

# City of Independence 2013 Citizen Survey

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## Final Report

**Submitted to the City of Independence, MO by:**

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# 2013 City of Independence Citizen Survey *Executive Summary Report*

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## Overview and Methodology

The City of Independence conducted a citizen survey in 2013 to help determine priorities for the community as part of the City's on-going strategic planning process. This is the seventh time the City has administered a Resident Survey. The survey was also conducted in 2000, 2002, 2004, 2006, 2008 and 2010.

The seven-page survey was mailed to a random sample of households in the City of Independence. 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 610 households completed surveys.

The results for the random sample of 610 households have a 95% level of confidence with a precision of at least +/- 3.9%. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail).

This report contains:

- an executive summary of the methodology and major findings
- charts depicting the overall results of the survey
- importance satisfaction analysis
- tabular data for all questions on the survey
- a copy of the survey instrument

The following are provided as appendices to this report:

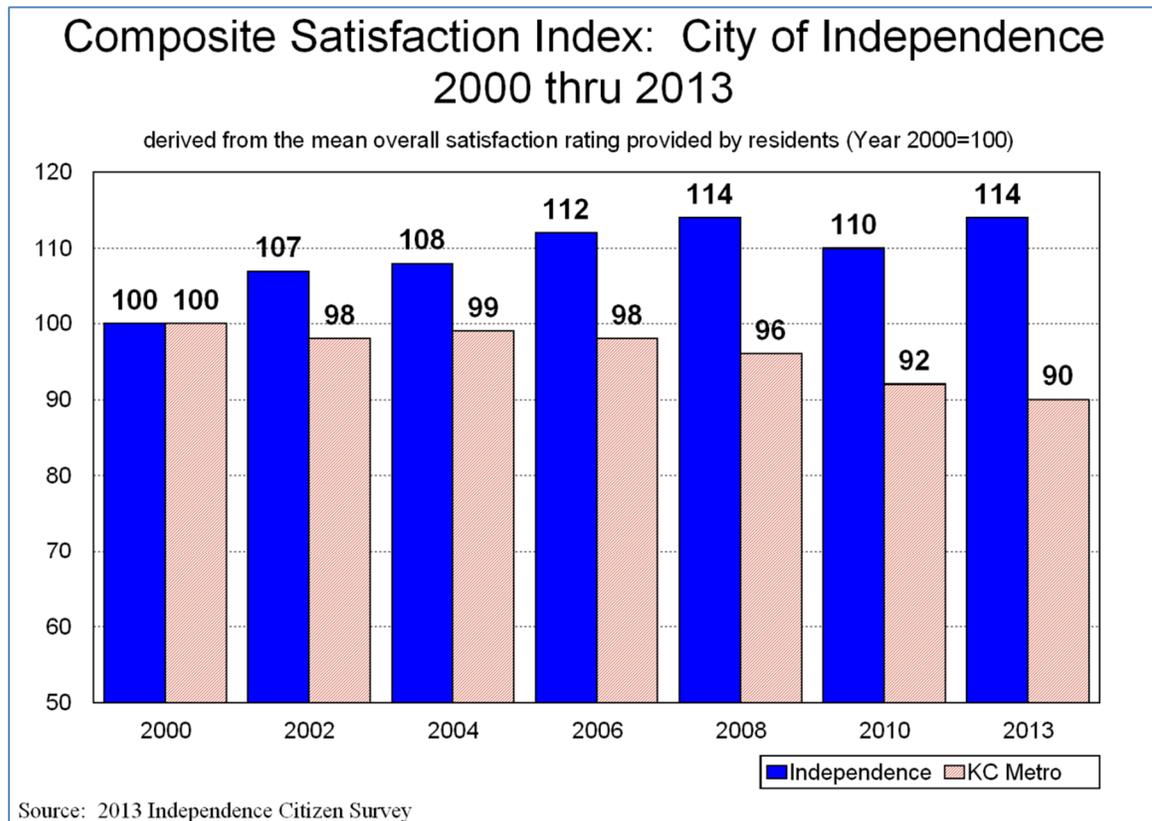
- Appendix A: benchmarking data that shows how the survey results compare to other cities
- Appendix B: open-ended comments
- Appendix C: GIS maps that show the results for selected questions on maps of the City

**Interpretation of “Don’t Know” Responses.** The percentage of persons who provide “don’t know” responses is important because it often reflects the level of utilization of city services. For graphical purposes, the percentage of “don’t know” responses has been excluded to facilitate valid comparisons with data from previous years. The percentage of “don’t know” responses for each question is provided in Section 5 of this report. When the “don’t know” responses have been excluded, the text of the executive summary will indicate that the responses have been excluded with the phrase “who had an opinion.”

## Overall Satisfaction

**Composite Satisfaction Index.** The Composite Satisfaction Index is derived from the mean overall satisfaction rating given for all major categories of city services that are assessed on the survey since 2000. The index is calculated by dividing the mean rating for the current year by the mean rating for the base-year (year 2000) and then multiplying the result by 100.

As the chart below shows, the Composite Satisfaction Index for the City of Independence improved 4 points from 2010, while the Kansas City Metro Index decreased 2 points from 2010. The City’s index is now 24 points above the regional average. When analyzing the results long-term, the City improved 14 points from 2000 while the Kansas City Metro dropped 10 points.



**Major Categories of City Services.** The major categories of City services that residents Most of the residents surveyed, *who had an opinion*, were satisfied with fire services (85%), police services (75%), City electric utilities (75%) and City water and sanitary sewer utilities (74%). The major categories of City services that residents were least satisfied with were: access to bus transportation (42%) and the enforcement of City codes and ordinances (43%). Residents were least satisfied with access to bus transportation (42%) and the enforcement of City codes and ordinances (43%).

## Overall Priorities

The three major categories of City services that residents thought were most important for the City to emphasize over the next two years were: (1) the maintenance of City streets (51%), (2) police services (39%) and (3) the flow of traffic and congestion management (26%).

## Overall Perceptions of the City

Sixty-one percent (61%) of those surveyed, *who had an opinion*, indicated that they were satisfied with the quality of life in Independence; 27% gave neutral responses and 13% were dissatisfied. Residents were also asked to rate the City as a place to live, visit, raise children and work. The results showed that seventy-nine percent (79%) of the residents surveyed, *who had an opinion*, gave positive ratings for the City as a place to live; 72% gave positive ratings for the City as a place to visit, 71% gave positive ratings for the City as a place to raise children and 61% gave positive ratings for the City as a place to work.

## Satisfaction with Specific City Services

- **Public Safety.** The highest levels of satisfaction with Public Safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were how quickly fire personnel arrive at emergencies (79%), fire protection (77%) and how quickly ambulance service personnel arrive at emergencies (71%). Residents were least satisfied with the investigation of criminal offenses (44%).
- **City Water, Wastewater and Electric Utilities.** The highest levels of satisfaction with water, wastewater and electrical utility services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were the overall reliability of electric service (87%), the taste of tap water (87%) and water pressure in your home (79%).

- **Enforcement of City Codes and Ordinances.** The highest level of satisfaction with City codes and ordinances services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, was the enforcement of food safety at City restaurants (61%). Residents were least satisfied with the enforcement of maintenance of rental buildings in their neighborhood (38%) and the cleanup of trash and debris on commercial property (44%).
- **Parks and Recreation.** The highest levels of satisfaction with Parks and Recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion* were: the maintenance of City parks (74%), the number of City parks (65%), and the number of walking and biking trails (60%). Residents were least satisfied with the ease of registering for recreation programs (44%).
- **City Communications.** Forty-six percent (46%) of the residents surveyed, *who had an opinion*, were “very satisfied” and “satisfied” with the availability of information about City services; 35% were neutral and 19% were dissatisfied. Forty-two percent (42%) of the residents surveyed, *who had an opinion*, were “very satisfied” and “satisfied” with the City’s efforts to keep residents informed on local issues; 35% were neutral and 23% were dissatisfied.
- **City Maintenance.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion* were: the maintenance of City buildings (79%), the maintenance and preservation of Independence Square (76%) and the maintenance of traffic signals (76%). Residents were least satisfied with the snow removal in residential areas (41%).

## Other Findings

- Eighty-five percent (85%) of the residents surveyed, *who had an opinion*, felt safe in their neighborhood during the day.
- Most (94%) of the residents surveyed, *who had an opinion*, felt it was important to preserve the City’s historic sites.
- Most (93%) of the residents surveyed, *who had an opinion*, felt it was important to maintain the historic character of The Square.
- Eighty-nine percent (89%) of the residents surveyed, *who had an opinion*, felt it was important to preserve historic neighborhoods.
- More than half (59%) of residents had visited at least one of the City’s historic sites within the last two years; 29% had not and 12% did not know.
- Eighty-two percent (82%) of residents, *who had an opinion*, were satisfied with the convenient access to grocery and drug stores.

- The top three reasons residents reported they would stay in the City of Independence for the next ten years were: the affordability of housing (58%), because the City is near family or friends (51%) and the access to a variety of shopping and entertainment (46%).
- The top three types of development that residents felt should receive the highest priority in the City's Long Range Plan were: single-family residential development (54%), retail development (52%) and industrial development (48%).
- More than half (53%) of residents had attended an event at the Independence Events Center and 47% had not. The type of event residents had attended most often was a sporting event (75%).
- The top three ways that residents reported they had received information about the City were: reading the City's newsletter (71%), reading an article in the Examiner about the City (61%) and reading an article in the Kansas City Star about the City (52%).

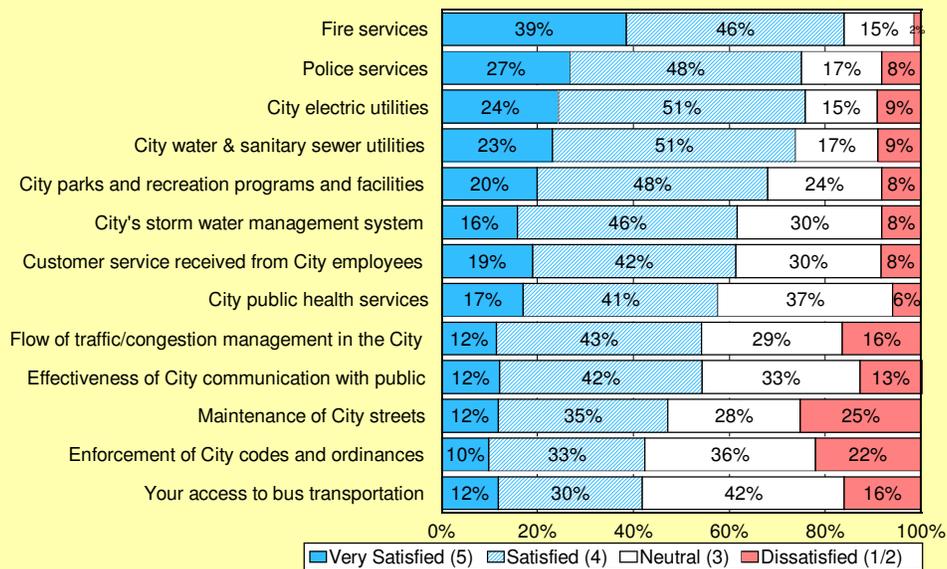
***Section 1:***  
***Charts and Graphs***

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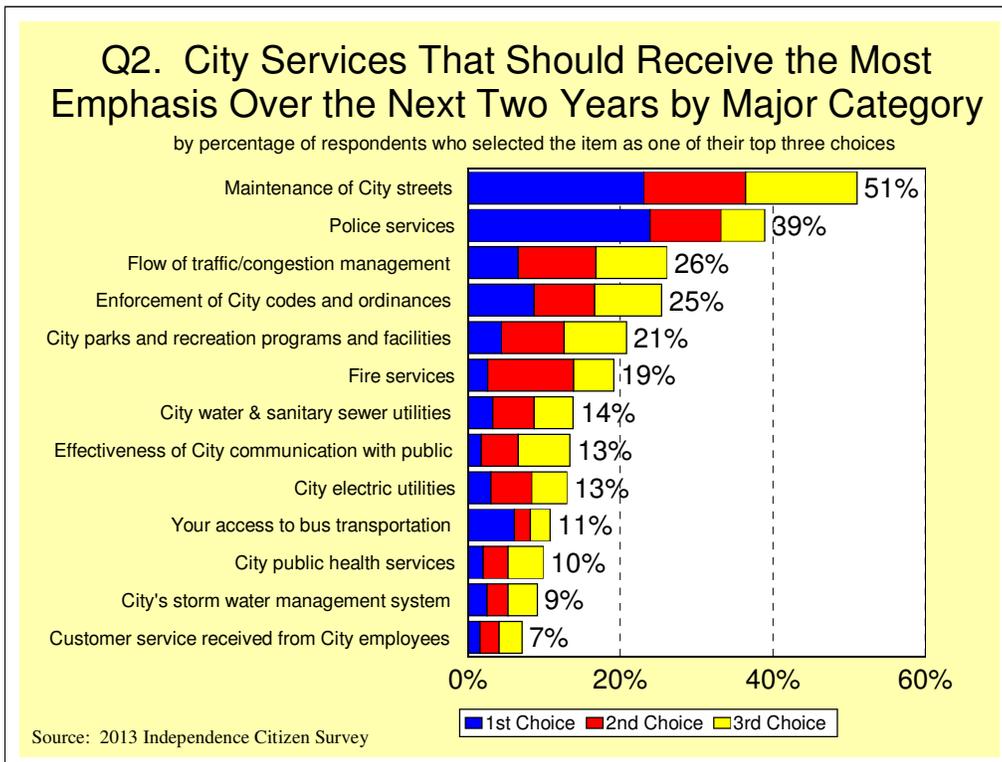
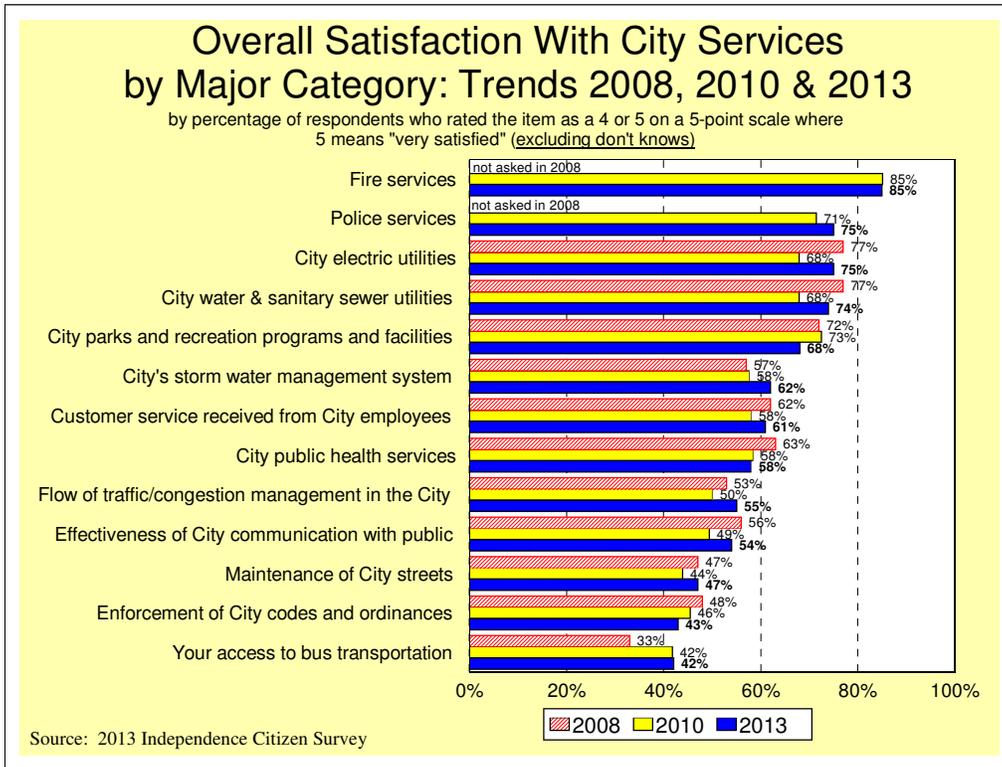
# 2013 City of Independence Citizen Survey

## Q1. Overall Satisfaction With City Services by Major Category

by percentage of respondents (excluding don't knows)

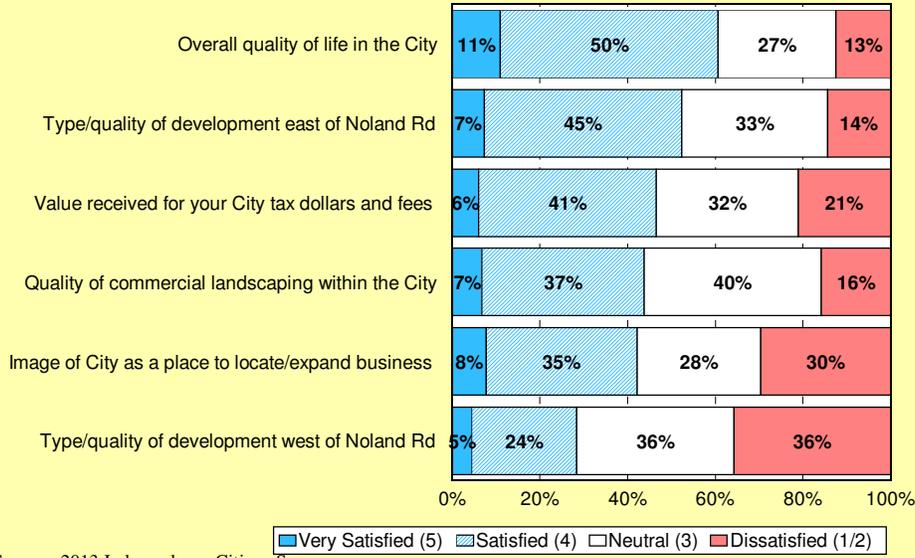


Source: 2013 Independence Citizen Survey



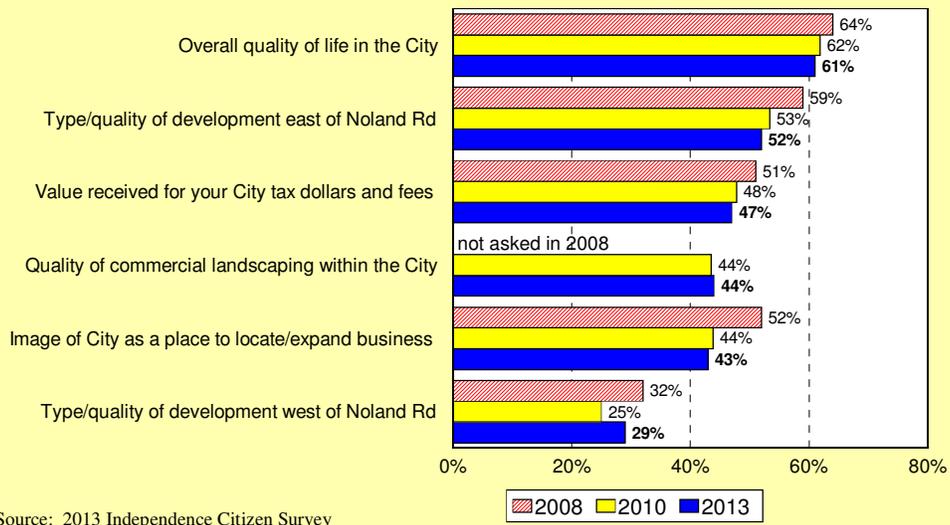
### Q3. Satisfaction With Items That Influence the Perception Residents Have of the City

by percentage of respondents (excluding don't knows)



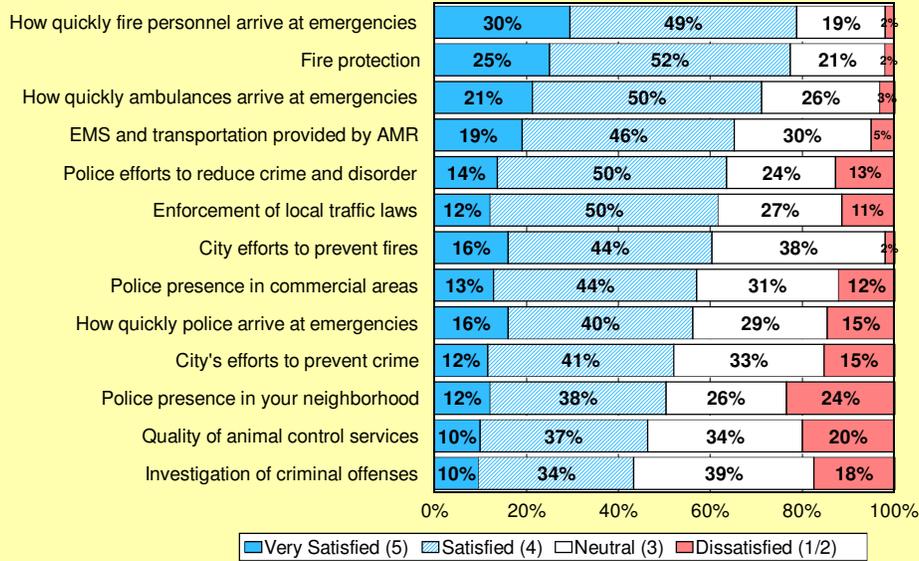
### Satisfaction With Items That Influence the Perception Residents Have of the City: Trends 2008, 2010 & 2013

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



### Q4. Satisfaction with Various Aspects of Public Safety

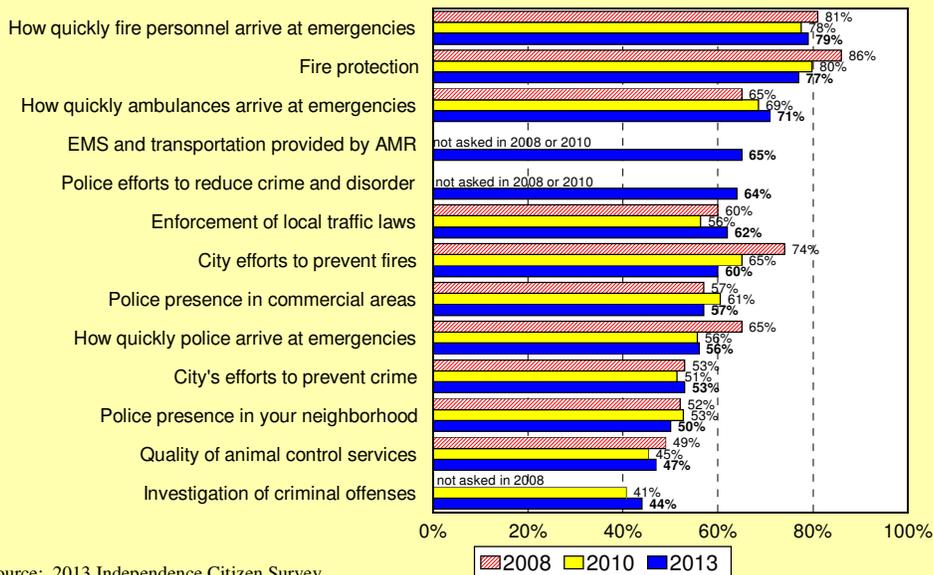
by percentage of respondents (excluding don't knows)



Source: 2013 Independence Citizen Survey

### Satisfaction with Various Aspects of Public Safety: Trends 2008, 2010 & 2013

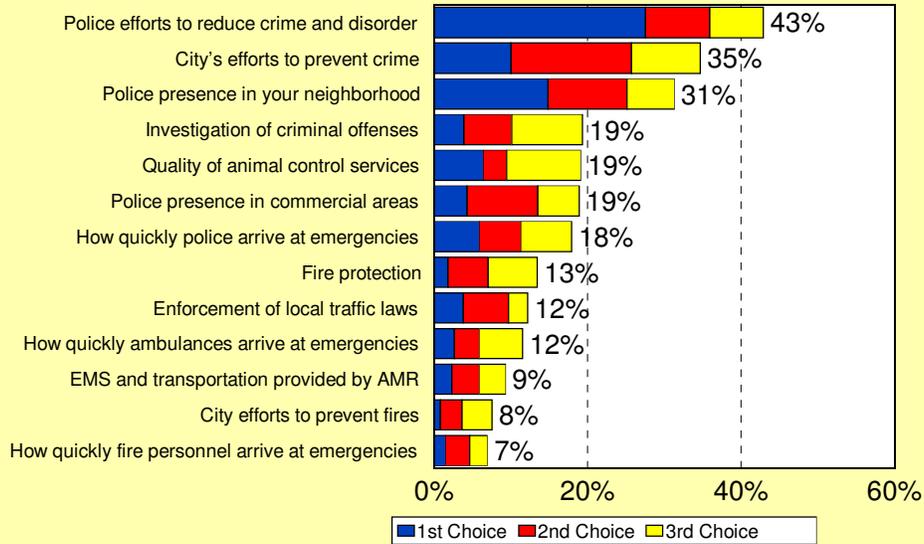
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "very satisfied" (excluding don't knows)



Source: 2013 Independence Citizen Survey

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

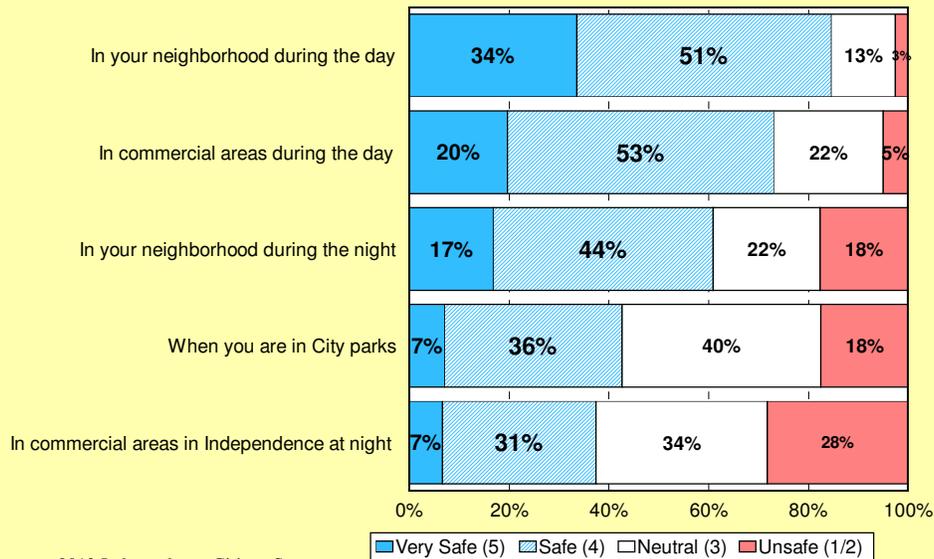
by percentage of respondents who selected the item as one of their top three choices



Source: 2013 Independence Citizen Survey

### Q6. How Safe Residents Feel in the City of Independence

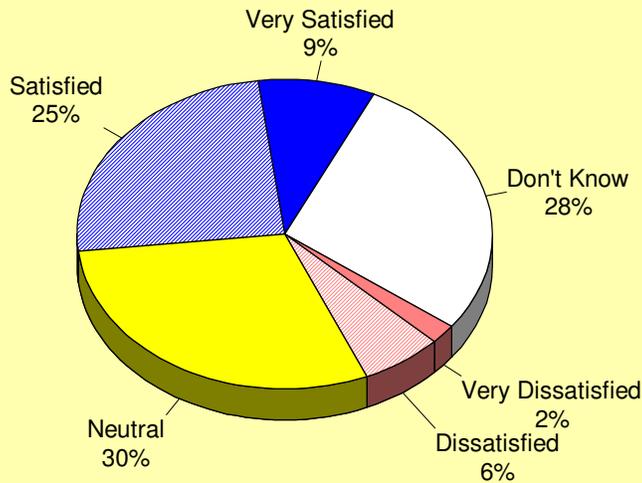
by percentage of respondents (excluding don't knows)



Source: 2013 Independence Citizen Survey

**Q7. How satisfied are you with the City's emergency preparedness efforts to assist individuals/families in becoming better prepared in the event of a disaster?**

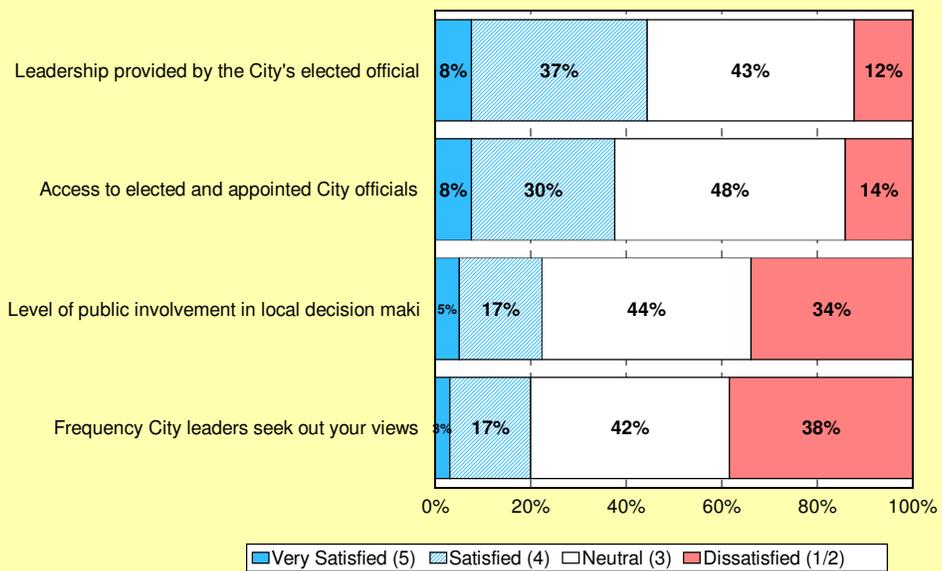
by percentage of respondents



Source: 2013 Independence Citizen Survey

**Q8. Satisfaction with City Leadership**

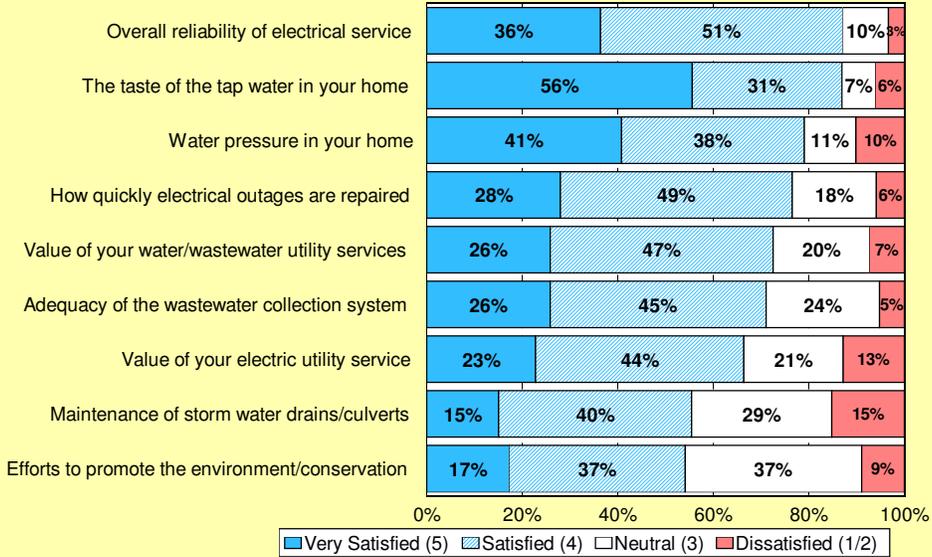
by percentage of respondents (excluding don't knows)



Source: 2013 Independence Citizen Survey

### Q9. Satisfaction with Various Aspects of Water, Wastewater and Electric Utilities

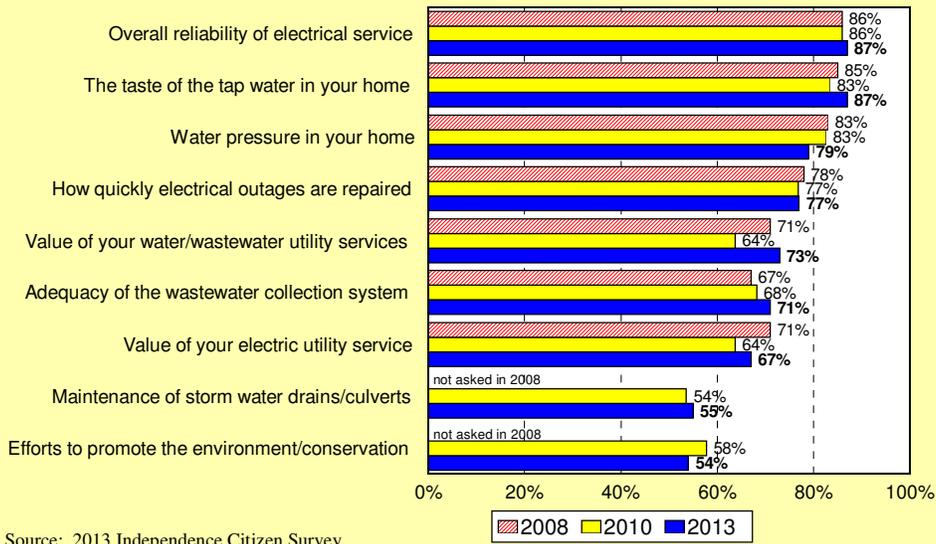
by percentage of respondents (excluding don't knows)



Source: 2013 Independence Citizen Survey

### Satisfaction with Various Aspects of Water, Wastewater, and Electric Utilities: Trends 2008, 2010 & 2013

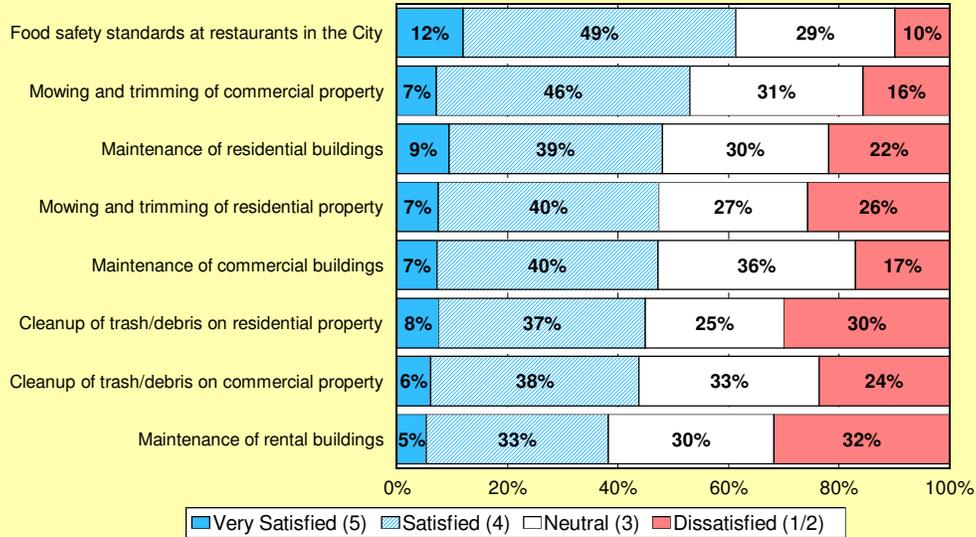
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "very satisfied" (excluding don't knows)



Source: 2013 Independence Citizen Survey

### Q10. Satisfaction with the Enforcement of City Codes and Ordinances

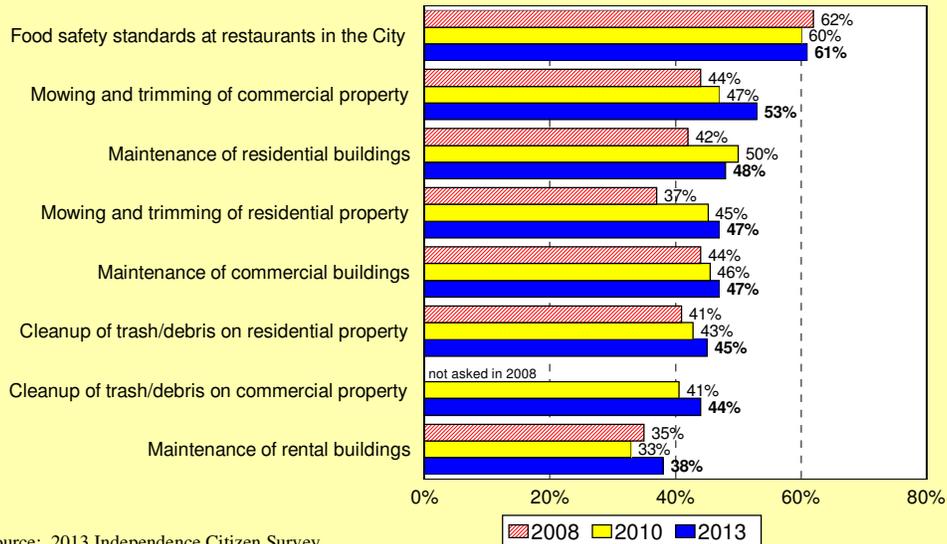
by percentage of respondents (excluding don't knows)



Source: 2013 Independence Citizen Survey

### Satisfaction with the Enforcement of City Codes and Ordinances: Trends 2008, 2010 & 2013

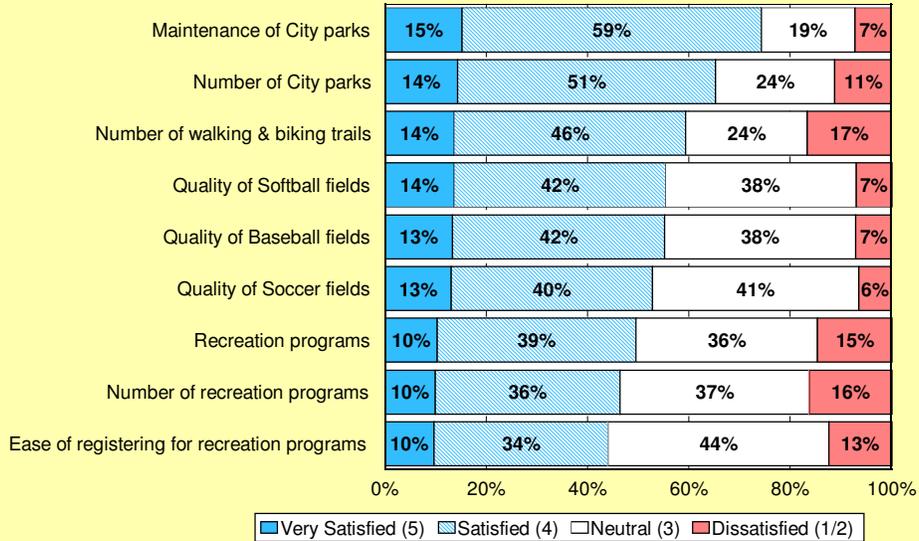
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "very satisfied" (excluding don't knows)



Source: 2013 Independence Citizen Survey

### Q11. Satisfaction with Various Aspects of City Parks & Recreation

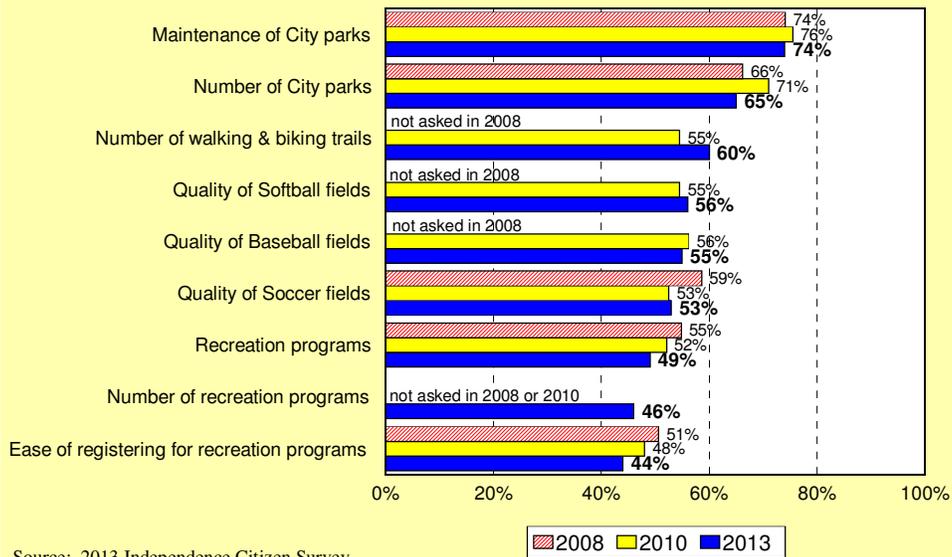
by percentage of respondents (excluding don't knows)



Source: 2013 Independence Citizen Survey

### Satisfaction with Parks and Recreation: Trends 2008, 2010 & 2013

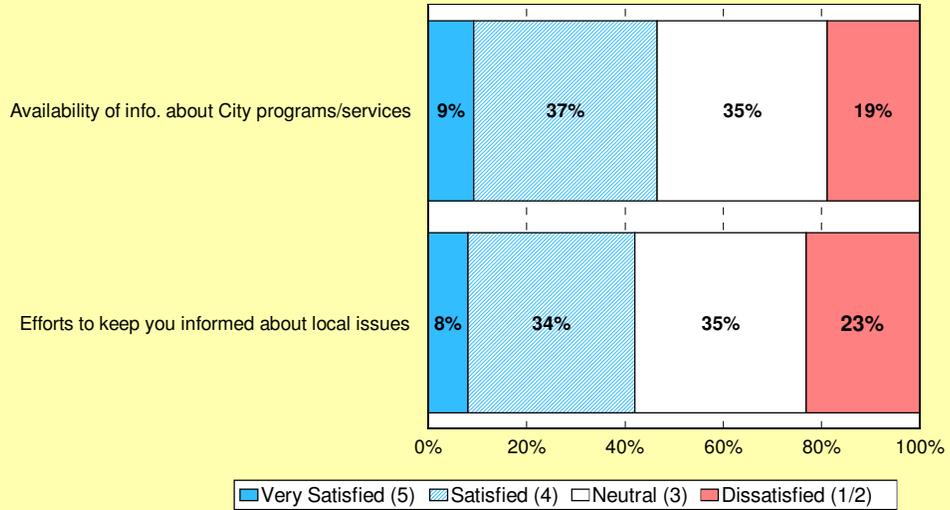
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "very satisfied" (excluding don't knows)



Source: 2013 Independence Citizen Survey

### Q12. Satisfaction with Various Aspects of City Communications

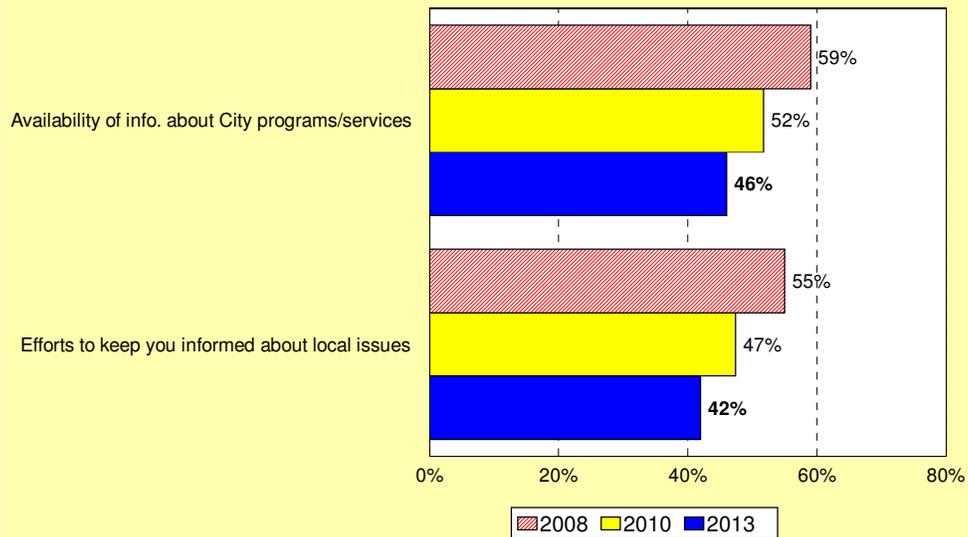
by percentage of respondents (excluding don't knows)



Source: 2013 Independence Citizen Survey

### Satisfaction with Various Aspects of City Communications: Trends 2008, 2010 & 2013

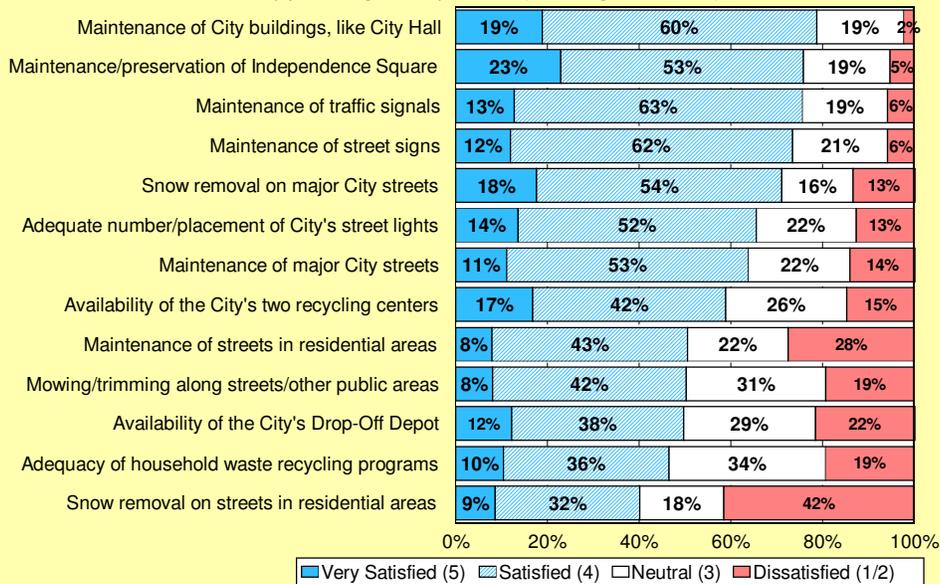
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "very satisfied" (excluding don't knows)



Source: 2013 Independence Citizen Survey

### Q13. Satisfaction with Various Aspects of City Maintenance

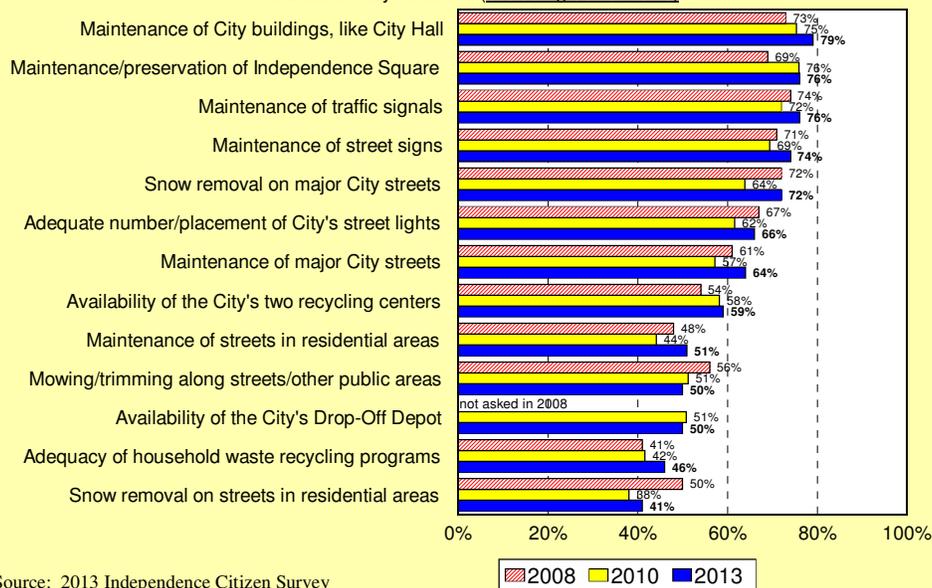
by percentage of respondents (excluding don't knows)



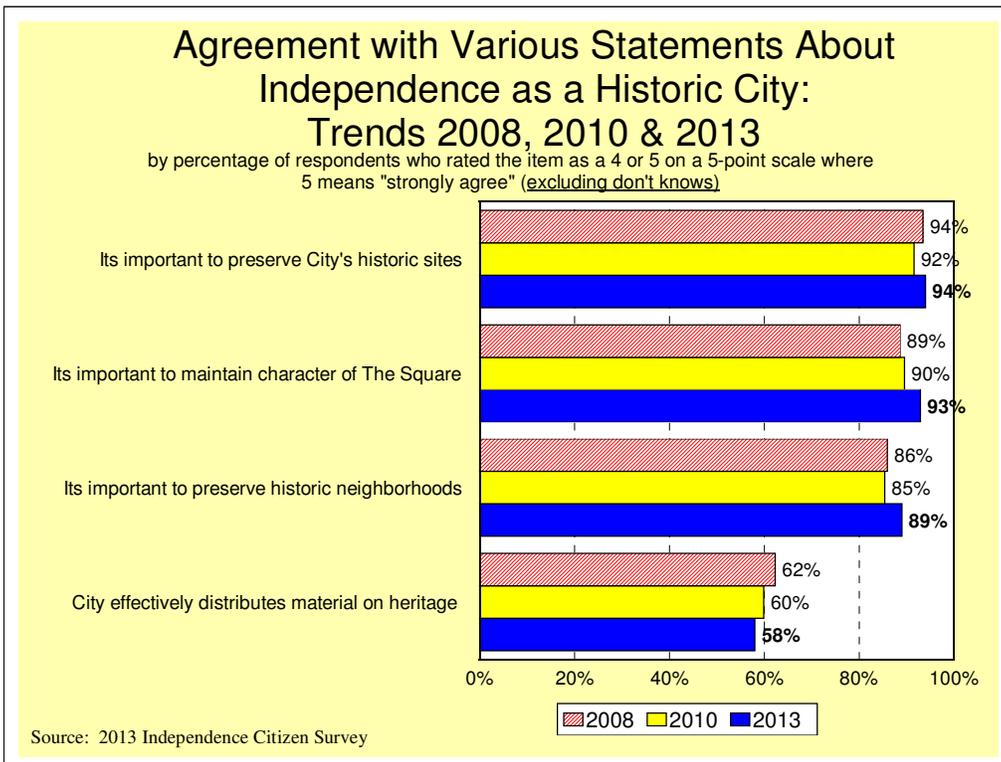
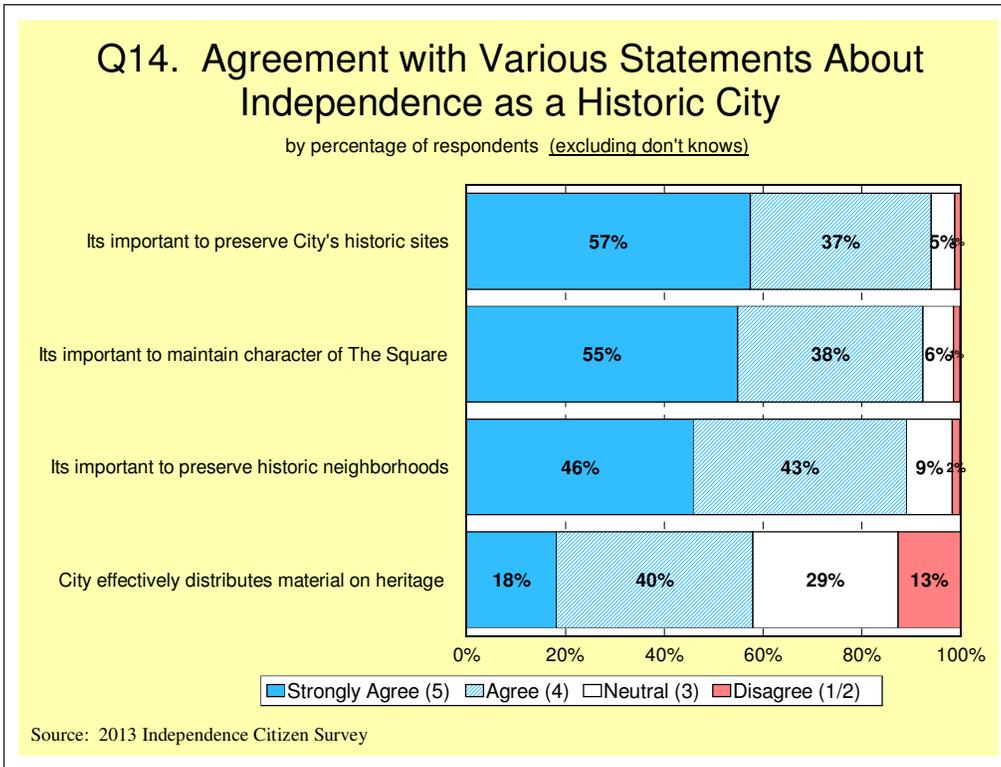
Source: 2013 Independence Citizen Survey

### Satisfaction with Various Aspects of City Maintenance: Trends 2008, 2010 & 2013

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

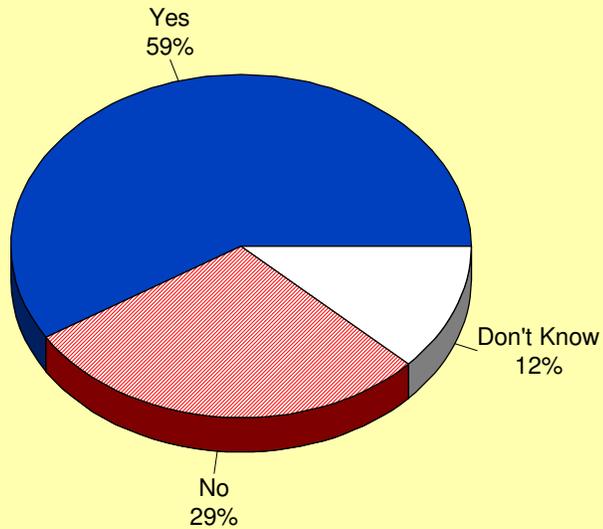


Source: 2013 Independence Citizen Survey



**Q15. Have you visited at least one of the City's historic sites within the last two years?**

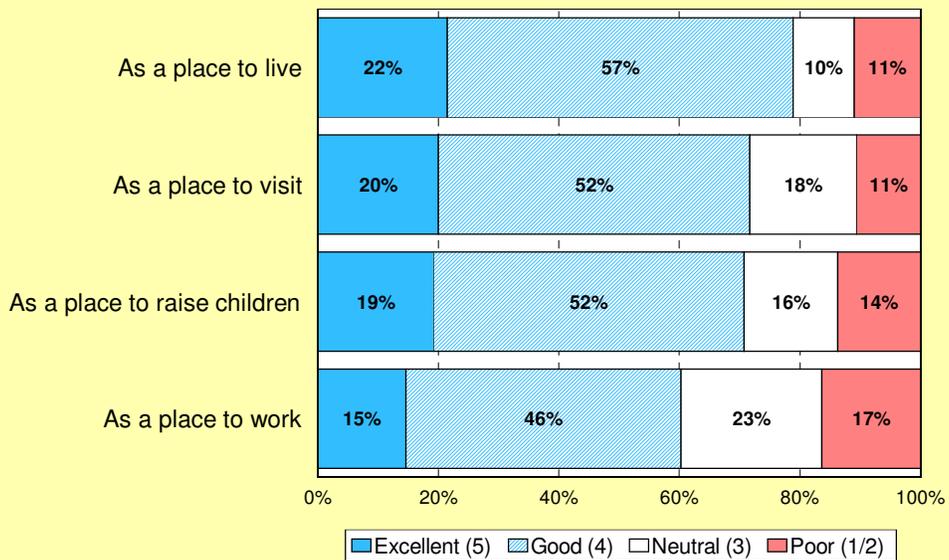
by percentage of respondents



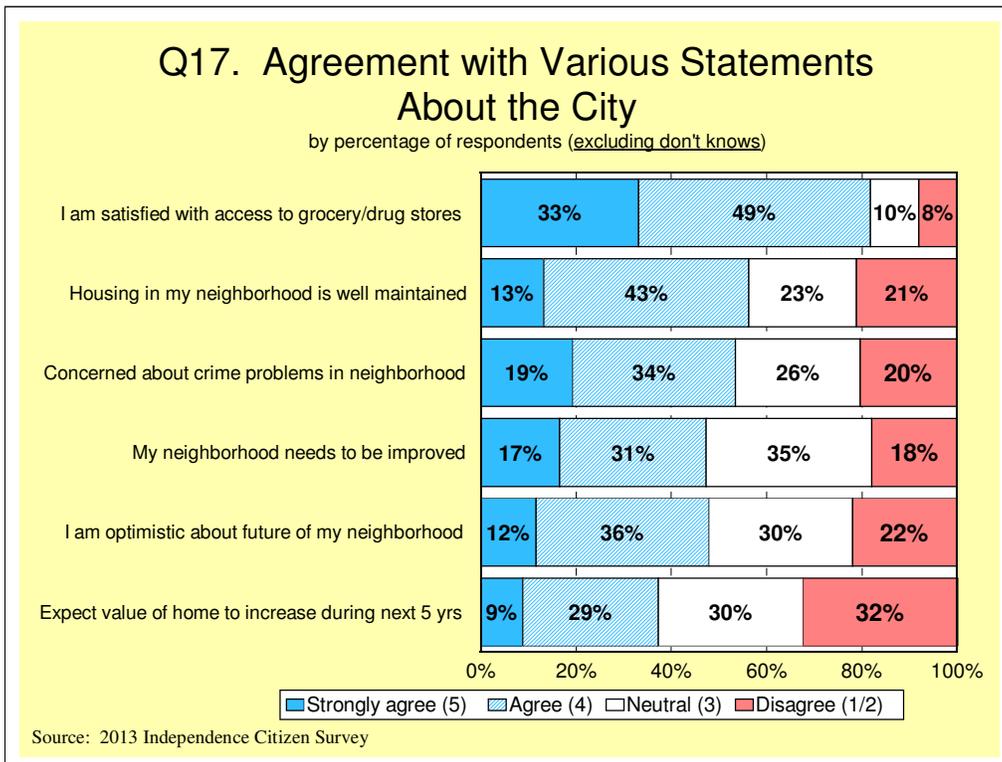
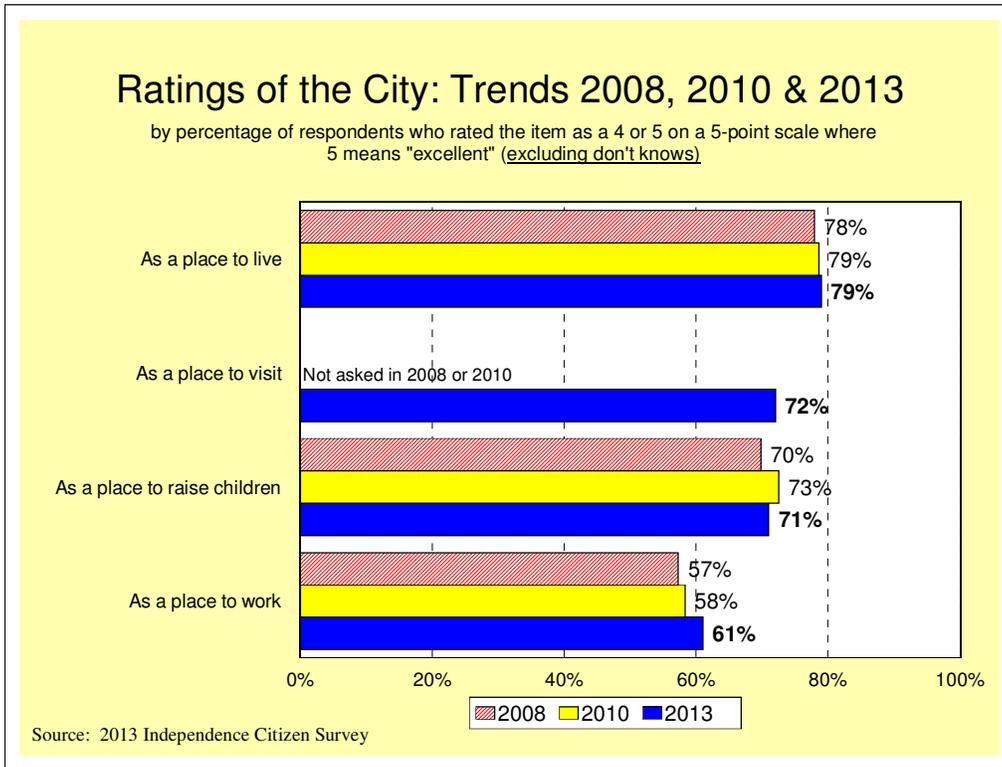
Source: 2013 Independence Citizen Survey

