

City of Warrensburg Community Survey

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Findings
Report

Submitted to the City of Warrensburg, Missouri

by:

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2019 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 2019. 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 want to ensure they take a resident-driven approach when deciding how to invest in Warrensburg's future. This is the second survey ETC Institute has conducted for the City; the first was administered in 2017.

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. Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the on-line version 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 on-line version 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 met, with a total of 400 residents completing the survey. The overall results for the sample of 400 households have a precision of at least +/-4.9% 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, including comparisons to the 2017 survey results,
- benchmarking data that show 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 in the City and 73% were satisfied with the overall feeling of safety in the community. Only 44% 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 (84%), Warrensburg as a place to raise children (81%), and Warrensburg as a place to retire (59%).

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 (87%), the overall quality of police services (79%), the overall quality of parks, recreation and community services programs/facilities (75%), and overall quality of customer service from City employees (70%). Sixty-two percent (62%) 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-two percent (92%) of respondents, *who had an opinion*, indicated they feel “very safe” or “safe” walking alone in their neighborhood during the day. Ninety percent (90%) of residents, *who had an opinion*, indicated were feel “very safe” or “safe” in commercial areas of the City during the day, 84% feel safe walking alone in their neighborhood in general, and 64% 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 (87%), how quickly firefighters respond to emergencies (83%), and access to the Fire Department

(79%). The aspect of public safety services that respondents were least satisfied with is the quality of police safety education (51%). Fifty-four percent (54%) 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 enforcement of commercial building codes (48%) and the clean-up of trash and litter on commercial property (47%).

More than half (59%) of the residents surveyed feel the current level of code enforcement is “about right;” 35% feel it is “not enough,” and 6% feel the level of code enforcement is “too much.” Forty-five percent (45%) 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 and public works, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: snow removal on major City streets (80%), snow removal on neighborhood streets (66%), the overall quality of the City cemetery (65%), and the condition of major City streets (63%). Fifty-one percent (51%) 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 maintenance of City parks (80%), the appearance of parks and recreation facilities (78%), the maintenance and appearance of community centers (75%), and the location of City parks (74%). Forty-seven percent (47%) of respondents believe that the maintenance of City parks is the service that is most important for the City to provide.

Fifty-seven percent (57%) of respondents also indicated they would support an additional 1/8-cent sales tax for improvements to 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 (42%), and the usefulness of the availability of information about government operations (42%).
 - Fifty-six percent (56%) of respondents indicated they use the Parks and Recreation Activity Guide to obtain or receive information about the City of Warrensburg. Fifty-one percent (51%) use the City of Warrensburg website and 33% use the City’s Facebook pages. Fifty-seven percent (57%) of respondents most prefer to use the

City of Warrensburg website and 49% 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 appearance of Downtown Warrensburg (58%) and the quality of new residential development (49%).

Additional Findings

- Eighty-one percent (81%) of respondents believe that Warrensburg has stayed the same as far as being a safe place to live, work, and raise a family. Fourteen percent (14%) of respondents believe the City has become less safe.
- Fifty-two percent (52%) of respondents indicated they do not know and have not had contact with their neighborhood Warrensburg police officer.
- Fifty-nine percent (59%) of respondents indicated they were either “strongly supportive” (26%) or “somewhat supportive” (33%) of implementing a tax that would help fund public safety within Warrensburg.
- Fifty-six percent (56%) 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.
- Fifty-one percent (51%) of respondents indicated they were either “very dissatisfied” (17%) or “dissatisfied” (34%) with traffic flow on Maguire Street.
- Sixty-two percent (62%) of respondents indicated they would be “strongly supportive” (24%) or “somewhat supportive” (38%) of a tax increase to support the development of other public works projects that are designed to improve other roads or bridges.
- Sixty-nine percent (69%) of respondents indicated they participated in the City-Wide Clean-Up Program. Of those who participate, 85% indicated they are either “very satisfied” (54%) or “satisfied” (31%) with the program.
- Respondents were asked to indicate how strongly they agree or disagree with seven statements regarding City government in Warrensburg. The highest levels of agreement, 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 (47%) 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 (63%), economic development (50%), housing affordability (46%), and high taxes/property taxes/finances (38%) will be the biggest issues Warrensburg will face.
- Seventy-seven percent (77%) 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 35 of the 57 areas** that were assessed. The City of Warrensburg rated significantly higher than the U.S. average (difference of 5% or more) in 23 of these areas. Listed below are the areas where the City of Warrensburg rated at least 5% above the U.S. average:

Service	Warrensburg	U.S.	Difference	Category
Quality of swimming pools	69%	33%	36%	Parks and Recreation
Overall quality of customer service from City	70%	42%	28%	Major City Services
Snow removal on major City streets	80%	60%	20%	City Maintenance/Public Works
Snow removal on neighborhood streets	66%	48%	18%	City Maintenance/Public Works
Value that you receive for your City tax & fees	54%	37%	17%	Perceptions
Overall quality of Downtown	64%	48%	16%	Perceptions
Condition of major City streets	63%	48%	15%	City Maintenance/Public Works
Visibility of pavement markings & street signs	62%	47%	15%	City Maintenance/Public Works
Overall quality of parks/rec/community services	75%	61%	14%	Major City Services
Condition of streets in your neighborhood	58%	45%	13%	City Maintenance/Public Works
As a place to live	84%	71%	13%	Quality of Life
Overall quality of local police protection	79%	68%	11%	Public Safety
As a place to raise children	81%	70%	11%	Quality of Life
Maintenance of City parks	80%	70%	10%	Parks and Recreation
City's effort to prevent crime	65%	55%	10%	Public Safety
Maintenance/appearance of community centers	75%	66%	9%	Parks and Recreation
How quickly police officers respond to emergencies	71%	62%	9%	Public Safety
Overall feeling of safety in community	73%	66%	7%	Perceptions
Condition of sidewalks in your neighborhood	44%	38%	6%	City Maintenance/Public Works
Overall quality of recreation programs	63%	57%	6%	Parks and Recreation
Overall quality of local fire protection	87%	81%	6%	Public Safety
Quality of leadership of elected officials	44%	38%	6%	Perceptions
Quality of fire prevention & education programs	67%	62%	5%	Public Safety

How the City of Warrensburg Compares to Other Communities Regionally

Satisfaction ratings for the City of Warrensburg **rated the same as or above the average for Missouri and Kansas in 36 of the 57 areas** that were assessed. The City of Warrensburg rated significantly higher than this average (difference of 5% or more) in 21 of these areas. Listed below are the areas where the City of Warrensburg rated at least 5% above the average for the Missouri and Kansas region:

Service	Warrensburg	MO & KS	Difference	Category
Quality of swimming pools	69%	38%	31%	Parks and Recreation
As a place to live	84%	65%	19%	Quality of Life
Snow removal on major City streets	80%	62%	18%	City Maintenance/Public Works
Visibility of pavement markings & street signs	62%	44%	18%	City Maintenance/Public Works
As a place to raise children	81%	64%	17%	Quality of Life
Overall quality of customer service from City	70%	53%	17%	Major City Services
Overall quality of local police protection	79%	63%	16%	Public Safety
Snow removal on neighborhood streets	66%	50%	16%	City Maintenance/Public Works
Overall quality of Downtown	64%	50%	14%	Perceptions
Value that you receive for your City tax & fees	54%	41%	13%	Perceptions
City's effort to prevent crime	65%	52%	13%	Public Safety
Condition of major City streets	63%	53%	10%	City Maintenance/Public Works
Overall feeling of safety in community	73%	63%	10%	Perceptions
Quality of leadership of elected officials	44%	35%	9%	Perceptions
Quality of fire prevention & education programs	67%	58%	9%	Public Safety
Overall quality of parks/rec/community services	75%	66%	9%	Major City Services
How quickly police officers respond to emergencies	71%	62%	9%	Public Safety
Overall quality of life in City	74%	67%	6%	Perceptions
Overall image of your community	64%	58%	6%	Perceptions
Overall maintenance of City streets/sidewalks	43%	38%	5%	Major City Services
Maintenance of City parks	80%	75%	5%	Parks and Recreation

Trends from 2017 to 2019

The table on the following page is meant to serve as a quick reference for many of the trends that exist from the 2017 and 2019 surveys. To view all of the trends, please refer to the charts and graphs section (Section 1) of this report. The 2019 results for the City of Warrensburg rated the same as or above the 2017 results in 69 of the 97 areas that were assessed.

Service	2017	2019	Difference	Category
Snow removal on neighborhood streets	55%	66%	11%	City Maintenance/Public Works
Availability of information about government operations	33%	42%	9%	Communication
Snow removal on major City streets	72%	80%	9%	City Maintenance/Public Works
Timeliness of info provided by local government	29%	36%	8%	Communication
City efforts to prevent flooding in Warrensburg	48%	54%	7%	City Maintenance/Public Works
Overall quality of Downtown	57%	64%	7%	Perceptions
Overall quality of customer service from City	63%	70%	6%	Major City Services
Overall quality of parks/rec/community services	69%	75%	6%	Major City Services
In City parks & recreation facilities	58%	64%	6%	Feeling of Safety
Overall feeling of safety in community	67%	73%	6%	Perceptions
Access to Fire Department	74%	79%	6%	Public Safety
City's effort to prevent crime	59%	65%	6%	Public Safety
Adequacy of storm water infrastructure	42%	48%	5%	City Maintenance/Public Works
Availability of bike lanes	27%	32%	5%	City Maintenance/Public Works
Quality of fire prevention & education programs	62%	67%	5%	Public Safety
Visibility of police in retail areas	48%	52%	5%	Public Safety
Police social media outreach	62%	67%	5%	Public Safety
Overall flow of traffic on City streets	33%	38%	4%	Major City Services
Quality of social media outlets	32%	37%	4%	Communication
Level of public involvement in decision-making	25%	30%	4%	Communication
Choice of activities at parks/rec facilities	53%	57%	4%	Parks and Recreation
Quality of police safety education programs	47%	51%	4%	Public Safety
Enforcement of commercial building codes	44%	48%	4%	Code Enforcement
In commercial areas of City after dark	50%	53%	4%	Feeling of Safety
Quality of adult programs	50%	54%	4%	Parks and Recreation
Efforts to keep you informed about local issues	38%	42%	4%	Communication
Parking enforcement on neighborhood streets	37%	41%	3%	Code Enforcement
As a place to live	81%	84%	3%	Quality of Life
As a place to retire	56%	59%	3%	Quality of Life
Ease of access to parks/rec facilities	71%	74%	3%	Parks and Recreation
Overall enforcement of City codes & ordinances	41%	44%	3%	Major City Services
Quality of soccer fields	51%	54%	3%	Parks and Recreation
Overall quality of police services	77%	79%	2%	Major City Services
Traffic flow on major City streets	30%	32%	2%	City Maintenance/Public Works
Quality of leadership of elected officials	42%	44%	2%	Perceptions
Overall quality of fire services	85%	87%	2%	Major City Services
Pedestrian accessibility	43%	45%	2%	City Maintenance/Public Works
Walking alone in your neighborhood after dark	56%	58%	2%	Feeling of Safety
Emergency preparedness services of Fire Department	70%	72%	2%	Public Safety
Enforcement of residential building codes	43%	45%	2%	Code Enforcement
How quickly firefighters respond to emergencies	81%	83%	2%	Public Safety
Maintenance of City parks	78%	80%	2%	Parks and Recreation
Quality of preschool programs	46%	48%	2%	Parks and Recreation
In commercial areas of City during the day	88%	90%	2%	Feeling of Safety
Visibility of pavement markings & street signs	60%	62%	2%	City Maintenance/Public Works
Clean-up of trash & litter on commercial property	45%	47%	1%	Code Enforcement
Overall quality of local fire protection	86%	87%	1%	Public Safety
Overall quality of recreation programs	62%	63%	1%	Parks and Recreation
Quality of walking & biking paths	53%	54%	1%	Parks and Recreation
Overall image of your community	62%	64%	1%	Perceptions
Enforcement of local traffic laws	59%	60%	1%	Public Safety
Walking alone in your neighborhood during the day	91%	92%	1%	Feeling of Safety
Walking alone in your neighborhood in general	83%	84%	1%	Feeling of Safety
Appearance of parks/rec facilities	77%	78%	1%	Parks and Recreation
Quality of seniors programs	58%	59%	1%	Parks and Recreation
Adequacy of City street lighting	50%	50%	1%	City Maintenance/Public Works
Overall quality of facilities/athletic fields	64%	65%	1%	Parks and Recreation
Appearance of Downtown Warrensburg	57%	58%	1%	Economic Development
As a place to raise children	80%	81%	1%	Quality of Life
Overall quality of local police protection	79%	79%	0%	Public Safety
Overall cleanliness of streets & alleyways	52%	53%	0%	City Maintenance/Public Works
Visibility of police in your neighborhood	58%	58%	0%	Public Safety
Condition of major City streets	63%	63%	0%	City Maintenance/Public Works
Condition of streets in your neighborhood	58%	58%	0%	City Maintenance/Public Works
Condition of sidewalks in your neighborhood	44%	44%	0%	City Maintenance/Public Works
Timing of traffic signals on City streets	38%	38%	0%	City Maintenance/Public Works
Maintenance/appearance of community centers	75%	75%	0%	Parks and Recreation
Overall quality of life in City	74%	74%	0%	Perceptions
Value that you receive for your City tax & fees	54%	54%	0%	Perceptions

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=0.3204)
- Overall flow of traffic on City streets (IS Rating=0.1938)
- Overall quality of police services (IS Rating=0.1306)
- Overall enforcement of City codes and ordinances (IS Rating=0.1260)

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

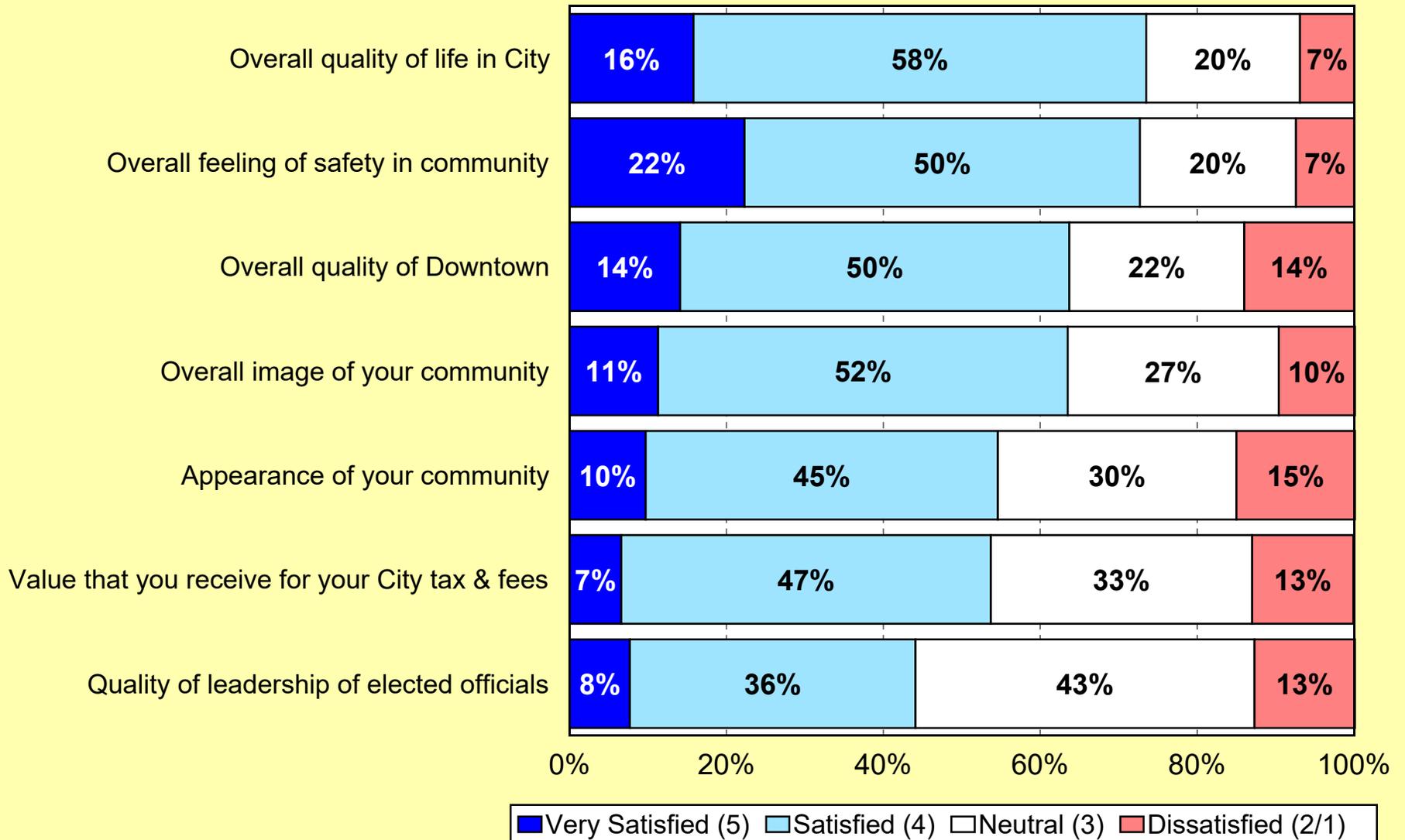
2019 Importance-Satisfaction Rating City of Warrensburg Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of City streets/sidewalks	56%	2	43%	6	0.3204	1
High Priority (IS .10-.20)						
Overall flow of traffic on City streets	31%	5	38%	7	0.1938	2
Overall quality of police services	62%	1	79%	2	0.1306	3
Overall enforcement of City codes & ordinances	22%	6	44%	5	0.1260	4
Medium Priority (IS <.10)						
Overall quality of parks/rec/community services	33%	4	75%	3	0.0828	5
Overall quality of fire services	42%	3	87%	1	0.0558	6
Overall quality of customer service from the City	10%	7	70%	4	0.0305	7

