

2010 DirectionFinder®

FINAL Report



conducted for
Raymore, Missouri

By
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February, 2011

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Overview and Methodology

During November and December of 2010, ETC Institute administered a community survey for the City of Raymore. The survey was administered as part of the City's effort to assess citizen satisfaction with the quality of services and to establish priorities of service delivery. The information gathered from the survey will help the City establish budget priorities and refine policy decisions. Comparisons were made with the results of the 2006 and 2008 survey.

The seven-page survey was mailed to a random sample of 1,500 households in the City of Raymore. Approximately seven days after the surveys were mailed residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. The results for the random sample of 410 households have a 95% level of confidence with a precision of at least +/- 5%. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail).

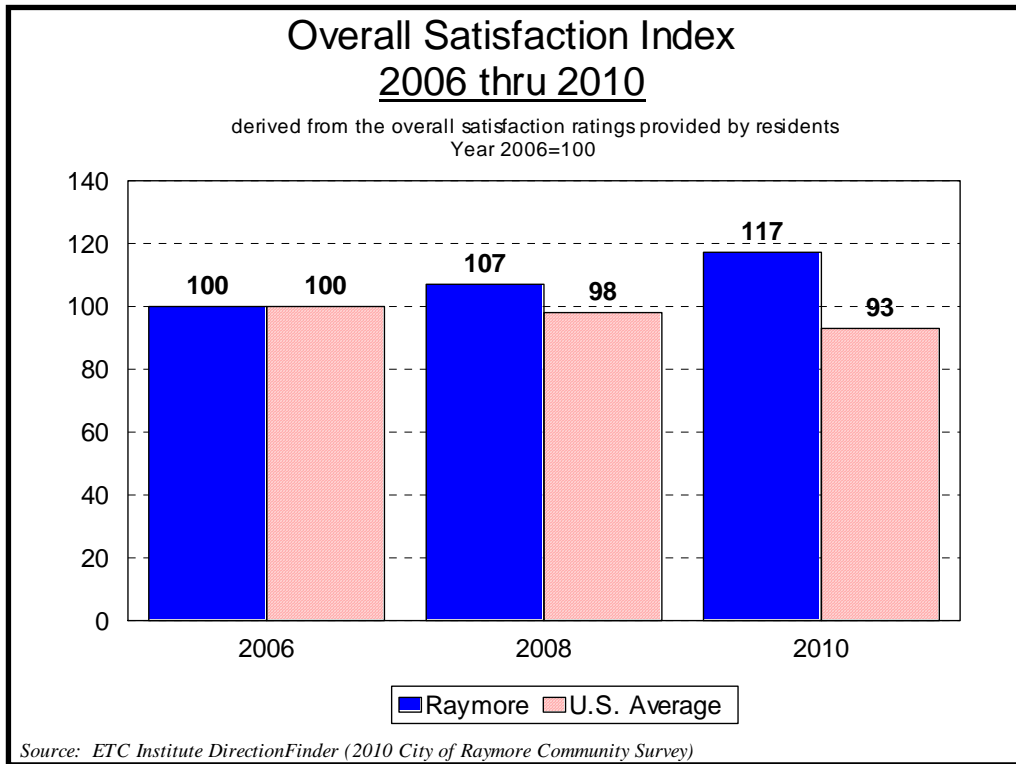
This summary report contains:

- The Executive Summary: methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- benchmarking data that shows how the survey results for Raymore compare to U.S. cities, the Kansas/Missouri region, and comparable cities in the DirectionFinder® family of cities
- importance-satisfaction analysis
- tabular data that shows the overall results for each question on the survey
- a copy of the survey instrument.

Interpretation of “Don’t Know” Responses. The percentage of persons who provide “don’t know” responses is important because it often reflects the level of utilization of city services. For graphing purposes, the percentage of “don’t know” responses has been excluded to facilitate valid comparisons with data from previous years. The percentage of “don’t know” responses for each question is provided in the Tabular Data Section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

The Composite Customer Satisfaction Index for Raymore The Composite Customer Satisfaction Index is derived from the mean rating given by residents for all major city services that are assessed on the survey. The index is calculated by dividing the mean rating for the current year by the mean rating for the base-year (year 2006) and then multiplying the result by 100. The chart below shows that the Composite Customer

Satisfaction Index for Raymore increased from 100 in 2006 to 117 in 2010. It also shows that Raymore outperformed other communities across the United States during the past four years. While the City index increased by 17 points during the past four years, the U.S. index decreased by 7 points.



Major Findings

- **Overall satisfaction with the quality of services provided by the City of Raymore.** The highest levels of satisfaction with City services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were the quality of public safety services (police) (88%), the maintenance of City buildings and facilities (84%), the quality of parks and recreation programs and facilities (81%), and the quality of customer service (78%). Residents were least satisfied with the flow of traffic congestion management (53%) though satisfaction increased from previous years. **TRENDS:** The most significant ratings increases were seen in the quality of parks and recreation programs and facilities (81% in 2010 vs. 69% in 2008), the overall maintenance of City streets (69% in 2010 vs. 53% in 2008) and the flow of traffic and congestion management (53% in 2010 vs. 38% in 2008).
- **Services that residents thought should receive the most emphasis from the City.** The two services that residents thought were the most important for the City to emphasize over the next two years were: (1) the management of traffic flow and

congestion, and (2) the overall maintenance of City streets. These two issues were also chosen first in 2008.

- **Perceptions of Life in Raymore.** Eighty-six percent (86%) of residents *who had an opinion*, rated as “excellent” or “good”, the overall feeling of safety in the City, 80% rated as “excellent” or “good”, the overall quality of life in the City, and 78% rated as “excellent” or “good”, the quality of services provided by the City. **TRENDS:** The most significant improvements in ratings over the 2008 results were in the overall quality of services provided by the City (78% in 2010 vs. 70% in 2008), how well the City is managing growth (43% in 2010 vs. 37% in 2008), and the value received for City tax dollars and fees (52% in 2010 vs. 46% in 2008).
- **Public Safety.** Residents were generally satisfied with the quality of public safety services provided by the City. The public safety services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of local police protection (84%), police response time to emergencies (78%), and the visibility of police in their neighborhoods (74%). **TRENDS:** The most significant improvements in ratings over the 2008 results were in the visibility of police in neighborhoods (74% in 2010 vs. 66% in 2008).
- **Feelings of Safety in Raymore.** Residents generally feel safe in the City. The areas with the highest feelings of safety, based upon the combined percentage of “very safe” and “safe” responses among residents *who had an opinion*, were: walking alone in their neighborhood during the day (99%), walking alone in their neighborhood in general (97%), and walking alone in business areas during the day (97%). The circumstances where residents felt less safe were walking alone in business areas after dark (77%) and walking alone in their neighborhoods after dark (83%).
- **Maintenance/Public Works.** Residents were generally satisfied with the quality of maintenance services provided by the City. The maintenance services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: maintenance of City buildings (84%) and the maintenance of major City streets (79%). Residents were least satisfied with snow removal on neighborhood streets (56%). **TRENDS:** The most significant ratings increases were seen in the maintenance of major City streets (79% in 2010 vs. 62% in 2008), the condition of City sidewalks (66% in 2010 vs. 54% in 2008), and the availability of City sidewalks (60% in 2010 vs. 41% in 2008).
- **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 (73%), the number of outdoor athletic fields (69%) and how close neighborhood parks are to homes (67%). Residents were least satisfied with the number of indoor recreation spaces (26%). **TRENDS:** The most significant ratings increases were seen in the maintenance of City parks (83%

in 2010 vs. 77% in 2008), the number of walking and biking trails (66% in 2010 vs. 55% in 2008), the quality of outdoor athletic fields (73% in 2010 vs. 67% in 2008), and the number of outdoor athletic fields (69% in 2010 vs. 63% in 2008).

- **Parks and Recreation Services and Facilities.** A separate question was asked about services and facilities in the Parks and Recreation area. The ratings of these issues, based upon the combined percentage of “excellent” and “good” responses among residents *who had an opinion*, were the safety of park and recreation facilities (87%), the appearance of parks and recreation facilities (87%), the satisfaction with parks and recreation in Raymore (79%), and the range of activities at parks and recreation facilities (74%).
- **City Communication.** The City communication services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of information about City programs (63%), the content of the City’s newsletter (61%), the City’s efforts to keep you informed (61%) and the quality of the City’s web page (59%). Residents were least satisfied with the quality of programming on the City’s cable TV channel (43%). **TRENDS:** The most significant ratings increase was seen in how open the City is to public involvement (45% in 2010 vs. 52% in 2008).
- **Sewer and Water Utilities and Stormwater Management.** The highest level of satisfaction with the sewer and water utilities and stormwater management, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, was the water pressure in homes (80%), and the clarity and taste of water (76%). Residents were least satisfied with what they were charged for water and sewer utilities (35%).
- **Codes and Ordinances.** The highest level of satisfaction with the enforcement of City codes and ordinances, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, was the enforcing the maintenance of business properties (61%) and enforcing codes designed to protect public safety (60%). Residents were least satisfied with enforcement of the maintenance of residential property (49%).
- **Transportation Issues.** Resident satisfaction with transportation in the areas asked improved significantly in four areas. Residents were asked to indicate their level of satisfaction with various transportation issues in the City. The highest level of satisfaction with transportation, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, was the ease of north/south travel (65%), and the ease of travel from home to work (54%). **TRENDS:** The most significant ratings increases were seen in the ease of north/south travel (65% in 2010 vs. 45% in 2008), the ease of travel from home to work (54% in 2010 vs. 36% in 2008), the availability of pedestrian walkways (52% in 2010 vs. 34% in 2008) and the ease of east/west travel (49% in 2010 vs. 36% in 2008).

- **Trash Services.** Resident satisfaction with trash service improved dramatically in most areas addressed. The highest levels of satisfaction were with the City’s residential trash collection services (92%), and curbside recycling services (89%).

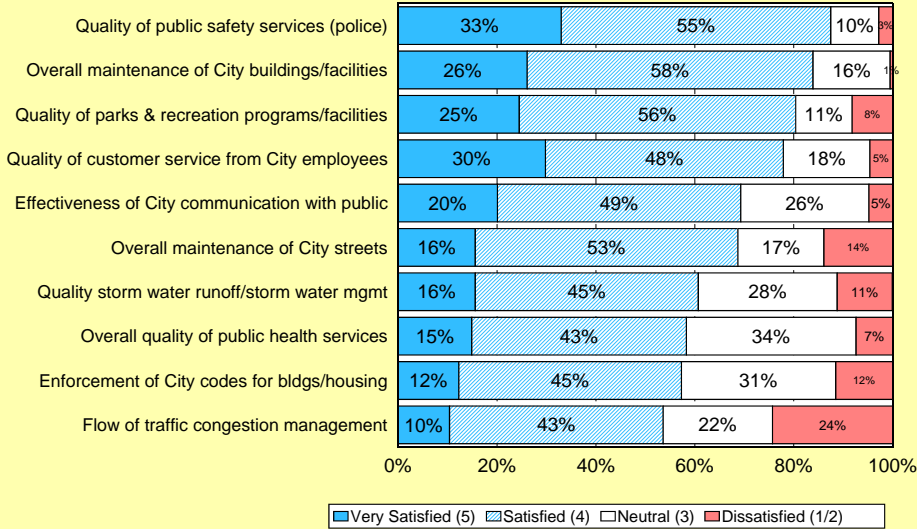
Other Findings

- Residents were asked if they would like for the City to construct an activity center for indoor sports, active adult activities, therapeutic activities and private events, and 71% responded “yes”. Of those, 72% preferred for the funding to come from a no tax bond issue.

Section 1:
Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

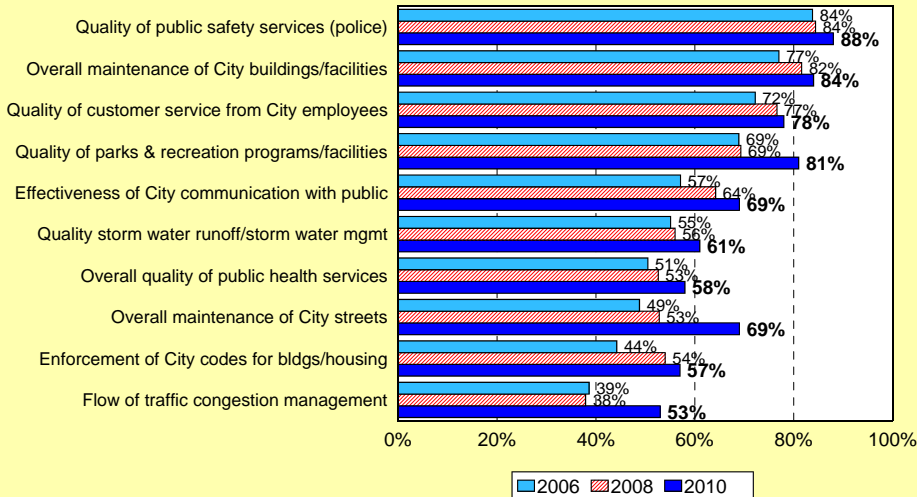
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q1. Overall Satisfaction With City Services by Major Category - TRENDS 2010-2008-2006

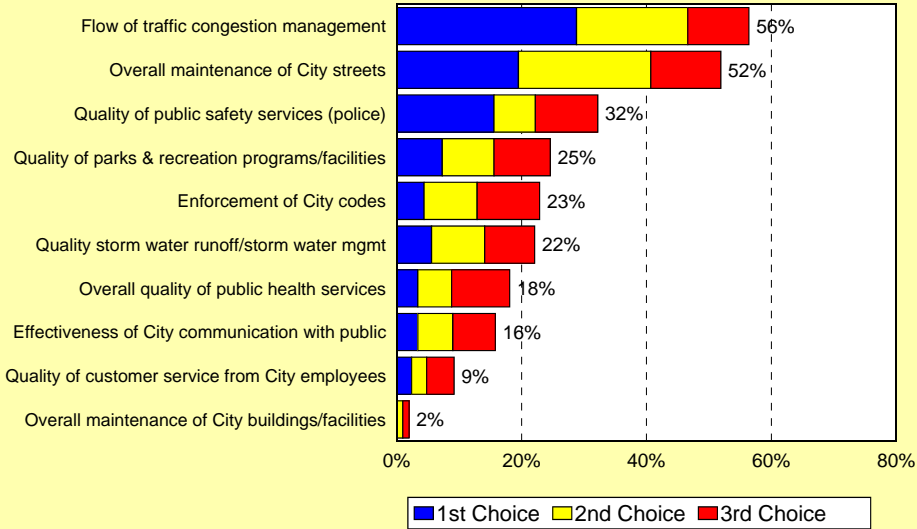
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

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

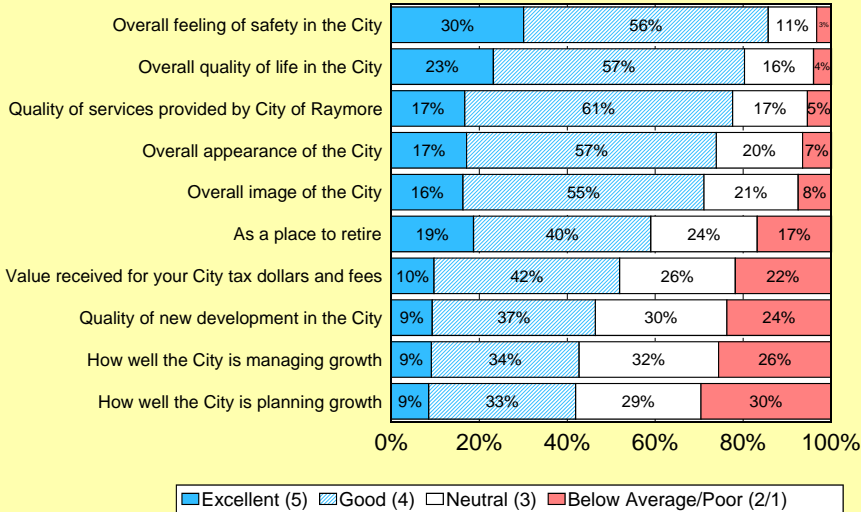
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q3. Satisfaction with Various Perceptions of Raymore

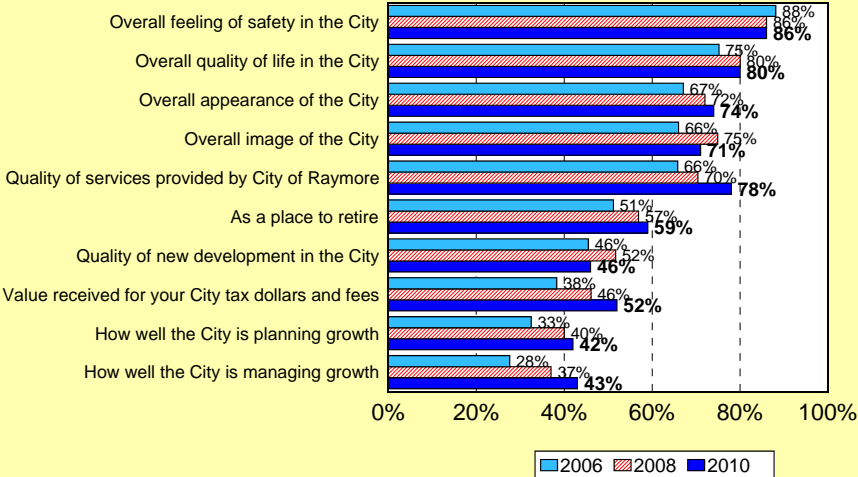
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q3. Satisfaction with Various Perceptions of Raymore - TRENDS 2010-2008-2006

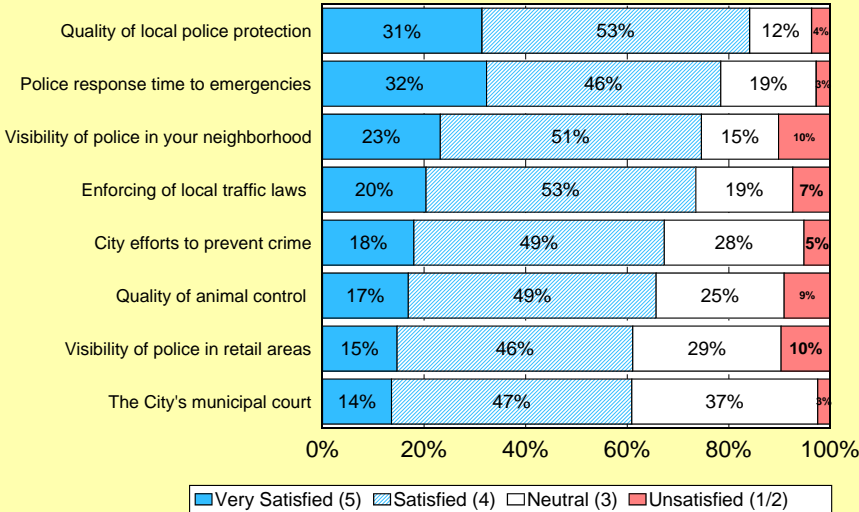
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q4. Satisfaction with Various Aspects of Public Safety in Raymore

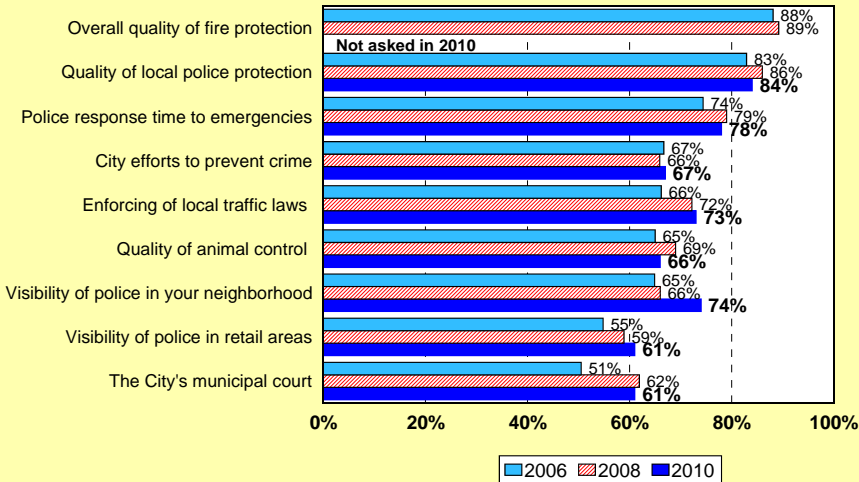
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q4. Satisfaction with Various Aspects of Public Safety in Raymore - TRENDS 2010-2008-2006

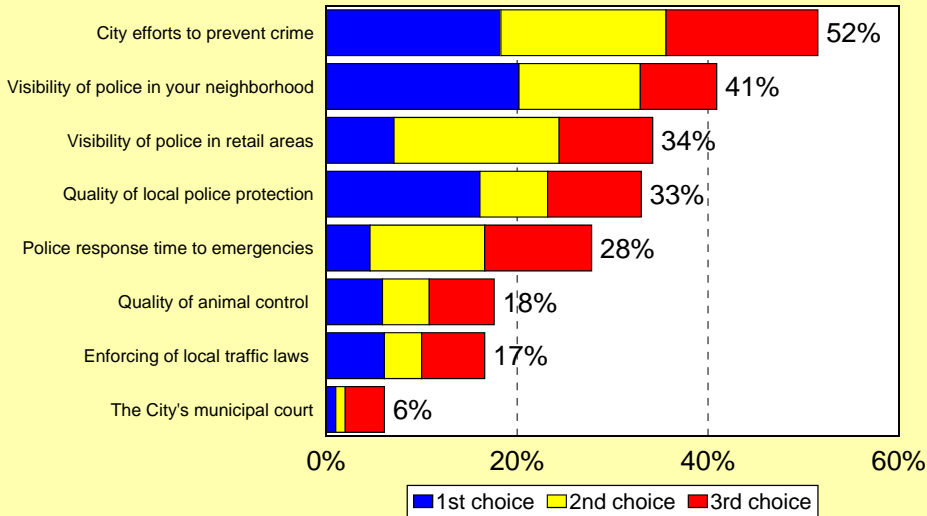
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

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

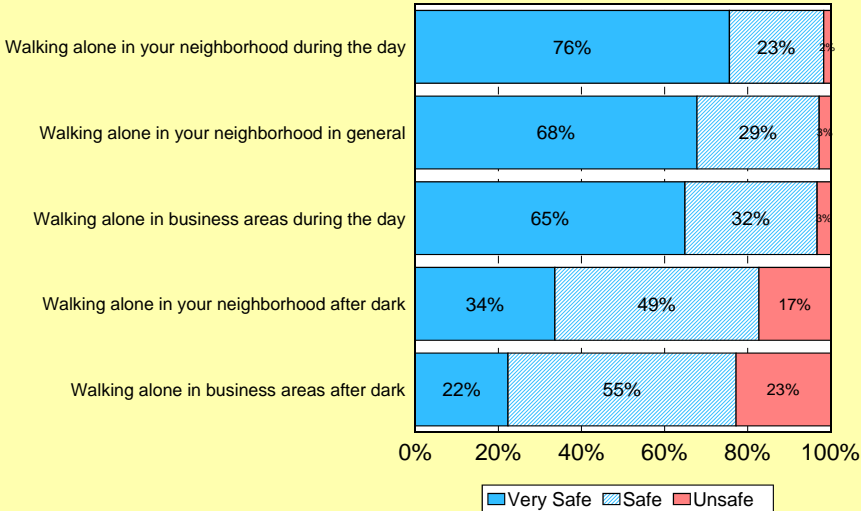
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2010 - 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)

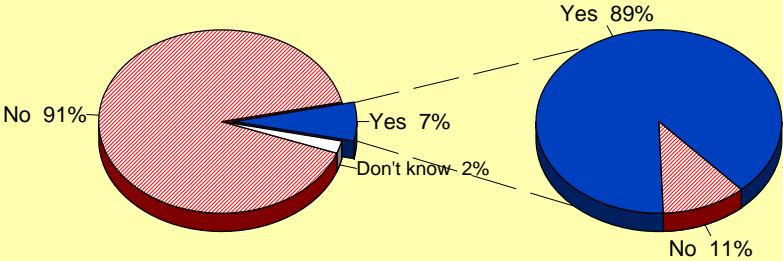


Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

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

by percentage of respondents

Q7a. If "yes" did you report all of these crimes to the police?

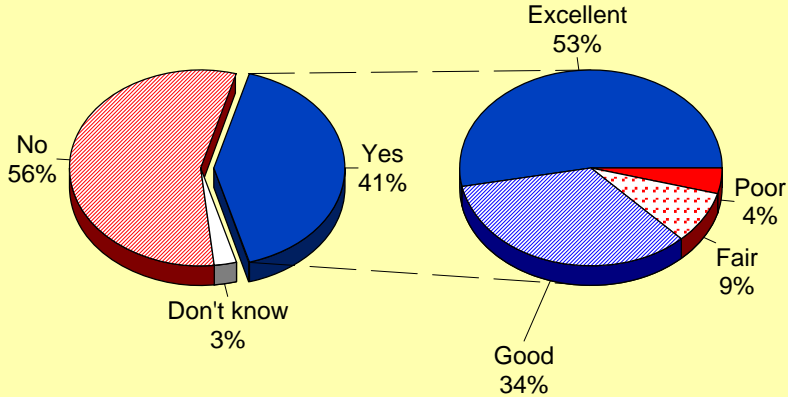


Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q8. During the past twelve months have you had ANY contact with the police department?

by percentage of respondents

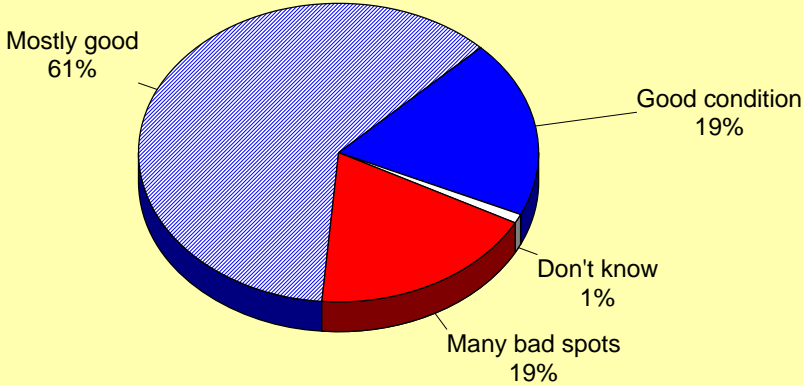
Q8a. If "yes" how would you rate the contact?



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q9. How would you rate the road conditions in Raymore?

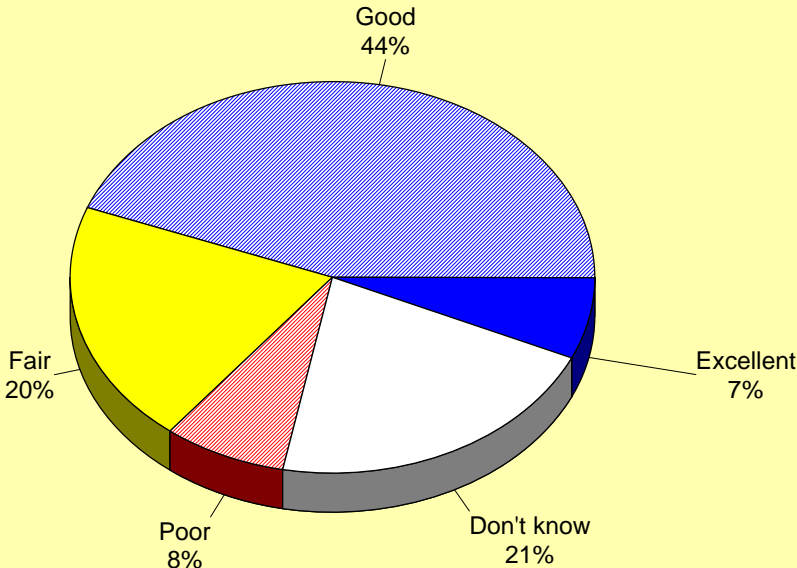
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q10. How would you rate street sweeping in Raymore?

