

City of Smithville, Missouri

Board of Aldermen - Work Session Agenda February 15, 2022

5:30 p.m. – City Hall Council Chambers and Via Videoconference

Anyone who wishes to view the meeting may do so in real time as it will be streamed live on the city's FaceBook page through FaceBook Live.

For Public Comment via Zoom, please email your request to the City Clerk at <u>Idrummond@smithvillemo.orq</u> prior to the meeting to be sent the meeting Zoom link.

- 1. Call to Order
- 2. Police Facility Needs Assessment Presentation
- 3. Direction Finder Study Results Presentation
- 4. Adjourn

Join Zoom Meeting

https://us02web.zoom.us/j/87583569813

Meeting ID: 875 8356 9813

Passcode: 391469



SMITHVILLE missouri	STAFF	REPORT				
Date:	February 10, 2022					
Prepared By:	Cynthia Wagner, City Administrator					
Subject:	2021 Citize	n Survey				

In October, the Board authorized an agreement with ETC Institute, a national leader in resident survey administration and data analysis, to conduct a citizen satisfaction survey. The survey was administered between the months of December 2021 and January 2022. More than 400 households across Smithville participated in this survey.

ETC Institute also worked with the City of Smithville in 2019 to survey residents. Information obtained from this year's survey was compared to responses two years ago to measure improvements in services and to identify areas of improvement.

Overall, the staff is pleased with the results. Compared to 2019 results, residents gave the City much higher satisfaction ratings for City services. Results reflect progress made in implementing the goals identified in the community strategic planning and visioning process, comprehensive plan update and parks and recreation master plan process. The information gathered was also helpful to identify opportunities for improvement. When looking at benchmarking data, several areas are identified for improvement as compared to other Missouri and Kansas cities.

During the budget process, staff will evaluate recommending continued work with ETC to track and benchmark city performance. The Citizen Satisfaction Survey will be a critical decision-making tool for service delivery and resource allocation and an important indicator as the City continues implementation of goals outlined in the strategic planning and other community planning processes.

Using information from the survey, staff will work to develop a plan to rollout the results of the survey to the community. Staff will also review the information and develop a workplan to continue improvements to services based on information obtained through the survey.

ETC Institute will present the survey findings at the work session on February 15.



City of Smithville Citizen Survey Presentation

PRESENTED BY ETC INSTITUTE

Since 2006, ETC Institute Has, In More Than 1,000 Cities 49 States, Surveyed More Than

3,000,000
Persons.

ETC Institute is a National Leader in Market Research for Local Governmental Organizations



Purpose

To objectively assess resident satisfaction with the delivery of City services

To compare the City's performance with residents regionally and nationally

To analyze trends in results from 2019

To help determine priorities for the community using Importance-Satisfaction Analysis

Methodology

Survey Description

Second Community Survey conducted for the City by ETC Institute

Method of Administration

- By mail and online to a random sample of households in the City
- Each survey took approximately 15-20 minutes to complete

Sample Size

Goal: 300 surveys

Actual: 408 surveys

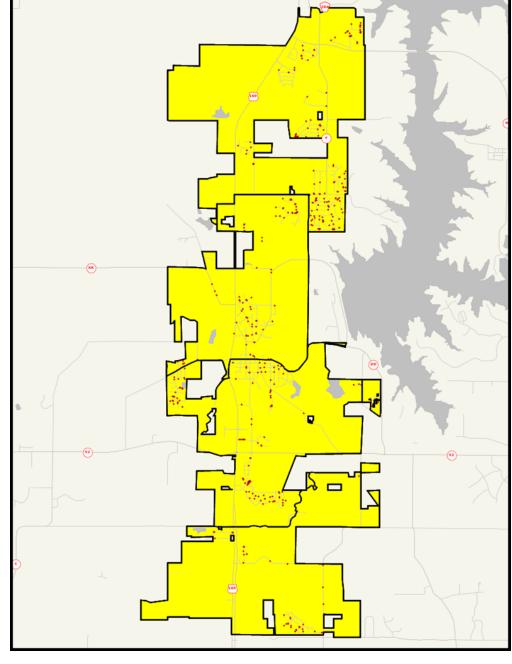
Margin of Error

• +/- 4.7% at the 95% level of confidence

Location of Survey Respondents

Good representation of responses throughout the City

Home address of all respondents are geocoded to the block level



2021 City of Smithville Citizen Survey

Bottom Line Up Front

Residents Have a Very Positive Perception of the City

- 81% of respondents were "very satisfied" or "satisfied" with the overall quality of life in the City 13%-point increase from 2019
- 73% of respondents were "very satisfied" or "satisfied" with the overall quality of services provided by the City –15%-point increase from 2019

Satisfaction with City Services is <u>Much Higher</u> in Smithville Than Other Communities

- The City rated above the U.S. average in 46 of the 49 areas assessed, and significantly above the average (5% or more) in 36 of the areas
- Ratings for the overall quality of City services were 14.4%-points above the U.S.
 Average when accounting for Very Satisfied and Satisfied remarks

Priorities for Improvement

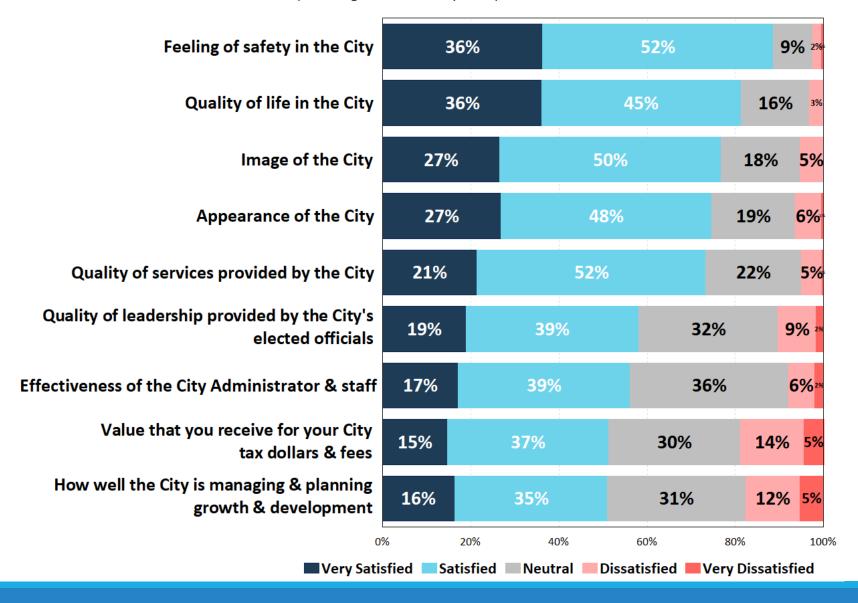
- Maintenance of major City streets
- Maintenance of neighborhood streets

Perceptions

RESIDENTS HAVE A VERY POSITIVE PERCEPTION OF THE CITY

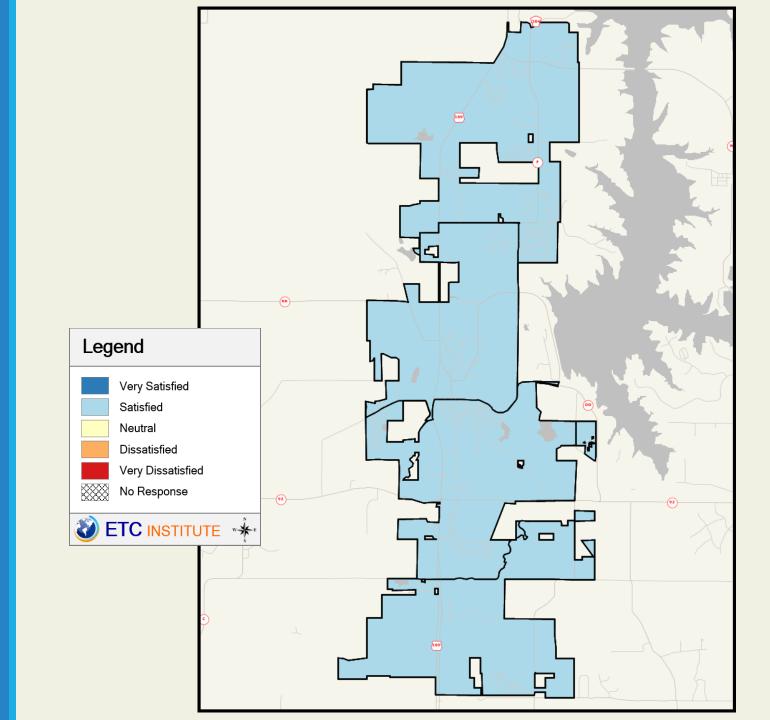
Q2. Level of Satisfaction With Perception Items

by percentage of respondents using a 5-point scale, where 5 means **very satisfied** and 1 means **very dissatisfied** (excluding **don't know** responses)



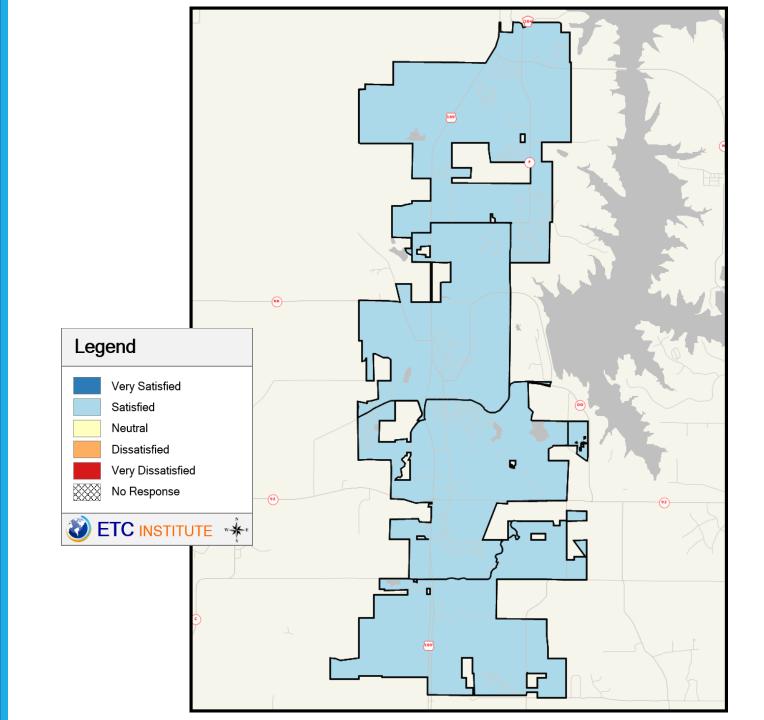
Overall Quality of Services Provided by the City

The City is doing an excellent job of providing services equitably to all members of the community



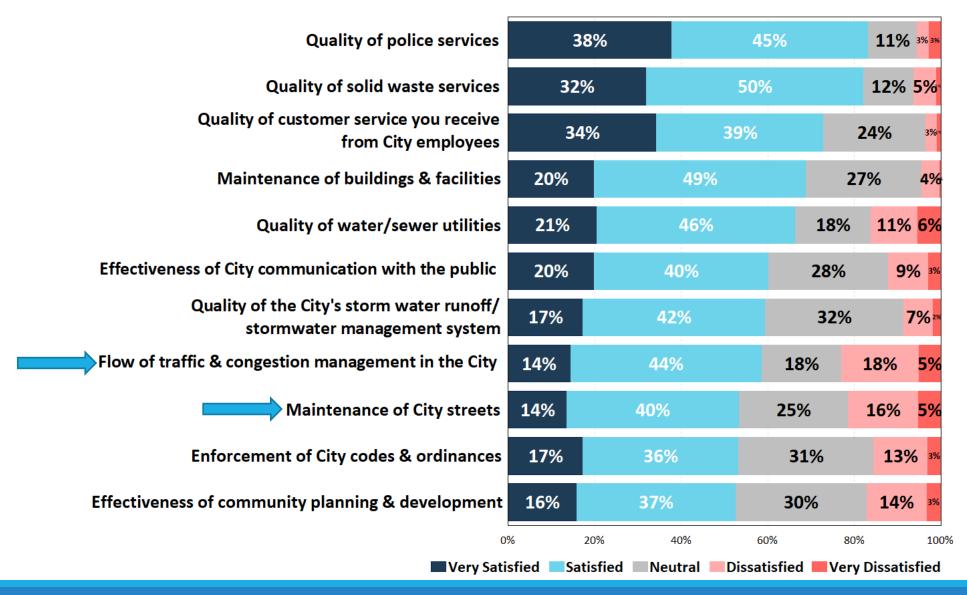
Overall Quality of Life in the City

The City is doing an excellent job of providing services equitably to all members of the community



Q1. Level of Satisfaction With City Services

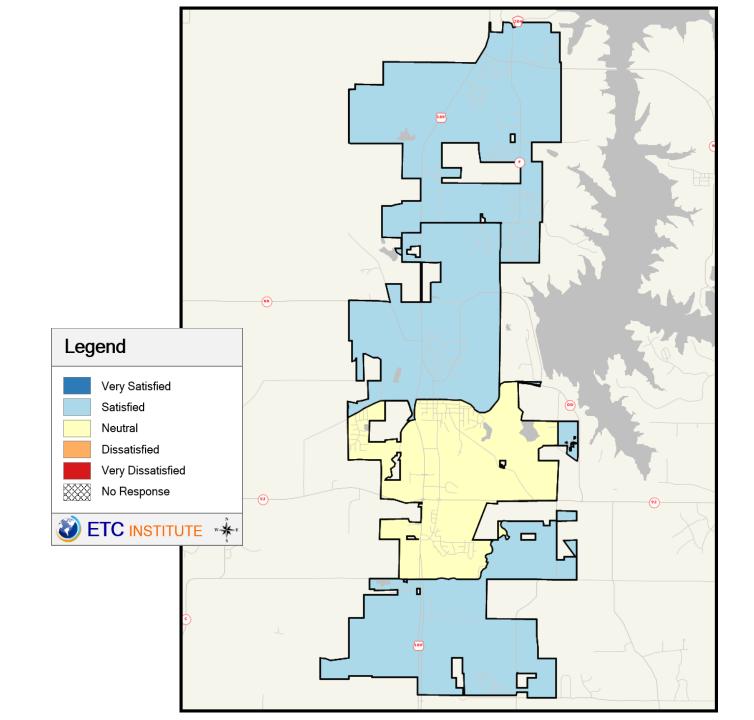
by percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



Overall Maintenance of City Streets

Top priorities for improvement include maintenance of major City streets and neighborhood streets. This map shows where residents are less satisfied with City streets than other areas of the City that were generally satisfied with street maintenance

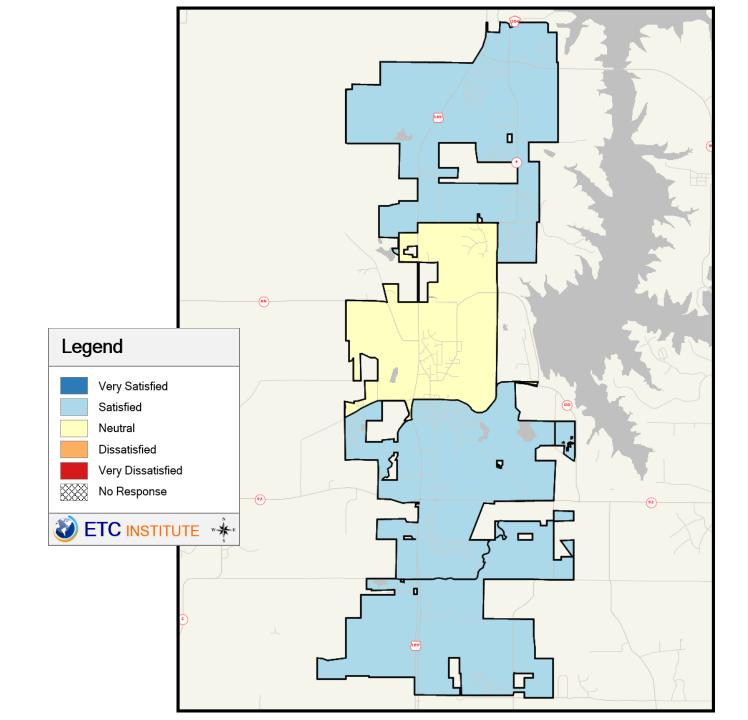
GIS Maps can help City leaders pinpoint areas of dissatisfaction to ensure improvement efforts are focus on the areas where residents show the most concern with the delivery of the service



Overall Flow of Traffic and Congestion Management

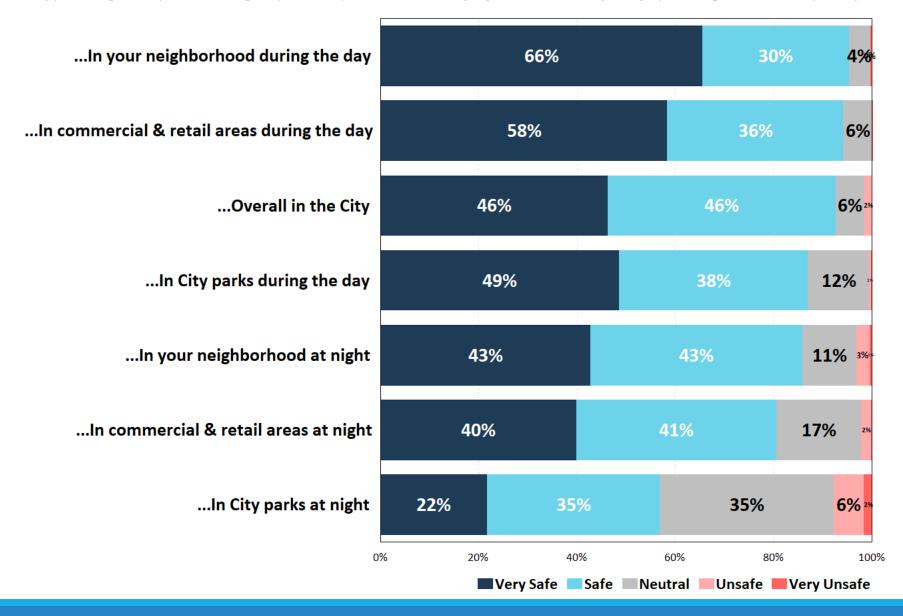
Top priorities for improvement include overall flow of traffic and congestion management. This map shows where residents are less satisfied with the flow of traffic and congestion management than other areas of the City that were generally satisfied with this item.

GIS Maps can help City leaders pinpoint areas of dissatisfaction to ensure improvement efforts are focus on the areas where residents show the most concern with the delivery of the service



Q5. Perceptions of Safety: How Safe Do You Feel...

by percentage of respondents using a 5-point scale, where 5 means very safe and 1 means very unsafe (excluding don't know responses)



Trends

THE CITY SAW DRAMATIC INCREASES IN MANY AREAS SINCE 2019

Trends from 2019

Results from 2019 were compared to the 2021 results to determine changes in City performance

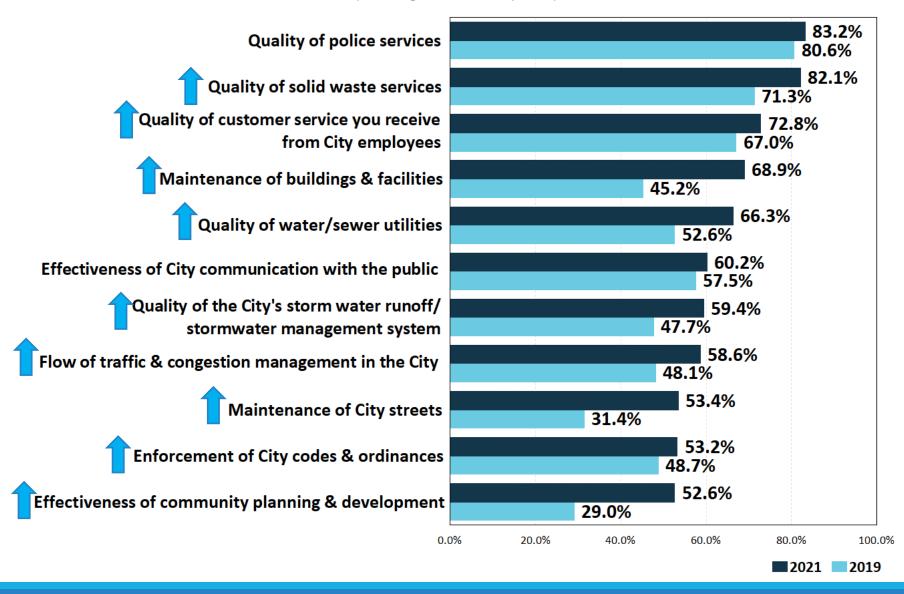
Overall, there were 71 items that were comparable from the 2021 and 2019 survey results

Of the 71 items that were comparable, the City saw significant increases in 54 areas (76%)

In 2021 the Parks and Recreation questions were asked differently which explains some of the significant increases in ratings

- In 2019, respondents were asked to simply rate each of the items listed
- In 2021, respondents were asked first if they had experience with the item and if so, they rated the item
 - The City performed extremely well in each of the seven (7) areas that were assessed related to Parks and Recreation

Satisfaction With City Services <u>Trends</u> (2021 v. 2019)



Significant Increases from 2019

Quality of playground equipment* Maintenance of buildings & facilities

Ease of registering for programs* Effectiveness of community planning & development

Fees charged for recreation programs*

Maintenance of City streets

Appearance of the City Number of walking & biking trails*

Quality of outdoor athletic fields*

Maintenance of City buildings

Adult recreation programs* Cleanliness of City streets & other public areas

Youth recreation programs* They helped you resolve an issue to your satisfaction

Appearance of City parks* Maintenance of stormwater drainage system

Image of the City's trail system

Maintenance of major City streets

Maintenance of wastewater

Maintenance of sidewalks in the City

Maintenance of street signs/traffic signals

Maintenance of City parks* Quality of services provided by the City

Maintenance of City parks & park equipment

Value that you receive for your City tax dollars & fees

Items with an asterisk (*) were Parks and Recreation items asked differently in 2019

Significant Increases from 2019

They did what they said they would do in a timely manner

Enforcing exterior maintenance of business

Quality of water/sewer utilities

Snow removal on all City streets

As a place for play/leisure

Quality of life in the City

As a place to retire

Enforcing mowing/cutting of weeds & tall grass on private property

Quality of the City's storm water runoff/stormwater management system

Mowing of City property

They gave prompt, accurate, & complete answers to questions

Quality of solid waste services

Flow of traffic & congestion management in the City

Speed of code compliance process

They were courteous & polite

Maintenance of streets in your neighborhood

Quality of building & permit process

Enforcing exterior maintenance of residential property

Enforcing clean-up of debris on private property

Availability of information about City programs & services

As a place where you would buy your next home

For an overall quality of life

Feeling of safety in the City

Quality of customer service you receive from City employees

As a place to live

Enforcement of City codes & ordinances

Significant Decreases from 2019

There were NO significant decreases from the 2019 survey

City leaders should ensure these trends remain by doing another survey in 2023 to track performance in key areas and to ensure City initiatives are effective in swaying satisfaction

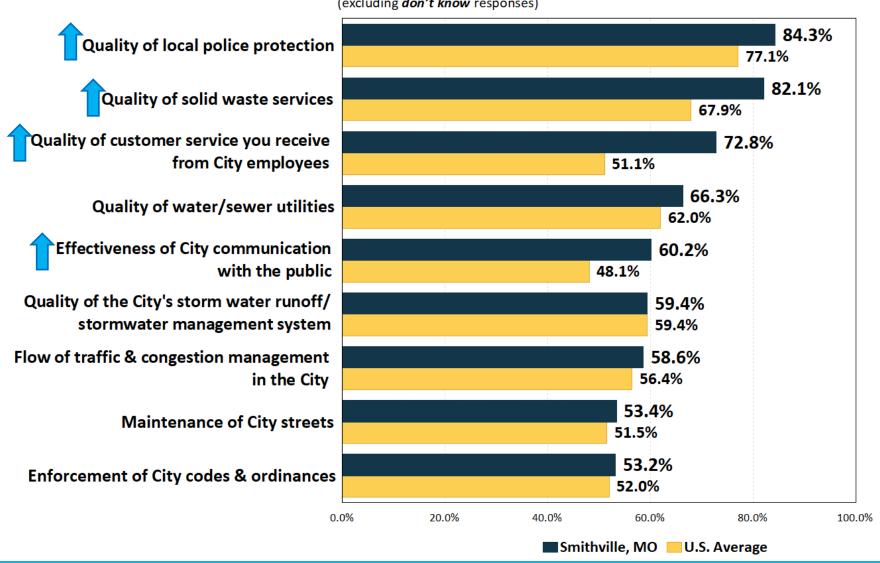
There were six (6) items that received lower ratings than in 2019—none were significant:

- Visibility of police in neighborhoods
- Quality of local police protection
- Overall efforts by the City to prevent crime
- Enforcement of local traffic laws
- Information provided through the City's social media sites

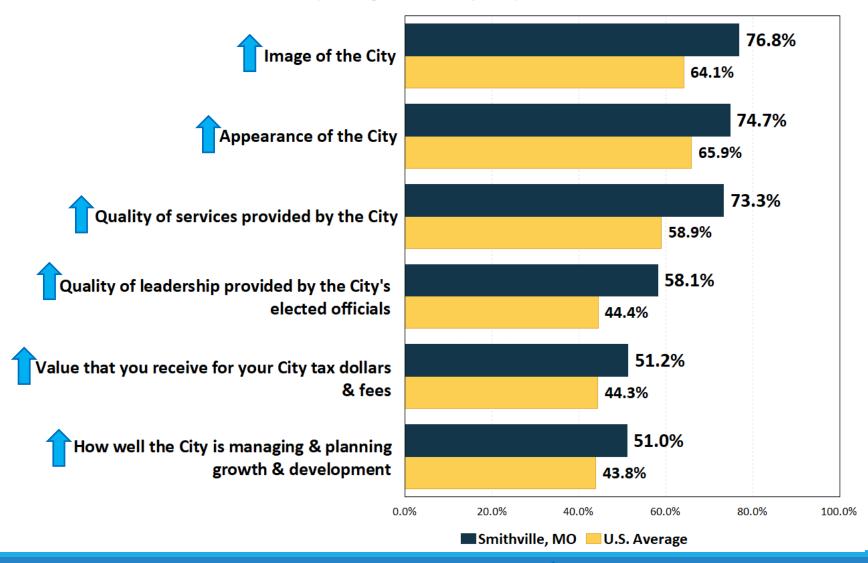
Benchmarks

THE CITY RATES HIGHER THAN OTHER COMMUNITIES

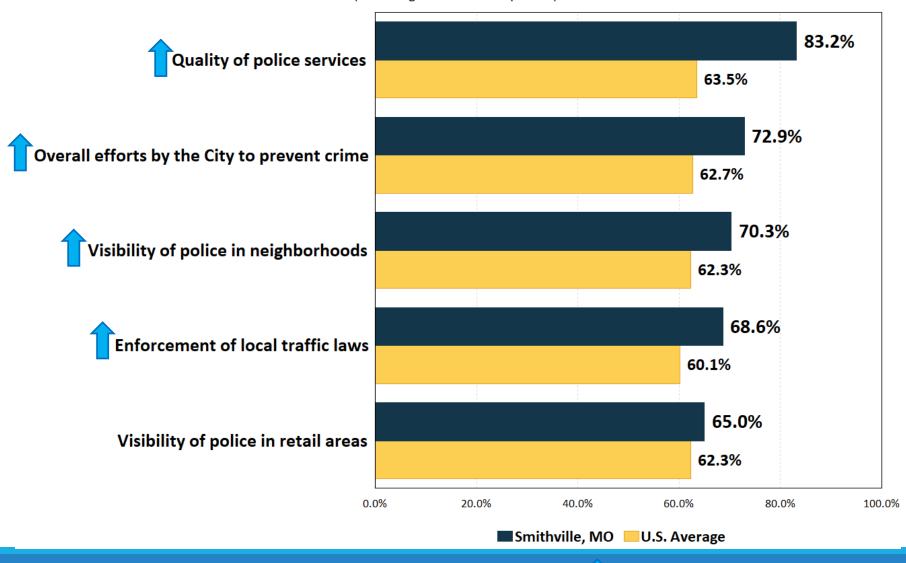
Benchmarks: Satisfaction With City Services Smithville, MO Compared to U.S. Average



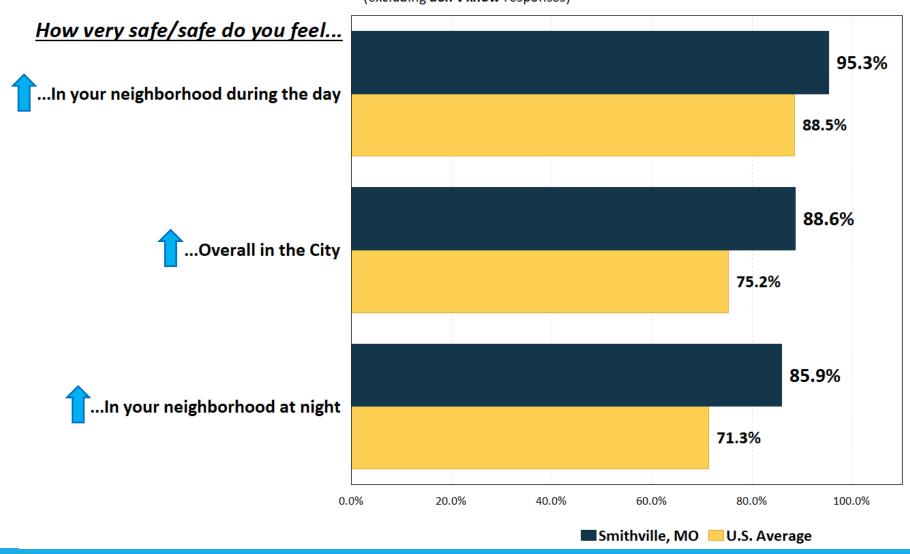
Benchmarks: Satisfaction With Perception Items Smithville, MO Compared to U.S. Average



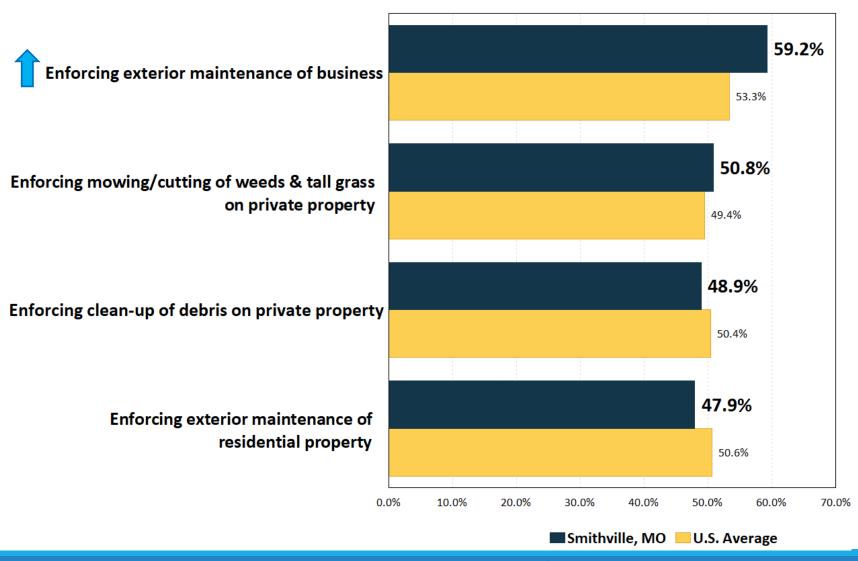
Benchmarks: Satisfaction With Public Safety Services Smithville, MO Compared to U.S. Average



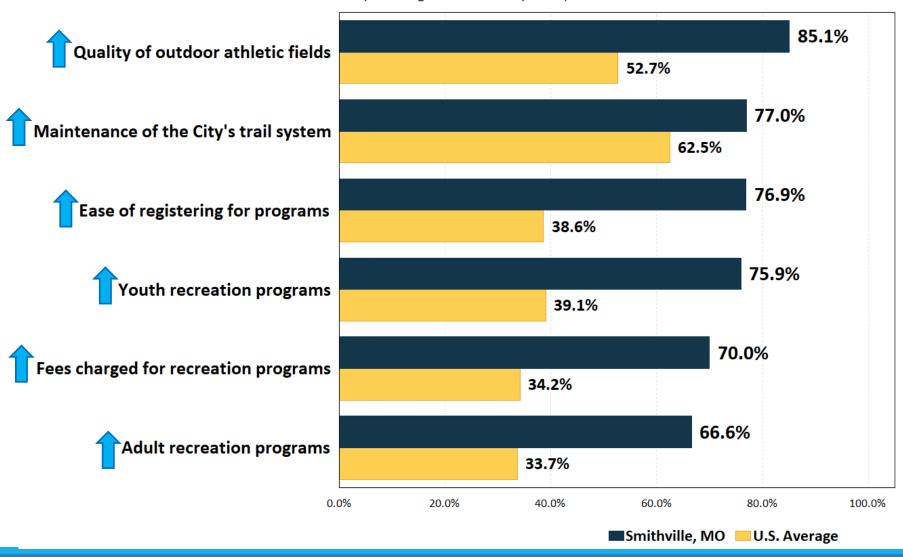
Benchmarks: Feeling of Safety in the City Smithville, MO Compared to U.S. Average



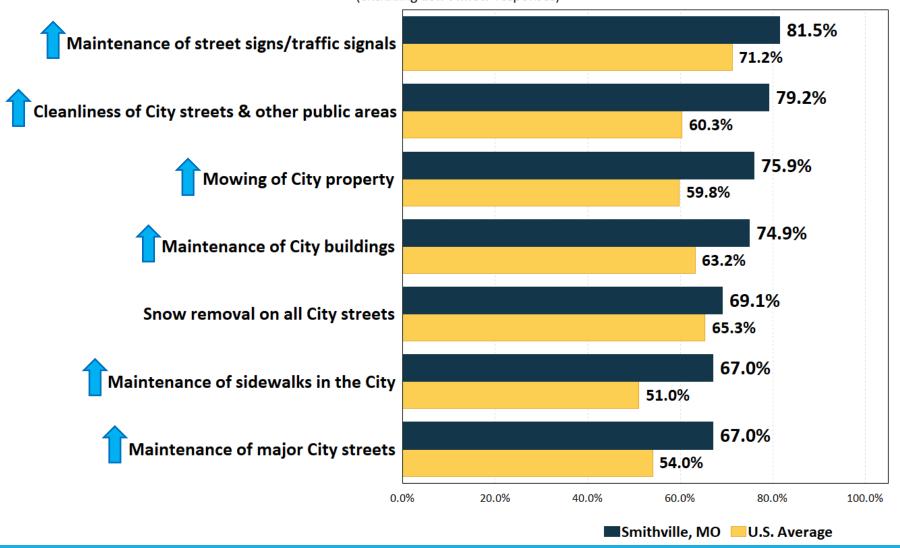
Benchmarks: Satisfaction With Code Enforcement Services Smithville, MO Compared to U.S. Average



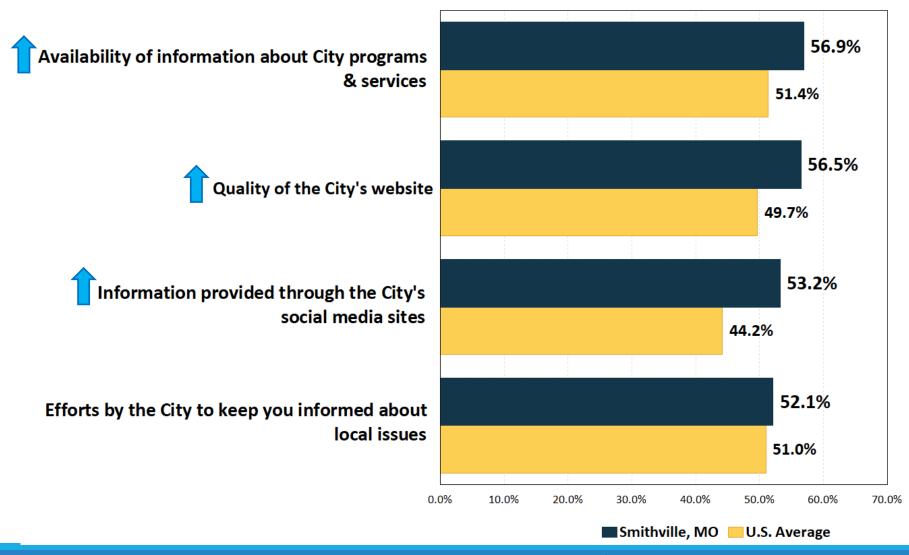
Benchmarks: Satisfaction With Parks & Rec Amenities & Programs Smithville, MO Compared to U.S. Average



Benchmarks: Satisfaction With Maintenance Services Smithville, MO Compared to U.S. Average

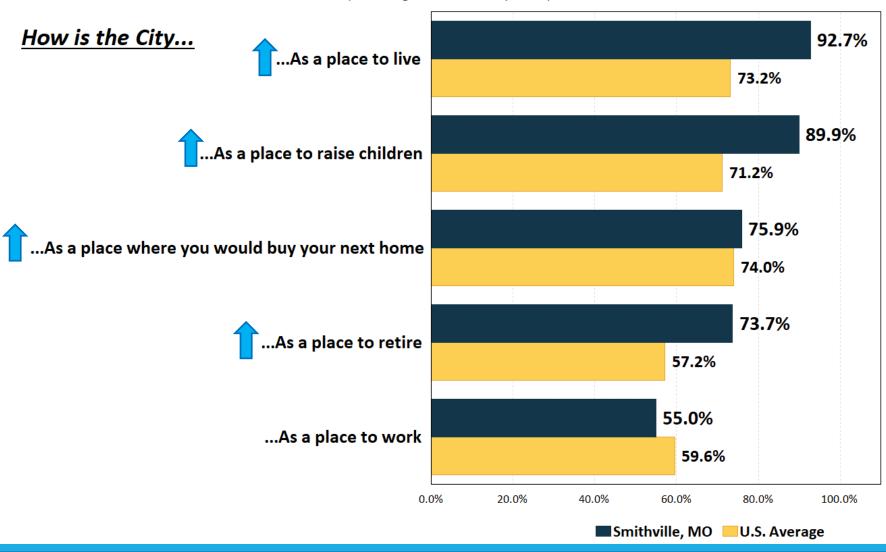


Benchmarks: Satisfaction With Communication Services Smithville, MO Compared to U.S. Average