Section 1

Charts and Graphs

Q1. Satisfaction with Items That Influence Perceptions of the City

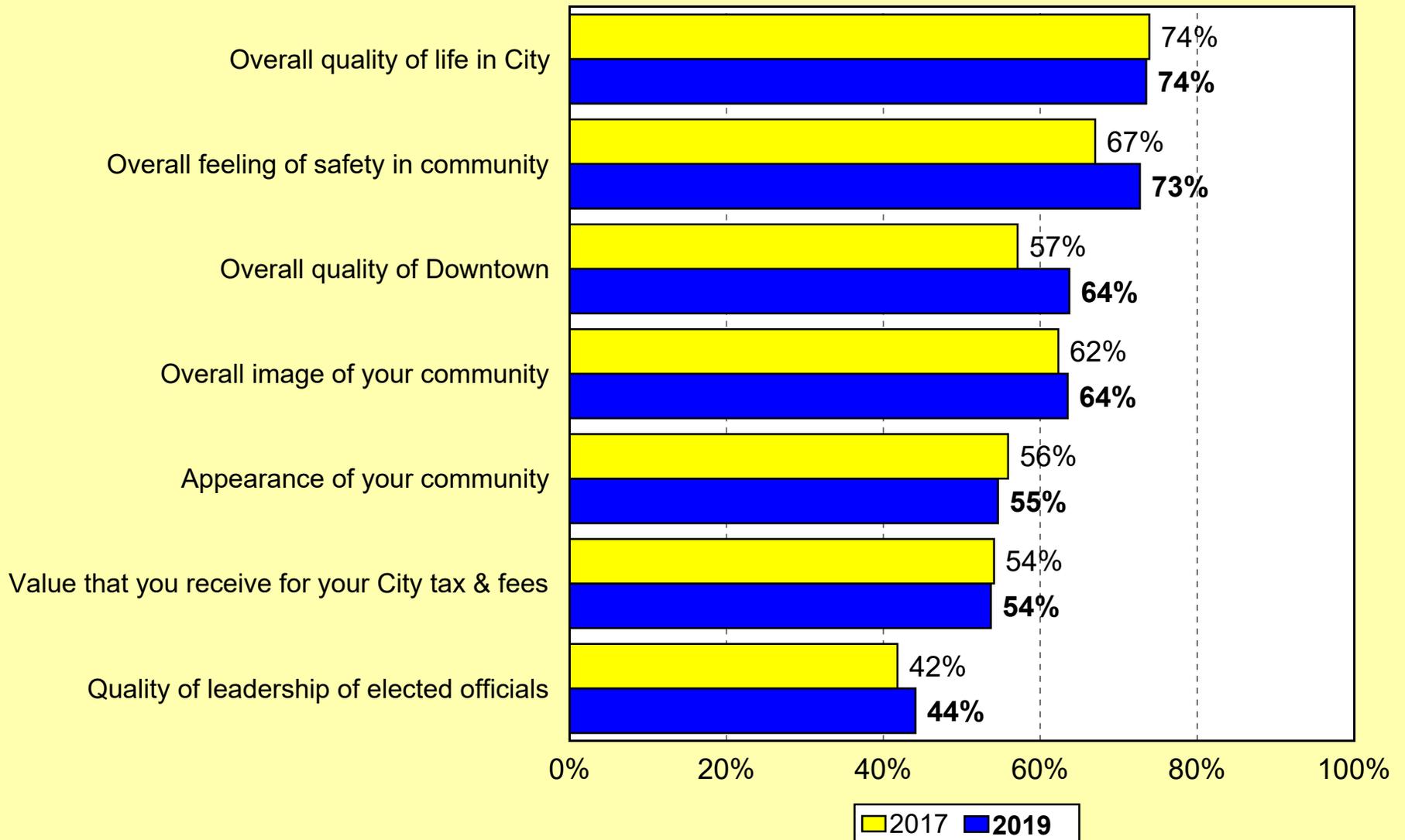
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

TRENDS: Satisfaction with Items That Influence Perceptions of the City - 2017 vs. 2019

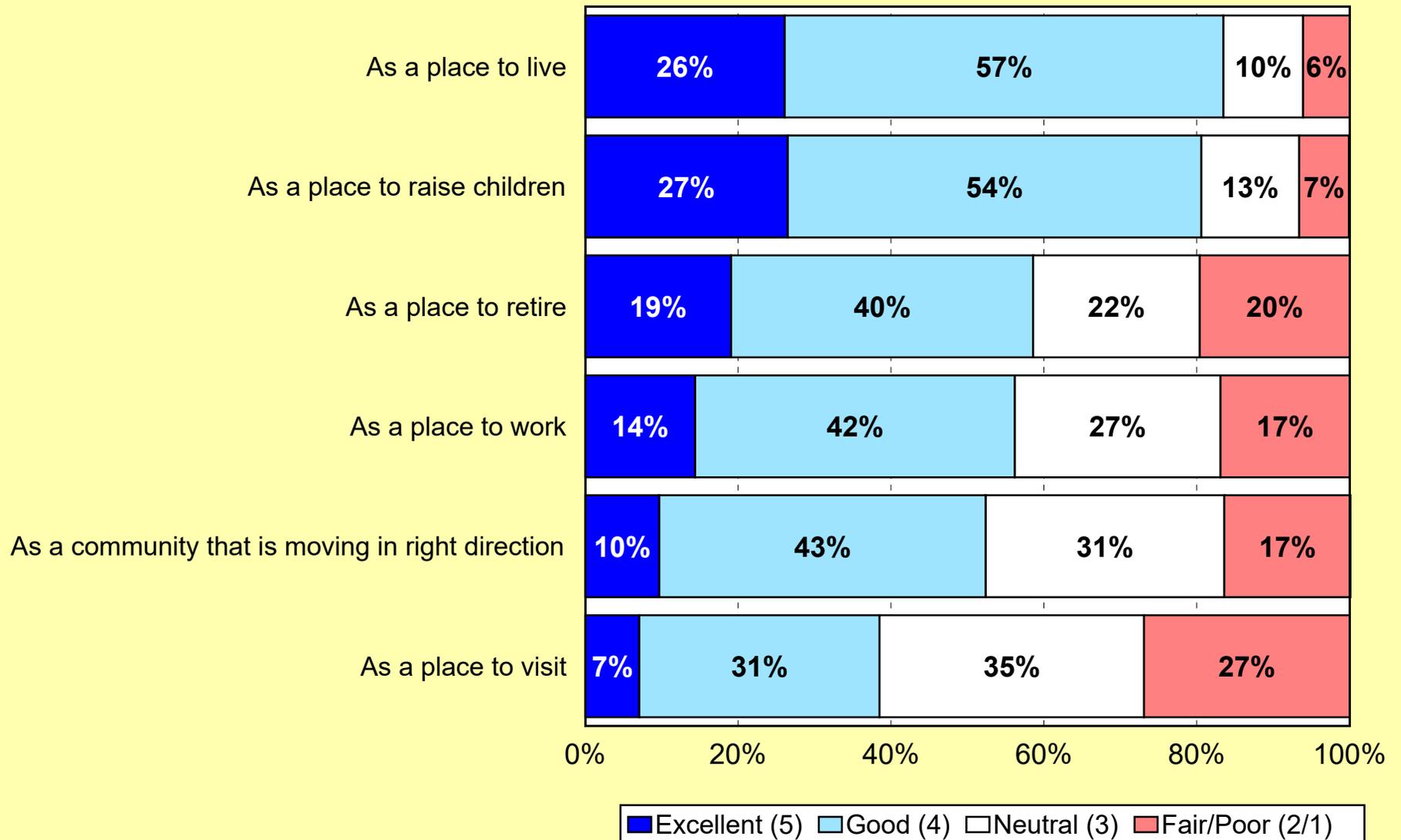
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

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

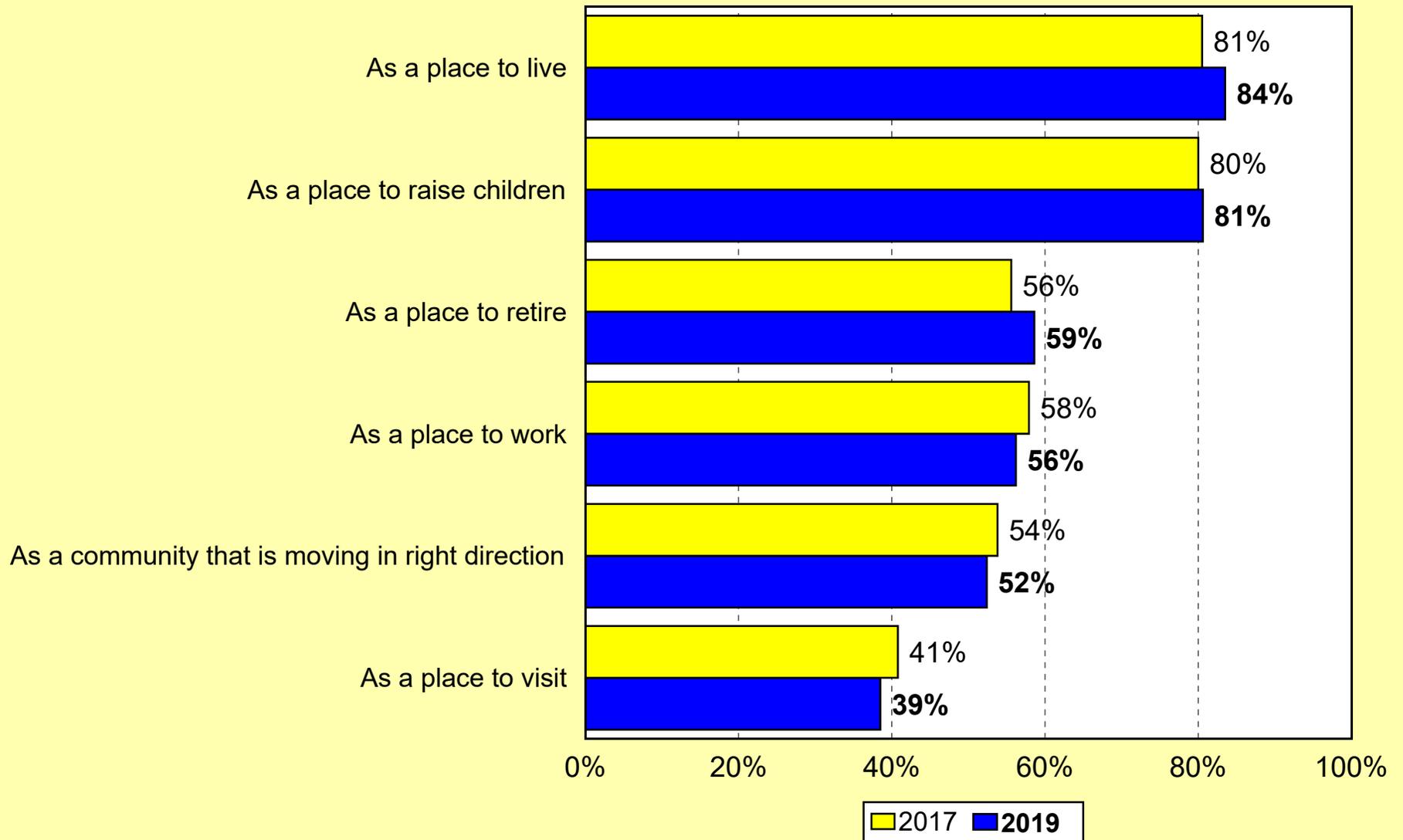
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

TRENDS: How Respondents Feel About the Quality of Life in Warrensburg - 2017 vs. 2019

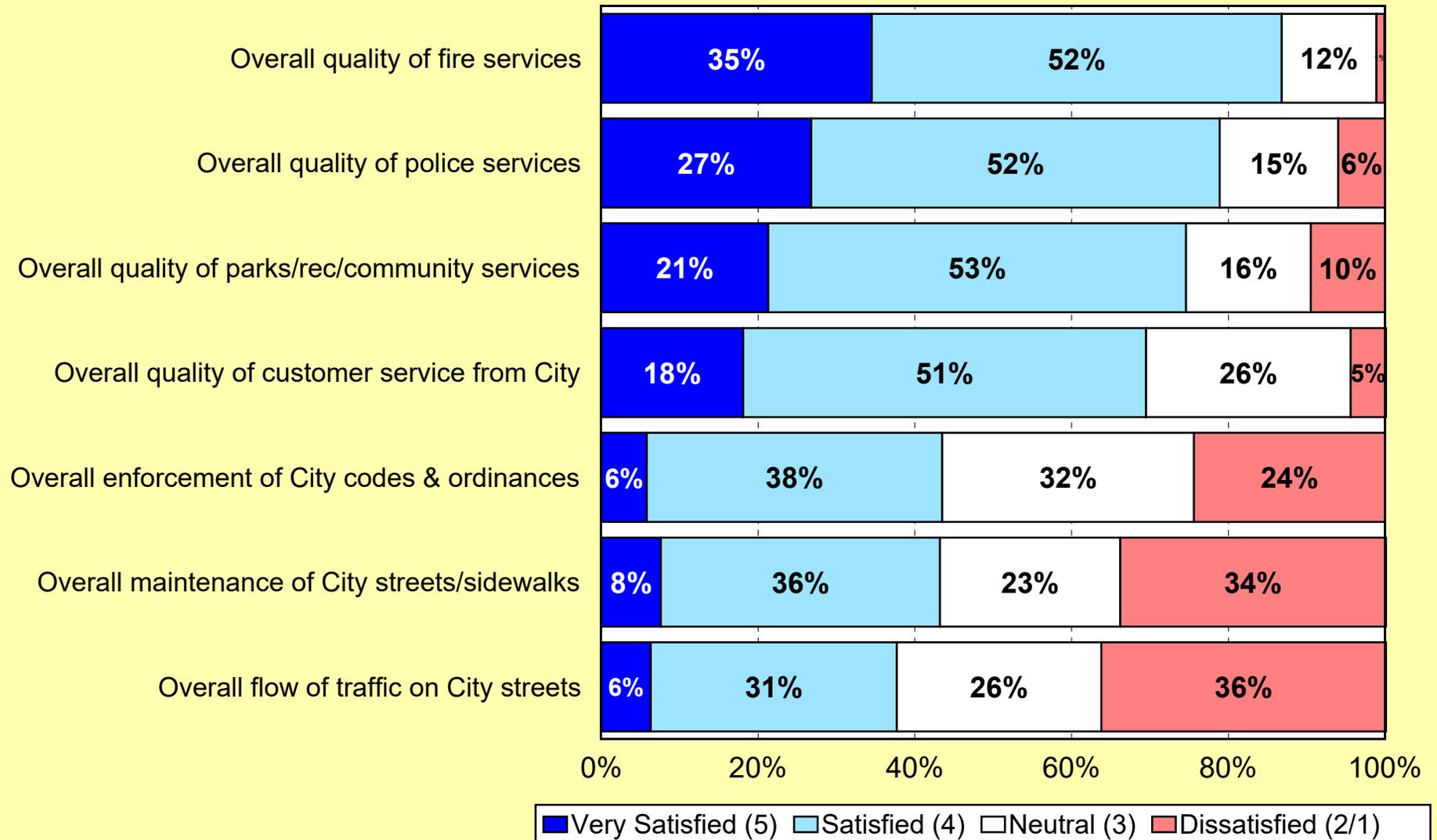
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q3. Overall Satisfaction with City Services by Major Category

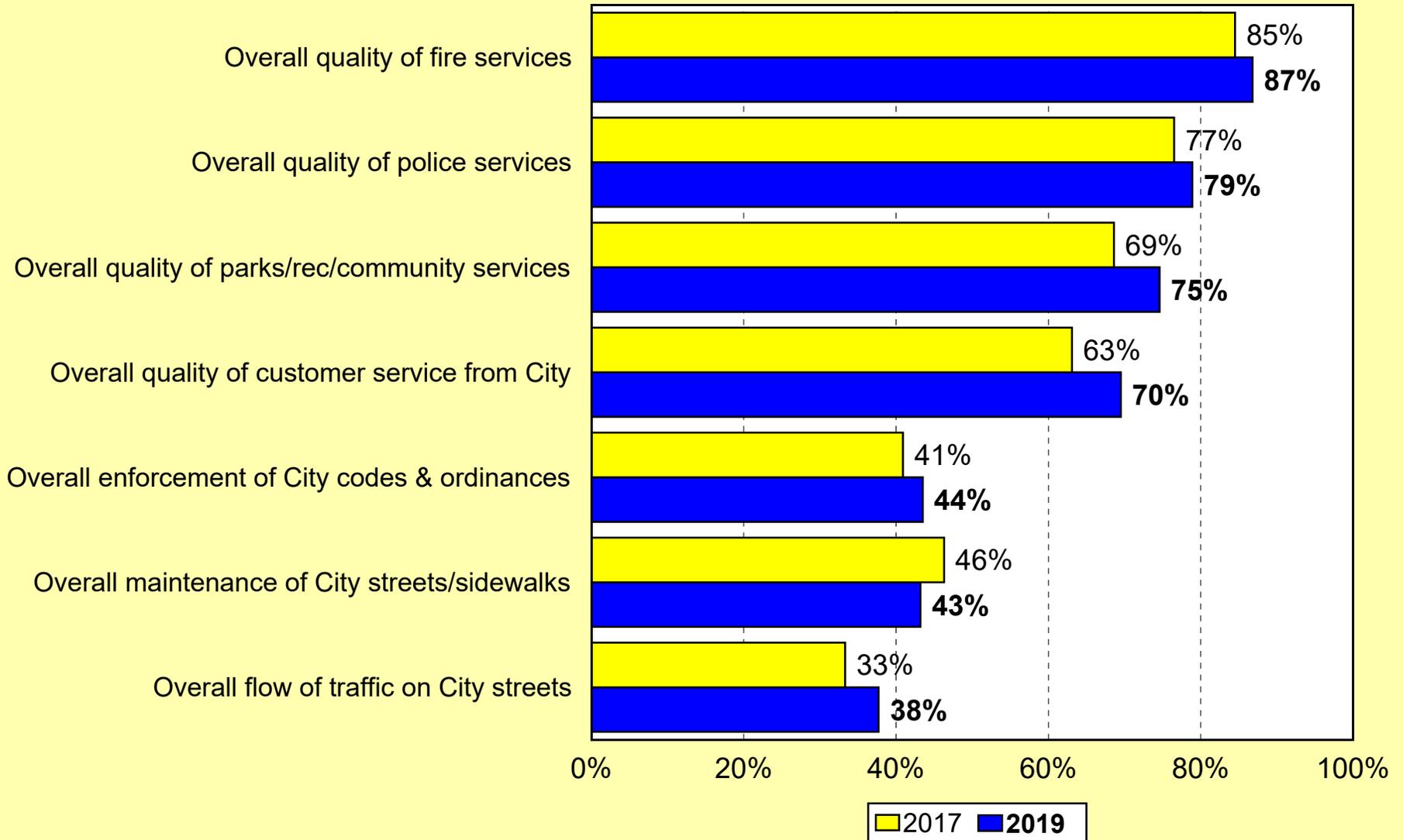
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

TRENDS: Overall Satisfaction with City Services by Major Category - 2017 vs. 2019

