



2021 CITIZEN SURVEY

Findings Report

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Presented To The
CITY OF SMITHVILLE,
MISSOURI

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Section 1: Executive Summary

City of Smithville Citizen Survey (2021)

Executive Summary



Purpose

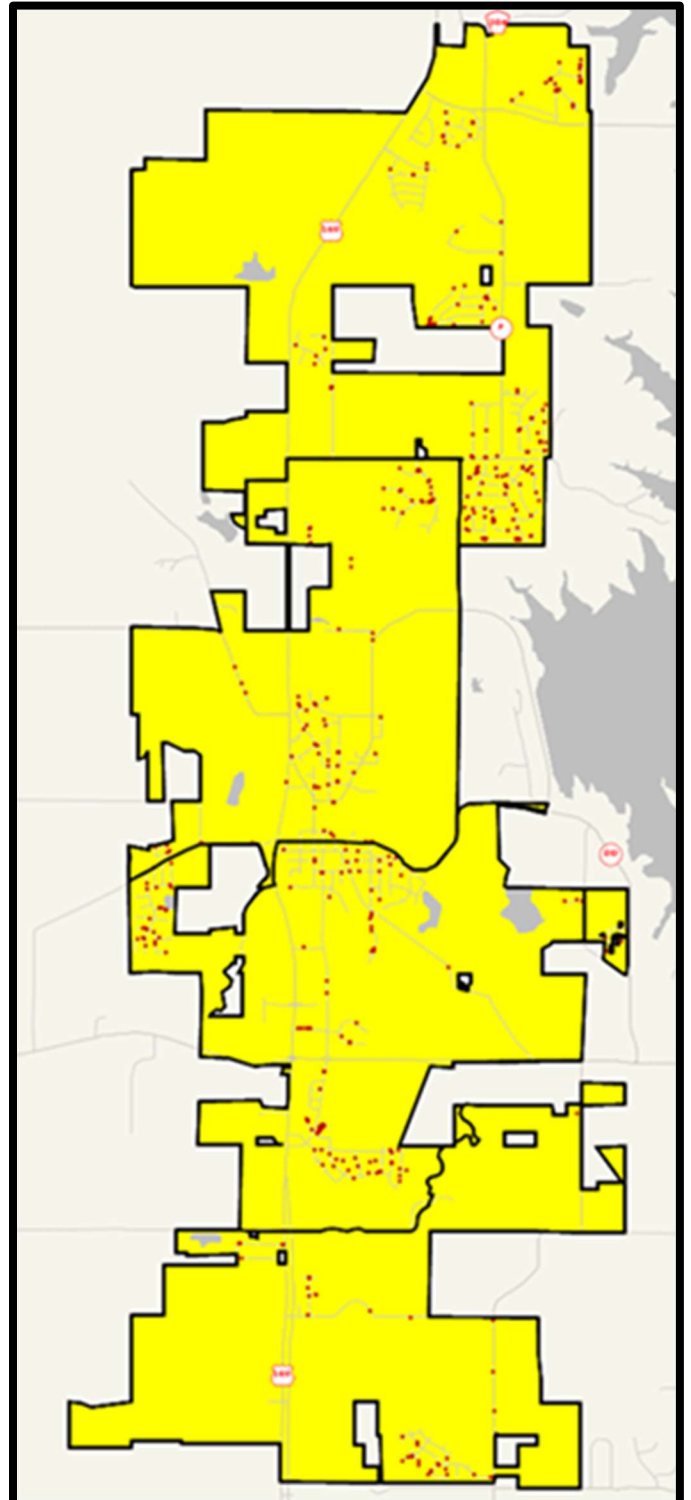
ETC Institute administered a community survey to residents of Smithville, Missouri during December 2021 and January 2022. The purpose of the survey was to evaluate the level of service the City provides residents and to better understand the needs of the community. Data compiled from the survey will 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).
 - 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%)



City of Smithville Citizen Survey (2021)

Executive Summary

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
 - 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

City of Smithville Citizen Survey (2021)

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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 positive differences and 0 notable negative differences between satisfaction ratings.

City of Smithville Citizen Survey (2021)

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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)

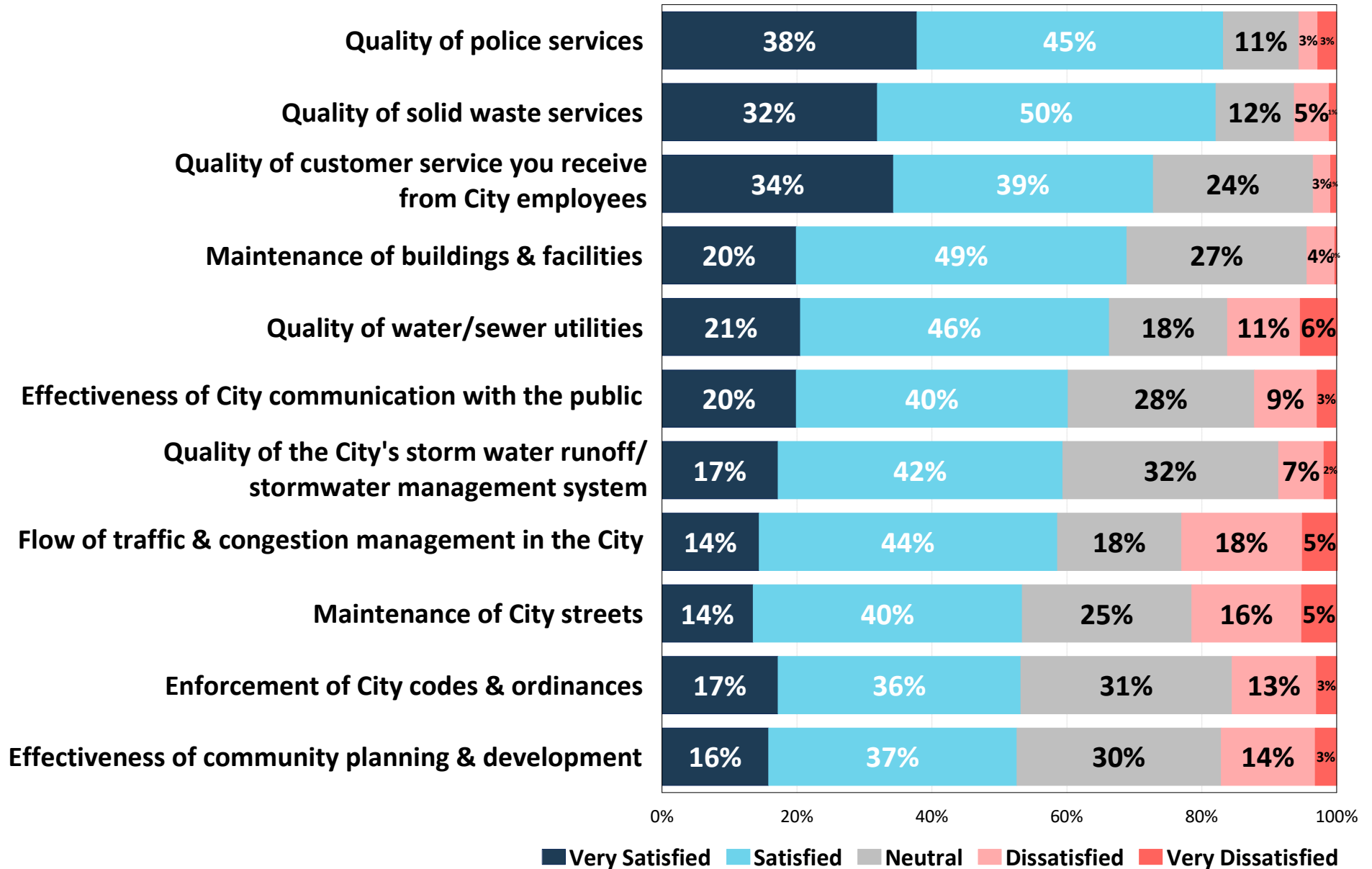
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Maintenance of major City streets	45.6%	1	67.0%	10	0.1505	1
Maintenance of streets in your neighborhood	26.5%	2	55.4%	12	0.1182	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.

Section 2: Charts and Graphs of Overall Results

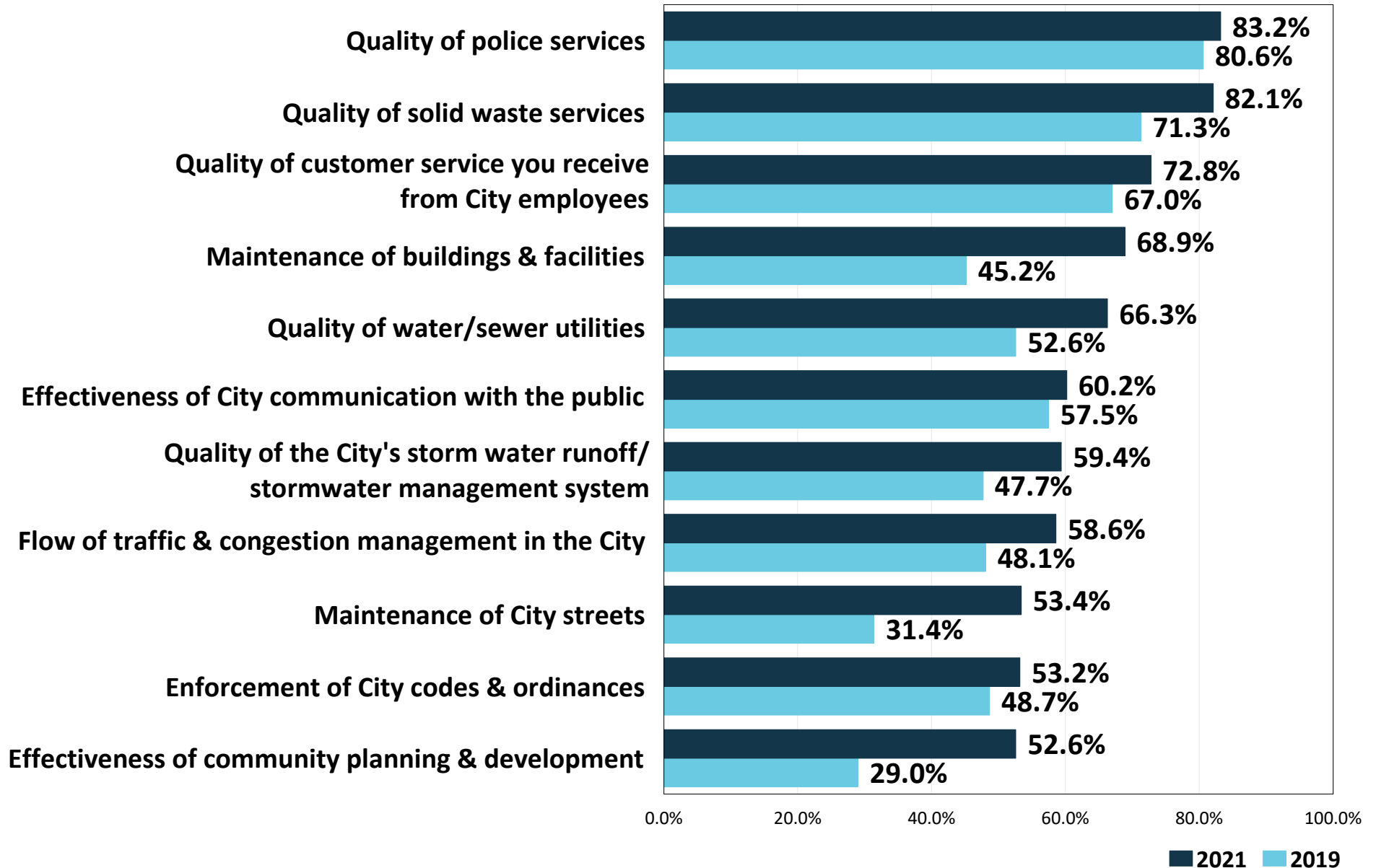
Q1. Level of Satisfaction With City Services

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



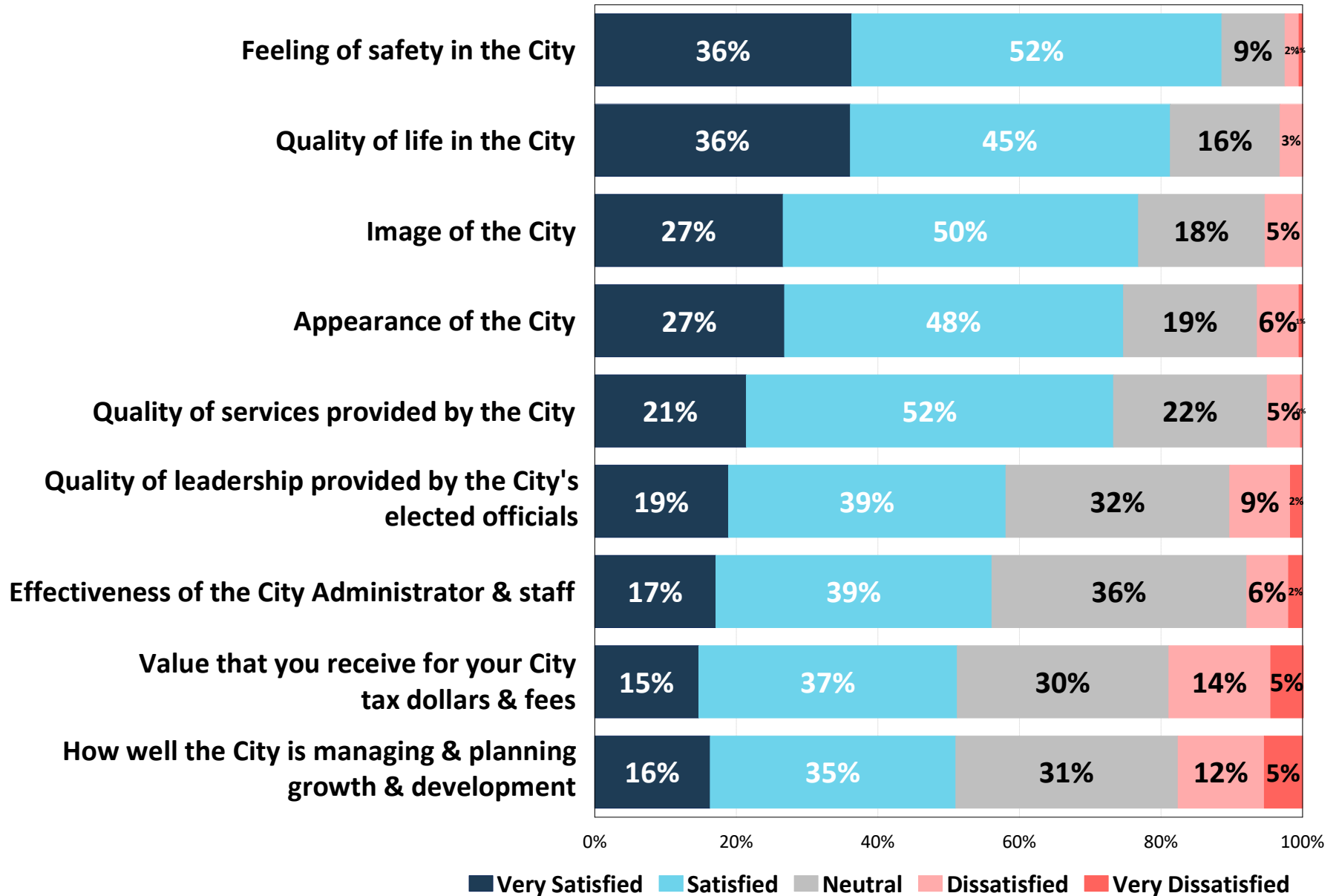
Satisfaction With City Services Trends (2021 v. 2019)

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



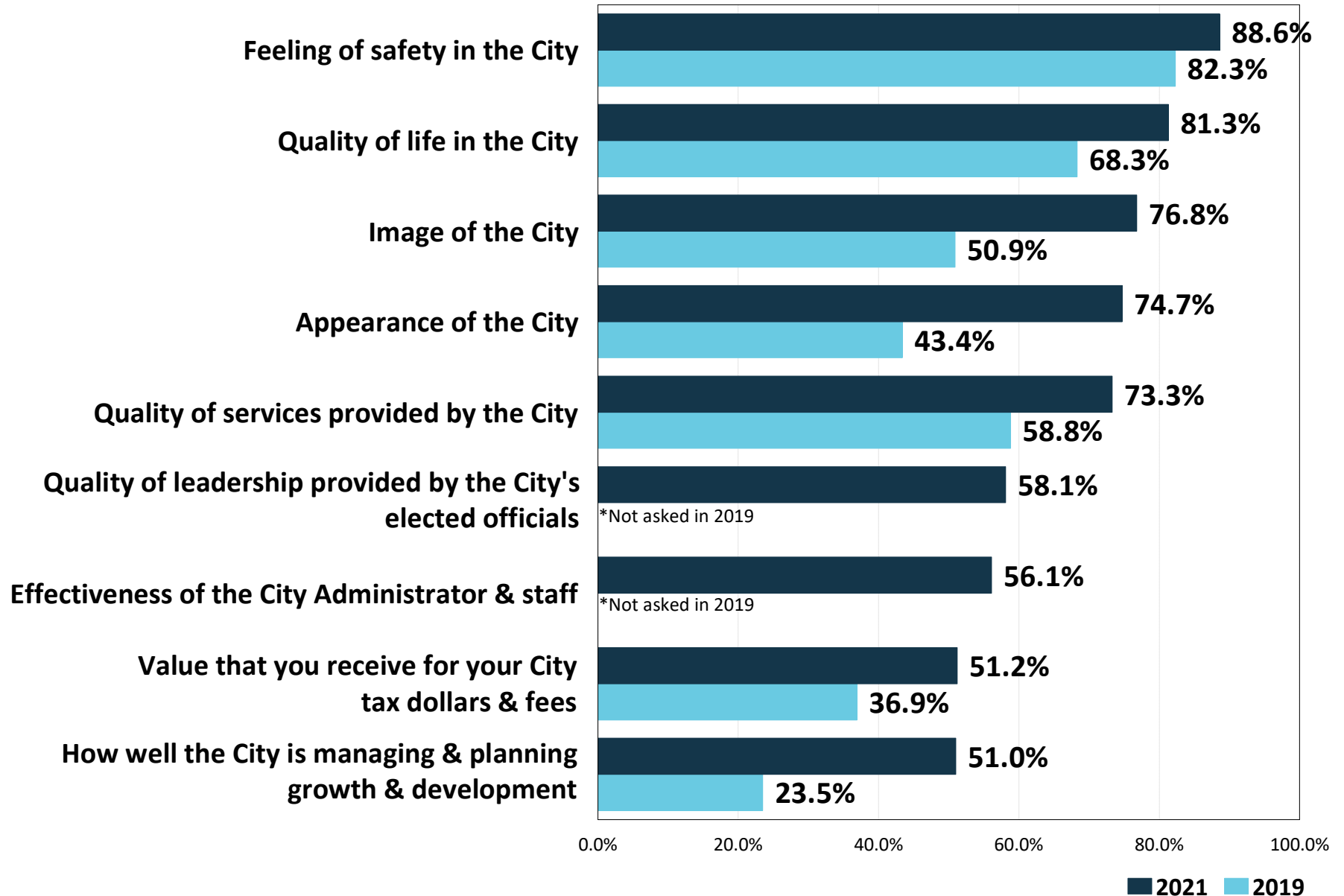
Q2. Level of Satisfaction With Perception Items

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



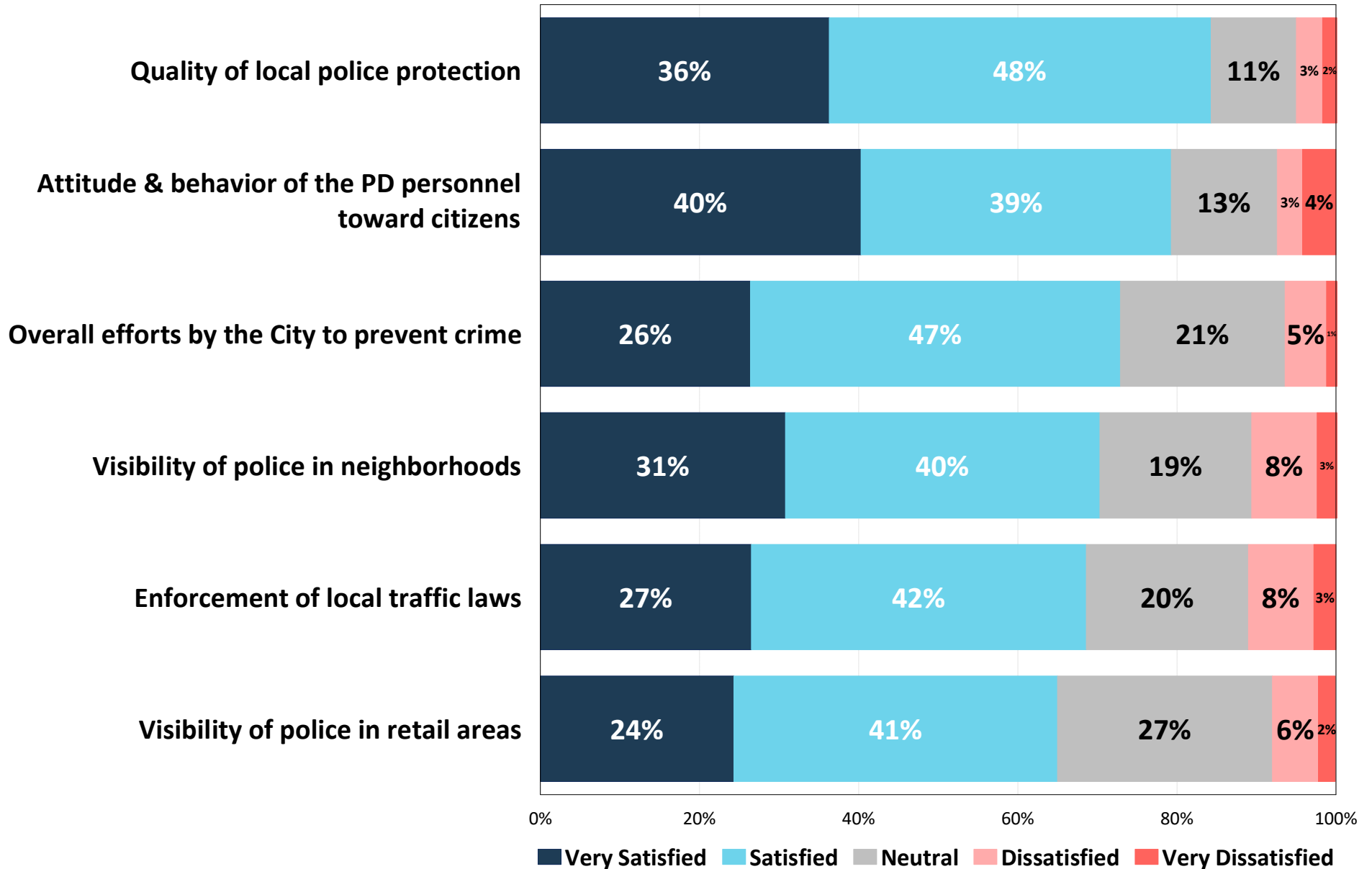
Satisfaction With Perception Items Trends (2021 v. 2019)

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



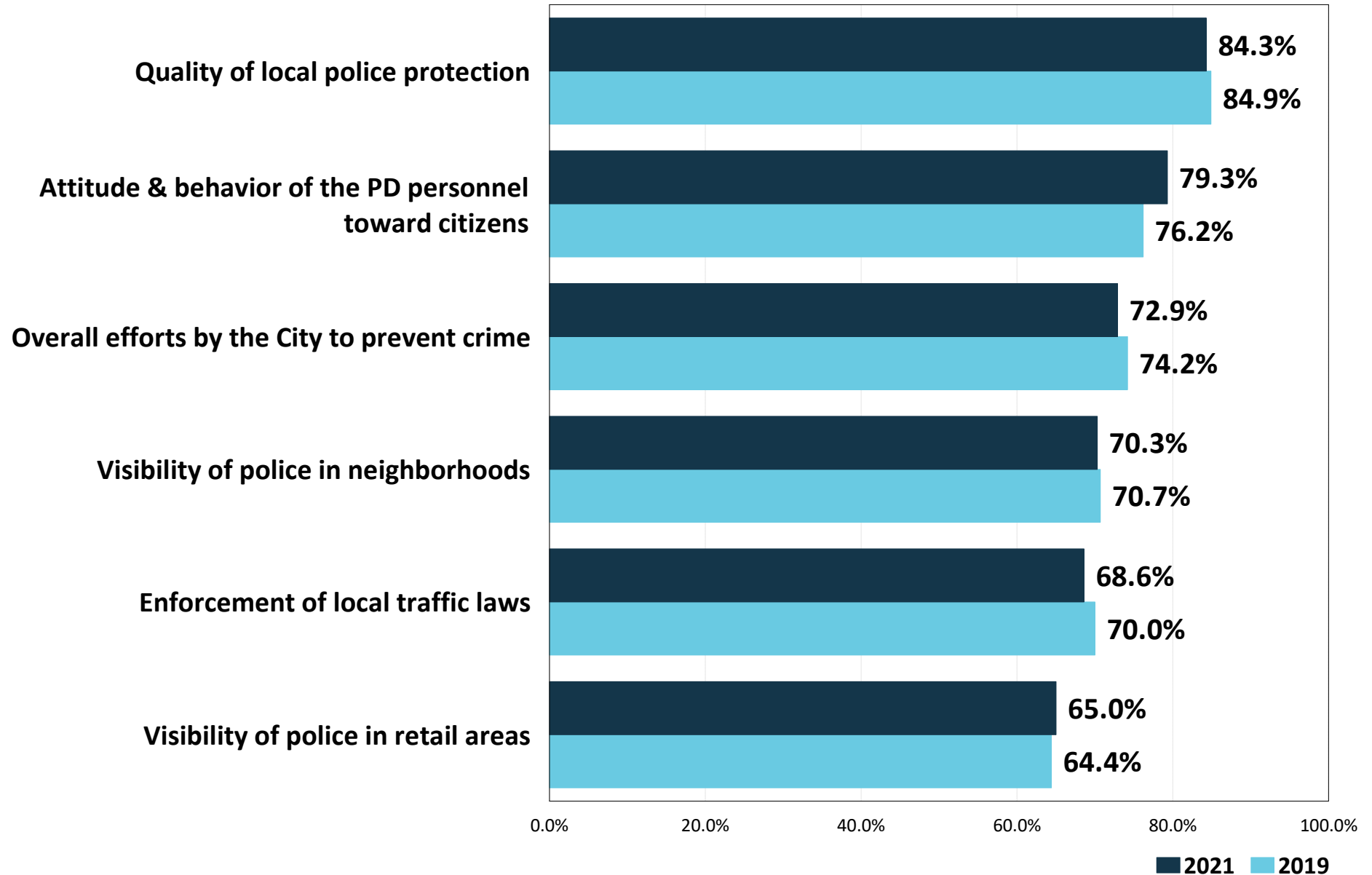
Q3. Level of Satisfaction With Various Public Safety Services

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



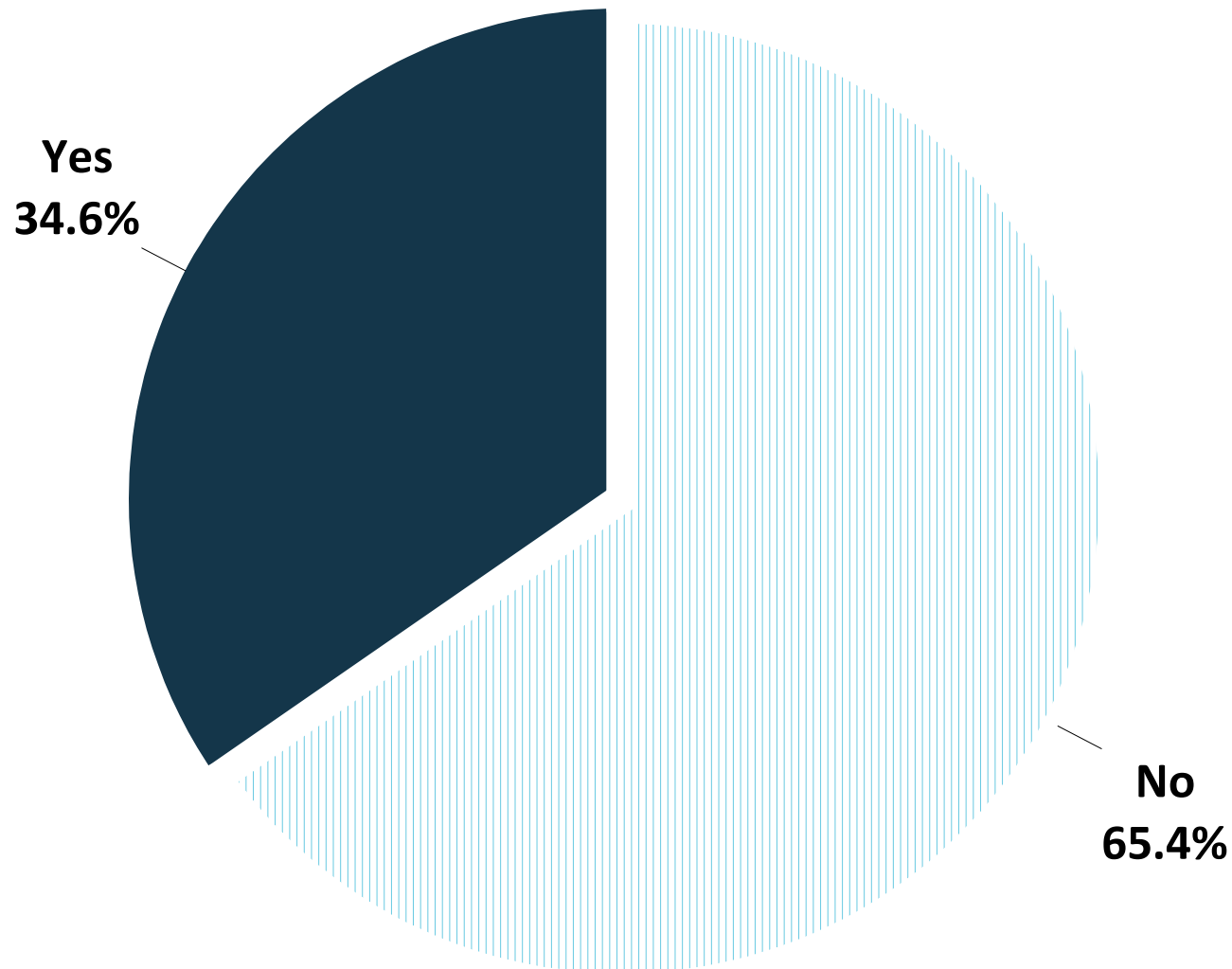
Satisfaction With Various Public Safety Services Trends (2021 v. 2019)

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



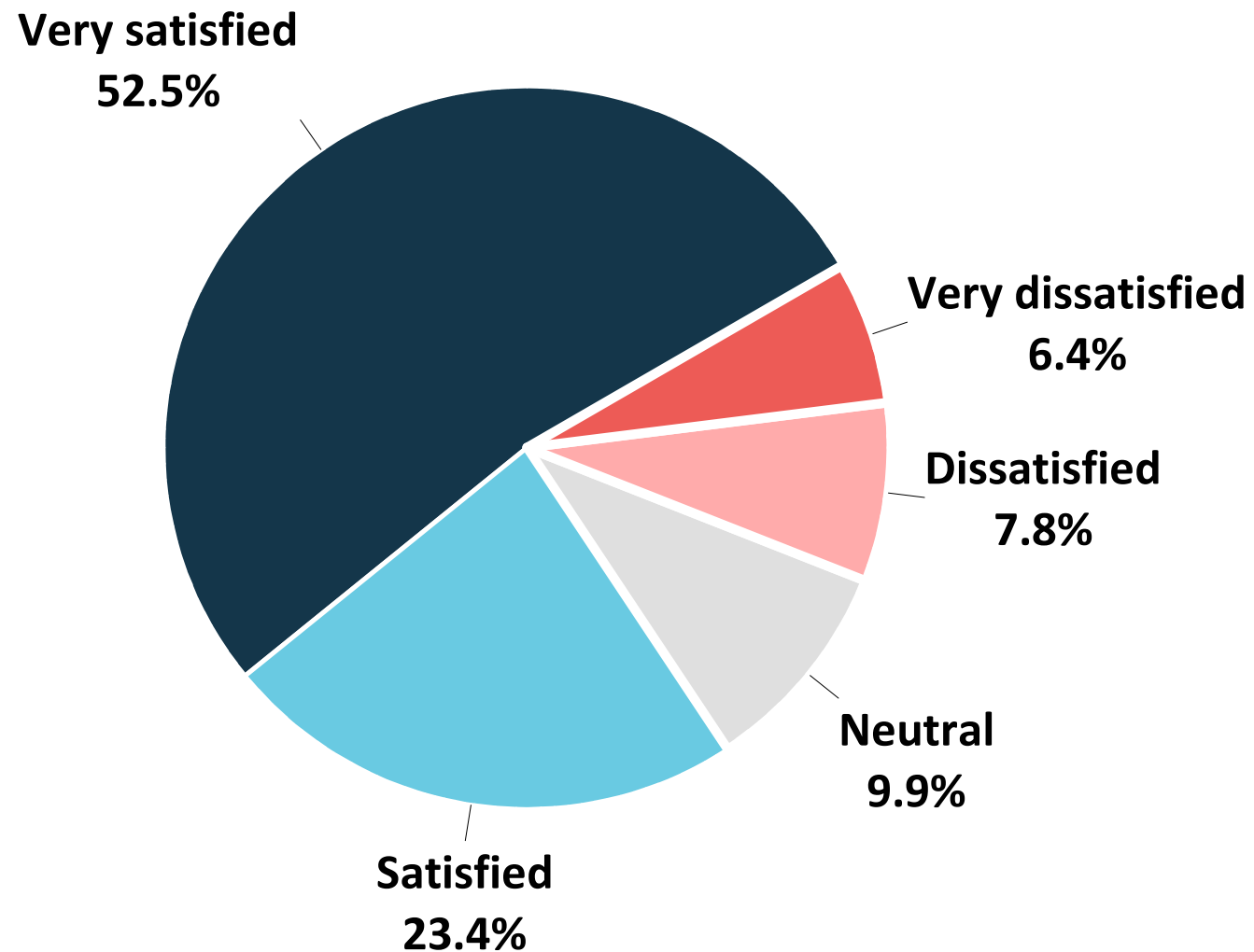
Q4. Have you or any member of your household come in contact with or called the Police Department for services in the past 24 months?

by percentage of respondents



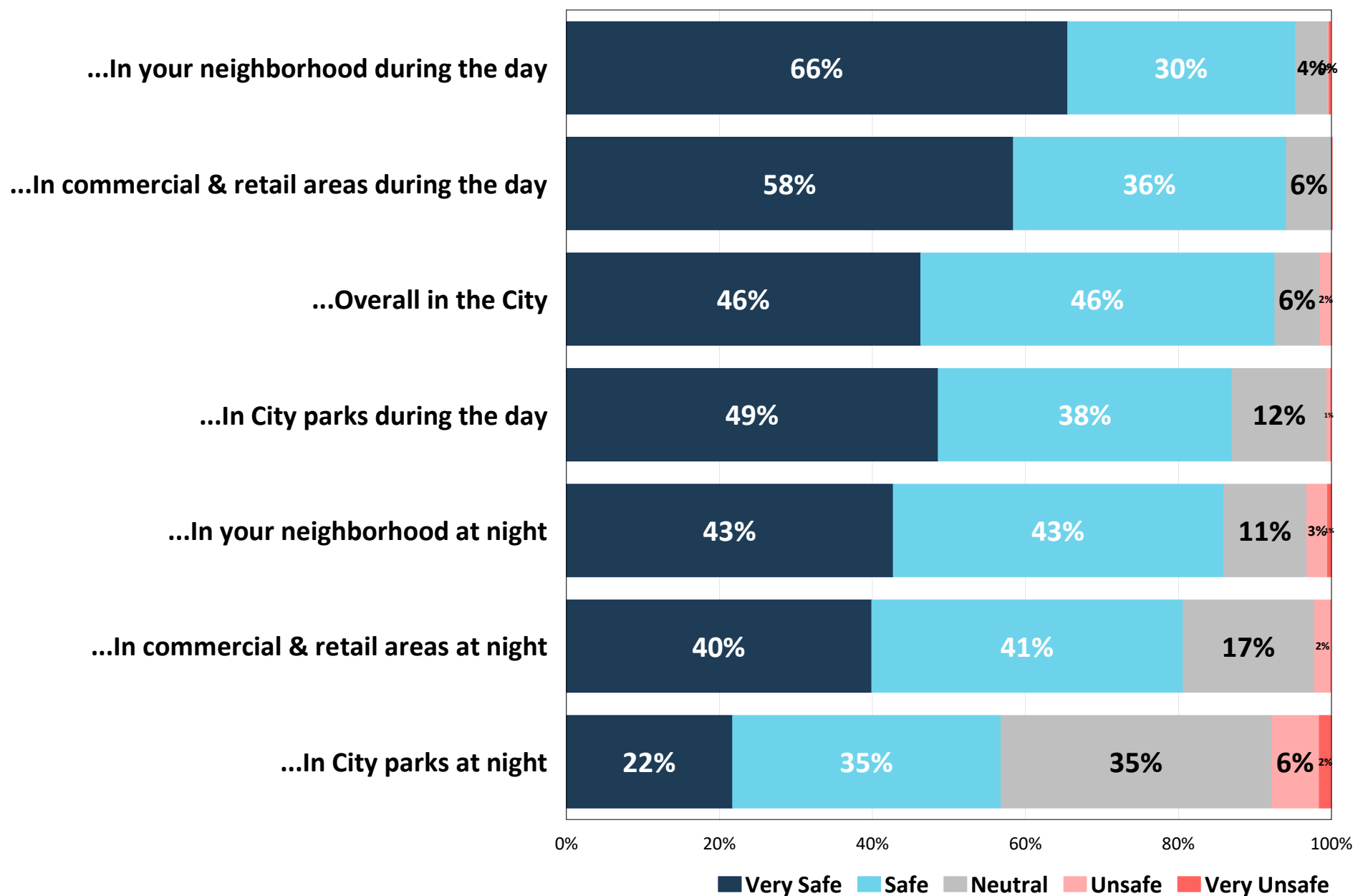
Q4a. How you would rate your satisfaction with the attention received?

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



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

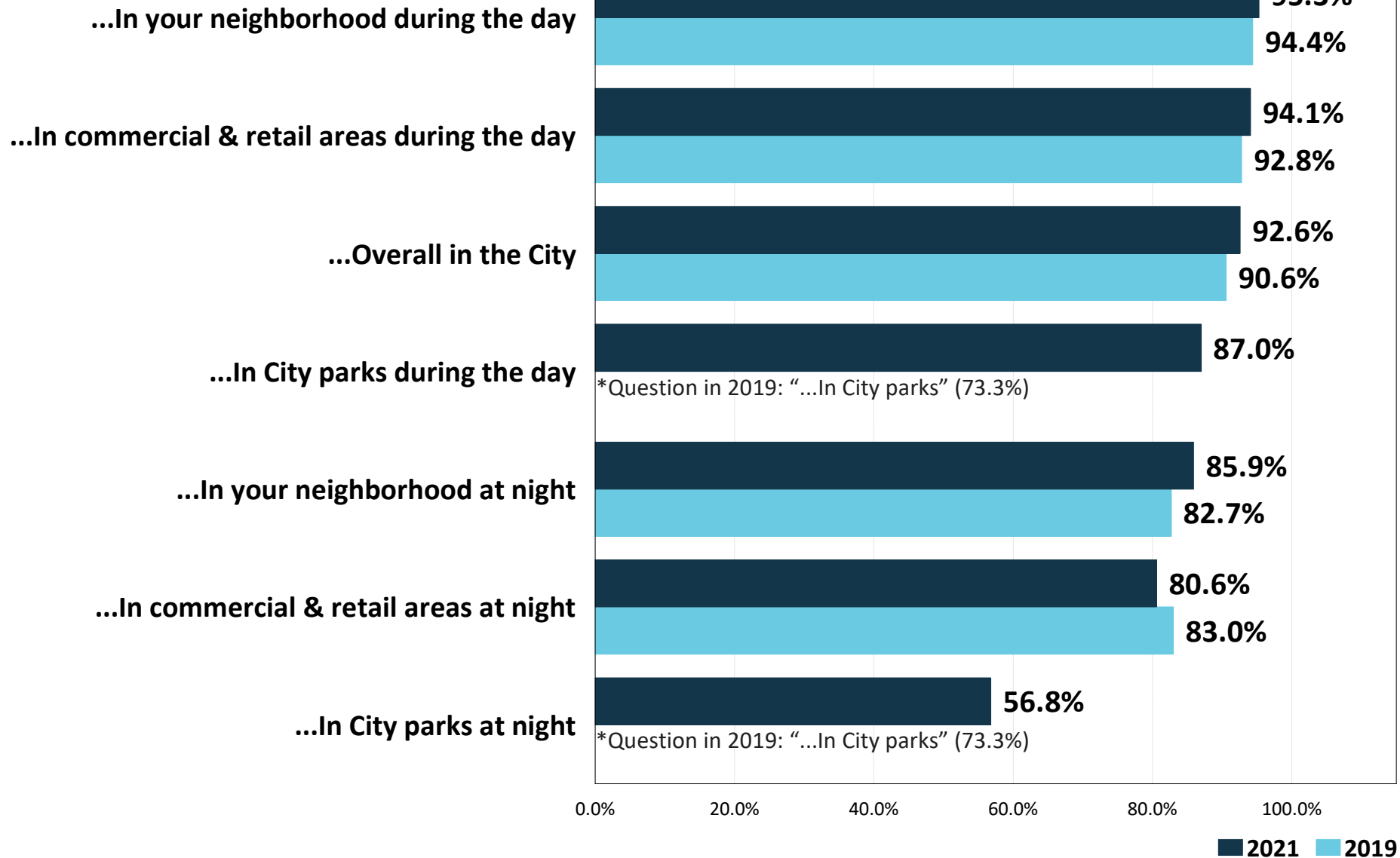
by percentage of respondents using a 5-point scale, where 5 means **very safe** and 1 means **very unsafe** (excluding **don't know** responses)



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

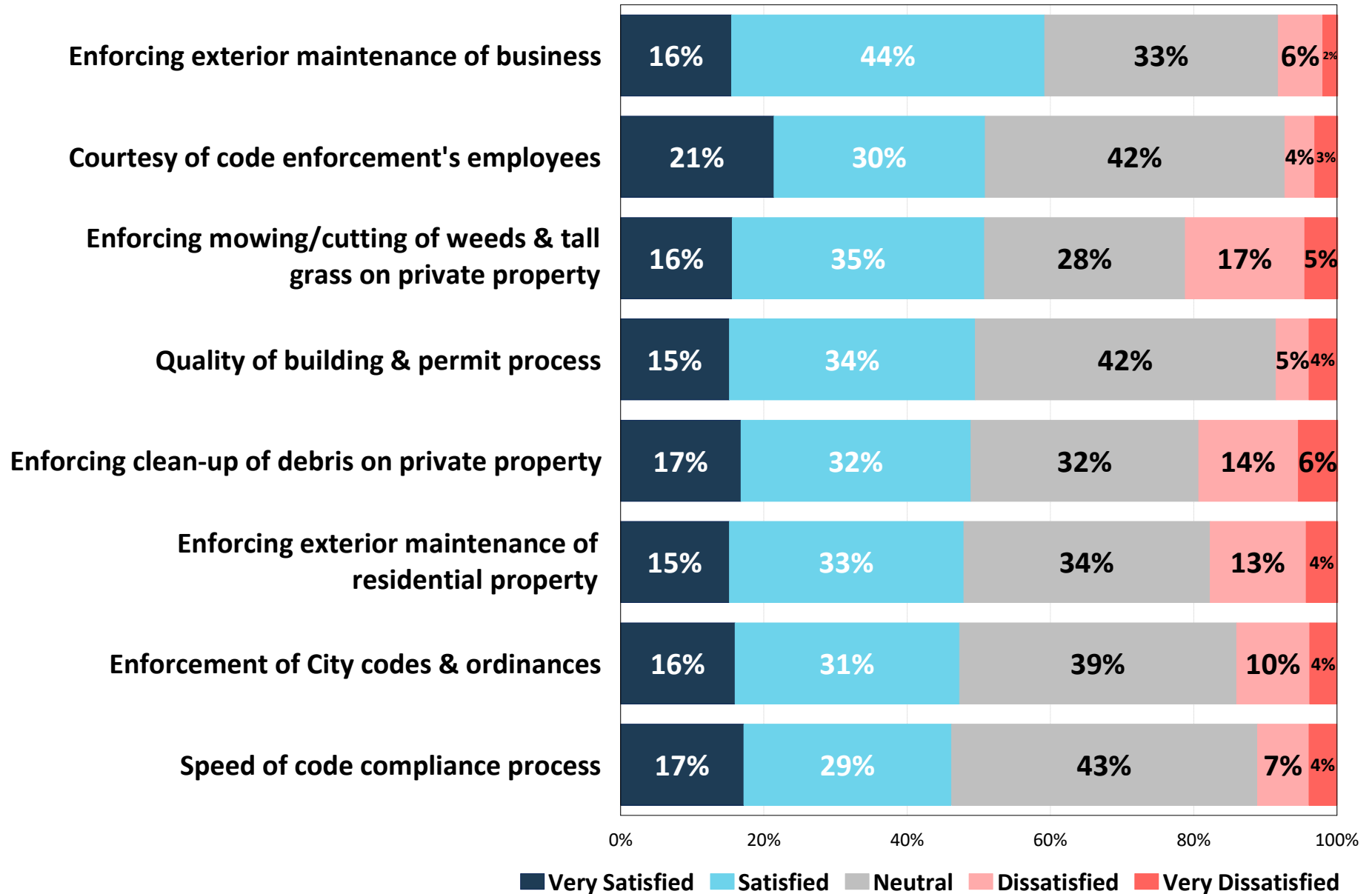
by the sum percentage of respondents that indicated they feel either *very safe* or *safe*
(excluding *don't know* responses)

How very safe/safe do you feel...