**Q16. Ratings of the City**

by percentage of respondents (excluding don't knows)

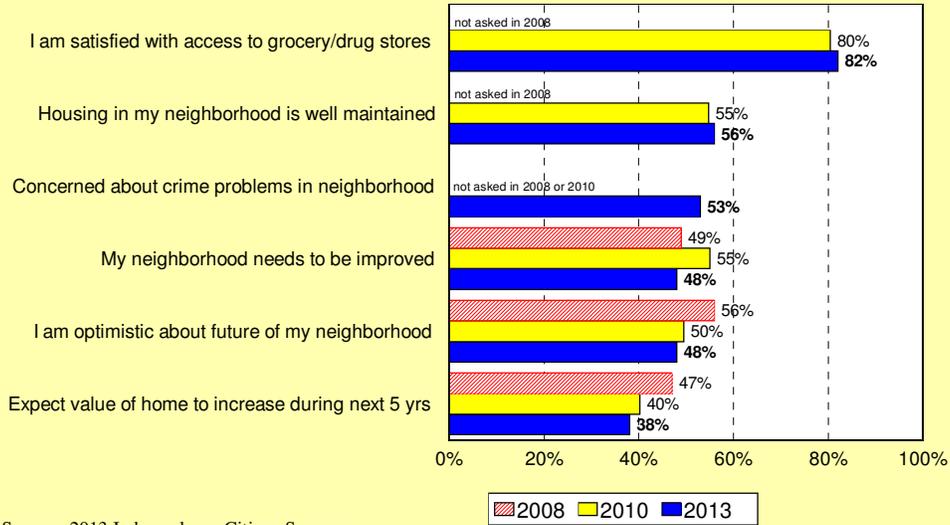


Source: 2013 Independence Citizen Survey



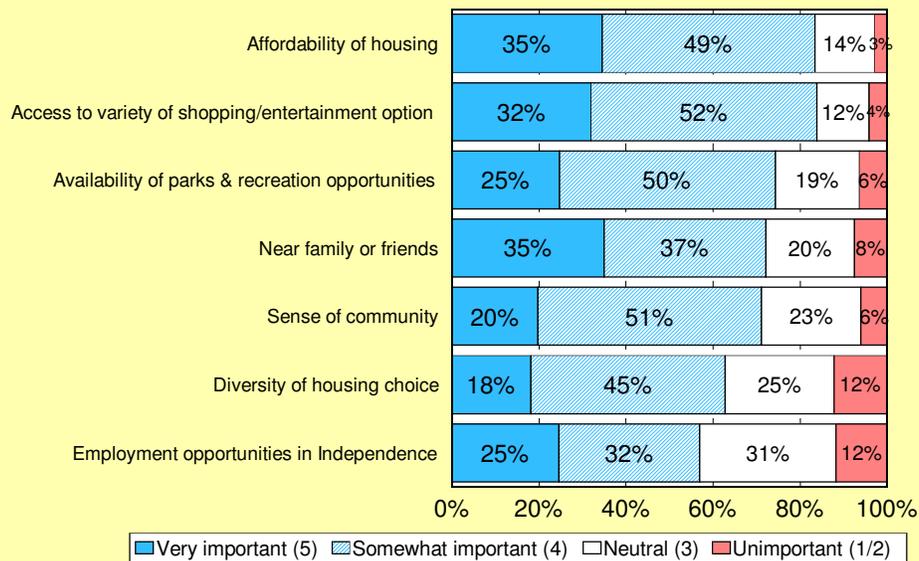
### Agreement with Various Statements About the City: Trends 2008, 2010 & 2013

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



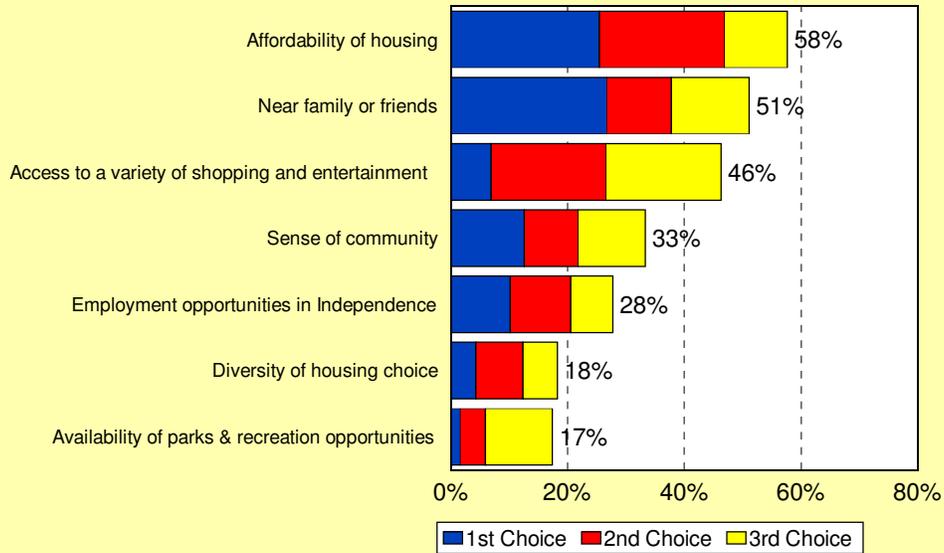
### Q18. How important was each of the following in your decision to live in Independence?

by percentage of respondents



### Q19. Most Important Reasons for Staying in the City for the Next 10 Years

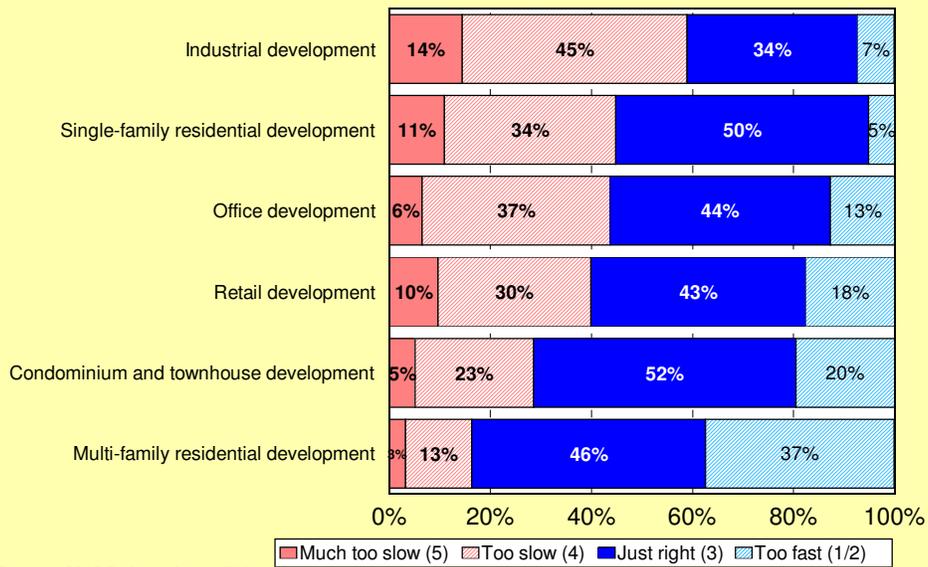
by percentage of respondents who selected the item as one of their top three choices



Source: 2013 Independence Citizen Survey

### Q20. Ratings of the Current Pace of Development in the City of Independence

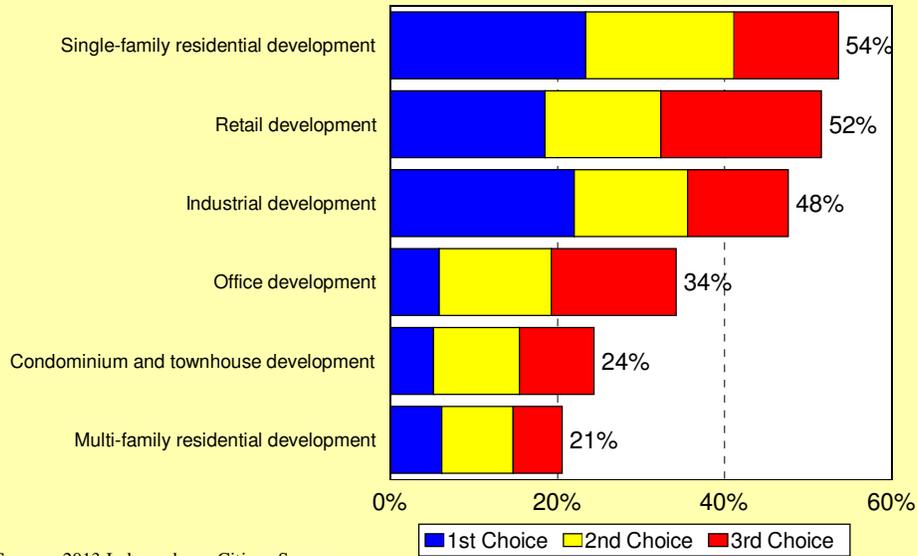
by percentage of respondents (excluding don't knows)



Source: 2013 Independence Citizen Survey

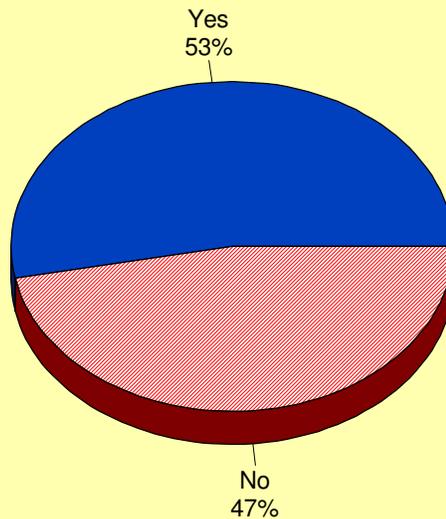
### Q21. Types of Development that Should Receive the Highest Priority in the City's Long Range Plan

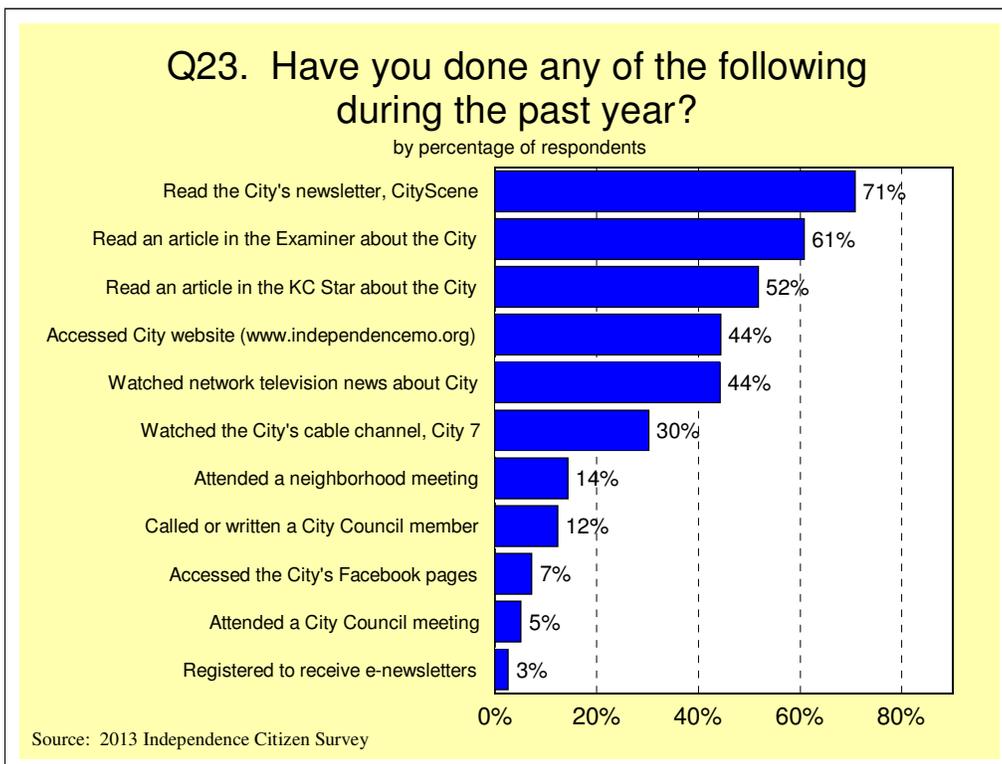
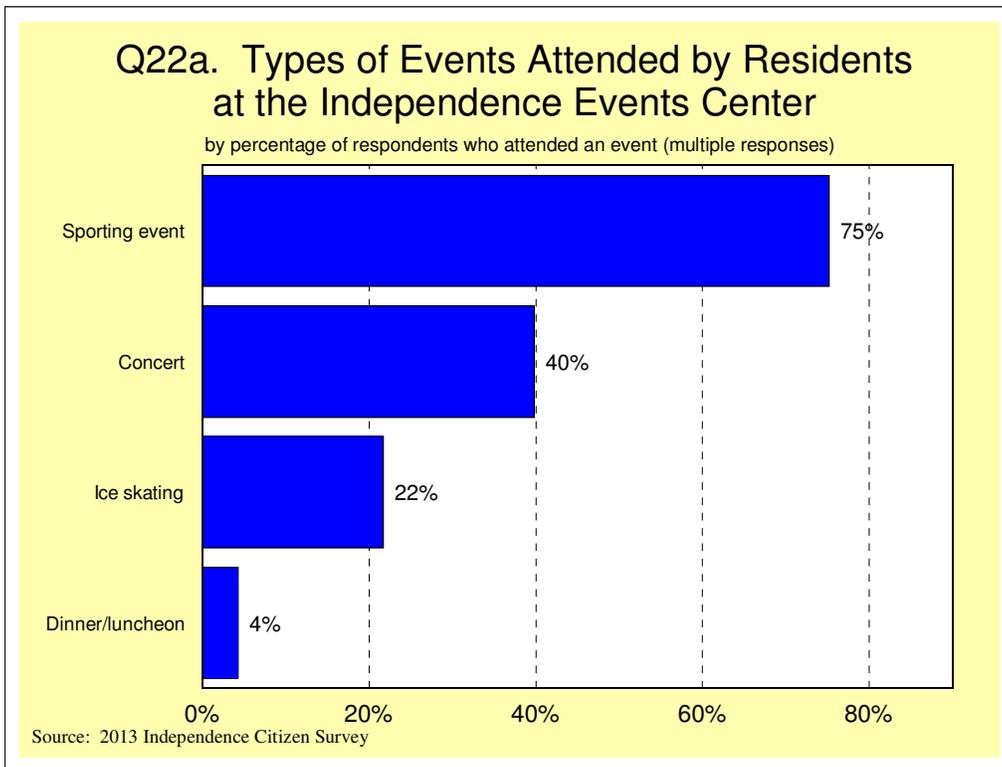
by percentage of respondents who selected the item as one of their top three choices

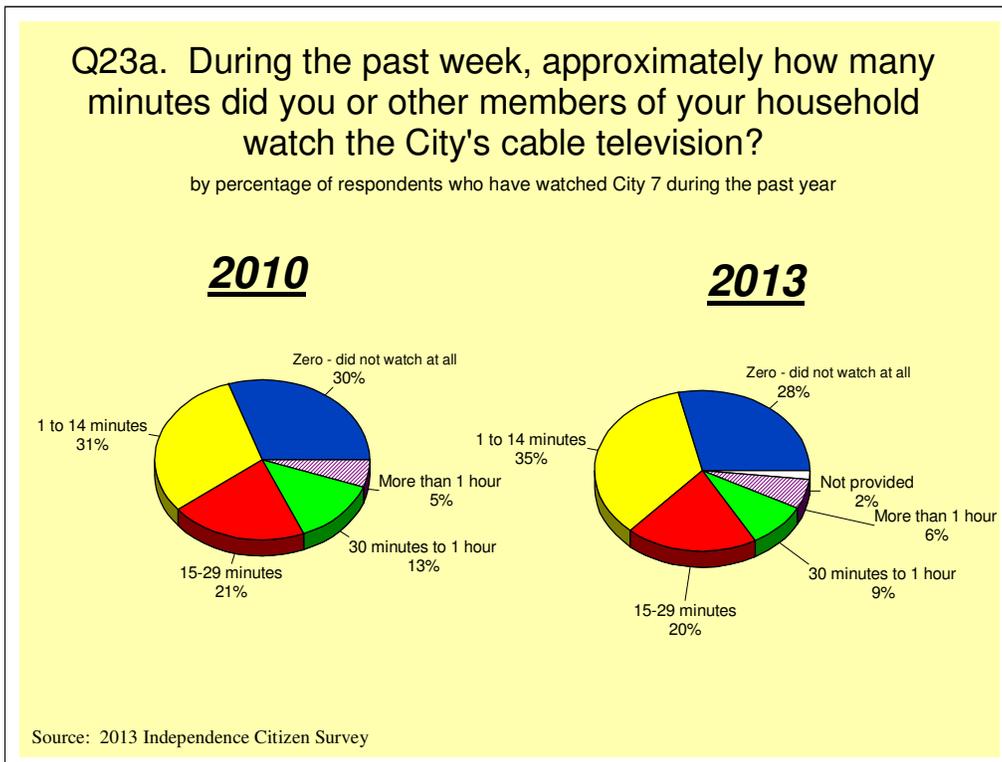
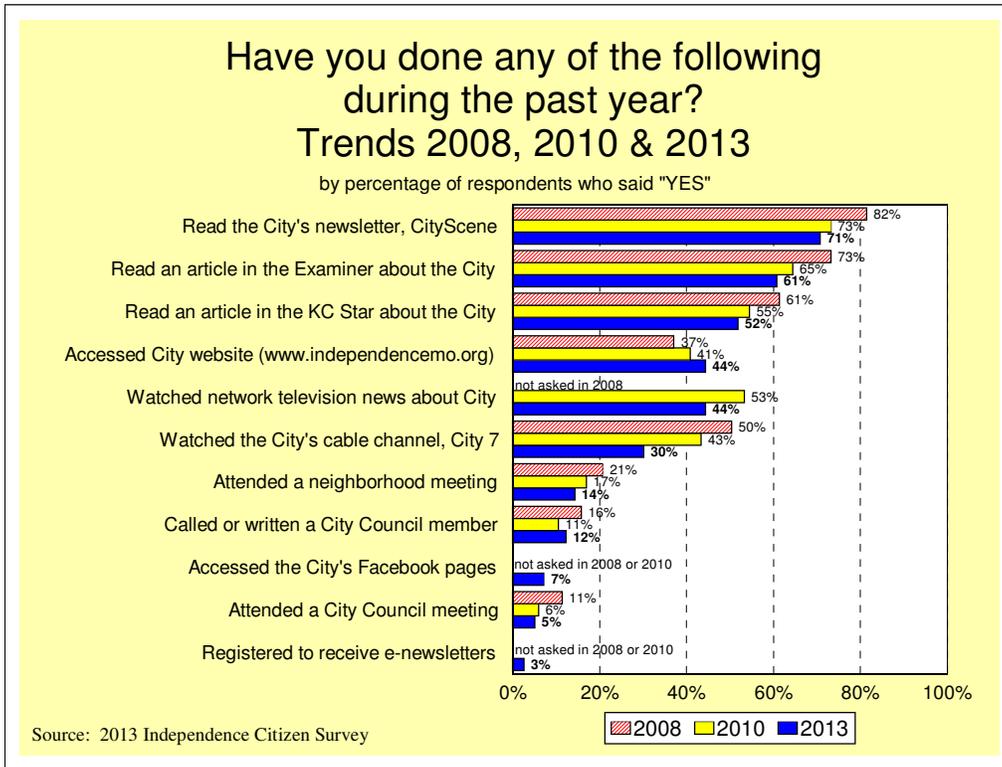


### Q22. In November 2009, the City opened the Independence Events Center. Have you attended an event at the facility?

by percentage of respondents

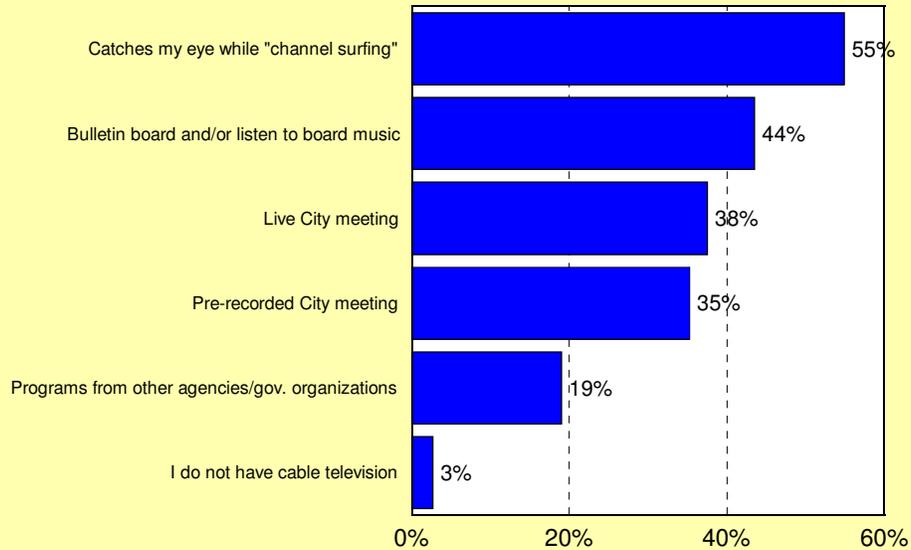






### Q23b. When you watch City 7, what do you watch?

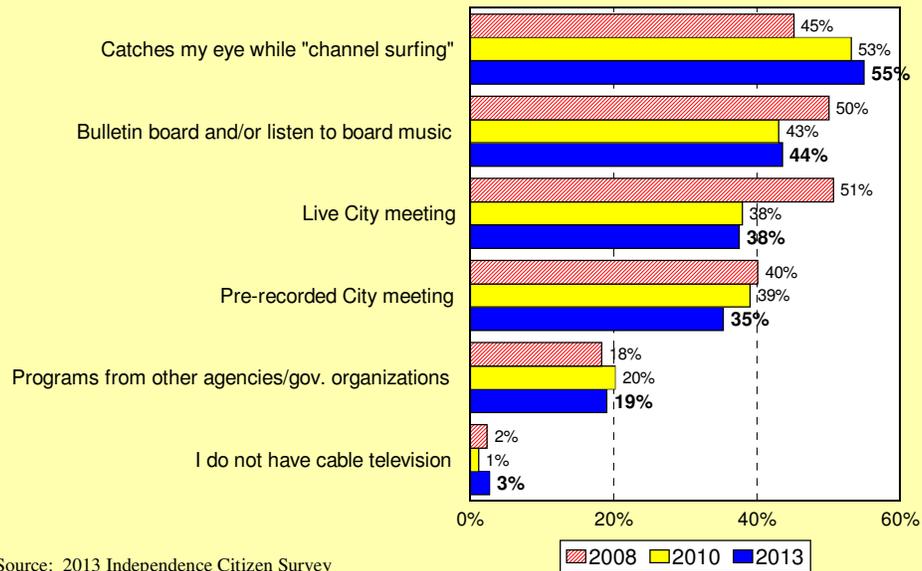
by percentage of respondents who have watched City 7 (multiple responses)



Source: 2013 Independence Citizen Survey

### When you watch City 7, what do you watch? Trends 2008, 2010 & 2013

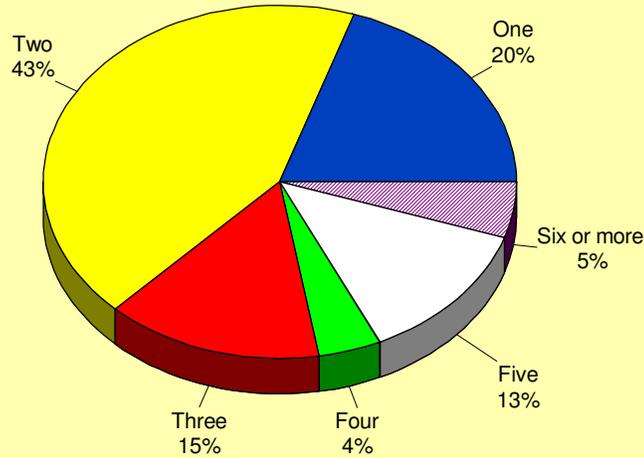
by percentage of respondents who have watched City 7 (multiple responses)



Source: 2013 Independence Citizen Survey

### Demographics: Number of People Living in the Household

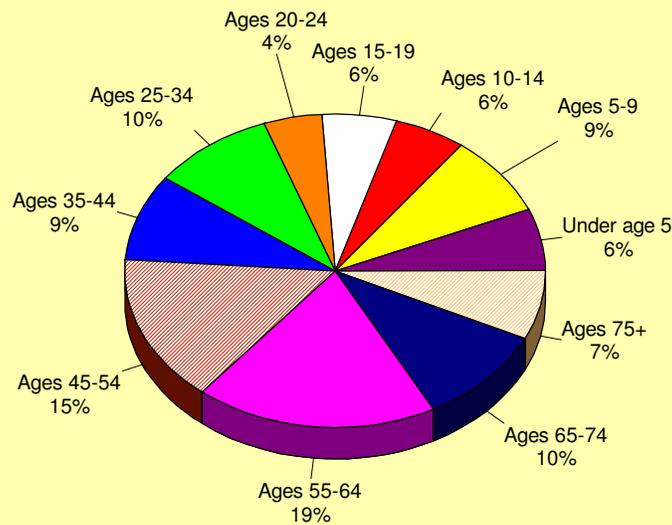
by percentage of respondents



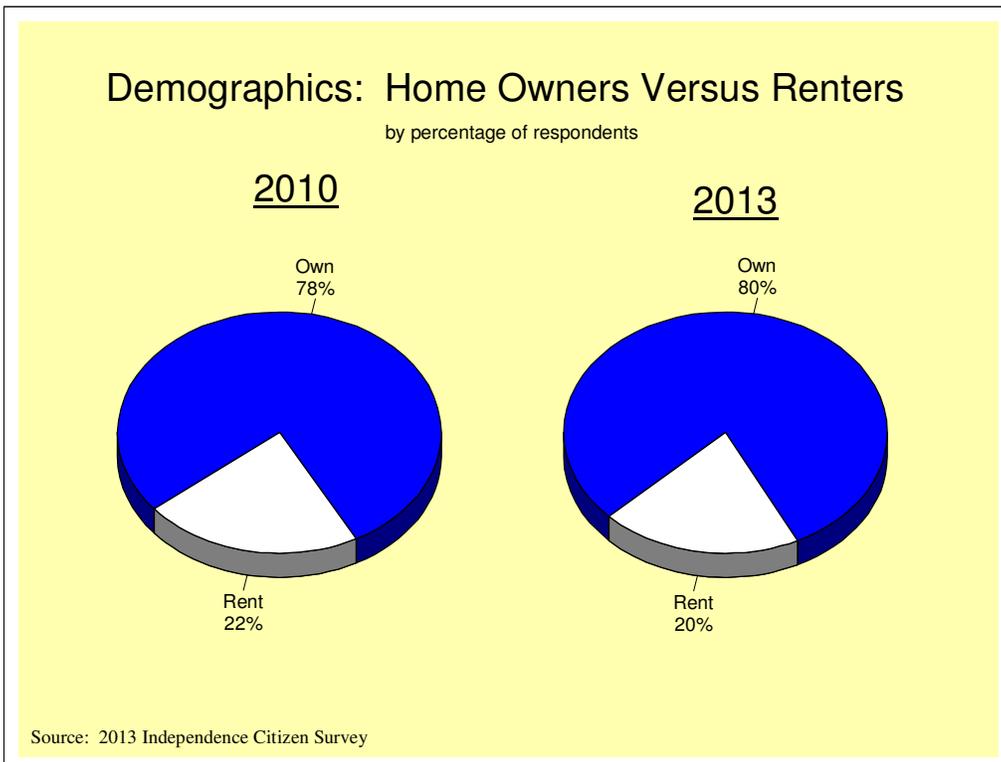
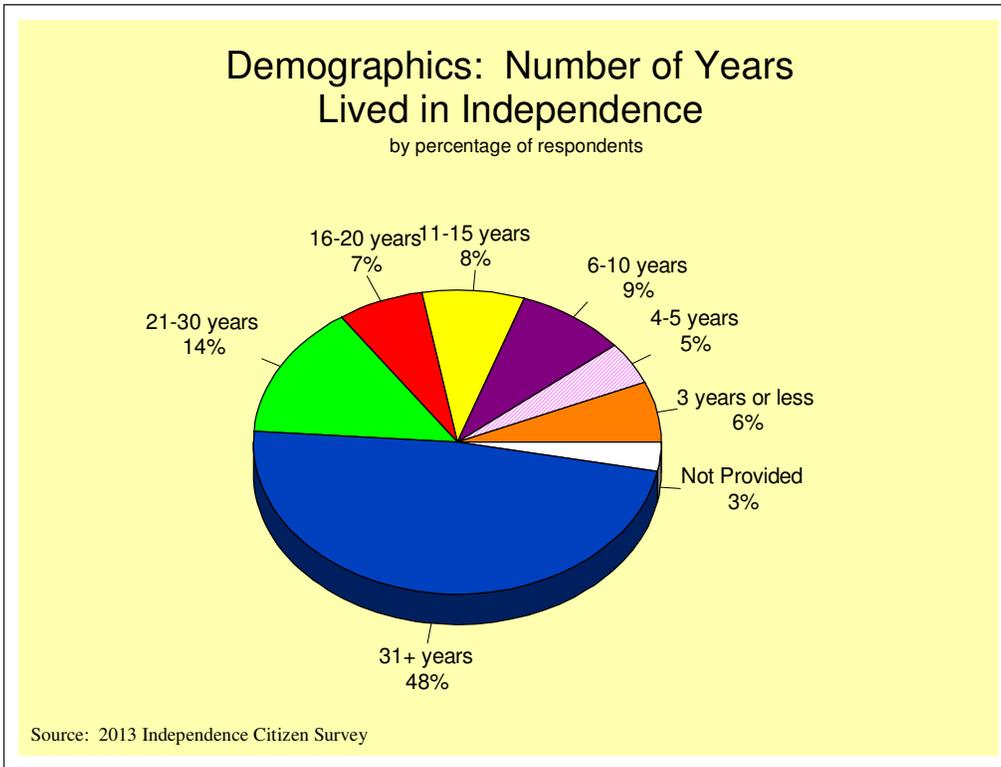
Source: 2013 Independence Citizen Survey

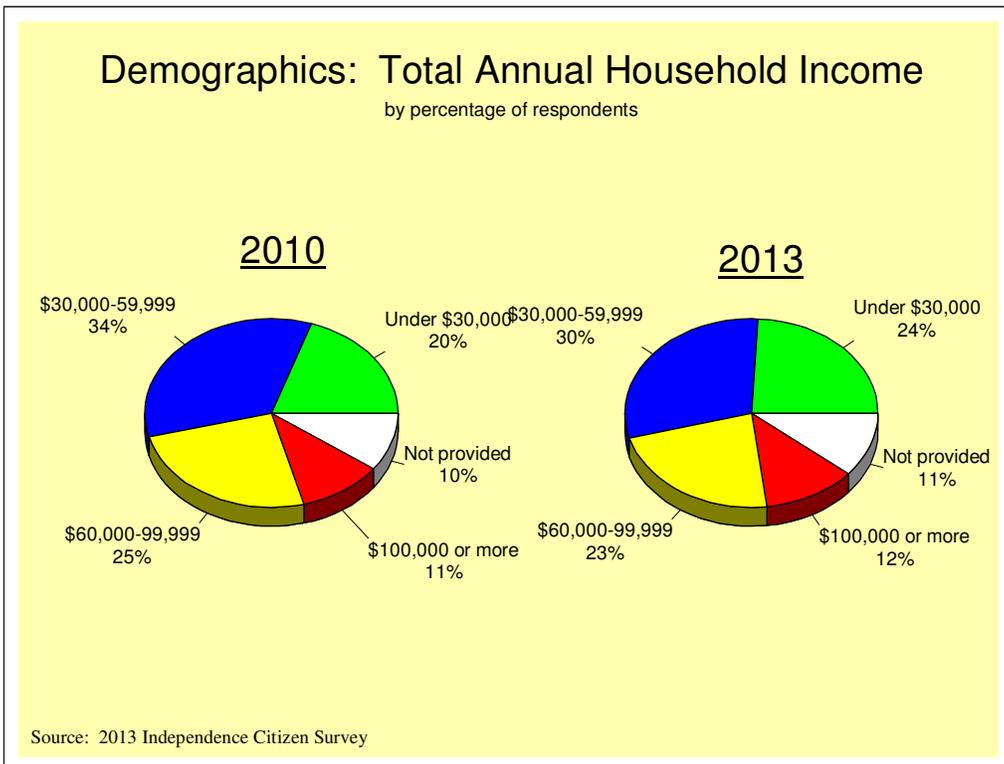
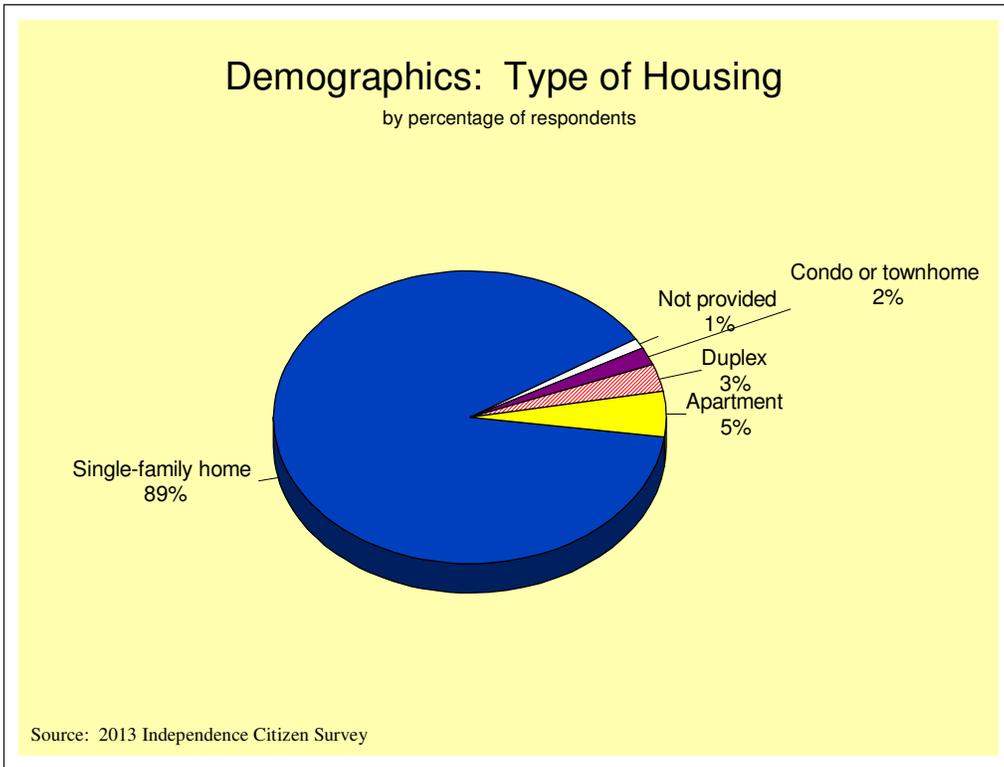
### Demographics: Ages of Household Occupants

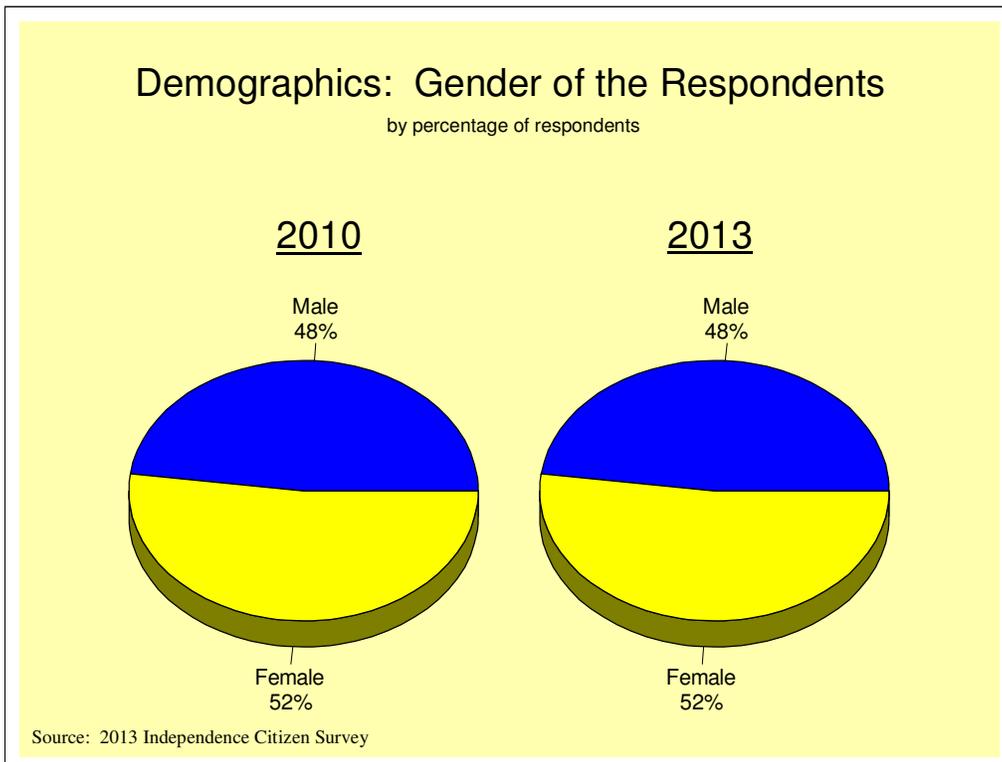
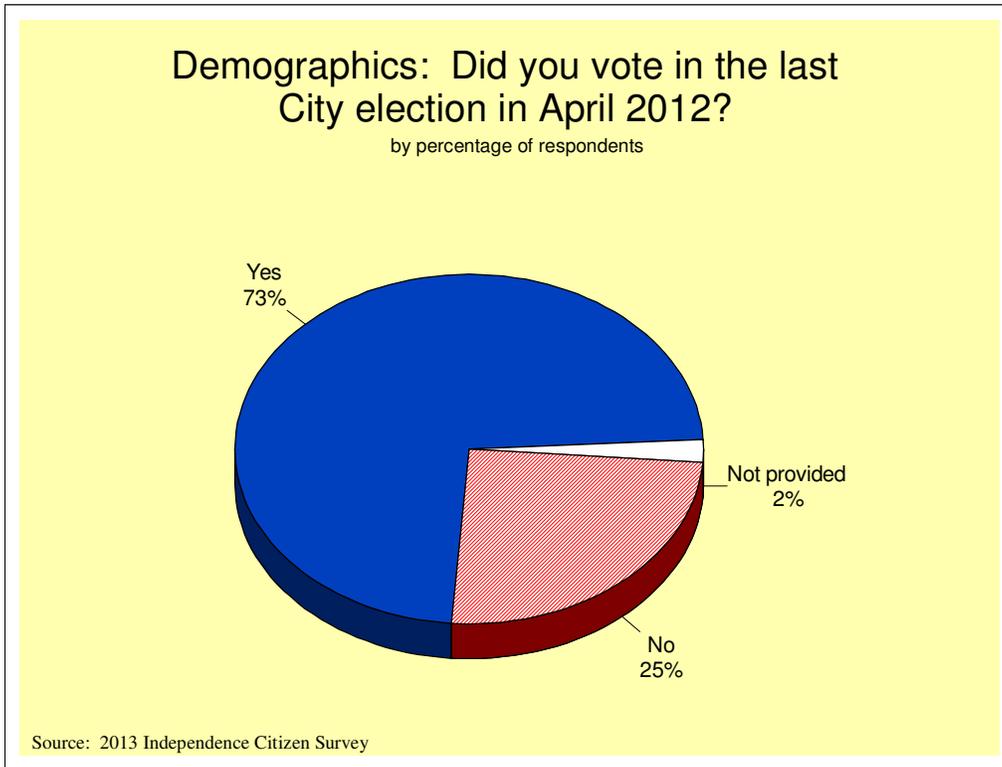
by percentage of respondents



Source: 2013 Independence Citizen Survey







*Section 2:*  
***Importance-Satisfaction  
Analysis***

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## Importance-Satisfaction Analysis

### 2013 Independence Citizen Survey

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

**Example of the Calculation.** Respondents were asked to identify the Major Categories of City services they thought were the most important for City leaders to emphasize over the next two years. Approximately thirty-nine percent (38.9%) selected "police services" as one of the most important Major City services for the City to emphasize over the next two years.

With regard to satisfaction, seventy-five percent (75.1%) of the residents surveyed rated their overall satisfaction with “police services” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “police services” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 38.9% was multiplied by 24.9% (1-0.751). This calculation yielded an I-S rating of 0.0969, which ranked fourth out of thirteen Major City Services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three 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 three 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 Independence are provided on the following page.

# Importance-Satisfaction Rating

## City of Independence

### OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (I-S &gt;.20)</u></b>						
Maintenance of City streets	51%	1	47%	11	0.2693	1
<b><u>High Priority (I-S .10-.20)</u></b>						
Enforcement of City codes and ordinances	25%	4	43%	12	0.1448	2
Overall flow of traffic and congestion management in the City	26%	3	55%	9	0.1175	3
<b><u>Medium Priority (I-S &lt;.10)</u></b>						
Police services	39%	2	75%	2	0.0969	4
City parks and recreation programs and facilities	21%	5	68%	5	0.0666	5
Your access to bus transportation	11%	10	42%	13	0.0627	6
Effectiveness of City communication with the public	13%	8	54%	10	0.0612	7
City public health services	10%	11	58%	8	0.0420	8
City water & sanitary sewer utilities	14%	7	74%	4	0.0362	9
City's storm water management system	9%	12	62%	6	0.0349	10
City electric utilities	13%	9	75%	3	0.0325	11
Fire services	19%	6	85%	1	0.0287	12
Customer service received from City employees	7%	13	61%	7	0.0274	13

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

**Most Important %:**

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

**Satisfaction %:**

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

# Importance-Satisfaction Rating

## City of Independence

### PUBLIC SAFETY

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (I-S .10-.20)</u></b>						
City's efforts to prevent crime	35%	2	53%	10	0.1631	1
Police efforts to reduce crime and disorder	43%	1	64%	5	0.1562	2
Police presence in your neighborhood	31%	3	50%	11	0.1552	3
Investigation of criminal offenses	19%	4	44%	13	0.1081	4
Quality of animal control services	19%	5	47%	12	0.1012	5
<b><u>Medium Priority (I-S &lt;.10)</u></b>						
Police presence in commercial areas	19%	6	57%	8	0.0811	6
How quickly police arrive at emergencies	18%	7	56%	9	0.0784	7
Enforcement of local traffic laws	12%	9	62%	6	0.0467	8
How quickly ambulance service personnel arrive at emergencies	12%	10	71%	3	0.0331	9
Emergency medical services and transportation provided by the City's licensed ambulance provider (AMR)	9%	11	65%	4	0.0324	10
Fire protection	13%	8	77%	2	0.0303	11
City efforts to prevent fires	8%	12	60%	7	0.0297	12
How quickly fire personnel arrive at emergencies	7%	13	79%	1	0.0146	13

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

**Most Important %:**

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

**Satisfaction %:**

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

### **Importance-Satisfaction Matrix Analysis.**

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

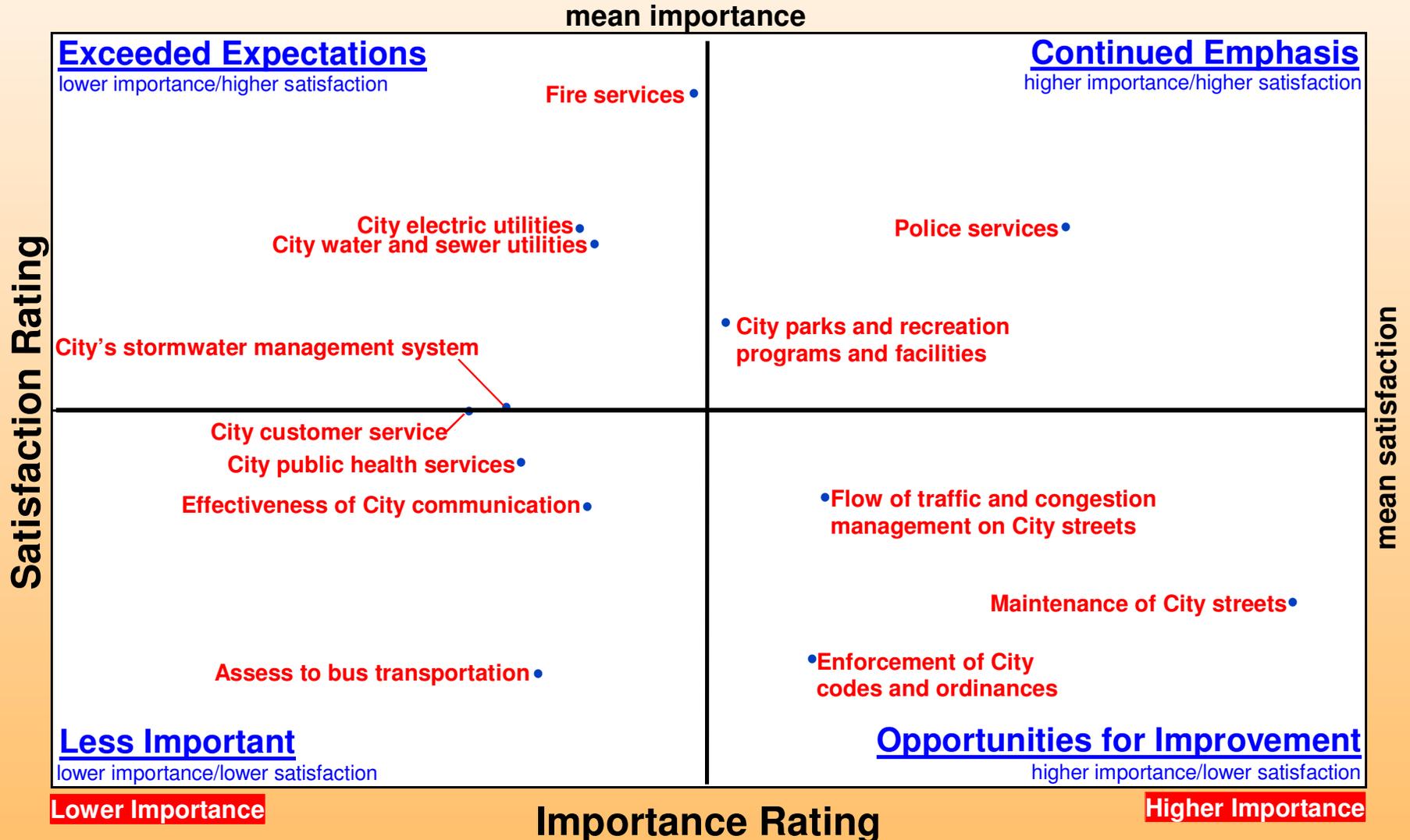
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Independence are provided on the following pages.

