

City of Warrensburg Community Survey

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Findings
Report

Submitted to the City of Warrensburg, Missouri

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

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2017 City of Warrensburg Community Survey

Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the City of Warrensburg during the fall of 2017. The purpose of the survey was to help the City of Warrensburg apply resources to areas that residents deem most important. The City of Warrensburg and the City Council wants to ensure they take a resident-driven approach when deciding how to invest in Warrensburg's future.

The seven-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the City of Warrensburg. 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.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Warrensburg from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 400 residents. The goal was exceeded with a total of 414 residents completing the survey. The overall results for the sample of 414 households have a precision of at least +/-4.8% at the 95% level of confidence.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Warrensburg with the results from other communities in ETC Institute's *DirectionFinder*® database. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion.*"

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey
- benchmarking data that shows how the results for Warrensburg compare to other communities,

- importance-satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results ,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Overall Perceptions of the City

Seventy-four percent (74%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of life and 67% were satisfied with the overall feeling of safety in the community. Only 42% of those surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of leadership of elected officials.

Overall Quality of Life in Warrensburg

The quality of life categories that had the highest levels of positive responses, based upon the combined percentage of “excellent” and “good” responses among residents *who had an opinion*, were: Warrensburg as a place to live (80%), Warrensburg as a place to raise children (80%), and Warrensburg as a place to work (58%).

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of fire services (85%), the overall quality of police services (76%), the overall quality of parks, recreation and community services programs/facilities (68%), and overall quality of customer service you receive from City employees (63%). Sixty-three percent (63%) of respondents believe that the overall quality of police services is the City service that are most important for the City to provide.

Feelings of Safety

Ninety-one percent (91%) of respondents, *who had an opinion*, indicated they feel “very safe” or “safe” walking along in their neighborhood during the day. Eighty-eight percent (88%) of residents, *who had an opinion*, indicated were feel “very safe” or “safe” in commercial areas of the City during the day, 83% feel safe walking along in their neighborhood in general, and 58% feel safe walking in City parks and recreation facilities.

Satisfaction with Specific City Services

- **Public Safety.** The highest levels of satisfaction with public safety services services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of local fire protection (86%), how quickly firefighters respond to emergencies (81%), and the overall quality of local police protection (79%). The aspect of public safety services that respondents were least satisfied

with is the quality of police safety education (57%). Fifty-two percent (52%) of respondents indicated the overall quality of local police protection was the public safety service that is most important for the City to provide.

- **Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance of commercial property (48%), and the maintenance of residential property (46%). Only 39% of residents indicated they knew which streets in Warrensburg are maintained by the City of Warrensburg and which are maintained by the Missouri Department of Transportation.
- **City Maintenance and Public Works.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: snow removal on major City streets (72%), the overall quality of the City cemetery (69%), and the condition of major City streets (63%). Forty-seven percent (47%) of respondents believe that the condition of major City streets is the maintenance service that is most important for the City to provide.
- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the location of City parks (79%) the maintenance of City parks (78%), and appearance of parks and recreation facilities (77%). Fifty-six percent (56%) of respondents indicated they would support an additional 1/8-cent sales tax for Parks and Recreation services.
- **City Communication.** The highest levels of satisfaction with City Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: City efforts to keep residents informed about local issues (38%), and the usefulness of the information that is available on the City website (37%).
 - Fifty-five percent (55%) of respondents indicated they use the Parks and Recreation Activity Guide to obtain or receive information about the City of Warrensburg. Forty-six percent (46%) use the City of Warrensburg website and 28% use the City’s Facebook’s pages. Fifty-two percent (52%) of respondents most prefer to use the City of Warrensburg website and 50% prefer to use the Parks and Recreation Activity Guide to obtain or receive information about the City of Warrensburg.
- **Economic Development.** The highest levels of satisfaction with economic development, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of new residential development (61%) and the appearance of Downtown Warrensburg (57%).

Additional Findings

- Sixty-nine percent (69%) of respondents believe that Warrensburg has stayed the same as far as being a safe place to live, work, and raise a family. Twenty-five percent (25%) of respondents believe that the City has become less safe.
- Seventy percent (70%) of respondents indicated they do not know and have not had contact with their neighborhood Warrensburg police officer.
- Fifty-six percent of respondents indicated they were either “strongly supportive” (19%) or “somewhat supportive” (37%) of implementing a tax that would help fund public safety within Warrensburg.
- Fifty-three percent (53%) of respondents indicated they would consider approving a tax/fee to support the building of a new stormwater infrastructure and the maintenance/replacement of current infrastructure.
- Sixty percent (60%) of respondents indicated they were either “very dissatisfied” (26%) or “dissatisfied” (34%) with traffic flow on Maguire Street.
- Sixty percent (60%) of respondents indicated they would be “strongly supportive” (19%) or “somewhat supportive” (41%) of a tax increase to support the development of other public works projects that are designed to improve other roads or bridges.
- Seventy-two percent (72%) of respondents indicated they participated in the City-Wide Clean-Up Program. Of those who participate 91% indicated they are either “very satisfied” (52%) or “satisfied” (39%) with the City-Wide Clean-Up Program.
- Respondents were asked to indicate how strongly they agree or disagree with seven statements regarding City government in Warrensburg. Based upon the combined percentage of “strongly agree” and “agree” responses among residents *who had an opinion*, were: Warrensburg City employees are ethical and honest (53%) and Warrensburg City government is democratic and representative (41%).
- Respondents were asked to indicate three items that will be the biggest issues Warrensburg will face within the next five years. Based on the sum of respondents’ top three choices road repair/maintenance/expansion (58%), economic development (56%), crime (37%), and high taxes/property taxes/finances (36%) will be the biggest issues Warrensburg will face.
- Seventy-eight percent (78%) of respondents indicated they think the City of Warrensburg is continually improving as a place to live.

How the City of Warrensburg Compares to Other Communities Nationally

Satisfaction ratings for The City of Warrensburg **rated the same as or above the U.S. average in 29 of the 56 areas** that were assessed. The City of Warrensburg rated significantly higher than the U.S. average (difference of 5% or more) in 17 of these areas. Listed below are the comparisons between the City of Warrensburg and the U.S. average:

Service	Warrensburg	US	Difference	Category
Quality of swimming pools	73%	35%	37%	Parks and Recreation
Overall quality of customer service you receive from City employees	63%	47%	16%	Major City Services
Overall value that you receive for your City tax & fees	54%	38%	16%	Perceptions
Condition of major City streets	63%	50%	14%	City Maintenance
Snow removal on major City streets	72%	58%	14%	City Maintenance
As a place to raise children	80%	68%	12%	Quality of Life
Visibility of pavement markings & street signs on City streets	60%	49%	11%	City Maintenance
As a place to live	81%	70%	11%	Quality of Life
Condition of streets in your neighborhood	58%	48%	10%	City Maintenance
Overall quality of local police protection	79%	70%	9%	Public Safety
Maintenance of City parks	78%	70%	8%	Parks and Recreation
Snow removal on neighborhood streets	55%	48%	8%	City Maintenance
Overall quality of Downtown	57%	50%	7%	Perceptions
Maintenance/appearance of community ctrs.	75%	68%	7%	Parks and Recreation
Overall maintenance of City streets/sidewalks	46%	41%	6%	Major City Services
How quickly police officers respond to emergencies	71%	65%	6%	Public Safety
Overall quality of parks, recreation & community services programs/facilities	69%	64%	5%	Major City Services
As a place to work	58%	54%	4%	Quality of Life
City's effort to prevent crime	59%	56%	3%	Public Safety
Overall quality of local fire protection	86%	83%	3%	Public Safety
Quality of animal control	60%	58%	3%	Public Safety
Condition of sidewalks in your neighborhood	44%	42%	2%	City Maintenance
Quality of leadership of elected officials	42%	40%	2%	Perceptions
Overall quality of recreation programs	62%	60%	1%	Parks and Recreation
As a community that is moving in right direction	54%	53%	1%	Quality of Life
Overall quality of life in City	74%	73%	1%	Perceptions
Appearance & condition of City medians, right-of-ways & public areas	54%	54%	0%	City Maintenance
Visibility of police in your neighborhood	58%	59%	0%	Public Safety
Enforcement of residential building codes	43%	43%	0%	Code Enforcement
Overall quality of facilities/athletic fields	64%	65%	-1%	Parks and Recreation
Overall image of your community	62%	64%	-1%	Perceptions
Overall feeling of safety in community	67%	69%	-2%	Perceptions
As a place to retire	56%	58%	-2%	Quality of Life
How quickly firefighters respond to emergencies	81%	84%	-3%	Public Safety
Quality of fire prevention & education programs	62%	65%	-3%	Public Safety
Quality of adult programs	50%	54%	-4%	Parks and Recreation
Enforcement of local traffic laws	59%	64%	-5%	Public Safety
Appearance of your community	56%	62%	-6%	Perceptions
Quality of walking & biking paths	53%	59%	-6%	Parks and Recreation
Adequacy of City street lighting	50%	56%	-7%	City Maintenance
Enforcement of commercial building codes	44%	52%	-8%	Code Enforcement
Quality of police safety education programs	47%	54%	-8%	Public Safety
Level of public involvement in decision-making	25%	33%	-8%	Communication
Efforts to keep residents informed about local issues	38%	46%	-8%	Communication
Parking enforcement on neighborhood streets	37%	46%	-9%	Code Enforcement
Overall cleanliness of streets & alleyways	52%	62%	-10%	City Maintenance
Availability of bike lanes	27%	37%	-10%	City Maintenance
Overall enforcement of City codes & ordinances	41%	52%	-11%	Major City Services
Quality of youth programs	49%	60%	-11%	Parks and Recreation
Availability of info about gov. ops.	33%	46%	-13%	Communication
Visibility of police in retail areas	48%	61%	-13%	Public Safety
Overall flow of traffic on City streets	33%	51%	-17%	Major City Services
As a place to visit	41%	60%	-19%	Quality of Life
Timeliness of info provided by local gov.	29%	50%	-22%	Communication
Quality of social media outlets	32%	56%	-24%	Communication
Usefulness of info on City website	37%	62%	-25%	Communication

How the City of Warrensburg Compares to Other Communities Regionally

Satisfaction ratings for The City of Warrensburg **rated the same or above the average for Kansas and Missouri in 27 of the 56 areas** that were assessed. The City of Warrensburg rated significantly higher than this average (difference of 5% or more) in 17 of these areas. Listed below are the comparisons between The City of Warrensburg and the average for Kansas-Missouri:

Service	Warrensburg	KS & MO	Difference	Category
Quality of swimming pools	73%	43%	30%	Parks and Recreation
As a place to live	81%	65%	16%	Quality of Life
Overall value that you receive for your City tax & fees	54%	40%	15%	Perceptions
As a place to raise children	80%	66%	14%	Quality of Life
Visibility of pavement markings & street signs on City streets	60%	46%	14%	City Maintenance
Overall quality of local police protection	79%	66%	13%	Public Safety
Snow removal on major City streets	72%	62%	10%	City Maintenance
Overall quality of customer service you receive from City employees	63%	53%	10%	Major City Services
Overall quality of life in City	74%	66%	8%	Perceptions
Condition of major City streets	63%	55%	8%	City Maintenance
Overall quality of Downtown	57%	50%	7%	Perceptions
Overall feeling of safety in community	67%	61%	6%	Perceptions
Quality of leadership of elected officials	42%	36%	6%	Perceptions
City's effort to prevent crime	59%	53%	6%	Public Safety
How quickly police officers respond to emergencies	71%	65%	6%	Public Safety
Overall image of your community	62%	58%	5%	Perceptions
Overall maintenance of City streets/sidewalks	46%	42%	5%	Major City Services
Snow removal on neighborhood streets	55%	51%	4%	City Maintenance
Quality of animal control	60%	56%	4%	Public Safety
Condition of streets in your neighborhood	58%	54%	4%	City Maintenance
Maintenance/appearance of community ctrs.	75%	72%	3%	Parks and Recreation
Maintenance of City parks	78%	75%	2%	Parks and Recreation
Overall quality of local fire protection	86%	84%	2%	Public Safety
Overall quality of parks, recreation & community services programs/facilities	69%	67%	2%	Major City Services
Visibility of police in your neighborhood	58%	58%	1%	Public Safety
As a place to work	58%	58%	0%	Quality of Life
Enforcement of residential building codes	43%	43%	0%	Code Enforcement
Condition of sidewalks in your neighborhood	44%	45%	-1%	City Maintenance
Quality of fire prevention & education programs	62%	63%	-1%	Public Safety
Overall quality of facilities/athletic fields	64%	65%	-1%	Parks and Recreation
Quality of adult programs	50%	51%	-1%	Parks and Recreation
Appearance of your community	56%	57%	-2%	Perceptions
Adequacy of City street lighting	50%	52%	-2%	City Maintenance
As a community that is moving in right direction	54%	56%	-2%	Quality of Life
As a place to retire	56%	58%	-3%	Quality of Life
Quality of walking & biking paths	53%	56%	-3%	Parks and Recreation
How quickly firefighters respond to emergencies	81%	84%	-3%	Public Safety
Appearance & condition of City medians, right-of-ways & public areas	54%	58%	-3%	City Maintenance
Overall quality of recreation programs	62%	66%	-4%	Parks and Recreation
Quality of police safety education programs	47%	53%	-6%	Public Safety
Availability of bike lanes	27%	35%	-8%	City Maintenance
Enforcement of commercial building codes	44%	53%	-9%	Code Enforcement
Overall enforcement of City codes & ordinances	41%	50%	-9%	Major City Services
Level of public involvement in decision-making	25%	35%	-10%	Communication
Parking enforcement on neighborhood streets	37%	47%	-10%	Code Enforcement
Overall cleanliness of streets & alleyways	52%	62%	-10%	City Maintenance
Enforcement of local traffic laws	59%	70%	-12%	Public Safety
Quality of youth programs	49%	60%	-12%	Parks and Recreation
Visibility of police in retail areas	48%	61%	-14%	Public Safety
As a place to visit	41%	57%	-16%	Quality of Life
Overall flow of traffic on City streets	33%	50%	-17%	Major City Services
Availability of info about gov. ops.	33%	50%	-17%	Communication
Efforts to keep residents informed about local issues	38%	56%	-17%	Communication
Usefulness of info on City website	37%	59%	-23%	Communication
Quality of social media outlets	32%	56%	-23%	Communication
Timeliness of info provided by local gov.	29%	58%	-29%	Communication

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City’s overall satisfaction rating are listed below:

- Overall maintenance of City streets/sidewalks (IS Rating=0. 2927)
- Overall flow of traffic on City streets (IS Rating=0. 2548)
- Overall quality of police services (IS Rating=0. 1476)
- Overall enforcement of City codes and ordinances (IS Rating=0. 1093)
- Overall quality of parks, recreation, and community services programs/facilities (IS Rating=0. 1086)

The table below shows the importance-satisfaction rating for all 7 major categories of City services that were rated.

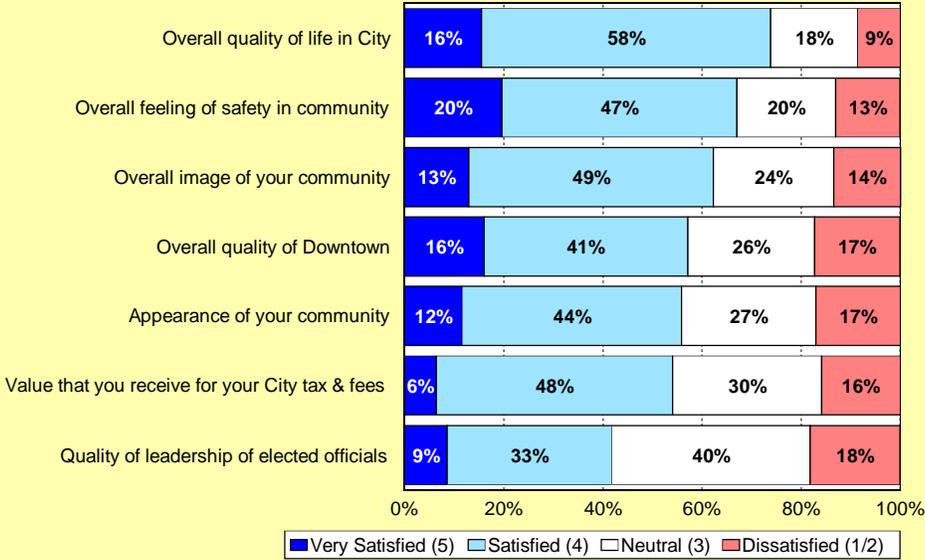
2017 Importance-Satisfaction Rating City of Warrensburg Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of City streets/sidewalks	55%	2	46%	5	0.2927	1
Overall flow of traffic on City streets	38%	4	33%	7	0.2548	2
High Priority (IS .10-.20)						
Overall quality of police services	63%	1	77%	2	0.1476	3
Overall enforcement of City codes & ordinances	19%	6	41%	6	0.1093	4
Overall quality of parks, recreation & community	35%	5	69%	3	0.1086	5
Medium Priority (IS <.10)						
Overall quality of fire services	39%	3	85%	1	0.0606	6
Overall quality of customer service you receive from City	8%	7	63%	4	0.0277	7

Section 1

Charts and Graphs

Q1. Satisfaction with Items That Influence Perceptions of the City

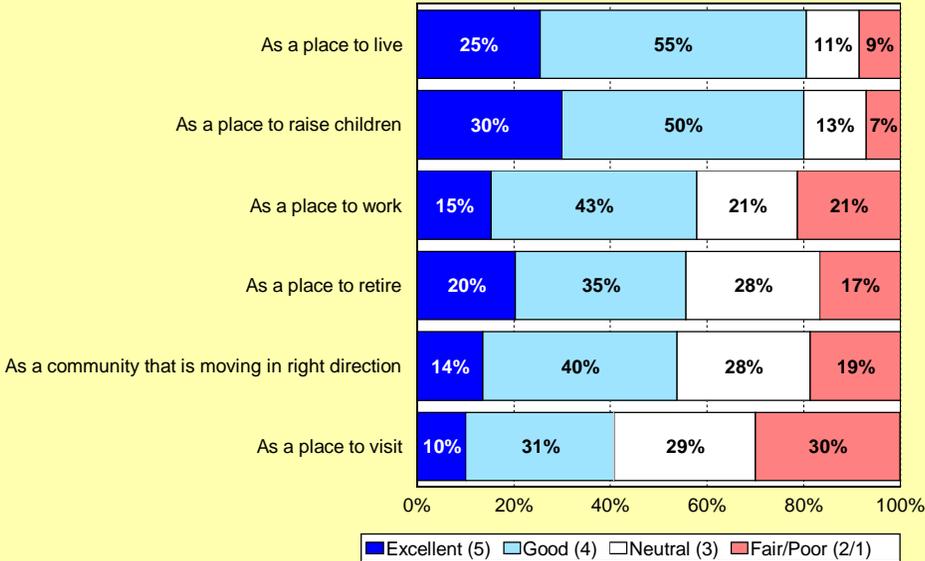
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

Q2. How Respondents Feel About the Quality of Life in Warrensburg

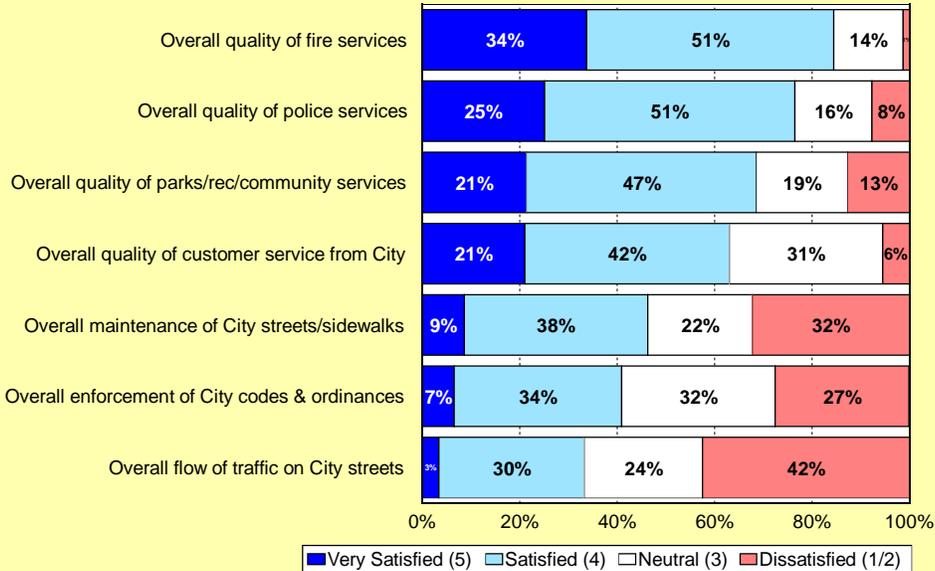
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

Q3. Overall Satisfaction with City Services by Major Category

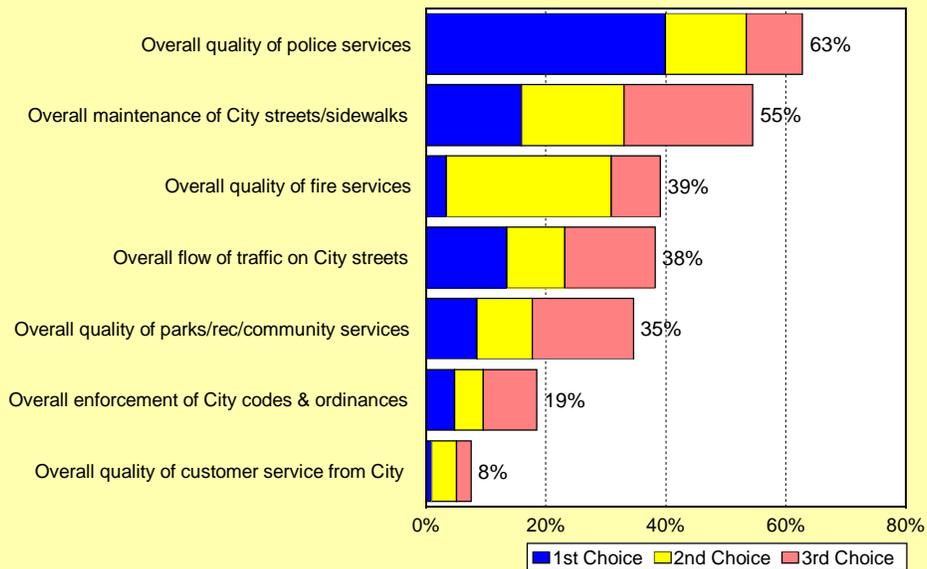
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