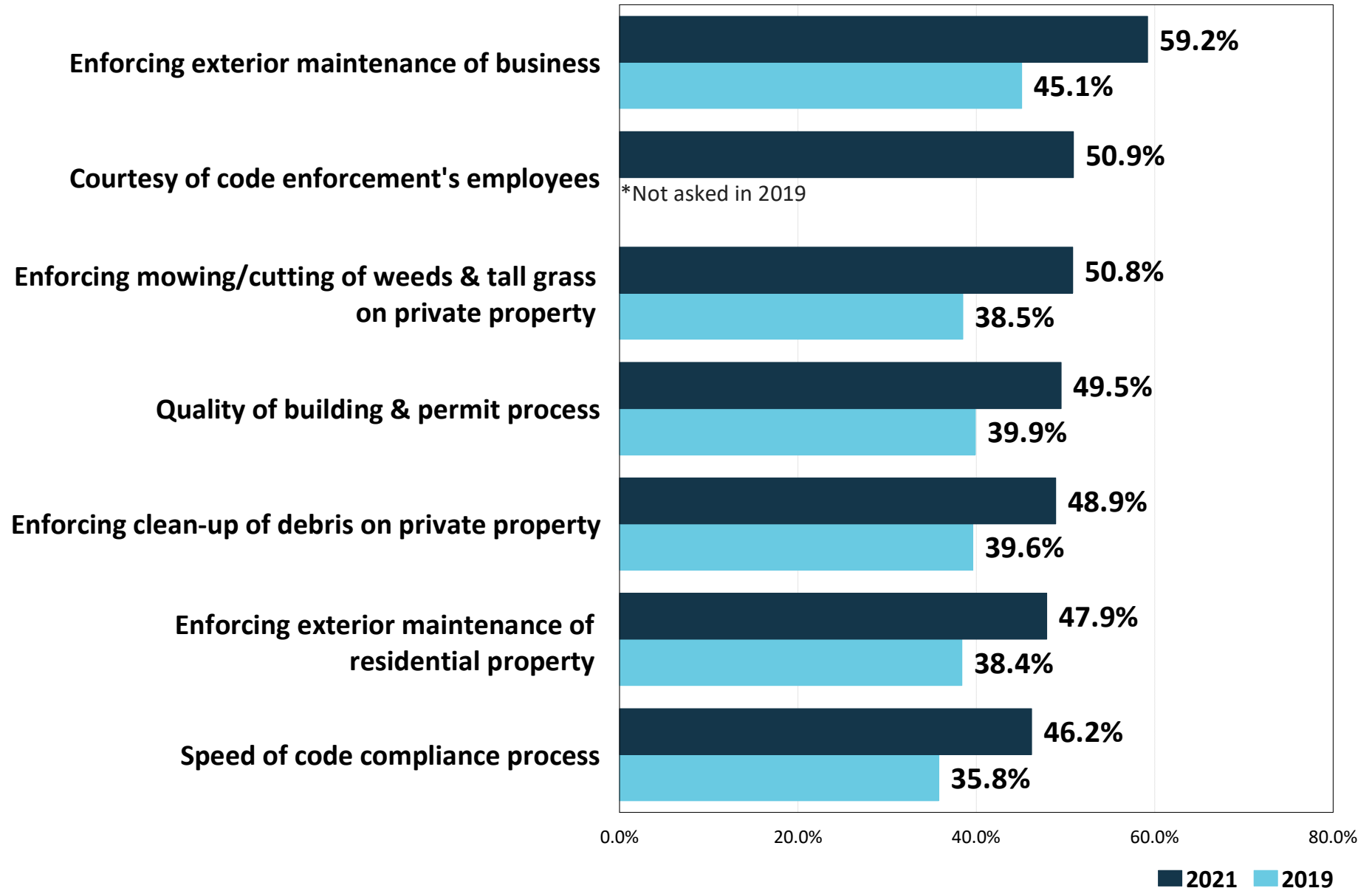
Q6. Level of Satisfaction With Code Enforcement Services

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



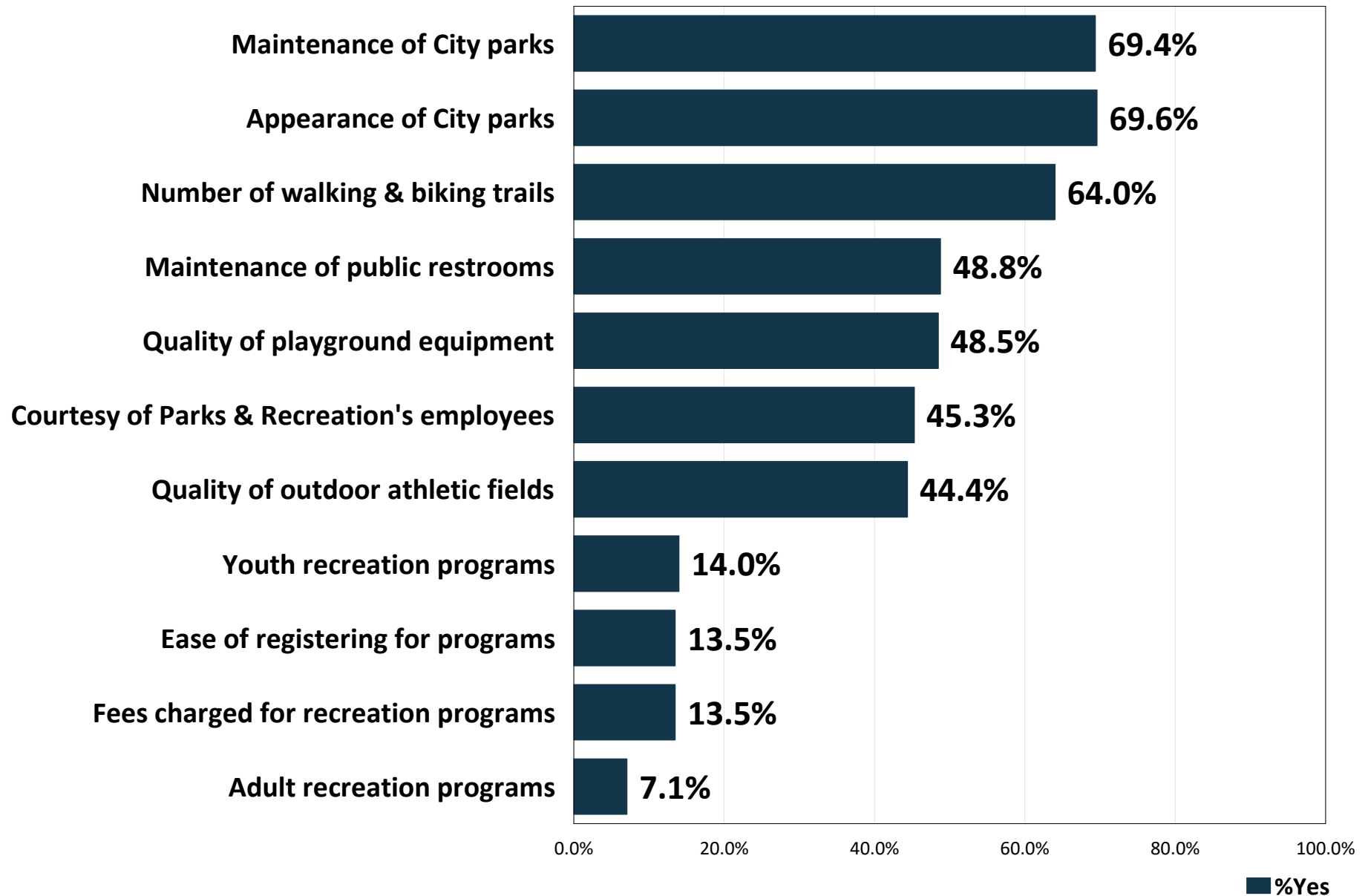
Satisfaction With Various Code Enforcement Services Trends (2021 v. 2019)

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



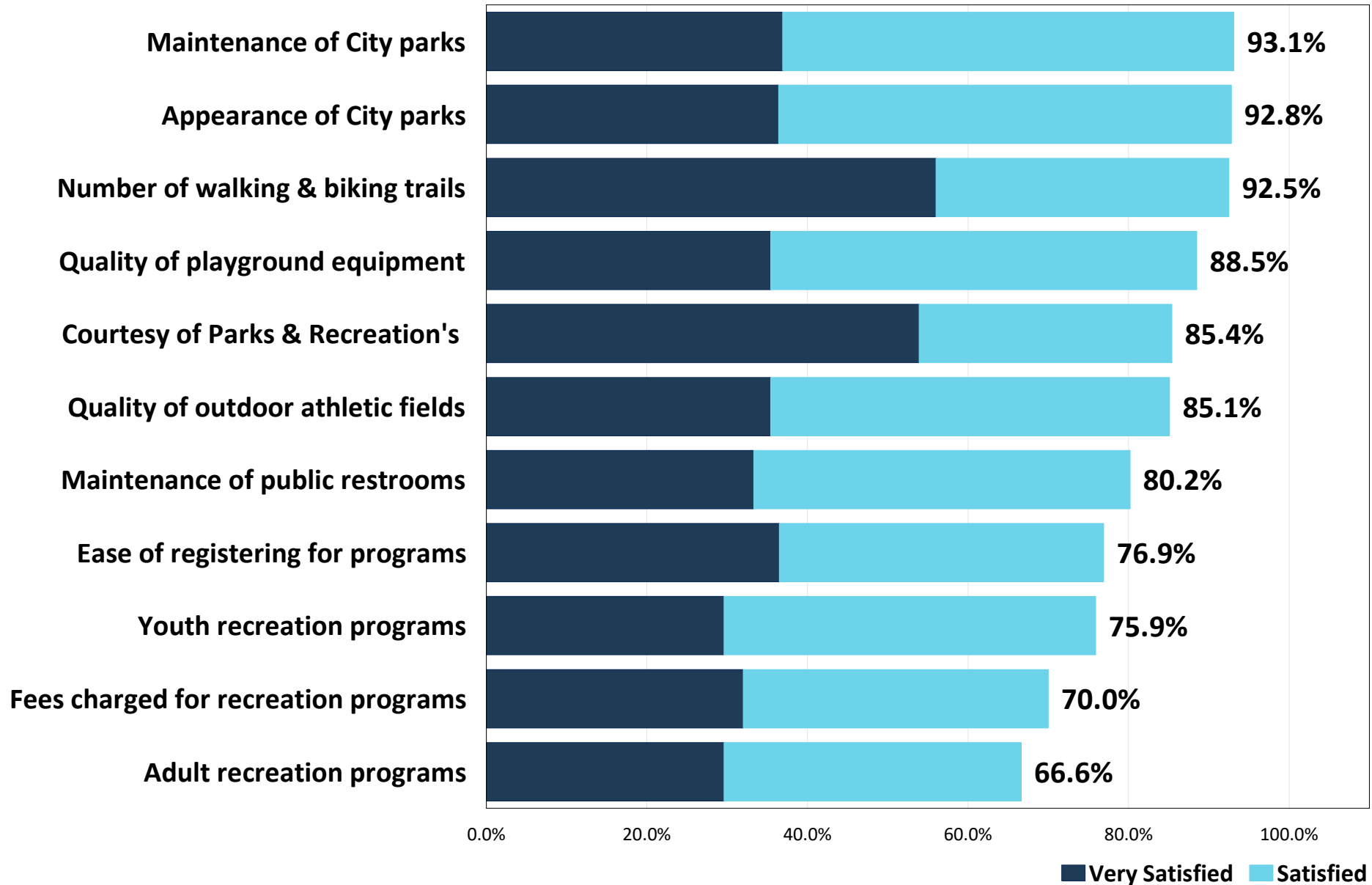
Q7-Q8. Have you/a member of your household visited any of the amenities or participated in any of the programs during the past year?

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



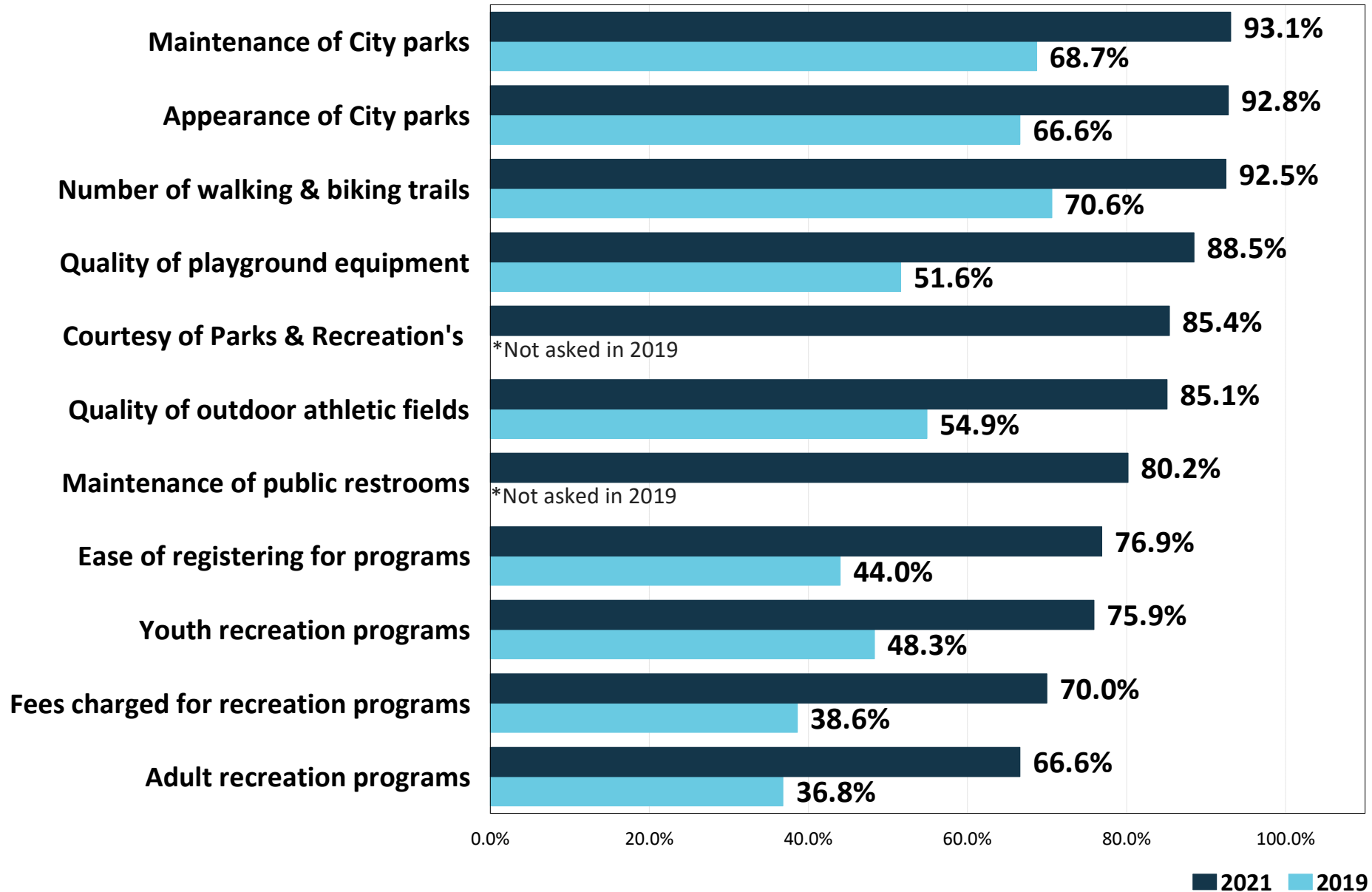
Q7-Q8. Satisfaction With Parks & Recreation Amenities and Programs

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



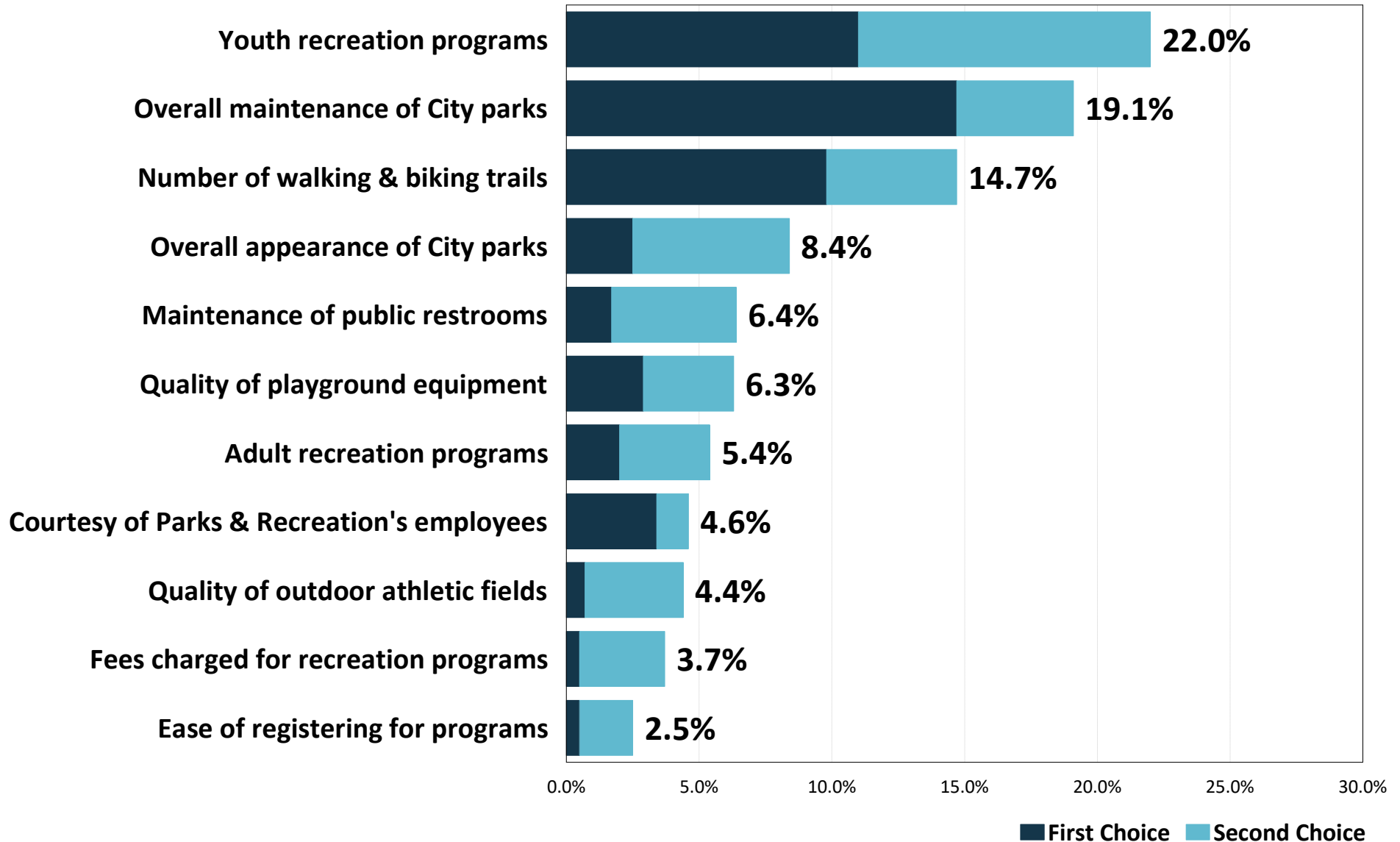
Satisfaction With Parks & Rec Amenities & Programs Trends (2021 v. 2019)

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



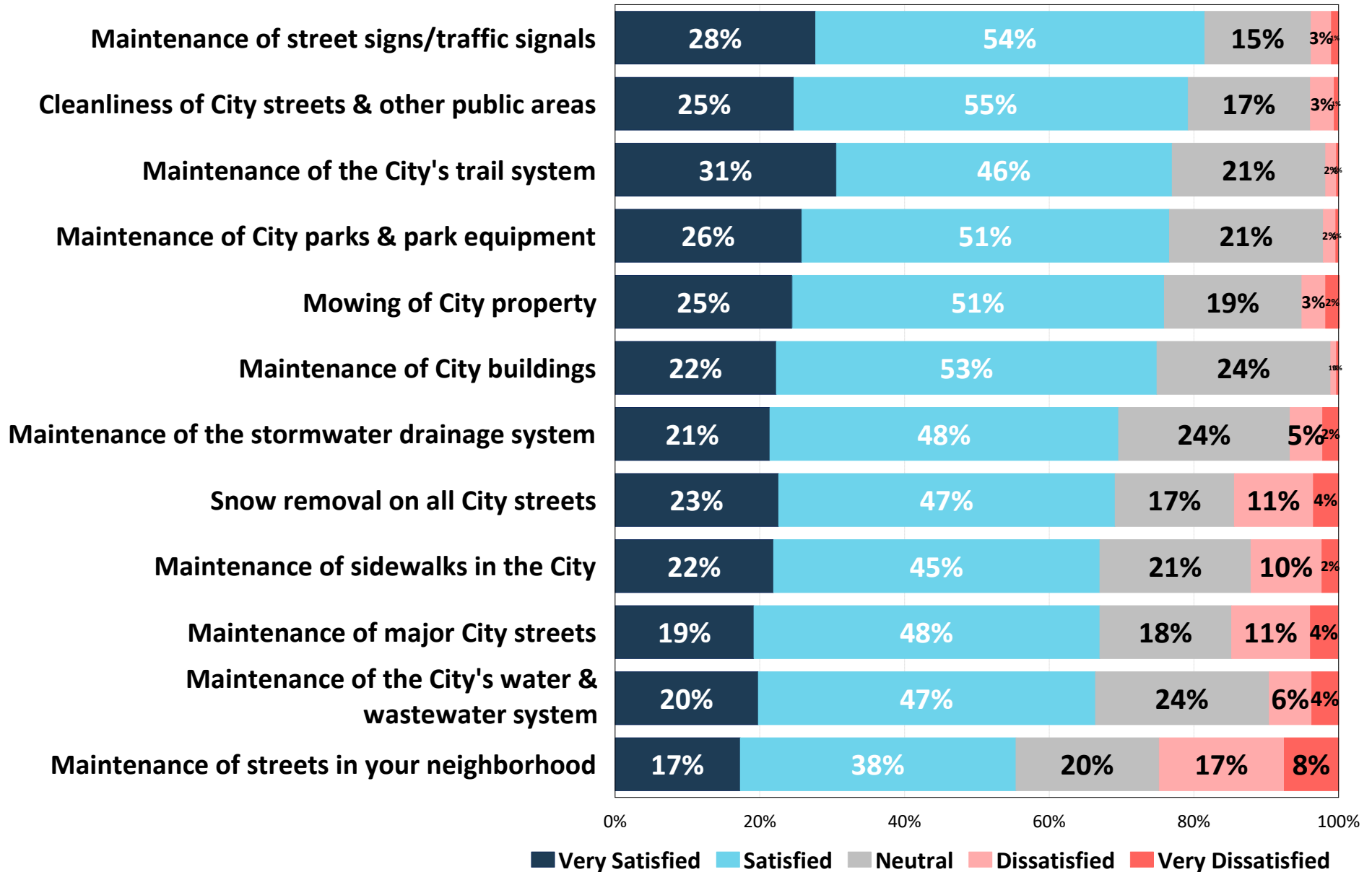
Q9. Which Parks and Recreation amenities and programs do you think are most important for the City to provide?

by the sum percentage of respondents top two choices



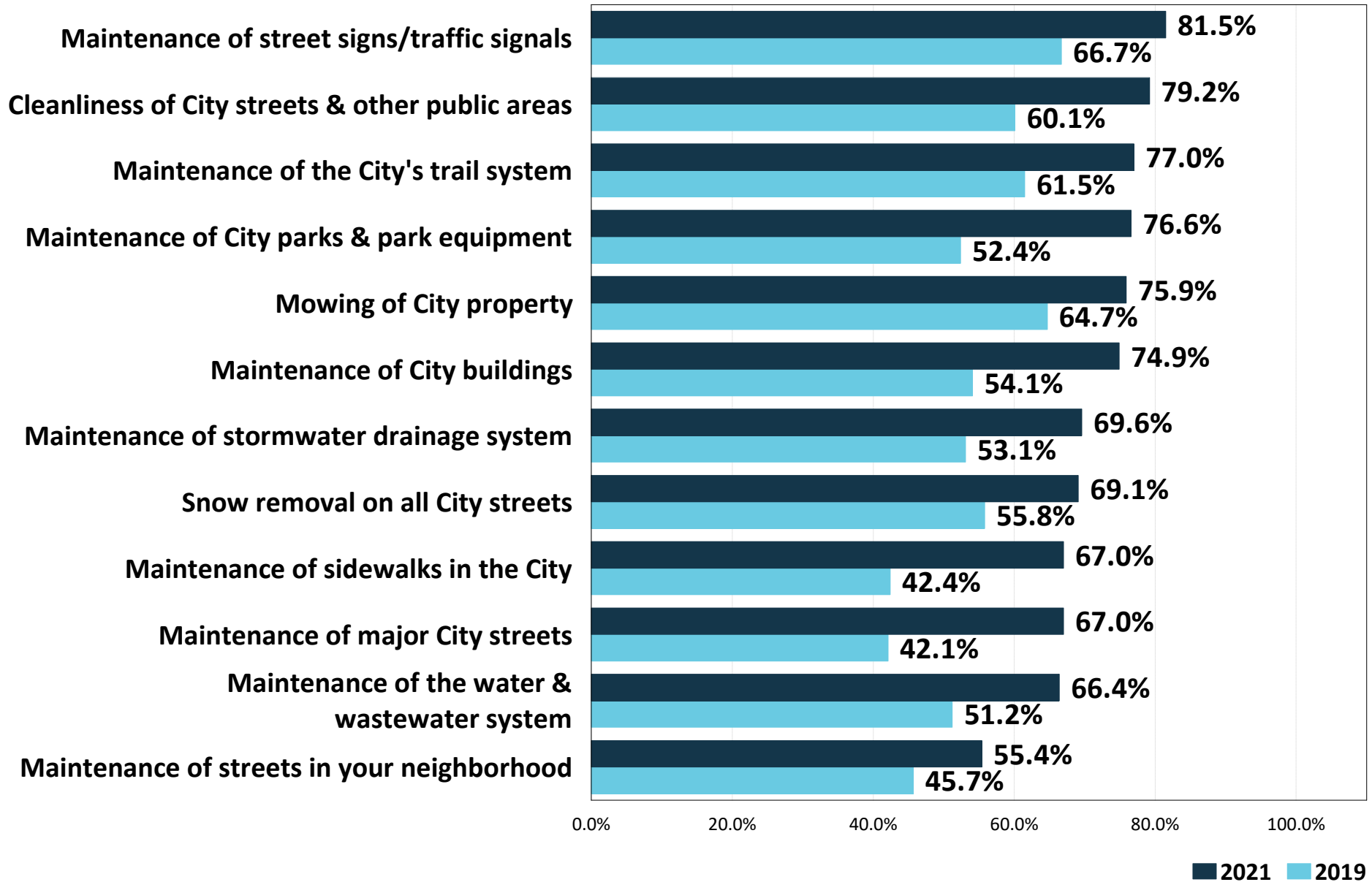
Q11. Level of Satisfaction With City Maintenance Services

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



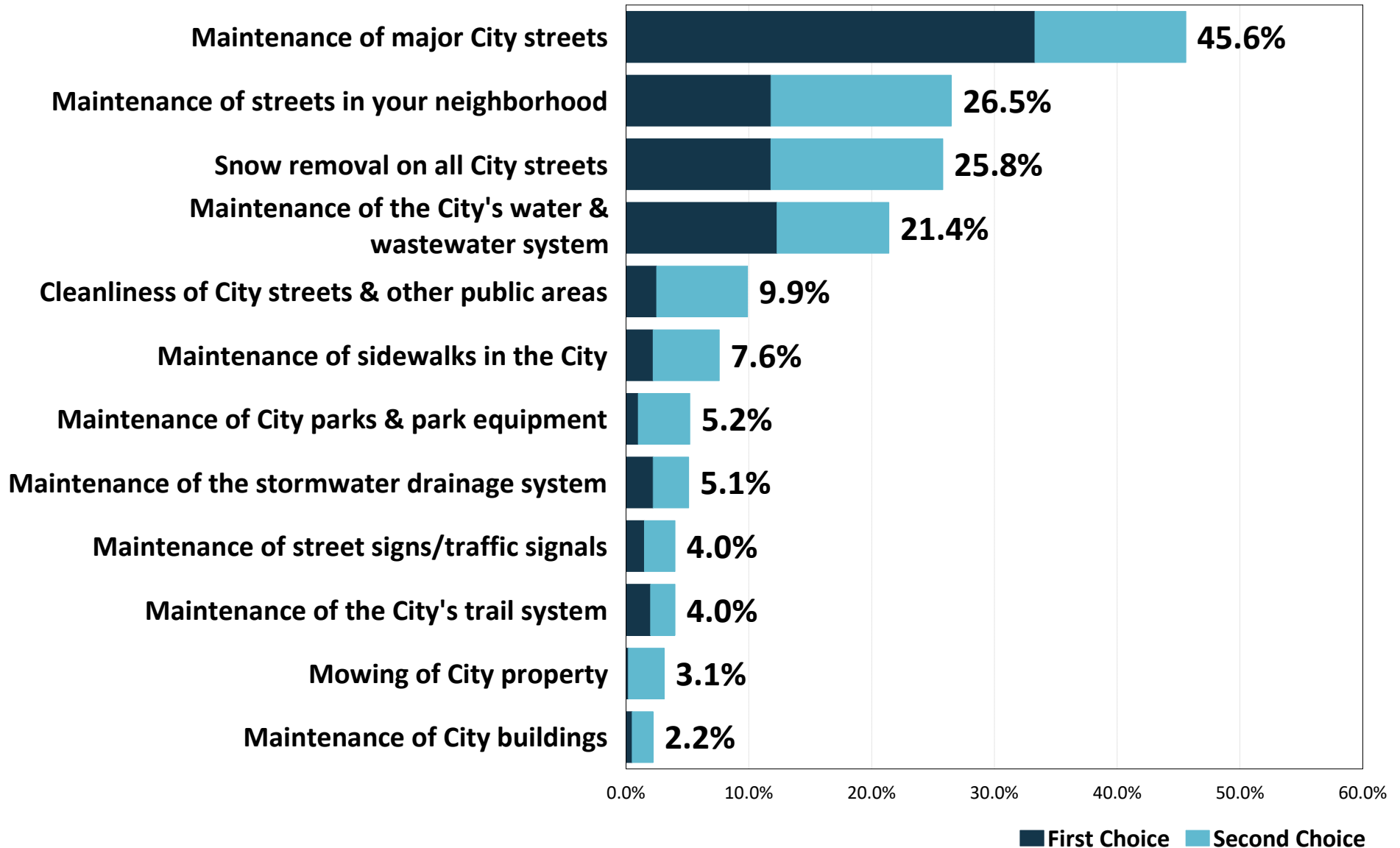
Satisfaction With City Maintenance Services Trends (2021 v. 2019)

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



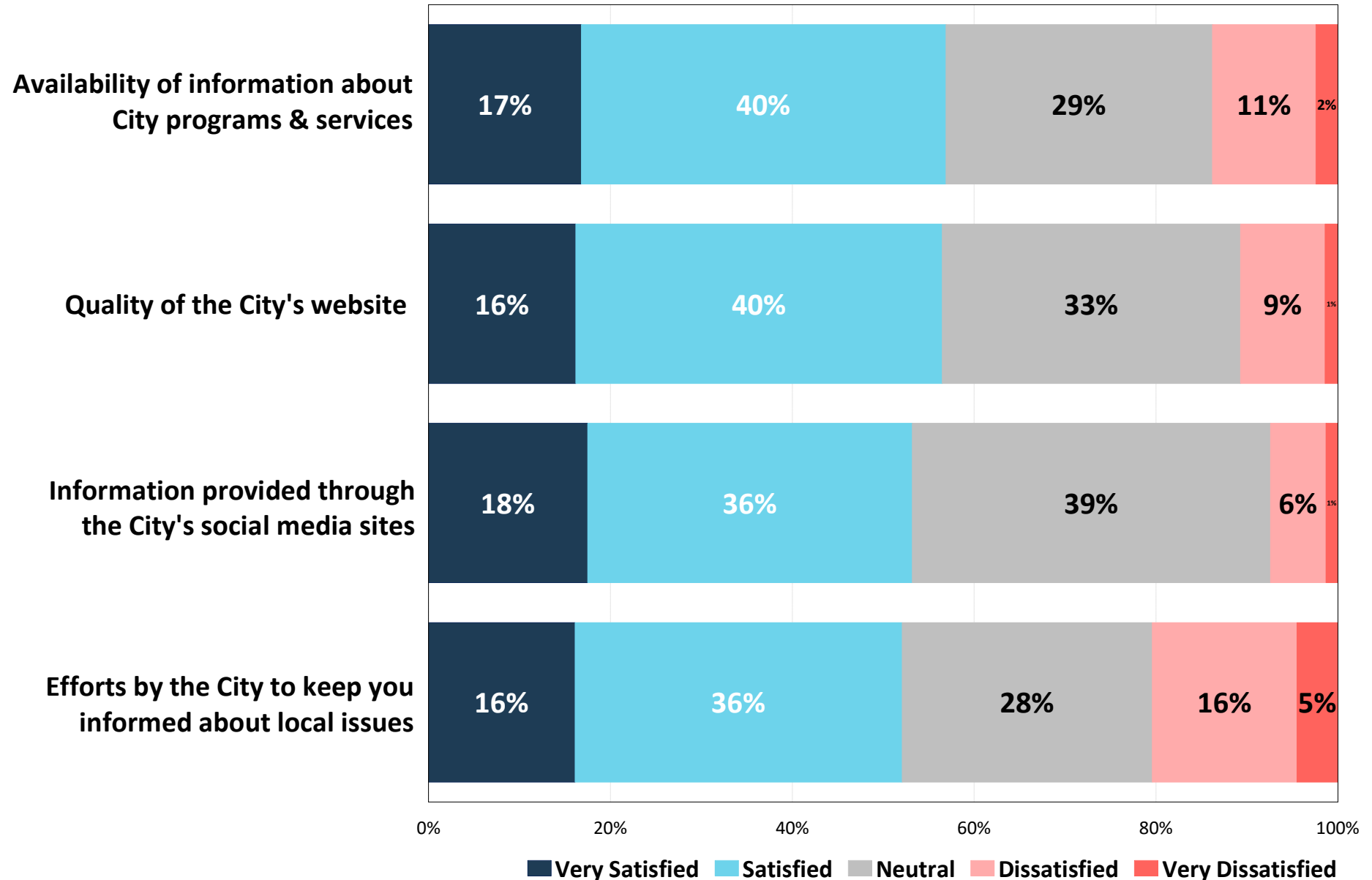
Q12. Which maintenance services do you think are most important for the City to provide?

by the sum percentage of respondents top two choices



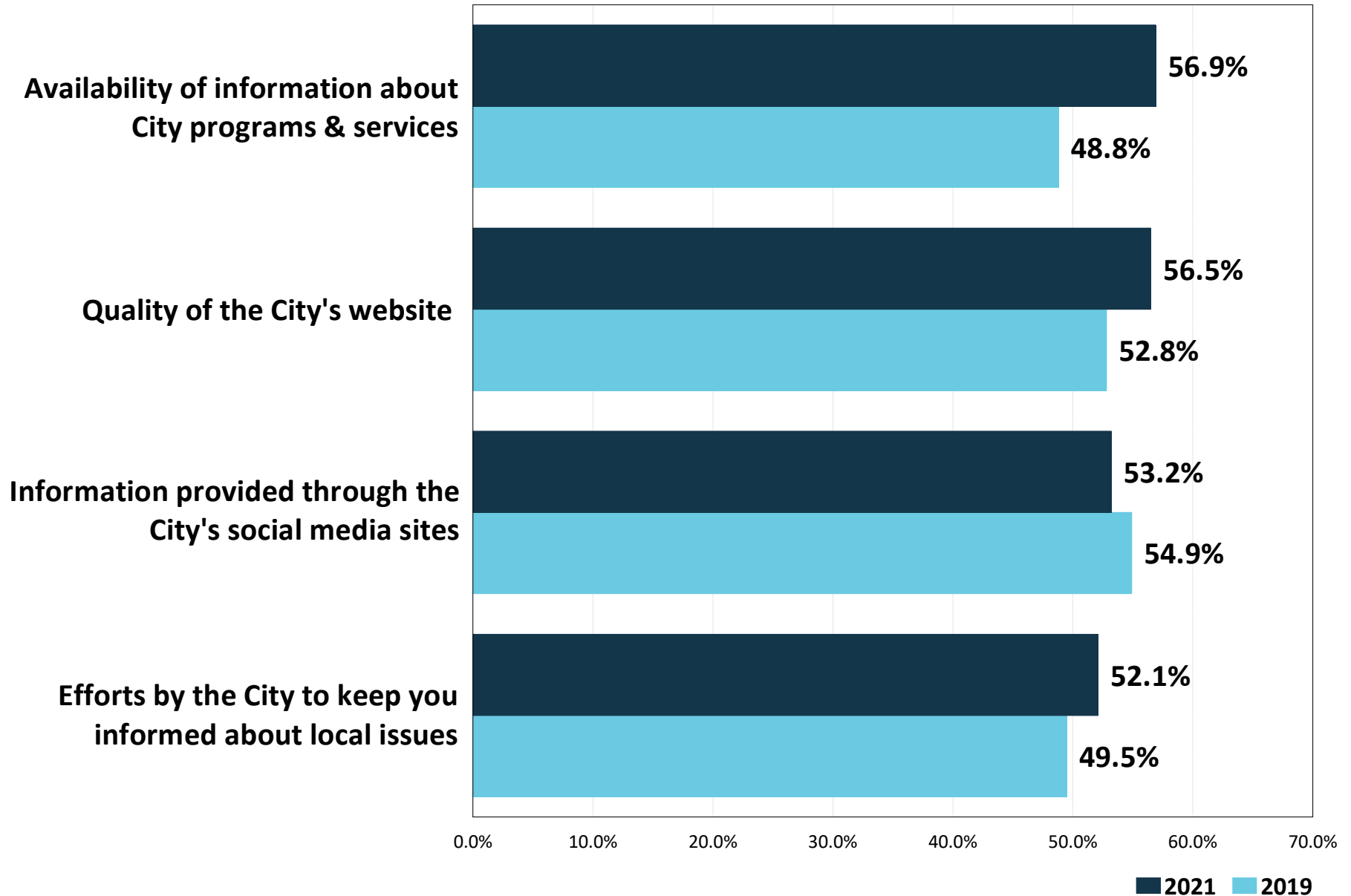
Q13. Level of Satisfaction With City Communication Services

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



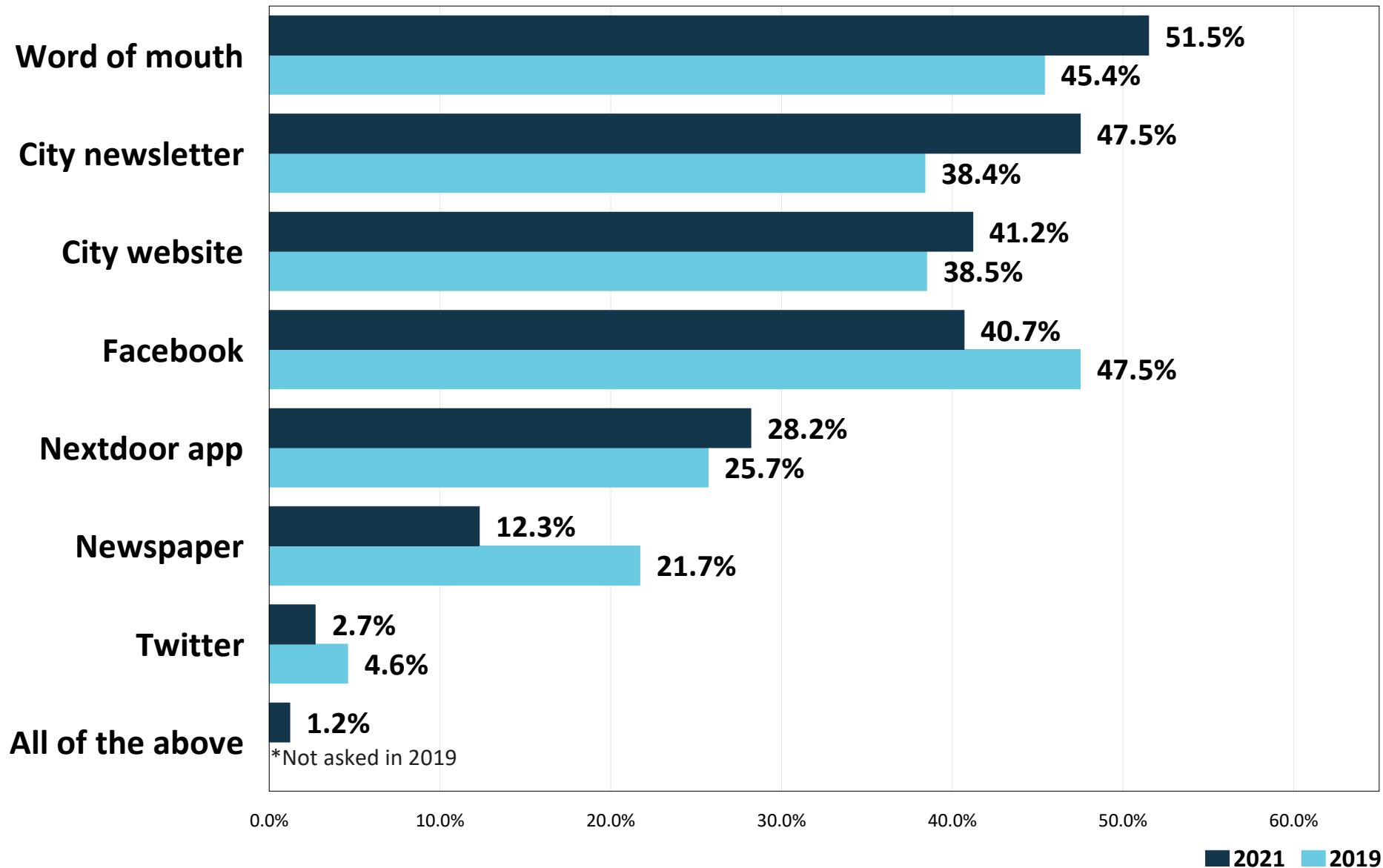
Satisfaction With Communication Services Trends (2021 v. 2019)

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



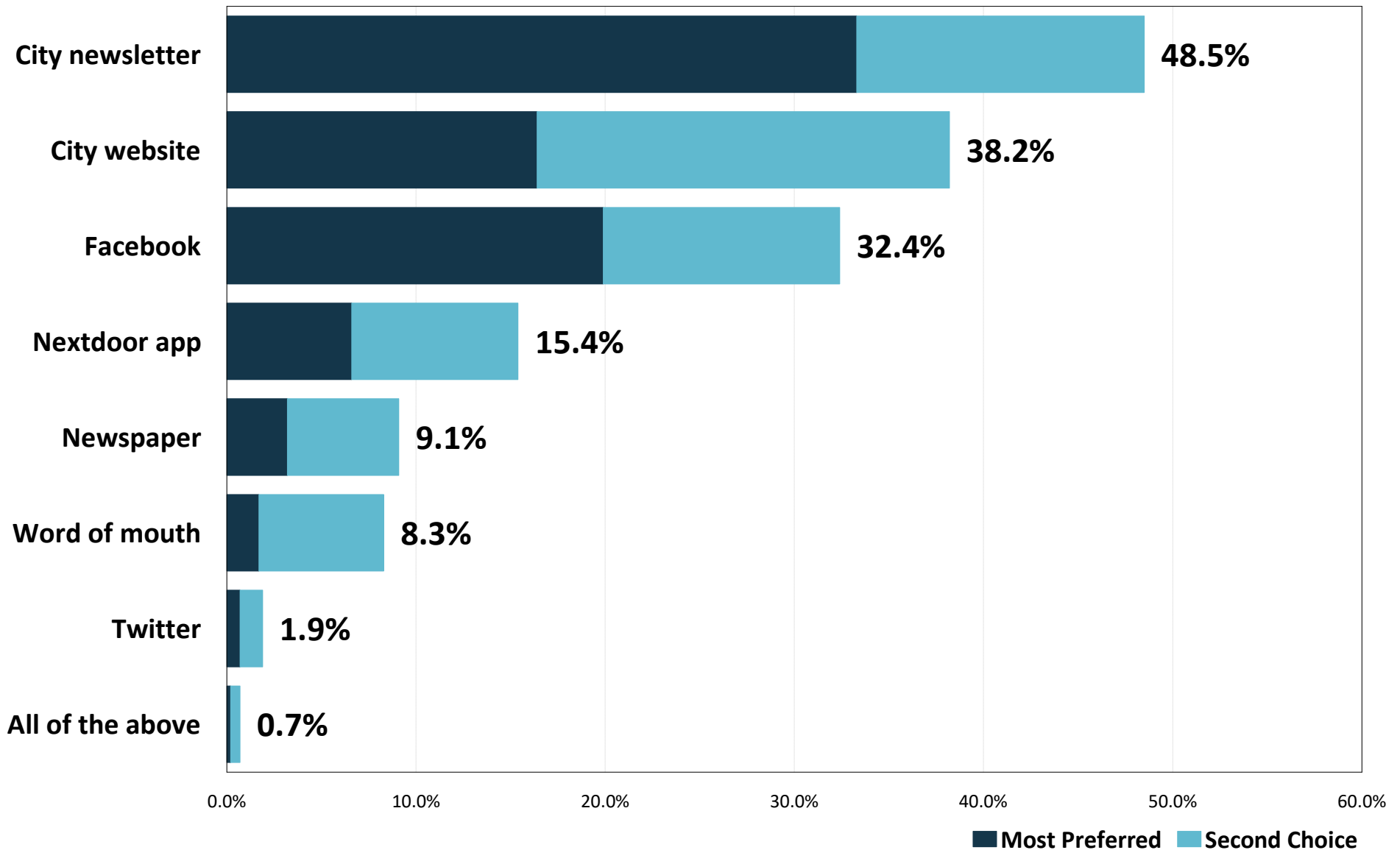
Q14. Which of the following are your primary sources of information about community activities and services?

by percentage of respondents (multiple choices could be selected)



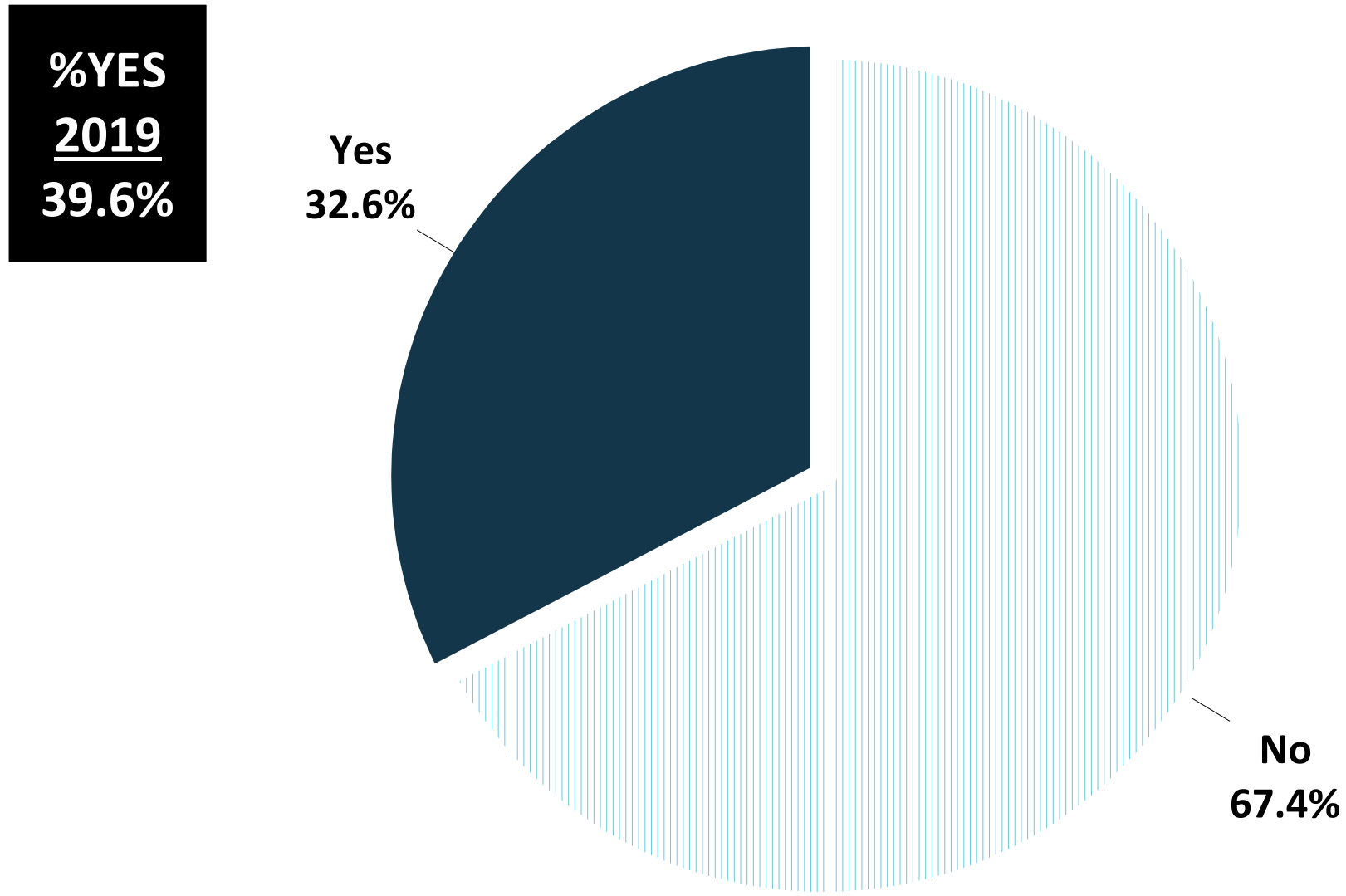
Q15. Which methods of communication do you most prefer to use for information about community activities and services?

