

2008 DirectionFinder®

FINAL Report



conducted for

Raymore, Missouri

by

ETC Institute

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Olathe, Kansas 66061
(913) 829-1215

December, 2008

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2008 DirectionFinder[®] Survey

Executive Summary Report

Overview and Methodology

During November of 2008, ETC Institute administered a community survey for the City of Raymore. The purpose of the survey was to assess citizen satisfaction with the delivery of major city services and to help determine priorities for the community as part of the City's ongoing planning process. Comparisons were made with the results of the 2006 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 480 households have a 95% level of confidence with a precision of at least +/- 4.5%. 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:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- importance-satisfaction analysis
- benchmarking data that shows how the survey results for Raymore compare to other cities, including cities in Kansas and Missouri
- 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.*”

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) (84%), the maintenance of City buildings and facilities (82%), the quality of customer service (77%), and the quality of parks and recreation programs and facilities (69%). Residents were least satisfied with the flow of traffic congestion management (38%). **TRENDS:** The most significant ratings increases were seen in the enforcement of City codes for buildings and housing (54% in 2008 vs. 44% in 2006) and the effectiveness of City communication with the public (64% in 2008 vs. 57% in 2006).
- **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.
- **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 75% rated as “excellent” or “good”, the overall image of the City. **TRENDS:** The most significant improvements in ratings over the 2006 results were in the overall image of the City (75% in 2008 vs. 66% in 2006), how well the City is managing growth (37% in 2008 vs. 28% in 2006), and the value received for City tax dollars and fees (46% in 2008 vs. 38% in 2006).
- **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 fire protection (89%), the overall quality of local police protection (86%), and police response time to emergencies (79%). **TRENDS:** The most significant improvements in ratings over the 2006 results were in satisfaction with the City’s municipal court (62% in 2008 vs. 51% in 2006), and the enforcing of local traffic laws (72% in 2008 vs. 66% in 2006).
- **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 (100%), walking alone in their neighborhood in general (98%), 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 (74%) 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 (78%), snow removal on major City streets (78%), the cleanliness of streets and other public areas (78%), and the maintenance of street signs and traffic signals (72%). Residents were least satisfied with the availability of City sidewalks (41%). **TRENDS:** The most significant ratings increases were seen in snow removal on neighborhood streets (62% in 2008 vs. 45% in 2006), and the maintenance of neighborhood streets (57% in 2008 vs. 45% in 2006).

- **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 (77%), the availability of information about parks and recreation programs (68%), the quality of outdoor athletic fields (67%) and the City’s youth athletic programs (66%). Residents were least satisfied with the City’s adult athletic programs (53%). **TRENDS:** The most significant ratings increases were seen in the City’s youth athletic programs (66% in 2008 vs. 52% in 2006), the City’s adult athletic programs (53% in 2008 vs. 40% in 2006), and the number of walking and biking trails (55% in 2008 vs. 43% in 2006).

- **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 (83%), the satisfaction with parks and recreation in Raymore (79%), and the range of activities at parks and recreation facilities (73%).

- **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 content of the City’s newsletter (65%), the availability of information about City programs (61%), and the City’s efforts to keep you informed (57%). Residents were least satisfied with how open the City was to public involvement (45%). **TRENDS:** The most significant ratings increase was seen in the quality of the City’s web page (57% in 2008 vs. 47% in 2006).

- **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 clarity and taste of their tap water (76%), the water pressure in their home (75%), and how easy their water/sewer bill was to understand (74%). Residents were least satisfied with what they were charged for water and sewer utilities (30%).

- **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 enforcement of the codes designed to protect public safety (57%). Residents were least satisfied with the enforcement of the maintenance of residential property (40%).
- **Transportation Issues.** Residents were asked to indicate their level of satisfaction with various transportation issues in the City. The highest level of satisfaction with the transportation, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, was the ease of travel from home to school (49%), and the ease of north/south travel (45%). **TRENDS:** The most significant ratings increases were seen in the availability of pedestrian walkways (34% in 2008 vs. 27% in 2006) and the ease of travel from home to school (49% in 2008 vs. 43% in 2006).
- **Trash Services.** Residents were generally satisfied with the quality of trash services provided by the City. The highest levels of satisfaction with the City’s trash services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: residential trash collection services (85%), and the amount they pay for trash services (47%).

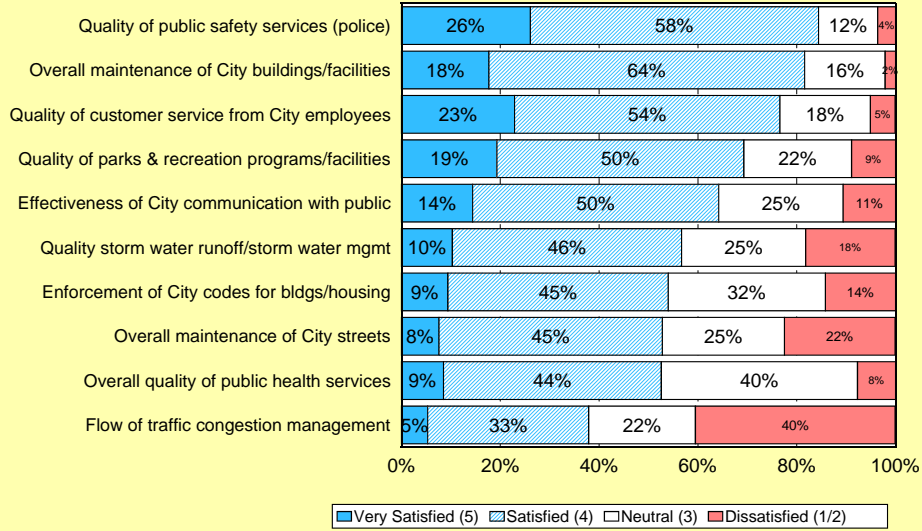
Other Findings

- Seventy-nine percent (79%) of residents felt the roads in Raymore were in “good condition” or “mostly good condition”. Eighteen percent (18%) felt that there were many bad spots and 3% did not know.
- Sixty-five percent (65%) of residents felt that weed lots, abandoned vehicles, graffiti, and dilapidated buildings, in Raymore, were “not a problem” or “only a small problem”. Twenty-one percent (21%) felt that they were “somewhat of a problem”, 2% felt they were a “major problem” and 12% did not know.

Section 1:
Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

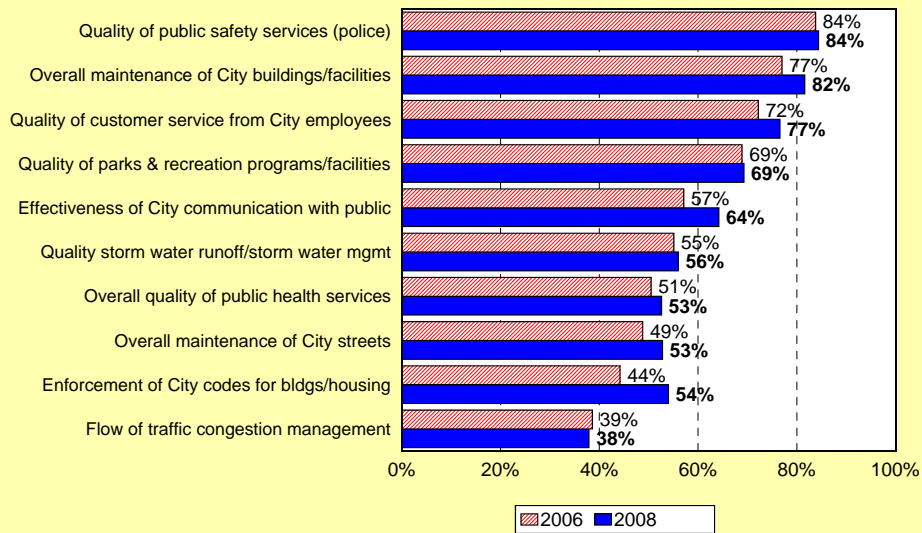
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

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

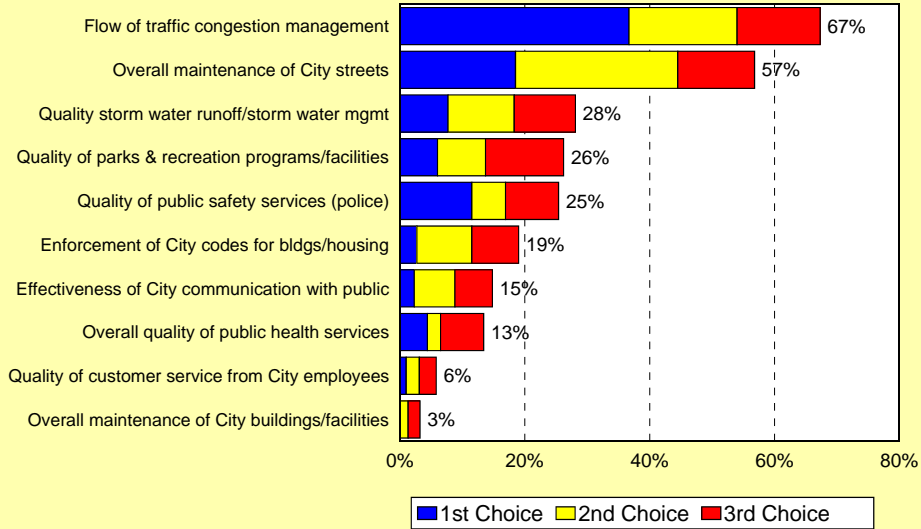
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

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

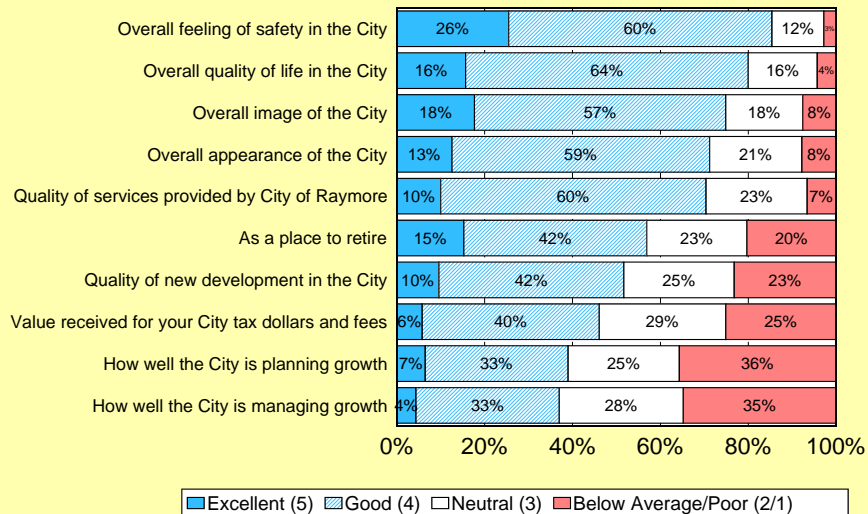
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q3. Satisfaction with Various Perceptions of Raymore

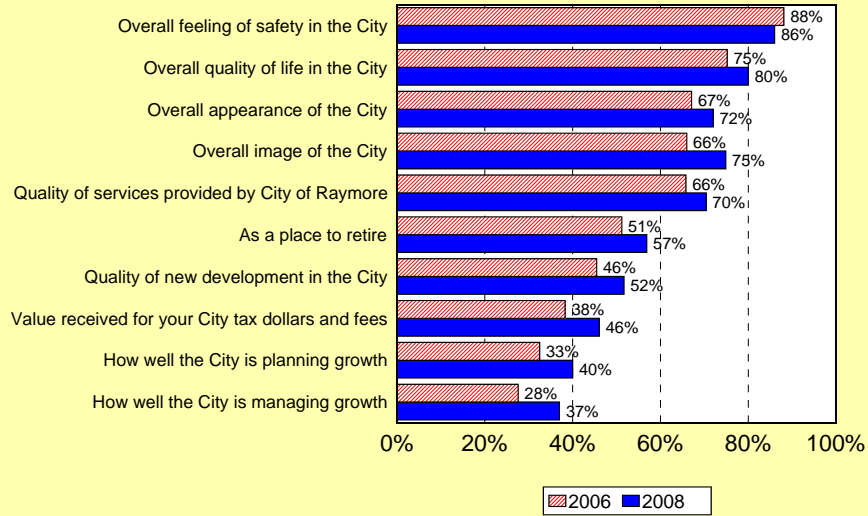
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

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

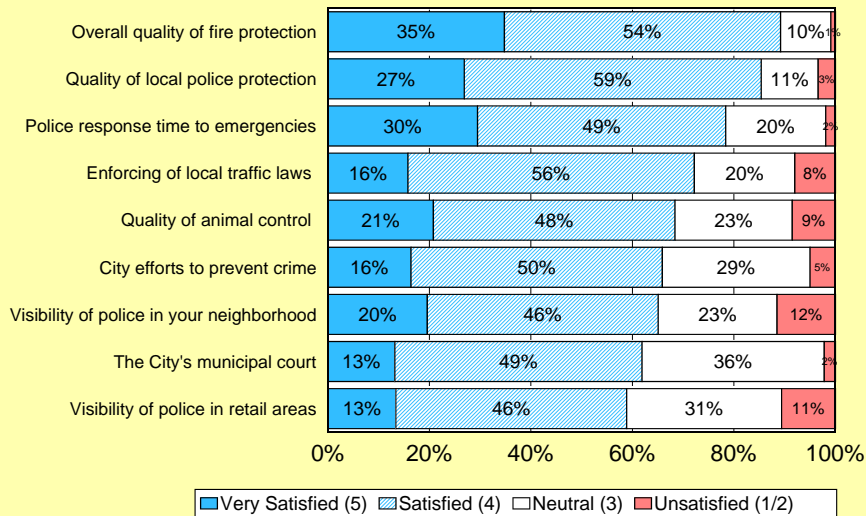
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2008 - Raymore, MO)

Q4. Satisfaction with Various Aspects of Public Safety in Raymore

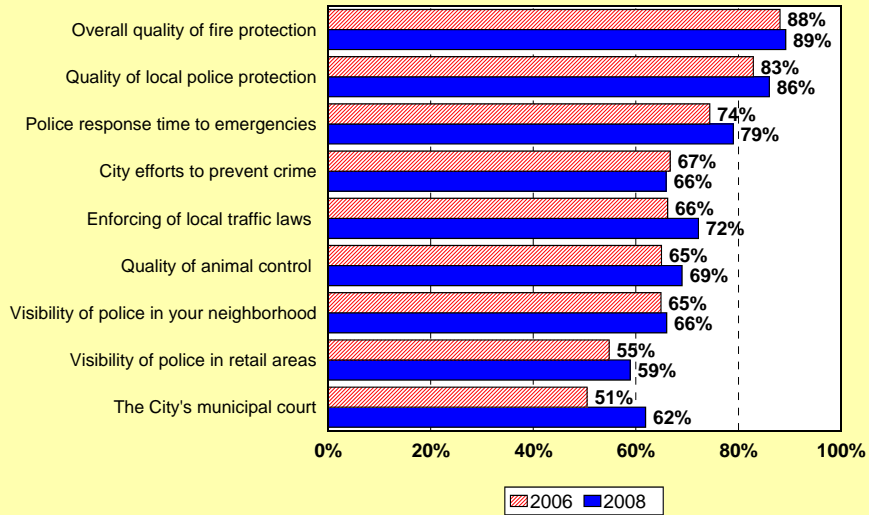
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2008 - Raymore, MO)

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

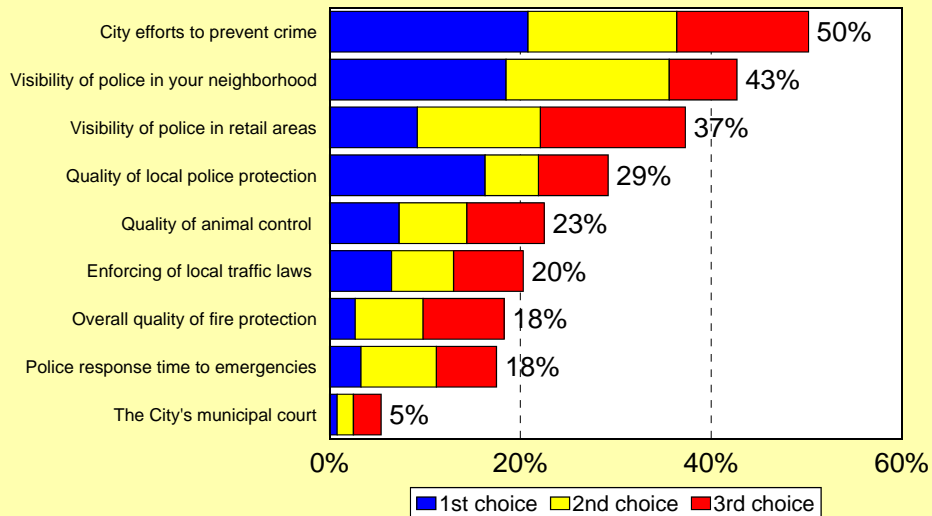
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2008 - Raymore, MO)

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

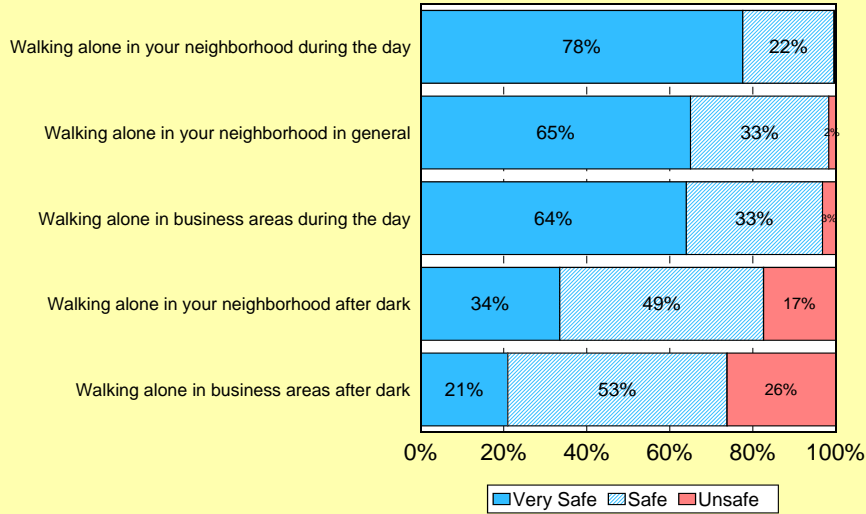
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (December 2008 - 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)

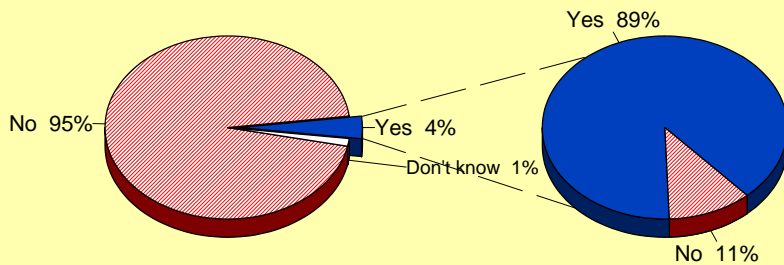


Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

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?