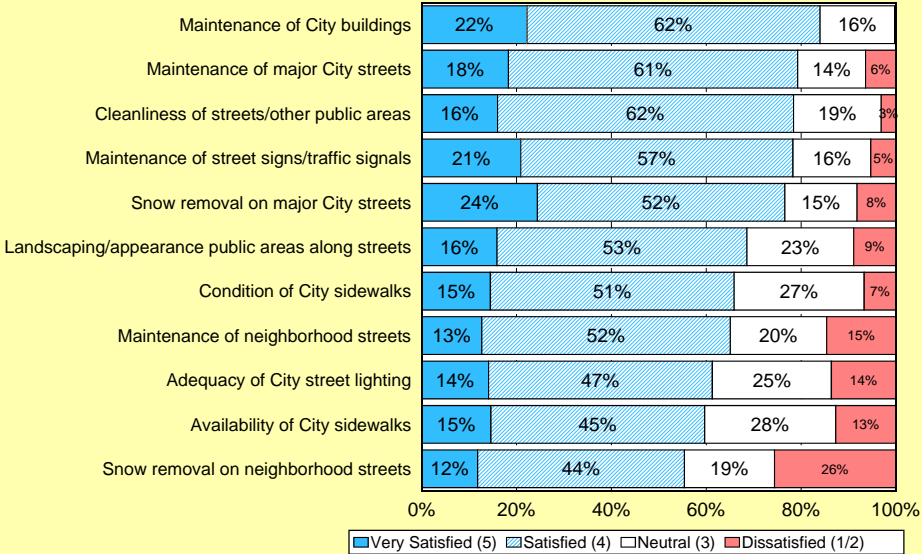
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q11. Satisfaction with Various Aspects of Maintenance/Public Works

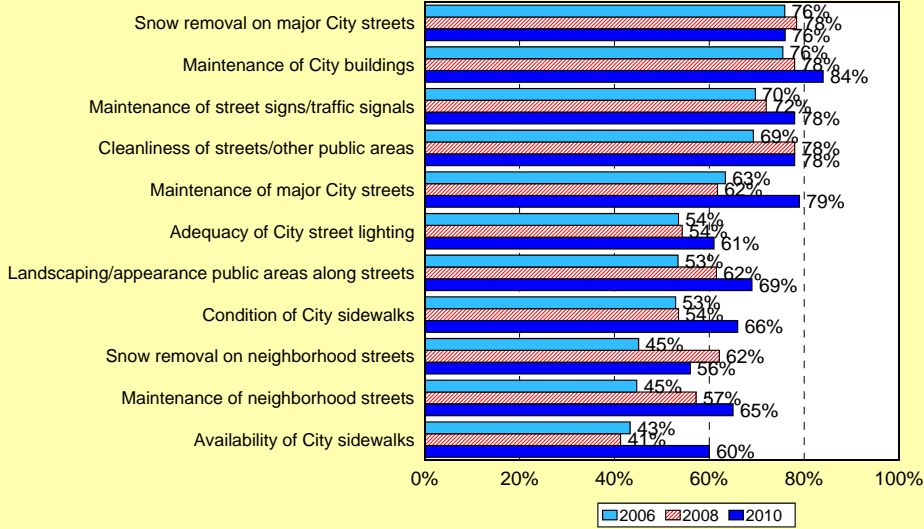
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q11. Satisfaction with Various Aspects of Maintenance/Public Works - TRENDS 2010-2008-2006

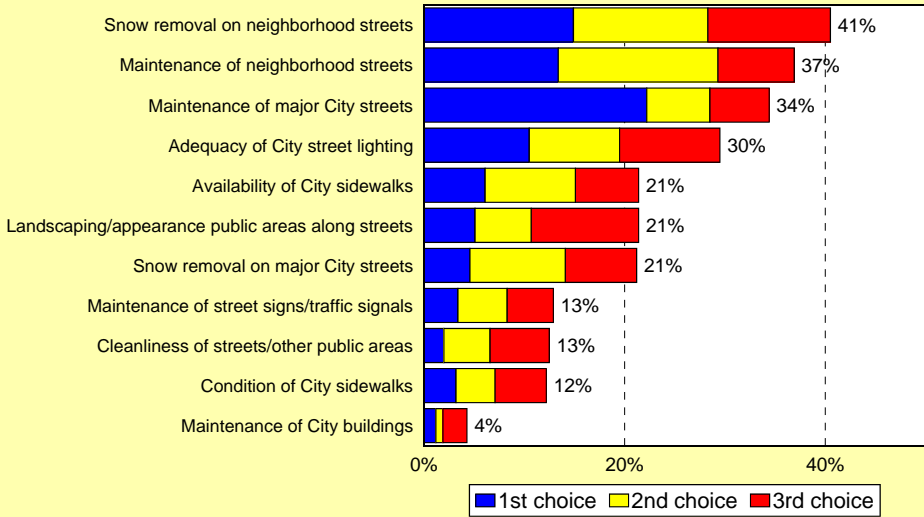
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q12. Maintenance/Public Works Issues That Should Receive the Most Emphasis Over the Next Two Years

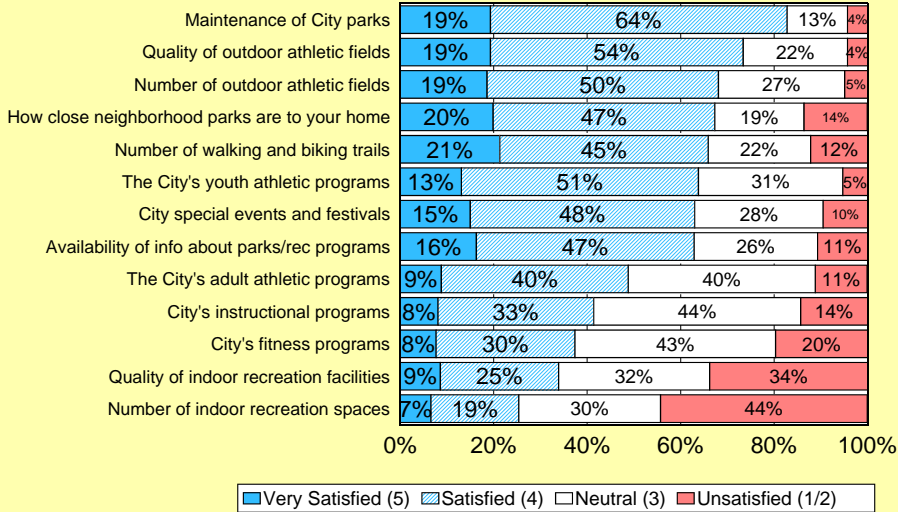
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q13. Satisfaction with Parks and Recreation

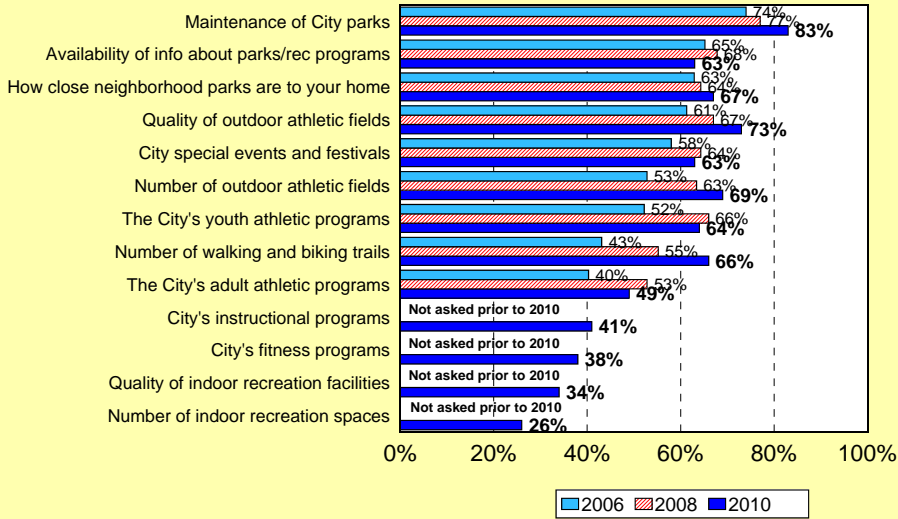
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q13. Satisfaction with Parks and Recreation - TRENDS 2010-2008-2006

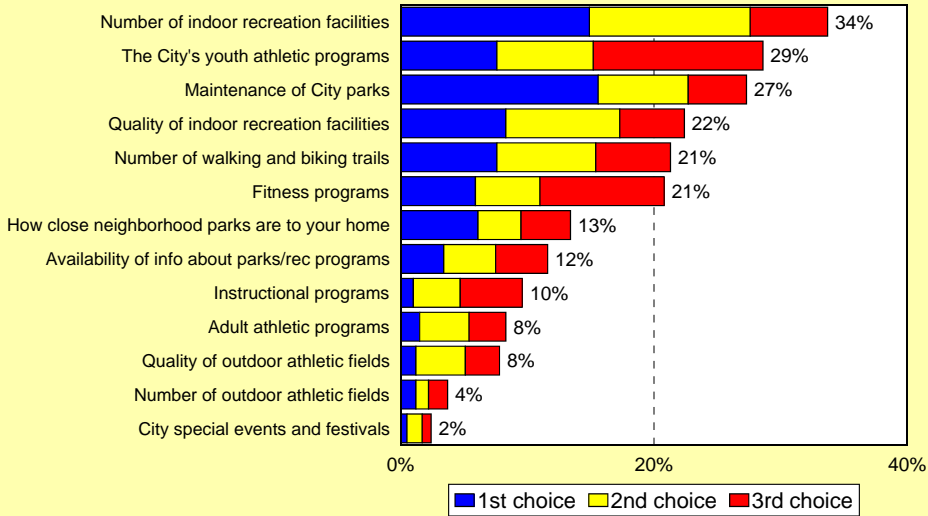
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q14. Parks and Recreation Issues That Should Receive the Most Emphasis Over the Next Two Years

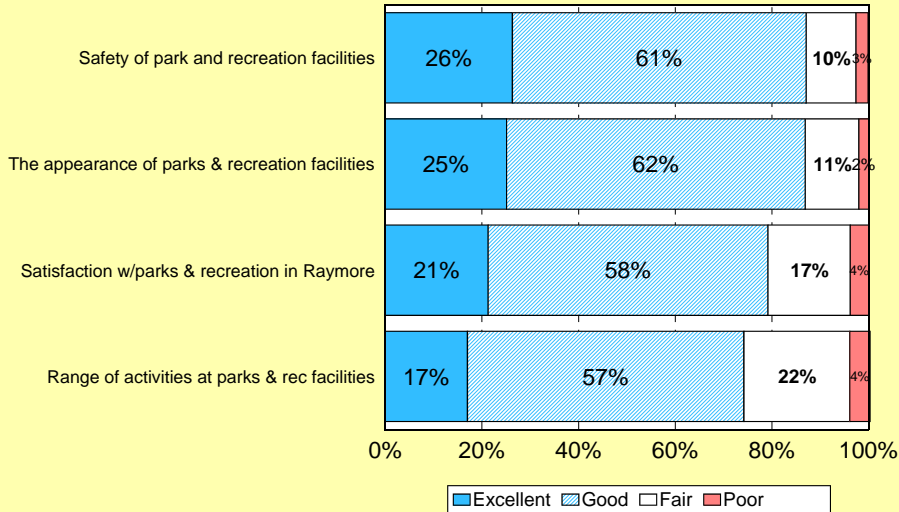
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q15. Satisfaction with Parks and Recreation Services and Facilities

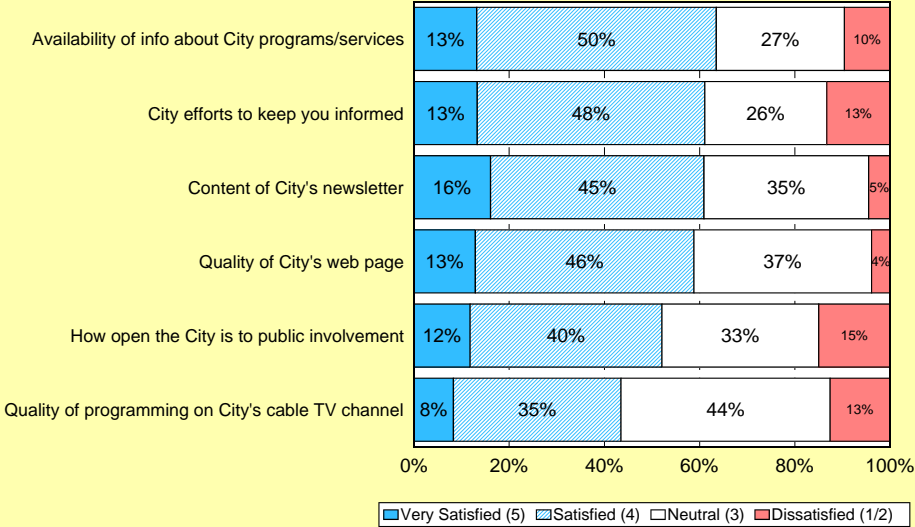
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q16. Satisfaction with Various Aspects of City Communication

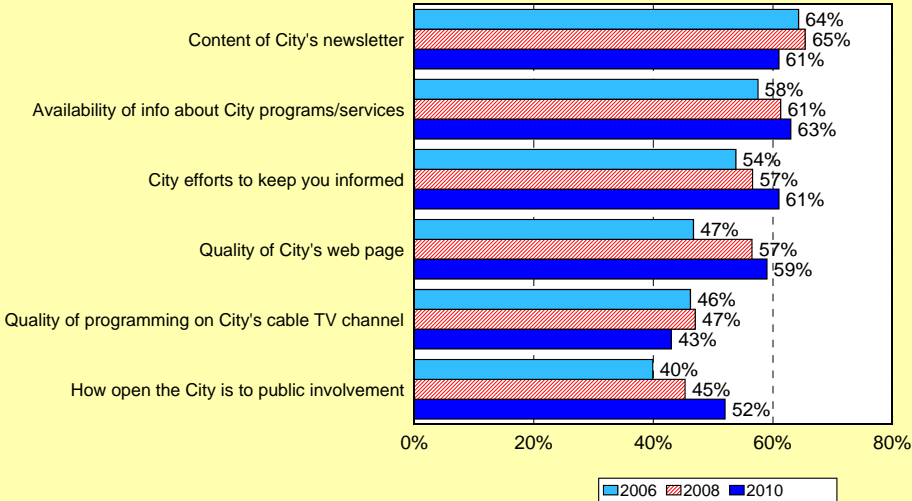
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q16. Satisfaction with Various Aspects of City Communication - TRENDS 2010-2008-2006

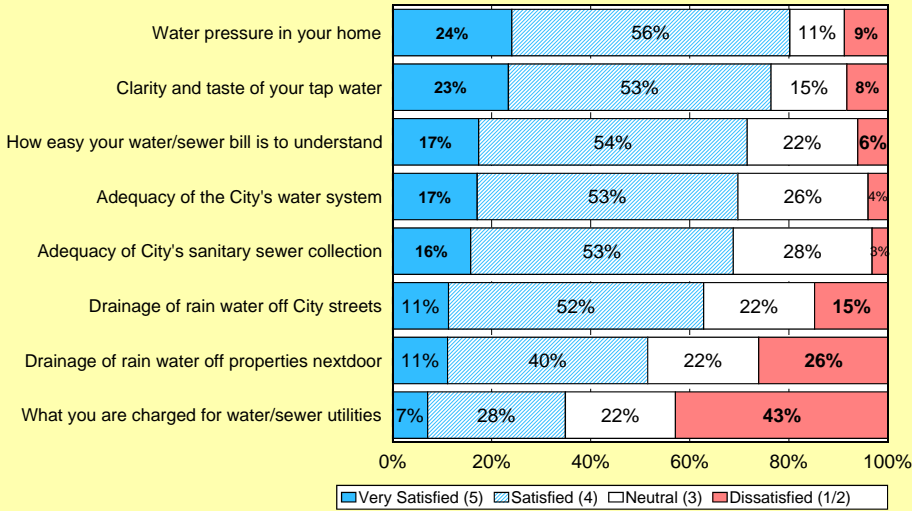
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q17. 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)

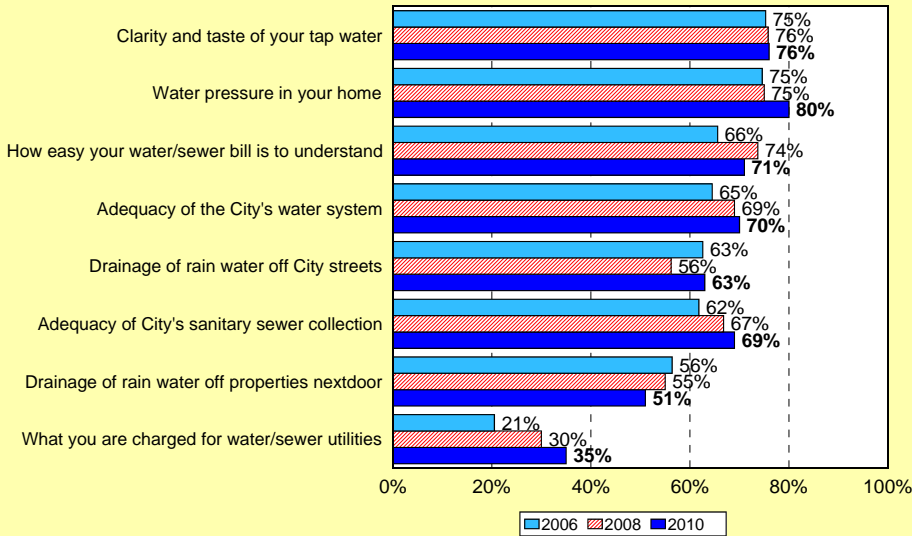


Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

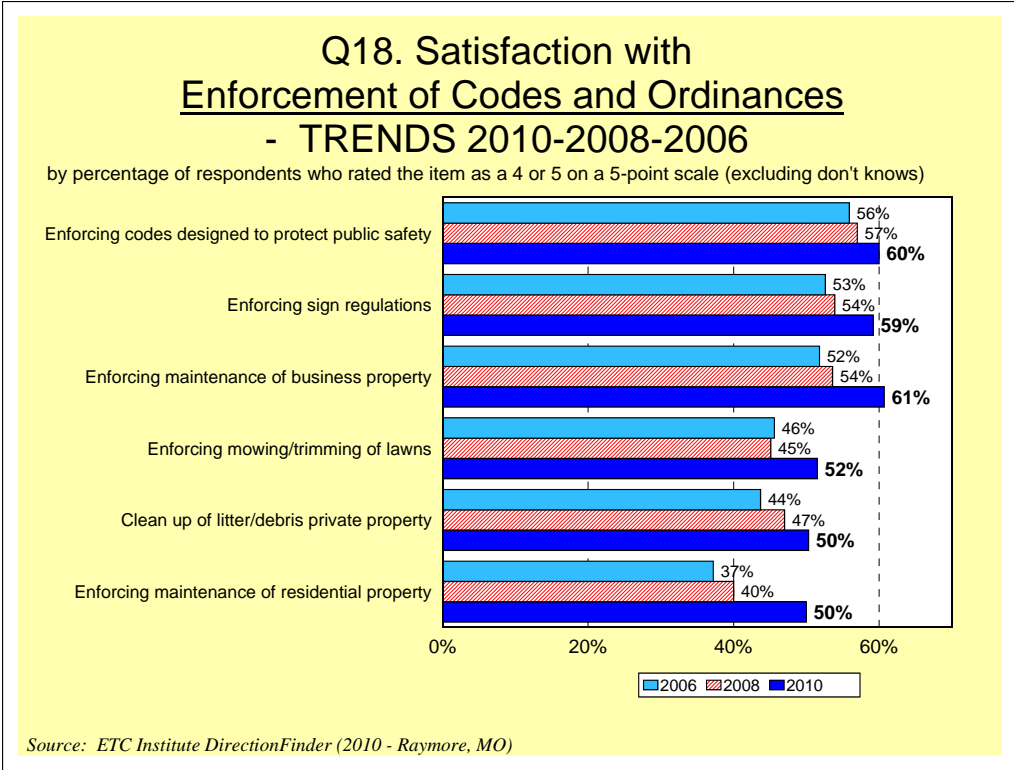
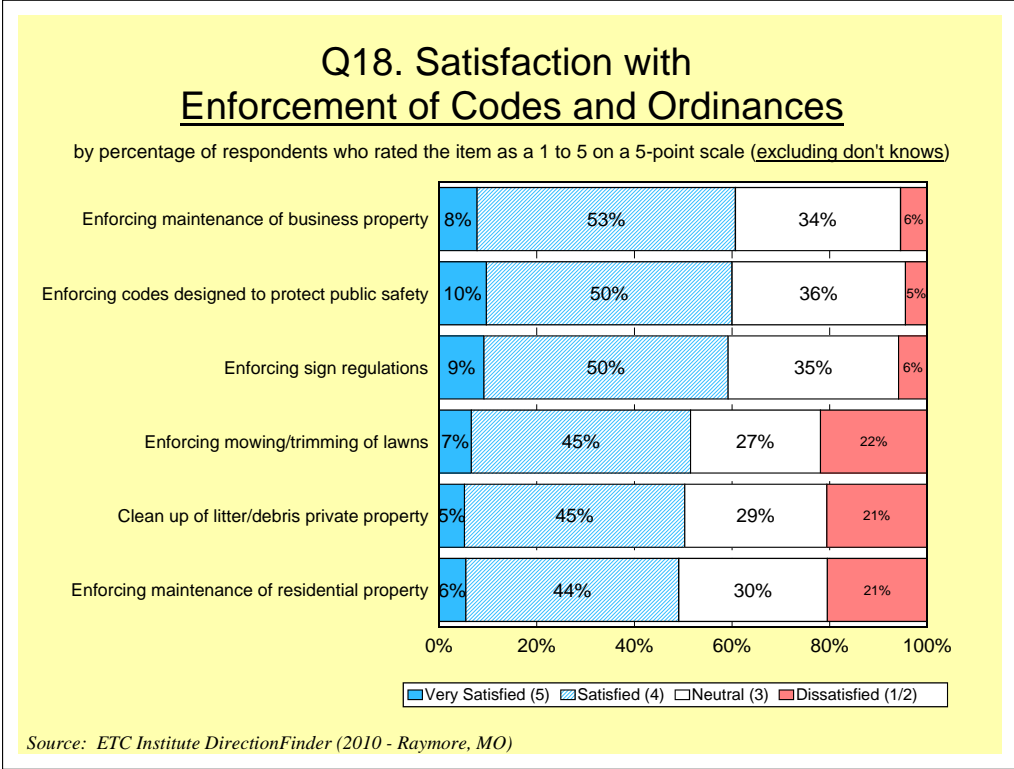
Q17. Satisfaction with Various Aspects of Sewer/Water Utilities and Stormwater Management:

TRENDS 2010-2008-2006

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

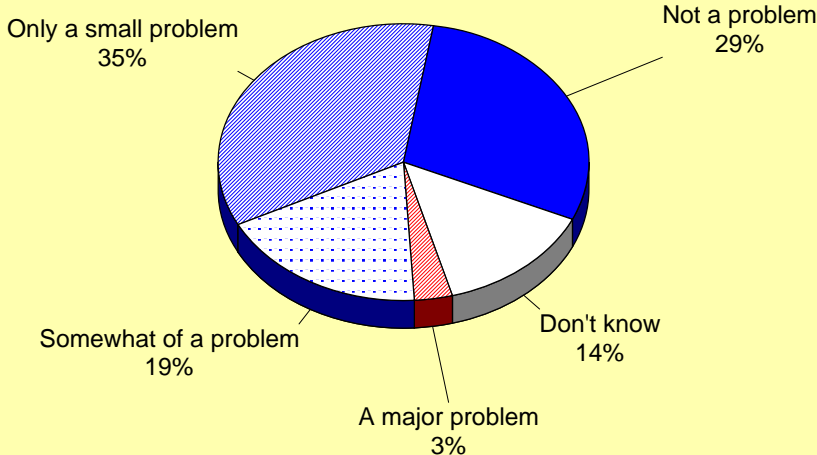


Source: ETC Institute DirectionFinder (2010 - Raymore, MO)



Q19. Are weed lots, abandoned vehicles, graffiti, and dilapidated buildings a problem in Raymore?