Benchmarks: <u>Excellent</u> or <u>Good</u> Perceptions of the City Smithville, MO Compared to U.S. Average

by the sum percentage of respondents that perceive the City as either *excellent* or *good* (excluding *don't know* responses)



Priorities for Investment

IMPORTANCE-SATISFACTION ANALYSIS

Importance-Satisfaction Ratings City Maintenance Services Smithville, MO (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
Maintenance of major City streets	45.6%	1	67.0%	10	0.1505	1
Maintenance of streets in your neighborhood	26.5%	2	55.4%	12	0.1182	2
Snow removal on all City streets	25.8%	3	69.1%	8	0.0797	3
Maintenance of the City's water & wastewater system	21.4%	4	66.4%	11	0.0719	4
Maintenance of sidewalks in the City	7.6%	6	67.0%	9	0.0251	5
Cleanliness of City streets & other public areas	9.9%	5	79.2%	2	0.0206	6
Maintenance of the stormwater drainage system	5.1%	8	69.6%	7	0.0155	7
Maintenance of City parks & park equipment	5.2%	7	76.6%	4	0.0122	8
Maintenance of the City's trail system	4.0%	10	77.0%	3	0.0092	9
Mowing of City property	3.1%	11	75.9%	5	0.0075	10
Maintenance of street signs/traffic signals	4.0%	9	81.5%	1	0.0074	11
Maintenance of City buildings	2.2%	12	74.9%	6	0.0055	12

Importance-Satisfaction Ratings Parks & Recreation Services Smithville, MO (2021)

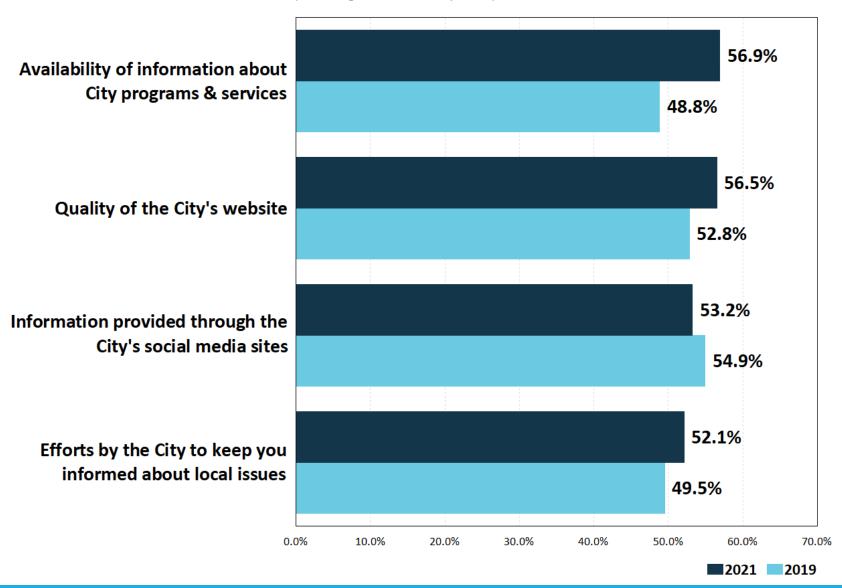
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
Youth recreation programs	22.0%	1	75.9%	9	0.0530	1
Adult recreation programs	5.4%	7	66.6%	11	0.0180	2
Maintenance of City parks	19.1%	2	93.1%	1	0.0132	3
Maintenance of public restrooms	6.4%	5	80.2%	7	0.0127	4
Fees charged for recreation programs	3.7%	10	70.0%	10	0.0111	5
Number of walking & biking trails	14.7%	3	92.5%	3	0.0110	6
Quality of playground equipment	6.3%	6	88.5%	4	0.0072	7
Courtesy of Parks & Recreation's employees	4.6%	8	85.4%	5	0.0067	8
Quality of outdoor athletic fields	4.4%	9	85.1%	6	0.0066	9
Appearance of City parks	8.4%	4	92.8%	2	0.0060	10
Ease of registering for programs	2.5%	11	76.9%	8	0.0058	11

Communication

COMMUNICATION IS KEY TO CONTINUED SUCCESS

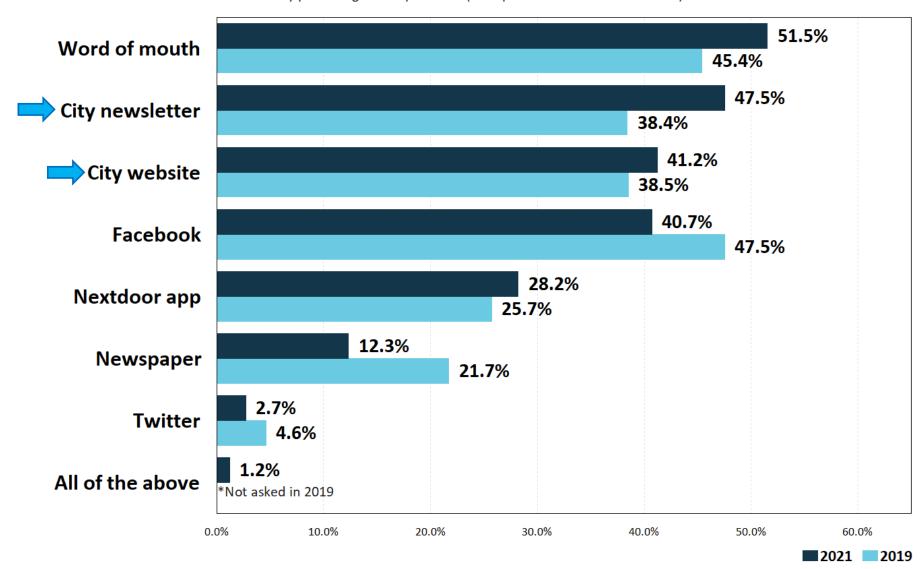
Satisfaction With Communication Services <u>Trends</u> (2021 v. 2019)

by the sum percentage of respondents that indicated they were either **very satisfied** or **satisfied** (excluding **don't know** responses)



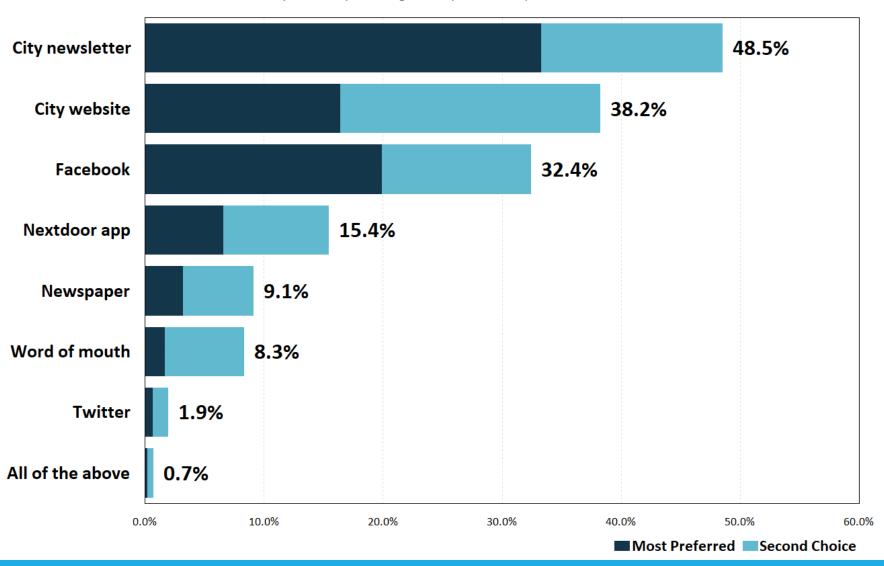
Q14. Which of the following are your <u>primary</u> sources of information about community activities and services?

by percentage of respondents (multiple choices could be selected)



Q15. Which <u>methods of communication</u> do you most prefer to use for information about community activities and services?

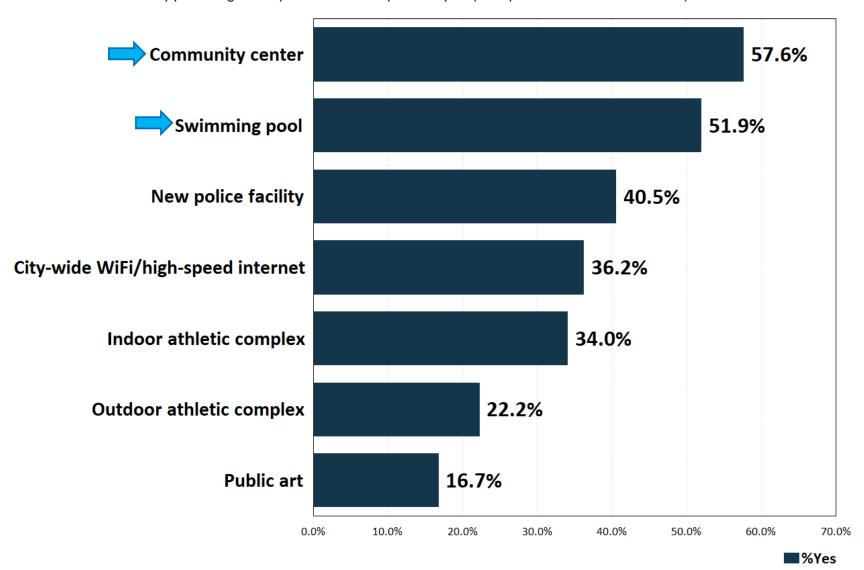
by the sum percentage of respondents top two choices



Additional Findings

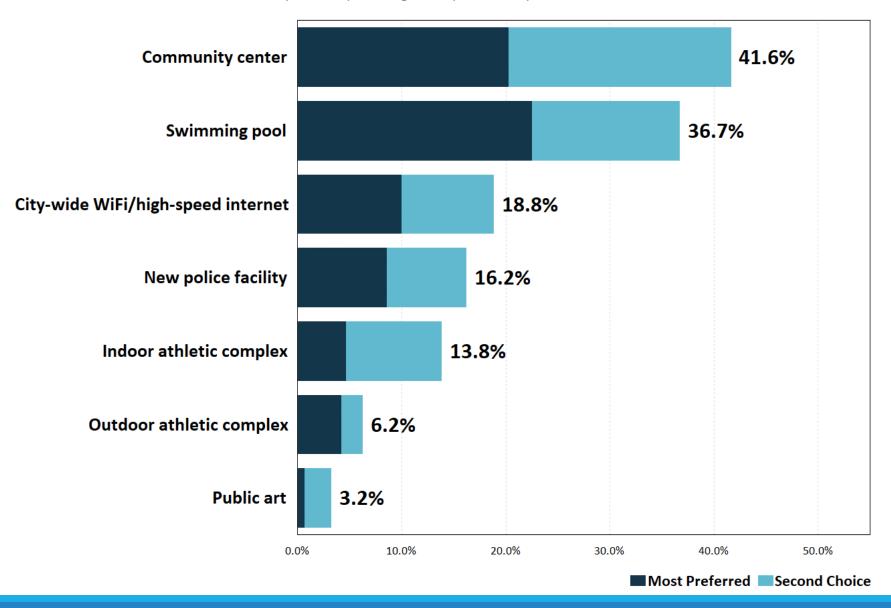
Q18. Would you be willing to pay increased taxes or fees for any of the community amenities/facilities listed below?

by percentage of respondents that responded "yes" (multiple choices could be selected)



Q19. Which community amenities/facilities do you most prefer?

by the sum percentage of respondents top two choices





Summary

Residents Continue to Have a Very Positive Perception of the City Satisfaction with City Services is <u>Much Higher</u> in Smithville Than Other Communities

Priorities for Improvement

- Maintenance of major City streets
- Maintenance of neighborhood streets

To sustain these results the City should consider another survey in 2023 to continue to track trends and investments in key areas

Questions?

THANK YOU



2021 CITIZEN SURVEY

Findings Report

Prepared By ETC INSTITUTE OLATHE, KANSAS

Presented To The CITY OF SMITHVILLE, MISSOURI





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Section 1: Executive Summary

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Purpose

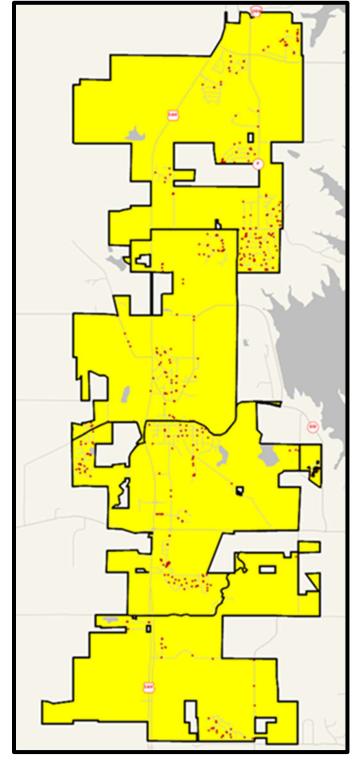
ETC Institute administered a community survey to residents of Smithville, Missouri during December 2021 and January 2022. The purpose of the survey was to evaluate the level of service the City provides residents and to better understand the needs of the community. Data compiled from the survey will provide leaders and staff with vital feedback concerning opportunities and challenges facing the community.

Methodology

The survey instrument, cover letter, and postage paid return envelope were mailed to a random sample of households in the City. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address. This was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

The map to the right is a GIS (geographic information system) map showing the location of respondents that completed the survey. To keep survey respondents anonymous, the location of the respondent, represented with a red dot, is captured by the census block location.

Approximately, ten days after the surveys were mailed, ETC Institute sent e-mails/text messages to the households that received the survey to encourage participation. The e-mails/texts contained a link to the online version of the survey to make it easy for residents to complete. To prevent people who were not residents of the City from participating, everyone who completed the survey online was required to enter their home address prior to submitting the



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survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain 300 surveys and this goal was exceeded with a total of 408 completed surveys. The overall response for the sample of 408 households have a precision of at least +/- 4.7% at the 95% level of confidence. A total of 3,433 households in the City of Smithville were mailed the survey and with a total of 408 completed surveys this yielded a 12% response rate. (*An average response rate is between 12-13%*.)

This report contains:

- Executive summary of the survey methodology and major findings
- Charts showing the overall results for most questions on the survey and trends comparing the 2021 results to the 2019 results
- Benchmark analysis showing how the City of Smithville compares to other communities regionally and nationally
- Importance-satisfaction analysis
- GIS mapping of most questions on the survey
- Frequency tables that show the overall results
- A copy of the cover letter and survey instrument

Major survey findings are below and on the following pages.

Major Findings

The City received exceptional customer service ratings from respondents. Since 2019, perception of the quality of customer service provided by City employees increased by at least 10%.

- Respondents were asked if, in the past year, they had contacted the City with a question, problem, or complaint and 32.6% indicated they had. Of those respondents, 90.7% indicated that the City employees they interacted with were either always/usually courteous and polite (an increase of 10.4% since 2019).
 - o 79.3% indicated that the City employees they interacted with always/usually did what they said they would do in a timely manner (+14.2% since 2019)
 - 78.0% indicated that the City employees they interacted with always/usually gave prompt, accurate, and complete answers to questions (+11.0% since 2019)
 - 71.9% indicated that the City employees they interacted with always/usually helped resolve an issue to their satisfaction (+17.3% since 2019)

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• The top three major city services that received the highest ratings of satisfaction were: the quality of police services (83.2%), quality of solid waste services (82.1%), and the quality of customer service you receive from City employees (72.8%).

Compared to 2019 results, respondents gave the City much higher satisfaction ratings for how well they [the City] are managing and planning growth and development and the effectiveness of community planning and development.

- Majority (52.6%) of respondents indicated they were either very satisfied or satisfied with the effectiveness of community planning and development. Compared to the 2019 results, this was an increase of 23.6%.
- Over half (51.0%) of respondents indicated they were either very satisfied or satisfied with how well the City is managing and planning growth and development, an increase of 27.5%, since 2019.
- Respondents were asked to rate the City, in regards to, how it is as a place to live, raise children, play, retire, etc. In every area, at least 50% of respondents rated the City as either excellent or good in every category analyzed. The City had the highest excellent/good ratings in; as a place to live (92.7%), as a place to raise children (89.9%), and for an overall quality of life (86.6%).

The top four City maintenance services that respondents think are the most important for the City to provide are: the maintenance of City streets, and neighborhood streets, snow removal on all City streets, and the maintenance of the City's water and wastewater system.

- Respondents were asked to rate their satisfaction with City maintenance services and at least three out of four respondents indicated they were either very satisfied or satisfied with the following services:
 - Maintenance of street signs/traffic signals (81.5%)
 - Cleanliness of City streets and other public areas (79.2%)
 - Maintenance of the City's trail system (77.0%)
 - Maintenance of the City's parks and park equipment (75.9%)
- The following two City maintenance services had the lowest ratings of satisfaction (sum of very satisfied and satisfied responses):
 - Maintenance of the City's water and wastewater systems (66.4%)
 - Maintenance of neighborhood streets (55.4%)
- When asked which City maintenance services are most important, to respondents, for the City to provide, the following were the top four responses:
 - Maintenance of major City streets (45.6%)
 - Maintenance of neighborhood streets (26.5%)
 - Snow removal on all streets (25.8%)
 - Maintenance of the City's water and wastewater system (21.4%)

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The top three Parks and Recreation services that respondents indicated they think are most important for the City to provide are: youth recreation programs, maintenance of City parks, and the number of walking and biking trails.

- Respondents were asked to rate their satisfaction with Parks and Recreation services and the services that received the highest ratings of satisfaction are listed below.
 - Maintenance of City parks (93.1%)
 - Appearance of City parks (92.8%)
 - Number of walking and biking trails (92.5%)
 - Quality of playground equipment (88.5%)
- The Parks and Recreation services that had the lowest ratings of satisfaction were fees charged for recreation programs (70.0%) and adult recreation programs (66.6%).
- Parks and Recreation services that respondents indicated they think are most important for the City to provide are; youth recreation programs (22.0%), overall maintenance of City parks (19.1%), and the number of walking and biking trails (14.7%).

At least half of respondents would be willing to pay increased taxes/fees for a community center or swimming pool and at least one-third of respondents would most prefer a community center or swimming pool.

Respondents were asked, out of a list of seven community amenities/facilities, which would they be willing
to pay increased taxes or fees for and the top two responses were a community center (57.6%) and
swimming pool (51.8%). When asked which two amenities/facilities they most prefer, based on the sum of
respondents' top two choices, community center (41.6%) and swimming pool (36.7%) received the highest
responses.

Additional Findings

- 88.6% of respondents are very satisfied/satisfied with the feeling of safety in the City
 - o 72.9% of respondents are very satisfied/satisfied with the City's efforts to prevent crime
- 81.3% of respondents are very satisfied/satisfied with the quality of life in the City
- Most respondents feel very safe/safe in their neighborhood during the day (95.3%) and in commercial and retail areas during the day (94.1%).
- 47.3% of respondents are very satisfied/satisfied with the enforcement of City codes and ordinances

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- At least one out of two respondents are very satisfied/satisfied with the availability of information about City programs and services (56.9%), quality of the City's website (56.5%), information provided through the City's social media sites (53.2%), and the efforts by the City to keep residents informed about local issues (52.1%).
- When respondents were asked which methods of communication they most prefer, based on the sum of respondents' top two choices, respondents most prefer the City newsletter (48.5%), City website (38.2%), and Facebook (32.4%).

Benchmark Findings

City of Smithville Compared to Communities in Kansas & Missouri. Using ETC Institute's own national and regional benchmark data, ETC Institute analyzed how the City's satisfaction ratings compared to communities in the Kansas and Missouri area. There were 53 different services analyzed. The difference between satisfaction ratings increased or stayed the same in 34 of the 53 areas analyzed. In 19 of the 53 areas analyzed, there were 19 notable positive differences and 5 notable negative differences between satisfaction ratings.

City of Smithville Compared to Communities Nationally. Using ETC Institute's own national and regional benchmark data, ETC Institute analyzed how the City's satisfaction ratings compared to communities nationally. There were 53 different services analyzed. The difference between satisfaction ratings increased or stayed the same in 50 of the 53 areas analyzed. In 19 of the 53 areas analyzed, there were 38 notable <u>positive</u> differences and 0 notable <u>negative</u> differences between satisfaction ratings.

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Conclusion

To ensure the City continues to deliver a high quality of services to residents, ETC Institute recommends the City emphasize the following areas.

- **City Maintenance Services.** The table below shows the Importance-Satisfaction Analysis for five of the twelve City Maintenance services analyzed. Based on the results of this analysis, the two services that are recommended as the top opportunity for improvement over the next two years, in order to raise the City's overall satisfaction rating are:
 - Maintenance of major City streets (I-S Rating=0.1505)
 - Maintenance of neighborhood streets (I-S Rating=0.1182)

Importance-Satisfaction Ratings City Maintenance Services Smithville, MO (2021)													
							Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)													
Maintenance of major City streets	45.6%	1	67.0%	10	0.1505	1							
Maintenance of streets in your neighborhood	26.5%	2	55.4%	12	0.1182	2							
Medium Priority (I-S < 0.10)													
Snow removal on all City streets	25.8%	3	69.1%	8	0.0797	3							
Maintenance of the City's water & wastewater system	21.4%	4	66.4%	11	0.0719	4							
Maintenance of sidewalks in the City	7.6%	6	67.0%	9	0.0251	5							

By emphasizing improvements in the areas listed above, the City will be able to continue to improve levels of resident satisfaction in future years and increase satisfaction in areas where improvements are needed. Importance-Satisfaction Analysis tables are found in Section 4 of the Findings Report.

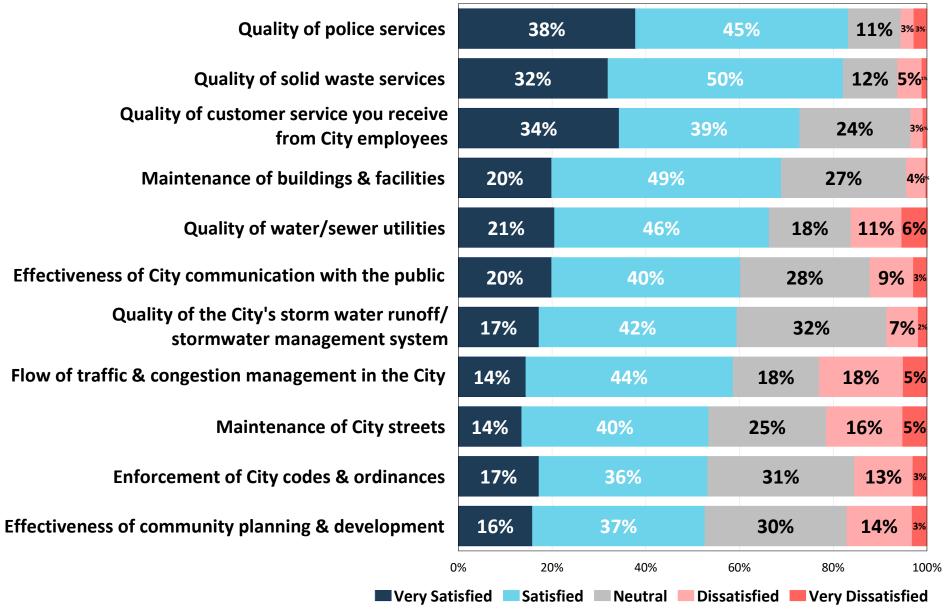
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Section 2: Charts and Graphs of Overall Results

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Q1. Level of Satisfaction With City Services

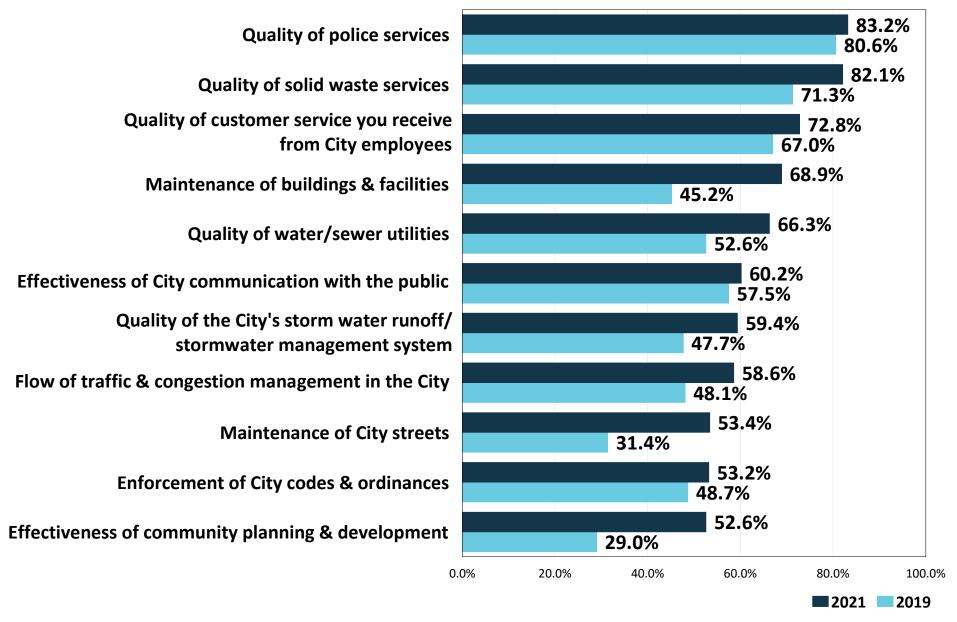
by percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



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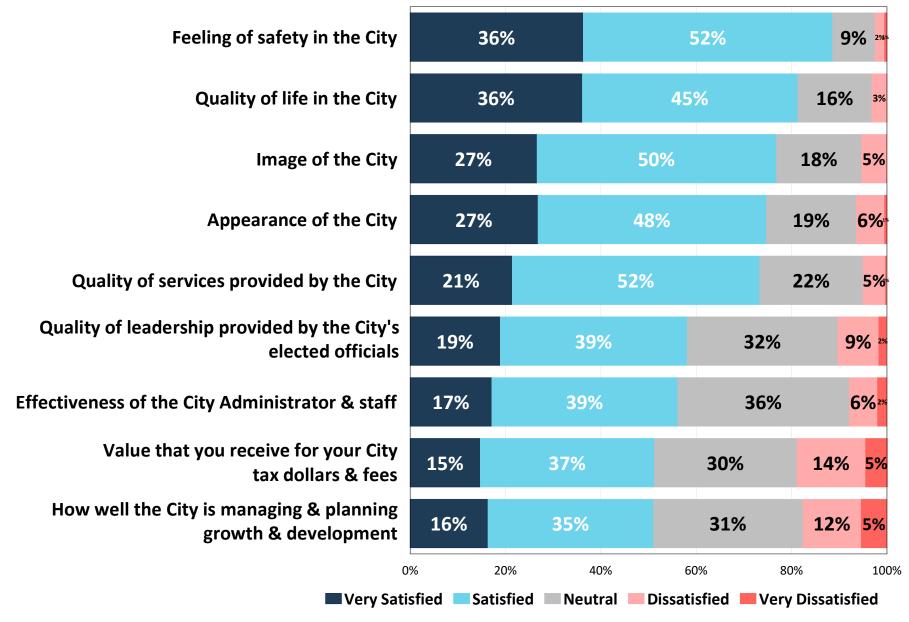
Satisfaction With City Services Trends (2021 v. 2019)

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied* (excluding *don't know* responses)



Q2. Level of Satisfaction With Perception Items

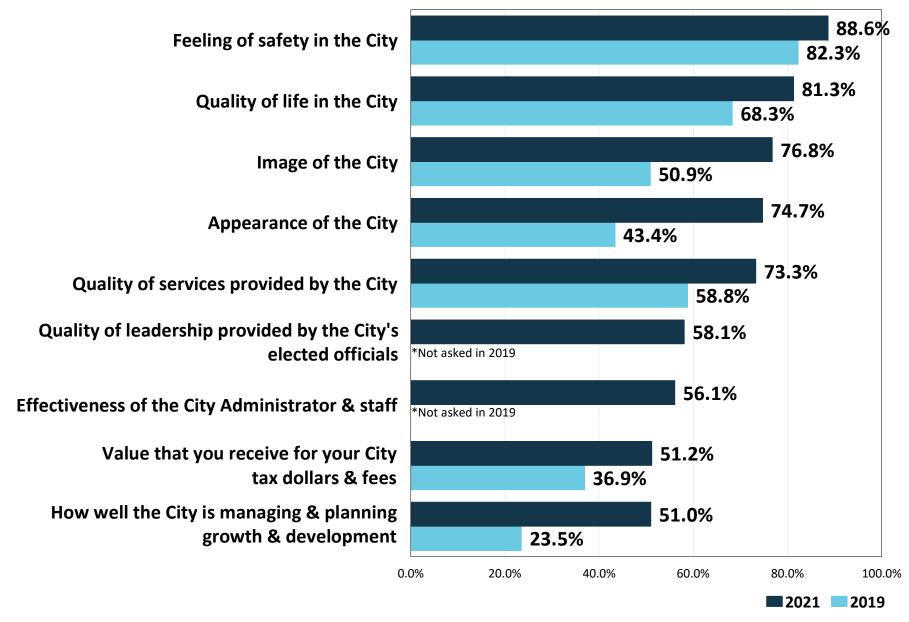
by percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



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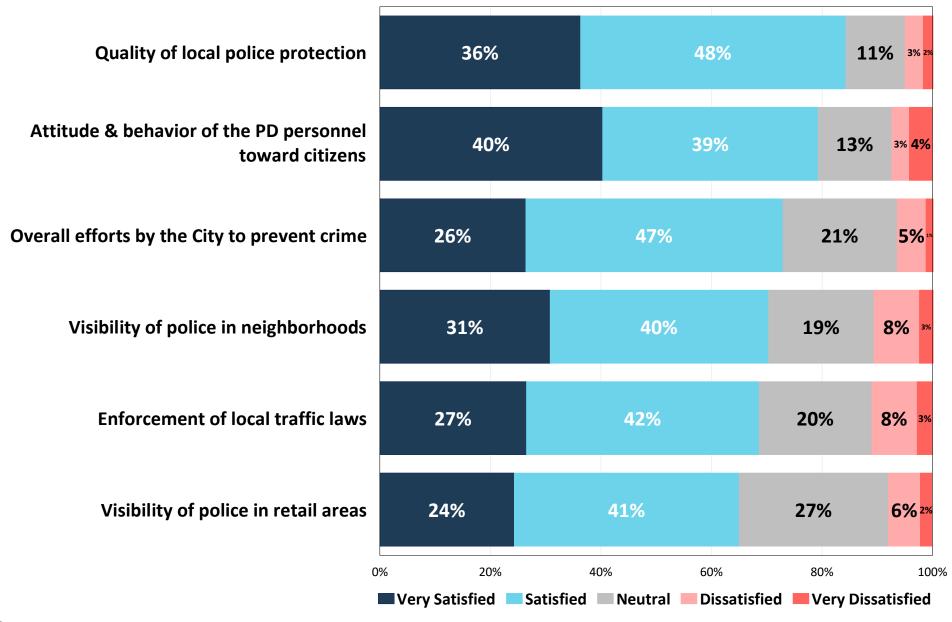
Satisfaction With Perception Items <u>Trends</u> (2021 v. 2019)

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied* (excluding *don't know* responses)



Q3. Level of Satisfaction With Various Public Safety Services

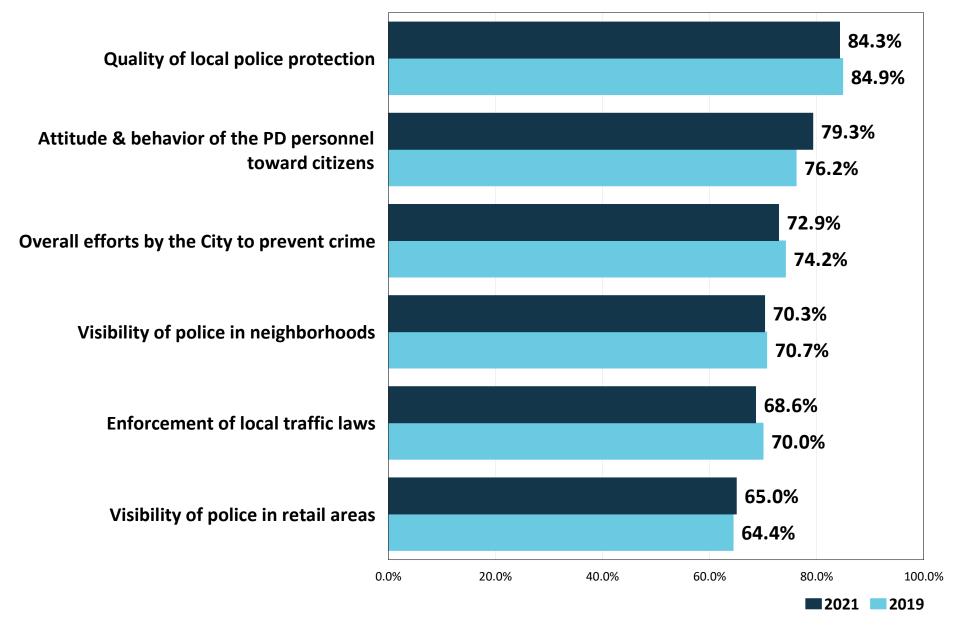
by percentage of respondents using a 5-point scale, where 5 means **very satisfied** and 1 means **very dissatisfied** (excluding **don't know** responses)



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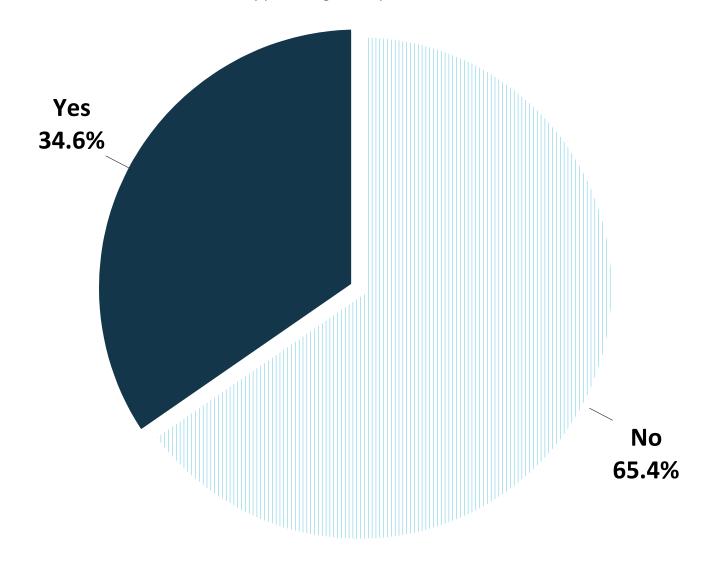
Satisfaction With Various Public Safety Services Trends (2021 v. 2019)

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied* (excluding *don't know* responses)



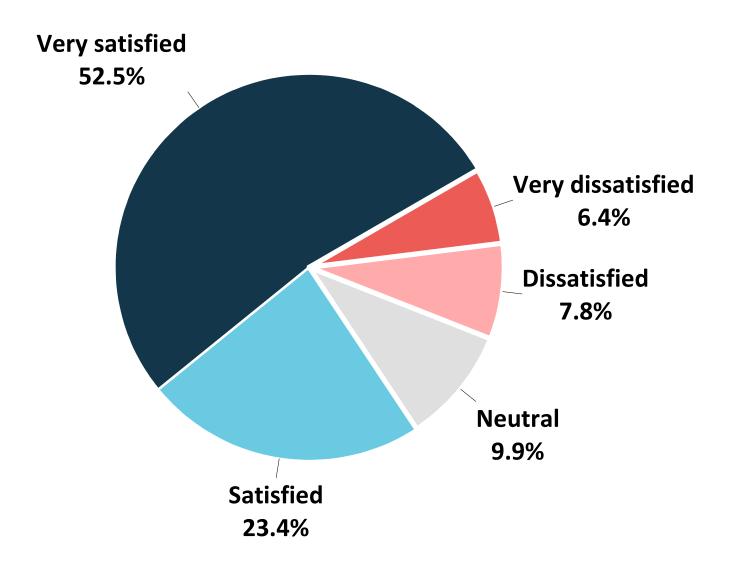
Q4. Have you or any member of your household come in contact with or called the Police Department for services in the past 24 months?

by percentage of respondents



Q4a. How you would rate your satisfaction with the attention received?