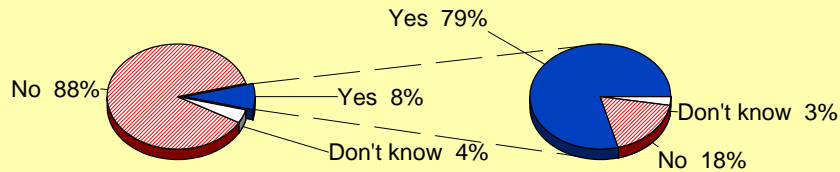


Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q8. During the past twelve months were you or anyone in your household the victim of a crime?

by percentage of respondents

Q8a. If "yes" did you report all of these crimes to the police?

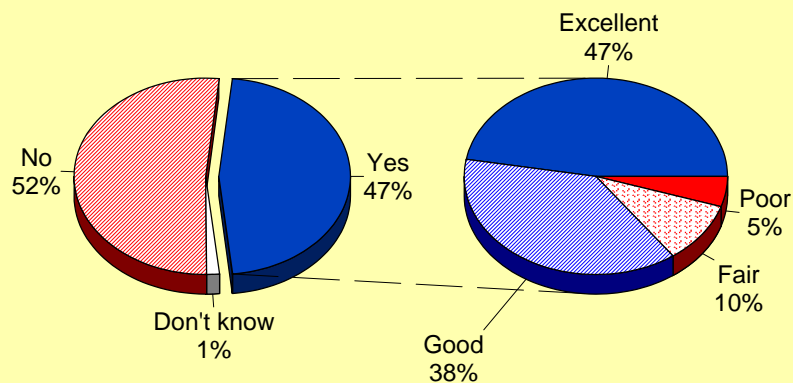


Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q9. During the past twelve months have you had ANY contact with the police department?

by percentage of respondents

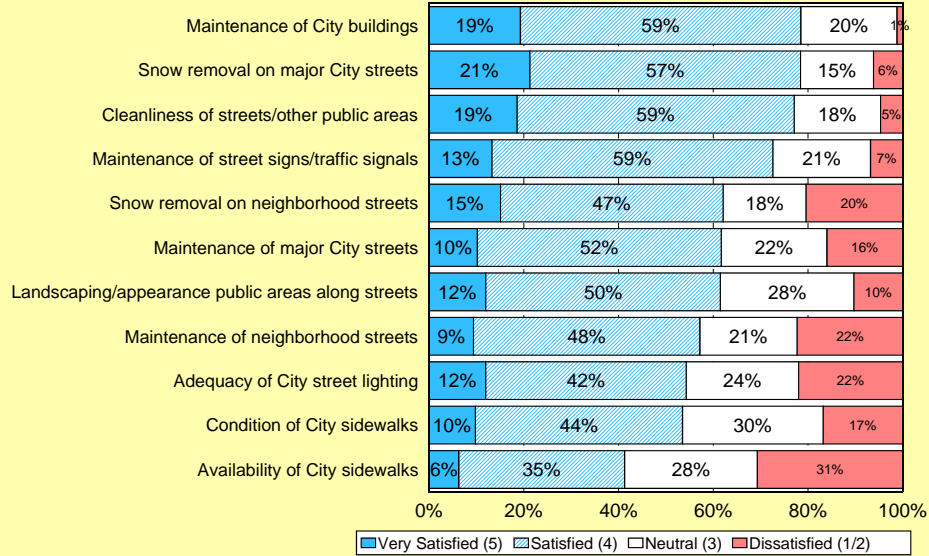
Q9a. If "yes" how would you rate the contact?



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q10. Satisfaction with Various Aspects of Maintenance/Public Works

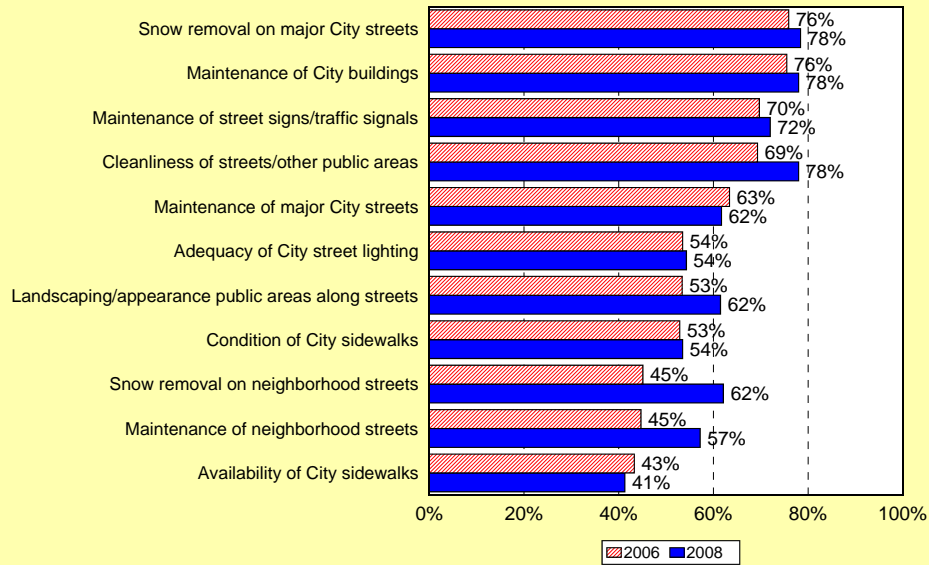
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2008 - Raymore, MO)

Q10. Satisfaction with Various Aspects of Maintenance/Public Works - TRENDS 2008-2006

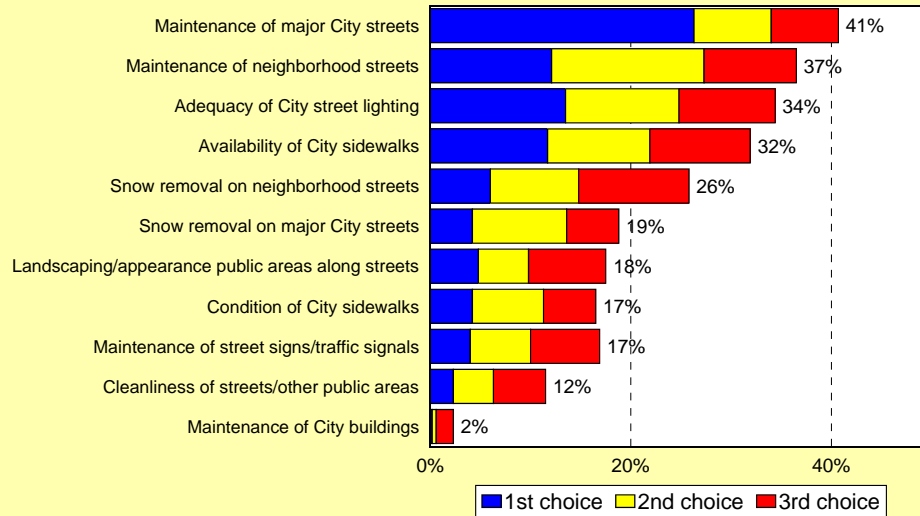
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2008 - Raymore, MO)

Q11. Maintenance/Public Works Issues That Should Receive the Most Emphasis Over the Next Two Years

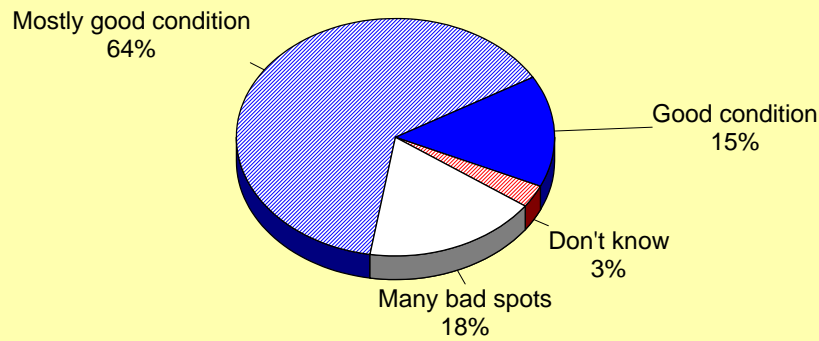
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q12. How would you rate the road conditions in Raymore?

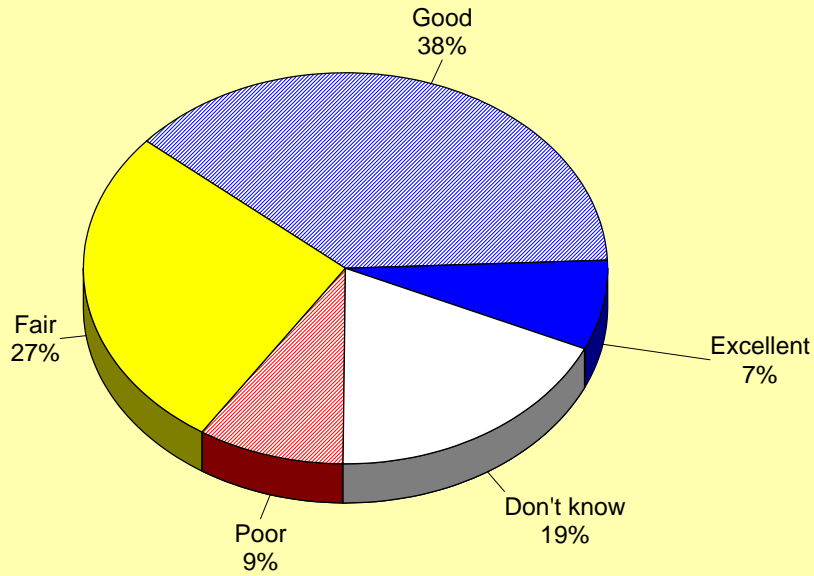
by percentage of respondents



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q13. How would you rate street sweeping in Raymore?

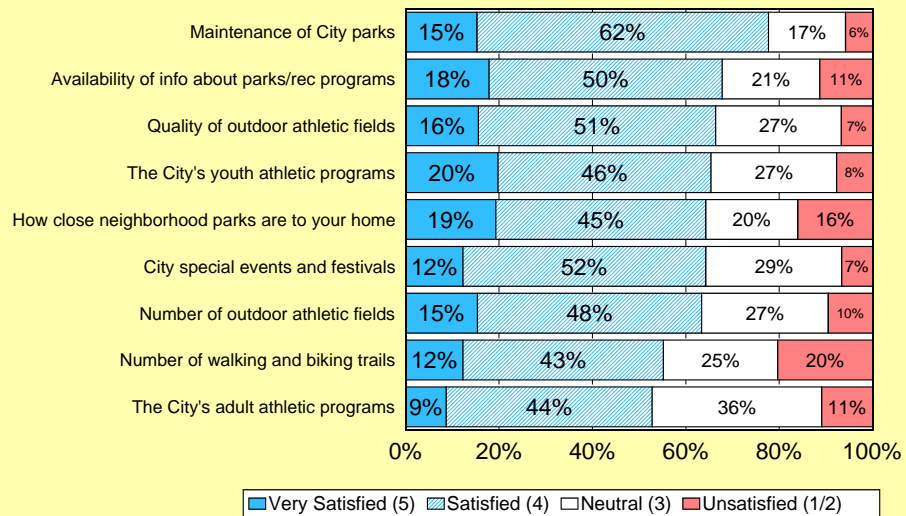
by percentage of respondents



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q14. Satisfaction with Parks and Recreation

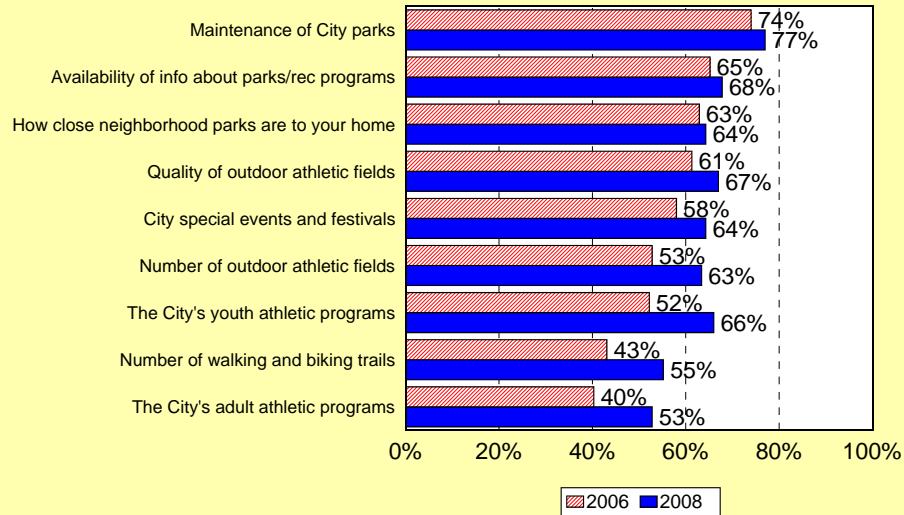
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q14. Satisfaction with Parks and Recreation - TRENDS 2008-2006

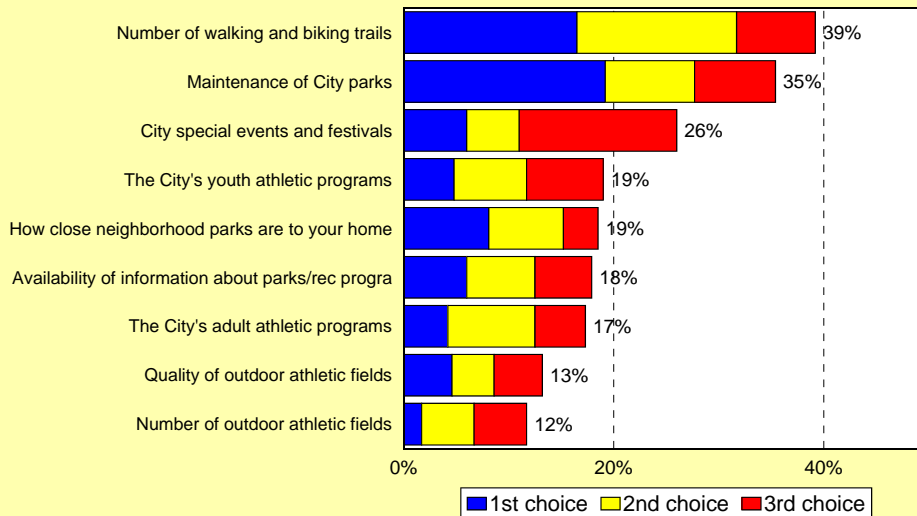
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2008 - Raymore, MO)

Q15. Parks and Recreation Issues That Should Receive the Most Emphasis Over the Next Two Years

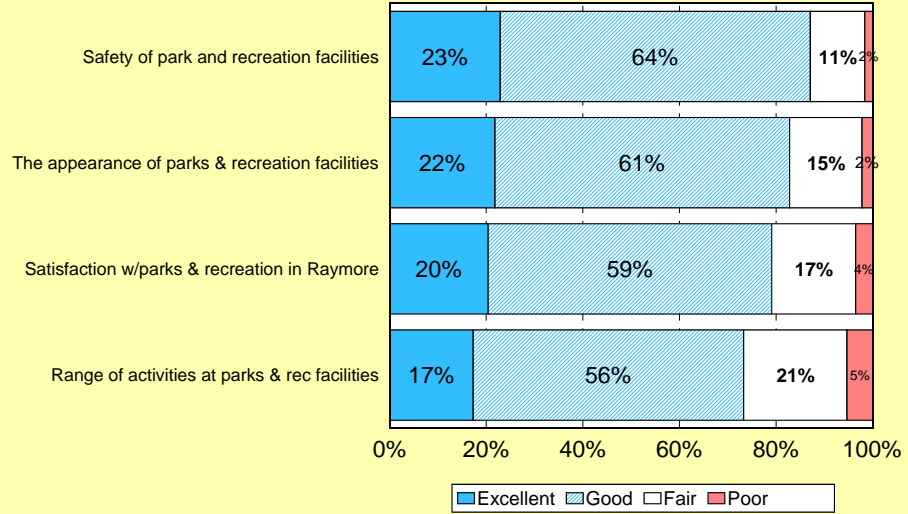
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (December 2008 - Raymore, MO)

Q16. Satisfaction with Parks and Recreation Services and Facilities

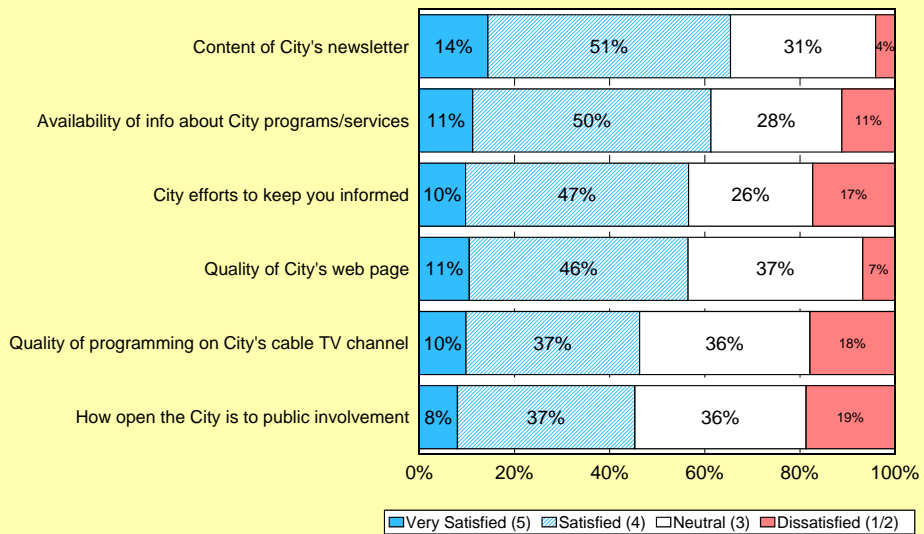
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q17. Satisfaction with Various Aspects of City Communication

