

**NOTICE OF AN OPEN WORK SESSION
OF THE CITY COUNCIL OF THE CITY OF
NORTH KANSAS CITY, MISSOURI**

**February 4, 2020
6:00 PM**

NOTICE IS HEREBY GIVEN that the City Council of the City of North Kansas City, Missouri, will conduct an open work session at 6:00 p.m. on Tuesday, February 4, 2020, at City Hall Council Chambers, 2010 Howell Street, North Kansas City, Missouri.

The tentative agenda of this meeting includes:

- 1. Call Meeting to Order**
- 2. 2020 Community Survey and Business Survey** 

The City last performed a survey of its residents to determine their satisfaction with City services in 2017. The City worked with ETC Institute to develop the survey, which followed a template ETC uses for many cities in the region and around the country. In the FY 2020 Budget, the City Council approved both an updated community survey and a new survey of the business community to determine its satisfaction with City services. Now before the Council for review and approval are the draft survey instruments. A representative of ETC will be present to discuss the survey instrument and the methodology for conducting it.

3. Adjournment

This open work session of the City Council of the City of North Kansas City, Missouri, has been duly called pursuant to the provisions of Section 2.04.030 of the Code of the City of North Kansas City, Missouri, by the undersigned Mayor of the City of North Kansas City, Missouri.

DONE this 31st day of January 2020 at 5:00 p.m.



Don Stielow, Mayor

Representatives of the news media may obtain copies of this notice by contacting:

Crystal Doss, City Clerk, City Hall
2010 Howell Street
North Kansas City, Missouri 64116
Telephone No. (816) 412-7815

2020 North Kansas City 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 improve the quality of city services. You may return this survey in the enclosed postage-paid envelope or complete the survey online at: NKCsurvey.org.

1. **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.

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	The City's parks and recreation system	5	4	3	2	1	9
02.	City water and wastewater services	5	4	3	2	1	9
03.	Fire and emergency medical services	5	4	3	2	1	9
04.	Enforcement of city codes and ordinances	5	4	3	2	1	9
05.	Library services	5	4	3	2	1	9
06.	Maintenance of city streets and sidewalks	5	4	3	2	1	9
07.	Management of stormwater runoff and flood prevention	5	4	3	2	1	9
08.	Municipal court services	5	4	3	2	1	9
09.	Police services	5	4	3	2	1	9
10.	Trash, recycling, and yard waste collection services	5	4	3	2	1	9
11.	City communication with the public	5	4	3	2	1	9
12.	Customer service provided by city employees	5	4	3	2	1	9

2. **Which FOUR of the City services listed above do you think are MOST IMPORTANT for the City to provide?** [Write in the numbers below using the numbers from the list in Question 1 above].

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

3. **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.”

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of services provided by the City	5	4	3	2	1	9
2.	How well the City is planning for redevelopment	5	4	3	2	1	9
3.	Overall quality of life in the City	5	4	3	2	1	9
4.	Overall value you receive for city taxes and fees	5	4	3	2	1	9
5.	Overall quality of new development	5	4	3	2	1	9
6.	Appearance of residential property in the City	5	4	3	2	1	9
7.	Appearance of commercial property in the City	5	4	3	2	1	9

8. **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:

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance and appearance of existing city parks	5	4	3	2	1	9
2.	Number of city parks	5	4	3	2	1	9
3.	Walking and biking trails in the City	5	4	3	2	1	9
4.	Quality of youth recreation programs	5	4	3	2	1	9
5.	Quality of adult recreation programs	5	4	3	2	1	9
6.	Quality of special event programs	5	4	3	2	1	9
7.	Mowing and trimming of public areas	5	4	3	2	1	9

9. Which THREE of the parks and recreation services listed above do you think are MOST IMPORTANT for the City to provide? [Write in the numbers below using the numbers from the list in Question 7 above].