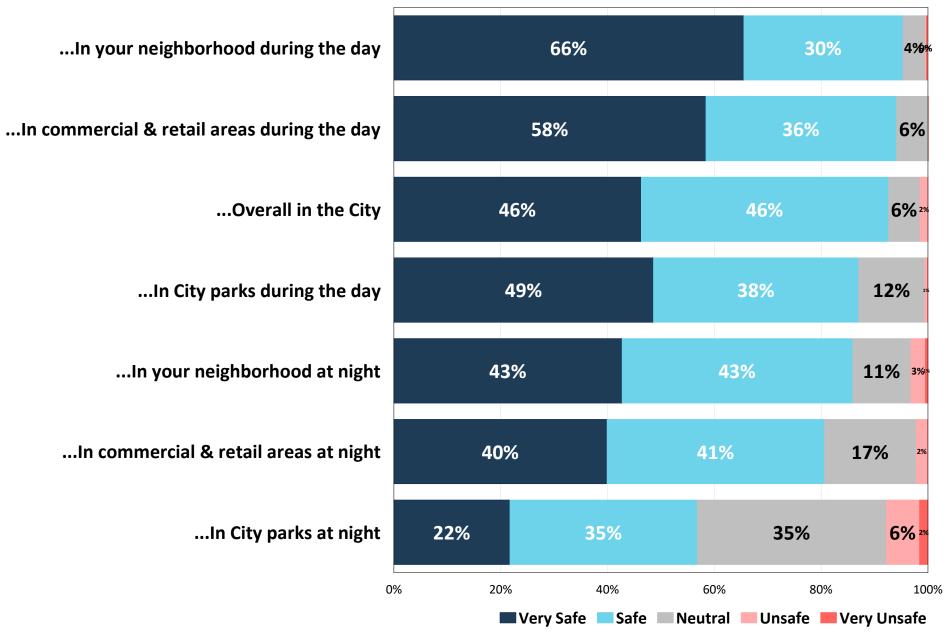
by percentage of respondents that they or a member of their household came in contact with or called the Police Department for services in the past 24-months



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Q5. Perceptions of Safety: How Safe Do You Feel...

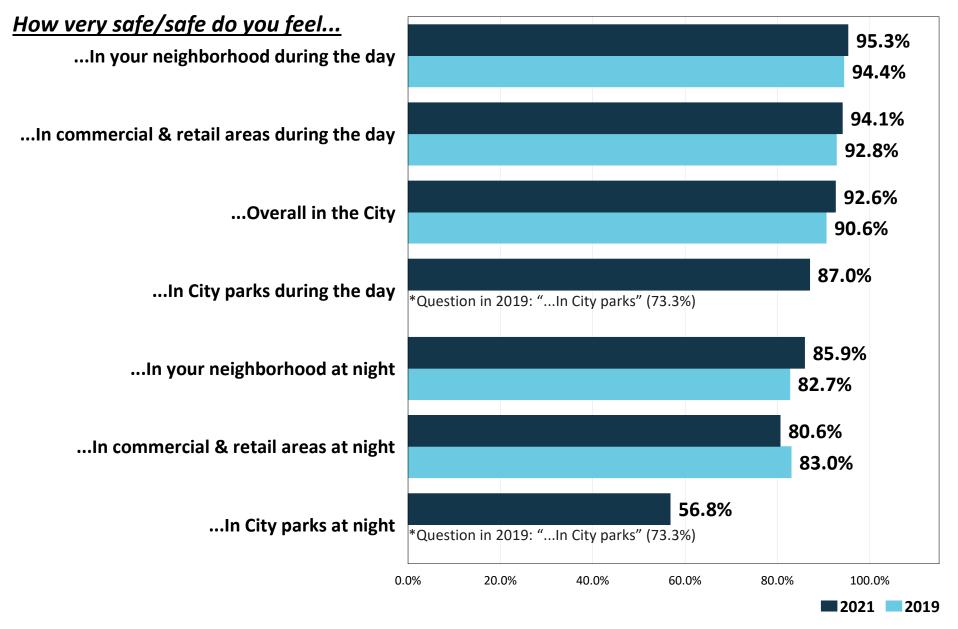
by percentage of respondents using a 5-point scale, where 5 means very safe and 1 means very unsafe (excluding don't know responses)



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Feeling of Safety in the City Trends (2021 v. 2019)

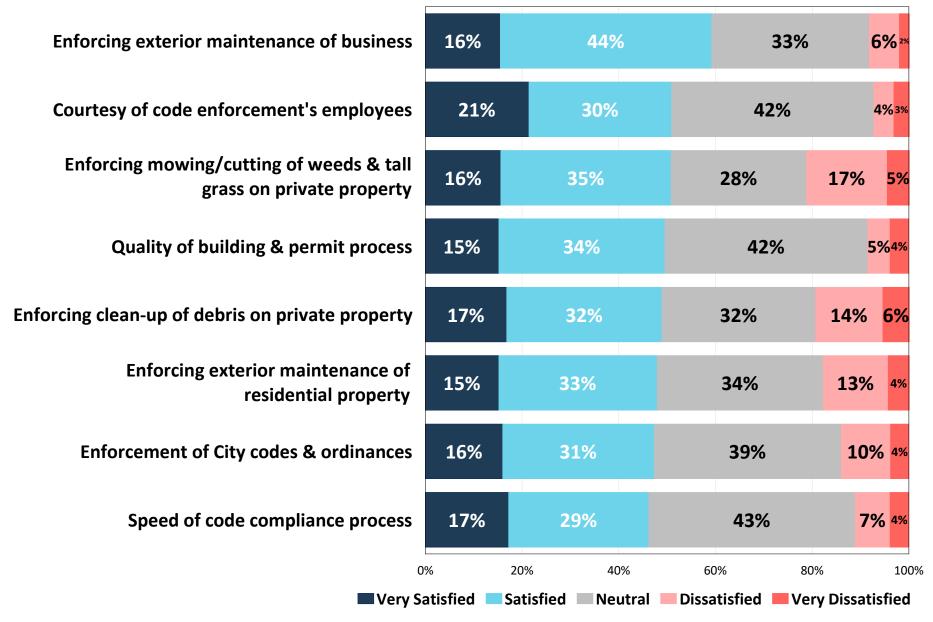
by the sum percentage of respondents that indicated they feel either *very safe* or *safe* (excluding *don't know* responses)



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Q6. Level of Satisfaction With Code Enforcement Services

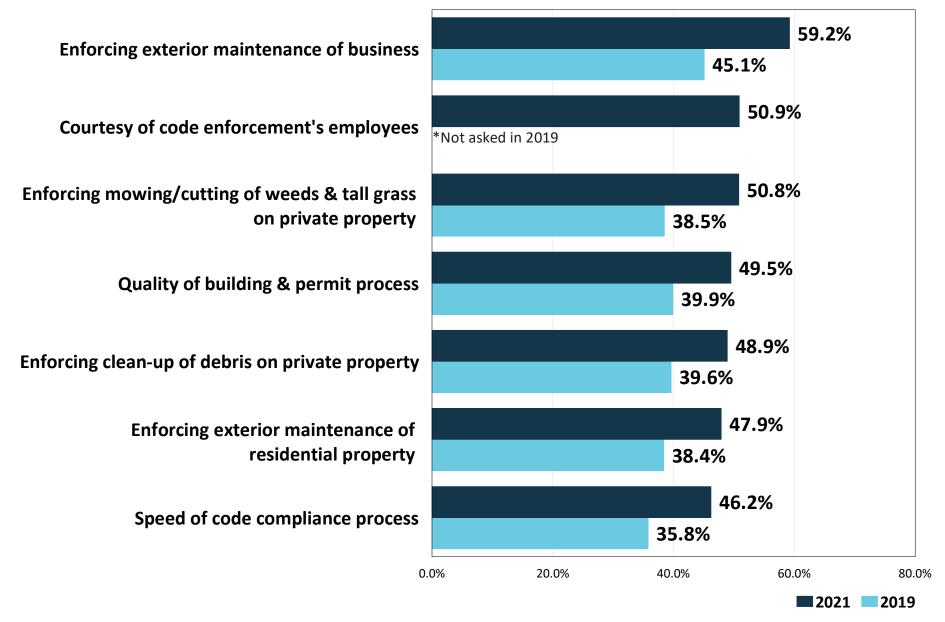
by percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



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Satisfaction With Various Code Enforcement Services Trends (2021 v. 2019)

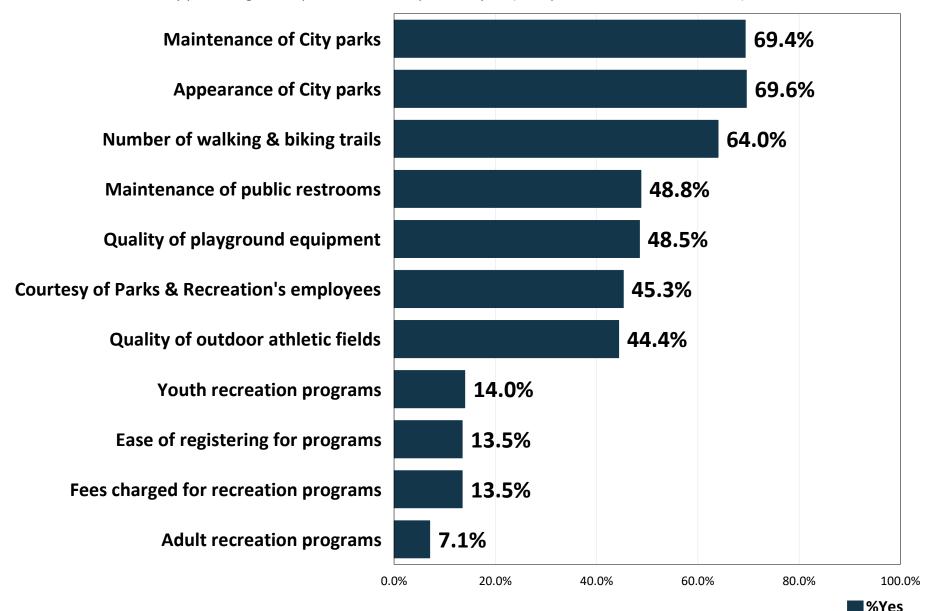
by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied* (excluding *don't know* responses)



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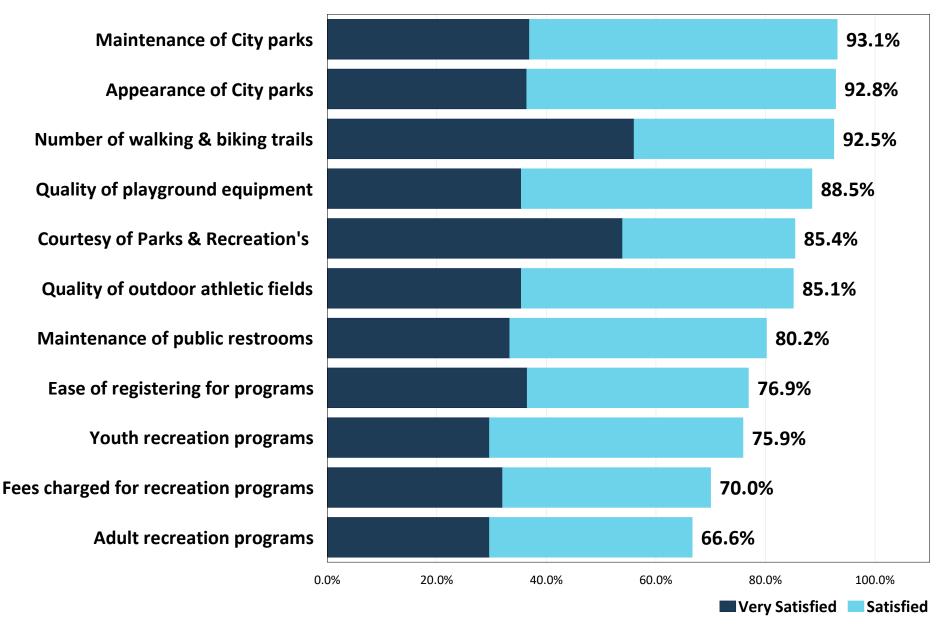
Q7-Q8. Have you/a member of your household visited any of the amenities or participated in any of the programs during the past year?

by percentage of respondents that responded "yes" (multiple choices could be selected)



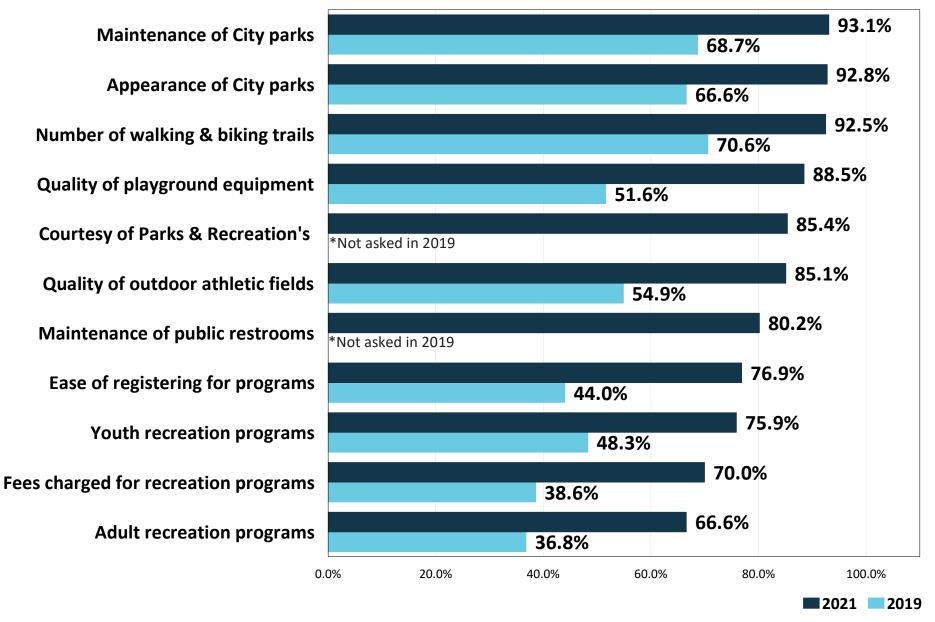
Q7-Q8. Satisfaction With Parks & Recreation Amenities and Programs

by sum percentage of respondents that were either *very satisfied* or *satisfied* (excluding *don't know* responses)



Satisfaction With Parks & Rec Amenities & Programs Trends (2021 v. 2019)

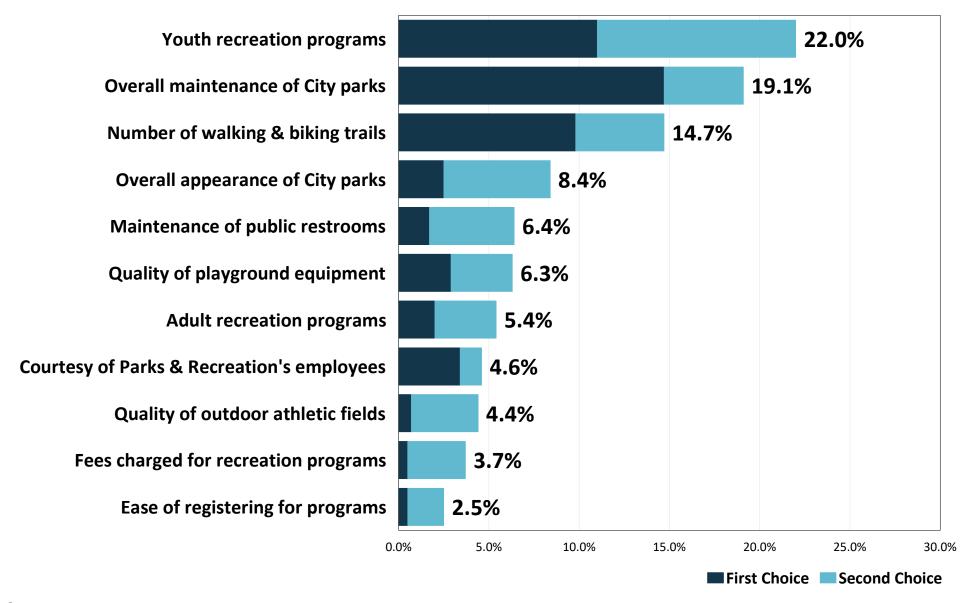
by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied* (excluding *don't know* responses)



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Q9. Which Parks and Recreation <u>amenities</u> and <u>programs</u> do you think are most important for the City to provide?

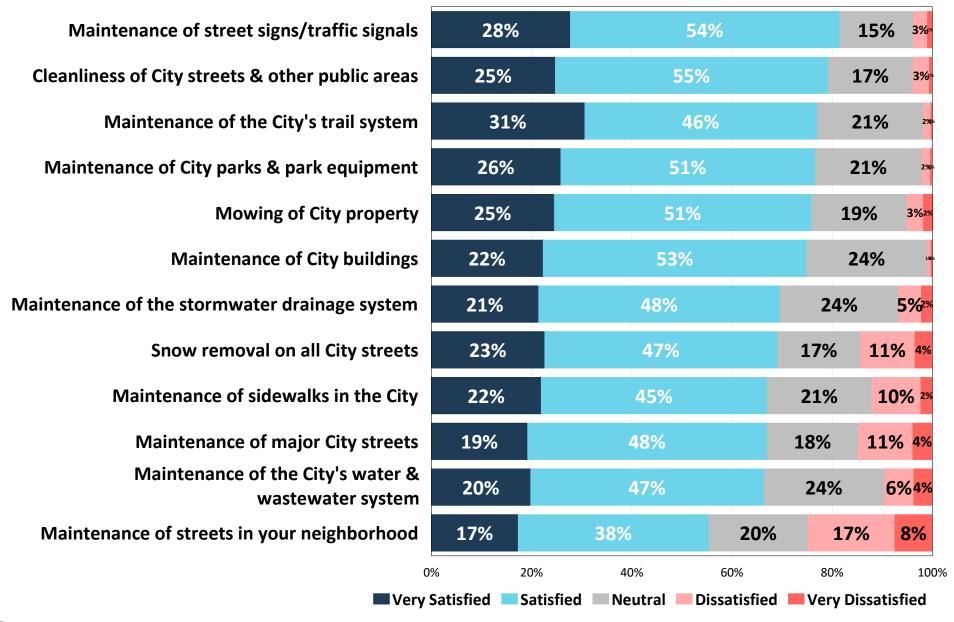
by the sum percentage of respondents top two choices



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Q11. Level of Satisfaction With City Maintenance Services

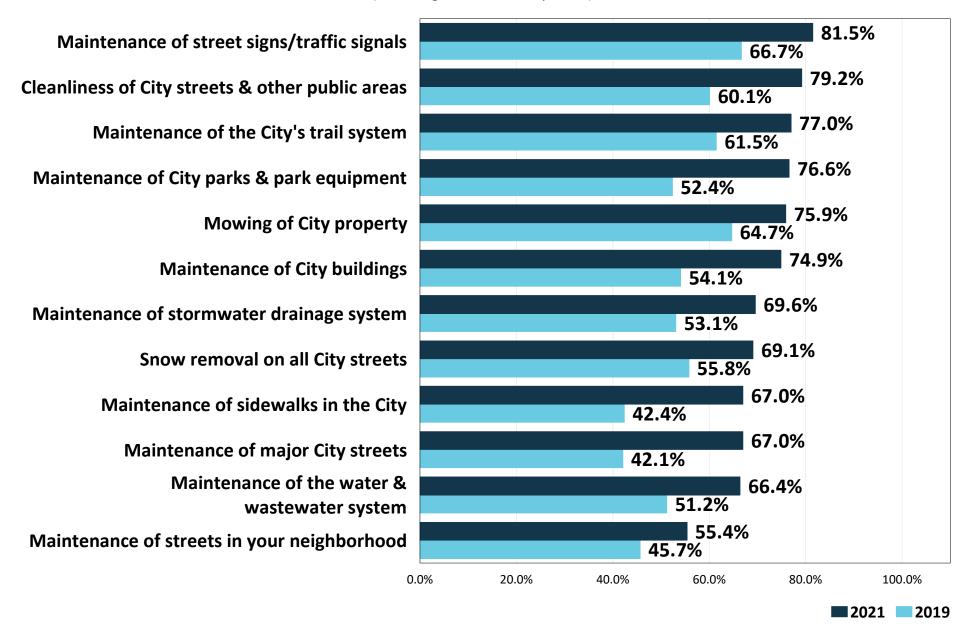
by percentage of respondents using a 5-point scale, where 5 means **very satisfied** and 1 means **very dissatisfied** (excluding **don't know** responses)



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Satisfaction With City Maintenance Services Trends (2021 v. 2019)

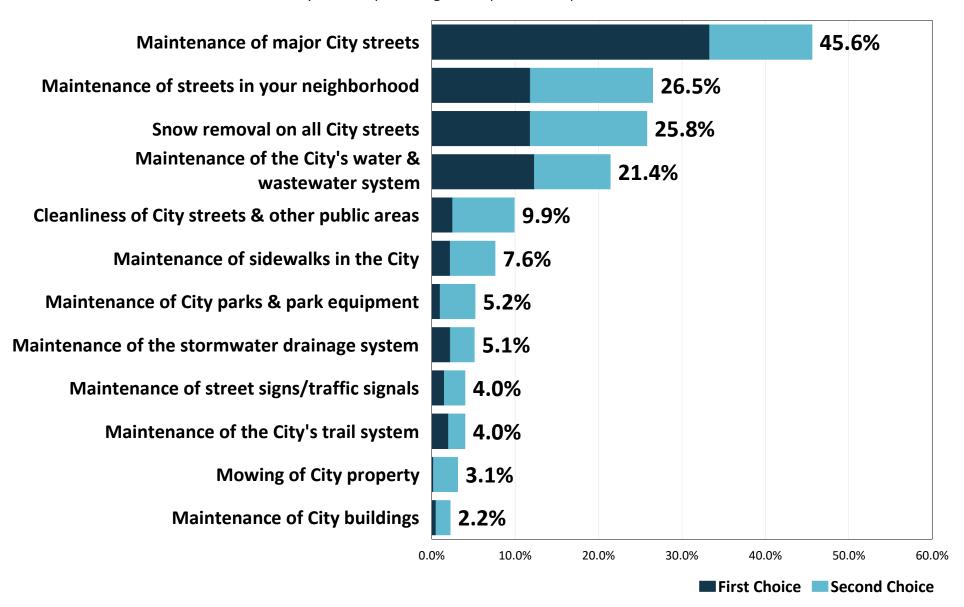
by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied* (excluding *don't know* responses)



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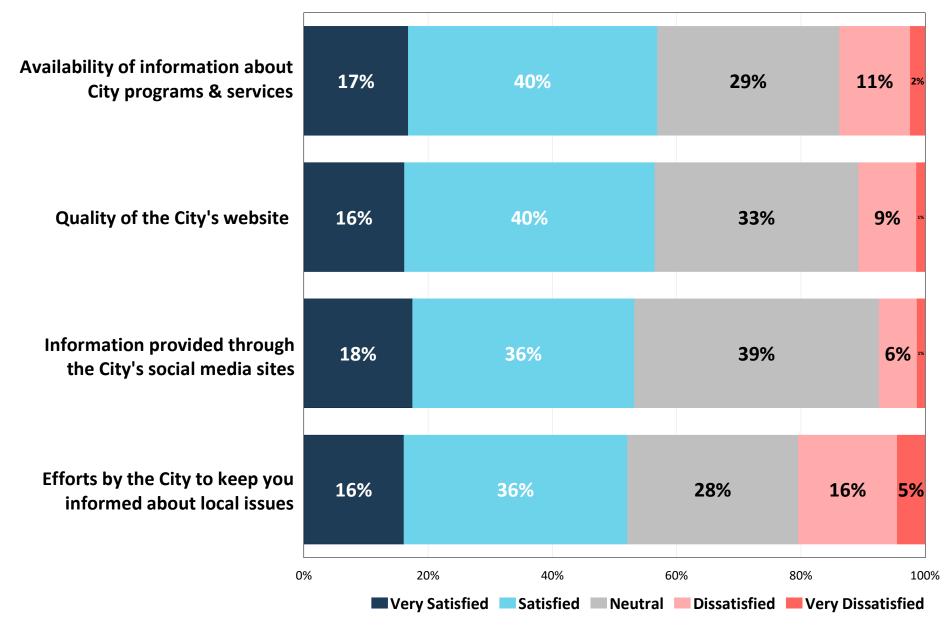
Q12. Which maintenance services do you think are most important for the City to provide?

by the sum percentage of respondents top two choices



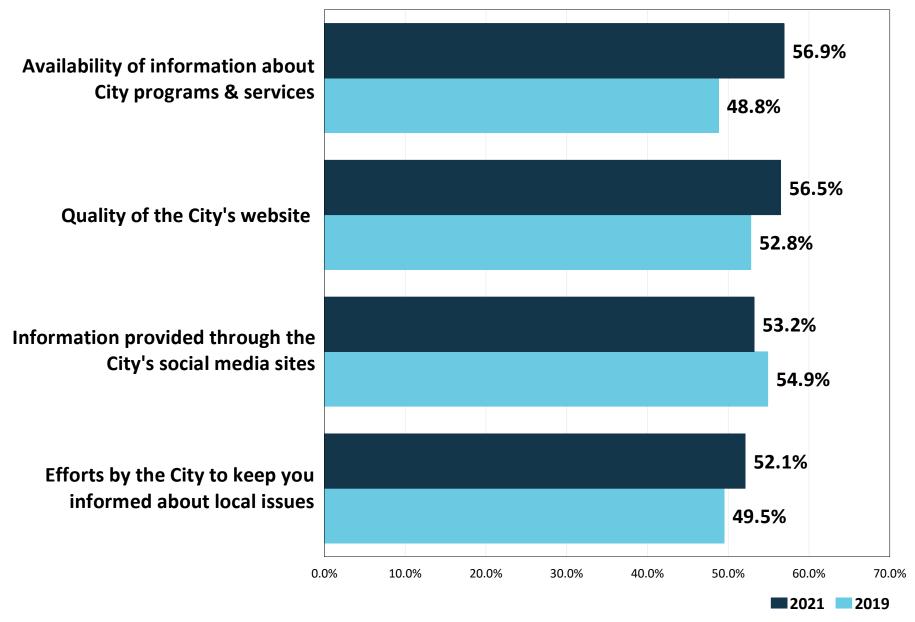
Q13. Level of Satisfaction With City Communication Services

by percentage of respondents using a 5-point scale, where 5 means **very satisfied** and 1 means **very dissatisfied** (excluding **don't know** responses)



Satisfaction With Communication Services Trends (2021 v. 2019)

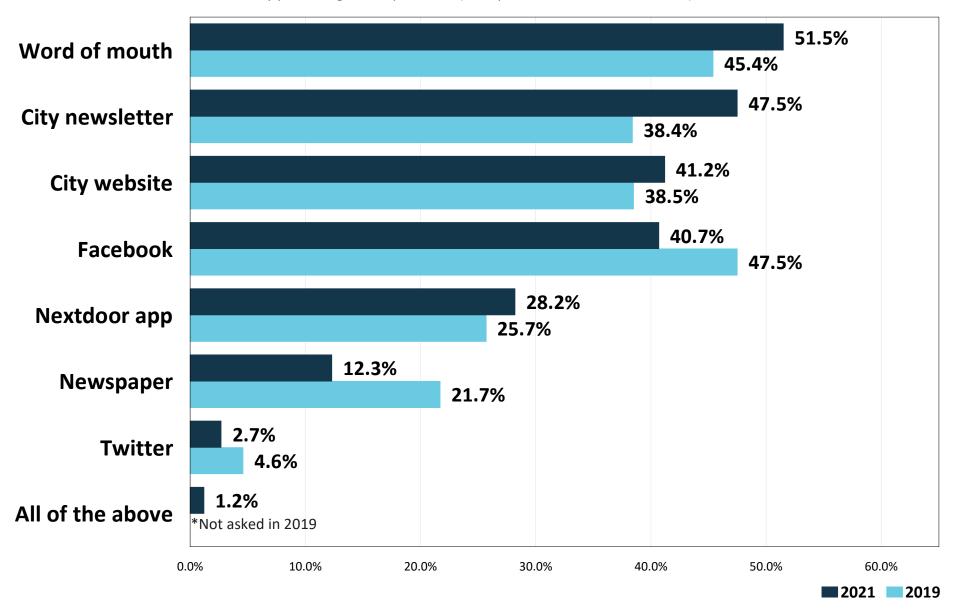
by the sum percentage of respondents that indicated they were either **very satisfied** or **satisfied** (excluding **don't know** responses)



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Q14. Which of the following are your <u>primary</u> sources of information about community activities and services?

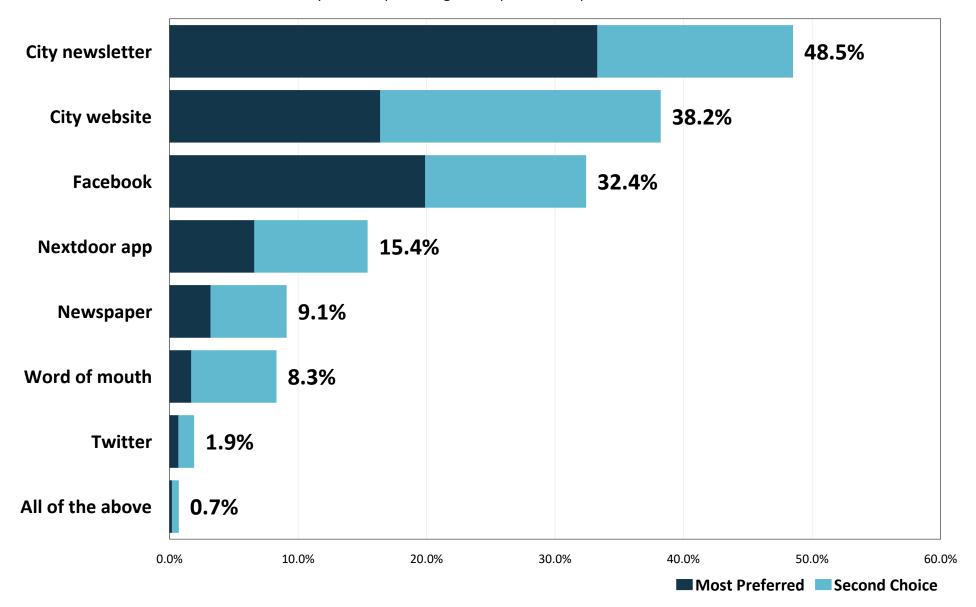
by percentage of respondents (multiple choices could be selected)



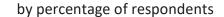
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Q15. Which <u>methods of communication</u> do you most prefer to use for information about community activities and services?

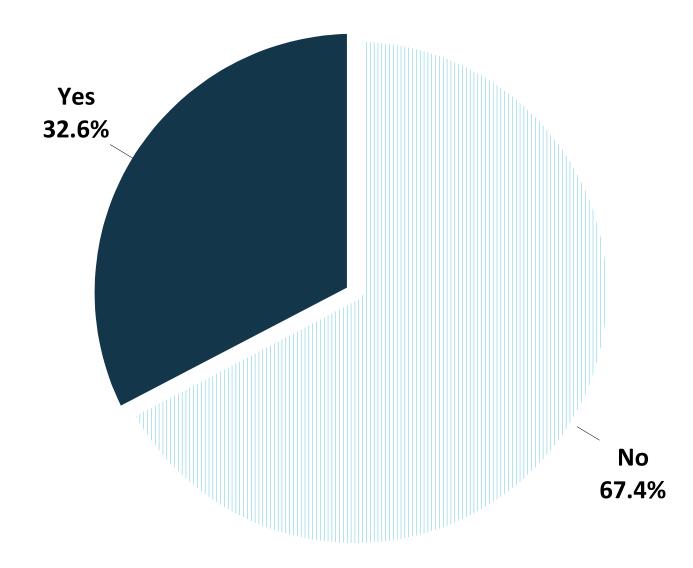
by the sum percentage of respondents top two choices



Q16. Customer Service. Have you contacted the City with a question, problem, or complaint during the past year?

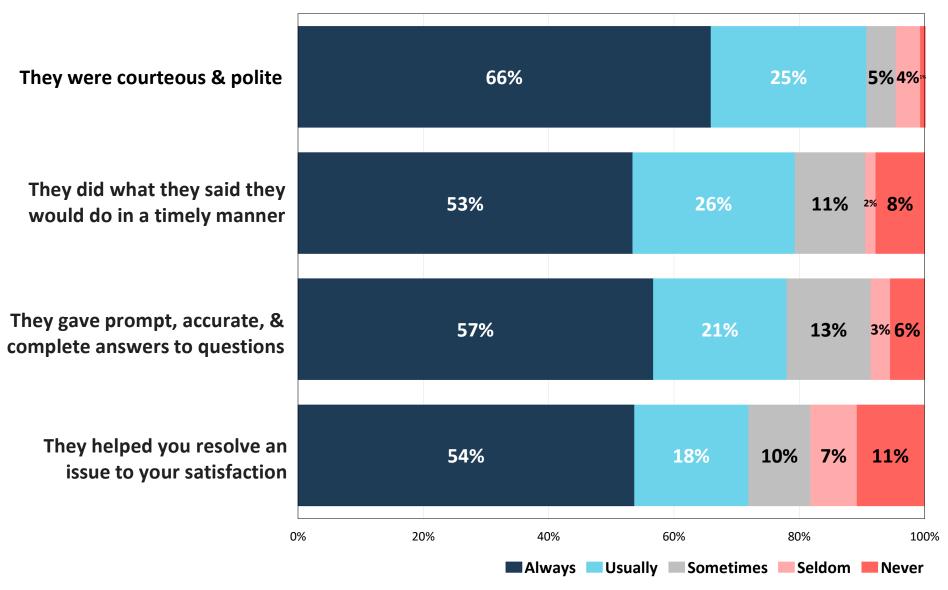






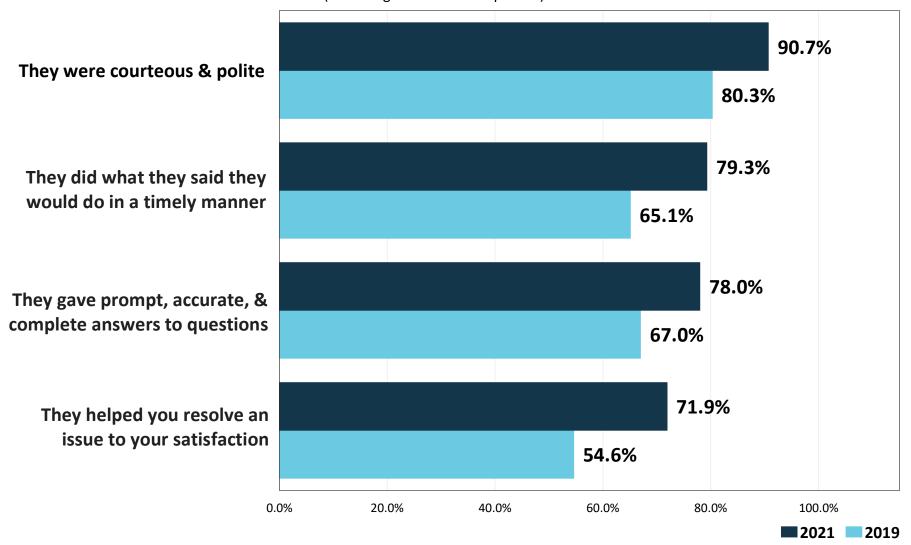
Q16b. Frequency of Quality Customer Service Received From City Employees

by percentage of respondents that contacted the City during the past year, using a 5-point scale, where 5 means **always** and 1 means **never** (excluding **don't know** responses)



Percentage of Frequency That Respondents Always/Usually Received Quality Customer Service From City Employees <u>Trends</u> (2021 v. 2019)

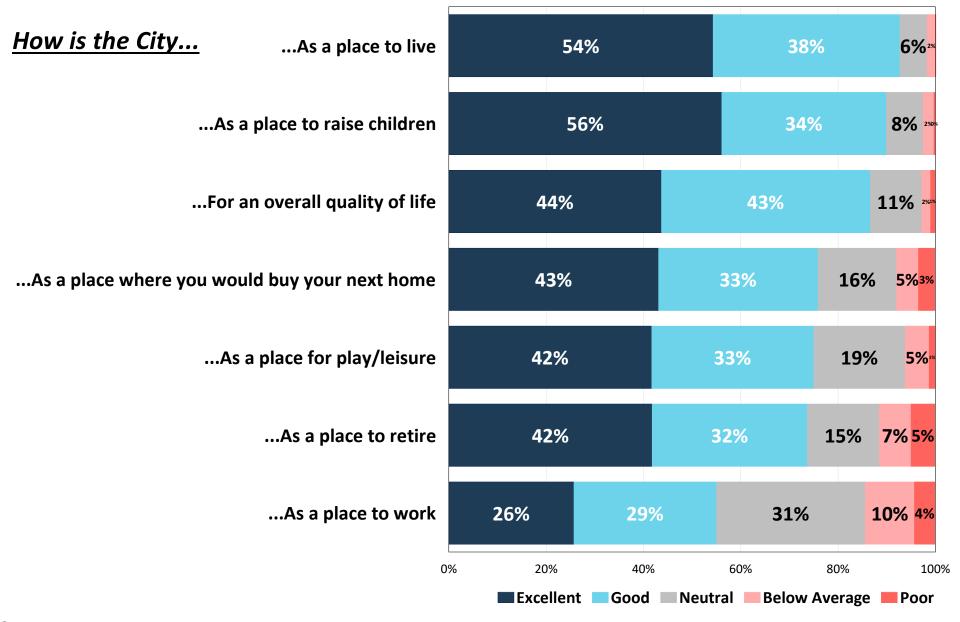
by the sum percentage of respondents that either *always* or *usually* receive quality customer service (excluding *don't know* responses)



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Q16. Perception of the Quality of Life in the City

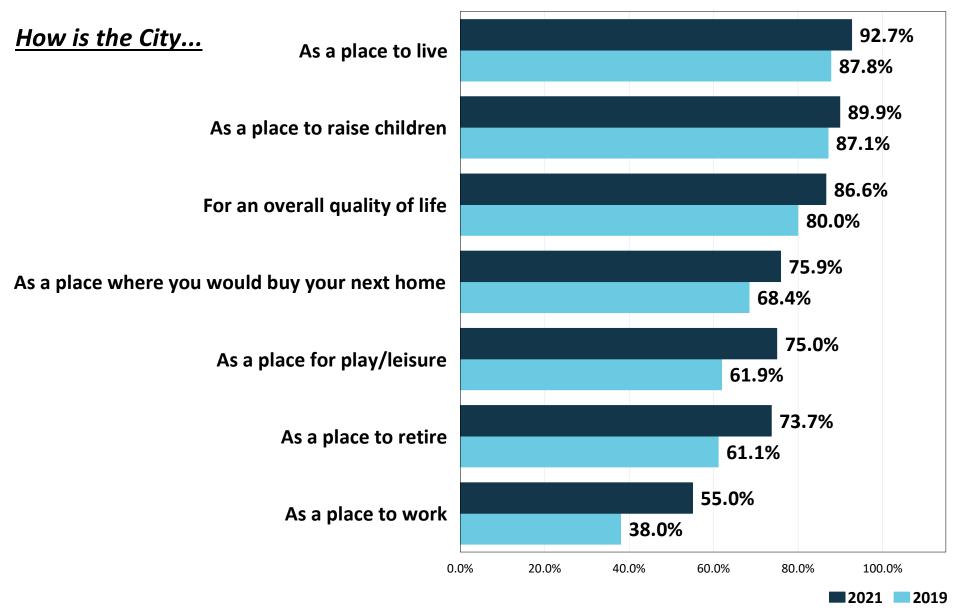
by percentage of respondents using a 5-point scale, where 5 means **excellent** and 1 means **poor** (excluding **don't know** responses)



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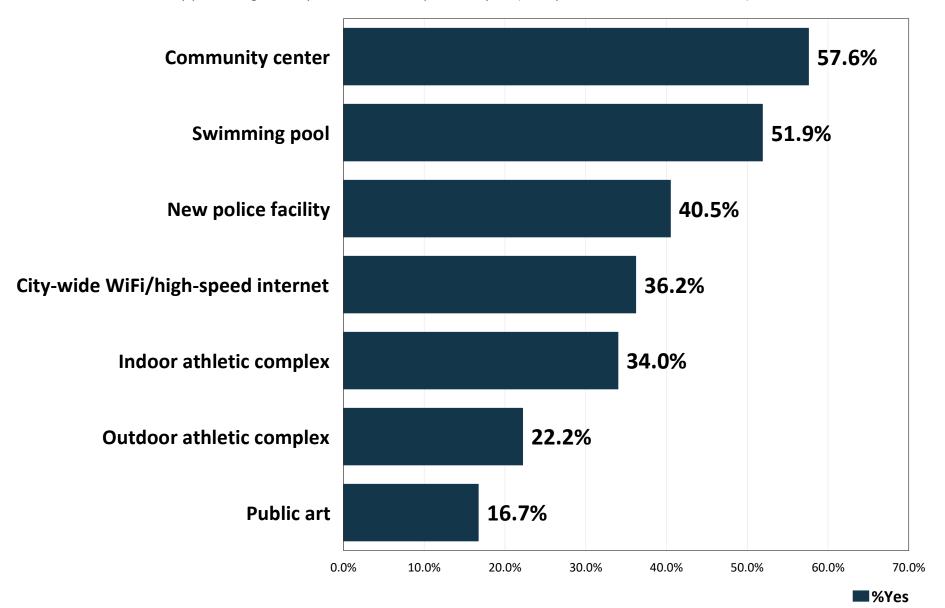
Excellent or Good Perceptions of the City Trends (2021 v. 2019)

by the sum percentage of respondents that perceive the City as either *excellent* or *good* (excluding *don't know* responses)



Q18. Would you be willing to pay increased taxes or fees for any of the community amenities/facilities listed below?

