

# City of Independence 2018 Citizen Survey

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Final Report

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

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**December 2018**

# Contents

<b>Executive Summary</b> .....	i
<b>Section 1: Charts and Graphs</b> .....	1
<b>Section 2: Importance-Satisfaction Analysis</b> .....	27
<b>Section 3: Tabular Data</b> .....	35
<b>Section 4: Survey Instrument</b> .....	77
<b>Appendix A: Benchmarking Analysis</b> .....	A-1
<b>Appendix B: Open-Ended Comments</b> .....	B-1
<b>Appendix C: GIS Maps</b> .....	C-1

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# 2018 City of Independence Citizen Survey

## *Executive Summary Report*

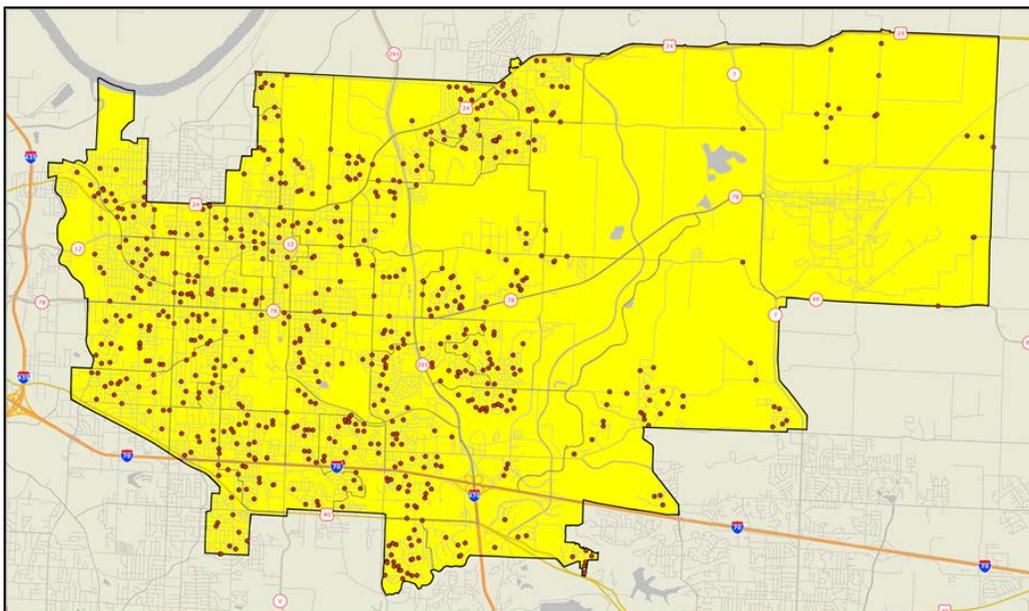
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### Overview and Methodology

The City of Independence conducted a citizen survey in the fall of 2018 to help determine priorities for the community as part of the City's on-going strategic planning process. This is the ninth time the City has administered a Resident Survey; the first survey was conducted in 2000.

The seven-page survey was administered by mail and online to a random sample of households in the City of Independence. A total of 700 households completed the survey. The results for the random sample of 700 households have a 95% level of confidence with a precision of at least +/- 3.7%. 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 below 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.*”

## Major Findings

**Major Categories of City Services.** The major categories of City services that residents *who had an opinion*, were most satisfied with included: fire services (88%), police services (71%), City parks and recreation programs and facilities (63%), and City water and sanitary sewer utilities (61%). The major categories of City services that residents were least satisfied with were: the enforcement of City codes and ordinances (35%) and access to bus transportation (39%).

## Overall Priorities

The three major categories of City services that residents thought were most important for the City to emphasize over the next two years were: (1) the maintenance of City streets (48%), (2) City electric utilities (42%), and (3) police services (38%).

## Overall Perceptions of the City

Fifty-one percent (51%) of those surveyed, *who had an opinion*, indicated that they were satisfied with the quality of life in Independence; 29% gave neutral responses and 20% were dissatisfied. Residents were also asked to rate the City as a place to live, visit, raise children and work. The results showed that sixty-nine percent (69%) of the residents surveyed, *who had an opinion*, gave positive ratings for the City as a place to live; 60% gave positive ratings for the City as a place to visit, 59% gave positive ratings for the City as a place to raise children and 51% 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 (81%), how quickly fire personnel arrive at emergencies (80%), and how quickly ambulance service personnel arrive at emergencies (71%). Residents were least satisfied with the investigation of criminal offenses (35%) and the City’s efforts to prevent crime (41%).

The public safety services that residents thought were most important for the City to emphasize over the next two years were: (1) the City’s efforts to prevent crime (55%), (2) police presence in neighborhoods (42%) and (3) police presence in commercial areas (28%).

- **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 (79%), and water pressure in the home (76%).
- **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 maintenance of residential buildings (54%). Residents were least satisfied with the enforcement of maintenance of rental buildings in their neighborhood (34%) and the cleanup of trash and debris on commercial property (35%).
- **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 (65%) and the number of City parks (62%). Residents were least satisfied with recreation programs (48%).

- **City Communications.** Forty-four percent (44%) of the residents surveyed, *who had an opinion*, were “very satisfied” and “satisfied” with the availability of information about City programs and services; 34% were neutral and 22% were dissatisfied. Thirty-seven percent (37%) 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; 34% 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 (72%), the maintenance of City buildings (71%), and the maintenance of traffic signals (69%). Residents were least satisfied with the availability of sidewalks (40%).

## Other Findings

- Eighty-three percent (90%) of the residents surveyed, *who had an opinion*, felt safe in their neighborhood during the day.
- Most (92%) 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-seven percent (87%) of the residents surveyed, *who had an opinion*, felt it was important to preserve historic neighborhoods.
- Seventy-five percent (75%) of residents, *who had an opinion*, were satisfied with their 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 (61%), the proximity to family or friends (54%), and access to a variety of shopping and entertainment options (49%).
- 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 (58%), retail development (49%) and industrial development (36%).
- The top three ways that residents reported they had received information about the City were: reading the City’s newsletter (65%), watching network television news about the City (40%), and accessing the City website (32%).

## 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= 0.2880)
  - City electric utilities IS Rating=0.2394)
  - Enforcement of City codes & ordinances (IS Rating=0.1398)
  
- **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:
  - The City's efforts to prevent crime (IS Rating=0.3263)
  - Police presence in neighborhoods (IS Rating=0.2110)

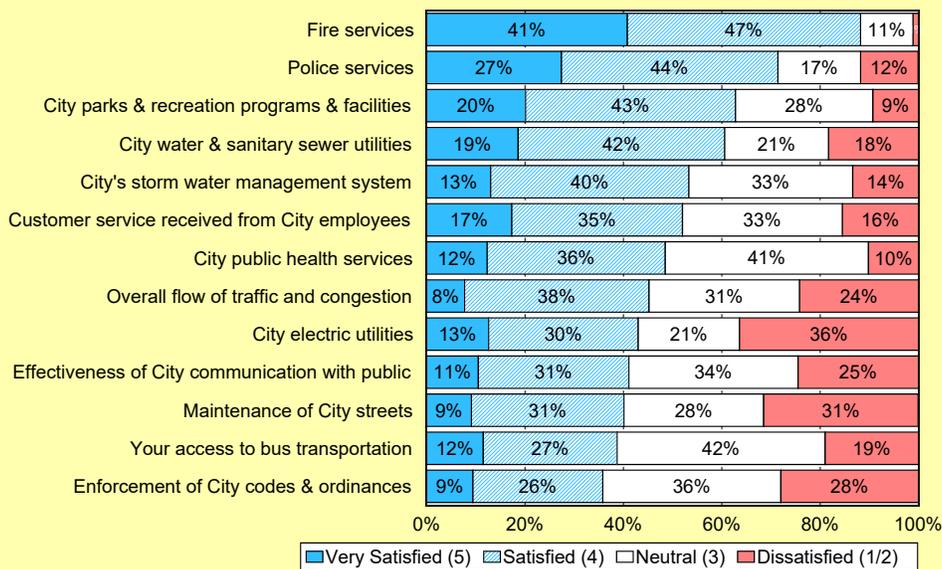
***Section 1:***  
***Charts and Graphs***

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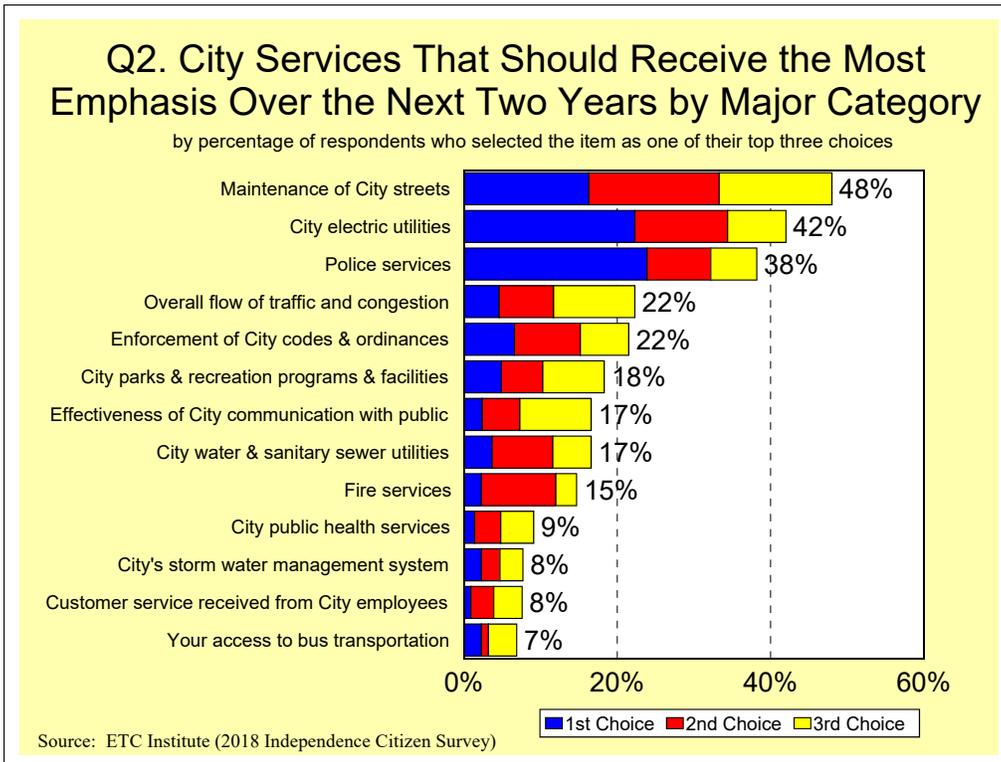
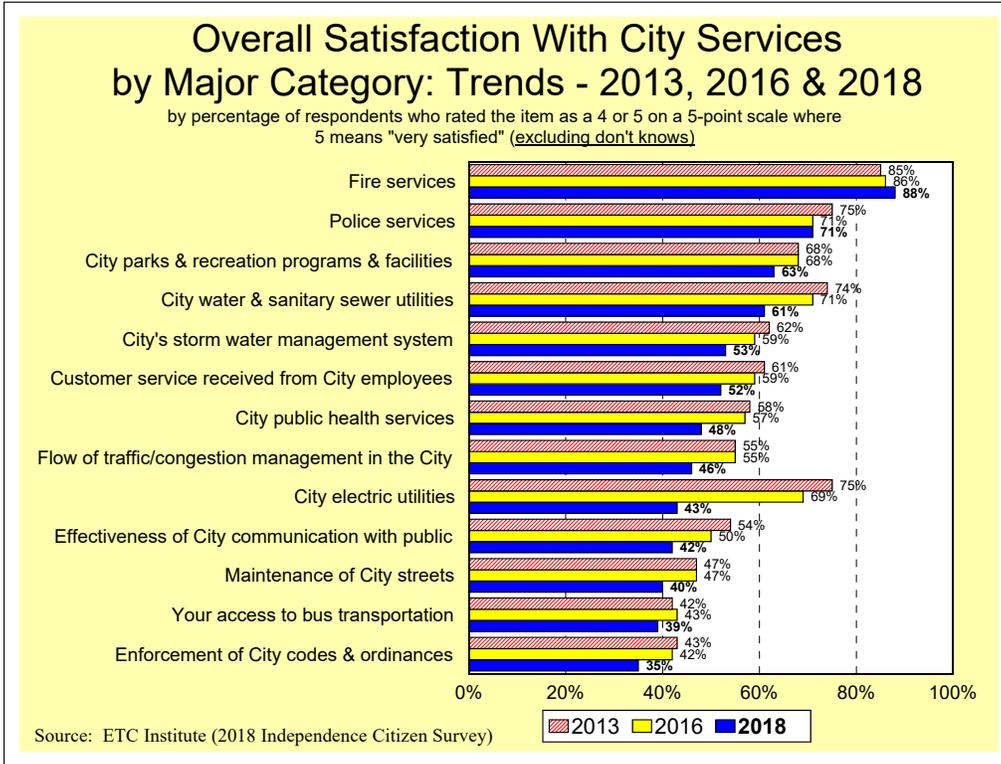
# 2018 City of Independence Citizen Survey

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

by percentage of respondents (excluding don't knows)

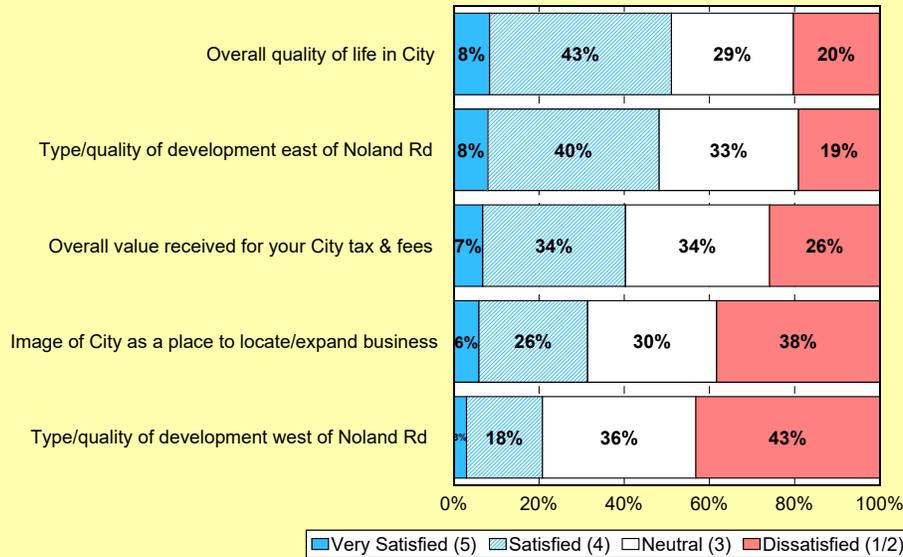


Source: ETC Institute (2018 Independence Citizen Survey)



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

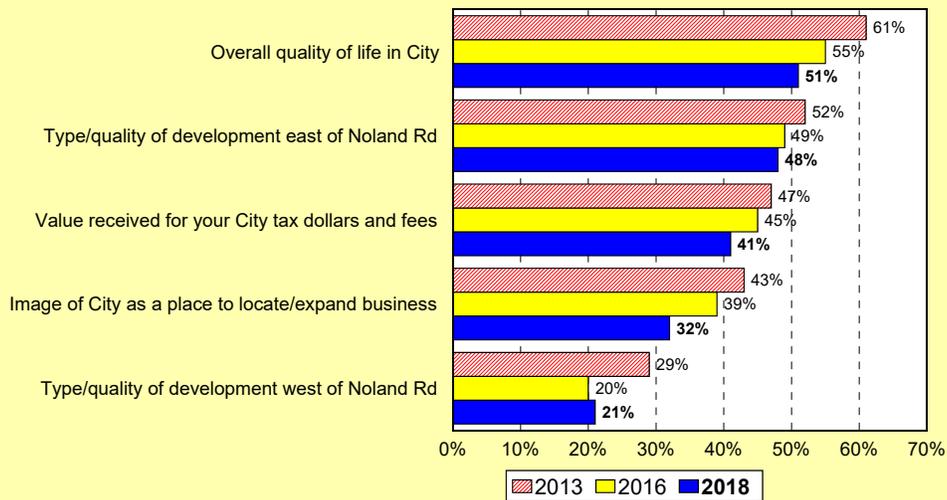
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Independence Citizen Survey)

### Satisfaction With Items That Influence the Perception Residents Have of the City Trends - 2013, 2016 & 2018

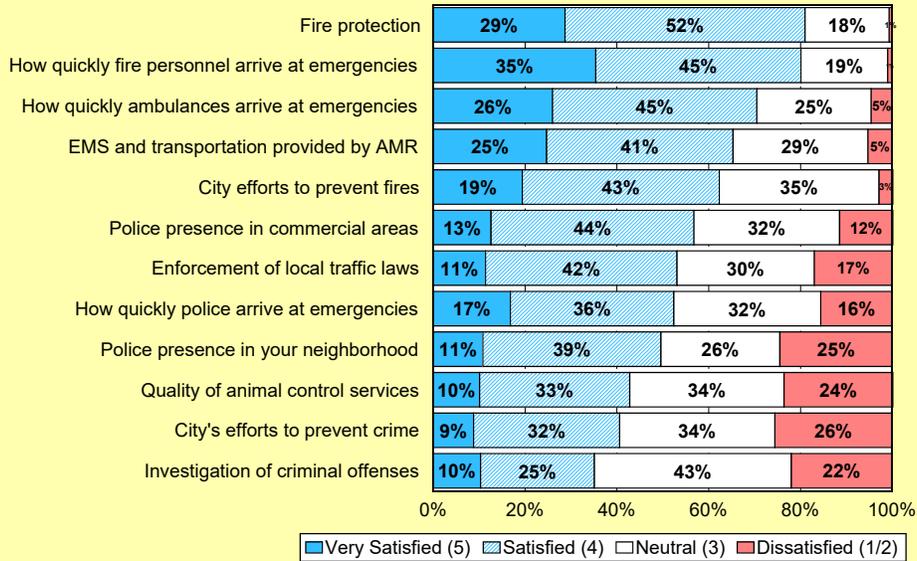
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "very satisfied" (excluding don't knows)



Source: ETC Institute (2018 Independence Citizen Survey)

### Q4. Satisfaction with Public Safety

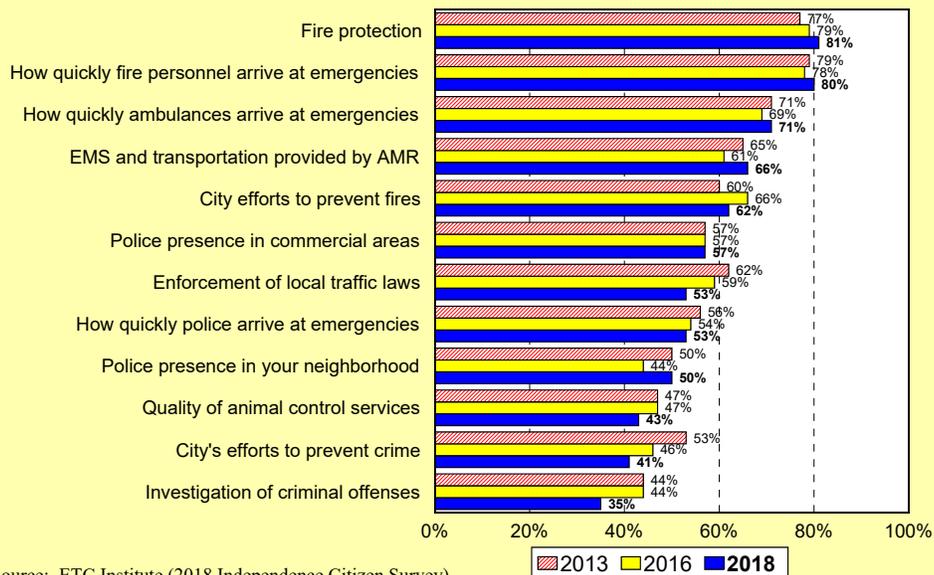
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Independence Citizen Survey)

### Satisfaction with Public Safety Trends - 2013, 2016 & 2018

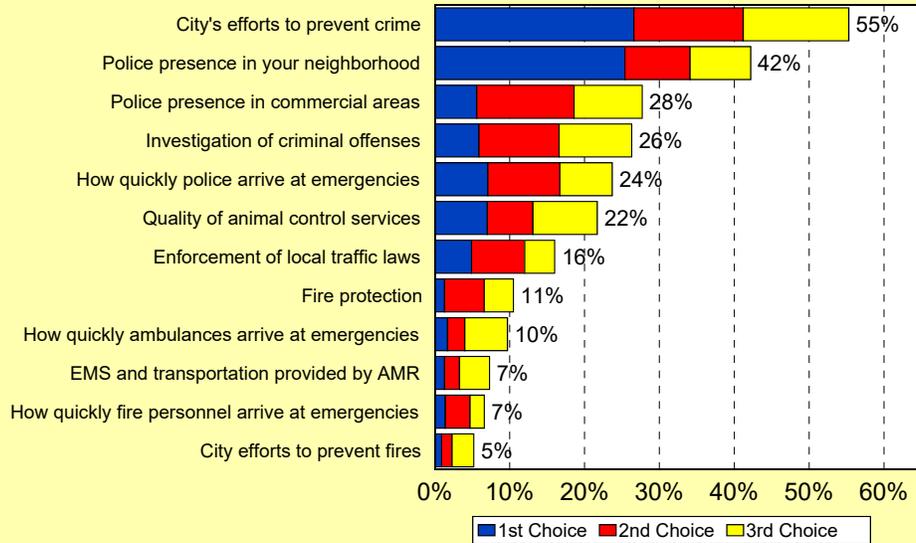
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "very satisfied" (excluding don't knows)



Source: ETC Institute (2018 Independence Citizen Survey)

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

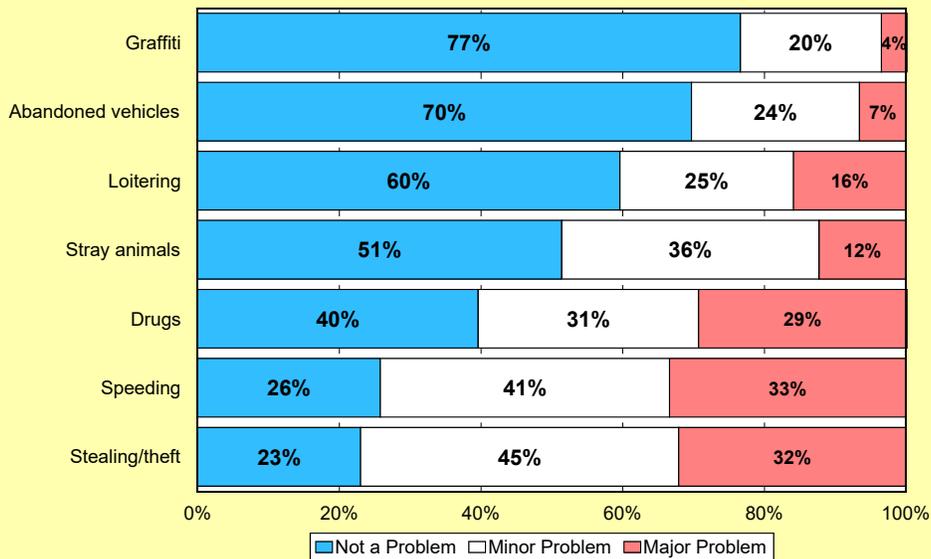
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018 Independence Citizen Survey)

### Q6. How Problematic Residents View Each of the Following Items in Their Neighborhood

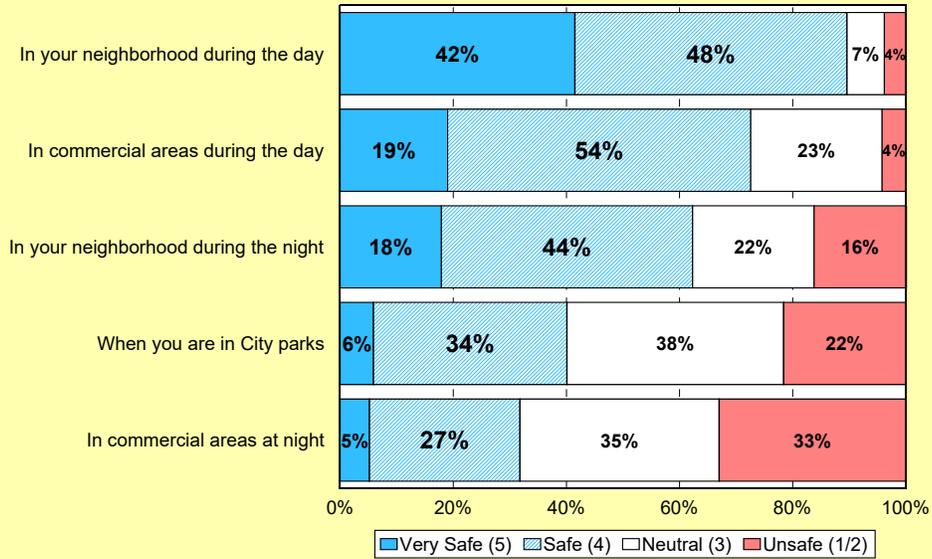
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Independence Citizen Survey)

### Q7. How Safe Residents Feel in the City of Independence

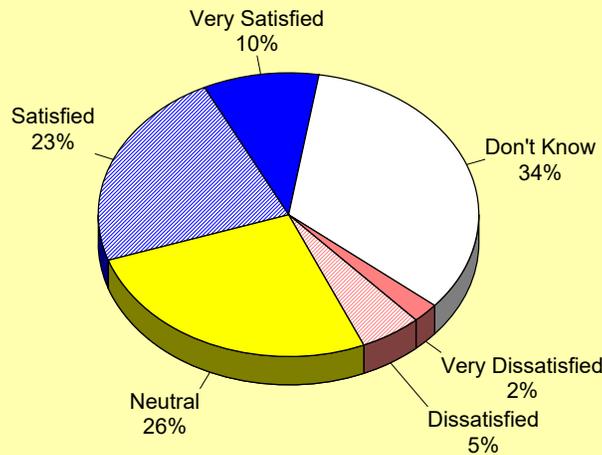
by percentage of respondents (excluding don't knows)



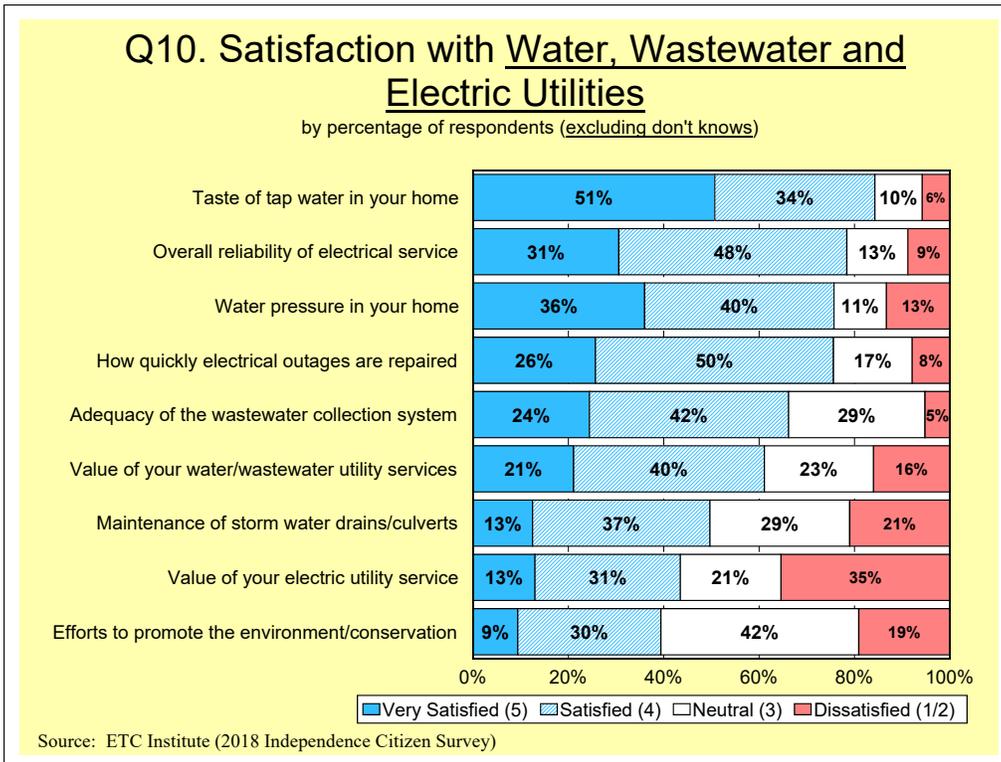
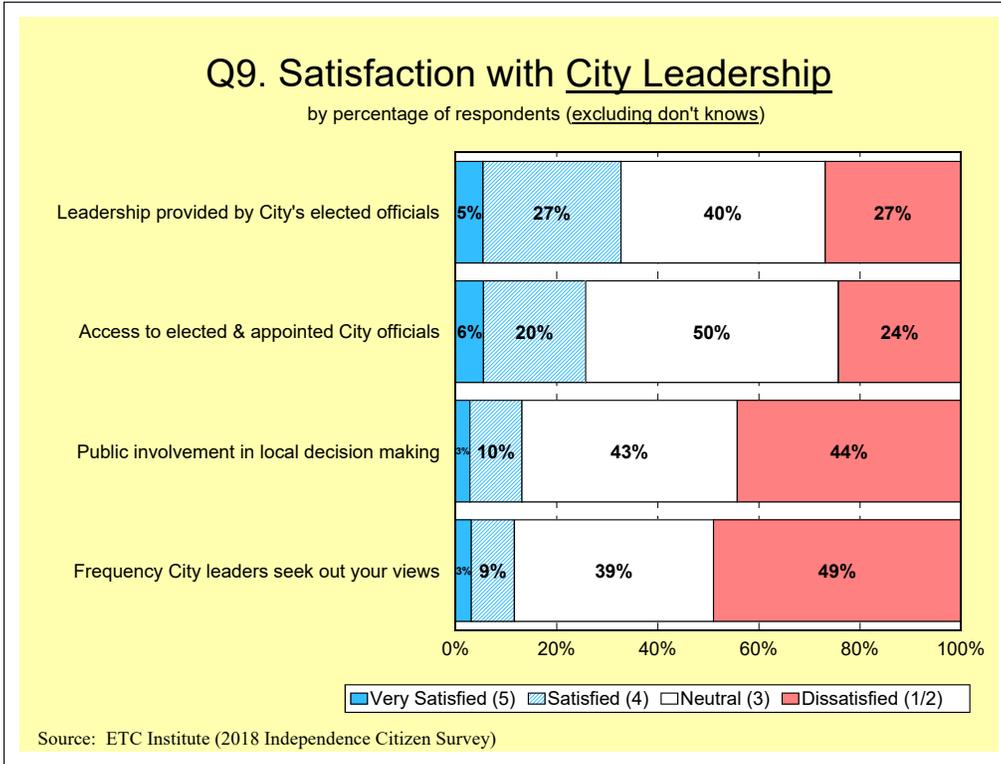
Source: ETC Institute (2018 Independence Citizen Survey)

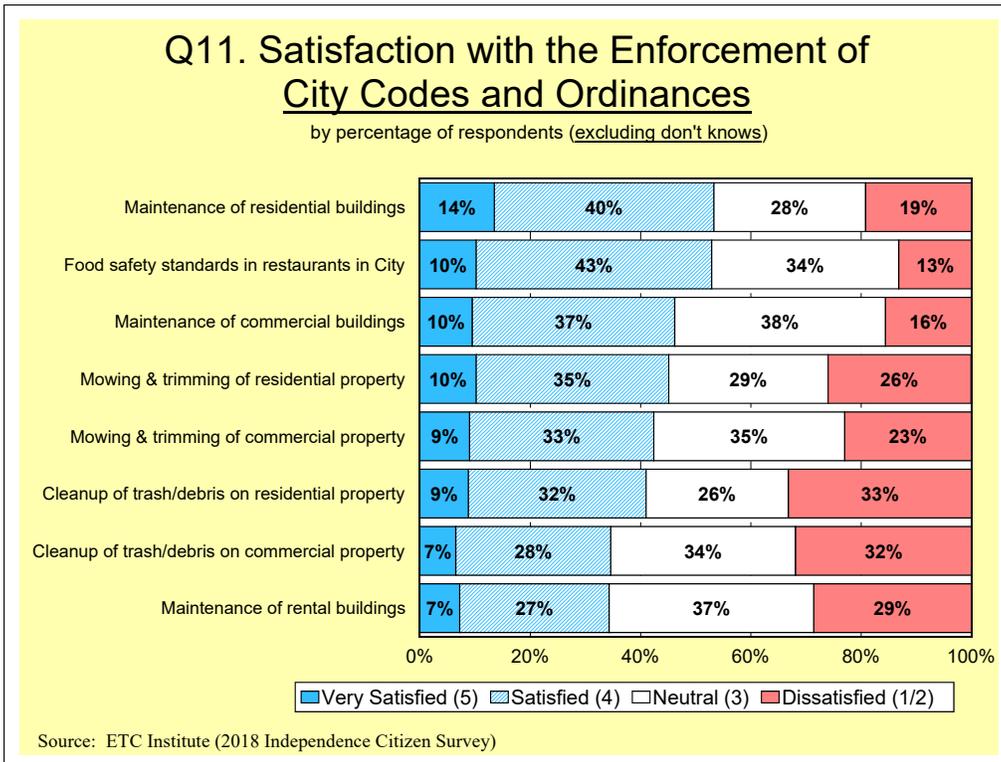
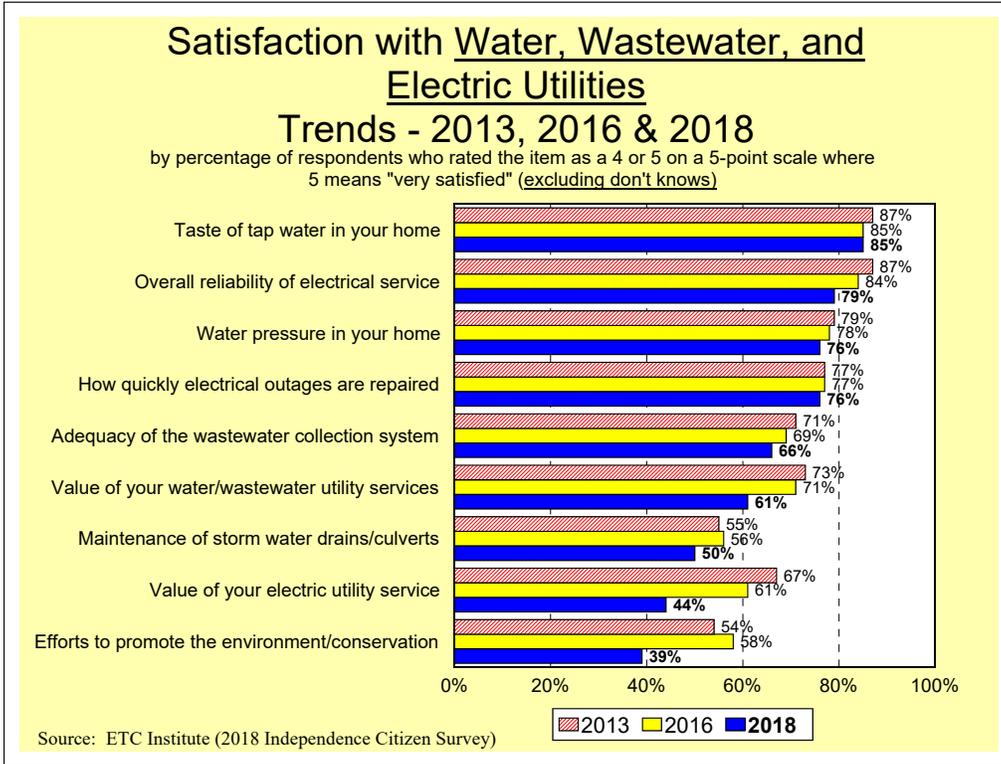
### Q8. How satisfied are you with the City's emergency preparedness efforts to assist individuals/families in becoming better prepared in the event of a disaster?

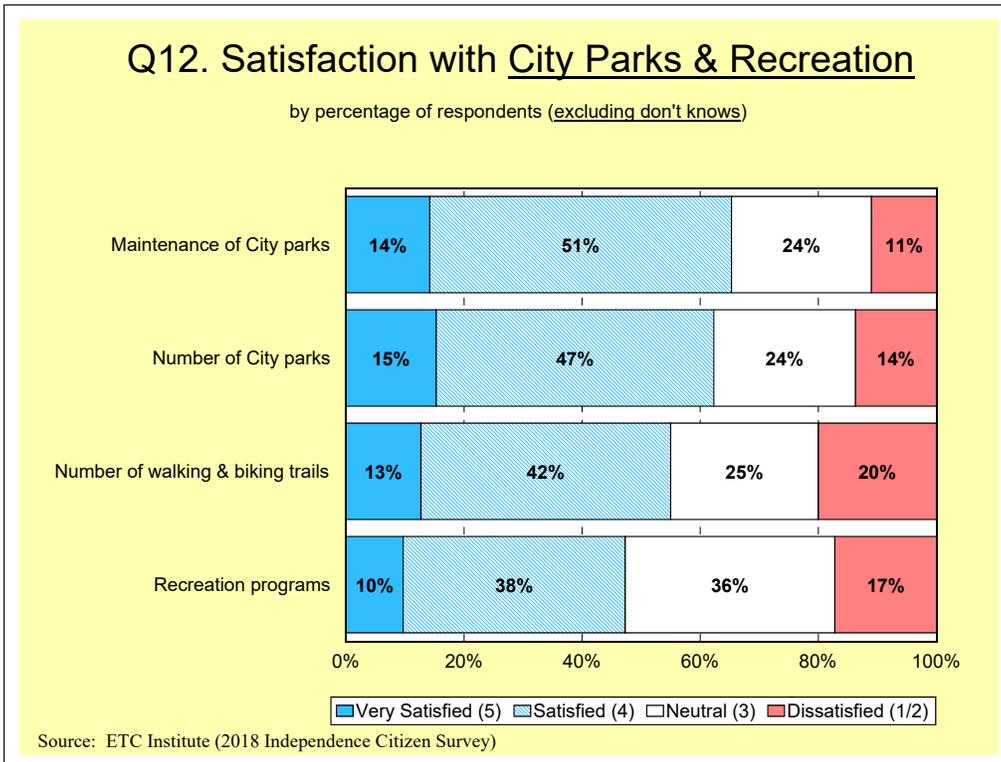
by percentage of respondents

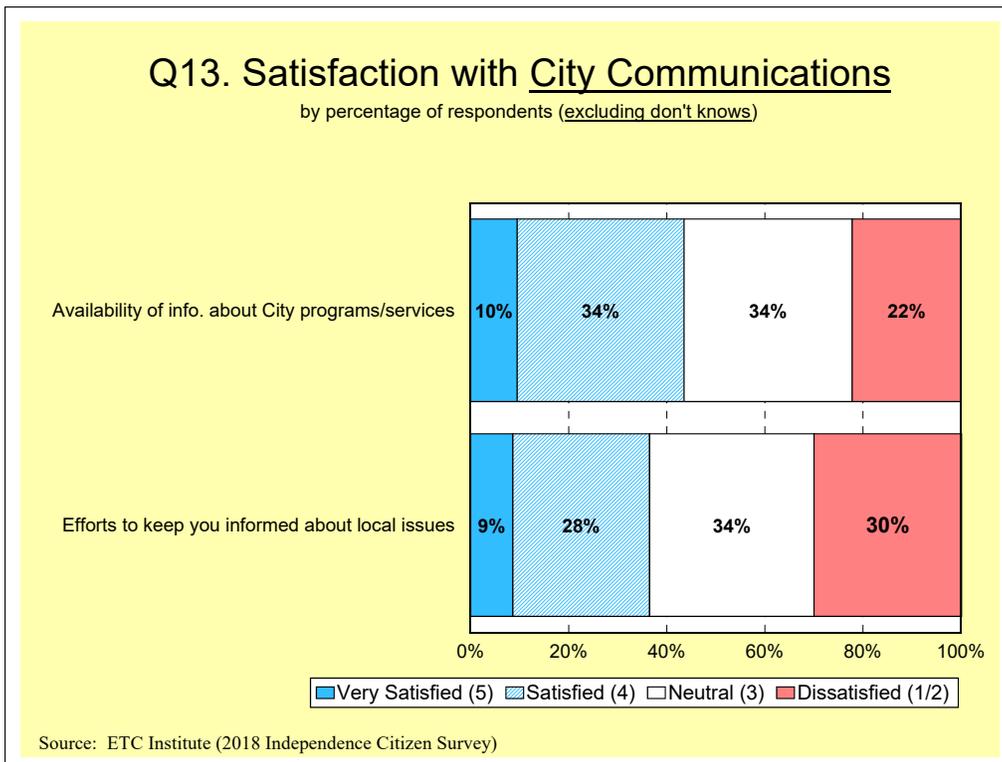
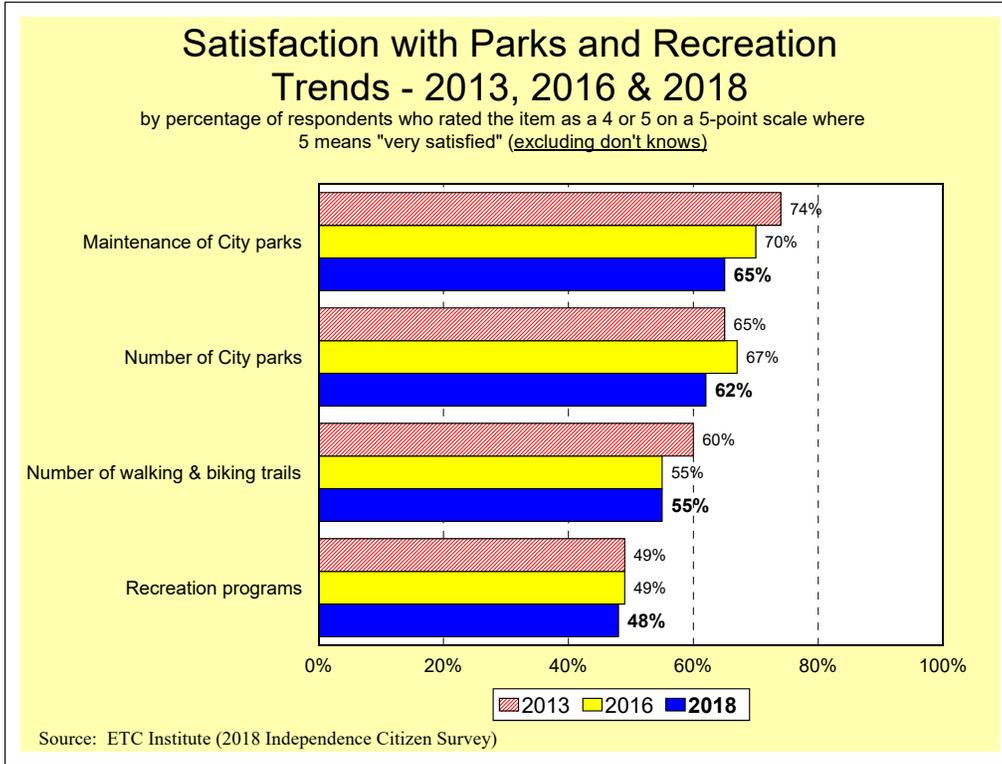


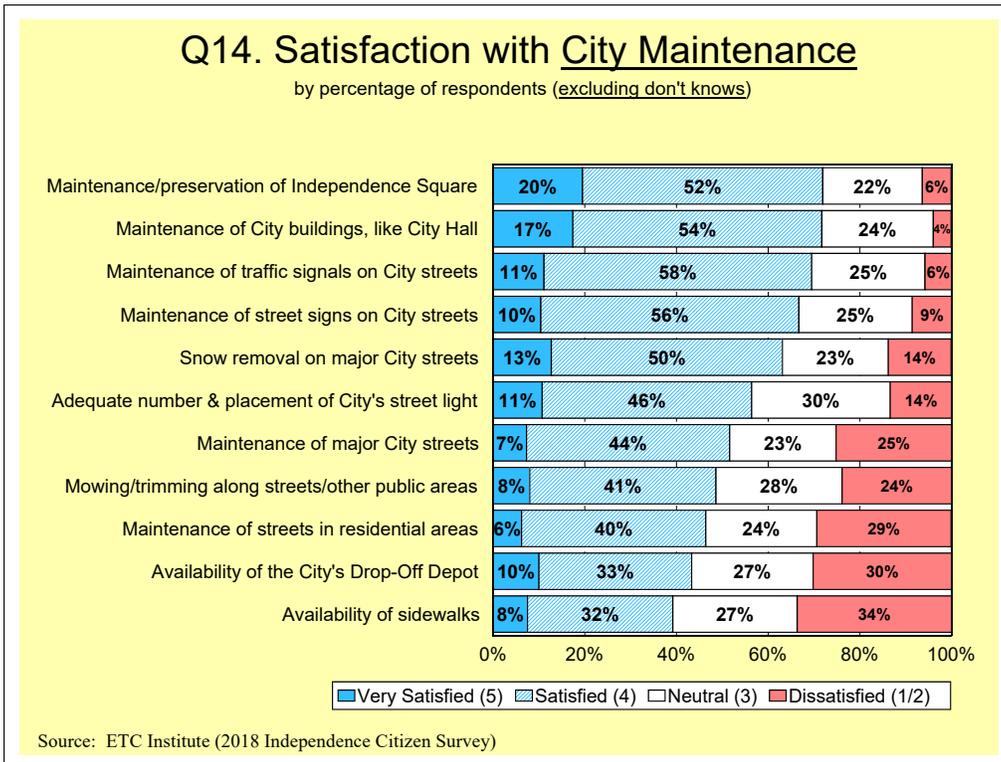
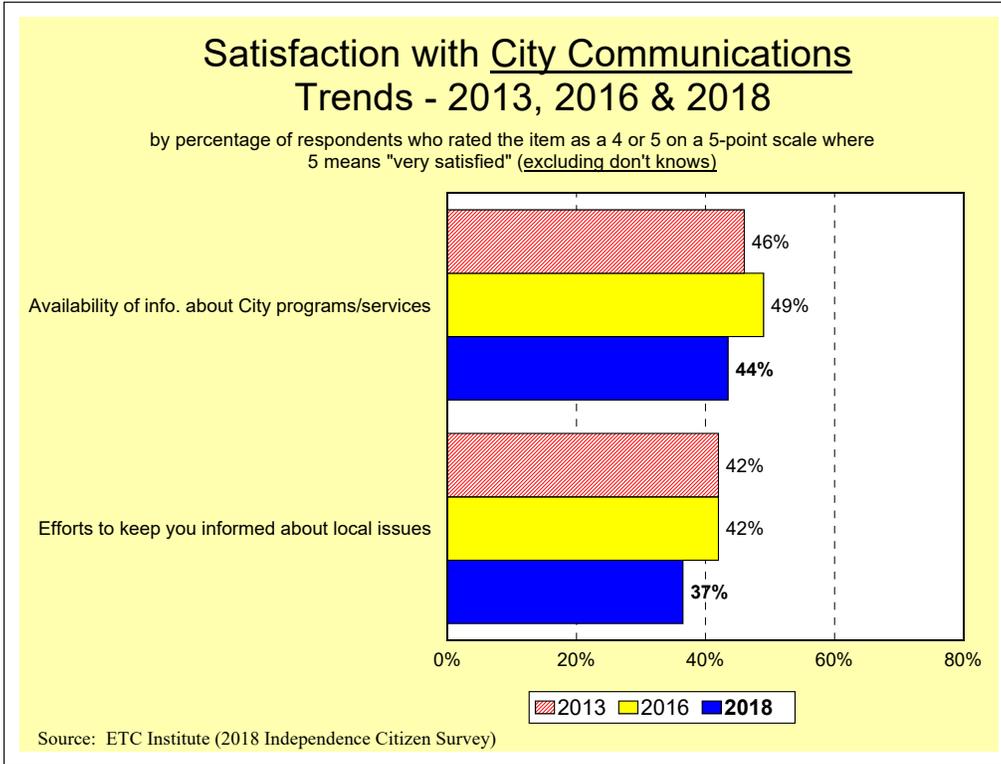
Source: ETC Institute (2018 Independence Citizen Survey)

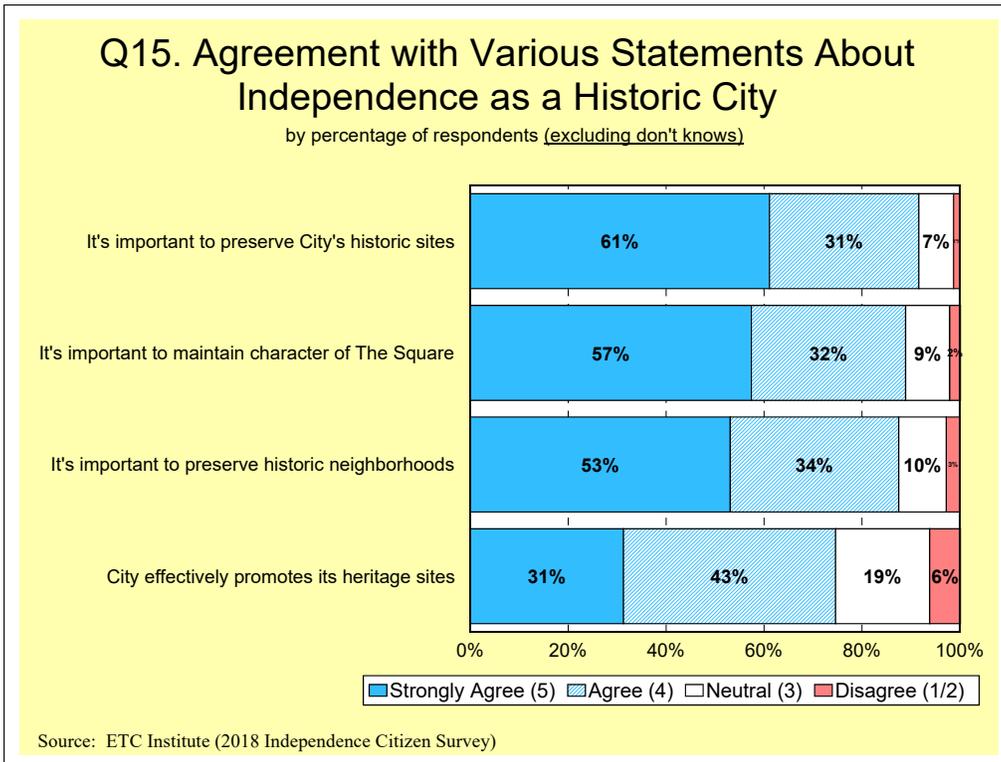
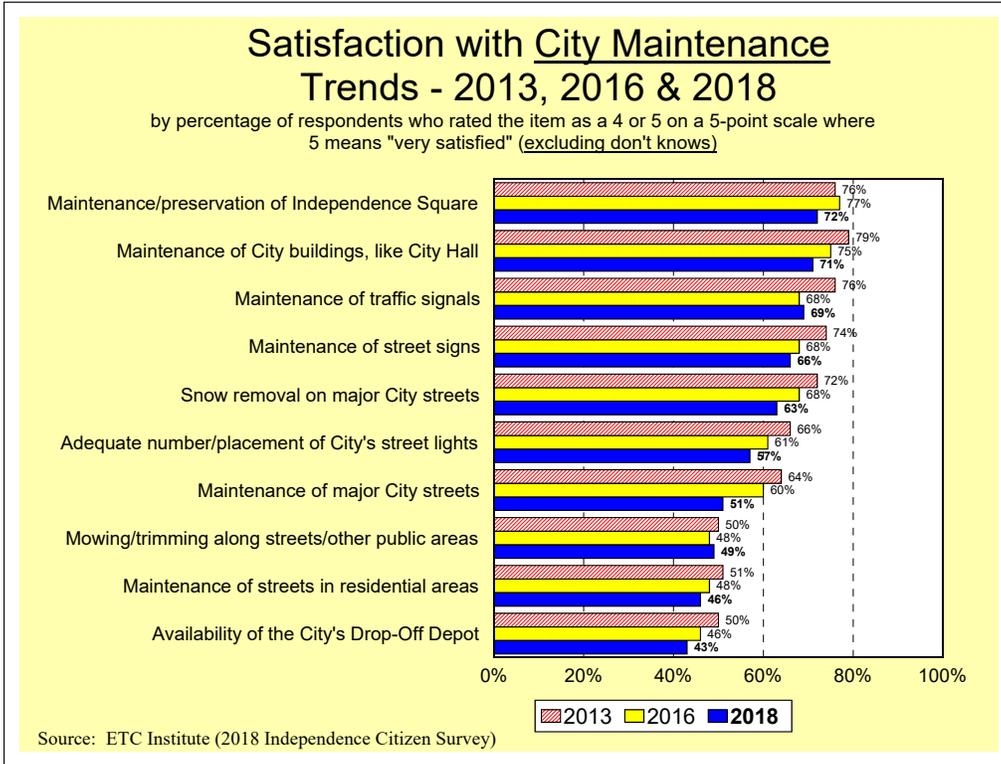


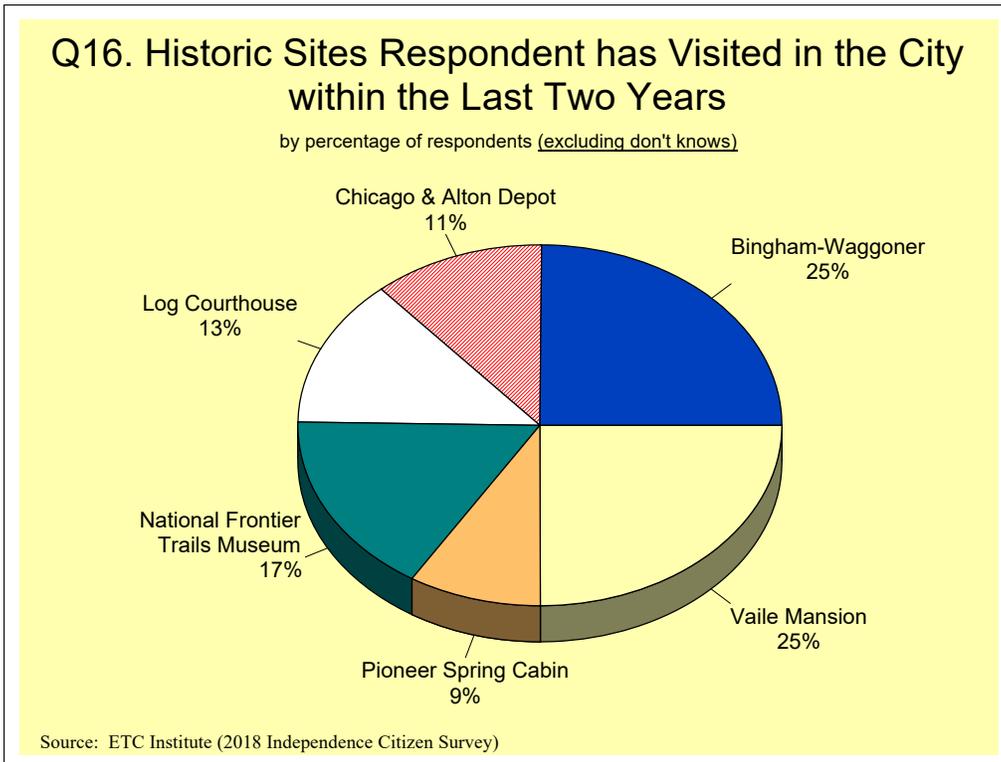
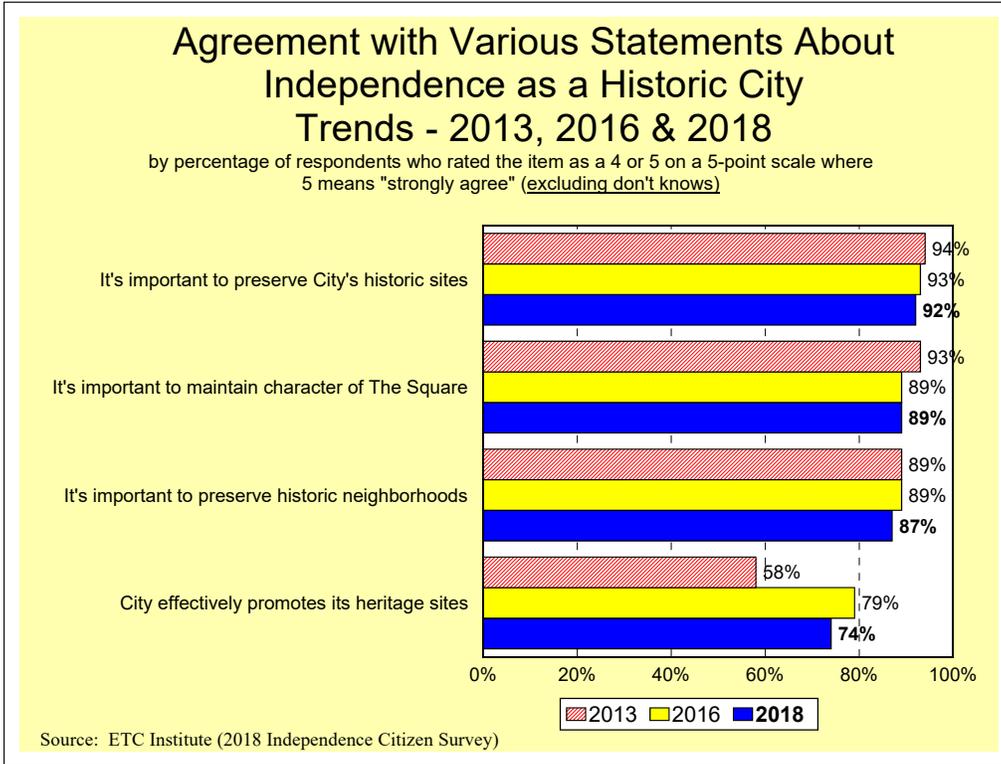


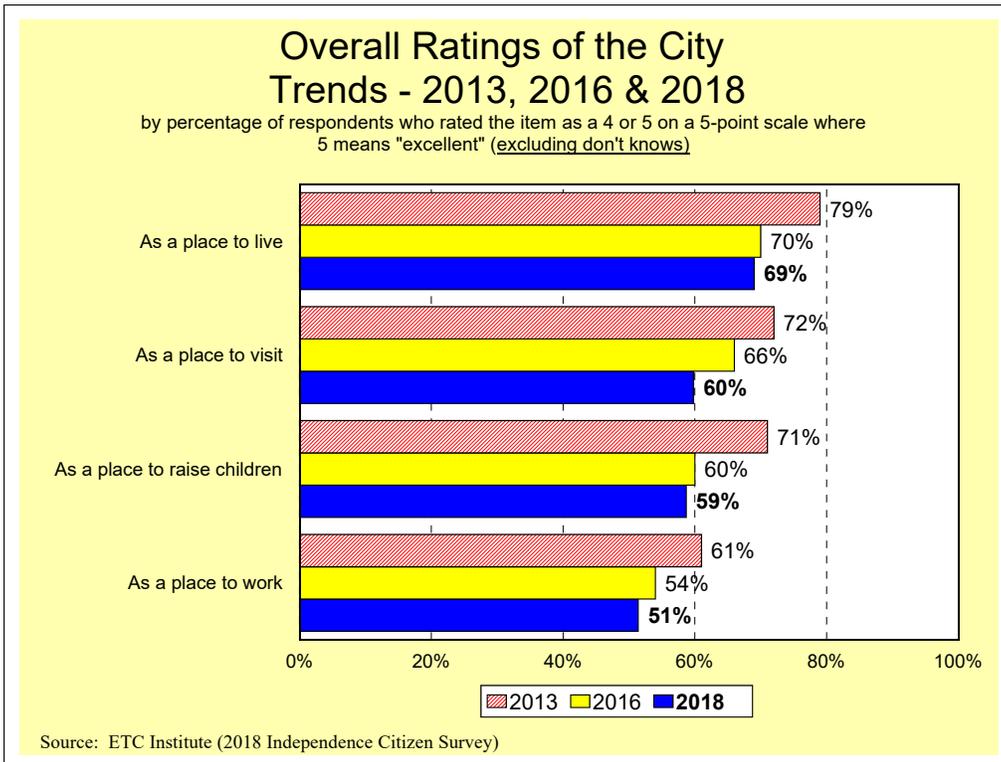
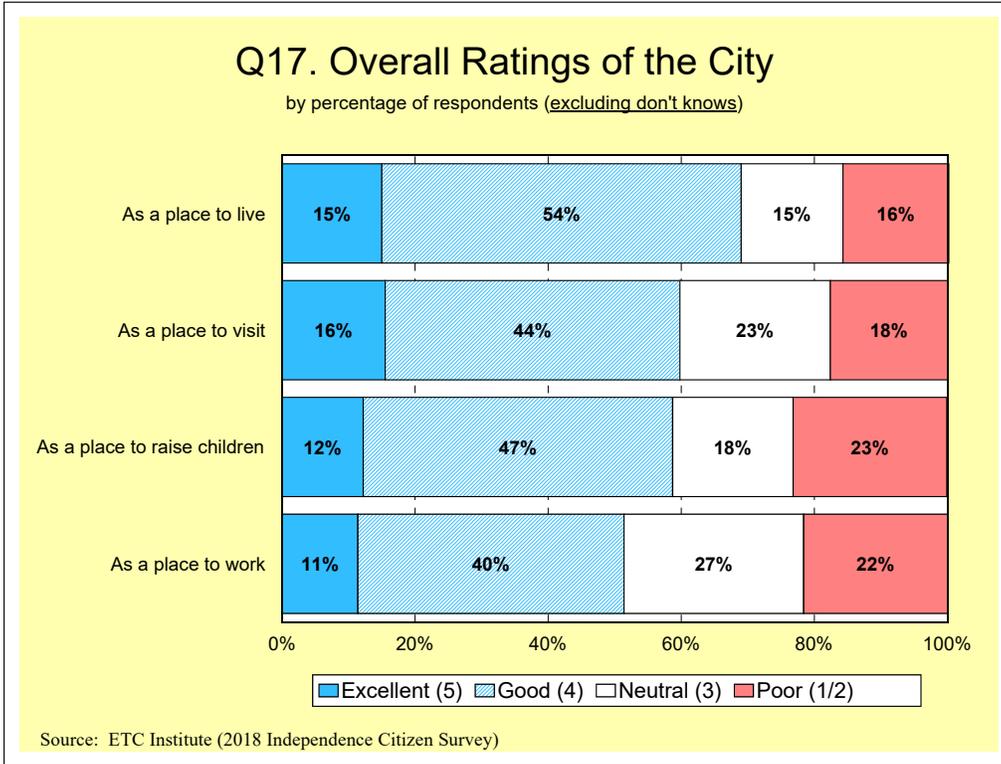






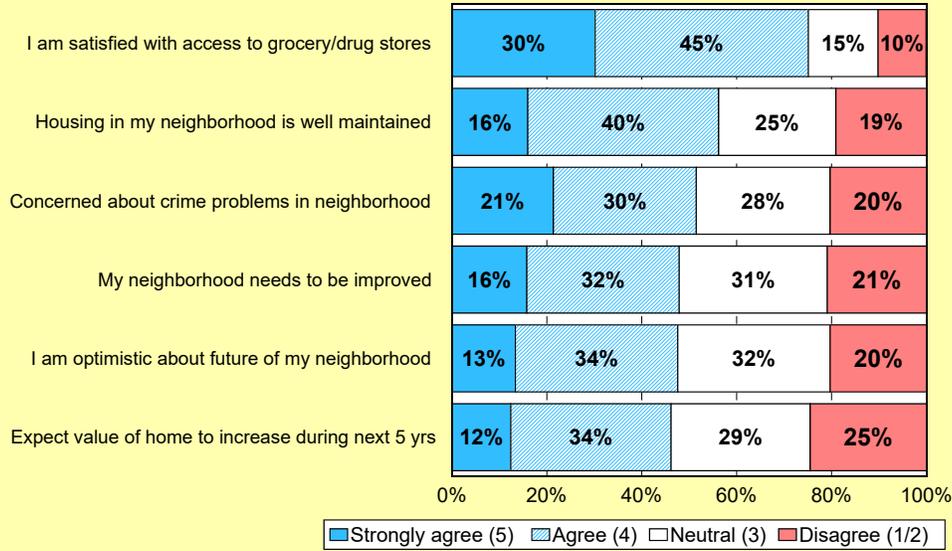






### Q18. Agreement with Various Statements About the City

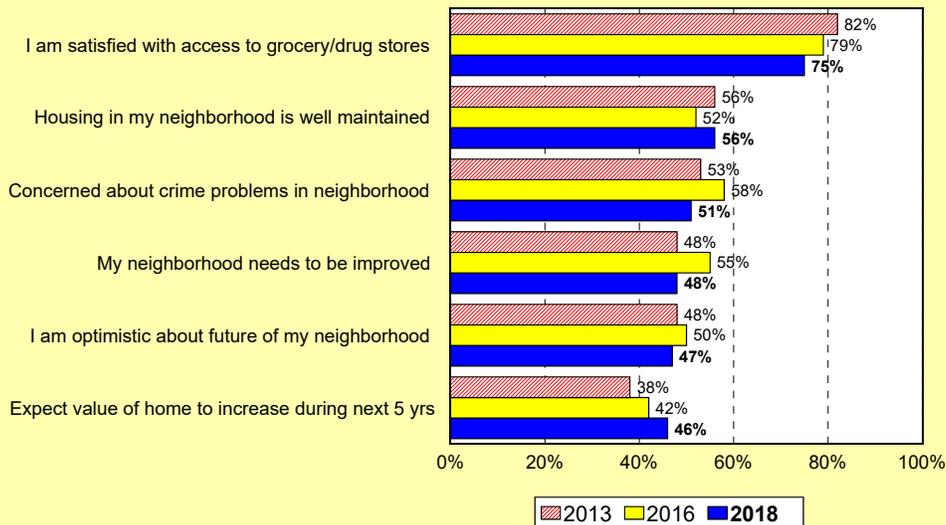
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Independence Citizen Survey)

### Agreement with Various Statements About the City: Trends - 2013, 2016 & 2018

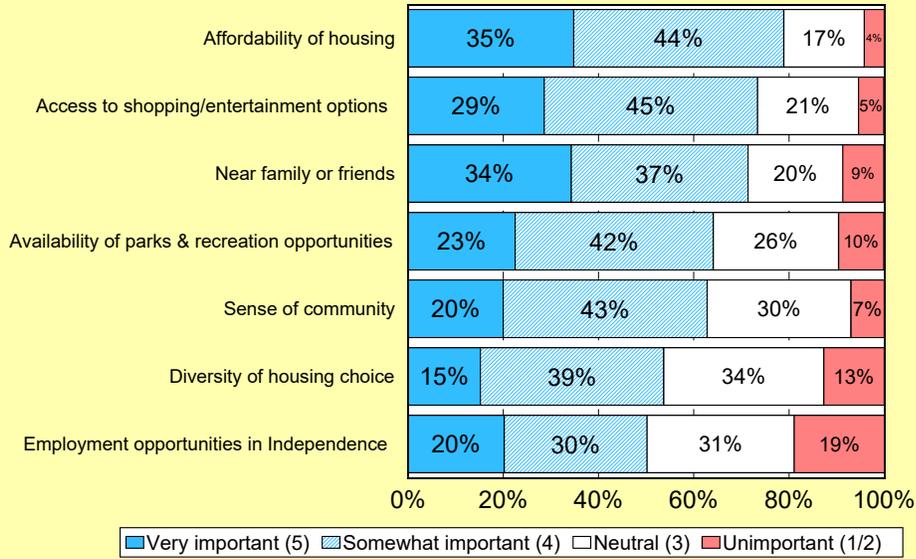
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means "strongly agree" (excluding don't knows)



Source: ETC Institute (2018 Independence Citizen Survey)

### Q19. How important was each of the following in your decision to live in Independence?

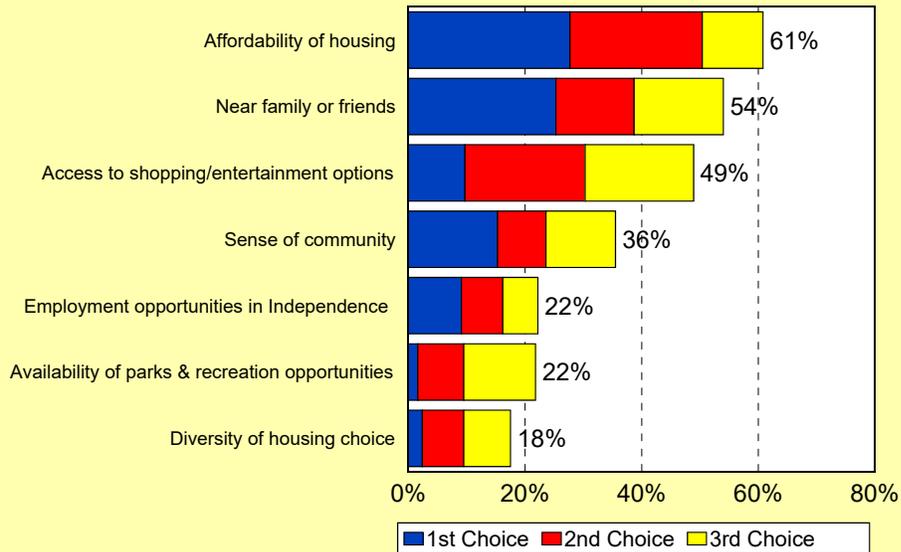
by percentage of respondents



Source: ETC Institute (2018 Independence Citizen Survey)

### Q20. Most Important Reasons for Staying in the City for the Next 10 Years

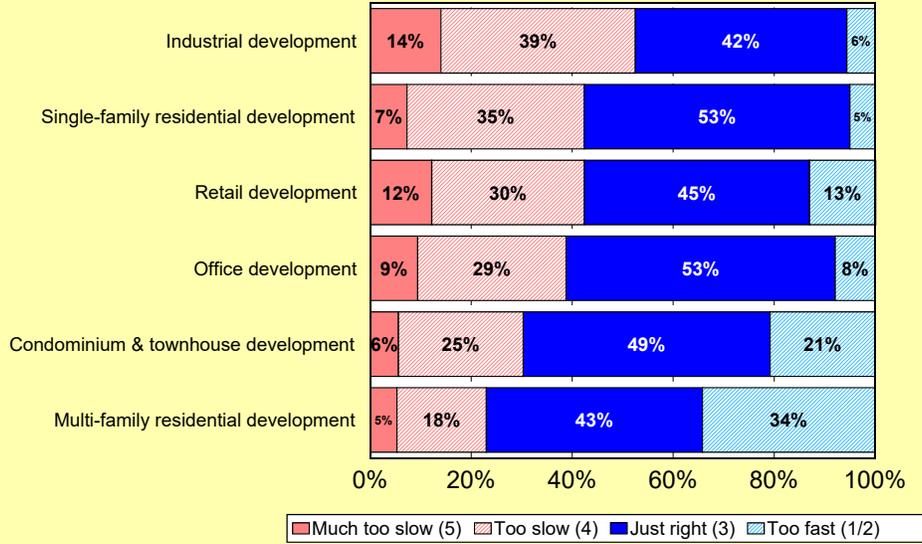
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018 Independence Citizen Survey)

### Q21. Ratings of the Current Pace of Development in the City of Independence

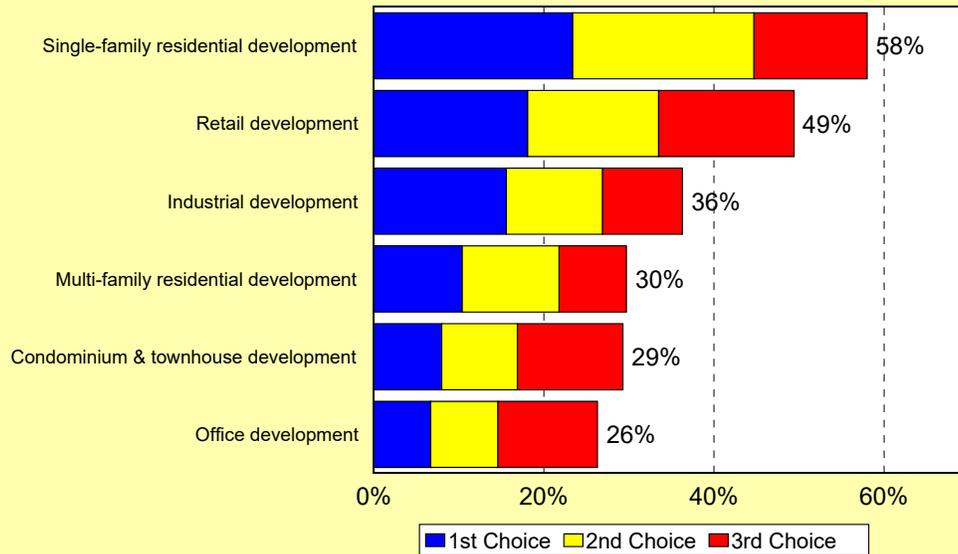
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Independence Citizen Survey)

### Q22. Types of Development that Should Receive the Highest Priority in the City's Long Range Plan

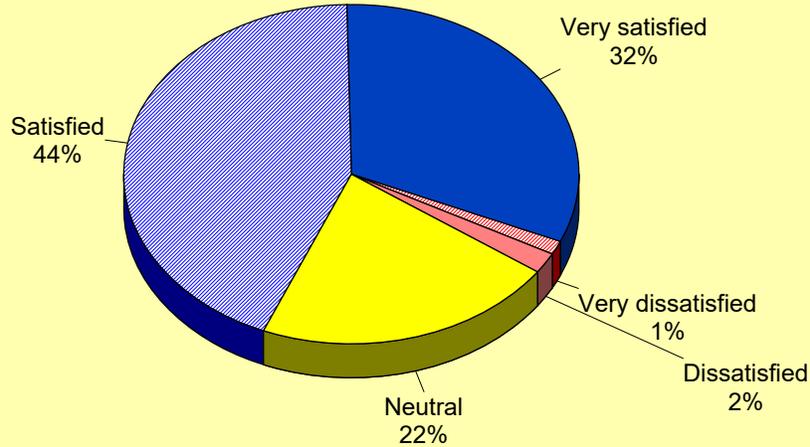
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018 Independence Citizen Survey)

### Q23. How satisfied are you with the overall quality of the Independence Events Center?

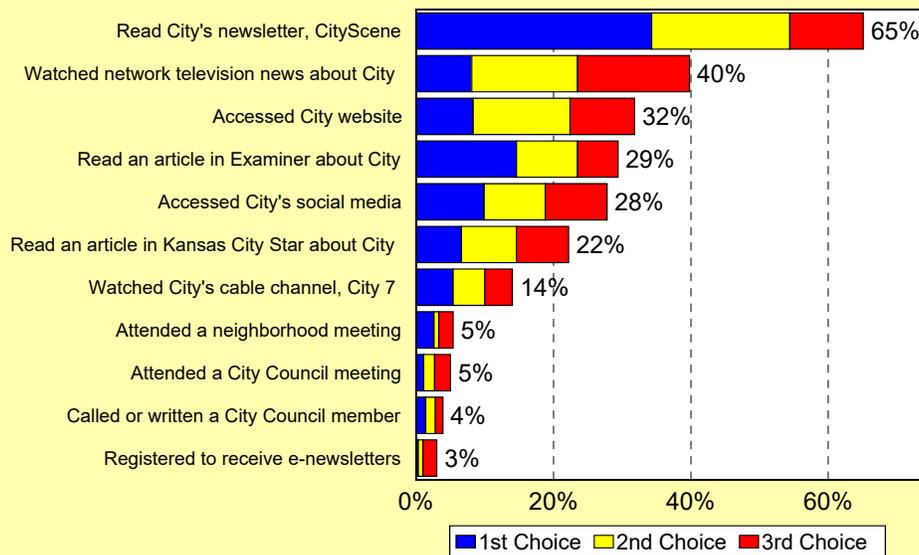
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2018 Independence Citizen Survey)

### Q24. How Residents Get Information About the City

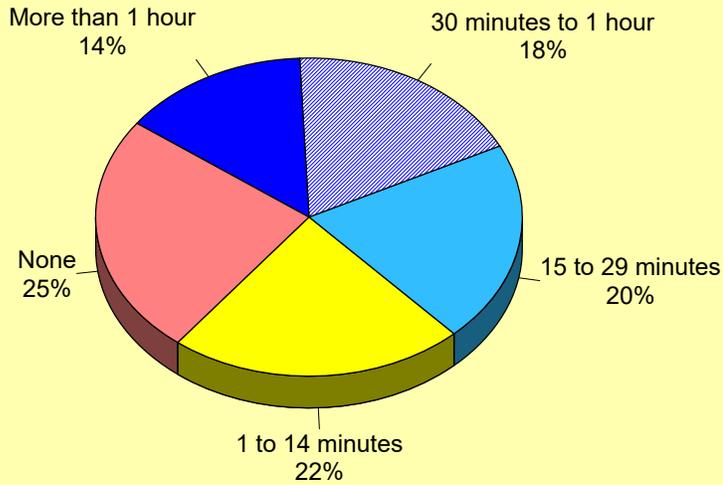
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018 Independence Citizen Survey)

**Q24a. Approximately how many minutes did you or members of your household watch the City's cable television during the past week?**

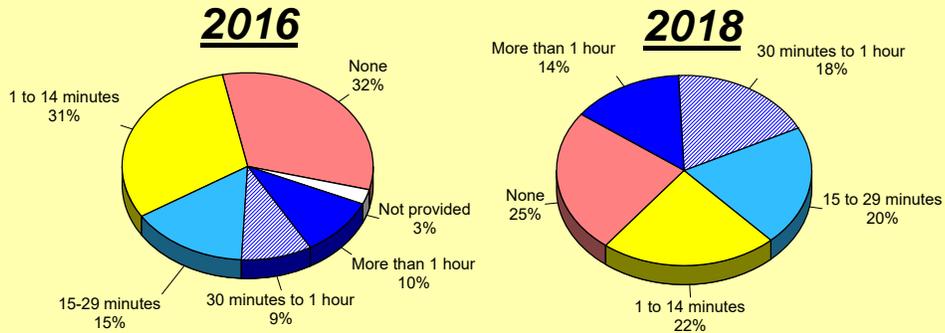
by percentage of respondents who watch the City cable channel