by the sum percentage of respondents top two choices



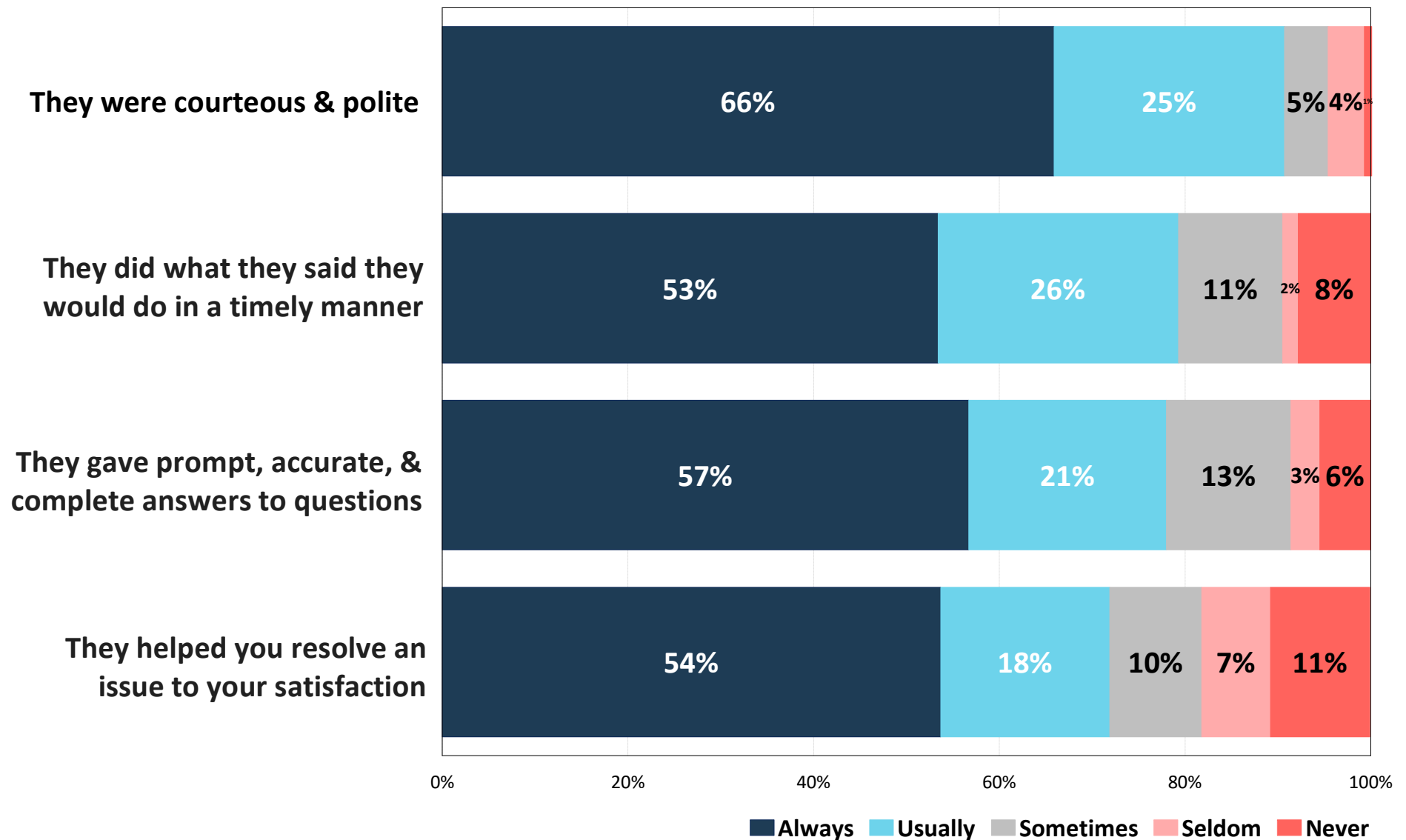
Q16. Customer Service. Have you contacted the City with a question, problem, or complaint during the past year?

by percentage of respondents



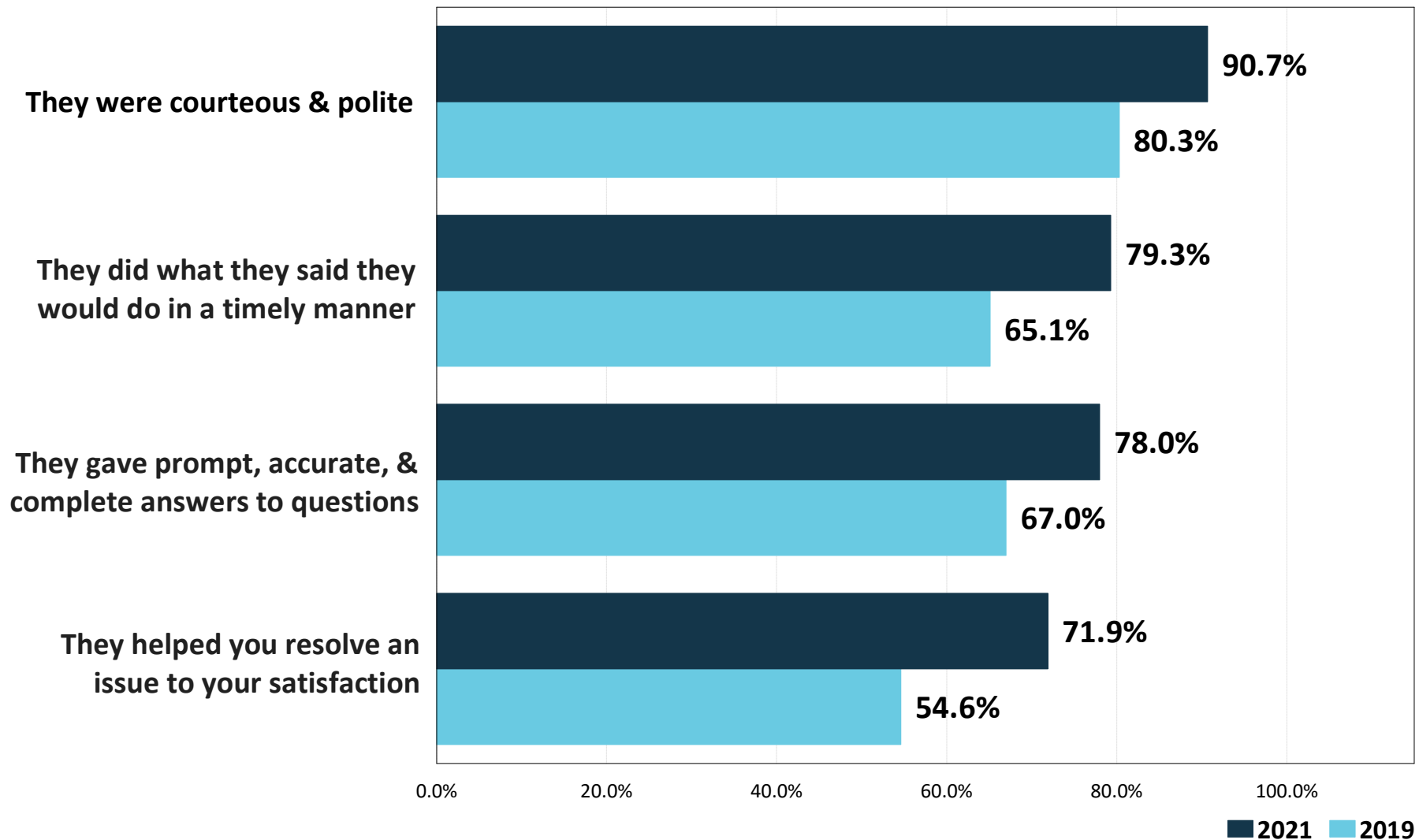
Q16b. Frequency of Quality Customer Service Received From City Employees

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 Trends (2021 v. 2019)

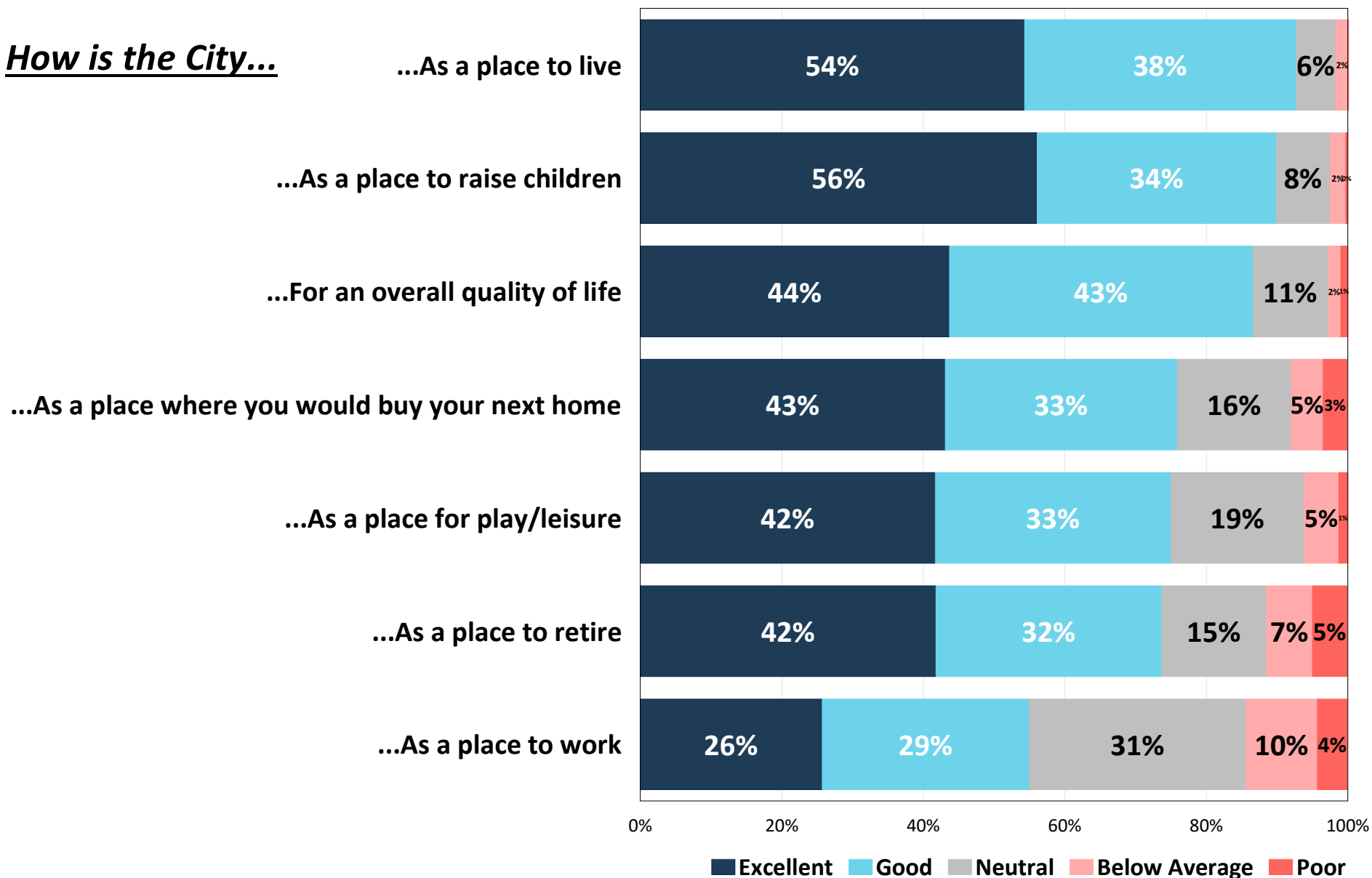
by the sum percentage of respondents that either *always* or *usually* receive quality customer service
(excluding *don't know* responses)



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)

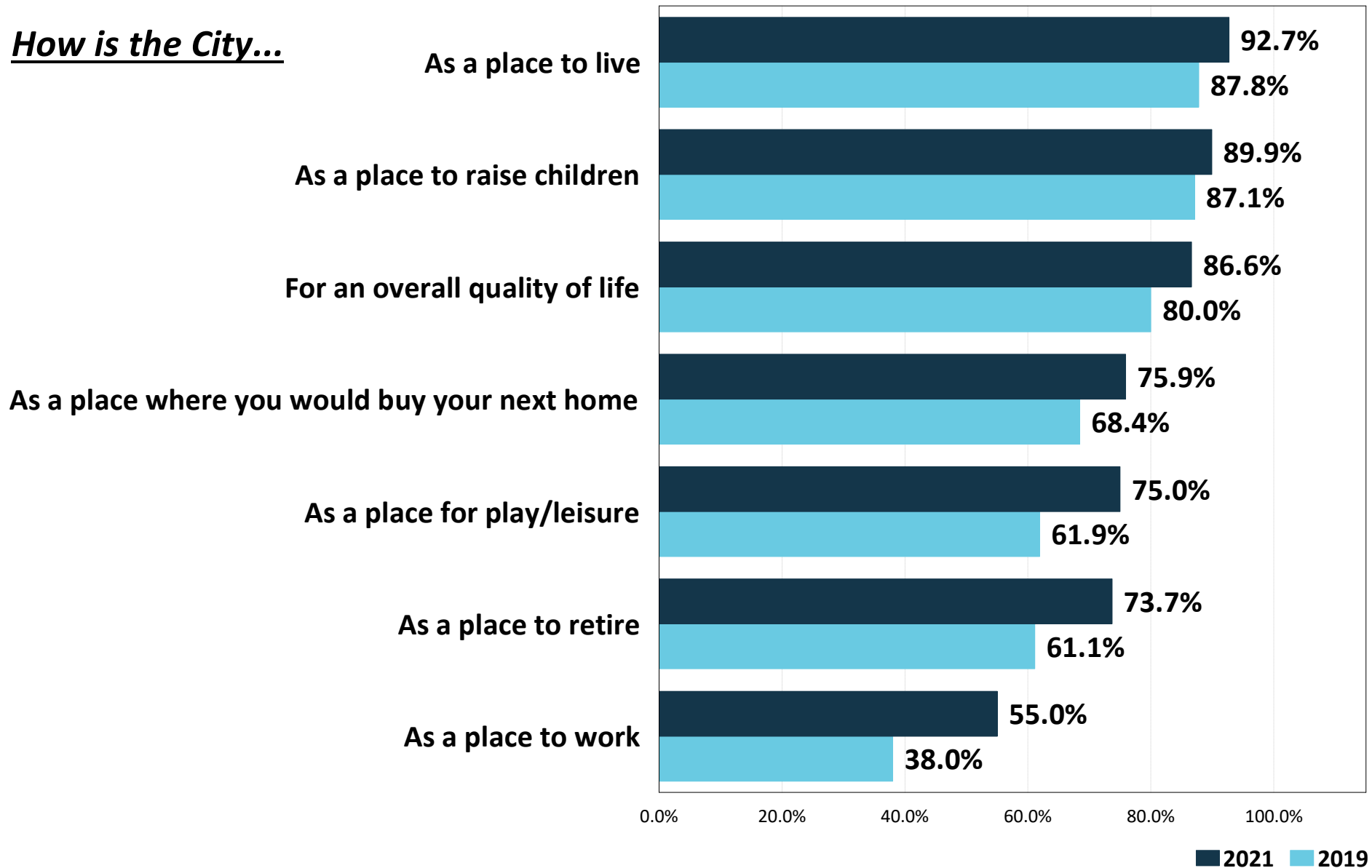
How is the City...



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

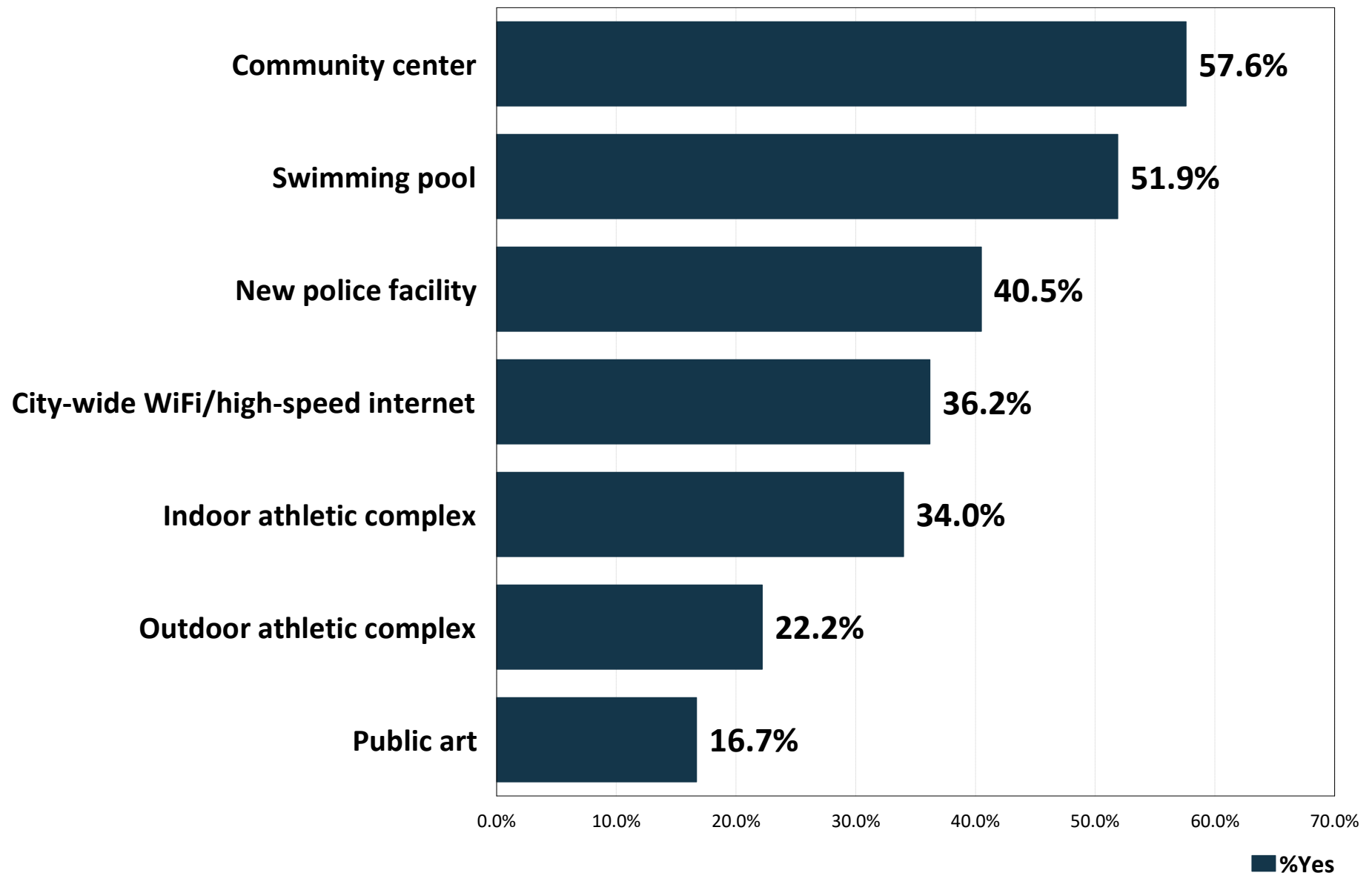
by the sum percentage of respondents that perceive the City as either *excellent* or *good*
(excluding *don't know* responses)

How is the City...



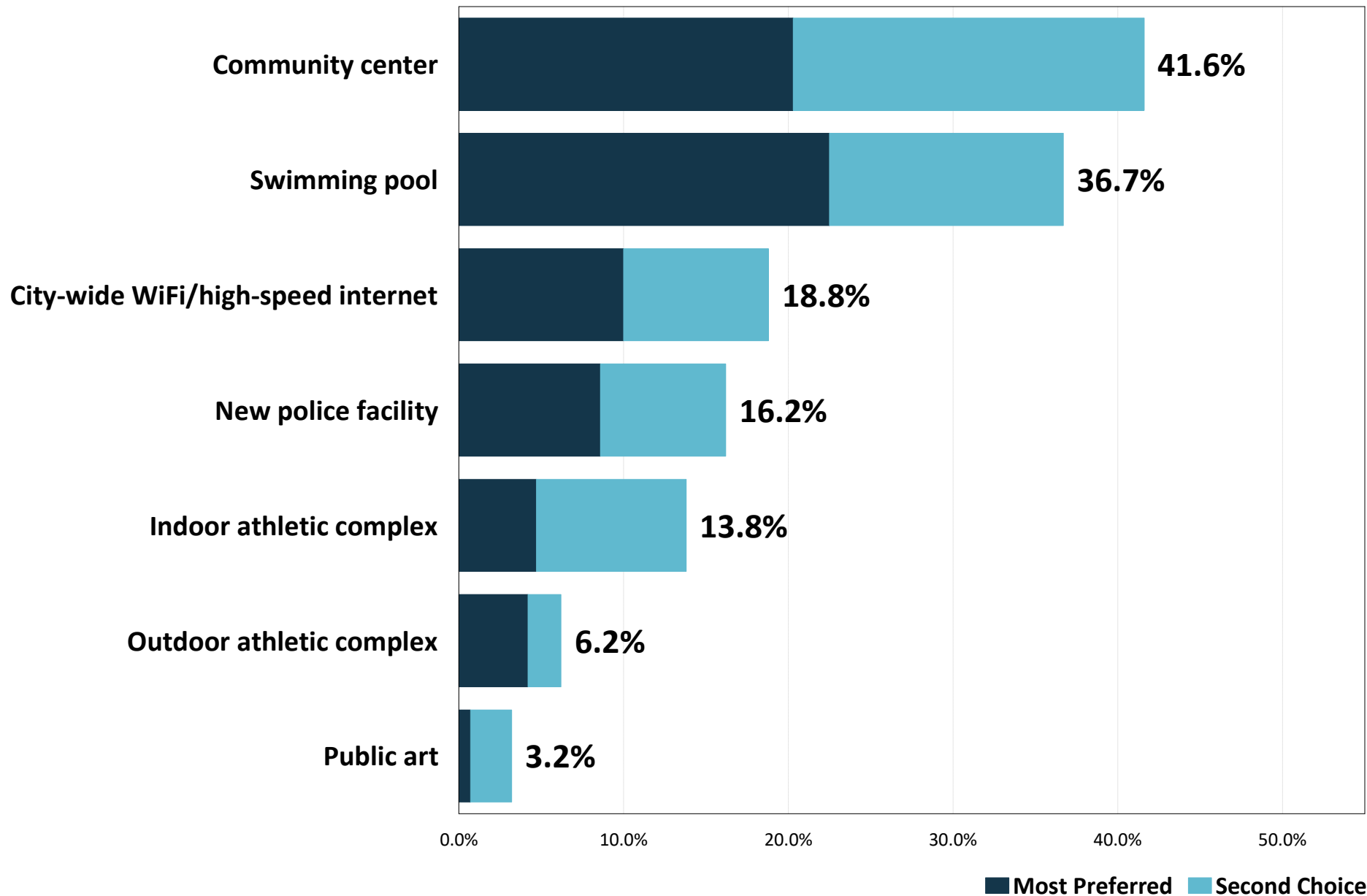
Q18. Would you be willing to pay increased taxes or fees for any of the community amenities/facilities listed below?

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



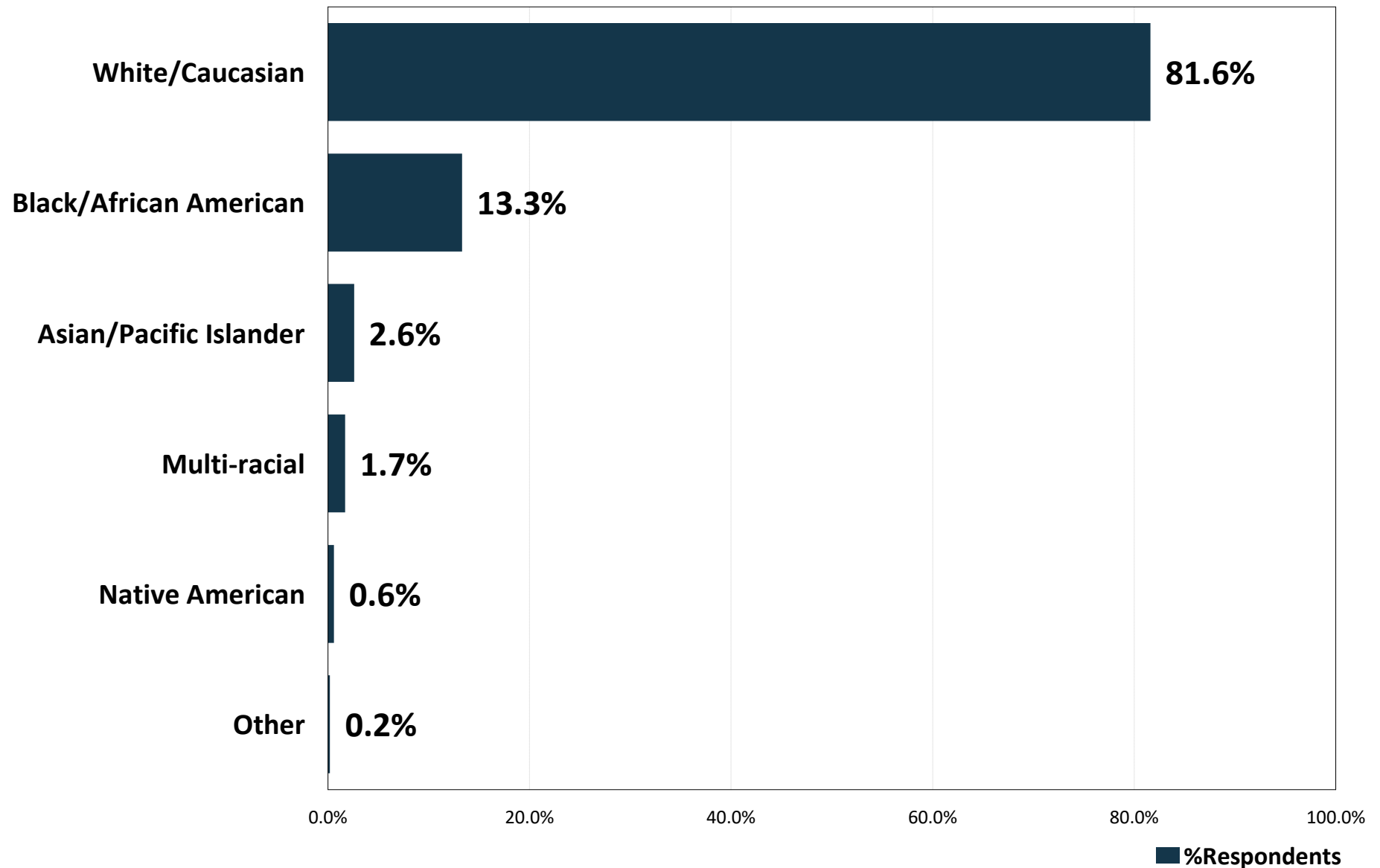
Q19. Which community amenities/facilities do you most prefer?

by the sum percentage of respondents top two choices



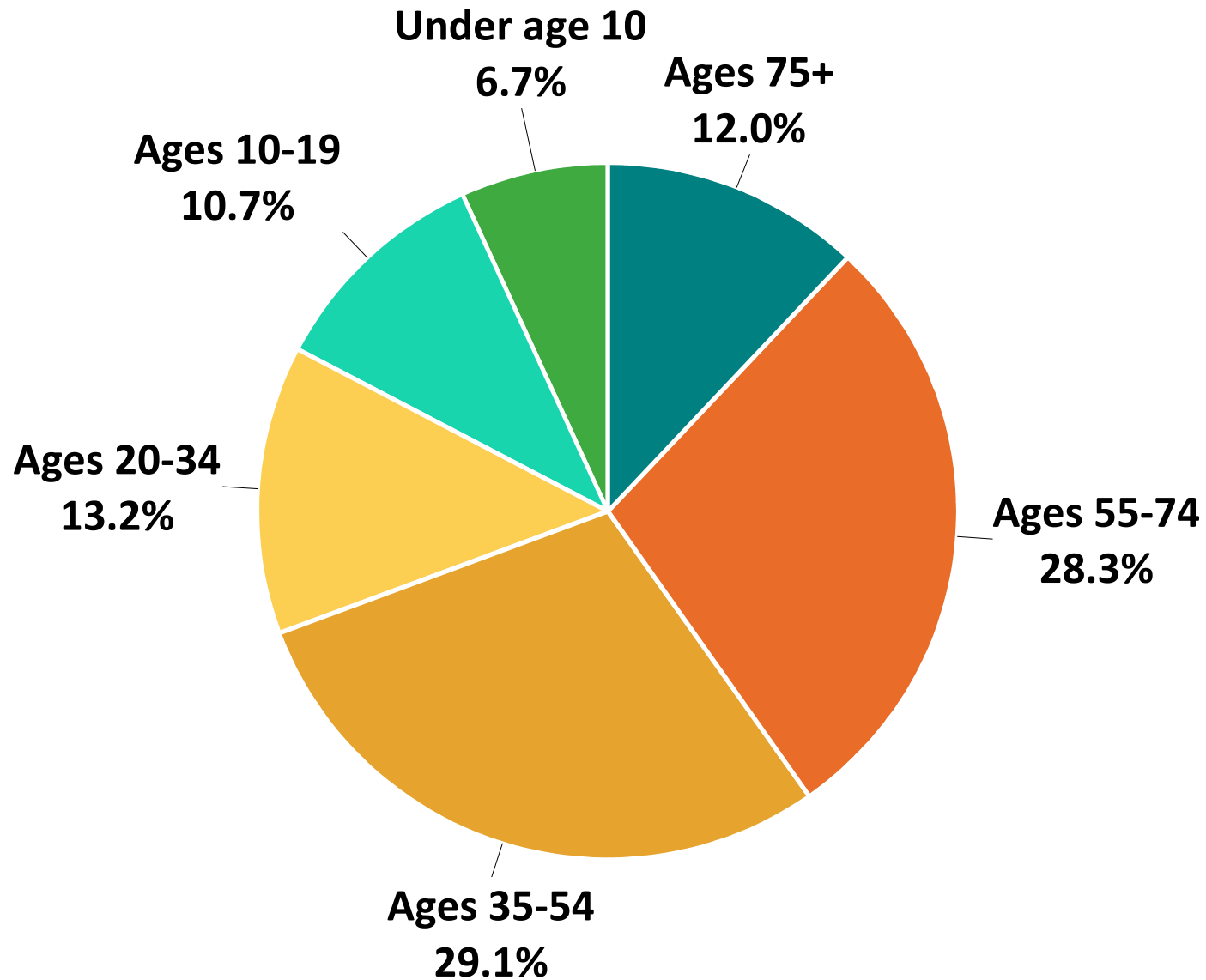
Demographics: Q22. Which of the following best describes your race/ethnicity?

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



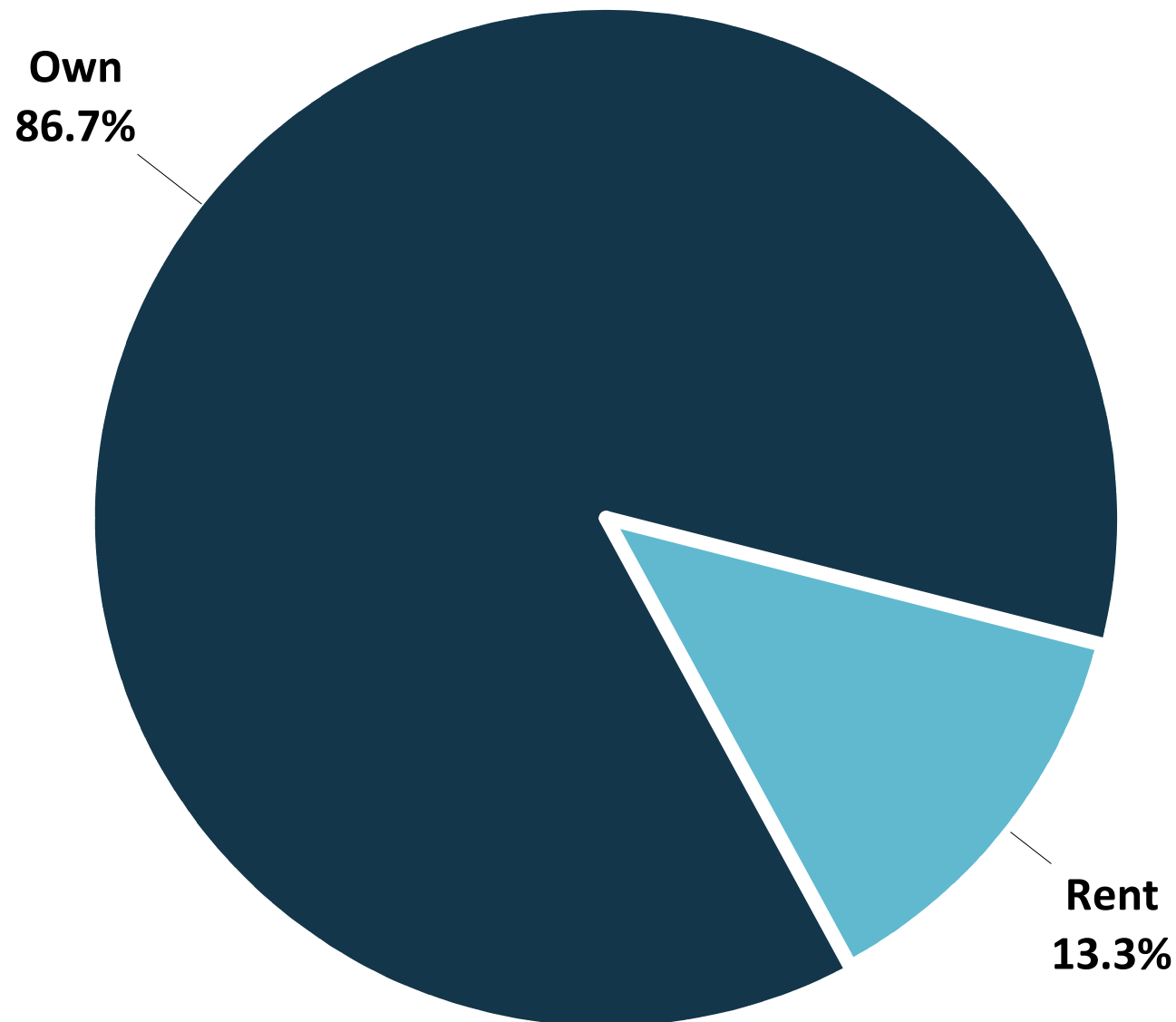
Demographics: Q23. Including yourself, how many people in your household are...

by percentage of respondents



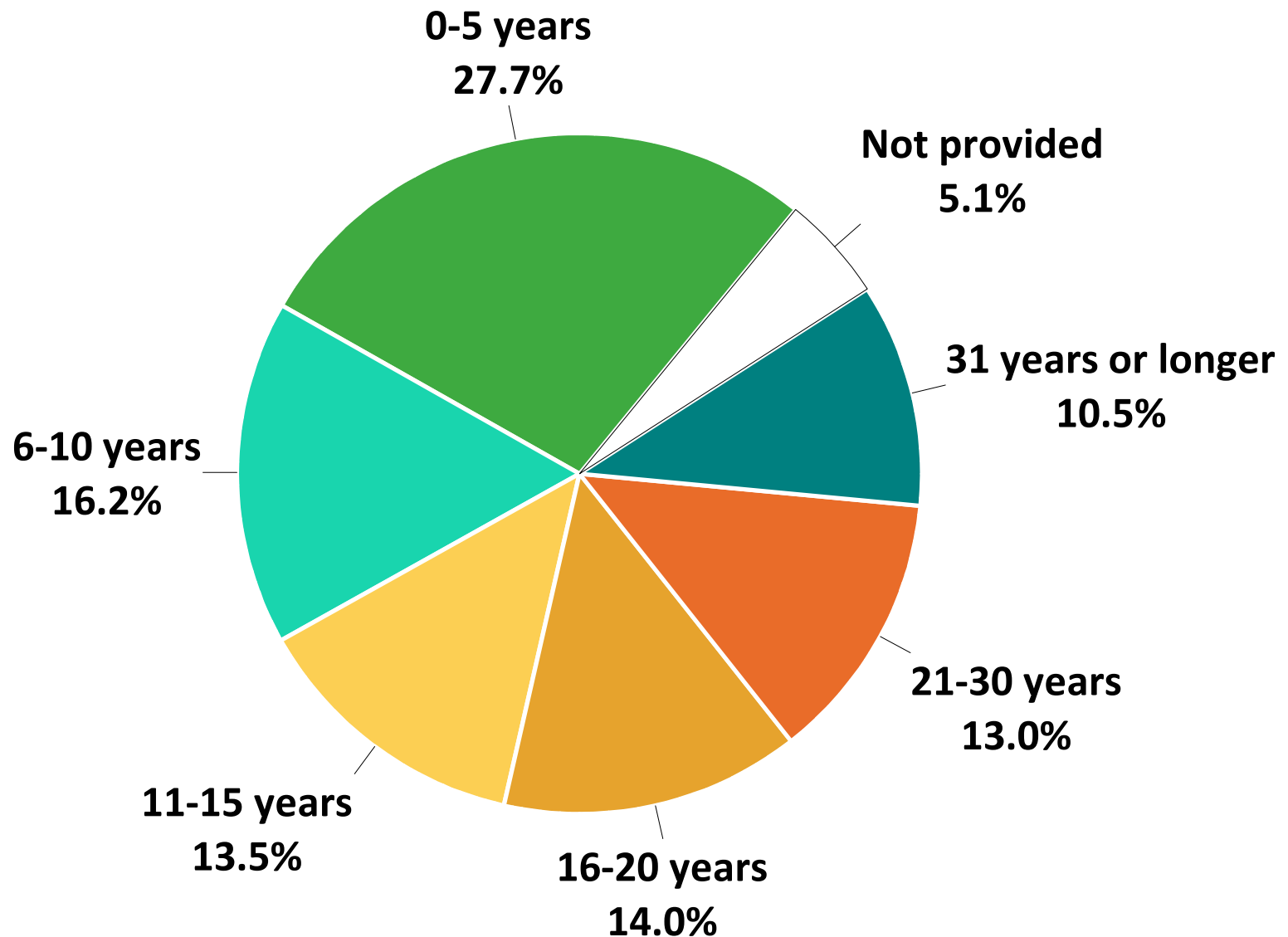
Demographics: Q24. Do you own or rent your home?

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



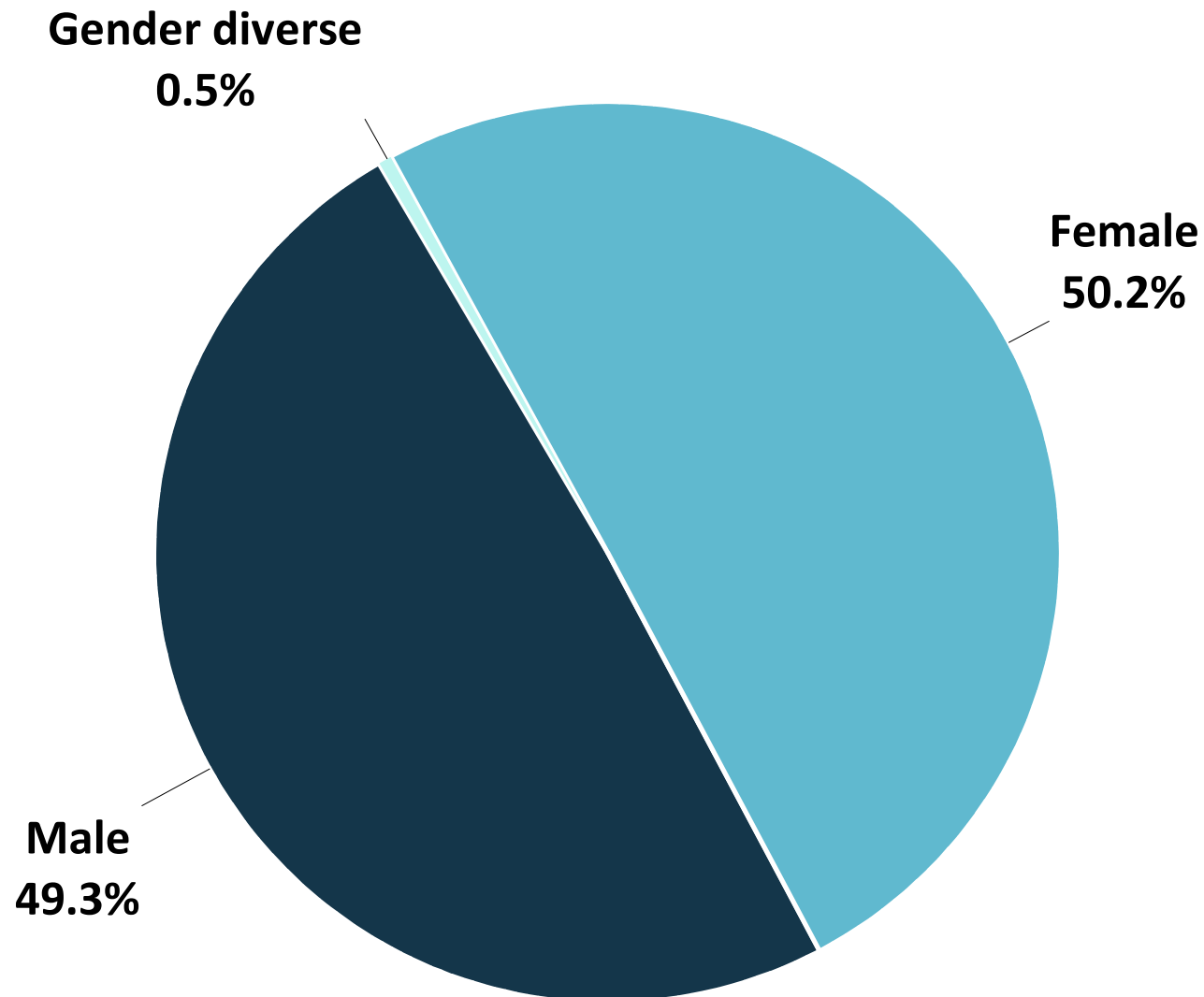
Demographics: Q25. Approximately how many years have you lived in the City of Smithville?

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



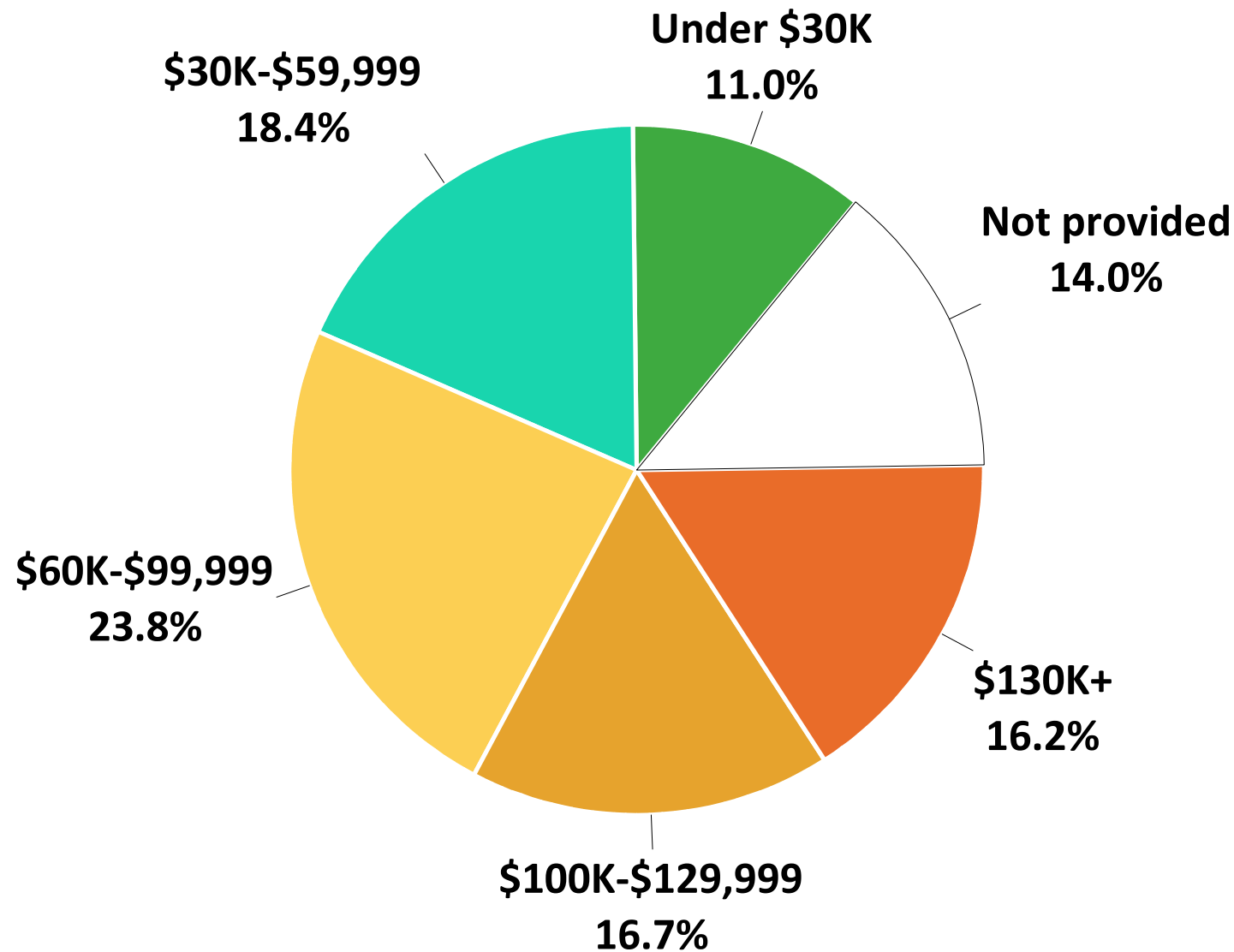
Demographics: Q26. Your gender:

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.

