

2006 DirectionFinder®

Findings Report



conducted for

Raymore, Missouri

by

ETC Institute

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December, 2006

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DirectionFinder® Survey

Executive Summary

Purpose and Methodology

ETC Institute administered the DirectionFinder® survey for the City of Raymore during November of 2006. The survey was administered as part of the City's on-going effort to assess citizen satisfaction with the quality of city services.

Resident Survey. A seven-page survey was mailed to a random sample of 1,200 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. A total of 406 surveys were completed (33% response rate). The results for the random sample of 406 households have a 95% level of confidence with a precision of at least +/- 5%.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Raymore with the results from other communities in the *DirectionFinder®* database. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion*".

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for questions on the survey
- benchmarking data that shows how the results for Raymore compare to other cities
- importance-satisfaction analysis
- tables that show the results for each question on the survey
- a copy of the survey instrument.

Major Findings

- **Residents surveyed were generally satisfied with City services.** Eighty-four percent (84%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of public safety services, 78% were satisfied with the overall maintenance of City buildings and facilities, and 73% were satisfied with the quality of customer service received from City employees. Those surveyed were least satisfied the flow of traffic congestion management (38%).
- **Services that residents thought should receive the most increase in emphasis over the next two years.** The areas that residents thought should receive the most increase in emphasis from the City of Raymore over the next two years were: (1) the flow of traffic congestion management, and (2) the overall maintenance of City streets.
- **Perceptions of the City.** The majority (88%) of the residents surveyed *who had an opinion* indicated that safety in Raymore was “excellent” or “good”. Seventy-six percent (76%) felt that the City of Raymore was an “excellent” or “good” place to live; only 4% felt it was “below average” or “poor”; the remaining 20% gave a neutral rating.
- **Public Safety.** Eighty-eight percent (88%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of fire protection. Eighty-three percent (83%) of those surveyed were satisfied with the quality of local police protection. Residents thought the public safety services that should receive the most additional emphasis over the next two years were the efforts to prevent crime, the visibility of police in neighborhoods, and the visibility of police in retail areas.
- **Parks and Recreation.** Seventy-four percent (74%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance of City Parks. Sixty-five percent (65%) of those surveyed were satisfied with the availability of information about parks and recreation programs, and 63% were satisfied with how close neighborhood parks were to their homes. Residents thought the area of parks and recreation that should receive the most additional emphasis over the next two years was the number of walking and biking trails in the City.
- **Public Works.** Seventy-six percent (76%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with snow removal on City streets; 76% were satisfied with the maintenance of City buildings, 70% were satisfied with the maintenance of street signs and traffic signals, and 70% were satisfied with the cleanliness of streets and other public areas. Residents thought the public works services that should receive the most additional emphasis over the next two years were the maintenance of neighborhood streets, and the maintenance of major City streets.

- **City Communication.** Sixty-four percent (64%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the content of the City newsletter. Fifty-eight percent (58%) of those surveyed were satisfied with the availability of information about programs and services, and 54% were satisfied with the City’s efforts to keep them informed. Residents were least satisfied with how open the City is to public involvement.
- **Sewer and Water Utilities and Stormwater Management.** Seventy-five percent (75%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the clarity and taste of their tap water; 75% were satisfied with the water pressure in their home, and 66% were satisfied with how easy the water/sewer bill is to understand. Residents were least satisfied (20%) with how much they were charged for their water and sewer utilities.
- **Codes and Ordinances.** Fifty-six percent (56%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the enforcement of codes designed to protect public safety; 53% were satisfied with the enforcement of sign regulations, and 52% were satisfied with the enforcement and maintenance of business property. Residents were least satisfied with the enforcement of the maintenance of residential property (37%).

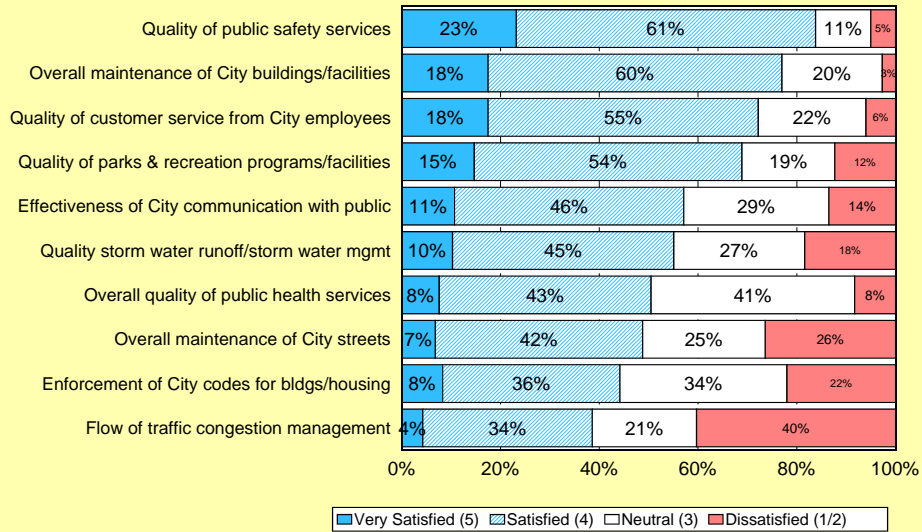
Other Findings.

- 76% of the residents surveyed *who had an opinion* felt that retail development was much too slow and multi-family residential development was much too fast.
- 45% of the residents surveyed were “very supportive” of the City providing an incentive to attract and expand retail, manufacturing, science and technology, and regional office companies and 32% were ‘somewhat supportive’.
- 85% of the residents surveyed went outside Raymore at least once a week to shop.
- The top two issues most important to fund with general obligation bonds were the reconstruction and expansion of major roadways, and the construction of a recreation center with an indoor pool
- Top support for policy issues were 1) an ordinance to regulate dangerous dogs and other animals, and 2) developing a new property maintenance code.

Section 1:
Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

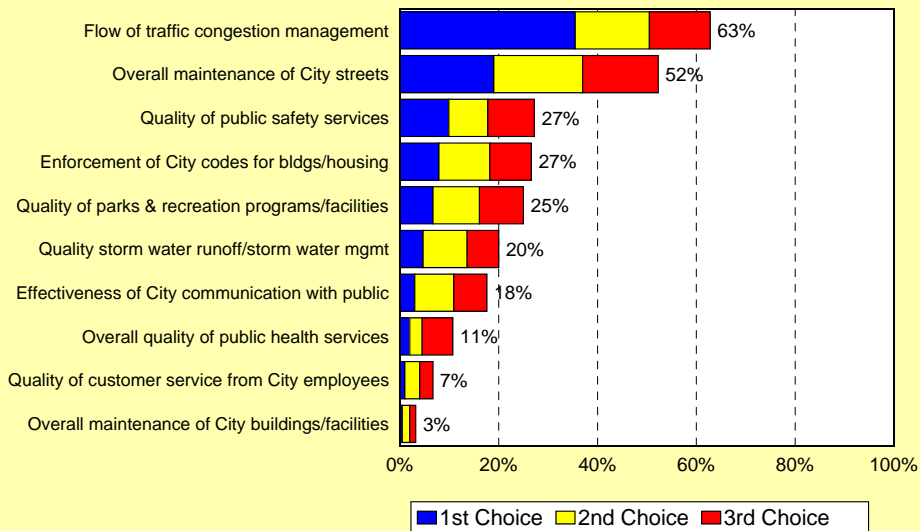
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2006 - Raymore, MO)

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

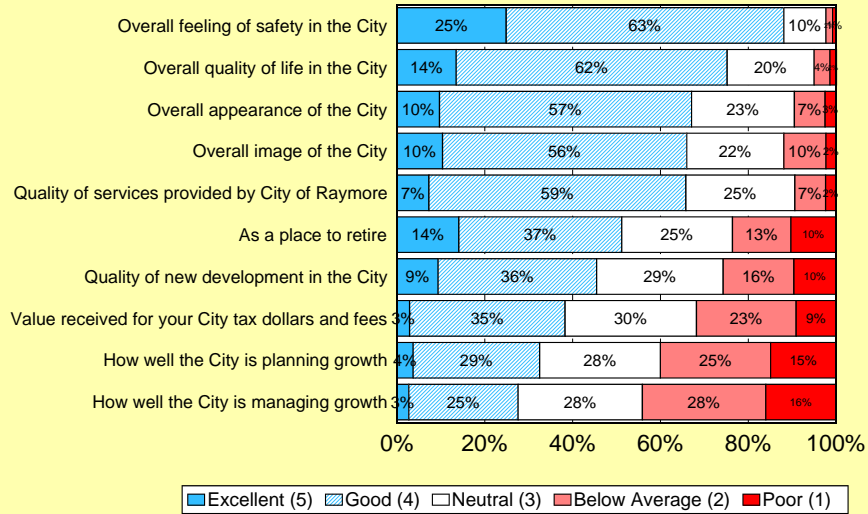
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (December 2006 - Raymore, MO)

Q3. Satisfaction with Various Perceptions of Raymore

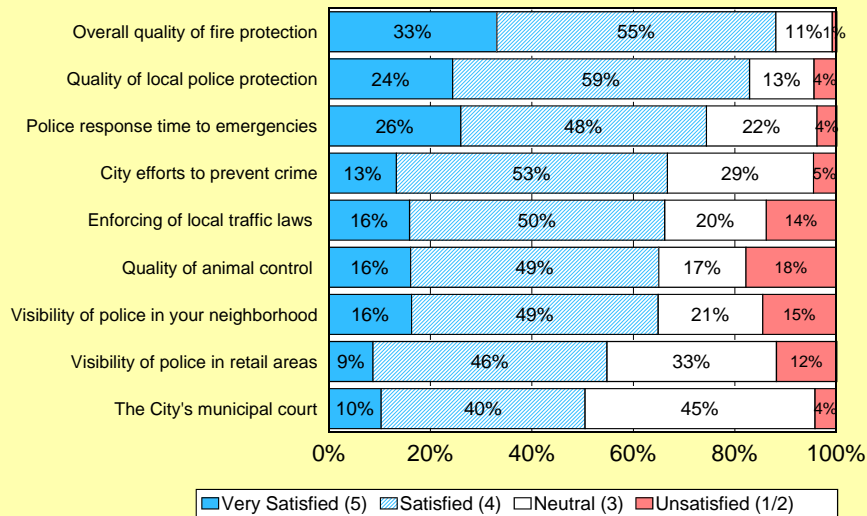
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2006 - Raymore, MO)

Q4. Satisfaction with Various Aspects of Public Safety in Raymore

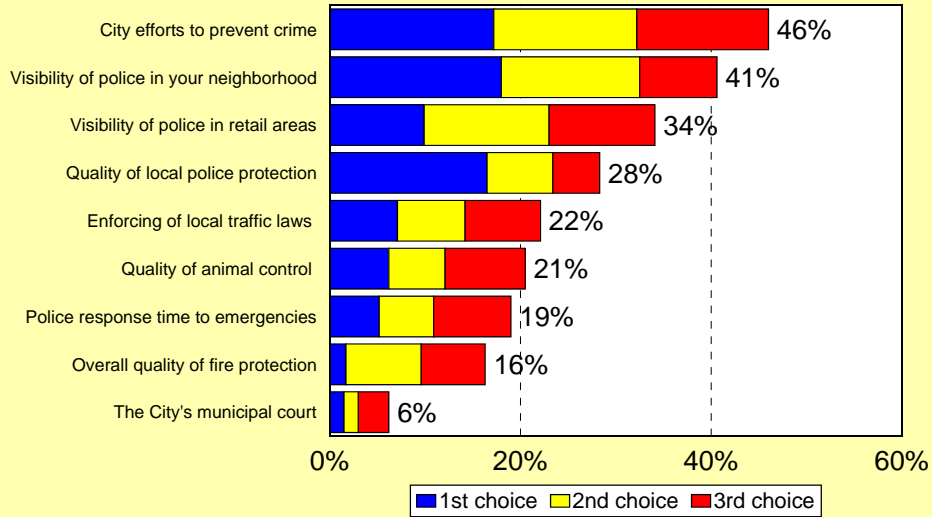
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2006 - Raymore, MO)

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

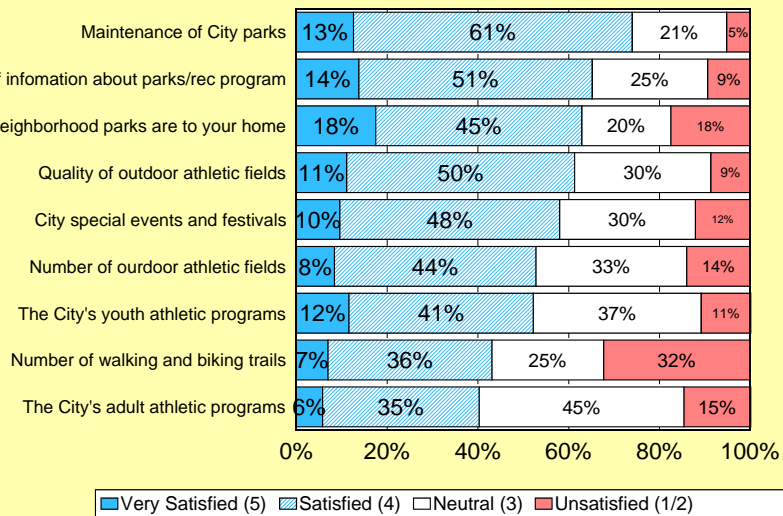
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (December 2006 - Raymore, MO)

