

Q1. Overall Quality of City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of North Kansas City. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q1-1. City's parks & recreation system</u>			
Very satisfied	57.3%	66.2%	59.9%
Satisfied	31.7%	26.0%	30.0%
Neutral	8.3%	7.8%	8.1%
Dissatisfied	2.8%	0.0%	2.0%
 <u>Q1-2. City water & wastewater services</u>			
Very satisfied	56.8%	57.0%	57.1%
Satisfied	31.4%	30.4%	30.9%
Neutral	8.2%	3.8%	7.0%
Dissatisfied	3.6%	7.6%	4.7%
Very dissatisfied	0.0%	1.3%	0.3%

Q1. Overall Quality of City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of North Kansas City. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q1-3. Fire & emergency medical services</u>			
Very satisfied	76.7%	69.6%	75.1%
Satisfied	18.8%	21.7%	19.4%
Neutral	4.0%	7.2%	4.8%
Dissatisfied	0.0%	1.4%	0.4%
Very dissatisfied	0.5%	0.0%	0.4%
<u>Q1-4. Enforcement of City codes & ordinances</u>			
Very satisfied	31.0%	43.7%	34.8%
Satisfied	33.0%	26.8%	31.1%
Neutral	21.0%	22.5%	21.2%
Dissatisfied	10.0%	5.6%	8.8%
Very dissatisfied	5.0%	1.4%	4.0%

Q1. Overall Quality of City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of North Kansas City. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q1-5. Library services</u>			
Very satisfied	60.7%	69.2%	63.1%
Satisfied	30.3%	23.1%	28.4%
Neutral	8.0%	6.2%	7.5%
Dissatisfied	0.5%	1.5%	0.7%
Very dissatisfied	0.5%	0.0%	0.4%
<u>Q1-6. Maintenance of City streets & sidewalks</u>			
Very satisfied	41.1%	53.2%	44.6%
Satisfied	39.3%	26.6%	35.7%
Neutral	13.4%	6.3%	11.5%
Dissatisfied	4.0%	11.4%	5.9%
Very dissatisfied	2.2%	2.5%	2.3%

Q1. Overall Quality of City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of North Kansas City. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q1-7. Management of stormwater runoff & flood prevention</u>			
Very satisfied	34.0%	44.7%	37.2%
Satisfied	36.8%	23.7%	33.1%
Neutral	19.3%	21.1%	19.7%
Dissatisfied	8.5%	7.9%	8.3%
Very dissatisfied	1.4%	2.6%	1.7%
 <u>Q1-8. Municipal court services</u>			
Very satisfied	38.1%	44.4%	40.3%
Satisfied	29.1%	22.2%	27.1%
Neutral	29.9%	31.1%	29.8%
Dissatisfied	1.5%	2.2%	1.7%
Very dissatisfied	1.5%	0.0%	1.1%

Q1. Overall Quality of City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of North Kansas City. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q1-9. Police services</u>			
Very satisfied	54.7%	62.3%	56.8%
Satisfied	35.0%	17.4%	30.5%
Neutral	7.5%	8.7%	7.7%
Dissatisfied	1.4%	8.7%	3.2%
Very dissatisfied	1.4%	2.9%	1.8%
 <u>Q1-10. Trash, recycling, & yard waste collection services</u>			
Very satisfied	61.2%	62.3%	61.7%
Satisfied	29.0%	31.2%	29.4%
Neutral	6.7%	1.3%	5.3%
Dissatisfied	3.1%	5.2%	3.6%

Q1. Overall Quality of City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of North Kansas City. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q1-11. City communication with the public</u>			
Very satisfied	37.3%	37.7%	37.8%
Satisfied	40.5%	36.4%	39.1%
Neutral	12.3%	20.8%	14.4%
Dissatisfied	8.2%	3.9%	7.0%
Very dissatisfied	1.8%	1.3%	1.7%
 <u>Q1-12. Customer service provided by City employees</u>			
Very satisfied	51.2%	50.0%	51.2%
Satisfied	31.3%	34.3%	31.8%
Neutral	13.7%	14.3%	13.8%
Dissatisfied	3.3%	0.0%	2.5%
Very dissatisfied	0.5%	1.4%	0.7%

Q2. Which FOUR of the City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 4)

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q2. Sum of top 4 choices</u>			
City's parks & recreation system	23.1%	28.8%	24.8%
City water & wastewater services	45.8%	32.5%	42.3%
Fire & emergency medical services	74.2%	71.3%	73.3%
Enforcement of City codes & ordinances	15.1%	15.0%	15.0%
Library services	9.8%	15.0%	11.4%
Maintenance of City streets & sidewalks	37.8%	40.0%	38.4%
Management of stormwater runoff & flood prevention	20.0%	10.0%	17.3%
Municipal court services	1.3%	3.8%	2.0%
Police services	74.7%	77.5%	75.6%
Trash, recycling, & yard waste collection services	51.6%	43.8%	49.5%

Q2. Which FOUR of the City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 4) (cont.)

N=307

Q26. Do you own or rent your home?		Total
Own	Rent	

Q2. Sum of top 4 choices (cont.)