Q4. City Services That are Most Important for the City to Provide

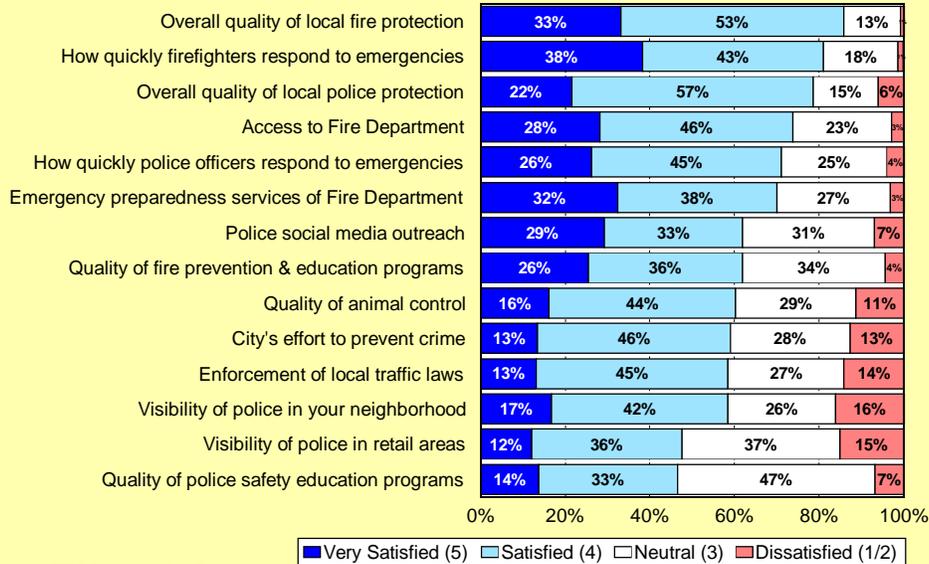
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Q5. Satisfaction with Various Aspects of Public Safety Services

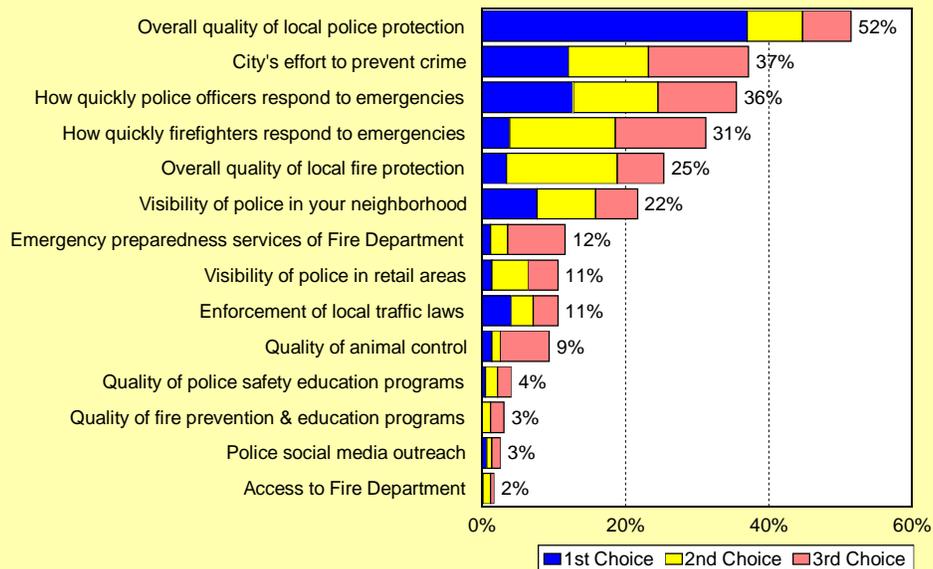
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

Q6. Public Safety Services That are Most Important for the City to Provide

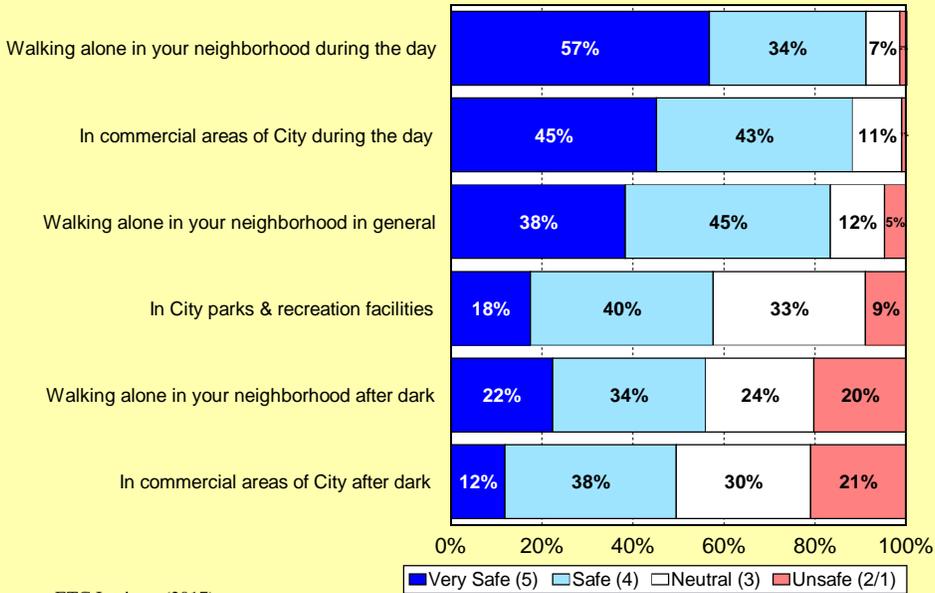
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Q7. Feeling of Safety in Various Situations

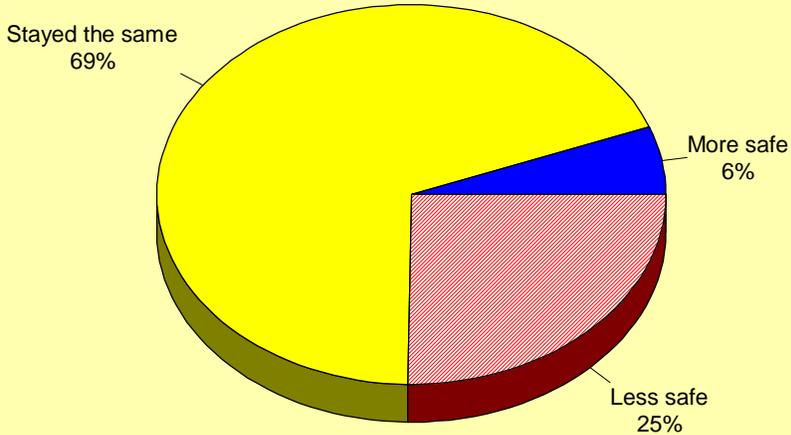
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

Q8. In the past 12 months, do you think Warrensburg has become more, less or stayed the same as far as being a safe place to live, work, and raise a family?

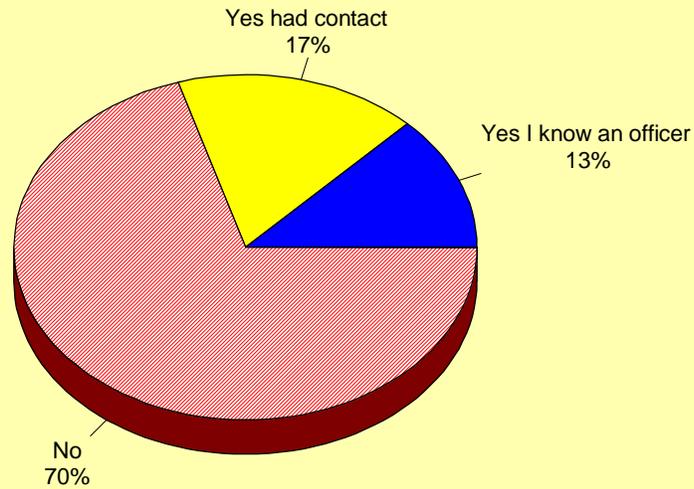
by percentage of respondents



Source: ETC Institute (2017)

Q9. Do you know or have you had contact with your neighborhood Warrensburg police officer?

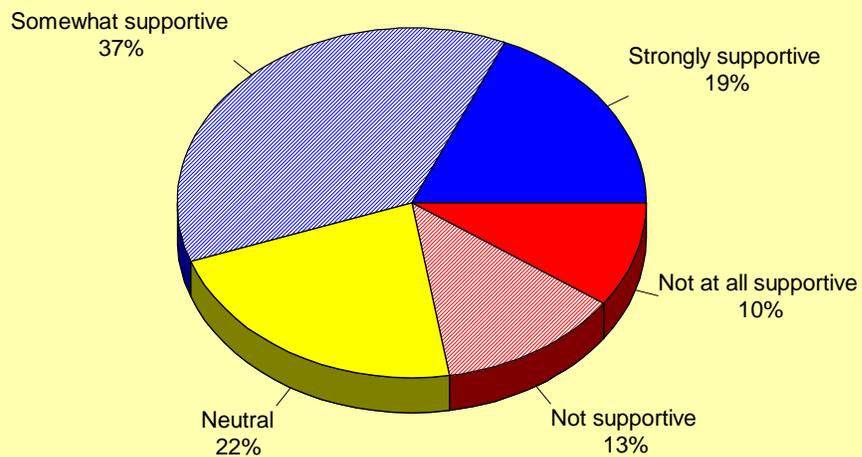
by percentage of respondents



Source: ETC Institute (2017)

Q10. How supportive would you be of Warrensburg implementing a tax that would help fund public safety within Warrensburg?

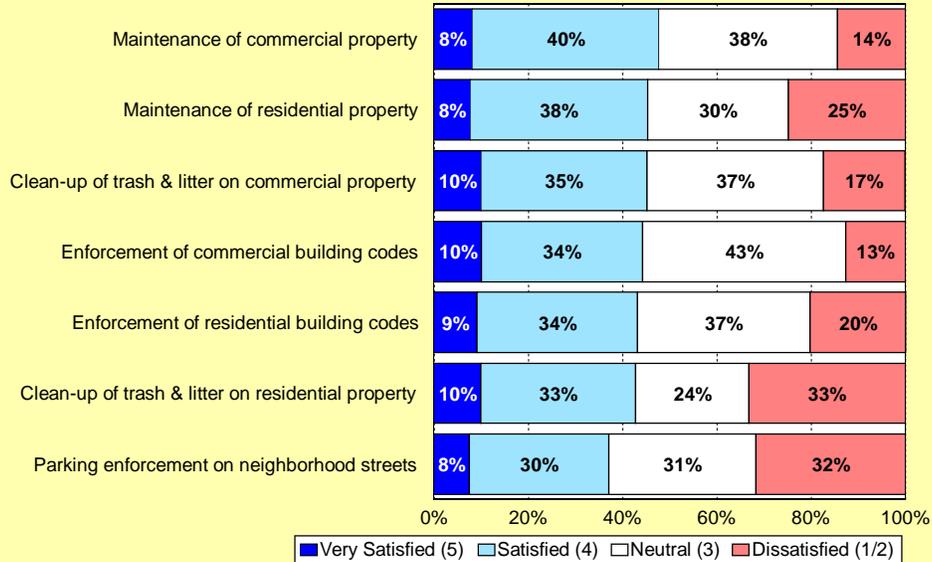
by percentage of respondents



Source: ETC Institute (2017)

Q11. Satisfaction with Various Aspects of Code Enforcement

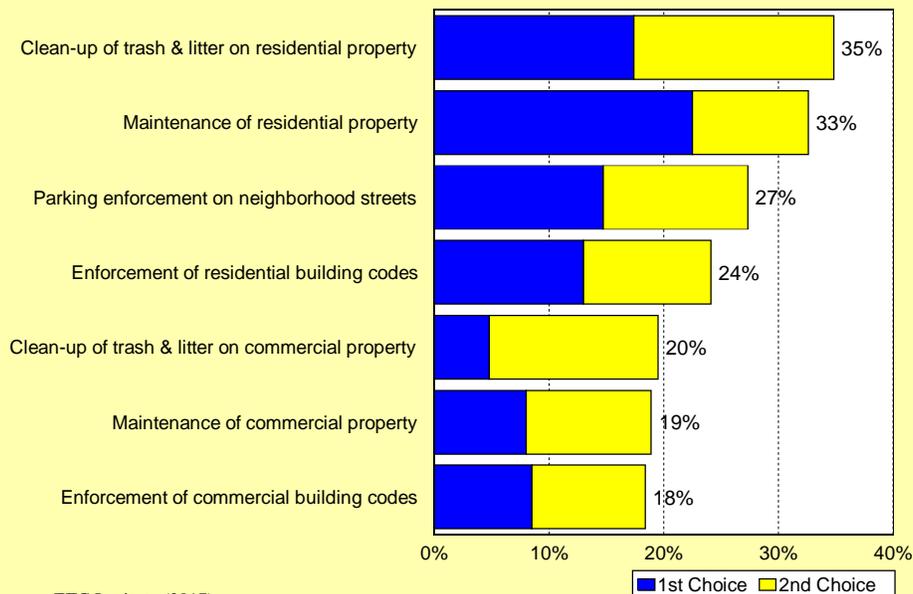
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

Q12. Code Enforcement Services That are Most Important for the City to Provide

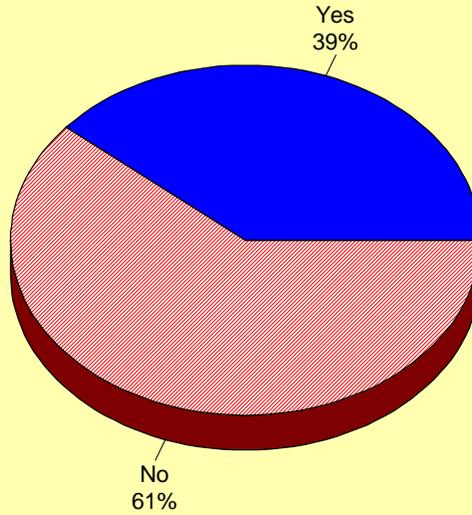
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2017)

Q13. Do you know which streets in Warrensburg are maintained by the City of Warrensburg and which are maintained by the Missouri Department of Transportation?

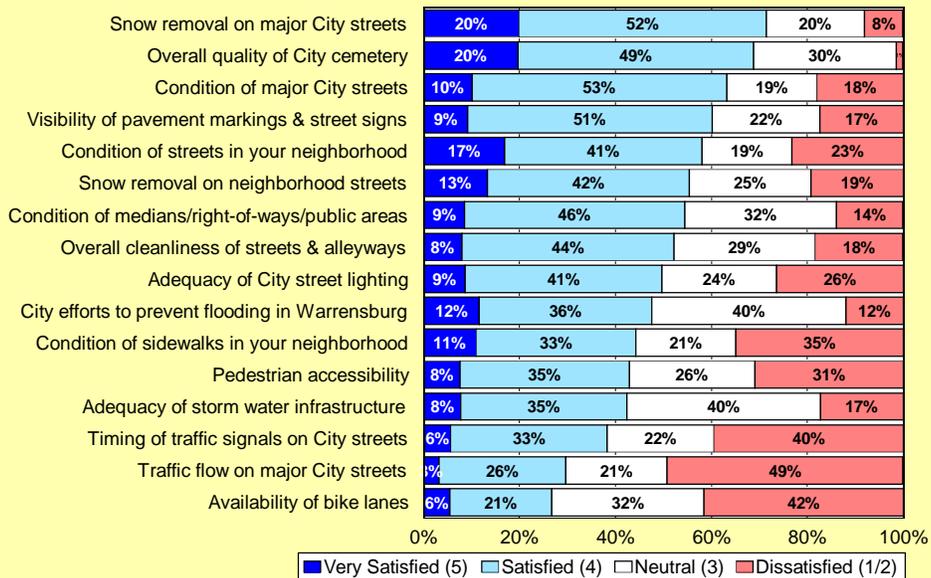
by percentage of respondents



Source: ETC Institute (2017)

Q14. Satisfaction with Various Aspects of City Maintenance & Public Works

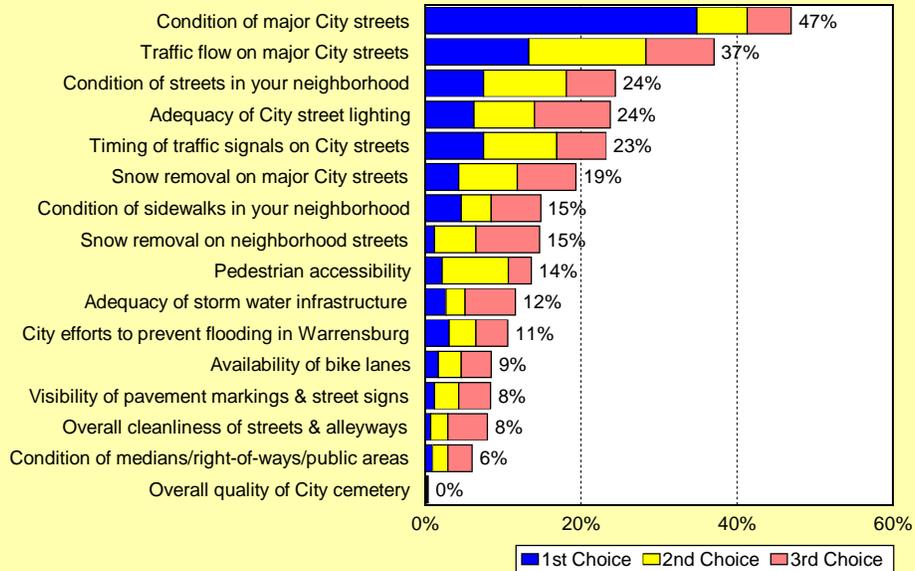
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

Q15. City Maintenance & Public Works Services That are Most Important for the City to Provide

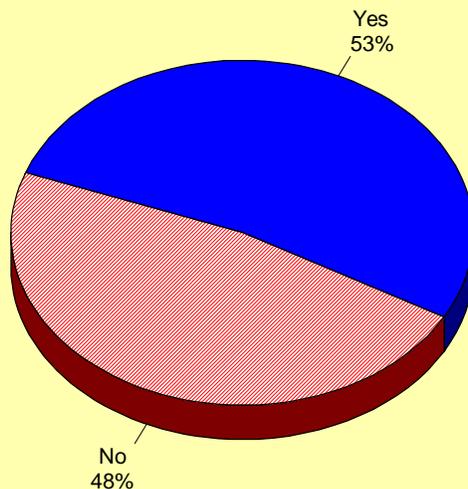
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Q16. Would you consider approving a tax/fee to support the building of new stormwater infrastructure and the maintenance/replacement of current infrastructure?

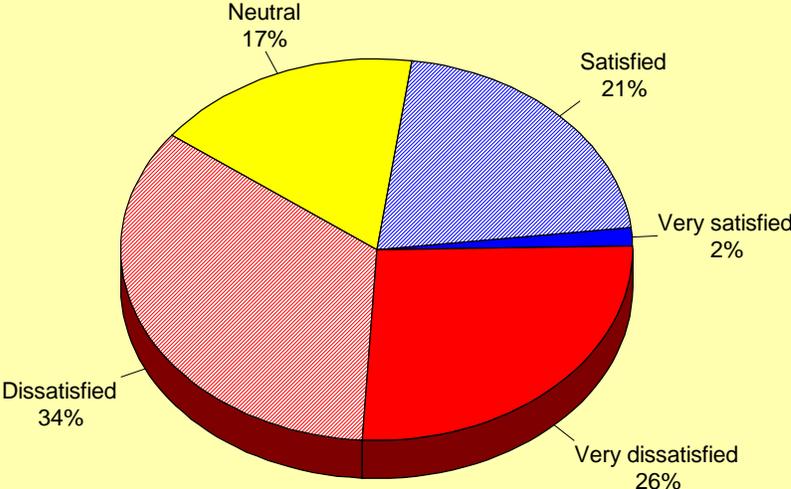
by percentage of respondents



Source: ETC Institute (2017)

Q18. Overall, how satisfied are you with traffic flow on Maguire Street?

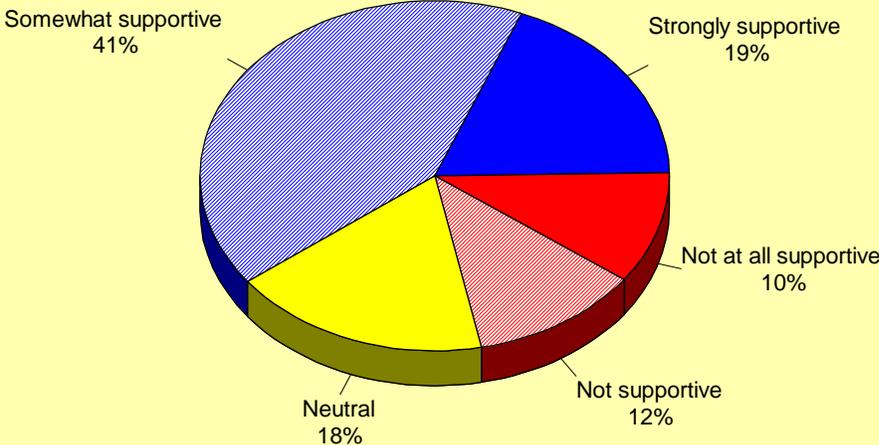
by percentage of respondents



Source: ETC Institute (2017)

Q19. How supportive would you be of a tax increase to support the development of other public works projects that are designed to improve other roads or bridges?

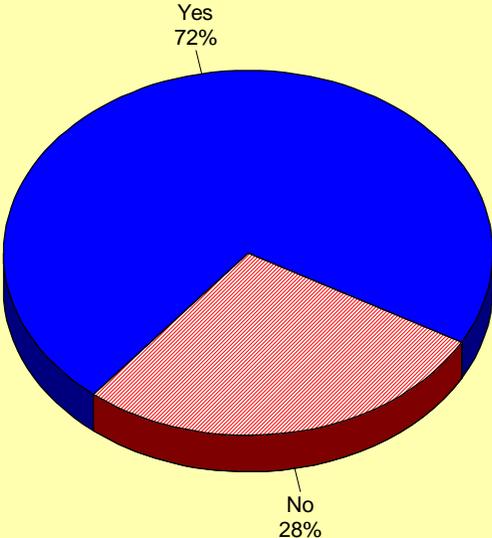
by percentage of respondents



Source: ETC Institute (2017)

Q20. Do you participate in the City-Wide Clean-Up Program?