1st: ____ 2nd: ____ 3rd: ____

10. **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:

1.	In general, my neighborhood needs to be improved	5	4	3	2	1	9
2.	Some housing in my neighborhood needs to be better maintained	5	4	3	2	1	9
3.	I am optimistic about the future of my neighborhood	5	4	3	2	1	9
4.	I expect the value of my home to go up during the next five years	5	4	3	2	1	9
5.	The types of new residential development in North Kansas City	5	4	3	2	1	9
6.	The types of new commercial and retail development in North Kansas City	5	4	3	2	1	9
7.	The affordability of housing	5	4	3	2	1	9

11. **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:

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the clean-up of litter & debris	5	4	3	2	1	9
2.	Enforcing the mowing of tall grass and weeds on residential property	5	4	3	2	1	9
3.	Enforcing the mowing of tall grass and weeds on commercial property	5	4	3	2	1	9
4.	Enforcing the maintenance of residential property in your neighborhood	5	4	3	2	1	9
5.	Enforcing the maintenance of commercial property	5	4	3	2	1	9
6.	Enforcing sign regulations	5	4	3	2	1	9
7.	Enforcing the maintenance of rental properties in your neighborhood	5	4	3	2	1	9

12. Which **THREE** of the **code enforcement** services listed above do you think is **MOST IMPORTANT** for the City to provide? [Write in the numbers below using the numbers from the list in Question 9 above].

1st: _____ 2nd: _____ 3rd: _____

13. **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:

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of major city streets	5	4	3	2	1	9
2.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
3.	Maintenance of city buildings, such as City Hall	5	4	3	2	1	9
4.	Cleanliness of city streets and other public areas	5	4	3	2	1	9
5.	Condition of sidewalks in the City	5	4	3	2	1	9
6.	Snow removal on major city streets	5	4	3	2	1	9
7.	Snow removal on neighborhood streets	5	4	3	2	1	9
8.	Adequacy of city street lighting	5	4	3	2	1	9

14. Which **THREE** of the **maintenance items** listed above do you think are **MOST IMPORTANT** for the City to provide? [Write in the numbers below using the numbers from the list in Question 11 above].

1st: _____ 2nd: _____ 3rd: _____

15. **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:

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Residential trash (garbage) collection services	5	4	3	2	1	9
2.	Bulky item pick up/removal services (old furniture, appliances, limbs, etc.)	5	4	3	2	1	9
3.	Yard waste pick up	5	4	3	2	1	9
4.	Recycling services	5	4	3	2	1	9
5.	Drinking water services	5	4	3	2	1	9
6.	Wastewater (sewer) services	5	4	3	2	1	9
7.	Utility billing	5	4	3	2	1	9

16. From which of the following sources do you **currently** get information about the City of North Kansas City? (Check all that apply)

- _____ (01) Television News
- _____ (02) KC Star
- _____ (03) City Website
- _____ (04) Neighborhood Groups
- _____ (05) City Newsletter, *North Kansas City Connection*
- _____ (06) City Television Channel
- _____ (07) City Facebook pages
- _____ (08) Parks & Recreation’s Facebook page
- _____ (09) City’s Twitter
- _____ (10) City’s YouTube site
- _____ (11) City’s text notification system
- _____ (12) Other: _____

22. 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.

___(1) Yes ___(2) No

21a. [If YES to #20] Have you ever used the service?

___ (1) Yes ___(2) No

23. What modes of transportation do you/your family use on a regular basis? (Check all that apply)

___ (1) Personal Vehicle ___ (4) Bicycle
___ (2) Rideshare Service (Uber, Lyft, etc.) ___ (5) Walking
___ (3) Public Transportation (bus, streetcar) ___ (6) Other _____

24. How important do you think it is for the City to make investments that enhance the visual attractiveness of the City?

___ (5) Very Important ___ (2) Less Important
___ (4) Important ___ (1) Not Important
___ (3) Neither Important nor Unimportant ___ (9) Don't Know

25. Approximately how many years have you lived in North Kansas City? _____ years

26. Do you own or rent your home?

___(1) Own ___(2) Rent

27. Counting yourself, how many people regularly live in your household? _____

28. How many persons in your household (counting yourself), are in each of the following age groups?

Under age 5	___	Ages 20-24	___	Ages 55-64	___
Ages 5-9	___	Ages 25-34	___	Ages 65-74	___
Ages 10-14	___	Ages 35-44	___	Ages 75+	___
Ages 15-19	___	Ages 45-54	___		