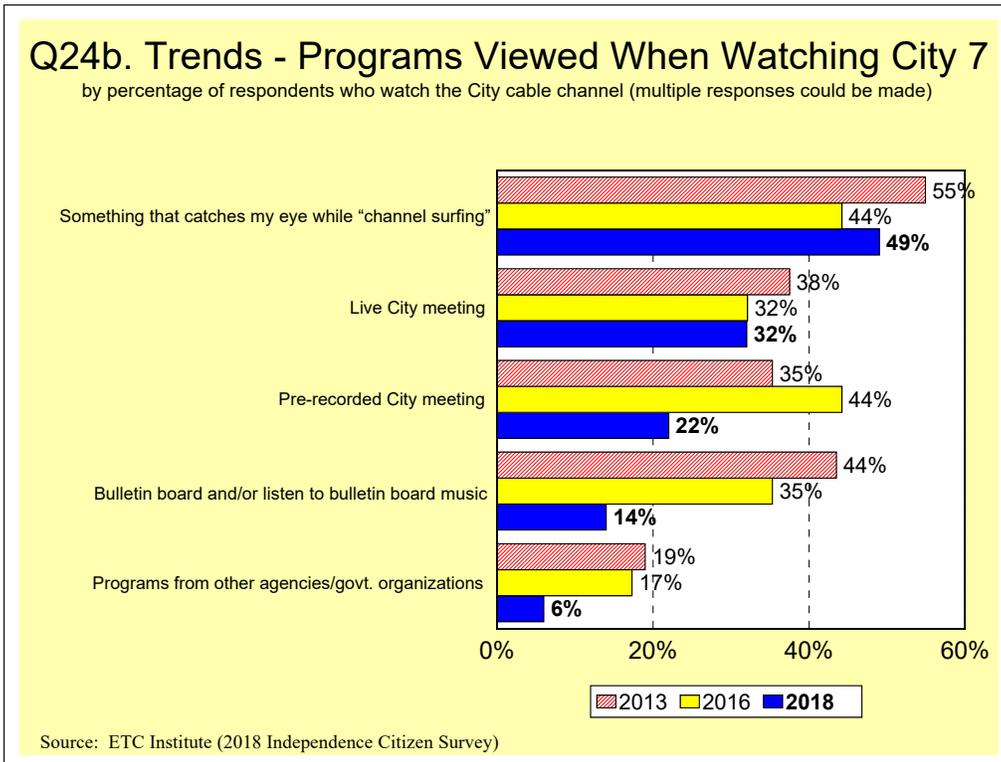
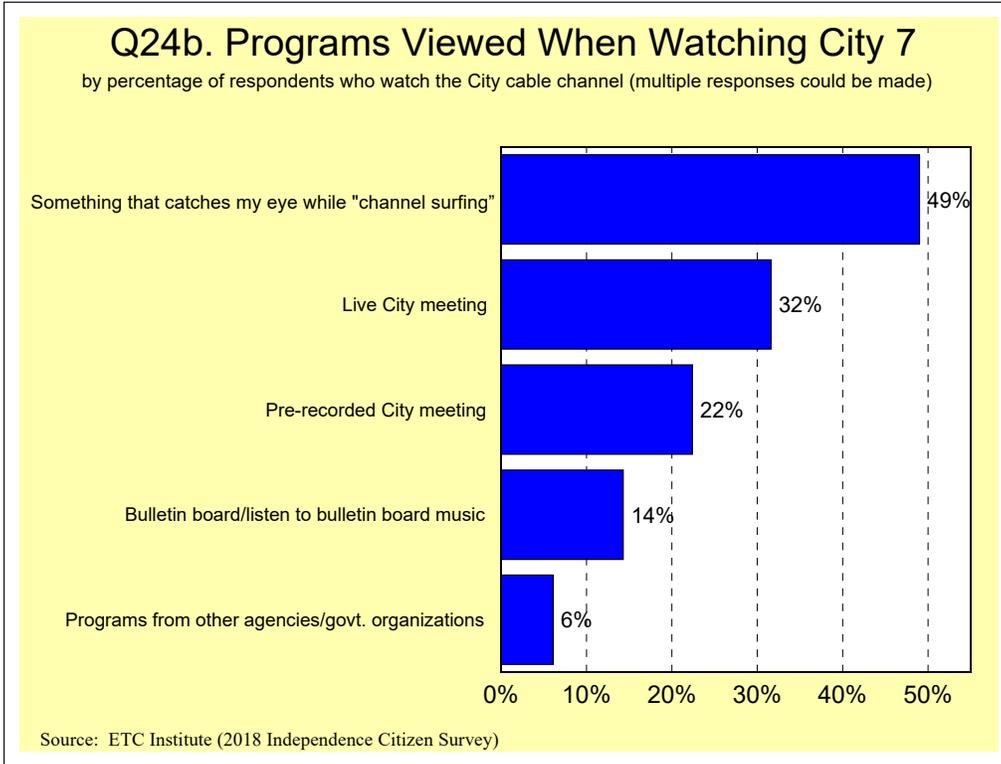
Source: ETC Institute (2018 Independence Citizen Survey)

**Q24a. Trends - Approximately how many minutes did you or members of your household watch the City's cable television during the past week?**

by percentage of respondents who watch the City cable channel

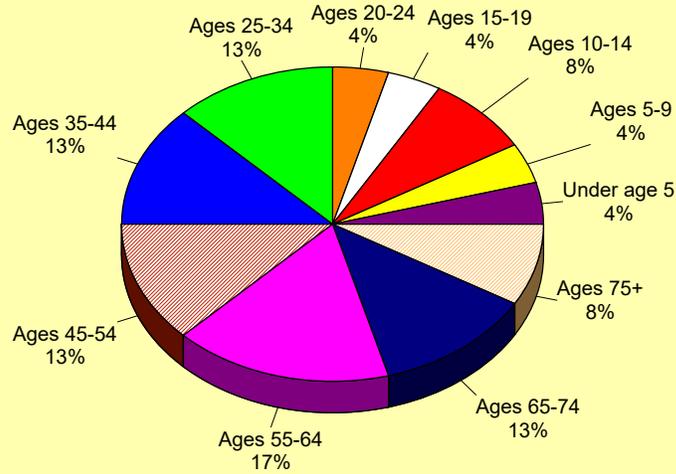


Source: ETC Institute (2018 Independence Citizen Survey)



### Demographics: Ages of Household Occupants

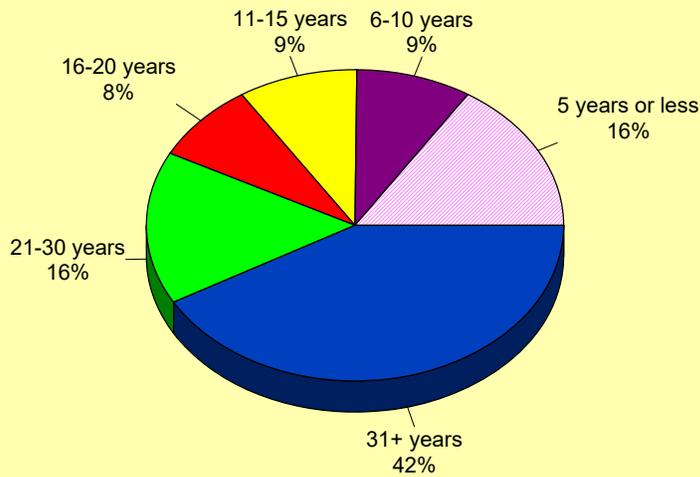
by percentage of persons in household



Source: ETC Institute (2018 Independence Citizen Survey)

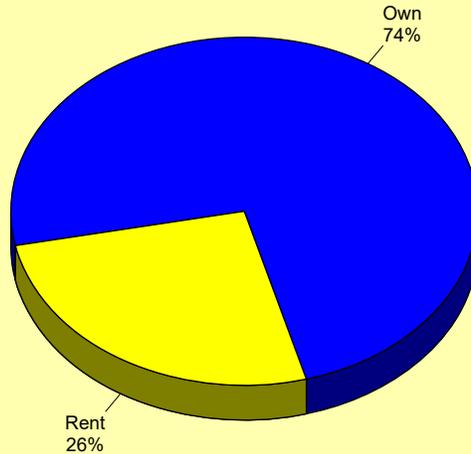
### Demographics: Number of Years Lived in Independence

by percentage of respondents (excluding "not provided")



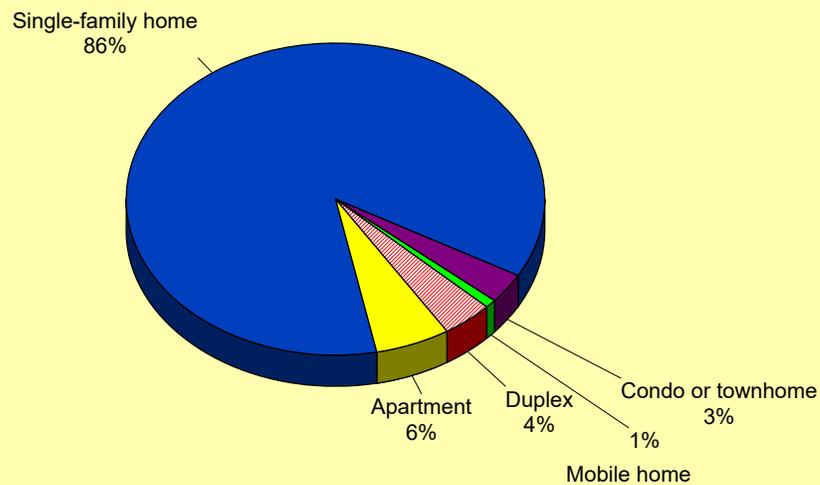
Source: ETC Institute (2018 Independence Citizen Survey)

### Demographics: Home Owners Versus Renters by percentage of respondents



Source: ETC Institute (2018 Independence Citizen Survey)

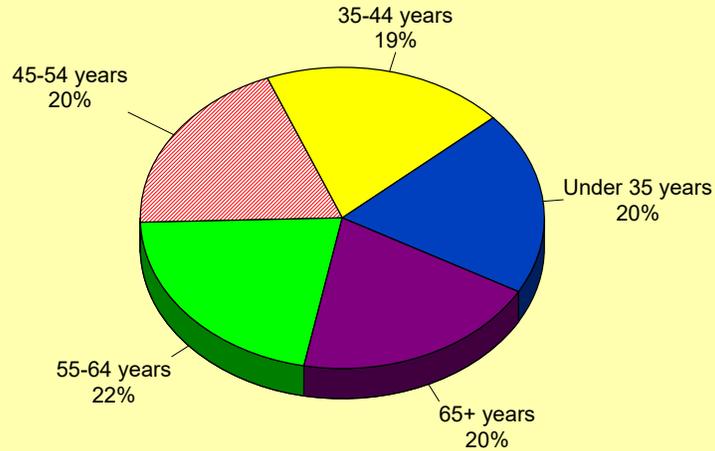
### Demographics: Type of Housing by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018 Independence Citizen Survey)

### Demographics: Respondent's Age

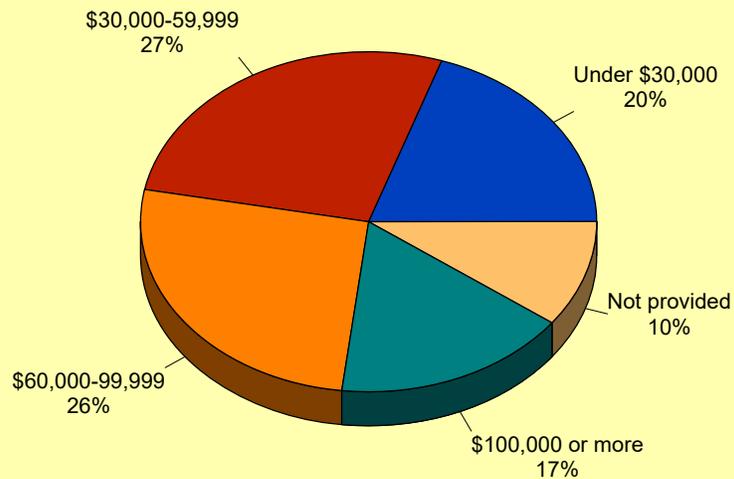
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018 Independence Citizen Survey)

### Demographics: Total Annual Household Income

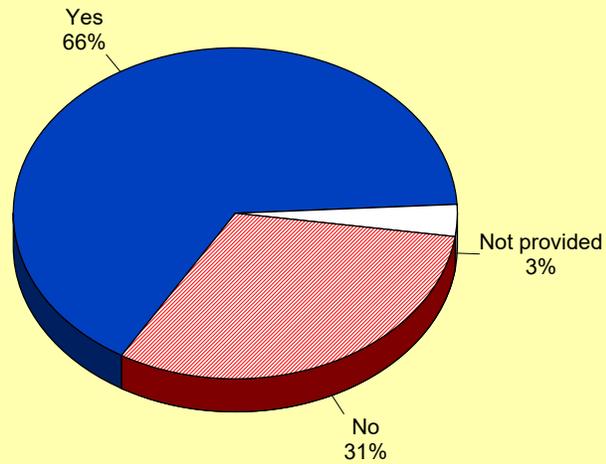
by percentage of respondents



Source: ETC Institute (2018 Independence Citizen Survey)

### Demographics: Did you vote in the April 2018 City General Election?

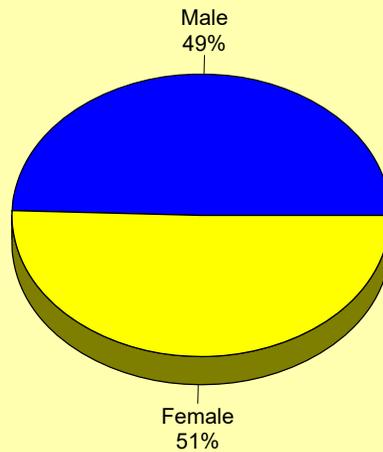
by percentage of respondents



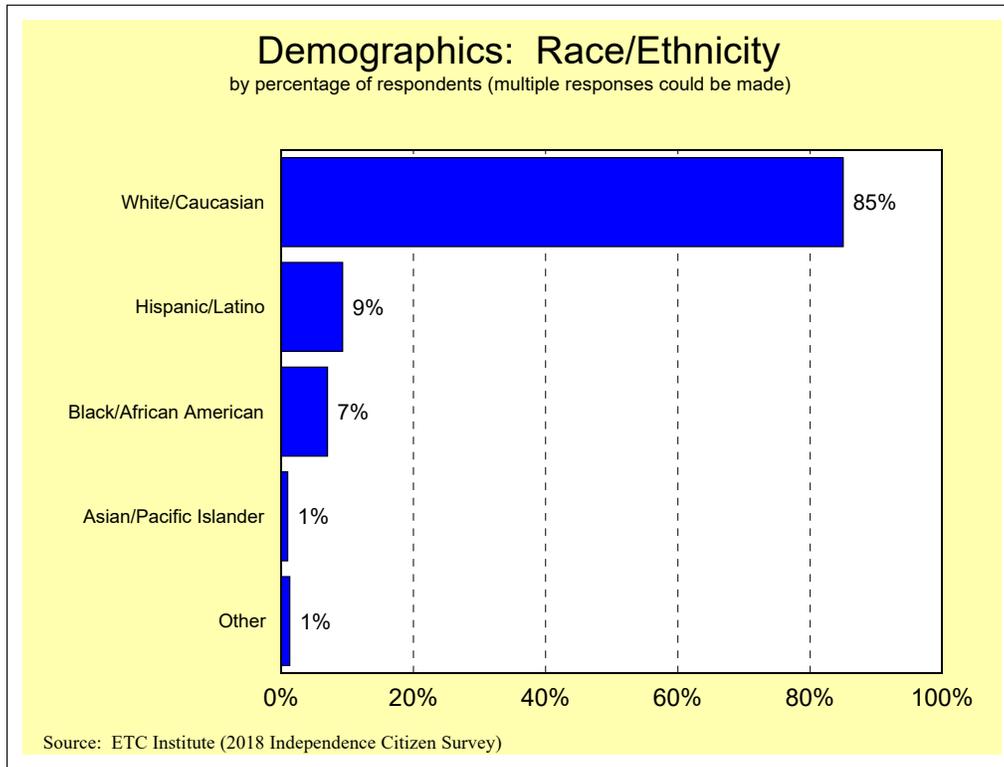
Source: ETC Institute (2018 Independence Citizen Survey)

### Demographics: Gender of the Respondents

by percentage of respondents



Source: ETC Institute (2018 Independence Citizen Survey)



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

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## Importance-Satisfaction Analysis

### 2018 Independence Citizen Survey

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### Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Methodology

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

**Example of the Calculation.** Respondents were asked to identify the Major Categories of City services they thought were the most important for City leaders to emphasize over the next two years. Forty-eight percent (48%) selected "maintenance of City streets" as one of the most important Major City services for the City to emphasize over the next two years.

With regard to satisfaction, 40% of the residents surveyed rated their overall satisfaction with “maintenance of City streets” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “maintenance of City streets” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 48% was multiplied by 60% (1-0.40). This calculation yielded an I-S rating of 0.2880, which ranked first out of thirteen Major City Services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ( $IS \geq 0.20$ )
- Increase Current Emphasis ( $0.10 \leq IS < 0.20$ )
- Maintain Current Emphasis ( $IS < 0.10$ )

The results for Independence are provided on the following page.

## Importance-Satisfaction Rating City of Independence OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (I-S &gt;.20)</u></b>						
Maintenance of City streets	48%	1	40%	11	0.2880	1
City electric utilities	42%	2	43%	9	0.2394	2
<b><u>High Priority (I-S .10-.20)</u></b>						
Enforcement of City codes & ordinances	22%	5	35%	13	0.1398	3
Overall flow of traffic and congestion	22%	4	46%	8	0.1204	4
Police services	38%	3	71%	2	0.1108	5
<b><u>Medium Priority (I-S &lt;.10)</u></b>						
Effectiveness of City communication with public	17%	7	42%	10	0.0963	6
City parks & recreation programs & facilities	18%	6	63%	3	0.0677	7
City water & sanitary sewer utilities	17%	8	61%	4	0.0647	8
City public health services	9%	10	48%	7	0.0473	9
Your access to bus transportation	7%	13	39%	12	0.0421	10
Customer service received from City employees	8%	12	52%	6	0.0365	11
City's storm water management system	8%	11	53%	5	0.0362	12
Fire services	15%	9	88%	1	0.0176	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 Rating

### City of Independence

### PUBLIC SAFETY

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (I-S &gt;.20)</u></b>						
City's efforts to prevent crime	55%	1	41%	11	0.3263	1
Police presence in your neighborhood	42%	2	50%	9	0.2110	2
<b><u>High Priority (I-S .10-.20)</u></b>						
Investigation of criminal offenses	26%	4	35%	12	0.1690	3
Quality of animal control services	22%	6	43%	10	0.1254	4
Police presence in commercial areas	28%	3	57%	6	0.1191	5
How quickly police arrive at emergencies	24%	5	53%	8	0.1128	6
<b><u>Medium Priority (I-S &lt;.10)</u></b>						
Enforcement of local traffic laws	16%	7	53%	7	0.0752	7
How quickly ambulances arrive at emergencies	10%	9	71%	3	0.0290	8
EMS and transportation provided by AMR	7%	10	66%	4	0.0238	9
Fire protection	11%	8	81%	1	0.0209	10
City efforts to prevent fires	5%	12	62%	5	0.0198	11
How quickly fire personnel arrive at emergencies	7%	11	80%	2	0.0132	12

**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.

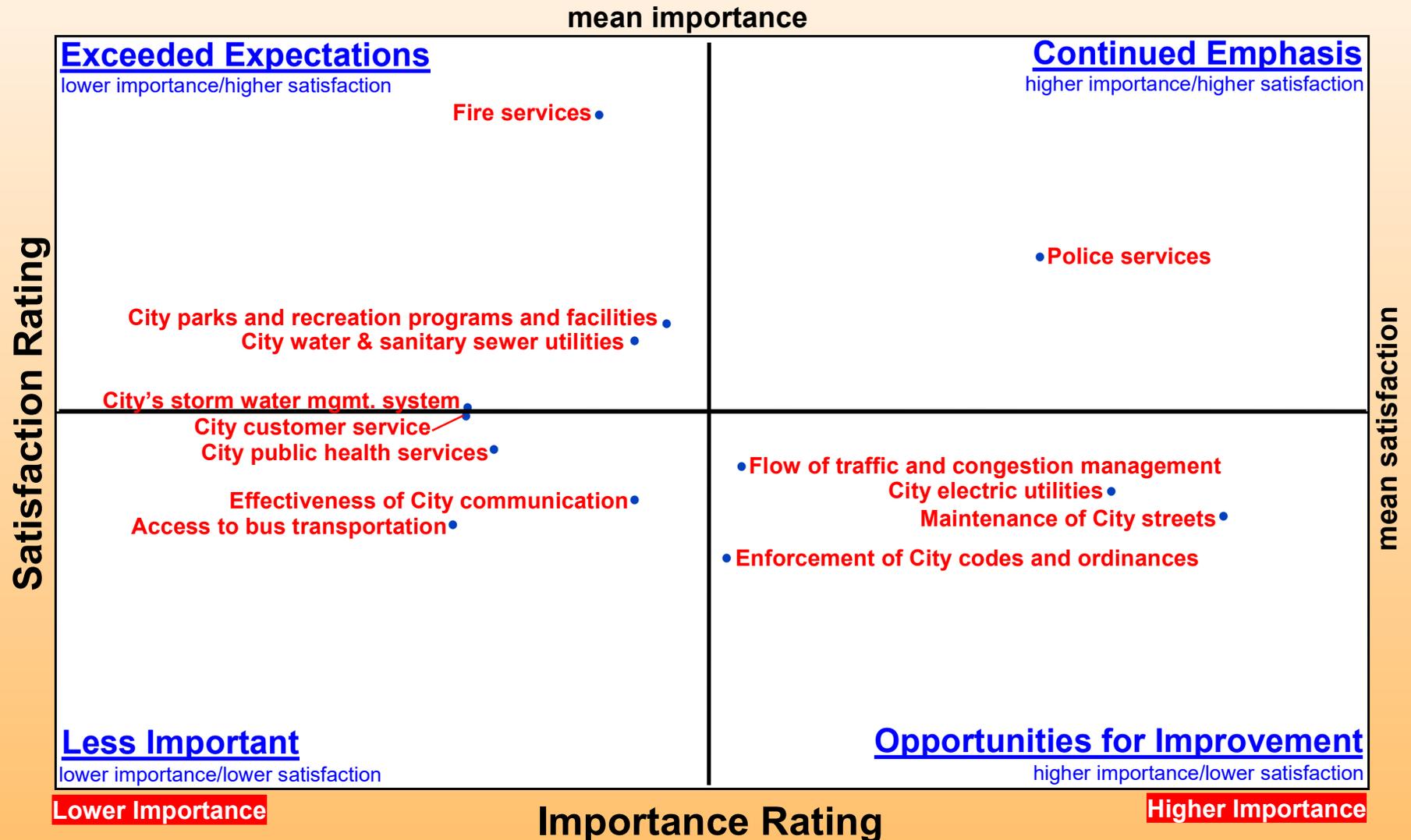
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

# 2018 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)



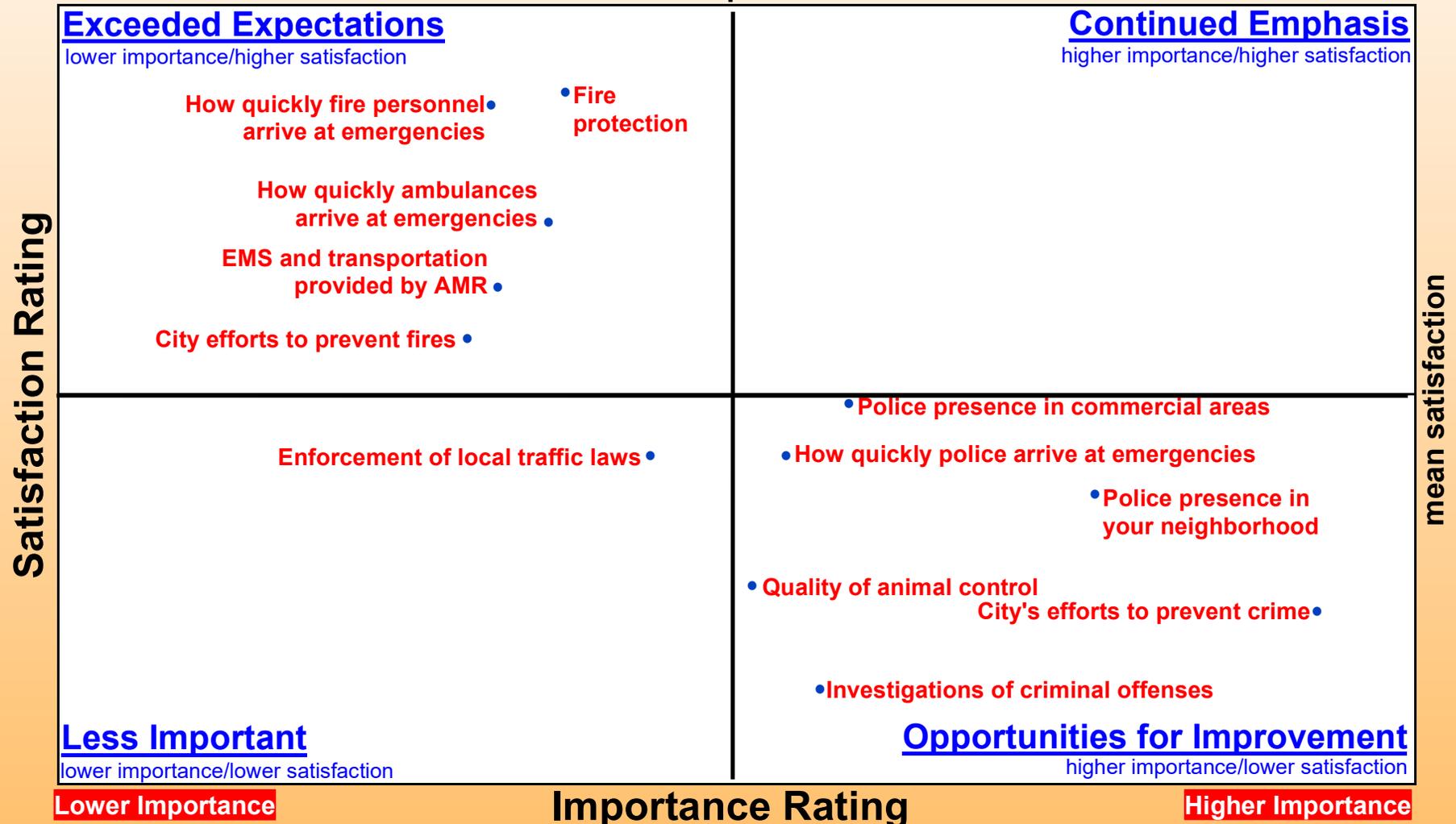
Source: ETC Institute (2018)

# 2018 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 (2018)

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

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

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Police services	26.3%	42.1%	16.1%	8.9%	2.4%	4.1%
Q1-2. Fire services	36.9%	42.9%	9.7%	0.9%	0.1%	9.6%
Q1-3. City parks & recreation programs & facilities	18.7%	39.9%	26.0%	6.6%	2.1%	6.7%
Q1-4. Maintenance of City streets	9.0%	30.6%	28.0%	21.4%	9.6%	1.4%
Q1-5. City water & sanitary sewer utilities	18.1%	41.0%	20.6%	9.1%	8.7%	2.4%
Q1-6. City electric utilities	12.4%	30.0%	20.3%	15.0%	20.9%	1.4%
Q1-7. Enforcement of City codes & ordinances	8.6%	24.0%	32.9%	17.0%	8.4%	9.1%
Q1-8. Customer service received from City employees	15.3%	30.7%	28.7%	9.3%	4.4%	11.6%
Q1-9. Effectiveness of City communication with the public	9.6%	28.0%	31.4%	14.3%	8.1%	8.6%
Q1-10. City's storm water management system	11.1%	34.6%	28.6%	7.6%	4.0%	14.1%
Q1-11. City public health services	10.0%	29.3%	33.4%	5.0%	3.3%	19.0%
Q1-12. Overall flow of traffic & congestion management in City	7.4%	36.1%	29.4%	18.9%	4.4%	3.7%
Q1-13. Your access to bus transportation	8.0%	18.9%	29.3%	8.6%	4.6%	30.7%

**WITHOUT "DON'T KNOW"**

**Q1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Police services	27.4%	44.0%	16.8%	9.2%	2.5%
Q1-2. Fire services	40.8%	47.4%	10.7%	0.9%	0.2%
Q1-3. City parks & recreation programs & facilities	20.1%	42.7%	27.9%	7.0%	2.3%
Q1-4. Maintenance of City streets	9.1%	31.0%	28.4%	21.7%	9.7%
Q1-5. City water & sanitary sewer utilities	18.6%	42.0%	21.1%	9.4%	8.9%
Q1-6. City electric utilities	12.6%	30.4%	20.6%	15.2%	21.2%
Q1-7. Enforcement of City codes & ordinances	9.4%	26.4%	36.2%	18.7%	9.3%
Q1-8. Customer service received from City employees	17.3%	34.7%	32.5%	10.5%	5.0%
Q1-9. Effectiveness of City communication with the public	10.5%	30.6%	34.4%	15.6%	8.9%
Q1-10. City's storm water management system	13.0%	40.3%	33.3%	8.8%	4.7%
Q1-11. City public health services	12.3%	36.2%	41.3%	6.2%	4.1%
Q1-12. Overall flow of traffic & congestion management in City	7.7%	37.5%	30.6%	19.6%	4.6%
Q1-13. Your access to bus transportation	11.5%	27.2%	42.3%	12.4%	6.6%

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

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Police services	167	23.9 %
Fire services	16	2.3 %
City parks & recreation programs & facilities	34	4.9 %
Maintenance of City streets	114	16.3 %
City water & sanitary sewer utilities	26	3.7 %
City electric utilities	156	22.3 %
Enforcement of City codes & ordinances	46	6.6 %
Customer service received from City employees	6	0.9 %
Effectiveness of City communication with the public	17	2.4 %
City's storm water management system	16	2.3 %
City public health services	10	1.4 %
Overall flow of traffic & congestion management in City	32	4.6 %
Your access to bus transportation	16	2.3 %
None chosen	44	6.3 %
Total	700	100.0 %

**Q2. Which THREE of the 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	58	8.3 %
Fire services	68	9.7 %
City parks & recreation programs & facilities	38	5.4 %
Maintenance of City streets	119	17.0 %
City water & sanitary sewer utilities	55	7.9 %
City electric utilities	85	12.1 %
Enforcement of City codes & ordinances	60	8.6 %
Customer service received from City employees	21	3.0 %
Effectiveness of City communication with the public	34	4.9 %
City's storm water management system	17	2.4 %
City public health services	24	3.4 %
Overall flow of traffic & congestion management in City	50	7.1 %
Your access to bus transportation	6	0.9 %
None chosen	65	9.3 %
Total	700	100.0 %

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

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Police services	42	6.0 %
Fire services	19	2.7 %
City parks & recreation programs & facilities	56	8.0 %
Maintenance of City streets	103	14.7 %
City water & sanitary sewer utilities	35	5.0 %
City electric utilities	53	7.6 %
Enforcement of City codes & ordinances	44	6.3 %
Customer service received from City employees	26	3.7 %
Effectiveness of City communication with the public	65	9.3 %
City's storm water management system	21	3.0 %
City public health services	30	4.3 %
Overall flow of traffic & congestion management in City	74	10.6 %
Your access to bus transportation	26	3.7 %
None chosen	106	15.1 %
Total	700	100.0 %

**SUM OF TOP 3 CHOICES**

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

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Police services	267	38.1 %
Fire services	103	14.7 %
City parks & recreation programs & facilities	128	18.3 %
Maintenance of City streets	336	48.0 %
City water & sanitary sewer utilities	116	16.6 %
City electric utilities	294	42.0 %
Enforcement of City codes & ordinances	150	21.4 %
Customer service received from City employees	53	7.6 %
Effectiveness of City communication with the public	116	16.6 %
City's storm water management system	54	7.7 %
City public health services	64	9.1 %
Overall flow of traffic & congestion management in City	156	22.3 %
Your access to bus transportation	48	6.9 %
None chosen	44	6.3 %
Total	1929	

**Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Independence using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall value received for your City tax & fees	6.4%	31.9%	32.1%	17.6%	7.0%	5.0%
Q3-2. Overall image of City as a place to locate or expand business	5.6%	24.3%	28.9%	25.7%	10.7%	4.9%
Q3-3. Overall quality of life in City]	8.1%	41.6%	27.9%	15.0%	4.7%	2.7%
Q3-4. Type & quality of development west of Noland Road	2.7%	16.0%	32.4%	27.0%	11.9%	10.0%
Q3-5. Type & quality of development east of Noland Road	7.4%	37.4%	30.4%	12.4%	5.4%	6.9%

**WITHOUT "DON'T KNOW"**

**Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Independence using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall value received for your City tax & fees	6.8%	33.5%	33.8%	18.5%	7.4%
Q3-2. Overall image of City as a place to locate or expand business	5.9%	25.5%	30.3%	27.0%	11.3%
Q3-3. Overall quality of life in City]	8.4%	42.7%	28.6%	15.4%	4.8%
Q3-4. Type & quality of development west of Noland Road	3.0%	17.8%	36.0%	30.0%	13.2%
Q3-5. Type & quality of development east of Noland Road	8.0%	40.2%	32.7%	13.3%	5.8%

**Q4. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Police presence in your neighborhood	10.4%	37.4%	25.0%	18.0%	5.6%	3.6%
Q4-2. Police presence in commercial areas	11.9%	41.6%	29.9%	9.3%	1.6%	5.9%
Q4-3. City's efforts to prevent crime	8.1%	29.6%	31.4%	17.4%	6.3%	7.1%
Q4-4. Enforcement of local traffic laws	10.9%	39.9%	28.6%	11.3%	5.0%	4.4%
Q4-5. How quickly police arrive at emergencies	13.9%	29.4%	26.4%	8.4%	4.4%	17.4%
Q4-6. Investigation of criminal offenses	7.4%	17.9%	30.9%	9.0%	6.9%	28.0%
Q4-7. Fire protection	24.4%	44.6%	15.6%	0.1%	0.4%	14.9%
Q4-8. How quickly fire personnel arrive at emergencies	28.9%	36.4%	15.4%	0.4%	0.4%	18.4%
Q4-9. City efforts to prevent fires	14.0%	31.0%	25.1%	2.0%	0.1%	27.7%
Q4-10. How quickly ambulance service personnel arrive at emergencies	20.4%	35.0%	19.6%	2.4%	1.1%	21.4%
Q4-11. Emergency medical services & transportation provided by City's licensed ambulance provider (AMR)	18.9%	31.0%	22.4%	2.1%	1.9%	23.7%
Q4-12. Quality of animal control services	8.4%	27.4%	28.1%	12.3%	7.6%	16.1%

**WITHOUT "DON'T KNOW"****Q4. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Police presence in your neighborhood	10.8%	38.8%	25.9%	18.7%	5.8%
Q4-2. Police presence in commercial areas	12.6%	44.2%	31.7%	9.9%	1.7%
Q4-3. City's efforts to prevent crime	8.8%	31.8%	33.8%	18.8%	6.8%
Q4-4. Enforcement of local traffic laws	11.4%	41.7%	29.9%	11.8%	5.2%
Q4-5. How quickly police arrive at emergencies	16.8%	35.6%	32.0%	10.2%	5.4%
Q4-6. Investigation of criminal offenses	10.3%	24.8%	42.9%	12.5%	9.5%
Q4-7. Fire protection	28.7%	52.3%	18.3%	0.2%	0.5%
Q4-8. How quickly fire personnel arrive at emergencies	35.4%	44.7%	18.9%	0.5%	0.5%
Q4-9. City efforts to prevent fires	19.4%	42.9%	34.8%	2.8%	0.2%
Q4-10. How quickly ambulance service personnel arrive at emergencies	26.0%	44.5%	24.9%	3.1%	1.5%
Q4-11. Emergency medical services & transportation provided by City's licensed ambulance provider (AMR)	24.7%	40.6%	29.4%	2.8%	2.4%
Q4-12. Quality of animal control services	10.1%	32.7%	33.6%	14.7%	9.0%

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

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Police presence in your neighborhood	178	25.4 %
Police presence in commercial areas	39	5.6 %
City's efforts to prevent crime	186	26.6 %
Enforcement of local traffic laws	34	4.9 %
How quickly police arrive at emergencies	50	7.1 %
Investigation of criminal offenses	41	5.9 %
Fire protection	9	1.3 %
How quickly fire personnel arrive at emergencies	10	1.4 %
City efforts to prevent fires	6	0.9 %
How quickly ambulance service personnel arrive at emergencies	12	1.7 %
Emergency medical services & transportation provided by City's licensed ambulance provider (AMR)	9	1.3 %
Quality of animal control services	49	7.0 %
None chosen	77	11.0 %
Total	700	100.0 %

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

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Police presence in your neighborhood	61	8.7 %
Police presence in commercial areas	91	13.0 %
City's efforts to prevent crime	102	14.6 %
Enforcement of local traffic laws	50	7.1 %
How quickly police arrive at emergencies	67	9.6 %
Investigation of criminal offenses	75	10.7 %
Fire protection	37	5.3 %
How quickly fire personnel arrive at emergencies	23	3.3 %
City efforts to prevent fires	10	1.4 %
How quickly ambulance service personnel arrive at emergencies	16	2.3 %
Emergency medical services & transportation provided by City's licensed ambulance provider (AMR)	14	2.0 %
Quality of animal control services	43	6.1 %
None chosen	111	15.9 %
Total	700	100.0 %

**Q5. Which THREE public safety items listed in Question 4 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 presence in your neighborhood	57	8.1 %
Police presence in commercial areas	64	9.1 %
City's efforts to prevent crime	99	14.1 %
Enforcement of local traffic laws	28	4.0 %
How quickly police arrive at emergencies	49	7.0 %
Investigation of criminal offenses	68	9.7 %
Fire protection	27	3.9 %
How quickly fire personnel arrive at emergencies	13	1.9 %
City efforts to prevent fires	20	2.9 %
How quickly ambulance service personnel arrive at emergencies	40	5.7 %
Emergency medical services & transportation provided by City's licensed ambulance provider (AMR)	28	4.0 %
Quality of animal control services	60	8.6 %
None chosen	147	21.0 %
Total	700	100.0 %

**SUM OF TOP 3 CHOICES**

**Q5. Which THREE public safety items listed in Question 4 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 presence in your neighborhood	296	42.3 %
Police presence in commercial areas	194	27.7 %
City's efforts to prevent crime	387	55.3 %
Enforcement of local traffic laws	112	16.0 %
How quickly police arrive at emergencies	166	23.7 %
Investigation of criminal offenses	184	26.3 %
Fire protection	73	10.4 %
How quickly fire personnel arrive at emergencies	46	6.6 %
City efforts to prevent fires	36	5.1 %
How quickly ambulance service personnel arrive at emergencies	68	9.7 %
Emergency medical services & transportation provided by City's licensed ambulance provider (AMR)	51	7.3 %
Quality of animal control services	152	21.7 %
None chosen	77	11.0 %
Total	1842	

**Q6. Please rate to what extent each of the following items are a problem in your neighborhood.**

(N=700)

	Major problem	Minor problem	Not a problem	Don't know
Q6-1. Graffiti	3.3%	18.3%	70.4%	8.0%
Q6-2. Drugs	22.7%	24.0%	30.6%	22.7%
Q6-3. Speeding	32.1%	39.3%	24.9%	3.7%
Q6-4. Stray animals	11.6%	34.1%	48.3%	6.0%
Q6-5. Stealing/theft	28.1%	39.3%	20.1%	12.4%
Q6-6. Abandoned vehicles	5.7%	20.6%	60.4%	13.3%
Q6-7. Loitering	14.4%	22.3%	54.1%	9.1%

**WITHOUT "DON'T KNOW"**

**Q6. Please rate to what extent each of the following items are a problem in your neighborhood. (without "don't know")**

(N=700)

	Major problem	Minor problem	Not a problem
Q6-1. Graffiti	3.6%	19.9%	76.6%
Q6-2. Drugs	29.4%	31.1%	39.6%
Q6-3. Speeding	33.4%	40.8%	25.8%
Q6-4. Stray animals	12.3%	36.3%	51.4%
Q6-5. Stealing/theft	32.1%	44.9%	23.0%
Q6-6. Abandoned vehicles	6.6%	23.7%	69.7%
Q6-7. Loitering	15.9%	24.5%	59.6%

**Q7. Please rate your how safe you feel in each of the following situations using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe."**

(N=700)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7-1. In your neighborhood during the day	41.0%	47.6%	6.6%	3.4%	0.3%	1.1%
Q7-2. In your neighborhood during the night	17.7%	44.0%	21.3%	13.0%	3.1%	0.9%
Q7-3. In commercial areas in Independence during the day	18.6%	52.4%	22.7%	3.9%	0.3%	2.1%
Q7-4. In commercial areas in Independence during the night	5.0%	25.4%	33.7%	26.3%	5.3%	4.3%
Q7-5. When you are in City parks	5.1%	29.6%	33.1%	14.3%	4.4%	13.4%

**WITHOUT "DON'T KNOW"**

**Q7. Please rate your how safe you feel in each of the following situations using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe." (without "don't know")**

(N=700)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. In your neighborhood during the day	41.5%	48.1%	6.6%	3.5%	0.3%
Q7-2. In your neighborhood during the night	17.9%	44.4%	21.5%	13.1%	3.2%
Q7-3. In commercial areas in Independence during the day	19.0%	53.6%	23.2%	3.9%	0.3%
Q7-4. In commercial areas in Independence during the night	5.2%	26.6%	35.2%	27.5%	5.5%
Q7-5. When you are in City parks	5.9%	34.2%	38.3%	16.5%	5.1%

**Q8. 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?**

Q8. How satisfied are you with City's emergency preparedness efforts to assist individuals/families in becoming better prepared in the event of a disaster

	Number	Percent
Very satisfied	68	9.7 %
Satisfied	160	22.9 %
Neutral	184	26.3 %
Dissatisfied	37	5.3 %
Very dissatisfied	16	2.3 %
Don't know	235	33.6 %
Total	700	100.0 %

**WITHOUT "DON'T KNOW"**

**Q8. 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")**

Q8. How satisfied are you with City's emergency preparedness efforts to assist individuals/families in becoming better prepared in the event of a disaster

	Number	Percent
Very satisfied	68	14.6 %
Satisfied	160	34.4 %
Neutral	184	39.6 %
Dissatisfied	37	8.0 %
Very dissatisfied	16	3.4 %
Total	465	100.0 %

**Q9. City Leadership. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Leadership provided by City's elected officials	4.6%	23.3%	34.4%	14.1%	8.7%	14.9%
Q9-2. Access to elected & appointed City officials	4.1%	15.3%	37.9%	12.7%	5.7%	24.3%
Q9-3. Frequency with which City leaders seek out your views	2.6%	7.0%	32.6%	25.6%	15.0%	17.3%
Q9-4. Level of public involvement in local decision making	2.3%	8.4%	34.7%	21.0%	15.1%	18.4%

**WITHOUT "DON'T KNOW"**

**Q9. City Leadership. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Leadership provided by City's elected officials	5.4%	27.3%	40.4%	16.6%	10.2%
Q9-2. Access to elected & appointed City officials	5.5%	20.2%	50.0%	16.8%	7.5%
Q9-3. Frequency with which City leaders seek out your views	3.1%	8.5%	39.4%	30.9%	18.1%
Q9-4. Level of public involvement in local decision making	2.8%	10.3%	42.6%	25.7%	18.6%

**Q10. Water, Wastewater, and Electric Utilities. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Taste of tap water in your home	49.6%	32.9%	9.7%	4.0%	1.6%	2.3%
Q10-2. Water pressure in your home	35.6%	39.1%	10.9%	10.0%	3.1%	1.3%
Q10-3. Adequacy of City's wastewater collection system	20.6%	35.3%	24.1%	3.1%	1.3%	15.6%
Q10-4. Overall reliability of electrical service	30.1%	47.0%	12.6%	6.1%	2.6%	1.6%
Q10-5. How quickly electrical outages are repaired	24.3%	47.1%	15.6%	6.6%	0.9%	5.6%
Q10-6. Value of your water & wastewater utility services	20.0%	37.9%	21.7%	10.7%	4.4%	5.3%
Q10-7. Value of your electric utility service	12.6%	29.6%	20.4%	18.3%	16.0%	3.1%
Q10-8. Efforts City's utilities programs to promote environment & conservation	7.9%	25.0%	34.6%	10.1%	5.7%	16.7%
Q10-9. Maintenance of City's storm water drains & culverts in your neighborhood	11.0%	32.7%	25.7%	12.3%	6.1%	12.1%

**WITHOUT "DON'T KNOW"**

**Q10. Water, Wastewater, and Electric Utilities. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Taste of tap water in your home	50.7%	33.6%	9.9%	4.1%	1.6%
Q10-2. Water pressure in your home	36.0%	39.7%	11.0%	10.1%	3.2%
Q10-3. Adequacy of City's wastewater collection system	24.4%	41.8%	28.6%	3.7%	1.5%
Q10-4. Overall reliability of electrical service	30.6%	47.8%	12.8%	6.2%	2.6%
Q10-5. How quickly electrical outages are repaired	25.7%	49.9%	16.5%	7.0%	0.9%
Q10-6. Value of your water & wastewater utility services	21.1%	40.0%	22.9%	11.3%	4.7%
Q10-7. Value of your electric utility service	13.0%	30.5%	21.1%	18.9%	16.5%
Q10-8. Efforts City's utilities programs to promote environment & conservation	9.4%	30.0%	41.5%	12.2%	6.9%
Q10-9. Maintenance of City's storm water drains & culverts in your neighborhood	12.5%	37.2%	29.3%	14.0%	7.0%

**Q11. Enforcement of City Codes and Ordinances. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Cleanup of trash & debris on residential property	8.3%	30.3%	24.3%	22.0%	9.3%	5.9%
Q11-2. Cleanup of trash & debris on commercial property	6.0%	26.0%	31.0%	22.3%	7.3%	7.4%
Q11-3. Mowing & trimming of residential property	9.7%	33.3%	27.6%	17.6%	7.1%	4.7%
Q11-4. Mowing & trimming of commercial property	8.4%	31.1%	32.3%	15.9%	5.6%	6.7%
Q11-5. Maintenance of residential buildings in your neighborhood	12.6%	37.0%	25.6%	12.3%	5.6%	7.0%
Q11-6. Maintenance of commercial buildings in your neighborhood	8.3%	32.1%	33.4%	10.0%	3.7%	12.4%
Q11-7. Maintenance of rental buildings in your neighborhood	6.0%	22.7%	31.1%	16.4%	7.6%	16.1%
Q11-8. Food safety standards in restaurants in City	9.3%	39.0%	31.0%	9.3%	2.9%	8.6%

**WITHOUT "DON'T KNOW"**

**Q11. Enforcement of City Codes and Ordinances. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Cleanup of trash & debris on residential property	8.8%	32.2%	25.8%	23.4%	9.9%
Q11-2. Cleanup of trash & debris on commercial property	6.5%	28.1%	33.5%	24.1%	7.9%
Q11-3. Mowing & trimming of residential property	10.2%	34.9%	28.9%	18.4%	7.5%
Q11-4. Mowing & trimming of commercial property	9.0%	33.4%	34.6%	17.0%	6.0%
Q11-5. Maintenance of residential buildings in your neighborhood	13.5%	39.8%	27.5%	13.2%	6.0%
Q11-6. Maintenance of commercial buildings in your neighborhood	9.5%	36.7%	38.2%	11.4%	4.2%
Q11-7. Maintenance of rental buildings in your neighborhood	7.2%	27.1%	37.1%	19.6%	9.0%
Q11-8. Food safety standards in restaurants in City	10.2%	42.7%	33.9%	10.2%	3.1%

**Q12. City Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of City parks	12.4%	44.7%	20.7%	7.7%	2.0%	12.4%
Q12-2. Number of City parks	13.4%	41.1%	21.0%	9.7%	2.3%	12.4%
Q12-3. Number of walking & biking trails	11.1%	37.0%	21.9%	13.9%	3.7%	12.4%
Q12-4. Recreation programs	7.9%	30.6%	28.9%	11.4%	2.6%	18.7%

**WITHOUT "DON'T KNOW"**

**Q12. City Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of City parks	14.2%	51.1%	23.7%	8.8%	2.3%
Q12-2. Number of City parks	15.3%	47.0%	24.0%	11.1%	2.6%
Q12-3. Number of walking & biking trails	12.7%	42.3%	25.0%	15.8%	4.2%
Q12-4. Recreation programs	9.7%	37.6%	35.5%	14.1%	3.2%

**Q13. City Communications. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Availability of information about City programs & services	8.6%	30.6%	30.9%	15.6%	4.4%	10.0%
Q13-2. City efforts to keep you informed about local issues	7.9%	25.4%	30.6%	19.9%	7.6%	8.7%

**WITHOUT "DON'T KNOW"**

**Q13. City Communications. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Availability of information about City programs & services	9.5%	34.0%	34.3%	17.3%	4.9%
Q13-2. City efforts to keep you informed about local issues	8.6%	27.9%	33.5%	21.8%	8.3%

**Q14. City Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (24 Highway, 23rd St. (78 Highway), MO 291, 40 Highway, and 7 Highway are State owned within the City and not maintained by the City.)**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Maintenance of major City streets	7.1%	43.4%	22.7%	20.7%	4.0%	2.0%
Q14-2. Maintenance of streets in residential areas	6.1%	39.6%	23.9%	22.4%	6.4%	1.6%
Q14-3. Maintenance of street signs on City streets	10.1%	55.0%	24.1%	6.7%	1.7%	2.3%
Q14-4. Maintenance of traffic signals on City streets	10.9%	57.1%	24.1%	4.1%	1.6%	2.1%
Q14-5. Maintenance & preservation of Independence Square	18.4%	49.4%	20.4%	4.3%	1.7%	5.7%
Q14-6. Maintenance of City buildings, like City Hall	15.9%	49.4%	22.1%	2.3%	1.3%	9.0%
Q14-7. Snow removal on major City streets	12.1%	48.3%	22.1%	9.0%	4.1%	4.3%
Q14-8. Mowing & trimming along City streets & other public areas	7.7%	39.3%	26.6%	15.9%	7.3%	3.3%
Q14-9. Availability of City's Drop-Off Depot program to dispose of yard waste, appliances & trash	8.6%	28.7%	22.9%	17.6%	8.4%	13.9%
Q14-10. Adequate number & placement of City's street lights	10.3%	44.1%	29.1%	10.7%	2.3%	3.4%
Q14-11. Availability of sidewalks	7.3%	30.7%	26.3%	22.1%	10.6%	3.0%

**WITHOUT "DON'T KNOW"**

**Q14. City Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (24 Highway, 23rd St. (78 Highway), MO 291, 40 Highway, and 7 Highway are State owned within the City and not maintained by the City.) (without "don't know")**

(N=700)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Maintenance of major City streets	7.3%	44.3%	23.2%	21.1%	4.1%
Q14-2. Maintenance of streets in residential areas	6.2%	40.2%	24.2%	22.8%	6.5%
Q14-3. Maintenance of street signs on City streets	10.4%	56.3%	24.7%	6.9%	1.8%
Q14-4. Maintenance of traffic signals on City streets	11.1%	58.4%	24.7%	4.2%	1.6%
Q14-5. Maintenance & preservation of Independence Square	19.5%	52.4%	21.7%	4.5%	1.8%
Q14-6. Maintenance of City buildings, like City Hall	17.4%	54.3%	24.3%	2.5%	1.4%
Q14-7. Snow removal on major City streets	12.7%	50.4%	23.1%	9.4%	4.3%
Q14-8. Mowing & trimming along City streets & other public areas	8.0%	40.6%	27.5%	16.4%	7.5%
Q14-9. Availability of City's Drop-Off Depot program to dispose of yard waste, appliances & trash	10.0%	33.3%	26.5%	20.4%	9.8%
Q14-10. Adequate number & placement of City's street lights	10.7%	45.7%	30.2%	11.1%	2.4%
Q14-11. Availability of sidewalks	7.5%	31.7%	27.1%	22.8%	10.9%

**Q15. Independence Historic Sites and 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 concerning the city's historic sites and neighborhoods (e.g. Vaile Mansion, Bingham-Waggoner, Chicago and Alton Depot, Pioneer Spring Cabin, National Frontier Trails Museum, Log Courthouse).**

(N=700)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not provided
Q15-1. It is important to preserve City's historic sites	60.4%	30.1%	7.0%	1.1%	0.1%	1.1%
Q15-2. City effectively promotes its heritage sites	30.9%	42.7%	19.0%	5.3%	0.9%	1.3%
Q15-3. It is important to preserve City's historic neighborhoods	52.4%	34.0%	9.6%	2.4%	0.3%	1.3%
Q15-4. It is important to maintain historic character of The Square	56.7%	31.1%	8.9%	1.6%	0.6%	1.1%

**WITHOUT "NOT PROVIDED"**

**Q15. Independence Historic Sites and 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 concerning the city's historic sites and neighborhoods (e.g. Vaile Mansion, Bingham-Waggoner, Chicago and Alton Depot, Pioneer Spring Cabin, National Frontier Trails Museum, Log Courthouse). (without "not provided")**

(N=700)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q15-1. It is important to preserve City's historic sites	61.1%	30.5%	7.1%	1.2%	0.1%
Q15-2. City effectively promotes its heritage sites	31.3%	43.3%	19.2%	5.4%	0.9%
Q15-3. It is important to preserve City's historic neighborhoods	53.1%	34.4%	9.7%	2.5%	0.3%
Q15-4. It is important to maintain historic character of The Square	57.4%	31.5%	9.0%	1.6%	0.6%

**Q16. Which of the City's historic sites have you visited within the last two years?**

Q16. What City's historic sites have you visited within last two years

	Number	Percent
Bingham-Waggoner	249	35.6 %
Chicago & Alton Depot	115	16.4 %
Log Courthouse	134	19.1 %
National Frontier Trails Museum	165	23.6 %
Pioneer Spring Cabin	88	12.6 %
Vaile Mansion	250	35.7 %
Total	1001	

**Q17. Please rate the City of Independence with regard to each of the following using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor."**

(N=700)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q17-1. As a place to live	14.9%	53.6%	15.1%	11.3%	4.4%	0.7%
Q17-2. As a place to raise children	11.9%	45.1%	17.6%	16.3%	6.1%	3.0%
Q17-3. As a place to work	10.4%	36.6%	24.7%	13.1%	6.6%	8.6%
Q17-4. As a place to visit	15.3%	43.7%	22.3%	11.6%	5.9%	1.3%

**WITHOUT "DON'T KNOW"**

**Q17. Please rate the City of Independence with regard to each of the following using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor." (without "don't know")**

(N=700)

	Excellent	Good	Neutral	Below average	Poor
Q17-1. As a place to live	15.0%	54.0%	15.3%	11.4%	4.5%
Q17-2. As a place to raise children	12.2%	46.5%	18.1%	16.8%	6.3%
Q17-3. As a place to work	11.4%	40.0%	27.0%	14.4%	7.2%
Q17-4. As a place to visit	15.5%	44.3%	22.6%	11.7%	5.9%

**Q18. Please rate your level of agreement with each of the following statements using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree."**

(N=700)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not provided
Q18-1. My neighborhood needs to be improved	15.6%	31.6%	30.7%	16.7%	3.9%	1.6%
Q18-2. Housing in my neighborhood is well maintained	15.7%	39.6%	24.3%	15.3%	3.6%	1.6%
Q18-3. I am optimistic about future of my neighborhood	13.1%	33.6%	31.6%	15.4%	4.6%	1.7%
Q18-4. I expect value of my home to increase during next five years	12.0%	32.9%	28.4%	17.1%	6.7%	2.9%
Q18-5. I am concerned about potential crime problems in my neighborhood	21.1%	29.7%	27.9%	16.3%	3.7%	1.3%
Q18-6. I am satisfied with convenient access to grocery & drug stores	29.9%	44.4%	14.6%	7.7%	2.3%	1.1%

**WITHOUT "NOT PROVIDED"**

**Q18. Please rate your level of agreement with each of the following statements using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree." (without "not provided")**

(N=700)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q18-1. My neighborhood needs to be improved	15.8%	32.1%	31.2%	17.0%	3.9%
Q18-2. Housing in my neighborhood is well maintained	16.0%	40.2%	24.7%	15.5%	3.6%
Q18-3. I am optimistic about future of my neighborhood	13.4%	34.2%	32.1%	15.7%	4.7%
Q18-4. I expect value of my home to increase during next five years	12.4%	33.8%	29.3%	17.6%	6.9%
Q18-5. I am concerned about potential crime problems in my neighborhood	21.4%	30.1%	28.2%	16.5%	3.8%
Q18-6. I am satisfied with convenient access to grocery & drug stores	30.2%	44.9%	14.7%	7.8%	2.3%

**Q19. Please rate how important each of the following reasons for deciding where to live was in your decision to live in Independence using a scale of 1 to 5, where 5 is "very important" and 1 is "very unimportant."**

(N=700)

	Very important	Important	Neutral	Unimportant	Very unimportant	Don't know
Q19-1. Sense of community	19.1%	40.9%	28.9%	5.9%	0.9%	4.4%
Q19-2. Employment opportunities in Independence	18.9%	28.0%	28.9%	12.7%	5.0%	6.6%
Q19-3. Diversity of housing choice	14.3%	36.3%	31.7%	8.1%	3.9%	5.7%
Q19-4. Affordability of housing	33.1%	42.0%	16.1%	2.9%	1.1%	4.7%
Q19-5. Access to a variety of shopping & entertainment options	27.7%	43.4%	20.6%	4.1%	1.0%	3.1%
Q19-6. Availability of parks & recreation opportunities	21.6%	39.9%	25.1%	7.6%	1.6%	4.3%
Q19-7. Near family or friends	33.4%	36.1%	19.4%	6.6%	1.9%	2.6%

**WITHOUT "DON'T KNOW"**

**Q19. Please rate how important each of the following reasons for deciding where to live was in your decision to live in Independence using a scale of 1 to 5, where 5 is "very important" and 1 is "very unimportant." (without "don't know")**

(N=700)

	Very important	Important	Neutral	Unimportant	Very unimportant
Q19-1. Sense of community	20.0%	42.8%	30.2%	6.1%	0.9%
Q19-2. Employment opportunities in Independence	20.2%	30.0%	30.9%	13.6%	5.4%
Q19-3. Diversity of housing choice	15.2%	38.5%	33.6%	8.6%	4.1%
Q19-4. Affordability of housing	34.8%	44.1%	16.9%	3.0%	1.2%
Q19-5. Access to a variety of shopping & entertainment options	28.6%	44.8%	21.2%	4.3%	1.0%
Q19-6. Availability of parks & recreation opportunities	22.5%	41.6%	26.3%	7.9%	1.6%
Q19-7. Near family or friends	34.3%	37.1%	19.9%	6.7%	1.9%

**Q20. Which THREE of the reasons listed in Question 19 will have the MOST IMPACT on your decision to stay in Independence for the next 10 years?**

Q20. Top choice	Number	Percent
Sense of community	107	15.3 %
Employment opportunities in Independence	64	9.1 %
Diversity of housing choice	17	2.4 %
Affordability of housing	194	27.7 %
Access to a variety of shopping & entertainment options	68	9.7 %
Availability of parks & recreation opportunities	11	1.6 %
Near family or friends	177	25.3 %
None chosen	62	8.9 %
Total	700	100.0 %

**Q20. Which THREE of the reasons listed in Question 19 will have the MOST IMPACT on your decision to stay in Independence for the next 10 years?**

Q20. 2nd choice	Number	Percent
Sense of community	58	8.3 %
Employment opportunities in Independence	50	7.1 %
Diversity of housing choice	50	7.1 %
Affordability of housing	159	22.7 %
Access to a variety of shopping & entertainment options	144	20.6 %
Availability of parks & recreation opportunities	55	7.9 %
Near family or friends	94	13.4 %
None chosen	90	12.9 %
Total	700	100.0 %

**Q20. Which THREE of the reasons listed in Question 19 will have the MOST IMPACT on your decision to stay in Independence for the next 10 years?**

Q20. 3rd choice	Number	Percent
Sense of community	83	11.9 %
Employment opportunities in Independence	42	6.0 %
Diversity of housing choice	56	8.0 %
Affordability of housing	73	10.4 %
Access to a variety of shopping & entertainment options	130	18.6 %
Availability of parks & recreation opportunities	86	12.3 %
Near family or friends	107	15.3 %
None chosen	123	17.6 %
Total	700	100.0 %

**SUM OF TOP 3 CHOICES**

**Q20. Which THREE of the reasons listed in Question 19 will have the MOST IMPACT on your decision to stay in Independence for the next 10 years? (top 3)**

Q20. Sum of top 3 choices	Number	Percent
Sense of community	248	35.4 %
Employment opportunities in Independence	156	22.3 %
Diversity of housing choice	123	17.6 %
Affordability of housing	426	60.9 %
Access to a variety of shopping & entertainment options	342	48.9 %
Availability of parks & recreation opportunities	152	21.7 %
Near family or friends	378	54.0 %
None chosen	62	8.9 %
Total	1887	

**Q21. 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=700)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Don't know
Q21-1. Office development	6.0%	18.7%	33.9%	4.0%	1.0%	36.4%
Q21-2. Industrial development	9.4%	25.9%	28.1%	2.7%	1.0%	32.9%
Q21-3. Condominium & townhouse development designed to be owner-occupied	3.9%	17.0%	33.6%	9.4%	4.9%	31.3%
Q21-4. Multi-family residential development designed to be renter-occupied	3.6%	12.0%	29.0%	13.4%	9.7%	32.3%
Q21-5. Single-family residential development	5.4%	26.0%	39.0%	3.0%	0.7%	25.9%
Q21-6. Retail development	9.4%	23.4%	34.6%	6.1%	4.0%	22.4%

**WITHOUT "DON'T KNOW"**

**Q21. 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=700)

	Much too slow	Too slow	Just right	Too fast	Much too fast
Q21-1. Office development	9.4%	29.4%	53.3%	6.3%	1.6%
Q21-2. Industrial development	14.0%	38.5%	41.9%	4.0%	1.5%
Q21-3. Condominium & townhouse development designed to be owner-occupied	5.6%	24.7%	48.9%	13.7%	7.1%
Q21-4. Multi-family residential development designed to be renter-occupied	5.3%	17.7%	42.8%	19.8%	14.3%
Q21-5. Single-family residential development	7.3%	35.1%	52.6%	4.0%	1.0%
Q21-6. Retail development	12.2%	30.2%	44.6%	7.9%	5.2%

**Q22. Which THREE of these issues do you think should receive the HIGHEST PRIORITY in the City's long-range plan?**

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
Office development	47	6.7 %
Industrial development	109	15.6 %
Condominium & townhouse development designed to be owner-occupied	56	8.0 %
Multi-family residential development designed to be renter-occupied	73	10.4 %
Single-family residential development	164	23.4 %
Retail development	127	18.1 %
None chosen	124	17.7 %
Total	700	100.0 %

**Q22. Which THREE of these issues do you think should receive the HIGHEST PRIORITY in the City's long-range plan?**

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Office development	55	7.9 %
Industrial development	79	11.3 %
Condominium & townhouse development designed to be owner-occupied	62	8.9 %
Multi-family residential development designed to be renter-occupied	80	11.4 %
Single-family residential development	149	21.3 %
Retail development	108	15.4 %
None chosen	167	23.9 %
Total	700	100.0 %

**Q22. Which THREE of these issues do you think should receive the HIGHEST PRIORITY in the City's long-range plan?**

<u>Q22. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Office development	82	11.7 %
Industrial development	66	9.4 %
Condominium & townhouse development designed to be owner-occupied	87	12.4 %
Multi-family residential development designed to be renter-occupied	55	7.9 %
Single-family residential development	93	13.3 %
Retail development	111	15.9 %
None chosen	206	29.4 %
Total	700	100.0 %

**SUM OF TOP 3 CHOICES**

**Q22. Which THREE of these issues do you think should receive the HIGHEST PRIORITY in the City's long-range plan? (top 3)**

Q22. Sum of top 3 choices	Number	Percent
Office development	184	26.3 %
Industrial development	254	36.3 %
Condominium & townhouse development designed to be owner-occupied	205	29.3 %
Multi-family residential development designed to be renter-occupied	208	29.7 %
Single-family residential development	406	58.0 %
Retail development	346	49.4 %
None chosen	124	17.7 %
Total	1727	

**Q23. How satisfied are you with the overall quality of the Independence Events Center?**

Q23. How satisfied are you with overall quality of Independence Events Center	Number	Percent
Very satisfied	172	24.6 %
Satisfied	236	33.7 %
Neutral	117	16.7 %
Dissatisfied	11	1.6 %
Very dissatisfied	7	1.0 %
Don't know	157	22.4 %
Total	700	100.0 %

**WITHOUT "DON'T KNOW"**

**Q23. How satisfied are you with the overall quality of the Independence Events Center? (without "don't know")**

Q23. How satisfied are you with overall quality of Independence Events Center	Number	Percent
Very satisfied	172	31.7 %
Satisfied	236	43.5 %
Neutral	117	21.5 %
Dissatisfied	11	2.0 %
Very dissatisfied	7	1.3 %
Total	543	100.0 %

**Q24. From the list below, please indicate the top THREE ways you get information about the City.**

<u>Q24. Top choice</u>	<u>Number</u>	<u>Percent</u>
Called or written a City Council member	10	1.4 %
Attended a City Council meeting	8	1.1 %
Attended a neighborhood meeting	18	2.6 %
Read an article in Examiner about City	102	14.6 %
Read an article in Kansas City Star about City	46	6.6 %
Watched City's cable channel, City 7 (Channel 7 on Comcast)	38	5.4 %
Read City's newsletter, CityScene	240	34.3 %
Accessed City website (independencemo.org)	58	8.3 %
Accessed City's social media (Facebook, Twitter, Nextdoor, Instagram)	69	9.9 %
Watched network television news about City	57	8.1 %
Registered to receive e-newsletters	2	0.3 %
<u>None chosen</u>	<u>52</u>	<u>7.4 %</u>
Total	700	100.0 %

**Q24. From the list below, please indicate the top THREE ways you get information about the City.**

<u>Q24. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Called or written a City Council member	10	1.4 %
Attended a City Council meeting	11	1.6 %
Attended a neighborhood meeting	5	0.7 %
Read an article in Examiner about City	62	8.9 %
Read an article in Kansas City Star about City	56	8.0 %
Watched City's cable channel, City 7 (Channel 7 on Comcast)	32	4.6 %
Read City's newsletter, CityScene	141	20.1 %
Accessed City website (independencemo.org)	99	14.1 %
Accessed City's social media (Facebook, Twitter, Nextdoor, Instagram)	62	8.9 %
Watched network television news about City	108	15.4 %
Registered to receive e-newsletters	5	0.7 %
<u>None chosen</u>	<u>109</u>	<u>15.6 %</u>
Total	700	100.0 %

**Q24. From the list below, please indicate the top THREE ways you get information about the City.**

<u>Q24. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Called or written a City Council member	8	1.1 %
Attended a City Council meeting	16	2.3 %
Attended a neighborhood meeting	15	2.1 %
Read an article in Examiner about City	41	5.9 %
Read an article in Kansas City Star about City	53	7.6 %
Watched City's cable channel, City 7 (Channel 7 on Comcast)	28	4.0 %
Read City's newsletter, CityScene	75	10.7 %
Accessed City website (independencemo.org)	66	9.4 %
Accessed City's social media (Facebook, Twitter, Nextdoor, Instagram)	63	9.0 %
Watched network television news about City	114	16.3 %
Registered to receive e-newsletters	14	2.0 %
<u>None chosen</u>	<u>207</u>	<u>29.6 %</u>
Total	700	100.0 %

**SUM OF TOP 3 CHOICES****Q24. From the list below, please indicate the top THREE ways you get information about the City. (top 3)**

<u>Q24. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Called or written a City Council member	28	4.0 %
Attended a City Council meeting	35	5.0 %
Attended a neighborhood meeting	38	5.4 %
Read an article in Examiner about City	205	29.3 %
Read an article in Kansas City Star about City	155	22.1 %
Watched City's cable channel, City 7 (Channel 7 on Comcast)	98	14.0 %
Read City's newsletter, CityScene	456	65.1 %
Accessed City website (independencemo.org)	223	31.9 %
Accessed City's social media (Facebook, Twitter, Nextdoor, Instagram)	194	27.7 %
Watched network television news about City	279	39.9 %
Registered to receive e-newsletters	21	3.0 %
<u>None chosen</u>	<u>52</u>	<u>7.4 %</u>
Total	1784	

**Q24a. If you watched the City cable channel, approximately how many minutes did you or members of your household watch the City's cable television during the past week?**

Q24a. How many minutes did you watch City's cable television during past week	Number	Percent
None	24	24.5 %
1 to 14 minutes	22	22.4 %
15 to 29 minutes	20	20.4 %
30 minutes to 1 hour	18	18.4 %
More than 1 hour	14	14.3 %
Total	98	100.0 %

**Q24b. If you watched the City cable channel, what do you watch when you watch City 7?**

Q24b. What do you watch when you watch City 7	Number	Percent
Live City meeting	31	31.6 %
Pre-recorded City meeting	22	22.4 %
Programs from other agencies/governmental organizations	6	6.1 %
Bulletin board/listen to bulletin board music	14	14.3 %
Something that catches my eye while "channel surfing"	48	49.0 %
Total	121	

**Q25. Including yourself, how many persons in your household are...**

	<u>Mean</u>	<u>Sum</u>
number	2.5	1746
Under age 5	0.1	92
Ages 5-9	0.1	83
Ages 10-14	0.2	104
Ages 15-19	0.1	94
Ages 20-24	0.1	81
Ages 25-34	0.3	227
Ages 35-44	0.3	199
Ages 45-54	0.3	222
Ages 55-64	0.4	296
Ages 65-74	0.3	225
Ages 75+	0.2	123

**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
0-5	108	15.4 %
6-10	60	8.6 %
11-15	62	8.9 %
16-20	57	8.1 %
21-30	106	15.1 %
31+	283	40.4 %
Not provided	24	3.4 %
Total	700	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q26. How many years have you lived in the City of Independence? (without "not provided")**

Q26. How many years have you lived in City of Independence	Number	Percent
0-5	108	16.0 %
6-10	60	8.9 %
11-15	62	9.2 %
16-20	57	8.4 %
21-30	106	15.7 %
31+	283	41.9 %
Total	676	100.0 %

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

Q27. Do you own or rent your current residence	Number	Percent
Own	516	73.7 %
Rent	182	26.0 %
Not provided	2	0.3 %
Total	700	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	516	73.9 %
Rent	182	26.1 %
Total	698	100.0 %

**Q28. Is your home a...**

Q28. What is your home	Number	Percent
Single-family home	596	85.1 %
Apartment	40	5.7 %
Duplex	28	4.0 %
Mobile home	6	0.9 %
Condo/townhome	22	3.1 %
Not provided	8	1.1 %
Total	700	100.0 %

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

Q28. What is your home	Number	Percent
Single-family home	596	86.1 %
Apartment	40	5.8 %
Duplex	28	4.0 %
Mobile home	6	0.9 %
Condo/townhome	22	3.2 %
Total	692	100.0 %

**Q29. What is your age?**

Q29. Your age	Number	Percent
Under 35 years	134	19.1 %
35 to 44 years	132	18.9 %
45 to 54 years	133	19.0 %
55 to 64 years	147	21.0 %
65+ years	136	19.4 %
Not provided	18	2.6 %
Total	700	100.0 %

**WITHOUT "NOT PROVIDED"****Q29. What is your age? (without "not provided")**

Q29. Your age	Number	Percent
Under 35 years	134	19.6 %
35 to 44 years	132	19.4 %
45 to 54 years	133	19.5 %
55 to 64 years	147	21.6 %
65+ years	136	19.9 %
Total	682	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	51	11.9 %
64055	50	11.7 %
64108	23	5.4 %
64057	18	4.2 %
64116	14	3.3 %
64133	11	2.6 %
64014	10	2.3 %
66210	9	2.1 %
64105	9	2.1 %
64058	9	2.1 %
64015	9	2.1 %
64063	8	1.9 %
64111	8	1.9 %
64064	8	1.9 %
64106	7	1.6 %
64119	7	1.6 %
64161	7	1.6 %
66219	6	1.4 %
64068	6	1.4 %
66211	6	1.4 %
64120	6	1.4 %
64056	6	1.4 %
64081	6	1.4 %
66202	6	1.4 %
64052	6	1.4 %
64127	5	1.2 %
64132	5	1.2 %
64053	5	1.2 %
64112	5	1.2 %
66105	4	0.9 %
64126	4	0.9 %
66111	4	0.9 %
64153	4	0.9 %
64110	4	0.9 %
64024	3	0.7 %
64086	3	0.7 %
66204	3	0.7 %
66102	3	0.7 %
66213	3	0.7 %
64138	3	0.7 %
64118	3	0.7 %
64157	3	0.7 %
66061	2	0.5 %
66201	2	0.5 %
64093	2	0.5 %
64109	2	0.5 %
64134	2	0.5 %
64150	2	0.5 %
66101	2	0.5 %
66223	2	0.5 %
66212	2	0.5 %

**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>
64018	2	0.5 %
66115	2	0.5 %
64101	2	0.5 %
64151	2	0.5 %
64076	2	0.5 %
64124	2	0.5 %
64136	2	0.5 %
64701	2	0.5 %
66109	1	0.2 %
66160	1	0.2 %
66205	1	0.2 %
64123	1	0.2 %
66103	1	0.2 %
66227	1	0.2 %
66214	1	0.2 %
64139	1	0.2 %
64125	1	0.2 %
66221	1	0.2 %
66013	1	0.2 %
64114	1	0.2 %
66203	1	0.2 %
64016	1	0.2 %
64054	1	0.2 %
64013	1	0.2 %
64029	1	0.2 %
66062	1	0.2 %
66031	1	0.2 %
64129	1	0.2 %
66208	1	0.2 %
66124	1	0.2 %
66104	1	0.2 %
64113	1	0.2 %
Total	428	100.0 %

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

Q31. Your total household income	Number	Percent
Under \$30K	139	19.9 %
\$30K to \$59,999	190	27.1 %
\$60K to \$99,999	183	26.1 %
\$100K+	117	16.7 %
Not provided	71	10.1 %
Total	700	100.0 %

**WITHOUT "NOT PROVIDED"**

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

Q31. Your total household income	Number	Percent
Under \$30K	139	22.1 %
\$30K to \$59,999	190	30.2 %
\$60K to \$99,999	183	29.1 %
\$100K+	117	18.6 %
Total	629	100.0 %

**Q32. Did you vote in the April 2018 City General Election?**

Q32. Did you vote in April 2018 City General Election	Number	Percent
Yes	460	65.7 %
No	219	31.3 %
Not provided	21	3.0 %
Total	700	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q32. Did you vote in the April 2018 City General Election? (without "not provided")**

Q32. Did you vote in April 2018 City General Election	Number	Percent
Yes	460	67.7 %
No	219	32.3 %
Total	679	100.0 %

**Q33. Your gender:**

<u>Q33. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	345	49.3 %
Female	352	50.3 %
Not provided	3	0.4 %
Total	700	100.0 %

**WITHOUT "NOT PROVIDED"****Q33. Your gender: (without "not provided")**

<u>Q33. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	345	49.5 %
Female	352	50.5 %
Total	697	100.0 %

**Q34. Which of the following best describes your race/ethnicity?**

<u>Q34. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Black/African American	49	7.0 %
White/Caucasian	595	85.0 %
Hispanic/Latino	65	9.3 %
Asian/Pacific Islander	7	1.0 %
Other	9	1.3 %
Total	725	

**Q34-5. Other**

<u>Q34-5. Other</u>	<u>Number</u>	<u>Percent</u>
Native American	3	33.3 %
Mixed	2	22.2 %
White & Hispanic	1	11.1 %
German	1	11.1 %
Italian/Irish	1	11.1 %
Irish American	1	11.1 %
Total	9	100.0 %

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

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# City of Independence



111 East Maple Street • Independence, Missouri 64050  
[www.independencemo.org](http://www.independencemo.org) • 816-325-7030

Dear City of Independence Resident,

Congratulations on being randomly selected to participate in the 2018 Citizen Survey. Your input is extremely important. Results from this survey will be used to determine the city's priorities over the coming months and years, and we need to know what is important to you, our citizens.

In 2017, we unveiled the new five-year strategic plan, *Independence for All*. The answers you provide and opinions you share on city services will be used to benchmark several key measures in this plan. We thank you for taking 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. If you prefer, you can also complete the survey online at [www.independence2018survey.org](http://www.independence2018survey.org). Thank you for your time and attention as you complete and return the survey. If you have any questions, please feel free to call (816) 325-7987.

Sincerely,

A handwritten signature in cursive script that reads "Eileen N. Weir".

Eileen N. Weir, Mayor

# 2018 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.independence2018survey.org](http://www.independence2018survey.org). If you have questions, please call the City Manager's office at (816) 325-7987.

1. **Overall Satisfaction with City Services.** Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, 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
01. Police services	5	4	3	2	1	9
02. Fire services	5	4	3	2	1	9
03. City parks and recreation programs and facilities	5	4	3	2	1	9
04. Maintenance of city streets	5	4	3	2	1	9
05. City water and sanitary sewer utilities	5	4	3	2	1	9
06. City's electric utilities	5	4	3	2	1	9
07. Enforcement of city codes and ordinances	5	4	3	2	1	9
08. Customer service received from city employees	5	4	3	2	1	9
09. 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 the items listed in Question 1 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 1.]*

1st: \_\_\_\_      2nd: \_\_\_\_      3rd: \_\_\_\_

3. **Please rate your satisfaction with each of the following items that may influence your perception of the City of Independence using a scale of 1 to 5, 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

**4. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 5, 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
01. Police presence in your neighborhood	5	4	3	2	1	9
02. Police presence in commercial areas	5	4	3	2	1	9
03. City's efforts to prevent crime	5	4	3	2	1	9
04. Enforcement of local traffic laws	5	4	3	2	1	9
05. How quickly police arrive at emergencies	5	4	3	2	1	9
06. Investigation of criminal offenses	5	4	3	2	1	9
07. Fire protection	5	4	3	2	1	9
08. How quickly fire personnel arrive at emergencies	5	4	3	2	1	9
09. City's efforts to prevent fires	5	4	3	2	1	9
10. How quickly ambulance service personnel arrive at emergencies	5	4	3	2	1	9
11. Emergency medical services and transportation provided by the city's licensed ambulance provider (AMR)	5	4	3	2	1	9
12. Quality of animal control services	5	4	3	2	1	9

**5. Which THREE public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 4.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**6. Please rate to what extent each of the following items are a problem in your neighborhood.**

	Major Problem	Minor Problem	Not a Problem	Don't Know
1. Graffiti	3	2	1	9
2. Drugs	3	2	1	9
3. Speeding	3	2	1	9
4. Stray animals	3	2	1	9
5. Stealing/theft	3	2	1	9
6. Abandoned vehicles	3	2	1	9
7. Loitering	3	2	1	9

**7. Please rate how safe you feel in each of the following situations using a scale of 1 to 5, 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

**8. 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?**

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

**9. City Leadership. Please rate your satisfaction with each of the following items using a scale of 1 to 5, 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

**10. Water, Wastewater, and Electric Utilities. Please rate your satisfaction with each of the following items using a scale of 1 to 5, 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 and 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

**11. Enforcement of City Codes and Ordinances. Please rate your satisfaction with each of the following items using a scale of 1 to 5, 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

**12. City Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, 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 and biking trails	5	4	3	2	1	9
4. Recreation programs	5	4	3	2	1	9

13. **City Communications.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, 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

14. **City Maintenance.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." [24 Highway, 23rd St. (78 Highway), MO 291, 40 Highway, and 7 Highway are State owned within the city and not maintained by the city.]

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of major city streets	5	4	3	2	1	9
02. Maintenance of streets in residential areas	5	4	3	2	1	9
03. Maintenance of street signs on city streets	5	4	3	2	1	9
04. Maintenance of traffic signals on city streets	5	4	3	2	1	9
05. Maintenance and preservation of Independence Square	5	4	3	2	1	9
06. Maintenance of city buildings, like City Hall	5	4	3	2	1	9
07. Snow removal on major city streets	5	4	3	2	1	9
08. Mowing and trimming along city streets and other public areas	5	4	3	2	1	9
09. Availability of the city's Drop-Off Depot program to dispose of yard waste, appliances and trash	5	4	3	2	1	9
10. Adequate number and placement of the city's street lights	5	4	3	2	1	9
11. Availability of sidewalks	5	4	3	2	1	9

15. **Independence Historic Sites and 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 concerning the city's historic sites and neighborhoods (e.g. Vaile Mansion, Bingham-Waggoner, Chicago and Alton Depot, Pioneer Spring Cabin, National Frontier Trails Museum, Log Courthouse).

	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

16. **Which of the city's historic sites have you visited within the last two years? [Check all that apply.]**

(1) Bingham-Waggoner                       (3) Log Courthouse                       (5) Pioneer Spring Cabin  
 (2) Chicago and Alton Depot                       (4) National Frontier Trails Museum                       (6) Vaile Mansion

17. **Please rate the City of Independence with regard to each of the following using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."**

	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

18. Please rate your level of agreement with each of the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

		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

19. Please rate how important each of the following reasons for deciding where to live was in your decision to live in Independence using a scale of 1 to 5, where 5 is "Very Important" and 1 is "Very Unimportant."

		Very Important	Important	Neutral	Unimportant	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 and recreation opportunities	5	4	3	2	1	9
7.	Near family or friends	5	4	3	2	1	9

20. Which THREE of the reasons listed in Question 19 will have the MOST IMPACT on your decision to stay in Independence for the next 10 years? [Write in your answers below using the numbers from the list in Question 19.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

21. 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.

