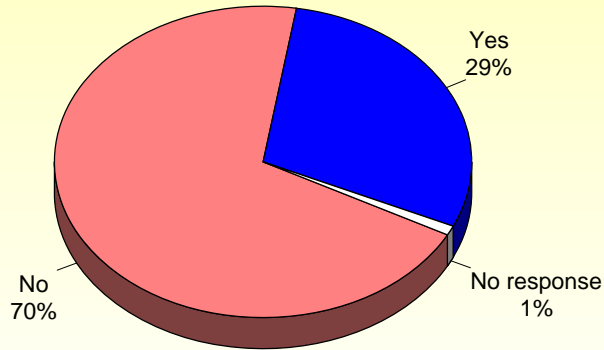
by percentage of respondents who rated the item as a 1 to 3 on a 3-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

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

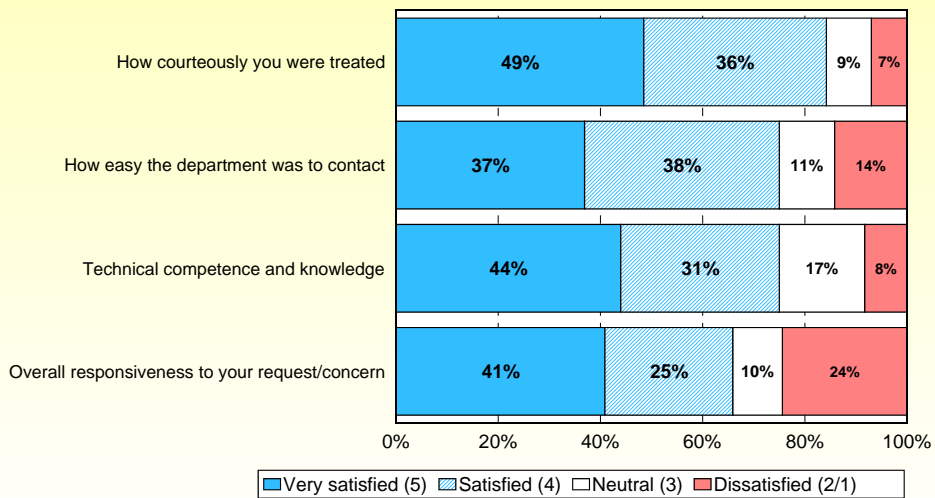
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q19b-e. Satisfaction with the Quality of Service Received from City Employees, by Those Who Have Contacted the City

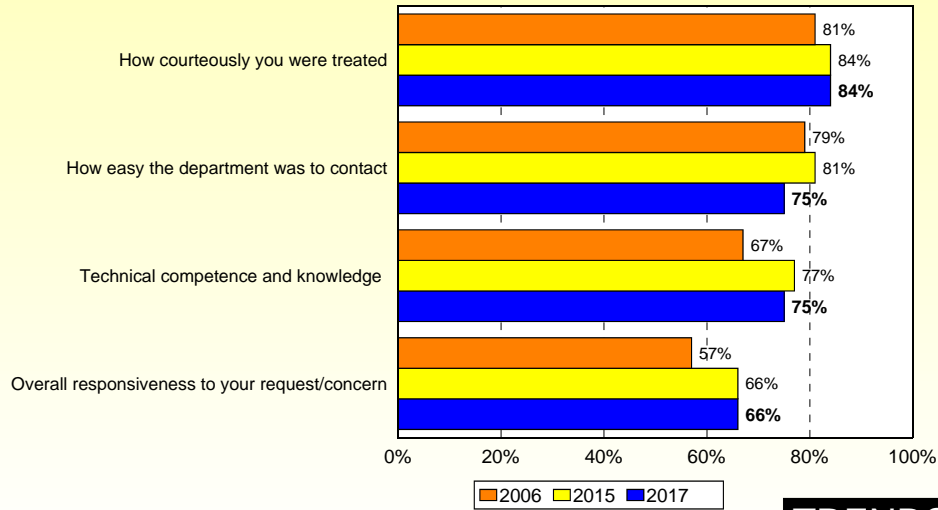
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q19b-e. Satisfaction with the Quality of Service Received from City Employees, by Those Who Have Contacted the City

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

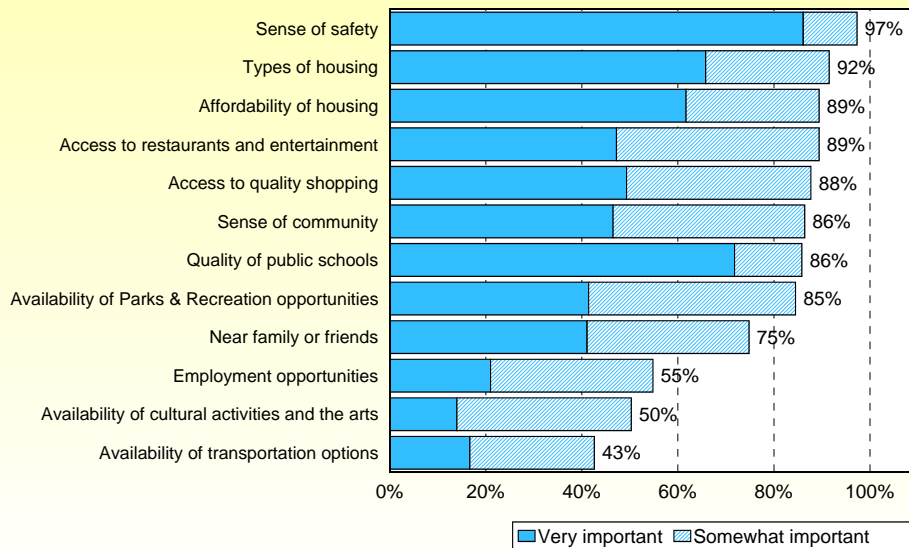


Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

**TRENDS**

### Q20. Importance of Various Issues to Your Decision to Live in Raymore

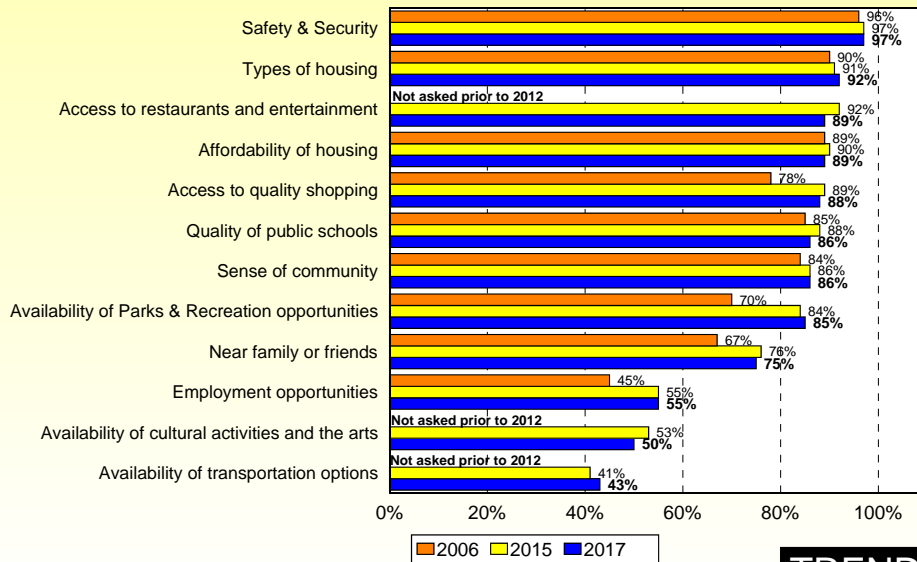
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q20. Importance of Various Issues to Your Decision to Live in Raymore - 2006, 2015 & 2017

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

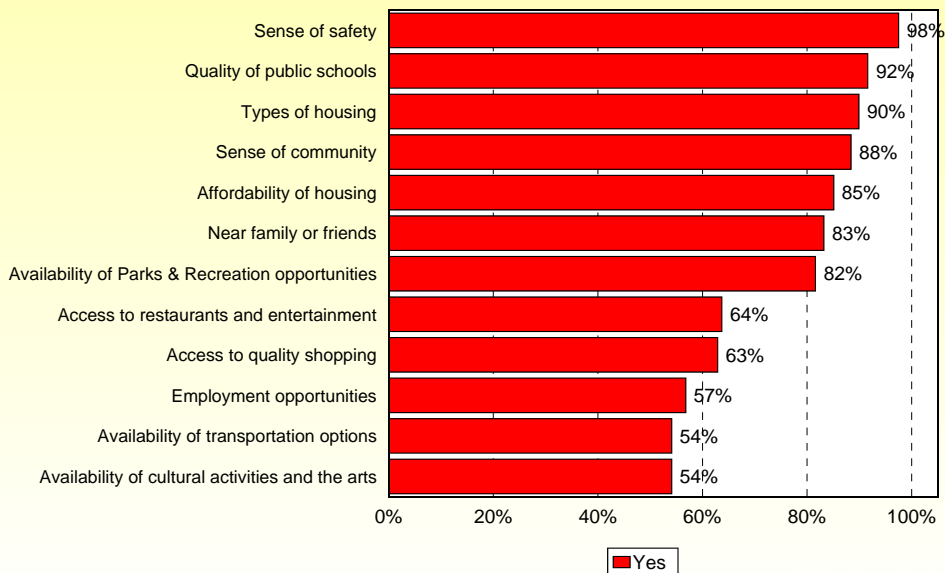


Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

**TRENDS**

### Q20. Are Your Needs Being Met in Raymore

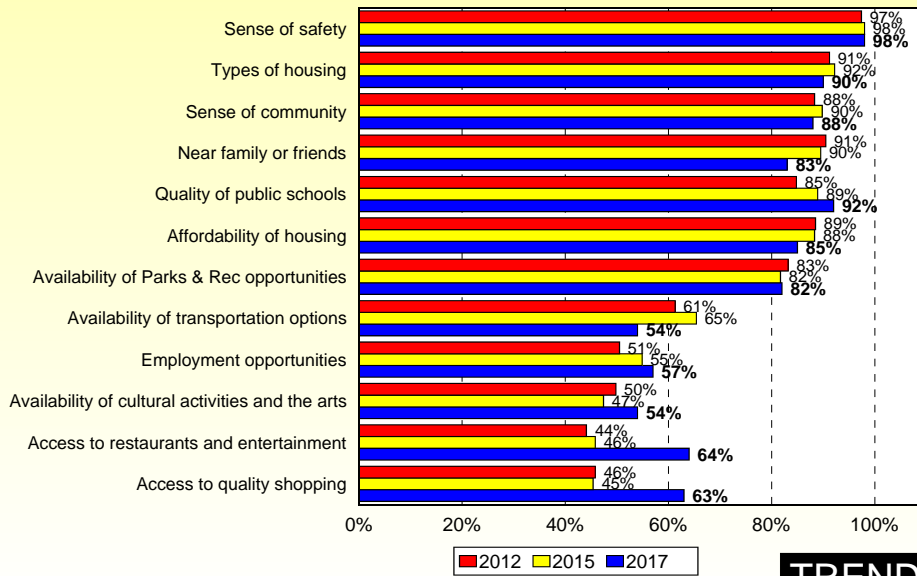
by percentage of respondents who said "yes"



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

## Q20. Are Your Needs Being Met in Raymore - 2012, 2015 & 2017

by percentage of respondents who said "yes"

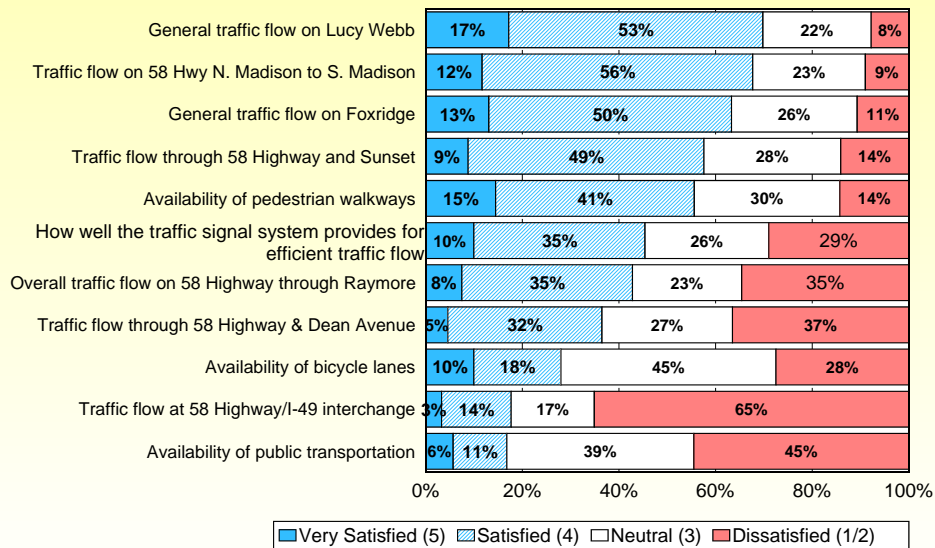


Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

**TRENDS**

## Q21. Satisfaction with Various Aspects of Transportation

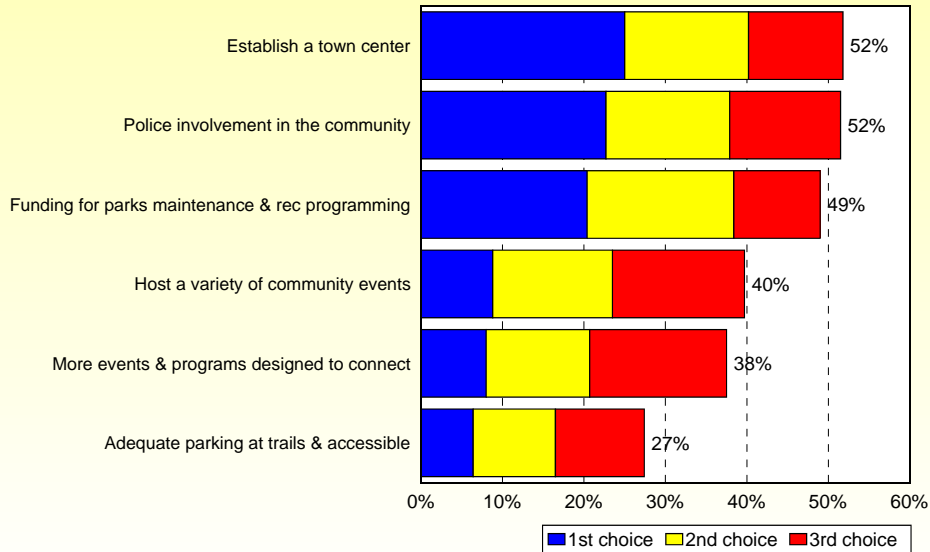
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q22. Ideas Most Important for Raymore to Focus on During the Next Two Years

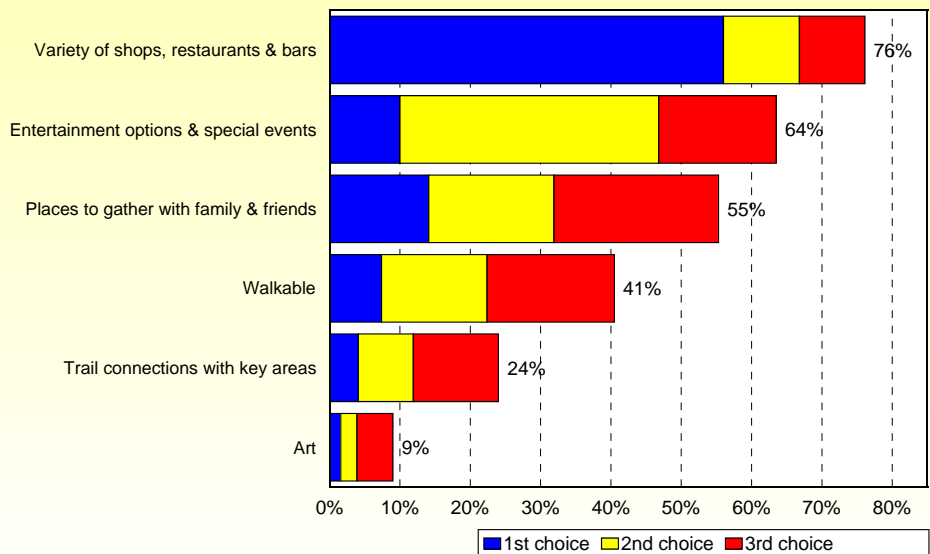
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q23. Features That a Successful Town Center Area Would Have in Raymore

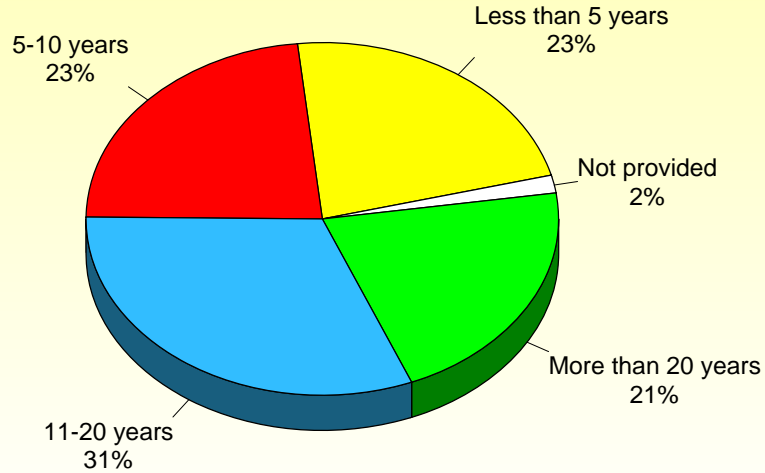
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q24. Demographics: How Many Years Have You Lived in the City of Raymore?