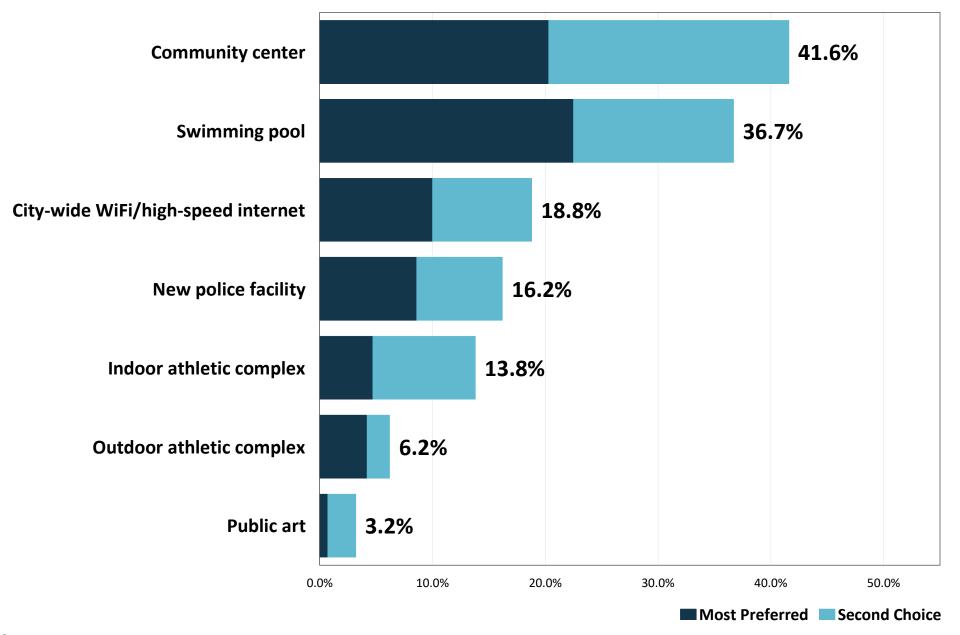
by percentage of respondents that responded "yes" (multiple choices could be selected)



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Q19. Which community amenities/facilities do you most prefer?

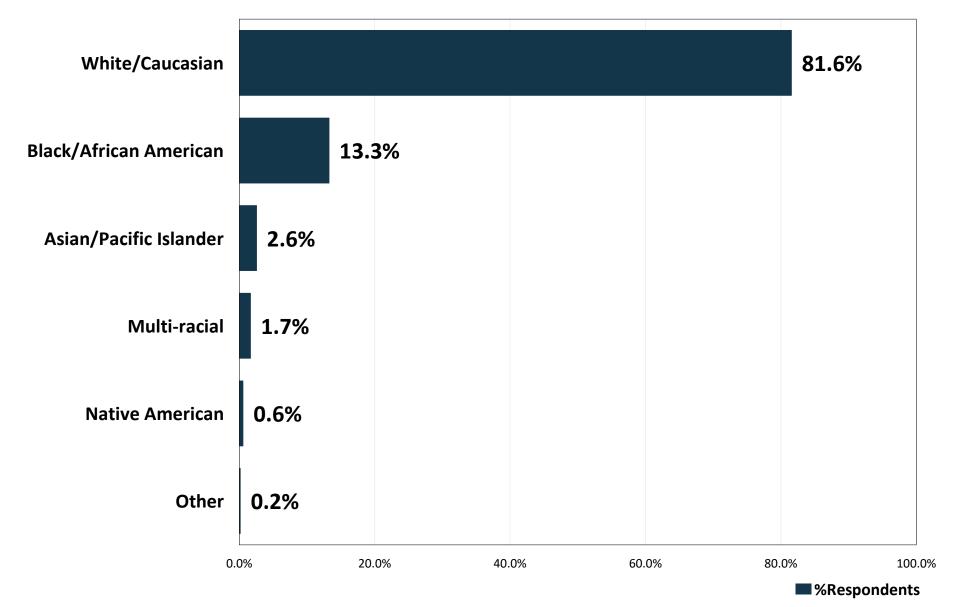
by the sum percentage of respondents top two choices



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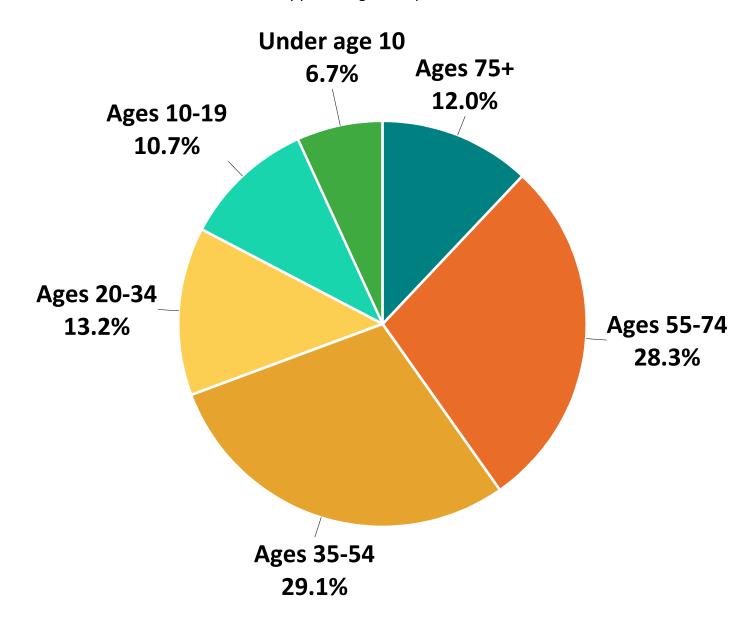
Demographics: Q22. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be selected) (excluding not provided responses)



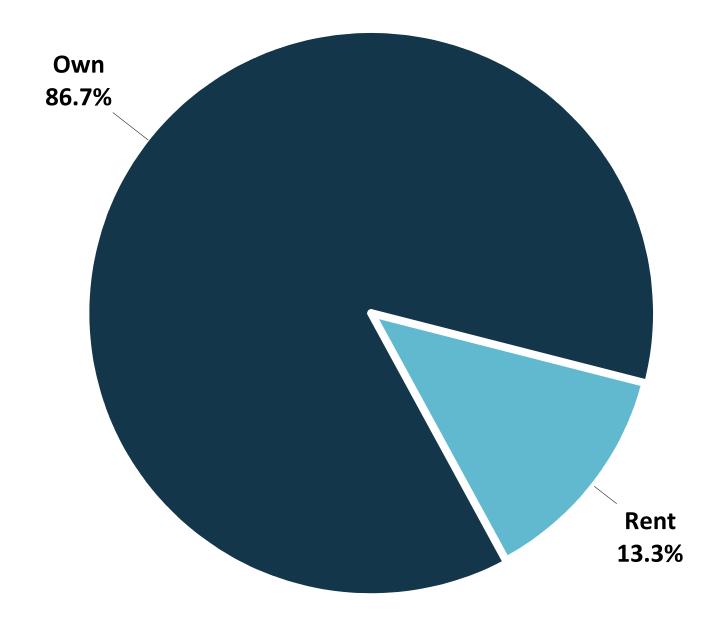
Demographics: Q23. Including yourself, how many people in your household are...

by percentage of respondents



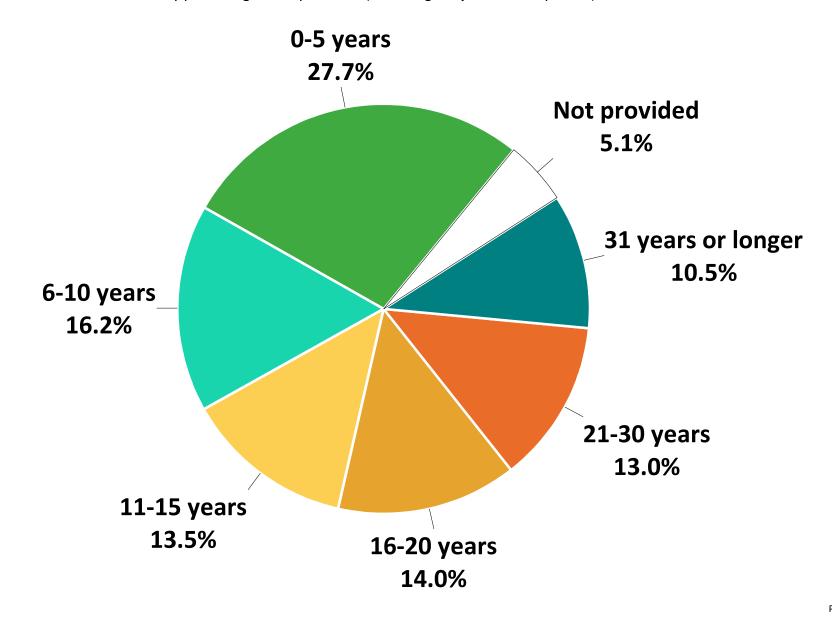
Demographics: Q24. Do you own or rent your home?

by percentage of respondents (excluding *not provided* responses)



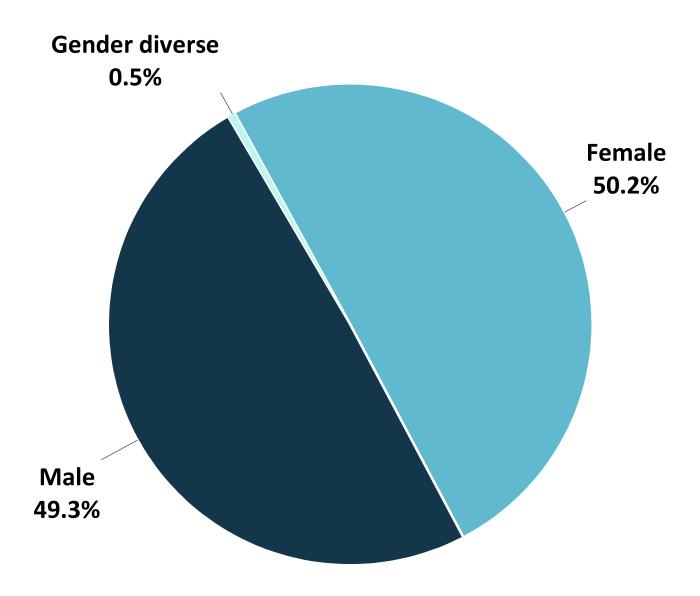
Demographics: Q25. Approximately how many years have you lived in the City of Smithville?

by percentage of respondents (excluding not provided responses)



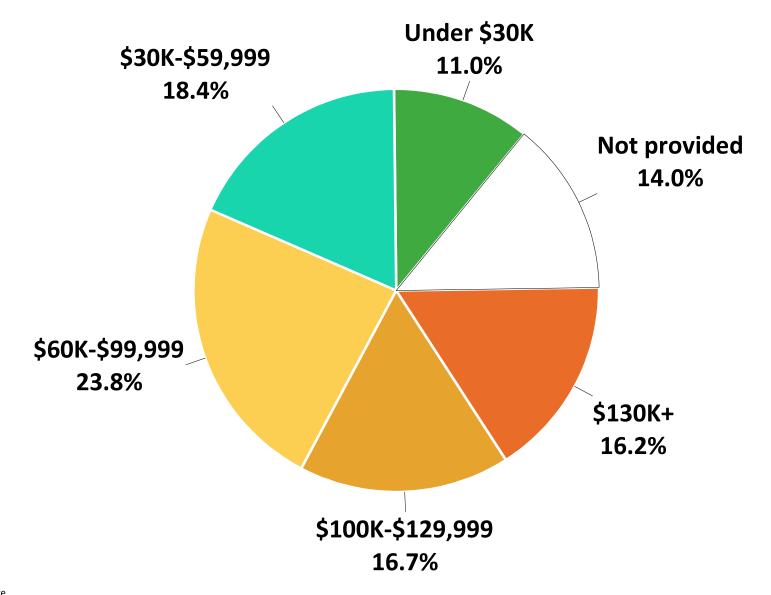
Demographics: Q26. Your gender:

by percentage of respondents (excluding *not provided* responses)



Demographics: Q27. Which of the following best describes your total household income?

by percentage of respondents



Section 3: Benchmarking Analysis

Benchmark Analysis

Overview

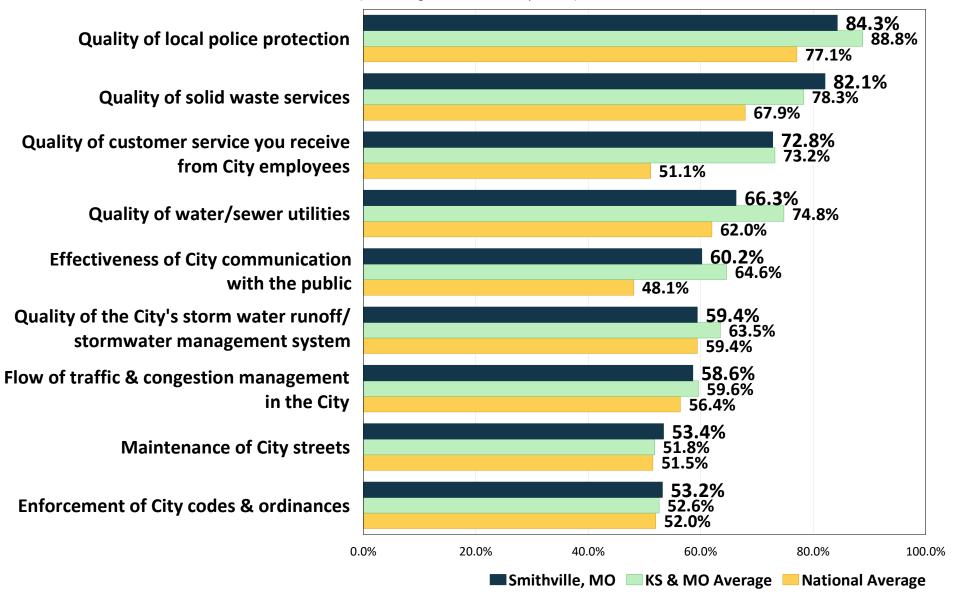
ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 1,000 cities and counties in 43 states.

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2021 to a random sample of over 5,000 residents in the continental United States. The second source is from a regional survey administered to a random sample of 400 Missouri and Kansas residents during the summer of 2021.

The "National Average" shown in the charts reflects the overall results of ETC Institute's national survey of more than 5,000 residents; the "KC & MO Average" shown in the charts reflects the results of the survey of 400 residents in Missouri and Kansas.

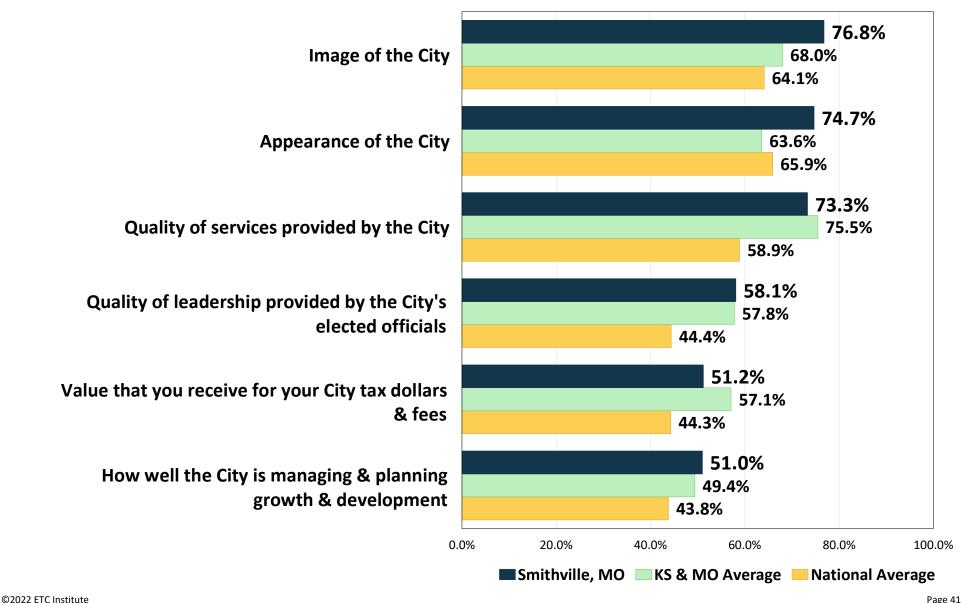
Benchmarks: Satisfaction With City Services Smithville, MO Compared to KS/MO & National Averages

by the sum percentage of respondents that indicated they were either **very satisfied** or **satisfied** (excluding **don't know** responses)



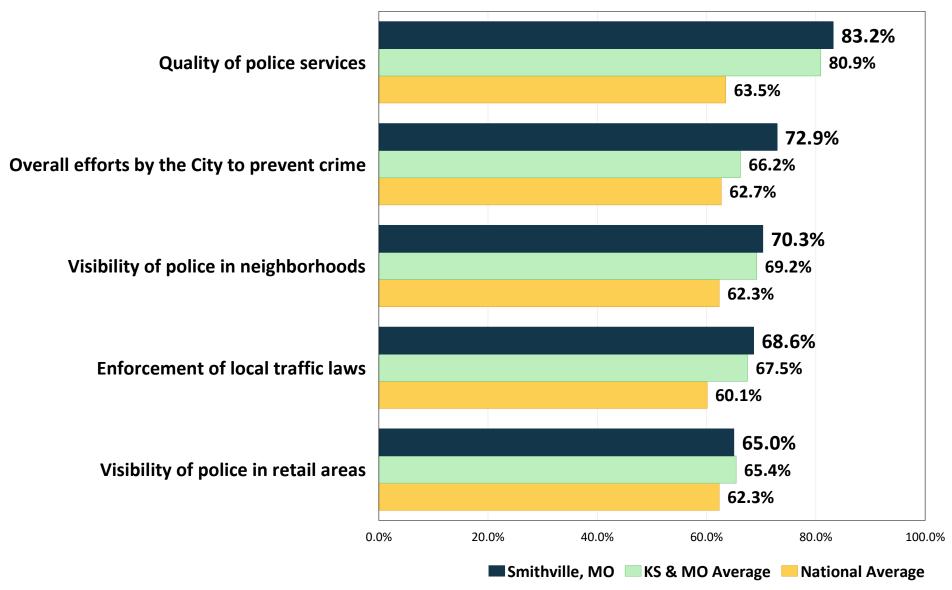
Benchmarks: Satisfaction With Perception Items Smithville, MO Compared to KS/MO & National Averages

by the sum percentage of respondents that indicated they were either very satisfied or satisfied (excluding **don't know** responses)



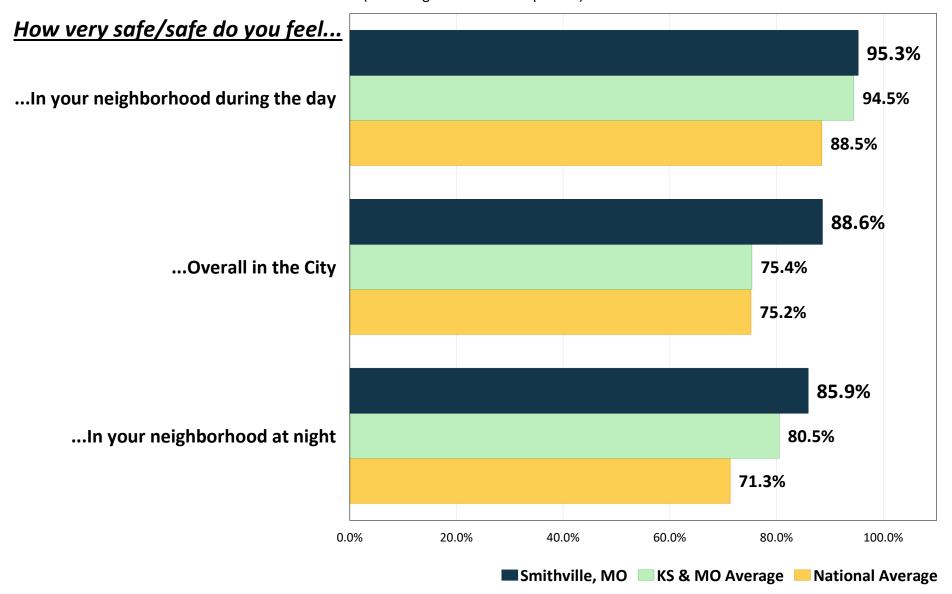
Benchmarks: Satisfaction With Public Safety Services Smithville, MO Compared to KS/MO & National Averages

by the sum percentage of respondents that indicated they were either **very satisfied** or **satisfied** (excluding **don't know** responses)



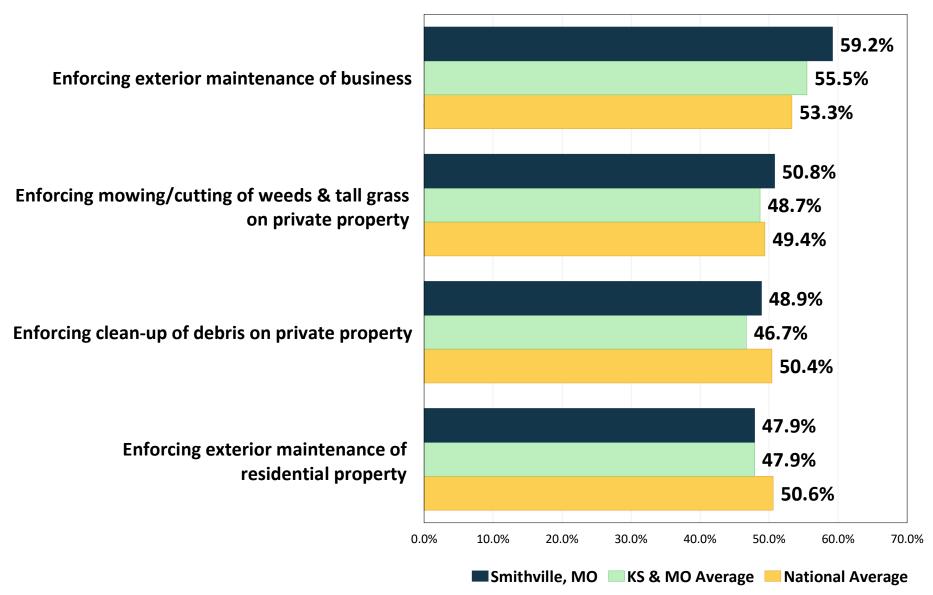
Benchmarks: Feeling of Safety in the City Smithville, MO Compared to KS/MO & National Averages

by the sum percentage of respondents that indicated they feel either *very safe* or *safe* (excluding *don't know* responses)



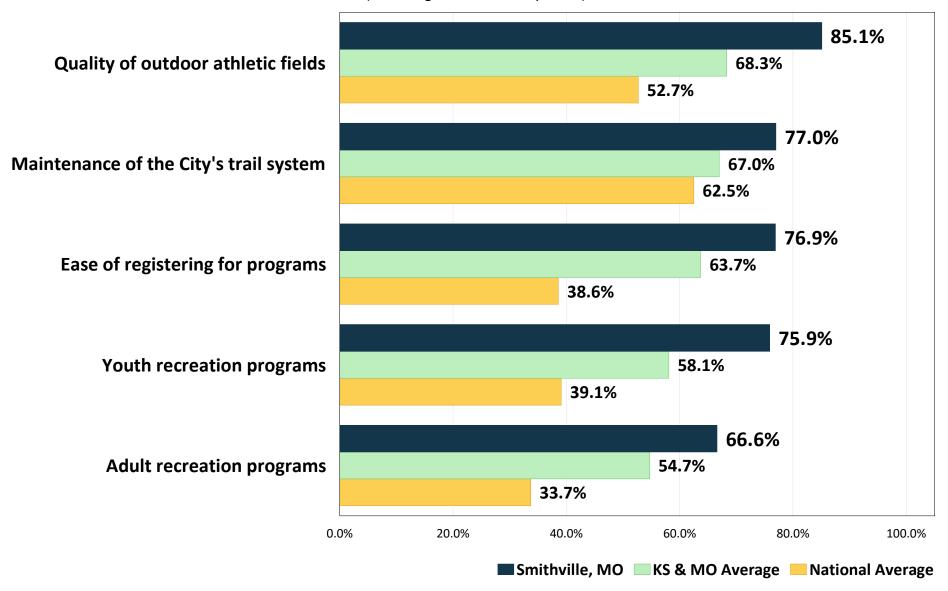
Benchmarks: Satisfaction With Code Enforcement Services Smithville, MO Compared to KS/MO & National Averages

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied* (excluding *don't know* responses)



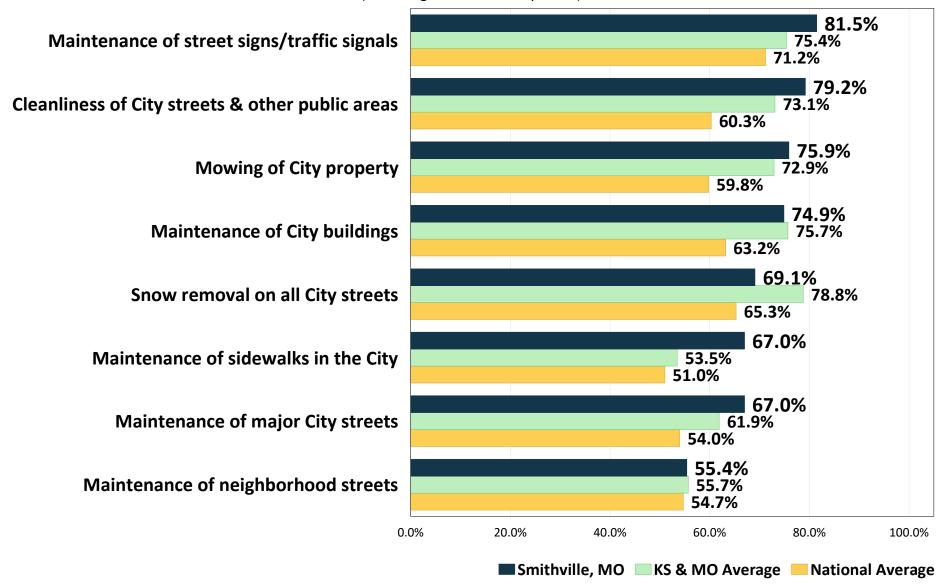
Benchmarks: Satisfaction With Parks & Rec Amenities & Programs Smithville, MO Compared to KS/MO & National Averages

by sum percentage of respondents that were either *very satisfied* or *satisfied* (excluding *don't know* responses)



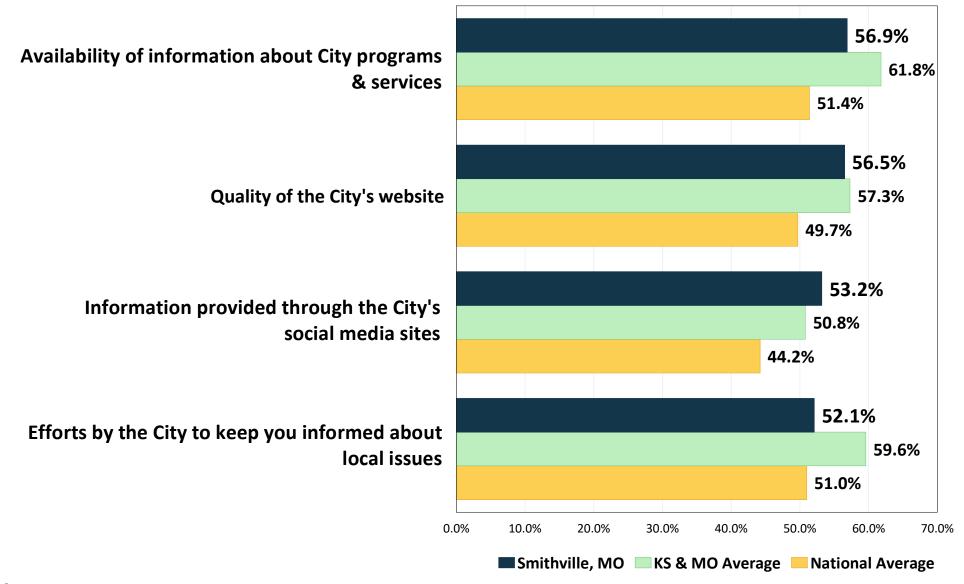
Benchmarks: Satisfaction With Maintenance Services Smithville, MO Compared to KS/MO & National Averages

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied* (excluding *don't know* responses)



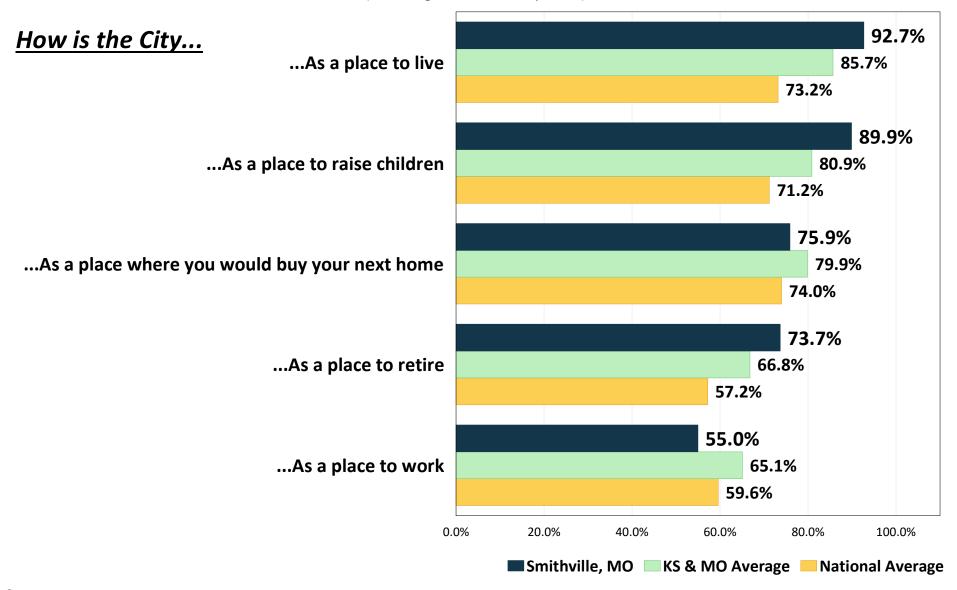
Benchmarks: Satisfaction With Communication Services Smithville, MO Compared to KS/MO & National Averages

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied* (excluding *don't know* responses)



Benchmarks: <u>Excellent</u> or <u>Good</u> Perceptions of the City Smithville, MO Compared to KS/MO & National Averages

by the sum percentage of respondents that perceive the City as either *excellent* or *good* (excluding *don't know* responses)



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Section 4: Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Overview

Today, City officials have limited resources which need to be targeted to services that are of the most benefit to their residents. Two of the most important criteria for decision making are;

- 1. to target resources toward services of the highest importance to residents and
- 2. to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall resident 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.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who 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 the satisfaction ratings among service categories are comparable.

I-S Rating = Importance x (1-Satisfaction)

Example of the Calculation

Respondents were asked to identify maintenance services provided by the City that they think are most important for the City to provide. Forty-six percent (45.6%) of respondents selected the *maintenance of major City streets*, as one of the most important maintenance services for the City to provide.

Regarding satisfaction, 67.0% of respondents rated the City's overall performance regarding the *maintenance of major City streets*, as a "4" or "5" on a 5-point scale (where "5" means "very satisfied") excluding "don't know" responses.

The I-S rating for the *maintenance of major City streets*, is calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages.

In this example, 45.6% was multiplied by 33.0% (1-0.67). This calculation yielded an I-S rating of 0.1505 which ranked first out of the twelve services, provided by the City, that were analyzed.

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

The lowest rating is 0.00 and could be achieved under either 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 for the two or 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 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (IS >= 0.20)
- Increase Current Emphasis (0.10 <= IS<0.20)
- Maintain Current Emphasis (IS < 0.10)

The results for the City of Smithville are provided on the following pages.