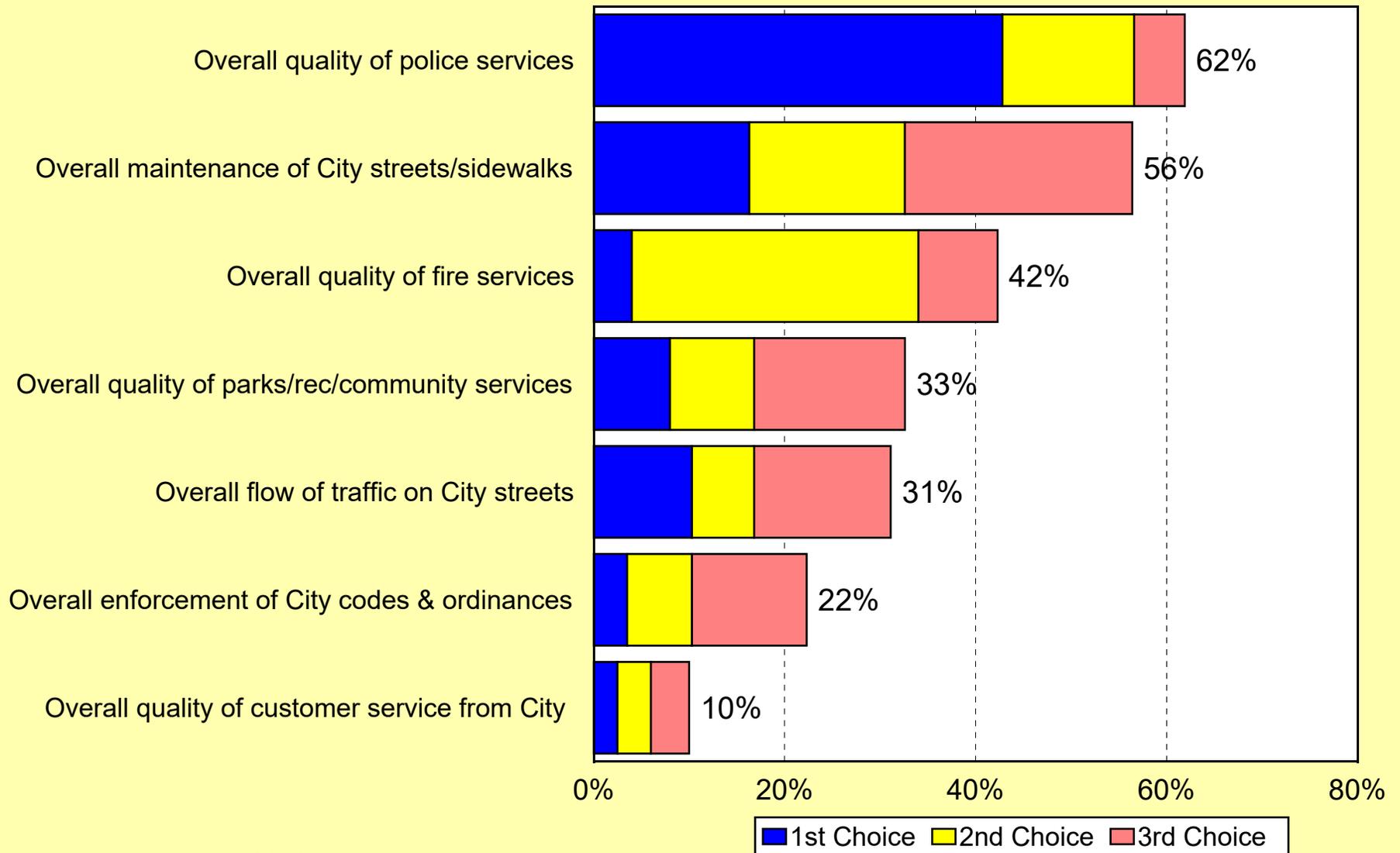
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

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

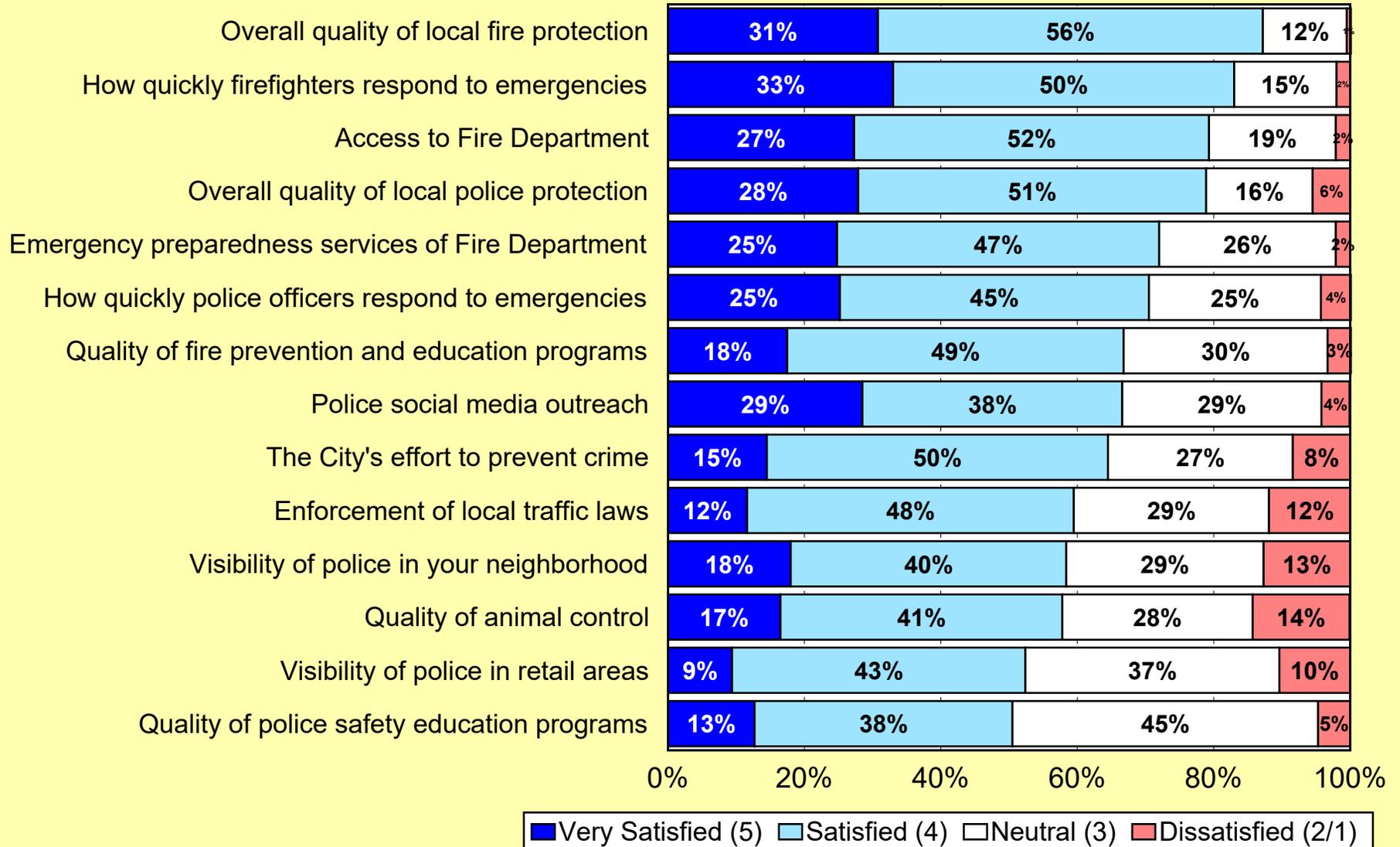
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

Q5. Satisfaction with Various Aspects of Public Safety Services

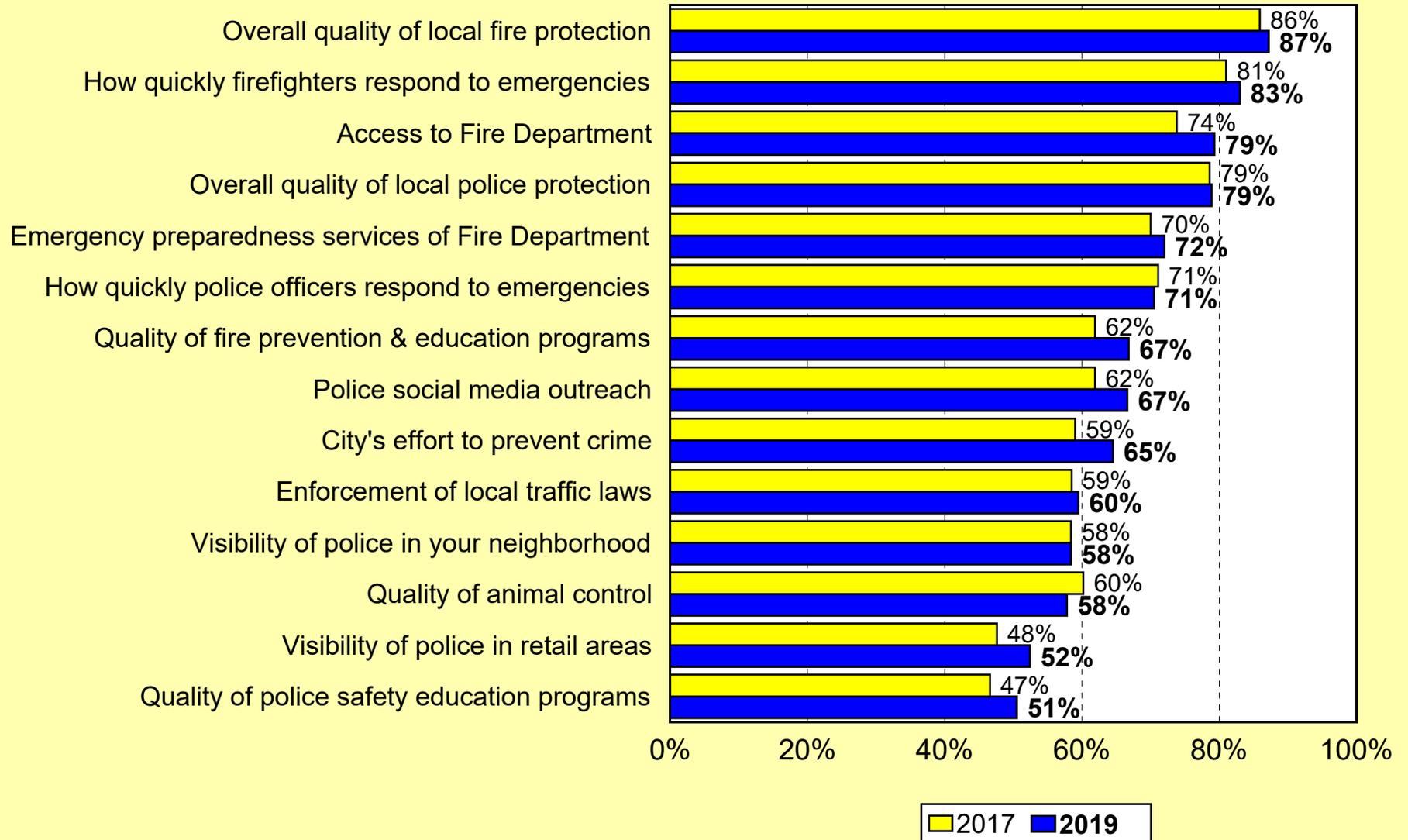
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

TRENDS: Satisfaction with Various Aspects of Public Safety Services - 2017 vs. 2019

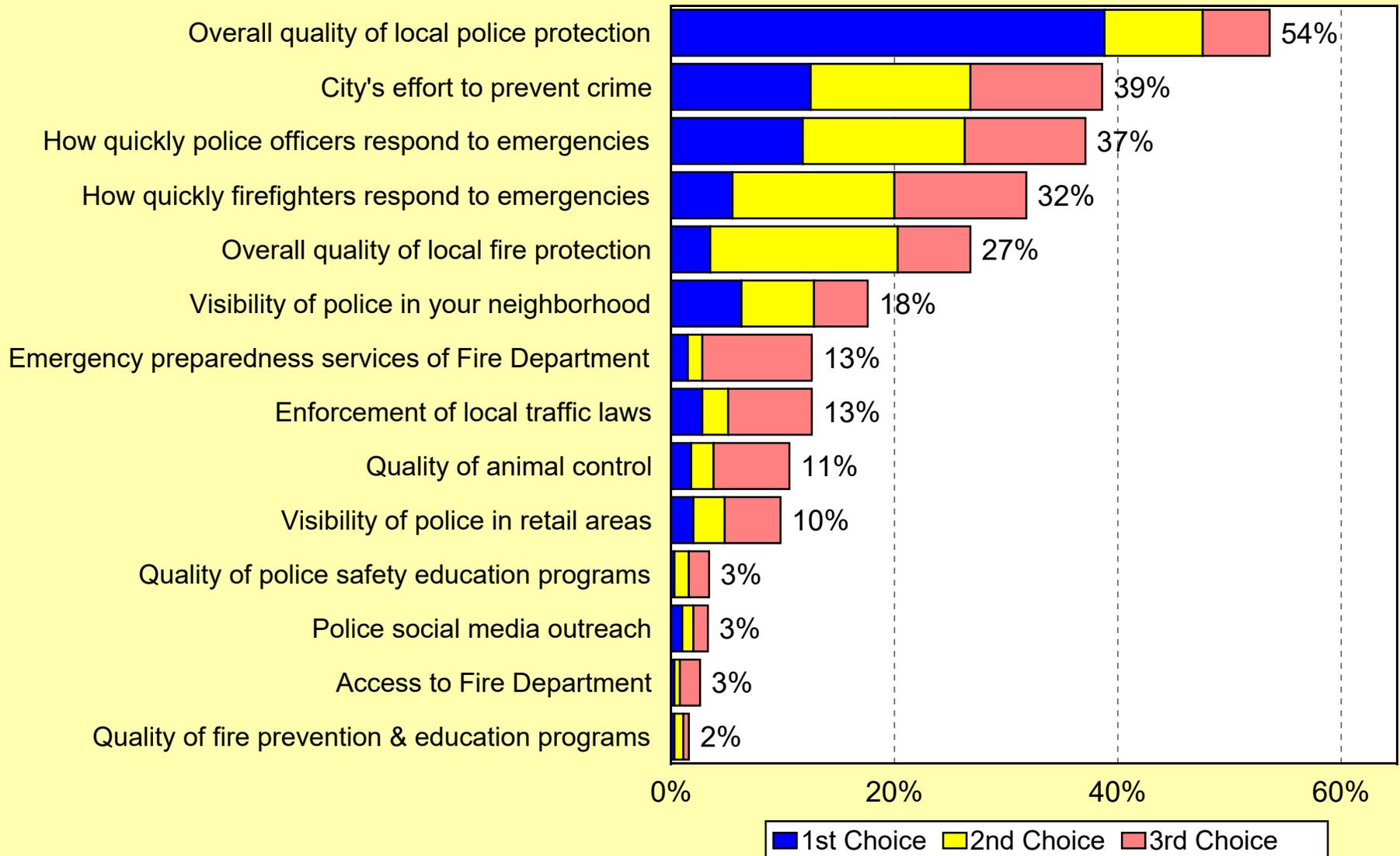
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

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

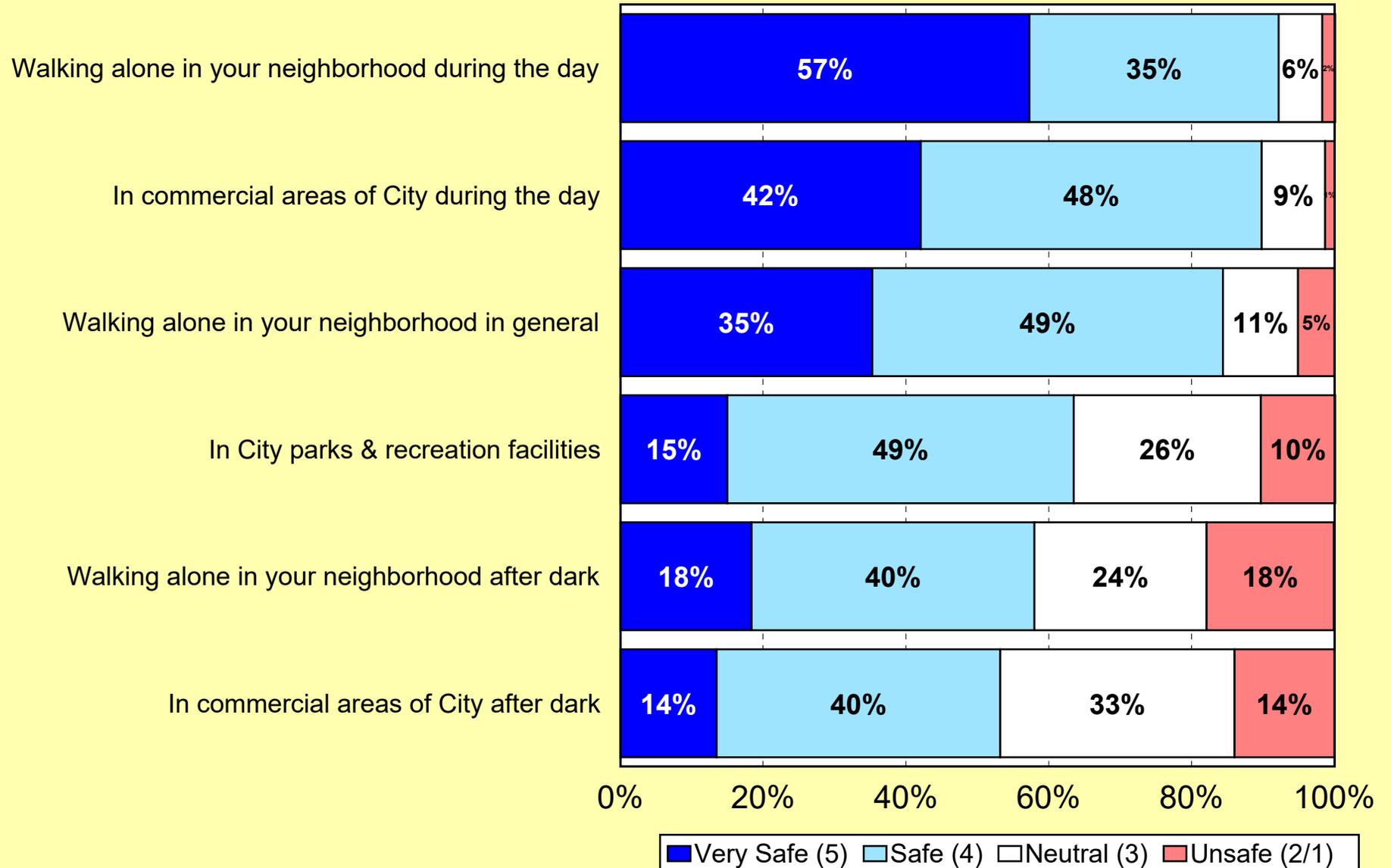
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

Q7. Feeling of Safety in Various Situations

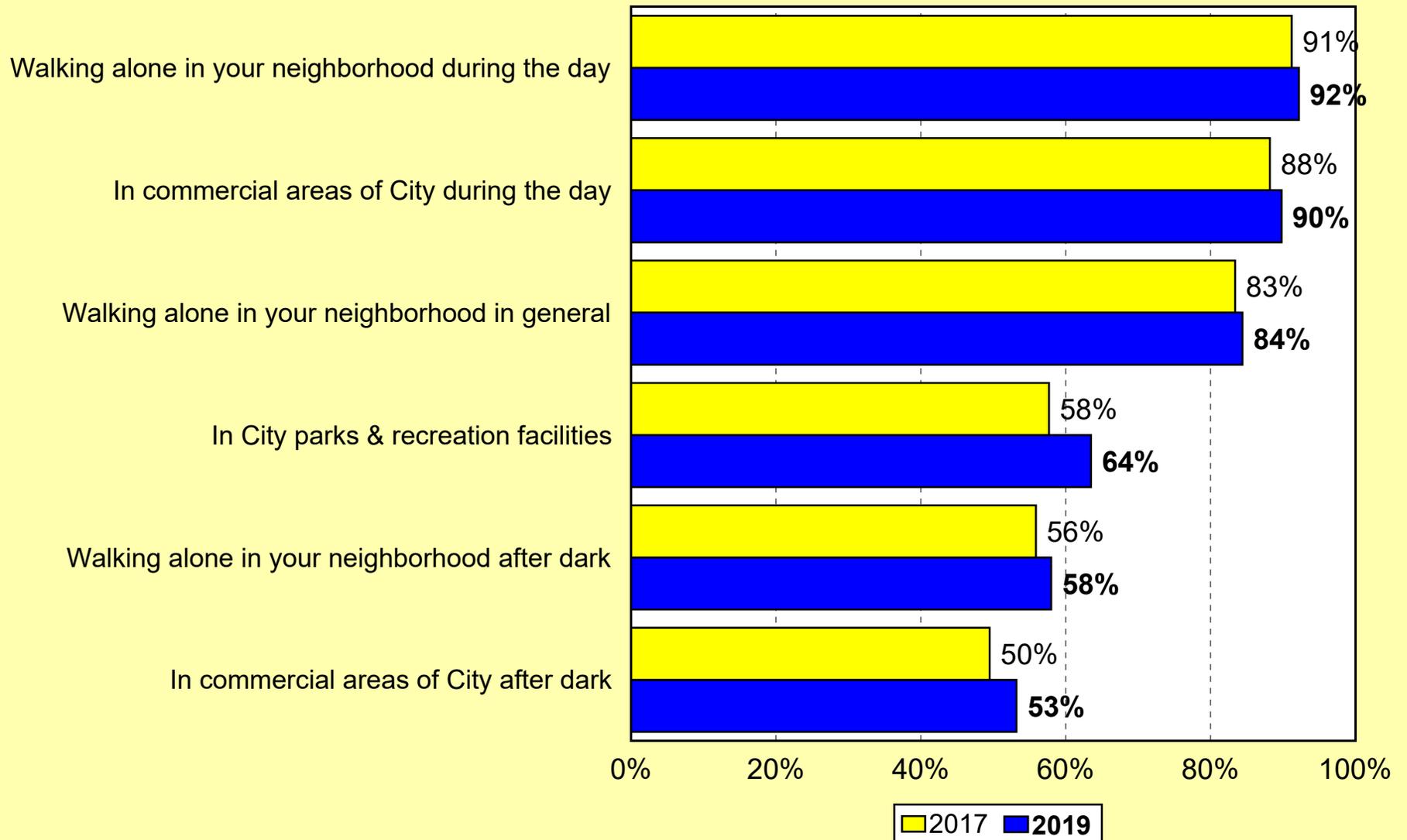
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