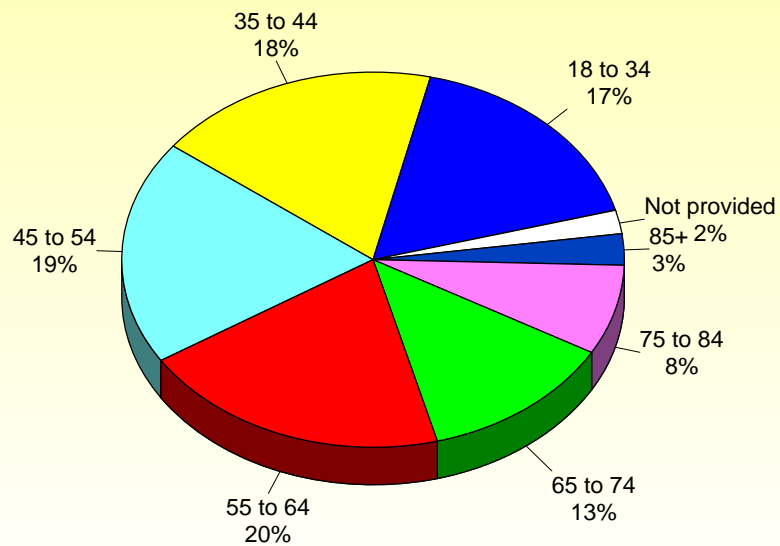
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q25. Demographics: Age of Respondent

by percentage of respondents

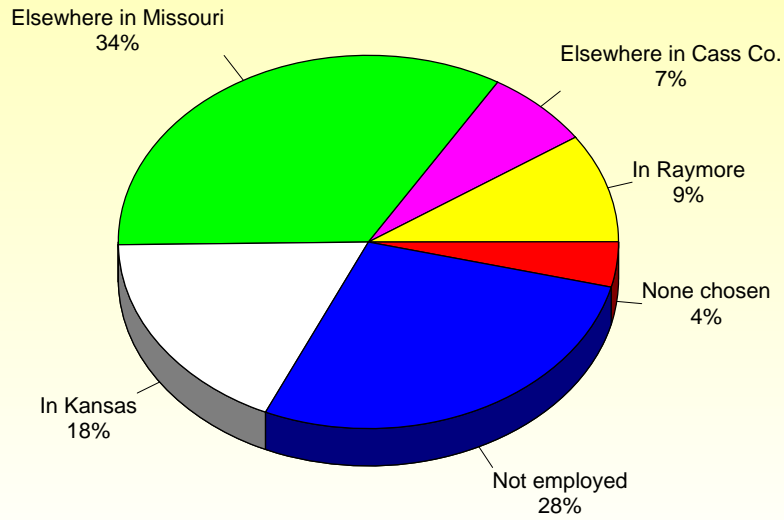


Source: ETC Institute DirectionFinder (2017 - Raymore, MO)



### Q26. Demographics: Current Place of Employment

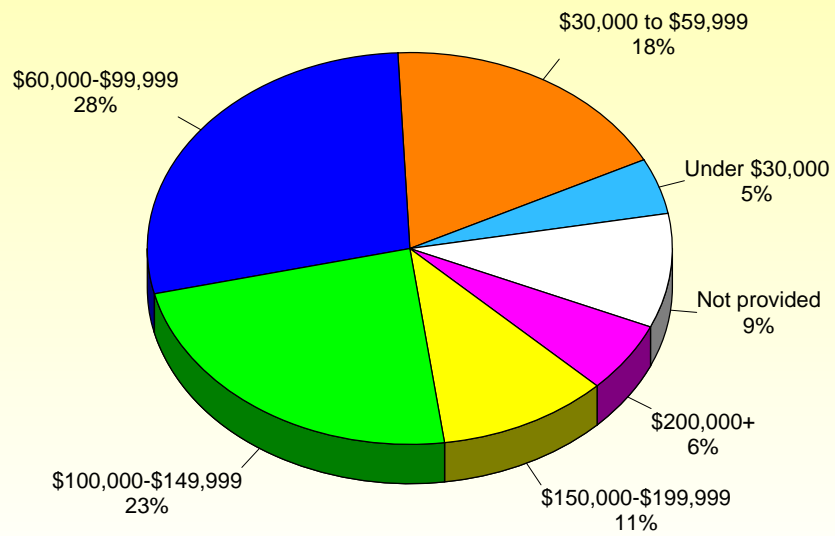
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q27. Demographics: Household Income

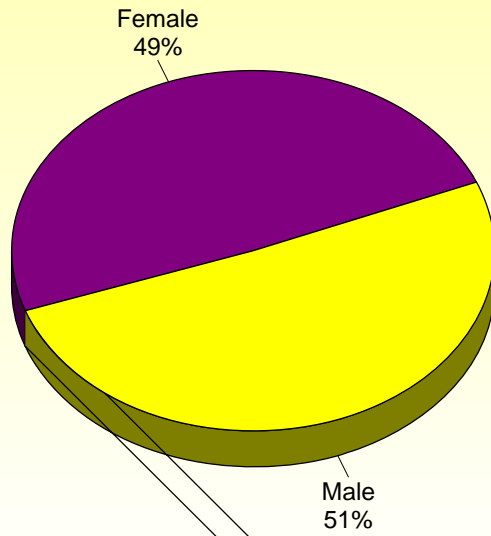
by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

### Q28. Demographics: Respondents Gender

by percentage of respondents



Source: ETC Institute DirectionFinder (2017 - Raymore, MO)

## **Section 2**

# ***Importance-Satisfaction Analysis***

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# Importance-Satisfaction Analysis

## City of Raymore, Missouri

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### Overview

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

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that 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.

### Overview

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. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation:** Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Sixty-four percent (64%) of respondents selected *overall flow of traffic and congestion management on streets* as one of the most important services for the City to provide.

With regard to satisfaction, 48% of respondents surveyed rated the City's overall performance in the *overall flow of traffic and congestion management on streets* 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 *overall flow of traffic and congestion management on streets* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 64% was multiplied by 52% (1-0.48). This calculation yielded an I-S rating of 0.3327 which ranked first out of 10 major service categories.

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

# 2017 Importance-Satisfaction Rating

## City of Raymore

### Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Overall flow of traffic & congestion management in the City	64%	1	48%	10	0.3327	1
<b>High Priority (IS .10-.20)</b>						
Overall maintenance of City streets	47%	2	64%	7	0.1665	2
Overall value that you receive for your City tax dollars & fees	38%	3	61%	9	0.1490	3
<b>Medium Priority (IS &lt;.10)</b>						
Overall enforcement of City codes & ordinances for building & housing	17%	7	62%	8	0.0627	4
Overall quality of City parks an recreation programs & facilities	27%	5	78%	4	0.0590	5
Overall effectiveness of City communication with the public	18%	6	67%	6	0.0574	6
Overall quality of the City's stormwater runoff/stormwater management system	12%	8	70%	5	0.0365	7
Overall quality of public safety services	28%	4	91%	1	0.0239	8
Overall quality of customer service you receive from City employees	5%	10	80%	3	0.0105	9
Overall maintenance of City buildings & facilities	6%	9	87%	2	0.0079	10

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

**Most Important %:**

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

**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 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

# 2017 Importance-Satisfaction Rating

## City of Raymore

### Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Emergency preparedness/Disaster response planning	30%	5	63%	8	0.1123	1
The visibility of police in retail areas	32%	4	67%	7	0.1043	2
The City's efforts to prevent crime	46%	1	77%	4	0.1028	3
<b>Medium Priority (IS &lt;.10)</b>						
The visibility of police in neighborhoods	43%	2	80%	3	0.0879	4
How quickly police respond to emergencies	26%	6	83%	2	0.0436	5
Quality of animal control	15%	8	71%	6	0.0435	6
Enforcement of local traffic laws	15%	7	76%	5	0.0368	7
Overall quality of local police protection	34%	3	91%	1	0.0317	8

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

**Most Important %:**

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

**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 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 2017 Importance-Satisfaction Rating

## City of Raymore

### City Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Maintenance of streets in your neighborhood	43%	1	59%	13	0.1730	1
<b>Medium Priority (IS &lt;.10)</b>						
Adequacy of City street lighting	30%	4	68%	11	0.0976	2
Overall road conditions	31%	3	70%	9	0.0933	3
Maintenance of major City streets	31%	2	75%	5	0.0794	4
Snow removal on neighborhood streets	19%	5	70%	8	0.0553	5
Landscaping & appearance of public areas along City streets	17%	7	71%	6	0.0478	6
Availability of sidewalks in the City	14%	8	71%	7	0.0397	7
Condition of City sidewalks	13%	9	68%	10	0.0395	8
Street sweeping on City streets	9%	11	62%	12	0.0323	9
Overall cleanliness of City streets & other public areas	17%	6	81%	3	0.0322	10
Maintenance of street signs and traffic signals	12%	10	81%	4	0.0215	11
Snow removal on major City streets	7%	12	87%	1	0.0088	12
Maintenance of City buildings	3%	13	82%	2	0.0058	13

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

**Most Important %:**

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

**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 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 2017 Importance-Satisfaction Rating

## City of Raymore

### Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Number of indoor recreation spaces	29%	1	28%	16	0.2069	1
<b>High Priority (IS .10-.20)</b>						
Quality of indoor recreation facilities	20%	4	33%	15	0.1319	2
<b>Medium Priority (IS &lt;.10)</b>						
The City's fitness programs	13%	6	38%	13	0.0796	3
Number of walking & biking trails	23%	2	70%	3	0.0696	4
City special events and festivals	17%	5	62%	7	0.0652	5
Arts programming	9%	10	36%	14	0.0604	6
The City's youth athletic programs	10%	9	59%	8	0.0404	7
Maintenance of City parks	22%	3	83%	1	0.0386	8
Availability of information about City parks & recreation programs	12%	7	68%	5	0.0377	9
How close neighborhood parks are to your home	12%	8	69%	4	0.0362	10
The City's adult athletic programs	7%	13	48%	11	0.0341	11
Fees charged for recreation programs	7%	12	53%	10	0.0341	12
Quality of outdoor athletic fields	9%	11	70%	2	0.0275	13
The City's instructional programs	4%	15	44%	12	0.0224	14
Number of outdoor athletic fields	5%	14	64%	6	0.0163	15
Ease of registering for programs	4%	16	55%	9	0.0159	16

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

**Most Important %:**

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

**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 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# Importance-Satisfaction Matrix Analysis

## City of Raymore, Missouri

### Overview

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. 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 axis on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S Matrix should be interpreted as follows:

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting expectations. Items in this area have a significant impact on a resident'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 residents expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction with City services. The City should maintain (or slightly decrease) emphasis 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. 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 their performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction because the items are less important to residents. The City should maintain current levels of emphasis on items in this area.

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

# 2017 City of Raymore Importance-Satisfaction Assessment Matrix -Overall Services-

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

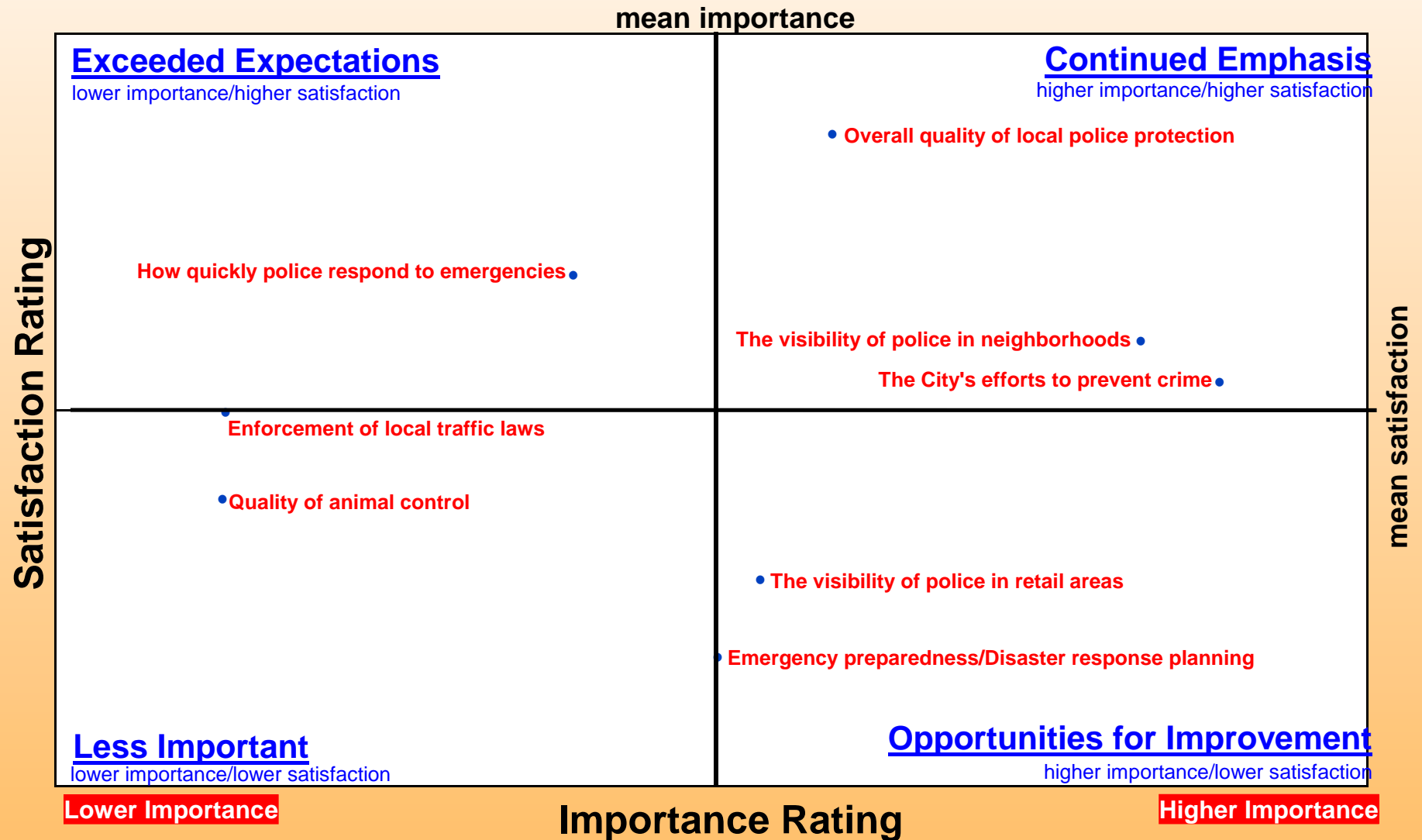
mean importance



Source: ETC Institute (2017)