		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

22. Which THREE of these issues do you think should receive the HIGHEST PRIORITY in the city's long-range plan? [Write in your answers below using the numbers from the list in Question 21.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

23. How satisfied are you with the overall quality of the Independence Events Center?

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

**24. From the list below, please indicate the top THREE ways you get information about the city.**  
*[Write in your answers using the numbers from the list below.] [Answer Q24a. and Q24b.]*

- |  |   |
|--|---|
| (01) Called or written a City Council member                         | (07) Read the city's newsletter, CityScene  |
| (02) Attended a City Council meeting                                 | (08) Accessed city website ( <a href="http://independencemo.org">independencemo.org</a> ) |
| (03) Attended a neighborhood meeting                                 | (09) Accessed the city's social media (Facebook, Twitter, Nextdoor, Instagram)            |
| (04) Read an article in the Examiner about the city                  | (10) Watched network television news about the city                                       |
| (05) Read an article in the Kansas City Star about the city          | (11) Registered to receive e-newsletters  |
| (06) Watched the city's cable channel, City 7 (Channel 7 on Comcast) |   |

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**24a. If you watched the city cable channel, approximately how many minutes did you or members of your household watch the city's cable television during the past week?**

- |                         |                              |                          |
|-------------------------|------------------------------|--------------------------|
| ____(1) None            | ____(3) 15 to 29 minutes     | ____(5) More than 1 hour |
| ____(2) 1 to 14 minutes | ____(4) 30 minutes to 1 hour |                          |

**24b. If you watched the city cable channel, what do you watch when you watch City 7? [Check all that apply.]**

- |   |   |
|---|---|
| ____(1) Live city meeting                                       | ____(4) Bulletin board/listen to bulletin board music         |
| ____(2) Pre-recorded city meeting                               | ____(5) Something that catches my eye while "channel surfing" |
| ____(3) Programs from other agencies/governmental organizations |   |

**25. Including yourself, how many persons in your household are...**

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

**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    \_\_\_\_ (2) Apartment    \_\_\_\_ (3) Duplex    \_\_\_\_ (4) Mobile home    \_\_\_\_ (5) Condo/Townhome

**29. What is your age?**

- |                        |                        |                        |                   |
|------------------------|------------------------|------------------------|-------------------|
| ____(1) Under 25 years | ____(3) 35 to 44 years | ____(5) 55 to 64 years | ____(7) 75+ years |
| ____(2) 25 to 34 years | ____(4) 45 to 54 years | ____(6) 65 to 74 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    \_\_\_\_ (2) \$30,000 to \$59,999    \_\_\_\_ (3) \$60,000 to \$99,999    \_\_\_\_ (4) more than \$100,000

**32. Did you vote in the April 2018 City General Election?** \_\_\_\_\_(1) Yes    \_\_\_\_ (2) No

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

**34. Which of the following best describes your race/ethnicity? [Check all that apply]**

\_\_\_\_(1) Black/African American

\_\_\_\_(3) Hispanic/Latino

\_\_\_\_(5) Other: \_\_\_\_\_

\_\_\_\_(2) White/Caucasian

\_\_\_\_(4) Asian/Pacific Islander

**35. If you have any recommendations or suggestions for other projects you would like the city to consider, please provide them below.**

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

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**This concludes the survey. Thank you for your time!**

Please return your completed survey in the enclosed postage-paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The 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***

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## Benchmarking Analysis

### The City of Independence, Missouri

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#### Overview

ETC Institute's *DirectionFinder*<sup>®</sup> 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 230 cities and counties in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the Summer of 2018 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 Missouri and Kansas region between January 2016 and July 2018. Some of the Missouri and Kansas communities represented in this report include:

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

### **Interpreting the Charts**

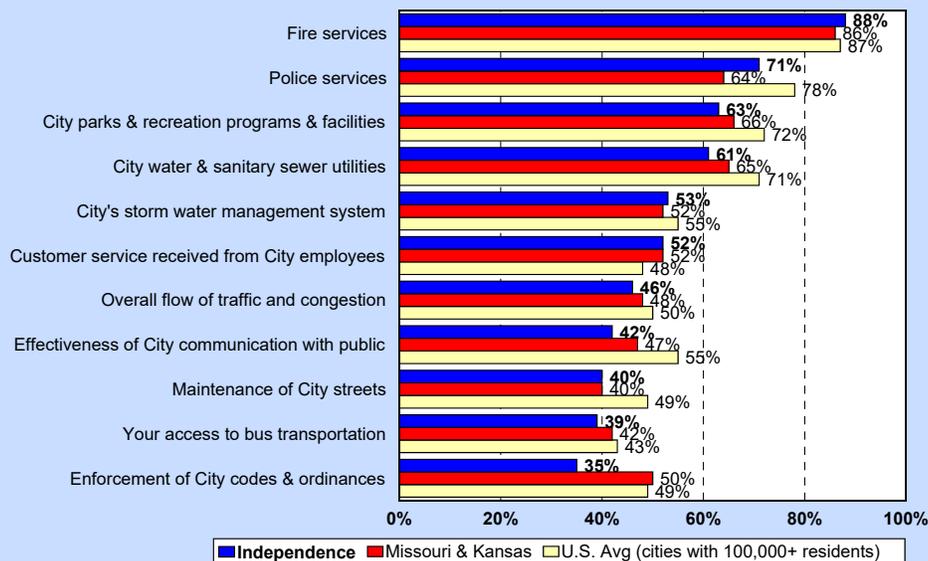
The charts on the following pages show how the overall results for Independence compare to the Missouri and Kansas regional average and the national average. The blue bar shows the satisfaction ratings for Independence, the red bar shows the averages for communities in the Missouri and Kansas region,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

# National Benchmarks

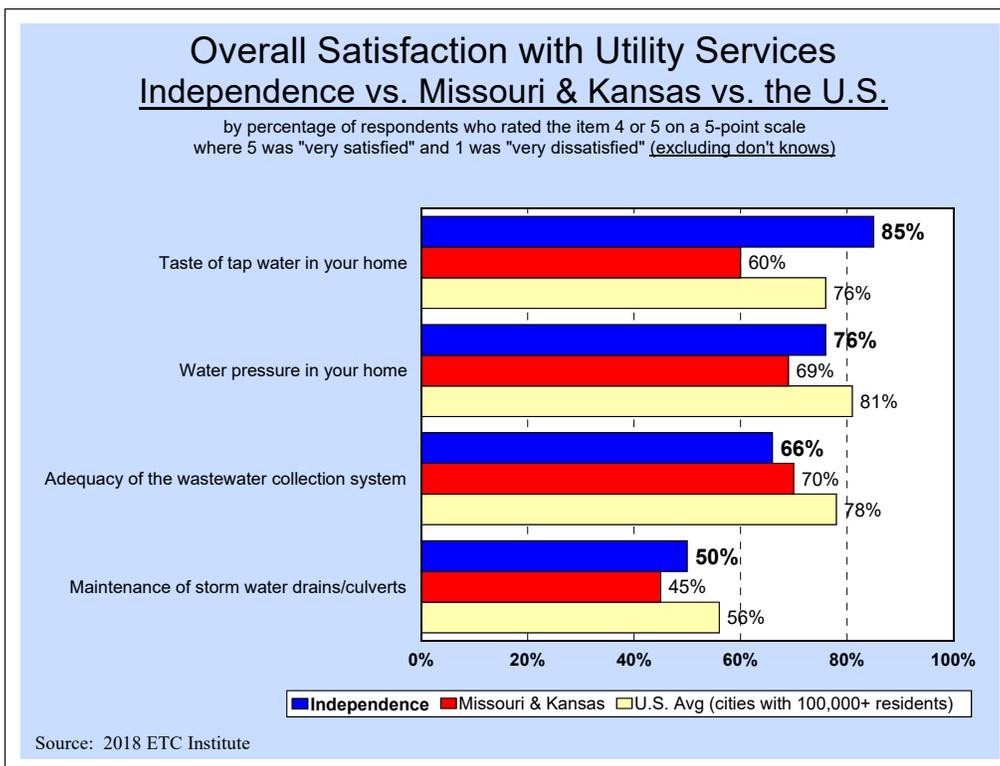
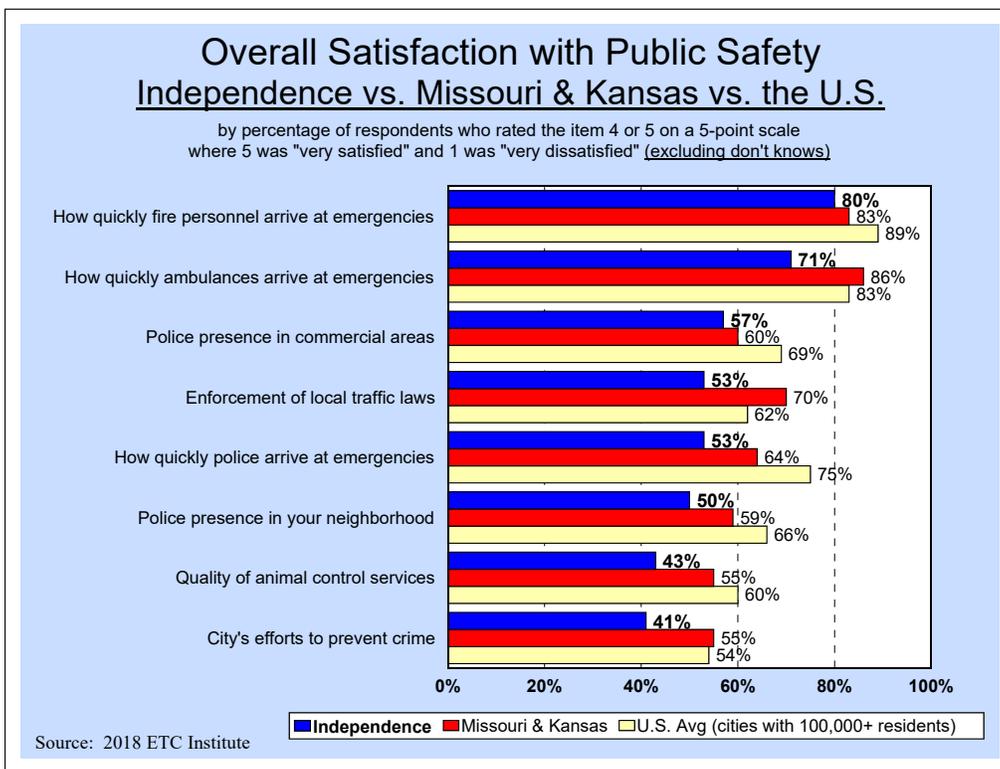
**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Independence is not authorized without written consent from ETC Institute.**

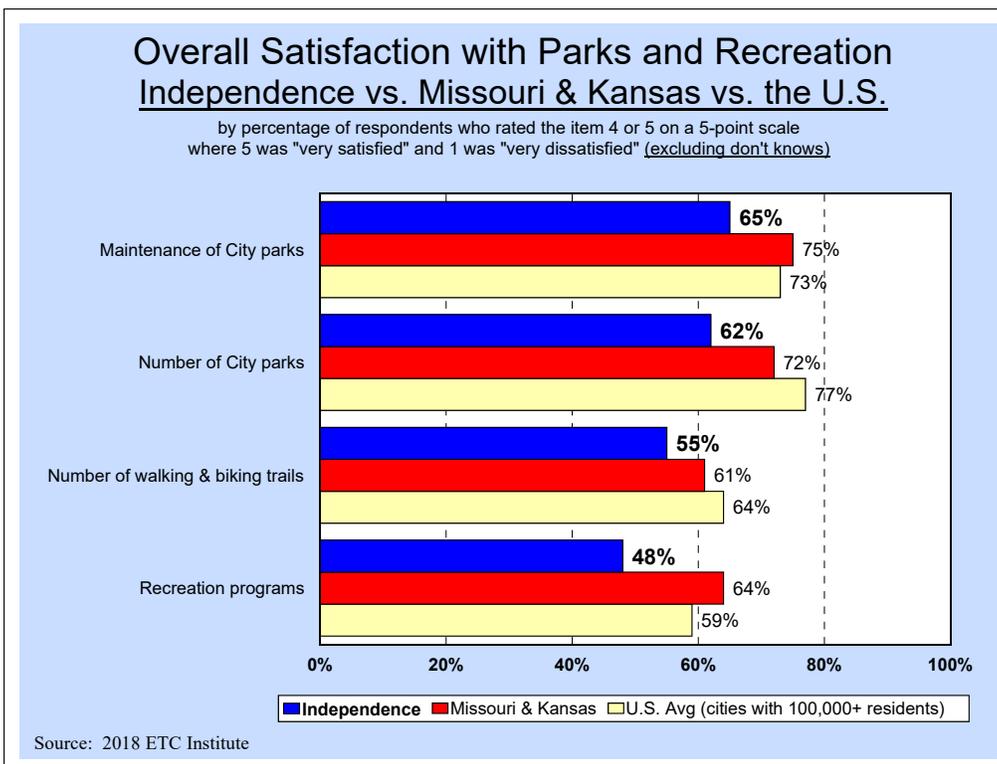
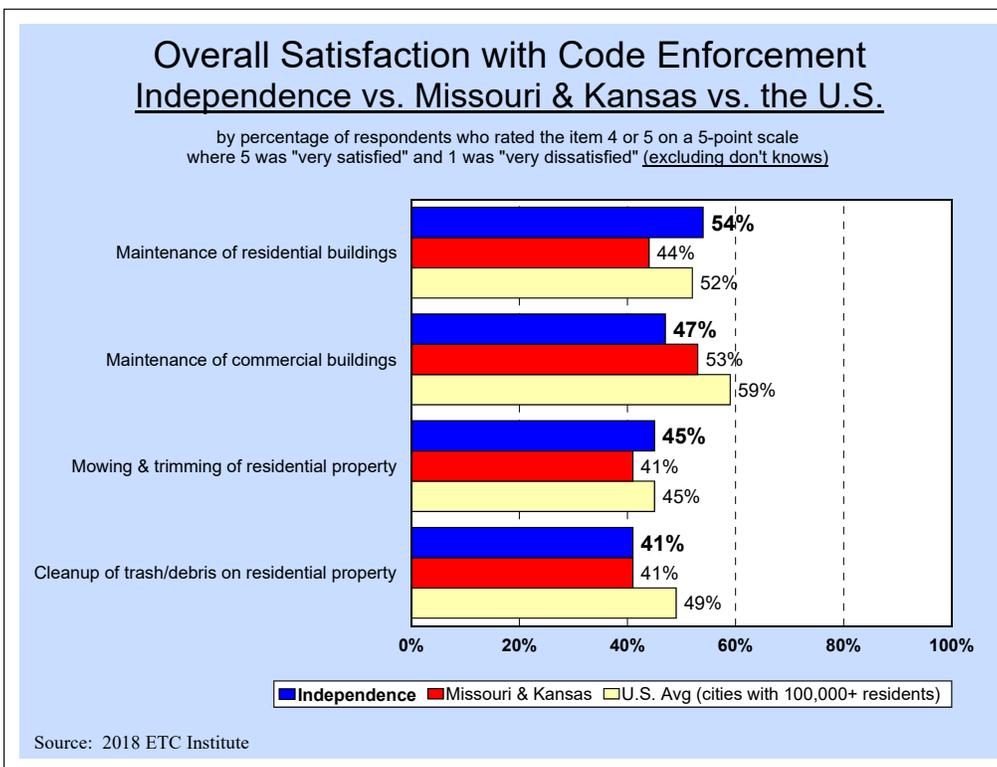
## Overall Satisfaction with Major Categories of City Services Independence vs. Missouri & Kansas vs. the U.S.

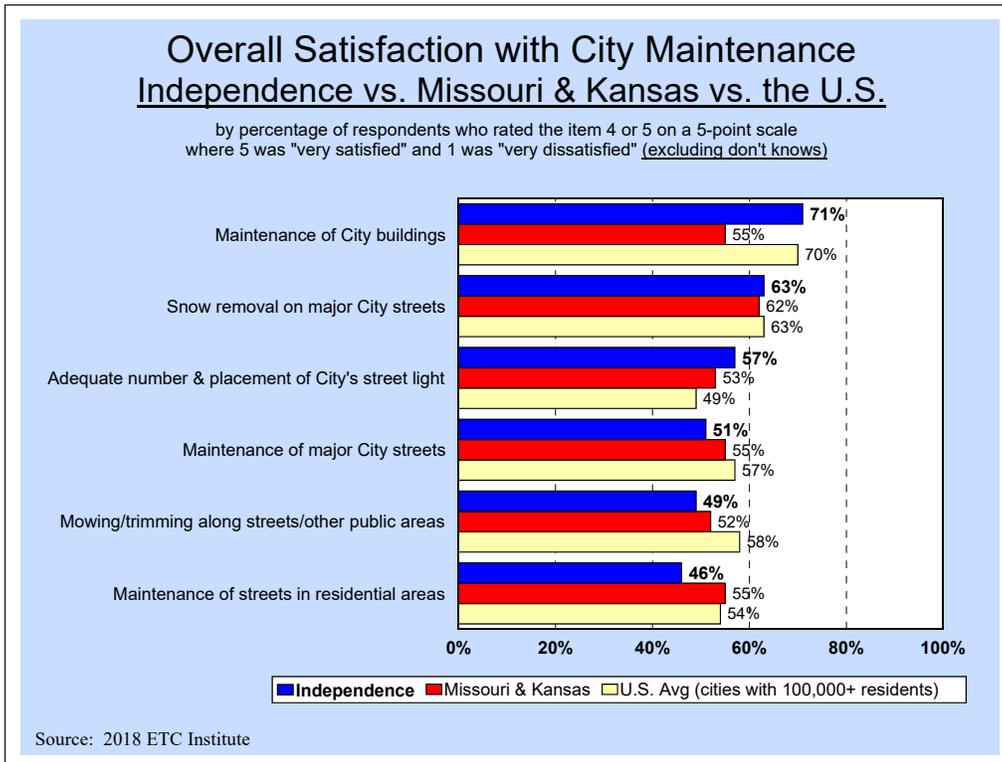
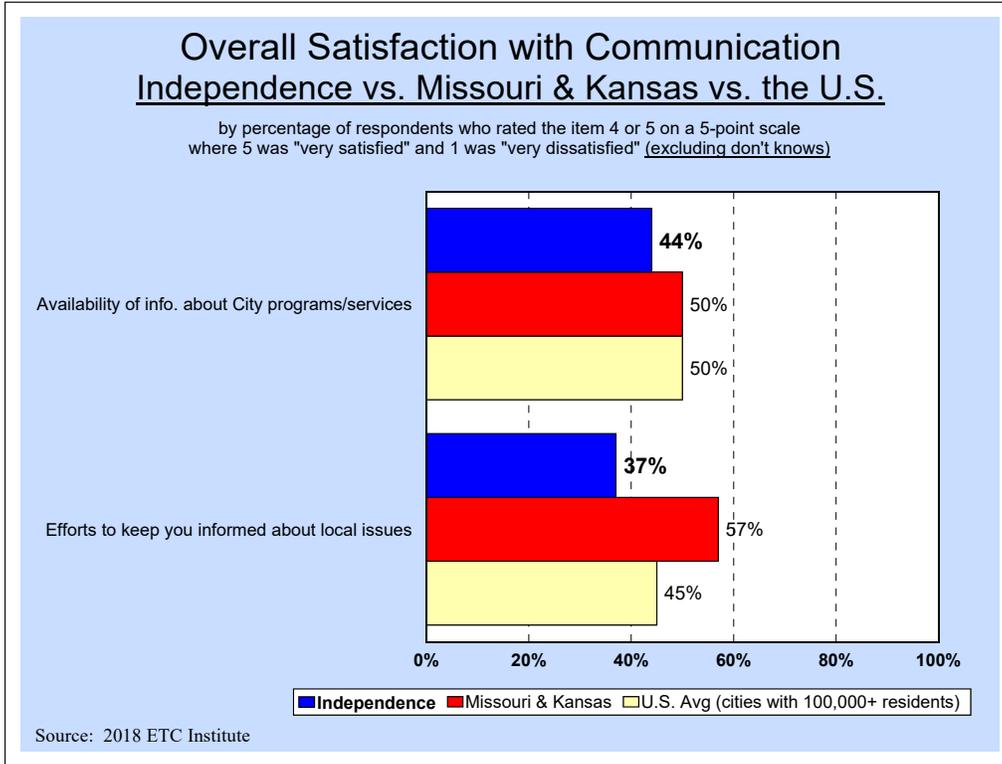
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

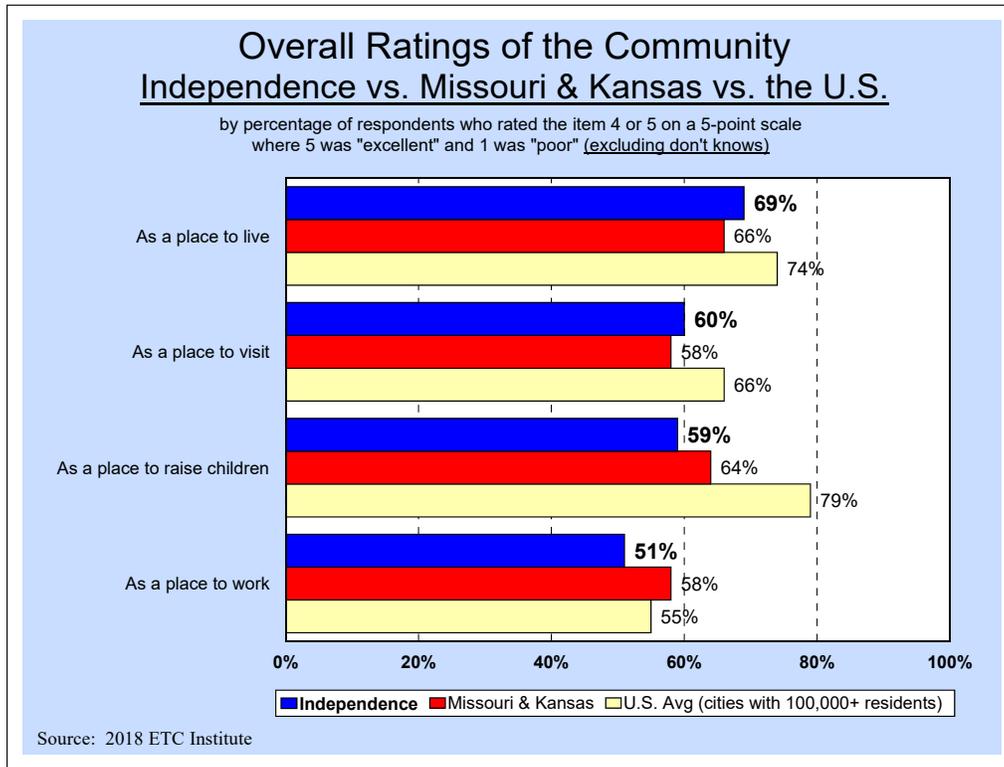


Source: 2018 ETC Institute









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

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**Q35. If you have any recommendations or suggestions for other projects you would like the city to consider please provide them below.**

- I really like the way 39th & Noland was rebuilt. Get the 18 wheelers off 35th Street. Keep them off residential streets. Put in access road behind Cargo Largo/Unilever.
- 24 highway needs retail. Support for Fort Osage school district as much as you focus on ISD.
- A FEW WEEKS AGO I HIT A BIG POTHOLE ON 40 HWY BLEW OUT MY TIRE LUCKILY I WAS CLOSE TO MY HOME.
- A project I would like the city to consider is to go further to promote conservation of the historic sites.
- A technician for Protection 1, accidentally set off my alarm. It took over an hour for the police to come to my home.
- A workout park to see more families active together. Improve and clean up exit ramps on I-70. Fill empty real estate on the west side.
- ABANDONED PROPERTY, AFTER PROPER PAPERWORK IT SHOULD NOT TAKE OVER ONE YEAR TO DEMOLISH THE HOUSE
- Accessible recycling center
- Add storm drains to area north of Square. (Liberty St)
- Additional city parks.
- Address homeless population needs in Blue Springs and Independence. Don't see them, but know they are there.
- Addressing the issue of vacant buildings south of 40 Highway near Noland Road. Two large strip malls near empty. Find tenants or remove these empty buildings.
- ADULT REC LEAGUES, VOLLEYBALL, BASKETBALL, SLOW PITCH
- AFTER THE CITY MOW'S THE SIDEWALKS NEED TO BE CLEANED UP GRASS IS OVER GROWING ON TO THE SIDEWALK NOT COUNTING ALL THE WEEDS GROWING ON CENTER DIVIDERS.
- All sidewalks need to be made wheelchair accessible. There are some covered in mud, have cars parked on them, limbs or trash blocking them. It is not safe for me in the streets, but the sidewalks are not accessible.
- Arrest some of the city council.
- ask att uverse to run city 7
- ASSISTANCE FOR THE HOMELESS AND MORE EMPHASIS PLACED ON CURBING THE DRUG PROBLEM
- THE METO COMES BACK TO INDEP FIRST TRANSIT CAN'T KEEP HELP CAUSE OF MANAGER NOT GENRAL MAG ALWAYS A NEW DRIVER
- BE MORE MINDFUL OF RECYCLING IN OUR AREA THINK ABOUT THE FUTURE
- Better communication of activities by the city.
- BETTER CRIME PREVENTION. EXCESSIVE NOISE FROM MOTOR VEHICLES
- Better education/better pay for teachers! Clean up west of Noland Road. Get the community more involved, we want to help, just not quite sure how. Let us know.
- BETTER FOOD STORES IN WEST AREA, LESS DOLLAR STORES AND TIRE SHOPS
- Better maintenance of city parks, like mowing the grass in a timely fashion no matter how small or popular the park is.
- BETTER MAINTENANCE OF CITY SIDEWALKS

- Better security measures, cleaning measures or building measures restricting homeless people to live under bridges. It gives our city a bad Look. Makes it seem like we don't take good enough care given the amount of littering seen around the areas the homeless live by. A big example is the bridge on Sterling Ave. and 40 Hwy by the Learn-A-lot- day care center.
- BETTER SNOW REMOVAL
- BETTER STREETS
- Big concern about the city utility light bills. We haven't received a paper statement since May 2018. Our light bill has been outrageous for the last 4 months. Our household are all on fixed incomes so it makes it real difficult to make ends meet. Our air is on in our house and we keep the thermostat set at 79-80 degrees. So why the big huge light bills all of a sudden? There are 3 people in this household that are disabled. I don't see the city doing much for us senior citizens at all, but it is strange how the City Council sure get their pay raises, don't they? I think it was not a good decision to practically close the City Health Department thanks to our new City Manager. He could of cared less how many people lost their jobs because of him. I would gladly share my concerns at one of your public council meetings but I am too busy caring for my elderly mother whom has Alzheimer's. This is all I have to say for now. Have a nice day!
- Biking, hiking, running trails.
- Billing for water and electric needs to be reviewed. Pot holes need to be addressed. Theft is growing. The homeless and junkies are becoming a big problem. I do not feel safe pumping gas.
- BOOM BOX VEHICLES, WAY TOO LOUD WRITE THEM TICKETS
- BRING DOWN ELECT COSTS OUR CURRENT BILL RECEIVED TODAY WAS \$512. LAST MONTH WAS \$476. Bring in a major employer. Curb maintenance and repair. Eliminate IPL. It has the highest cost in a five state area. Self reliance initiative.
- Bring retail businesses back to the west side of Noland Road
- Bury electric lines
- Check speeders on city streets. Red light runners.
- City cleanup and beautification, curb appeal, spring cleaning large trash hauls.
- City codes and ordinances need to be enforced better. The houses surrounding mine are horrible.
- CITY COUNCIL NEEDS TO USE COMMON SENSE! WHEN SPENDING MONEY OUT OF UTILITIES FUND.
- City Rec Center state of the art
- City Recreation Center (With Multiple Basketball courts, indoor pools, Multipurpose courts, Track, Multipurpose rooms, Locker rooms. Everyone pays for the upkeep and affordable membership (Only Discount is for proven Indy residents.) See North Kansas City Parks and Recreation Center. Since the YMCA has gone away we have lost some of the community attitude.
- City transportation should be widened to reach more people. Like Blue Parkway and 24 hwy. Run buses later.
- CITY UTILITIES ARE SKYROCKETING IN COST.
- City utilities lights/electric - contact more accessible to live person.
- City wide Wifi access.
- Clean up city ponds and lakes.
- CLEAN UP CITY.
- CLEAN UP EAST AREA, PREVENT DRUG HOUSES, DO SOMETHING ABOUT HOMELESS UNDER THE 435 BRIDGE ON 23RD ST.
- Clean up the parks

- Cleaning up trash in residential areas.
- Clean-up programs for local water ways.
- Concentrate on filling up or removing empty strip malls and offices west of Noland. Stop building new until these are addressed. Leave fields, forests, etc. for wildlife.
- Connect Gudgell between 291 and Lees Summit Road.
- Consider brush removal service by the city.
- Continue to improve the best relationship with our schools.
- Could we please have a real community center? Sermon Center is old, although some improvements have been made it is not inviting. You are cramped in this corner, or that corner. More trails for biking and walking.
- CUT EXPENSES AT IPL.
- DECENT HOUSING FOR THE ELDERLY AND AFFORDABLE UTILITIES COST MAKES NOT AFFORDABLE.
- Decrease high utility bills
- DEMOLISH OR RENOVATE OLD BLDGS, OLD PAYLASS STRUCTURE ON TRUMAN RD PLEASE NOT SO MANY CONVENIENCE STORES
- DEVELOP A WEBSITE WHERE CITIZENS CAN POST QUESTIONS.
- Develop programs for the addicts, rehab, skills training, education, money management, parenting skills, homelessness. Develop programs for 18-23 yr. olds from foster care.
- Develop the vacant K-Mart strip.
- Development of businesses in abandoned areas like Kmart, empty businesses look bad
- Development of the RD Mize area where the old airport once stood.
- DIDN'T KNOW THE CITY HAD CABLE CHANNEL AND I DON'T HAVE COMCAST
- Dig out the storm drains where water gets backed up when the drains under the roads get clogged.
- District 1 24 Highway area needs some sort of supermarket.
- Diversity, & inclusion programs
- Do something to clean up the meth problem and the homeless camps.
- Dog park, traffic lights at Swope and Truman, 78 Highway and Belmont. Abandoned home on Whitney Street and Swope - second house.
- DOG PARKS AND POCKET PARKS IN MORE NEIGHBORHOODS
- Dog parks, more walking trails, side walks
- Dog parks.
- Drainage for rain is terrible. People up the street buried their 3/6 foot ditches, now rain water and drainage is taking my driveway away.
- Dress Noland Road up. Do away with abandoned buildings.
- Encourage the homeowners/property owners on corners to keep their property trimmed and looking nice.
- Enforce city codes and ordinances, PLEASE!
- ENFORCE DRUG LAWS GET CRIMINALS OFF THE STREET. RESPOND TO GOOD HONEST CITIZENS ENCOURAGE GOOD CITIZENS BY MAKING IT EASY FOR US TO GET HELP CLEANING NEIGHBORHOODS.
- Enforce mowing and painting of homes.
- Enforce the no street parking in our neighborhood.
- Enforcing code violations for repeat offenders.

- EXTRA PATROLS IN ALL NEIGHBORHOODS. HIRE MORE POLICE. WHO WE HAVE ARE GREAT BUT WE NEED MORE.
- Figure out storm drainage issue at Maywood and Winner Rd.
- FINANCIAL ASSIST'S FOR ELDERLY AND DISABILITY.
- Find a way to reduce electric bills or you will have a glut of abandoned homes and unrentable apartments. Independence's reputation as a relatively safe "affordable" city is on the line. Also, I have had numerous reports from low income clients that police refuse to file police reports about petty theft, harassment, and assault.
- Find the reason that causes our power to go out on Mayes Rd almost every time the wind picks up. Trim trees off power lines.
- Fix curbing on City streets.
- Fix my neighborhood, if not I am moving. This place is trash...drugs everywhere.
- Fix roads/sidewalks, crime prevention
- Fix sidewalks
- FIX THE INCREASE IN ELECTRICITY RATES. CANNOT KEEP UP WITH THESE INSANE BILLS.
- FIX THE RETAIL TRAFFIC FLOW.
- fix the storm drain behind 2413 Viking Dr
- Fix the streets. Make sure that the students that attend the old KCMO schools have the same advantages, resources and support that the rest of ISD have. My daughter will graduate this year from Van Horn. These schools are lacking in so many things that the rest of the district has always had.
- FIX THE TURN SIGNAL AT DICKINSON AND 24 HWY HAVE TO WAIT TOO LONG TO TURN.
- Fix up the area west of Sterling. Bring more businesses in. Thanks for fixing Van Horn High School, but this is not enough. Fix the crime problems and help the poor.
- Focus on being more pedestrian and bicycle friendly.
- Get the cost of utilities down.
- GET THE ELECTRIC BILLS FIGURED OUT WAY TOO EXPENSIVE.
- Get the homeless drug addicts out of the city. Reduce crime. Limit rental houses.
- GET THE SLUMLORDS OUT. ESPECIALLY WESTERN AREA. DO AWAY WITH DRUG HOUSES.
- Google Fiber available in the city.
- "Google Fiber!!!!
- Improvement of 24/291 area with more emphasis on attracting higher income earners & spenders"
- Google fiber.
- Greater support and promotion of the city's non profits.
- have more activity for kids.
- HAVE MORE LOW INCOME RENTALS FOR SENIORS
- Healthy food choices. Spray for mosquitoes , snow removal on side streets
- HELP LOW INCOME FAMILIES WITH MAINTENANCE ON THEIR HOME. RESIDENTIAL STREET MAINTENANCE SPEED BUMPS MORE STOP SIGNS, MORE LIGHT POLES IN RESIDENTIAL STREETS.
- Help Noland Road - trashy in spots and too many empty buildings.

- HELP THE HOMELESS PEOPLE GET JOBS AND HOMES.
- Help the homeless with shelters and rehabilitation.
- Helping older people
- Hire more police officers.
- HOMELESS PROBLEM NEEDS ADDRESSED
- Homeless. Sidewalks on 35th street. Strict auditing and budgets.
- How about looking at your billing for electricity, water, sewer?
- HOW THE UTILITY COMPANY IS CHARGING WAY TOO MUCH
- I do not blame the police or their dept for my answers. We need to add to the police dept. we do not have enough officers. Clean up the city....I am tired of people looking down on independence.
- I like to see the city working harder to curb car theft. Unless the perpetrators are caught driving the car, no investigation is done. Also, the traffic division needs to get out and start writing tickets. Aggressive driving is out of control. Coupled with distracted drivers, the roads are more dangerous now than ever. If starts with a heavy police presence on the streets and aggressive ticketing!!
- I lived across from the old hospital on Truman and down the street was a park that had been overrun by homeless people. They graffitied, used the playground equipment as a bathroom, caught it on fire several times, even went as far as to set up a camp and pitch tents down on the creek connected to the park. Our children can't even play their anymore due to all the homeless people, the trash (which allot of it happens to be syringes & paraphernalia) and the way they've destroyed the equipment.
- I MISS THE AMOUNT OF COFFEE SHOPS. THAT WAS A HUGE SOURCE OF COMMUNITY FOR ME
- I reside in Stone Canyon, there are adjustments being made in our development to benefit a few which has caused a problem.
- I THINK THE CITY AS A WHOLE HAS A LOT OF HOMELESS PEOPLE AND UNSAVORY PEOPLE WALKING THE STREET LINGERING AROUND BUSINESSES. I THINK THAT THERE SHOULD BE SOMETHING DONE ABOUT THE NUMBER OF PEOPLE BELOW THE POVERTY LEVEL. IT IS SO SAD TO SEE SO MANY PEOPLE LOSING THEIR HOMES DUE TO ONE THING OR ANOTHER. I WISH THE CITY WOULD SPEND LESS MONEY ON THE INDEPENDENCE SQUARE MAKING THE RICH RICHER AND FOCUS ON THE COMMUNITY AND THE POVERTY CONDITIONS. WHY NOT MAKE MORE GOVERNMENT HOUSING AND ACTUALLY ENFORCE SOME REGULATIONS ON WHO CAN STAY THERE. IN OTHER AREAS OF THE COUNTRY THEY REQUIRE DRUG SCREENINGS AND ALCOHOL TESTS FOR PEOPLE TO STAY ELIGIBLE TO RECEIVE FREE OR REDUCES RESOURCES. LOOK AT THE TOWN HOMES ON THE SQUARE. HIGH DOLLAR AND EXTREMELY UN NECESSARY. THEY ARE STILL EMPTY FROM WHAT I CAN TELL. WOULDN'T IT BE AWESOME TO HAVE SOME 2 OR 3 BEDROOM HOMES BUILT FOR THE LOWER INCOME FAMILIES TO GET A NICE NEW PLACE RATHER THAN BUILD CONDOS AND MANSION THE PEOPLE SIMPLY IN INDEPENDENCE CANT AFFORD THAT.
- I WOULD LIKE THE CITY TO WORK ON THE PANHANDLING AND HOMELESS PROBLEM. WE HAVE ON THE I-70 AND STERLING RD. IT CAUSES A HUGE MESS. A UNSAFE AREA AND IT MAKES OUR CITY LOOK TRASHY.

- I WOULD LIKE THEM TO CLEAN THE BRANCH IN THE PART OF THE STAIRS THAT HAS ACCESS TO WINNER RD.
- I would like to see better mo wing and maintenance of streets and islands around 291 and 24 Highway and more street beautification.
- I would like to see less new buildings until the vacant ones are filled. We have the space already here and ready to use, developing more to have more lay empty makes us all look trashy and gives more opportunity for unwanted things to happen in those areas because no one feels they are being watched.
- I would like to see more commercial development (Grocery Store) East of 291 and North of Independence Center
- I would like to see more improvements in old independence neighborhoods, Fairmount area. All the businesses have gone, weeds have taken over, and the homeless from KC are too rampant along 24hwy. Also, consider burying power lines to improve the scenery and make it more modernized.
- I WOULD LIKE TO SEE MORE POLICE IN MY NEIGHBORHOOD MORE OFTEN.
- I would like to see the city put more focus on the northeast side of Independence. Would be nice to see some restaurants along 24 hwy and some retail.
- Improve city's image through positive press of city attributes and promotion of historic educational opportunities through our many sites.
- Improve the current retail space and locations some of the current business look old and run down
- Improve the design of a street similar to the eye appeal on Hidden Valley Road.
- Increased police presence in residential areas and observation of the homeless vagrants to decrease theft, crime, and shoplifting.
- Independence event center is a great asset. Pursue more concerts.
- INDUSTRIAL DEVELOPMENT AT LITTLE BLUE CORRIDOR
- INSTEAD OF WORRYING ABOUT BUSINESSES ON EAST INDEP. WE NEED BUSINESSES TO LOCATE ON WESTERN SIDE. PARKS NEED TO BE CLEANED AT LEAST ONCE A WEEK.
- Intersections where concrete was used did not last and are in need of repair. Especially 39th and Crysler.
- It seems like when there's a bad wreck on 70, 40 Hwy, 23rd street that the police should do a better job of traffic control. Such as working the traffic lights better to accommodate the enormous back up of traffic.
- just for the elected officials to be honest and transparent in their work especially while spending city funds
- Just sell IPL to KCP&L. Build a better city hall. Solar energy on all public buildings.
- KEEP FAMILY IN MIND WITH EVERYTHING
- Keep my basement from flooding during heavy rainfall. The new storm sewer work is not working very well. Keep pressure on landlords so quality people will be proud to live here.
- Keep public, grassy areas mowed. City looks trashy.
- Left turn signal at Lakewood Way and Hwy 40 Northbound is not clearly visible, except for straight on.
- Legalize CBD oil and marijuana.
- Renew the Englewood theater
- Had something, I don't know what, to the parks for older people.
- And at least one more swimming pool for kids and adults. "

- Less empty houses and buildings on Truman. Too much trash and dirty buildings.
- Limit cars parked on street or driveways unless licensed. Keep yards and trees maintained.
- LIMIT NUMBER OF TRASH IN A AREA SAVE THE STREETS.
- LITTER CLEAN UP ALONG 291 39TH ST AND TRUMAN.
- LOCAL CHANNEL SHOULD BROADCAST OVER THE AIR, INCREASE HOURS LOCATING FOR RECYCLING, REINSTATE DROP OFF FOR APPLIANCES, COMPUTERS, ANYTHING WITH A CORD
- Lots of people walk on the east end of Highway 40 east of Noland. Without sidewalks this is a safety issue. Especially when walking with children or near dusk or dawn.
- Low income housing should have a limit on how many years you can live there. Others need it too.
- Lower electric bill. Stop scamming people with high utilities.
- LOWER ELECTRIC RATES. DO BETTER ON APPEARANCE OF CITY STREETS- VACANT PROPERTY.
- Make city classes available and have a paper for them.
- Make it a priority to move the homeless out of the city. This would address some theft, graffiti, and drug issues.
- MAKE PEOPLE CLEAN UP TRASH
- MANY AREAS ARE RUN DOWN
- Medical cannabis
- More activities for the youth
- MORE BIKE RUNNING PATHS. SAFER PARKS WITH LESS LOITERING BY KID LESS ADULTS.
- MORE BIKE TRAILS. DEVELOP MORE RETAIL STORES ON HWY 24.
- More businesses in N.E. Independence instead of many empty buildings. Commercial areas not occupied in N.E. area need to be cleaned up and maintained even behind fences.
- MORE BUSINESSES ON THE SQUARE MORE THAN ONE HOSPITAL. NEED MORE THAN ONE PERSON TO VOTE FOR MAYOR!
- more community parks programs to promote healthy lives, I will move from here in the next 5-7 yrs. if a YMCA facility can not be secured, it is more accessible time wise than city provided services
- More development on 24 highway
- More dining options.
- More diversity in business ownership
- More dog parks.
- More focus to help the mentally ill.
- More free activities for children of all ages
- MORE HISTORICAL EVENTS AND MORE LOCAL THEATER
- More homeless programs/rehabs and juvenile delinquency programs for at risk youth.
- More information about city activities for kids (i.e. sports). Make activities affordable, more affordable single family housing, more resources for low income families.
- More local crafters at Santa Caligon, at reduced rates compared to commercial out of state. You have priced people out.
- more parks in summer, more water parks, outdoor concerts
- More places to eat and more entertainment.

- More public transportation, buses on all of the main roads, and street cars.
- More shopping available at the Square. Additional parking added.
- More sidewalks
- More sidewalks and city street lights in neighborhoods.
- More sidewalks and repair the ones on Noland Road.
- More traffic control(speeding) on 291 between 23rd Street and 24 hwy. Also Jennings in same area.
- More training and communication with law enforcement and judicial office. The laws need to be adhered to and more action taken!
- More transportation for Medicare and Medicaid clients. I am a home health nurse and it is hard for my clients to get to Dr. And such without paying a fortune.
- More walking paths and sidewalks four to five feet wide for all people to feel safe that use them.
- MOW GRASS ALONG STREETS AND PICK UP TRASH. DO SOMETHING ABOUT THE HOMELESS PEOPLE SLEEPING EVERYWHERE.
- Mow the right of ways more often.
- My neighborhood has turned from working class people into a vagrant and homeless camp. Most homes are rentals that do not meet city codes. The city needs to enforce the city codes. Junk cars and large debris on properties. Some renters are running an unlicensed auto repair shop out of their garage. I have made many complaints but nothing has changed this behavior. These types of people will never comply with codes. They need to condemn houses they repeatedly fail to comply. I am speaking of the West side of Independence near 23rd and Maywood.
- Need a museum for Independence, since we have one for everything else.
- NEED AN ALDI AROUND NOLAND RD AND 40 HWY. NEED MORE EATING ESTABLISHMENTS ALONG NOLAND RD AND THE ONES THAT ARE THERE NEED TO BE REMODED.
- Need more retail and disc golf course for young adults/adults. Enforce property violations.
- Need new business in Independence, focus on NW for industry, need tax revenue from these businesses, or revitalize Noland or Rockwood Golf area, Fairmont district.
- Need speed checks on Bill Johnson Road and Bundschu Road. Not safe to walk on street.
- Need to decrease electric cost my and many others electric bill went up 2 to 3 times what it was
- Need to have more retail shopping areas.
- New curbs, ours are falling apart at driveways.
- New police station, fix/re-purpose old commercial buildings. Remap storm water routes so houses quit flooding in their basements. Stop speeders through neighborhoods.
- Offer programs for those who want to buy run down houses.
- OLD FOUNDARY NEAR MY HOME ON HAYWARD, PROGRESS IN REMOVING OLD BLDG IS VERY SLOW, WOULD LIKE TO SEE THIS PROJECT MOVE A LITTLE FASTER AND LOT CLEARED
- ON MAJOR CHANGES GET INPUT FROM RESIDENTS IT WILL IMPACT, MAIL OUT INFO TO ALL RESIDENTS
- Our City is dirty with plastic sacks blowing around, pop cans and cups are everywhere. Cigarette butts at every intersection. The cement islands are bad everywhere.
- Overall I think this a good place to live but I believe there is a poverty issue with in the city. There are not enough good paying jobs to support all of the things that need to be done to continue grow. Also there needs to be a solution to deal with the homeless population in the city.

## 2018 City of Independence Citizen Survey: Appendix B - Open-Ended Comments

- Paid our great police more money they deserve it for all they do
- PARKS GEARED TOWARD OLDER CHILDREN AND YOUNG TEENS.
- Partner with Kansas City and clean up 40 highway more and make it safer.
- Physical removal of deteriorating buildings and homes.
- Please be aware of abuse to animals and people.
- Please change the barking dog ordinance. It is too restrictive for dog owners who have rights to. As written, if a single bark annoys anyone, you have to go to court and potentially have your dog removed. Other cities nearby have more reasonable rules and we need more reasonable rules in Independence.
- PLEASE CLEAN UP THIS CITY. PAN HANDLERS ARE OUT OF CONTROL. WHAT A TERRIBLE IMAGE FOR OUT OF TOWNERS.
- Please do something about the outrageous utility bills fluctuating every month and prioritize fixing the roads. The roads have been awful in this city since the day I was born. And please legalize marijuana recreationally. This government is greedy from top to bottom. Enforcing some of the laws you guys have that are none violent are so incredibly unjustifiable it's incredible.
- PLEASE HAVE A PLACE WHERE WE CAN TAKE RECYCLING THAT DOES NOT COST AN ARM AND A LEG. WE NEED HAZARD RECYCLING MORE THAN ONCE A YEAR
- Please keep information about new businesses current.
- PLEASE LOOK INTO THE UTILITIES AND DETERMINE WHY OUR SEWER FEES WENT FROM 16 A MONTH TO 34?
- Please patch up the potholes.
- Please repair more roads in residential areas like near the intersection of 39th and blue ridge Blvd. Also that bridge that takes you on to 70 needs repairs badly and not just cover up like actual repairs!
- PLEASE TO CONTINUE TO ENCOURAGE OR PROMOTE NOLAND RD TO BE UPDATED AND IMPROVED.
- "Police need to slow down in residential areas. Driving way to fast. Sirens are not necessary during sleeping times.
- City workers Mower blades need sharpened and maybe if they slow down while mowing the grass it would cut better. They do a sloppy job on Winner road median. "
- PROVIDE MORE POLICE TO STOP BREAK INS OVER NIGHT CARS.
- Put a limit on how long buildings can remain vacant before they will be demolished.
- Put the brakes on the "Green Initiative"/ (Solar farms)
- QUIT RAISING TAXES
- REDUCE UTILITY PRICES BACK TO NORMAL AND REFUND HALF OF THE BILLED AMOUNT FOR MONTHS OF MAY,JUNE,JULY AND AUGUST.
- Reduce utility rates to encourage new business' to relocate to Independence.
- Remove street people, beggars, camp sights from corners, behind businesses and under bridges.
- RENTAL INSPECTION AND LANDLORD LICENSES ARE A JOKE, UNENFORCED FOR SOME BUT ENFORCED FOR OTHERS.
- Repair the tennis courts at Santa Fe Park
- Repairing the curbs on Powell Avenue, they are crumbling and poor condition.
- Replace ornamental trees on Winner. Clean up Chrysler. More sidewalks by schools.
- Require businesses as well as homeowners and renters to pick up all of the trash on their property to the middle of the street on a weekly basis. Independence is a very trashy city. Require

community service hours to be paid picking up trash. After one warning about trash the fine would be \$50 or an hour of picking up trash.

- Residential code enforcement.
- RESIDENTIAL DEVELOPMENT IN WESTERN INDEPENDENCE CLEAN UP THE MAIN ROADS SUCH AS TRUMAN RD 24 HWY AND 40 HWY.
- RESIDENTIAL HANDICAP CURBS AT E. 38TH LEFT A MESS.
- Restore spring log cabin, support police so they want to do their job...no catch and release with bail within hours, I would pay higher taxes if it means I will see results not waste money to try to compete with other cities. We are Independence, let's just be Independence.
- REVAMP 40 HWY STORES, STRONGER POLICE PRESENCE IN INDEP AREA, THE HOMELESS, BEGGARS AT WALMART AND UNER BRIDGE HORRIBLE
- REVITALIZATION OF NOLAND RD 24 HWY AND ALSO THE SQUARE AREAS. MAKING SURE IF WE LOSE THE MALL THAT SOMETHING WILL COME IN TO REPLACE IT.
- Road and drainage improvements on Broad and Mechanic. It is always a pond of water from any type of rain.
- several council members need to be arrested and power rates are way too high
- Severe storm drain issues.
- Sidewalks along Kentucky Ave. Fairmont Elementary students don't have a safe place to walk.
- Sidewalks and center lane on 35th street east of Noland Road traffic before/after Truman Highschool begins/ let's out is too much. Kids don't pay attention and litter is awful, they throw it in yards.
- Sidewalks east of 291 on 23rd st. We have people in electric wheelchairs on the streets.
- Sidewalks need to be maintained and expanded. They encourage people to walk more to promote health, commercial growth, and safety of pedestrians.
- Sidewalks on 291 from 23rd to 39th.
- SIDEWALKS ON HUB DIA FROM 23RD ST TO GUDGELL ON BOTH SIDES OF THE STREET AND CONTINUOUS NOT GET STRANDED WHEN IT ENDS.AND REPAIR SO NOT TO MESS UP WHEELCHAIRS WHEELS.
- Since Truman Rd at Jones and Holke is having accidents, look into putting a four way stop.
- Solar farm on Hardy needs to create an attractive barrier - Green area left should be cleaned up so it can be utilized by the public - what was done to get the solar farm was unethical and unfair to the neighborhood.
- Something needs to be done about all vacant buildings west of Noland Road.
- SPEED ON RURAL STREETS IN EASTERN INDEPENDENCE IS TOO HIGH. SPEEDING ON RURAL STREETS IS A PROBLEM
- Sports programs in school are extremely limited, sidewalks should be built in this neighborhood, people pay a lot of taxes, do something,
- spray for mosquitoes on summer
- stop all these ATVs on city streets and in city parks and motor bikes / scooters.
- Stop building strip malls until vacant ones are filled. Landscape near Bed Bath and Beyond better. Add additional lights on side streets.
- Stop the noise coming from the LED street lights.
- STORM WATER ISSUES 909 S LOGAN LN HORRIBLE AMOUNT OF STORM WATER.
- Street repairs in my neighborhood.

- Streets and sewer drainage at Liberty, 24, and Kentucky.
- Take care of the landscape and enforce the codes of apartment and rental owners. 24 Highway is a blight and lack of attention.
- take most reasonable bid to take down power plant
- Take responsibility for the storm drain system in Manor Oaks! You are being weasels about it. Don't whine about election results when you did a poor job of communicating before election day.
- That the court system are just as enthusiast in helping the people, schools, security, and nutritional value, in to the community's that they most impacted with policemen and arrests made.. That Independence provides healthier food choices in low income communities.. provide a well diversified police force, judicial system, and school dietary nutritionists. Be trend setter and provide a free service to the citizens of Independence, like dental care.. That can be funded by many services inside of Independence, like IPL, or a created tax to every commercial business inside of Independence, for the people.. Power to the people.....
- The appearance of our city is important to me, looking nice, clean and pretty.
- The ball fields at Independence Athletic Complex are very nice, but the fields are a little short for men's softball.
- THE CITY STREETS AND MAIN ROADS ARE FULL OF TRASH.
- The city government stinks. It is washed up liberals with antique 1950's ideas.
- The City's lone dog park is laughably inadequate.
- The continuation of Noland Road development. Noland Road was a major destination and looks like that may happen again. Having Jack in the Box come back to Noland is wonderful and having other major fast food is so cool and loving the variety! Somehow the city needs to get the panhandling issue under control. Independence Officers are wonderful and they can get rid of this issue if given the resources and enough officers. I would love to see companies settle in Independence offering more administration type jobs at competitive pay. I spend 10 hours a week in traffic on 435 to work in Lenexa when I would so love to work in Independence. I am not alone in this - if you want a good job and competitive pay you are forced to work in KS.
- The cost of my electricity is ridiculous! A project to lower electricity cost would be a great help to many. It has me considering moving from Independence.
- The Independence Power and Light Company needs to let the citizens know when it is making major changes in methods of billing, etc. It needs to inform each and every participating citizen of the changes in their bills, and these citizens should be duly reminded in a timely manner of their next due payment. I have heard from several different friends and family, and including myself, of having no notice of changes and then getting bills that reflect TWO (2) months payments due, rather than just one (as it should be). I have yet to receive a paper statement telling me what I owe for any particular month since probably June of this year (2018). I have a very fixed income and it is extremely difficult to come up with 2 months worth of electric bills at any given time----this kind of neglect on the part of a city utility does not reflect well on the city.
- The issue of speeding on residential streets, and people continuously throwing trash in my yard.
- The local police department is getting an unsavory reputation for its treatment of citizens. They need to be more transparent, timely with informational releases, allow citizens to hear what their police department is doing (several cities provide internet feeds of their police activities in a 5 minute time delay.) Encryption of their radios promotes rumor generating and distrust- while not a single study supports the notion that it promotes officer safety. In fact, the inability of citizenry to monitor police actin puts officers and the public at increased risk.

- The monopoly on electric is insane. Prices are not competitive and the new system switch was a complete disaster with little to no communication from IP&L.
- The north side of Independence along 24 hwy needs considerable attention, business development, maintenance and cleanliness.
- The school district finding a way to retain excellent teachers, so many of them leave for neighboring districts.
- THERE IS A BUILDING CLOSE TO ME THAT WAS A K-MART AND IS NO LONGER IN USE. WOULD YOU PLEASE CONSIDER TURNING IT INTO AN ALDI STORE.
- THERE IS A LARGE AMOUNT OF TRASH ALL OVER.
- THINGS GET RUN DOWN IF CITY DOESN'T KEEP EYE ON SOME PEOPLE CHECK ONCE IN A WHILE
- Too many abandoned buildings and houses need taken care of.
- Too many gangs and drugs in Independence.
- Traffic flow is the highest need of improvement. Rush hour is awful on 23rd!!!!
- Traffic light study. Lights do not need to operate at all hours of the night. More right turn lanes and light signals
- Traffic study of intersection at Fair Street and Southside. All eastbound traffic on Southside turns right onto Fair, but no one ever signals. Westbound traffic on Fair is stopped at stop sign and must wait while idiots turn right onto Fair without signaling. Stop sign is in the wrong place!
- Trees in our neighborhood are very large. I wish the city would trim these giant trees at no cost, before they do damage to utilities and homes.
- Trim back shrubs, so we can see to get onto Norfleet.
- TRIM TREES ON 39TH ST. DECREASE ELECTRIC AND WATER BILL GOUGING. QUIT RAISING PROPERTY TAXES AND PENALIZING US FOR HOME IMPROVEMENT.
- UTILITY COMPANY REALLY HIKE UP RATES. MY LIGHT BILL WENT FROM AROUND 120 TO 300, THEN TAPERED OFF TO 280. WHAT HAPPENED?
- WAY TOO MANY EMPTY BUSINESSES LOOKS HORRIBLE ESPECIALLY ON NOLAND RD FILL THEM INDEPENDENCE LOOKS OLD AND RUN DOWN.
- WE ARE A BASEBALL FAMILY. THE PARKS ARE WELL KEPT OTHER THAN THE BALL FIELDS ARE LACKING, MAINLY THE INFIELDS OF ALL THE FIELD.
- WE DON'T HAVE CABLE IS THERE ANY OTHER INFO ON MEETINGS EXCEPT THE NEWSLETTER WITH UTILITIES BILL?
- WE HAVE A LOT OF HOMELESS DRUG PEOPLE IN OUR AREA STEWARD HEIGHTS EAST.
- We live in a great city and I am a proud citizen.
- We need more development of the square and promotion of our historical sights.
- WE NEED STREET LIGHTS ON 291 BETWEEN 23RD ST AND 39TH ST.
- WE NEED TO REBUILD WINNER RD BACK TO IT'S HAY DAY, THE MOVIE THEATER AND SO ON.
- We should have more homeowners and less renters.
- WE WANT GOOGLE FIBER AND AFFORDABLE ELECTRICITY. IMPROVE CRIME PREVENTION, EQUALITY .
- We would like to have the seal between gutter and street re-sealed in our cul-de-sac.
- WHAT ARE WE DOING ABOUT THE HOMELESS PEOPLE? DO WE HAVE A HOMELESS SHELTER IN INDEPENDENCE TO HELP THEM OFF THE STREETS?

- what happened to the recycling center? That was very beneficial in many ways. Just need to get a contractor in there that will honor the emptying of the containers on a weekly basis instead of eliminating the program which was most likely tax payer funded initially and that money is now going where?
- Why can't there be a business mentoring program or ways to help very small businesses? Why is it all about money not helping people???
- WHY IS ELECTRICITY SO HIGH?
- WISH THEY WOULD REPLACE THE NEIGHBORHOOD POST MAILBOXES
- WISH WALMART AREA WAS A LITTLE CLEANER AND SAFER.
- WITH ADDITION OF THE SOLAR FARM I WOULD LIKE TO SEE THE SAVINGS REFLECTED IN MY LIGHT BILL.
- WORK ON BRINGING BUSINESS TO 23 & 291 AREA AND 40 & NOLAND RD. TOO MANY EMPTY BUILDINGS
- WORK ON LOWERING UTILITIES
- WORK WITH CITY NEIGHBORS TO KEEP CRIME DOWN. HOMELESS PROBLEM
- WOULD BE GREAT IF WE HAD A YMCA
- WOULD LIKE TO HAVE OFF RAMP FROM I 70 THAT LOOK NICE. IT WOULD BE NICE TO HAVE SOMETHING DONE WITH 40 HWY AND NOLAND.
- WOULD LOVE TO SEE MORE SIDEWALKS AND BIKE LANES CONNECTING TO LITTLE BLUE PARKWAY. MORE PARKS. BUNDSCHO RD SHOULD BE EXPANDED.

**Q36. If you have any other comments you would like to make, please provide them below.**

- If you want to maintain Independence as a place to visit make it feel welcoming. A major effort to clean up the trash along roads leading into and out of Independence. That includes mowing the grass and weeds. Make street signs visible so visitors can navigate the city better. Make traffic lights more synchronized on major roads to move traffic better, i.e. No! And Road; Little Blue Parkway; 39th Street; 40 highway and 470.
- Independence power and light needs to be figured out and accurate and real list stick payments should be requested from their residence not astronomical double triple and quadruple payments
- A couple of the police officers are not truthful.
- Abandoned buildings and houses are an eyesore and invite crime.
- Add fluoride to the water.
- ADDING THE MIRACLE LEAGUE BALL PARK AND PLAYGROUND FOR DISABLED KIDS WAS AWESOME! I HAVE 2 AUTISTIC SONS WHO LOVE IT. THANK YOU!
- Advertise events at the event center.
- Affordable housing
- AFTER SCHOOL PROGRAMS AT SCHOOLS
- ALL I HEAR IS ABOUT CRIME AND DRUGS AND HOMELESS PEOPLE. I JUST WANT TO BE PROUD TO SAY I WAS BORN AND RAISED HERE.
- ALL THE CONSTRUCTION AT ONE TIME HAS BEEN A HASSLE.
- AS LONG AS ABANDONED HOUSES SIT IT INVITES CRIME INTO OUR OLDER NEIGHBORHOOD TEAR THEM DOWN
- Attract business
- Bass Pro subsidy is a travesty!
- Be open with things going on in the city, good and bad.
- BEING A NEW PERSON TO THE AREA I ADMIT THE COST OF SEWER SERVICES APPALLED ME. IT'S ALMOST 3 TIMES MY WATER USAGE!
- BLUE SPRINGS AND LEES SUMMIT IS GROWING BUT INDEPENDENCE ONLY BUILDS BUILDINGS TO BE EMPTY!
- Cars go 60 mph down my street. (Belmont Blvd) Please have a traffic officer come and sit in my driveway. We have people in electric wheelchairs around here. Very unsafe. My wife says I cannot throw rocks at the speeders.
- City bus service come to east Independence.
- City code personnel be proactive.
- CITY CODES NEED TO BE ENFORCED ON ALL RESIDENCES, NOT JUST RENTAL PROPERTIES.
- City council is accountable to the people not to itself.
- CITY COUNCILMAN AND MAYOR HAVE TAKEN TOO MANY LIBERTIES WITH TAX/GRANTS INCOME WITHOUT INPUT FROM RESIDENTS
- City image is declining due to rise in crime which makes the local news. Also on the decline is the maintenance of single family residence. Independence Center has become trashy with too many vacancies.
- City leaders need to be more directly involved with the citizens so that a better trust can be established. It would be nice to read of see good things happening in COI verse all of the negativity.

- CITY NEEDS TO BE MORE TRANSPARENT WITH CITIZENS. MENTAL HEALTH AWARENESS NEEDS TO BE A PRIORITY. IF YOU WORK FOR THE CITY, YOU SHOULD LIVE WITHIN THE CITY. IF YOU ARE AN ELECTED OFFICIAL, YOUR CHILDREN SHOULD ATTEND ISD SCHOOLS.
- CITY NEEDS TO LIVE WITHIN ITS MEANS AND STOP WASTEFUL SPENDING. GET BACK TO BASIC SERVICES.
- City officials need to find a way to keep our city from going further downhill. It has basically turned into a trashy town over the years. Spend more on crime prevention and protecting our citizens, especially the elderly, keep drugs out of our town.
- City traffic lights need to be reevaluated. Some traffic signals have automatic vehicle sensors and others don't (or they are deactivated). The traffic on Little Blue Parkway from Menard's to I-70 is unbearable. It is useless to have shopping and entertainment areas if the traffic is unbearable. I-70 and 39th Street is another area that is very congested and I drive to Lee's Summit or Adam's Dairy Parkway to avoid the tangled mess near Independence Center. These businesses can't survive if residents can't get to them and then we have vacant buildings. We don't need to waste more green space, we need to occupy and take care of what already exists.
- Clean Independence up. We have way too many unkept areas.
- Code department needs to travel outside of office and see all of the problem properties.
- Code enforcement should drive around and give friendly reminders to code violations that are seen from the street, e.g. RV's parked in front of house, commercial vehicles parked in driveway, vehicles parked on grass, visible house numbers, too many or loose pets, etc.
- Codes to enforce mowing along city streets so motorcycles can see.
- CONCERNED ABOUT AMC AND BIG PROBLEMS INSPECTIONS. WAS AT MCALLISTERS ABOUT A MONTH AGO WAS CONCERNED WITH ROOF LEAK IN COOKING AREA LACK OF MANAGEMENT? WE THROUGH FOOD AWAY WHEN WE GOT HOME TO BE SAFE.
- Concerned about human trafficking at Walmart.
- CONCERNED ABOUT THE PANHANDLING AT GAS STATIONS AND STREET CORNERS.
- Council only interested in tax dollars not homeowners wishes. Only listen to developer.
- Crime is becoming a serious problem in our neighborhood. Need more police patrolling the area.
- Do not change electric service to solar and raise our rates - can't afford rates now!!!!!!
- elected officers need to stay inside the boundary of the charter mandated by the voters
- ELECTRIC BILLS ARE OUT OF CONTROL, OUR BILL WENT UP GREAT MOVING FROM BLUE SPRINGS TO A HOUSE IN INDEPENDENCE
- ELECTRIC SERVICE HAS INCREASED TOO MUCH SINCE CHANGING OF BILLING.
- ELECTRIC UTILITY IS OVERCHARGING.
- End corporate welfare, i.e. TIF.
- Enforce residential codes in cutting lawns. Some are over a foot tall!
- Enforce speed limits and ticket those breaking the law.
- Enforce the 35mph zone or install speed bumps on East Kentucky Road between Liberty and Courtney. Enforce the no truck zones, semi's go through there all of the time.
- Enforce walking in crosswalks. Enforce speed limits.
- ENFORCEMENT OF CLEAN UP OF EMPTY RESIDENTIAL AND COMMERCIAL PROPERTY.
- EXPAND CITY WATER SERVICE EAST OF 7 HWY BETWEEN TRUMAN AND ARGO

- Fix homeless issue on Noland by Price Chopper and 40 Highway by Walmart. Utility bill increases needs correction, eliminate breed bans on dogs, make Independence a better place to live and visit.
- FIX THE BAD SIDEWALKS
- FIX THE ISSUES WITH OVER PRICING OF UTILITIES.
- FIX THE MESS YOU HAVE MADE OF I.P AND LIGHT.
- FOR RENTERS MAKE SURE LANDLORDS ARE DOING BACKGROUND CHECKS.
- for the most part I am proud of the work done by those in public office
- Get a grocery store for people on the east side.
- Get city maintenance to plow Independence Ave when it snows. All the streets around get plowed and we do not. Yet we have the most school buses coming down our street and we have hills making it difficult to get around.
- Get the city areas to be safe and not known as a drug city when you mention where you live. Elected officials need to change the city image by improving services and develop a downtown area and improve independence mall area with nicer amenities
- GETTING COPS TO PATROL MY AREA IN THE EVENING.
- Help give the police and fire departments the money they need to stay up to date. Get the homeless out of the neighborhoods/parks. They are bringing in a lot of bad things to the city. It is hurting the cities reputation.
- Help home the homeless.
- HELP LOW INCOME FOLKS MAINTAIN HOMES.
- How can the city start an enterprise like Rockwood Golf Course without having open hearings to attend? I am opposed to selling our parks to be developed into rental or owner occupied residential housing.
- I am 85 years of age and my son who is semi-retired is 66 years old. We moved here from the lake area (Camdenton) to be closer to family. We are, for the most part, quite happy - however, my son has had 4 vehicles stolen in 4 years. We have been involved in law enforcement for 50 years and the response we have from here is lacking. Thanks for the opportunity to have this survey.
- I am appalled at the misuse of tax dollars. The poor financial handling of our city's money.
- I am concerned about the increased crime, the stagnant property values, the turn over of educators and quality of school district. We will be leaving Independence in the next few years. Some of the leaders are trying to move the city forward, including our current mayor, but the city is dying a slow death. I have one of the nicest houses in Independence, but unfortunately it has barely increased in value since 2002.
- I AM VERY DISSATISFIED THAT I HAVE TO PAY FOR SEWER EVEN THOUGH MY HOUSE IS NOT CONNECTED TO CITY LINE.
- I APPLIED FRO MY VOTING WHEN WILL I GET VOTER CARD
- I could not be a city official, police, or fireman. My hat is off to all of you.
- I don't like it when people stand in the intersections to beg for money, no matter if charity or person.
- I grew up and raised my children here, but looking to move for better schools for my grandchildren.
- I HAVE BEEN TO THE CITY STREET MAINTENANCE OFFICE 4 YEARS IN A ROW TO GET OUR ALLEY PAVED NO LUCK.

- I HAVE LIVED HERE ALMOST MY WHOLE LIFE THERE ARE POLICEMEN THAT I WOULD NOT TRUST, SOMEONE ARROGRANT AND SMART ASSES
- I hope that the investment in the farmers market proves to be a good decision.
- I love it here, but utilities are outrageous. I am a single guy who works 12 hours a day and run my AC at 75. Utilities are 320 a month.
- I MOVED HERE IN FEBRUARY 2018 AND WAS STRUCK BY THE AMOUNT OF COMMERCIAL VACANCY AND BLIGHT ALONG THE MAJOR CORRIDORS. HOW DO WE ATTRACT NEW BUSINESS?
- I PLAN ON GOING TO THE CITY OF INDPENDENCE POWER ABOUT HIGHER AND HIGHER RATES
- I see new housing developments but am concerned about green space and preserving nature, trees and natural hillsides. I'm thinking particularly of the New Harmony development.
- I THINK INDEPENDENCE IS A GREAT PLACE TO LIVE WISH WE COULD GET MORE ON THE SQUARE THERE ARE GOOD RESTAURANTS.
- I THINK MOST EMPLOYEE WHETHER POLICE/FIRE/CITY EMPLOYEES HAVE A HARD JOB AND WORKS VERYHARD AND DESERVE POSITIVE ATTENTION AND APPRECIATION
- I think our city officials are spending money frivolously. I wonder if there is any thought to trying to balance the budget. To spend \$3.3 million on that farmers market was unnecessary!!
- I think the city does a great job with it's electric company and doesn't get enough credit.
- I think the mayor has a great vision and great ideas, but there is a lot of work needing done that's being overlooked. I appreciate the direction the city is going in, but we need more focus on the community and improving our reputation. More drug enforcement, recreation programs, community events, etc.
- I want to know who my city leaders are. I want to know what your role is and how your decisions affect me, my family and my neighborhood. I want you to come to my side of independence and ask what we need. Ask if we would like to be involved.
- I was excited when the trails came about, BUT am now afraid to use them. They are not kept up and are no longer family friendly. I have lived here my whole life, but am leaving permanently in 2019.
- I worked on the square for 10 years and the sidewalks went weeks unpassable due to snow. Animal waste piled up in landscape squares around trees along street.
- I WOULD LIKE MY STREET TO BE CLEANED DURING THE WINTER BECAUSE IT IS VERY DIFFICULT FOR ALL OF US WHO LIVE IN THE NEIGHBORHOOD TO GO OUT AND WORK WHEN IT'S NOT CLEAN. THANK YOU VERY MUCH FOR YOUR WORK.
- I would like to do many things, but most businesses are not wheelchair accessible. Shopping on the square is impossible for me. I cannot visit most of the historical sites, events, or City Hall meetings because the bus stops running by that time. I have no transportation to enjoy yoga in the park, or Thursday movie night.
- I WOULD LIKE TO HAVE VOTE ON CITY MARKET. SOLAR FARM AND ELECTRIC CO UPDATES THEY DO ALL THIS WITHOUT OUR KNOWLEDGE UNTIL IT'S A DONE DEAL.
- I would like to know how you plan to rectify my billing issue due to my meter being read incorrectly. I have solar panels on my home. How can you make my investment worth it?
- I would like to see more improvements in old independence neighborhoods, Fairmount area. All the businesses have gone, weeds have taken over, and the homeless from KC are too rampant

along 24hwy. Also, consider burying power lines to improve the scenery and make it more modernized.

- I would like to see the homeless persons removed from the secluded areas in the city. (Every bush and bridge) They break in properties and steal from the neighborhoods and business districts.
- I would not let my kids out past sunset. Fix this place, you focus only on East of Noland, West of Noland is bad!!
- If things do not change I will be forced to sell my home and move to a different city.
- I'm thoroughly upset and disappointed in the Santa Cali Gon festivities. You want to keep the history surrounding the Independence Square and yet you want to commercialize Santa Cali Gon with these stinky tent set up. I go to a lot of festivals and I've seen many of the vendors that you ran off when you made your decision to raise booth prices, to charge vendors for parking their vehicles, etc. Not only am I embarrassed, but angered when I hear the reasons why these people left and don't intend to return. None of this happened until the new mayor came, which does not have my vote. It was a POOR decision to run off people that are trying to provide for their families, enjoy their hoppy and offer a simple atmosphere by providing their crafts to the festivities. No one will probably read this, or their so committed to whoever changed Santa Cali Gon. Very sickened by the changes.
- I'm very happy the city has been enforcing codes. Keep it up. Quality people will continue to live here if they are not ashamed of how the city looks. Plant more flowers. The seats at the Events Center are not comfortable; otherwise, we would attend many events. Try to get rid of the drug dealers. Too much crime is creeping in and many of my friends are moving to LS and Grain Valley to get away from it. I think our police and fire department employees re very nice and represent our city well. I wish the abandoned shopping areas could be turned into green areas. They are very unsightly.
- Improve traffic flow on major streets and intersections.
- In the last couple years, not only my wife and myself but friends and neighbors are concerned about the amount of homeless people living behind the old Sam's Club at 40 Highway and Noland Road. In addition to other locations south of I-70. It has been a big concern so much my is desperately wanting to move. Friends, neighbors (and my wife) have been approached by homeless at Hy-Vee at 40 Highway, Hy-Vee Gas and other locations asking for money. I personally have been confronted for money or food. I have also noticed an increase in people at intersections asking for money. This should be a concern to the city to clean this matter up. We are beginning to feel unsafe. I do not want to move as I raised my children in this area but this area is deteriorating. I want to live in an area I can gas my car, walk from my car to inside a store without being asked by someone for money. City of Independence needs to address this matter. Thank you.
- IN WINTER WE HAVE SNOW PILLED UP IN PRICE CHOPPER LOT AND CAN'T GET THROUGH GOING NORTH ON HUB AND CAN'T GO SOUTH IN SNOW.
- Increase in electrical utility bills this year has hurt us financially.
- independence has a negative reputation, too much evidence of substance/drug use in community. I am a school teacher here, please ask for more accountability and transparency from the Superintendent. A could of positive news stories on TV do not reflect the truth
- Independence has many benefits. Stores are close by and most items are easy to find. However, the city is changing to become more and more 3rd world in regards to the maintenance of the properties and the influx of low to no income individuals with a culture of degeneracy and

incivility. If Independence wants to thrive in the future, it will need to rid the city of those issues, or else I see it risking the safety of its investing and tax paying residents.

- INDEPENDENCE IS STILL OF A SIZE WHERE THINGS CAN BE PRO-ACTIVELY MANAGED.
- Independence police used to not be very nice - they have demonstrated a better/nicer public image lately in dealing with people. Good job.
- Is there anything we can do to get more of the businesses that occupy the city to be businesses of the city, instead of our tax dollars going to help Blue Springs keep getting better and better while we struggle along?
- I've seen a stray pig walking up our street.
- Join the neighborhood watch program.
- Keep electrical utilities moderate. Eliminate more minerals from drinking water.
- "Keep giving to the Schools extracurricular activities it brings civic pride. Amazing how a good football team goes along way!
- Hold fiscal accountability to all departments of our GREAT city!"
- Kudos to our city planning commission for helping keep reasonable controls over business development. We need to reduce the number of homes being rented and promote home ownership instead of rental.
- Legalize marijuana
- Love our mayor, she is on top of everything.
- Love the solar initiative. Would also like to feel the love in Fort not just ISD.
- Love to see the City get a handle on the Electric Bill issue. Yes it was a hot summer, but it did get a bit out of hand.
- Lower taxes, property taxes.
- MAGA
- Maintain right-of-ways - trees and tall weeds blocking view around corners and intersections. Thank you.
- MAYOR AND CITY COUNCIL ONLY VISIT WHEN IT IS ELECTION TIME. SAD
- More help for the ISD sports. Highschool sports bring out pride.
- More patrols to apartment complexes for safety, too many druggies coming here and getting into places for older people. Do not feel safe, and have witnessed harassment of people that are homeless. Try to do more to help the homeless.
- MORE POLICE PATROL
- More police patrol.
- MORE POLICE PRESENCE IN SHOPPING AREAS. MY DAUGHTER AND GRANDAUGHTER HAVE BEEN STALKED IN WALMART. MADE THEM VERY UNCOMFORTABLE.
- More sidewalks and sidewalks maintained by the city in residential areas so residents can walk for fitness. The Jackson County Sheriffs Dept. should not be patrolling Independence and issuing tickets for minor offenses i.e. unknown brake light out, etc. (Fine \$165) Some police officers are rude, disrespectful, and abrupt.
- MOVING TOO FAST WITH ELECTRIC UTILITIES, MORE INFO ON SOLAR ENERGY BEFORE INVESTING TOO HEAVILY. KEEP COAL FIRED GENERATORS IN GOOD CONDITION.
- Mow more often on the shoulder of streets.
- My electric bill went up this year. Allow Google fiber here.

- My neighbor has continued to build decks, enclose patio, retaining wall storage attached to garage without 1 permit. I have gone to the website and turned it in and nothing, he has built over property line requirement and the city has done nothing!
- My street is a race track/drag strip when Unilever shift ends. It is a miracle no children have been killed. Judging by the way our neighborhood is policed it looks like it may take a dead child or two before you do something.
- "My wife was talking with a neighbor and was told of some storm drainage work that might be happening. I am concerned that that work might cause my home to flood more often and would like to talk to some one about it before the work starts. The problem is that the storm drains overflow and the water flows between my house and the house to the west. It also comes in my garage and has been about one foot high on the outside of my garage doors.
- Need a couple more speed signs along Susquehanna and police radar.
- NEED MORE POLICE OFFICERS. PAN HANDLING NEEDS TO BE ENFORCED AND PANHANDLERS REMOVED.
- Need to decrease electric cost my and many others electric bill went up 2 to 3 times what it was. Make people can't afford to live
- NEED TO STOP THE HIGH SPEED PURSUIT POLICY.
- No new commercial buildings, fill what we already have. Too much is sitting empty.
- NOISE ENFORCEMENT OF CARS WITH BOOM BOX RADIOS
- Northeast Independence is unable to watch City 7 as Comcast does not service our area.
- ONLY LIVED HERE FOR 6 MONTHS
- Our apartment area needs more police patrolling our neighborhood. We have a lot of expired tags, drugs, and parties. Non-handicap drivers parking in handicap lanes.
- OUR NIECES AND NEPHEWS LOVE THE SPLASH PARK
- Our utilities are not fair, many of our families can not pay them. Hard for seniors to afford.
- OVER THE YEARS I'VE SEEN MY ELECTRIC AND WATER BILL INCREASE SLOWLY EACH MONTH FROM \$125 TO \$260 ON THE LEVEL PAYMENT PLAN. WE ARE USING LESS, POWER BUT PRICE KEEPS ON INCREASING
- Overall consider city excellent.
- OVERALL I LOVE MY INDEPENDENCE
- PANHANDLING AND LOITERING OUT OF CONTROL ON 24 HWY NEAR 435  
ELECTRIC WAY TOO HIGH, REMEMBER ITS HARD ON THE POOR WHY IT COMES  
TO CODE ENFORCEMENT STAY OUT OF OUR RENTAL HOMES
- PARKED CARS ON BOTH SIDES OF STREET IN RESIDENTIAL AREAS, THAT LEACE  
ONE LANE IS BECOMMING A PROBLEM
- PEOPLE ASK ME IF I FEEL SAFE LIVING HERE. I DO FEEL SAFE MOST OF THE TIME,  
BUT IT IS GETTING WORSE
- PEOPLE WALKING AROUND WITH BAGS AND NO TEETH LOOKING LIKE DRUG  
ADDICTS IS NOT ATTRACTIVE.
- Permanently fix potholes, don't just patch them.
- PLEASE CLEAN ALL THE TRASH LINING OUR STREETS MAKE INDEPENDENCE  
LOOK LIKE THE GHETTO. NOT PROUD OF A TRASHY CITY. PUT SOME OF THE LOW  
RISK OFFENDERS IN JAIL TO CLEAN OUR STREETS FROM ALL THE TRASH.
- Please clean up the dirty neighborhoods.
- Please concentrate on our police department! They need guidance!

- Please continue with "Safe KC," the crime here is moving closer to home and I feel like we have already lost the west side of Independence. I will not go on that side of town if I don't have to. I want better for my kids. Also, awesome job on spending money on redoing our schools. They are looking great!
- Please enforce city codes and clean up some of these damn neighborhoods where they've got trash and cars sitting everywhere.. and grow grass as high as your knees.. and junk sitting everywhere.. and as you know there are a ton of homes like that and that the people are just lazy... Please clean up our City neighborhoods...
- Please enforce city ordinances i.e. cars parked in yards, mowing, property maintenance.
- Please enforce the vehicle noise ordinance and speeding on side streets. Thumping cars are getting out of hand. Cannot enjoy a quiet day anywhere in Independence.
- Please get control of the electric bill! We can't keep up with the rate increases, fixed income.
- Please initiate a campaign to get people on the city e-newsletters.
- PLEASE LOWER MY ELECTRIC BILL BEEN BVERY HIGH PAST 4 MONTHS
- PLEASE SIGN PETITION TO HAVE MISSOURI ATTORNY GENERAL TO INVESTIGATE UTILITY.
- POLICE SHOULD FOLLOW UP ON EVERY BREAK INS AND THEFT.
- poor leadership from city manager and his office, rental ready program is a disaster unfair to landlords because hoe owners properties are sometimes worse than rentals, what value is the program
- Power and light meter readers make too much money.
- Provide better info to citizens. Asked for info on how to comply with Draconian zoning code and only get an answer of "I Don't know". I hate my yard now because I am constantly reminded of what I cannot do. We should work as a team.
- Provide the citizens with a true answer as to why our utility and water rates have gone up, blaming the heat is ridiculous. Most of our Bill's have tripled on the last 4 months. I shouldn't have to choose between feeding my family and keeping my utilities on.
- Put a better effort back into the people from the appointed leadership provided by the people..
- QUIT OVERCHARGING ON UTILITY BILLS
- Raising of the utility bills have put families in a rough spot.
- Reconsider pit bull ban, make it a dangerous dog ordinance. Change school administration at Truman. They only care about certain kids and act as if they are entitled. Too bad if you are not one of the special families. I have wanted to leave Independence because of the schools. Utility cost is high.
- Recycling center
- Reduce crime!
- Regarding police investigation: I had the name, work location (in Independence), date, and company from which a person used my credit card to order a \$1,100 computer. The company was prepared to give the shipping address to police. It was a perfect opportunity to convict the their of fraud. BUT the police did ABSOLUTELY NOTHING!!!
- REITERATE ENFORCED LAWS AND CODES. WE HAVE A GOOD SET OF CODES AND ORDINANCES AND IF THEY WERE ENFORCED. MANY OF THE ISSUES HERE WOULD BE RESOLVED.
- RESIDENTS NEED MORE INFORMATION ON BOARDS AND COMMISSIONS IN INDEPENDENCE THEY NEED TO KNOW THERE ARE OPPORTUNITIES AVAILABLE.
- School bullying needs addressed.