City communication with the public	13.3%	20.0%	15.0%
Customer service provided by City employees	4.0%	0.0%	2.9%
None chosen	6.2%	10.0%	7.2%

Q3. Perceptions of the City. Items that may influence your perception of the City of North Kansas City are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q3-1. Overall quality of services provided by City</u>			
Very satisfied	49.8%	52.6%	50.8%
Satisfied	41.8%	37.2%	40.3%
Neutral	6.2%	10.3%	7.2%
Dissatisfied	1.3%	0.0%	1.0%
Very dissatisfied	0.9%	0.0%	0.7%
 <u>Q3-2. How well City is planning for redevelopment</u>			
Very satisfied	18.8%	26.8%	21.3%
Satisfied	35.7%	32.4%	34.6%
Neutral	24.4%	21.1%	23.4%
Dissatisfied	14.1%	14.1%	14.0%
Very dissatisfied	7.0%	5.6%	6.6%

Q3. Perceptions of the City. Items that may influence your perception of the City of North Kansas City are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q3-3. Overall quality of life in City</u>			
Very satisfied	46.4%	53.8%	48.7%
Satisfied	44.6%	40.0%	43.1%
Neutral	7.1%	6.3%	6.9%
Dissatisfied	1.3%	0.0%	1.0%
Very dissatisfied	0.4%	0.0%	0.3%
 <u>Q3-4. Overall value you receive for City taxes & fees</u>			
Very satisfied	40.6%	44.7%	42.1%
Satisfied	41.6%	34.2%	39.4%
Neutral	13.2%	17.1%	14.1%
Dissatisfied	3.7%	2.6%	3.4%
Very dissatisfied	0.9%	1.3%	1.0%

Q3. Perceptions of the City. Items that may influence your perception of the City of North Kansas City are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q3-5. Overall quality of new development</u>			
Very satisfied	24.8%	35.9%	28.2%
Satisfied	35.8%	26.9%	33.2%
Neutral	23.4%	26.9%	24.2%
Dissatisfied	7.8%	6.4%	7.4%
Very dissatisfied	8.3%	3.8%	7.0%
 <u>Q3-6. Appearance of residential property in City</u>			
Very satisfied	17.9%	26.3%	20.3%
Satisfied	44.4%	51.3%	45.9%
Neutral	22.4%	17.5%	21.0%
Dissatisfied	13.0%	3.8%	10.8%
Very dissatisfied	2.2%	1.3%	2.0%

Q3. Perceptions of the City. Items that may influence your perception of the City of North Kansas City are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q3-7. Appearance of commercial property in City</u>			
Very satisfied	19.7%	26.6%	22.0%
Satisfied	47.5%	45.6%	46.7%
Neutral	26.0%	24.1%	25.3%
Dissatisfied	5.8%	2.5%	4.9%
Very dissatisfied	0.9%	1.3%	1.0%

Q4. Perceptions of Safety. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q4-1. In City parks</u>			
Very safe	53.0%	64.9%	56.2%
Safe	38.4%	28.6%	35.7%
Neutral	7.3%	5.2%	6.7%
Unsafe	1.4%	1.3%	1.3%
 <u>Q4-2. In your neighborhood during the day</u>			
Very safe	62.9%	75.9%	66.6%
Safe	34.8%	22.8%	31.5%
Neutral	1.8%	1.3%	1.7%
Unsafe	0.5%	0.0%	0.3%

Q4. Perceptions of Safety. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe," please indicate how safe you feel in the following situations. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q4-3. In your neighborhood at night</u>			
Very safe	37.4%	49.4%	40.9%
Safe	44.3%	27.3%	39.6%
Neutral	14.6%	11.7%	13.8%
Unsafe	3.7%	11.7%	5.7%
 <u>Q4-4. In commercial & retail areas of City</u>			
Very safe	37.4%	55.3%	42.3%
Safe	47.7%	35.5%	44.3%
Neutral	12.1%	7.9%	11.0%
Unsafe	2.3%	1.3%	2.1%
Very unsafe	0.5%	0.0%	0.3%

Q5. Public Safety Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q5-1. Overall quality of local police protection</u>			
Very satisfied	59.0%	62.7%	60.2%
Satisfied	35.0%	29.3%	33.3%
Neutral	4.6%	4.0%	4.4%
Dissatisfied	0.9%	1.3%	1.0%
Very dissatisfied	0.5%	2.7%	1.0%
 <u>Q5-2. Visibility of police in your neighborhood</u>			
Very satisfied	54.3%	55.7%	54.9%
Satisfied	36.3%	27.8%	33.9%
Neutral	5.4%	8.9%	6.3%
Dissatisfied	3.6%	5.1%	3.9%
Very dissatisfied	0.4%	2.5%	1.0%

Q5. Public Safety Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q5-3. Visibility of police in retail areas</u>			
Very satisfied	42.3%	50.7%	44.9%
Satisfied	40.4%	30.7%	37.5%
Neutral	14.9%	16.0%	15.1%
Dissatisfied	1.4%	2.7%	1.8%
Very dissatisfied	1.0%	0.0%	0.7%
 <u>Q5-4. City's efforts to prevent crime</u>			
Very satisfied	43.1%	48.6%	44.9%
Satisfied	36.8%	28.6%	34.4%
Neutral	16.2%	15.7%	15.9%
Dissatisfied	2.9%	5.7%	3.6%
Very dissatisfied	1.0%	1.4%	1.1%