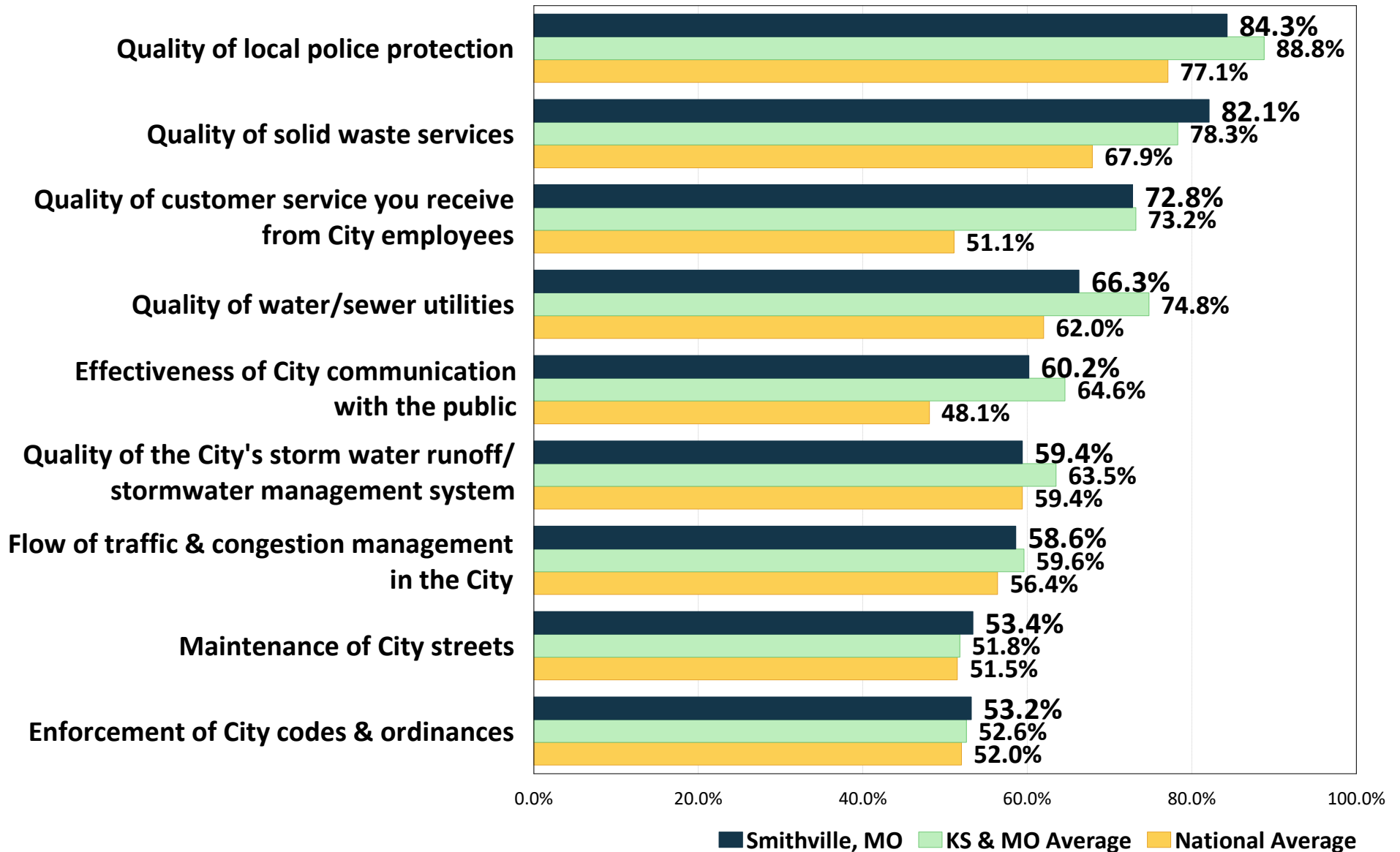
This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2021 to a random sample of over 5,000 residents in the continental United States. The second source is from a regional survey administered to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

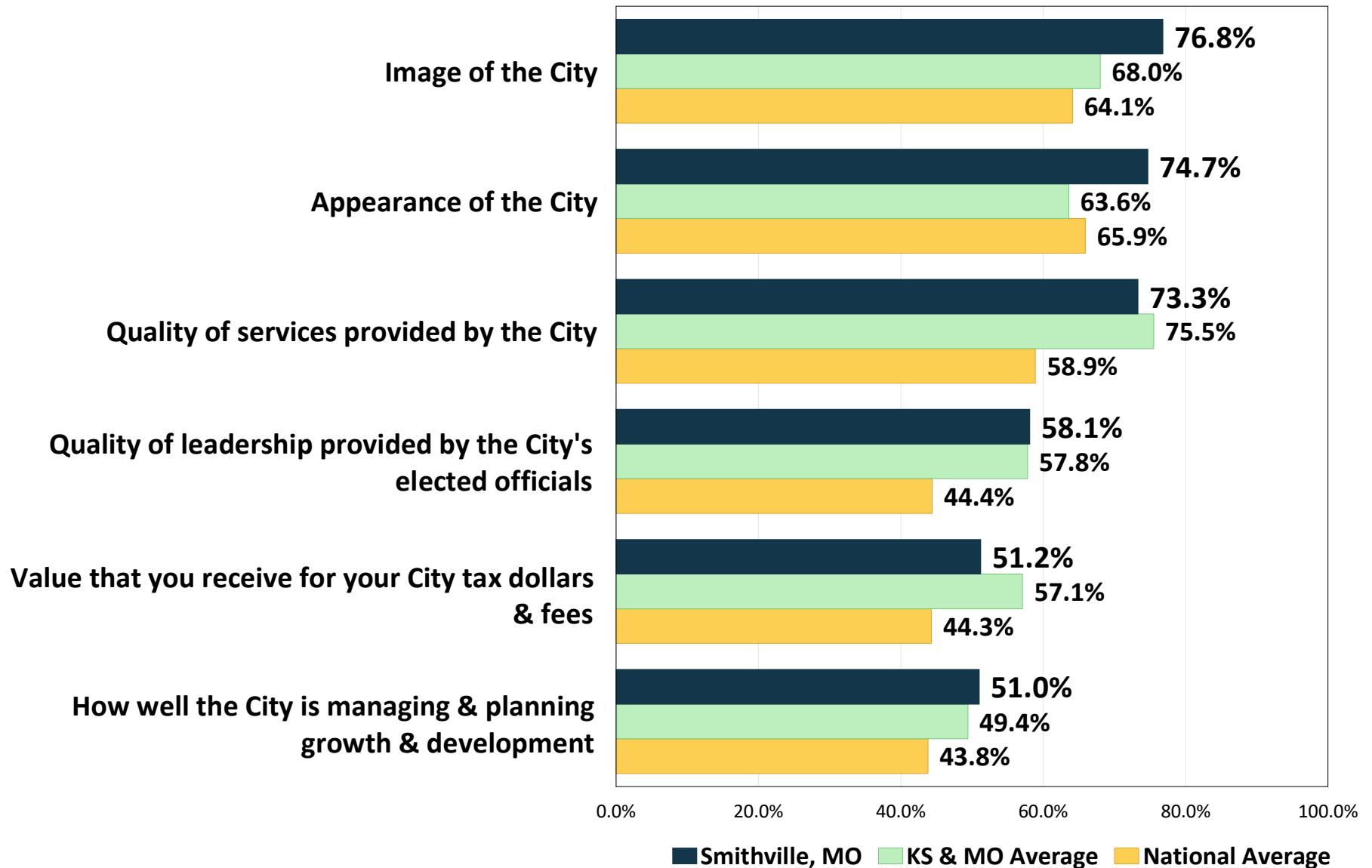
by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



Benchmarks: Satisfaction With Perception Items

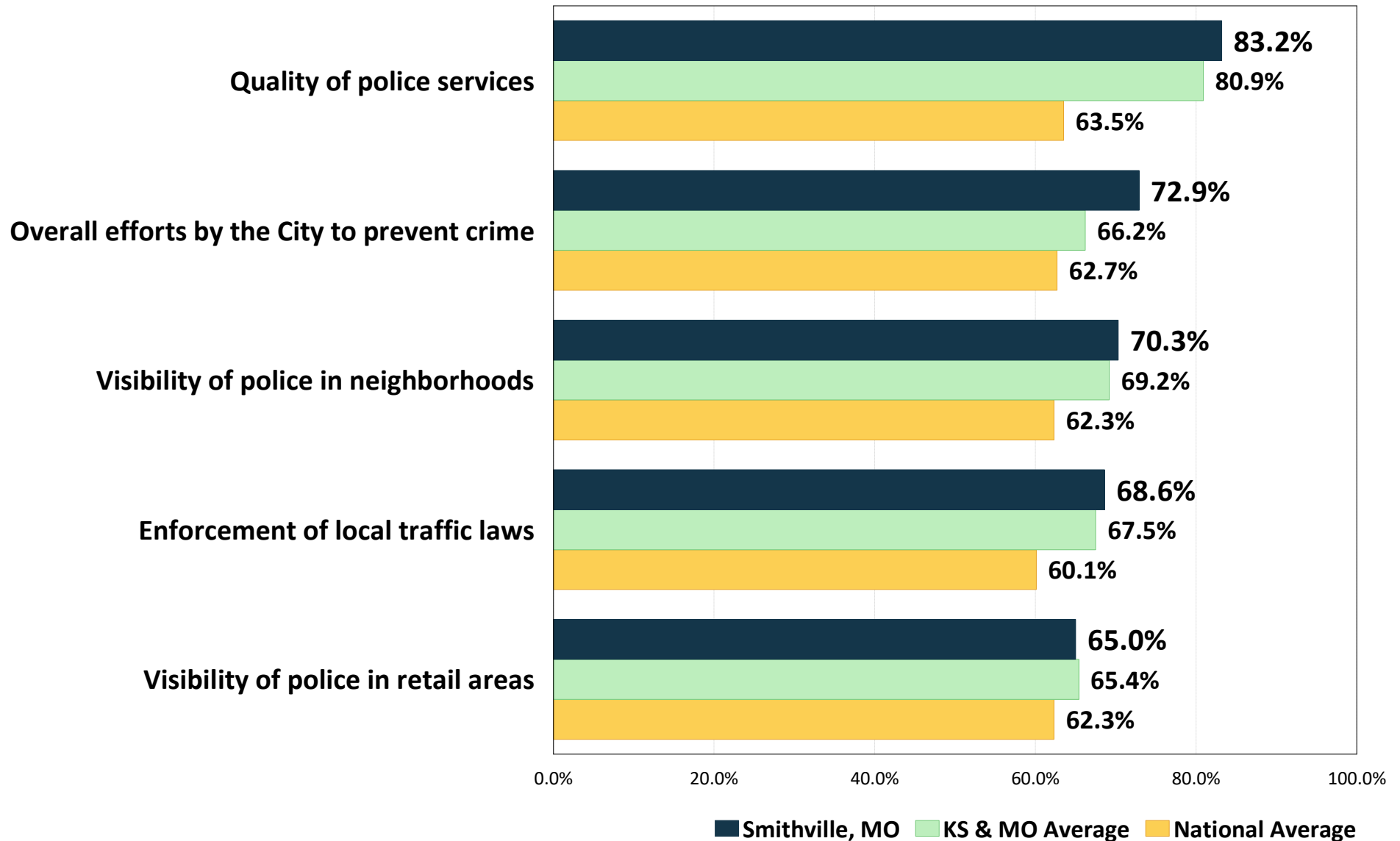
Smithville, MO Compared to KS/MO & National Averages

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)

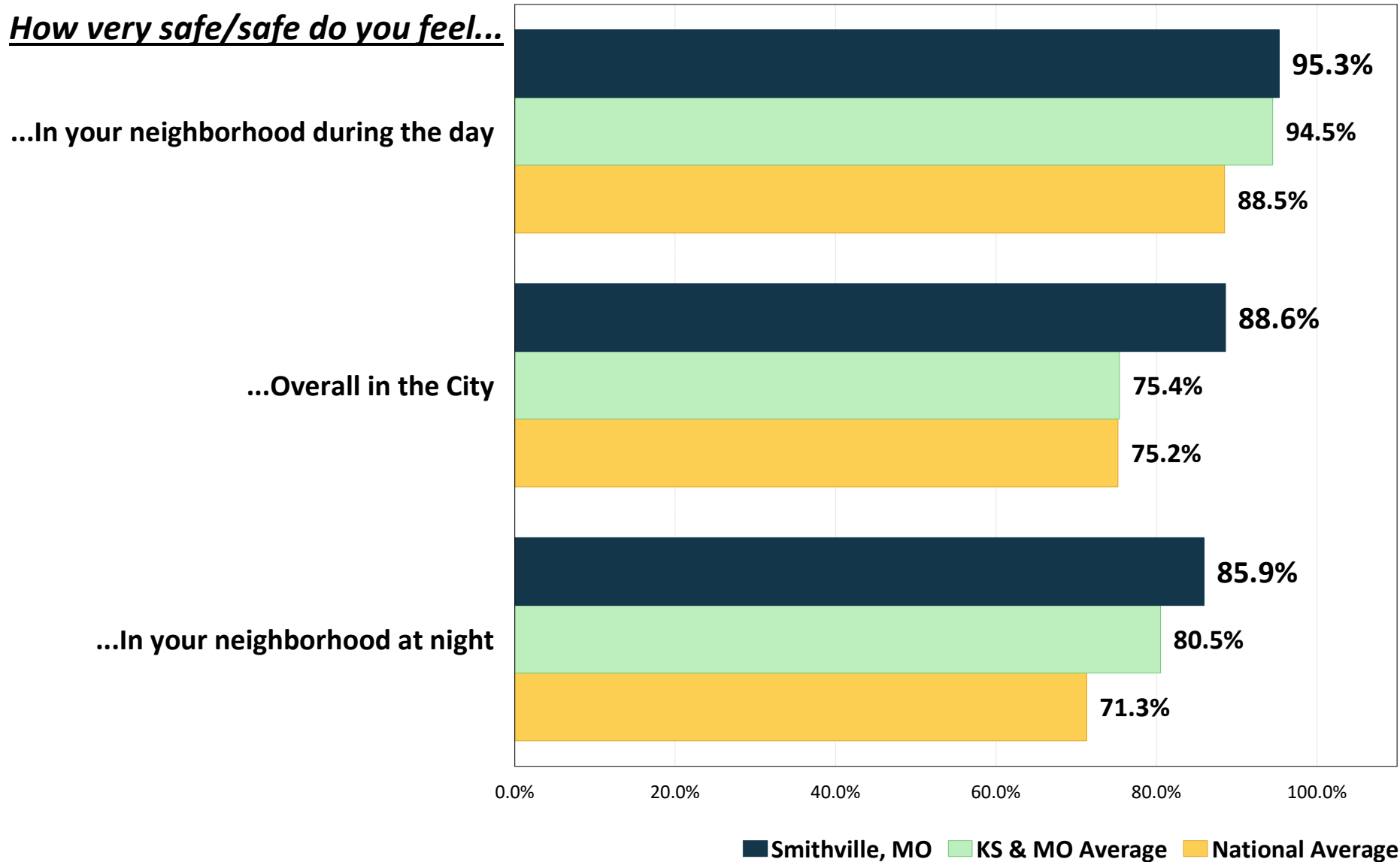


Benchmarks: Feeling of Safety in the City

Smithville, MO Compared to KS/MO & National Averages

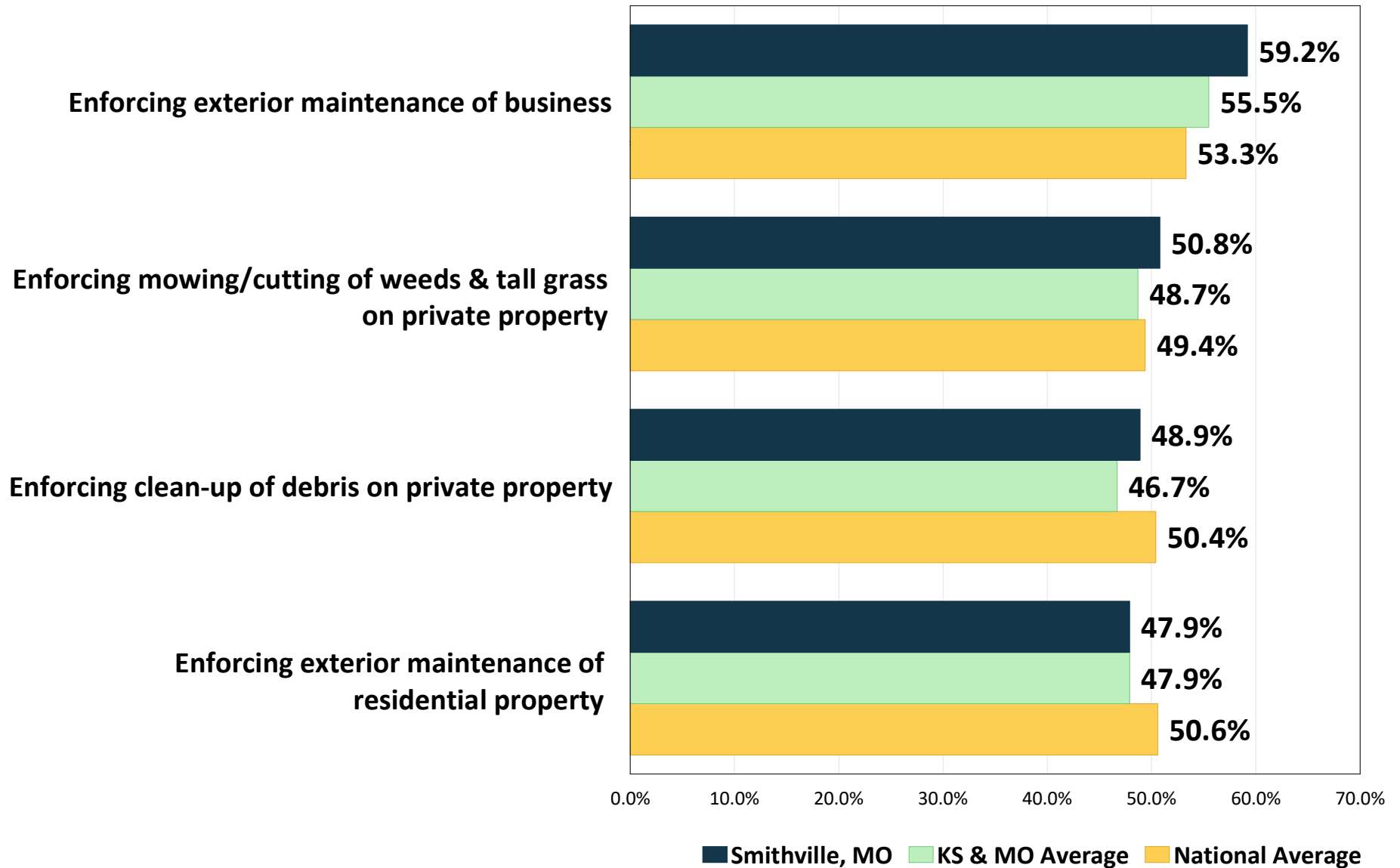
by the sum percentage of respondents that indicated they feel either *very safe* or *safe*
(excluding *don't know* responses)

How very safe/safe do you feel...



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

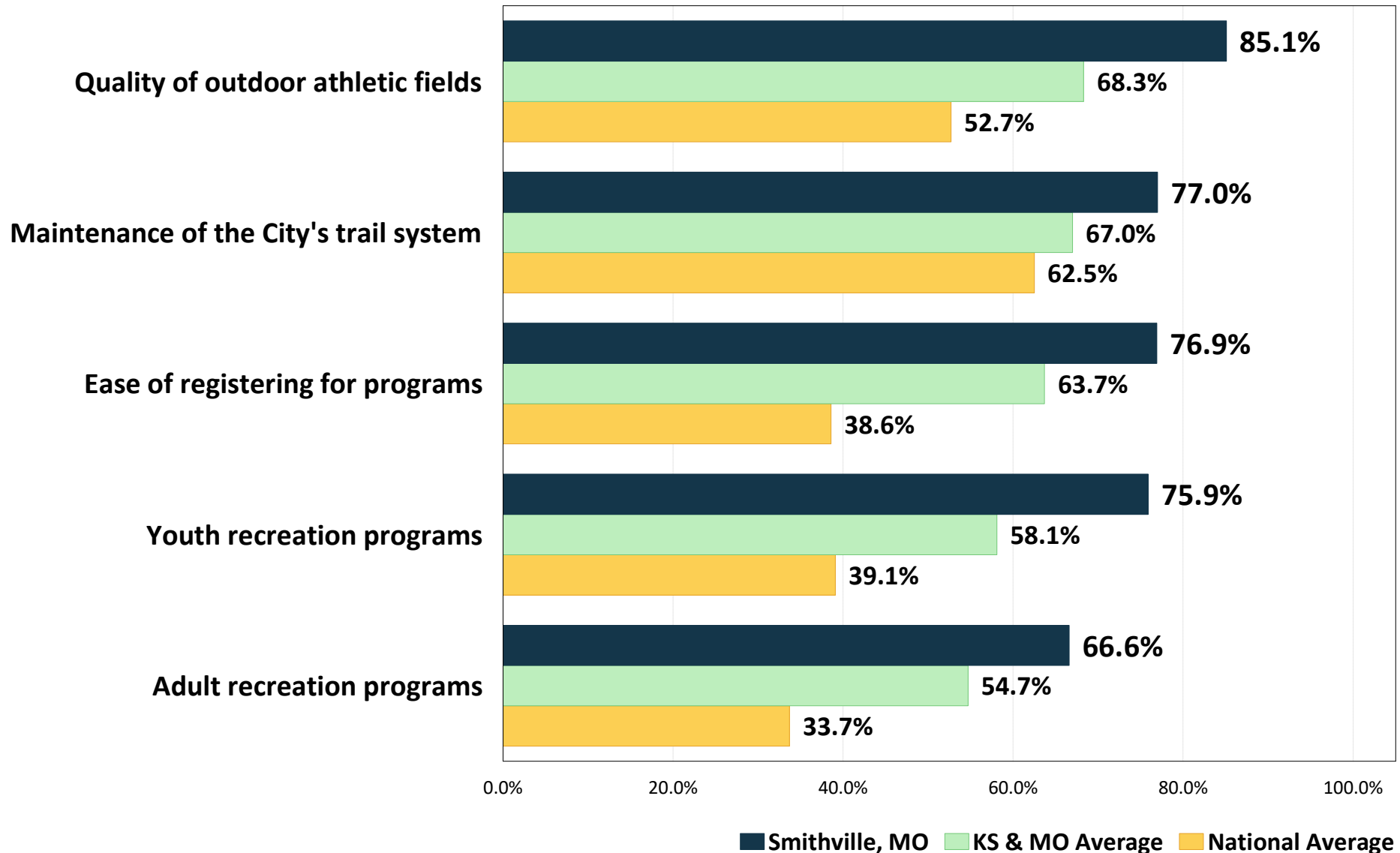
by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



Benchmarks: Satisfaction With Parks & Rec Amenities & Programs

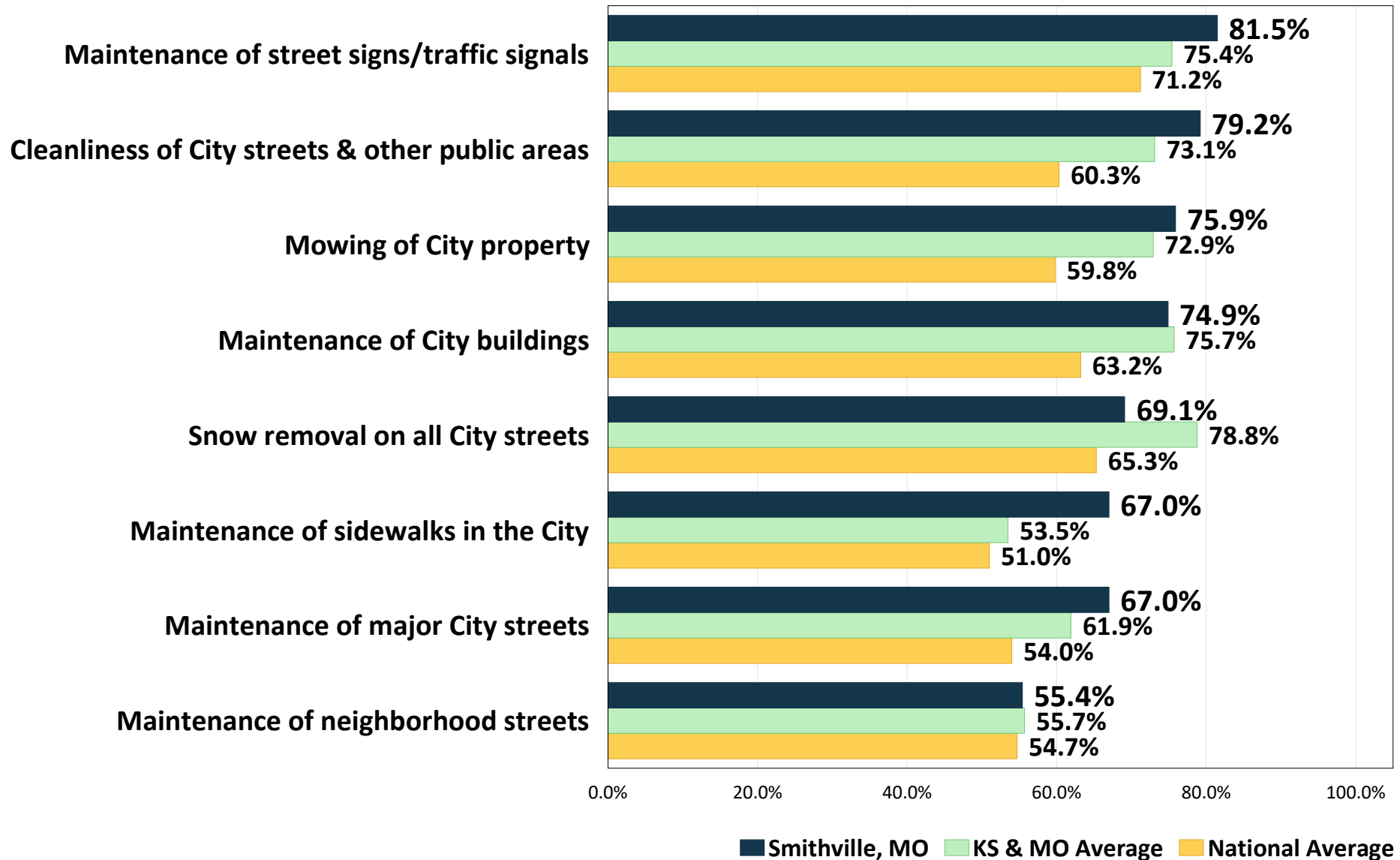
Smithville, MO Compared to KS/MO & National Averages

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



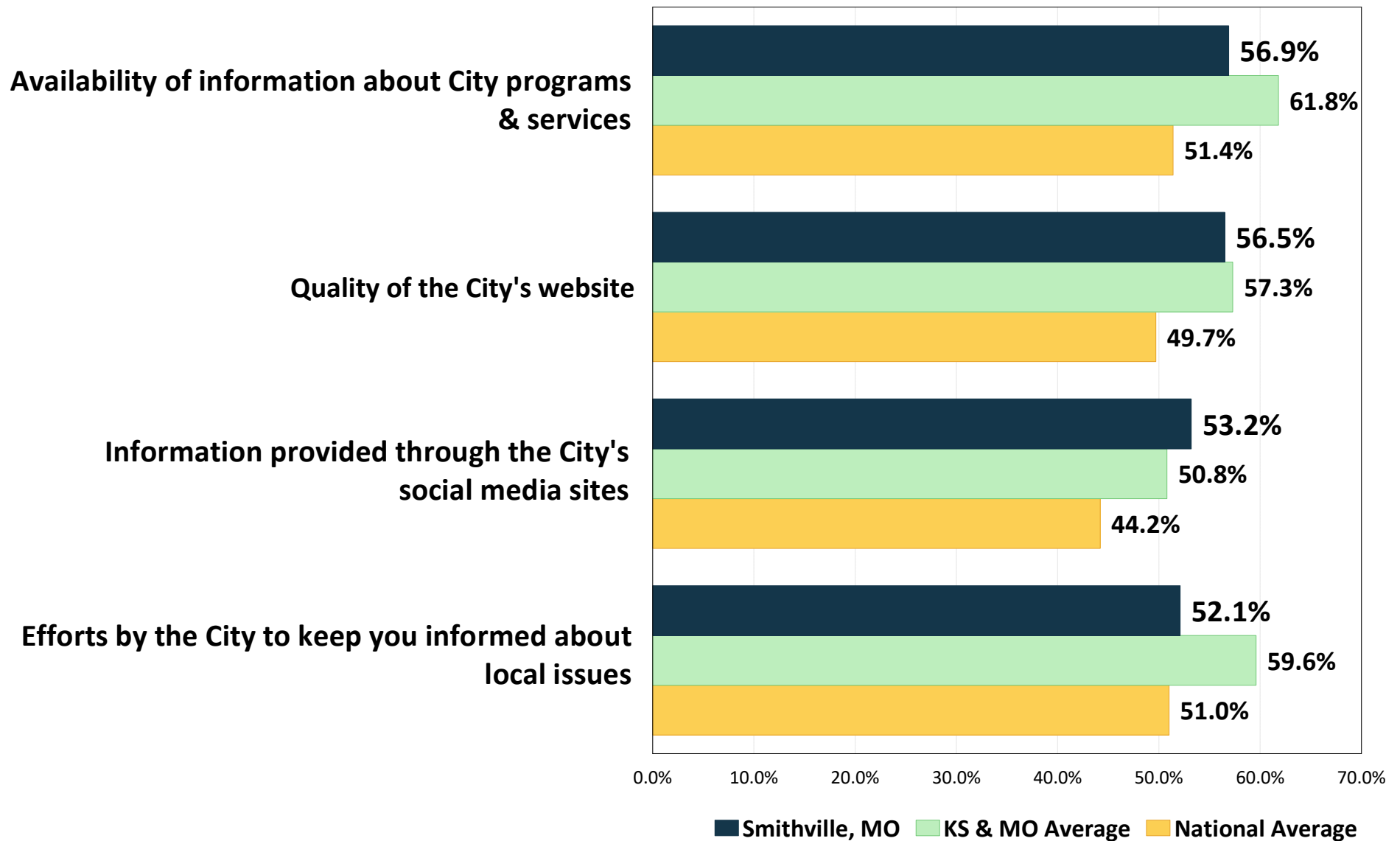
Benchmarks: Satisfaction With Maintenance Services Smithville, MO Compared to KS/MO & National Averages

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

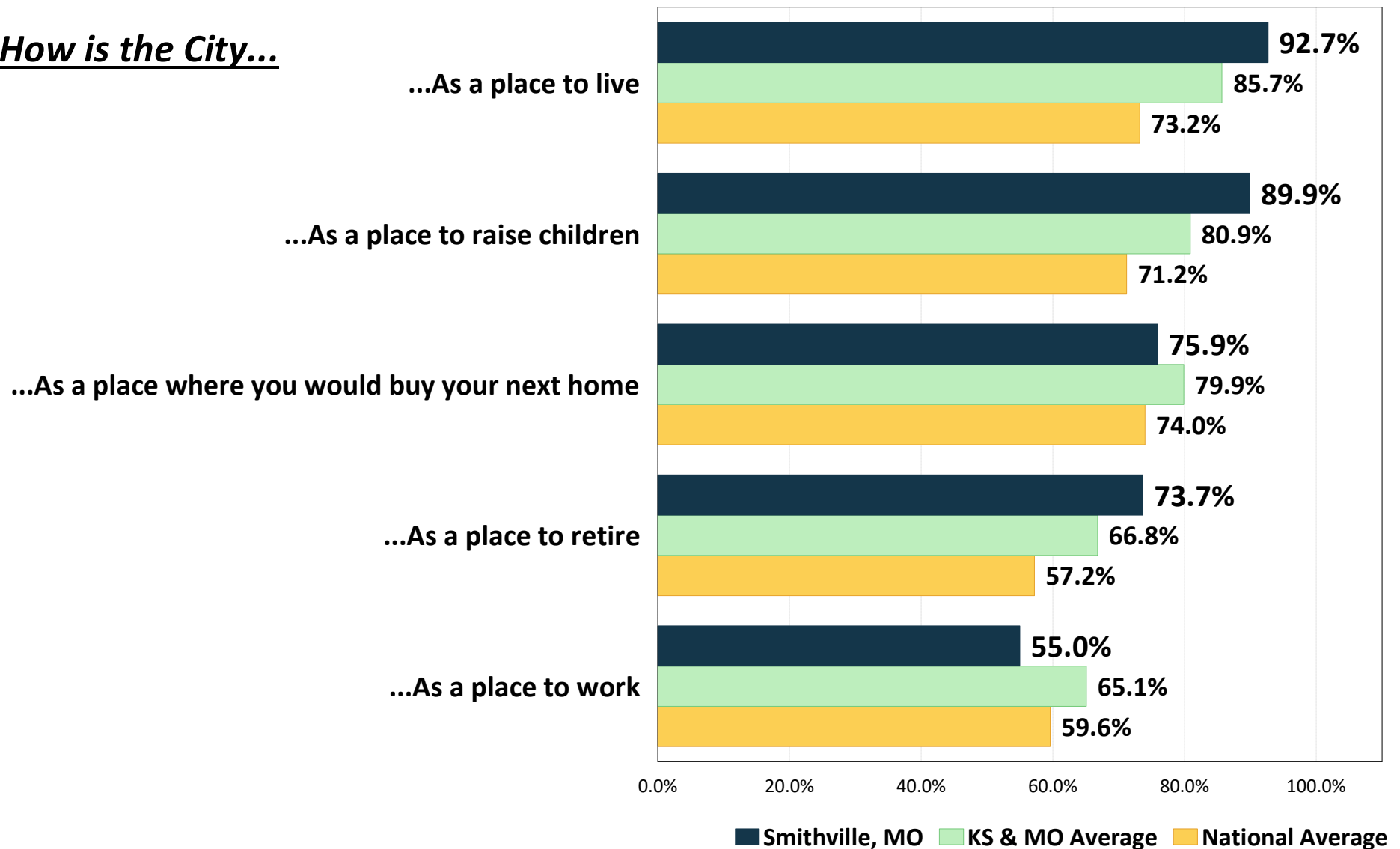
by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



Benchmarks: Excellent or Good 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)

How is the City...



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.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

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 \geq 0.20)
- Increase Current Emphasis (0.10 \leq 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 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 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.

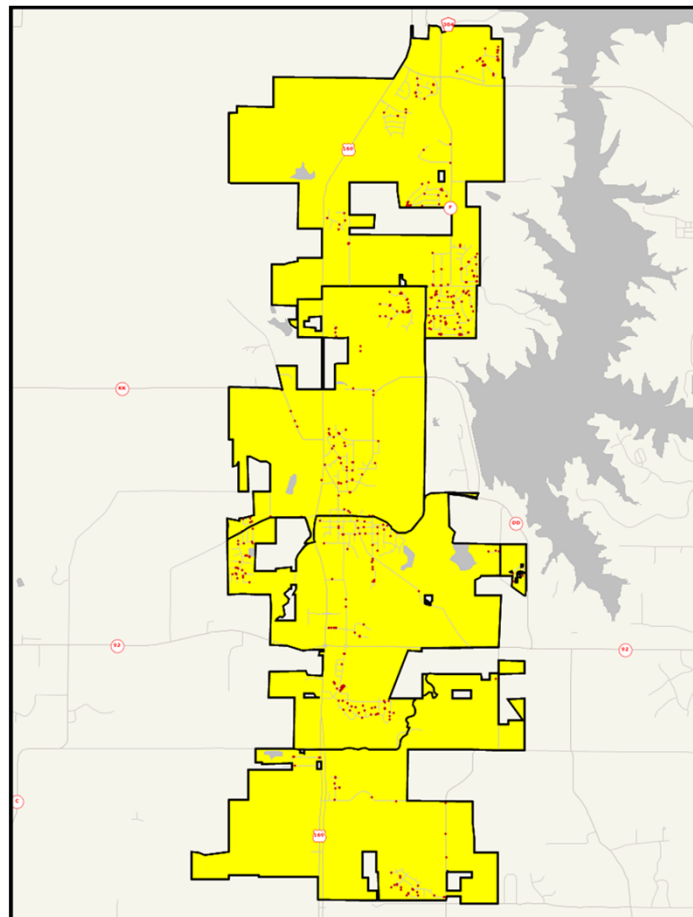
Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding don't knows. Respondents ranked their level of satisfaction with 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

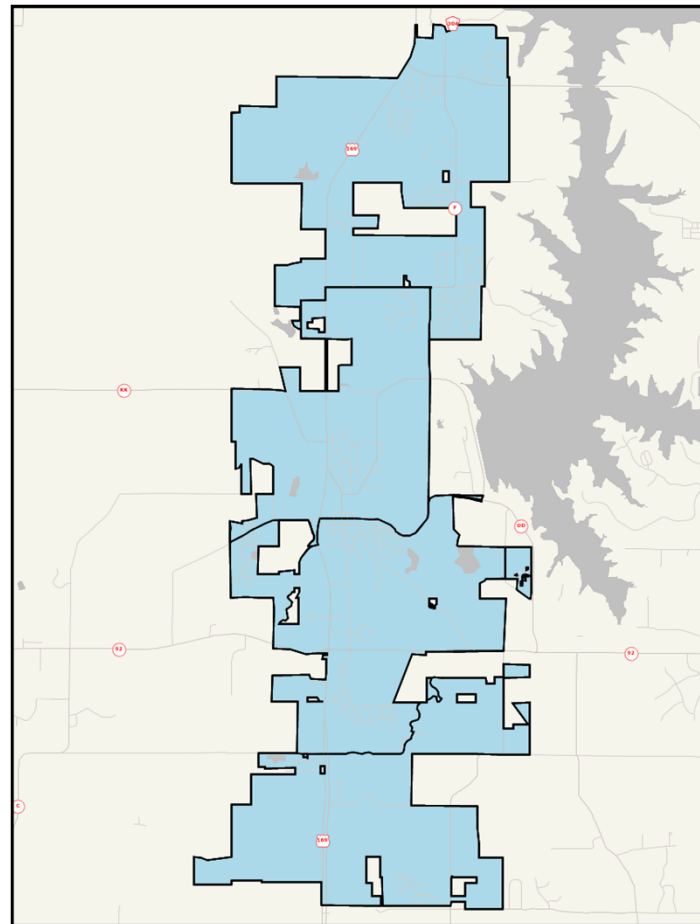
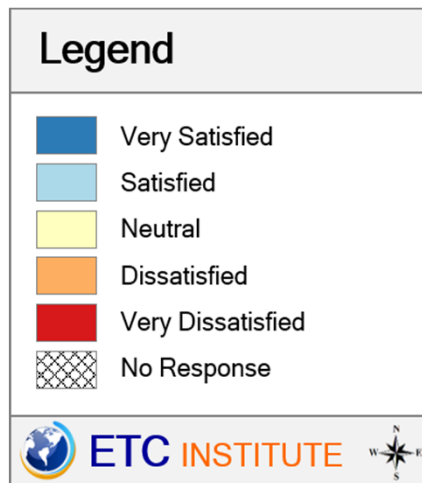
Location of Respondents (Boundaries Show Census Block Groups)

Smithville, MO



Q1-1. Overall quality of police services

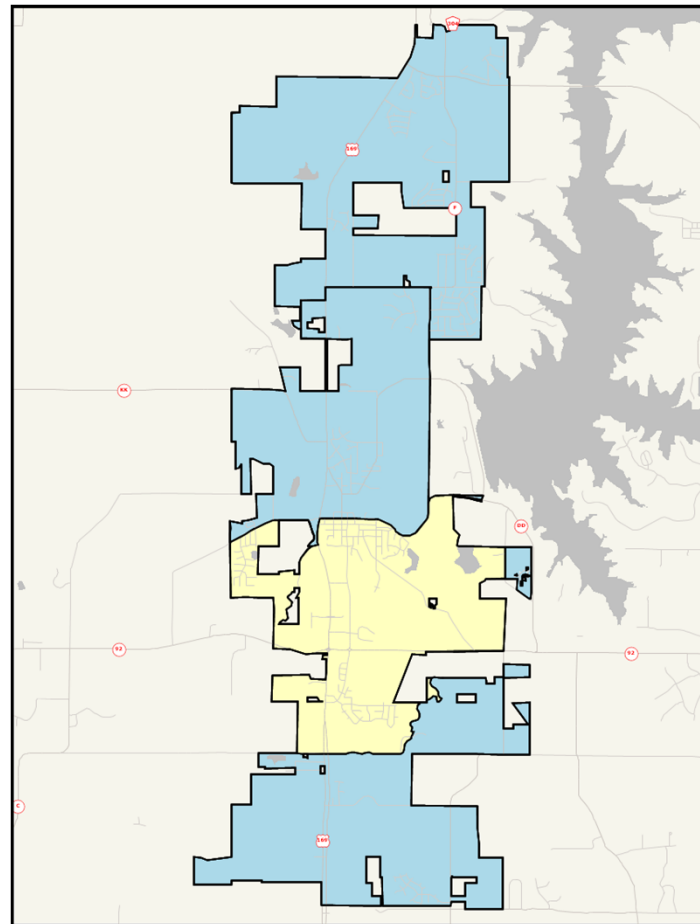
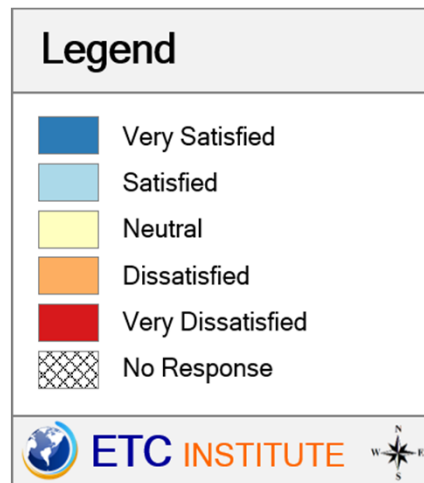
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

Q1-2. Overall maintenance of City streets

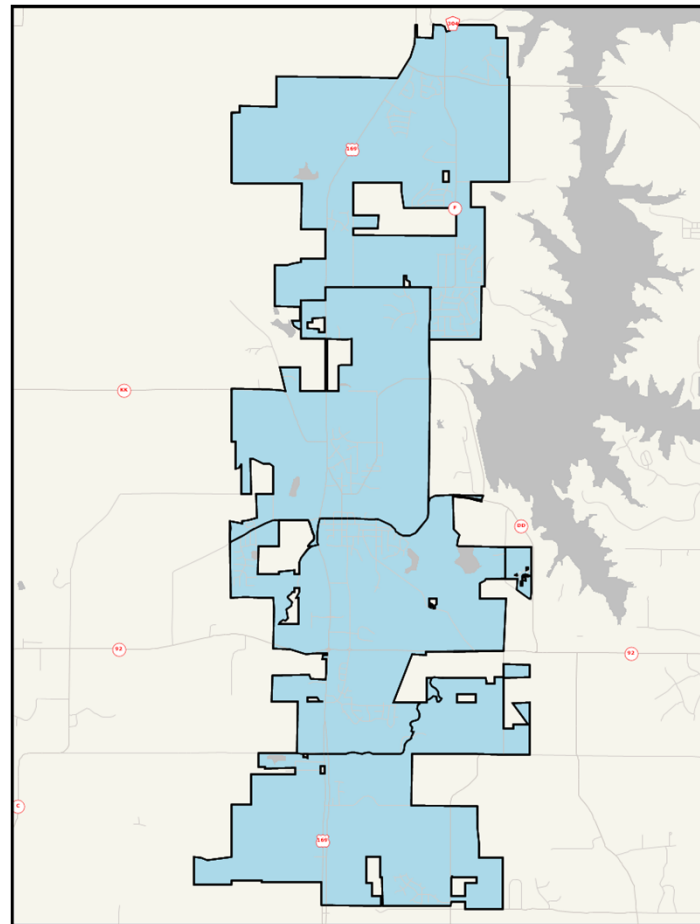
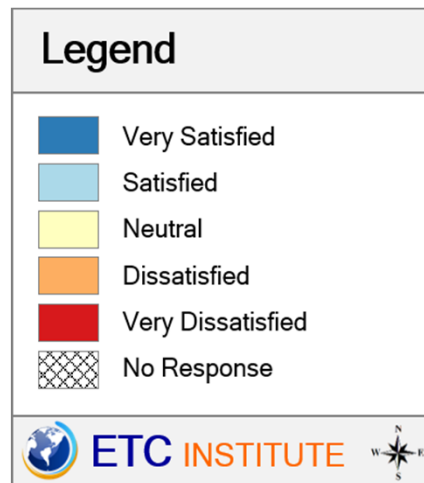
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

Q1-3. Overall maintenance of buildings and facilities

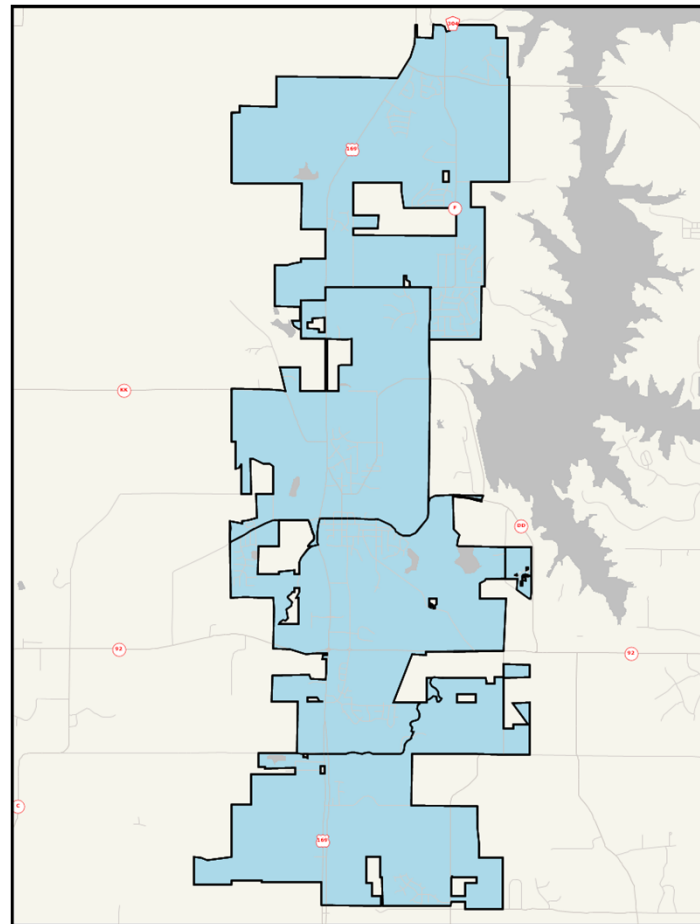
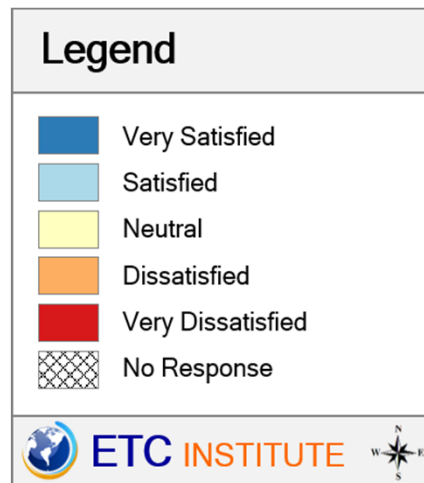
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

