

City of Independence 2016 Citizen Survey

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Final Report

Submitted to the City of Independence, MO by:

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2016 City of Independence Citizen Survey

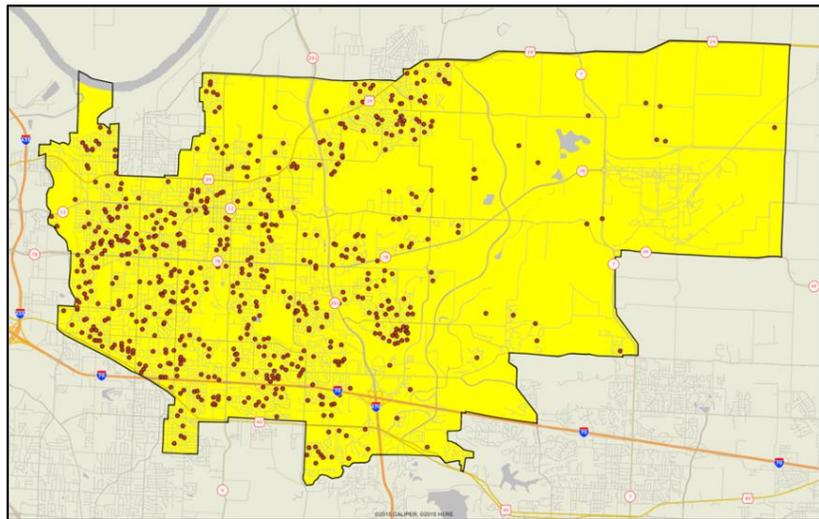
Executive Summary Report

Overview and Methodology

The City of Independence conducted a citizen survey in 2016 to help determine priorities for the community as part of the City's on-going strategic planning process. This is the eighth time the City has administered a Resident Survey. The survey was also conducted in 2000, 2002, 2004, 2006, 2008, 2010 and 2013.

The seven-page survey was administered by mail and online to a random sample of households in the City of Independence. A total of 661 households completed the survey. The results for the random sample of 661 households have a 95% level of confidence with a precision of at least +/- 3.8%. There were no statistically significant differences in the results of the survey based on the method of administration (mail vs. online).

In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map on the right shows the physical distribution of survey respondents based on the location of their home.



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

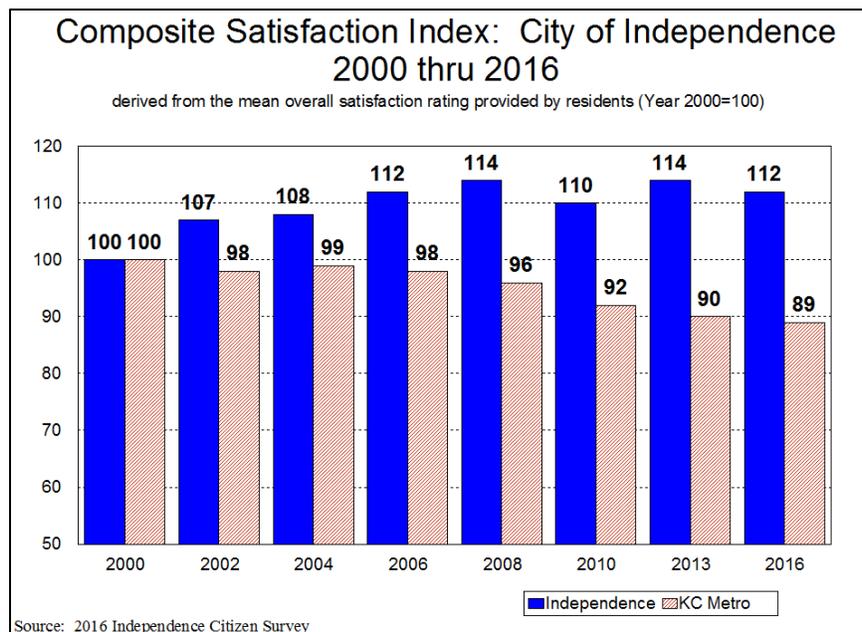
The following are provided as appendices to this report:

- Appendix A: benchmarking data that show 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 above shows, the Composite Satisfaction Index for the City of Independence decreased 2 points from 2013, while the Kansas City Metro Index decreased 1 point from 2013. The City’s index is now 23 points above the regional average. When analyzing the results long-term, the City improved 12 points from 2000 while the Kansas City Metro dropped 11 points.

Major Categories of City Services. The major categories of City services that residents *who had an opinion*, were most satisfied with included: fire services (86%), City water and sanitary sewer utilities (71%), police services (71%), and City electric utilities (69%). The major categories of City services that residents were least satisfied with were: the enforcement of City codes and ordinances (42%) and access to bus transportation (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) police services (49%), (2) the maintenance of City streets (48%), and (3) enforcement of City codes and ordinances (27%).

Overall Perceptions of the City

Fifty-five percent (55%) of those surveyed, *who had an opinion*, indicated that they were satisfied with the quality of life in Independence; 27% gave neutral responses and 19% 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 percent (70%) of the residents surveyed, *who had an opinion*, gave positive ratings for the City as a place to live; 66% gave positive ratings for the City as a place to visit, 60% gave positive ratings for the City as a place to raise children and 54% 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: fire protection (79%), how quickly fire personnel arrive at emergencies (78%), and how quickly ambulance service personnel arrive at emergencies (69%). Residents were least satisfied with the investigation of criminal offenses (44%) and police presence in their neighborhood (44%).

The public safety services that residents thought were most important for the City to emphasize over the next two years were: (1) police efforts to reduce crime and disorder (52%), (2) City’s efforts to prevent crime (41%), and (3) police presence in neighborhoods (36%).

- **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 taste of tap water (85%), the overall reliability of electric service (84%), and water pressure in the home (78%).

- **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 (36%) and the cleanup of trash and debris on commercial property (40%).
- **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 (70%), the number of City parks (67%), and the number of walking and biking trails (55%). Residents were least satisfied with the ease of registering for recreation programs (47%).
- **City Communications.** Forty-nine percent (49%) of the residents surveyed, *who had an opinion*, were “very satisfied” and “satisfied” with the availability of information about City programs and services; 28% were neutral and 23% 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; 28% were neutral and 30% 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 and preservation of Independence Square (77%), the maintenance of City buildings (75%), and the maintenance of traffic signals (68%). Residents were least satisfied with the snow removal in residential areas (41%).

Other Findings

- Eighty-three percent (83%) of the residents surveyed, *who had an opinion*, felt safe in their neighborhood during the day.
- Most (93%) of the residents surveyed, *who had an opinion*, felt it was important to preserve the City’s historic sites.
- Eighty-nine percent (89%) 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.
- Seventy-nine percent (79%) 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 (59%), the proximity to family or friends (50%), and access to a variety of shopping and entertainment options (44%).
- 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 (57%), retail development (51%) and industrial development (40%).
- The top three ways that residents reported they had received information about the City were: reading the City's newsletter (68%), reading an article in the Examiner about the City (56%), and accessing the City website (56%).

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

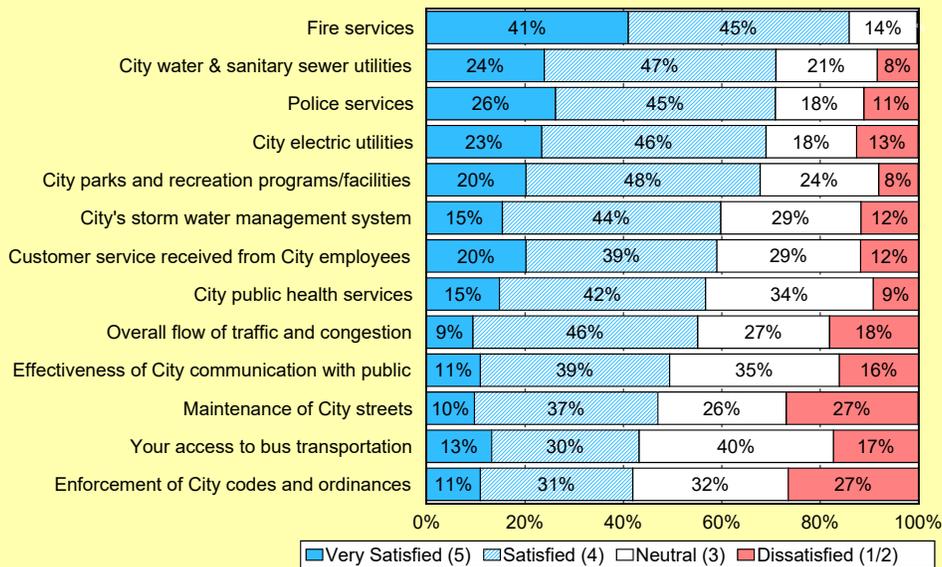
- **Overall Priorities for the City by Major Category.** The major services that are recommended as the top three priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Maintenance of City streets (IS Rating= 0.2533)
 - Enforcement of City codes and ordinances (IS Rating=0.1583)
 - Police services (IS Rating=0.1412)
- **Priorities within Public Safety Services.** Based on the results of this analysis, the services that are recommended as the top priorities within Public Safety services over the next two years are listed below:
 - Police efforts to reduce crime and disorder (IS Rating= 0.2340)
 - The City's efforts to prevent crime (IS Rating=0.2214)
 - Police presence in neighborhoods (IS Rating=0.2022)

Section 1:
Charts and Graphs

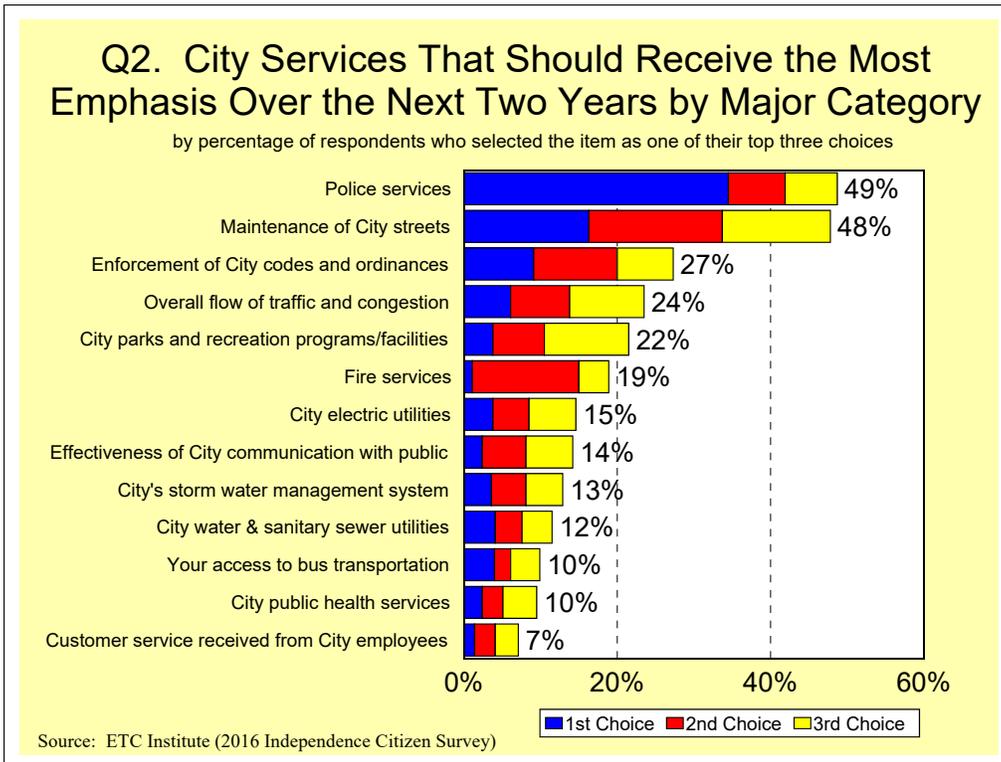
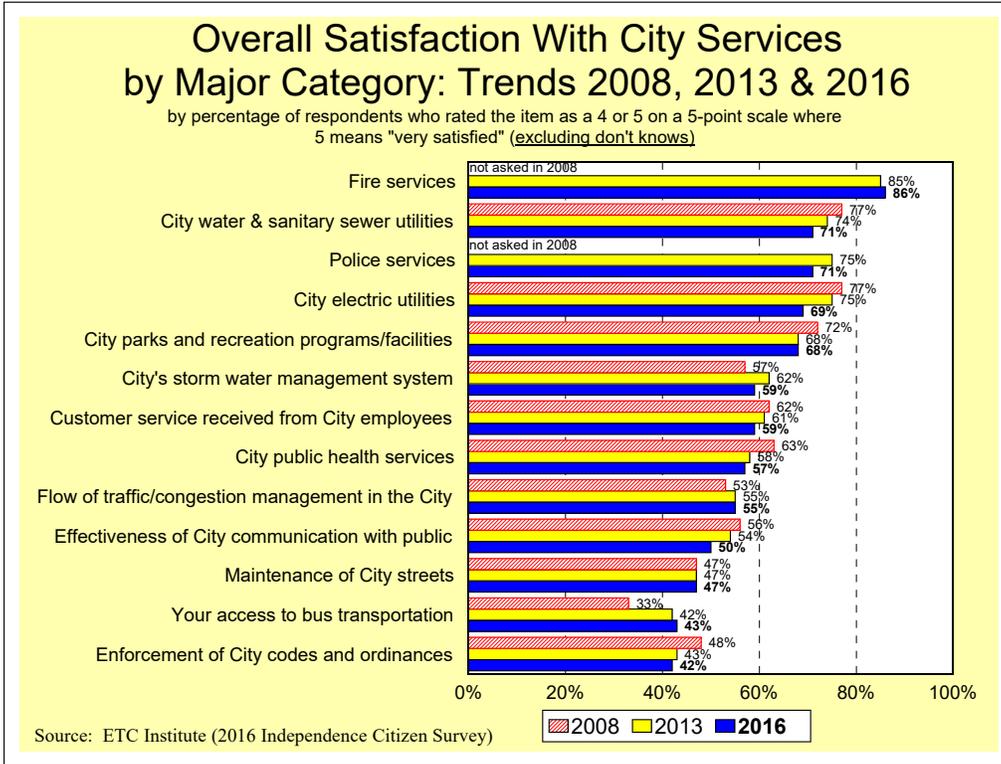
2016 City of Independence Citizen Survey

Q1. Overall Satisfaction With City Services by Major Category

by percentage of respondents (excluding don't knows)

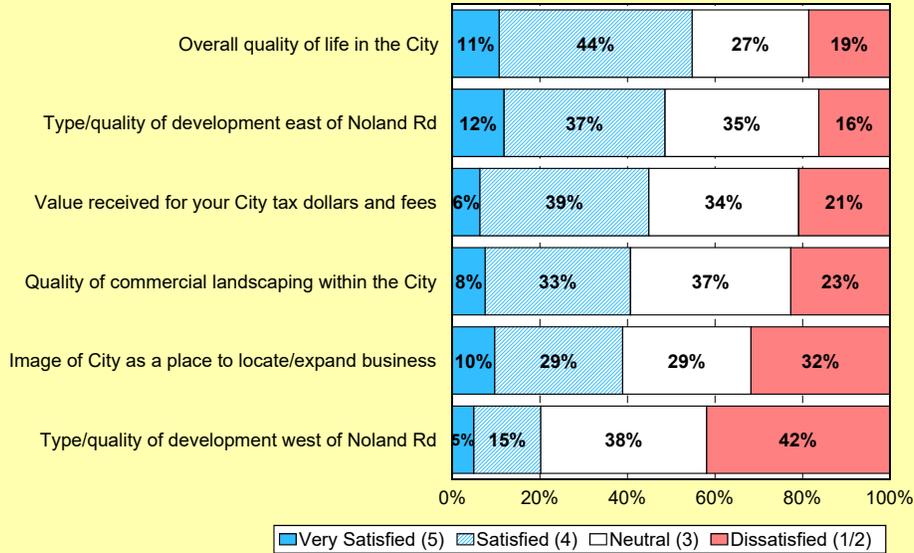


Source: ETC Institute (2016 Independence Citizen Survey)



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

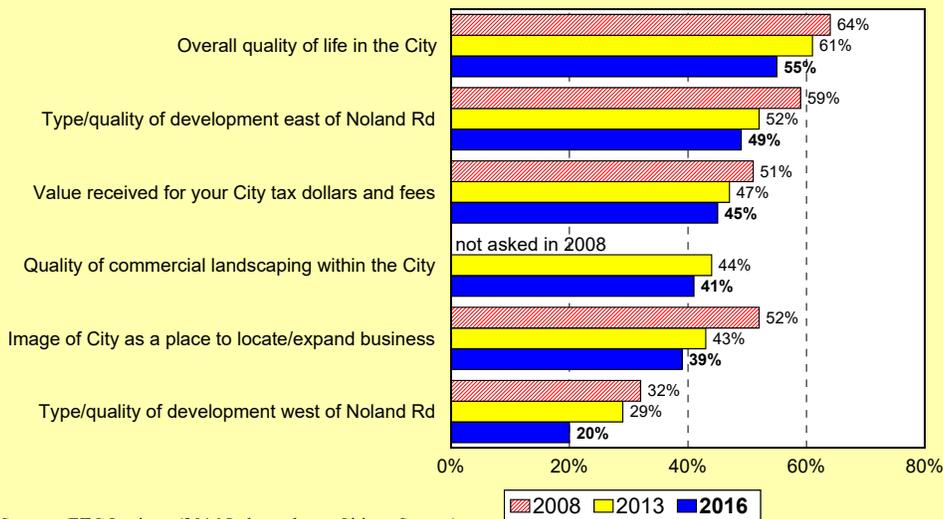
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

Satisfaction With Items That Influence the Perception Residents Have of the City: Trends 2008, 2013 & 2016

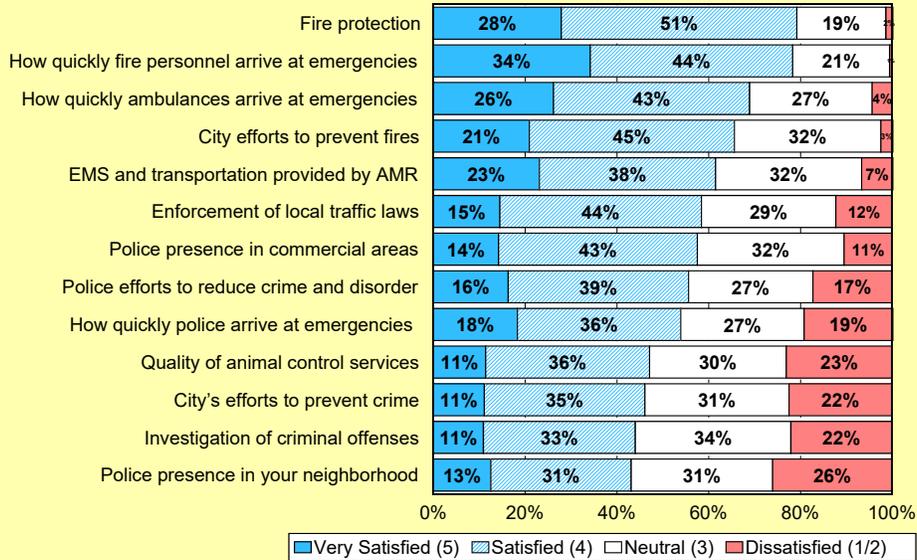
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "very satisfied" (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

Q4. Satisfaction with Various Aspects of Public Safety

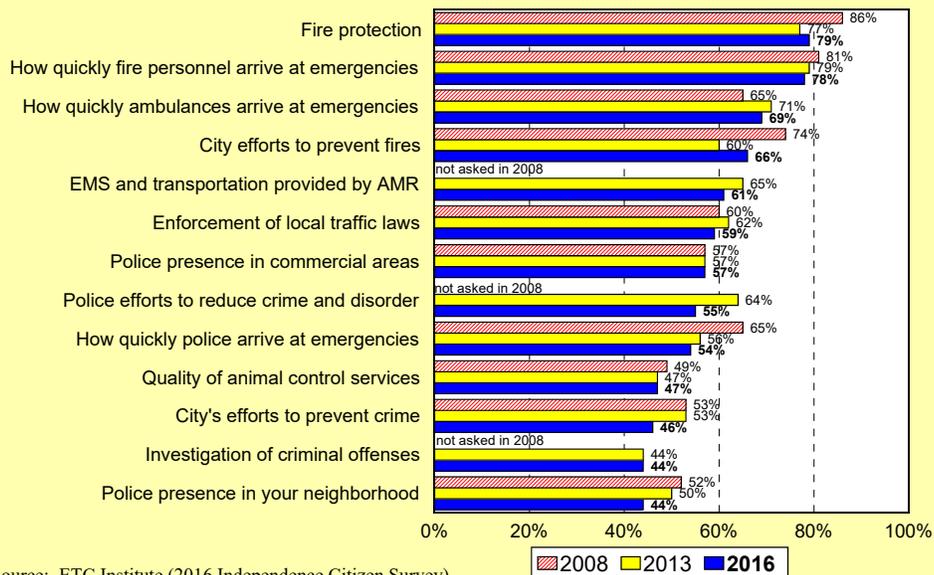
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

Satisfaction with Various Aspects of Public Safety: Trends 2008, 2013 & 2016

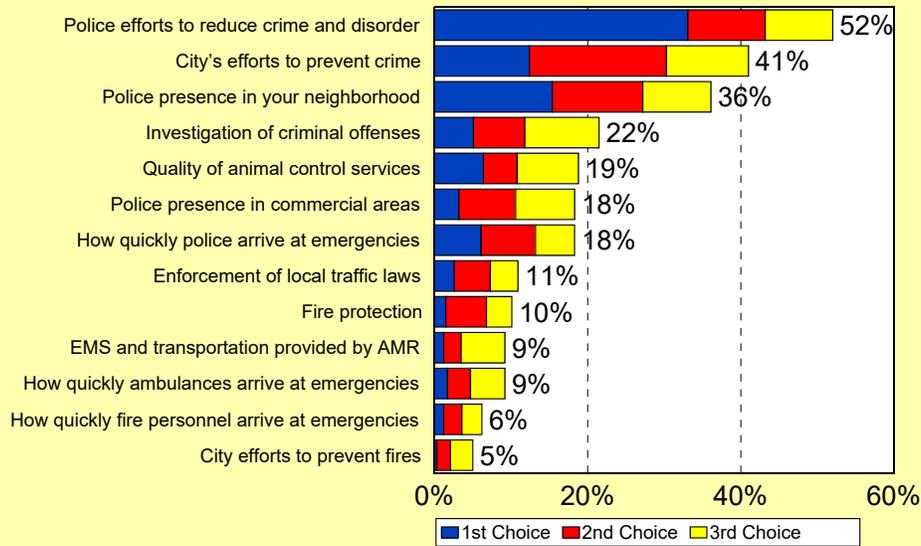
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "very satisfied" (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

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

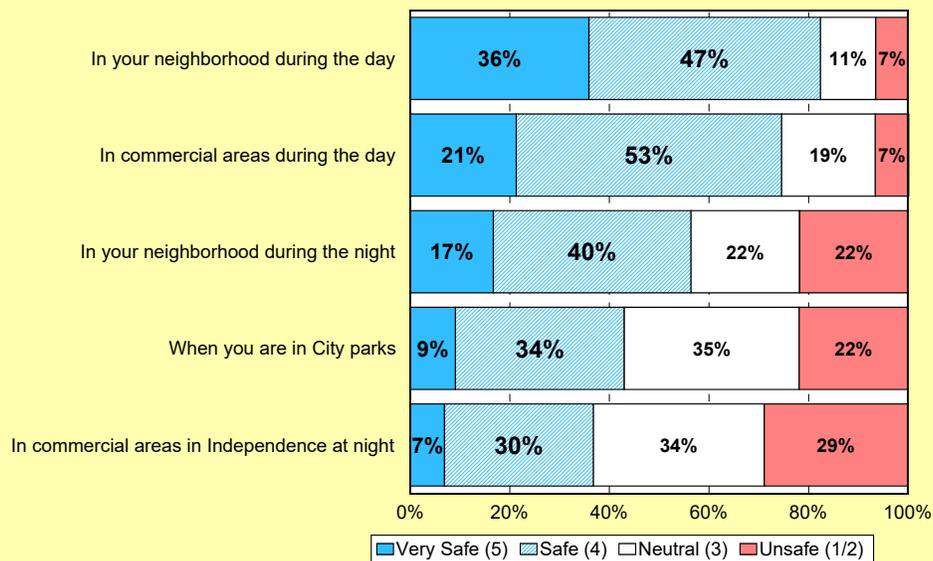
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016 Independence Citizen Survey)

Q6. How Safe Residents Feel in the City of Independence

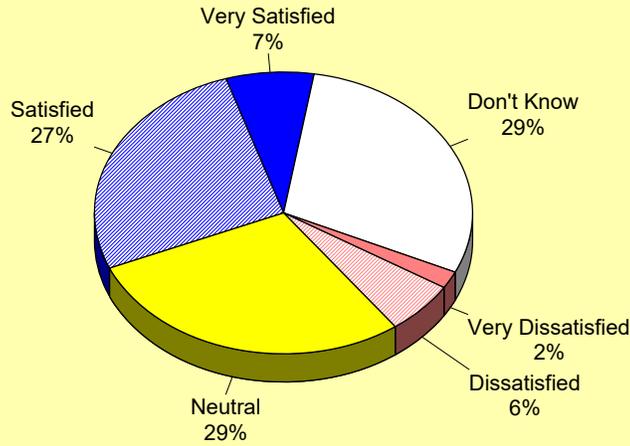
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 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?

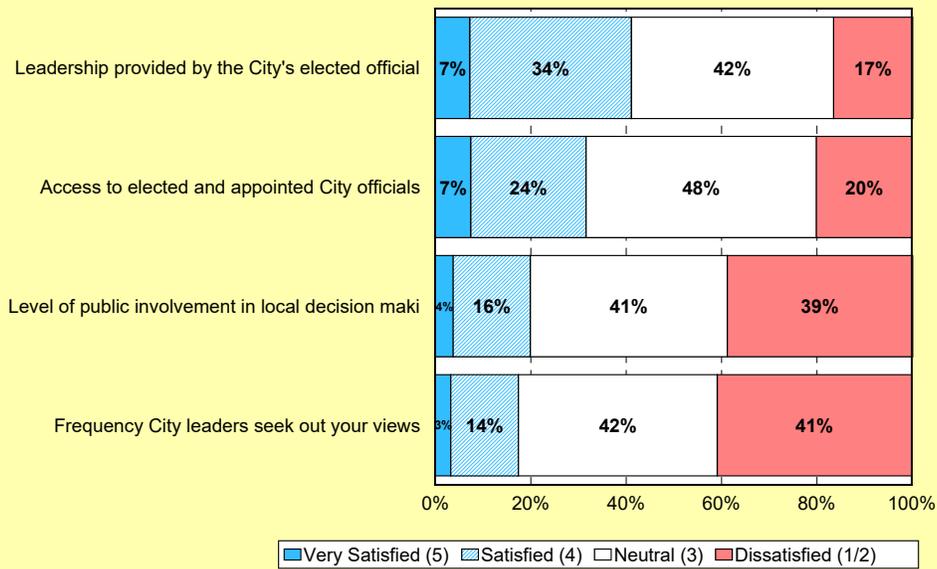
by percentage of respondents



Source: ETC Institute (2016 Independence Citizen Survey)

Q8. Satisfaction with City Leadership

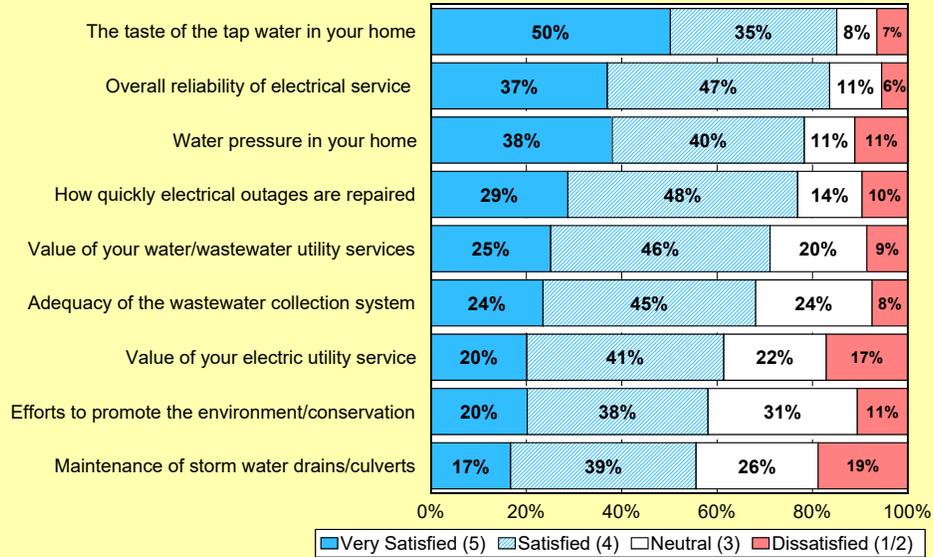
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

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

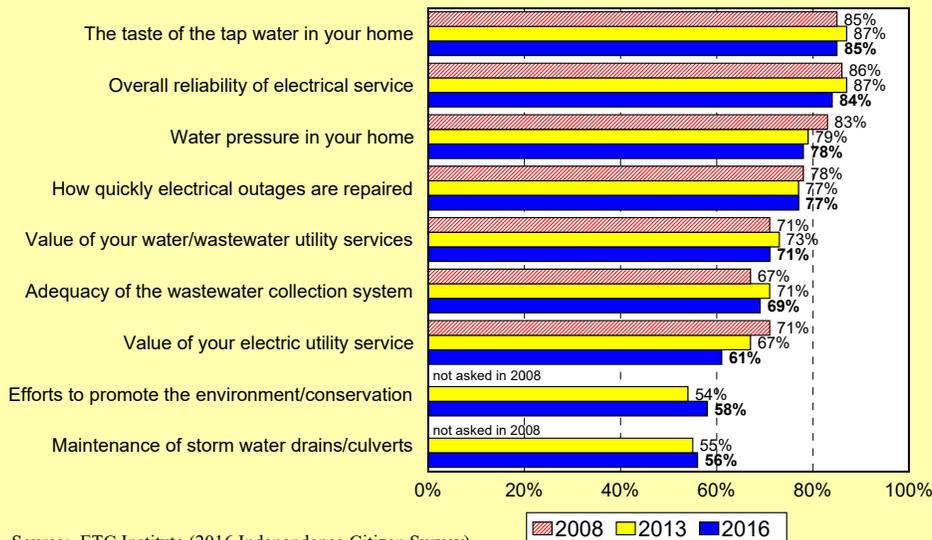
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

Satisfaction with Various Aspects of Water, Wastewater, and Electric Utilities: Trends 2008, 2013 & 2016

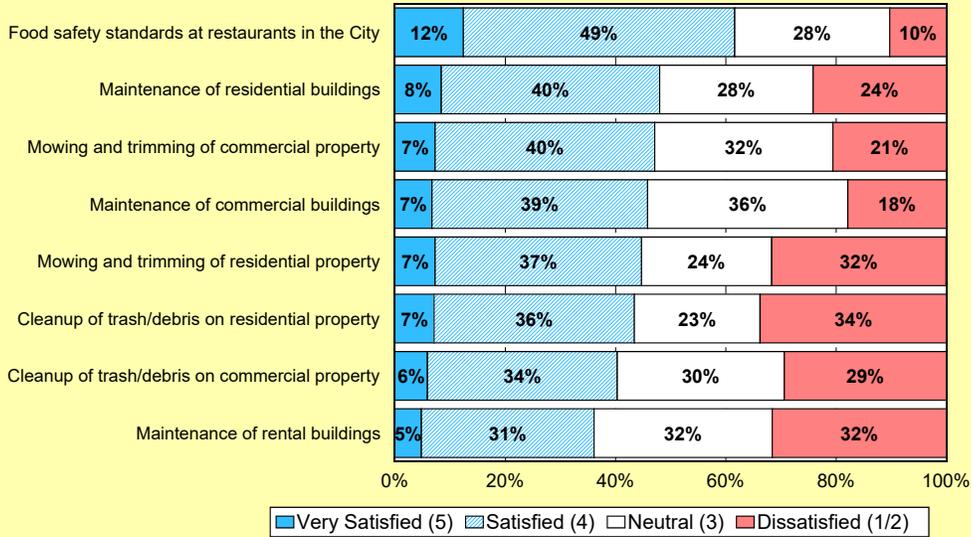
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "very satisfied" (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

Q10. Satisfaction with the Enforcement of City Codes and Ordinances

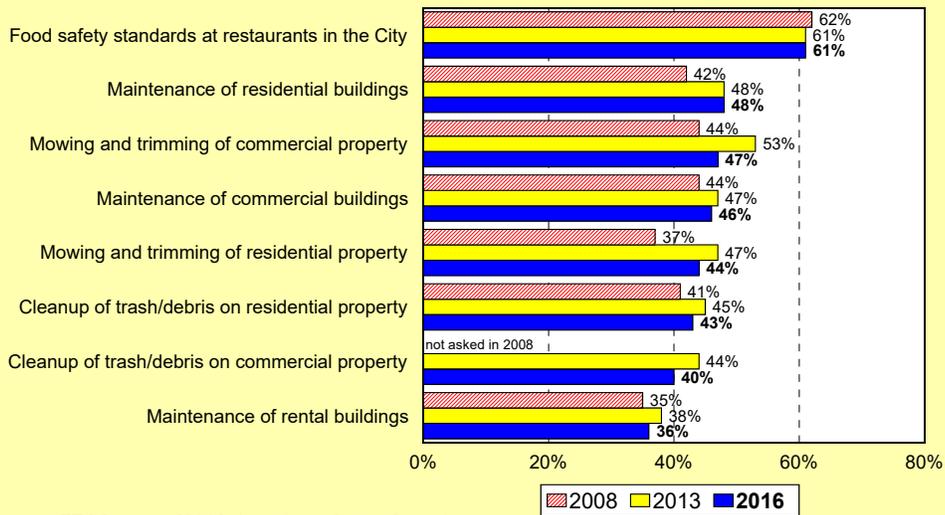
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

Satisfaction with the Enforcement of City Codes and Ordinances: Trends 2008, 2013 & 2016

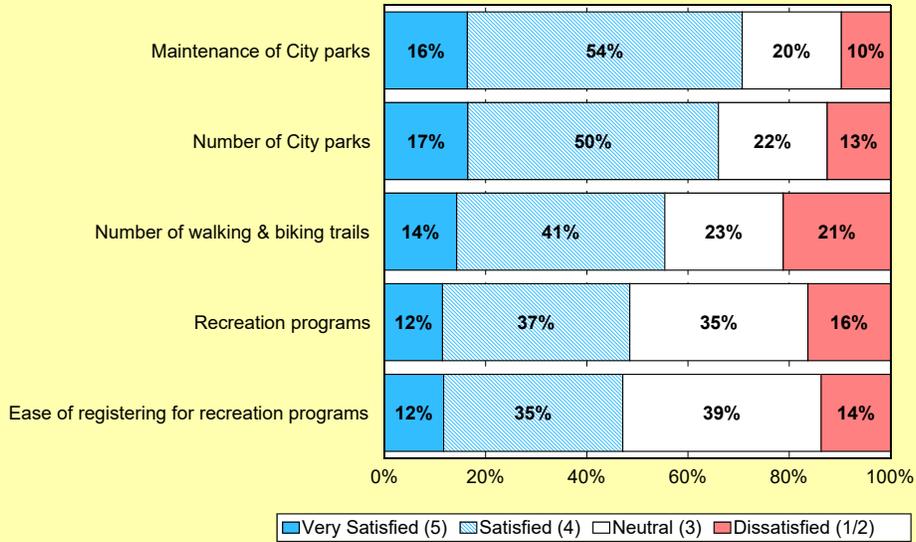
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "very satisfied" (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

Q11. Satisfaction with Various Aspects of City Parks & Recreation

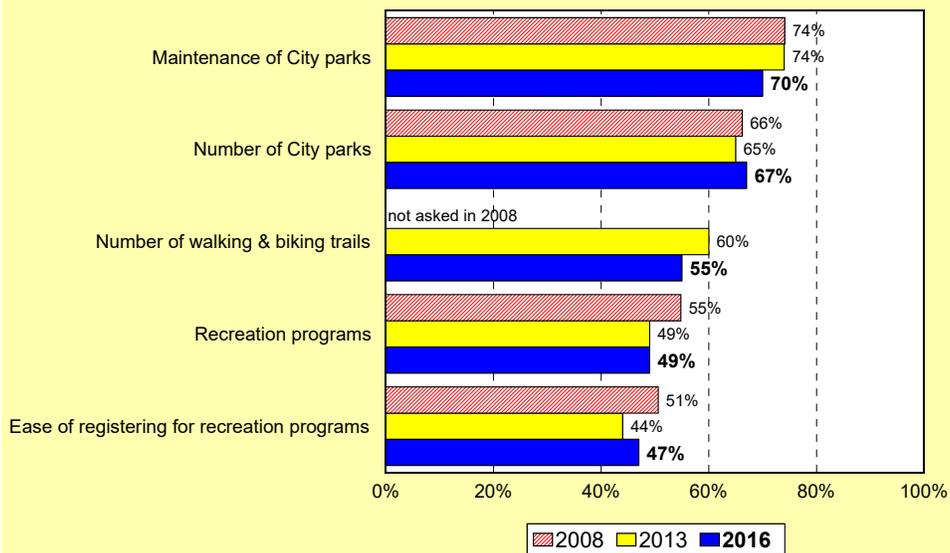
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

Satisfaction with Parks and Recreation: Trends 2008, 2013 & 2016

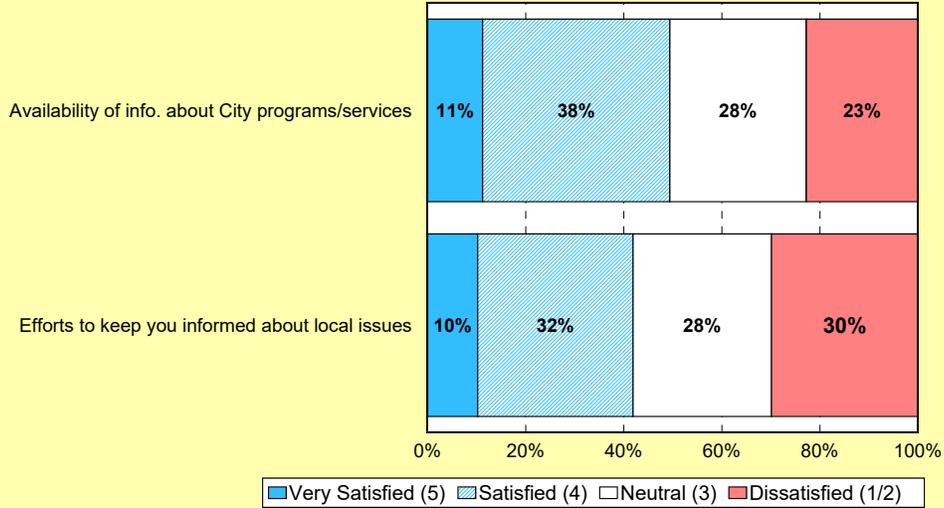
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "very satisfied" (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

Q12. Satisfaction with Various Aspects of City Communications

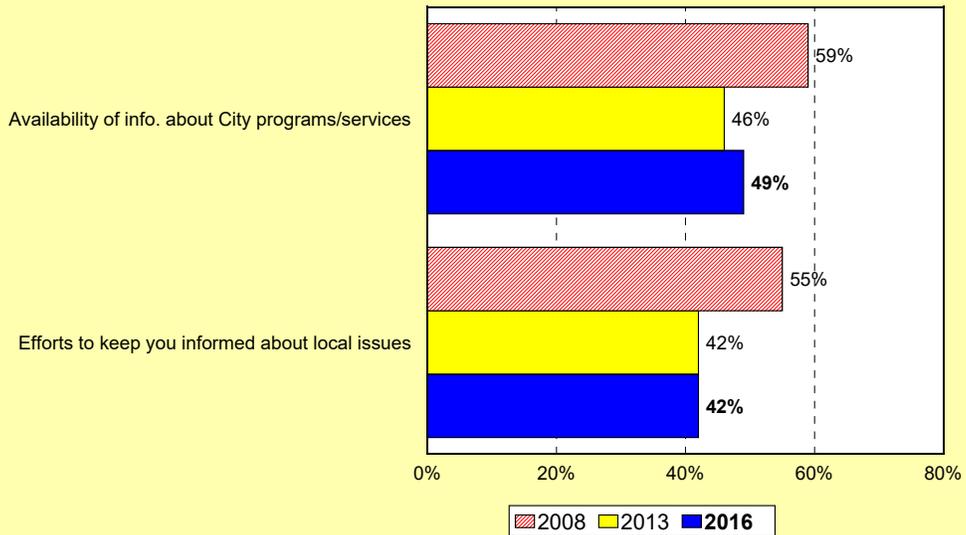
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

Satisfaction with Various Aspects of City Communications: Trends 2008, 2013 & 2016

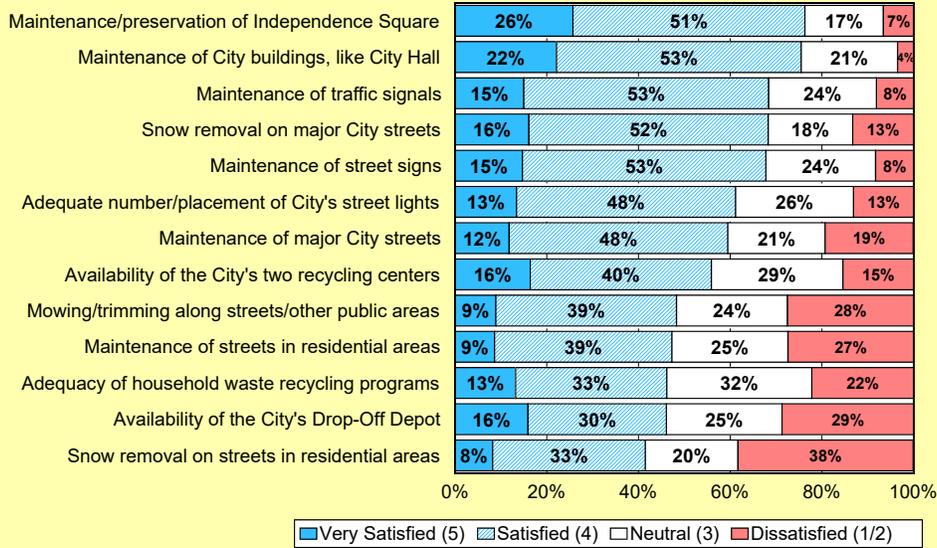
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "very satisfied" (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

Q13. Satisfaction with Various Aspects of City Maintenance

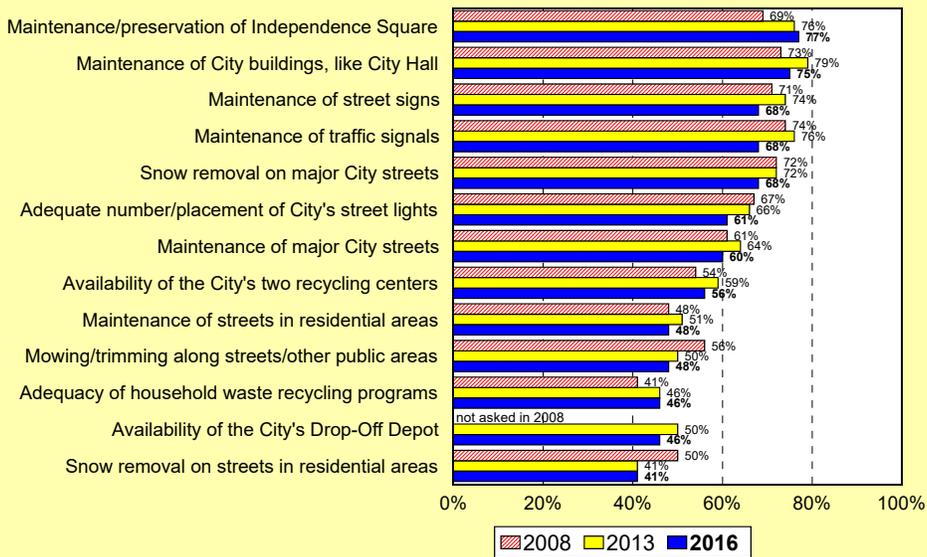
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

Satisfaction with Various Aspects of City Maintenance: Trends 2008, 2013 & 2016

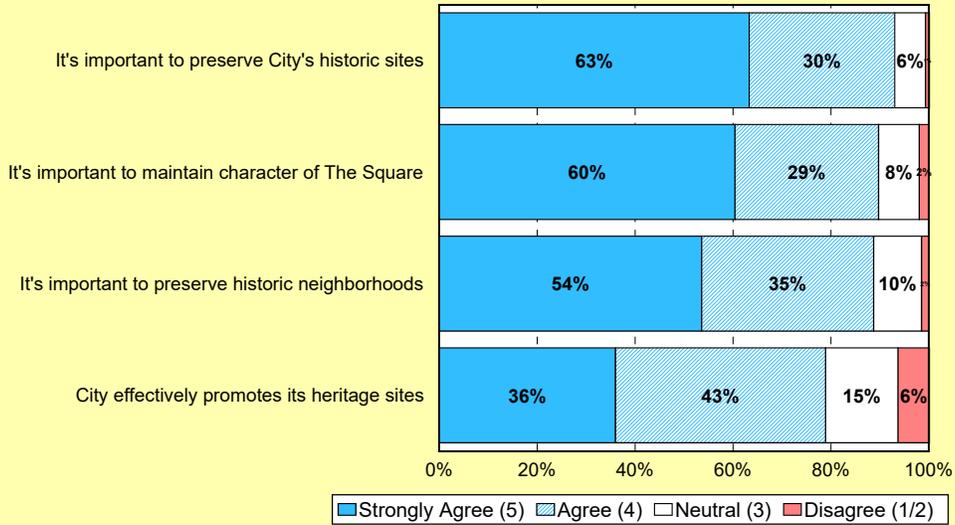
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "very satisfied" (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

Q14. Agreement with Various Statements About Independence as a Historic City

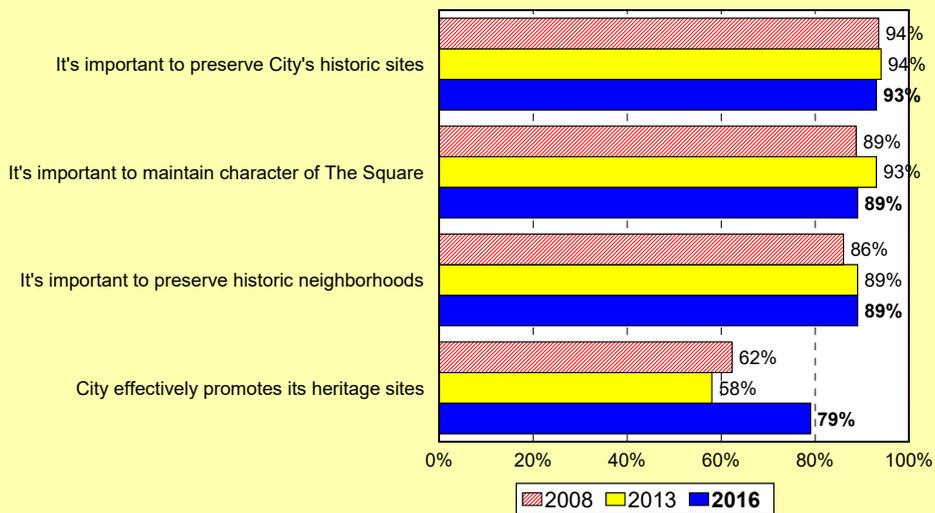
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

Agreement with Various Statements About Independence as a Historic City: Trends 2008, 2013 & 2016

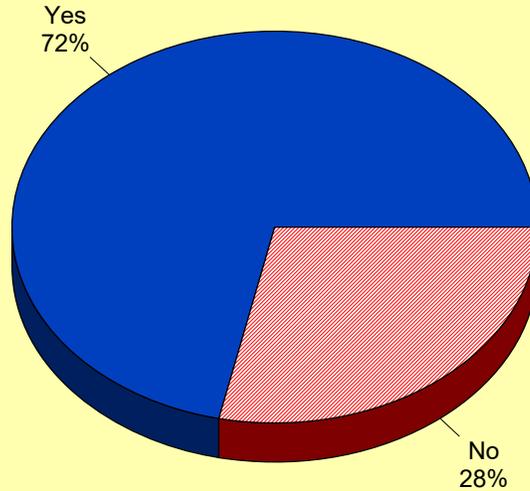
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "strongly agree" (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

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

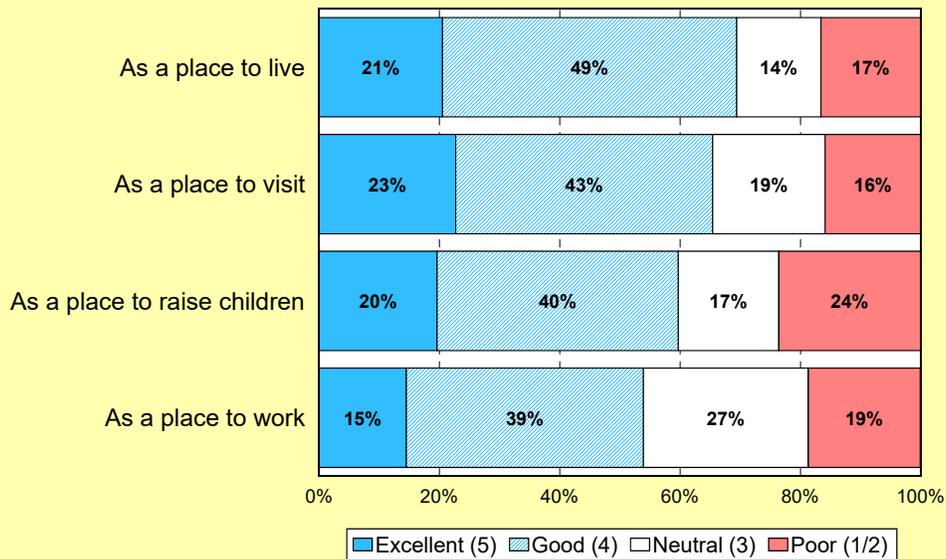
by percentage of respondents (excluding don't knows)



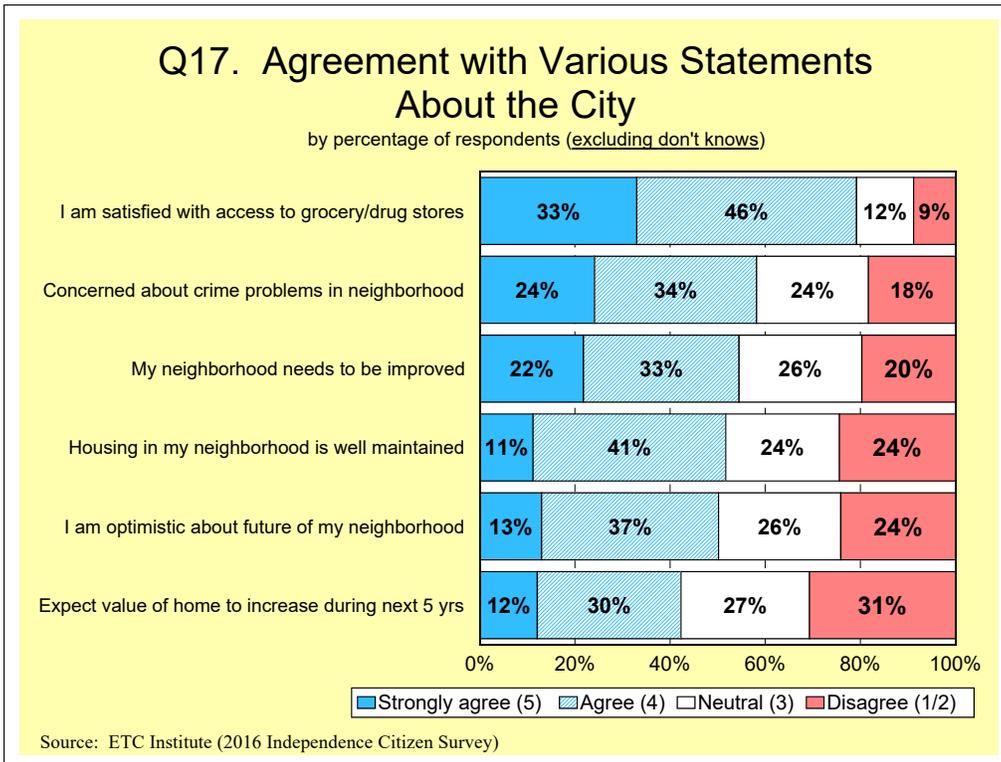
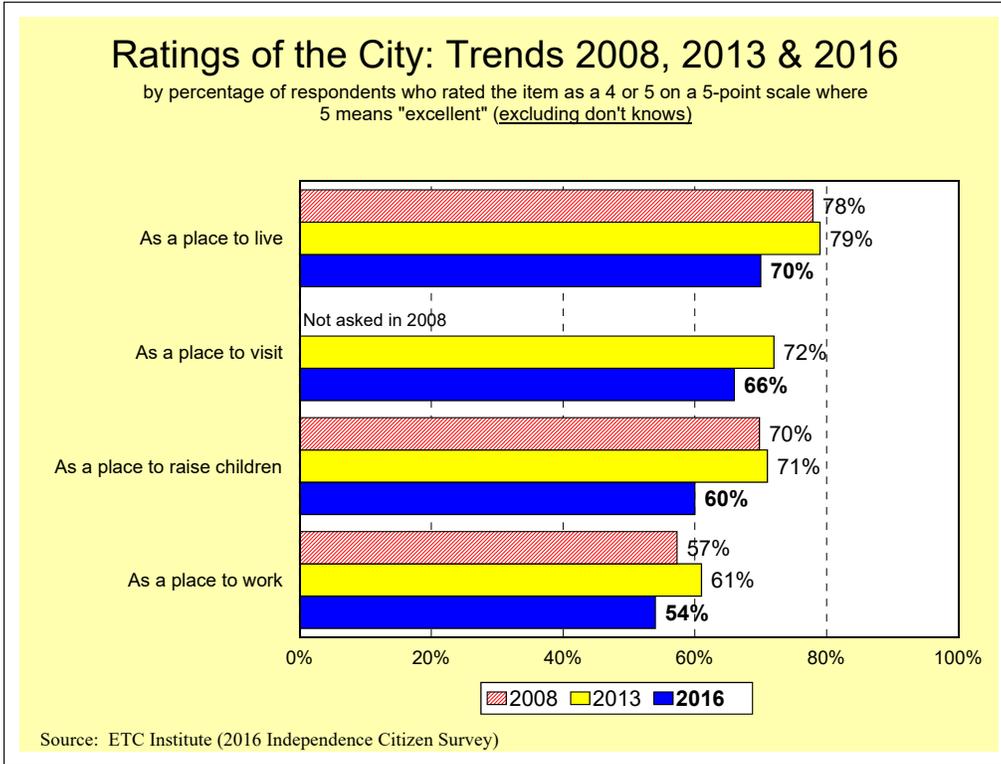
Source: ETC Institute (2016 Independence Citizen Survey)

Q16. Ratings of the City

by percentage of respondents (excluding don't knows)

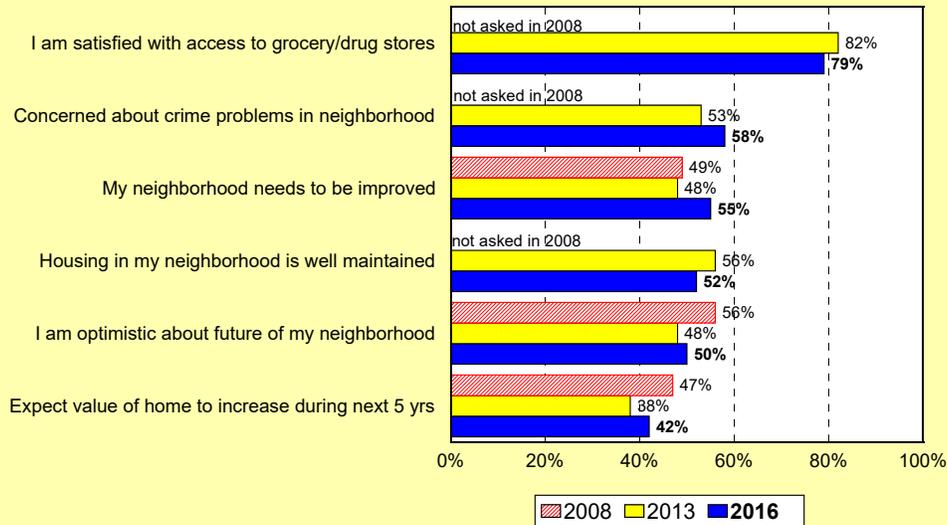


Source: ETC Institute (2016 Independence Citizen Survey)



Agreement with Various Statements About the City: Trends 2008, 2013 & 2016

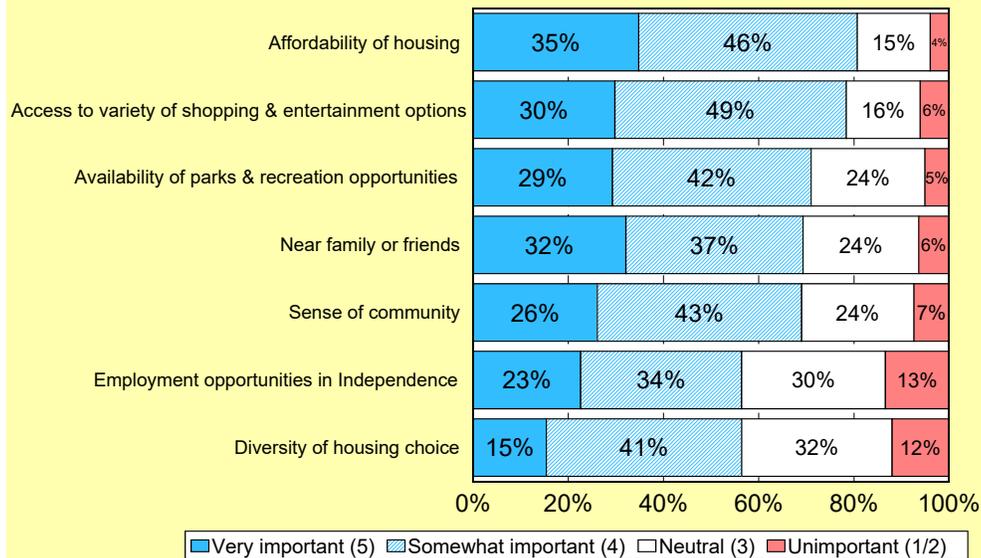
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "strongly agree" (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

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

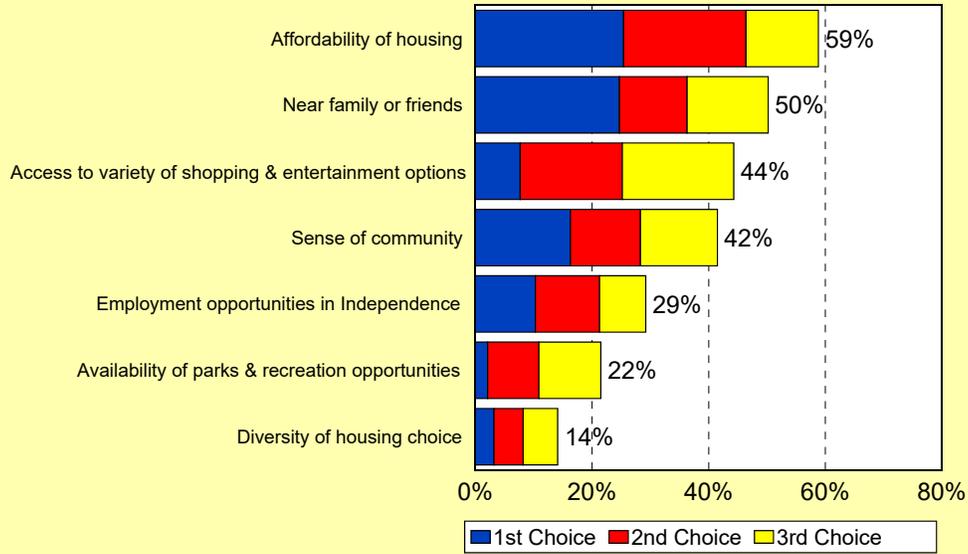
by percentage of respondents



Source: ETC Institute (2016 Independence Citizen Survey)