Importance-Satisfaction Ratings City Maintenance Services Smithville, MO (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Maintenance of major City streets	45.6%	1	67.0%	10	0.1505	1
Maintenance of streets in your neighborhood	26.5%	2	55.4%	12	0.1182	2
Medium Priority (I-S < 0.10)						
Snow removal on all City streets	25.8%	3	69.1%	8	0.0797	3
Maintenance of the City's water & wastewater system	21.4%	4	66.4%	11	0.0719	4
Maintenance of sidewalks in the City	7.6%	6	67.0%	9	0.0251	5
Cleanliness of City streets & other public areas	9.9%	5	79.2%	2	0.0206	6
Maintenance of the stormwater drainage system	5.1%	8	69.6%	7	0.0155	7
Maintenance of City parks & park equipment	5.2%	7	76.6%	4	0.0122	8
Maintenance of the City's trail system	4.0%	10	77.0%	3	0.0092	9
Mowing of City property	3.1%	11	75.9%	5	0.0075	10
Maintenance of street signs/traffic signals	4.0%	9	81.5%	1	0.0074	11
Maintenance of City buildings	2.2%	12	74.9%	6	0.0055	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 and second most

important responses for each item. Respondents were asked to identify the items $% \left(1\right) =\left(1\right) \left(1\right) \left$

they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding

don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Ratings Parks & Recreation Services Smithville, MO (2021)

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
Medium Priority (I-S < 0.10)						
Youth recreation programs	22.0%	1	75.9%	9	0.0530	1
Adult recreation programs	5.4%	7	66.6%	11	0.0180	2
Maintenance of City parks	19.1%	2	93.1%	1	0.0132	3
Maintenance of public restrooms	6.4%	5	80.2%	7	0.0127	4
Fees charged for recreation programs	3.7%	10	70.0%	10	0.0111	5
Number of walking & biking trails	14.7%	3	92.5%	3	0.0110	6
Quality of playground equipment	6.3%	6	88.5%	4	0.0072	7
Courtesy of Parks & Recreation's employees	4.6%	8	85.4%	5	0.0067	8
Quality of outdoor athletic fields	4.4%	9	85.1%	6	0.0066	9
Appearance of City parks	8.4%	4	92.8%	2	0.0060	10
Ease of registering for programs	2.5%	11	76.9%	8	0.0058	11

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 and second 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

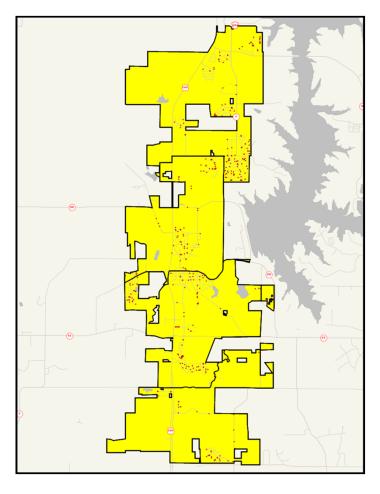
 $\ don't\ knows.'\ Respondents\ ranked\ their\ level\ of\ satisfaction\ with\ the\ each\ of\ the\ items$

on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Section 5: GIS Mapping

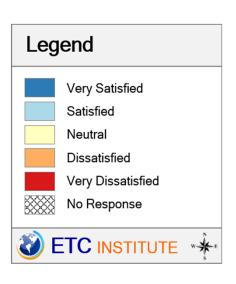
Location of Respondents (Boundaries Show Census Block Groups)

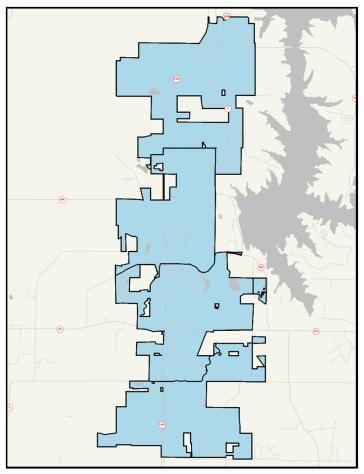
Smithville, MO



Q1-1. Overall quality of police services

(Shading Reflects the Mean Rating by Census Block Group)

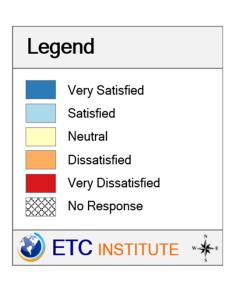


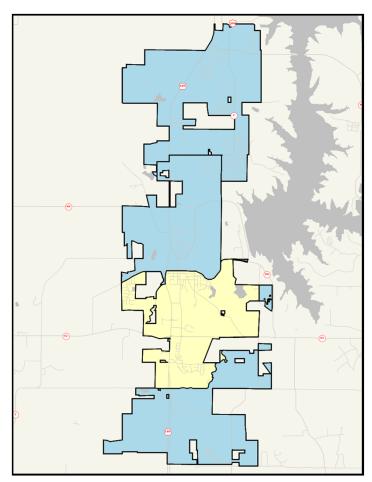


2021 Smithville Resident Survey

Q1-2. Overall maintenance of City streets

(Shading Reflects the Mean Rating by Census Block Group)

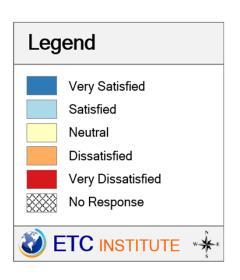


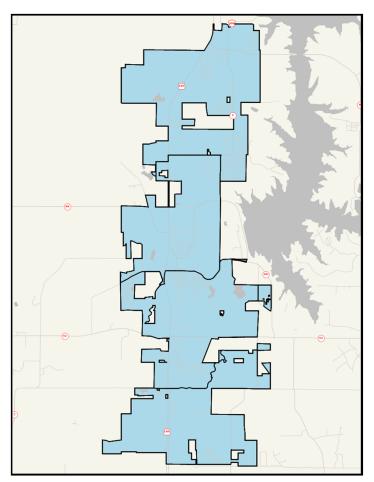


2021 Smithville Resident Survey

Q1-3. Overall maintenance of buildings and facilities

(Shading Reflects the Mean Rating by Census Block Group)

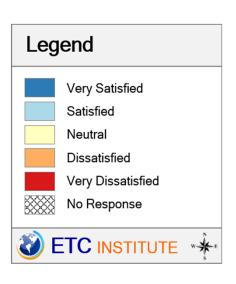


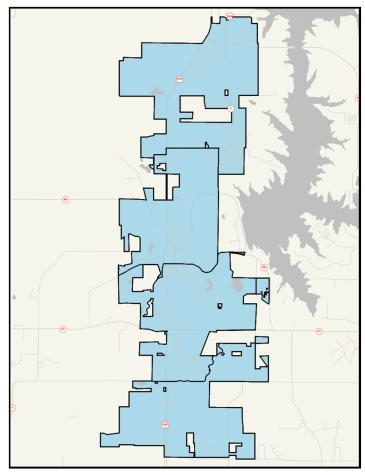


2021 Smithville Resident Survey

Q1-4. Overall quality of water/sewer utilities

(Shading Reflects the Mean Rating by Census Block Group)

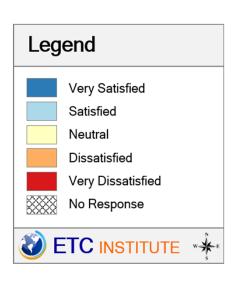


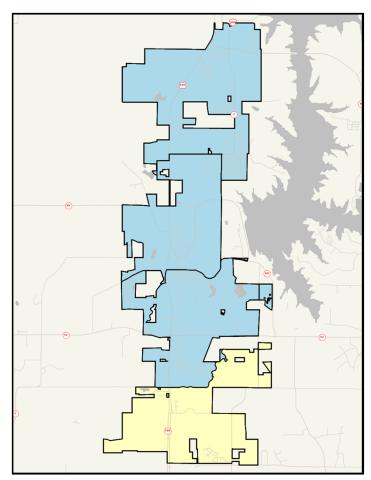


2021 Smithville Resident Survey

Q1-5. Overall enforcement of City codes and ordinances

(Shading Reflects the Mean Rating by Census Block Group)

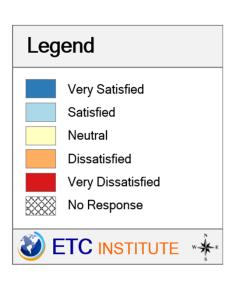


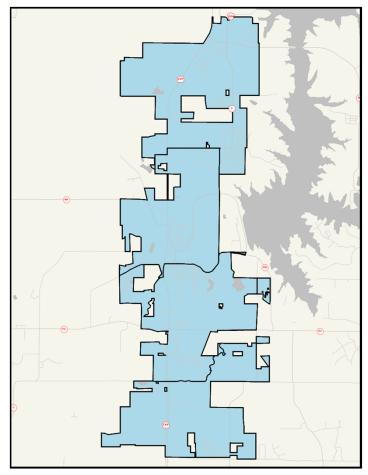


2021 Smithville Resident Survey

Q1-6. Overall quality of customer service you receive from City employees

(Shading Reflects the Mean Rating by Census Block Group)

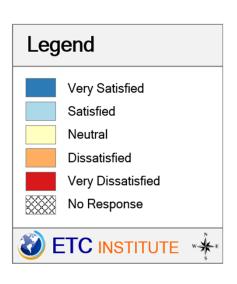


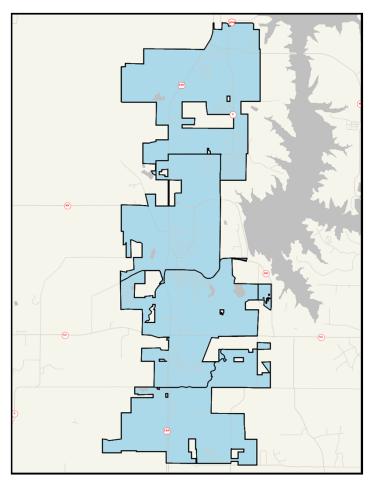


2021 Smithville Resident Survey

Q1-7. Overall effectiveness of City communication with the public

(Shading Reflects the Mean Rating by Census Block Group)

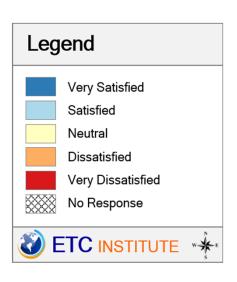


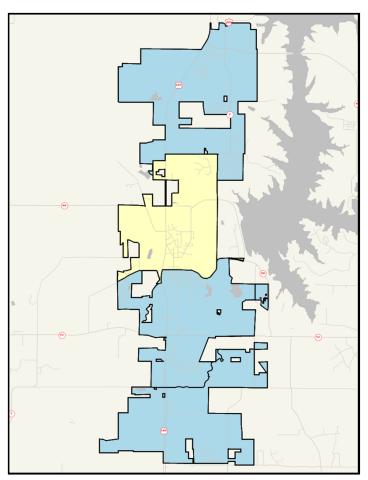


2021 Smithville Resident Survey

Q1-8. Overall effectiveness of community planning and development

(Shading Reflects the Mean Rating by Census Block Group)

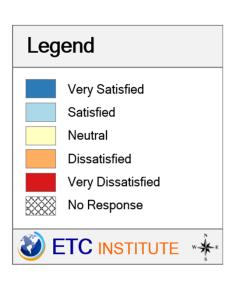


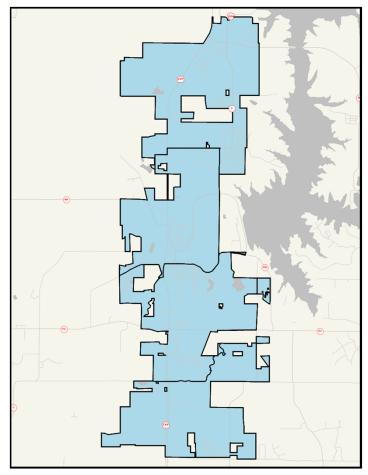


2021 Smithville Resident Survey

Q1-9. Overall quality of the City's storm water runoff/stormwater management system

(Shading Reflects the Mean Rating by Census Block Group)

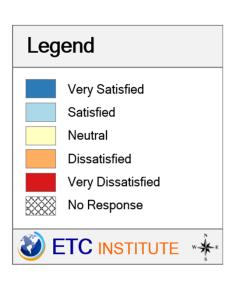


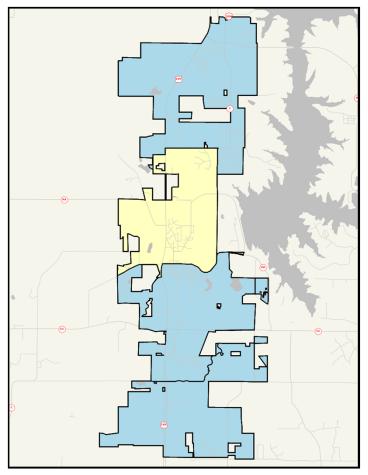


2021 Smithville Resident Survey

Q1-10. Overall flow of traffic and congestion management in Smithville

(Shading Reflects the Mean Rating by Census Block Group)

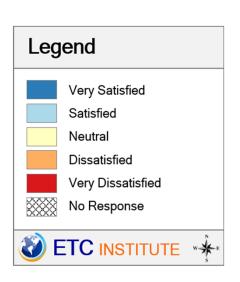


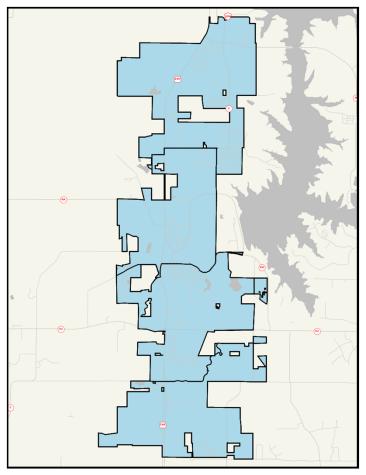


2021 Smithville Resident Survey

Q1-11. Overall quality of solid waste services (trash, recycling, yard waste)

(Shading Reflects the Mean Rating by Census Block Group)

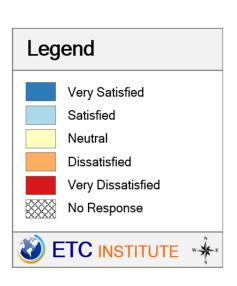


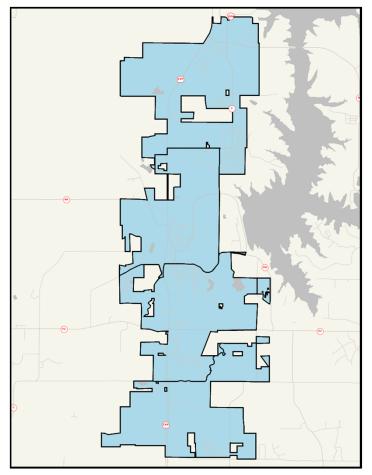


2021 Smithville Resident Survey

Q2-1. Overall quality of services provided by the City of Smithville

(Shading Reflects the Mean Rating by Census Block Group)

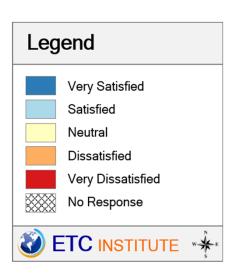


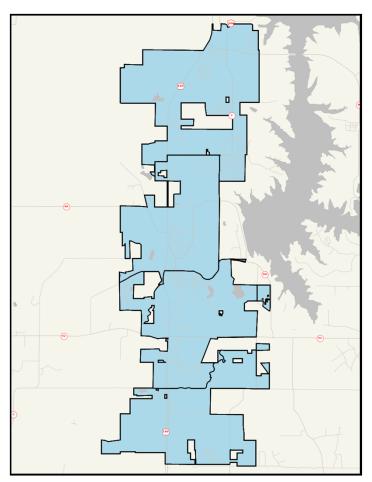


2021 Smithville Resident Survey

Q2-2. Overall image of the City

(Shading Reflects the Mean Rating by Census Block Group)

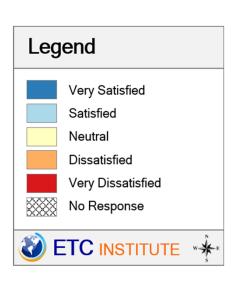


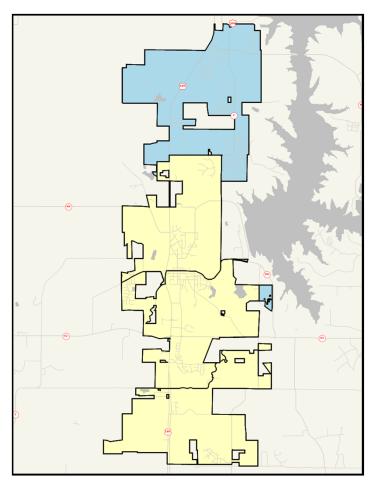


2021 Smithville Resident Survey

Q2-3. Overall value that you receive for your City tax dollars and fees

(Shading Reflects the Mean Rating by Census Block Group)

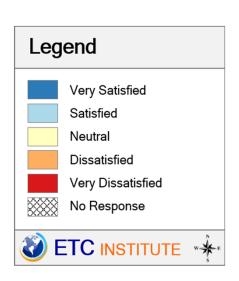


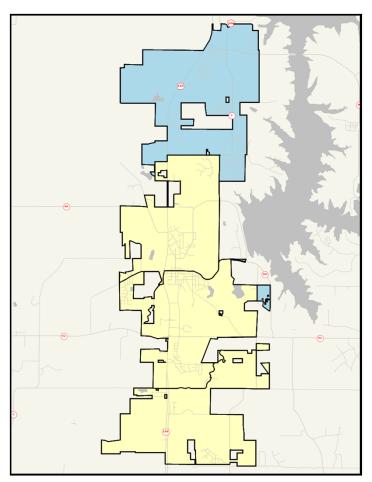


2021 Smithville Resident Survey

Q2-4. How well the City is managing and planning growth and development

(Shading Reflects the Mean Rating by Census Block Group)



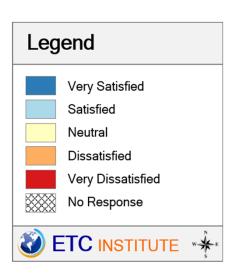


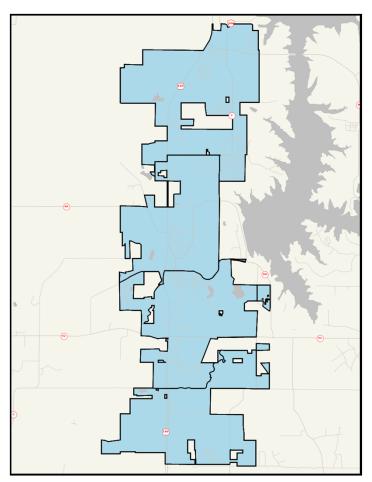
2021 Smithville Resident Survey

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Q2-5. Overall quality of life in the City

(Shading Reflects the Mean Rating by Census Block Group)

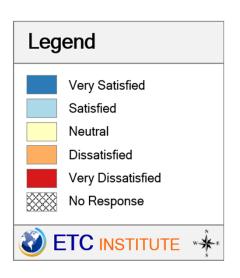


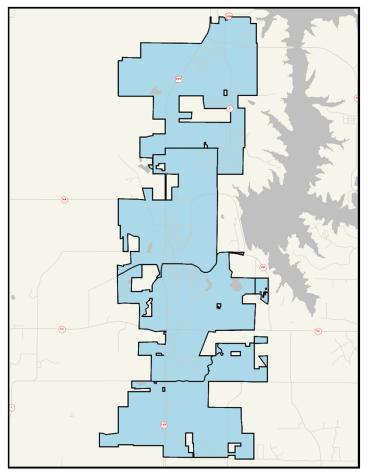


2021 Smithville Resident Survey

Q2-6. Overall appearance of the City

(Shading Reflects the Mean Rating by Census Block Group)



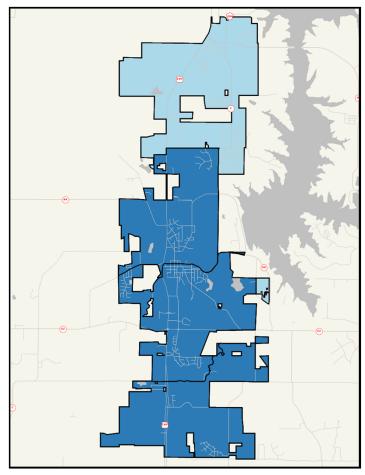


2021 Smithville Resident Survey

Q2-7. Overall feeling of safety in the City

(Shading Reflects the Mean Rating by Census Block Group)

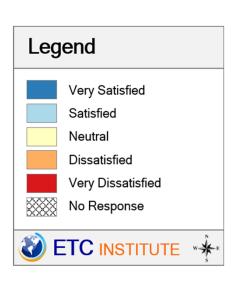


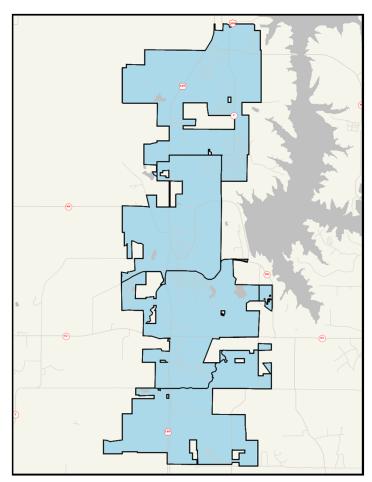


2021 Smithville Resident Survey

Q2-8. Overall quality of leadership provided by the City's elected officials

(Shading Reflects the Mean Rating by Census Block Group)

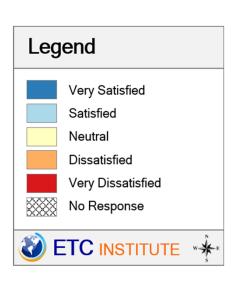


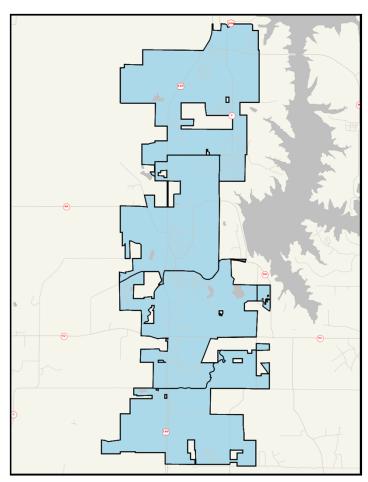


2021 Smithville Resident Survey

Q2-9. Overall effectiveness of the City Administrator and staff

(Shading Reflects the Mean Rating by Census Block Group)



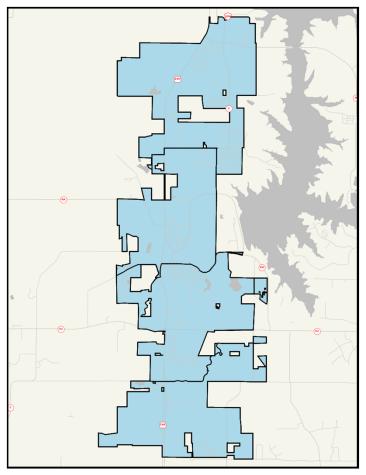


2021 Smithville Resident Survey

Q3-1. Overall quality of local police protection

(Shading Reflects the Mean Rating by Census Block Group)

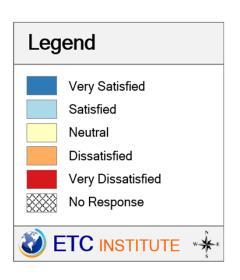


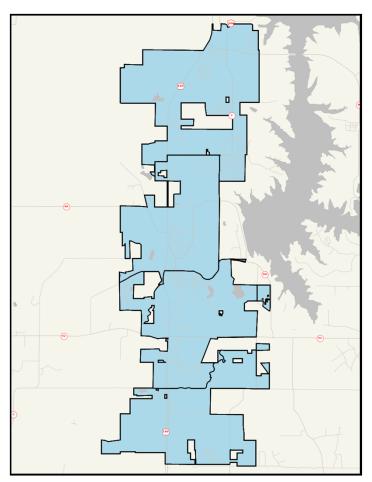


2021 Smithville Resident Survey

Q3-2. The visibility of police in neighborhoods

(Shading Reflects the Mean Rating by Census Block Group)

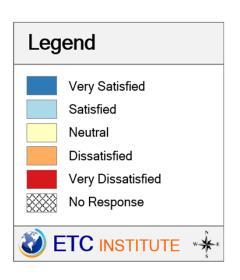


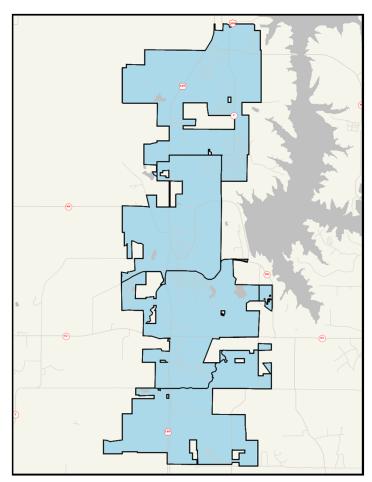


2021 Smithville Resident Survey

Q3-3. The visibility of police in retail areas

(Shading Reflects the Mean Rating by Census Block Group)

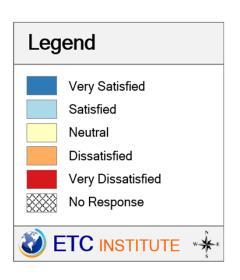


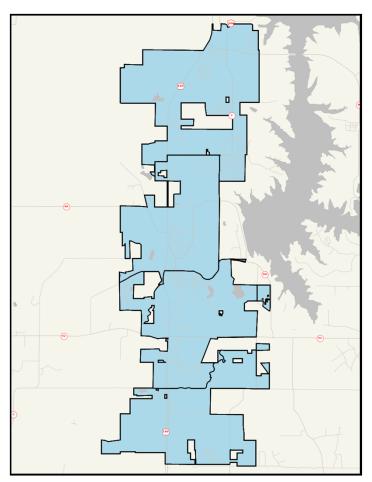


2021 Smithville Resident Survey

Q3-4. The City's overall efforts to prevent crime

(Shading Reflects the Mean Rating by Census Block Group)

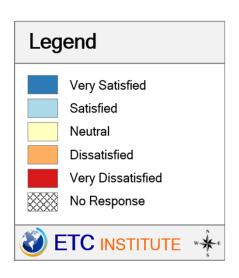


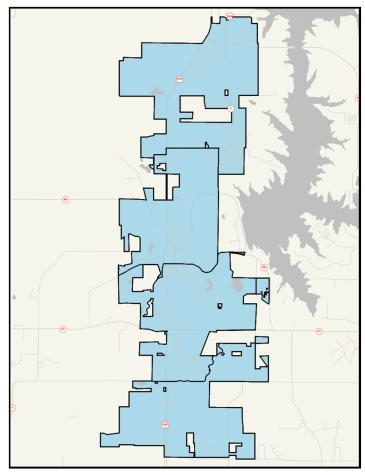


2021 Smithville Resident Survey

Q3-5. Enforcement of local traffic laws

(Shading Reflects the Mean Rating by Census Block Group)



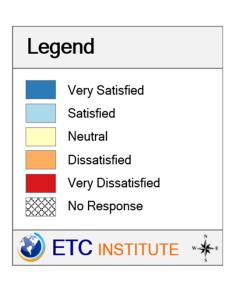


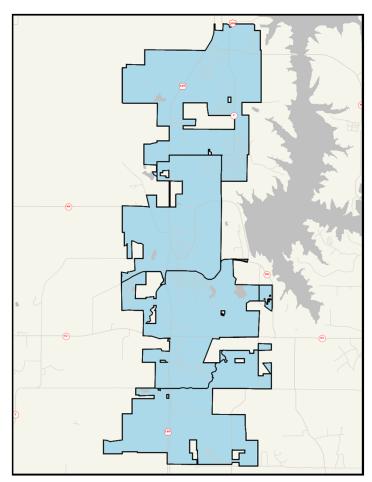
2021 Smithville Resident Survey

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Q3-6. The attitude and behavior of Police Dept. personnel toward citizens

(Shading Reflects the Mean Rating by Census Block Group)

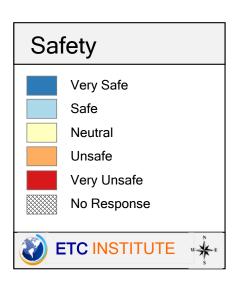


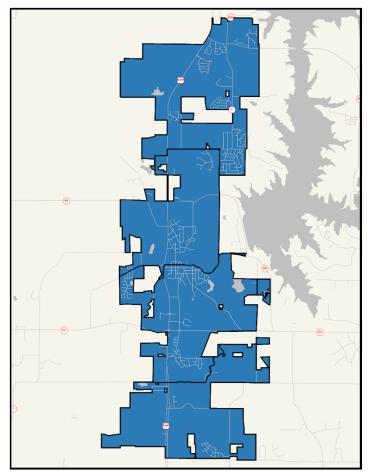


2021 Smithville Resident Survey

Q5-1. In your neighborhood during the day

(Shading Reflects the Mean Rating by Census Block Group)

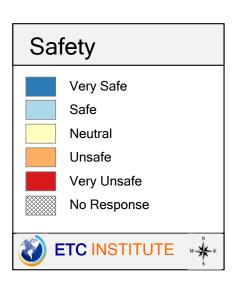


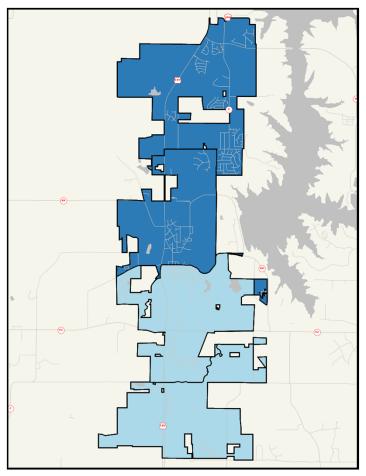


2021 Smithville Resident Survey

Q5-2. In your neighborhood at night

(Shading Reflects the Mean Rating by Census Block Group)

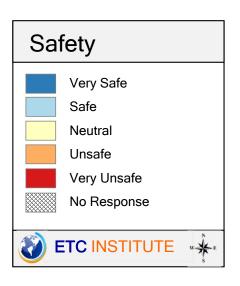


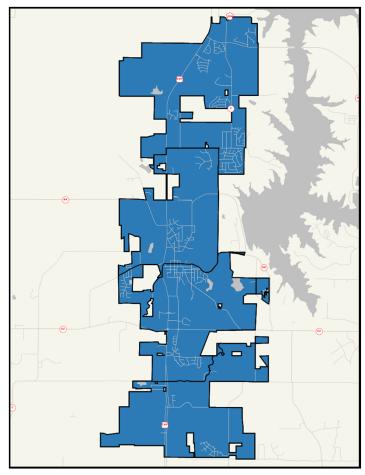


2021 Smithville Resident Survey

Q5-3. In City parks during the day

(Shading Reflects the Mean Rating by Census Block Group)

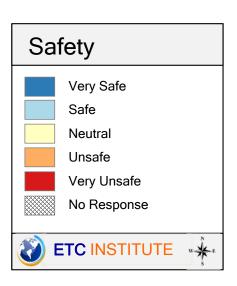


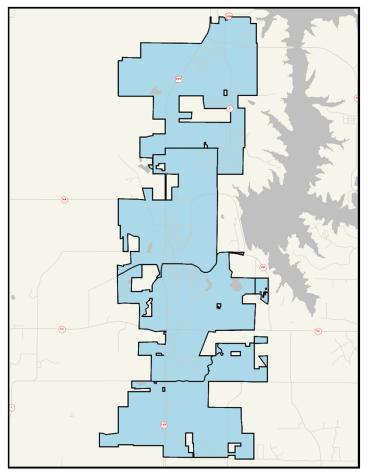


2021 Smithville Resident Survey

Q5-4. In City parks at night

(Shading Reflects the Mean Rating by Census Block Group)



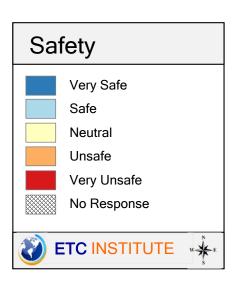


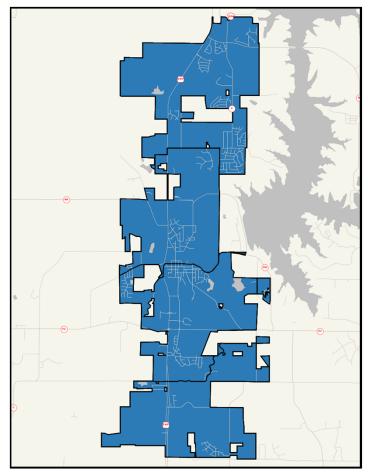
2021 Smithville Resident Survey

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Q5-5. In commercial and retail areas during the day

(Shading Reflects the Mean Rating by Census Block Group)



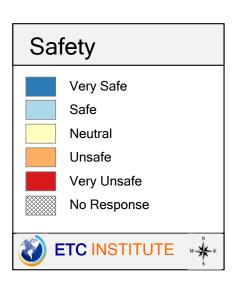


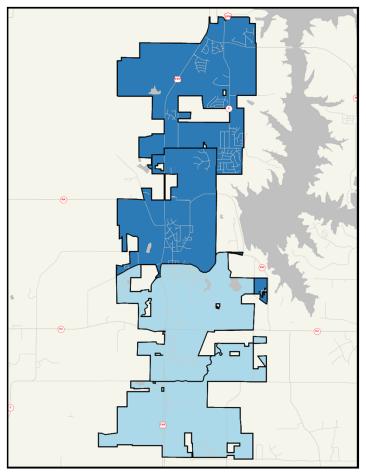
2021 Smithville Resident Survey

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Q5-6. In commercial and retail areas at night

(Shading Reflects the Mean Rating by Census Block Group)

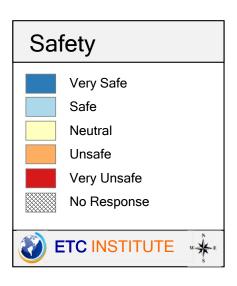


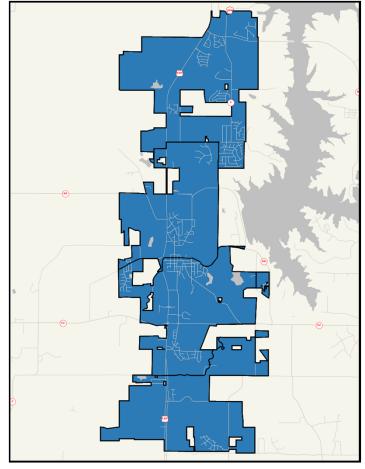


2021 Smithville Resident Survey

Q5-7. Overall feeling of safety in Smithville

(Shading Reflects the Mean Rating by Census Block Group)

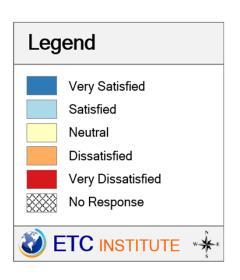


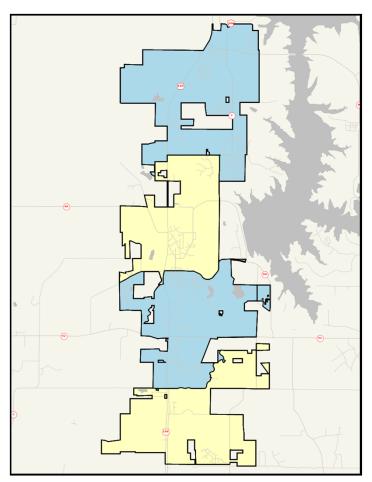


2021 Smithville Resident Survey

Q6-1. Enforcing the clean-up of debris on private property

(Shading Reflects the Mean Rating by Census Block Group)

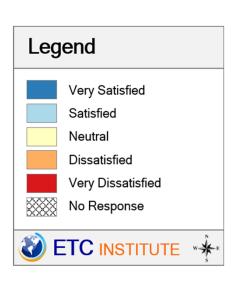


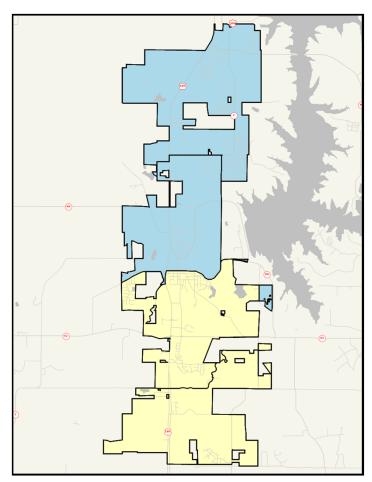


2021 Smithville Resident Survey

Q6-2. Enforcing the mowing and cutting of weeds and tall grass on private property

(Shading Reflects the Mean Rating by Census Block Group)



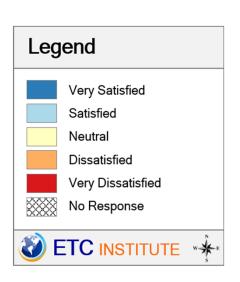


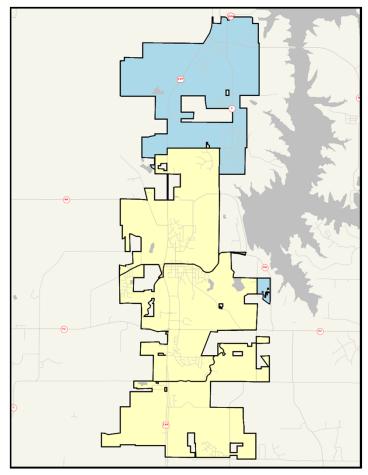
2021 Smithville Resident Survey

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Q6-3. Enforcing the exterior maintenance of residential property

(Shading Reflects the Mean Rating by Census Block Group)

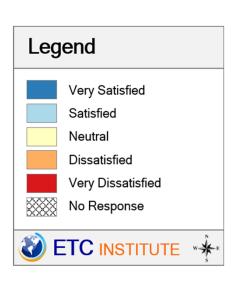


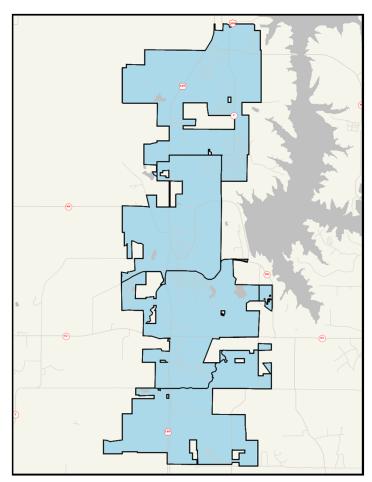


2021 Smithville Resident Survey

Q6-4. Enforcing the exterior maintenance of business property

(Shading Reflects the Mean Rating by Census Block Group)

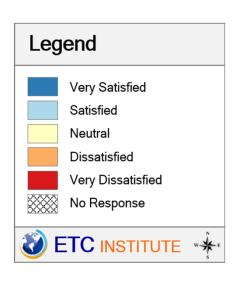


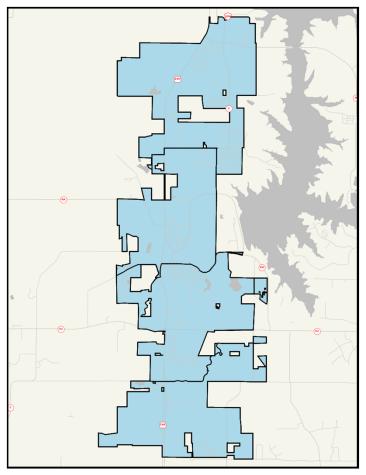


2021 Smithville Resident Survey

Q6-5. Overall quality of the building and permit process

(Shading Reflects the Mean Rating by Census Block Group)