# 2017 City of Raymore Importance-Satisfaction Assessment Matrix -Public Safety Services-

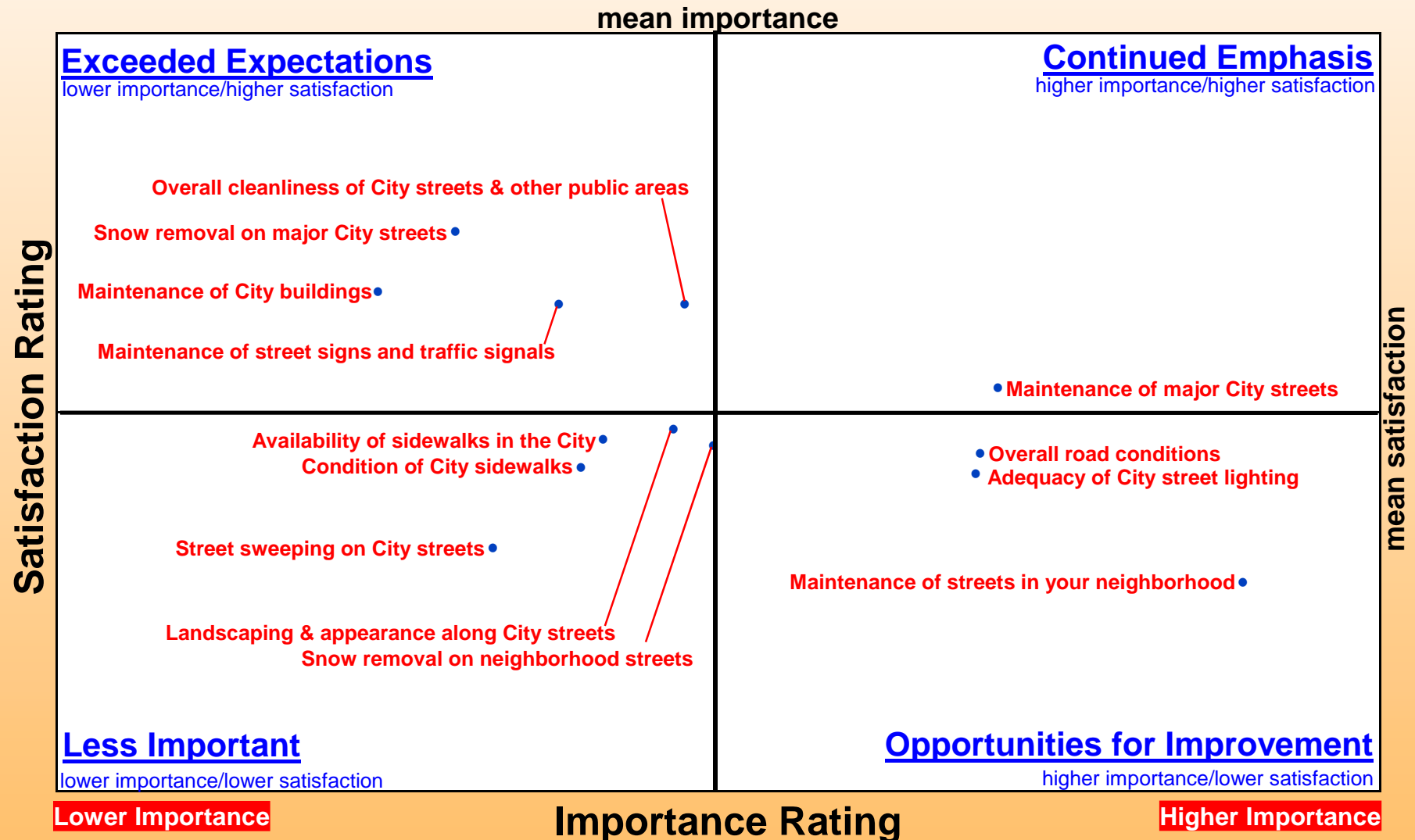
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2017)

# 2017 City of Raymore Importance-Satisfaction Assessment Matrix -Maintenance Services-

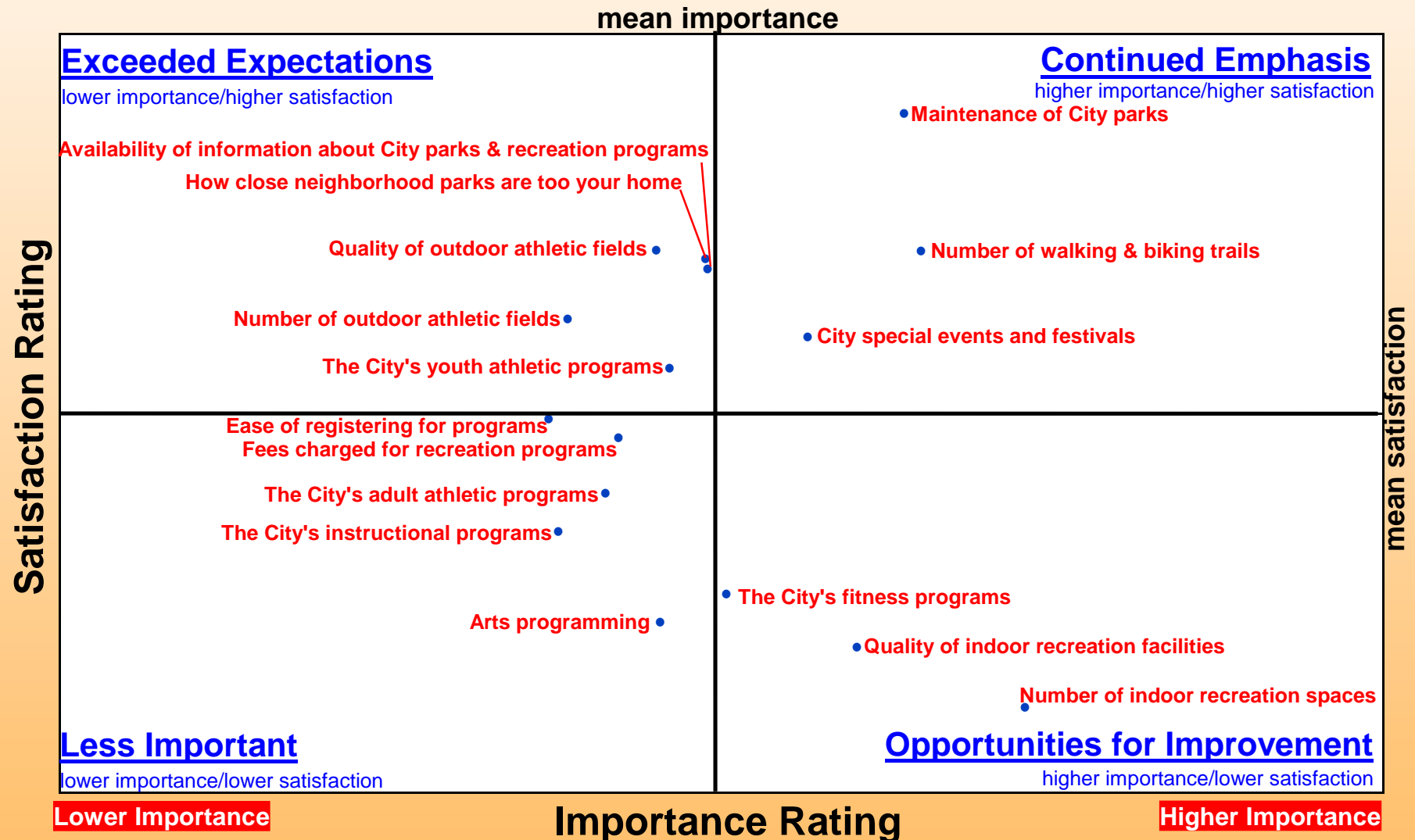
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2017)

# 2017 City of Raymore Importance-Satisfaction Assessment Matrix -Parks and Recreation-

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



Source: ETC Institute (2017)

## **Section 3**

# ***Benchmarking Data***

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# Benchmarking Summary Report

## City of Raymore, Missouri

### Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders in Kansas and Missouri use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 210 cities and counties in 43 states. This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the Summer of 2016 to a random sample of over 4,000 residents in the continental United States and (2) surveys that have been administered by ETC Institute in 30 communities in the Kansas City metro area since 2013. Some of the Kansas and Missouri communities represented in this report include:

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

**National Benchmarks.** The first set of charts on the following pages show how the overall results for Raymore compare to the national average based on the results of a 2016 survey that was administered by ETC Institute to a random sample of 4,088 U.S. residents.

**Kansas City Metro Benchmarks.** The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 30 communities listed above for more than 50 areas of service delivery. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the metropolitan Kansas City area. The actual ratings for Raymore are listed to the right of each chart. The dot on each bar shows how the results for Raymore compare to the other communities in the Kansas City area where the *DirectionFinder*® survey has been conducted since 2013.

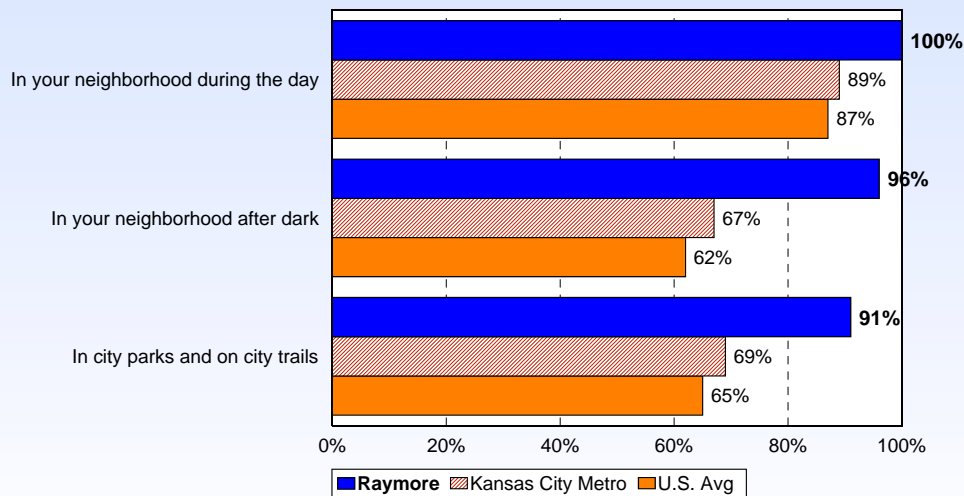


# National Benchmarks (All Communities)

**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 Olathe is not authorized without written consent from ETC Institute.**

Source: ETC Institute (2016)

**Rating Overall Feeling of Safety:  
Raymore vs. Kansas City Metro vs. U.S.**  
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very safe"

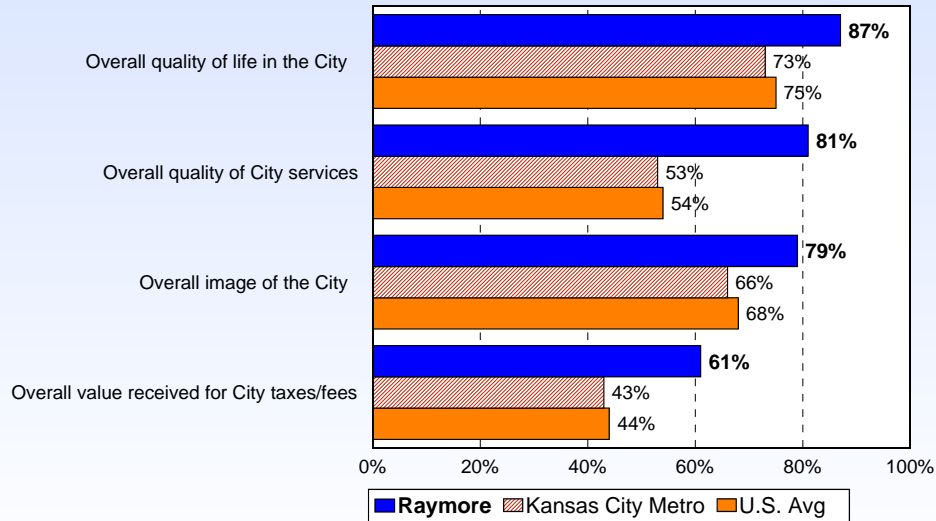


Source: ETC Institute (2017)

National Benchmarking Data - All Communities

### Satisfaction with Issues that Influence Perceptions of the City: City of Raymore vs. Kansas City Metro vs. U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor"

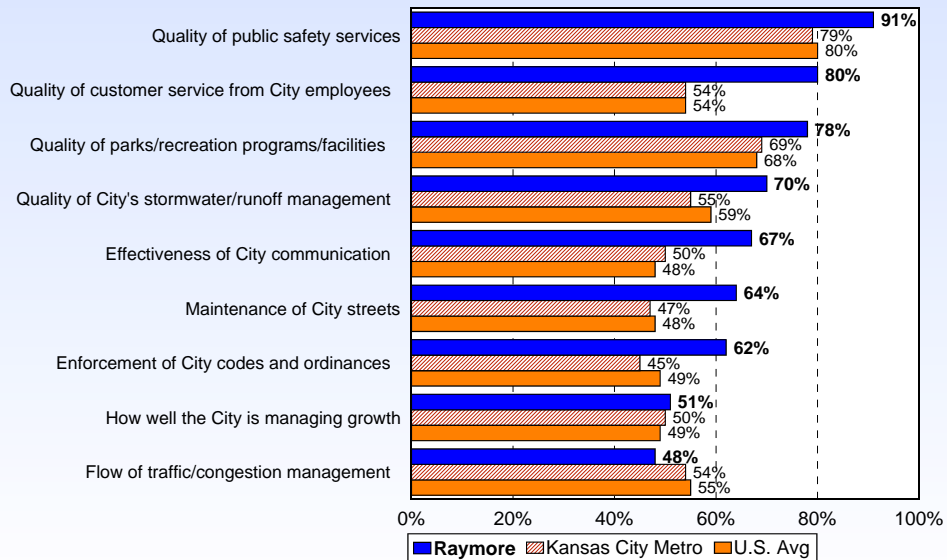


Source: ETC Institute (2017)

National Benchmarking Data - All Communities

### Overall Satisfaction with City Services: City of Raymore vs. Kansas City Metro vs. U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"

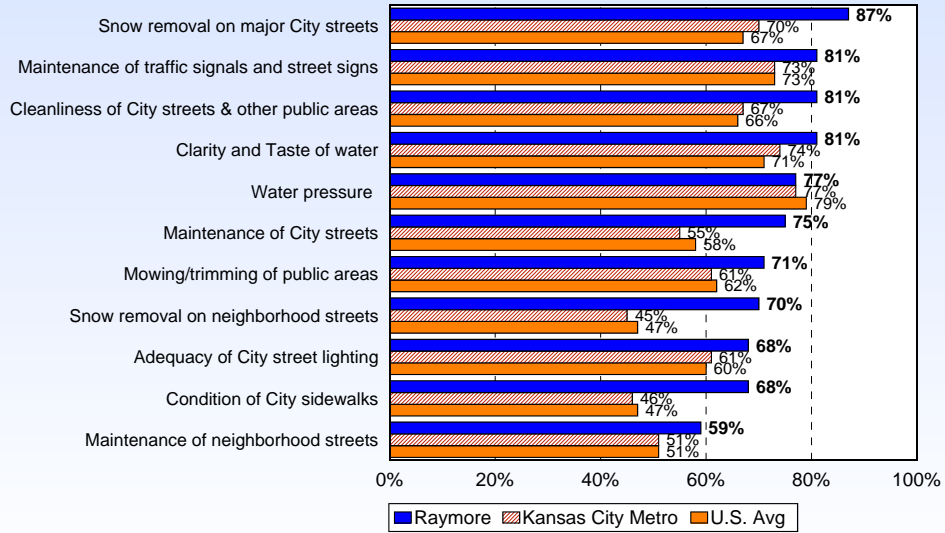


Source: ETC Institute (2017)