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

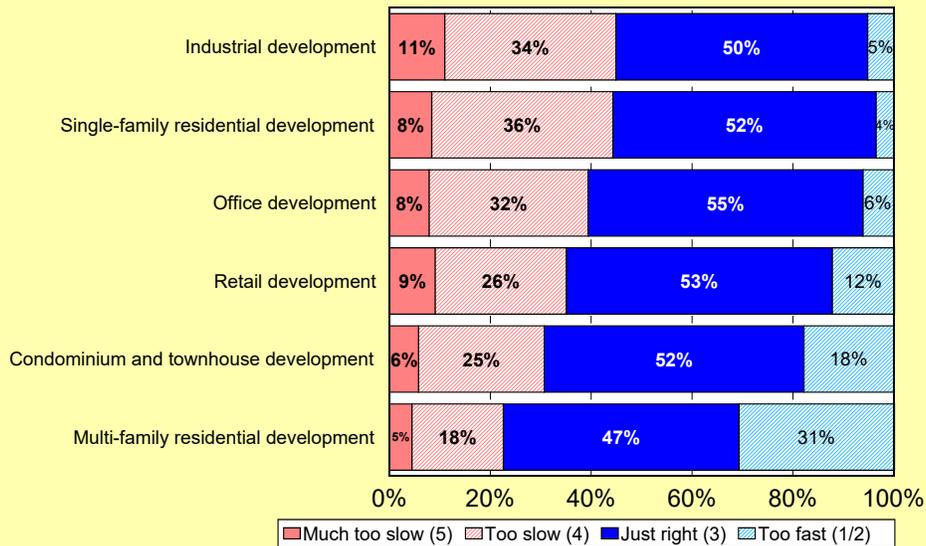
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016 Independence Citizen Survey)

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

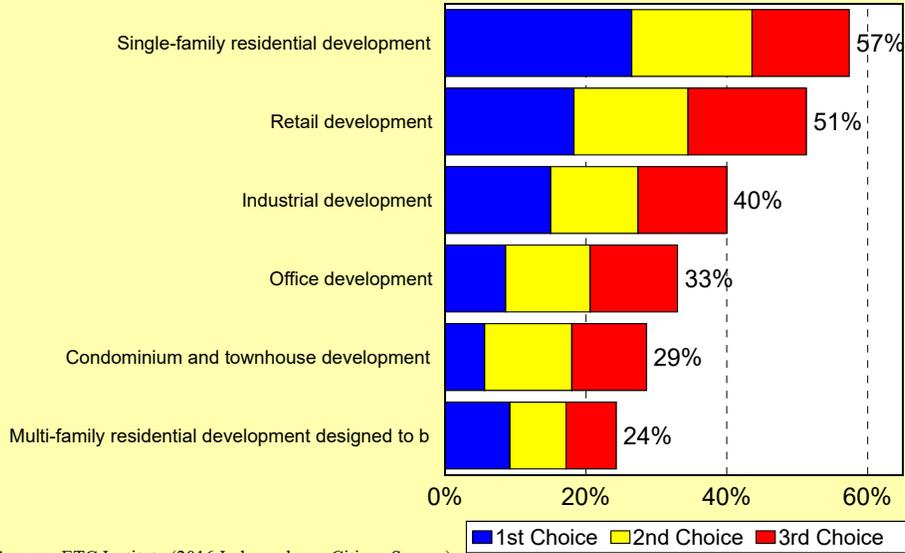
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 Independence Citizen Survey)

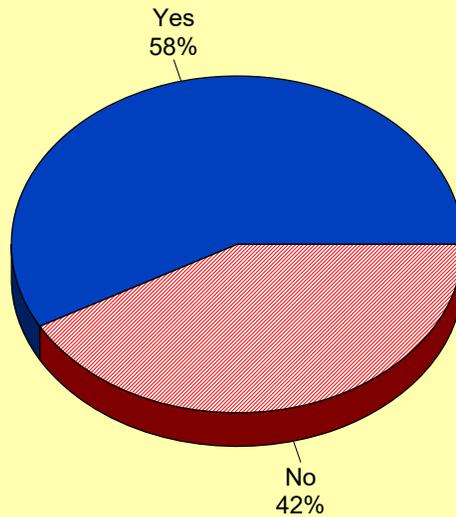
Q21. Types of Development that Should Receive the Highest Priority in the City's Long Range Plan

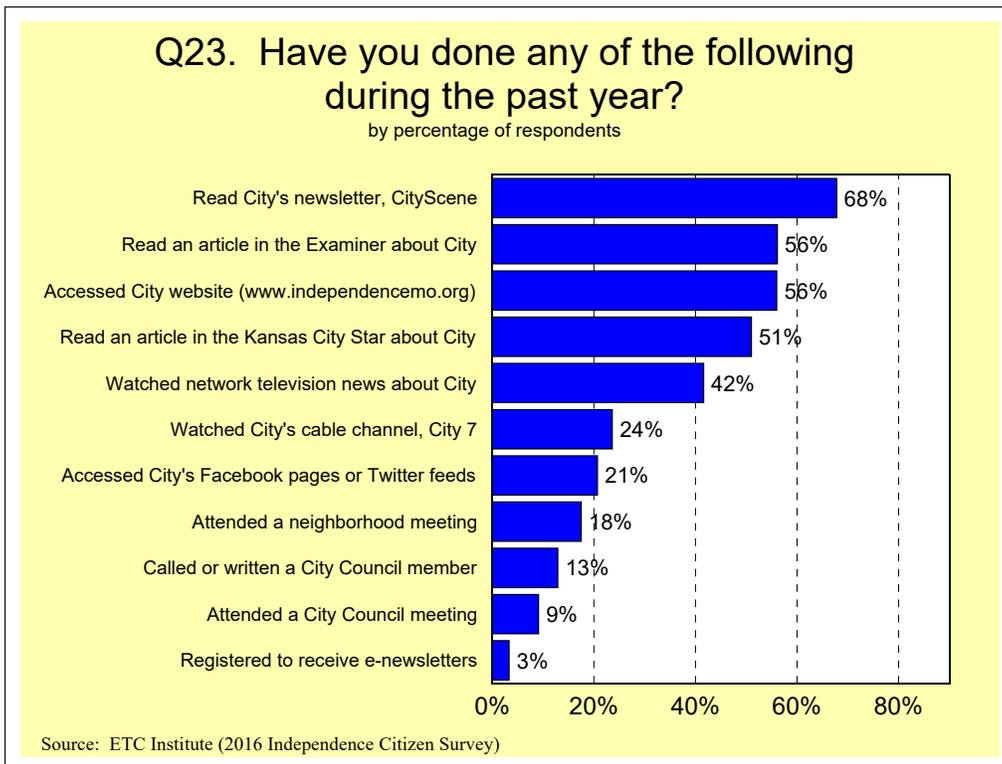
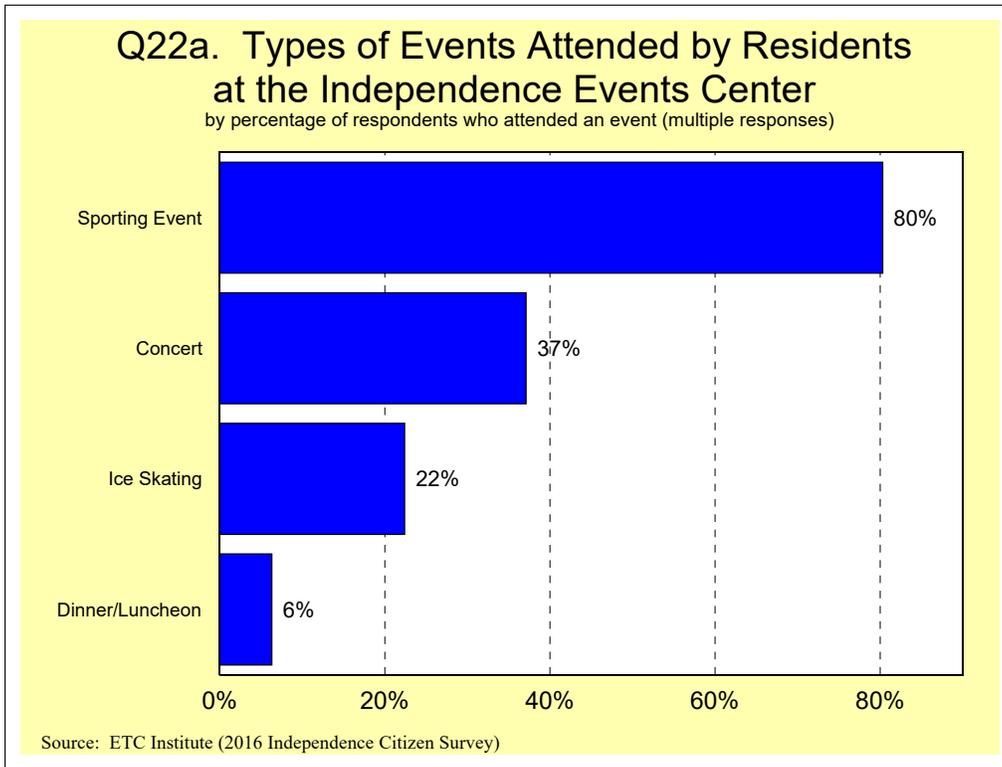
by percentage of respondents who selected the item as one of their top three choices



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

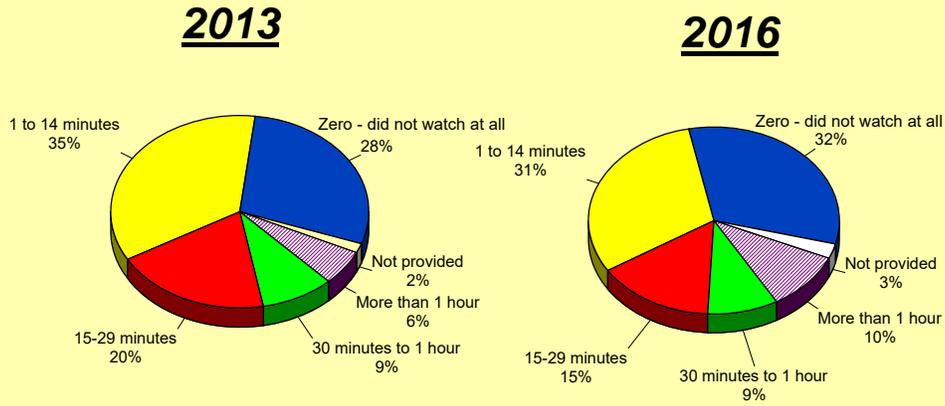
by percentage of respondents





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

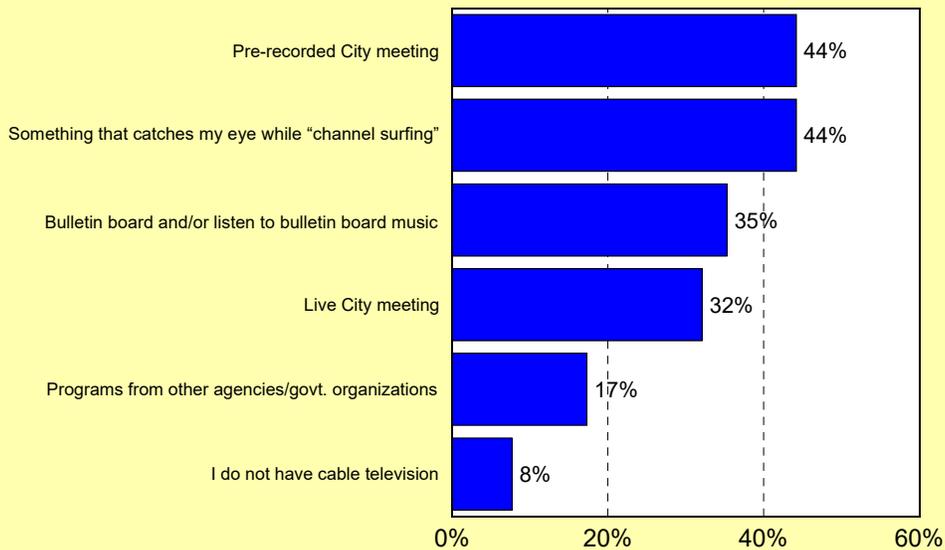
by percentage of respondents who have watched City 7 during the past year



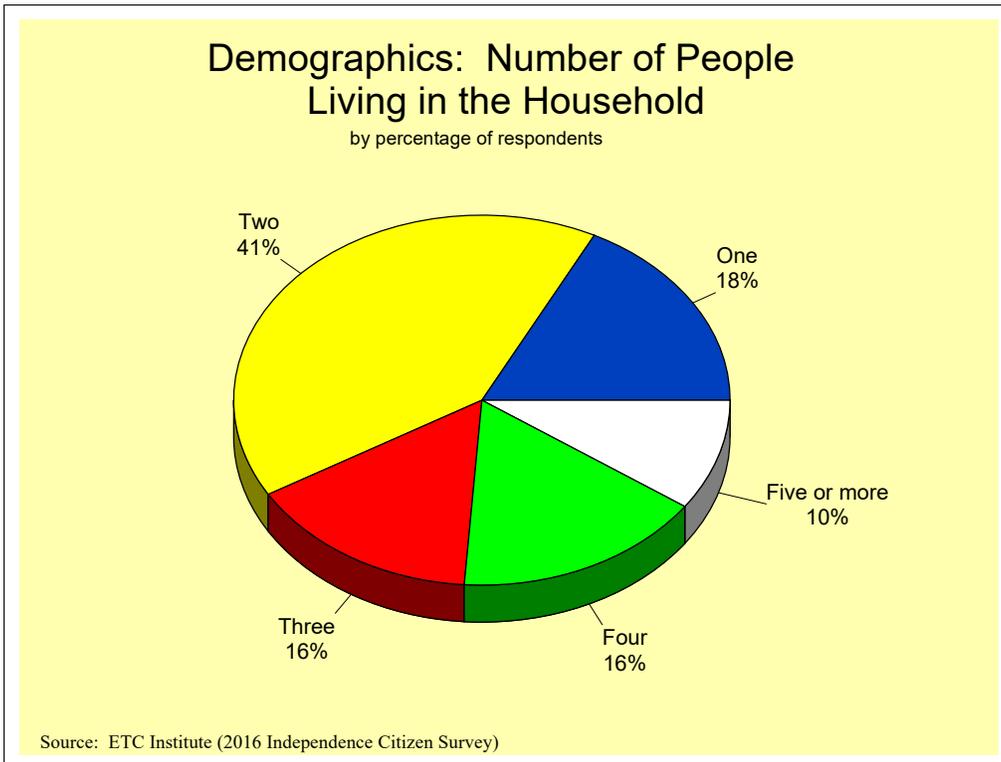
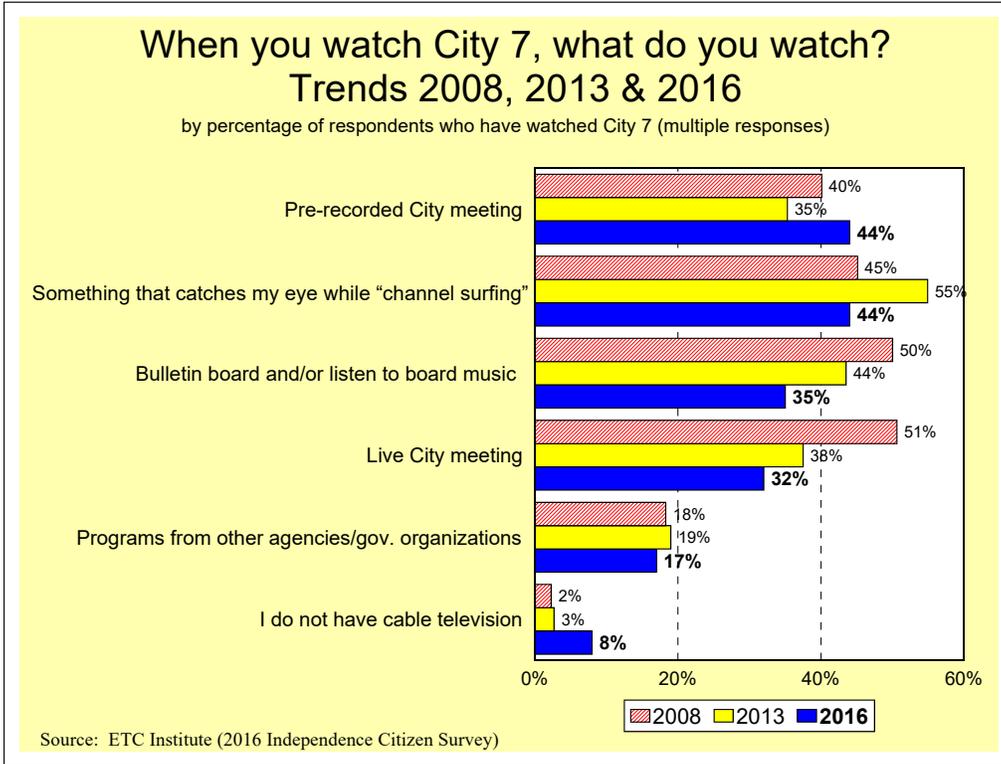
Source: ETC Institute (2016 Independence Citizen Survey)

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

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

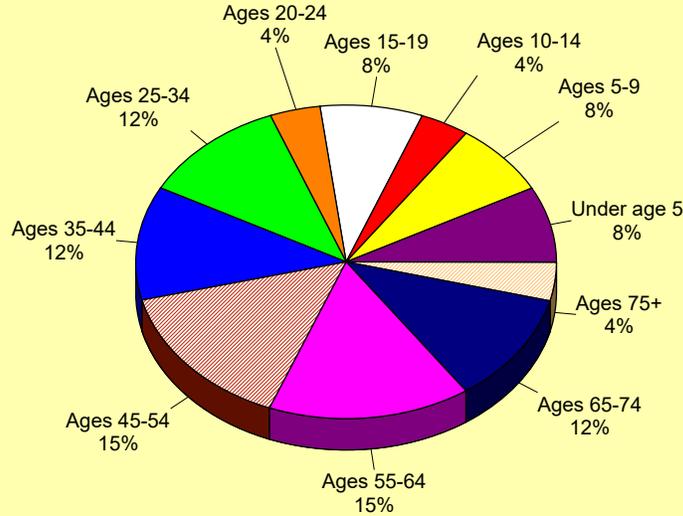


Source: ETC Institute (2016 Independence Citizen Survey)



Demographics: Ages of Household Occupants

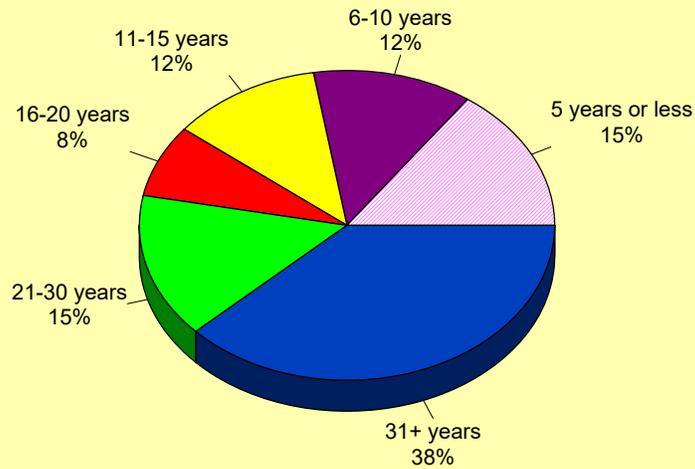
by percentage of respondents



Source: ETC Institute (2016 Independence Citizen Survey)

Demographics: Number of Years Lived in Independence

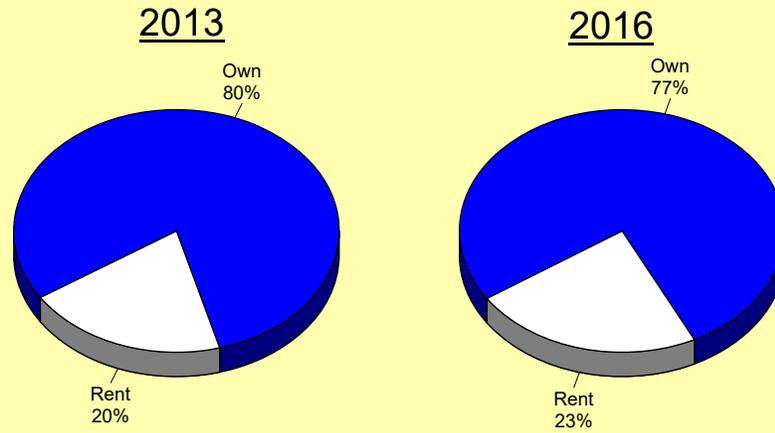
by percentage of respondents



Source: ETC Institute (2016 Independence Citizen Survey)

Demographics: Home Owners Versus Renters

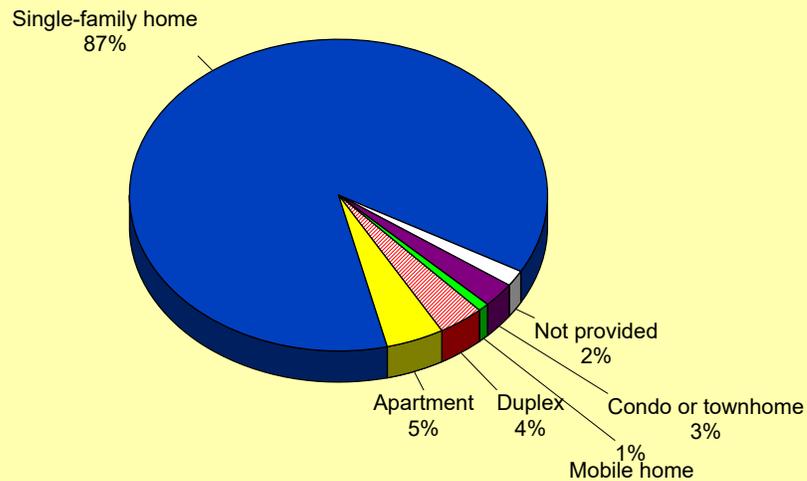
by percentage of respondents



Source: ETC Institute (2016 Independence Citizen Survey)

Demographics: Type of Housing

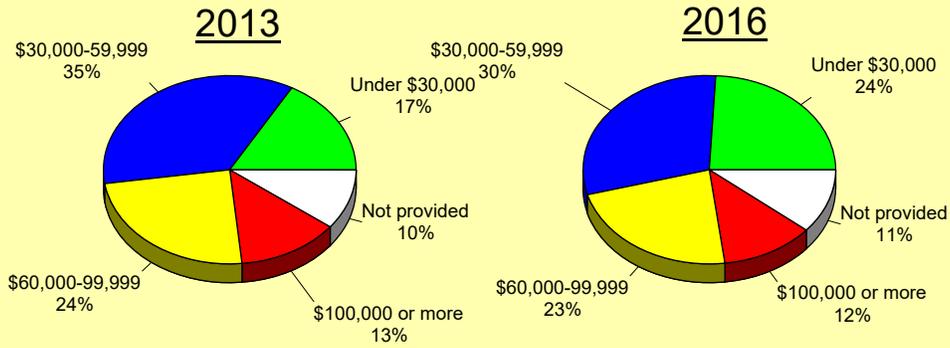
by percentage of respondents



Source: ETC Institute (2016 Independence Citizen Survey)

Demographics: Total Annual Household Income

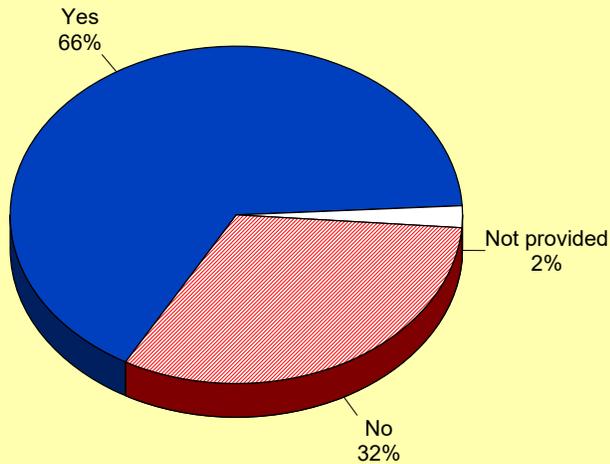
by percentage of respondents



Source: ETC Institute (2016 Independence Citizen Survey)

Demographics: Did you vote in the last City election in April 2016?

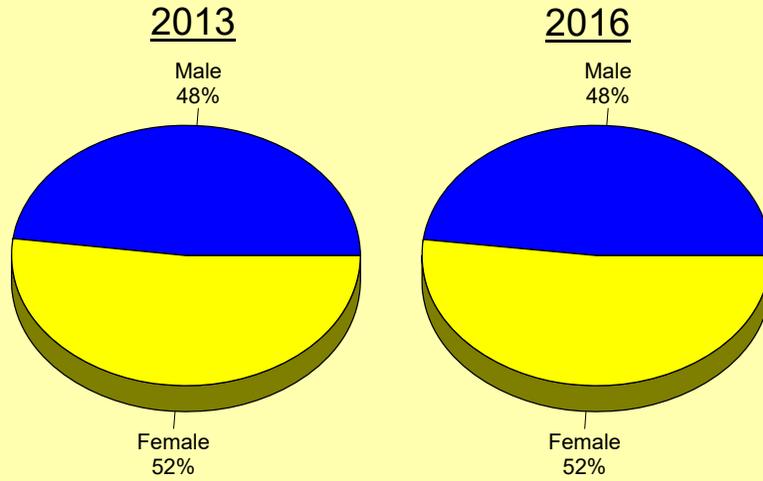
by percentage of respondents



Source: ETC Institute (2016 Independence Citizen Survey)

Demographics: Gender of the Respondents

by percentage of respondents



Source: ETC Institute (2016 Independence Citizen Survey)

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

Importance-Satisfaction Analysis

2016 Independence Citizen Survey

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 twenty-seven percent (27.3%) selected "enforcement of City codes and ordinances" as one of the most important Major City services for the City to emphasize over the next two years.

With regard to satisfaction, 42% of the residents surveyed rated their overall satisfaction with “enforcement of City codes and ordinances” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “enforcement of City codes and ordinances” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 27.3% was multiplied by 58% (1-0.42). This calculation yielded an I-S rating of 0.1583, which ranked second 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
<u>Very High Priority (I-S >.20)</u>						
Maintenance of City streets	48%	2	47%	11	0.2533	1
<u>High Priority (I-S .10-.20)</u>						
Enforcement of City codes and ordinances	27%	3	42%	13	0.1583	2
Police services	49%	1	71%	3	0.1412	3
Overall flow of traffic and congestion	24%	4	55%	9	0.1058	4
<u>Medium Priority (I-S <.10)</u>						
Effectiveness of City communication with public	14%	8	50%	10	0.0710	5
City parks and recreation programs/facilities	22%	5	68%	5	0.0688	6
Your access to bus transportation	10%	11	43%	12	0.0564	7
City's storm water management system	13%	9	59%	6	0.0529	8
City electric utilities	15%	7	69%	4	0.0453	9
City public health services	10%	12	57%	8	0.0409	10
City water & sanitary sewer utilities	12%	10	71%	2	0.0334	11
Customer service received from City employees	7%	13	59%	7	0.0291	12
Fire services	19%	6	86%	1	0.0265	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
<u>Very High Priority (I-S >.20)</u>						
Police efforts to reduce crime and disorder	52%	1	55%	8	0.2340	1
City's efforts to prevent crime	41%	2	46%	11	0.2214	2
Police presence in your neighborhood	36%	3	44%	13	0.2022	3
<u>High Priority (I-S .10-.20)</u>						
Investigation of criminal offenses	22%	4	44%	12	0.1204	4
<u>Medium Priority (I-S <.10)</u>						
Quality of animal control services	19%	5	47%	10	0.0996	5
How quickly police arrive at emergencies	18%	7	54%	9	0.0842	6
Police presence in commercial areas	18%	6	57%	7	0.0787	7
Enforcement of local traffic laws	11%	8	59%	6	0.0447	8
EMS and transportation provided by AMR	9%	11	61%	5	0.0359	9
How quickly ambulances arrive at emergencies	9%	10	69%	3	0.0285	10
Fire protection	10%	9	79%	1	0.0212	11
City efforts to prevent fires	5%	13	66%	4	0.0170	12
How quickly fire personnel arrive at emergencies	6%	12	78%	2	0.0136	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.

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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.

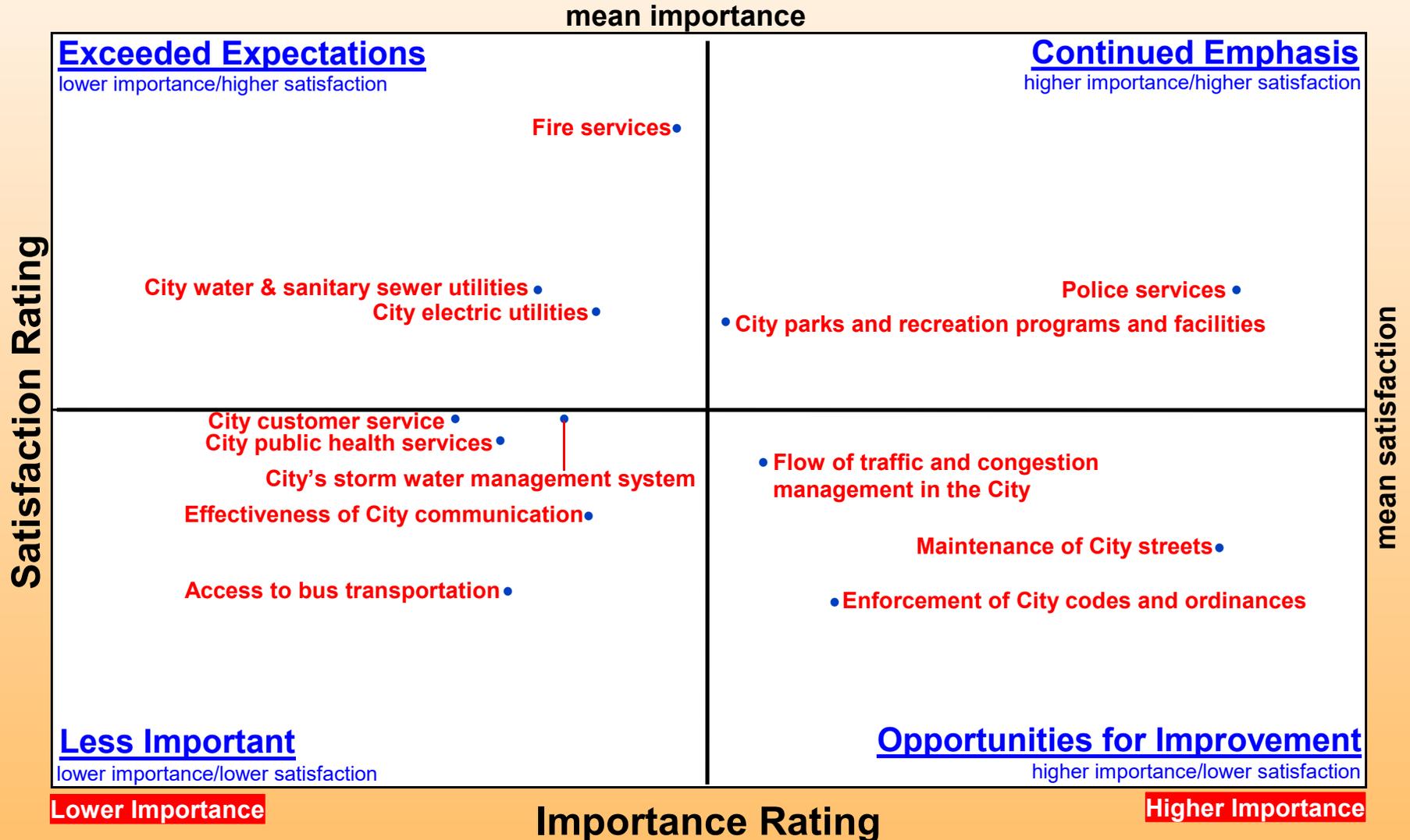
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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.

2016 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)



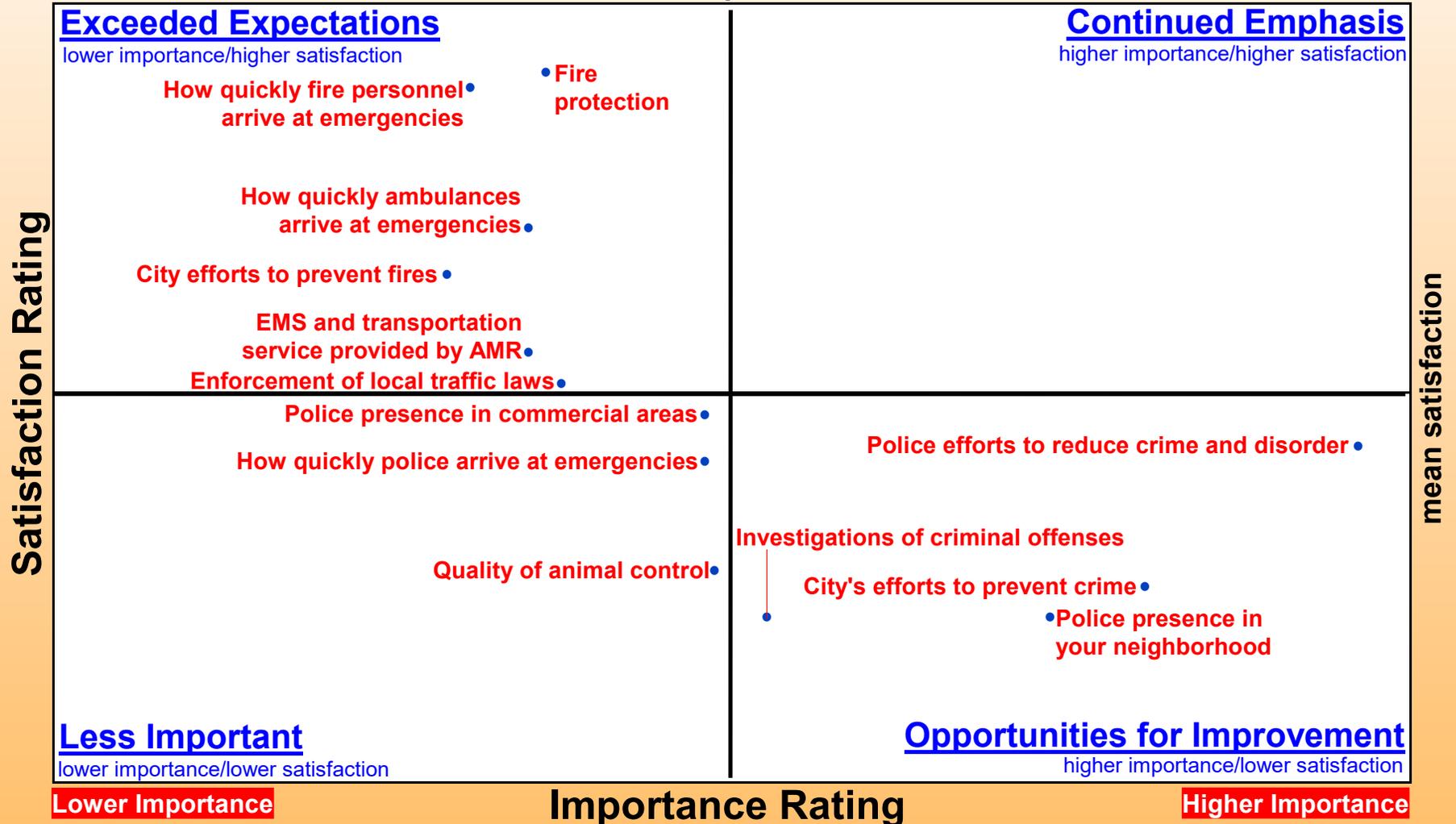
Source: ETC Institute (2016)

2016 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)

mean importance



Source: ETC Institute (2016)

Section 3:
Tabular Data

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. Police services	25.0%	42.5%	17.1%	7.0%	3.6%	4.8%
Q1-2. Fire services	36.9%	40.4%	12.4%	0.3%	0.0%	10.0%
Q1-3. City parks & recreation programs & facilities	18.6%	43.9%	22.2%	5.3%	2.1%	7.9%
Q1-4. Maintenance of City streets	9.5%	36.6%	25.6%	20.1%	6.2%	2.0%
Q1-5. City water & sanitary sewer utilities	23.1%	45.7%	20.0%	4.5%	3.6%	3.0%
Q1-6. City electric utilities	22.8%	44.5%	18.0%	6.7%	5.6%	2.4%
Q1-7. Enforcement of City codes & ordinances	10.0%	28.3%	28.9%	12.4%	11.8%	8.6%
Q1-8. Customer service received from City employees	17.9%	34.3%	25.9%	6.7%	3.8%	11.5%
Q1-9. Effectiveness of City communication with the public	10.0%	35.1%	31.5%	10.1%	4.5%	8.8%
Q1-10. City's storm water management system	13.9%	40.1%	25.7%	5.7%	4.8%	9.7%
Q1-11. City public health services	12.3%	34.6%	28.1%	4.7%	2.9%	17.4%
Q1-12. Overall flow of traffic & congestion management in City	8.9%	43.4%	25.4%	13.6%	3.6%	5.0%
Q1-13. Your access to bus transportation	8.8%	20.0%	26.3%	8.2%	3.3%	33.4%

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Police services	26.2%	44.7%	18.0%	7.3%	3.8%
Q1-2. Fire services	41.0%	44.9%	13.8%	0.3%	0.0%
Q1-3. City parks & recreation programs & facilities	20.2%	47.6%	24.1%	5.7%	2.3%
Q1-4. Maintenance of City streets	9.7%	37.3%	26.1%	20.5%	6.3%
Q1-5. City water & sanitary sewer utilities	23.9%	47.1%	20.6%	4.7%	3.7%
Q1-6. City electric utilities	23.4%	45.6%	18.4%	6.8%	5.7%
Q1-7. Enforcement of City codes & ordinances	10.9%	31.0%	31.6%	13.6%	12.9%
Q1-8. Customer service received from City employees	20.2%	38.8%	29.2%	7.5%	4.3%
Q1-9. Effectiveness of City communication with the public	10.9%	38.5%	34.5%	11.1%	5.0%
Q1-10. City's storm water management system	15.4%	44.4%	28.5%	6.4%	5.4%
Q1-11. City public health services	14.8%	41.9%	34.1%	5.7%	3.5%
Q1-12. Overall flow of traffic & congestion management in City	9.4%	45.7%	26.8%	14.3%	3.8%
Q1-13. Your access to bus transportation	13.2%	30.0%	39.5%	12.3%	5.0%

Q2. Which THREE of these items listed in Question 1 do you think should receive the MOST EMPHASIS from City Leaders over the next TWO years?

<u>Q2. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Police services	228	34.5 %
Fire services	7	1.1 %
City parks & recreation programs & facilities	25	3.8 %
Maintenance of City streets	108	16.3 %
City water & sanitary sewer utilities	27	4.1 %
City electric utilities	25	3.8 %
Enforcement of City codes & ordinances	60	9.1 %
Customer service received from City employees	9	1.4 %
Effectiveness of City communication with the public	16	2.4 %
City's storm water management system	24	3.6 %
City public health services	16	2.4 %
Overall flow of traffic & congestion management in City	40	6.1 %
Your access to bus transportation	27	4.1 %
<u>None chosen</u>	<u>49</u>	<u>7.4 %</u>
Total	661	100.0 %

Q2. Which THREE of these items listed in Question 1 do you think should receive the MOST EMPHASIS from City Leaders over the next TWO years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Police services	49	7.4 %
Fire services	92	13.9 %
City parks & recreation programs & facilities	44	6.7 %
Maintenance of City streets	115	17.4 %
City water & sanitary sewer utilities	23	3.5 %
City electric utilities	31	4.7 %
Enforcement of City codes & ordinances	72	10.9 %
Customer service received from City employees	18	2.7 %
Effectiveness of City communication with the public	38	5.7 %
City's storm water management system	30	4.5 %
City public health services	18	2.7 %
Overall flow of traffic & congestion management in City	51	7.7 %
Your access to bus transportation	14	2.1 %
<u>None chosen</u>	<u>66</u>	<u>10.0 %</u>
Total	661	100.0 %

Q2. Which THREE of these items listed in Question 1 do you think should receive the MOST EMPHASIS from City Leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Police services	45	6.8 %
Fire services	26	3.9 %
City parks & recreation programs & facilities	73	11.0 %
Maintenance of City streets	93	14.1 %
City water & sanitary sewer utilities	26	3.9 %
City electric utilities	40	6.1 %
Enforcement of City codes & ordinances	48	7.3 %
Customer service received from City employees	20	3.0 %
Effectiveness of City communication with the public	40	6.1 %
City's storm water management system	32	4.8 %
City public health services	29	4.4 %
Overall flow of traffic & congestion management in City	64	9.7 %
Your access to bus transportation	25	3.8 %
None chosen	100	15.1 %
Total	661	100.0 %

Q2. Which THREE of these items listed in Question 1 do you think should receive the MOST EMPHASIS from City Leaders over the next TWO years? (top 3)

Q2. Sum of top 3 choices	Number	Percent
Police services	322	48.7 %
Fire services	125	18.9 %
City parks & recreation programs & facilities	142	21.5 %
Maintenance of City streets	316	47.8 %
City water & sanitary sewer utilities	76	11.5 %
City electric utilities	96	14.5 %
Enforcement of City codes & ordinances	180	27.2 %
Customer service received from City employees	47	7.1 %
Effectiveness of City communication with the public	94	14.2 %
City's storm water management system	86	13.0 %
City public health services	63	9.5 %
Overall flow of traffic & congestion management in City	155	23.4 %
Your access to bus transportation	66	10.0 %
None chosen	49	7.4 %
Total	1817	

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-1. Overall value received for your City tax & fees	6.1%	37.1%	32.8%	14.5%	5.4%	4.1%
Q3-2. Overall image of City as a place to locate or expand business	9.4%	28.1%	28.3%	21.0%	9.7%	3.5%
Q3-3. Overall quality of life in City	10.4%	43.0%	25.9%	12.7%	5.4%	2.6%
Q3-4. Type & quality of development west of Noland Road	4.5%	14.1%	34.8%	26.0%	12.4%	8.2%
Q3-5. Type & quality of development east of Noland Road	10.9%	34.0%	32.5%	11.0%	4.1%	7.4%
Q3-6. Quality of commercial landscaping within City	7.1%	31.6%	34.8%	15.9%	5.7%	4.8%

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-1. Overall value received for your City tax & fees	6.3%	38.6%	34.2%	15.1%	5.7%
Q3-2. Overall image of City as a place to locate or expand business	9.7%	29.2%	29.3%	21.8%	10.0%
Q3-3. Overall quality of life in City	10.7%	44.1%	26.6%	13.0%	5.6%
Q3-4. Type & quality of development west of Noland Road	4.9%	15.3%	37.9%	28.3%	13.5%
Q3-5. Type & quality of development east of Noland Road	11.8%	36.8%	35.1%	11.9%	4.4%
Q3-6. Quality of commercial landscaping within City	7.5%	33.2%	36.6%	16.7%	6.0%

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4-1. Police efforts to reduce crime & disorder	15.4%	37.1%	25.6%	10.1%	6.2%	5.6%
Q4-2. Police presence in your neighborhood	12.0%	29.3%	29.5%	16.2%	8.8%	4.2%
Q4-3. Police presence in commercial areas	13.3%	40.7%	30.1%	7.4%	2.4%	6.1%
Q4-4. City's efforts to prevent crime	10.3%	32.4%	29.0%	14.8%	5.9%	7.6%
Q4-5. Enforcement of local traffic laws	13.8%	41.6%	27.8%	8.0%	3.6%	5.1%
Q4-6. How quickly police arrive at emergencies	15.3%	29.7%	22.4%	8.3%	7.7%	16.6%
Q4-7. Investigation of criminal offenses	8.2%	24.8%	25.4%	8.9%	7.6%	25.1%
Q4-8. Fire protection	23.9%	44.0%	16.6%	0.9%	0.3%	14.2%
Q4-9. How quickly fire personnel arrive at emergencies	26.8%	34.5%	16.5%	0.5%	0.0%	21.8%
Q4-10. City efforts to prevent fires	16.0%	34.3%	24.5%	0.9%	1.1%	23.1%
Q4-11. How quickly ambulance service personnel arrive at emergencies	20.6%	33.6%	21.0%	2.0%	1.5%	21.3%
Q4-12. Emergency medical services & transportation provided by City's licensed ambulance provider (AMR)	17.5%	29.2%	24.2%	2.6%	2.6%	23.9%
Q4-13. Quality of animal control services	9.7%	30.4%	25.4%	9.4%	10.3%	14.8%

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4-1. Police efforts to reduce crime & disorder	16.3%	39.3%	27.1%	10.7%	6.6%
Q4-2. Police presence in your neighborhood	12.5%	30.6%	30.8%	16.9%	9.2%
Q4-3. Police presence in commercial areas	14.2%	43.3%	32.0%	7.9%	2.6%
Q4-4. City's efforts to prevent crime	11.1%	35.0%	31.4%	16.0%	6.4%
Q4-5. Enforcement of local traffic laws	14.5%	43.9%	29.3%	8.5%	3.8%
Q4-6. How quickly police arrive at emergencies	18.3%	35.6%	26.9%	10.0%	9.3%
Q4-7. Investigation of criminal offenses	10.9%	33.1%	33.9%	11.9%	10.1%
Q4-8. Fire protection	27.9%	51.3%	19.4%	1.1%	0.4%
Q4-9. How quickly fire personnel arrive at emergencies	34.2%	44.1%	21.1%	0.6%	0.0%
Q4-10. City efforts to prevent fires	20.9%	44.7%	31.9%	1.2%	1.4%
Q4-11. How quickly ambulance service personnel arrive at emergencies	26.2%	42.7%	26.7%	2.5%	1.9%
Q4-12. Emergency medical services & transportation provided by City's licensed ambulance provider (AMR)	23.1%	38.4%	31.8%	3.4%	3.4%
Q4-13. Quality of animal control services	11.4%	35.7%	29.8%	11.0%	12.1%

Q5. Which THREE public safety items listed in Question 4 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. 1st choice	Number	Percent
Police efforts to reduce crime & disorder	219	33.1 %
Police presence in your neighborhood	102	15.4 %
Police presence in commercial areas	21	3.2 %
City's efforts to prevent crime	82	12.4 %
Enforcement of local traffic laws	17	2.6 %
How quickly police arrive at emergencies	40	6.1 %
Investigation of criminal offenses	34	5.1 %
Fire protection	10	1.5 %
How quickly fire personnel arrive at emergencies	8	1.2 %
City efforts to prevent fires	2	0.3 %
How quickly ambulance service personnel arrive at emergencies	11	1.7 %
Emergency medical services & transportation provided by City's licensed ambulance provider (AMR)	8	1.2 %
Quality of animal control services	42	6.4 %
None chosen	65	9.8 %
Total	661	100.0 %

Q5. Which THREE public safety items listed in Question 4 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. 2nd choice	Number	Percent
Police efforts to reduce crime & disorder	67	10.1 %
Police presence in your neighborhood	78	11.8 %
Police presence in commercial areas	49	7.4 %
City's efforts to prevent crime	118	17.9 %
Enforcement of local traffic laws	31	4.7 %
How quickly police arrive at emergencies	47	7.1 %
Investigation of criminal offenses	44	6.7 %
Fire protection	35	5.3 %
How quickly fire personnel arrive at emergencies	16	2.4 %
City efforts to prevent fires	12	1.8 %
How quickly ambulance service personnel arrive at emergencies	20	3.0 %
Emergency medical services & transportation provided by City's licensed ambulance provider (AMR)	15	2.3 %
Quality of animal control services	29	4.4 %
None chosen	100	15.1 %
Total	661	100.0 %

Q5. Which THREE public safety items listed in Question 4 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Police efforts to reduce crime & disorder	58	8.8 %
Police presence in your neighborhood	59	8.9 %
Police presence in commercial areas	51	7.7 %
City's efforts to prevent crime	71	10.7 %
Enforcement of local traffic laws	24	3.6 %
How quickly police arrive at emergencies	34	5.1 %
Investigation of criminal offenses	64	9.7 %
Fire protection	22	3.3 %
How quickly fire personnel arrive at emergencies	17	2.6 %
City efforts to prevent fires	19	2.9 %
How quickly ambulance service personnel arrive at emergencies	30	4.5 %
Emergency medical services & transportation provided by City's licensed ambulance provider (AMR)	38	5.7 %
Quality of animal control services	57	8.6 %
<u>None chosen</u>	<u>117</u>	<u>17.7 %</u>
Total	661	100.0 %

Q5. Which THREE public safety items listed in Question 4 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q5. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Police efforts to reduce crime & disorder	344	52.0 %
Police presence in your neighborhood	239	36.2 %
Police presence in commercial areas	121	18.3 %
City's efforts to prevent crime	271	41.0 %
Enforcement of local traffic laws	72	10.9 %
How quickly police arrive at emergencies	121	18.3 %
Investigation of criminal offenses	142	21.5 %
Fire protection	67	10.1 %
How quickly fire personnel arrive at emergencies	41	6.2 %
City efforts to prevent fires	33	5.0 %
How quickly ambulance service personnel arrive at emergencies	61	9.2 %
Emergency medical services & transportation provided by City's licensed ambulance provider (AMR)	61	9.2 %
Quality of animal control services	128	19.4 %
<u>None chosen</u>	<u>65</u>	<u>9.8 %</u>
Total	1766	

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=661)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Q6-1. In your neighborhood during the day	35.4%	45.8%	10.9%	5.6%	0.8%	1.5%
Q6-2. In your neighborhood during the night	16.3%	38.9%	21.3%	16.0%	5.3%	2.1%
Q6-3. In commercial areas in Independence during the day	20.7%	51.9%	18.3%	5.9%	0.6%	2.6%
Q6-4. In commercial areas in Independence during the night	6.7%	28.7%	33.0%	22.1%	5.6%	3.9%
Q6-5. When you are in City parks	8.0%	29.8%	30.9%	15.7%	3.5%	12.1%

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=661)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q6-1. In your neighborhood during the day	35.9%	46.5%	11.1%	5.7%	0.8%
Q6-2. In your neighborhood during the night	16.7%	39.7%	21.8%	16.4%	5.4%
Q6-3. In commercial areas in Independence during the day	21.3%	53.3%	18.8%	6.1%	0.6%
Q6-4. In commercial areas in Independence during the night	6.9%	29.9%	34.3%	23.0%	5.8%
Q6-5. When you are in City parks	9.1%	33.9%	35.1%	17.9%	4.0%

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 City's emergency preparedness efforts?	Number	Percent
Very Satisfied	48	7.3 %
Satisfied	175	26.5 %
Neutral	190	28.7 %
Dissatisfied	41	6.2 %
Very Dissatisfied	13	2.0 %
Don't Know	194	29.3 %
Total	661	100.0 %

WITHOUT DON'T KNOW

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? (without "don't know")

Q7. How satisfied are you with City's emergency preparedness efforts?	Number	Percent
Very Satisfied	48	10.3 %
Satisfied	175	37.5 %
Neutral	190	40.7 %
Dissatisfied	41	8.8 %
Very Dissatisfied	13	2.8 %
Total	467	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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q8-1. Leadership provided by City's elected officials	6.2%	29.2%	36.5%	10.3%	3.9%	13.9%
Q8-2. Access to elected & appointed City officials	5.7%	18.9%	37.7%	12.0%	3.8%	21.9%
Q8-3. Frequency with which City leaders seek out your views	2.7%	12.1%	35.6%	22.2%	12.6%	14.8%
Q8-4. Level of public involvement in local decision making	3.0%	13.3%	33.9%	21.5%	10.4%	17.9%

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8-1. Leadership provided by City's elected officials	7.2%	33.9%	42.4%	12.0%	4.6%
Q8-2. Access to elected & appointed City officials	7.4%	24.2%	48.3%	15.3%	4.8%
Q8-3. Frequency with which City leaders seek out your views	3.2%	14.2%	41.7%	26.1%	14.7%
Q8-4. Level of public involvement in local decision making	3.7%	16.2%	41.3%	26.2%	12.7%

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9-1. Taste of tap water in your home	49.5%	34.3%	8.3%	4.2%	2.1%	1.5%
Q9-2. Water pressure in your home	37.5%	39.8%	10.4%	8.2%	2.9%	1.2%
Q9-3. Adequacy of City's wastewater collection system	20.3%	38.4%	21.0%	4.8%	1.7%	13.8%
Q9-4. Overall reliability of electrical service	36.5%	46.0%	10.7%	3.9%	1.5%	1.4%
Q9-5. How quickly electrical outages are repaired	27.2%	45.8%	12.9%	7.0%	2.1%	5.0%
Q9-6. Value of your water & wastewater utility services	23.8%	43.6%	19.2%	5.9%	2.3%	5.3%
Q9-7. Value of your electric utility service	19.7%	40.4%	21.0%	11.6%	5.0%	2.3%
Q9-8. Efforts of City's utilities programs to promote environment & conservation	17.5%	33.0%	27.2%	5.9%	3.3%	13.0%
Q9-9. Maintenance of City's storm water drains & culverts in your neighborhood	15.3%	35.7%	23.4%	10.3%	7.0%	8.3%

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9-1. Taste of tap water in your home	50.2%	34.9%	8.4%	4.3%	2.2%
Q9-2. Water pressure in your home	38.0%	40.3%	10.6%	8.3%	2.9%
Q9-3. Adequacy of City's wastewater collection system	23.5%	44.6%	24.4%	5.6%	1.9%
Q9-4. Overall reliability of electrical service	37.0%	46.6%	10.9%	4.0%	1.5%
Q9-5. How quickly electrical outages are repaired	28.7%	48.2%	13.5%	7.3%	2.2%
Q9-6. Value of your water & wastewater utility services	25.1%	46.0%	20.3%	6.2%	2.4%
Q9-7. Value of your electric utility service	20.1%	41.3%	21.5%	11.9%	5.1%
Q9-8. Efforts of City's utilities programs to promote environment & conservation	20.2%	37.9%	31.3%	6.8%	3.8%
Q9-9. Maintenance of City's storm water drains & culverts in your neighborhood	16.7%	38.9%	25.6%	11.2%	7.6%

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q10-1. Cleanup of trash & debris on residential property	6.7%	34.2%	21.5%	21.0%	10.9%	5.7%
Q10-2. Cleanup of trash & debris on commercial property	5.4%	31.6%	27.8%	19.5%	7.4%	8.2%
Q10-3. Mowing & trimming of residential property	7.1%	36.3%	22.8%	21.2%	9.5%	3.0%
Q10-4. Mowing & trimming of commercial property	7.0%	37.7%	30.6%	13.8%	5.7%	5.3%
Q10-5. Maintenance of residential buildings in your neighborhood	8.0%	37.8%	26.6%	14.4%	8.8%	4.4%
Q10-6. Maintenance of commercial buildings in your neighborhood	6.1%	35.4%	32.8%	10.6%	5.6%	9.5%
Q10-7. Maintenance of rental buildings in your neighborhood	4.2%	27.4%	28.3%	15.7%	12.0%	12.4%
Q10-8. Food safety standards at restaurants in City	11.5%	45.5%	26.0%	6.5%	3.0%	7.4%

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10-1. Cleanup of trash & debris on residential property	7.1%	36.3%	22.8%	22.3%	11.6%
Q10-2. Cleanup of trash & debris on commercial property	5.9%	34.4%	30.3%	21.3%	8.1%
Q10-3. Mowing & trimming of residential property	7.3%	37.4%	23.6%	21.8%	9.8%
Q10-4. Mowing & trimming of commercial property	7.3%	39.8%	32.3%	14.5%	6.1%
Q10-5. Maintenance of residential buildings in your neighborhood	8.4%	39.6%	27.8%	15.0%	9.2%
Q10-6. Maintenance of commercial buildings in your neighborhood	6.7%	39.1%	36.3%	11.7%	6.2%
Q10-7. Maintenance of rental buildings in your neighborhood	4.8%	31.3%	32.3%	18.0%	13.6%
Q10-8. Food safety standards at restaurants in City	12.4%	49.2%	28.1%	7.0%	3.3%

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11-1. Maintenance of City parks	15.1%	49.9%	18.0%	7.1%	1.8%	8.0%
Q11-2. Number of City parks	15.1%	45.4%	19.7%	9.4%	2.1%	8.3%
Q11-3. Number of walking & biking trails	12.7%	36.6%	20.9%	14.7%	4.2%	10.9%
Q11-4. Recreation programs	9.4%	30.3%	28.7%	10.1%	3.2%	18.3%
Q11-5. Ease of registering for recreation programs	8.5%	25.7%	28.4%	7.0%	3.0%	27.4%

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11-1. Maintenance of City parks	16.4%	54.3%	19.6%	7.7%	2.0%
Q11-2. Number of City parks	16.5%	49.5%	21.5%	10.2%	2.3%
Q11-3. Number of walking & biking trails	14.3%	41.1%	23.4%	16.5%	4.8%
Q11-4. Recreation programs	11.5%	37.0%	35.2%	12.4%	3.9%
Q11-5. Ease of registering for recreation programs	11.7%	35.4%	39.2%	9.6%	4.2%

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q12-1. Availability of information about City programs & services	10.1%	34.5%	25.1%	16.5%	4.1%	9.7%
Q12-2. City efforts to keep you informed about local issues	9.4%	29.0%	25.9%	20.7%	6.7%	8.3%

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12-1. Availability of information about City programs & services	11.2%	38.2%	27.8%	18.3%	4.5%
Q12-2. City efforts to keep you informed about local issues	10.2%	31.7%	28.2%	22.6%	7.3%

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13-1. Maintenance of major City streets	11.6%	46.9%	20.9%	15.1%	3.8%	1.7%
Q13-2. Maintenance of streets in residential areas	8.5%	38.1%	25.0%	21.0%	5.9%	1.5%
Q13-3. Maintenance of street signs	14.4%	52.0%	23.4%	6.1%	2.1%	2.0%
Q13-4. Maintenance of traffic signals	14.7%	52.2%	23.0%	6.5%	1.4%	2.3%
Q13-5. Maintenance & preservation of Independence Square	24.4%	48.0%	16.2%	4.2%	2.1%	5.1%
Q13-6. Maintenance of City buildings, like City Hall	20.7%	50.1%	19.7%	2.4%	0.9%	6.2%
Q13-7. Snow removal on major City streets	15.6%	50.5%	17.9%	8.9%	3.9%	3.2%
Q13-8. Snow removal on streets in residential areas	8.0%	32.4%	19.7%	23.0%	14.2%	2.7%
Q13-9. Mowing & trimming along streets & other public areas	8.6%	38.4%	23.6%	18.2%	8.6%	2.6%
Q13-10. Availability of City's Drop-Off Depot program to dispose of yard waste, appliances & trash	13.9%	26.5%	22.1%	19.1%	6.2%	12.3%
Q13-11. Adequate number & placement of City's street lights	13.2%	46.7%	25.1%	9.2%	3.6%	2.1%
Q13-12. Availability of City's two recycling centers (35th Street, Vista Avenue)	14.5%	34.9%	25.4%	10.0%	3.6%	11.5%
Q13-13. Adequacy of household waste recycling programs	11.5%	28.7%	27.5%	14.8%	4.5%	12.9%