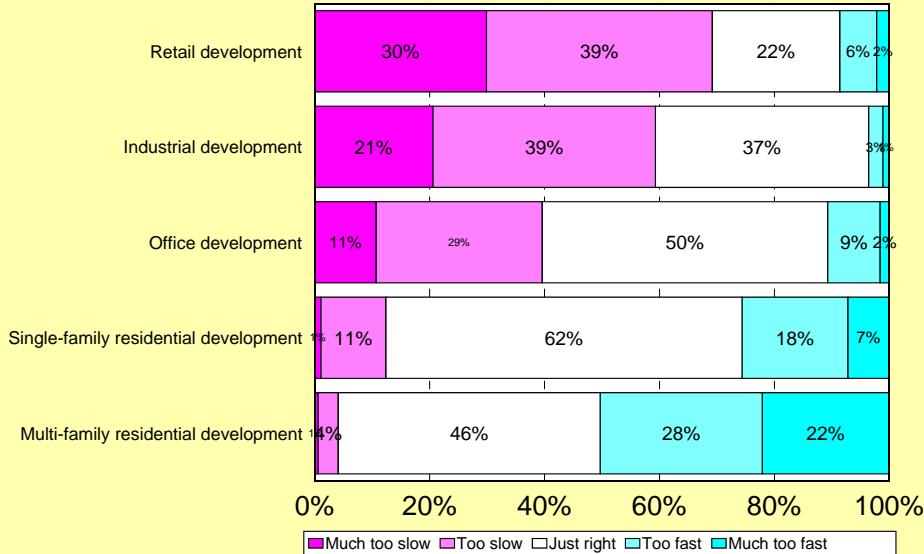
by percentage of respondents



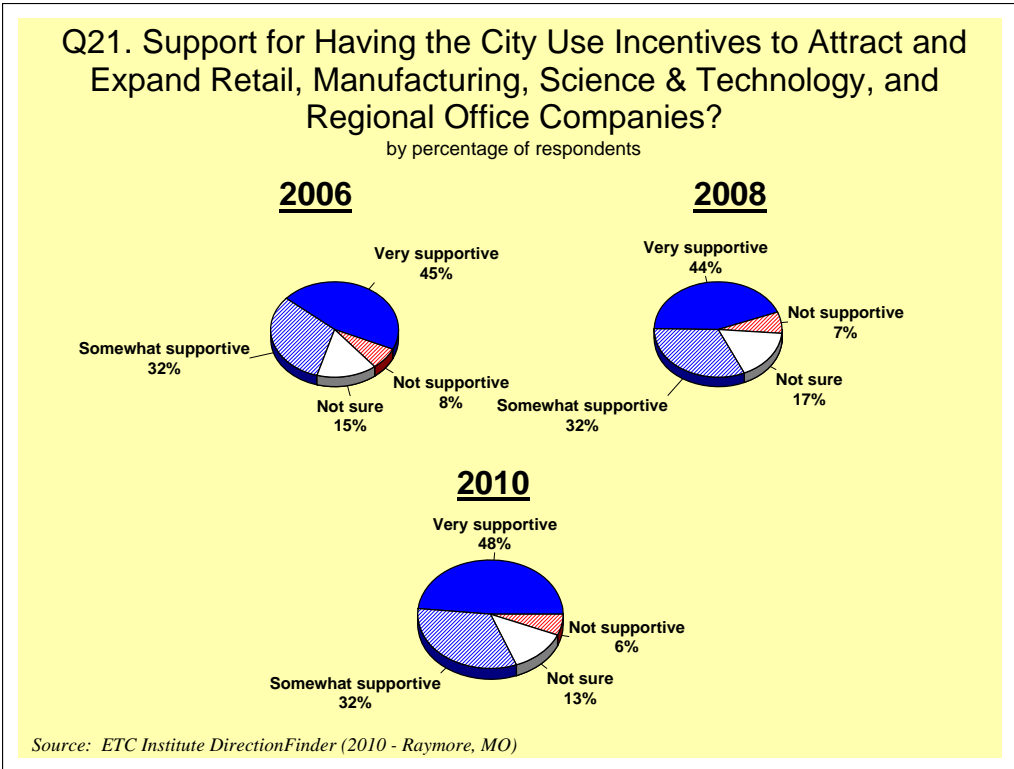
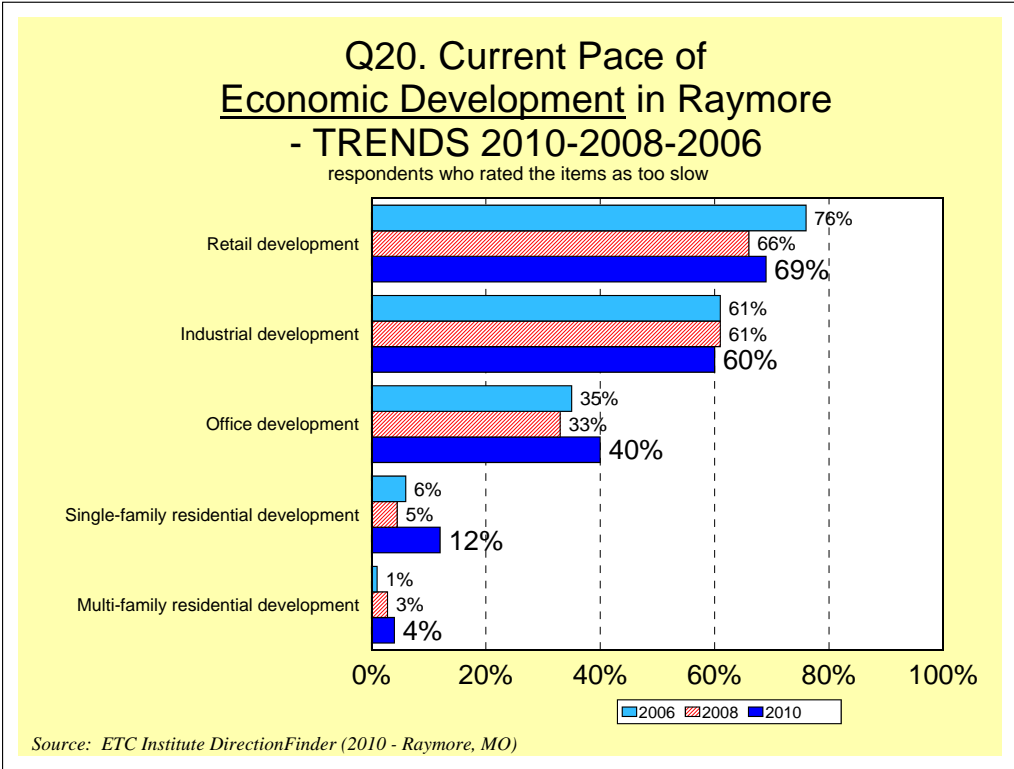
Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

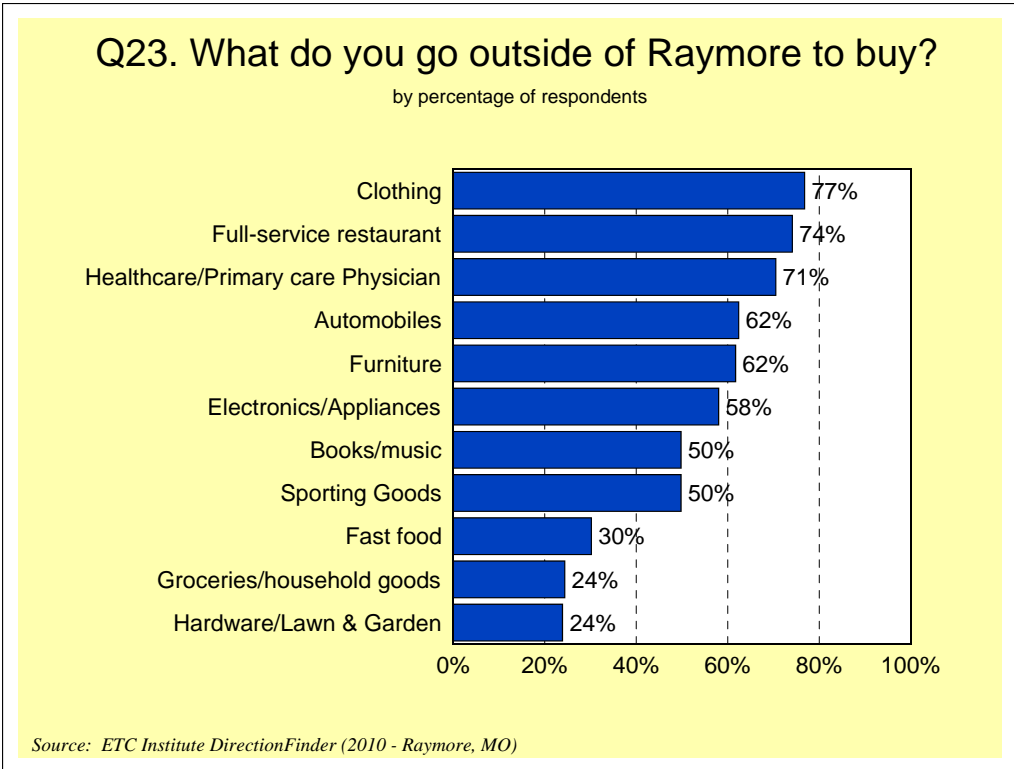
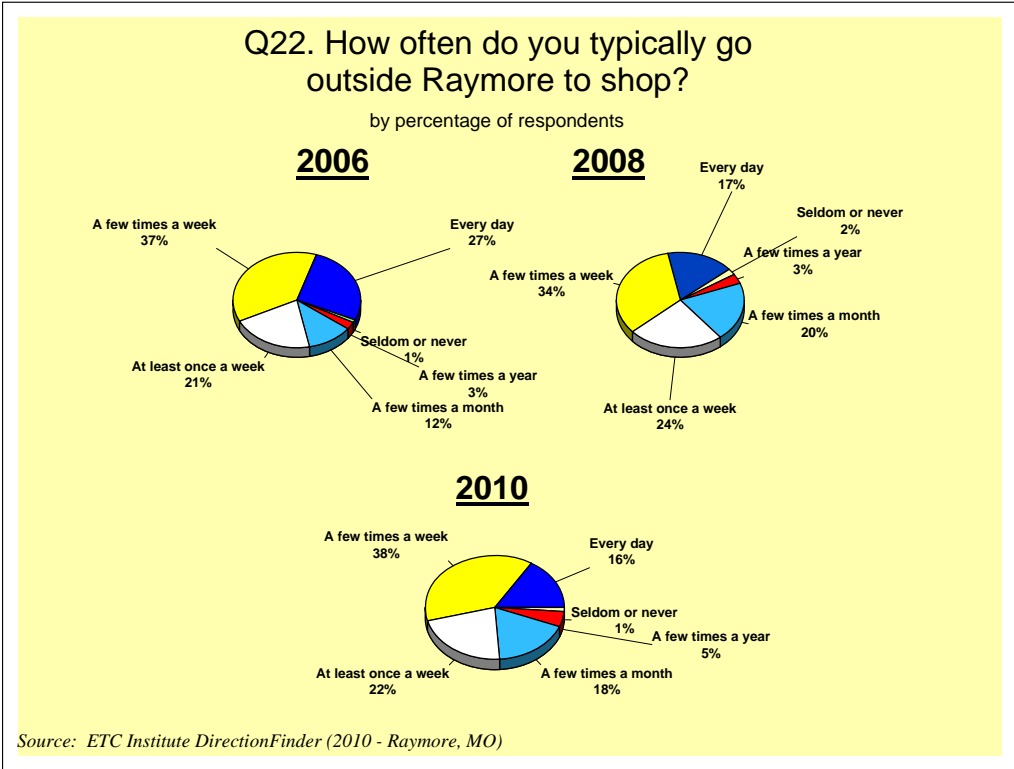
Q20. Current Pace of Economic Development in Raymore

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



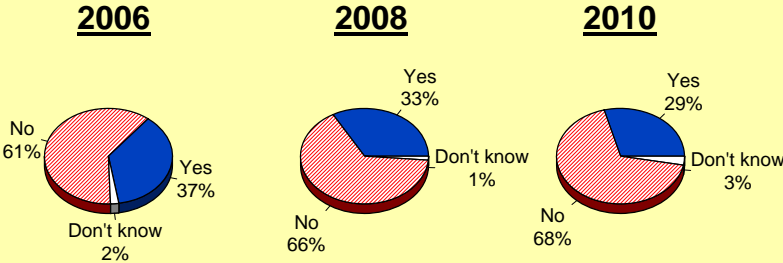
Source: ETC Institute DirectionFinder (2010 - Raymore, MO)





Q24. Have you contacted the City with a question, problem or complaint during the past year?

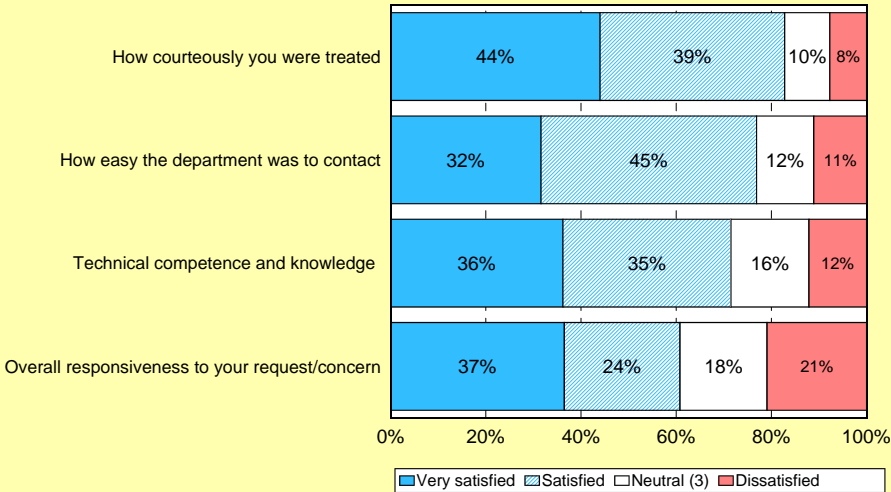
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q24b-e. Satisfaction with the Quality of Service Received from City Employees, by Those Who DID Contact the City

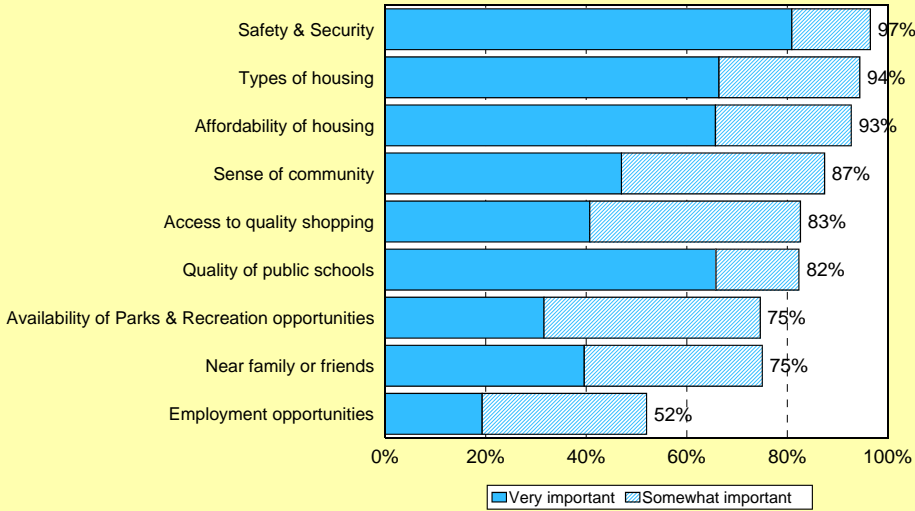
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q25. Importance of Various Issues to Your Decision to Live in Raymore

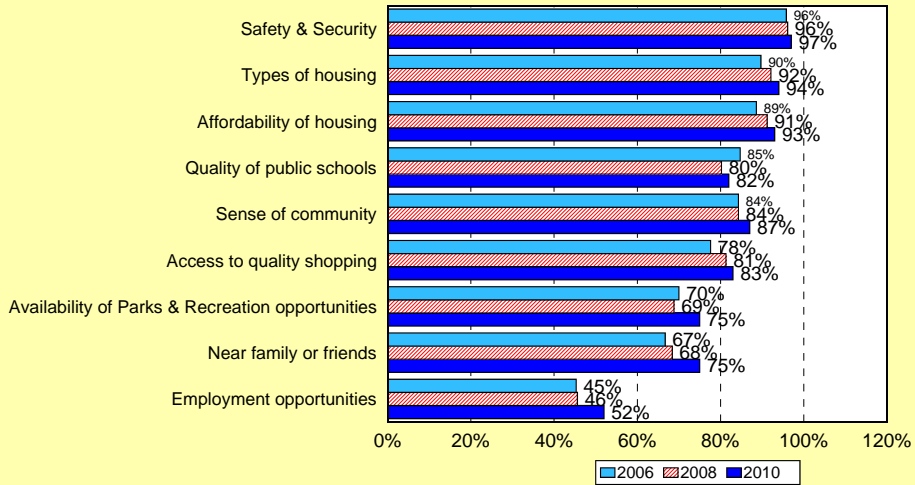
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



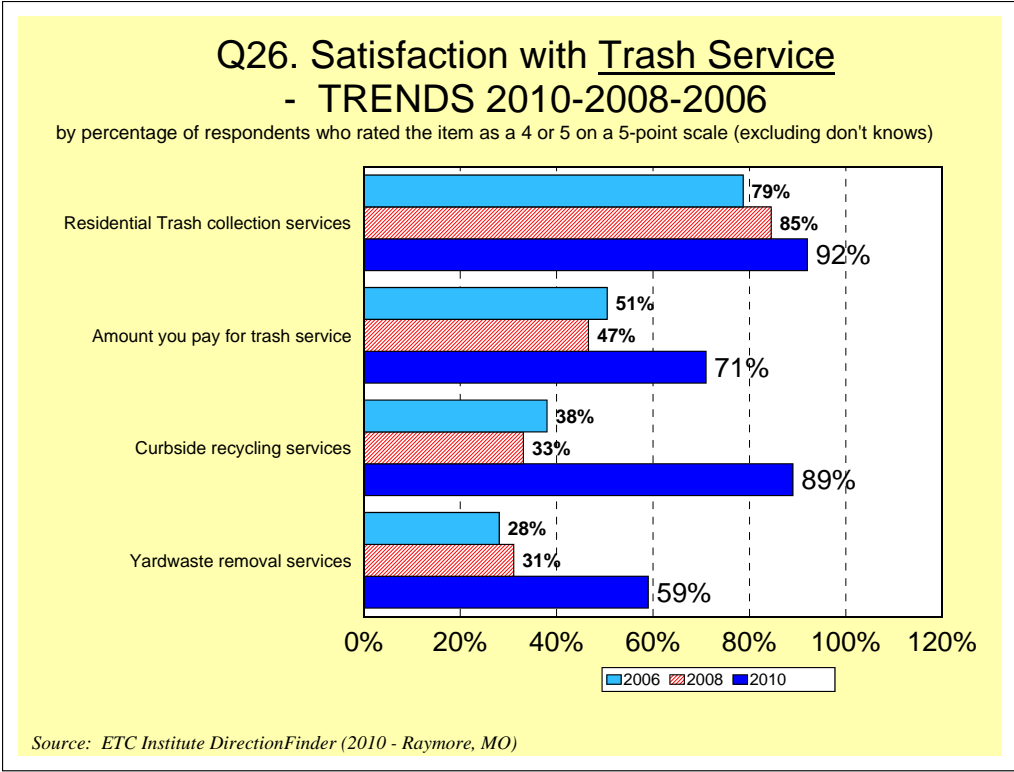
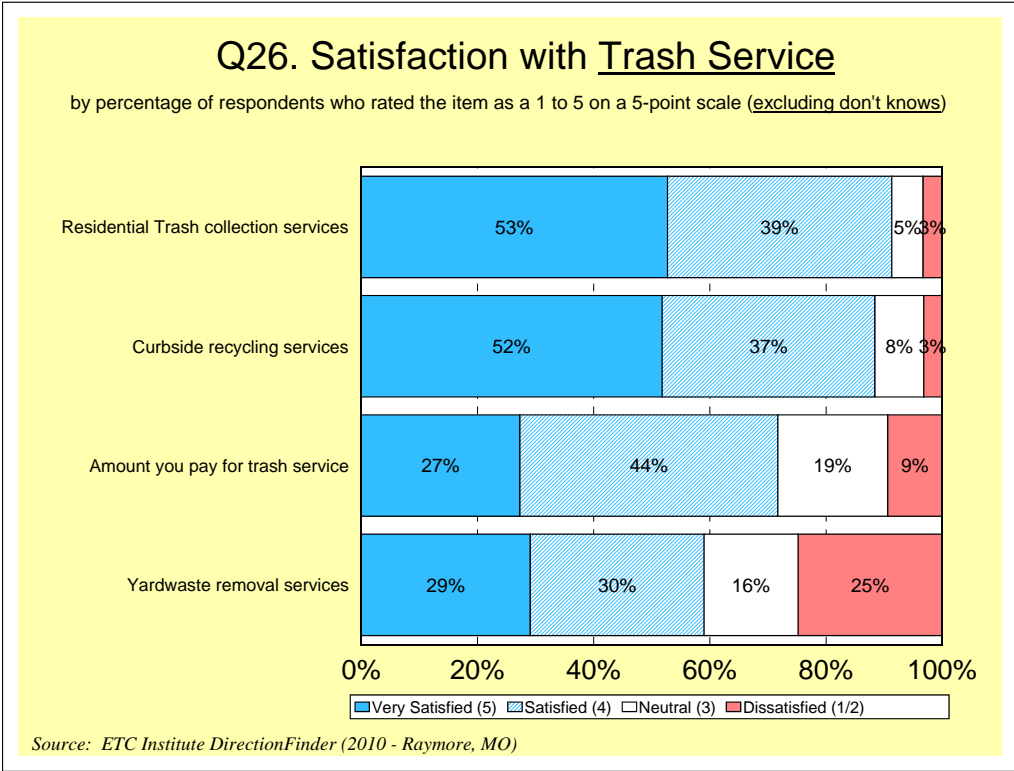
Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

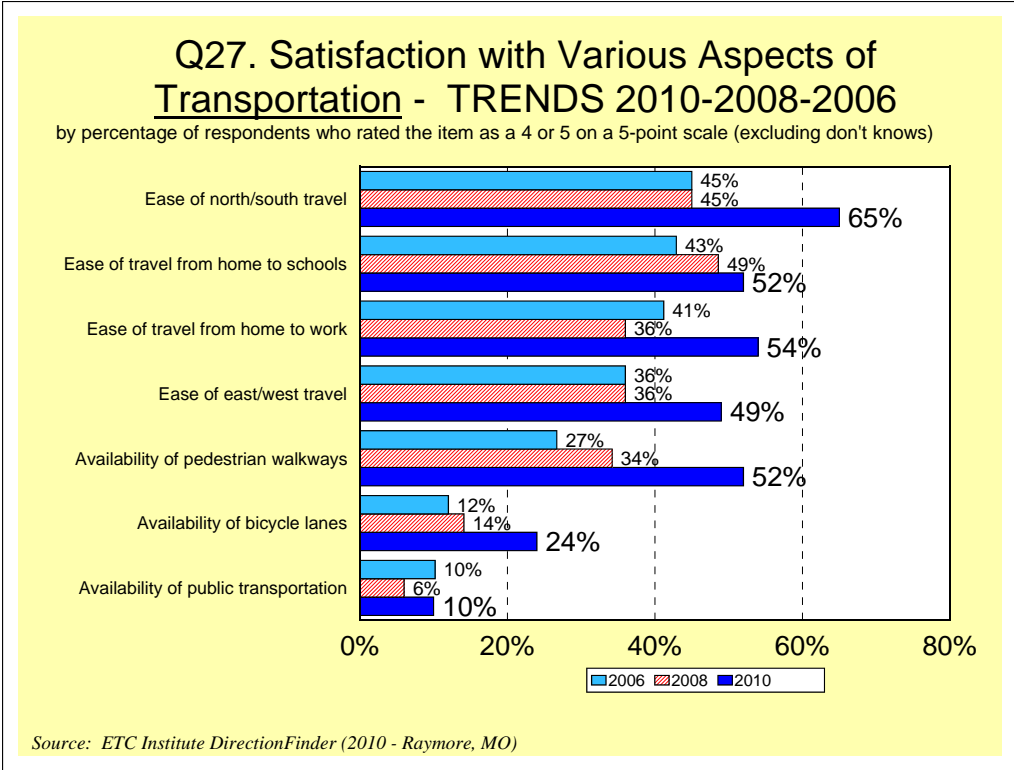
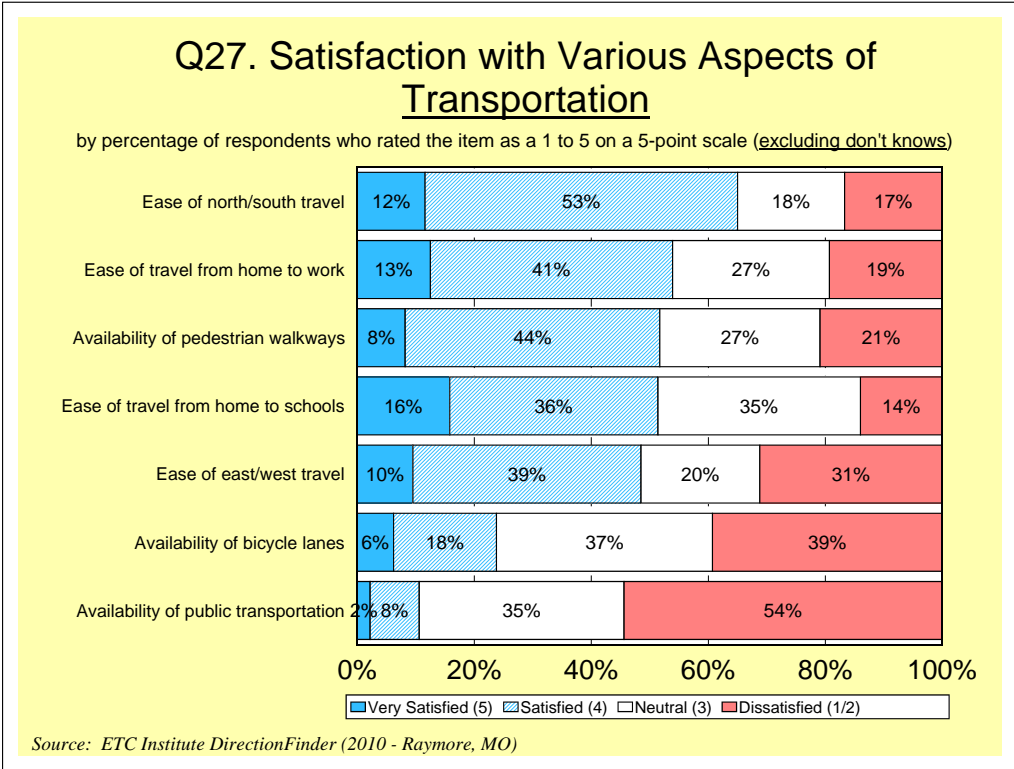
Q25. Importance of Various Issues to Your Decision to Live in Raymore - TRENDS 2010-2008-2006

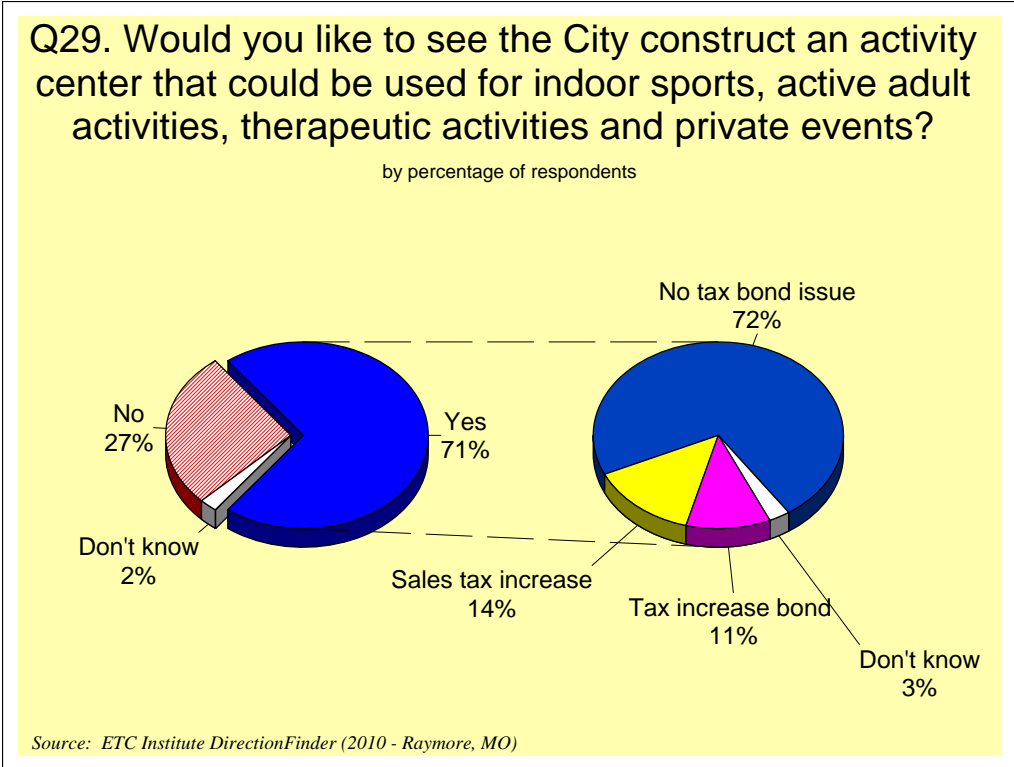
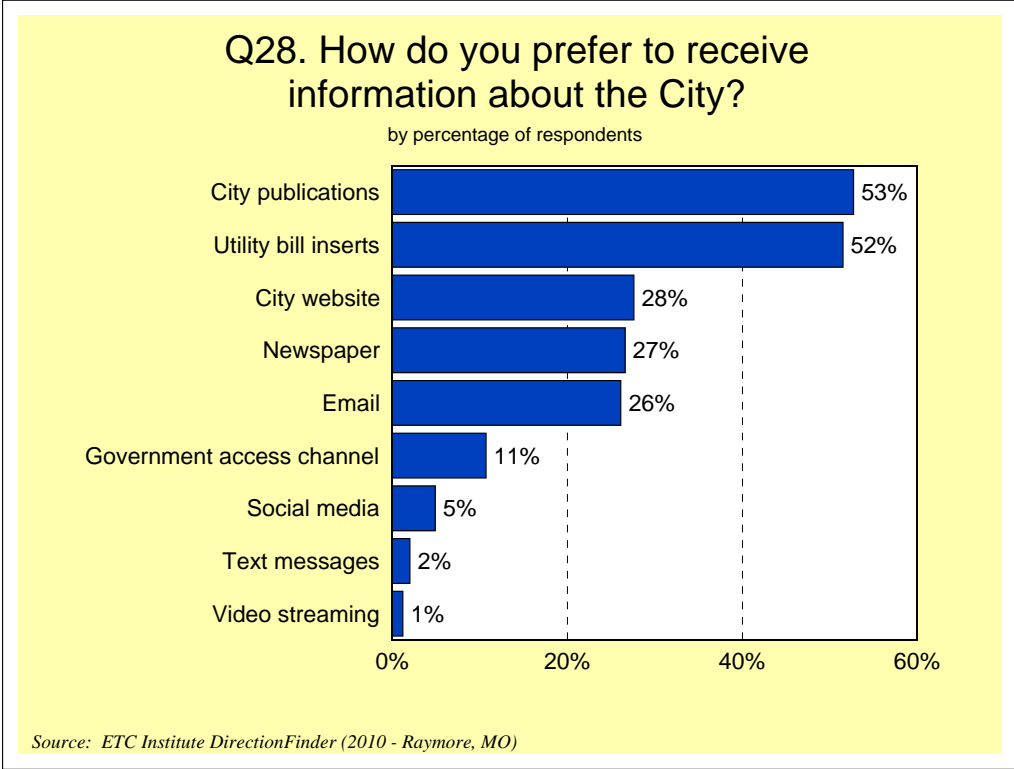
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

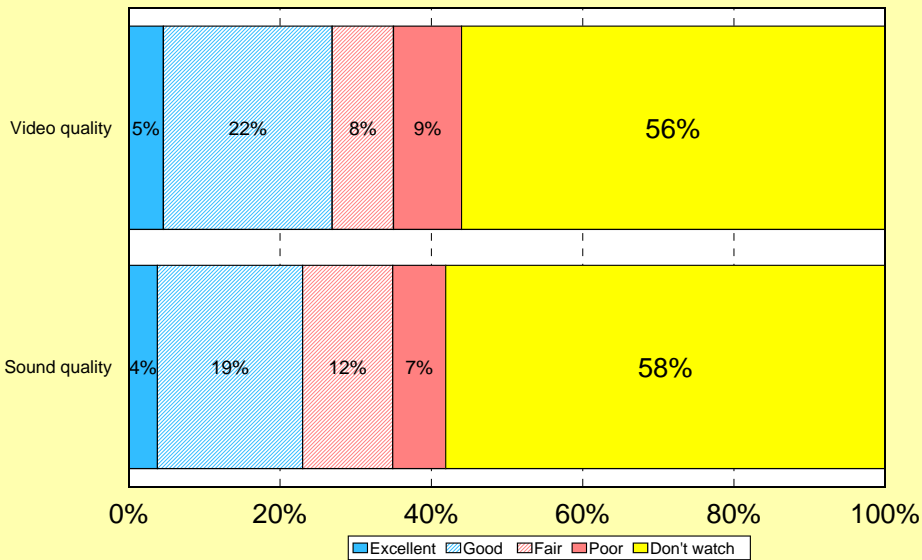






Q30. How would you rate City Council Meetings.