# 2013 City of Independence DirectionFinder Importance-Satisfaction Assessment Matrix

## -Overall-

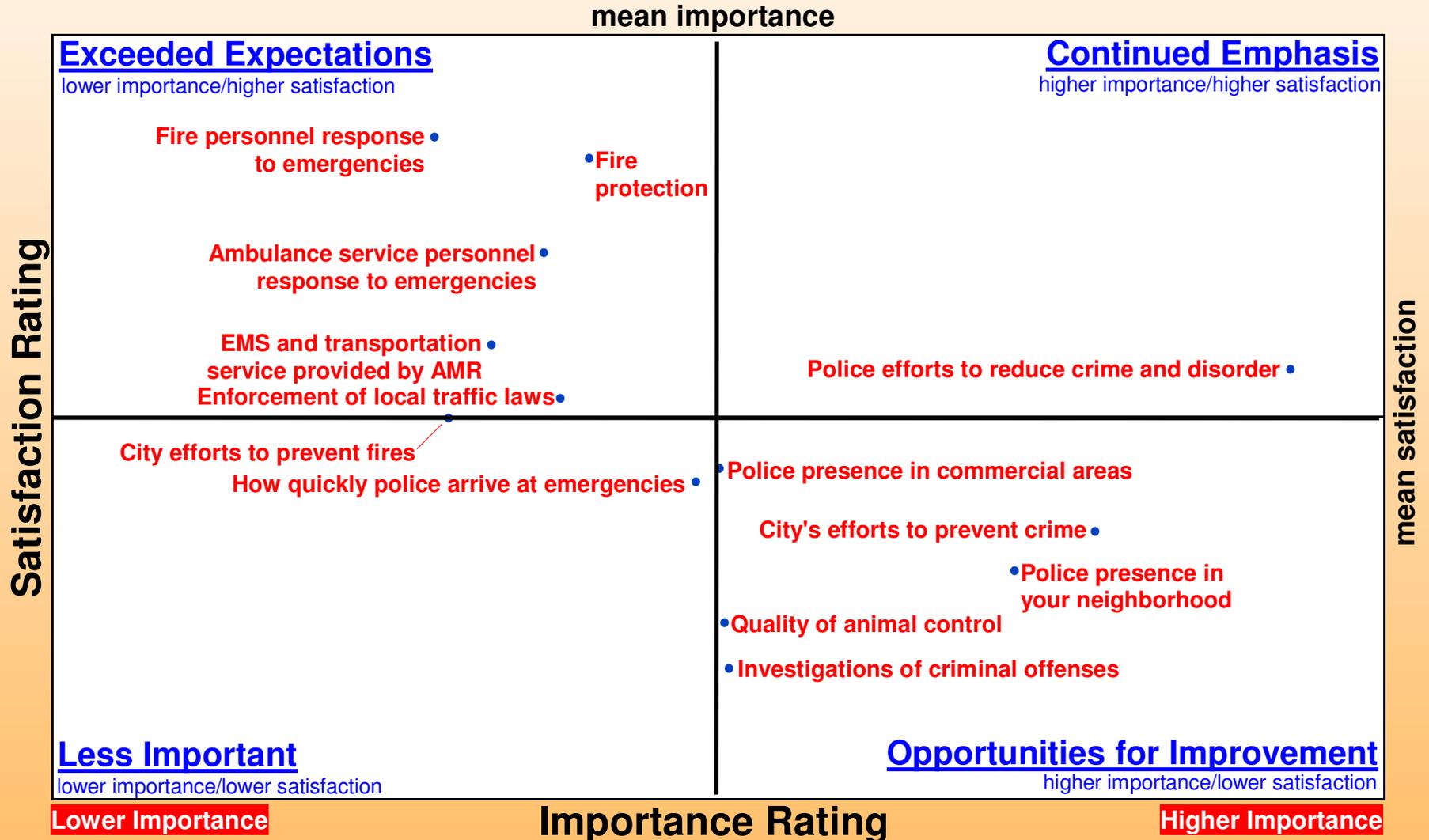
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# 2013 City of Independence DirectionFinder Importance-Satisfaction Assessment Matrix

## -Public Safety-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



***Section 3:***  
***Tabular Data***

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**Q1. Overall satisfaction with City services. Using a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below.**

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Police services	25.7%	46.2%	16.0%	6.3%	1.6%	4.3%
Q1b. Fire services	34.9%	41.1%	13.2%	1.2%	0.2%	9.5%
Q1c. City parks and recreation programs and facilities	18.6%	44.6%	22.0%	6.1%	1.5%	7.2%
Q1d. Maintenance of City streets	11.7%	34.5%	27.0%	20.2%	4.4%	2.1%
Q1e. City water & sanitary sewer utilities	22.5%	49.3%	16.8%	5.3%	3.5%	2.6%
Q1f. City electric utilities	23.7%	49.8%	14.6%	6.9%	2.0%	3.0%
Q1g. Enforcement of City codes and ordinances	9.0%	29.6%	32.4%	12.7%	7.2%	9.0%
Q1h. Customer service received from City employees	16.8%	37.3%	26.6%	5.6%	1.8%	11.8%
Q1i. Effectiveness of City communication with the public	11.0%	38.5%	30.1%	9.4%	2.3%	8.7%
Q1j. City's storm water management system	14.0%	40.6%	26.6%	4.8%	2.5%	11.5%
Q1k. City public health services	13.8%	32.9%	29.6%	4.1%	0.7%	18.9%
Q1l. Overall flow of traffic and congestion management in the City	11.0%	41.1%	28.3%	12.5%	3.3%	3.8%
Q1m. Your access to bus transportation	8.2%	20.7%	29.1%	7.2%	3.8%	30.9%

**WITHOUT DON'T KNOW**

**Q1. Overall satisfaction with City services. Using a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below.(Without "Don't Know")**

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Police services	26.8%	48.3%	16.7%	6.5%	1.7%
Q1b. Fire services	38.5%	45.5%	14.5%	1.3%	0.2%
Q1c. City parks and recreation programs and facilities	20.0%	48.0%	23.8%	6.6%	1.6%
Q1d. Maintenance of City streets	11.9%	35.3%	27.6%	20.7%	4.5%
Q1e. City water & sanitary sewer utilities	23.1%	50.7%	17.2%	5.4%	3.5%
Q1f. City electric utilities	24.4%	51.4%	15.1%	7.1%	2.0%
Q1g. Enforcement of City codes and ordinances	9.9%	32.5%	35.6%	13.9%	8.0%
Q1h. Customer service received from City employees	19.0%	42.4%	30.2%	6.3%	2.1%
Q1i. Effectiveness of City communication with the public	12.1%	42.2%	33.0%	10.3%	2.5%
Q1j. City's storm water management system	15.8%	45.9%	30.1%	5.4%	2.8%
Q1k. City public health services	17.0%	40.6%	36.5%	5.1%	0.8%
Q1l. Overall flow of traffic and congestion management in the City	11.5%	42.7%	29.4%	13.0%	3.4%
Q1m. Your access to bus transportation	11.9%	30.0%	42.1%	10.5%	5.5%

**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>
Police services	146	23.9 %
Fire services	16	2.6 %
City parks and recreation programs and facilities	27	4.4 %
Maintenance of City streets	141	23.1 %
City water & sanitary sewer utilities	20	3.3 %
City electric utilities	18	3.0 %
Enforcement of City codes and ordinances	53	8.7 %
Customer service received from City employees	10	1.6 %
Effectiveness of City communication with the public	11	1.8 %
City's storm water management system	15	2.5 %
City public health services	12	2.0 %
Overall flow of traffic and congestion management in the City	40	6.6 %
Your access to bus transportation	37	6.1 %
<u>None chosen</u>	<u>64</u>	<u>10.5 %</u>
Total	610	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. Second Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Police services	57	9.3 %
Fire services	69	11.3 %
City parks and recreation programs and facilities	50	8.2 %
Maintenance of City streets	81	13.3 %
City water & sanitary sewer utilities	33	5.4 %
City electric utilities	33	5.4 %
Enforcement of City codes and ordinances	48	7.9 %
Customer service received from City employees	15	2.5 %
Effectiveness of City communication with the public	29	4.8 %
City's storm water management system	17	2.8 %
City public health services	20	3.3 %
Overall flow of traffic and congestion management in the City	62	10.2 %
Your access to bus transportation	13	2.1 %
<u>None chosen</u>	<u>83</u>	<u>13.6 %</u>
Total	610	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. Third Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Police services	35	5.7 %
Fire services	32	5.2 %
City parks and recreation programs and facilities	50	8.2 %
Maintenance of City streets	89	14.6 %
City water & sanitary sewer utilities	31	5.1 %
City electric utilities	28	4.6 %
Enforcement of City codes and ordinances	54	8.9 %
Customer service received from City employees	18	3.0 %
Effectiveness of City communication with the public	42	6.9 %
City's storm water management system	23	3.8 %
City public health services	28	4.6 %
Overall flow of traffic and congestion management in the City	57	9.3 %
Your access to bus transportation	16	2.6 %
<u>None chosen</u>	<u>107</u>	<u>17.5 %</u>
Total	610	100.0 %

**Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO years? (Sum of All Three Choice)**

<u>Q2. Sum of All Three Choice</u>	<u>Number</u>	<u>Percent</u>
Police services	238	39.0 %
Fire services	117	19.2 %
City parks and recreation programs and facilities	127	20.8 %
Maintenance of City streets	311	51.0 %
City water & sanitary sewer utilities	84	13.8 %
City electric utilities	79	13.0 %
Enforcement of City codes and ordinances	155	25.4 %
Customer service received from City employees	43	7.0 %
Effectiveness of City communication with the public	82	13.4 %
City's storm water management system	55	9.0 %
City public health services	60	9.8 %
Overall flow of traffic and congestion management in the City	159	26.1 %
Your access to bus transportation	66	10.8 %
<u>None chosen</u>	<u>64</u>	<u>10.5 %</u>
Total	1640	

**Q3. Several items that may influence your perception of the City of Independence are listed below. Please rate your satisfaction with each item on a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3a. Overall value received for your City tax dollars and fees	5.6%	37.7%	29.9%	15.8%	3.8%	7.2%
Q3b. Overall image of the City as a place to locate or expand business	7.2%	32.6%	26.6%	22.0%	5.9%	5.6%
Q3c. Overall quality of life in the City	10.5%	47.7%	25.7%	10.0%	2.0%	4.1%
Q3d. Type and quality of development west of Noland Road	4.1%	21.9%	32.9%	24.3%	8.4%	8.4%
Q3e. Type and quality of development east of Noland Road	6.9%	42.8%	31.4%	11.0%	2.6%	5.3%
Q3f. The quality of commercial landscaping within the City	6.6%	35.5%	38.8%	11.5%	3.6%	3.9%

**WITHOUT DON'T KNOW**

**Q3. Several items that may influence your perception of the City of Independence are listed below. Please rate your satisfaction with each item on a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")**

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Overall value received for your City tax dollars and fees	6.0%	40.6%	32.3%	17.0%	4.1%
Q3b. Overall image of the City as a place to locate or expand business	7.7%	34.5%	28.2%	23.3%	6.3%
Q3c. Overall quality of life in the City	11.0%	49.7%	26.8%	10.5%	2.1%
Q3d. Type and quality of development west of Noland Road	4.5%	23.9%	35.9%	26.6%	9.2%
Q3e. Type and quality of development east of Noland Road	7.3%	45.1%	33.2%	11.6%	2.8%
Q3f. The quality of commercial landscaping within the City	6.8%	37.0%	40.4%	12.0%	3.8%

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

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4a. Police efforts to reduce crime and disorder	12.7%	46.1%	21.9%	9.0%	2.6%	7.7%
Q4b. Police presence in your neighborhood	11.5%	36.5%	25.0%	15.8%	6.6%	4.6%
Q4c. Police presence in commercial areas	11.7%	40.1%	28.0%	8.9%	2.1%	9.2%
Q4d. City's efforts to prevent crime	10.5%	36.7%	29.6%	10.9%	3.0%	9.4%
Q4e. Enforcement of local traffic laws	11.3%	46.4%	25.2%	7.6%	3.0%	6.6%
Q4f. How quickly police arrive at emergencies	13.3%	33.4%	24.3%	7.9%	4.1%	16.9%
Q4g. Investigation of criminal offenses	7.1%	25.0%	28.9%	8.7%	4.3%	26.0%
Q4h. Fire protection	21.4%	44.7%	17.6%	1.3%	0.3%	14.6%
Q4i. How quickly fire personnel arrive at emergencies	23.4%	39.0%	15.3%	1.3%	0.2%	20.9%
Q4j. City efforts to prevent fires	12.3%	34.0%	28.9%	0.7%	0.8%	23.2%
Q4k. How quickly ambulance service personnel arrive at emergencies	16.8%	39.3%	20.2%	1.5%	1.0%	21.2%
Q4l. Emergency medical services and transportation provided by the City's licensed ambulance provider (AMR)	14.5%	34.9%	22.5%	2.0%	1.8%	24.3%
Q4m. Quality of animal control services	8.2%	30.4%	28.1%	11.2%	5.4%	16.6%

**WITHOUT DON'T KNOW**

**Q4. Public safety. For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")**

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4a. Police efforts to reduce crime and disorder	13.7%	49.9%	23.7%	9.8%	2.9%
Q4b. Police presence in your neighborhood	12.1%	38.3%	26.2%	16.6%	6.9%
Q4c. Police presence in commercial areas	12.9%	44.2%	30.8%	9.8%	2.4%
Q4d. City's efforts to prevent crime	11.6%	40.5%	32.7%	12.0%	3.3%
Q4e. Enforcement of local traffic laws	12.1%	49.6%	26.9%	8.1%	3.2%
Q4f. How quickly police arrive at emergencies	16.0%	40.2%	29.3%	9.5%	5.0%
Q4g. Investigation of criminal offenses	9.6%	33.8%	39.1%	11.8%	5.8%
Q4h. Fire protection	25.0%	52.4%	20.6%	1.5%	0.4%
Q4i. How quickly fire personnel arrive at emergencies	29.5%	49.3%	19.3%	1.7%	0.2%
Q4j. City efforts to prevent fires	16.1%	44.3%	37.7%	0.9%	1.1%
Q4k. How quickly ambulance service personnel arrive at emergencies	21.3%	49.9%	25.7%	1.9%	1.3%
Q4l. Emergency medical services and transportation provided by the City's licensed ambulance provider (AMR)	19.1%	46.1%	29.8%	2.6%	2.4%
Q4m. Quality of animal control services	9.9%	36.5%	33.7%	13.4%	6.5%

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

Q5. Most Emphasis	Number	Percent
Police efforts to reduce crime and disorder	168	27.5 %
Police presence in your neighborhood	90	14.8 %
Police presence in commercial areas	26	4.3 %
City's efforts to prevent crime	61	10.0 %
Enforcement of local traffic laws	23	3.8 %
How quickly police arrive at emergencies	36	5.9 %
Investigation of criminal offenses	24	3.9 %
Fire protection	11	1.8 %
How quickly fire personnel arrive at emergencies	9	1.5 %
City efforts to prevent fires	5	0.8 %
How quickly ambulance service personnel arrive at emergencies	16	2.6 %
Emergency medical services and transportation provided by the City's licensed ambulance provider (AMR)	14	2.3 %
Quality of animal control services	39	6.4 %
None chosen	88	14.4 %
Total	610	100.0 %

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

Q5. Second Most Emphasis	Number	Percent
Police efforts to reduce crime and disorder	51	8.4 %
Police presence in your neighborhood	63	10.3 %
Police presence in commercial areas	56	9.2 %
City's efforts to prevent crime	96	15.7 %
Enforcement of local traffic laws	36	5.9 %
How quickly police arrive at emergencies	33	5.4 %
Investigation of criminal offenses	38	6.2 %
Fire protection	32	5.2 %
How quickly fire personnel arrive at emergencies	19	3.1 %
City efforts to prevent fires	17	2.8 %
How quickly ambulance service personnel arrive at emergencies	20	3.3 %
Emergency medical services and transportation provided by the City's licensed ambulance provider (AMR)	22	3.6 %
Quality of animal control services	18	3.0 %
None chosen	109	17.9 %
Total	610	100.0 %

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

<u>Q5. Third Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Police efforts to reduce crime and disorder	43	7.0 %
Police presence in your neighborhood	38	6.2 %
Police presence in commercial areas	33	5.4 %
City's efforts to prevent crime	55	9.0 %
Enforcement of local traffic laws	15	2.5 %
How quickly police arrive at emergencies	40	6.6 %
Investigation of criminal offenses	56	9.2 %
Fire protection	39	6.4 %
How quickly fire personnel arrive at emergencies	14	2.3 %
City efforts to prevent fires	24	3.9 %
How quickly ambulance service personnel arrive at emergencies	34	5.6 %
Emergency medical services and transportation provided by the City's licensed ambulance provider (AMR)	21	3.4 %
Quality of animal control services	59	9.7 %
None chosen	139	22.8 %
Total	610	100.0 %

**Q5. Which THREE public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO years? (Sum of All Three Choice)**

<u>Q5. Sum of All Three Choice</u>	<u>Number</u>	<u>Percent</u>
Police efforts to reduce crime and disorder	262	43.0 %
Police presence in your neighborhood	191	31.3 %
Police presence in commercial areas	115	18.9 %
City's efforts to prevent crime	212	34.8 %
Enforcement of local traffic laws	74	12.1 %
How quickly police arrive at emergencies	109	17.9 %
Investigation of criminal offenses	118	19.3 %
Fire protection	82	13.4 %
How quickly fire personnel arrive at emergencies	42	6.9 %
City efforts to prevent fires	46	7.5 %
How quickly ambulance service personnel arrive at emergencies	70	11.5 %
Emergency medical services and transportation provided by the City's licensed ambulance provider (AMR)	57	9.3 %
Quality of animal control services	116	19.0 %
None chosen	88	14.4 %
Total	1582	

**Q6. Public safety. For each of the items listed below, please rate your satisfaction on a scale of 5 to 1, where 5 means "very safe" and 1 means "very unsafe."**

(N=610)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Q6a. In your neighborhood during the day	32.9%	50.0%	12.5%	2.3%	0.3%	2.0%
Q6b. In your neighborhood during the night	16.4%	43.1%	21.1%	14.0%	3.1%	2.3%
Q6c. In commercial areas in Independence during the day	18.9%	51.3%	21.1%	4.1%	0.7%	3.9%
Q6d. In commercial areas in Independence during the night	6.3%	28.9%	32.4%	22.4%	4.1%	5.9%
Q6e. When you are in City parks	6.1%	30.6%	34.2%	12.2%	2.8%	14.1%

**WITHOUT DON'T KNOW**

**Q6. Public safety. For each of the items listed below, please rate your satisfaction on a scale of 5 to 1, where 5 means "very safe" and 1 means "very unsafe." (Without "Don't Know")**

(N=610)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q6a. In your neighborhood during the day	33.6%	51.0%	12.8%	2.3%	0.3%
Q6b. In your neighborhood during the night	16.8%	44.1%	21.5%	14.3%	3.2%
Q6c. In commercial areas in Independence during the day	19.7%	53.4%	21.9%	4.3%	0.7%
Q6d. In commercial areas in Independence during the night	6.6%	30.8%	34.4%	23.8%	4.4%
Q6e. When you are in City parks	7.1%	35.6%	39.8%	14.2%	3.3%

**Q7. Emergency preparedness. Overall, how satisfied are you with the City's emergency preparedness efforts to assist individuals/families in becoming better prepared in the event of a disaster?**

Q7. How satisfied are you with the City's emergency preparedness efforts?	Number	Percent
Very Satisfied	54	8.9 %
Satisfied	150	24.6 %
Neutral	180	29.5 %
Dissatisfied	39	6.4 %
Very Dissatisfied	13	2.1 %
Don't Know	174	28.5 %
Total	610	100.0 %

**Q8. City leadership. For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q8a. The leadership provided by the City's elected officials	6.6%	31.7%	37.3%	7.9%	2.6%	13.8%
Q8b. Access to elected and appointed City officials	6.1%	23.8%	38.5%	8.2%	3.0%	20.4%
Q8c. Frequency with which City leaders seek out your views	2.5%	14.1%	34.5%	21.5%	10.4%	16.9%
Q8d. The level of public involvement in local decision making	4.1%	14.1%	35.9%	18.8%	9.0%	18.1%

**WITHOUT DON'T KNOW**

**Q8. City leadership. For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")**

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8a. The leadership provided by the City's elected officials	7.6%	36.8%	43.3%	9.2%	3.1%
Q8b. Access to elected and appointed City officials	7.6%	30.0%	48.3%	10.3%	3.7%
Q8c. Frequency with which City leaders seek out your views	3.0%	17.0%	41.6%	25.9%	12.5%
Q8d. The level of public involvement in local decision making	5.0%	17.3%	43.8%	22.9%	11.0%

**Q9. Water, wastewater, and electric utilities. For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9a. The taste of the tap water in your home	53.8%	30.4%	6.7%	3.5%	2.5%	3.1%
Q9b. Water pressure in your home	39.5%	37.2%	10.5%	7.2%	2.6%	3.0%
Q9c. Adequacy of the City's wastewater collection system	21.4%	37.5%	19.7%	2.1%	2.1%	17.1%
Q9d. Overall reliability of electrical service	35.4%	49.2%	9.2%	2.1%	1.2%	3.0%
Q9e. How quickly electrical outages are repaired	26.5%	45.9%	16.6%	4.4%	1.2%	5.4%
Q9f. The value of your water & wastewater utility services	23.8%	43.3%	18.8%	4.8%	2.0%	7.4%
Q9g. The value of your electric utility service	21.7%	41.8%	19.9%	9.2%	3.0%	4.4%
Q9h. The efforts of the City's utilities programs to promote the environment and conservation	14.5%	31.1%	31.1%	5.4%	2.1%	15.8%
Q9i. Maintenance of the City's storm water drains and culverts in your neighborhood	13.5%	36.3%	26.5%	8.1%	5.6%	10.0%

**WITHOUT DON'T KNOW**

**Q9. Water, wastewater, and electric utilities. For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")**

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9a. The taste of the tap water in your home	55.5%	31.4%	7.0%	3.6%	2.5%
Q9b. Water pressure in your home	40.7%	38.3%	10.8%	7.5%	2.7%
Q9c. Adequacy of the City's wastewater collection system	25.8%	45.2%	23.8%	2.6%	2.6%
Q9d. Overall reliability of electrical service	36.4%	50.7%	9.5%	2.2%	1.2%
Q9e. How quickly electrical outages are repaired	28.0%	48.5%	17.6%	4.7%	1.2%
Q9f. The value of your water & wastewater utility services	25.8%	46.7%	20.2%	5.2%	2.1%
Q9g. The value of your electric utility service	22.7%	43.7%	20.8%	9.6%	3.1%
Q9h. The efforts of the City's utilities programs to promote the environment and conservation	17.2%	36.9%	36.9%	6.4%	2.5%
Q9i. Maintenance of the City's storm water drains and culverts in your neighborhood	15.0%	40.4%	29.4%	9.0%	6.2%

**Q10. Enforcement of City codes and ordinances. For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q10a. The cleanup of trash and debris on residential property	7.1%	35.5%	23.8%	20.6%	7.9%	5.1%
Q10b. The cleanup of trash and debris on commercial property	5.6%	34.7%	29.9%	16.9%	4.8%	8.1%
Q10c. The mowing and trimming of residential property	7.1%	38.2%	25.7%	17.3%	7.2%	4.6%
Q10d. The mowing and trimming of commercial property	6.6%	42.6%	29.1%	10.9%	3.6%	7.2%
Q10e. The maintenance of residential buildings in your neighborhood	8.9%	36.5%	28.5%	13.0%	7.7%	5.4%
Q10f. The maintenance of commercial buildings in your neighborhood	6.6%	36.3%	32.6%	10.0%	5.4%	9.0%
Q10g. The maintenance of rental buildings in your neighborhood	4.8%	29.4%	26.8%	18.8%	9.7%	10.5%
Q10h. The food safety standards at restaurants in the City	10.9%	44.9%	26.2%	6.4%	2.6%	9.0%

**WITHOUT DON'T KNOW**

**Q10. Enforcement of City codes and ordinances. For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")**

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10a. The cleanup of trash and debris on residential property	7.5%	37.4%	25.1%	21.7%	8.3%
Q10b. The cleanup of trash and debris on commercial property	6.1%	37.7%	32.6%	18.4%	5.2%
Q10c. The mowing and trimming of residential property	7.4%	40.0%	26.9%	18.1%	7.6%
Q10d. The mowing and trimming of commercial property	7.1%	45.9%	31.4%	11.7%	3.9%
Q10e. The maintenance of residential buildings in your neighborhood	9.4%	38.6%	30.1%	13.7%	8.2%
Q10f. The maintenance of commercial buildings in your neighborhood	7.2%	40.0%	35.8%	11.0%	6.0%
Q10g. The maintenance of rental buildings in your neighborhood	5.3%	32.9%	30.0%	21.0%	10.8%
Q10h. The food safety standards at restaurants in the City	11.9%	49.4%	28.8%	7.1%	2.9%

**Q11. City parks & recreation. For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11a. Maintenance of City parks	13.7%	52.5%	16.4%	5.1%	1.3%	11.0%
Q11b. Number of City parks	12.7%	44.9%	20.7%	7.7%	2.1%	11.8%
Q11c. Number of walking & biking trails	12.0%	40.1%	21.1%	11.0%	3.6%	12.2%
Q11d. Quality of Soccer fields	8.4%	25.5%	26.2%	3.1%	1.0%	35.9%
Q11e. Quality of Softball fields	9.2%	28.1%	25.3%	3.5%	1.3%	32.6%
Q11f. Quality of Baseball fields	9.0%	28.3%	25.5%	3.6%	1.2%	32.4%
Q11g. Recreation programs	7.6%	28.6%	26.2%	8.4%	2.3%	27.0%
Q11h. Number of recreation programs	7.1%	25.8%	26.5%	9.0%	2.5%	29.1%
Q11i. Ease of registering for recreation programs	6.3%	22.2%	28.1%	5.9%	2.1%	35.4%

**WITHOUT DON'T KNOW**

**Q11. City parks & recreation. For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")**

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11a. Maintenance of City parks	15.3%	59.0%	18.5%	5.7%	1.5%
Q11b. Number of City parks	14.4%	50.9%	23.5%	8.8%	2.4%
Q11c. Number of walking & biking trails	13.7%	45.7%	24.0%	12.5%	4.1%
Q11d. Quality of Soccer fields	13.1%	39.7%	40.8%	4.9%	1.5%
Q11e. Quality of Softball fields	13.7%	41.7%	37.6%	5.1%	2.0%
Q11f. Quality of Baseball fields	13.4%	41.8%	37.7%	5.4%	1.7%
Q11g. Recreation programs	10.4%	39.2%	35.8%	11.5%	3.2%
Q11h. Number of recreation programs	10.0%	36.4%	37.4%	12.8%	3.5%
Q11i. Ease of registering for recreation programs	9.7%	34.4%	43.5%	9.2%	3.3%

**Q12. City communications. For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q12a. The availability of information about City programs and services	8.4%	34.0%	31.4%	14.8%	2.3%	9.0%
Q12b. City efforts to keep you informed about local issues	7.4%	31.4%	32.2%	17.4%	3.8%	7.7%

**WITHOUT DON'T KNOW**

**Q12. City communications. For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")**

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12a. The availability of information about City programs and services	9.2%	37.4%	34.5%	16.3%	2.5%
Q12b. City efforts to keep you informed about local issues	8.0%	34.0%	34.9%	18.9%	4.1%

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

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q12a. The availability of information about City programs and services	8.4%	34.0%	31.4%	14.8%	2.3%	9.0%
Q12b. City efforts to keep you informed about local issues	7.4%	31.4%	32.2%	17.4%	3.8%	7.7%
Q13a. Maintenance of major City streets	10.7%	51.3%	21.5%	11.3%	2.3%	2.8%
Q13b. Maintenance of streets in residential areas	7.7%	41.4%	21.4%	21.7%	5.1%	2.6%
Q13c. Maintenance of street signs	11.5%	59.4%	20.1%	3.9%	1.6%	3.5%
Q13d. Maintenance of traffic signals	12.0%	59.7%	17.6%	3.6%	2.0%	5.1%
Q13e. Maintenance and preservation of Independence Square	21.5%	49.7%	17.8%	4.1%	0.8%	6.1%
Q13f. Maintenance of City buildings, like City Hall	17.3%	54.9%	17.4%	1.6%	0.5%	8.2%
Q13g. Snow removal on major City streets	17.1%	52.0%	15.1%	9.0%	3.9%	2.8%
Q13h. Snow removal on streets in residential areas	8.4%	30.6%	17.9%	26.3%	14.0%	2.8%
Q13i. Mowing and trimming along streets and other public areas	7.7%	40.8%	29.4%	14.3%	4.3%	3.5%
Q13j. Availability of the City's Drop-Off Depot program to dispose of yard waste, appliances and trash	10.7%	32.9%	25.2%	15.0%	4.1%	12.2%
Q13k. Adequate number and placement of the City's street lights	13.0%	50.2%	21.1%	8.6%	3.6%	3.6%
Q13l. Availability of the City's two recycling centers (35th Street, Vista Avenue)	14.5%	36.5%	22.9%	10.5%	2.1%	13.5%
Q13m. Adequacy of household waste recycling programs	8.7%	30.8%	28.9%	12.7%	3.8%	15.1%

**WITHOUT DON'T KNOW**

**Q13. City maintenance. For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")**

(N=610)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12a. The availability of information about City programs and services	9.2%	37.4%	34.5%	16.3%	2.5%
Q12b. City efforts to keep you informed about local issues	8.0%	34.0%	34.9%	18.9%	4.1%
Q13a. Maintenance of major City streets	11.0%	52.8%	22.2%	11.7%	2.4%
Q13b. Maintenance of streets in residential areas	7.9%	42.6%	22.0%	22.3%	5.2%
Q13c. Maintenance of street signs	11.9%	61.5%	20.8%	4.1%	1.7%
Q13d. Maintenance of traffic signals	12.7%	62.9%	18.5%	3.8%	2.1%
Q13e. Maintenance and preservation of Independence Square	22.9%	52.9%	18.9%	4.4%	0.9%
Q13f. Maintenance of City buildings, like City Hall	18.8%	59.9%	19.0%	1.8%	0.5%
Q13g. Snow removal on major City streets	17.6%	53.5%	15.6%	9.3%	4.1%
Q13h. Snow removal on streets in residential areas	8.6%	31.5%	18.4%	27.1%	14.4%
Q13i. Mowing and trimming along streets and other public areas	8.0%	42.2%	30.5%	14.8%	4.4%
Q13j. Availability of the City's Drop-Off Depot program to dispose of yard waste, appliances and trash	12.2%	37.5%	28.7%	17.0%	4.7%
Q13k. Adequate number and placement of the City's street lights	13.5%	52.0%	21.8%	8.9%	3.8%
Q13l. Availability of the City's two recycling centers (35th Street, Vista Avenue)	16.7%	42.2%	26.4%	12.2%	2.5%
Q13m. Adequacy of household waste recycling programs	10.3%	36.2%	34.1%	14.9%	4.5%

**Q14. Independence historic sites & neighborhoods. Using a 5-point scale, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with each of the following statements.**

(N=610)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q14a. It is important to preserve the City's historic sites	56.3%	36.0%	4.6%	1.0%	0.2%	2.0%
Q14b. The City effectively distributes education material about its heritage sites	17.8%	39.0%	28.8%	11.0%	1.3%	2.1%
Q14c. It is important to preserve the City's historic neighborhoods	45.1%	42.4%	9.0%	1.3%	0.3%	1.8%
Q14d. It is important to maintain the historic character of The Square	53.9%	36.8%	6.1%	1.0%	0.3%	1.8%

**WITHOUT DON'T KNOW**

**Q14. Independence historic sites & neighborhoods. Using a 5-point scale, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with each of the following statements. (Without "Don't Know")**

(N=610)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q14a. It is important to preserve the City's historic sites	57.4%	36.7%	4.7%	1.0%	0.2%
Q14b. The City effectively distributes education material about its heritage sites	18.2%	39.8%	29.4%	11.3%	1.3%
Q14c. It is important to preserve the City's historic neighborhoods	45.9%	43.2%	9.2%	1.3%	0.3%
Q14d. It is important to maintain the historic character of The Square	54.9%	37.5%	6.2%	1.0%	0.3%

**Q15. Have you visited at least one of the City's historic sites within the last two years?**

Q15. Have you visited at least one of the City's historic sites within the last two years?	Number	Percent
Yes	357	58.5 %
No	177	29.0 %
Don't Know	76	12.5 %
Total	610	100.0 %

**Q16. Please rate the City of Independence on a scale of 5 to 1, where 5 means "excellent" and 1 means "poor" with regard to each of the following:**

(N=610)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q16a. As a place to live	21.1%	56.3%	9.9%	9.0%	1.8%	2.0%
Q16b. As a place to raise children	18.3%	48.8%	14.8%	9.7%	3.3%	5.1%
Q16c. As a place to work	13.0%	40.6%	20.7%	10.9%	3.8%	11.0%
Q16d. As a place to visit	19.6%	50.5%	17.3%	8.2%	2.1%	2.3%

**WITHOUT DON'T KNOW**

**Q16. Please rate the City of Independence on a scale of 5 to 1, where 5 means "excellent" and 1 means "poor" with regard to each of the following:(Without "Don't Know")**

(N=610)

	Excellent	Good	Neutral	Below Average	Poor
Q16a. As a place to live	21.5%	57.4%	10.1%	9.2%	1.8%
Q16b. As a place to raise children	19.2%	51.5%	15.6%	10.2%	3.5%
Q16c. As a place to work	14.6%	45.7%	23.3%	12.2%	4.3%
Q16d. As a place to visit	20.0%	51.7%	17.7%	8.4%	2.2%

**Q17. Using a 5-point scale, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with each of the following statements.**

(N=610)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q17a. My neighborhood needs to be improved	16.1%	29.9%	33.9%	14.8%	2.6%	2.6%
Q17b. Housing in my neighborhood is well maintained	13.0%	42.4%	22.2%	16.6%	4.1%	1.6%
Q17c. I am optimistic about the future of my neighborhood	11.2%	35.0%	29.1%	16.4%	4.8%	3.5%
Q17d. I expect the value of my home to increase during the next five years	8.6%	27.8%	29.6%	22.2%	9.4%	2.5%
Q17e. I am concerned about potential crime problems in my neighborhood	18.9%	33.6%	25.7%	17.9%	2.0%	2.0%
Q17f. I am satisfied with convenient access to grocery and drug stores	32.4%	47.7%	10.0%	6.1%	1.8%	2.0%

**WITHOUT DON'T KNOW**

**Q17. Using a 5-point scale, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with each of the following statements.(without "Not Provided)**

(N=610)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q17a. My neighborhood needs to be improved	16.6%	30.7%	34.8%	15.2%	2.7%
Q17b. Housing in my neighborhood is well maintained	13.2%	43.1%	22.6%	16.9%	4.2%
Q17c. I am optimistic about the future of my neighborhood	11.6%	36.3%	30.2%	17.0%	4.9%
Q17d. I expect the value of my home to increase during the next five years	8.8%	28.5%	30.4%	22.8%	9.6%
Q17e. I am concerned about potential crime problems in my neighborhood	19.3%	34.2%	26.2%	18.3%	2.0%
Q17f. I am satisfied with convenient access to grocery and drug stores	33.1%	48.7%	10.2%	6.2%	1.8%

**Q18. Several reasons for deciding where to live are listed below. On a scale from 5 to 1, where 5 is "very important" and 1 is "very unimportant," how important was each reason in your decision to live in Independence?**

(N=610)

	Very Important	Important	Neutral	Unimportant	Very Unimportant	Don't Know
Q18a. Sense of community	18.9%	49.0%	21.7%	4.6%	1.2%	4.6%
Q18b. Employment opportunities in Independence	22.9%	30.1%	29.3%	7.6%	3.3%	6.9%
Q18c. Diversity of housing choice	17.3%	42.3%	23.7%	8.1%	3.5%	5.3%
Q18d. Affordability of housing	33.4%	47.0%	13.2%	1.8%	1.0%	3.6%
Q18e. Access to a variety of shopping and entertainment options	30.9%	50.0%	11.7%	2.8%	1.2%	3.5%
Q18f. Availability of parks & recreation opportunities	23.5%	47.2%	18.4%	4.4%	1.6%	4.8%
Q18g. Near family or friends	33.7%	35.9%	19.6%	5.6%	1.6%	3.6%

**WITHOUT DON'T KNOW**

**Q18. Several reasons for deciding where to live are listed below. On a scale from 5 to 1, where 5 is "very important" and 1 is "very unimportant," how important was each reason in your decision to live in Independence? (Without "Don't Know")**

(N=610)

	Very Important	Important	Neutral	Unimportant	Very Unimportant
Q18a. Sense of community	19.8%	51.4%	22.8%	4.8%	1.2%
Q18b. Employment opportunities in Independence	24.6%	32.3%	31.4%	8.1%	3.5%
Q18c. Diversity of housing choice	18.2%	44.6%	25.0%	8.5%	3.6%
Q18d. Affordability of housing	34.6%	48.8%	13.7%	1.9%	1.0%
Q18e. Access to a variety of shopping and entertainment options	32.0%	51.8%	12.1%	2.9%	1.2%
Q18f. Availability of parks & recreation opportunities	24.7%	49.6%	19.3%	4.7%	1.7%
Q18g. Near family or friends	35.0%	37.2%	20.3%	5.8%	1.7%

**Q19. Which THREE of these reasons will have the most impact on your decision to stay in Independence for the next 10 years?**

Q19. Most Impact	Number	Percent
Sense of community	77	12.6 %
Employment opportunities in Independence	62	10.2 %
Diversity of housing choice	26	4.3 %
Affordability of housing	155	25.4 %
Access to a variety of shopping and entertainment options	42	6.9 %
Availability of parks & recreation opportunities	10	1.6 %
Near family or friends	163	26.7 %
None chosen	75	12.3 %
Total	610	100.0 %

**Q19. Which THREE of these reasons will have the most impact on your decision to stay in Independence for the next 10 years?**

Q19. Second Most Impact	Number	Percent
Sense of community	56	9.2 %
Employment opportunities in Independence	63	10.3 %
Diversity of housing choice	49	8.0 %
Affordability of housing	131	21.5 %
Access to a variety of shopping and entertainment options	120	19.7 %
Availability of parks & recreation opportunities	26	4.3 %
Near family or friends	68	11.1 %
None chosen	97	15.9 %
Total	610	100.0 %

**Q19. Which THREE of these reasons will have the most impact on your decision to stay in Independence for the next 10 years?**

Q19. Third Most Impact	Number	Percent
Sense of community	70	11.5 %
Employment opportunities in Independence	44	7.2 %
Diversity of housing choice	36	5.9 %
Affordability of housing	65	10.7 %
Access to a variety of shopping and entertainment options	120	19.7 %
Availability of parks & recreation opportunities	70	11.5 %
Near family or friends	81	13.3 %
None chosen	124	20.3 %
Total	610	100.0 %

**Q19. Which THREE of these reasons will have the most impact on your decision to stay in Independence for the next 10 years? (Sum of All Three Choice)**

Q19. Sum of All Three Choice	Number	Percent
Sense of community	203	33.3 %
Employment opportunities in Independence	169	27.7 %
Diversity of housing choice	111	18.2 %
Affordability of housing	351	57.5 %
Access to a variety of shopping and entertainment options	282	46.2 %
Availability of parks & recreation opportunities	106	17.4 %
Near family or friends	312	51.1 %
None chosen	75	12.3 %
Total	1609	

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

(N=610)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Don't know
Q20a. Office development	4.4%	26.0%	30.4%	6.4%	2.5%	30.3%
Q20b. Industrial development	10.4%	31.9%	24.2%	3.9%	1.3%	28.3%
Q20c. Condominium and townhouse development designed to be owner-occupied	3.5%	16.0%	35.4%	9.0%	4.3%	31.9%
Q20d. Multi-family residential development designed to be renter-occupied	2.3%	9.4%	33.1%	16.3%	10.4%	28.6%
Q20e. Single-family residential development	8.6%	26.6%	39.3%	3.0%	1.2%	21.4%
Q20f. Retail development	7.7%	24.5%	34.4%	10.5%	3.8%	19.1%

**WITHOUT DON'T KNOW**

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

(N=610)

	Much too slow	Too slow	Just right	Too fast	Much too fast
Q20a. Office development	6.4%	37.3%	43.6%	9.2%	3.5%
Q20b. Industrial development	14.4%	44.5%	33.7%	5.5%	1.8%
Q20c. Condominium and townhouse development designed to be owner-occupied	5.1%	23.4%	51.9%	13.3%	6.3%
Q20d. Multi-family residential development designed to be renter-occupied	3.2%	13.1%	46.3%	22.8%	14.5%
Q20e. Single-family residential development	10.9%	33.9%	50.0%	3.8%	1.5%
Q20f. Retail development	9.6%	30.3%	42.5%	13.0%	4.7%

**Q21. Which THREE of these issues do you think should receive the highest priority in the City's long-range plan?**

<u>Q21. Highest Priority</u>	<u>Number</u>	<u>Percent</u>
Office development	36	5.9 %
Industrial development	134	22.0 %
Condominium and townhouse development designed to be owner-occupied	32	5.2 %
Multi-family residential development designed to be renter-occupied	38	6.2 %
Single-family residential development	143	23.4 %
Retail development	113	18.5 %
None chosen	114	18.7 %
Total	610	100.0 %

**Q21. Which THREE of these issues do you think should receive the highest priority in the City's long-range plan?**

<u>Q21. Second Highest Priority</u>	<u>Number</u>	<u>Percent</u>
Office development	82	13.4 %
Industrial development	83	13.6 %
Condominium and townhouse development designed to be owner-occupied	63	10.3 %
Multi-family residential development designed to be renter-occupied	52	8.5 %
Single-family residential development	108	17.7 %
Retail development	85	13.9 %
None chosen	137	22.5 %
Total	610	100.0 %

**Q21. Which THREE of these issues do you think should receive the highest priority in the City's long-range plan?**

<u>Q21. Third Highest Priority</u>	<u>Number</u>	<u>Percent</u>
Office development	91	14.9 %
Industrial development	73	12.0 %
Condominium and townhouse development designed to be owner-occupied	54	8.9 %
Multi-family residential development designed to be renter-occupied	36	5.9 %
Single-family residential development	76	12.5 %
Retail development	117	19.2 %
None chosen	163	26.7 %
Total	610	100.0 %

**Q21. Which THREE of these issues do you think should receive the highest priority in the City's long-range plan?(Sum of All Three Choice)**

<u>Q21. Sum of All Three Choice</u>	<u>Number</u>	<u>Percent</u>
Office development	209	34.3 %
Industrial development	290	47.5 %
Condominium and townhouse development designed to be owner-occupied	149	24.4 %
Multi-family residential development designed to be renter-occupied	126	20.7 %
Single-family residential development	327	53.6 %
Retail development	315	51.6 %
None chosen	114	18.7 %
Total	1530	

**Q22. In November 2009 the City opened the Independence Events Center. Have you attended an event at the facility?**

Q22. Have you attended an event at the facility?	Number	Percent
Yes	322	52.8 %
No	286	46.9 %
Not provided	2	0.3 %
Total	610	100.0 %

**Q22a. Which type event did you attend?**

Q22a. Which type event did you attend?	Number	Percent
Sporting event	242	75.2 %
Dinner/luncheon	14	4.3 %
Concert	128	39.8 %
Ice skating	70	21.7 %
Other	53	16.5 %
None chosen	3	0.9 %
Total	510	

**Q22a. Other**

Q22a. Other	Number	Percent
BASKETBALL GAME	1	1.9 %
BIRTHDAY	1	1.9 %
CHARITY EVENT	1	1.9 %
CHEERLEADING EVENT	1	1.9 %
CHRISTIAN EVENT	1	1.9 %
CHURCH SERVICE	3	5.7 %
COMMUNITY SERVICE	1	1.9 %
CRAFT SALE	1	1.9 %
CRAFT SHOW	3	5.7 %
DISNEY	1	1.9 %
DOG SHOW	1	1.9 %
EASTER CHURCH SERVIC	1	1.9 %
EASTER SERVICE	3	5.7 %
GO MAVS!	1	1.9 %
GRADUATION	3	5.7 %
GRADUATIONS	1	1.9 %
GUN/KNIFE SHOW	1	1.9 %
GUN SHOW	10	18.9 %
GUN SHOW/CAR SHOW	1	1.9 %
ICE CAPADES/CHURCH	1	1.9 %
ICE MOTORCYCLING	1	1.9 %
ICE RACING	1	1.9 %
IMAX SEASON TKTS	1	1.9 %
IRISH DANCING	1	1.9 %
NOT PROVIDED	2	3.8 %
PHINEAS & FERB SHOW	1	1.9 %
RETAIL EVENT	1	1.9 %
SARAH PALIN; GUN SHO	1	1.9 %
SCHOOL-MUSIC	1	1.9 %
SHOPPING/RESTAURANT	1	1.9 %
SOCCER PRACTICE	1	1.9 %
STAGED FIGHTS	1	1.9 %
THE IRISH GIRLS	1	1.9 %
TOUCH A TRUCK	1	1.9 %
WOMEN'S CRAFTS	1	1.9 %
Total	53	100.0 %

**Q23. Have you done any of the following during the past year?**

Q23. Have you done any of the following during the past year?	Number	Percent
Called or written a City Council member	75	12.3 %
Attended a City Council meeting	31	5.1 %
Attended a neighborhood meeting	87	14.3 %
Read an article in the Examiner about the City	371	60.8 %
Read an article in the Kansas City Star about the City	316	51.8 %
Watched the City's cable channel, City 7 (Channel 7 on Comcast )	184	30.2 %
Read the City's newsletter, CityScene	432	70.8 %
Accessed City website (www.independencemo.org)	271	44.4 %
Accessed the City's Facebook pages	44	7.2 %
Watched network television news about the City	270	44.3 %
Registered to receive e-newsletters	16	2.6 %
<u>None chosen</u>	<u>58</u>	<u>9.5 %</u>
Total	2155	

**Q23a. During the past week, approximately how many minutes did you or other members of your household watch the City's cable television?**

Q23a. Approximately how many minutes did you watch the City's cable television?	Number	Percent
None	52	28.3 %
1 to 14 minutes	64	34.8 %
15 to 29 minutes	36	19.6 %
30 min to 1 hour	17	9.2 %
More than 1 hour	12	6.5 %
Don't Know	3	1.6 %
Total	184	100.0 %

**Q23b. When you watch City 7, what do you watch?**

Q23b. When you watch City 7, what do you watch?	Number	Percent
Live City meeting	69	37.5 %
Pre-recorded City meeting	65	35.3 %
Programs from other agencies or governmental organizations	35	19.0 %
Bulletin board and/or listen to bulletin board music	80	43.5 %
Something that catches my eye while "channel surfing"	101	54.9 %
I do not have cable television	5	2.7 %
<u>None chosen</u>	<u>7</u>	<u>3.8 %</u>
Total	362	

**Q24. Counting yourself, how many people regularly live in your household**

Q24. Counting yourself, how many people regularly live in your household?	Number	Percent
1	123	20.2 %
2	260	42.6 %
3	91	14.9 %
5	26	4.3 %
4	81	13.3 %
6 or more	27	4.4 %
Not provided	2	0.3 %
Total	610	100.0 %

**Q25. How many persons in your household (counting yourself), are:**

	Mean	Sum
number	2.71	1641
Under age 5	0.17	106
Ages 5-9	0.23	142
Ages 10-14	0.15	88
Ages 15-19	0.15	93
Ages 20-24	0.12	71
Ages 25-34	0.26	158
Ages 35-44	0.24	147
Ages 45-54	0.41	250
Ages 55-64	0.50	303
Ages 65-74	0.28	170
Ages 75+	0.19	113

**Q26. How many years have you lived in the City of Independence?**

Q26. How many years have you lived in the City of Independence?	Number	Percent
3 years or less	39	6.4 %
4-5 years	28	4.6 %
6-10 years	54	8.9 %
11-15 years	46	7.5 %
16-20 years	42	6.9 %
21-30 years	88	14.4 %
31+ years	295	48.4 %
Not Provided	18	3.0 %
Total	610	100.0 %

**Q27. Do you own or rent your current residence?**

Q27. Do you own or rent your current residence?	Number	Percent
Own	487	79.8 %
Rent	123	20.2 %
Total	610	100.0 %

**Q28. Is your home a:**

Q28. Is your home a:	Number	Percent
Single-family home	539	88.4 %
Apartment	29	4.8 %
Duplex	18	3.0 %
Mobile home	2	0.3 %
Condo or townhome	15	2.5 %
Not provided	7	1.1 %
Total	610	100.0 %

**Q29. What is your age?**

Q29. What is your age?	Number	Percent
18 to 34 years	132	21.6 %
35 to 44 years	92	15.1 %
45 to 54 years	121	19.8 %
55 to 64 years	121	19.8 %
65 to 74 years	90	14.8 %
75+ years	47	7.7 %
Not provided	7	1.1 %
Total	610	100.0 %

**Q30. If you are employed outside the home, in which zip code do you work?**

Q30. In which zip code do you work?	Number	Percent
Not provided	327	53.6 %
64106	7	1.1 %
64116	7	1.1 %
64063	2	0.3 %
66201	1	0.2 %
64055	34	5.6 %
66101	1	0.2 %
66206	1	0.2 %
64105	5	0.8 %
64030	2	0.3 %
64052	10	1.6 %
64114	5	0.8 %
64064	8	1.3 %
64120	10	1.6 %
64108	14	2.3 %
64015	5	0.8 %
64139	2	0.3 %
64068	4	0.7 %
64110	3	0.5 %
66211	6	1.0 %
64111	10	1.6 %
64057	9	1.5 %
64050	28	4.6 %
64086	4	0.7 %
66205	1	0.2 %
64058	4	0.7 %
66104	1	0.2 %
64014	6	1.0 %
64133	7	1.1 %
64011	1	0.2 %
64056	8	1.3 %
64051	4	0.7 %
66210	1	0.2 %
64136	2	0.3 %
64117	2	0.3 %
64137	3	0.5 %
66118	1	0.2 %
66105	2	0.3 %
66102	1	0.2 %
64131	1	0.2 %
64747	1	0.2 %
64101	1	0.2 %
66221	1	0.2 %
66213	1	0.2 %
66208	1	0.2 %
66085	1	0.2 %
64112	3	0.5 %
64119	2	0.3 %
64082	1	0.2 %
64102	1	0.2 %
64145	1	0.2 %
64016	2	0.3 %
64127	2	0.3 %
64134	2	0.3 %
64189	1	0.2 %
66062	2	0.3 %
64081	2	0.3 %

**Q30. If you are employed outside the home, in which zip code do you work?**

<u>Q30. In which zip code do you work?</u>	<u>Number</u>	<u>Percent</u>
64132	1	0.2 %
64148	1	0.2 %
66251	2	0.3 %
64150	2	0.3 %
64054	1	0.2 %
64129	1	0.2 %
64085	1	0.2 %
64229	1	0.2 %
64141	2	0.3 %
64161	1	0.2 %
66048	1	0.2 %
64036	1	0.2 %
64118	1	0.2 %
64113	1	0.2 %
64123	1	0.2 %
64779	1	0.2 %
64018	1	0.2 %
64029	2	0.3 %
64130	2	0.3 %
64153	1	0.2 %
64138	1	0.2 %
66215	1	0.2 %
66061	1	0.2 %
66103	1	0.2 %
66202	1	0.2 %
64128	1	0.2 %
64152	1	0.2 %
66223	1	0.2 %
64083	1	0.2 %
65726	1	0.2 %
Total	610	100.0 %

**Q31. Would you say your total household income is:**

<u>Q31. Would you say your total household income is:</u>	<u>Number</u>	<u>Percent</u>
Under \$30,000	147	24.1 %
\$30,000 to \$59,999	182	29.8 %
\$60,000 to \$99,999	138	22.6 %
More than \$100,000	73	12.0 %
Not provided	70	11.5 %
Total	610	100.0 %

**Q32. Did you vote in the last City (General) Election in April 2012?**

<u>Q32. Did you vote?</u>	<u>Number</u>	<u>Percent</u>
Yes	448	73.4 %
No	151	24.8 %
Not provided	11	1.8 %
Total	610	100.0 %

**Q33. Your gender:**

<u>Q33. Your gender:</u>	<u>Number</u>	<u>Percent</u>
Male	293	48.0 %
Female	317	52.0 %
Total	610	100.0 %

*Section 4:*  
***Survey Instrument***

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# City of Independence



111 East Maple Street • P.O. Box 1019 • Independence, Missouri 64051 - 0519  
[www.independencemo.org](http://www.independencemo.org) • 816-325-7000

Dear City of Independence Resident,

***Your input on the enclosed survey is extremely important.*** During the next few months, we will be making decisions that affect a wide range of City services, including public safety, parks and recreation, code enforcement and others. To ensure the City's priorities are aligned with the needs of our residents, **we need to know what YOU think.**

***We appreciate your time.*** We realize this survey takes some time to complete, but every question is important. The time you invest in this survey will influence dozens of decisions that will be made about the City's future. Your responses will help City leaders identify and address the many opportunities and challenges facing the community.

***Please return your survey as soon as possible during the next week.*** Your responses will remain completely confidential. Please return your survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

If you have any questions, please call (816) 325-7019. Thanks again for taking the time to better our community.

Sincerely,

A handwritten signature in black ink that reads "Don B. Reimal". The signature is written in a cursive, flowing style.

Don B. Reimal  
Mayor

# Year 2013 City of Independence Citizen Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's planning process and will be used by City leaders to make planning and investment decisions. If you have questions, please call the City Manager's office at (816) 325-7019.

1. **Overall satisfaction with City services.** Using a scale of 5 to 1, where 5 means “very satisfied” and 1 means “very dissatisfied,” please rate your satisfaction with each of the services listed below.

How Satisfied Are You With:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Police services	5	4	3	2	1	9
B. Fire services	5	4	3	2	1	9
C. City parks and recreation programs and facilities	5	4	3	2	1	9
D. Maintenance of City streets	5	4	3	2	1	9
E. City water & sanitary sewer utilities	5	4	3	2	1	9
F. City electric utilities	5	4	3	2	1	9
G. Enforcement of City codes and ordinances	5	4	3	2	1	9
H. Customer service received from City employees	5	4	3	2	1	9
I. Effectiveness of City communication with the public	5	4	3	2	1	9
J. City's storm water management system	5	4	3	2	1	9
K. City public health services	5	4	3	2	1	9
L. Overall flow of traffic and congestion management in the City	5	4	3	2	1	9
M. Your access to bus transportation	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.]

1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_ 3<sup>rd</sup> \_\_\_\_\_

3. Several items that may influence your perception of the City of Independence are listed below. Please rate your satisfaction with each item on a scale of 5 to 1, where 5 means “very satisfied” and 1 means “very dissatisfied.”

How Satisfied Are You With:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall value received for your City tax dollars and fees	5	4	3	2	1	9
B. Overall image of the City as a place to locate or expand business	5	4	3	2	1	9
C. Overall quality of life in the City	5	4	3	2	1	9
D. Type and quality of development west of Noland Road	5	4	3	2	1	9
E. Type and quality of development east of Noland Road	5	4	3	2	1	9
F. The quality of commercial landscaping within 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 5 to 1, where 5 means “very satisfied” and 1 means “very dissatisfied.”

How Satisfied Are You With:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Police efforts to reduce crime and disorder	5	4	3	2	1	9
B. Police presence in your neighborhood	5	4	3	2	1	9
C. Police presence in commercial areas	5	4	3	2	1	9
D. City's efforts to prevent crime	5	4	3	2	1	9
E. Enforcement of local traffic laws	5	4	3	2	1	9
F. How quickly police arrive at emergencies	5	4	3	2	1	9
G. Investigation of criminal offenses	5	4	3	2	1	9
H. Fire protection	5	4	3	2	1	9
I. How quickly fire personnel arrive at emergencies	5	4	3	2	1	9
J. City efforts to prevent fires	5	4	3	2	1	9
K. How quickly ambulance service personnel arrive at emergencies	5	4	3	2	1	9
L. Emergency medical services and transportation provided by the City's licensed ambulance provider (AMR)	5	4	3	2	1	9
M. Quality of animal control services	5	4	3	2	1	9

5. Which **THREE** public safety items listed above do you think should receive the most emphasis from City leaders over the next **TWO** years? [Use the letters from question 4 above.]

1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_ 3<sup>rd</sup> \_\_\_\_\_

6. **Public safety.** For each of the items listed below, please rate your satisfaction on a scale of 5 to 1, where 5 means “very safe” and 1 means “very unsafe.”

How Safe Do You Feel:	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A. In your neighborhood during the day	5	4	3	2	1	9
B. In your neighborhood during the night	5	4	3	2	1	9
C. In commercial areas in Independence during the day	5	4	3	2	1	9
D. In commercial areas in Independence during the night	5	4	3	2	1	9
E. When you are in City parks	5	4	3	2	1	9

7. **Emergency preparedness.** Overall, how satisfied are you with the City's emergency preparedness efforts to assist individuals/families in becoming better prepared in the event of a disaster?

\_\_\_\_(5) Very Satisfied                      \_\_\_\_ (3) Neutral                      \_\_\_\_ (1) Very Dissatisfied  
 \_\_\_\_ (4) Satisfied                              \_\_\_\_ (2) Dissatisfied                      \_\_\_\_ (9) Don't know

8. **City leadership.** For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means “very satisfied” and 1 means “very dissatisfied.”

How Satisfied Are You With:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The leadership provided by the City's elected officials	5	4	3	2	1	9
B. Access to elected and appointed City officials	5	4	3	2	1	9
C. Frequency with which City leaders seek out your views	5	4	3	2	1	9
D. The level of public involvement in local decision making	5	4	3	2	1	9

**9. Water, wastewater, and electric utilities. For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means “very satisfied” and 1 means “very dissatisfied.”**

<b>How Satisfied Are You With:</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>
A. The 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. Adequacy of the City's wastewater collection system	5	4	3	2	1	9
D. Overall reliability of electrical service	5	4	3	2	1	9
E. How quickly electrical outages are repaired	5	4	3	2	1	9
F. The value of your water & wastewater utility services	5	4	3	2	1	9
G. The value of your electric utility service	5	4	3	2	1	9
H. The efforts of the City's utilities programs to promote the environment and conservation	5	4	3	2	1	9
I. Maintenance of the City's storm water drains and culverts in your neighborhood	5	4	3	2	1	9

**10. Enforcement of City codes and ordinances. For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means “very satisfied” and 1 means “very dissatisfied.”**

<b>How Satisfied Are You With:</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>
A. The cleanup of trash and debris on residential property	5	4	3	2	1	9
B. The cleanup of trash and debris on commercial property	5	4	3	2	1	9
C. The mowing and trimming of residential property	5	4	3	2	1	9
D. The mowing and trimming of commercial property	5	4	3	2	1	9
E. The maintenance of residential buildings in your neighborhood	5	4	3	2	1	9
F. The maintenance of commercial buildings in your neighborhood	5	4	3	2	1	9
G. The maintenance of rental buildings in your neighborhood	5	4	3	2	1	9
H. The food safety standards at restaurants in the City	5	4	3	2	1	9

**11. City parks & recreation. For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means “very satisfied” and 1 means “very dissatisfied.”**

<b>How Satisfied Are You With:</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>
A. Maintenance of City parks	5	4	3	2	1	9
B. Number of City parks	5	4	3	2	1	9
C. Number of walking & biking trails	5	4	3	2	1	9
D. Quality of Soccer fields	5	4	3	2	1	9
E. Quality of Softball fields	5	4	3	2	1	9
F. Quality of Baseball fields	5	4	3	2	1	9
G. Recreation programs	5	4	3	2	1	9
H. Number of recreation programs	5	4	3	2	1	9
I. Ease of registering for recreation programs	5	4	3	2	1	9

**12. City communications.** For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means “very satisfied” and 1 means “very dissatisfied.”

How Satisfied Are You With:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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

**13. City maintenance.** For each of the items listed, please rate your satisfaction on a scale of 5 to 1, where 5 means “very satisfied” and 1 means “very dissatisfied.”

How Satisfied Are You With:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Maintenance of major City streets	5	4	3	2	1	9
B. Maintenance of streets in residential areas	5	4	3	2	1	9
C. Maintenance of street signs	5	4	3	2	1	9
D. Maintenance of traffic signals	5	4	3	2	1	9
E. Maintenance and preservation of Independence Square	5	4	3	2	1	9
F. Maintenance of City buildings, like City Hall	5	4	3	2	1	9
G. Snow removal on major City streets	5	4	3	2	1	9
H. Snow removal on streets in residential areas	5	4	3	2	1	9
I. Mowing and trimming along streets and other public areas	5	4	3	2	1	9
J. Availability of the City's Drop-Off Depot program to dispose of yard waste, appliances and trash	5	4	3	2	1	9
K. Adequate number and placement of the City's street lights	5	4	3	2	1	9
L. Availability of the City's two recycling centers (35 <sup>th</sup> Street, Vista Avenue)	5	4	3	2	1	9
M. Adequacy of household waste recycling programs	5	4	3	2	1	9

**14. Independence historic sites & neighborhoods.** Using a 5-point scale, where 5 means “strongly agree” and 1 means “strongly disagree,” please rate your level of agreement with each of the following statements.

What is your level of agreement with the following statements about the City's historic sites and neighborhoods (Vaile Mansion, Bingham-Waggoner, Chicago & Alton Depot, Pioneer Spring Cabin, National Frontier Trails Museum, Log Courthouse & Truman Depot)?	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
A. It is important to preserve the City's historic sites	5	4	3	2	1
B. The City effectively distributes education material about its heritage sites	5	4	3	2	1
C. It is important to preserve the City's historic neighborhoods	5	4	3	2	1
D. It is important to maintain the historic character of The Square	5	4	3	2	1

15. Have you visited at least one of the City's historic sites within the last two years?

\_\_\_\_(1) Yes      \_\_\_\_ (2) No

16. Please rate the City of Independence on a scale of 5 to 1, where 5 means "excellent" and 1 means "poor" with regard to each of the following:

How would you rate the City of Independence?	Excellent	Good	Neutral	Below Average	Poor	Don't Know
A. As a place to live	5	4	3	2	1	9
B. As a place to raise children	5	4	3	2	1	9
C. As a place to work	5	4	3	2	1	9
D. As a place to visit	5	4	3	2	1	9

17. Using a 5-point scale, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with each of the following statements.

What is your level of agreement with the following statements?	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
A. My neighborhood needs to be improved	5	4	3	2	1
B. Housing in my neighborhood is well maintained	5	4	3	2	1
C. I am optimistic about the future of my neighborhood	5	4	3	2	1
D. I expect the value of my home to increase during the next five years	5	4	3	2	1
E. I am concerned about potential crime problems in my neighborhood	5	4	3	2	1
F. I am satisfied with convenient access to grocery and drug stores	5	4	3	2	1

18. Several reasons for deciding where to live are listed below. On a scale from 5 to 1, where 5 is "very important" and 1 is "very unimportant," how important was each reason in your decision to live in Independence?

How important are the following to your decision to live in Independence?	Very Important	Important	Neutral	Unimportant	Very Unimportant	Don't Know
A. Sense of community	5	4	3	2	1	9
B. Employment opportunities in Independence	5	4	3	2	1	9
C. Diversity of housing choice	5	4	3	2	1	9
D. Affordability of housing	5	4	3	2	1	9
E. Access to a variety of shopping and entertainment options	5	4	3	2	1	9
F. Availability of parks & recreation opportunities	5	4	3	2	1	9
G. Near family or friends	5	4	3	2	1	9

19. Which **THREE** of these reasons will have the most impact on your decision to **stay** in Independence for the next 10 years? [Write the letters for your top 3 choices below using the letters from the list in question 18 above.]

1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_ 3<sup>rd</sup> \_\_\_\_\_

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

Type of Development:	Much Too Slow	Too Slow	Just Right	Too Fast	Much Too Fast	Don't Know
A. Office development	5	4	3	2	1	9
B. Industrial development	5	4	3	2	1	9
C. Condominium and townhouse development designed to be owner-occupied	5	4	3	2	1	9
D. Multi-family residential development designed to be renter-occupied	5	4	3	2	1	9
E. Single-family residential development	5	4	3	2	1	9
F. Retail development	5	4	3	2	1	9

21. Which THREE of these issues do you think should receive the highest priority in the City’s long-range plan? [Write the letters for your top choices below from the list in Q20 above.]

1<sup>st</sup> \_\_\_\_\_ 2<sup>nd</sup> \_\_\_\_\_ 3<sup>rd</sup> \_\_\_\_\_

22. In November 2009 the City opened the Independence Events Center. Have you attended an event at the facility?

\_\_\_\_ (1) Yes [Answer Q22a.] \_\_\_\_ (2) No [Go to Q23.]

22a. **IF YES:** Which type event did you attend? [Check all that apply.]

\_\_\_\_ (1) Sporting Event      \_\_\_\_ (3) Concert      \_\_\_\_ (5) Other (please list):  
 \_\_\_\_ (2) Dinner/Luncheon      \_\_\_\_ (4) Ice Skating      \_\_\_\_\_

23. Have you done any of the following during the past year?

- \_\_\_\_ (01) Called or written a City Council member
- \_\_\_\_ (02) Attended a City Council meeting
- \_\_\_\_ (03) Attended a neighborhood meeting
- \_\_\_\_ (04) Read an article in the Examiner about the City
- \_\_\_\_ (05) Read an article in the Kansas City Star about the City
- \_\_\_\_ (06) Watched the City’s cable channel, City 7 (Channel 7 on Comcast ) [answer Q23a-b]
- \_\_\_\_ (07) Read the City’s newsletter, CityScene
- \_\_\_\_ (08) Accessed City website ([www.independencemo.org](http://www.independencemo.org))
- \_\_\_\_ (09) Accessed the City’s Facebook pages
- \_\_\_\_ (10) Watched network television news about the City
- \_\_\_\_ (11) Registered to receive e-newsletters

**If you watched the City cable channel, Channel 7 on Comcast, answer Q23a and Q23b**

23a. During the past week, approximately how many minutes did you or other members of your household watch the City’s cable television?