National Benchmarking Data - All Communities

## Overall Satisfaction with Maintenance Services: City of Raymore vs. Kansas City Metro vs. U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied"

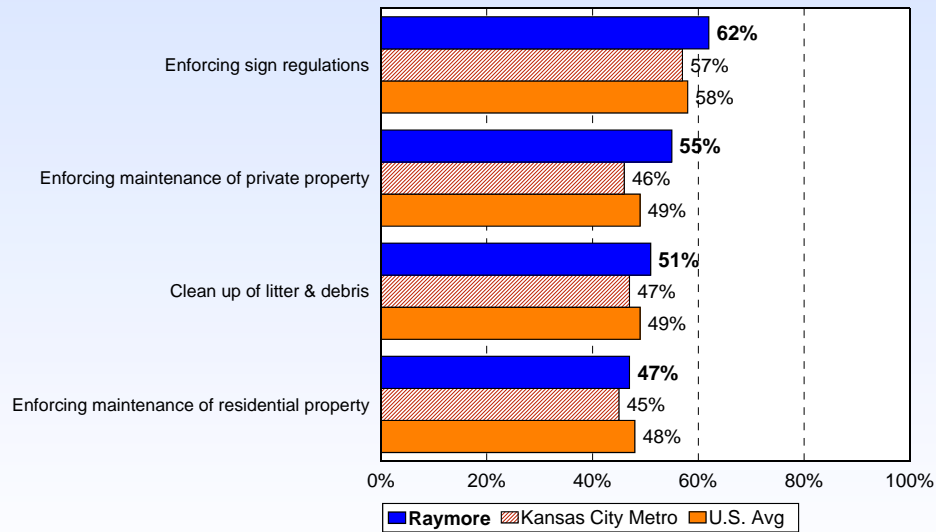


Source: ETC Institute (2017)

National Benchmarking Data - All Communities

## Overall Satisfaction with Codes and Ordinances: City of Raymore vs. Kansas City Metro vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied"

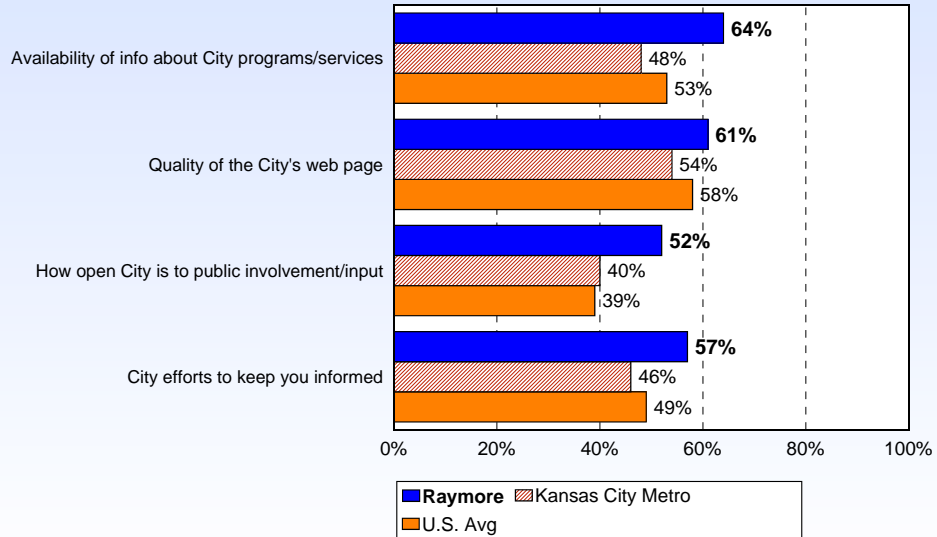


Source: ETC Institute (2017)

National Benchmarking Data - All Communities

## Overall Satisfaction with Communication: City of Raymore vs. Kansas City Metro vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied"

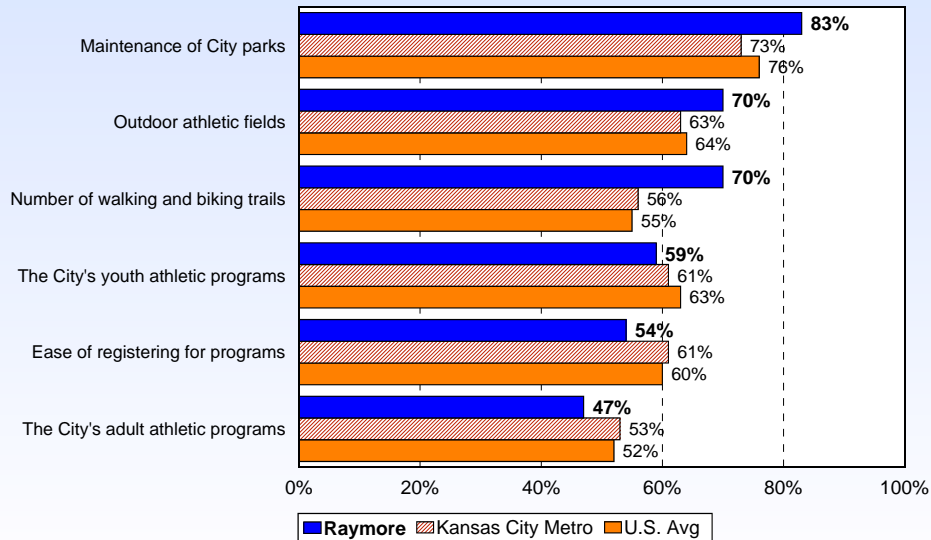


Source: ETC Institute (2017)

National Benchmarking Data - All Communities

## Overall Satisfaction with Parks and Recreation Services: City of Raymore vs. Kansas City Metro vs. U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied"

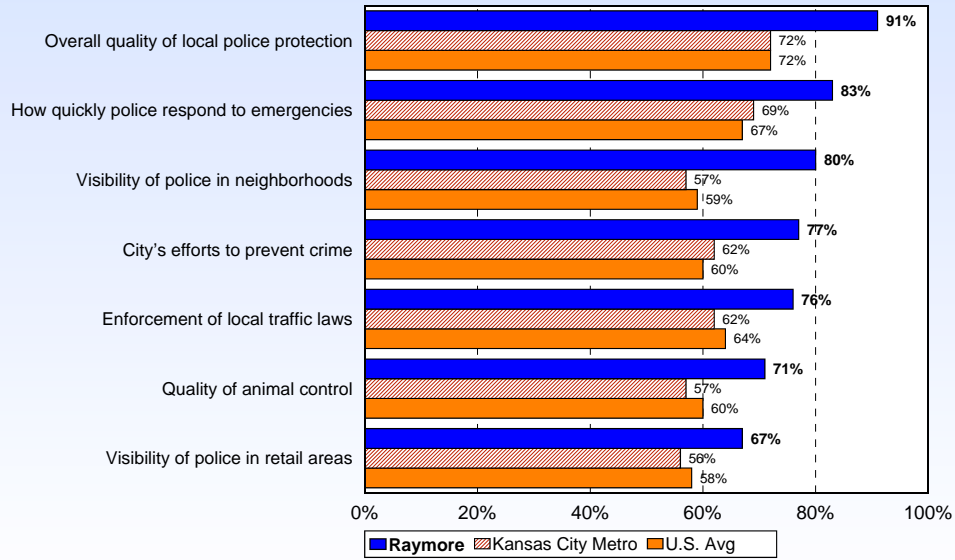


Source: ETC Institute (2017)

National Benchmarking Data - All Communities

## Overall Satisfaction with Public Safety: City of Raymore vs. Kansas City Metro vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied"

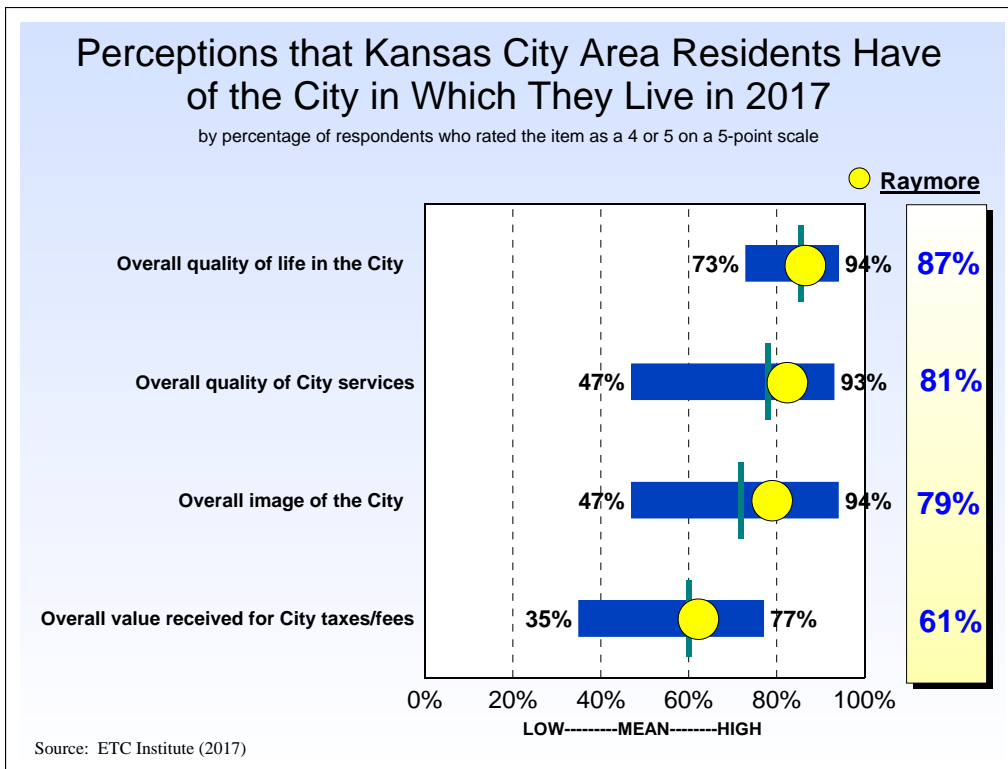
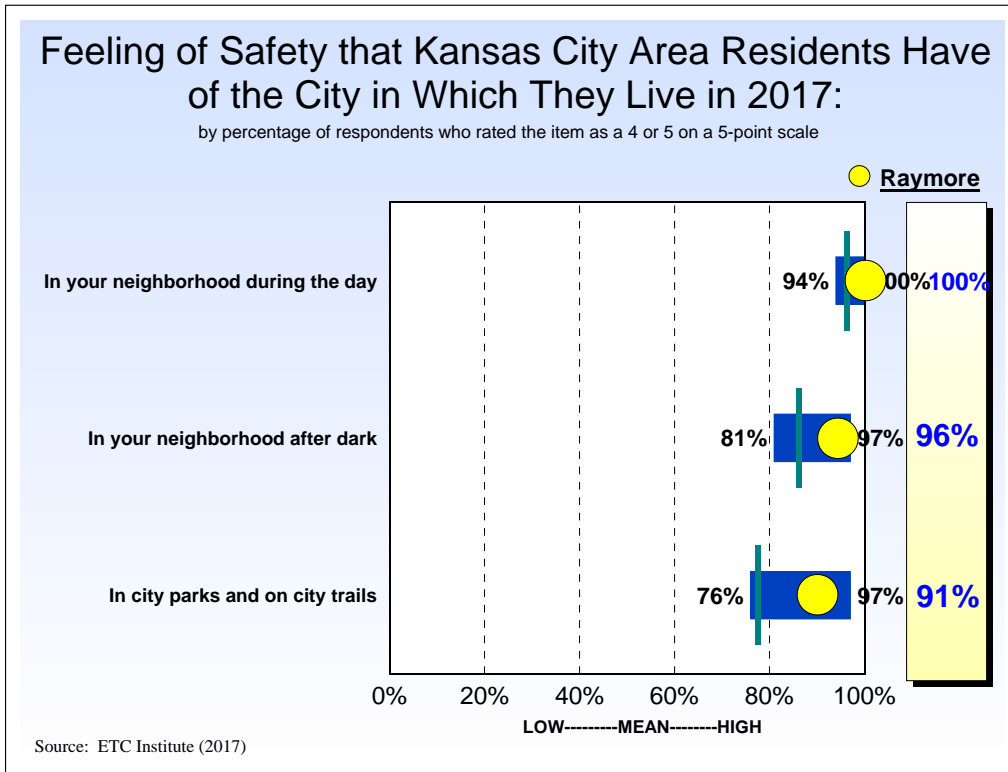


Source: ETC Institute (2017)

National Benchmarking Data - All Communities

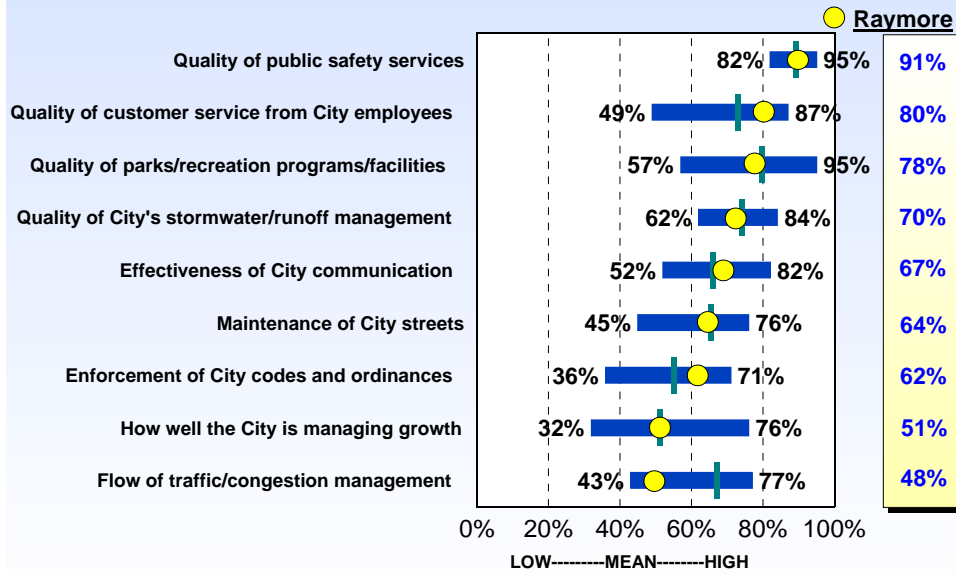
## Metropolitan Kansas City Benchmarks

Source: ETC Institute (2017)