TRENDS: Feeling of Safety in Various Situations 2017 vs. 2019

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

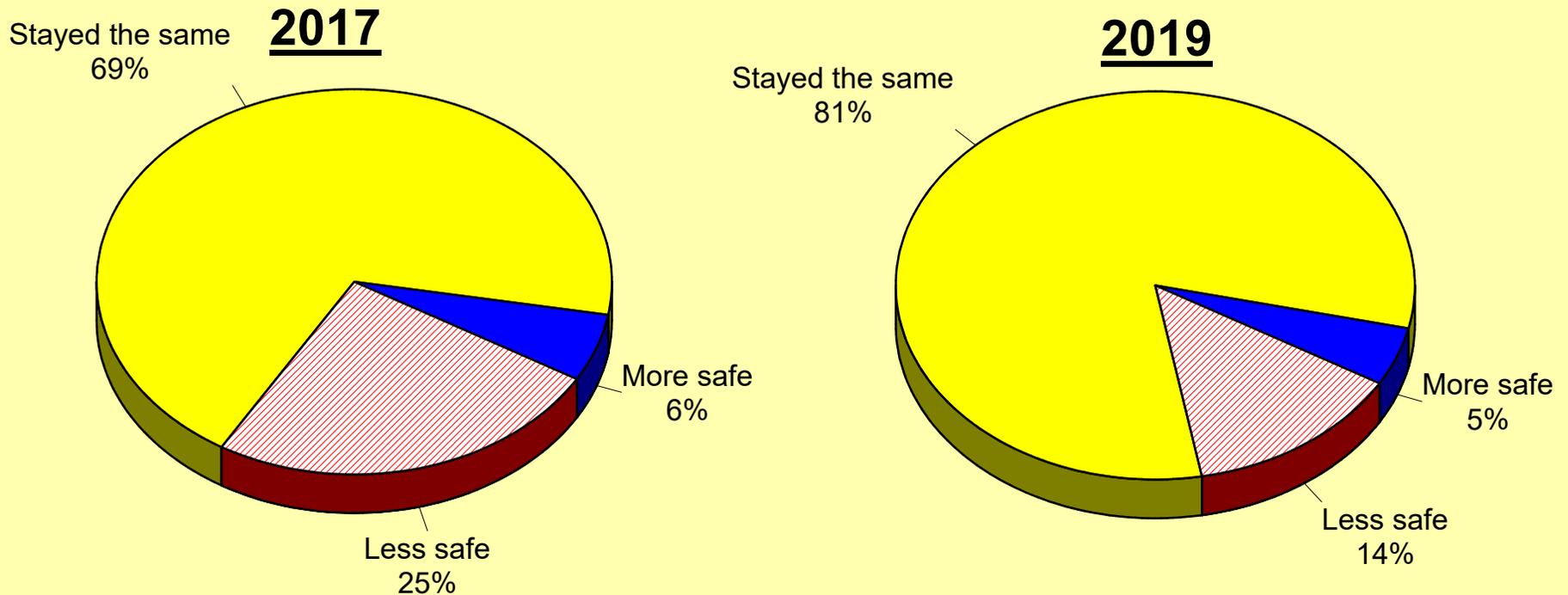


Source: ETC Institute (2019)

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?

2017 vs. 2019

by percentage of respondents (excluding don't knows)

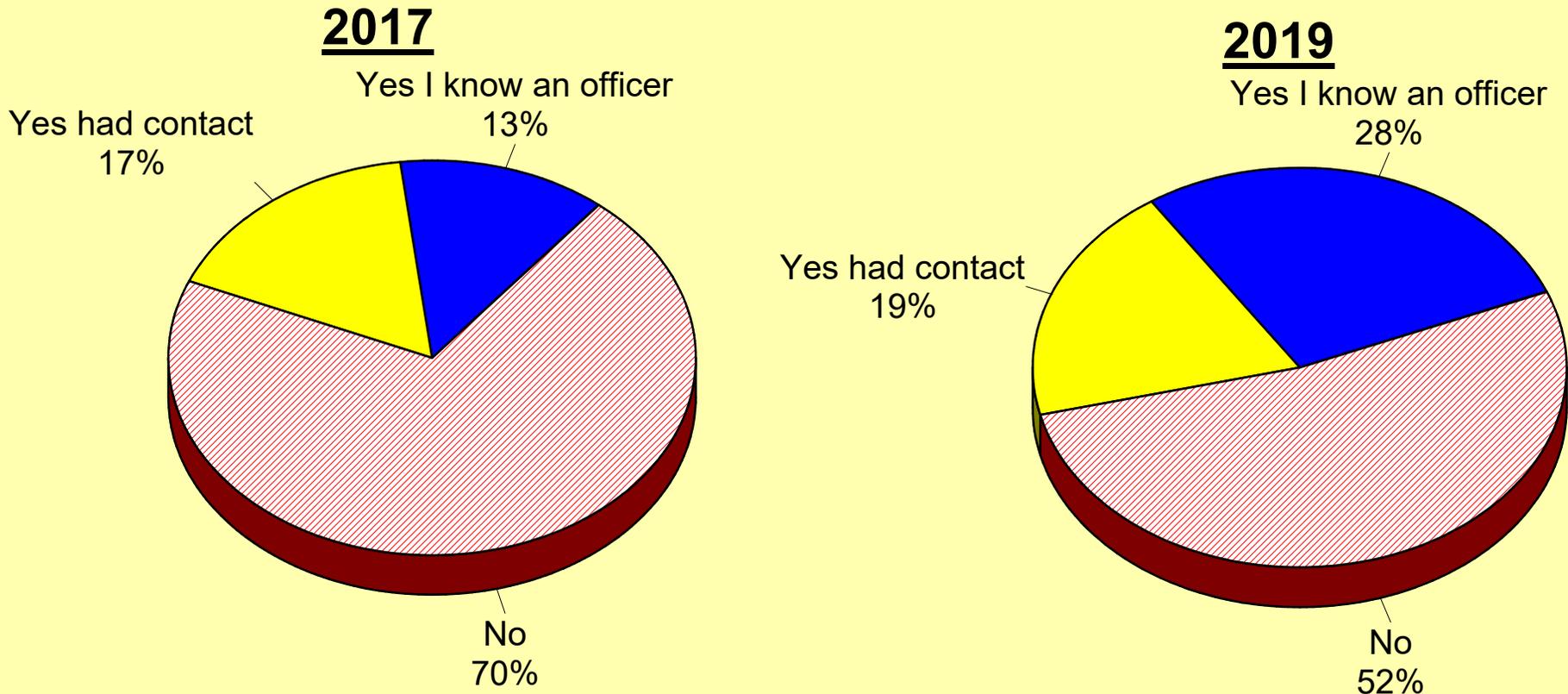


Source: ETC Institute (2019)

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

2017 vs. 2019

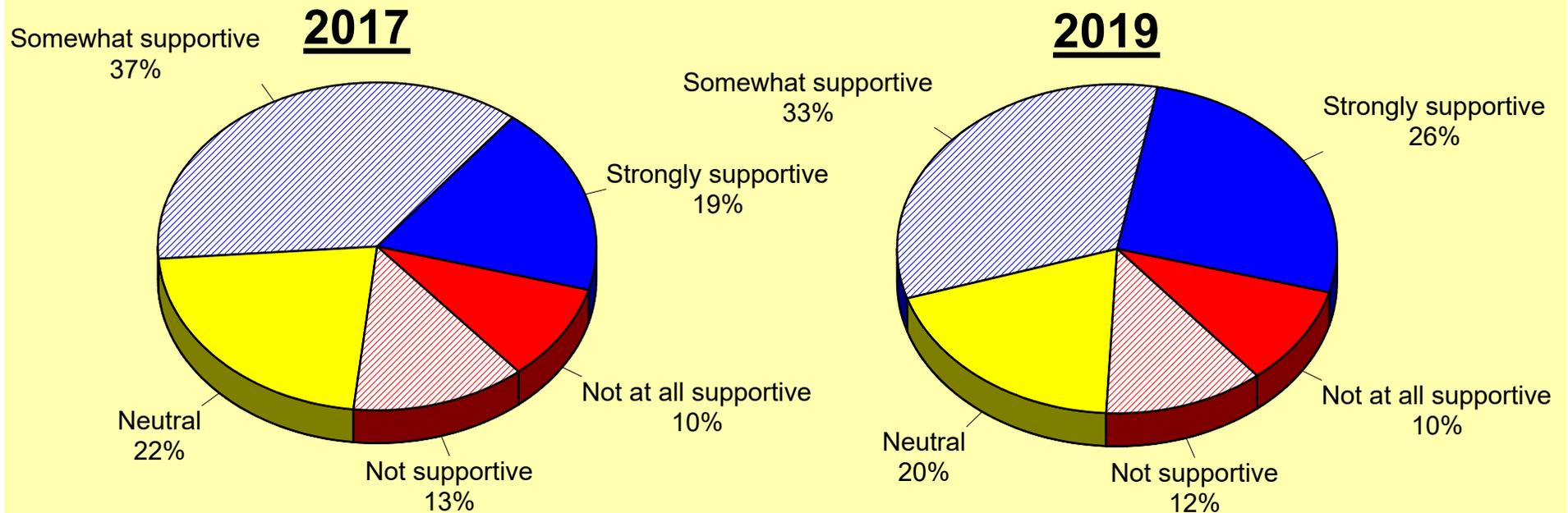
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

Q10. How supportive would you be of Warrensburg implementing a tax that would help fund public safety within Warrensburg? 2017 vs. 2019

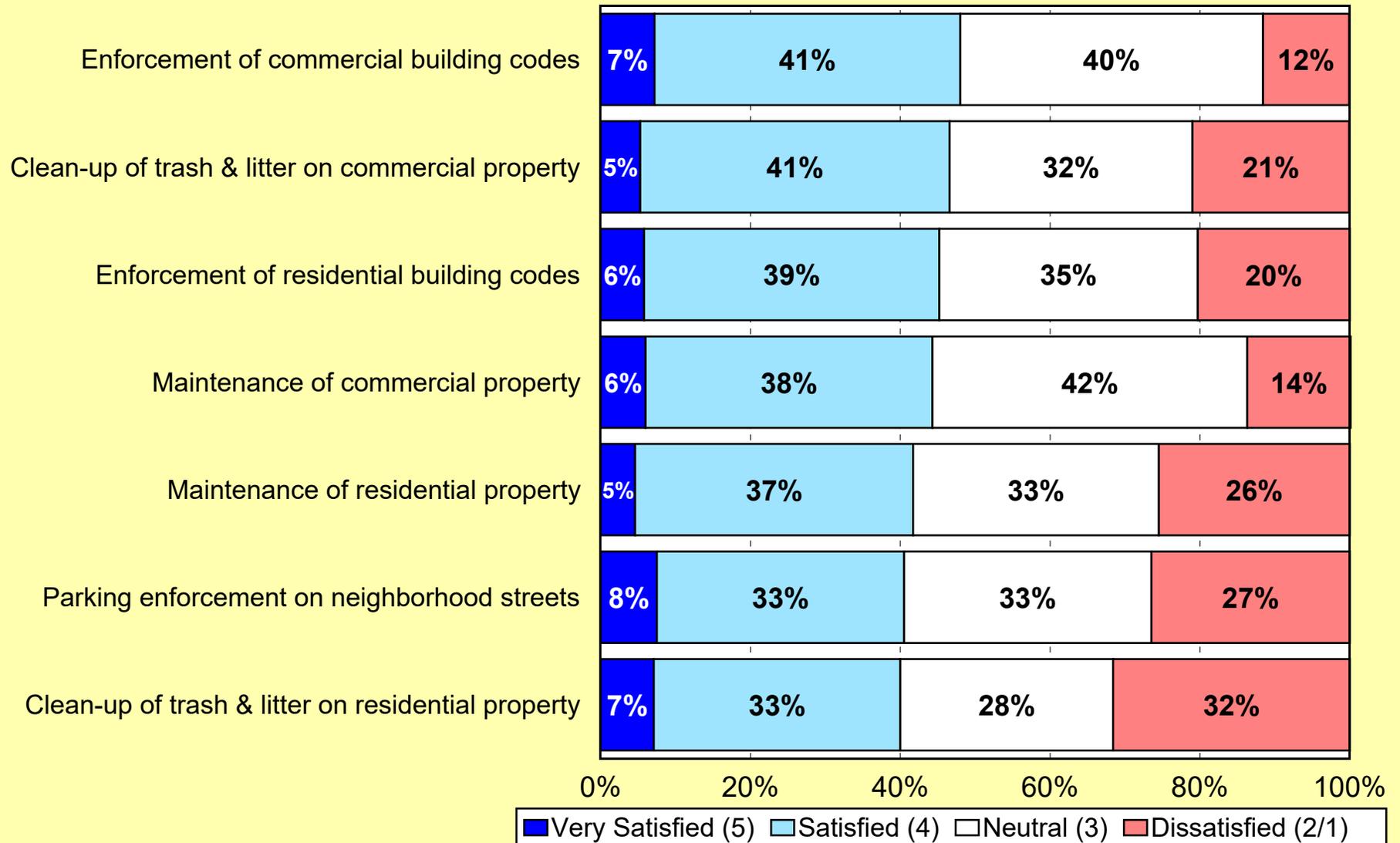
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

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)

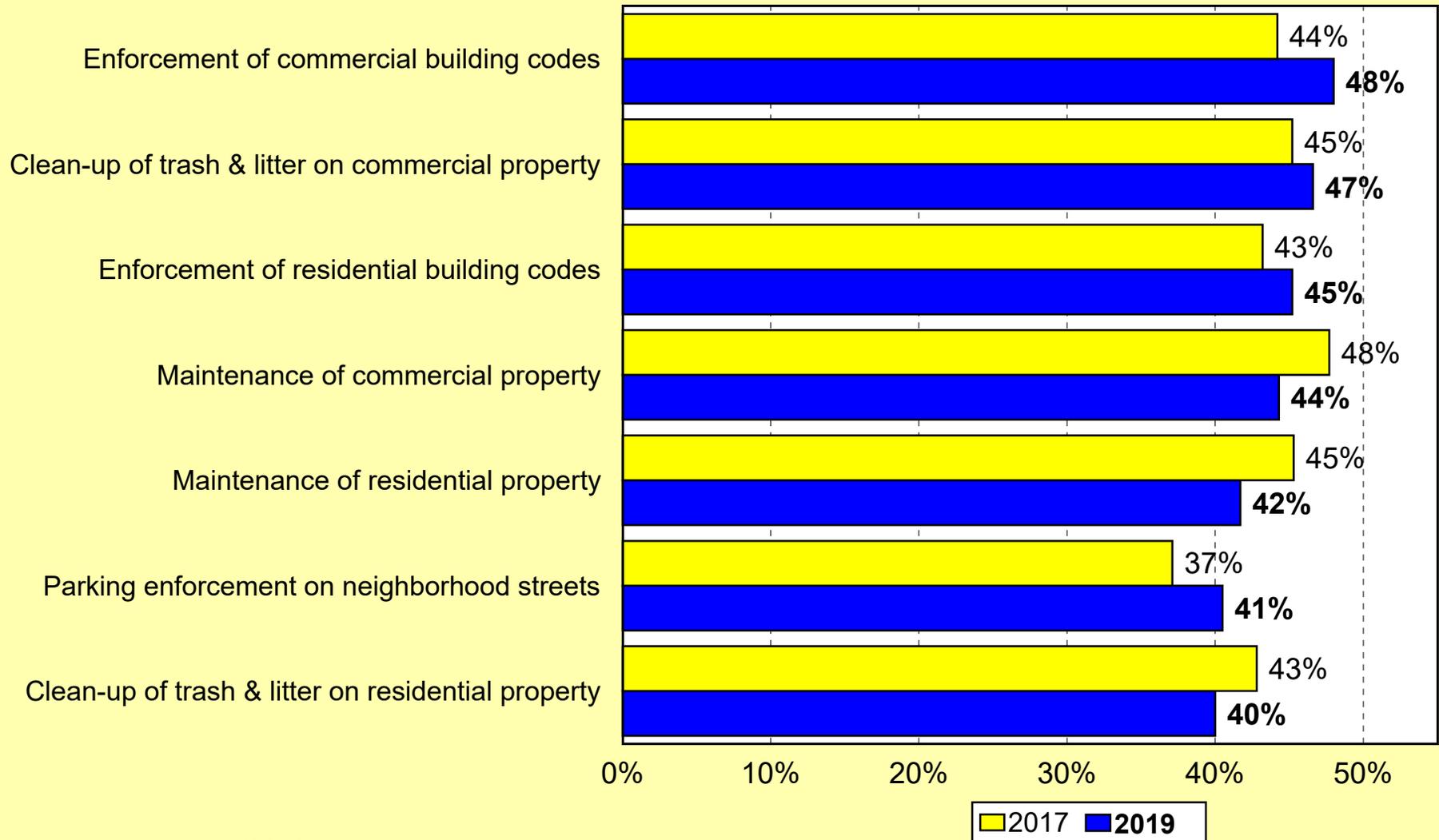


Source: ETC Institute (2019)