\_\_\_\_ (1) None      \_\_\_\_ (3) 15 to 29 minutes      \_\_\_\_ (5) More than 1 hour  
 \_\_\_\_ (2) 1 to 14 minutes      \_\_\_\_ (4) 30 minutes to 1 hour

23b. When you watch City 7, what do you watch? (Select all that apply)

- \_\_\_\_ (1) Live City meeting
- \_\_\_\_ (2) Pre-recorded City meeting
- \_\_\_\_ (3) Programs from other agencies or governmental organizations
- \_\_\_\_ (4) Bulletin board and/or listen to bulletin board music
- \_\_\_\_ (5) Something that catches my eye while “channel surfing”
- \_\_\_\_ (6) I do not have cable television

24. **Counting yourself**, how many people regularly live in your household? \_\_\_\_\_

25. How many persons in your household (**counting yourself**), are:

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	_____		

26. How many years have you lived in the City of Independence? \_\_\_\_\_ Years

27. Do you own or rent your current residence? \_\_\_\_\_(1) Own \_\_\_\_\_(2) Rent

28. Is your home a:

_____ (1) Single-family home	_____ (3) Duplex	_____ (5) Condo or townhome
_____ (2) Apartment	_____ (4) Mobile home	

29. What is your age?

_____ (1) under 25 years	_____ (5) 55 to 64 years
_____ (2) 25 to 34 years	_____ (6) 65 to 74 years
_____ (3) 35 to 44 years	_____ (7) 75 + years
_____ (4) 45 to 54 years	

30. If you are employed outside the home, in which zip code do you work? \_\_\_\_\_

31. Would you say your total household income is:

_____ (1) Under \$30,000	_____ (3) \$60,000 to \$99,999
_____ (2) \$30,000 to \$59,999	_____ (4) more than \$100,000

32. Did you vote in the last City (General) Election in April 2012?

\_\_\_\_\_ (1) Yes \_\_\_\_\_ (2) No

33. Your gender: \_\_\_\_\_ (1) Male \_\_\_\_\_ (2) Female

34. Do you have any recommendations or suggestions for other projects you would like the City to consider?

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35. If you have any other comments you would like to make, please provide them below:

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**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 sticker to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thank you.

*Appendix A:*  
***Benchmarking Analysis***

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## Benchmarking Analysis

### 2013 City of Independence Citizen Survey

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### Overview

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

Since November 1999, the survey has been administered in more than 210 cities and counties in 43 states. This report contains benchmarking data from two sources: (1) an annual national survey that was administered by ETC Institute to a random sample of more than 2,000 residents in the continental United States and (2) surveys that have been administered by ETC Institute in 30 communities in the Kansas City metro area between December 2009 and December 2013. Some of the Kansas and Missouri communities represented in this report include:

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

**National and KC Metro Benchmarks.** The first set of charts on the following pages show how the overall results for Independence compare to the national and Kansas City average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 2,000 U.S. residents.

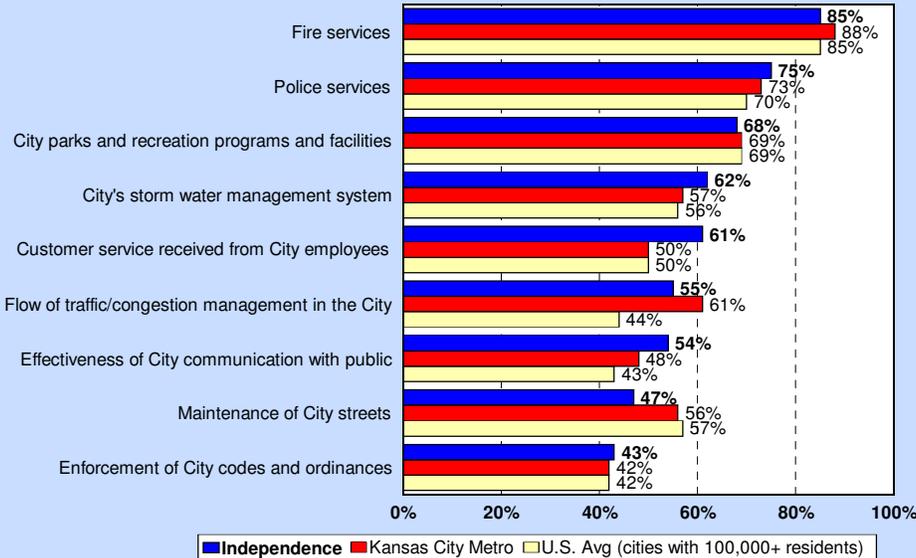
**Kansas City Metro Benchmarks.** The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 30 communities listed above. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the 30 communities listed above. The actual ratings for Independence are listed to the right of each chart. The dot on each bar shows how the results for Independence compare to the other communities in the Kansas City area where the *DirectionFinder*® survey has been administered.

# National Benchmarks

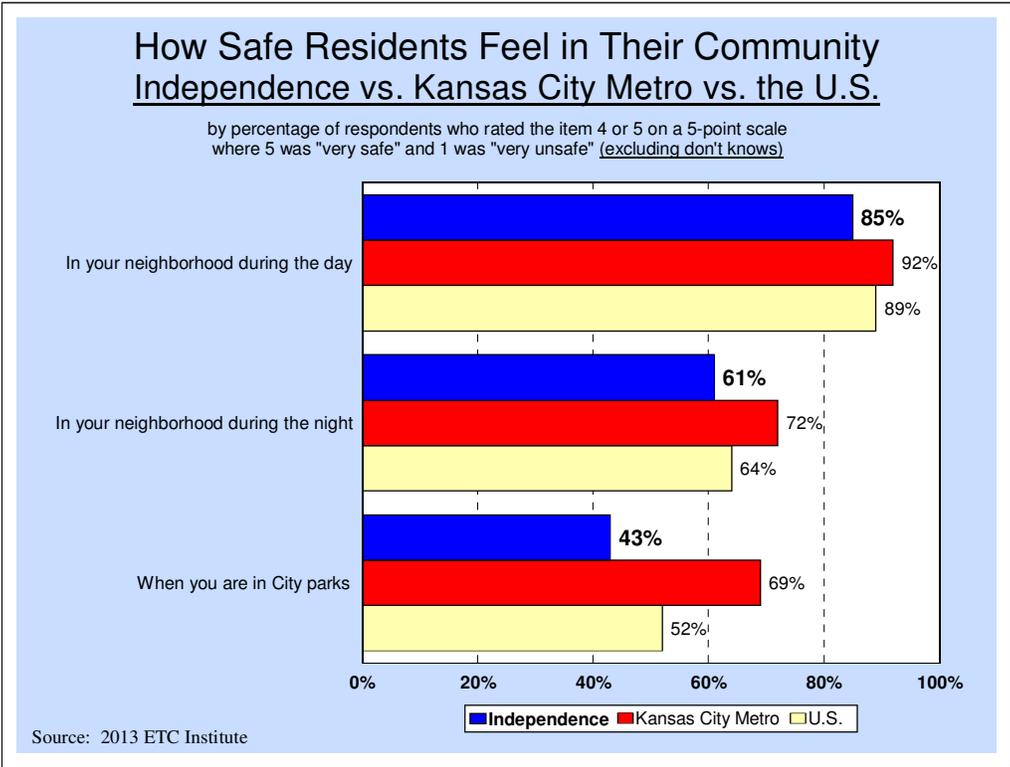
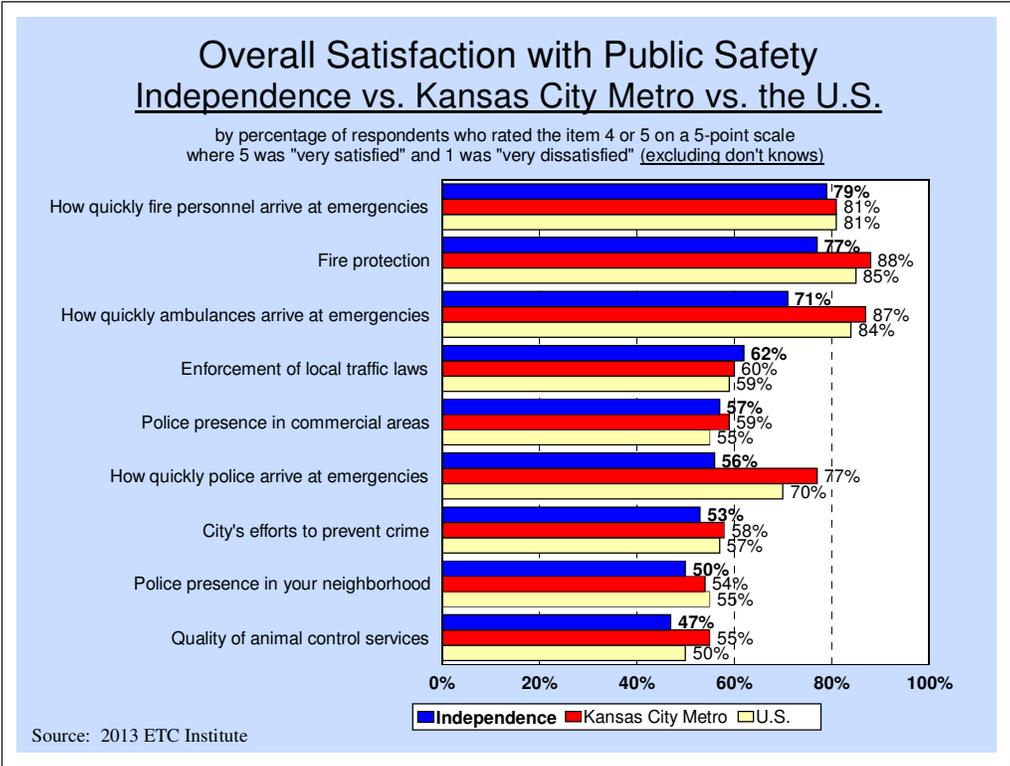
**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Independence is not authorized without written consent from ETC Institute.**

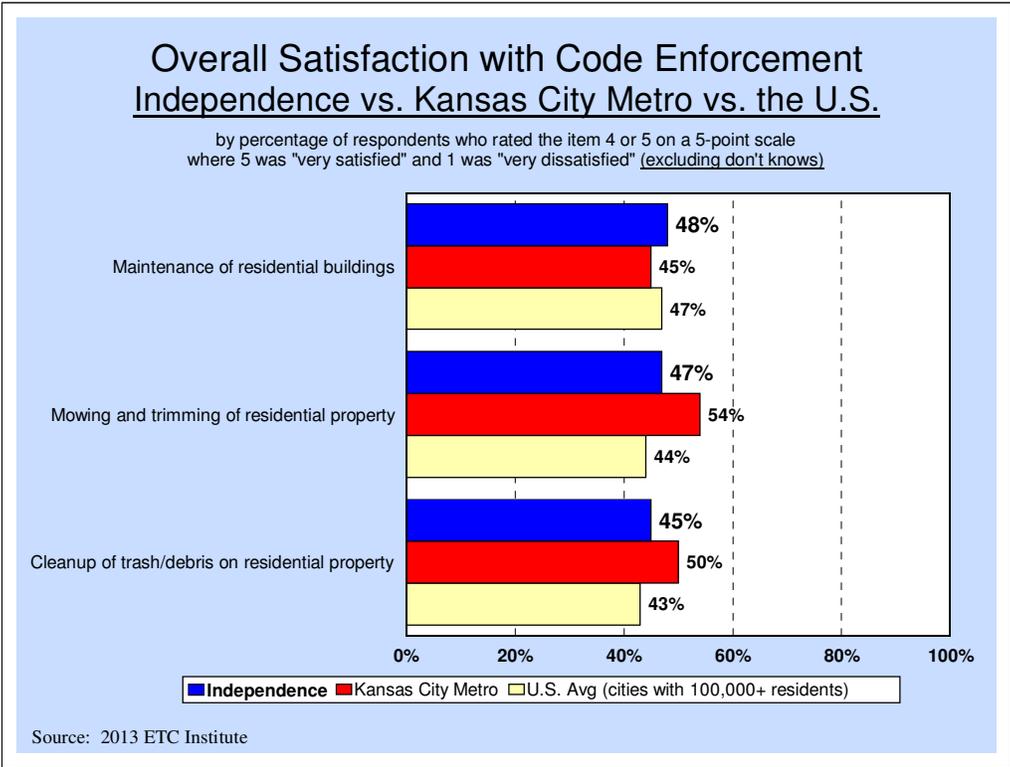
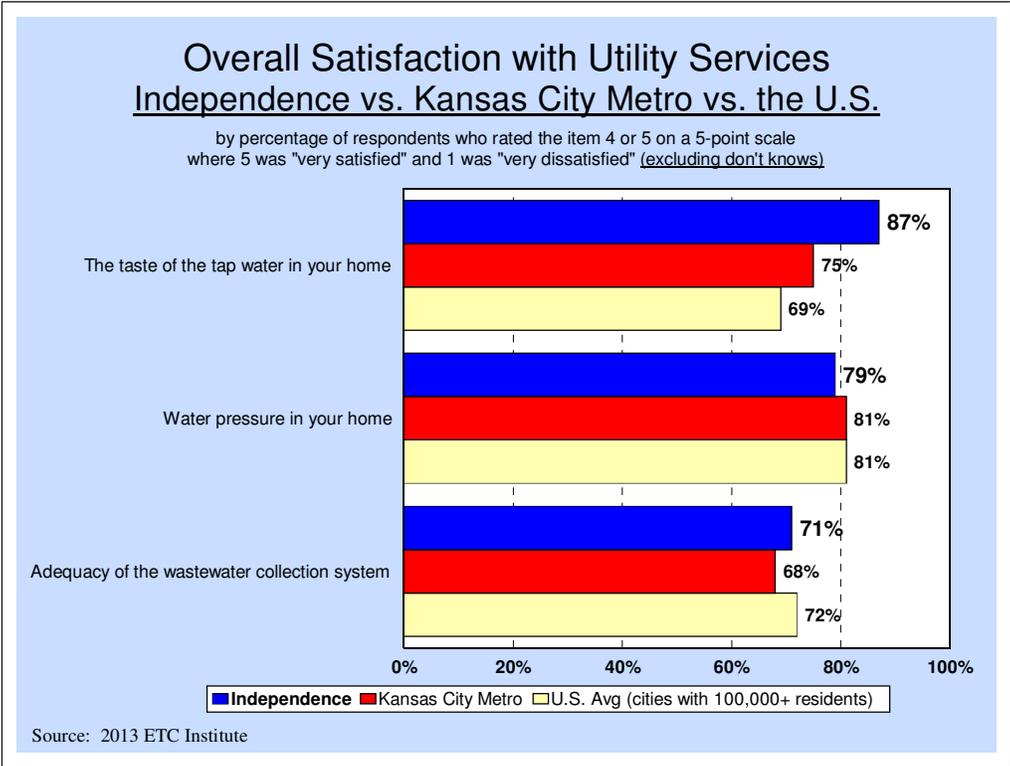
## Overall Satisfaction with Major Categories of City Services Independence vs. Kansas City Metro vs. the U.S.

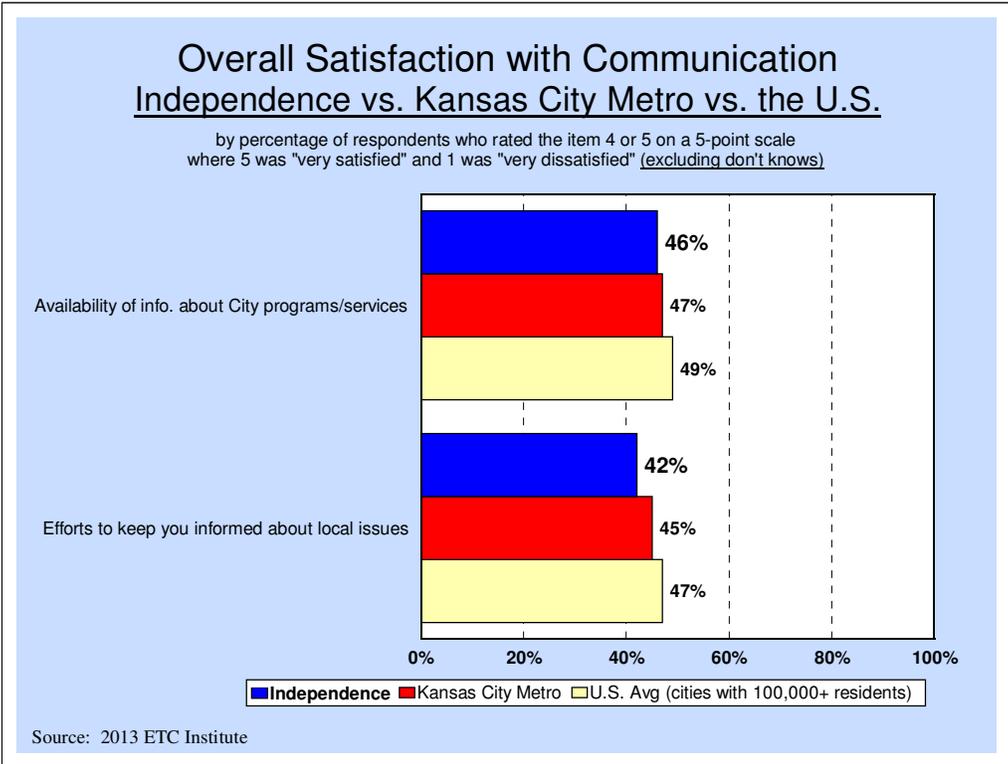
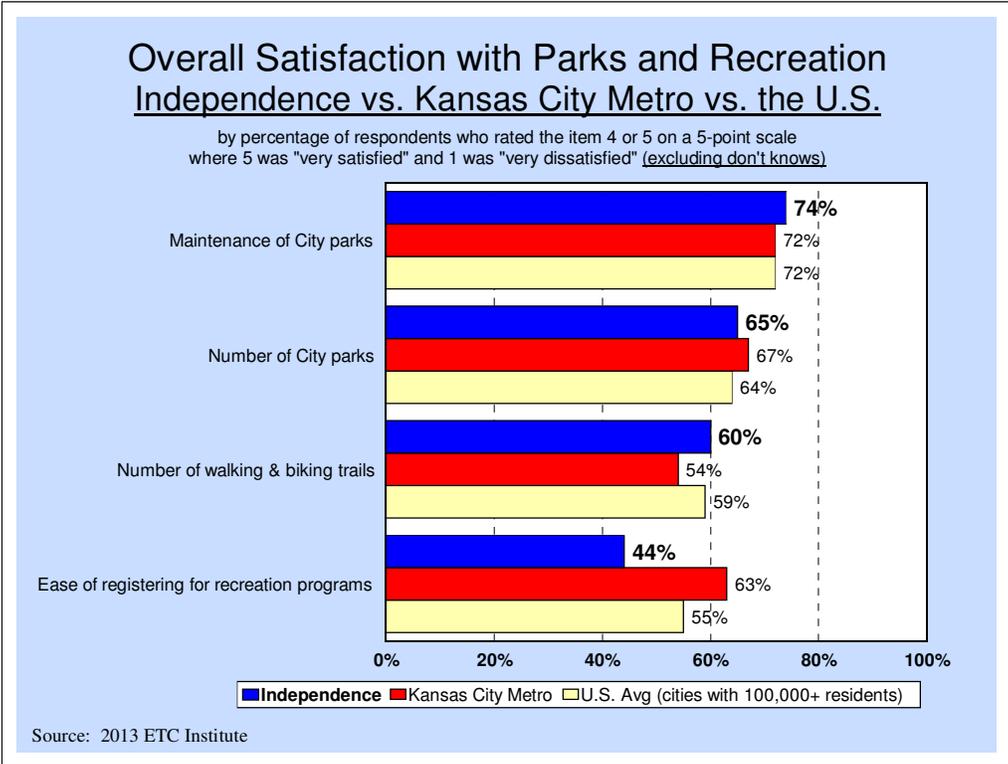
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

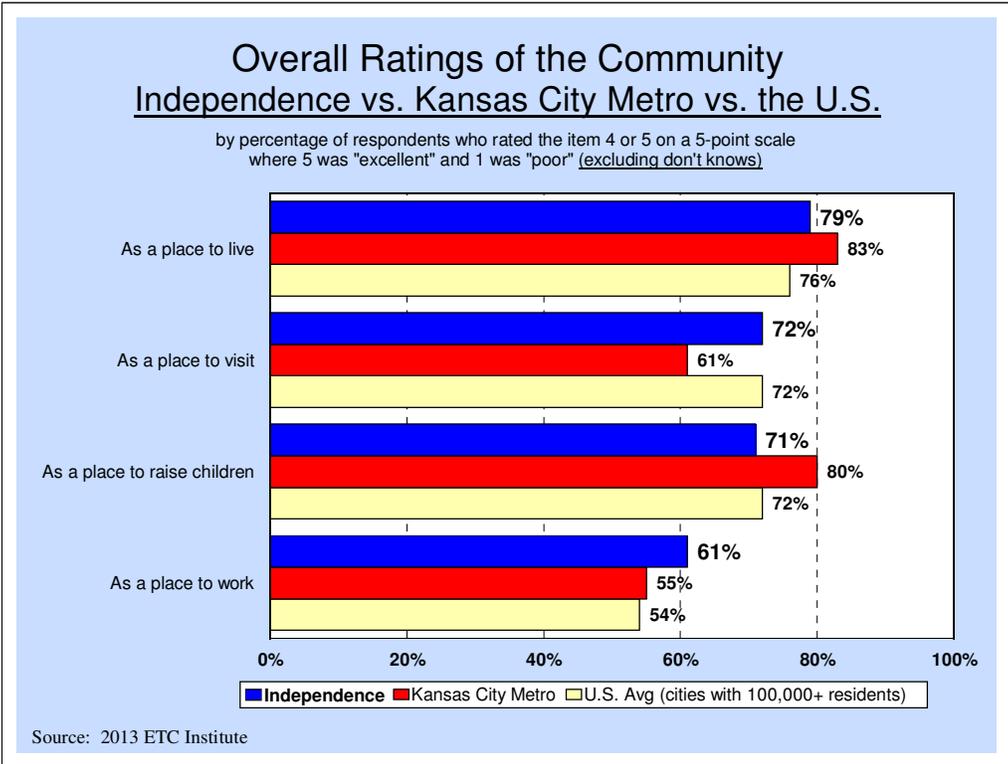
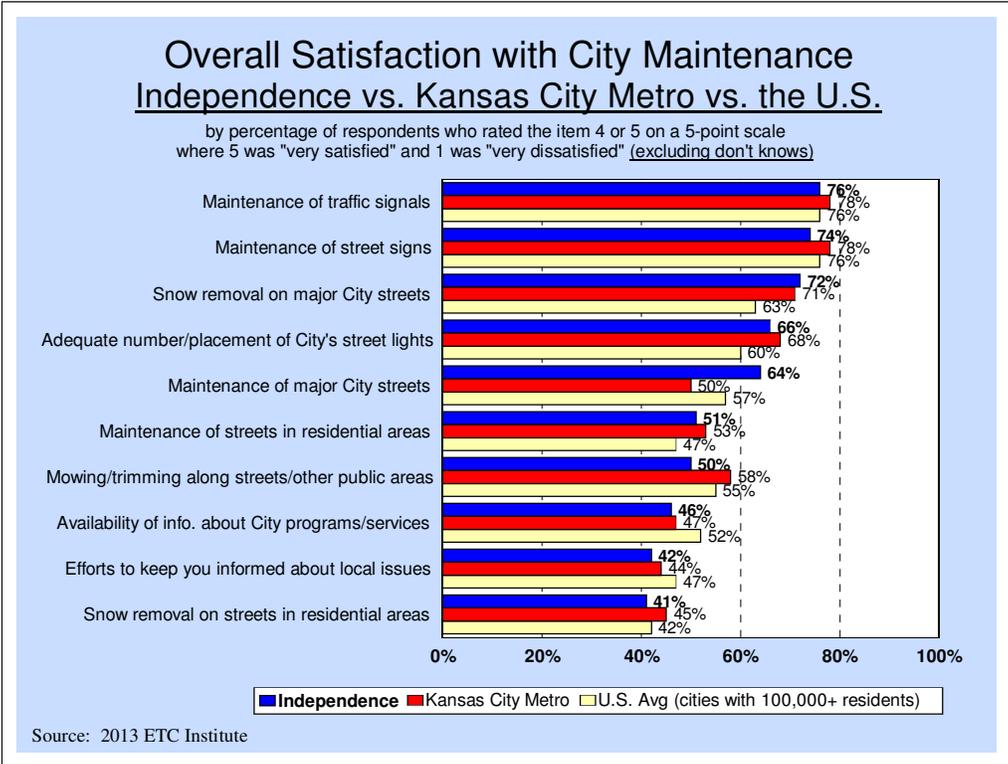


Source: 2013 ETC Institute

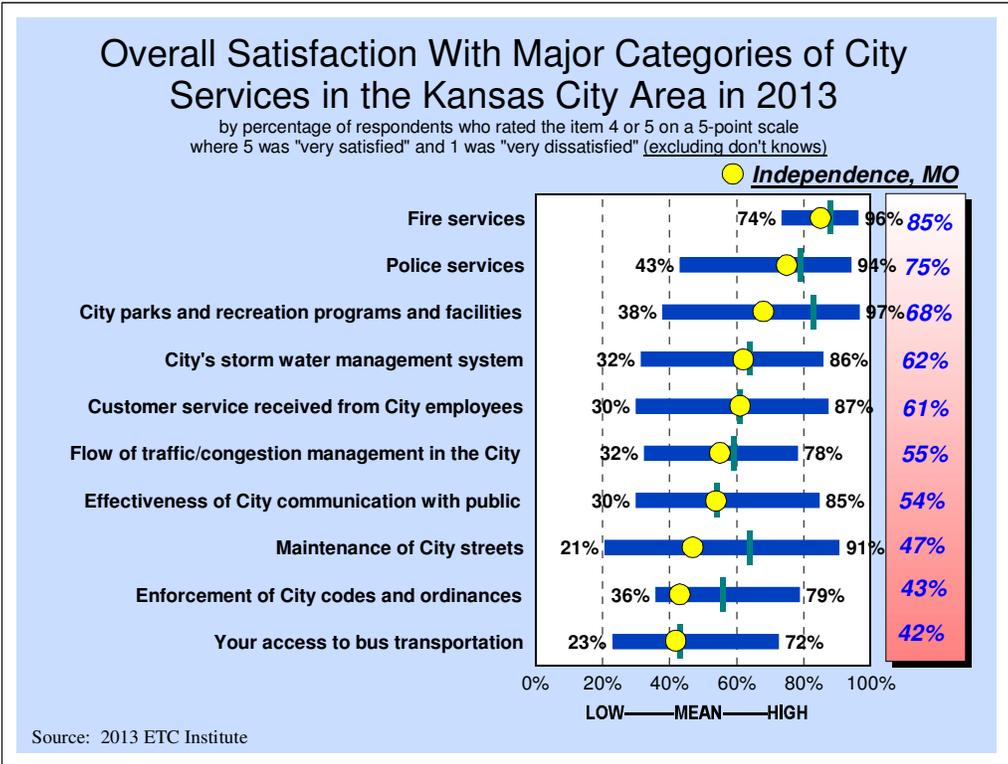


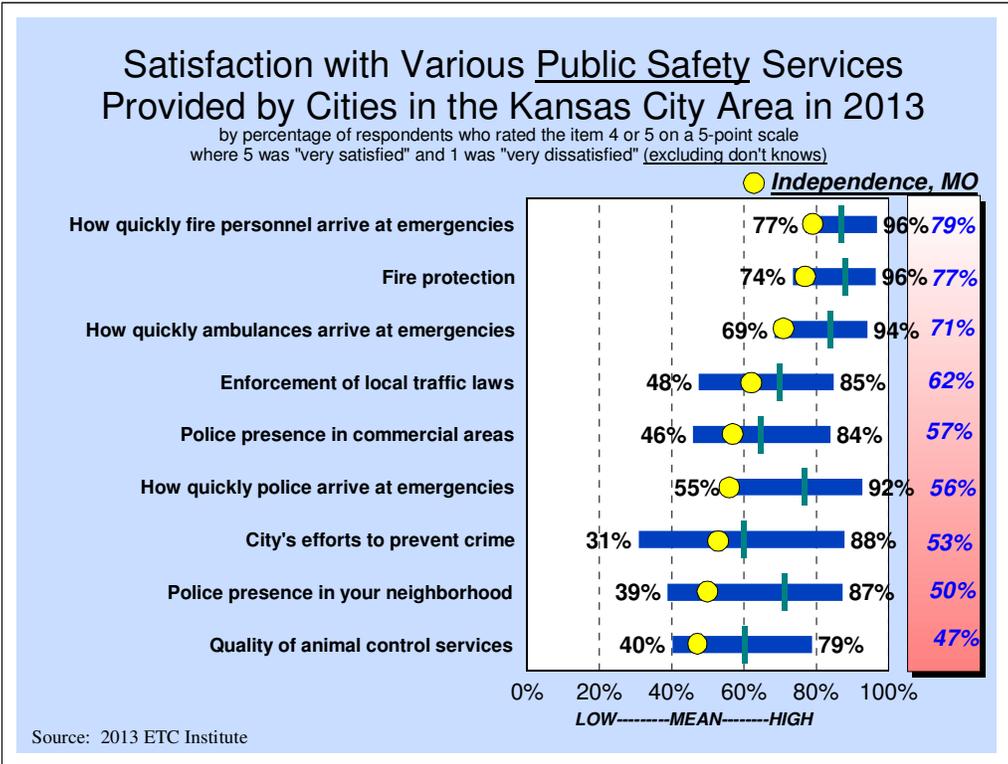
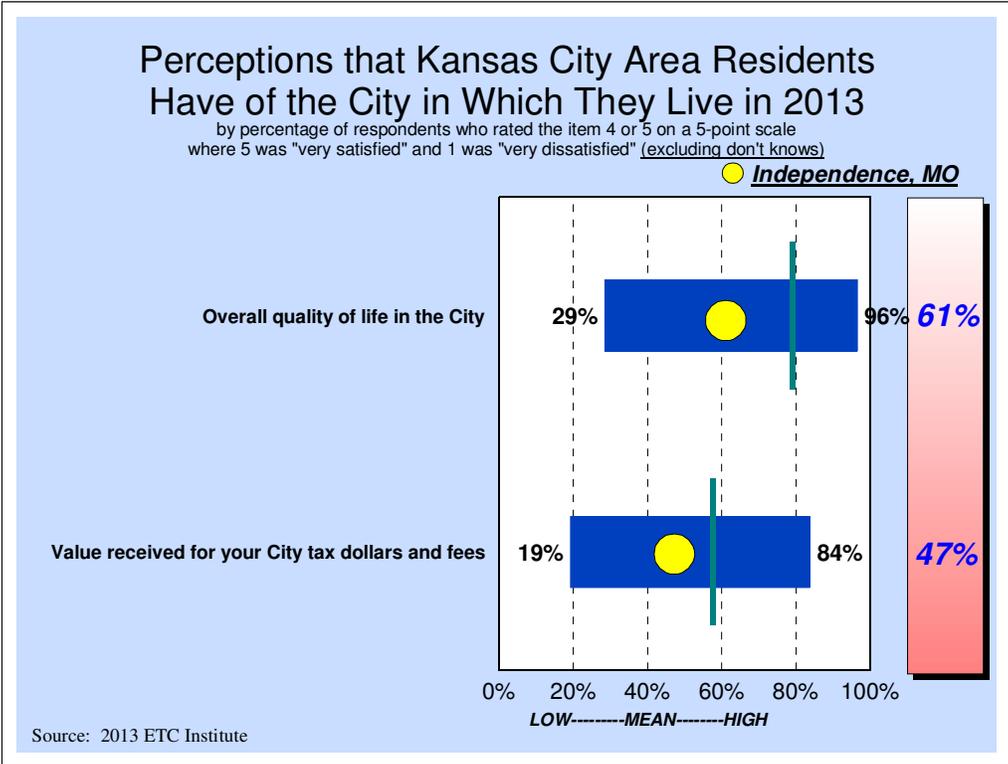


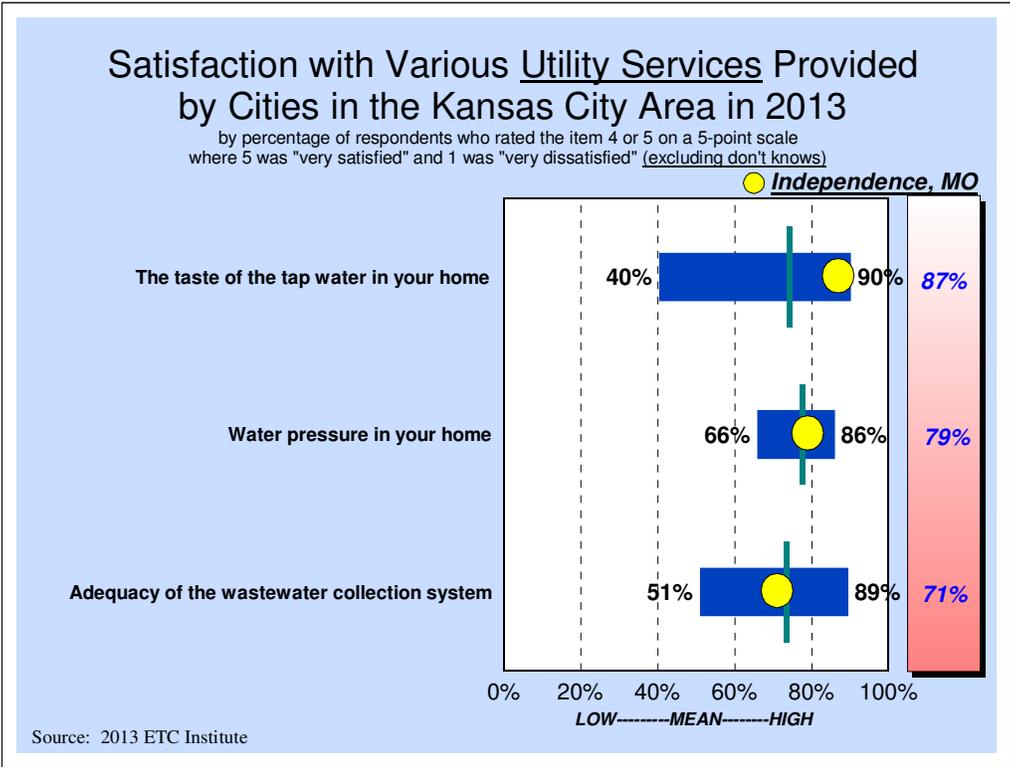
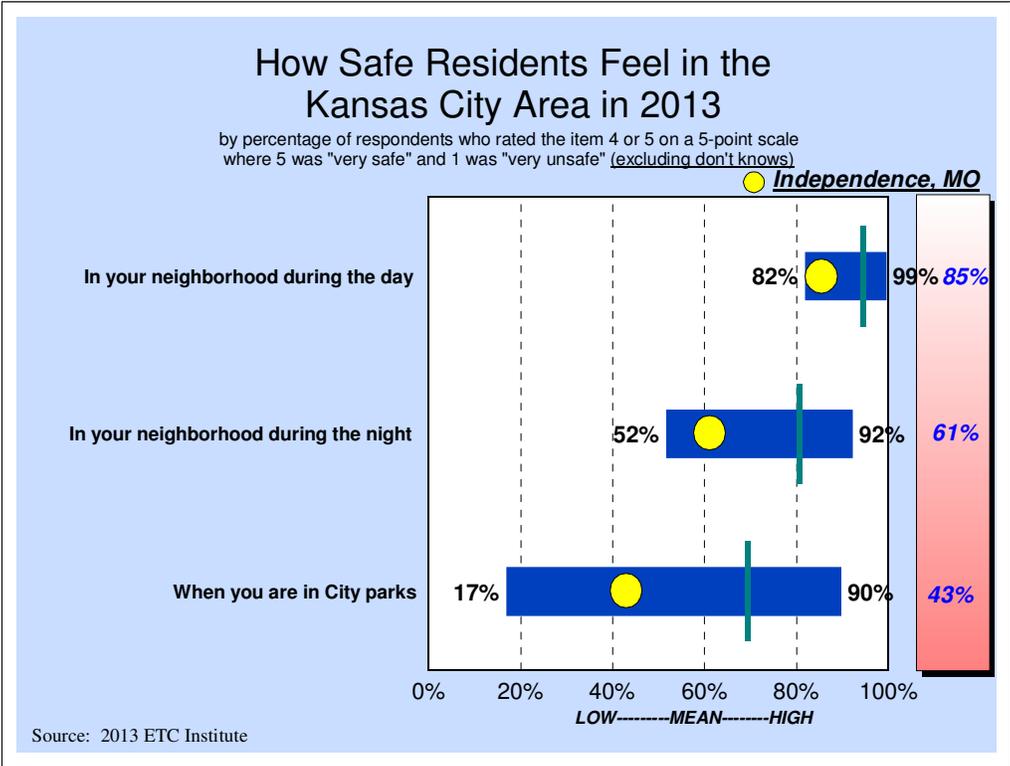


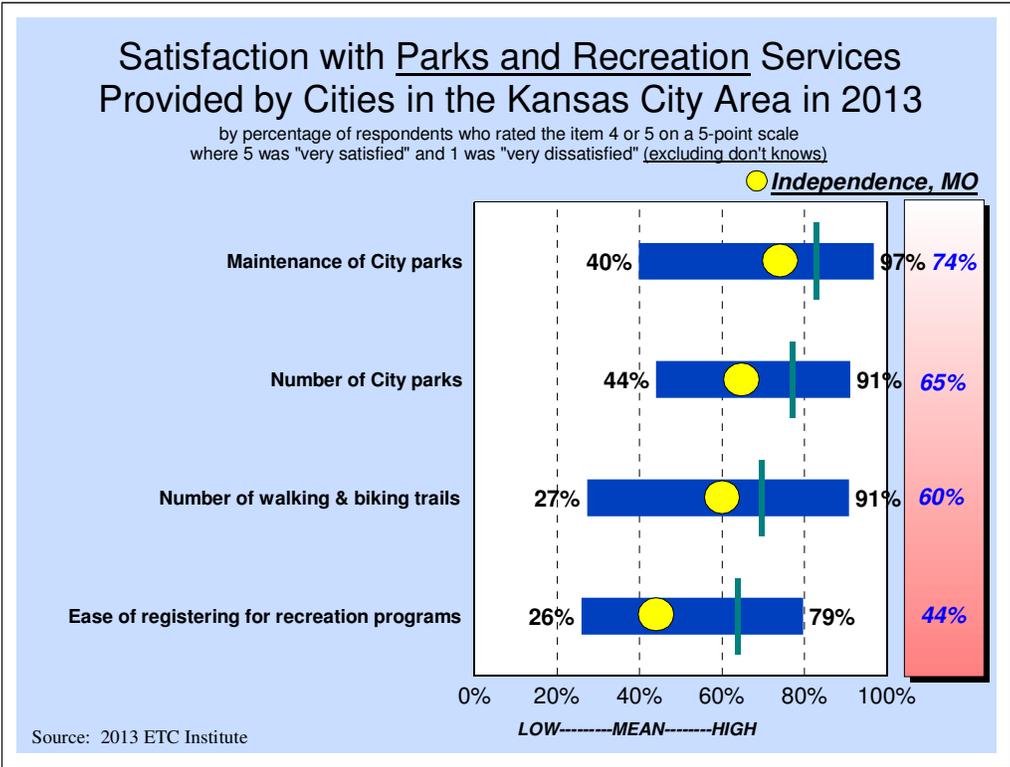
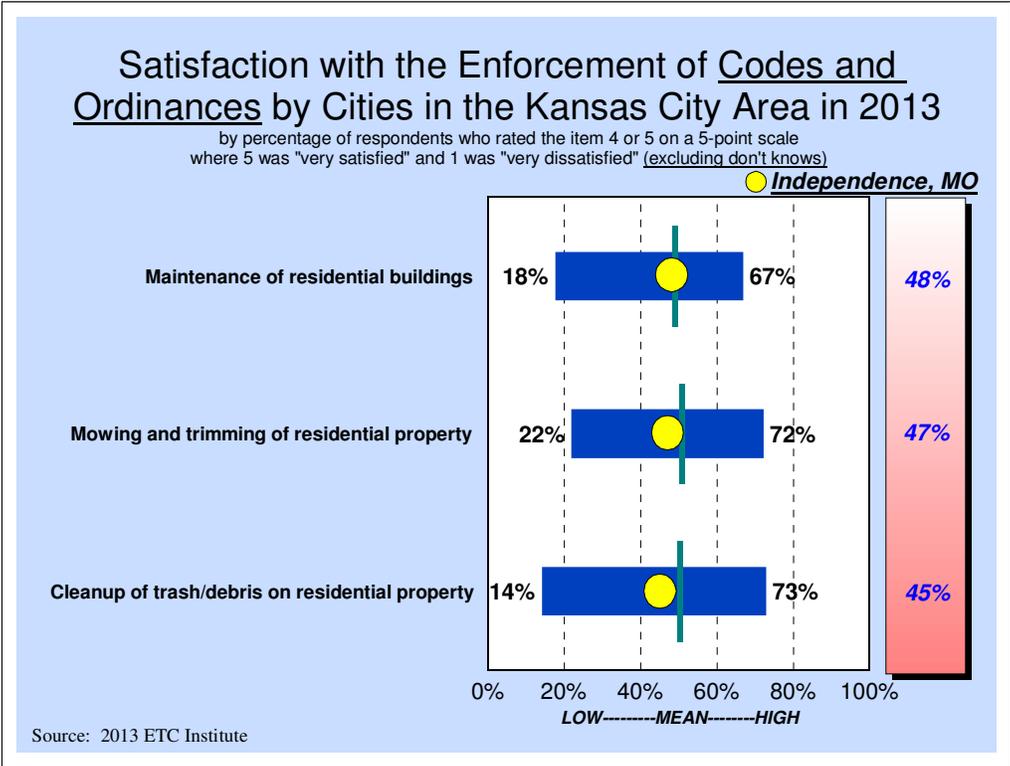


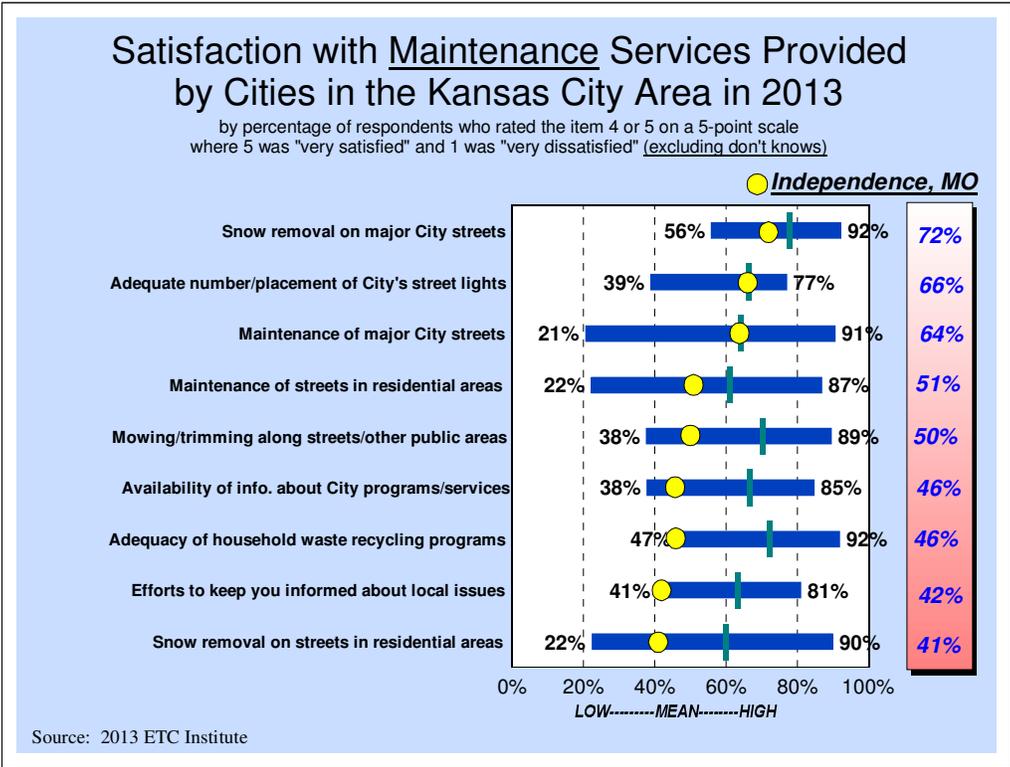
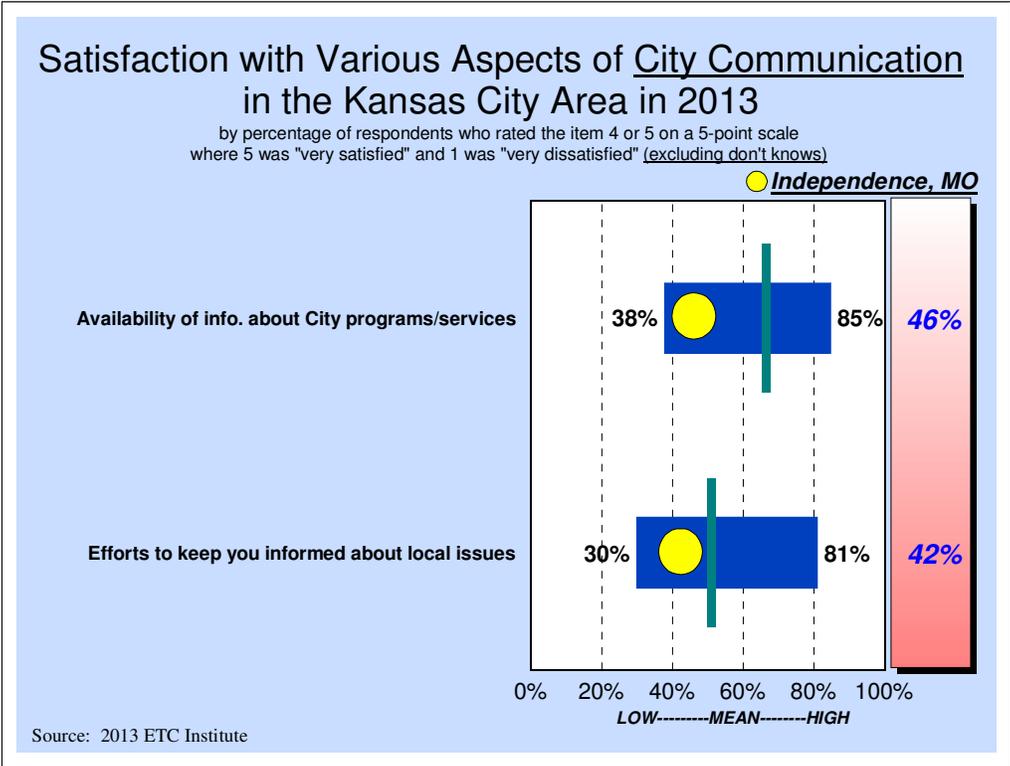
# Metropolitan Kansas City Benchmarks

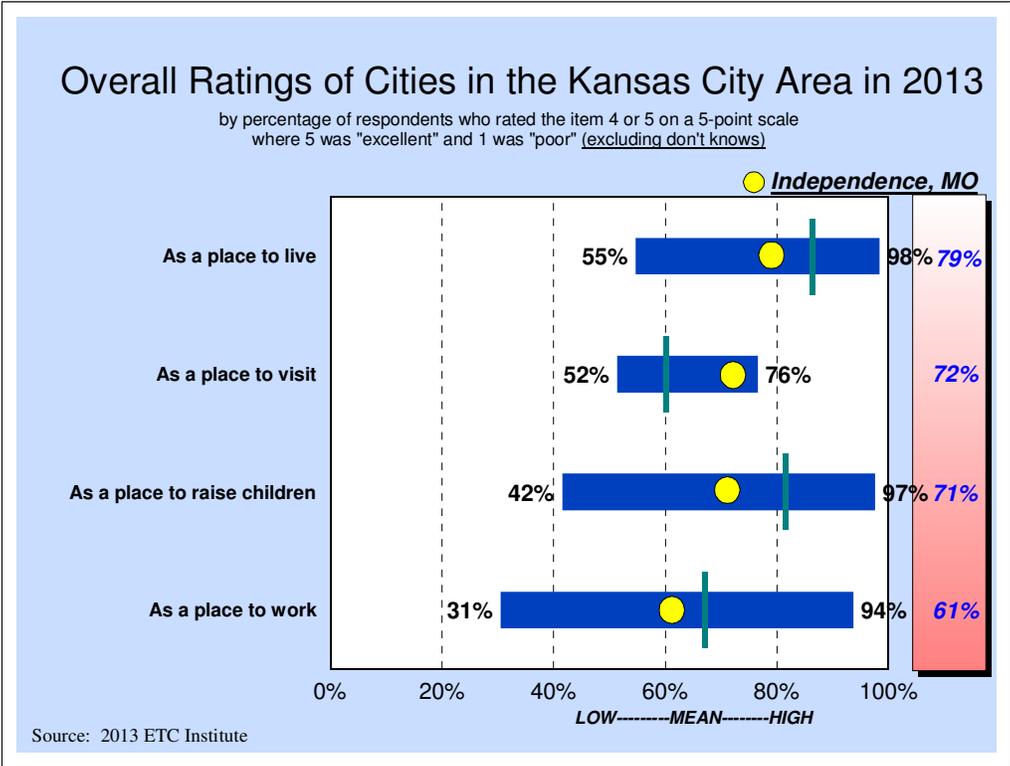












*Appendix B:*  
***Open-Ended Comments***

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## Overview

At the end of the survey, respondents were given the option of providing written open-ended comments. While the results in this Appendix are not statistically valid, they provide useful insights for interpreting the reasons behind survey responses. The results were recorded verbatim, so spelling and grammatical errors have not been corrected. The first open-ended question read as follows: *“Do you have any recommendations or suggestions for other projects you would like the City to consider?”* The comments made by respondents to this question are listed below and on the following pages.

- More street and sidewalk maintenance (sweep curbs).
- More employment opportunities that aren't food service related.
- Storm water control.
- Please support the new animal shelter.
- Need help with burglaries and vandalism.
- More affordable homes.
- Hire police officers as recommended, paid for from present budget. No new tax needed.
- More bike trails.
- Traffic signals; delay for 3 seconds green for cross traffic!
- Add to police force; drug unit ASAP!
- Storm water sewers needed.
- Improve the Noland Road corridor. Too much dead retail.
- Sidewalk on 32nd Street by Three Trails Elementary.
- Yes, clean up old, empty buildings!
- Take care of telemarketers.
- Revitalization of northern section of the City.
- Add more routes around the center during the holiday for hospital.
- Senior Center in addition to Palmer Center. Redevelop Noland Road.
- More accessible public transportation.
- ASPCA needs to keep more dogs at their facility.
- Work with KC to develop 40 Highway Corridor.
- Filling up empty buildings instead of building new ones.
- We need a Community Center, pool, gym.
- Clean up abandoned houses.
- Spend less dollars east of Noland and more west of Noland.
- Very, very concerned about the socioeconomic situation of the City. Crime rate; we are always in the news now.
- Ban fireworks! The City puts on a wonderful display!
- Secure Google fiber like most of the other cities in the metro.
- Snow removal in residential areas, road maintenance, safety in all areas of City.
- Plow my street/circle when it snows.
- More lights on side streets; maybe curbing.
- Dog parks.
- Clean up housing standards, and more police in residential areas.
- Build up on Noland Road like just north of Auto Zone.
- A larger community center like neighboring cities.
- Neighborhood sidewalks.
- Clean the City up of drugs & vagrant people; property needs to be cleaned up in some areas.
- To supply diverse opportunities for resident employment.
- Back to basics of observing Sunday blue laws.

- Big dead tree in back yard of 5011 Delaware Ave.
- Left turn signal on Jennings & 24 Hwy. westbound.
- Replace the water main in front of my house! So I can pour new concrete!
- Parks
- Putting speed bumps in neighborhoods. My neighborhood is horrible for speeding cars.
- High speed line connecting suburbs to Kansas City.
- More police services.
- You need more manufacturing jobs (non service-oriented).
- Keep the median clean and weeds out.
- Take care of the house/lot that is next to my house (N Brookside Ave). The house is vacant and nothing has been done.
- Where is the medical facility?
- Better soccer fields, more bike and walking trails, sidewalks, sprinkler systems at business.
- Better yard waste pickup.
- Traffic cameras at 291 & 39th St.
- Web based surveys.
- Overall I believe the city does a good job-courtesy and honesty need to be addressed.
- Work on traffic lights so traffic flow is smoother.
- Senior housing-senior programs.
- Market rate housing on the square and more night life.
- More emphasis on recreational activities in the city newsletter.
- Empty commercial property filled; no need to build new. Not with Walmart's.
- Additional parks closer to my house. Fix Lee Summit road to the south of Independence.
- Quicker snow removal on residential streets.
- Light by Midas on Noland almost always red. Light changes too fast.
- Get rid of check cashing/payday loan stores; they are leeches on the poor.
- Fewer new gas stations.
- Lower the train noise in residential neighborhoods! Some kind of a property line brush clean up ordinance needs to be put in place.
- Obtain the St Mary's field house.
- Free curbside residential recycling.
- Tax abatement program 23rd & Maywood to 23rd Blue Ridge, both north and south direction.
- Small business development. Art/culture/dining
- Development of RDMIZE and little Blue Parkway.
- Attention to buildings and house that are vacant or need some maintenance.
- Remove the tax for the events center.
- We need more police and firemen.
- Redevelop Arrowhead area (Fort Osage School District)
- Clean up Western Independence; they deserve your attention.
- Just step up cleanup of residential streets and house and lawns.
- Don't do anything, Vote on it.
- Very good job overall!
- To make 24 Hwy from Sterling to 291 more developed with restaurants and updated shopping.
- Finish what you started on Nolan Road; this ran businesses out of the area.
- Better police officers. Better fire department.
- Buy WMCA.
- Just please fix my street, they started work on it a long time ago and never finished. (Northern Blvd)
- Tear down MCI.
- Provide solid waste collection services.

- Attract businesses to newly built office spaces throughout the city.
- 40 Highway east of Sterling needs attention.
- Be strict about what colors business can paint building.
- Have the 24 Highway bus run more than just every 2 hours. Run every 30 min for people that work in the city.
- More effort to enforce code violations in residential area.
- Work on West Independence cleanup.
- Fix the current retail/commercial development we already have. Noland Road, 23rd Street, 291 Hwy, 40 Hwy.
- Commencing projects with input from people who elected city leaders.
- Something to do on Sunday at the square. We go to KC.
- Abandoned property and maintenance of my neighborhood.
- City maintenance of residential curbing and sidewalks.
- Stay in Independence, you're moving east and away.
- Trim or remove brush, tree limbs around city signs, speed limit stop signs, etc.
- Clean up and develop Noland Road to 40 Hwy. Get rid of American Inn and lounge and Residential Hotel.
- Englewood art district.
- Memorial for veterans of war.
- Let Google compete with Comcast. Independence is the only city in major metro not to do so. Why?
- Stop Section 8 Housing!! Too many parks!!! Cannot maintenance them or police them.
- Improve lighting at city parks. Nice place equipment for the kids- like the variety!
- Get Google Fiber for Independence.
- Create better jobs.
- Low income housing for disabled.
- Beautification projects at major intersections.
- Night time bus service for others.
- Try to lower taxes.
- Would like the city to consider using old buildings instead of using vacant land to build new.
- Enforce codes without having to call.
- Fixing streets-cleaning up streams-dealing with homeless. Building a sense of community (BBQ, events, family fests).
- Put cameras up in trouble spots.
- Walking park with no children under 17 years.
- More code enforcement, private property.
- I would love to see access hours to George Owens nature Center and park more similar to parks like Burr Oakwood's. Closing at 5 pm does not allow us to utilize the facility very well when we are just arriving home from work.
- More business in the Susquehanna area, get a nice sit down restaurant.
- Have cops focus on crimes, not just traffic.
- A sidewalk and retaining wall on Salisbury between Seminole and Powahatan.
- 24 Highway east of 291 developed. Price chopper, restaurants, shopping.
- More parks and bike trails.
- A public swimming pool.
- I would love to see the city look cleaner and more inviting.
- Please ask the Federal Gov't to quit spraying chemicals over us all the time.
- Pave Blue River trail soon.
- Get the drug dealers out of the city parks.
- Make the bus run a little longer, others get off work late.

- More things for teens to do.
- Food, hardware, Target in the Mt Washington rea.
- Sit down restaurants in East Independence.
- A very good, large dog park in Northeastern Independence.
- Revitalization of NW Independence (looks like a slum, feels like NE KC is taking over).
- Have City 7 available on Direct TV
- More police, at all cost, we need a larger force, police dept. does the best they can with their limited force.
- Sound barriers for residents south of I70 to Cryelus to Noland Rd.
- A better place to vote.
- Start building more by Bass Pro. A Lamberts would be awesome.
- Please consider putting electric lines underground.
- Require landlords to do a criminal history search on potential renters.
- Build sidewalks in old areas of city.
- Bike lanes and bike friendly path to negotiate the city.
- We need to attract a major manufacturer and several smaller ones. Jobs.
- West of Noland, more breakfast restaurants.
- Please bring Google Fiber.
- Continue to provide reasonable electric and water service
- Surprised nothing was asked about the schools.
- Better communication with people.
- Speed bumps on E 25th sty S, connecting S Chrysler Avenue and S Vermont Ave. Also curbing on the street. People drive way too fast on this road that many small children play on. This has been a complaint several neighbors have on the street.
- Personal protection and safety within the home, courses.
- Email residents.
- More job opportunities/higher hourly pay.
- Closer attention to traffic patterns with signal light changes.
- Building tennis courts in their parks.
- New street lighting in eastern Independence.
- Bury power lines in Englewood housing area.
- Porta Potties are needed closer to soccer fields and more police.
- Water and sewer main on S Trailridge Dr.
- Would love to see senior programs, health facility.
- Fill vacant commercial buildings before starting new projects.
- Mainly lower my taxes and fix my power plant. Give more local control on schools. Look at what Grain Valley and Lee's Summit are doing @ community centers, Monkey business or Amazing Play center, attract something like that.
- Better trails, keep improving the square.
- Police enforcing court orders, custody orders.
- Quit doing so many projects to subsidize commercial development. Let them pay taxes.
- Hold the commercial property owners accountable for code violations.
- Small business restaurants- no more chains.
- Let all residents have access to the city channel with other TV networks.
- Community pools for summer!
- Storm water.
- Could the city offer grants to support active neighborhood councils? Keep supporting block parties, support rebuilding of old neighborhoods. Need development in the NW part of city. Revitalize blighted areas.