29. What is your age? _____ years

30. What is your gender?

___ (1) Male
___ (2) Female

31. Are you Hispanic or Latino?

___ (1) Yes
___ (2) No

32. Which of the following best describes your race/ethnicity? (Check all that apply)

___ (1) Asian/Pacific Islander ___ (4) White
___ (2) American Indian/Eskimo ___ (5) Other: _____
___ (3) Black/African American

33. Would you say your total annual household income is:

___ (1) Under \$25,000 ___ (5) \$100,000 to \$124,999
___ (2) \$25,000 to \$49,999 ___ (6) \$125,000 to \$149,999
___ (3) \$50,000 to \$74,999 ___ (7) \$150,000 to \$199,999
___ (4) \$75,000 to \$99,999 ___ (8) \$200,000 or more

34. If you have any suggestions for improving City services, please write your suggestions in the space below.

ARMOUR ROAD COMPLETE STREET QUESTIONS

In the Summer of 2019, North Kansas City made improvements to Armour Road (between Linn and Fayette Streets) to make it a Complete Street. The project added crosswalks, pedestrian refuge islands, on-street parking, bicycle lanes, and improved bus stops. Construction also included landscaping and decorative crosswalks at Armour Road and Iron Street.

35. How do you feel about the Armour Road Complete Street Project?

____(1) Positive ____ (2) Negative ____ (3) Neutral ____ (4) Unsure

36. What do you think the next steps of the Armour Road Complete Street should be?

- ____(1) Continue to make planned improvements based on the adopted plan.
- ____(2) Keep the current configuration but table additional improvements for further community input.
- ____(3) Explore options that restore the vehicle lane, but retains as many pedestrian and bicycle elements as possible.
- ____(4) Restore the previous configuration (removing the on-street parking, bike lanes, pedestrian refuge islands, decorative elements).

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:

ETC Institute,
725 W. Frontier Circle
Olathe, KS 66061

Your responses will remain completely confidential. The information printed on the right will ONLY be used to help identify which geographical areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thank You.

2020 City of North Kansas City Business Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's effort to involve the business community in City decision-making. You may return this survey in the enclosed postage-paid envelope or complete the survey online at: NKCBusinessSurvey.org.

Part 1: CITY SERVICE DELIVERY

1. How would you rate the City of North Kansas City overall as a place to do business?

____(5) Excellent ____ (3) Average ____ (1) Poor
 ____ (4) Good ____ (2) Below Average ____ (9) Don't Know

2. Please rate your satisfaction with the following City services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with regard to how they affect your business' ability to operate.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Police services	5	4	3	2	1	9
02. Fire/EMS services	5	4	3	2	1	9
03. Street maintenance, including sidewalks, medians and curbs	5	4	3	2	1	9
04. Street lighting	5	4	3	2	1	9
05. Street sweeping/cleanliness of public areas	5	4	3	2	1	9
06. Stormwater drainage/flood management	5	4	3	2	1	9
07. Enforcement of codes and ordinances	5	4	3	2	1	9
08. Effectiveness of City communication with businesses	5	4	3	2	1	9
09. Quality of customer service provided by City employees	5	4	3	2	1	9
10. Effectiveness of the NKC Business Council with businesses	5	4	3	2	1	9

3. Which THREE of the City services listed in Question 2 are MOST IMPORTANT to your business? [Write in your answers below using the numbers from the list in Question 2.]

1st: ____ 2nd: ____ 3rd: ____

4. Please indicate whether your business has interacted with City staff from the departments listed below during the past year. If "Yes", please rate their performance in that area.

Type of Staff/Department	Have you had contact with staff in this department?		If "Yes", please rate the City's performance.						
			Excellent	Good	Average	Below Average	Poor	Don't Know	
01. City Administrator's Office	Yes	No	5	4	3	2	1	9	
02. Business Licensing	Yes	No	5	4	3	2	1	9	
03. Community Development (Planning/Zoning)	Yes	No	5	4	3	2	1	9	
04. Community Development (Building Codes/Permitting)	Yes	No	5	4	3	2	1	9	
05. Community Development (Property Maintenance)	Yes	No	5	4	3	2	1	9	
06. Police	Yes	No	5	4	3	2	1	9	
07. Fire/EMS	Yes	No	5	4	3	2	1	9	
08. Public Works (Streets/Traffic)	Yes	No	5	4	3	2	1	9	
09. Public Works (Water/Sewer/Stormwater)	Yes	No	5	4	3	2	1	9	
10. Water/Sewer Billing	Yes	No	5	4	3	2	1	9	

5. Please indicate whether your business has interacted with the City of North Kansas City during the past year related to the following services. If "Yes," please rate the City's performance in that area.