TRENDS: Satisfaction with Various Aspects of Code Enforcement

2017 vs. 2019

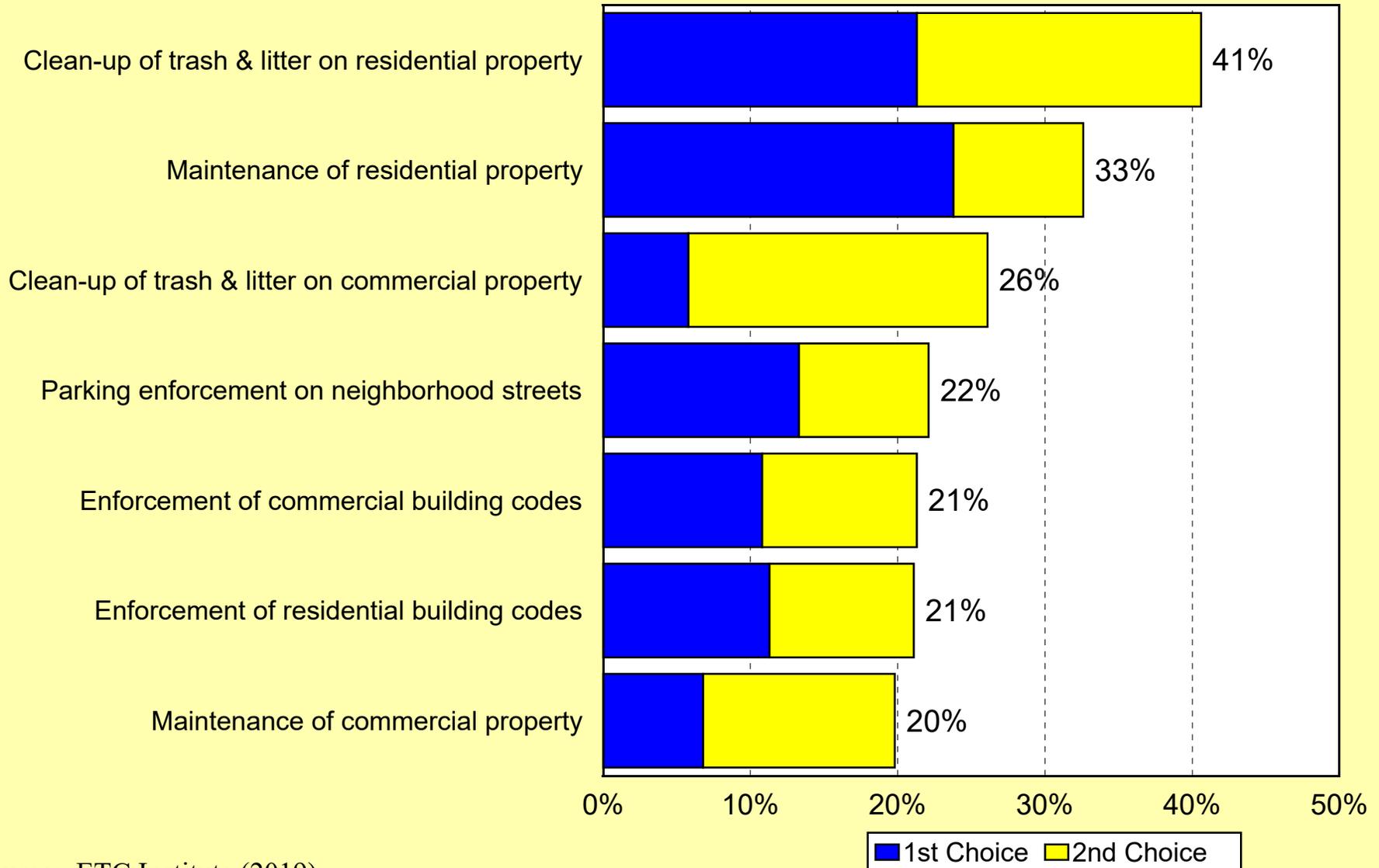
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

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

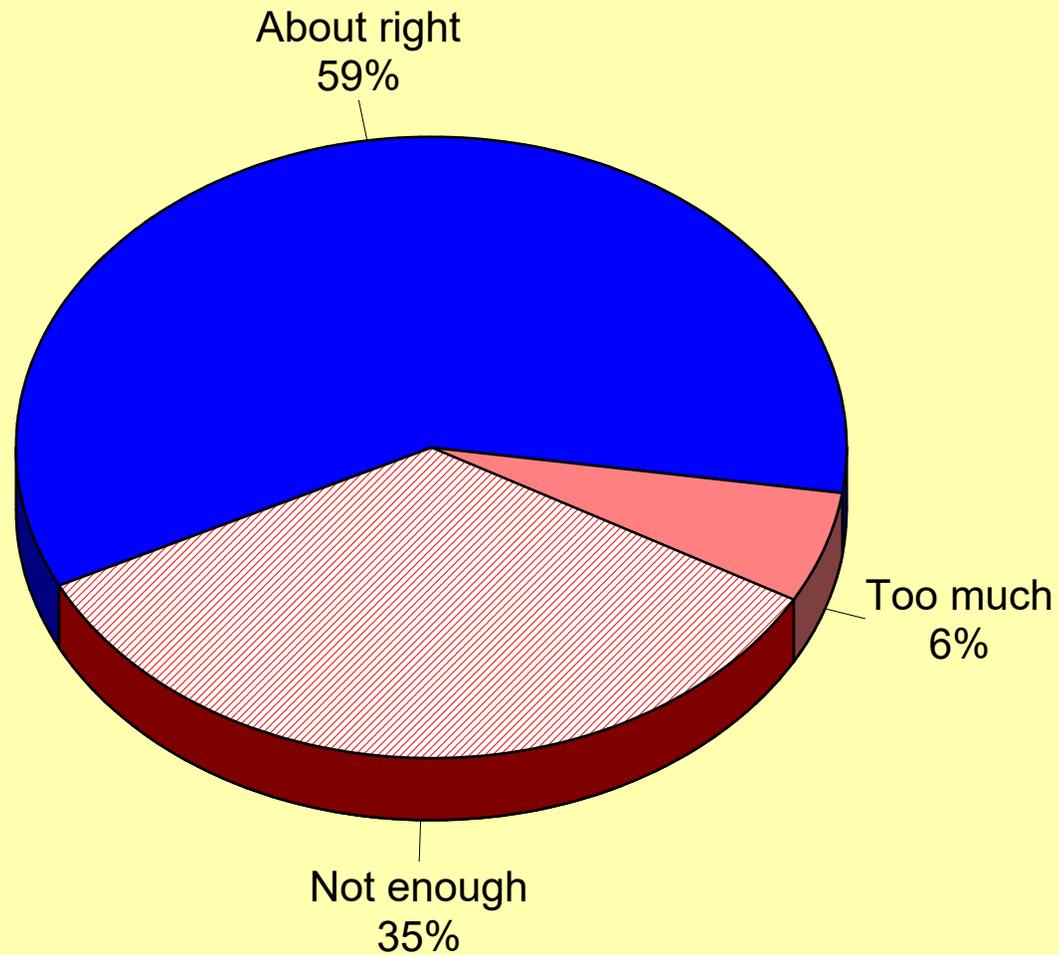
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2019)

Q13. Do you feel the current level of code enforcement is . . .

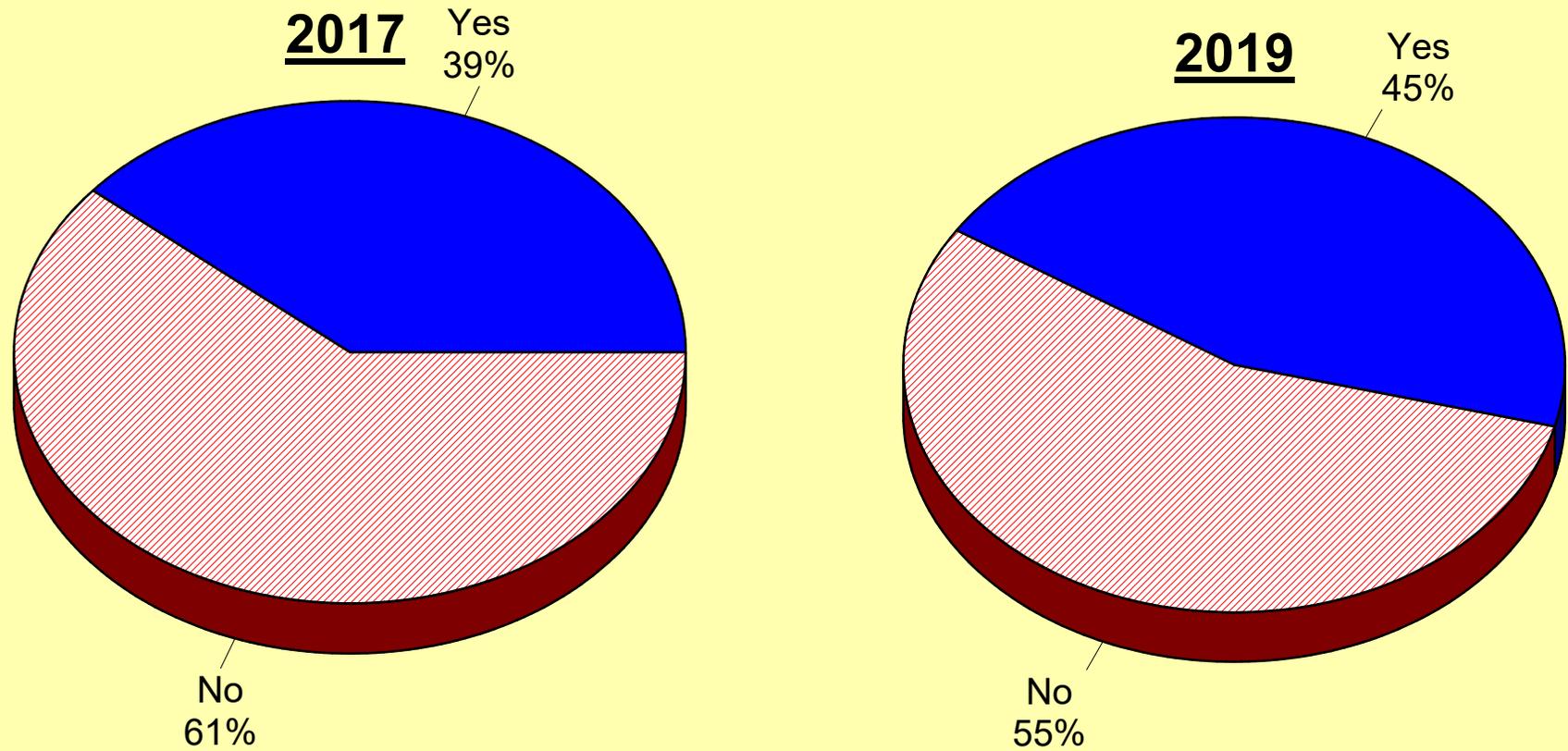
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q14. Do you know which streets in Warrensburg are maintained by the City of Warrensburg and which are maintained by the Missouri Department of Transportation? 2017 vs. 2019

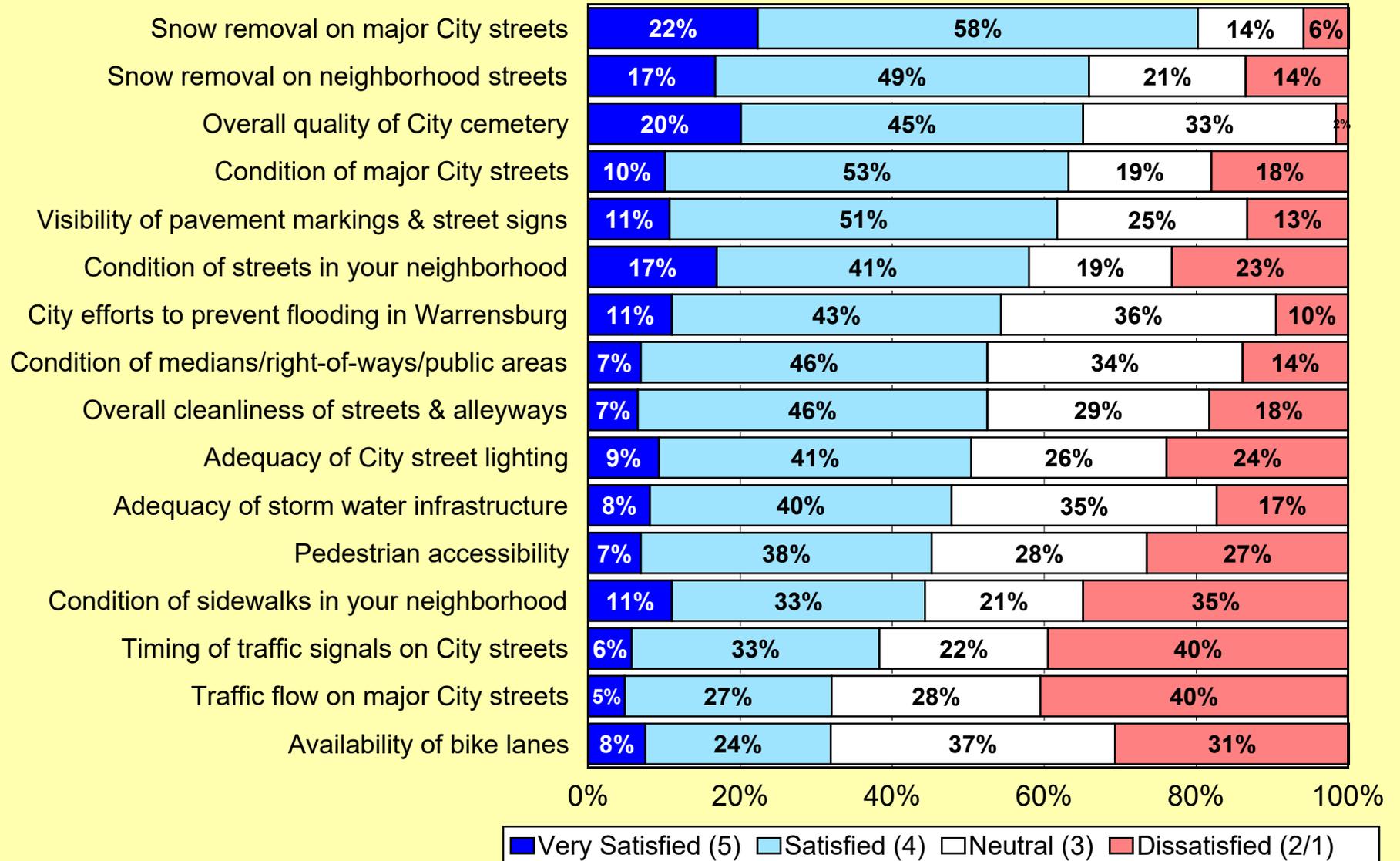
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q15. 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)

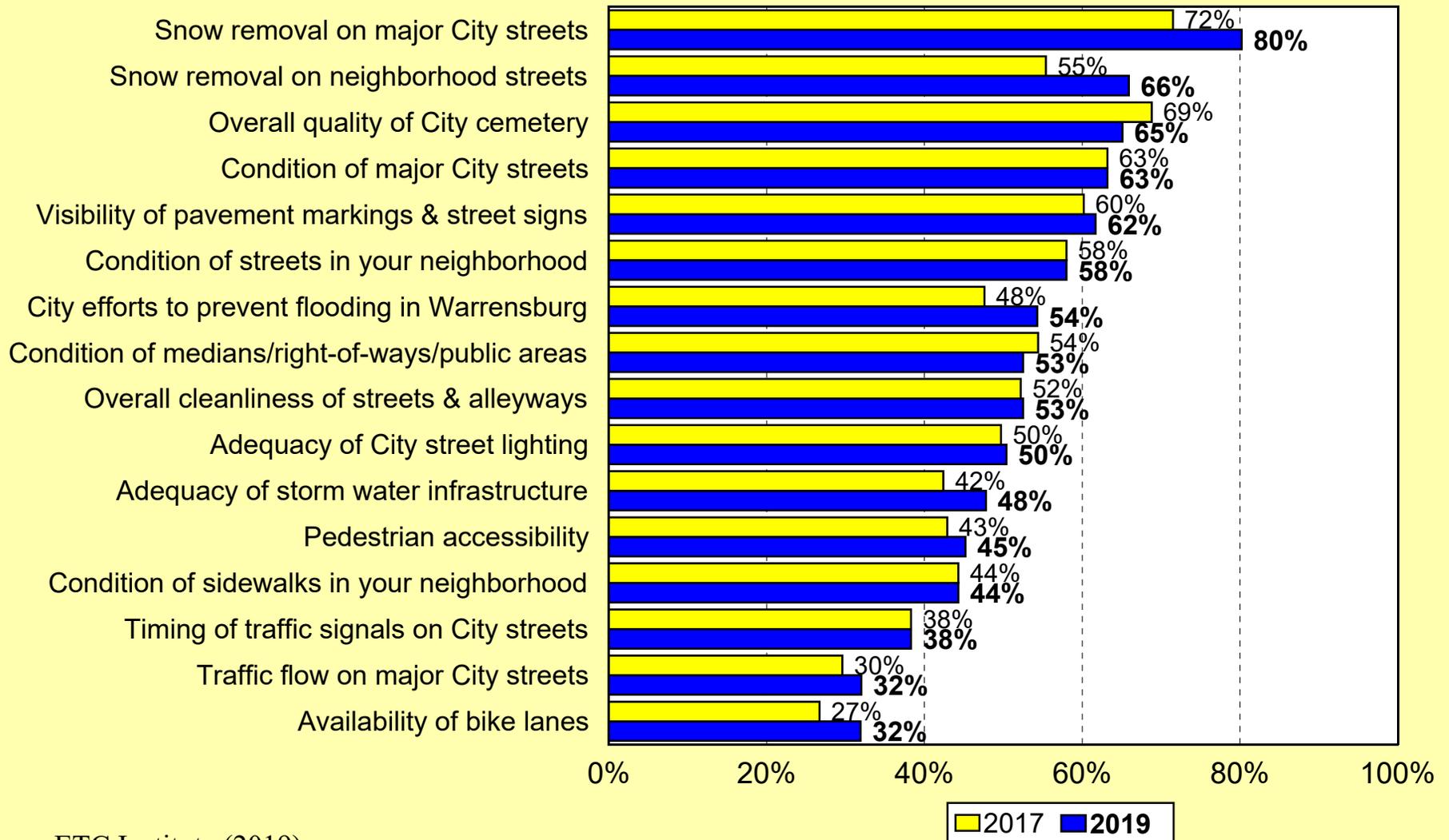


Source: ETC Institute (2019)