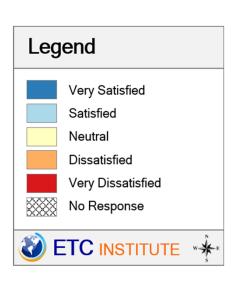


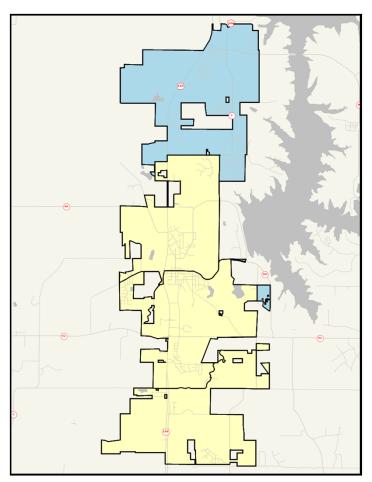


2021 Smithville Resident Survey

Q6-6. Overall enforcement of City codes and ordinances

(Shading Reflects the Mean Rating by Census Block Group)

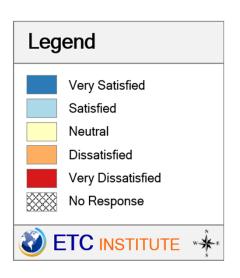


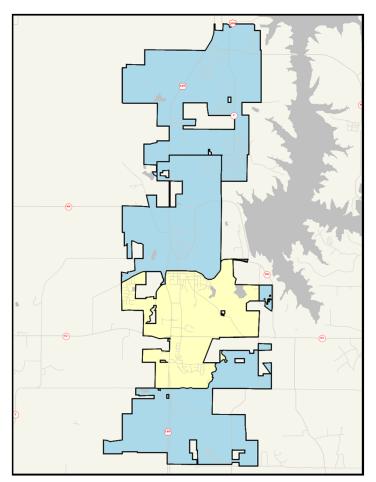


2021 Smithville Resident Survey

Q6-7. Speed of the code compliance process

(Shading Reflects the Mean Rating by Census Block Group)

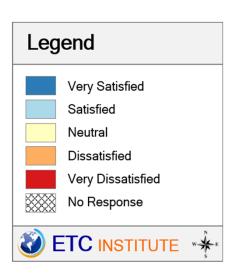


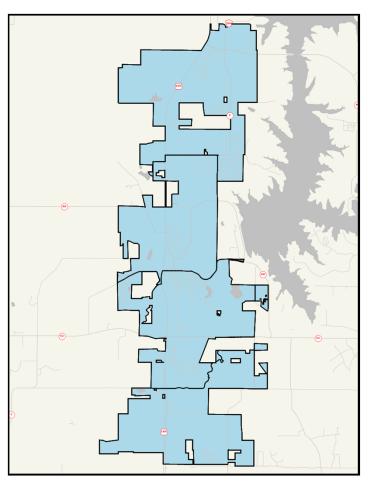


2021 Smithville Resident Survey

Q6-8. Courtesy of code enforcement's employees

(Shading Reflects the Mean Rating by Census Block Group)

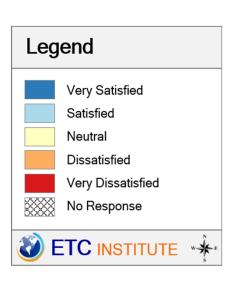


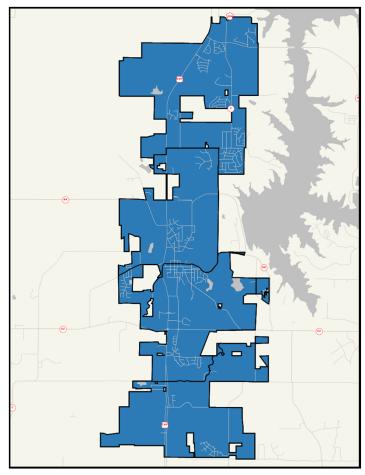


2021 Smithville Resident Survey

Q7p2-1. Overall maintenance of City parks

(Shading Reflects the Mean Rating by Census Block Group)

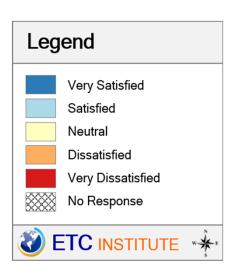


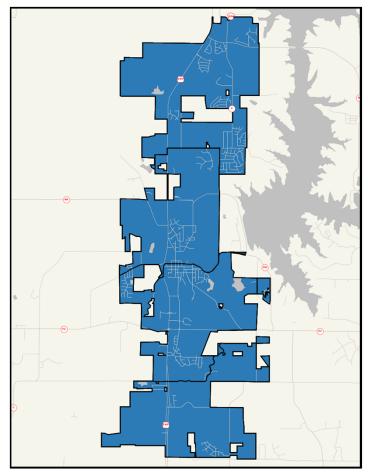


2021 Smithville Resident Survey

Q7p2-2. Overall appearance of City parks

(Shading Reflects the Mean Rating by Census Block Group)

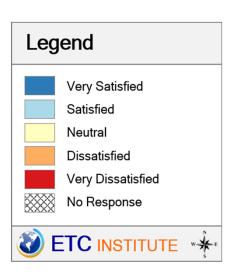


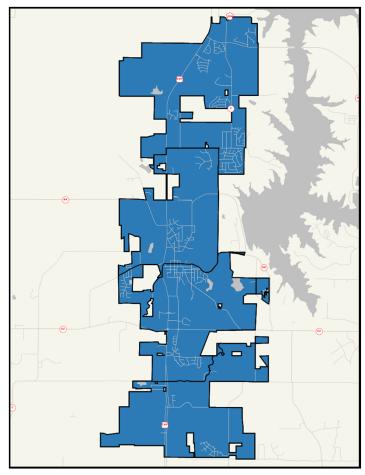


2021 Smithville Resident Survey

Q7p2-3. Number of walking and biking trails

(Shading Reflects the Mean Rating by Census Block Group)

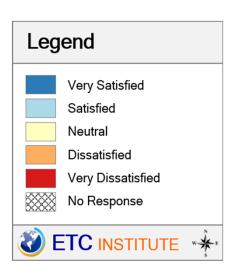


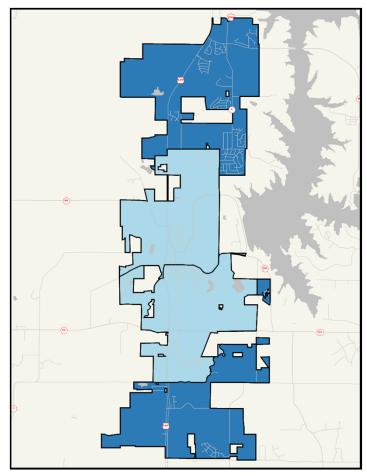


2021 Smithville Resident Survey

Q7p2-4. Quality of outdoor athletic fields

(Shading Reflects the Mean Rating by Census Block Group)

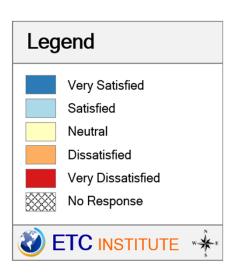


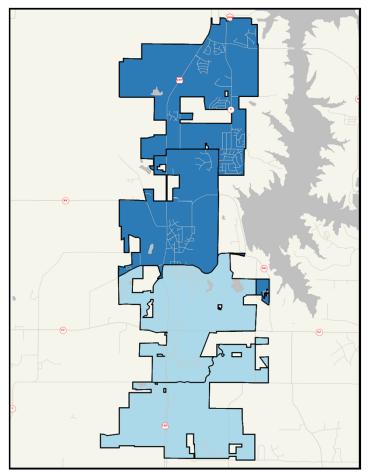


2021 Smithville Resident Survey

Q7p2-5. Quality of playground equipment

(Shading Reflects the Mean Rating by Census Block Group)



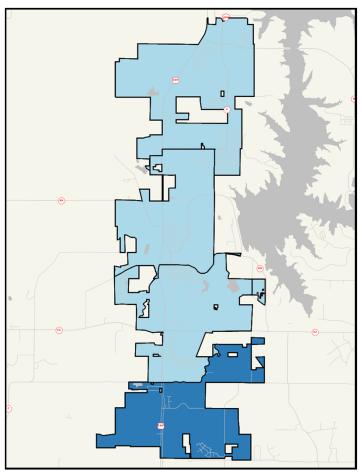


2021 Smithville Resident Survey

Q7p2-6. Maintenance of public restrooms

(Shading Reflects the Mean Rating by Census Block Group)

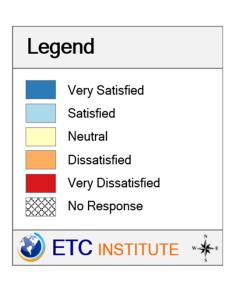


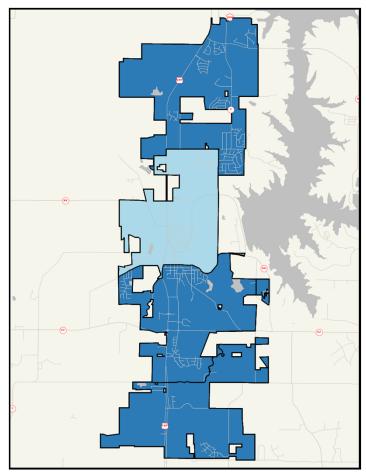


2021 Smithville Resident Survey

Q7p2-7. Please rate the courtesy of Parks & Recreation's employees

(Shading Reflects the Mean Rating by Census Block Group)

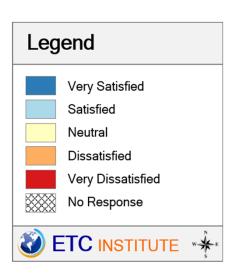


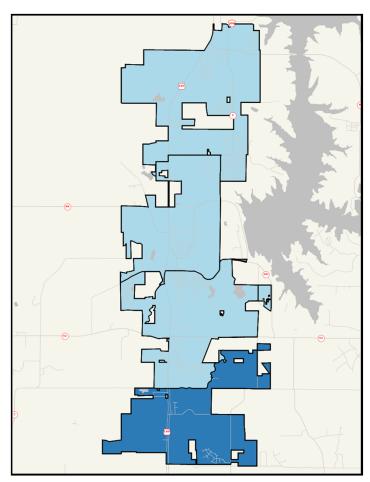


2021 Smithville Resident Survey

Q8p2-8. Youth recreation programs

(Shading Reflects the Mean Rating by Census Block Group)



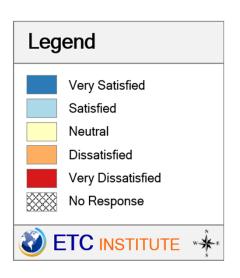


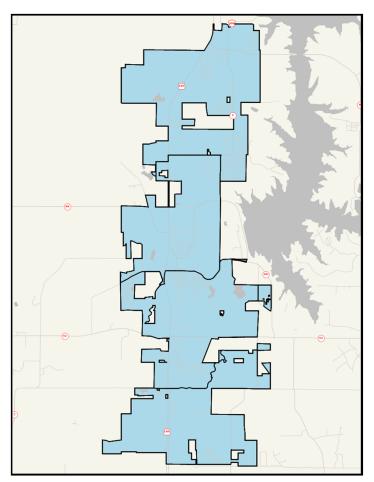
2021 Smithville Resident Survey

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Q8p2-9. Adult recreation programs

(Shading Reflects the Mean Rating by Census Block Group)

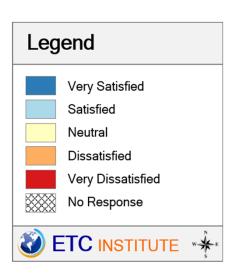


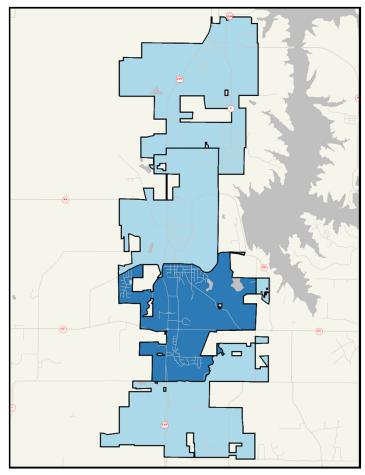


2021 Smithville Resident Survey

Q8p2-10. Ease of registering for programs

(Shading Reflects the Mean Rating by Census Block Group)

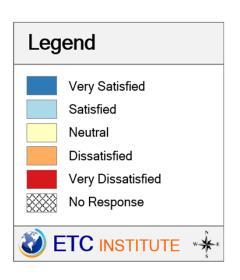


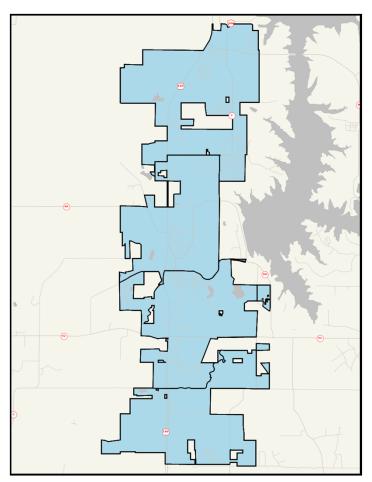


2021 Smithville Resident Survey

Q8p2-11. Fees charged for recreation programs

(Shading Reflects the Mean Rating by Census Block Group)

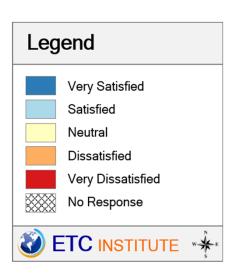


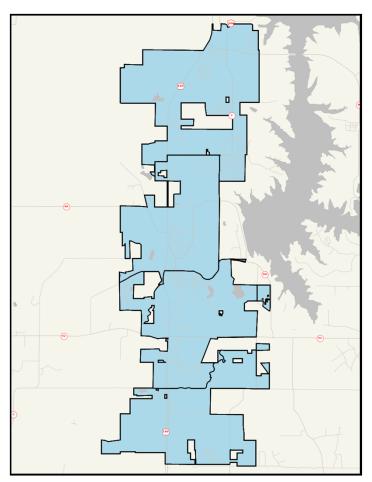


2021 Smithville Resident Survey

Q11-1. Maintenance of major City streets

(Shading Reflects the Mean Rating by Census Block Group)

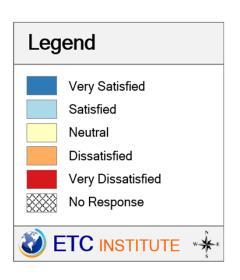


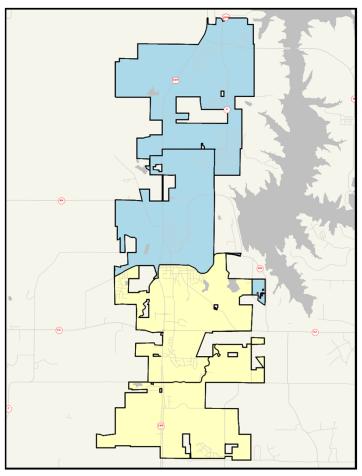


2021 Smithville Resident Survey

Q11-2. Maintenance of streets in your neighborhood

(Shading Reflects the Mean Rating by Census Block Group)

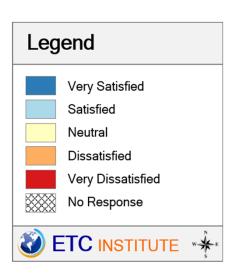


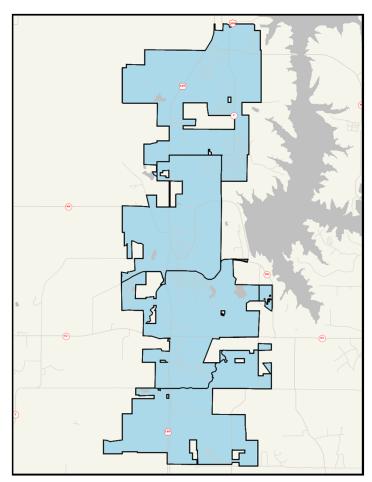


2021 Smithville Resident Survey

Q11-3. Maintenance of sidewalks in the City

(Shading Reflects the Mean Rating by Census Block Group)

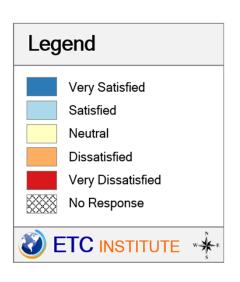


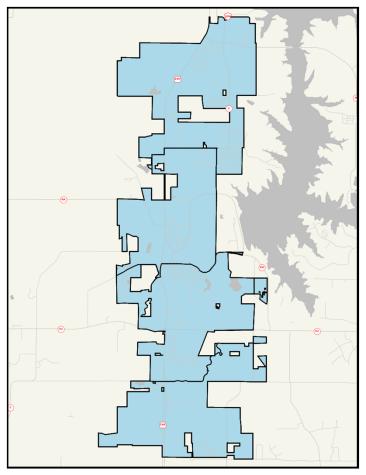


2021 Smithville Resident Survey

Q11-4. Maintenance of street signs/traffic signals

(Shading Reflects the Mean Rating by Census Block Group)

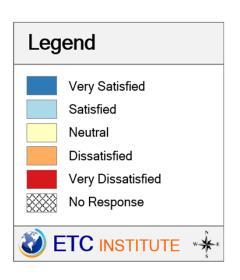


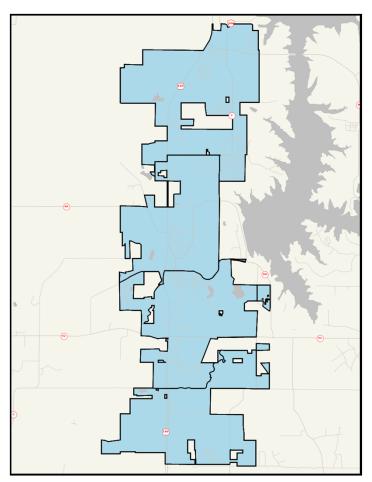


2021 Smithville Resident Survey

Q11-5. Maintenance of City parks and park equipment

(Shading Reflects the Mean Rating by Census Block Group)

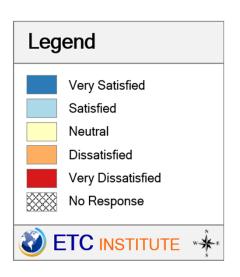


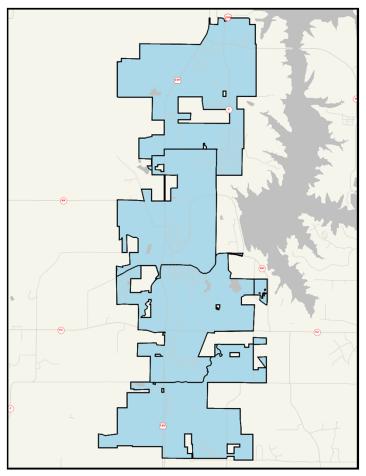


2021 Smithville Resident Survey

Q11-6. Maintenance of City buildings

(Shading Reflects the Mean Rating by Census Block Group)

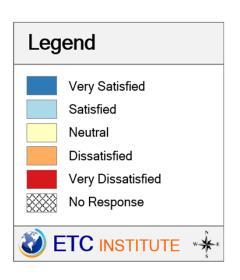


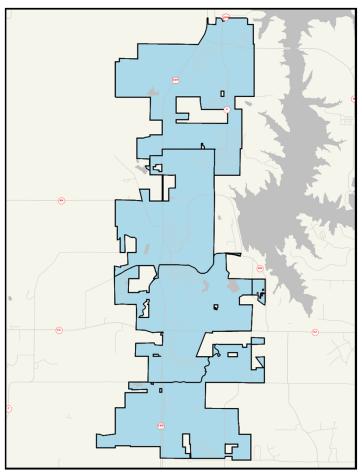


2021 Smithville Resident Survey

Q11-7. Snow removal on all City streets

(Shading Reflects the Mean Rating by Census Block Group)

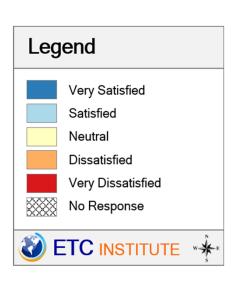


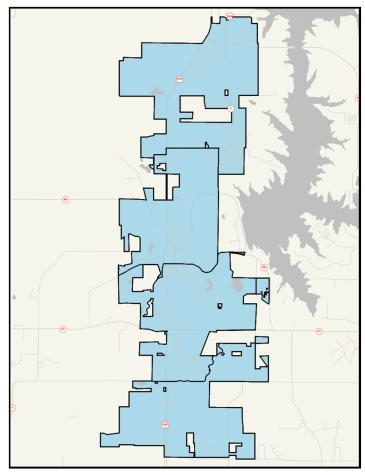


2021 Smithville Resident Survey

Q11-8. Overall cleanliness of City streets and other public areas

(Shading Reflects the Mean Rating by Census Block Group)

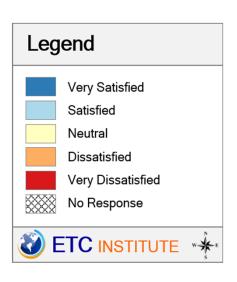


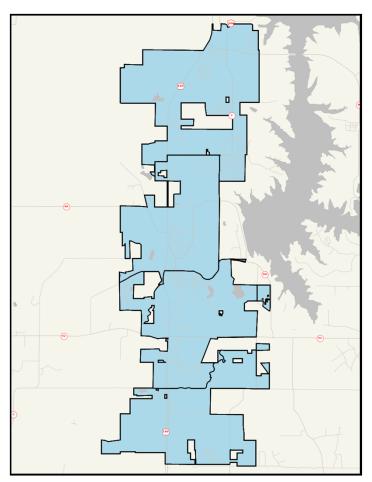


2021 Smithville Resident Survey

Q11-9. Maintenance of the stormwater drainage system

(Shading Reflects the Mean Rating by Census Block Group)

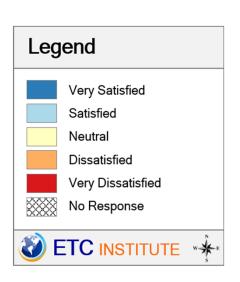


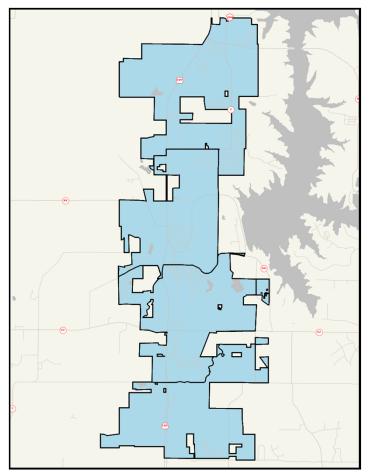


2021 Smithville Resident Survey

Q11-10. Maintenance of the City's water and wastewater systems

(Shading Reflects the Mean Rating by Census Block Group)

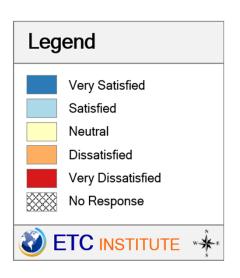


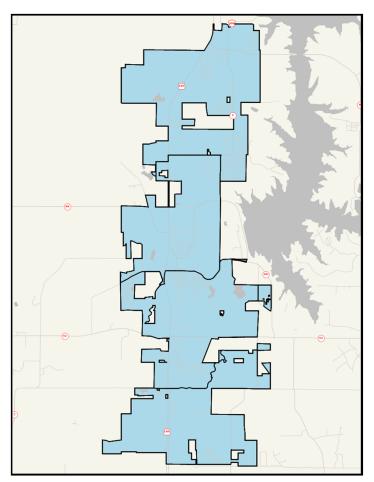


2021 Smithville Resident Survey

Q11-11. Maintenance of the City's trail system

(Shading Reflects the Mean Rating by Census Block Group)

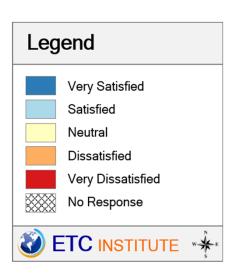


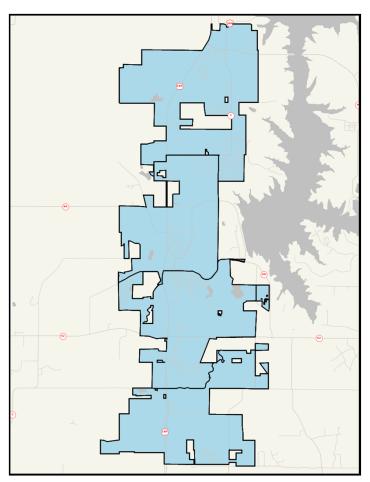


2021 Smithville Resident Survey

Q11-12. Mowing of City property

(Shading Reflects the Mean Rating by Census Block Group)

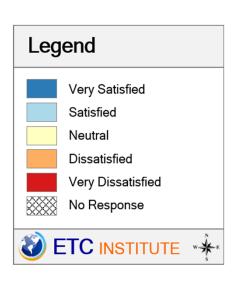


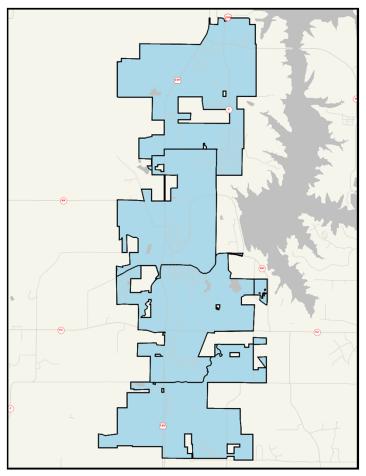


2021 Smithville Resident Survey

Q13-1. The availability of information about City programs and services

(Shading Reflects the Mean Rating by Census Block Group)

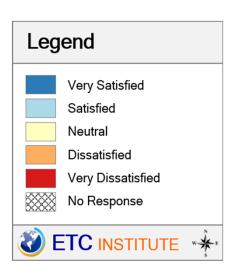


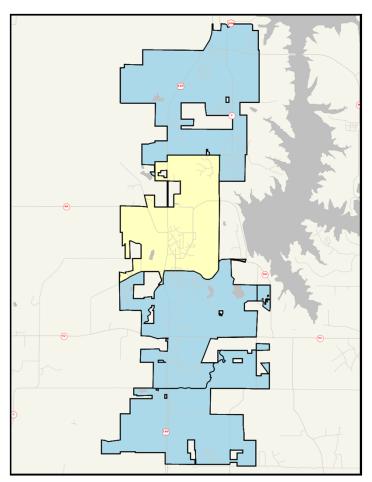


2021 Smithville Resident Survey

Q13-2. City efforts to keep you informed about local issues

(Shading Reflects the Mean Rating by Census Block Group)

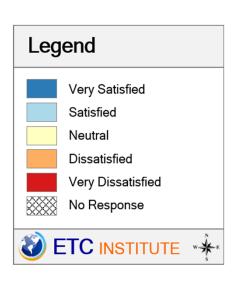


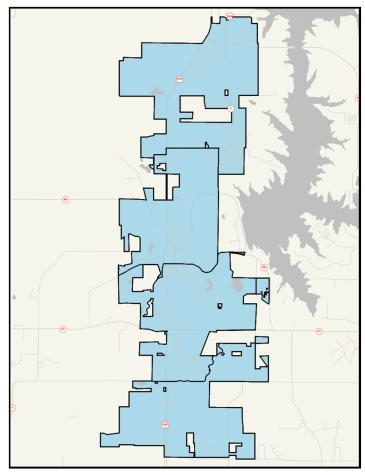


2021 Smithville Resident Survey

Q13-3. The overall quality of the City's website (smithvillemo.org)

(Shading Reflects the Mean Rating by Census Block Group)

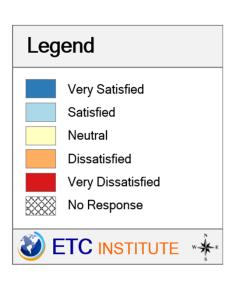


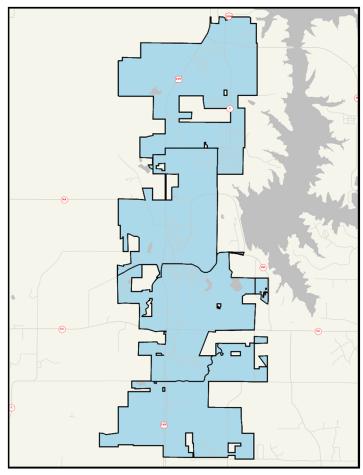


2021 Smithville Resident Survey

Q13-4. Information provided through the City's social media sites (e.g., Facebook, Twitter, Nextdoor)

(Shading Reflects the Mean Rating by Census Block Group)

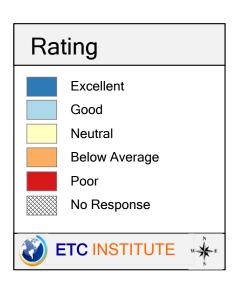


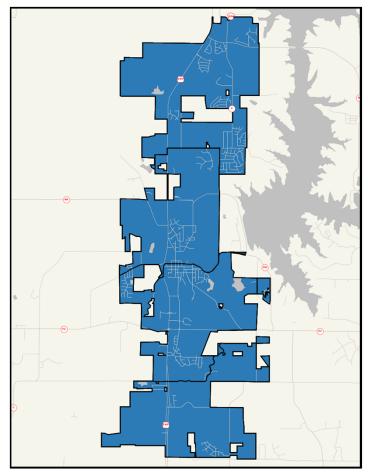


2021 Smithville Resident Survey

Q17-1. Smithville, MO as a place to live

(Shading Reflects the Mean Rating by Census Block Group)

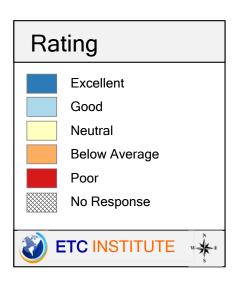


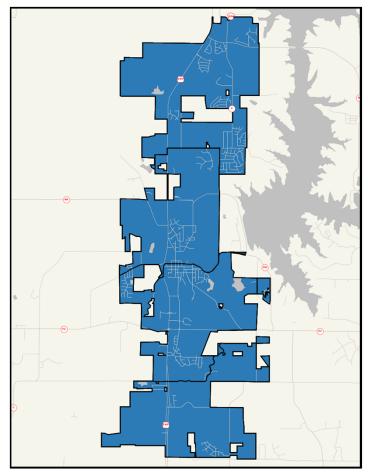


2021 Smithville Resident Survey

Q17-2. Smithville, MO as a place to raise children

(Shading Reflects the Mean Rating by Census Block Group)

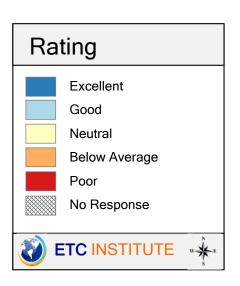


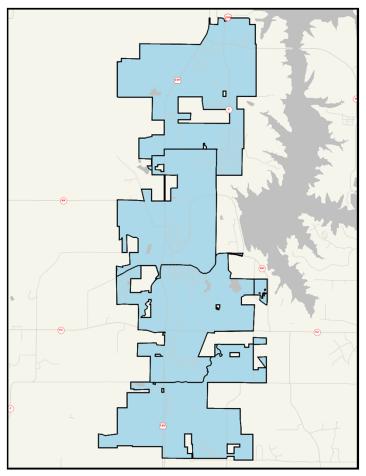


2021 Smithville Resident Survey

Q17-3. Smithville, MO as a place to work

(Shading Reflects the Mean Rating by Census Block Group)

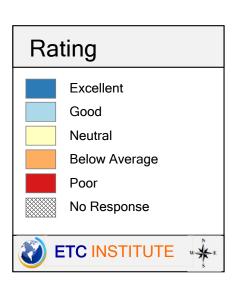


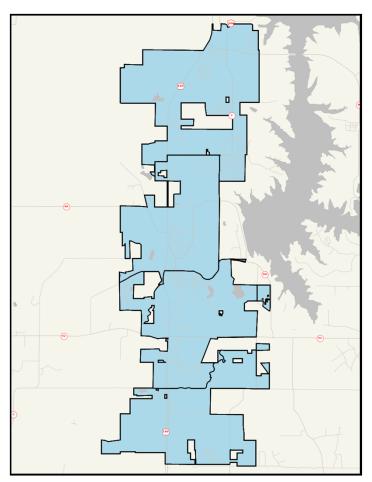


2021 Smithville Resident Survey

Q17-4. Smithville, MO as a place where you would buy your next home

(Shading Reflects the Mean Rating by Census Block Group)

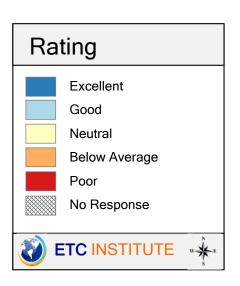


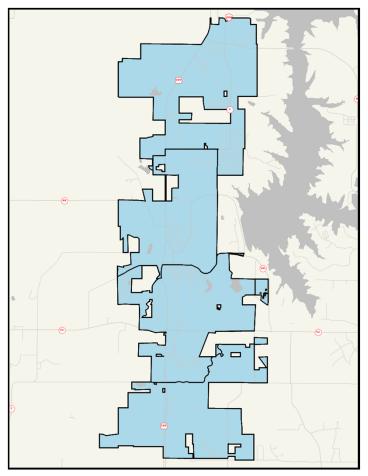


2021 Smithville Resident Survey

Q17-5. Smithville, MO as a place to retire

(Shading Reflects the Mean Rating by Census Block Group)

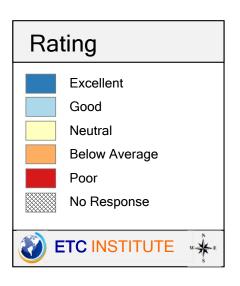


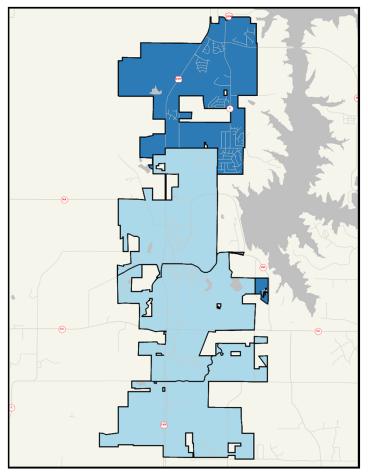


2021 Smithville Resident Survey

Q17-6. Smithville, MO as a place for play/leisure

(Shading Reflects the Mean Rating by Census Block Group)

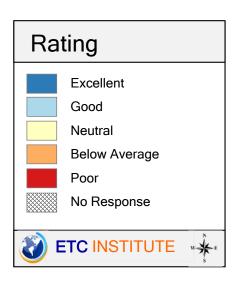


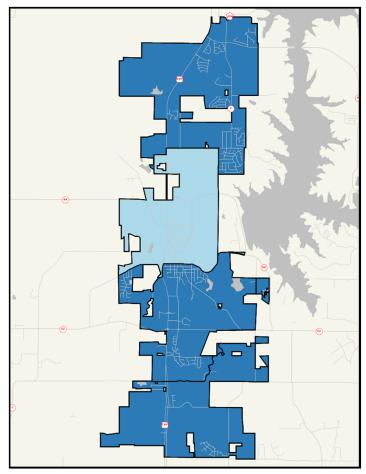


2021 Smithville Resident Survey

Q17-7. Rating of the overall quality of life in the City

(Shading Reflects the Mean Rating by Census Block Group)





2021 Smithville Resident Survey

Section 6: Tabular Data

Q1. City Services. Please rate your overall satisfaction with each of the following services provided by the City of Smithville and other agencies using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	
Q1-1. Overall quality of police							
services	36.3%	43.6%	10.8%	2.7%	2.7%	3.9%	
Q1-2. Overall maintenance of C	City 13.5%	39.7%	25.0%	16.2%	5.1%	0.5%	
Q1-3. Overall maintenance of buildings & facilities	18.9%	46.3%	25.2%	3.9%	0.2%	5.4%	
Q1-4. Overall quality of water/	SAWAr						
utilities	20.1%	44.9%	17.2%	10.5%	5.4%	2.0%	
Q1-5. Overall enforcement of O	City						
codes & ordinances	15.4%	32.4%	28.2%	11.3%	2.7%	10.0%	
Q1-6. Overall quality of custom service you receive from City							
employees	31.9%	35.8%	22.1%	2.5%	0.7%	7.1%	
Q1-7. Overall effectiveness of Communication with the public	-	38.2%	26.2%	8.8%	2.7%	5.1%	
Q1-8. Overall effectiveness of							
community planning &							
development	14.7%	34.3%	28.2%	13.0%	2.9%	6.9%	
Q1-9. Overall quality of City's s water runoff/stormwater mana	Q1-9. Overall quality of City's storm						
system	_	38.5%	29.2%	6.1%	1.7%	8.8%	
Q1-10. Overall flow of traffic & congestion management							
in Smithville	14.2%	43.6%	18.1%	17.6%	5.1%	1.2%	
Q1-11. Overall quality of solid v services (trash, recycling,	waste						
yard waste)	31.6%	49.8%	11.5%	5.1%	1.0%	1.0%	

WITHOUT "DON'T KNOW" RESPONSES

Q1. City Services. Please rate your overall satisfaction with each of the following services provided by the City of Smithville and other agencies using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=408)