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=661)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13-1. Maintenance of major City streets	11.8%	47.7%	21.2%	15.4%	3.8%
Q13-2. Maintenance of streets in residential areas	8.6%	38.7%	25.3%	21.4%	6.0%
Q13-3. Maintenance of street signs	14.7%	53.1%	23.9%	6.2%	2.2%
Q13-4. Maintenance of traffic signals	15.0%	53.4%	23.5%	6.7%	1.4%
Q13-5. Maintenance & preservation of Independence Square	25.7%	50.6%	17.1%	4.5%	2.2%
Q13-6. Maintenance of City buildings, like City Hall	22.1%	53.4%	21.0%	2.6%	1.0%
Q13-7. Snow removal on major City streets	16.1%	52.2%	18.4%	9.2%	4.1%
Q13-8. Snow removal on streets in residential areas	8.2%	33.3%	20.2%	23.6%	14.6%
Q13-9. Mowing & trimming along streets & other public areas	8.9%	39.4%	24.2%	18.6%	8.9%
Q13-10. Availability of City's Drop-Off Depot program to dispose of yard waste, appliances & trash	15.9%	30.2%	25.2%	21.7%	7.1%
Q13-11. Adequate number & placement of City's street lights	13.4%	47.8%	25.7%	9.4%	3.7%
Q13-12. Availability of City's two recycling centers (35th Street, Vista Avenue)	16.4%	39.5%	28.7%	11.3%	4.1%
Q13-13. Adequacy of household waste recycling programs	13.2%	33.0%	31.6%	17.0%	5.2%

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=661)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q14-1. It is important to preserve City's historic sites	62.6%	29.3%	6.2%	0.5%	0.3%	1.1%
Q14-2. City effectively promotes its heritage sites	35.1%	41.8%	14.4%	4.4%	1.8%	2.6%
Q14-3. It is important to preserve City's historic neighborhoods	53.0%	34.6%	9.7%	1.2%	0.3%	1.2%
Q14-4. It is important to maintain historic character of The Square	59.5%	28.9%	8.2%	1.7%	0.3%	1.5%

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=661)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q14-1. It is important to preserve City's historic sites	63.3%	29.7%	6.3%	0.5%	0.3%
Q14-2. City effectively promotes its heritage sites	36.0%	42.9%	14.8%	4.5%	1.9%
Q14-3. It is important to preserve City's historic neighborhoods	53.6%	35.1%	9.8%	1.2%	0.3%
Q14-4. It is important to maintain historic character of The Square	60.4%	29.3%	8.3%	1.7%	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 City's historic sites within last two years?	Number	Percent
Yes	447	67.6 %
No	176	26.6 %
Don't know	38	5.7 %
Total	661	100.0 %

WITHOUT DON'T KNOW

Q15. Have you visited at least one of the City's historic sites within the last two years? (without "don't know")

Q15. Have you visited at least one of City's historic sites within last two years?	Number	Percent
Yes	447	71.7 %
No	176	28.3 %
Total	623	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=661)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q16-1. As a place to live	20.4%	48.6%	13.9%	11.0%	5.4%	0.6%
Q16-2. As a place to raise children	18.8%	38.4%	16.0%	15.3%	7.4%	4.1%
Q16-3. As a place to work	13.3%	36.2%	25.1%	11.6%	5.4%	8.3%
Q16-4. As a place to visit	22.2%	41.9%	18.3%	11.3%	4.2%	2.0%

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=661)

	Excellent	Good	Neutral	Below Average	Poor
Q16-1. As a place to live	20.5%	48.9%	14.0%	11.1%	5.5%
Q16-2. As a place to raise children	19.6%	40.1%	16.7%	15.9%	7.7%
Q16-3. As a place to work	14.5%	39.4%	27.4%	12.7%	5.9%
Q16-4. As a place to visit	22.7%	42.7%	18.7%	11.6%	4.3%

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=661)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q17-1. My neighborhood needs to be improved	21.5%	32.2%	25.4%	16.9%	2.6%	1.4%
Q17-2. Housing in my neighborhood is well maintained	11.0%	39.8%	23.4%	17.9%	6.1%	1.8%
Q17-3. I am optimistic about future of my neighborhood	12.7%	36.5%	25.1%	16.6%	7.0%	2.1%
Q17-4. I expect value of my home to increase during next five years	11.5%	28.7%	25.7%	18.8%	10.4%	4.8%
Q17-5. I am concerned about potential crime problems in my neighborhood	23.6%	33.4%	23.0%	14.2%	3.8%	2.0%
Q17-6. I am satisfied with convenient access to grocery & drug stores	32.5%	45.5%	11.8%	6.7%	2.0%	1.5%

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 "don't know")

(N=661)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q17-1. My neighborhood needs to be improved	21.8%	32.7%	25.8%	17.2%	2.6%
Q17-2. Housing in my neighborhood is well maintained	11.2%	40.5%	23.9%	18.2%	6.2%
Q17-3. I am optimistic about future of my neighborhood	13.0%	37.2%	25.7%	17.0%	7.1%
Q17-4. I expect value of my home to increase during next five years	12.1%	30.2%	27.0%	19.7%	11.0%
Q17-5. I am concerned about potential crime problems in my neighborhood	24.1%	34.1%	23.5%	14.5%	3.9%
Q17-6. I am satisfied with convenient access to grocery & drug stores	33.0%	46.2%	12.0%	6.8%	2.0%

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=661)

	Very important	Important	Neutral	Unimportant	Very unimportant	Don't know
Q18-1. Sense of community	25.3%	41.5%	22.8%	6.1%	1.1%	3.3%
Q18-2. Employment opportunities in Independence	21.3%	31.9%	28.6%	9.1%	3.6%	5.4%
Q18-3. Diversity of housing choice	14.8%	39.5%	30.4%	8.0%	3.5%	3.8%
Q18-4. Affordability of housing	34.0%	44.9%	15.0%	2.4%	1.5%	2.1%
Q18-5. Access to a variety of shopping & entertainment options	29.3%	47.8%	15.3%	4.7%	1.2%	1.7%
Q18-6. Availability of parks & recreation opportunities	28.4%	40.4%	23.1%	4.1%	0.9%	3.0%
Q18-7. Near family or friends	31.5%	36.5%	23.8%	3.9%	2.3%	2.1%

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=661)

	Very important	Important	Neutral	Unimportant	Very unimportant
Q18-1. Sense of community	26.1%	42.9%	23.6%	6.3%	1.1%
Q18-2. Employment opportunities in Independence	22.6%	33.8%	30.2%	9.6%	3.8%
Q18-3. Diversity of housing choice	15.4%	41.0%	31.6%	8.3%	3.6%
Q18-4. Affordability of housing	34.8%	45.9%	15.3%	2.5%	1.5%
Q18-5. Access to a variety of shopping & entertainment options	29.8%	48.6%	15.5%	4.8%	1.2%
Q18-6. Availability of parks & recreation opportunities	29.3%	41.7%	23.9%	4.2%	0.9%
Q18-7. Near family or friends	32.1%	37.2%	24.3%	4.0%	2.3%

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

Q19. 1st choice	Number	Percent
Sense of community	108	16.3 %
Employment opportunities in Independence	68	10.3 %
Diversity of housing choice	21	3.2 %
Affordability of housing	168	25.4 %
Access to a variety of shopping & entertainment options	51	7.7 %
Availability of parks & recreation opportunities	14	2.1 %
Near family or friends	163	24.7 %
None chosen	68	10.3 %
Total	661	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. 2nd choice	Number	Percent
Sense of community	79	12.0 %
Employment opportunities in Independence	73	11.0 %
Diversity of housing choice	33	5.0 %
Affordability of housing	139	21.0 %
Access to a variety of shopping & entertainment options	116	17.5 %
Availability of parks & recreation opportunities	58	8.8 %
Near family or friends	77	11.6 %
None chosen	86	13.0 %
Total	661	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. 3rd choice	Number	Percent
Sense of community	87	13.2 %
Employment opportunities in Independence	52	7.9 %
Diversity of housing choice	39	5.9 %
Affordability of housing	82	12.4 %
Access to a variety of shopping & entertainment options	126	19.1 %
Availability of parks & recreation opportunities	70	10.6 %
Near family or friends	92	13.9 %
None chosen	113	17.1 %
Total	661	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? (top 3)

Q19. Sum of top 3 choices	Number	Percent
Sense of community	274	41.5 %
Employment opportunities in Independence	193	29.2 %
Diversity of housing choice	93	14.1 %
Affordability of housing	389	58.9 %
Access to a variety of shopping & entertainment options	293	44.3 %
Availability of parks & recreation opportunities	142	21.5 %
Near family or friends	332	50.2 %
None chosen	68	10.3 %
Total	1784	

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=661)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Don't know
Q20-1. Office development	5.6%	22.2%	38.4%	2.9%	1.4%	29.5%
Q20-2. Industrial development	8.0%	24.7%	36.3%	2.7%	1.1%	27.2%
Q20-3. Condominium & townhouse development designed to be owner-occupied	4.1%	17.4%	36.0%	8.0%	4.4%	30.1%
Q20-4. Multi-family residential development designed to be renter-occupied	3.0%	12.3%	31.6%	12.3%	8.6%	32.2%
Q20-5. Single-family residential development	6.5%	27.8%	40.5%	1.7%	1.1%	22.4%
Q20-6. Retail development	7.4%	21.2%	43.0%	5.7%	4.2%	18.5%

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=661)

	Much too slow	Too slow	Just right	Too fast	Much too fast
Q20-1. Office development	7.9%	31.5%	54.5%	4.1%	1.9%
Q20-2. Industrial development	11.0%	33.9%	49.9%	3.7%	1.5%
Q20-3. Condominium & townhouse development designed to be owner-occupied	5.8%	24.9%	51.5%	11.5%	6.3%
Q20-4. Multi-family residential development designed to be renter-occupied	4.5%	18.1%	46.7%	18.1%	12.7%
Q20-5. Single-family residential development	8.4%	35.9%	52.2%	2.1%	1.4%
Q20-6. Retail development	9.1%	26.0%	52.7%	7.1%	5.2%

Q21. Which THREE of these issues listed in Question 20 do you think should receive the HIGHEST PRIORITY in the City's long-range plan?

Q21. 1st choice	Number	Percent
Office development	57	8.6 %
Industrial development	99	15.0 %
Condominium & townhouse development designed to be owner-occupied	37	5.6 %
Multi-family residential development designed to be renter-occupied	61	9.2 %
Single-family residential development	175	26.5 %
Retail development	121	18.3 %
None chosen	111	16.8 %
Total	661	100.0 %

Q21. Which THREE of these issues listed in Question 20 do you think should receive the HIGHEST PRIORITY in the City's long-range plan?

Q21. 2nd choice	Number	Percent
Office development	79	12.0 %
Industrial development	82	12.4 %
Condominium & townhouse development designed to be owner-occupied	82	12.4 %
Multi-family residential development designed to be renter-occupied	53	8.0 %
Single-family residential development	113	17.1 %
Retail development	107	16.2 %
None chosen	145	21.9 %
Total	661	100.0 %

Q21. Which THREE of these issues listed in Question 20 do you think should receive the HIGHEST PRIORITY in the City's long-range plan?

Q21. 3rd choice	Number	Percent
Office development	82	12.4 %
Industrial development	83	12.6 %
Condominium & townhouse development designed to be owner-occupied	70	10.6 %
Multi-family residential development designed to be renter-occupied	47	7.1 %
Single-family residential development	91	13.8 %
Retail development	111	16.8 %
None chosen	177	26.8 %
Total	661	100.0 %

Q21. Which THREE of these issues listed in Question 20 do you think should receive the HIGHEST PRIORITY in the City's long-range plan? (top 3)

Q21. Sum of top 3 choices	Number	Percent
Office development	218	33.0 %
Industrial development	264	39.9 %
Condominium & townhouse development designed to be owner-occupied	189	28.6 %
Multi-family residential development designed to be renter-occupied	161	24.4 %
Single-family residential development	379	57.3 %
Retail development	339	51.3 %
None chosen	111	16.8 %
Total	1661	

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 Independence Events Center?	Number	Percent
Yes	380	57.5 %
No	275	41.6 %
Not provided	6	0.9 %
Total	661	100.0 %

WITHOUT NOT PROVIDED

Q22. In November 2009, the City opened the Independence Events Center. Have you attended an event at the facility? (without "not provided")

Q22. Have you attended an event at Independence Events Center?	Number	Percent
Yes	380	58.0 %
No	275	42.0 %
Total	655	100.0 %

Q22a. (If YES to Question 22) Which type event did you attend?

Q22a. Which type event did you attend?	Number	Percent
Sporting Event	305	80.3 %
Dinner/Luncheon	24	6.3 %
Concert	141	37.1 %
Ice Skating	85	22.4 %
Other	77	20.3 %
Total	632	

Q22a. Other

<u>Q22a. Other</u>	<u>Number</u>	<u>Percent</u>
Gun show	13	17.6 %
Graduation	13	17.6 %
Shrine Circus	2	2.7 %
CIRCUS	2	2.7 %
BBQ Event	2	2.7 %
Touch a truck	2	2.7 %
Gymnastics event	1	1.4 %
Crafts show	1	1.4 %
Dental	1	1.4 %
antique fire truck display	1	1.4 %
Event in parking lot	1	1.4 %
meeting	1	1.4 %
Easter church sermon	1	1.4 %
athletic competition	1	1.4 %
Church	1	1.4 %
Kids events	1	1.4 %
Medical Events	1	1.4 %
SELF DEFENSE CLASS	1	1.4 %
Firefest, Touch a Truck	1	1.4 %
Church svc (ESBC)	1	1.4 %
Business Expo	1	1.4 %
Birthday Party	1	1.4 %
DANCING	1	1.4 %
Roller skating, special school functions.	1	1.4 %
OUTSIDE EVENTS	1	1.4 %
Hockey	1	1.4 %
CHARITY	1	1.4 %
Circus, Cheer Competition	1	1.4 %
Convention Religion	1	1.4 %
Gun and knife show	1	1.4 %
Emergency Prep Event	1	1.4 %
Grand opening	1	1.4 %
EVENT DRILL	1	1.4 %
FIRE & ICE BBQ	1	1.4 %
BBQ CONTEST	1	1.4 %
CHARITY EVENTS	1	1.4 %
VISITED CENTER	1	1.4 %
FUND RAISER AND CHURCH EVENT	1	1.4 %
Wedding	1	1.4 %
Kid's event	1	1.4 %
Missouri Alumni Association Event	1	1.4 %
EXPO	1	1.4 %
SALES EVENT	1	1.4 %
momom event	1	1.4 %
graduation/truck show	1	1.4 %
COMPETITION	1	1.4 %
Total	74	100.0 %

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

<u>Q23. Have you done any during past year?</u>	<u>Number</u>	<u>Percent</u>
Called or written a City Council member	85	12.9 %
Attended a City Council meeting	60	9.1 %
Attended a neighborhood meeting	116	17.5 %
Read an article in the Examiner about City	371	56.1 %
Read an article in the Kansas City Star about City	337	51.0 %
Watched City's cable channel, City 7 (Channel 7 on Comcast)	156	23.6 %
Read City's newsletter, CityScene	448	67.8 %
Accessed City website (www.independencemo.org)	370	56.0 %
Accessed City's Facebook pages or Twitter feeds	137	20.7 %
Watched network television news about City	275	41.6 %
Registered to receive e-newsletters	22	3.3 %
Total	2377	

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

<u>Q23a. How many minutes did you watch City's cable television during past week?</u>	<u>Number</u>	<u>Percent</u>
None	50	32.1 %
1 to 14 minutes	48	30.8 %
15 to 29 minutes	24	15.4 %
30 minutes to 1 hour	14	9.0 %
More than 1 hour	16	10.3 %
Not provided	4	2.6 %
Total	156	100.0 %

WITHOUT NOT PROVIDED

Q23a. (If you watched City cable channel) During the past week, approximately how many minutes did you or other members of your household watch the City's cable television? (without "not provided")

<u>Q23a. How many minutes did you watch City's cable television during past week?</u>	<u>Number</u>	<u>Percent</u>
None	50	32.9 %
1 to 14 minutes	48	31.6 %
15 to 29 minutes	24	15.8 %
30 minutes to 1 hour	14	9.2 %
More than 1 hour	16	10.5 %
Total	152	100.0 %

Q23b. (If you watched City cable channel) When you watch Channel 7, what do you watch?

<u>Q23b. What do you watch?</u>	<u>Number</u>	<u>Percent</u>
Live City meeting	50	32.1 %
Pre-recorded City meeting	69	44.2 %
Programs from other agencies or governmental organizations	27	17.3 %
Bulletin board and/or listen to bulletin board music	55	35.3 %
Something that catches my eye while “channel surfing”	69	44.2 %
I do not have cable television	12	7.7 %
Total	282	

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

<u>Q24. How many people regularly live in your household?</u>	<u>Number</u>	<u>Percent</u>
1	115	17.6 %
2	266	40.8 %
3	101	15.5 %
4	107	16.4 %
5+	63	9.7 %
Total	652	100.0 %

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

	<u>Mean</u>	<u>Sum</u>
number	2.7	1740
Under age 5	0.2	132
Ages 5-9	0.2	112
Ages 10-14	0.1	97
Ages 15-19	0.2	103
Ages 20-24	0.1	73
Ages 25-34	0.3	226
Ages 35-44	0.3	216
Ages 45-54	0.4	245
Ages 55-64	0.4	259
Ages 65-74	0.3	185
Ages 75+	0.1	92

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

Q26. How many years have you lived in City of Independence?	Number	Percent
5 or less	100	15.2 %
6 to 10	81	12.3 %
11 to 15	78	11.9 %
16 to 20	50	7.6 %
21 to 30	99	15.0 %
31+	250	38.0 %
Total	658	100.0 %

Q27. Do you own or rent your current residence?

Q27. Do you own or rent your current residence?	Number	Percent
Own	507	76.7 %
Rent	151	22.8 %
Not provided	3	0.5 %
Total	661	100.0 %

WITHOUT NOT PROVIDED**Q27. Do you own or rent your current residence? (without "not provided")**

Q27. Do you own or rent your current residence?	Number	Percent
Own	507	77.1 %
Rent	151	22.9 %
Total	658	100.0 %

Q28. Is your home a:

Q28. What is your home	Number	Percent
Single-family home	573	86.7 %
Apartment	30	4.5 %
Duplex	24	3.6 %
Mobile home	6	0.9 %
Condo or townhome	17	2.6 %
Not provided	11	1.7 %
Total	661	100.0 %

WITHOUT NOT PROVIDED**Q28. Is your home a: (without "not provided")**

Q28. What is your home	Number	Percent
Single-family home	573	88.2 %
Apartment	30	4.6 %
Duplex	24	3.7 %
Mobile home	6	0.9 %
Condo or townhome	17	2.6 %
Total	650	100.0 %

Q29. What is your age?

Q29. Your age	Number	Percent
Under 25 years	123	18.6 %
25 to 34 years	121	18.3 %
35 to 44 years	126	19.1 %
45 to 54 years	134	20.3 %
55 to 64 years	101	15.3 %
65 to 74 years	52	7.9 %
Not provided	4	0.6 %
Total	661	100.0 %

WITHOUT NOT PROVIDED

Q29. What is your age? (without "not provided")

Q29. Your age	Number	Percent
Under 25 years	123	18.7 %
25 to 34 years	121	18.4 %
35 to 44 years	126	19.2 %
45 to 54 years	134	20.4 %
55 to 64 years	101	15.4 %
65 to 74 years	52	7.9 %
Total	657	100.0 %

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>
64050	47	11.2 %
64055	41	9.8 %
64108	15	3.6 %
64057	14	3.3 %
64052	14	3.3 %
64105	10	2.4 %
64120	10	2.4 %
64056	10	2.4 %
66211	9	2.1 %
64111	9	2.1 %
64068	8	1.9 %
64106	8	1.9 %
64014	7	1.7 %
64064	7	1.7 %
64133	7	1.7 %
64086	7	1.7 %
64116	7	1.7 %
64015	6	1.4 %
64131	6	1.4 %
66202	6	1.4 %
64129	6	1.4 %
64110	5	1.2 %
64127	5	1.2 %
64138	5	1.2 %
64114	5	1.2 %
64150	5	1.2 %
64132	4	1.0 %
66219	4	1.0 %
64029	4	1.0 %
64137	4	1.0 %
66106	4	1.0 %
66210	4	1.0 %
66061	4	1.0 %
64119	4	1.0 %
64130	4	1.0 %
64081	4	1.0 %
64054	3	0.7 %
64117	3	0.7 %
66212	3	0.7 %
64118	3	0.7 %
64161	3	0.7 %
64058	3	0.7 %
64112	3	0.7 %
64153	2	0.5 %
66103	2	0.5 %
66213	2	0.5 %
66111	2	0.5 %
66115	2	0.5 %
66203	2	0.5 %
64123	2	0.5 %
66223	2	0.5 %
64030	2	0.5 %
66215	2	0.5 %
64152	2	0.5 %
66102	2	0.5 %
66204	2	0.5 %
64198	2	0.5 %

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

Q30. In which zip code do you work? (cont.)	Number	Percent
64141	2	0.5 %
66208	2	0.5 %
64124	1	0.2 %
66026	1	0.2 %
64952	1	0.2 %
64020	1	0.2 %
75001	1	0.2 %
66214	1	0.2 %
80112	1	0.2 %
64012	1	0.2 %
64139	1	0.2 %
64126	1	0.2 %
66012	1	0.2 %
64640	1	0.2 %
65203	1	0.2 %
66101	1	0.2 %
66209	1	0.2 %
64151	1	0.2 %
64053	1	0.2 %
64013	1	0.2 %
64101	1	0.2 %
64134	1	0.2 %
66160	1	0.2 %
66105	1	0.2 %
64128	1	0.2 %
91387	1	0.2 %
66125	1	0.2 %
64041	1	0.2 %
64121	1	0.2 %
64109	1	0.2 %
64093	1	0.2 %
66048	1	0.2 %
64018	1	0.2 %
64038	1	0.2 %
66207	1	0.2 %
66104	1	0.2 %
46738	1	0.2 %
64063	1	0.2 %
64065	1	0.2 %
66062	1	0.2 %
66121	1	0.2 %
64044	1	0.2 %
64051	1	0.2 %
64113	1	0.2 %
64157	1	0.2 %
64083	1	0.2 %
64142	1	0.2 %
65101	1	0.2 %
65044	1	0.2 %
64089	1	0.2 %
Total	420	100.0 %

Q31. Would you say your total household income is:

<u>Q31. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	112	16.9 %
\$30K to \$59,999	234	35.4 %
\$60K to \$99,999	160	24.2 %
\$100K+	87	13.2 %
Not provided	68	10.3 %
Total	661	100.0 %

WITHOUT NOT PROVIDED**Q31. Would you say your total household income is: (without "not provided")**

<u>Q31. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	112	18.9 %
\$30K to \$59,999	234	39.5 %
\$60K to \$99,999	160	27.0 %
\$100K+	87	14.7 %
Total	593	100.0 %

Q32. Did you vote in the last City (General) Election in April 2016?

<u>Q32. Did you vote in last City (General) Election in April 2016?</u>	<u>Number</u>	<u>Percent</u>
Yes	437	66.1 %
No	211	31.9 %
Not provided	13	2.0 %
Total	661	100.0 %

WITHOUT NOT PROVIDED**Q32. Did you vote in the last City (General) Election in April 2016? (without "not provided")**

<u>Q32. Did you vote in last City (General) Election in April 2016?</u>	<u>Number</u>	<u>Percent</u>
Yes	437	67.4 %
No	211	32.6 %
Total	648	100.0 %

Q33. Your gender:

<u>Q33. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	318	48.1 %
Female	343	51.9 %
Total	661	100.0 %

Section 4:
Survey Instrument

City of Independence



111 East Maple Street • Independence, Missouri 64050
www.independencemo.org • 816-325-7030

Dear City of Independence Resident,

Congratulations on being randomly selected to participate in the 2016 Citizen Survey. Your input is extremely important. Results from the survey will determine the city's priorities over the coming months and years, and we need to know what is important to you.

As you provide your opinions on city services, please take the time to answer every question. This will ensure accuracy in the survey results and give the City Council and staff clear direction on addressing the most pressing needs of the residents.

Please return your completed survey in the enclosed postage paid envelope within the next week. Thank you for your time and attention to completing and returning the survey. If you have any questions, please feel free to call (816) 325-7170.

Sincerely,

A handwritten signature in black ink that reads "Eileen N. Weir".

Eileen N. Weir, Mayor

Year 2016 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 would like to complete the survey online, go to www.2016IndependenceSurvey.org. If you have questions, please call the City Manager's office at (816) 325-7170.

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
1. Police services	5	4	3	2	1	9
2. Fire services	5	4	3	2	1	9
3. City parks and recreation programs and facilities	5	4	3	2	1	9
4. Maintenance of City streets	5	4	3	2	1	9
5. City water & sanitary sewer utilities	5	4	3	2	1	9
6. City electric utilities	5	4	3	2	1	9
7. Enforcement of City codes and ordinances	5	4	3	2	1	9
8. Customer service received from City employees	5	4	3	2	1	9
9. Effectiveness of City communication with the public	5	4	3	2	1	9
10. City's storm water management system	5	4	3	2	1	9
11. City public health services	5	4	3	2	1	9
12. Overall flow of traffic and congestion management in the City	5	4	3	2	1	9
13. 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 numbers below using the numbers from the list in Question 1 above.]

1st _____ 2nd _____ 3rd _____

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
1. Overall value received for your City tax dollars and fees	5	4	3	2	1	9
2. Overall image of the City as a place to locate or expand business	5	4	3	2	1	9
3. Overall quality of life in the City	5	4	3	2	1	9
4. Type and quality of development west of Noland Road	5	4	3	2	1	9
5. Type and quality of development east of Noland Road	5	4	3	2	1	9
6. 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
1. Police efforts to reduce crime and disorder	5	4	3	2	1	9
2. Police presence in your neighborhood	5	4	3	2	1	9
3. Police presence in commercial areas	5	4	3	2	1	9
4. City's efforts to prevent crime	5	4	3	2	1	9
5. Enforcement of local traffic laws	5	4	3	2	1	9
6. How quickly police arrive at emergencies	5	4	3	2	1	9
7. Investigation of criminal offenses	5	4	3	2	1	9
8. Fire protection	5	4	3	2	1	9
9. How quickly fire personnel arrive at emergencies	5	4	3	2	1	9
10. City efforts to prevent fires	5	4	3	2	1	9
11. How quickly ambulance service personnel arrive at emergencies	5	4	3	2	1	9
12. Emergency medical services and transportation provided by the City's licensed ambulance provider (AMR)	5	4	3	2	1	9
13. 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? [Write in the numbers below using the numbers from the list in Question 4 above.]

1st ____ 2nd ____ 3rd ____

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
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood during the night	5	4	3	2	1	9
3. In commercial areas in Independence during the day	5	4	3	2	1	9
4. In commercial areas in Independence during the night	5	4	3	2	1	9
5. 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
1. The leadership provided by the City's elected officials	5	4	3	2	1	9
2. Access to elected and appointed City officials	5	4	3	2	1	9
3. Frequency with which City leaders seek out your views	5	4	3	2	1	9
4. 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.”

How Satisfied Are You With:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The taste of the tap water in your home	5	4	3	2	1	9
2. Water pressure in your home	5	4	3	2	1	9
3. Adequacy of the City's wastewater collection system	5	4	3	2	1	9
4. Overall reliability of electrical service	5	4	3	2	1	9
5. How quickly electrical outages are repaired	5	4	3	2	1	9
6. The value of your water & wastewater utility services	5	4	3	2	1	9
7. The value of your electric utility service	5	4	3	2	1	9
8. The efforts of the City's utilities programs to promote the environment and conservation	5	4	3	2	1	9
9. 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.”

How Satisfied Are You With:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The cleanup of trash and debris on residential property	5	4	3	2	1	9
2. The cleanup of trash and debris on commercial property	5	4	3	2	1	9
3. The mowing and trimming of residential property	5	4	3	2	1	9
4. The mowing and trimming of commercial property	5	4	3	2	1	9
5. The maintenance of residential buildings in your neighborhood	5	4	3	2	1	9
6. The maintenance of commercial buildings in your neighborhood	5	4	3	2	1	9
7. The maintenance of rental buildings in your neighborhood	5	4	3	2	1	9
8. 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.”

How Satisfied Are You With:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of City parks	5	4	3	2	1	9
2. Number of City parks	5	4	3	2	1	9
3. Number of walking & biking trails	5	4	3	2	1	9
4. Recreation programs	5	4	3	2	1	9
5. 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
1. The availability of information about City programs and services	5	4	3	2	1	9
2. 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
1. Maintenance of major City streets	5	4	3	2	1	9
2. Maintenance of streets in residential areas	5	4	3	2	1	9
3. Maintenance of street signs	5	4	3	2	1	9
4. Maintenance of traffic signals	5	4	3	2	1	9
5. Maintenance and preservation of Independence Square	5	4	3	2	1	9
6. Maintenance of City buildings, like City Hall	5	4	3	2	1	9
7. Snow removal on major City streets	5	4	3	2	1	9
8. Snow removal on streets in residential areas	5	4	3	2	1	9
9. Mowing and trimming along streets and other public areas	5	4	3	2	1	9
10. Availability of the City's Drop-Off Depot program to dispose of yard waste, appliances and trash	5	4	3	2	1	9
11. Adequate number and placement of the City's street lights	5	4	3	2	1	9
12. Availability of the City's two recycling centers (35 th Street, Vista Avenue)	5	4	3	2	1	9
13. 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
1. It is important to preserve the City's historic sites	5	4	3	2	1
2. The City effectively promotes its heritage sites	5	4	3	2	1
3. It is important to preserve the City's historic neighborhoods	5	4	3	2	1
4. 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
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. 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
1. My neighborhood needs to be improved	5	4	3	2	1
2. Housing in my neighborhood is well maintained	5	4	3	2	1
3. I am optimistic about the future of my neighborhood	5	4	3	2	1
4. I expect the value of my home to increase during the next five years	5	4	3	2	1
5. I am concerned about potential crime problems in my neighborhood	5	4	3	2	1
6. 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	Un-important	Very Unimportant	Don't Know
1. Sense of community	5	4	3	2	1	9
2. Employment opportunities in Independence	5	4	3	2	1	9
3. Diversity of housing choice	5	4	3	2	1	9
4. Affordability of housing	5	4	3	2	1	9
5. Access to a variety of shopping and entertainment options	5	4	3	2	1	9
6. Availability of parks & recreation opportunities	5	4	3	2	1	9
7. 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 numbers for your top 3 choices below using the numbers from the list in Question 18 above.]

1st ____ 2nd ____ 3rd ____

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
1. Office development	5	4	3	2	1	9
2. Industrial development	5	4	3	2	1	9
3. Condominium and townhouse development designed to be owner-occupied	5	4	3	2	1	9
4. Multi-family residential development designed to be renter-occupied	5	4	3	2	1	9
5. Single-family residential development	5	4	3	2	1	9
6. 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 numbers for your top choices below from the list in Question 20 above.]

1st _____ 2nd _____ 3rd _____

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

____ (1) Yes [Answer Q22-2.] ____ (2) No [Go to Q23.]

22-2. **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 Q23-2 and Q23-3.]
- ____ (07) Read the City’s newsletter, CityScene
- ____ (08) Accessed City website (www.independencemo.org)
- ____ (09) Accessed the City’s Facebook pages or Twitter feeds
- ____ (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 Q23-2 and Q23-3

23-2. 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

23-3. 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 2016?

_____ (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?

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

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 address information printed to the right will ONLY
be used to help identify needs in different areas of the City.
Thank you!.

Appendix A:
Benchmarking Analysis



Benchmarking Analysis

The City of Independence, Missouri

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) a national survey that was administered by ETC Institute during the Summer of 2015 to a random sample of residents in the U.S. in communities with a population of over 100,000, and (2) surveys that have been administered by ETC Institute in 30 communities in the Kansas City metro area between January 2012 and December 2015. Some of the Kansas and Missouri communities represented in this report include:

- Blue Springs, Missouri
- Bonner Springs, Kansas
- Coffeyville, Kansas
- Columbia, Missouri
- Edgerton, Kansas
- Gardner, Kansas
- Grandview, Missouri
- Harrisonville, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lawrence, Kansas
- Lee's Summit, Missouri
- Lenexa, Kansas
- Liberty, Kansas
- Merriam, Kansas
- Mission, Kansas
- North Kansas City, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Parkville, Missouri
- Platte City, Missouri
- Pleasant Hill, Missouri
- Raymore, Missouri
- Riverside, Missouri
- Roeland Park, Kansas
- Shawnee, Kansas
- Springfield, Missouri
- St. Joseph, Missouri
- Wyandotte County, Kansas

Interpreting the Charts

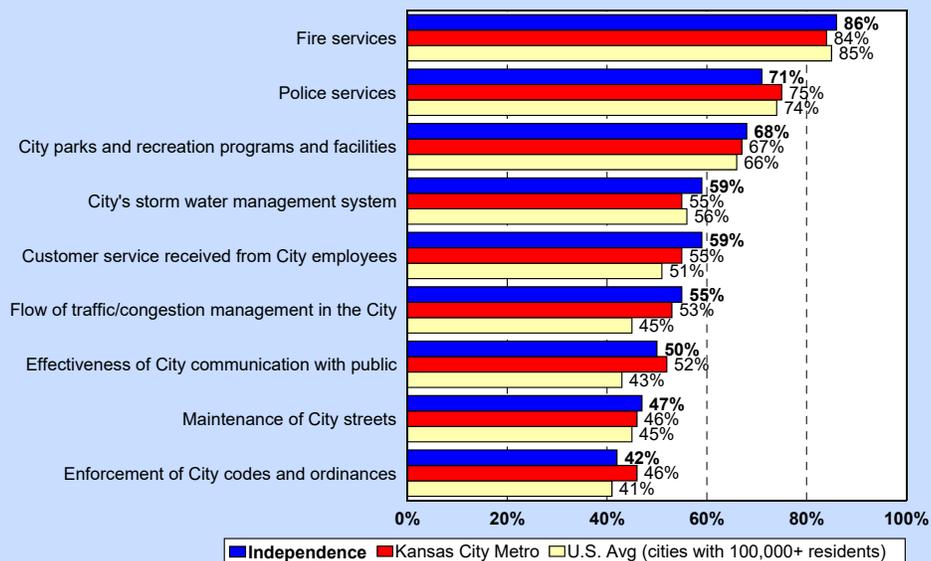
The charts on the following pages show how the overall results for Independence compare to the Kansas City metro area average and the national average. The blue bar shows the satisfaction ratings for Independence, the red bar shows the averages for communities in the Kansas City metro area, and the yellow bar shows the averages for residents from across the U.S. with a population of over 100,000.

National Benchmarks

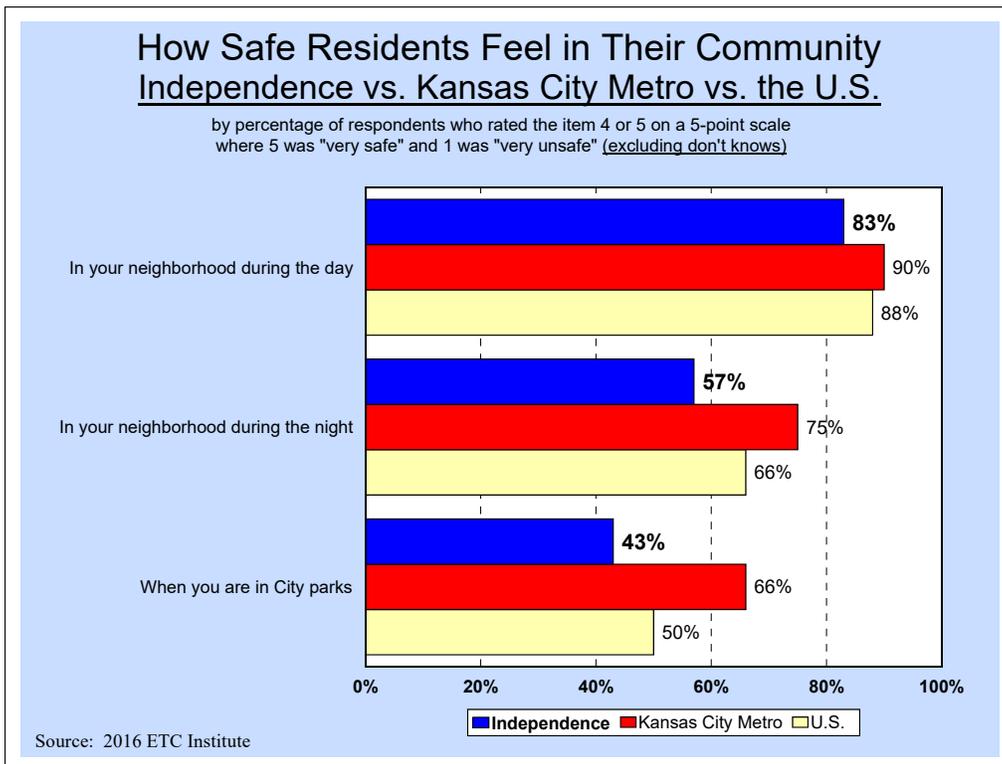
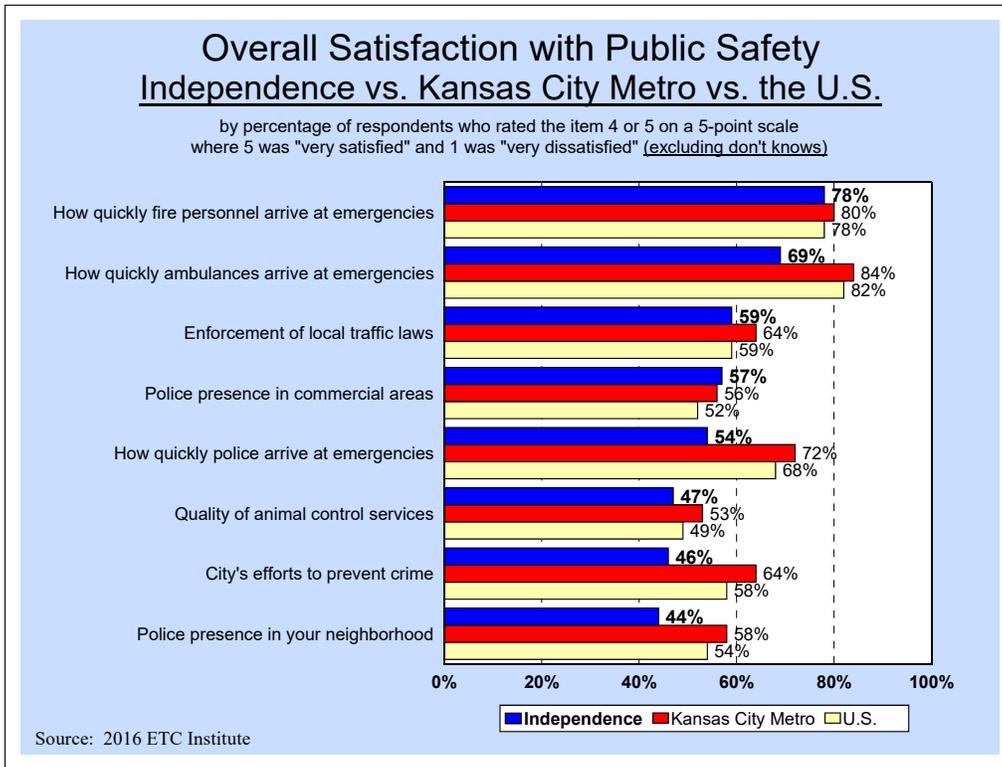
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Independence is not authorized without written consent from ETC Institute.

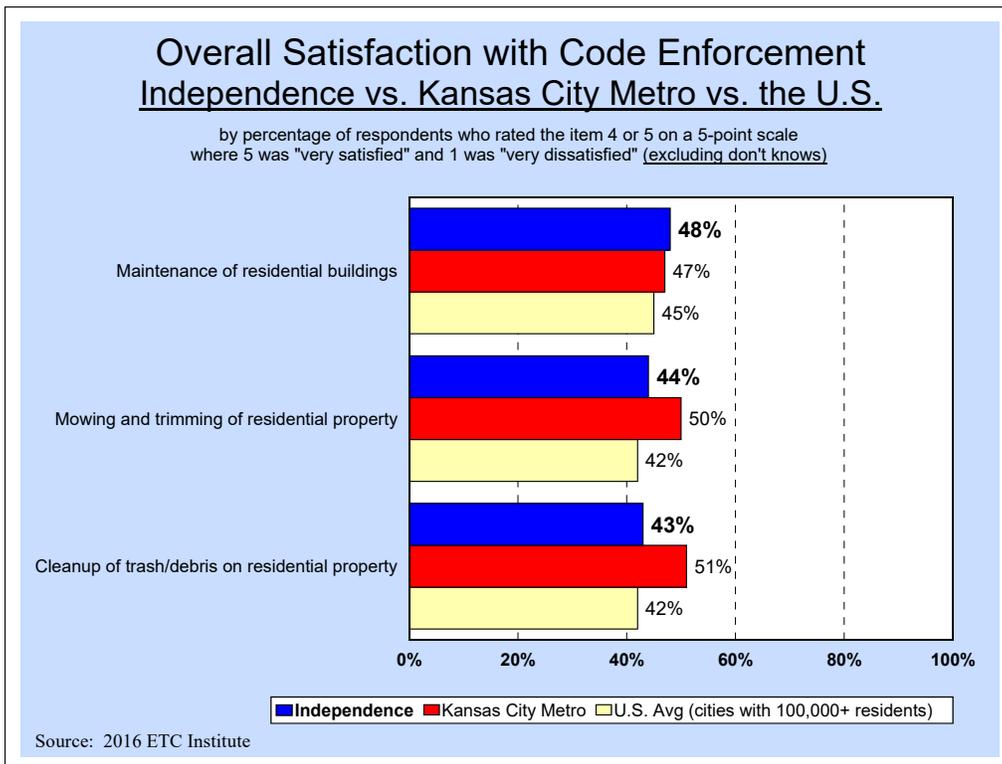
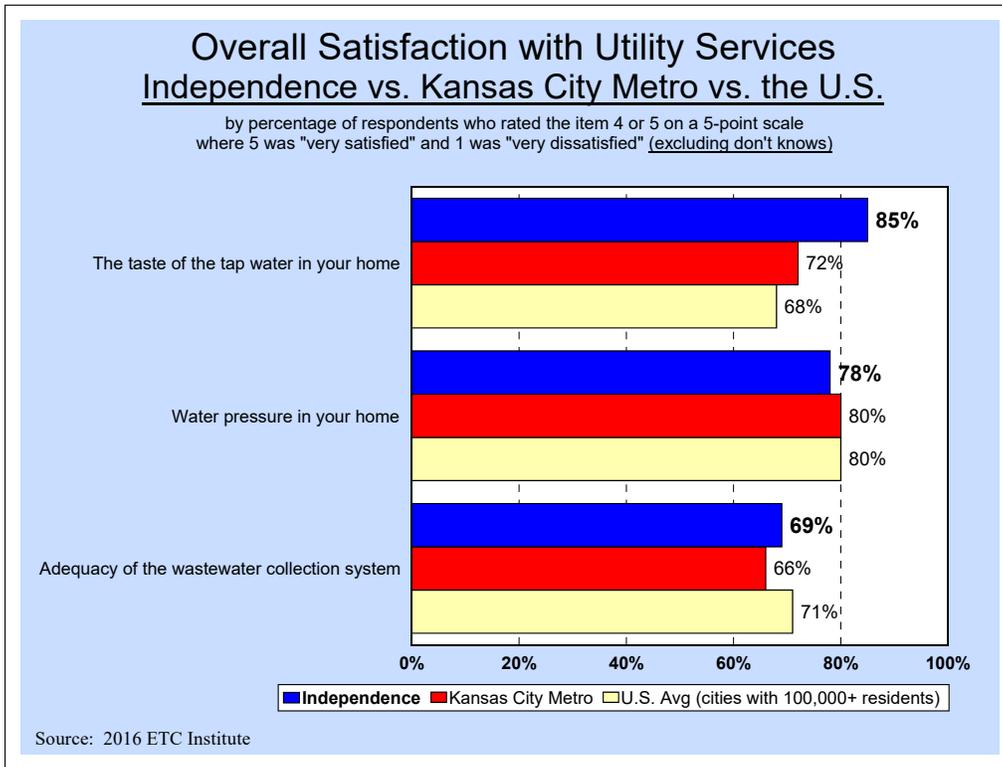
Overall Satisfaction with Major Categories of City Services Independence vs. Kansas City Metro vs. the U.S.

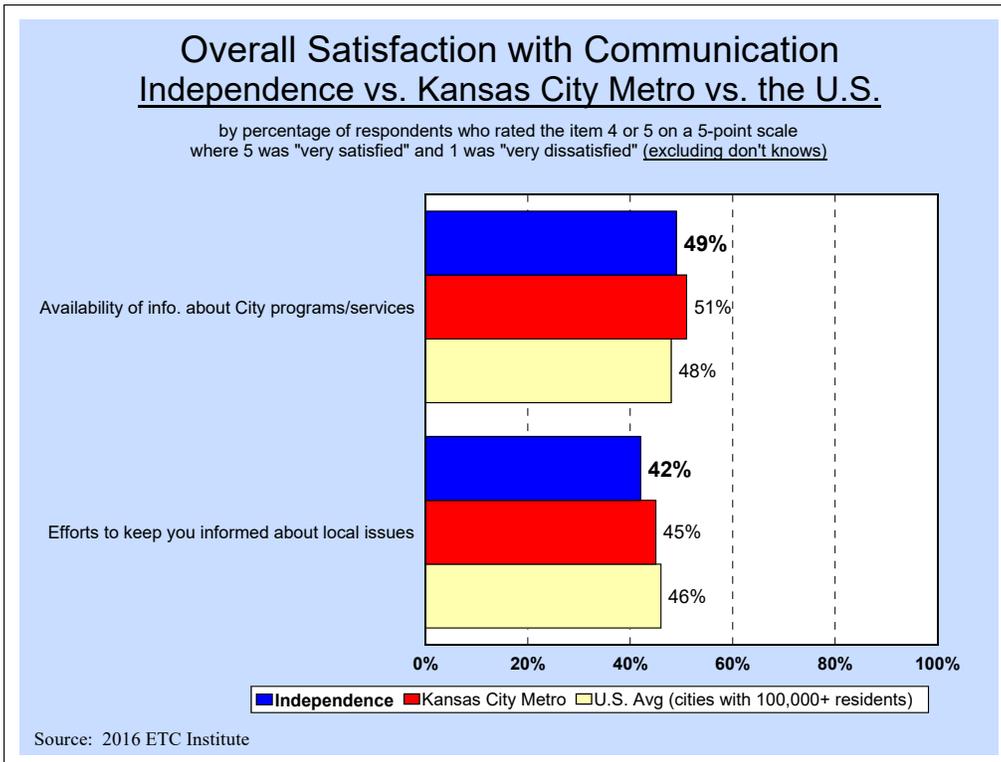
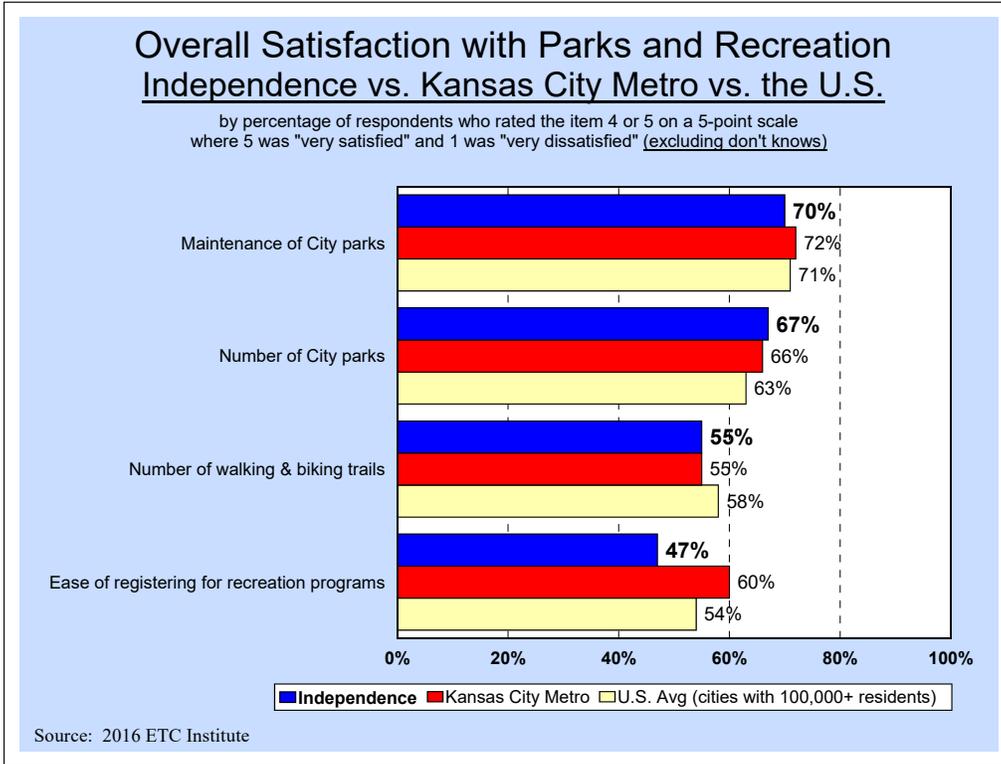
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

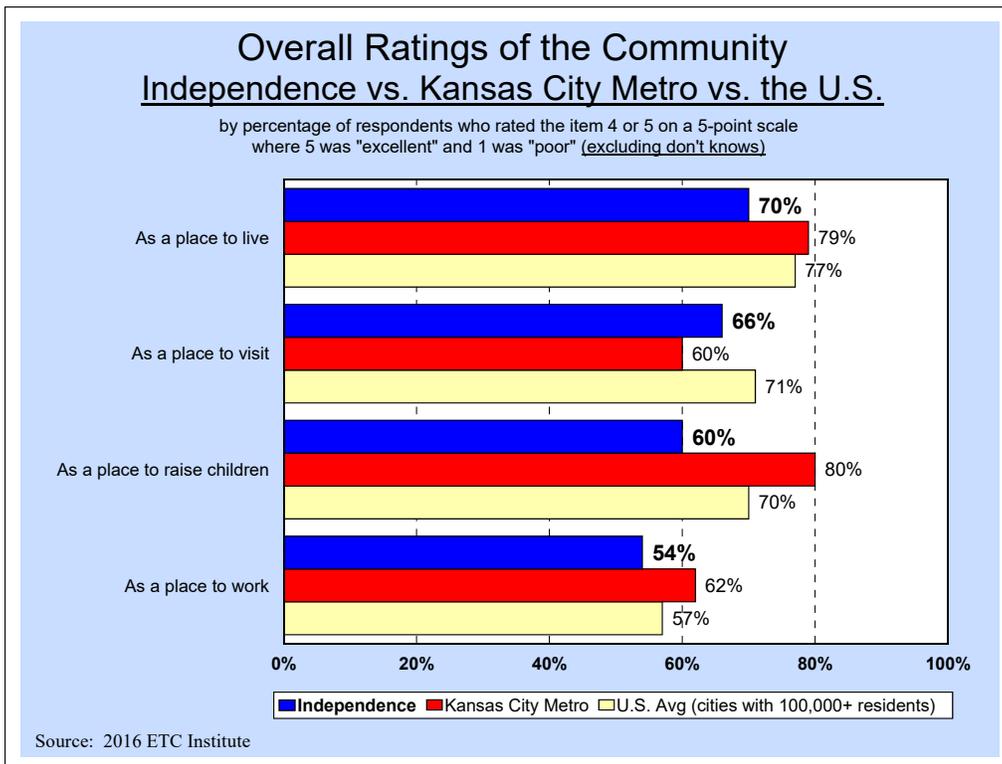
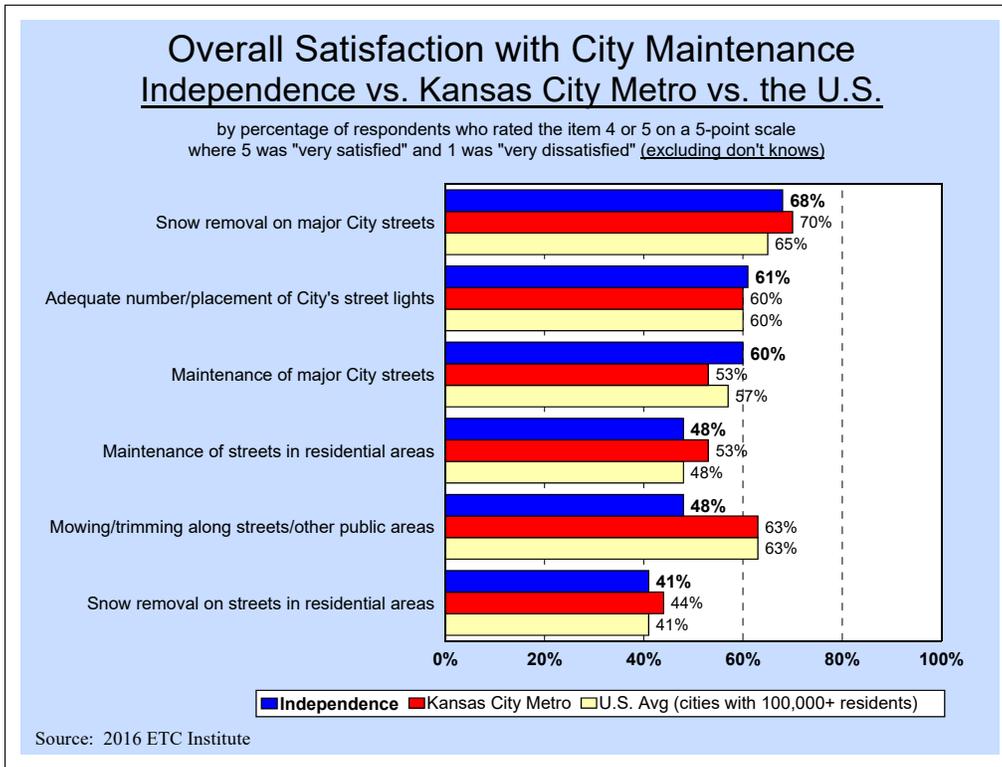


Source: 2016 ETC Institute









Appendix B:
Open-Ended Comments

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.

- A GLOW RIDER AT ADVENTURE OASIS LIKE THE ONE AT THE BAY.
- 1) Make the city web site more user friendly, easier to search, and easier navigate. A lot of info on the city's web site is outdated or impossible to find. Many links do not work. 2) More promotion of available services and programs (see below comments). 3) Provide discounts or incentives for city residents to go to attractions within the city limits (such as museums, landmarks, shows, etc.).
- 23rd and 435 floods when it rains. The snow is removed too slow.
- 24 HWY IMPROVEMENTS, GROCERY OPTION , TRAFFIC ON 291.
- 24 hwy was replaced and still not stripped and cones are still present .
- A NEW DISC GOLF COURSE WOULD BE GREAT.
- A new park or updating current ones, more community events for families.
- A YMCA. MAKE NEIGHBORHOODS AROUND RAILROAD TRACKS SAFER ADD FENCING.
- Abandoned buildings are dangerous and pointless. you have eminent domain. use it to get rid of some of these.
- For some reason, addresses all over this town are not visible if they are posted, and in more cases than countable, not posted at all. I'm not sure if there is a city ordinance about this or not, but it is extremely aggravating.
- Additional safety and health positions.
- Allow outsiders from the poorer community to be on the council.
- Animal control - cats and loose dogs.
- ASSURE RELIGIOUS LIBERTY OF CHRISTIANS.
- Better customer service training for all of Independence Public servants. These people work hard and I appreciate what they do for so little pay. Most do not know how to talk or interact with the public. Have you ever filed a police report? Have you ever interacted with the Animal Control people or the Codes enforcement and water dept? These are areas that won't talk much work and have a profound impact. I'm not saying they should be fake or insincere, nor should they have to take any guff from the general public. I'd like to see all these people just being more friendly and willing to work with people. These people are not appreciated as they should be, but they can still be professional.
- Better enforcement of drug laws.
- BETTER SNOW REMOVAL IN MY AREA.
- Bring back the periodic outdoor residential code inspection and neighborhood cleanup program.
- Bring in good paying union jobs!
- Broadcast PUAB meetings.
- BROKEN STREET PIPE THAT COMES THROUGH MY YARD.

- Build a community center like the Legacy Center in Lee's Summit.
- Butterfly/Bee garden on side of interstate 70 saves money in the long run and promotes endangered species.
- CITY CODES PEOPLE ARE RUDE AND NOT COOPERATIVE.
- City crime stoppers phone number posted in high crime areas.
- CITY WIDE RECYCLING.
- CLEAN THE STREETS AND SIDES OF ROADS.
- CLEAN UP ABANDONED PROPERTY.
- Clean up and bring new business to Fairmount Area.
- Clean up neighborhoods west of Noland. Better code enforcement.
- Clean up the area off work of 24 hwy and noland. There are too many houses that are run down and not taken care of properly. It looks trashy. Also, put more retail and eating places in this area.
- CLEAN UP THE CITY, MAKE IT LOOK NICE.
- Cleaning up parks of drug usage and homeless. More awareness on the break ins and car break ins in communities.
- Cleaning up trouble areas in the city area west of Truman Library.
- Cleanup the entire town, it's nasty. And get control of the utilities cost; it's a scam and people who work there are repulsive. Seriously.
- Code enforcement and overall growth in the Western part of Independence has really suffered the past 10-20 years as primary growth and expansion has focused solely on Eastern Independence. This has led to a dramatic increase in crime, theft and homeless transients in our area. I attribute these increases to a lack of attention to detail and enforcement of city codes. Our neighborhood, in the area of Truman Road and Cedar/Maywood to Winner Road, is a good neighborhood with several neighbors who report crime and code violations on a regular basis but we can only do so much. I give you an urgent message, crime is quickly spreading from Eastern KC into Western Independence and the city's adoption of a containment strategy to keep crime contained in our area is unacceptable. The area along Truman Road has improved but much work needs to be done, vacant buildings and businesses need to be torn down, not just around the Square but all along Truman Road. To be blunt, it looks like ****. The addition of sidewalks and better street lights are nice, but much work remains.
- COMMUNITY CENTER.
- COMMUNITY CENTER. MORE RECREATIONAL CLASSES IN THE EVENINGS.
- Condemn buildings that have been vacant ten plus years.
- Continuation of sidewalk repair, continuation of development of historic sites.
- CONTINUE DEVELOPING AROUND BASS PRO, GIVE ME A REASON TO GO TO WEST SIDE OF TOWN.
- CONTINUE INDUSTRIAL & COMMERCIAL DEVELOPMENT.
- CONTINUE TO IMPROVE INFRASTRUCTURE.
- Continue with road improvements. Older neighborhoods such as mine (rock wood) need sidewalks installed. There's no place to walk safely as many times there's not much shoulder space on main roads.
- CONTROL OVER GROWN WEEDS AT STOP SIGNS.
- COOL IS GOING AWAY, NOW WHAT?
- Craft mall, go carts tracks.