## Overall Satisfaction with City Services Provided by Cities in the Kansas City Area in 2017

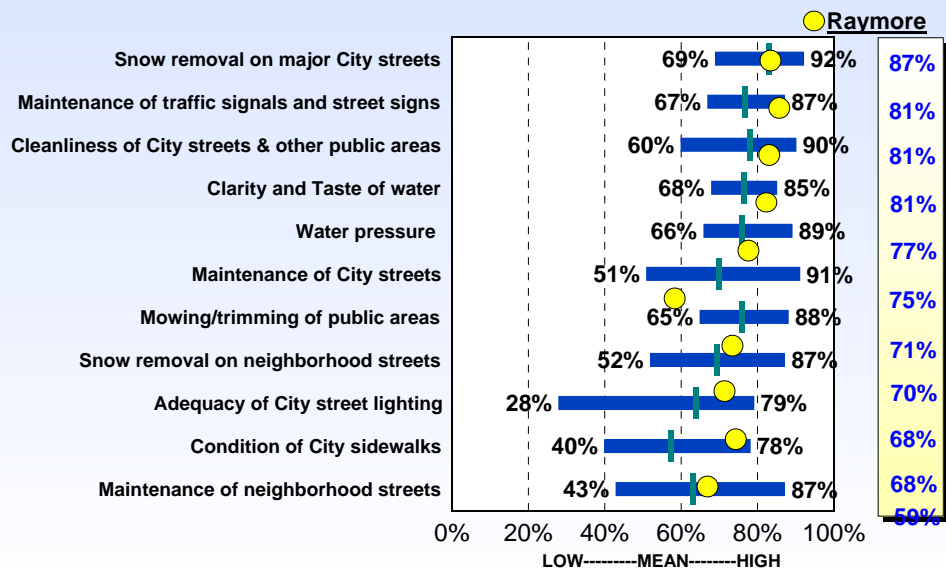
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2017)

## Satisfaction with Maintenance Services Provided by Cities in the Kansas City Area in 2017

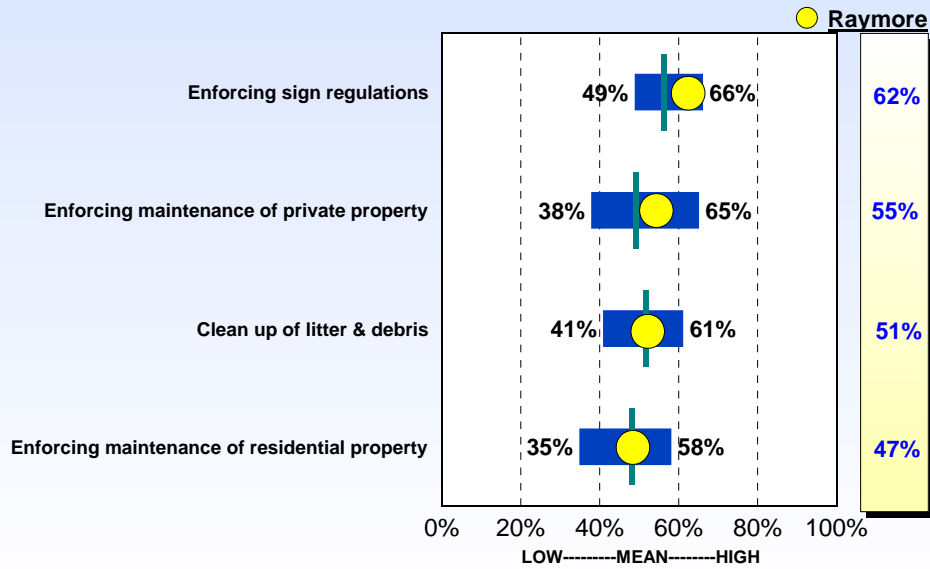
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2017)

### Satisfaction with the Enforcement of Codes and Ordinances by Cities in the Kansas City Area in 2017

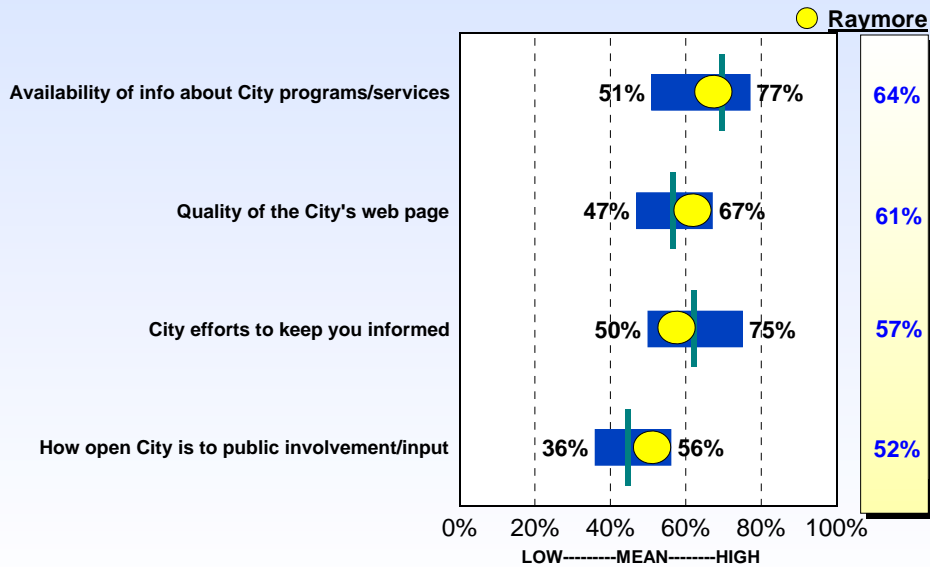
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2017)

### Satisfaction with Communication by Cities in the Kansas City Area in 2017

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

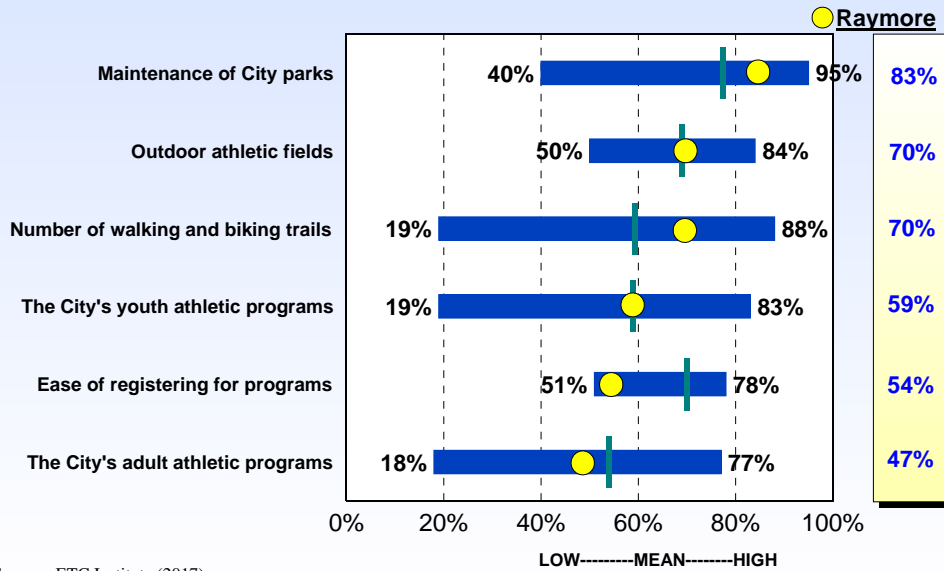


Source: ETC Institute (2017)



### Satisfaction with Parks and Recreation Services Provided by Cities in the Kansas City Area in 2017

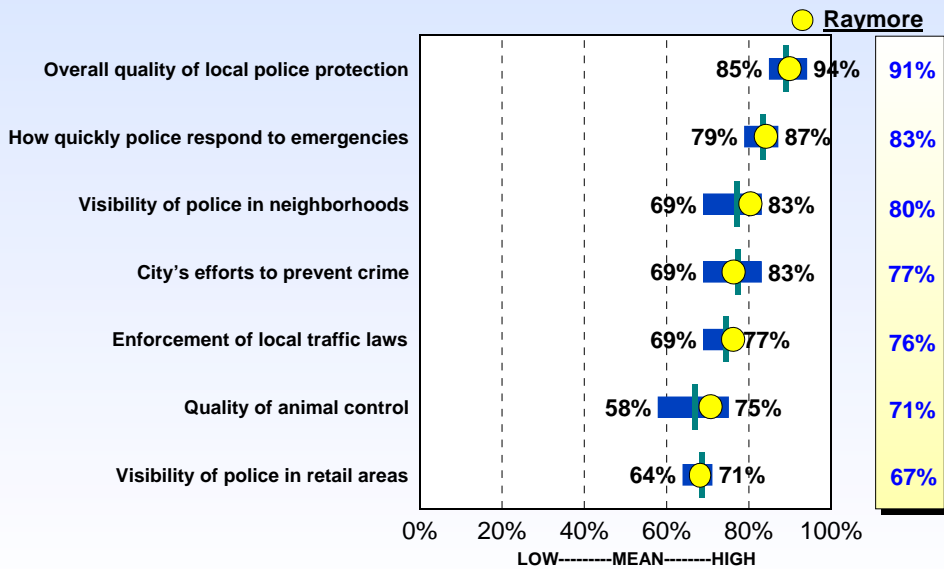
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2017)

### Satisfaction with Various Public Safety Services Provided by Cities in the Kansas City Area in 2017

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



Source: ETC Institute (2017)

## **Section 4**

### ***Tabular Data***

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

(N=612)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of public safety services	42.9%	47.0%	7.4%	0.3%	0.8%	1.5%
Q1-2. Overall quality of City parks and recreation programs and facilities	27.2%	46.2%	15.7%	4.0%	0.7%	6.3%
Q1-3. Overall maintenance of City streets	17.5%	45.7%	22.9%	10.4%	2.0%	1.5%
Q1-4. Overall maintenance of City buildings and facilities	26.7%	52.8%	10.7%	0.8%	0.2%	8.7%
Q1-5. Overall enforcement of City codes and ordinances for building and housing	16.0%	38.0%	23.8%	6.8%	2.6%	12.9%
Q1-6. Overall quality of customer service you receive from City employees	30.4%	43.9%	16.5%	1.8%	0.5%	6.9%
Q1-7. Overall value that you receive for your City tax dollars and fees	17.7%	41.3%	27.4%	7.8%	2.6%	3.3%
Q1-8. Overall effectiveness of City communication with the public	21.3%	42.9%	23.4%	6.1%	1.8%	4.5%
Q1-9. Overall quality of the City's stormwater runoff/stormwater management system	20.5%	42.2%	19.8%	5.3%	2.1%	10.1%
Q1-10. Overall flow of traffic and congestion management in the City	12.4%	34.7%	25.6%	20.0%	6.3%	1.2%

**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. (excluding don't know)**

(N=612)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of public safety services	43.6%	47.7%	7.5%	0.3%	0.8%
Q1-2. Overall quality of City parks and recreation programs and facilities	29.0%	49.3%	16.7%	4.2%	0.7%
Q1-3. Overall maintenance of City streets	17.8%	46.4%	23.3%	10.6%	2.0%
Q1-4. Overall maintenance of City buildings and facilities	29.3%	57.9%	11.8%	0.9%	0.2%
Q1-5. Overall enforcement of City codes and ordinances for building and housing	18.4%	43.6%	27.3%	7.8%	3.0%
Q1-6. Overall quality of customer service you receive from City employees	32.6%	47.2%	17.7%	2.0%	0.5%
Q1-7. Overall value that you receive for your City tax dollars and fees	18.3%	42.7%	28.3%	8.0%	2.7%
Q1-8. Overall effectiveness of City communication with the public	22.3%	44.9%	24.5%	6.4%	1.9%
Q1-9. Overall quality of the City's stormwater runoff/stormwater management system	22.8%	47.0%	22.0%	5.9%	2.4%
Q1-10. Overall flow of traffic and congestion management in the City	12.5%	35.1%	25.9%	20.2%	6.3%

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

<u>Q2. Most emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services	80	13.1 %
Overall quality of City parks an recreation programs & facilities	45	7.4 %
Overall maintenance of City streets	102	16.7 %
Overall maintenance of City buildings & facilities	10	1.6 %
Overall enforcement of City codes & ordinances for building & housing	38	6.2 %
Overall quality of customer service you receive from City employees	8	1.3 %
Overall value that you receive for your City tax dollars & fees	44	7.2 %
Overall effectiveness of City communication with the public	18	2.9 %
Overall qualify of the City's stormwater runoff/stormwater management system	24	3.9 %
Overall flow of traffic & congestion management in the City	198	32.4 %
None chosen	45	7.4 %
Total	612	100.0 %

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

<u>Q2. 2nd most emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services	46	7.5 %
Overall quality of City parks an recreation programs & facilities	63	10.3 %
Overall maintenance of City streets	94	15.4 %
Overall maintenance of City buildings & facilities	16	2.6 %
Overall enforcement of City codes & ordinances for building & housing	34	5.6 %
Overall quality of customer service you receive from City employees	11	1.8 %
Overall value that you receive for your City tax dollars & fees	89	14.5 %
Overall effectiveness of City communication with the public	44	7.2 %
Overall qualify of the City's stormwater runoff/stormwater management system	28	4.6 %
Overall flow of traffic & congestion management in the City	107	17.5 %
None chosen	80	13.1 %
Total	612	100.0 %

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

<u>Q2. 3rd most emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services	42	6.9 %
Overall quality of City parks an recreation programs & facilities	58	9.5 %
Overall maintenance of City streets	88	14.4 %
Overall maintenance of City buildings & facilities	12	2.0 %
Overall enforcement of City codes & ordinances for building & housing	29	4.7 %
Overall quality of customer service you receive from City employees	13	2.1 %
Overall value that you receive for your City tax dollars & fees	101	16.5 %
Overall effectiveness of City communication with the public	45	7.4 %
Overall qualify of the City's stormwater runoff/stormwater management system	22	3.6 %
Overall flow of traffic & congestion management in the City	83	13.6 %
None chosen	119	19.4 %
Total	612	100.0 %

**SUM OF TOP 3 CHOICES**

**Q2. Which THREE of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (sum of top three choices)**

<u>Q2. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services	168	27.5 %
Overall quality of City parks an recreation programs & facilities	166	27.1 %
Overall maintenance of City streets	284	46.4 %
Overall maintenance of City buildings & facilities	38	6.2 %
Overall enforcement of City codes & ordinances for building & housing	101	16.5 %
Overall quality of customer service you receive from City employees	32	5.2 %
Overall value that you receive for your City tax dollars & fees	234	38.2 %
Overall effectiveness of City communication with the public	107	17.5 %
Overall qualify of the City's stormwater runoff/stormwater management system	74	12.1 %
Overall flow of traffic & congestion management in the City	388	63.4 %
None chosen	45	7.4 %
Total	1637	

**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=612)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. Overall quality of services provided by the City of Raymore	22.8%	57.1%	14.9%	2.8%	1.0%	1.5%
Q3-2. Overall value that you receive for your City tax dollars and fees	14.7%	44.6%	27.7%	7.6%	2.3%	3.1%
Q3-3. Overall image of the City	25.2%	52.3%	14.9%	5.3%	0.8%	1.5%
Q3-4. How well the City is planning growth	15.7%	31.8%	24.9%	14.2%	3.6%	9.7%
Q3-5. How well the City is managing growth	14.2%	33.0%	27.2%	14.2%	3.6%	7.8%
Q3-6. Overall quality of life in the City	29.0%	56.4%	11.2%	1.5%	0.2%	1.7%
Q3-7. Overall feeling of safety in the City	38.8%	51.8%	6.8%	1.0%	0.5%	1.2%
Q3-8. Availability of affordable housing	19.0%	40.3%	24.3%	5.3%	1.7%	9.6%
Q3-9. Job availability	4.3%	15.0%	30.9%	18.6%	6.6%	24.6%
Q3-10. Quality of new development in the City	13.4%	35.0%	25.6%	12.7%	5.3%	8.1%
Q3-11. As a place to retire	24.1%	36.6%	20.8%	8.4%	3.1%	6.9%
Q3-12. Overall appearance of the City	22.6%	55.9%	14.9%	5.1%	0.5%	1.0%

**WITHOUT DON'T KNOW**

**Q3. Several items that may influence your perception of the City of Raymore are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (excluding don't know)**