- Sex trafficking and methamphetamine users are becoming a serious problem in the city of Independence. Also need more homeless shelters, too many people sleeping out on streets. Homeless shelters with long term help.
- Slow down big rigs on I-70 within city limits.
- Slow our police down. They drive way too fast on our streets.
- Snow removal does not happen in a timely manner, if at all. It is a dead end with only one way in or out. Have complained for years!
- Something has to be done about the electric bills, it is crazy when your electric bill is higher than your rent.
- Spend money on what we need fixed, not upgrade certain areas that do not need it. Help homeowners with tree trimming.
- Spire is not a company that can be contacted. I have been on hold for three hours trying to change my address. City storm water drains need better maintenance. Yard gets 27 inches of water because the drain is not the right size. Drug use problem with neighbor dealing.
- START GETTING CARS WITH BAD EXPIRED TEMPORARY PLATES/TAGS GIVE THEM TICKETS.
- Still very unhappy with the extreme rate hike of the utilities this summer.....can not remain here at this rate....
- STOP NEW RETAIL BUILDINGS BUILT WITH TAX BREAKS. WE HAVE TOO MUCH EMPTY RETAIL ALREADY.
- Stop putting in restaurants and shops near the mall. People are not going out there for the dining.
- Stop putting the homeless in jail.
- STOP SAYING THAT SPENDING OF IPL DOESN'T AFFECT THE ELECTRICITY COST. IT IS INSULTING. GET A BUDGET QUIT LETTING IPL HAVE AN OPEN CHECKBOOK AND CUT EXPENSES AT IPL.
- Stop the panhandlers from begging for money. Most are not homeless, just lazy.
- Stop wasting City money! Control the drugs!
- Stricter city codes for trash, grass length, debris and inoperable cars.
- STRONGLY DISAGREE WITH DISMANTLING OF HEALTH DEPT.
- Tackle our insane police corruption. City codes should be equally enforced, not complaint based. Our city codes are too strict.
- TELL THE MAYOR TO SPEAK UP DURING MEETINGS SO EVERYONE CAN HEAR HER BEYOND THE 1ST ROW. STOP WASTING MONEY ON TRIPS.
- THANK YOU FOR CLEANING UP 24 HWY EAST OF CORRIDOR, LOOKS SO MUCH BETTER, MAYBE YOU COULD TACKLE TRUMAN RD IN FUTURE
- THANK YOU FOR FIXING THE BRIDGES AND PLOWING OUR STREET WHICH IS WHAT I ASKED FOR ON THE LAST SURVEY.
- Thank you for taking care of the city! We love it here, just wish it felt safer at night around our neighborhood. A lot of younger people always arguing at night, and this year we've woken up to police and caution tape quite a few times.
- Thank you for the 5K every Spring! The homeless beggars are a big problem! Please address this. That is what makes it scary to go out at night. The problem is growing.
- Thank you, I frequently call the city about concerns and do eventually get results.
- The change over to the new utility system has been a huge problem for my family this summer with the bill.

- The city always gets something done when we complain about a neighbors property or non licensed autos. The neighbors do something to get things passed than they go back to doing it again. There needs to be a follow up of some kind to keep catching them doing this. There is a car on the street behind us, when I complain they air up the tires and put somebodys license plate on it and it gets passed. It still sets there year after year with flat tires and no plates.
- The city needs better paying jobs to raise the standards of living, and to put more money back into education.
- The City of Independence utility billing is ripping EVERYONE off. Nobody can afford \$400-\$500 per month, especially when they're not using that much! Thank you.
- the city scape is sometimes late
- The City should not own an electric generating facility.
- The city's promises about Noland are a joke. The RLDS church has too much control over east Independence development. The towns around us are growing and we are standing still. There should be companies and developers fighting to come here. We have great schools and an eager work force.
- THE CODE ENFORCEMENT IS TERRIBLE. THE NEIGHBOR IS COVERING HIS YARD IN BRUSH CHIPPINGS FROM THE CITY AND THE CODE DEPT. SAYS THERE IS NO CODE WITH WHAT YOU COVER YOUR YARD WITH.
- The electric company needs an extensive audit completed to find out why there is a huge difference in utility bills from one month to the next. Also what all the extra service charges are for.
- THE FARMERS MARKET WAS A GREAT IDEA I STILL QUESTION WHY IT WAS SO MUCH MONEY SHOULD HAVE TAKEN MORE BIDS ON IT AND NOT SPENT SO MUCH. I AM WAITING TO SEE WHAT THE FEES WILL BE FOR THE 2019 VENDORS THEY ARE ALL LOW INCOME STRUGGLING FARMERS TOO...SO LETS SEE HOW EMPTY THAT PLACE IS NEXT YEAR.
- THE HOMELESS PEOPLE AND ALL THEIR TRASH.
- The homeless population appears to have greatly increased in the last couple of years. These people roam the streets, residential and main thoroughfares. There's prostitution, drug trafficking and theft. I don't know how a city can fix that. I'm the type of citizen you want to keep and unfortunately, between the homeless and meth heads, I seriously want to move.
- The homeless, loitering in the neighborhoods, people walking around at all hours of the night, taking things from private properties need to be seriously addressed.
- "The Independence Police Department and School District are one of, if not THE best I've ever known.
- City Utilities has something wrong going on. I don't believe bills were double and triple amounts from years past due to the heat. Our family made many changes to our lifestyle to compensate for the heat, including turning our A/C completely off for 2 full weeks in July, yet our bill increased. Not possible. "
- The issue of speeding on residential streets, and people continuously throwing trash in my yard. In addition to this being an announce, it also appears that the individuals throwing their trash have probably just consumed the contents, which is often alcohol. From bottles and cans of beer to small liquor bottles.
- THE LONG LINES AT UTILITIES AS WELL AS ISSUES NOT GETTING A HOLD OF CUSTOMER SERVICE.

- THE METHOD IN WHICH THE CITY ENFORCES CODES DEPENDS ON NEIGHBORS COMPLAINING ABOUT NEIGHBORS OR CITIZENS COMPLAINTS.
- The number of homeless people of all ages has increased greatly in the city of Independence and surrounding areas. With this increase comes an increase of stolen vehicles, break ins, drug use
- The sidewalks are so uneven and unmaintained that they are not use able in the blue mills development
- The speeding on Blue Ridge Boulevard is getting out of hand. I have made several requests for radar, but have yet to see it.
- "The Spire gas company treated the residents in east Independence bad. Between digging the road up numerous times to parking in road or on grass they made getting around difficult. They repaired the road twice, don't know what that was all about. Not a very good job also.
- Multiple road construction jobs on major roads not making driving very easy, which probably not cities fault. But, it could be worse we could be living in Nairobi where they don't take care of roads at all."
- The square and Truman Library always look great!
- The storm drain behind my house has caused a lot of wash out on my property.
- The street in front of my driveway if very bumpy.
- The switch over to the new utility billing system was extremely poor timing. It was done at the highest turnover of rentals and highest electricity usage. What a terrible disservice to your employees. The city manager or decision maker should be reprimanded. The number of problems I hear of continues even several months later.
- The utility company is charging insane prices.
- The vagrants that collect at the highway 40 bridge cause an environmental emergency due to all the trash left by them. With unemployment at a record low, it makes no sense that there are so many vagrants. Just for the record, my mom was homeless as a child. Her father traveled many states until he found work to provide for his family.
- THERE ARE SIDEWALKS THAT NEED TO BE FIXED IN FRONT OF 1025 FULLER STREET.
- There is confusion about which highways that the city maintains. I called MODOT about a deer on 78 highway. They said call the city, who said call MODOT. I gave up. It takes forever to get ill maintained property taken care of. This needs to be streamlined. Animal control needs to have weekend hours.
- THEY NEED TO DEAL WITH THE HOMELESS AND THEIR PROBLEMS.
- This is by far, the BEST place to live!!
- To answer the questions in this survey it took time and thought. I appreciate the city making this effort for public input.
- Too many homeless here, and apartment complexes not being taken care of.
- Too many houses for rent, low rent equals kids and gangs move in the area. Music too loud and kids wandering the neighborhood at all hours.
- TOO MANY OVERLAPPING PROGRAMS TO HELP PEOPLE WHEN THERE IS ALREADY A STATE OR NATIONAL PROGRAM DOING THE SAME THING.
- Too much money was wasted on the new vegetable market. The condos at Liberty and Truman are not going to sell and should not have been built.
- Trash pick up
- TRY TO STOP SOME OF THE TROUBLE SPOTS ON 23RD ST

- Unfortunately Independence has a major problem with crime. I appreciate our police but I believe they are overwhelmed. It's a beautiful and historic city and it stinks to see how much criminal activity there is. I've had family in Independence since the late 1940's and we will be moving east to escape the crime.
- USE A STREET SWEEPER ON THE STREETS, LITTLE BLUE PARKWAY LOOKS TERRIBLE. THE SQUARE AREA LOOKS GREAT BUT THE REST OF INDEPENDENCE LOOKS LIKE A DUMP
- Utilities are almost unaffordable. One month \$490.
- Utilities are too high , solar farm was not done with input from the public and totally unnecessary! Independence schools are not even comparable with surrounding districts and have been going downhill steadily for several years, it's not good to have to pay \$50 to bring a stray animal to the shelter.
- UTILITY BILLS INCREASED DRASTICALLY WITHOUT WARNING.
- UTILITY BILLS SEEMED TO HAVE DOUBLED THIS YEAR.
- UTILITY SPIKE HAS CAUSED FINANCIAL BURDENS ON FAMILIES. CITY DOES NOT MOW ENOUGH TO KEEP STREET SIGNS VISIBLE CAUSING UNNECESSARY ACCIDENTS.
- Very concerned about the youth shooting BB guns at my home. Our house has also been egged by them. We do not know who is doing it, but would like additional police patrol in our neighborhood.
- VERY PLEASED WITH SOUTH WEST INDEPENDENCE GREAT CITY TO LIVE IN.
- Very unhappy with current pricing structure for utilities in Independence.
- Visibility at parks to reduce homeless/vagrant population. Clean up overgrowth. Quit focusing on code violations. Too many people on the council from Eastern Independence.
- Watch out for crime coming from Kansas City
- WATER AND ELECTRIC CHARGES OVER THE TOP ALSO GAS BILLS.
- We appreciate the curbs and sidewalks development city-wide. (and lighting) We like the Nextdoor information provided with community news.
- We are thinking of moving due to crime and homeless population, nothing is being done about the renters bringing drugs and crime into the neighborhood.
- We are very disappointed by the lack of transparency regarding sudden drastic increase in utilities, as well as huge losses economically due to the solar farm project. Reluctant posts on Facebook do not adequately address the issue.
- We do not appreciate the city's many regulations on citizens that are imposing on us and just trying to get more of what little money we have and have no way of making more.
- we have a very good police force but communication between public has to change but sometimes I've 5 others have seen and heard other communities want to copy us and we should do the same. we must work hard with our public, thank you for listening
- We have had a few issues when we needed the police to respond right away and the wait was over 5 hours. We also need an additional park like Santa Fe with baseball and tennis courts.
- WE LOVE INDEPENDENCE BUT WORRY ABOUT SPENDING OUR CHILD TO SOME OF THE SCHOOLS.
- WE LOVE INDEPENDENCE, WE NEED TO HELP INDEPENDENCE CENTER STAY OPEN
- WE LOVE IT HERE.

- We moved to Independence because of the abundance of parochial education in the area. Since that time, the majority of the schools have closed due to declining enrollment. For the city to grow and thrive, young professionals need to be enticed to locate here.
- When accidents happen on I-70 and traffic is detoured, have police assist to speed up detour traffic. This would enhance our Cities image as most people impacted by detours are not residents.
- When I call the city with an issue, they always respond within 48 hours.
- WHENEVER I HAVE CALLED CITY OFFICE, IT TAKES SEVERAL CALLS TO GET A RESPONSE.
- WHY ALLOW 4 PETS IN CITY IF YOU DON'T CLEEAN UP AFTER YOUR PETS AND THEYA RE HIGH THE SMELL IF AWFUL LIKE FARM YARD, 4 DOGS TO CATS
- Why does one part of town get a lot of attention?
- Why has my electric bill gone up? it is outrageous.
- Why has my utility bill spiked with all of the upgrades that have been installed for energy?
- Why is it so expensive to be a part of the chamber of commerce? Why is one person or a few people allowed to derail santacaligone?
- WISH THERE WERE A FEW MORE PLACES FOR THE KIDS TO PLAY
- Wish we could be competitive with other cities, as far as our schools and people wanting to live her because of our schools.
- Would be nice to have all residential streets cleared of snow before the snow is all packed down. There is a street in my neighborhood that never gets plowed until its too late. All of the streets around it get plowed.
- Would like to see no more section 8 housing. Also would like to see the landlords take better care of their property
- Yes, I am very disappointed in the response the city has been to my lawn repair since a water main break in my yard. I have been trying to be patient, but it have been 6 weeks now and with fall here now, I have little faith that it will be fixed this year.

***Appendix C:***  
***GIS Mapping***

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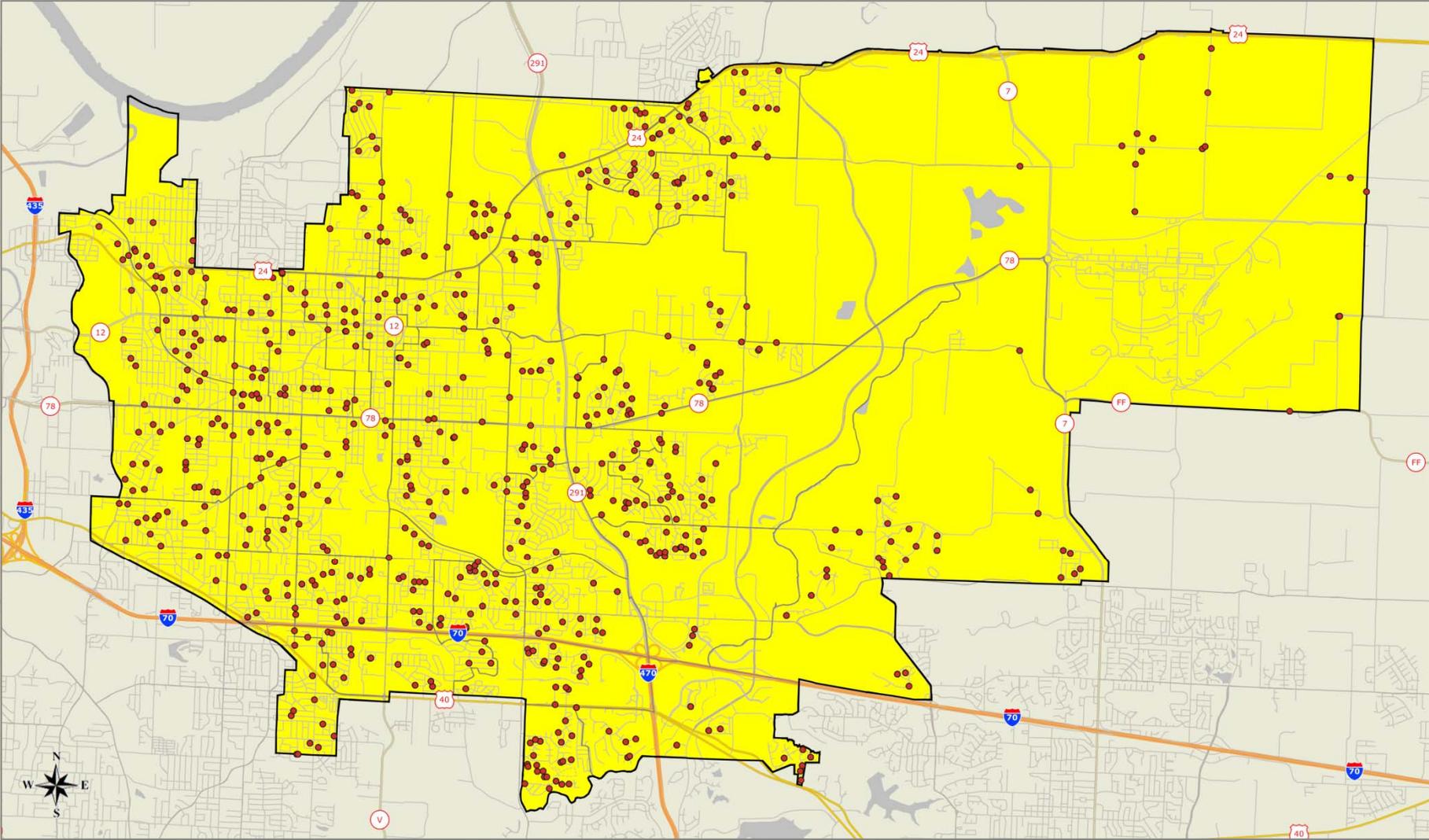
## Interpreting the Maps

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:

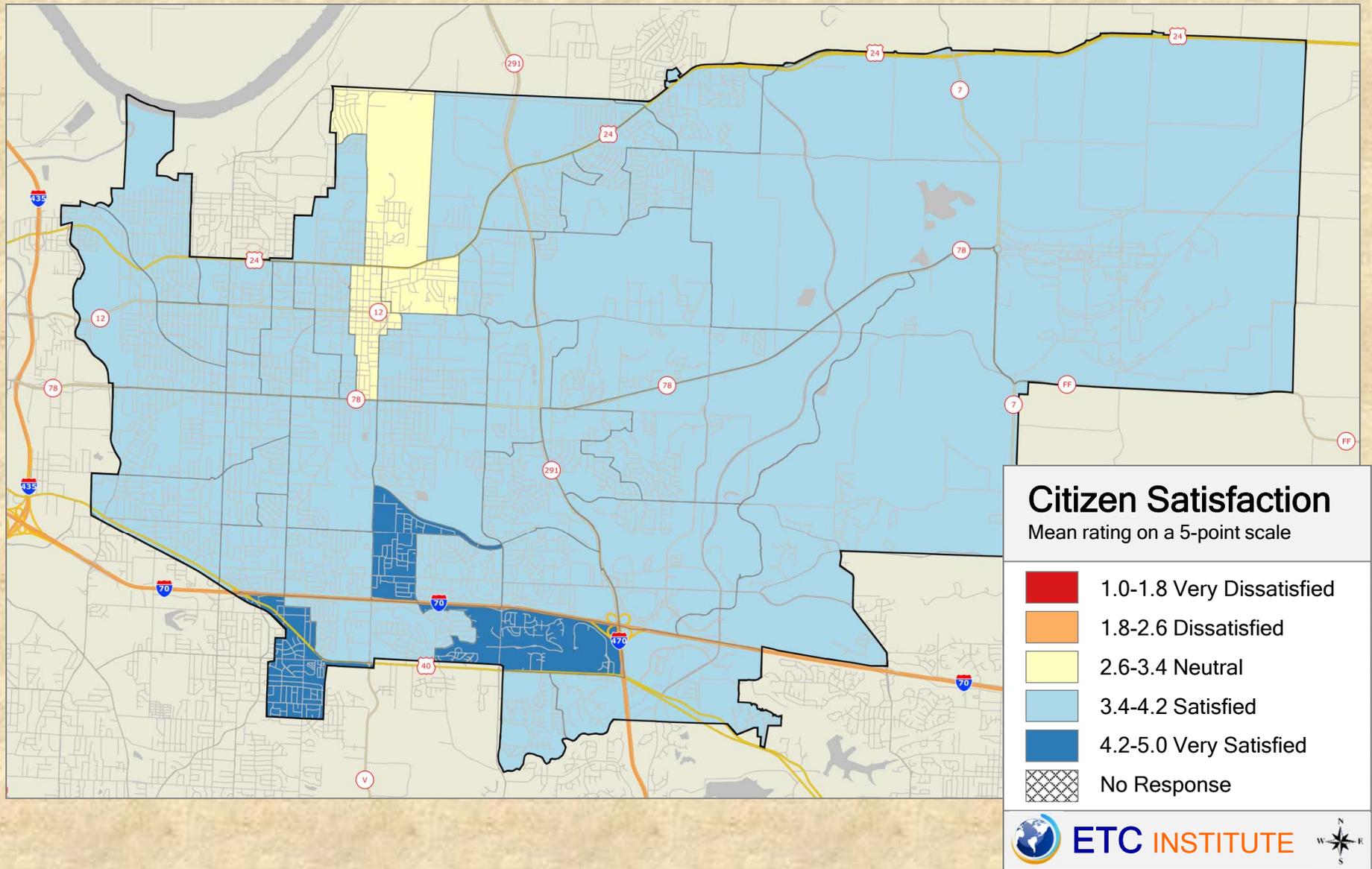
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the 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.”

# Location of Survey Respondents



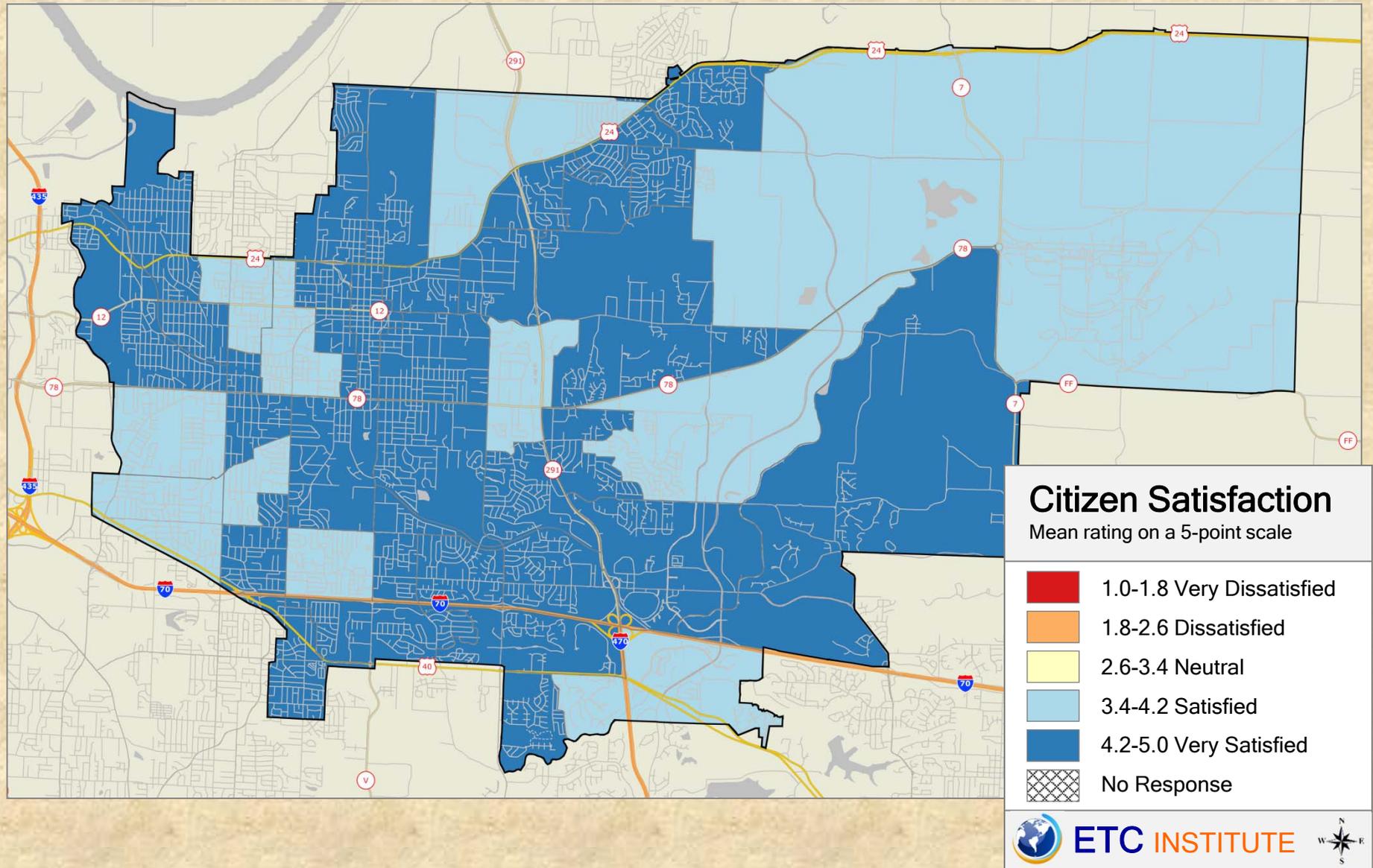
## 2018 City of Independence Citizen Survey

# Q1-01 Level of Satisfaction with: Police Services



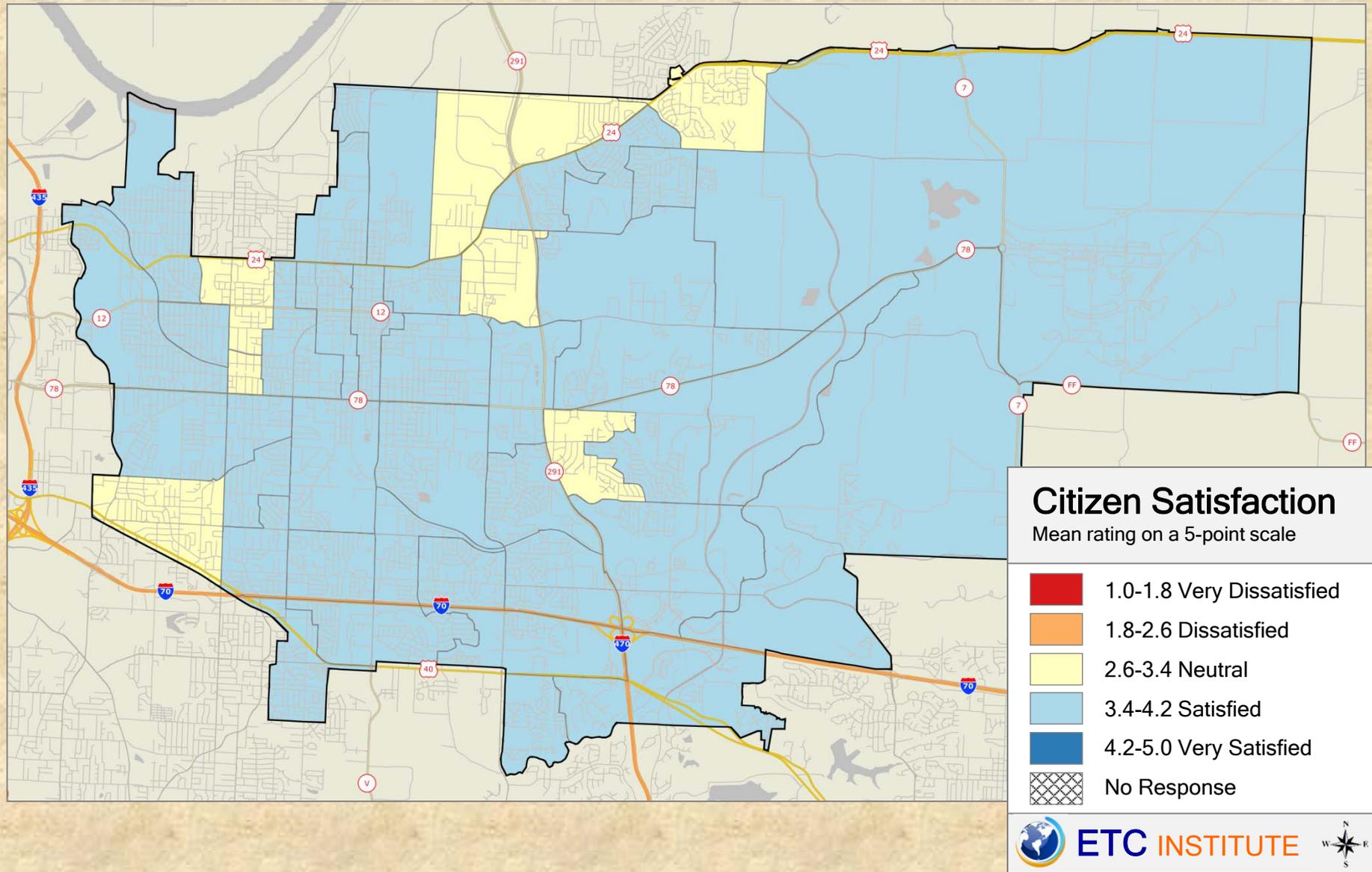
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q1-02 Level of Satisfaction with: Fire services



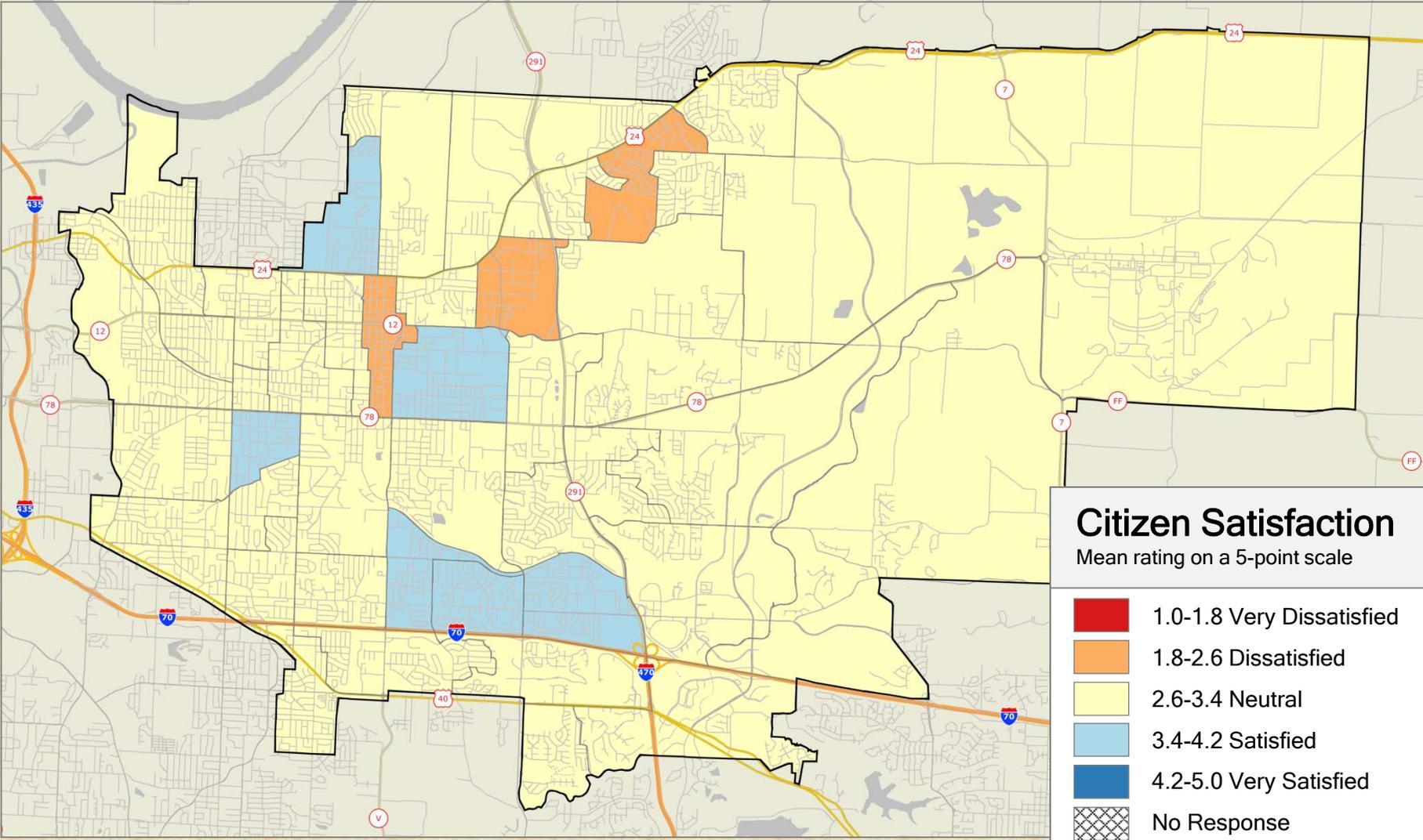
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q1-03 Level of Satisfaction with: City parks/recreation programs/facilities



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

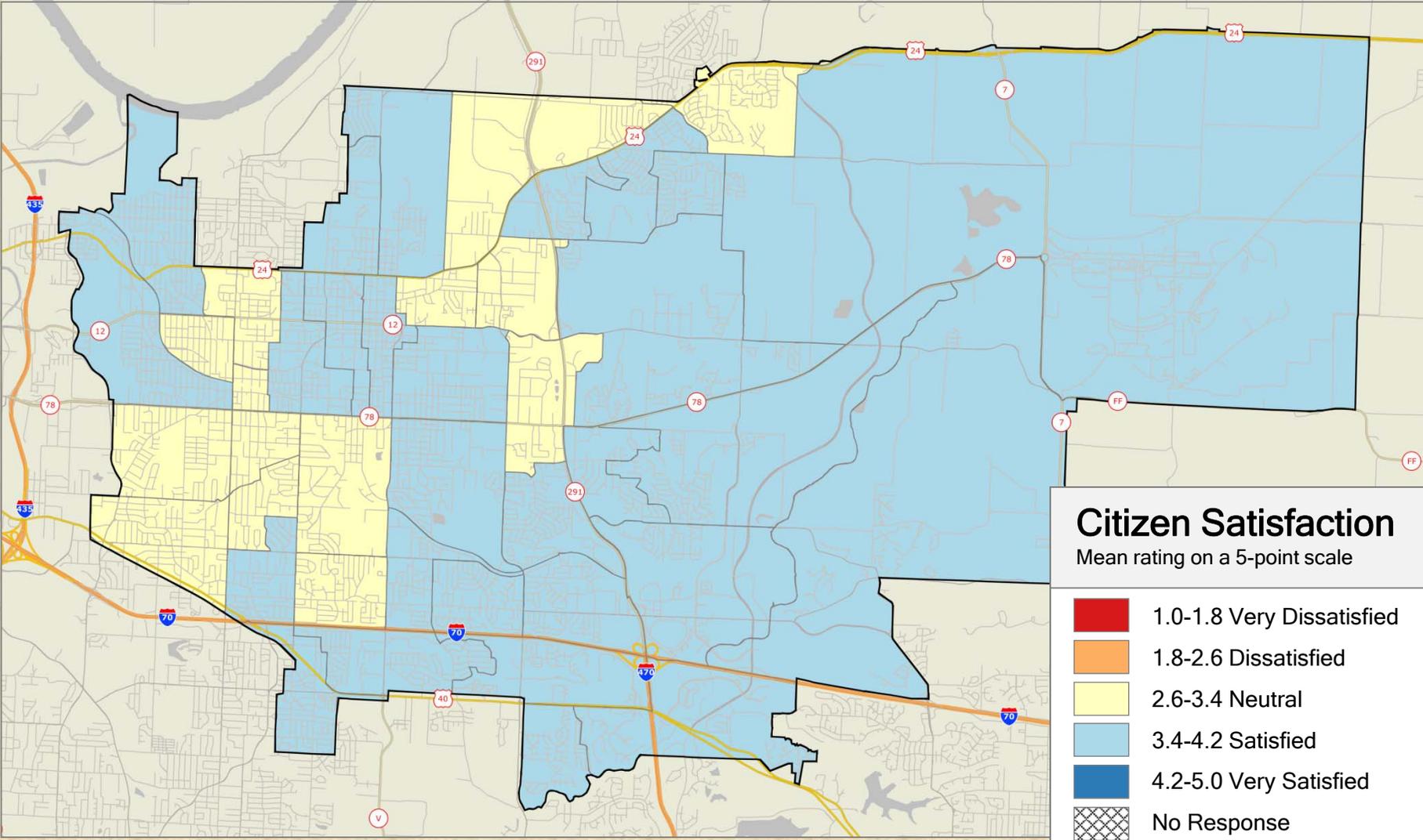
# Q1-04 Level of Satisfaction with: Maintenance of city streets



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

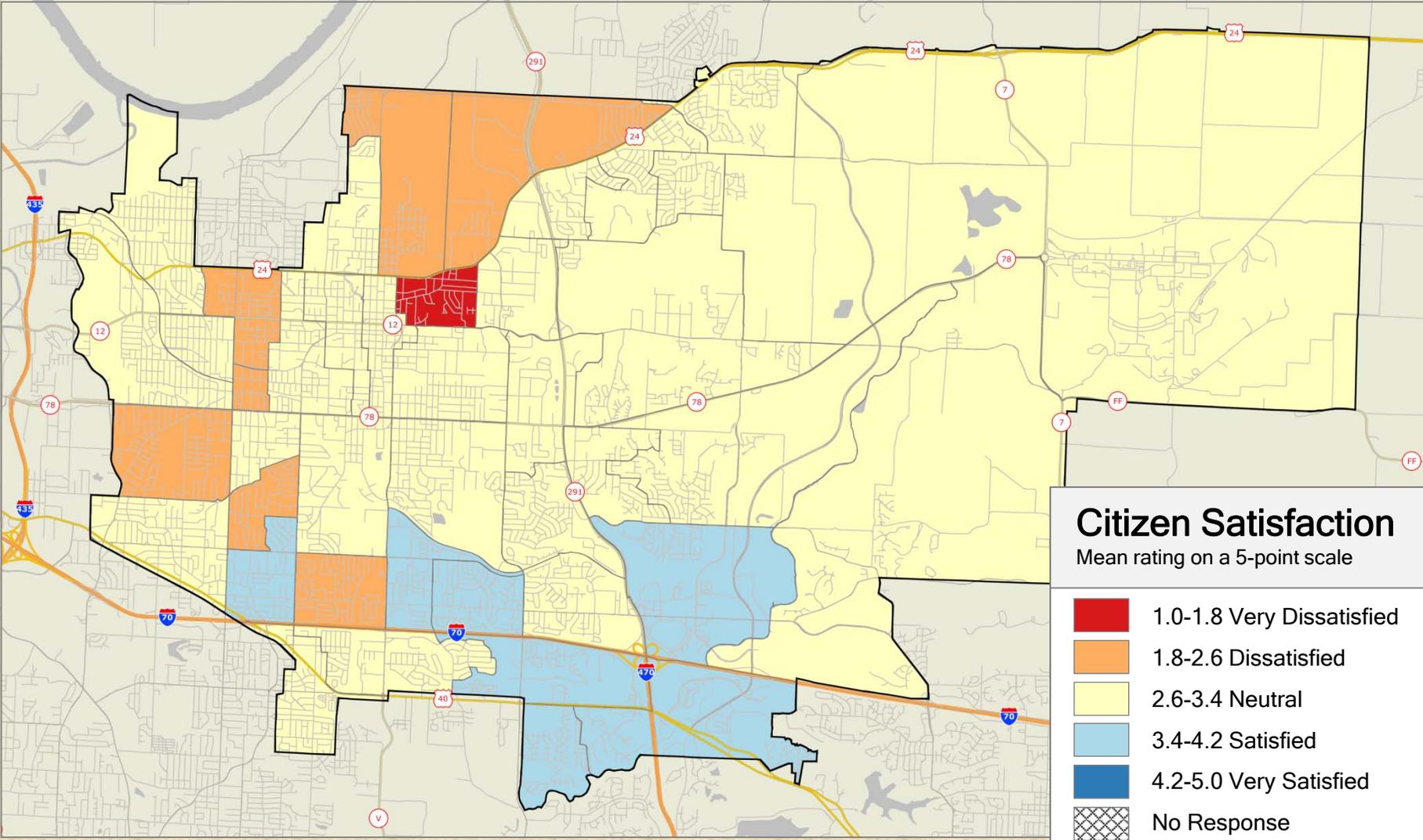


# Q1-05 Level of Satisfaction with: City water and sanitary sewer utilities



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

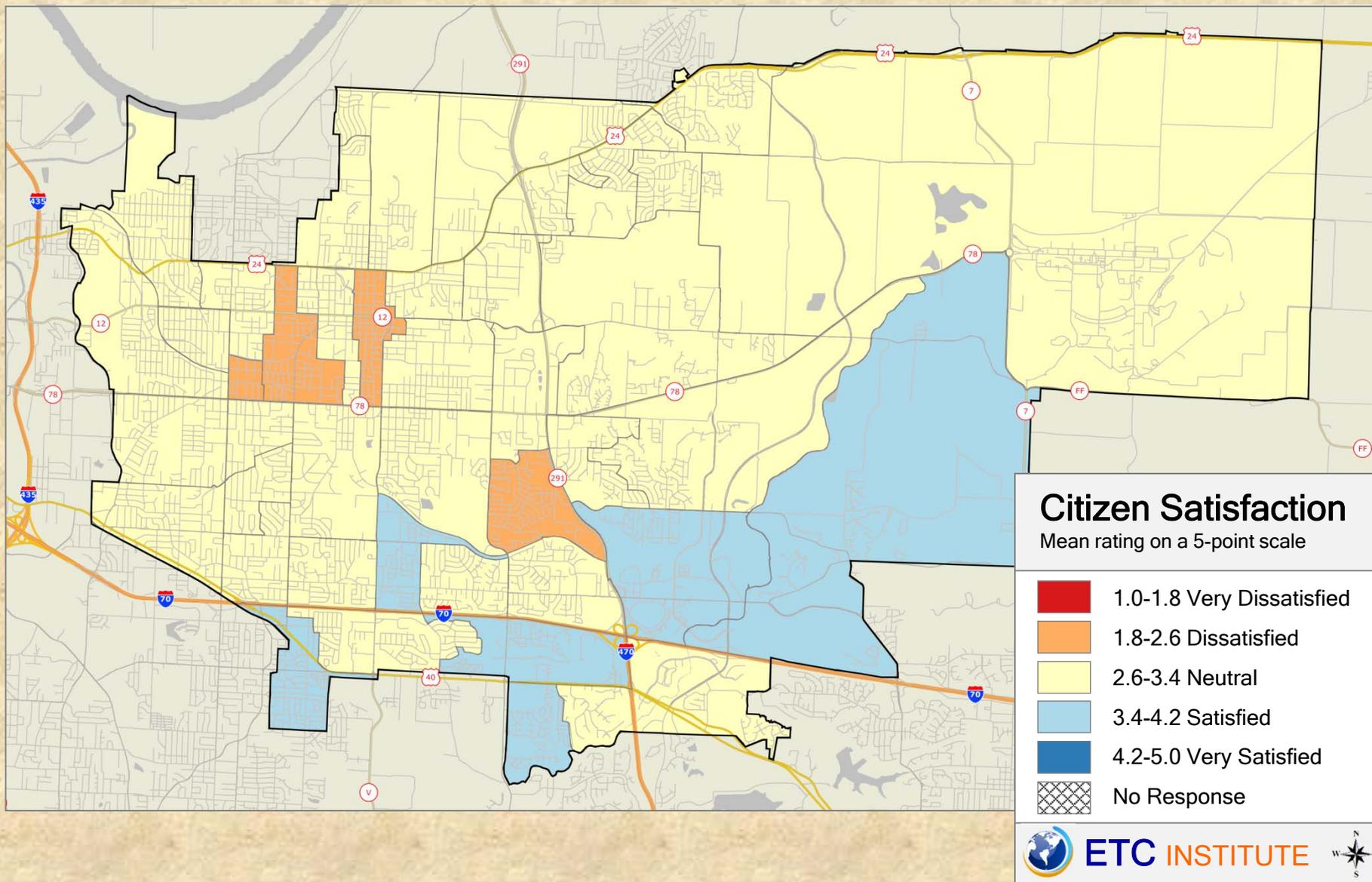
# Q1-06 Level of Satisfaction with: City's electric utilities



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)



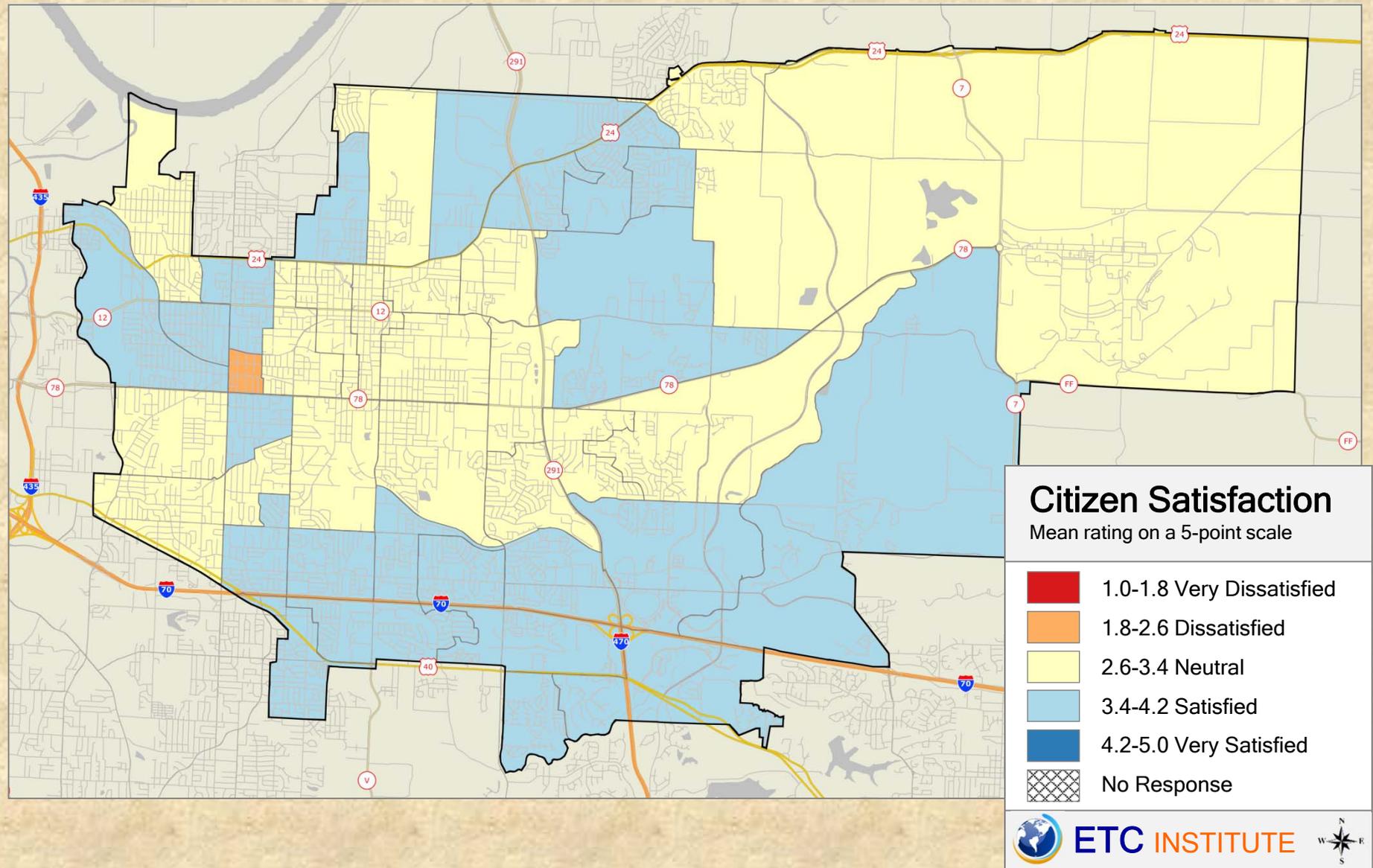
# Q1-07 Level of Satisfaction with: Enforcement of city codes and ordinances



## 2018 City of Independence Citizen Survey

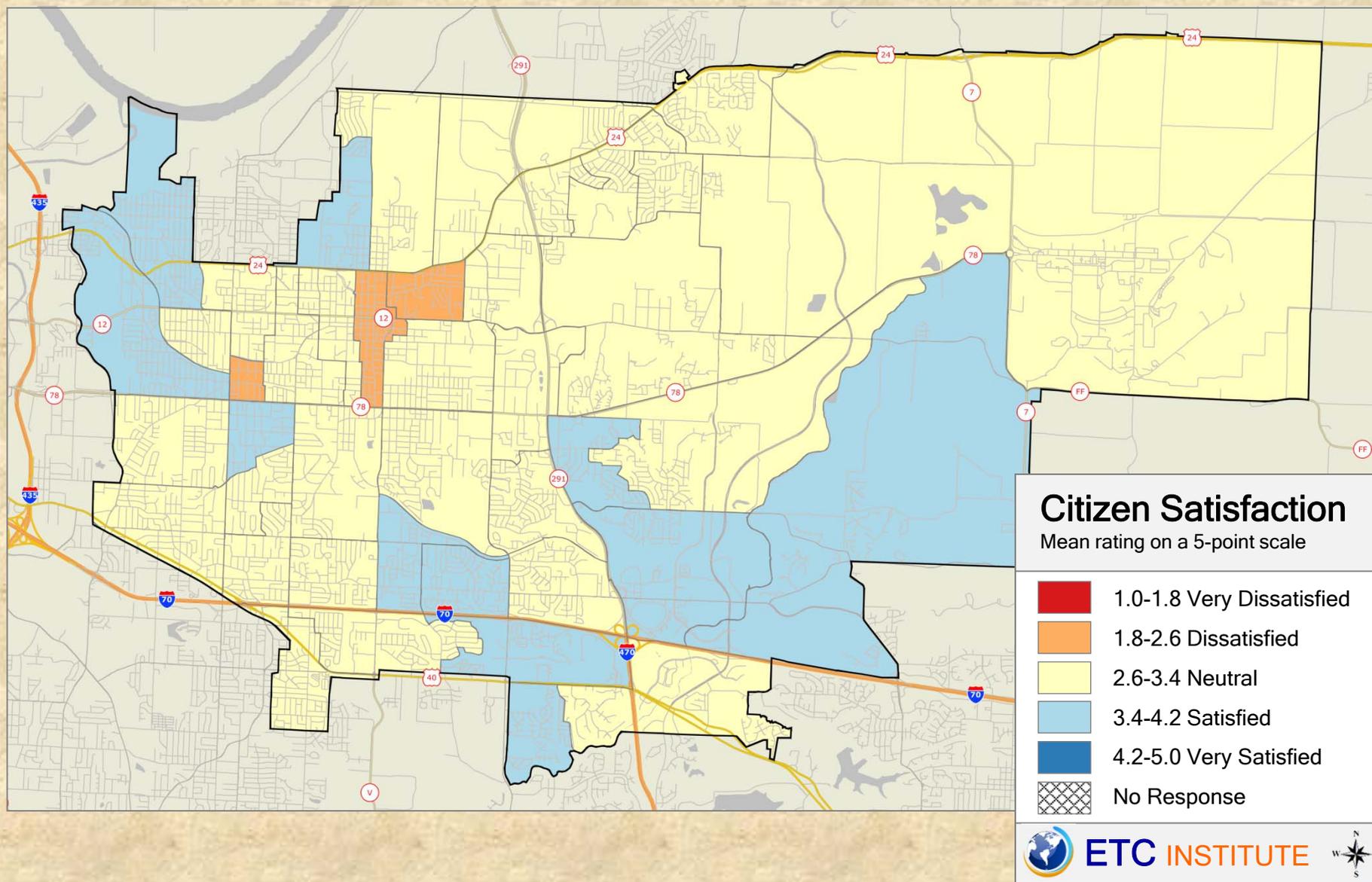
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q1-08 Level of Satisfaction with: Customer service received from city employees



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

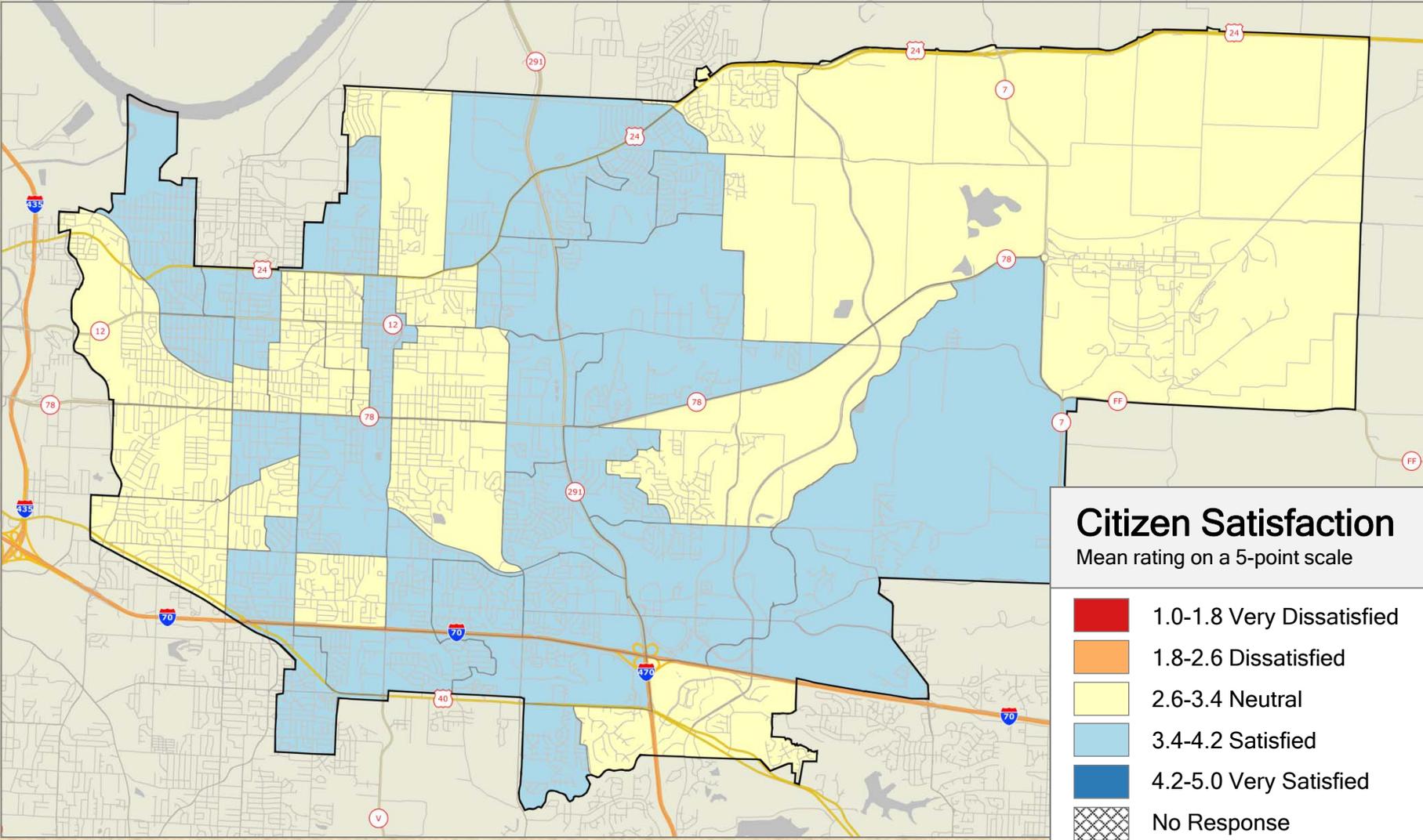
# Q1-09 Level of Satisfaction with: Effectiveness of city communication with the public



## 2018 City of Independence Citizen Survey

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

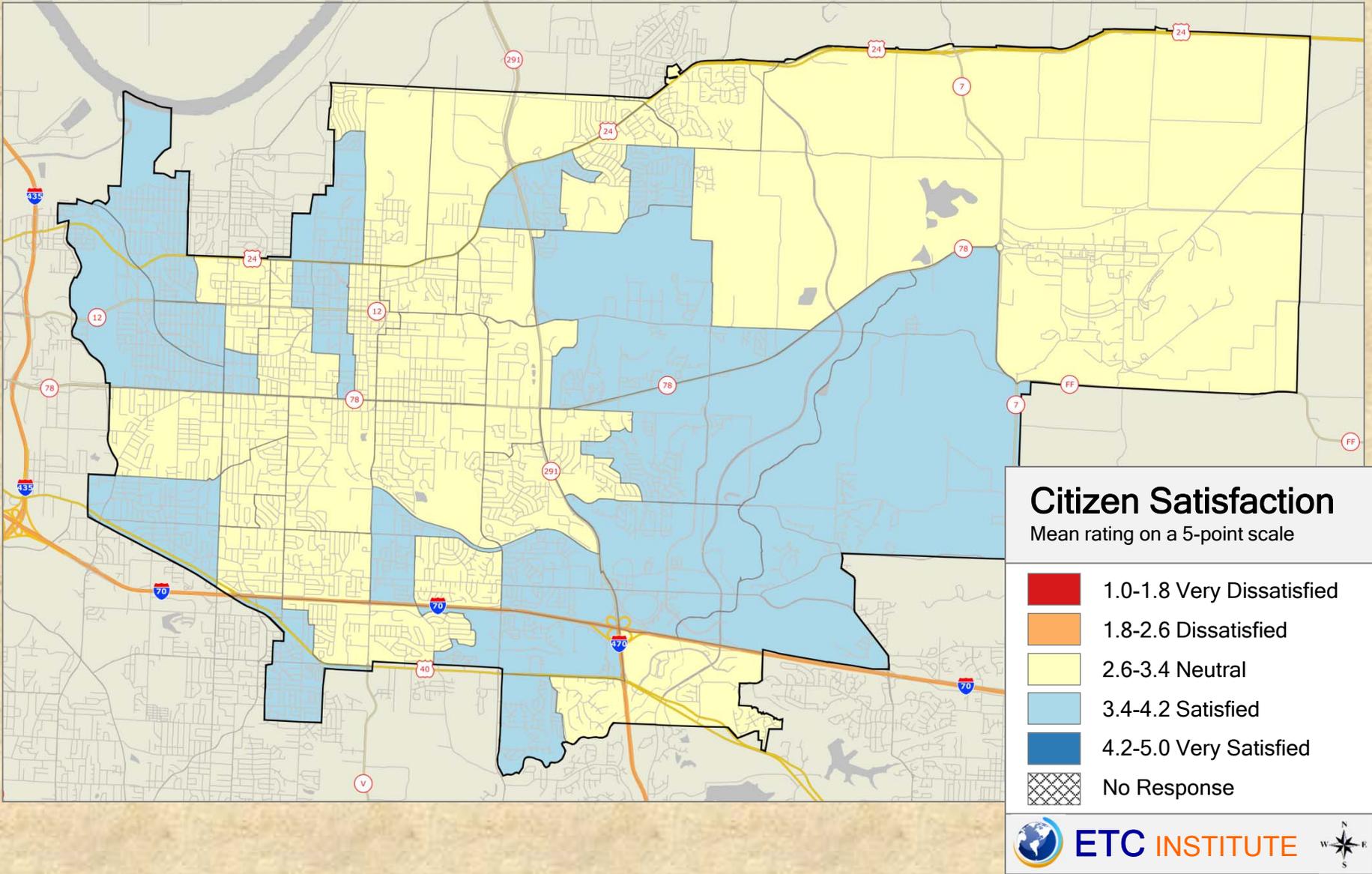
# Q1-10 Level of Satisfaction with: City's storm water management system



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

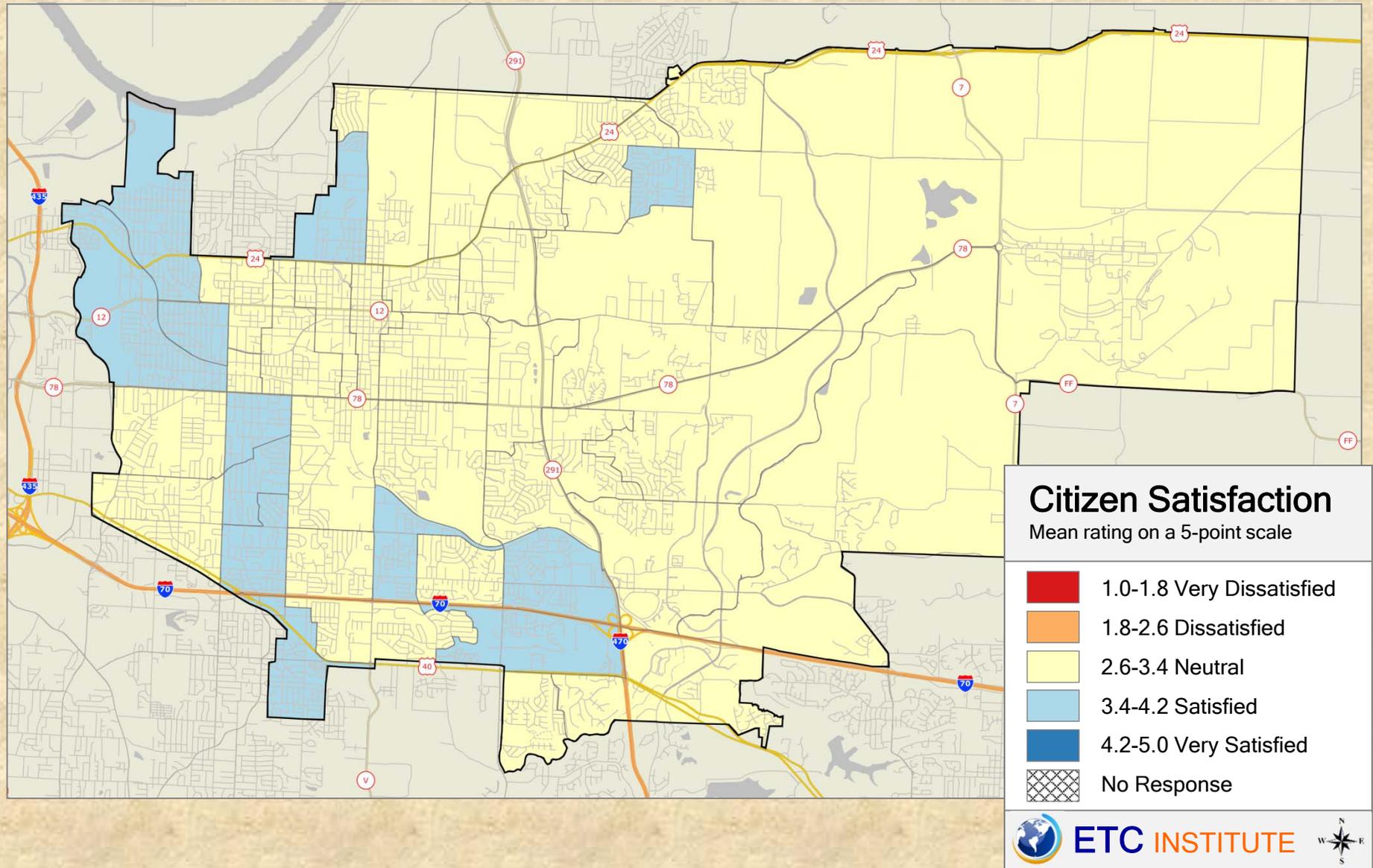


# Q1-11 Level of Satisfaction with: City public health services



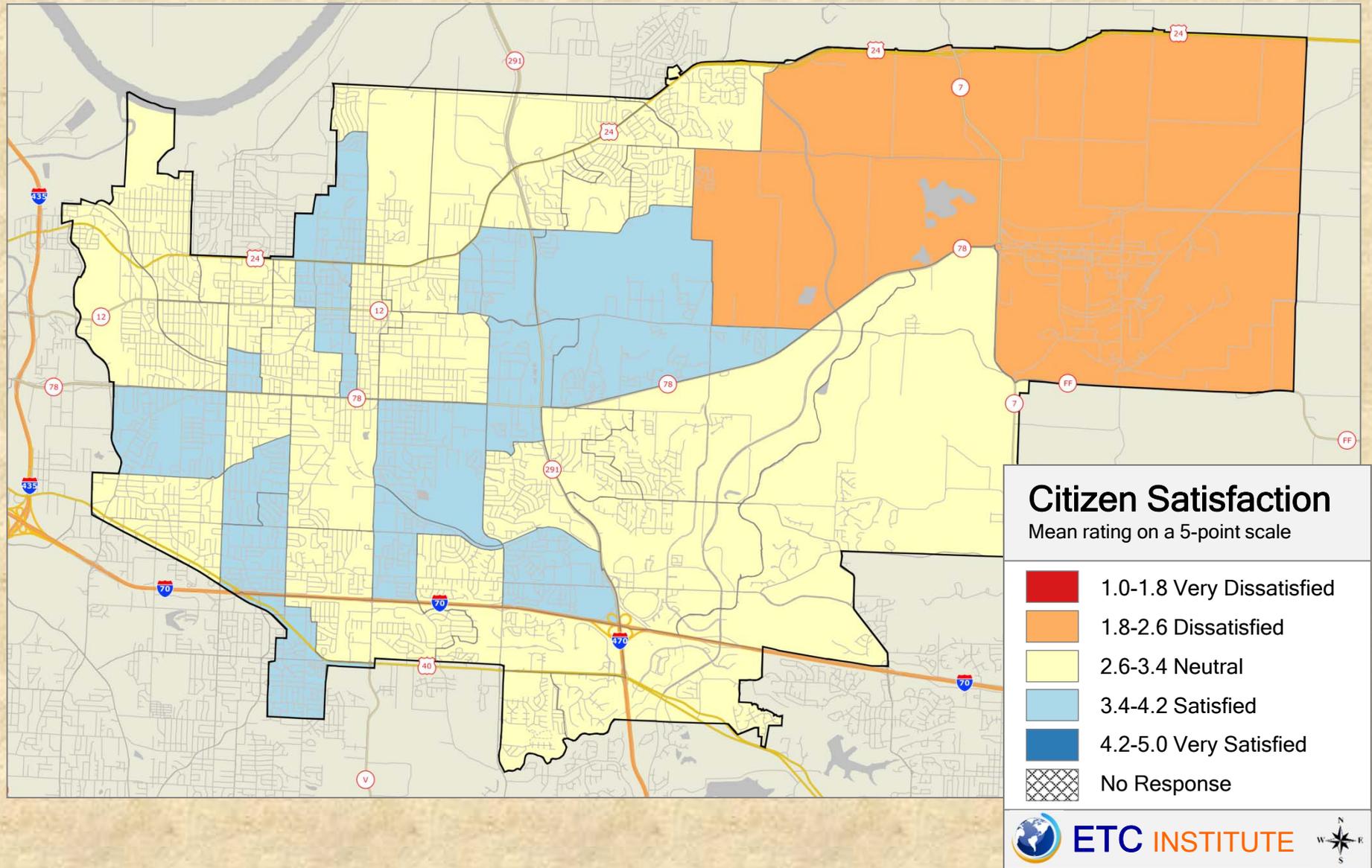
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q1-12 Level of Satisfaction with: Overall flow of traffic/congestion management in the city



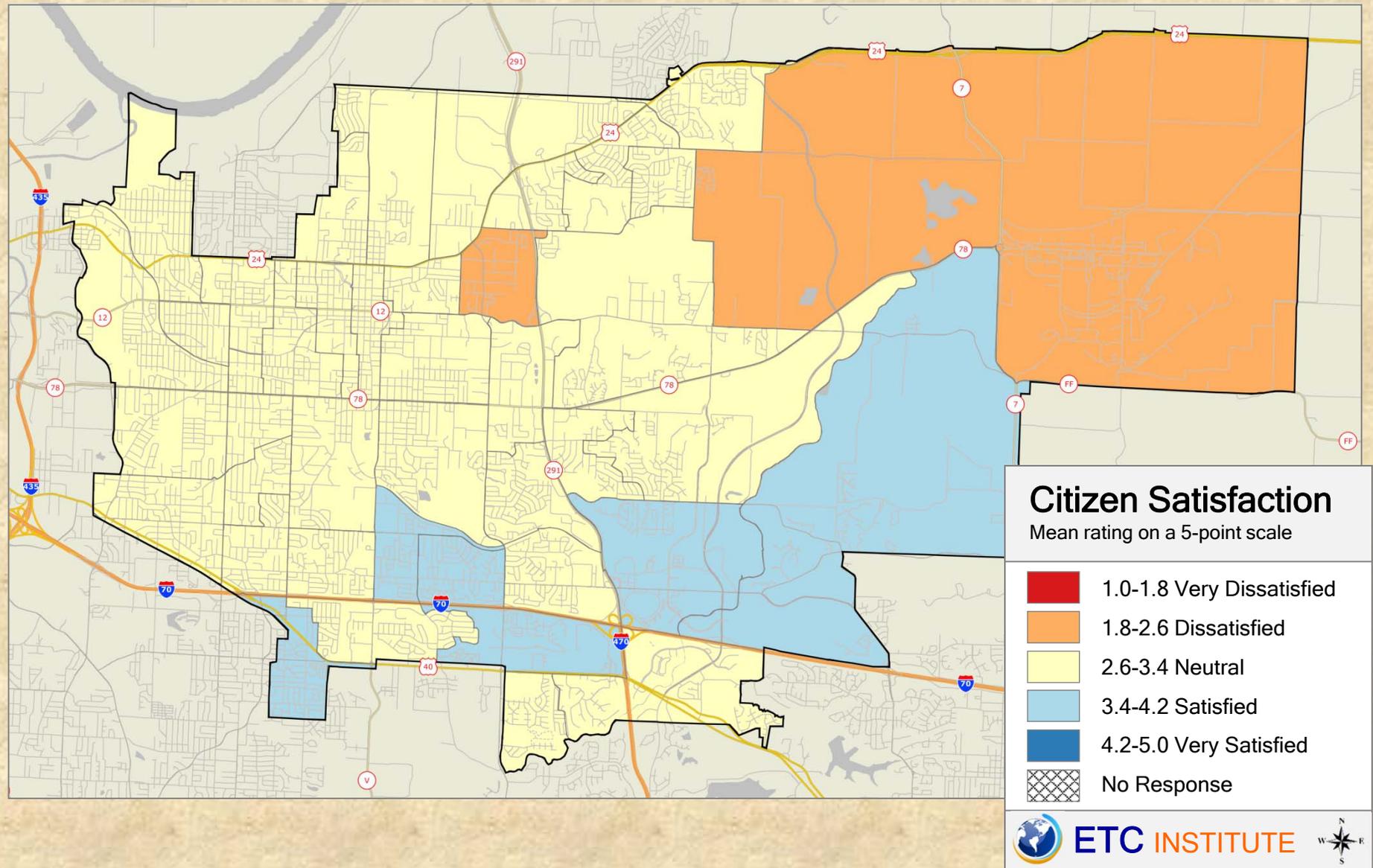
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q1-13 Level of Satisfaction with: Your access to bus transportation



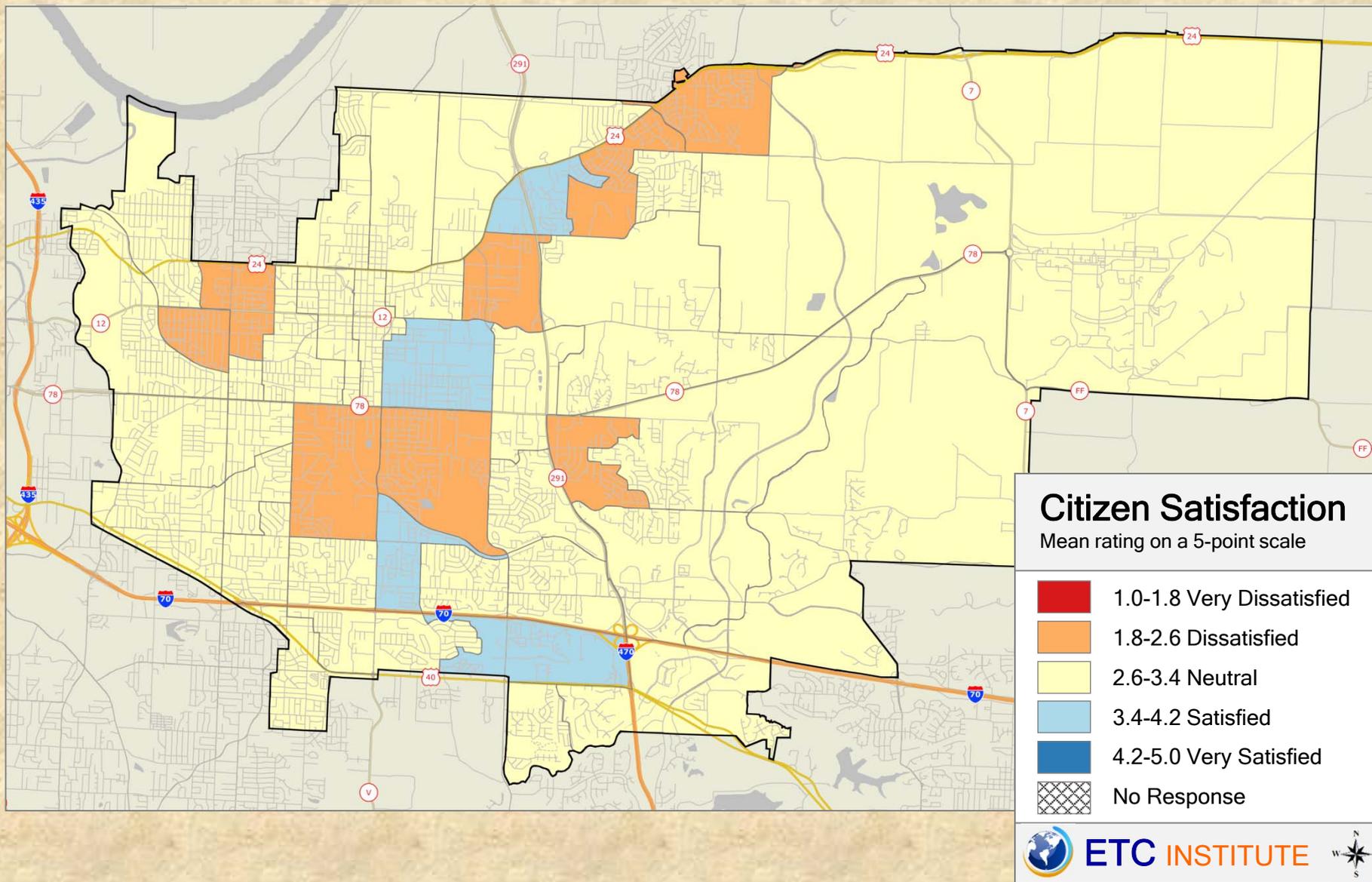
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

### Q3-01 Level of Satisfaction with: Overall value received for your city tax dollars and fees



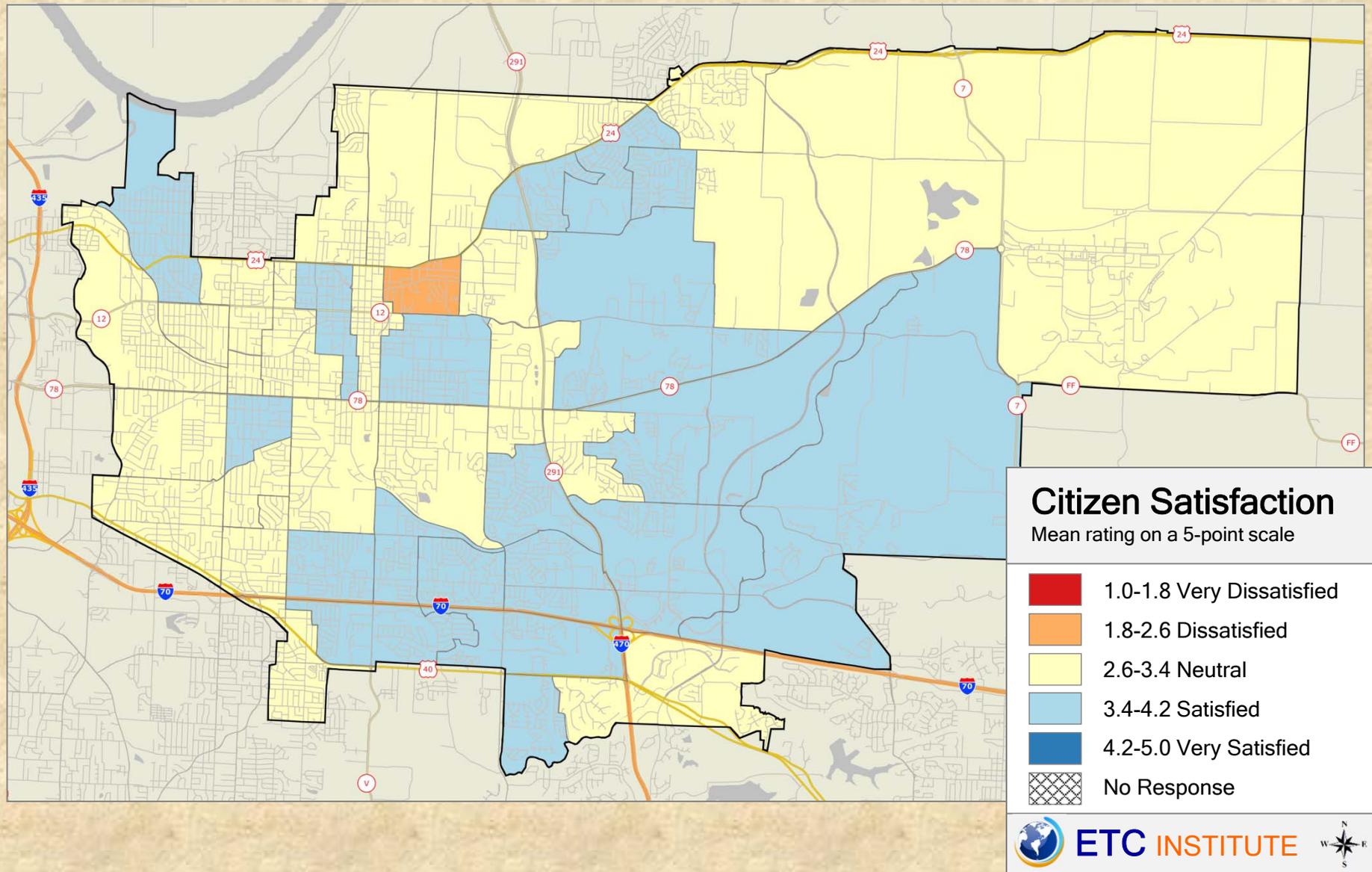
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