- CRIME HORRIBLE HERE AND POLICE TREAT VICTIMS LIKE CRIMINALS HERE, THEY ARE CONDENSENDING AND RUDE TO THE PUBLIC.
- CRIME WATCH. MORE ACTIVE. HOMELESS SHELTERS. GONE WALKING IN THE PARKS LATE AND FIND HOMELESS PREPARE TO SLEEP VERY UNSAFE.
- CURBSIDE RECYCLING PROGRAMS.
- Curbside recycling.
- Curbside recycling.
- Decrease electric rates and quit taking money from those funds.
- DEVELOPMENT OF 24 HWY AND NW INDEPENDENCE FAIRMOUNT AND MT WASHINGTON NEIGHBORHOODS AROUND VAN HORN.
- Development of more services/programs for those living in the far eastern part of independence
- Development of US 24 W of Noland Rd. and North.
- Development on the west side of Independence. We have few nicer restaurants to enjoy and have to go to the east side. Would like to see more improvements in police present as a preventative. Our neighborhood has a lot of drug activity. It took the drug house across the street from us to blow up to get rid of the activity. If the house wouldn't have blown up, they would still be there despite constant police calls for the past 15 years or more.
- DO BETTER WITH CODES ENFORCEMENT, MOWING, MAKING INDEPENDENCE LOOK NICE!!!
- DON'T ALLOW TENANTS TO LEAVE EMPTY RETAIL BUILDINGS.
- Drug enforcements in residential single home dwellings in neighborhoods, where MANY different cars come and go for SHORT periods of time.
- Drug sales and prostitution at 40 and Blue Ridge crappy motels. I see the effects every morning as I drive to work.
- End BSL in Independence.
- Enforce city ordinances!
- Enforce homeowners to keep up yards.
- ENFORCE RED LIGHT RUNNERS.
- ENFORCE THE CODES AND GET THE HOARDERS SOME MENTAL HEALTH HELP. WE ARE SICK OF THE NEIGHBORHOOD TRASH FARMERS.
- FILL EMPTY RETAIL AREAS, PROMOTE POSITIVE ASPECTS OF CITY.
- Fill the empty buildings.
- Filling in ditches along sides of streets in neighborhoods (Fair Street for example).
- FIX ROAD AT WINNER RD AND STERLING.
- Fix the creeks, prevent flooding.
- FIX THE CREEKS AND STOP WATER EROSION OF THE BANKS.
- FIX THE CURB THAT SUNK AT 4924 GRAND.
- Fix the incoming power grid for the homes on Antrim Lane 64050.
- Focus more on the area west of Noland. This used to be a vibrant community. I am living in the home my grandmother purchased as a single woman in 1938. I believe Englewood Shopping area could be a real boon if the city put some effort into attracting business to it.
- Focus on revamping the West and Southwest parts of the City as well as Noland Road south of 23rd Street.
- Food pantries, meals for homeless and low income.

- Fully manning both the Fire and Police Departments.
- General sprucing up of blighted neighborhoods, code compliance, incentives for people to take care of property.
- Get rid of the Pit Bull ban.
- GET RID OF/REMODEL ABANDONED HOUSES.
- GET SCHOOL BUSES OUT OF RUSH HOUR TRAFFIC.
- Get the YMCA back.
- Google Fiber, or the next best thing; Comcast customer service is not good.
- GOOGLE FIBER. COMCAST IS TOO EXPENSIVE.
- GOOD EDUCATION IS A THING OF THE PAST IN INDEP.
- Google Fiber.
- Google Fiber.
- HARD WATER OF CRACKERNECK DRAINAGE SYSTEM-UP STREAM FROM 25TH & VIKING.
- Have more control over the homeless people who are seen sleeping around the whole community. I would really like to see a place for these less fortunate citizens with one on one help to get them self-sufficient, off drugs, and re-connected to family member if possible. A big problem I see way too often. Makes me feel unsafe because these citizens are desperate for just the necessities to live, therefore will do whatever it takes to get it.
- Help homeowners repair their homes and rewire their houses. Lower fees for yard maintenance for the elderly. I have more ideas but not more time.
- HIRE MORE POLICE! RUN OUT DRUG USERS AND THIEVES.
- Holiday events.
- Homelessness in Independence - we have several at Hill Park, including a family with a child at the park over the summer.
- How about more culture, arts, dog parks.
- I 70 EXPANSION, IMPROVEMENTS TO EAST OF NOLAND ROAD.
- I grew up in independence my whole life but now I'm thinking about moving out. The neighborhoods are bad and the crime and drugs are everywhere. How can you guys save this once peaceful town?
- I have seen a couple of yards that have drainage/ plumbing that need to be fixed.
- I HOPE WE KEEP WORKING ON TRAINING, INITIATIVES FOR THE IPD. I SAT ON THE DAVIDSON JURY AND I KNOW WE CAN'T LABEL AN ENTIRE FORCE FOR THE ACTIONS OF ONE, BUT THERE SEEMS TO BE A RECORD BEING WRITING OF THE IPD AND IT DOESN'T SEEM HONORABLE.
- I moved out of my neighborhood simply because my home has been stolen from 5 times in less than a year. I live in an older neighborhood and no one is watching over them.
- I really believe that the City of Independence should work very hard to get Google Fiber to offer services to the residents of Independence, Mo. We have been left behind while surrounding cities have moved on to access faster and more reliable Internet service.
- I THINK IT WOULD BE PRUDENT FOR THE PD TO MAKE PUBLIC STATEMENT ABOUT HOW THEY PLAN TO WORK WITH THE COMMUNITY IN ORDER TO ENSURE MUTUAL TRUST.
- I think the city needs to readdress the smoking ban.

- I think the conventional belief is that affluent Midwest families (that provide a strong tax base and economic activity) live in areas with good schools. The marketing model to think about here is "customer centricity". I believe our local government should continue sponsorship, recognition, and facilitate development programs for the Independence public schools. This will continue to pay dividends over the next 25 years. The STEM program successes that create business and education partnerships build trust and alignment that provides both clear focus for educators, attractive opportunities to affluent families, and opportunities to develop for other aspiring students. The first initiative I would like to see is further engagement in the ISD academies program. I think the city departments and affiliated services might be able to offer students real world experiences that connect students to civics and communities that American history class can't. Working on infrastructure projects or city planning and budgeting activity and consensus building. Another thing I would like to see is Independence become a tenant for another large university or college. We need to find and attract an educational organization that is expanding (either private or a Missouri state school). This would bring the right young people to our community, local economic development in supporting the full campus experience, and housing for students and potentially hotels for families. Once this institution and associated community becomes strong it will help infuse entrepreneurial efforts.
- I think the entire metro area needs a form of mass transit like subway or streetcars. If you do not have a car, it is impossible to get around the area in a timely manner. Area wide mass transit would also help with tourism. If the city could add bike trails throughout the entire city it would be great. I also feel the north part of the city and eastern parts of the city seem to get neglected when it comes to development, transportation and parks and recs. There is more to the city than just around 39th street. What about 24 HWY?
- I think they need better and more bus service for people that don't drive. I think they need to put sidewalks in Independence. More parks.
- I WANT THE CITY TO BUILD A SPRAY PARK FOR KIDS AND A SKATE PARK ON MY SIDE OF INDEPENDENCE.
- I will leave that to you. Keep up the good work!
- I would like crime watch signs.
- I WOULD LIKE FOR THE CITY TO WORK ON BRINGING BUSINESS BACK TO THE CORE OF INDEP NOT JUST EAST INDEP.
- I would like to have a dirt trail I could ride my dual-sport motorcycle on.
- I would like to see maintained real restrooms (not outhouses) in all of the parks that are unlocked during the day (maybe from 9am-9pm).
- I would like to see more sidewalks on the residential neighborhoods. Many residential streets in the zip code 64052 don't have sidewalks and it hard for people to walk around and kids to play. I would like to see the city enforce residential maintenance for better image all around the city, not only on certain major streets. The city should consider updating and improving commercial streets with better locations. There are many old small buildings for example on 23rd street and 24 highway that could be improved for new business development and opportunities.
- I WOULD LIKE TO SEE RENOVATIONS TO SOME OF THE PARKS AND MORE FAMILY EVENTS AROUND TOWN.
- I would like to see something done for the homeless that seem to be increasing.
- I would like to see the commercial buildings to leave the trees and natural creeks, what little beauty is left is being killed for money.

- I would really like to see more sidewalks installed, it's very dangerous to walk in the street.
- I would truly like to have the historic sign back on Rock Creek off Westport Rd. for the Civil War battle.
- IMPROVE ACCESS TO AND TRANSPARENCY OF CITY PROGRAMS, GROUPS AND MANAGEMENT.
- Improve rental properties, set standards for landlords.
- Improve Santa Caligon. I hate to see the decline.
- Improve schools.
- Improve the schools & get their academic quality up to the standards of the neighboring districts, then I would consider staying in Independence when my daughter turns 5 & starts attending school. Also, the only businesses that need to move into the area are non-denominational child care facilities. There is a definite lack of child care available for people who live or work in Independence.
- INCREASED DEVELOPMENT AROUND SQUARE.
- Independence needs a sports bar! Like Tanners, Johnny's or something similar.
- Independence needs more walking and biking trails.
- INFRASTRUCTURE, STORM, CURBS, LIGHTING.
- Install curbs and drains and sidewalks north of square.
- INVESTING IN EDUCATION AND OVERALL PUBLIC HEALTH.
- It would be really nice if the city would fix the road that is washing away into the ditch on my street, 4 cars have got stuck in there now. It would be nice to have more sidewalks for all the foot traffic. I wish more meth houses were shut down. It would be nice to see tax dollars spent on the West side of Noland road. Seems like Independence forgot they own this part of the city.
- Just please consider some act in restricting/eliminating payday loan shops, restricting permits for cigarette and liquor stores. Doing whatever can be done to remove blight and all of the low income housing. In my 34 years I am seeing more loitering, more break-ins, and I do not believe it is law enforcement's fault. We have some of the best police officers in the country. We do however have a lot of dilapidated housing, rentals, apartment complexes. The safety of this city is worsening. For the first time in 34 years we are considering moving. I love this city-but it is breaking down.
- KEEP UP THE GOOD WORK FOR THE CITY.
- Keep parks clean and graffiti/teen drug using stopped, (thinking of woods behind Beckett Park and the park itself).
- Keep up the good work on Independence Square/more events on the square.
- Keep up the good work on streets, infrastructure and stay on it.
- Keep up the good work with renewable energy!
- Keep up the good work.
- Lay sewer pipe and sidewalks in residential areas without them.
- Level Hawthorn townhomes.
- Lifting the ban on restricted breeds of dogs.
- Light industry development in Little Blue Valley.
- Lower residential taxes.
- MAINTENANCE OF STREET AND PARK IS AWFUL.
- MAKE BETTER PAYING JOBS.

- MAKE OUR SCHOOLS SAFER. SCARED FOR MY CHILD TO ATTEND CHRISMAN, I WANT TO MOVE.
- MAKE THE POLICE DEPT A TRUE PRIORITY.
- Maybe more kid friendly places to keep them busy and out of trouble.
- Medium range projects to bring in senior care and long term projects for millennial, like walk-able neighborhoods and mixed developments with more emphasis in locally owned businesses.
- Mid Continental library is an important resource.
- More advertising for parks and rec programs for school age and toddlers to attend and Adults
- More bicycle accessible locations and nature or park areas to visit and relax around. City is lacking in non-motor vehicular accessibility and is downright dangerous to walk or ride through some areas even during broad daylight or good weather conditions. It would also be nice to have more camping grounds that don't cost the same as a motel to visit; ideally free as long as you clean after yourself.
- More bike trails off-road that are safe!
- More community events for single people middle aged.
- More community policing. Currently have a nuisance driver in my neighborhood. Have not reported it because nothing happened about a nuisance parking offense at a bus stop last year. Had to handle that situation myself. This situation is truly a nuisance.
- More cops on patrol.
- MORE DOG PARKS. MORE YOUTH ACTIVITIES.
- More family activities, parks, play places, walking trails, etc.
- More festivals! SCG and the Cherry Blossom Festival isn't enough!
- More parks and improve parks.
- More parks and some nature trails, better streets, more activities for children to get involved in outside.
- More parks and trails.
- More parks and walking/bike trails.
- More parks, walking trails and business in northern Independence.
- More parks.
- More patrols on my street please!
- More police needed for stronger presence in the community and to enforce traffic laws. Also would like more focus on traffic lights, we reach lots of red lights on City streets that aren't motion activated and will sit with no one around. Would also like to see more work with the state on the traffic lights. 23rd Street around 5 pm is awful and hard to cross north/south because it's so backed up for several lights.
- MORE POLICE PATROL WEST OF STERLING.
- More restaurants.
- More restaurants on the east side.
- MORE RUNNING PATHS.
- MORE SIDEWALKS FOR WALKERS, HOME RECYCLING BINS.
- MORE SIDEWALKS ON SIDE STREETS.
- More trails in established neighborhoods. Connectivity of sidewalks.
- More trees and landscape.
- More visibility of sister cities.

- MORE WALKING & BIKING TRAILS, VERY IMPORTANT, PUBLIC TRANSPORTATION FOR PEOPLE TO GO TO/FROM WORK ETC.
- More walking trails.
- MORE WELLNESS PROGRAMS FOR YOUNG FAMILIES, RECREATIONAL SPORTS. SWIMMING (CLOSED OUT YMCA-BOO), WALKING/BIKING PATHS.
- Move Santacaligon.
- Move the electric box so when it rains, the water does not come in my basement.
- Much less crime, safer place to reside. Renters abuse ordinances.
- My family moved away from Hardy Ave and it's an old neighborhood and it's ugly.
- My taxes are the same as the people that do not live in gated community. However, I do not get city services, such as snow plowing, street maintenance, street lights, police patrol. Either reduce my taxes to reflect this, or add these services to my neighborhood.
- Need a better community center - look to Lee's Summit or Blue Springs or Liberty! Sermon Center is sad!
- Need the police to do their job where streets have no parking signs up.
- Neighborhood code inspection following with a cleanup. It would be extremely helpful to have an avenue to haul off yard waste and household junk too. Not everyone has the resources to rent a truck or pay someone to haul debris away.
- No more landfill sites.
- None come to mind.
- Not so much a project, as not accepting less. Standards for development should be no less than other KC area communities. One should not see a discernible difference between development in Lee's Summit, Overland Park, and Independence, but just driving around those cities, you do.
- Other projects - is this a joke? Finish what's already been started.
- OVERTURNING THE BARBARIC BREED SPECIFIC LEGISLATION BANNING PITBULLS/BULLY BREED AND PROMOTE BEING A GOOD/RESPONSIBLE PET OWNER FOR ALL ANIMALS, HOLD BAD OWNERS ACCOUNTABLE.
- Placement of a UMB on 24 Highway.
- PLEASE ADDRESS THE SUSQUEHANNA AREA. WE DO NOT NEED MORE LIQUOR AND CIGARETTES STORES AND SAVE A LOTS IN THIS AREA.
- Please ask for more police training. They are too aggressive and seem to lack common sense to determine what's going on before becoming angry.
- PLEASE DO SOMETHING ABOUT VACANT BUILDINGS AND RUN DOWN NEIGHBORHOODS HOUSES.
- PLEASE KEEP PARK PROGRAMS GOING.
- Police substation in my area.
- Projects - In order to encourage and incent young families and new businesses to want to come to Independence, I think it would be helpful to see beautification and landscaping projects/improvements/attractive city signage along the I-70 corridor between Noland Road (maybe even starting at Blue Ridge) and Little Blue Parkway.
- Promote local businesses that have good names and promote the city's growth. For city commercial work and residential.
- PROMOTE MORE EMPLOYMENT.
- Pushing information out about the necessity of neighborhood watch programs.

- PUT GREATER EMPHASIS IN CLEANING UP AND GROWING AREAS WEST OF NOLAND RD.
- Put sidewalks in older residential area streets.
- QUIT DEVELOPING IN RESIDENTIAL AREAS.
- Quit ruining historic Independence with frivolous townhomes and low income housing. It WILL result in loss for Indep.
- Reaching out to small business owners, to help them grow and prosper.
- RECREATION CENTER.
- Re-evaluate the city street lighting system.
- Refresh.
- Regentrification of blighted areas around the square and west end. Keep criminals and homeless population under control Independence is looking more like KC and KC is fixing up.
- Rehabilitate dilapidated commercial areas.
- Remove pit bull band I have owned 3 pit bulls and they never hurt anyone my last one will be 12 in January and is getting sick I would like to have one more before I die. I don't like getting punished because of stupid dog owners I pay \$100.00 a year for the last 11 years to keep my dog. And I know of 5 pit bull owners within a block and a half of me. And there too young to be legal in Independence MO. So if you can't keep the law - get rid of the law and make all owners responsible for any dog they own.
- Repair crumbling medians - better street maintenance - enforce codes better.
- Repaving residential streets west of Noland.
- Repeal the pit bull ban, breeds are not bad, owners are. This is a deciding factor in whether our family chooses to remain in Independence long term. Had we known about the ban before we rented our home we would have chosen a different community to live in. This ban makes our community appear ignorant and biased.
- Residential sidewalk improvement. Investing in 35th & Noland neighborhoods.
- Residential storm sewers and curbing, we are the only street in the city without sewer - health risk (3511 S Crane St).
- Revamp abandoned buildings, use what's available instead of tearing things down.
- Re-vamp city working snow removal and street maintenance. Re-engineer stop lights and speed limits on 24 Hwy and also 291.
- Revamping stores on Truman Rd. east of the square.
- Right turn lane at Fairview Drive & 24 Highway.
- Set lights to help the traffic flow better.
- SIDEWALKS ;)
- SIDEWALKS AND LIGHTING.
- Sidewalks and pedestrian crossing at south side and Noland.
- Sidewalks in my neighborhood are awful! Can't even use because my stumbling 1 & 2 year old fall down every 20 feet due to cracks and uneven pathways. Street is also dangerous due to obscurity of the road.
- Sidewalks in residential areas will definitely enhance the community and increase value of properties as well provide sense of great neighborhoods. More lighting in communities will provide sense of safety.
- SPEED BUMPS ON RESIDENTIAL STREETS.
- Stop hiring racist power hungry police officers.

- Storm drains for west of Noland and north of Truman.
- STORM DRAINS NEED WORK, BACK U PS INTO SEWER..
- Stronger code enforcement, city wide!
- SUPPORT POLICE AND LOCAL BUSINESS.
- SWIMMING AND EXERCISE FOR DISABLED RESIDENTS,REMOVE BREED SPECIFIC DOG LAWS IT IS UNFAIR TO DISCRIMINATE ,SIDEWALKS AND PLAYGROUNDS FOR PETS AND CHILDREN TO USE STREETS ARE UNSAFE FOR KIDS TO PLAY IN NOW.CURBS AND SIDEWALKS NEEDED.
- Taco Bueno.
- Take advantage of the Silicon Prairie movement in the Midwest and compete with Overland Park and Downtown for those jobs and residents. I have worked in IT for almost 20 years, and I have NEVER had an IT job located in Independence, but I have worked in KCK, Downtown, Overland Park, Lenexa, and North KC on more than one occasion. Now I work for an IT company located in Dallas. Independence has a few lessons it could learn for how Dallas attracts business. It's growth is unprecedented. While I don't want Independence to lose its small town appeal we could use the kind of infusion of income and talent being lost to cities like Dallas and the surrounding Greater Kansas City area.
- The City of Independence is way ridiculous about the electric and water bill!!! It is outrageous!!!
- The city really needs to remove snow in alley ways. If it snows a lot, I can't get out of my driveway and down the alley. All you have to do is hook a blade to a city pickup. It's very upsetting.
- The Independence Bus Service needs to run later and have more routes to access the whole Independence area. 6:00 pm is not late enough and many people could work later if the bus ran until 9:00 pm.
- The storm drain in front of 10813 E 19th Ter. South was installed incorrectly. You can see that the storm drain is not up to the street and there has been some water standing and not properly draining. By the way the storm drain was installed I don't think anyone one came out and supervised this project. This storm drain was replaced due to the ground being washed out and by the flooding that it was causing. It floods now only with extreme rain fall but it is a matter of time before the ground is washed away again. This should be looked at soon.
- There are, but I cannot think of them right now. We are very pleased with access to city parks and recreation and historic places to visit.
- This city need sidewalks, crime rates are climbing, hear police sirens all day and night. Watch crime stories on the news regularly.
- To update places on 24 Highway, it looks like the ghetto.
- TOO KEEP AN EYE OPEN RE SENIOR POPULATION.
- Too many people walking around 40 hwy & blue ridge blvd. area. Tear down Budget Inn on 40 Hwy. Make Maywood Golf Course a park. Could put several soccer fields there.
- TRY TO KEEP THE DOPE OUT AND PEOPLE THAT DON'T CARE ABOUT ANYTHING.
- Try to stop slum lord rentals, who take advantage of people.
- Dedicate more resources to crack down on drugs.
- Try to train employees of zoning, codes, and electrical to be helpful and not rude and careless. Education and caring about citizens would seem to be important.
- TURN FAIRMOUNT INTO A MORE INDUSTRIALIZED SECTION OF KC AND INDEP
- Very concerned about AMR turnover and experience issues. We should heed unions' concerns.

- Vote in rebates for solar panels and LED lighting.
- WALKING FRIENDLY CITY.
- Water fluoridation.
- We have had our family yearly get together at Mill Creek Park for over 45 years. The rent for the pavilion is \$75 on the website and indicates electric and water and when we get there with a family member on oxygen and find out there is NO electric or water. We now moved our picnic to Blue Springs Park for \$25 with electric and water. Where does my tax dollars go that are for Parks & Rec?
- WE HAVE NO POLICE OR CODES ENFORCEMENT IN FAR EAST INDEP. PEOPLE ALWAYS DUMPING TRASH AND STRAY DOGS AND CATS OUT HERE.
- We need a Mimi's Cafe!
- We need a rec center, swimming, basketball, gym track, work out area.
- We need development in the Harmony Valley in Eastern Independence.
- We need more industry in independence!
- We need more police officers.
- We need street lights and sidewalks in the west side neighborhoods off Blue Ridge. There are many families moving into this area and we need safe places for our families to walk. Highway 40 needs redevelopment. The area is just short of blighted with the empty buildings, vacant lots & neglect of a historical home.
- We need to make a project to better the image of Independence. When we first moved here and told people we bought a house in Independence we were questioned why and told we live in the "ghetto." Our house is in a very nice area on the outside of town, so I'm not sure why we have an Independence address. Reputations can kill a city.
- We need to stay on top of the rental properties, that's were the drug houses are. They are not kept up and take away the value of our homes. We need to bring more food business back to noland road. We've lost everything to little blue and we don't even get the tax money. Lee's Summit has all these areas that are popping up and we still have dead zones for business, Kmart on 24 and 291, Noland Rd south of 23rd, Gordman's / Toys R US center on 40 Highway. Prime spots and no activity. We need more police in each car so they don't have to send as many cars to each response. It's a wasted resource to send 4 to 5 cars just to get enough back up.
- We really need retail and industrial development east of Noland Rd. There is plenty of space east of 291 Hwy for retail and industrial growth. We need this growth to expand the tax base, as well as for employment opportunities.
- We really need to clean up the homeless issue around 24 Highway.
- WHAT IS GOING TO BE DONE WITH THE VACANT THRIFTWAY BUILDING ON CRYSLER?
- When patching roads, follow up to make sure the patch job is safe and even to drive or ride a bike on.
- Widen and upgrade 39th Street west of Chrysler.
- Wind and solar development for city electrical service.
- WORK ON CONTROLLING THE STREETS WHERE THE HOMELESS POPULATION LIVES. ESPECIALLY ON 24 HWY.
- WORK ON GROWING 39TH & LITTLE BLUE PKWY AREA.
- Work on the East side, the Prairie Landing Area, the last ISD area to develop for more students for the school district.

- WOULD BE NICE TO RECEIVE THINGS IN THE MAIL TO BE INVOLVED IN THE COMMUNITY.
- YES A SAUNA FOR THE SERMON CENTER FOR BOTH MALE & FEMALE LOCKER ROOMS.
- YES MAKE PEOPLE CLEAN UP THEIR YARDS.
- YES, GET THE POLICE TO ACTUALLY TRY TO CATCH CRIMINALS.
- You all are doing a good job! Keep fighting the good fight. Keep emphasizing the "citizenship" in being a citizen. Being part of a community is NOT just being a taxpayer (boo-hoo). For example, I don't have kids but am very glad to support the schools.
- You should NEVER be put on hold when calling 911. I am moving out of Independence for this exact reason. The police don't care and are not helpful - the only thing they did for me was send a \$50 bill for false alarms from my alarm system last year -- the funny part was they never even came to my house for one of those! Independence is great, but the IPD is a joke.

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.

- I have become jobless for the last 2 years due to being unable to be around groups of people and without low cost or free medical care to help I have tried to go to places like parks to slowly overcome my problems. I find a lack of suitable locations that don't charge for simply visiting. I do not have health insurance nor income so help options are limited greatly.
- #27 I grew up in Independence, recently moved back home after 25 yrs. #1-7 trash containers, I have only 1 while others in neighborhood have several. I got a letter stating I cannot park mine outside of my garage. Stupid ordinance. I moved mine inside, others did not, this ordinance needs to go away if not going to enforce. Need cable option, Google Fiber would be a great option
- Need Comcast in ALL areas of the city, east of Highway 7. (2) Enforce traffic laws for bicyclists on roadways.
- The west side of Independence looks rundown and poor. 2. Buildings (retail) and strip malls need to be used instead of putting up new buildings.
- A little more police presence at local parks. I do not feel safe taking my children there by myself.
- A lot of these questions I don't know because I don't get out much due to health.
- An open meeting to talk with my city leader, and know who they are and their plans for the problems in my neighborhood.
- ACCESS TO TRAILS, FITNESS OPTION, BUS SERVICE CLOSE TO I-70 AND LEE'S SUMMIT RD.
- AN EMERGENCY FUND FOR ELECTRIC SERVICES DURING THE TIMES OF A HARDSHIP. MY ELECTRIC BILL SEEMS TO JUMP IN COST EACH MONTH?
- As communities grow, people look to buy homes where the aesthetics of the community show up to date and clean neighborhoods and streets, homes, etc. Enforce city codes.
- At this residential location, many of our day to day needs and activities, shopping, educational, recreational, are more readily available in Blue Springs than in Independence.
- BETTER MAINTENANCE ON I-70 GRASS AREAS BEHIND OUR HOUSE. TREES OUT OF CONTROL ALSO.

- Bicycle, walking traffic is heavy and unsafe on 39th street.
- BIGGEST PROBLEM IS THE TRASH ON THE SIDE OF ROADS, ON THE SIDEWALKS AND IN THE GRASS.
- CHANGE THE CHARTER TO REDIRECT THE MULTIMILLION DOLLAR IPL TO REAL PRIORITIES (POLICE AND FIRE).
- City 7 is underused. We should spend money to create videos of our historic sites, neighborhood events (e.g. Strawberry Festival), and promote positive events and (public service announcements, Citizen's Academy, fire safety, emergency response tips).
- CITY CODE PEOPLE DISCRIMINATE AGAINST BLACKS AND PEOPLE OF COLOR. THEY TEND TO PARK ON SOME PEOPLE REPEATEDLY.
- City codes and enforcements are mostly trying to control and tax us. In our neighborhood we have an excessive amount of rabbits and squirrels. I don't drive for medical reasons, so I don't know how driving conditions are.
- City Council, keep up the good work. God bless all of you.
- CITY IS TURNING INTO A TURD, RENT SEEMS TO GO UP \$100 EVERY 6 MONTHS, JOBS PAY SO LOW AND NEARLY IMPOSSIBLE TO FIND FULL TIME WORK TO AFFORD TO LIVE HERE. I'M STARTING TO REALLY HATE THIS TOWN, ITS GETTING HARDER TO SURVIVE. THIS TOWN MAKES ME WANT TO GIVE UP, I SEE NO FUTURE FOR MY FAMILY HERE ONLY SUFFERING & STRUGGLES. I WANT BETTER FOR MY FAMILY. PLEASE GOD HELP US!
- CITY NEEDS TO POLICE THEIR OWN POLICE DEPT, COPS ARE POWER HUNGRY, OUT OF CONTROL HERE. I AM WHITE THIS GOES DEEPER, MY FAMILY WILL BE MOVING SHORTLY BECAUSE INDEP IS SO DRUG INFESTED, CRIME IN MY BETTER NEIGHBORHOOD IS INCREASING AND THE SCHOOLS ARE REALLY GOING DOWN HILL, MAYOR AND COUNCIL NEED TO BE REPLACED.
- CITY NOT KEEPING UP WITH UNMOWED LAWNS.
- CITY OFFICERS/STAFF GENERALLY UNFRIENDLY. CITY HAS NEGATIVE REPUTATION. WAS REAR ENDED AND POLICE WOULD NOT RESPOND. CAUSED PROBLEMS AS OTHER DRIVER WOULD NOT TAKE RESPONSIBILITY.
- City pool not open long enough during the season. Unhappy with new townhome construction on the square! Need more public outreach for social issues - needy/homeless.
- CLEAN UP VACANT HO USES, TOO MUCH JUNK OUT IN YARDS.
- Cleanup on residential property on the northwest part of the city.
- Code enforcement needs more funding and attention.
- CONCERNING THE IMAGE OF THE CITY AS A PLACE TO BUILD BUSINESS DRIVE DOWN 24 HWY AND LOOK AT ALL THE ABANDONED BUSINESS, ITS DEPRESSING
- control spending on school dist, reduce city property ownership.
- COST OF ELECTRICITY IN INDEPENDENCE IS RIDICULOUS. I HAVE NEVER IN 4 YEARS I'VE OWNED MY HOME HAS IT EVEN BEEN \$700.00,BUT NEVER FROM CITY OF INDEPENDENCE WANTS TO HELP ME.
- COULD YOU STOP DEVELOPERS BUILDING SO MANY APARTMENTS AND RENTAL HOUSING? IT ATTRACTS SOME BAD PEOPLE TO WHAT WOULD OTHERWISE BE A GOOD NEIGHBORHOOD.
- Create a couple nice dog parks with seating for adults and walking trails while pets are playing and have water areas for dogs. Lee's Summit has a nice one.

- Crime in 64052 steadily getting worse.
- Develop more industrial options on land near Lake City.
- DISABLE OR YELLOW FLASH THE STOP LIGHTS AT WASHINGTON ST AND 40 HWY. IT IS NOT NECESSARY WITH THE CLOSING OF MOST OF THE LOCAL BUSINESSES.
- Don't allow people to park cars-trucks-etc. on sidewalks. No parking in yards! Fine people that throw trash out of their cars! I hope I see some improvement!
- Don't need any more retail space, use what's already here. We have way too much space empty, don't need to build anymore.
- DON'T PUT A CHARGE ON RENTAL PROPERTY.
- EAST INDEP IS BETTER THAN ANOTHER CAR LOT, MEXICAN, CHINESE REST, SMOKE SHOP OR DOLLAR STORE. WHERE ARE THE POPULAR SIT DOWN RESTAURANTS, WHERE IS THE QUALITY SHOPPING. WHY DOES 24 HWY LOOK LIKE YOU ARE IN THE INNER CITY?
- Economic development in my area. Too many empty buildings along 24 highway.
- Enforce code on parking in yards, not letting grass get too high, keep trash cleared along streets (23rd).
- FIX OUR CORRUPTED POLICE. NEW STORM DRAINS ON LIBERTY NOT 24 HWY.
- Fix the incoming power grid for the homes on Antrim Lane and beyond in the northern area. Power loss occurs several times a year even if for a few minutes damages expensive electronics, computers, DVR's freezers food, etc.
- FIX TRAFFIC ON I-70 AND 291 AND 23RD AND 291.
- For YEARS I have been contacting police departments to curb speeding in our area. We live one block from Fairmount Elementary and the park. We have a special needs child who does not have safety awareness. The speed limit is 25 mph and they can reach up to 50 mph. PLEASE focus on RESIDENTIAL speeding!! I've lived here six years and no one comes out to help.
- GET RID OF SLUM LORDS, CLEAN UP TROUBLE CRIME AREAS. TEAR DOWN OLD UNUSED BLDG. LIMIT SECTION 8 HOUSING. DIVERSITY IS GREAT BUT WE NEED A COMMUNITY THAT WORKS AND TAKES PRIDE IN BETTERING THEMSELVES
- Good job on the sidewalk for wheelchair in front of my house.
- HAD TO CALL POLICE ABOUT METH HEADS NEXT DOOR MANY TIMES. POLICE TOLD ME TO LEARN TO GET ALONG WITH THEM. THIS WAS ABOUT 5 YRS AGO, THEY MADE IT CLEAN THEY DO NOT PROTECT BROWN SINGLE WOMEN AND THEIR CHILDREN. VERY DISSATISFIED!! I CALLED OVER 20 TIMES IN 4 YRS BUT ONLY 1 POLICE REPORT IF EVER.
- Have city officials tried to keep Commerce Bank on the Square area? The city center needs more than one bank.
- Have the Mayor realize that there are neighborhoods out east.
- Have your police force spend less time harassing and arresting people for non-violent marijuana related offenses, there is several times a week where there are police just sitting trying to get people for speeding along Truman Rd, do they have nothing better to do? Perhaps solve a violent crime.
- HIGH SCHOOL SPORTS BACK AT EVENTS CENTER, DO NOT CHARGE FOR PARKING
- HOMEOWNER AND RENTERS NEED TO KEEP THEIR HOUSING MAINTAINED.
- Horrible schools, horrible inner city.

- HOW WE CAN REDUCE COST OF ELECTRIC BILL, SOLAR PANELS, WE ADD WHERE TO FIND THEM, HOW MUCH? HOW MUCH IT WILL REDUCE, BATTERY BACK UP STORES ENERGY, COST HIKE IS COMING, WE ARE BEHIND THE TIMES.
- Hwy 291 needs speed control enforcement EVERY day. Fifty MPH speed signs are not just a suggestion!
- I am West of Noland off Truman road, and while things have gotten a bit better over the last year or so, it is still a very blighted neighborhood.
- I appreciate the city dump. Have used it several times. I think the older parts of the city need grocery stores and development. I think Independence is a friendly city and a nice place to live!
- I attended the June meeting at Santa Fe Park. The response to the list of concerns has been slow and some are still open. I feel the neighborhood meeting was a waste of my time. There are issues that remain open. I will think twice before attending another neighborhood meeting. Very disappointing.
- I believe the police do a good job. I'm thankful to them. They deserve praise. Also fire department and ambulance.
- I COULD WRITE A SHORT NOVEL WITH MY THOUGHTS REGARDING INDEPENDENCE, I'LL SPARE YOU.
- I feel our police do a good job with the resources they are given, but I do not feel safe in this city at night. I will not go out by myself at night. I also am alarmed at the number of daytime crimes that I am hearing about. Our city seems like a stopping ground for criminals, even if they are not from here. I would like to see more police presence.
- I feel that the city has put too much money, time and focus on the "39th Street Corridor" as it used to be called. I think it would be good for all to re-focus some of that effort on parts of town that NEED new and/or relocated business.
- I have all the respect for the Independence Police Department (IDP). However, I would consider speed enforcement a lower priority than crime investigation. In the four years I have lived in my current residence there have been a number of crimes the police refuse to even investigate, telling the victim to fill out a report if they want too. Basically saying the crime is not worthy of the attention of the IDP. Perpetrators of such crimes know full well they will not be pursued or discovered and thus become bolder in their crimes. Public safety should be of paramount importance to the city yet the citizenry are left to their own devices when it comes to dealing with petty theft and larceny, which will lead to an escalation when a citizen encounters a petty thief. It is my opinion that the excuse of not investigating car theft, larceny and other petty crime leads to the reason why the IDP has so little time to conduct investigations at this level. Ignore such crimes leads to more crime. Protection should not be just a motto. How is not investigating these crimes protecting and serving?
- I have been through numerous radar traps in recent years, but when I called 911 following a traffic accident I was told that Independence police don't come out to take a police report.
- I have contacted the city to find out numerous times when this block would be budgeted for storm sewers, sewers and curbing, this whole block is septic. Behind us and in front of us they are on city sewer - this is the only side not on city sewer - 3511 South Crane Street.
- I have grown up in West Independence and I would love to see improvements. We had a president from here and I think everything should look decent on the way to the Square. Also, need to put a stop to the drug houses.

- I HAVE RENTAL PROPERTY AND THE CITY WANTS TO CHARGE MORE ON LICENSE AND THEY WANT TO INSPECT PROPERTIES AND MAKE OWNERS DO IMPROVEMENTS. LEAVE THE LITTLE GUY ALONE AND STOP TRYING TO PUT US OUT OF BUSINESS.
- I know many small business owners that are ran out of the city because of the constant fining or charging of fees. That needs to be addressed quickly.
- I love my city and I want to be part of the solution of making Independence a true community. I believe for this to happen, we must invest in the revitalization of neighborhoods and shed the public image currently associated with Independence. The maintenance of commercial property both filled and vacant must be addressed. And please make SantaCaliGon a true desirable event again.
- I love what the city has done with the square, I would love to see the same amount of care taken in the 40 hwy - 23rd street areas.
- I personally think that when the city went to the newest upgrade of street lighting, while it might have saved the city money, it severely decreased the illumination of city neighborhoods at night.
- I THINK A CENTRALIZE TRASH SERVICE SHOULD BE CONSIDERED WITH ONE SERVICE. TRASH TRUCK WOULD COME DOWN YOUR STREET ONCE PER WEEK. THESE TRUCKS ARE EXTREMELY HEAVY AND DO DAMAGE TO OUR ROADS (\$ TO REPAIR). IT DOESN'T HELP THE ROADS WHEN THESE TRUCKS COME 3X WEEK. NEED BETTER GROOMING OF MEDIANS LIKE LITTLE BLUE/I-70 & 40 & 29 HWY,]. NEED BETTE MAINTENANCE AND TRASH PICK UP AT MEDIANS 40.291 ALONG 291 HWY I-70-23RD ST AND LITTLE BLUE PKWY.
- I think Eileen Weir is the best mayor we have ever had .She has done so many projects and improvements.
- I think we have a beautiful city. Always room for improvement. Kids are our future. The more they are involved the better. I would like to see Van Horn get some improvements so the kids can feel a sense of pride in their school. Such as new field and bleachers, etc. So it feels like home. I think they would like a "home" game at their own school. The kids that have pride and work hard deserve that.
- I use the track at Hill Park a lot. I was disappointed in the upkeep of the grass this year. I also think trimming up the brush on the hill behind the skate park would help cut back on concerns.
- I wish the city would enforce the residential code violations. There are so many "eye-sores" on major roads that out of town people drive by and cause them to have a negative idea of Independence.
- I would like for the city to focus on the school district as well. The turnover rate for teachers has been very high for several years and I would like the city to investigate this.
- I WOULD LIKE THE CITY TO WORK WITH THE SCHOOL DIST TO GROW TAX BASE, TOO MANY OF OUR TAX DOLLARS ARE GOING TO BLUE SPRINGS SCHOOL DIST
- I would like to see a movie theater move by Cimarron Apts.
- I would like to see more encouragement for family owned restaurants for more unique food choices. Some good ones have left due to the length of time it takes to get a liquor license.
- I would like to see the city limit the use of 4th of July fireworks to public places (maybe certain designated areas that will be cleaned up afterwards) & not allow them in residential areas. It creates too much smoke for people with allergies & asthma to be outside or even open their

windows. Not to mention all of the leftover trash found in the middle of the street, in the ditches & on sidewalks.

- I WOULD LOVE TO SEE THE STORM MAIN IN BACKYARD REPAIRED. REPORTED IT TO WATER POLLUTION CONTROL 1 1/2- 2 YRS AGO
- Improve the public transportation. Orange/Yellow route should be separated. Buses should run longer hours and buses should be added up and down 24 Hwy, Truman. More on 39th between Sterling and Independence Center also to Bass Pro Shop. Metro should take over completely.
- IMPROVEMENTS ON 24 HWY FROM 435 TO NOLAND, AREA IS VERY RUN DOWN, OLD, TRASH AND EMBARASSING. I FEEL WE HAVE A GOOD POLICE FORCE. OUR MIDDLE SCHOOLS COULD BE IMPROVED.
- INDEP IS A GOOD CITY BUT HAS A BAD REP, METH CITY, IS WHAT I HEAR A LOT BUT I HAVE NEVER SEEN IT.
- Independence is a meth nest and it's nasty and white trash. I am ashamed to say I live there, no joke.
- Independence is a nice place to live in the newer areas. I work downtown KC and the main thing I hear from people is they haven't been to Independence because they hear it's a drug town. Most people who do visit are impressed that it's not what they thought. We need to get rid of the bad stigma, and encourage new people/businesses to the city. We need to crack down on drugs and work to restore bad areas of the town. Also enforce residential and commercial property management. A well maintained property can really change perception.
- Independence needs to clean up its image. I'm tired of hearing about us being the meth capital of the world. Our schools are questionable in regard to the quality of our teachers and the education offered. On the other hand the progress on the square is wonderful. Most nights I'm there or diving through I see clean decent people outside walking to and from restaurants or playing Pokémon. The school facilities look neat and clean, and Truman now having a working football field are all good and promising things. We do need more of a sense of community. Santa CaliGon has become a bit of a joke and needs to be rethought. I appreciate being asked my opinion. Keep up the good work!
- Independence needs to be cleaned up thoroughly. It should look more like Blue Springs or Liberty.
- Independence really doesn't have a sense of community. A lot of homeowners I know feel like the city leaves us on our own to deal with issues, and lots of attitude when we try to get help.
- Investing in sidewalks and curbs could make out aging neighborhoods look 30 years younger. Please work to disband the highly ineffective Independence Square Tax Benefit District, They are undermining progress on the Square!
- IS THERE A LAW ABOUT PLACING PRIVACY FENCES THE WRONG SIDE FACING THE OWNERS SIDE? MY NEIGHBOR HAS THE WRONG SIDE FACING US.
- IT SEEMS THE POLICE ARE MORE CONCERNED WITH KEEPING THEIR JOBS THAN DOING THEIR JOBS. TOO BAD PEOPLE HAVE ALLOWED THAT TO HAPPEN.
- It should be a mandatory requirement for city employees to include Fire and police personnel to live in the city of Independence. Consider a new ordinance grandfathering current employees but requiring new employees to reside in the city. This forces employees to have more skin in the game and care about their city as much as our residents. Thank you.
- It would be nice to have some "diners" like UP DOS but the breakfast, there aren't many places to eat breakfast on Sunday mornings before church.

- I've lived in my home 30 years. We have not had any improvements to our neighborhood north of Noland and US 24. We are in a flood plain, we do not have curbs or decent sidewalks. Snow removal is terrible on North Lynn St.
- Just some things that if not improved we may consider leaving as well as other friends and family members.
- #1 Blight. I was so happy to see that old motel near 24 hwy and Salisbury area torn down as well as the motel at Noland and 40 hwy, but there are so many homes and apartments that seem to bring in crime. It is also important to consider what is replacing these places- hopefully not another strip mall or bunch of small retail gone overnight business. I am so grateful for the McClain's and the work they have put into the square. I do not know them personally, but thanks to them we have a beautiful square.
- #2 Safety. I don't feel safe in our parks or many of the neighborhoods during the day time. There would be no for-seen benefit in adding more parks if our current parks are full of dirty needles and questionable adults hanging out. My husband has done maintenance on the parks and he has found needles, and other unmentionable items. It feels like this mentality is spreading in our city.
- #3 The Personal property and property taxes. They are considerably high for what this city does not have. The schools are unsafe (I have a sister who recently graduated-and it is nothing like it was 15 years ago), the blight is terrible, and that awful water park costs the city residents too much money each year. We can't keep giving people things because it is proven they will not take care of them. Hard work and accountability is what creates a safe, productive community. I think a large population of people would say they have no problem paying taxes for police, fire, streets, and SOME beautification, animal control, schools, but not much else.
- Just what kind of nefarious characters is the city contracting with to be lobbyists in Jeff City?
- K -12 SCHOOL QUALITY WILL BE A HIGH PRIORITY FOR ME.
- Keep city roads well marked with signage and markings well painted for cars to follow.
- Keep reinvesting in 1960's neighborhoods. Incentives for young people to move in and fix up homes where people have lived 40-50 years. Don't be too strict on historic designations that prohibit change. Get competitive with communications providers and trash services.
- LANDSCAPING ON MANY BUSY STREETS ARE TOO TALL TO SEE ONCOMING TRAFFIC.
- Leaving the City because the roads are a mess, the storm water is destroying my property, complaints are never resolved, neighbors drop trash in my yard constantly, code violations are rampant and the rentals contain at least six humans living in a 2 bedroom home. If the City and its citizens don't care what the city looks like why should I waste any more time here.
- Living in Independence for over 20 years it would be nice to know about the Drop Off Depot program, where it is located, hours of operation, costs, etc. How do I get information about this program? Same situation in regards to Independence Recycling Centers. How do I find out about these programs?
- My views on Independence police department were much higher until last weekend when a friend's daughter had her vehicle vandalized at our home while her parents were out of town. I tried to file a police report, but since it was not my vehicle or child I could not file the report. She tried to file the report but since she was only 16 years old they would not take it, it had to come from a parent or guardian. Her parents were out of town and not available. Thus the low scores about police. This situation should be fixed though as the crime occurred at my home you would think the department would want the public to file a report, but I guess not!

- Looking for a new house in the Ft Osage school district, may move to Lee's Summit. Don't want my kids going to Indie Schools.
- Losing house value due to neighborhood condition. Housing value dropping in area, and neighborhood going downhill, and fast.
- LOVE WHAT MCCLAINS ARE DOING ON INDY SQUARE, NEED TO PROVIDE SOME IMPROVEMENT, REHAB, WEATHERIZATION IN 1 MILE RADIUS OF SQUARE TO IMPROVE AESTHETICS. DITTO FOR ARTERIES INTO INDEPENDENCE OFF 435, ESP 24 HWY, TRUMAN AS THIS IS WHAT PEOPLE SEE WHEN VISTING TRUMAN LIBRARY.
- Lower the price for a booth at SantaCaliGon, it's destroying the wonderful event and reduces the positive impact on the community's economy. Fewer people are having booths, fewer people are coming and it really has become a lame event. And get actual performers to perform at the concerts. Having a cover band or two is fine but when Sugar Creek has 4 big name country starts perform the same weekend, you can tell the city isn't trying that hard to get great acts.
- Make housing and property laws that are enforceable. Require property owners to control number of cars on property and number of people living on property, etc.
- Make sure unattended properties are maintained.
- Many neighborhoods need an incentive to beautify. Lots of trash and junk in many homes. Love the Little Blue Trail, Drumm Farm, and the square. Also love the Bass Pro area.
- MISS THE CORVETTE SHOW ON THE SQUARE.
- More job opportunities in Independence. Many office jobs are located in overland park and usually have to commute for 35-40 minutes when going to work. It would be great to have police interact with the community more often for better relationship with police and community.
- MORE AVAILABLE DATES TO DUMP BIG ITEMS FOR FREE. MORE POLICE ACTIVE IN COMMUNITY.
- MORE CODE ENFORCEMENT. Trash left in front of homes for weeks or months. People living in driveways. Loose dogs. Please more Code Enforcement!! Pass ordinances stating RV's and trailers must be covered with TARP if left in driveway. Independence would look better if CODES were better enforced.
- More police by College Street - park goes not going for park purposes.
- MORE POLICE IN NEIGHBORHOODS.
- MORE POLICE OFFICERS, ENFORCE CODES ON HOME OWNERS. ENFORCE TRAFFIC LAWS, SPEEDING IN NEIGHBORHOODS. QUIT BUILDING RENTAL PROPERTIES.
- More police pressure in neighborhood (speeders) park vandalism.
- MORE RECYCLE PLACES. PREFER A LOCATION TO RECYCLE THAT YOU DON'T HAVE TO SEPARATE.
- MOWING AND TRIM ALON GTRUMAN RD AND 291 NEEDS MORE ATTENTION. SNOW REMOVAL DOES NOT HAPPEN MOST OF THE TIME IN MY AREA.
- My answers about zoning are in regards to neighbors that have around 20 people (not an exaggeration) living in a single family home. At least 5 are children. This home has been reported and it seems that either they really know how to work the system or the system is severely broken. This is not only a fire hazard but an awful living situation for these children. It also seems that some of these "kids" are pregnant. Everything they do is illegal. I know this isn't the right place for this, but all other efforts have failed. 3304 S Maywood Ave.

- MY CAR WAS STOLEN IN BROAD DAYLIGHT IN MARCH 2014. ANOTHER CAR IN MY DRIVEWAY WAS BROKEN INTO AND ITEMS STOLEN. I CAUGHT TEEN BOYS STEALING MY LIGHTED YARD CHRISTMAS DECORATIONS FROM MY YARD.
- My daughter goes to Truman and takes AP classes, my concern is their AP books are 9 years old "plus" and are not relevant, so they use Google.
- My neighbors and I have complained about the electric box needing to be moved for decades, but to no avail. The electric needs to be moved so when it rains, the water does not come in my basement.
- My partner and I take trash bags on our walks to help keep South Main clean - how about one Saturday morning a month have volunteers meet and clean up the square and neighborhoods throughout the city and you supply plastic gloves and trash bags!!
- MY WIFE & I BOUGHT A HOUSE HERE IN 2015. HOWEVER, WE DO NOT WISH TO RAISE CHILDREN HERE BECAUSE OF PUBLIC SCHOOL QUALITY AND OVERALL QUALITY OF INDEPENDENCE. WE WISH TO SEE THIS CHANGES, THE PEOPLE ARE WHAT MAKE THIS CITY SOMEWHAT ENJOYABLE.
- NEED A TURN LIGHT TO GO EAST BOUND ON US 40 FROM LITTLE BLUE PARKWAY BACK UP HORRIBLY DURING EVENING HOURS CAUSING PEOPLE TO MAKE DANGEROUS TURNS BECAUSE THEY HAVE ALREADY SAT THROUGH MULTIPLE LIGHT CYCLES.
- Need more development in the west because everything is going east. Also, the Square is okay, but need trees around the courthouse, plus more affordable shops. The Square should be historic and reasonably priced! Stop trying to make it the Country Club Plaza East!!!
- Need neighborhood inspector. The weeds at the place next door are coming over on my property, trees, bushes, weeds.
- Need to do the city clean up like you did a few years ago. After that, everyone went back to leaving trash in their yards. It was a great program that involved the whole city.
- Need to work on recruiting and retaining police officers and other police personnel. Also, traffic signals should be better programmed.
- NEIGHBORHOOD CRIME WATCH MORE ACTIVE.
- No close library, bus service is limited, little street/maintenance especially snow/ice removal. Little blue trail is only public park/trail to area.
- No complaints. I trust the Lord you are doing what you are supposed to.
- NO IDEA WHAT OUR ELECTED OFFICIALS LOOK LIKE. A MEET AND GREET PARK TOUR WOULD BE APPRECIATED. PLEASE SEND MORE POLICE TO SANTA FE PARK AREA, DRIVERS SPEEDING THERE ALL NIGHT.
- No OATS bus service in Independence.
- Not happy about the town-homes being built on the Historic Independence Square. Would like to see more family oriented development/entertainment/restaurants North 23rd Street.
- NOT SURE THIS IS A CITY ISSUE BUT I WOULD PLAN TO STAY IN INDEP AFTER RETIREMENT IF I COULD FIND AN AFFORDABLE CONDO COMMUNITY FOR 55.
- OLDER NEIGHBORHOODS NEED TO BE DEMOLISHED AS THEY ARE EYE SORES AND ATTRACT RIFF RAFF.
- ONE HUGE CONCERN WE HAVE IS THE CITY UTILITY, ESPECIALLY ELECTRIC SYSTEM. WE HAVE BILLING ISSUES EVERY MONTH BECAUSE OUR METER CAN'T BE READ. CUSTOMER SERVICE THERE IS BEYOND AWFUL!

- Optimistic about our new city manager and look forward to the direction he brings to the city.
- ORDINANCE VIOLAIONS ARE OUT OF CONTROL. THE CITY LOOKS LIKE A DUMP. I CAN'T GET THE CITY TO CLEAN UP MY NEIGHBORHOOD OR HOLD SLUMLORDS ACCOUNTABLE FOR HAVING TRASHY RENTALS. I PRAY WE GET A CLEAN CITY BACK.
- Other comments - our police are going to have to do a better job and develop a better reputation in order for families and businesses to want to come to Independence.
- OUR PARK NEEDS BETTER MAINTENANCE, NO ONE SEEMS TO CARE IT IS A MESS.
- OUR STREETS ARE NEVER RARELY GETS PLOWED. WE HAVE PROBLEMS WITH PEOPLE COMING INTO OUR YARD FROM THE RAILROAD TRACKS. SOME HAVE LEFT STOLEN GOODS IN OUR YARD.
- Overall I would like to move. When I moved here my neighborhood was safe, it is no longer. There also wasn't a pit bull ban, I think the ban should be repealed. My neighbor was robbed and the police didn't bother showing up, I pressed charges for domestic violence and the Prosecutor made the charge go away. I never got the chance to face my attackers.
- PALMER CENTER MEMORIAL BLDG AND SERMAN CENTER ARE A PLUS FOR SENIORS.
- Parks and rec activities for younger children. City of Olathe had soccer, t-ball, etc. for ages <5.
- Pay more attention to home and yard maintenance in residential neighborhoods.
- PLEASE PERFORM BACKGROUND CHECKS ON OFFICERS TO MAKE SURE WE ARE NOT GETTING ANOTHER CITY'S BAD APPLE. OFFICER LOGAN IS WONDERFUL. MORE LIKE HIM PLEASE.
- Please clean/drainage, cut trees/trim trees behind 39th & Chrysler - too many foxes and deer and children like to play outside. You pay taxes, but cannot get service, not right.
- Please get Google Fiber to start its infrastructure in our city. I've been on Facebook and have read hundreds of posts that our citizens are wanting this to be offered to all residents. I even called Google's' toll free number and was told that the City was not willing to work with them to make this happen for its residents.
- Please remember there is a lot more to the city than just around 39th street. Please work to help the entire city has access to city services and future development. I am less concerned about whether someone cuts their grass than if there is access to mass transportation and jobs close to home.
- Please retrain your police to be personable to the general public. Their attitudes are awful and bias. Complaints were made and fell onto deaf ears. I have since moved away from Indep after 9+yes as a resident, as I AM NOT SAFE THERE.
- POLICE AND SAFETY ARE VERY IMPORTANT TO THE FUTURE OF INDEPENDENCE.
- Police and/or City crack down MORE on drug houses for the safety of single family dwellings.
- Police are trying but need investigative help or supervision. Officers try hard to help our people.
- Police should be more visible along 24 Highway in the Fairmount area after dark. I have actually seen drug transactions at night at Conoco gas station (24 & Northern). Lots of street people.
- Police should regularly patrol west of Noland between Truman and 24 Highway.
- PRIORITIES FOR POLICE, TRAFFIC TICKETS ARE NOT THE ISSUE.
- Property values are low due to all the low income housing in the city.
- Put police on side streets to slow traffic down.

- Quit destroying green spaces when those are areas that are already set for development and sit empty.
- Really cut down on residential properties turning into commercial!!!!!!!!!!!!!!!
- Really starting to worry about the crime increase in Independence in the recent years.
- Recently I've heard awful things about the Independence Police Department, use of excessive force, investigations by the Department of Justice. I realize this is hearsay, but if the City Council is aware and if these things are happening, that should be the #1 priority.
- Reduce electric utilities.
- Remember the older west side of town! Too many breaks seem to be focused on the Eastside. We've got lots of tremendous potential and good things on this side, too!
- Repeal the pit bull ban, breeds are not bad, owners are. This is a deciding factor in whether our family chooses to remain in Independence long term. Had we known about the ban before we rented our home we would have chosen a different community to live in. This ban makes our community appear ignorant and biased.
- REVISIT THE BAN ON PITBULLS.
- SECTION OF E 24 HWY DIRECTLY IN FRONT OF QUIK TRIP IS A HUGE ACCIDENT ZONE. THERE NEEDS TO BE A CONCRETE BARRIER INSTALLED SO PEOPLE DRIVING EAST CAN NOT MAKE THE FIRST LEFT HAND TURN INTO QUIK TRIP, PEOPLE SITTING IN THE LEFT HAND TURN LANE ARE CONSTANTLY BEING OVER RUN BY IDOT DRIVERS. HOW MANY PEOPLE NEED TO BE KILLED /INJURED ON THIS STRETCH OF HWY BEFORE YOU ALL DO SOMETHING ABOUT IT
- Very disappointed with way Independence looks. If we could sell our house and move, we would. We live on Sterling and are surrounded by unkempt houses, etc. Took 2 years for codes to do anything with property that was dangerous, is broken into now and no one seems to care, took 5 weeks to secure the property previously, etc. A code lady several years ago said "Well it looks a little better" on a different house. It didn't meet codes but looked better. THAT IS AWFUL!
- How sad; we go above and beyond what is required in anything we do!!!
- Sell electric plant to KCP&L. Their rates are way cheaper. I don't know how the elders afford to live in Independence.
- Sewer availability, not grinder pumps on S Marshall Ct. This is unacceptable in the city limits of Independence. I plan on moving to 64116-64118 because of this very issue.
- SIDEWALKS :)
- Since we have our electric bill delivered by email, we no longer see "City Scene".
- SNOW ON OUR STREET RARELY GETS PLOWED. WE ARE ON A HILL. OFF 43RD ST AND KERRINGTON.
- Someone needs to take a close look at the City Health Department. Questions regarding leadership, nepotism and budgetary considerations need to be asked.
- South Queen Ridge Drive, 2200-2100 block, no sidewalks for kids walking to and from the school bus at 23rd Street, VERY DANGEROUS.
- Spray mosquitoes and check backyards of that neighborhood.
- STOP MOVING THINGS TO SE. WEST AND NW AREAS ARE FULL OF VACANT BUILDINGS. TRAFFIC IS HORRENDOUS AT 39TH AND 291.
- Street lights needed and constant police involvement on East Lexington Ave is needed.

- Take better care of our streets and crumbling medians. Keep the grass in public areas better i.e., along streets and highways. Do something about our outrageous electric bills!
- TAXES FOR SCHOOLS ARE MAJORITY OF OUR DOLLARS. WOULD THINK LOTTERY COULD FUND THE SCHOOLS.
- TAXES SEEM HIGH.
- Thank you city of Independence.
- THANK YOU FOR THE SURVEY AND LISTENING TO INDEPENDENCE RESIDENTS.
- THANK YOU FOR THE SURVEY.
- THANK YOU FOR YOUR INTEREST IN OUR OPINION. LET US KNOW THE RESULTS.
- THANKS FOR SAVING THE INDEP. SQUARE. A SMALL COLLEGE WOULD BE A PLUS. GET MORE BUSINESS AT 39TH & LITTLE BLUE PKWY AREA. LIMIT CITY LAWSUITS IN REGARDS TO EMINENT DOMAIN.
- Thanks for this opportunity to take care of this survey. This made me think sincerely about the state of our city and what matters most and how to address it. The future does matter and what we are going to do about it.
- THANKS, I'VE BEEN WAITING FOR THIS OPPORTUNITY.
- THE CITY IS GREAT PLACE TO LIVE, WE NEED TO DO A BETTER JOB OF PUBLICIZING ACTIVITIES.THE CITY IS MISSING OUT ON BUILDING FAIRMOUNT INTO AN INDUSTRIAL PARK. THERE ARE A LOT OF PEOPLE WHO COULD TAKE THE BUS FROM KC INTO INDEP WHO COULD WORK A BLUE/GRAY COLOR JOB IN A INDUSTRIAL PARK IN FAIRMOUNT. CITY COULD BRING IN MORE MONEY THROUGH CORPORATIONS THROUGH A REVAMPED FAIRMOUNT THEN THROUGH BLIGHTED FAIRMOUNT.
- The city built new shopping area east of 291 and let the rest of town go to the dumps.
- THE CITY COUNCIL SEEMS TO BE GETTING VERY HEAVY HANDED IN THEIR HIDEOUS ABOUT WHAT IS BEST FOR THE CITY THROUGH THEIR EYES AND ALL OTHERS ARE AND IS COUNTED AS IRRELEVANT.
- The city must provide drug and alcohol rehabilitation services. Children are being destroyed in this city.
- The city should check in neighborhoods where complaints have been made and actually do follow up. We have made complaints with the city and H.A. of our neighborhood and things have not changed. Still have trash around. Hire people to fold things right.
- The crime rate and terrible school ratings ensure me at this point my children will not be enrolled here and we will be moving before they enter the district. Sad to say but the community is just going downhill. Mostly due to kids nowadays, always wanting a handout and destroying everything in their path. Not to mention the drugs.
- THE I.S.D. NEEDS TO BE GETTING THE SALES TAX MONIES FROM THE 39TH ST AND 40 HWY SHOPPING AREAS. IT IS OUTRAGEOUS THAT IT GOES TO BLUE SPRINGS SCHOOL DISTRICT.
- The new street lighting is not adequate. Too dark. Makes for poor visibility which opens up accidents and crime.
- The only danger in Independence, Missouri is the police officers. They act like hired thugs. Dropping a young boy who is hand cuffed on his face, I don't think we need this. I've never called them. Never needed them.