(N=612)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. Overall quality of services provided by the City of Raymore	23.1%	58.0%	15.1%	2.8%	1.0%
Q3-2. Overall value that you receive for your City tax dollars and fees	15.2%	46.0%	28.6%	7.8%	2.4%
Q3-3. Overall image of the City	25.6%	53.1%	15.1%	5.4%	0.8%
Q3-4. How well the City is planning growth	17.4%	35.3%	27.6%	15.7%	4.0%
Q3-5. How well the City is managing growth	15.4%	35.8%	29.5%	15.4%	3.9%
Q3-6. Overall quality of life in the City	29.5%	57.4%	11.4%	1.5%	0.2%
Q3-7. Overall feeling of safety in the City	39.2%	52.4%	6.8%	1.0%	0.5%
Q3-8. Availability of affordable housing	21.0%	44.5%	26.8%	5.8%	1.8%
Q3-9. Job availability	5.7%	19.9%	40.9%	24.7%	8.8%
Q3-10. Quality of new development in the City	14.5%	38.1%	27.8%	13.8%	5.7%
Q3-11. As a place to retire	25.9%	39.4%	22.3%	9.0%	3.4%
Q3-12. Overall appearance of the City	22.8%	56.5%	15.0%	5.2%	0.5%



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

(N=612)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of local police protection	40.4%	48.5%	7.3%	1.2%	0.8%	1.8%
Q4-2. The visibility of police in neighborhoods	35.0%	43.2%	16.0%	3.5%	0.7%	1.7%
Q4-3. The visibility of police in retail areas	23.6%	40.6%	26.6%	4.3%	0.8%	4.1%
Q4-4. The City's efforts to prevent crime	26.4%	45.4%	18.6%	1.7%	0.7%	7.3%
Q4-5. How quickly police respond to emergencies	30.2%	35.6%	11.4%	1.7%	0.3%	20.8%
Q4-6. Enforcement of local traffic laws	26.6%	44.4%	16.2%	4.3%	2.1%	6.4%
Q4-7. Quality of animal control	23.6%	36.6%	19.1%	3.8%	1.5%	15.3%
Q4-8. Emergency preparedness/Disaster response planning	16.7%	27.1%	25.1%	0.3%	0.5%	30.4%

**WITHOUT DON'T KNOW**

**Q4. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding don't know)**

(N=612)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of local police protection	41.2%	49.4%	7.4%	1.2%	0.8%
Q4-2. The visibility of police in neighborhoods	35.6%	44.0%	16.3%	3.5%	0.7%
Q4-3. The visibility of police in retail areas	24.6%	42.3%	27.7%	4.5%	0.9%
Q4-4. The City's efforts to prevent crime	28.5%	48.9%	20.1%	1.8%	0.7%
Q4-5. How quickly police respond to emergencies	38.1%	45.0%	14.4%	2.1%	0.4%
Q4-6. Enforcement of local traffic laws	28.4%	47.4%	17.3%	4.6%	2.3%
Q4-7. Quality of animal control	27.9%	43.3%	22.6%	4.5%	1.8%
Q4-8. Emergency preparedness/Disaster response planning	23.9%	38.9%	36.0%	0.5%	0.7%

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

<u>Q5. Most emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	120	19.6 %
The visibility of police in neighborhoods	103	16.8 %
The visibility of police in retail areas	50	8.2 %
The City's efforts to prevent crime	101	16.5 %
How quickly police respond to emergencies	34	5.6 %
Enforcement of local traffic laws	33	5.4 %
Quality of animal control	29	4.7 %
Emergency preparedness/Disaster response planning	52	8.5 %
None chosen	90	14.7 %
Total	612	100.0 %

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

<u>Q5. 2nd most emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	50	8.2 %
The visibility of police in neighborhoods	93	15.2 %
The visibility of police in retail areas	81	13.2 %
The City's efforts to prevent crime	108	17.6 %
How quickly police respond to emergencies	57	9.3 %
Enforcement of local traffic laws	29	4.7 %
Quality of animal control	21	3.4 %
Emergency preparedness/Disaster response planning	52	8.5 %
None chosen	121	19.8 %
Total	612	100.0 %

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

Q5. 3rd most emphasis	Number	Percent
Overall quality of local police protection	36	5.9 %
The visibility of police in neighborhoods	68	11.1 %
The visibility of police in retail areas	62	10.1 %
The City's efforts to prevent crime	70	11.4 %
How quickly police respond to emergencies	67	10.9 %
Enforcement of local traffic laws	31	5.1 %
Quality of animal control	43	7.0 %
Emergency preparedness/Disaster response planning	81	13.2 %
None chosen	154	25.2 %
Total	612	100.0 %

**SUM OF TOP 3 CHOICES**

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

Q5. Sum of Top 3 Choices	Number	Percent
Overall quality of local police protection	206	33.7 %
The visibility of police in neighborhoods	264	43.1 %
The visibility of police in retail areas	193	31.5 %
The City's efforts to prevent crime	279	45.6 %
How quickly police respond to emergencies	158	25.8 %
Enforcement of local traffic laws	93	15.2 %
Quality of animal control	93	15.2 %
Emergency preparedness/Disaster response planning	185	30.2 %
None chosen	90	14.7 %
Total	1561	

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

(N=612)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q6-1. In your neighborhood after dark	56.6%	37.8%	3.6%	0.2%	1.8%
Q6-2. In your neighborhood during the day	83.2%	15.5%	0.2%	0.0%	1.2%
Q6-3. In commercial and retail areas in the City	45.7%	45.9%	5.8%	0.3%	2.3%
Q6-4. In city parks and on city trails	32.3%	44.2%	6.8%	0.8%	15.8%

**WITHOUT DON'T KNOW**

**Q6. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (excluding don't know)**

(N=612)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q6-1. In your neighborhood after dark	57.6%	38.5%	3.7%	0.2%
Q6-2. In your neighborhood during the day	84.1%	15.7%	0.2%	0.0%
Q6-3. In commercial and retail areas in the City	46.8%	47.0%	5.9%	0.3%
Q6-4. In city parks and on city trails	38.4%	52.5%	8.0%	1.0%

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

Q7. Which ONE of the following factors most influences how safe you feel in Raymore?	Number	Percent
Environmental factors	279	45.6 %
Police activities and response	246	40.2 %
Something not related to the City	64	10.5 %
None chosen	23	3.8 %
Total	612	100.0 %

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

(N=612)

	Yes	No
Q8. Citizens Police Academy	8.3%	91.7%
Q8. Community Emergency Response Team	2.1%	97.9%
Q8. Neighborhood Watch or Community or Neighborhood Meeting	14.9%	85.1%
Q8. Community Against Crime Event	2.9%	97.1%
Q8. Ride-Along Program	6.5%	93.5%
Q8. Prescription Drug Take Back	16.7%	83.3%
Q8. Home Security Survey	4.6%	95.4%

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

(N=612)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Maintenance of major City streets	21.0%	52.5%	15.2%	8.1%	1.7%	1.7%
Q9-2. Maintenance of streets in your neighborhood	15.8%	42.1%	19.3%	15.8%	4.6%	2.3%
Q9-3. Maintenance of street signs and traffic signals	23.9%	56.1%	14.9%	3.1%	0.5%	1.5%
Q9-4. Maintenance of City buildings	23.3%	49.0%	15.3%	0.0%	0.2%	12.2%
Q9-5. Snow removal on major City streets	33.3%	49.3%	8.9%	2.6%	0.7%	5.1%
Q9-6. Snow removal on neighborhood streets	23.8%	43.1%	17.7%	8.3%	2.6%	4.6%
Q9-7. Overall cleanliness of City streets and other public areas	25.1%	55.3%	14.5%	3.0%	1.0%	1.2%
Q9-8. Adequacy of City street lighting	18.0%	49.0%	18.3%	10.9%	2.5%	1.3%
Q9-9. Condition of City sidewalks	16.3%	49.5%	21.3%	7.3%	2.0%	3.6%
Q9-10. Availability of sidewalks in the City	18.5%	48.8%	21.5%	5.1%	1.5%	4.6%
Q9-11. Landscaping and appearance of public areas along City streets	17.3%	53.3%	20.1%	6.6%	1.5%	1.2%
Q9-12. Street sweeping on City streets	15.8%	39.1%	24.9%	7.3%	1.5%	11.4%
Q9-13. Overall road conditions	15.0%	54.0%	21.6%	7.4%	1.2%	0.8%

**WITHOUT DON'T KNOW**

**Q9. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied". (excluding don't know)**

(N=612)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Maintenance of major City streets	21.3%	53.4%	15.4%	8.2%	1.7%
Q9-2. Maintenance of streets in your neighborhood	16.2%	43.1%	19.8%	16.2%	4.7%
Q9-3. Maintenance of street signs and traffic signals	24.3%	57.0%	15.1%	3.2%	0.5%
Q9-4. Maintenance of City buildings	26.5%	55.8%	17.5%	0.0%	0.2%
Q9-5. Snow removal on major City streets	35.1%	52.0%	9.4%	2.8%	0.7%
Q9-6. Snow removal on neighborhoods streets	24.9%	45.2%	18.5%	8.7%	2.8%
Q9-7. Overall cleanliness of City streets and other public areas	25.4%	55.9%	14.7%	3.0%	1.0%
Q9-8. Adequacy of City street lighting	18.2%	49.7%	18.6%	11.0%	2.5%
Q9-9. Condition of City sidewalks	17.0%	51.4%	22.1%	7.5%	2.1%
Q9-10. Availability of sidewalks in the City	19.4%	51.2%	22.5%	5.4%	1.6%
Q9-11. Landscaping and appearance of public areas along City streets	17.5%	53.9%	20.4%	6.7%	1.5%
Q9-12. Street sweeping on City streets	17.9%	44.1%	28.1%	8.2%	1.7%
Q9-13. Overall road conditions	15.1%	54.4%	21.8%	7.5%	1.2%



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

Q10. Most emphasis	Number	Percent
Maintenance of major City streets	113	18.5 %
Maintenance of streets in your neighborhood	126	20.6 %
Maintenance of street signs and traffic signals	20	3.3 %
Maintenance of City buildings	5	0.8 %
Snow removal on major City streets	7	1.1 %
Snow removal on neighborhood streets	33	5.4 %
Overall cleanliness of City streets & other public areas	17	2.8 %
Adequacy of City street lighting	75	12.3 %
Condition of City sidewalks	23	3.8 %
Availability of sidewalks in the City	23	3.8 %
Landscaping & appearance of public areas along City streets	19	3.1 %
Street sweeping on City streets	13	2.1 %
Overall road conditions	60	9.8 %
None chosen	78	12.7 %
Total	612	100.0 %

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

Q10. 2nd most emphasis	Number	Percent
Maintenance of major City streets	41	6.7 %
Maintenance of streets in your neighborhood	92	15.0 %
Maintenance of street signs and traffic signals	23	3.8 %
Maintenance of City buildings	9	1.5 %
Snow removal on major City streets	16	2.6 %
Snow removal on neighborhood streets	44	7.2 %
Overall cleanliness of City streets & other public areas	46	7.5 %
Adequacy of City street lighting	68	11.1 %
Condition of City sidewalks	25	4.1 %
Availability of sidewalks in the City	36	5.9 %
Landscaping & appearance of public areas along City streets	33	5.4 %
Street sweeping on City streets	17	2.8 %
Overall road conditions	44	7.2 %
None chosen	118	19.3 %
Total	612	100.0 %

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

Q10. 3rd most emphasis	Number	Percent
Maintenance of major City streets	38	6.2 %
Maintenance of streets in your neighborhood	42	6.9 %
Maintenance of street signs and traffic signals	27	4.4 %
Maintenance of City buildings	6	1.0 %
Snow removal on major City streets	19	3.1 %
Snow removal on neighborhood streets	36	5.9 %
Overall cleanliness of City streets & other public areas	42	6.9 %
Adequacy of City street lighting	43	7.0 %
Condition of City sidewalks	28	4.6 %
Availability of sidewalks in the City	23	3.8 %
Landscaping & appearance of public areas along City streets	50	8.2 %
Street sweeping on City streets	22	3.6 %
Overall road conditions	83	13.6 %
None chosen	153	25.0 %
Total	612	100.0 %

**SUM OF TOP 3 CHOICES**

**Q10. Which THREE of the maintenance/public works items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (sum of top three)**

Q10. Sum of Top 3 Choices	Number	Percent
Maintenance of major City streets	192	31.4 %
Maintenance of streets in your neighborhood	260	42.5 %
Maintenance of street signs and traffic signals	70	11.4 %
Maintenance of City buildings	20	3.3 %
Snow removal on major City streets	42	6.9 %
Snow removal on neighborhood streets	113	18.5 %
Overall cleanliness of City streets & other public areas	105	17.2 %
Adequacy of City street lighting	186	30.4 %
Condition of City sidewalks	76	12.4 %
Availability of sidewalks in the City	82	13.4 %
Landscaping & appearance of public areas along City streets	102	16.7 %
Street sweeping on City streets	52	8.5 %
Overall road conditions	187	30.6 %
None chosen	78	12.7 %
Total	1565	

**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=612)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of City parks	19.5%	50.7%	12.5%	1.7%	0.5%	15.2%
Q11-2. How close neighborhood parks are to your home	22.4%	40.6%	18.2%	8.4%	1.3%	9.1%
Q11-3. Number of walking and biking trails	21.5%	38.9%	17.2%	7.8%	1.0%	13.7%
Q11-4. Quality of outdoor athletic fields	17.8%	36.0%	19.0%	3.5%	0.5%	23.3%
Q11-5. Number of outdoor athletic fields	17.0%	30.9%	21.6%	5.0%	0.7%	24.9%
Q11-6. Quality of indoor recreation facilities	6.4%	16.2%	25.6%	13.2%	6.3%	32.3%
Q11-7. Number of indoor recreation spaces	6.4%	13.4%	24.6%	17.7%	8.9%	29.0%
Q11-8. Availability of information about City parks and recreation programs	19.3%	41.9%	22.6%	4.5%	1.3%	10.4%
Q11-9. The City's youth athletic programs	13.2%	27.9%	24.3%	3.0%	1.0%	30.7%
Q11-10. The City's adult athletic programs	9.7%	22.4%	29.0%	5.0%	1.5%	32.3%
Q11-11. The City's fitness programs	7.8%	16.8%	27.6%	8.6%	3.6%	35.6%
Q11-12. The City's instructional programs	8.4%	19.1%	28.7%	4.6%	1.7%	37.5%
Q11-13. City special events and festivals	14.4%	37.3%	24.4%	5.3%	1.8%	16.8%
Q11-14. Fees charged for recreation programs	9.4%	27.2%	27.6%	3.8%	1.5%	30.5%
Q11-15. Ease of registering for programs	10.9%	26.1%	27.2%	2.3%	1.3%	32.2%
Q11-16. Arts programming	6.6%	14.0%	30.0%	5.8%	1.3%	42.2%

**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." (excluding don't know)**

(N=612)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance of City parks	23.0%	59.7%	14.8%	1.9%	0.6%
Q11-2. How close neighborhood parks are to your home	24.7%	44.6%	20.0%	9.3%	1.5%
Q11-3. Number of walking and biking trails	24.9%	45.1%	19.9%	9.0%	1.1%
Q11-4. Quality of outdoor athletic fields	23.2%	46.9%	24.7%	4.5%	0.6%
Q11-5. Number of outdoor athletic fields	22.6%	41.1%	28.8%	6.6%	0.9%
Q11-6. Quality of indoor recreation facilities	9.5%	23.9%	37.8%	19.5%	9.3%
Q11-7. Number of indoor recreation spaces	9.1%	18.8%	34.7%	24.9%	12.6%
Q11-8. Availability of information about City parks and recreation programs	21.5%	46.8%	25.2%	5.0%	1.5%
Q11-9. The City's youth athletic programs	19.0%	40.2%	35.0%	4.3%	1.4%
Q11-10. The City's adult athletic programs	14.4%	33.2%	42.9%	7.3%	2.2%
Q11-11. The City's fitness programs	12.1%	26.2%	42.8%	13.3%	5.6%
Q11-12. The City's instructional programs	13.5%	30.6%	45.9%	7.4%	2.6%
Q11-13. City special events and festivals	17.3%	44.8%	29.4%	6.3%	2.2%
Q11-14. Fees charged for recreation programs	13.5%	39.2%	39.7%	5.5%	2.1%
Q11-15. Ease of registering for programs	16.1%	38.4%	40.1%	3.4%	1.9%
Q11-16. Arts programming	11.4%	24.3%	52.0%	10.0%	2.3%