### Q3-02 Level of Satisfaction with: Overall imaged of the city as a place to locate or expand business



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

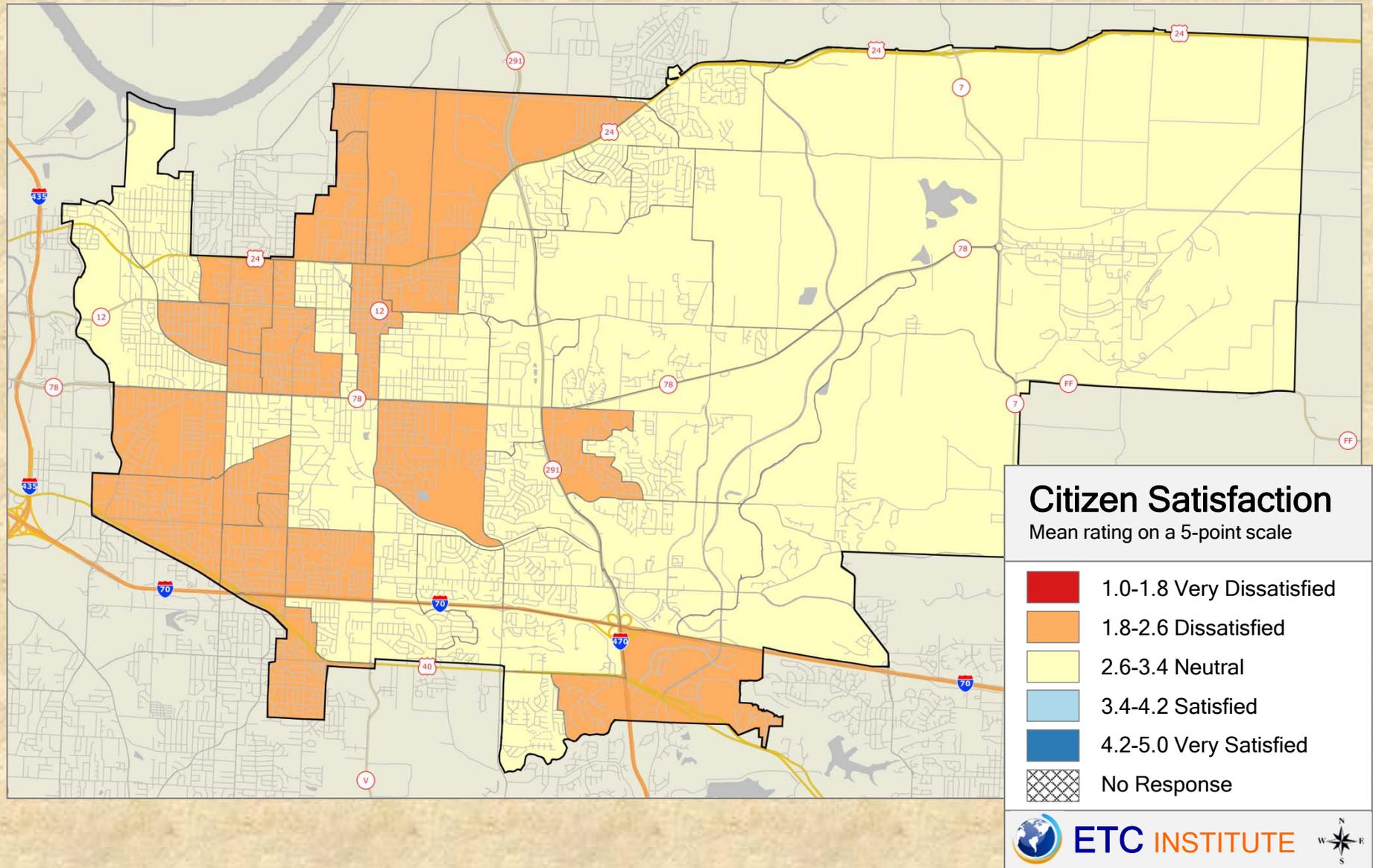
### Q3-03 Level of Satisfaction with: Overall quality of life in the city



### 2018 City of Independence Citizen Survey

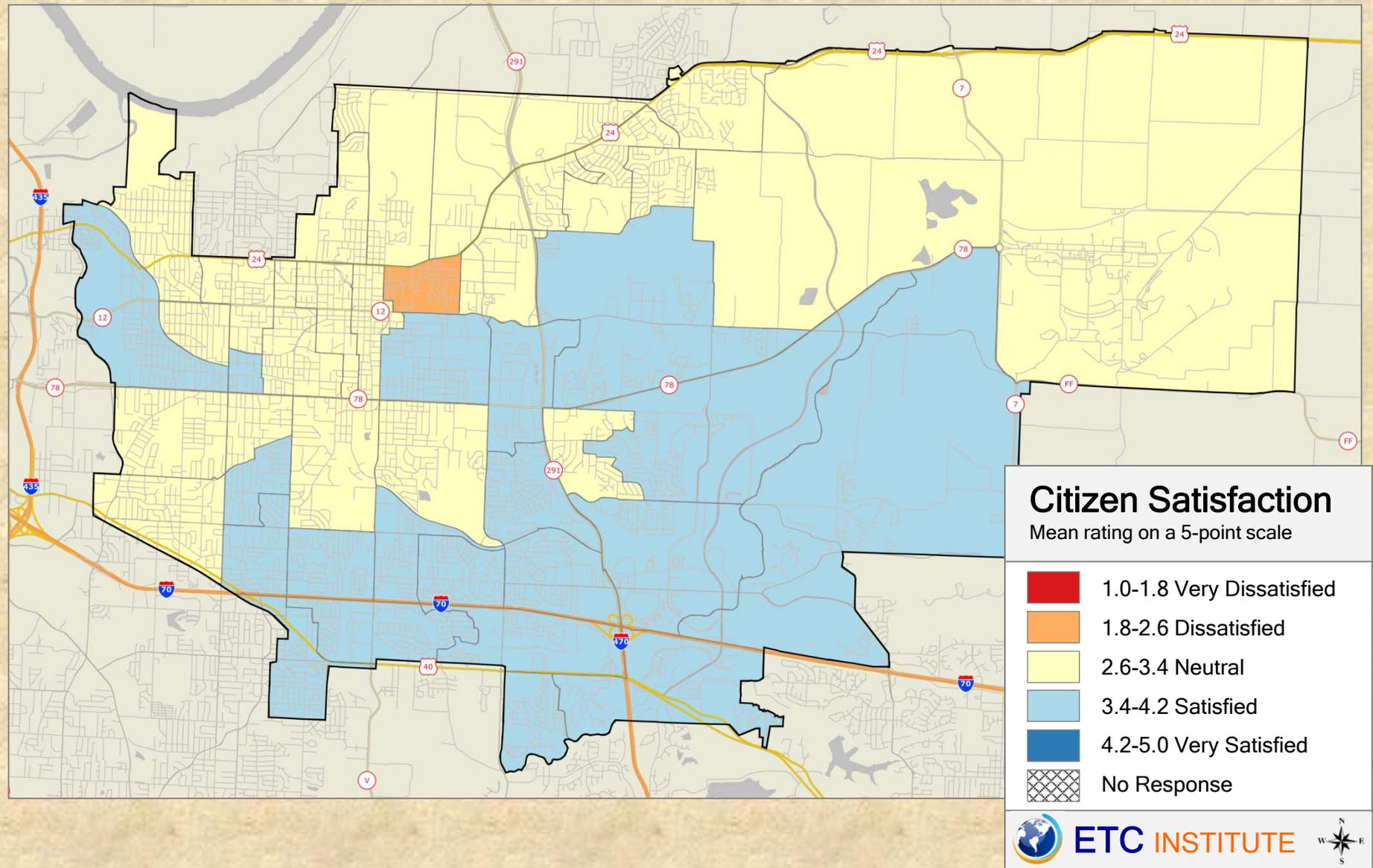
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q3-04 Level of Satisfaction with: Type/quality of development west of Noland Rd



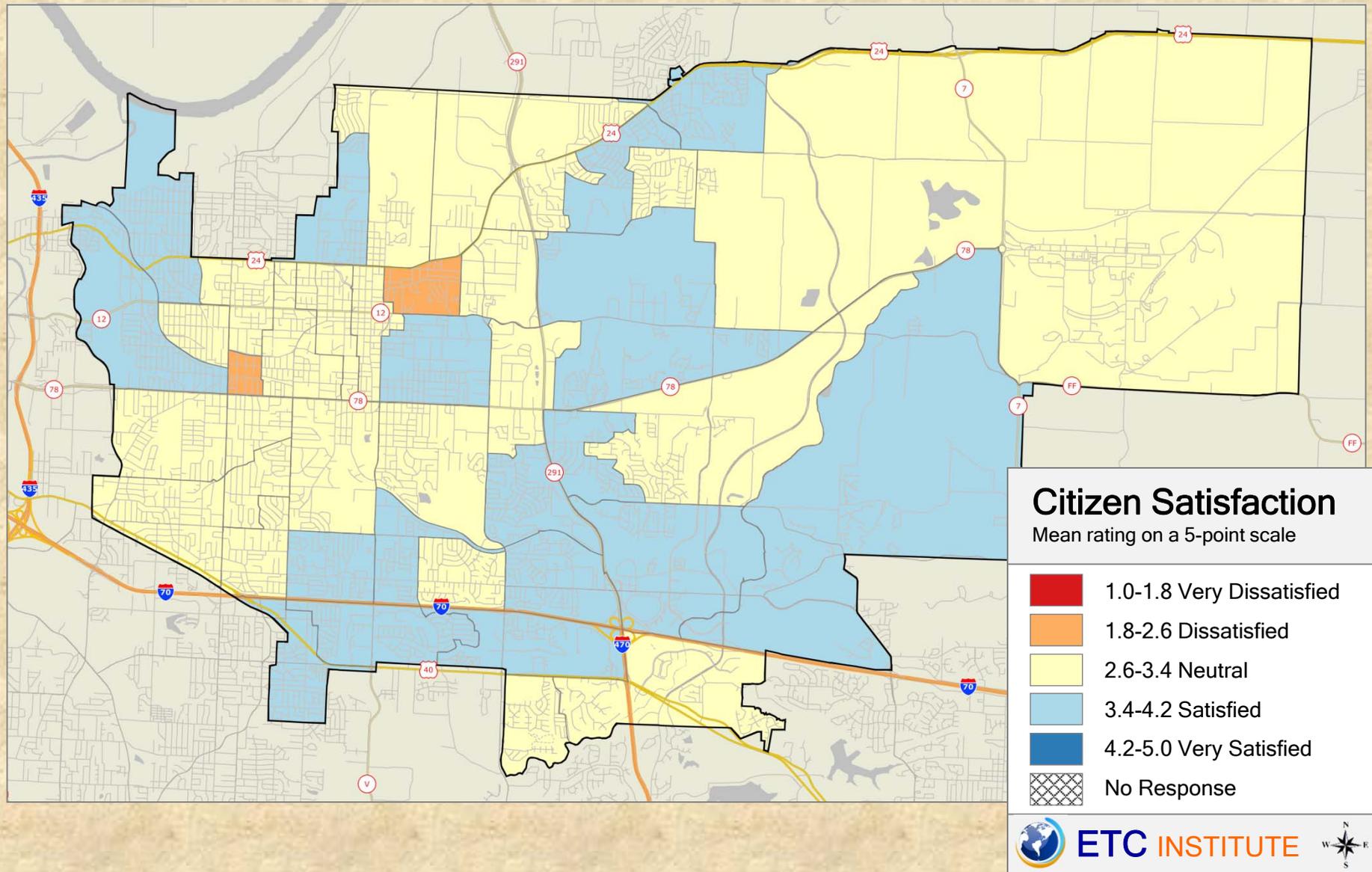
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q3-05 Level of Satisfaction with: Type/quality of development east of Noland Rd



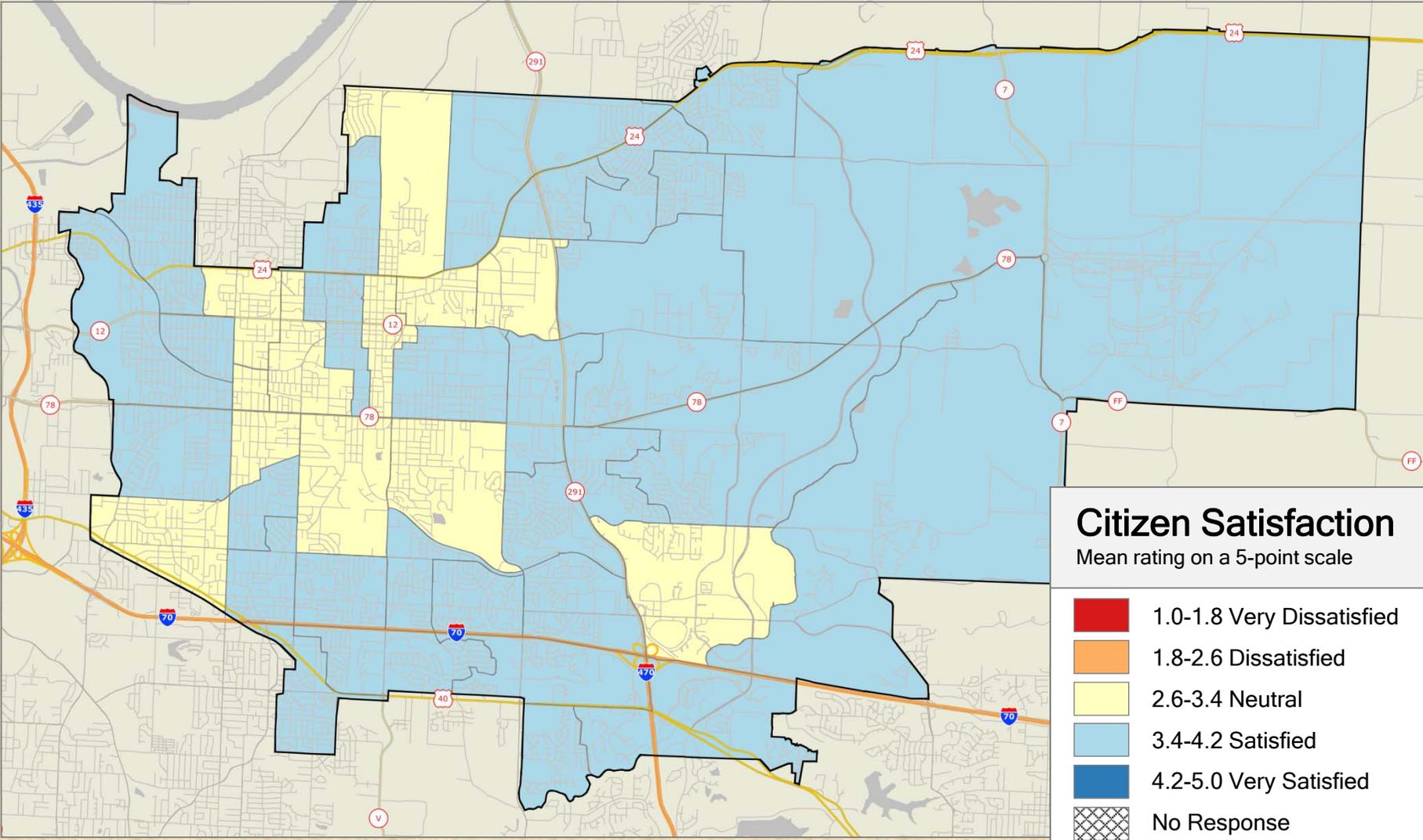
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q4-01 Level of Satisfaction with: Police presence in your neighborhood



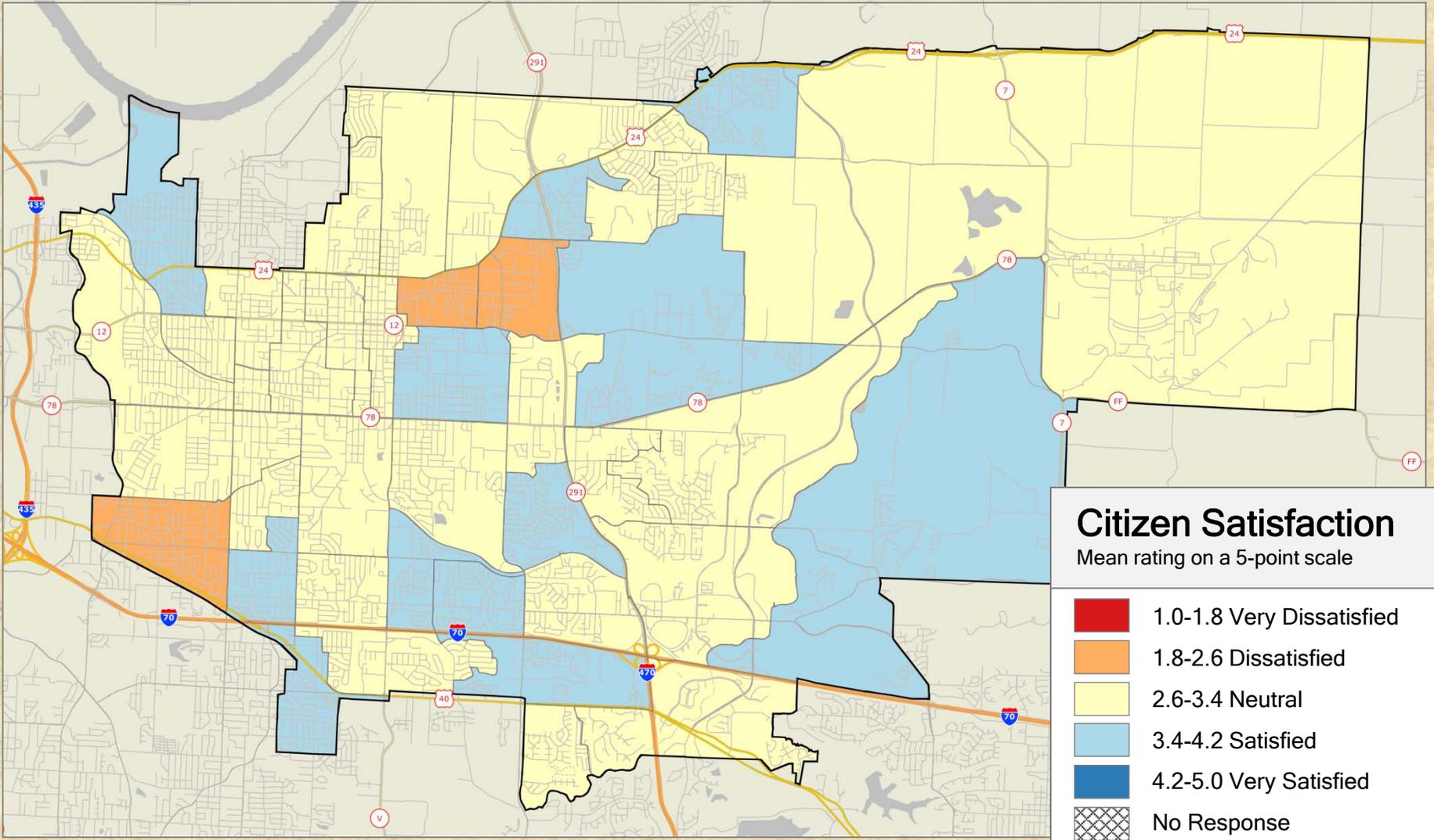
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q4-02 Level of Satisfaction with: Police presence in commercial areas



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

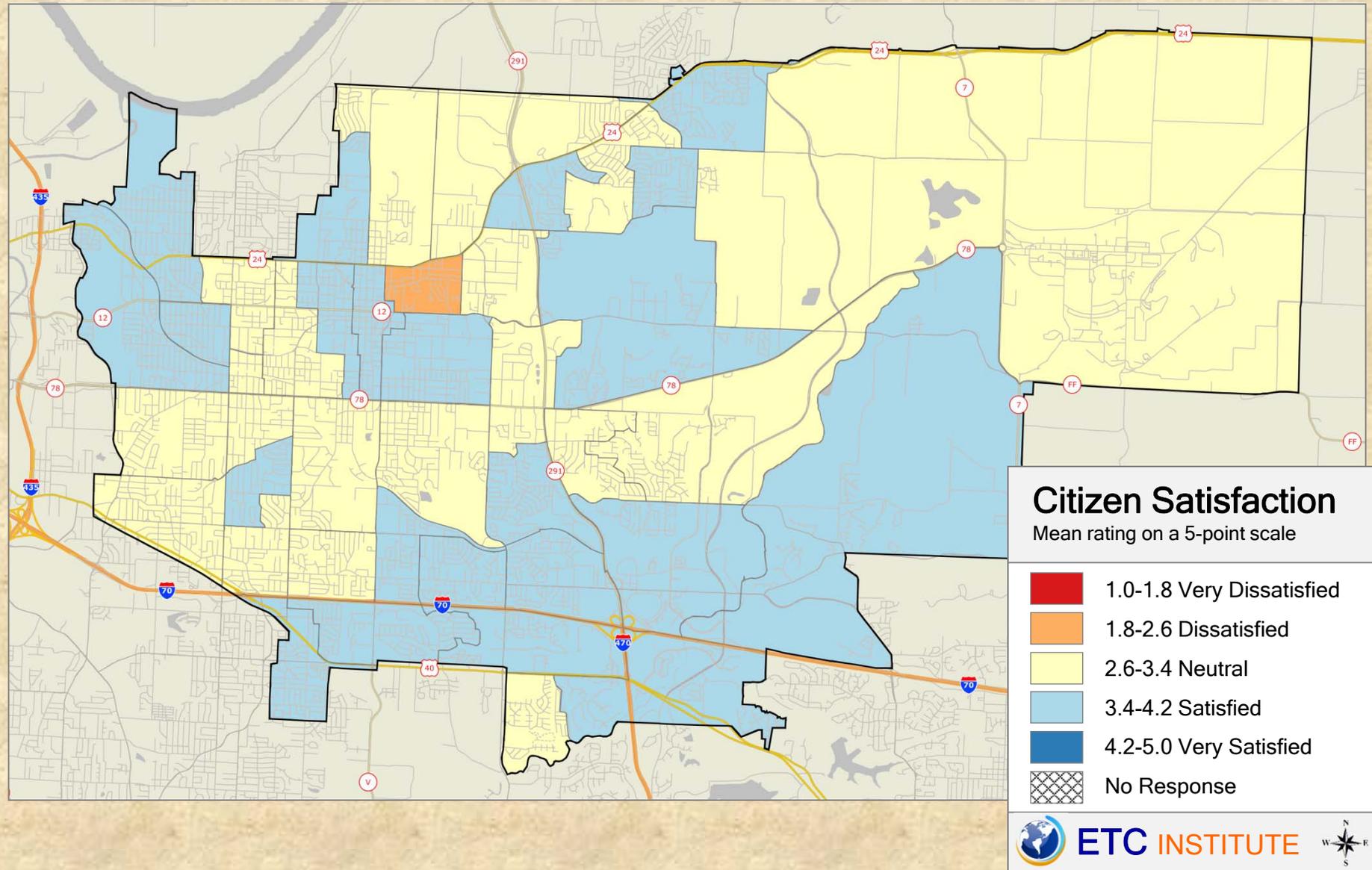
# Q4-03 Level of Satisfaction with: City's efforts to prevent crime



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

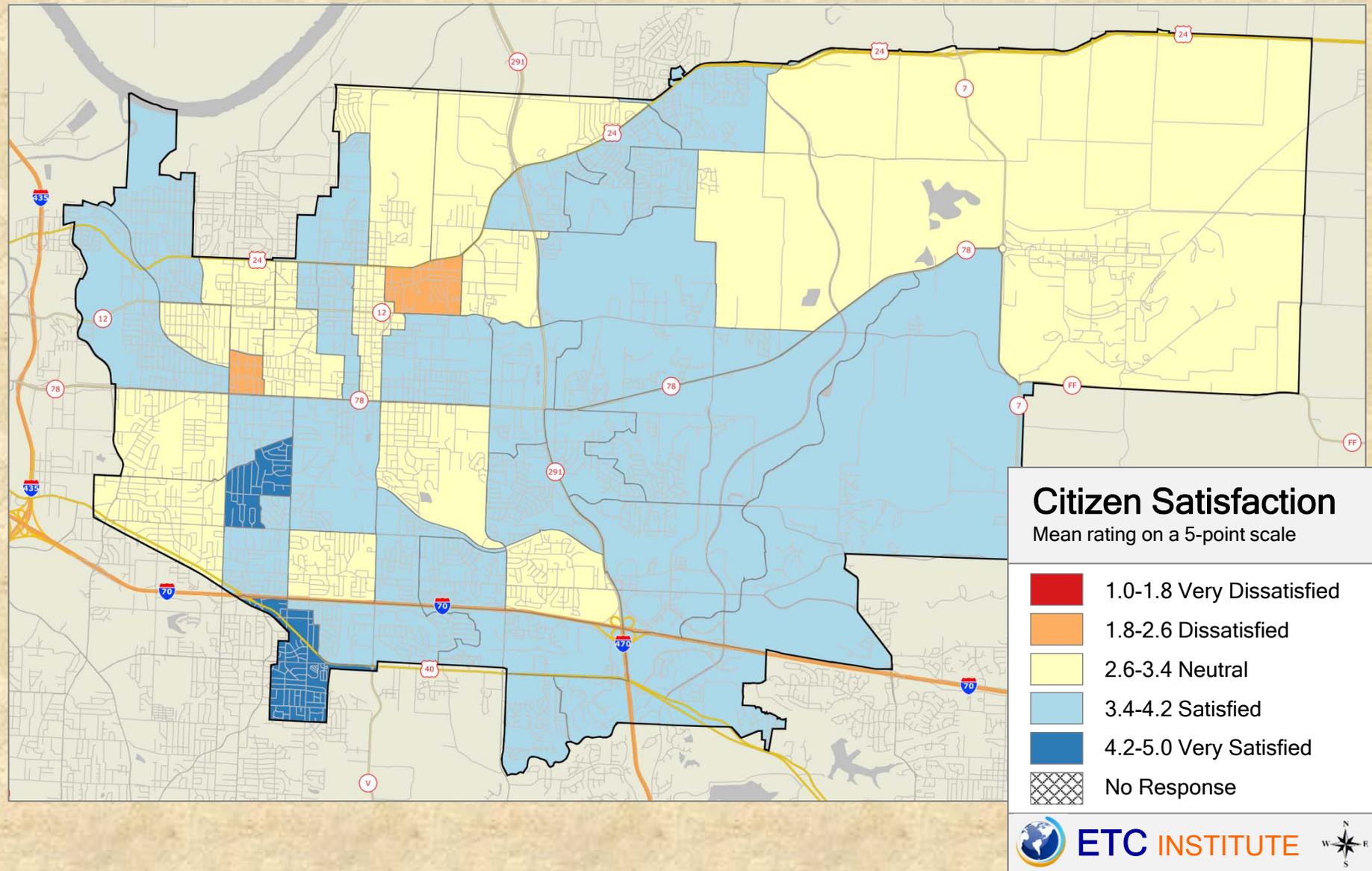


# Q4-04 Level of Satisfaction with: Enforcement of local traffic laws



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

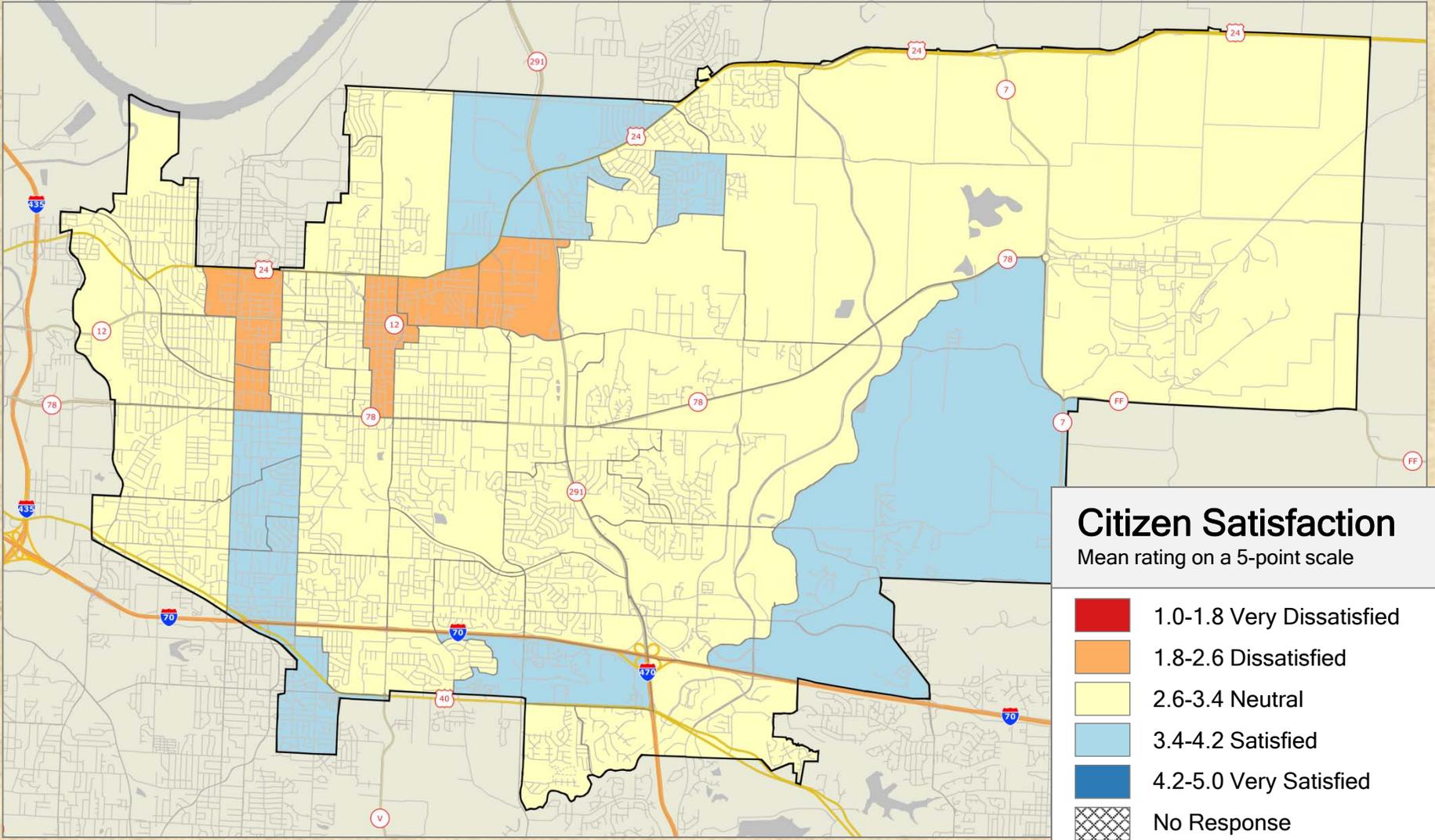
# Q4-05 Level of Satisfaction with: How quickly police arrive at emergencies



## 2018 City of Independence Citizen Survey

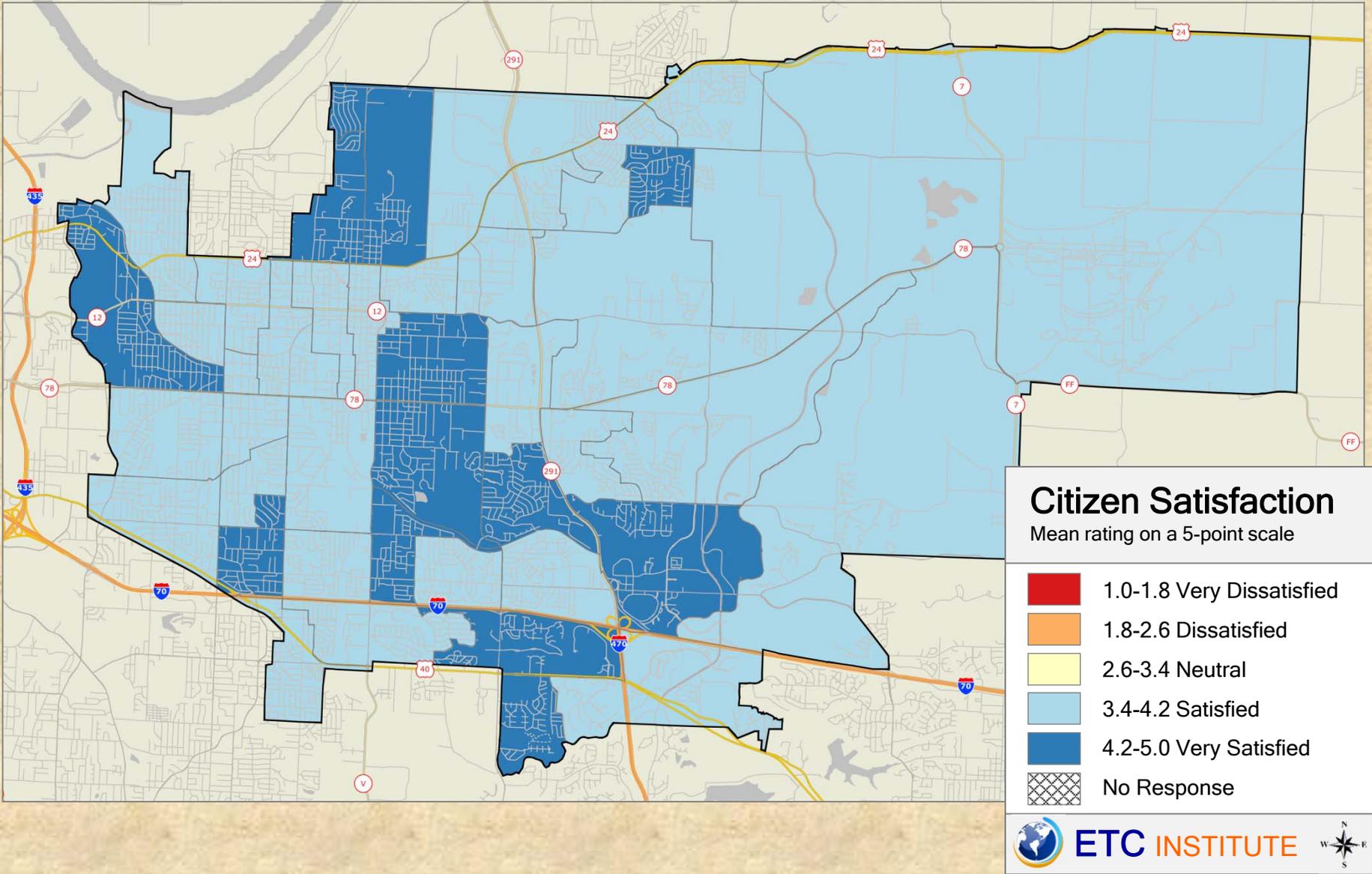
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q4-06 Level of Satisfaction with: Investigation of criminal offenses



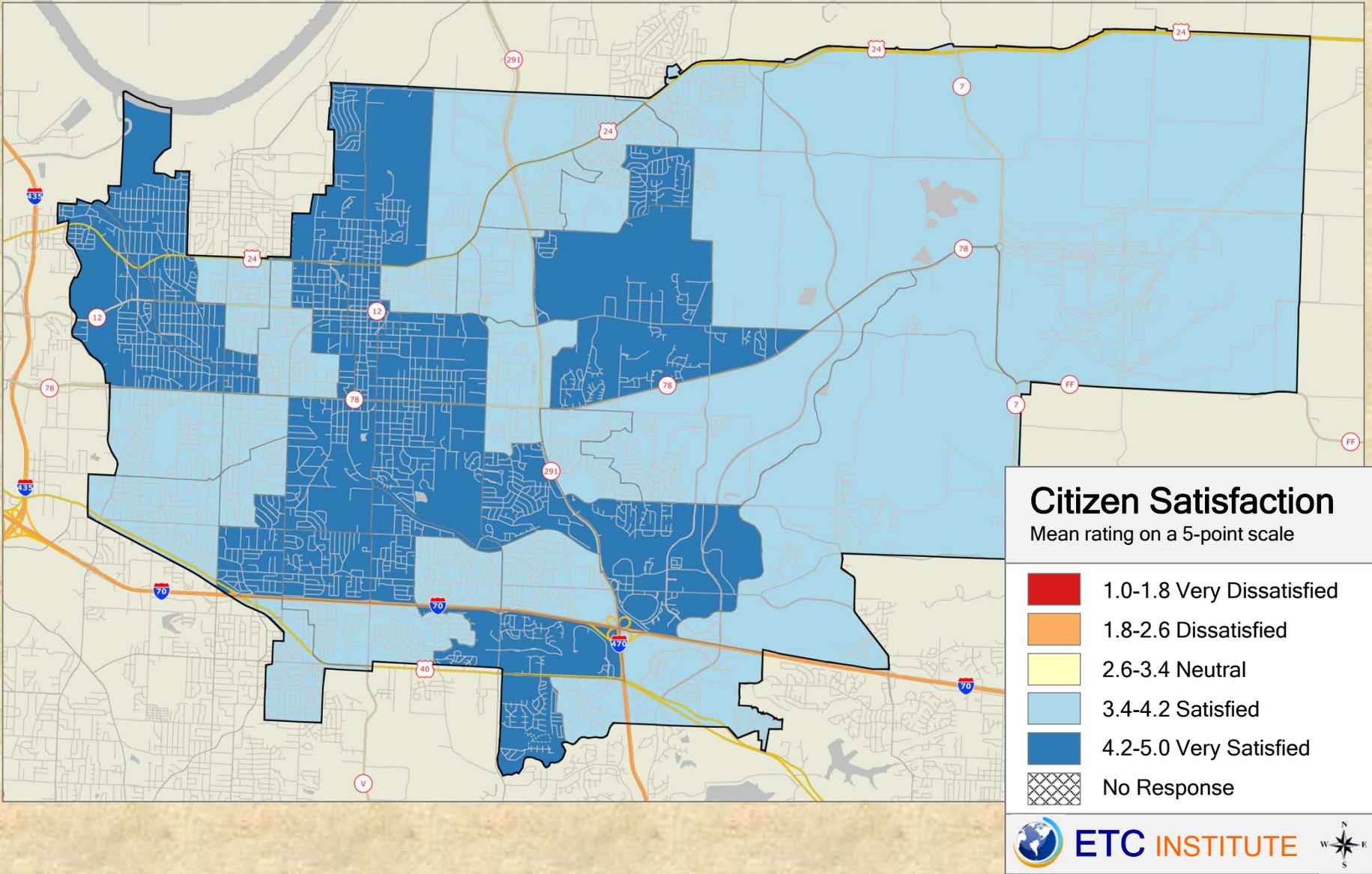
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q4-07 Level of Satisfaction with: Fire protection



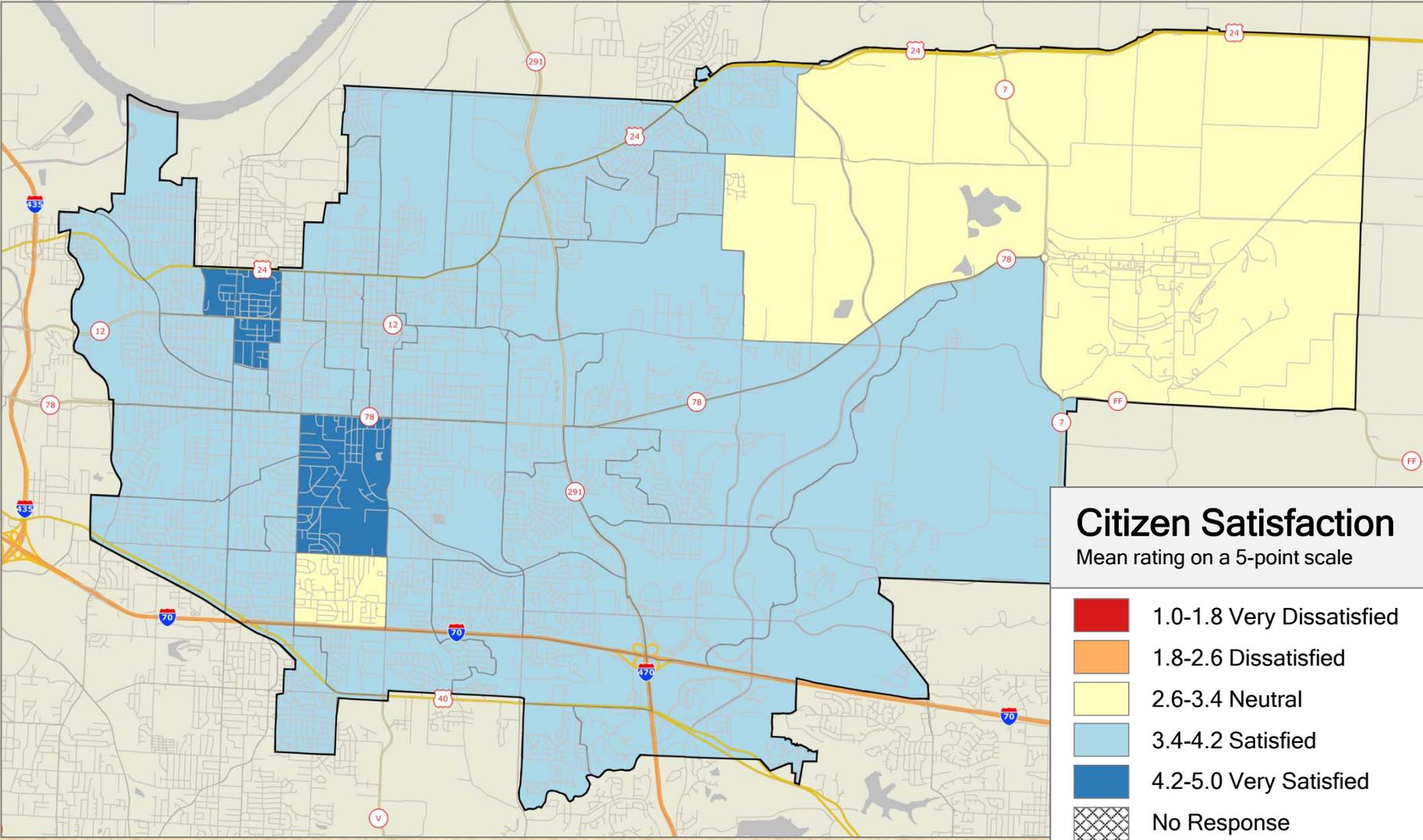
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q4-08 Level of Satisfaction with: How quickly fire personnel arrive at emergencies



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

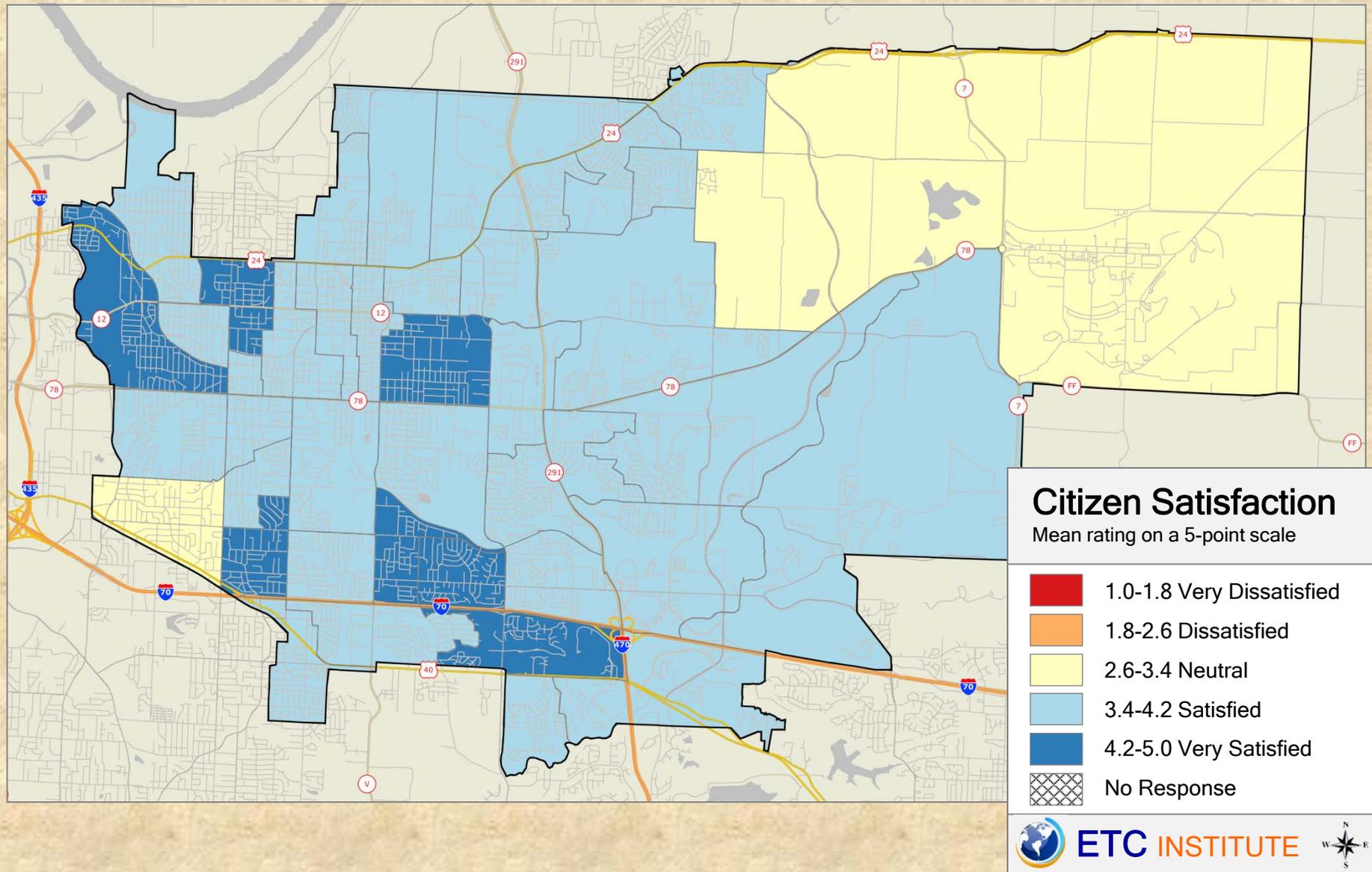
# Q4-09 Level of Satisfaction with: City's efforts to prevent fires



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

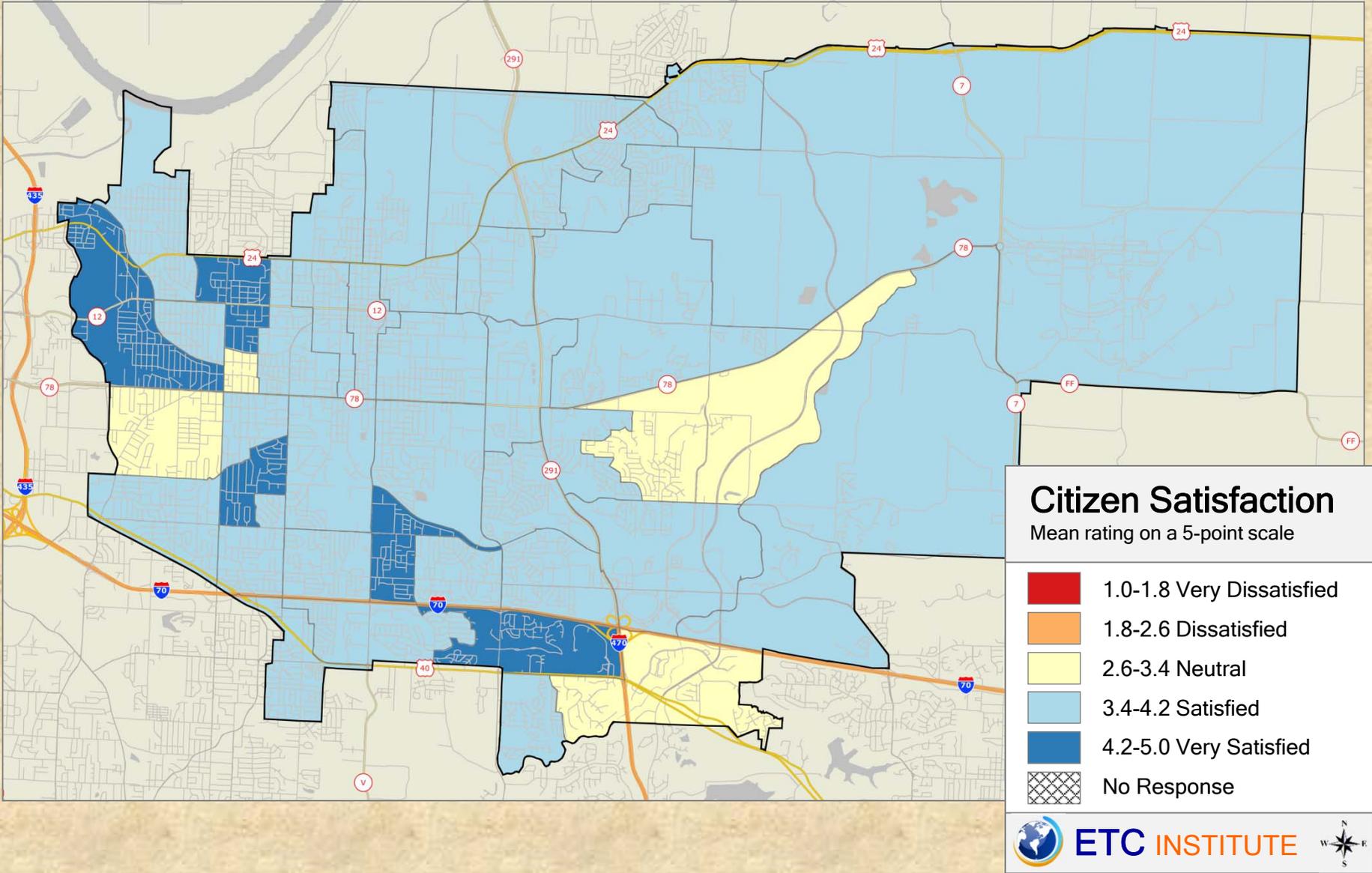


## Q4-10 Level of Satisfaction with: How quickly ambulance service personnel arrive at emergencies



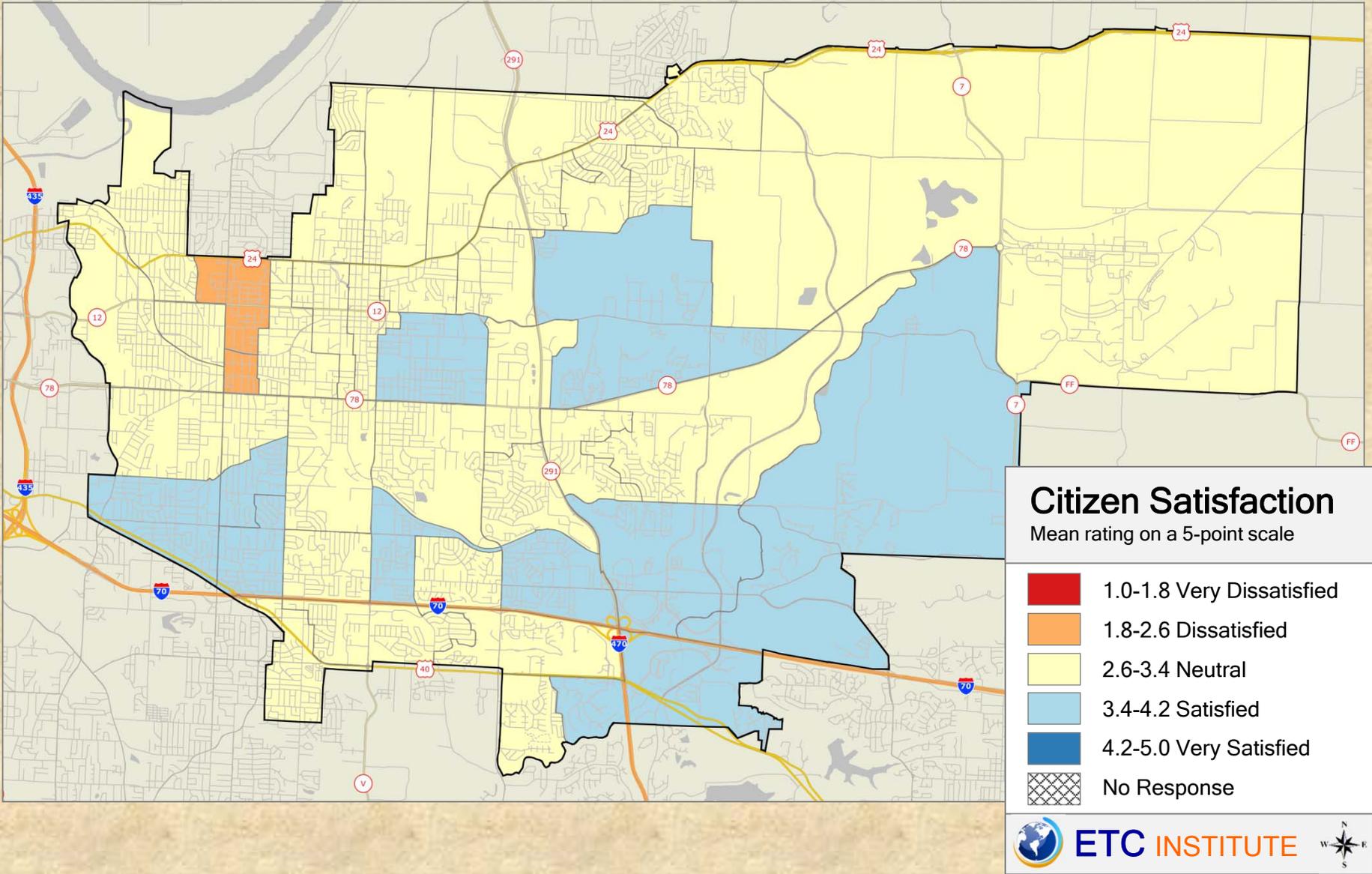
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q4-11 Level of Satisfaction with: Emergency medical services and transportation provided by AMR



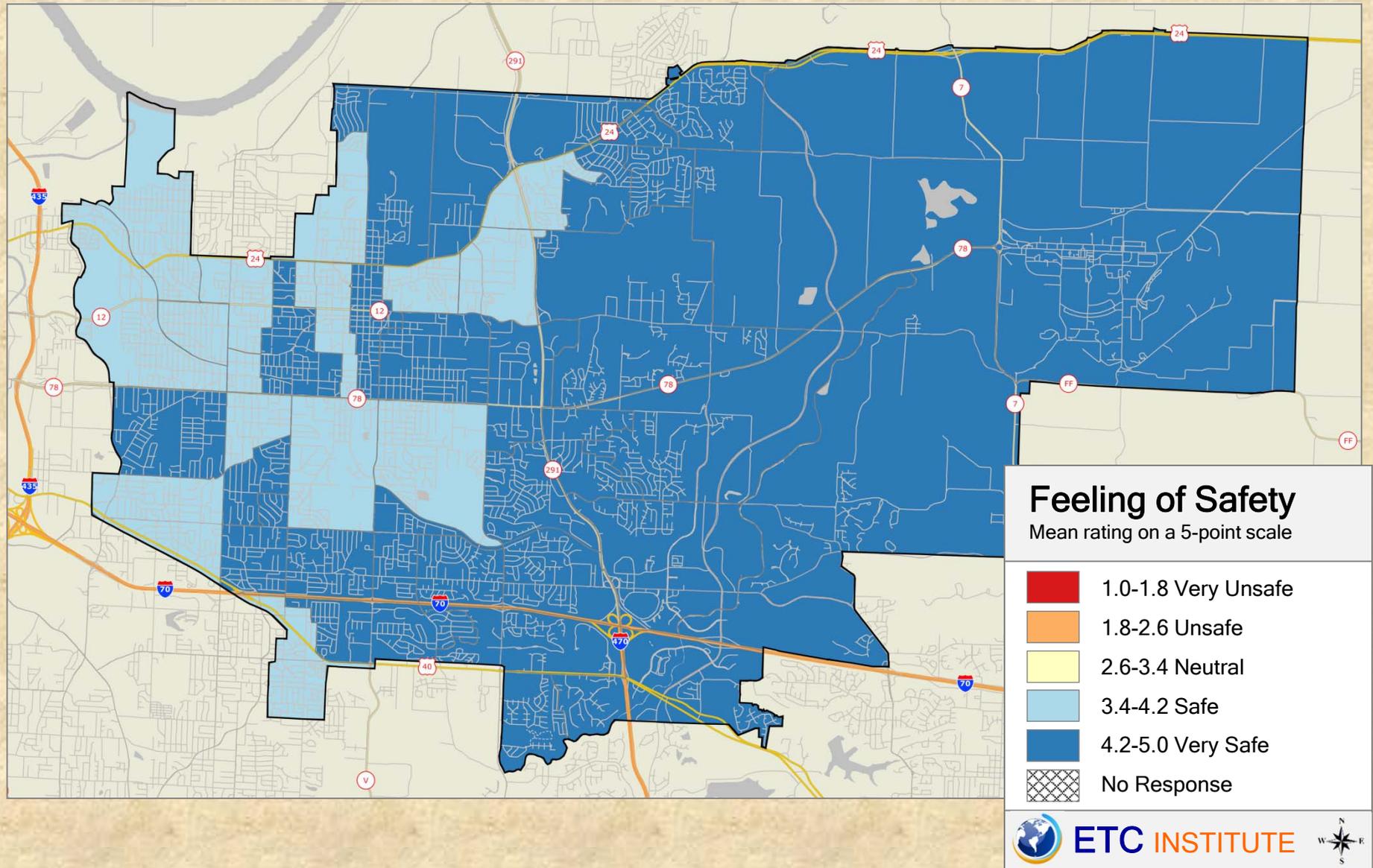
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q4-12 Level of Satisfaction with: Quality of animal control services



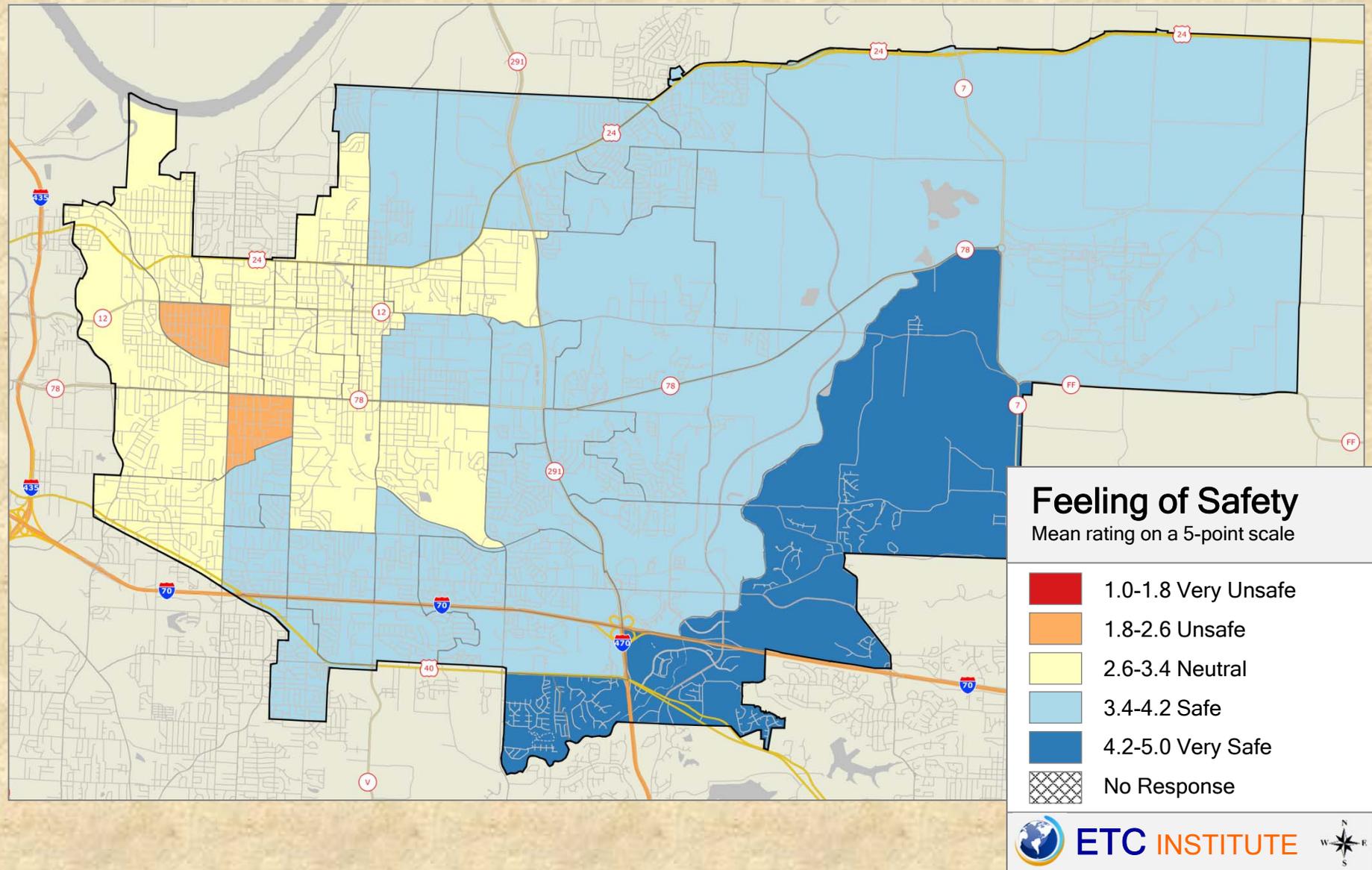
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q7-01 Feeling of Safety: In your neighborhood during the day



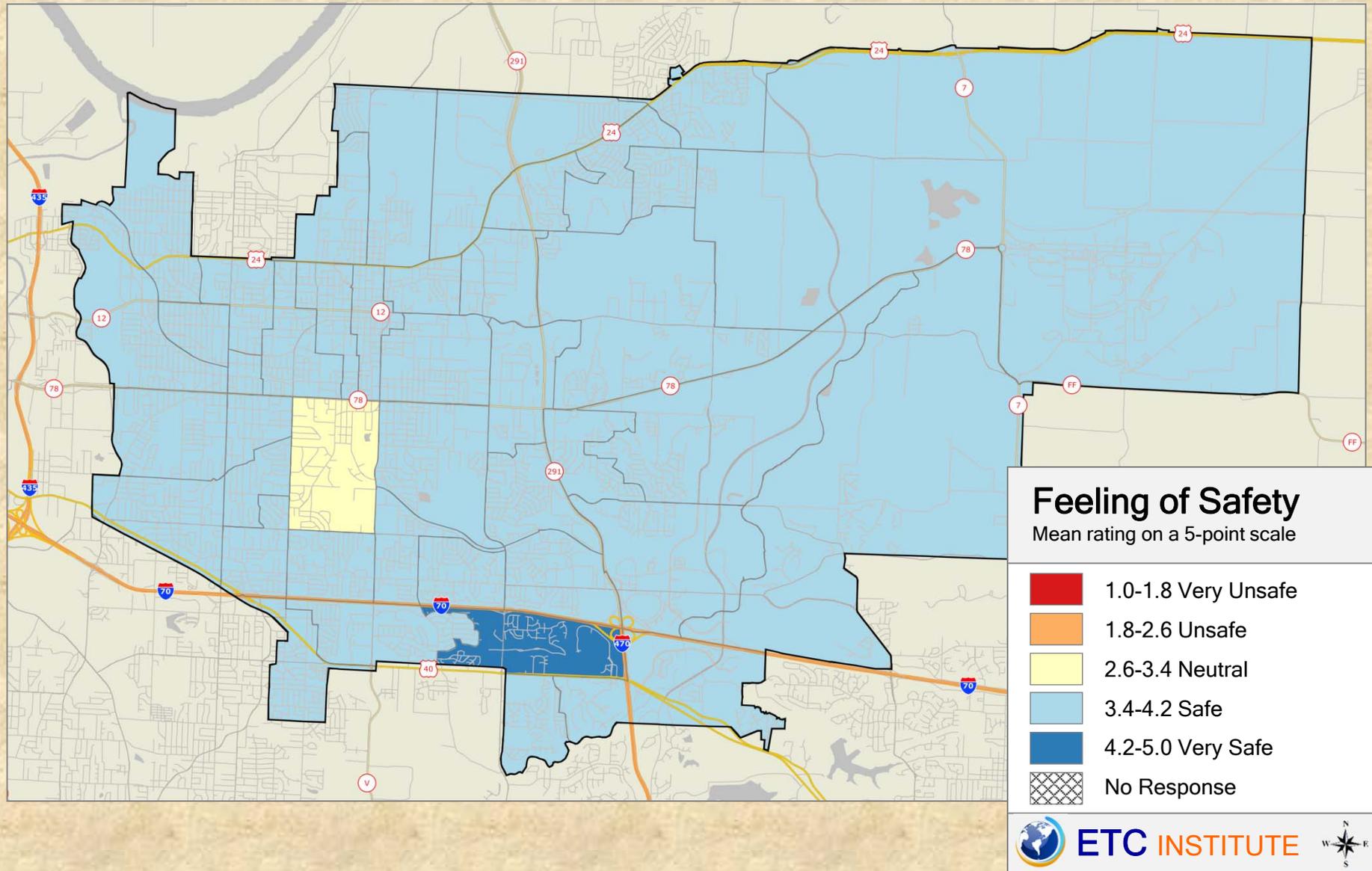
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q7-02 Feeling of Safety: In your neighborhood during the night



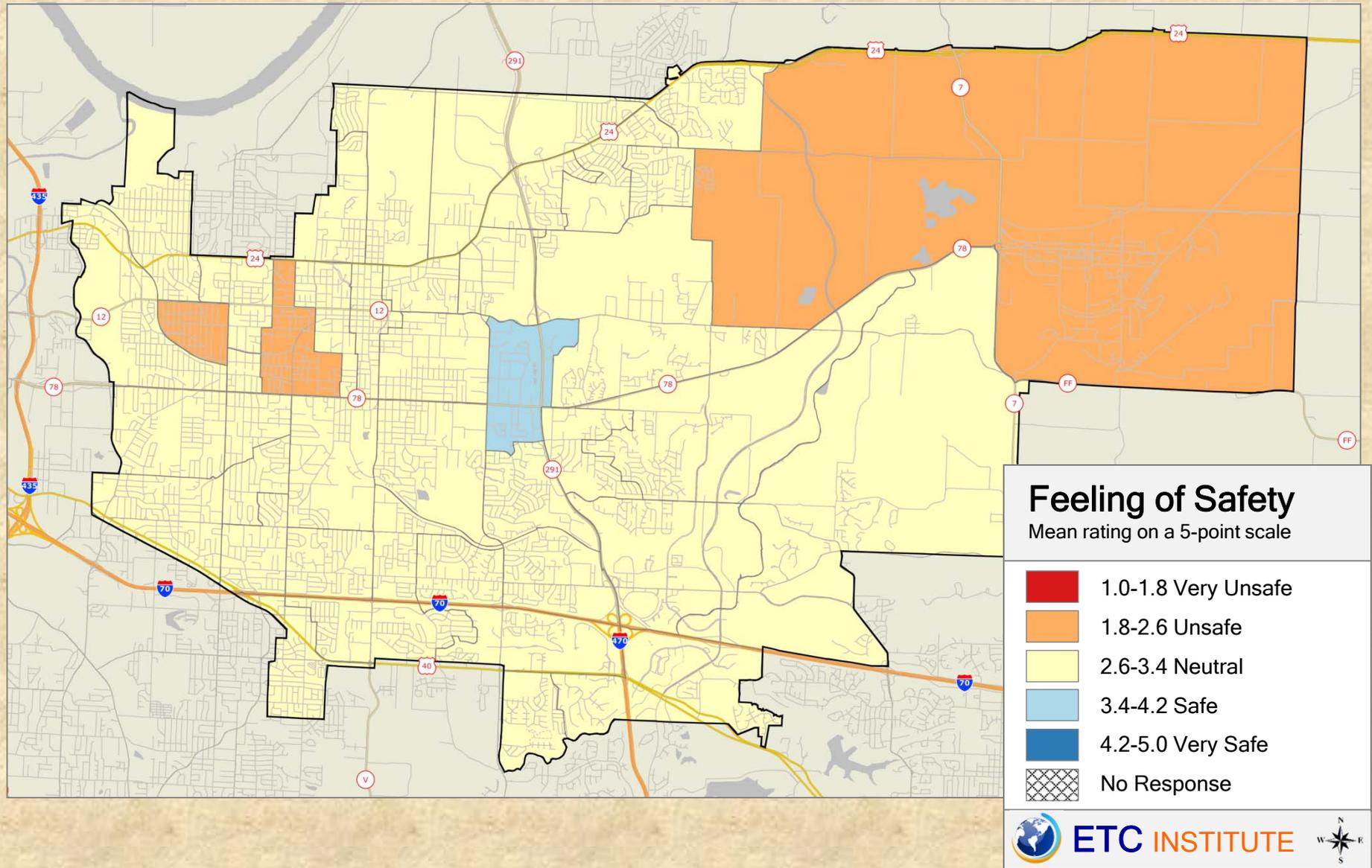
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q7-03 Feeling of Safety: In commercial areas in Independence during the day



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

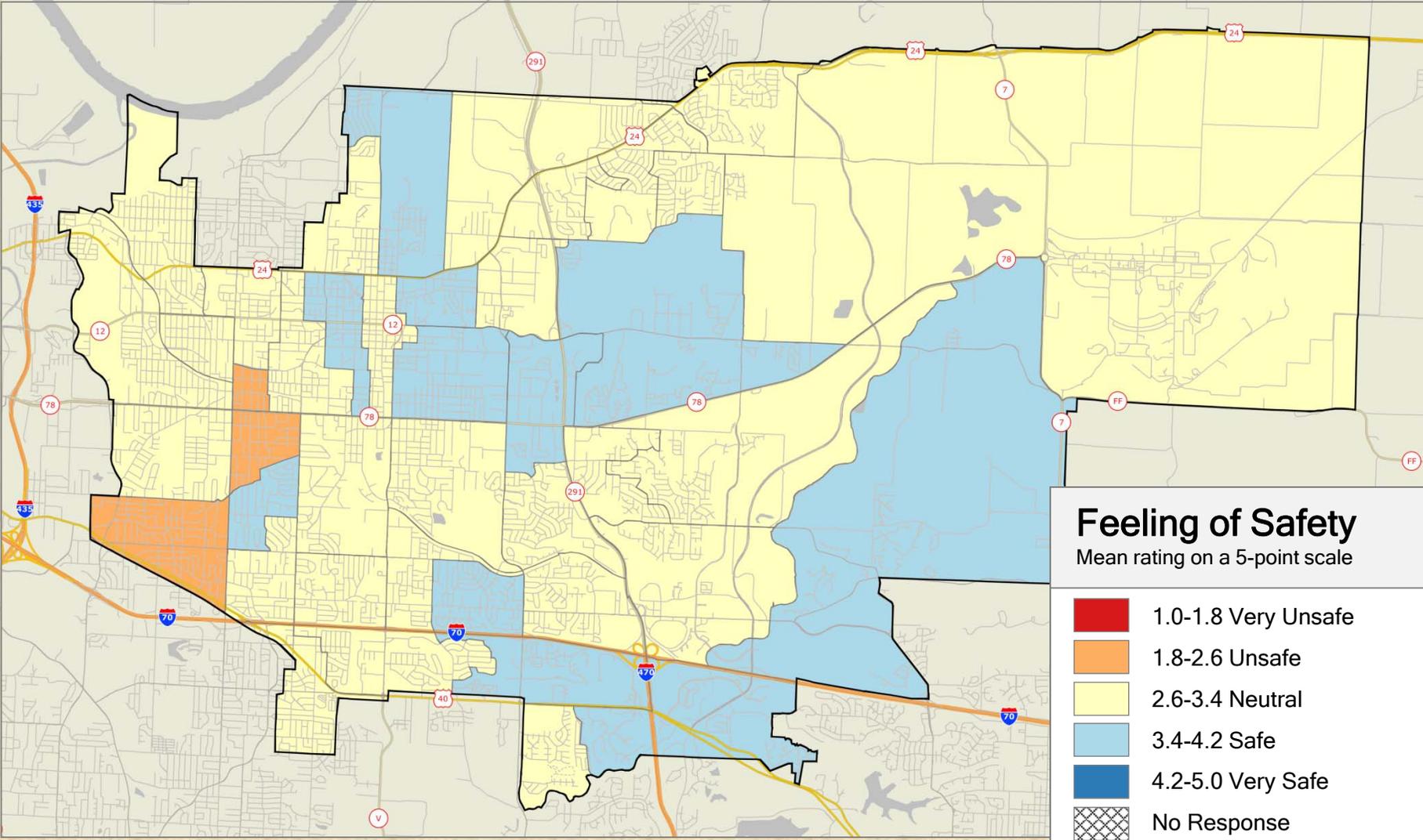
# Q7-04 Feeling of Safety: In commercial areas in Independence during the night



## 2018 City of Independence Citizen Survey

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

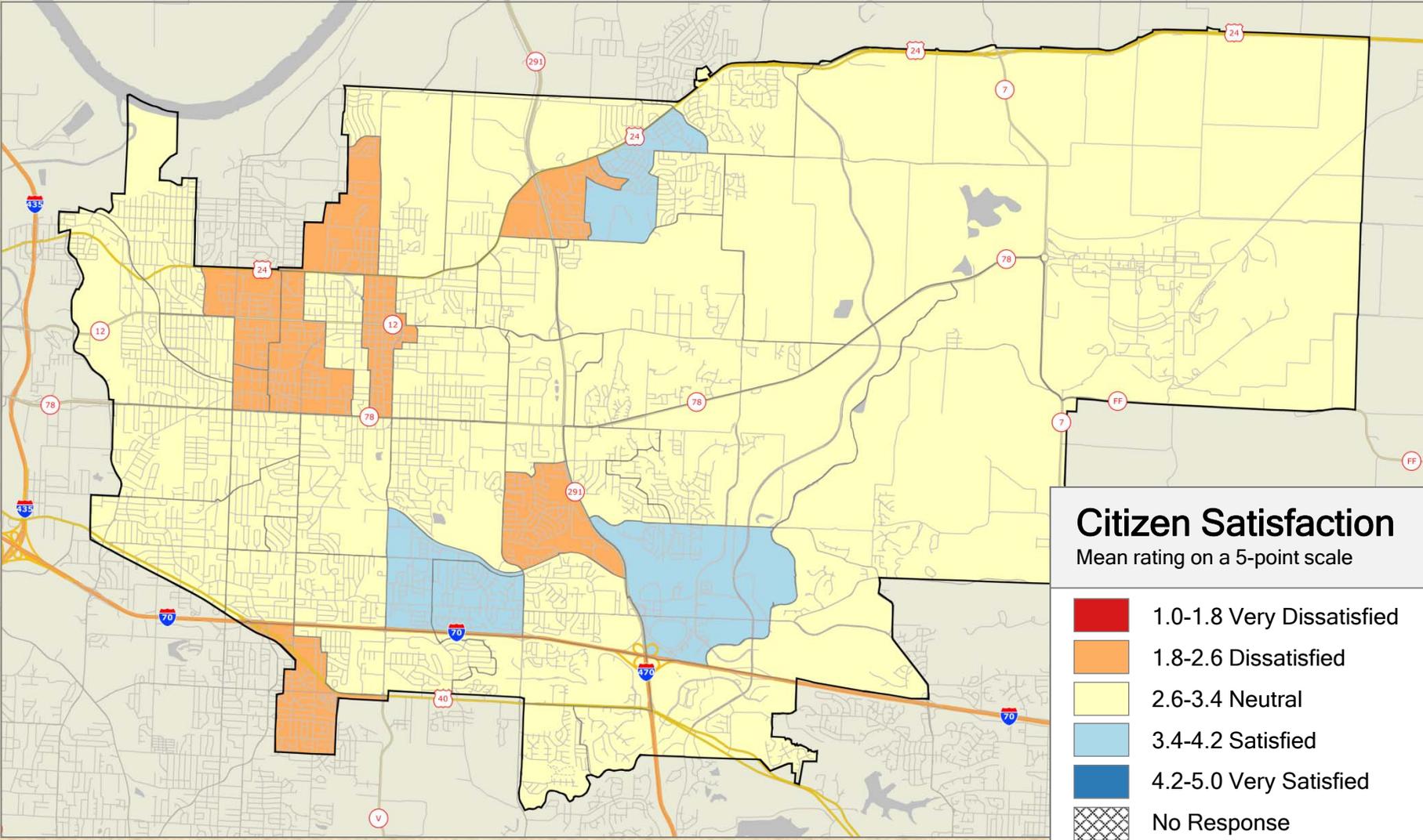
# Q7-05 Feeling of Safety: When you are in city parks



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)



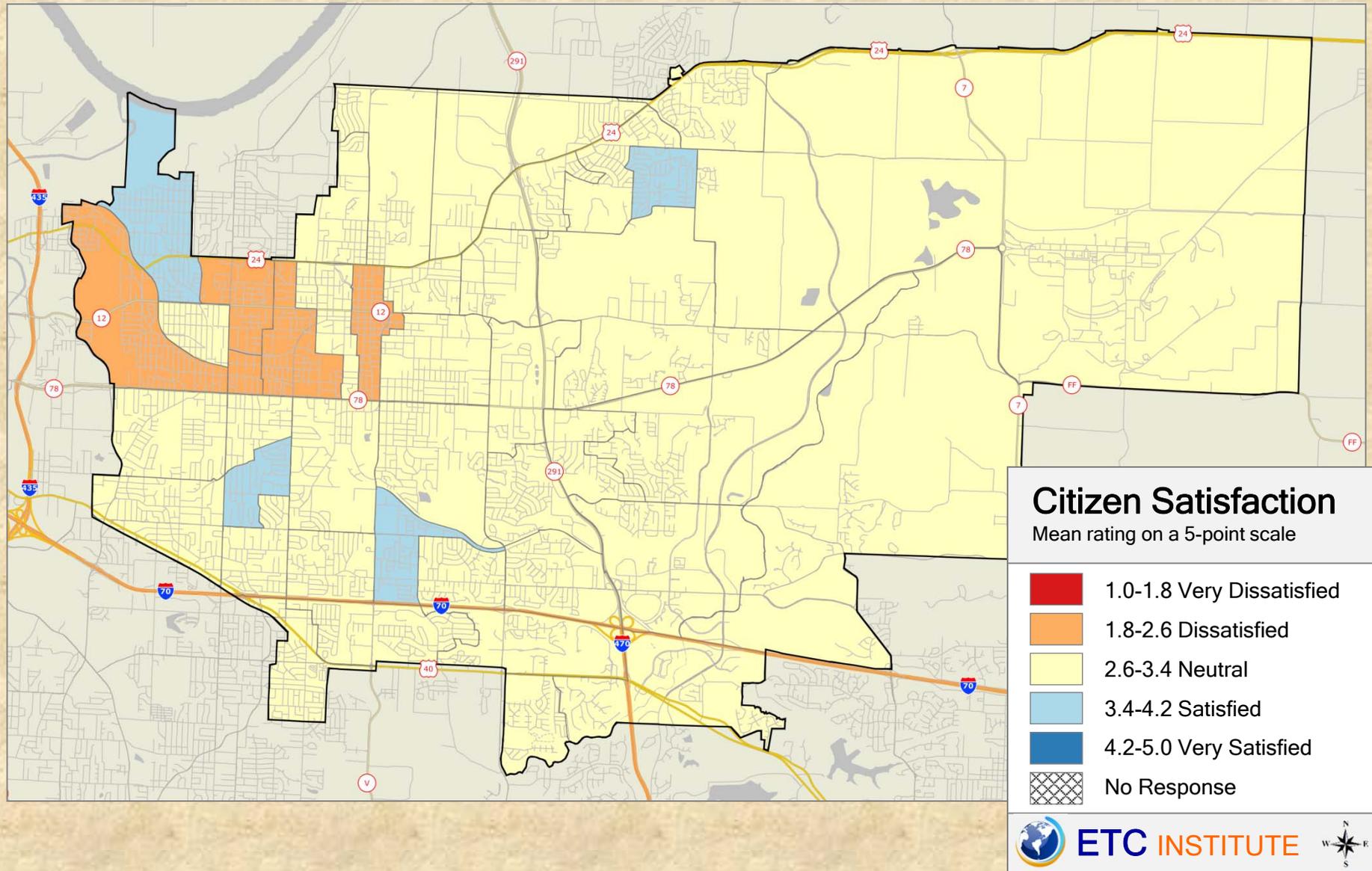
# Q9-01 Level of Satisfaction with: The leadership provided by the city's elected officials



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)