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 (2010 - Raymore, MO)

Q31. Demographics: How Many Years Have You Lived in the City of Raymore?

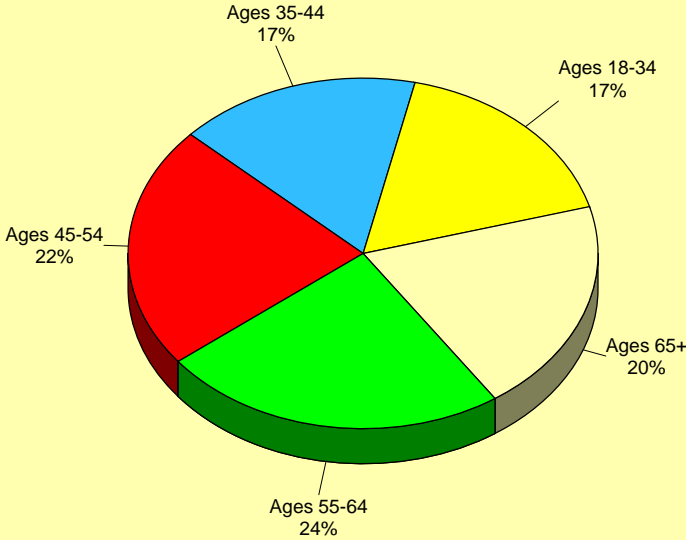
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q32. Demographics: Age of Respondent

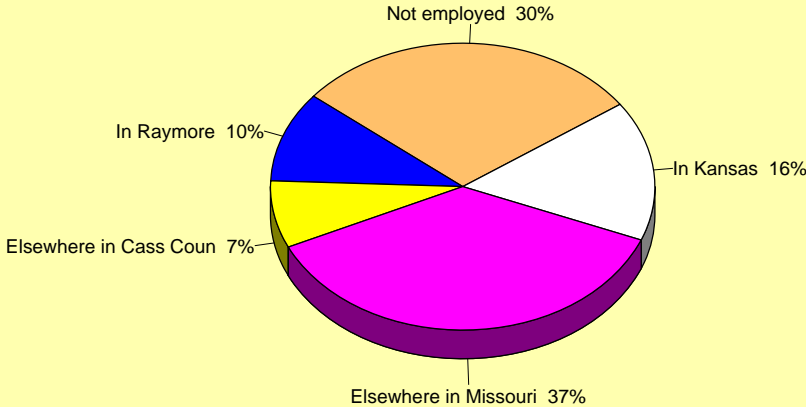
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q33. Current Place of Employment

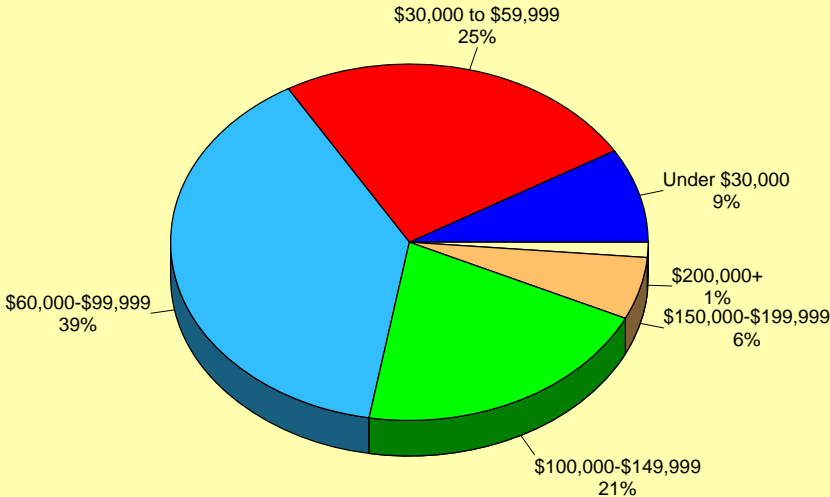
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q34. Demographics: Household Income

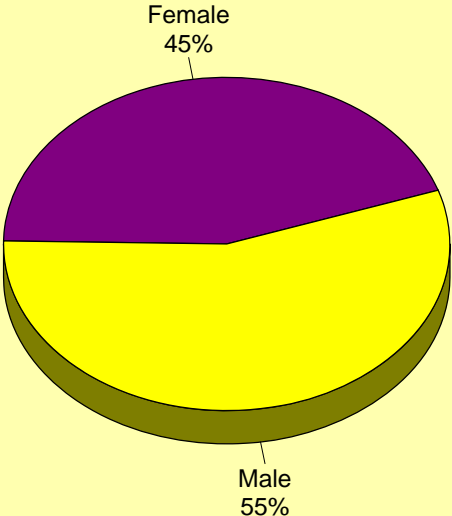
by percentage of respondent household



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Q35. Demographics: Respondents Gender

by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Raymore, MO)

Section 2:
Benchmarking Data

Benchmarking Summary Report

2010 Raymore Community Survey

Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders 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 three sources: (1) a national survey that was administered by ETC Institute in the Spring of 2010 to a random sample of more than 4,300 residents in the continental United States, (2) a regional survey that was administered in the metropolitan Kansas City area during November 2010 and (3) surveys that have been administered by ETC Institute in 39 communities in Kansas and Missouri between January 2007 and November 2010. Some of the Kansas and Missouri communities represented in this report include:

- Ballwin, Missouri
- Blue Springs, Missouri
- Bonner Springs, Kansas
- Butler, Missouri
- Columbia, Missouri
- Excelsior Springs, Missouri
- Garden City, Kansas
- Gardner, Kansas
- Grandview, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lawrence, Kansas
- Leawood, Kansas
- Lee's Summit, Missouri
- Lenexa, Kansas
- Liberty, Missouri
- Merriam, Kansas
- Mission, Kansas
- O'Fallon, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Pleasant Hill, Missouri
- Raymore, Missouri
- Riverside, Missouri
- Roeland Park, Kansas
- Rolla, Missouri
- Shawnee, Kansas
- Spring Hill, Kansas
- Unified Government of Kansas City and Wyandotte County

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 survey that was administered by ETC Institute to a random sample of 4,300 U.S. residents and to the average for the metropolitan Kansas City area.

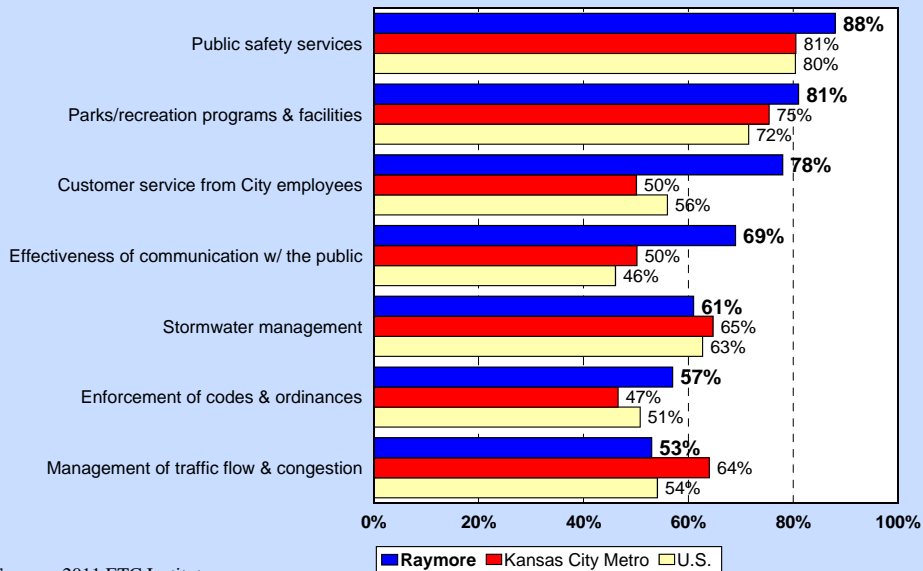
Kansas/Missouri Benchmarks. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in 39 Kansas City metro communities for more than 30 areas of service delivery. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the Kansas and Missouri communities. 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 states of Kansas and Missouri where the DirectionFinder® survey has been administered.

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Raymore is not authorized without written consent from ETC Institute.

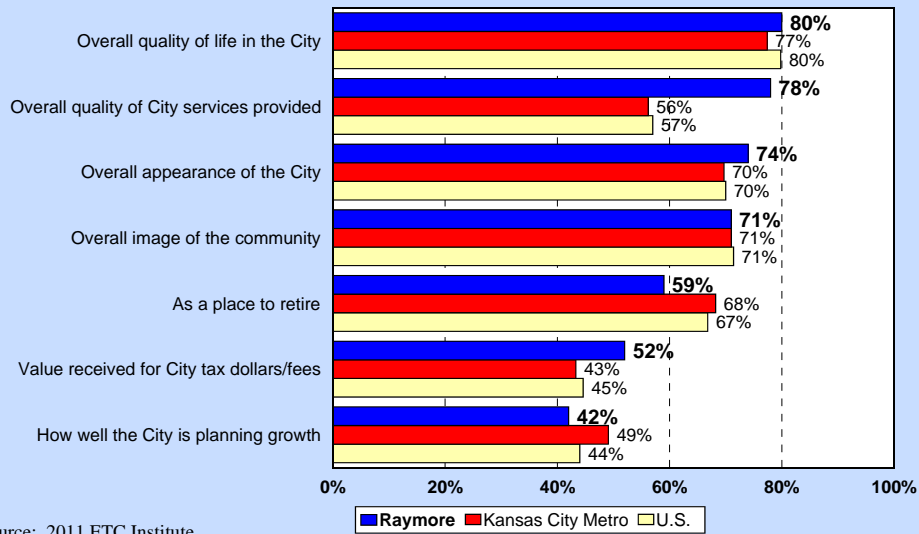
Overall Satisfaction with City Services Raymore vs. Kansas City Metro vs. the U.S.

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



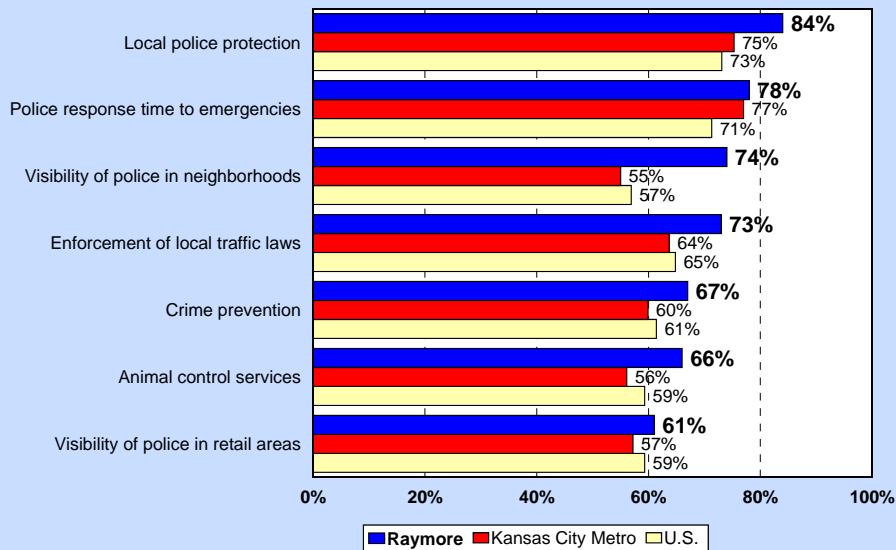
Satisfaction with Issues that Influence Perceptions of the City Raymore vs. Kansas City Metro vs. the U.S.

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



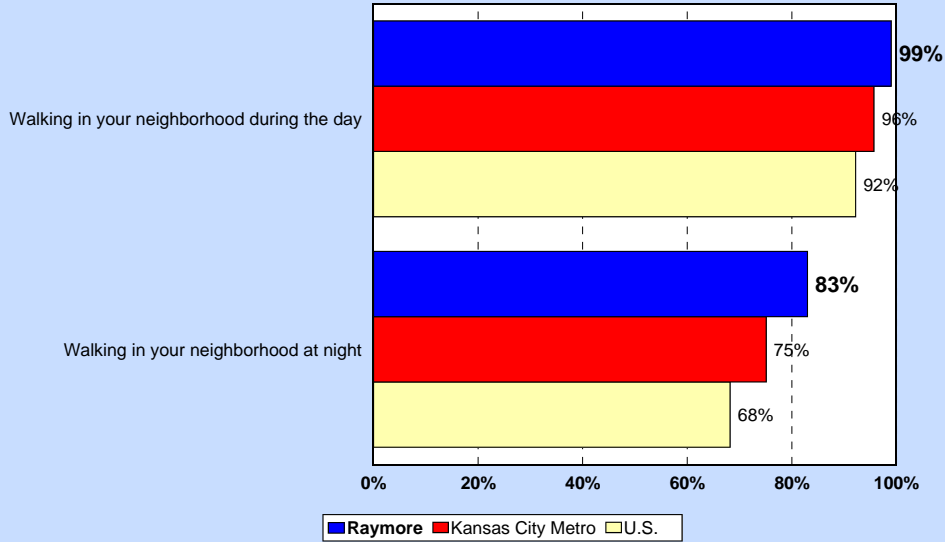
Overall Satisfaction with Public Safety Raymore vs. Kansas City Metro vs. the U.S.

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



How Safe Residents Feel in Their Community Raymore vs. Kansas City Metro vs. the U.S.

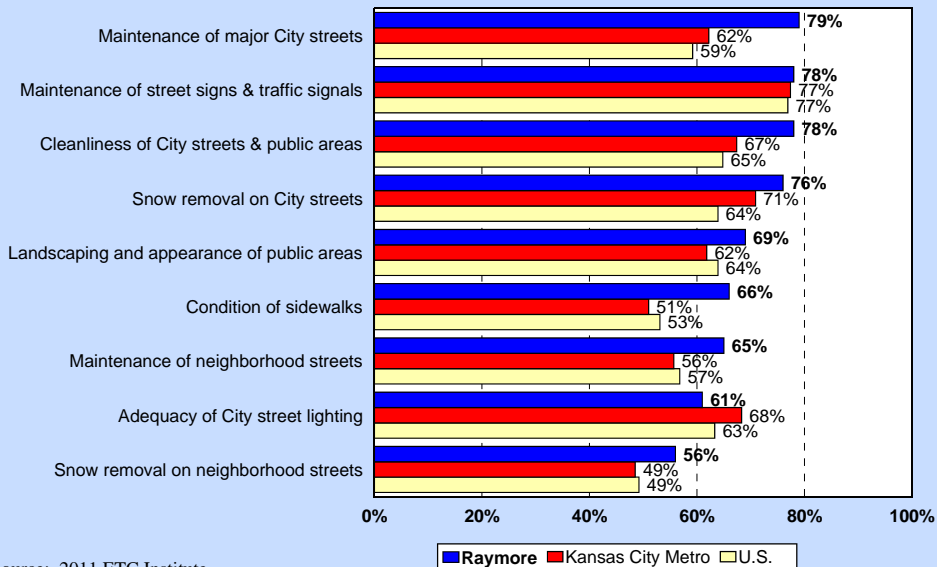
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Source: 2011 ETC Institute

Overall Satisfaction with City Maintenance/Public Works Raymore vs. Kansas City Metro vs. the U.S.

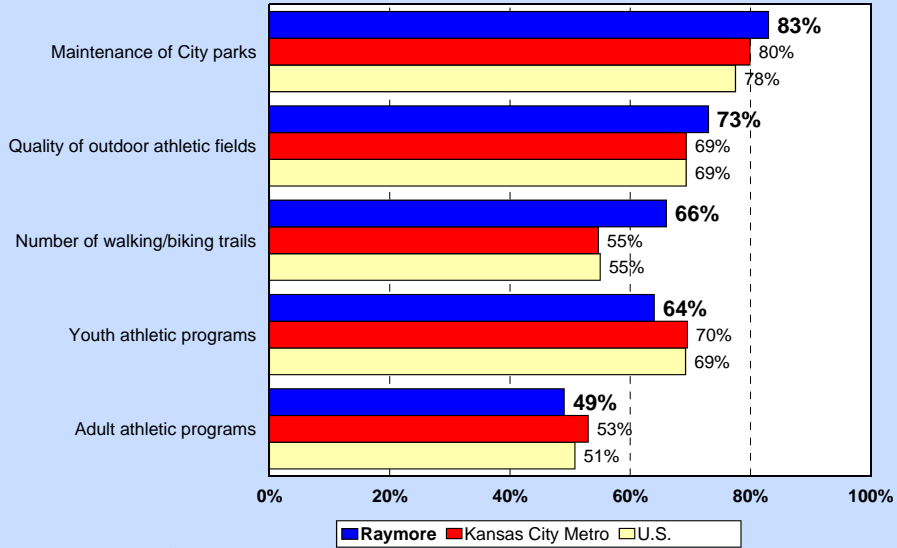
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2011 ETC Institute

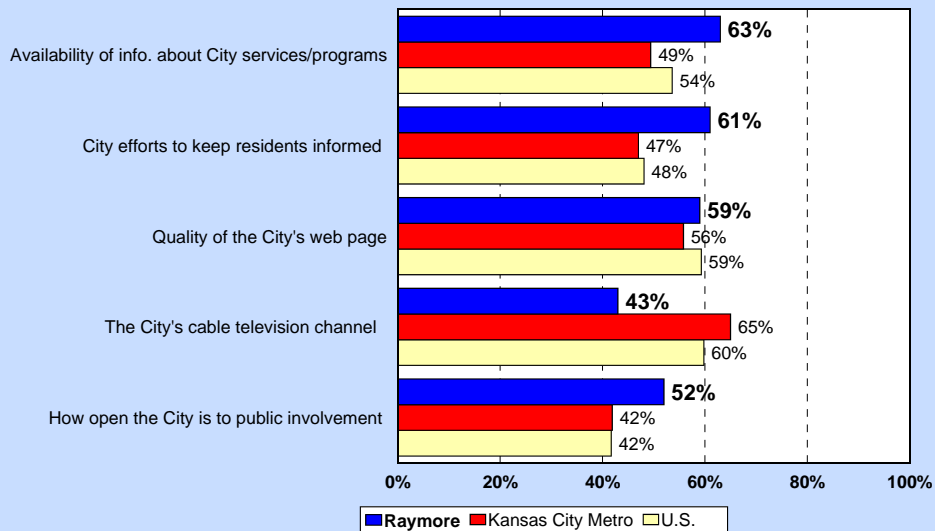
Overall Satisfaction with Parks and Recreation Raymore vs. Kansas City Metro vs. the U.S.

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



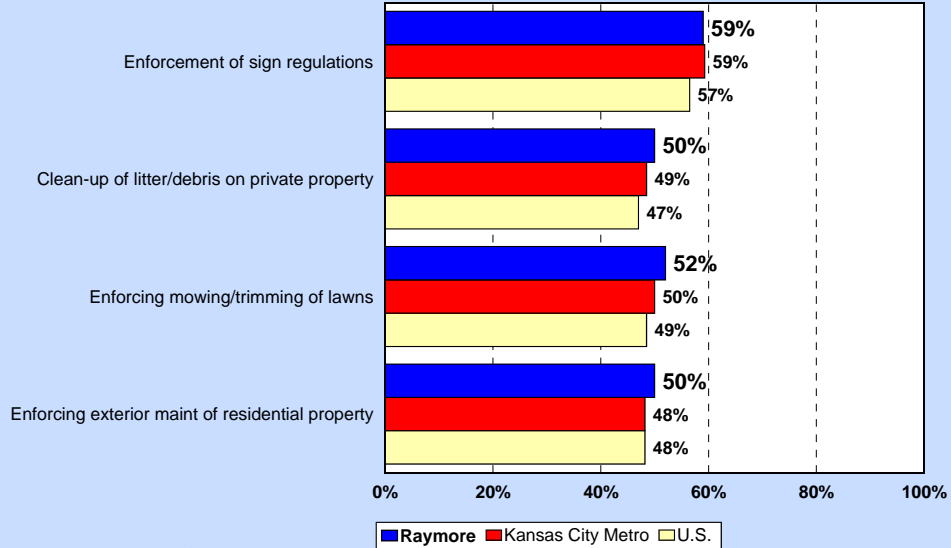
Overall Satisfaction with City Communication Raymore vs. Kansas City Metro vs. the U.S.

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



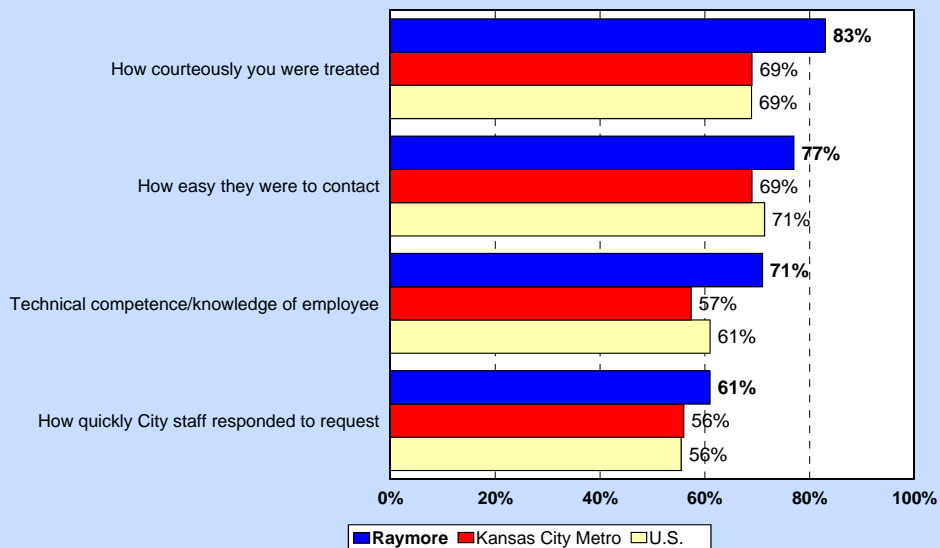
Overall Satisfaction with Code Enforcement Raymore vs. Kansas City Metro vs. the U.S.

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



Overall Satisfaction with Customer Service Raymore vs. Kansas City Metro vs. the U.S.