Q5. Public Safety Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q5-5. City's efforts to prevent fires</u>			
Very satisfied	46.7%	53.0%	48.8%
Satisfied	37.5%	36.4%	36.9%
Neutral	14.7%	10.6%	13.5%
Dissatisfied	1.1%	0.0%	0.8%
<u>Q5-6. Enforcement of local traffic laws</u>			
Very satisfied	29.4%	50.0%	35.1%
Satisfied	42.7%	30.6%	39.3%
Neutral	18.5%	11.1%	16.5%
Dissatisfied	8.5%	2.8%	7.0%
Very dissatisfied	0.9%	5.6%	2.1%

Q5. Public Safety Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q5-7. Overall quality of local fire protection</u>			
Very satisfied	58.0%	63.8%	59.8%
Satisfied	36.6%	30.4%	34.8%
Neutral	4.4%	5.8%	4.7%
Dissatisfied	0.5%	0.0%	0.4%
Very dissatisfied	0.5%	0.0%	0.4%
 <u>Q5-8. Quality of local ambulance service</u>			
Very satisfied	61.7%	71.4%	64.4%
Satisfied	29.8%	17.5%	26.5%
Neutral	6.9%	9.5%	7.5%
Dissatisfied	1.1%	1.6%	1.2%
Very dissatisfied	0.5%	0.0%	0.4%

Q5. Public Safety Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
	<hr/>		<hr/>

Q5-9. How quickly public safety personnel respond to emergencies

Very satisfied	66.5%	60.0%	65.1%
Satisfied	23.0%	21.5%	22.5%
Neutral	8.4%	15.4%	10.1%
Dissatisfied	1.0%	3.1%	1.6%
Very dissatisfied	1.0%	0.0%	0.8%

Q5-10. Quality of animal control

Very satisfied	29.7%	42.6%	33.6%
Satisfied	33.7%	31.1%	32.8%
Neutral	25.1%	18.0%	23.1%
Dissatisfied	6.3%	6.6%	6.3%
Very dissatisfied	5.1%	1.6%	4.2%

Q6. Which THREE of the public safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City Leaders over the next two years? (top 3)

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q6. Sum of top 3 choices</u>			
Overall quality of local police protection	51.6%	53.8%	52.4%
Visibility of police in your neighborhood	28.9%	35.0%	30.6%
Visibility of police in retail areas	13.8%	12.5%	13.4%
City's efforts to prevent crime	48.9%	47.5%	48.9%
City's efforts to prevent fires	16.0%	10.0%	14.3%
Enforcement of local traffic laws	15.1%	17.5%	15.6%
Overall quality of local fire protection	29.8%	21.3%	27.4%
Quality of local ambulance service	20.9%	21.3%	20.8%
How quickly public safety personnel respond to emergencies	30.2%	35.0%	31.3%
Quality of animal control	7.1%	8.8%	7.8%
None chosen	9.3%	12.5%	10.1%

Q7. Have you called, emailed or visited the Police Department with a question, problem, or complaint during the past year?

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
	<hr/>		<hr/>

Q7. Have you called, emailed or visited Police Department with a question, problem, or complaint during past year

Yes	36.0%	20.0%	31.6%
No	64.0%	80.0%	68.4%

Q7a. (Only if YES to Question 7) How easy was it to contact the person you needed to reach? (without "don't know")

N=97	Q26. Do you own or rent your home?		Total
	Own	Rent	
	<hr/>		<hr/>

Q7a. How easy was it to contact the person you needed to reach

Very easy	68.8%	50.0%	65.6%
Somewhat easy	22.1%	31.3%	23.7%
Difficult	5.2%	18.8%	7.5%
Very difficult	3.9%	0.0%	3.2%

Q7b. (Only if YES to Question 7) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=97	Q26. Do you own or		<u>Total</u>
	<u>rent your home?</u>		
	<u>Own</u>	<u>Rent</u>	

Q7b-1. They were courteous & polite

Always	74.7%	56.3%	71.6%
Usually	19.0%	25.0%	20.0%
Sometimes	3.8%	18.8%	6.3%
Seldom	1.3%	0.0%	1.1%
Never	1.3%	0.0%	1.1%

Q7b-2. They gave prompt, accurate, & complete answers to questions

Always	65.8%	50.0%	63.2%
Usually	20.3%	25.0%	21.1%
Sometimes	11.4%	18.8%	12.6%
Seldom	1.3%	6.3%	2.1%
Never	1.3%	0.0%	1.1%

Q7b. (Only if YES to Question 7) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=97	Q26. Do you own or		<u>Total</u>
	rent your home?		
	<u>Own</u>	<u>Rent</u>	

Q7b-3. They did what they said they would do in a timely manner

Always	59.2%	56.3%	58.7%
Usually	23.7%	0.0%	19.6%
Sometimes	7.9%	25.0%	10.9%
Seldom	2.6%	18.8%	5.4%
Never	6.6%	0.0%	5.4%