Q1-4. Overall quality of water/sewer utilities

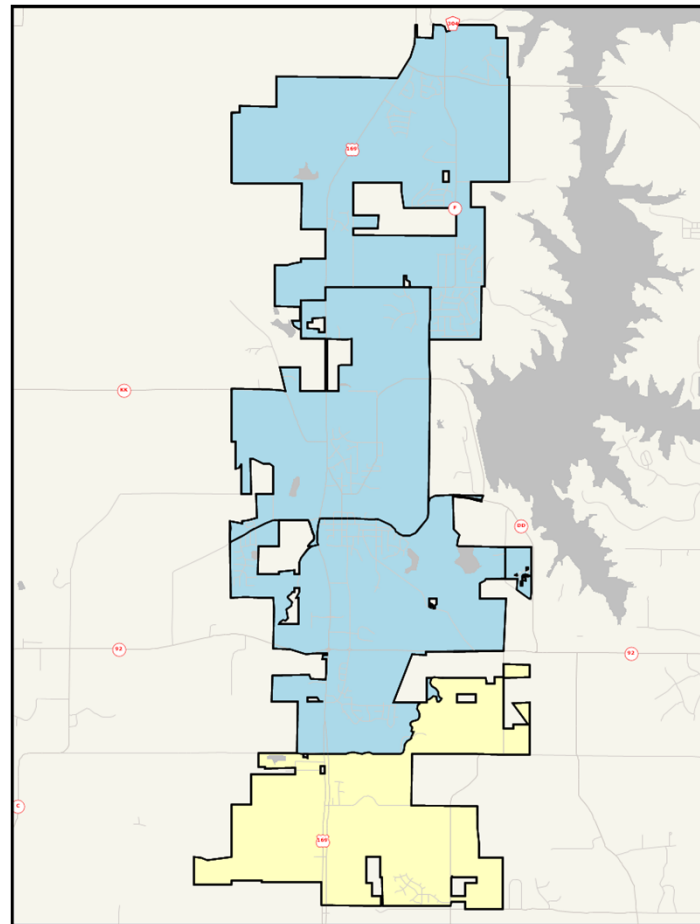
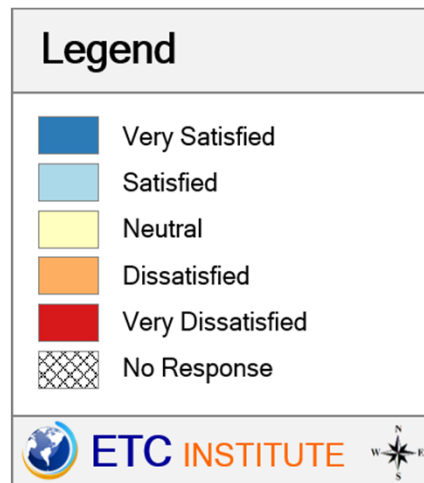
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

Q1-5. Overall enforcement of City codes and ordinances

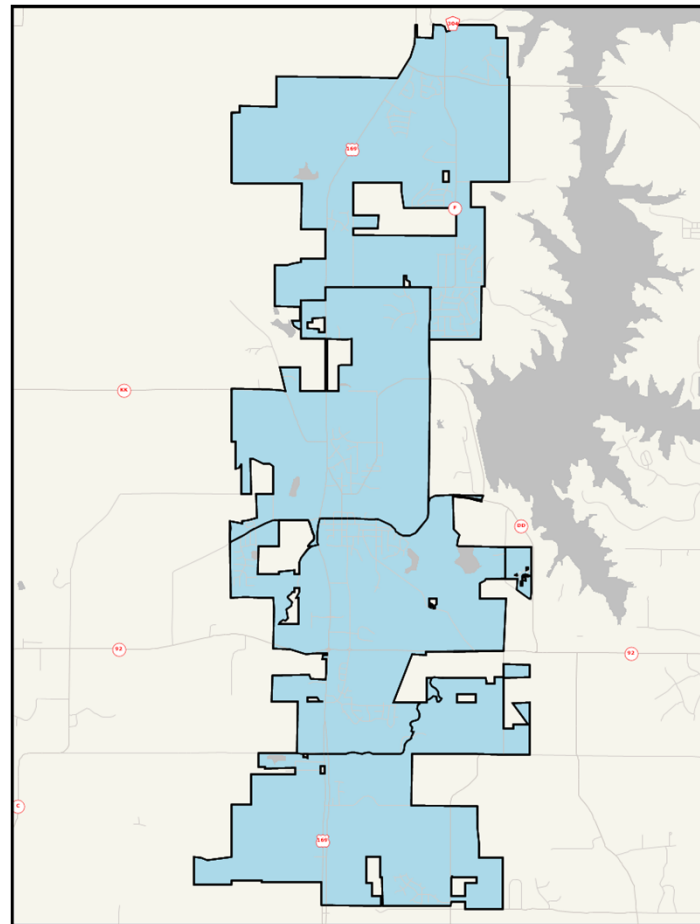
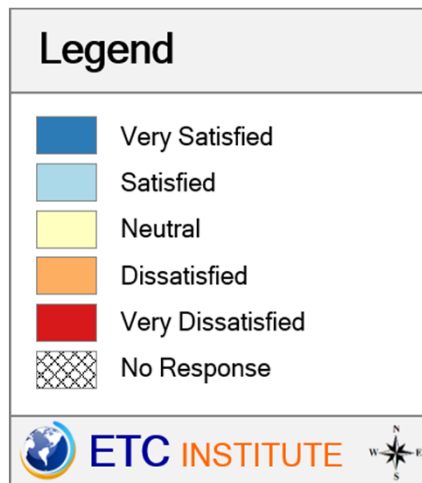
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

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

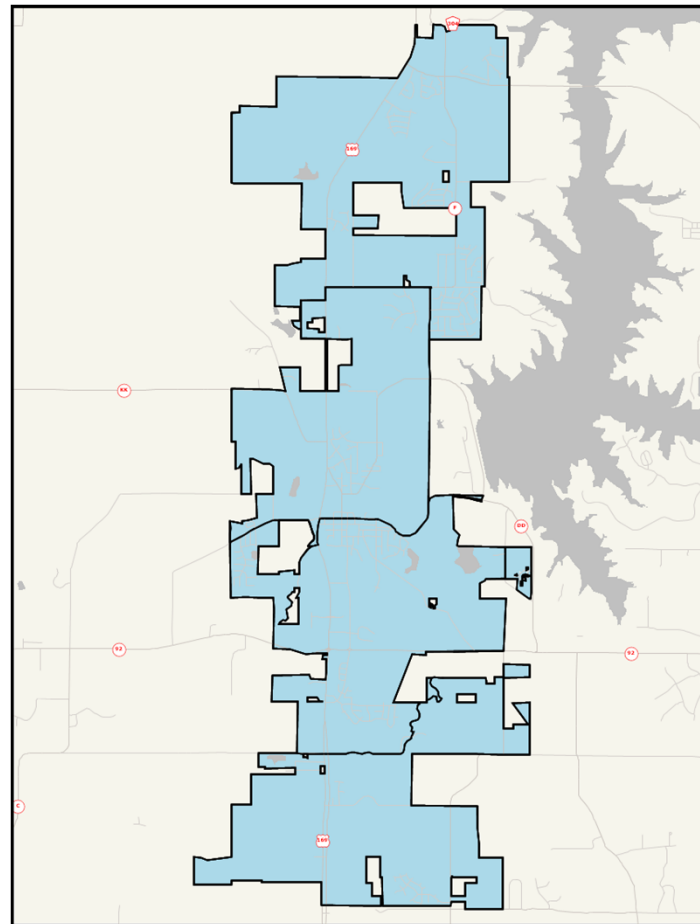
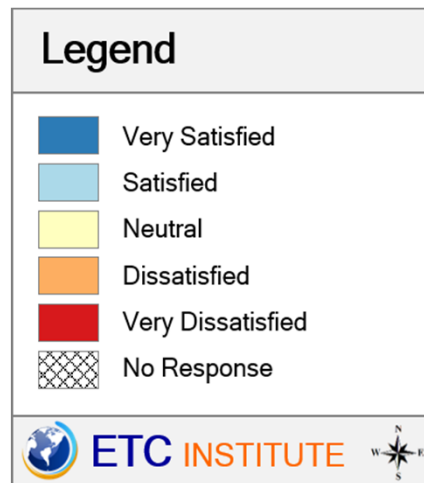
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

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

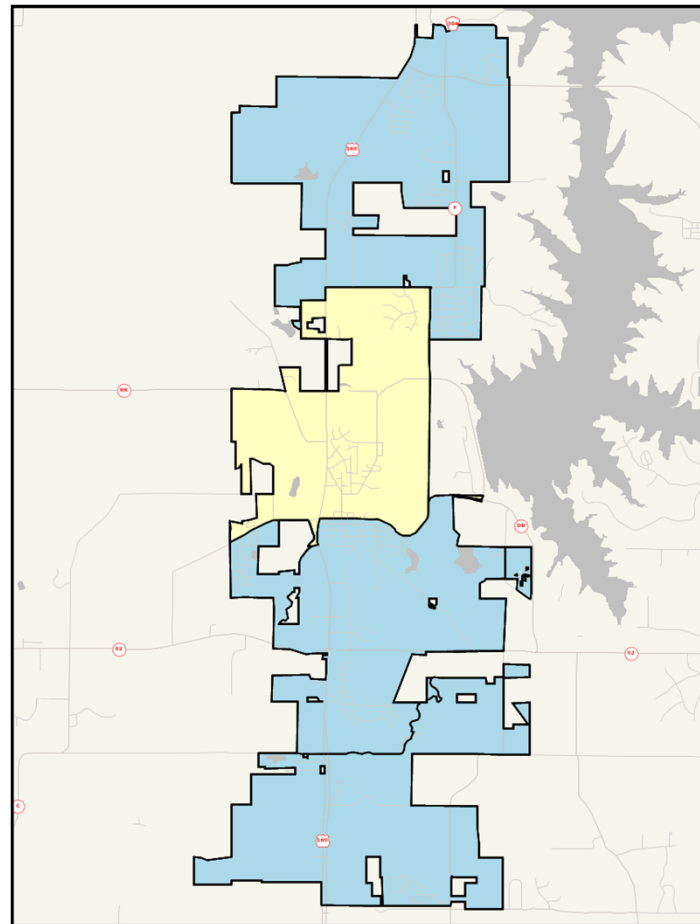
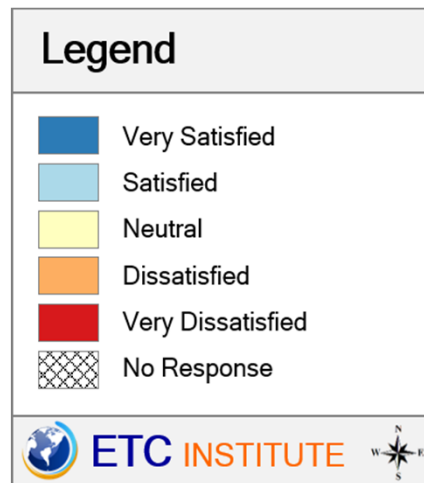
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

Q1-8. Overall effectiveness of community planning and development

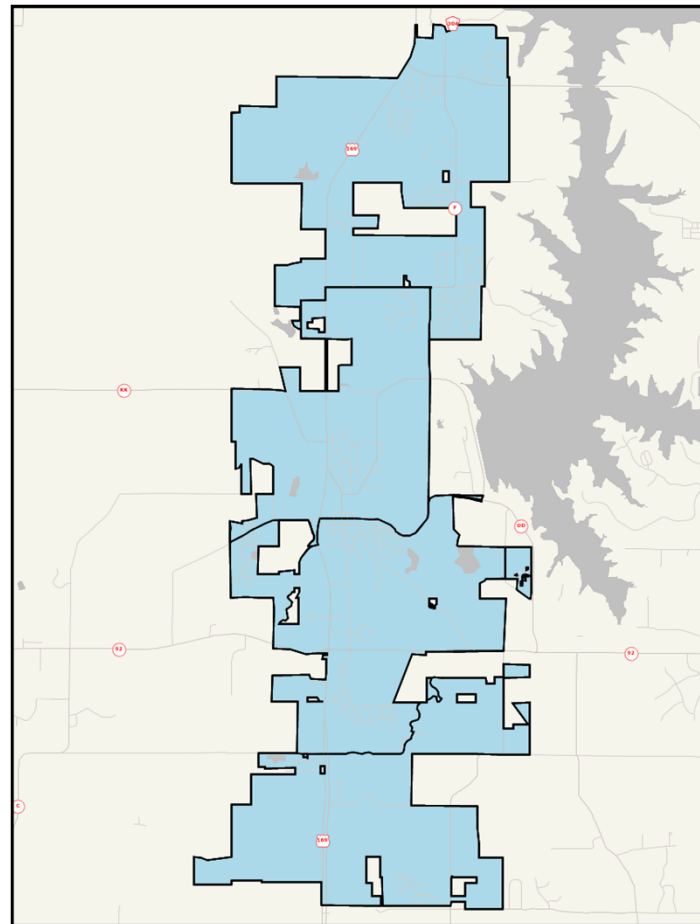
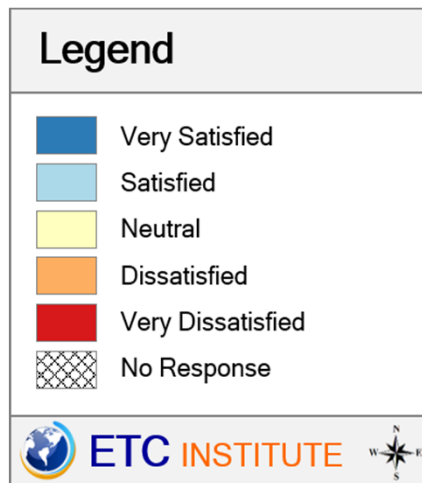
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

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

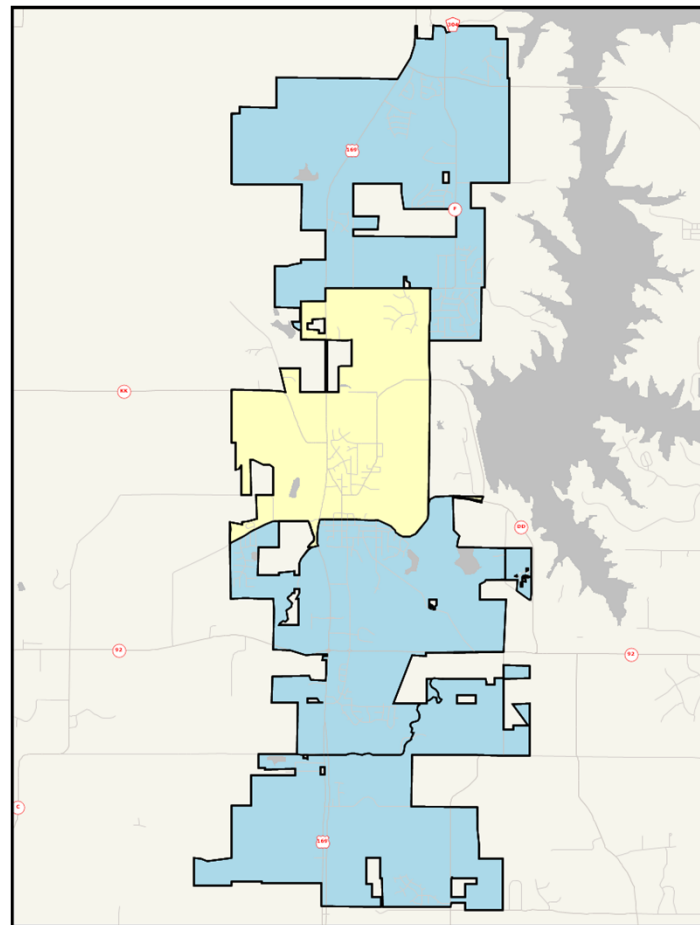
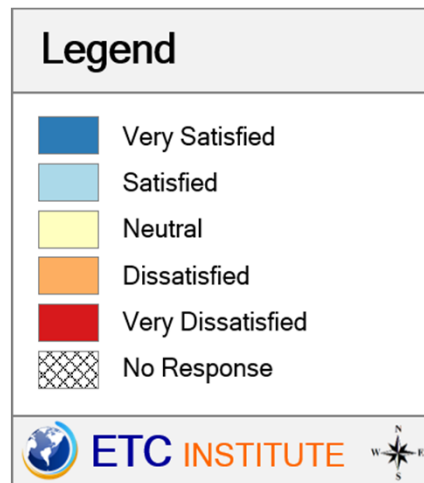
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

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

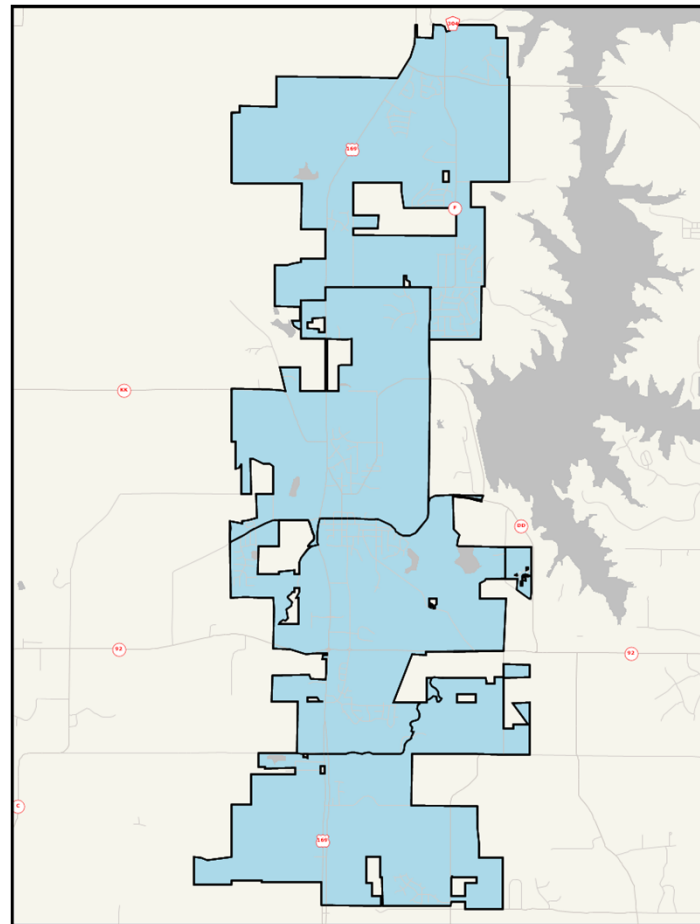
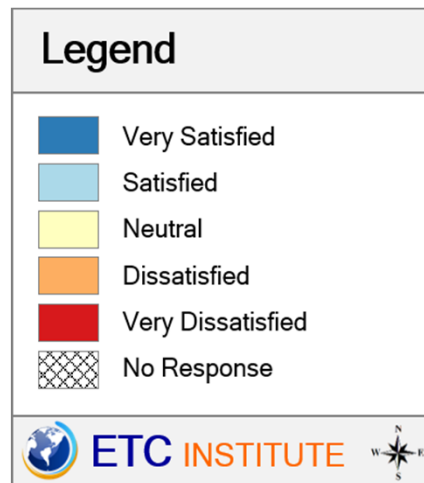
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

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

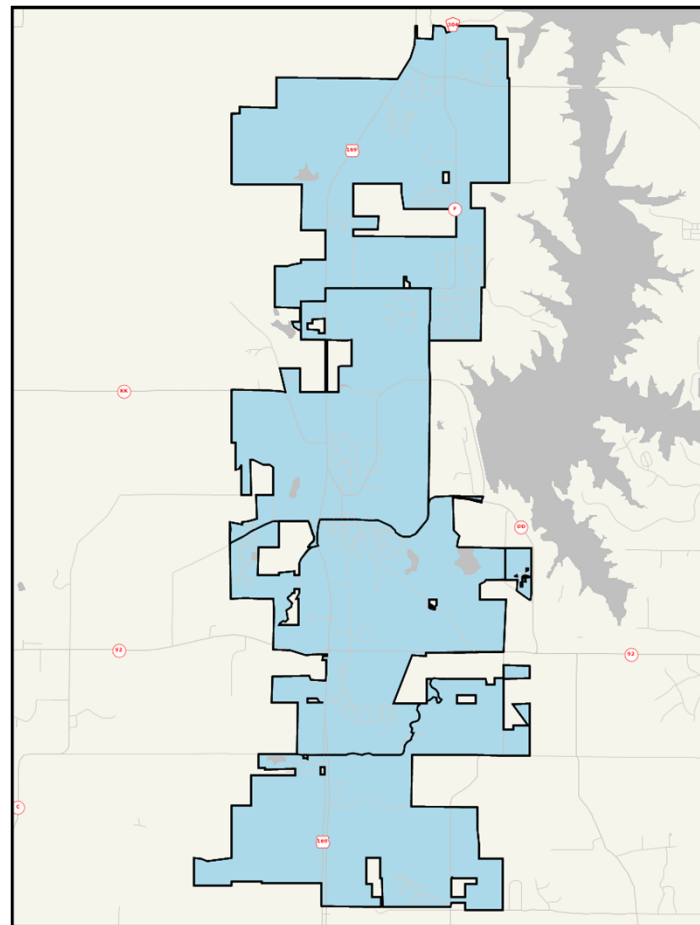
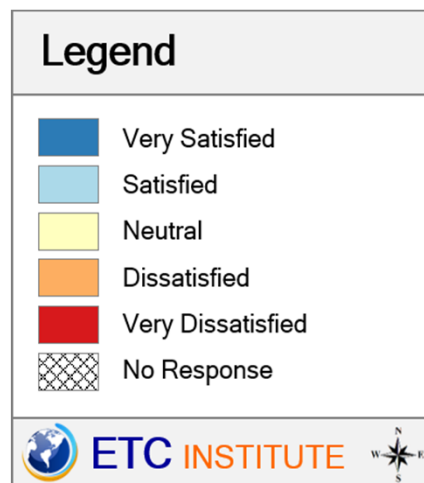
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

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

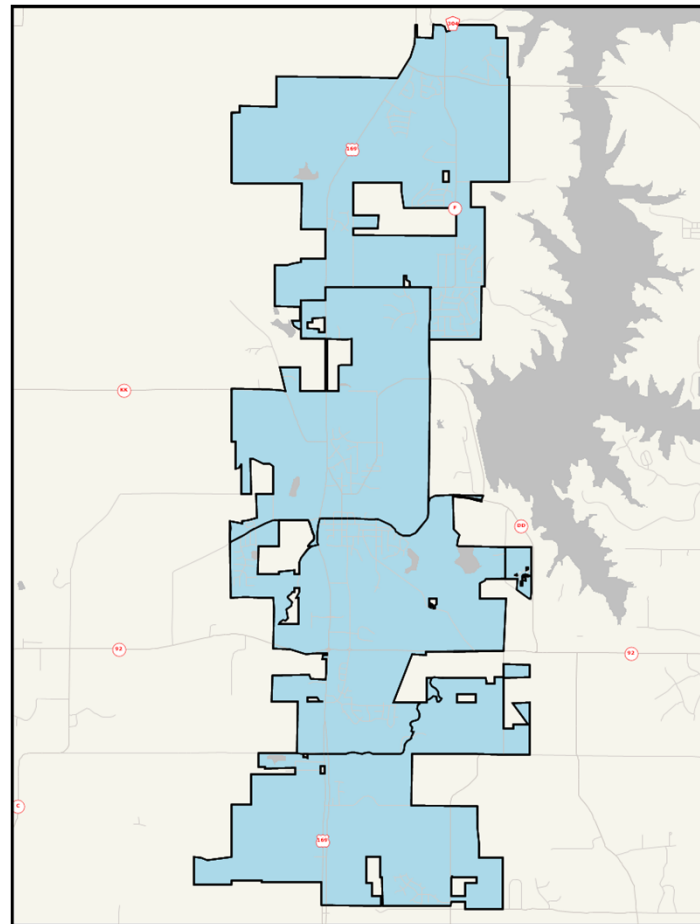
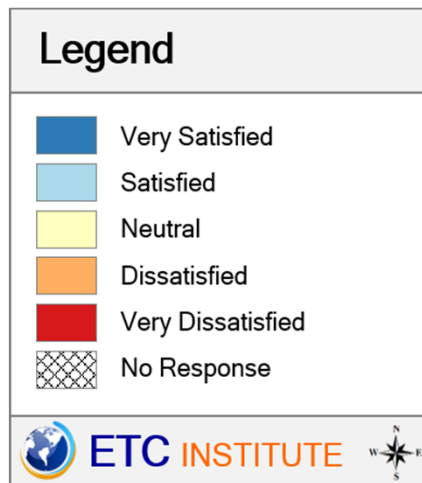
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

Q2-2. Overall image of the City

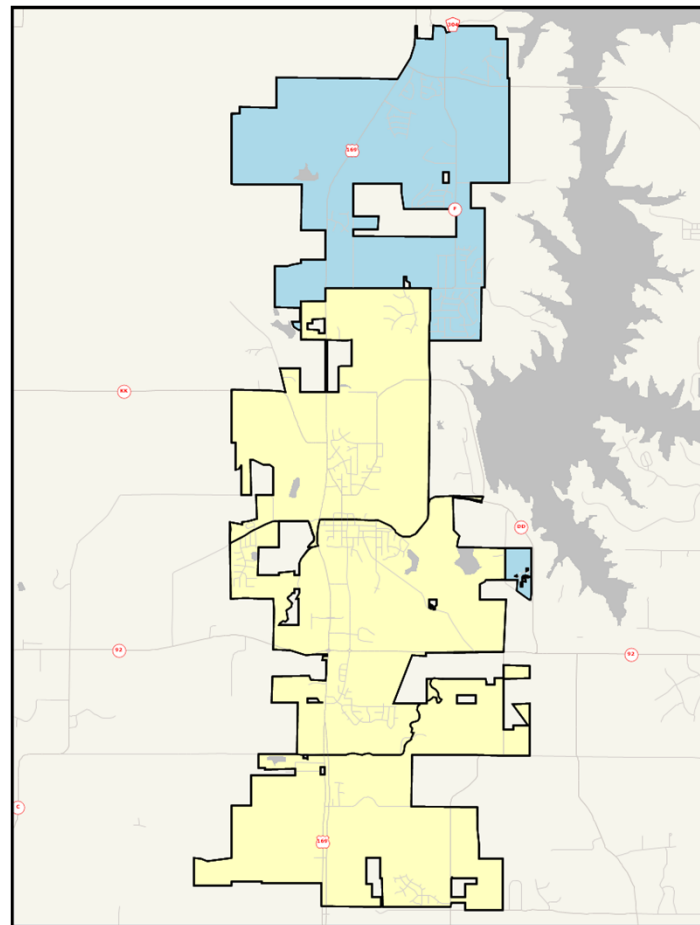
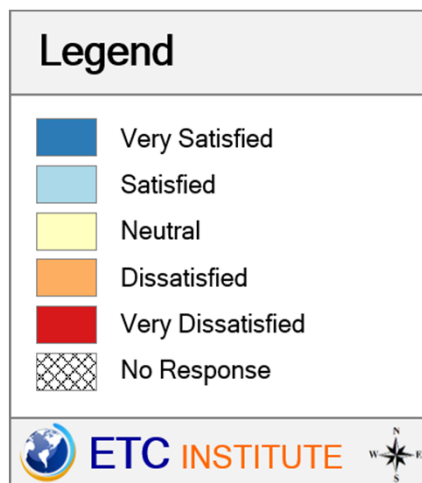
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

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

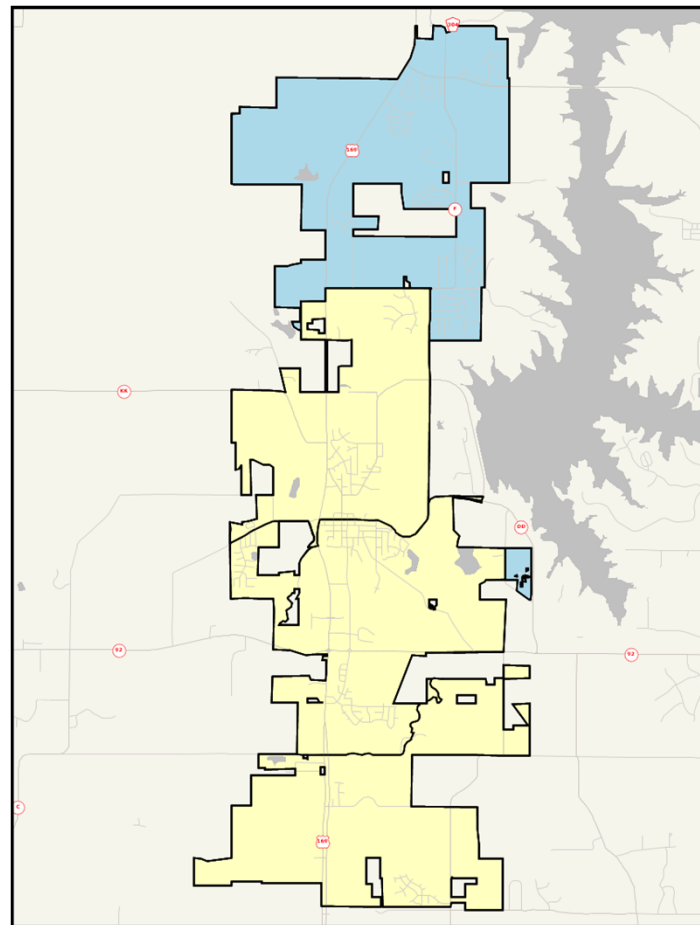
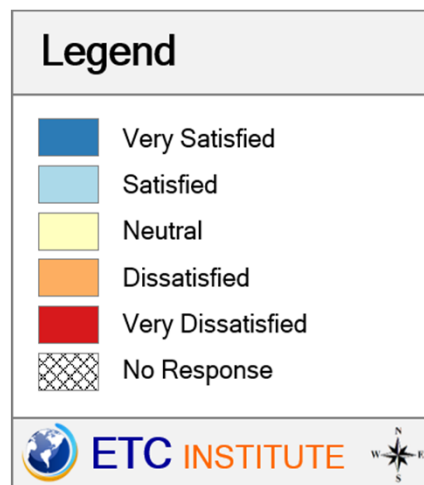
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

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

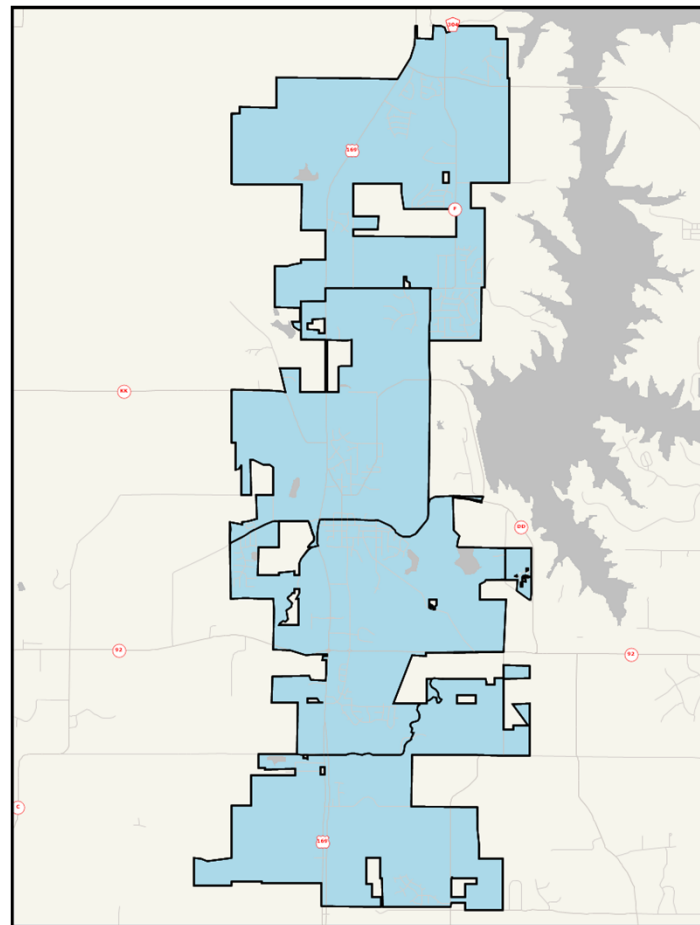
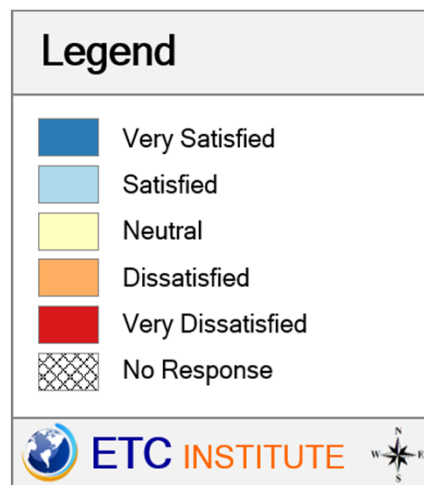
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

Q2-5. Overall quality of life in the City

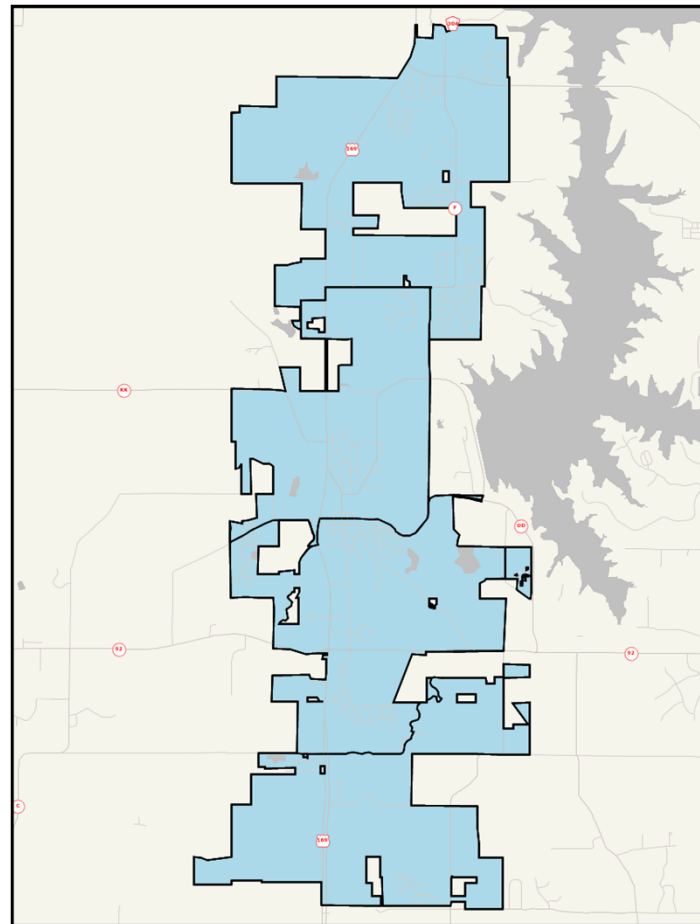
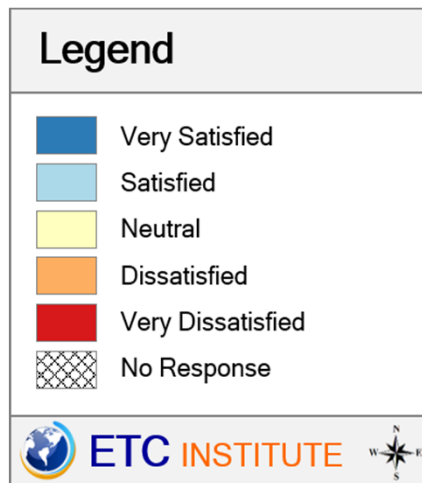
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

Q2-6. Overall appearance of the City

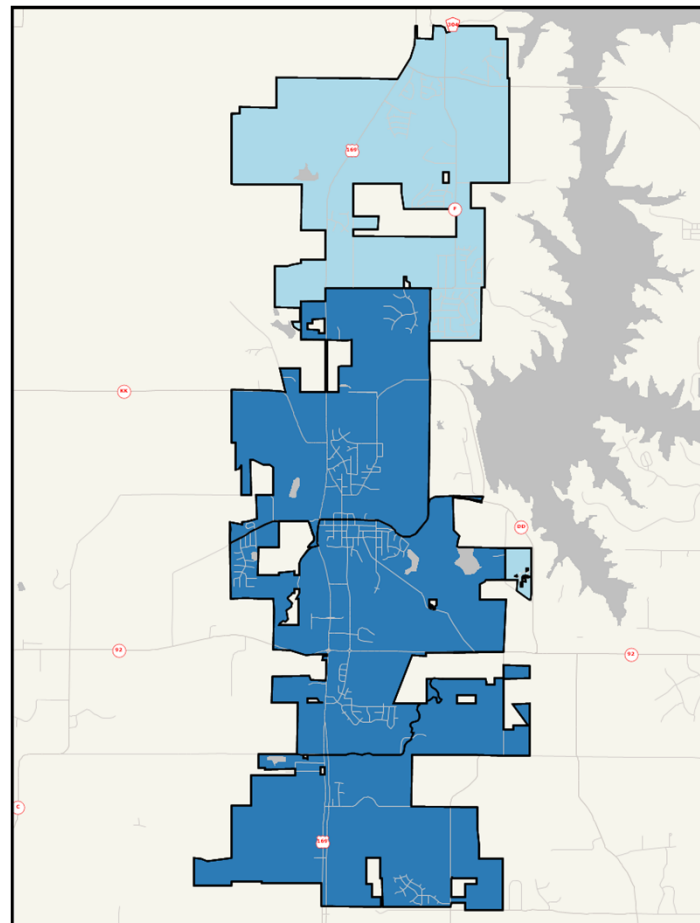
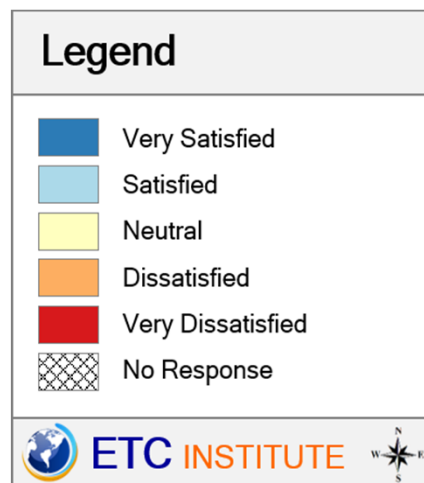
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

Q2-7. Overall feeling of safety in the City

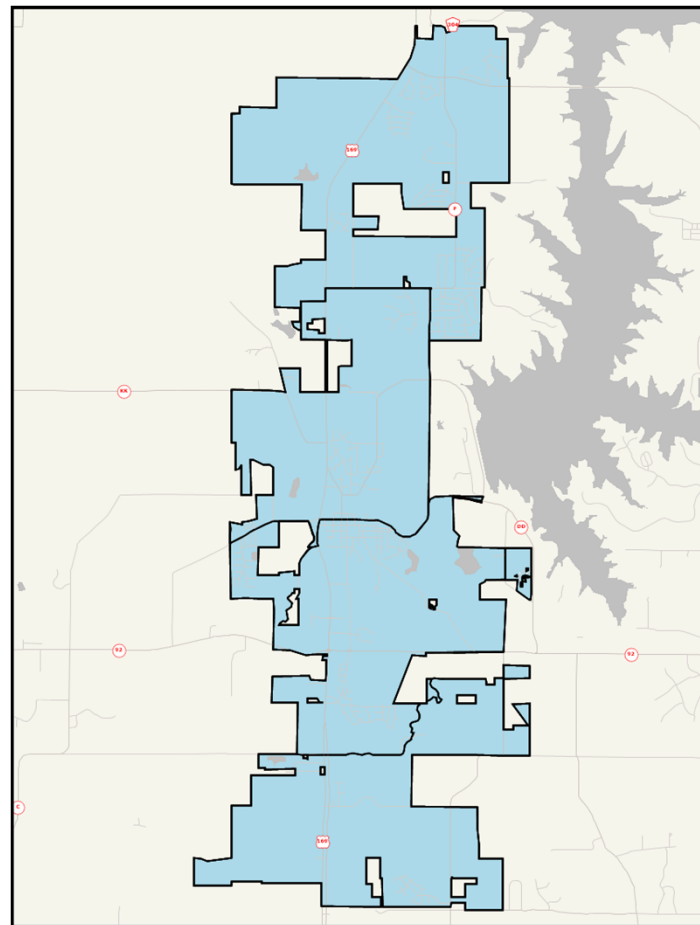
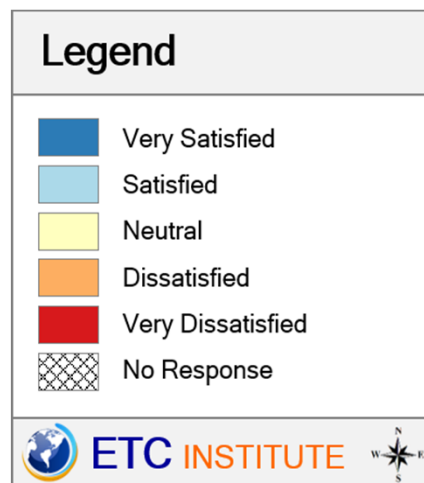
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

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

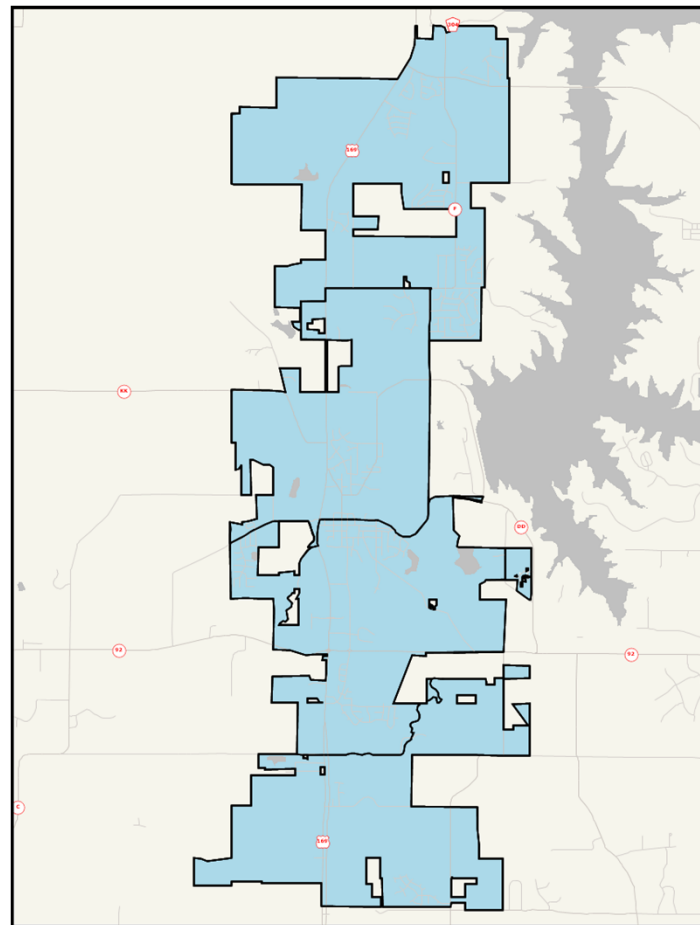
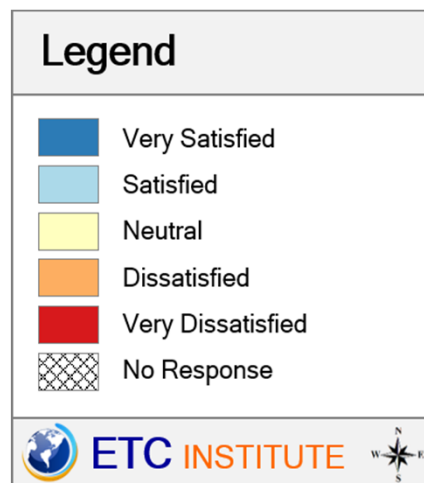
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

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

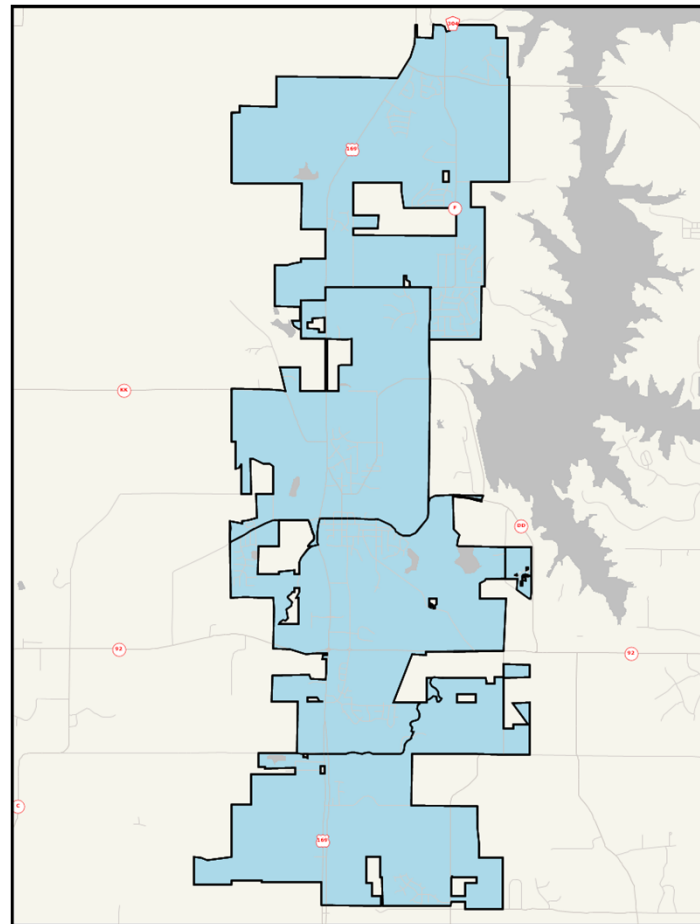
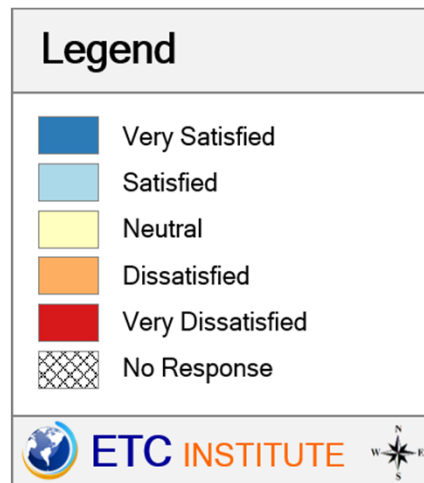
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

Q3-1. Overall quality of local police protection

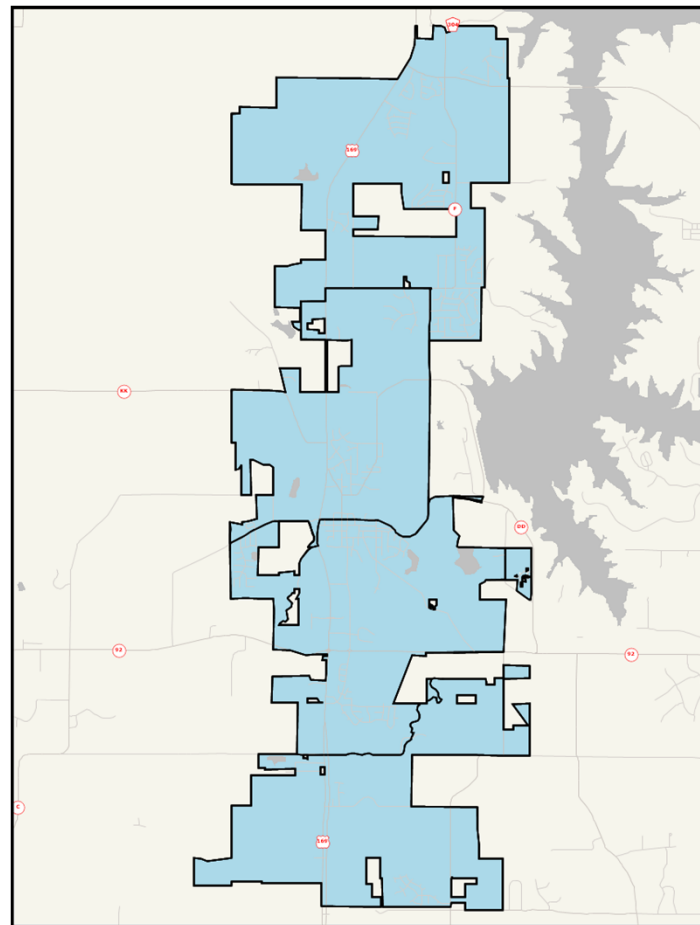
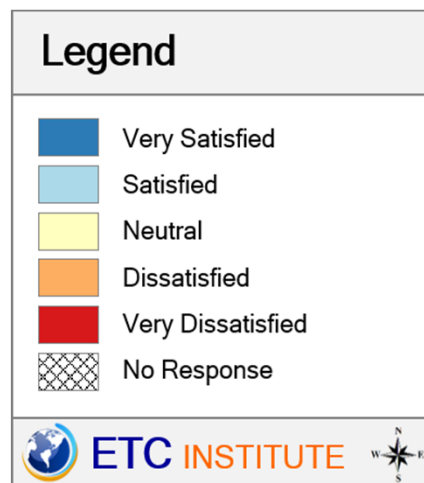
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