- The police have dealt with multiple times for SI/Suicidal Ideation and they (most of them) are pretty awful at handling these delicate situations. They treat me like a criminal and I understand why, but they need more training in how to deal with mental patients, especially to not trigger a PTSD type response. Also, our neighbors use bottle rockets for a week before and after every 4th of July and New Years and I feel very unsafe and bothered by it. We also have neighbors who speed by on their dirt bikes and have almost run over my children on purpose. The police have done nothing.
- The Police are here to protect and serve the community and not intimidate the public; a smile goes a long way.
- The police should change and shouldn't they all have to pass a test given EACH year to ensure they can still chase down the criminals? People have been running through my yard at various times of the day to out run cops. I have noticed the police have gotten wider as the years go on; these guys are way too comfortable sitting.
- The roads and stoplights here are horrible. Trying to turn left from 23rd onto 435S is insanely bad. I've waited several minutes then run the light more times than I can count.
- The townhouses they are building right by the square? Ludicrous. SantaCaliGon Days, ludicrous. Seriously. Who wants drunks falling into their stores at all hours? I had to have armed security sleep at my store and people still tried the doors! Business was passed by a lot on foot, but few people actually came in. And booth fees? Ridiculous! Where is the history at? All I see is a drunken party on the Square. Not historical at all. "
- The traffic light at 291 and Hidden Valley is red in the default direction (N/W) way too much and backs up traffic for blocks almost every cycle.
- The west side of Noland road is still Independence, we still pay taxes and year after year see those tax dollars go to the East side of Independence. The further west, the worse the conditions are. I live off 23rd street. We get little no nothing done in our area, year after year after year. We are both small business owners as well, business on this side of Independence is not good either.
- The west side of the city is not being used to its potential. Rockwood needs something done. A police substation on 23rd by Maywood would be a big help in keeping the day time crime down. Kids break into cars and house when they are not in school.
- THERE HAS BEEN NUMEROUS WRECKS AT TRUMAN AND HOLKE, I HAVE SEEN 3 MYSELF AND I THINK THEY NEED A LIGHT PUT THERE.
- There is a huge dumping problem on Parkview Street between Huttig & North Home Ave. It would be great to have camera enforcement and dumping laws with some teeth. Kudos to supervisor Danny and Independence street maintenance for always getting the trash cleaned up, usually on the same day as called in.
- THERE IS NO EFFORT PUT INTO ANY KIND OF BUSINESS IN THE OLDER PARTS OF THE CITY. NO SHOPPING OF ANY KIND AVAILABLE FOR THOSE LIVING IN THE FAIRMOUNT AREA.
- This city is an absolute cesspool. I regret ever moving here and hope to leave very soon.
- This city needs more police officers!!! We the people know the city is understaffed with police, therefore hire more officers!!! Pay more to keep them or bring them to our city.
- This is a dirty rundown city. Get your code people to work. City employees are spoiled. City police are unfriendly.
- TOO MUCH ATTENTION TO IMPROVEMENTS TO MAJOR ROADS , SNOW PLOWING IN NEIGHBORHOODS. NEED SIDEWALKS, CURBS, STORM SEWER IMPROVEMENTS.

- Townhouses on square took away historic vibe. Don't like the rundown way Santacaligon is going. Love the families walking around square every night.
- Traffic by Truman's home is abominable. The area is crime ridden, drug deals are happening openly on the street.
- Unbiased police department, SERVE AND PROTECT, INNOCENT UNTIL PROVEN GUILTY... in court of law.
- Utilize existing commercial properties. stop building, use what is already there. Elected officials need to have solutions.
- Way too petty about parking on streets at homes and not enough done on important things like crime.
- We also need another elementary school on the west and east side of our city.
- We are proud of Independence and believe our elected officials are doing an outstanding job administering their duties and utilizing tax dollars.
- We as a city need to crack down on drug related crimes and theft. Both are running the city into the ground!
- We believe on a street with three homes we need a street light; the street has never been worked on. One of the neighbors mows the right of way, Davis Road.
- We have had an ornamental flower item taken from our yard. We keep lights on at night that one would think would be sufficient. Sad it wasn't enough.
- WE HAVE VERY LITTLE WATER PRESSURE ON PEARL ST OF 23RD ST AND WATER MAIN BREAKS VERY OFTEN. NEED MORE PRESSURE.
- We have WAY too many speeding vehicles on South Northern Blvd. There are children on our street and in the last five years I have seldom seen a police vehicle parked on the cul-de-sac off Blue Ridge.
- WE LIVE IN FAR EAST INDEP, I WOULD LIKE TO SEE NATURAL GAS SERVICE EXTENDED. I LIVE NEXT TO A MENTALLY UNSTABLE MAN FOR THE LAST 20 YRS, HE IS THE NEIGHBOR FROM HELL, HE FIRES GUNS FAIRLY REGULARLY, DISTURBS THE PEACE, DOESN'T MOW HIS GRASS. I WENT TO COURT A FEW YRS AGO FOR FIRING A GUN. SANDRA MIDKIF LETS HIM OFF TELLING US IF WE DON'T LIKE IT TO MOVE, I AM RETIRED AND SIT WITH A LOADED HANDGUN. THE POLICE & LEGAL SYSTEM ARE A TOTAL FAILURE. INDEPENDENCE SUCKS!
- WE LOVE LIVING HERE. JUST WISH FOR A FOCUS ON THE COMMUNITIES THAT NEED DEVELOPMENT.
- WE LOVE SANTA CALI GON BUT HAVE NOTICED A DROP OF VENDORS THE PAST FEW YEARS. CAN SOMETHING BE CHANGED TO BRING BACK VENDORS AND CONTINUE TO RECOGNIZE THE SQUARES HISTORY?
- We need to do more with alternative energy sources. Need to encourage local community gardens and food sources.
- We need to have more restaurants like there use to be. Would like to see something like the Legends over here!!!
- WE, INDEPENDENCE, IS FAST BECOMING AN URBAN AREA. FEELING LESS SAFE, BUT LIKE OTHER CITIES THE CITY GOVERNMENT WILL HAVE NO CONTROL OF WHAT'S TO COME, GOOD LUCK.
- When my daughter's house was broken into, the thieves stole guns and it took the cops 7 hours to show up. I drove to QuikTrip and lo and behold, there was a cop in the parking lot, less than a

mile from her house!!! Shift change was the reason given why it took so long....meanwhile thieves with stolen guns took off never to be heard from again. Did I mention she lives down the street from an elementary school? This was a few years ago but I imagine not much has changed.

- When the Square was in its peak, there were many large businesses. This seems to be no longer allowed. At the very least, I'd like to see different types of businesses on the square.
- When trimming trees over power lanes and the tree dies, I feel it's the city's responsibility to remove it.
- WHEN WE FIRST MOVED TO INDEP, IT WAS A GREAT PLACE TO LIVE AND RAISE CHILDREN. THE PROBLEM IS THE PEOPLE WHO HAVE MOVED HERE IN THE LAST 7 YRS. WE NEVER HAD MURDERS OR STEALING, I LEFT MY DOORS OPEN THEN.
- WHERE IS CODE ENFORCEMENT?
- While we live in a nice neighborhood, travelling not too far west there is a significant drop-off. Independence seems to be a notch or two above Raytown but several notches below Lee's Summit. It doesn't feel safe in many areas at night.
- Why are the utilities so high? 800 sq ft house should not have a \$200 monthly bill.
- Why do we have all of these empty buildings? You go and build new buildings and half of them are empty. We need to clean up 24 Highway, tear down those nasty looking buildings. It just amazes me how you all want 39th Street to look good, but the rest of Independence looks awful. Again, 24 Highway and also Noland Road.
- Why doesn't the council person answer emails?
- WOULD LIKE THE AREA TO BE MORE CLEAN.
- Would like the street to be better.
- Would like there to be more affordable homes for those who are low income and for there to be more streets fixed and sidewalks for those who have no car.
- WOULD LIKE TO SEE LESS DRUGS IN STREETS AND SCHOOLS.
- Would like to see local restaurants rated and that rating to show in front entrance(A,B,C,F) for cleanliness and health code.
- Would like to see more law enforcement. (crime drop) Crime has gotten worse in the past 5 years.
- Would like to see more officers patrol south Chrysler areas and patrol more off the back alleys with spot lights too many car thefts.
- WOULD WATCH CITY 7 IF IT WAS AVAILABLE I DON'T HAVE COMCAST. CONCENTRATE ON FILLING VACANT RETAIL. OUR VARIETY OF RESTAURANTS IS AWFUL.

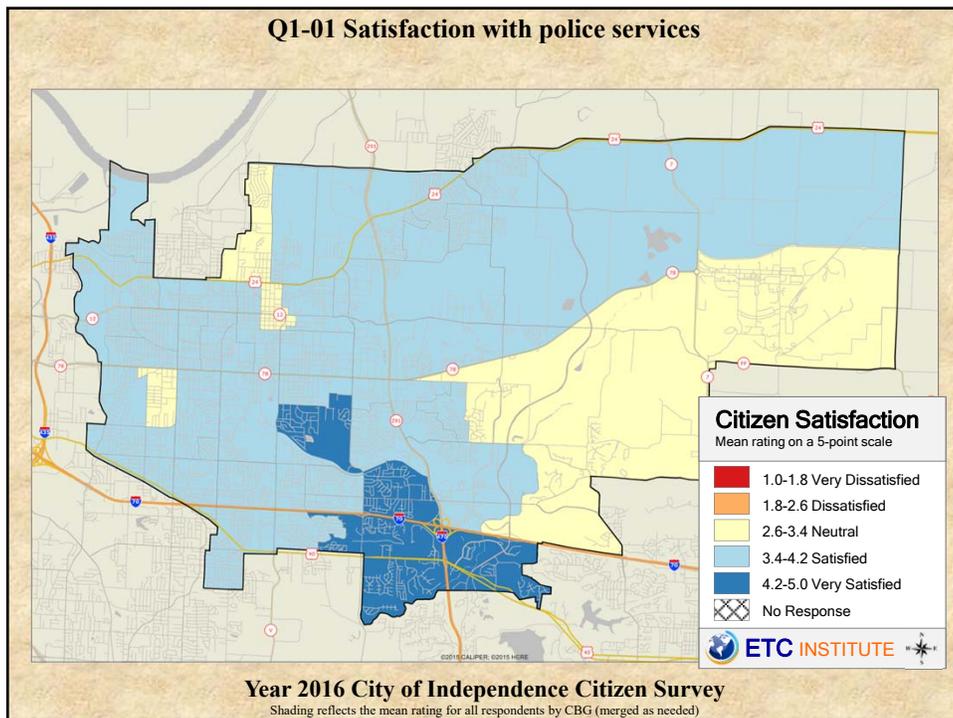
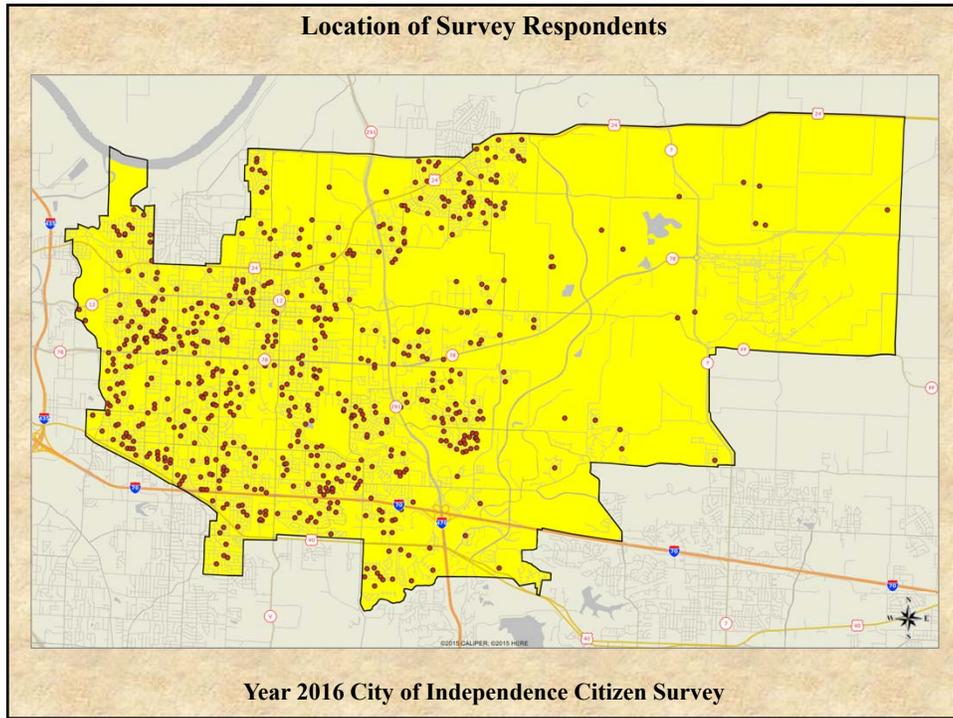
Appendix C:
GIS Mapping

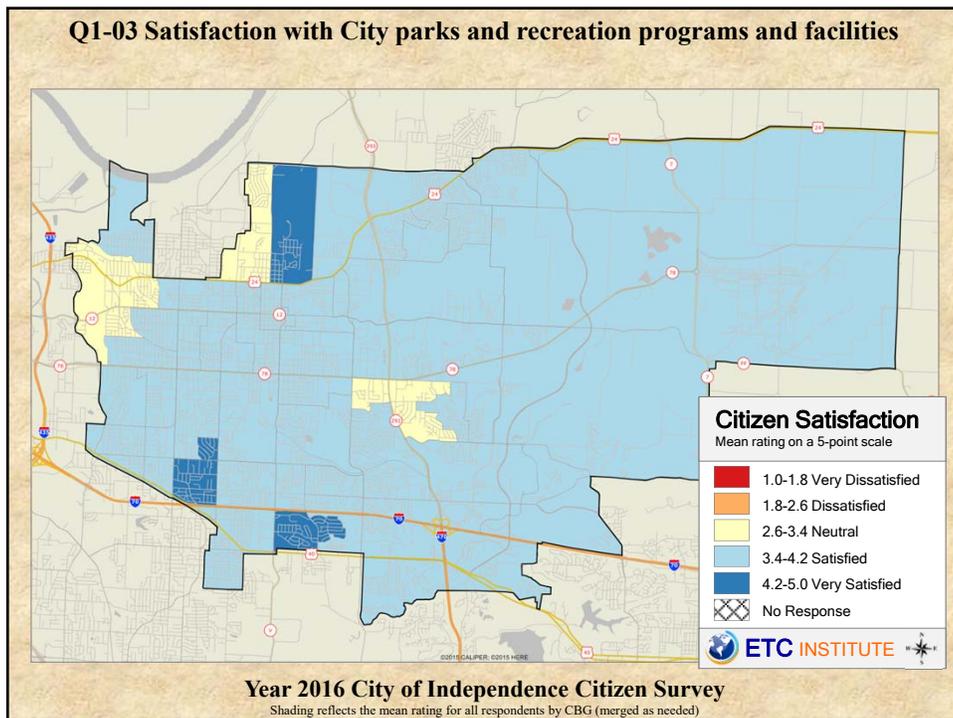
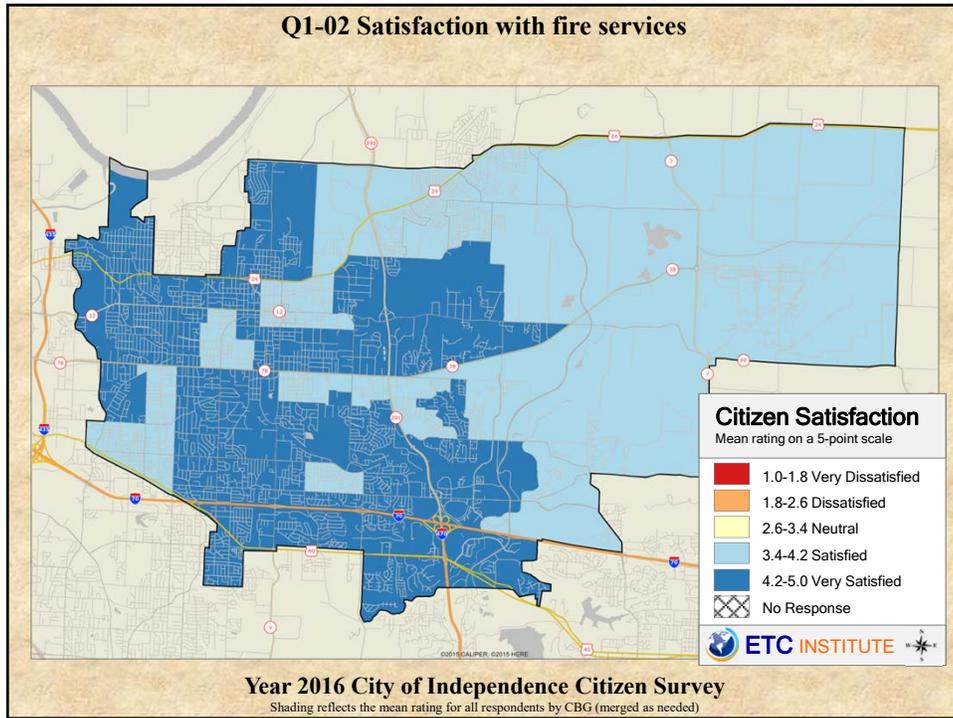
Interpreting the Maps

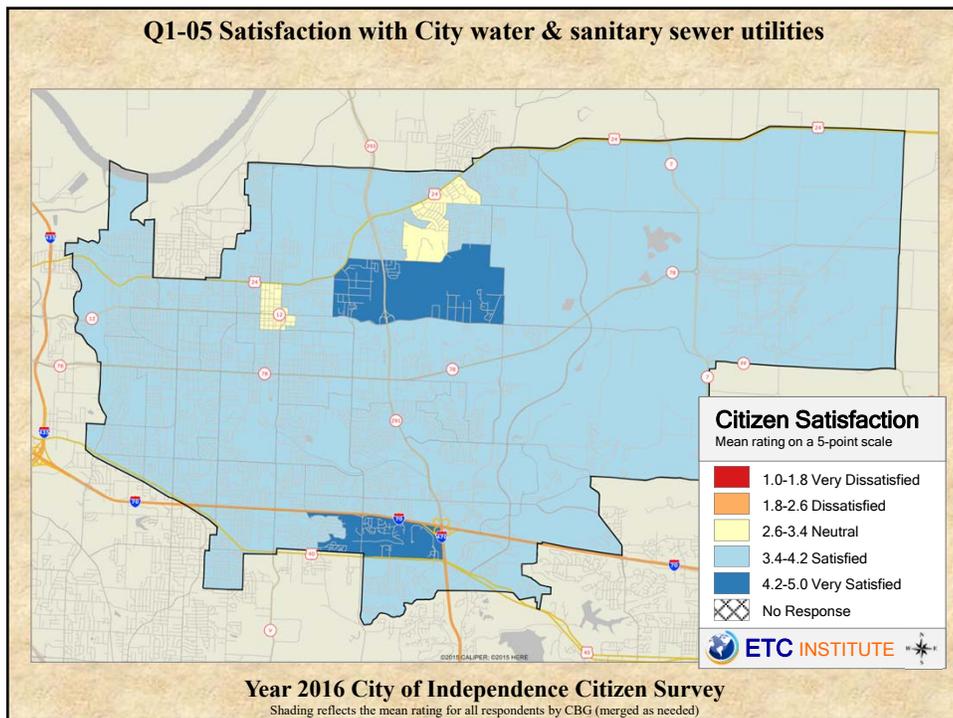
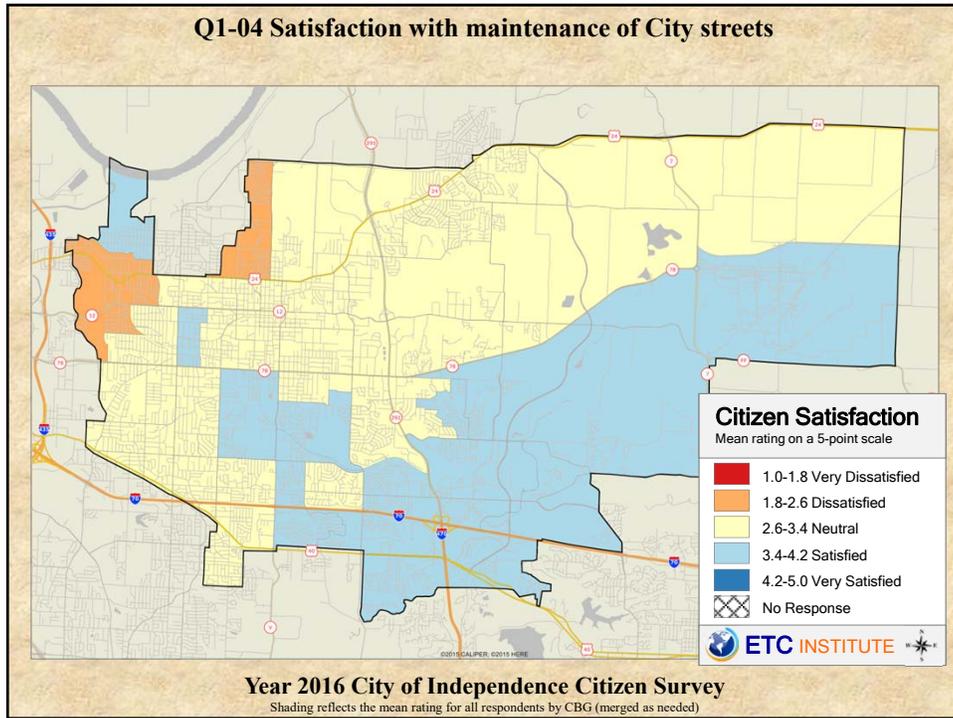
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

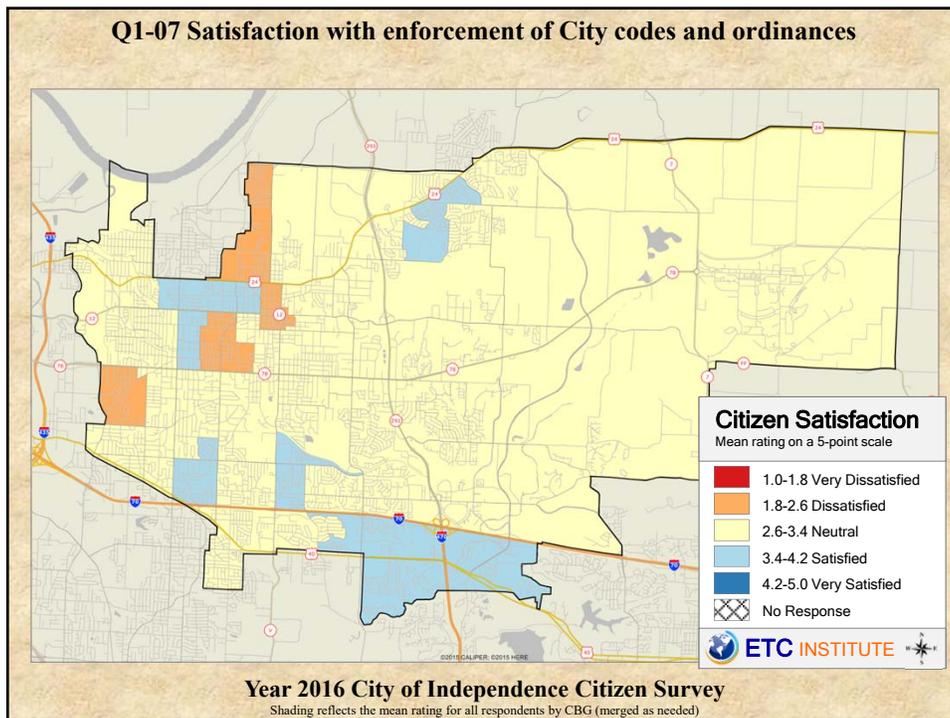
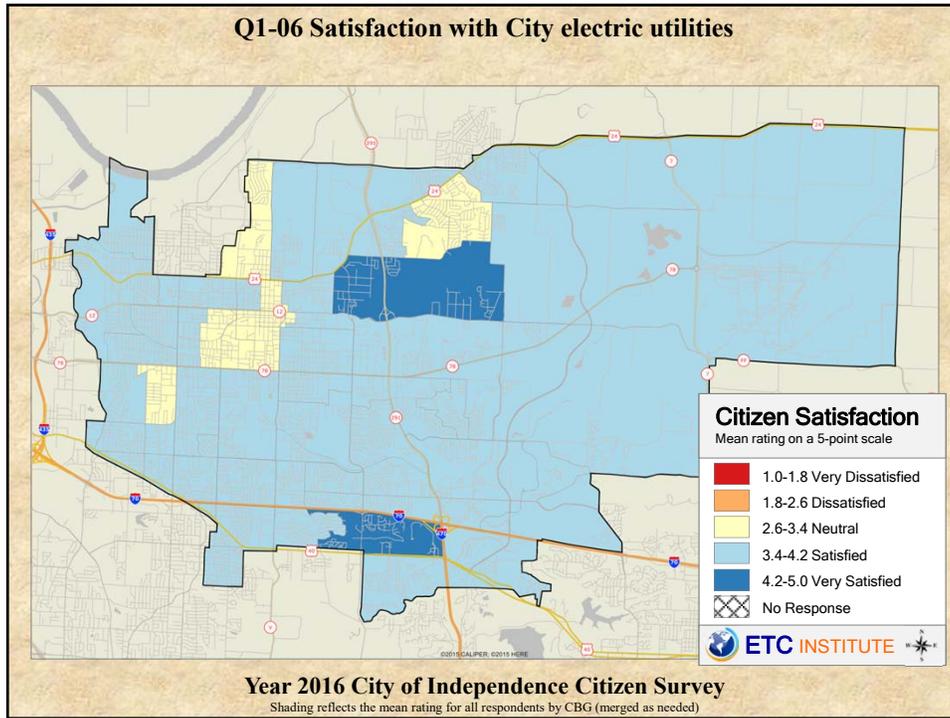
When reading the maps, please use the following color scheme as a guide:

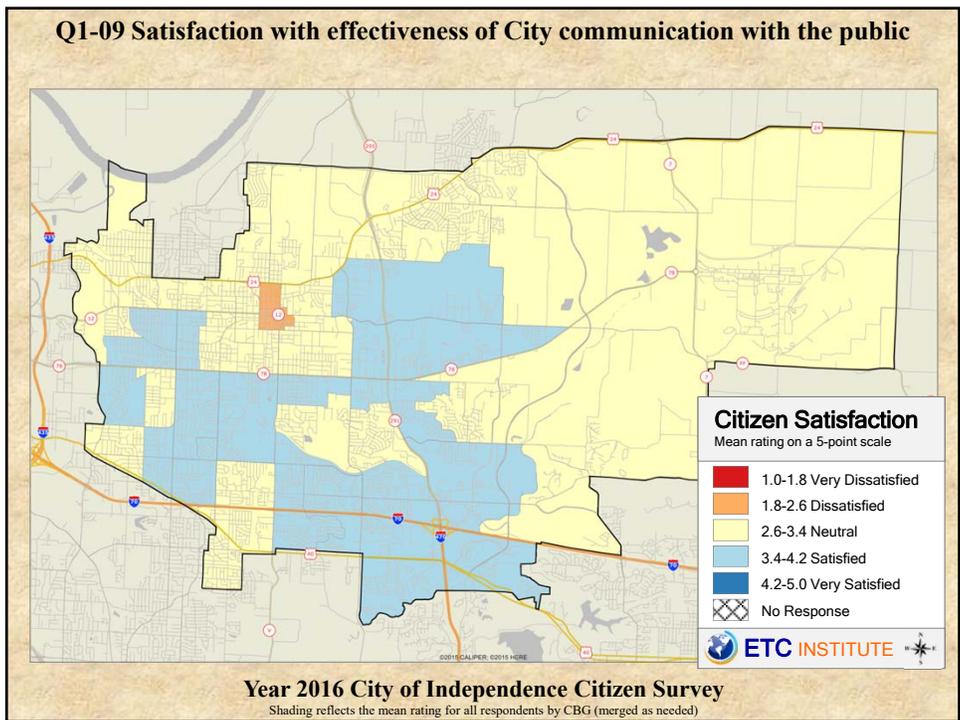
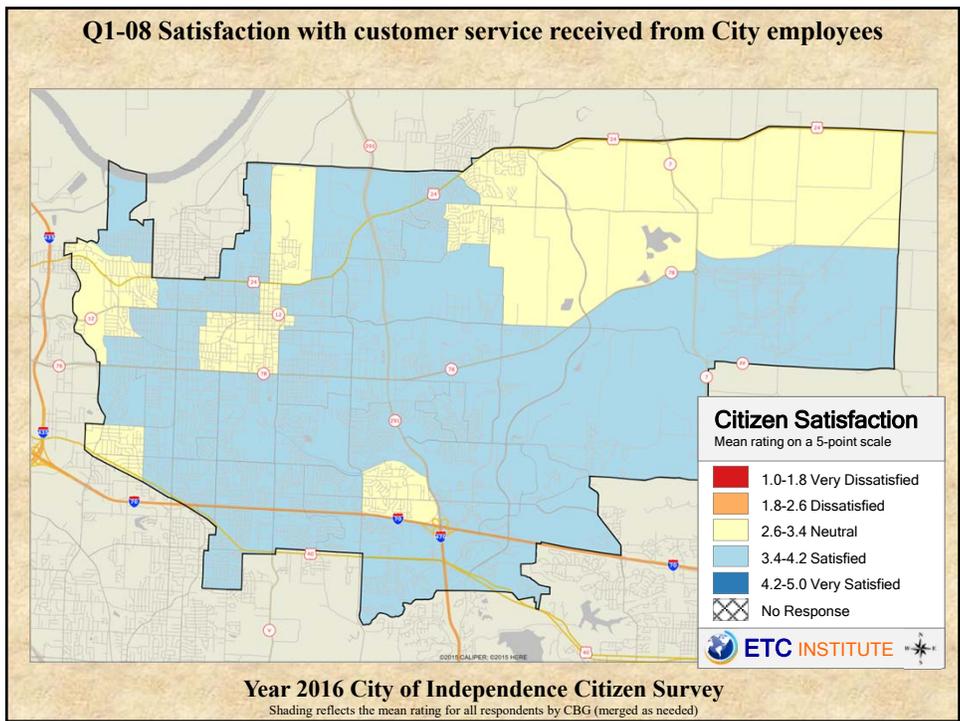
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

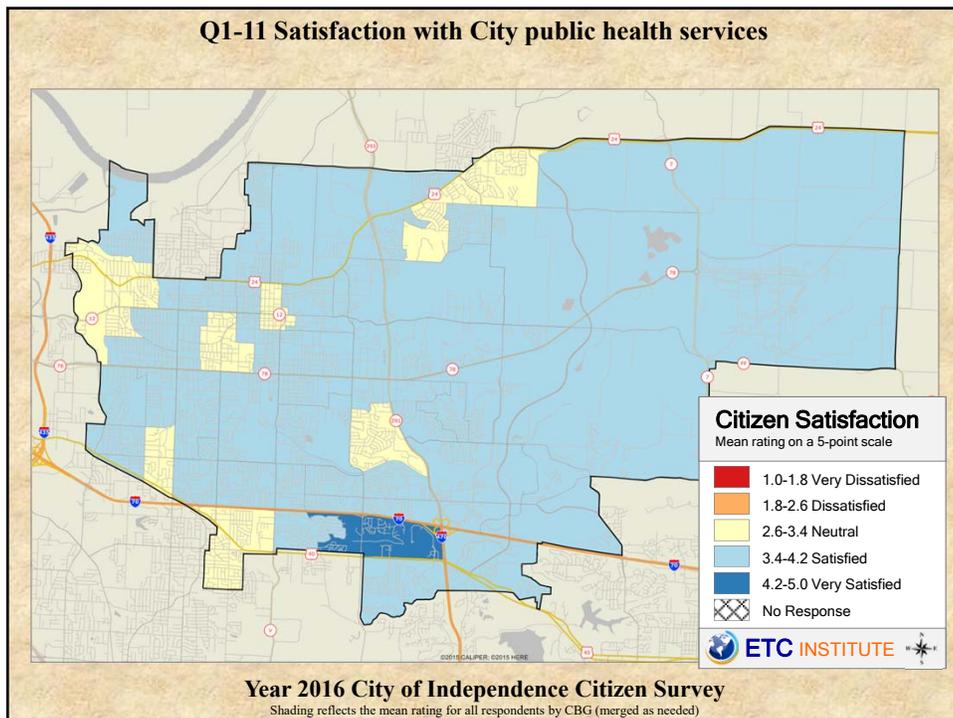
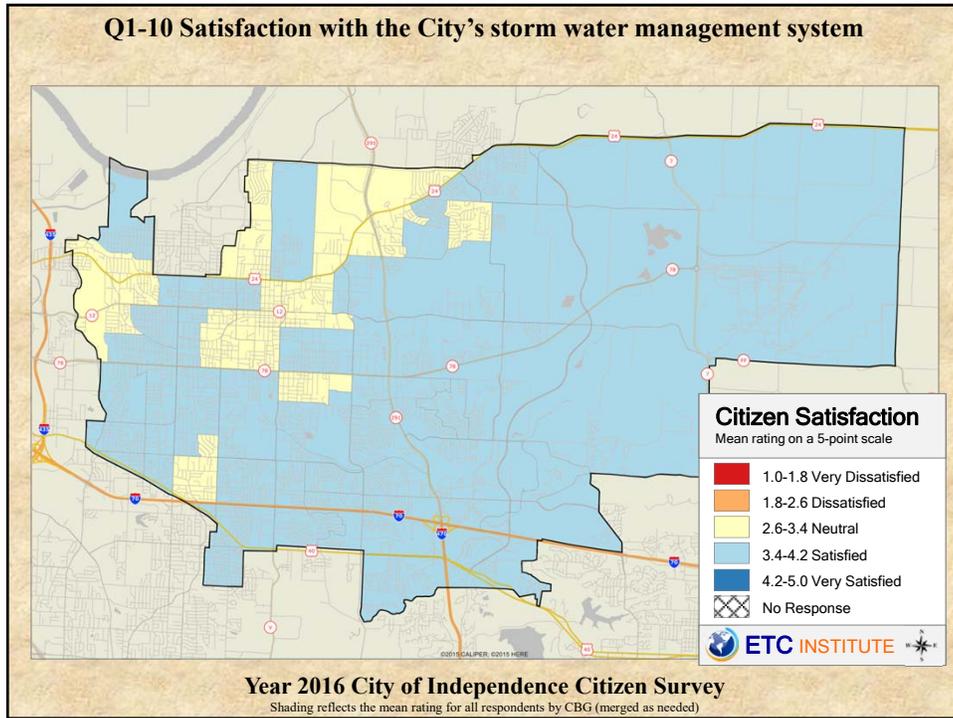


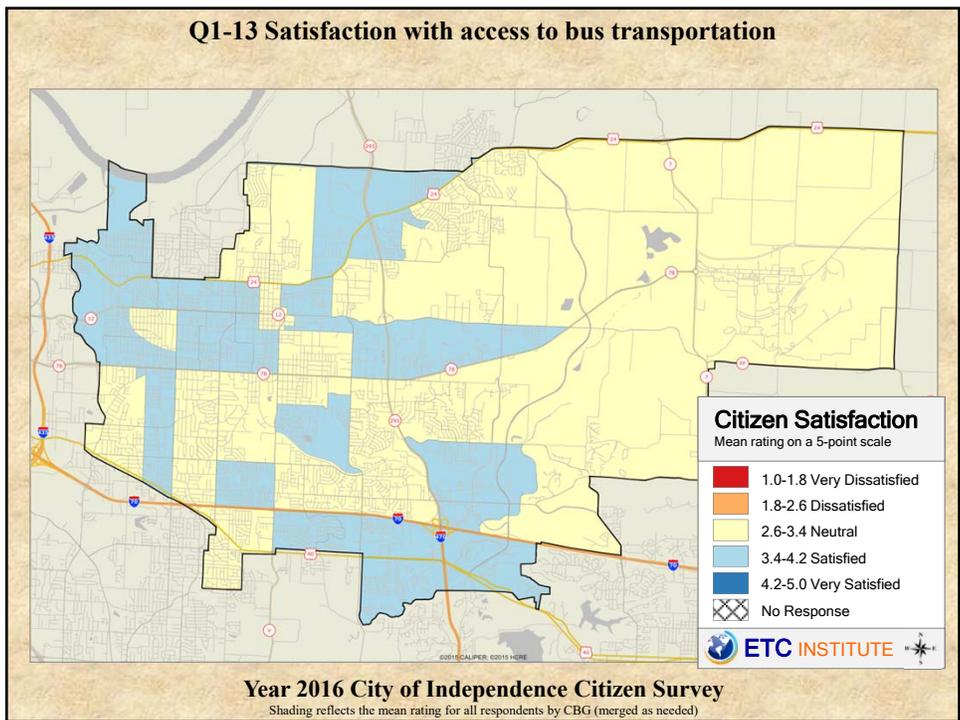
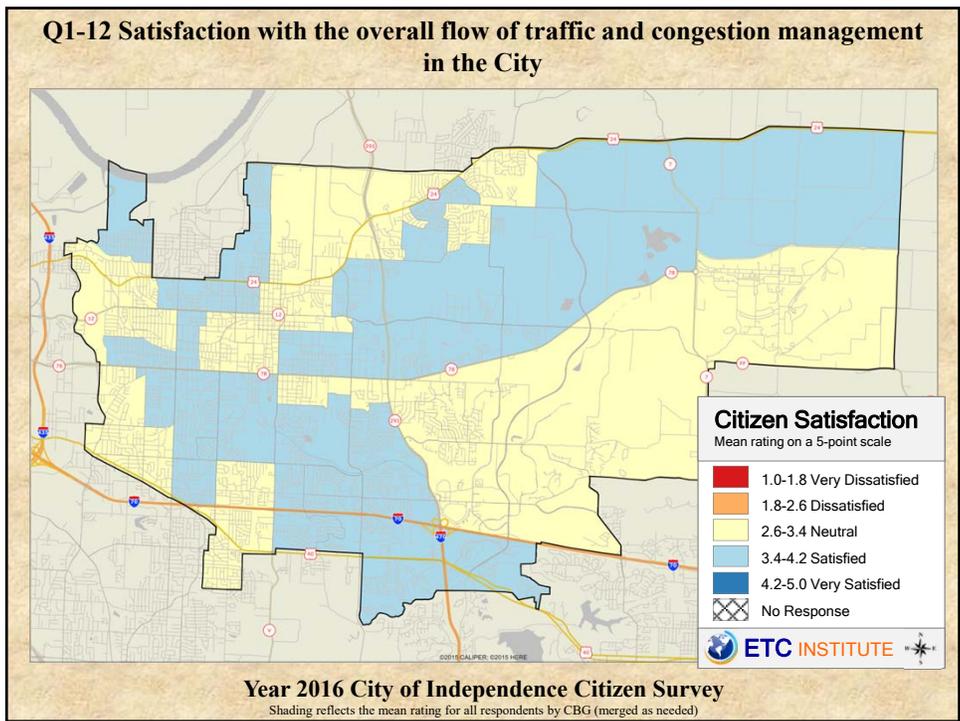


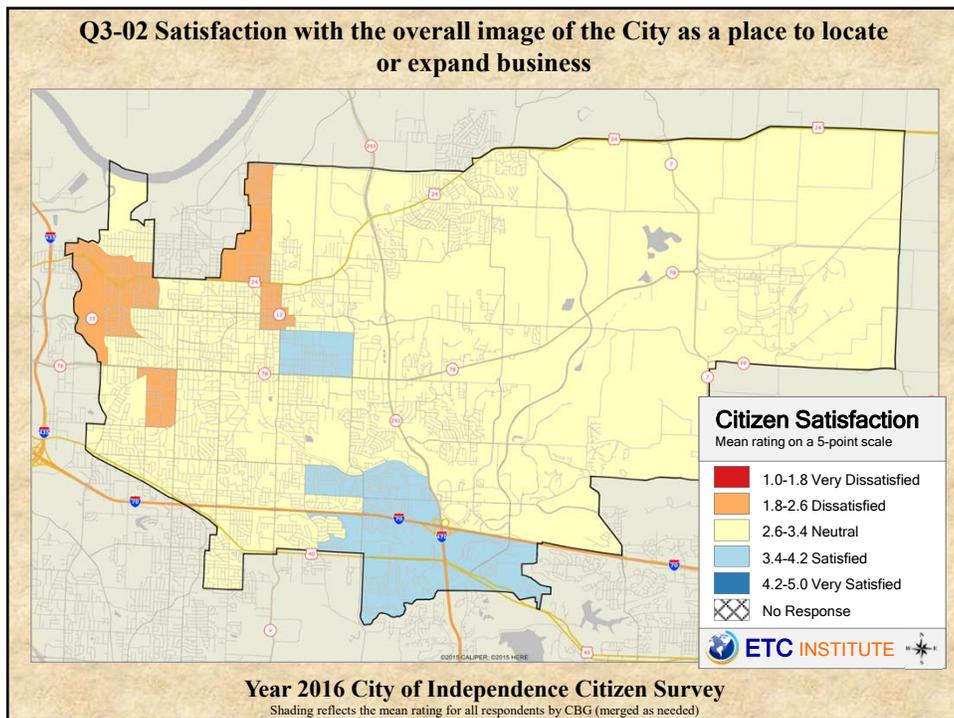
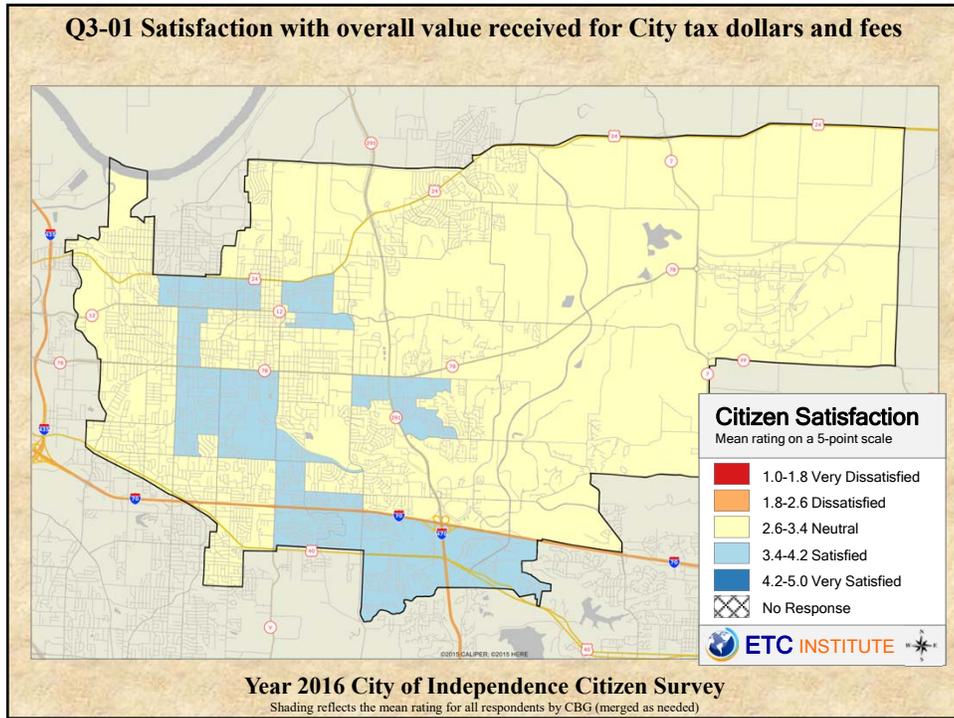


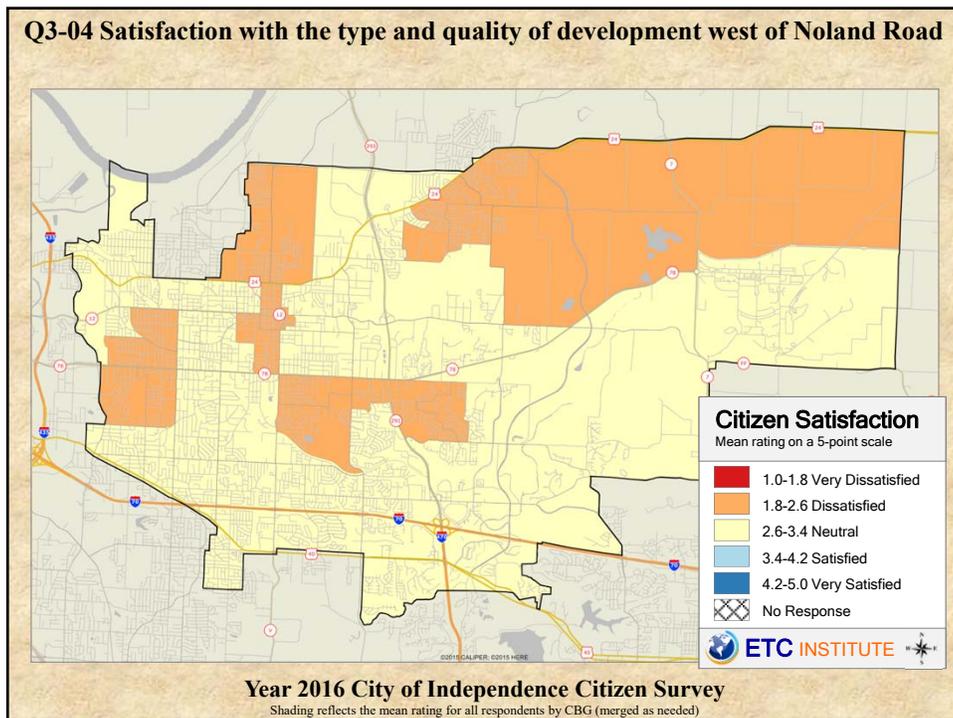
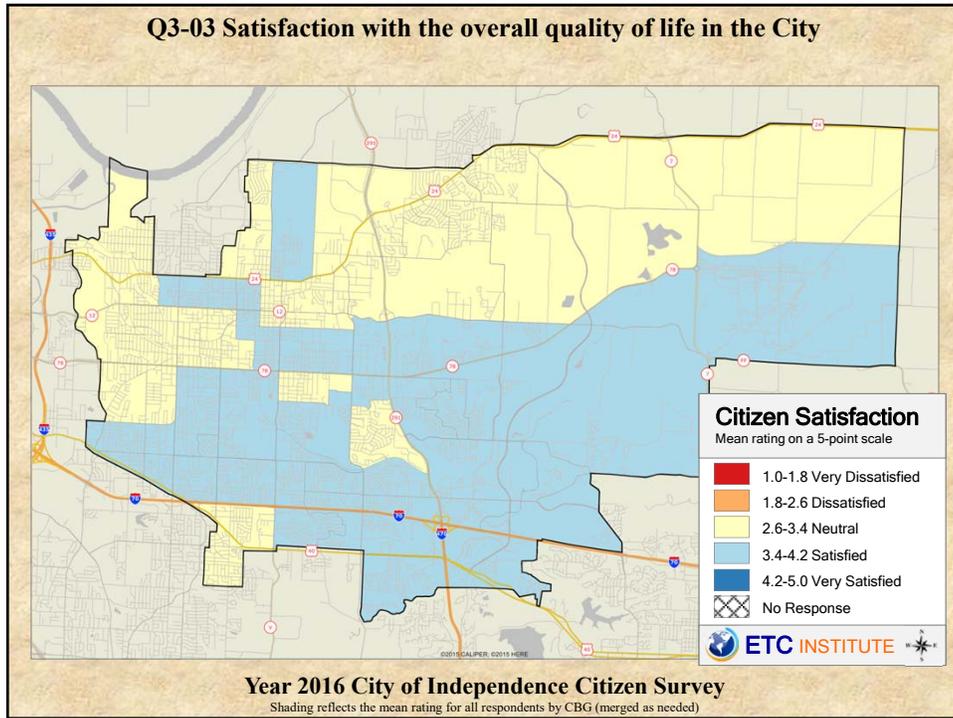


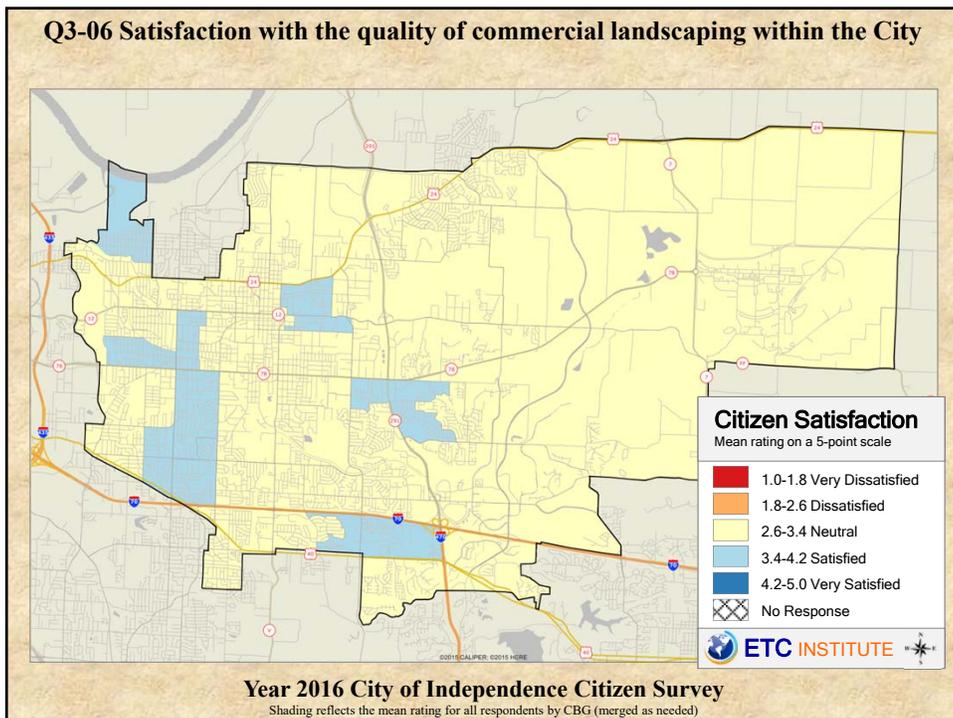
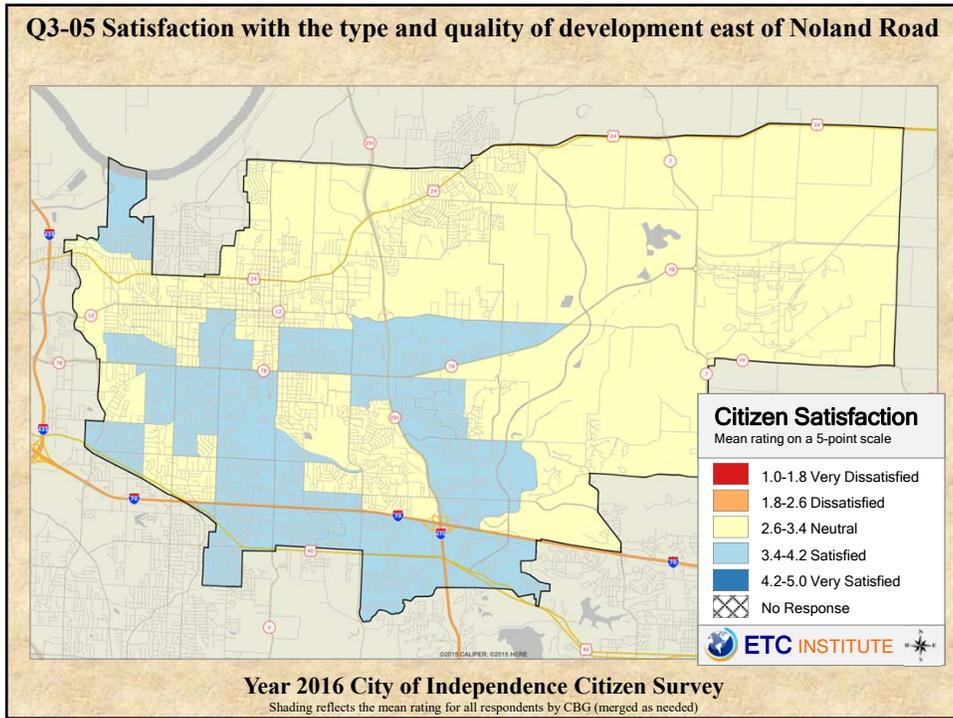


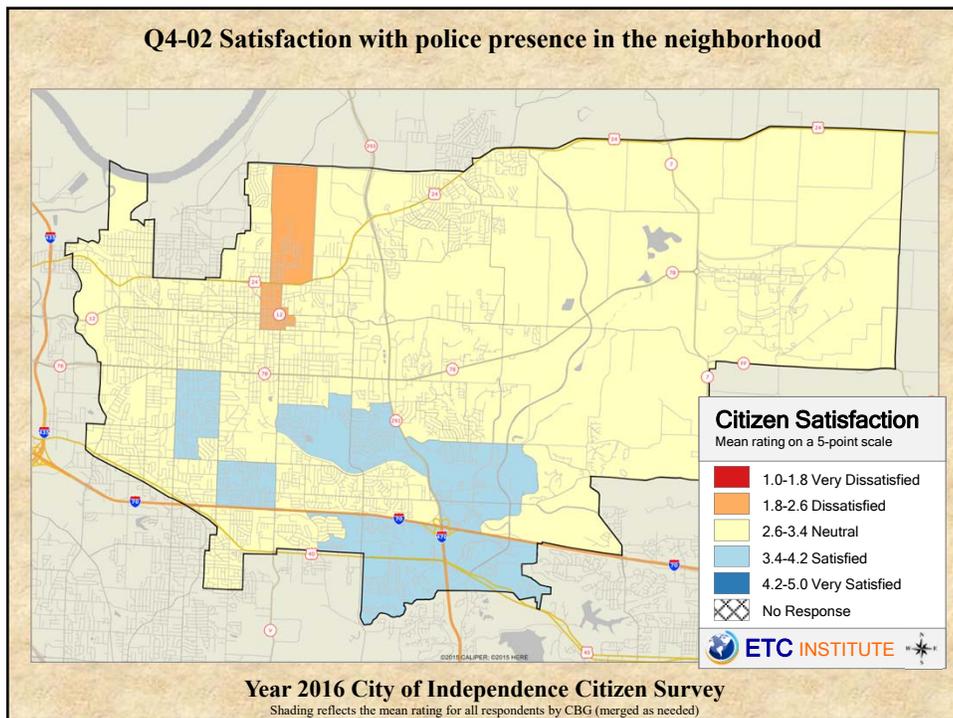
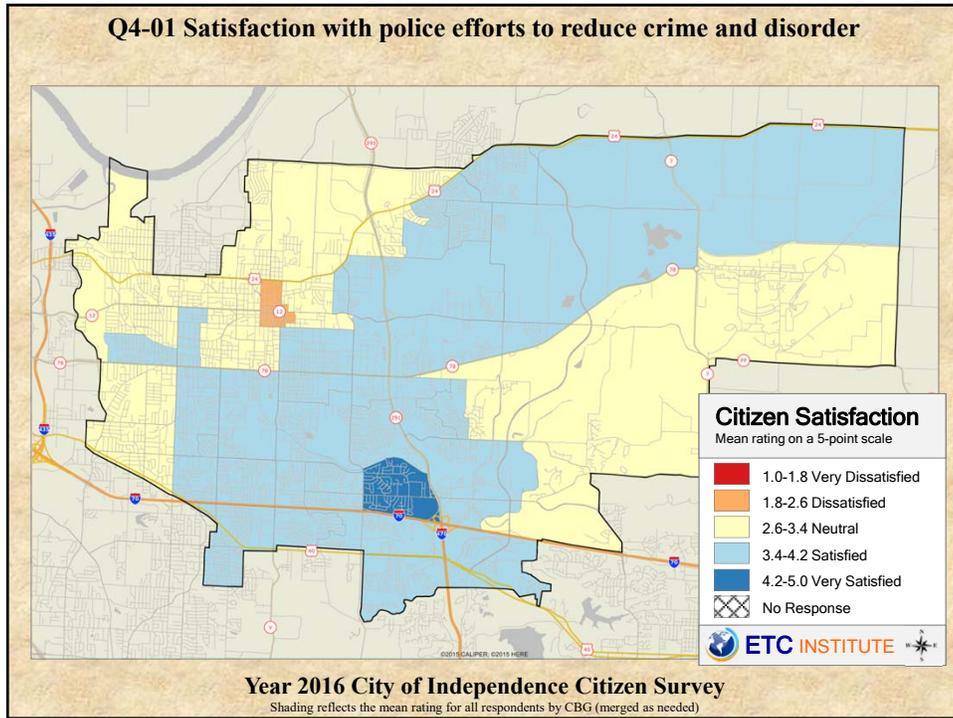