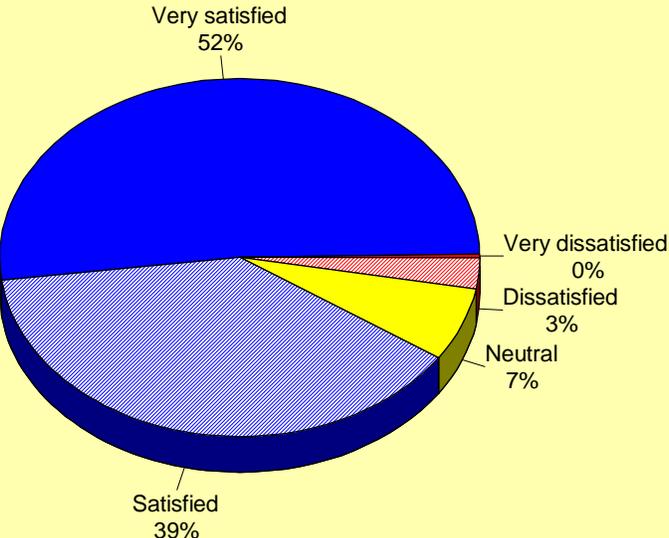
by percentage of respondents



Source: ETC Institute (2017)

Q20a. How satisfied are you with the City-Wide Clean-Up Program?

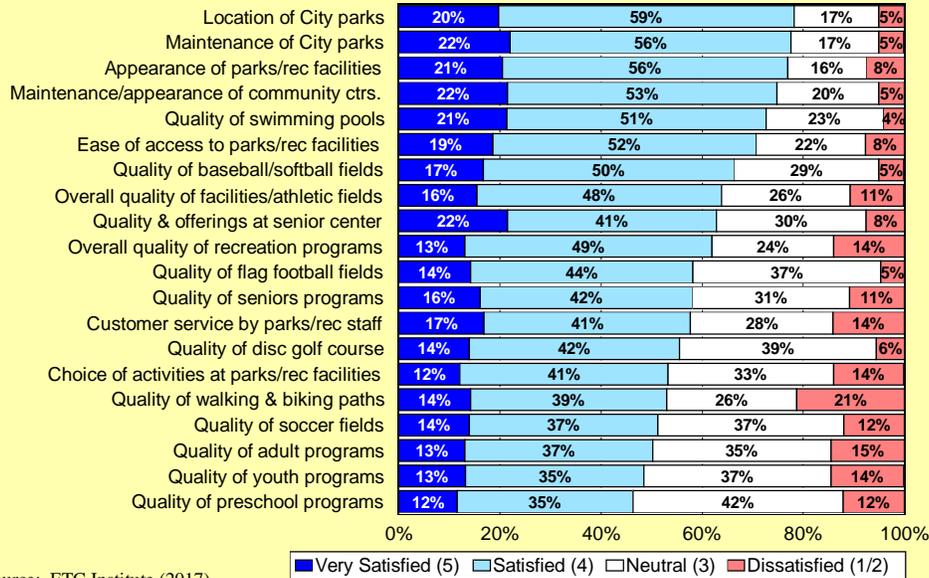
by percentage of respondents who participate in the program



Source: ETC Institute (2017)

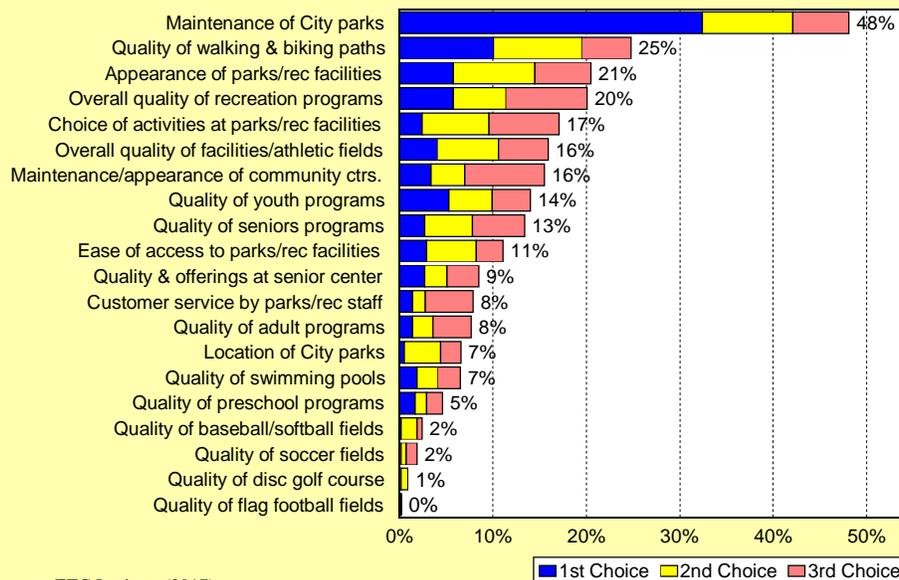
Q21. Satisfaction with Various Aspects of Parks and Recreation Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



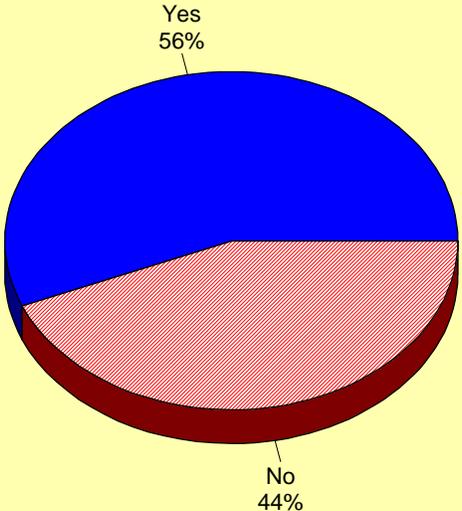
Q22. Parks & Recreation Services That are Most Important for the City to Provide

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



Q24. Would you support an additional 1/8-cent sales tax for Parks & Recreation services to improve parks & develop additional recreational activities?

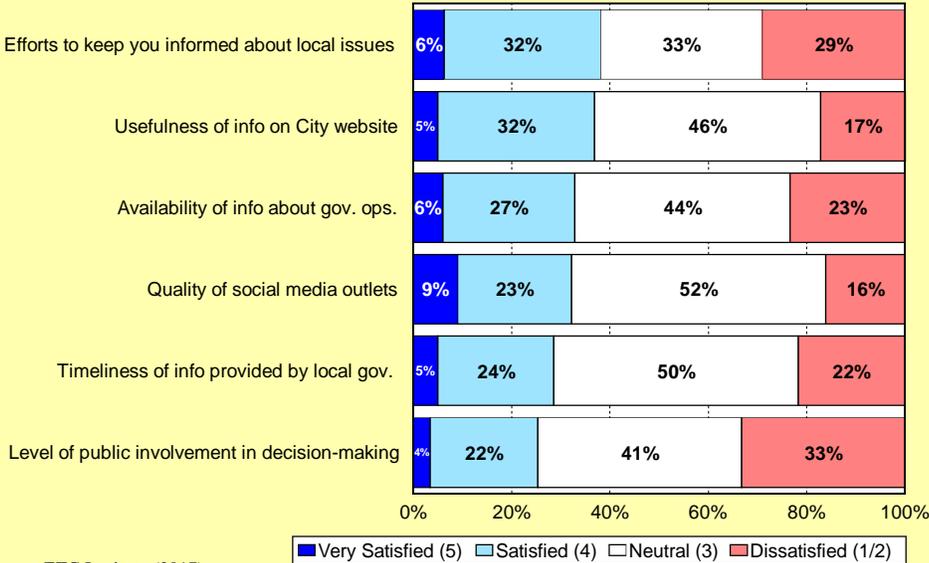
by percentage of respondents



Source: ETC Institute (2017)

Q25. Satisfaction with Various Aspects of City Communication

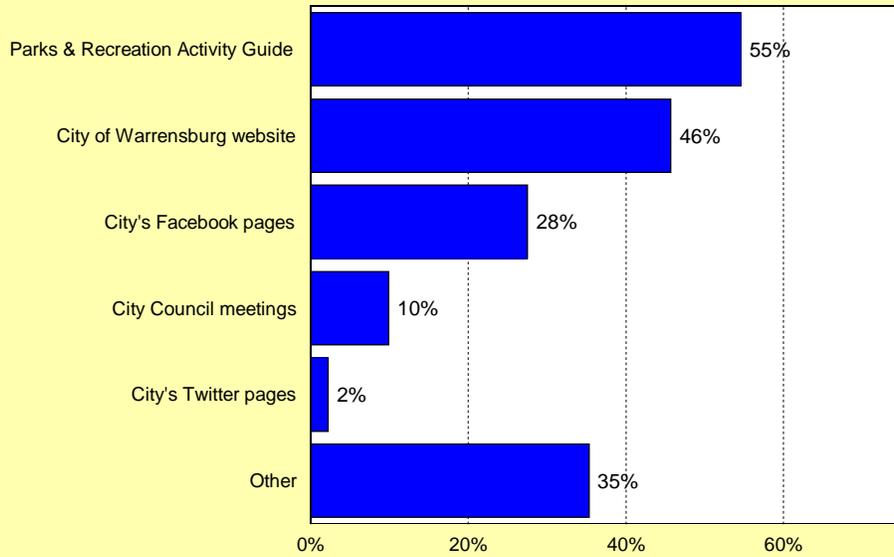
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

Q26. Which of the following sources do you currently use to obtain or receive information about the City of Warrensburg?

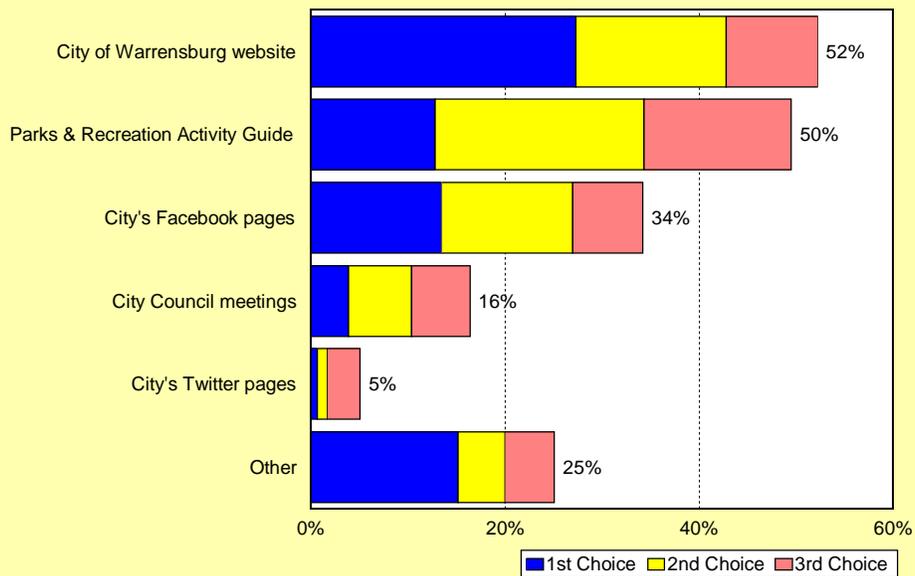
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2017)

Q27. Information Sources Respondents Most Prefer to Obtain or Receive Information

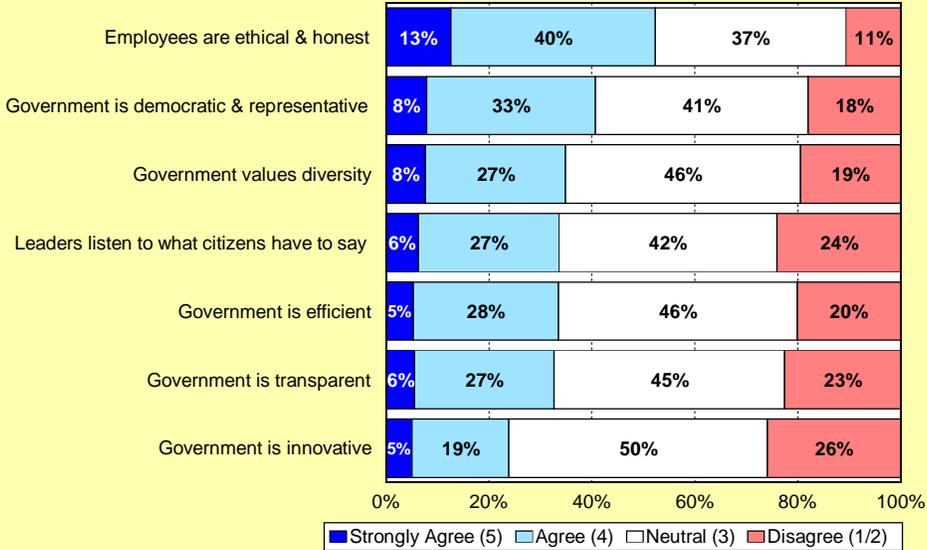
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Q28. Level of Agreement About Various Statements Regarding City Government

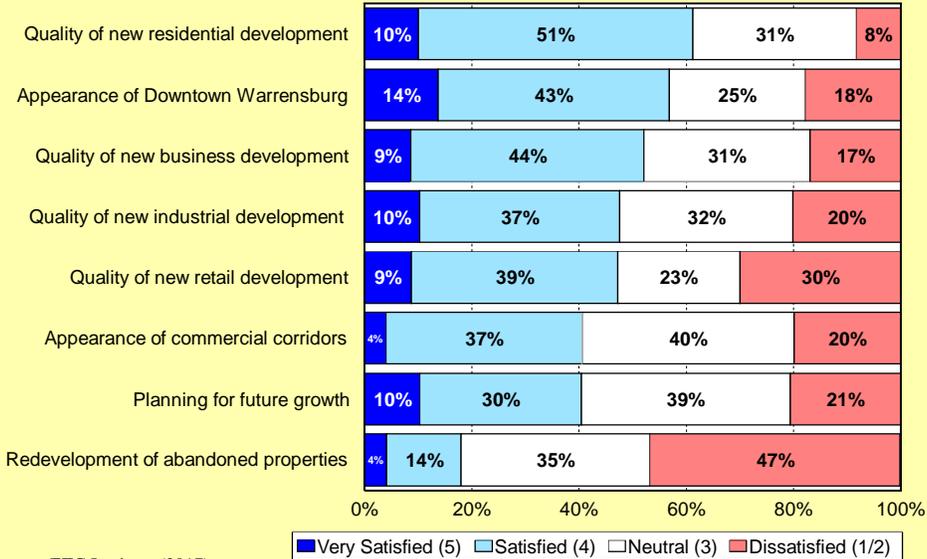
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

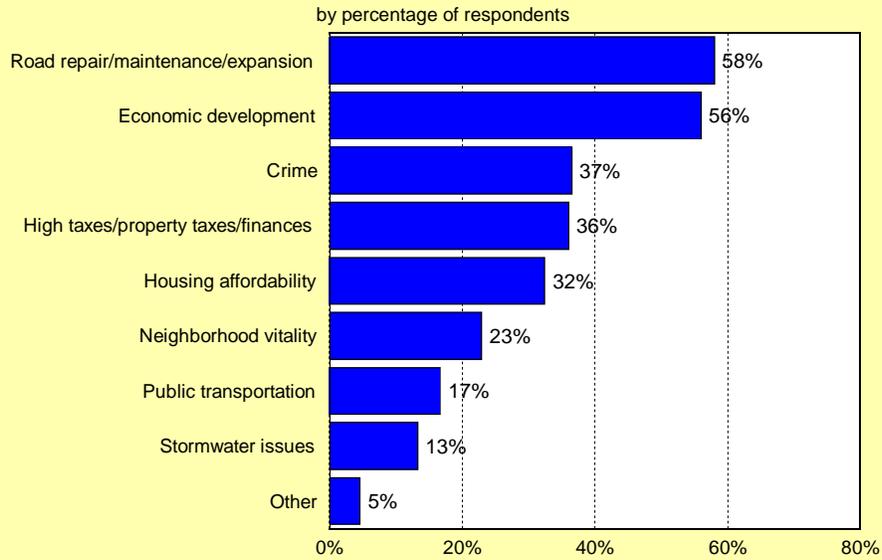
Q29. Satisfaction with Various Aspects of Economic Development

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



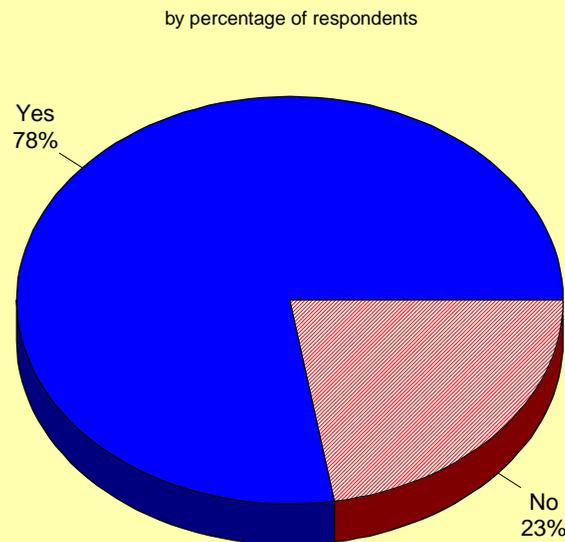
Source: ETC Institute (2017)

Q30. Which THREE of the following do you think will be the biggest issues Warrensburg will face within the next FIVE years?



Source: ETC Institute (2017)

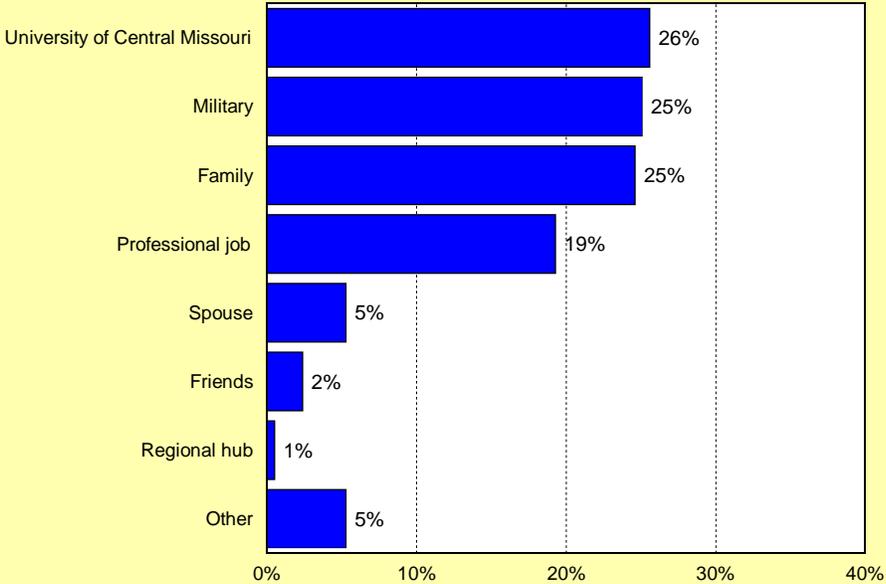
Q31. Do you think the City of Warrensburg is continually improving as a place to live?



Source: ETC Institute (2017)

Q32. What brought you to Warrensburg?

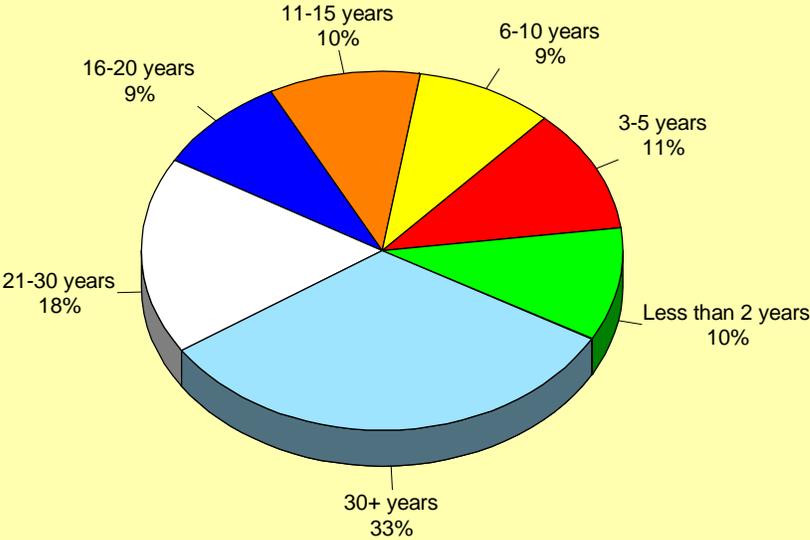
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2017)

Q33. Demographics: How many years have you lived in Warrensburg?

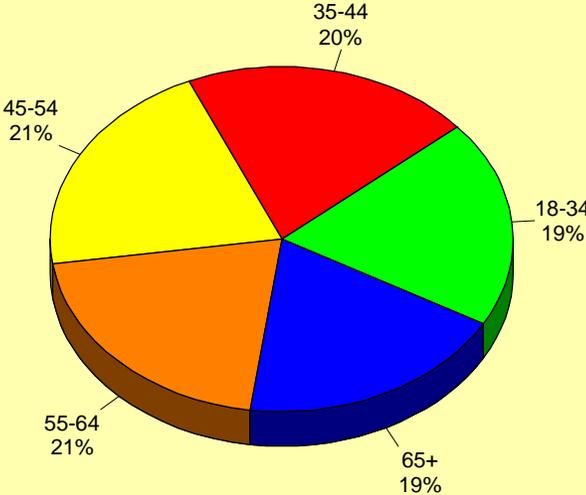
by percentage of respondents



Source: ETC Institute (2017)

Q34. Demographics: What is your age?

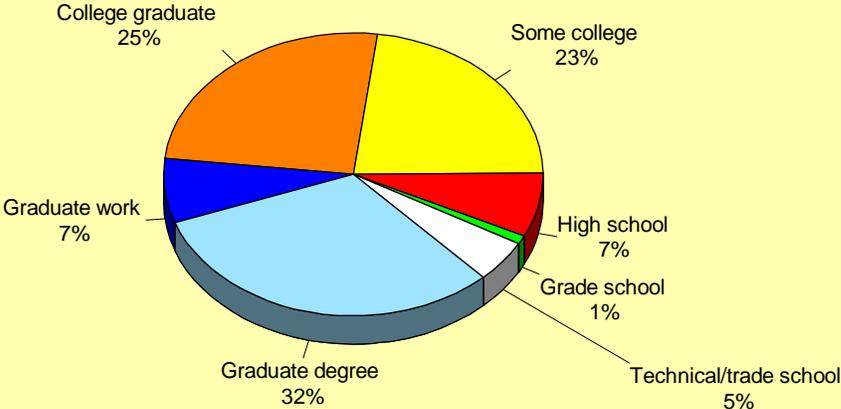
by percentage of respondents



Source: ETC Institute (2017)

Q35. Demographics: What is the highest level of formal education you have completed?