Q3-2. The visibility of police in neighborhoods

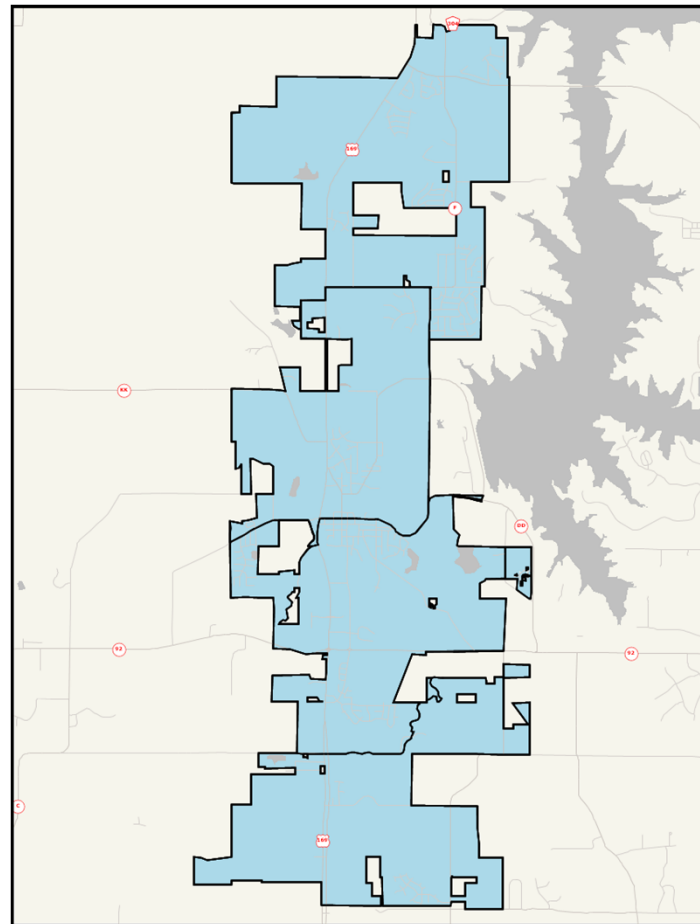
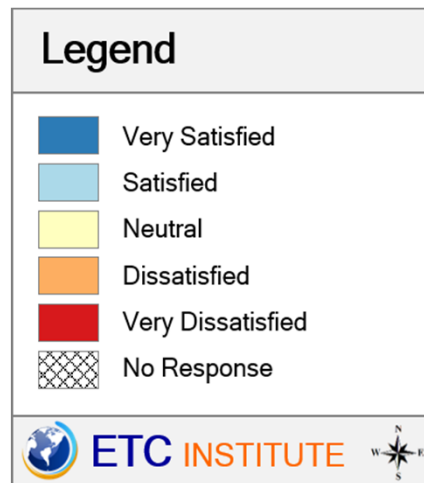
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

Q3-3. The visibility of police in retail areas

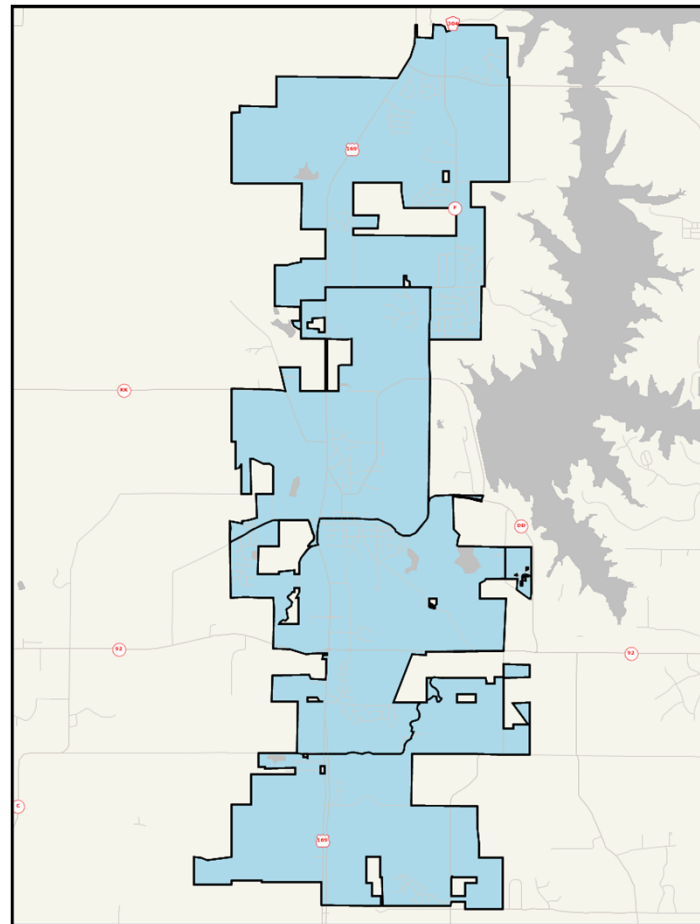
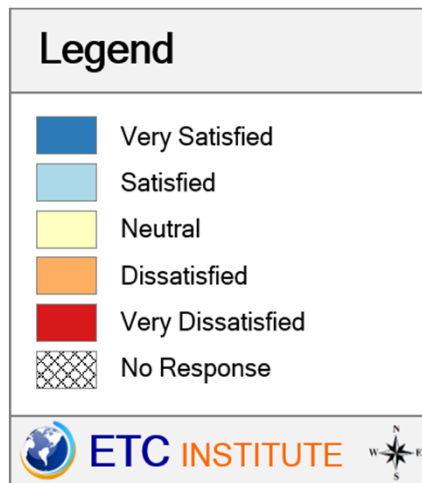
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

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

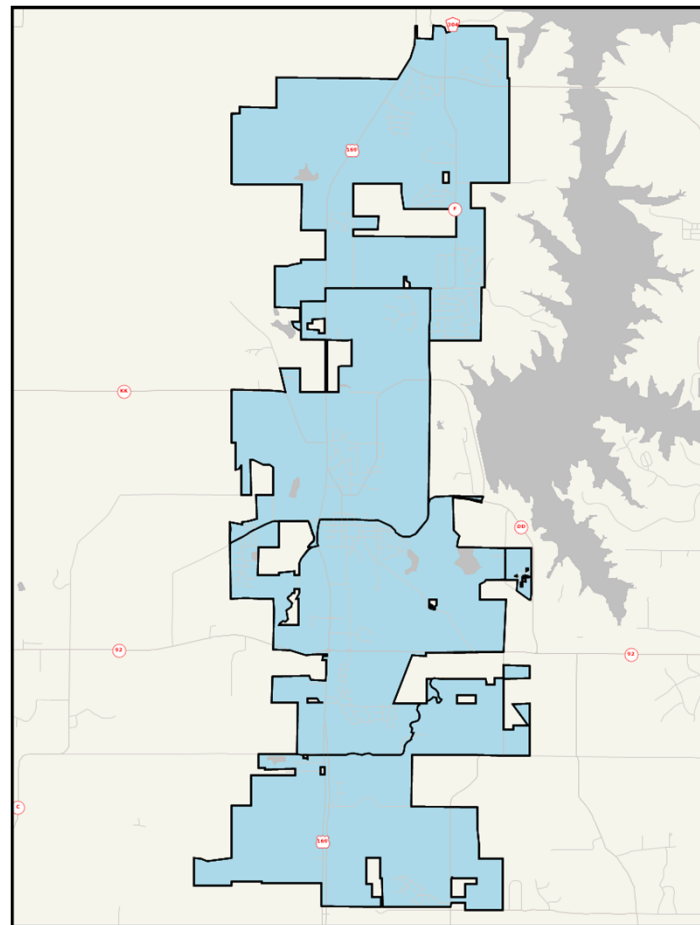
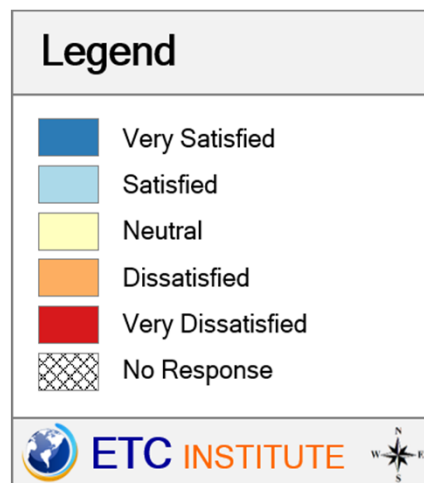
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

Q3-5. Enforcement of local traffic laws

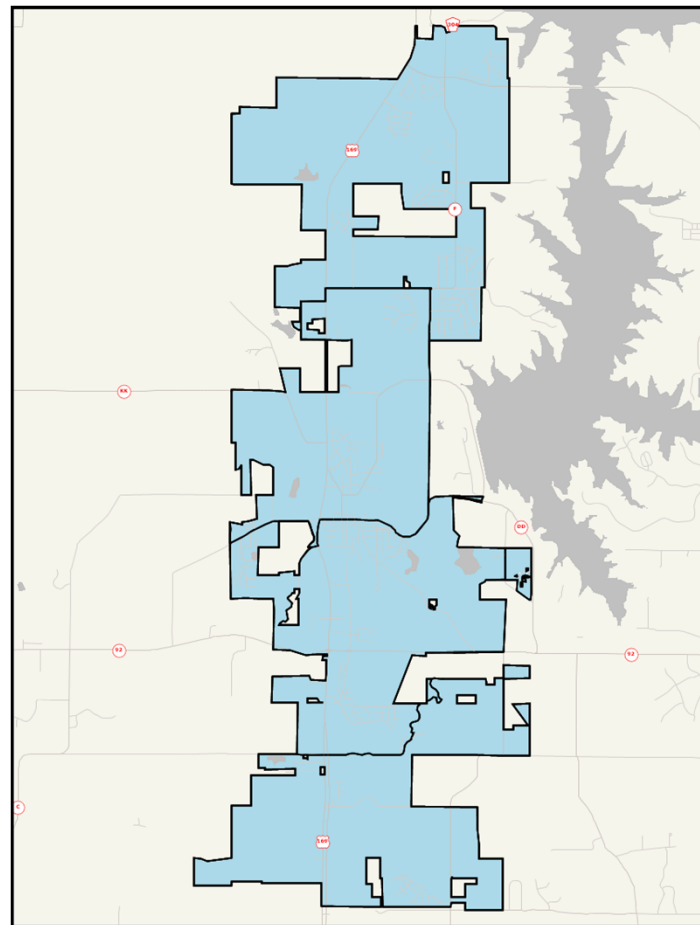
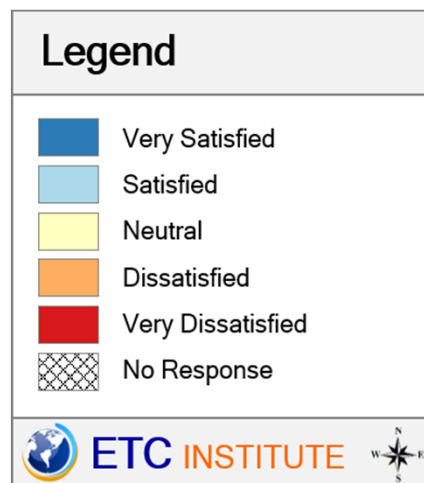
(Shading Reflects the Mean Rating by Census Block Group)



**2021
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Q3-6. The attitude and behavior of Police Dept. personnel toward citizens

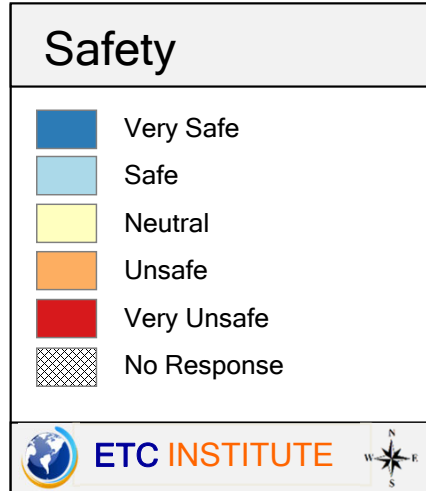
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

Q5-1. In your neighborhood during the day

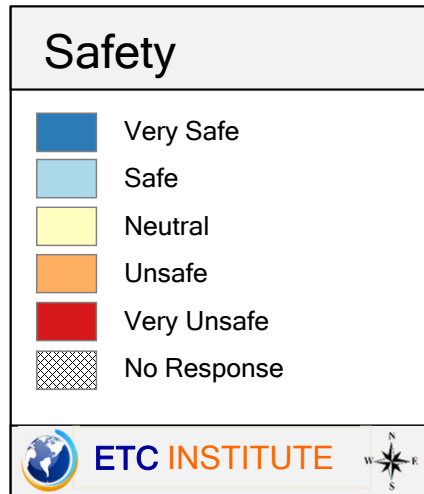
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

Q5-2. In your neighborhood at night

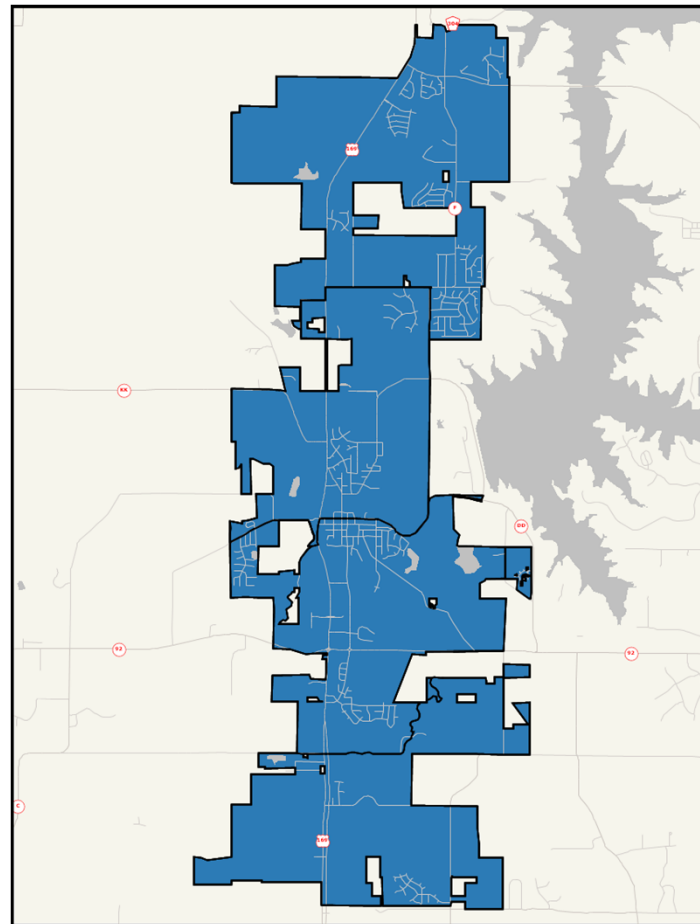
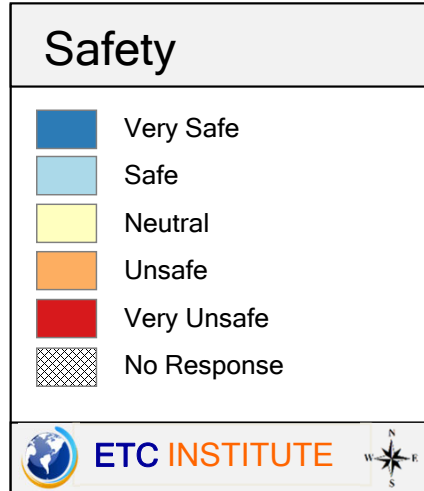
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

Q5-3. In City parks during the day

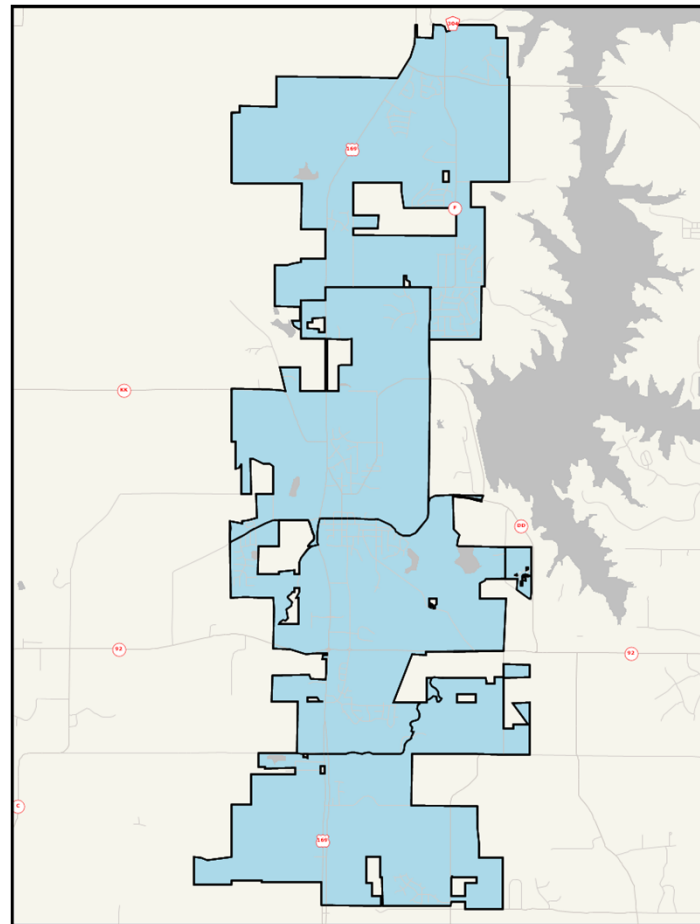
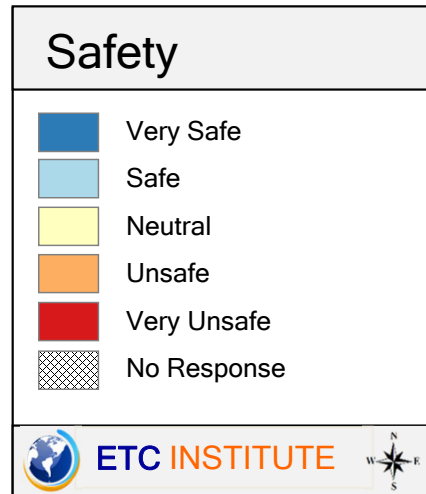
(Shading Reflects the Mean Rating by Census Block Group)



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Q5-4. In City parks at night

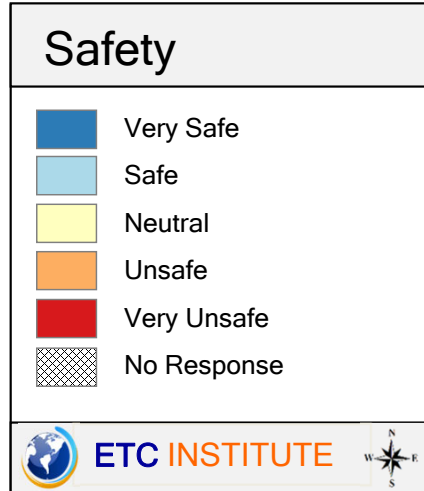
(Shading Reflects the Mean Rating by Census Block Group)



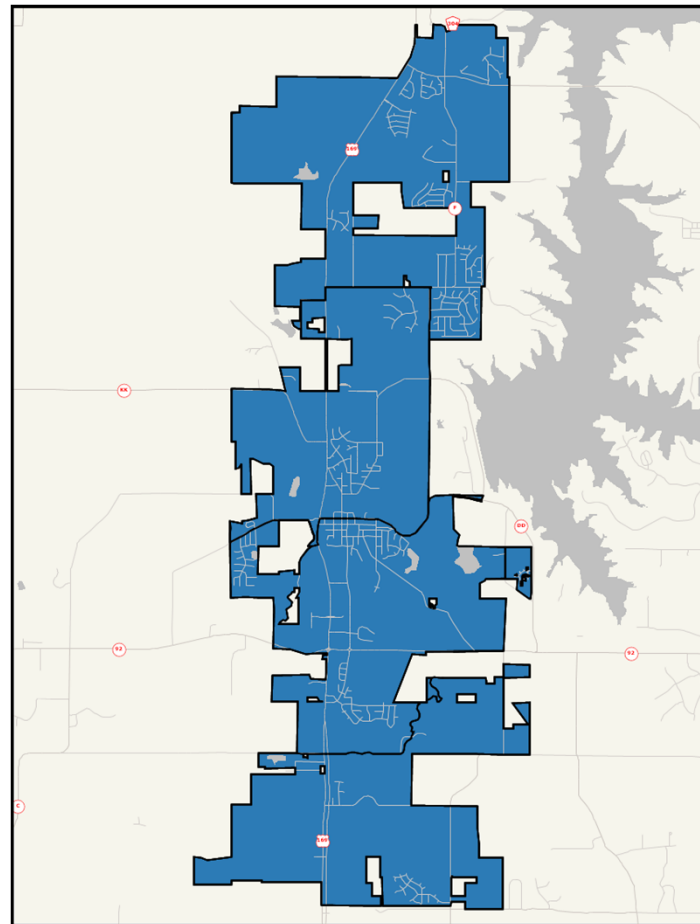
2021 Smithville Resident Survey

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

(Shading Reflects the Mean Rating by Census Block Group)

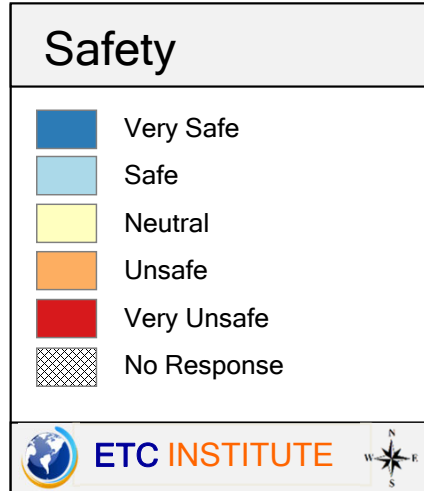


2021 Smithville Resident Survey



Q5-6. In commercial and retail areas at night

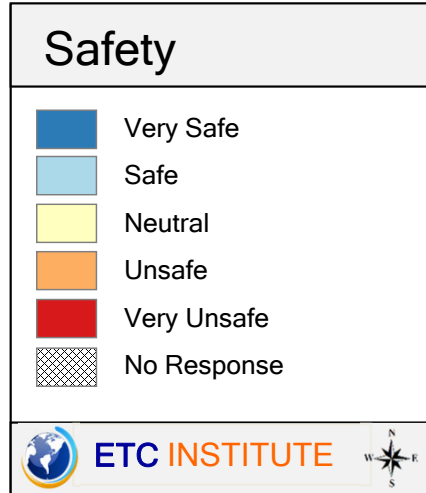
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

Q5-7. Overall feeling of safety in Smithville

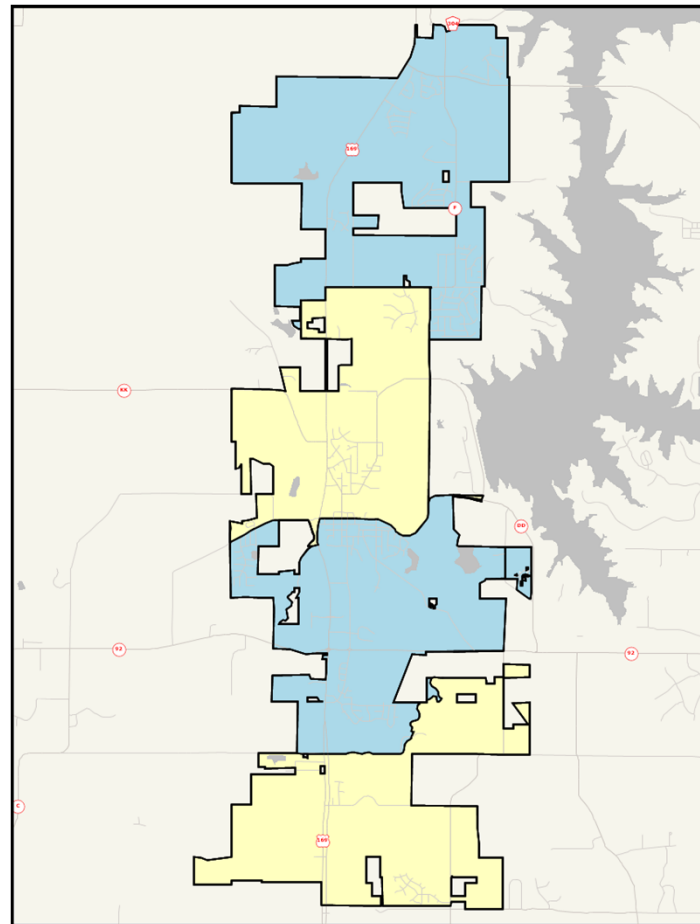
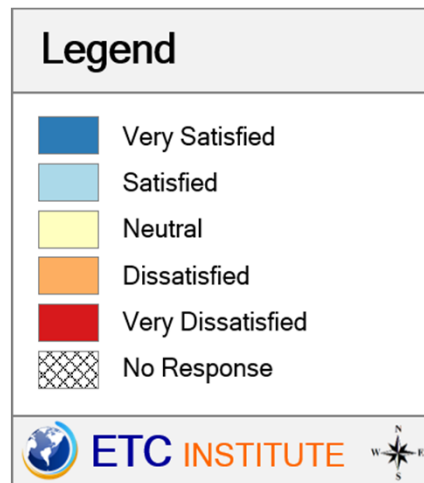
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
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Q6-1. Enforcing the clean-up of debris on private property

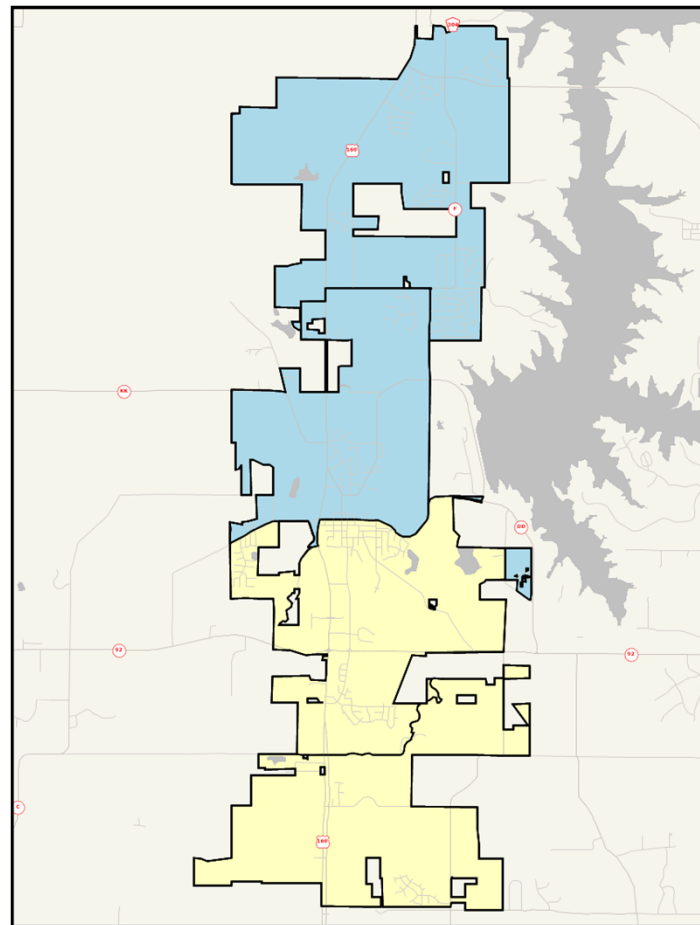
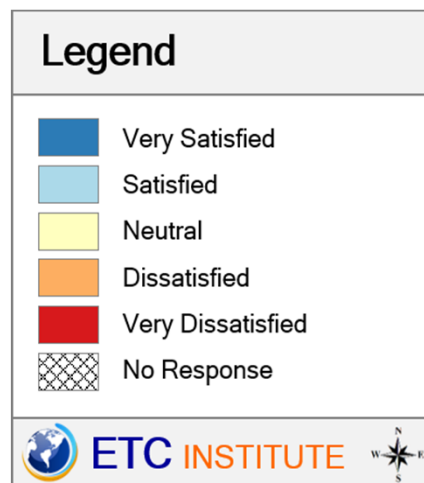
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

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

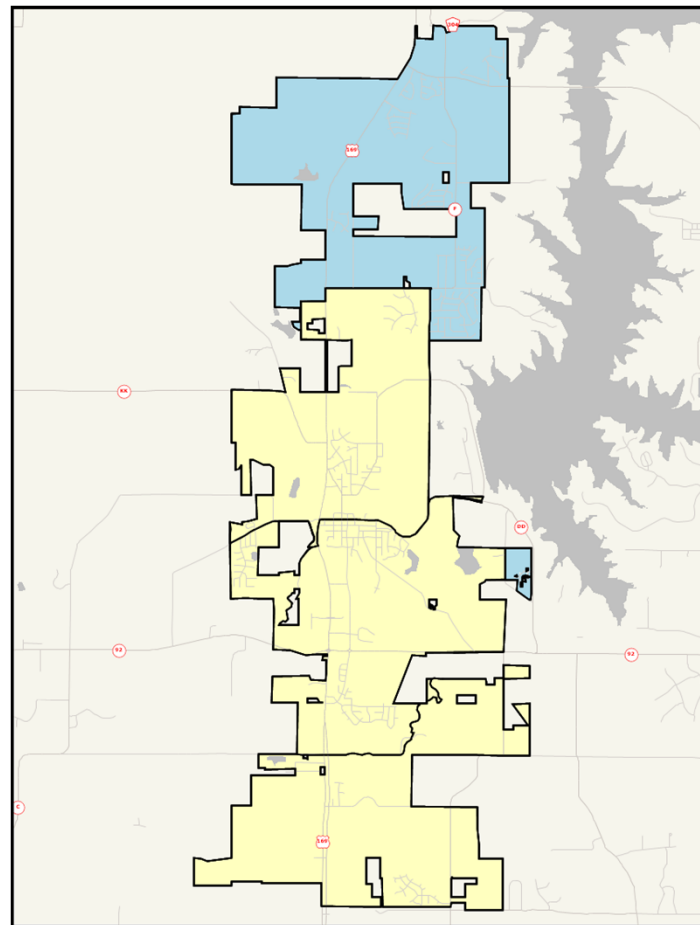
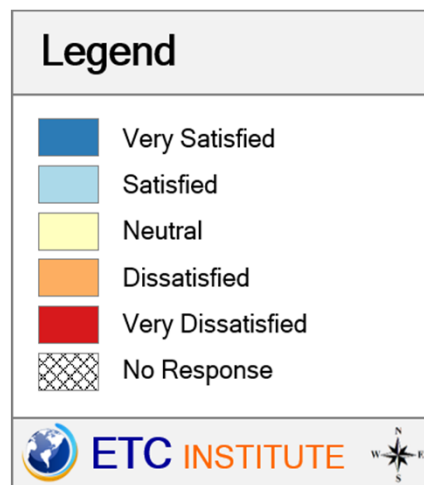
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

Q6-3. Enforcing the exterior maintenance of residential property

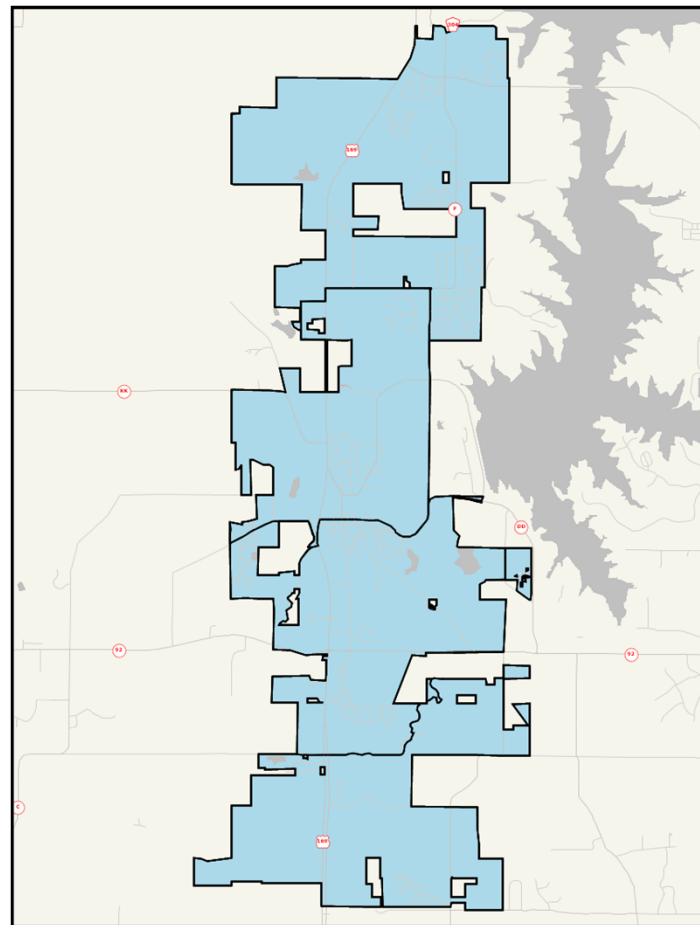
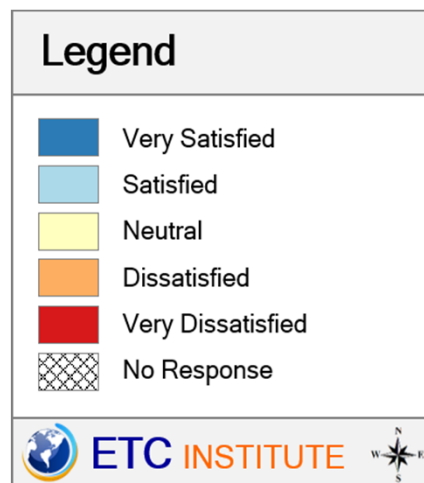
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

Q6-4. Enforcing the exterior maintenance of business property

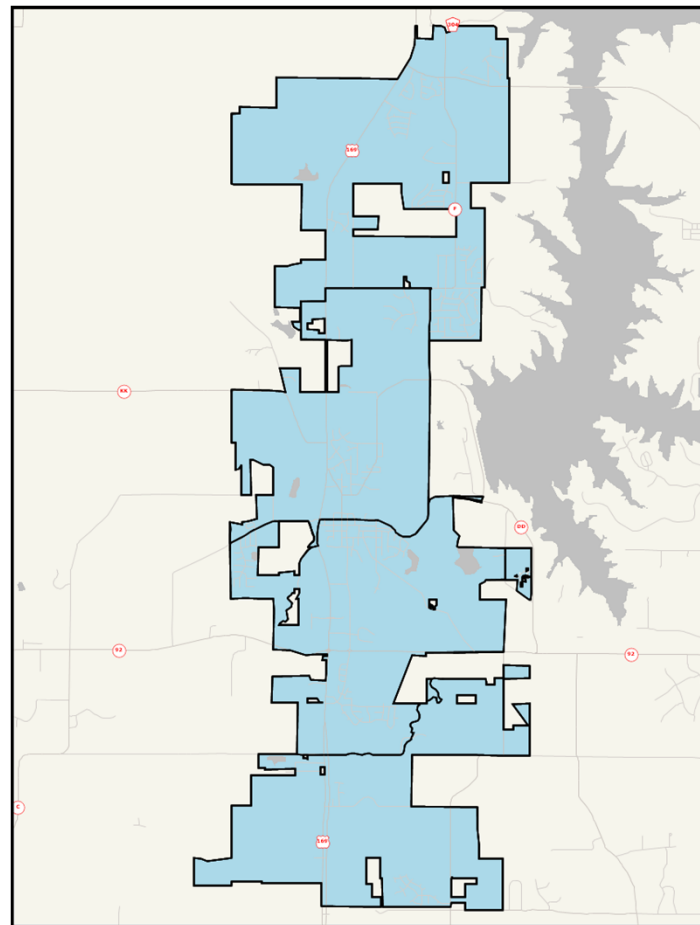
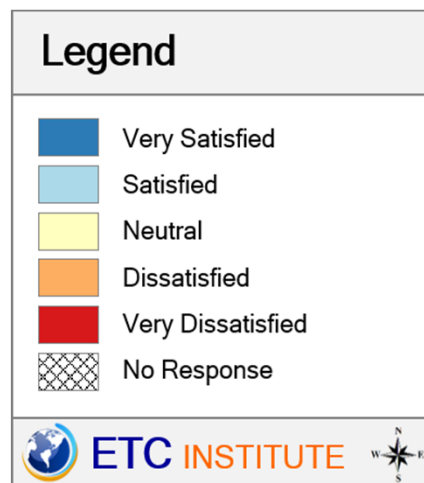
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

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

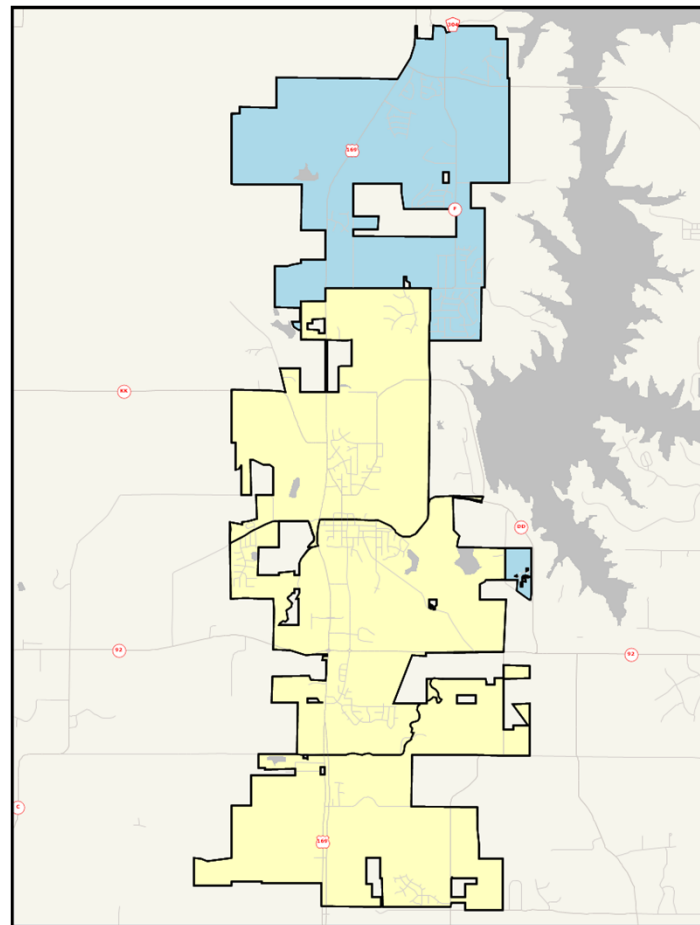
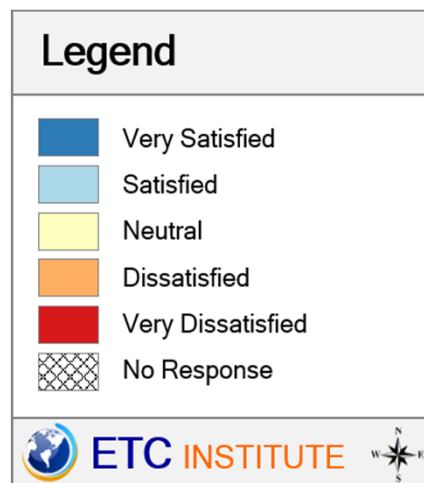
(Shading Reflects the Mean Rating by Census Block Group)



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Smithville
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Q6-6. Overall enforcement of City codes and ordinances

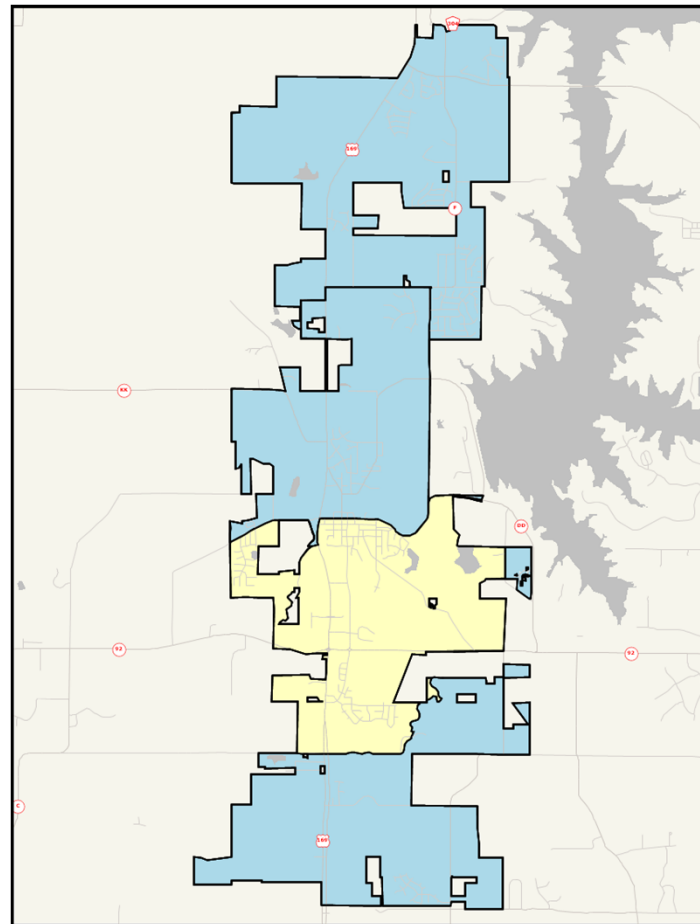
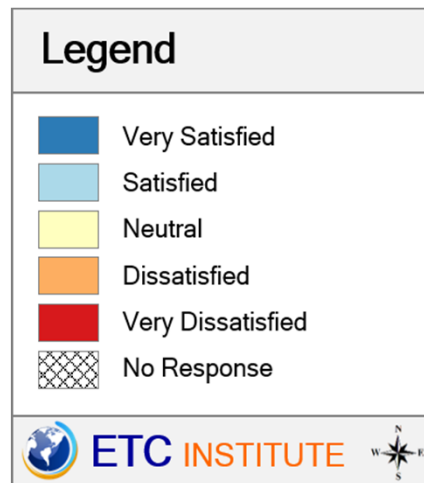
(Shading Reflects the Mean Rating by Census Block Group)



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Q6-7. Speed of the code compliance process

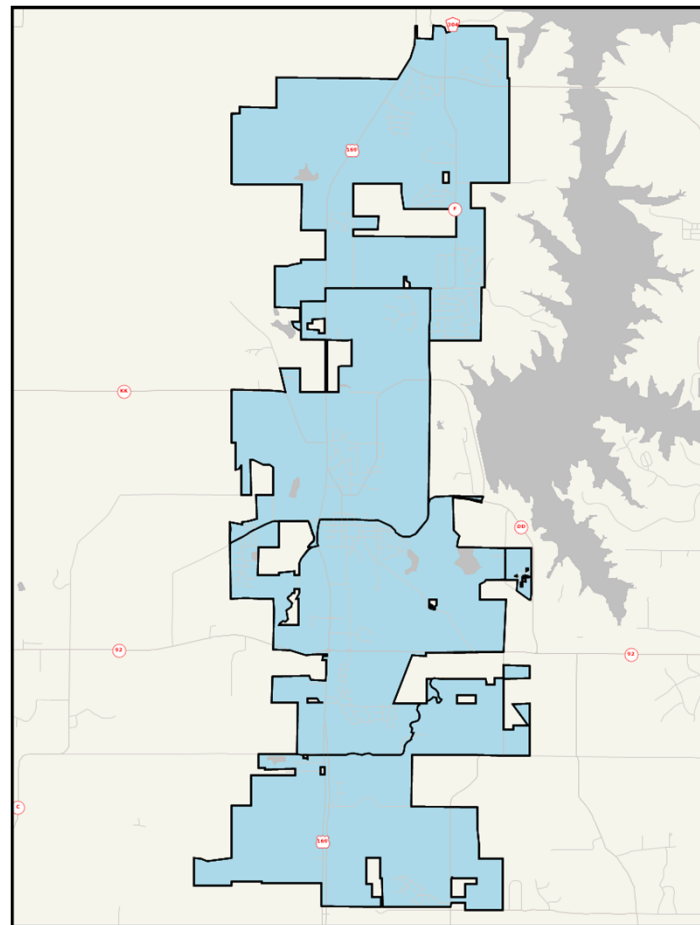
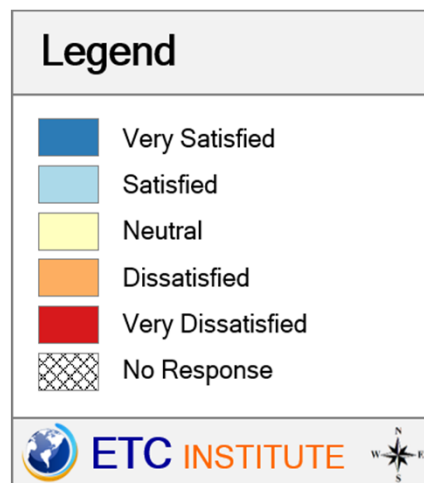
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
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Q6-8. Courtesy of code enforcement's employees

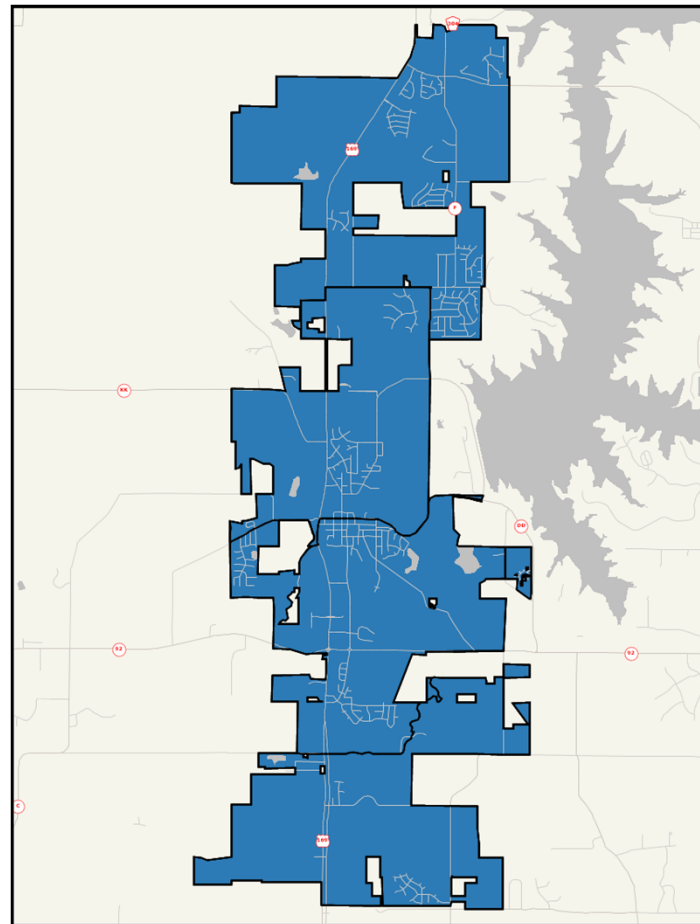
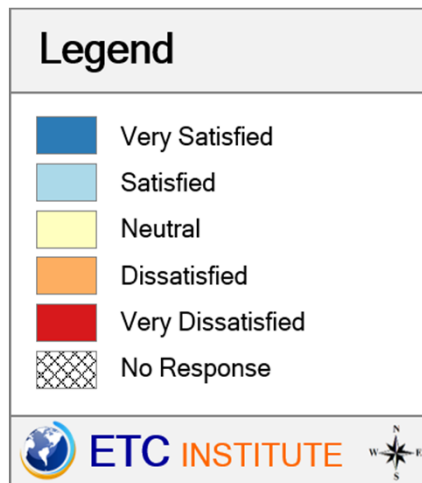
(Shading Reflects the Mean Rating by Census Block Group)