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

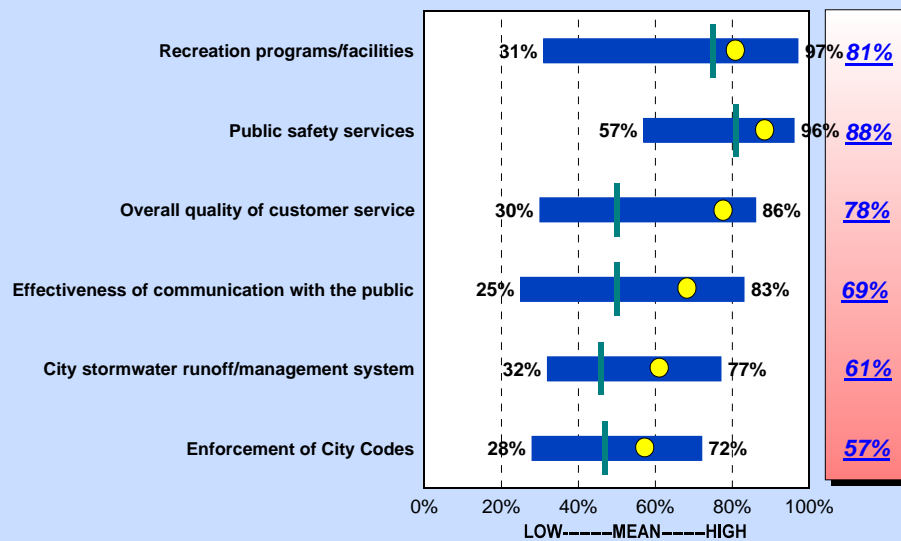


Metropolitan Kansas City Benchmarks

Overall Satisfaction With City Services Among Kansas City Area Residents in 2010

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

● *Raymore, MO*

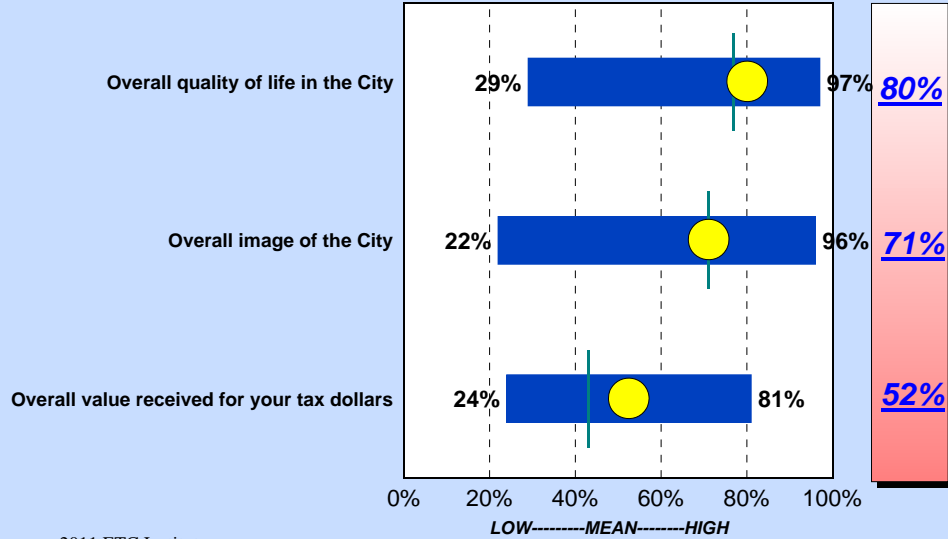


Source: 2011 ETC Institute

Perceptions that Kansas City Area Residents Have of the City in Which They Live in 2010

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

● Raymore, MO

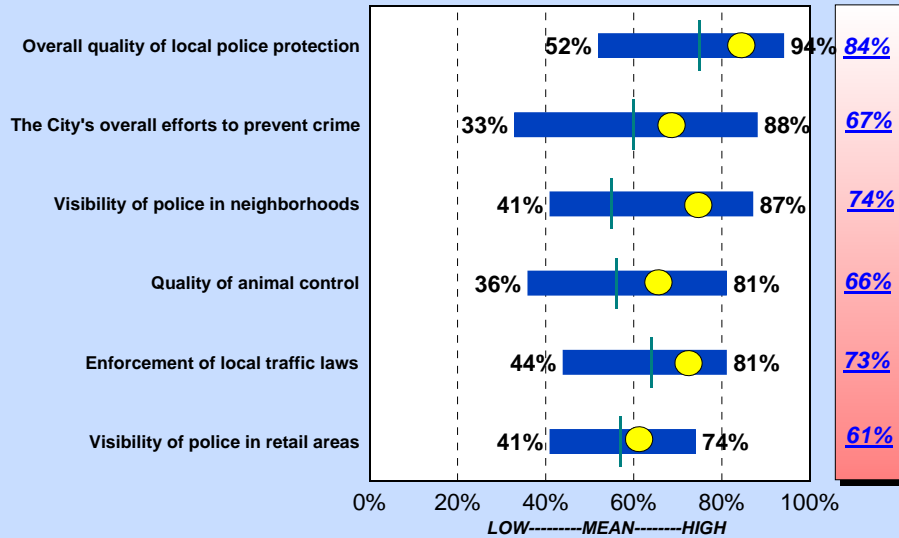


Source: 2011 ETC Institute

Satisfaction with Various Public Safety Services Provided by Cities in the Kansas City Area in 2010

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

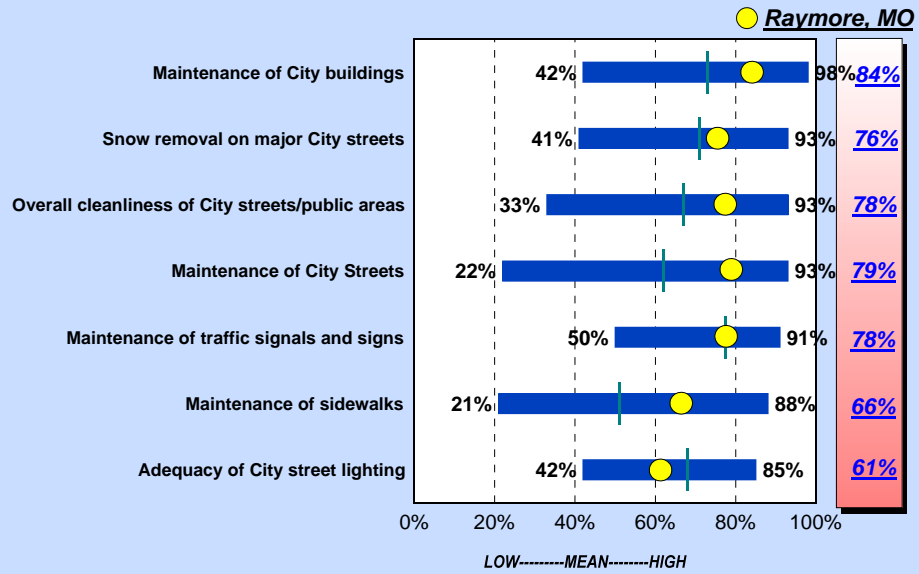
● Raymore, MO



Source: 2011 ETC Institute

Satisfaction with Maintenance/Public Works Services Provided by Cities in the Kansas City Area in 2010

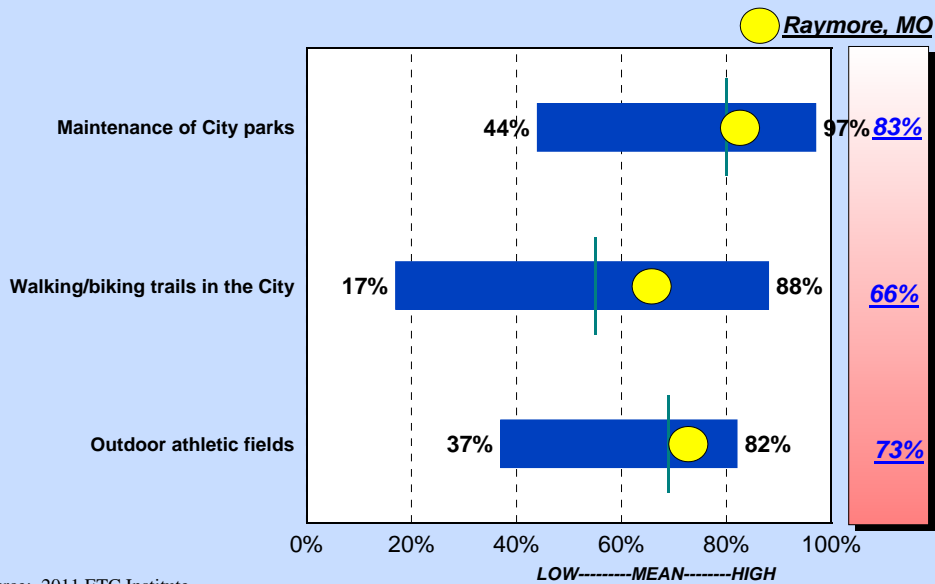
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: 2011 ETC Institute

Satisfaction with Parks and Facilities Provided by Cities in the Kansas City Area in 2010

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

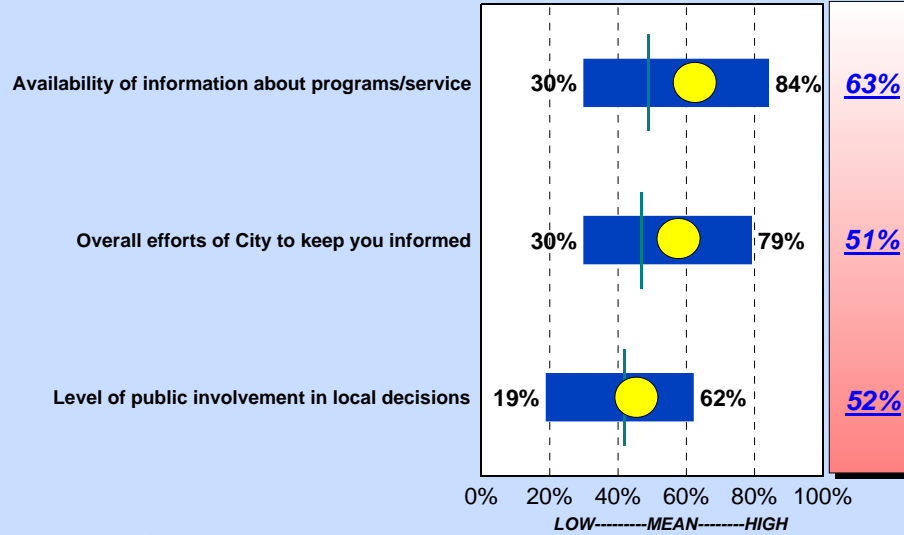


Source: 2011 ETC Institute

Satisfaction with Various Aspects of City Communications in 2010

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

● **Raymore, MO**

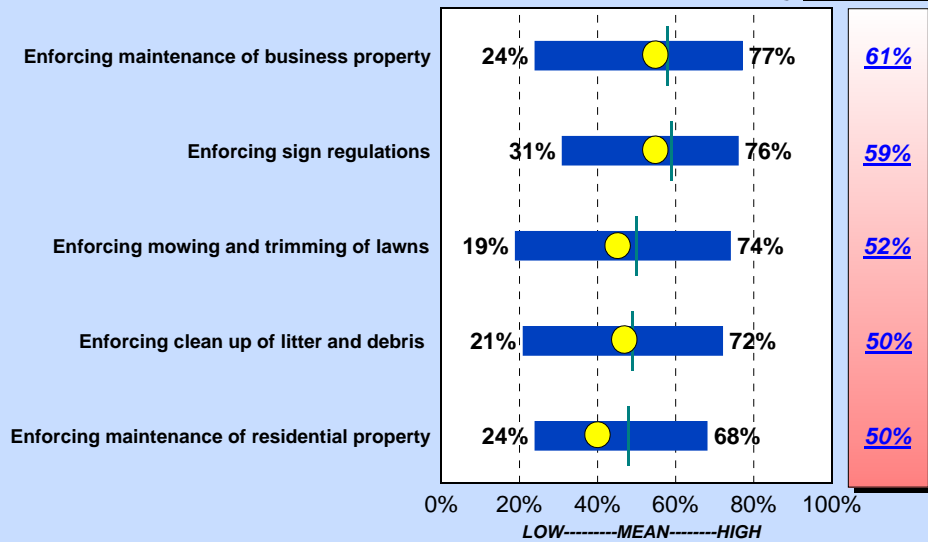


Source: 2011 ETC Institute

Satisfaction with the Enforcement of Codes and Ordinances by Cities in the Kansas City Area in 2010

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

● **Raymore, MO**



Source: 2011 ETC Institute

Section 3:
Importance-Satisfaction
Analysis

2010 Importance-Satisfaction Analysis

Raymore, Missouri

Overview

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

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

Methodology

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [I-S=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the major categories of City services they thought were most important for the City to emphasize over the next two years. Fifty percent (56%) of residents ranked the *flow of traffic and congestion management* as the most important service for the City to emphasize over the next two years.

With regard to satisfaction, the *flow of traffic and congestion management* was ranked tenth overall with 53% rating the *flow of traffic and congestion management* as a "4" or a "5" on a 5-point scale excluding "don't know" responses. The I-S rating for the *flow of traffic and congestion management* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 56% was multiplied by 47% (1-0.53). This calculation yielded an I-S rating of 0.2576, which was ranked first out of the ten major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of their top three choices for the City to emphasize and 0% indicate that they are positively satisfied with the delivery of the service.

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

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

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis (IS > 0.20)*
- *Increase Current Emphasis (IS between 0.10-0.20)*
- *Maintain Current Emphasis (IS < 0.10)*

The results for Raymore are provided on the following page.

Importance-Satisfaction Rating

Raymore - 2010

Overall City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic congestion management	56%	1	53%	10	0.2632	1
<u>High Priority (IS .10-.20)</u>						
Overall maintenance of City streets	52%	2	69%	6	0.1612	2
<u>Medium Priority (IS <.10)</u>						
Enforcement of City codes for bldgs/housing	23%	5	57%	9	0.0989	3
Quality storm water runoff/storm water mgmt	22%	6	61%	7	0.0858	4
Overall quality of public health services	18%	7	58%	8	0.0756	5
Effectiveness of City communication with public	16%	8	69%	5	0.0496	6
Quality of parks & recreation programs/facilities	25%	4	81%	3	0.0475	7
Quality of public safety services (police)	32%	3	88%	1	0.0384	8
Quality of customer service from City employees	9%	9	78%	4	0.0198	9
Overall maintenance of City buildings/facilities	2%	10	84%	2	0.0032	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 receive the most emphasis over the next two years.

Satisfaction %:

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

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Importance-Satisfaction Rating

Raymore - 2010

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
City efforts to prevent crime	52%	1	67%	5	0.1716	1
Visibility of police in retail areas	34%	3	61%	7	0.1326	2
Visibility of police in your neighborhood	41%	2	74%	3	0.1066	3
<i>Medium Priority (IS <.10)</i>						
Police response time to emergencies	28%	5	78%	2	0.0616	4
Quality of animal control	18%	6	66%	6	0.0612	5
Quality of local police protection	33%	4	84%	1	0.0528	6
Enforcing of local traffic laws	17%	7	73%	4	0.0459	7
The City's municipal court	6%	8	61%	8	0.0234	8

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

Raymore - 2010

City Maintenance/Public Works

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
Snow removal on neighborhood streets	41%	1	56%	11	0.1804	1
Maintenance of neighborhood streets	37%	2	65%	8	0.1295	2
Adequacy of City street lighting	30%	4	61%	9	0.1170	3
<i>Medium Priority (IS <.10)</i>						
Availability of City sidewalks	21%	5	60%	10	0.0840	4
Maintenance of major City streets	34%	3	79%	2	0.0714	5
Landscaping/appearance public areas along streets	21%	6	69%	6	0.0651	6
Snow removal on major City streets	21%	7	76%	5	0.0504	7
Condition of City sidewalks	12%	10	66%	7	0.0408	8
Maintenance of street signs/traffic signals	13%	8	78%	4	0.0286	9
Cleanliness of streets/other public areas	13%	9	78%	3	0.0286	10
Maintenance of City buildings	4%	11	84%	1	0.0064	11

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

Raymore - 2010

Parks & Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Number of indoor recreation spaces	34%	1	26%	13	0.2516	1
<u>High Priority (IS .10-.20)</u>						
Quality of indoor recreation facilities	22%	4	34%	12	0.1452	2
City's fitness programs	21%	5	38%	11	0.1302	3
The City's youth athletic programs	29%	2	64%	6	0.1044	4
<u>Medium Priority (IS <.10)</u>						
Number of walking and biking trails	21%	5	66%	5	0.0714	5
City's instructional programs	10%	9	41%	10	0.0590	6
Maintenance of City parks	27%	3	83%	1	0.0459	7
Availability of information about parks/rec programs	12%	8	63%	8	0.0444	8
How close neighborhood parks are to your home	13%	7	67%	4	0.0429	9
The City's adult athletic programs	8%	10	49%	9	0.0408	10
Quality of outdoor athletic fields	8%	11	73%	2	0.0216	11
Number of outdoor athletic fields	4%	12	69%	3	0.0124	12
City special events and festivals	2%	13	63%	7	0.0074	13

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

Most Important %:

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

Satisfaction %:

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

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Section 4:
Tabular Data

2010 Raymore, MO DirectionFinder® Survey Results

Q1. 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 City services.

(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Overall quality of public safety services	31.5%	52.0%	9.3%	1.7%	1.0%	4.6%
Q1b. Quality of P&R programs & facilities	22.4%	51.2%	10.5%	6.8%	0.7%	8.3%
Q1c. Overall maintenance of City streets	15.4%	52.2%	17.1%	10.2%	3.4%	1.7%
Q1d. Maintenance of City buildings & facilities	23.7%	52.4%	14.1%	0.5%	0.0%	9.3%
Q1e. Enforcement of City codes & ordinances for building & housing	10.5%	38.3%	26.6%	7.1%	2.7%	14.9%
Q1f. Quality of customer service you receive from City employees	27.1%	43.7%	15.9%	3.4%	0.7%	9.3%
Q1g. Effectiveness of City communication with public	19.3%	47.3%	24.9%	3.7%	1.0%	3.9%
Q1h. Quality of City's storm water runoff/management system	14.4%	41.5%	25.9%	4.9%	5.4%	8.0%
Q1i. Flow of traffic & congestion management	10.2%	42.4%	21.7%	18.5%	5.4%	1.7%
Q1j. Quality of public health services in community	11.2%	32.7%	25.9%	5.1%	0.5%	24.6%

2010 Raymore, MO DirectionFinder® Survey Results

Q1. 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 City services. (without "don't know")

(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Overall quality of public safety services	33.0%	54.5%	9.7%	1.8%	1.0%
Q1b. Quality of P&R programs & facilities	24.5%	55.9%	11.4%	7.4%	0.8%
Q1c. Overall maintenance of City streets	15.6%	53.1%	17.4%	10.4%	3.5%
Q1d. Maintenance of City buildings & facilities	26.1%	57.8%	15.6%	0.5%	0.0%
Q1e. Enforcement of City codes & ordinances for building & housing	12.3%	45.0%	31.2%	8.3%	3.2%
Q1f. Quality of customer service you receive from City employees	29.8%	48.1%	17.5%	3.8%	0.8%
Q1g. Effectiveness of City communication with public	20.1%	49.2%	25.9%	3.8%	1.0%
Q1h. Quality of City's storm water runoff/management system	15.6%	45.1%	28.1%	5.3%	5.8%
Q1i. Flow of traffic & congestion management	10.4%	43.2%	22.1%	18.9%	5.5%
Q1j. Quality of public health services in community	14.9%	43.4%	34.3%	6.8%	0.6%

Q2. Which THREE of these items list in Question #1 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q2. Top choice	Number	Percent
Public safety services	64	15.6 %
P&R programs & facilities	30	7.3 %
Maintenance of City streets	80	19.5 %
Enforcement of City codes & ordinances	18	4.4 %
Customer service from City employees	10	2.4 %
City's communication with public	14	3.4 %
City's storm water runoff/management system	23	5.6 %
Flow of traffic & congestion management	118	28.8 %
Public health services	14	3.4 %
None Chosen	39	9.5 %
Total	410	100.0 %

Q2. Which THREE of these items list in Question #1 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q2. 2nd choice	Number	Percent
Public safety services	27	6.6 %
P&R programs & facilities	34	8.3 %
Maintenance of City streets	87	21.2 %
Maintenance of City buildings & facilities	4	1.0 %
Enforcement of City codes & ordinances	35	8.5 %
Customer service from City employees	10	2.4 %
City's communication with public	23	5.6 %
City's storm water runoff/management system	35	8.5 %
Flow of traffic & congestion management	73	17.8 %
Public health services	22	5.4 %
None Chosen	60	14.6 %
Total	410	100.0 %

Q2. Which THREE of these items list in Question #1 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q2. 3rd choice	Number	Percent
Public safety services	41	10.0 %
P&R programs & facilities	37	9.0 %
Maintenance of City streets	46	11.2 %
Maintenance of City buildings & facilities	4	1.0 %
Enforcement of City codes & ordinances	41	10.0 %
Customer service from City employees	18	4.4 %
City's communication with public	28	6.8 %
City's storm water runoff/management system	33	8.0 %
Flow of traffic & congestion management	40	9.8 %
Public health services	38	9.3 %
None Chosen	84	20.5 %
Total	410	100.0 %

Q2. Which THREE of these items list in Question #1 do you think should receive the most emphasis from City leaders over the next TWO Years? (top 3)

Q2. Top choice	Number	Percent
Public safety services	132	32.2 %
P&R programs & facilities	101	24.6 %
Maintenance of City streets	213	52.0 %
Maintenance of City buildings & facilities	8	2.0 %
Enforcement of City codes & ordinances	94	22.9 %
Customer service from City employees	38	9.3 %
City's communication with public	65	15.9 %
City's storm water runoff/management system	91	22.2 %
Flow of traffic & congestion management	231	56.3 %
Public health services	74	18.0 %
None Chosen	39	9.5 %
Total	1086	

2010 Raymore, MO DirectionFinder® Survey Results

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=410)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q3a. Quality of services provided by City of Raymore	15.9%	57.8%	16.1%	4.1%	1.0%	5.1%
Q3b. Value you receive for City tax dollars & fees	9.3%	40.2%	25.1%	15.6%	5.1%	4.6%
Q3c. Overall image of City	15.9%	53.2%	20.7%	5.4%	2.0%	2.9%
Q3d. How well City is planning growth	7.6%	29.8%	25.4%	19.5%	6.8%	11.0%
Q3e. How well City is managing growth	8.3%	30.5%	28.8%	16.1%	7.1%	9.3%
Q3f. Overall quality of life in City	22.4%	55.1%	15.1%	2.7%	1.2%	3.4%
Q3g. Overall feeling of safety in City	29.3%	54.1%	10.7%	2.9%	0.2%	2.7%
Q3h. Quality of new development in City	8.8%	35.1%	28.3%	15.1%	7.3%	5.4%
Q3i. As a place to retire	17.6%	37.8%	22.7%	7.8%	8.0%	6.1%
Q3j. Overall appearance of City	16.6%	55.1%	19.0%	4.6%	1.7%	2.9%

2010 Raymore, MO DirectionFinder® Survey Results

Q3. Several items that may influence your perception of the City of Raymore are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "excellent" and 1 means "poor." (without "don't know")

(N=410)

	Excellent	Good	Neutral	Below Average	Poor
Q3a. Quality of services provided by City of Raymore	16.7%	60.9%	17.0%	4.4%	1.0%
Q3b. Value you receive for City tax dollars & fees	9.7%	42.2%	26.3%	16.4%	5.4%
Q3c. Overall image of City	16.3%	54.8%	21.4%	5.5%	2.0%
Q3d. How well City is planning growth	8.5%	33.4%	28.5%	21.9%	7.7%
Q3e. How well City is managing growth	9.1%	33.6%	31.7%	17.7%	7.8%
Q3f. Overall quality of life in City	23.2%	57.1%	15.7%	2.8%	1.3%
Q3g. Overall feeling of safety in City	30.1%	55.6%	11.0%	3.0%	0.3%
Q3h. Quality of new development in City	9.3%	37.1%	29.9%	16.0%	7.7%
Q3i. As a place to retire	18.7%	40.3%	24.2%	8.3%	8.6%
Q3j. Overall appearance of City	17.1%	56.8%	19.6%	4.8%	1.8%

2010 Raymore, MO DirectionFinder® Survey Results

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

(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4a. Quality of local police protection	30.2%	50.7%	11.7%	2.7%	1.0%	3.7%
Q4b. Visibility of police in neighborhoods	22.7%	50.2%	14.9%	7.3%	2.7%	2.2%
Q4c. Visibility of police in retail areas	14.1%	44.6%	28.0%	7.6%	1.7%	3.9%
Q4d. City's efforts to prevent crime	16.1%	44.1%	24.6%	3.4%	1.2%	10.5%
Q4e. How quickly police respond to emergencies	25.1%	35.9%	14.6%	1.2%	1.0%	22.2%
Q4f. Enforcement of local traffic laws	19.0%	49.5%	17.8%	4.4%	2.4%	6.8%
Q4g. Quality of animal control	14.9%	42.9%	22.2%	5.1%	2.9%	12.0%
Q4h. City's municipal court	8.0%	28.0%	21.7%	0.2%	1.2%	40.7%

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

(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4a. Quality of local police protection	31.4%	52.7%	12.2%	2.8%	1.0%
Q4b. Visibility of police in neighborhoods	23.2%	51.4%	15.2%	7.5%	2.7%
Q4c. Visibility of police in retail areas	14.7%	46.4%	29.2%	7.9%	1.8%
Q4d. City's efforts to prevent crime	18.0%	49.3%	27.5%	3.8%	1.4%
Q4e. How quickly police respond to emergencies	32.3%	46.1%	18.8%	1.6%	1.3%
Q4f. Enforcement of local traffic laws	20.4%	53.1%	19.1%	4.7%	2.6%
Q4g. Quality of animal control	16.9%	48.8%	25.2%	5.8%	3.3%
Q4h. City's municipal court	13.6%	47.3%	36.6%	0.4%	2.1%

Q5. Which THREE of the Public Safety items listed in Question #4 above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q5. Top choice	Number	Percent
Local police protection	66	16.1 %
Visibility of police in neighborhoods	83	20.2 %
Visibility of police in retail areas	29	7.1 %
City's efforts to prevent crime	75	18.3 %
Police respond to emergencies	19	4.6 %
Enforcement of local traffic laws	25	6.1 %
Animal control	24	5.9 %
City's municipal court	4	1.0 %
None chosen	85	20.7 %
Total	410	100.0 %

Q5. Which THREE of the Public Safety items listed in Question #4 above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q5. 2nd choice	Number	Percent
Local police protection	29	7.1 %
Visibility of police in neighborhoods	52	12.7 %
Visibility of police in retail areas	71	17.3 %
City's efforts to prevent crime	71	17.3 %
Police respond to emergencies	49	12.0 %
Enforcement of local traffic laws	16	3.9 %
Animal control	20	4.9 %
City's municipal court	4	1.0 %
None chosen	98	23.9 %
Total	410	100.0 %

Q5. Which THREE of the Public Safety items listed in Question #4 above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q5. 3rd choice	Number	Percent
Local police protection	40	9.8 %
Visibility of police in neighborhoods	33	8.0 %
Visibility of police in retail areas	40	9.8 %
City's efforts to prevent crime	65	15.9 %
Police respond to emergencies	46	11.2 %
Enforcement of local traffic laws	27	6.6 %
Animal control	28	6.8 %
City's municipal court	17	4.1 %
None chosen	114	27.8 %
Total	410	100.0 %

Q5. Which THREE of the Public Safety items listed in Question #4 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 3)

Q5. Top choice	Number	Percent
Local police protection	135	32.9 %
Visibility of police in neighborhoods	168	41.0 %
Visibility of police in retail areas	140	34.1 %
City's efforts to prevent crime	211	51.5 %
Police respond to emergencies	114	27.8 %
Enforcement of local traffic laws	68	16.6 %
Animal control	72	17.6 %
City's municipal court	25	6.1 %
None chosen	85	20.7 %
Total	1018	

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=410)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
Q6a. Walking alone in neighborhood in general	65.9%	28.5%	2.7%	0.0%	2.9%
Q6b. Walking alone in neighborhood after dark	32.2%	47.1%	13.4%	3.2%	4.1%
Q6c. Walking alone in neighborhood during day	73.2%	22.0%	1.7%	0.0%	3.2%
Q6d. Walking alone in business areas after dark	20.0%	49.3%	17.1%	3.4%	10.2%
Q6e. Walking alone in business areas during day	62.2%	30.5%	2.7%	0.5%	4.1%

Q6. Using a scale of 1 to 4, where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations: (without "don't know")

(N=410)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
Q6a. Walking alone in neighborhood in general	67.8%	29.4%	2.8%	0.0%
Q6b. Walking alone in neighborhood after dark	33.6%	49.1%	14.0%	3.3%
Q6c. Walking alone in neighborhood during day	75.6%	22.7%	1.8%	0.0%
Q6d. Walking alone in business areas after dark	22.3%	54.9%	19.0%	3.8%
Q6e. Walking alone in business areas during day	64.9%	31.8%	2.8%	0.5%

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

<u>Q7. Anyone in household the victim of any crime</u>	<u>Number</u>	<u>Percent</u>
Yes	27	6.6 %
No	374	91.2 %
<u>Don't Know</u>	9	2.2 %
Total	410	100.0 %

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

<u>Q7a. Did you report to police</u>	<u>Number</u>	<u>Percent</u>
Yes	24	88.9 %
<u>No</u>	3	11.1 %
Total	27	100.0 %

Q8. During the past 12 months, have you had ANY contact with the police department?

<u>Q8. Contacted police department</u>	<u>Number</u>	<u>Percent</u>
Yes	170	41.5 %
No	229	55.9 %
Don't Know	11	2.7 %
Total	410	100.0 %

Q8a. If "yes", how would you rate the contact?

<u>Q8a. Rate contact</u>	<u>Number</u>	<u>Percent</u>
Excellent	90	52.9 %
Good	58	34.1 %
Fair	15	8.8 %
Poor	7	4.1 %
Total	170	100.0 %

Q9. In general, how would you rate the road conditions in Raymore?

<u>Q9. Rate road conditions in Raymore</u>	<u>Number</u>	<u>Percent</u>
Good condition	78	19.0 %
Mostly good condition	250	61.0 %
Many bad spots	76	18.5 %
Don't know	6	1.5 %
Total	410	100.0 %

Q10. In general, how would you rate street sweeping in Raymore?