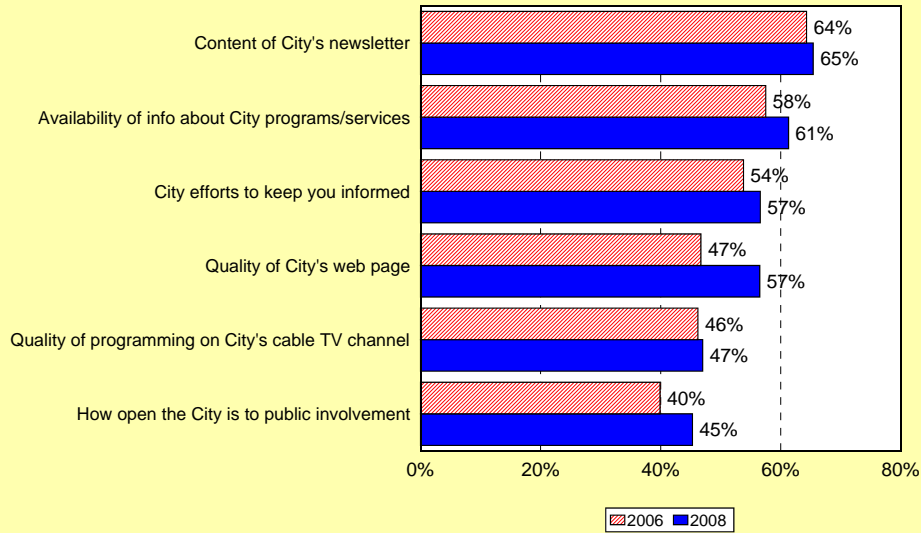
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q17. Satisfaction with Various Aspects of City Communication - TRENDS 2008-2006

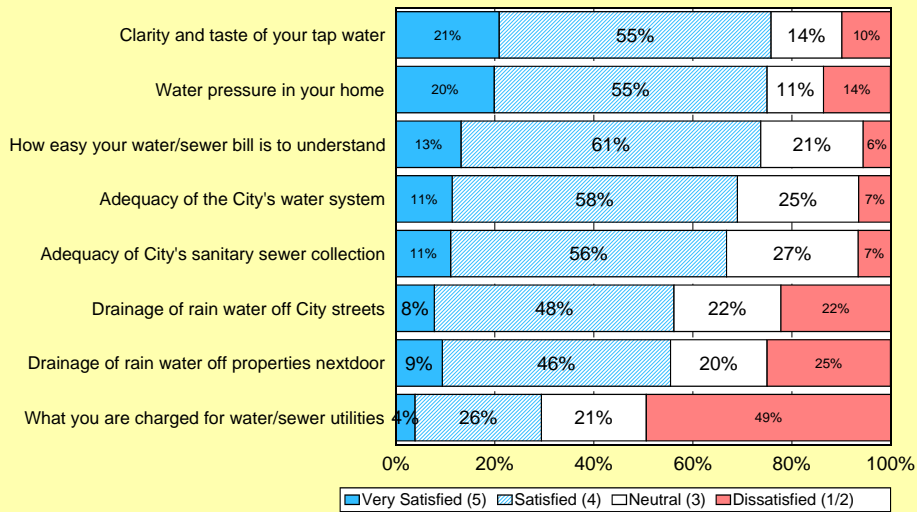
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q18. Satisfaction with Various Aspects of Sewer and Water Utilities and Stormwater Management

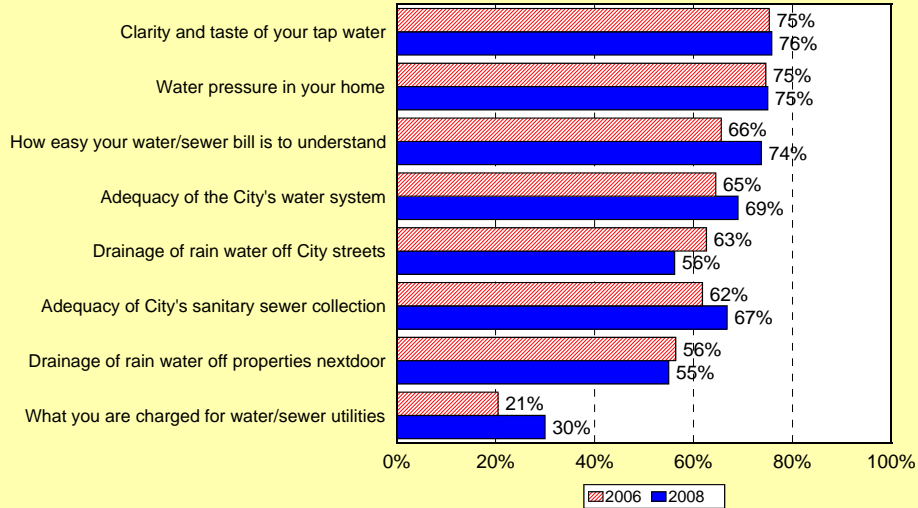
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q18. Satisfaction with Various Aspects of Sewer and Water Utilities and Stormwater Management - TRENDS 2008-2006

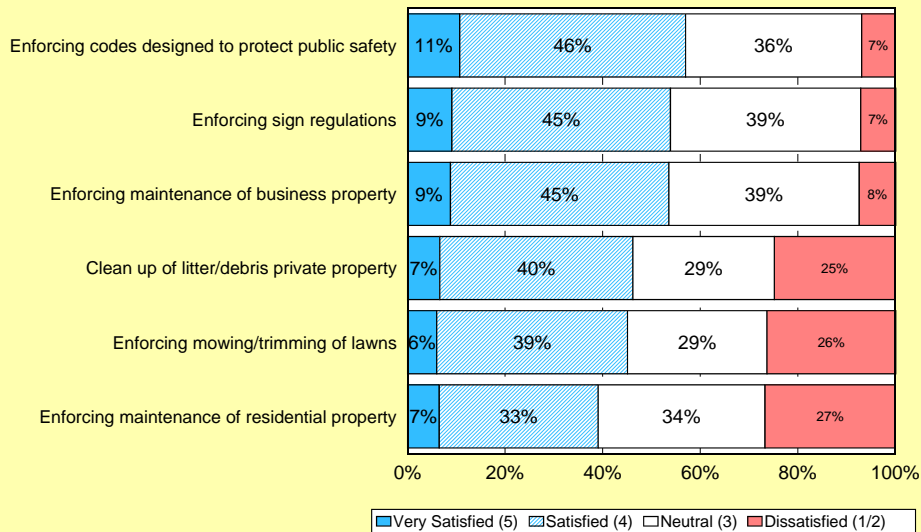
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q19. Satisfaction with Enforcement of Codes and Ordinances

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



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q19. Satisfaction with Enforcement of Codes and Ordinances - TRENDS 2008-2006

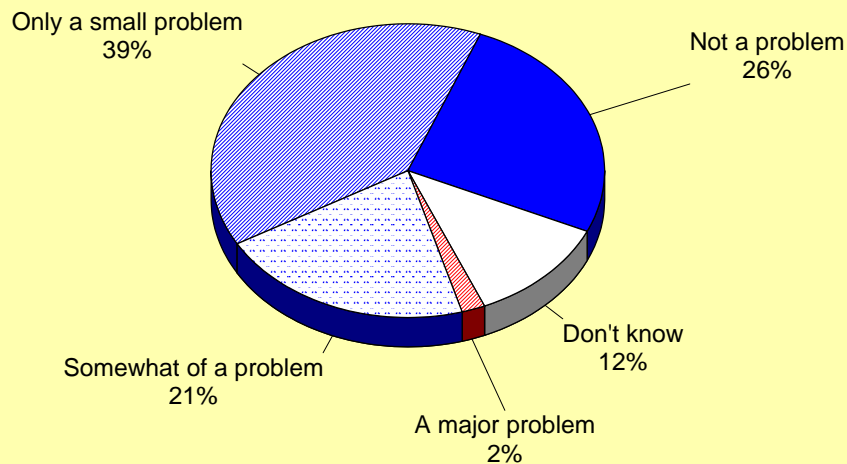
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



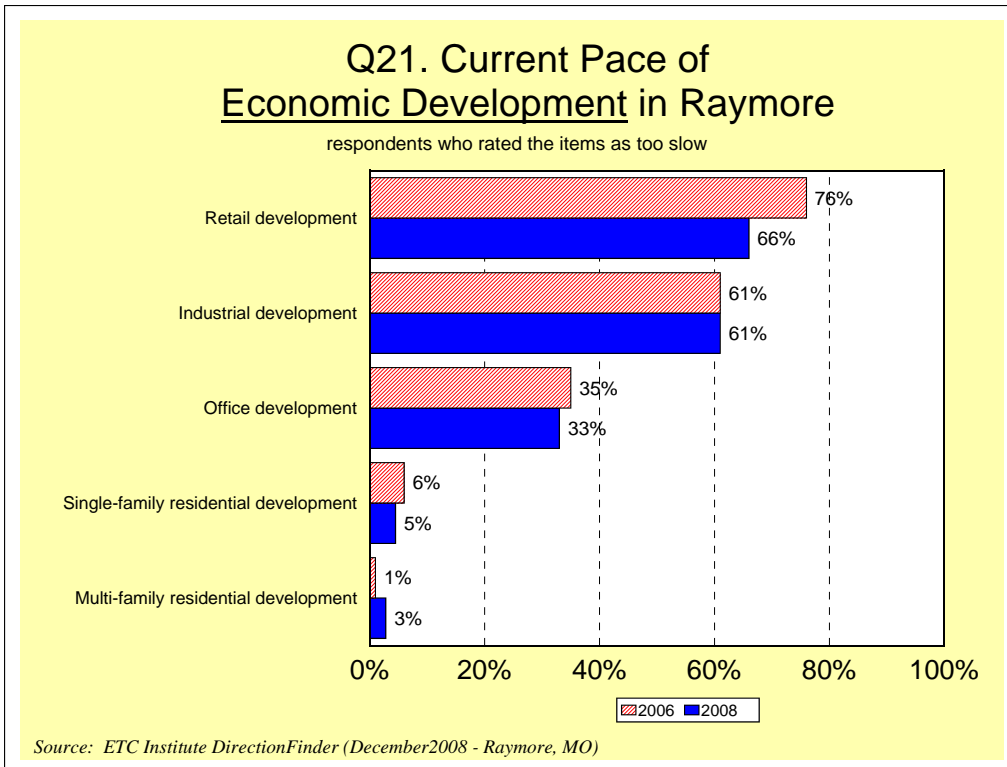
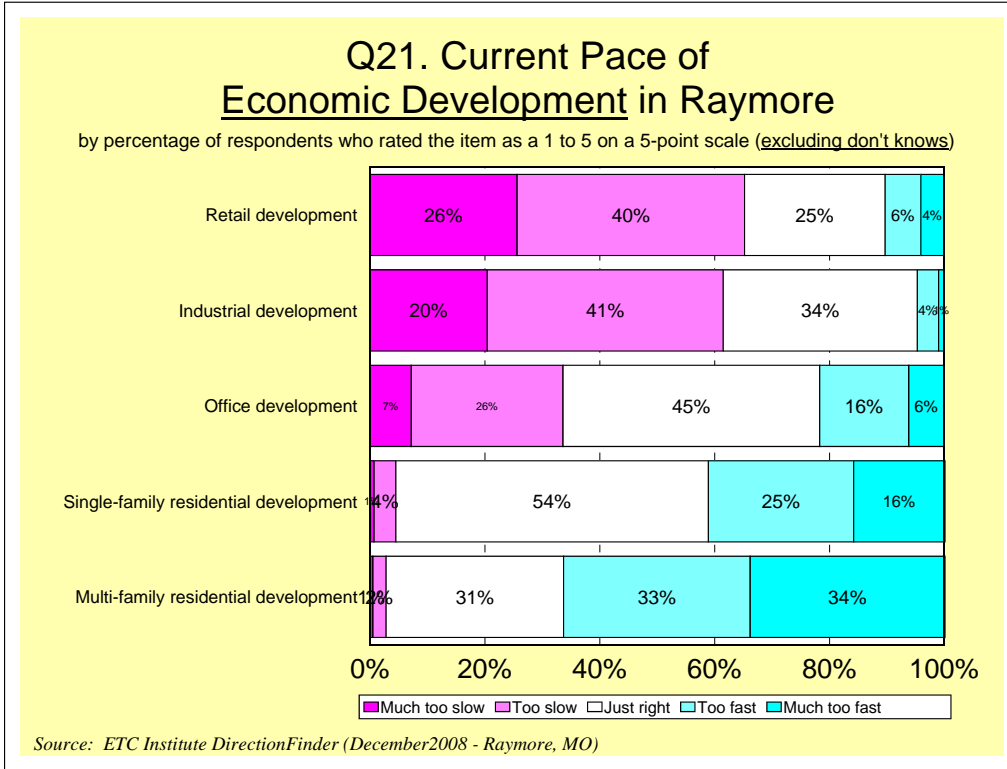
Source: ETC Institute DirectionFinder (December 2008 - Raymore, MO)

Q20. Are weed lots, abandoned vehicles, graffiti, and dilapidated buildings a problem in Raymore?

by percentage of respondents

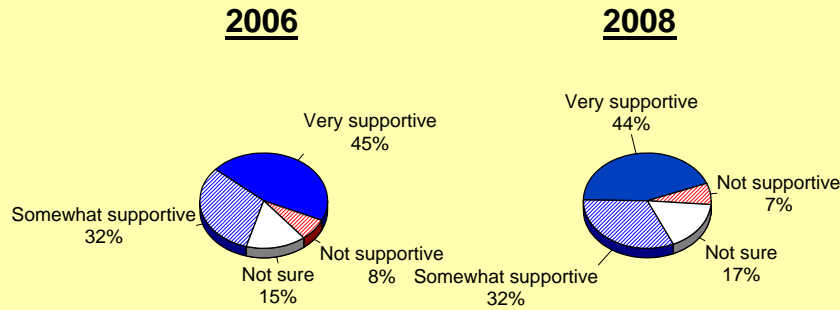


Source: ETC Institute DirectionFinder (December 2008 - Raymore, MO)



Q22. Support for Having the City Use Incentives to Attract and Expand Retail, Manufacturing, Science & Technology, and Regional Office Companies?

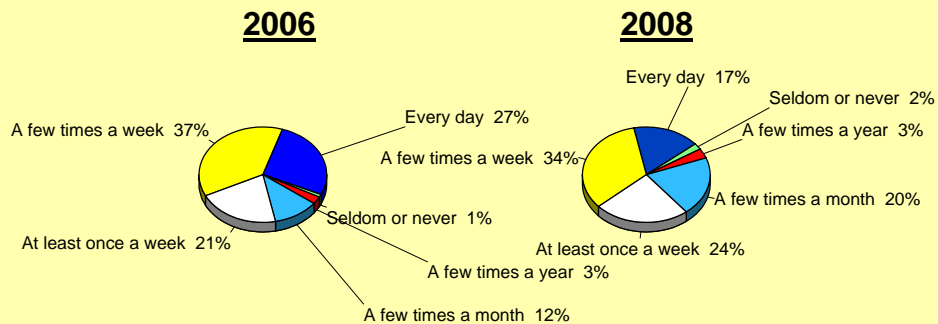
by percentage of respondents



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q23. How often do you typically go outside Raymore to shop?