Q6. Satisfaction with Parks and Recreation

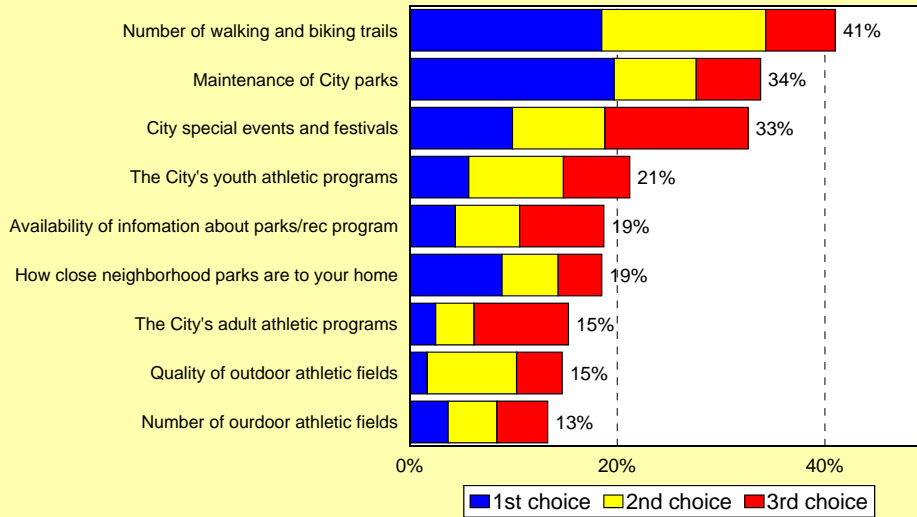
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2006 - Raymore, MO)

Q7. Parks and Recreation Issues That Should Receive the Most Emphasis Over the Next Two Years

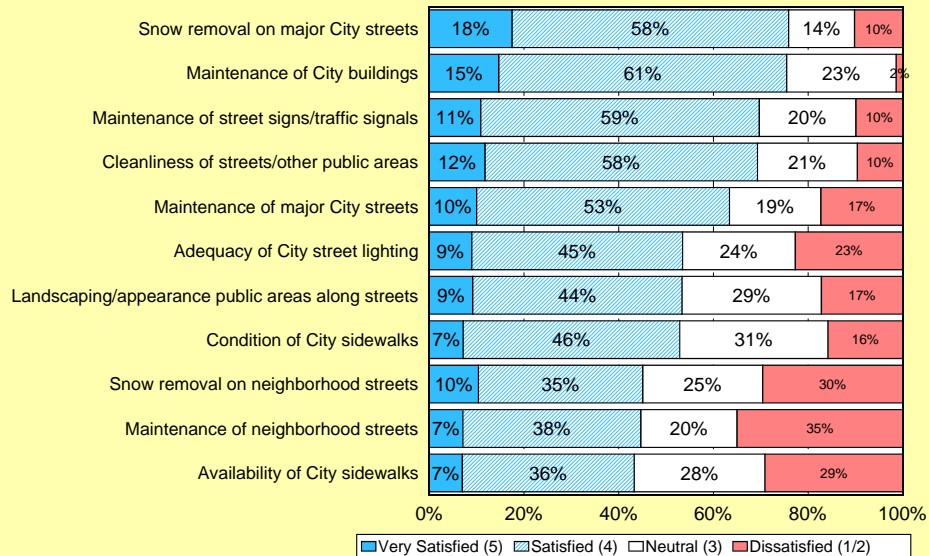
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (December 2006 - Raymore, MO)

Q8. Satisfaction with Various Aspects of Public Works

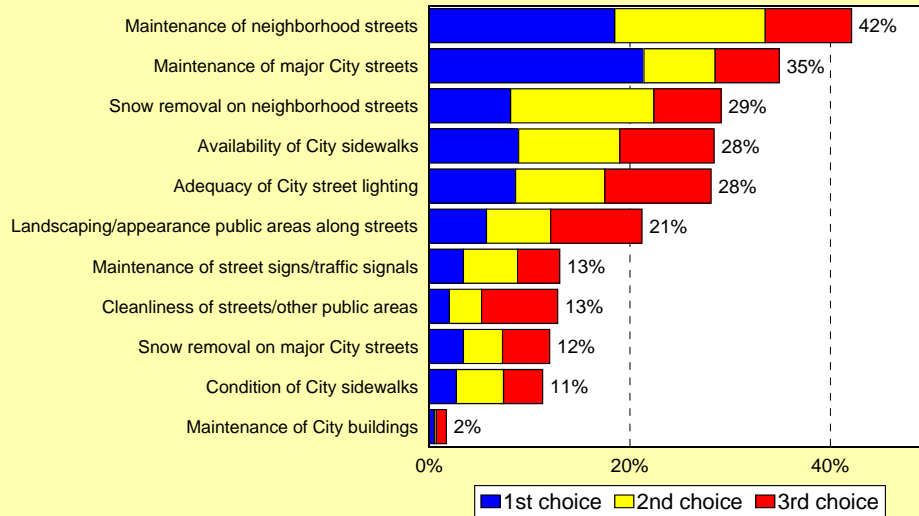
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2006 - Raymore, MO)

Q9. Public Works Issues That Should Receive the Most Emphasis Over the Next Two Years

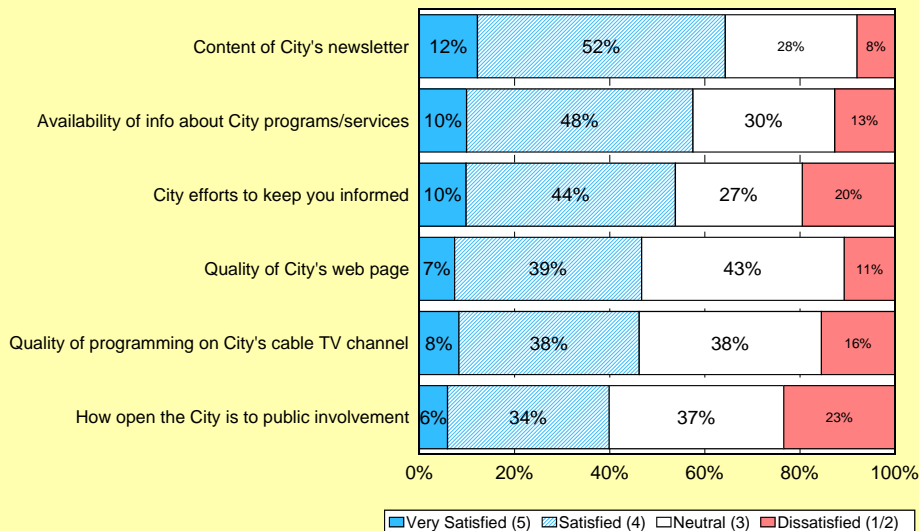
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (December2006 - Raymore, MO)

Q10. Satisfaction with Various Aspects of City Communication

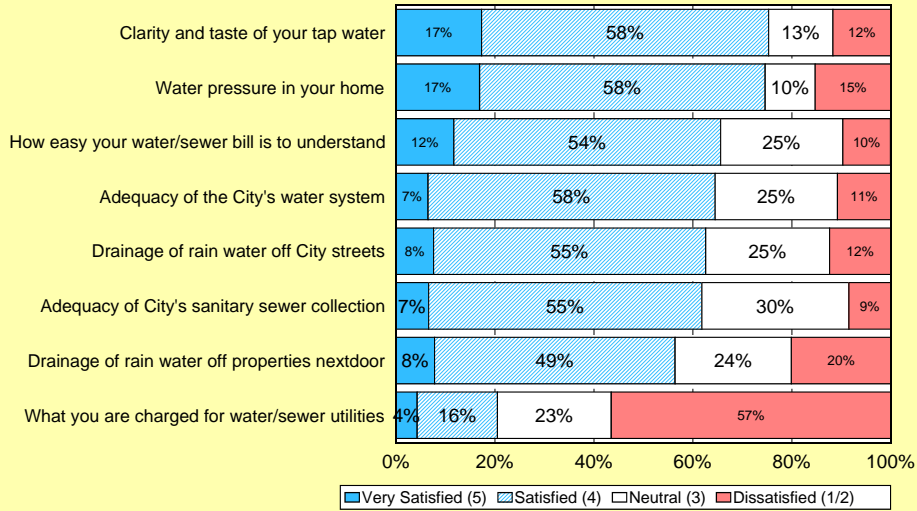
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December2006 - Raymore, MO)

Q11. Satisfaction with Various Aspects of Sewer and Water Utilities and Stormwater Management

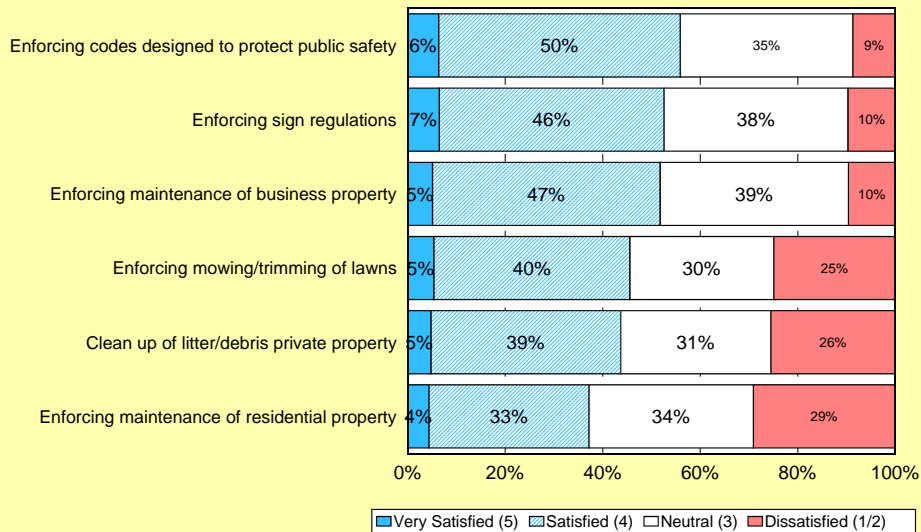
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



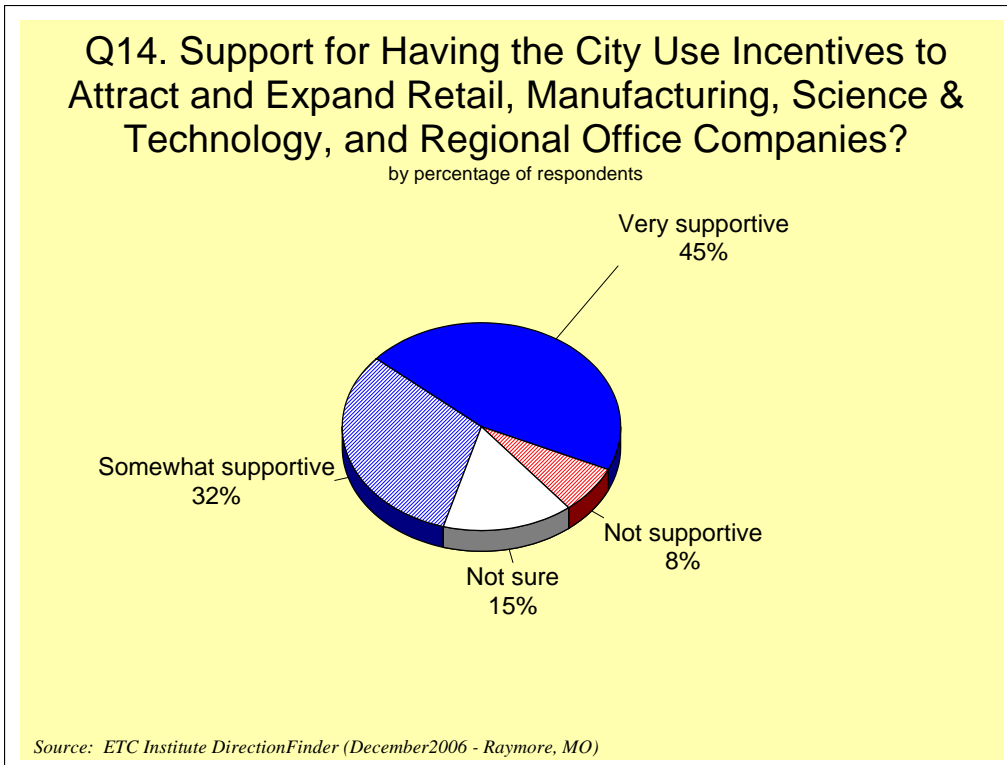
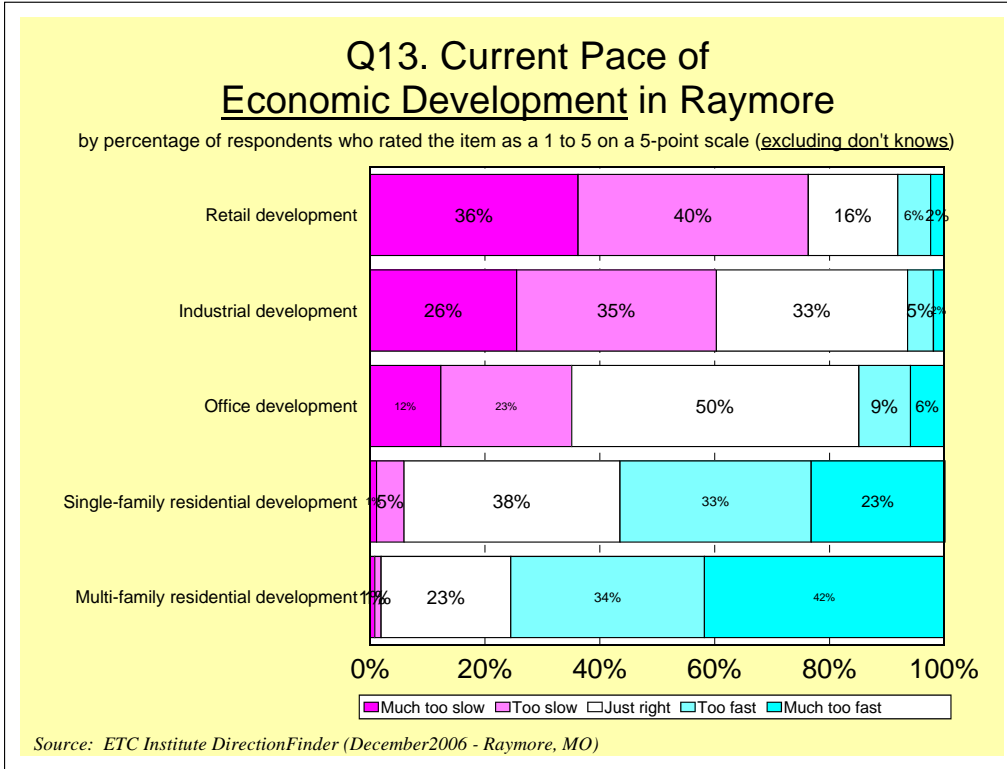
Source: ETC Institute DirectionFinder (December2006 - Raymore, MO)

Q12. 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)

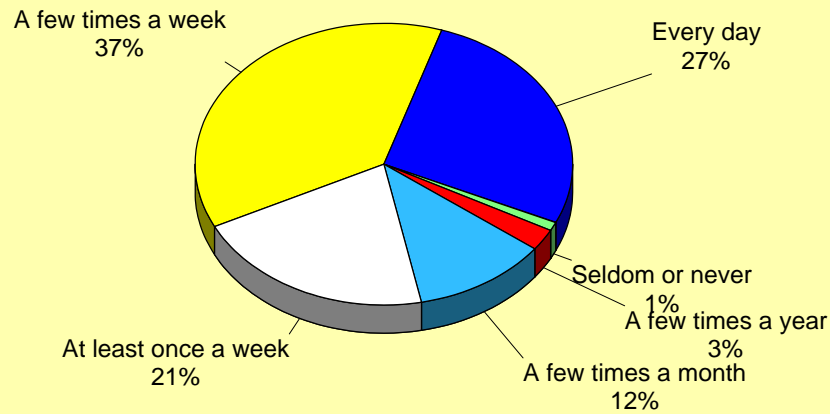


Source: ETC Institute DirectionFinder (December2006 - Raymore, MO)



Q15. How often do you typically go outside Raymore to shop?