Q7b-4. They helped you resolve an issue to your satisfaction

Always	55.8%	46.7%	54.3%
Usually	22.1%	13.3%	20.7%
Sometimes	11.7%	13.3%	12.0%
Seldom	1.3%	26.7%	5.4%
Never	9.1%	0.0%	7.6%

Q8. Parks and Recreation. 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 following. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q8-1. Maintenance & appearance of existing City parks</u>			
Very satisfied	53.2%	69.7%	57.5%
Satisfied	38.7%	26.3%	35.5%
Neutral	5.4%	3.9%	5.0%
Dissatisfied	2.3%	0.0%	1.7%
Very dissatisfied	0.5%	0.0%	0.3%
 <u>Q8-2. Number of City parks</u>			
Very satisfied	53.0%	54.7%	53.6%
Satisfied	36.1%	34.7%	35.6%
Neutral	9.6%	9.3%	9.5%
Dissatisfied	0.9%	1.3%	1.0%
Very dissatisfied	0.5%	0.0%	0.3%

Q8. Parks and Recreation. 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 following. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q8-3. Walking & biking trails in City</u>			
Very satisfied	41.6%	54.7%	45.2%
Satisfied	35.5%	30.7%	34.1%
Neutral	15.4%	10.7%	14.1%
Dissatisfied	4.2%	4.0%	4.1%
Very dissatisfied	3.3%	0.0%	2.4%
 <u>Q8-4. Quality of youth recreation programs</u>			
Very satisfied	39.1%	53.8%	42.4%
Satisfied	31.9%	20.5%	29.4%
Neutral	27.5%	25.6%	27.1%
Dissatisfied	1.4%	0.0%	1.1%

Q8. Parks and Recreation. 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 following. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q8-5. Quality of adult recreation programs</u>			
Very satisfied	33.3%	45.8%	36.5%
Satisfied	36.5%	33.3%	35.6%
Neutral	28.3%	18.8%	26.0%
Dissatisfied	1.3%	2.1%	1.4%
Very dissatisfied	0.6%	0.0%	0.5%

Q8-6. Quality of special event programs (e.g. Arts in the Park, Movies in the Park, Mistletoe Market)

Very satisfied	43.3%	46.7%	44.3%
Satisfied	39.2%	36.7%	38.4%
Neutral	16.0%	13.3%	15.3%
Dissatisfied	1.5%	3.3%	2.0%

Q8. Parks and Recreation. 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 following. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q8-7. Mowing & trimming of public areas</u>			
Very satisfied	51.4%	57.7%	53.3%
Satisfied	39.6%	33.3%	37.7%
Neutral	7.2%	9.0%	7.6%
Dissatisfied	1.8%	0.0%	1.3%

Q9. Which THREE of the parks and recreation services listed in Question 8 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q9. Sum of top 3 choices</u>			
Maintenance & appearance of existing City parks	80.9%	80.0%	80.8%
Number of City parks	13.8%	17.5%	14.7%
Walking & biking trails in City	44.4%	48.8%	45.3%
Quality of youth recreation programs	19.6%	22.5%	20.2%
Quality of adult recreation programs	15.1%	22.5%	17.3%
Quality of special event programs (e.g. Arts in the Park, Movies in the Park, Mistletoe Market)	32.0%	27.5%	30.9%
Mowing & trimming of public areas	54.2%	42.5%	51.1%
None chosen	11.1%	11.3%	11.1%

Q10(1-4). Community Planning & Development. Using a scale of 1 to 5, where 5 means "Agree" and 1 means "Disagree," please rate your level of agreement with each of the following items. (without "don't know")

N=307

	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q10-1. In general, my neighborhood does not need to be improved</u>			
Agree	24.3%	28.6%	25.6%
Somewhat agree	36.5%	31.2%	34.9%
Neutral	16.7%	23.4%	18.3%
Somewhat disagree	11.7%	10.4%	11.6%
Disagree	10.8%	6.5%	9.6%

Q10-2. Some housing in my neighborhood needs to be better maintained

Agree	38.3%	29.9%	36.2%
Somewhat agree	37.4%	32.5%	35.9%
Neutral	12.2%	22.1%	15.0%
Somewhat disagree	4.1%	7.8%	5.0%
Disagree	8.1%	7.8%	8.0%

Q10(1-4). Community Planning & Development. Using a scale of 1 to 5, where 5 means "Agree" and 1 means "Disagree," please rate your level of agreement with each of the following items. (without "don't know")

N=307

	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q10-3. I am optimistic about future of my neighborhood</u>			
Agree	48.6%	53.2%	50.2%
Somewhat agree	33.2%	22.1%	30.1%
Neutral	9.5%	19.5%	12.0%
Somewhat disagree	5.0%	2.6%	4.3%
Disagree	3.6%	2.6%	3.3%

<u>Q10-4. I expect value of my home to go up during next five years</u>			
Agree	55.6%	58.0%	56.3%
Somewhat agree	27.8%	14.0%	25.0%
Neutral	13.0%	26.0%	15.3%
Somewhat disagree	2.8%	2.0%	2.6%
Disagree	0.9%	0.0%	0.7%

Q10(5-7). Community Planning & Development. 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 following items. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
	<hr/>		<hr/>