- Can't find information how to call about Affordable care act.
- Work on maintaining curb, gutters and sidewalks so the homeowner does not have to do it.
- Help keep the 2 drive in theaters open.
- Get rid of the biker bars on 40 Highway east of Noland rd.
- More help and housing for low income.
- Dickinson Park
- Street lights. Without my personal pole, it would be dark.
- Make it safer to park your car at a walking trail. Too many break-ins.
- Pave more streets, keep up with vandalism from teens.
- Not putting in the housing development on Crenshaw Rd.
- Completion of Necessary rd. from Little Blue Parkway to Prairie Landing subdivision.
- More jobs.
- City sidewalks are not kept up as needed.
- Affordable entertainment and access to gyms and healthy living options. Affordable , if not free to 50 and over.
- More services /activities for seniors.
- More restaurants on 24 hwy.
- Fix up Maywood and Fairmount.
- Revitalize Noland Rd.
- Lower the cost of real estate taxes, electric and water utilities.
- Get city channel on Dish.
- Code enforcement. People throw furniture in front of run down homes.
- The new animal shelter is not willing to work with public.
- WIFI access for everyone.
- Keep pressure on getting Google Fiber . Science and Tech Center.
- More coupons for Independence. Square business.
- Maintain city owned buildings better.
- Sidewalks! More are walking for health and economy.
- A live person to direct calls, get rid of automated system.
- Price chopper or Hy Vee out in eastern Independence.
- Maintain balance of development to parkland, example: surrounding cities use the Little Blue Trail.
- Need to continue western Independence clean up and development. Need a larger community center with recreational aquatics and other activities, especially for youth
- Maintenance of city streets.
- Fix some of the sidewalks on Harbaugh Dr.
- There are wrecked cars in backyards and houses front porch full of trash on Raymond St.
- Attracting business other than retail stores.
- Sidewalks in the residence areas and more light posts, the curve in which my yard meet with the street. (Arlington Ave)
- Replace the YMCA in Independence.
- Improve the corridors into Independence. Off of I-435(i.e. Highway 24, Truman Rd, 23rd).
- More signs erected.
- Renovation funds for residential areas outside of the two block historic district.
- Recycling/leaf removal by city.
- More regular business at the square.
- Continue development and incentives.
- The new lights are terrible. Every time I pull up to one, it changes to red with no cars in sight.
- More football practice fields.
- Technology jobs, zip line, zorb path, fewer car lots.

- Burying residential power lines. All lines.
- Improve accountability of residential homebuilders and inspectors. Improve city council leadership and accountability to the citizens.
- Encourage quality grocery stores. 24 Highway is an eyesore.
- Retail development of 24 Highway and 291 Highway east and west, including quality restaurants. Limit the number of bars in that area.
- Clean parts, police presence.
- Google Fiber.
- Need more new homes built using tax abatement program.
- More disc golf course at Rockwood.
- Develop the west side!
- Electricity too high, Comcast cable too high, no other choices.
- People who live in Independence. Should be considered for employment at restaurants.
- Do something with MCI and all the other vacant buildings before we build all new ones.
- Tear down unoccupied buildings-charge owners.
- Beef up codes enforcement office.
- Indoor venue where you can have a family reunion reasonably priced, 100 or less for 4 hours.
- Sidewalks needed through the SW portion of city, particularly 35th, west of Chrysler and Blue Ridge Blvd.
- Better street lights on S main, continue improvements of Independence. Square.
- School decisions, busing problem.
- More parks, trails police presence at those locations more big commercial business.
- This city is no longer a small town. Sad. Less low income housing.
- Make city cable programs more available.
- Council members should make themselves available.
- Safer well lit parks.
- Electricity is so expensive in Independence.
- Biking/walking, nature trails near the square.
- Another police station and more money for the police!
- Community center, pools, indoor exercise.
- In Wausau, Wi, thousands come once a year to see artist use chalk to draw on sidewalks of city, Chalkfest!
- More development west of and on Noland Road.
- YMCA
- Keep utility rates reasonable.
- More fast food by the center. Empty buildings look bad.
- More off leash dog parks.
- West side developed and the crime decreased.
- Clean up East Jackson City and get more businesses in the area.
- East Independence needs restaurants, sad that no owners see potential.
- Power and light seems too high.
- More family and children activities all year. Free or at a low cost.
- More safety in my building.
- Fix residential streets. Paint street lines twice a year. Bury lines. People on welfare need to be drug tested 4 to 5 times a year; this will weed out drugs in Independence.
- Allow undocumented students to attend college.
- Clean up the city and update it.
- Redo city sewer like you have in Santa Fe/35th Street area.
- More assistance for the homeless/poverty stricken.

- Hazardous waste and electronic waste recycling more than once a year.
- Sit down dining on E of 291 near 24 highway.
- Have police ticket traffic offenders, rear ended twice in Independence and police didn't ticket the driver for hitting me and no valid insurance or plates. Independence. Traffic dept. is a joke !
- Safe skate board park/indoor zero entry community pool.
- Easy waste disposal site for unused meds.
- Sound barrier built along I-70 corridor; freeway noise has gotten horrible. Really impacts quality of life.
- Golf course.
- Bring Google fiber here. Need to have rebates for energy efficient improvements. Reevaluate timing of traffic lights.
- Make the old MCI hospital into an outdoor recreational place.
- Repave my neighborhood.
- Residential sidewalks need improvement.

The second open-ended question read as follows: *“If you have any other comments you would like to make, please provide them below.”* The comments made by respondents to this question are listed below and on the following pages.

- Left turn lane leading to Blue Ridge Blvd. from 39th St East. Bridge over I-70 on Blue Ridge Blvd is in very bad shape to travel on. Potholes and chunks of asphalt are prevalent. Hasn't been repaired for months.
- We have several empty houses. Some I think are broken into. I worry about fire and drug use.
- Our house has a significant sewer backup problem when it rains which causes nasty smells and remnants of other effluvia to enter our basement. We have had plumbers out to our house several times - they said it was a City problem but no one has ever been out to check on it. We live in Englewood.
- West of Chrysler development and the Independence Center is not the only area of importance. Too much traffic around 291 Highway.
- I appreciate the City website that lists code violations. Makes it convenient to review properties in violation as well as code rules and regulations.
- Kentucky Road east of Dickinson Rd. has been sinking in for years. The City patches it, but before long it starts sinking again. I worry about someone losing their auto & life because of it.
- This may be a small item, but I am concerned about the number of stray and/or unneutered and spayed cats roaming our area. The problem is becoming worse. Staying outdoors in winter is not fair to the animal.
- I live on 2204 James Downey Rd. and my kids can't even play in the street due to cars going 70+ up and down the street when its 25 mph and the City won't help, nor will the police!
- Consolidate trash collection, residents free to choose hauler. All haulers would keep same number of customers, but have a given area to collect. Big advantage, reduces travel across the City. Save haulers time and money!
- Partnering with schools & more patrols in school zones; our kids are not safe living next to meth labs & cartel members. 1308 S Windsor Ave. Call me (816-699-1300, Alicia LeJeune).
- During heavy rain, our street is not safe to walk.
- Independence needs some zest. We are moving away from the older, established neighborhoods too quickly. Let's bring them back into the spotlight.
- Make bill paying more affordable, like deductible tax rebate, or reward for paying one's bills.
- It would be good if the City had a more frequent schedule for mowing & leaf clean-up on public areas such as the traffic islands on Bellevista Drive.

- Parking on both sides of the residential streets should be limited to one side. The streets are too narrow to accommodate parking on both sides. There should be parking on one side on west 37th St. There is too much low-income HUD, Section 8 housing. The City of Independence and the Independence School District have become the ghetto.
- Storm drainage areas besides 39th Street. Tear down old, abandoned buildings on 24 Hwy.
- They should follow federal laws about entering and searching someone's home and the description of the home (not just the address) on a warrant, and at least apologize when they do make a mistake.
- I'm happy with the libraries & shops & square in Independence. The City does a good job. Thanks to them.
- The cost to the City of the Bass Pro development.
- I feel like Independence is on a downward spiral, including the school district. I don't know if this is preventable given the close proximity to Kansas City.
- I live at the end of a dead end street going uphill. Why did the City stop plowing it? Access is almost impossible during ice or deep snow. My tax dollars are as good as anybody else's.
- There is a house two down from ours that needs to be demolished. We have repeatedly asked the City for help with it. It seems like western Independence has many unfit houses/buildings that the City ignores. Our street would be really beautiful if not for this abandoned, decrepit house! We need more and safer hiking/biking trails!
- When calling Codes to register an issue, the neighbor was given lots of leniency since the Codes Enforcement officer knew the homeowner.
- I would like to see the police do something besides manning speed traps, sitting on their butts in their cars. I seldom see a police car that isn't speeding, or see one come to a complete stop at a stop sign. I have yet to see a police officer be polite & helpful. It almost seems their objective is to harass & belittle rather than serve & protect. I recently wrote to the Mayor and to my City Councilman. Neither had the courtesy to respond to my letter. Synchronize lights along major thoroughfares. It's almost impossible to travel anywhere in the City without having to stop at every light. Do away with lights; no longer necessary.
- Everyone out this way would like to have another grocery store. We have one store. There are many people that don't even have a car.
- We like Independence quite a bit.
- The Van Hook Dog Park needs to be updated like the Santa Fe Dog Park, and more accessible.
- I am most concerned with the empty businesses on Noland Road. Appearance-wise, it looks very depressed and ghetto. Only businesses in Independence are thrift stores and fast food. I would move if I were financially able to.
- 39th & Cedar Crest Drive is blocked because no one pays attention to the "Do Not Block Intersection" sign.
- I believe that if the City approves the construction of a building for a business that part of that approval with that business states that if the business leaves that building and property for whatever reason that the owner of said building and property must maintain the appearance of the vacant building and its property until that building is sold or is demolished and removed from that site. Case in point is MCI hospital on 23rd Street.
- I work on Chrysler Ave. near 23rd St. In the past few years, we have had an increase in the number of persons asking for handouts (money). I don't always feel safe when I'm in the office by myself. Also, we lost our neighborhood grocery store, which has caused many people a great inconvenience. I wonder if the store experienced an increase in crime?
- God bless you!
- I think the City needs to work on better communicating with the citizens like letting us know what is going on way beforehand instead of a week later. Plus, the City can build up more off of Little Blue Parkway & Jackson Drive areas.
- Thank you for showing that you do care, and that things are being done.

- We are having a lot of problems with vandalism to our house and cars, especially being egged at night. (Nottingham Place neighborhood) I would like the police to patrol our neighborhood at nice on the weekends.
- One thing the state does not have is a Little League baseball complex, specifically for Little League. If Independence built a complex of 4 or more fields, perhaps Independence could host the state tourney annually.
- Thanks to the City Council for improvements and growth. There is always concern for the TIF programs in relationship to financial stability.
- We live between 35th & 39<sup>th</sup>, half circle off of Adams. We have several older people in our neighborhood; we want our street plowed sooner.
- I guess I should call the City about 2 houses not occupied. One yard is a mess, lawn and trees and bushes need to be cleaned up; the address is 5000 S Delaware Ave.
- Independence needs a better reputation in the greater KC area. It is a great, central place to live. Reasonable home prices. Need to keep crime at bay.
- Independence is a great place to live! With all the families moving to Independence from KC, there have been a lot of bad individuals coming here! The police have done a great job of catching the bad ones!
- Why aren't side by side ATVs and small vehicles that can safely travel speeds needed to flow with traffic allowed on City streets?
- Bring back the yield light off of 24 Hwy onto Lee's Summit Rd. When utilities rip up the road, fix it smoothly (it's always horrible after), especially on Phelps Rd. We need a really awesome dog park, maybe near SHEHA pool.
- Change the traffic lights at Crysler & Sterling and 23rd St. They are a big pain to traffic flow.
- We are a City divided. The southeastern section (where we live) seems so separate from the western part (where I work). The western segment has benefitted from schools transferring to Independence District, and housing and retail development efforts, but it seems like an uphill battle. The proliferation of rental properties, poor retail choices (pawn shops, etc.) and higher crime remain deterrents to western Independence's vitality.
- The City has fixed & repaired several streets and curbs in our area, but not our curbs or street.
- There is too much development on 39th Street from Valley View Parkway to going west to 39th St.
- Would like to see police in neighborhoods before and after schools and around 5 p.m. Seems like all I see are people flying through to either get home or get to work.
- Why are we spending money for this survey in Kansas?
- Snow removal on our cul-de-sac many times occurs only after we have contacted the City. Getting out is not usually a problem, but it is a problem returning home since Mark Cir. Is short with a sharp incline and no room to make a run to get up the hill from 33rd Street.
- Thanks for asking my opinion.
- Reduce tax on cell phones.
- To have someone check S Oxford St (3300 block); a lot of kids and issues in this area.
- Need the city to keep neighborhood clean, rentals kept up. Street cleaner. Noland Road houses clean, because it goes to Truman Library and other stuff that is important to the city.
- I am disappointed about general age decline of the city-particularly areas around Fairmount and generally North of 23rd St.
- I understand there are problems with the Animal shelter- but when a citizen finds a stray and brings it to the shelter and they say it is full, what is a citizen supposed to do with the animal? Why is speed limit so low on new extension of Blue Valley Rd? Who sets speed limits?
- Upgrade mailing lists. This was addressed to daughter gone for 10 years.
- I would like to see something done about homeowners and commercial grass clippings thrown into street, clogging sewer and water runoff drains.

- Most places have lawn care although there are a few that don't ,overall the city looks nice. It would be nice to have some of the neighborhoods look better and not have their cars in the yard.
- Do not want homes for sale in neighborhoods become rental house.
- City needs to enforce people having non-working cars and old household items just sitting outside . Sidewalks need to be cleared of all weeds.
- I have recently had trees trimmed in back yard. Utility truck backed into yard landscaping, did not mention it. However , you contract the trimming and I feel they are rather dishonest. I believe you should monitor their work more. I have been lied to and spoke to very rudely by them and dispatch workers.
- Enforce residential codes concerning house maintenance and lawn mowing. Half of our city needs to be bulldozed.
- Can't afford newspapers, depend on update of city info in utility bill.
- Need more policemen so they will have time to patrol. Street maintenance is much improved over 4 years ago. The square is getting better all the time. Need a better hospital presence on west side.
- Stop TIF. Bass pro has been a tax joke.
- Independence has a good school system. I don't work but my husband does.
- Since the addition of councilmember Weir, our district has taken a turn for the better. I like how she communicates with citizens and gets projects completed.
- Maybe a campaign for people to be friendlier to show we have a nice small town attitude? Overall, Independence is not a bad place.
- I don't think there needs to be any more street lights installed in the city. There needs to be more control of the overflow of light and energy used.
- On 10/30/13 my son was shot in front of my house at approx. at 1:30am. I was not informed until 2:45 am. My son's jeep was towed (was legally parked). I was notified 11/2/13 that police were done with it and it was in a tow lot. I contacted them and was told that charge would be \$482 to get it out. My son died! My son was shot on the street and they had no reason to take the Jeep. I do not have the money. This is CRIMINAL. My address is 425 N Grand Ave, 64050
- Hardly ever see a policeman in my area since Walmart was built(SE Independence). I think they are afraid of all the black people here now. Thanks for all the protection, ha ha!
- Work hard on Noland Road development, including the Walmart market store at 35th and Noland, very important, more quality retail on Noland.
- We have the best water in the KC metro area but it is not the result of anything the City did. They inherited it when they bought Missouri Water Co. they developed it.
- Neighborhood associations to improve safety. Resurface Farmers Market/Santa Caligon parking lot and beautify this area (portable potted plants, trees and banners). I would like to see increased utilization of the bus system. To park and events to health facilities, to libraries to shopping and connect with metro bus that run till 11 pm and start at 5 am, all week long. There are events that I cannot attend because there is inadequate bus coverage. I parked my care in 1999, I am writing a book , I design cards and getting to printers is very problematic with the current bus system. Also, I am a BSN, RN and a MRCKC volunteer wanting to be involved in this city's disaster/emergency planning. Independence could be a leader in peaceful resolutions with a concrete effort toward peace and nonviolent solutions. If we don't get or can't afford the Examiner, how can we know about city council meetings and other events?
- I wish the city had a good recreation center with pool. Liberty has several and do not cost a lot to belong.
- I think a council member should be in that position at least 3 years before they can run for Mayor.
- I would like to see the streets taken better care of and sewer lines added north of 24 Highway to Kentucky Rd in the area around the Twin Drive in.
- I had to put my power lines underground to increase my services. I was told Independence is trying to do away with overhead lines. Where? I'm still losing power about every other storm in my neighborhood.

- I don't like the new street lights (less coverage).
- Improve the quality of Santa Caligon. It has decreased in quality from artists in the past to cheap items. It has the potential to bring revenue to the area if it can be improved.
- Watch high electric bills.
- Dealing with blighted properties in neighborhoods.
- More Saturdays for disposal-always busy which means in demand but still lots of waste around city. More hazard waste disposal, perhaps at same location as others that the city then transports away instead of once a year on square. Sync traffic lights better.
- It would be nice to watch council meetings on free TV( not cable).
- I would like to see something done about the number of cars parked on the street. It looks trashy and sometimes makes it difficult to get out of your own driveway.
- Beckett Park: keep it a nature park as it was given to city. Clean out the dead trees, stop the waste water from running in my yard.
- Police driving in city neighborhoods.
- Jobs that pay well.
- Independence is still known as crack capital of world.
- My neighborhood is on police blackout 3 or more nights per week. Last month, I called about "shots fired" and it took 20 minutes for an officer to arrive. Traffic enforcement is slim to none. Susquehanna Ridge and Salisbury are race tracks and no amount of phone calls increase enforcement. No center stripe on residential streets, no speed bumps , no enforcement!
- Open up the Sermon Center for early morning and late night use. Quit building eastward where taxes benefit Blue Springs and not Independence. Put sidewalks in older neighborhoods east of the square. Build the square into a shopping area, not just restaurants and antiques.
- Our snow removal is bad. I work in Raytown and travel Sterling to Raytown. You can tell when you change city limits(just by how KCMO and Raytown roads are much cleaner than Independence.)
- I do wonder why my water pressure varies so much this year. It didn't used to do so.
- We have too many empty commercial buildings, too many quick loans and pawn shops.
- City codes are not fair, neighbors have a front yard garden with fences and junk in the whole yard. But you gave us grief for small piece of furniture, but theirs was fine.
- Spend more time and funds on the west, north -west portions of Independence. Too many vacant properties.
- The city needs to ensure there is a stock of high end homes available. Too many rental homes.
- Stop all TIF projects.
- Some of the traffic signals are badly timed, particularly the one at Salisbury and 24 hwy. Sitting very long on Salisbury to turn on 24 Highway then only a couple cars get through. I have complained and it does not good.
- I would like to see more done about the drug issues in Independence, including investigating drug house complaints.
- The weed ordinance is directed to residence, think city and state should have to keep theirs mowed as well. WCHS weeds get high in summer, there have been others but can't think of offhand.
- Survey responses regarding Independence Police should not be interpreted to mean the department needs more money. It needs better management and ethics. The city has abandoned development in the north end of Independence in favor of east area. Would like to see the development in the northern and western sections improve. The rental homes in my neighborhood are in terrible condition. City does nothing when called. Dirty houses draw dirty people and crime.
- Noland needs more business-either fill up strip malls as they were here years ago or tear them down, too many eyesores. Tell McClain to also finish what he promised on Square, more business. Love Independence. My hometown, lived here all my life .Please make it back booming like years ago.
- Better fire investigation tactics. More attentive to owner's needs.
- Lower taxes especially real estate taxes.

- Independence should have city trash service just like KC. We shouldn't have to pay for our trash services and recycling. Just make sure everyone recycles but I know that's impossible.
- Why is a Kansas organization receiving this and not an independence group? Surely there is a company here that does this.
- For 8 years I have driven by old MCI slum looking property. It is ugly and shameful that the city allows property to set. Not proud !
- Soil around city light in front yard has eroded away into the adjoining storm drain. We are concerned that this light could fall over due to lack of support.
- I would really like more attention given to code enforcement in residential areas such as Camper shells, ladders, wrought iron porch railings, etc. leaning against the house.
- Stop building new commercial buildings without renters. There are entirely too many vacant that were built and just sit.
- I like living in Independence Mo.
- It is going to cause a deadly accident because you can't see when pulling out of parking lot for all the trees and shrubs. City does a horrible job of keeping medians mowed. Look how beautiful Overland Park is.
- Have all the bus to run till 11pm for people who work at the mall or at Walmart or McDonald's so that you don't get stranded.
- Reduce local sales tax rates. Reduce Electric utility rates.
- I would love Independence. To have music/bar/rest type area like Lee's Summit.
- Noland road and 291 to 23rd Street need more green space, i.e. trees, shrubs and etc. Noland rd. to Downtown Independence sends a bad tone about a nice downtown area.
- We have too many empty retail/commercial buildings.
- Strip the Staged Fighting out of the pointless, mindless Mavericks game or stop surveying about crime and violence if you are going to promote it.
- The school system is inadequate, other surrounding districts (Blue Springs-Lee's Summit) have much advance curriculum. You guys are putting out uneducated dummies!.
- Could create more jobs in city-obviously money would have to come from taxes or some source approved by residents. But city maintenance would help keep neighborhoods in good repair and surrounding cities already do this.
- Clay and Platte county provide transportation for seniors to medical appointments 3 times a month as necessary for \$10 each way. Some seniors are not able to go to Sermon Center events but help for others have no way or anyone to take us. Coupon service does not work for some. Able bodies people using parking in disability places-not only in Independence but KC area!
- Residential street lights that are obstructed by tree limbs, hinder safety and security. Snow removal on residential streets is a joke! For the past 4 years, it's been up to us home owners to dig out the dead end street. Blue Ridge and Westport Rd intersection- If you are not going to redesign this dangerous intersection, than at least install guard rails on Blue Ridge curve or even concrete sectional barriers.
- Need more street lights, more police presence in neighborhoods.
- We need to develop the west side of the city to keep it from feeling like KC is spreading out to Independence. Where are the schools in this survey? Very important for bringing in new families and keeping city vibrant.
- More crime prevention.
- Over the 20 years, I have called and complained with various depts. over various issues. The city always responds with courtesy, even when I was wrong. City government is good. Let Google come in!
- City's website has no place to report rental properties that are eye sores unless you are the renter. Tired of owners not keeping their rental properties up to normal code.
- Please stop Section 8 Housing!!! It is destroying our community and schools.
- More yard waste drop off locations. More mowing along city streets and parks especially along Holke Road and George Owens park.

- I would just like to make sure the Independence Center and the AMC Theatre areas are kept safe. 35th St sometimes has drivers that are going well over the speed limit and even pass cars. Not sure how that can be corrected.
- Snow removal is non-existent. Especially on snow routes . The pavement on the bridge on Blue Ridge Blvd over I-70 is abysmal at best.
- Tear down condemned homes and abandoned buildings.
- If city leaders are serious about improving Independence. And attracting and keeping its residents, we need a new High School in east Independence. There will be a steady flow out of here if we don't have better options for our children. William Chrisman is not a good place to send our kids, we plan on moving if that our only option.
- Enforce city codes without calling. Have inspectors cruise the neighborhoods and hammer people. Think it is ridiculous that you have to call on a specific address. If it's a known drug house, do something about it.
- Animal rescue should be more on the ball- more involved. Better promotion of city events and meetings. Raising property standards, beautification in lower income neighborhoods. City recognition.
- We had a fire loss to our residence. Fire dept., utilities, health dept. and permits dept. helped us to resolve issues in a swift and timely manner. Thanks to all who helped us through this trying time.
- Increase police patrols at biking trails, parking lots, put cameras up just in the parking area.
- If I were not happy with the community, I would not live here. Independence is an affordable place for my family to live and I hope that it stays that way. We feel safe in our neighborhood and look forward to raising our family here for many years to come.
- I use to feel safe going to grocery store in Susquehanna, but don't feel as safe in area anymore. Only 1 grocery store. When I moved here 35 years ago, had 3 or 4. We need growth in this area. No more low income housing!.
- Biggest problem is drug people move here because they know the police do more traffic than drug enforcement.
- More industrial/manufacturing business brought to Independence so individuals won't have to go to Lee's Summit or Liberty or other suburbs to work. This might help single income families afford to live without assistance from city or federal agency.
- City gov't has the image of making up their mind on a project before holding public discussions ( for example: the Palmer Jr High remodel). It appeared to be a done deal before the public had any input.
- 291 additional N/S lanes. 40 Highway-Noland to 7 additional lanes. More street lights in my neighborhood- Susquehanna. Lee's Summit has Legacy park, what does Independence have? Tournaments with concession stands @ Salisbury Sport Complex.
- Would like to have yard waste disposal more available.
- Far too much standing around and doing nothing by crews.
- Independence people should know who they are and what they can afford. They have a median income that is lower than the national median income. They enjoy a unique and proud history , but history has a limited appeal and usually brings a city small and unsteady income. The city has new commercial growth on the eastern side of town helped along with city subsidies. Some Independence people worry that they will be left behind by the growth of the population and wealth in Blue Springs and Lee's Summit. It is possible that Columbia and Lee's Summit could pass the city by the 202 census. Our greatest concern should not be in keeping our place as the fourth largest city in Missouri, but that the city provide basic services and keep our finances sound.
- I want more parks for kids and bike trails.
- Need more jobs that pay better than min wage-especially on North end of town. South end is thriving while north end is running down as everything goes south.
- I was born and raised in this town and it breaks my heart to see empty businesses on Noland Rd, unkempt rental property all around town, cigarette butts @ intersections, tattoo parlors, etc. We could be a proud and well-kept community if we would promote middle class homes and fewer rental properties.

- I do like Independence. I have my house up for sale and am anxious to move. In my opinion it is a lousy corrupt town.
- The major is incredible. He cares about our city. Get more included in helping our city stay great.
- The police service in Independence is very unreliable and doesn't respond to calls. The department has given Independence its bad reputation because they break laws themselves.
- I would like to have the cracks in the street that is as wide as the street in front of my house and on the side of my house fixed. E 24th Terrace S.
- Extend Blue River trail to Longview Lake soon. Thanks.
- I would like for the Independence. Bus to run a little later like until 11:30 because I get off at 9 and there's no other way to get home.
- My neighbor across the street has put up 2 ugly blue Tarps. They are hanging from her front porch. I have had to look at them for two months now. She is using them to block snow and will probably keep them up till April. So ugly and trashy.
- I live in Mount Washington area. The restaurants and food stores are dirty. I get on I-435 and go to Liberty for shopping and to go out. We have one house being used as a metal recycling center in his front yard.
- Residential street maintenance. Our street has been resurfaced one time in 25 years.
- Bad reputation Independence. Police have made for themselves by excessive force and seems awful quick to discharge fire arms. Seems like they will shoot at anything including concrete alligators.
- the city park, lake on N Emery St needs attention. Dead trees fallen; size of lake has decreased, too many weeds/high grass, noisy ATV going through the woods.
- I don't like seeing trash or unmaintained areas in the city. Get the prisoners or community service individuals cleaning these up for free.
- Council members visit their neighborhoods not just at election times.
- Too many unruly teenagers, too many foreclose homes. My home is always well maintained. Foreclosures and rental homes are having too much impact on my property. We need to clean up Independence.
- I would like to see more curb cleaning on side streets.
- Improve the sewer system. There are drugs in neighborhood. Don't feel safe. The houses are nothing but weeds now, no one cares.
- I would like the police to at least drive through my neighborhood 2 to 3 times a day. I very rarely see them come through at all.
- How about retail in Independence supplying the tax revenue to city?
- Pursue less expansion and new construction to focus on city improvements( fix what we have).
- I don't feel we should still pay school taxes.
- The intersection at 40 Highway and 291 needs improvement! With the holiday and event center traffic that intersection is a nightmare! I think in the west bond lanes, the turn lane to get onto 291 S needs to be extended back in front of QT.
- More property codes, there are two houses in my neighborhood that have been boarded up for years, require residents to maintain the outside of their homes. I.e., painted, no dangling gutter, etc.
- I understand animal control is discontinued, I think we need a place to call when needed that is prompt to respond.
- Snow plow our street. It is usually the last plowed. Sometime plowed 3/4 days after snow stops. Main streets are dry. Ours, unplowed.
- I love living in Independence.
- Thank you for all of your hard work! The parks have been a fantastic source of enjoyment for our family. The Square looks great. Independence is changing and adapting to these changes. We just need to keep up the good work.
- Your survey didn't talk about schools, but I think they are central to the continued success of the city.

- Please get the city channel on Dish Network. Please allow google Fiber when the opportunity arises. Please make people paint their houses and growth something else besides weeds.
- City codes need to be enforced in my neighborhood. We have a great group of houses that do follow and keep up on their property, but the few that do not drop our property value.
- I don't feel safe with all the crimes going on here.
- Snow and ice removal on East Lake Drive Ct needs to be improved.
- Trim back the 80 plus year old trees hanging over power lines and people's homes. Many people cannot afford to have these large nearly dead trees removed.
- we need either a Yield sign or a Stop sign at the corner of 39th Terrace and 39th block of S. Dodgion. People are driving into neighbor's yards, all the time, due to the L shape of intersection. Please help.
- I hope you used a small business that is housed and paying taxes in Independence for your LED streetlight project. I know our son's LED business did not get contacted and they are high quality and affordable rates. Keep the business in the city.
- Needs more tennis courts. The bus access is none like the city and I and my family find this to be extremely inconvenient.
- Enforce city codes.
- Indoor swimming for seniors, others like myself are limited in physical workouts. A facility for seniors and the disabled, easy access.
- Lack of vision for future , made big deal about shopping center on Noland rd.- the old Dout Lake area. Then allowing it to fall out of sight, residents lost homes, businesses were lost. 39th Street corridor needs to be better maintained , trash and landscape. Most main intersections on streets are littered and weeds are growing in area.
- Fight EPA ruling and get my electric bill lower. Police are fine, don't cave to media . I love my rep on council but city hall has crony capitalism. What about north of 24 development or west of Noland? Fight KC school infiltration. Independence used to be an affordable safe place. Now it's corrupt, too many gangs in schools and streets and utilities and taxes are going up.
- I would really like to see the city hire a dietitian again to do health and wellness promotion.
- Get rid of the label meth capital of the world.
- I am concerned about property values because of crime in this city. News has too many Independence. Residents involved in crimes. I live in the Cliffs and have had mail stolen and car broken into several times.
- Developer and investor subsidies such as the Little Blue Expressway and TIFs for new developments should be halted completely. Historical structures such as the McCoy House should be protected over developer interests.
- A plow to come through when it snows, not after it melts. Also fix bridge on blue Ridge Blvd and 70. horrible. Thanks.
- Diversity is accelerating the decline of this once great city. We're never going to have the strong sense of community again that long term residents remember. Not supposed to say that but it is the truth.
- We receive most of our knowledge about the city during our neighborhood watch meetings. We love our neighborhood watch!
- Before opening too many retail stores in one area, make sure you provide several accesses for all the traffic.
- Weekly city newsletter mailed to residents. Clearing of streets during winter.
- safety in neighborhood will be a big decider on staying in city. Addressing Crime prevention and police presence will help us want to stay. I have concerns about Section 8 housing/rentals in our neighborhoods. Concerns include disturbances, crime and property value.
- I'm low income and find it impossible to have affordable tree branch removal. No help for older people to get help with leaves and branches in back yard. Uneven enforcement.

- I've seen handicap accessible sidewalks installed, then torn out and reinstalled within last 1 1/2 years, medians top coated with concrete instead of replaced and they break too fast. This seems like a waste of tax money.
- The street water runoff culvert on Hawthorne Ave, south of 23rd needs to be redone, have tried for years to get this accomplished through the street dept. to no avail.
- Dickinson Rd park could be the best park in the city, but no one will keep the 4 wheelers and motorcycles out. We get tired of the noise and disturbance of the wildlife.
- Pot holes, east of 281 Highway to Jackson Ave, get teen curfew enforced more. More officers out patrolling after hours. I love our city. Let's be more responsible. Love our new street lights, best snow removal anywhere.
- Putting in a crowded housing development on Crenshaw and Strode will most definitely decrease property value. It is a high income area that make the city look nicer and putting in low income housing will decrease the number of buyers.
- I do not appreciate paying school taxes since I have never had children. I know the waste that occurs in the school districts.
- The timing of the traffic lights in many areas are nonsense. They change to red for no reason. It is dumb when one is the only car on the road to have to slow and stop and wait for the complete cycle to turn green again. This is particularly the case with the lights on 23rd Street (78 Highway) near the college.
- Consider electronic submission for reading water and gas meter.
- Get some big companies. Make old buildings into retirement apts.
- Park and Rec does a wonderful job with family activities. I have been impressed.
- Use channel 7 to help promote small local business.
- Street cleaning of trash and sewers need to improve. Need more healthcare options, doctors/dentist that accept Medicaid for older adults for all dental needs. More employment and transportation options for people to work . The bus doesn't work for night jobs.
- Slow down drivers on Southside Blvd. before someone gets hurt. Left turn lane light from 23rd to Norland North, people walking Southside Blvd., after dark, teens , homeless and others.
- Quit making gas payments due before the 3rd of month. Anyone knows SS doesn't pay until then, at my age I'm stuck in Independence. Don't have a choice.
- I would like to see an effort made to ticket aggressive drivers in residential areas. I have seen a definite upswing of drivers using their vehicles to press other drivers to get out of the way.
- Please try to bring more development opportunities to the north side of the city.
- Local state and Federal government need to live within their means and stop going into debt. We pay almost \$5000 a year in property taxes and our street is not shoveled when it snows.
- Improved fire services including city Run AMR ambulance. It is unacceptable to wait for an ambulance from across town or another town in an emergency.
- More subdivision development, preferably with a pool. We would like to build a home but not finding subdivision options here, more in Lee's Summit and Blue Springs.
- Code enforcement is needed in the houses around me , have tall grass and abandoned houses have siding pulled off by thieves since nobody lives there. They just break in and take the copper pipes, etc. It makes the street look very unsafe. It drives down my house value.
- Install a street light at the end of my dead end street would be nice. I had one installed but had to pay for it which I had to discontinue. ( East Sea Ave.)
- I have worked at Petco for last 8 months and had countless numbers of public saying animal shelter will not take strays. They are Full when I know they go to other cities to get animals.
- In the city newsletter, include useful facts about demographics of city, business statistics, event facts, weather facts.
- We are retired and use coupons or specials so therefore do not patronize square business. Really miss the theater coupons-buy one-get one.

- Rollback electric utility rates to 3 years ago would be great since my current light bill in winter is now same as my summer bill from years ago. Keeping a power generator plant, at full staff, 30% of the time when we are buying power off the grid is stupid since our plant is too dirty for EPA and Federal Government standards.
- I do not like to see business that are no longer in a location display a business sign for weeks-months- or even years. It takes away from an area.
- I cannot praise the police department enough. They are always visible, courteous and effective! Best police department of any city that I have lived in.
- It is well past time to amend the city charter and hire more police officers without trying a stupid sales tax, etc. to pay for it. Everyone knows they are grossly understaffed. Also holding dispatcher positions open to save money is a travesty. This is unsafe and yes, this did and is happening now. They work ridiculous amounts of overtime to staff dispatch.
- The police department and the city council need to listen! People are made to feel like third class dummies. Courtesy and respect classes are needed.
- The lake in our neighborhood needs to be dredged and the silt build up happens every time it rains.
- independence needs to have more outdoor places for families to be active (healthier people). Bike trails, walking trails, etc. The ability to walk or ride (bike).
- If the city promoted land, education, utilities, and proximity to KC, we should not have to subsidize development. Independence has excellent access to major attractions in the metro and our own attractive.
- There is a storm water runoff ditch behind my house . The walls are washing away, creating pooling for mosquito breeding and no one wants to take responsibility for it , not the city , not the HOA.
- Traffic on 39th Street, on the weekend and holiday time is bad. Holiday time is hard to get in and out to Independence Center Mall.
- My worst problem is getting to my church at 291 and Hidden Valley Rd. The traffic signal allows only two cars to cross at the intersection. The light turns yellow when car 2 gets right in the middle of 291.
- This is a residential area and we have people who park work trucks and large vans, trailers, full of heating and air condition parts on street.
- I would like to have more programs for Senior Citizens such as free computer classes, health education, exercises and replace the YMCA in Independence.
- Encourage retail development/commercial development within the Independence School district. It seems like all of the efforts are concentrated in areas that fall within BS school district.
- Would like a more proactive over reactive response from police. A bit more clean up concentration overall of the west of Woburd area and nor of Truman . Why does the water taste bad? Better plowing of side streets for emergency personnel. Overall police/fire/ambulance does a fantastic job.
- The city needs to address traffic issues @ schools. Somebody's kiddo will get hurt some day with all the crazy traffic. Some cities have a leaf truck to suck up leaves at the curbs. We need this!
- Please close halfway houses in neighborhood. The men walking and riding bikes in the neighborhood is ridiculous. It is scary just trying to take a walk or be in front yard.
- Some houses don't trim to sidewalk. Vacant homes, junk cars parked. Maintain/improve sidewalks and brush.
- Seems like the city is becoming more and more unsafe.
- Parks and recreation dept. needs a simpler computer system for selling passes for Adventure Oasis. The 2 times I have made purchase, it was a long complex procedure. One was a cash, the other charge. They were patient and apologetic but it took a long time.
- My neighbors went to court for barking dogs. The man took a day off work to go to court and the judge gave the dog owner \$ 75 fine. Nothing Changed! Dog barks constantly and I am moving out of this city soon. Even the lady city worker that the neighbor talked to lives around us and knew exactly what he was talking about, has complained numerous times. No Action.
- The city should eliminate breed specific laws and adopt laws for vicious dogs similar to those in KCMO.

- More jobs, sell tap water to KC in 5 gal. bottles. Sale Harry Truman hats, shirts, mugs, etc. at the HST library. Get more people there.
- There should be sidewalks in neighborhoods.
- I am an outsider of Independence, moved here for my husband and his family. The city is viewed as negative due to image of drug use, low income and low educational stats. Friends are afraid to move here or shop here due to crime, although they trust the Independence police department.
- City is doing a great job overall, thanks!
- Our dog recently got loose and the animal control contacted me soon after he was found, getting him back was easy and very fair. They were good with my dog and very helpful to me. Great Job.
- Irrigation, sidewalks, all competition for cable companies. Football fields.
- City council members should return calls and emails. The mixed use zoning in my neighborhood has become a real problem and we will move if safety does not improve.
- Please enforce trash/grass maintenance ordinances. It makes the neighborhood look terrible when dump trucks and tow trucks are parked outside houses. Also please try to get trains to move through areas quickly instead of blocking traffic.
- Protect our history, article in Star that quoted councilwoman's father on the historic buildings not mattering made our entire city look bad.
- Maybe some sort of homeless shelter that can take singles and men. Salvation Army only take families. May reduce crime. Entertainment for teens, family service help for those that work trying to make it.
- We have people in the neighborhood who have chickens and other animals that run freely in the neighborhood. They damage other people's property and no one from the city will do anything about this problem.
- My street does not get plowed, Marshall Drive at 39th St. when it snows. And the plows go down 39th St. and it piles up at the end of Marshall Dr. They need to clear the end so we can get in and out.
- I'm unemployed about to lose my house and have applied twice at all restaurants on the Square and not been hired.
- Snow removal good- so much better than KCMO. Please enforce codes-house 2 down from us not maintained. Yard bad, swimming pool a mess and not secured.
- Phone access to city departments is slow and confusing. Too many menus and no live person access.
- Better control of slum lord rental properties. HUD properties are destroying parts of this city. Demand owners of these properties maintain them. They types of property attract crime.
- I appreciate being surveyed but this is an extremely busy time of year. I rarely have 20 extra minutes at all and only completed this because of the phone message left on our machine.
- I wish there was more police presence in our neighborhood. Tired of door to door religious /people asking for money. Would like speed bumps in front of our home.
- Renovation of West Truman Road is a huge eye sore and all the rundown buildings, junk stores and etc. are very ugly.
- Other than school board and their decision to change school situation, all the times confusing to children and parent. They try to push too much in to all subjects in a year's time.
- I've lived in Independence most of my life and I think the quality of life is good but it could be better. I live on the safe side of Independence. I feel badly for the people on the unsafe side because there seems to be a lot of poverty, crime .
- Why are new building business permits issued when there are so many vacant business opportunities available? Need to work on housing that attracts families with good incomes, becoming too lower demo/rental property. Public schools are trending down.
- We are planning on moving out of this area sadly due to crime getting worse. We understand crime is everywhere but we feel it is getting worse with so many out of work. We are planning on the country.
- Better response to neighborhood issues with traffic, speeding, running stop signs, etc.
- Council members should be available once a month at schools or churches and publish the time and dates in the Examiner or on line.

- Police need to respond to emergencies in a timelier manner, then to respond to a noise disturbance of loud music or such. Just because you call the police on a neighbor shouldn't be put on your home as police being called to your residence. Isn't that what we are supposed to do is call if neighbor needs help?
- I moved here from Raymore where an average electric bill is summer with thermostat at 75 was 225.00 a month. I was blown away when I got a 545.00 bill this summer from IPL, cooling 900 sq. ft. less home here.
- We need more enforcement of traffic laws, especially in residential areas. No more apartments, town homes, etc. We have too many as is and they all will eventually become low to no income housing!
- Our children need more access to swimming pools in the summer. No public neighborhood pools anymore. Independence needs a new community center like surrounding communities. Thank you.
- City needs to police own self prior to policing code violations! IPD needs to patrol all neighborhoods very seldom do I see IPPD in my neighborhood( maybe once every quarter, if that).
- It's so impressive to see the city's movers and shakers trying to keep Independence. A quality place for the citizens and visitors.
- Let's get some popular business or chain restaurants into the empty spaces along Noland Road. The area around will support them.
- More suppliers of affordable entertainment for children and teens.
- Demolish MCI building NOW ! Quit granting extension. Enforce traffic laws. Monitor departments and hiring of employees with more scrutiny.
- IPL's customer service needs improvement. You need to work with people about payments better.
- More police presence in neighborhoods. Very happy with electric company. I think taxes are too high for people who keep their homes nice, so we can pay for ones who don't or for all rental property.
- The city where I was born and raised and still live has broken down to an ugly city along E 24 hwy. We need more convenient services like dry cleaners, better restaurants, family owned specialty stores, beautify this part of the City!
- It is sad to see neighborhoods going downhill.
- I like living in Independence Mo, especially my neighborhood and church. I also like the retail areas from Noland to Jackson Drive/Little Blue Pkwy.
- We need more visibility of police near the Timber Wind apartments. There are drugs and fights.
- The honesty and quality of the police officers here in Independence and use of laws and traffic regulations while in police cars or vehicles.
- Rental houses need to be kept up. Mow your FEMA field more than 3 x a year. Clean creek bed out of debris and dead trees. Lower price on soccer, volley ball, baseball for not so fortunate people so their kids can enjoy those fun events. Keep schools in neighborhoods. Make apartments and duplex pay school taxes.
- More police cruising streets at night. Our neighborhood has had numerous thefts. We can't even have yard ornaments setting out. Recently they emptied my tomato planters of dirt and took off with 7 extremely large containers.
- More activities/recreation center in West Independence.
- The city really doesn't have anything that would make people want to move here. Update the streets and signs, need to keep the Center safe. The event center has helped.
- I really admire the people I know that get involved with city politics. I appreciate all the updates to the square and the health initiatives. I wish they would reconsider pit bull laws.
- Maps of city parks and their accommodations in large print are needed. City bus maps showing where stops are in large print. 1/2 mile and 1 mile markers at walking trails with benches or something to rest on.
- Improve SW Independence with nice parks ,roads and incentives to keep property values up and attract families. No dense apartment dwellings without widening roads and putting in sidewalks!

- I like Independence, but it is turning into low rent income/rentals...yuck! We do not need to raise any more taxes or utilities; homes don't hold values! Too bad what is moving in! no more KCMO schools!
- Resurface tennis courts at Santa Fe park (red or blue background), new nets and windscreens. Indoor practice wall ( tennis) at the Sermon Center. More tennis Pro Shops besides just Dicks. Possible tennis club with both indoor and outdoor courts, would create jobs!
- I am concerned about trucks being parked on street and in lot around old Chucky Cheese/Hardees on Noland & 40th. It's turned into a truck stop! Worst time of year to mail this survey!
- Why did a city like Belton make a golf course pay off? Independence doesn't have a golf course.
- I grew up in this community; I've raise my children in this community but they will not return to this community and we don't know how long we will stay.
- We have lived in our home for 50 yr. When we moved in the county took care of our streets. We never had any water problems or the street shrinking in width. Since the city took over year ago, we have had nothing but problems. The ditches are never cleaned unless we complain and every time they resurface the road gets narrower. It is very hard for 2 vehicles to pass on the street and the ditches are deep in some places.
- In the neighborhood across from old MCI down Belmont Blvd, there has been vandalism (eggs, busted mailboxes, littering and even gas siphoned from care). Alot started after the apartment complex was built across from Fountains living home. I think we need more police presence. A lot of the apartment residents cut through the neighborhood on foot or speed through in cars. I also believe this is where hate vandalism is from. I grew up feeling safe in the neighborhood but when I visit home, it doesn't feel as safe as it used too.
- There is too much rental housing owned by slum lords who do not keep the property up. My mother had problems with a rental home on pearl St for years and code enforcement officials said they didn't have the ability to enforce adequately. Also need better policing of parks, a drug deal went down right before my eyes at Santa Fe park recently.
- I worked construction for 15 years and never had a job in Independence.

*Section C:*  
***GIS Mapping***

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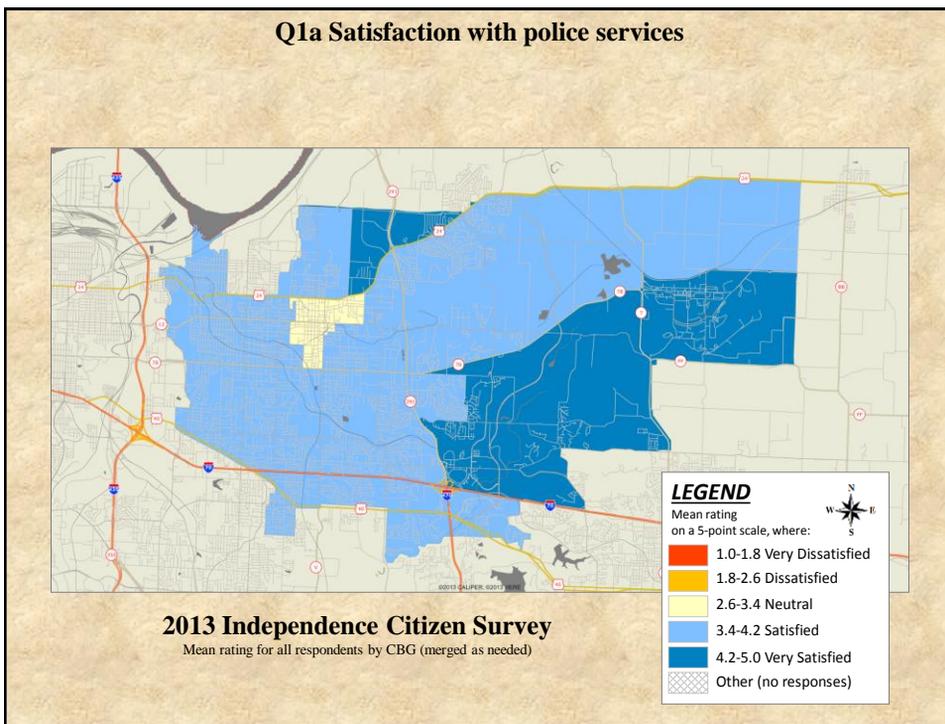
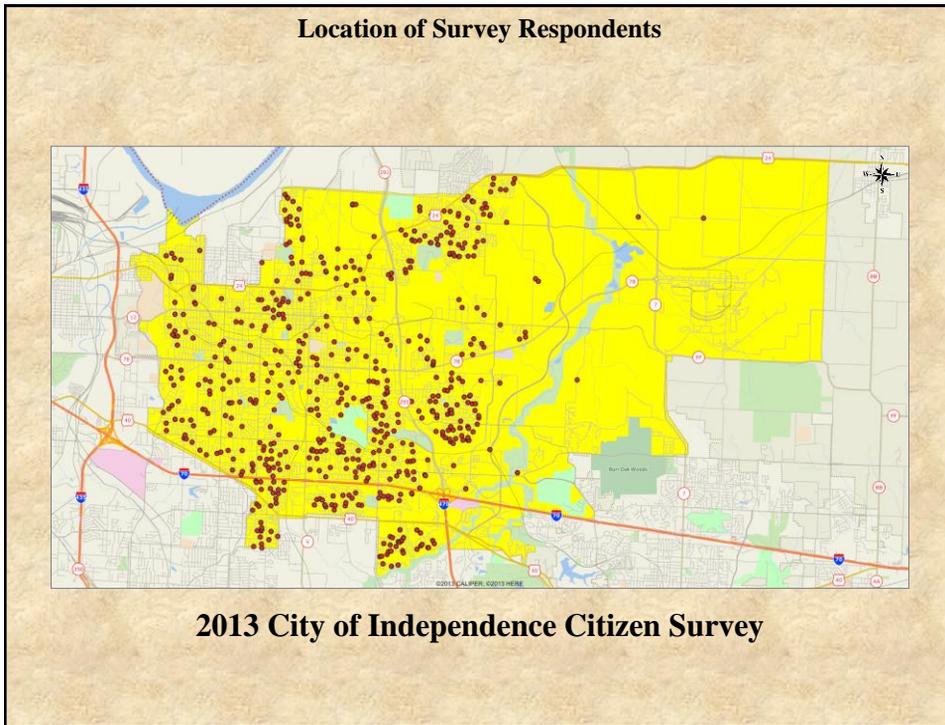
## Interpreting the Maps

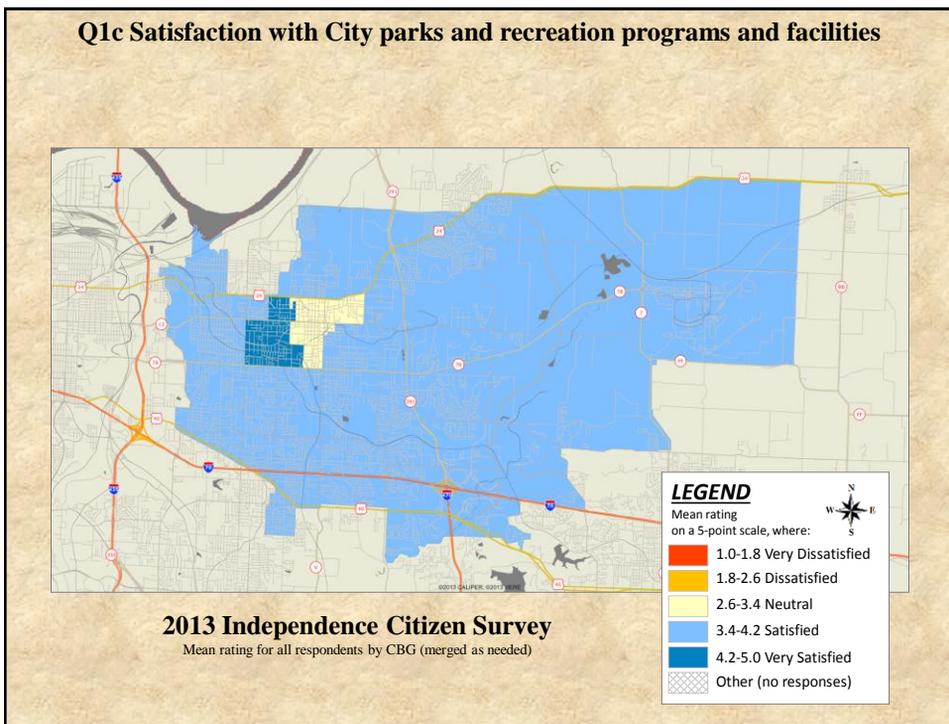
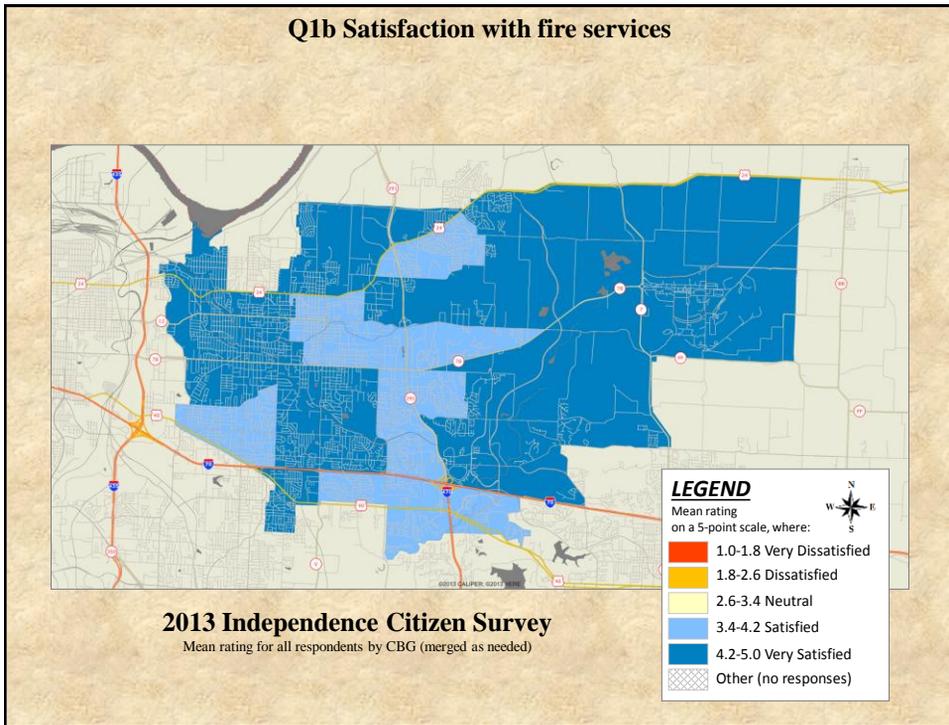
The maps on the following pages show the mean ratings for several questions by Census Block Group within Independence, Missouri.

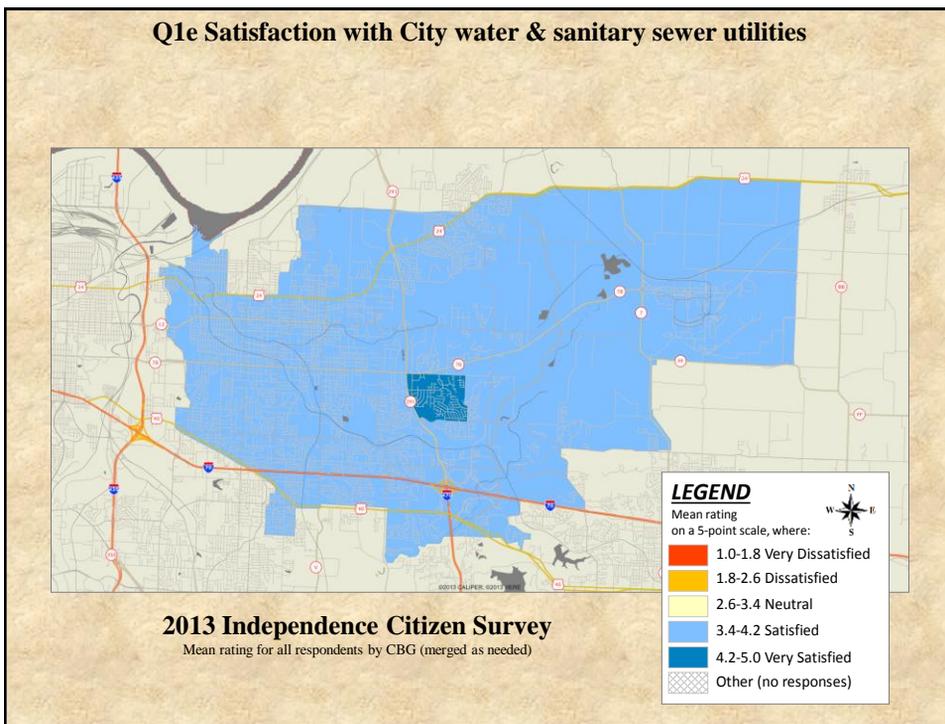
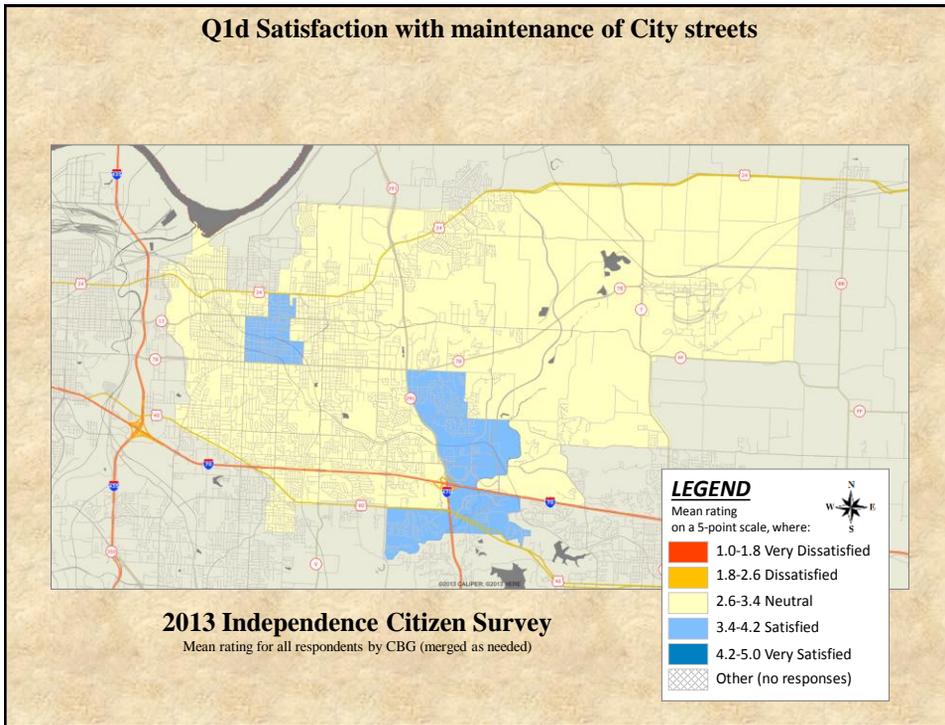
If all areas on a map are the same color, then most residents in the City generally feel the same about that issue.