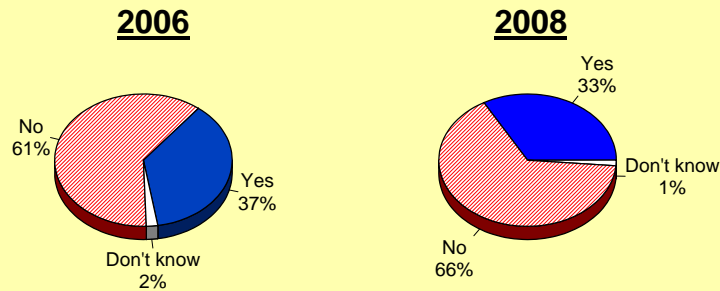
by percentage of respondents



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

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

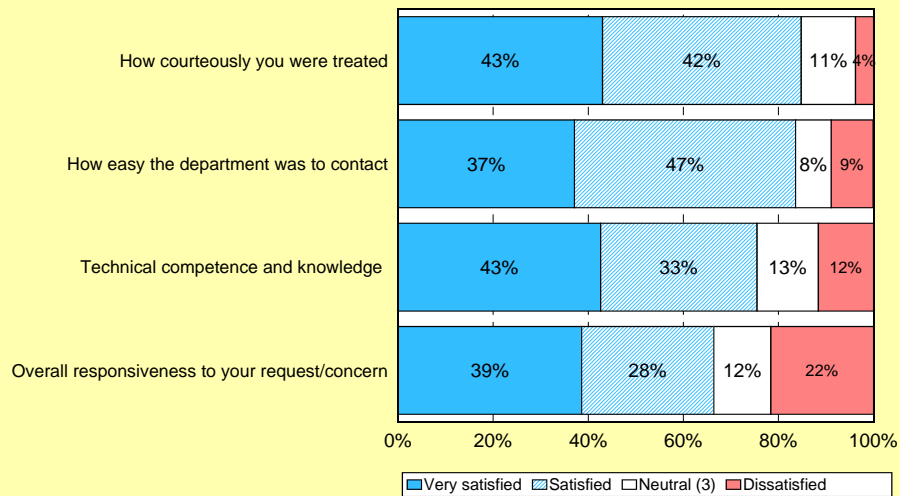
by percentage of respondents



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

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

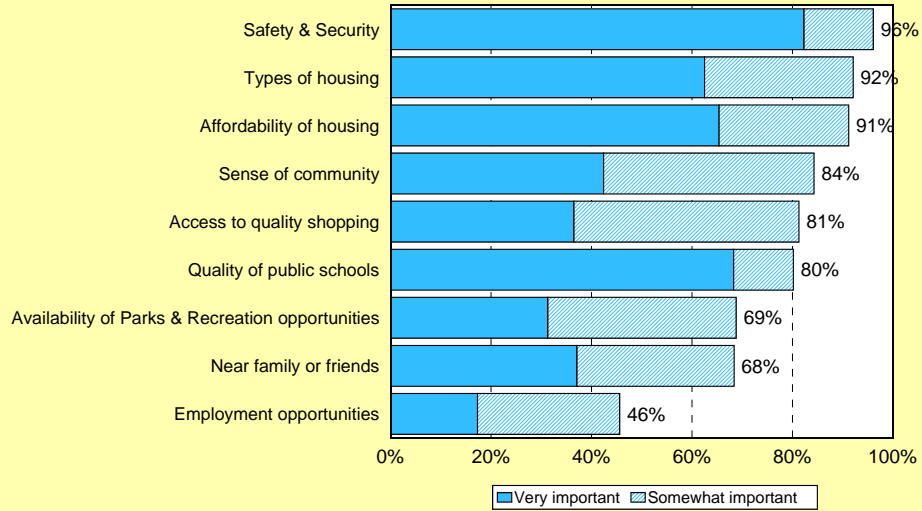
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

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

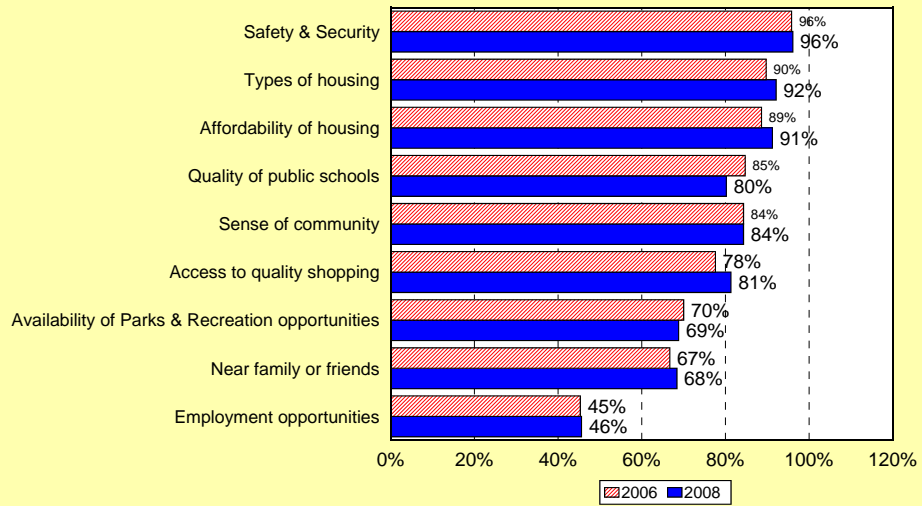
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2008 - Raymore, MO)

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

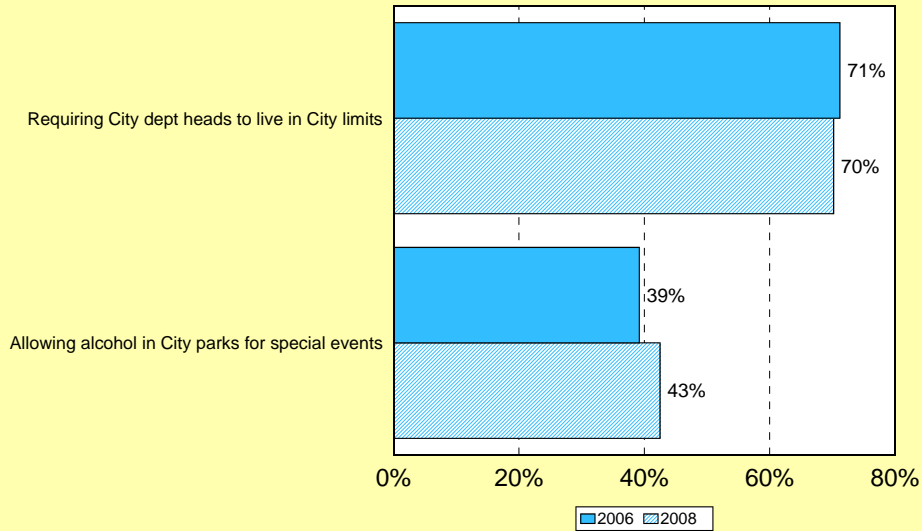
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2008 - Raymore, MO)

Q26. Support for Various Policies and Issues

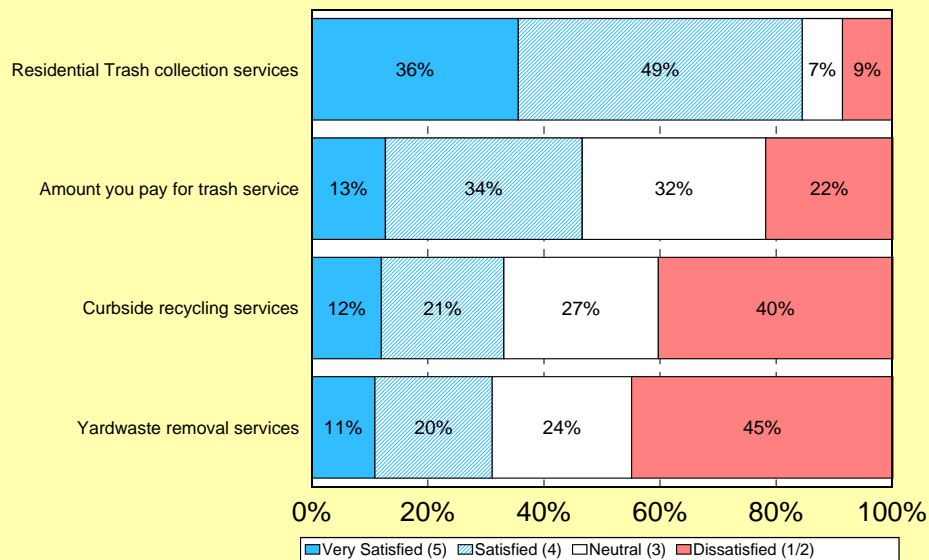
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



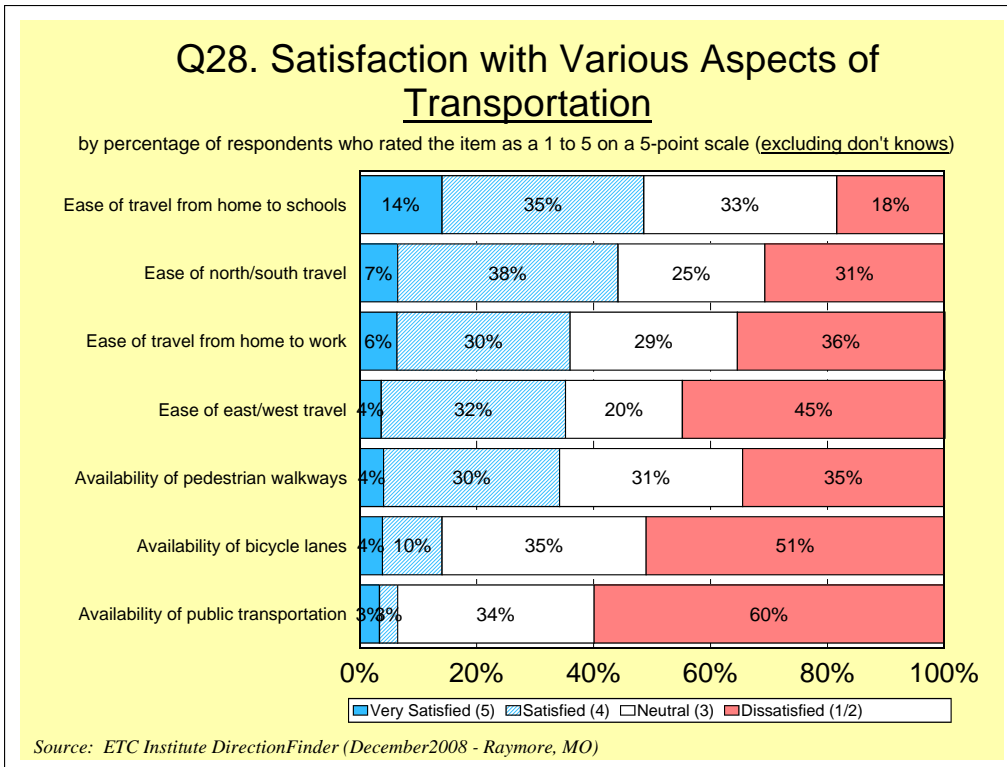
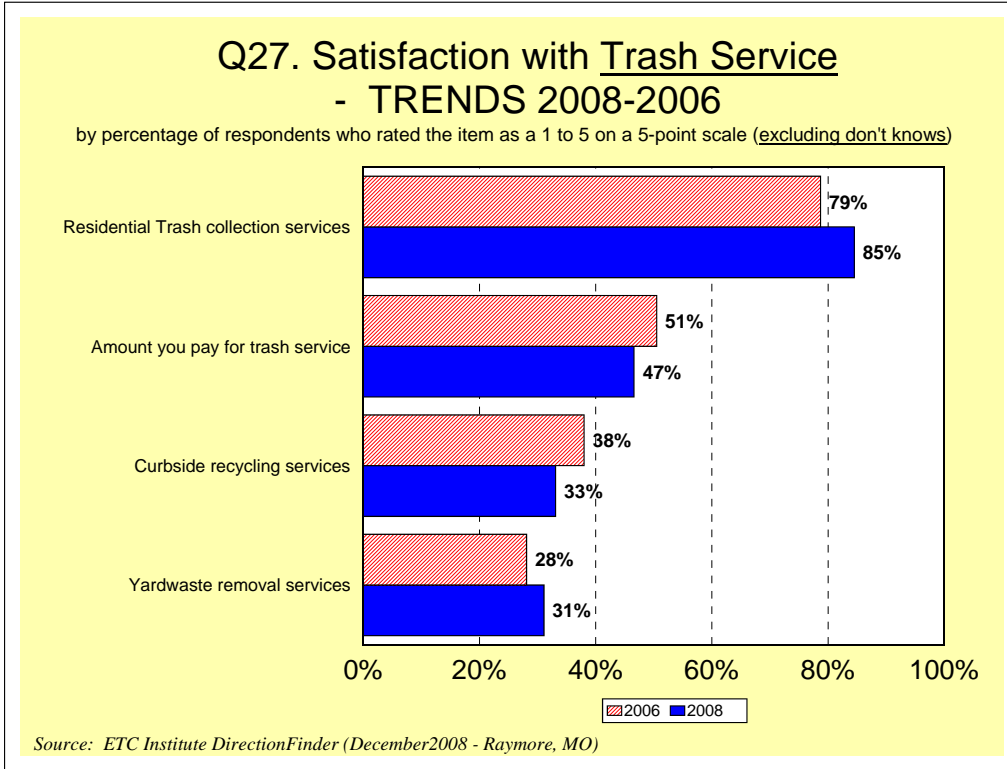
Source: ETC Institute DirectionFinder (December 2008 - Raymore, MO)

Q27. Satisfaction with Trash Service

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

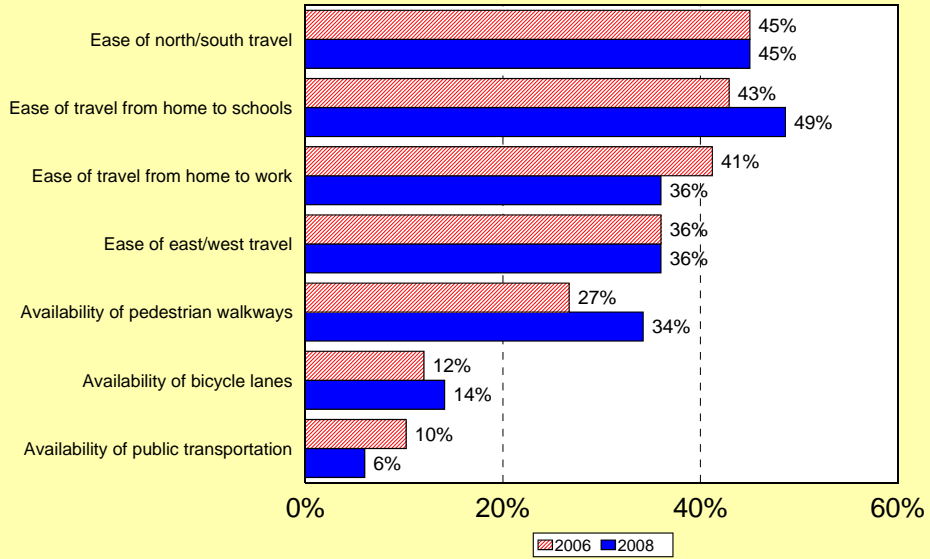


Source: ETC Institute DirectionFinder (December 2008 - Raymore, MO)



Q28. Satisfaction with Various Aspects of Transportation - TRENDS 2006-2008

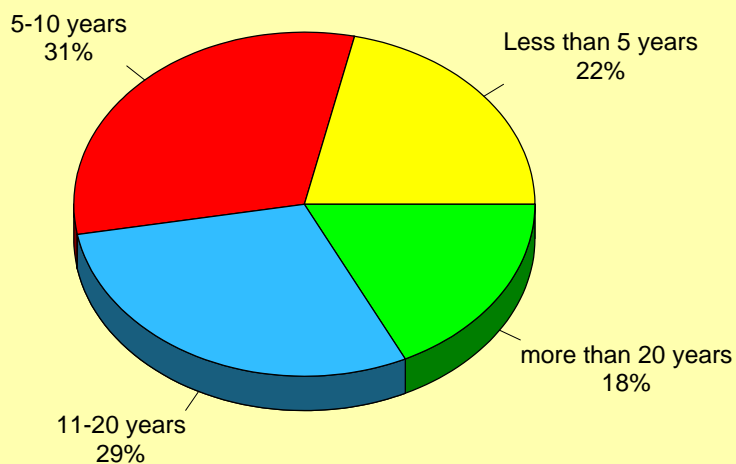
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q29. Demographics: How Many Years Have You Lived in the City of Raymore?

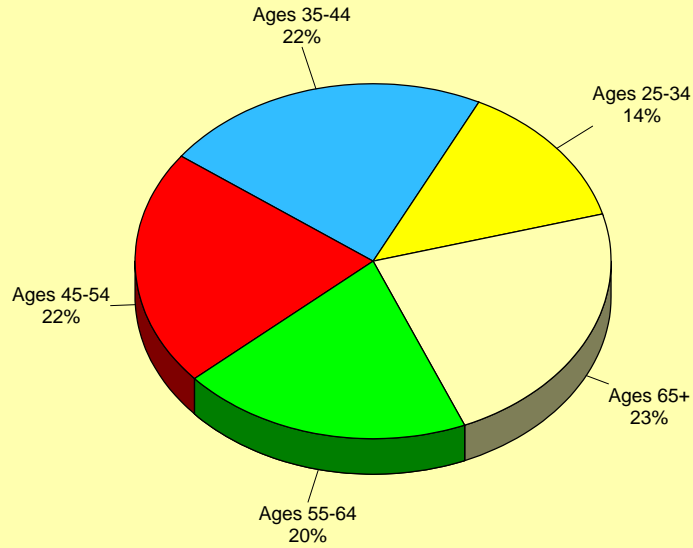
by percentage of respondents



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q30. Demographics: Age of Respondent

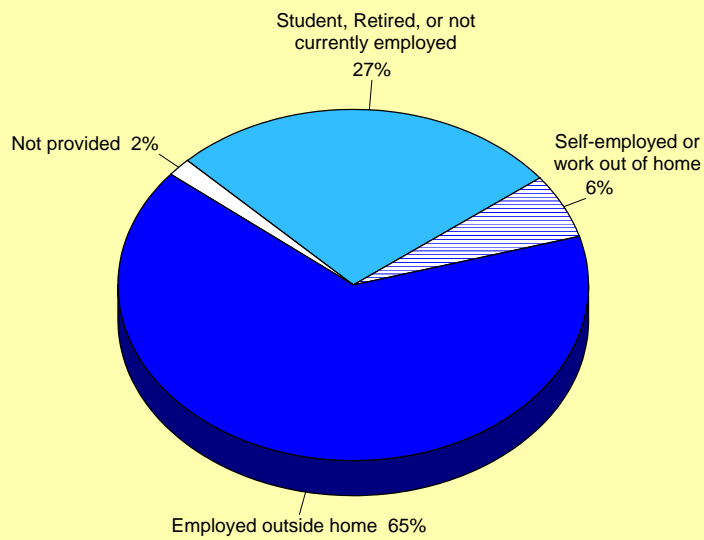
by percentage of respondents



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q31. Demographics: Current Employment Status

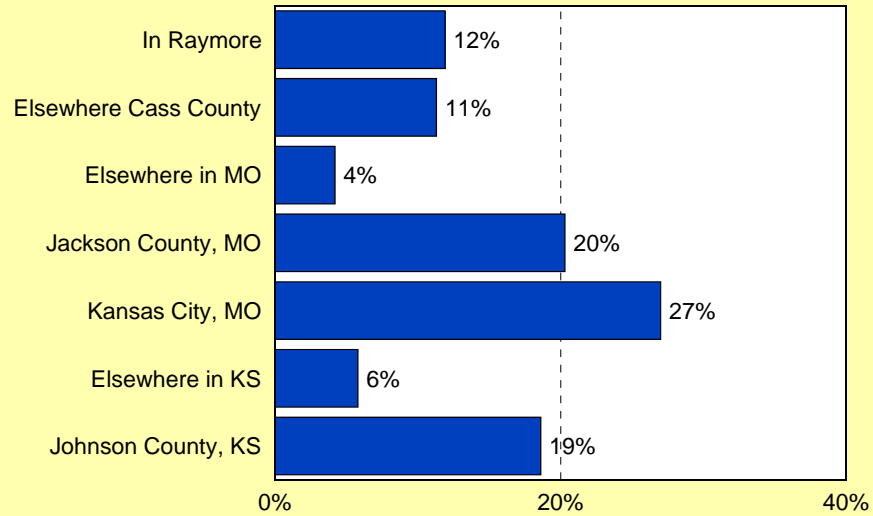
by percentage of respondents



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q31a. Demographics: Where Residents are Employed

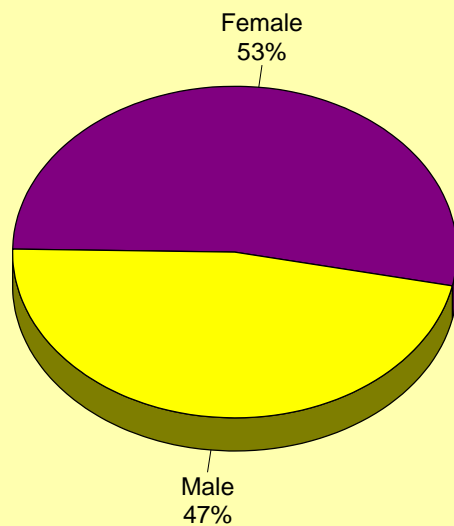
by percentage of respondents



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q32. Demographics: Respondents Gender

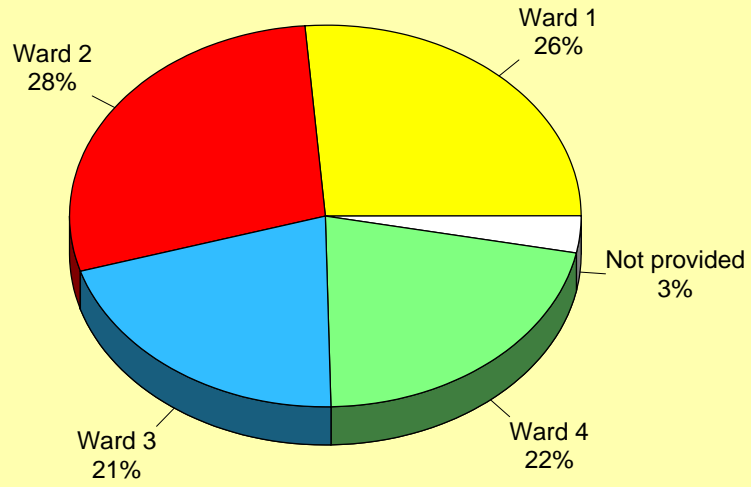
by percentage of respondents



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Q33. Demographics: Ward Where Resident Homes are Located

by percentage of respondents



Source: ETC Institute DirectionFinder (December2008 - Raymore, MO)

Section 2:
Benchmarking Data

DirectionFinder® Survey

Year 2008 Benchmarking Summary Report

Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders in Kansas and Missouri use statistically valid community survey data as a tool for making better decisions.