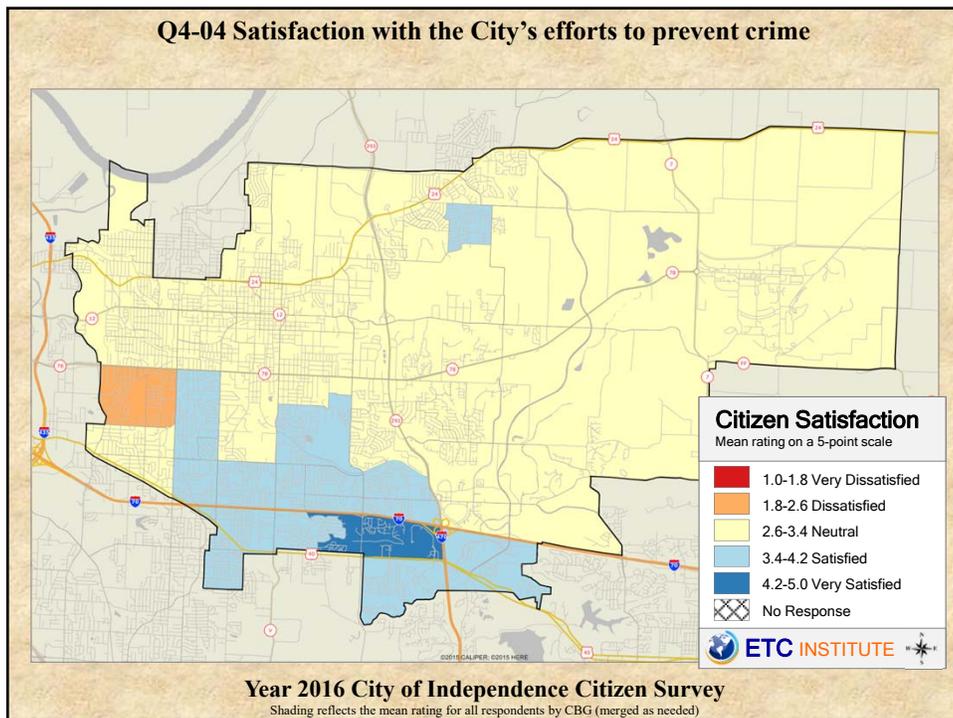
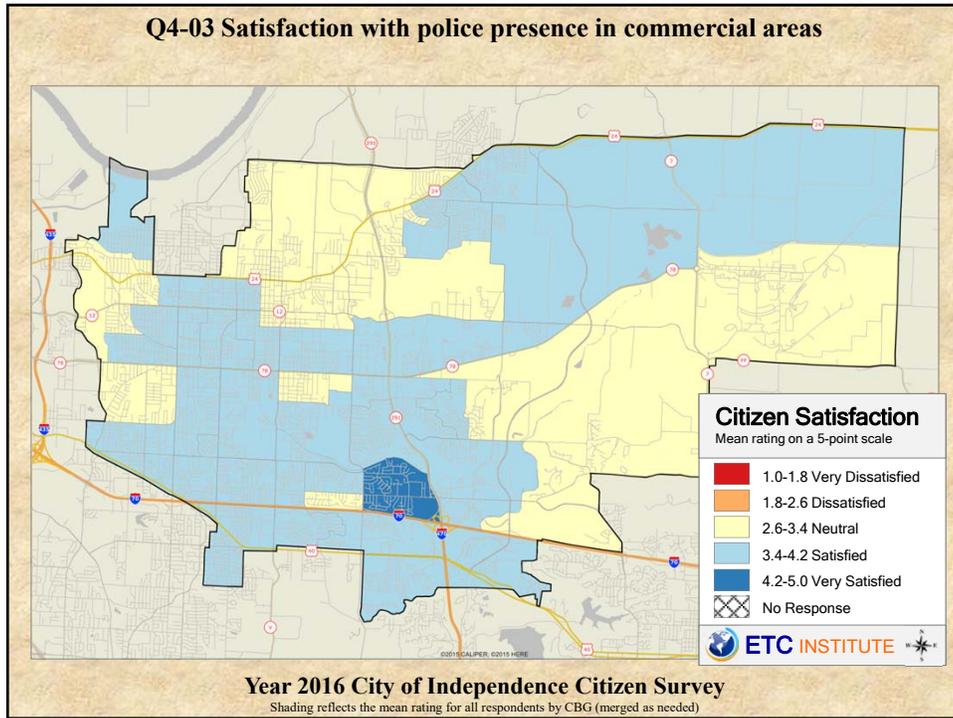


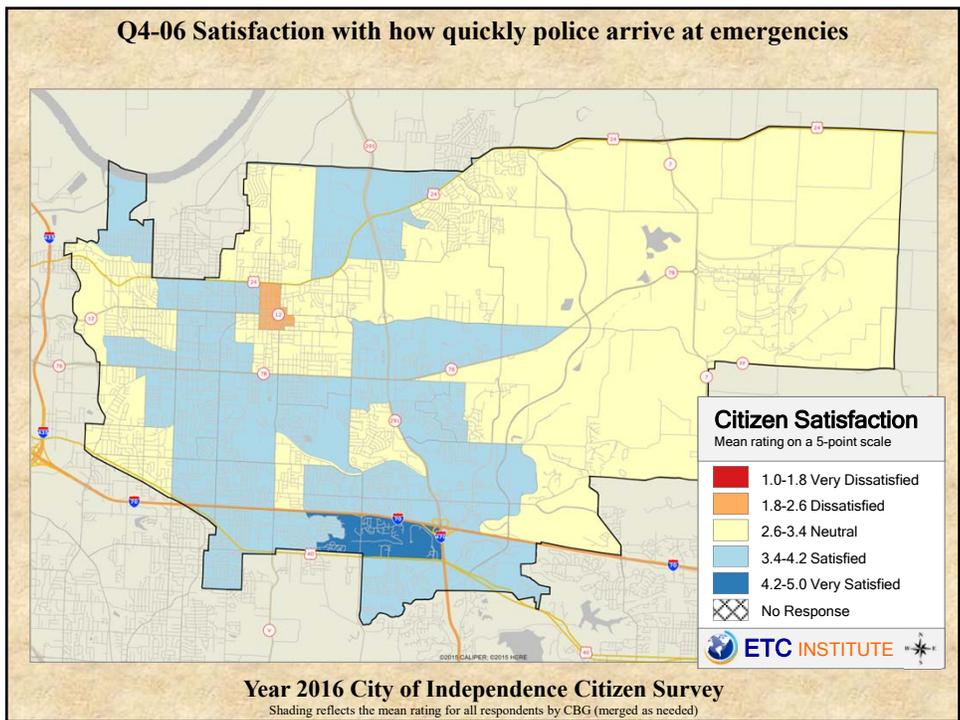
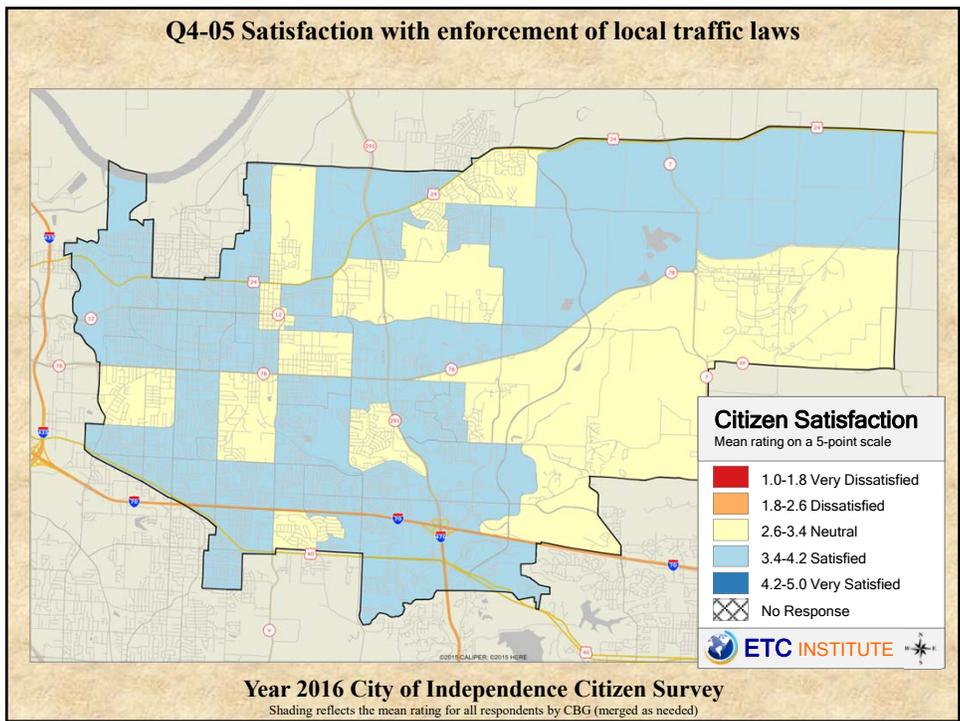


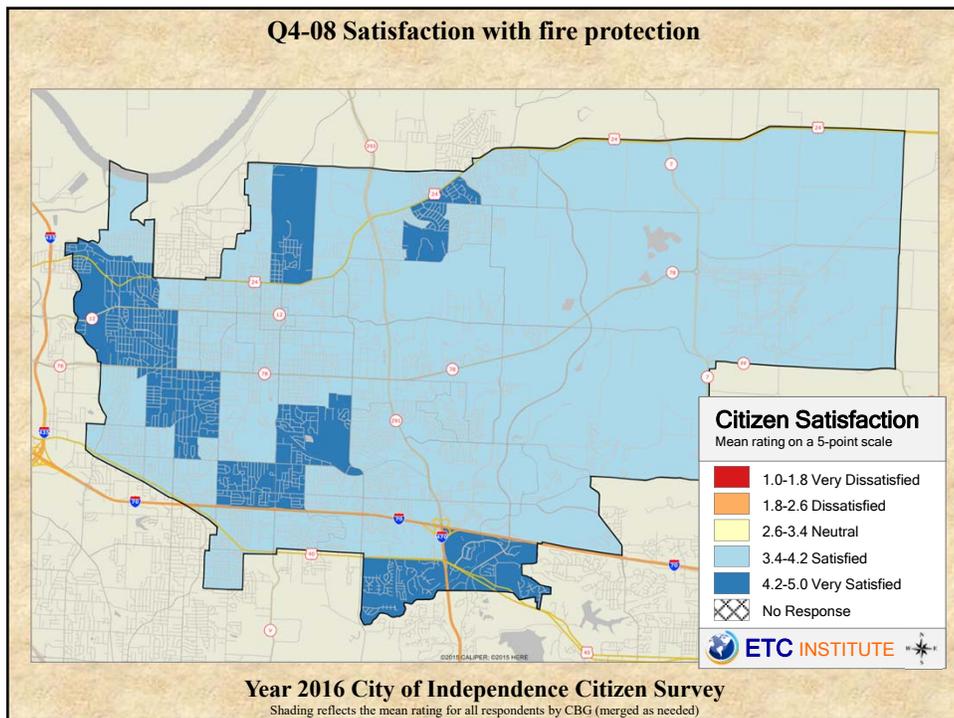
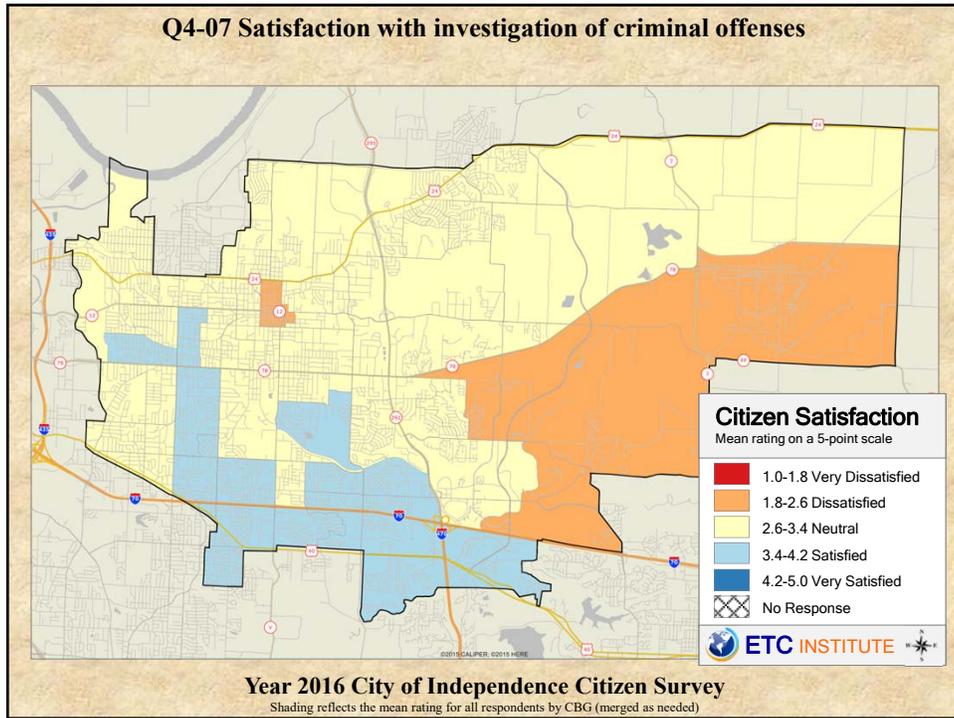


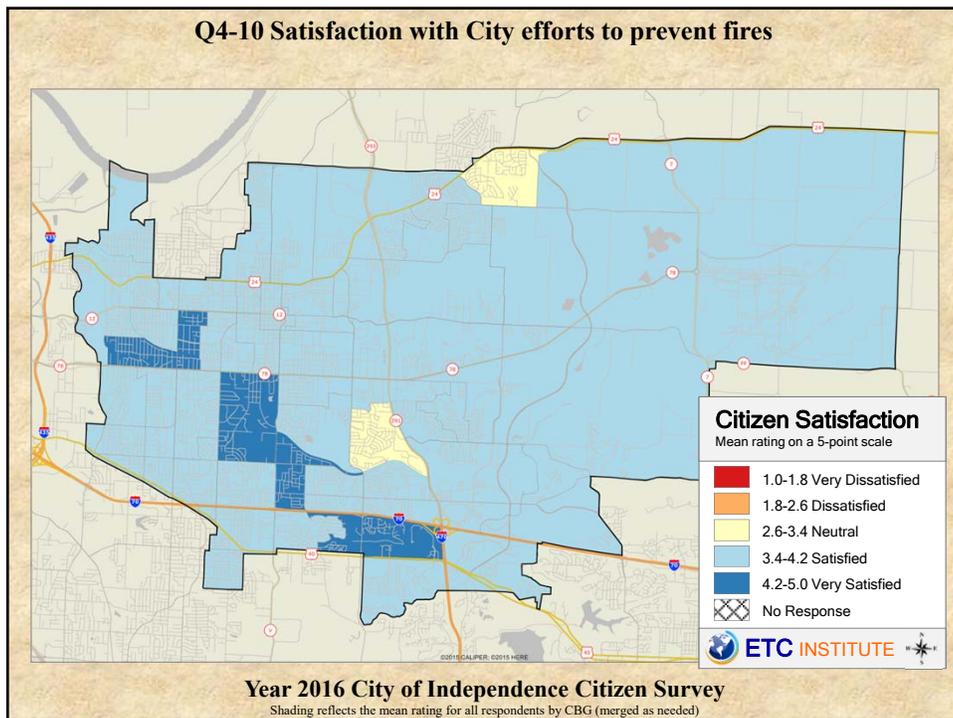
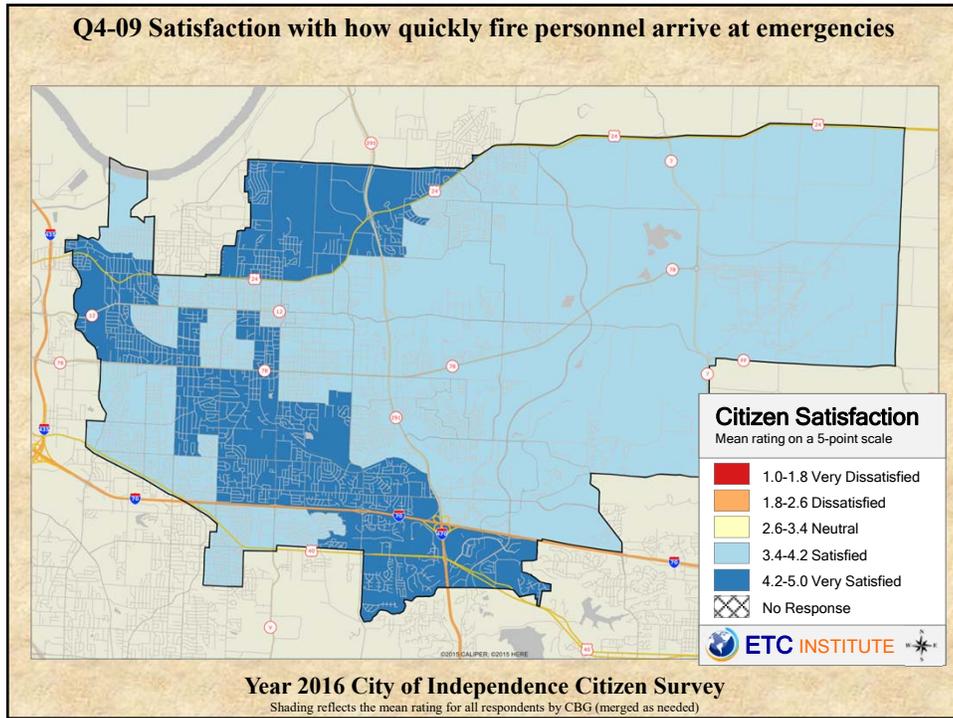


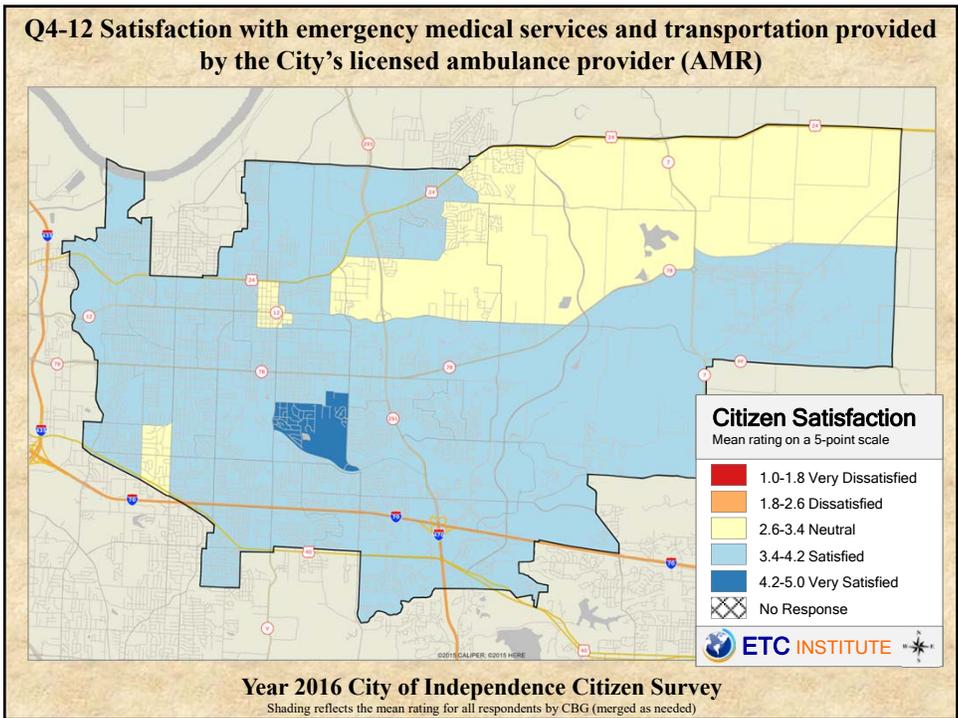
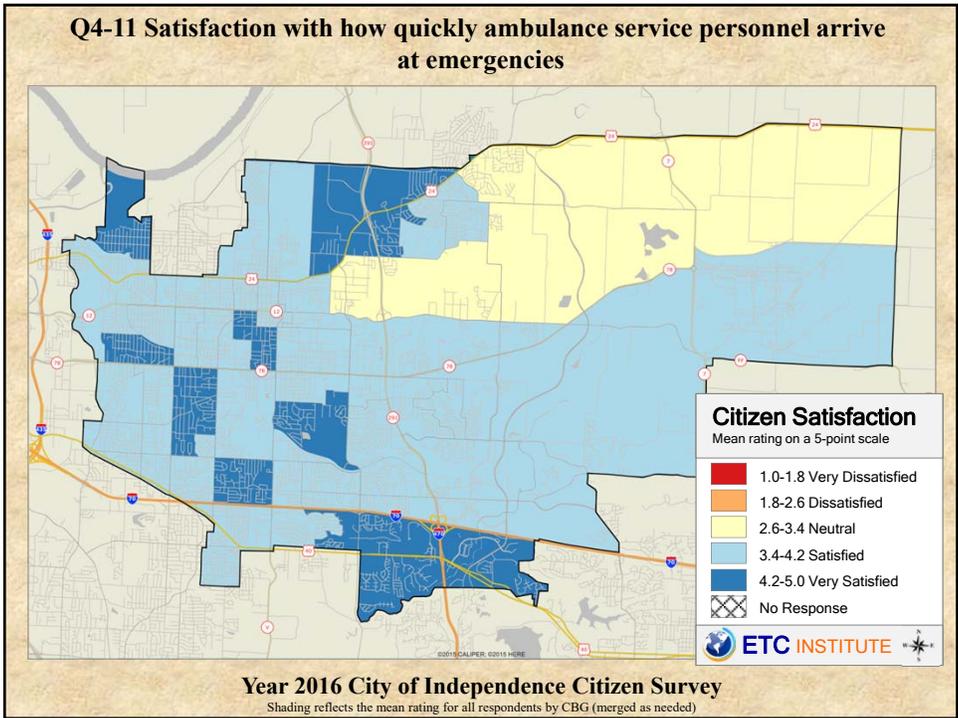


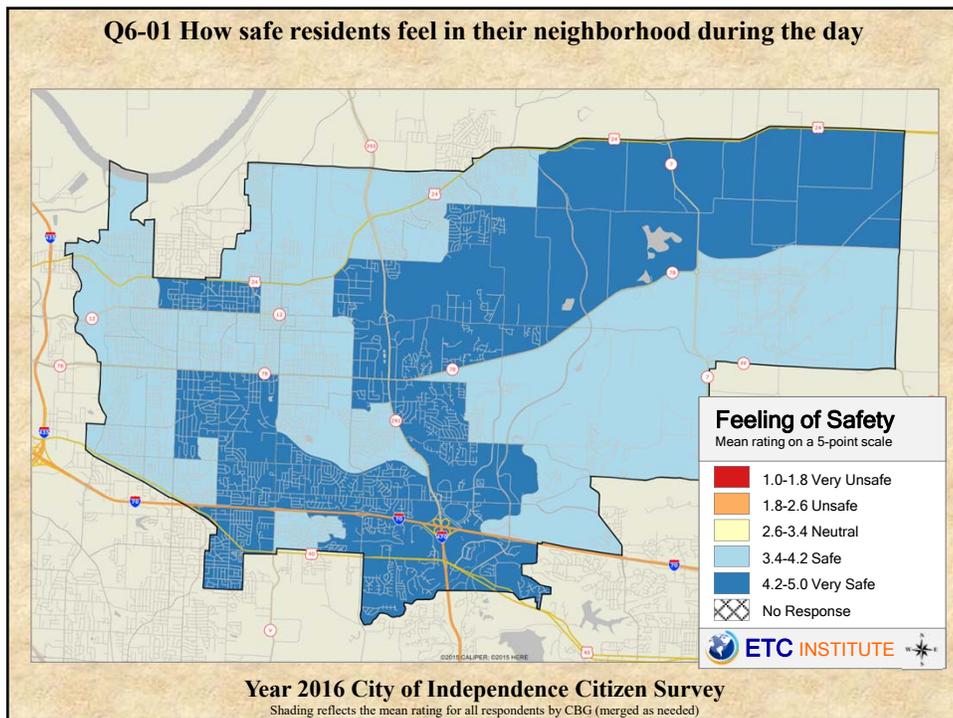
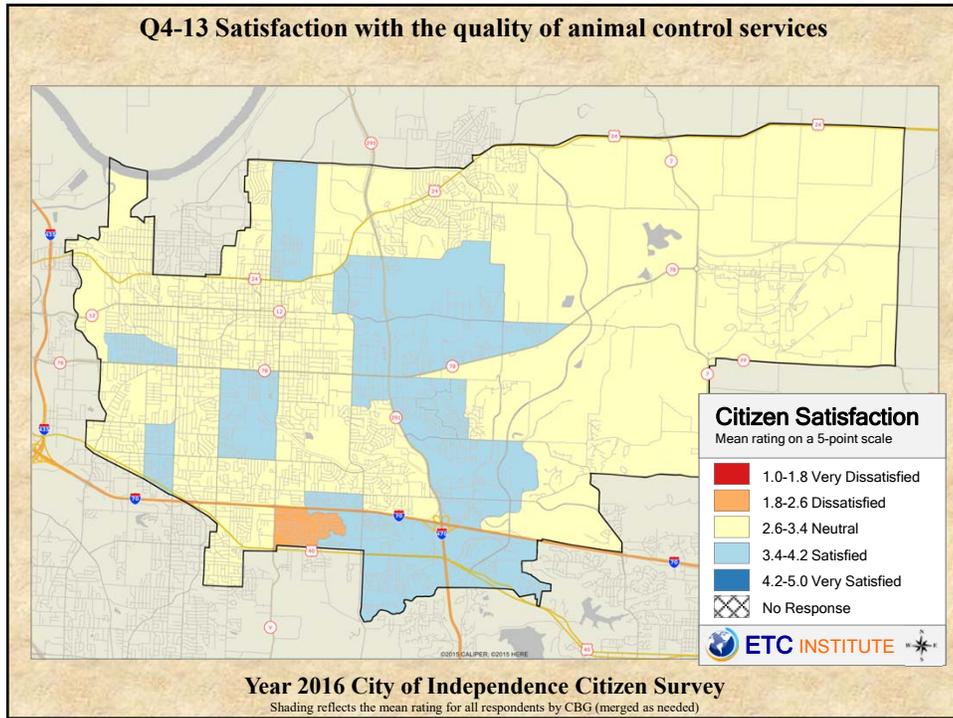


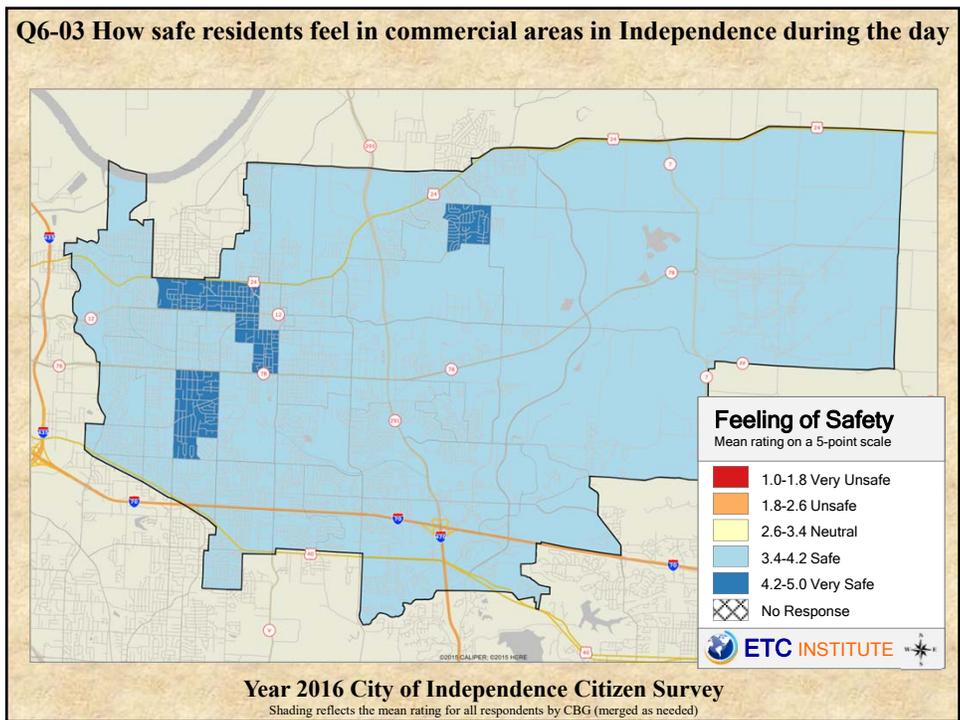
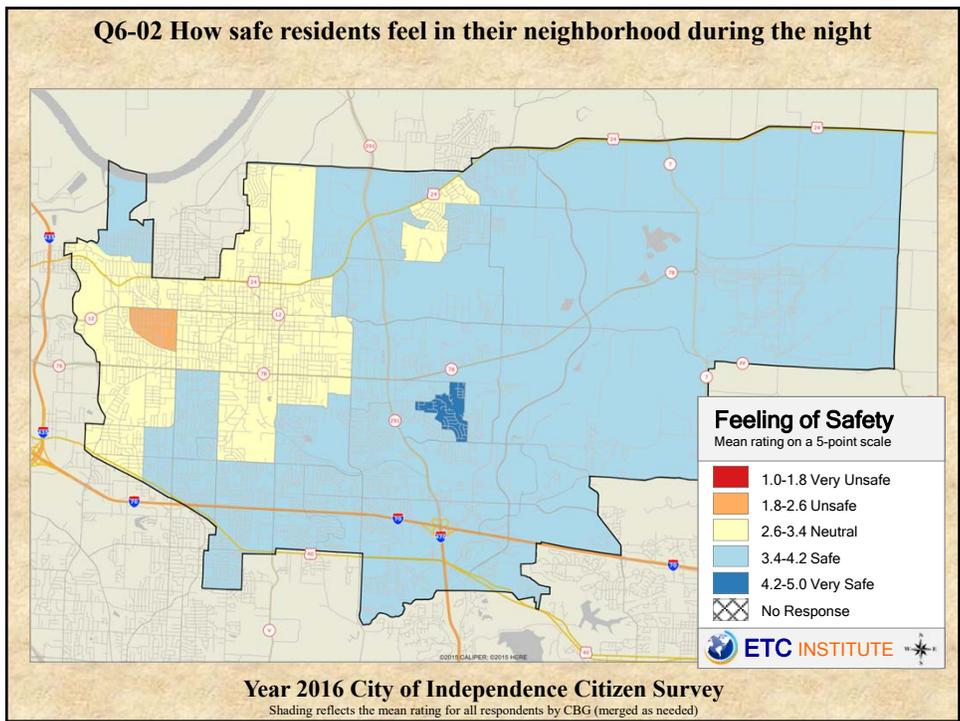


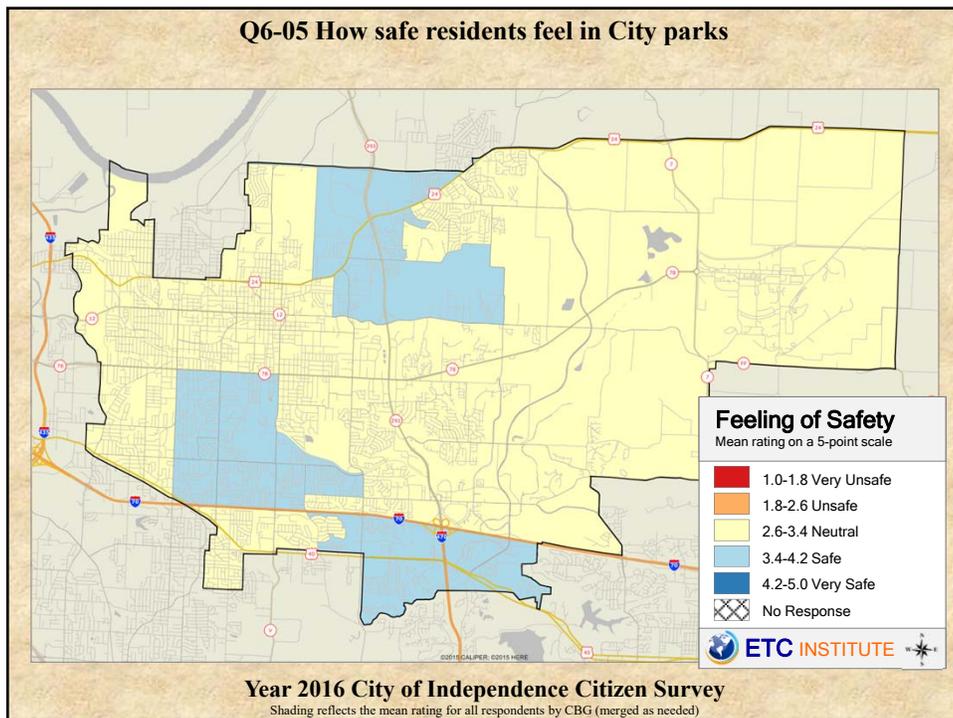
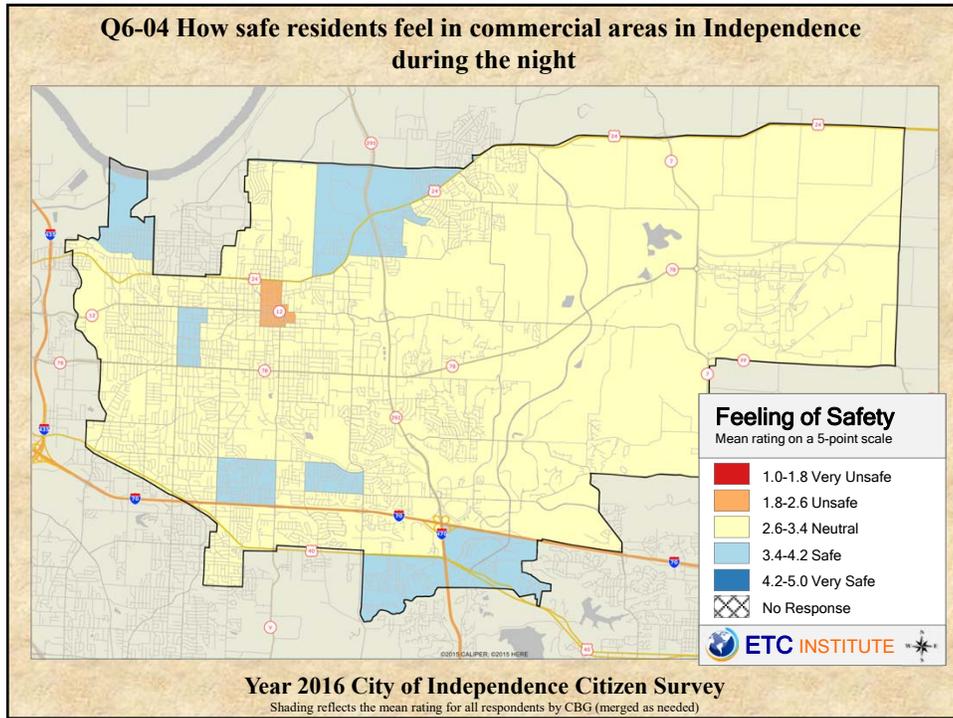


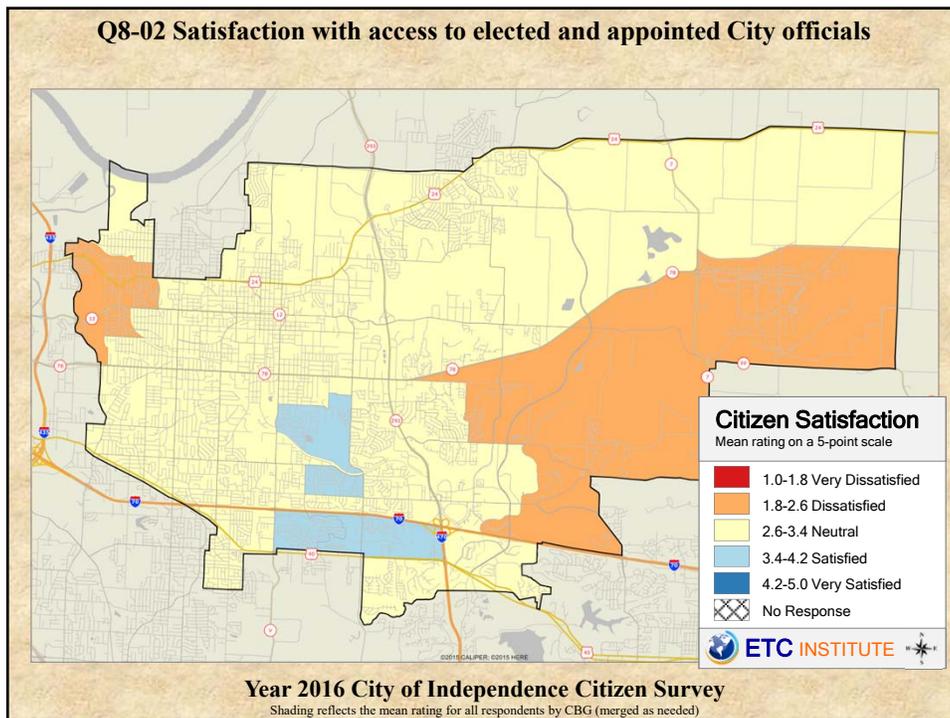
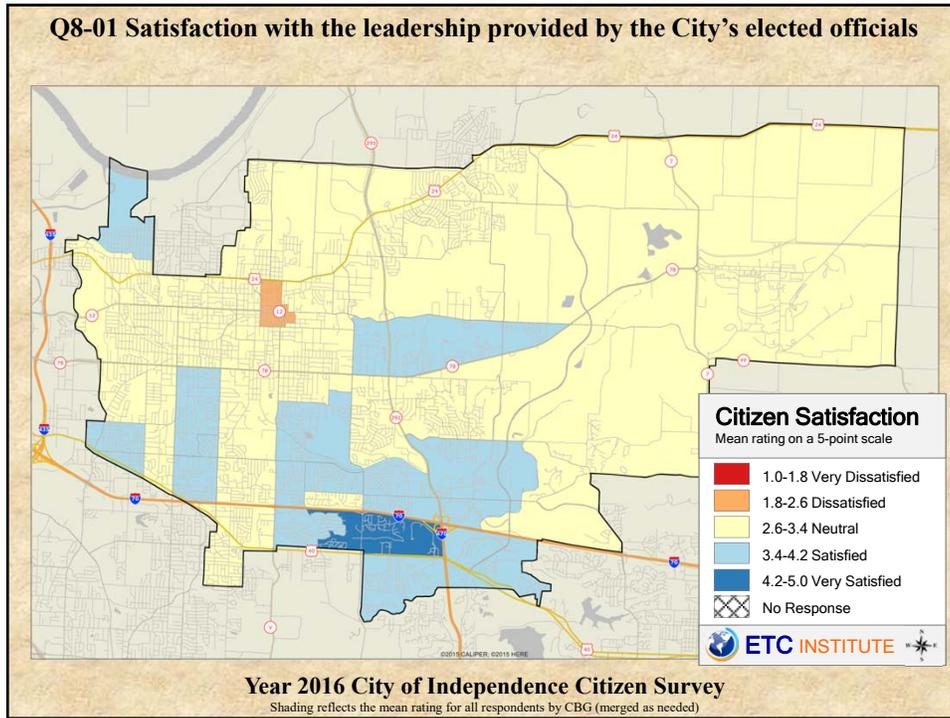




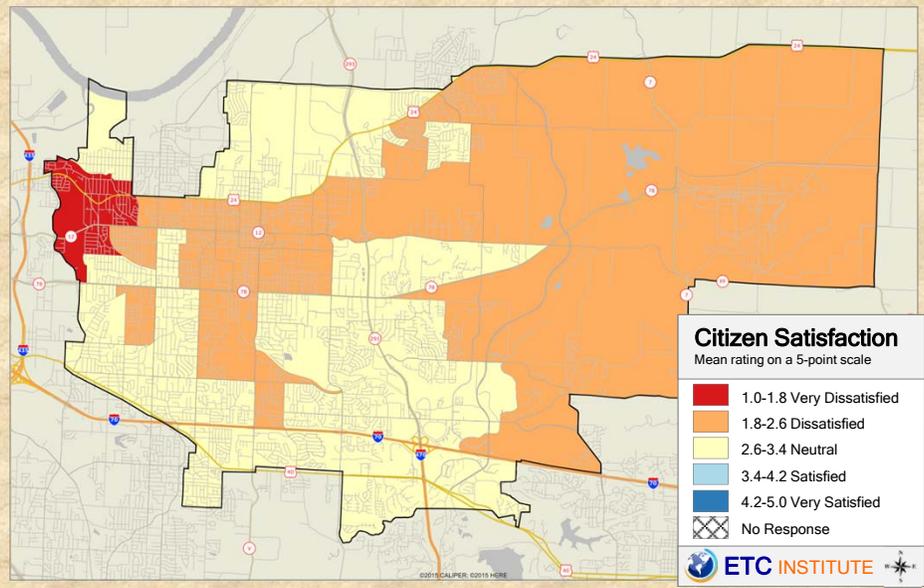








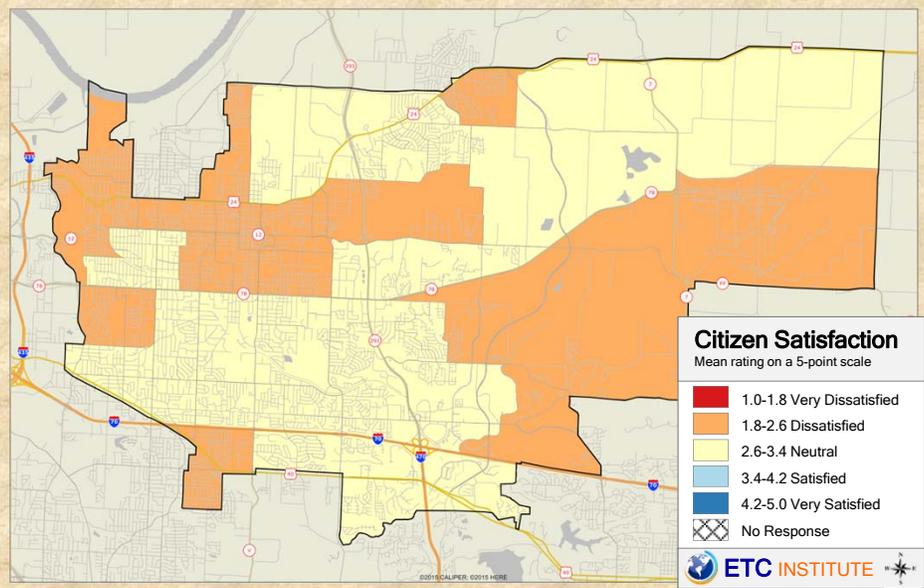
Q8-03 Satisfaction with the frequency with which leaders seek out resident views



Year 2016 City of Independence Citizen Survey

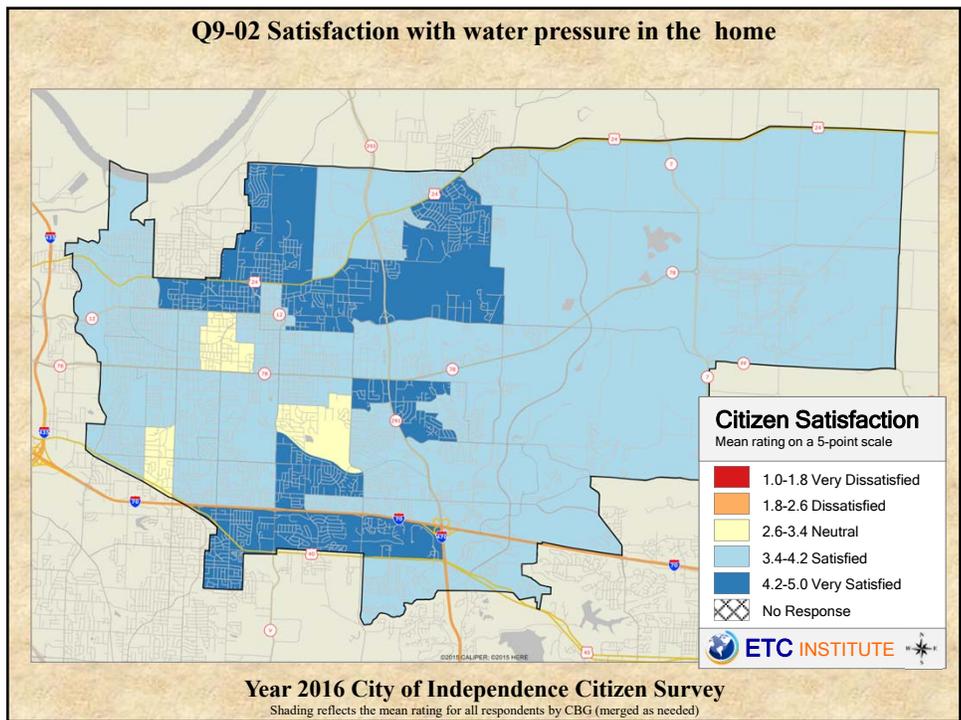
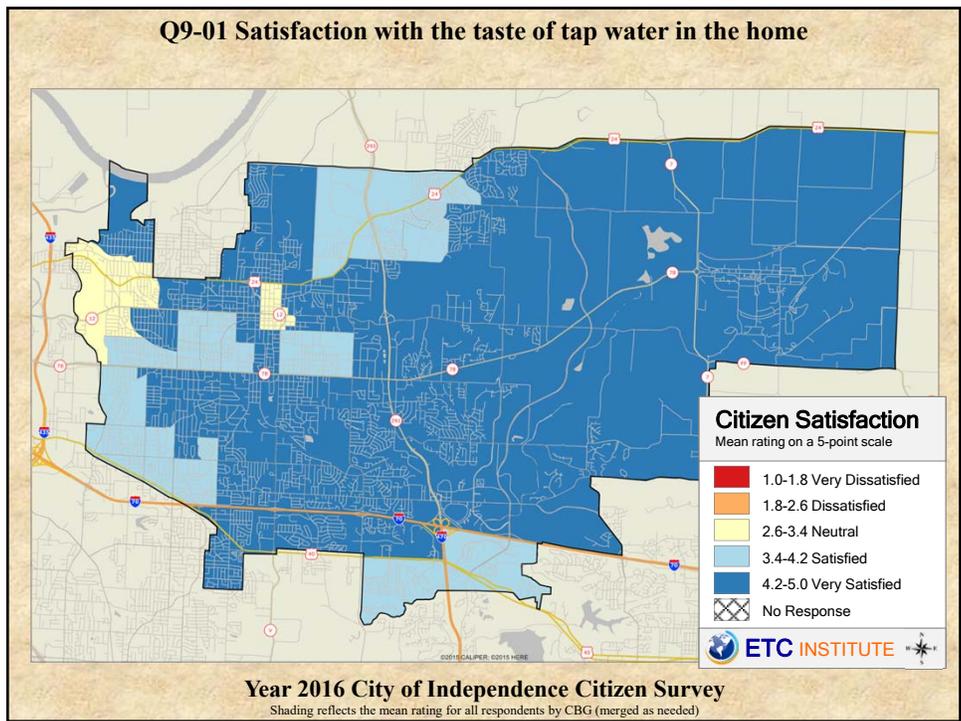
Shading reflects the mean rating for all respondents by CBG (merged as needed)

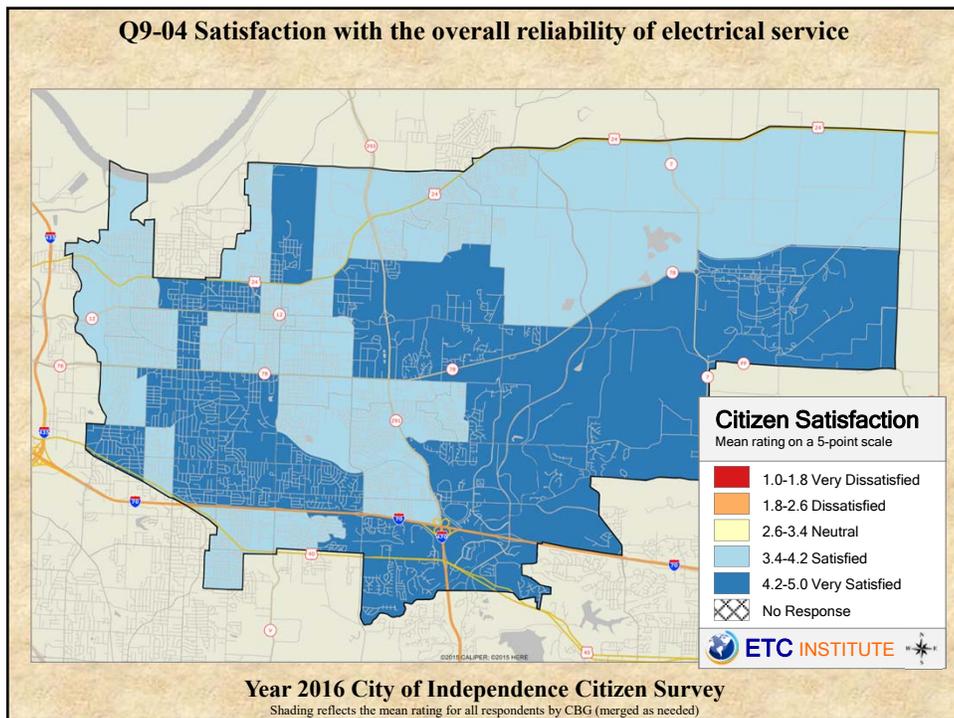
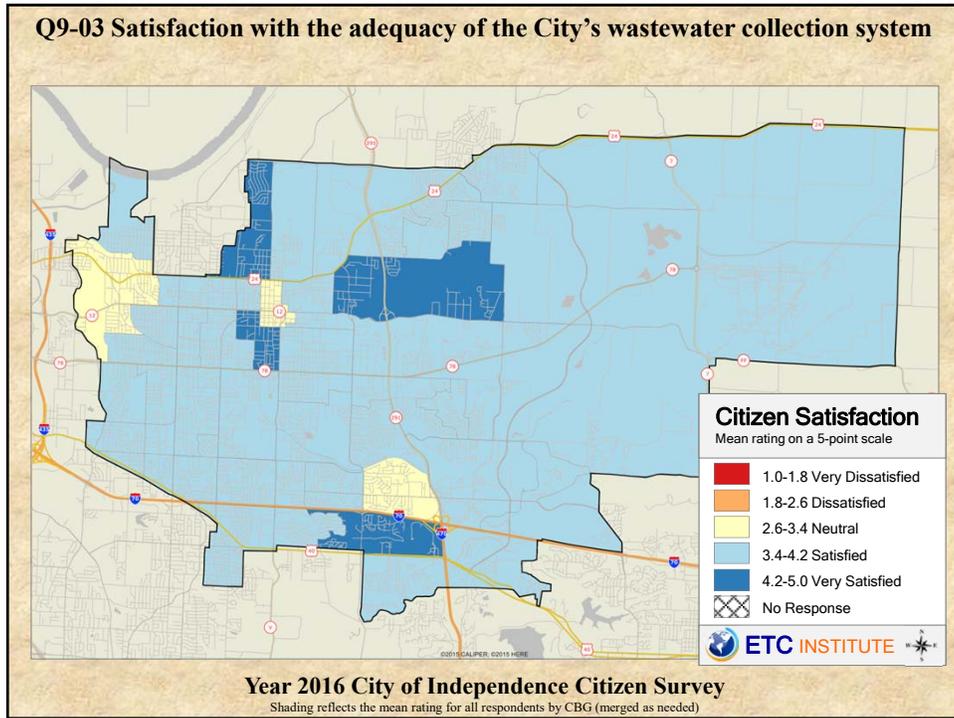
Q8-04 Satisfaction with the level of public involvement in local decision making

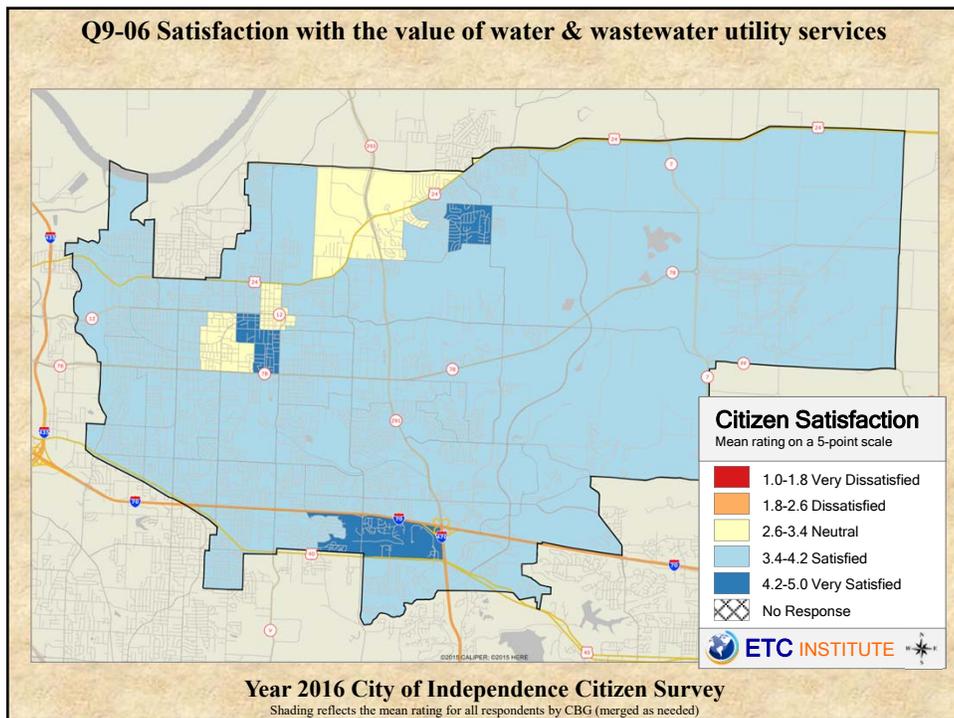
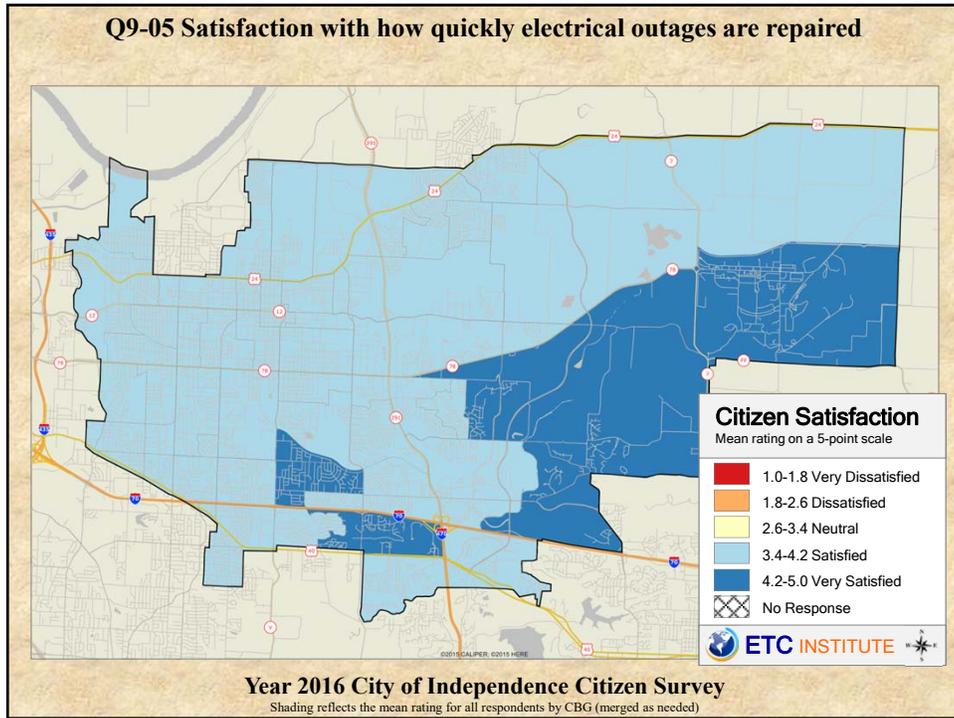


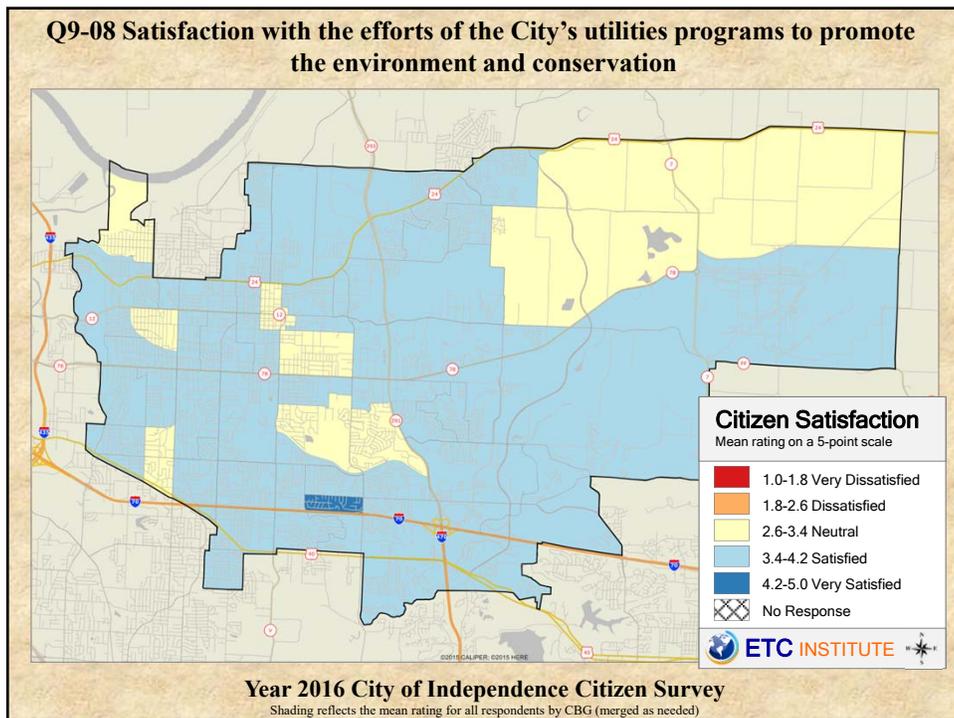
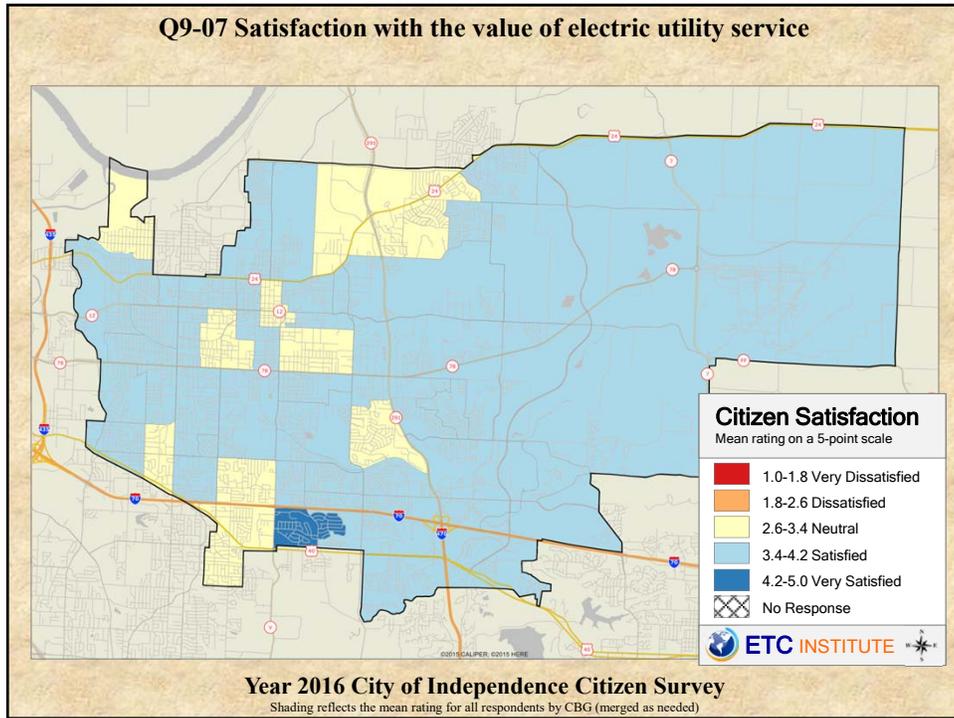
Year 2016 City of Independence Citizen Survey