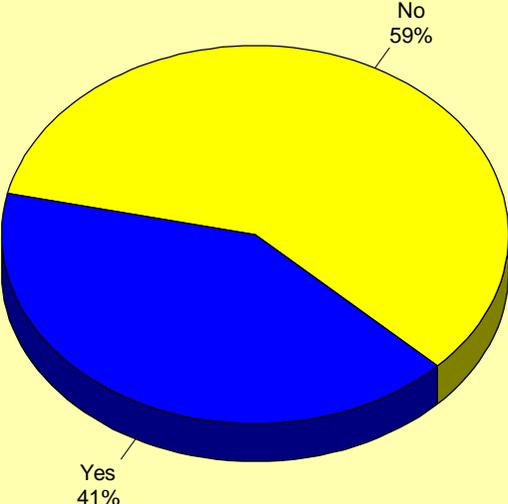
by percentage of respondents



Source: ETC Institute (2017)

Q36. Demographics: Do you work in the City of Warrensburg?

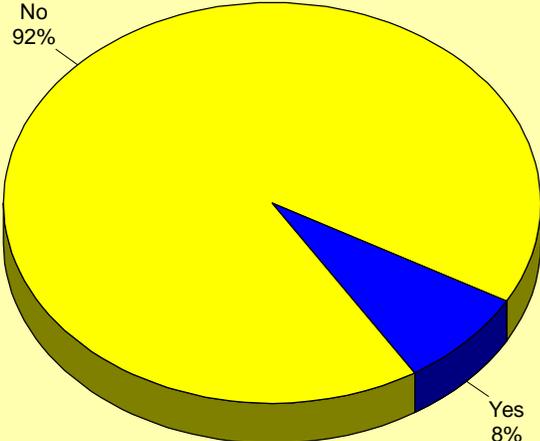
by percentage of respondents



Source: ETC Institute (2017)

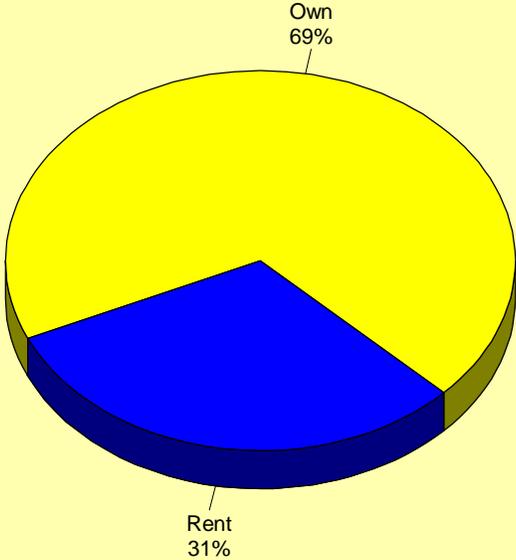
Q37. Demographics: Are you a student at the University of Central Missouri?

by percentage of respondents



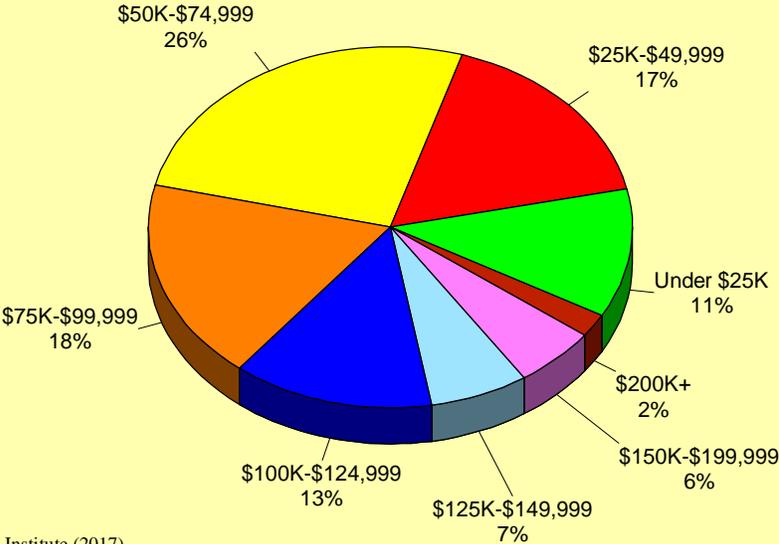
Source: ETC Institute (2017)

Q38. Demographics: Do you own or rent your home? by percentage of respondents



Source: ETC Institute (2017)

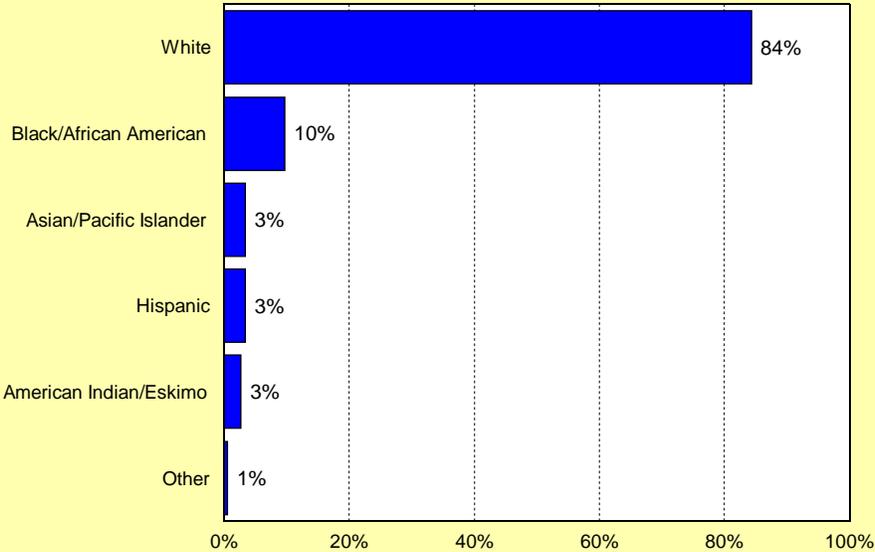
Q39. Demographics: Which of the following best describes your household income? by percentage of respondents



Source: ETC Institute (2017)

Q40. Demographics: Which of the following best describes your race/ethnicity?

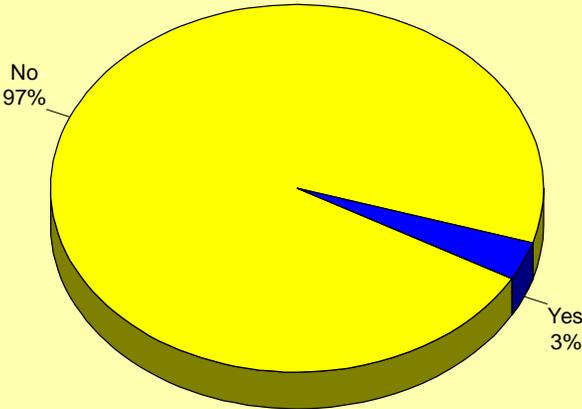
by percentage of respondents (multiple choices could be made)



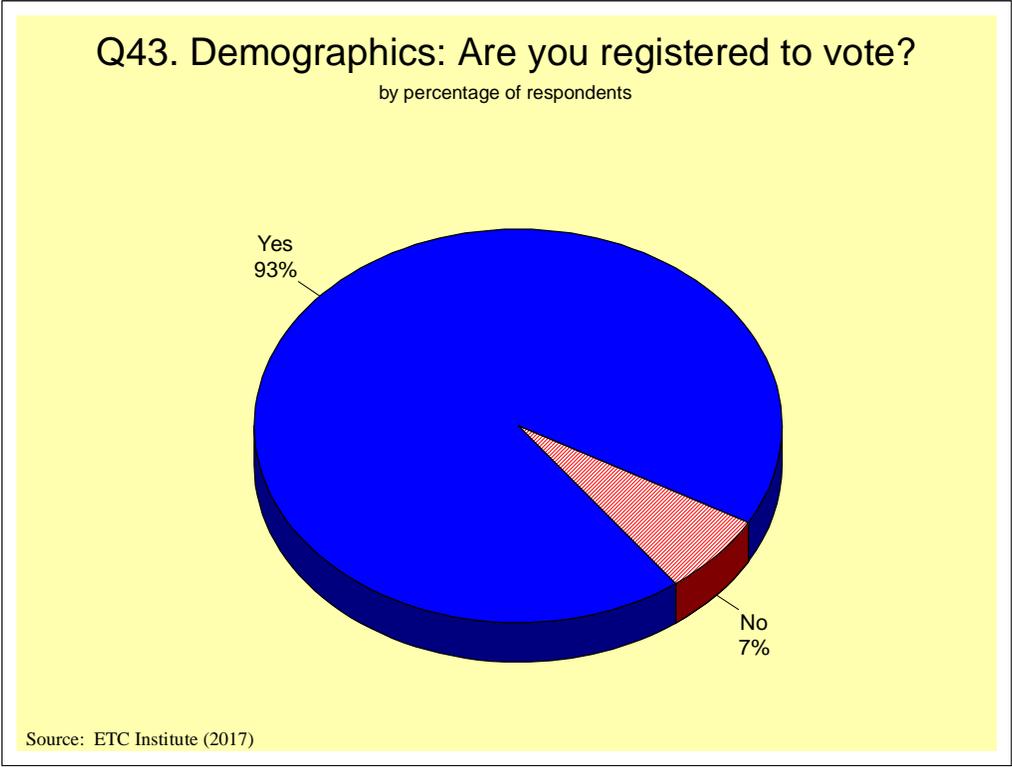
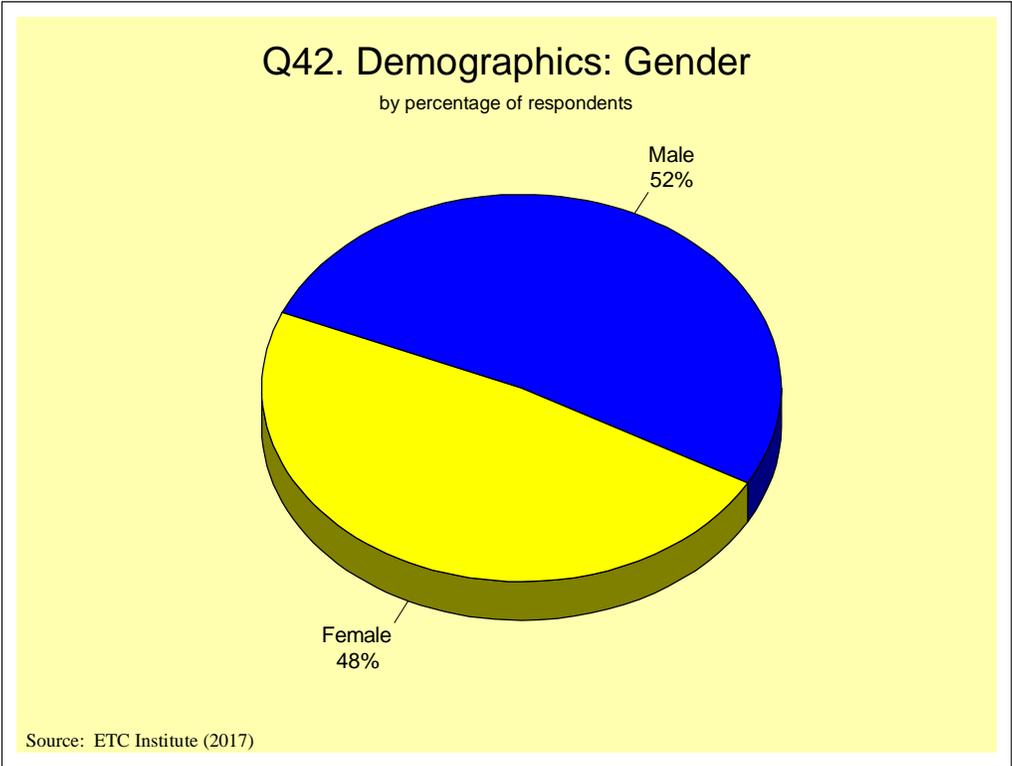
Source: ETC Institute (2017)

Q41. Demographics: Are you of Hispanic, Latino, or other Spanish heritage?

by percentage of respondents

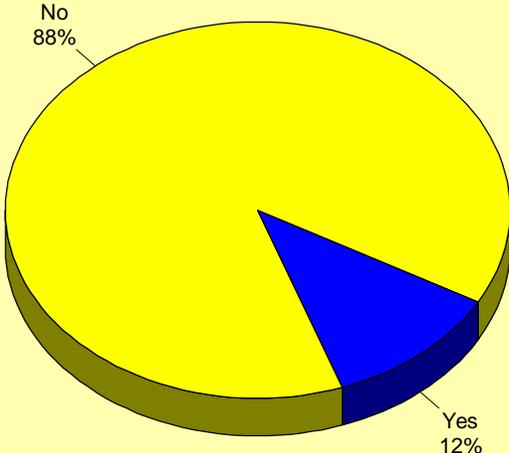


Source: ETC Institute (2017)



Q44. Demographics: Are you employed at the University of Central Missouri?

by percentage of respondents



Source: ETC Institute (2017)

Section 2

Benchmarking Analysis



Benchmarking Summary Report

City of Warrensburg, Missouri

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 of 1999, the survey has been administered in more than 230 cities in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the fall of 2016 to a random sample of more than 4,000 residents across the United States, (2) a regional survey administered to over 375 residents living in the Kansas and Missouri during the fall of 2016.

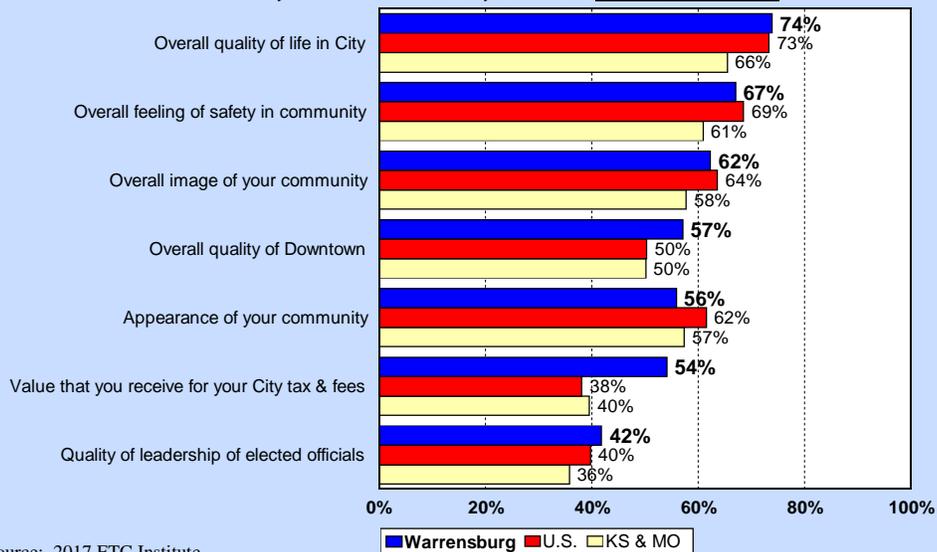
The charts on the following pages show how the overall results for Warrensburg compare to the United States national and Kansas-Missouri averages based on the results of the 2016 survey that was administered by ETC institute to a random sample of over 4,000 residents across the United States, and the regional survey administered to over 375 residents living in the Kansas or Missouri. Warrensburg's results are shown in blue, the United States averages are shown in red, and the Kansas-Missouri averages are shown in yellow.

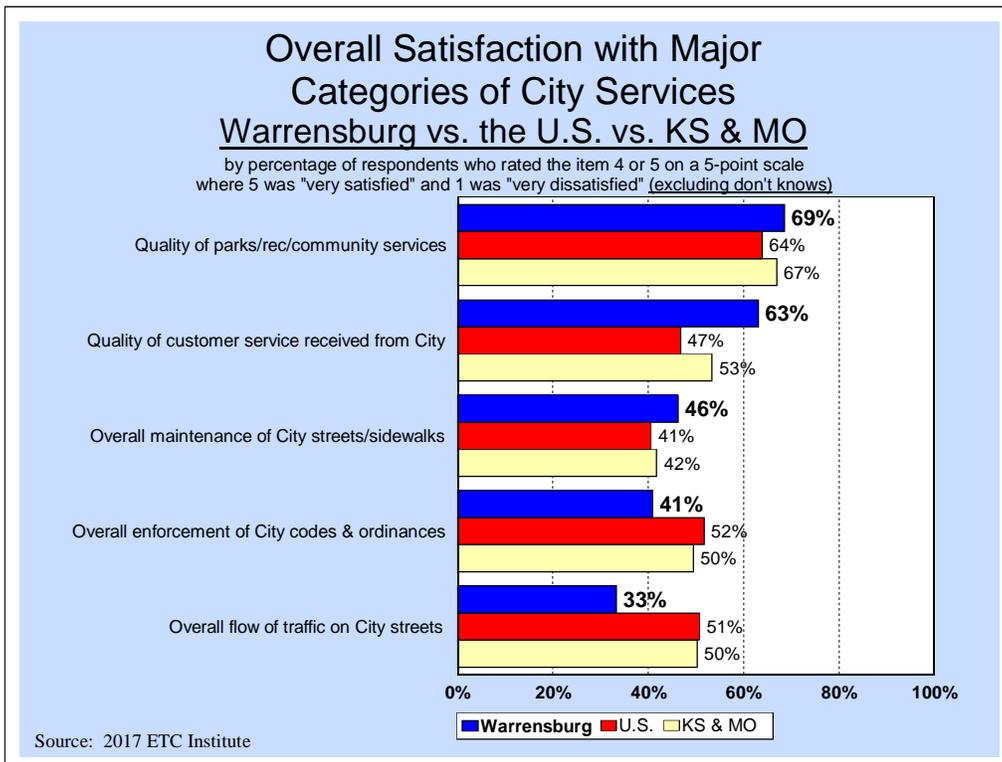
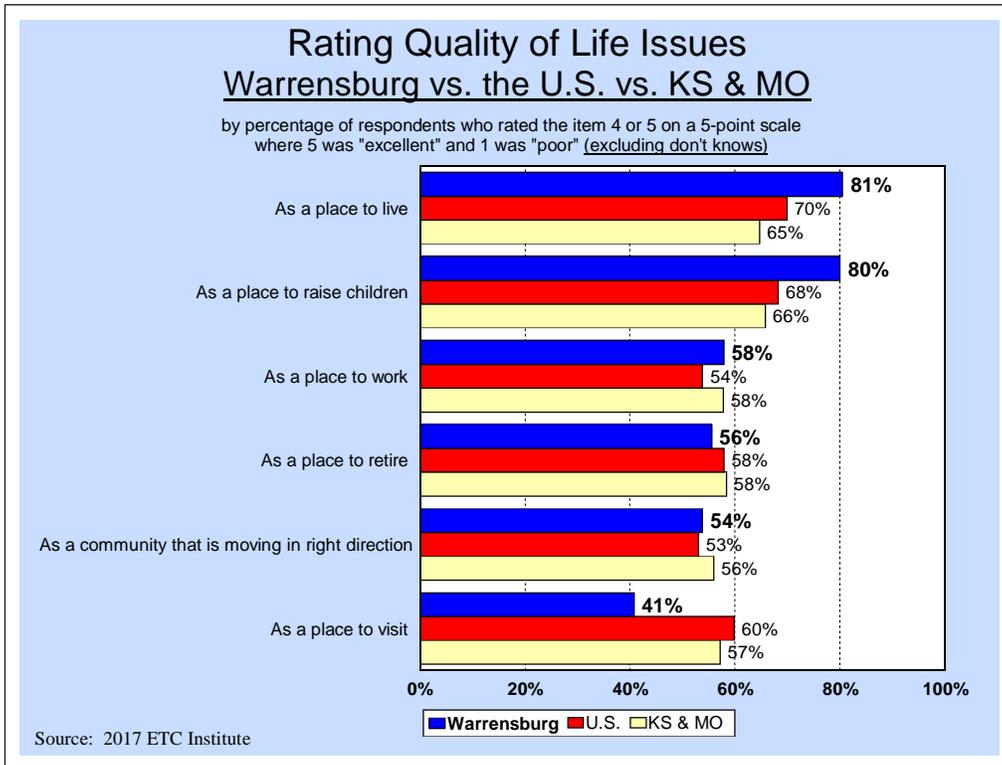
National Benchmarks

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

Rating Issues that Influence Perceptions of the City Warrensburg vs. the U.S. vs. KS & MO

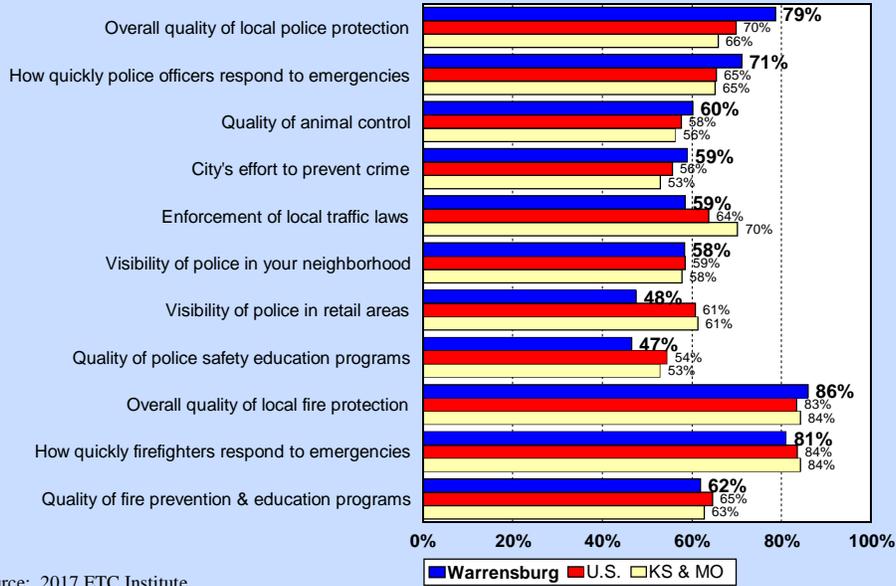
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)





Overall Satisfaction with Public Safety Services Warrensburg vs. the U.S. vs. KS & MO