Q10-5. Types of new residential development in North Kansas City

Very satisfied	24.9%	29.7%	26.3%
Satisfied	35.7%	36.5%	36.0%
Neutral	25.4%	25.7%	25.3%
Dissatisfied	8.9%	6.8%	8.3%
Very dissatisfied	5.2%	1.4%	4.2%

Q10-6. Types of new commercial & retail development in North Kansas City

Very satisfied	26.2%	27.6%	26.4%
Satisfied	33.2%	43.4%	36.3%
Neutral	25.7%	19.7%	24.0%
Dissatisfied	10.7%	9.2%	10.3%
Very dissatisfied	4.2%	0.0%	3.1%

Q10(5-7). Community Planning & Development. 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 following items. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q10-7. Affordability of housing</u>			
Very satisfied	18.2%	14.7%	17.2%
Satisfied	34.0%	34.7%	34.4%
Neutral	31.0%	22.7%	28.7%
Dissatisfied	11.3%	18.7%	13.3%
Very dissatisfied	5.4%	9.3%	6.5%

Q11. Code Enforcement. 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 following items. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q11-1. Enforcing clean-up of litter & debris</u>			
Very satisfied	20.8%	30.1%	23.5%
Satisfied	40.6%	43.8%	41.3%
Neutral	22.7%	16.4%	21.0%
Dissatisfied	12.1%	8.2%	11.0%
Very dissatisfied	3.9%	1.4%	3.2%

Q11-2. Enforcing mowing of tall grass & weeds on residential property

Very satisfied	20.8%	34.8%	24.2%
Satisfied	44.9%	37.7%	43.3%
Neutral	17.9%	17.4%	17.7%
Dissatisfied	13.5%	8.7%	12.3%
Very dissatisfied	2.9%	1.4%	2.5%

Q11. Code Enforcement. 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 following items. (without "don't know")

N=307

	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q11-3. Enforcing mowing of tall grass & weeds on commercial property</u>			
Very satisfied	26.8%	39.7%	30.1%
Satisfied	46.3%	39.7%	44.4%
Neutral	21.1%	19.1%	20.8%
Dissatisfied	4.2%	1.5%	3.5%
Very dissatisfied	1.6%	0.0%	1.2%

Q11-4. Enforcing maintenance of residential property in your neighborhood

Very satisfied	19.0%	30.4%	21.8%
Satisfied	37.6%	36.2%	37.1%
Neutral	22.0%	21.7%	22.2%
Dissatisfied	15.1%	10.1%	13.8%
Very dissatisfied	6.3%	1.4%	5.1%

Q11. Code Enforcement. 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 following items. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q11-5. Enforcing maintenance of commercial property</u>			
Very satisfied	25.5%	30.0%	26.6%
Satisfied	41.7%	40.0%	41.4%
Neutral	28.1%	25.7%	27.4%
Dissatisfied	3.6%	1.4%	3.0%
Very dissatisfied	1.0%	2.9%	1.5%
 <u>Q11-6. Enforcing sign regulations</u>			
Very satisfied	24.3%	31.7%	26.5%
Satisfied	39.2%	39.7%	39.2%
Neutral	29.8%	22.2%	27.8%
Dissatisfied	5.5%	3.2%	4.9%
Very dissatisfied	1.1%	3.2%	1.6%

Q11. Code Enforcement. 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 following items. (without "don't know")

N=307

Q26. Do you own or rent your home?		Total
Own	Rent	

Q11-7. Enforcing maintenance of rental properties in your neighborhood

Very satisfied	14.9%	30.4%	18.9%
Satisfied	24.7%	33.3%	26.9%
Neutral	25.3%	14.5%	22.7%
Dissatisfied	21.1%	17.4%	20.1%
Very dissatisfied	13.9%	4.3%	11.4%

Q12. Which THREE of the code enforcement services listed in Question 11 do you think is MOST IMPORTANT for the City to provide? (top 3)

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q12. Sum of top 3 choices</u>			
Enforcing clean-up of litter & debris	57.8%	62.5%	59.0%
Enforcing mowing of tall grass & weeds on residential property	39.1%	31.3%	36.8%
Enforcing mowing of tall grass & weeds on commercial property	12.9%	17.5%	14.3%
Enforcing maintenance of residential property in your neighborhood	48.4%	45.0%	47.6%
Enforcing maintenance of commercial property	21.3%	31.3%	23.8%
Enforcing sign regulations	10.2%	7.5%	9.4%
Enforcing maintenance of rental properties in your neighborhood	54.7%	48.8%	52.8%
None chosen	16.0%	17.5%	16.6%

Q13. Maintenance. 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 following. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q13-1. Maintenance of major City streets</u>			
Very satisfied	33.2%	40.5%	35.2%
Satisfied	51.6%	43.0%	49.3%
Neutral	9.0%	7.6%	8.6%
Dissatisfied	4.0%	5.1%	4.3%
Very dissatisfied	2.2%	3.8%	2.6%

<u>Q13-2. Maintenance of streets in your neighborhood</u>			
Very satisfied	34.1%	42.3%	36.3%
Satisfied	48.0%	38.5%	45.5%
Neutral	8.1%	10.3%	8.6%
Dissatisfied	9.4%	6.4%	8.6%
Very dissatisfied	0.4%	2.6%	1.0%