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Smithville
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Q7p2-1. Overall maintenance of City parks

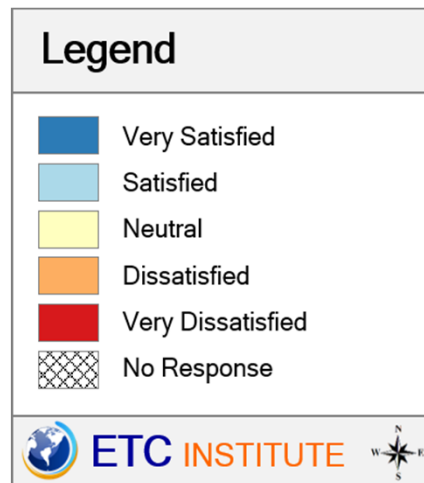
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
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Q7p2-2. Overall appearance of City parks

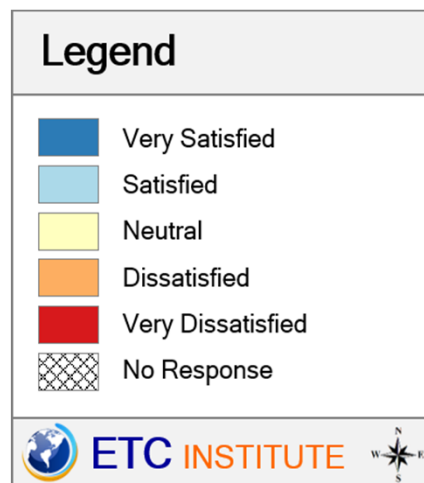
(Shading Reflects the Mean Rating by Census Block Group)



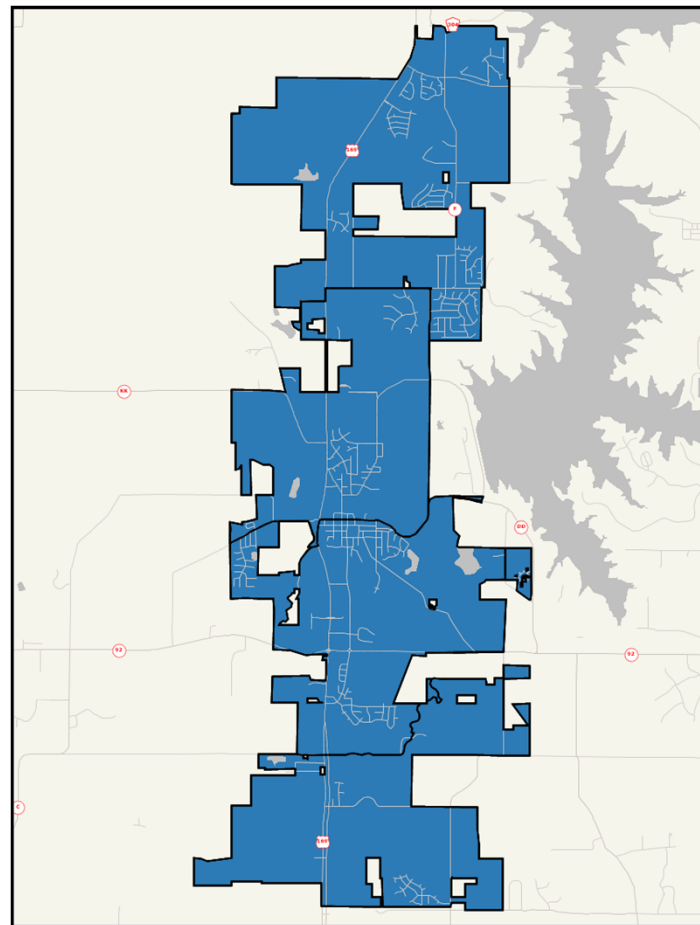
2021 Smithville Resident Survey

Q7p2-3. Number of walking and biking trails

(Shading Reflects the Mean Rating by Census Block Group)

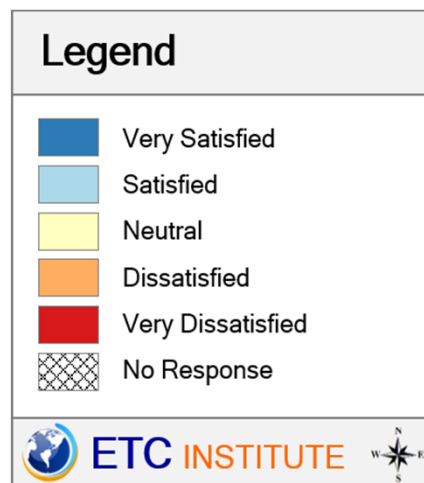


2021 Smithville Resident Survey



Q7p2-4. Quality of outdoor athletic fields

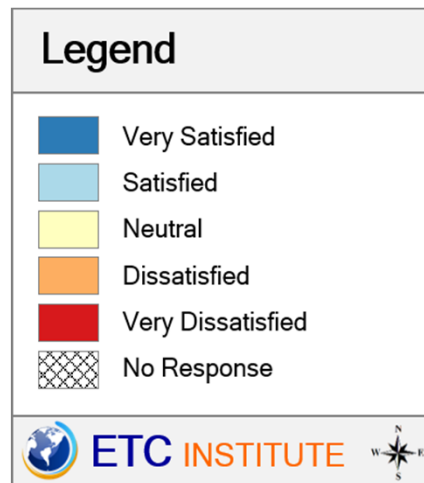
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

Q7p2-5. Quality of playground equipment

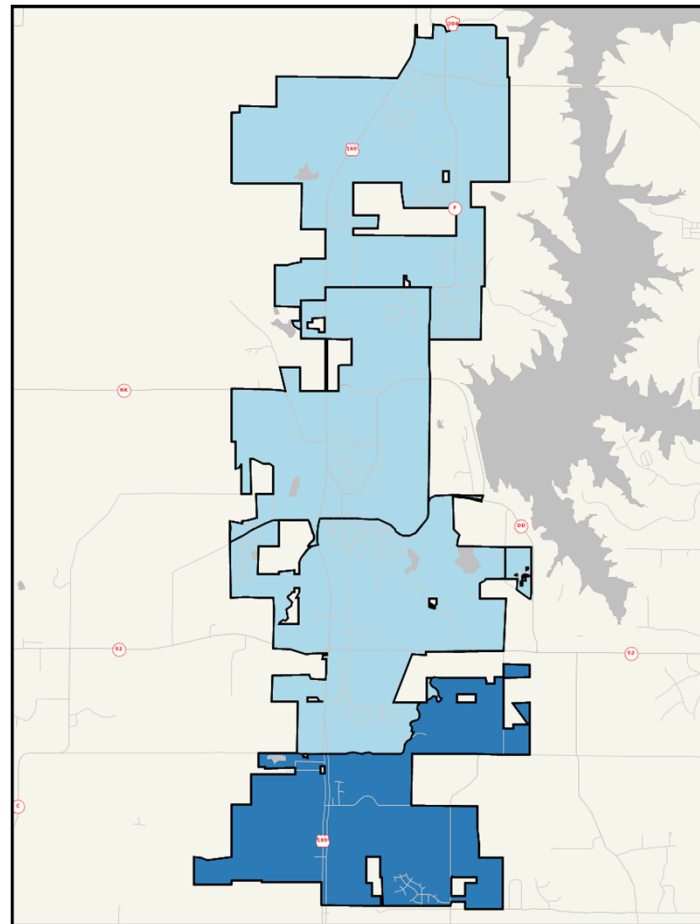
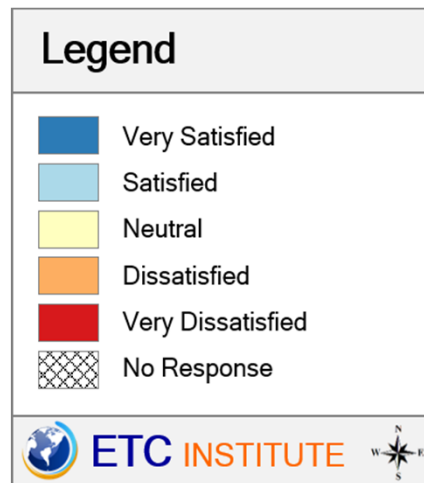
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

Q7p2-6. Maintenance of public restrooms

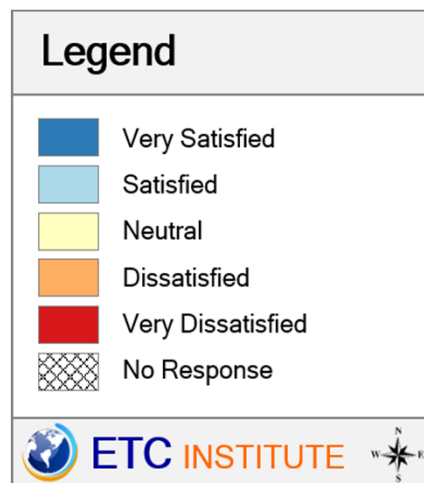
(Shading Reflects the Mean Rating by Census Block Group)



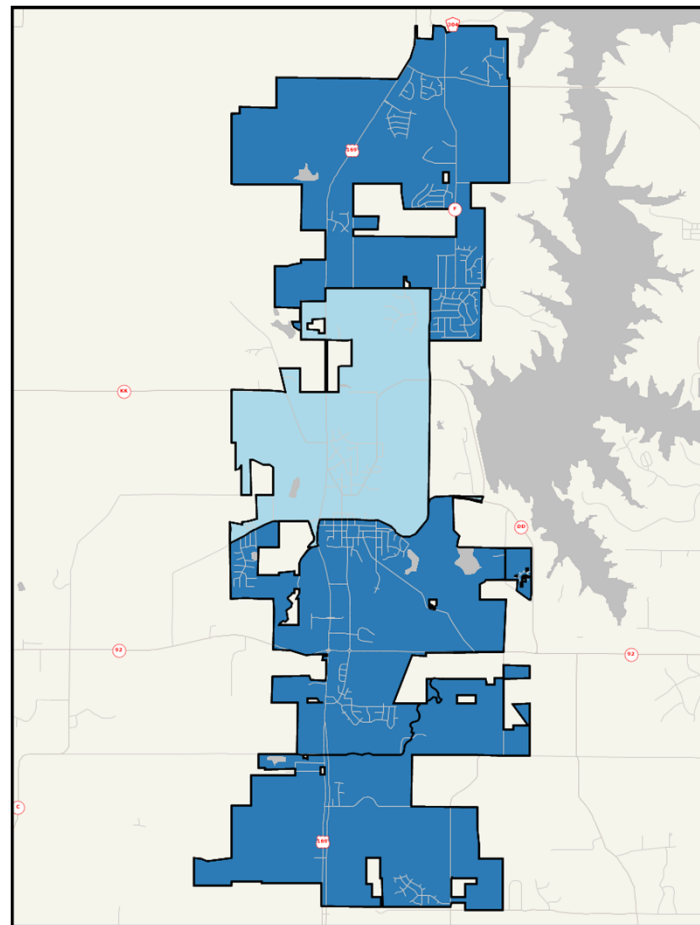
**2021
Smithville
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Q7p2-7. Please rate the courtesy of Parks & Recreation's employees

(Shading Reflects the Mean Rating by Census Block Group)

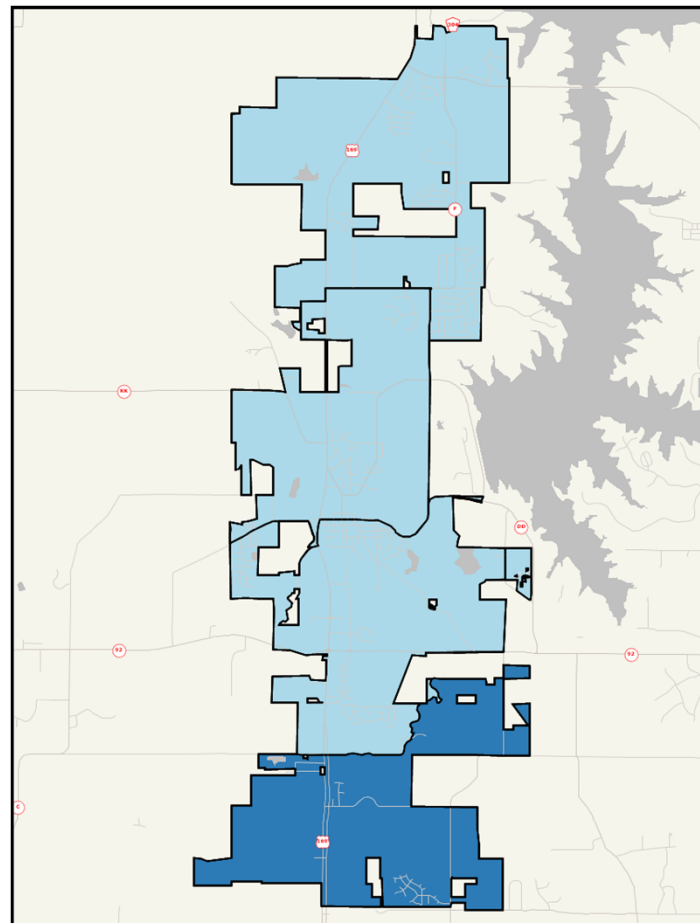
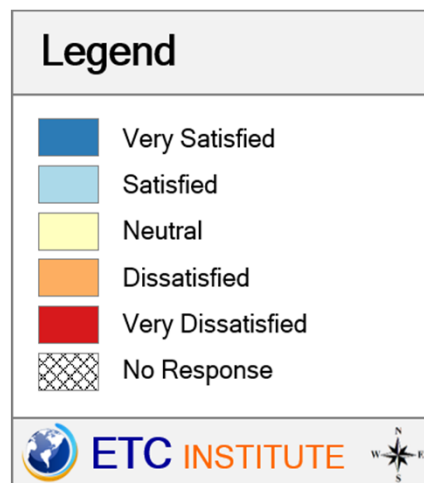


2021 Smithville Resident Survey



Q8p2-8. Youth recreation programs

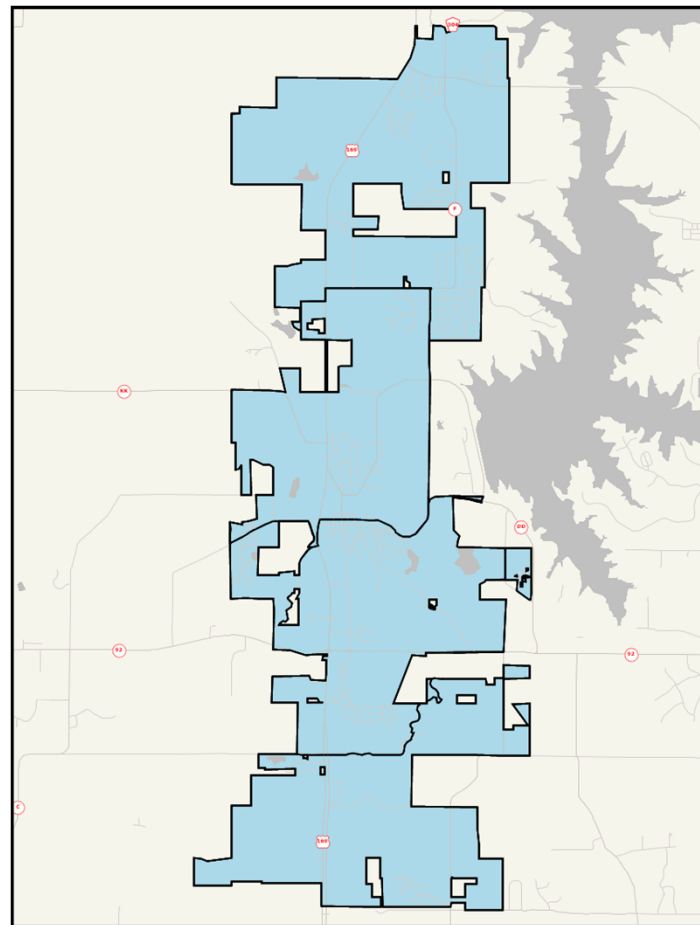
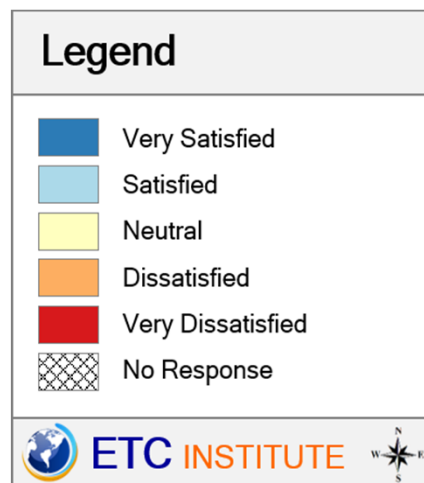
(Shading Reflects the Mean Rating by Census Block Group)



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Q8p2-9. Adult recreation programs

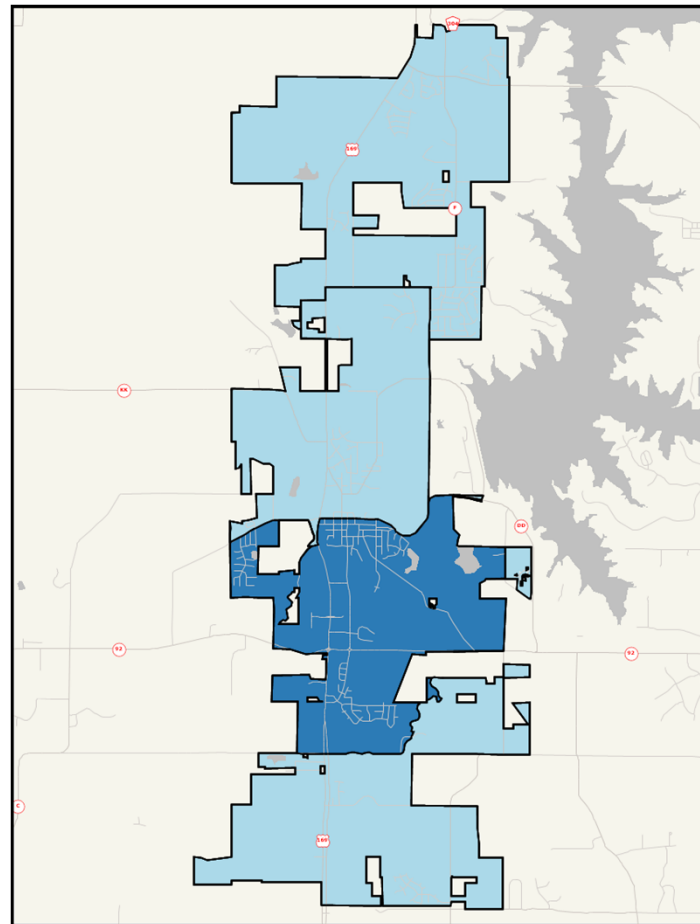
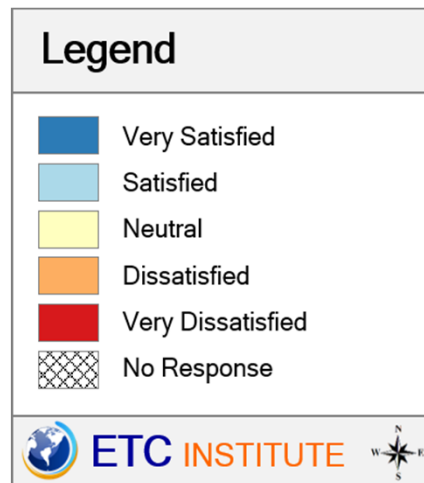
(Shading Reflects the Mean Rating by Census Block Group)



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Q8p2-10. Ease of registering for programs

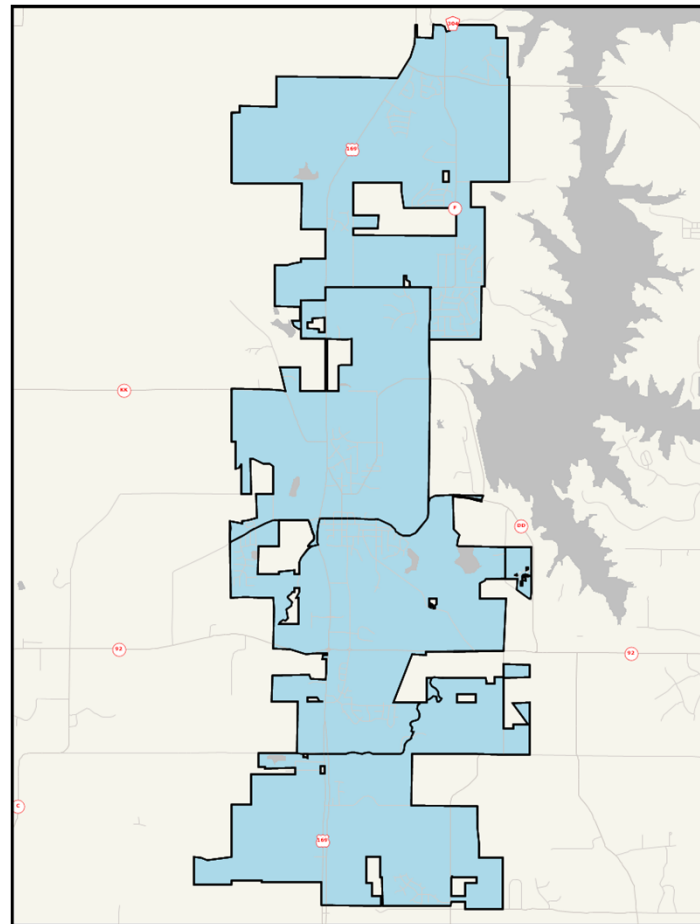
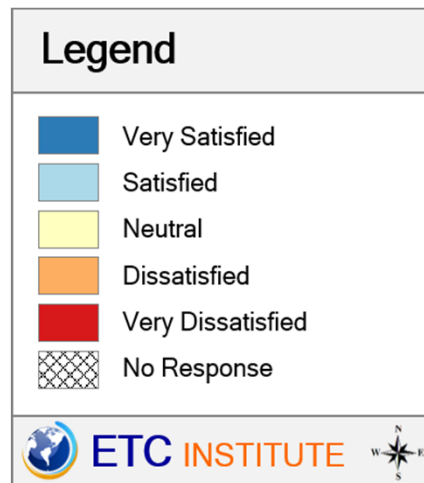
(Shading Reflects the Mean Rating by Census Block Group)



**2021
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Q8p2-11. Fees charged for recreation programs

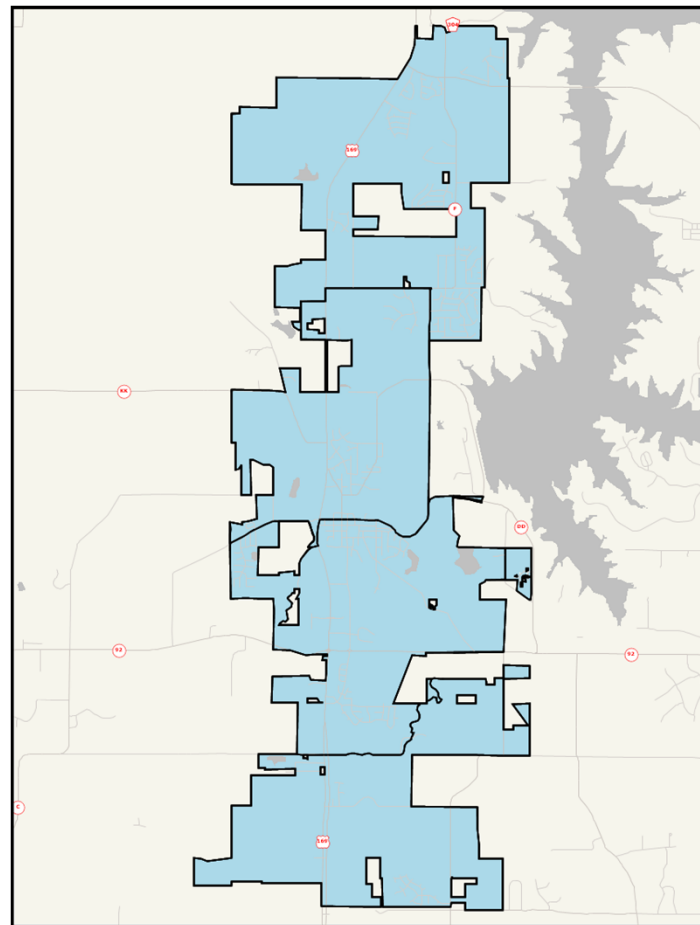
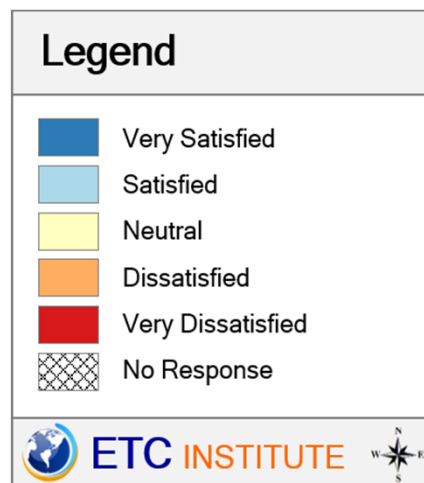
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
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Survey**

Q11-1. Maintenance of major City streets

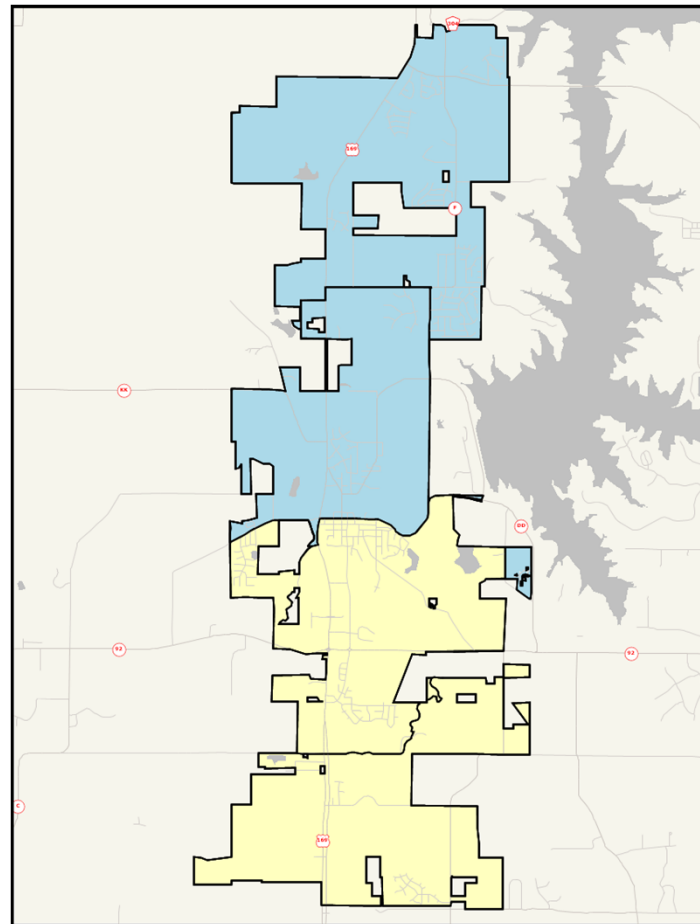
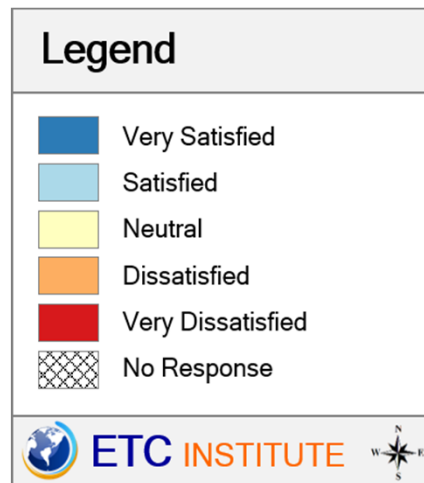
(Shading Reflects the Mean Rating by Census Block Group)



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Q11-2. Maintenance of streets in your neighborhood

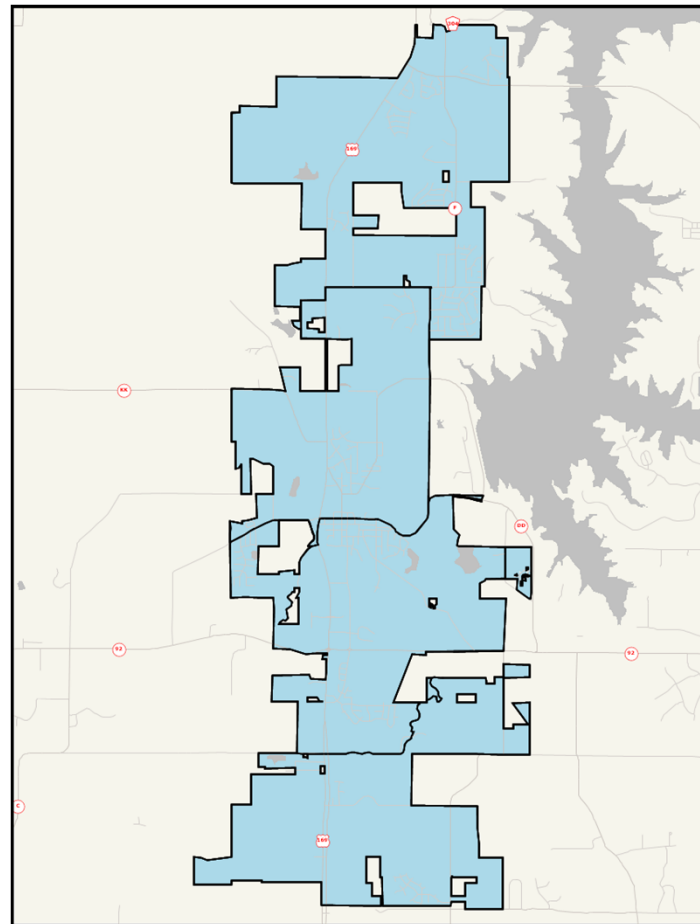
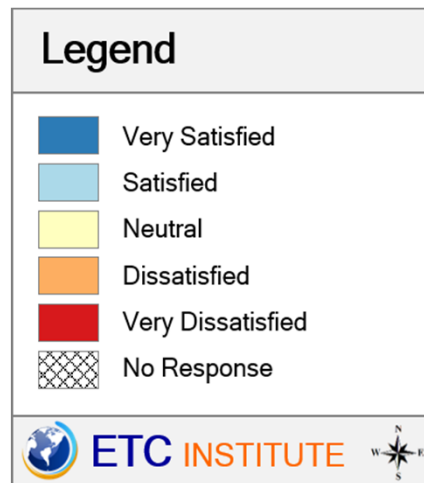
(Shading Reflects the Mean Rating by Census Block Group)



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Resident
Survey**

Q11-3. Maintenance of sidewalks in the City

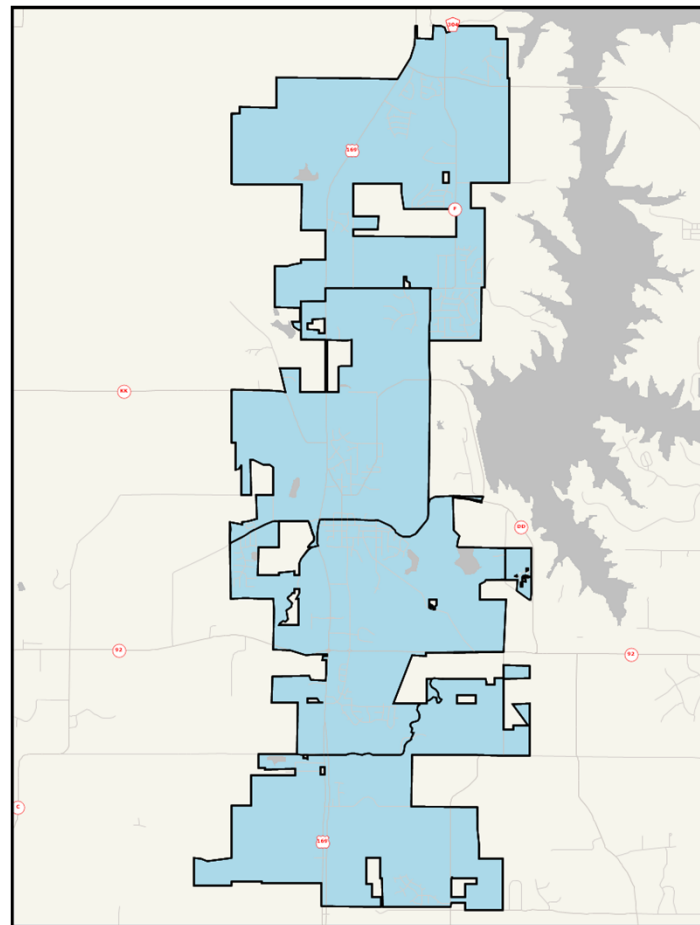
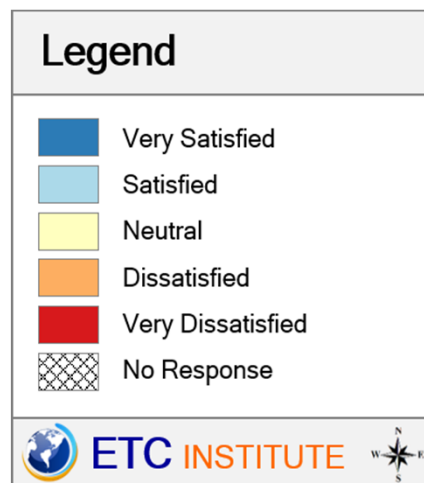
(Shading Reflects the Mean Rating by Census Block Group)



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Resident
Survey**

Q11-4. Maintenance of street signs/traffic signals

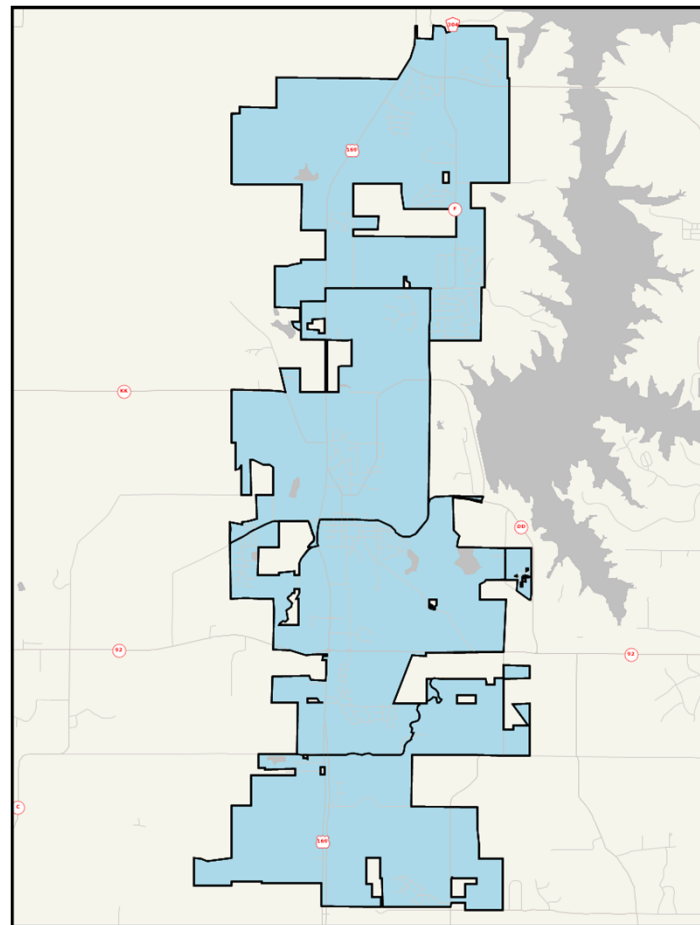
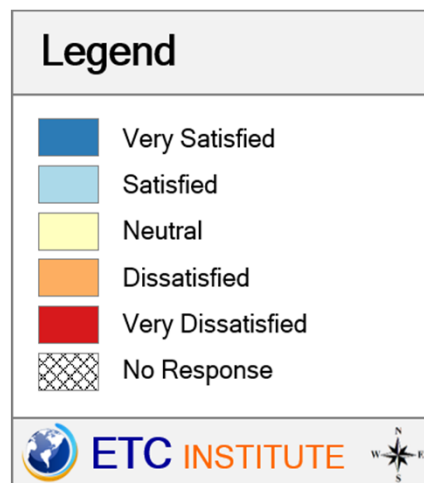
(Shading Reflects the Mean Rating by Census Block Group)



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Q11-5. Maintenance of City parks and park equipment

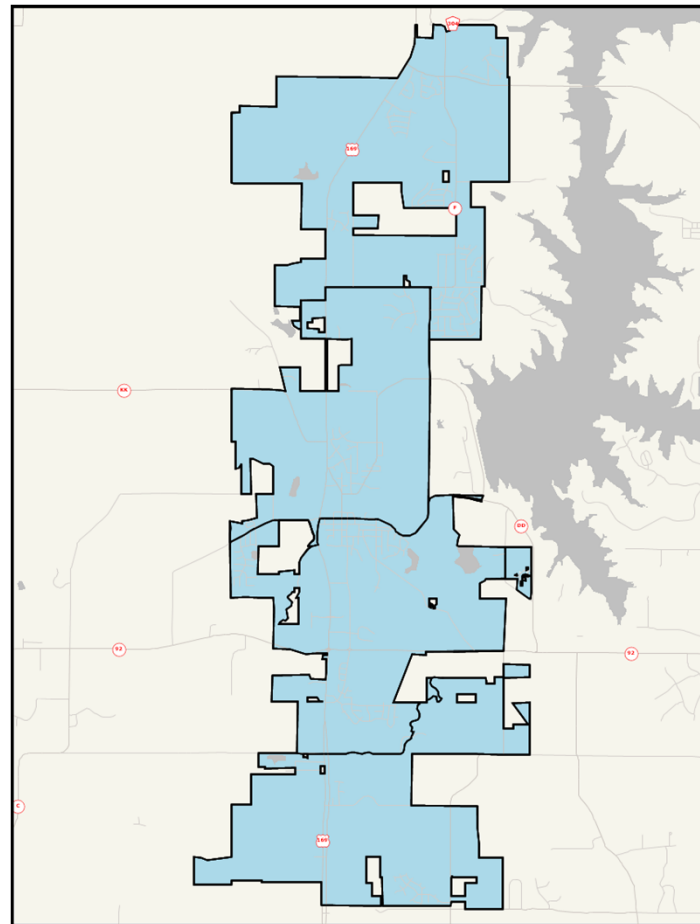
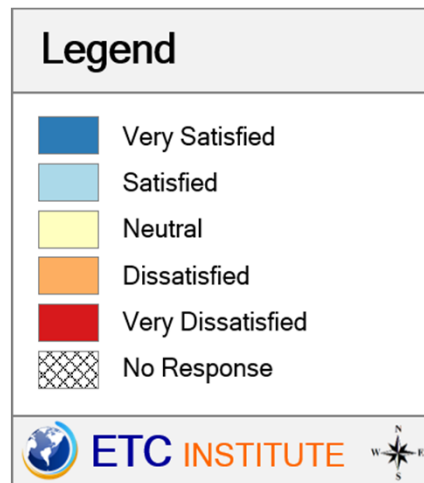
(Shading Reflects the Mean Rating by Census Block Group)



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Smithville
Resident
Survey**

Q11-6. Maintenance of City buildings

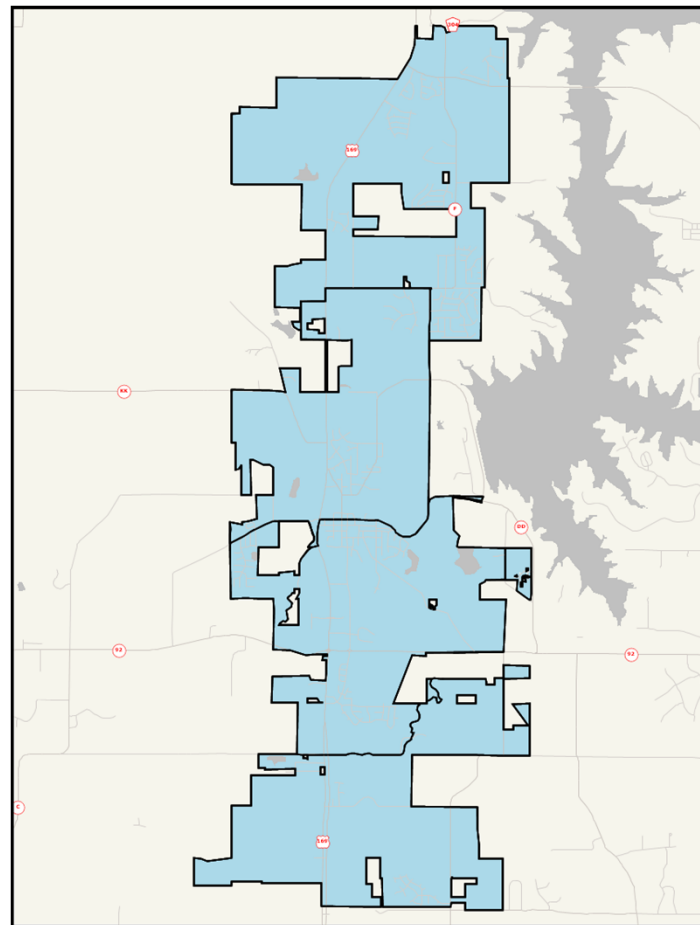
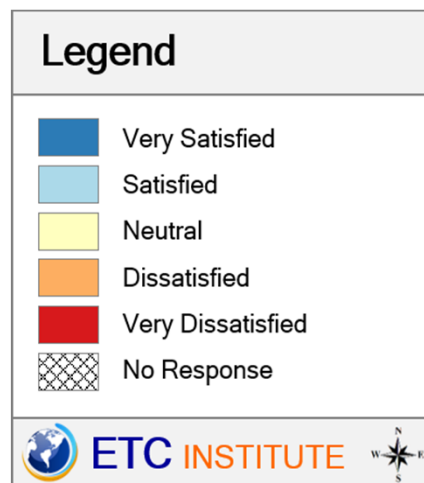
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

Q11-7. Snow removal on all City streets

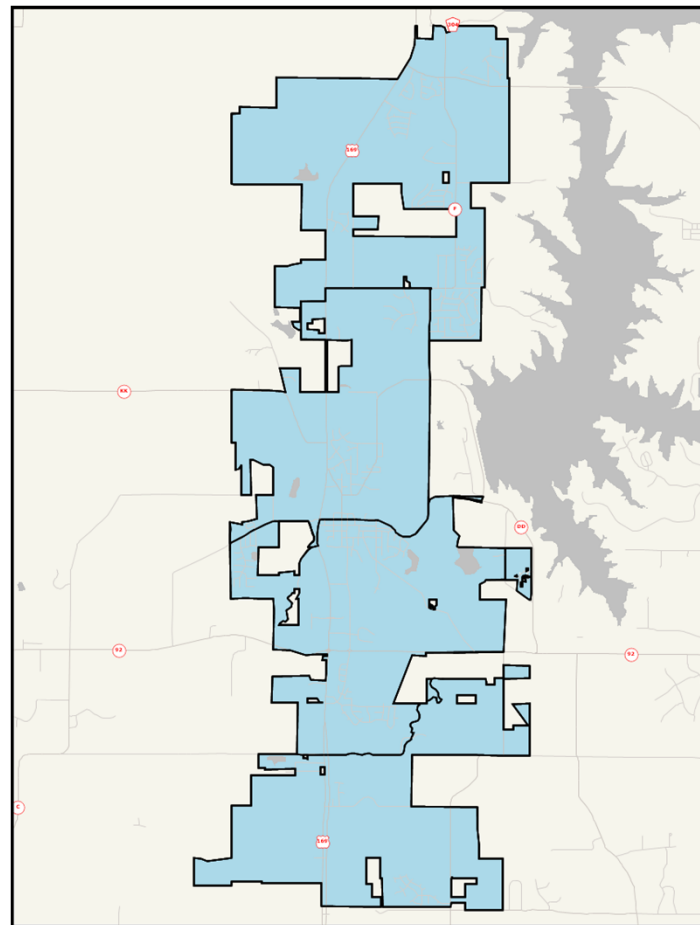
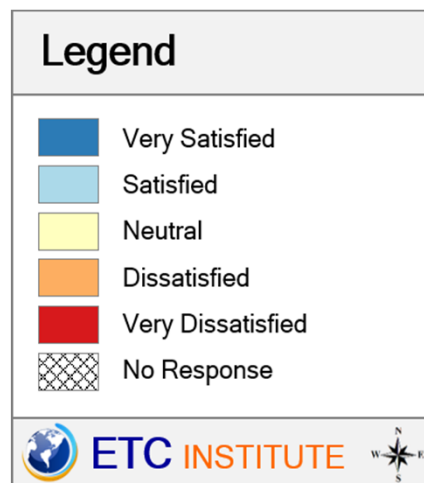
(Shading Reflects the Mean Rating by Census Block Group)



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

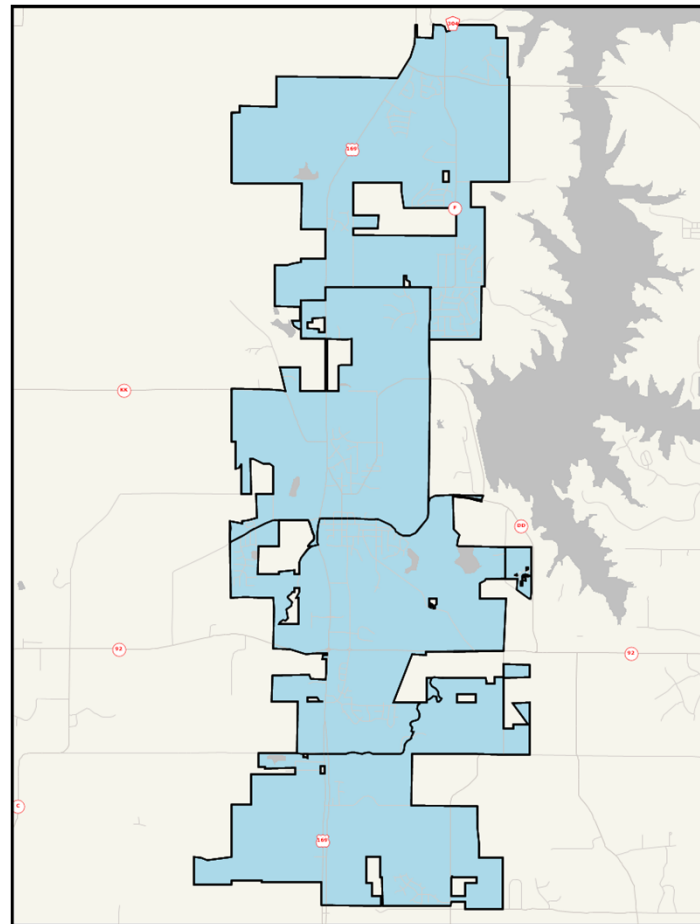
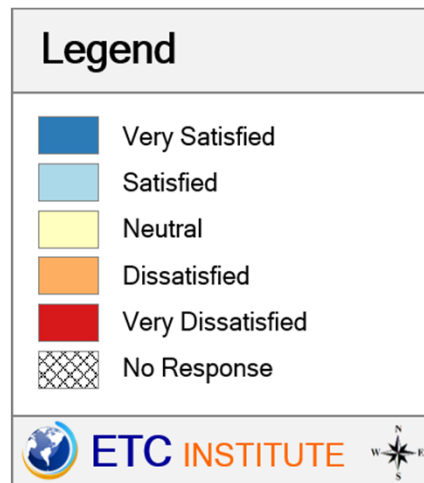
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