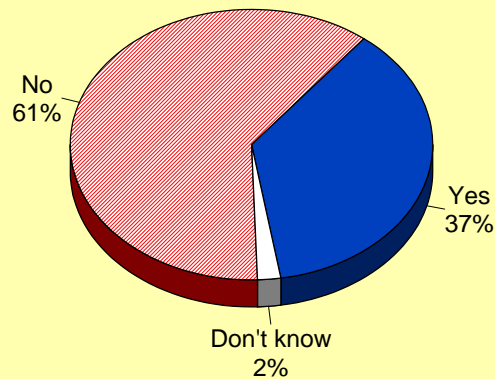
by percentage of respondents



Source: ETC Institute DirectionFinder (December2006 - Raymore, MO)

Q16. Have you ever called or visited the City with a question, problem or complaint during the past year?

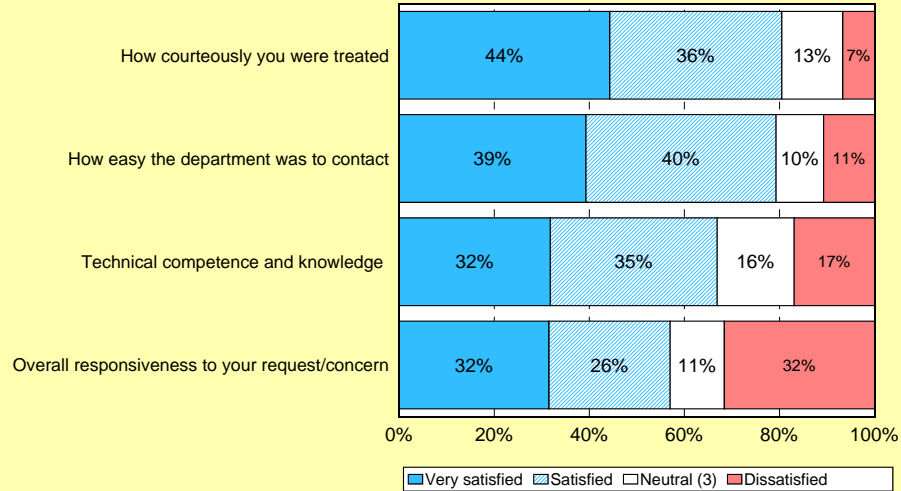
by percentage of respondents



Source: ETC Institute DirectionFinder (December2006 - Raymore, MO)

Q16b-e. Satisfaction with the Quality of Service Received from City Employees, by Those Who DID Contact the City

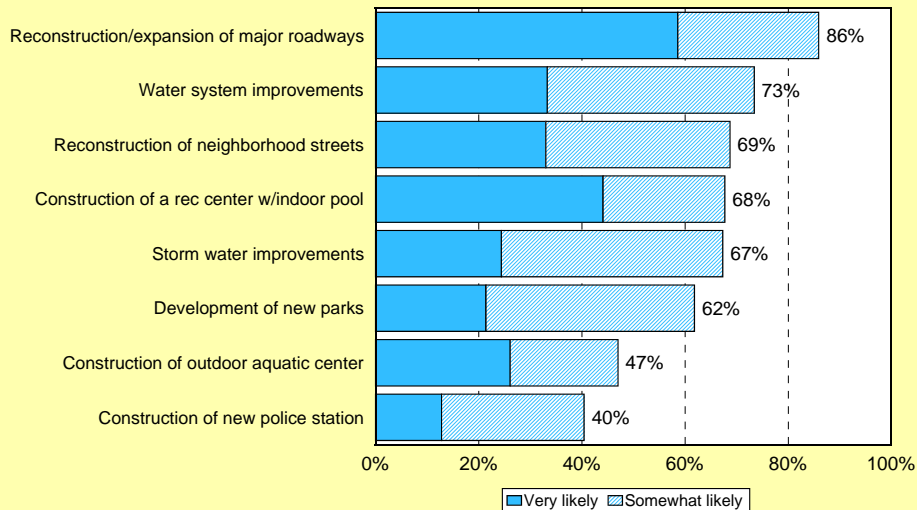
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December2006 - Raymore, MO)

Q17. How likely would you be to vote in favor of issuing no-tax increase general obligation bonds to fund:

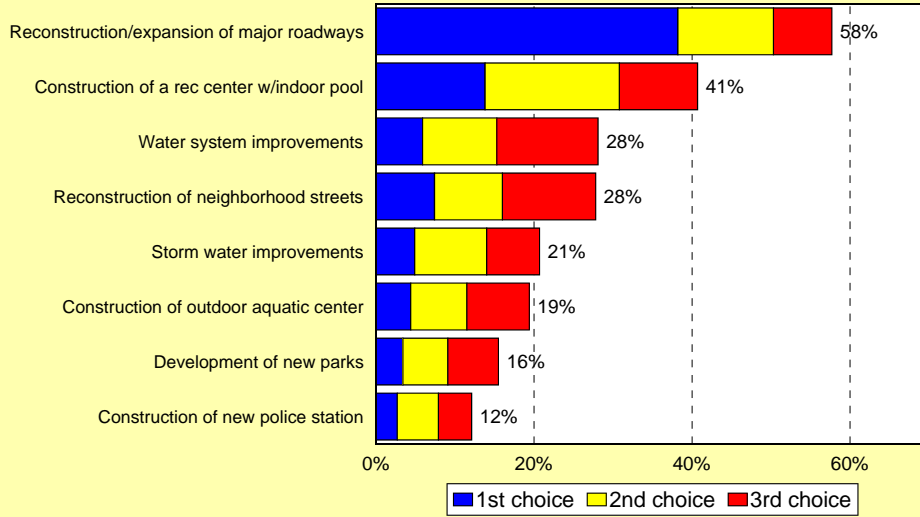
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December2006 - Raymore, MO)

Q18. Issues Most Important to Fund Through GO Bond

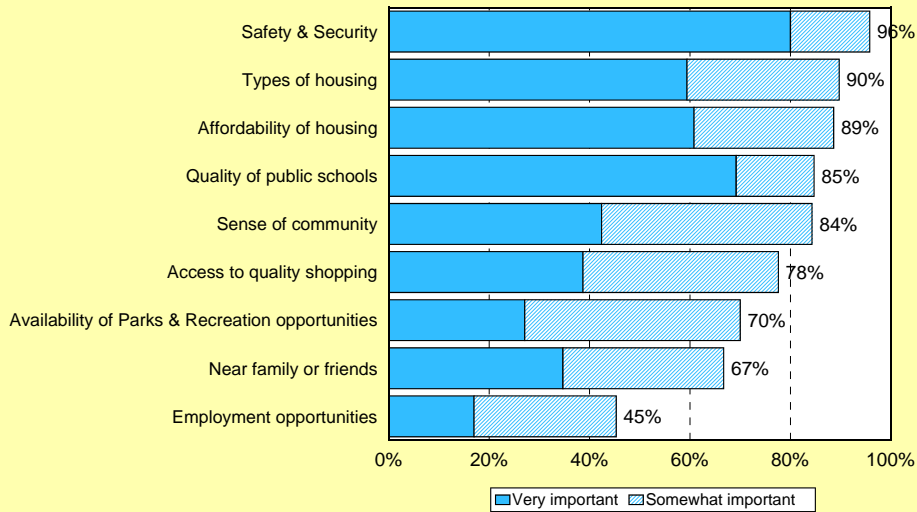
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (December 2006 - Raymore, MO)

Q19. Importance of Various Issues to Your Decision to Live in Raymore

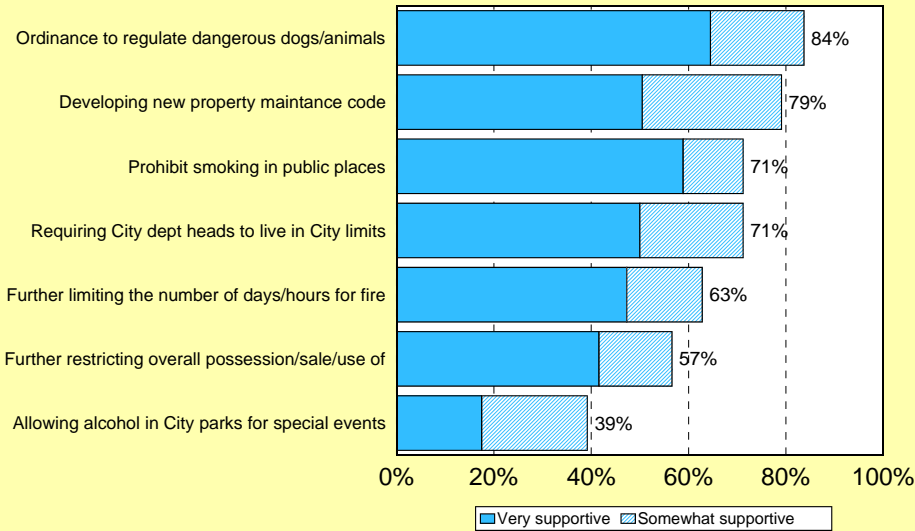
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2006 - Raymore, MO)

Q20. Support for Various Policies and Issues

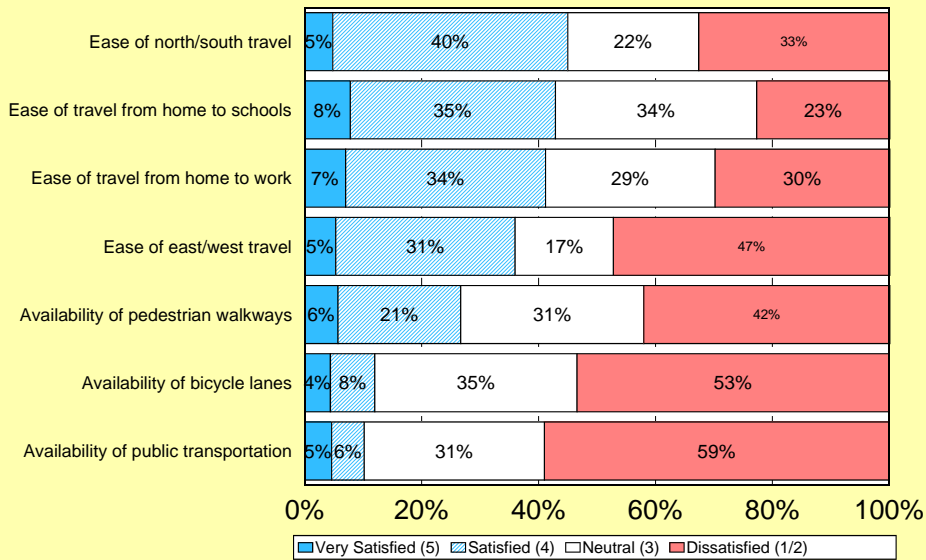
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2006 - Raymore, MO)

Q21. Satisfaction with Various Aspects of Transportation

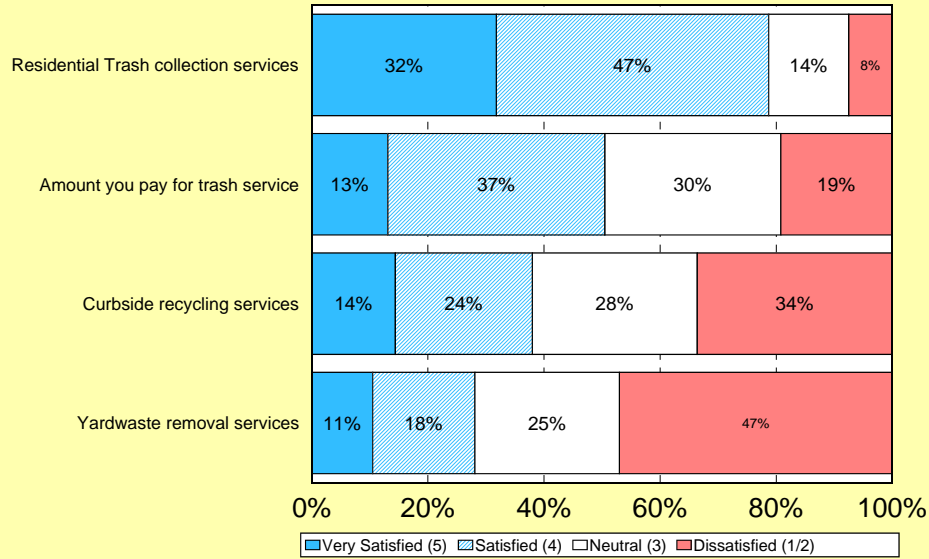
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2006 - Raymore, MO)