<u>Q10. Rate street sweeping in Raymore</u>	<u>Number</u>	<u>Percent</u>
Excellent	27	6.6 %
Good	181	44.1 %
Fair	84	20.5 %
Poor	31	7.6 %
Don't Know	87	21.2 %
Total	410	100.0 %

2010 Raymore, MO DirectionFinder® Survey Results

Q11. For each of the Maintenance/Public Works items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11a. Maintenance of major streets	17.8%	59.5%	13.9%	4.1%	2.2%	2.4%
Q11b. Maintenance of your neighborhood streets	12.2%	50.5%	19.5%	9.8%	4.4%	3.7%
Q11c. Maintenance of street signs & traffic signals	20.2%	55.6%	15.9%	4.9%	0.2%	3.2%
Q11d. Maintenance of City buildings	18.5%	51.7%	12.9%	0.5%	0.0%	16.3%
Q11e. Snow removal on major streets	23.2%	49.5%	14.4%	6.3%	1.5%	5.1%
Q11f. Snow removal on neighborhood streets	11.2%	41.5%	18.0%	17.3%	7.1%	4.9%
Q11g. Cleanliness of City streets & public areas	15.6%	60.7%	18.0%	2.0%	1.0%	2.7%
Q11h. Adequacy of street lighting	13.7%	45.9%	24.4%	9.8%	3.4%	2.9%
Q11i. Condition of sidewalks	13.7%	48.5%	25.9%	4.4%	2.0%	5.6%
Q11j. Availability of sidewalks	13.7%	42.2%	25.9%	9.5%	2.4%	6.3%
Q11k. Landscaping & appearance of public areas	15.4%	50.7%	21.7%	6.8%	1.7%	3.7%

2010 Raymore, MO DirectionFinder® Survey Results

Q11. For each of the Maintenance/Public Works items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11a. Maintenance of major streets	18.3%	61.0%	14.3%	4.3%	2.3%
Q11b. Maintenance of your neighborhood streets	12.7%	52.4%	20.3%	10.1%	4.6%
Q11c. Maintenance of street signs & traffic signals	20.9%	57.4%	16.4%	5.0%	0.3%
Q11d. Maintenance of City buildings	22.2%	61.8%	15.5%	0.6%	0.0%
Q11e. Snow removal on major streets	24.4%	52.2%	15.2%	6.7%	1.5%
Q11f. Snow removal on neighborhood streets	11.8%	43.6%	19.0%	18.2%	7.4%
Q11g. Cleanliness of City streets & public areas	16.0%	62.4%	18.5%	2.0%	1.0%
Q11h. Adequacy of street lighting	14.1%	47.2%	25.1%	10.1%	3.5%
Q11i. Condition of sidewalks	14.5%	51.4%	27.4%	4.7%	2.1%
Q11j. Availability of sidewalks	14.6%	45.1%	27.6%	10.2%	2.6%
Q11k. Landscaping & appearance of public areas	15.9%	52.7%	22.5%	7.1%	1.8%

Q12. Which THREE of the Maintenance/Public Works items listed in Question #11 above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q12. Top choice	Number	Percent
Maintenance of major streets	91	22.2 %
Maintenance of neighborhood streets	55	13.4 %
Maintenance of street signs & traffic signals	14	3.4 %
Maintenance of City buildings	5	1.2 %
Snow removal on major streets	19	4.6 %
Snow removal on neighborhood streets	61	14.9 %
Cleanliness of City streets & public areas	8	2.0 %
Adequacy of street lighting	43	10.5 %
Condition of sidewalks	13	3.2 %
Availability of sidewalks	25	6.1 %
Landscaping & appearance of public areas	21	5.1 %
None chosen	55	13.4 %
Total	410	100.0 %

Q12. Which THREE of the Maintenance/Public Works items listed in Question #11 above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q12. 2nd choice	Number	Percent
Maintenance of major streets	26	6.3 %
Maintenance of neighborhood streets	65	15.9 %
Maintenance of street signs & traffic signals	20	4.9 %
Maintenance of City buildings	3	0.7 %
Snow removal on major streets	39	9.5 %
Snow removal on neighborhood streets	55	13.4 %
Cleanliness of City streets & public areas	19	4.6 %
Adequacy of street lighting	37	9.0 %
Condition of sidewalks	16	3.9 %
Availability of sidewalks	37	9.0 %
Landscaping & appearance of public areas	23	5.6 %
None chosen	70	17.1 %
Total	410	100.0 %

Q12. Which THREE of the Maintenance/Public Works items listed in Question #11 above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q12. 3rd choice	Number	Percent
Maintenance of major streets	24	5.9 %
Maintenance of neighborhood streets	31	7.6 %
Maintenance of street signs & traffic signals	19	4.6 %
Maintenance of City buildings	10	2.4 %
Snow removal on major streets	29	7.1 %
Snow removal on neighborhood streets	50	12.2 %
Cleanliness of City streets & public areas	24	5.9 %
Adequacy of street lighting	41	10.0 %
Condition of sidewalks	21	5.1 %
Availability of sidewalks	26	6.3 %
Landscaping & appearance of public areas	44	10.7 %
None chosen	91	22.2 %
Total	410	100.0 %

Q12. Which THREE of the Maintenance/Public Works items listed in Question #11 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 3)

Q12. Top choice	Number	Percent
Maintenance of major streets	141	34.4 %
Maintenance of neighborhood streets	151	36.8 %
Maintenance of street signs & traffic signals	53	12.9 %
Maintenance of City buildings	18	4.4 %
Snow removal on major streets	87	21.2 %
Snow removal on neighborhood streets	166	40.5 %
Cleanliness of City streets & public areas	51	12.4 %
Adequacy of street lighting	121	29.5 %
Condition of sidewalks	50	12.2 %
Availability of sidewalks	88	21.5 %
Landscaping & appearance of public areas	88	21.5 %
None chosen	55	13.4 %
Total	1069	

2010 Raymore, MO DirectionFinder® Survey Results

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

(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13a. Maintenance of City parks	16.1%	52.9%	10.7%	3.4%	0.2%	16.6%
Q13b. How close neighborhood parks are to your home	18.0%	42.9%	17.3%	10.2%	2.0%	9.5%
Q13c. Number of walking & biking trails	18.3%	38.3%	18.8%	8.0%	2.4%	14.1%
Q13d. Quality of outdoor athletic fields	14.4%	40.2%	16.6%	2.7%	0.5%	25.6%
Q13e. Number of outdoor athletic fields	13.9%	37.1%	20.2%	2.9%	0.7%	25.1%
Q13f. Quality of indoor recreation facilities	5.6%	16.6%	21.2%	13.9%	8.3%	34.4%
Q13g. Number of indoor recreation spaces	4.6%	13.2%	21.2%	18.3%	12.7%	30.0%
Q13h. Availability of information about City P&R programs	14.1%	40.5%	22.9%	6.8%	2.4%	13.2%
Q13i. City's youth athletic programs	9.0%	34.9%	21.2%	2.2%	1.5%	31.2%
Q13j. City's adult athletic programs	5.6%	25.4%	25.4%	4.6%	2.4%	36.6%
Q13k. City's fitness programs	4.9%	18.8%	27.1%	7.3%	5.1%	36.8%
Q13l. City's instructional programs	4.9%	20.0%	26.6%	5.9%	2.7%	40.0%
Q13m. City's special events & festivals	12.7%	40.5%	23.2%	6.6%	1.5%	15.6%

2010 Raymore, MO DirectionFinder® Survey Results

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

(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13a. Maintenance of City parks	19.3%	63.5%	12.9%	4.1%	0.3%
Q13b. How close neighborhood parks are to your home	19.9%	47.4%	19.1%	11.3%	2.2%
Q13c. Number of walking & biking trails	21.3%	44.6%	21.9%	9.4%	2.8%
Q13d. Quality of outdoor athletic fields	19.3%	54.1%	22.3%	3.6%	0.7%
Q13e. Number of outdoor athletic fields	18.6%	49.5%	27.0%	3.9%	1.0%
Q13f. Quality of indoor recreation facilities	8.6%	25.3%	32.3%	21.2%	12.6%
Q13g. Number of indoor recreation spaces	6.6%	18.8%	30.3%	26.1%	18.1%
Q13h. Availability of information about City P&R programs	16.3%	46.6%	26.4%	7.9%	2.8%
Q13i. City's youth athletic programs	13.1%	50.7%	30.9%	3.2%	2.1%
Q13j. City's adult athletic programs	8.8%	40.0%	40.0%	7.3%	3.8%
Q13k. City's fitness programs	7.7%	29.7%	42.9%	11.6%	8.1%
Q13l. City's instructional programs	8.1%	33.3%	44.3%	9.8%	4.5%
Q13m. City's special events & festivals	15.0%	48.0%	27.5%	7.8%	1.7%

Q14. Which THREE of the Parks and Recreation items listed in Question #13 above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q14. Top choice	Number	Percent
Maintenance of City parks	64	15.6 %
How close neighborhood parks are to your home	25	6.1 %
Number of walking & biking trails	31	7.6 %
Quality of outdoor athletic fields	5	1.2 %
Number of outdoor athletic fields	5	1.2 %
Quality of indoor recreation facilities	34	8.3 %
Number of indoor recreation facilities	61	14.9 %
Availability of information about programs	14	3.4 %
Youth athletic programs	31	7.6 %
Adult athletic programs	6	1.5 %
Fitness programs	24	5.9 %
Instructional programs	4	1.0 %
Special events & festivals	2	0.5 %
None chosen	104	25.4 %
Total	410	100.0 %

Q14. Which THREE of the Parks and Recreation items listed in Question #13 above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q14. 2nd choice	Number	Percent
Maintenance of City parks	29	7.1 %
How close neighborhood parks are to your home	14	3.4 %
Number of walking & biking trails	32	7.8 %
Quality of outdoor athletic fields	16	3.9 %
Number of outdoor athletic fields	4	1.0 %
Quality of indoor recreation facilities	37	9.0 %
Number of indoor recreation facilities	52	12.7 %
Availability of information about programs	17	4.1 %
Youth athletic programs	31	7.6 %
Adult athletic programs	16	3.9 %
Fitness programs	21	5.1 %
Instructional programs	15	3.7 %
Special events & festivals	5	1.2 %
None chosen	121	29.5 %
Total	410	100.0 %

Q14. Which THREE of the Parks and Recreation items listed in Question #13 above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q14. 3rd choice	Number	Percent
Maintenance of City parks	19	4.6 %
How close neighborhood parks are to your home	16	3.9 %
Number of walking & biking trails	24	5.9 %
Quality of outdoor athletic fields	11	2.7 %
Number of outdoor athletic fields	6	1.5 %
Quality of indoor recreation facilities	21	5.1 %
Number of indoor recreation facilities	25	6.1 %
Availability of information about programs	17	4.1 %
Youth athletic programs	55	13.4 %
Adult athletic programs	12	2.9 %
Fitness programs	40	9.8 %
Instructional programs	20	4.9 %
Special events & festivals	3	0.7 %
None chosen	141	34.4 %
Total	410	100.0 %

Q14. Which THREE of the Parks and Recreation items listed in Question #13 above do you think should receive the most emphasis from City leaders over the next TWO Years? (top 3)

Q14. Top choice	Number	Percent
Maintenance of City parks	112	27.3 %
How close neighborhood parks are to your home	55	13.4 %
Number of walking & biking trails	87	21.2 %
Quality of outdoor athletic fields	32	7.8 %
Number of outdoor athletic fields	15	3.7 %
Quality of indoor recreation facilities	92	22.4 %
Number of indoor recreation facilities	138	33.7 %
Availability of information about programs	48	11.7 %
Youth athletic programs	117	28.5 %
Adult athletic programs	34	8.3 %
Fitness programs	85	20.7 %
Instructional programs	39	9.5 %
Special events & festivals	10	2.4 %
None chosen	104	25.4 %
Total	968	

Q15. For each of the Parks and Recreation Services/Facilities listed, please rate on a FOUR POINT scale, where 4 means "excellent" and 1 means "poor."

(N=410)

	Excellent	Good	Fair	Poor	Don't know
Q15a. Range of activities at P&R facilities	12.4%	42.7%	16.3%	3.2%	25.4%
Q15b. Appearance of P&R facilities	21.0%	51.7%	9.3%	1.7%	16.3%
Q15c. Safety of P&R facilities	20.5%	47.3%	8.0%	2.0%	22.2%
Q15d. Overall satisfaction with P&R in Raymore	17.8%	48.3%	14.1%	3.2%	16.6%

Q15. For each of the Parks and Recreation Services/Facilities listed, please rate on a FOUR POINT scale, where 4 means "excellent" and 1 means "poor." (without "don't know")

(N=410)

	Excellent	Good	Fair	Poor
Q15a. Range of activities at P&R facilities	16.7%	57.2%	21.9%	4.2%
Q15b. Appearance of P&R facilities	25.1%	61.8%	11.1%	2.0%
Q15c. Safety of P&R facilities	26.3%	60.8%	10.3%	2.5%
Q15d. Overall satisfaction with P&R in Raymore	21.3%	57.9%	17.0%	3.8%

2010 Raymore, MO DirectionFinder® Survey Results

Q16. For each of the Communication items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q16a. Availability of information about programs & services	12.4%	47.3%	25.4%	6.6%	2.4%	5.9%
Q16b. City efforts to keep you informed about local issues	12.7%	45.6%	24.4%	10.5%	2.2%	4.6%
Q16c. How open City is to public involvement & input from residents	9.8%	33.4%	27.3%	9.3%	3.2%	17.1%
Q16d. Quality of programming on City's cable television channel	5.4%	22.7%	28.3%	5.9%	2.2%	35.6%
Q16e. Quality of City's web page	9.5%	33.9%	27.6%	2.0%	1.0%	26.1%
Q16f. Content of City's newsletter	13.9%	38.5%	29.8%	3.2%	0.7%	13.9%

2010 Raymore, MO DirectionFinder® Survey Results

Q16. For each of the Communication items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16a. Availability of information about programs & services	13.2%	50.3%	26.9%	7.0%	2.6%
Q16b. City efforts to keep you informed about local issues	13.3%	47.8%	25.6%	11.0%	2.3%
Q16c. How open City is to public involvement & input from residents	11.8%	40.3%	32.9%	11.2%	3.8%
Q16d. Quality of programming on City's cable television channel	8.3%	35.2%	43.9%	9.1%	3.4%
Q16e. Quality of City's web page	12.9%	45.9%	37.3%	2.6%	1.3%
Q16f. Content of City's newsletter	16.1%	44.8%	34.6%	3.7%	0.8%

2010 Raymore, MO DirectionFinder® Survey Results

Q17. For each of the Sewer and Water Utilities and Storm Water Management items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q17a. Clarity & taste of tap water in your home	22.7%	51.5%	14.9%	3.9%	4.1%	2.9%
Q17b. Water pressure in your home	23.4%	54.6%	10.7%	5.1%	3.4%	2.7%
Q17c. What you are charged for water/sewer utilities	6.8%	26.8%	21.5%	27.1%	14.4%	3.4%
Q17d. How easy to understand your water/sewer bill	16.6%	51.7%	21.2%	3.9%	2.0%	4.6%
Q17e. Drainage of rainwater off City streets	10.7%	48.8%	21.2%	9.5%	4.4%	5.4%
Q17f. Drainage of rainwater off properties next to your residence	10.5%	38.3%	21.2%	14.9%	10.0%	5.1%
Q17g. Adequacy of City's sanitary sewer collection	12.9%	43.4%	22.9%	1.5%	1.2%	18.0%
Q17h. Adequacy of City's water system	15.4%	47.3%	23.7%	2.0%	1.7%	10.0%

2010 Raymore, MO DirectionFinder® Survey Results

Q17. For each of the Sewer and Water Utilities and Storm Water Management items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q17a. Clarity & taste of tap water in your home	23.4%	53.0%	15.3%	4.0%	4.3%
Q17b. Water pressure in your home	24.1%	56.1%	11.0%	5.3%	3.5%
Q17c. What you are charged for water/sewer utilities	7.1%	27.8%	22.2%	28.0%	14.9%
Q17d. How easy to understand your water/sewer bill	17.4%	54.2%	22.3%	4.1%	2.0%
Q17e. Drainage of rainwater off City streets	11.3%	51.5%	22.4%	10.1%	4.6%
Q17f. Drainage of rainwater off properties next to your residence	11.1%	40.4%	22.4%	15.7%	10.5%
Q17g. Adequacy of City's sanitary sewer collection	15.8%	53.0%	28.0%	1.8%	1.5%
Q17h. Adequacy of City's water system	17.1%	52.6%	26.3%	2.2%	1.9%

Q18. For each of the Enforcement of Codes and Ordinances items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."
(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q18a. Clean up of litter & debris on private property	4.1%	35.9%	23.2%	11.7%	4.6%	20.5%
Q18b. Mowing & trimming of lawns	5.4%	36.6%	21.7%	13.4%	4.4%	18.5%
Q18c. Maintenance of residential property	4.4%	34.6%	24.1%	12.4%	3.9%	20.5%
Q18d. Maintenance of business property	5.9%	39.8%	25.4%	2.7%	1.5%	24.9%
Q18e. Enforcing codes designed to protect public safety	7.3%	38.0%	26.8%	1.7%	1.7%	24.4%
Q18f. Enforcing sign regulations	6.8%	37.1%	25.9%	2.7%	1.7%	25.9%

Q18. For each of the Enforcement of Codes and Ordinances items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")
(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18a. Clean up of litter & debris on private property	5.2%	45.1%	29.1%	14.7%	5.8%
Q18b. Mowing & trimming of lawns	6.6%	44.9%	26.6%	16.5%	5.4%
Q18c. Maintenance of residential property	5.5%	43.6%	30.4%	15.6%	4.9%
Q18d. Maintenance of business property	7.8%	52.9%	33.8%	3.6%	1.9%
Q18e. Enforcing codes designed to protect public safety	9.7%	50.3%	35.5%	2.3%	2.3%
Q18f. Enforcing sign regulations	9.2%	50.0%	34.9%	3.6%	2.3%

Q19. Are weed lots, abandoned vehicles, graffiti, and dilapidated buildings/houses a problem in Raymore?

Q19. Are weed lots, abandoned vehicles, graffiti,
& dilapidated buildings/houses a problem

	Number	Percent
Not a problem	118	28.8 %
Only a small problem	141	34.4 %
Somewhat a problem	75	18.3 %
A major problem	13	3.2 %
Don't know	63	15.4 %
Total	410	100.0 %

Q19. Are weed lots, abandoned vehicles, graffiti, and dilapidated buildings/houses a problem in Raymore? (without "don't know")

Q19. Are weed lots, abandoned vehicles, graffiti,
& dilapidated buildings/houses a problem

	Number	Percent
Not a problem	118	34.0 %
Only a small problem	141	40.6 %
Somewhat a problem	75	21.6 %
A major problem	13	3.7 %
Total	347	100.0 %

2010 Raymore, MO DirectionFinder® Survey Results

Q20. Using a five-point scale, where 5 means "much too slow" and 1 means "much too fast", please rate the City's current pace of development in each of the following areas:

(N=410)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Don't know
Q20a. Office development	8.0%	21.7%	37.3%	6.8%	1.2%	24.9%
Q20b. Industrial development	15.9%	29.8%	28.5%	2.0%	0.7%	23.2%
Q20c. Multi-family residential development	0.5%	2.9%	37.8%	23.4%	18.3%	17.1%
Q20d. Single-family residential development	1.0%	9.8%	53.4%	15.9%	6.1%	13.9%
Q20e. Retail development	26.3%	34.6%	19.5%	5.6%	2.0%	12.0%

Q20. Using a five-point scale, where 5 means "much too slow" and 1 means "much too fast", please rate the City's current pace of development in each of the following areas: (without "don't know")

(N=410)

	Much too slow	Too slow	Just right	Too fast	Much too fast
Q20a. Office development	10.7%	28.9%	49.7%	9.1%	1.6%
Q20b. Industrial development	20.6%	38.7%	37.1%	2.5%	1.0%
Q20c. Multi-family residential development	0.6%	3.5%	45.6%	28.2%	22.1%
Q20d. Single-family residential development	1.1%	11.3%	62.0%	18.4%	7.1%
Q20e. Retail development	29.9%	39.3%	22.2%	6.4%	2.2%

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

Q21. How supportive of having City use incentives	Number	Percent
Very Supportive	196	47.8 %
Somewhat Supportive	131	32.0 %
Not Sure	53	12.9 %
Not Supportive	25	6.1 %
No Response	5	1.2 %
Total	410	100.0 %

Q21. In general, how supportive are you of having the City use incentives to attract and expand retail, manufacturing, science & technology, and regional office companies? (without "no response")

Q21. How supportive of having City use incentives	Number	Percent
Very Supportive	196	48.4 %
Somewhat Supportive	131	32.3 %
Not Sure	53	13.1 %
Not Supportive	25	6.2 %
Total	405	100.0 %

Q22. How often do you typically go outside Raymore to shop?

<u>Q22. How often do you shop outside Raymore</u>	<u>Number</u>	<u>Percent</u>
Every day	66	16.1 %
A few times per week	153	37.3 %
At least once a week	89	21.7 %
A few times per month	73	17.8 %
A few times per year	19	4.6 %
Seldom or never	5	1.2 %
Don't know	5	1.2 %
Total	410	100.0 %

Q23. What items do you regularly go outside of Raymore to shop for?

<u>Q23. What items do you shop for outside Raymore</u>	<u>Number</u>	<u>Percent</u>
Groceries/Household Goods	100	24.4 %
Clothing	315	76.8 %
Furniture	253	61.7 %
Automobiles	256	62.4 %
Fast Food	124	30.2 %
Books/Music	204	49.8 %
Electronics/Appliances	238	58.0 %
Health Care/Primary Care Physician	289	70.5 %
Full-Service Restaurant	304	74.1 %
Sporting Goods	204	49.8 %
Hardware/Lawn Garden	98	23.9 %
None Chosen	12	2.9 %
Total	2397	

Q24. Have you contacted the City with a question, problem, or complaint during the past year?

<u>Q24. Have you contacted City</u>	<u>Number</u>	<u>Percent</u>
Yes	119	29.0 %
No	279	68.0 %
<u>Don't Know</u>	12	2.9 %
Total	410	100.0 %

**Q24. Have you contacted the City with a question, problem, or complaint during the past year?
(without "don't know")**

<u>Q24. Have you contacted City</u>	<u>Number</u>	<u>Percent</u>
Yes	119	29.9 %
No	279	70.1 %
Total	398	100.0 %

Q24a. If YES to Question #24, which City department did you contact most recently?

<u>Q24a. Which City department</u>	<u>Number</u>	<u>Percent</u>
ADMINISTRATION		
ADMIN	1	0.9 %
ADMINISTRATION	1	0.9 %
CITY MGR	2	1.8 %
CITY HALL	3	2.7 %
ANIMAL CONTROL		
ANIMAL CONTROL	1	0.9 %
ANIMAL CONTROL	7	6.2 %
CITY COUNCIL		
CITY COUNCIL MEMBER	1	0.9 %
CITY COUNCIL	1	0.9 %
COUNCIL	1	0.9 %
COUNCILMAN	1	0.9 %
CODES & ORDINANCES		
BUILDING/CODES	1	0.9 %
CODE ENFORCEMENT	5	4.4 %
CODES	7	6.2 %
CODES ENFORCEMENT	2	1.8 %
RESIDENTIAL CODE ENFORCEMENT	1	0.9 %
ENFORCEMENT OF MOWING LOT	1	0.9 %
DEVELOPMENT/PERMITS		
COMMUNITY DEVELOPMENT	1	0.9 %
ENGINEER	1	0.9 %
ENGINEERING	3	2.7 %
DEVELOPMENT & PERMITS	1	0.9 %
RESIDENTIAL PROPERTY	1	0.9 %
PERMITS	1	0.9 %
PLANNER	1	0.9 %
SINGLE FAMILY	1	0.9 %
FIRE/AMBULANCE		
911 AMBULANCE	1	0.9 %
FIRE	1	0.9 %
FIRE DEPT FOR SMOKE DETECTORS	1	0.9 %

Q24a. If YES to Question #24, which City department did you contact most recently?(CONT.)

PARKS

LAWN MAINTENANCE	1	0.9 %
PARKS	2	1.8 %
PARKS & REC	1	0.9 %
PARKS/STREETS/SNOW REMOVAL	1	0.9 %

POLICE

POLICE	9	8.0 %
POLICE, VACATION WATCH	1	0.9 %
POLICE/WATER	1	0.9 %

PUBLIC WORKS

PUBLIC WORKS	7	6.2 %
PUBLIC WORKS/ORDINANCE	1	0.9 %
PUBLIC WORKS	1	0.9 %

STREET ISSUES

COVER FOR STORM DRAIN	1	0.9 %
CURBING DEPARTMENT	1	0.9 %
MAINT OF STREETS & CURBS	1	0.9 %
SIDEWALK INSTALLMENT	1	0.9 %
SNOW PLOWING DEPT	1	0.9 %
SNOW REMOVAL	1	0.9 %
ST CURBING & EMERGENCY MGMT	1	0.9 %
STREET DEPT	1	0.9 %
STREET LIGHTS	1	0.9 %
STREETS	2	1.8 %
TRAFFIC LIGHT TIMING	1	0.9 %

UTILITIES/TRASH

SEWER	1	0.9 %
DRAINAGE ON OUR PROPERTY	1	0.9 %
TRASH	1	0.9 %
UTILITIES	3	2.7 %
UTILITY	1	0.9 %
GARBAGE SERVICE	1	0.9 %

Q24a. If YES to Question #24, which City department did you contact most recently?(CONT.)

WATER DEPARTMENT

WATER	10	8.8 %
WATER & SEWER	1	0.9 %
WATER DEPARTMENT	2	1.8 %
WATER/POLICE	1	0.9 %
WATER/SEWER	1	0.9 %
WATER/TRASH	1	0.9 %
Total	113	100.0 %

OTHER

CHAMBER OF COMMERCE	1	0.9 %
CITY ENGINEER	1	0.9 %
KCPL	1	0.9 %

Q24b-e. If YES to Question #24, please rate your satisfaction with the customer service you received from the City department you listed in Q24a.

(N=119)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q24b. How easy the department was to contact	31.1%	44.5%	11.8%	5.9%	5.0%	1.7%
Q24c. How courteously you were treated	42.9%	37.8%	9.2%	1.7%	5.9%	2.5%
Q24d. Technical competence & knowledge of employees	35.3%	34.5%	16.0%	5.0%	6.7%	2.5%
Q24e. Overall responsiveness of employees to your request or concern	35.3%	23.5%	17.6%	10.9%	9.2%	3.4%

Q24b-e. If YES to Question #24, please rate your satisfaction with the customer service you received from the City department you listed in Q24a. (without "don't know")

(N=119)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q24b. How easy the department was to contact	31.6%	45.3%	12.0%	6.0%	5.1%
Q24c. How courteously you were treated	44.0%	38.8%	9.5%	1.7%	6.0%
Q24d. Technical competence & knowledge of employees	36.2%	35.3%	16.4%	5.2%	6.9%
Q24e. Overall responsiveness of employees to your request or concern	36.5%	24.3%	18.3%	11.3%	9.6%

2010 Raymore, MO DirectionFinder® Survey Results

Q25. 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=410)

	Very Important	Somewhat Important	Not Sure	Unimportant	No Response
Q25a. Sense of community	45.1%	38.8%	7.1%	5.1%	3.9%
Q25b. Quality of public schools	63.4%	15.9%	4.1%	12.9%	3.7%
Q25c. Employment opportunities	18.5%	31.5%	12.2%	33.9%	3.9%
Q25d. Types of housing	64.1%	27.1%	1.5%	3.9%	3.4%
Q25e. Affordability of housing	63.7%	26.1%	3.2%	3.9%	3.2%
Q25f. Access to quality shopping	39.3%	40.5%	7.3%	9.5%	3.4%
Q25g. Availability of P&R opportunities	30.5%	41.5%	10.5%	13.9%	3.7%
Q25h. Near family or friends	38.3%	34.1%	6.6%	17.6%	3.4%
Q25i. Safety & Security	78.5%	15.1%	2.0%	1.5%	2.9%

2010 Raymore, MO DirectionFinder® Survey Results

Q25. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very important" and 1 is "Unimportant," how important was each reason in your decision to live in Raymore? (without "no response")

(N=410)

	Very Important	Somewhat Important	Not Sure	Unimportant
Q25a. Sense of community	47.0%	40.4%	7.4%	5.3%
Q25b. Quality of public schools	65.8%	16.5%	4.3%	13.4%
Q25c. Employment opportunities	19.3%	32.7%	12.7%	35.3%
Q25d. Types of housing	66.4%	28.0%	1.5%	4.0%
Q25e. Affordability of housing	65.7%	27.0%	3.3%	4.0%
Q25f. Access to quality shopping	40.7%	41.9%	7.6%	9.8%
Q25g. Availability of P&R opportunities	31.6%	43.0%	10.9%	14.4%
Q25h. Near family or friends	39.6%	35.4%	6.8%	18.2%
Q25i. Safety & Security	80.9%	15.6%	2.0%	1.5%

Q26. For each of the Trash Service items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q26a. Residential trash collection	50.0%	36.6%	5.1%	1.7%	1.5%	5.1%
Q26b. Curbside recycling	48.3%	34.1%	7.8%	1.7%	1.2%	6.8%
Q26c. Yard waste removal	24.9%	25.6%	13.9%	13.4%	7.8%	14.4%
Q26d. Amount you pay for trash service	26.1%	42.4%	18.0%	5.6%	3.4%	4.4%

Q26. For each of the Trash Service items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q26a. Residential trash collection	52.7%	38.6%	5.4%	1.8%	1.5%
Q26b. Curbside recycling	51.8%	36.6%	8.4%	1.8%	1.3%
Q26c. Yard waste removal	29.1%	29.9%	16.2%	15.7%	9.1%
Q26d. Amount you pay for trash service	27.3%	44.4%	18.9%	5.9%	3.6%

2010 Raymore, MO DirectionFinder® Survey Results

Q27. For each of the Transportation items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q27a. Ease of north/south travel	11.0%	50.5%	17.3%	13.2%	2.7%	5.4%
Q27b. Ease of east/west travel	9.0%	37.1%	19.3%	24.1%	5.6%	4.9%
Q27c. Ease of travel from home to schools	11.5%	25.9%	25.1%	6.6%	3.7%	27.3%
Q27d. Ease of travel from home to work	10.2%	33.9%	22.0%	13.4%	2.4%	18.0%
Q27e. Availability of public transportation	1.5%	5.6%	23.4%	18.0%	18.3%	33.2%
Q27f. Availability of bicycle lanes	4.4%	12.4%	26.1%	15.6%	12.2%	29.3%
Q27g. Availability of pedestrian walkways	7.1%	37.6%	23.7%	12.9%	5.1%	13.7%

2010 Raymore, MO DirectionFinder® Survey Results

Q27. For each of the Transportation items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=410)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q27a. Ease of north/south travel	11.6%	53.4%	18.3%	13.9%	2.8%
Q27b. Ease of east/west travel	9.5%	39.0%	20.3%	25.4%	5.9%
Q27c. Ease of travel from home to schools	15.8%	35.6%	34.6%	9.1%	5.0%
Q27d. Ease of travel from home to work	12.5%	41.4%	26.8%	16.4%	3.0%
Q27e. Availability of public transportation	2.2%	8.4%	35.0%	27.0%	27.4%
Q27f. Availability of bicycle lanes	6.2%	17.6%	36.9%	22.1%	17.2%
Q27g. Availability of pedestrian walkways	8.2%	43.5%	27.4%	15.0%	5.9%

Q28. How do you prefer to receive information about the City?