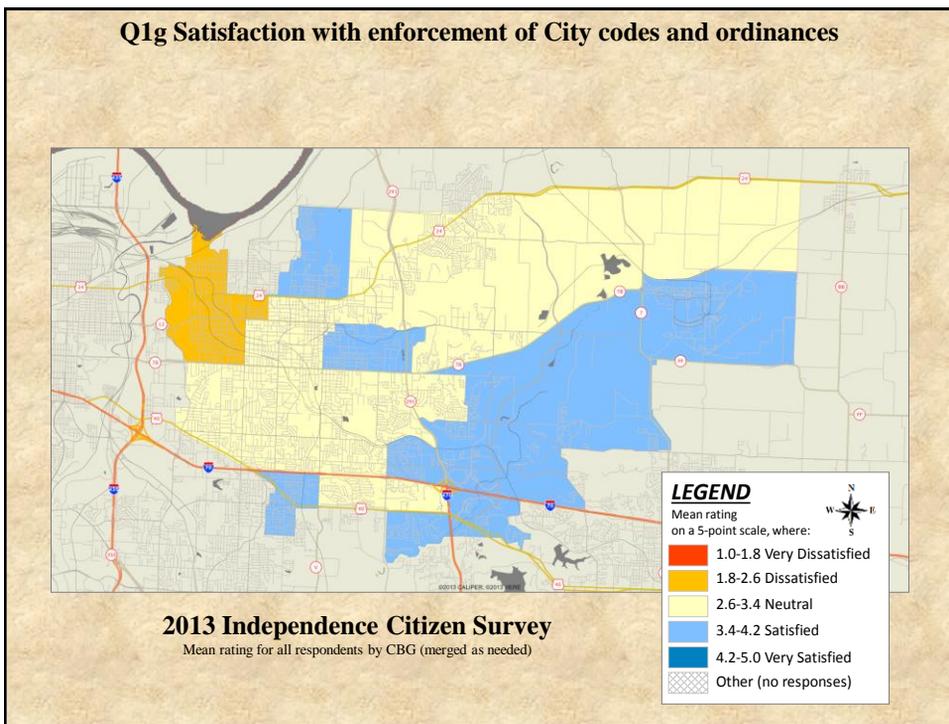
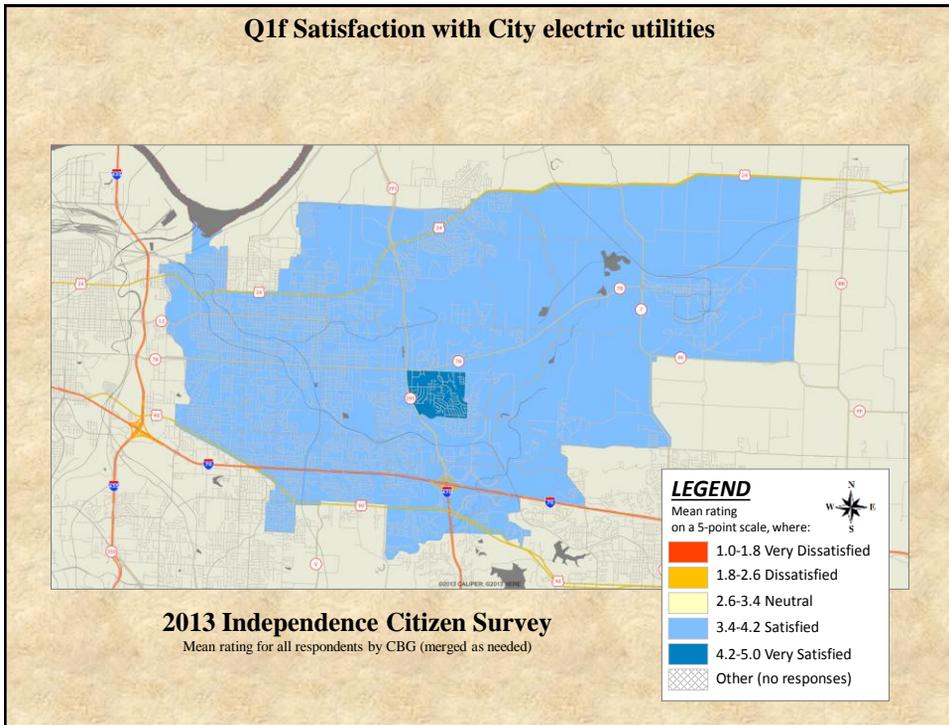
When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades generally indicate POSITIVE ratings. Shades of blue generally indicate higher levels of satisfaction, feeling of safety, positive ratings, higher importance ratings or agreement ratings.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of off-white generally indicate that residents thought the quality of service delivery is adequate or residents were neutral regarding the issue in question.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate higher levels dissatisfaction, feeling of unsafety, negative ratings, residents felt the item in question was not important or higher levels of disagreement.

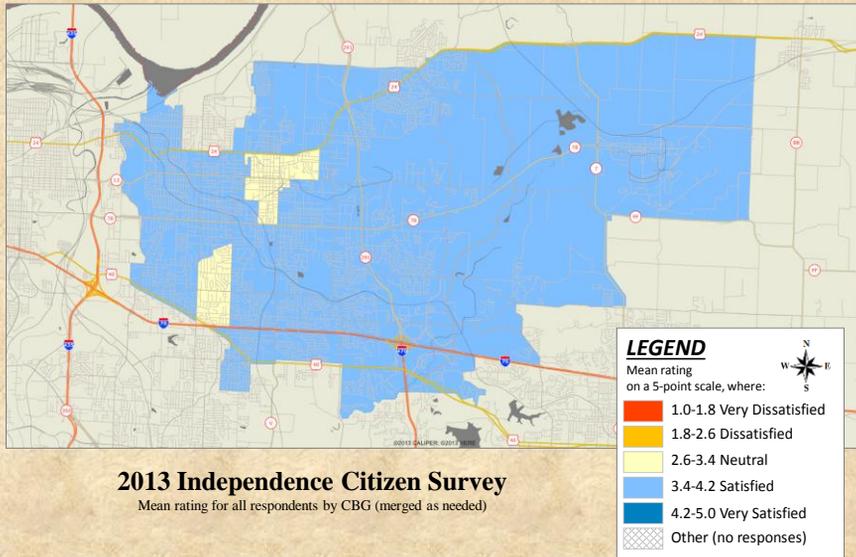




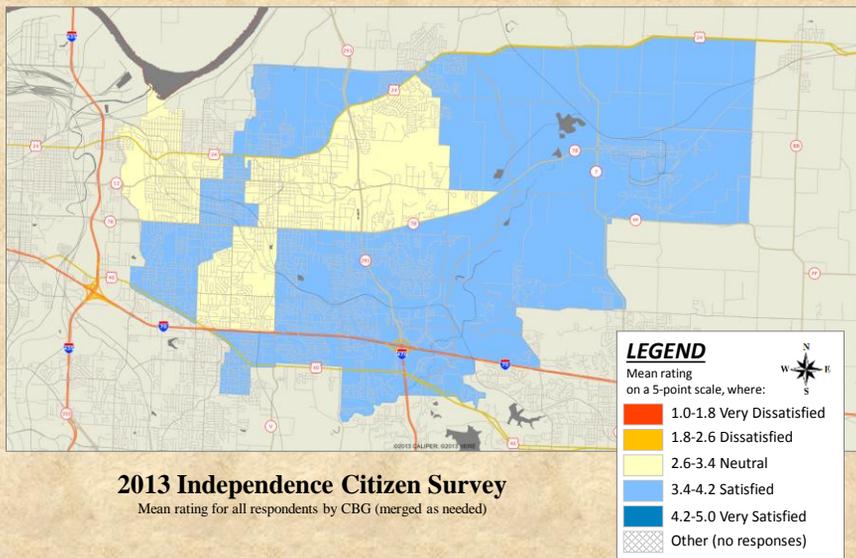




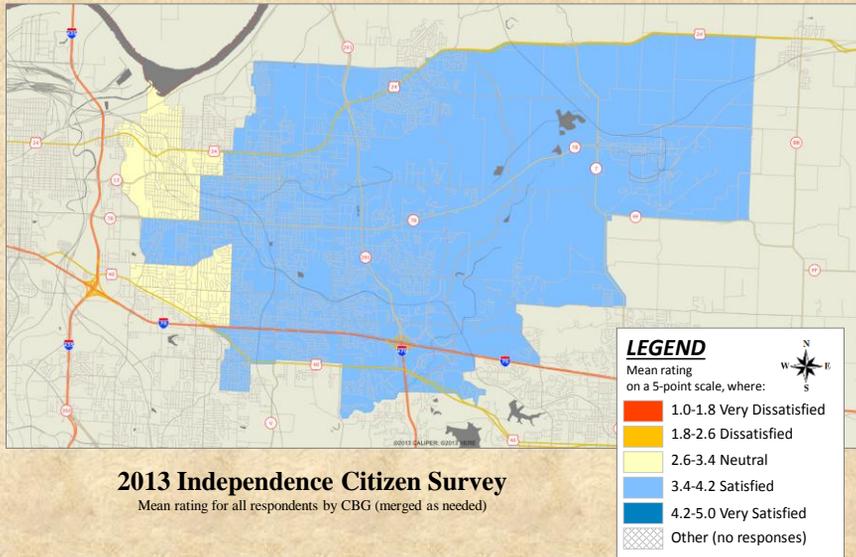
**Q1h Satisfaction with customer service received from City employees**



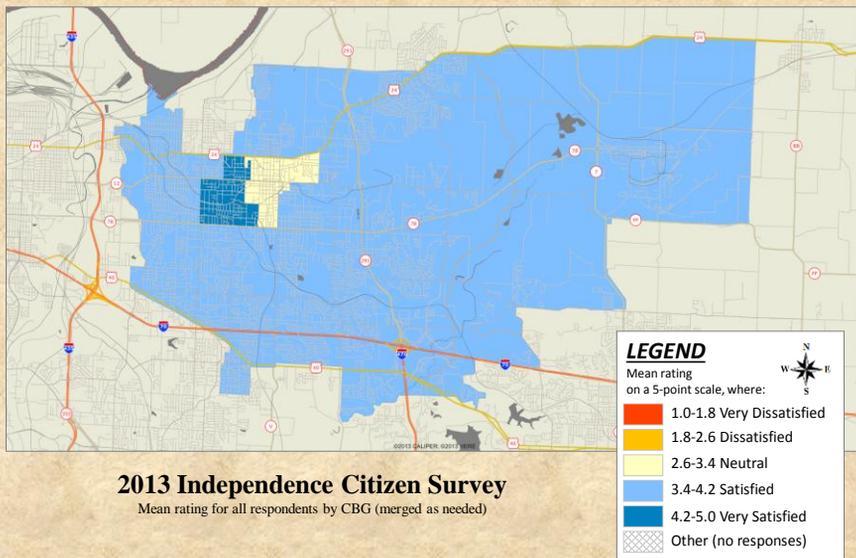
**Q1i Satisfaction with effectiveness of City communication with the public**

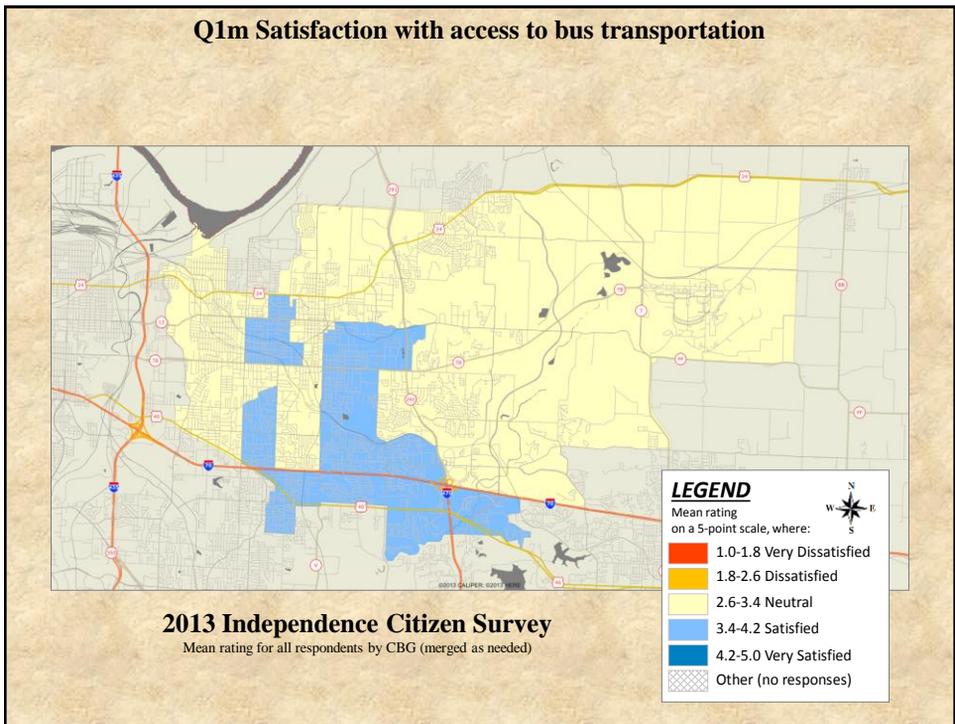
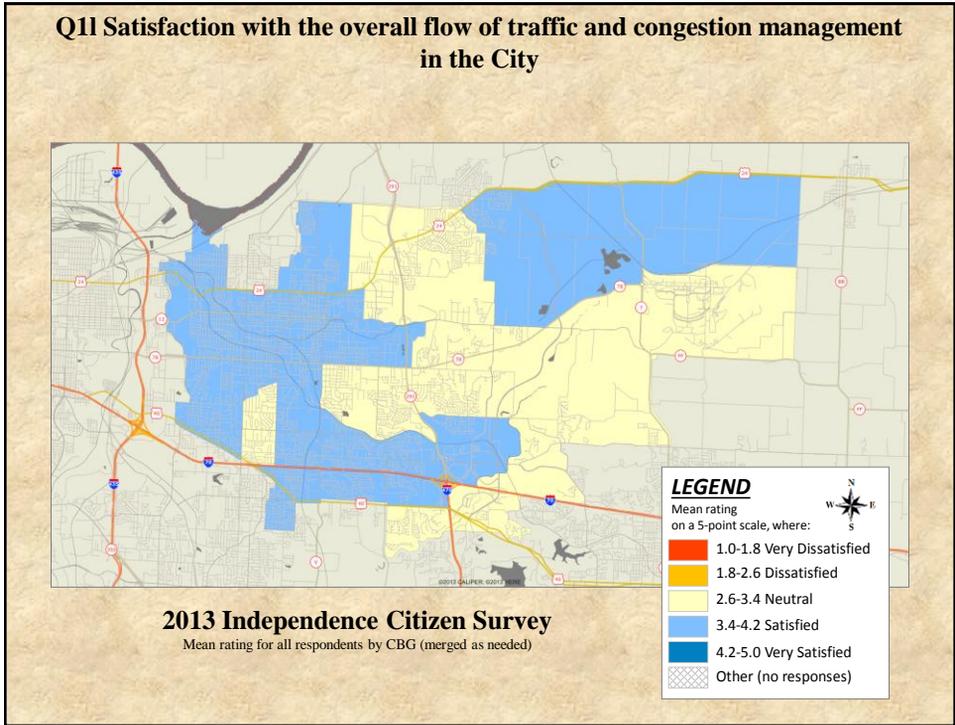


**Q1j Satisfaction with the City's storm water management system**

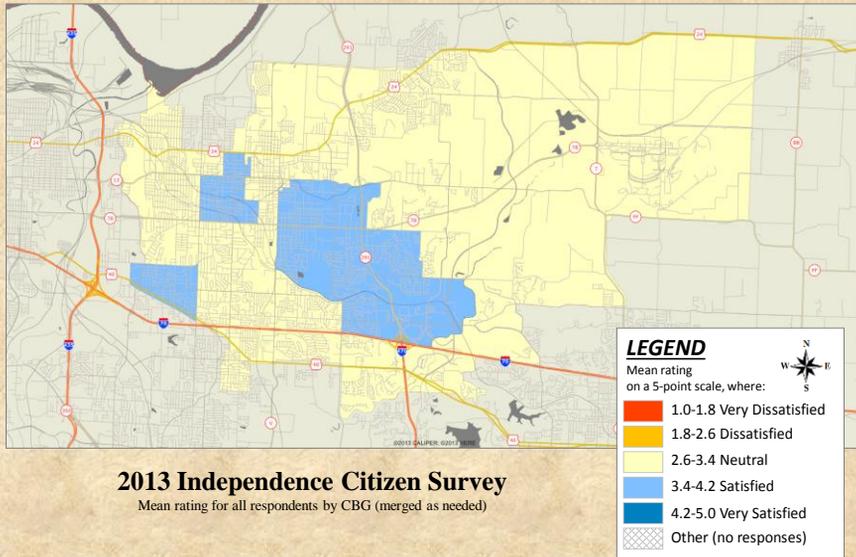


**Q1k Satisfaction with City public health services**

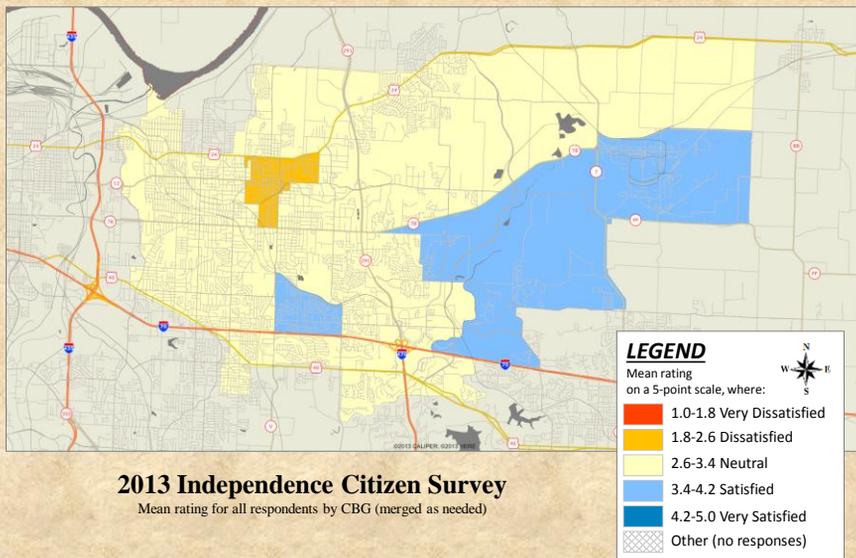




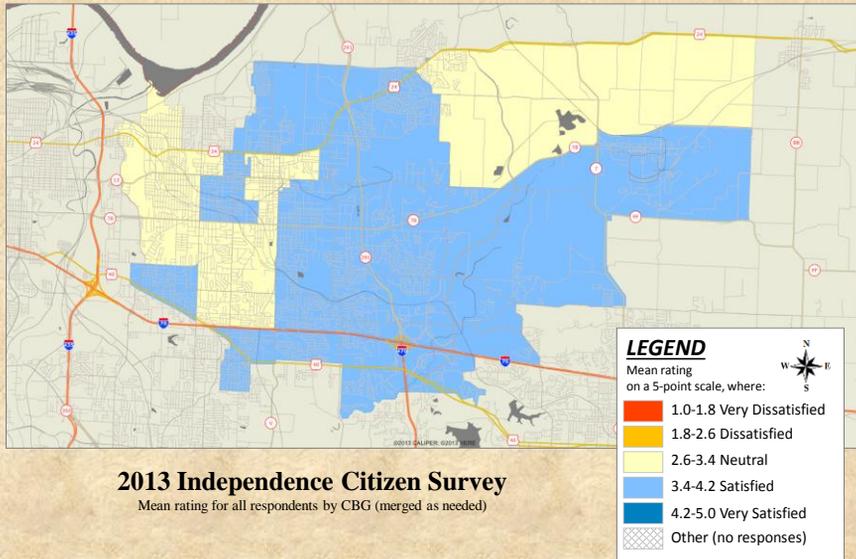
**Q3a Satisfaction with overall value received for City tax dollars and fees**



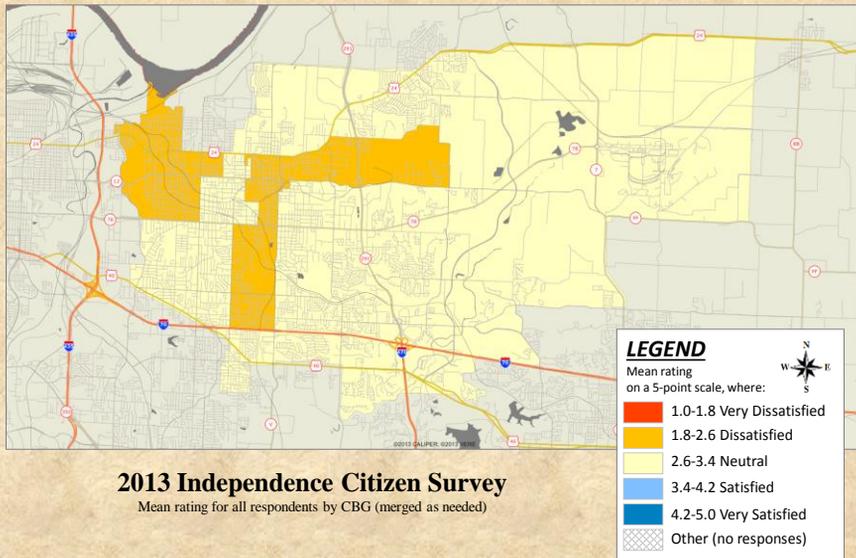
**Q3b Satisfaction with the overall image of the City as a place to locate or expand business**



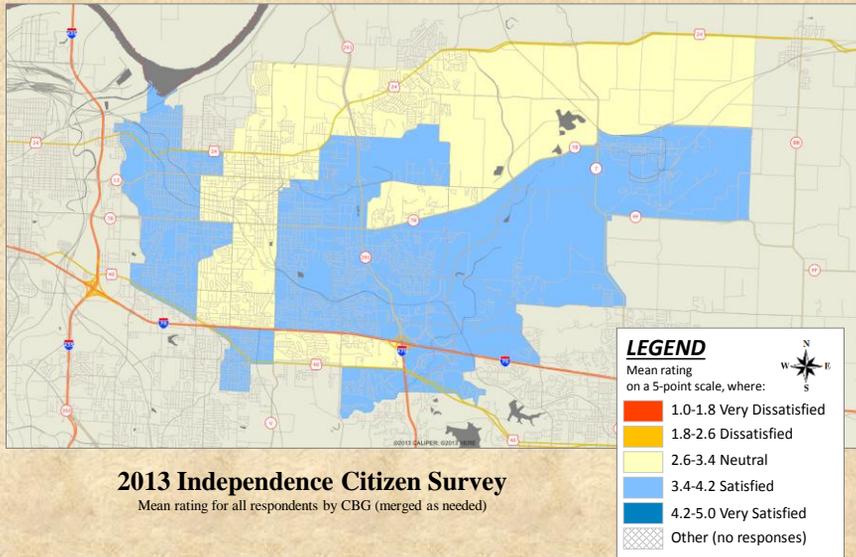
**Q3c Satisfaction with the overall quality of life in the City**



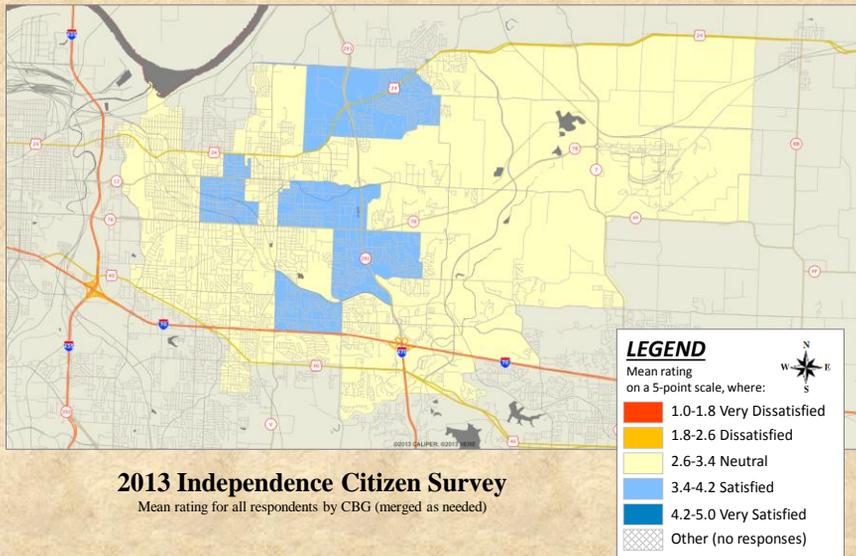
**Q3d Satisfaction with the type and quality of development west of Noland Road**



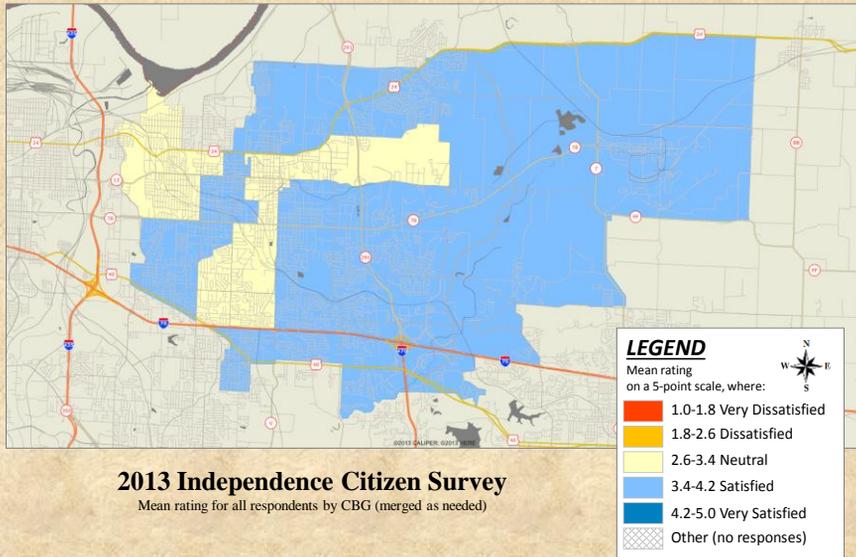
**Q3e Satisfaction with the type and quality of development east of Noland Road**



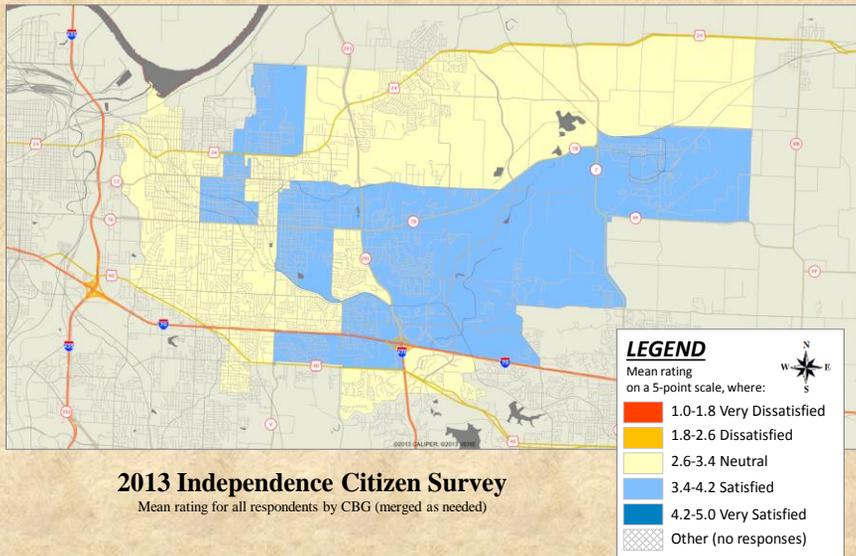
**Q3f Satisfaction with the quality of commercial landscaping within the City**



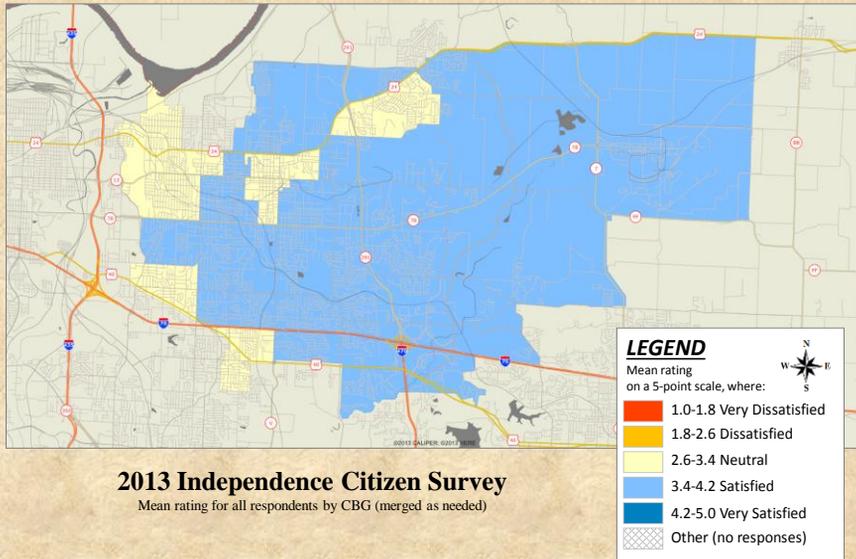
**Q4a Satisfaction with police efforts to reduce crime and disorder**



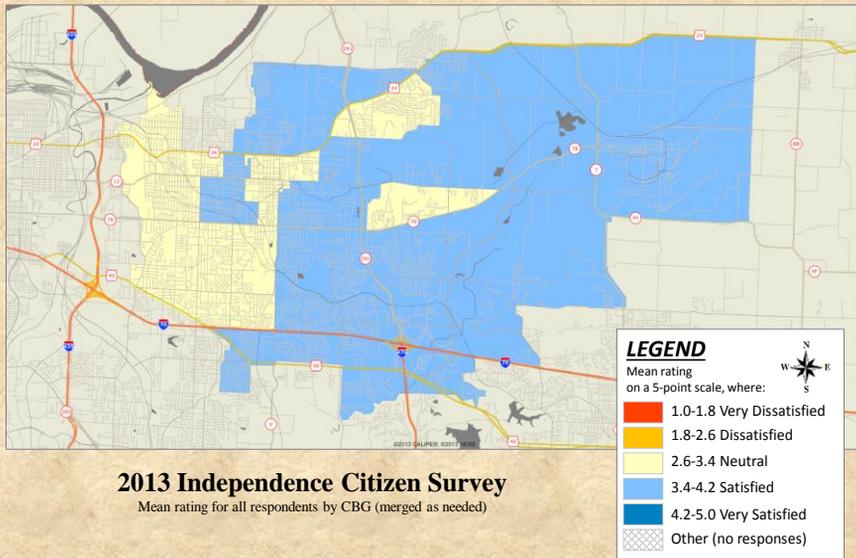
**Q4b Satisfaction with police presence in the neighborhood**



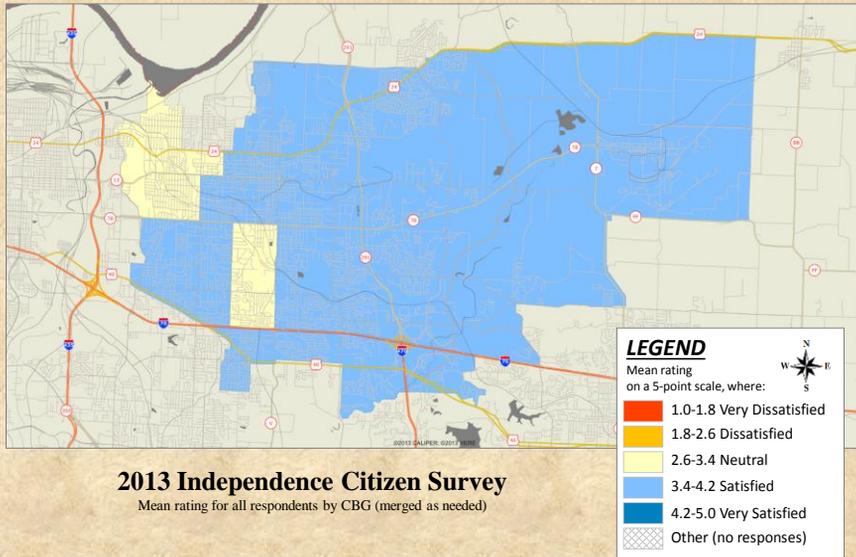
**Q4c Satisfaction with police presence in commercial areas**



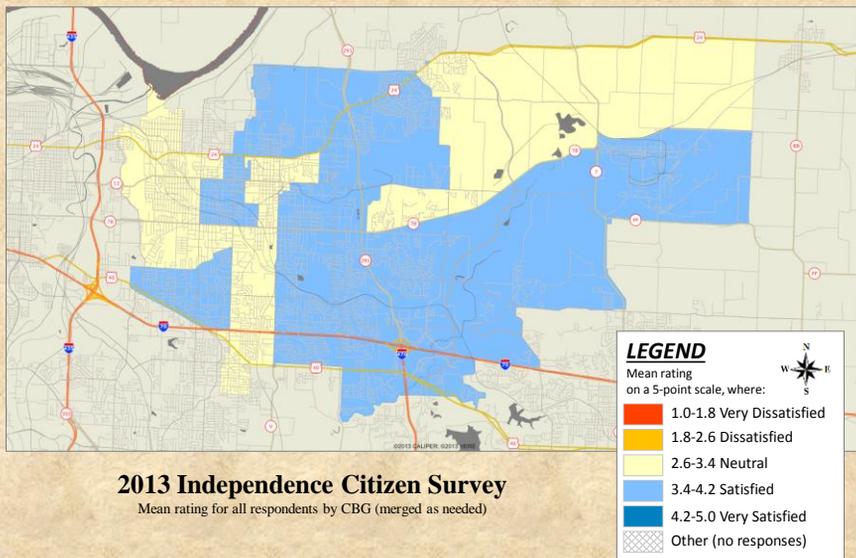
**Q4d Satisfaction with the City's efforts to prevent crime**



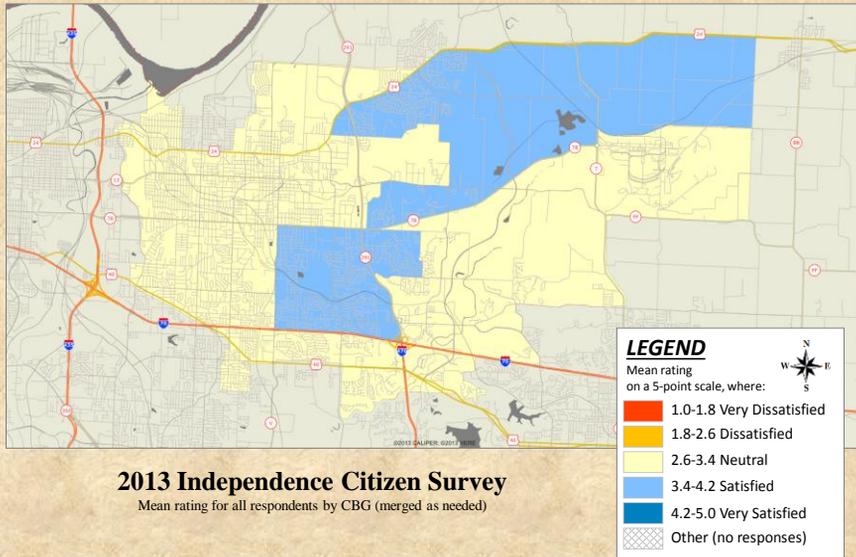
**Q4e Satisfaction with enforcement of local traffic laws**



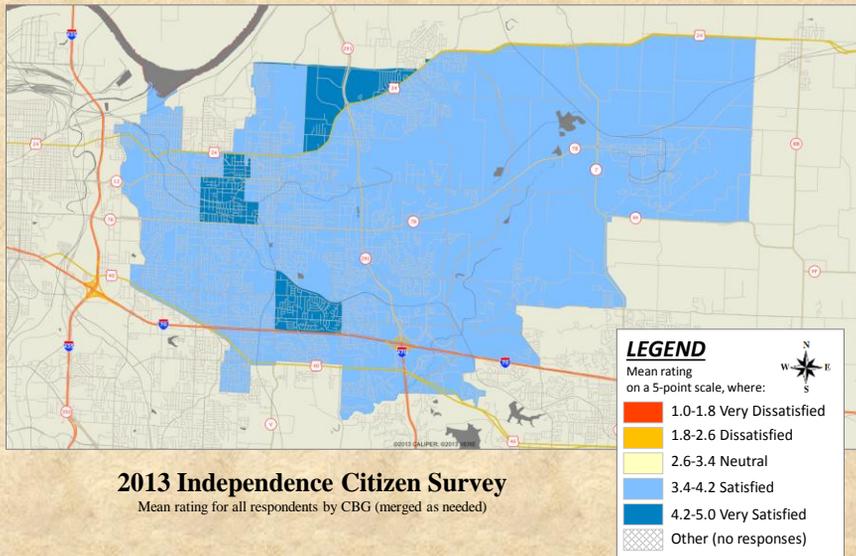
**Q4f Satisfaction with how quickly police arrive at emergencies**



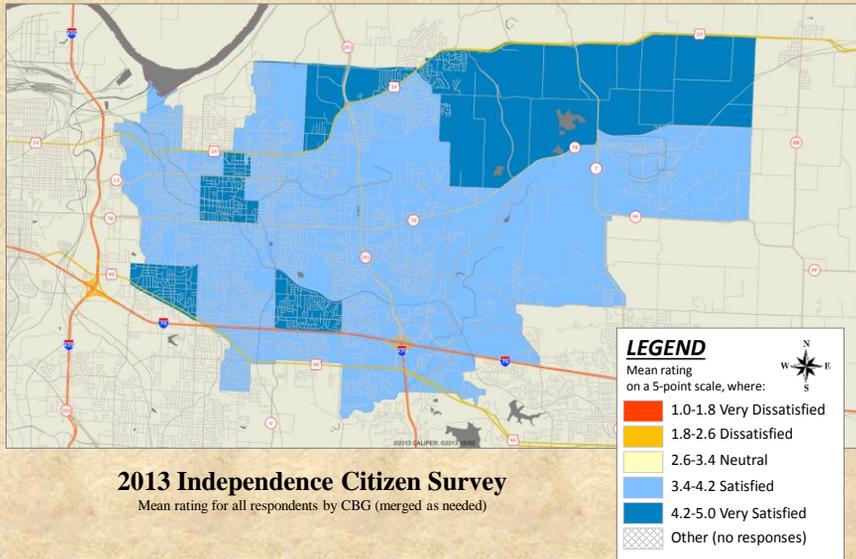
### Q4g Satisfaction with investigation of criminal offenses



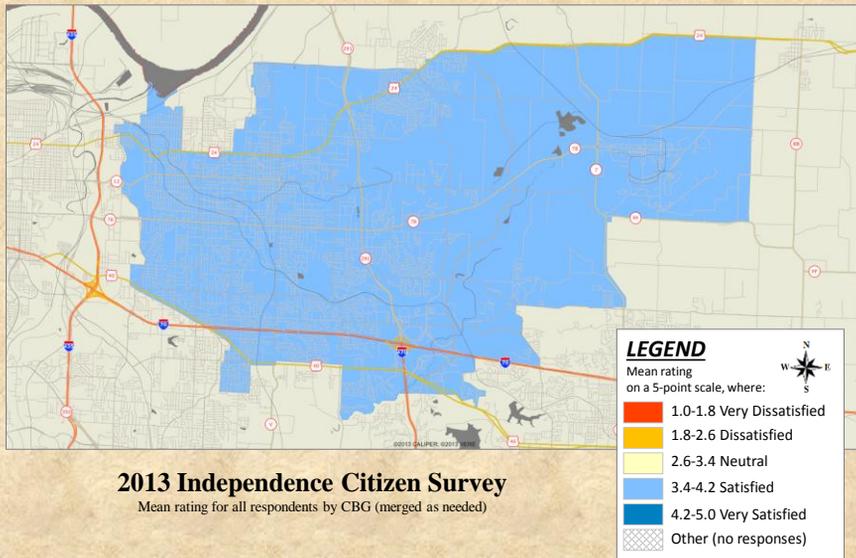
### Q4h Satisfaction with fire protection



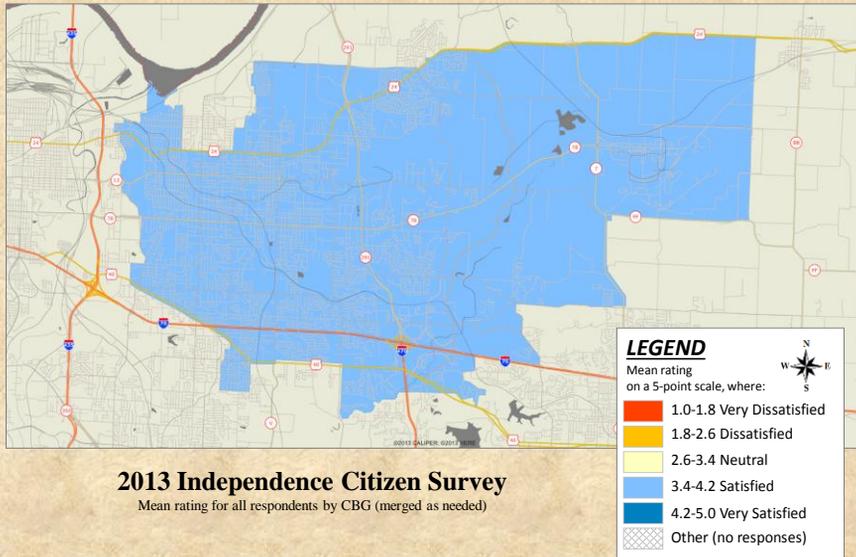
**Q4i Satisfaction with how quickly fire personnel arrive at emergencies**



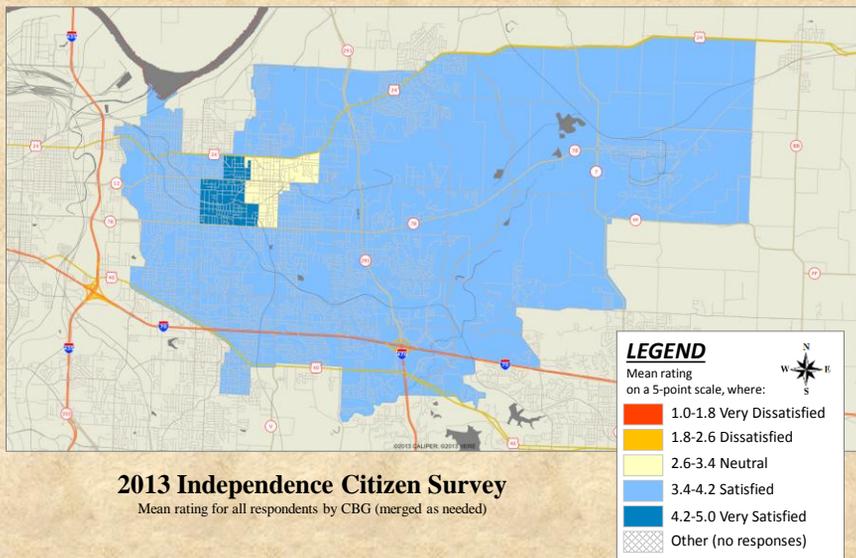
**Q4j Satisfaction with City efforts to prevent fires**



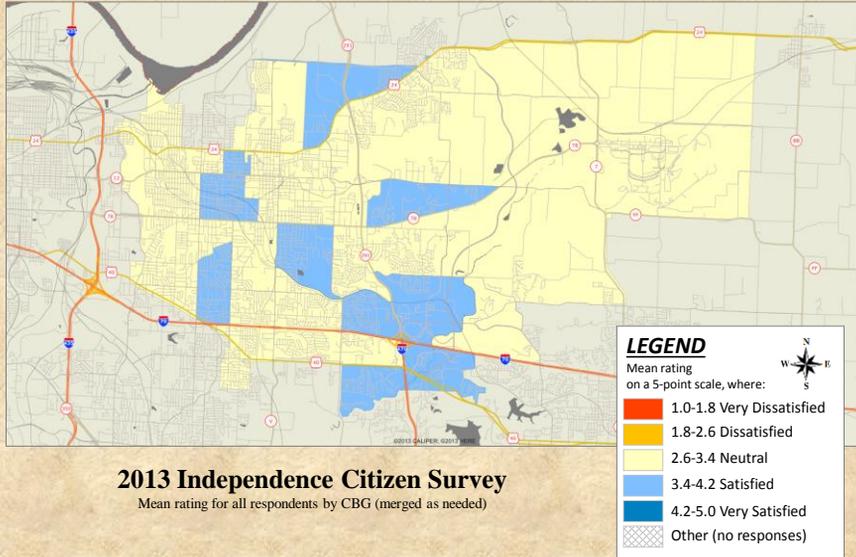
**Q4k Satisfaction with how quickly ambulance service personnel arrive at emergencies**



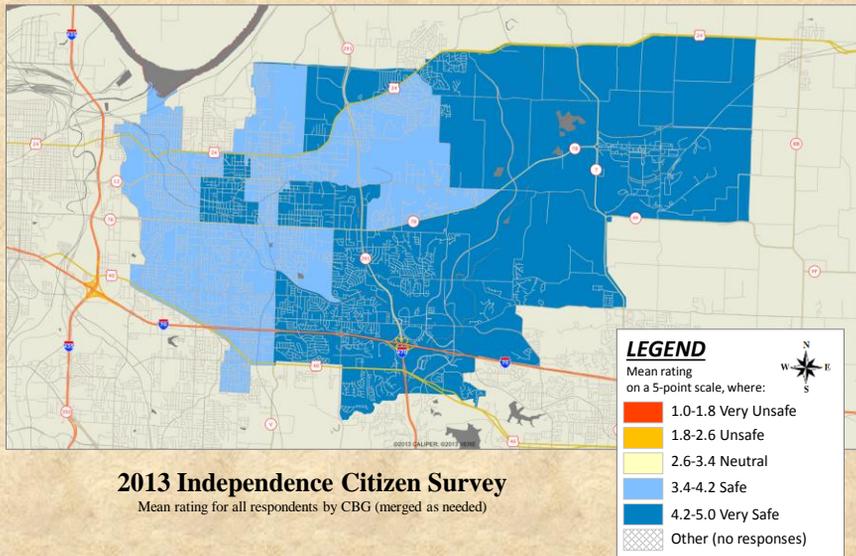
**Q4l Satisfaction with emergency medical services**



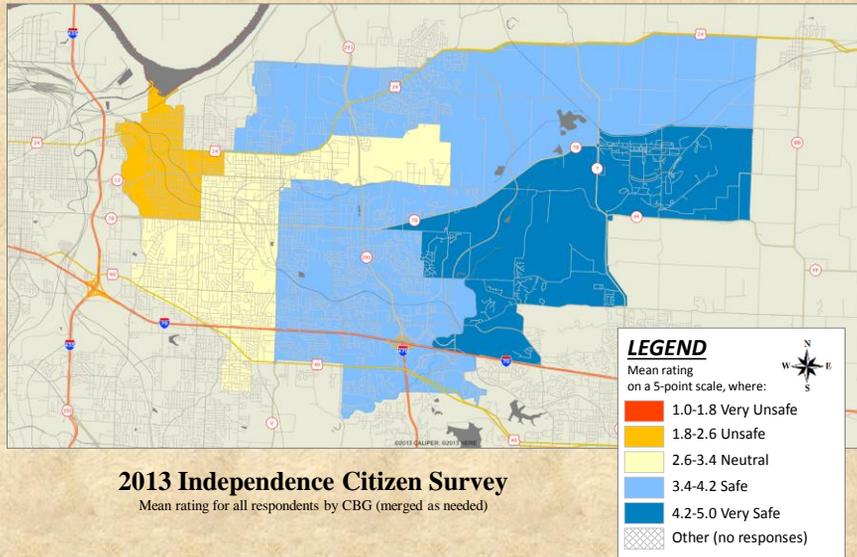
**Q4m Satisfaction with the quality of animal control services**



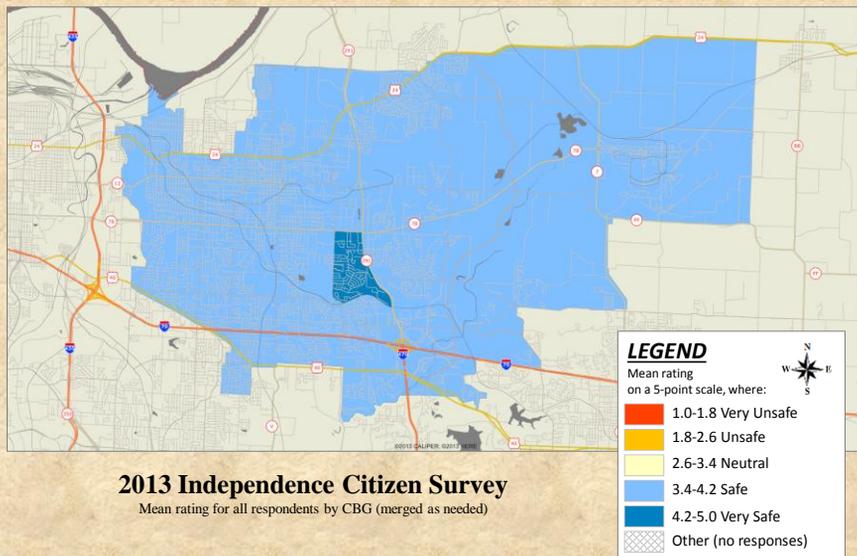
**Q6a How safe residents feel in their neighborhood during the day**



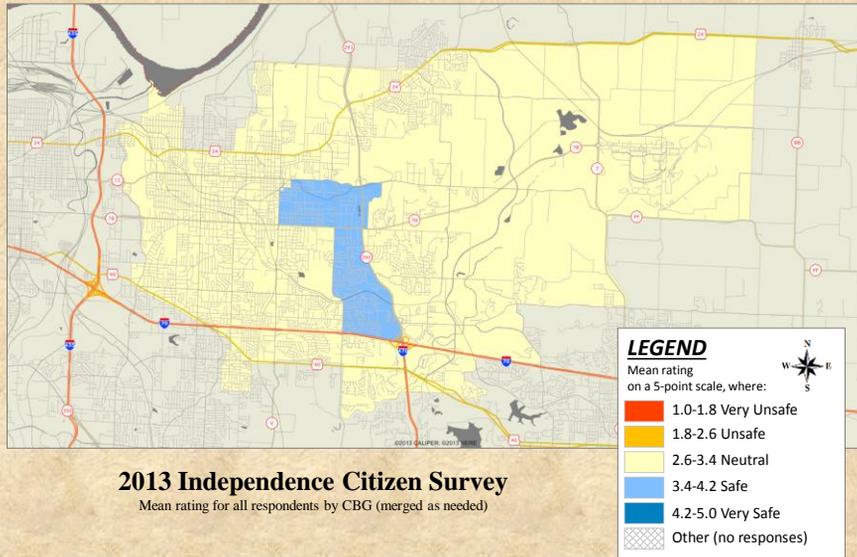
**Q6b How safe residents feel in their neighborhood during the night**



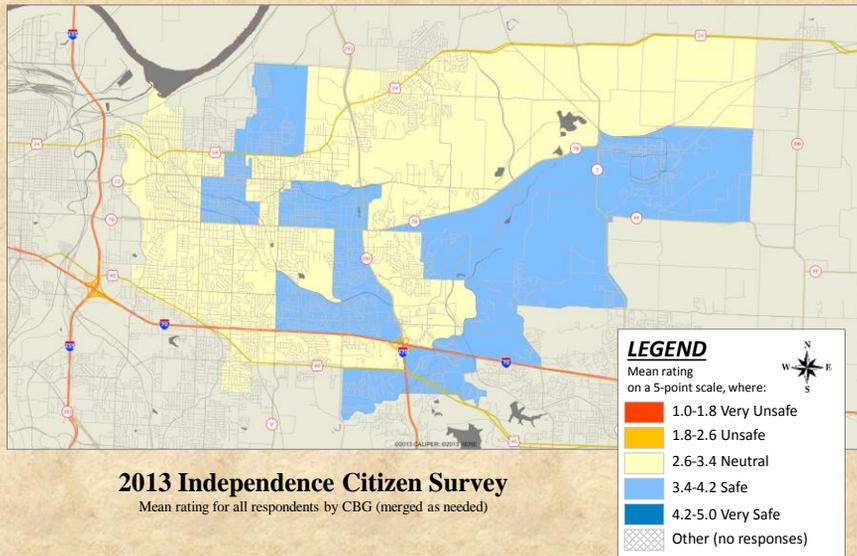
**Q6c How safe residents feel in commercial areas in Independence during the day**



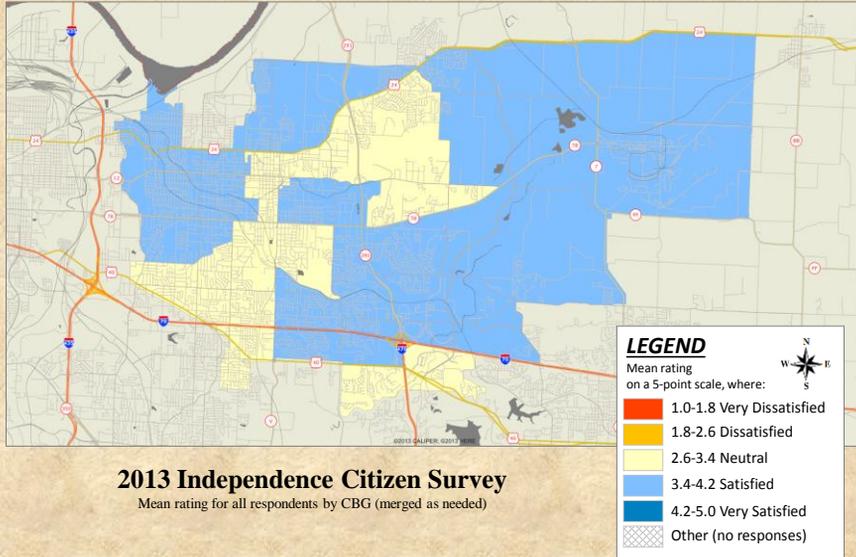
**Q6d How safe residents feel in commercial areas in Independence during the night**



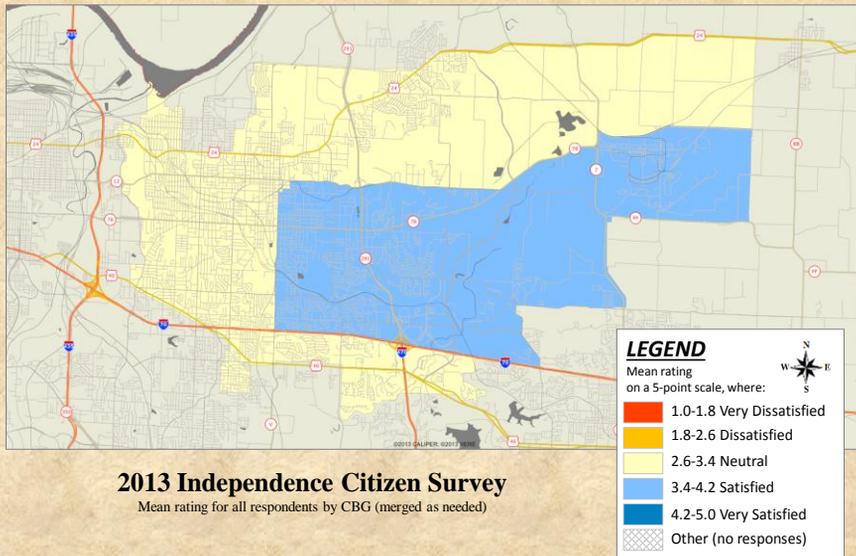
**Q6e How safe residents feel in City parks**



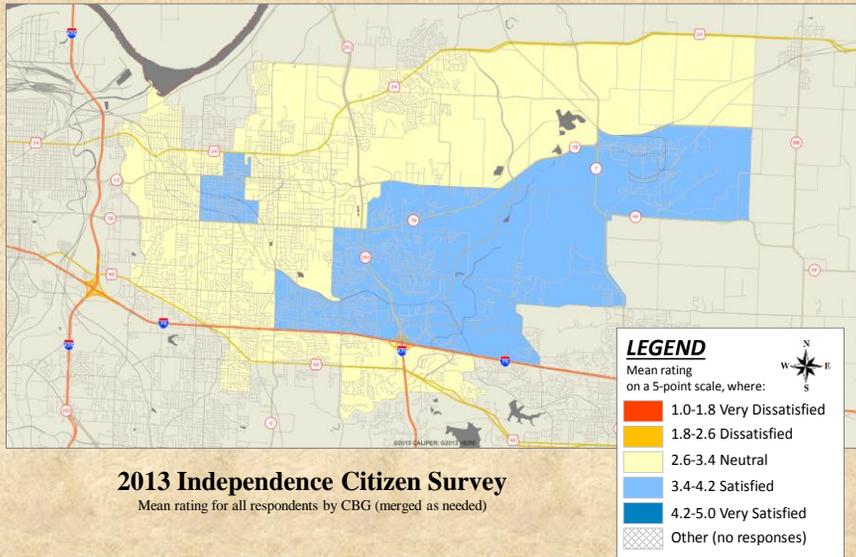
**Q7 Satisfaction with the City's emergency preparedness efforts**