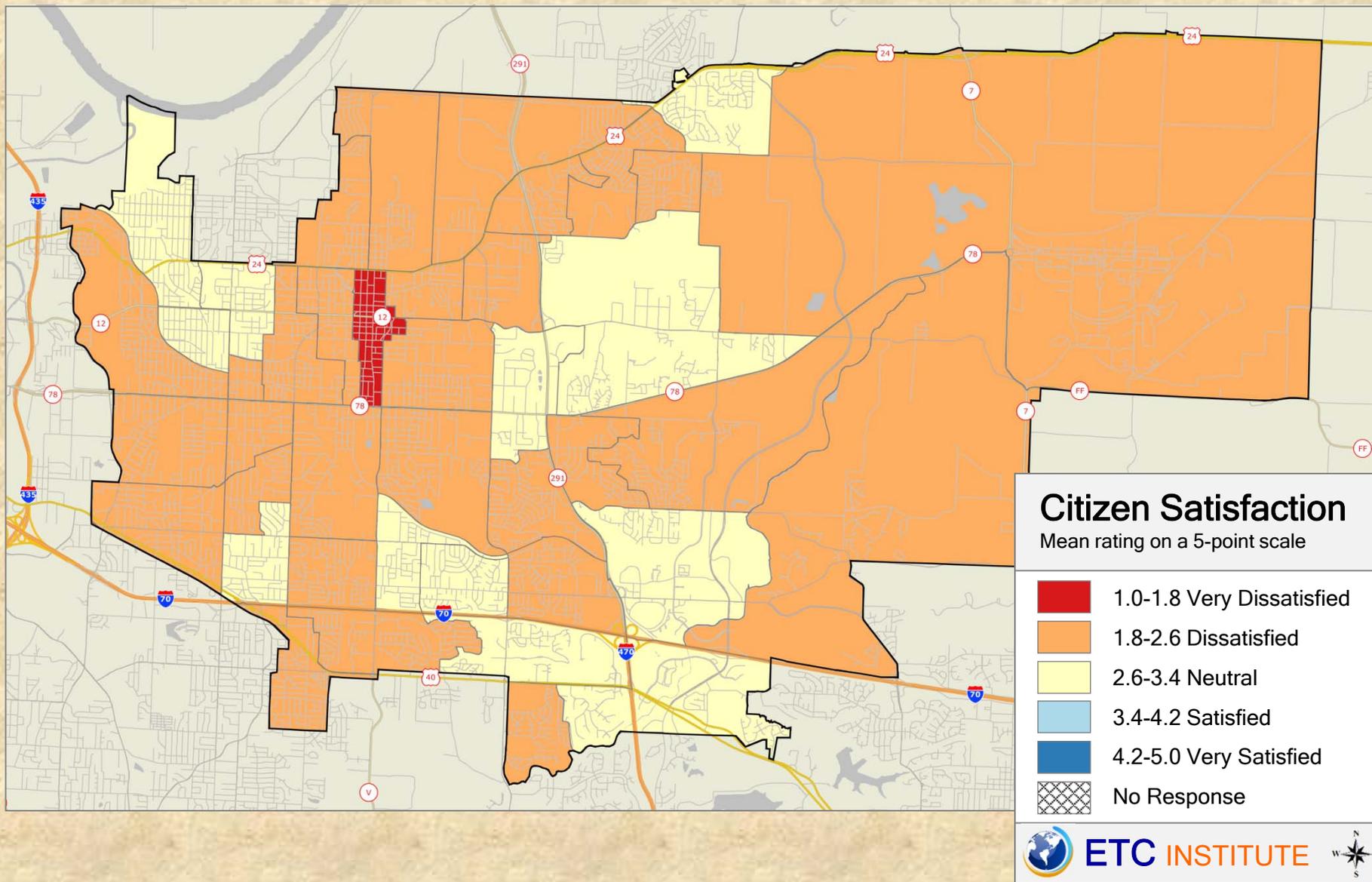
# Q9-02 Level of Satisfaction with: Access to elected and appointed city officials



## 2018 City of Independence Citizen Survey

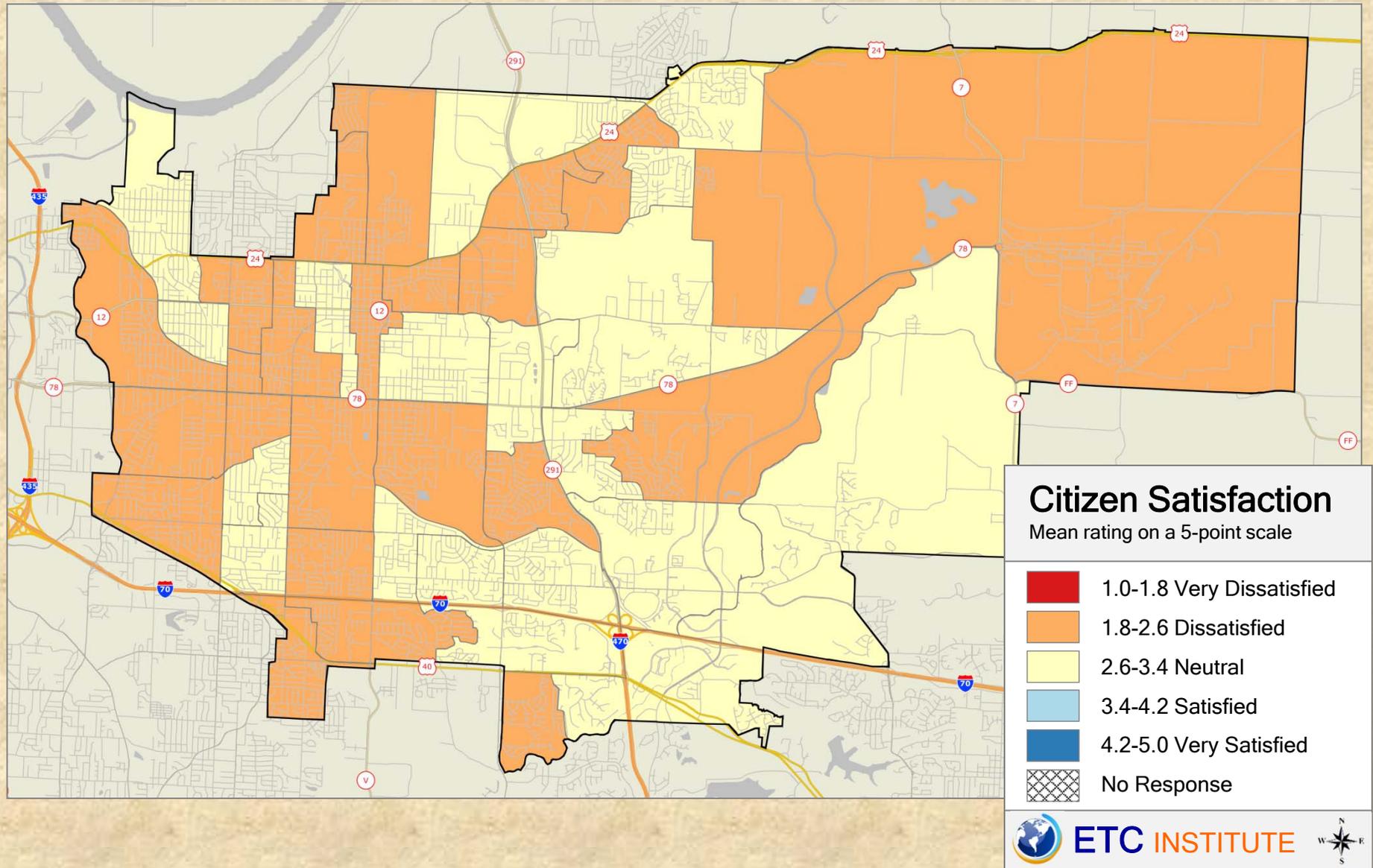
Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q9-03 Level of Satisfaction with: Frequency with which city leaders seek out your views



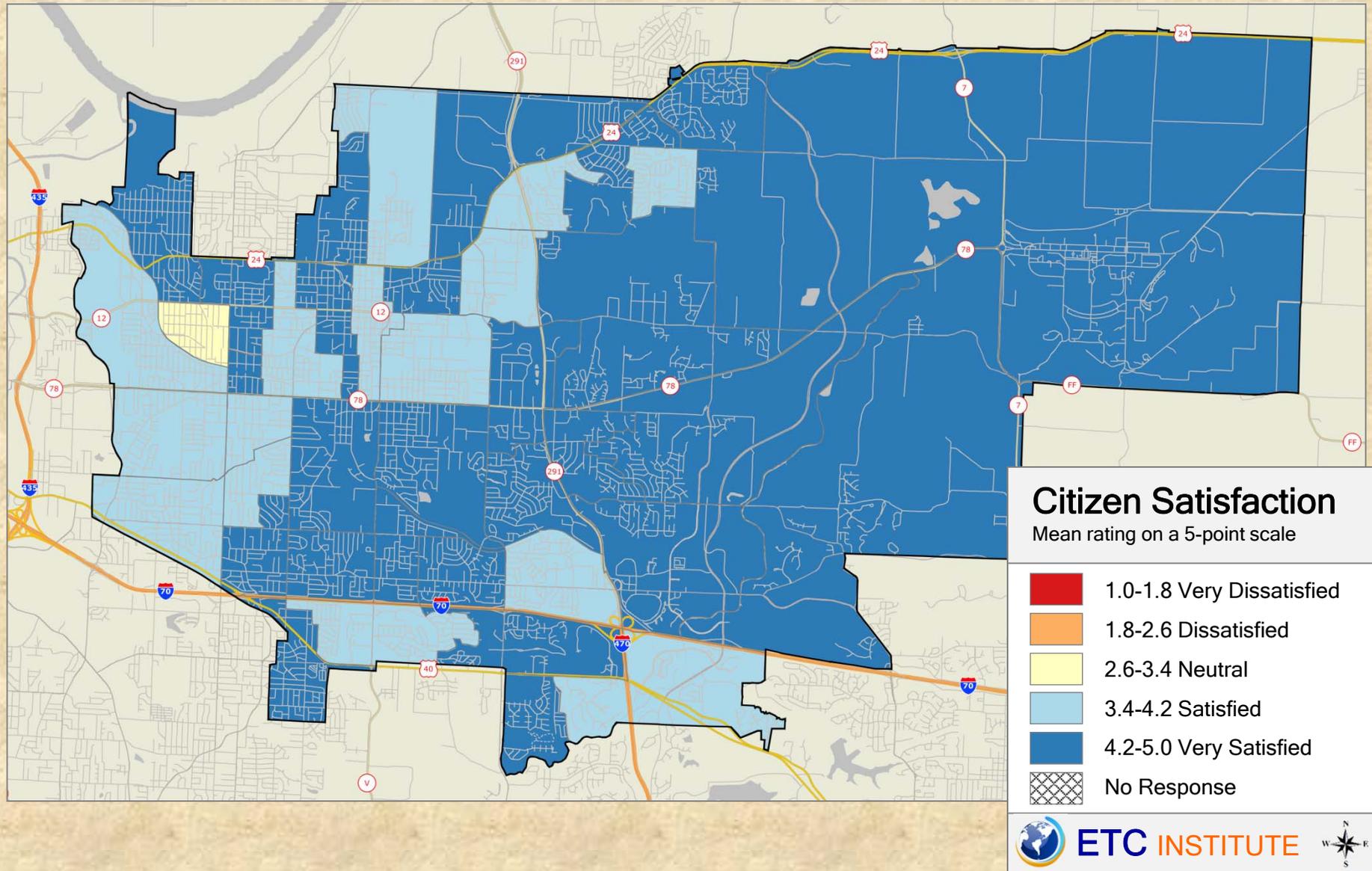
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q9-04 Level of Satisfaction with: The level of public involvement in local decision making



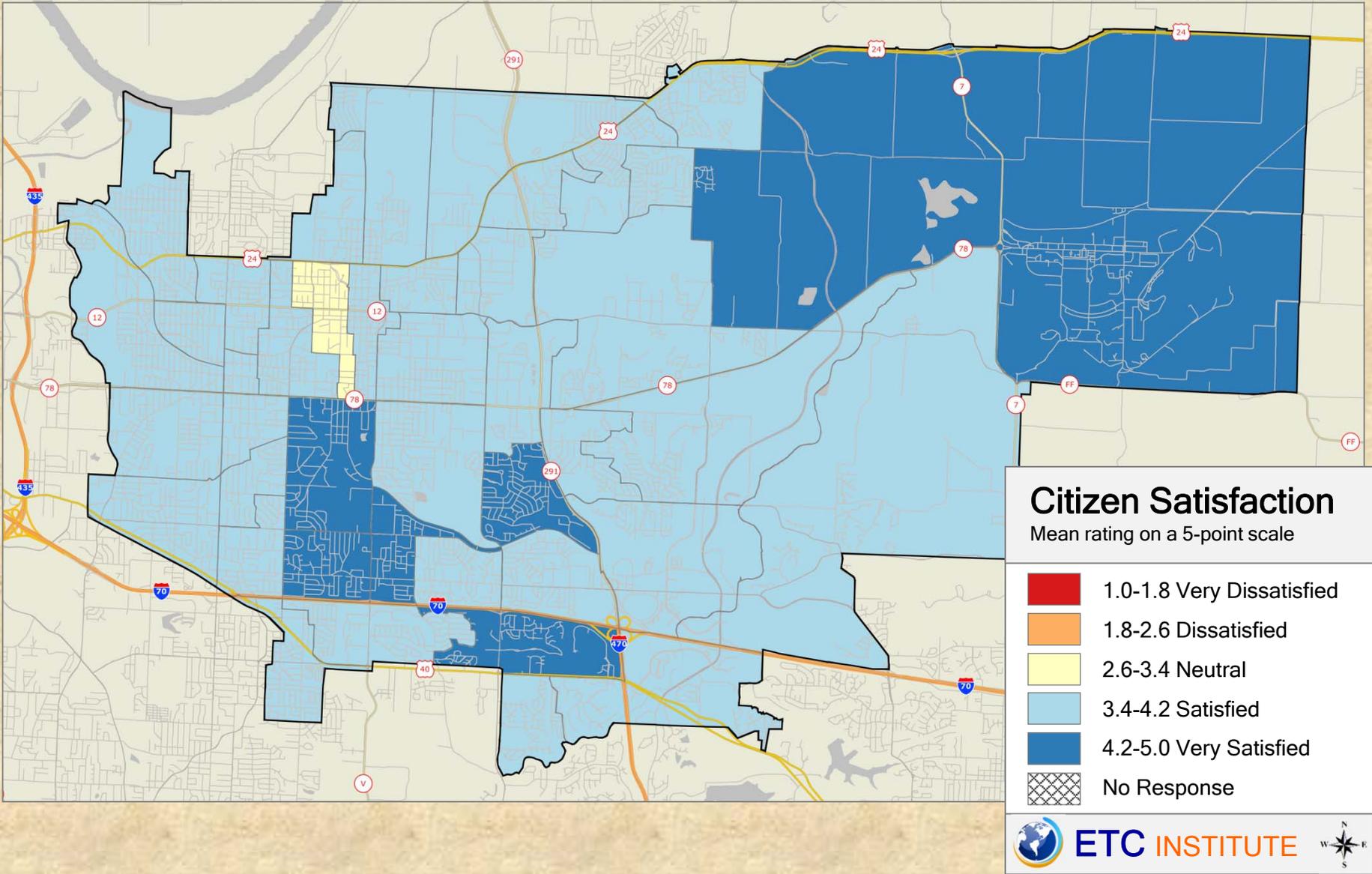
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q10-01 Level of Satisfaction with: The taste of the tap water in your home



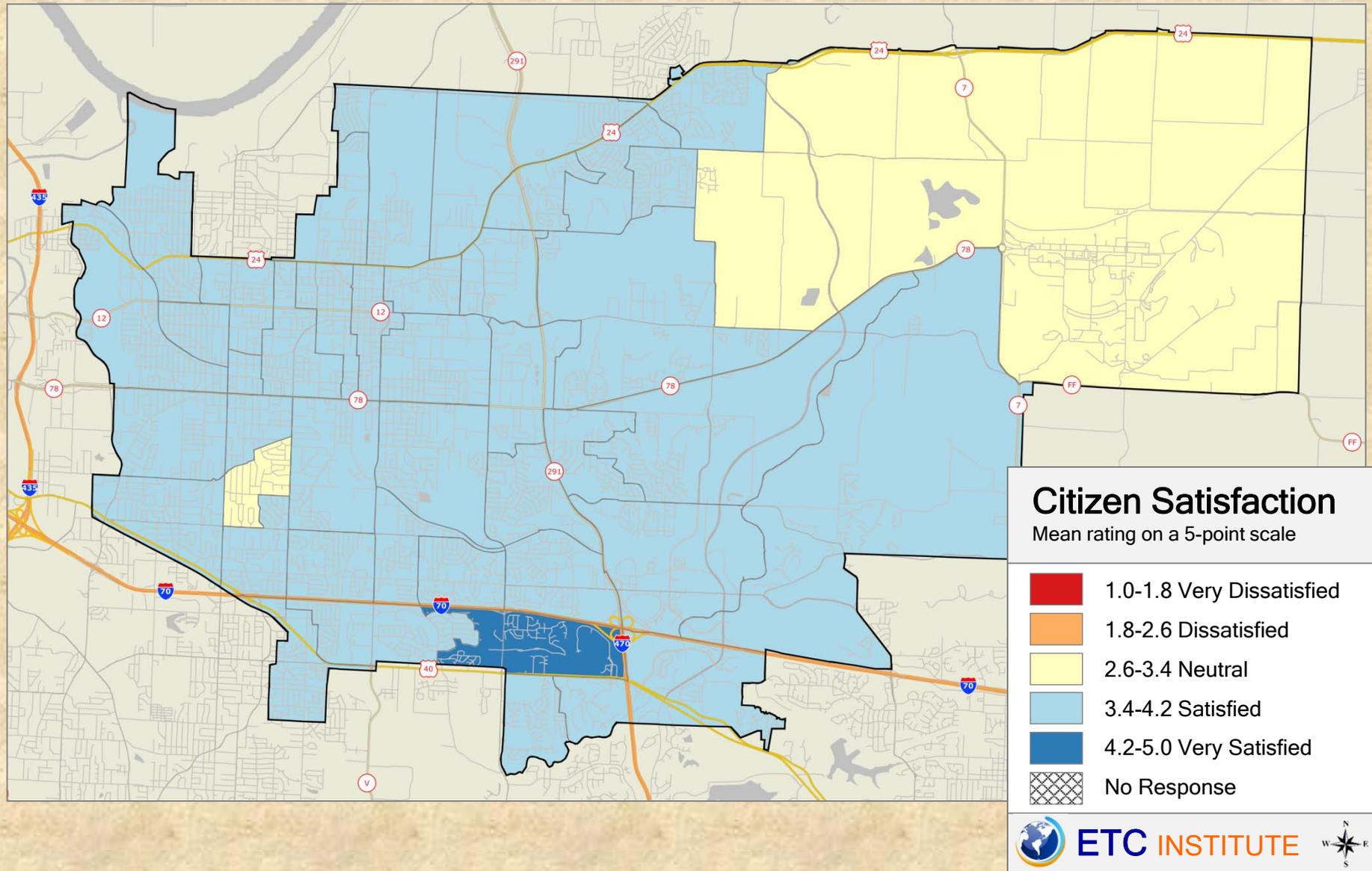
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q10-02 Level of Satisfaction with: Water pressure in your home



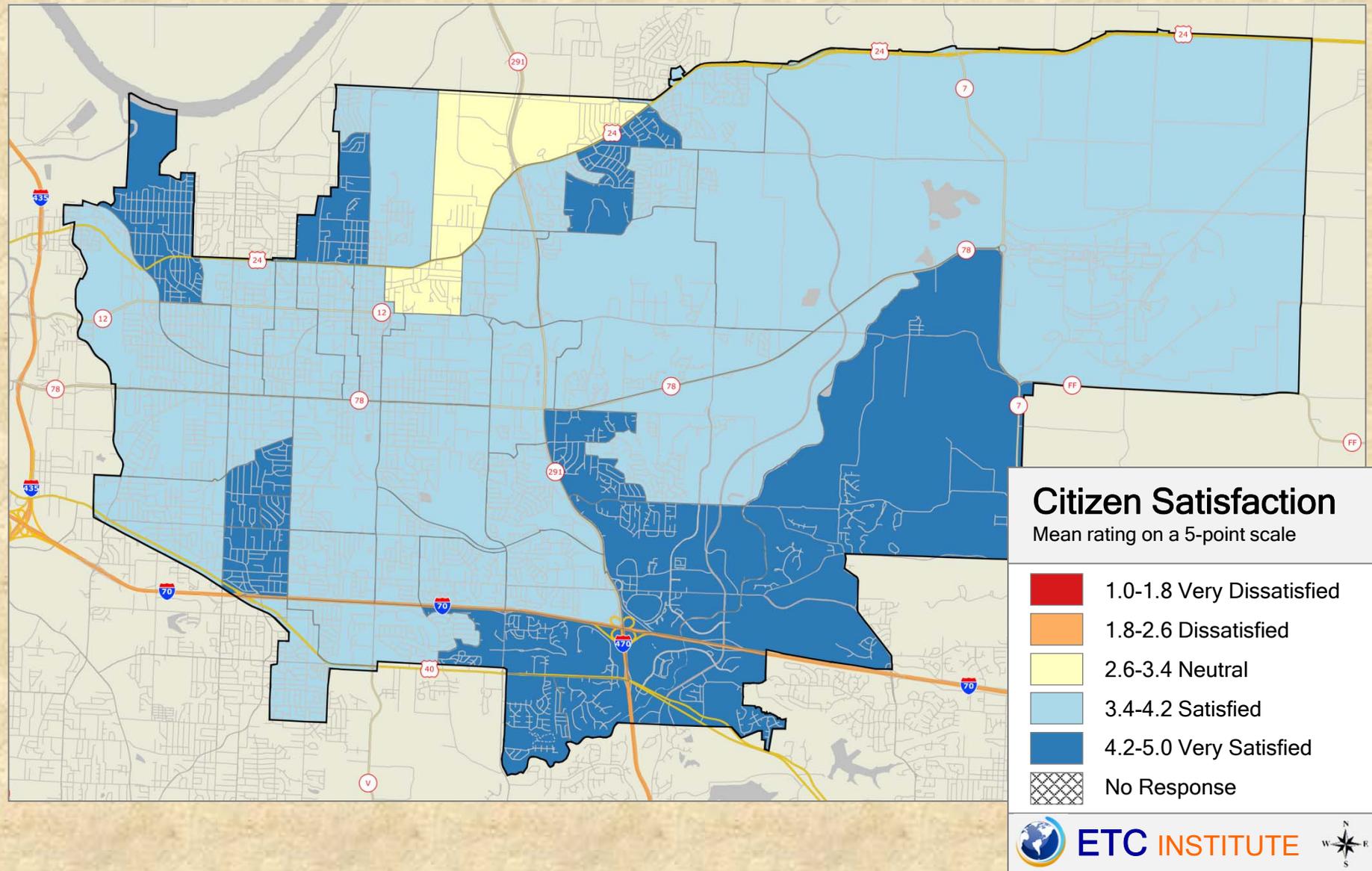
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q10-03 Level of Satisfaction with: Adequacy of the city's wastewater collection system



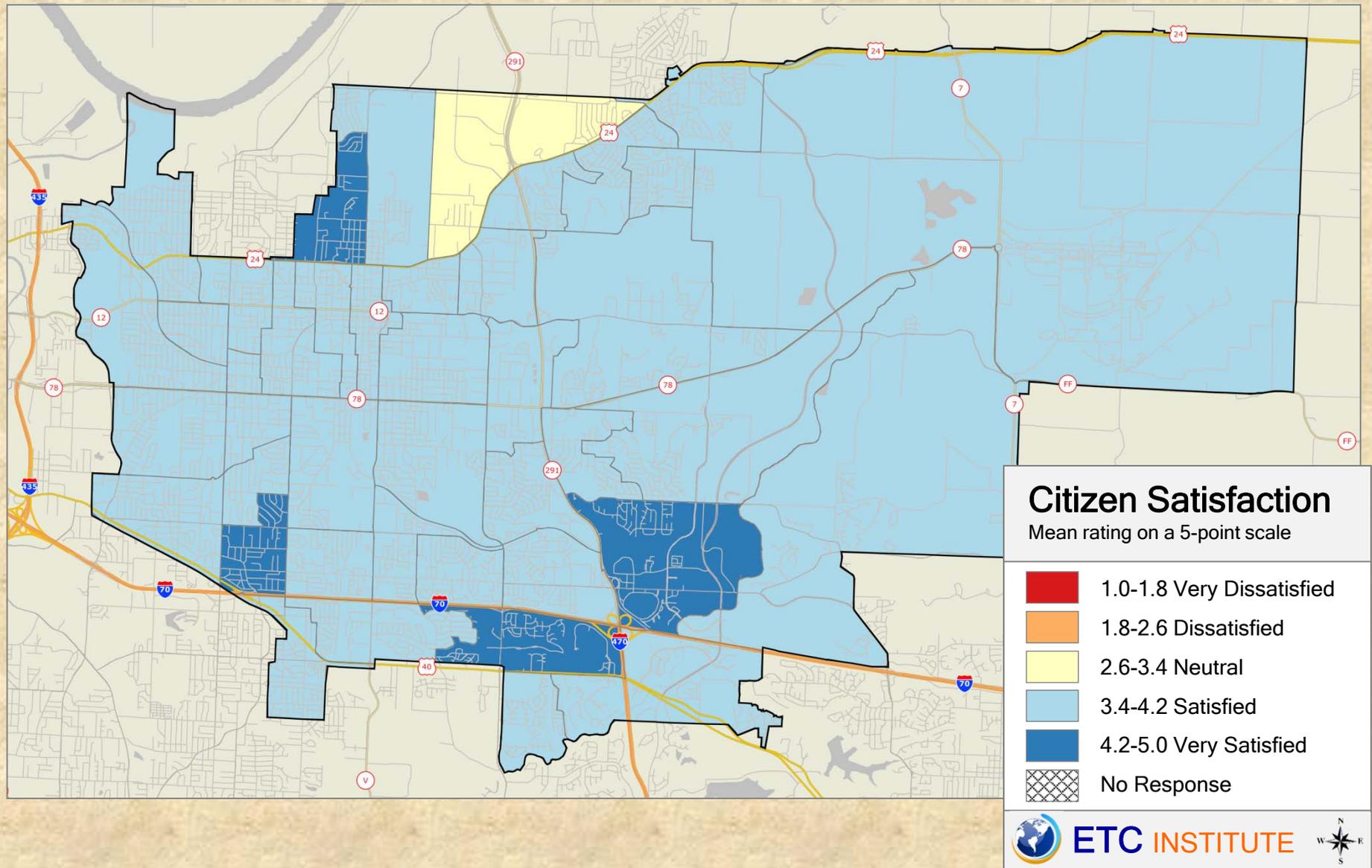
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q10-04 Level of Satisfaction with: Overall reliability of electrical service



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

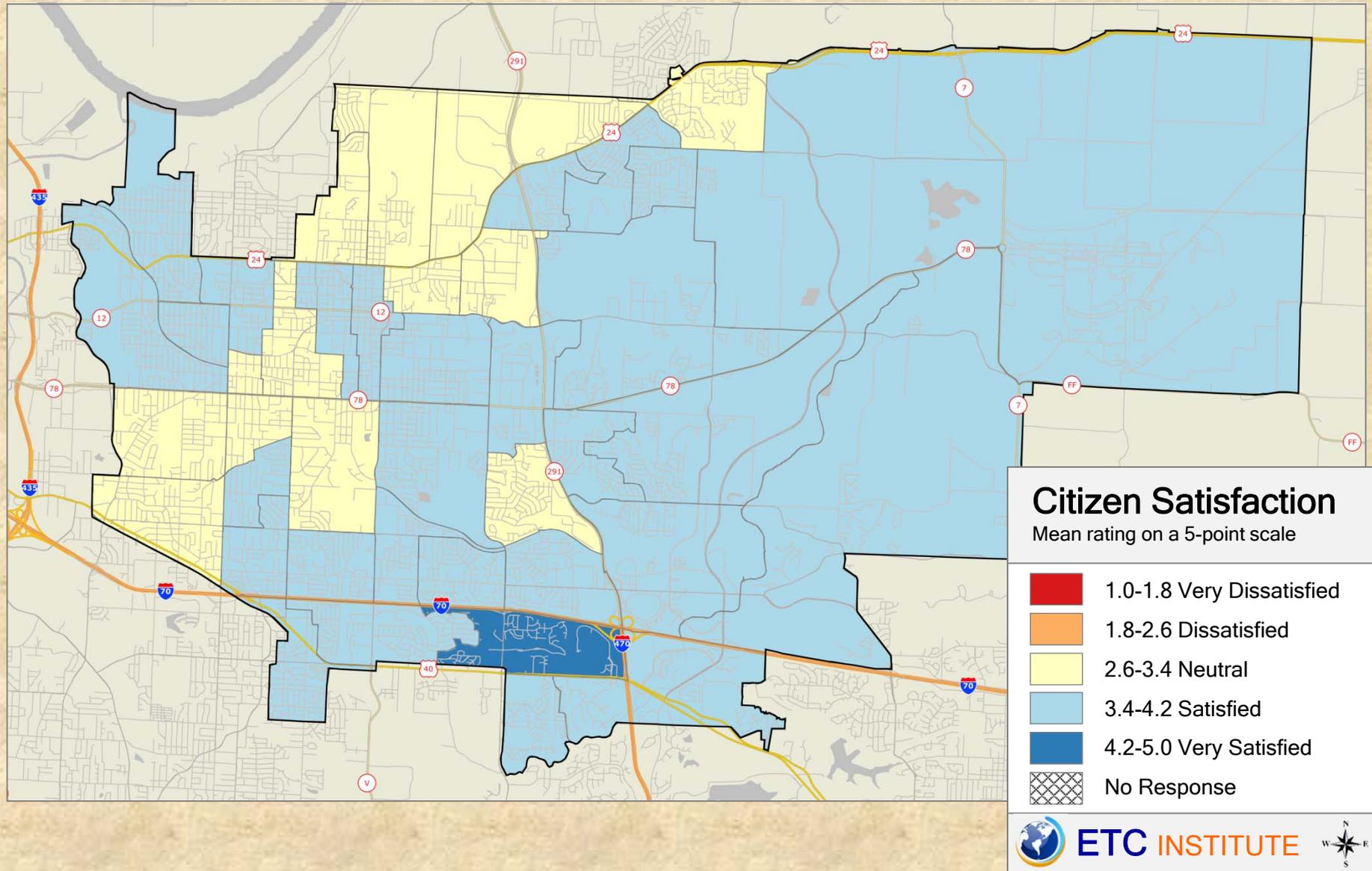
# Q10-05 Level of Satisfaction with: How quickly electrical outages are repaired



## 2018 City of Independence Citizen Survey

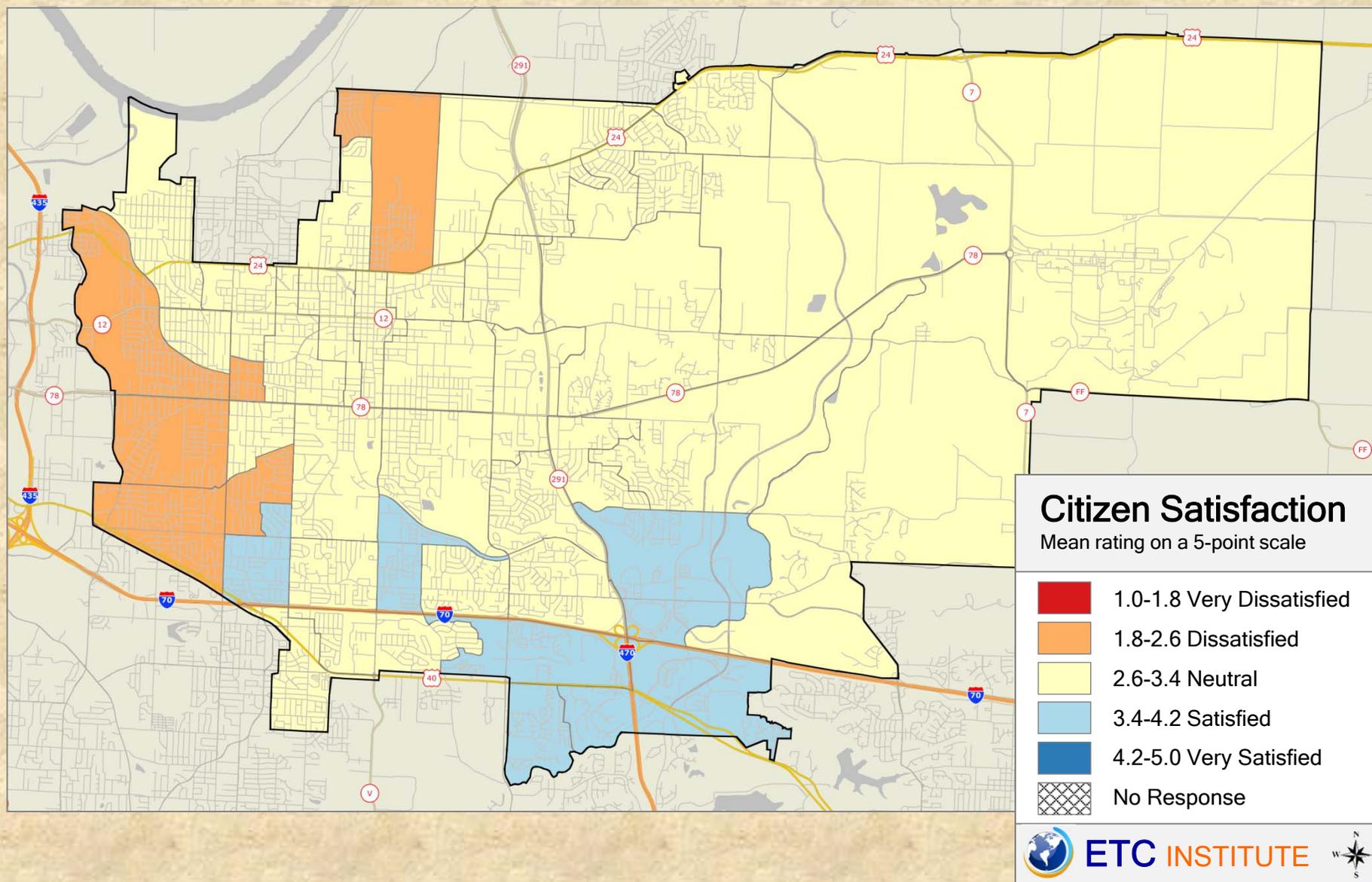
Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q10-06 Level of Satisfaction with: The value of your water and wastewater utility services



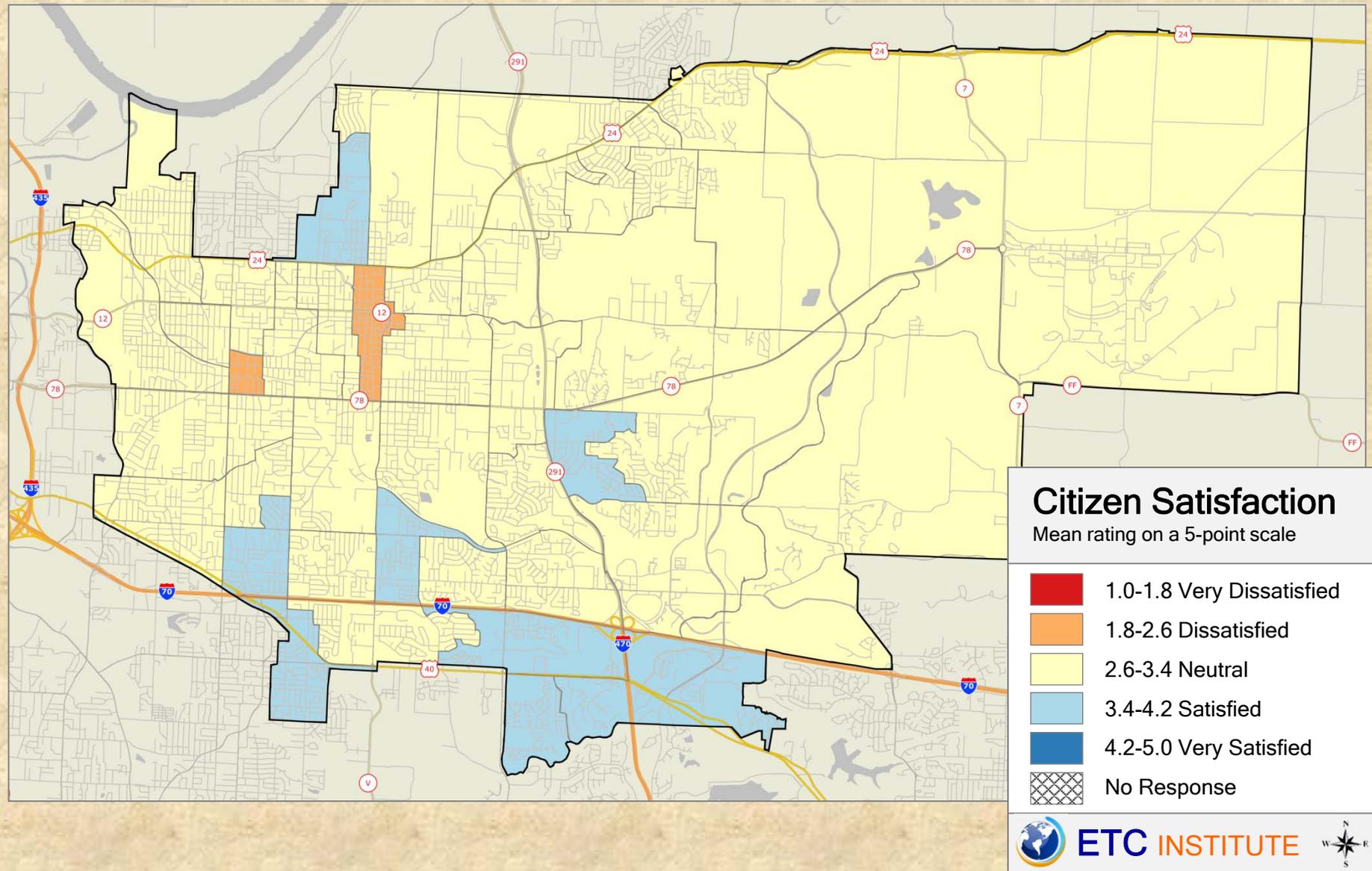
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q10-07 Level of Satisfaction with: The value of your electric utility service



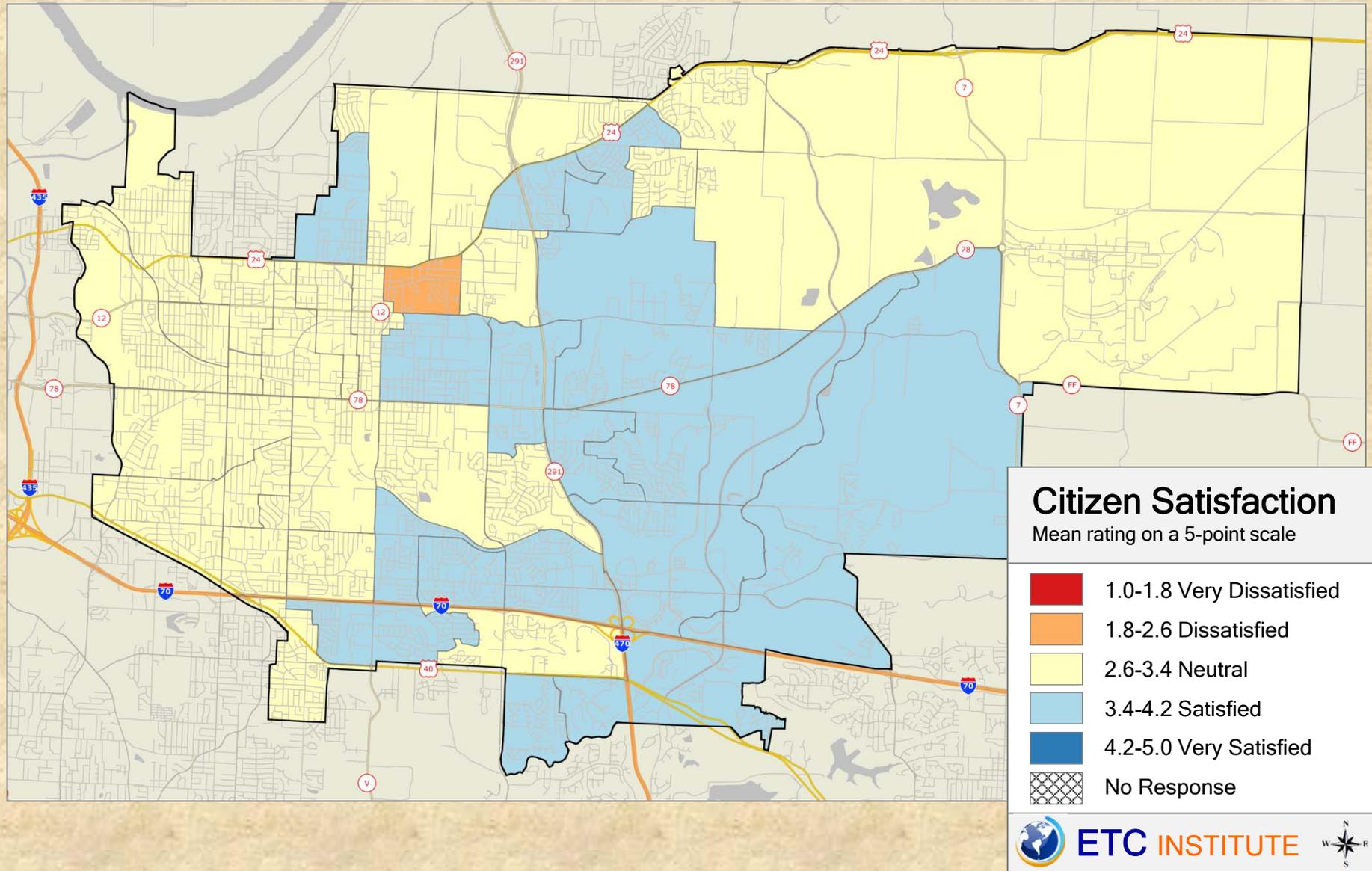
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q10-08 Level of Satisfaction with: The efforts of the city's utilities programs to promote the environment and conservation



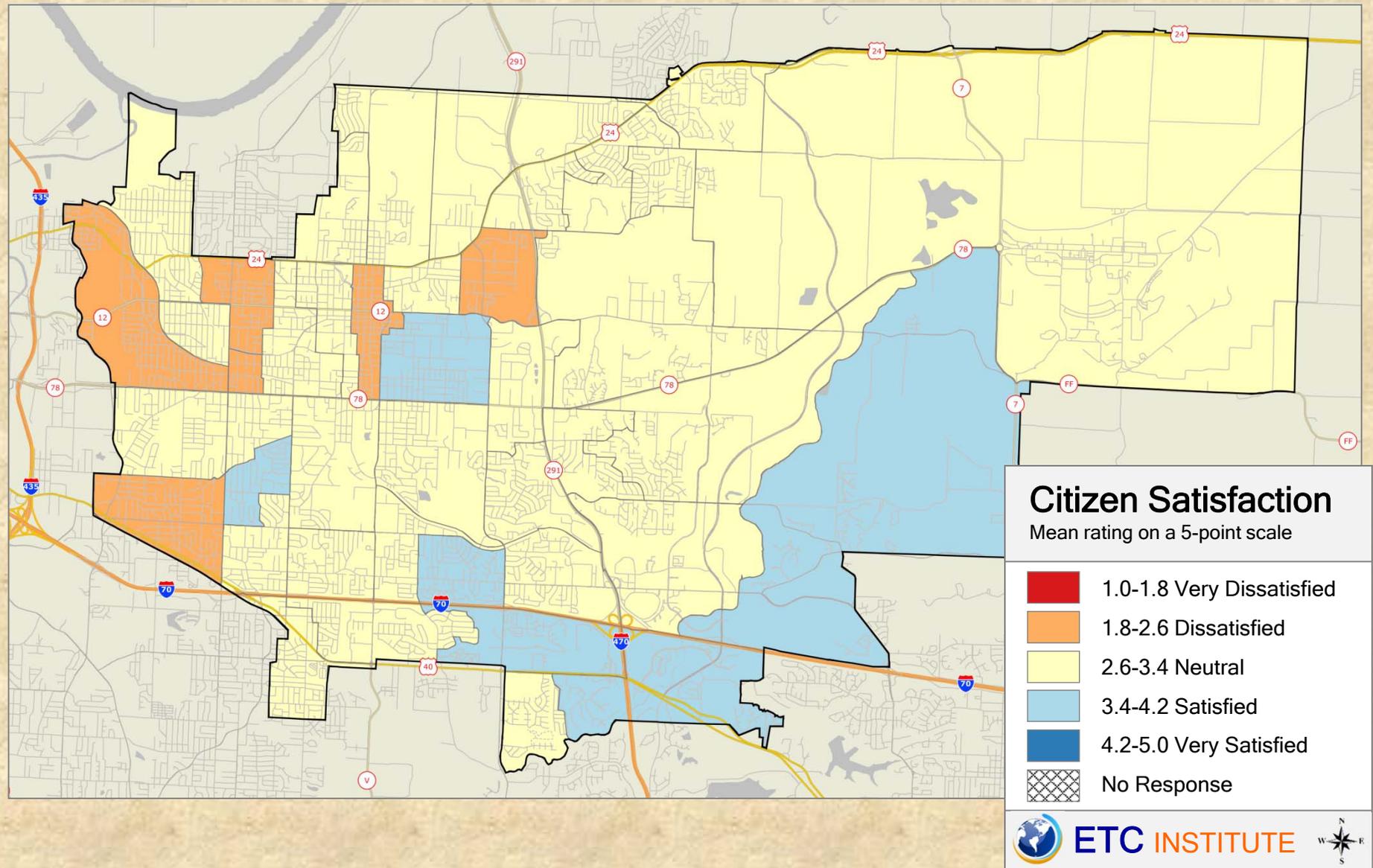
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q10-09 Level of Satisfaction with: Maintenance of the city's storm water drains and culverts in your neighborhood



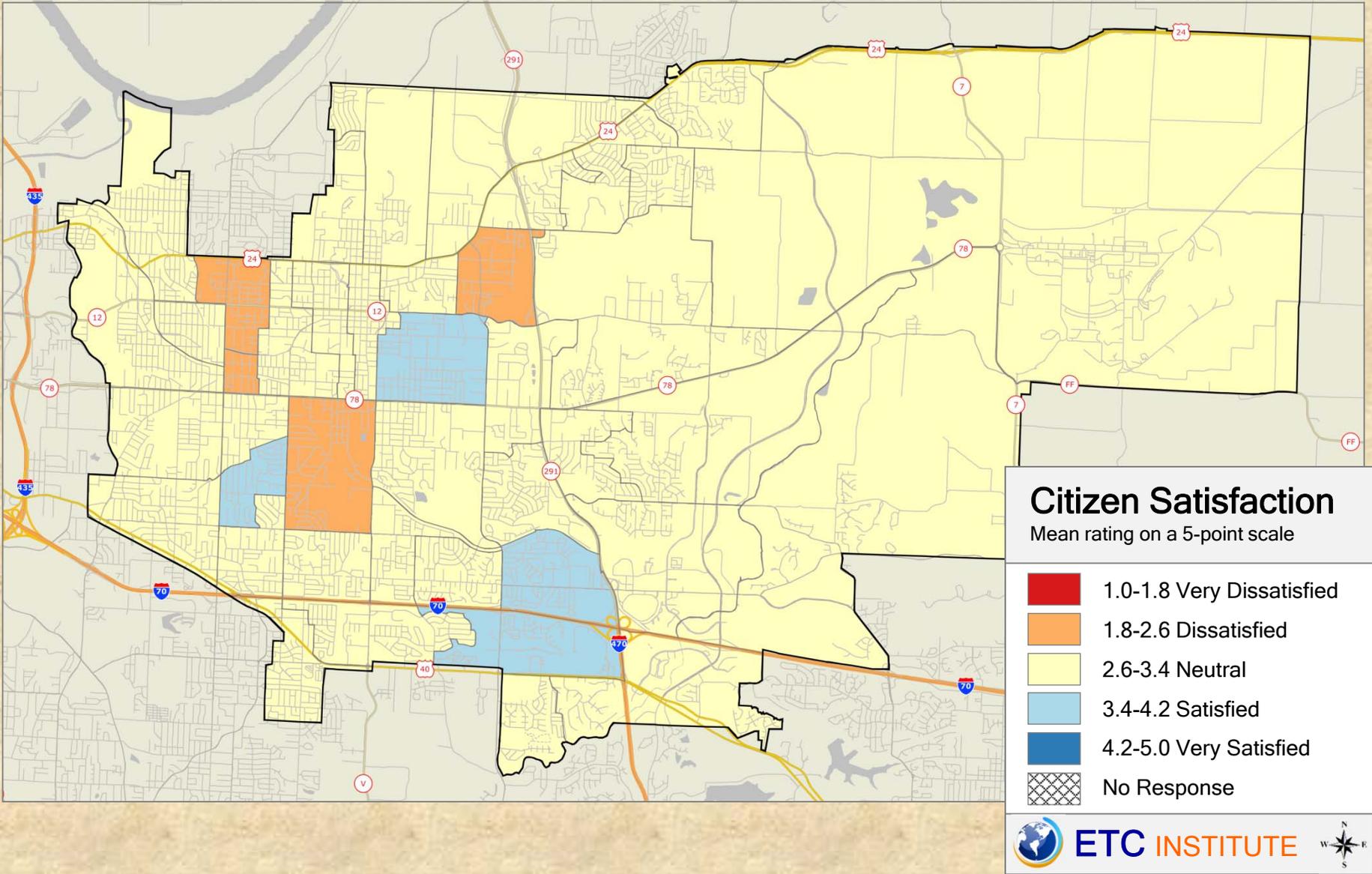
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q11-01 Level of Satisfaction with: Cleanup of trash/debris on residential property



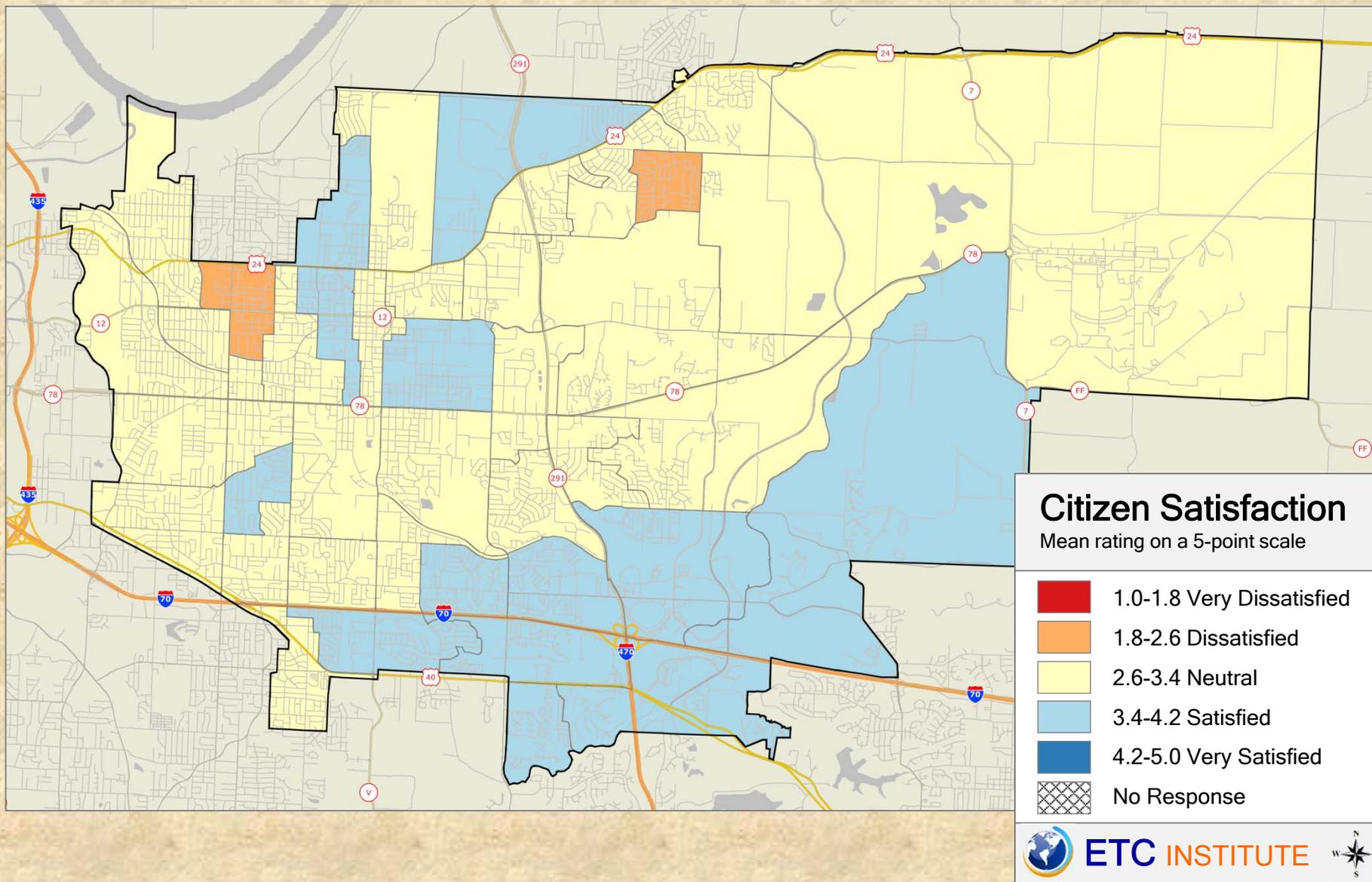
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q11-02 Level of Satisfaction with: Cleanup of trash/debris on commercial property



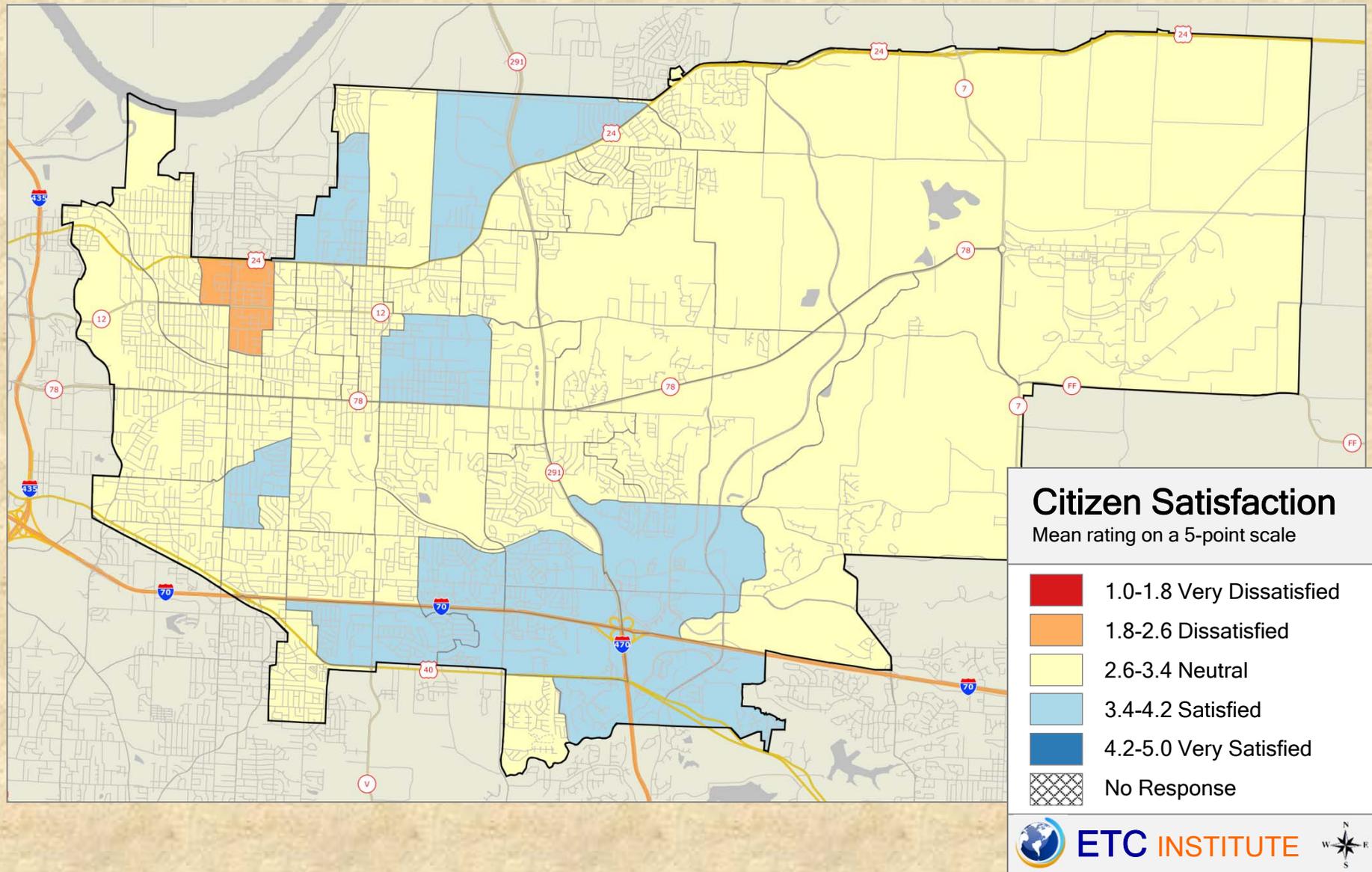
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q11-03 Level of Satisfaction with: Mowing/trimming of residential property



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

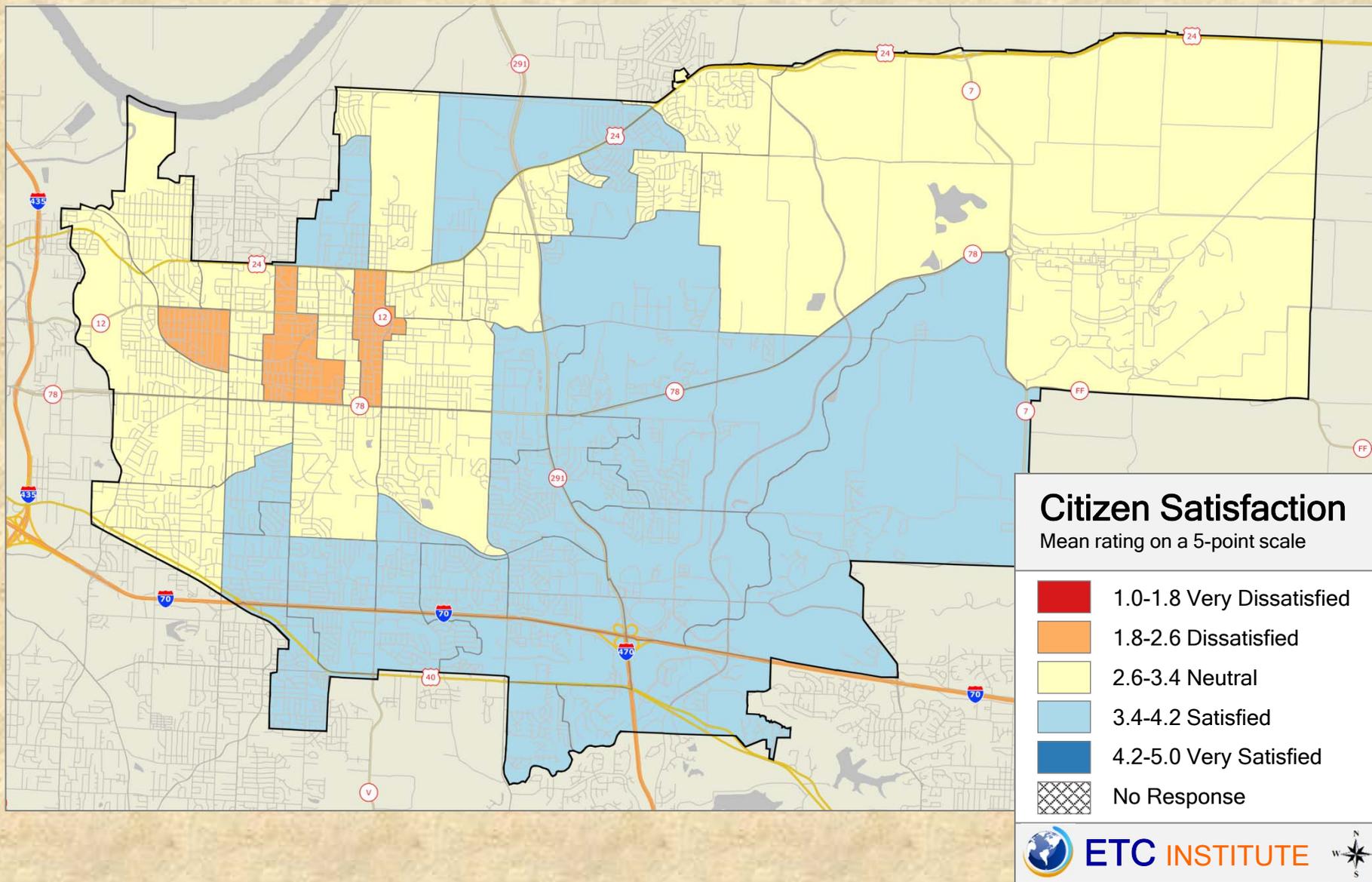
# Q11-04 Level of Satisfaction with: Mowing/trimming of commercial property



## 2018 City of Independence Citizen Survey

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

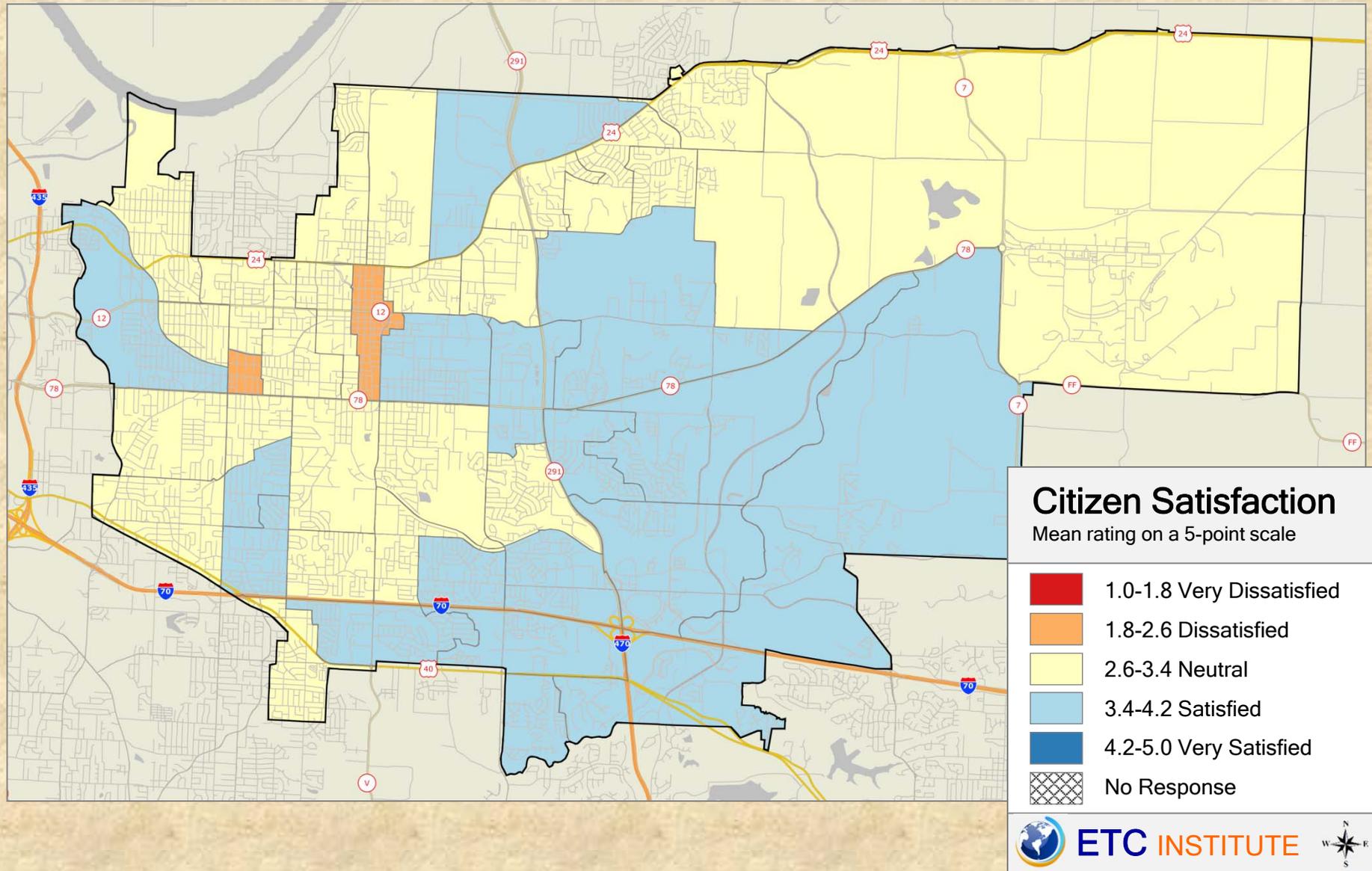
## Q11-05 Level of Satisfaction with: Maintenance of residential buildings in your neighborhood



### 2018 City of Independence Citizen Survey

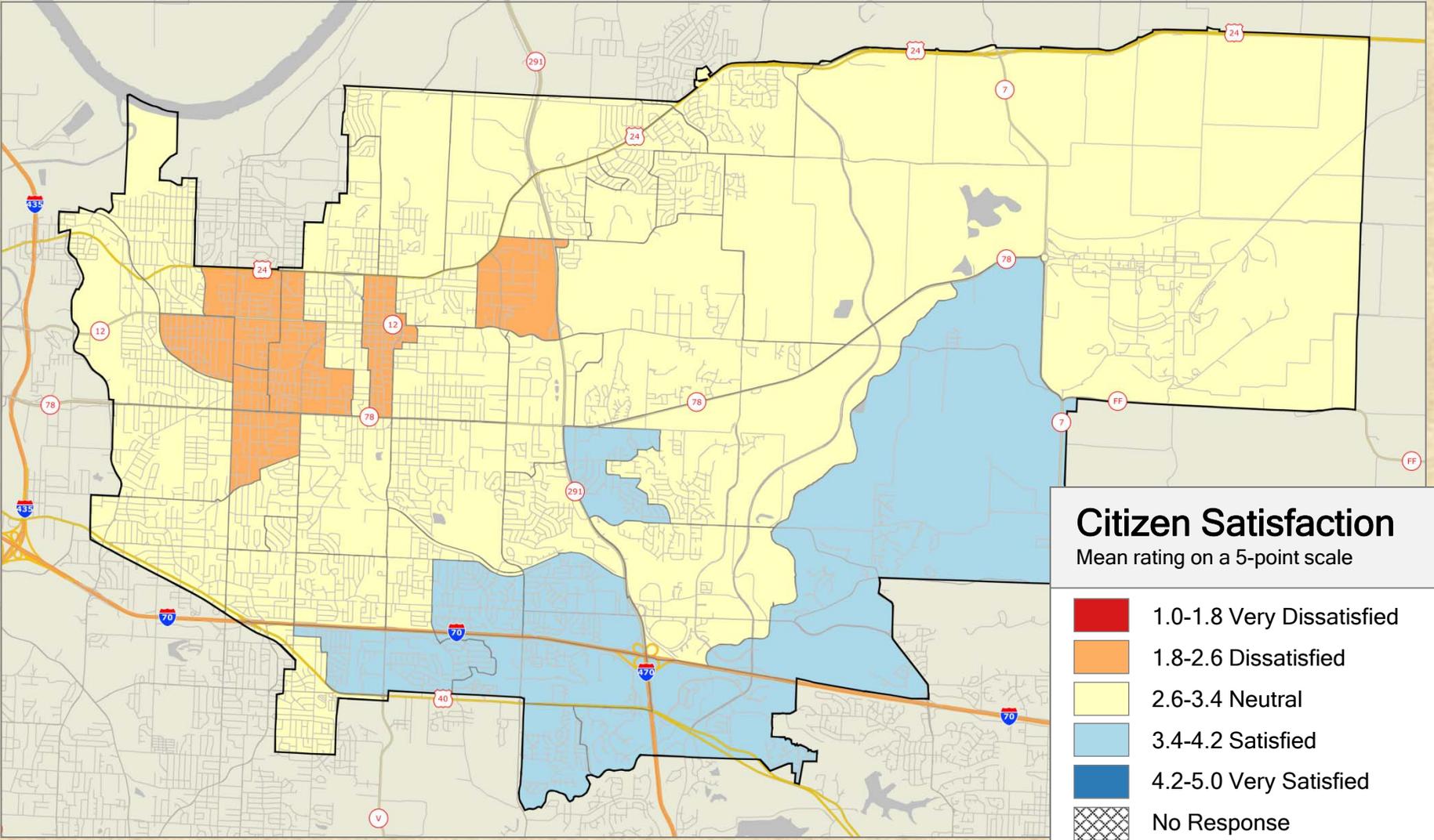
Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q11-06 Level of Satisfaction with: Maintenance of commercial buildings in your neighborhood



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

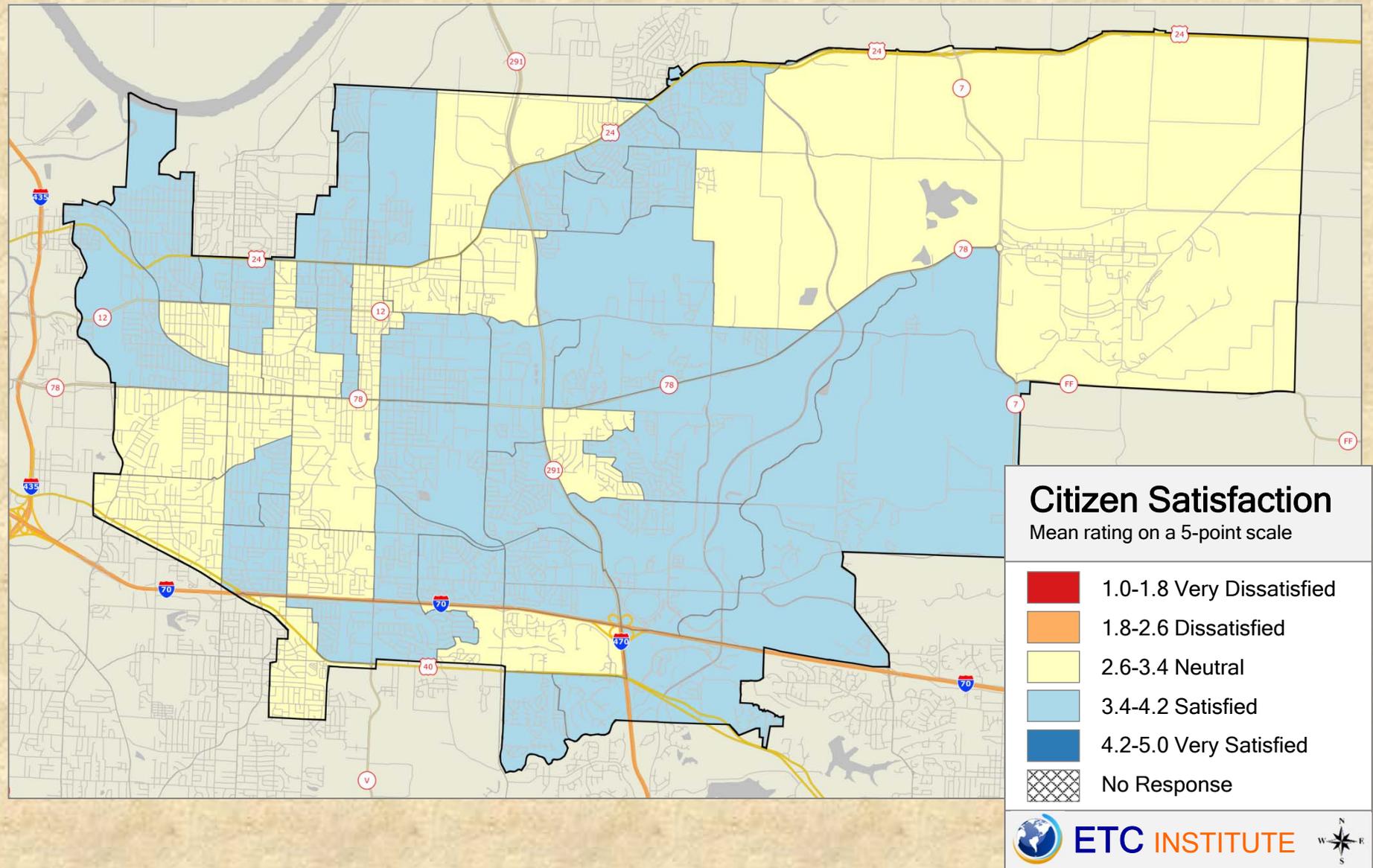
# Q11-07 Level of Satisfaction with: Maintenance of rental buildings in your neighborhood



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

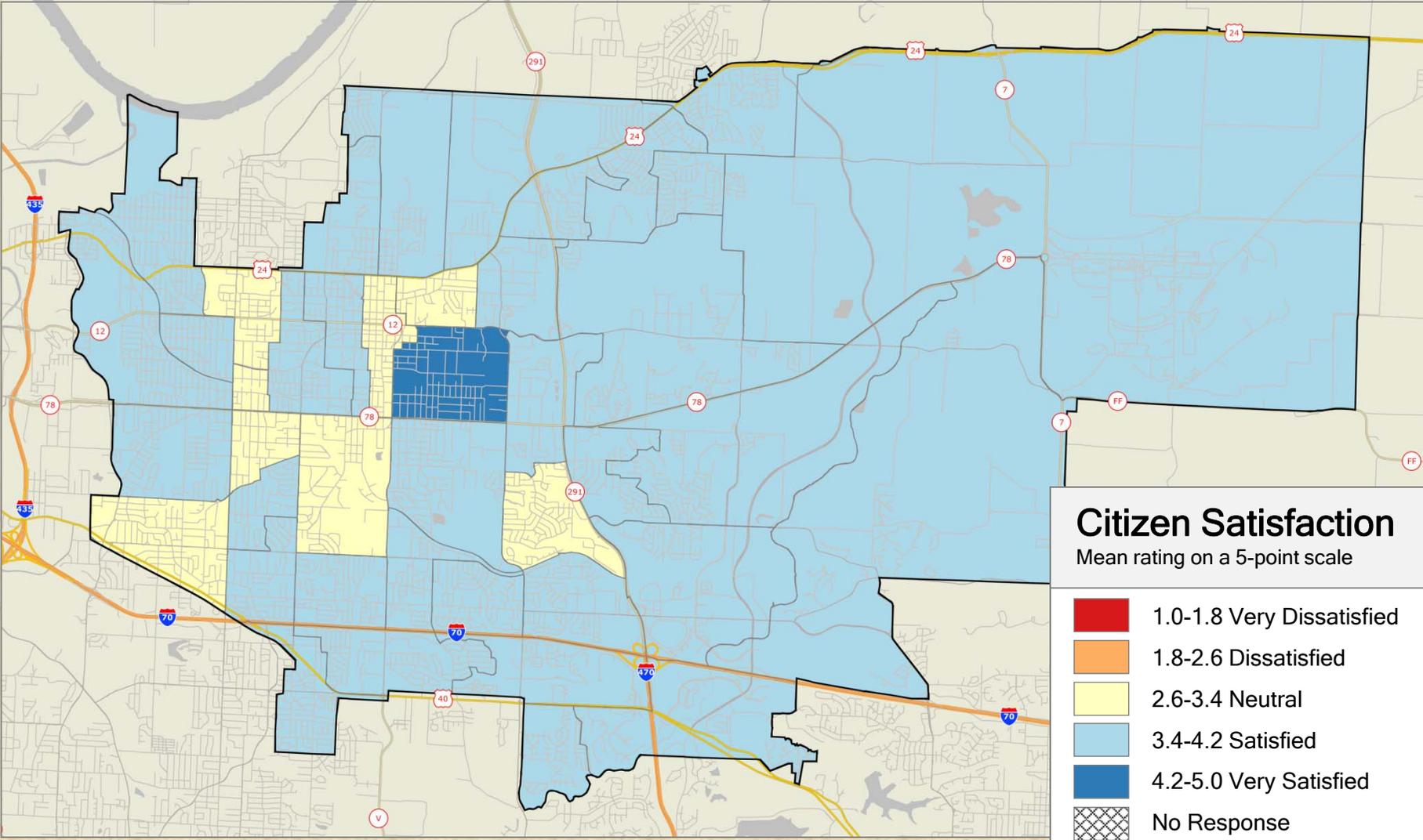


# Q11-08 Level of Satisfaction with: Food safety standards at restaurants in the city



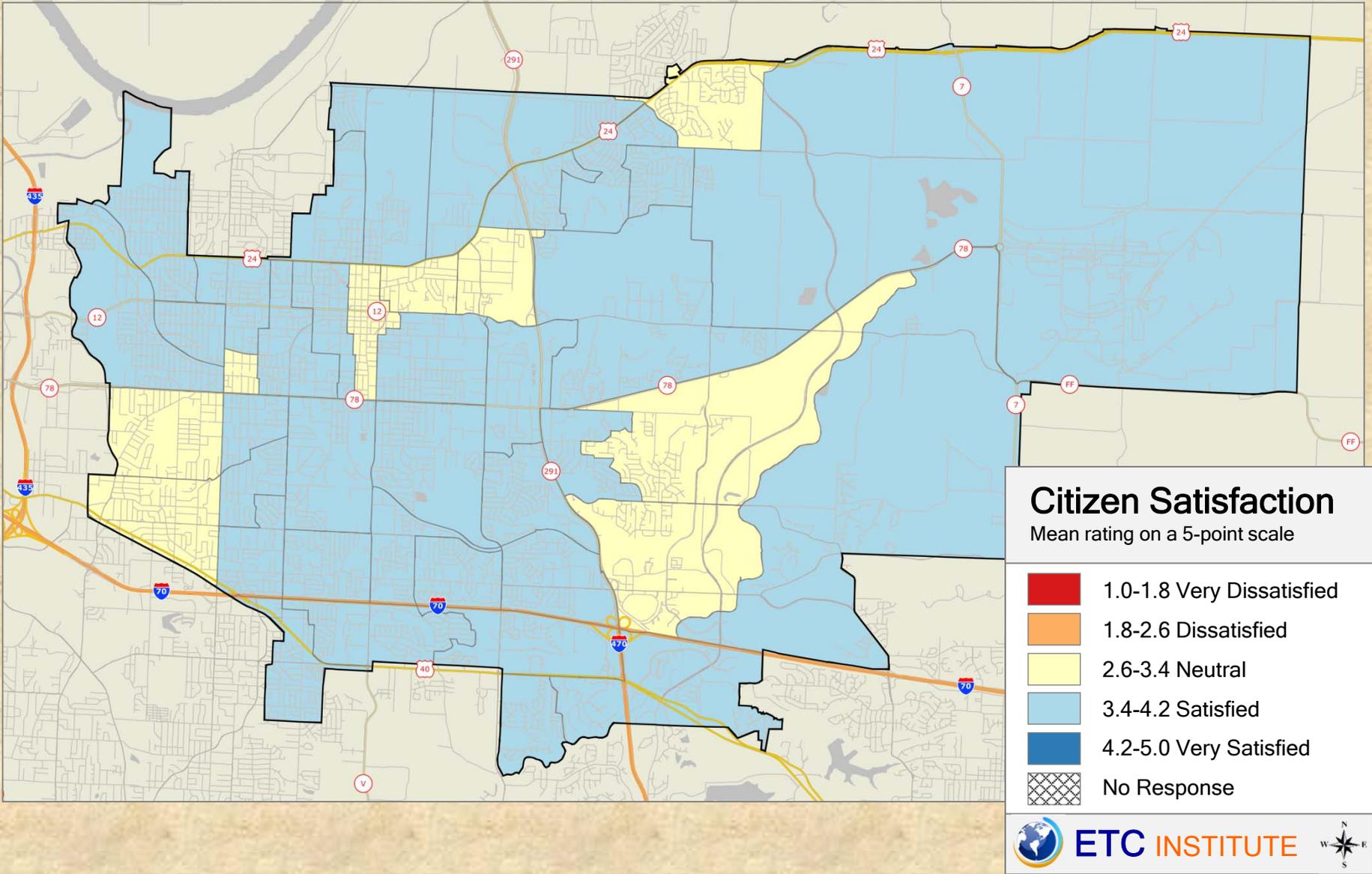
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q12-01 Level of Satisfaction with: Maintenance of city parks