Since November 1999, the survey has been administered in more than 140 cities and counties in 31 states. This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute to a random sample of more than 2,000 U.S. residents and (2) surveys that have been administered by ETC Institute in 39 communities in Kansas and Missouri between January 2004 and June 2008. Some of the Kansas and Missouri communities represented in this report include:

- Blue Springs, Missouri
- Bonner Springs, Kansas
- Columbia, Missouri
- Excelsior Springs, Missouri
- 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 2,000 U.S. residents.

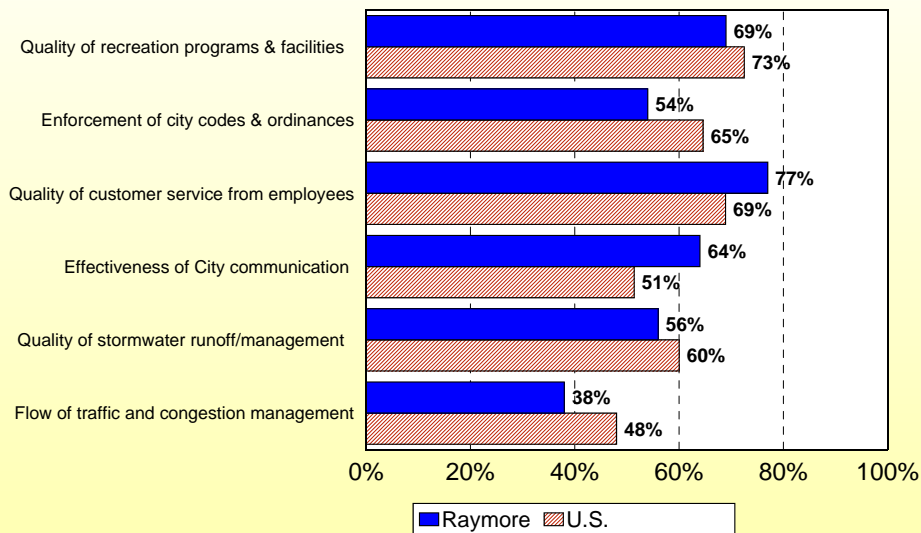
Kansas/Missouri Benchmarks. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 39 communities, some of which are listed above, for more than 30 areas of service delivery. The mean rating is shown as a vertical line, which indicates the average level of 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 (All Communities)

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

Overall Satisfaction with City Services City of Raymore vs. U.S

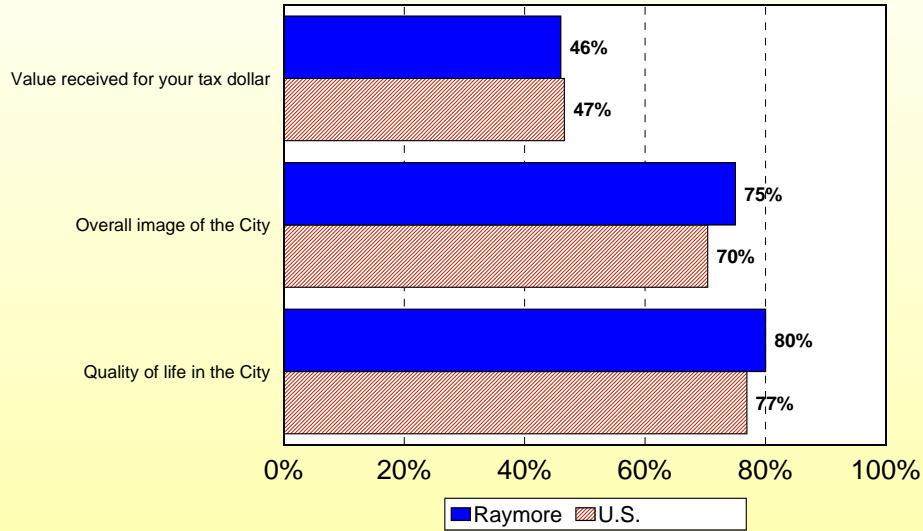
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute Survey (2008 - Raymore, MO)

How Residents Rate the Community Where They Currently Live: Raymore vs. U.S.

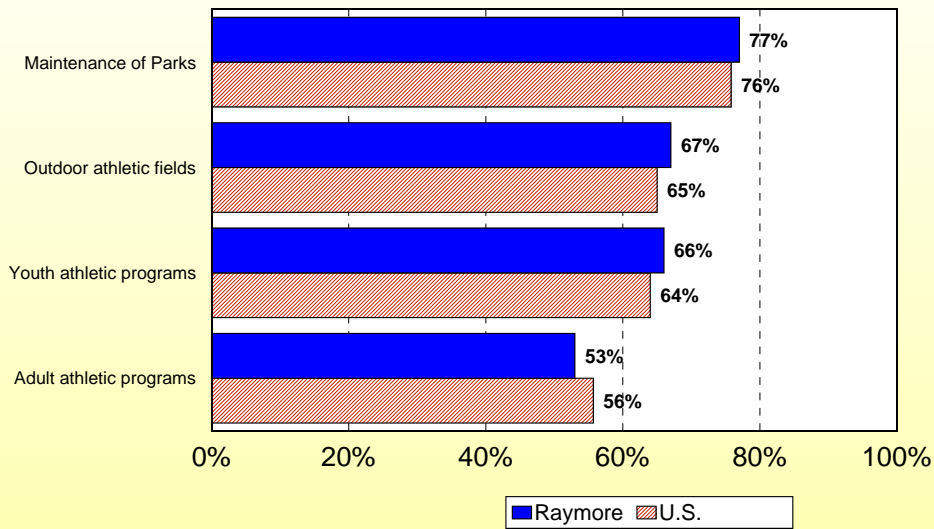
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



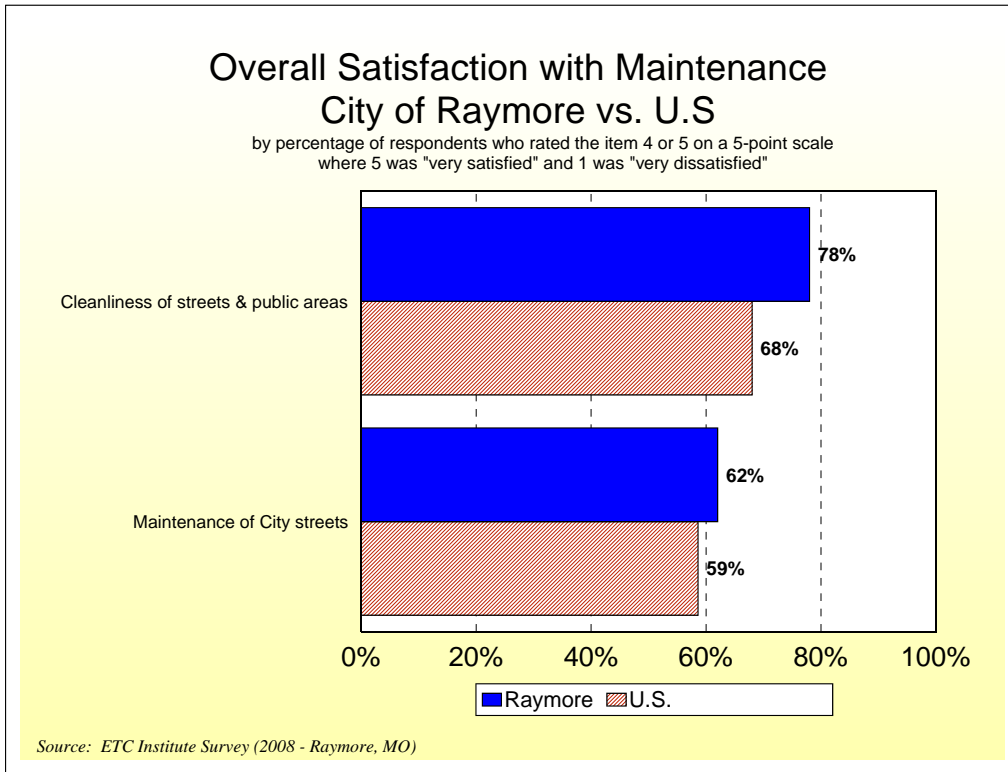
Source: ETC Institute Survey (2008 - Raymore, MO)

Overall Satisfaction with Parks and Facilities Issues City of Raymore vs. U.S

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



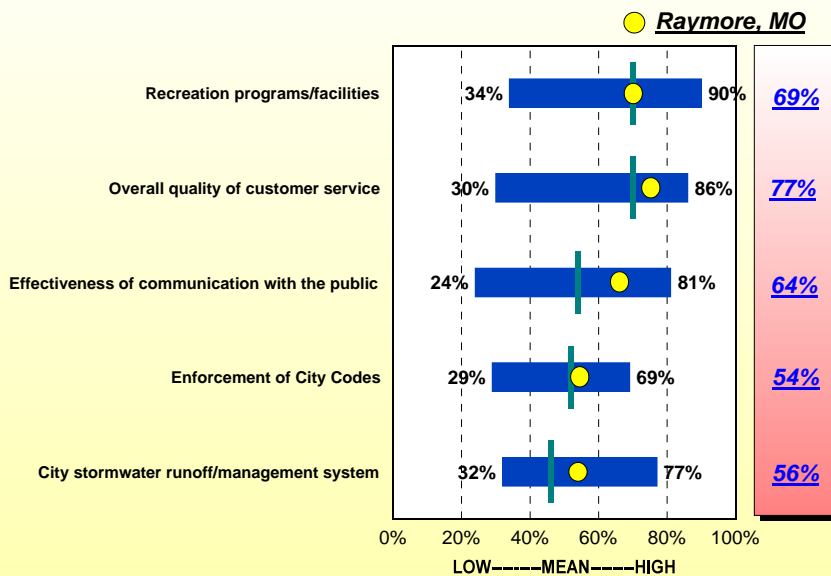
Source: ETC Institute Survey (2008 - Raymore, MO)



Metropolitan Kansas City Benchmarks

Overall Satisfaction With City Services By Major Category in 2008

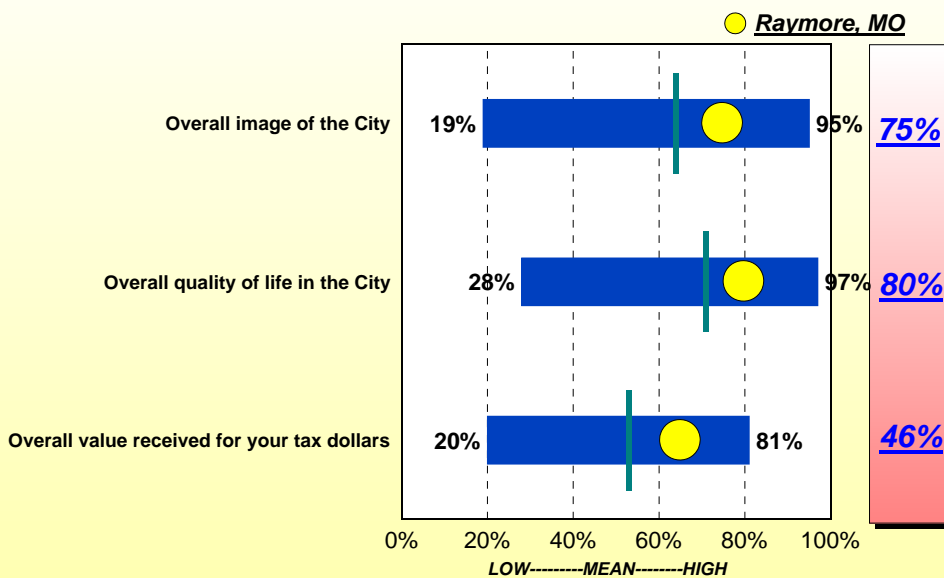
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2008 - Raymore, MO)

Ratings that Kansas City Area Residents Have of the City in Which They Live in 2008

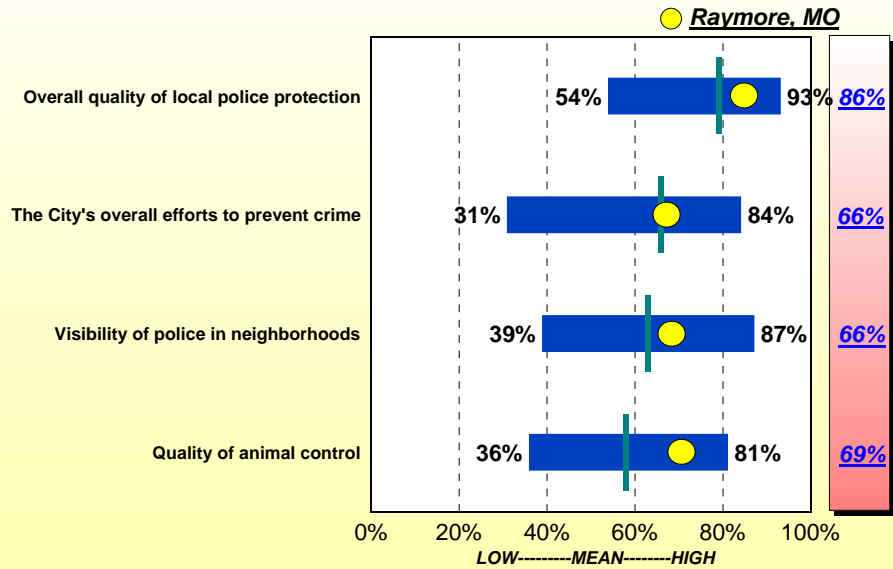
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2008 - Raymore, MO)

Satisfaction with Various Public Safety Services Provided by Cities in the Kansas City Area in 2008

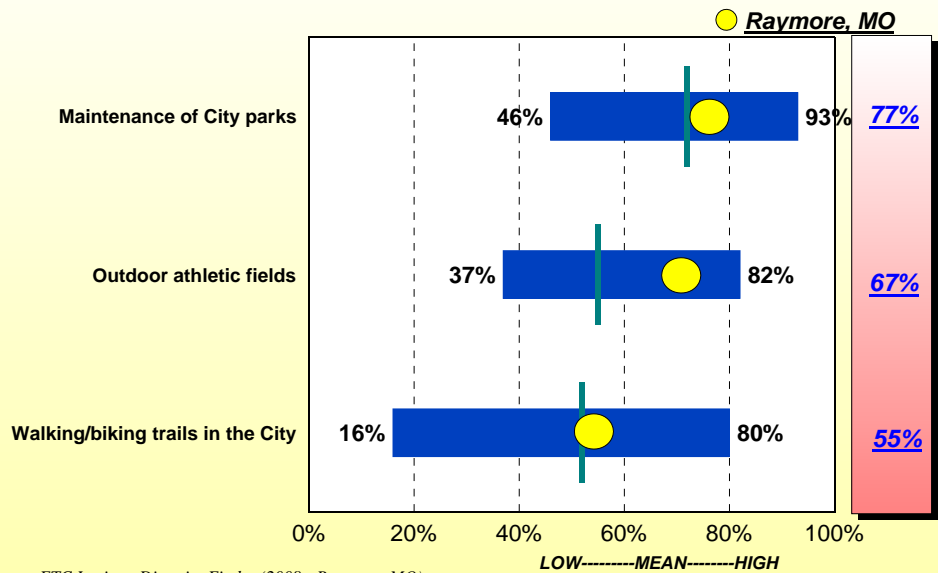
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2008 - Raymore, MO)

Satisfaction with Parks and Facilities Provided by Cities in the Kansas City Area in 2008