Q22. Satisfaction with Trash Service

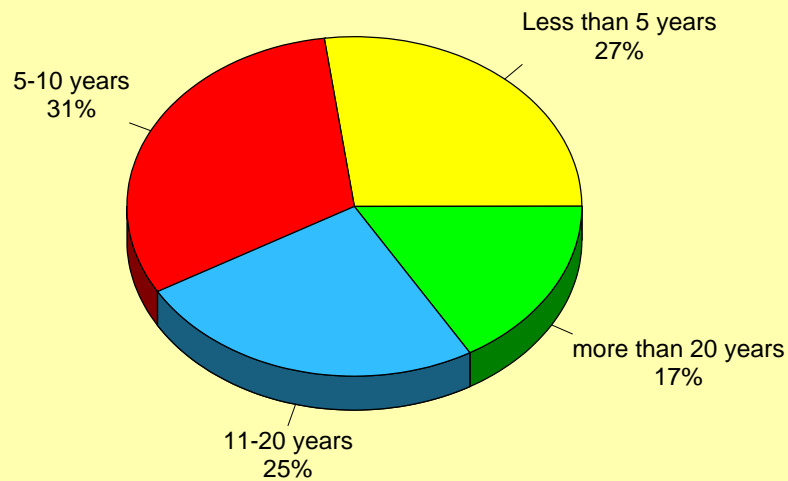
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December2006 - Raymore, MO)

Q23. Demographics: How Many Years Have You Lived in the City of Raymore?

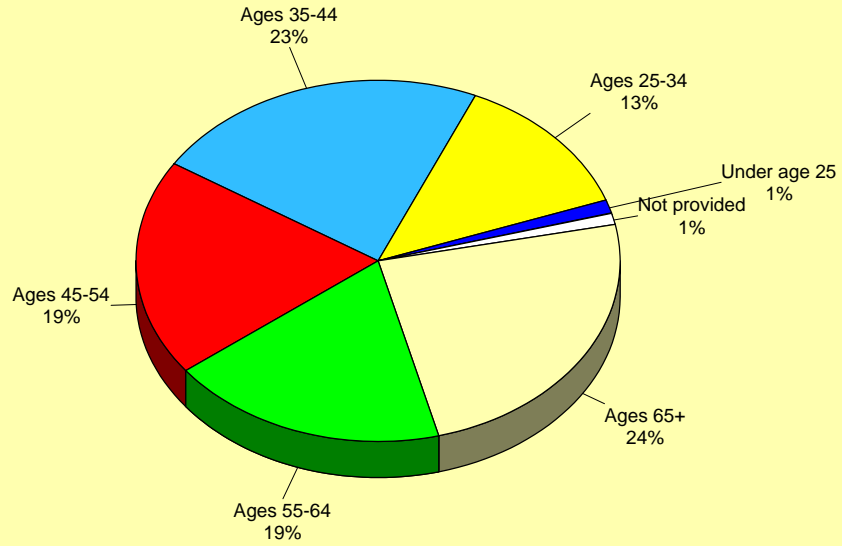
by percentage of respondents



Source: ETC Institute DirectionFinder (December2006 - Raymore, MO)

Q24. Demographics: Age of Respondent

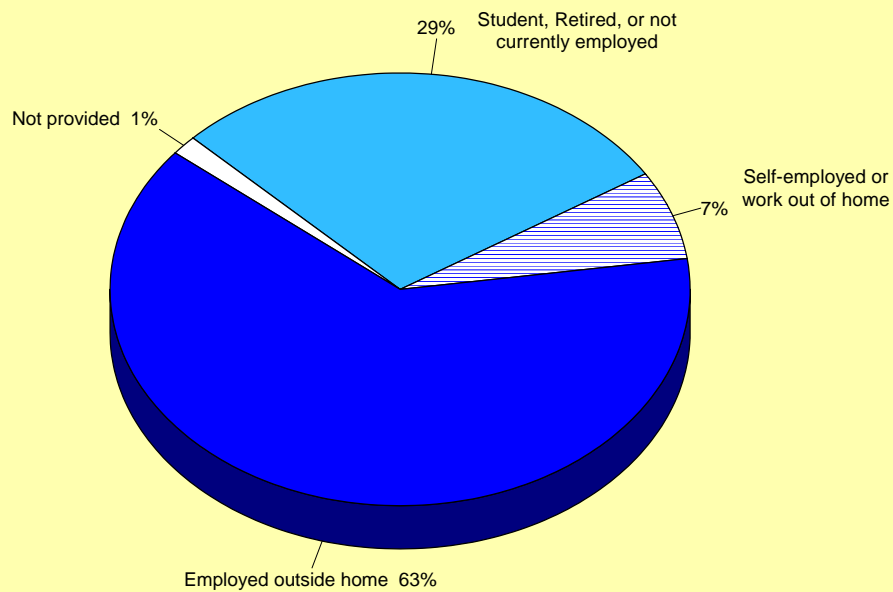
by percentage of respondents



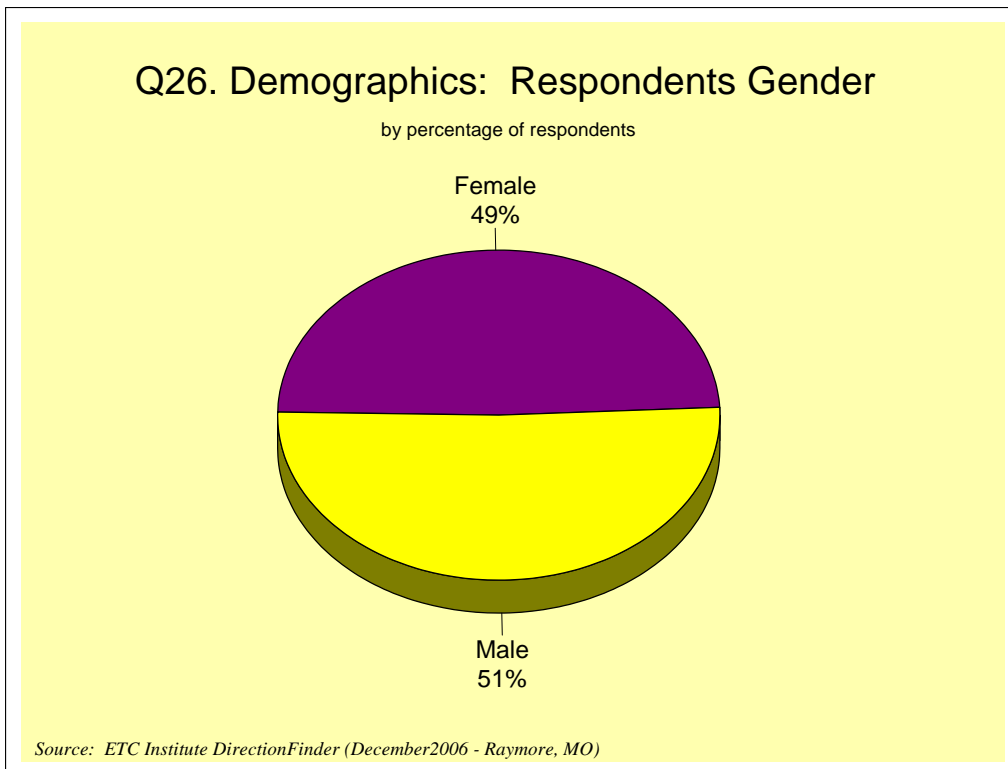
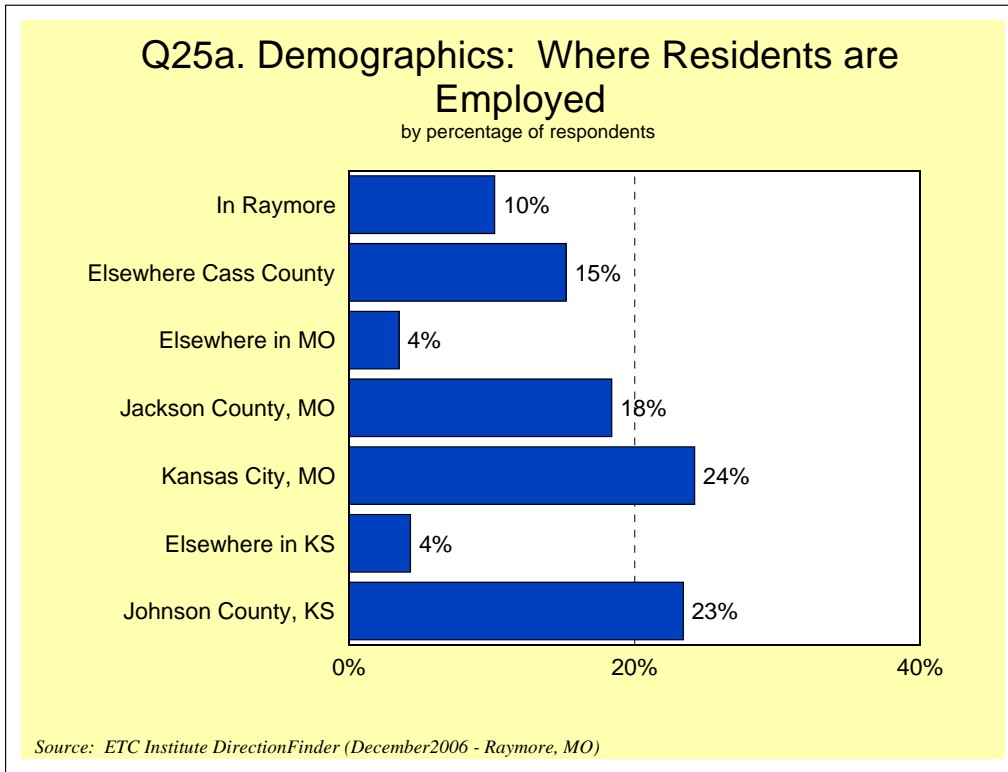
Source: ETC Institute DirectionFinder (December2006 - Raymore, MO)

Q25. Demographics: Current Employment Status

by percentage of respondents

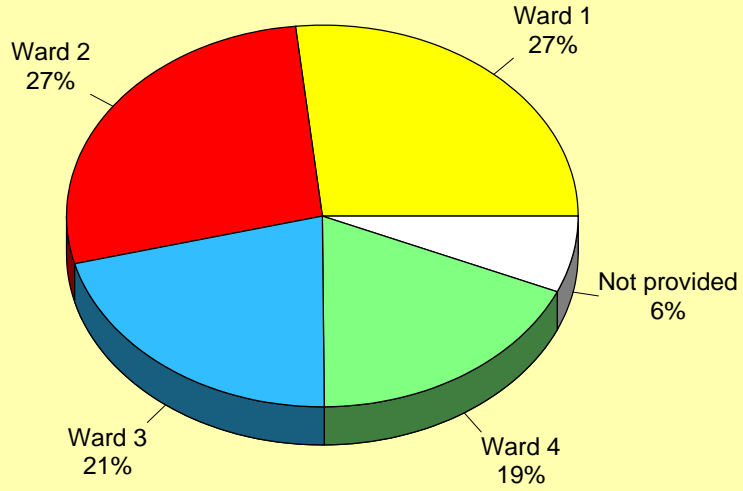


Source: ETC Institute DirectionFinder (December2006 - Raymore, MO)



Q27. Demographics: Ward Where Resident Homes are Located

by percentage of respondents



Source: ETC Institute DirectionFinder (December2006 - Raymore, MO)

Section 2:
Benchmarking Data

DirectionFinder Survey

Year 2006 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 of 1999, the survey has been administered in more than 120 cities in 22 states. This report contains benchmarking data for 21 communities in Kansas and Missouri where the survey was administered during the past two years. The communities represented in this report include:

- Blue Springs, Missouri
- Bonner Springs, Missouri
- Butler, 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
- Olathe, Kansas
- Platte City, Missouri
- Pleasant Hill, Missouri
- Shawnee, Kansas
- Spring Hill, Kansas
- Unified Government of Kansas City, Kansas and Wyandotte County

The charts on the following pages show the range of satisfaction among residents in the communities listed above. The charts show the highest, lowest, and average (mean) levels of satisfaction for a various areas of municipal service delivery.

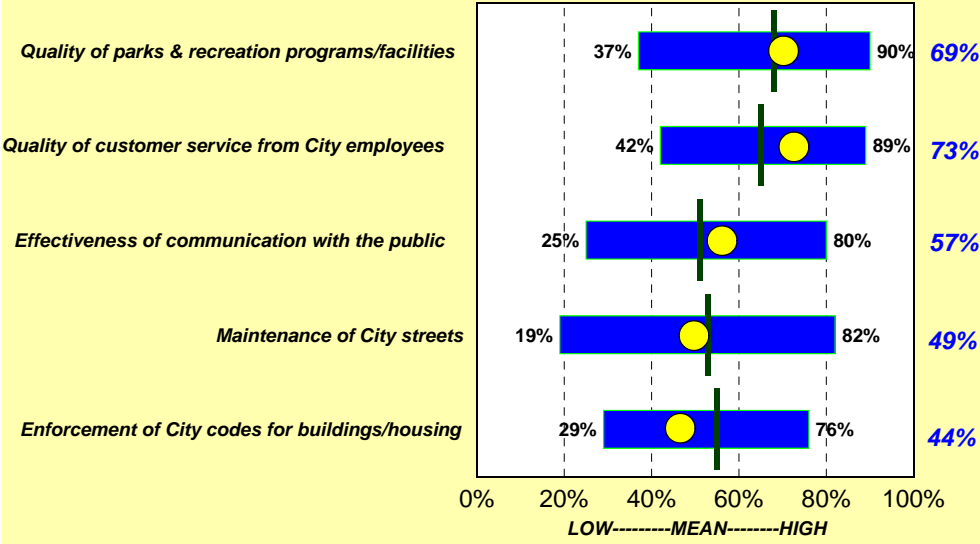
The actual ratings for Raymore are listed to the right of each chart. The dot on each bar shows how the results for Raymore compare to the other communities that were surveyed.