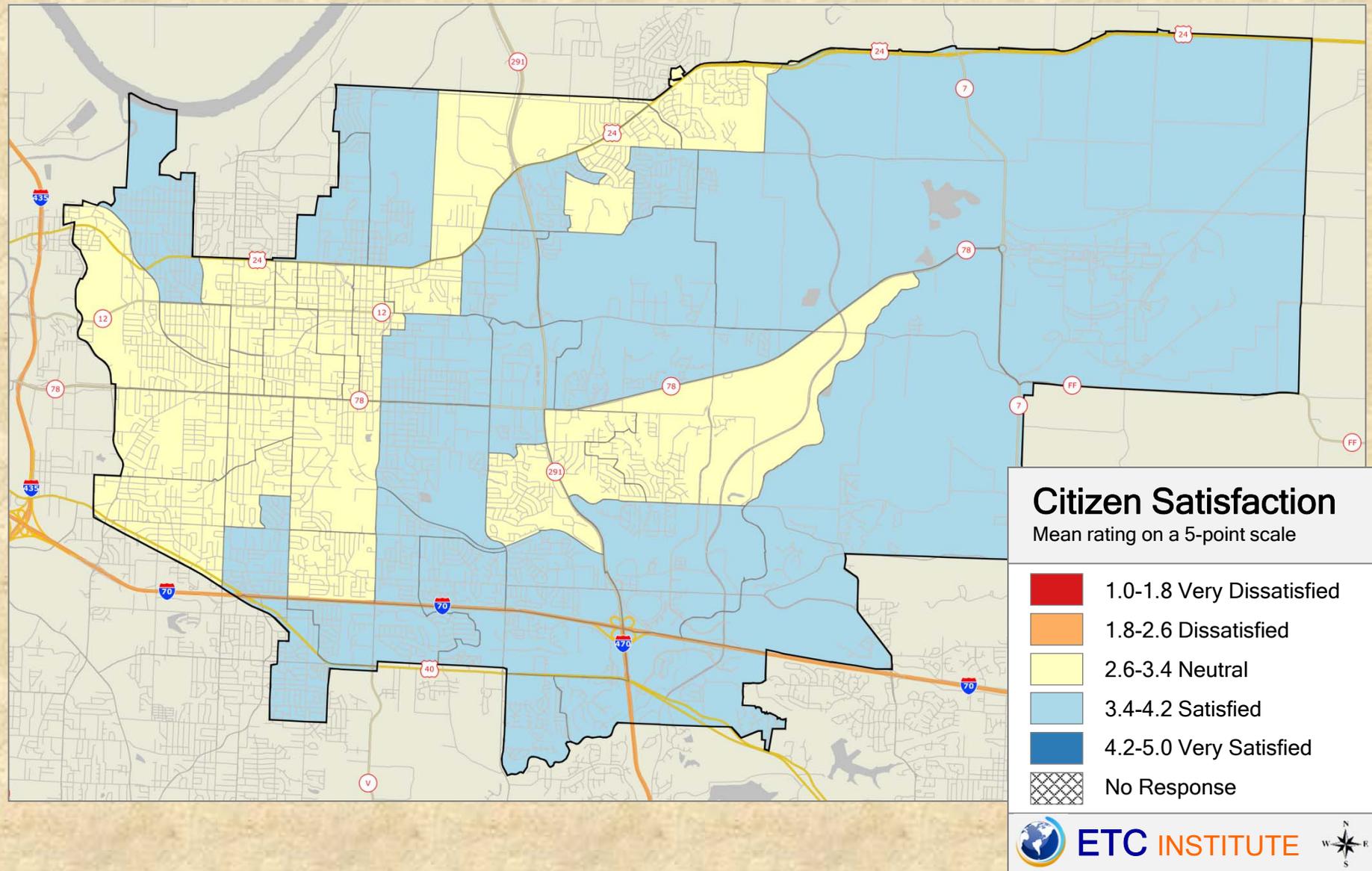
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q12-02 Level of Satisfaction with: Number of city parks



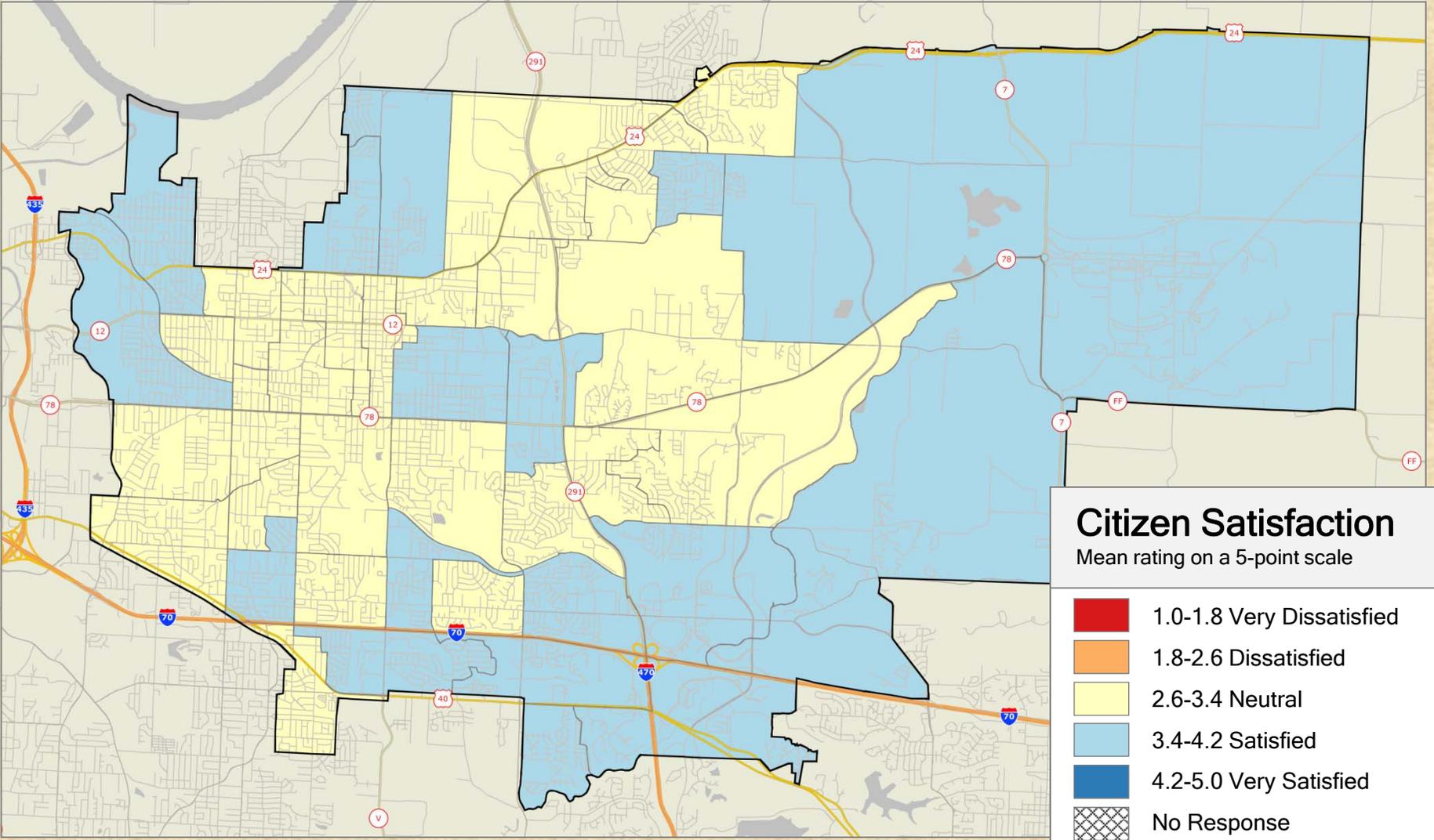
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q12-03 Level of Satisfaction with: Number of walking and biking trails



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

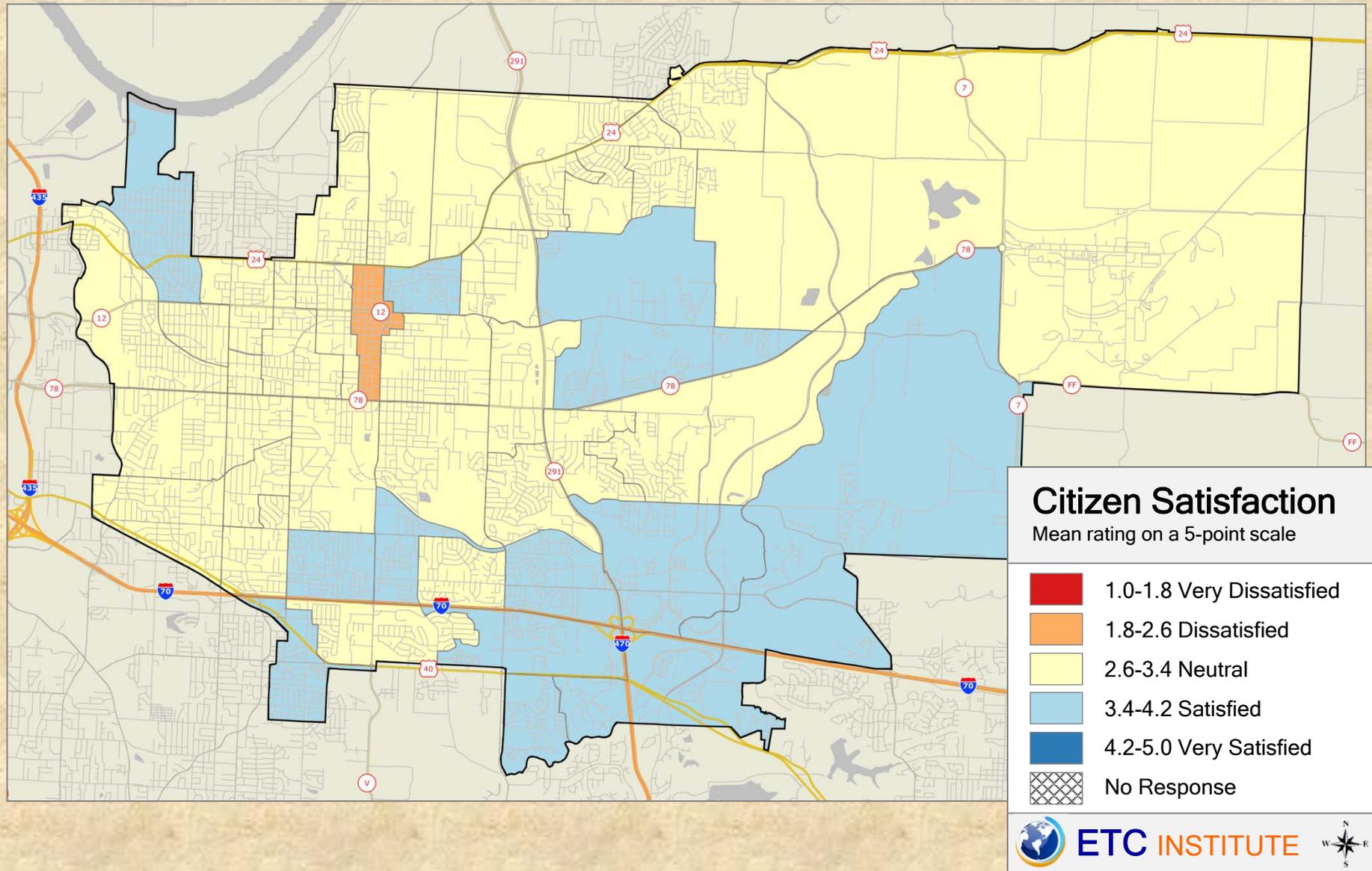
# Q12-04 Level of Satisfaction with: Recreation programs



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

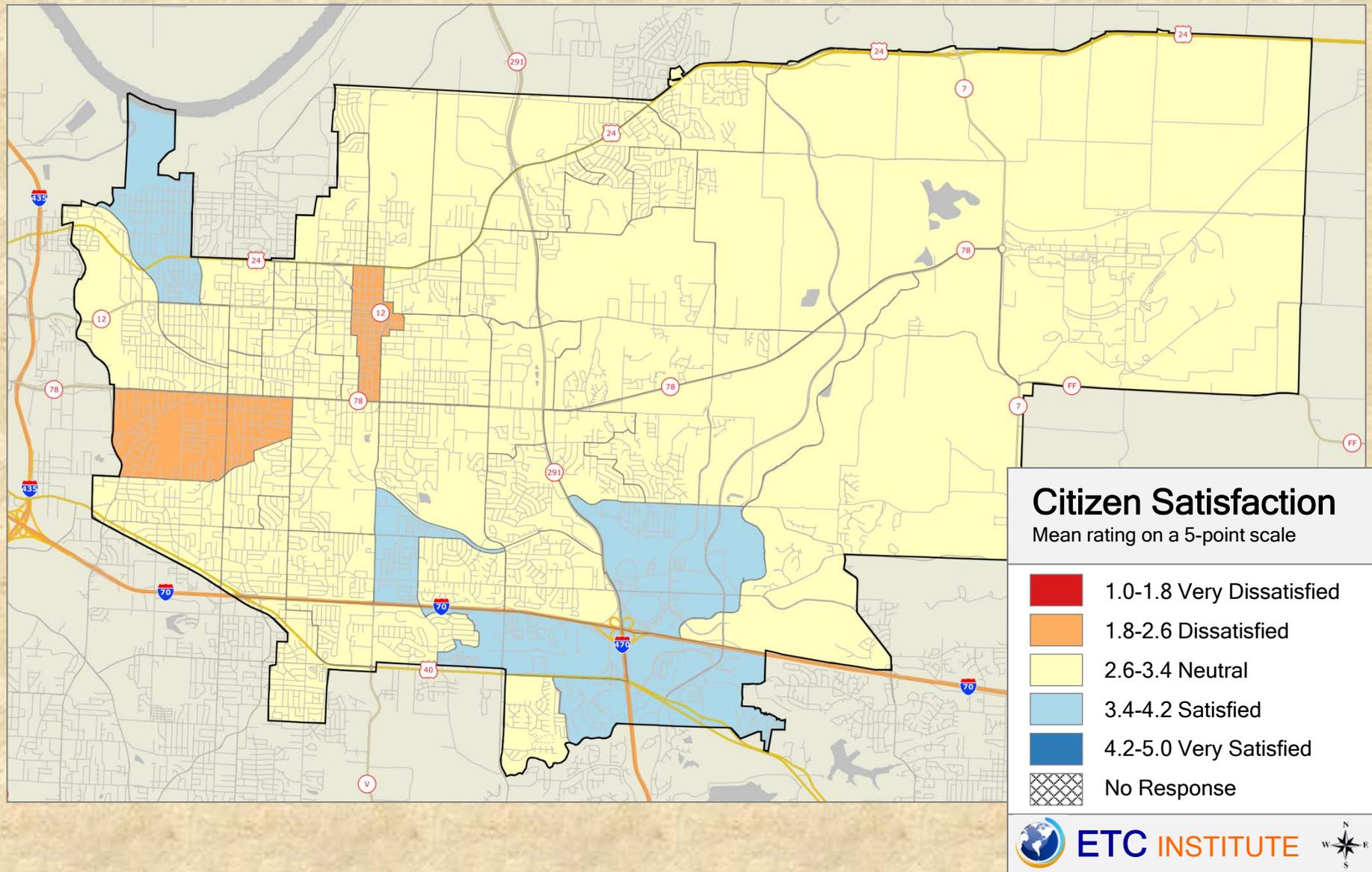


## Q13-01 Level of Satisfaction with: Availability of information about city programs/services



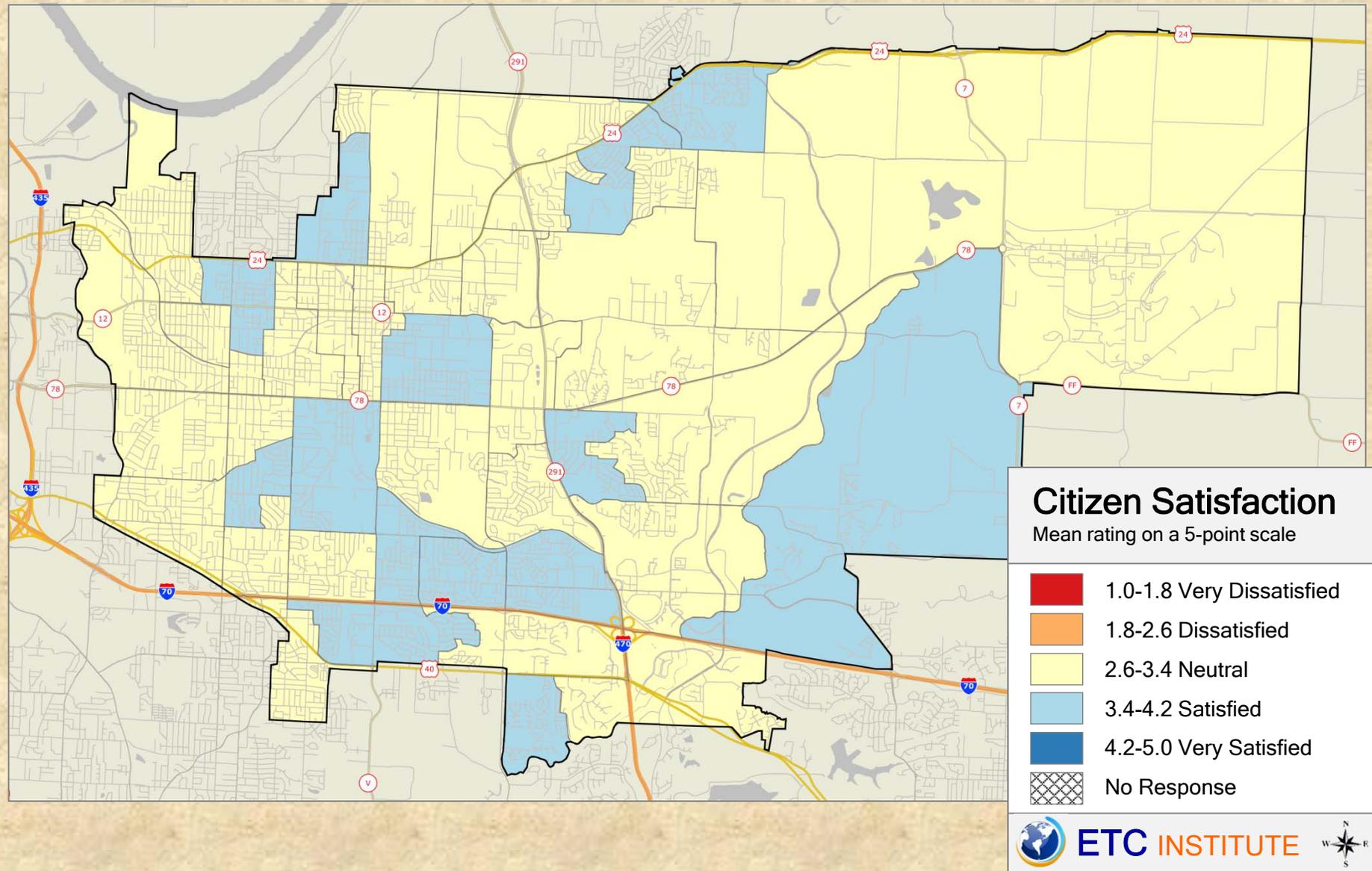
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q13-02 Level of Satisfaction with: City efforts to keep you informed about local issues



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

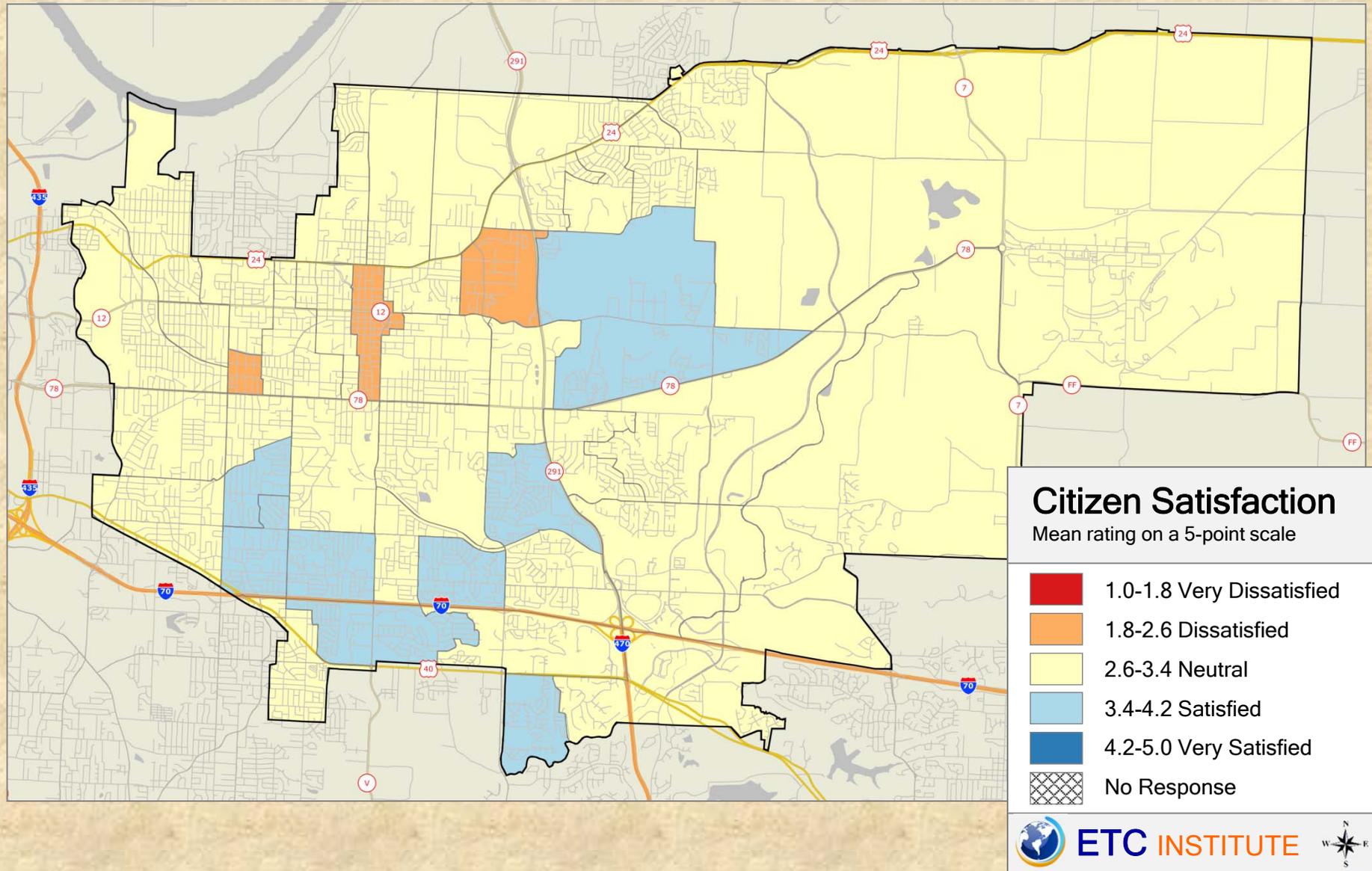
# Q14-01 Level of Satisfaction with: Maintenance of major city streets



## 2018 City of Independence Citizen Survey

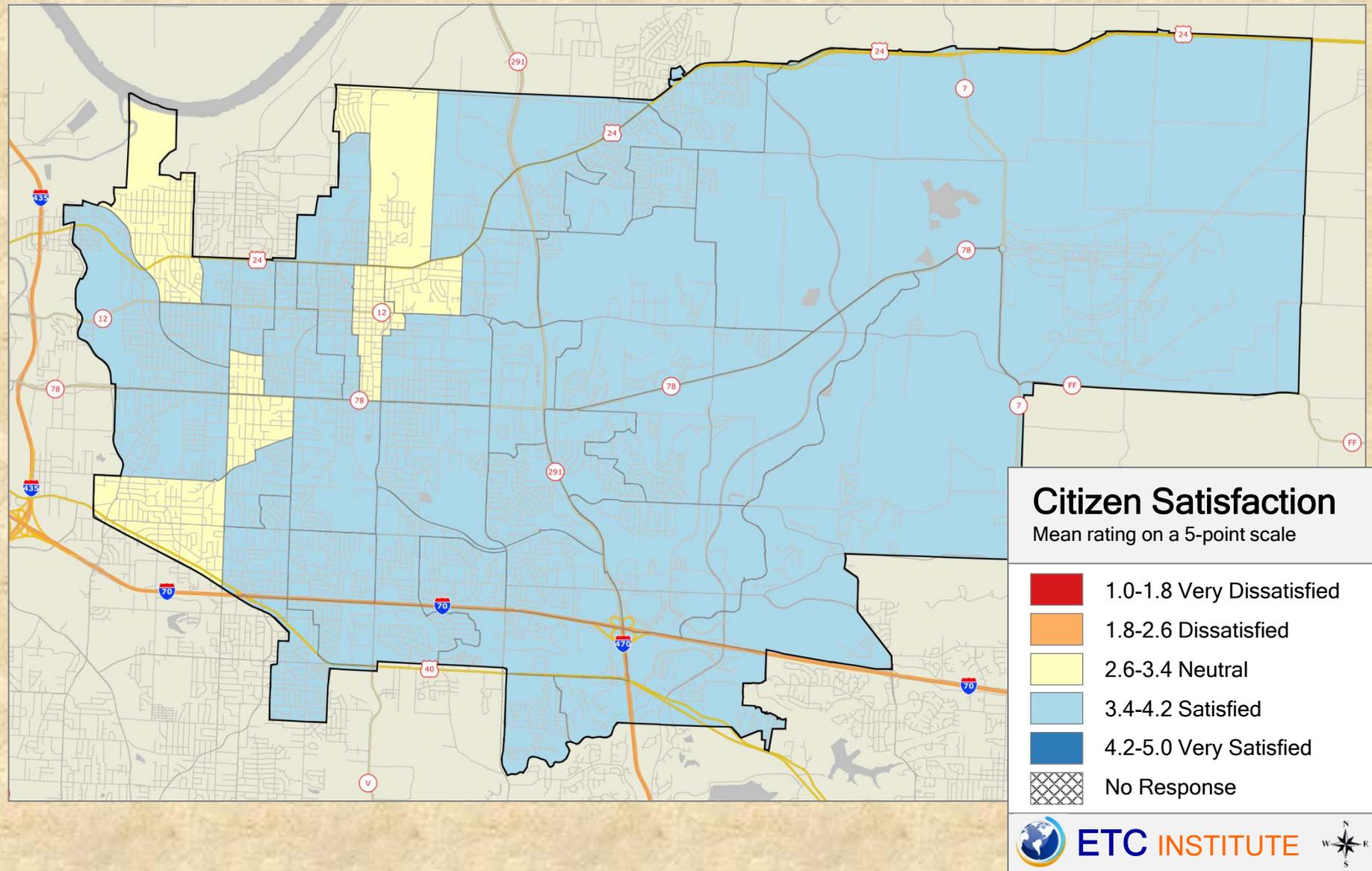
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q14-02 Level of Satisfaction with: Maintenance of streets in residential areas



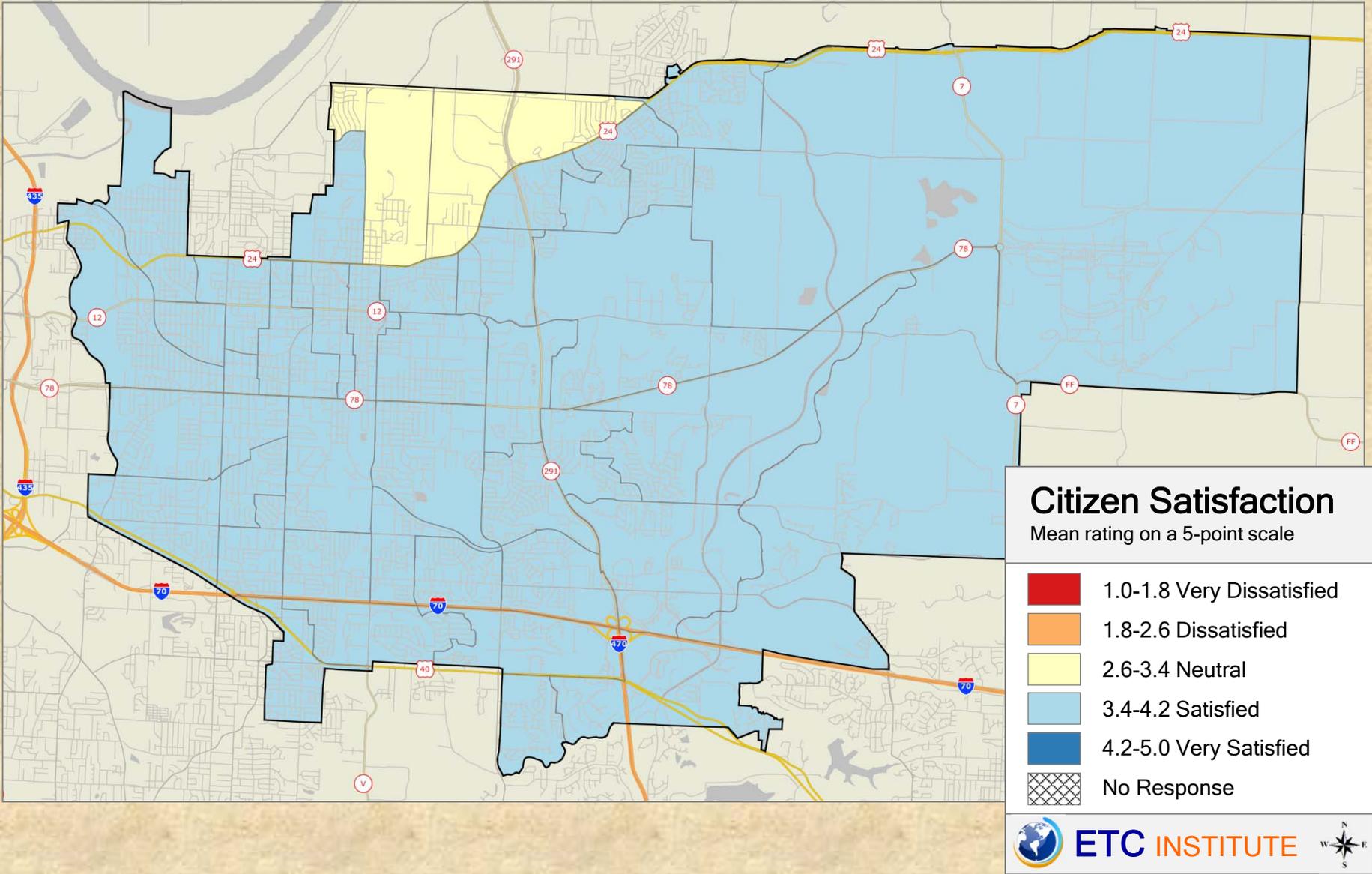
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q14-03 Level of Satisfaction with: Maintenance of street signs on city streets



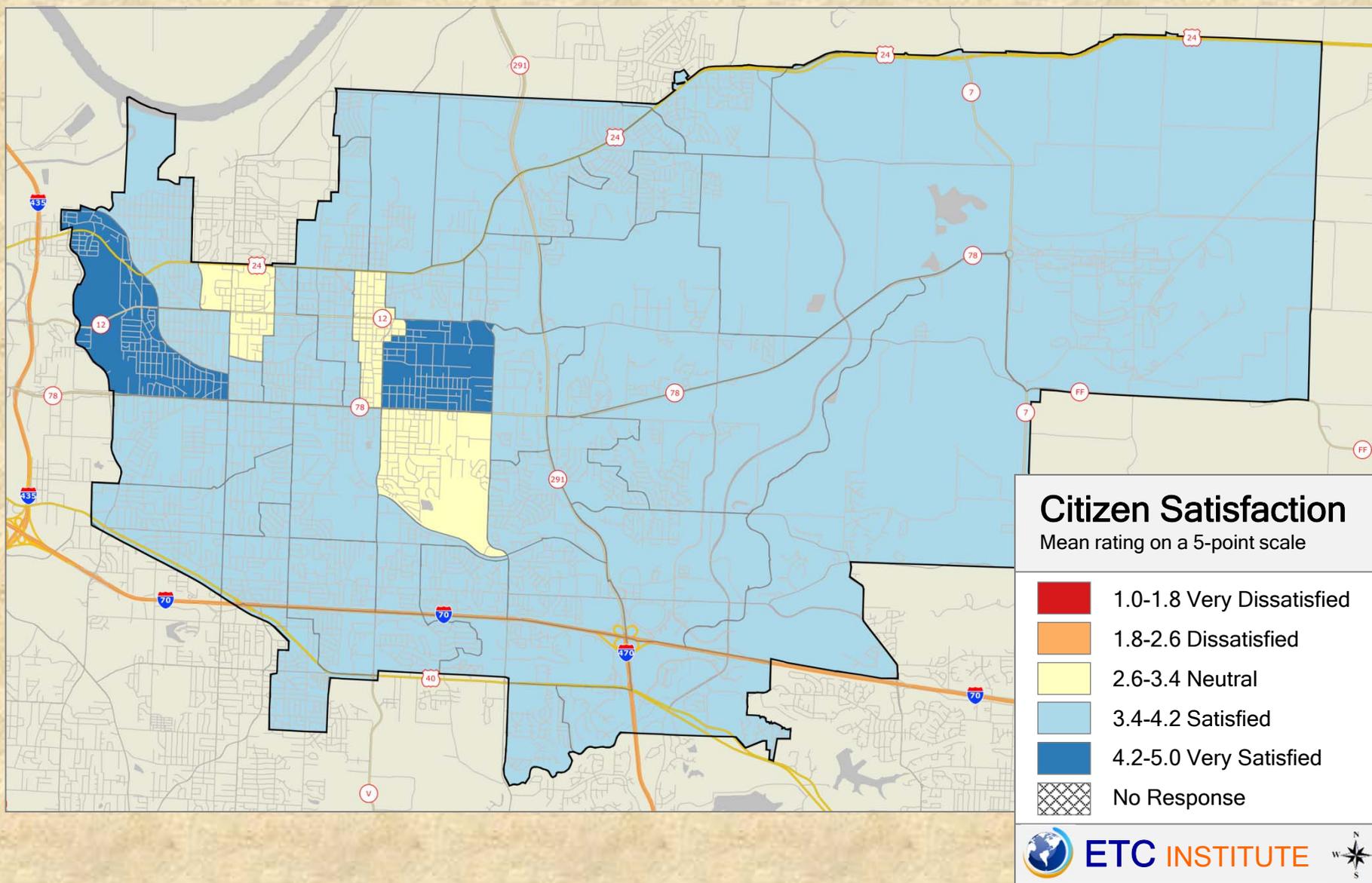
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q14-04 Level of Satisfaction with: Maintenance of traffic signals on city streets



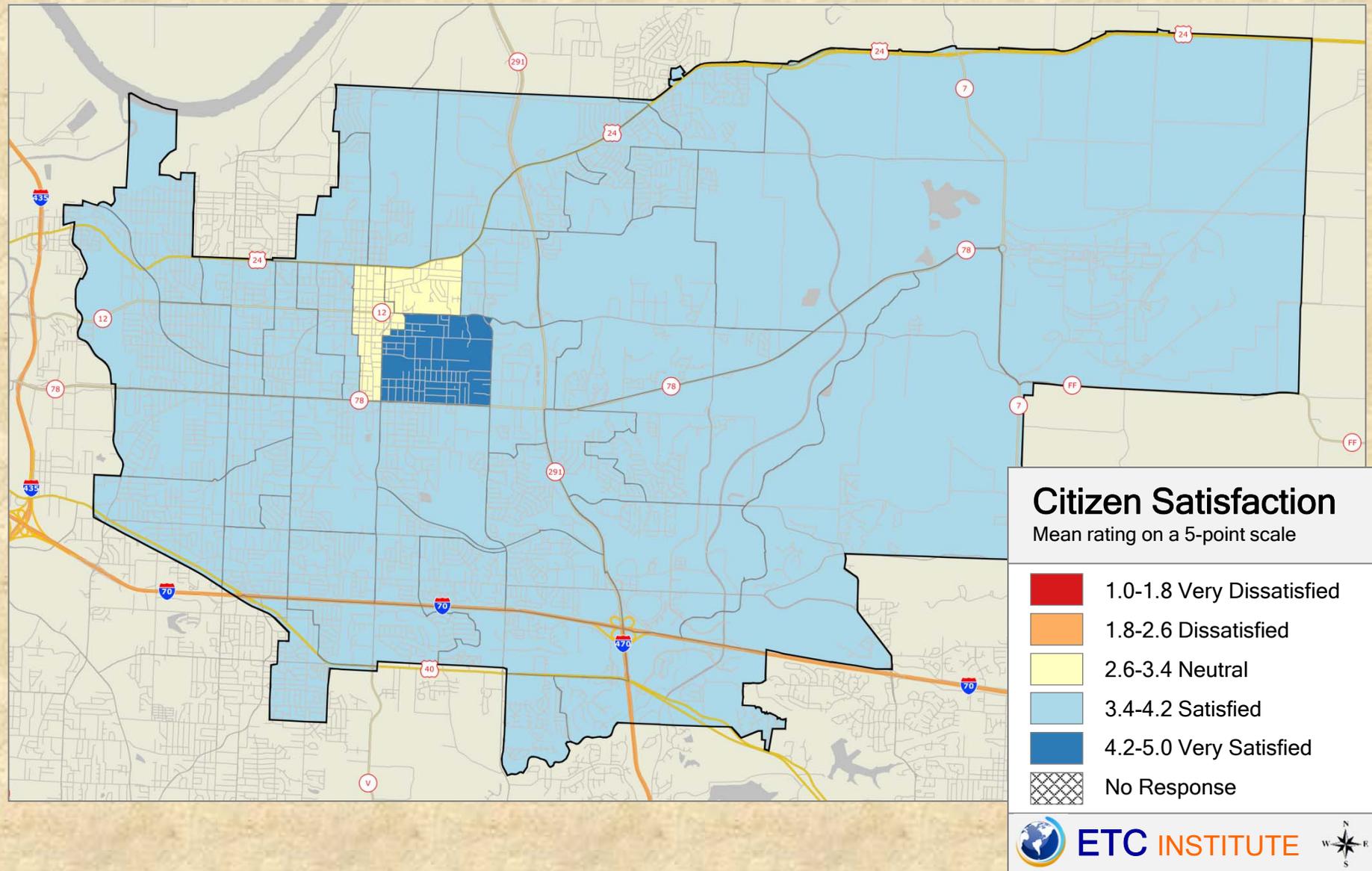
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q14-05 Level of Satisfaction with: Maintenance and preservation of Independence Square



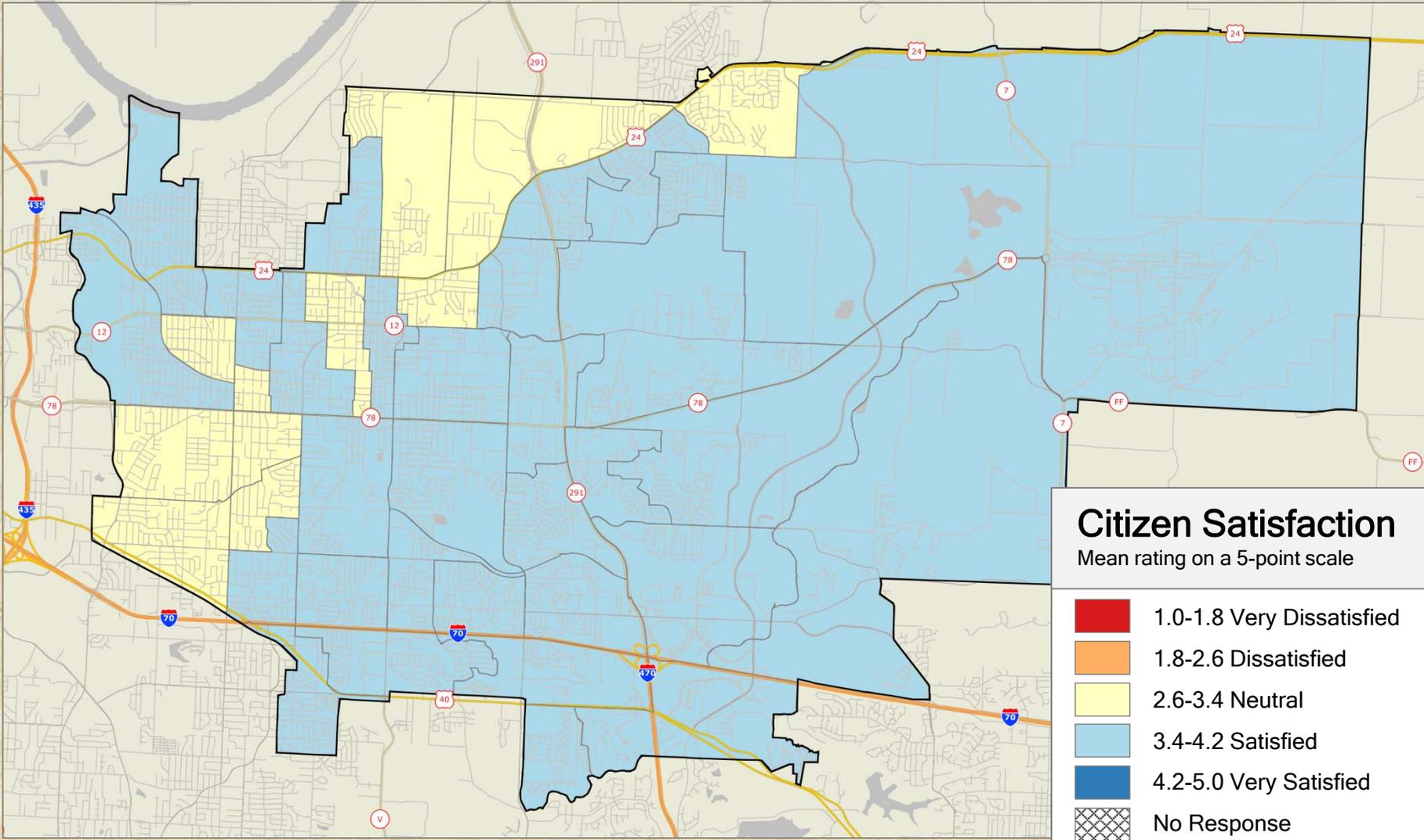
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q14-06 Level of Satisfaction with: Maintenance of city buildings, like City Hall



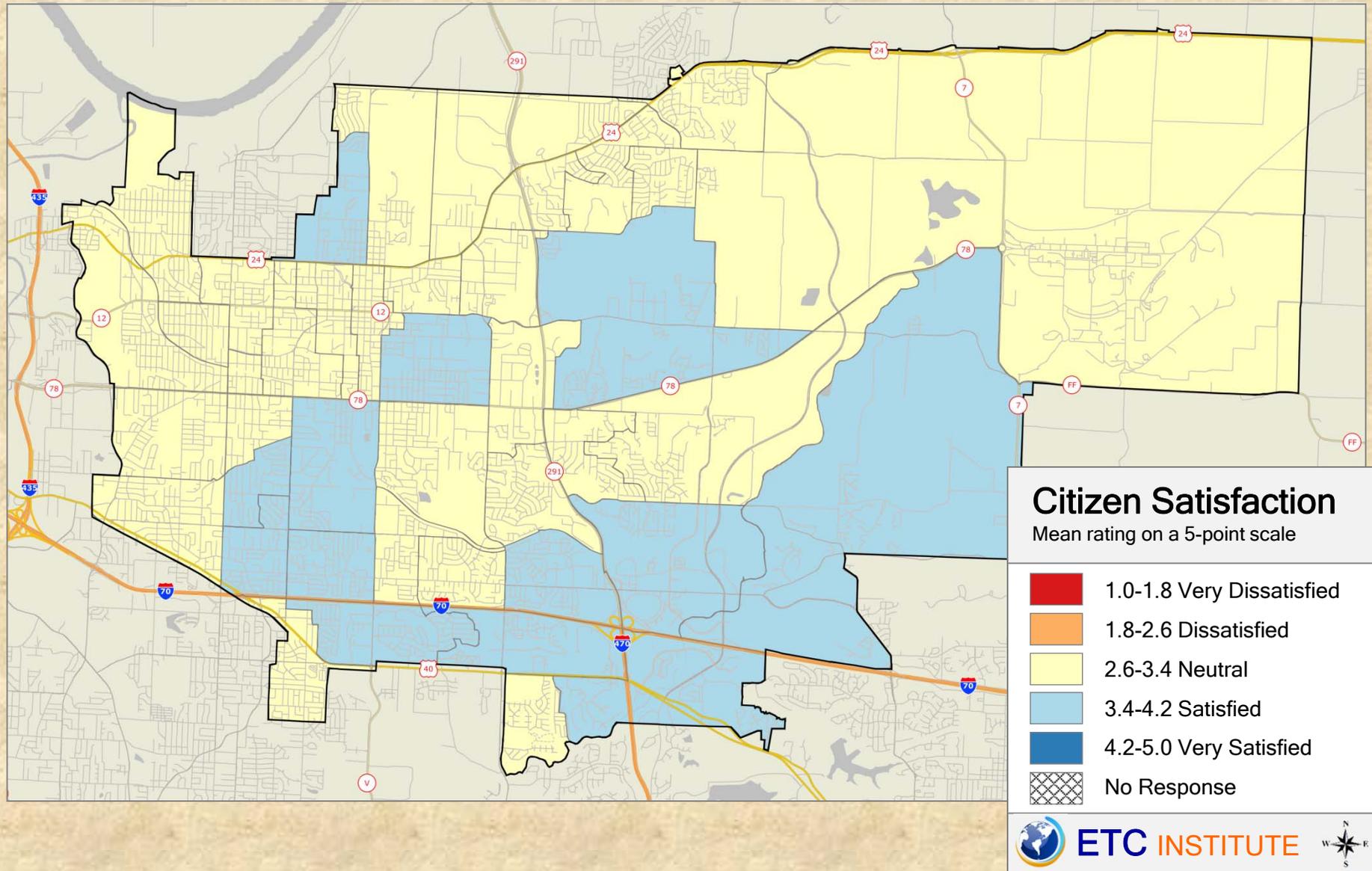
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q14-07 Level of Satisfaction with: Snow removal on major city streets



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

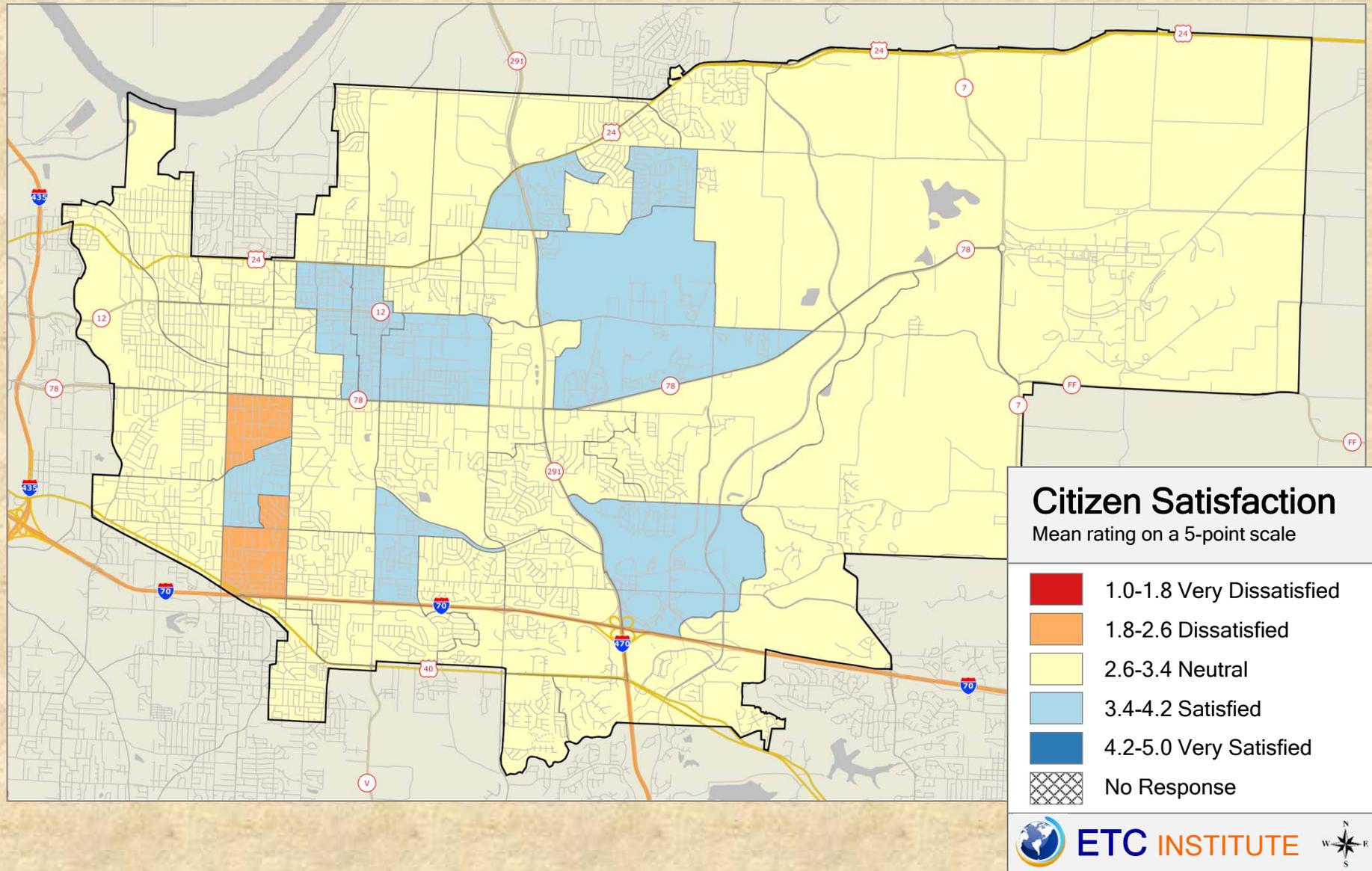
## Q14-08 Level of Satisfaction with: Mowing and trimming along city streets and other public areas



### 2018 City of Independence Citizen Survey

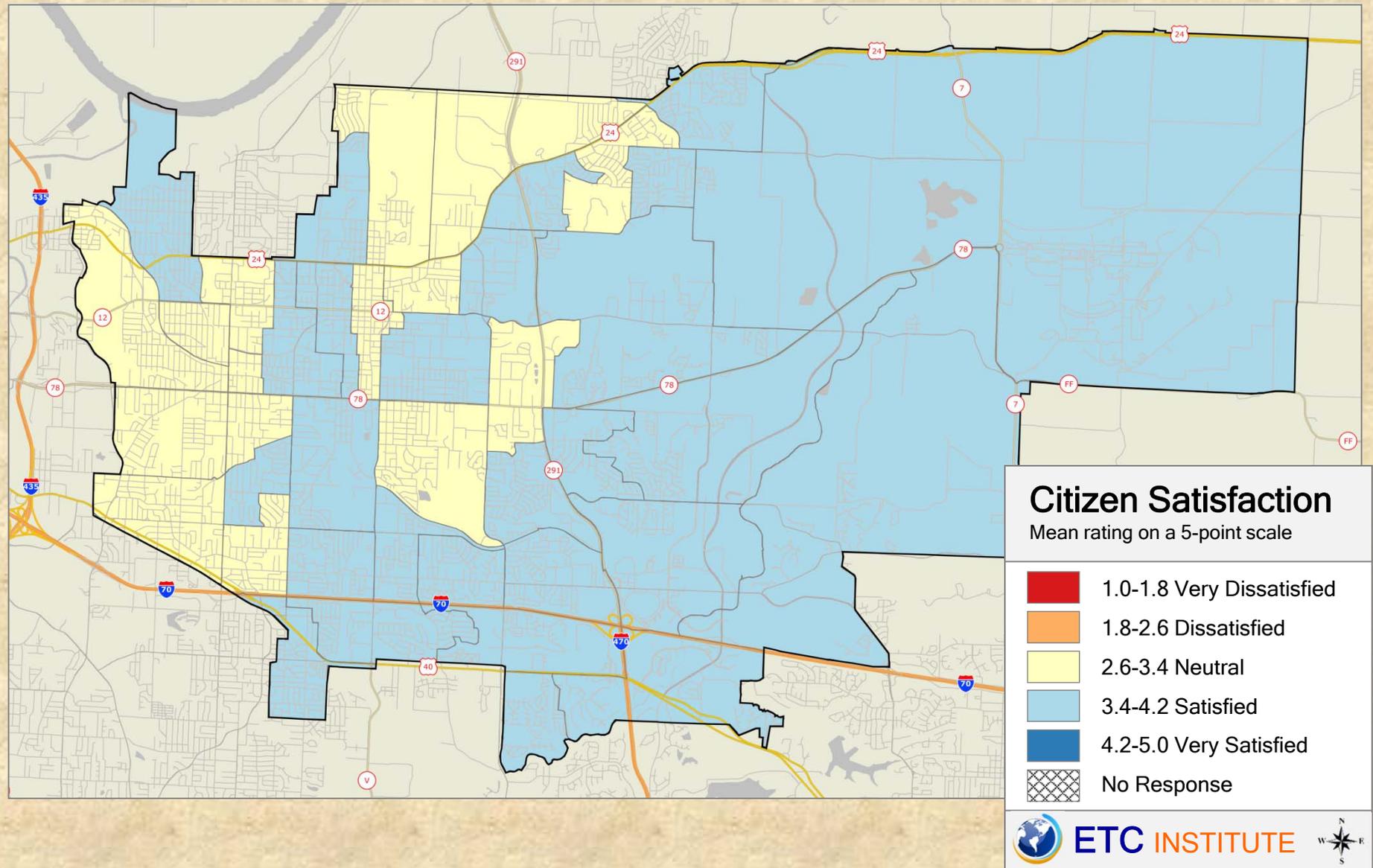
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q14-09 Level of Satisfaction with: Availability of the city's Drop-Off Depot program to dispose of yard waste, appliances, and trash



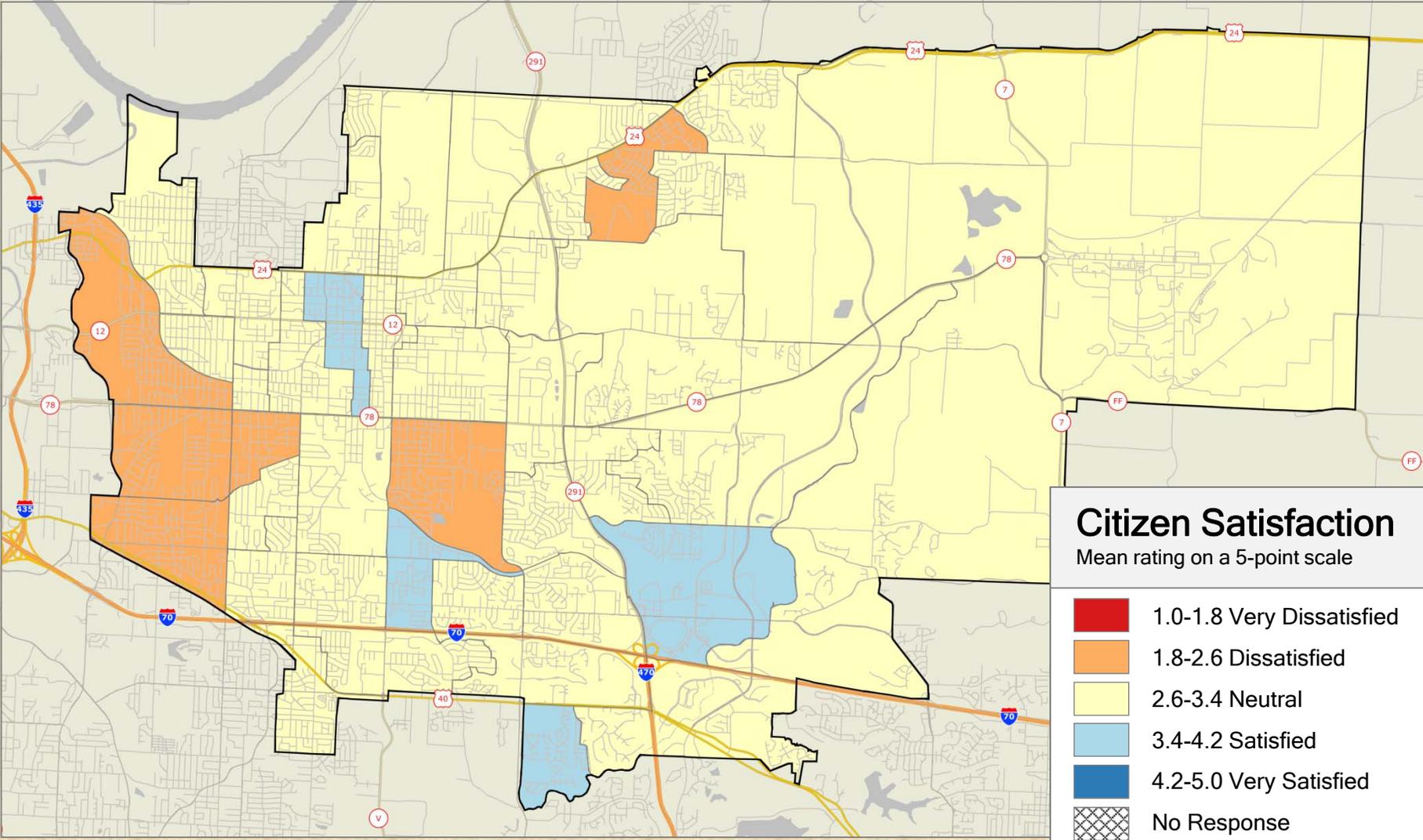
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q14-10 Level of Satisfaction with: Adequate number/placement of the city's street lights



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

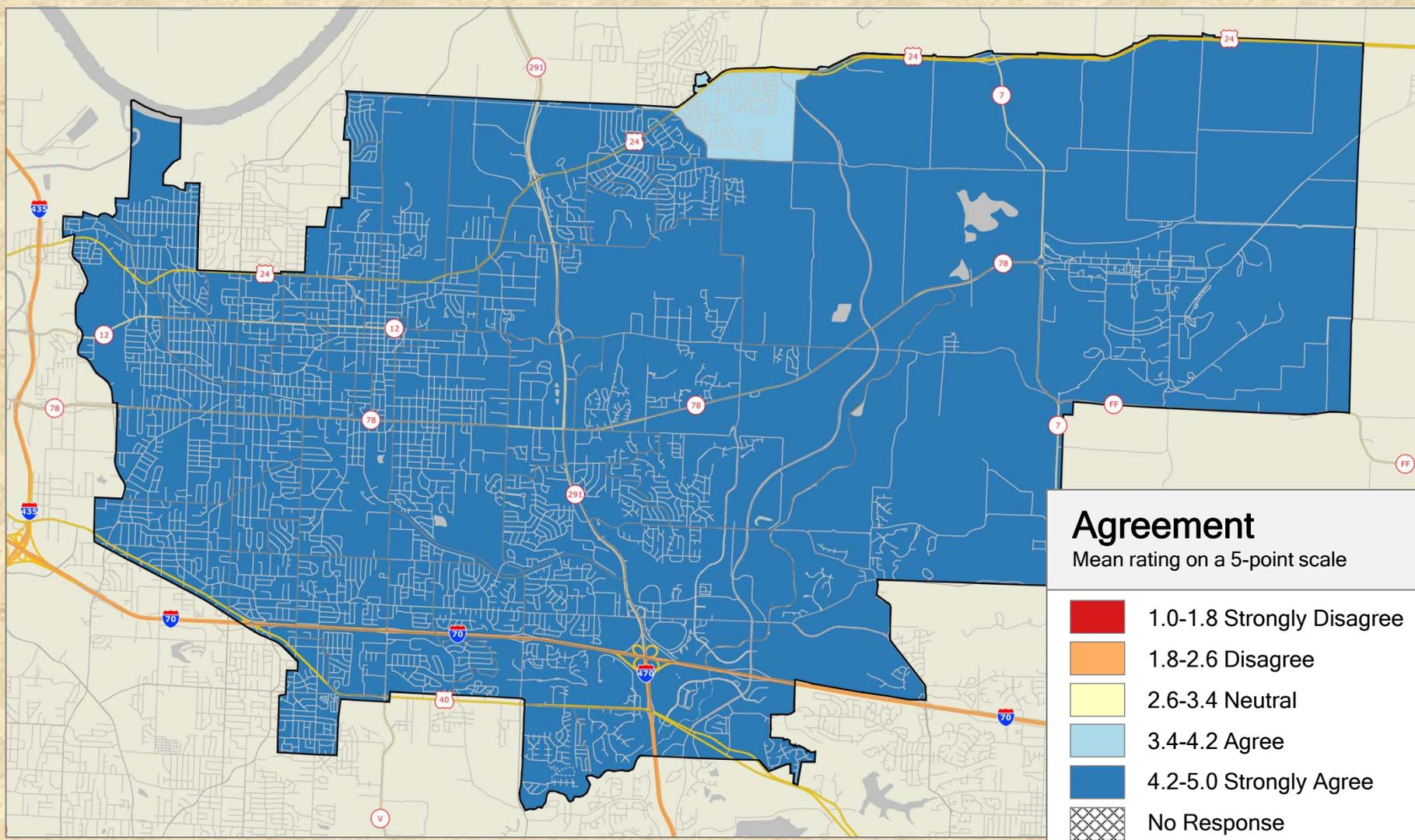
# Q14-11 Level of Satisfaction with: Availability of sidewalks



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)



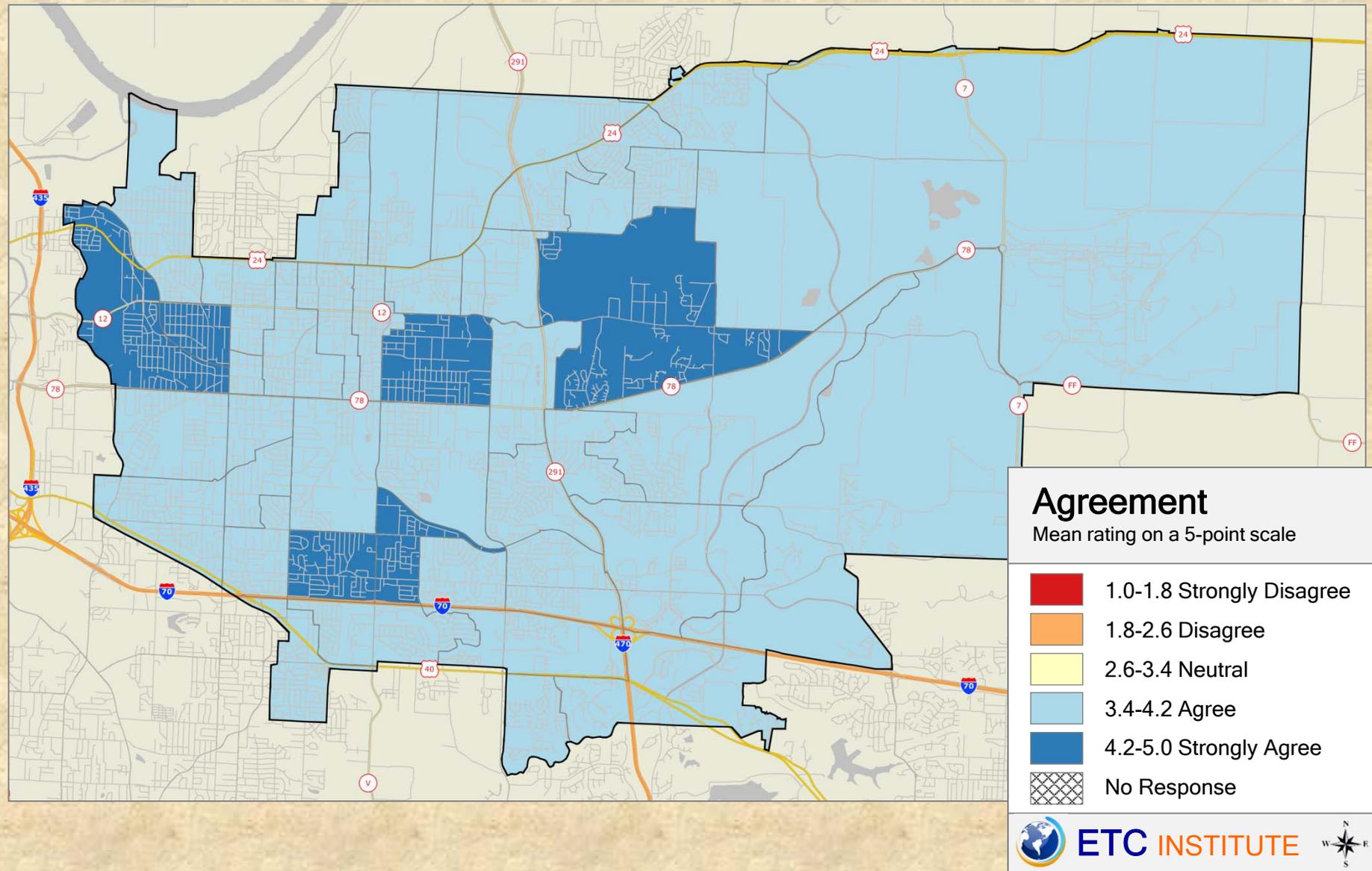
# Q15-01 Level of Agreement with: It is important to preserve the city's historic sites



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

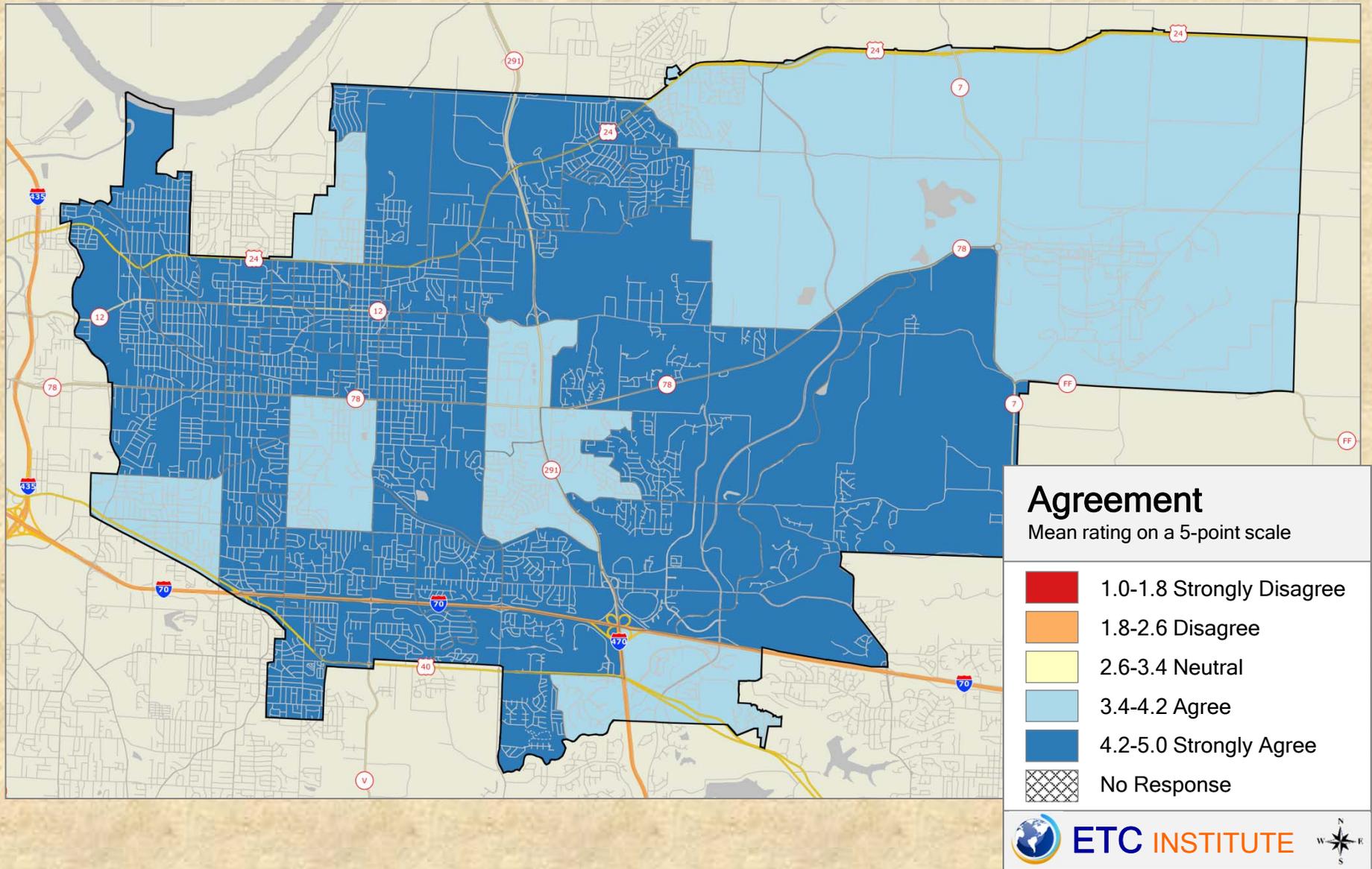


# Q15-02 Level of Agreement with: The city effectively promotes its heritage sites



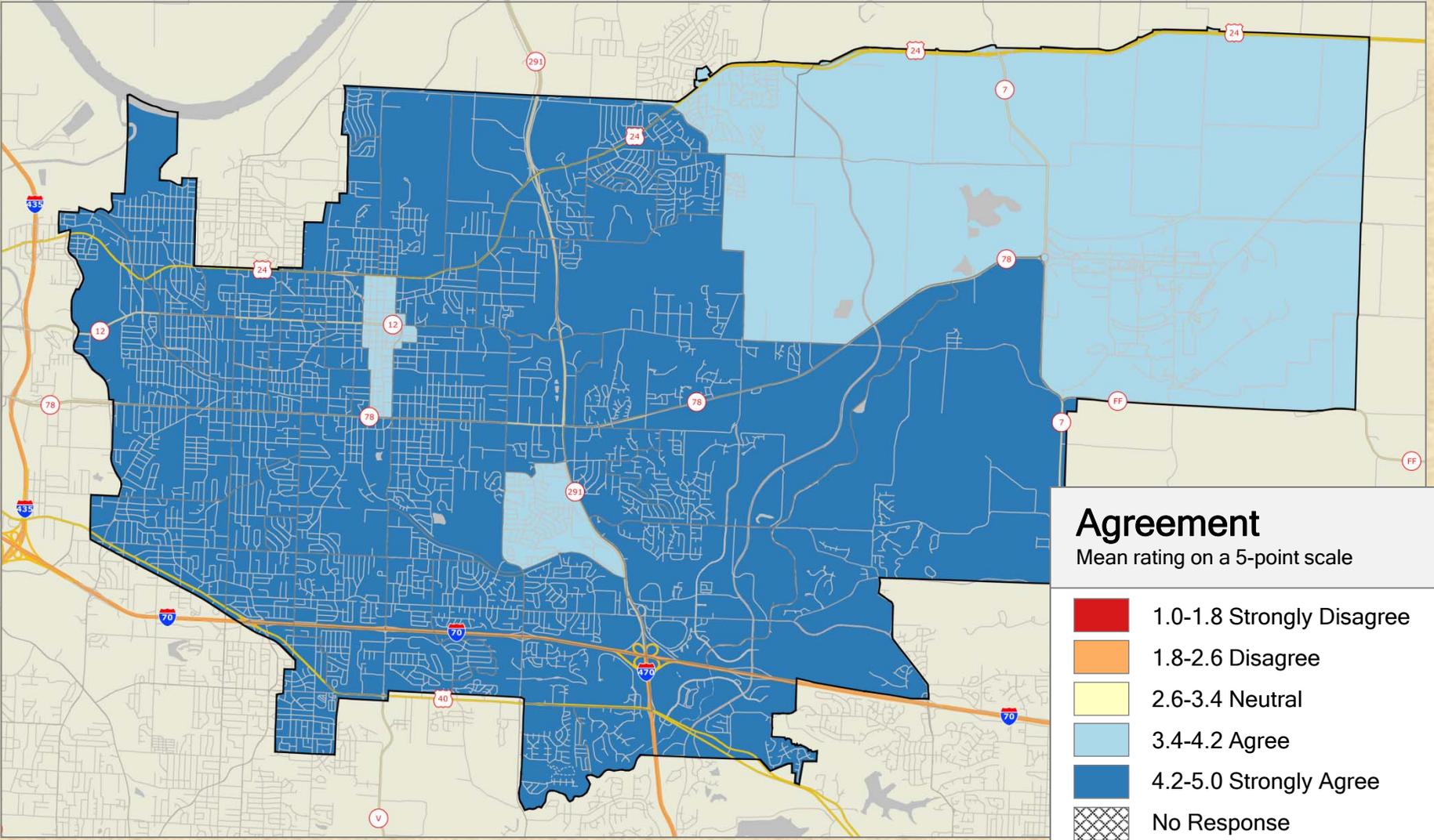
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q15-03 Level of Agreement with: It is important to preserve the city's historic neighborhoods



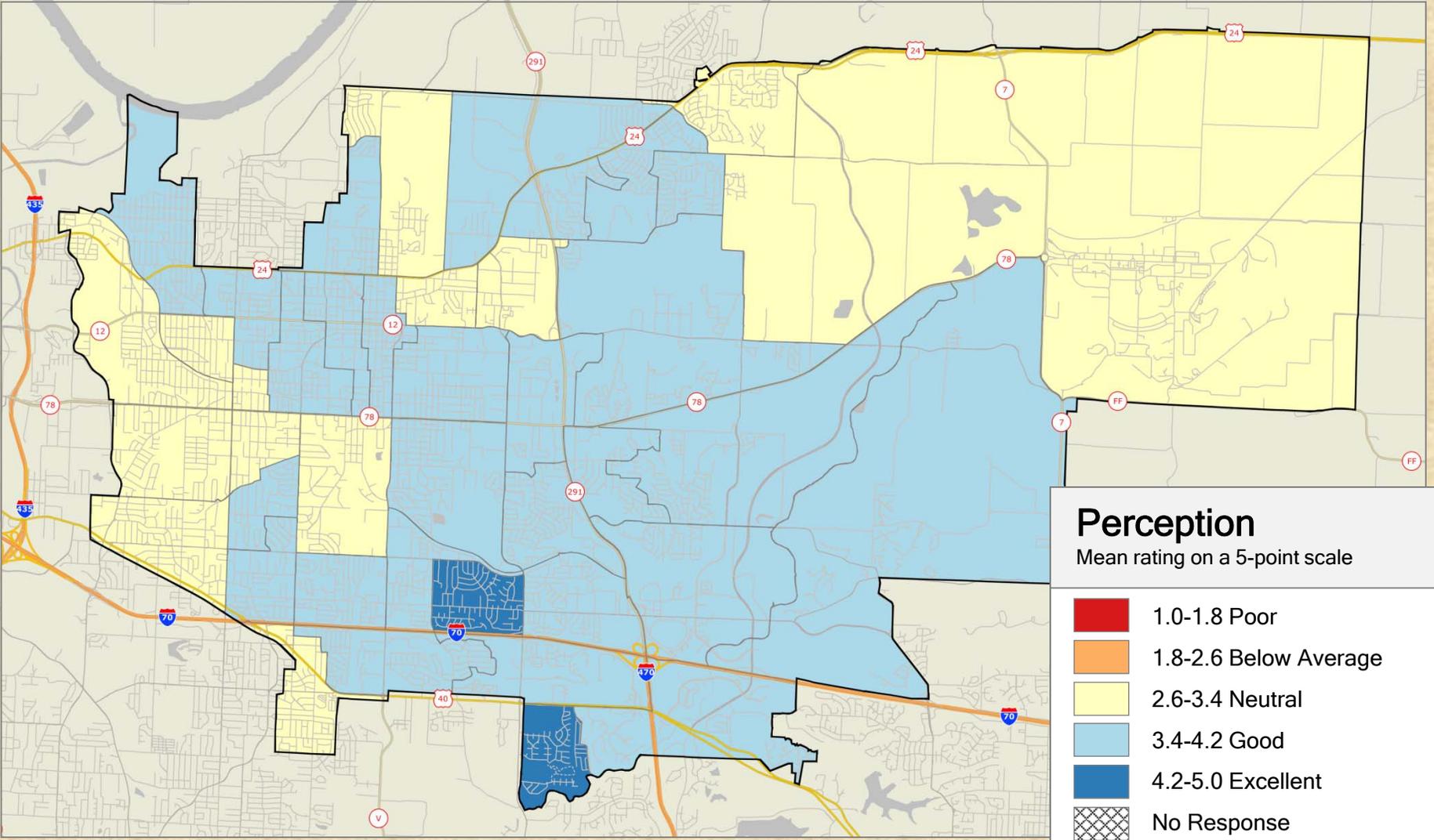
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q15-04 Level of Agreement with: It is important to maintain the historic character of The Square



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

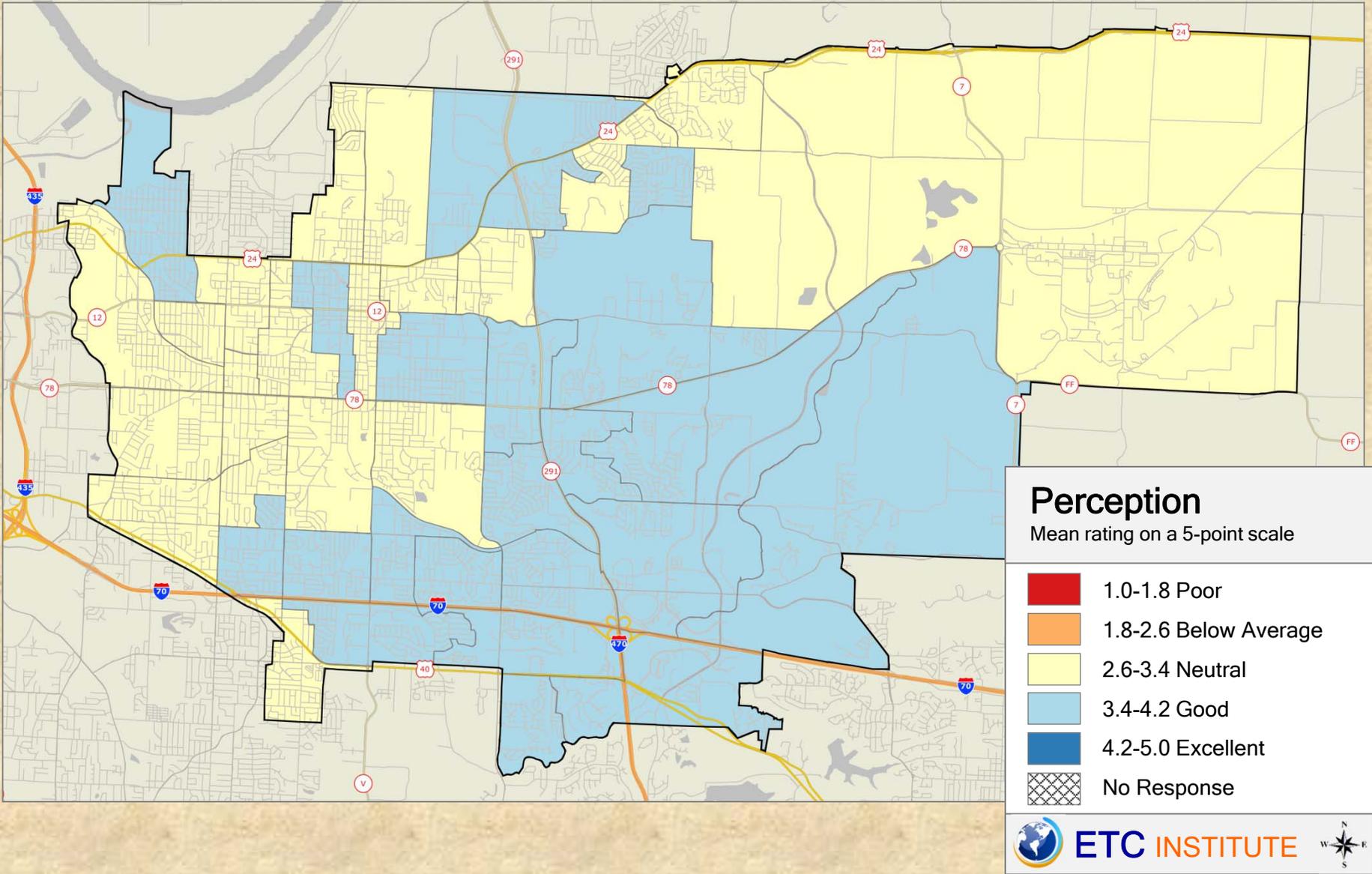
# Q17-01 Ratings of Independence: As a place to live