<u>Q28. How do you prefer to receive information</u>	<u>Number</u>	<u>Percent</u>
Government Access Channel	44	10.7 %
City Website	113	27.6 %
Text Messages	8	2.0 %
Video Streaming	5	1.2 %
Social Media	20	4.9 %
Utility Bill Inserts	211	51.5 %
Newspaper	109	26.6 %
City Publications	216	52.7 %
E-Mail	107	26.1 %
<u>None Chosen</u>	<u>10</u>	<u>2.4 %</u>
Total	843	

Q28. How do you prefer to receive information about the City? (without "none chosen")

<u>Q28. How do you prefer to receive information</u>	<u>Number</u>	<u>Percent</u>
Government Access Channel	44	10.7 %
City Website	113	27.6 %
Text Messages	8	2.0 %
Video Streaming	5	1.2 %
Social Media	20	4.9 %
Utility Bill Inserts	211	51.5 %
Newspaper	109	26.6 %
City Publications	216	52.7 %
<u>E-Mail</u>	<u>107</u>	<u>26.1 %</u>
Total	833	

Q29. Would you like to see the City construct an activity center that could be used for indoor sports, for use by active adults and adult therapeutic activities, and private event rentals?

Q29. City construct an activity center	Number	Percent
Yes	289	70.5 %
No	111	27.1 %
Don't Know	10	2.4 %
Total	410	100.0 %

Q29. Would you like to see the City construct an activity center that could be used for indoor sports, for use by active adults and adult therapeutic activities, and private event rentals? (without "don't know")

Q29. City construct an activity center	Number	Percent
Yes	289	72.3 %
No	111	27.8 %
Total	400	100.0 %

Q29a. If YES, which of the following would you be willing to support to have the activity center constructed?

Q29a. Which would you be willing to support	Number	Percent
No tax increase bond issue	209	72.3 %
Sales tax increase	41	14.2 %
Tax increase bond issue	31	10.7 %
Don't know	8	2.8 %
Total	289	100.0 %

Q30. If you watch City Council meetings, then rate the quality, where 4 means "Excellent" and 1 means "Poor":

(N=410)

	Excellent	Good	Fair	Poor	Don't Watch	No Response
Q30a. Video quality - visibility of meeting	3.9%	18.8%	6.8%	7.6%	47.1%	15.9%
Q30b. Sound quality of meeting	3.2%	16.1%	10.0%	5.9%	48.8%	16.1%

Q30. If you watch City Council meetings, then rate the quality, where 4 means "Excellent" and 1 means "Poor": (without "no response")

(N=410)

	Excellent	Good	Fair	Poor	Don't Watch
Q30a. Video quality - visibility of meeting	4.6%	22.3%	8.1%	9.0%	55.9%
Q30b. Sound quality of meeting	3.8%	19.2%	11.9%	7.0%	58.1%

Q31. Approximately, how many years have you lived in the City of Raymore?

<u>Q31. Years lived in Raymore</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	107	26.1 %
5-10 years	130	31.7 %
11-20 years	98	23.9 %
20+ years	67	16.3 %
Declined	8	2.0 %
Total	410	100.0 %

Q32. What is your age?

<u>Q32. Age</u>	<u>Number</u>	<u>Percent</u>
Under 25	8	2.0 %
25-34	63	15.4 %
35-44	68	16.6 %
45-54	92	22.4 %
55-64	98	23.9 %
65+	81	19.8 %
Total	410	100.0 %

Q33. Which of the following best describes your current place of employment:

<u>Q33. Current place of employment</u>	<u>Number</u>	<u>Percent</u>
In Raymore	41	10.0 %
Elsewhere in Cass County	30	7.3 %
Elsewhere in Mo	150	36.6 %
In KS	63	15.4 %
Not currently employed	119	29.0 %
Declined	7	1.7 %
Total	410	100.0 %

Q33. Which of the following best describes your current place of employment: (without "declined")

<u>Q33. Current place of employment</u>	<u>Number</u>	<u>Percent</u>
In Raymore	41	10.2 %
Elsewhere in Cass County	30	7.4 %
Elsewhere in Mo	150	37.2 %
In KS	63	15.6 %
Not currently employed	119	29.5 %
Total	403	100.0 %

Q34. Would you say your total household income is:

<u>Q34. Total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	32	7.8 %
\$30K-\$59,999	94	22.9 %
\$60K-\$99,999	147	35.9 %
\$100K-\$149,999	78	19.0 %
\$150K-\$199,999	21	5.1 %
\$200K+	5	1.2 %
Declined	33	8.0 %
Total	410	100.0 %

Q34. Would you say your total household income is: (without "declined")

<u>Q34. Total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	32	8.5 %
\$30K-\$59,999	94	24.9 %
\$60K-\$99,999	147	39.0 %
\$100K-\$149,999	78	20.7 %
\$150K-\$199,999	21	5.6 %
\$200K+	5	1.3 %
Total	377	100.0 %

Q35. Your gender:

<u>Q35. Gender</u>	<u>Number</u>	<u>Percent</u>
Male	227	55.4 %
Female	183	44.6 %
Total	410	100.0 %

Comments by Topic

Open-Ended Comments Organized by Topic

PARKS AND RECREATION (42 Comments)

- I wish they would have put new mulch at the playground at the Recreation Park. It creates a mess if it rains and you can't go to the park until the mud dries out, especially for toddlers.
- The City needs to spend some money on parks! We need a community center; we do not need anymore sidewalks.
- We need a Raymore activity center, including city swimming pool.
- We need a community center like Belton; its one of the nicest community centers around.
- A yellow and black caution sign should be placed near the meeting rooms on the west side of the Raymore Parks and Recreation house on 909 S. Madison.
- The City needs an indoor Recreation Center.
- An events and activity center is greatly needed!
- I enjoy living in Raymore. It feels safe and the people are great. I would love to see Raymore get a facility similar to the Belton or Harrisonville Community Center.
- We need a community center.
- Raymore needs a public swimming pool and indoor recreation center.
- The trails in Fox Haven are a great idea and I use them but the bugs are bad. The trails are also not maintained well and there is waste from dogs on the trails. The weeds are also too high, which makes it dangerous because anyone can be hiding behind them to attack you.
- The city is doing a better job of providing walking paths. The asphalt trail along Lucy Webb is a real "eyesore". The concrete trails along streams are much nicer but not visible to 1000s of cars traveling the road.
- I would love for Raymore to get a recreation center.
- The City should consider adding a spray park for children much like the one the City of Grandview recently added.

- I like the idea of having a recreation facility with an indoor area and an outdoor area with a pool for a swim team.
- The City needs a pool and community/recreation center.
- We love the parks and recreation department. The department is amazing at everything they do.
- I'd like to see a public park north of 58 HWY.
- We need an activity center with an indoor pool and a public golf course.
- The City should consider building an indoor community center for all ages exactly like the Belton Community Center. The City needs walking and running trails, a swimming pool, gym, basketball court, daycare, and senior center.
- We really need to expand parks and recreation.
- We need a recreation/fitness center like Belton has for their residents. We are falling behind in this area.
- I would love to have a dog park with an off-leash area.
- I would like to see a senior center built or a place for seniors to go and participate in activities they would enjoy.
- Raymore needs to build a community center with an indoor swimming pool, exercise areas and senior citizen area.
- I wish there were more parks, playgrounds and a recreation center in Raymore.
- Raymore needs a library, community Center (not only for fitness but for performing arts and meetings/classes), swimming pool, and two more tennis courts at a recreation park.
- The City needs a community center like Belton. Our soccer fields need to be in better shape.
- We really enjoy the new bike/hike trails. Please continue to expand the trail system; biking on Raymore Roads is getting dangerous.
- The City needs to build an indoor and outdoor pool. We travel far to swim.
- I would like to see more recreation activities and adult education for adults and teens. The theater program at the high school is so popular that there is not enough room for

everyone who wants to participate. There is room for growth, especially for art classes, graphic design, photography, scrap booking, dance (especially for teens) and singing lessons. I would like to see an American Idol type program for teens with a winner at the end.

- Most of the people here had contact within Raymore have been mostly happy with the services. I do wish we had a community pool as many of us don't live in neighborhoods with one and I wish we had bike trails. The City should also consider implementing a program like Meals on Wheels because there is a large elderly population in Raymore and we could use a program like this.
- Would support a community center with reasonable monthly rates for Raymore Residents.
- We need a pool!
- We need a community center. Soccer fields need better grass/landscaping. The youth soccer program is lacking leadership. We are losing players and the team's reputation.
- Raymore needs a nice community center and pool. I currently use the Belton Community Center. A lot of people from Raymore use it so it seems like we would support/use it if we had one.
- A community center would be great in Raymore.
- There needs to more free or low cost activities for Seniors. If we walk in bad weather or very hot weather, we have to pay to use the Belton Center. I know of number of towns that have a no cost activity center for the Seniors to try to stay healthy.
- The new sidewalks and trail system are awesome. Thank you!
- We are in desperate need of indoor and outdoor recreation facilities. The parks for children are also poorly maintained.
- We need an indoor recreational facility.
- We need a gym with an indoor pool!

COMMERIAL AND RETAIL DEVELOPMENT (41 Comments)

- We need to attract retailers like Barnes & Noble, Starbucks, Super Target, Kohl's, Movie Theaters and Dick's Sporting Goods. We need these businesses to contribute towards City taxes. The City should consult with an Economic Development Advisor to develop the Belton area.
- We need to attract larger retailers to the Raymore area so our tax dollars will not be spent in Grandview, Belton, Overland Park, or Lee's Summit. The City also needs more restaurants. We constantly go across the bridge and north for items we would rather buy locally in Raymore.
- I wish we had more retail stores or a shopping center/strip mall with Kohl's, Old Navy, Macy's and Olive Garden.
- We need more new business development.
- The City needs more retail development.
- The City should hire a new person to bring in new businesses; someone who will get aggressive!
- We feel there should be more retail places and more restaurant choices.
- Since I am retired many of these questions do not apply to me but any cities need good schools, parks and of course, protection. I would like to see more business growth as it would help on our taxes! Our taxes are high compared to the services offered in food (restaurants), shopping and parks.
- Please use TIF to attract business to our city.
- Retail and dining is badly needed in Raymore. We currently go to Leawood to shop and eat.
- The City needs to attract and build retail chains to relieve home property taxes. The City is overbuilding single, free-standing homes.
- Need more retail and restaurants. Same issue for years. But it is getting better. Schools are suffering all over Missouri. But the tax hike was more than we needed. It would have passed if it had been more reasonable. I would be supportive of a community center, we go to Belton now.
- The City needs Need more quality restaurants.

- There are not enough places to eat in Raymore. We need hotels for guests. Thank you.
- The City needs more new restaurants! We are giving Belton all of our money/jobs. Raymore needs to try to compete; we are giving Belton all of our money. We need places to shop for clothing and other household items. (i.e. Belton has Kohl's, Sears, Maurice's (shoe stores). Not Wal-Mart, that place is awful.
- Raymore needs more family restaurants like Olive Garden, Red Lobster, etc.
- Raymore should be able to keep up with Belton on retail shops and restaurants.
- We need more nice restaurants in Raymore. The only choices we have right now are fast food restaurants.
- I prefer to shop locally and wish there were more retail stores and restaurants.
- Better is dependent upon Raymore for business. We have a poor business base which results in higher taxes for citizens. We need more big businesses, restaurants, movie theaters, and gas stations. There need to be less insurance companies and fly-by-night mortgage companies that go out of business in a short time.
- I am really glad to see the new businesses that have opened in Raymore, especially the big name places like Lowe's, NTB, and Price Chopper. It is great to be able to live in Raymore without driving to Overland Park or Lee's Summit for shopping.
- We need retail stores to help support needed sales tax revenues.
- Although I do enjoy living in Raymore and have for several years, this community offers very little to its residents. It is safe and quiet and that is important to me. I have to go outside Raymore for almost everything; shopping, entertainment, fitness, etc. and after having left my current hometown for almost anything I need. It is not a very attractive place to come back too. Raymore seems to have done a stellar job at building a town that consists of small cloistered neighborhoods that radiate off 58 Hwy and a poor job at creating a community that residents can be a part of.
- We moved here for a retirement location. It would be nice to have more shopping and activities for active retirees. However, I do like the quiet rural-type area.
- How about getting a good restaurant to come in like Olive Garden. All there is are fast food and Ryan's sucks.
- There is not nearly enough retail or the right types of shopping centers in Raymore. Raymore is also extremely lacking in restaurants and/or sports bar type of businesses.

- Raymore needs more places to shop. I believe that hurts the city the most. I am a young parent who would like to be more involved and informed but unsure of how.
- I/we love the city and value we get from Raymore even though it is far from the "KC" area. We do wish Raymore had quality, full-service restaurants/bars, cafes, etc. So we wouldn't have to spend our money outside of Raymore. We love the parks, people and "country" feel where we live and appreciate all the city has to do and put up with. The recycling program is a great program too. Thank you.
- We need a restaurant such as Olive Garden, Red Lobster, or Cracker Barrel. If we don't get them Belton will and we will be spending even more money in Belton.
- Need more retail shopping and restaurants and job opportunities so we won't have to leave Raymore. Please be mindful of the diversity that is happening in Raymore and consider minorities when planning events.
- We need to give more money to the schools and get more businesses and restaurants in town.
- Restaurants are wanted and shopping centers.
- No more TIF. We need more places where people can work (not retail). We need jobs where people can make things like industries.
- The city needs more employment opportunities. I am tired of driving so far away for work.
- I am very concerned about the lack of economic growth. TIF's are a great way to get this done. Some of our council members want to keep us small and a bedroom community. I have been actively involved with Raymore politics and still love this town. We just need do accommodate our growth.
- I would like to see Raymore position itself so when the economy improves we are able to grow. Raymore needs more business for growth.
- I am concerned with economic development. Raymore has always been a bedroom community because of the proximity to much large communities. Large retail development requires sufficient households to support it, while Industrial development requires easy access to a major highway.
- We need more stores to shop, like women's clothing, book and music stores.
- There are plenty of sports type bars around this area but not much for nice sit down family meals.

- I would like to see businesses come to Raymore to eventually help increase the taxes that support the school district. We don't like the idea of low income housing or apartments coming to this area. The community is not large enough to support that type of development without having a negative impact on the community. Raymore residences are in major support of building a facility for the Belton Community Center. Raymore may have missed the opportunity to create a similar facility.
- City needs restaurants-not fast food-to draw people. Belton has a major advantage over Raymore and that is where you have to go if you want a sit-down meal. Someone in the development department made a comment that "Raymore has many fine restaurants". I don't know where he's talking about.

PUBLIC SAFETY (27 Comments)

- The City needs to keep an eye on the amount of crime that is coming from the north. We don't want Bannister Mall, the Grandview Triangle or the Belton Trailer Parks; these areas give our eye sores in our City!
- I would like to see more police services, such as a dedicated traffic unit or canine unit
- Stop police who like to harass certain individuals.
- More police patrol in city. Family member had vehicle stolen at Kohl's.
- Police need to stop illegal car mufflers and speeding after dark on HWY 58.
- I am very unhappy with the terrible police work in the Glen Stevens case. It is embarrassing. I have had several people say our police look like the Keystone cops in this case. It was shocking to see them drop the ball this bad.
- Police officers demeanor and I realize the life of a police officer can be rough at times, however, I find that Raymore Police Officers have a tendency to treat most people like they treat most of their offenders. Training to help them deal with each person as an individual would be helpful. To protect and serve is a good concept. Controlling city growth is important as well as controlling that growth while preserving overall quality of living in Raymore.
- Police need to quit lying on police reports.
- There is a lot of vandalism, profanity, and indecencies in Park. There also needs to be more lighting in the parking lot on the west side of Memorial Park. We need more police presence.

- I am very pleased with the Fire Department and ambulance personnel. I am also very pleased with 58 HWY and Raymore in general.
- Police need to smile and engage the public more. They are very rude when approached.
- It seems to me, I rarely see police presence when I am out and about in Raymore.
- The visibility of police in our neighborhood (Canter Ridge) is very poor and there are a lot of people speeding. J HWY north of 58 needs some work as well.
- The new younger police are very disrespectful; they should learn how to treat people. They should protect and serve with a sense of respect for the people they are serving and not causing trouble for the people they are serving. For example: I was pulled over and the reason was because of littering on my way home and they were mean for no reason when I asked a simple question.
- The Police department is very responsive and professional.
- The department needs better posting/listing of emergency numbers. I have had difficulty getting in touch with police when it was important, but not "911-worthy."
- Police and Fire Departments are doing a great job!
- The city needs to provide better financial support for public safety. The police department is understaffed and under equipped resulting in reactive rather than preventative policing efforts. The City council routinely tries to cut services and support for public safety and to reduce benefits to city employees in general.
- I was stopped for a burned out headlight, which I was glad to be told. But I received a ticket and had to go to court. I immediately got the headlight fixed but it seemed to be a waste of taxpayer time and money to go to court. A warning ticket would have been more fair and not tied up the courts time and my time. Police were very polite. Overall, love living in Raymore.
- There has been a rash of burglaries in apartments near our home and the police have been notified. Residents there are dissatisfied because the burglaries are continuing and homeowners are starting to get "leery." We don't feel as secure as we used to be.
- Police should do a better job of following up after taking reports.
- The Police Department spends too much time/money on petty business.

- The police are hardly seen in my neighborhood. I spend a lot of time outside or in my garage and hardly ever see them.
- We love living in Raymore. It is such a clean lovely town to live in. We have the best paramedics in our fire department. They are efficient and very qualified. Please put in a good word for Edward at South Metro as he is the best paramedic anyone could ask for.
- Don't let safety slip as we grow. Love Raymore Review!
- Police need to patrol Lakeshore Dr. (This is about the 5th time we requested this to no avail).
- Police are way too eager to stop people and going through municipal court for anything is painful because it is disorganized.

TRAFFIC LIGHTS (16 Comments)

- The City needs to coordinate with Belton and MODOT to fix the ramp/light at the southbound exit onto 58 Highway.
- They need a traffic signal installed at Dean Road and Lucy Webb.
- They need to do a better job of coordinating stop lights because I get stopped at way to many! The stop lights at Culves (turn light) should have a flashing yellow arrow by Wal-Mart.
- The blinking arrows at lights are very confusing. The lights should have been kept the same as they were before, people running red lights is also a big problem.
- The stoplight at South Madison and Hubach Hill Rd needs a trigger, everyone sits their way too long when there is no traffic.
- Nothing and no one is perfect. There is always room for improvement. Therefore, few perfect scores. I do not like the flashing yellow arrows at stop lights.
- I leave work at 5:15 and the lights are not synchronized. They should fix these especially since gas prices are high and this causes you to brake more than you need to. I resent wasting both for traffic control.
- Please make fix the traffic lights on streets entering HWY 58 and Foxwood Dr. to prevent lights on Hwy 58 from turning red when there are no vehicles entering from side streets. Also, it seem that lights are not synchronized on weekends. Why?

- Intersection of W Hubach Hill Rd and School Rd signal light should be equipped with a sensor to eliminate long waits for light to change when no cars in sight. Lights need to be synchronized.
- Get rid of the delay signals as well as useless signals for right (left) "ghost" turns. For example the right turn light at Lowe's.
- The timing of the lights on streets running east/west on 58 Hwy has become terrible. Please try to improve this.
- The Dean Rd and 58 Hwy light is horrible. Cars run it all the time and the flashing yellow arrows on the lights are dangerous and cause a lot of near accidents. Please fix this!
- The post office stop lights drive me nuts. The "turn" lights come on when no one is around to turn?!? The Sunset (by Price Chopper) lights are not the best either.
- We think there are way too many stoplights in town. It takes us 10 minutes to get to I-71!
- The new traffic signal at Hubach and Madison was a waste of money but since it's there at least make it traffic sensitive not timed.
- It takes too long to get on 58 Hwy from the side streets. Sometimes, you have to wait for 6 minutes at a light when no one is even on the road. However, all-in-all, I really like it here.

STREET MAINTNENACE (14 Comments)

- Please fix the street from Willowwood Road to Foxwood Drive across from Arschlen's and Walgreens.
- The intersection of Ward and Reutzweill needs work, they need to redo the center line striping, especially for older people who don't like driving at night but have to.
- Please fix the stripping and signage along Ward Road.
- Please properly repair Huback Hall between School Road and Dogwood. The multiple patches are unacceptable. The City also needs to enforce the "No Yard Waste" in city ditches code.
- The sidewalk and curbs need large amounts of repair in my neighborhood (Fox Haven).

- Raymore needs a lot of road work; 58 Highway is way too congested and needs more lanes.
- They should have widened the lanes along South Madison and South School Road when they did the resurfacing. They should have done something similar to what was done on South Dean Ave between Lucy Webb and Hubach Hill Road. South Madison and South School Road should be priorities for improvement because they are major routes from Raymore to the Ray/Peculiar School buildings in Peculiar.
- School Road needs to be widened to 4 lanes. The Raymore Peculiar School District is growing and if they don't plan for traffic along these roads they are going to have to split it into separate districts.
- They need to continue the improvements on School Rd to the high school. This road is a safety concern for young drivers.
- There are two streets that should be priorities for improvement because they are both safety issues. The first is the area off 58 Highway going to Dollar General. There have been numerous accidents due there because of the exit. The access is bad because there is a hump on the exit ramp and the island medians are not for this type of climate. Another problem area is the exit by CVS, Culverts, and the carwash off 58 Highway. When it snows, you cannot see the curbs around the islands or from a full size truck window.
- The roads in Stone gate are in poor condition. Particularly, Hedge Apple Place (there is a big dip in road).
- There needs to be better maintenance of the streets in Raymore, there are numerous roads that need to restriped.
- We need speed bumps along Foxridge in Eagle Glen, there are cars that exceed 45mph regularly in this area.
- I never see the streets swept.

TAXES (14 Comments)

- There should be absolutely no tax increases for any reason! There is an apparent push to build an activity center. We do not need it.
- We shop outside of Raymore because there is a better selection and the taxes are lower.

- I have commented throughout this survey and meant every word I wrote. I also know taxes are cheaper in Harrisonville so please be wise with our money.
- I wish that the real estate tax could be cheaper, especially for retired persons.
- I feel like the taxes are far too high for what Raymore has to offer. I am concerned about our future in the next 5-10 years.
- Taxes, taxes, taxes are too high! If I could afford to move out of Raymore, I would. When the housing market returns, I am most likely leaving Raymore to escape the taxes.
- Taxes way too high for the quality of city services in Raymore.
- You should be asking the public how they feel about the ridiculously high taxes, not only on property but utilities as well. The city needs to hire people who know how to patch asphalt streets or have outside companies to do work right. Examples would be: Kurzwell Rd north of 58 Highway and Jefferson Street just south of 58. These roads are terrible, shoddy and lousy.
- Real Estate taxes are too high. Most of the new retail business went to Belton. Why are these taxes so high?
- Our sales and property tax rates are too high! It is a deterrent to shopping in the Raymore City limits. The same is true for our water and sewer costs.
- The City needs something to offset high taxes. High taxes keep Raymore from looking like Grandview/Belton.
- Taxes on real estate and personal property too high. Raymore has too many codes; we are not Johnson County. I don't care about parks, schools or community services. I don't want to pay for them.
- No higher taxes and no additional city departments. The City should find a way to force the Galleria to pay property taxes to schools. No more corporate welfare in the form of TIF's, CID's, and TDD's, etc. Especially since Mom and Pop businesses would not be included, just rich developers and businesses that can afford to pay their way.
- Taxes are very high in Raymore for the few services and street maintenance benefits we see. I would not retire here because of the high tax rates.

SEWER AND STORMWATER MANAGEMENT (11 Comments)

- We believe sewage prices are too high.
- Sewer prices are outrageous especially in summer when we have to water our lawns. There is no sewage so why are we paying for it?
- I have stormwater management issues. The storm water drain west of Dean Road comes in our area to a small ditch. When we have a hard rain the water overflows in some areas. The ditch is also an eye sore when the weeds grow up. They reach as high as 3 ft behind Meadows of the Good Ranch on the West end.
- The curb at the end of Crane St was never repaired after the sewers were installed. There's no storm drains on Crane St and the water runs to the end of the street to an open dirt ditch that erodes during heavy rain. The land next to the homeowner's property is an eye sore. The drain on the end of the street needs to be enlarged and the ditch enlarged and finished to control the erosion or maybe, enclosed so the weeds can be controlled.
- The biggest problem I have is the drainage of rain water. Every time it rains, the drainage from city streets overflows the creek behind my house and floods my yard and makes my sump pump work overtime to keep my basement from flowing (I go through a pump once a year). Roanoke Drive.
- The City should prohibit cross-lot drainage on new home construction; most cities do not allow this.
- There is a sewer smell in certain parts of the city, mostly during evenings and mornings. Skyview East has had this problem for years.
- The Brookside area needs storm drain guards please.
- Paying more for a sewer tax than for actual water usage aggravates me to no end. City usage fees on natural gas bills are too high. The curbs along my street are falling apart; some curbs have been patched with blacktop which looks terrible and won't last long.
- I live in Stonegate a couple blocks north of the school and there is terrible drainage between houses on Horseshoe Drive. I wrote to the city two years after moving in but I did not get a response. It must not be on their priority list. Is there anything they could do?

- I would like to see Raymore get its own sewage disposal plant and not pay the outrageous sewer bills we have now. I would much rather pay for a sewage disposal plant and not give our money to KC. Also, it would employ more people.