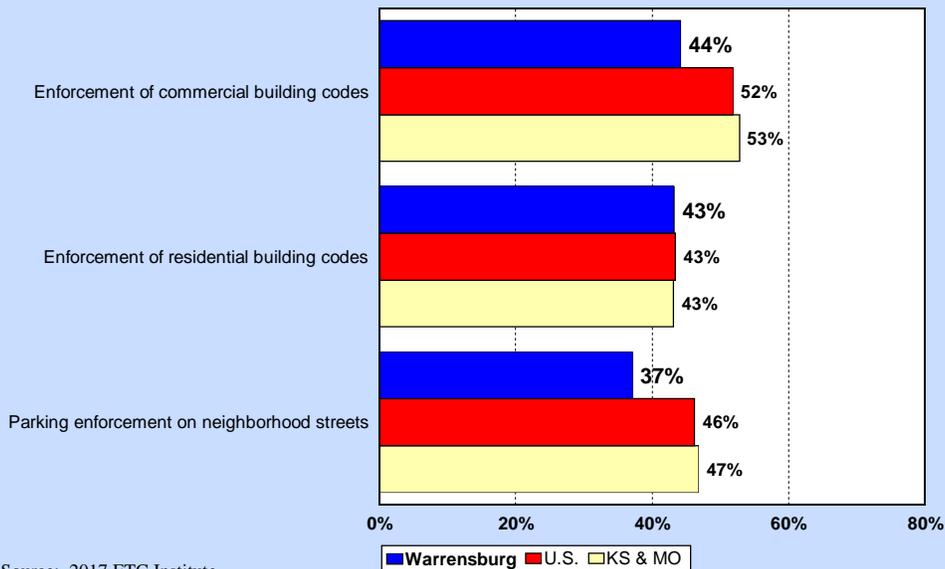
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2017 ETC Institute

Overall Satisfaction with Code Enforcement Warrensburg vs. the U.S. vs. KS & MO

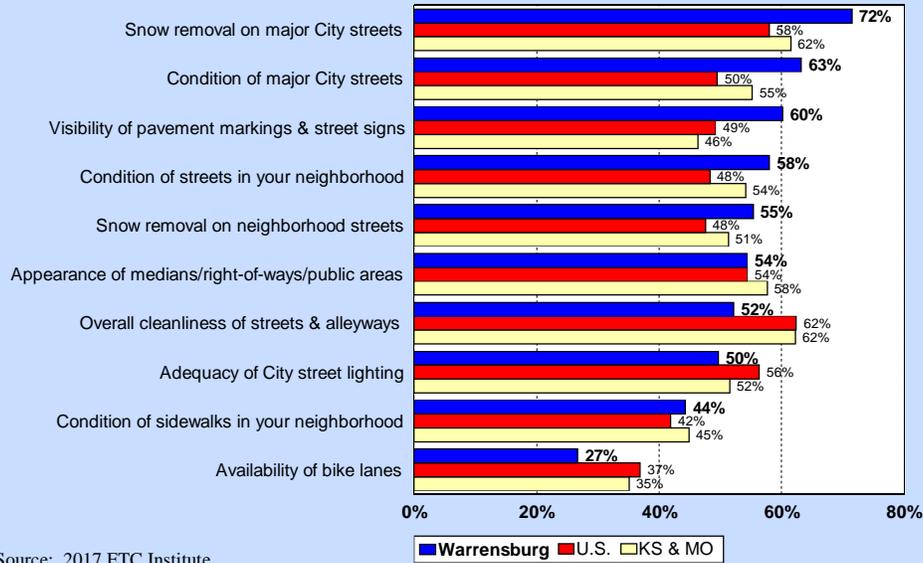
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2017 ETC Institute

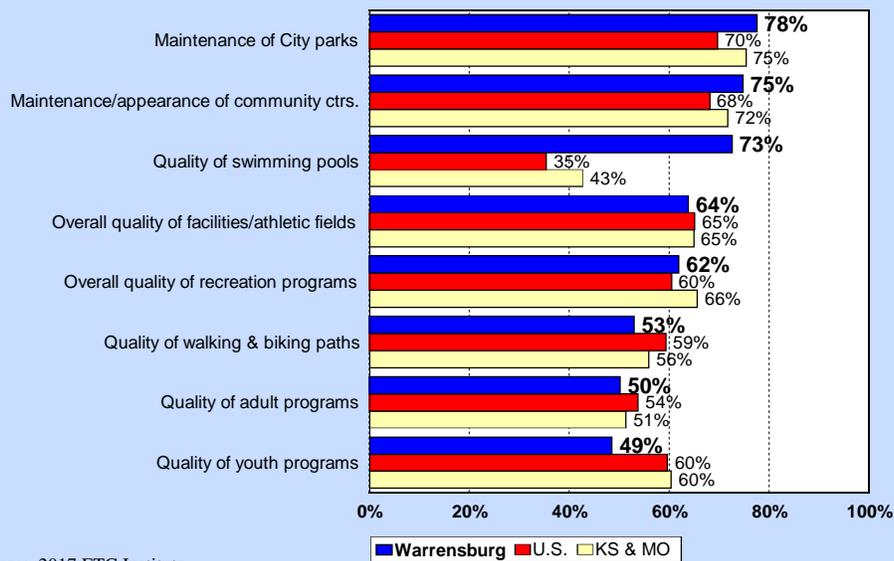
Overall Satisfaction with City Maintenance Warrensburg vs. the U.S. vs. KS & MO

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



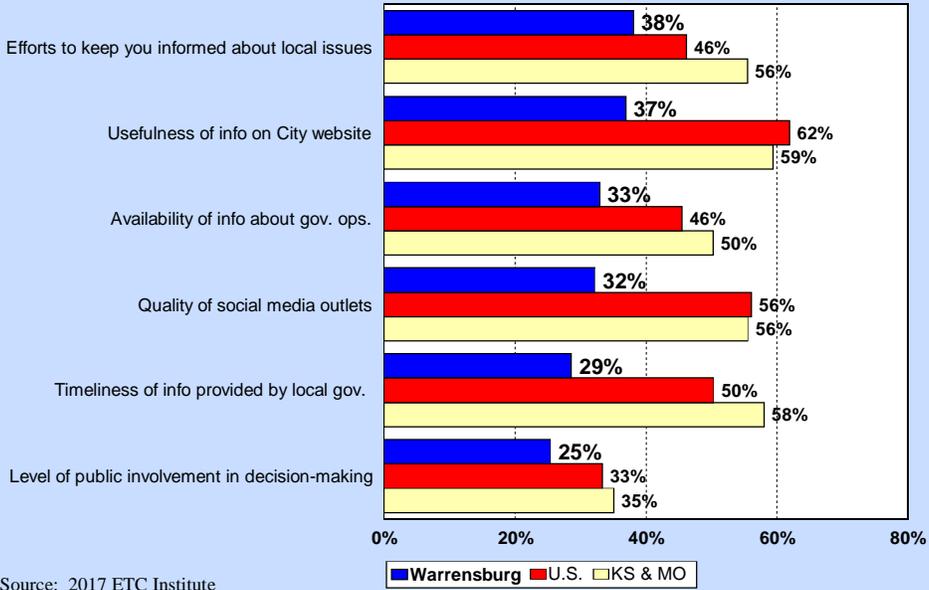
Overall Satisfaction with Parks and Recreation Warrensburg vs. the U.S. vs. KS & MO

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



Overall Satisfaction with Communication Warrensburg vs. the U.S. vs. KS & MO

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



Section 3

Importance-Satisfaction Analysis



Importance-Satisfaction Analysis

City of Warrensburg, Missouri

Overview

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

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

Overview

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. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of city services they thought should be most important for the City to provide. Fifty-five percent (55%) of respondents selected *overall maintenance of City streets/sidewalks* as one of the most important services for the City to provide.

With regard to satisfaction, 46% of respondents surveyed rated the City's overall performance in the *overall maintenance of City streets/sidewalks* 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 *overall maintenance of City streets/sidewalks* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 55% was multiplied by 54% (1-0.46). This calculation yielded an I-S rating of 0.2927 which ranked first out of seven major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate 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 three most important areas for the City to provide.

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 Warrensburg are provided on the following pages.

2017 Importance-Satisfaction Rating

City of Warrensburg

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of City streets/sidewalks	55%	2	46%	5	0.2927	1
Overall flow of traffic on City streets	38%	4	33%	7	0.2548	2
High Priority (IS .10-.20)						
Overall quality of police services	63%	1	77%	2	0.1476	3
Overall enforcement of City codes & ordinances	19%	6	41%	6	0.1093	4
Overall quality of parks, recreation & community services programs/facilities	35%	5	69%	3	0.1086	5
Medium Priority (IS <.10)						
Overall quality of fire services	39%	3	85%	1	0.0606	6
Overall quality of customer service you receive from City	8%	7	63%	4	0.0277	7

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

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2017 Importance-Satisfaction Rating

City of Warrensburg

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
City's effort to prevent crime	37%	2	59%	10	0.1525	1
Overall quality of local police protection	52%	1	79%	3	0.1102	2
How quickly police officers respond to emergencies	36%	3	71%	5	0.1026	3
Medium Priority (IS <.10)						
Visibility of police in your neighborhood	22%	6	58%	12	0.0903	4
How quickly firefighters respond to emergencies	31%	4	81%	2	0.0593	5
Visibility of police in retail areas	11%	8	48%	13	0.0555	6
Enforcement of local traffic laws	11%	9	59%	11	0.0440	7
Quality of animal control	9%	10	60%	9	0.0374	8
Overall quality of local fire protection	25%	5	86%	1	0.0358	9
Emergency preparedness services of Fire Department	12%	7	70%	6	0.0348	10
Quality of police safety education programs	4%	11	47%	14	0.0219	11
Quality of fire prevention & education programs Police	3%	12	62%	8	0.0118	12
social media outreach	3%	13	62%	7	0.0099	13
Access to Fire Department	2%	14	74%	4	0.0045	14

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

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2017 Importance-Satisfaction Rating

City of Warrensburg

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Clean-up of trash & litter on residential property	35%	1	43%	6	0.1991	1
Maintenance of residential property	33%	2	45%	2	0.1783	2
Parking enforcement on neighborhood streets	27%	3	37%	7	0.1717	3
Enforcement of residential building codes	24%	4	43%	5	0.1369	4
Clean-up of trash & litter on commercial property	20%	5	45%	3	0.1069	5
Enforcement of commercial building codes	18%	7	44%	4	0.1027	6
Medium Priority (IS <.10)						
Maintenance of commercial property	19%	6	48%	1	0.0988	7

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 be the City's top priorities.

Satisfaction %:

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

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2017 Importance-Satisfaction Rating

City of Warrensburg

City Maintenance and Public Works

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Traffic flow on major City streets	37%	2	30%	15	0.2605	1
High Priority (IS .10-.20)						
Condition of major City streets	47%	1	63%	3	0.1726	2
Timing of traffic signals on City streets	23%	5	38%	14	0.1431	3
Adequacy of City street lighting	24%	4	50%	9	0.1192	4
Condition of streets in your neighborhood	24%	3	58%	5	0.1025	5
Condition of sidewalks in your neighborhood	15%	7	44%	11	0.0824	6
Medium Priority (IS <.10)						
Pedestrian accessibility (City's sidewalk system for people with disabilities)	14%	9	43%	12	0.0777	7
Adequacy of storm water infrastructure	12%	10	42%	13	0.0668	8
Snow removal on neighborhood streets	15%	8	55%	6	0.0656	9
Availability of bike lanes	9%	12	27%	16	0.0623	10
City efforts to prevent flooding in Warrensburg	11%	11	48%	10	0.0555	11
Snow removal on major City streets	19%	6	72%	1	0.0550	12
Overall cleanliness of streets & alleyways	8%	14	52%	8	0.0382	13
Visibility of pavement markings & street signs on City streets	8%	13	60%	4	0.0334	14
Appearance & condition of City medians, right-of-ways & public areas	6%	15	54%	7	0.0274	15
Overall quality of City cemetery	0%	16	69%	2	0.0012	16

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

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2017 Importance-Satisfaction Rating

City of Warrensburg

Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Quality of walking & biking paths	25%	2	53%	16	0.1166	1
Maintenance of City parks	48%	1	78%	2	0.1077	2
Medium Priority (IS <.10)						
Choice of activities at parks & recreation facilities	17%	5	53%	15	0.0799	3
Overall quality of recreation programs	20%	4	62%	10	0.0766	4
Quality of youth programs	14%	8	49%	19	0.0721	5
Overall quality of facilities/athletic fields	16%	6	64%	8	0.0576	6
Quality of seniors programs	13%	9	58%	12	0.0561	7
Appearance of parks & recreation facilities	21%	3	77%	3	0.0474	8
Maintenance & appearance of community centers	16%	7	75%	4	0.0391	9
Quality of adult programs	8%	13	50%	18	0.0383	10
Customer service provided by parks & recreation staff	8%	12	58%	13	0.0334	11
Ease of access to parks & recreation facilities	11%	10	71%	6	0.0325	12
& offerings at senior center	9%	11	63%	9	0.0316	13
Quality of preschool programs	5%	16	46%	20	0.0247	14
Quality of swimming pools	7%	15	73%	5	0.0178	15
Location of City parks	7%	14	78%	1	0.0144	16
Quality of soccer fields	2%	18	51%	17	0.0093	17
Quality of baseball/softball fields	2%	17	66%	7	0.0081	18
Quality of disc golf course	1%	19	56%	14	0.0040	19
Quality of flag football fields	0%	20	58%	11	0.0008	20

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

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

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Section 4

Tabular Data

Q1. Perceptions of the City. Please rate your satisfaction with each of the following.

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1a. Overall value that you receive for your City tax & fees	6.0%	44.9%	28.3%	11.8%	3.1%	5.8%
Q1b. Overall quality of life in City	15.2%	57.2%	17.1%	6.3%	2.2%	1.9%
Q1c. Overall image of your community	12.8%	48.6%	23.9%	10.9%	2.4%	1.4%
Q1d. Appearance of your community	11.4%	43.5%	26.6%	15.2%	1.4%	1.9%
Q1e. Overall quality of Downtown	15.7%	40.3%	25.1%	13.3%	3.6%	1.9%
Q1f. Overall feeling of safety in community	19.3%	46.9%	19.8%	9.4%	3.4%	1.2%
Q1g. Quality of leadership of elected officials	7.7%	29.7%	35.7%	11.4%	4.8%	10.6%

WITHOUT "DON'T KNOW"**Q1. Perceptions of the City. Please rate your satisfaction with each of the following. (without "don't know")**

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1a. Overall value that you receive for your City tax & fees	6.4%	47.7%	30.0%	12.6%	3.3%
Q1b. Overall quality of life in City	15.5%	58.4%	17.5%	6.4%	2.2%
Q1c. Overall image of your community	13.0%	49.3%	24.3%	11.0%	2.5%
Q1d. Appearance of your community	11.6%	44.3%	27.1%	15.5%	1.5%
Q1e. Overall quality of Downtown	16.0%	41.1%	25.6%	13.5%	3.7%
Q1f. Overall feeling of safety in community	19.6%	47.4%	20.0%	9.5%	3.4%
Q1g. Quality of leadership of elected officials	8.6%	33.2%	40.0%	12.7%	5.4%

Q2. Quality of Life in Warrensburg. Please rate the City of Warrensburg with regard to each of the following.

(N=414)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q2a. As a place to live	25.1%	54.6%	10.9%	6.3%	2.2%	1.0%
Q2b. As a place to raise children	27.5%	45.9%	11.8%	4.3%	2.2%	8.2%
Q2c. As a place to work	14.3%	39.6%	19.3%	12.6%	7.2%	7.0%
Q2d. As a place to retire	18.8%	32.9%	25.8%	10.1%	5.3%	7.0%
Q2e. As a place to visit	9.9%	30.0%	28.5%	17.9%	11.4%	2.4%
Q2f. As a community that is moving in right direction	13.0%	38.6%	26.6%	11.6%	6.3%	3.9%

WITHOUT "DON'T KNOW"

Q2. Quality of Life in Warrensburg. Please rate the City of Warrensburg with regard to each of the following. (without "don't know")

(N=414)

	Excellent	Good	Neutral	Below average	Poor
Q2a. As a place to live	25.4%	55.1%	11.0%	6.3%	2.2%
Q2b. As a place to raise children	30.0%	50.0%	12.9%	4.7%	2.4%
Q2c. As a place to work	15.3%	42.6%	20.8%	13.5%	7.8%
Q2d. As a place to retire	20.3%	35.3%	27.8%	10.9%	5.7%
Q2e. As a place to visit	10.1%	30.7%	29.2%	18.3%	11.6%
Q2f. As a community that is moving in right direction	13.6%	40.2%	27.6%	12.1%	6.5%

Q3. Overall Satisfaction with Major City Services. Please rate your satisfaction with each of the following.

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3a. Overall quality of parks, recreation & community services programs/facilities	21.0%	46.4%	18.4%	9.9%	2.7%	1.7%
Q3b. Overall maintenance of City streets/sidewalks	8.5%	37.2%	21.3%	23.9%	8.0%	1.2%
Q3c. Overall enforcement of City codes & ordinances	6.0%	31.2%	28.7%	17.1%	7.7%	9.2%
Q3d. Overall quality of customer service you receive from City employees	19.3%	38.4%	28.7%	3.4%	1.7%	8.5%
Q3e. Overall quality of police services	24.2%	49.5%	15.2%	5.1%	2.4%	3.6%
Q3f. Overall quality of fire services	30.9%	46.4%	13.0%	1.0%	0.2%	8.5%
Q3g. Overall flow of traffic on City streets	3.4%	29.7%	24.2%	26.6%	15.5%	0.7%

WITHOUT "DON'T KNOW"**Q3. Overall Satisfaction with Major City Services. Please rate your satisfaction with each of the following. (without "don't know")**

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3a. Overall quality of parks, recreation & community services programs/facilities	21.4%	47.2%	18.7%	10.1%	2.7%
Q3b. Overall maintenance of City streets/sidewalks	8.6%	37.7%	21.5%	24.2%	8.1%
Q3c. Overall enforcement of City codes & ordinances	6.6%	34.3%	31.6%	18.9%	8.5%
Q3d. Overall quality of customer service you receive from City employees	21.1%	42.0%	31.4%	3.7%	1.8%
Q3e. Overall quality of police services	25.1%	51.4%	15.8%	5.3%	2.5%
Q3f. Overall quality of fire services	33.8%	50.7%	14.2%	1.1%	0.3%
Q3g. Overall flow of traffic on City streets	3.4%	29.9%	24.3%	26.8%	15.6%

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. Top choice	Number	Percent
Overall quality of parks, recreation & community services programs/facilities	35	8.5 %
Overall maintenance of City streets/sidewalks	66	15.9 %
Overall enforcement of City codes & ordinances	20	4.8 %
Overall quality of customer service you receive from City employees	4	1.0 %
Overall quality of police services	165	39.9 %
Overall quality of fire services	14	3.4 %
Overall flow of traffic on City streets	56	13.5 %
None chosen	54	13.0 %
Total	414	100.0 %

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. 2nd choice	Number	Percent
Overall quality of parks, recreation & community services programs/facilities	38	9.2 %
Overall maintenance of City streets/sidewalks	71	17.1 %
Overall enforcement of City codes & ordinances	20	4.8 %
Overall quality of customer service you receive from City employees	17	4.1 %
Overall quality of police services	56	13.5 %
Overall quality of fire services	114	27.5 %
Overall flow of traffic on City streets	40	9.7 %
None chosen	58	14.0 %
Total	414	100.0 %

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. 3rd choice	Number	Percent
Overall quality of parks, recreation & community services programs/facilities	70	16.9 %
Overall maintenance of City streets/sidewalks	89	21.5 %
Overall enforcement of City codes & ordinances	37	8.9 %
Overall quality of customer service you receive from City employees	10	2.4 %
Overall quality of police services	39	9.4 %
Overall quality of fire services	34	8.2 %
Overall flow of traffic on City streets	62	15.0 %
None chosen	73	17.6 %
Total	414	100.0 %

Q4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q4. Sum of top 3 choices	Number	Percent
Overall quality of parks, recreation & community services programs/facilities	143	34.5 %
Overall maintenance of City streets/sidewalks	226	54.6 %
Overall enforcement of City codes & ordinances	77	18.6 %
Overall quality of customer service you receive from City employees	31	7.5 %
Overall quality of police services	260	62.8 %
Overall quality of fire services	162	39.1 %
Overall flow of traffic on City streets	158	38.2 %
None chosen	54	13.0 %
Total	1111	

Q5. Public Safety Services. Please rate your level of satisfaction with each of the following.