Q13. Maintenance. 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 following. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	

Q13-3. Maintenance of City buildings, such as City Hall

Very satisfied	45.5%	45.2%	45.5%
Satisfied	47.4%	43.8%	46.5%
Neutral	6.6%	11.0%	7.6%
Very dissatisfied	0.5%	0.0%	0.3%

Q13-4. Cleanliness of City streets & other public areas

Very satisfied	37.6%	40.5%	38.5%
Satisfied	47.7%	48.1%	47.8%
Neutral	9.6%	6.3%	8.7%
Dissatisfied	3.7%	3.8%	3.7%
Very dissatisfied	1.4%	1.3%	1.3%

Q13. Maintenance. 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 following. (without "don't know")

N=307

	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q13-5. Condition of sidewalks in City</u>			
Very satisfied	26.5%	33.3%	28.4%
Satisfied	49.8%	43.6%	48.2%
Neutral	14.8%	14.1%	14.5%
Dissatisfied	8.1%	5.1%	7.3%
Very dissatisfied	0.9%	3.8%	1.7%

<u>Q13-6. Snow removal on major City streets</u>			
Very satisfied	55.0%	60.3%	56.6%
Satisfied	36.9%	30.8%	35.1%
Neutral	6.8%	6.4%	6.6%
Dissatisfied	0.5%	2.6%	1.0%
Very dissatisfied	0.9%	0.0%	0.7%

Q13. Maintenance. 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 following. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q13-7. Snow removal on neighborhood streets</u>			
Very satisfied	52.5%	50.0%	52.1%
Satisfied	34.1%	34.6%	34.0%
Neutral	9.4%	10.3%	9.6%
Dissatisfied	2.7%	3.8%	3.0%
Very dissatisfied	1.3%	1.3%	1.3%

Q13-8. Adequacy of City street lighting

Very satisfied	37.7%	43.0%	39.5%
Satisfied	37.3%	31.6%	35.5%
Neutral	12.7%	12.7%	12.6%
Dissatisfied	10.0%	12.7%	10.6%
Very dissatisfied	2.3%	0.0%	1.7%

Q14. Which THREE of the maintenance items listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q14. Sum of top 3 choices</u>			
Maintenance of major City streets	57.3%	57.5%	57.0%
Maintenance of streets in your neighborhood	45.3%	46.3%	45.6%
Maintenance of City buildings, such as City Hall	5.8%	7.5%	6.2%
Cleanliness of City streets & other public areas	35.1%	33.8%	34.9%
Condition of sidewalks in City	24.4%	32.5%	26.4%
Snow removal on major City streets	32.4%	33.8%	33.2%
Snow removal on neighborhood streets	29.3%	26.3%	28.7%
Adequacy of City street lighting	24.4%	25.0%	24.8%
None chosen	12.9%	12.5%	12.7%

Q15. Solid Waste/Utility 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 following. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q15-1. Residential trash (garbage) collection services</u>			
Very satisfied	57.8%	58.4%	58.3%
Satisfied	33.6%	28.6%	32.1%
Neutral	5.8%	9.1%	6.6%
Dissatisfied	2.7%	2.6%	2.6%
Very dissatisfied	0.0%	1.3%	0.3%

Q15-2. Bulky item pick up/removal services (old furniture, appliances, limbs, etc.)

Very satisfied	59.3%	52.2%	58.0%
Satisfied	26.6%	28.4%	26.9%
Neutral	9.3%	16.4%	11.0%
Dissatisfied	4.2%	3.0%	3.9%
Very dissatisfied	0.5%	0.0%	0.4%

Q15. Solid Waste/Utility 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 following. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q15-3. Yard waste pick up</u>			
Very satisfied	62.7%	52.9%	60.6%
Satisfied	29.5%	25.0%	28.2%
Neutral	6.5%	14.7%	8.4%
Dissatisfied	1.4%	5.9%	2.4%
Very dissatisfied	0.0%	1.5%	0.3%
 <u>Q15-4. Recycling services</u>			
Very satisfied	54.8%	53.5%	54.8%
Satisfied	32.1%	26.8%	30.6%
Neutral	9.0%	12.7%	9.9%
Dissatisfied	3.6%	2.8%	3.4%
Very dissatisfied	0.5%	4.2%	1.4%

Q15. Solid Waste/Utility 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 following. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q15-5. Drinking water services</u>			
Very satisfied	50.0%	48.6%	49.7%
Satisfied	39.2%	27.8%	36.4%
Neutral	6.1%	15.3%	8.4%
Dissatisfied	4.2%	5.6%	4.5%
Very dissatisfied	0.5%	2.8%	1.0%
 <u>Q15-6. Wastewater (sewer) services</u>			
Very satisfied	44.7%	46.6%	45.2%
Satisfied	43.3%	31.5%	40.3%
Neutral	6.0%	19.2%	9.3%
Dissatisfied	5.6%	2.7%	4.8%
Very dissatisfied	0.5%	0.0%	0.3%

Q15. Solid Waste/Utility 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 following. (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q15-7. Utility billing</u>			
Very satisfied	40.3%	41.1%	40.5%
Satisfied	43.0%	27.4%	39.2%
Neutral	10.4%	21.9%	13.2%
Dissatisfied	5.4%	8.2%	6.1%
Very dissatisfied	0.9%	1.4%	1.0%

Q16. From which of the following sources do you currently get information about the City of North Kansas City?