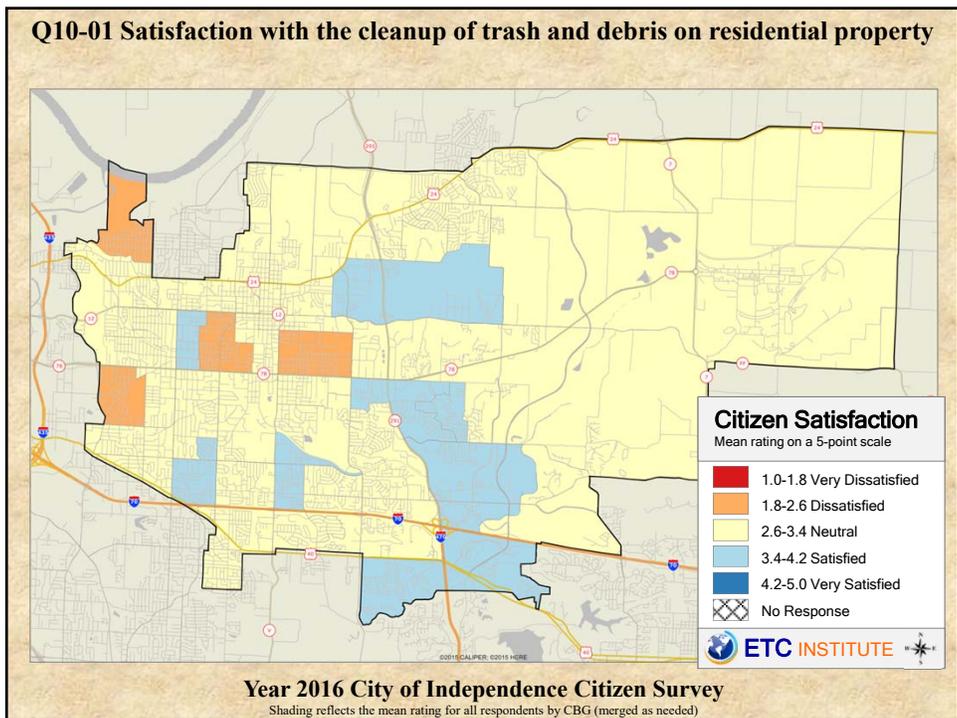
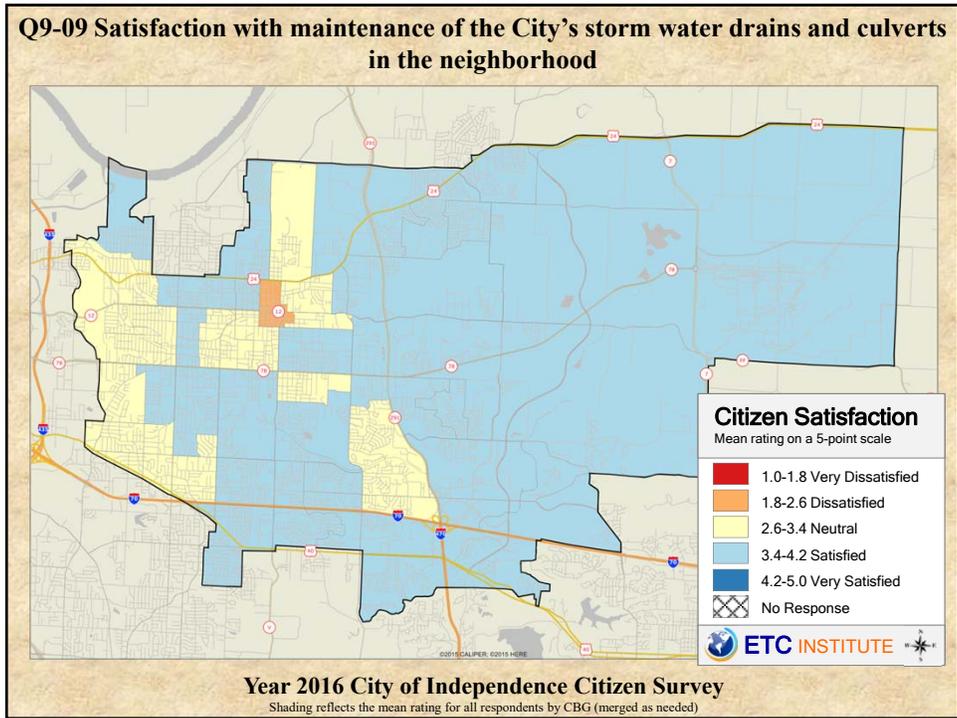
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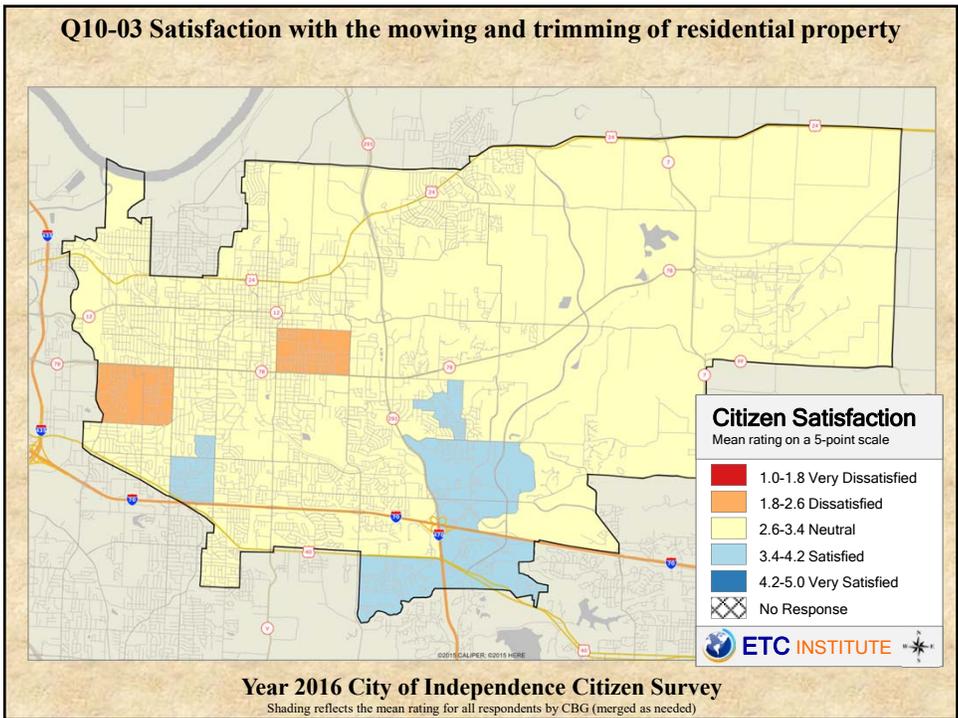
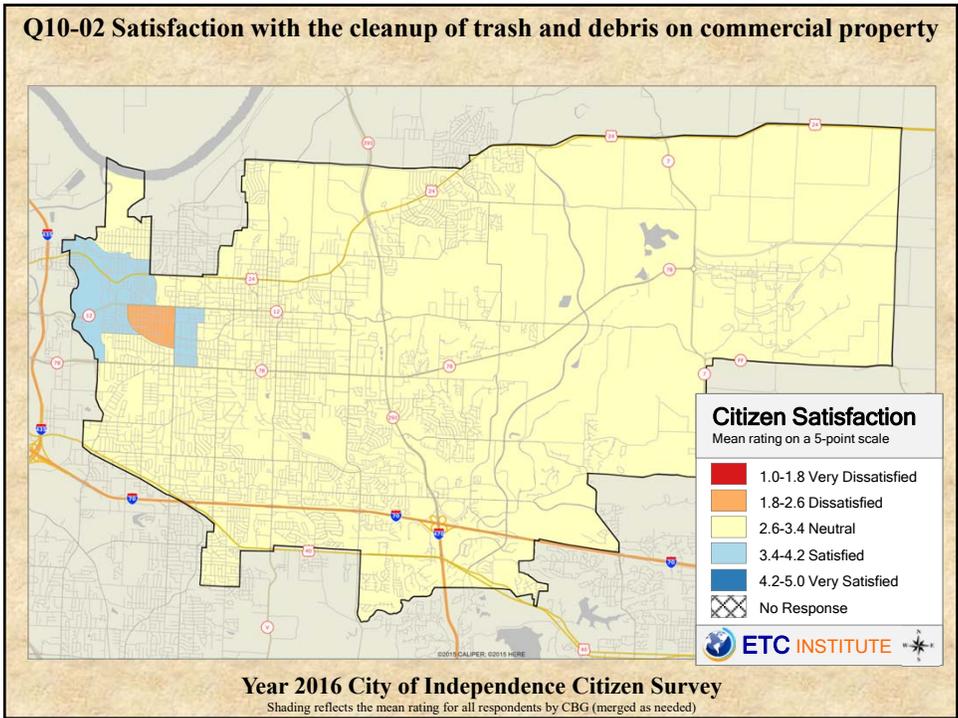


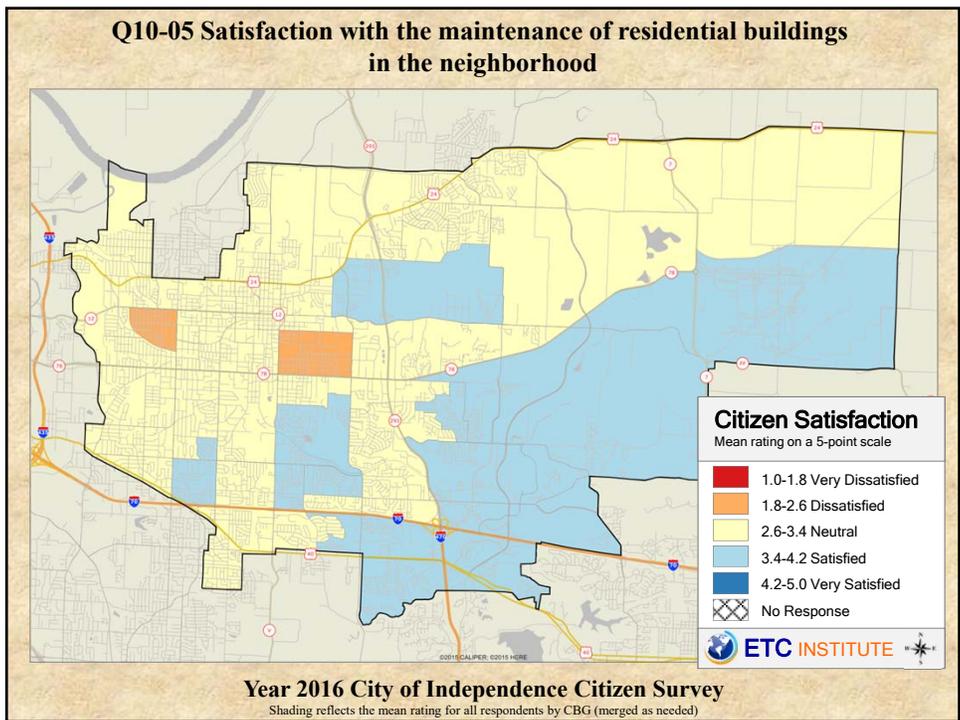
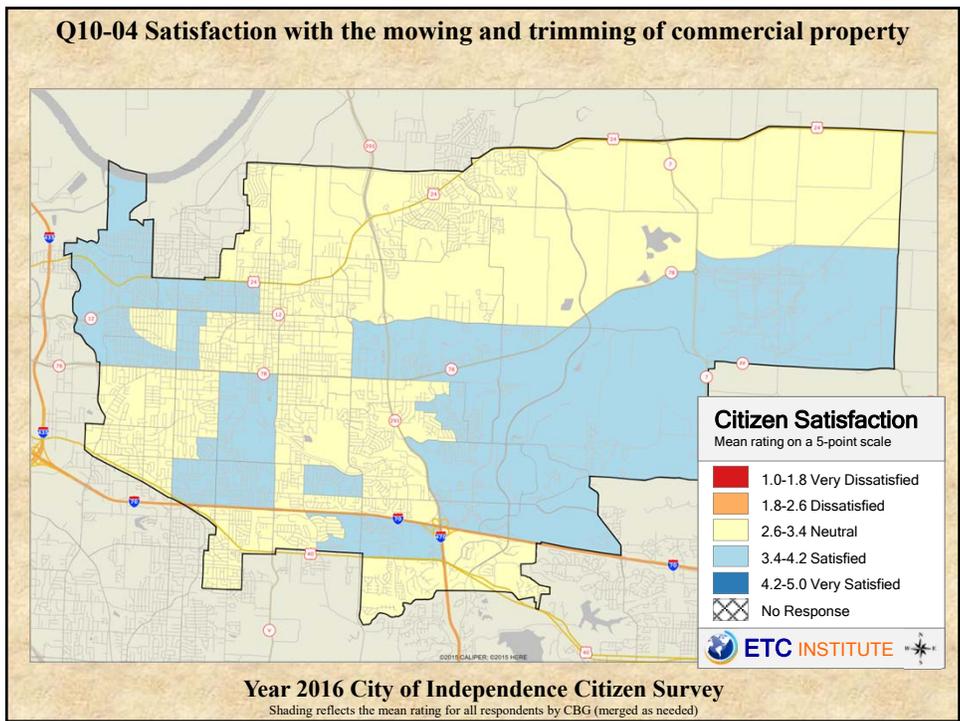


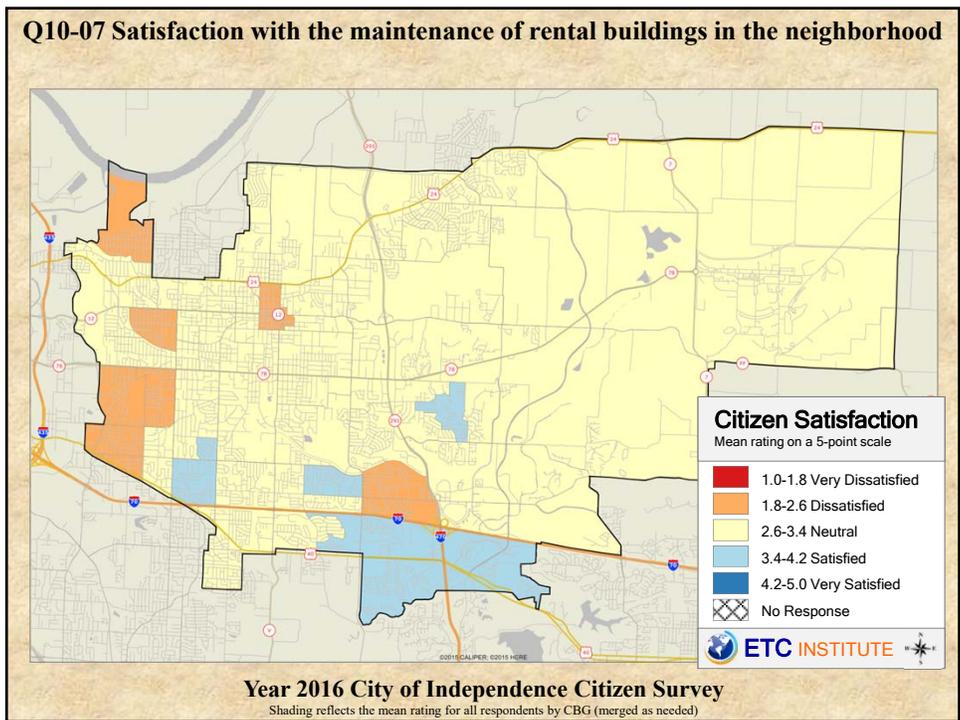
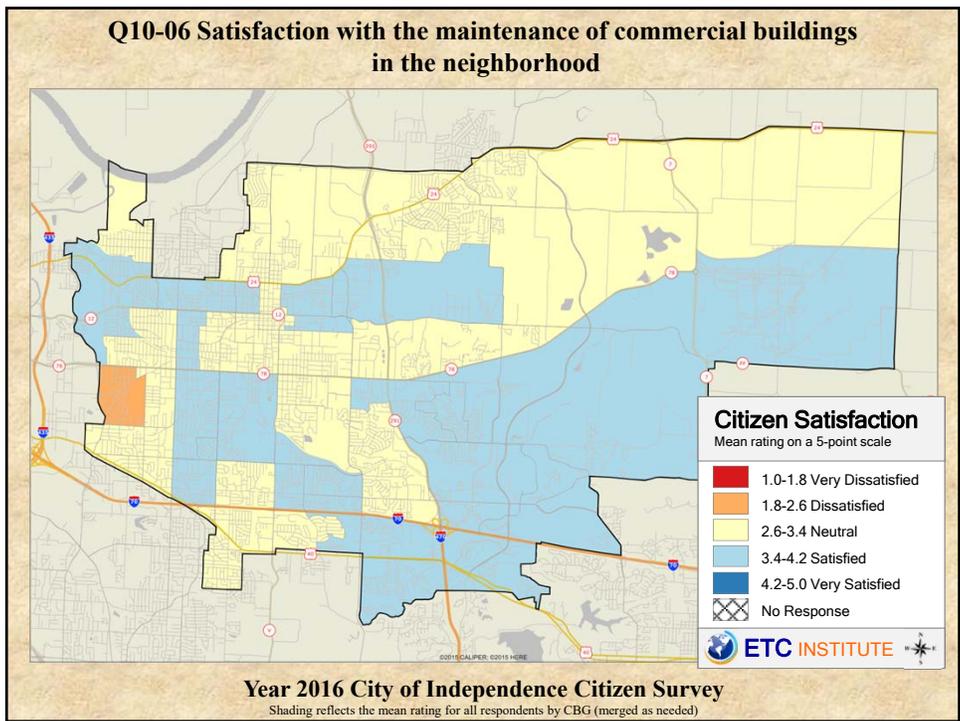


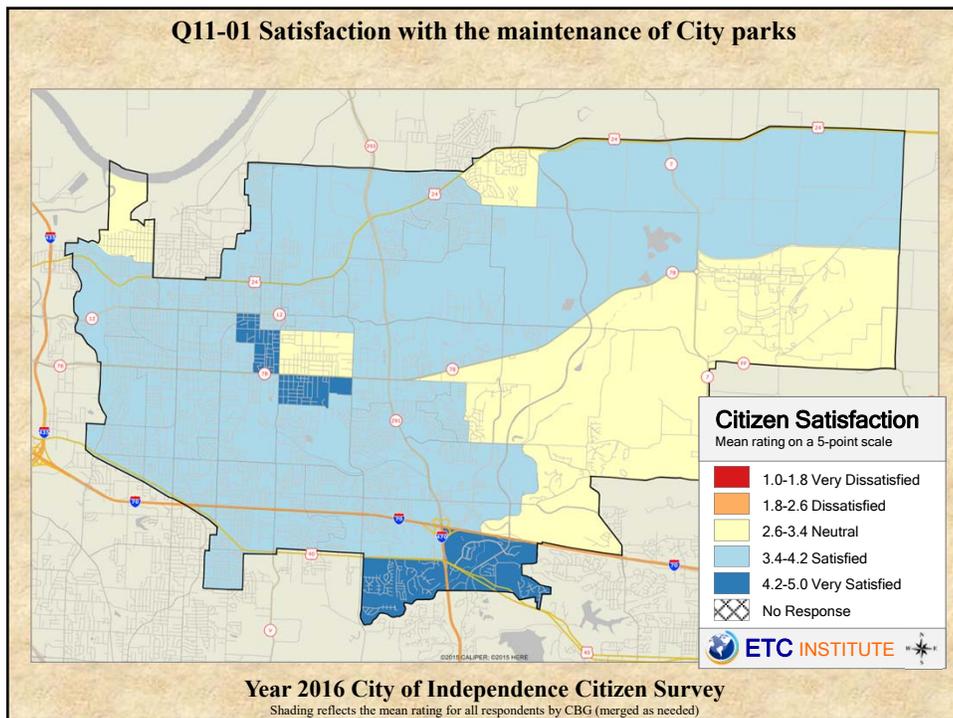
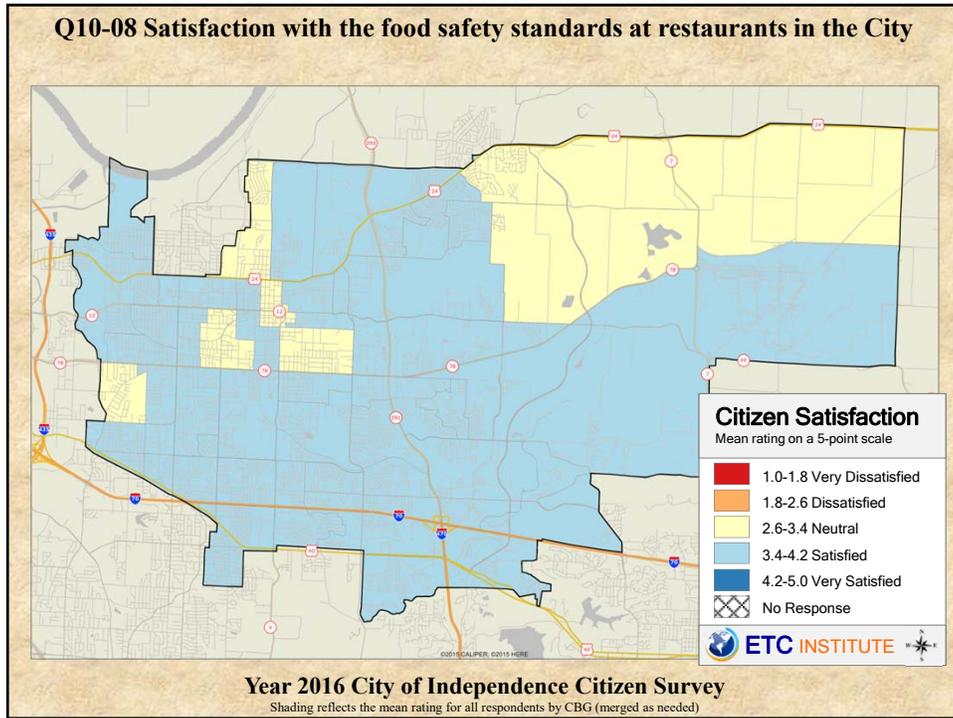


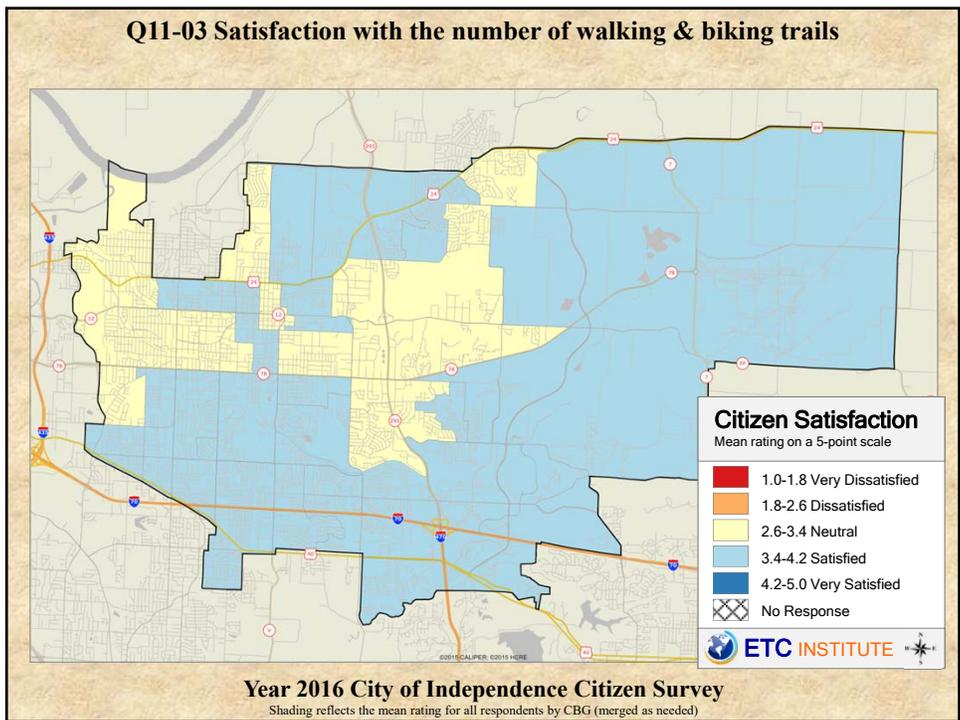
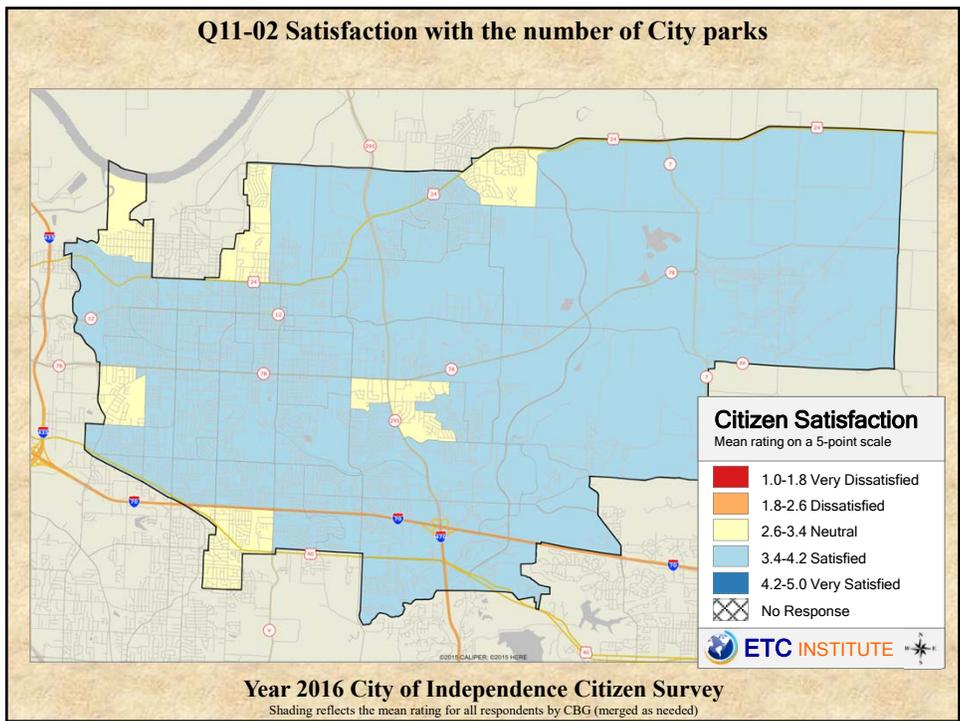


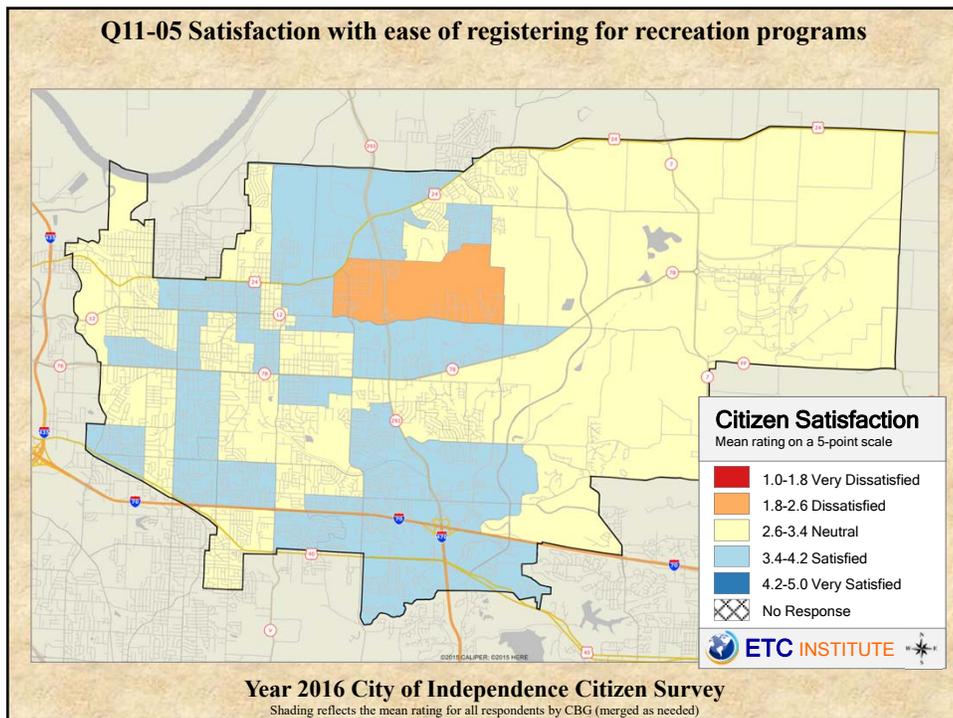
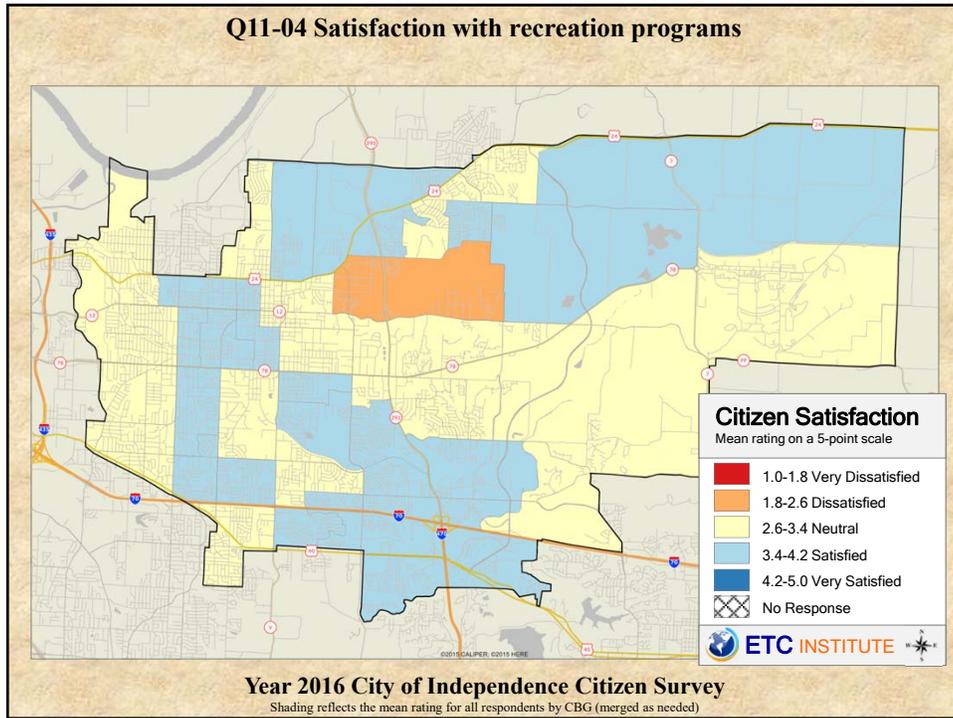


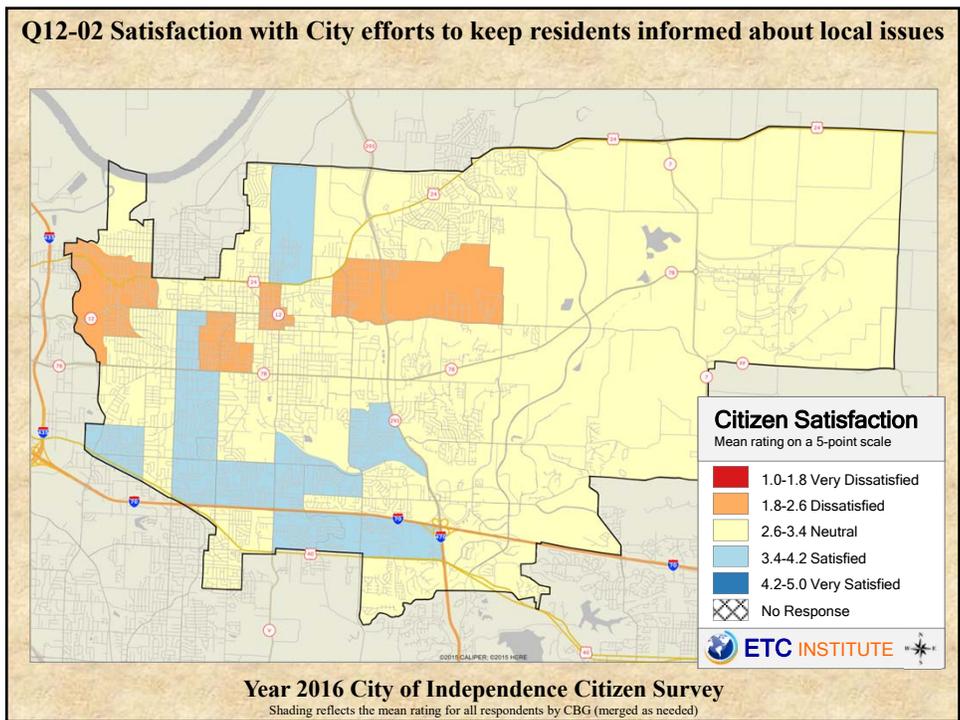
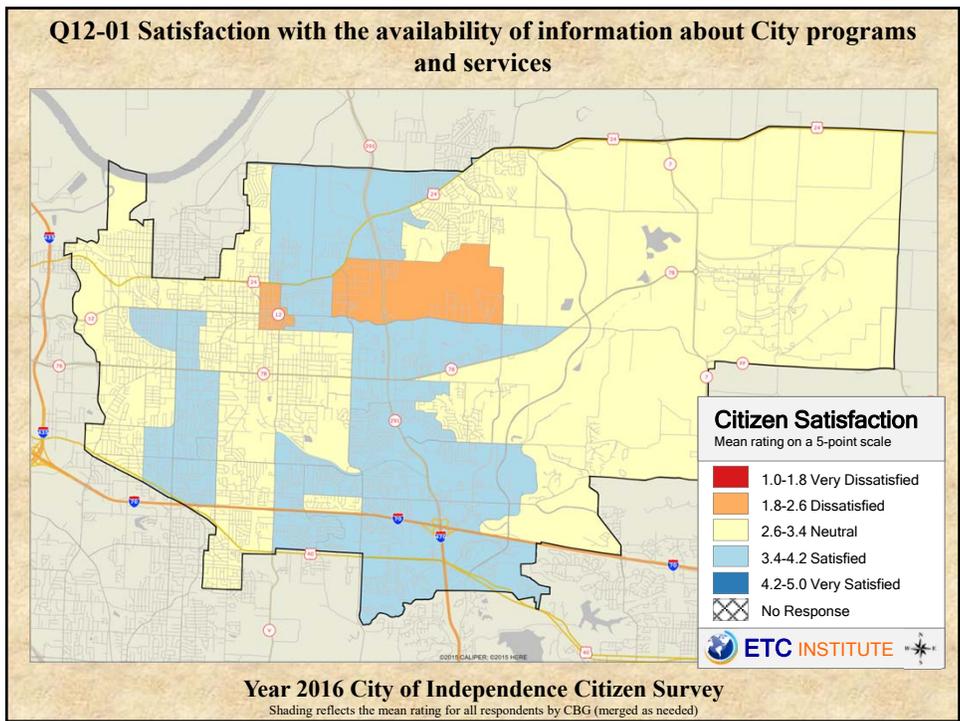


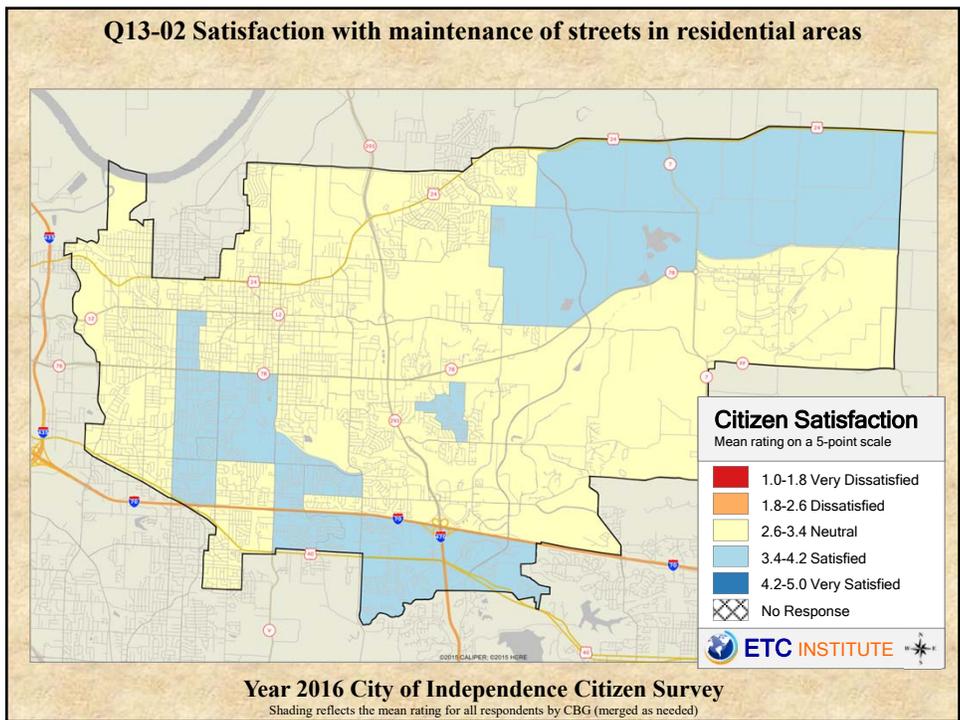
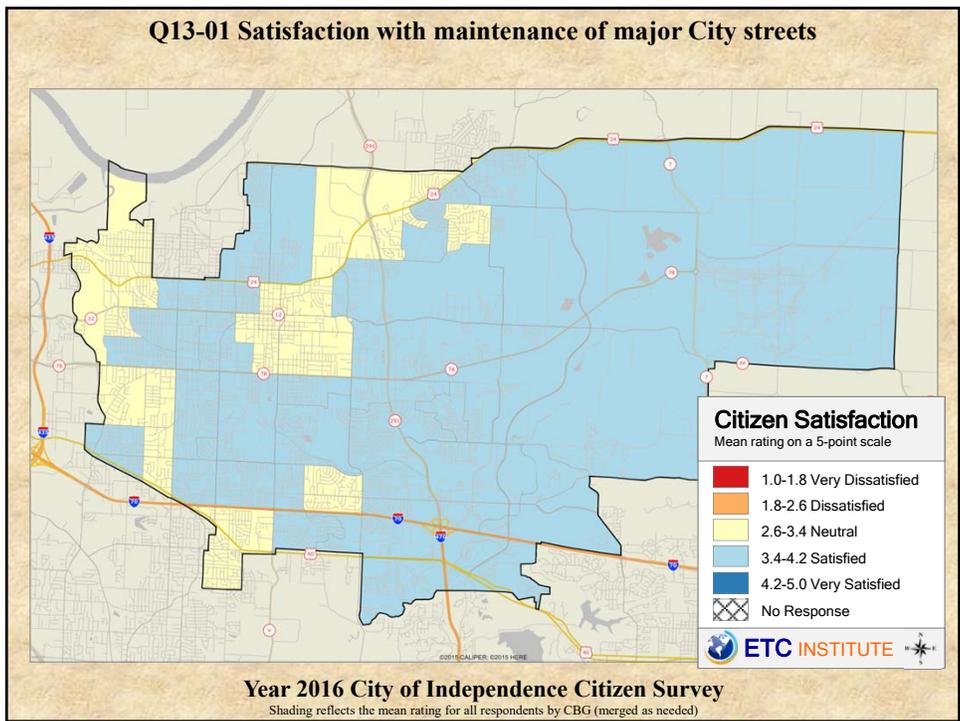


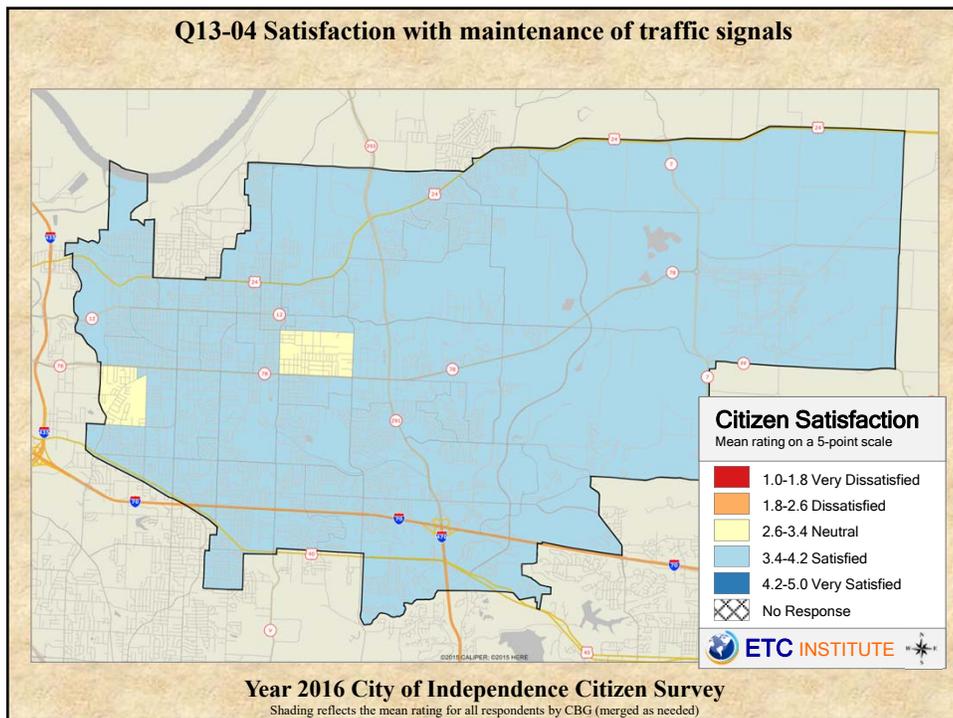
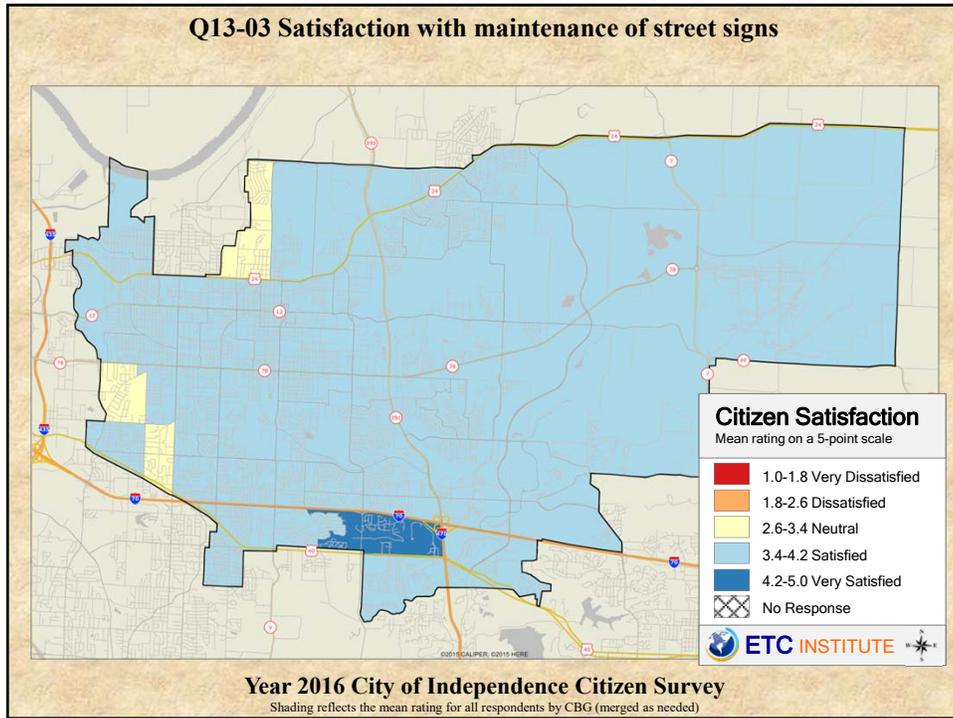


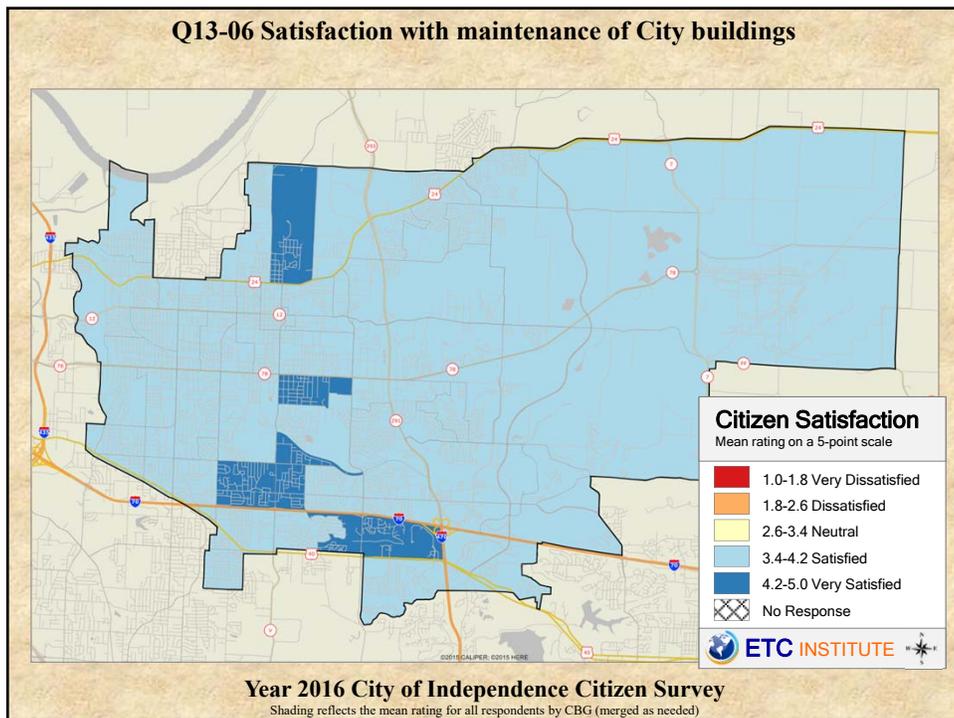
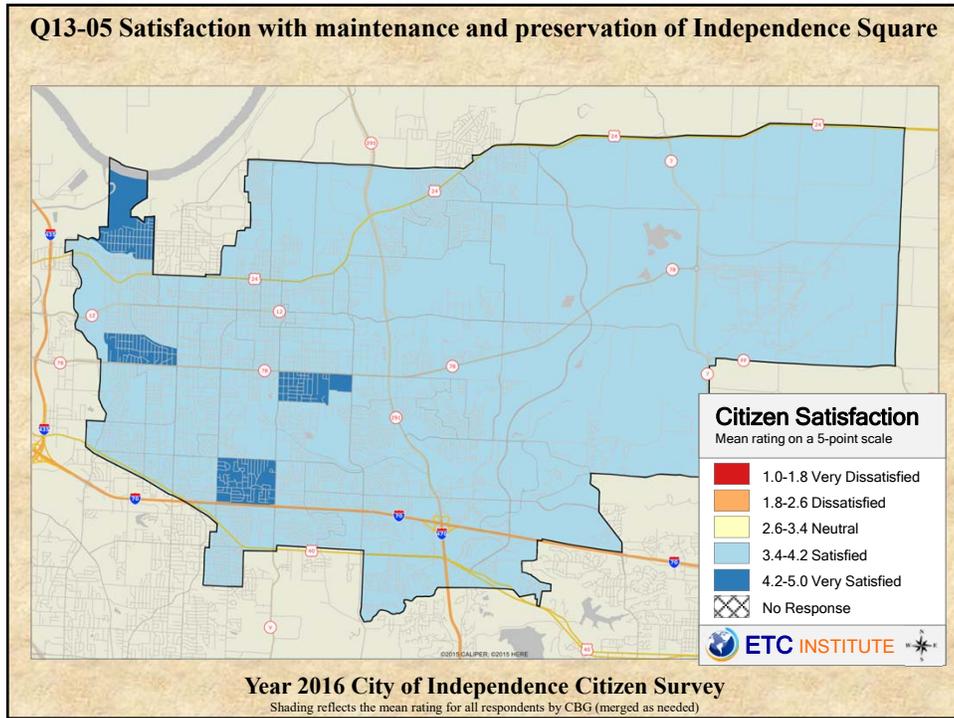


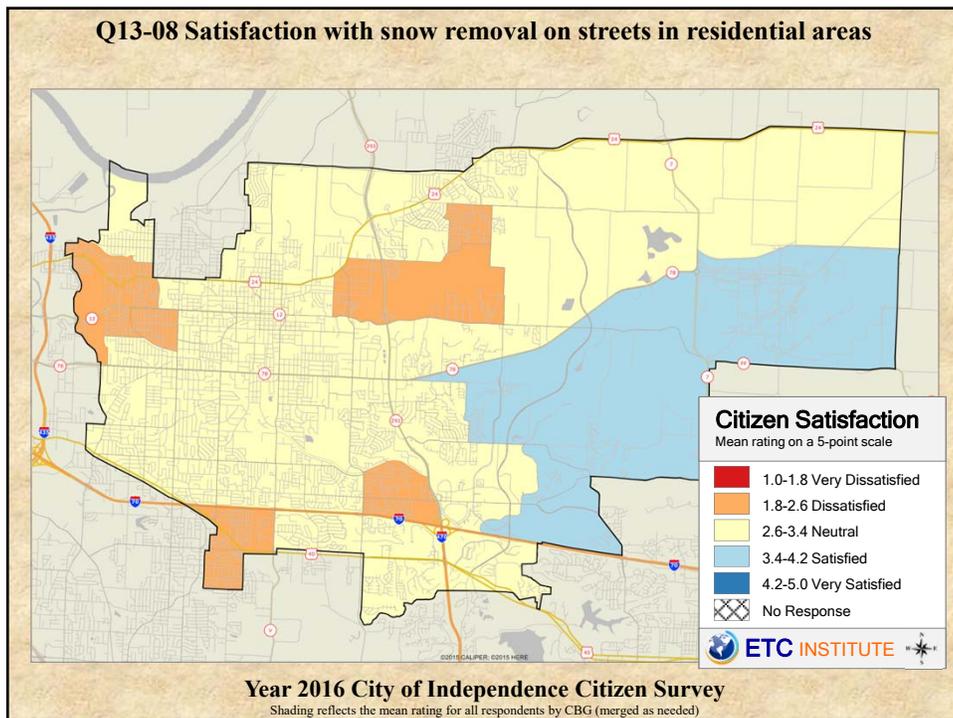
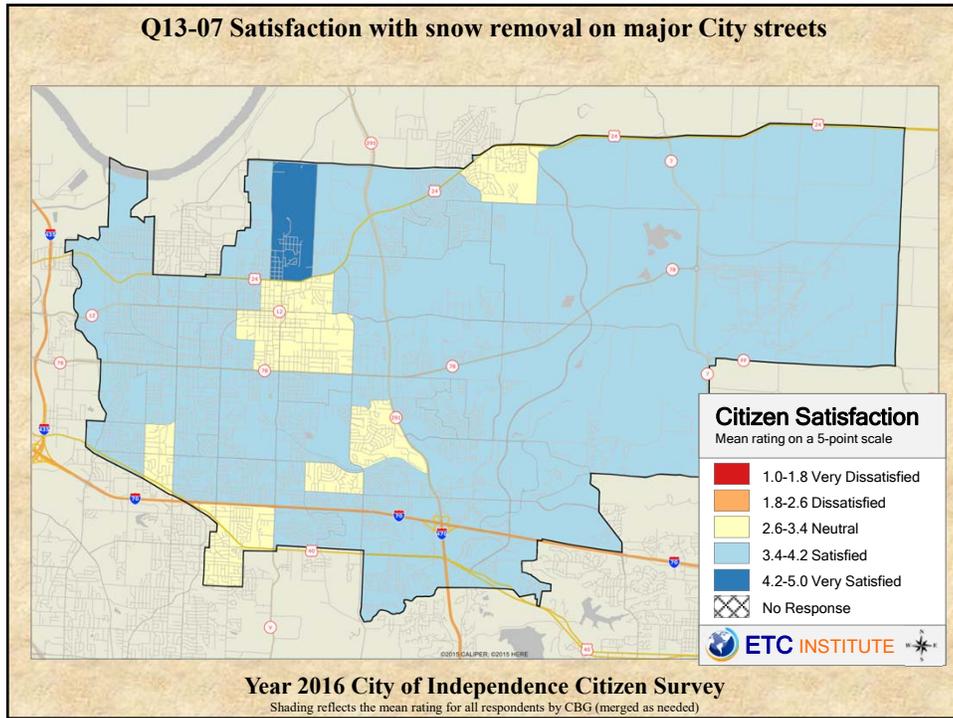


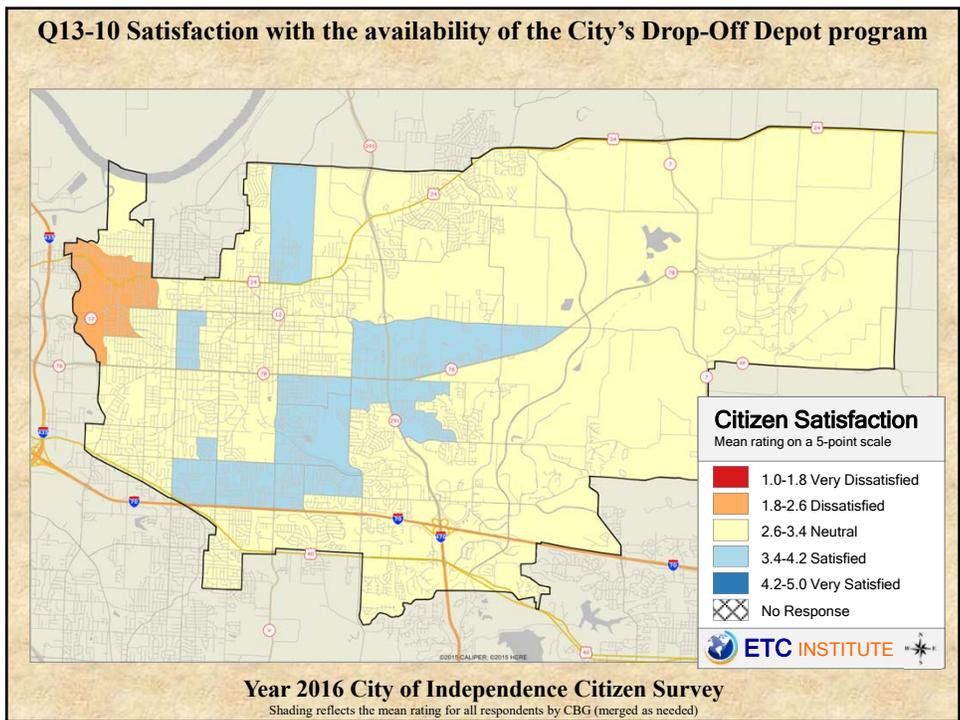
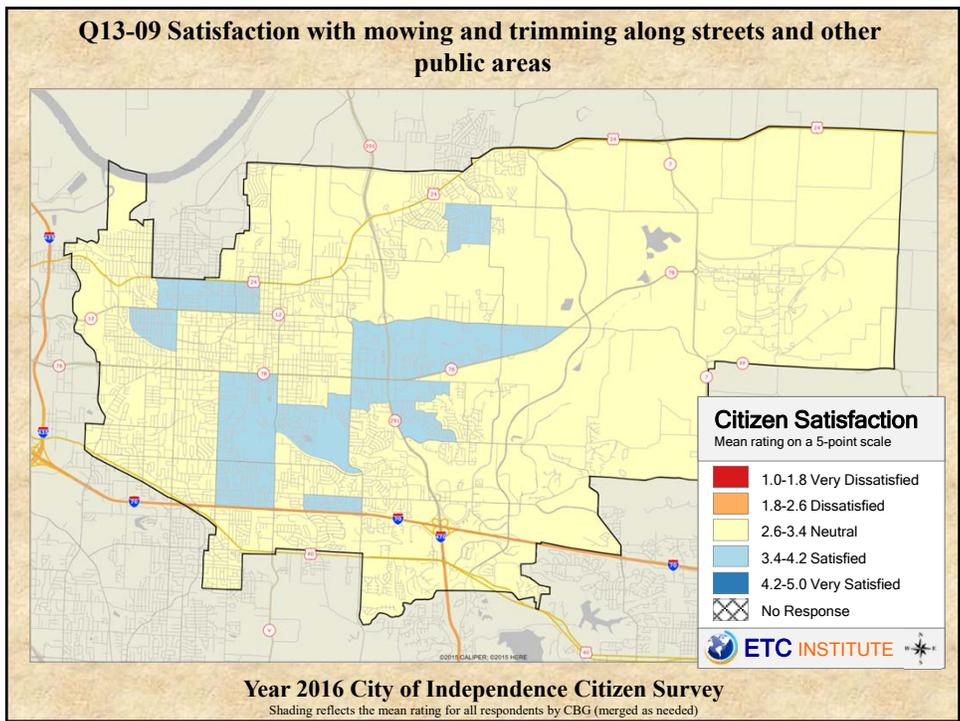


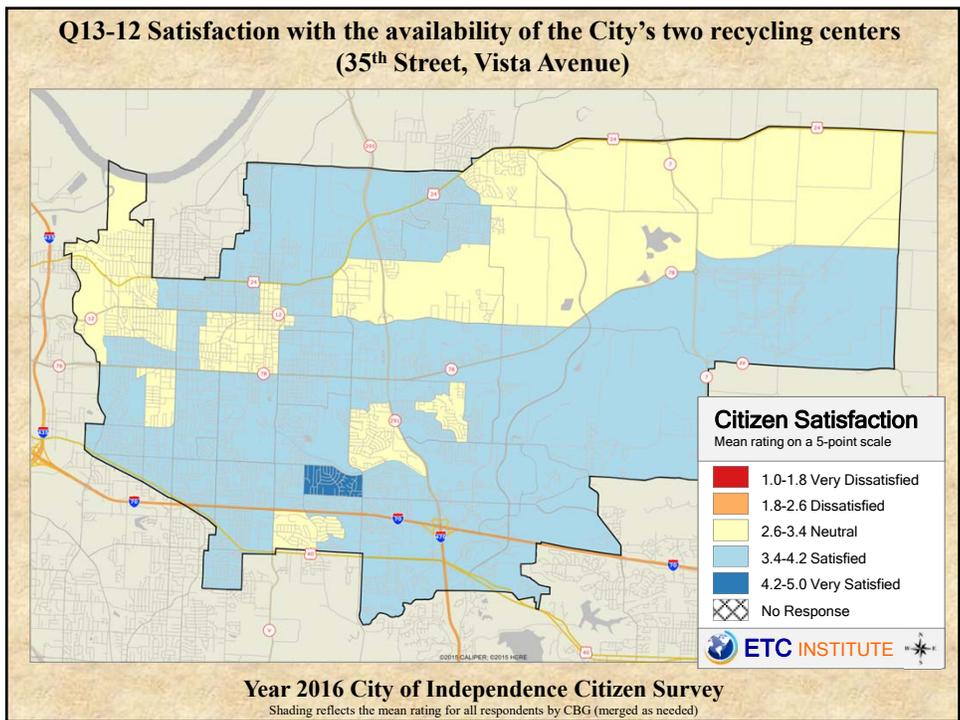
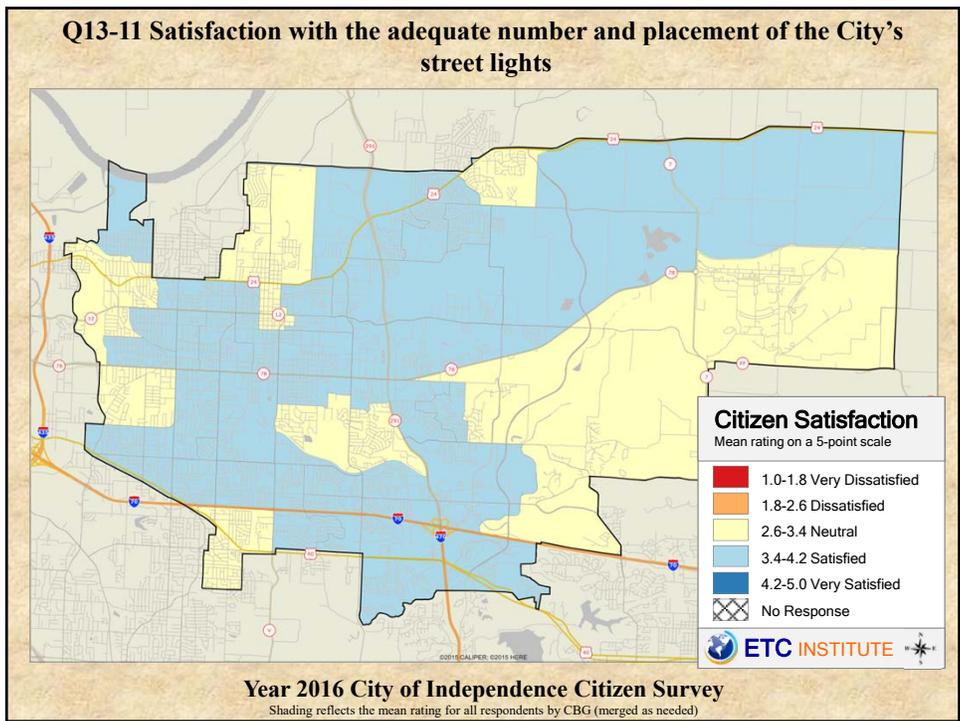