Metropolitan Kansas City Benchmarks

Overall Satisfaction With City Services by Major Category

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

● **Raymore, MO**

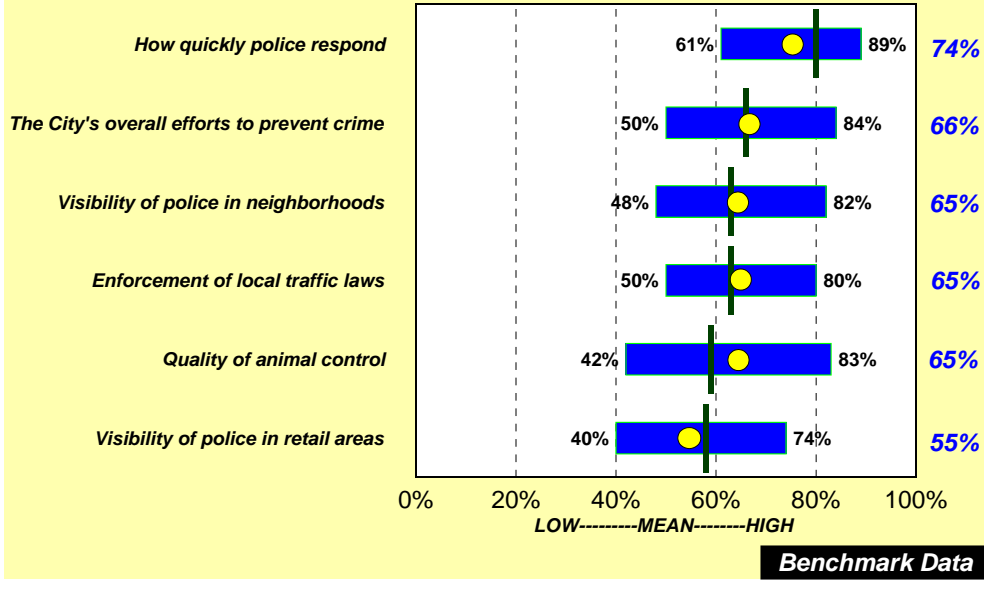


Benchmark Data

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

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

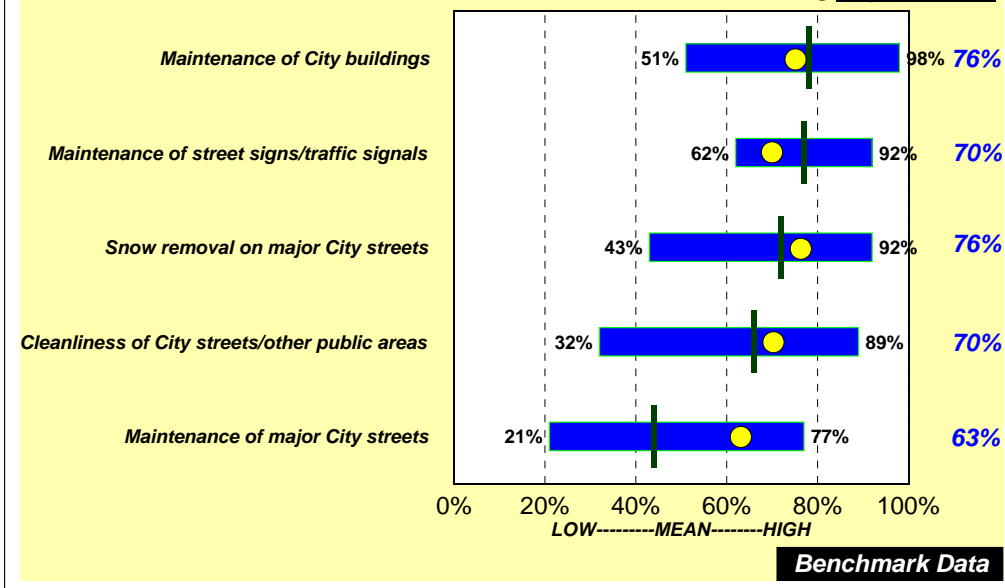
● Raymore, MO



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

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

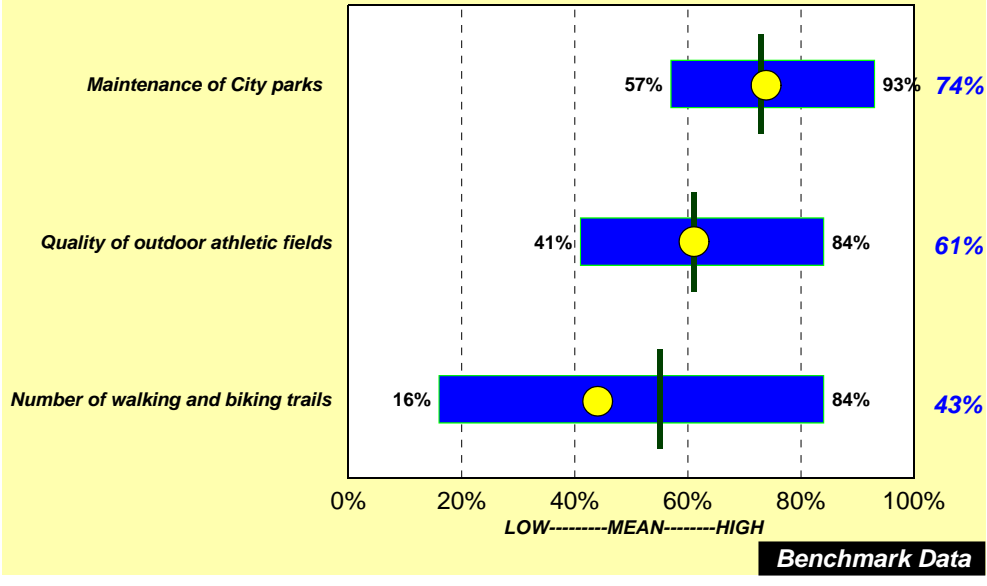
● Raymore, MO



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

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

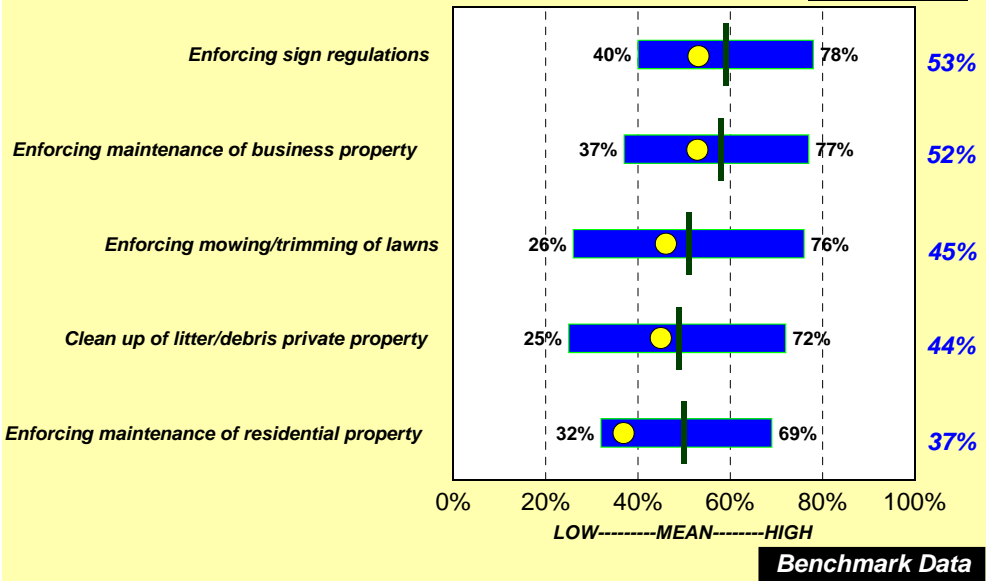
● Raymore, MO



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

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

● Raymore, MO



Satisfaction with Various Aspects of City Communications

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

● **Raymore, MO**

Availability of information about City programs/services

34% 86% **58%**

City efforts to keep you informed

31% 77% **54%**

0% 20% 40% 60% 80% 100%

LOW-----MEAN-----HIGH

Benchmark Data

Section 3:
Importance-Satisfaction
Analysis

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 (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that 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. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Twenty-five percent (25%) selected *parks and recreation* as one of the most important service to emphasize over the next two years.

With regard to satisfaction, 69% of the residents surveyed rated their satisfaction with the *parks and recreation* as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied) excluding "Don't know" responses. The I-S rating for *parks and recreation* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 25% was multiplied by 31% (1-0.69). This calculation yielded an I-S rating of 0.0775, which was ranked fifth out of 10 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top choices to emphasize over the next two years 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 most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .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 - 2006

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	63%	1	38%	10	0.3906	1
Overall maintenance of City streets	52%	2	49%	8	0.2652	2
<u>High Priority (IS .10-.20)</u>						
Enforcement of City codes for bldgs/housing	27%	4	44%	9	0.1512	3
<u>Medium Priority (IS < .20)</u>						
Quality storm water runoff/storm water mgmt	20%	6	55%	6	0.0900	4
Quality of parks & recreation programs/facilities	25%	5	69%	4	0.0775	5
Effectiveness of City communication with public	18%	7	57%	5	0.0774	6
Overall quality of public health services	11%	8	57%	5	0.0473	7
Quality of public safety services	27%	3	84%	1	0.0432	8
Quality of customer service from City employees	7%	9	73%	3	0.0189	9
Overall maintenance of City buildings/facilities	3%	10	78%	2	0.0066	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.

Importance-Satisfaction Rating

Raymore - 2006

Public Safety

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>						
City efforts to prevent crime	46%	1	66%	4	0.1564	1
Visibility of police in retail areas	34%	3	55%	8	0.1530	2
Visibility of police in your neighborhood	41%	2	65%	7	0.1435	3
<u>Medium Priority (IS <.10)</u>						
Enforcing of local traffic laws	22%	5	66%	5	0.0748	4
Quality of animal control	21%	6	65%	6	0.0735	5
Police response time to emergencies	19%	7	74%	3	0.0494	6
Quality of local police protection	28%	4	83%	2	0.0476	7
The City's municipal court	6%	9	50%	9	0.0300	8
Overall quality of fire protection	16%	8	88%	1	0.0192	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 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 - 2006

Parks & Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Number of walking and biking trails	41%	1	43%	8	0.2337	1
<u>High Priority (IS .10-.20)</u>						
City special events and festivals	33%	3	58%	5	0.1386	2
<u>Medium Priority (IS <.10)</u>						
The City's youth athletic programs	21%	4	53%	7	0.0987	3
The City's adult athletic programs	15%	7	41%	9	0.0885	4
Maintenance of City parks	34%	2	74%	1	0.0884	5
How close neighborhood parks are to your home	19%	6	63%	3	0.0703	6
Availability of information about parks/rec programs	19%	5	65%	2	0.0665	7
Number of outdoor athletic fields	13%	9	52%	6	0.0624	8
Quality of outdoor athletic fields	15%	8	61%	4	0.0585	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.

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Importance-Satisfaction Rating

Raymore - 2006

Public Works

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>						
Maintenance of neighborhood streets	42%	1	45%	10	0.2310	1
<u>High Priority (IS .10-.20)</u>						
Availability of City sidewalks	28%	4	43%	11	0.1596	2
Snow removal on neighborhood streets	29%	3	45%	9	0.1595	3
Maintenance of major City streets	35%	2	63%	5	0.1295	4
Adequacy of City street lighting	28%	5	54%	6	0.1288	5
<u>Medium Priority (IS <.10)</u>						
Landscaping/appearance public areas along streets	21%	6	53%	7	0.0987	6
Condition of City sidewalks	11%	10	53%	8	0.0517	7
Snow removal on major City streets	12%	9	60%	6	0.0480	8
Maintenance of street signs/traffic signals	13%	7	70%	3	0.0390	9
Cleanliness of streets/other public areas	13%	8	70%	4	0.0390	10
Maintenance of City buildings	2%	11	76%	2	0.0048	11

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

Most Important %:

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

Satisfaction %:

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

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=406)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q1a Quality of public safety services	1.0%	3.7%	10.6%	57.1%	21.9%	5.7%
Q1b Quality of city parks & rec programs	2.7%	8.6%	17.2%	49.8%	13.5%	8.1%
Q1c Maintenance of city streets	6.4%	19.2%	24.1%	40.9%	6.7%	2.7%
Q1d Maintenance of city buildings & facilities	0.7%	1.7%	18.2%	53.4%	15.8%	10.1%
Q1e Enforcement of city codes & ordinances	4.4%	13.8%	28.1%	29.8%	6.9%	17.0%
Q1f Quality of customer service you receive	1.7%	3.7%	20.0%	50.0%	16.0%	8.6%
Q1g Effectiveness of city communication	3.4%	9.4%	27.8%	43.8%	10.1%	5.4%
Q1h Quality of storm water runoff/management	6.9%	9.4%	23.4%	39.7%	9.1%	11.6%
Q1i Flow of traffic & congestion management	13.8%	25.9%	20.7%	33.7%	4.2%	1.7%
Q1j Quality of public health services	2.2%	3.9%	30.5%	31.8%	5.7%	25.9%