WATER AND TRASH SERVICES (11 Comments)

- Water is way too expensive.
- We should be able to pay utility bill payments electronically not via bank checks.
- Allow on-line bill payment for water services. Water bills are too expensive, especially in the summer.
- The city should have stayed out of the trash business. Buying the grounds behind Price Chopper for a park at the price that was paid was embarrassing.
- Water pressure is steadily getting worse. There is too much building and not enough water for all these new subdivisions.
- We were extremely upset that we were forced to pay for trash collection. We are self-employed and already pay for it at our business location.
- The City should expand trash service to include weekly yard waste pick-up.
- I don't like the way we can't choose our trash service.
- I contacted the City about Town and Country stealing my personal trash container. They told me to call Town and County who told me to call the city, and when I called the City back they said they would look into it and call me back. They never did. I have followed up multiple times with no responses. The TEC Contract is insane. I'm forced to pay more than I had before and now I have to have recycling. Whoever signed this contract should be fired. It goes to show what a horrible local government we have. You shouldn't be trusted with a dime. As soon as possible I plan to move to get away from this place. Unfortunately, that may not be for some time.
- Trash collection is bad. They need to do a better job of ensuring it all gets picked up. Many times after they leave there is trash blowing around in the streets and yards
- I do not like not having a choice in trash removal services. Despite this, I still like living in Raymore

MULTI-FAMILY DWELLING UNITS (9 Comments)

- I grew up in Raymore and left after high school. I moved back here approximately two years ago. My biggest problem with Raymore is the lack of zone planning. There are too many multi-family dwellings especially near upscale subdivisions. It seems to me this diminishes property value and attracts low income individuals to tax our already overloaded schools and infrastructure. I lived in the Liberty, MO area before and I can tell you the roads and other infrastructure there was planned much better growth than Raymore and Cass County have. There are also just WAY too many multi-family dwellings.
- No low income homes, section 8 homes and multi-family homes!
- I would like to see a strategic marketing plan to attract quality residents when the Honeywell/150 Corridor jobs move location. Approx 1,500-2,000 employees might want to move closer to work! The City should develop "Luxury apartments/duplexes" and beware of low cost housing and "glut" of apartments. You may get migration from Grandview.
- No more rental properties!
- The housing and population growth is making us feel less safe at night. I would like to see less rental/apartments properties and more business/retail/restaurants.
- This city does not need anymore multifamily housing and absolutely NO access to metro buses. If we allow more apartments and duplexes with section 8 housing, the crime rate will rise. For example, look at Belton and Grandview now.
- I feel building any more multi-family residential areas will be a detrimental to the city. I say this because unfortunately, I feel it attracts the wrong type of people.
- This town is full of platform houses, apartments and low-income housing. There are also too many empty buildings.
- I don't want any more multi-family units, section 8 housing or small retail strips. I'd like to see more houses, fine-dining restaurants, office buildings and a nice mall (like Summit Fair in Lee Summit).

SNOW REMOVAL (8 Comments)

- Snowplowing of neighborhood streets is always too late and the snow gets packed to the ice so plowing is ineffective. .

- Snow plows cover up driveways and they knock down mail boxes.
- Snow removal on side streets and cul-de-sacs were terrible last winter. The snow in front of my house was not plowed for more than a week and resulted in several cars getting stuck, which I pulled out myself. Our house is in Cedar Ridge.
- Why do they keep using and wasting money on salt brine solution for the roads that does not work? Please drive on Hubach Hill Road between School Road and J HWY to see what I am talking about. The city employees worked on all summer to repair the road and you can hardly control your car because of the different elevations of the patches.
- I am 80 years old and resent the snow plows piling up snow on my driveway opening making it almost impossible to get my car out even for emergencies.
- Why on a snow route do residents not have to have their cars off the street in a winter storm?
- Each time it snows the plows block our driveway. I don't have a 4 wheel drive vehicle so we miss church services on Sunday when it snows on Saturday night. I call the City each time this happens and only one council person Judy Goff had expressed a sincere desire to help. "They worked a long shift" or "We can discuss tomorrow" are not answers to non-quality work and doesn't get me to church on time.
- Why do we waste money on spraying streets in winter when they don't need it?

CODES AND ORDINANCES (8 Comments)

- Codes in Raymore are not being enforced.
- I live in Fox Haven and the yards and houses need painting and the wood on most houses is rotting and needs to be fixed. The houses here have been like this for years.
- The codes enforcement person in charge should be replaced ASAP. He is not responsible and does not care.
- There needs to be more enforcement of kids playing in streets and grounds not belonging to them or their family and enforcement of the litter policy.
- We love living here. The only problem I have is that when it comes to code enforcement there is a lack of common sense.
- The City needs better enforcement of fireworks regulations and clean up.

- Where is the city at on banning smoking in public buildings? I thought Raymore was "Teaming" up with Belton on this very important issue? Where are we on this? This should receive the most emphasis.
- Most areas are very satisfactory. A few owners are not meeting their property maintenance codes but hopefully the City will stress this after this survey.

TRAFFIC FLOW (8 Comments)

- Highway 58, going east to west is getting bad during the lunch hour, work hours and on weekends. Overall, I think the City is doing a good job. Thanks and keep up improving our city.
- East/West traffic flow is not good and it is really congested at times.
- Over the years, it has gotten more crowded and traffic congestion has gotten worse.
- Although it is not in Raymore, the 58/71 hwy congestion is a problem I would like to see addressed.
- Raymore has always been a good place to live in. City services recently have been excellent. However, traffic management along 58 HWY is our only negative comment.
- Although not in Raymore, the 58/71 hwy congestion is a problem I would like to see addressed.
- I don't like the design of roads in the City. Traffic patterns make stores and restaurants hard to find and park near and there are too many driveways. We need better design.

CUSTOMER SERVICE AND CITY EMPLOYEES (8 Comments)

- This summer, I contacted a City employee about the South Madison Street work being done and they told me that even though the side of my backyard looked bad the contractors would at least reseed the sloppy work that had been done. To this date, nothing has been done nor has any response been made to me.
- Fix the city hall phone answering system!
- Employees at City Hall are difficult; they are behind "glass"! Take it down.

- I am very disappointed with the customer service I have received from the City's Code Enforcement Department. They don't return phone calls or email messages about complaints. For example I have called and emailed about a duplex in one of the Creekmoor entrances where there were tires, pallets, a truck and a trailer left in the front yard and the City has done nothing!
- We absolutely love the city. However, I must say a few employees at the water department have been rude and not helpful.
- We need more diversity in City Hall and local positions (example: police, city council, etc.).
- There are too many employees for city parks, which is a waste of tax payer money. What public health services? Is that part of poor communication from city?
- The City needs to review the number of employees and their employee structure. There are too many "departments" with overpaid "department heads". A city of this size should not have so many employees. Have you really watched the number of city workers just standing around?

APPEARANCE OF THE CITY (5 Comments)

- The City really needs to re-do the parking lots and landscaping in that shopping center next to the Raymore Christian Church. It looks bad.
- The number of licensed vehicles per household should be limited. For example: the house on S. Silver Tags on the eastside has six plus cars. This makes the entire neighborhood look trashy and makes it hard to sell houses in the area.
- I would like to see Christmas Decorations on City streets (58 Hwy) during the holidays.
- The appearance of Raymore is nothing to brag about; parkways are in need of attention. The trees planted are an eye sore. There is no City pride and nothing is ever posed on the posts not even Christmas decorations! Every other community has light post decorations. Weed control is an issue and creek areas need attention. Raymore is lacking beautiful green areas along 58 highway and signage. Just mowing isn't all that makes a city beautiful.
- The common area in Eagle Glen is ugly and un-kept. When the home owners were allowed to keep it, it was beautiful.

- Why don't we have Christmas decorations on City light poles along HWY 58 in Raymore? I would like to see decorations all over the City and not just at City Hall which is off the highway so very few people ever see them. We are OTR truckers and almost all towns we go through have street decorations, even tiny towns.
- The weeds have grown too high along Sunset Street, just south of 58 Hwy where the little orange area is that catches trash and no one moved it all summer.
- The bushes along Lucy Webb at the Lakeshore entrance should be trimmed and dead debris should be cleaned up. I think there should be more ways of disposing yard waste without cost to public.

ANIMAL CONTROL (5 Comments)

- There are too many unleashed animals in neighborhoods.
- Raymore is a very good place to live but the City needs an ordinance against vicious dogs (pit bulls).
- We need more City ordinances in place against dogs. The barking dog next door is like living next to a working jackhammer (Heritage Hills). Water from backyards is also bad.
- My neighbor just lets his pets run wild. This is a problem because the cats use we our yard as a litter box.
- Animal control is poor to respond and they don't seem to really want to really enforce codes.

STREET LIGHTING AND SIGNAGE (5 Comments)

- Street lighting in some residential areas is not adequate. Park lights are not being maintained.
- The City needs better lighting in the Lakeshore addition.
- Some of our new business developed areas have no street lighting at all. (example: the Remington Development) This is a hazard and we have almost had accidents going to the vet in that area.
- My main complaint is it seems every street has street lights but North Park Drive from 58 to Pine. This is still a very busy street even with the addition of Sunset to

Lucy Webb. Cars drive very fast down my street and at night it is difficult to see pedestrians or parked cars on this street. I have complained for many years and nothing gets done. Drive down this street after dark and you will see!

- The City needs to put up a sign stating, " Cross Traffic does not stop" on Dean Ave at Lucy Webb.

SIDEWALK MAINTENANCE (3 Comments)

- I have a problem with the sidewalks in front of my house. After the sewers were put in the sidewalks started settling to a point that the sidewalk is lower than the street curb. I called my council person and she sent someone out to look at it. I was told there wasn't anything wrong with it. I now have a 3" drop in the sidewalk and the driveway on the south which creates a tripping hazard. When someone trips and falls here, it will be the fault of the City and not me. I have made an effort to get this taken care of. I also want to add that when we have a lot of rain, water sits in the lower areas of the sidewalk. Richard D. Jacques, 802 Raven Street.
- I don't like the sidewalks coming into my neighborhood because the people walking their dogs are that much further up in my yard. Their dogs poop in the yard and they don't clean it up. The weeds have grown too high along Sunset Street, just south of 58 Hwy where the little orange area is that catches trash and no one moved it all summer. They put in a sidewalk there and it is still covered with leftover dirt and it looks bad.
- We need sidewalks added to the older neighborhoods for the safety of children walking to school.

CITY COUNCIL ISSUES (2 Comments)

- The City Council "news" that was all over local TV channels this year was detrimental to our City's image. Many residents were embarrassed by the gun-toting cowboys of City Hall. The juvenile behavior of some city council members was ridiculous.
- City Council is awful and incompetent. We need new leaders! Bring in business!

NOISE CONTROL (2 Comments)

- Loud lawn mower noise is a problem. I would like for the City of Raymore to stop the residents from using loud lawn mowers.
- The City should enforce noise ordinances on loud lawn mowers and prohibit boom boxes.

OTHER (47 Comments)

- Watch the expenses very closely for the next 5 years. The City should not spend so much on their staff, there are too many employees for the size of the city.
- Fall yard waste was too early. People are still trying to get leaves raked (12-11-10) but pick-ups are over. Also weeds are allowed to grow way above 12" in areas all over Raymore. OTR truckers have no place to park, however, we are very good taxpayers.
- There are also not enough crosswalks on Lucy Webb.
- Enough with the guns! It hurts our image! Raymore needs to move on to other issues!
- I would also like to see the annexation of rural areas and Raymore.
- Your questions do not have enough information to make a good decision.
- This was a really long survey.
- There is no public transportation of any kind in Raymore. This is a real problem. Otherwise, Raymore is a nice place to live.
- We bought our house in Raymore in 1980. We raised our family here. My parents and two brothers moved here because of us. Two of our 3 sons live here raising their families (youngest in Texas).
- I am an 85 years old and not very active outside of the house. My wife is 87 years old and has lost 85-90% of her vision and suffered a hip replacement in 2010. As you see, not many of these questions are a concern for us. We appreciate the opportunity to participate.

- As a whole, I enjoy living in Raymore.
- I am very satisfied with living in Raymore. Raymore is a very pleasant and friendly city.
- Thanks for the survey. "The economy" of course is a factor in development. Our development (Timber Trails) is at a stand still and we would like to see it progress but understand the difficulties in seeing that happen.
- I'm retired, 91 years old and live in Ash. My responses probably aren't very valuable to you! But I do look through the booklet you sent out yearly and read about the City in the journal that is sent out, etc.
- All questions are pertinent to my household except Q34. This should not be a factor for consideration.
- Overall, I very satisfied with the City, keep up the good work.
- We do not have a computer for any use.
- I am unhappy that the city won't allow a cart return at Price Chopper close or next to the handicapped area. Why have a handicapped parking area and some people walking if they have to walk half way up to return a cart. The alternative most of us use is to leave the cart in between the n/s parking lanes and hope they don't roll into someone's car.
- We love Raymore. We moved here from Grandview and find it much safer and more country living than city living. We are very happy here. Thanks.
- I live in a retirement community so it is difficult to answer this survey.
- I am retired and not involved in much local activity. I have a large family within 30 minutes of me. Lot of the questions I never gave too much thought about but overall I'm happy here.
- I have not lived in the area long enough to answer many questions.
- I appreciate the City polling the citizens to get feedback.
- I am sorry but I do not consider myself knowledgeable enough of the area to answer most of the questions. I did have trouble with the "Pork Chop" entrance into CVS until I started driving to the far end of the parking lot to enter and exit.

- Rating the City is dependent on experience. My experience with the City has not been good. I have gone to a #7 meeting and came away from the meeting wondering how they got their jobs? There seems to be very little common sense.
- I don't think this survey is a good use of city money.
- We are very dissatisfied with the quality/amount of attention paid to the eastern portion of Raymore (east of J HWY). This includes: Prairie Lane snow removal, road conditions, lack of police presence and proximity of walking tracks/parks. There appears to be a lack of understanding on the location of city limits and making sure the needs of ALL residents are met.
- We love living in Raymore! Great schools, great neighborhoods.
- I never seen or know the channel for city council meetings. I would like to hear the end results from this survey.
- We used to live in Blue Springs, MO. Raymore is a good model for a small town. They have many high quality parks throughout the city, and they were well maintained. They also had facilities and activities for all ages.
- I moved to Raymore six years ago. My kids love the schools they go to. To me Raymore is a great school district. I love living in Raymore. It is my home!
- We just moved here from Iowa in May 2010 and are very Pleased.
- Raymore needs more one level housing for people with disabilities.
- The City needs to support the school district without the state funding or the district will fall from grace. The city needs to support fundraising efforts to replace the lost state funding.
- I love living in Raymore! Love the beautiful subdivisions, excellent schools, and most of the neighborhoods.
- We live in Retirement Village and these questions do not always apply to us.
- Raymore is not the quaint little town we moved to 16 years ago. There has been a mass migration of people from the "hood". There are also too many blue collar rednecks that could care less about laws or HOA regulations. I hate to say it, but I see Raymore becoming "Grandview" in less than 10 years. If it weren't for the school district, we would already have moved. Unfortunately, they are headed in the same direction as Raymore. I don't know that I would recommend Raymore as somewhere to live.

- Overall I am very satisfied with City Management.
- I walk the streets and there are also too and the cars are parked on the sidewalk. You also have uneven sidewalks.
- The city needs to punish firms that hire illegal aliens.
- I also feel largely the school system is slipping. I'm seriously considering private schooling especially for my high school age children.
- The road system on the way to several schools is extremely lacking and another reason for private school. The high school Bridleridge and RayPec East Middle School are death traps waiting to happen.
- Stop tearing up yards for useless, unwanted sidewalks. Fill in ditches in "Old Town" and pour sloped curves, not squared ones. We need more businesses to be open 24 hours. We also need more competent doctors at Belton Research ER. One guy there has no patience with any patients. Also tell people to stop parking on streets overnight; some even park there permanently.
- The City's webpage was very difficult to find and the City doesn't inform people that the City has a channel on Cable TV.
- Guns in the city here are dumb.
- I do not want anymore fast food restaurants built!
- There is poor planning for growth in Raymore.

Section 5:
Survey Instrument



City of Raymore
100 Municipal Circle
Raymore, Missouri 64083
(816) 331-0488 / Fax (816) 331-8724

November, 2010

Dear Raymore Resident:

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

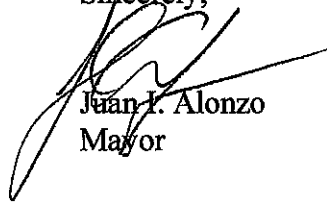
We greatly appreciate your time. We realize that this survey takes some time to complete, but every question is important. The time you invest will influence decisions made about the city's future.

Please return your completed survey in the next week using the postage-paid envelope provided. The survey data will be compiled and analyzed by ETC Institute, which is one of the nation's leading firms in the field of local governmental research. They will present the results to the city early next year. Individual responses to the survey will remain confidential.

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

Thank you in advance for your participation!

Sincerely,



Juan L. Alonzo
Mayor

*"The City of Raymore is dedicated to being a
quality community in which to live, work and play."*



2010 City of Raymore Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to resident concerns. If you have questions, please call Jim Feuerborn, at 331-0488.

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

<i>City Services</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Overall quality of public safety services (e.g., police)	5	4	3	2	1	9
B. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
C. Overall maintenance of City streets	5	4	3	2	1	9
D. Overall maintenance of City buildings and facilities	5	4	3	2	1	9
E. Overall enforcement of City codes and ordinances for building and housing	5	4	3	2	1	9
F. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
G. Overall effectiveness of City communication with the public	5	4	3	2	1	9
H. Overall quality of the City's storm water runoff/storm water management system	5	4	3	2	1	9
I. Overall flow of traffic and congestion management in the City	5	4	3	2	1	9
J. Overall quality of public health services in the community	5	4	3	2	1	9

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

_____ 1st _____ 2nd _____ 3rd

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

<i>How would you rate The City of Raymore:</i>	<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
A. Overall quality of services provided by the City of Raymore	5	4	3	2	1	9
B. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
C. Overall image of the City	5	4	3	2	1	9
D. How well the City is planning growth	5	4	3	2	1	9
E. How well the City is managing growth	5	4	3	2	1	9
F. Overall quality of life in the City	5	4	3	2	1	9
G. Overall feeling of safety in the City	5	4	3	2	1	9
H. Quality of new development in the City	5	4	3	2	1	9
I. As a place to retire	5	4	3	2	1	9
J. Overall appearance of the City	5	4	3	2	1	9

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

<i>Public Safety</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Overall quality of local police protection	5	4	3	2	1	9
B. The visibility of police in neighborhoods	5	4	3	2	1	9
C. The visibility of police in retail areas	5	4	3	2	1	9
D. The City's efforts to prevent crime	5	4	3	2	1	9
E. How quickly police respond to emergencies	5	4	3	2	1	9
F. Enforcement of local traffic laws	5	4	3	2	1	9
G. Quality of animal control	5	4	3	2	1	9
H. The City's municipal court	5	4	3	2	1	9

5. Which **THREE** of the public safety items listed above do you think should receive the most emphasis from City leaders over the next **TWO** Years? [Write in the letters below using the letters from the list in Question 4 above.]

_____ 1st _____ 2nd _____ 3rd

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

<i>How safe do you feel:</i>	<i>Very Safe</i>	<i>Somewhat Safe</i>	<i>Somewhat Unsafe</i>	<i>Very Unsafe</i>	<i>Don't Know</i>
A. Walking alone in your neighborhood in general	4	3	2	1	9
B. Walking alone in your neighborhood after dark	4	3	2	1	9
C. Walking alone in your neighborhood during the day	4	3	2	1	9
D. Walking alone in business areas after dark	4	3	2	1	9
E. Walking alone in business areas during the day	4	3	2	1	9

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

_____ (1) Yes [go to Q7a] _____ (2) No [go to Q8] _____ (3) Don't know [go to Q8]

7a. If "yes", did you report all of these crimes to the police?

_____ (1) Yes [go to Q8] _____ (2) No [go to Q8] _____ (3) Don't know [go to Q8]

8. During the past 12 months, have you had **ANY** contact with the police department?

_____ (1) Yes [go to Q8a] _____ (2) No [go to Q9] _____ (3) Don't know [go to Q9]

8a. If "yes", how would you rate the contact?

_____ (1) Excellent _____ (4) Poor
 _____ (2) Good _____ (5) Don't know
 _____ (3) Fair

9. In general, how would you rate the road conditions in Raymore?

_____ (1) Good condition _____ (3) Many bad spots
 _____ (2) Mostly good condition _____ (4) Don't know

10. In general, how would you rate street sweeping in Raymore?

_____ (1) Excellent _____ (3) Fair _____ (5) Don't know
 _____ (2) Good _____ (4) Poor

11. City Maintenance/Public Works. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>City Maintenance/Public Works</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Maintenance of major City streets	5	4	3	2	1	9
B.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
C.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
D.	Maintenance of City buildings	5	4	3	2	1	9
E.	Snow removal on major City streets	5	4	3	2	1	9
F.	Snow removal on neighborhood streets	5	4	3	2	1	9
G.	Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
H.	Adequacy of City street lighting	5	4	3	2	1	9
I.	Condition of City sidewalks	5	4	3	2	1	9
J.	Availability of sidewalks in the City	5	4	3	2	1	9
K.	Landscaping and appearance of public areas along City streets	5	4	3	2	1	9

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

_____ 1st _____ 2nd _____ 3rd

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

<i>Parks and Recreation</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Maintenance of City parks	5	4	3	2	1	9
B.	How close neighborhood parks are to your home	5	4	3	2	1	9
C.	Number of walking and biking trails	5	4	3	2	1	9
D.	Quality of outdoor athletic fields	5	4	3	2	1	9
E.	Number of outdoor athletic fields	5	4	3	2	1	9
F.	Quality of indoor recreation facilities	5	4	3	2	1	9
G.	Number of indoor recreation spaces	5	4	3	2	1	9
H.	Availability of information about City parks and recreation programs	5	4	3	2	1	9
I.	The City's youth athletic programs	5	4	3	2	1	9
J.	The City's adult athletic programs	5	4	3	2	1	9
K.	The City's fitness programs	5	4	3	2	1	9
L.	The City's instructional programs	5	4	3	2	1	9
I.	City special events and festivals	5	4	3	2	1	9

14. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below from the list in Question 13 above.]

_____ 1st _____ 2nd _____ 3rd

15. Parks and Recreation Services/Facilities. For each of the items listed, please rate on a FOUR POINT scale, where 4 means “excellent”, and 1 means “poor”.

<i>Services and Facilities</i>		<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't Know</i>
A.	The range of activities at parks and recreation facilities	4	3	2	1	9
B.	The appearance of park and recreation facilities	4	3	2	1	9
C.	Safety of park and recreation facilities	4	3	2	1	9
D.	The overall satisfaction with parks and recreation in Raymore	4	3	2	1	9

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

<i>City Communication</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	The availability of information about City programs and services	5	4	3	2	1	9
B.	City efforts to keep you informed about local issues	5	4	3	2	1	9
C.	How open the City is to public involvement and input from residents	5	4	3	2	1	9
D.	The quality of programming on the City's cable television channel	5	4	3	2	1	9
E.	The quality of the City's web page	5	4	3	2	1	9
F.	The content of the City's newsletter	5	4	3	2	1	9

17. Sewer and Water Utilities and Storm Water management. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>Sewer and Water Utilities and Storm Water Management</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	The clarity and taste of the tap water in your home	5	4	3	2	1	9
B.	Water pressure in your home	5	4	3	2	1	9
C.	What you are charged for water/sewer utilities	5	4	3	2	1	9
D.	How easy your water/sewer bill is to understand	5	4	3	2	1	9
E.	Drainage of rain water off City streets	5	4	3	2	1	9
F.	Drainage of rain water off properties next to your residence	5	4	3	2	1	9
G.	Adequacy of the City's sanitary sewer collection	5	4	3	2	1	9
H.	Adequacy of the City's water system	5	4	3	2	1	9

18. 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>
A. Enforcing the clean up of litter and debris on private property	5	4	3	2	1	9
B. Enforcing the mowing and trimming of lawns	5	4	3	2	1	9
C. Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
D. Enforcing the maintenance of business property	5	4	3	2	1	9
E. Enforcing codes designed to protect public safety	5	4	3	2	1	9
F. Enforcing sign regulations	5	4	3	2	1	9

19. Are weed lots, abandoned vehicles, graffiti, and dilapidated buildings/houses a problem in Raymore?

- (1) Not a problem (4) A major problem
 (2) Only a small problem (5) Don't know
 (3) Somewhat of a problem

Economic Development.

20. Using a five-point scale where 5 means "much too slow" and 1 means "much too fast", please rate the City's current pace of development in each of the following areas.

<i>Economic Development</i>	<i>Much Too Slow</i>	<i>Too Slow</i>	<i>Just Right</i>	<i>Too Fast</i>	<i>Much too Fast</i>	<i>Don't Know</i>
A. Office development	5	4	3	2	1	9
B. Industrial development	5	4	3	2	1	9
C. Multi-family residential development	5	4	3	2	1	9
D. Single-family residential development	5	4	3	2	1	9
E. Retail development	5	4	3	2	1	9

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

- (1) Very supportive (3) Not sure
 (2) Somewhat supportive (4) Not supportive

22. How often do you typically go outside Raymore to shop?

- (1) Every day (4) A few times per month
 (2) A few times per week (5) A few times per year
 (3) At least once a week (6) Seldom or never

23. What items do you regularly go outside of Raymore to shop for?

- (1) Groceries/Household Goods (5) Fast Food (9) Full-Service Restaurant
 (2) Clothing (6) Books/Music (10) Sporting Goods
 (3) Furniture (7) Electronics/Appliances (11) Hardware/Lawn Garden
 (4) Automobiles (8) Health Care/Primary Care Physician

Customer Service.

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

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

24a. Which City department did you contact most recently? _____

24b-e. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the customer service you received from the City department you listed in Q24a.

<i>Customer Service</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
B.	How easy the department was to contact	5	4	3	2	1	9
C.	How courteously you were treated	5	4	3	2	1	9
D.	Technical competence and knowledge of City employees who assisted you	5	4	3	2	1	9
E.	Overall responsiveness of City employees to your request or concern	5	4	3	2	1	9

25. 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? (Circle the corresponding number)

<i>Reasons to Live in Raymore</i>		<i>Very Important</i>	<i>Somewhat Important</i>	<i>Not sure</i>	<i>Unimportant</i>
A.	Sense of community	4	3	2	1
B.	Quality of public schools	4	3	2	1
C.	Employment opportunities	4	3	2	1
D.	Types of housing	4	3	2	1
E.	Affordability of housing	4	3	2	1
F.	Access to quality shopping	4	3	2	1
G.	Availability of Parks & Recreation opportunities	4	3	2	1
H.	Near family or friends	4	3	2	1
I.	Safety & Security	4	3	2	1

Other Issues.

26. Trash Service. 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>Trash Service</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Residential Trash collection services	5	4	3	2	1	9
B.	Curbside recycling services	5	4	3	2	1	9
C.	Yardwaste removal services	5	4	3	2	1	9
D.	Amount you pay for trash service	5	4	3	2	1	9

27. Transportation.

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

<i>Transportation</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Ease of north/south travel	5	4	3	2	1	9
B.	Ease of east/west travel	5	4	3	2	1	9
C.	Ease of travel from home to schools	5	4	3	2	1	9
D.	Ease of traveling from your home to work	5	4	3	2	1	9
E.	Availability of public transportation	5	4	3	2	1	9
F.	Availability of bicycle lanes	5	4	3	2	1	9
G.	Availability of pedestrian walkways	5	4	3	2	1	9

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

- (1) Government Access Channel (4) Video Streaming (7) Newspaper
 (2) City Web Site (5) Social Media (8) City Publications
 (3) Text Messages (6) Utility Bill Inserts (9) E-Mail

29. Would you like to see the City construct an activity center that could be used for indoor sports, for use by active adults and adult therapeutic activities, and private event rentals?

- (1) Yes [Go to Q29a] (2) No [Go to Q30]

29a. Which of the following would you be willing to support to have the activity center constructed?

- (1) No tax increase bond issue (2) Sales tax increase (3) Tax increase bond issue

30. If you watch City Council meetings, then rate:

<i>Quality of City Council Television Broadcast</i>		<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't Watch</i>
A.	Video Quality – visibility of the meeting	4	3	2	1	9
B.	Sound Quality of the meeting	4	3	2	1	9

31. 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

32. What is your age?

- (1) under 25 (3) 35 to 44 (5) 55 to 64
 (2) 25 to 34 (4) 45 to 54 (6) 65+

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

- (a) In Raymore (c) Elsewhere in MO (e) not currently employed
 (b) Elsewhere in Cass County (d) In KS

34. 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

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

Comments:

Please use the space below to provide any comments you wish to have included in your response. You may also use the back of this page or include other pages as you wish.