Q11-9. Maintenance of the stormwater drainage system

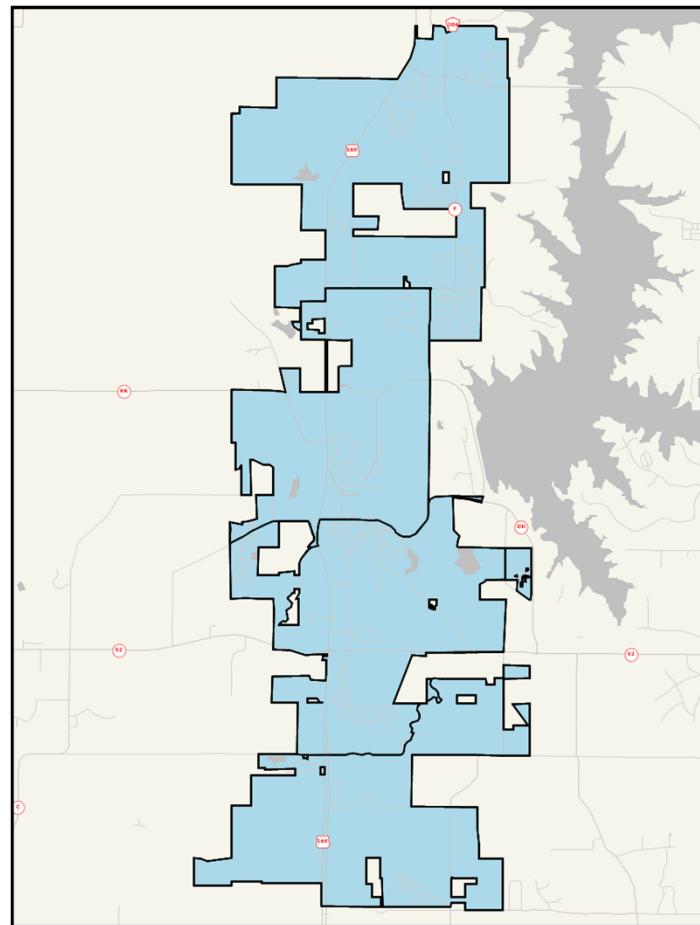
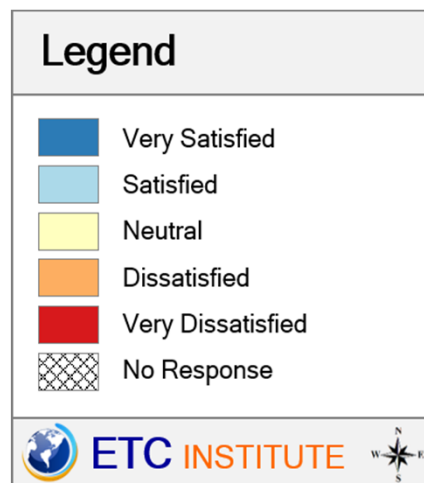
(Shading Reflects the Mean Rating by Census Block Group)



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

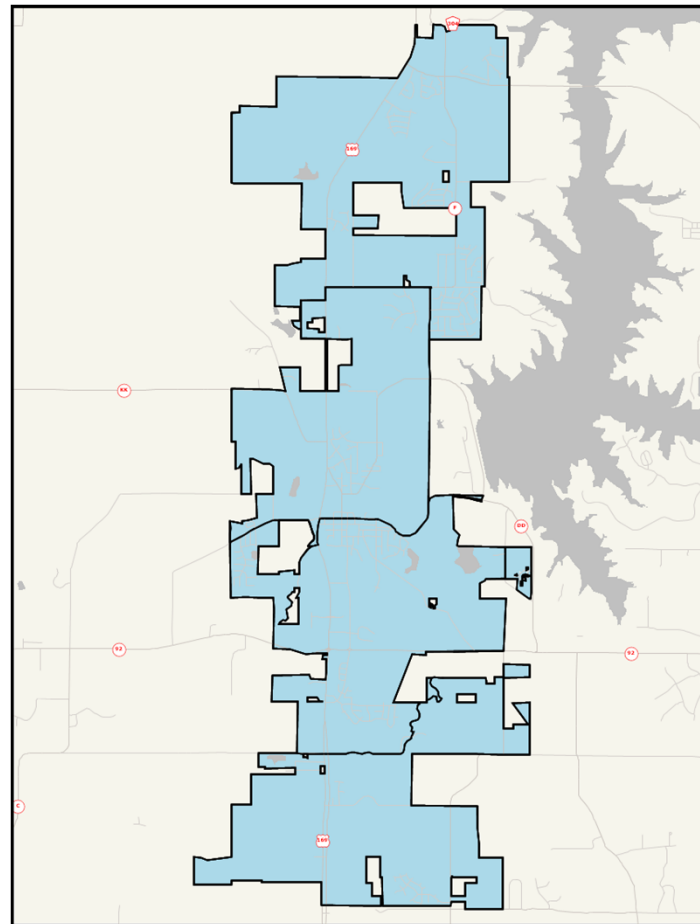
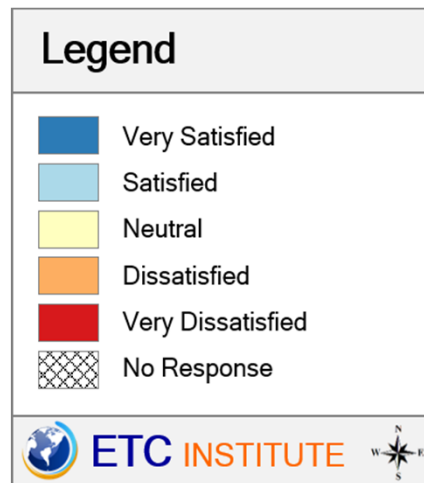
(Shading Reflects the Mean Rating by Census Block Group)



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

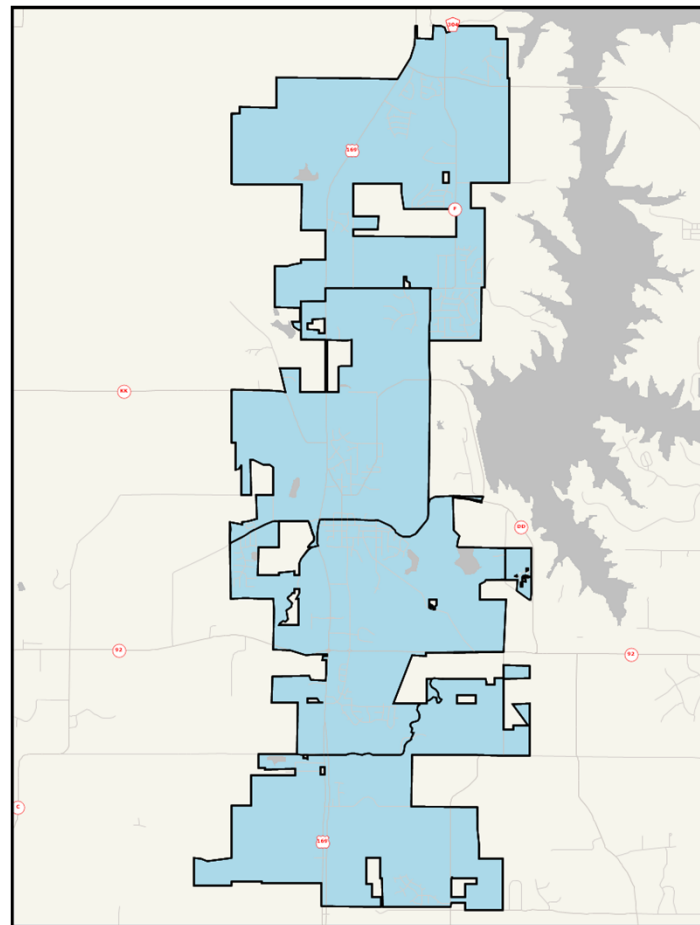
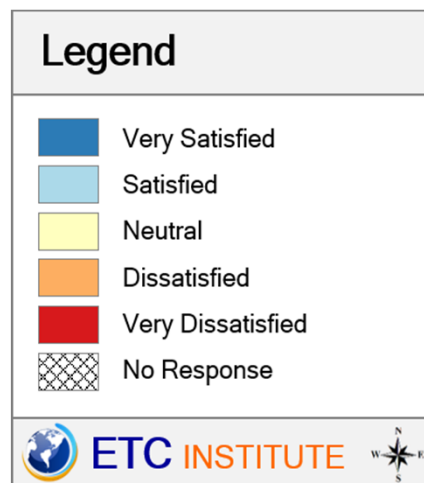
(Shading Reflects the Mean Rating by Census Block Group)



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Q11-12. Mowing of City property

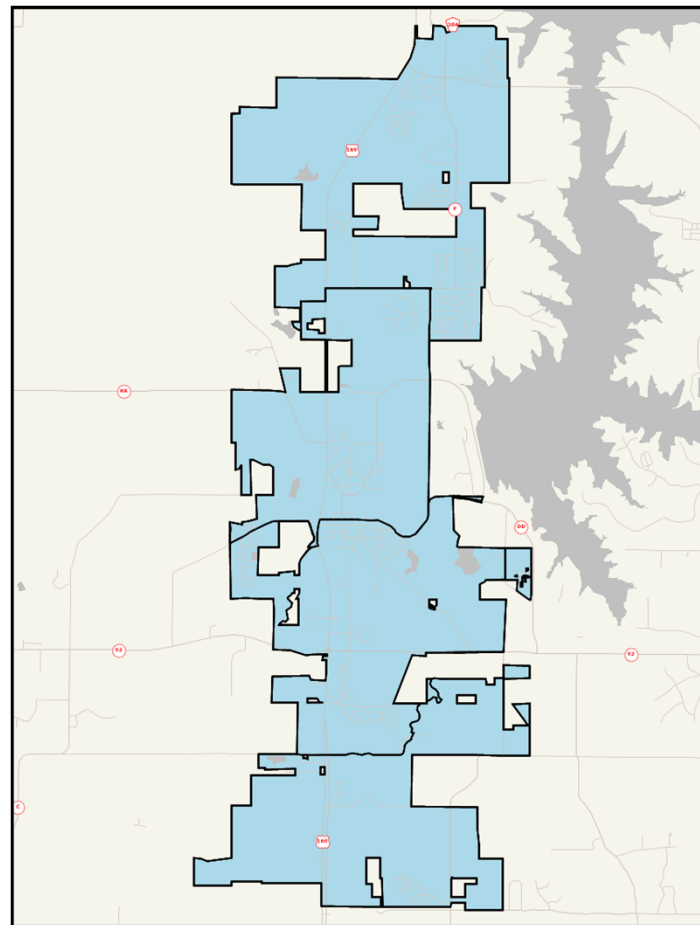
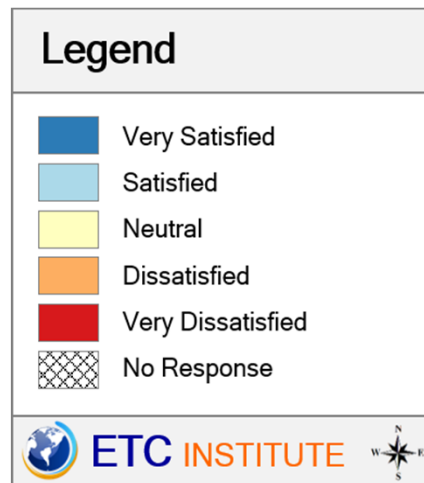
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
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Q13-1. The availability of information about City programs and services

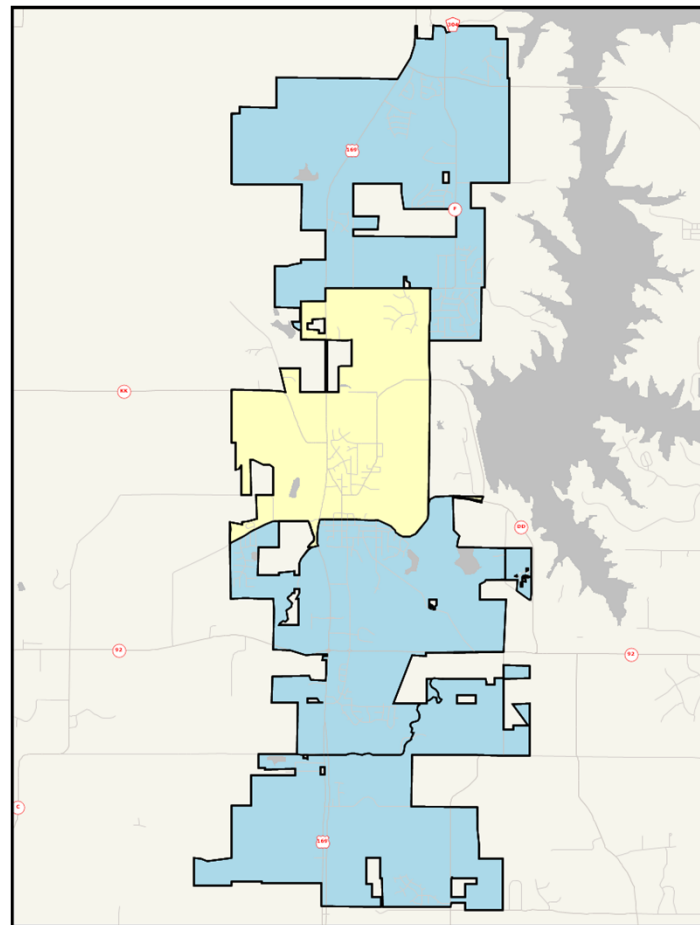
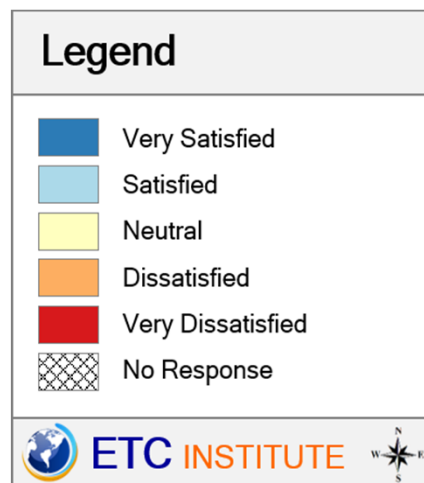
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

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

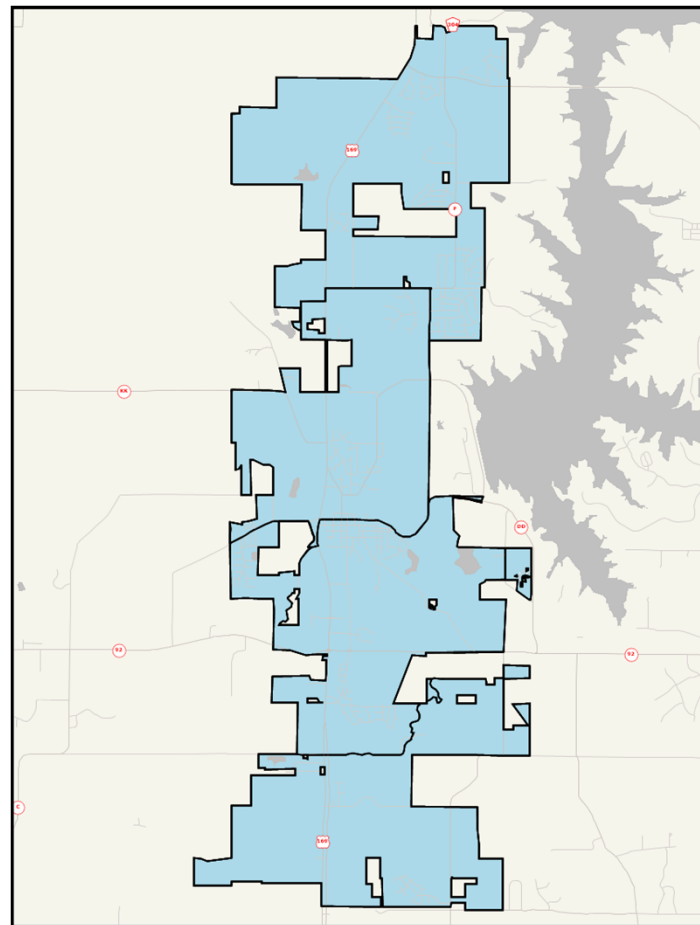
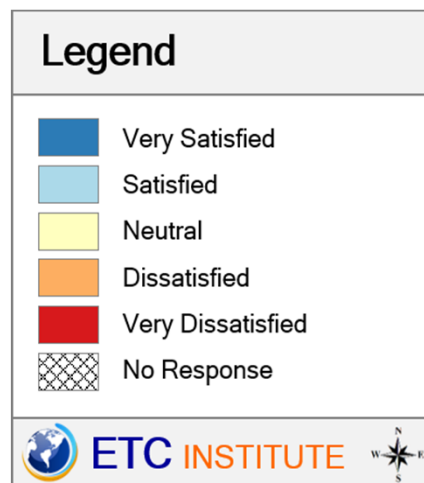
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

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

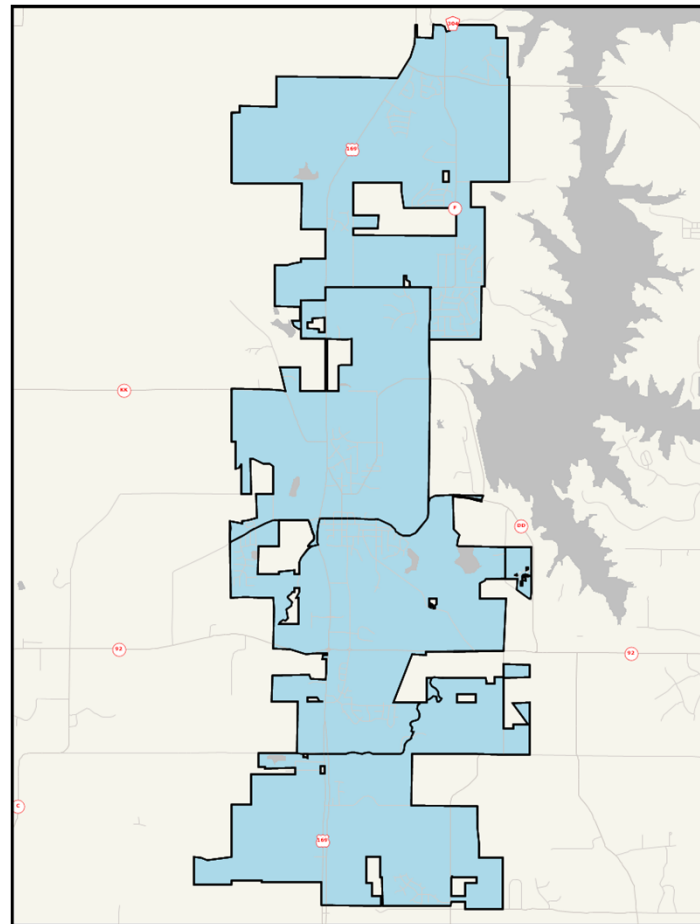
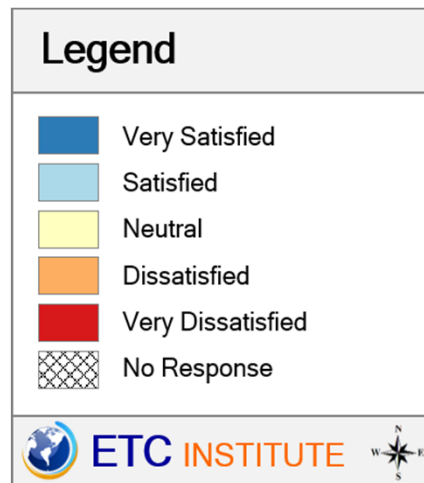
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

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

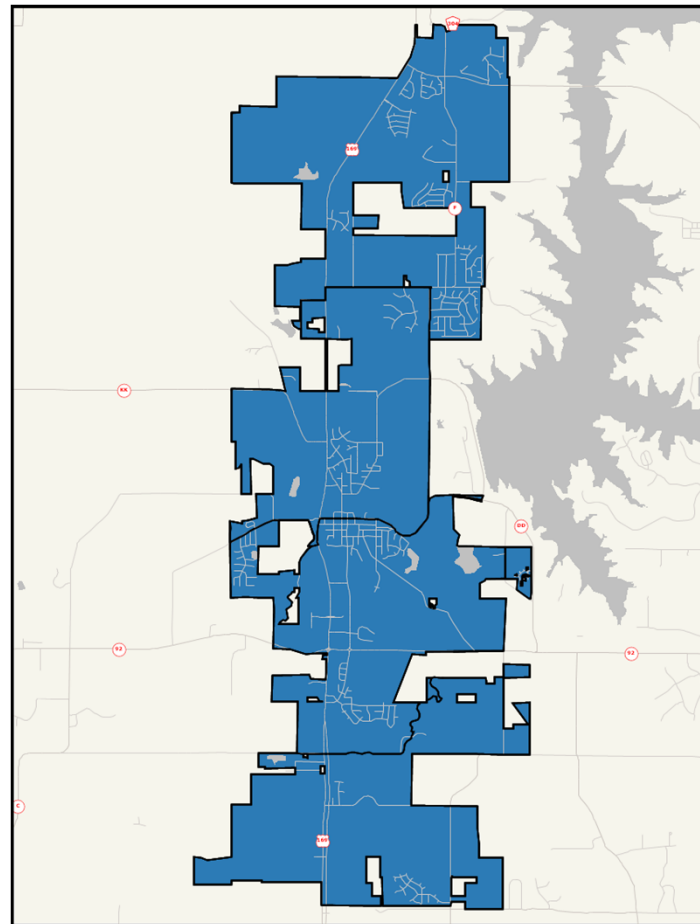
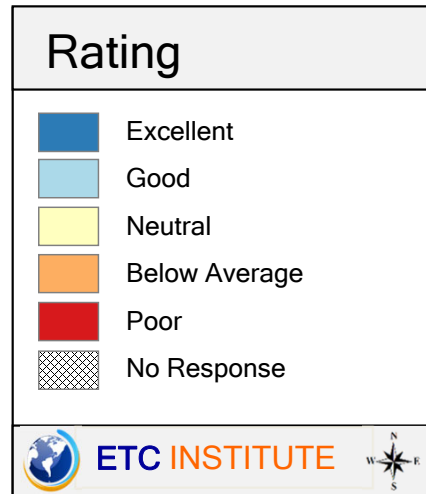
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

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

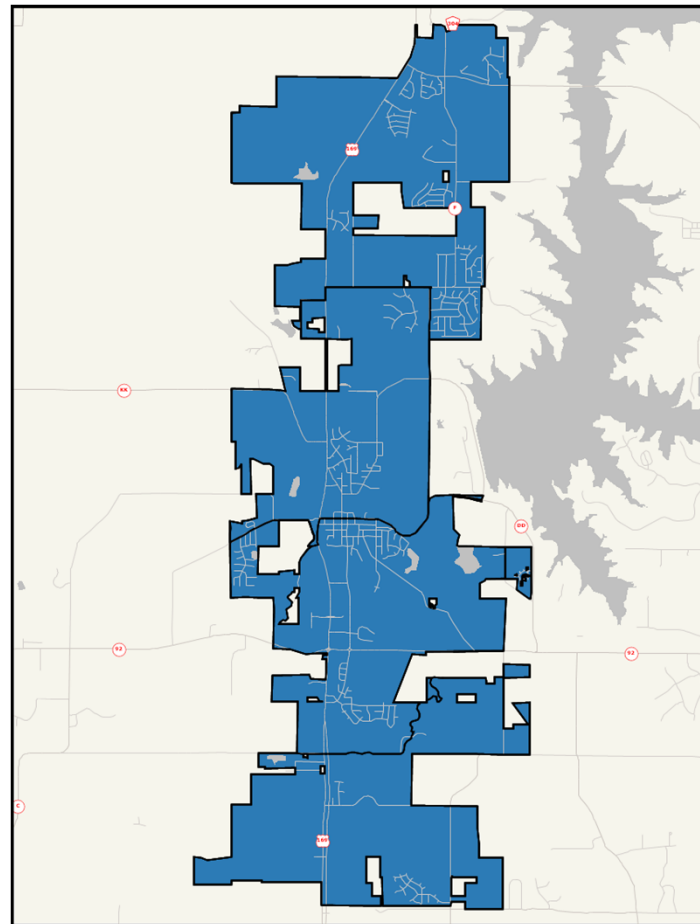
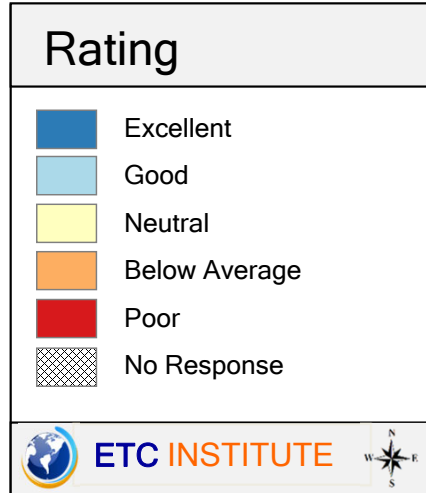
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

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

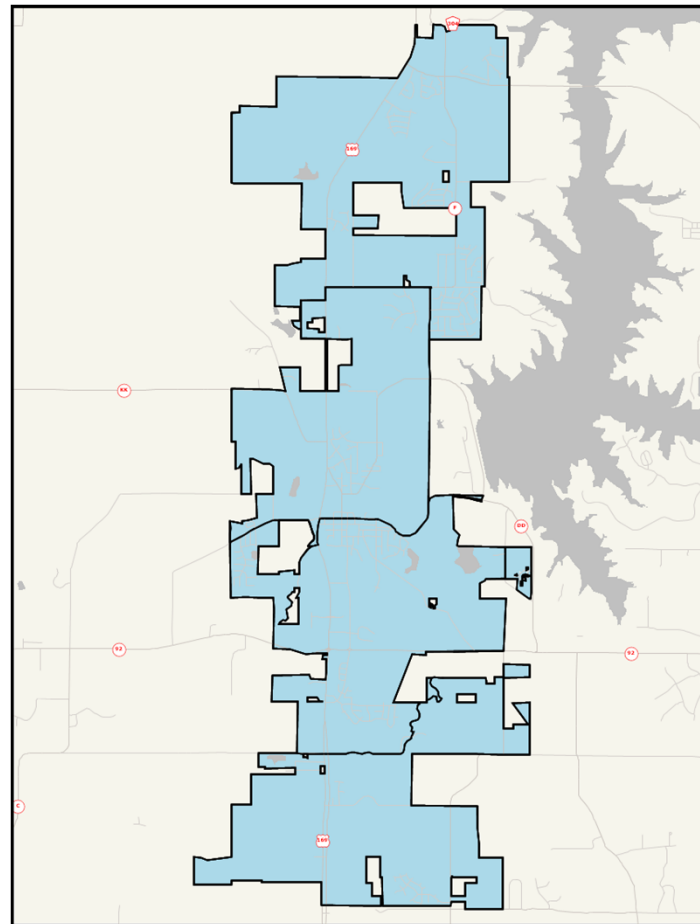
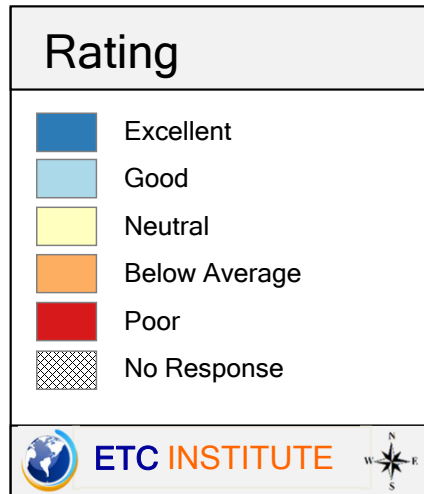
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

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

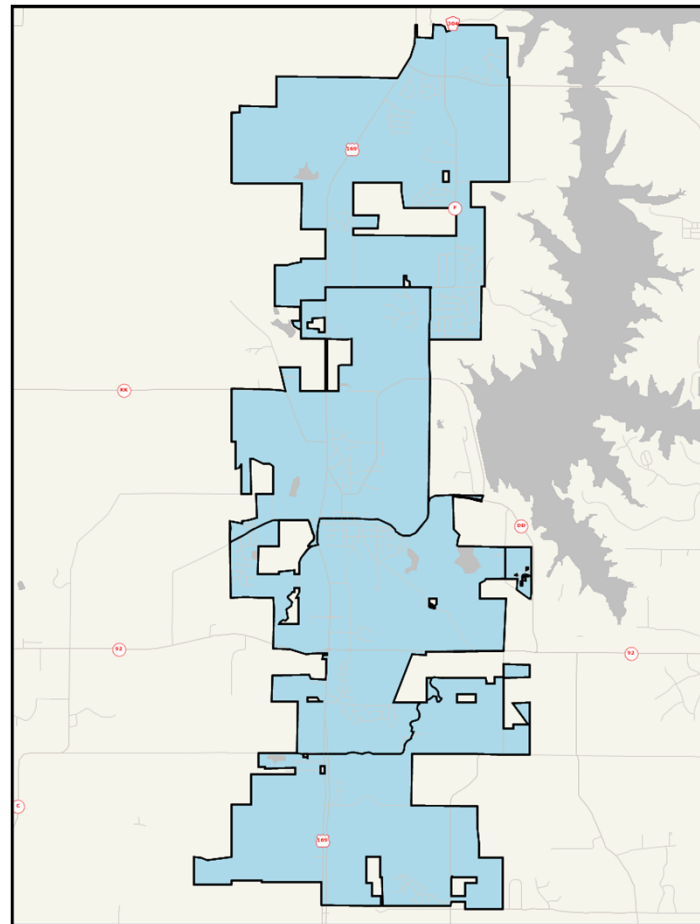
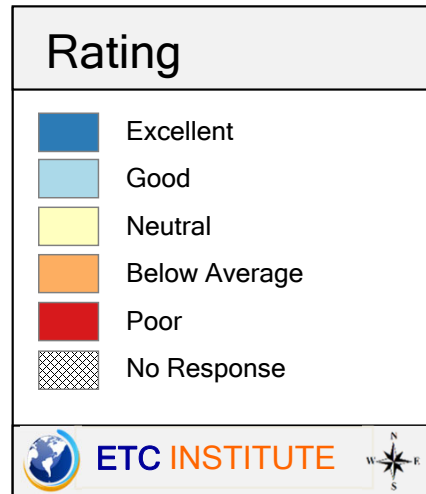
(Shading Reflects the Mean Rating by Census Block Group)



**2021
Smithville
Resident
Survey**

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

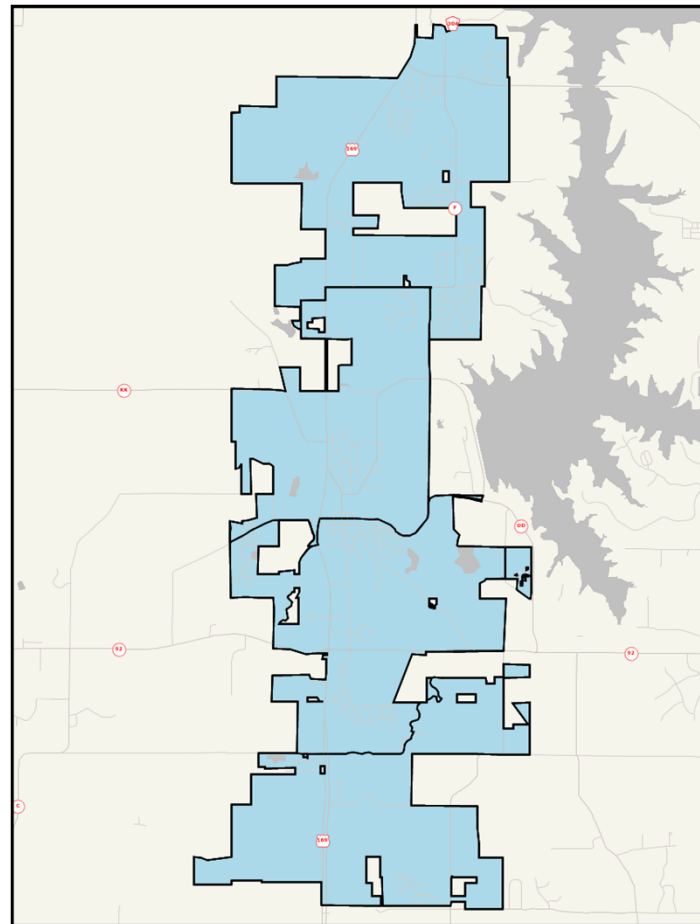
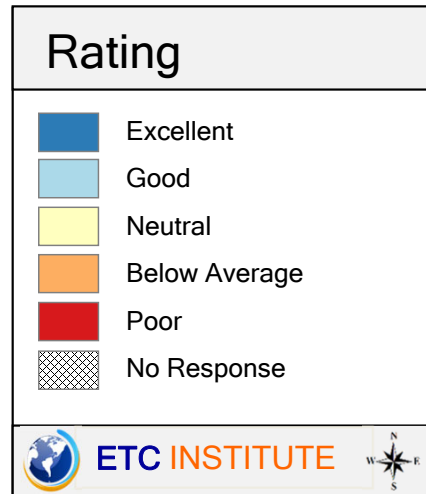
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

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

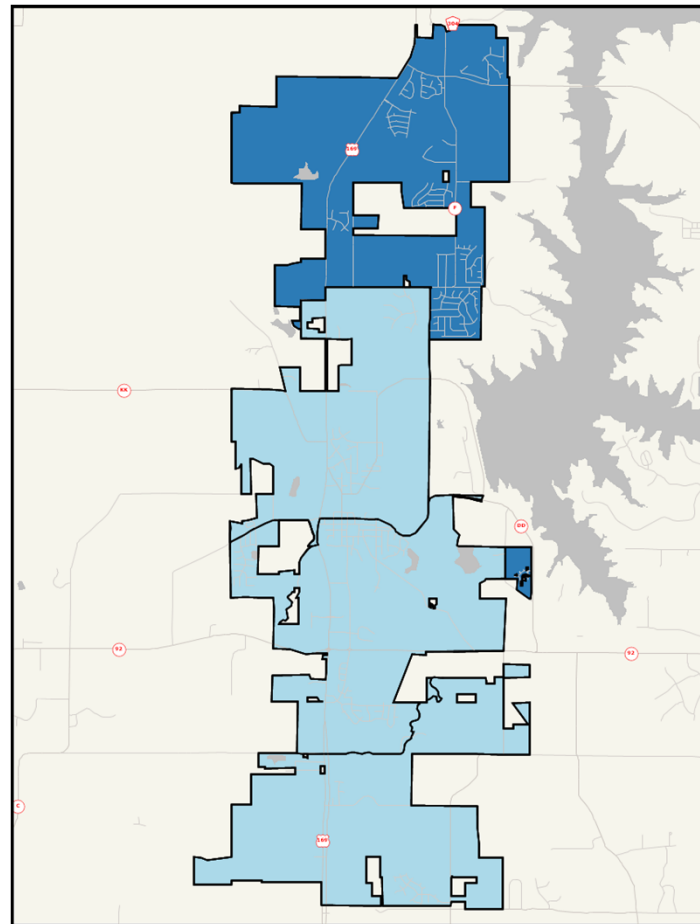
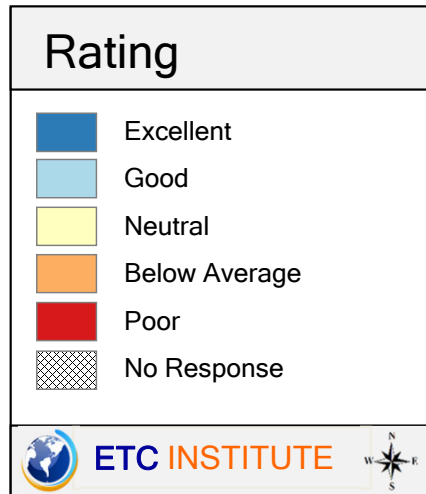
(Shading Reflects the Mean Rating by Census Block Group)



2021 Smithville Resident Survey

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

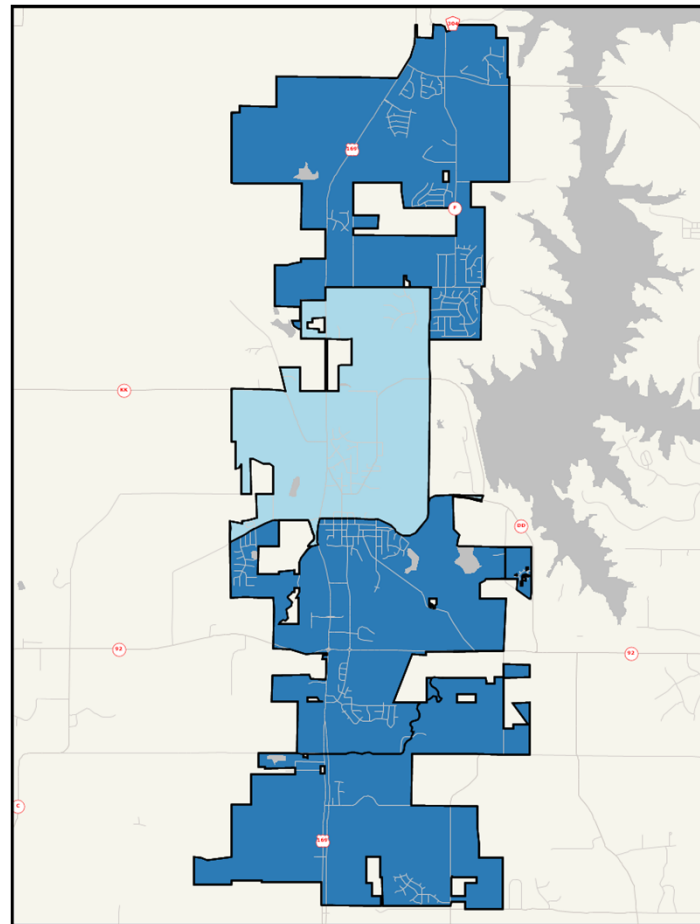
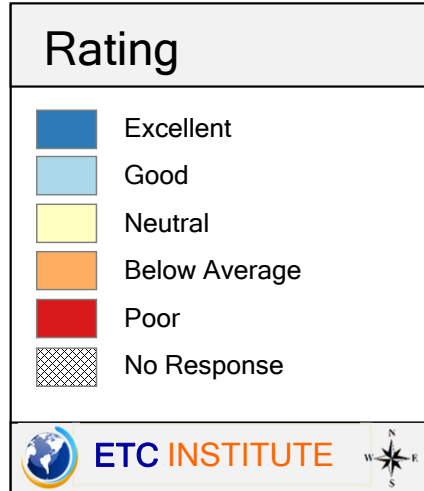
(Shading Reflects the Mean Rating by Census Block Group)



**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 City streets	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/sewer utilities	20.1%	44.9%	17.2%	10.5%	5.4%	2.0%
Q1-5. Overall enforcement of City codes & ordinances	15.4%	32.4%	28.2%	11.3%	2.7%	10.0%
Q1-6. Overall quality of customer service you receive from City employees	31.9%	35.8%	22.1%	2.5%	0.7%	7.1%
Q1-7. Overall effectiveness of City communication with the public	18.9%	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 storm water runoff/stormwater management system	15.7%	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 waste services (trash, recycling, 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 satisfied	Satisfied	Neutral	Dissatisfied	Very 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	17.2%	36.0%	31.3%	12.5%	3.0%
Q1-6. Overall quality of customer service you receive from City employees	34.3%	38.5%	23.7%	2.6%	0.8%
Q1-7. Overall effectiveness of City communication with the public	19.9%	40.3%	27.6%	9.3%	2.8%
Q1-8. Overall effectiveness of community planning & development	15.8%	36.8%	30.3%	13.9%	3.2%
Q1-9. Overall quality of City's storm water runoff/stormwater management system	17.2%	42.2%	32.0%	6.7%	1.9%
Q1-10. Overall flow of traffic & congestion management in Smithville	14.4%	44.2%	18.4%	17.9%	5.2%
Q1-11. Overall quality of solid waste services (trash, recycling, yard waste)	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 satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall quality of services 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 receive 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 & planning growth & 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%
Q2-6. Overall appearance of the City	26.7%	47.8%	18.9%	5.9%	0.5%	0.2%
Q2-7. Overall feeling of safety in the City	36.0%	52.0%	8.8%	2.0%	0.5%	0.7%
Q2-8. Overall quality of leadership provided by City's elected officials	17.2%	35.5%	28.7%	7.8%	1.5%	9.3%
Q2-9. Overall effectiveness of City 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 satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall quality of services provided 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 your City tax dollars & fees	14.7%	36.5%	29.9%	14.4%	4.6%
Q2-4. How well City is managing & planning 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 Administrator & 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 retail areas	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 traffic laws	25.5%	40.4%	19.6%	7.8%	2.7%	3.9%
Q3-6. Attitude & behavior of Police Dept. personnel toward citizens	37.3%	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. personnel toward citizens	40.3%	39.0%	13.3%	3.2%	4.2%

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 %
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	Percent
Victim of a crime	14	10.9 %
Traffic crash	9	7.0 %
Traffic stop	21	16.3 %
Arrest	1	0.8 %
Other	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 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 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%
Q5-5. In commercial & retail areas during the day	57.4%	35.0%	5.9%	0.0%	0.0%	1.7%
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 safety 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%
Q5-3. In City parks during the day	48.6%	38.4%	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 during the day	58.4%	35.7%	6.0%	0.0%	0.0%
Q5-6. In commercial & retail areas at night	39.9%	40.7%	17.2%	2.1%	0.0%
Q5-7. Overall feeling of safety in Smithville	46.3%	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 debris on private property	14.2%	27.2%	27.0%	11.8%	4.7%	15.2%
Q6-2. Enforcing mowing & cutting of weeds & tall grass on private 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%
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 building & permit process	10.5%	23.8%	29.2%	3.2%	2.7%	30.6%
Q6-6. Overall enforcement of City 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 enforcement's employees	15.0%	20.6%	29.2%	2.9%	2.2%	30.1%

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 satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Enforcing clean-up of debris on private property	16.8%	32.1%	31.8%	13.9%	5.5%
Q6-2. Enforcing mowing & cutting of weeds & tall grass 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 business 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 satisfied	Satisfied	Neutral	Dissatisfied	Very 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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Youth recreation programs	29.6%	46.3%	18.5%	5.6%	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?

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
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 %
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 %
<u>None chosen</u>	<u>205</u>	<u>50.2 %</u>
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 City parks & park equipment	22.5%	44.4%	18.6%	1.5%	0.2%	12.7%
Q11-6. Maintenance of City buildings	19.9%	46.8%	21.3%	0.7%	0.2%	11.0%
Q11-7. Snow removal on all City streets	20.8%	42.9%	15.2%	10.0%	3.2%	7.8%
Q11-8. Overall cleanliness of City streets & other public areas	24.0%	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 satisfied	Satisfied	Neutral	Dissatisfied	Very 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 drainage system	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?

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
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 %
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 keep you informed about local issues	15.0%	33.3%	25.5%	14.7%	4.2%	7.4%
Q13-3. Overall quality of City's website (smithvillemo.org)	13.7%	34.1%	27.7%	7.8%	1.2%	15.4%
Q13-4. Information provided through City's social media sites (e.g., Facebook, Twitter, Nextdoor)	12.7%	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 dissatisfied
Q13-1. Availability of information about City programs & services	16.8%	40.1%	29.3%	11.4%	2.4%
Q13-2. City efforts to keep you informed about local issues	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 City's social media sites (e.g., Facebook, Twitter, Nextdoor)	17.5%	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	Percent
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?

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q15. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
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)**

<u>Sum of the top two choices</u>	<u>Number</u>	<u>Percent</u>
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?

	<u>Number</u>	<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 prompt, accurate, & complete answers 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, & complete answers to questions	56.7%	21.3%	13.4%	3.1%	5.5%
Q16b-3. They did what they said they would do in a timely manner	53.4%	25.9%	11.2%	1.7%	7.8%
Q16b-4. They helped you resolve an issue 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 you would buy your next home	40.0%	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 of life	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 buy your 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., soccer, baseball, etc.)	21.1%	73.8%	5.1%
Q18-2. Indoor athletic complex (e.g., basketball, 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., soccer, baseball, etc.)	22.2%	77.8%
Q18-2. Indoor athletic complex (e.g., basketball, 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?

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
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)**

<u>Sum of the top two choices</u>	<u>Number</u>	<u>Percent</u>
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	Percent
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	Percent
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	Percent
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](https://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](mailto:info@smithvillemo.org).

Sincerely,

A handwritten signature in blue ink that reads "Damien Boley".

Damien Boley
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 smithvillemosurvey.org.

1. **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."

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
09. 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...	Very Satisfied	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
4. 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. **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."

Public Safety	Very Satisfied	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. **Have you or any member of your household come in contact with or called the police department for services in the past 24 months?. If "Yes," please indicate how you would rate your satisfaction with the attention received?**

____(1) Yes [Answer Q4a-b.] ____ (2) No

- 4a. **How you would rate your satisfaction with the attention received?**

____(1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
 ____ (2) Satisfied ____ (4) Dissatisfied

- 4b. **Why did you come in contact with the Police Department?**

____(1) Victim of a crime ____ (3) Traffic stop ____ (5) Other: _____
 ____ (2) Traffic Crash ____ (4) Arrest

5. **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.**

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. **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:**

Enforcement of City Codes and Ordinances	Very Satisfied	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?				
			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. 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? *[Write in your answers below using the numbers from the lists in Question 7 and 8.]*

1st: _____ 2nd: _____

10. Are there any Parks and Recreation facilities or programs that you think the City should provide that are not currently offered by the City?

1st suggestion: _____

2nd suggestion: _____

11. **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.

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

12. Which TWO of the City Maintenance services listed above do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 11.]

1st: _____ 2nd: _____

13. **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.

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)	5	4	3	2	1	9

14. Which of the following are your primary sources of information about community activities and services? [Check all that apply.]

_____ (1) City newsletter _____ (4) Facebook _____ (7) Nextdoor App
 _____ (2) City website _____ (5) Word of mouth _____ (8) All of the above
 _____ (3) Twitter _____ (6) Newspaper _____ (9) Other: _____

15. Which TWO of the methods of communication listed in Question 14 do you MOST PREFER? [Write in your answers below using the numbers from the list in Question 14.]

1st: _____ 2nd: _____

- 15a. What topics you would like to hear about from the City?

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

____(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. Community Amenities/Facilities. 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 amenities/facilities listed in Question 18 do you MOST PREFER? [Write in your answers below using the numbers from the list in Question 18.]

1st: ____ 2nd: ____

Miscellaneous

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.

Demographics

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
☐ (3) Asian
 ☐ (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.