Q1. OVERALL SATISFACTION WITH CITY SERVICES: Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below. (excluding don't know)

(N=406)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
	1	2	3	4	5
Q1a Quality of public safety services	1.0%	3.9%	11.2%	60.6%	23.2%
Q1b Quality of city parks & rec programs	2.9%	9.4%	18.8%	54.2%	14.7%
Q1c Maintenance of city streets	6.6%	19.7%	24.8%	42.0%	6.8%
Q1d Maintenance of city buildings & facilities	0.8%	1.9%	20.3%	59.5%	17.5%
Q1e Enforcement of city codes & ordinances	5.3%	16.6%	33.8%	35.9%	8.3%
Q1f Quality of customer service you receive	1.9%	4.0%	21.8%	54.7%	17.5%
Q1g Effectiveness of city communication	3.6%	9.9%	29.4%	46.4%	10.7%
Q1h Quality of storm water runoff/ management	7.8%	10.6%	26.5%	44.8%	10.3%
Q1i Flow of traffic & congestion management	14.0%	26.3%	21.1%	34.3%	4.3%
Q1j Quality of public health services	3.0%	5.3%	41.2%	42.9%	7.6%

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

<u>Q2 Most emphasis</u>	<u>Number</u>	<u>Percent</u>
A=Quality of public safety services	40	9.9 %
B=Quality of parks & rec programs	27	6.7 %
C=Maintenance of city streets	77	19.0 %
D=Maintenance of buildings & facilities	2	0.5 %
E=Enforcement of codes & ordinances	32	7.9 %
F=Quality of customer service	4	1.0 %
G=Effectiveness of communication	12	3.0 %
H=Quality of storm water runoff	19	4.7 %
I=Flow of traffic & congestion mgmt	144	35.5 %
J=Quality of public health services	8	2.0 %
Z=None chosen	41	10.1 %
Total	406	100.0 %

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

<u>Q2 2nd</u>	<u>Number</u>	<u>Percent</u>
A=Quality of public safety services	32	7.9 %
B=Quality of parks & rec programs	38	9.4 %
C=Maintenance of city streets	73	18.0 %
D=Maintenance of buildings & facilities	6	1.5 %
E=Enforcement of codes & ordinances	42	10.3 %
F=Quality of customer service	12	3.0 %
G=Effectiveness of communication	32	7.9 %
H=Quality of storm water runoff	36	8.9 %
I=Flow of traffic & congestion mgmt	61	15.0 %
J=Quality of public health services	10	2.5 %
Z=None chosen	64	15.8 %
Total	406	100.0 %

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

<u>Q2 3rd</u>	<u>Number</u>	<u>Percent</u>
A=Quality of public safety services	38	9.4 %
B=Quality of parks & rec programs	36	8.9 %
C=Maintenance of city streets	62	15.3 %
D=Maintenance of buildings & facilities	5	1.2 %
E=Enforcement of codes & ordinances	34	8.4 %
F=Quality of customer service	11	2.7 %
G=Effectiveness of communication	27	6.7 %
H=Quality of storm water runoff	26	6.4 %
I=Flow of traffic & congestion mgmt	50	12.3 %
J=Quality of public health services	25	6.2 %
Z=None chosen	92	22.7 %
Total	406	100.0 %

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years? (all three selections)

<u>Q2 Most emphasis</u>	<u>Number</u>	<u>Percent</u>
A = Quality of public safety services	110	27.1 %
B = Quality of parks & rec programs	101	24.9 %
C = Maintenance of city streets	212	52.2 %
D = Maintenance of buildings & facilities	13	3.2 %
E = Enforcement of codes & ordinances	108	26.6 %
F = Quality of customer service	27	6.7 %
G = Effectiveness of communication	71	17.5 %
H = Quality of storm water runoff	81	20.0 %
I = Flow of traffic & congestion mgmt	255	62.8 %
J = Quality of public health services	43	10.6 %
Z = None chosen	41	10.1 %
Total	1062	

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=406)

	Poor 1	Below average 2	Neutral 3	Good 4	Excellent 5	Don't know 9
Q3a Quality of services provided	2.2%	6.7%	23.4%	55.2%	6.9%	5.7%
Q3b Value that you receive for your tax dollars	8.6%	21.4%	28.3%	33.5%	2.7%	5.4%
Q3c Image of the city	2.2%	9.4%	21.4%	53.9%	10.1%	3.0%
Q3d How well city is planning growth	13.8%	23.4%	25.6%	26.8%	3.4%	6.9%
Q3e How well city is managing growth	14.8%	25.9%	26.1%	22.9%	2.5%	7.9%
Q3f Quality of life in the city	1.5%	3.4%	19.2%	59.9%	13.1%	3.0%
Q3g Feeling of safety in the city	0.7%	1.5%	9.4%	61.8%	24.4%	2.2%
Q3h Quality of new development in the city	9.1%	15.3%	27.3%	34.2%	8.9%	5.2%
Q3i As a place to retire	9.6%	12.3%	23.4%	34.5%	13.1%	7.1%
Q3j Appearance of the city	2.5%	6.9%	23.2%	56.7%	9.6%	1.2%

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

(N=406)

	Poor 1	Below average 2	Neutral 3	Good 4	Excellent 5
Q3a Quality of services provided	2.3%	7.0%	24.8%	58.5%	7.3%
Q3b Value that you receive for your tax dollars	9.1%	22.7%	29.9%	35.4%	2.9%
Q3c Image of the city	2.3%	9.6%	22.1%	55.6%	10.4%
Q3d How well city is planning growth	14.8%	25.1%	27.5%	28.8%	3.7%
Q3e How well city is managing growth	16.0%	28.1%	28.3%	24.9%	2.7%
Q3f Quality of life in the city	1.5%	3.6%	19.8%	61.7%	13.5%
Q3g Feeling of safety in the city	0.8%	1.5%	9.6%	63.2%	24.9%
Q3h Quality of new development in the city	9.6%	16.1%	28.8%	36.1%	9.4%
Q3i As a place to retire	10.3%	13.3%	25.2%	37.1%	14.1%
Q3j Appearance of the city	2.5%	7.0%	23.4%	57.4%	9.7%

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=406)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q4a Quality of local police protection	1.2%	3.0%	12.1%	55.7%	23.2%	4.9%
Q4b Visibility of police in neighborhood	2.7%	11.3%	20.0%	47.0%	15.8%	3.2%
Q4c Visibility of police in retail areas	2.2%	8.9%	31.3%	43.1%	8.1%	6.4%
Q4d City's efforts to prevent crime	1.5%	2.5%	25.1%	46.6%	11.6%	12.8%
Q4e How quickly police respond to emergencies	0.7%	2.2%	16.7%	37.2%	20.0%	23.2%
Q4f Enforcement of local traffic laws	4.7%	7.9%	18.2%	45.8%	14.5%	8.9%
Q4g Overall quality of fire protection	0.5%	0.2%	9.9%	48.8%	29.3%	11.3%
Q4h Quality of animal control	5.2%	10.3%	15.0%	42.6%	14.0%	12.8%
Q4i City's municipal court	0.5%	1.7%	23.9%	21.2%	5.4%	47.3%

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." (excluding don't know)

(N=406)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q4a Quality of local police protection	1.3%	3.1%	12.7%	58.5%	24.4%
Q4b Visibility of police in neighborhood	2.8%	11.7%	20.6%	48.6%	16.3%
Q4c Visibility of police in retail areas	2.4%	9.5%	33.4%	46.1%	8.7%
Q4d City's efforts to prevent crime	1.7%	2.8%	28.8%	53.4%	13.3%
Q4e How quickly police respond to emergencies	1.0%	2.9%	21.8%	48.4%	26.0%
Q4f Enforcement of local traffic laws	5.1%	8.6%	20.0%	50.3%	15.9%
Q4g Overall quality of fire protection	0.6%	0.3%	11.1%	55.0%	33.1%
Q4h Quality of animal control	5.9%	11.9%	17.2%	48.9%	16.1%
Q4i City's municipal court	0.9%	3.3%	45.3%	40.2%	10.3%

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

<u>Q5 Most emphasis</u>	<u>Number</u>	<u>Percent</u>
A=Quality of local police protection	67	16.5 %
B=Visibility of police in neighborhoods	73	18.0 %
C=Visibility of police in retail areas	40	9.9 %
D=Efforts to prevent crime	70	17.2 %
E=How quickly police respond	21	5.2 %
F=Enforcement of local traffic laws	29	7.1 %
G=Quality of fire protection	7	1.7 %
H=Quality of animal control	25	6.2 %
I=Municipal court	6	1.5 %
Z=None chosen	68	16.7 %
Total	406	100.0 %

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

<u>Q5 2nd</u>	<u>Number</u>	<u>Percent</u>
A=Quality of local police protection	28	6.9 %
B=Visibility of police in neighborhoods	59	14.5 %
C=Visibility of police in retail areas	53	13.1 %
D=Efforts to prevent crime	61	15.0 %
E=How quickly police respond	23	5.7 %
F=Enforcement of local traffic laws	29	7.1 %
G=Quality of fire protection	32	7.9 %
H=Quality of animal control	24	5.9 %
I=Municipal court	6	1.5 %
Z=None chosen	91	22.4 %
Total	406	100.0 %

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

<u>Q5 3rd</u>	<u>Number</u>	<u>Percent</u>
A=Quality of local police protection	20	4.9 %
B=Visibility of police in neighborhoods	33	8.1 %
C=Visibility of police in retail areas	45	11.1 %
D=Efforts to prevent crime	56	13.8 %
E=How quickly police respond	33	8.1 %
F=Enforcement of local traffic laws	32	7.9 %
G=Quality of fire protection	27	6.7 %
H=Quality of animal control	34	8.4 %
I=Municipal court	13	3.2 %
Z=None chosen	113	27.8 %
Total	406	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? (all three selections)

<u>Q5 Most emphasis</u>	<u>Number</u>	<u>Percent</u>
A = Quality of local police protection	115	28.3 %
B = Visibility of police in neighborhoods	165	40.6 %
C = Visibility of police in retail areas	138	34.0 %
D = Efforts to prevent crime	187	46.1 %
E = How quickly police respond	77	19.0 %
F = Enforcement of local traffic laws	90	22.2 %
G = Quality of fire protection	66	16.3 %
H = Quality of animal control	83	20.4 %
I = Municipal court	25	6.2 %
Z = None chosen	68	16.7 %
Total	1014	

Q6. 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=406)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q6a Maintenance of City parks	1.2%	3.4%	18.7%	55.2%	11.3%	10.1%
Q6b How close neighborhood parks are to home	3.4%	12.6%	18.0%	41.6%	16.0%	8.4%
Q6c Number of walking & biking trails	7.6%	20.7%	21.7%	31.8%	6.2%	12.1%
Q6d Quality of outdoor athletic fields	1.5%	5.4%	23.9%	39.9%	8.9%	20.4%
Q6e Number of outdoor athletic fields	2.2%	8.9%	26.4%	35.2%	6.7%	20.7%
Q6f Availability of information about programs	1.5%	6.9%	22.7%	45.8%	12.3%	10.8%
Q6g Youth athletic programs	1.5%	6.7%	27.6%	30.3%	8.6%	25.4%
Q6h Adult athletic programs	2.5%	8.1%	32.5%	24.9%	4.2%	27.8%
Q6i Special events & festivals	2.7%	8.1%	26.8%	43.3%	8.6%	10.3%

Q6. Parks and Recreation. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't know)

(N=406)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q6a Maintenance of City parks	1.4%	3.8%	20.8%	61.4%	12.6%
Q6b How close neighborhood parks are to home	3.8%	13.7%	19.6%	45.4%	17.5%
Q6c Number of walking & biking trails	8.7%	23.5%	24.6%	36.1%	7.0%
Q6d Quality of outdoor athletic fields	1.9%	6.8%	30.0%	50.2%	11.1%
Q6e Number of outdoor athletic fields	2.8%	11.2%	33.2%	44.4%	8.4%
Q6f Availability of information about programs	1.7%	7.7%	25.4%	51.4%	13.8%
Q6g Youth athletic programs	2.0%	8.9%	37.0%	40.6%	11.6%
Q6h Adult athletic programs	3.4%	11.3%	45.1%	34.5%	5.8%
Q6i Special events & festivals	3.0%	9.1%	29.9%	48.4%	9.6%

Q7. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q7 Most emphasis</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of city parks	80	19.7 %
B=How close parks are to your home	36	8.9 %
C=Number of walking & biking trails	75	18.5 %
D=Quality of outdoor athletic fields	7	1.7 %
E=Number of outdoor athletic fields	15	3.7 %
F=Availability of info about programs	18	4.4 %
G=Youth athletic programs	23	5.7 %
H=Adult athletic programs	10	2.5 %
I=Special events & festivals	40	9.9 %
Z=None chosen	102	25.1 %
Total	406	100.0 %

Q7. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q7 2nd</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of city parks	32	7.9 %
B=How close parks are to your home	22	5.4 %
C=Number of walking & biking trails	64	15.8 %
D=Quality of outdoor athletic fields	35	8.6 %
E=Number of outdoor athletic fields	19	4.7 %
F=Availability of info about programs	25	6.2 %
G=Youth athletic programs	37	9.1 %
H=Adult athletic programs	15	3.7 %
I=Special events & festivals	36	8.9 %
Z=None chosen	121	29.8 %
Total	406	100.0 %

Q7. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q7 3rd</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of city parks	25	6.2 %
B=How close parks are to your home	17	4.2 %
C=Number of walking & biking trails	27	6.7 %
D=Quality of outdoor athletic fields	18	4.4 %
E=Number of outdoor athletic fields	20	4.9 %
F=Availability of info about programs	33	8.1 %
G=Youth athletic programs	26	6.4 %
H=Adult athletic programs	37	9.1 %
I=Special events & festivals	56	13.8 %
Z=None chosen	147	36.2 %
Total	406	100.0 %