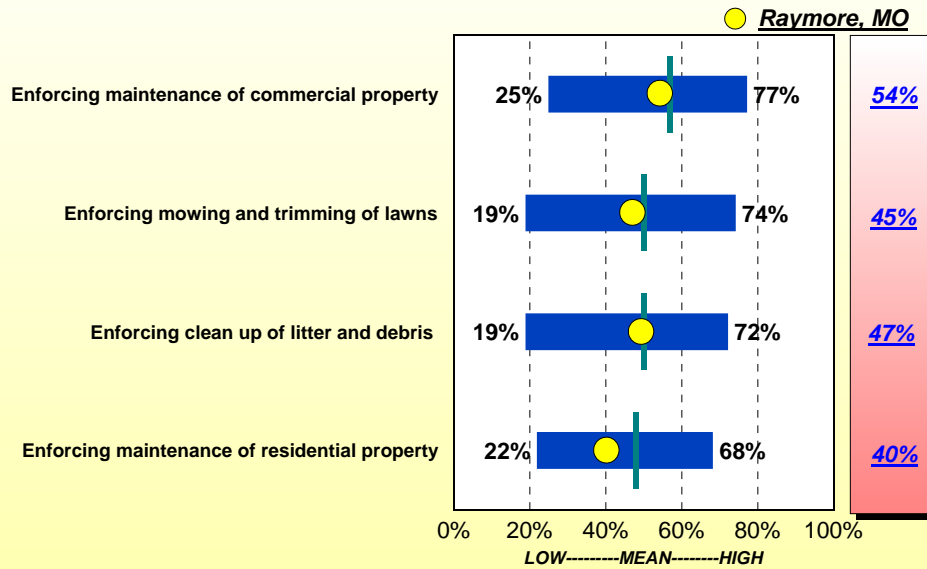
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2008 - Raymore, MO)

Satisfaction with the Enforcement of Codes and Ordinances by Cities in the Kansas City Area in 2008

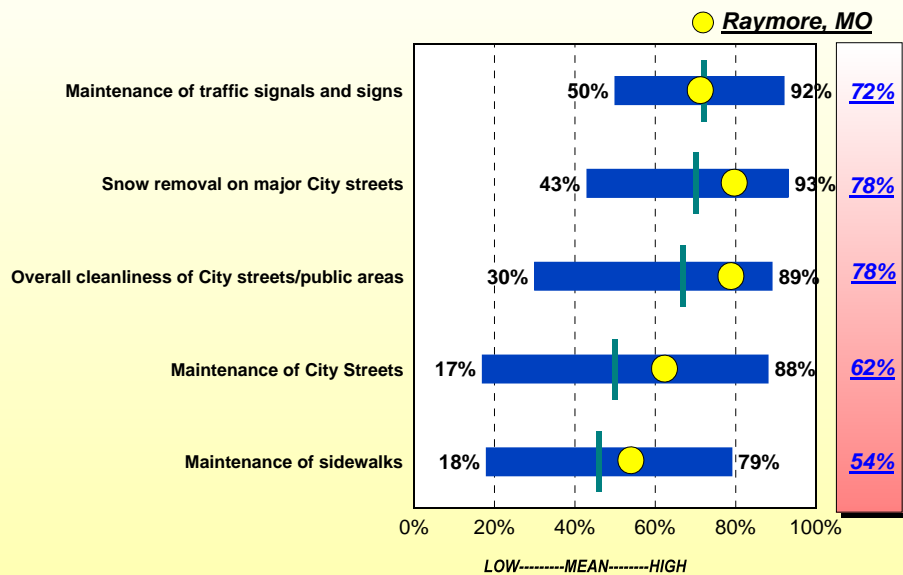
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2008 - Raymore, MO)

Satisfaction with Maintenance/Public Works Services Provided by Cities in the Kansas City Area in 2008

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

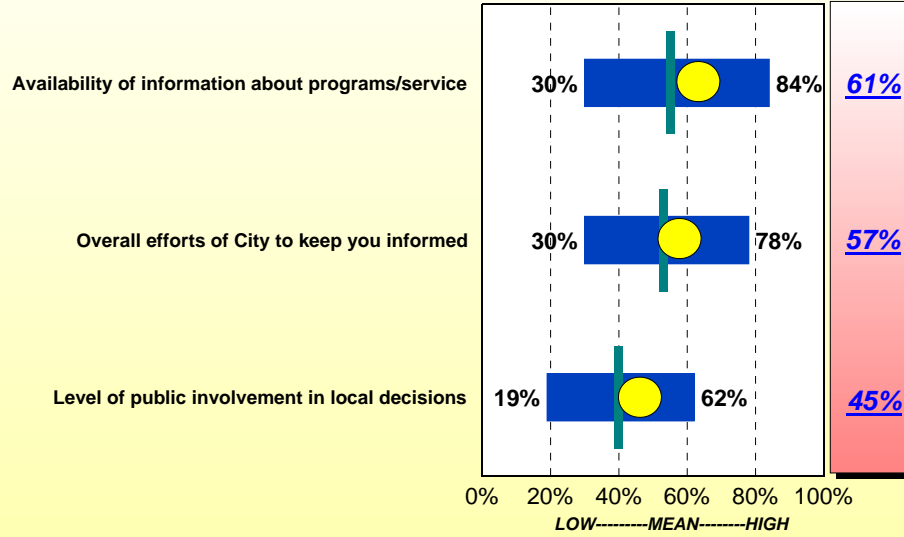


Source: ETC Institute DirectionFinder (2008 - Raymore, MO)

Satisfaction with Various Aspects of City Communications in 2008

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: ETC Institute DirectionFinder (2008 - Raymore,MO)

Section 3:
Importance-Satisfaction
Analysis

2008 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 first, second, and third 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 knows"=). "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. Twenty-eight percent (28%) ranked the *Quality of storm water runoff/storm water management* as the most important service for the City to provide.

With regard to satisfaction, the *Quality of storm water runoff/storm water management* was ranked sixth overall with 56% rating the *Quality of storm water runoff/storm water management* as a "4" or a "5" on a 5-point scale excluding "Don't know" responses. The I-S rating for the *Quality of storm water runoff/storm water management* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 28% was multiplied by 44% (1-0.56). This calculation yielded an I-S rating of 0.1232, which was ranked third out of the 10 major service categories accessed on the survey.

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

The results for Raymore are provided on the following page.

Importance-Satisfaction Rating

Raymore - 2008

Overall

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	67%	1	38%	10	0.4154	1
Overall maintenance of City streets	57%	2	53%	8	0.2679	2
<u>High Priority (IS .10-.20)</u>						
Quality storm water runoff/storm water mgmt	28%	3	56%	6	0.1232	3
<u>Medium Priority (IS < .20)</u>						
Enforcement of City codes for bldgs/housing	19%	6	54%	7	0.0874	4
Quality of parks & recreation programs/facilities	26%	4	69%	4	0.0806	5
Overall quality of public health services	13%	8	53%	9	0.0611	6
Effectiveness of City communication with public	15%	7	64%	5	0.0540	7
Quality of public safety services (police)	25%	5	84%	1	0.0400	8
Quality of customer service from City employees	6%	9	77%	3	0.0138	9
Overall maintenance of City buildings/facilities	3%	10	82%	2	0.0054	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 - 2008

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	50%	1	66%	6	0.1700	1
Visibility of police in retail areas	37%	3	59%	9	0.1517	2
Visibility of police in your neighborhood	43%	2	66%	7	0.1462	3
<i>Medium Priority (IS <.10)</i>						
Quality of animal control	23%	5	69%	5	0.0713	4
Enforcing of local traffic laws	20%	6	72%	4	0.0560	5
Quality of local police protection	29%	4	86%	2	0.0406	6
Police response time to emergencies	18%	8	79%	3	0.0378	7
Overall quality of fire protection	18%	7	89%	1	0.0198	8
The City's municipal court	5%	9	62%	8	0.0190	9

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

Raymore - 2008

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>						
Availability of City sidewalks	32%	4	41%	11	0.1888	1
Maintenance of neighborhood streets	37%	2	57%	8	0.1591	2
Adequacy of City street lighting	34%	3	54%	9	0.1564	3
Maintenance of major City streets	41%	1	62%	6	0.1558	4
<i>Medium Priority (IS <.10)</i>						
Snow removal on neighborhood streets	26%	5	62%	5	0.0988	5
Condition of City sidewalks	17%	8	54%	10	0.0782	6
Landscaping/appearance public areas along street	18%	7	62%	7	0.0684	7
Maintenance of street signs/traffic signals	17%	9	72%	4	0.0476	8
Snow removal on major City streets	19%	6	78%	2	0.0418	9
Cleanliness of streets/other public areas	12%	10	78%	3	0.0264	10
Maintenance of City buildings	2%	11	78%	1	0.0044	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 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 - 2008

Parks & Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Number of walking and biking trails	41%	1	55%	8	0.1845	1
City special events and festivals	33%	3	64%	6	0.1188	2
<u>Medium Priority (IS <.10)</u>						
Maintenance of City parks	34%	2	77%	1	0.0782	3
The City's youth athletic programs	21%	4	66%	4	0.0714	4
The City's adult athletic programs	15%	7	53%	9	0.0705	5
How close neighborhood parks are to your home	19%	6	64%	5	0.0684	6
Availability of information about parks/rec programs	19%	5	68%	2	0.0608	7
Quality of outdoor athletic fields	15%	8	67%	3	0.0495	8
Number of outdoor athletic fields	13%	9	63%	7	0.0481	9

Medium Priority (IS <.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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Section 4:
Tabular Data

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

(N=480)

	Very dissatis- fied 1	Dissati- sfied 2	Neutral 3	Satisfi- ed 4	Very satisfi- ed 5	Don't know 9
Q1a Quality of public safety services	0.8%	2.7%	11.5%	55.8%	25.0%	4.2%
Q1b Quality of parks & recreation programs and facilities	1.9%	6.3%	19.8%	45.4%	17.5%	9.2%
Q1c Maintenance of city streets	3.8%	18.3%	24.4%	44.6%	7.5%	1.5%
Q1d Maintenance of city buildings & facilities	0.0%	1.9%	14.6%	57.1%	15.8%	10.6%
Q1e Enforcement of codes & ordinances	3.1%	9.0%	26.9%	37.7%	7.9%	15.4%
Q1f Quality of customer service you receive from employees	1.0%	3.5%	16.7%	48.8%	20.8%	9.2%
Q1g Effectiveness of communication with public	2.3%	7.9%	24.4%	48.1%	14.0%	3.3%
Q1h Quality of the City's storm water runoff/management	7.1%	9.4%	22.7%	42.1%	9.4%	9.4%
Q1i Flow of traffic & congestion management	16.3%	23.5%	21.3%	32.1%	5.2%	1.7%
Q1j Quality of public health services	1.5%	4.4%	30.0%	33.3%	6.5%	24.4%

Q.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. (without the don't knows)

(N=480)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q1a Quality of public safety services	0.9%	2.8%	12.0%	58.3%	26.1%
Q1b Quality of parks & recreation programs	2.1%	6.9%	21.8%	50.0%	19.3%
Q1c Maintenance of city streets	3.8%	18.6%	24.7%	45.2%	7.6%
Q1d Maintenance of city buildings & facilities	0.0%	2.1%	16.3%	63.9%	17.7%
Q1e Enforcement of codes & ordinances	3.7%	10.6%	31.8%	44.6%	9.4%
Q1f Quality of customer service you receive	1.1%	3.9%	18.3%	53.7%	22.9%
Q1g Effectiveness of communication with public	2.4%	8.2%	25.2%	49.8%	14.4%
Q1h Quality of the City's storm water runoff/mgmt	7.8%	10.3%	25.1%	46.4%	10.3%
Q1i Flow of traffic & congestion management	16.5%	23.9%	21.6%	32.6%	5.3%
Q1j Quality of public health services	1.9%	5.8%	39.7%	44.1%	8.5%

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.]

Q2 Most emphasis	Number	Percent
A=Quality of public safety	55	11.5 %
B=Quality of parks	29	6.0 %
C=Maintenance city streets	89	18.5 %
E=Enforcement codes	13	2.7 %
F=Quality of customer service	7	1.5 %
G=Effectiveness of City communication	11	2.3 %
H=Quality of stormwater runoff/mgmt	37	7.7 %
I=Flow of traffic	176	36.7 %
J=Quality of public health	21	4.4 %
Z=None chosen	42	8.8 %
Total	480	100.0 %

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.]

Q2 2nd	Number	Percent
A=Quality of public safety	26	5.4 %
B=Quality of parks	37	7.7 %
C=Maintenance city streets	125	26.0 %
D=Maintenance buildings	6	1.3 %
E=Enforcement codes	42	8.8 %
F=Quality of customer service	10	2.1 %
G=Effectiveness of communication	31	6.5 %
H=Quality of stormwater runoff/mgmt	51	10.6 %
I=Flow of traffic	83	17.3 %
J=Quality of public health	10	2.1 %
Z=None chosen	59	12.3 %
Total	480	100.0 %

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.]

Q2 3rd	Number	Percent
A=Quality of public safety	41	8.5 %
B=Quality of parks	60	12.5 %
C=Maintenance city	59	12.3 %
D=Maintenance buildings	9	1.9 %
E=Enforcement codes	36	7.5 %
F=Quality of customer service	13	2.7 %
G=Effectiveness of communication	29	6.0 %
H=Quality of stormwater runoff/mgmt	47	9.8 %
I=Flow of traffic	64	13.3 %
J=Quality of public health	33	6.9 %
Z=None chosen	89	18.5 %
Total	480	100.0 %

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.] (top three)

Q2 Most emphasis	Number	Percent
A = Quality of public safety	122	25.4 %
B = Quality of parks	126	26.3 %
C = Maintenance city	273	56.9 %
D = Maintenance building	15	3.1 %
E = Enforcement code	91	19.0 %
F = Quality of customer service	30	6.3 %
G = Effectiveness of	71	14.8 %
H = Quality of storm	135	28.1 %
I = Flow of traffic	323	67.3 %
J = Quality of public	64	13.3 %
Z = None chosen	42	8.8 %
Total	1292	

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=480)

	Poor 1	Below average 2	Neutral 3	Good 4	Excell- ent 5	Don't know 9
Q3a Quality of services provided	1.0%	5.2%	22.1%	57.9%	9.6%	4.2%
Q3b Value that you receive for your tax dollars	4.6%	19.6%	27.7%	38.8%	5.6%	3.8%
Q3c Image of the City	1.7%	5.8%	17.3%	56.5%	17.5%	1.3%
Q3d How well the City is planning growth	11.9%	21.3%	23.5%	30.2%	6.0%	7.1%
Q3e How well the City is managing growth	11.7%	21.0%	26.5%	30.6%	4.2%	6.0%
Q3f Quality of life in the City	0.2%	4.0%	15.4%	63.1%	15.4%	1.9%
Q3g Feeling of safety in the City	0.4%	2.3%	11.7%	59.2%	25.2%	1.3%
Q3h Quality of new development in the City	8.8%	13.3%	24.0%	40.2%	9.2%	4.6%
Q3i As a place to retire	8.1%	11.0%	21.5%	39.2%	14.4%	5.8%
Q3j Appearance of the City	1.5%	6.3%	20.8%	58.1%	12.5%	0.8%

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 knows)

(N=480)

	Poor 1	Below average 2	Neutral 3	Good 4	Excell- ent 5
Q3a Quality of services provided	1.1%	5.4%	23.0%	60.4%	10.0%
Q3b Value that you receive for your tax	4.8%	20.3%	28.8%	40.3%	5.8%
Q3c Image of the City	1.7%	5.9%	17.5%	57.2%	17.7%
Q3d How well the City is planning growth	12.8%	22.9%	25.3%	32.5%	6.5%
Q3e How well the City is managing growth	12.4%	22.4%	28.2%	32.6%	4.4%
Q3f Quality of life in the City	0.2%	4.0%	15.7%	64.3%	15.7%
Q3g Feeling of safety in the City	0.4%	2.3%	11.8%	59.9%	25.5%
Q3h Quality of new development in City	9.2%	14.0%	25.1%	42.1%	9.6%
Q3i As a place to retire	8.6%	11.7%	22.8%	41.6%	15.3%
Q3j Appearance of the City	1.5%	6.3%	21.0%	58.6%	12.6%

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

(N=480)

	Very dissatis 1	Dissati- sified 2	Neutral 3	Satisfi- ed 4	Very satisfi- ed 5	Don't know 9
Q4a Quality of local police protection	0.8%	2.5%	10.8%	56.7%	26.0%	3.1%
Q4b Visibility of police in neighborhoods	2.1%	9.2%	22.9%	44.6%	19.2%	2.1%
Q4c Visibility of police in retail areas	1.0%	9.0%	29.0%	43.1%	12.7%	5.2%
Q4d City's efforts to prevent crime	1.3%	3.1%	25.8%	44.0%	14.6%	11.3%
Q4e How quickly police respond to emergencies	0.6%	0.8%	14.6%	36.3%	21.9%	25.8%
Q4f Enforcement of local traffic laws	3.5%	4.0%	18.5%	52.9%	14.8%	6.3%
Q4g Quality of fire protection	0.4%	0.4%	8.8%	48.1%	30.8%	11.5%
Q4h Quality of animal control	1.7%	6.0%	20.8%	42.9%	18.8%	9.8%
Q4i City's municipal court	0.8%	0.4%	20.4%	27.7%	7.5%	43.1%

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

(N=480)

	Very dissatis 1	Dissati- sified 2	Neutral 3	Satisfi- ed 4	Very satisfi- ed 5
Q4a Quality of local police protection	0.9%	2.6%	11.2%	58.5%	26.9%
Q4b Visibility of police in neighborhood	2.1%	9.4%	23.4%	45.5%	19.6%
Q4c Visibility of police in retail areas	1.1%	9.5%	30.5%	45.5%	13.4%
Q4d City's efforts to prevent crime	1.4%	3.5%	29.1%	49.5%	16.4%
Q4e How quickly police respond to emerg	0.8%	1.1%	19.7%	48.9%	29.5%
Q4f Enforcement of local traffic laws	3.8%	4.2%	19.8%	56.4%	15.8%
Q4g Quality of fire protection	0.5%	0.5%	9.9%	54.4%	34.8%
Q4h Quality of animal control	1.8%	6.7%	23.1%	47.6%	20.8%
Q4i City's municipal court	1.5%	0.7%	35.9%	48.7%	13.2%

Q5. Which THREE of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 4 above.]