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

Q12. Most emphasis	Number	Percent
Maintenance of City parks	81	13.2 %
How close neighborhood parks are too your home	30	4.9 %
Number of walking & biking trails	54	8.8 %
Quality of outdoor athletic fields	15	2.5 %
Number of outdoor athletic fields	4	0.7 %
Quality of indoor recreation facilities	43	7.0 %
Number of indoor recreation spaces	89	14.5 %
Availability of information about City parks & recreation programs	25	4.1 %
The City's youth athletic programs	23	3.8 %
The City's adult athletic programs	5	0.8 %
The City's fitness programs	18	2.9 %
The City's instructional programs	1	0.2 %
City special events and festivals	20	3.3 %
Fees charged for recreation programs	18	2.9 %
Ease of registering for programs	1	0.2 %
Arts programming	13	2.1 %
None chosen	172	28.1 %
Total	612	100.0 %

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

Q12. 2nd most emphasis	Number	Percent
Maintenance of City parks	27	4.4 %
How close neighborhood parks are too your home	23	3.8 %
Number of walking & biking trails	55	9.0 %
Quality of outdoor athletic fields	23	3.8 %
Number of outdoor athletic fields	12	2.0 %
Quality of indoor recreation facilities	56	9.2 %
Number of indoor recreation spaces	50	8.2 %
Availability of information about City parks & recreation programs	13	2.1 %
The City's youth athletic programs	15	2.5 %
The City's adult athletic programs	18	2.9 %
The City's fitness programs	28	4.6 %
The City's instructional programs	12	2.0 %
City special events and festivals	39	6.4 %
Fees charged for recreation programs	14	2.3 %
Ease of registering for programs	6	1.0 %
Arts programming	21	3.4 %
None chosen	200	32.7 %
Total	612	100.0 %

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

<u>Q12. 3rd most emphasis</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	29	4.7 %
How close neighborhood parks are too your home	19	3.1 %
Number of walking & biking trails	33	5.4 %
Quality of outdoor athletic fields	18	2.9 %
Number of outdoor athletic fields	11	1.8 %
Quality of indoor recreation facilities	22	3.6 %
Number of indoor recreation spaces	37	6.0 %
Availability of information about City parks & recreation programs	35	5.7 %
The City's youth athletic programs	22	3.6 %
The City's adult athletic programs	17	2.8 %
The City's fitness programs	33	5.4 %
The City's instructional programs	11	1.8 %
City special events and festivals	46	7.5 %
Fees charged for recreation programs	12	2.0 %
Ease of registering for programs	14	2.3 %
Arts programming	24	3.9 %
None chosen	229	37.4 %
Total	612	100.0 %

**SUM OF TOP 3 CHOICES**

**Q12. Which THREE of the parks and recreation items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (sum of top three)**

<u>Q12. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	137	22.4 %
How close neighborhood parks are too your home	72	11.8 %
Number of walking & biking trails	142	23.2 %
Quality of outdoor athletic fields	56	9.2 %
Number of outdoor athletic fields	27	4.4 %
Quality of indoor recreation facilities	121	19.8 %
Number of indoor recreation spaces	176	28.8 %
Availability of information about City parks & recreation programs	73	11.9 %
The City's youth athletic programs	60	9.8 %
The City's adult athletic programs	40	6.5 %
The City's fitness programs	79	12.9 %
The City's instructional programs	24	3.9 %
City special events and festivals	105	17.2 %
Fees charged for recreation programs	44	7.2 %
Ease of registering for programs	21	3.4 %
Arts programming	58	9.5 %
None chosen	172	28.1 %
Total	1407	

**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=612)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. The availability of information about City programs and services	17.5%	42.1%	25.2%	7.4%	1.3%	6.4%
Q13-2. City efforts to keep you informed about local issues	15.0%	38.8%	25.9%	13.2%	2.1%	5.0%
Q13-3. How open the City is to public involvement and input from residents	10.9%	32.5%	28.4%	8.9%	3.1%	16.2%
Q13-4. The quality of the City's web page www.raymore.com	12.7%	38.4%	28.1%	4.1%	1.2%	15.5%
Q13-5. The content of the City's quarterly magazine "The Raymore Review"	26.4%	45.5%	17.5%	2.1%	0.3%	8.1%

**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." (excluding don't know)**

(N=612)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. The availability of information about City programs and services	18.7%	45.0%	27.0%	7.9%	1.4%
Q13-2. City efforts to keep you informed about local issues	15.8%	40.8%	27.3%	13.9%	2.3%
Q13-3. How open the City is to public involvement and input from residents	13.0%	38.8%	33.9%	10.6%	3.7%
Q13-4. The quality of the City's web page www.raymore.com	15.0%	45.5%	33.2%	4.9%	1.4%
Q13-5. The content of the City's quarterly magazine "The Raymore Review"	28.7%	49.6%	19.0%	2.3%	0.4%

**Q14. 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.**

Q14. Most preferred way to receive information	Number	Percent
Government Access Channel	27	4.4 %
City Web Site	94	15.4 %
Newspaper	32	5.2 %
E-mail	128	20.9 %
Facebook	50	8.2 %
Twitter	4	0.7 %
Raymore Review	142	23.2 %
City Brochures & Mailings	74	12.1 %
None chosen	61	10.0 %
Total	612	100.0 %

**Q14. 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.**

Q14. 2nd	Number	Percent
Government Access Channel	13	2.1 %
City Web Site	103	16.8 %
Newspaper	31	5.1 %
E-mail	67	10.9 %
Facebook	72	11.8 %
Twitter	5	0.8 %
Raymore Review	143	23.4 %
City Brochures & Mailings	106	17.3 %
None chosen	72	11.8 %
Total	612	100.0 %



**Q14. 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.**

Q14. 3rd	Number	Percent
Government Access Channel	24	3.9 %
City Web Site	114	18.6 %
Newspaper	43	7.0 %
E-mail	58	9.5 %
Facebook	56	9.2 %
Twitter	1	0.2 %
Raymore Review	87	14.2 %
City Brochures & Mailings	119	19.4 %
None chosen	110	18.0 %
Total	612	100.0 %

**SUM OF TOP 3 CHOICES**

**Q14. 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. (sum of top three)**

Q14. Sum of Top 3 Choices	Number	Percent
Government Access Channel	64	10.5 %
City Web Site	311	50.8 %
Newspaper	106	17.3 %
E-mail	253	41.3 %
Facebook	178	29.1 %
Twitter	10	1.6 %
Raymore Review	372	60.8 %
City Brochures & Mailings	299	48.9 %
None chosen	61	10.0 %
Total	1654	

**Q15. Sewer and Water Utilities and Storm Water management. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=612)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. The clarity and taste of the tap water in your home	28.4%	50.8%	10.7%	5.9%	1.8%	2.3%
Q15-2. Water pressure in your home	27.4%	48.5%	11.6%	8.1%	2.6%	1.8%
Q15-3. What you are charged for water/ sewer utilities	9.2%	31.8%	26.4%	19.1%	8.9%	4.5%
Q15-4. How easy your water/sewer bill is to understand	22.3%	49.0%	18.2%	4.6%	1.0%	5.0%
Q15-5. Drainage of rainwater of City streets	18.3%	52.6%	15.8%	5.6%	2.6%	5.0%
Q15-6. Drainage of rainwater off properties next to your residence	17.8%	42.9%	18.5%	10.2%	6.4%	4.1%

**WITHOUT DON'T KNOW**

**Q15. Sewer and Water Utilities and Storm Water management. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding don't know)**

(N=612)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. The clarity and taste of the tap water in your home	29.1%	52.0%	11.0%	6.1%	1.9%
Q15-2. Water pressure in your home	27.9%	49.4%	11.8%	8.2%	2.7%
Q15-3. What you are charged for water/sewer utilities	9.7%	33.3%	27.6%	20.0%	9.3%
Q15-4. How easy your water/sewer bill is to understand	23.4%	51.6%	19.1%	4.9%	1.0%
Q15-5. Drainage of rainwater of City streets	19.3%	55.4%	16.7%	5.9%	2.8%
Q15-6. Drainage of rainwater off properties next to your residence	18.6%	44.8%	19.3%	10.7%	6.7%

**Q16. Stormwater Education.**

(N=612)

	Yes	No	Don't know
Q16-1. Disposed of yard waste into the street, stormwater drain or lake/stream	4.8%	92.7%	2.5%
Q16-2. Dumped paint, motor oil or other waste into the street, stormwater drain or lake/stream	0.3%	98.3%	1.3%
Q16-3. It is important to live in a community that invests resources in improving the quality of water in lakes and streams	93.6%	2.6%	3.8%
Q16-4. Seen or heard any information about water quality	9.9%	80.0%	10.1%

**WITHOUT DON'T KNOW****Q16. Stormwater Education. (excluding don't know)**

(N=612)

	Yes	No
Q16-1. Disposed of yard waste into the street, stormwater drain or lake/stream	4.9%	95.1%
Q16-2. Dumped paint, motor oil or other waste into the street, stormwater drain or lake/stream	0.3%	99.7%
Q16-3. It is important to live in a community that invests resources in improving the quality of water in lakes and streams	97.3%	2.7%
Q16-4. Seen or heard any information about water quality	11.0%	89.0%

**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=612)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Enforcing the cleanup of litter and debris on private property	8.1%	35.0%	23.8%	13.9%	4.6%	14.7%
Q17-2. Enforcing the mowing and trimming of lawns	9.9%	33.3%	25.4%	13.9%	3.0%	14.5%
Q17-3. Enforcing the maintenance of residential property	8.7%	31.2%	25.4%	15.5%	3.6%	15.5%
Q17-4. Enforcing the maintenance of business property	10.7%	34.7%	30.0%	5.8%	1.7%	17.2%
Q17-5. Enforcing codes designed to protect public safety	13.5%	37.3%	24.8%	2.1%	1.0%	21.3%
Q17-6. Enforcing sign regulations	12.0%	36.6%	26.1%	4.3%	0.2%	20.8%

**WITHOUT DON'T KNOW**

**Q17. Enforcement of codes and ordinances. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (excluding don't know)**

(N=612)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Enforcing the cleanup of litter and debris on private property	9.5%	41.0%	27.9%	16.2%	5.4%
Q17-2. Enforcing the mowing and trimming of lawns	11.6%	39.0%	29.7%	16.2%	3.5%
Q17-3. Enforcing the maintenance of residential property	10.4%	36.9%	30.1%	18.4%	4.3%
Q17-4. Enforcing the maintenance of business property	12.9%	41.8%	36.3%	7.0%	2.0%
Q17-5. Enforcing codes designed to protect public safety	17.2%	47.4%	31.4%	2.7%	1.3%
Q17-6. Enforcing sign regulations	15.2%	46.3%	32.9%	5.4%	0.2%

**Q18. Using a scale of 1 to 3, where 3 means "Not a Problem" and 1 means a "Major Problem", please rate if each of the following Raymore.**

(N=612)

	Not a problem	Small problem	Major problem	Don't know
Q18-1. Abandoned vehicles	56.6%	23.1%	4.6%	15.7%
Q18-2. Graffiti	70.5%	13.4%	1.5%	14.7%
Q18-3. Dilapidated Buildings/Houses	46.4%	35.0%	4.8%	13.9%
Q18-4. Boats/Trailers/Motor Homes in Unauthorized Areas	43.6%	29.5%	9.1%	17.8%

**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 if each of the following Raymore. (excluding don't know)**

(N=612)

	Not a problem	Small problem	Major problem
Q18-1. Abandoned vehicles	67.1%	27.4%	5.5%
Q18-2. Graffiti	82.6%	15.7%	1.7%
Q18-3. Dilapidated Buildings/Houses	53.8%	40.6%	5.6%
Q18-4. Boats/Trailers/Motor Homes in Unauthorized Areas	53.0%	35.9%	11.0%

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

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

	Number	Percent
Yes	179	29.2 %
No	427	69.8 %
No response	6	1.0 %
Total	612	100.0 %

**Q19.1. If "YES" to Q19, which City department did you contact most recently?**

Q19-1. Which City department did you contact most recently?	Number	Percent
ADMIN	1	0.6 %
Animal Control	6	3.4 %
Assistant City Manager	1	0.6 %
Building Permits	1	0.6 %
CITY CLERK	2	1.1 %
CITY FOR PEOPLE SPEEDING ON OUR BLOCK	1	0.6 %
COUNCIL MAN	1	0.6 %
COURT	1	0.6 %
CURB	1	0.6 %
CURB REPLACEMENT	1	0.6 %
City Codes	3	1.7 %
City Hall	2	1.1 %
City Maintenance	1	0.6 %
City Manager	1	0.6 %
City Manager, Utilities Sewer	1	0.6 %
City parks mowing	1	0.6 %
City water department	1	0.6 %
Code Enforcement	24	13.4 %
Community Development	1	0.6 %
Councilman	1	0.6 %
DEPT OF COMMUNITY DEVELOPMENT	1	0.6 %
DISPATCH ANIMAL CONTROL	1	0.6 %
Don't Remember	10	5.6 %
Engineerjing	1	0.6 %
FRONT DESK TRASH PROBLEM	1	0.6 %
Involving clearing of flood protection	1	0.6 %
It was a few months ago and it was concerning traffic lights. I sent the question under the Comments category, since there was no category for traffic signals. I was never contacted, but the problem was fixed.	1	0.6 %
Mike Ekey (I think)	1	0.6 %
PUBLIC WORKS	2	1.1 %
Parks & Recreation	6	3.4 %
Permit for Fence	1	0.6 %
Planning	1	0.6 %
Police	21	11.7 %
Property	1	0.6 %
Property lines	1	0.6 %
Public Safety	1	0.6 %
Public Works	4	2.2 %
Public works	1	0.6 %
Regarding Trash Pickup	1	0.6 %
Residential	1	0.6 %
Residential code enforcement	1	0.6 %
SET UP SERVICE JUST MOVED IN OCT 2016	1	0.6 %

**Q19.1. If "YES" to Q19, which City department did you contact most recently?**

Q19-1. Which City department did you contact most recently?	Number	Percent
Sewer	1	0.6 %
Storm Water Management	1	0.6 %
Streets	9	5.0 %
Trash	1	0.6 %
Trash collection	8	4.5 %
Utilities	4	2.2 %
WATER SEWER	1	0.6 %
Water	30	16.8 %
Yard waste pickup, street light replacement	1	0.6 %
Zoning	2	1.1 %
engineering	1	0.6 %
jason- unmowed lawn	1	0.6 %
lawn mowing	1	0.6 %
public works	4	2.2 %
tax collector	1	0.6 %
traffic	1	0.6 %
Total	179	100.0 %

**Q19.2. 1-4. 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 Q19.1.**

(N=179)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. How easy the department was to contact	36.3%	37.4%	10.6%	10.1%	3.9%	1.7%
Q19-2. How courteously you were treated	46.4%	34.1%	8.4%	4.5%	2.2%	4.5%
Q19-3. Technical competence and knowledge of City employees who assisted you	41.3%	29.1%	15.6%	5.6%	2.2%	6.1%
Q19-4. Overall responsiveness of City employees to your request or concern	40.2%	24.6%	9.5%	14.0%	10.1%	1.7%