TRENDS: Satisfaction with Various Aspects of City Maintenance & Public Works

2017 vs. 2019

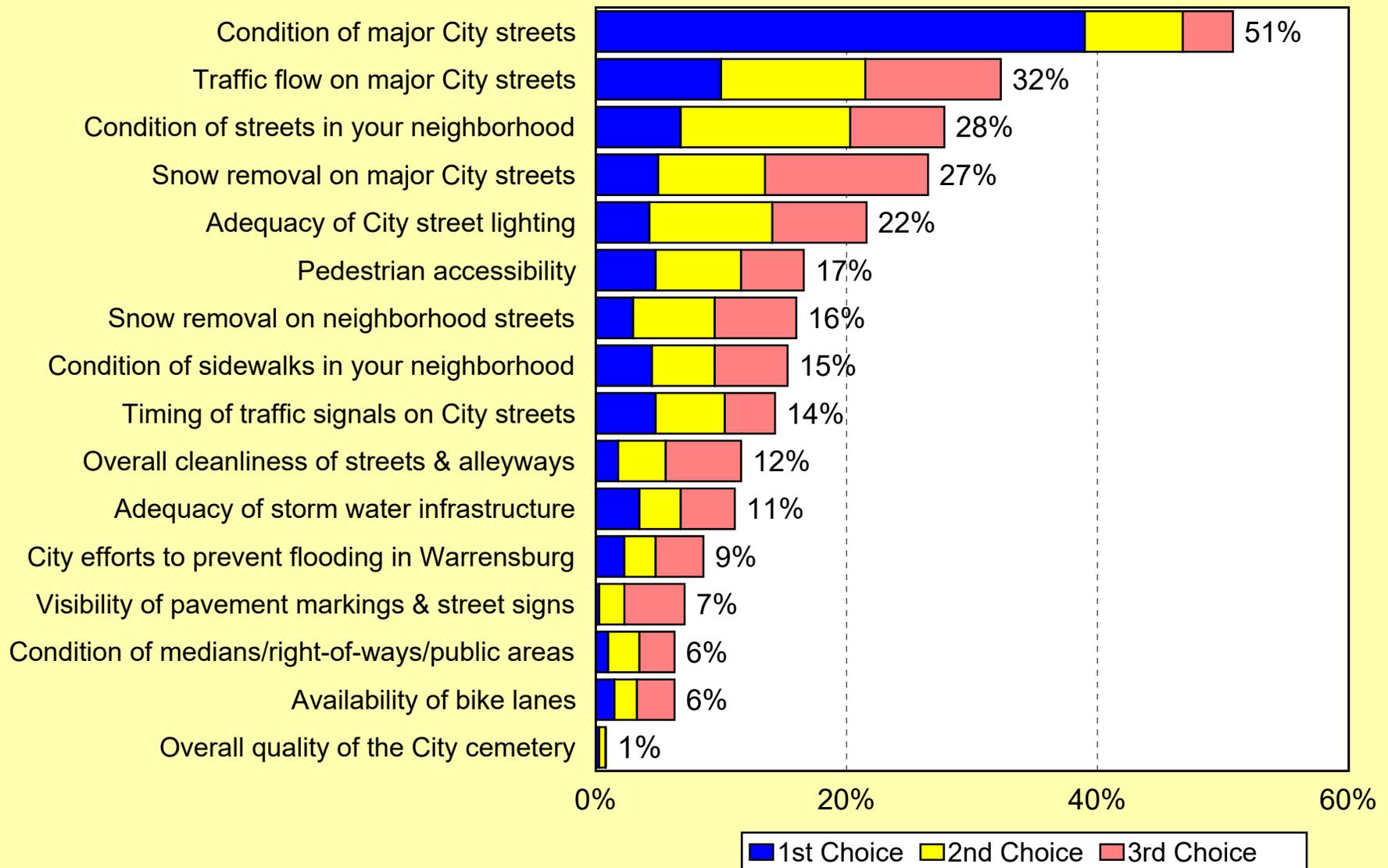
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q16. 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

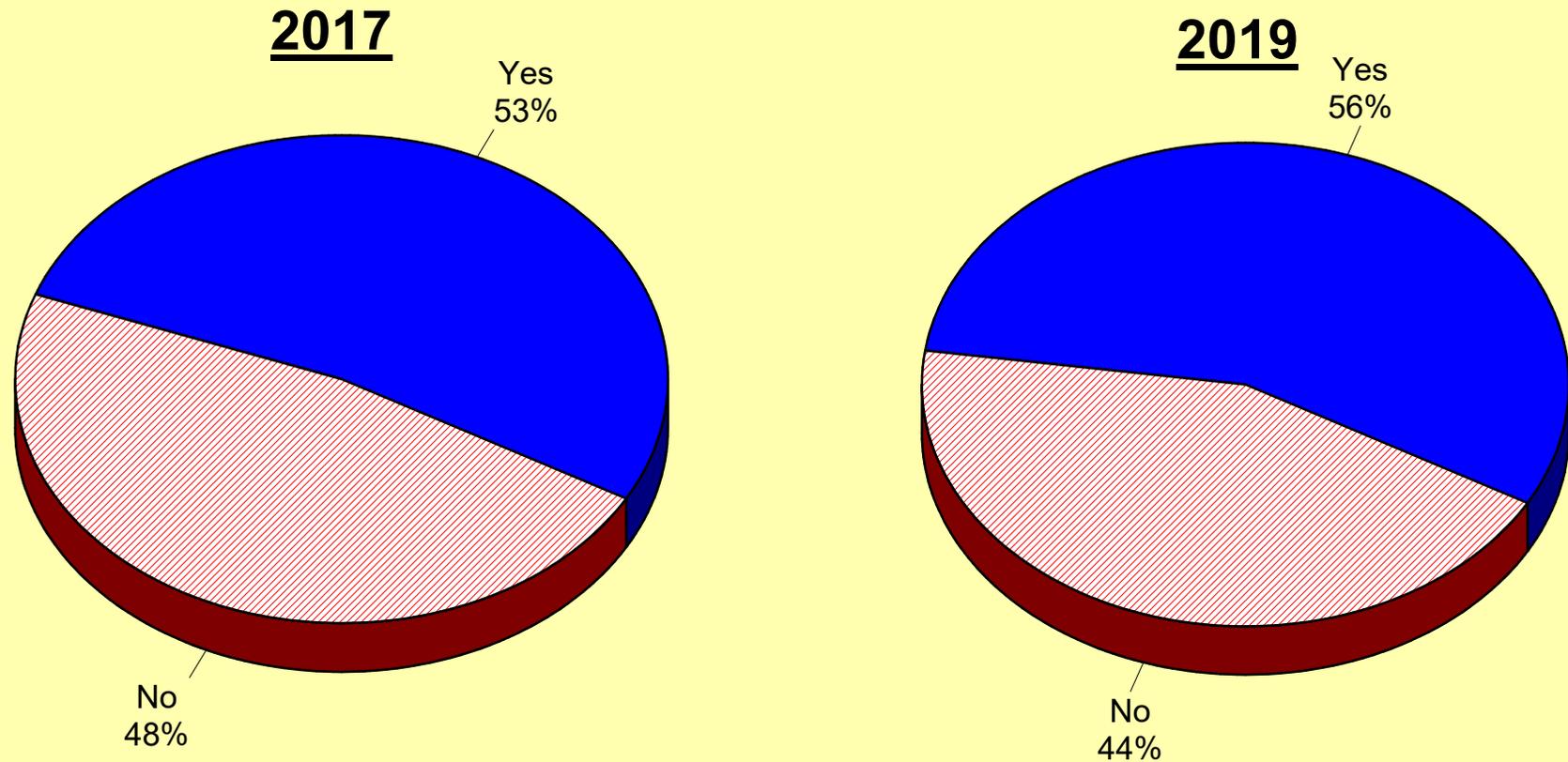


Source: ETC Institute (2019)

Q17. Would you consider approving a tax/fee to support the building of new stormwater infrastructure and the maintenance/replacement of current infrastructure?

2017 vs. 2019

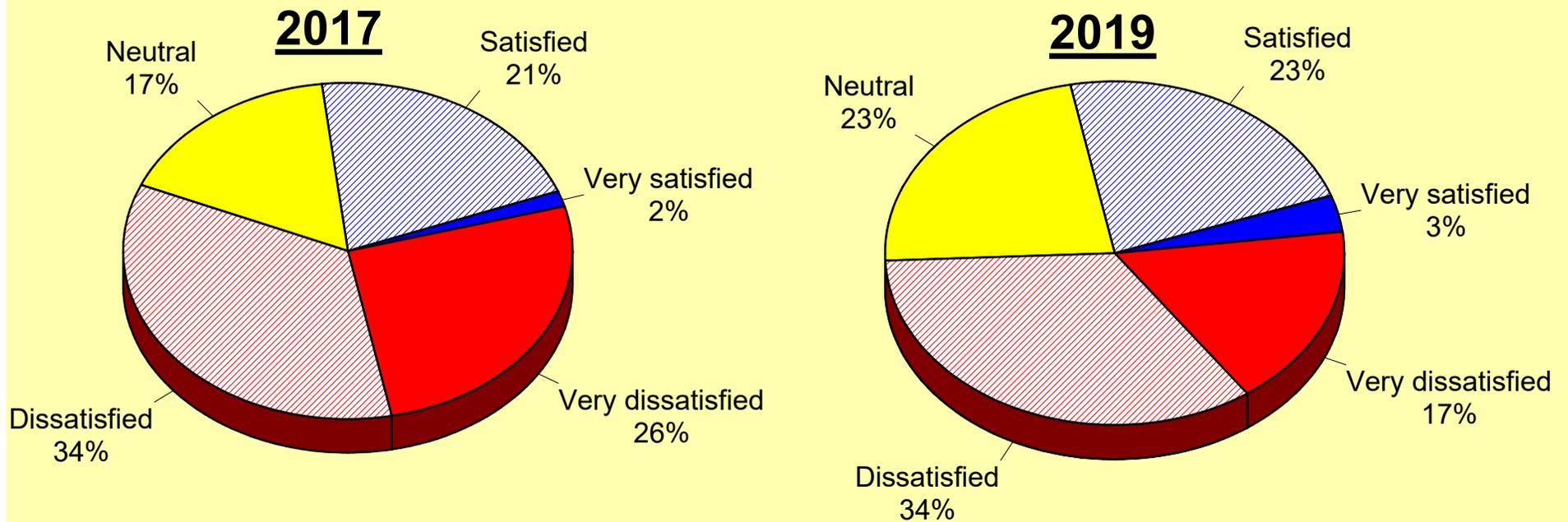
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q19. Overall, how satisfied are you with traffic flow on Maguire Street? 2017 vs. 2019

by percentage of respondents (excluding don't knows)

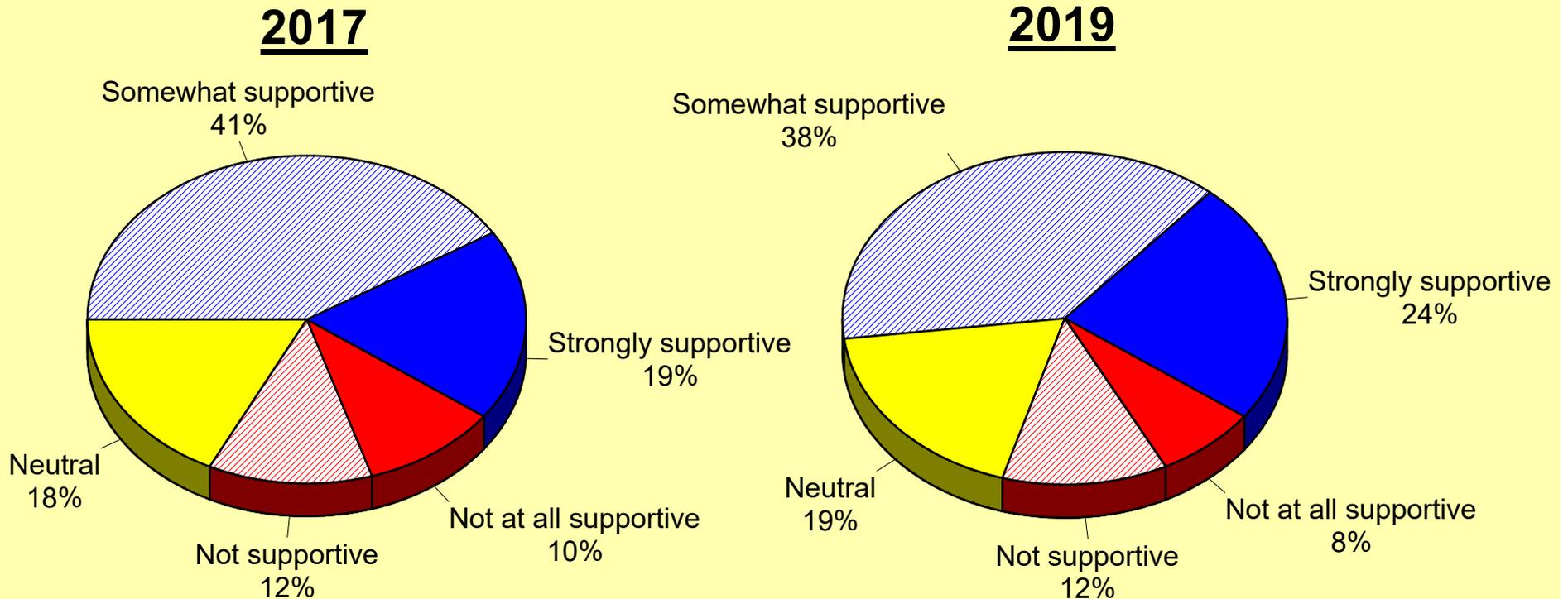


Source: ETC Institute (2019)

Q20. 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?

2017 vs. 2019

by percentage of respondents (excluding don't knows)

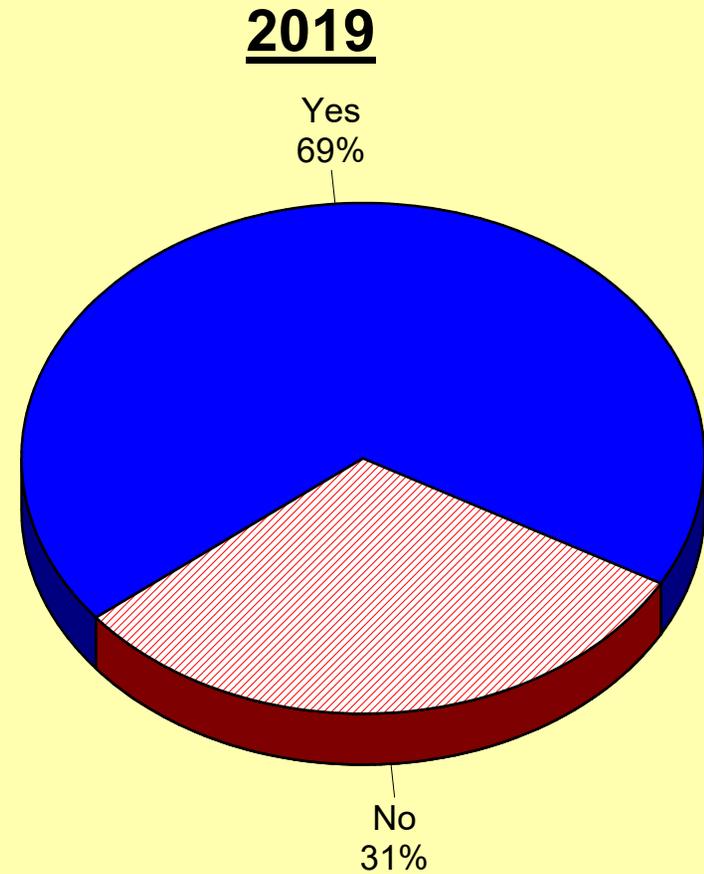
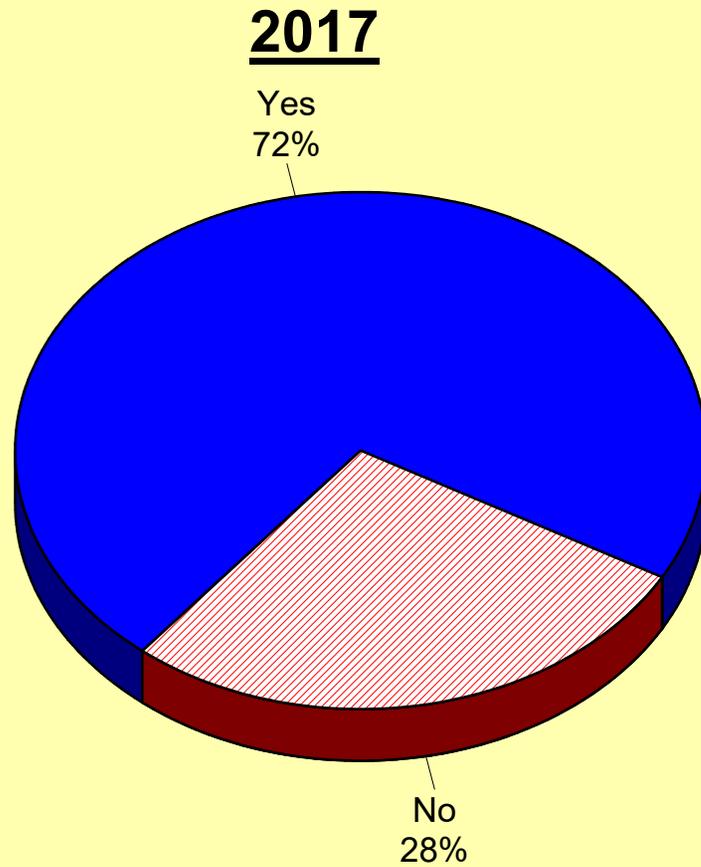


Source: ETC Institute (2019)

Q21. Do you participate in the City-Wide Clean-Up Program?

2017 vs. 2019

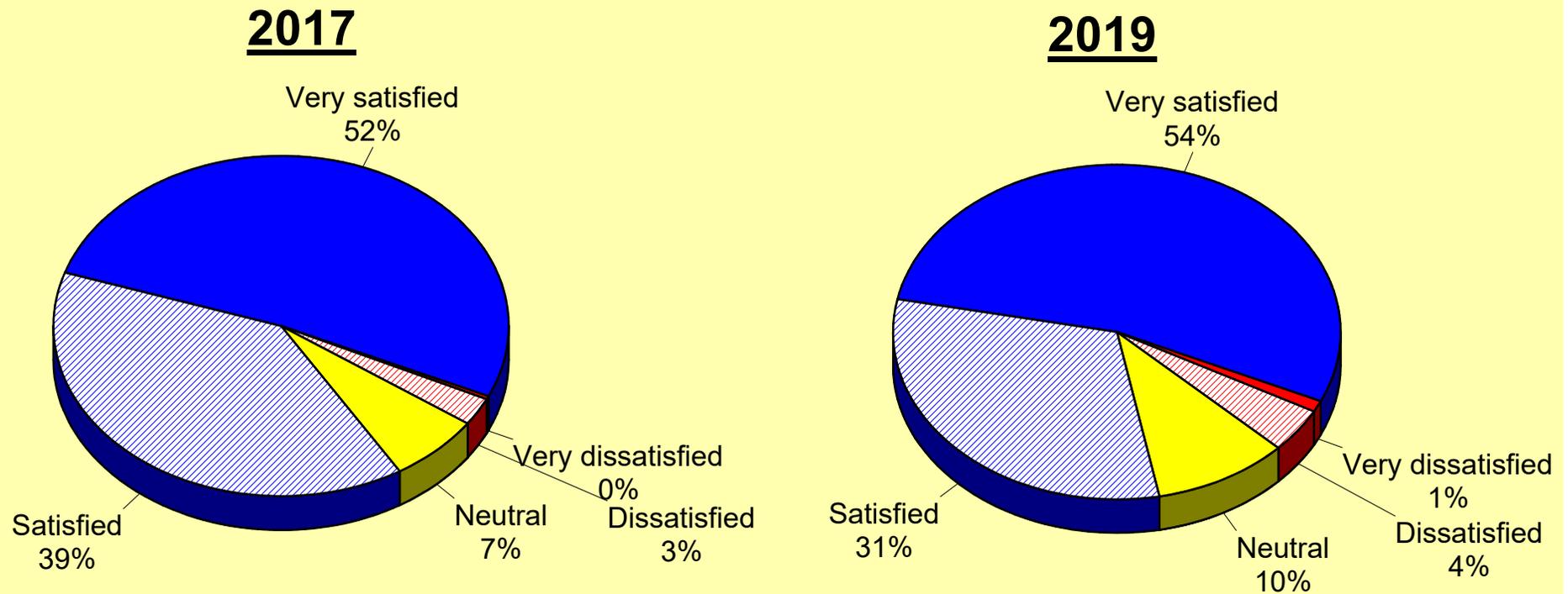
by percentage of respondents



Source: ETC Institute (2019)