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5a. Overall quality of local police protection	20.5%	54.6%	14.7%	3.9%	1.9%	4.3%
Q5b. Visibility of police in your neighborhood	16.4%	41.1%	25.1%	11.4%	4.6%	1.4%
Q5c. Visibility of police in retail areas	11.6%	34.1%	35.7%	11.6%	2.9%	4.1%
Q5d. City's effort to prevent crime	12.6%	42.8%	26.6%	8.9%	2.9%	6.3%
Q5e. Enforcement of local traffic laws	12.1%	42.0%	25.4%	9.2%	3.9%	7.5%
Q5f. How quickly police officers respond to emergencies	20.3%	34.8%	19.3%	1.9%	1.2%	22.5%
Q5g. Quality of animal control	13.8%	37.7%	24.4%	6.0%	3.6%	14.5%
Q5h. Quality of police safety education programs	9.2%	22.0%	31.2%	2.4%	2.2%	33.1%
Q5i. Police social media outreach	22.0%	24.6%	23.4%	3.6%	1.7%	24.6%
Q5j. Overall quality of local fire protection	28.7%	45.9%	11.6%	0.5%	0.2%	13.0%
Q5k. How quickly firefighters respond to emergencies	29.2%	32.6%	13.5%	0.7%	0.2%	23.7%
Q5l. Quality of fire prevention & education programs	18.1%	25.8%	23.9%	1.9%	1.2%	29.0%
Q5m. Access to Fire Department	23.4%	37.9%	19.3%	1.7%	0.7%	16.9%
Q5n. Emergency preparedness services of Fire Department	23.9%	27.8%	19.8%	1.4%	1.0%	26.1%

WITHOUT "DON'T KNOW"**Q5. Public Safety Services. Please rate your level of satisfaction with each of the following. (without "don't know")**

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5a. Overall quality of local police protection	21.5%	57.1%	15.4%	4.0%	2.0%
Q5b. Visibility of police in your neighborhood	16.7%	41.7%	25.5%	11.5%	4.7%
Q5c. Visibility of police in retail areas	12.1%	35.5%	37.3%	12.1%	3.0%
Q5d. City's effort to prevent crime	13.4%	45.6%	28.4%	9.5%	3.1%
Q5e. Enforcement of local traffic laws	13.1%	45.4%	27.4%	9.9%	4.2%
Q5f. How quickly police officers respond to emergencies	26.2%	44.9%	24.9%	2.5%	1.6%
Q5g. Quality of animal control	16.1%	44.1%	28.5%	7.1%	4.2%
Q5h. Quality of police safety education programs	13.7%	32.9%	46.6%	3.6%	3.2%
Q5i. Police social media outreach	29.2%	32.7%	31.1%	4.8%	2.2%
Q5j. Overall quality of local fire protection	33.1%	52.8%	13.3%	0.6%	0.3%
Q5k. How quickly firefighters respond to emergencies	38.3%	42.7%	17.7%	0.9%	0.3%
Q5l. Quality of fire prevention & education programs	25.5%	36.4%	33.7%	2.7%	1.7%
Q5m. Access to Fire Department	28.2%	45.6%	23.3%	2.0%	0.9%
Q5n. Emergency preparedness services of Fire Department	32.4%	37.6%	26.8%	2.0%	1.3%

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

Q6. Top choice	Number	Percent
Overall quality of local police protection	153	37.0 %
Visibility of police in your neighborhood	32	7.7 %
Visibility of police in retail areas	6	1.4 %
City's effort to prevent crime	50	12.1 %
Enforcement of local traffic laws	17	4.1 %
How quickly police officers respond to emergencies	53	12.8 %
Quality of animal control	6	1.4 %
Quality of police safety education programs	2	0.5 %
Police social media outreach	3	0.7 %
Overall quality of local fire protection	14	3.4 %
How quickly firefighters respond to emergencies	16	3.9 %
Access to Fire Department	1	0.2 %
Emergency preparedness services of Fire Department	5	1.2 %
None chosen	56	13.5 %
Total	414	100.0 %

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

Q6. 2nd choice	Number	Percent
Overall quality of local police protection	32	7.7 %
Visibility of police in your neighborhood	34	8.2 %
Visibility of police in retail areas	21	5.1 %
City's effort to prevent crime	46	11.1 %
Enforcement of local traffic laws	13	3.1 %
How quickly police officers respond to emergencies	49	11.8 %
Quality of animal control	5	1.2 %
Quality of police safety education programs	7	1.7 %
Police social media outreach	3	0.7 %
Overall quality of local fire protection	64	15.5 %
How quickly firefighters respond to emergencies	61	14.7 %
Quality of fire prevention & education programs	5	1.2 %
Access to Fire Department	4	1.0 %
Emergency preparedness services of Fire Department	10	2.4 %
None chosen	60	14.5 %
Total	414	100.0 %

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

Q6. 3rd choice	Number	Percent
Overall quality of local police protection	28	6.8 %
Visibility of police in your neighborhood	24	5.8 %
Visibility of police in retail areas	17	4.1 %
City's effort to prevent crime	58	14.0 %
Enforcement of local traffic laws	14	3.4 %
How quickly police officers respond to emergencies	45	10.9 %
Quality of animal control	28	6.8 %
Quality of police safety education programs	8	1.9 %
Police social media outreach	5	1.2 %
Overall quality of local fire protection	27	6.5 %
How quickly firefighters respond to emergencies	52	12.6 %
Quality of fire prevention & education programs	8	1.9 %
Access to Fire Department	2	0.5 %
Emergency preparedness services of Fire Department	33	8.0 %
<u>None chosen</u>	<u>65</u>	<u>15.7 %</u>
Total	414	100.0 %

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q6. Sum of top 3 choices	Number	Percent
Overall quality of local police protection	213	51.4 %
Visibility of police in your neighborhood	90	21.7 %
Visibility of police in retail areas	44	10.6 %
City's effort to prevent crime	154	37.2 %
Enforcement of local traffic laws	44	10.6 %
How quickly police officers respond to emergencies	147	35.5 %
Quality of animal control	39	9.4 %
Quality of police safety education programs	17	4.1 %
Police social media outreach	11	2.7 %
Overall quality of local fire protection	105	25.4 %
How quickly firefighters respond to emergencies	129	31.2 %
Quality of fire prevention & education programs	13	3.1 %
Access to Fire Department	7	1.7 %
Emergency preparedness services of Fire Department	48	11.6 %
<u>None chosen</u>	<u>56</u>	<u>13.5 %</u>
Total	1117	

Q7. Perceptions of Safety and Security. Please rate your feeling of safety in the following situations.

(N=414)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7a. Walking alone in your neighborhood in general	37.4%	44.0%	11.6%	4.1%	0.5%	2.4%
Q7b. Walking alone in your neighborhood during the day	55.8%	33.8%	7.2%	1.0%	0.5%	1.7%
Q7c. Walking alone in your neighborhood after dark	21.5%	32.1%	22.9%	14.5%	4.8%	4.1%
Q7d. In City parks & recreation facilities	16.2%	37.2%	30.9%	5.8%	2.4%	7.5%
Q7e. In commercial areas of City during the day	44.4%	42.3%	10.6%	0.0%	1.0%	1.7%
Q7f. In commercial areas of City after dark	11.1%	35.0%	27.5%	15.7%	3.9%	6.8%

WITHOUT "DON'T KNOW"**Q7. Perceptions of Safety and Security. Please rate your feeling of safety in the following situations.****(without "don't know")**

(N=414)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7a. Walking alone in your neighborhood in general	38.4%	45.0%	11.9%	4.2%	0.5%
Q7b. Walking alone in your neighborhood during the day	56.8%	34.4%	7.4%	1.0%	0.5%
Q7c. Walking alone in your neighborhood after dark	22.4%	33.5%	23.9%	15.1%	5.0%
Q7d. In City parks & recreation facilities	17.5%	40.2%	33.4%	6.3%	2.6%
Q7e. In commercial areas of City during the day	45.2%	43.0%	10.8%	0.0%	1.0%
Q7f. In commercial areas of City after dark	11.9%	37.6%	29.5%	16.8%	4.1%

Q8. In the past 12 months, do you think Warrensburg has become more, less, or stayed the same as far as being a safe place to live, work, and raise a family?

Q8. What do you think Warrensburg has become as being a safe place to live, work, & raise a family in past 12 months

	Number	Percent
More safe	22	5.3 %
Stayed the same	266	64.3 %
Less safe	97	23.4 %
Don't know	29	7.0 %
Total	414	100.0 %

WITHOUT "DON'T KNOW"

Q8. In the past 12 months, do you think Warrensburg has become more, less, or stayed the same as far as being a safe place to live, work, and raise a family? (without "don't know")

Q8. What do you think Warrensburg has become as being a safe place to live, work, & raise a family in past 12 months

	Number	Percent
More safe	22	5.7 %
Stayed the same	266	69.1 %
Less safe	97	25.2 %
Total	385	100.0 %

Q9. Do you know or have you had contact with your neighborhood Warrensburg police officer?

Q9. Do you know or have you had contact with your neighborhood Warrensburg police officer	Number	Percent
Yes-I know the officer	49	11.8 %
Yes-I have had contact with the officer, but do not know him/her	65	15.7 %
No	271	65.5 %
Don't know	29	7.0 %
Total	414	100.0 %

WITHOUT "DON'T KNOW"

Q9. Do you know or have you had contact with your neighborhood Warrensburg police officer? (without "don't know")

Q9. Do you know or have you had contact with your neighborhood Warrensburg police officer	Number	Percent
Yes-I know the officer	49	12.7 %
Yes-I have had contact with the officer, but do not know him/her	65	16.9 %
No	271	70.4 %
Total	385	100.0 %

Q10. How supportive would you be of Warrensburg implementing a tax that would help fund public safety within Warrensburg (e.g. fire trucks, police cars, emergency management training, etc.)?

Q10. How supportive would you be of Warrensburg implementing a tax that would help fund public safety within Warrensburg

	Number	Percent
Strongly supportive	73	17.6 %
Somewhat supportive	144	34.8 %
Neutral	87	21.0 %
Not supportive	50	12.1 %
Not at all supportive	38	9.2 %
Don't know	22	5.3 %
Total	414	100.0 %

WITHOUT "DON'T KNOW"

Q10. How supportive would you be of Warrensburg implementing a tax that would help fund public safety within Warrensburg (e.g. fire trucks, police cars, emergency management training, etc.)? (without "don't know")

Q10. How supportive would you be of Warrensburg implementing a tax that would help fund public safety within Warrensburg

	Number	Percent
Strongly supportive	73	18.6 %
Somewhat supportive	144	36.7 %
Neutral	87	22.2 %
Not supportive	50	12.8 %
Not at all supportive	38	9.7 %
Total	392	100.0 %

Q11. Code Enforcement. Please rate your satisfaction with each of the following.

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11a. Maintenance of residential property	7.0%	34.1%	27.1%	16.2%	6.3%	9.4%
Q11b. Enforcement of residential building codes	7.0%	26.3%	28.3%	10.4%	5.3%	22.7%
Q11c. Maintenance of commercial property	7.0%	34.1%	32.6%	8.2%	4.1%	14.0%
Q11d. Enforcement of commercial building codes	7.0%	23.7%	30.0%	4.8%	3.9%	30.7%
Q11e. Parking enforcement on neighborhood streets	6.5%	25.8%	27.3%	16.9%	10.9%	12.6%
Q11f. Clean-up of trash & litter on residential property	9.2%	30.4%	22.2%	21.3%	9.4%	7.5%
Q11g. Clean-up of trash & litter on commercial property	8.9%	31.4%	33.3%	10.6%	4.8%	10.9%

WITHOUT "DON'T KNOW"**Q11. Code Enforcement. Please rate your satisfaction with each of the following. (without "don't know")**

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11a. Maintenance of residential property	7.7%	37.6%	29.9%	17.9%	6.9%
Q11b. Enforcement of residential building codes	9.1%	34.1%	36.6%	13.4%	6.9%
Q11c. Maintenance of commercial property	8.1%	39.6%	37.9%	9.6%	4.8%
Q11d. Enforcement of commercial building codes	10.1%	34.1%	43.2%	7.0%	5.6%
Q11e. Parking enforcement on neighborhood streets	7.5%	29.6%	31.2%	19.3%	12.4%
Q11f. Clean-up of trash & litter on residential property	9.9%	32.9%	24.0%	23.0%	10.2%
Q11g. Clean-up of trash & litter on commercial property	10.0%	35.2%	37.4%	11.9%	5.4%

Q12. Which TWO of the items listed in Question 11 do you think are MOST IMPORTANT for the City to provide?

Q12. Top choice	Number	Percent
Maintenance of residential property	93	22.5 %
Enforcement of residential building codes	54	13.0 %
Maintenance of commercial property	33	8.0 %
Enforcement of commercial building codes	35	8.5 %
Parking enforcement on neighborhood streets	61	14.7 %
Clean-up of trash & litter on residential property	72	17.4 %
Clean-up of trash & litter on commercial property	20	4.8 %
None chosen	46	11.1 %
Total	414	100.0 %

Q12. Which TWO of the items listed in Question 11 do you think are MOST IMPORTANT for the City to provide?

Q12. 2nd choice	Number	Percent
Maintenance of residential property	42	10.1 %
Enforcement of residential building codes	46	11.1 %
Maintenance of commercial property	45	10.9 %
Enforcement of commercial building codes	41	9.9 %
Parking enforcement on neighborhood streets	52	12.6 %
Clean-up of trash & litter on residential property	72	17.4 %
Clean-up of trash & litter on commercial property	61	14.7 %
None chosen	55	13.3 %
Total	414	100.0 %

Q12. Which TWO of the items listed in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 2)

Q12. Sum of top 2 choices	Number	Percent
Maintenance of residential property	135	32.6 %
Enforcement of residential building codes	100	24.2 %
Maintenance of commercial property	78	18.8 %
Enforcement of commercial building codes	76	18.4 %
Parking enforcement on neighborhood streets	113	27.3 %
Clean-up of trash & litter on residential property	144	34.8 %
Clean-up of trash & litter on commercial property	81	19.6 %
None chosen	46	11.1 %
Total	773	

Q13. Do you know which streets in Warrensburg are maintained by the City of Warrensburg and which are maintained by the Missouri Department of Transportation?

Q13. Do you know which streets in Warrensburg are maintained by City of Warrensburg & which are maintained by Missouri Department of Transportation

	Number	Percent
Yes	161	38.9 %
No	253	61.1 %
Total	414	100.0 %

Q14. City Maintenance and Public Works. Please rate your satisfaction with each of the following.

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14a. Condition of major City streets	9.9%	51.9%	18.4%	15.5%	2.2%	2.2%
Q14b. Condition of streets in your neighborhood	16.7%	40.6%	18.6%	17.9%	5.1%	1.2%
Q14c. Condition of sidewalks in your neighborhood	10.4%	31.4%	19.6%	21.0%	11.8%	5.8%
Q14d. Timing of traffic signals on City streets	5.6%	31.9%	21.7%	26.6%	12.1%	2.2%
Q14e. Traffic flow on major City streets	3.1%	25.8%	20.8%	27.5%	20.5%	2.2%
Q14f. Pedestrian accessibility (City's sidewalk system for people with disabilities)	6.8%	31.4%	23.2%	18.8%	8.7%	11.1%
Q14g. Appearance & condition of City medians, right-of-ways & public areas	8.2%	44.0%	30.4%	9.9%	3.4%	4.1%
Q14h. Adequacy of City street lighting	8.5%	39.9%	23.2%	17.6%	8.0%	2.9%
Q14i. Visibility of pavement markings & street signs on City streets	8.9%	49.5%	21.7%	12.6%	4.3%	2.9%
Q14j. Overall cleanliness of streets & alleyways	7.7%	42.5%	28.3%	14.3%	3.4%	3.9%
Q14k. Availability of bike lanes	4.6%	17.6%	26.3%	22.9%	11.6%	16.9%
Q14l. Snow removal on major City streets	17.9%	46.4%	18.4%	5.1%	2.2%	10.1%
Q14m. Snow removal on neighborhood streets	11.8%	37.4%	22.5%	11.4%	5.8%	11.1%

Q14. City Maintenance and Public Works. Please rate your satisfaction with each of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14n. Overall quality of City cemetery	12.8%	31.9%	19.3%	0.5%	0.5%	35.0%
Q14o. City efforts to prevent flooding in Warrensburg	7.7%	23.9%	26.8%	4.6%	3.4%	33.6%
Q14p. Adequacy of storm water infrastructure	5.3%	23.7%	27.5%	7.7%	4.1%	31.6%

WITHOUT "DON'T KNOW"**Q14. City Maintenance and Public Works. Please rate your satisfaction with each of the following. (Without "don't know")**

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14a. Condition of major City streets	10.1%	53.1%	18.8%	15.8%	2.2%
Q14b. Condition of streets in your neighborhood	16.9%	41.1%	18.8%	18.1%	5.1%
Q14c. Condition of sidewalks in your neighborhood	11.0%	33.3%	20.8%	22.3%	12.6%
Q14d. Timing of traffic signals on City streets	5.7%	32.6%	22.2%	27.2%	12.3%
Q14e. Traffic flow on major City streets	3.2%	26.4%	21.2%	28.1%	21.0%
Q14f. Pedestrian accessibility (City's sidewalk system for people with disabilities)	7.6%	35.3%	26.1%	21.2%	9.8%
Q14g. Appearance & condition of City medians, right-of-ways & public areas	8.6%	45.8%	31.7%	10.3%	3.5%
Q14h. Adequacy of City street lighting	8.7%	41.0%	23.9%	18.2%	8.2%
Q14i. Visibility of pavement markings & street signs on City streets	9.2%	51.0%	22.4%	12.9%	4.5%
Q14j. Overall cleanliness of streets & alleyways	8.0%	44.2%	29.4%	14.8%	3.5%
Q14k. Availability of bike lanes	5.5%	21.2%	31.7%	27.6%	14.0%
Q14l. Snow removal on major City streets	19.9%	51.6%	20.4%	5.6%	2.4%
Q14m. Snow removal on neighborhood streets	13.3%	42.1%	25.3%	12.8%	6.5%
Q14n. Overall quality of City cemetery	19.7%	49.1%	29.7%	0.7%	0.7%
Q14o. City efforts to prevent flooding in Warrensburg	11.6%	36.0%	40.4%	6.9%	5.1%
Q14p. Adequacy of storm water infrastructure	7.8%	34.6%	40.3%	11.3%	6.0%

Q15. Which THREE of the items and services listed in Question 14 do you think are MOST IMPORTANT for the City to provide?

Q15. Top choice	Number	Percent
Condition of major City streets	144	34.8 %
Condition of streets in your neighborhood	31	7.5 %
Condition of sidewalks in your neighborhood	19	4.6 %
Timing of traffic signals on City streets	31	7.5 %
Traffic flow on major City streets	55	13.3 %
Pedestrian accessibility (City's sidewalk system for people with disabilities)	9	2.2 %
Appearance & condition of City medians, right-of-ways & public areas	4	1.0 %
Adequacy of City street lighting	26	6.3 %
Visibility of pavement markings & street signs on City streets	5	1.2 %
Overall cleanliness of streets & alleyways	3	0.7 %
Availability of bike lanes	7	1.7 %
Snow removal on major City streets	18	4.3 %
Snow removal on neighborhood streets	5	1.2 %
City efforts to prevent flooding in Warrensburg	13	3.1 %
Adequacy of storm water infrastructure	11	2.7 %
None chosen	33	8.0 %
Total	414	100.0 %

Q15. Which THREE of the items and services listed in Question 14 do you think are MOST IMPORTANT for the City to provide?

Q15. 2nd choice	Number	Percent
Condition of major City streets	27	6.5 %
Condition of streets in your neighborhood	44	10.6 %
Condition of sidewalks in your neighborhood	16	3.9 %
Timing of traffic signals on City streets	39	9.4 %
Traffic flow on major City streets	62	15.0 %
Pedestrian accessibility (City's sidewalk system for people with disabilities)	35	8.5 %
Appearance & condition of City medians, right-of-ways & public areas	8	1.9 %
Adequacy of City street lighting	32	7.7 %
Visibility of pavement markings & street signs on City streets	13	3.1 %
Overall cleanliness of streets & alleyways	9	2.2 %
Availability of bike lanes	12	2.9 %
Snow removal on major City streets	31	7.5 %
Snow removal on neighborhood streets	22	5.3 %
Overall quality of City cemetery	1	0.2 %
City efforts to prevent flooding in Warrensburg	14	3.4 %
Adequacy of storm water infrastructure	10	2.4 %
None chosen	39	9.4 %
Total	414	100.0 %

Q15. Which THREE of the items and services listed in Question 14 do you think are MOST IMPORTANT for the City to provide?

Q15. 3rd choice	Number	Percent
Condition of major City streets	23	5.6 %
Condition of streets in your neighborhood	26	6.3 %
Condition of sidewalks in your neighborhood	26	6.3 %
Timing of traffic signals on City streets	26	6.3 %
Traffic flow on major City streets	36	8.7 %
Pedestrian accessibility (City's sidewalk system for people with disabilities)	12	2.9 %
Appearance & condition of City medians, right-of-ways & public areas	13	3.1 %
Adequacy of City street lighting	40	9.7 %
Visibility of pavement markings & street signs on City streets	17	4.1 %
Overall cleanliness of streets & alleyways	21	5.1 %
Availability of bike lanes	16	3.9 %
Snow removal on major City streets	31	7.5 %
Snow removal on neighborhood streets	34	8.2 %
Overall quality of City cemetery	1	0.2 %
City efforts to prevent flooding in Warrensburg	17	4.1 %
Adequacy of storm water infrastructure	27	6.5 %
None chosen	48	11.6 %
Total	414	100.0 %

Q15. Which THREE of the items and services listed in Question 14 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q15. Sum of top 3 choices	Number	Percent
Condition of major City streets	194	46.9 %
Condition of streets in your neighborhood	101	24.4 %
Condition of sidewalks in your neighborhood	61	14.7 %
Timing of traffic signals on City streets	96	23.2 %
Traffic flow on major City streets	153	37.0 %
Pedestrian accessibility (City's sidewalk system for people with disabilities)	56	13.5 %
Appearance & condition of City medians, right-of-ways & public areas	25	6.0 %
Adequacy of City street lighting	98	23.7 %
Visibility of pavement markings & street signs on City streets	35	8.5 %
Overall cleanliness of streets & alleyways	33	8.0 %
Availability of bike lanes	35	8.5 %
Snow removal on major City streets	80	19.3 %
Snow removal on neighborhood streets	61	14.7 %
Overall quality of City cemetery	2	0.5 %
City efforts to prevent flooding in Warrensburg	44	10.6 %
Adequacy of storm water infrastructure	48	11.6 %
None chosen	33	8.0 %
Total	1155	

Q16. Would you consider approving a tax/fee to support the building of new stormwater infrastructure and the maintenance/replacement of current infrastructure?

Q16. Would you consider approving a tax/fee to support building of new stormwater infrastructure & maintenance/replacement of current infrastructure

	Number	Percent
Yes	201	48.6 %
No	182	44.0 %
Not provided	31	7.5 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"

Q16. Would you consider approving a tax/fee to support the building of new stormwater infrastructure and the maintenance/replacement of current infrastructure? (without "not provided")

Q16. Would you consider approving a tax/fee to support building of new stormwater infrastructure & maintenance/replacement of current infrastructure

	Number	Percent
Yes	201	52.5 %
No	182	47.5 %
Total	383	100.0 %

Q18. Overall, how satisfied are you with traffic flow on Maguire Street?

Q18. How satisfied are you with traffic flow on
Maguire Street

	Number	Percent
Very satisfied	6	1.4 %
Satisfied	85	20.5 %
Neutral	68	16.4 %
Dissatisfied	138	33.3 %
Very dissatisfied	105	25.4 %
Don't know	12	2.9 %
Total	414	100.0 %

WITHOUT "DON'T KNOW"**Q18. Overall, how satisfied are you with traffic flow on Maguire Street? (without "don't know")**

Q18. How satisfied are you with traffic flow on
Maguire Street

	Number	Percent
Very satisfied	6	1.5 %
Satisfied	85	21.1 %
Neutral	68	16.9 %
Dissatisfied	138	34.3 %
Very dissatisfied	105	26.1 %
Total	402	100.0 %

Q19. How supportive would you be of a tax increase to support the development of other public works projects, like the recent Maguire Street improvements, that are designed to improve other roads or bridges in the City?

Q19. How supportive would you be of a tax increase to support development of other public works projects

	Number	Percent
Strongly supportive	73	17.6 %
Somewhat supportive	160	38.6 %
Neutral	69	16.7 %
Not supportive	46	11.1 %
Not at all supportive	40	9.7 %
Don't know	26	6.3 %
Total	414	100.0 %

WITHOUT "DON'T KNOW"

Q19. How supportive would you be of a tax increase to support the development of other public works projects, like the recent Maguire Street improvements, that are designed to improve other roads or bridges in the City? (without "don't know")

Q19. How supportive would you be of a tax increase to support development of other public works projects

	Number	Percent
Strongly supportive	73	18.8 %
Somewhat supportive	160	41.2 %
Neutral	69	17.8 %
Not supportive	46	11.9 %
Not at all supportive	40	10.3 %
Total	388	100.0 %

Q20. Do you participate in the City-Wide Clean-Up Program?