Q5 Most emphasis	Number	Percent
A=Quality of local police protection	78	16.3 %
B=Visibility of police in neighborhoods	89	18.5 %
C=Visibility of police in retail	44	9.2 %
D=City's efforts to prevent crime	100	20.8 %
E=How quickly police respond	16	3.3 %
F=Enforcement of local traffic laws	31	6.5 %
G=Quality of fire protection	13	2.7 %
H=Quality of animal control	35	7.3 %
I=City's municipal court	4	0.8 %
Z=None chosen	70	14.6 %
Total	480	100.0 %

Q5. Which THREE of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 4 above.]

Q5 2nd	Number	Percent
A=Quality of local police protection	27	5.6 %
B=Visibility of police in neighborhoods	82	17.1 %
C=Visibility of police in retail	62	12.9 %
D=City's efforts to prevent crime	75	15.6 %
E=How quickly police respond to emergencies	38	7.9 %
F=Enforcement of local traffic laws	31	6.5 %
G=Quality of fire protection	34	7.1 %
H=Quality of animal control	34	7.1 %
I=City's municipal court	8	1.7 %
Z=None chosen	89	18.5 %
Total	480	100.0 %

Q5. Which THREE of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 4 above.]

Q5 3rd	Number	Percent
A=Quality of local police protection	35	7.3 %
B=Visibility of police in neighborhoods	34	7.1 %
C=Visibility of police in retail	73	15.2 %
D=City's efforts to prevent crime	63	13.1 %
E=How quickly police respond	30	6.3 %
F=Enforcement of local traffic laws	35	7.3 %
G=Quality of fire protection	41	8.5 %
H=Quality of animal control	39	8.1 %
I=City's municipal court	14	2.9 %
Z=None chosen	116	24.2 %
Total	480	100.0 %

Q5. Which THREE of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 4 above.] (top three)

Q5 Most emphasis	Number	Percent
A = Quality of local police protection	140	29.2 %
B = Visibility of police in neighborhoods	205	42.7 %
C = Visibility of police in retail	179	37.3 %
D = City's efforts to prevent crime	238	49.6 %
E = How quickly police respond	84	17.5 %
F = Enforcement of local traffic laws	97	20.2 %
G = Quality of fire protection	88	18.3 %
H = Quality of animal control	108	22.5 %
I = City's municipal court	26	5.4 %
Z = None chosen	70	14.6 %
Total	1235	

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=480)

	Very unsafe 1	Some- what unsafe 2	Some- what safe 3	Very safe 4	Don't know 9
Q6a In your neighborhood in general	0.4%	1.3%	32.3%	63.1%	2.9%
Q6b In your neighborhood after dark	3.8%	12.7%	46.5%	31.7%	5.4%
Q6c In your neighborhood during the day	0.2%	0.2%	21.5%	75.8%	2.3%
Q6d In business areas after dark	4.2%	19.0%	46.7%	18.5%	11.7%
Q6e In business areas during the day	0.2%	2.9%	31.7%	61.9%	3.3%

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 knows)

(N=480)

	Very unsafe 1	Some- what unsafe 2	Some- what safe 3	Very safe 4
Q6a In your neighborhood in general	0.4%	1.3%	33.3%	65.0%
Q6b In your neighborhood after dark	4.0%	13.4%	49.1%	33.5%
Q6c In your neighborhood during the day	0.2%	0.2%	22.0%	77.6%
Q6d In business areas after dark	4.7%	21.5%	52.8%	21.0%
Q6e In business areas during the day	0.2%	3.0%	32.8%	64.0%

Q7. During the past 3 months, were you or anyone in your household the victim of any crime?

<u>Q7 Been victim of any crime in 3 months</u>	<u>Number</u>	<u>Percent</u>
1=Yes	18	3.8 %
2=No	456	95.0 %
3=Don't know	6	1.3 %
Total	480	100.0 %

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

<u>Q7a Did you report crimes</u>	<u>Number</u>	<u>Percent</u>
1=Yes	16	88.9 %
2=No	2	11.1 %
Total	18	100.0 %

Q8. During the past 12 months, were you or anyone in your household the victim of any crime?

<u>Q8 Been victim of crime in 12 months</u>	<u>Number</u>	<u>Percent</u>
1=Yes	38	7.9 %
2=No	422	87.9 %
3=Don't know	20	4.2 %
Total	480	100.0 %

Q8a. If "yes", did you report all of these crimes to the police?

<u>Q8a Did you report crimes</u>	<u>Number</u>	<u>Percent</u>
1=Yes	30	78.9 %
2=No	7	18.4 %
3=Don't know	1	2.6 %
Total	38	100.0 %

Q9. During the past 12 months, have you had ANY contact with the police department?

<u>Q9 Had any contact with police depart</u>	<u>Number</u>	<u>Percent</u>
1=Yes	226	47.1 %
2=No	247	51.5 %
3=Don't know	7	1.5 %
Total	480	100.0 %

Q9a. If "yes", how would you rate the contact?

<u>Q9a Rate the contact</u>	<u>Number</u>	<u>Percent</u>
1=Excellent	107	47.3 %
2=Good	85	37.6 %
3=Fair	23	10.2 %
4=Poor	11	4.9 %
Total	226	100.0 %

Q10. City Maintenance/Public Works. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=480)

	Very dissatis 1	Dissati- sfi- ed 2	Neutral 3	Satisfi- ed 4	Very satisfi- ed 5	Don't know 9
Q10a Maintenance of major City streets	3.1%	12.5%	21.9%	50.4%	10.0%	2.1%
Q10b Maintenance of streets in your neighborhood	5.0%	16.9%	20.0%	46.7%	9.2%	2.3%
Q10c Maintenance of street signs	0.4%	6.3%	20.0%	57.7%	12.9%	2.7%
Q10d Maintenance of City buildings	0.0%	1.0%	17.1%	49.8%	16.3%	15.8%
Q10e Snow removal on major City streets	1.0%	4.8%	14.6%	54.2%	20.2%	5.2%
Q10f Snow removal on neighborhood streets	2.7%	16.5%	16.5%	44.2%	14.2%	6.0%
Q10g Cleanliness of City streets	0.4%	4.2%	17.7%	56.9%	18.1%	2.7%
Q10h Adequacy of City street lighting	4.6%	16.9%	23.1%	41.3%	11.7%	2.5%
Q10i Condition of City sidewalks	4.4%	10.6%	26.5%	39.0%	8.8%	10.8%
Q10j Availability of sidewalks in the City	6.3%	22.1%	25.8%	32.3%	5.8%	7.7%
Q10k Landscaping & appearance of Public areas	1.9%	8.1%	27.3%	47.9%	11.7%	3.1%

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

(N=480)

	Very dissatis 1	Dissati- sfied 2	Neutral 3	Satisfi- ed 4	Very satisfi- ed 5
Q10a Maintenance of major City streets	3.2%	12.8%	22.3%	51.5%	10.2%
Q10b Maintenance of streets in your	5.1%	17.3%	20.5%	47.8%	9.4%
Q10c Maintenance of street signs &	0.4%	6.4%	20.6%	59.3%	13.3%
Q10d Maintenance of City buildings	0.0%	1.2%	20.3%	59.2%	19.3%
Q10e Snow removal on major City streets	1.1%	5.1%	15.4%	57.1%	21.3%
Q10f Snow removal on neighborhood street	2.9%	17.5%	17.5%	47.0%	15.1%
Q10g Cleanliness of City streets & other	0.4%	4.3%	18.2%	58.5%	18.6%
Q10h Adequacy of City street lighting	4.7%	17.3%	23.7%	42.3%	12.0%
Q10i Condition of City sidewalks	4.9%	11.9%	29.7%	43.7%	9.8%
Q10j Availability of sidewalks in the City	6.8%	23.9%	28.0%	35.0%	6.3%
Q10k Landscaping & appearance of public	1.9%	8.4%	28.2%	49.5%	12.0%

Q11. 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 10 above.]

Q11 Most emphasis	Number	Percent
A=Major streets	126	26.3 %
B=Streets in your neighborhood	58	12.1 %
C=Street signs	17	3.5 %
D=City buildings	1	0.2 %
E=Snow removal major streets	20	4.2 %
F=Snow removal neighborhood	29	6.0 %
G=Cleanliness of City streets	11	2.3 %
H=Adequacy of City street lighting	65	13.5 %
I=Condition of City sidewalks	20	4.2 %
J=Availability of sidewalks in the City	56	11.7 %
K=Landscaping	23	4.8 %
Z=None chosen	54	11.3 %
Total	480	100.0 %

Q11. 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 10 above.]

Q11 2nd	Number	Percent
A=Major streets	37	7.7 %
B=Streets in your neighborhood	73	15.2 %
C=Street signs	29	6.0 %
D=City buildings	2	0.4 %
E=Snow removal major streets	45	9.4 %
F=Snow removal neighborhood streets	42	8.8 %
G=Cleanliness of City streets	19	4.0 %
H=Adequacy of City street lighting	54	11.3 %
I=Condition of City sidewalks	34	7.1 %
J=Availability of sidewalks in the City	49	10.2 %
K=Landscaping	24	5.0 %
Z=None chosen	72	15.0 %
Total	480	100.0 %

Q11. 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 10 above.]

Q11 3rd	Number	Percent
A=Major streets	32	6.7 %
B=Streets in your neighborhood	44	9.2 %
C=Street signs	33	6.9 %
D=City buildings	8	1.7 %
E=Snow removal major streets	25	5.2 %
F=Snow removal neighborhood streets	53	11.0 %
G=Cleanliness City streets	25	5.2 %
H=Adequacy of street lighting	46	9.6 %
I=Condition of City sidewalks	25	5.2 %
J=Availability of sidewalks in the City	48	10.0 %
K=Landscaping public areas	37	7.7 %
Z=None chosen	104	21.7 %
Total	480	100.0 %

Q11. 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 10 above.] (top three)

Q11 Most emphasis	Number	Percent
A = Major streets	195	40.6 %
B = Streets in your neighborhood	175	36.5 %
C = Street signs	79	16.5 %
D = City buildings	11	2.3 %
E = Snow removal major streets	90	18.8 %
F = Snow removal neighbor streets	124	25.8 %
G = Cleanliness City streets	55	11.5 %
H = Adequacy of street lighting	165	34.4 %
I = Condition of City sidewalks	79	16.5 %
J = Availability of sidewalks in City	153	31.9 %
K = Landscaping	84	17.5 %
Z = None chosen	54	11.3 %
Total	1264	

Q12. In general, how would you rate the road conditions in Raymore?

<u>Q12 Road conditions in Raymore</u>	<u>Number</u>	<u>Percent</u>
1=Good condition	72	15.0 %
2=Mostly good	308	64.2 %
3=Many bad spots	85	17.7 %
4=Don't know	15	3.1 %
Total	480	100.0 %

Q13. In general, how would you rate street sweeping in Raymore?

<u>Q13 Street sweeping in Raymore</u>	<u>Number</u>	<u>Percent</u>
1=Excellent	35	7.3 %
2=Good	183	38.1 %
3=Fair	130	27.1 %
4=Poor	43	9.0 %
5=Don't know	89	18.5 %
Total	480	100.0 %

Q14. Parks and Recreation. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=480)

	Very dissatis 1	Dissati- sfi- ed 2	Neutral 3	Satisfi- ed 4	Very satisfi- ed 5	Don't know 9
Q14a Maintenance of City parks	0.4%	4.4%	13.8%	51.9%	12.7%	16.9%
Q14b How close neighborhood parks are to your home	2.5%	12.1%	17.9%	40.8%	17.5%	9.2%
Q14c Number of walking & biking trails	4.4%	13.1%	21.0%	36.9%	10.6%	14.0%
Q14d Quality of outdoor athletic fields	0.8%	4.2%	20.2%	38.1%	11.7%	25.0%
Q14e Number of outdoor athletic fields	1.3%	5.8%	20.2%	35.8%	11.5%	25.4%
Q14f Availability of information About parks and rec	1.9%	8.1%	18.5%	44.2%	15.8%	11.5%
Q14g City's youth athletic programs	1.3%	4.2%	19.0%	32.1%	14.0%	29.6%
Q14h City's adult athletic programs	1.3%	5.8%	23.5%	28.5%	5.6%	35.2%
Q14i City special events & festivals	0.4%	5.2%	24.6%	44.0%	10.4%	15.4%

Q14. Parks and Recreation. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without don't knows)

(N=480)

	Very dissatis 1	Dissati- sfied 2	Neutral 3	Satisfi- ed 4	Very satisfi- ed 5
Q14a Maintenance of City parks	0.5%	5.3%	16.5%	62.4%	15.3%
Q14b How close neighborhood parks are	2.8%	13.3%	19.7%	45.0%	19.3%
Q14c Number of walking & biking trails	5.1%	15.3%	24.5%	42.9%	12.3%
Q14d Quality of outdoor athletic fields	1.1%	5.6%	26.9%	50.8%	15.6%
Q14e Number of outdoor athletic fields	1.7%	7.8%	27.1%	48.0%	15.4%
Q14f Availability of information about	2.1%	9.2%	20.9%	49.9%	17.9%
Q14g City's youth athletic programs	1.8%	5.9%	26.9%	45.6%	19.8%
Q14h City's adult athletic programs	1.9%	9.0%	36.3%	44.1%	8.7%
Q14i City special events & festivals	0.5%	6.2%	29.1%	52.0%	12.3%

Q15. 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 14 above.]

Q15 Most emphasis	Number	Percent
A=Maintenance of City Parks	92	19.2 %
B=How close parks are to home	39	8.1 %
C=Number of walking and biking trails	79	16.5 %
D=Quality of outdoor athletic fields	22	4.6 %
E=Number of outdoor athletic fields	8	1.7 %
F=Availability information about parks	29	6.0 %
G=City's youth athletic programs	23	4.8 %
H=City's adult athletic programs	20	4.2 %
I=City special events and festivals	29	6.0 %
Z=None chosen	139	29.0 %
Total	480	100.0 %

Q15. 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 14 above.]

Q15 2nd	Number	Percent
A=Maintenance of City Parks	41	8.5 %
B=How close parks are to home	34	7.1 %
C=Number of walking and biking trails	73	15.2 %
D=Quality of outdoor athletic fields	19	4.0 %
E=Number of outdoor athletic fields	24	5.0 %
F=Availability of information about parks	31	6.5 %
G=City's youth athletic programs	33	6.9 %
H=City's adult athletic programs	40	8.3 %
I=City special events and festivals	24	5.0 %
Z=None chosen	161	33.5 %
Total	480	100.0 %

Q15.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 14 above.]

Q15 3rd	Number	Percent
A=Maintenance of City parks	37	7.7 %
B=How close parks are to your home	16	3.3 %
C=Number of walking and biking trails	36	7.5 %
D=Quality of outdoor athletic fields	22	4.6 %
E=Number of outdoor athletic fields	24	5.0 %
F=Availability of information about parks	26	5.4 %
G=City's youth athletic programs	35	7.3 %
H=City's adult athletic programs	23	4.8 %
I=City special events and festivals	72	15.0 %
Z=None chosen	189	39.4 %
Total	480	100.0 %

Q15.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? (top three)

Q15 Most emphasis	Number	Percent
A = Maintenance of City parks	170	35.4 %
B = How close parks are to your home	89	18.5 %
C = Number of walking and biking trails	188	39.2 %
D = Quality of outdoor athletic fields	63	13.1 %
E = Number of outdoor athletic fields	56	11.7 %
F = Availability of information about parks	86	17.9 %
G = City's youth athletic programs	91	19.0 %
H = City's adult athletic programs	83	17.3 %
I = City special events and festivals	125	26.0 %
Z = None chosen	139	29.0 %
Total	1090	

Q16. 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".