	Very				Very
	satisfied	Satisfied	Neutral	Dissatisfied	dissatisfied
Q1-1. Overall quality of police services	37.8%	45.4%	11.2%	2.8%	2.8%
Q1-2. Overall maintenance of City streets	13.5%	39.9%	25.1%	16.3%	5.2%
Q1-3. Overall maintenance of buildings & facilities	19.9%	49.0%	26.7%	4.1%	0.3%
Q1-4. Overall quality of water/sewer utilities	20.5%	45.8%	17.5%	10.8%	5.5%
Q1-5. Overall enforcement of City codes & ordinances	2 17.2%	36.0%	31.3%	12.5%	3.0%
Q1-6. Overall quality of customer service receive from City employees	you 34.3%	38.5%	23.7%	2.6%	0.8%
Q1-7. Overall effectiveness of City commu with the public	inication 19.9%	40.3%	27.6%	9.3%	2.8%
Q1-8. Overall effectiveness of community development	planning & 15.8%	36.8%	30.3%	13.9%	3.2%
Q1-9. Overall quality of City's storm water stormwater management system	runoff/ 17.2%	42.2%	32.0%	6.7%	1.9%
Q1-10. Overall flow of traffic & congestion management in Smithville	າ 14.4%	44.2%	18.4%	17.9%	5.2%
Q1-11. Overall quality of solid waste servi recycling, yard waste)	ces (trash, 31.9%	50.2%	11.6%	5.2%	1.0%

Q2. Please rate your level of satisfaction with each of the following items that may influence your perception of the City of Smithville using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=408)

	Very	C 1. C. 1	.	D: .: (: 1	Very	Don't	
	satisfied	Satisfied	Neutral	Dissatisfied	dissatisfied	know	
Q2-1. Overall quality of service	es						
provided by City of Smithville	21.1%	51.0%	21.3%	4.7%	0.2%	1.7%	
Q2-2. Overall image of City	26.2%	49.5%	17.6%	5.1%	0.0%	1.5%	
Q2-3. Overall value that you re	eceive						
for your City tax dollars & fees	14.2%	35.3%	28.9%	14.0%	4.4%	3.2%	
Q2-4. How well City is managing	ng &						
planning growth &	J						
development	15.7%	33.3%	30.1%	11.8%	5.1%	3.9%	
Q2-5. Overall quality of life							
in the City	36.0%	45.1%	15.4%	3.2%	0.0%	0.2%	
the eley	33.370	.5.1.70	13.170	3.270	0.070	0.270	
Q2-6. Overall appearance							
of the City	26.7%	47.8%	18.9%	5.9%	0.5%	0.2%	
of the city	20.770	47.070	10.570	3.570	0.570	0.270	
Q2-7. Overall feeling of safety							
in the City	36.0%	52.0%	8.8%	2.0%	0.5%	0.7%	
in the City	30.0%	52.0%	0.070	2.0%	0.5%	0.7%	
Q2-8. Overall quality of leader	snip						
provided by City's elected	47.00/	25 50/	20.70/	7.00/	4.50/	0.20/	
officials	17.2%	35.5%	28.7%	7.8%	1.5%	9.3%	
Q2-9. Overall effectiveness of	•						
Administrator & staff	15.0%	34.1%	31.4%	5.1%	1.7%	12.7%	

WITHOUT "DON'T KNOW" RESPONSES

Q2. Please rate your level of satisfaction with each of the following items that may influence your perception of the City of Smithville using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=408)

	Very				Very		
	satisfied	Satisfied	Neutral	Dissatisfied	dissatisfied		
Q2-1. Overall quality of services provided	d by City of				_		
Smithville	21.4%	51.9%	21.7%	4.7%	0.2%		
Q2-2. Overall image of City	26.6%	50.2%	17.9%	5.2%	0.0%		
Q2-3. Overall value that you receive for y	your City						
tax dollars & fees	14.7%	36.5%	29.9%	14.4%	4.6%		
Q2-4. How well City is managing & plann	ing growth &						
development	16.3%	34.7%	31.4%	12.2%	5.4%		
Q2-5. Overall quality of life in City	36.1%	45.2%	15.5%	3.2%	0.0%		
Q2-6. Overall appearance of City	26.8%	47.9%	18.9%	5.9%	0.5%		
Q2-7. Overall feeling of safety in City	36.3%	52.3%	8.9%	2.0%	0.5%		
Q2-8. Overall quality of leadership provided by							
City's elected officials	18.9%	39.2%	31.6%	8.6%	1.6%		
Q2-9. Overall effectiveness of City Admir	nistrator &						
staff	17.1%	39.0%	36.0%	5.9%	2.0%		

Q3. Public Safety. Please rate your satisfaction with the following public safety services provided by the City of Smithville using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of local	police					
protection	35.0%	46.3%	10.3%	3.2%	1.7%	3.4%
Q3-2. Visibility of police in neighborhoods	30.4%	39.0%	18.9%	8.1%	2.5%	1.2%
Q3-3. Visibility of police in retareas	tail 22.5%	37.7%	25.0%	5.4%	2.0%	7.4%
Q3-4. City's overall efforts to prevent crime	25.0%	44.1%	19.6%	4.9%	1.2%	5.1%
Q3-5. Enforcement of local tr laws	affic 25.5%	40.4%	19.6%	7.8%	2.7%	3.9%
Q3-6. Attitude & behavior of Dept. personnel toward citize		36.0%	12.3%	2.9%	3.9%	7.6%

WITHOUT "DON'T KNOW" RESPONSES

Q3. Public Safety. Please rate your satisfaction with the following public safety services provided by the City of Smithville using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of local police protection	36.3%	48.0%	10.7%	3.3%	1.8%
Q3-2. Visibility of police in neighborhoods	30.8%	39.5%	19.1%	8.2%	2.5%
Q3-3. Visibility of police in retail areas	24.3%	40.7%	27.0%	5.8%	2.1%
Q3-4. City's overall efforts to prevent crime	26.4%	46.5%	20.7%	5.2%	1.3%
Q3-5. Enforcement of local traffic laws	26.5%	42.1%	20.4%	8.2%	2.8%
Q3-6. Attitude & behavior of Police Dept. toward citizens ©2022 ETC Institute	personnel 40.3%	39.0%	13.3%	3.2%	4.2% Page 136

Q4. Have you or any member of your household come in contact with or called the Police Department for services in the past 24 months?

	Number	Percent
Yes	141	34.6 %
No	267	65.4 <u>%</u>
Total	408	100.0 %

Q4a. How you would rate your satisfaction with the attention received?

	Number	Percent
Very satisfied	74	52.5 %
Satisfied	33	23.4 %
Neutral	14	9.9 %
Dissatisfied	11	7.8 %
Very dissatisfied	9	6.4 %
Total	141	100.0 %

Q4b. Why did you come in contact with the Police Department?

	Number	Percent
Victim of a crime	14	9.9 %
Traffic crash	9	6.4 %
Traffic stop	21	14.9 %
Arrest	1	0.7 %
Other	84	59.6 %
I don't know	12	8.5 %
Total	141	100.0 %

WITHOUT "I DON'T KNOW" RESPONSES

Q4b. Why did you come in contact with the Police Department? (without "I don't know")

	Number	<u>Percent</u>
Victim of a crime	14	10.9 %
Traffic crash	9	7.0 %
Traffic stop	21	16.3 %
Arrest	1	0.8 %
<u>Other</u>	84	65.1 %
Total	129	100.0 %

Q5. Perceptions of Safety. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=408)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know		
Q5-1. In your neighborhood	Q5-1. In your neighborhood during							
the day	64.7%	29.4%	4.2%	0.2%	0.2%	1.2%		
Q5-2. In your neighborhood								
at night	42.4%	42.9%	10.8%	2.7%	0.5%	0.7%		
Q5-3. In City parks during	4440/	24.00/	44.20/	0.50/	0.00/	0.20/		
the day	44.1%	34.8%	11.3%	0.5%	0.0%	9.3%		
Q5-4. In City parks at night	17.2%	27.7%	27.9%	4.9%	1.2%	21.1%		
Q3-4. III City parks at hight	17.2/0	27.7/0	27.970	4.5/0	1.2/0	21.1/0		
Q5-5. In commercial & retail	areas							
during the day	57.4%	35.0%	5.9%	0.0%	0.0%	1.7%		
3 ,								
Q5-6. In commercial & retail	areas at							
night	37.5%	38.2%	16.2%	2.0%	0.0%	6.1%		
Q5-7. Overall feeling of safet	y in							
Smithville	46.1%	46.1%	5.9%	1.5%	0.0%	0.5%		

WITHOUT "DON'T KNOW" RESPONSES

Q5. Perceptions of Safety. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=408)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q5-1. In your neighborhood during					
the day	65.5%	29.8%	4.2%	0.2%	0.2%
Q5-2. In your neighborhood at night	42.7%	43.2%	10.9%	2.7%	0.5%
OF 2 In City parks during the day	48.6%	38.4%	12.4%	0.5%	0.0%
Q5-3. In City parks during the day	46.0%	36.4%	12.4%	0.5%	0.0%
Q5-4. In City parks at night	21.7%	35.1%	35.4%	6.2%	1.6%
, , ,					
Q5-5. In commercial & retail areas du	uring				
the day	58.4%	35.7%	6.0%	0.0%	0.0%
05.61					
Q5-6. In commercial & retail areas	39.9%	40.7%	17.2%	2.1%	0.0%
at night	39.9%	40.7%	17.270	2.170	0.0%
Q5-7. Overall feeling of safety in Smi	thville46.3%	46.3%	5.9%	1.5%	0.0%

Q6. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	
Q6-1. Enforcing clean-up of d							
private property	14.2%	27.2%	27.0%	11.8%	4.7%	15.2%	
Q6-2. Enforcing mowing & cu weeds & tall grass on private	tting of						
property	13.2%	29.9%	23.8%	14.2%	3.9%	15.0%	
Q6-3. Enforcing exterior maintenance of residential property	12.7%	27.5%	28.9%	11.3%	3.7%	15.9%	
property	12.770	27.570	20.570	11.570	3.770	13.570	
Q6-4. Enforcing exterior maintenance of business property	13.0%	36.5%	27.2%	5.1%	1.7%	16.4%	
Q6-5. Overall quality of build permit process	ing & 10.5%	23.8%	29.2%	3.2%	2.7%	30.6%	
OC C Overall aufaveausant a	Cit.						
Q6-6. Overall enforcement of codes & ordinances	12.3%	24.0%	29.7%	7.8%	2.9%	23.3%	
Q6-7. Speed of code compliance							
process	11.8%	19.9%	29.2%	4.9%	2.7%	31.6%	
Q6-8. Courtesy of code enfor	cement's 15.0%	20.6%	29.2%	2.9%	2.2%	30.1%	
employees	15.070	20.070	ZJ.Z/0	2.3/0	2.2/0	30.1/0	

WITHOUT "DON'T KNOW" RESPONSES

Q6. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

(N=408)

	Very				Very	
	satisfied	Satisfied	Neutral	Dissatisfied	dissatisfied	
Q6-1. Enforcing clean-up of debris on priv	ate					
property	16.8%	32.1%	31.8%	13.9%	5.5%	
Q6-2. Enforcing mowing & cutting of week	ds & tall gras	SS				
on private property	15.6%	35.2%	28.0%	16.7%	4.6%	
Q6-3. Enforcing exterior maintenance of residential						
property	15.2%	32.7%	34.4%	13.4%	4.4%	
Q6-4. Enforcing exterior maintenance of b	usiness					
property	15.5%	43.7%	32.6%	6.2%	2.1%	
Q6-5. Overall quality of building &						
permit process	15.2%	34.3%	42.0%	4.6%	3.9%	
Q6-6. Overall enforcement of City						
codes & ordinances	16.0%	31.3%	38.7%	10.2%	3.8%	
Q6-7. Speed of code compliance process	17.2%	29.0%	42.7%	7.2%	3.9%	
Q6-8. Courtesy of code enforcement's						
employees	21.4%	29.5%	41.8%	4.2%	3.2%	

Q7. Parks and Recreation. Please indicate if YOU or any member of your HOUSEHOLD has visited any of the following Parks and Recreation amenities during the past year.

(N=408)

	Yes	No
Q7-1. Overall maintenance of City parks	69.4%	30.6%
Q7-2. Overall appearance of City parks	69.6%	30.4%
Q7-3. Number of walking & biking trails	64.0%	36.0%
Q7-4. Quality of outdoor athletic fields	44.4%	55.6%
Q7-5. Quality of playground equipment	48.5%	51.5%
Q7-6. Maintenance of public restrooms	48.8%	51.2%
Q7-7. Courtesy of Parks & Recreation's employees	45.3%	54.7%

Q7. If "YES," please indicate how you would rate your satisfaction with the amenities on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very dissatisfied."

(N=319)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Overall maintenance of City parks	35.7%	54.4%	4.9%	1.8%	0.0%	3.2%
Q7-2. Overall appearance of City parks	35.2%	54.6%	5.6%	1.4%	0.0%	3.2%
Q7-3. Number of walking & biking trails	54.0%	35.2%	5.0%	1.9%	0.4%	3.4%
Q7-4. Quality of outdoor athletic fields	34.3%	48.1%	9.9%	4.4%	0.0%	3.3%
Q7-5. Quality of playground equipment	34.3%	51.5%	8.1%	3.0%	0.0%	3.0%
Q7-6. Maintenance of public restrooms	32.2%	45.2%	13.6%	4.5%	1.0%	3.5%
Q7-7. Courtesy of Parks & Recreation's employees	51.9%	30.3%	13.0%	0.5%	0.5%	3.8%

WITHOUT "DON'T KNOW" RESPONSES

Q7. If "YES," please indicate how you would rate your satisfaction with the amenities on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very dissatisfied." (without "don't know")

(N=319)

	Very				Very
	satisfied	Satisfied	Neutral	Dissatisfied	dissatisfied
Q7-1. Overall maintenance of City parks	36.9%	56.2%	5.1%	1.8%	0.0%
Q7-2. Overall appearance of City parks	36.4%	56.4%	5.8%	1.5%	0.0%
Q7-3. Number of walking & biking trails	56.0%	36.5%	5.2%	2.0%	0.4%
Q7-4. Quality of outdoor athletic fields	35.4%	49.7%	10.3%	4.6%	0.0%
Q7-5. Quality of playground equipment	35.4%	53.1%	8.3%	3.1%	0.0%
Q7-6. Maintenance of public restrooms	33.3%	46.9%	14.1%	4.7%	1.0%
Q7-7. Courtesy of Parks & Recreation's employees	53.9%	31.5%	13.5%	0.6%	0.6%

Q8. Please indicate if you or any member of your household has participated in any of the following Parks and Recreation programs during the past year.

(N=408)

	Yes	No
Q8-1. Youth recreation programs	14.0%	86.0%
Q8-2. Adult recreation programs	7.1%	92.9%
Q8-3. Ease of registering for programs	13.5%	86.5%
Q8-4. Fees charged for recreation programs	13.5%	86.5%

Q8. If "Yes," please indicate how you would rate your satisfaction with the programs on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=73)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Youth recreation programs	28.1%	43.9%	17.5%	5.3%	0.0%	5.3%
Q8-2. Adult recreation programs	27.6%	34.5%	24.1%	3.4%	3.4%	6.9%
Q8-3. Ease of registering for programs	34.5%	38.2%	21.8%	0.0%	0.0%	5.5%
Q8-4. Fees charged for recreation programs	29.1%	34.5%	21.8%	1.8%	3.6%	9.1%

WITHOUT "DON'T KNOW" RESPONSES

Q8. If "Yes," please indicate how you would rate your satisfaction with the programs on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=73)

Q8-1. Youth recreation programs	Very satisfied 29.6%	Satisfied 46.3%	Neutral 18.5%	Dissatisfied 5.6%	Very dissatisfied 0.0%
Q8-2. Adult recreation programs	29.6%	37.0%	25.9%	3.7%	3.7%
Q8-3. Ease of registering for programs	36.5%	40.4%	23.1%	0.0%	0.0%
Q8-4. Fees charged for recreation programs	32.0%	38.0%	24.0%	2.0%	4.0%

Q9. Which TWO of the Parks and Recreation services listed in questions 7 and 8 do you think are MOST IMPORTANT for the City to provide?

Q9. Top choice	Number	Percent
Overall maintenance of City parks	60	14.7 %
Overall appearance of City parks	10	2.5 %
Number of walking & biking trails	40	9.8 %
Quality of outdoor athletic fields	3	0.7 %
Quality of playground equipment	12	2.9 %
Maintenance of public restrooms	7	1.7 %
Courtesy of Parks & Recreation's employees	14	3.4 %
Youth recreation programs	45	11.0 %
Adult recreation programs	8	2.0 %
Ease of registering for programs	2	0.5 %
Fees charged for recreation programs	2	0.5 %
None chosen	205	50.2 %
Total	408	100.0 %

Q9. Which TWO of the Parks and Recreation services listed in questions 7 and 8 do you think are MOST IMPORTANT for the City to provide?

Q9. 2nd choice	Number	Percent
Overall maintenance of City parks	18	4.4 %
Overall appearance of City parks	24	5.9 %
Number of walking & biking trails	20	4.9 %
Quality of outdoor athletic fields	15	3.7 %
Quality of playground equipment	14	3.4 %
Maintenance of public restrooms	19	4.7 %
Courtesy of Parks & Recreation's employees	5	1.2 %
Youth recreation programs	45	11.0 %
Adult recreation programs	14	3.4 %
Ease of registering for programs	8	2.0 %
Fees charged for recreation programs	13	3.2 %
None chosen	213	52.2 <u>%</u>
Total	408	100.0 %

SUM OF THE TOP TWO CHOICES

Q9. Which TWO of the Parks and Recreation services listed in questions 7 and 8 do you think are MOST IMPORTANT for the City to provide? (top 2)

Sum of the top two choices	Number	Percent
Overall maintenance of City parks	78	19.1 %
Overall appearance of City parks	34	8.3 %
Number of walking & biking trails	60	14.7 %
Quality of outdoor athletic fields	18	4.4 %
Quality of playground equipment	26	6.4 %
Maintenance of public restrooms	26	6.4 %
Courtesy of Parks & Recreation's employees	19	4.7 %
Youth recreation programs	90	22.1 %
Adult recreation programs	22	5.4 %
Ease of registering for programs	10	2.5 %
Fees charged for recreation programs	15	3.7 %
None chosen	205	50.2 %
Total	603	

Q11. City Maintenance. Using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please indicate how satisfied you are with the following aspects of city maintenance.

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of major City streets	18.6%	46.3%	17.6%	10.5%	3.7%	3.2%
Q11-2. Maintenance of streets in your neighborhood	16.9%	37.3%	19.4%	16.9%	7.4%	2.2%
Q11-3. Maintenance of sidewalks in City	20.8%	42.9%	19.9%	9.3%	2.2%	4.9%
Q11-4. Maintenance of street signs/traffic signals	26.7%	52.0%	14.2%	2.7%	1.0%	3.4%
Q11-5. Maintenance of Cit parks & park equipment	zy 22.5%	44.4%	18.6%	1.5%	0.2%	12.7%
Q11-6. Maintenance of Cit buildings	Ty 19.9%	46.8%	21.3%	0.7%	0.2%	11.0%
Q11-7. Snow removal on a City streets	ıll 20.8%	42.9%	15.2%	10.0%	3.2%	7.8%
Q11-8. Overall cleanliness City streets & other public areas		52.9%	16.4%	3.2%	0.5%	2.9%
Q11-9. Maintenance of stormwater drainage system	18.9%	42.4%	20.8%	3.9%	2.0%	12.0%
Q11-10. Maintenance of City's water & wastewater systems	17.2%	40.4%	20.8%	5.1%	3.2%	13.2%
Q11-11. Maintenance of City trail system	24.8%	37.5%	17.2%	1.2%	0.2%	19.1%
Q11-12. Mowing of City property	21.8%	45.8%	16.9%	2.9%	1.7%	10.8%

WITHOUT "DON'T KNOW" RESPONSES

Q11. City Maintenance. Using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please indicate how satisfied you are with the following aspects of city maintenance. (without "don't know")

(N=408)

	Very				Very
	satisfied	Satisfied	Neutral	Dissatisfied	dissatisfied
Q11-1. Maintenance of major City streets	19.2%	47.8%	18.2%	10.9%	3.8%
Q11-2. Maintenance of streets in your neighborhood	17.3%	38.1%	19.8%	17.3%	7.5%
Q11-3. Maintenance of sidewalks in City	21.9%	45.1%	20.9%	9.8%	2.3%
Q11-4. Maintenance of street signs/ traffic signals	27.7%	53.8%	14.7%	2.8%	1.0%
Q11-5. Maintenance of City parks & park equipment	25.8%	50.8%	21.3%	1.7%	0.3%
Q11-6. Maintenance of City buildings	22.3%	52.6%	24.0%	0.8%	0.3%
Q11-7. Snow removal on all City streets	22.6%	46.5%	16.5%	10.9%	3.5%
Q11-8. Overall cleanliness of City streets & other public areas	24.7%	54.5%	16.9%	3.3%	0.5%
Q11-9. Maintenance of stormwater drain system	age 21.4%	48.2%	23.7%	4.5%	2.2%
Q11-10. Maintenance of City's water & wastewater systems	19.8%	46.6%	24.0%	5.9%	3.7%
Q11-11. Maintenance of City trail system	30.6%	46.4%	21.2%	1.5%	0.3%
Q11-12. Mowing of City property	24.5%	51.4%	19.0%	3.3%	1.9%

Q12. Which TWO of the City Maintenance services listed above do you think are MOST IMPORTANT for the City to provide?

Q12. Top choice	Number	Percent
Maintenance of major City streets	136	33.3 %
Maintenance of streets in your neighborhood	48	11.8 %
Maintenance of sidewalks in City	9	2.2 %
Maintenance of street signs/traffic signals	6	1.5 %
Maintenance of City parks & park equipment	4	1.0 %
Maintenance of City buildings	2	0.5 %
Snow removal on all City streets	48	11.8 %
Overall cleanliness of City streets & other public areas	10	2.5 %
Maintenance of stormwater drainage system	9	2.2 %
Maintenance of City's water & wastewater systems	50	12.3 %
Maintenance of City trail system	8	2.0 %
Mowing of City property	1	0.2 %
None chosen	77	18.9 %
Total	408	100.0 %

Q12. Which TWO of the City Maintenance services listed above do you think are MOST IMPORTANT for the City to provide?

Q12. 2nd choice	Number	Percent
Maintenance of major City streets	50	12.3 %
Maintenance of streets in your neighborhood	60	14.7 %
Maintenance of sidewalks in City	22	5.4 %
Maintenance of street signs/traffic signals	10	2.5 %
Maintenance of City parks & park equipment	17	4.2 %
Maintenance of City buildings	7	1.7 %
Snow removal on all City streets	57	14.0 %
Overall cleanliness of City streets & other public areas	30	7.4 %
Maintenance of stormwater drainage system	12	2.9 %
Maintenance of City's water & wastewater systems	37	9.1 %
Maintenance of City trail system	8	2.0 %
Mowing of City property	12	2.9 %
None chosen	86	21.1 %
Total	408	100.0 %

SUM OF THE TOP TWO CHOICES

Q12. Which TWO of the City Maintenance services listed above do you think are MOST IMPORTANT for the City to provide? (top 2)

Sum of the top two choices	Number	Percent
Maintenance of major City streets	186	45.6 %
Maintenance of streets in your neighborhood	108	26.5 %
Maintenance of sidewalks in City	31	7.6 %
Maintenance of street signs/traffic signals	16	3.9 %
Maintenance of City parks & park equipment	21	5.1 %
Maintenance of City buildings	9	2.2 %
Snow removal on all City streets	105	25.7 %
Overall cleanliness of City streets & other public areas	40	9.8 %
Maintenance of stormwater drainage system	21	5.1 %
Maintenance of City's water & wastewater systems	87	21.3 %
Maintenance of City trail system	16	3.9 %
Mowing of City property	13	3.2 %
None chosen	77	18.9 <u>%</u>
Total	730	

Q13. City Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate each of the following aspects of communication provided by the City of Smithville.

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Availability of information about City programs & services	15.2%	36.3%	26.5%	10.3%	2.2%	9.6%
Q13-2. City efforts to kee you informed about local issues	•	33.3%	25.5%	14.7%	4.2%	7.4%
Q13-3. Overall quality of City's website (smithviller org)	mo. 13.7%	34.1%	27.7%	7.8%	1.2%	15.4%
Q13-4. Information provious through City's social med sites (e.g., Facebook, Twin Nextdoor)	ia	26.0%	28.7%	4.4%	1.0%	27.2%

WITHOUT "DON'T KNOW" RESPONSES

Q13. City Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate each of the following aspects of communication provided by the City of Smithville. (without "don't know")

(N=408)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very <u>dissatisfied</u>
Q13-1. Availability of information about programs & services	City 16.8%	40.1%	29.3%	11.4%	2.4%
Q13-2. City efforts to keep you informed local issues	l about 16.1%	36.0%	27.5%	15.9%	4.5%
Q13-3. Overall quality of City's website (smithvillemo.org)	16.2%	40.3%	32.8%	9.3%	1.4%
Q13-4. Information provided through Cit social media sites (e.g., Facebook, Twitte Nextdoor)	•	35.7%	39.4%	6.1%	1.3%

Q14. Which of the following are your primary sources of information about community activities and services?

	Number	Percent
City newsletter	194	47.5 %
City website	168	41.2 %
Twitter	11	2.7 %
Facebook	166	40.7 %
Word of mouth	210	51.5 %
Newspaper	50	12.3 %
Nextdoor app	115	28.2 %
All of the above	5	1.2 %
Other	17	4.2 %
Total	936	

Q14-9. Other

Q14-9. Other	Number	<u>Percent</u>
169 Magazine	5	29.4 %
Email	4	23.5 %
Signs City puts up along 169/downtown	1	5.9 %
Send information with water bill	1	5.9 %
Chamber weekly mail	1	5.9 %
Call City	1	5.9 %
Chamber member	1	5.9 %
Trash bill	1	5.9 %
Signs	1	5.9 %
Water bill	1	5.9 %
Total	17	100.0 %

Q15. Which TWO of the methods of communication listed in Question 14 do you MOST PREFER?

Q15. Top choice	Number	Percent
City newsletter	136	33.3 %
City website	67	16.4 %
Twitter	3	0.7 %
Facebook	81	19.9 %
Word of mouth	7	1.7 %
Newspaper	13	3.2 %
Nextdoor app	27	6.6 %
All of the above	1	0.2 %
Other	6	1.5 %
None chosen	67	16.4 %
Total	408	100.0 %

Q15. Which TWO of the methods of communication listed in Question 14 do you MOST PREFER?

Q15. 2nd choice	Number	Percent
City newsletter	62	15.2 %
City website	89	21.8 %
Twitter	5	1.2 %
Facebook	51	12.5 %
Word of mouth	27	6.6 %
Newspaper	24	5.9 %
Nextdoor app	36	8.8 %
All of the above	2	0.5 %
Other	6	1.5 %
None chosen	106	26.0 %
Total	408	100.0 %

SUM OF THE TOP TWO CHOICES

Q15. Which TWO of the methods of communication listed in Question 14 do you MOST PREFER? (top 2)

Sum of the top two choices	Number	Percent
City newsletter	198	48.5 %
City website	156	38.2 %
Twitter	8	2.0 %
Facebook	132	32.4 %
Word of mouth	34	8.3 %
Newspaper	37	9.1 %
Nextdoor app	63	15.4 %
All of the above	3	0.7 %
Other	12	2.9 %
None chosen	67	16.4 %
Total	710	

Q16. Customer Service. Have you contacted the City with a question, problem, or complaint during the past year?

	Number	<u>Percent</u>
Yes	133	32.6 %
No	275	67.4 %
Total	408	100.0 %

Q16b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=133)

	Always	Usually	Sometimes	Seldom	Never	Don't know	
Q16b-1. They were courteous							
& polite	63.9%	24.1%	4.5%	3.8%	0.8%	3.0%	
Q16b-2. They gave promp	it,						
accurate, & complete ans	wers						
to questions	54.1%	20.3%	12.8%	3.0%	5.3%	4.5%	
Q16b-3. They did what they said they would do in a timely							
manner	46.6%	22.6%	9.8%	1.5%	6.8%	12.8%	
Q16b-4. They helped you resolve an issue to your							
satisfaction	48.9%	16.5%	9.0%	6.8%	9.8%	9.0%	

WITHOUT "DON'T KNOW" RESPONSES

Q16b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=133)

	Always	Usually	Sometimes	Seldom	Never
Q16b-1. They were courteous & polite	65.9%	24.8%	4.7%	3.9%	0.8%
Q16b-2. They gave prompt, accurate, & o	complete				
answers to questions	56.7%	21.3%	13.4%	3.1%	5.5%
Q16b-3. They did what they said they wo	ould do				
in a timely manner	53.4%	25.9%	11.2%	1.7%	7.8%
Q16b-4. They helped you resolve an issu	e to				
your satisfaction	53.7%	18.2%	9.9%	7.4%	10.7%

Q17. Quality of Life. Please rate the City using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to the following.

(N=408)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q17-1. As a place to live	52.7%	37.3%	5.4%	1.7%	0.0%	2.9%
Q17-2. As a place to raise children	50.5%	30.4%	6.9%	2.0%	0.2%	10.0%
Q17-3. As a place to work	19.4%	22.1%	23.0%	7.6%	3.2%	24.8%
Q17-4. As a place where y would buy your next hom		30.4%	15.0%	4.2%	3.2%	7.4%
Q17-5. As a place to retire	39.5%	30.1%	14.0%	6.1%	4.7%	5.6%
Q17-6. As a place for play, leisure	/ 39.2%	31.4%	17.6%	4.7%	1.2%	5.9%
Q17-7. For overall quality life	of 42.4%	41.7%	10.3%	1.7%	1.0%	2.9%

WITHOUT "DON'T KNOW" RESPONSES

Q17. Quality of Life. Please rate the City using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to the following. (without "don't know")

(N=408)

	Excellent	Good	Neutral	Below average	Poor
Q17-1. As a place to live	54.3%	38.4%	5.6%	1.8%	0.0%
Q17-2. As a place to raise children	56.1%	33.8%	7.6%	2.2%	0.3%
Q17-3. As a place to work	25.7%	29.3%	30.6%	10.1%	4.2%
Q17-4. As a place where you would bu		22.00/	16 10/	4.50/	2.40/
next home	43.1%	32.8%	16.1%	4.5%	3.4%
Q17-5. As a place to retire	41.8%	31.9%	14.8%	6.5%	4.9%
Q17-6. As a place for play/leisure	41.7%	33.3%	18.8%	4.9%	1.3%
Q17-7. For overall quality of life	43.7%	42.9%	10.6%	1.8%	1.0%

Q18. Community Amenities/Facilities. Would you be willing to pay increased taxes or fees for any of the community amenities/facilities listed below?

(N=408)

	Yes	No	Not provided
Q18-1. Outdoor athletic complex (e.g., socc	er,		
baseball, etc.)	21.1%	73.8%	5.1%
Q18-2. Indoor athletic complex (e.g., basket	ball,		
gym, etc.)	32.1%	62.3%	5.6%
Q18-3. Swimming pool	49.3%	45.6%	5.1%
Q18-4. Community center	54.7%	40.2%	5.1%
Q18-5. New police facility	38.0%	55.9%	6.1%
Q18-6. City-wide WiFi/high-speed internet	34.3%	60.5%	5.1%
Q18-7. Public art	15.7%	78.2%	6.1%
Q18-8. Other	69.6%	30.4%	0.0%

WITHOUT "NOT PROVIDED" RESPONSES

Q18. Community Amenities/Facilities. Would you be willing to pay increased taxes or fees for any of the community amenities/facilities listed below? (without "not provided")

(N=408)

	Yes	No
Q18-1. Outdoor athletic complex (e.g., socc	er,	
baseball, etc.)	22.2%	77.8%
Q18-2. Indoor athletic complex (e.g., basket	tball,	
gym, etc.)	34.0%	66.0%
Q18-3. Swimming pool	51.9%	48.1%
Q18-4. Community center	57.6%	42.4%
Q18-5. New police facility	40.5%	59.5%
Q18-6. City-wide WiFi/high-speed internet	36.2%	63.8%
Q18-7. Public art	16.7%	83.3%
Q18-8. Other	69.6%	30.4%

Q19. Which TWO of the community amenities/facilities listed in Question 18 do you MOST PREFER?

Q19. Top choice	Number	Percent
Outdoor athletic complex (e.g., soccer, baseball, etc.)	17	4.2 %
Indoor athletic complex (e.g., basketball, gym, etc.)	19	4.7 %
Swimming pool	92	22.5 %
Community center	83	20.3 %
New police facility	35	8.6 %
City-wide WiFi/high-speed internet	41	10.0 %
Public art	3	0.7 %
Other	9	2.2 %
None chosen	109	26.7 %
Total	408	100.0 %

Q19. Which TWO of the community amenities/facilities listed in Question 18 do you MOST PREFER?

Q19. 2nd choice	Number	Percent
Outdoor athletic complex (e.g., soccer, baseball, etc.)	8	2.0 %
Indoor athletic complex (e.g., basketball, gym, etc.)	37	9.1 %
Swimming pool	58	14.2 %
Community center	87	21.3 %
New police facility	31	7.6 %
City-wide WiFi/high-speed internet	36	8.8 %
Public art	10	2.5 %
Other	4	1.0 %
None chosen	137	33.6 %
Total	408	100.0 %

SUM OF THE TOP TWO CHOICES

Q19. Which TWO of the community amenities/facilities listed in Question 18 do you MOST PREFER? (top 2)

Sum of the top two choices	Number	Percent
Outdoor athletic complex (e.g., soccer, baseball, etc.)	25	6.1 %
Indoor athletic complex (e.g., basketball, gym, etc.)	56	13.7 %
Swimming pool	150	36.8 %
Community center	170	41.7 %
New police facility	66	16.2 %
City-wide WiFi/high-speed internet	77	18.9 %
Public art	13	3.2 %
Other	13	3.2 %
None chosen	109	26.7 %
Total	679	

Q22. Which of the following best describes your race/ethnicity?

	Number	Percent
White	371	90.9 %
Black/African American	4	1.0 %
Asian	12	2.9 %
Hispanic/Latino	6	1.5 %
Pacific Islander	1	0.2 %
American Indian/Eskimo	4	1.0 %
Other	2	0.5 %
Total	400	

Q22-7. Self-describe your race/ethnicity:

	Number	<u>Percent</u>
Mixed	1	50.0 %
Mexican American	1	50.0 %
Total	2	100.0 %

Q23. Including yourself, how many people in your household are...

	Number	Percent
Under age 10	56	6.7%
Ages 10-19	90	10.7%
Ages 20-34	111	13.2%
Ages 35-54	245	29.1%
Ages 55-74	238	28.3%
Ages 75+	101	12.0%
Total	841	100.0%

Q24. Do you own or rent your home?

	Number	Percent
Own	352	86.3 %
Rent	54	13.2 %
Not provided	2	0.5 %
Total	408	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES

Q24. Do you own or rent your home? (without "not provided")

	Number	Percent
Own	352	86.7 %
Rent	54	13.3 %
Total	406	100.0 %

Q25. Approximately how many years have you lived in the City of Smithville?

	Number	Percent
0-5 years	113	27.7 %
6-10 years	66	16.2 %
11-15 years	55	13.5 %
16-20 years	57	14.0 %
21-30 years	53	13.0 %
31 years or longer	43	10.5 %
Not provided	21	5.1 %
Total	408	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES

Q25. Approximately how many years have you lived in the City of Smithville? (without "not provided")

	Number	Percent
0-5 years	113	29.2 %
6-10 years	66	17.1 %
11-15 years	55	14.2 %
16-20 years	57	14.7 %
21-30 years	53	13.7 %
31 years or longer	43	11.1 %
Total	387	100.0 %

Q26. Your gender:

	Number	<u>Percent</u>
Male	200	49.0 %
Female	204	50.0 %
Gender diverse	2	0.5 %
Not provided	2	0.5 %
Total	408	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES

Q26. Your gender: (without "not provided")

	Number	<u>Percent</u>
Male	200	49.3 %
Female	204	50.2 %
Gender diverse	2	0.5 %
Total	406	100.0 %

Q27. Which of the following best describes your total household income?

	Number	Percent
Under \$30K	45	11.0 %
\$30K-\$59,999	75	18.4 %
\$60K-\$99,999	97	23.8 %
\$100K-\$129,999	68	16.7 %
\$130K+	66	16.2 %
Not provided	57	14.0 %
Total	408	100.0 %

WITHOUT "NOT PROVIDED" RESPONSES

Q27. Which of the following best describes your total household income? (without "not provided")

	Number	Percent
Under \$30K	45	12.8 %
\$30K-\$59,999	75	21.4 %
\$60K-\$99,999	97	27.6 %
\$100K-\$129,999	68	19.4 %
\$130K+	66	18.8 %
Total	351	100.0 %

Section 7: Survey Instrument



107 W. Main St · Smithville, MO 64089

P: (816) 532-3897

December 2021

Dear Fellow Smithville Resident:

Over the past year and a half, we as a community have dealt with COVID-19 and the citizens of Smithville have demonstrated their empathy and commitment to community.

The Governing Body's vision for the community is *Smithville builds its future by embracing growth, encouraging commerce, and cultivating its natural surroundings*. To achieve that vision, we need your opinions and thoughts on how we are doing at providing the basic city services you receive. As the City considers issues that affect our citizens, we want to ensure that our priorities are aligned with the needs of all citizens. Your input on the enclosed survey is extremely important --- we want to know what you think.

The survey is being administered by ETC Institute, a national leader in resident survey administration and data analysis. Their extensive database of information allows Smithville to compare ourselves to other cities in the region and nationally. ETC Institute worked with the City of Smithville in 2019 to survey residents and information obtained from this survey will be compared to responses two years ago in an effort to measure improvements in our services and to identify areas of improvement.