Q21a. How satisfied are you with the City-Wide Clean-Up Program? 2017 vs. 2019

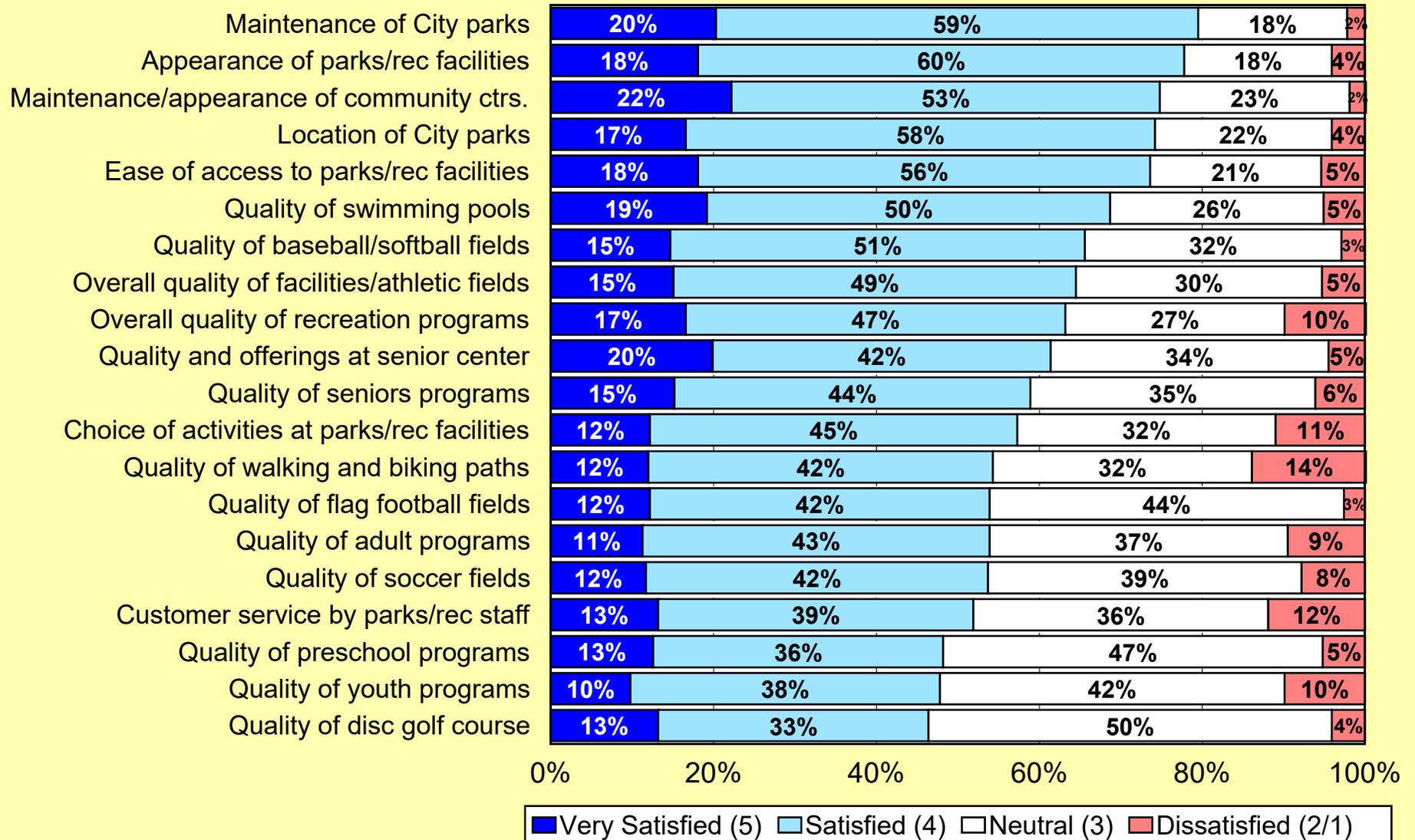
by percentage of respondents who participate in the program (excluding don't knows)



Source: ETC Institute (2019)

Q22. 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)

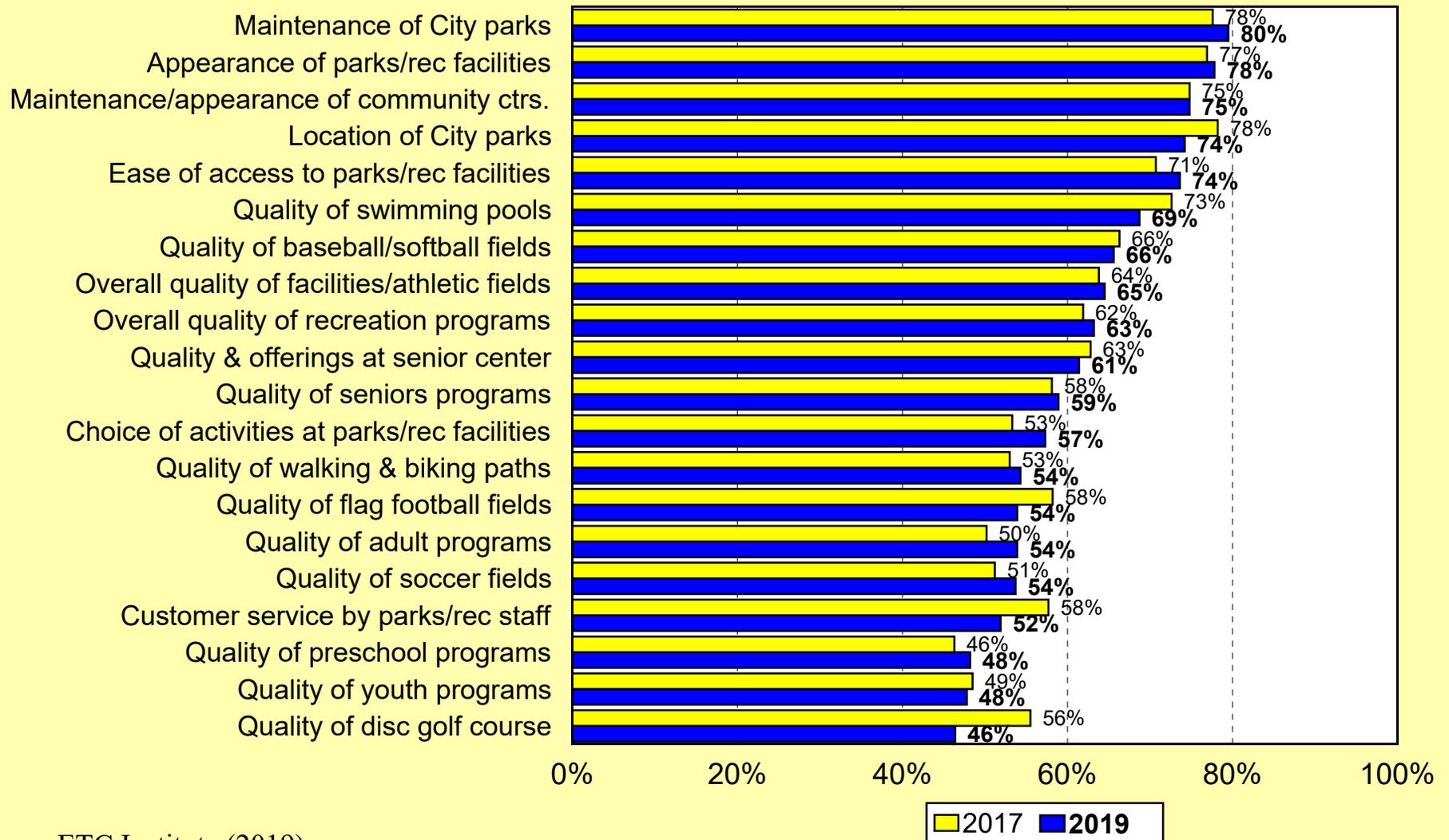


Source: ETC Institute (2019)

TRENDS: Satisfaction with Various Aspects of Parks and Recreation Services

2017 vs. 2019

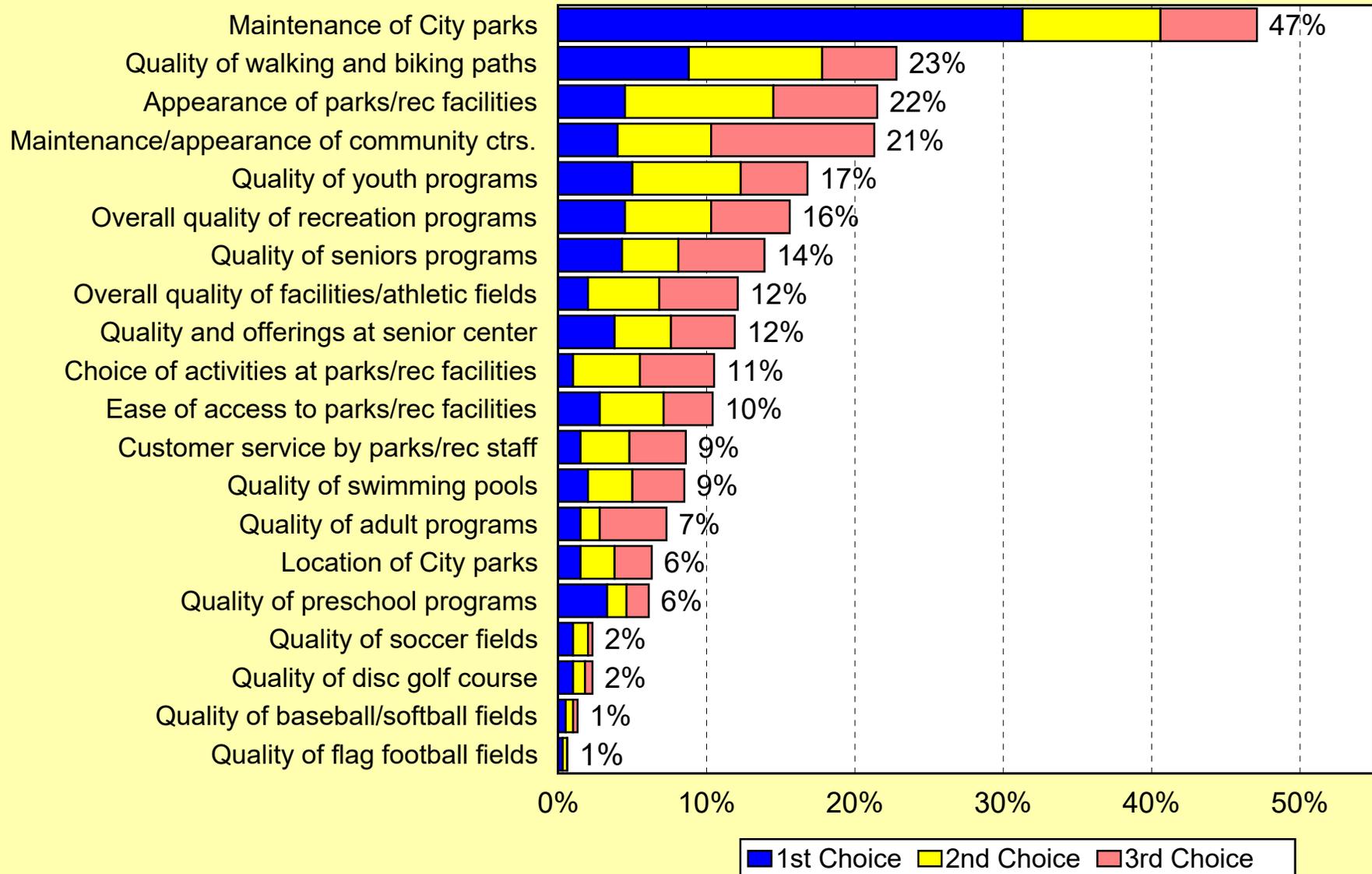
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q23. 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

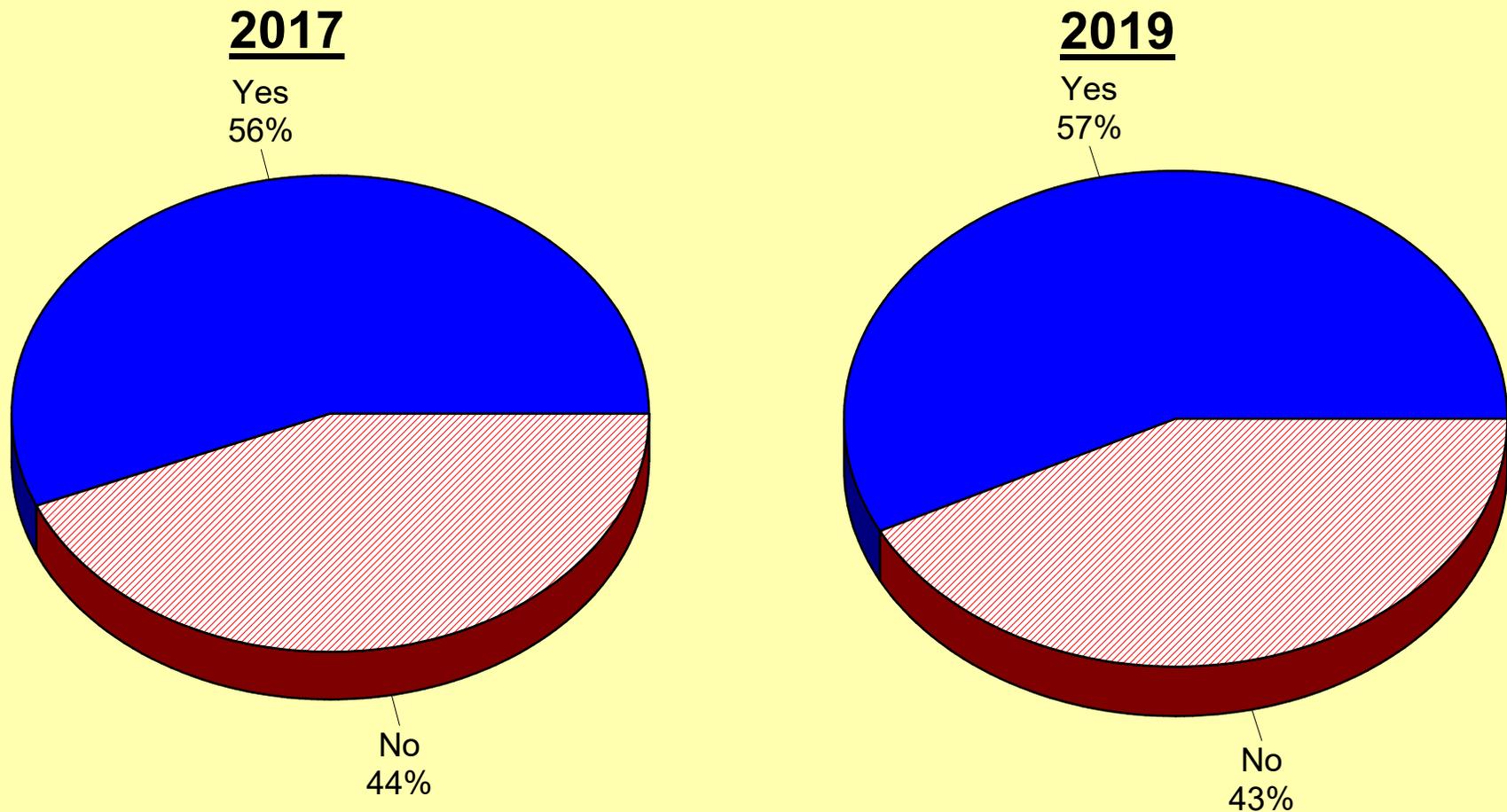


Source: ETC Institute (2019)

Q25. Would you support an additional 1/8-cent sales tax for Parks & Recreation services to improve parks and develop additional recreational activities?

2017 vs. 2019

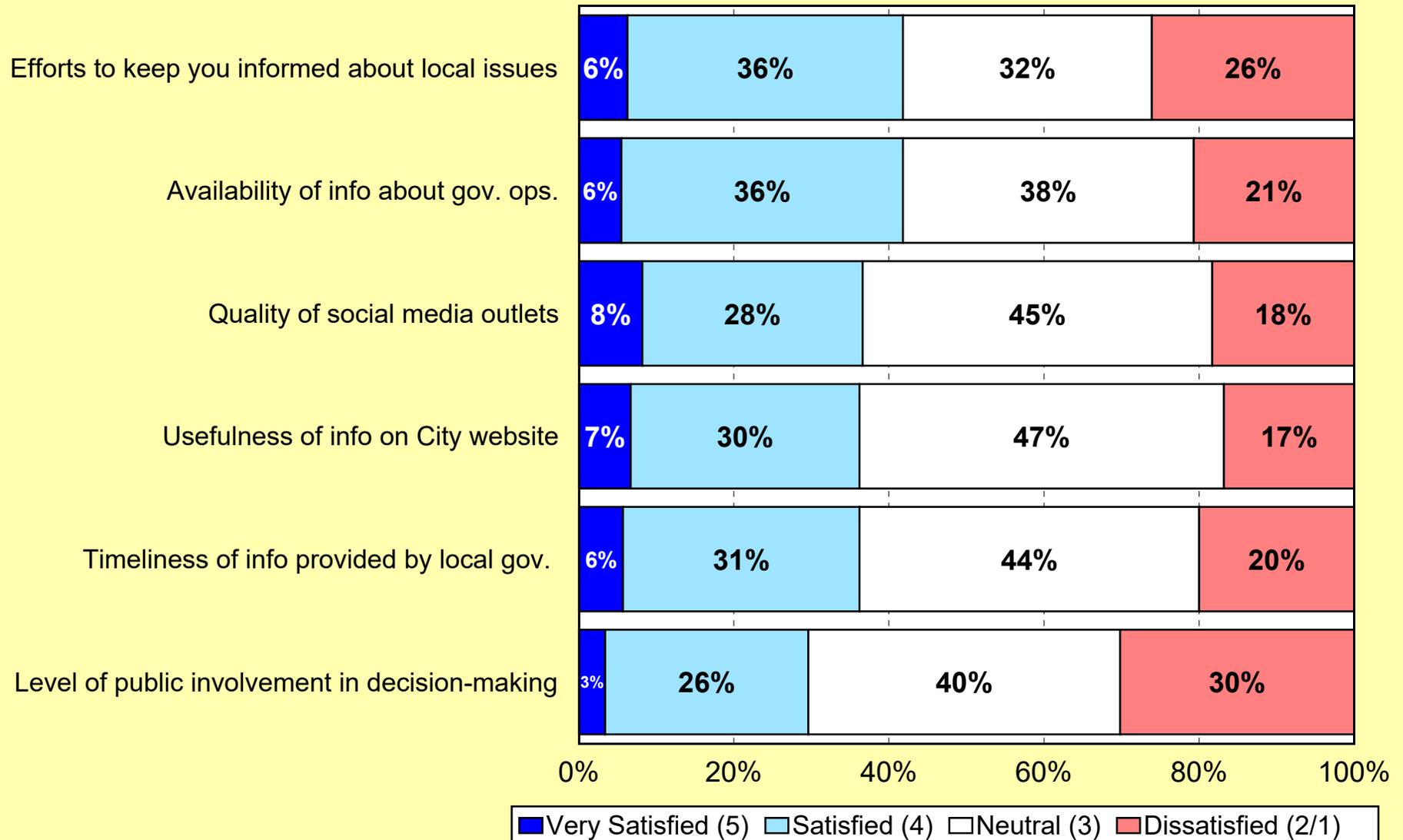
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q26. Satisfaction with Various Aspects of City Communication