(N=480)

	Poor 1	Fair 2	Good 3	Excell- ent 4	Don't know 9
Q16a Range of activities at parks & recreation	4.0%	16.3%	42.5%	13.1%	24.2%
Q16b Appearance of park & recreation fac	1.9%	12.7%	51.9%	18.5%	15.0%
Q16c Safety of park & recreation facilities	1.3%	8.8%	49.6%	17.7%	22.7%
Q16d Satisfaction with parks & recreation	2.9%	14.8%	49.8%	17.3%	15.2%

Q16. 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". (without don't knows)

(N=480)

	Poor 1	Fair 2	Good 3	Excell- ent 4
Q16a Range of activities at parks & rec	5.2%	21.4%	56.0%	17.3%
Q16b Appearance of park & recreation fac	2.2%	15.0%	61.0%	21.8%
Q16c Safety of park & recreation facilit	1.6%	11.3%	64.2%	22.9%
Q16d Satisfaction with parks & recreat	3.4%	17.4%	58.7%	20.4%

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

(N=480)

	Very dissatis 1	Dissati- sfi- ed 2	Neutral 3	Satisfi- ed 4	Very satisfi- ed 5	Don't know 9
Q17a Availability of information About City programs	1.5%	9.0%	25.6%	46.7%	10.4%	6.9%
Q17b City efforts to keep you informed	2.1%	14.2%	24.6%	44.2%	9.2%	5.8%
Q17c How open the City is to Public involvement	3.5%	11.5%	29.0%	30.0%	6.5%	19.6%
Q17d Quality of programming on The City's cable channel	2.7%	8.3%	22.1%	22.5%	6.0%	38.3%
Q17e Quality of the City's web page	0.4%	4.2%	24.8%	31.0%	7.1%	32.5%
Q17f Content of the City's newsletter	0.4%	3.1%	26.5%	44.2%	12.5%	13.3%

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

(N=480)

	Very dissatis 1	Dissati- sfi- ed 2	Neutral 3	Satisfi- ed 4	Very satisfi- ed 5
Q17a Availability of information about City programs	1.6%	9.6%	27.5%	50.1%	11.2%
Q17b City efforts to keep you informed	2.2%	15.0%	26.1%	46.9%	9.7%
Q17c How open the City is to public involvement	4.4%	14.2%	36.0%	37.3%	8.0%
Q17d Quality of programming on the City's cable channel	4.4%	13.5%	35.8%	36.5%	9.8%
Q17e Quality of the City's web page	0.6%	6.2%	36.7%	46.0%	10.5%
Q17f Content of the City's newsletter	0.5%	3.6%	30.5%	51.0%	14.4%

Q18. Sewer and Water Utilities and Storm Water management. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=480)

	Very dissatis 1	Dissati- sfied 2	Neutral 3	Satisfi- ed 4	Very satisfi- ed 5	Don't know 9
Q18a Clarity & taste of the tap water	1.9%	7.9%	14.0%	53.8%	20.4%	2.1%
Q18b Water pressure in your home	4.0%	9.4%	11.3%	54.2%	19.6%	1.7%
Q18c What you are charged for water/	19.8%	27.9%	20.4%	24.6%	3.8%	3.5%
Q18d How easy your water/sewer bill is to understand	1.3%	4.2%	20.0%	58.3%	12.7%	3.5%
Q18e Drainage of rain water off streets	5.8%	15.4%	20.6%	46.3%	7.5%	4.4%
Q18f Drainage of rain water off property	11.3%	12.9%	19.0%	44.8%	9.2%	2.9%
Q18g Adequacy of the City's Sanitary sewer collection	1.7%	3.5%	21.0%	44.0%	8.8%	21.0%
Q18h Adequacy of the City's water system	1.7%	4.2%	21.9%	51.5%	10.2%	10.6%

Q18. 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." (without don't knows)

(N=480)

	Very dissatis 1	Dissati- sfied 2	Neutral 3	Satisfi- ed 4	Very satisfi- ed 5
Q18a Clarity & taste of the tap water	1.9%	8.1%	14.3%	54.9%	20.9%
Q18b Water pressure in your home	4.0%	9.5%	11.4%	55.1%	19.9%
Q18c What you are charged for water/	20.5%	28.9%	21.2%	25.5%	3.9%
Q18d How easy your water/sewer bill is to understand	1.3%	4.3%	20.7%	60.5%	13.2%
Q18e Drainage of rain water off streets	6.1%	16.1%	21.6%	48.4%	7.8%
Q18f Drainage of rain water off property	11.6%	13.3%	19.5%	46.1%	9.4%
Q18g Adequacy of the City's sanitary Sewer collection system	2.1%	4.5%	26.6%	55.7%	11.1%
Q18h Adequacy of the City's water system	1.9%	4.7%	24.5%	57.6%	11.4%

Q19. Enforcement of codes and ordinances. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=480)

	Very dissatis 1	Dissati- sfied 2	Neutral 3	Satisfi- ed 4	Very satisfi- ed 5	Don't know 9
Q19a Enforcing the clean up of litter	4.2%	15.2%	22.7%	31.0%	5.2%	21.7%
Q19b Enforcing the mowing & trimming of	5.0%	16.0%	22.9%	31.3%	4.8%	20.0%
Q19c Enforcing the maintenance of resid	5.2%	16.0%	27.3%	26.0%	5.2%	20.2%
Q19d Enforcing the maintenance of busin	0.8%	5.0%	30.6%	35.2%	6.9%	21.5%
Q19e Enforcing codes designed to protect	1.7%	3.5%	27.3%	35.0%	8.1%	24.4%
Q19f Enforcing sign regulations	2.1%	3.3%	29.4%	33.8%	6.9%	24.6%

Q19. Enforcement of codes and ordinances. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without don't knows)

(N=480)

	Very dissatis 1	Dissati- sfied 2	Neutral 3	Satisfi- ed 4	Very satisfi- ed 5
Q19a Enforcing the clean up of litter	5.3%	19.4%	29.0%	39.6%	6.6%
Q19b Enforcing the mowing & trimming of	6.3%	20.1%	28.6%	39.1%	6.0%
Q19c Enforcing the maintenance of residences	6.5%	20.1%	34.2%	32.6%	6.5%
Q19d Enforcing the maintenance of businesses	1.1%	6.4%	39.0%	44.8%	8.8%
Q19e Enforcing codes designed to protect	2.2%	4.7%	36.1%	46.3%	10.7%
Q19f Enforcing sign regulations	2.8%	4.4%	39.0%	44.8%	9.1%

Q20. Are weed lots, abandoned vehicles, graffiti, and dilapidated buildings a problem in Raymore?

Q20 Are weed lots abandoned vehicles	Number	Percent
1=Not a problem	123	25.6 %
2=Only a small	186	38.8 %
3=Somewhat of a	101	21.0 %
4=A major problem	9	1.9 %
5=Don't know	61	12.7 %
Total	480	100.0 %

Q21. 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=480)

	Much too fast 1	Too fast 2	Just right 3	Too slow 4	Much too slow 5	Don't know 9
Q21a Office development	5.0%	12.5%	36.0%	21.3%	5.8%	19.4%
Q21b Industrial development	0.8%	2.9%	26.9%	32.7%	16.3%	20.4%
Q21c Multi-family residential development	30.6%	29.4%	27.9%	2.1%	0.4%	9.6%
Q21d Single-family residential development	14.8%	23.5%	50.6%	3.5%	0.6%	6.9%
Q21e Retail development	3.8%	5.8%	22.9%	37.1%	24.0%	6.5%

Q21. 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 knows)

Q21a Office development	Number	Percent
1=Much too fast	24	6.2 %
2=Too fast	60	15.5 %
3=Just right	173	44.7 %
4=Too slow	102	26.4 %
5=Much too slow	28	7.2 %
Total	387	100.0 %

Q21. 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 knows)

Q21b Industrial development	Number	Percent
1=Much too fast	4	1.0 %
2=Too fast	14	3.7 %
3=Just right	129	33.8 %
4=Too slow	157	41.1 %
5=Much too slow	78	20.4 %
Total	382	100.0 %

Q21. 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 knows)

Q21c Multi-family residential develop	Number	Percent
1=Much too fast	147	33.9 %
2=Too fast	141	32.5 %
3=Just right	134	30.9 %
4=Too slow	10	2.3 %
5=Much too slow	2	0.5 %
Total	434	100.0 %

Q21. 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 knows)

<u>Q21d Single-family residential develop</u>	<u>Number</u>	<u>Percent</u>
1=Much too fast	71	15.9 %
2=Too fast	113	25.3 %
3=Just right	243	54.4 %
4=Too slow	17	3.8 %
5=Much too slow	3	0.7 %
Total	447	100.0 %

Q21. 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 knows)

<u>Q21e Retail development</u>	<u>Number</u>	<u>Percent</u>
1=Much too fast	18	4.0 %
2=Too fast	28	6.2 %
3=Just right	110	24.5 %
4=Too slow	178	39.6 %
5=Much too slow	115	25.6 %
Total	449	100.0 %

Q22. In general, how supportive are you of having the City use incentives to attract and expand retail, manufacturing, science & technology, and regional office companies?

<u>Q22 Support of using incentives</u>	<u>Number</u>	<u>Percent</u>
1=Very supportive	209	43.5 %
2=Somewhat	151	31.5 %
3=Not sure	84	17.5 %
4=Not supportive	36	7.5 %
Total	480	100.0 %

Q23. How often do you typically go outside Raymore to shop?

<u>Q23 How often go outside Raymore to shop</u>	<u>Number</u>	<u>Percent</u>
1=Every day	80	16.7 %
2=Few times per	160	33.3 %
3=At least once	114	23.8 %
4=Few times per	94	19.6 %
5=Few times per	16	3.3 %
6=Seldom or never	10	2.1 %
9=Don't know	6	1.3 %
Total	480	100.0 %

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

<u>Q24 Contacted the city</u>	<u>Number</u>	<u>Percent</u>
1=Yes	160	33.3 %
2=No	314	65.4 %
9=Don't know	6	1.3 %
Total	480	100.0 %

Q24a. Which City department did you contact most recently?

Q24a Which department	Number	Percent
ANIMAL CONTROL=	18	11.6 %
ASSISTANT MANAGER=	1	0.6 %
BUILDING=	1	0.6 %
BUILDING PERMIT=	1	0.6 %
CITY ADMINISTRATOR=	1	0.6 %
CITY COUNCIL=	3	1.9 %
CITY ENGINEER=	2	1.3 %
CITY HALL=	5	3.2 %
CITY MAINTENANCE=	2	1.3 %
CITY PLANNING=	1	0.6 %
CLEAN UP ORDINANCES=	1	0.6 %
CODE ENFORCEMENT=	4	2.6 %
CODES=	11	7.1 %
CODES & ORDINANCES=	1	0.6 %
CODES ENFORCEMENT=	5	3.2 %
CODES FOR A BUILDING=	1	0.6 %
COMMUNITY DEVELOPMENT=	1	0.6 %
COUNCIL MEMBER=	1	0.6 %
DEVELOPMENT=	1	0.6 %
DEVELOPMENT/BUSINESS=	1	0.6 %
ECONOMIC DEV=	1	0.6 %
ENGINEERING=	6	3.9 %
ENGINEERING & PLANNING=	1	0.6 %
FIRE=	1	0.6 %
FTZ=	1	0.6 %
HEALTH DEPT=	1	0.6 %
HOME CODE ENFORCEMENT=	1	0.6 %
MOWING & TRIMMING OF LAWNS=	1	0.6 %
PARK DEPT=	1	0.6 %
PARKS=	1	0.6 %
PARKS & REC=	8	5.2 %
PARKS DEPARTMENT=	1	0.6 %
PD=	1	0.6 %
PERMITS=	1	0.6 %
PLANNING & DEV=	1	0.6 %
PLANNING & ZONING=	1	0.6 %
POLICE=	13	8.4 %
POLICE DEPT=	3	1.9 %

Q24a. Which City department did you contact most recently?

Q24a Which department	Number	Percent
POLICE TRAFFIC ISSUE=	1	0.6 %
PUBLIC WORKS=	7	4.5 %
PUBLIC WORKS & ALDERMAN=	1	0.6 %
PW=	1	0.6 %
RAYMORE 911=	1	0.6 %
SIDEWALK DEPARTMENT=	1	0.6 %
STORM WATER MANAGEMENT=	1	0.6 %
STREET DEPARTMENT=	1	0.6 %
STREET DEPT=	1	0.6 %
STREET MAINTENANCE=	4	2.6 %
STREETS=	4	2.6 %
WARD 3 COUNCIL MAN=	1	0.6 %
WATER=	18	11.6 %
WATER BILL=	1	0.6 %
WATER DEPT=	4	2.6 %
YARD MOWING=	1	0.6 %
ZONING=	1	0.6 %
Total	155	100.0 %

Q24b-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.

(N=160)

	Very dissatis 1	Dissatisfi- ed 2	Neutral 3	Satisfied 4	Very satisfied 5
Q24b How easy the department was to contact	1.9%	6.9%	7.5%	46.5%	37.1%
Q24c How courteously you were treated	0.6%	3.2%	11.4%	41.8%	43.0%
Q24d Technical competence & knowledge of employee	3.2%	8.4%	12.9%	32.9%	42.6%
Q24e Responsiveness of City employees to request	8.9%	12.7%	12.0%	27.8%	38.6%

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? (Circle the corresponding number)

(N=480)

	Unimpor- tant 1	Not sure 2	Somewh- at 3	Very important 4
Q25a Sense of community	7.7%	11.0%	36.3%	45.0%
Q25b Quality of public schools	13.8%	6.0%	11.9%	68.3%
Q25c Employment opportunities	40.0%	14.4%	28.3%	17.3%
Q25d Types of housing	2.9%	5.0%	29.6%	62.5%
Q25e Affordability of housing	3.8%	5.0%	25.8%	65.4%
Q25f Access to quality shopping	10.0%	8.8%	44.8%	36.5%
Q25g Availability of parks & recreation	18.8%	12.5%	37.5%	31.3%
Q25h Near family or friends	24.2%	7.5%	31.3%	37.1%
Q25i Safety & security	1.3%	2.7%	13.8%	82.3%

Q26. Please indicate how supportive you would be of each of the following policies and/or issues:

(N=480)

	Not supportive 1	Not sure 2	Somewh- at 3	Very supportive 4
Q26a Allowing the sale of alcohol in	50.2%	7.3%	22.7%	19.8%
Q26b Adopting an ordinance to require	16.0%	13.8%	22.9%	47.3%

Q27. 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."

(N=480)

	Very dissatis 1	Dissatisfi- ed 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q27a Residential trash collection service	2.3%	5.8%	6.5%	45.8%	33.3%	6.3%
Q27b Curbside recycling services	14.0%	14.8%	19.0%	15.0%	8.5%	28.8%
Q27c Yardwaste removal services	15.8%	18.5%	18.3%	15.4%	8.3%	23.5%
Q27d Amount you pay for trash service	8.1%	11.9%	29.0%	31.0%	11.7%	8

27. 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." (without don't knows)

(N=480)

	Very dissatis 1	Dissatisfi- ed 2	Neutral 3	Satisfied 4	Very satisfied 5
Q27a Residential trash collection service	2.4%	6.2%	6.9%	48.9%	35.6%
Q27b Curbside recycling services	19.6%	20.8%	26.6%	21.1%	12.0%
Q27c Yardwaste removal services	20.7%	24.3%	24.0%	20.2%	10.9%
Q27d Amount you pay for trash service	8.9%	13.0%	31.6%	33.9%	12.7%

Q28. 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."

(N=480)

	Very dissatis 1	Dissatisfi- ed 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q28a Ease of north/south travel	9.6%	19.8%	24.0%	36.0%	6.3%	4.4%
Q28b Ease of east/west travel	15.8%	27.3%	19.2%	30.2%	3.5%	4.0%
Q28c Ease of travel from home to schools	4.2%	9.2%	24.0%	25.0%	10.2%	27.5%
Q28d Ease of traveling from your home to	10.2%	20.0%	24.4%	25.2%	5.4%	14.8%
Q28e Availability of public transportation	22.9%	21.3%	24.8%	2.3%	2.5%	26.3%
Q28f Availability of bicycle lanes	17.5%	20.8%	26.3%	7.7%	2.9%	24.8%
Q28g Availability of pedestrian walkways	9.8%	19.8%	26.9%	25.8%	3.5%	14.2%

Q28. 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." (without don't knows)

(N=480)

	Very dissatis 1	Dissatisfi- ed 2	Neutral 3	Satisfied 4	Very satisfied 5
Q28a Ease of north/south travel	10.0%	20.7%	25.1%	37.7%	6.5%
Q28b Ease of east/west travel	16.5%	28.4%	20.0%	31.5%	3.7%
Q28c Ease of travel from home to schools	5.7%	12.6%	33.0%	34.5%	14.1%
Q28d Ease of traveling from your home to	12.0%	23.5%	28.6%	29.6%	6.4%
Q28e Availability of public transportat	31.1%	28.8%	33.6%	3.1%	3.4%
Q28f Availability of bicycle lanes	23.3%	27.7%	34.9%	10.2%	3.9%
Q28g Availability of pedestrian walkways	11.4%	23.1%	31.3%	30.1%	4.1%

Q29. Approximately how many years have you lived in the City of Raymore?

Q29 Years lived in Raymore	Number	Percent
1=Less than 5	103	21.6 %
2=5-10 years	148	31.1 %
3=11-20 years	140	29.4 %
4=More than 20	85	17.9 %
Total	476	100.0 %

30. What is your age?

Q30 Age	Number	Percent
1=Under 25	4	0.8 %
2=25 to 34	61	12.8 %
3=35 to 44	106	22.2 %
4=45 to 54	103	21.5 %
5=55 to 64	94	19.7 %
6=65+	110	23.0 %
Total	478	100.0 %

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

Q31 Current place of employment	Number	Percent
1=Outside home	311	64.8 %
2=Self employed	32	6.7 %
3=Student, retired	129	26.9 %
9=Not provided	8	1.7 %
Total	480	100.0 %

31. Where do you work (geographic location)

Q31 Where do you work	Number	Percent
A=In Raymore	37	11.9 %
B=Elsewhere in	35	11.3 %
C=Elsewhere in	13	4.2 %
D=Jackson County	63	20.3 %
E=Kansas City	84	27.0 %
F=Elsewhere in Ks	18	5.8 %
G=Johnson County	58	18.6 %
Z=Not provided	3	1.0 %
Total	311	100.0 %

32. Your gender:

Q32 Gender	Number	Percent
1=Male	226	47.1 %
2=Female	254	52.9 %
Total	480	100.0 %

33. Using the map below, please indicate which area corresponds to the location of your home.

Q33 Area location of home	Number	Percent
1=Ward 1	125	26.0 %
2=Ward 2	135	28.1 %
3=Ward 3	99	20.6 %
4=Ward 4	103	21.5 %
9=Not provided	18	3.8 %
Total	480	100.0 %

Section 5:
Survey Instrument



City of Raymore

100 Municipal Circle
Raymore, Missouri 64083
(816) 331-0488 • Fax (816) 331-8724

November, 2008

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.

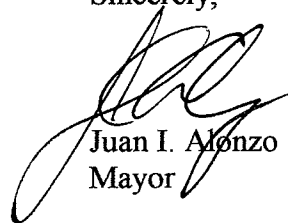
We greatly appreciate your time. We realize that this survey takes some time to complete, but every question is important. The time you invest will influence decisions made about the city's future.

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 later this 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 I. Alonzo
Mayor

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



2008 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. Overall quality of fire protection	5	4	3	2	1	9
H. Quality of animal control	5	4	3	2	1	9
I. 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 **3** 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 Q9] _____ (2) No [go to Q9] _____ (3) Don't know [go to Q9]

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

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

8a. If "yes", did you report all of these crimes to the police?

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

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

_____ (1) Yes [go to Q9a] _____ (2) No [go to Q10] _____ (3) Don't know [go to Q10]

9a. If "yes", how would you rate the contact?

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

10. 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

11. 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 10 above.]

_____ 1st _____ 2nd _____ 3rd

12. 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

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

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

14. 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. Availability of information about City parks and recreation programs	5	4	3	2	1	9
G. The City's youth athletic programs	5	4	3	2	1	9
H. The City's adult athletic programs	5	4	3	2	1	9
I. City special events and festivals	5	4	3	2	1	9

15. 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 14 above.]

_____ 1st _____ 2nd _____ 3rd

16. 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

17. 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

18. 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

19. 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

20. Are weed lots, abandoned vehicles, graffiti, and dilapidated buildings 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.

21. 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

22. 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

23. 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

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. Please indicate how supportive you would be of each of the following policies and/or issues:

<i>General</i>	<i>Very Supportive</i>	<i>Somewhat Supportive</i>	<i>Not sure</i>	<i>Not Supportive</i>
A. Allowing the sale of alcohol in City parks in conjunction with special events	4	3	2	1
B. Adopting an ordinance to require city employees who serve as department heads to live in the City limits	4	3	2	1

27. 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