Q20. Do you participate in City-Wide Clean-Up Program	Number	Percent
Yes	299	72.2 %
No	115	27.8 %
Total	414	100.0 %

Q20a. (If YES to Question 20) How satisfied are you with the City-Wide Clean-Up Program?

Q20a. How satisfied are you with City-Wide Clean-Up Program	Number	Percent
Very satisfied	154	51.5 %
Satisfied	115	38.5 %
Neutral	20	6.7 %
Dissatisfied	8	2.7 %
Very dissatisfied	1	0.3 %
Don't know	1	0.3 %
Total	299	100.0 %

WITHOUT "DON'T KNOW"**Q20a. (If YES to Question 20) How satisfied are you with the City-Wide Clean-Up Program? (without "don't know")**

Q20a. How satisfied are you with City-Wide Clean-Up Program	Number	Percent
Very satisfied	154	51.7 %
Satisfied	115	38.6 %
Neutral	20	6.7 %
Dissatisfied	8	2.7 %
Very dissatisfied	1	0.3 %
Total	298	100.0 %

Q21. Parks and Recreation Services. Please rate your satisfaction with each of the following.

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21a. Maintenance of City parks	20.3%	51.2%	15.9%	3.4%	1.2%	8.0%
Q21b. Location of City parks	18.6%	55.1%	15.7%	3.4%	1.4%	5.8%
Q21c. Appearance of parks & recreation facilities	19.1%	52.4%	14.5%	5.6%	1.4%	7.0%
Q21d. Quality of walking & biking paths	12.3%	33.6%	22.2%	15.5%	2.9%	13.5%
Q21e. Overall quality of facilities/athletic fields	12.3%	38.4%	20.3%	6.3%	2.2%	20.5%
Q21f. Quality of soccer fields	8.7%	23.2%	22.9%	5.6%	1.9%	37.7%
Q21g. Quality of baseball/softball fields	11.4%	33.8%	19.6%	1.9%	1.4%	31.9%
Q21h. Quality of flag football fields	8.0%	24.6%	20.8%	1.9%	0.7%	44.0%
Q21i. Quality of swimming pools	16.7%	39.9%	18.1%	1.9%	1.2%	22.2%
Q21j. Quality of disc golf course	7.7%	22.9%	21.5%	2.4%	0.7%	44.7%
Q21k. Ease of access to parks & recreation facilities	16.4%	45.9%	19.1%	5.1%	1.7%	11.8%
Q21l. Overall quality of recreation programs	10.6%	39.6%	19.6%	6.8%	4.6%	18.8%
Q21m. Quality of preschool programs	5.3%	15.9%	19.1%	3.6%	1.9%	54.1%
Q21n. Quality of youth programs	7.5%	20.0%	21.0%	5.1%	3.1%	43.2%
Q21o. Quality of adult programs	8.7%	24.6%	23.4%	7.2%	2.4%	33.6%

Q21. Parks and Recreation Services. Please rate your satisfaction with each of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21p. Quality of seniors programs	9.9%	25.8%	19.1%	4.8%	1.9%	38.4%
Q21q. Choice of activities at parks & recreation facilities	9.7%	32.9%	26.1%	8.0%	3.1%	20.3%
Q21r. Quality & offerings at senior center	12.8%	24.6%	17.6%	2.9%	1.7%	40.3%
Q21s. Customer service provided by parks & recreation staff	13.0%	31.4%	21.7%	7.5%	3.4%	22.9%
Q21t. Maintenance & appearance of community centers	18.8%	46.6%	17.6%	3.1%	1.2%	12.6%

WITHOUT "DON'T KNOW"**Q21. Parks and Recreation Services. Please rate your satisfaction with each of the following. (without "don't know")**

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21a. Maintenance of City parks	22.0%	55.6%	17.3%	3.7%	1.3%
Q21b. Location of City parks	19.7%	58.5%	16.7%	3.6%	1.5%
Q21c. Appearance of parks & recreation facilities	20.5%	56.4%	15.6%	6.0%	1.6%
Q21d. Quality of walking & biking paths	14.2%	38.8%	25.7%	17.9%	3.4%
Q21e. Overall quality of facilities/athletic fields	15.5%	48.3%	25.5%	7.9%	2.7%
Q21f. Quality of soccer fields	14.0%	37.2%	36.8%	8.9%	3.1%
Q21g. Quality of baseball/softball fields	16.7%	49.6%	28.7%	2.8%	2.1%
Q21h. Quality of flag football fields	14.2%	44.0%	37.1%	3.4%	1.3%
Q21i. Quality of swimming pools	21.4%	51.2%	23.3%	2.5%	1.6%
Q21j. Quality of disc golf course	14.0%	41.5%	38.9%	4.4%	1.3%
Q21k. Ease of access to parks & recreation facilities	18.6%	52.1%	21.6%	5.8%	1.9%
Q21l. Overall quality of recreation programs	13.1%	48.8%	24.1%	8.3%	5.7%
Q21m. Quality of preschool programs	11.6%	34.7%	41.6%	7.9%	4.2%
Q21n. Quality of youth programs	13.2%	35.3%	37.0%	8.9%	5.5%
Q21o. Quality of adult programs	13.1%	37.1%	35.3%	10.9%	3.6%
Q21p. Quality of seniors programs	16.1%	42.0%	31.0%	7.8%	3.1%
Q21q. Choice of activities at parks & recreation facilities	12.1%	41.2%	32.7%	10.0%	3.9%
Q21r. Quality & offerings at senior center	21.5%	41.3%	29.6%	4.9%	2.8%

Q21. Parks and Recreation Services. Please rate your satisfaction with each of the following. (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21s. Customer service provided by parks & recreation staff	16.9%	40.8%	28.2%	9.7%	4.4%
Q21t. Maintenance & appearance of community centers	21.5%	53.3%	20.2%	3.6%	1.4%

Q22. Which THREE of the items listed in Question 21 do you think are MOST IMPORTANT for the City to provide?

Q22. Top choice	Number	Percent
Maintenance of City parks	134	32.4 %
Location of City parks	2	0.5 %
Appearance of parks & recreation facilities	24	5.8 %
Quality of walking & biking paths	42	10.1 %
Overall quality of facilities/athletic fields	17	4.1 %
Quality of soccer fields	1	0.2 %
Quality of baseball/softball fields	1	0.2 %
Quality of swimming pools	8	1.9 %
Quality of disc golf course	1	0.2 %
Ease of access to parks & recreation facilities	12	2.9 %
Overall quality of recreation programs	24	5.8 %
Quality of preschool programs	7	1.7 %
Quality of youth programs	22	5.3 %
Quality of adult programs	6	1.4 %
Quality of seniors programs	11	2.7 %
Choice of activities at parks & recreation facilities	10	2.4 %
Quality & offerings at senior center	11	2.7 %
Customer service provided by parks & recreation staff	6	1.4 %
Maintenance & appearance of community centers	14	3.4 %
None chosen	61	14.7 %
Total	414	100.0 %

Q22. Which THREE of the items listed in Question 21 do you think are MOST IMPORTANT for the City to provide?

Q22. 2nd choice	Number	Percent
Maintenance of City parks	40	9.7 %
Location of City parks	16	3.9 %
Appearance of parks & recreation facilities	36	8.7 %
Quality of walking & biking paths	39	9.4 %
Overall quality of facilities/athletic fields	27	6.5 %
Quality of soccer fields	2	0.5 %
Quality of baseball/softball fields	7	1.7 %
Quality of flag football fields	1	0.2 %
Quality of swimming pools	9	2.2 %
Quality of disc golf course	3	0.7 %
Ease of access to parks & recreation facilities	22	5.3 %
Overall quality of recreation programs	23	5.6 %
Quality of preschool programs	5	1.2 %
Quality of youth programs	19	4.6 %
Quality of adult programs	9	2.2 %
Quality of seniors programs	21	5.1 %
Choice of activities at parks & recreation facilities	30	7.2 %
Quality & offerings at senior center	10	2.4 %
Customer service provided by parks & recreation staff	6	1.4 %
Maintenance & appearance of community centers	15	3.6 %
None chosen	74	17.9 %
Total	414	100.0 %

Q22. Which THREE of the items listed in Question 21 do you think are MOST IMPORTANT for the City to provide?

<u>Q22. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	25	6.0 %
Location of City parks	9	2.2 %
Appearance of parks & recreation facilities	25	6.0 %
Quality of walking & biking paths	22	5.3 %
Overall quality of facilities/athletic fields	22	5.3 %
Quality of soccer fields	5	1.2 %
Quality of baseball/softball fields	2	0.5 %
Quality of swimming pools	10	2.4 %
Ease of access to parks & recreation facilities	12	2.9 %
Overall quality of recreation programs	36	8.7 %
Quality of preschool programs	7	1.7 %
Quality of youth programs	17	4.1 %
Quality of adult programs	17	4.1 %
Quality of seniors programs	23	5.6 %
Choice of activities at parks & recreation facilities	31	7.5 %
Quality & offerings at senior center	14	3.4 %
Customer service provided by parks & recreation staff	21	5.1 %
Maintenance & appearance of community centers	35	8.5 %
None chosen	81	19.6 %
Total	414	100.0 %

Q22. Which THREE of the items listed in Question 21 do you think are MOST IMPORTANT for the City to provide? (top 3)

<u>Q22. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	199	48.1 %
Location of City parks	27	6.5 %
Appearance of parks & recreation facilities	85	20.5 %
Quality of walking & biking paths	103	24.9 %
Overall quality of facilities/athletic fields	66	15.9 %
Quality of soccer fields	8	1.9 %
Quality of baseball/softball fields	10	2.4 %
Quality of flag football fields	1	0.2 %
Quality of swimming pools	27	6.5 %
Quality of disc golf course	4	1.0 %
Ease of access to parks & recreation facilities	46	11.1 %
Overall quality of recreation programs	83	20.0 %
Quality of preschool programs	19	4.6 %
Quality of youth programs	58	14.0 %
Quality of adult programs	32	7.7 %
Quality of seniors programs	55	13.3 %
Choice of activities at parks & recreation facilities	71	17.1 %
Quality & offerings at senior center	35	8.5 %
Customer service provided by parks & recreation staff	33	8.0 %
Maintenance & appearance of community centers	64	15.5 %
None chosen	61	14.7 %
Total	1087	

Q24. Would you support an additional 1/8-cent sales tax for Parks and Recreation services to improve parks and develop additional recreational activities?

Q24. Would you support an additional 1/8-cent sales tax for Parks & Recreation services to improve parks & develop additional recreational activities

	Number	Percent
Yes	217	52.4 %
No	169	40.8 %
Not provided	28	6.8 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"

Q24. Would you support an additional 1/8-cent sales tax for Parks and Recreation services to improve parks and develop additional recreational activities? (without "not provided")

Q24. Would you support an additional 1/8-cent sales tax for Parks & Recreation services to improve parks & develop additional recreational activities

	Number	Percent
Yes	217	56.2 %
No	169	43.8 %
Total	386	100.0 %

Q25. City Communication. Please rate your satisfaction with each of the following.

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25a. Availability of information about government operations	4.8%	21.7%	35.3%	14.5%	4.3%	19.3%
Q25b. City efforts to keep residents informed about local issues	5.6%	28.0%	29.0%	20.3%	5.3%	11.8%
Q25c. Level of public involvement in City decision-making	2.9%	18.1%	34.3%	20.3%	7.2%	17.1%
Q25d. Usefulness of information that is available on City website	3.6%	22.9%	33.1%	9.2%	3.1%	28.0%
Q25e. Timeliness of information provided by your local government	3.9%	18.1%	38.2%	11.6%	5.1%	23.2%
Q25f. Quality of social media outlets (Facebook, blogs, Twitter, etc.)	5.3%	13.5%	30.2%	5.8%	3.6%	41.5%

WITHOUT "DON'T KNOW"**Q25. City Communication. Please rate your satisfaction with each of the following. (without "don't know")**

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25a. Availability of information about government operations	6.0%	26.9%	43.7%	18.0%	5.4%
Q25b. City efforts to keep residents informed about local issues	6.3%	31.8%	32.9%	23.0%	6.0%
Q25c. Level of public involvement in City decision-making	3.5%	21.9%	41.4%	24.5%	8.7%
Q25d. Usefulness of information that is available on City website	5.0%	31.9%	46.0%	12.8%	4.4%
Q25e. Timeliness of information provided by your local government	5.0%	23.6%	49.7%	15.1%	6.6%
Q25f. Quality of social media outlets (Facebook, blogs, Twitter, etc.)	9.1%	23.1%	51.7%	9.9%	6.2%

Q26. Which of the following sources do you currently used to obtain or receive information about the City of Warrensburg?

Q26. Which following sources do you currently use to obtain or receive information about City of Warrensburg

	Number	Percent
City of Warrensburg website	189	45.7 %
City Council meetings	41	9.9 %
City's Twitter pages	9	2.2 %
City's Facebook pages	114	27.5 %
Parks & Recreation Activity Guide	226	54.6 %
Other	146	35.3 %
Total	725	

Q26. Other

Q26. Other	Number	Percent
Newspaper	64	43.8 %
DAILY STAR JOURNAL	21	14.4 %
Word of mouth	10	6.8 %
Newspaper & radio	8	5.5 %
Mail	3	2.1 %
Local newspaper	3	2.1 %
Friends	2	1.4 %
Radio	2	1.4 %
Local news media	2	1.4 %
Social media	2	1.4 %
Email	2	1.4 %
parks and rec facebook	1	0.7 %
PAPER, CHAMBER	1	0.7 %
text alerts	1	0.7 %
Newspaper and flyers	1	0.7 %
RADIO AND ADVERTISEMENT	1	0.7 %
NEWS REPORTING	1	0.7 %
SENIOR CENTER CALENDER	1	0.7 %
Local newspaper tri-weekly	1	0.7 %
Police department facebook	1	0.7 %
WARRENSBURG POLICE DEPT	1	0.7 %
FAMILY MEMBERS	1	0.7 %
JUST WATCH	1	0.7 %
KOKO Radio (timely and accurate)	1	0.7 %
NEWSPAPER, STAR JOURNAL,	1	0.7 %
Newspaper and word of mouth	1	0.7 %
FRIENDS ON THE CITY COUNCIL	1	0.7 %
Newspaper, Organizations	1	0.7 %
Banners on Holden Street	1	0.7 %
Warrensburg Neighbor	1	0.7 %
Police Facebook	1	0.7 %
Mailings	1	0.7 %
Need quarterly flyer	1	0.7 %
KOKO	1	0.7 %
I read the news in the Warrensburg paper	1	0.7 %
Local paper and town meetings	1	0.7 %
Warrensburg Police department Facebook page	1	0.7 %
Text messages	1	0.7 %
Total	146	100.0 %

Q27. Which THREE of the information sources listed in Question 26 do you MOST PREFER to obtain or receive information about the City of Warrensburg?

Q27. Top choice	Number	Percent
City of Warrensburg website	113	27.3 %
City Council meetings	16	3.9 %
City's Twitter pages	3	0.7 %
City's Facebook pages	56	13.5 %
Parks & Recreation Activity Guide	53	12.8 %
Other	63	15.2 %
None chosen	110	26.6 %
Total	414	100.0 %

Q27. Which THREE of the information sources listed in Question 26 do you MOST PREFER to obtain or receive information about the City of Warrensburg?

Q27. 2nd choice	Number	Percent
City of Warrensburg website	64	15.5 %
City Council meetings	27	6.5 %
City's Twitter pages	4	1.0 %
City's Facebook pages	56	13.5 %
Parks & Recreation Activity Guide	89	21.5 %
Other	20	4.8 %
None chosen	154	37.2 %
Total	414	100.0 %

Q27. Which THREE of the information sources listed in Question 26 do you MOST PREFER to obtain or receive information about the City of Warrensburg?

Q27. 3rd choice	Number	Percent
City of Warrensburg website	39	9.4 %
City Council meetings	25	6.0 %
City's Twitter pages	14	3.4 %
City's Facebook pages	30	7.2 %
Parks & Recreation Activity Guide	63	15.2 %
Other	21	5.1 %
None chosen	222	53.6 %
Total	414	100.0 %

Q27. Which THREE of the information sources listed in Question 26 do you MOST PREFER to obtain or receive information about the City of Warrensburg? (top 3)

<u>Q27. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
City of Warrensburg website	216	52.2 %
City Council meetings	68	16.4 %
City's Twitter pages	21	5.1 %
City's Facebook pages	142	34.3 %
Parks & Recreation Activity Guide	205	49.5 %
Other	104	25.1 %
<u>None chosen</u>	<u>110</u>	<u>26.6 %</u>
Total	866	

Q28. City Government. Please rate your level of agreement with the following statements.

(N=414)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q28a. Warrensburg City government is democratic & representative	6.0%	25.1%	31.6%	9.7%	4.1%	23.4%
Q28b. Warrensburg City government is transparent	4.1%	20.0%	33.1%	11.4%	5.3%	26.1%
Q28c. Warrensburg City government is efficient	4.1%	21.7%	35.7%	11.1%	4.3%	22.9%
Q28d. Warrensburg City government is innovative	3.9%	14.3%	37.9%	13.8%	5.8%	24.4%
Q28e. Warrensburg City government values diversity	5.6%	19.6%	32.9%	9.7%	4.3%	28.0%
Q28f. Warrensburg City employees are ethical & honest	9.2%	29.0%	27.1%	4.8%	2.9%	27.1%
Q28g. Warrensburg government leaders listen to what citizens have to say	4.6%	20.0%	31.2%	9.7%	8.0%	26.6%

WITHOUT "DON'T KNOW"**Q28. City Government. Please rate your level of agreement with the following statements. (without "don't know")**

(N=414)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q28a. Warrensburg City government is democratic & representative	7.9%	32.8%	41.3%	12.6%	5.4%
Q28b. Warrensburg City government is transparent	5.6%	27.1%	44.8%	15.4%	7.2%
Q28c. Warrensburg City government is efficient	5.3%	28.2%	46.4%	14.4%	5.6%
Q28d. Warrensburg City government is innovative	5.1%	18.8%	50.2%	18.2%	7.7%
Q28e. Warrensburg City government values diversity	7.7%	27.2%	45.6%	13.4%	6.0%
Q28f. Warrensburg City employees are ethical & honest	12.6%	39.7%	37.1%	6.6%	4.0%
Q28g. Warrensburg government leaders listen to what citizens have to say	6.3%	27.3%	42.4%	13.2%	10.9%

Q29. Economic Development. Please rate your satisfaction with each of the following.

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q29a. Overall quality of new residential development	8.7%	44.7%	26.6%	6.0%	1.2%	12.8%
Q29b. Overall quality of new retail development	8.2%	36.2%	21.5%	19.3%	8.9%	5.8%
Q29c. Overall quality of new business development	8.0%	40.3%	28.7%	11.1%	4.6%	7.2%
Q29d. Overall quality of new industrial development	8.7%	31.9%	27.5%	12.3%	4.8%	14.7%
Q29e. Redevelopment of abandoned or under-utilized properties	3.4%	11.4%	28.7%	26.6%	11.6%	18.4%
Q29f. Overall appearance of Downtown Warrensburg	13.0%	41.1%	24.2%	13.5%	3.4%	4.8%
Q29g. City's planning for future growth	7.2%	21.3%	27.5%	8.9%	5.6%	29.5%
Q29h. Overall appearance of commercial corridors	3.4%	31.2%	33.6%	13.8%	3.1%	15.0%

WITHOUT "DON'T KNOW"**Q29. Economic Development. Please rate your satisfaction with each of the following. (without "don't know")**

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q29a. Overall quality of new residential development	10.0%	51.2%	30.5%	6.9%	1.4%
Q29b. Overall quality of new retail development	8.7%	38.5%	22.8%	20.5%	9.5%
Q29c. Overall quality of new business development	8.6%	43.5%	31.0%	12.0%	4.9%
Q29d. Overall quality of new industrial development	10.2%	37.4%	32.3%	14.4%	5.7%
Q29e. Redevelopment of abandoned or under-utilized properties	4.1%	13.9%	35.2%	32.5%	14.2%
Q29f. Overall appearance of Downtown Warrensburg	13.7%	43.1%	25.4%	14.2%	3.6%
Q29g. City's planning for future growth	10.3%	30.1%	39.0%	12.7%	7.9%
Q29h. Overall appearance of commercial corridors	4.0%	36.6%	39.5%	16.2%	3.7%

Q30. Which THREE of the following do you think will be the biggest issues Warrensburg will face within the next FIVE years?

Q30. Biggest issues Warrensburg will face within next five years	Number	Percent
Neighborhood vitality	95	22.9 %
Housing affordability	134	32.4 %
Economic development	232	56.0 %
Road repair/maintenance/expansion	240	58.0 %
High taxes/property taxes/finances	149	36.0 %
Public transportation	69	16.7 %
Crime	151	36.5 %
Stormwater issues	55	13.3 %
Other	19	4.6 %
Total	1144	

Q30. Other

Q30. Other	Number	Percent
Water main and sewer relining for pipes over 30 years	1	5.3 %
retain retail or attending retail	1	5.3 %
CONTINUE RISE OF FAMILY POPULATION THAT AREN'T TAX PAYING RESIDENTS	1	5.3 %
3 POLICE ON DUTY AT NIGHT IS TOO FEW	1	5.3 %
DRUG USE AND ISSUES STEMMING FROM DRUG AND ALCOHOL USE	1	5.3 %
SEWER DEPT, POLICE, GROWTH OF WBC	1	5.3 %
MAINTENANCE FREE HOUSING FOR BABY BOOMERS	1	5.3 %
UPKEEP OF RESIDENTIAL PROPERTIES	1	5.3 %
NO LONG RANGE DEVELOPMENT PLAN FOE		
WHAT CITY WILL LOOK LIKE IN 30 YRS	1	5.3 %
TOO MANY BARS ON PINE ST	1	5.3 %
Maguire appearance and the maintenance of rental properties	1	5.3 %
EDUCATION FUNDING	1	5.3 %
Too much reliance on UCM success	1	5.3 %
Property owners maintenance issues	1	5.3 %
NEED TO DEVELOP S MAQUIRE	1	5.3 %
Funding education under current administration with tax cuts	1	5.3 %
Disabled free transportation	1	5.3 %
School funding	1	5.3 %
TRAFFIC!	1	5.3 %
Total	19	100.0 %

Q31. Do you think the City of Warrensburg is continually improving as a place to live?

Q31. Do you think City of Warrensburg is continually improving as a place to live	Number	Percent
Yes	268	64.7 %
No	78	18.8 %
Don't know	68	16.4 %
Total	414	100.0 %

WITHOUT "DON'T KNOW"

Q31. Do you think the City of Warrensburg is continually improving as a place to live? (without "don't know")

Q31. Do you think City of Warrensburg is continually improving as a place to live	Number	Percent
Yes	268	77.5 %
No	78	22.5 %
Total	346	100.0 %

Q32. What brought you to Warrensburg?