Q7. 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? (all three selections)

<u>Q7 Most emphasis</u>	<u>Number</u>	<u>Percent</u>
A = Maintenance of city parks	137	33.7 %
B = How close parks are to your home	75	18.5 %
C = Number of walking & biking trails	166	40.9 %
D = Quality of outdoor athletic fields	60	14.8 %
E = Number of outdoor athletic fields	54	13.3 %
F = Availability of info about programs	76	18.7 %
G = Youth athletic programs	86	21.2 %
H = Adult athletic programs	62	15.3 %
I = Special events & festivals	132	32.5 %
Z = None chosen	102	25.1 %
Total	950	

Q8. 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=406)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q8a Maintenance of major City streets	3.9%	13.1%	19.0%	52.5%	9.9%	1.7%
Q8b Maintenance of streets in your neighborhood	11.8%	22.2%	19.7%	36.5%	6.9%	3.0%
Q8c Maintenance of street signs & traffic signs	1.7%	7.9%	19.7%	56.9%	10.6%	3.2%
Q8d Maintenance of city buildings	0.7%	0.5%	19.7%	52.0%	12.6%	14.5%
Q8e Snow removal on major city streets	3.2%	6.7%	13.3%	55.9%	16.7%	4.2%
Q8f Snow removal on neighborhood streets	9.6%	18.2%	23.9%	32.8%	9.9%	5.7%
Q8g Cleanliness of streets & other public areas	2.2%	7.1%	20.7%	56.4%	11.6%	2.0%
Q8h Adequacy of street lighting	4.7%	17.2%	22.9%	42.9%	8.6%	3.7%
Q8i Condition of city sidewalks	5.4%	8.6%	27.8%	40.6%	6.4%	11.1%
Q8j Availability of sidewalks in the city	9.9%	16.5%	25.1%	33.0%	6.4%	9.1%
Q8k Landscaping & appearance of public areas	4.2%	12.3%	28.3%	42.6%	8.9%	3.7%

Q8. 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." (excluding don't know)

(N=406)

	Very	Dissatisfied	Neutral	Satisfied	Very
	Dissatisfied				satisfied
	1	2	3	4	5
Q8a Maintenance of major City streets	4.0%	13.3%	19.3%	53.4%	10.0%
Q8b Maintenance of streets in your neighborhood	12.2%	22.8%	20.3%	37.6%	7.1%
Q8c Maintenance of street signs & traffic signs	1.8%	8.1%	20.4%	58.8%	10.9%
Q8d Maintenance of city buildings	0.9%	0.6%	23.1%	60.8%	14.7%
Q8e Snow removal on major city streets	3.3%	6.9%	13.9%	58.4%	17.5%
Q8f Snow removal on neighborhood streets	10.2%	19.3%	25.3%	34.7%	10.4%
Q8g Cleanliness of streets & other public areas	2.3%	7.3%	21.1%	57.5%	11.8%
Q8h Adequacy of street lighting	4.9%	17.9%	23.8%	44.5%	9.0%
Q8i Condition of city sidewalks	6.1%	9.7%	31.3%	45.7%	7.2%
Q8j Availability of sidewalks in the city	10.8%	18.2%	27.6%	36.3%	7.0%
Q8k Landscaping & appearance of public areas	4.3%	12.8%	29.4%	44.2%	9.2%

Q9. 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?

<u>Q9 Most emphasis</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of major streets	87	21.4 %
B=Maintenance of streets in neighborhood	75	18.5 %
C=Maintenance of street signs	14	3.4 %
D=Maintenance of city buildings	2	0.5 %
E=Snow removal on major streets	14	3.4 %
F=Snow removal on neighborhood streets	33	8.1 %
G=Cleanliness of streets & other areas	8	2.0 %
H=Adequacy of street lighting	35	8.6 %
I=Condition of sidewalks	11	2.7 %
J=Availability of sidewalks	36	8.9 %
K=Landscaping & appearance	23	5.7 %
Z=None chosen	68	16.7 %
Total	406	100.0 %

Q9. 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?

<u>Q9 2nd</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of major streets	29	7.1 %
B=Maintenance of streets in neighborhood	61	15.0 %
C=Maintenance of street signs	22	5.4 %
D=Maintenance of city buildings	1	0.2 %
E=Snow removal on major streets	16	3.9 %
F=Snow removal on neighborhood streets	58	14.3 %
G=Cleanliness of streets & other areas	13	3.2 %
H=Adequacy of street lighting	36	8.9 %
I=Condition of sidewalks	19	4.7 %
J=Availability of sidewalks	41	10.1 %
K=Landscaping & appearance	26	6.4 %
Z=None chosen	84	20.7 %
Total	406	100.0 %

Q9. 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?

<u>Q9 3rd</u>	<u>Number</u>	<u>Percent</u>
A=Maintenance of major streets	26	6.4 %
B=Maintenance of streets in neighborhood	35	8.6 %
C=Maintenance of street signs	17	4.2 %
D=Maintenance of city buildings	4	1.0 %
E=Snow removal on major streets	19	4.7 %
F=Snow removal on neighborhood streets	27	6.7 %
G=Cleanliness of streets & other areas	31	7.6 %
H=Adequacy of street lighting	43	10.6 %
I=Condition of sidewalks	16	3.9 %
J=Availability of sidewalks	38	9.4 %
K=Landscaping & appearance	37	9.1 %
Z=None chosen	113	27.8 %
Total	406	100.0 %

Q9. 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? (all three selections)

<u>Q9 Most emphasis</u>	<u>Number</u>	<u>Percent</u>
A = Maintenance of major streets	142	35.0 %
B = Maintenance of streets in neighborhood	171	42.1 %
C = Maintenance of street signs	53	13.1 %
D = Maintenance of city buildings	7	1.7 %
E = Snow removal on major streets	49	12.1 %
F = Snow removal on neighborhood streets	118	29.1 %
G = Cleanliness of streets & other areas	52	12.8 %
H = Adequacy of street lighting	114	28.1 %
I = Condition of sidewalks	46	11.3 %
J = Availability of sidewalks	115	28.3 %
K = Landscaping & appearance	86	21.2 %
Z = None chosen	68	16.7 %
Total	1021	

Q10. 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=406)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q10a Availability of information about programs	1.5%	10.3%	28.1%	44.8%	9.4%	5.9%
Q10b Efforts to keep you informed about programs	2.0%	16.7%	25.6%	42.1%	9.4%	4.2%
Q10c How open city is to public involvement	5.7%	13.8%	30.5%	28.3%	4.9%	16.7%
Q10d Quality of programming on city channel	3.2%	7.9%	27.3%	27.1%	5.9%	28.6%
Q10e Quality of city's web page	2.0%	5.2%	28.3%	26.1%	4.9%	33.5%
Q10f Content of the city's newsletter	2.0%	5.2%	24.6%	46.3%	10.8%	11.1%

Q10. City Communication. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't know)

(N=406)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q10a Availability of information about programs	1.6%	11.0%	29.8%	47.6%	9.9%
Q10b Efforts to keep you informed about programs	2.1%	17.5%	26.7%	44.0%	9.8%
Q10c How open city is to public involvement	6.8%	16.6%	36.7%	34.0%	5.9%
Q10d Quality of programming on city channel	4.5%	11.0%	38.3%	37.9%	8.3%
Q10e Quality of city's web page	3.0%	7.8%	42.6%	39.3%	7.4%
Q10f Content of the city's newsletter	2.2%	5.8%	27.7%	52.1%	12.2%

Q11. 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=406)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q11a Clarity & taste of tap water in your home	3.7%	7.6%	12.6%	56.2%	16.7%	3.2%
Q11b Water pressure in your home	4.4%	10.6%	9.9%	56.4%	16.5%	2.2%
Q11c What charged for water/ sewer utilities	23.4%	31.5%	22.4%	15.8%	4.2%	2.7%
Q11d How easy water/sewer bill is to understand	2.2%	6.9%	23.4%	51.0%	11.1%	5.4%
Q11e Drainage of rain water off streets	4.2%	7.4%	23.4%	51.5%	7.1%	6.4%
Q11f Drainage of rain water off properties	5.9%	13.3%	22.4%	46.3%	7.4%	4.7%
Q11g Adequacy of sanitary sewer collection	2.5%	4.2%	23.2%	43.1%	5.2%	21.9%
Q11h Adequacy of city's water system	2.5%	6.9%	21.4%	50.2%	5.7%	13.3%

Q11. Sewer and Water Utilities and Storm Water management. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't know)

(N=406)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q11a Clarity & taste of tap water in your home	3.8%	7.9%	13.0%	58.0%	17.3%
Q11b Water pressure in your home	4.5%	10.8%	10.1%	57.7%	16.9%
Q11c What charged for water/sewer utilities	24.1%	32.4%	23.0%	16.2%	4.3%
Q11d How easy water/sewer bill is to understand	2.3%	7.3%	24.7%	53.9%	11.7%
Q11e Drainage of rain water off streets	4.5%	7.9%	25.0%	55.0%	7.6%
Q11f Drainage of rain water off properties	6.2%	14.0%	23.5%	48.6%	7.8%
Q11g Adequacy of sanitary sewer collection	3.2%	5.4%	29.7%	55.2%	6.6%
Q11h Adequacy of city's water system	2.8%	8.0%	24.7%	58.0%	6.5%

Q12. Enforcement 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=406)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q12a Enforcing the clean up of litter & debris	5.4%	15.5%	25.4%	32.0%	3.9%	17.7%
Q12b Enforcing the mowing & trimming of lawns	4.9%	15.8%	24.4%	33.3%	4.4%	17.2%
Q12c Enforcing maintenance of residential property	7.6%	16.7%	28.3%	27.6%	3.7%	16.0%
Q12d Enforcing maintenance of business property	2.0%	5.9%	31.5%	38.2%	4.2%	18.2%
Q12e Enforcing codes designed to protect public	2.0%	4.7%	27.1%	37.9%	4.9%	23.4%
Q12f Enforcing sign regulations	3.0%	4.4%	28.6%	35.0%	4.9%	24.1%

Q12. Enforcement codes and ordinances. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't know)

(N=406)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q12a Enforcing the clean up of litter & debris	6.6%	18.9%	30.8%	38.9%	4.8%
Q12b Enforcing the mowing & trimming of lawns	6.0%	19.0%	29.5%	40.2%	5.4%
Q12c Enforcing maintenance of residential property	9.1%	19.9%	33.7%	32.8%	4.4%
Q12d Enforcing maintenance of business property	2.4%	7.2%	38.6%	46.7%	5.1%
Q12e Enforcing codes designed to protect public	2.6%	6.1%	35.4%	49.5%	6.4%
Q12f Enforcing sign regulations	3.9%	5.8%	37.7%	46.1%	6.5%

Q13. 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=406)

	Much too fast 1	Too fast 2	Just right 3	Too slow 4	Much too slow 5	Don't know 9
Q13a Office development	4.7%	7.1%	39.9%	18.2%	9.9%	20.2%
Q13b Industrial development	1.5%	3.7%	27.3%	28.6%	20.9%	18.0%
Q13c Multi-family residential development	38.2%	30.8%	20.7%	1.0%	0.7%	8.6%
Q13d Single-family residential development	21.7%	31.0%	35.0%	4.4%	1.0%	6.9%
Q13e Retail development	2.2%	5.4%	14.8%	37.9%	34.2%	5.4%

Q13. 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. (excluding don't know)

(N=406)

	Much too fast 1	Too fast 2	Just right 3	Too slow 4	Much too slow 5
Q13a Office development	5.9%	9.0%	50.0%	22.8%	12.3%
Q13b Industrial development	1.8%	4.5%	33.3%	34.8%	25.5%
Q13c Multi-family residential development	41.8%	33.7%	22.6%	1.1%	0.8%
Q13d Single-family residential development	23.3%	33.3%	37.6%	4.8%	1.1%
Q13e Retail development	2.3%	5.7%	15.6%	40.1%	36.2%

Q14. In general, how supportive are you of having the City use incentives to attract and expand retail, manufacturing, science & technology, and regional office companies?

Q14 Support of having incentives	Number	Percent
1=Very supportive	184	45.3 %
2=Somewhat	130	32.0 %
3=Not sure	61	15.0 %
4=Not supportive	31	7.6 %
Total	406	100.0 %

Q15. How often do you typically go outside Raymore to shop?

Q15 How often go outside Raymore to shop	Number	Percent
0=Don't know	4	1.0 %
1=Every day	108	26.6 %
2=Few times per week	149	36.7 %
3=At least once per week	84	20.7 %
4=Few times per month	47	11.6 %
5=Few times per year	10	2.5 %
9=Seldom or never	4	1.0 %
Total	406	100.0 %

Q16. Have you contacted the City with a question, problem, or complaint during the past year?

Q16 Contacted city in past year	Number	Percent
1=Yes	150	36.9 %
2=No	248	61.1 %
9=Don't know	8	2.0 %
Total	406	100.0 %

Q16a. Which City department did you contact most recently?