**WITHOUT DON'T KNOW**

**Q19.2. 1-4. 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 Q19.1.**

(N=179)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. How easy the department was to contact	36.9%	38.1%	10.8%	10.2%	4.0%
Q19-2. How courteously you were treated	48.5%	35.7%	8.8%	4.7%	2.3%
Q19-3. Technical competence and knowledge of City employees who assisted you	44.0%	31.0%	16.7%	6.0%	2.4%
Q19-4. Overall responsiveness of City employees to your request or concern	40.9%	25.0%	9.7%	14.2%	10.2%



**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=612)

	Very important	Somewhat important	Not sure	Unimportant
Q20-1. Sense of community	46.5%	39.9%	8.9%	4.6%
Q20-2. Quality of public schools	71.8%	14.0%	6.4%	7.8%
Q20-3. Employment opportunities	21.0%	33.8%	14.7%	30.5%
Q20-4. Types of housing	65.8%	25.7%	5.6%	2.8%
Q20-5. Affordability of housing	61.7%	27.7%	5.9%	4.6%
Q20-6. Access to quality shopping	49.3%	38.4%	6.6%	5.6%
Q20-7. Availability of transportation options	16.7%	25.9%	18.6%	38.8%
Q20-8. Availability of cultural activities and the arts	14.0%	36.3%	22.3%	27.4%
Q20-9. Access to restaurants and entertainment	47.2%	42.2%	5.9%	4.6%
Q20-10. Availability of Parks & Recreation opportunities	41.4%	43.1%	8.1%	7.4%
Q20-11. Near family or friends	41.1%	33.7%	8.6%	16.7%
Q20-12. Sense of safety	86.1%	11.2%	2.1%	0.5%

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

(N=612)

	Yes	No
Q20-1. Sense of community	88.4%	11.6%
Q20-2. Quality of public schools	91.6%	8.4%
Q20-3. Employment opportunities	56.8%	43.2%
Q20-4. Types of housing	89.9%	10.1%
Q20-5. Affordability of housing	85.1%	14.9%
Q20-6. Access to quality shopping	62.9%	37.1%
Q20-7. Availability of transportation options	54.1%	45.9%
Q20-8. Availability of cultural activities and the arts	54.1%	45.9%
Q20-9. Access to restaurants and entertainment	63.7%	36.3%
Q20-10. Availability of Parks & Recreation opportunities	81.6%	18.4%
Q20-11. Near family or friends	83.2%	16.8%
Q20-12. Sense of safety	97.5%	2.5%

**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=612)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Overall traffic flow on 58 Highway through Raymore	7.4%	35.1%	22.4%	23.8%	10.7%	0.5%
Q21-2. Traffic flow at the 58 Highway/I-49 interchange	3.3%	14.4%	17.2%	37.1%	27.7%	0.3%
Q21-3. Traffic flow through 58 Highway and Dean Avenue	4.5%	30.9%	26.2%	24.1%	11.2%	3.1%
Q21-4. Traffic flow through 58 Highway and Sunset	8.1%	44.7%	25.9%	8.7%	4.1%	8.4%
Q21-5. Traffic flow on 58 Highway between North Madison and South Madison	11.1%	53.1%	22.1%	5.9%	2.6%	5.1%
Q21-6. General traffic flow on Foxridge	12.5%	47.9%	24.8%	8.1%	2.1%	4.6%
Q21-7. General traffic flow on Lucy Webb	15.5%	47.5%	20.3%	5.1%	2.0%	9.6%
Q21-8. How well the traffic signal system provides for efficient traffic flow	9.9%	35.1%	25.4%	20.3%	8.4%	0.8%
Q21-9. Availability of public transportation	4.1%	8.1%	28.1%	21.8%	10.6%	27.4%
Q21-10. Availability of bicycle lanes	7.8%	14.0%	34.7%	14.9%	6.6%	22.1%
Q21-11. Availability of pedestrian walkways	13.2%	37.5%	27.4%	10.1%	3.0%	8.9%

**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." (excluding don't know)**

(N=612)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Overall traffic flow on 58 Highway through Raymore	7.5%	35.3%	22.6%	23.9%	10.8%
Q21-2. Traffic flow at the 58 Highway/I-49 interchange	3.3%	14.4%	17.2%	37.3%	27.8%
Q21-3. Traffic flow through 58 Highway and Dean Avenue	4.6%	31.9%	27.1%	24.9%	11.6%
Q21-4. Traffic flow through 58 Highway and Sunset	8.8%	48.8%	28.3%	9.5%	4.5%
Q21-5. Traffic flow on 58 Highway between North Madison and South Madison	11.7%	56.0%	23.3%	6.3%	2.8%
Q21-6. General traffic flow on Foxridge	13.1%	50.2%	26.0%	8.5%	2.2%
Q21-7. General traffic flow on Lucy Webb	17.2%	52.6%	22.4%	5.7%	2.2%
Q21-8. How well the traffic signal system provides for efficient traffic flow	10.0%	35.4%	25.6%	20.5%	8.5%
Q21-9. Availability of public transportation	5.7%	11.1%	38.6%	30.0%	14.5%
Q21-10. Availability of bicycle lanes	10.0%	18.0%	44.5%	19.1%	8.5%
Q21-11. Availability of pedestrian walkways	14.5%	41.1%	30.1%	11.1%	3.3%

**Q22. Which THREE ideas listed below do you think are MOST IMPORTANT for Raymore to focus on during the next two years?**

Q22. Most important to focus on	Number	Percent
Sufficient funding for parks maintenance & recreation programming	125	20.4 %
Establish a town center	153	25.0 %
Host a variety of community events	54	8.8 %
Police involvement in the community	139	22.7 %
Adequate parking at trails	39	6.4 %
More events & programs	49	8.0 %
None chosen	53	8.7 %
Total	612	100.0 %

**Q22. Which THREE ideas listed below do you think are MOST IMPORTANT for Raymore to focus on during the next two years?**

Q22. 2nd most important	Number	Percent
Sufficient funding for parks maintenance & recreation programming	110	18.0 %
Establish a town center	93	15.2 %
Host a variety of community events	90	14.7 %
Police involvement in the community	93	15.2 %
Adequate parking at trails	62	10.1 %
More events & programs	78	12.7 %
None chosen	86	14.1 %
Total	612	100.0 %

**Q22. Which THREE ideas listed below do you think are MOST IMPORTANT for Raymore to focus on during the next two years?**

Q22. 3rd most important	Number	Percent
Sufficient funding for parks maintenance & recreation programming	65	10.6 %
Establish a town center	71	11.6 %
Host a variety of community events	99	16.2 %
Police involvement in the community	83	13.6 %
Adequate parking at trails	67	10.9 %
More events & programs	103	16.8 %
None chosen	124	20.3 %
Total	612	100.0 %

**SUM OF TOP 3 CHOICES**

**Q22. Which THREE ideas listed below do you think are MOST IMPORTANT for Raymore to focus on during the next two years? (sum of top three)**

Q22. Sum of Top 3 Choices	Number	Percent
Sufficient funding for parks maintenance & recreation programming	300	49.0 %
Establish a town center	317	51.8 %
Host a variety of community events	243	39.7 %
Police involvement in the community	315	51.5 %
Adequate parking at trails	168	27.5 %
More events & programs	230	37.6 %
None chosen	53	8.7 %
Total	1626	

**Q23. What THREE features listed below would a successful town center area have in Raymore?**

<u>Q23. Successful town center area would have</u>	<u>Number</u>	<u>Percent</u>
Variety of shops, restaurants, & bars	343	56.0 %
Entertainment options & special events	61	10.0 %
Places to gather with family & friends	86	14.1 %
Art	10	1.6 %
Walkable	45	7.4 %
Trail connections	25	4.1 %
None chosen	42	6.9 %
Total	612	100.0 %

**Q23. What THREE features listed below would a successful town center area have in Raymore?**

<u>Q23. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Variety of shops, restaurants, & bars	66	10.8 %
Entertainment options & special events	225	36.8 %
Places to gather with family & friends	109	17.8 %
Art	14	2.3 %
Walkable	92	15.0 %
Trail connections	48	7.8 %
None chosen	58	9.5 %
Total	612	100.0 %

**Q23. What THREE features listed below would a successful town center area have in Raymore?**

Q23. 3rd choice	Number	Percent
Variety of shops, restaurants, & bars	57	9.3 %
Entertainment options & special events	102	16.7 %
Places to gather with family & friends	143	23.4 %
Art	31	5.1 %
Walkable	111	18.1 %
Trail connections	74	12.1 %
None chosen	94	15.4 %
Total	612	100.0 %

**SUM OF TOP 3 CHOICES****Q23. What THREE features listed below would a successful town center area have in Raymore? (sum of top three)**

Q23. Sum of Top 3 Choices	Number	Percent
Variety of shops, restaurants, & bars	466	76.1 %
Entertainment options & special events	388	63.4 %
Places to gather with family & friends	338	55.2 %
Art	55	9.0 %
Walkable	248	40.5 %
Trail connections	147	24.0 %
None chosen	42	6.9 %
Total	1684	



**Q24. Approximately how many years have you lived in the City of Raymore?**

Q24. Approximately how many years have you lived in the City of Raymore?	Number	Percent
Less than 5 years	139	22.7 %
5-10 years	142	23.2 %
11-20 years	191	31.2 %
More than 20 years	130	21.2 %
None chosen	10	1.6 %
Total	612	100.0 %

**Q25. What is your age?**

Q25. What is your age?	Number	Percent
18-34	106	17.3 %
35-44	112	18.3 %
45-54	118	19.3 %
55-64	123	20.1 %
65-74	79	12.9 %
75-84	47	7.7 %
85+	15	2.5 %
Not provided	12	2.0 %
Total	612	100.0 %

**Q26. Which of the following best describes your current place of employment:**

Q26. Which of the following best describes your current place of employment?	Number	Percent
In Raymore	59	9.6 %
Elsewhere in Cass County	43	7.0 %
Elsewhere in Mo	206	33.7 %
In Kansas	111	18.1 %
Not currently employed	170	27.8 %
None chosen	23	3.8 %
Total	612	100.0 %

**Q27. Would you say your total household income is:**

Q27. Would you say your total household income is:	Number	Percent
Under \$30,000	28	4.6 %
\$30,000 to \$59,999	112	18.3 %
\$60,000 to \$99,999	171	27.9 %
\$100,000 to \$149,999	144	23.5 %
\$150,000 to \$199,999	65	10.6 %
Over \$200,000	36	5.9 %
Not provided	56	9.2 %
Total	612	100.0 %

**Q28. Your gender:**

Q28. Your gender:	Number	Percent
Male	308	50.3 %
Female	298	48.7 %
Not provided	6	1.0 %
Total	612	100.0 %

# Section 5

## *Survey Instrument*

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100 Municipal Circle • Raymore, MO 64083



(816) 331-0488 • www.raymore.com

February 2017

Dear Raymore Resident:

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

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

### **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: <http://bit.do/raymore2017survey>. The online survey also includes unlimited space for comments at the end of the survey.

### **Questions?**

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

Thank you in advance for your participation!

Sincerely,

Kris Turnbow  
Mayor



# 2017 City of Raymore Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to resident concerns. If you have questions, please call Mike Ekey at (816) 892-3109.

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.

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of public safety services (e.g., police)	5	4	3	2	1	9
02. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
03. Overall maintenance of City streets	5	4	3	2	1	9
04. Overall maintenance of City buildings and facilities	5	4	3	2	1	9
05. Overall enforcement of City codes and ordinances for building and housing	5	4	3	2	1	9
06. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
07. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
08. Overall effectiveness of City communication with the public	5	4	3	2	1	9
09. Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
10. Overall flow of traffic and congestion management in the City	5	4	3	2	1	9

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

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_

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."

How would you rate The City 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

**Public Safety**

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

<i>Public Safety</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
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.	Emergency 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 the numbers below using the numbers from the list in Question 4 above.]

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_

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

<i>How safe do you feel:</i>		<i>Very Safe</i>	<i>Somewhat Safe</i>	<i>Somewhat Unsafe</i>	<i>Very Unsafe</i>	<i>Don't Know</i>
1.	In your neighborhood after dark	4	3	2	1	9
2.	In your neighborhood during the day	4	3	2	1	9
3.	In commercial and retail areas in the City	4	3	2	1	9
4.	In city parks and on city trails	4	3	2	1	9

7. Which ONE of the following factors most influences how safe you feel in Raymore? (Choose only one)

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

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

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

**City Maintenance/Public Works**

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

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

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

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_

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

<i>Parks and Recreation</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
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 facilities	5	4	3	2	1	9
07.	Number of indoor recreation 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
16.	Arts programming	5	4	3	2	1	9

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

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_

**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."

<i>City Communication</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
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 <a href="http://www.raymore.com">www.raymore.com</a>	5	4	3	2	1	9
5.	The content of the City's quarterly magazine "The Raymore 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) Government Access Channel
- (2) City Web Site
- (3) Newspaper
- (4) E-mail
- (5) Facebook
- (6) Twitter
- (7) Raymore Review
- (8) City Brochures & Mailers

**TOP CHOICES**

1<sup>st</sup> Choice: \_\_\_\_\_ 2<sup>nd</sup> Choice: \_\_\_\_\_ 3<sup>rd</sup> Choice: \_\_\_\_\_

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

<i>Sewer and Water Utilities and Storm Water Management</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
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.	Drainage of rainwater off City streets	5	4	3	2	1	9
6.	Drainage of rainwater off properties next to your residence	5	4	3	2	1	9

**16. Stormwater Education.**

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

<i>Codes and Ordinances</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
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 if each of the following Raymore.**

		<i>Not a Problem</i>	<i>Small Problem</i>	<i>Major Problem</i>	<i>Don't Know</i>
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

**Customer Service**

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

\_\_\_\_(1) Yes [Go to Q19.1 and Q19.2. 1-4]

\_\_\_\_(2) No [Go to Q20]

**19.1. If "YES" to Q19, which City department did you contact most recently? \_\_\_\_\_**

**19.2. 1-4. 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 Q19.1.**

<i>Customer Service</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
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? (Circle the corresponding number and letter.)**

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

**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."**

Transportation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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

The following questions are intended to provide the City Council with more information on the top ideas identified by residents during the Reimagine Raymore Community Conversations held in Spring 2016.

22. Which **THREE** ideas listed below do you think are **MOST IMPORTANT** for Raymore to focus on during the next two years? [Write the numbers that correspond to your top three choices in the space provided below.]

- (1) Sufficient funding for parks maintenance and recreation programming
- (2) Establish a town center
- (3) Host a variety of community events
- (4) Police involvement in the community
- (5) Adequate parking at trails, and trails that are accessible at all times of day
- (6) More events and programs designed to help neighbors connect

**TOP CHOICES:**      1<sup>st</sup>: \_\_\_\_\_      2<sup>nd</sup>: \_\_\_\_\_      3<sup>rd</sup>: \_\_\_\_\_

23. What **THREE** features listed below would a successful town center area have in Raymore? [Write the numbers that correspond to your top three choices in the space provided below.]

- (1) Variety of shops, restaurants, and bars
- (2) Entertainment options and special events
- (3) Places to gather with family and friends
- (4) Art
- (5) Walkable
- (6) Trail connections with key areas in the City and neighborhoods

**TOP CHOICES:**      1<sup>st</sup>: \_\_\_\_\_      2<sup>nd</sup>: \_\_\_\_\_      3<sup>rd</sup>: \_\_\_\_\_

### Demographics

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

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

25. What is your age?

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

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

- |                                  |                         |                                |
|----------------------------------|-------------------------|--------------------------------|
| ____(1) In Raymore               | ____(3) Elsewhere in MO | ____(5) Not currently employed |
| ____(2) Elsewhere in Cass County | ____(4) In Kansas       |                                |

27. Would you say your total household income is:

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

28. Your gender:      \_\_\_\_\_(1) Male      \_\_\_\_\_(2) Female

### Comments:

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

**This concludes the survey. Thank you for your time!**

Please return your completed survey in the enclosed postage paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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