<u>Q32. What brought you to Warrensburg</u>	<u>Number</u>	<u>Percent</u>
Military	104	25.1 %
University of Central Missouri	106	25.6 %
Professional job	80	19.3 %
Family	102	24.6 %
Friends	10	2.4 %
Regional hub	2	0.5 %
Spouse	22	5.3 %
Other	22	5.3 %
Total	448	

Q32. Other

<u>Q32. Other</u>	<u>Number</u>	<u>Percent</u>
BORN HERE	11	50.0 %
HOUSING	2	9.1 %
FEDERAL EMPLOYMENT	1	4.5 %
Job	1	4.5 %
AFFORDABLE HOUSING	1	4.5 %
GREW UP HERE	1	4.5 %
convenient shopping	1	4.5 %
retired	1	4.5 %
Newspaper	1	4.5 %
Work	1	4.5 %
<u>Location/small town</u>	1	4.5 %
Total	22	100.0 %

Q33. Approximately how many years have you lived in Warrensburg?

Q33. How many years have you lived in Warrensburg

	Number	Percent
Less than 2 years	41	9.9 %
3-5 years	46	11.1 %
6-10 years	38	9.2 %
11-15 years	41	9.9 %
16-20 years	37	8.9 %
21-30 years	72	17.4 %
30+ years	133	32.1 %
Not provided	6	1.4 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"**Q33. Approximately how many years have you lived in Warrensburg? (without "not provided")**

Q33. How many years have you lived in Warrensburg

	Number	Percent
Less than 2 years	41	10.0 %
3-5 years	46	11.3 %
6-10 years	38	9.3 %
11-15 years	41	10.0 %
16-20 years	37	9.1 %
21-30 years	72	17.6 %
30+ years	133	32.6 %
Total	408	100.0 %

Q34. What is your age?

<u>Q34. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	78	18.8 %
35-44	82	19.8 %
45-54	84	20.3 %
55-64	84	20.3 %
65+	77	18.6 %
Not provided	9	2.2 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"**Q34. What is your age? (without "not provided")**

<u>Q34. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	78	19.3 %
35-44	82	20.2 %
45-54	84	20.7 %
55-64	84	20.7 %
65+	77	19.0 %
Total	405	100.0 %

Q35. What is the highest level of formal education you have completed?

Q35. Highest level of formal education you have completed	Number	Percent
Grade school	4	1.0 %
High school	28	6.8 %
Some college	89	21.5 %
College graduate	98	23.7 %
Graduate work	28	6.8 %
Graduate degree	123	29.7 %
Technical/trade school	19	4.6 %
Not provided	25	6.0 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"**Q35. What is the highest level of formal education you have completed? (without "not provided")**

Q35. Highest level of formal education you have completed	Number	Percent
Grade school	4	1.0 %
High school	28	7.2 %
Some college	89	22.9 %
College graduate	98	25.2 %
Graduate work	28	7.2 %
Graduate degree	123	31.6 %
Technical/trade school	19	4.9 %
Total	389	100.0 %

Q36. Do you work in the City of Warrensburg?

<u>Q36. Do you work in City of Warrensburg</u>	<u>Number</u>	<u>Percent</u>
Yes	169	40.8 %
No	241	58.2 %
Not provided	4	1.0 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"**Q36. Do you work in the City of Warrensburg? (without "not provided")**

<u>Q36. Do you work in City of Warrensburg</u>	<u>Number</u>	<u>Percent</u>
Yes	169	41.2 %
No	241	58.8 %
Total	410	100.0 %

Q37. Are you a student at the University of Central Missouri?

Q37. Are you a student at University of Central Missouri

	Number	Percent
Yes	33	8.0 %
No	375	90.6 %
Not provided	6	1.4 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"**Q37. Are you a student at the University of Central Missouri? (without "not provided")**

Q37. Are you a student at University of Central Missouri

	Number	Percent
Yes	33	8.1 %
No	375	91.9 %
Total	408	100.0 %

Q38. Do you own or rent your home?

<u>Q38. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	284	68.6 %
Rent	129	31.2 %
Not provided	1	0.2 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"

Q38. Do you own or rent your home? (without "not provided")

<u>Q38. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	284	68.8 %
Rent	129	31.2 %
Total	413	100.0 %

Q39. Which of the following best describes your total annual household income?

<u>Q39. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	43	10.4 %
\$25K-\$49,999	64	15.5 %
\$50K-\$74,999	98	23.7 %
\$75K-\$99,999	68	16.4 %
\$100K-\$124,999	50	12.1 %
\$125K-\$149,999	25	6.0 %
\$150K-\$199,999	21	5.1 %
\$200K+	8	1.9 %
Not provided	37	8.9 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"**Q39. Which of the following best describes your total annual household income? (without "not provided")**

<u>Q39. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	43	11.4 %
\$25K-\$49,999	64	17.0 %
\$50K-\$74,999	98	26.0 %
\$75K-\$99,999	68	18.0 %
\$100K-\$124,999	50	13.3 %
\$125K-\$149,999	25	6.6 %
\$150K-\$199,999	21	5.6 %
\$200K+	8	2.1 %
Total	377	100.0 %

Q40. Which of the following best describes your race/ethnicity?

Q40. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	14	3.4 %
Black/African American	40	9.7 %
White	349	84.3 %
Hispanic	14	3.4 %
American Indian/Eskimo	11	2.7 %
Other	2	0.5 %
Total	430	

Q40. Other

Q40. Other	Number	Percent
Mixed	1	50.0 %
Middle Eastern	1	50.0 %
Total	2	100.0 %

Q41. Are you of Hispanic, Latino, or other Spanish heritage?

Q41. Are you of Hispanic, Latino, or other Spanish heritage	Number	Percent
Yes	14	3.4 %
No	395	95.4 %
Not provided	5	1.2 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"**Q41. Are you of Hispanic, Latino, or other Spanish heritage? (without "not provided")**

Q41. Are you of Hispanic, Latino, or other Spanish heritage	Number	Percent
Yes	14	3.4 %
No	395	96.6 %
Total	409	100.0 %

Q42. Your gender:

<u>Q42. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	213	51.4 %
Female	198	47.8 %
Other	3	0.7 %
Total	414	100.0 %

Q43. Are you registered to vote?

<u>Q43. Are you registered to vote</u>	<u>Number</u>	<u>Percent</u>
Yes	381	92.0 %
No	28	6.8 %
Not provided	5	1.2 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"**Q43. Are you registered to vote? (without "not provided")**

<u>Q43. Are you registered to vote</u>	<u>Number</u>	<u>Percent</u>
Yes	381	93.2 %
No	28	6.8 %
Total	409	100.0 %

Q44. Are you employed at the University of Missouri?

<u>Q44. Are you employed at University of Central Missouri</u>	<u>Number</u>	<u>Percent</u>
Yes	48	11.6 %
No	366	88.4 %
Total	414	100.0 %

Section 5

Survey Instrument



City of Warrensburg

September 19, 2017

Dear Warrensburg Resident:

Your Warrensburg City Council has a desire to hear from you regarding the city services you receive for your tax dollars. The City Council values citizen input and wants to apply resources to areas that residents deem most important. At the City of Warrensburg, we know that our precious tax dollars belong to our taxpayers. Understanding that, the City Council wants to ensure they take a resident-driven approach when deciding how to invest in Warrensburg's future.

Much like our residents, your City government has faced economic challenges and has made many significant changes. We have dedicated our focus on working smarter, identifying and implementing new efficient processes and partnerships, and we remain committed to serving our community. With your input, our limited resources will continue to be applied to areas you feel are most important to you and your household. As we plan for the future, we will remain focused on the priorities of the community.

Please help by taking a few minutes to complete the enclosed survey. Your feedback is invaluable to us, and as the City Council often says, it is your money we are spending.

Results from the survey will be made public and shared with residents at public presentations, through social media, and the City's website <http://warrensburg-mo.gov/>. While the overall survey results will be made public, your individual responses will remain anonymous.

You can return the survey in the enclosed postage paid envelope to ETC INSTITUTE, 725 W. Frontier Circle, Olathe, KS 66061. If you have questions, please contact the City of Warrensburg at (660)-747-9131.

Thank you in advance for making Warrensburg an even better community.

Harold Stewart
City Manager



Warrensburg Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to provide quality services for the community. If you have questions, please call Jeanie McMurphy (660) 747-9131 Thank you!

1. Perceptions of the City. Please rate your satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
2.	Overall quality of life in the City	5	4	3	2	1	9
3.	Overall image of your community	5	4	3	2	1	9
4.	Appearance of your community	5	4	3	2	1	9
5.	Overall quality of Downtown	5	4	3	2	1	9
6.	Overall feeling of safety in the community	5	4	3	2	1	9
7.	Quality of leadership of elected officials	5	4	3	2	1	9

2. Quality of Life in Warrensburg. Please rate the City of Warrensburg with regard to each of the following.

		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	As a place to live	5	4	3	2	1	9
2.	As a place to raise children	5	4	3	2	1	9
3.	As a place to work	5	4	3	2	1	9
4.	As a place to retire	5	4	3	2	1	9
5.	As a place to visit	5	4	3	2	1	9
6.	As a community that is moving in the right direction	5	4	3	2	1	9

3. Overall Satisfaction with Major City Services. Please rate your satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of parks, recreation and community services programs/facilities	5	4	3	2	1	9
2.	Overall maintenance of City streets/sidewalks	5	4	3	2	1	9
3.	Overall enforcement of City codes/ordinances	5	4	3	2	1	9
4.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
5.	Overall quality of police services	5	4	3	2	1	9
6.	Overall quality of fire services	5	4	3	2	1	9
7.	Overall flow of traffic on City streets	5	4	3	2	1	9

4. Which THREE of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide? [Write-in your answers below using the numbers from the list in Question 3.]

1st: ____ 2nd: ____ 3rd: ____

5. Public Safety Services. Please rate your level of satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of local police protection	5	4	3	2	1	9
02.	Visibility of police in your neighborhood	5	4	3	2	1	9
03.	Visibility of police in retail areas	5	4	3	2	1	9
04.	The City's effort to prevent crime	5	4	3	2	1	9
05.	Enforcement of local traffic laws	5	4	3	2	1	9
06.	How quickly police officers respond to emergencies	5	4	3	2	1	9
07.	Quality of animal control	5	4	3	2	1	9
08.	Quality of police safety education programs	5	4	3	2	1	9
09.	Police social media outreach	5	4	3	2	1	9
10.	Overall quality of local fire protection	5	4	3	2	1	9
11.	How quickly firefighters respond to emergencies	5	4	3	2	1	9
12.	Quality of fire prevention and education programs	5	4	3	2	1	9
13.	Access to Fire Department	5	4	3	2	1	9
14.	Emergency preparedness services of the Fire Department	5	4	3	2	1	9

6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide? [Write-in your answers below using the numbers from the list in Question 5.]

1st: ____ 2nd: ____ 3rd: ____

7. Perceptions of Safety and Security. Please rate your feeling of safety in the following situations.

		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1.	Walking alone in your neighborhood in general	5	4	3	2	1	9
2.	Walking alone in your neighborhood during the day	5	4	3	2	1	9
3.	Walking alone in your neighborhood after dark	5	4	3	2	1	9
4.	In City parks and recreation facilities	5	4	3	2	1	9
5.	In commercial areas of the City during the day	5	4	3	2	1	9
6.	In commercial areas of the City after dark	5	4	3	2	1	9

8. In the past 12 months, do you think Warrensburg has become more, less, or stayed the same as far as being a safe place to live, work, and raise a family?

____(3) More Safe ____ (2) Stayed the Same ____ (1) Less Safe ____ (9) Don't Know

9. Do you know or have you had contact with your neighborhood Warrensburg police officer?

____ (1) Yes – I know an officer ____ (3) No
 ____ (2) Yes – I have had contact with the officer, but do not know him/her ____ (9) Don't know

10. How supportive would you be of Warrensburg implementing a tax that would help fund public safety within Warrensburg (e.g. fire trucks, police cars, emergency management training, etc.)?

____ (5) Strongly Supportive ____ (3) Neutral ____ (1) Not at All Supportive
 ____ (4) Somewhat Supportive ____ (2) Not Supportive ____ (9) Don't Know

11. Code Enforcement. Please rate your satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of residential property	5	4	3	2	1	9
2.	Enforcement of residential building codes	5	4	3	2	1	9
3.	Maintenance of commercial property	5	4	3	2	1	9
4.	Enforcement of commercial building codes	5	4	3	2	1	9
5.	Parking enforcement on neighborhood streets	5	4	3	2	1	9
6.	Clean-up of trash and litter on residential property	5	4	3	2	1	9
7.	Clean-up of trash and litter on commercial property	5	4	3	2	1	9

12. Which TWO of the items listed in Question 11 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. Do you know which streets in Warrensburg are maintained by the City of Warrensburg and which are maintained by the Missouri Department of Transportation?

____(1) Yes ____ (2) No

14. City Maintenance and Public Works. Please rate your satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Condition of major City streets	5	4	3	2	1	9
02.	Condition of streets in your neighborhood	5	4	3	2	1	9
03.	Condition of sidewalks in your neighborhood	5	4	3	2	1	9
04.	Timing of traffic signals on City streets	5	4	3	2	1	9
05.	Traffic flow on major City streets	5	4	3	2	1	9
06.	Pedestrian accessibility (The City's sidewalk system for people with disabilities)	5	4	3	2	1	9
07.	Appearance and condition of City medians, right-of-way's and public areas	5	4	3	2	1	9
08.	Adequacy of City street lighting	5	4	3	2	1	9
09.	Visibility of pavement markings and street signs on City streets	5	4	3	2	1	9
10.	Overall cleanliness of streets and alleyways	5	4	3	2	1	9
11.	Availability of bike lanes	5	4	3	2	1	9
12.	Snow removal on major City streets	5	4	3	2	1	9
13.	Snow removal on neighborhood streets	5	4	3	2	1	9
14.	Overall quality of the City cemetery	5	4	3	2	1	9
15.	City efforts to prevent flooding in Warrensburg	5	4	3	2	1	9
16.	Adequacy of storm water infrastructure	5	4	3	2	1	9

15. Which THREE of the items and services listed in Question 14 do you think are MOST IMPORTANT for the City to provide? [Write-in your answers below using the numbers from the list in Question 14.]

1st: ____ 2nd: ____ 3rd: ____

16. Would you consider approving a tax/fee to support the building of new stormwater infrastructure and the maintenance/replacement of current infrastructure?

____(1) Yes ____ (2) No

17. What three street maintenance issues should be the TOP PRIORITIES for the City to focus on over the next TWO years?

1. _____
2. _____
3. _____

18. Overall, how satisfied are you with traffic flow on Maguire Street?

- (5) Very Satisfied (3) Neutral (1) Very Dissatisfied
 (4) Satisfied (2) Dissatisfied (9) Don't Know

19. How supportive would you be of a tax increase to support the development of other public works projects, like the recent Maguire Street improvements, that are designed to improve other roads or bridges in the City?

- (5) Strongly Supportive (3) Neutral (1) Not at All Supportive
 (4) Somewhat Supportive (2) Not Supportive (9) Don't Know

20. Do you participate in the City-Wide Clean-Up Program? (1) Yes (2) No *[Skip to Question 21.]*

20a. How satisfied are you with the City-Wide Clean-Up Program?

- (5) Very Satisfied (3) Neutral (1) Very Dissatisfied
 (4) Satisfied (2) Dissatisfied (9) Don't Know

21. Parks and Recreation Services. Please rate your satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of City parks	5	4	3	2	1	9
02.	Location of City parks	5	4	3	2	1	9
03.	Appearance of parks and recreation facilities	5	4	3	2	1	9
04.	Quality of walking and biking paths	5	4	3	2	1	9
05.	Overall quality of facilities/athletic fields	5	4	3	2	1	9
06.	Quality of soccer fields	5	4	3	2	1	9
07.	Quality of baseball/softball fields	5	4	3	2	1	9
08.	Quality of flag football fields	5	4	3	2	1	9
09.	Quality of swimming pools	5	4	3	2	1	9
10.	Quality of disc golf courses	5	4	3	2	1	9
11.	Ease of access to parks and recreation facilities	5	4	3	2	1	9
12.	Overall quality of recreation programs	5	4	3	2	1	9
13.	Quality of preschool programs	5	4	3	2	1	9
14.	Quality of youth programs	5	4	3	2	1	9
15.	Quality of adult programs	5	4	3	2	1	9
16.	Quality of seniors programs	5	4	3	2	1	9
17.	Choice of activities at parks and recreation facilities	5	4	3	2	1	9
18.	Quality and offerings at senior center	5	4	3	2	1	9
19.	Customer service provided by parks and recreation staff	5	4	3	2	1	9
20.	Maintenance and appearance of community centers	5	4	3	2	1	9

22. Which THREE of the items listed in Question 21 do you think are MOST IMPORTANT for the City to provide? *[Write-in your answers below using the numbers from the list in Question 21.]*

1st: _____ 2nd: _____ 3rd: _____

23. Do you have any comments or suggestions for Parks and Recreation in Warrensburg?

24. Would you support an additional 1/8-cent sales tax for Parks and Recreation services?

___(1) Yes ___(2) No

25. City Communication. Please rate your satisfaction with each of the following.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about government operations	5	4	3	2	1	9
2. City efforts to keep residents informed about local issues	5	4	3	2	1	9
3. The level of public involvement in City decision-making	5	4	3	2	1	9
4. Usefulness of the information that is available on the City website	5	4	3	2	1	9
5. Timeliness of information provided by your local government	5	4	3	2	1	9
6. Quality of social media outlets (Facebook, blogs, Twitter, etc.)	5	4	3	2	1	9

26. Which of the following sources do you currently used to obtain or receive information about the City of Warrensburg?

___(1) City of Warrensburg website ___(4) The City's Facebook pages
 ___(2) City Council meetings ___(5) Parks and Recreation Activity Guide
 ___(3) The City's Twitter pages ___(6) Other: _____

27. Which THREE of the information sources listed in Question 26 do you MOST PREFER to obtain or receive information about the City of Warrensburg? [Write-in your answers below using the numbers from the list in Question 26.]

1st: ___ 2nd: ___ 3rd: ___

28. City Government. Please rate your level of agreement with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. Warrensburg City government is democratic and representative	5	4	3	2	1	9
2. Warrensburg City government is transparent	5	4	3	2	1	9
3. Warrensburg City government is efficient	5	4	3	2	1	9
4. Warrensburg City government is innovative	5	4	3	2	1	9
5. Warrensburg City government values diversity	5	4	3	2	1	9
6. Warrensburg City employees are ethical and honest	5	4	3	2	1	9
7. Warrensburg government leaders listen to what citizens have to say	5	4	3	2	1	9

29. Economic Development. Please rate your satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of new residential development	5	4	3	2	1	9
2.	Overall quality of new retail development (stores, restaurants, etc.)	5	4	3	2	1	9
3.	Overall quality of new business development (offices, medical facilities, banks, etc.)	5	4	3	2	1	9
4.	Overall quality of new industrial development (warehouses, plants, etc.)	5	4	3	2	1	9
5.	Redevelopment of abandoned or under-utilized properties	5	4	3	2	1	9
6.	Overall appearance of Downtown Warrensburg	5	4	3	2	1	9
7.	City's planning for future growth	5	4	3	2	1	9
8.	Overall appearance of commercial corridors	5	4	3	2	1	9

30. Which THREE of the following do you think will be the biggest issues Warrensburg will face within the next FIVE years?

- (1) Neighborhood vitality
- (2) Housing affordability
- (3) Economic development
- (4) Road repair/maintenance/expansion
- (5) High taxes/property taxes/finances
- (6) Public transportation
- (7) Crime
- (8) Stormwater issues
- (9) Other: _____

31. Do you think the City of Warrensburg is continually improving as a place to live?

- (1) Yes (2) No (9) Don't Know

32. What brought you to Warrensburg?

- (1) Military/Spouse
- (2) University of Central Missouri/Spouse
- (3) Professional job
- (4) Family
- (5) Friends
- (6) Regional hub
- (7) Other: _____

33. Approximately how many years have you lived in Warrensburg?

- (1) Less than 2 years
- (2) 3-5 years
- (3) 6-10 years
- (4) 11-15 years
- (5) 16-20 years
- (6) 21-30 years
- (7) More than 30 years

34. What is your age? _____ years

35. What is the highest level of formal education you have completed?

- (1) Grade School
- (2) High School
- (3) Some College
- (4) College Graduate
- (5) Graduate Work
- (6) Graduate Degree
- (7) Technical/Trade School

36. Do you work in the City of Warrensburg? (1) Yes (2) No

37. Are you a student at the University of Central Missouri? (1) Yes (2) No

38. Do you own or rent your home? (1) Own (2) Rent

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

- | | | |
|--|--|--|
| <input type="checkbox"/> (1) Under \$25,000 | <input type="checkbox"/> (4) \$75,000-\$99,999 | <input type="checkbox"/> (7) \$150,000-\$199,999 |
| <input type="checkbox"/> (2) \$25,000-\$49,999 | <input type="checkbox"/> (5) \$100,000-\$124,999 | <input type="checkbox"/> (8) More than \$200,000 |
| <input type="checkbox"/> (3) \$50,000-\$74,999 | <input type="checkbox"/> (6) \$125,000-\$149,999 | |

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

- | | | |
|---|---------------------------------------|---|
| <input type="checkbox"/> (1) Asian/Pacific Islander | <input type="checkbox"/> (3) White | <input type="checkbox"/> (5) American Indian/Eskimo |
| <input type="checkbox"/> (2) Black/African American | <input type="checkbox"/> (4) Hispanic | <input type="checkbox"/> (6) Other: _____ |

41. Are you of Hispanic, Latino, or other Spanish heritage? (1) Yes (2) No

42. Your gender: (1) Male (2) Female (3) Other

43. Are you registered to vote? (1) Yes (2) No

Optional: If you have any specific suggestions to improve the quality of City services, please write them in the space provided below.

Interest In a Focus Group: If you would be willing to participate in a focus group sponsored by the City of Warrensburg to discuss some of the issues addressed in this survey, please provide your contact information below. If you are selected, you may receive a small stipend for your time. Your contact information will be recorded separately from your responses to the survey.

Your Name: _____ Phone: _____
 E-mail: _____

This concludes the survey – Thank you for your time!
 Please return your completed survey in the enclosed postage-paid envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain anonymous. The information printed to the right will ONLY be used to help identify needs and priorities in different areas of the region. If your address is not correct, please provide the correct information. Thank you.