Type/Area of Contact	Have you had this type of contact with the City?		Excellent	Good	Average	Below Average	Poor	Don't Know
	Yes	No						
1. Zoning/development review	Yes	No	5	4	3	2	1	9
2. Construction/building permits or inspections	Yes	No	5	4	3	2	1	9
3. Fire inspections	Yes	No	5	4	3	2	1	9
4. Business licensing	Yes	No	5	4	3	2	1	9

6. City facilities are currently open Monday through Friday from 8:00 a.m. to 5:00 p.m. If the City were to expand its daily customer service operating hours, which of the following would be most convenient for you? [Check all that apply.]

- (1) Open before 8:00 a.m. (3) No change in hours
 (2) Remain open after 5:00 p.m. (4) Offer more online services

7. Is there an area or service you wish the City (or partner organization) would provide, which is not currently being provided to your business? If so, please explain:

Part 2: PERCEPTIONS OF THE COMMUNITY

8. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the following in the City of North Kansas City.

How satisfied is your business with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Image of the City	5	4	3	2	1	9
02. Quality of life in the City	5	4	3	2	1	9
03. Quality of services provided by the City	5	4	3	2	1	9
04. Overall value your company receives for your local taxes and fees	5	4	3	2	1	9
05. Overall feeling of safety in the City	5	4	3	2	1	9
06. Quality of new development in the City	5	4	3	2	1	9
07. Quality of local schools	5	4	3	2	1	9
08. Availability of parking for your business	5	4	3	2	1	9
09. Access to quality housing options for your workforce	5	4	3	2	1	9
10. Availability of trained employees	5	4	3	2	1	9
11. Access to highways	5	4	3	2	1	9
12. Access to the airport	5	4	3	2	1	9
13. Proximity to other businesses that are important to your business	5	4	3	2	1	9
14. Availability of public transportation	5	4	3	2	1	9
15. Availability of libraries, arts, sports, and cultural amenities (quality of life)	5	4	3	2	1	9
16. Availability of telecommunications, utilities, and other infrastructure	5	4	3	2	1	9
17. Availability of parks and open space	5	4	3	2	1	9
18. Quality/attractiveness of downtown	5	4	3	2	1	9
19. The physical appearance of your business location	5	4	3	2	1	9

9. Which **FOUR** of the items listed in Question 8 will have the **MOST IMPACT** on your decision to stay in the City of North Kansas City for the next 10 years? *[Write-in your answers below using the numbers from the list in Question 6.]*

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

10. Thinking generally about the North Kansas City, how likely would you be to recommend the City of North Kansas City as a business location to friends, family, co-workers, colleagues, and other businesses?

____(5) Very Likely ____ (3) Somewhat Likely ____ (1) Not Likely at All
 ____ (4) Likely ____ (2) Not Likely ____ (9) Don't Know

11. Which of the following best describes the overall business atmosphere in the City of North Kansas City today, compared to two years ago?

____ (4) Better ____ (2) No change, but poor ____ (9) Don't Know/Unsure
 ____ (3) No change, but good ____ (1) Worse

12. What are the community's strengths as a place to do business? _____

13. What are the community's weaknesses as a place to do business? _____

Part 3: WORKFORCE ISSUES

14. Please rate the workforce in the City of North Kansas City in the following areas.

How does your business rate:	Excellent	Good	Average	Below Average	Poor	Don't Know
1. The availability of workers	5	4	3	2	1	9
2. The quality of workers	5	4	3	2	1	9
3. The stability of the workforce	5	4	3	2	1	9
4. The education/technical skills of workers	5	4	3	2	1	9

Part 4: CODES AND REGULATIONS

15. Using a scale of 1 to 5, where a 5 is "Very Satisfied" and a 1 is "Very Dissatisfied," please rate your satisfaction with the following City codes and regulations.