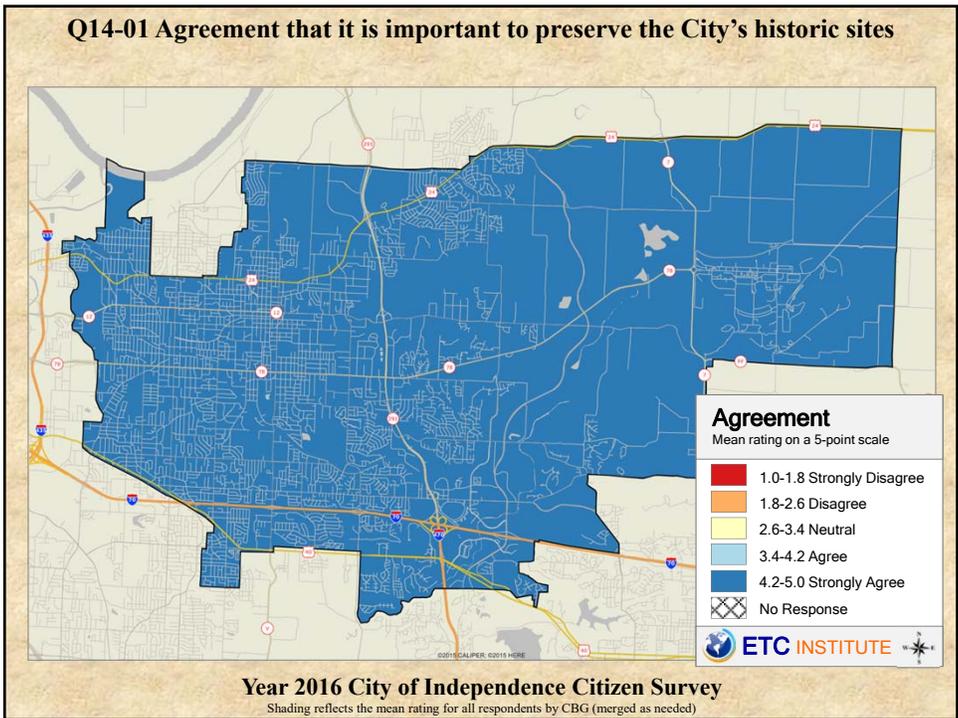
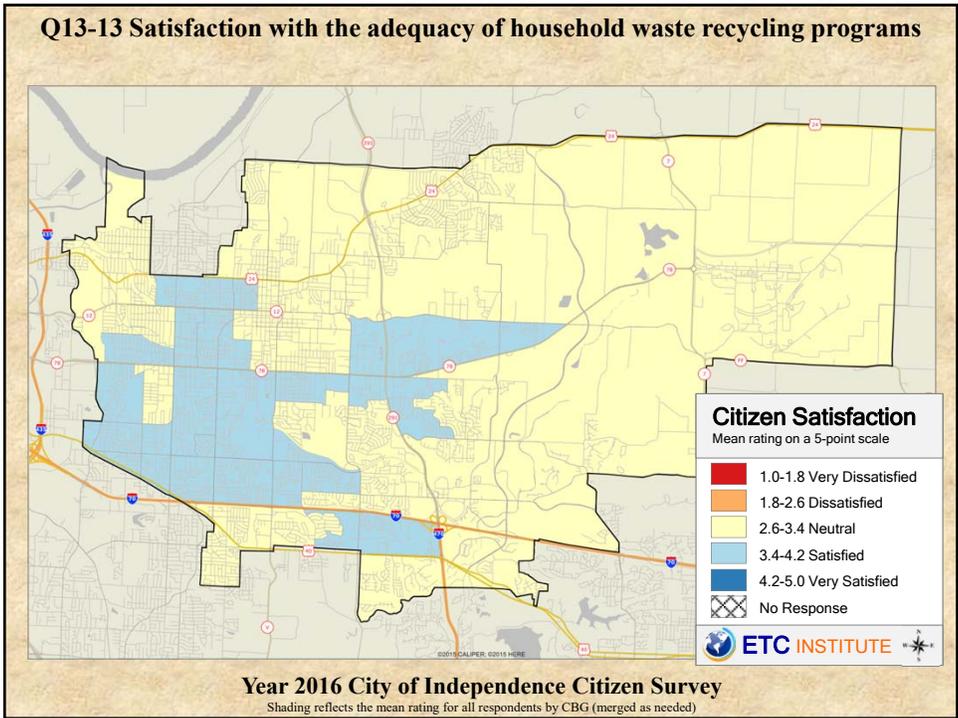


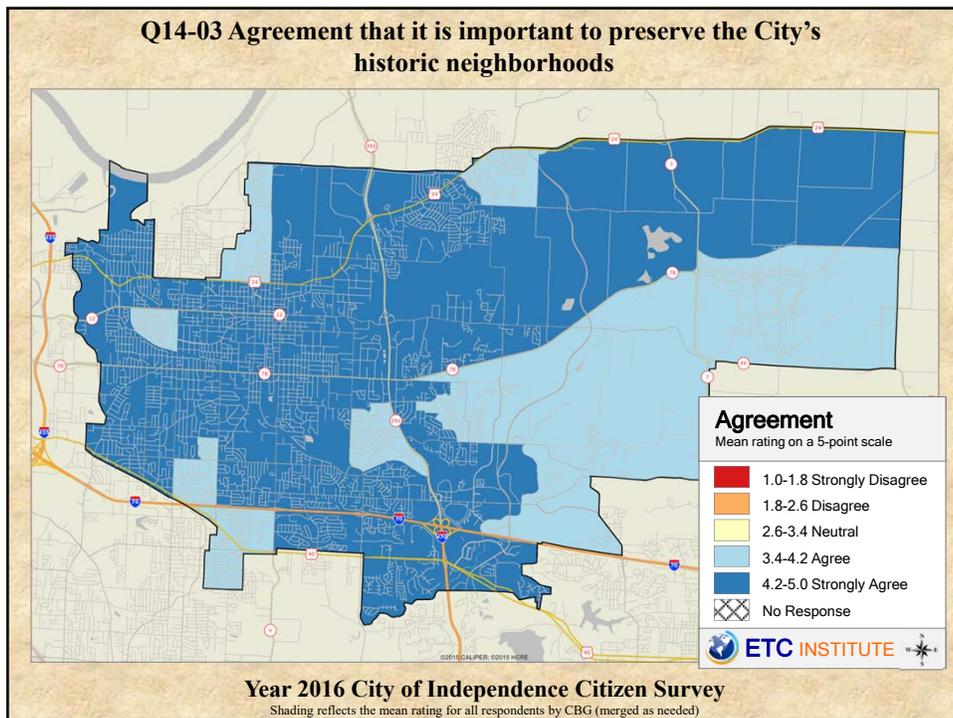
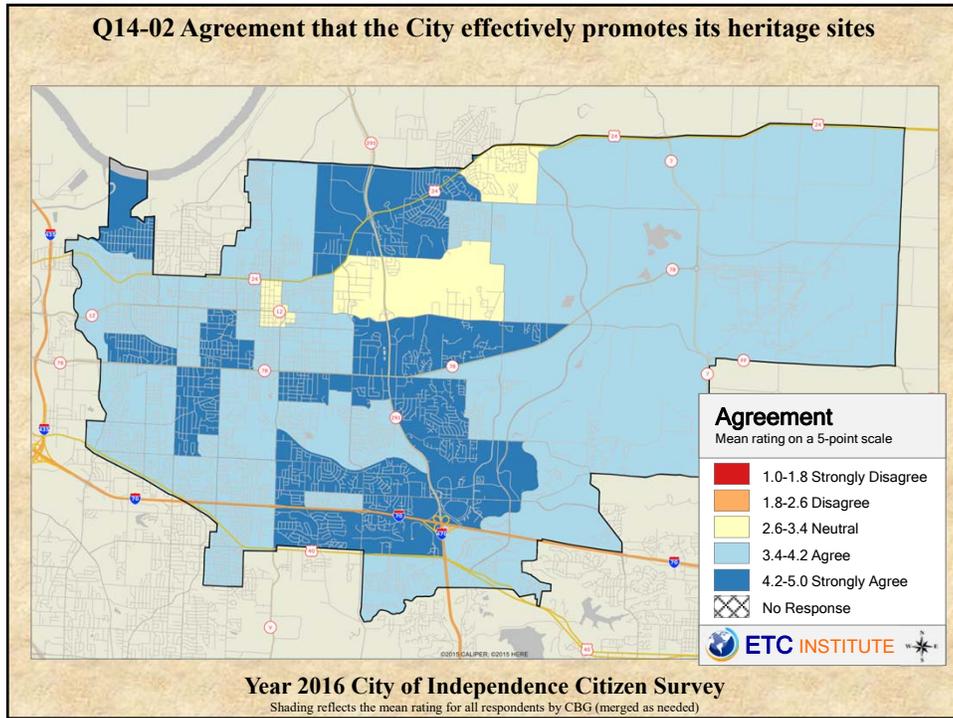


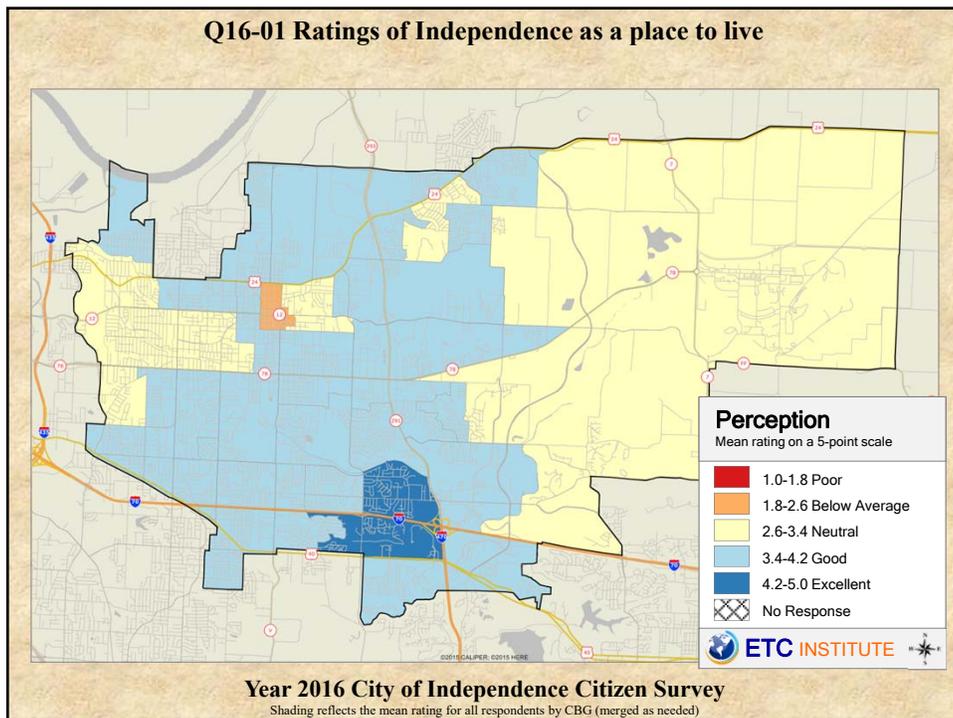
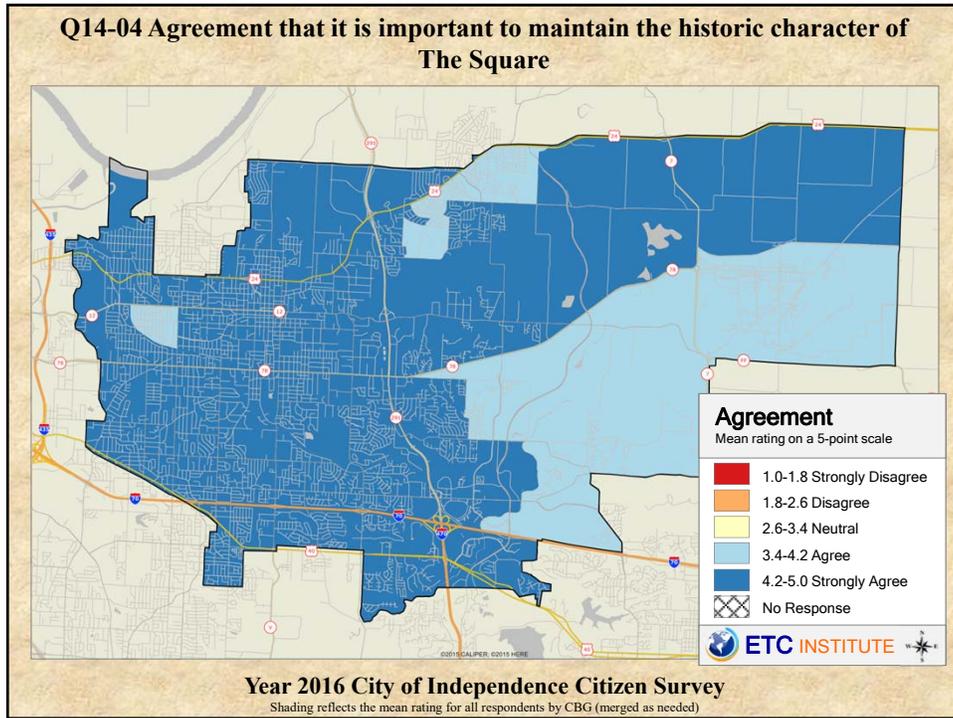


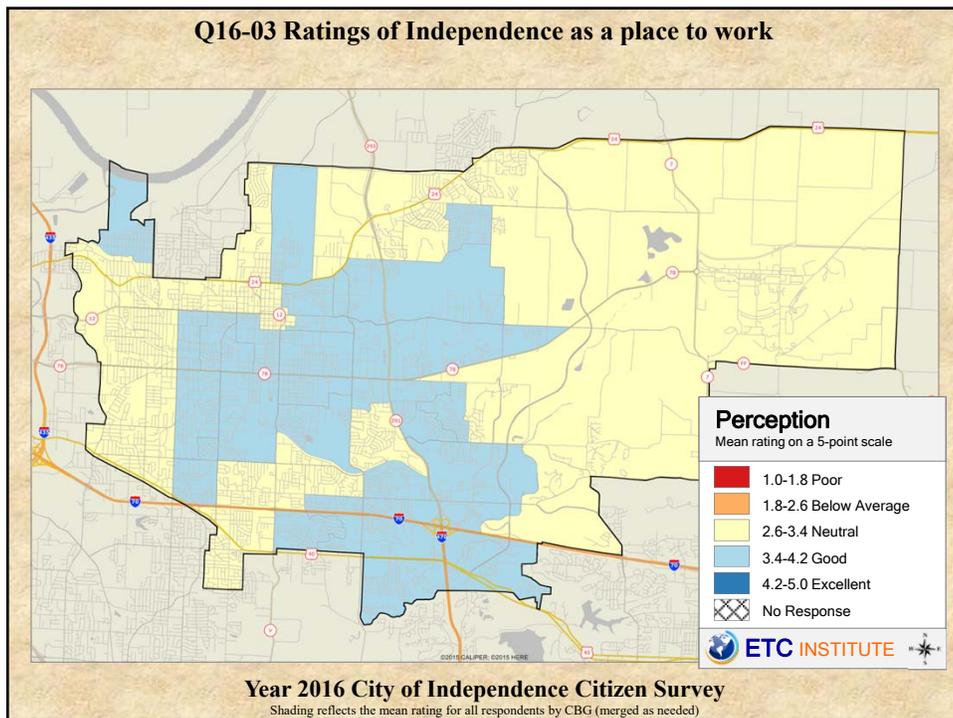
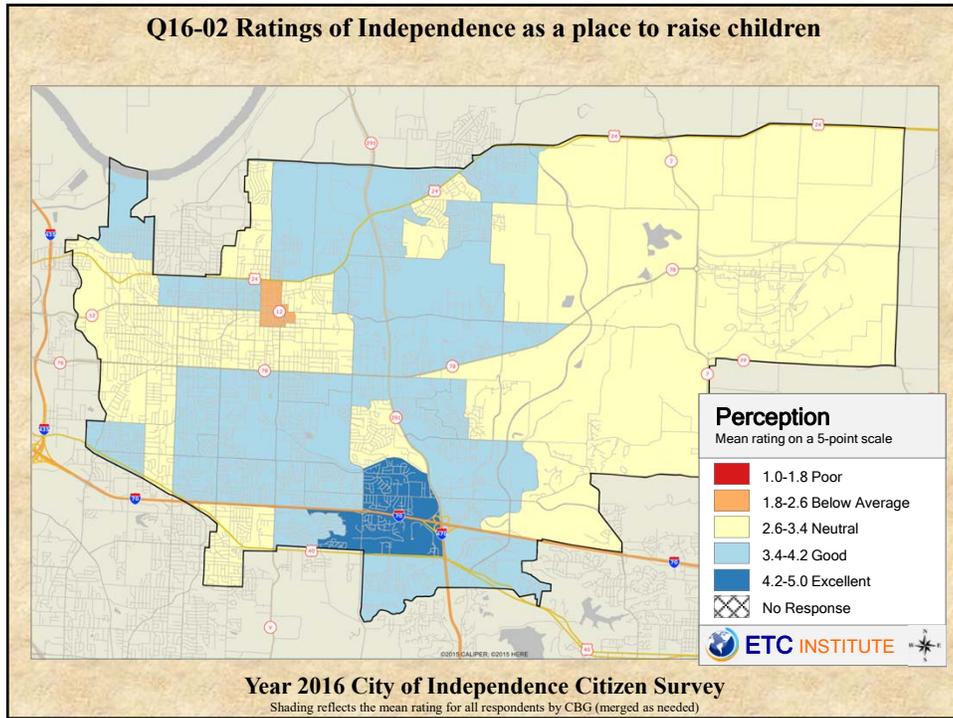


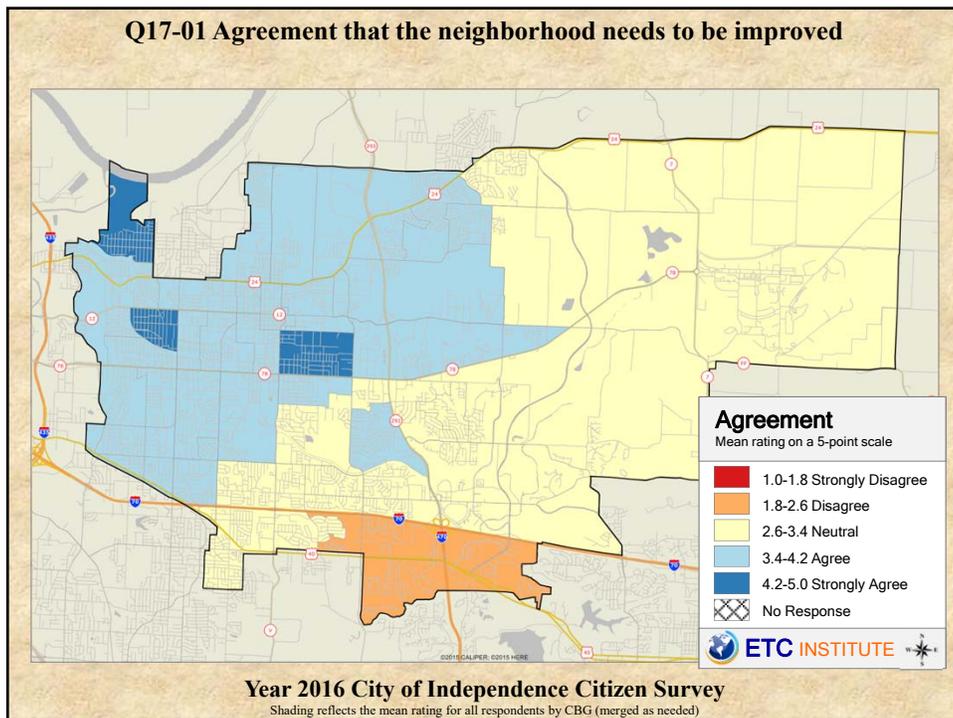
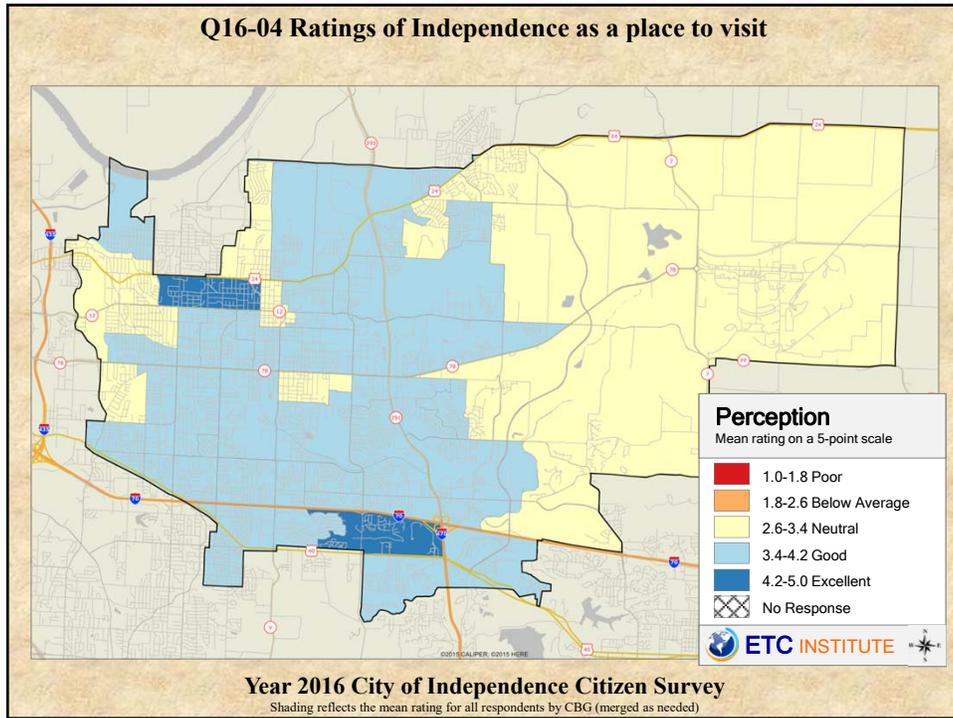


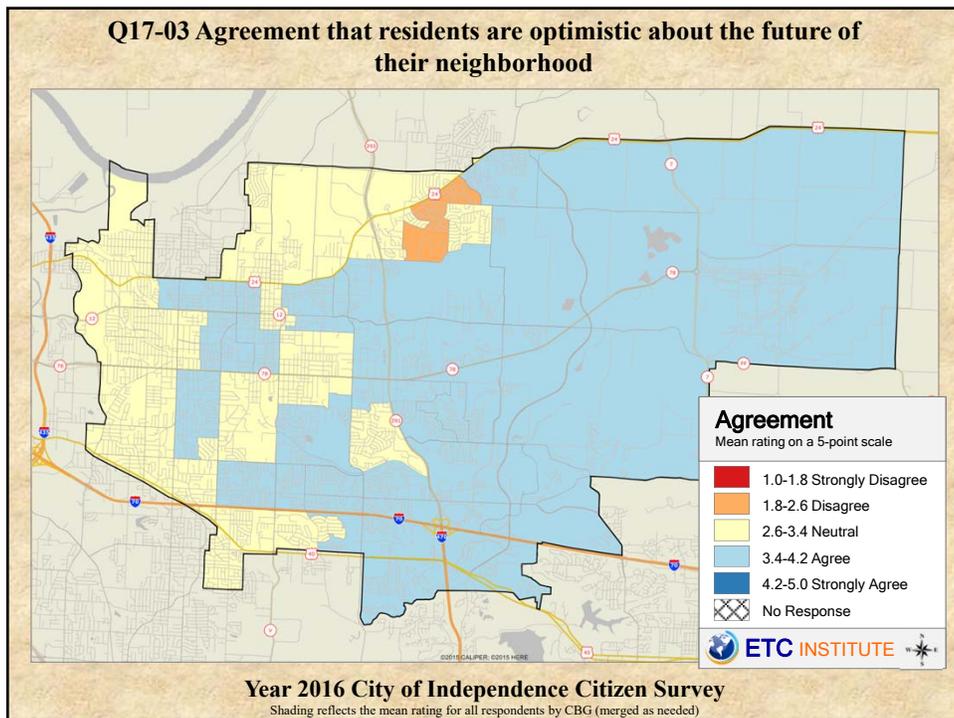
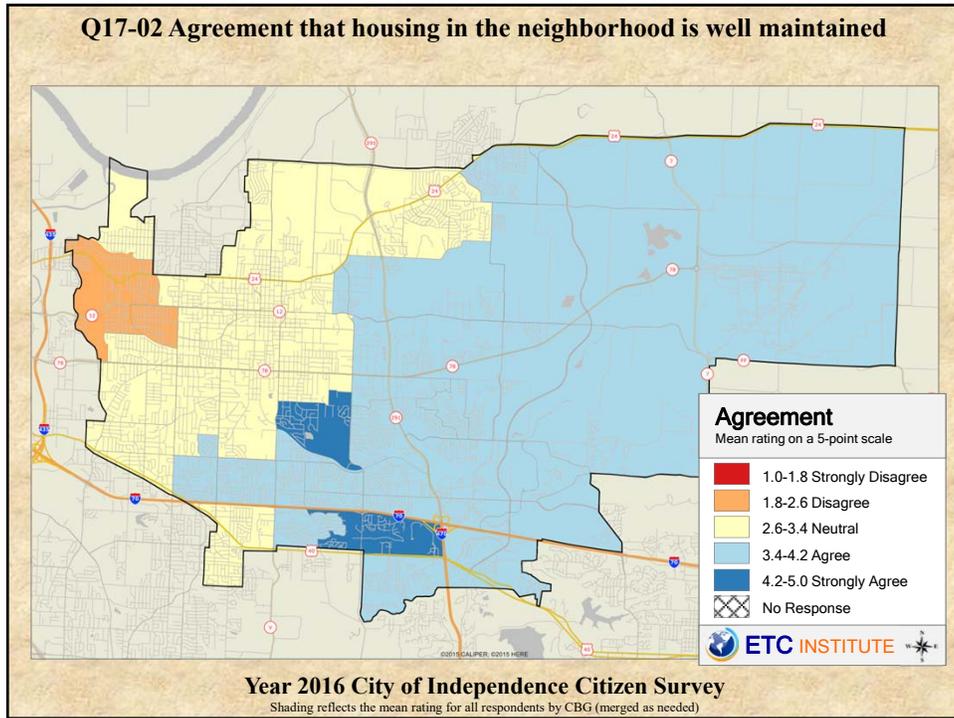


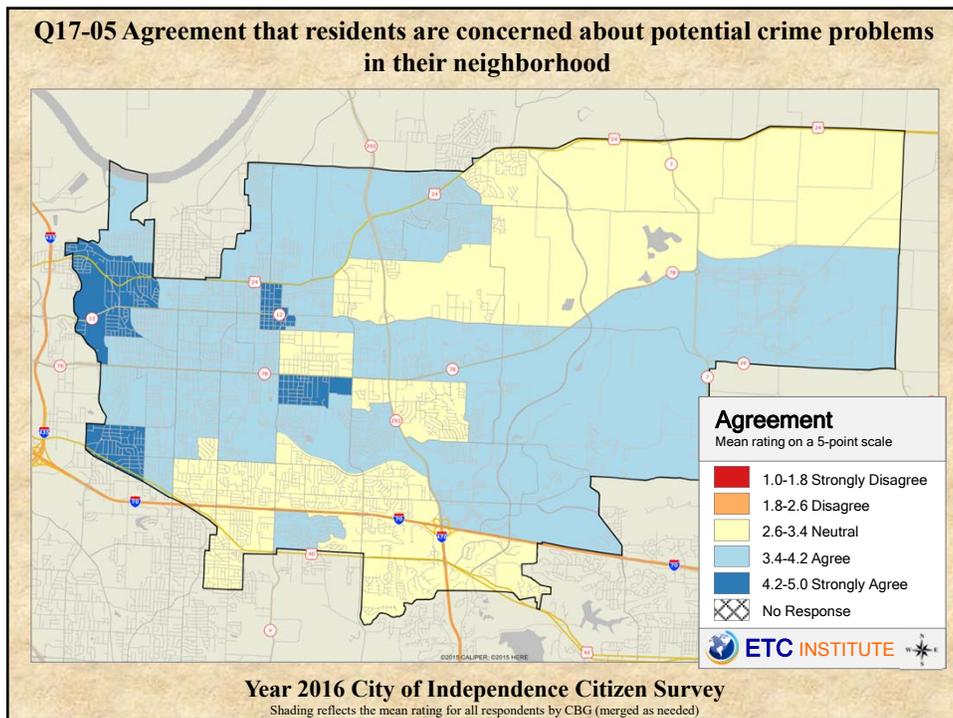
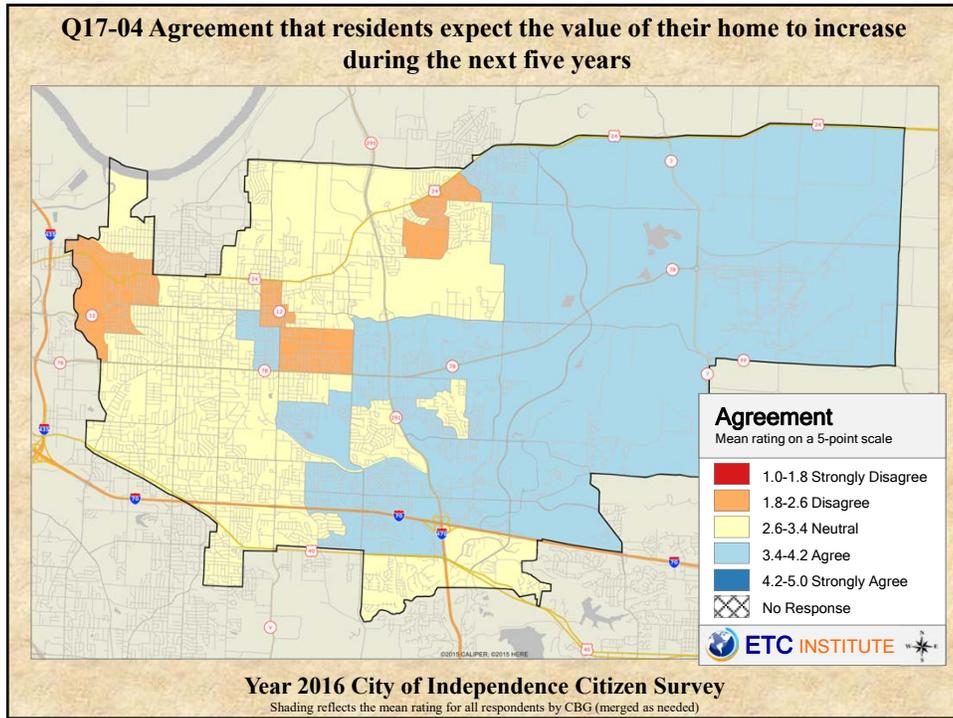


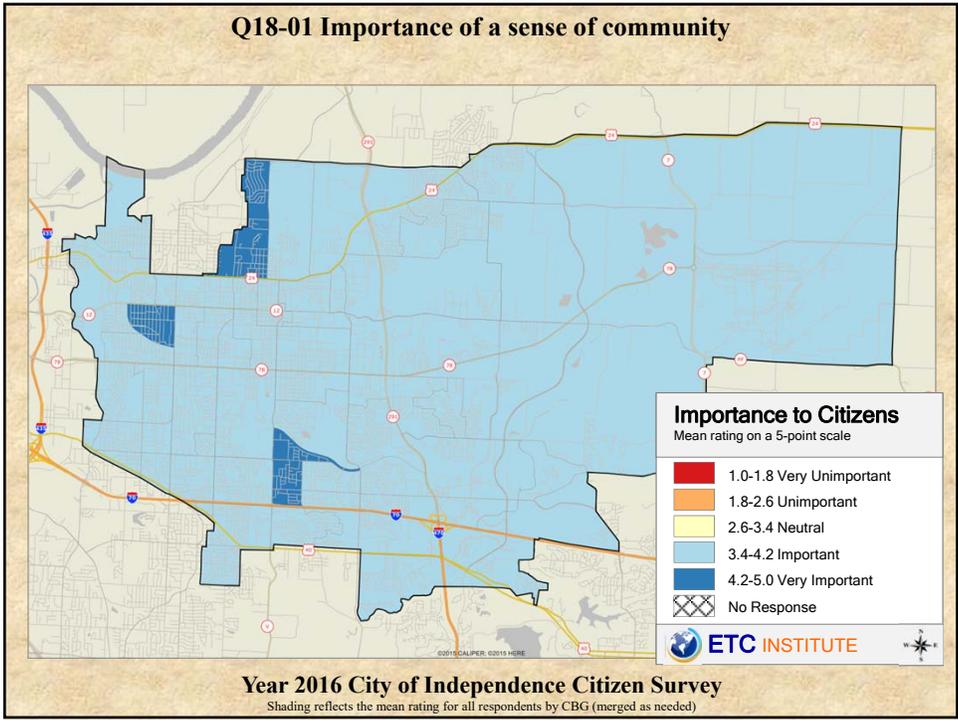
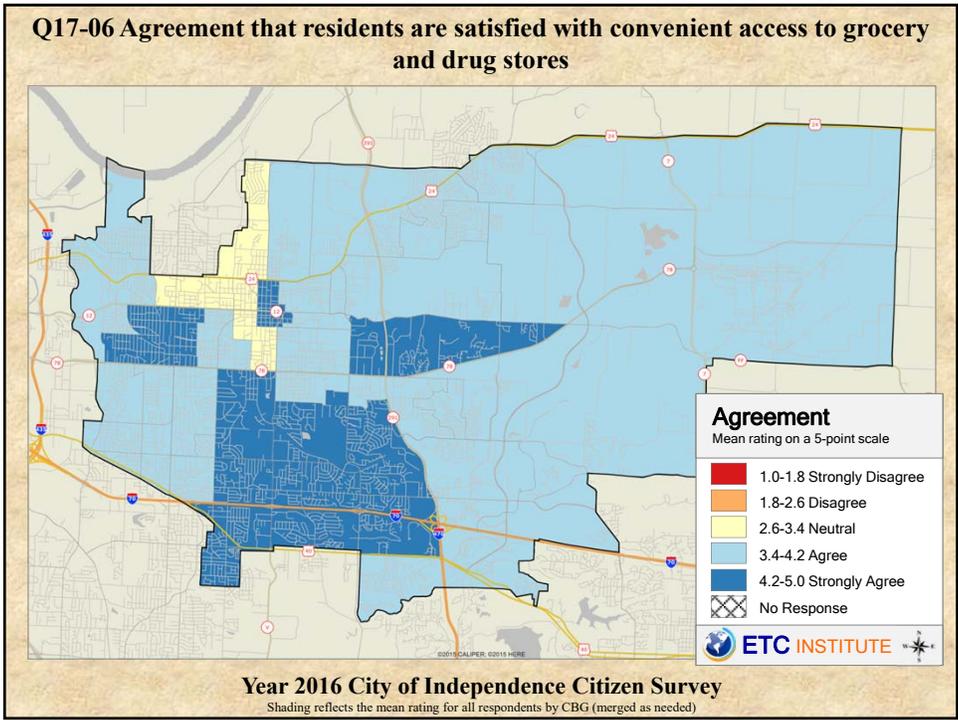


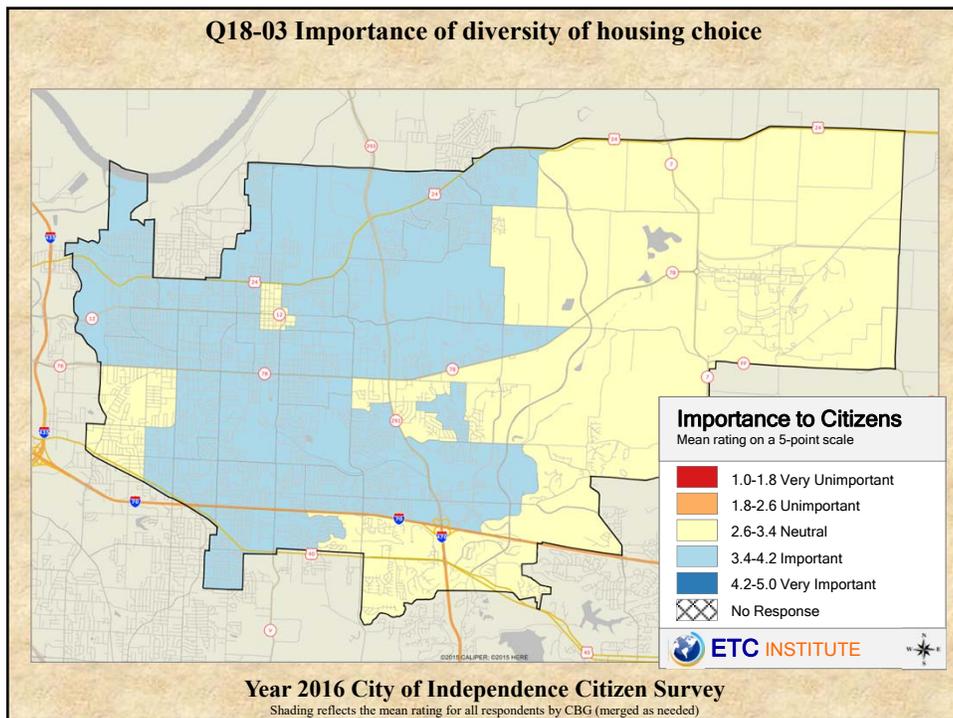
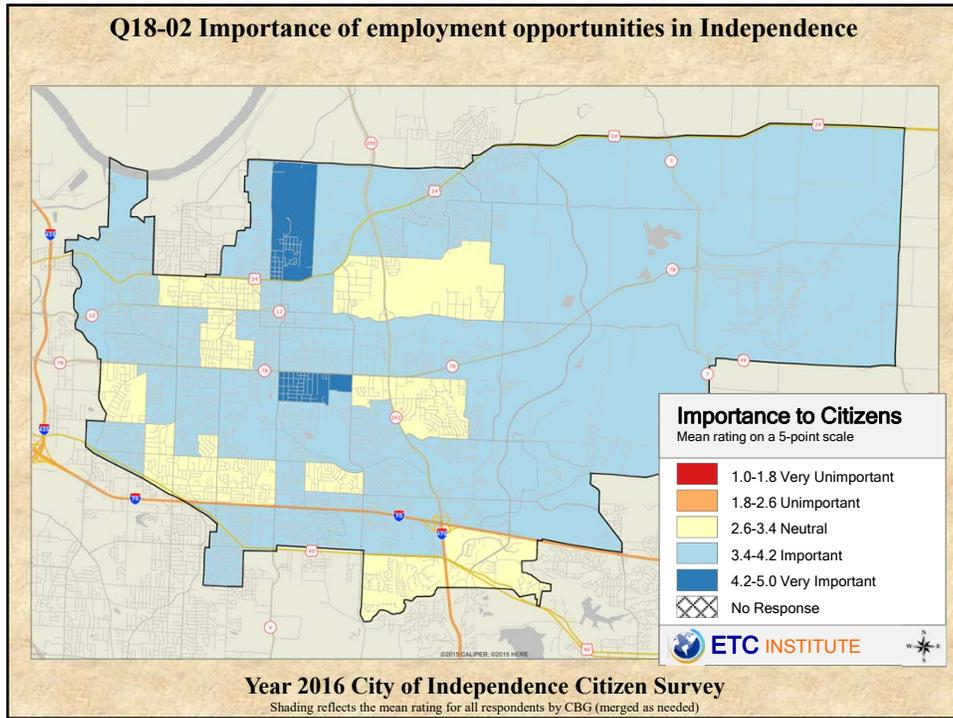


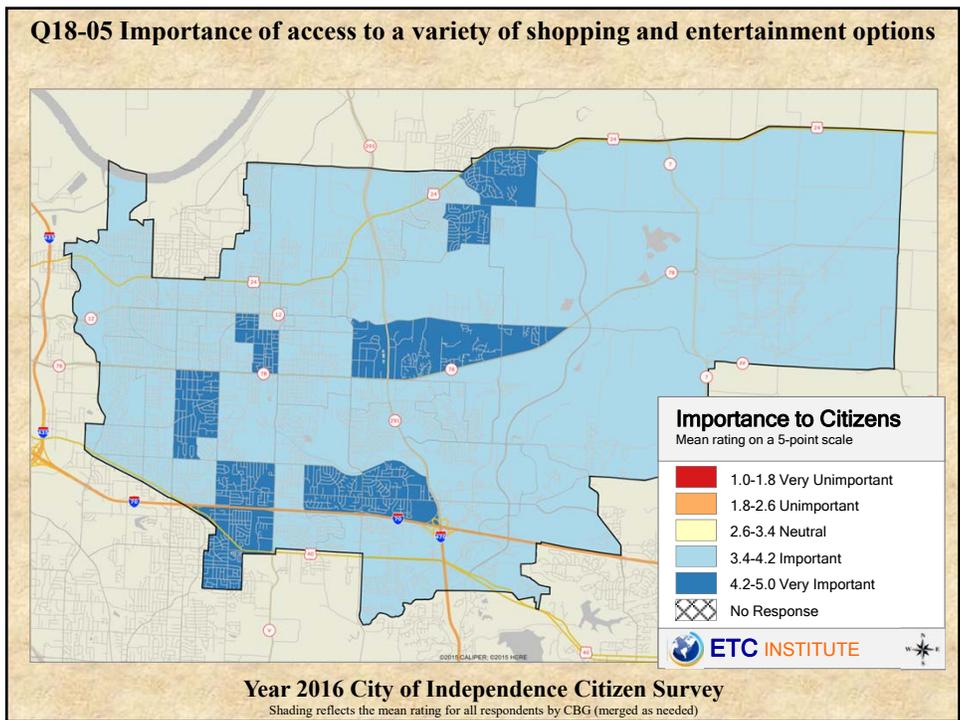
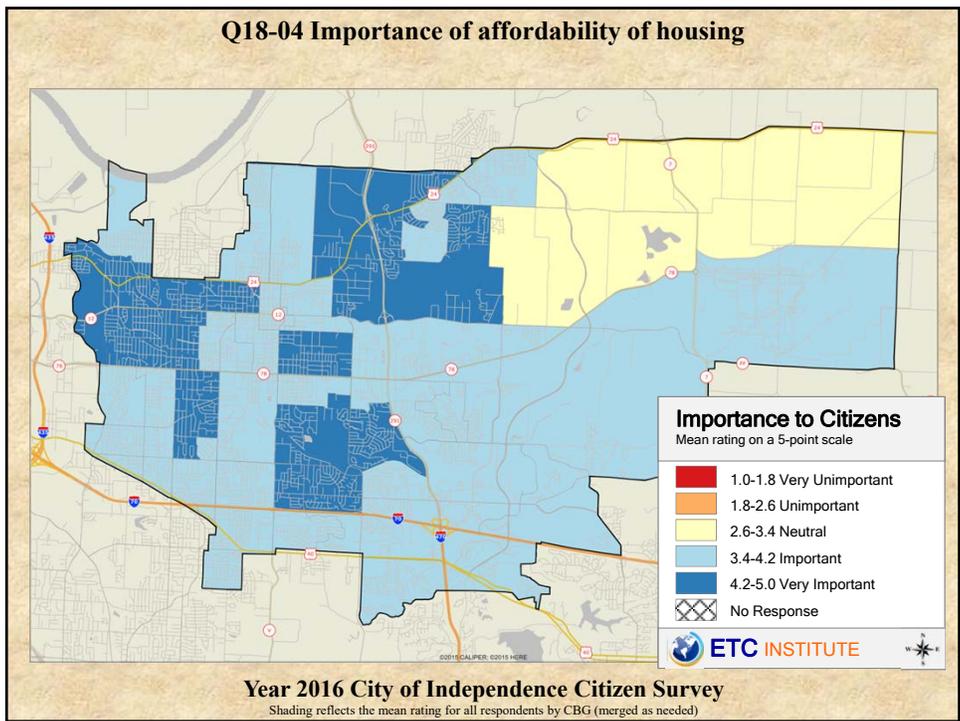


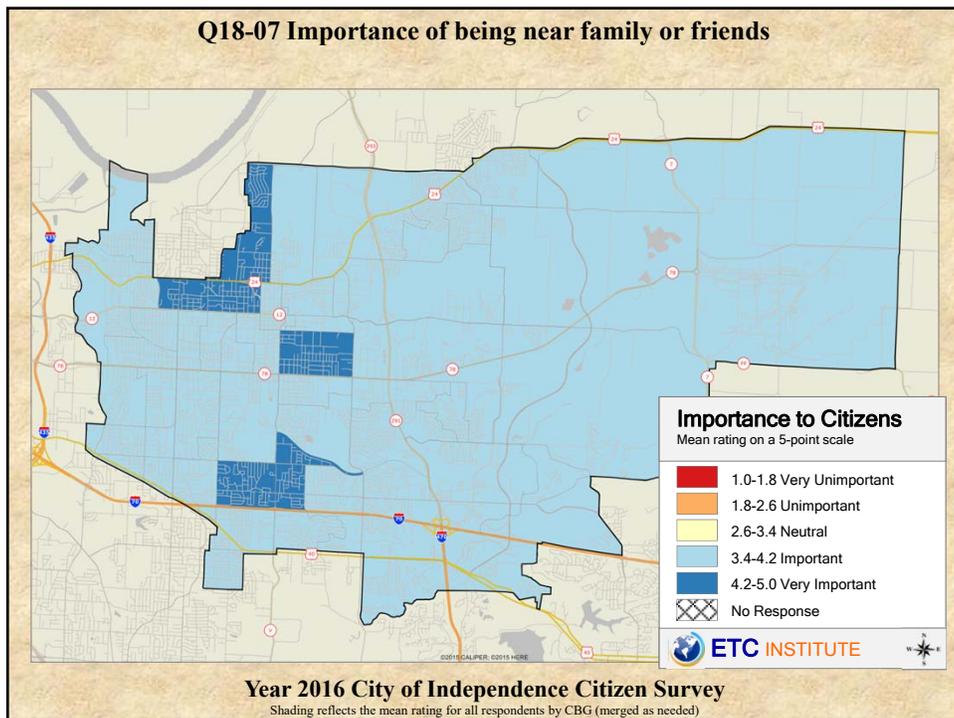
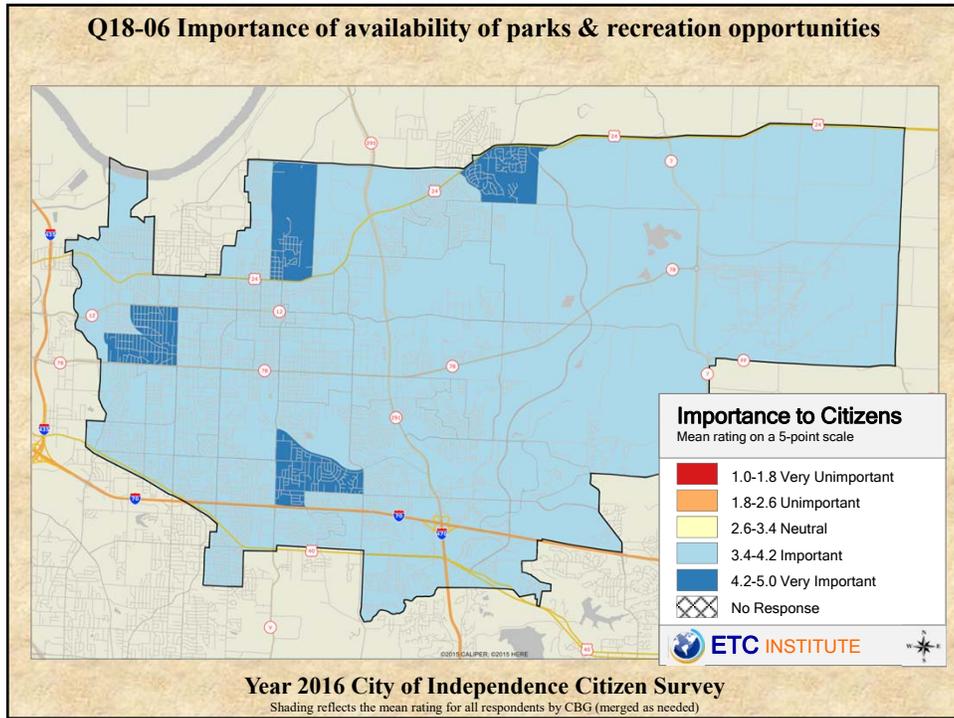


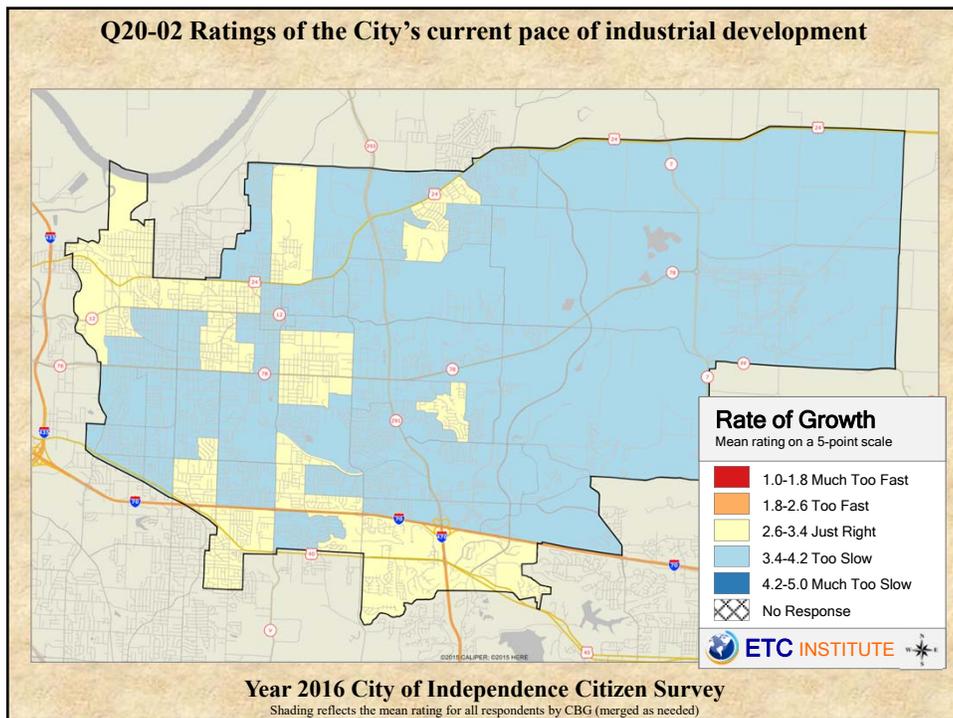
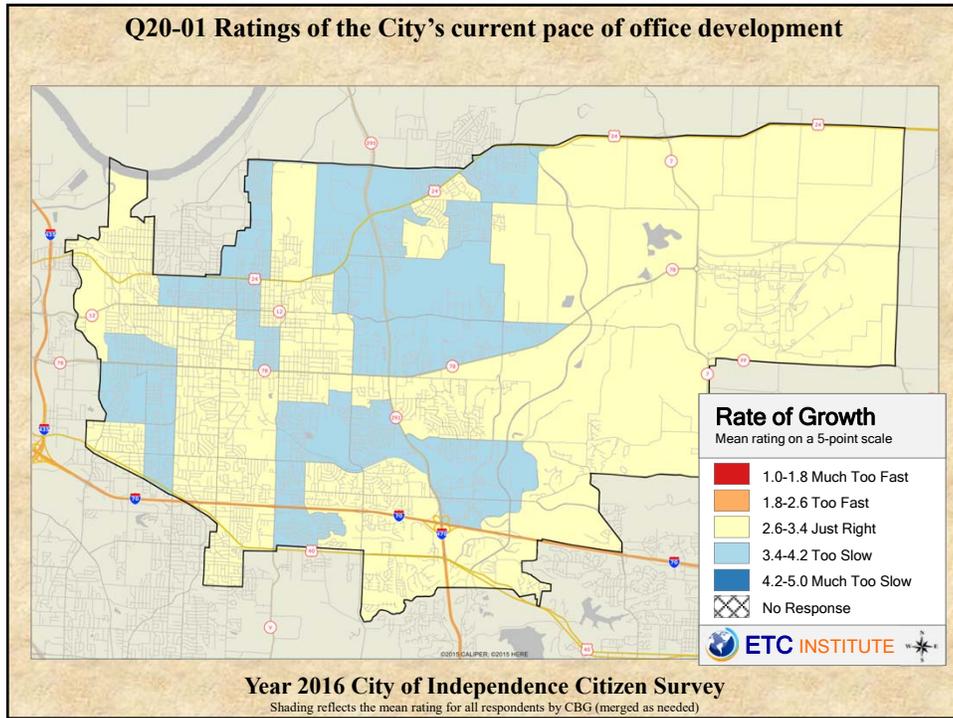


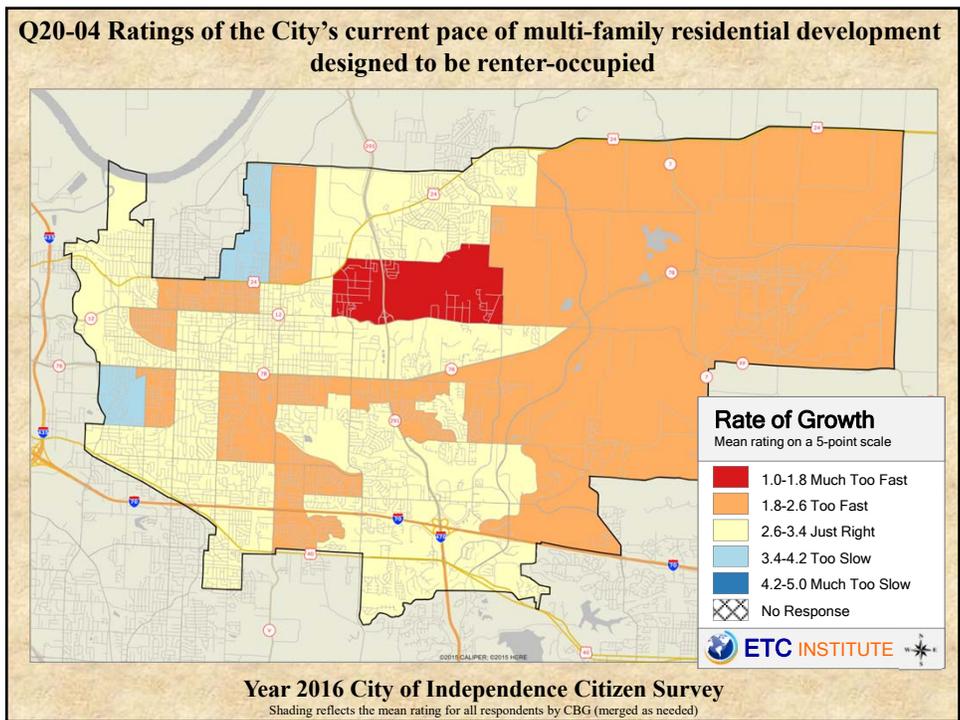
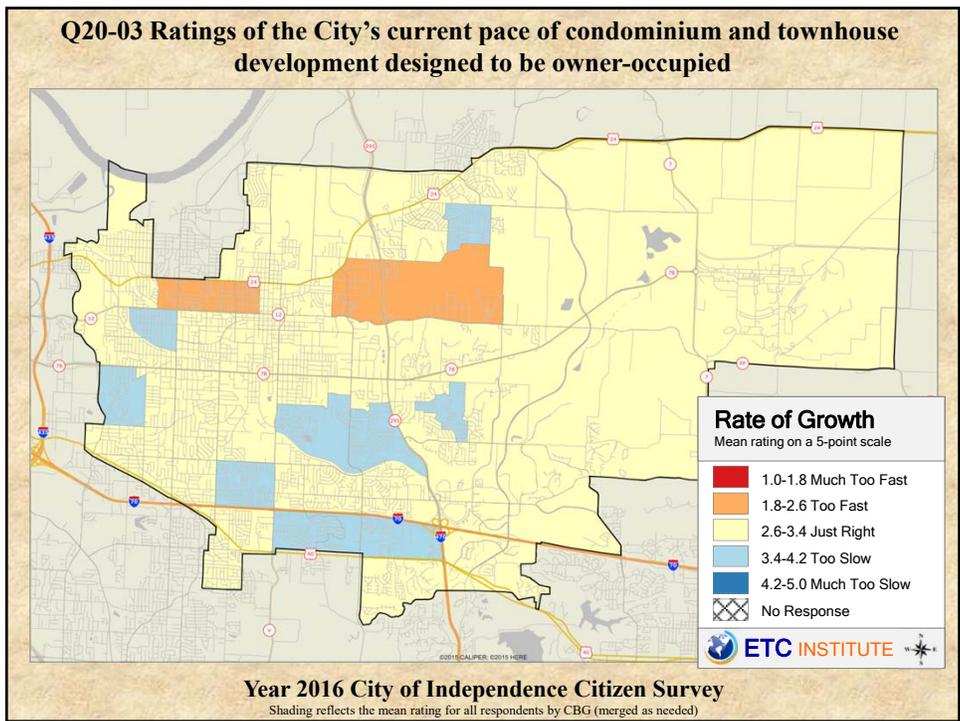




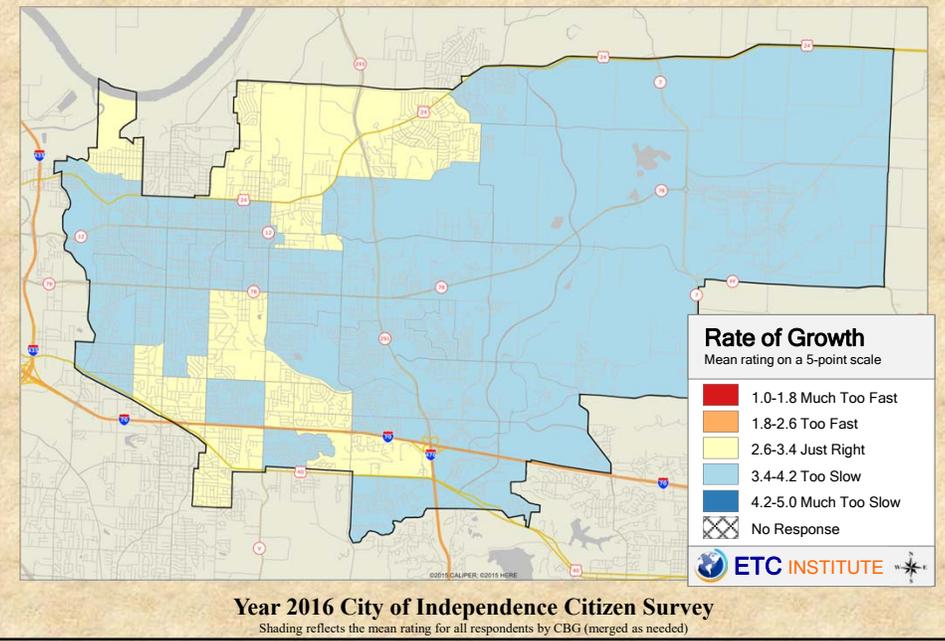








Q20-05 Ratings of the City's current pace of single-family residential development



Q20-06 Ratings of the City's current pace of retail development