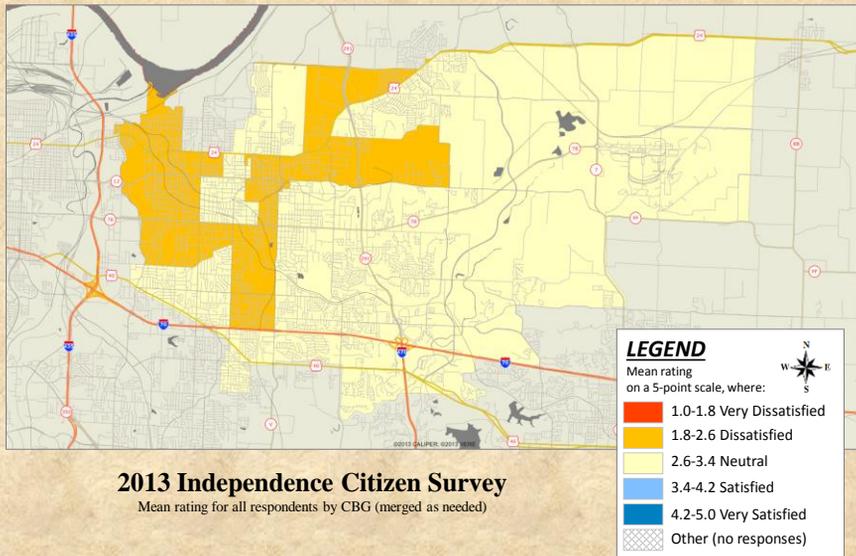
**Q8a Satisfaction with the leadership provided by the City's elected officials**



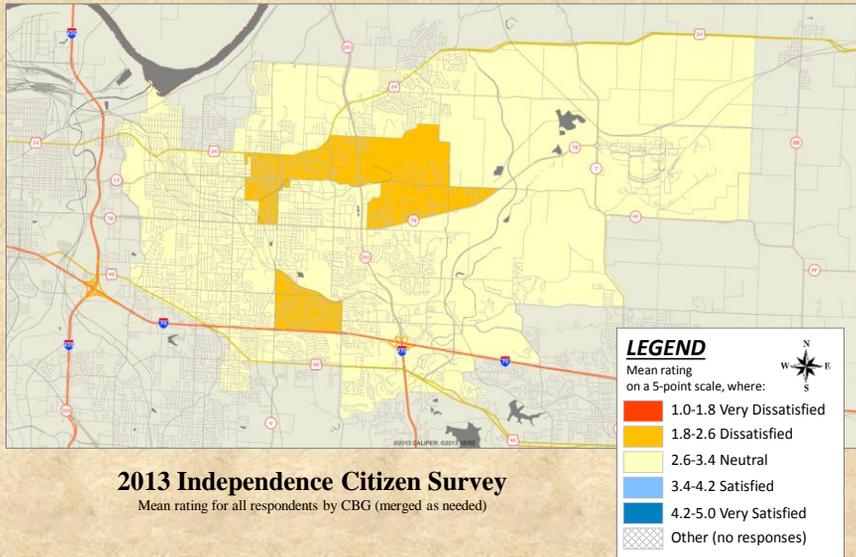
**Q8b Satisfaction with access to elected and appointed City officials**



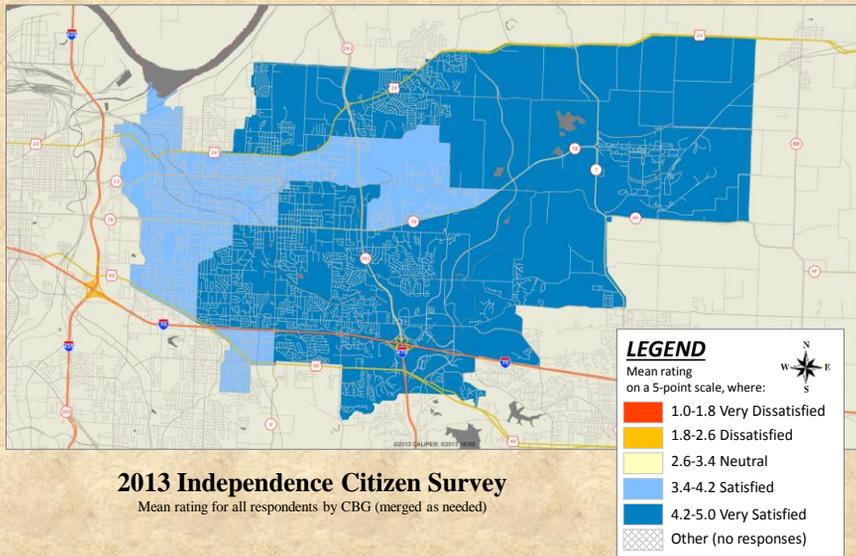
**Q8c Satisfaction with the frequency with which leaders seek out resident views**

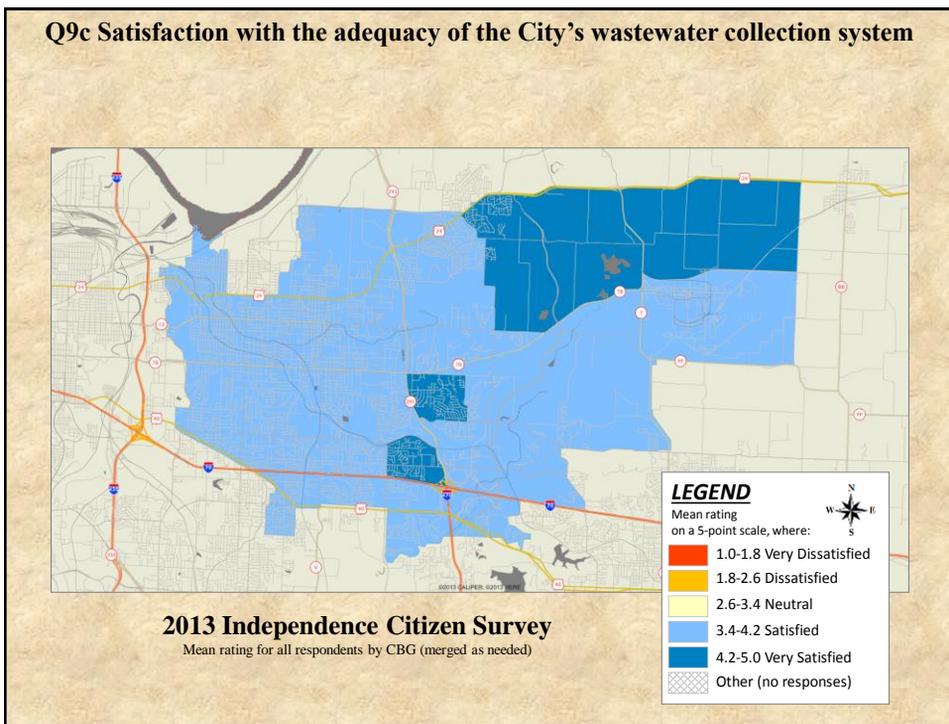
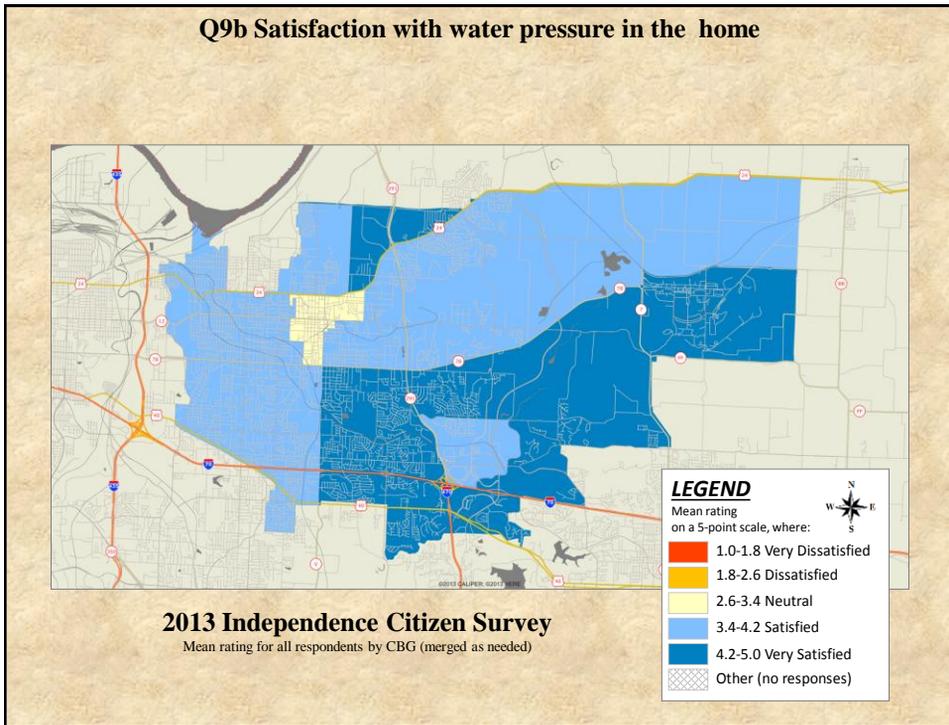


**Q8d Satisfaction with the level of public involvement in local decision making**

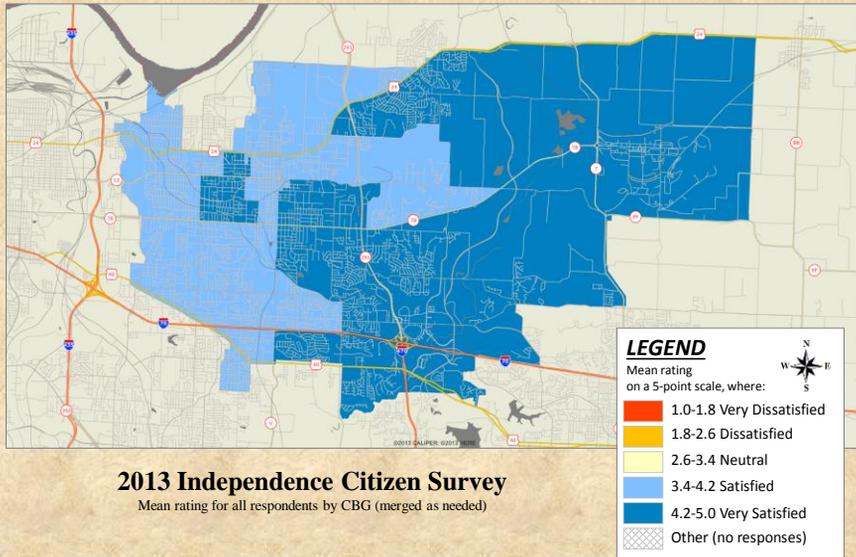


**Q9a Satisfaction with the taste of tap water in the home**

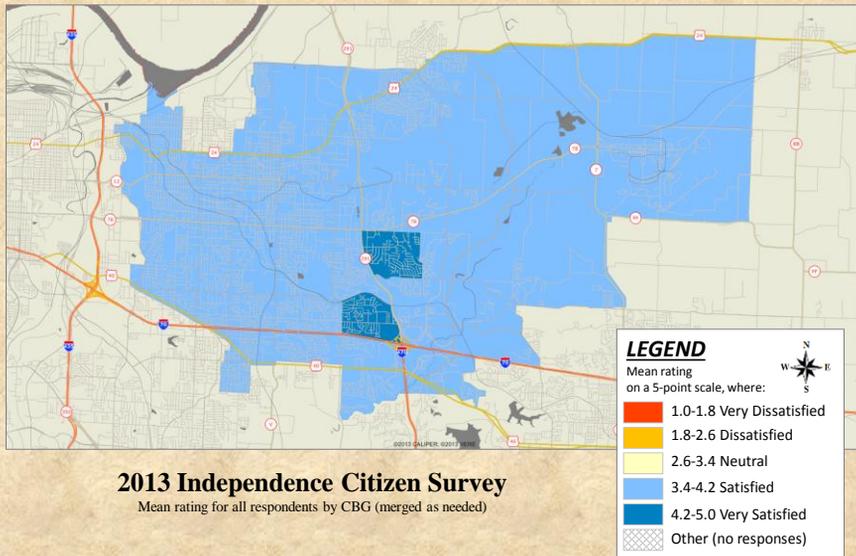




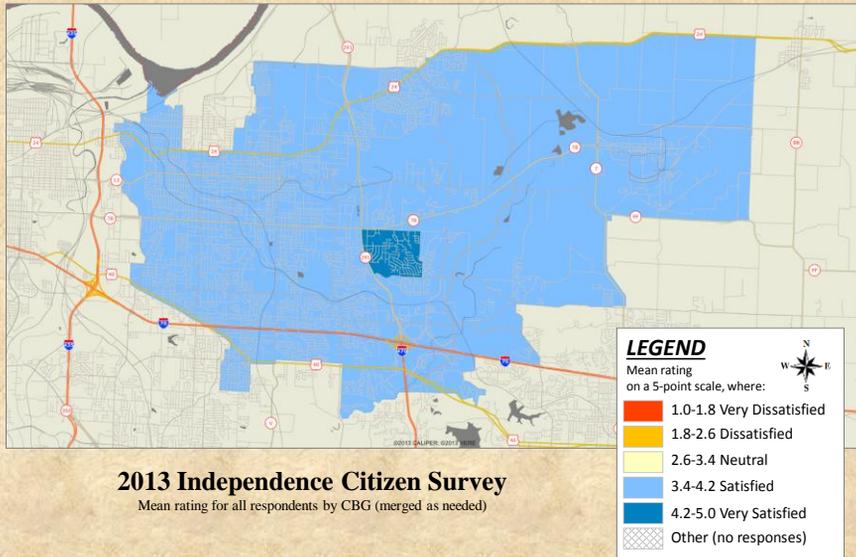
**Q9d Satisfaction with the overall reliability of electrical service**



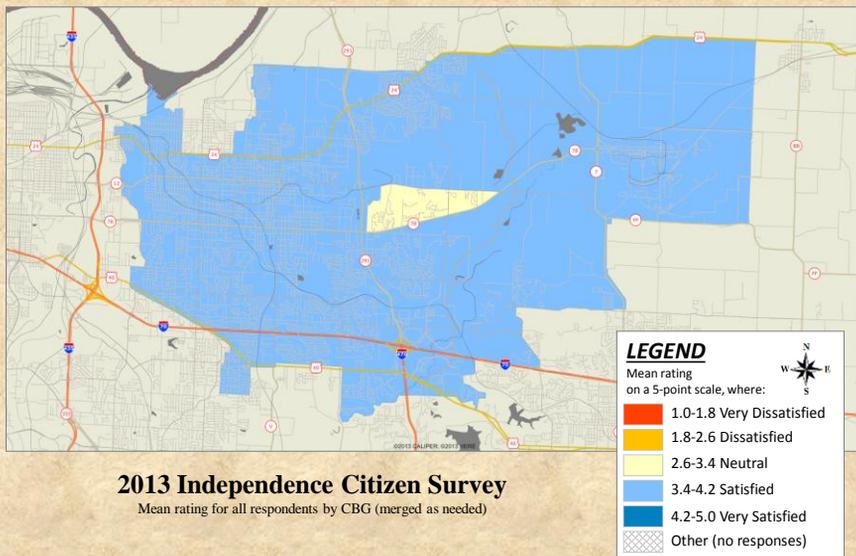
**Q9e Satisfaction with how quickly electrical outages are repaired**



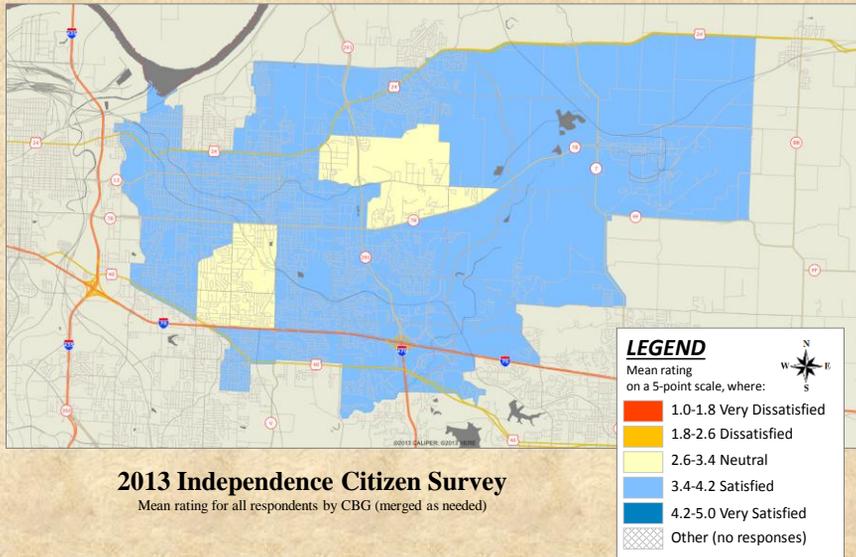
**Q9f Satisfaction with the value of water & wastewater utility services**



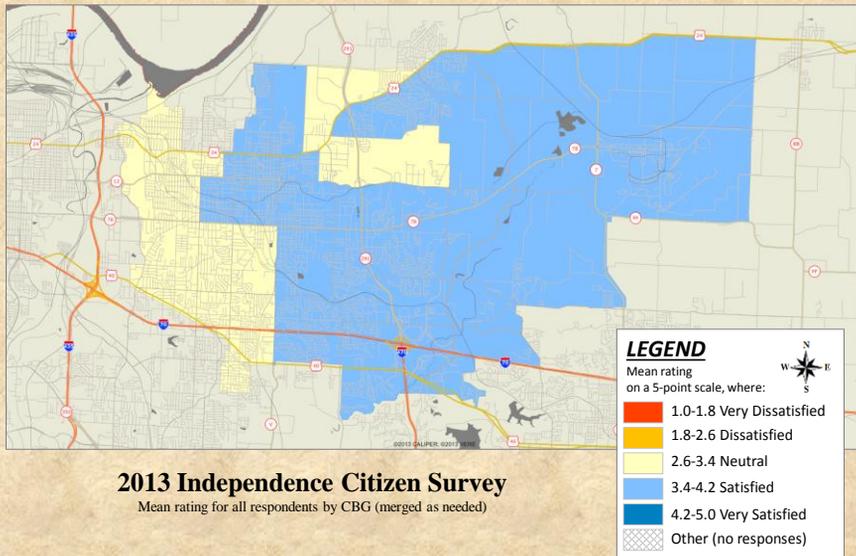
**Q9g Satisfaction with the value of electric utility service**



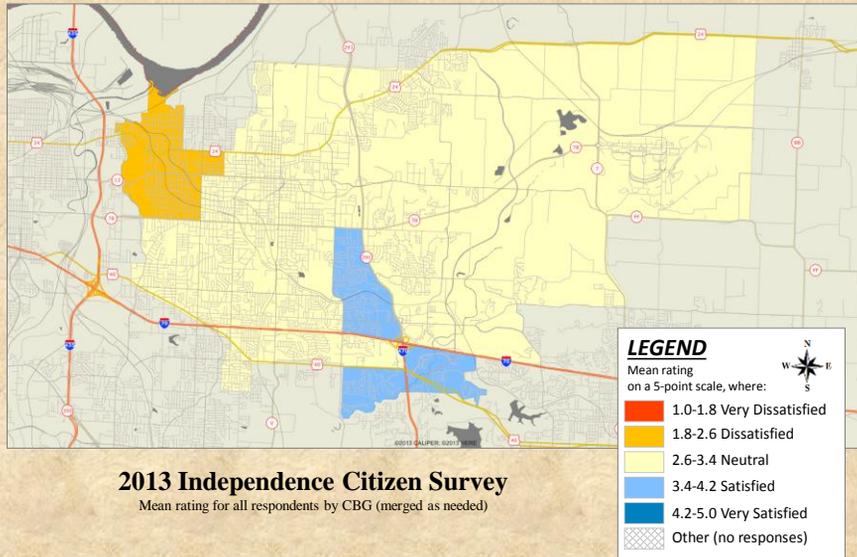
**Q9h Satisfaction with the efforts of the City's utilities programs to promote the environment and conservation**



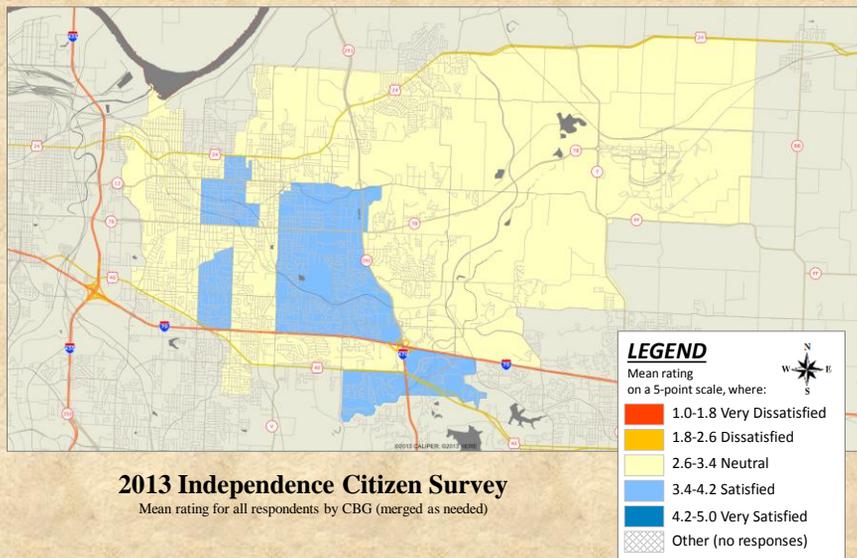
**Q9i Satisfaction with maintenance of the City's storm water drains and culverts in the neighborhood**



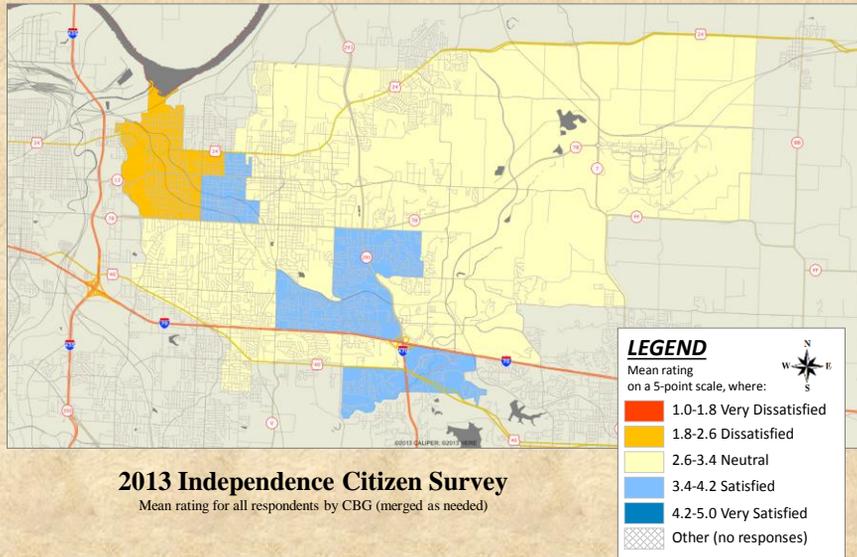
**Q10a Satisfaction with the cleanup of trash and debris on residential property**



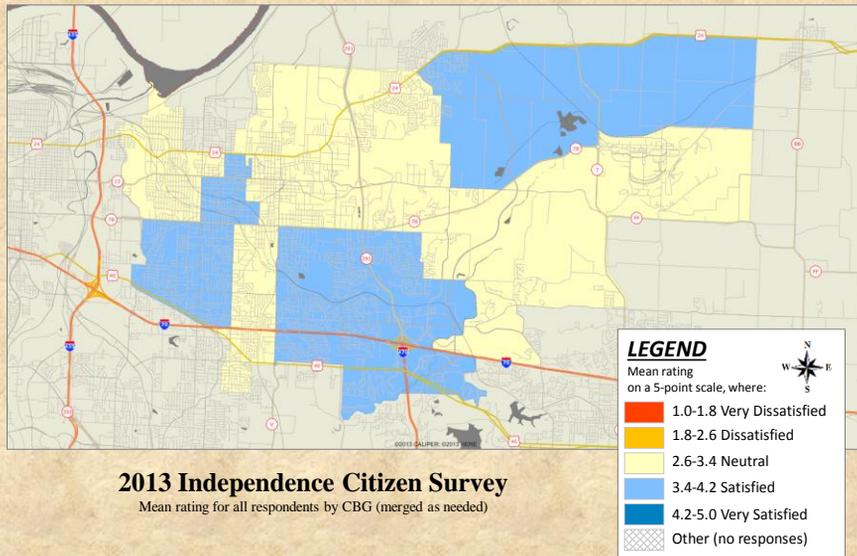
**Q10b Satisfaction with the cleanup of trash and debris on commercial property**



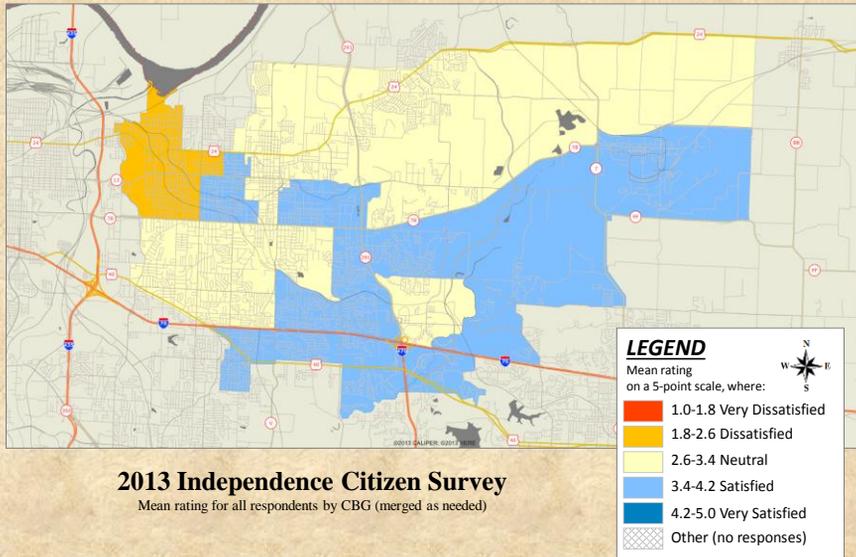
**Q10c Satisfaction with the mowing and trimming of residential property**



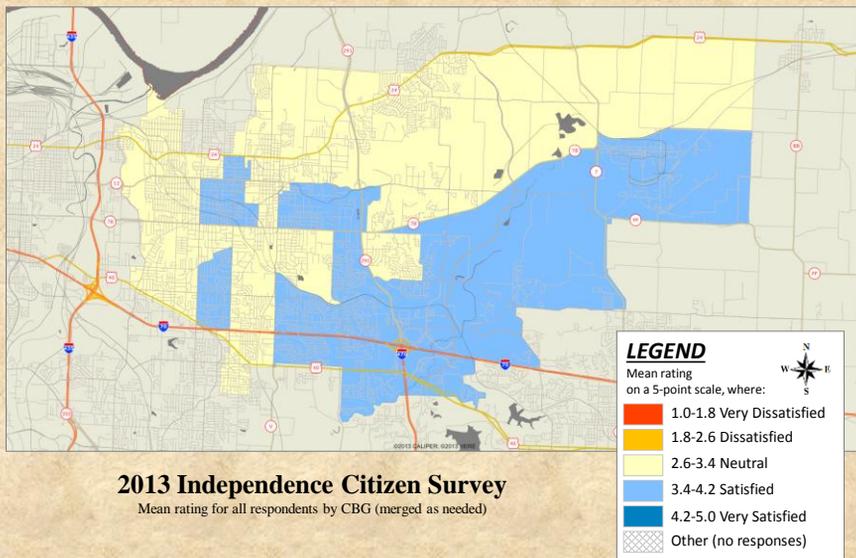
**Q10d Satisfaction with the mowing and trimming of commercial property**



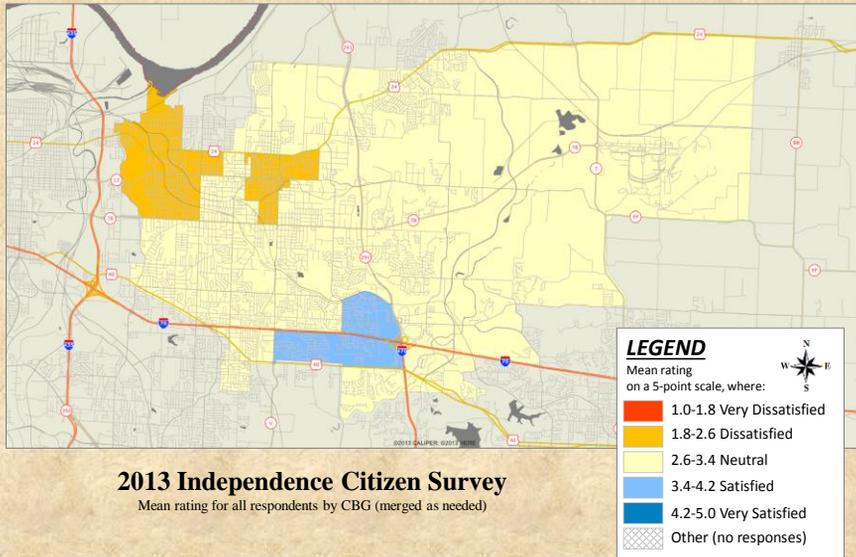
**Q10e Satisfaction with the maintenance of residential buildings in the neighborhood**



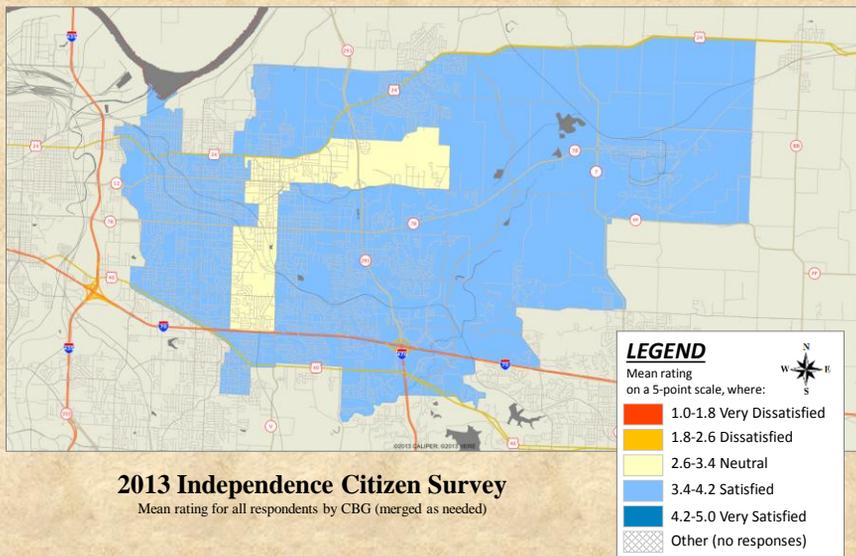
**Q10f Satisfaction with the maintenance of commercial buildings in the neighborhood**



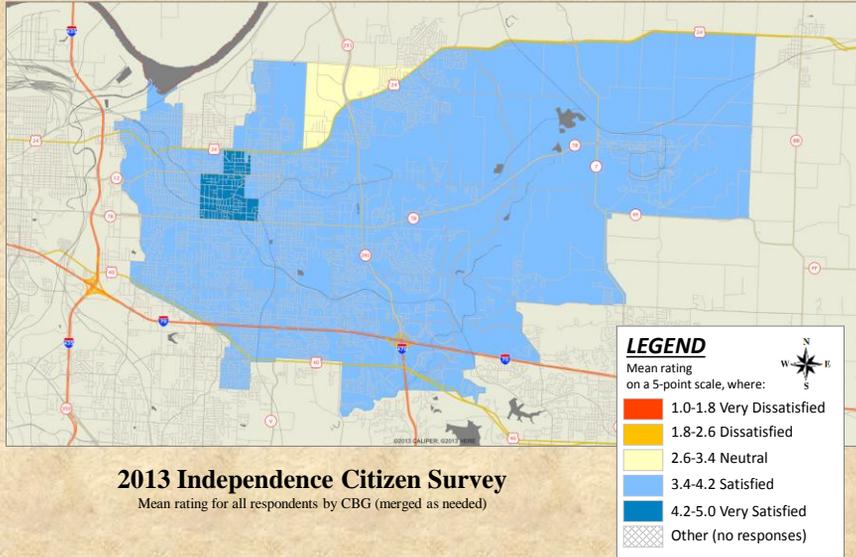
**Q10g Satisfaction with the maintenance of rental buildings in the neighborhood**



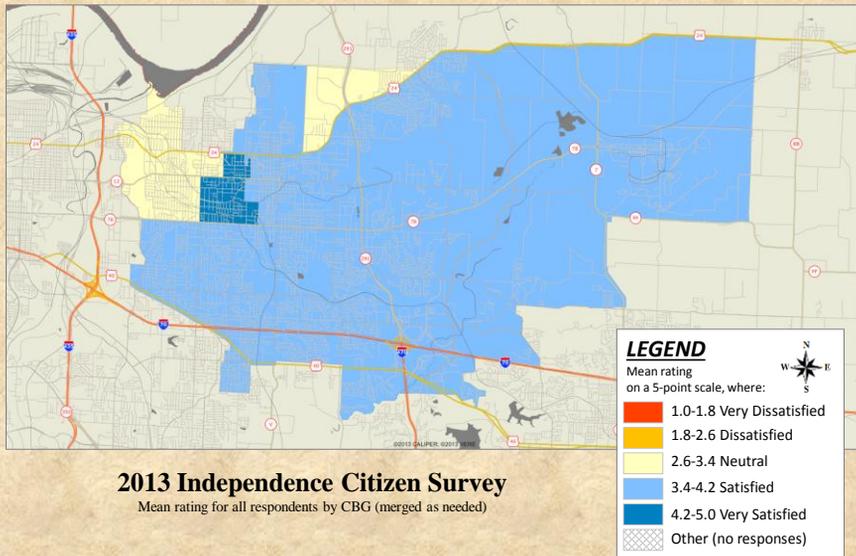
**Q10h Satisfaction with the food safety standards at restaurants in the City**



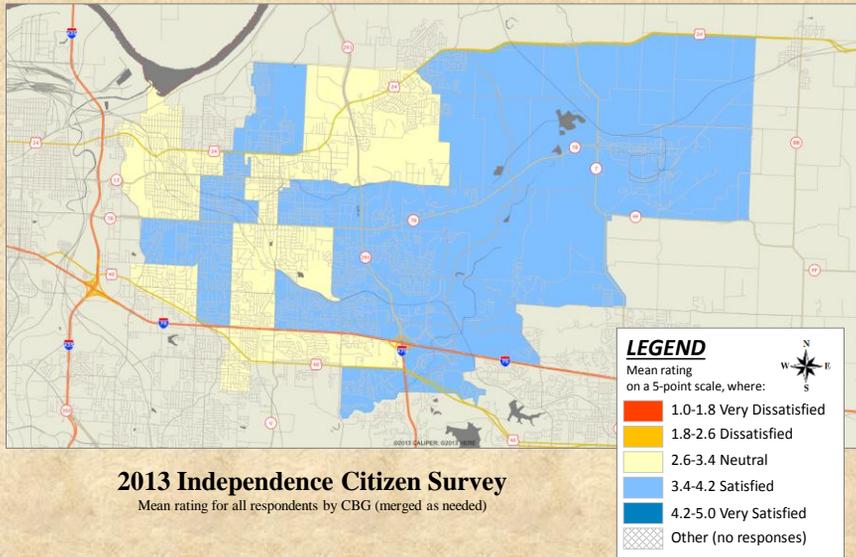
**Q11a Satisfaction with the maintenance of City parks**



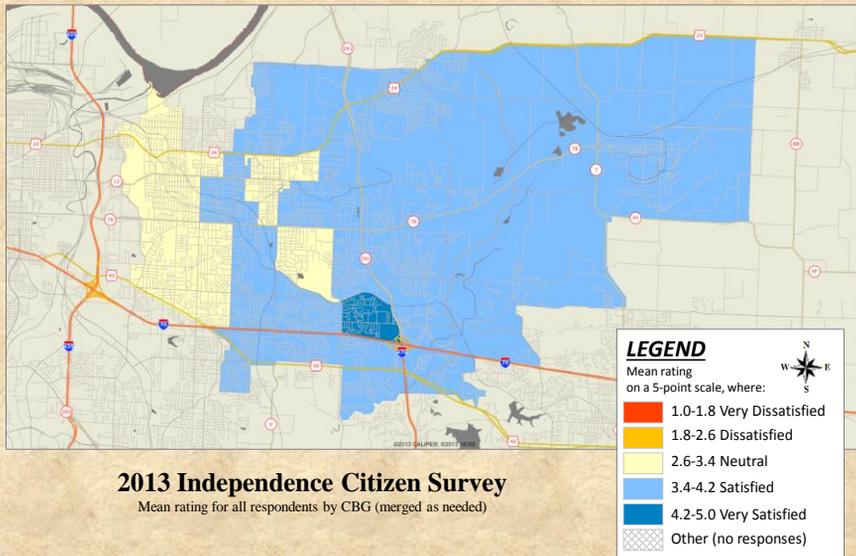
**Q11b Satisfaction with the number of City parks**

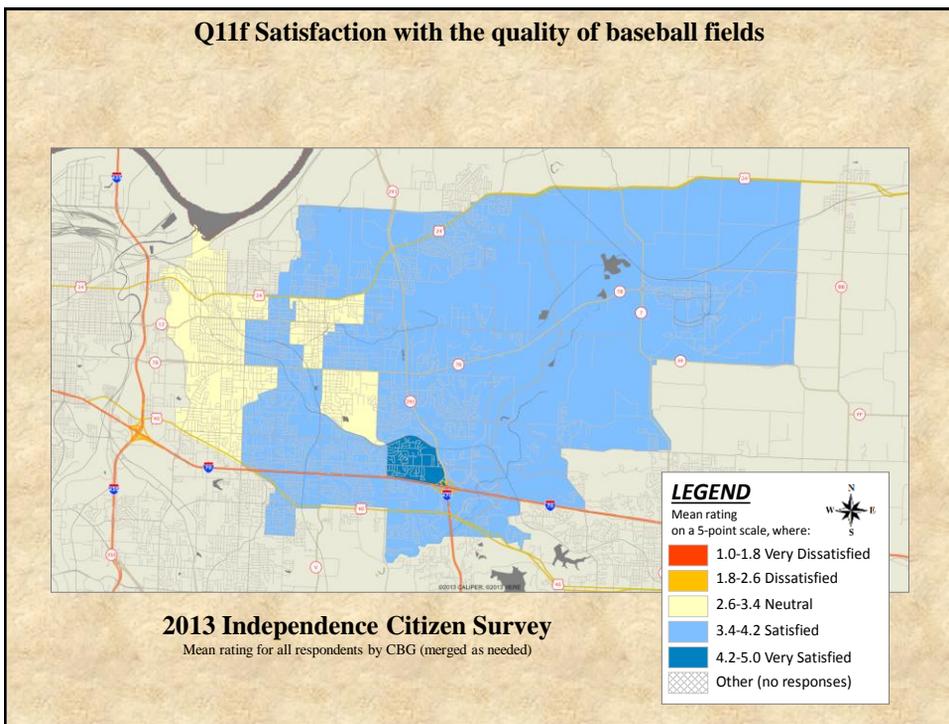
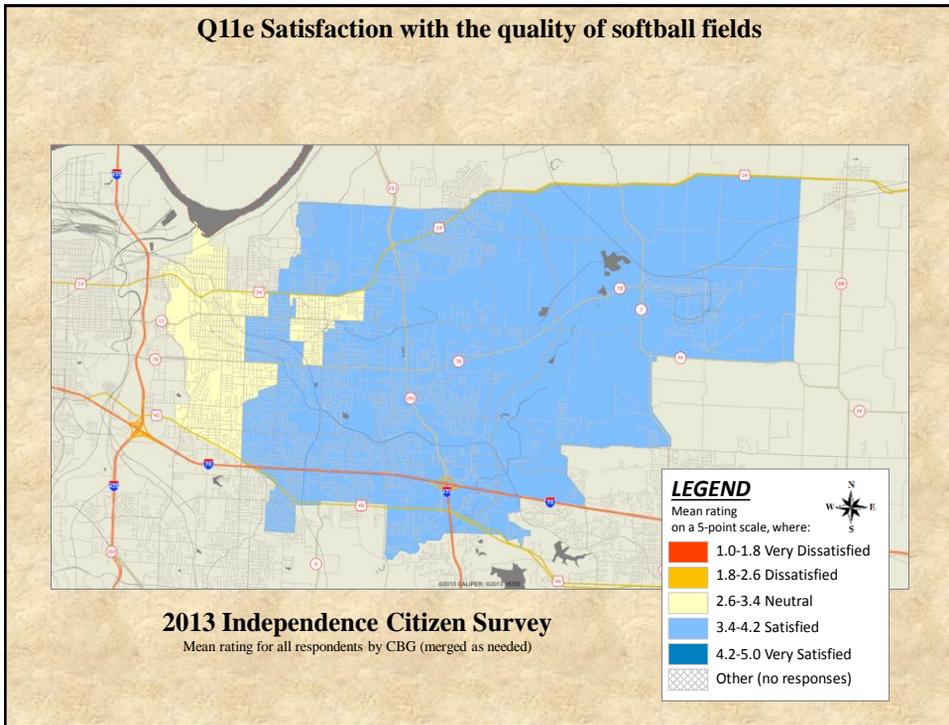


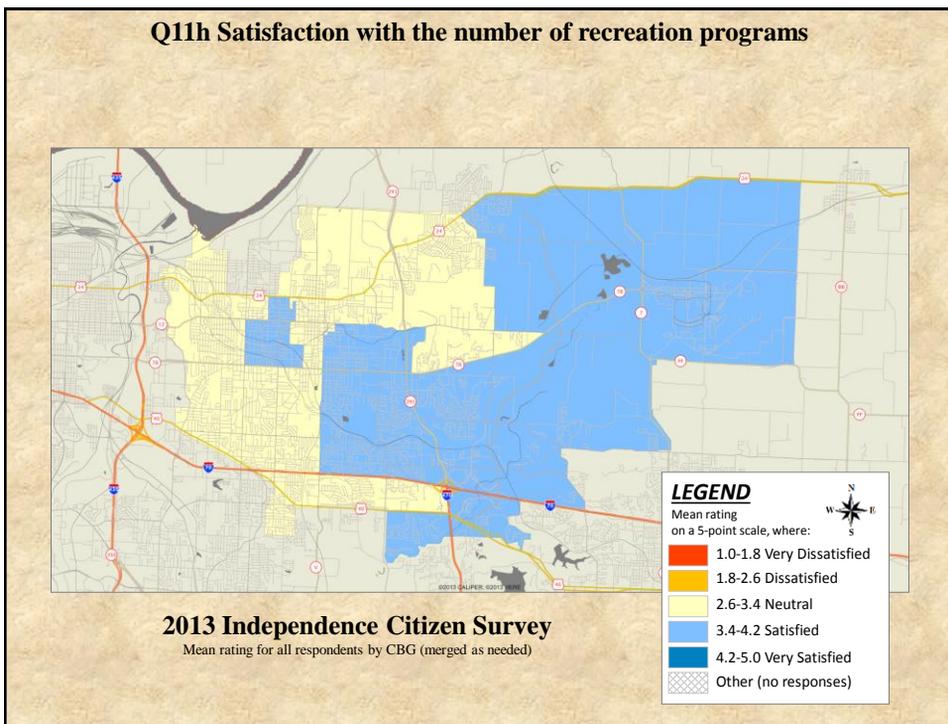
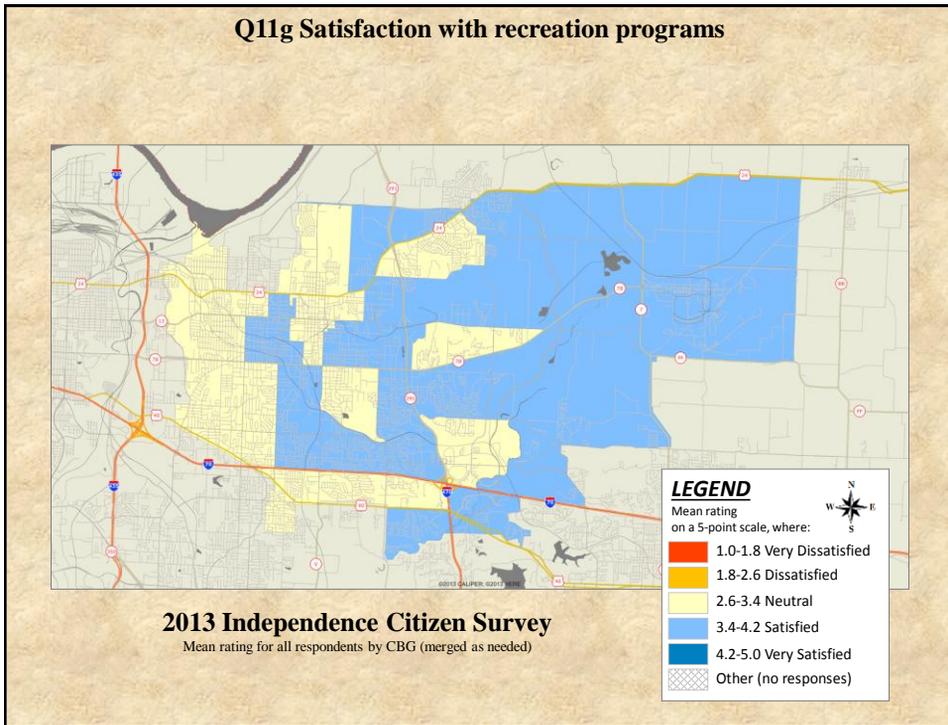
**Q11c Satisfaction with the number of walking & biking trails**



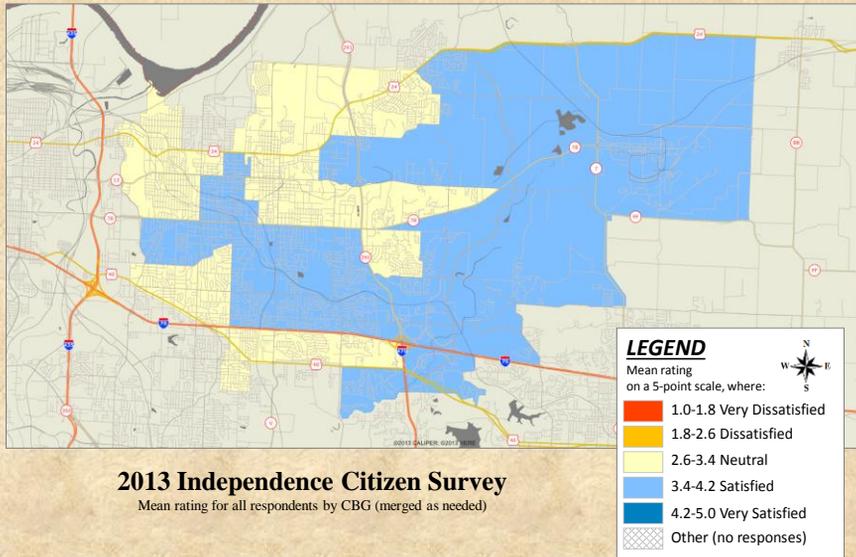
**Q11d Satisfaction with the quality of soccer fields**



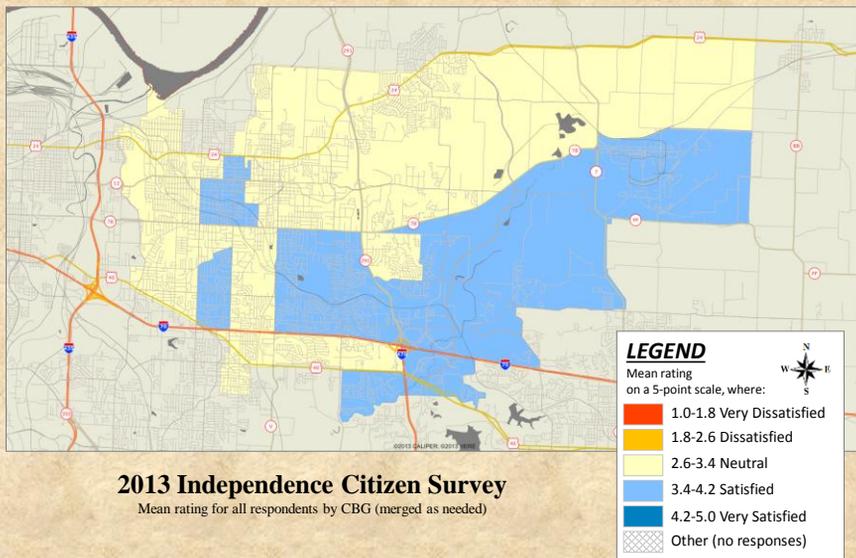




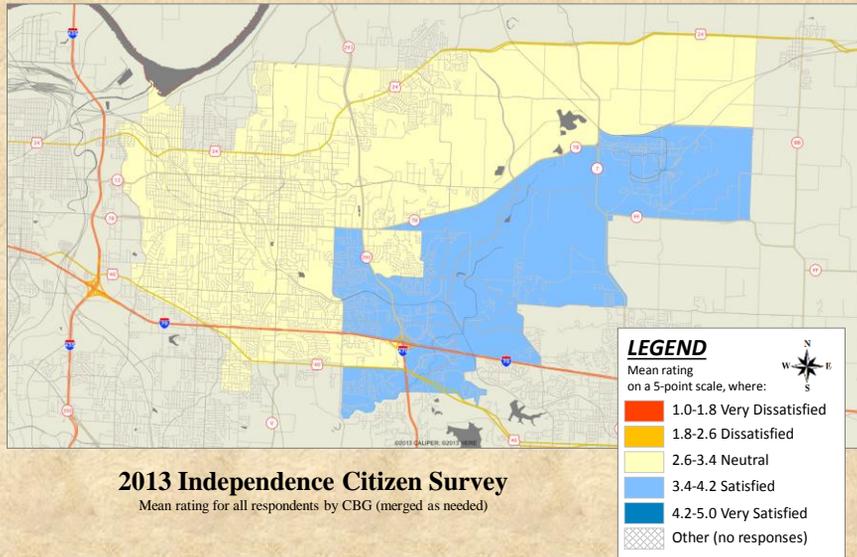
**Q11i Satisfaction with the ease of registering for recreation programs**



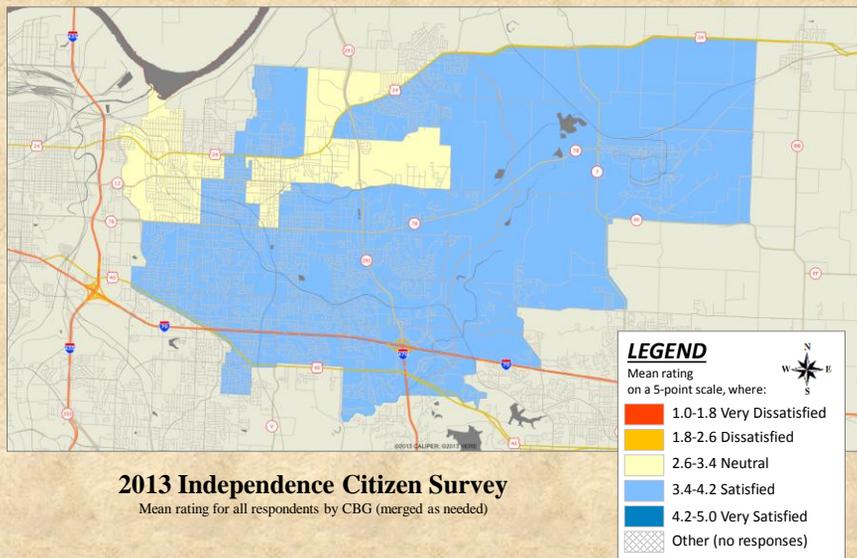
**Q12a Satisfaction with the availability of information about City programs and services**



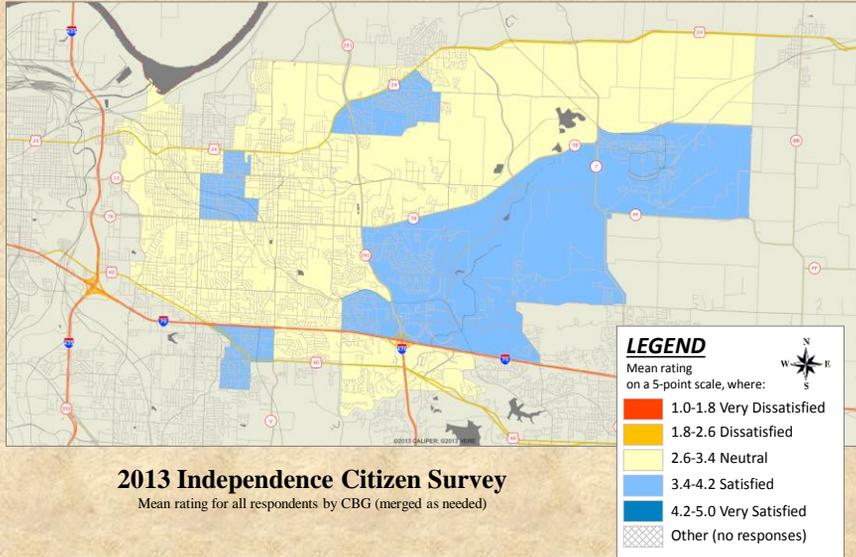
**Q12b Satisfaction with City efforts to keep residents informed about local issues**



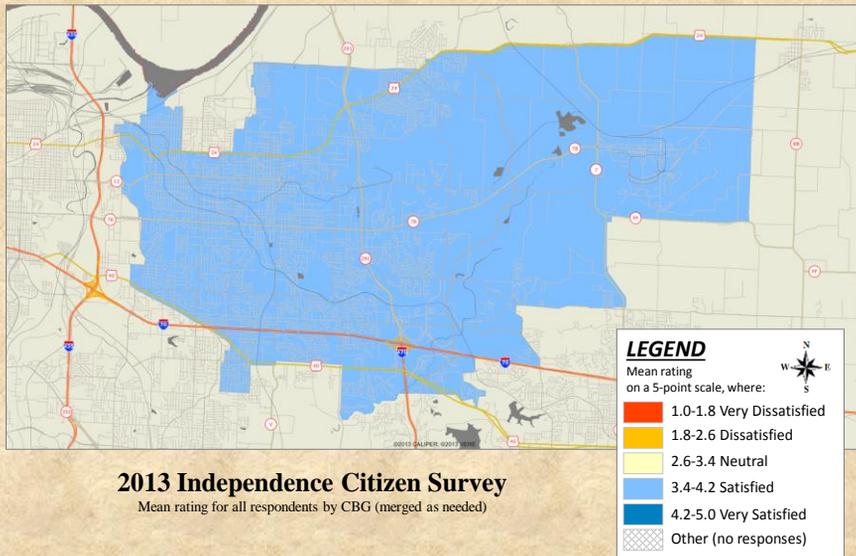
**Q13a Satisfaction with maintenance of major City streets**



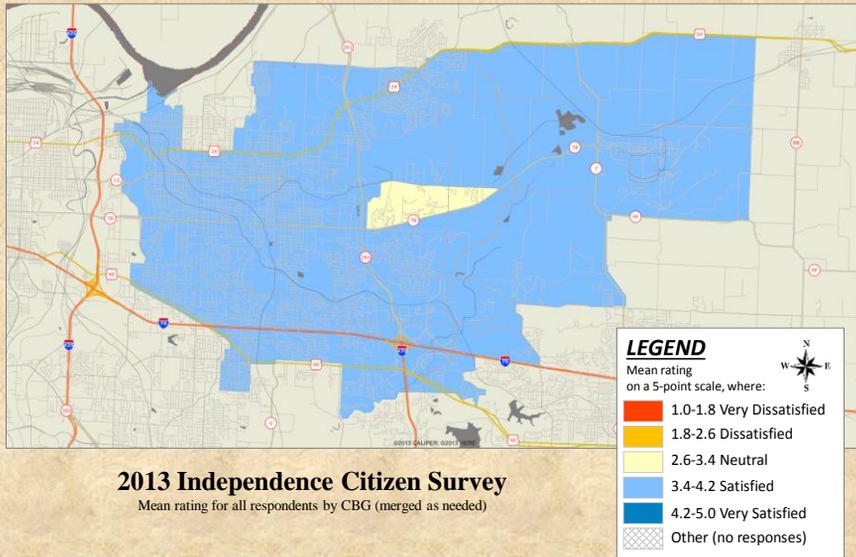
**Q13b Satisfaction with maintenance of streets in residential areas**



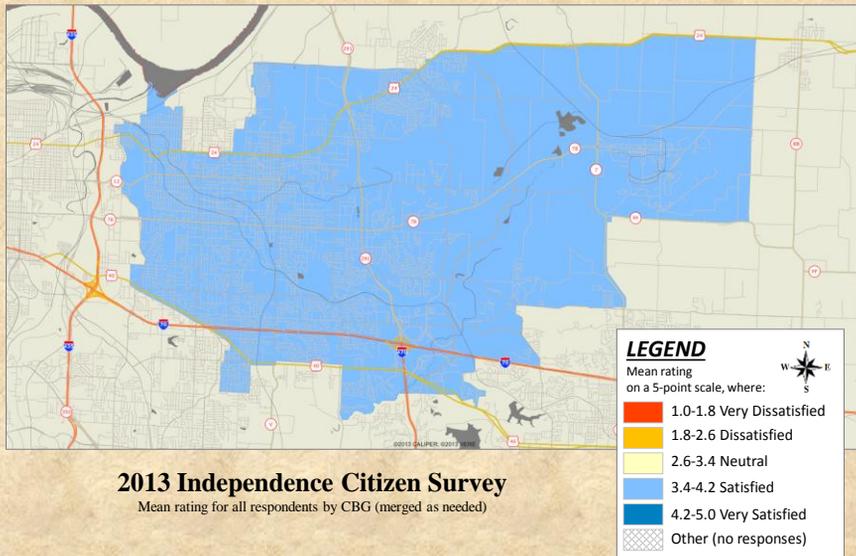
**Q13c Satisfaction with maintenance of street signs**