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q16. From what sources do you currently get City information</u>			
Television news	26.7%	35.0%	28.7%
KC Star	10.2%	12.5%	10.7%
City website	50.2%	36.3%	46.6%
Neighborhood groups	36.9%	21.3%	33.2%
City newsletter, North Kansas City Connection	70.2%	68.8%	69.7%
City television channel	15.1%	18.8%	16.0%
City Facebook pages	28.4%	17.5%	25.7%
Parks & Recreation's Facebook page	17.3%	7.5%	15.0%
City's Twitter	6.2%	5.0%	5.9%
City's YouTube site	4.0%	0.0%	2.9%
City's text notification system	17.3%	6.3%	14.3%
Other	16.9%	5.0%	13.7%

Q17. City Communication. 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 following: (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q17-1. City's website</u>			
Very satisfied	21.7%	28.6%	23.6%
Satisfied	38.9%	44.9%	40.0%
Neutral	32.6%	22.4%	30.2%
Dissatisfied	5.1%	4.1%	4.9%
Very dissatisfied	1.7%	0.0%	1.3%

Q17-2. City Newsletter, North Kansas City Connection

Very satisfied	45.2%	47.1%	45.7%
Satisfied	38.5%	35.3%	37.8%
Neutral	13.9%	14.7%	14.0%
Dissatisfied	1.9%	2.9%	2.2%
Very dissatisfied	0.5%	0.0%	0.4%

Q17. City Communication. 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 following: (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q17-3. City's television channel</u>			
Very satisfied	22.9%	30.6%	24.6%
Satisfied	21.0%	22.2%	21.8%
Neutral	51.4%	44.4%	49.3%
Dissatisfied	2.9%	2.8%	2.8%
Very dissatisfied	1.9%	0.0%	1.4%

Q17-4. Content on City's social media sites (Facebook, Twitter, YouTube, etc.)

Very satisfied	18.2%	22.0%	19.5%
Satisfied	35.6%	39.0%	36.2%
Neutral	37.9%	39.0%	37.9%
Dissatisfied	6.1%	0.0%	4.6%
Very dissatisfied	2.3%	0.0%	1.7%

Q17. City Communication. 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 following: (without "don't know")

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q17-5. City efforts to keep you informed</u>			
Very satisfied	23.9%	24.6%	24.4%
Satisfied	40.7%	39.1%	40.1%
Neutral	26.3%	27.5%	26.5%
Dissatisfied	5.7%	4.3%	5.4%
Very dissatisfied	3.3%	4.3%	3.6%

<u>Q17-6. City efforts to involve residents in local decisions</u>			
Very satisfied	14.6%	22.2%	16.7%
Satisfied	31.2%	30.2%	30.9%
Neutral	29.8%	19.0%	27.1%
Dissatisfied	14.6%	12.7%	14.1%
Very dissatisfied	9.8%	15.9%	11.2%

Q18. The City offers a newsletter every three months. In order to provide the most beneficial information to the residents, which of the following types of information would you like to see emphasized in the newsletter?

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
<u>Q18. What types of information would you like to see emphasized in City newsletter</u>			
Development issues	81.3%	68.8%	77.9%
Budget/financial information	50.7%	33.8%	45.9%
Highlights of City services & programs	78.7%	76.3%	77.9%
Highlights of special events/happenings in the community	73.3%	76.3%	73.9%
Other	8.0%	2.5%	6.5%

Q19. Were you aware of any of the public meetings or open houses the City has hosted in the last two years?

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	

Q19. Were you aware of any public meetings or open houses City has hosted in last two years

Yes	66.7%	51.3%	62.5%
No	33.3%	48.8%	37.5%

Q19a. (Only if YES to Question 19) Have you attended a public meeting or open house in the last two years?

N=192	Q26. Do you own or rent your home?		Total
	Own	Rent	

Q19a. Have you attended a public meeting or open house in last two years

Yes	37.3%	24.4%	34.4%
No	62.7%	75.6%	65.6%

Q20. Have you called, emailed or visited the City with a question, problem, or complaint during the past year?

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
	<hr/>		<hr/>

Q20. Have you called, emailed or visited City with a question, problem, or complaint during past year

Yes	48.4%	22.5%	41.7%
No	51.6%	77.5%	58.3%

Q20a. (Only if YES to Question 20) How easy was it to contact the person you needed to reach? (without "don't know")

N=128	Q26. Do you own or rent your home?		Total
	Own	Rent	
	<hr/>		<hr/>

Q20a. How easy was it to contact the person you needed to reach

Very easy	55.6%	55.6%	55.9%
Somewhat easy	33.3%	38.9%	33.9%
Difficult	3.7%	5.6%	3.9%
Very difficult	7.4%	0.0%	6.3%

Q20b. (Only if YES to Question 20) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=128	Q26. Do you own or rent your home?		Total
	Own	Rent	