How satisfied is your business with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Zoning/Land Use	5	4	3	2	1	9
2. Landscaping requirements	5	4	3	2	1	9
3. Requirements for business property maintenance	5	4	3	2	1	9
4. Business signage regulations	5	4	3	2	1	9
5. Business parking regulations	5	4	3	2	1	9
6. Interactions with City Hall	5	4	3	2	1	9

16. How would you best describe the cost of doing business in the City of North Kansas City?

____ (5) Extremely low ____ (3) Average ____ (1) Extremely high
 ____ (4) Low ____ (2) High ____ (9) Don't Know

Part 5: FUTURE PLANS

17. In the next 12 months, is your business considering any of the following? [Check all that apply.]

- (1) Expanding/renovating in the City of North Kansas City
- (2) Hiring additional staff in the City of North Kansas City
- (3) Relocating to another location in the City of North Kansas City
- (4) Relocating to another location outside the City of North Kansas City
- (5) Downsizing
- (6) Closing
- (7) None of these
- (8) Don't know

18. Where is your company's primary product/service in its life cycle?

- (1) Emerging (2) Maturing (3) Growing (4) Declining

19. What best describes your company's total sales?

- (1) Increasing (2) Stable (3) Decreasing

20. Are new products/services anticipated for your company in the next two (2) years?

- (1) Yes (2) No

21. Are there any barriers to your company's growth in North Kansas City?

- (1) Yes (2) No

21a. If yes, what are they? _____

DEMOGRAPHICS

22. Does your business own or rent/lease the facility where your business is located?

- (1) Own (2) Rent/Lease (9) Don't Know

23. How many people does your business currently employ in the City of North Kansas City?

Total # Full Time: _____ Total # Part Time: _____

24. How many years has your business been in the City of North Kansas City? _____ years

25. Which of the following best describes your business/organization's sector?

- | | |
|--|--|
| <input type="checkbox"/> (01) Agriculture, Forestry, Fishing & Hunting | <input type="checkbox"/> (12) Real Estate and Rental Leasing |
| <input type="checkbox"/> (02) Administrative Support Services | <input type="checkbox"/> (13) Professional, Scientific, and Technical Services |
| <input type="checkbox"/> (03) Utilities | <input type="checkbox"/> (14) Management of Companies and Enterprises |
| <input type="checkbox"/> (04) Construction | <input type="checkbox"/> (15) Waste Management, Remediation Services |
| <input type="checkbox"/> (05) Communications | <input type="checkbox"/> (16) Educational Services |
| <input type="checkbox"/> (06) Manufacturing | <input type="checkbox"/> (17) Health Care and Social Assistance |
| <input type="checkbox"/> (07) Wholesaler/Distributor | <input type="checkbox"/> (18) Arts, Entertainment, and Recreation |
| <input type="checkbox"/> (08) Retail Trade | <input type="checkbox"/> (19) Developer |
| <input type="checkbox"/> (09) Transportation/Warehousing | <input type="checkbox"/> (20) Public Administration |
| <input type="checkbox"/> (10) Information and Advertising | <input type="checkbox"/> (21) Hotels and Restaurants |
| <input type="checkbox"/> (11) Finance and Insurance | <input type="checkbox"/> (22) Other |

26. Which of the following best describes your position with your business?

___(1) Owner ___(2) CFO ___(3) Manager ___(4) Other: _____

27. What best describes your company's primary market?

___(1) Local (KC Metro) ___(2) Regional ___(3) National ___(4) International

28. Are you a member of these business organizations? [Check all that apply.]

___(1) North Kansas City Business Council ___(2) RiverNorth Business League ___(3) Clay County EDC
___(4) Northland Regional Chamber of Commerce ___(5) Greater Kansas City Chamber of Commerce
___(6) Economic Development Corporation of Kansas City ___(7) VisitKC

29. How do you find out about business-related news in North Kansas City? [Check all that apply.]

___(1) North Kansas City Business Council ___(2) RiverNorth Business League ___(3) Clay County EDC
___(4) Northland Regional Chamber of Commerce ___(5) Greater Kansas City Chamber of Commerce
___(6) Economic Development Corporation of Kansas City ___(7) VisitKC
___(8) City of North Kansas City

ARMOUR ROAD COMPLETE STREET QUESTIONS

In the Summer of 2019, North Kansas City made improvements to Armour Road (between Linn and Fayette Streets) to make it a Complete Street. The project added crosswalks, pedestrian refuge islands, parking-protected bicycle lanes, and improved bus stops. Construction also included landscaping and decorative crosswalks at Armour Road and Iron Street.