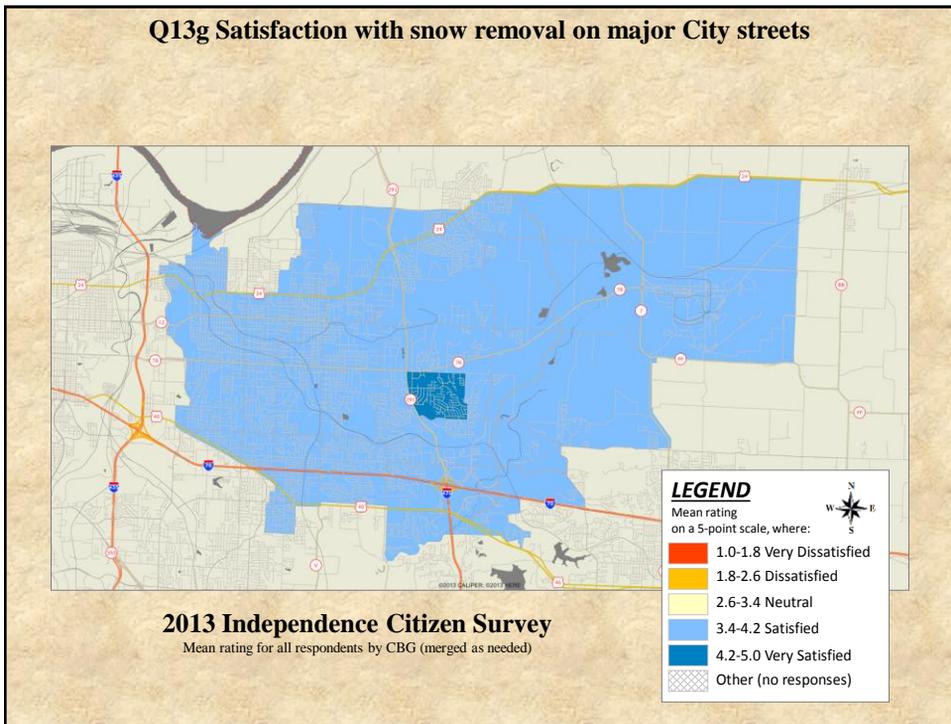
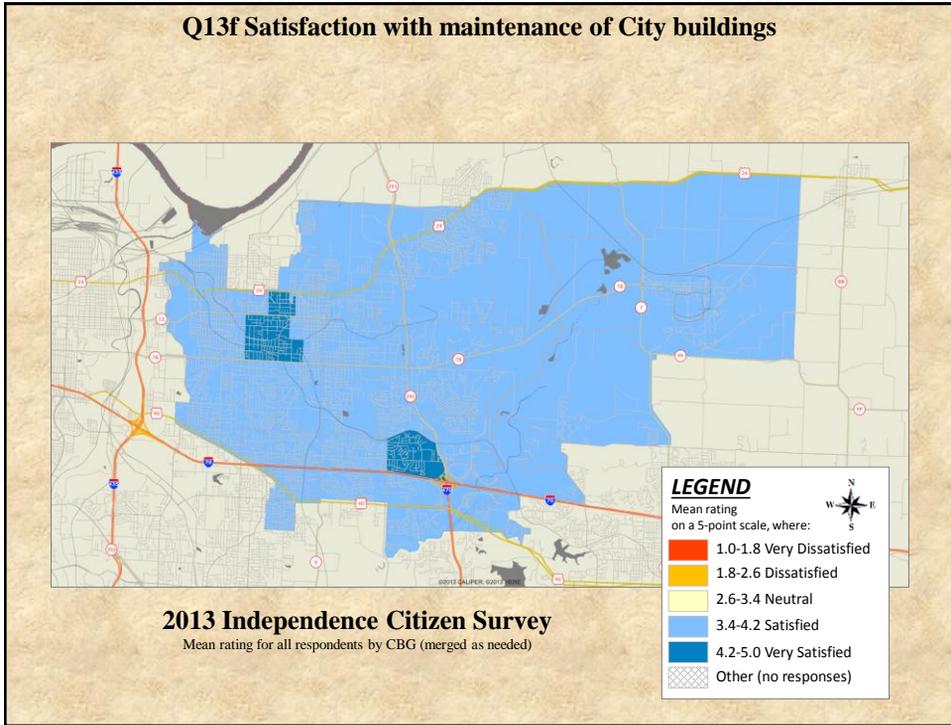


**Q13d Satisfaction with maintenance of traffic signals**

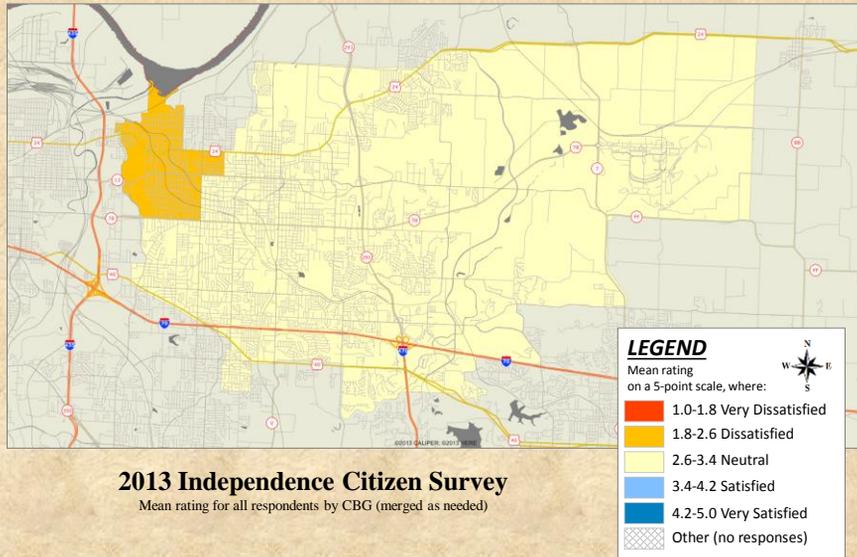


**Q13e Satisfaction with maintenance and preservation of Independence Square**

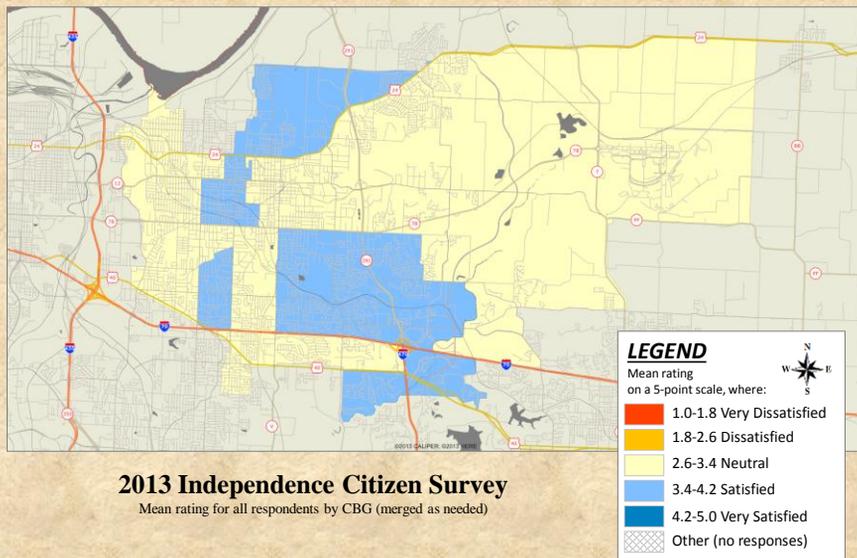




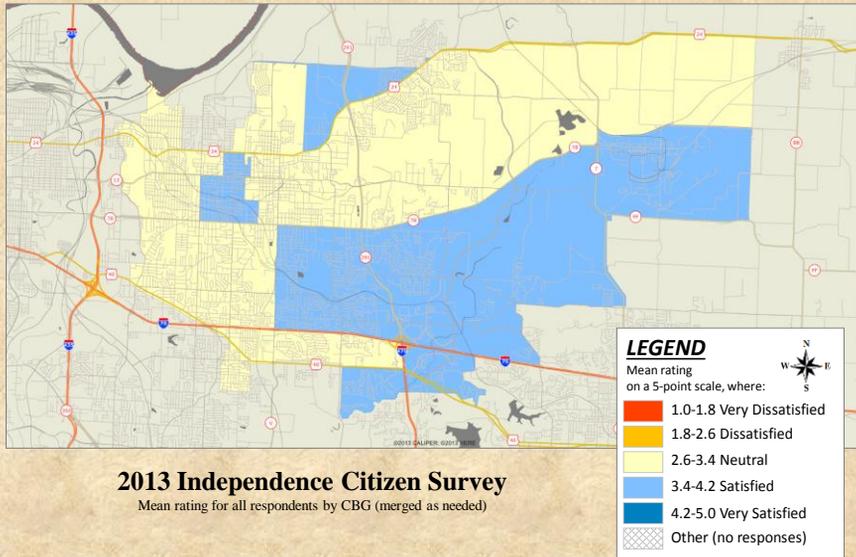
**Q13h Satisfaction with snow removal on streets in residential areas**



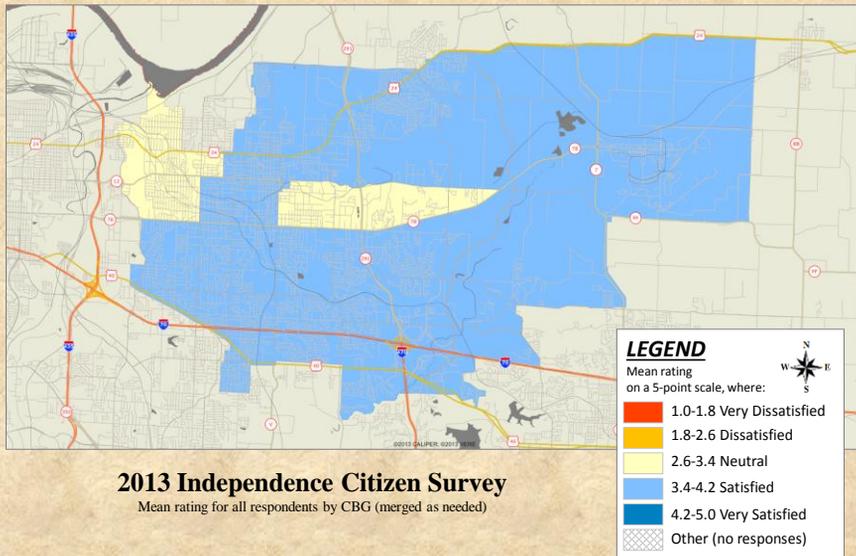
**Q13i Satisfaction with mowing and trimming along streets and other public areas**



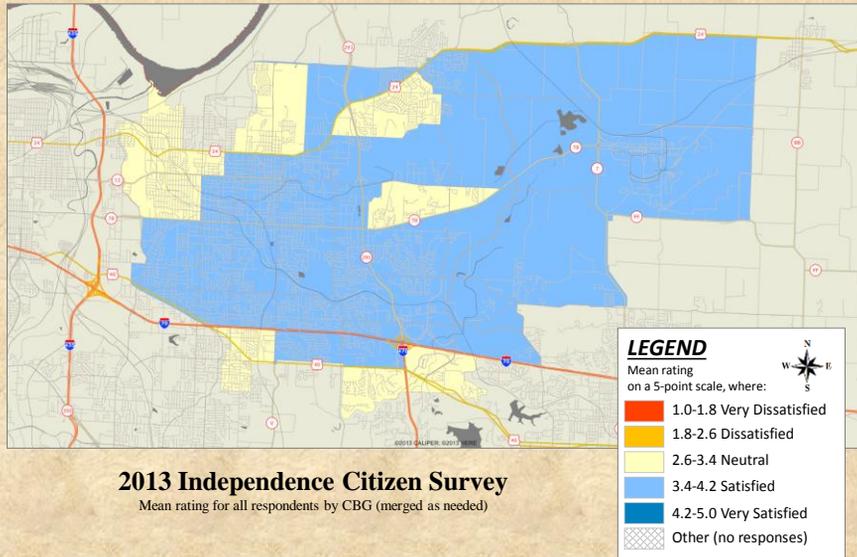
**Q13j Satisfaction with the availability of the City's Drop-Off Depot program**



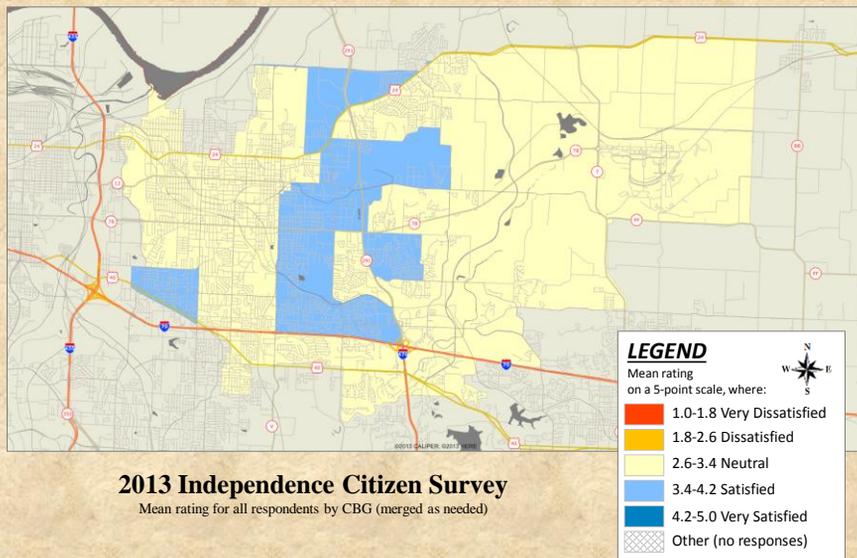
**Q13k Satisfaction with the adequate number and placement of the City's street lights**



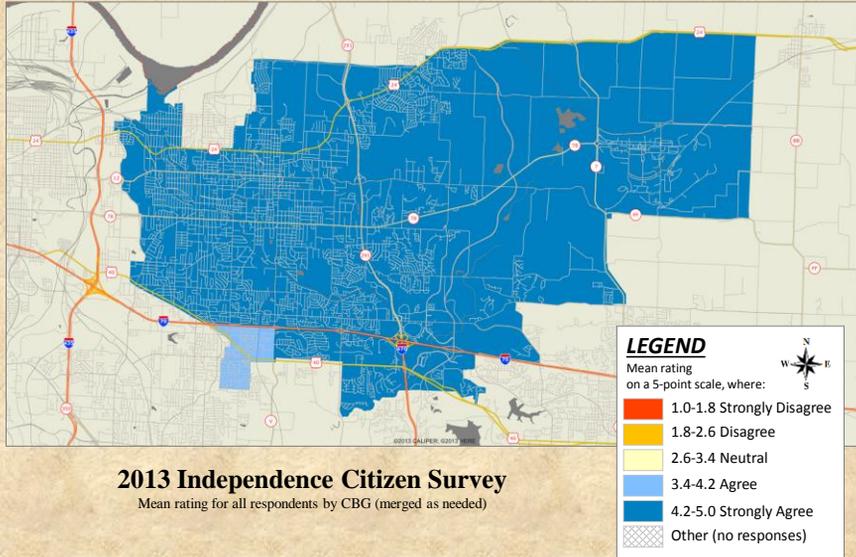
**Q13l Satisfaction with the availability of the City's two recycling centers  
(35<sup>th</sup> Street, Vista Avenue)**



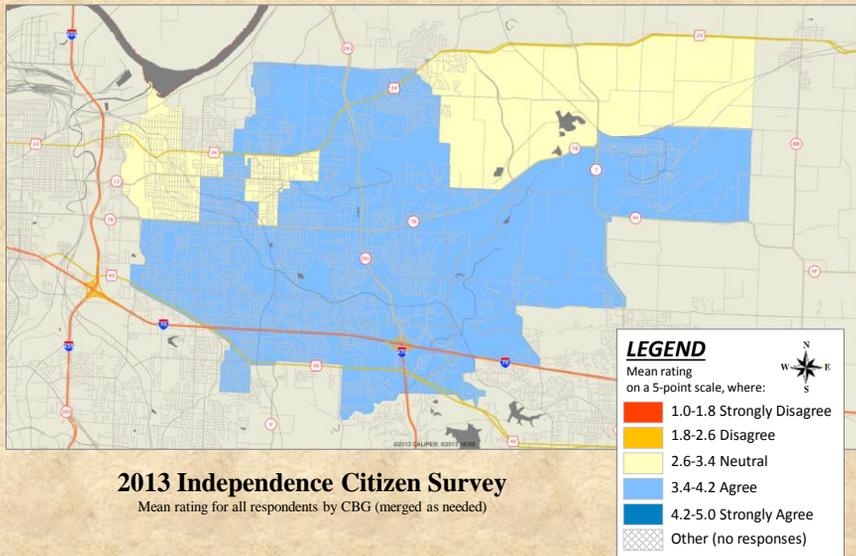
**Q13m Satisfaction with the adequacy of household waste recycling programs**



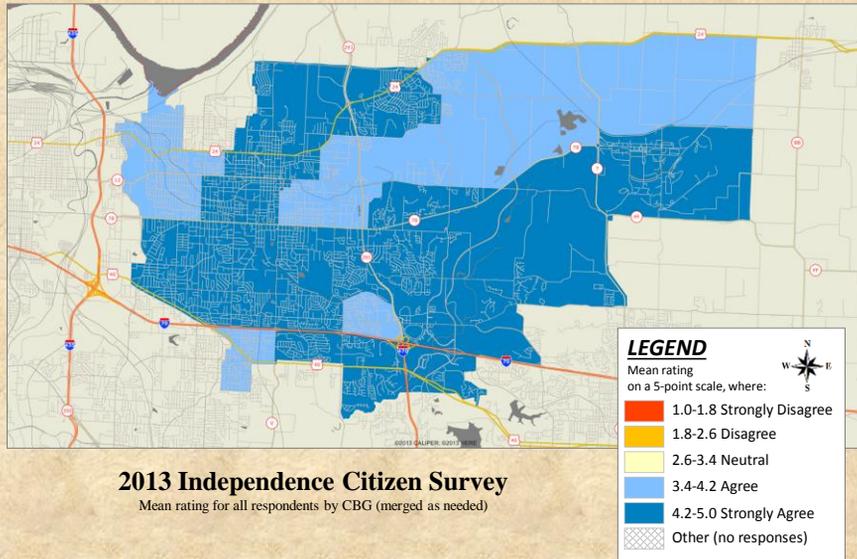
**Q14a Agreement that it is important to preserve the City's historic sites**



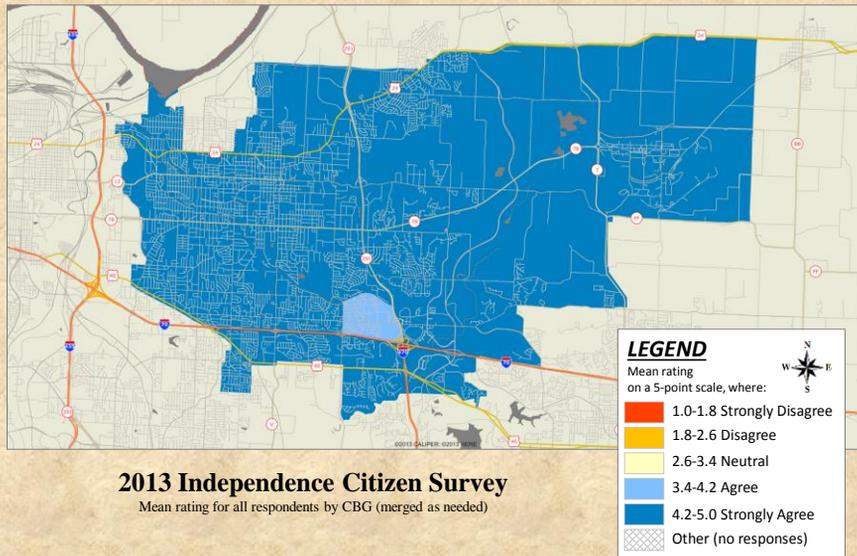
**Q14b Agreement that the City effectively distributes education material about its heritage sites**

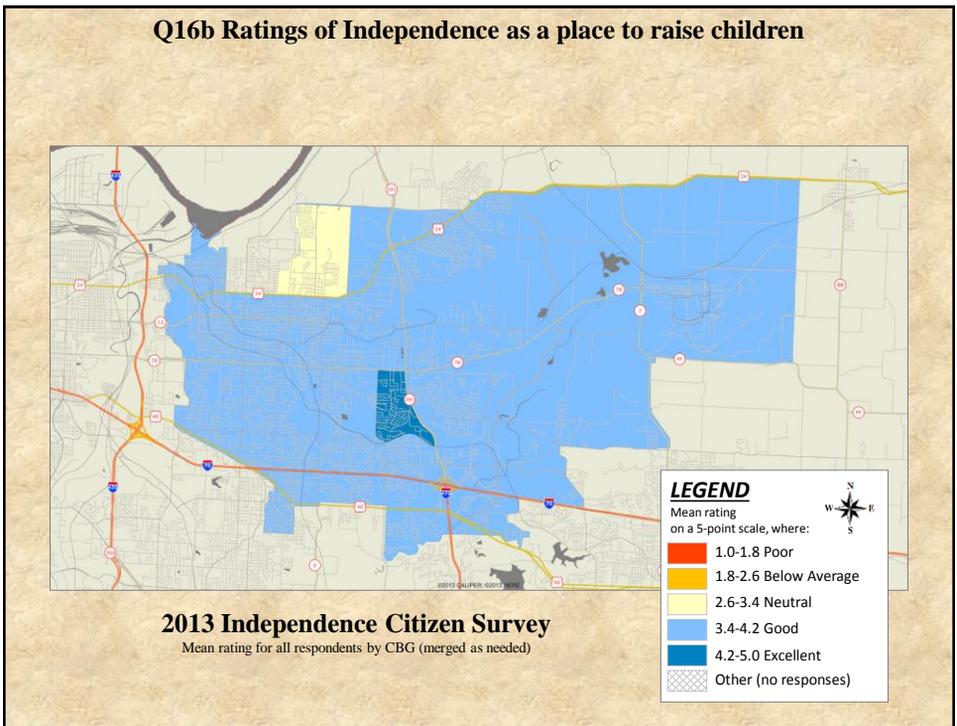
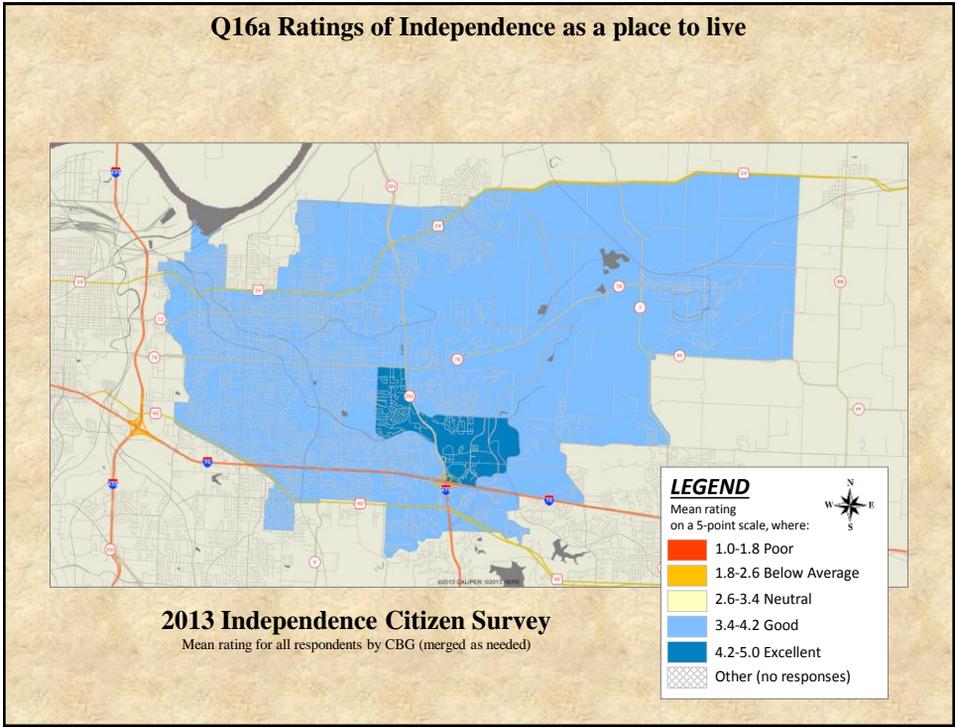


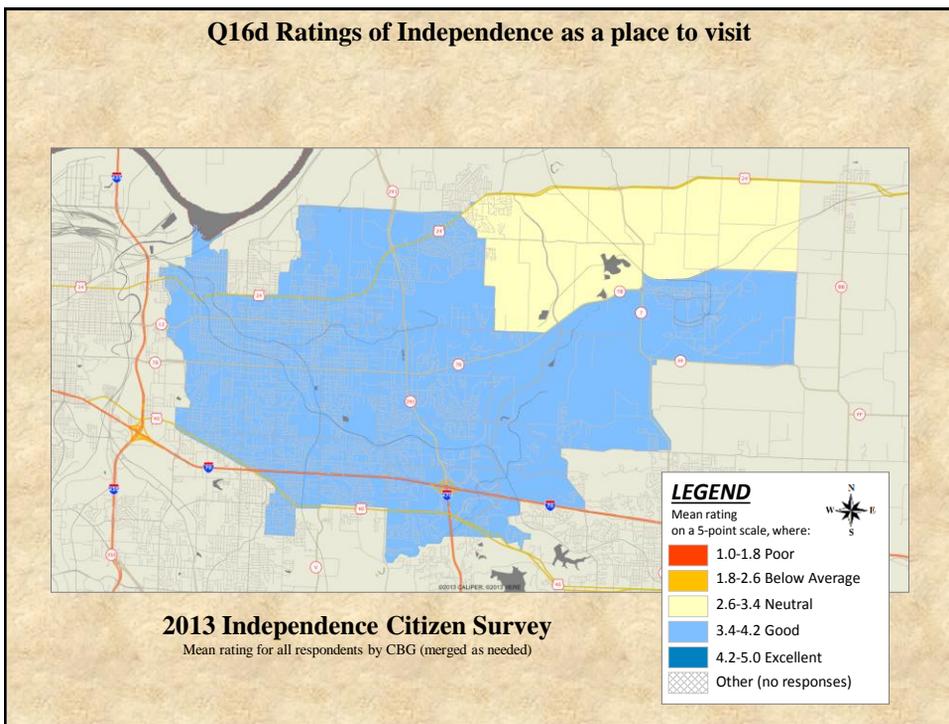
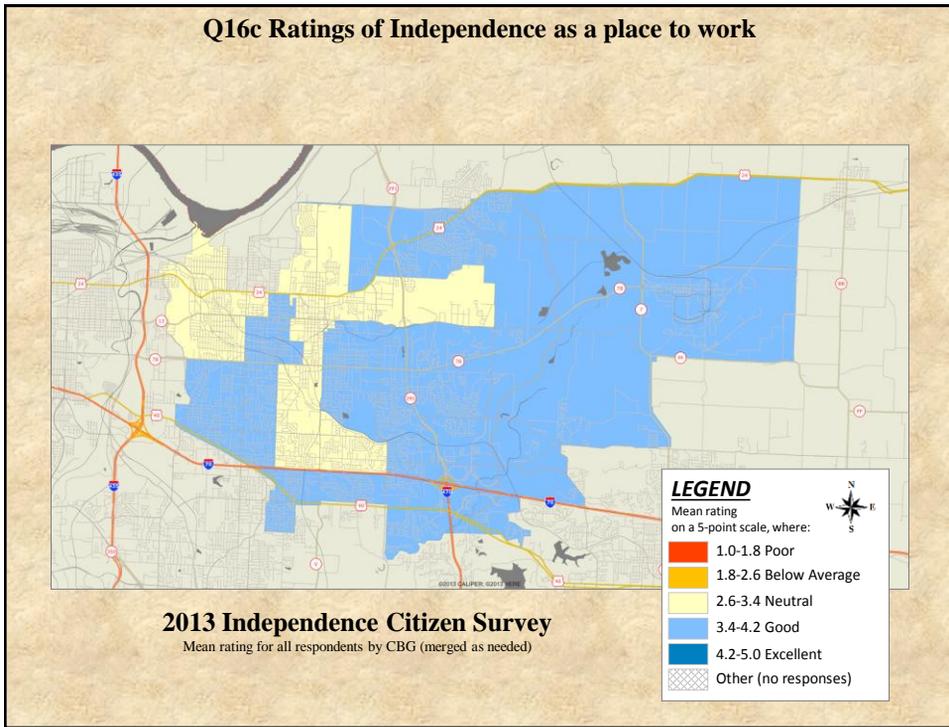
**Q14c Agreement that it is important to preserve the City's historic neighborhoods**



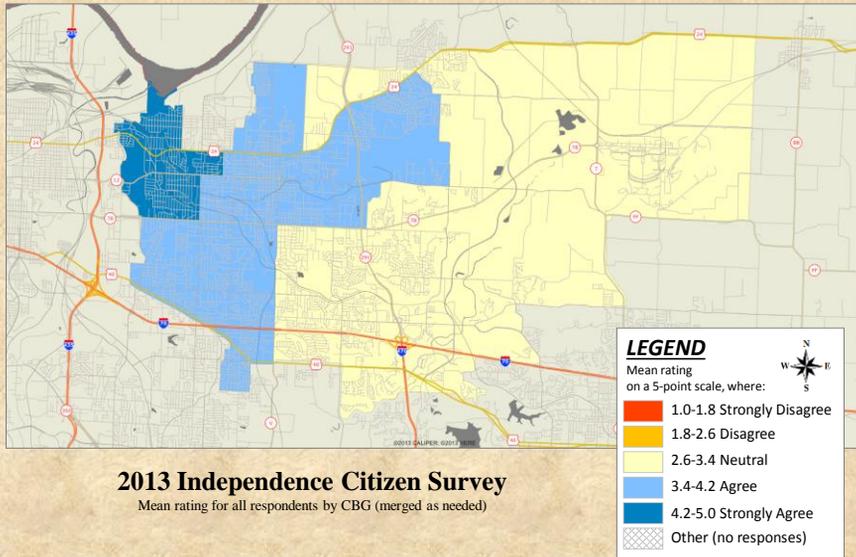
**Q14d Agreement that it is important to maintain the historic character of The Square**



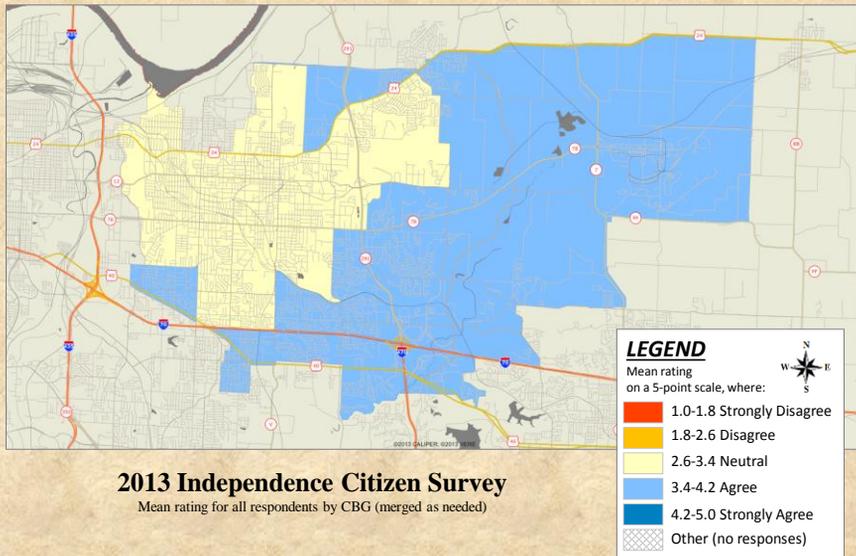




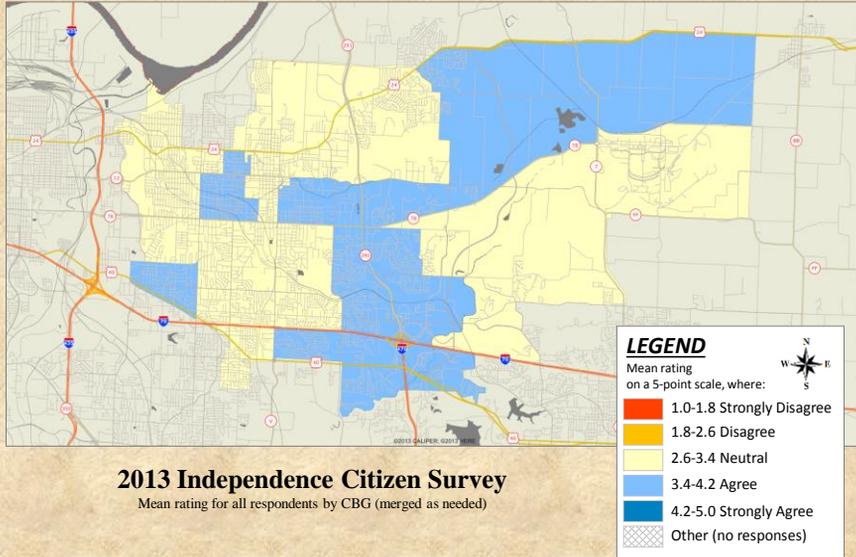
**Q17a Agreement that the neighborhood needs to be improved**



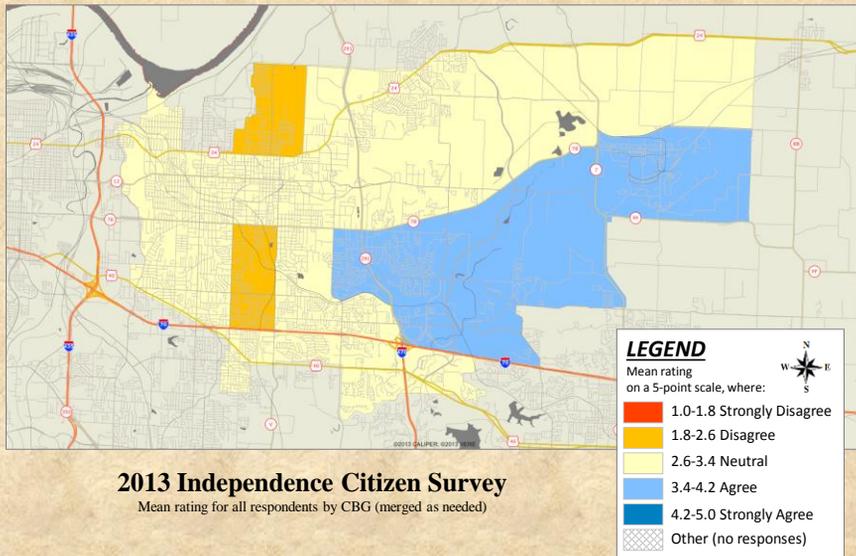
**Q17b Agreement that housing in the neighborhood is well maintained**



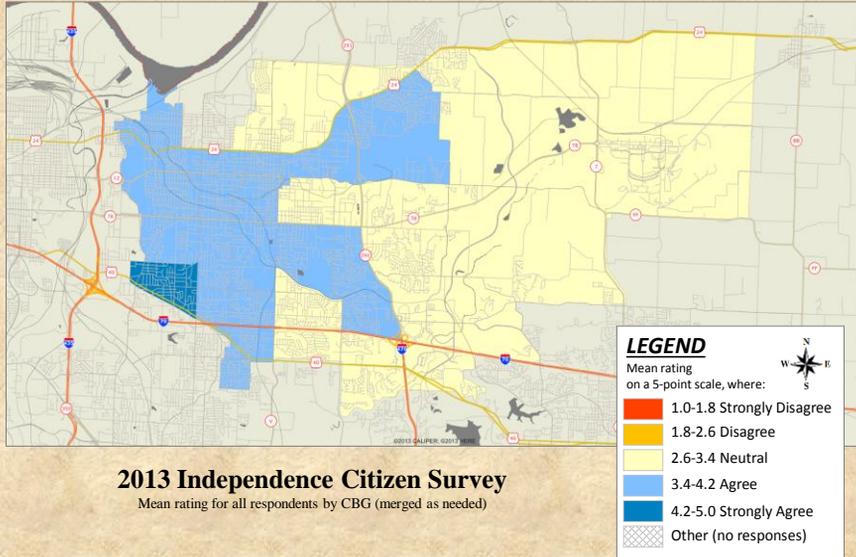
**Q17c Agreement that residents are optimistic about the future of their neighborhood**



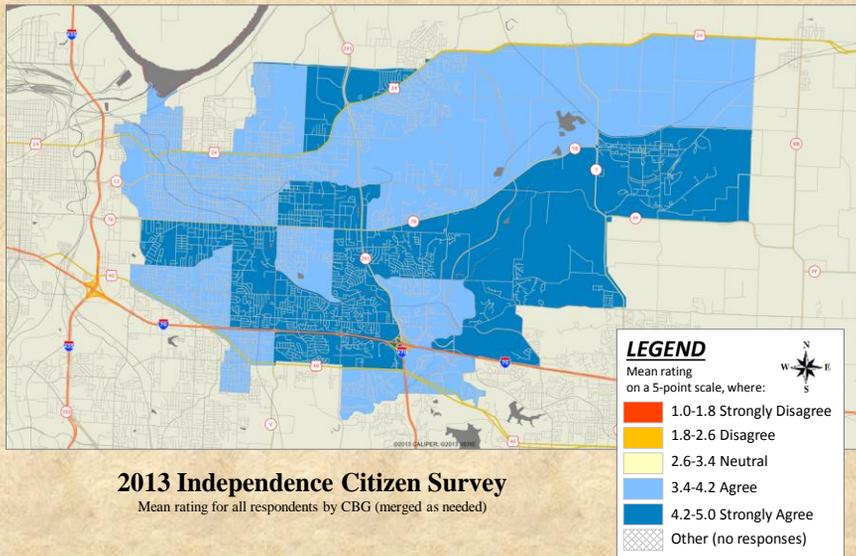
**Q17d Agreement that residents expect the value of their home to increase during the next five years**

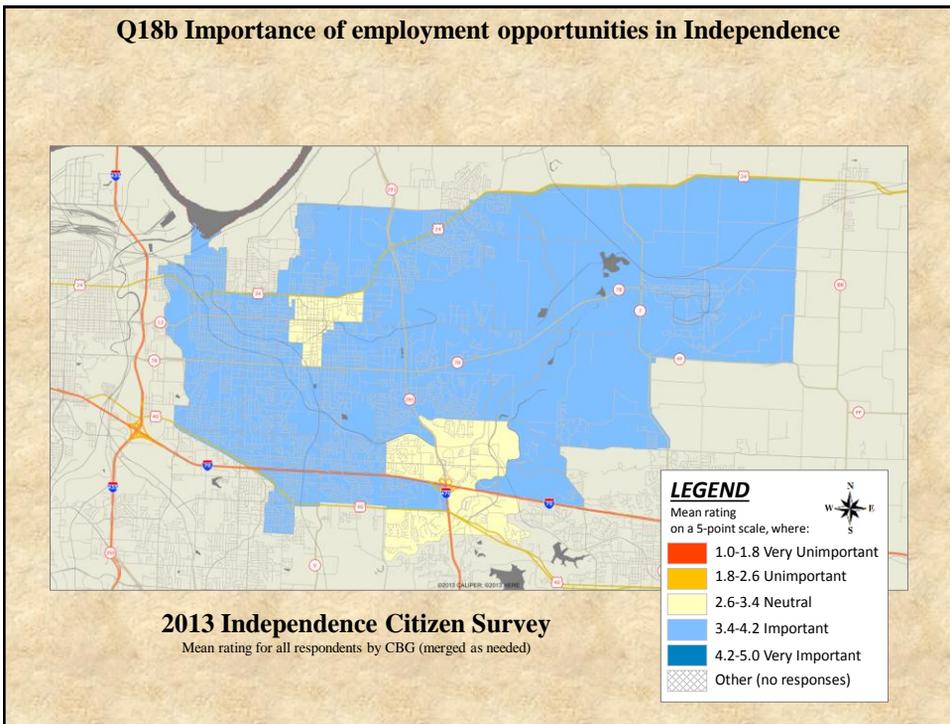
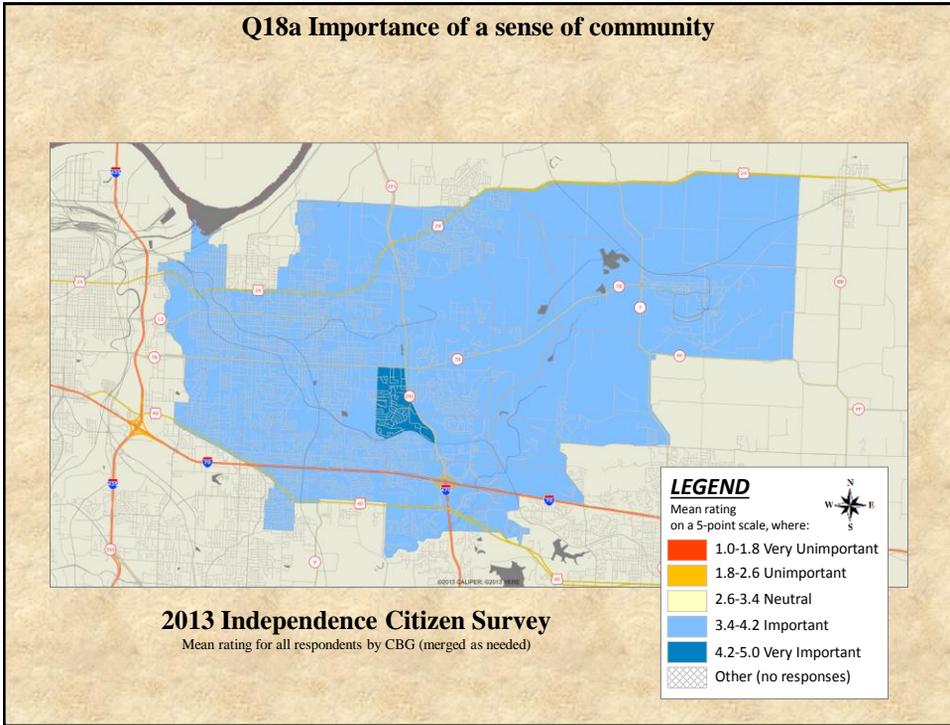


**Q17e Agreement that residents are concerned about potential crime problems in their neighborhood**

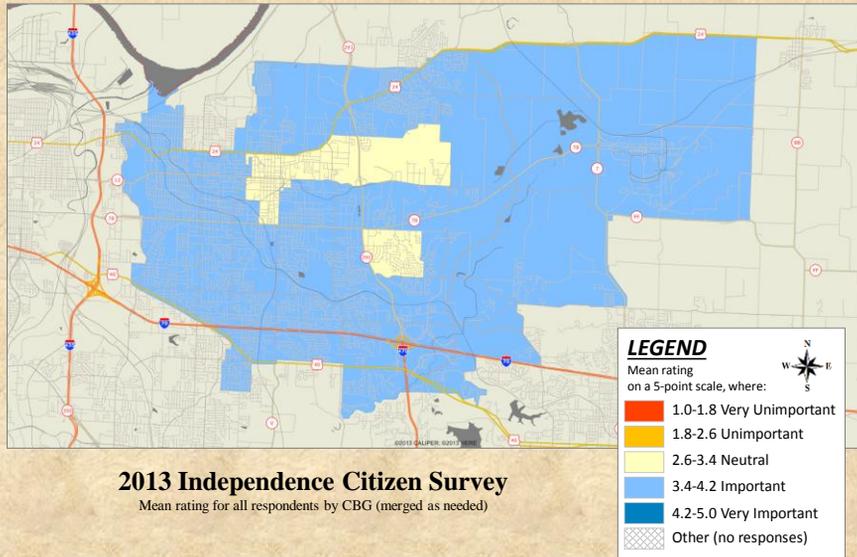


**Q17f Agreement that residents are satisfied with convenient access to grocery and drug stores**

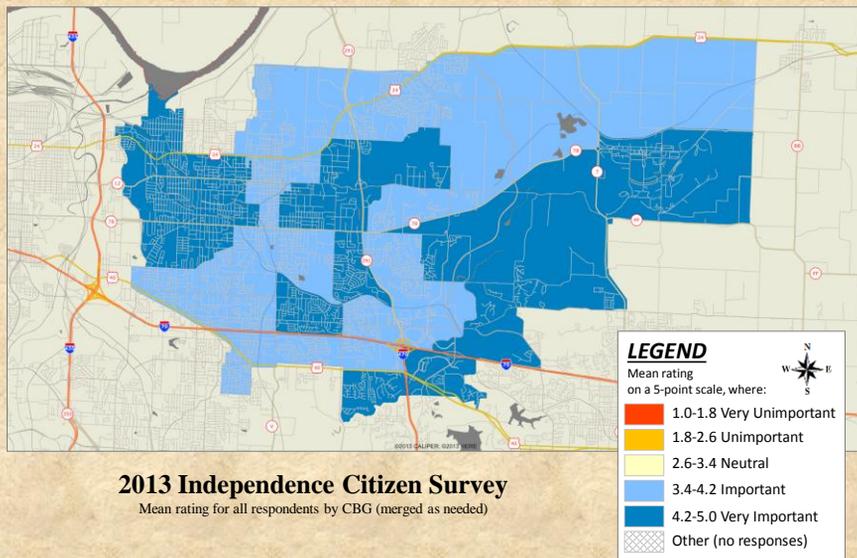




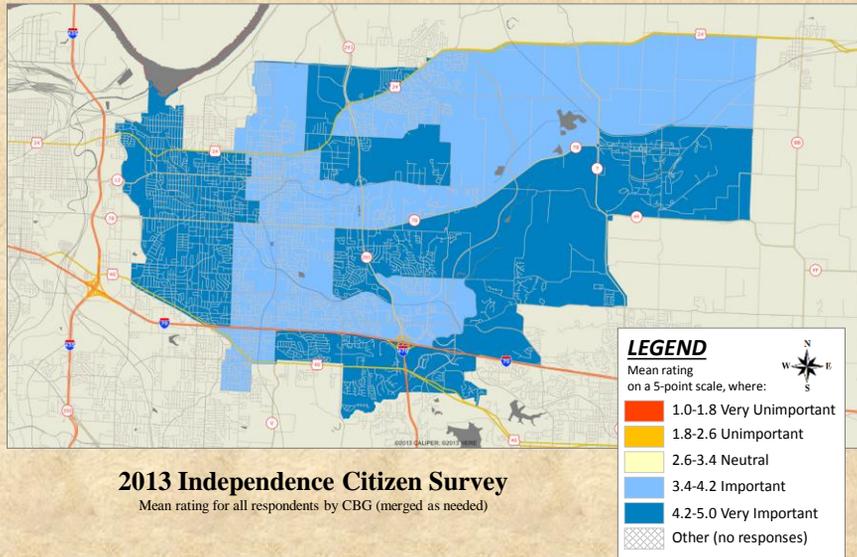
**Q18c Importance of diversity of housing choice**



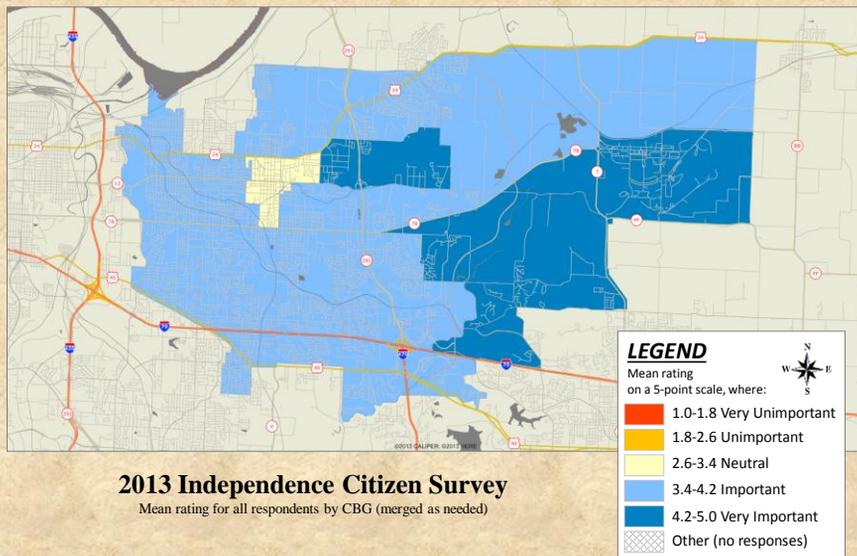
**Q18d Importance of affordability of housing**

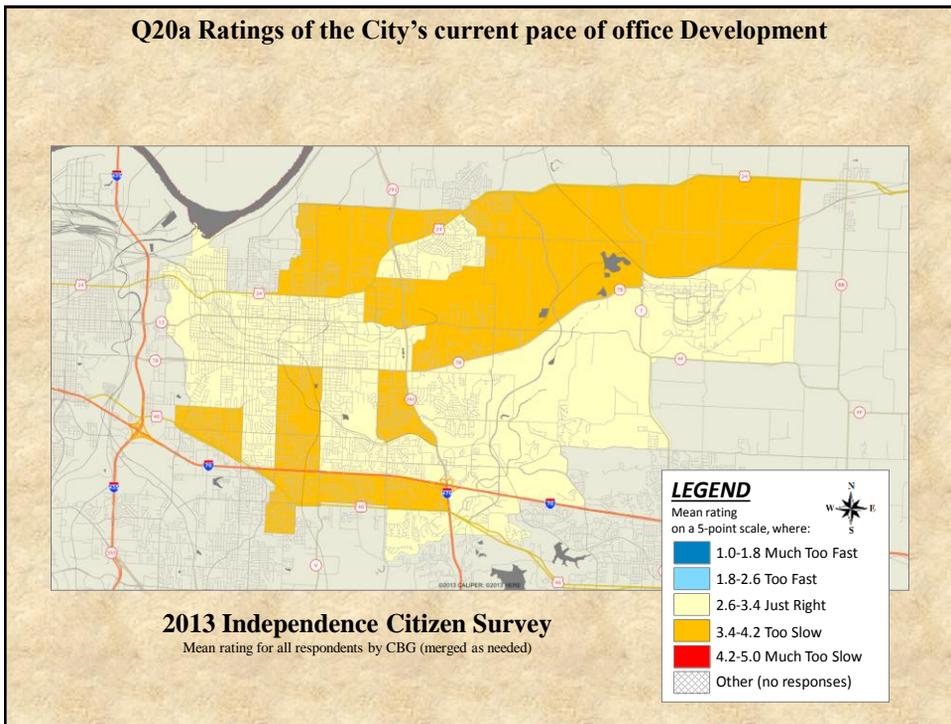
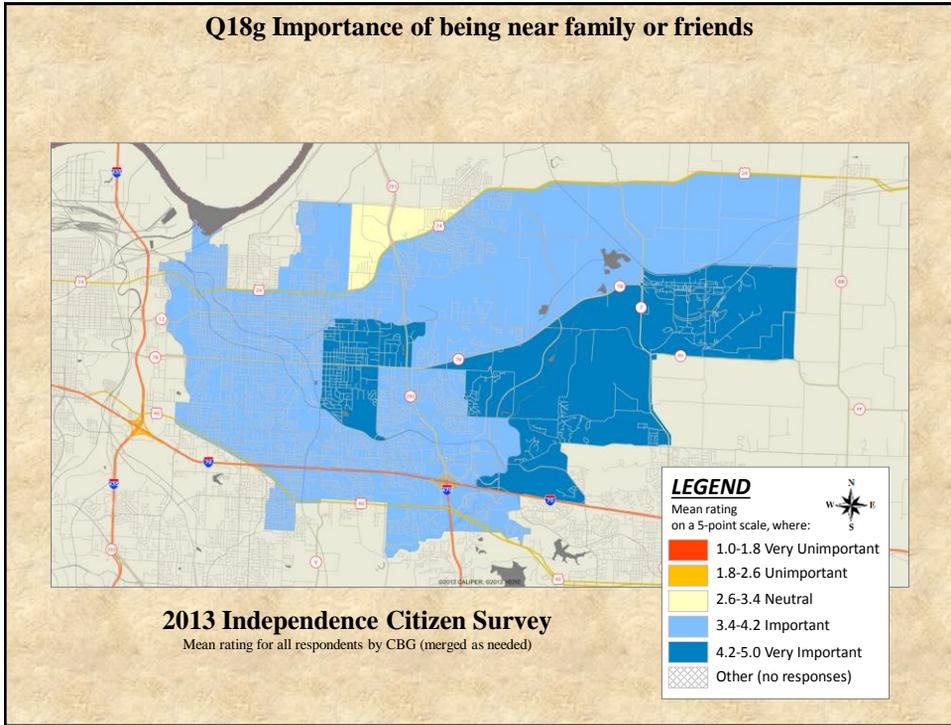


**Q18e Importance of access to a variety of shopping and entertainment options**

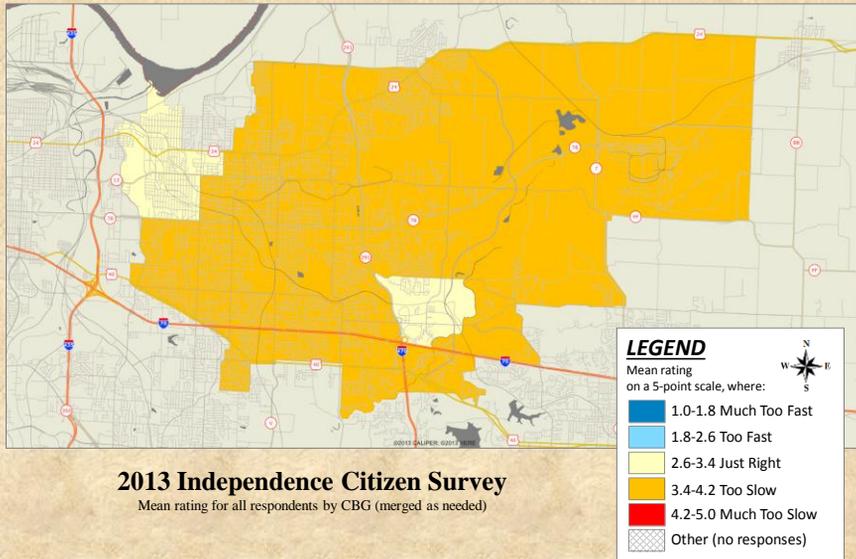


**Q18f Importance of availability of parks & recreation opportunities**

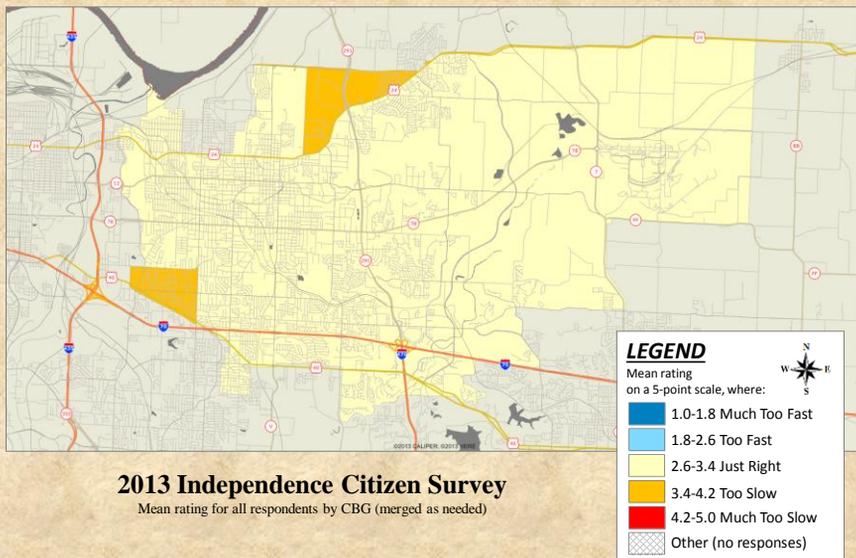




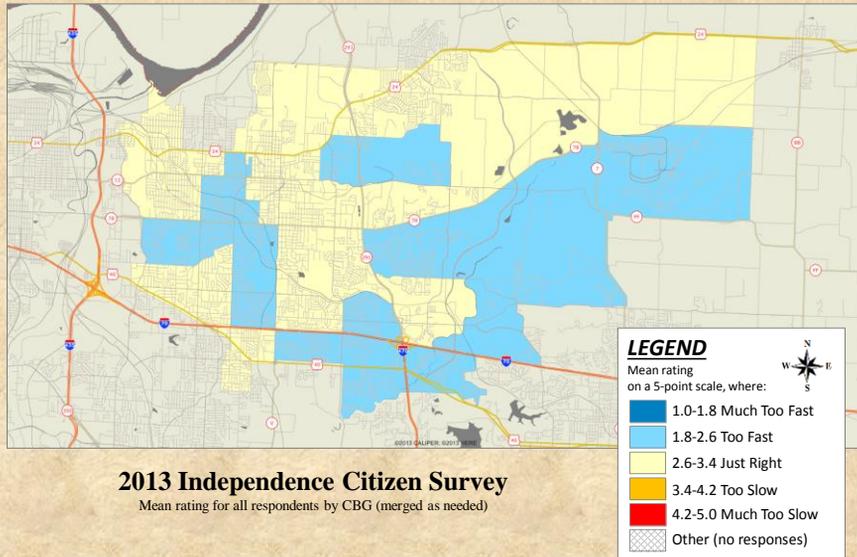
**Q20b Ratings of the City's current pace of industrial development**



**Q20c Ratings of the City's current pace of condominium and townhouse development designed to be owner-occupied**



**Q20d Ratings of the City's current pace of multi-family residential development designed to be renter-occupied**



**Q20e Ratings of the City's current pace of single-family residential development**