Q20b-1. They were courteous & polite

Always	62.3%	66.7%	63.2%
Usually	25.5%	33.3%	26.4%
Sometimes	10.4%	0.0%	8.8%
Seldom	0.9%	0.0%	0.8%
Never	0.9%	0.0%	0.8%

Q20b-2. They gave prompt, accurate, & complete answers to questions

Always	46.3%	61.1%	48.8%
Usually	31.5%	16.7%	29.1%
Sometimes	17.6%	11.1%	16.5%
Seldom	2.8%	11.1%	3.9%
Never	1.9%	0.0%	1.6%

Q20b. (Only if YES to Question 20) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=128

Q26. Do you own or rent your home?		Total
Own	Rent	

Q20b-3. They did what they said they would do in a timely manner

Always	39.4%	44.4%	40.7%
Usually	33.7%	27.8%	32.5%
Sometimes	16.3%	16.7%	16.3%
Seldom	3.8%	5.6%	4.1%
Never	6.7%	5.6%	6.5%

Q20b-4. They helped you resolve an issue to your satisfaction

Always	40.0%	58.8%	43.1%
Usually	28.6%	11.8%	26.0%
Sometimes	12.4%	17.6%	13.0%
Seldom	8.6%	5.9%	8.1%
Never	10.5%	5.9%	9.8%

Q21. Please indicate if you are aware of the following events that are offered or supported by the City of North Kansas City.

N=307	Q26. Do you own or rent your home?		Total
	Own	Rent	
	<hr/>		<hr/>

Q21-1. Mayor's Christmas Tree Lighting

Yes	74.7%	63.8%	72.0%
No	25.3%	36.3%	28.0%

Q21-2. Snake Saturday

Yes	94.2%	91.3%	93.5%
No	5.8%	8.8%	6.5%

Q21-3. Arts in the Park

Yes	82.7%	70.0%	79.2%
No	17.3%	30.0%	20.8%

Q21-4. Fridays in the Park

Yes	83.6%	73.8%	80.8%
No	16.4%	26.3%	19.2%

Q21. Please indicate if you are aware of the following events that are offered or supported by the City of North Kansas City.

N=307

Q26. Do you own or rent your home?		Total
Own	Rent	

Q21-5. Movies in the Park

Yes	82.7%	67.5%	78.5%
No	17.3%	32.5%	21.5%

Q21. If you are aware of an event, please indicate if you have participated in the event during the past year.

N=292	Q26. Do you own or rent your home?		Total
	Own	Rent	
	<hr/>		<hr/>

Q21-1. Mayor's Christmas Tree Lighting

Yes	13.7%	11.8%	13.1%
No	86.3%	88.2%	86.9%

Q21-2. Snake Saturday

Yes	40.1%	32.9%	38.3%
No	59.9%	67.1%	61.7%

Q21-3. Arts in the Park

Yes	43.0%	23.2%	38.7%
No	57.0%	76.8%	61.3%

Q21-4. Fridays in the Park

Yes	32.4%	25.4%	31.0%
No	67.6%	74.6%	69.0%

Q21. If you are aware of an event, please indicate if you have participated in the event during the past year.

N=292

Q26. Do you own or rent your home?		Total
Own	Rent	

Q21-5. Movies in the Park

Yes	11.8%	14.8%	12.4%
No	88.2%	85.2%	87.6%

Q22. Prior to receiving this survey, did you know that since 2000 the City of North Kansas City has contracted with the Kansas City Area Transportation Authority (KCATA) to provide low cost, on-demand transportation service within North Kansas City? The service is also known as the "Metro-Flex" or "mini bus," and the cost to riders is currently 25 cents per ride.

N=307	Q26. Do you own or		Total
	rent your home?		
	Own	Rent	

Q22. Did you know that since 2000 North Kansas City has contracted with KCATA to provide low cost, on-demand transportation service within North Kansas City

Yes	72.9%	66.3%	71.0%
No	27.1%	33.8%	29.0%

Q22a. (If YES to Question 22) Have you ever used the service?

N=218	Q26. Do you own or		Total
	rent your home?		
	Own	Rent	

Q22a. Have you ever used the service

Yes	18.3%	32.1%	21.6%
No	81.7%	67.9%	78.4%

Q23. What modes of transportation do you/your family use on a regular basis?

N=307

Q26. Do you own or rent your home?		Total
Own	Rent	

Q23. What modes of transportation do you/your family use on a regular basis

Personal vehicle	97.3%	93.8%	96.4%
Rideshare service (Uber, Lyft, etc.)	15.1%	10.0%	14.0%
Public transportation (bus, streetcar)	9.8%	15.0%	11.1%
Bicycle	23.6%	21.3%	23.1%
Walking	59.1%	57.5%	58.3%
Other	1.3%	2.5%	1.6%

Q24. How important do you think it is for the City to make investments that enhance the visual attractiveness of the City? (without "don't know")

N=307

Q26. Do you own or rent your home?		Total
Own	Rent	

Q24. How important is it for City to make investments that enhance City's visual attractiveness

Very important	46.5%	39.7%	44.4%
Important	38.7%	39.7%	39.4%
Neither important nor unimportant	10.6%	15.4%	11.8%
Less important	1.8%	2.6%	2.0%
Not important	2.3%	2.6%	2.4%