30. Is your business located on (or immediately adjacent to) Armour Road?

___(1) Yes ___(2) No

31. Has your business been affected by the Armour Road Complete Street Project project?

___(1) Yes ___(2) No ___(3) Unsure

31a. [If YES to #31] How has it been affected by these improvements?

___(1) Positive ___(2) Negative

31b. Please explain _____

32. What do you think the next steps of the Armour Road Complete Street project should be?

- ____(1) Continue to make planned improvements based on the adopted plan.
- ____(2) Keep the current configuration but table additional improvements for further community input.
- ____(3) Explore options that restore the vehicle lane, but retain as many pedestrian and bicycle elements as possible.
- ____(4) Restore the previous configuration (removing the on-street parking, bike lanes, pedestrian refuge islands, decorative elements).

To receive future communication from the City of North Kansas City, please provide your contact information below.

Name: _____

Business Name: _____

Phone: _____

Email: _____

This concludes the survey – Thank you for your time!
Please return your completed survey in the enclosed return-reply envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The address information printed to the right will ONLY be used to help identify areas with specific needs. Thank you.

Minutes of the North Kansas City, Missouri City Work Session Meeting of February 4, 2020

The City Council met in an open work session on Tuesday, February 4, 2020, at City Hall, Council Chambers located at 2010 Howell Street in North Kansas City at 6:00 p.m.

The following were present:

Mayor: Don Stielow

Councilmembers: Bryant DeLong
Rita Pearce
Jesse Smith - Absent
Valerie Pearman
Zachary Clevenger
Rick Stewart
Fred Steffen
Tom Farr

Mayor Stielow called the meeting to order at 6:00 p.m. Councilmember Smith was absent. Councilmember Pearce arrived at 6:45 p.m.

Assistant City Administrator Kim Nakahodo noted that the City had planned for two surveys this year, of the residential community and the introduced Robert Heacock of ETC Institute, the survey company, to the City Council. Mr. Heacock explained the methodology that will be used to conduct each survey. Questions and discussion ensued.

Destination
Attractions Marketing
Plan

Councilmembers suggested the following modifications to the survey:

- Community Survey:
 - o Question #8, Parks and Recreation: Add wording stating an example of a special event program.
 - o Question #10, Community Planning & Development: For the heading to the chart, add headings indicating the level of agreement with each of the statements listed.
 - o Question #19, Regarding Open Houses: Add a question asking if people had been aware of open houses the City has held, and then asking if they had attended.
 - o In General: Make sure people realize that this survey should not be confused with the U.S. Census that will begin in April, 2020.

- Business Survey:
 - o Question #8, Perceptions of the Community: Add a question regarding satisfaction with the affordability of doing business in the community.
- Armour Road Complete Street questions: Add a phrase indicating what a "complete street" project is, regarding providing access for people of all ages.

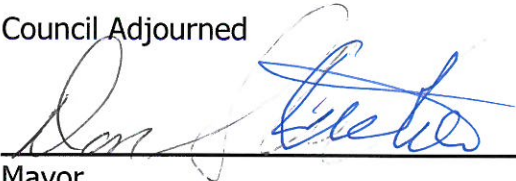
Rich Groves of the North Kansas City Business Council approached the Council and suggested that the question about open houses from the Community Survey be replicated in the Business Survey.

The Council indicated that staff should work with the consultant to implement the changes discussed to the greatest extent feasible, finalize the form of the surveys, and have ETC Institute conduct the surveys.

Mayor Stielow declared the work session adjourned at 7:00 p.m.

Adjourn

Council Adjourned



Mayor

Attest:



City Clerk

Approved this 18th day of February 2020.