<u>Q16 Department</u>	<u>Number</u>	<u>Percent</u>
ANIMAL CONTROL=	19	13.4 %
ANNEXATION=	1	0.7 %
BUILDING=	1	0.7 %
BUILDING CODE ENFORCEMENT=	1	0.7 %
BUILDING CODES=	2	1.4 %
CITY CLERK=	2	1.4 %
CITY COUNCIL=	2	1.4 %
CITY ENFORCEMENT=	1	0.7 %
CITY ENGINEER=	6	4.9 %
CITY HALL=	3	2.1 %
CITY HALL IN GENERAL=	1	0.7 %
CITY PLANNING FLOOD ZONING=	1	0.7 %
CODE ENFORCEMENT=	12	8.4 %
CODES MAYOR=	1	0.7 %
COUNCILMAN=	1	0.7 %
DOG LICENSING=	1	0.7 %
FINANCE=	1	0.7 %
FLOOD PLAIN QUESTIONS=	1	0.7 %
GENERAL CITY HALL=	1	0.7 %
MAINTENANCE/PUBLIC WORKS=	1	0.7 %
MAYOR=	1	0.7 %
MOWING=	1	0.7 %
NO RESPONSE=	3	2.1 %
NOT SURE=	1	0.7 %
ORDINANCES=	1	0.7 %
PARKING VIOLATIONS=	1	0.7 %
PARKS AND RECREATION=	4	2.8 %
PERMITS-INSPECTIONS=	1	0.7 %
PLANNING & ZONING=	2	1.4 %
POLICE=	19	13.4 %
PROPERTY DIVISION=	1	0.7 %
PUBLIC ROADS=	1	0.7 %
PUBLIC SAFETY=	1	0.7 %
PUBLIC WORKS=	4	2.8 %
RECEPTIONIST=	1	0.7 %
SEWER DEPT=	1	0.7 %
STEREOS TOO LOUD=	1	0.7 %
STREET DEPT=	9	6.3 %
SURVEY RESIDENTIAL PROPERTY=	1	0.7 %
WATER DEPARTMENT=	26	18.3 %
ZONING=	3	2.1 %
Total	142	100.0 %

Q16b-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 Q16a.

(N=150)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q16b How easy the department was to contact	4.0%	6.7%	10.0%	40.0%	39.3%	0.0%
Q16c How courteously you were treated	2.7%	4.0%	12.7%	36.0%	44.0%	0.7%
Q16d Technical competence & knowledge	6.7%	10.0%	16.0%	34.7%	31.3%	1.3%
Q16e Overall responsiveness to request	16.0%	15.3%	11.3%	25.3%	31.3%	0.7%

Q16b-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 Q16a. (excluding don't know)

(N=150)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q16b How easy the department was to contact	4.0%	6.7%	10.0%	40.0%	39.3%
Q16c How courteously you were treated	2.7%	4.0%	12.8%	36.2%	44.3%
Q16d Technical competence & knowledge	6.8%	10.1%	16.2%	35.1%	31.8%
Q16e Overall responsiveness to request	16.1%	15.4%	11.4%	25.5%	31.5%

Q17. The City has the capacity to issue up to \$20 million in "no tax increase" general obligation Bonds to fund capital projects. How likely would you be to vote in favor of issuing no-tax increase general obligation bonds to fund:

(N=406)

	Not likely 1	Somewhat 2	Very likely 3	Don't know 9
Q17a Reconstruction & expansion of major road	7.1%	27.3%	58.6%	6.9%
Q17b Construction of a recreation center	26.6%	23.6%	44.1%	5.7%
Q17c Construction of new police station	51.7%	27.6%	12.8%	7.9%
Q17d Construction of an outdoor aquatic center	46.1%	20.9%	26.1%	6.9%
Q17e Development of new parks	30.3%	40.4%	21.4%	7.9%
Q17f Storm Water improvements	19.7%	42.9%	24.4%	13.1%
Q17g Water system improvements	16.0%	40.1%	33.3%	10.6%
Q17h Reconstruction of neighborhood streets	21.7%	35.7%	33.0%	9.6%

Q18. Which THREE of the items listed above (in question 17) do you think are most important to fund through a GO Bond? If you do not think any of the items listed above are important, circle NONE.

Q18 Most important	Number	Percent
A=Reconstruction of major roadways	155	38.2 %
B=Construction of recreation center	56	13.8 %
C=Construction of new police station	11	2.7 %
D=Construction of aquatic center	18	4.4 %
E=Development of new parks	14	3.4 %
F=Storm Water improvements	20	4.9 %
G=Water system improvements	24	5.9 %
H=Reconstruction of neighborhood streets	30	7.4 %
Z=None chosen	78	19.2 %
Total	406	100.0 %

Q18. Which THREE of the items listed above (in question 17) do you think are most important to fund through a GO Bond? If you do not think any of the items listed above are important, circle NONE.

Q18 2nd	Number	Percent
A=Reconstruction of major roadways	49	12.1 %
B=Construction of recreation center	69	17.0 %
C=Construction of new police station	21	5.2 %
D=Construction of aquatic center	29	7.1 %
E=Development of new parks	23	5.7 %
F=Storm Water improvements	37	9.1 %
G=Water system improvements	38	9.4 %
H=Reconstruction of neighborhood streets	35	8.6 %
Z=None chosen	105	25.9 %
Total	406	100.0 %

Q18. Which THREE of the items listed above (in question 17) do you think are most important to fund through a GO Bond? If you do not think any of the items listed above are important, circle NONE.

Q18 3rd	Number	Percent
A=Reconstruction of major roadways	30	7.4 %
B=Construction of recreation center	40	9.9 %
C=Construction of new police station	17	4.2 %
D=Construction of aquatic center	32	7.9 %
E=Development of new parks	26	6.4 %
F=Storm Water improvements	27	6.7 %
G=Water system improvements	52	12.8 %
H=Reconstruction of neighborhood streets	48	11.8 %
Z=None chosen	134	33.0 %
Total	406	100.0 %

Q18. Which THREE of the items listed above (in question 17) do you think are most important to fund through a GO Bond? If you do not think any of the items listed above are important, circle NONE. (all three selections)

Q18 Most important	Number	Percent
A = Reconstruction of major roadways	234	57.6 %
B = Construction of recreation center	165	40.6 %
C = Construction of new police station	49	12.1 %
D = Construction of aquatic center	79	19.5 %
E = Development of new parks	63	15.5 %
F = Storm Water improvements	84	20.7 %
G = Water system improvements	114	28.1 %
H = Reconstruction of neighborhood streets	113	27.8 %
Z = None chosen	78	19.2 %
Total	979	

Q19. Several reasons for deciding where to live are listed below. On a scale from "1" to "4" where "4" is "Very important" and "1" is "Unimportant," how important was each reason in your decision to live in Raymore?

(N=406)

	Un-import- ant 1	Not sure 2	Somewhat 3	Very important 4
Q19a Sense of community	6.2%	9.6%	41.9%	42.4%
Q19b Quality of public schools	11.1%	4.2%	15.5%	69.2%
Q19c Employment opportunities	39.4%	15.3%	28.3%	17.0%
Q19d Types of housing	4.2%	6.2%	30.3%	59.4%
Q19e Affordability of housing	6.4%	4.9%	27.8%	60.8%
Q19f Access to quality shopping	14.0%	8.4%	38.9%	38.7%
Q19g Availability of parks & rec opportunities	17.2%	12.8%	42.9%	27.1%
Q19h Near family or friends	24.1%	9.1%	32.0%	34.7%
Q19i Safety & security	1.5%	2.7%	15.8%	80.0%

Q20. Please indicate how supportive you would be of each of the following policies and/or issues:

(N=406)

	Not supportive 1	Not sure 2	Somewhat 3	Very supportive 4
Q20a Limiting number of days/hours for fireworks	27.8%	9.4%	15.5%	47.3%
Q20b Restricting overall possession of fireworks	31.5%	11.8%	15.0%	41.6%
Q20c Adopting an ordinance to prohibit smoking	22.7%	6.2%	12.3%	58.9%
Q20d New property maintenance code	8.6%	12.3%	28.6%	50.5%
Q20e Allowing the sale of alcohol in parks	47.8%	13.1%	21.7%	17.5%
Q20f Ordinance to regulate dangerous animals	6.9%	9.4%	19.2%	64.5%
Q20g Ordinance to require employees live in limits	13.3%	15.5%	21.2%	50.0%

Q21. 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=406)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
	1	2	3	4	5	9
Q21a Ease of north/south travel	10.3%	21.2%	21.7%	38.9%	4.7%	3.2%
Q21b Ease of east/west travel	19.5%	26.4%	16.3%	29.8%	5.2%	3.0%
Q21c Ease of travel from home to schools	7.6%	9.6%	26.1%	26.6%	5.9%	24.1%
Q21d Ease of traveling from home to work	8.4%	17.0%	24.6%	29.1%	5.9%	15.0%
Q21e Availability of public transportation	24.4%	19.5%	22.9%	4.2%	3.4%	25.6%
Q21f Availability of bicycle lanes	21.9%	19.5%	26.8%	5.9%	3.4%	22.4%
Q21g Availability of pedestrian walkways	17.5%	19.0%	27.1%	18.2%	4.9%	13.3%

Q21. 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." (excluding don't know)

(N=406)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
	1	2	3	4	5
Q21a Ease of north/south travel	10.7%	21.9%	22.4%	40.2%	4.8%
Q21b Ease of east/west travel	20.1%	27.2%	16.8%	30.7%	5.3%
Q21c Ease of travel from home to schools	10.1%	12.7%	34.4%	35.1%	7.8%
Q21d Ease of traveling from home to work	9.9%	20.0%	29.0%	34.2%	7.0%
Q21e Availability of public transportation	32.8%	26.2%	30.8%	5.6%	4.6%
Q21f Availability of bicycle lanes	28.3%	25.1%	34.6%	7.6%	4.4%
Q21g Availability of pedestrian walkways	20.2%	21.9%	31.3%	21.0%	5.7%

Q22. 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=406)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q22a Residential trash collection services	3.0%	3.9%	12.8%	43.6%	29.6%	7.1%
Q22b Curbside recycling services	10.6%	13.5%	20.4%	17.0%	10.3%	28.1%
Q22c Yard waste removal services	15.8%	20.4%	19.2%	13.5%	8.1%	22.9%
Q22d Amount you pay for trash services	4.9%	12.3%	27.3%	33.7%	11.8%	9.9%

Q22. 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." (excluding don't know)

(N=406)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q22a Residential trash collection services	3.2%	4.2%	13.8%	46.9%	31.8%
Q22b Curbside recycling services	14.7%	18.8%	28.4%	23.6%	14.4%
Q22c Yard waste removal services	20.4%	26.5%	24.9%	17.6%	10.5%
Q22d Amount you pay for trash services	5.5%	13.7%	30.3%	37.4%	13.1%

DEMOGRAPHICS

Q23. Approximately how many years have you lived in the City of Raymore?

<u>Q23 Years lived in Raymore</u>	<u>Number</u>	<u>Percent</u>
1=Less than 5 years	109	26.8 %
2=5-10 years	126	31.0 %
3=11-20 years	101	24.9 %
4=More than 20 years	67	16.5 %
9=Not provided	3	0.7 %
Total	406	100.0 %

Q24. What is your age?

<u>Q24 Age</u>	<u>Number</u>	<u>Percent</u>
1=Under 25	5	1.2 %
2=25 to 34	53	13.1 %
3=35 to 44	91	22.4 %
4=45 to 54	78	19.2 %
5=55 to 64	75	18.5 %
6=65+	98	24.1 %
9=Not provided	6	1.5 %
Total	406	100.0 %

Q25. Which of the following best describes your current place of employment:

<u>Q25 Best describes place of employment</u>	<u>Number</u>	<u>Percent</u>
1=Employed outside the home	256	63.1 %
2=Self-employed or work out of home	27	6.7 %
3=Student, Retired or not currently employed	117	28.8 %
9=Not provided	6	1.5 %
Total	406	100.0 %

Q25. Where do you work?

<u>Q25 Where do you work</u>	<u>Number</u>	<u>Percent</u>
A=In Raymore	26	10.2 %
B=Elsewhere in Cass County	39	15.2 %
C=Elsewhere in MO	9	3.5 %
D=Jackson County, MO	47	18.4 %
E=Kansas City, MO	62	24.2 %
F=Elsewhere in KS	11	4.3 %
G=Johnson County, KS	60	23.4 %
Z=Not provided	2	0.8 %
Total	256	100.0 %

Q26. Your gender:

<u>Q26 Gender</u>	<u>Number</u>	<u>Percent</u>
1=Male	207	51.0 %
2=Female	199	49.0 %
Total	406	100.0 %

Q27. Using the map below, please indicate which area corresponds to the location of your home.

<u>Q27 Location of home</u>	<u>Number</u>	<u>Percent</u>
1=Ward 1	108	26.6 %
2=Ward 2	111	27.3 %
3=Ward 3	86	21.2 %
4=Ward 4	75	18.5 %
9=Not provided	26	6.4 %
Total	406	100.0 %

Section 5:
Survey Instrument



2006 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 Todd Thompson, 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.

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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."

How would you rate The City of Raymore:	Excellent	Good	Neutral	Below Average	Poor	Don't Know
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. **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
J. City special events and festivals	5	4	3	2	1	9

7. 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 using the letters from the list in Question 6 above.]

1st

2nd

3rd

8. 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

9. 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 8 above.]

1st
2nd
3rd

10. 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

11. 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

12. Enforcement 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

Economic Development.

13. 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

19. 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.

20. 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. Further limiting the number of days and/or hours when fireworks can lawfully be used	4	3	2	1
B. Further restricting the overall possession, sale, and/or use of fireworks by individuals	4	3	2	1
C. Adopting an ordinance to prohibit smoking in public places	4	3	2	1
D. Developing a new property maintenance code to increase enforcement of minimum standards for the condition of properties including exterior appearance	4	3	2	1
E. Allowing the sale of alcohol in City parks in conjunction with special events	4	3	2	1
F. Adopting an ordinance to regulate dangerous dogs/animals in the City	4	3	2	1
G. Adopting an ordinance to require city employees who serve as department heads to live in the City limits	4	3	2	1

21. Transportation.

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

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

22. 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

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

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

24. What is your age?

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

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

- (1) employed outside the home

Where do you work?

- (a) In Raymore (e) Kansas City, MO
 (b) Elsewhere in Cass County (f) Elsewhere in KS
 (c) Elsewhere in MO (g) Johnson County, KS
 (d) Jackson County, Missouri
 (2) Self-employed or work out of home
 (3) Student, Retired, or Not currently employed outside the home

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

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

- (1) Ward 1 (3) Ward 3
 (2) Ward 2 (4) Ward 4