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

Please return your survey within the next week in the enclosed postage-paid envelope. Your responses will remain confidential. If you would prefer to complete the survey online, you may do so at SmithvillemoSurvey.org.

Thank you for providing us your feedback and helping our city improve our services. If you have any questions, please contact me or City Administrator Cynthia Wagner at (816)532-3897. You can also send an email to info@Smithvillemo.org.

Sincerely,

Damien Boley

Came Boles

Mayor

smithvillemo.org

2021 City of Smithville Citizen Survey

Thank you for taking the time to complete this important survey. City leaders will use your input to help set community priorities so that the City's dollars are spent wisely. When you are finished, please return your survey in the postage-paid envelope provided or complete the survey online at <u>smithvillemosurvey.org</u>.

 <u>City Services.</u> Please rate your overall satisfaction with each of the following services provided by the City of Smithville and other agencies using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of police services	5	4	3	2	1	9
02.	Overall maintenance of City streets	5	4	3	2	1	9
03.	Overall maintenance of buildings and facilities	5	4	3	2	1	9
04.	Overall quality of water/sewer utilities	5	4	3	2	1	9
05.	Overall enforcement of City codes and ordinances	5	4	3	2	1	9
06.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
07.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
08.	Overall effectiveness of community planning and development	5	4	3	2	1	9
1119	Overall quality of the City's storm water runoff/stormwater management system	5	4	3	2	1	9
10.	Overall flow of traffic and congestion management in Smithville	5	4	3	2	1	9
11.	Overall quality of solid waste services (trash, recycling, yard waste)	5	4	3	2	1	9

2. Please rate your level of satisfaction with each of the following items that may influence your perception of the City of Smithville using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	How would you rate the		Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of services provided by the City of Smithville	5	4	3	2	1	9
2.	Overall image of the City	5	4	3	2	1	9
3.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
14	How well the City is managing and planning growth and development	5	4	3	2	1	9
5.	Overall quality of life in the City	5	4	3	2	1	9
6.	Overall appearance of the City	5	4	3	2	1	9
7.	Overall feeling of safety in the City	5	4	3	2	1	9
8.	Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
9.	Overall effectiveness of the City Administrator and staff	5	4	3	2	1	9

3. <u>Public Safety.</u> Please rate your satisfaction with the following public safety services provided by the City of Smithville using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Public Safety		Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of local police protection	5	4	3	2	1	9
2.	The visibility of police in neighborhoods	5	4	3	2	1	9
3.	The visibility of police in retail areas	5	4	3	2	1	9
4.	The City's overall efforts to prevent crime	5	4	3	2	1	9
5.	Enforcement of local traffic laws	5	4	3	2	1	9
6.	The attitude and behavior of Police Dept. personnel toward citizens	5	4	3	2	1	9

4.	for se			n contact with or called the police indicate how you would rate your	•
	(1	1) Yes [Answer Q4a-b.]	(2) No		
	4a.	How you would rate y	our satisfaction with th	e attention received?	
		(1) Very satisfied(2) Satisfied	(3) Neutral (4) Dissatisfied	(5) Very dissatisfied	
	4b.	Why did you come in	contact with the Police	Department?	
		(1) Victim of a crime (2) Traffic Crash	(3) Traffic stop (4) Arrest	(5) Other:	

5. <u>Perceptions of Safety.</u> On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

Feeling of Safety	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 at night	5	4	3	2	1	9
3. In City parks during the day	5	4	3	2	1	9
4. In City parks at night	5	4	3	2	1	9
5. In commercial and retail areas during the day	5	4	3	2	1	9
6. In commercial and retail areas at night	5	4	3	2	1	9
7. Overall feeling of safety in Smithville	5	4	3	2	1	9

5a.	If you chose unsafe or very unsafe on any of the questions above, please explain why.

6. <u>Code Enforcement.</u> Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

	Enforcement of City Codes and Ordinances		Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the clean-up of debris on private property	5	4	3	2	1	9
2.	Enforcing the mowing and cutting of weeds and tall grass on private property	5	4	3	2	1	9
3.	Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
4.	Enforcing the exterior maintenance of business property	5	4	3	2	1	9
5.	Overall quality of the building and permit process	5	4	3	2	1	9
6.	Overall enforcement of City codes and ordinances	5	4	3	2	1	9
7.	Speed of the code compliance process	5	4	3	2	1	9
8.	Courtesy of code enforcement's employees	5	4	3	2	1	9

7. Parks and Recreation. Please indicate if YOU or any member of your HOUSEHOLD has visited any of the following Parks and Recreation amenities during the past year. If "YES," please indicate how you would rate your satisfaction with the amenities on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very dissatisfied."

	Parks and Recreation	Have you visited this amenity?		If "Yes," how would you rate your satisfaction with the following aspects of this amenity?					
	Tanto and recordation			Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	
1.	Overall maintenance of City parks	Yes	No	5	4	3	2	1	
2.	Overall appearance of City parks	Yes	No	5	4	3	2	1	
3.	Number of walking and biking trails	Yes	No	5	4	3	2	1	
4.	Quality of outdoor athletic fields	Yes	No	5	4	3	2	1	
5.	Quality of playground equipment	Yes	No	5	4	3	2	1	
6.	Maintenance of public restrooms	Yes	No	5	4	3	2	1	
7.	Please rate the courtesy of Parks & Recreation's employees	Yes	No	5	4	3	2	1	

- 7a. If you have visited any Smithville City Park(s) in the past 12 months, please specify which park(s) you have visited.
- 8. Please indicate if you or any member of your household has participated in any of the following Parks and Recreation programs during the past year. If "Yes," please indicate how you would rate your satisfaction with the programs on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Parks and Recreation		Have you participated in this program?		If "Yes," you participated, how would you rate your satisfaction with this program or aspects of this program?					
				Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	
08.	Youth recreation programs	Yes	No	5	4	3	2	1	
09.	Adult recreation programs	Yes No		5	4	3	2	1	
10.	Ease of registering for programs	Yes	No	5	4	3	2	1	
11.	Fees charged for recreation programs	Yes	No	5	4	3	2	1	

9.			rvices listed in questions 7 and 8 do you think are Vrite in your answers below using the numbers from the
	note in Queenen i and e.j	1st:	2nd:
10.	Are there any Parks and Rec		or programs that you think the City should provide
	1st suggestion:		

2nd suggestion:

11. <u>City Maintenance.</u> Using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please indicate how satisfied you are with the following aspects of city maintenance.

	City Maintenance	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 your neighborhood	5	4	3	2	1	9
03.	Maintenance of sidewalks in the City	5	4	3	2	1	9
04.	Maintenance of street signs/traffic signals	5	4	3	2	1	9
05.	Maintenance of City parks and park equipment	5	4	3	2	1	9
06.	Maintenance of City buildings	5	4	3	2	1	9
07.	Snow removal on all City streets	5	4	3	2	1	9
08.	Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
09.	Maintenance of stormwater drainage system	5	4	3	2	1	9
10.	Maintenance of the City's water and wastewater systems	5	4	3	2	1	9
11.	Maintenance of City trail system	5	4	3	2	1	9
12.	Mowing of City property	5	4	3	2	1	9

105. I wante name of storm water drainage system	J		J		' '	
10. Maintenance of the City's water and wastewater systems	5	4	3	2	1	9
11. Maintenance of City trail system	5	4	3	2	1	9
12. Mowing of City property	5	4	3	2	1	9
 12. Which TWO of the City Maintenance servifor the City to provide? [Write in your answer 1st: 13. City Communication. Using a scale of 1 to Dissatisfied," please rate each of the follow Smithville. 	ers below 2nd: 5, where	using the —— 5 means	numbers f	from the lis	st in Quesi nd 1 mea	tion 11.] ns "Very
City Communication	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
3. The overall quality of the City's website (smithvillemo.org)	5	4	3	2	1	9
4. Information provided through the City's social media sites (e.g. Facebook, Twitter, Nextdoor)	g., 5	4	3	2	1	9
14. Which of the following are your primary se services? [Check all that apply.] (1) City newsletter(4) Facebook(2) City website(5) Word of mouth(3) Twitter(6) Newspaper	 1	(7) Nextd (8) All of	oor App the above		nity activ	ities and
15. Which TWO of the methods of communicat in your answers below using the numbers from				you MOS	T PREFEI	R? [Write
1st:	2nd:					
15a. What topics you would like to hear about f	rom the C	ity?				

16.	Customer S past year?	<u>ervice.</u> Have you contacted the City with a question, problem, or complaint during the
	(1) Yes	(2) No [Skip to Q17.]

16a. What was the reason of your interaction?

16b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

	Customer Service	Always	Usually	Sometimes	Seldom	Never	Don't Know
1.	They were courteous and polite	5	4	3	2	1	9
2.	They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
3.	They did what they said they would do in a timely manner	5	4	3	2	1	9
4.	They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

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

	How would you rate the City of Smithville	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 where you would buy your next home	5	4	3	2	1	9
5.	As a place to retire	5	4	3	2	1	9
6.	As a place for play/leisure	5	4	3	2	1	9
7.	For overall quality of life	5	4	3	2	1	9

18. <u>Community Amenities/Facilities.</u> Would you be willing to pay increased taxes or fees for any of the community amenities/facilities listed below?

	I would be willing to pay additional taxes to support		
1.	Outdoor athletic complex (e.g., soccer, baseball, etc.)	Yes	No
2.	Indoor athletic complex (e.g., basketball, gym, etc.)	Yes	No
3.	Swimming Pool	Yes	No
4.	Community Center	Yes	No
5.	New police facility	Yes	No
6.	City-wide WiFi/high-speed internet	Yes	No
7	Public Art	Yes	No
8.	Other:	Yes	No

19.	Which TWO of the community am [Write in your answers below using t		ties listed in Question 18 do you MOST PREFER rom the list in Question 18.]	! ?
		1st:	2nd:	

Misc	ellaneous
20.	If you have rated any item as Dissatisfied or Very Dissatisfied, please explain why.
21.	Do you have any other suggestions for improving the quality of City services? If so, please write your suggestions in the space provided below.
Demo	ographics
22.	Which of the following best describes your race/ethnicity? [Check all that apply.]
	(1) White(4) Hispanic/Latino(7) Other:(2) Black/African American(5) Pacific Islander(6) American Indian/Eskimo
23.	Including yourself, how many people in your household are
	Under age 10: Ages 20-34: Ages 55-74: Ages 10-19: Ages 35-54: Ages 75+:
24.	Do you own or rent your home?(1) Own(2) Rent
25.	Approximately how many years have you lived in the City of Smithville? years
26.	Your gender: (1) Male(2) Female(3) Gender diverse
27.	Which of the following best describes your total household income?
	(1) Under \$30,000 (3) \$60,000-\$99,999 (5) \$130,000 or more (2) \$30,000-\$59,999 (4) \$100,000-\$129,999

This concludes the survey. Thank you for your time!

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

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

SMITHVILLE missouri	STAFF	REPORT		
Date:	February 15, 2022			
Prepared By:	Jason Lockridge, Chief of Police			
Subject:	Police Facility Needs Study			

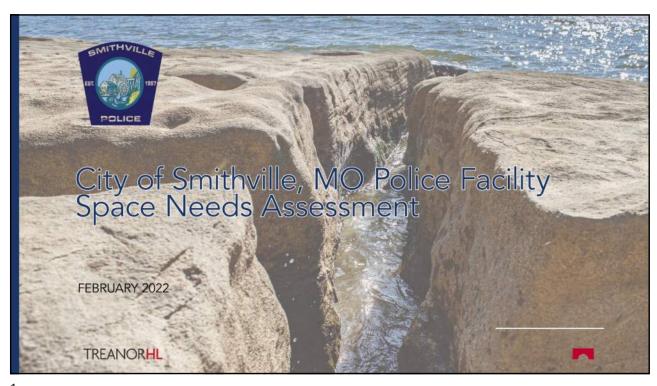
RFQ #21-17 Police Facility Space Needs Assessment and Conceptual Design was posted on June 23, 2021. All interested vendors were encouraged to attend a facility tour, ask questions and submit their final proposals by July 21, 2021. The initial fourteen proposals were reviewed by a staff committee made up of City Administrator Cynthia Wagner, Assistant City Administrator Anna Mitchell, Chief of Police Jason Lockridge and Captain Tony Roetman. The firms were narrowed to three and a selection committee consisting of Mayor Damien Boley, Alderman Dan Hartman and the above staff conducted interviews. On August 19, 2021, TreanorHL was selected, and the Board of Alderman approved the contract on September 7, 2021.

Staff met with TreanorHL and worked closely over the next several months. This included reviewing the current facility, current staff, workflow, projections of future staffing and needs, discussions of adjacency needs, site visits to two facilities, and discussions with staff at those facilities regarding operations. Staff met with TreanorHL multiple times over the next 120 days to review and revise the project as it took shape.

The current facility is insufficient for the needs of a modern Police Department. The current facility lack storage, meeting space, secure area for prisoner entry, adequate holding facilities, space for processing arrestees, space to conduct private interviews with victims, area for privileged conversations, sufficient evidence storage, sight and sound separation for juvenile offenses as required by law, equipment storage, training space, emergency operations center, or any room for growth.

As the community of Smithville continues to grow in the future, the communities' police department must grow with it to meet needs and expectations. A new police facility would be engineered to meet these needs into the next 20-30 years. The proposed facility has planned for these needs and growth as the community progresses into the future.

Representatives from TreanorHL will present study recommendations at the work session on February 15.



Police Facility Space Needs Assessment & Conceptual Design

TASK 1: EVALUATION OF CURRENT CONDITIONS AND SPACE NEEDS ASSESSMENT

TASK 2: EVALUATION OF PLAN AND SITE OPTIONS

TASK 3 OPINION OF PROBABLE COSTS – ANTICIPATED BUDGETS

TASK 4: ANTICIPATED SCHEDULE AND PHASING

TASK 5: PRESENTATION AND FINAL REPORT

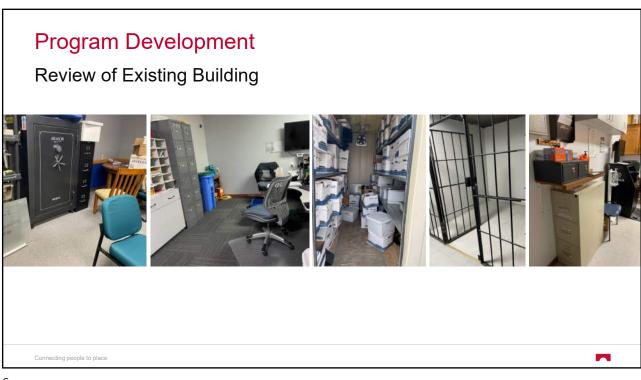
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Review of Existing Building









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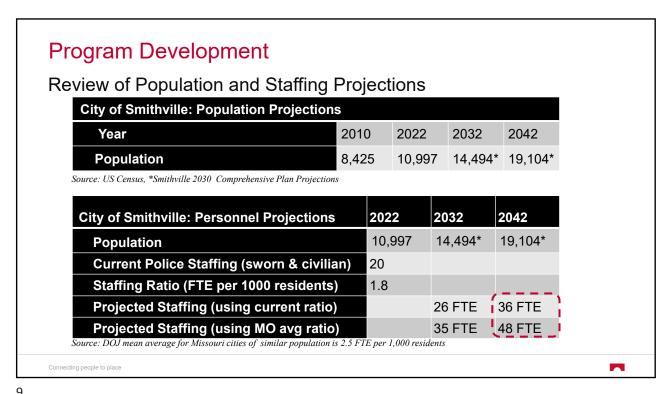
Program Development

Review of Population and Staffing Projections

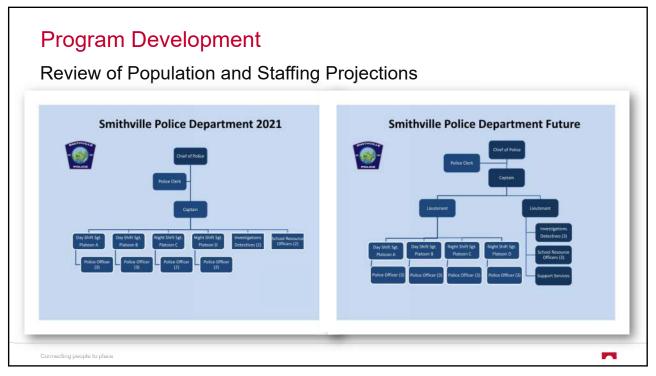
City of Smithville: Population Projection	s			
Year	2010	2022	2032	2042
Population	8,425	10,997	14,494*	19,104*

Source: US Census, *Smithville 2030 Comprehensive Plan Projections

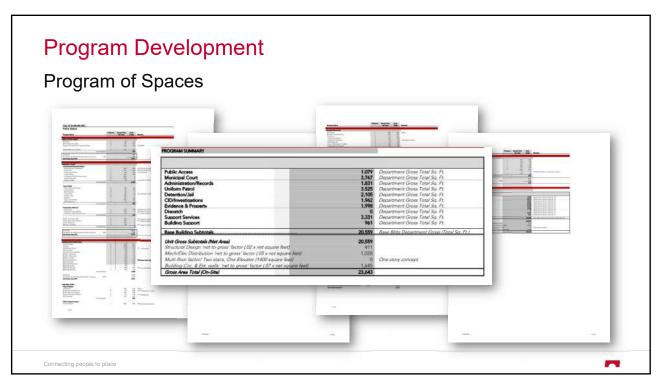
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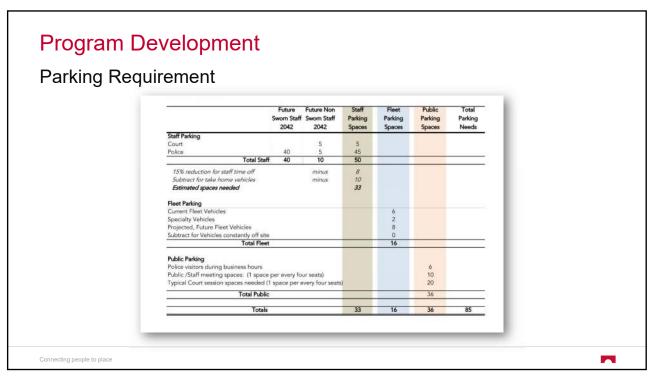


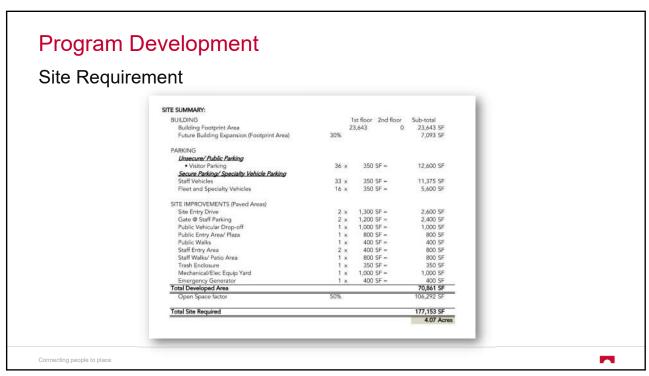
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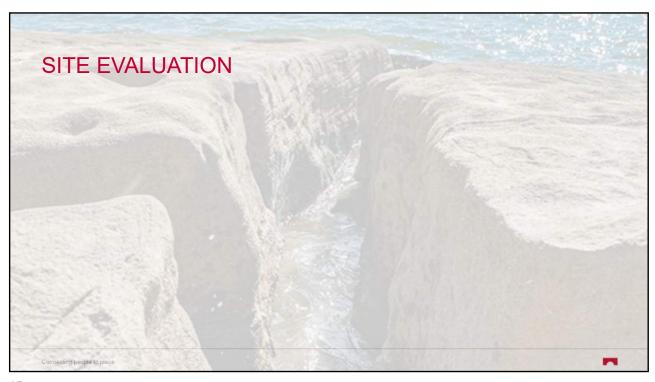


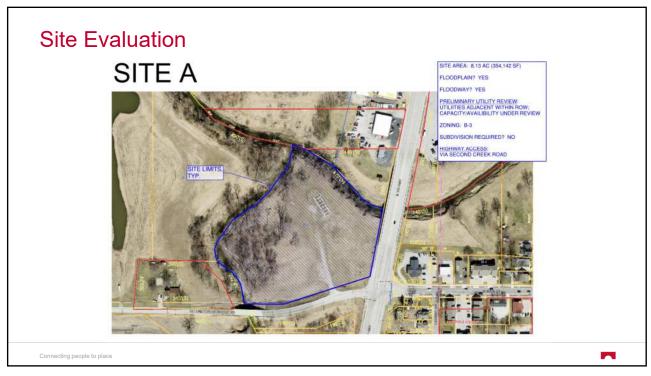


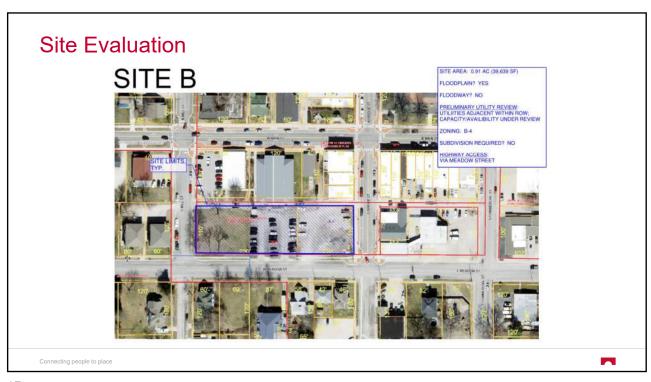




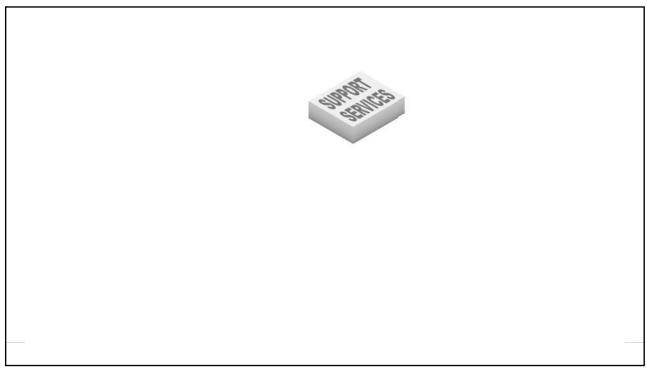


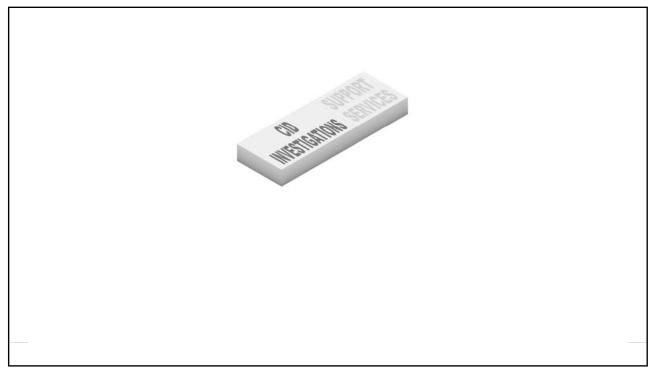


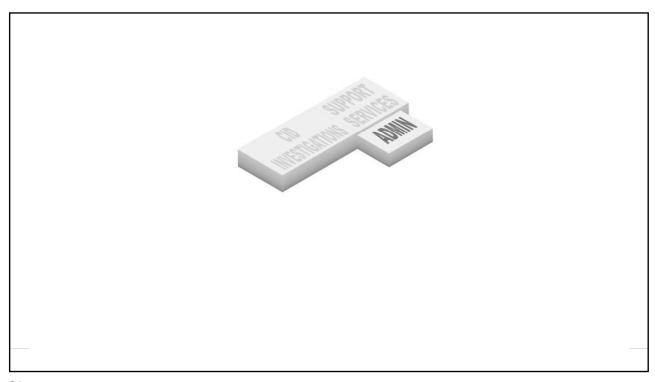


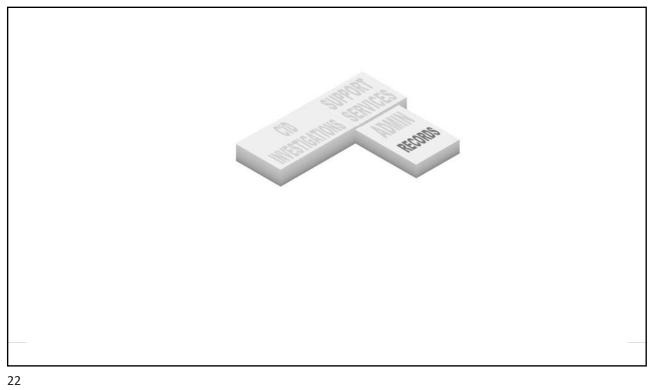


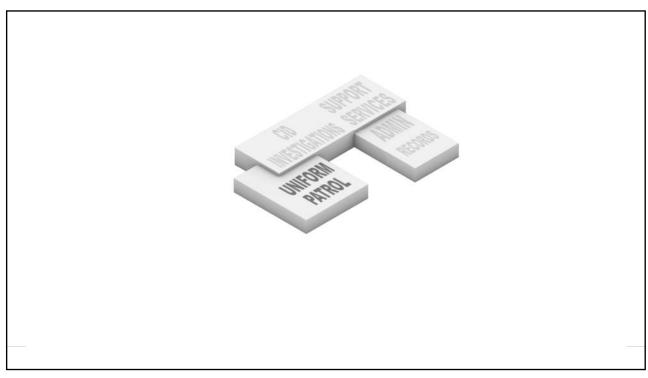


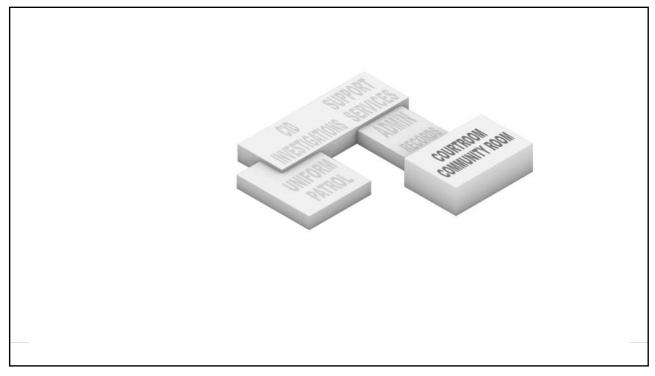


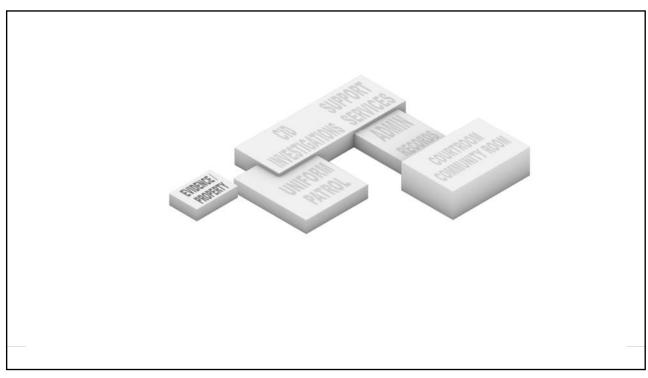


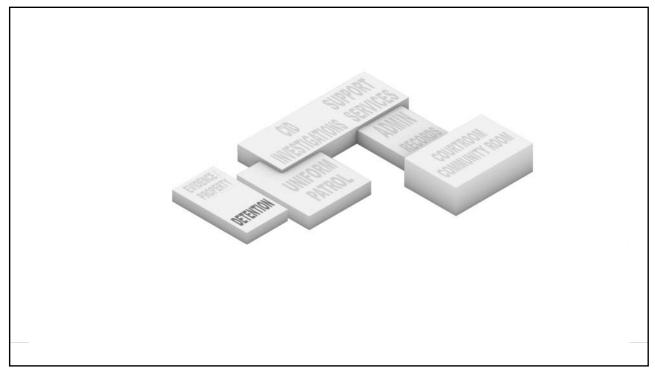


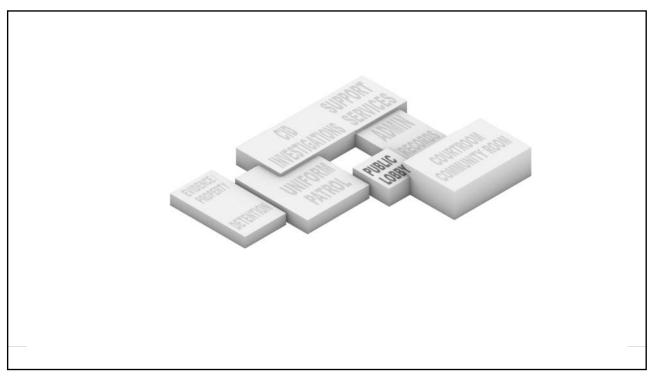


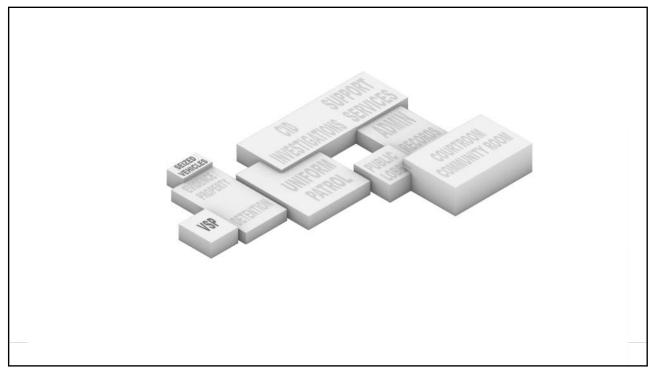


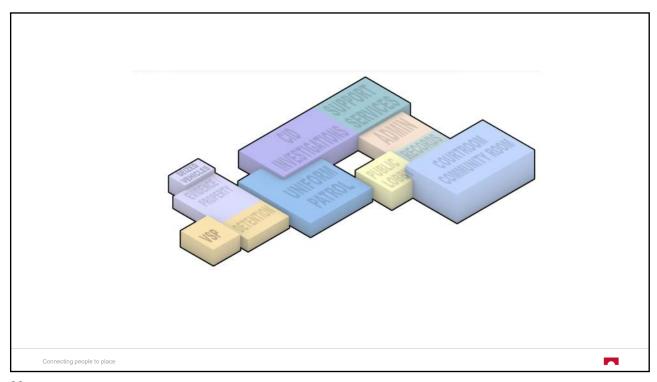








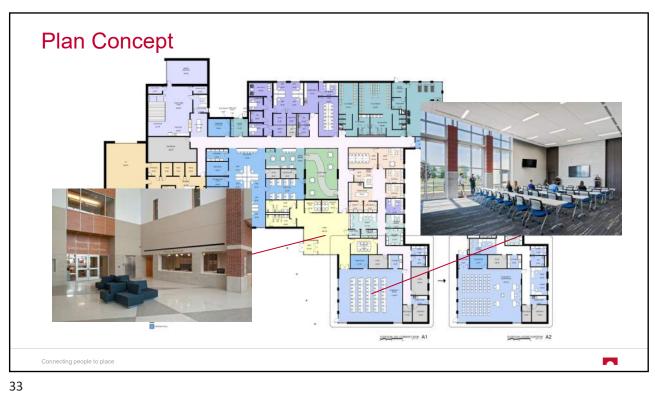


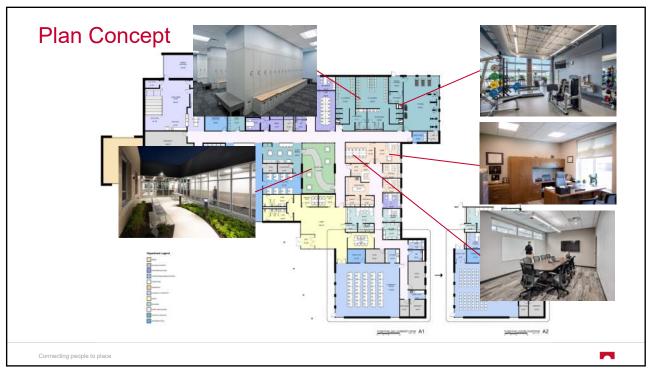


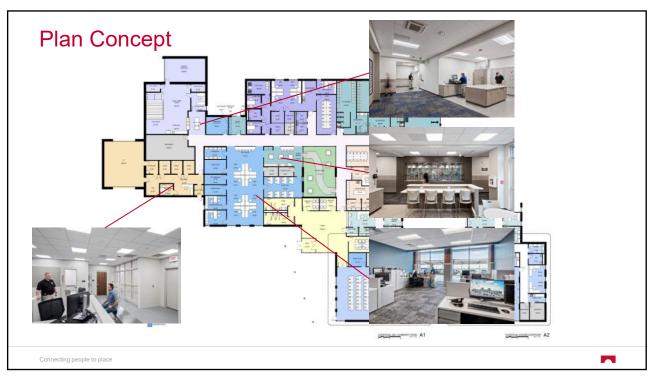


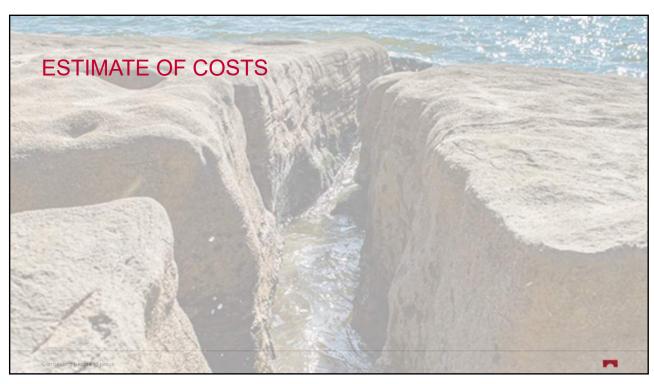












PROJECT / CONSTRUCTION COSTS

Narrative of architectural materials

- Low-maintenance exterior materials (brick, decorative CMU, etc)
- Full site development (parking carport, site amenities)
- Security requirements (physical, electronic)
- AV/IT/Data equipment
- Specialty furnishings (patrol lockers, evidence lockers, gun storage)

Narrative of structural systems

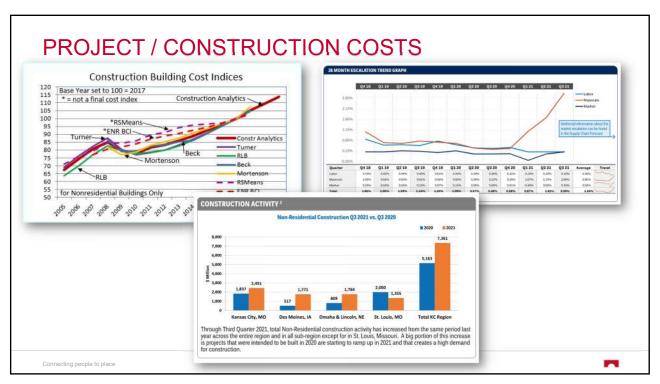
• Alternate structural systems (unknown subsurface conditions)

Narrative of M/E/P/IT systems

- Energy efficiency considered (VRF system)
- Emergency power requirements
- IT/Data infrastructure

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PROJECT / CONSTRUCTION COSTS

Construction Cost Impacts

- · Prevailing Wage
- · Site A requires fill as the site is in a floodplain.
- Market has experienced continued increase costs in HVAC, roofing and steel
- KC Marketing is seeing .7% escalation per month
 - Nationally ~6% escalation for 2021
 - KC has experienced higher escalation
 - Budgeted 12% for Q3/2023.

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PROJECT / CONSTRUCTION COSTS Police Stations Historic Construction Direct Cost Data* Historic Construction Direct Cost Data* Project Outside Police Floridate States (Account Auditor Construction Direct Cost Data* Business of States (Account Auditor Cost Data* Version Education Professor 124 / 197 of States (Account Auditor Cost Data* Historic Cost Data* Business of States (Account Auditor Cost Data* Version Education Professor 124 / 197 of States (Account Auditor Cost Data* Historic Cost Data* Version Education Cost Data* Historic Cost Data* Business of States (Account Auditor Cost Data* Version Education Professor 124 / 197 of States (Account Auditor Cost Data* Historic Cost Data* Version Education Professor 124 / 197 of States (Account Auditor Cost Data* Historic Cost Data* Version Education Professor 124 / 197 of States (Account Auditor Cost Data* Historic Cost Data* Version Education Professor 124 / 197 of States (Account Auditor Cost Data* Historic Cost Data* Historic Cost Data* Version Education Professor 124 / 197 of States (Account Auditor Cost Data* Historic Cost Data* Business Cost Data* Historic Cost

11002017	CONSTRUCTION C	
	Project	Smithville Police Station, Smithville, MO
	Building SF	25,602 gsf
	System Description	\$/gsf
	Excavation & Foundations	29.47 / gsf
	Structural Frame	52.12 / gsf
	Vertical Exterior Enclosures	67.32 / gsf
	Horizontal Exterior Enclosures	21.87 / gsf
	Interior Construction & Finishes	62.30 / gsf
	Conveying	0.00 / gsf
	Plumbing	13.24 / gsf
	HVAC	32.05 / gsf
	Fire Protection	3.09 / gsf
	Electrical	57.37 / gsf
	Equipment & Furnishings	4.05 / gsf
	Special Construction & Demolition General Requirements & Permits	0.00 / gsf 25.22 / gsf
	Sitework	50.86 / gsf
	Indirects and Contingency	42.64 / gsf
	Project Totals - Present Day in KC	461.60 / gsf
	Project Totals - Escalated to Q1 2023	498.53 / gsf
	Project Totals - Escalated to Q3 2023	516.99 / gsf
	Estimated Cost Q3 2023	\$ 13,236,029
	*Excludes design fees and owner soft costs	