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

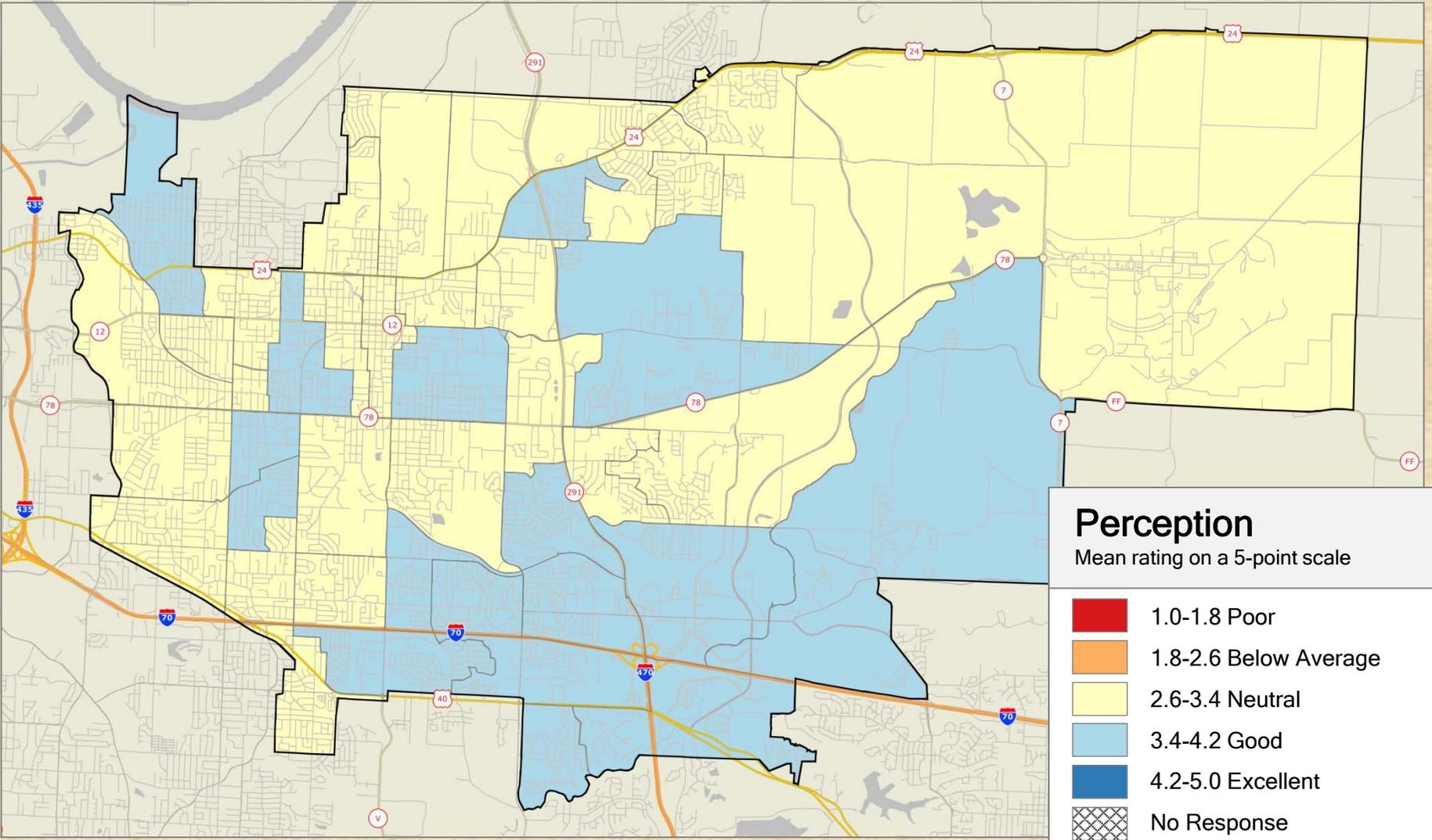


# Q17-02 Ratings of Independence: As a place to raise children



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

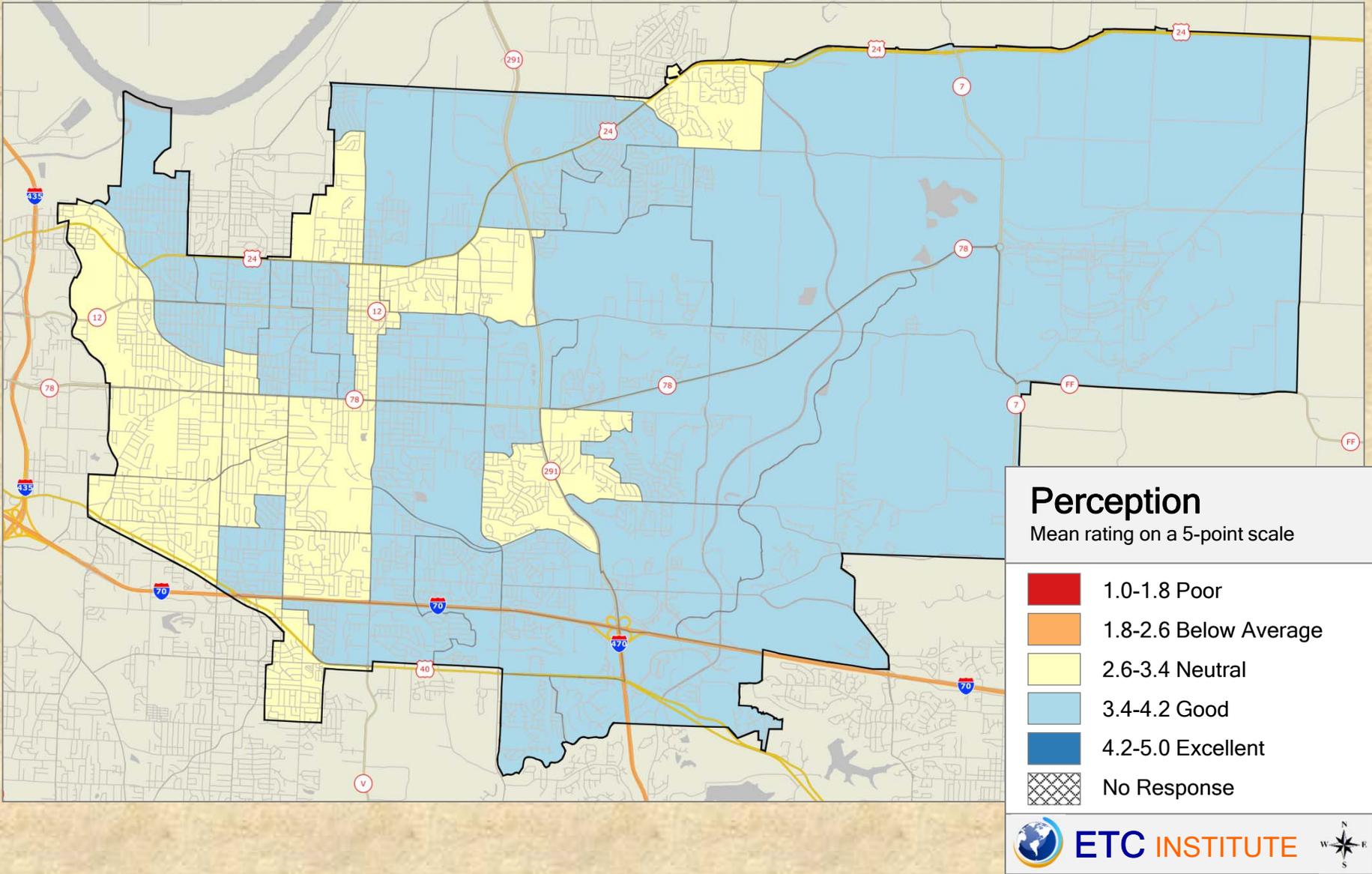
# Q17-03 Ratings of Independence: As a place to work



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

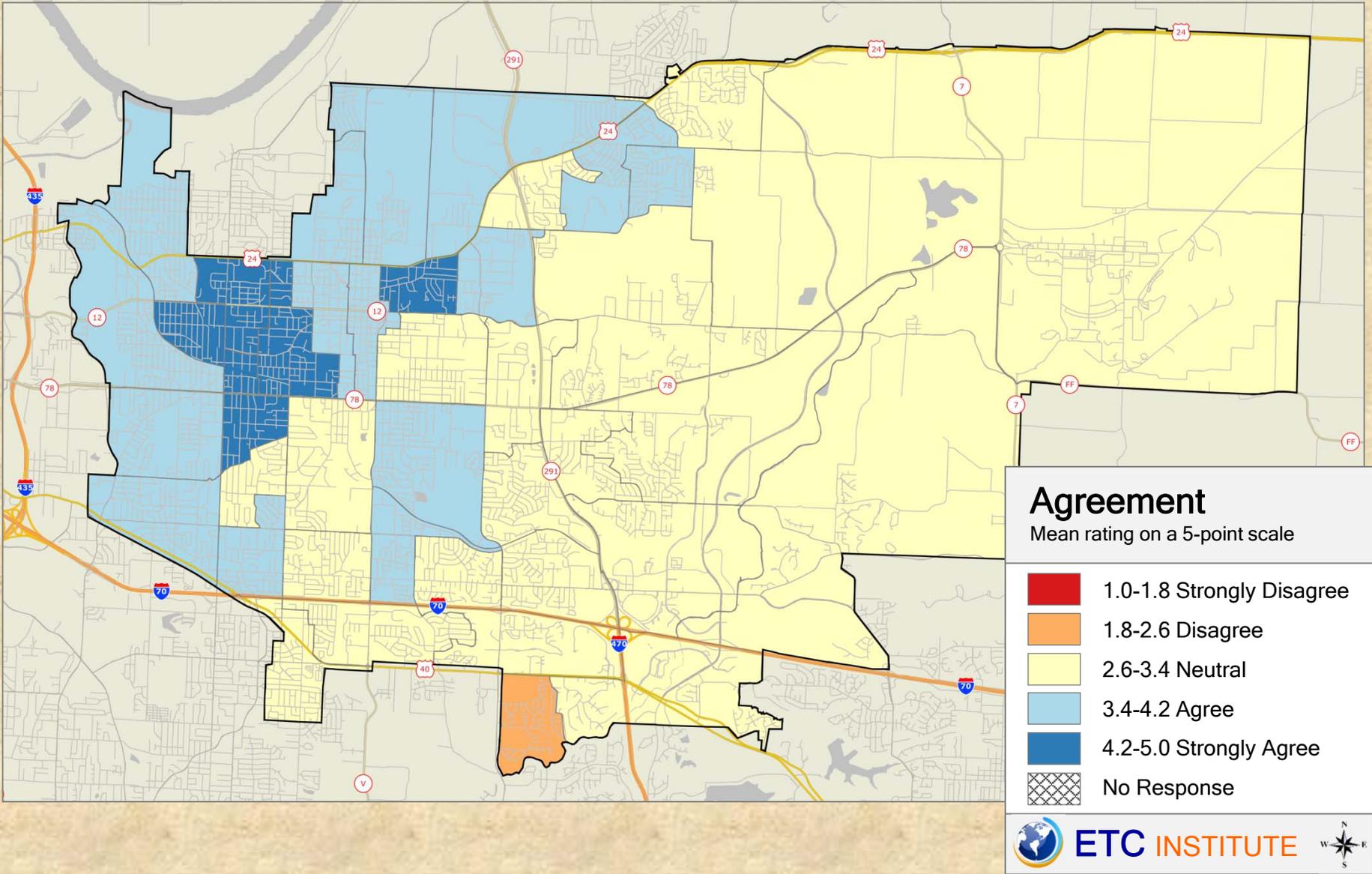


# Q17-04 Ratings of Independence: As a place to visit



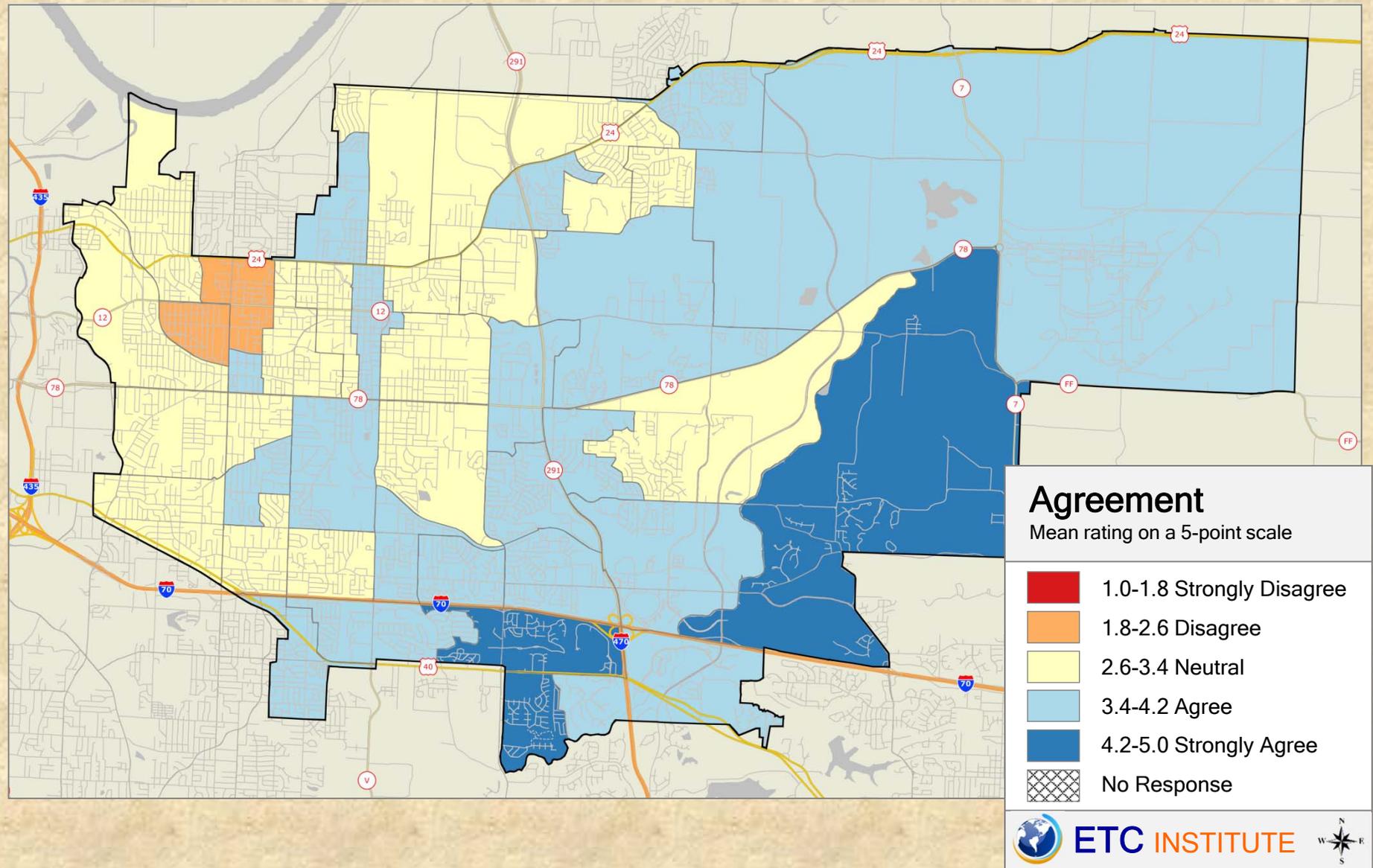
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q18-01 Level of Agreement with: My neighborhood needs to be improved



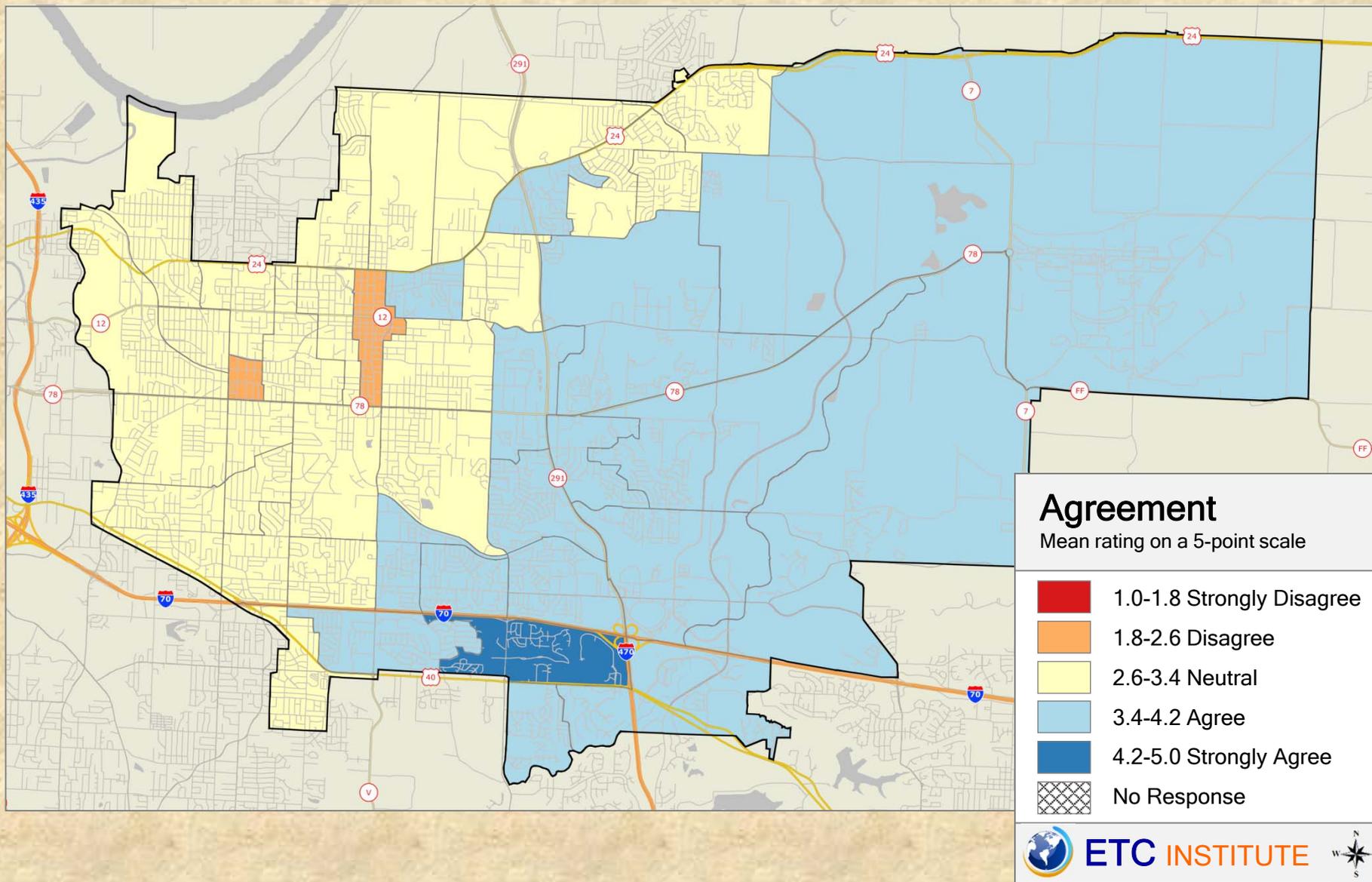
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q18-02 Level of Agreement with: Housing in my neighborhood is well maintained



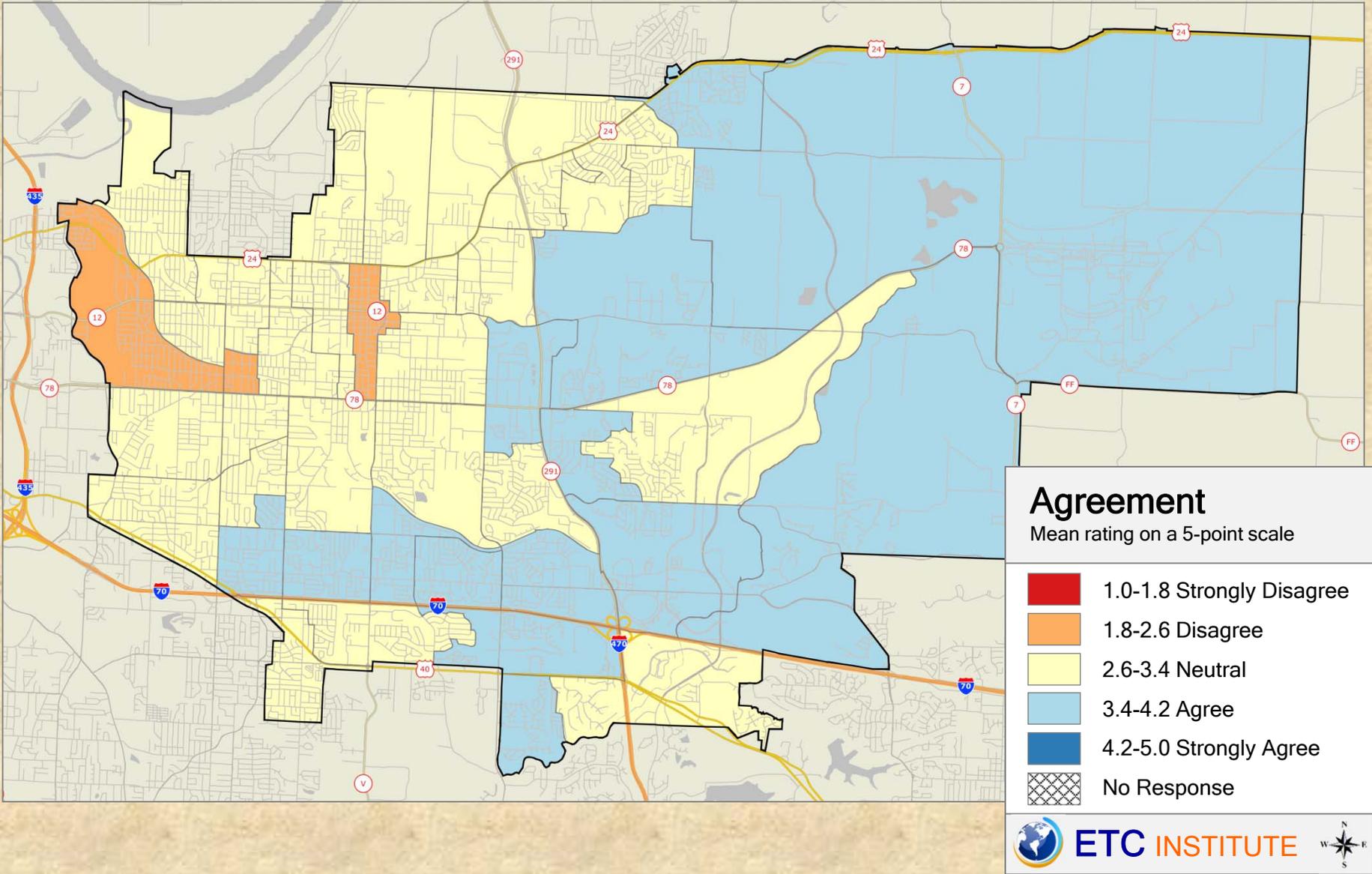
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q18-03 Level of Agreement with: I am optimistic about the future of my neighborhood



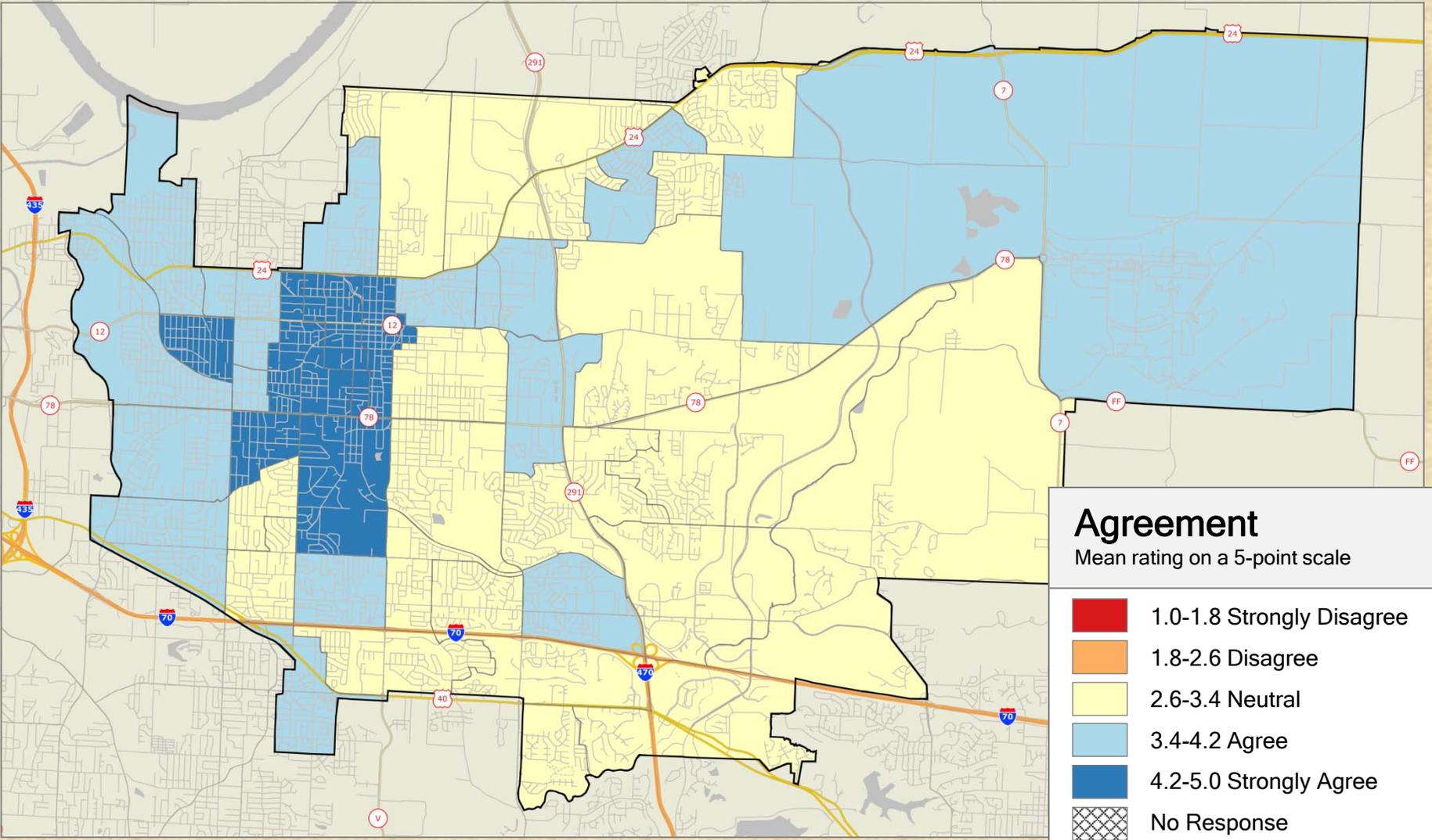
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q18-04 Level of Agreement with: I expect the value of my home to increase during the next five years



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

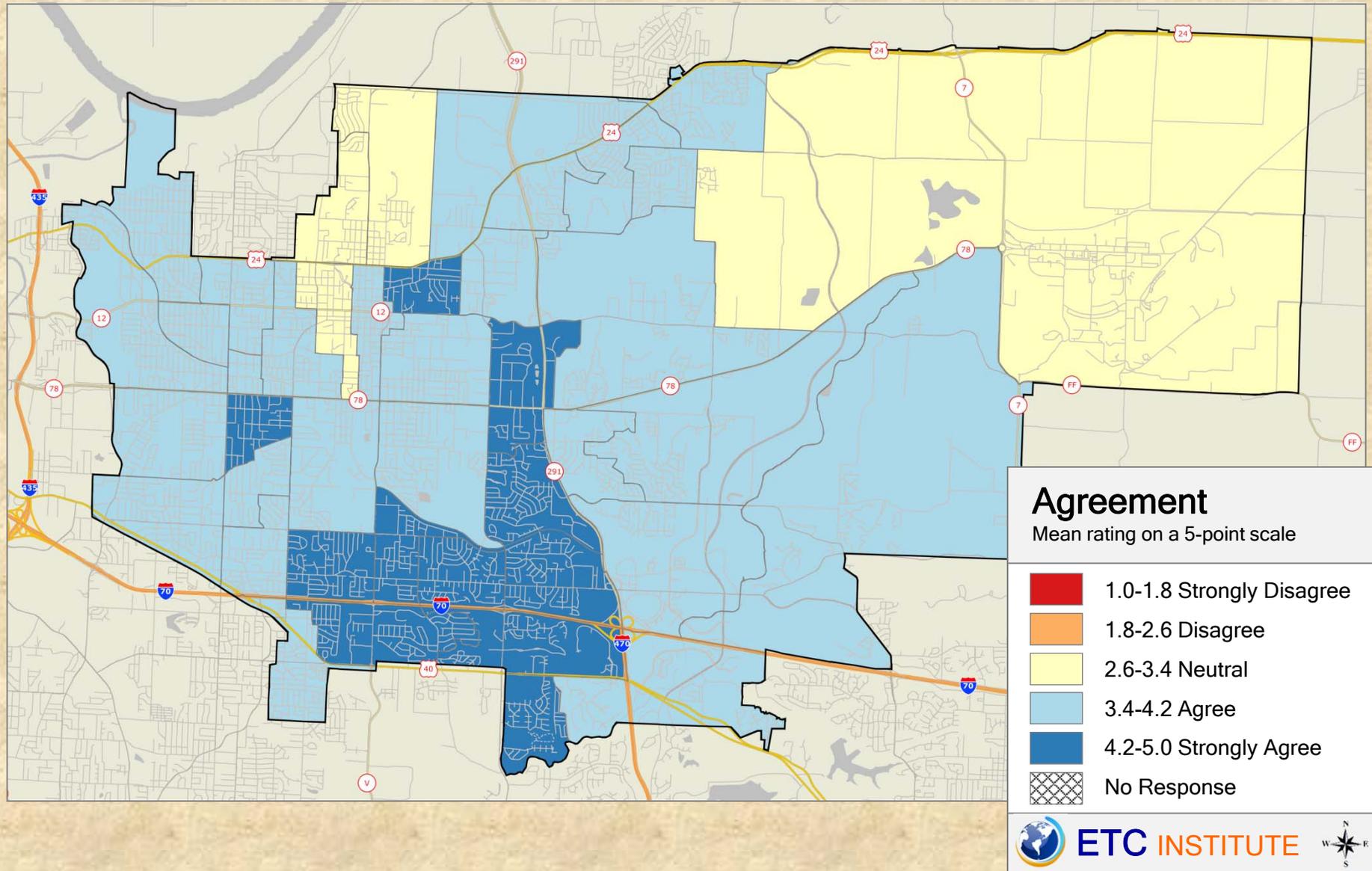
# Q18-05 Level of Agreement with: I am concerned about potential crime problems in my neighborhood



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

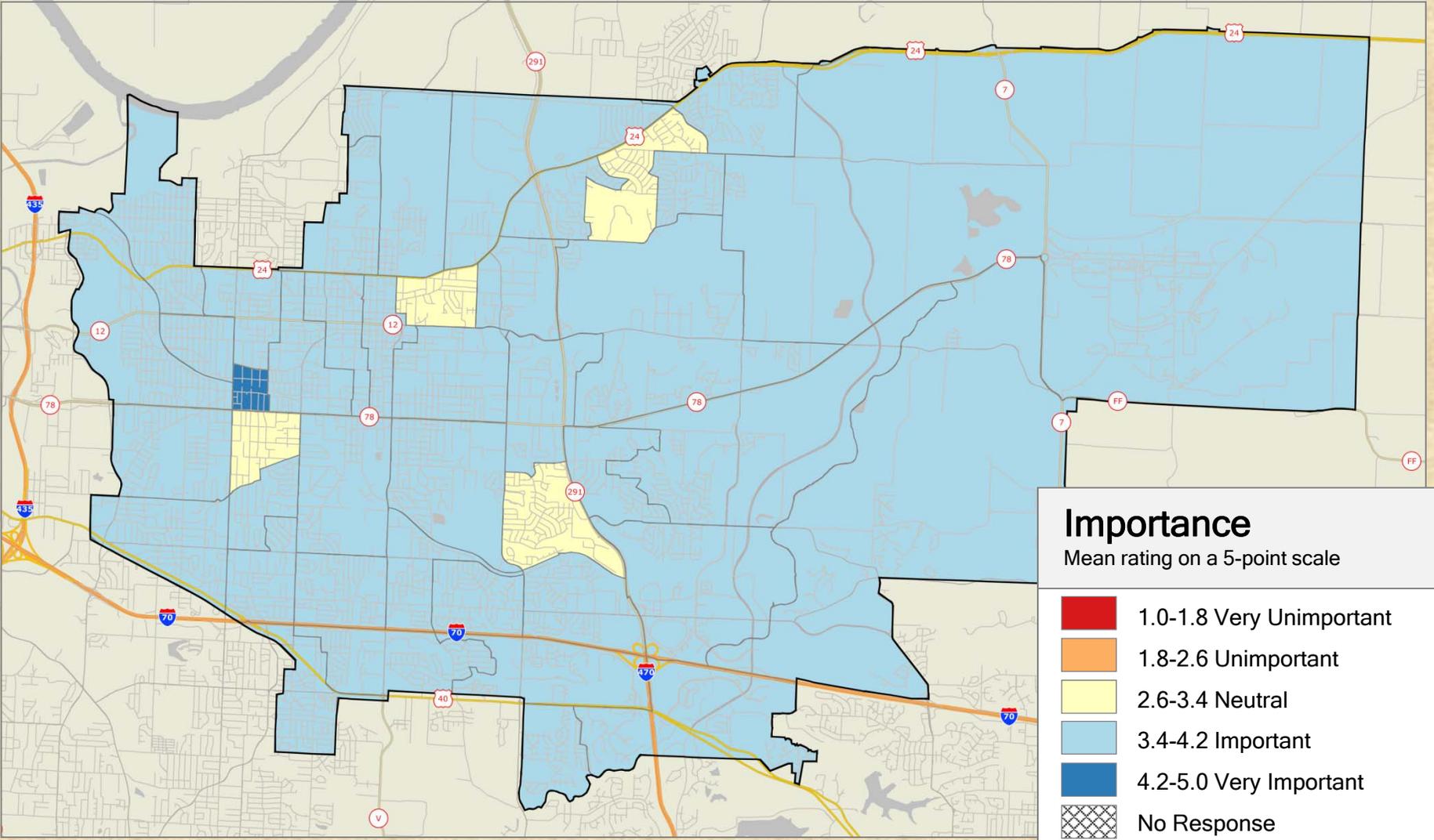


## Q18-06 Level of Agreement with: I am satisfied with convenient access to grocery and drug stores



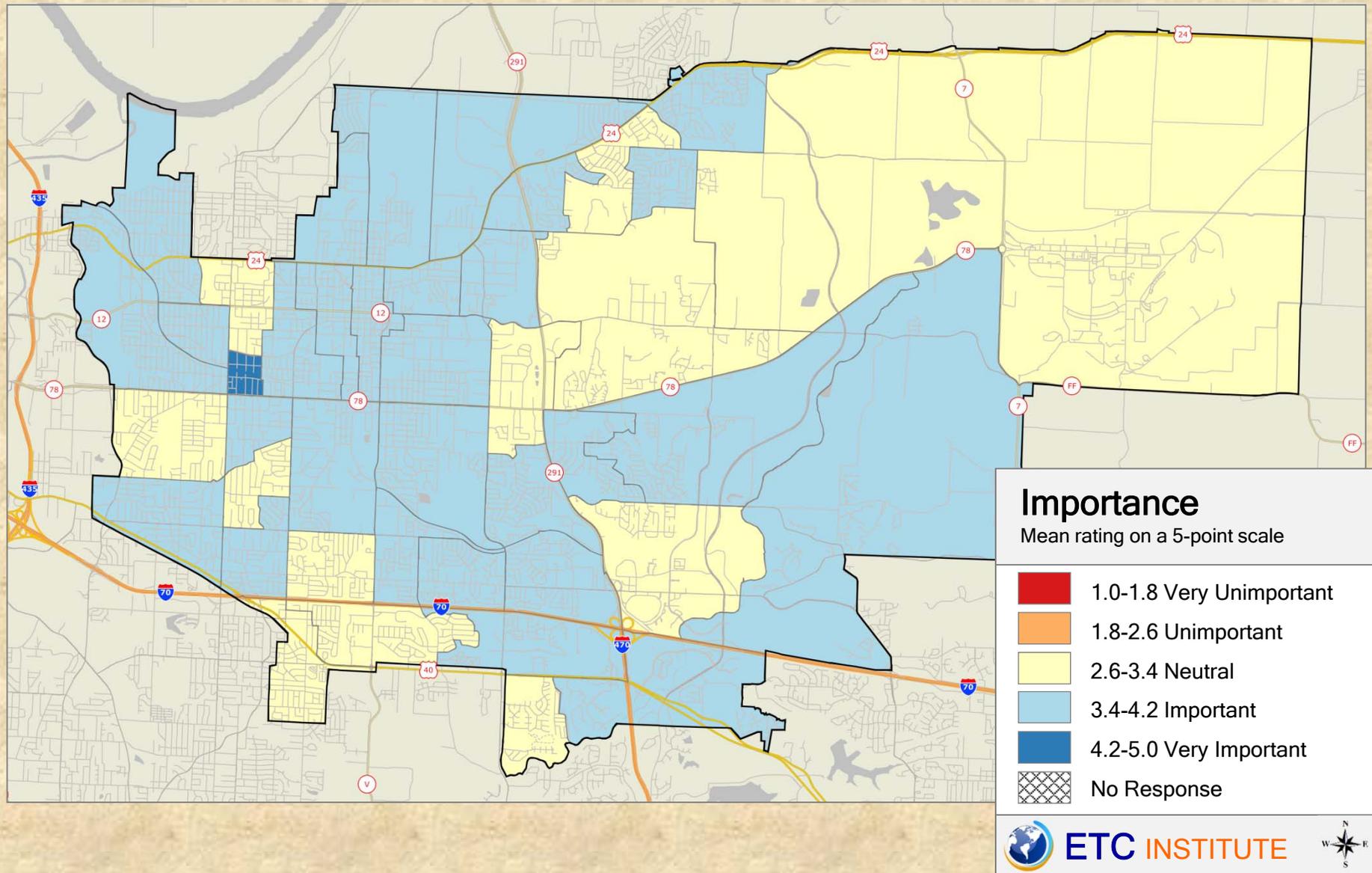
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q19-01 Level of Importance for: Sense of community



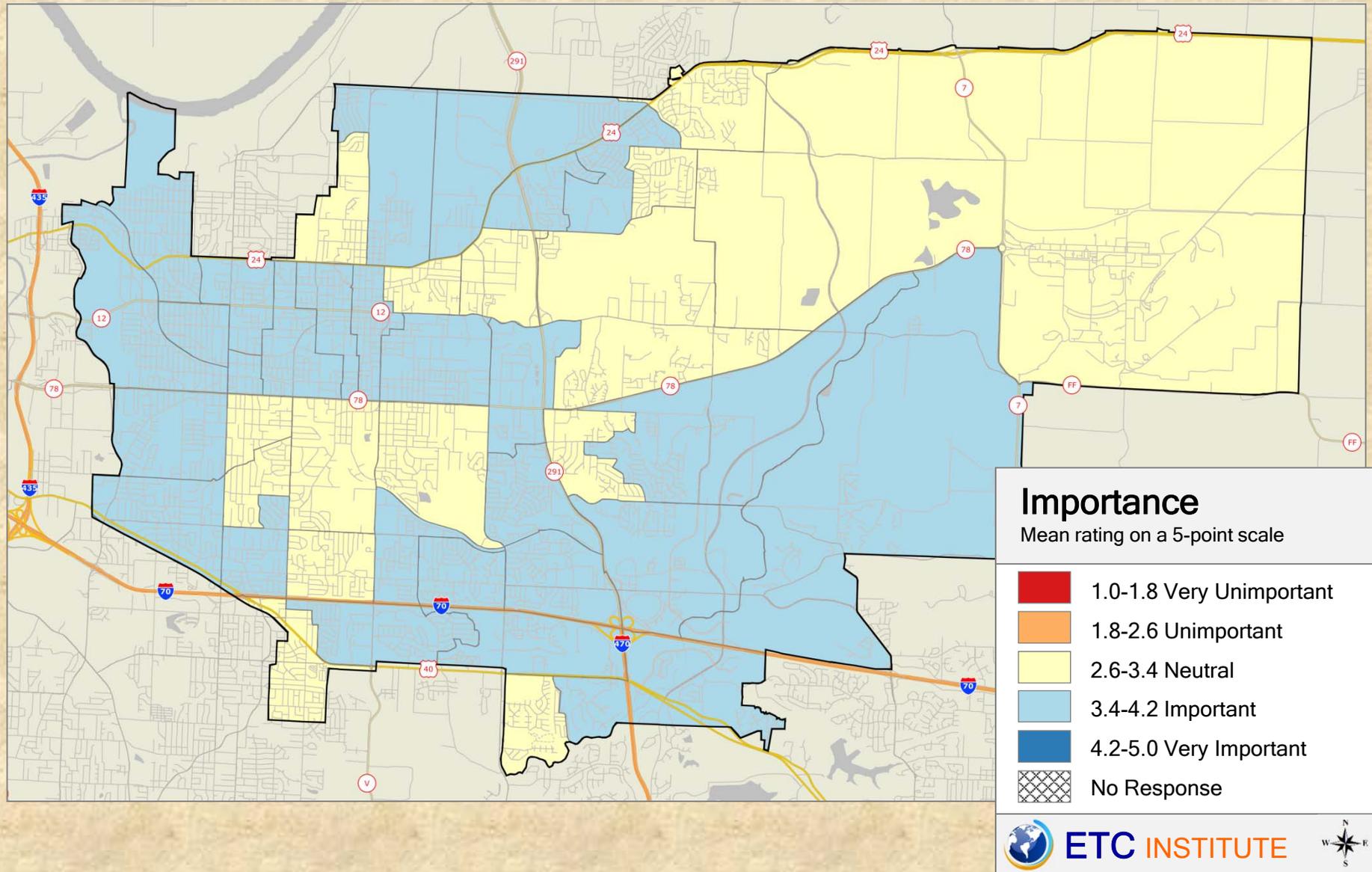
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q19-02 Level of Importance for: Employment opportunities in Independence



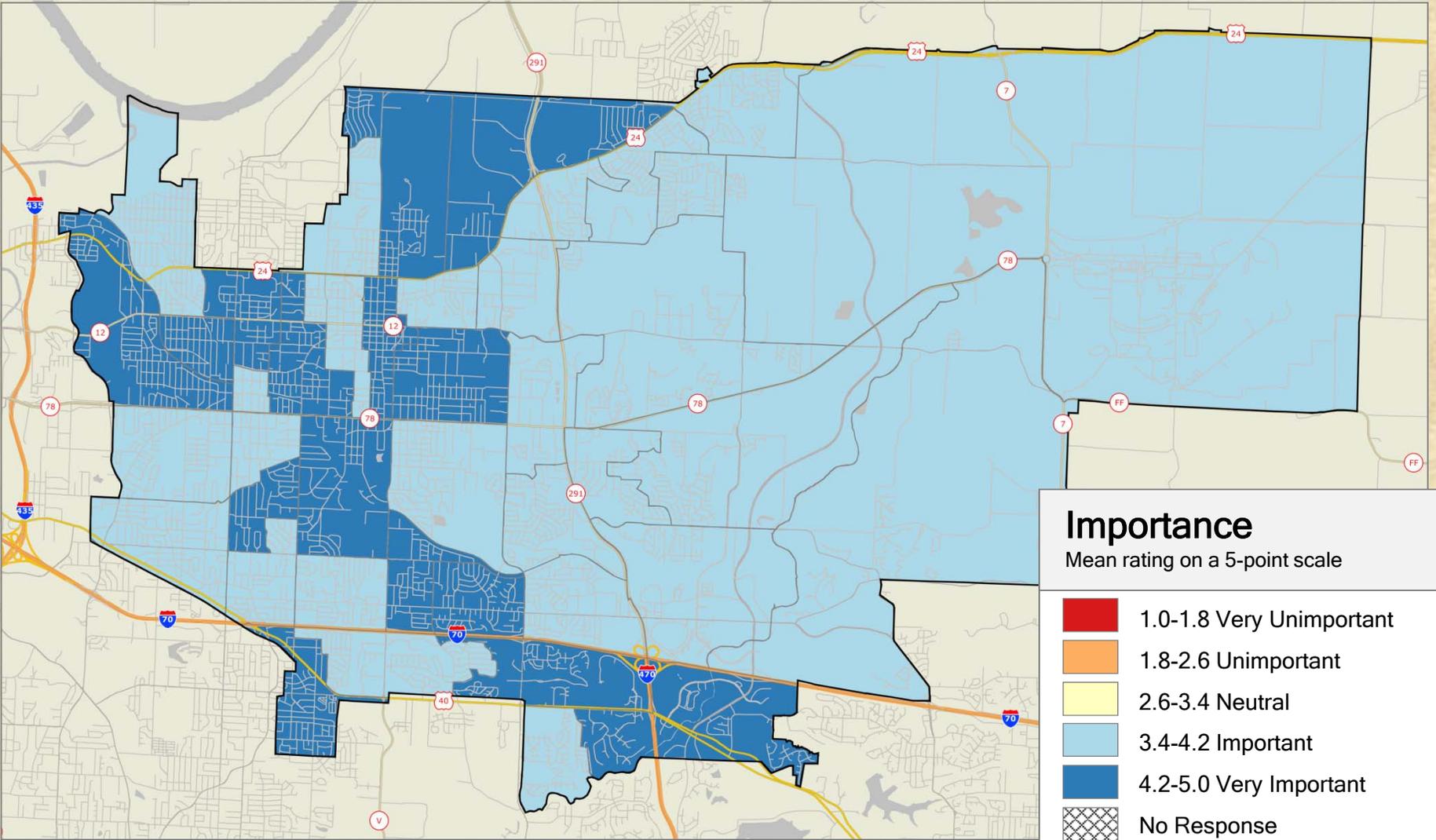
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q19-03 Level of Importance for: Diversity of housing choice



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

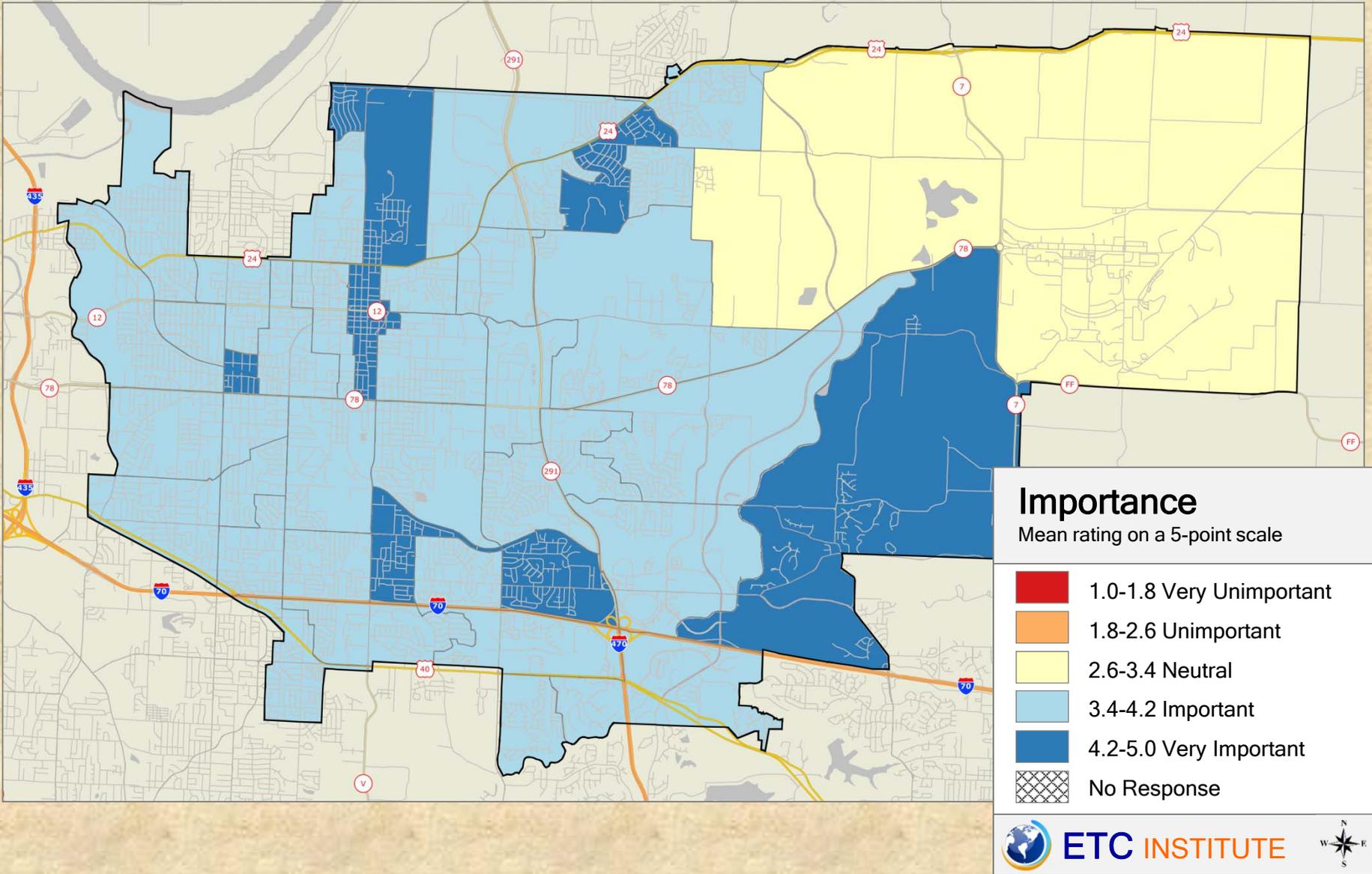
# Q19-04 Level of Importance for: Affordability of housing



**2018 City of Independence Citizen Survey**  
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

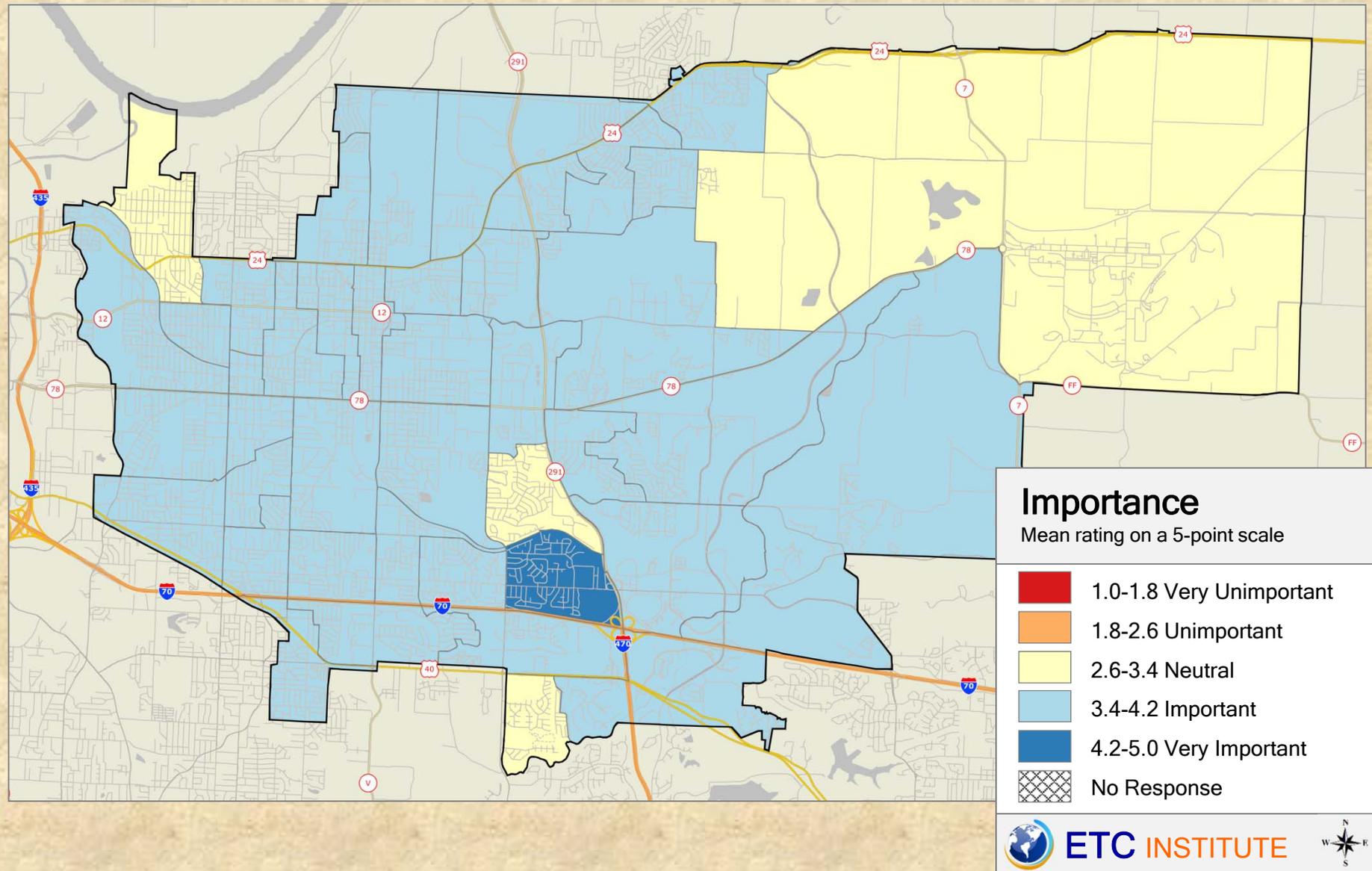


# Q19-05 Level of Importance for: Access to a variety of shopping and entertainment options



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

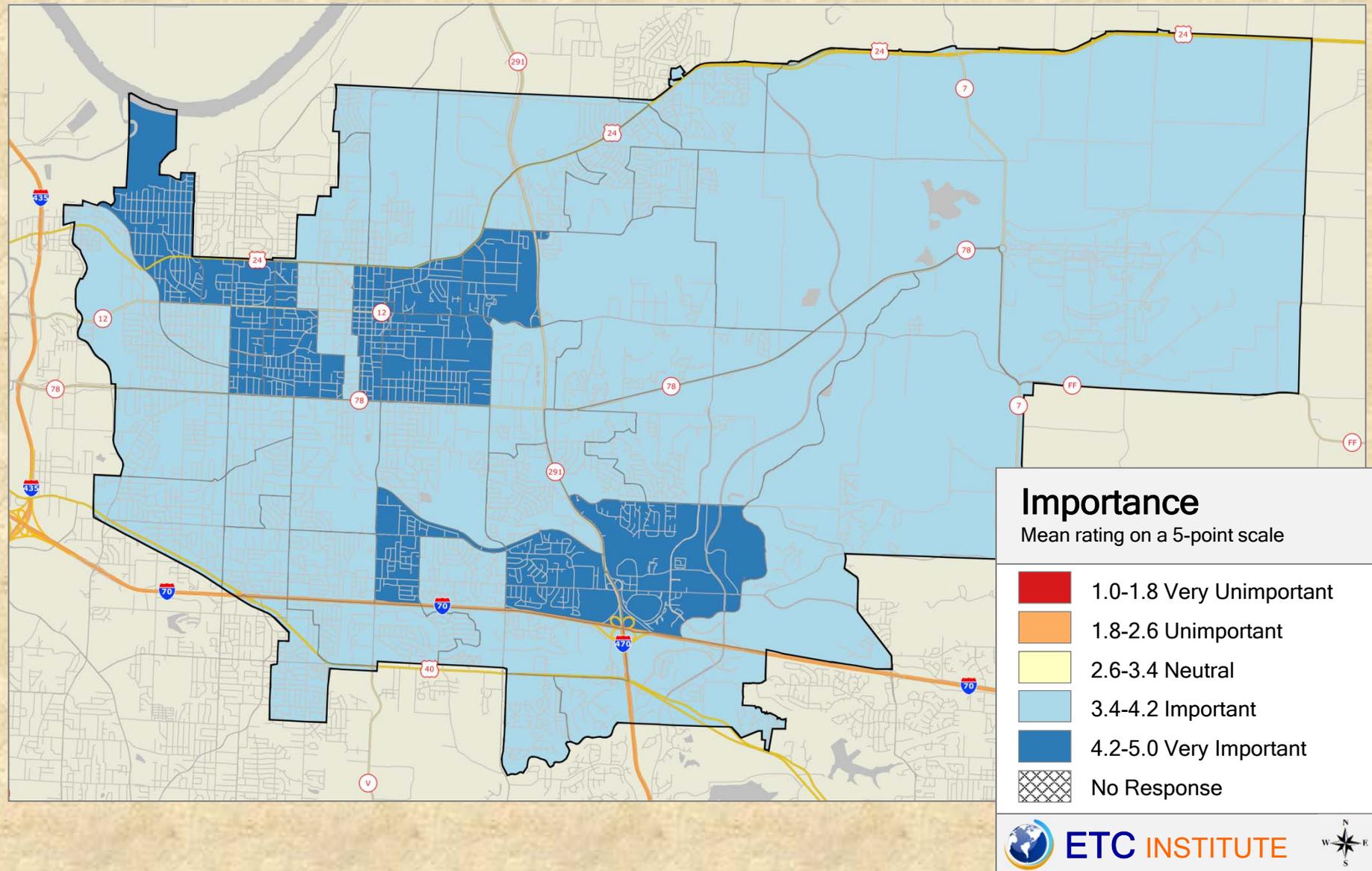
# Q19-06 Level of Importance for: Availability of parks and recreation opportunities



## 2018 City of Independence Citizen Survey

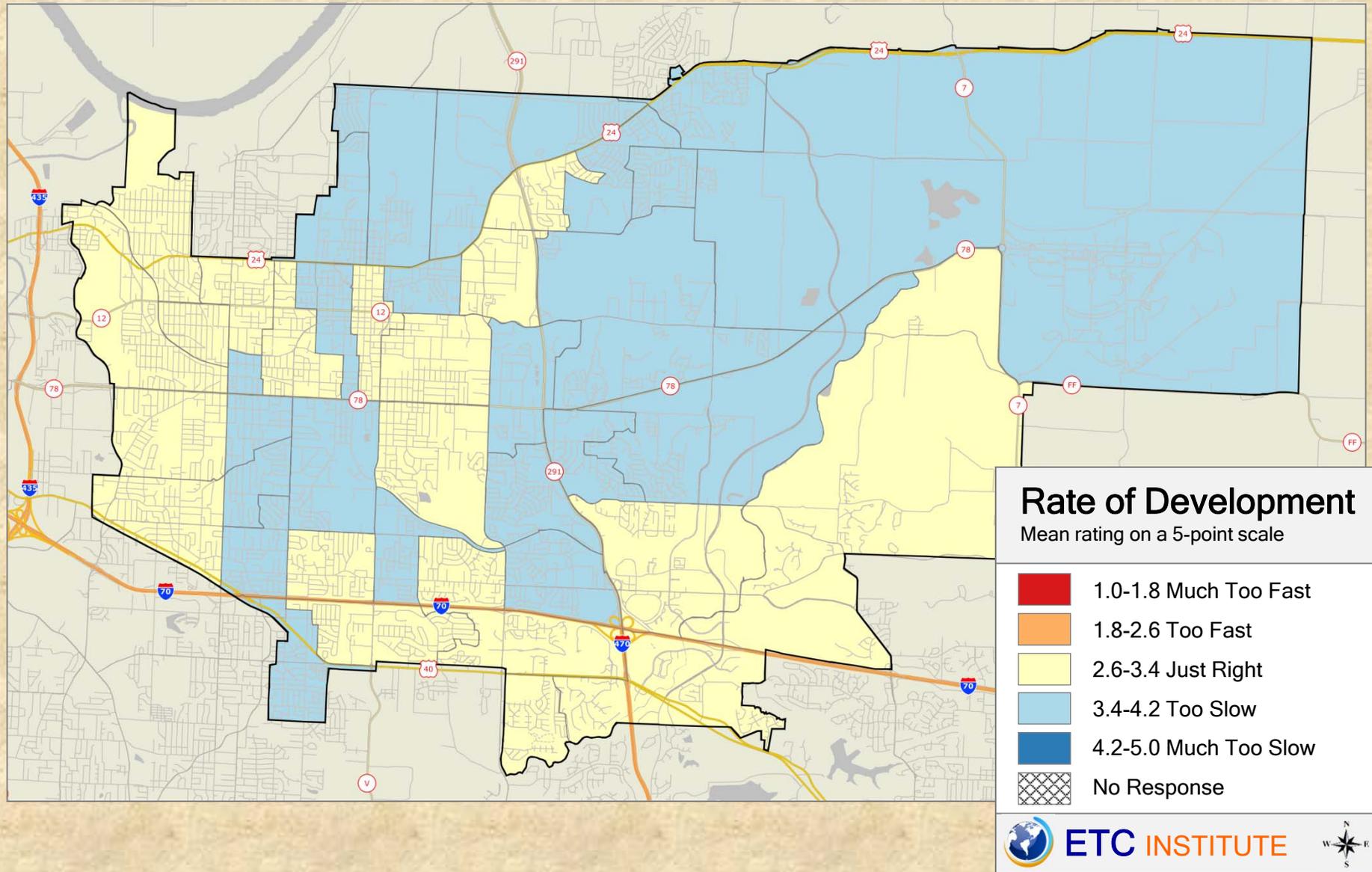
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q19-07 Level of Importance for: Near family or friends



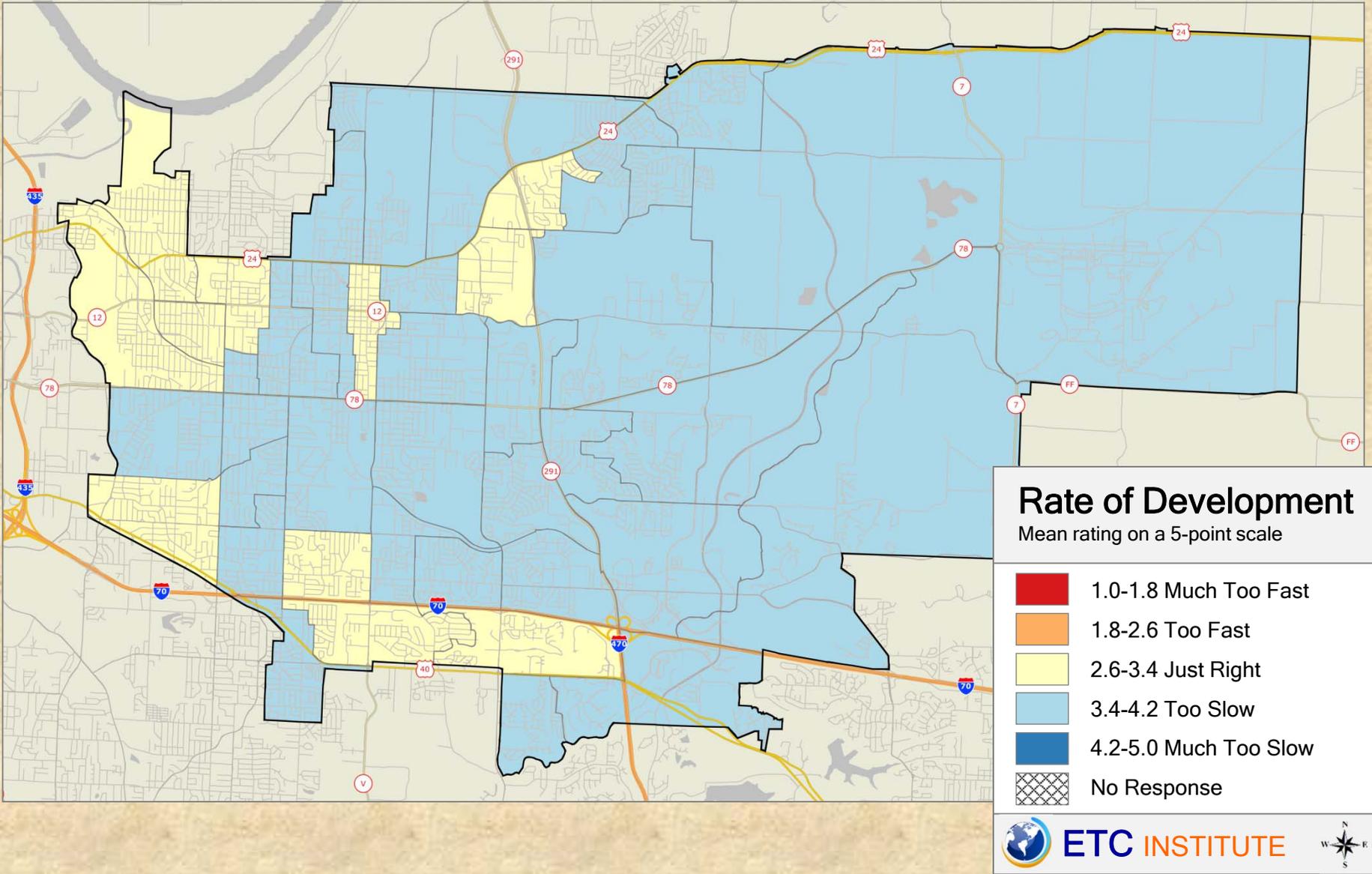
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q21-01 Rate of Development for: Office development



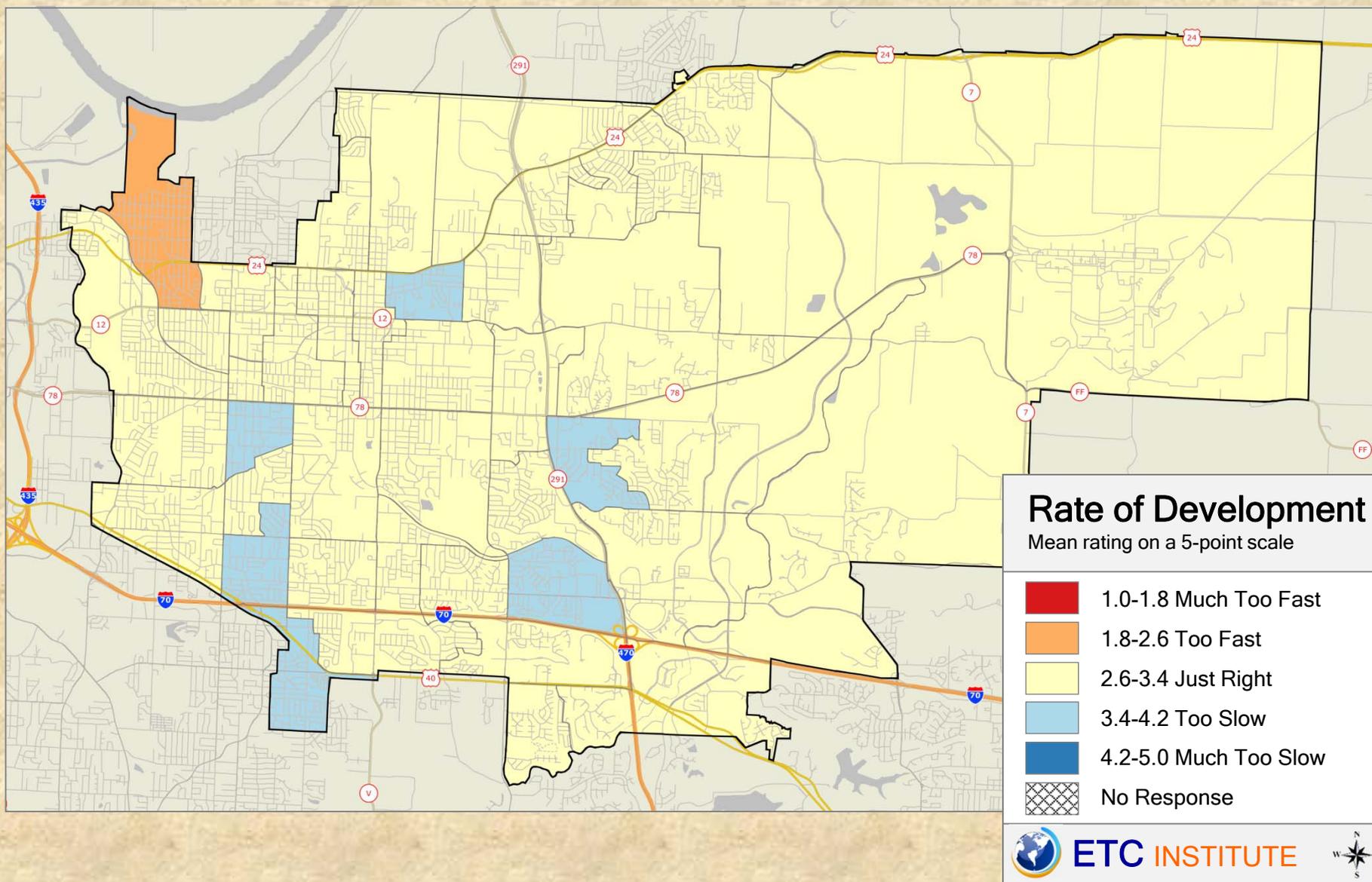
**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q21-02 Rate of Development for: Industrial development



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)

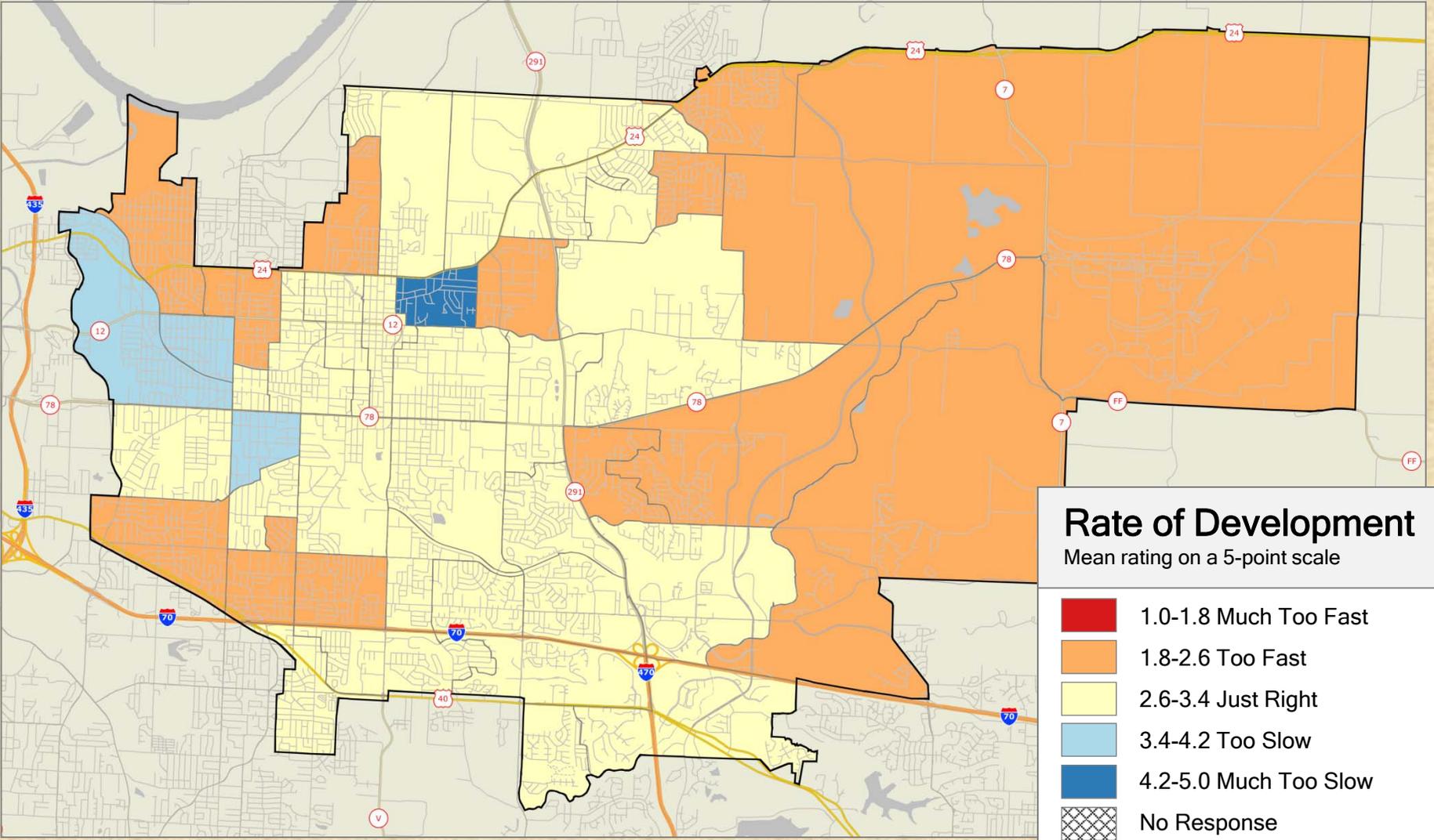
## Q21-03 Rate of Development for: Condominium and townhouse development designed to be owner-occupied



### 2018 City of Independence Citizen Survey

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

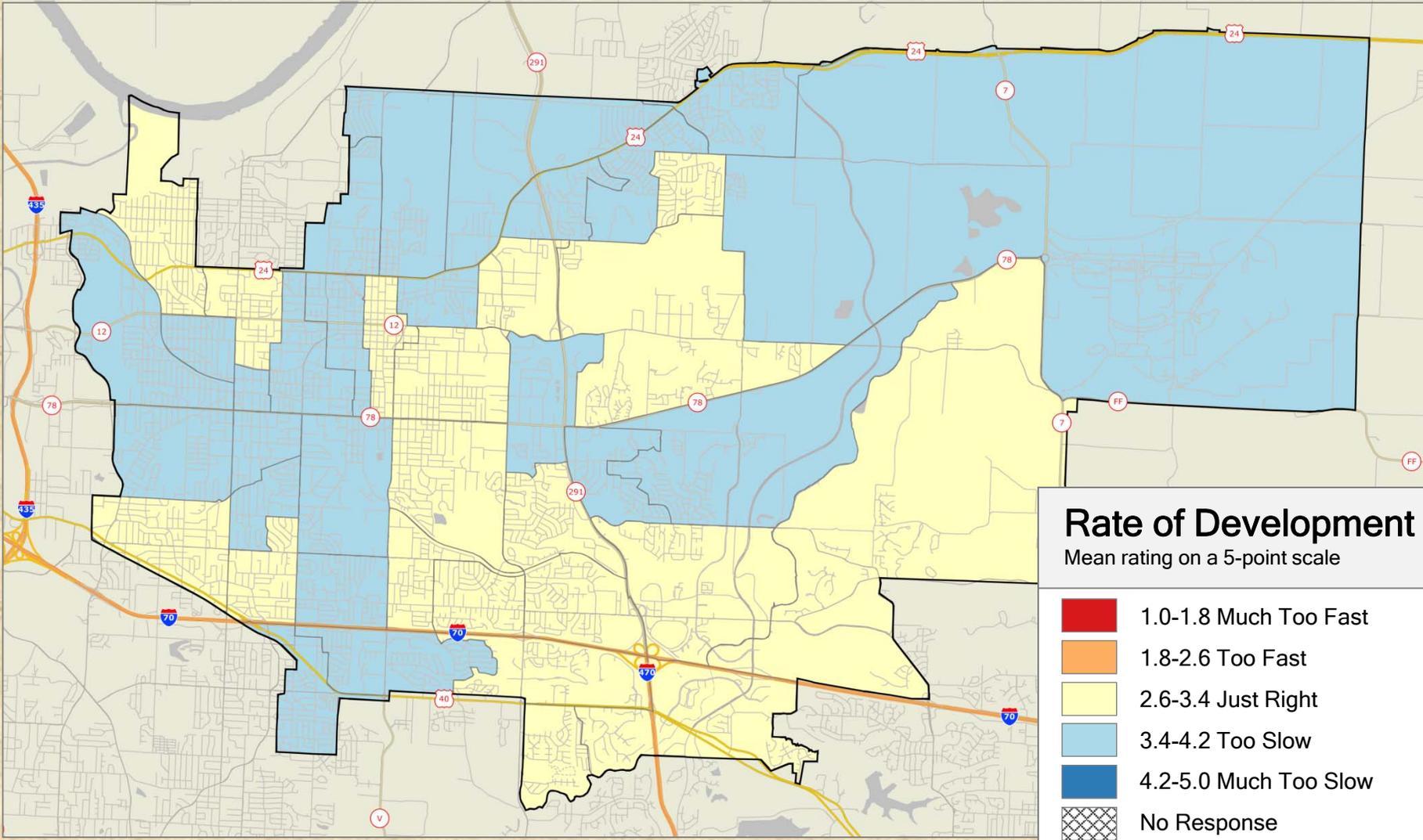
# Q21-04 Rate of Development for: Multi-family residential development designed to be renter-occupied



**2018 City of Independence Citizen Survey**  
Shading reflects the mean rating for all respondents by CBG (merged as needed)



# Q21-05 Rate of Development for: Single-family residential development



## Rate of Development

Mean rating on a 5-point scale

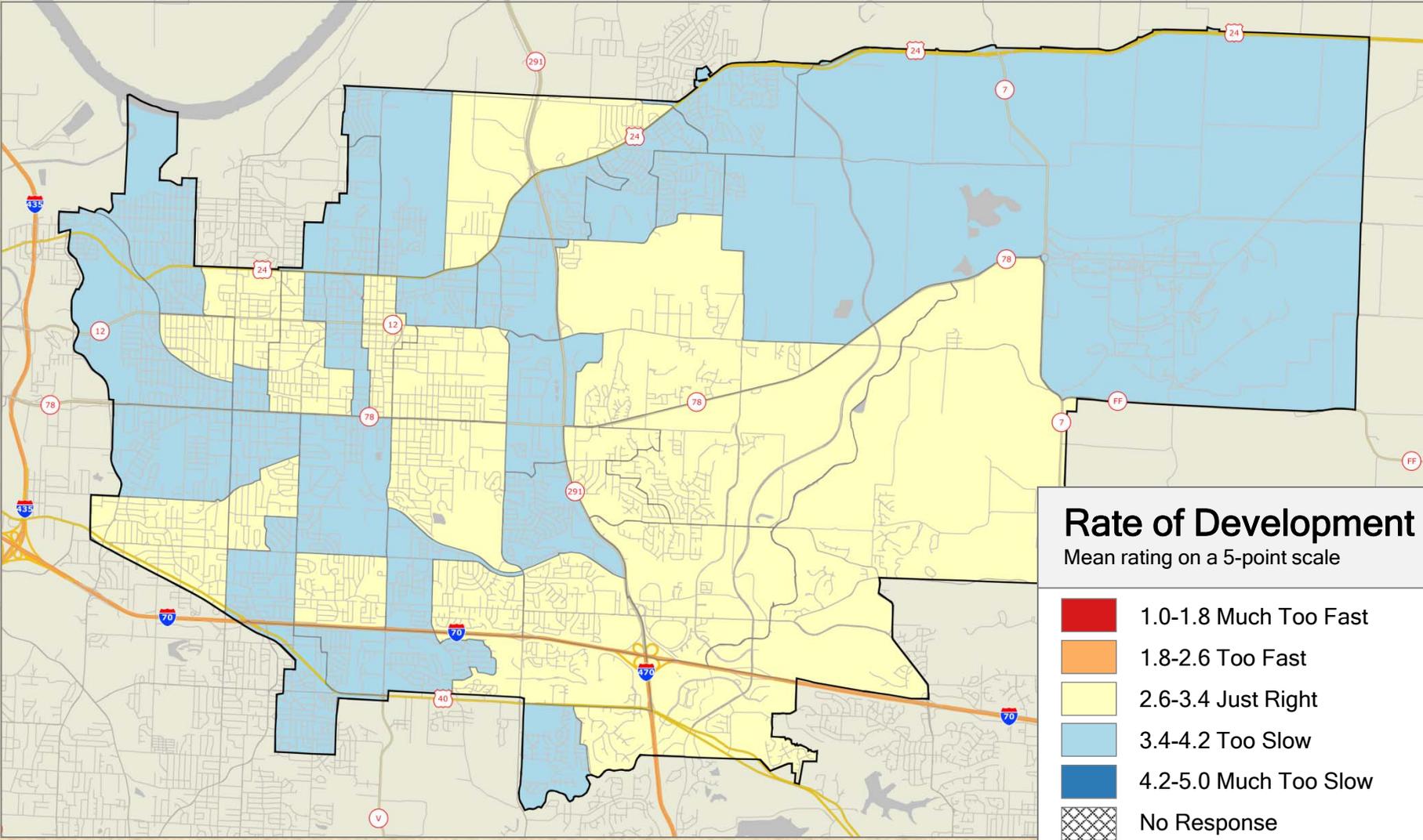
- 1.0-1.8 Much Too Fast
- 1.8-2.6 Too Fast
- 2.6-3.4 Just Right
- 3.4-4.2 Too Slow
- 4.2-5.0 Much Too Slow
- No Response



## 2018 City of Independence Citizen Survey

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

# Q21-06 Rate of Development for: Retail development



## Rate of Development

Mean rating on a 5-point scale

- 1.0-1.8 Much Too Fast
- 1.8-2.6 Too Fast
- 2.6-3.4 Just Right
- 3.4-4.2 Too Slow
- 4.2-5.0 Much Too Slow
- No Response



## 2018 City of Independence Citizen Survey

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