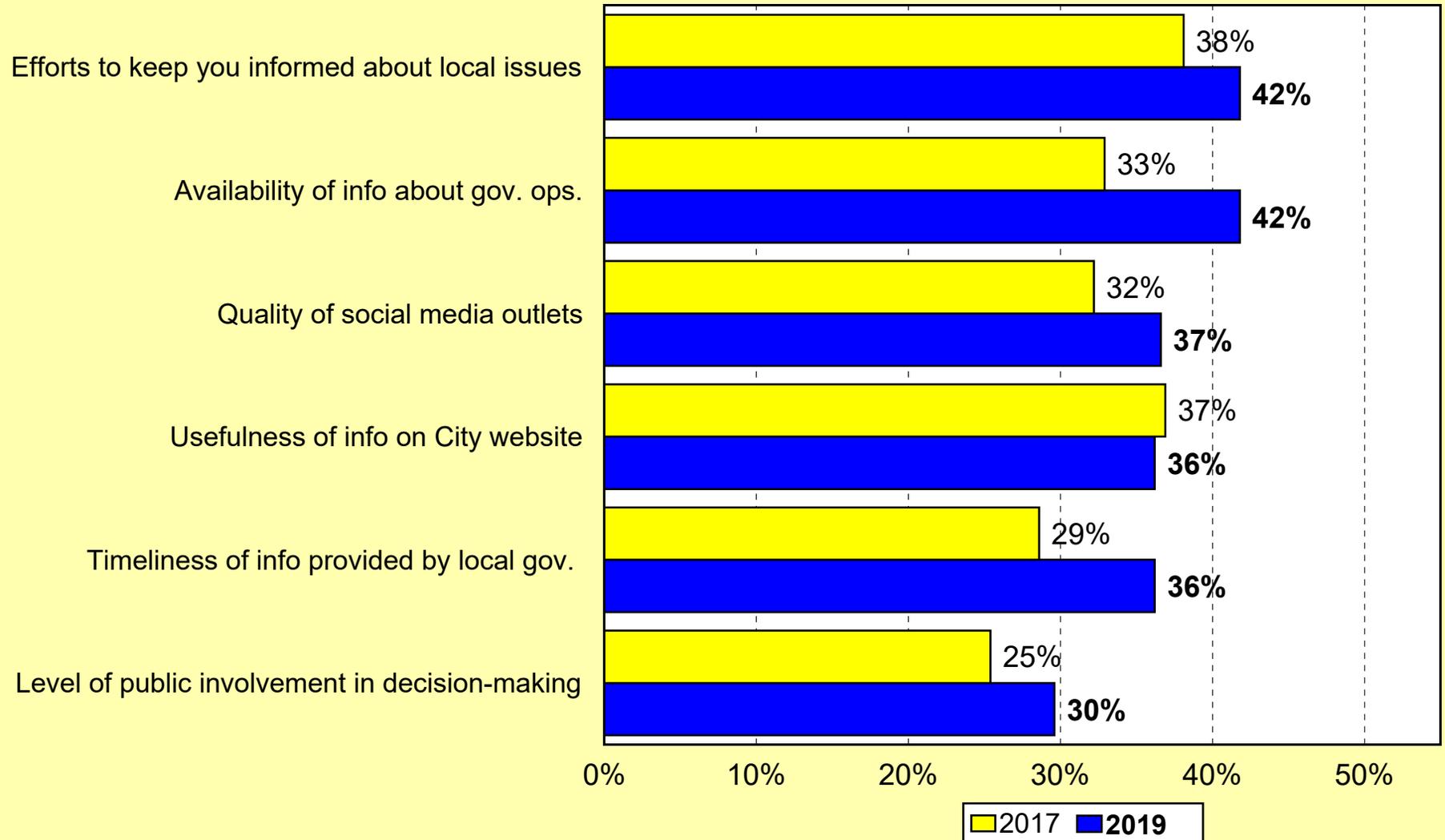
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

TRENDS: Satisfaction with Various Aspects of City Communication - 2017 vs. 2019

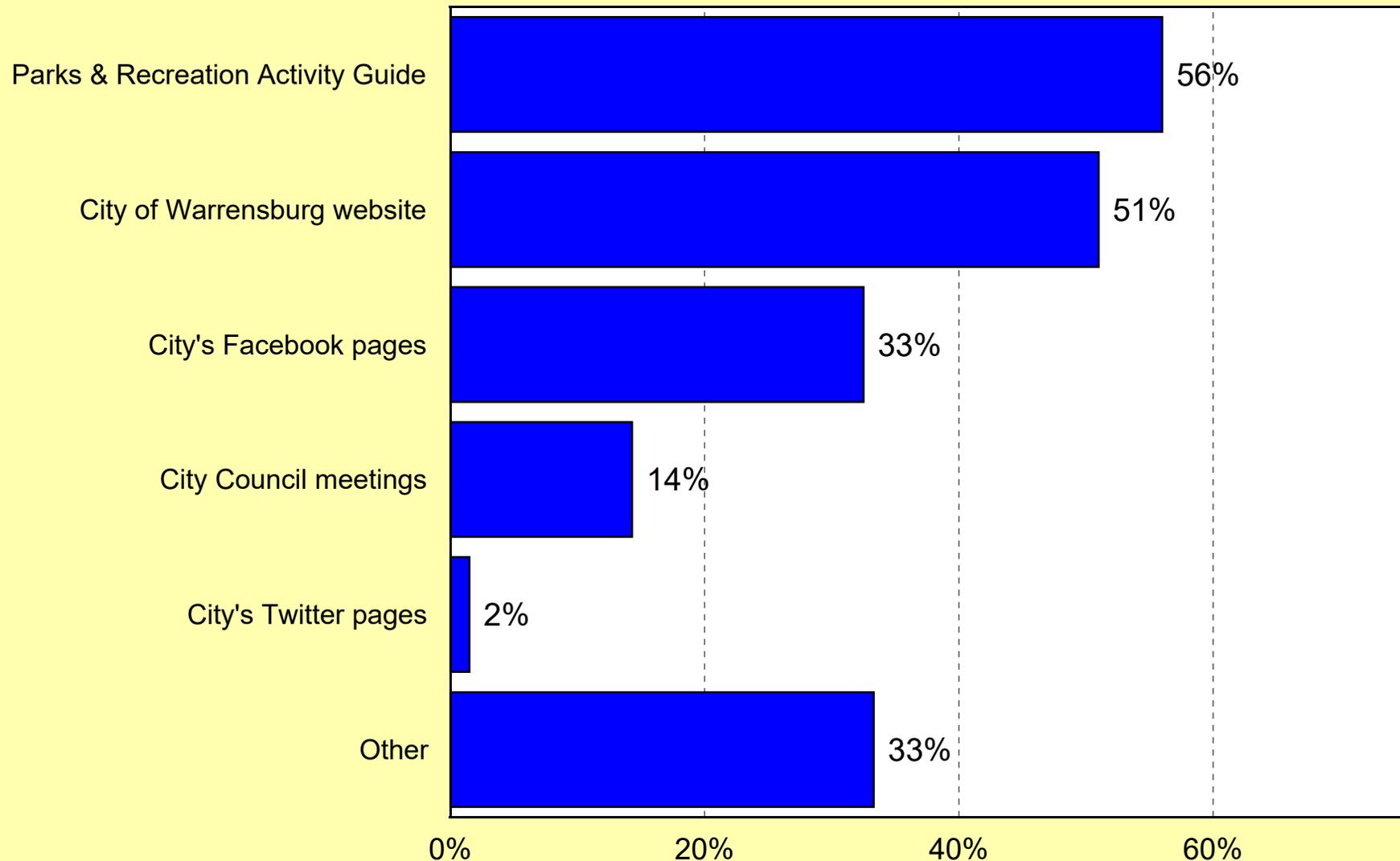
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q27. Which of the following sources do you currently use to obtain or receive information about the City of Warrensburg?

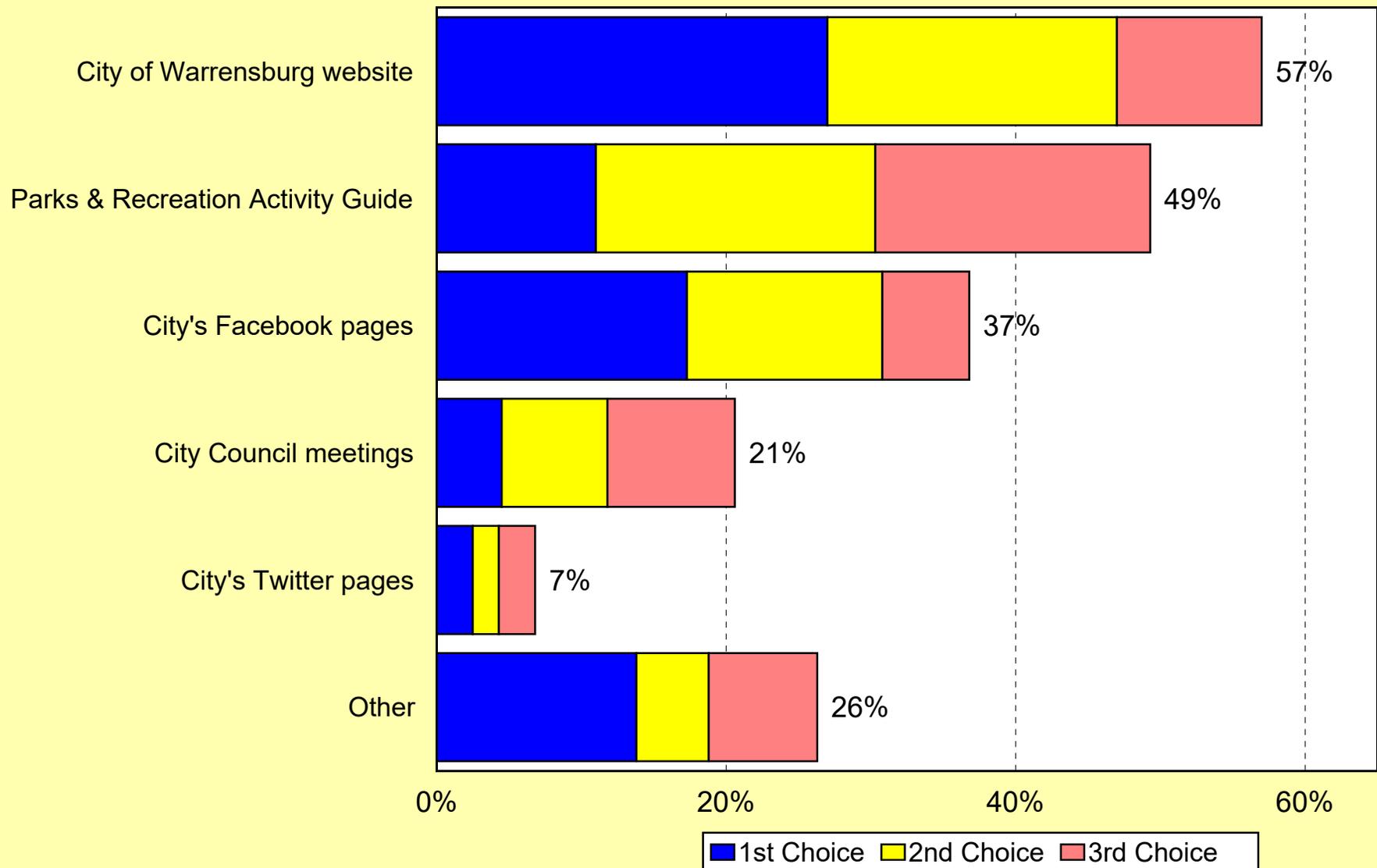
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

Q28. Information Sources Respondents Most Prefer to Obtain or Receive Information

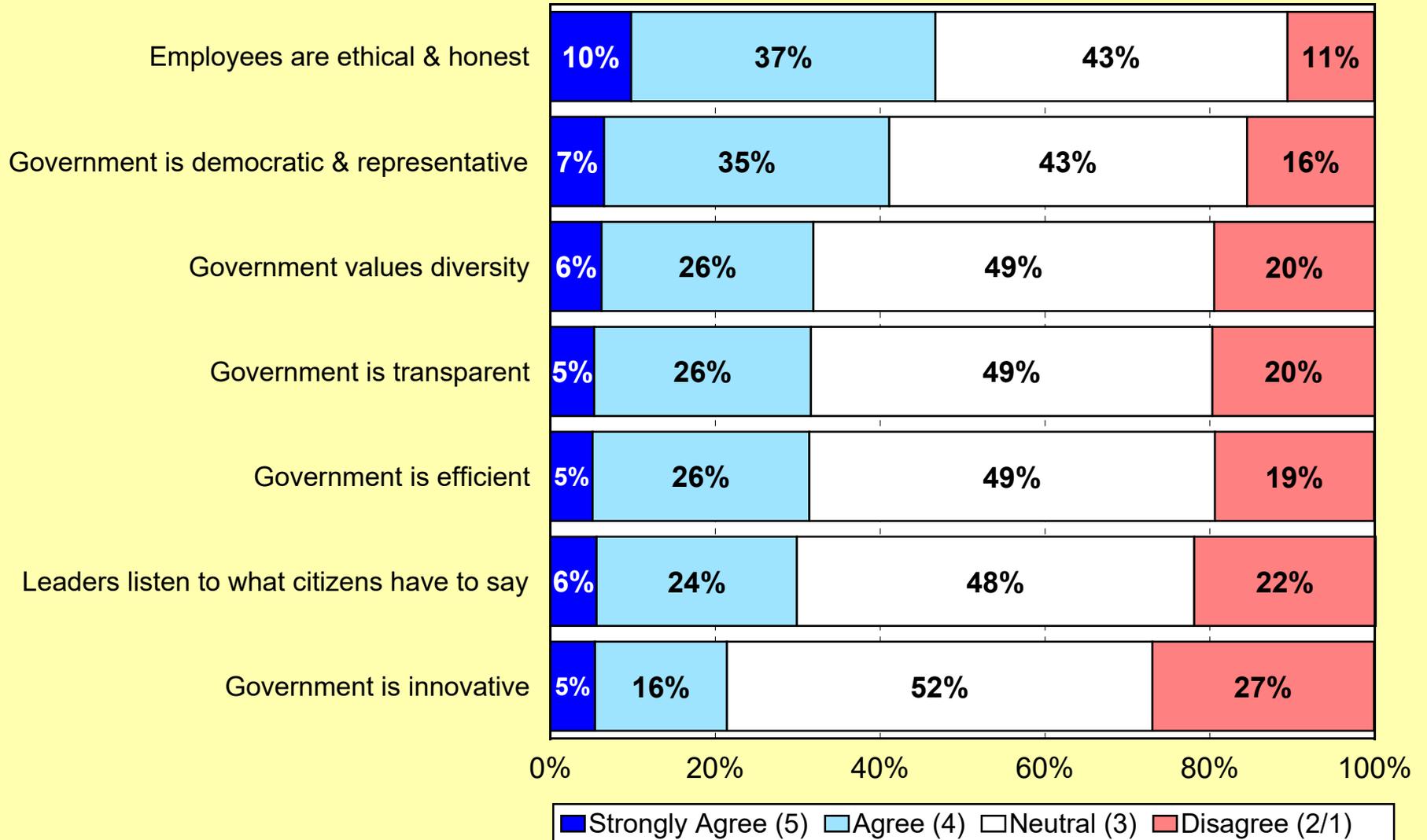
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

Q29. Level of Agreement With Various Statements About City Government

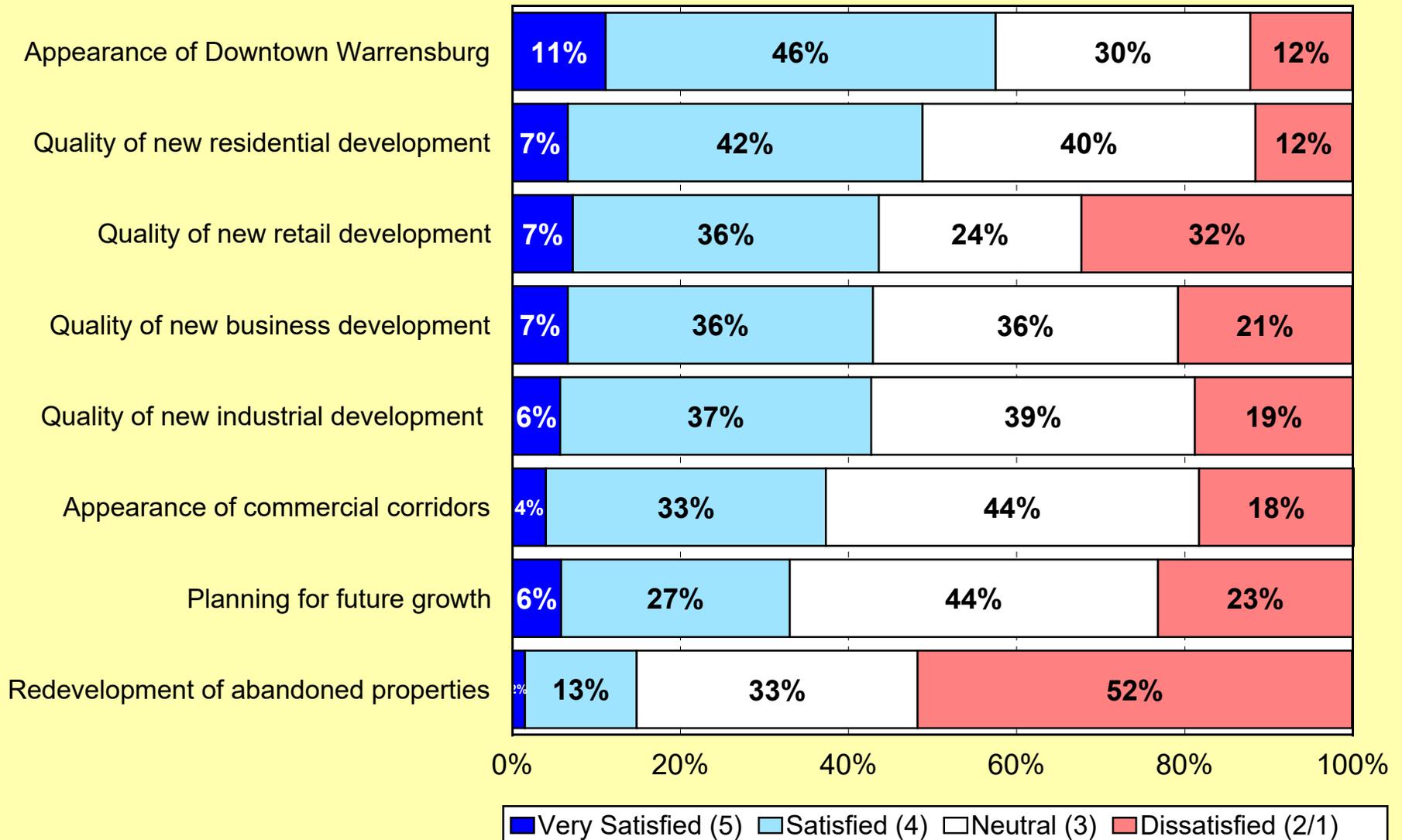
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q30. Satisfaction with Various Aspects of Economic Development

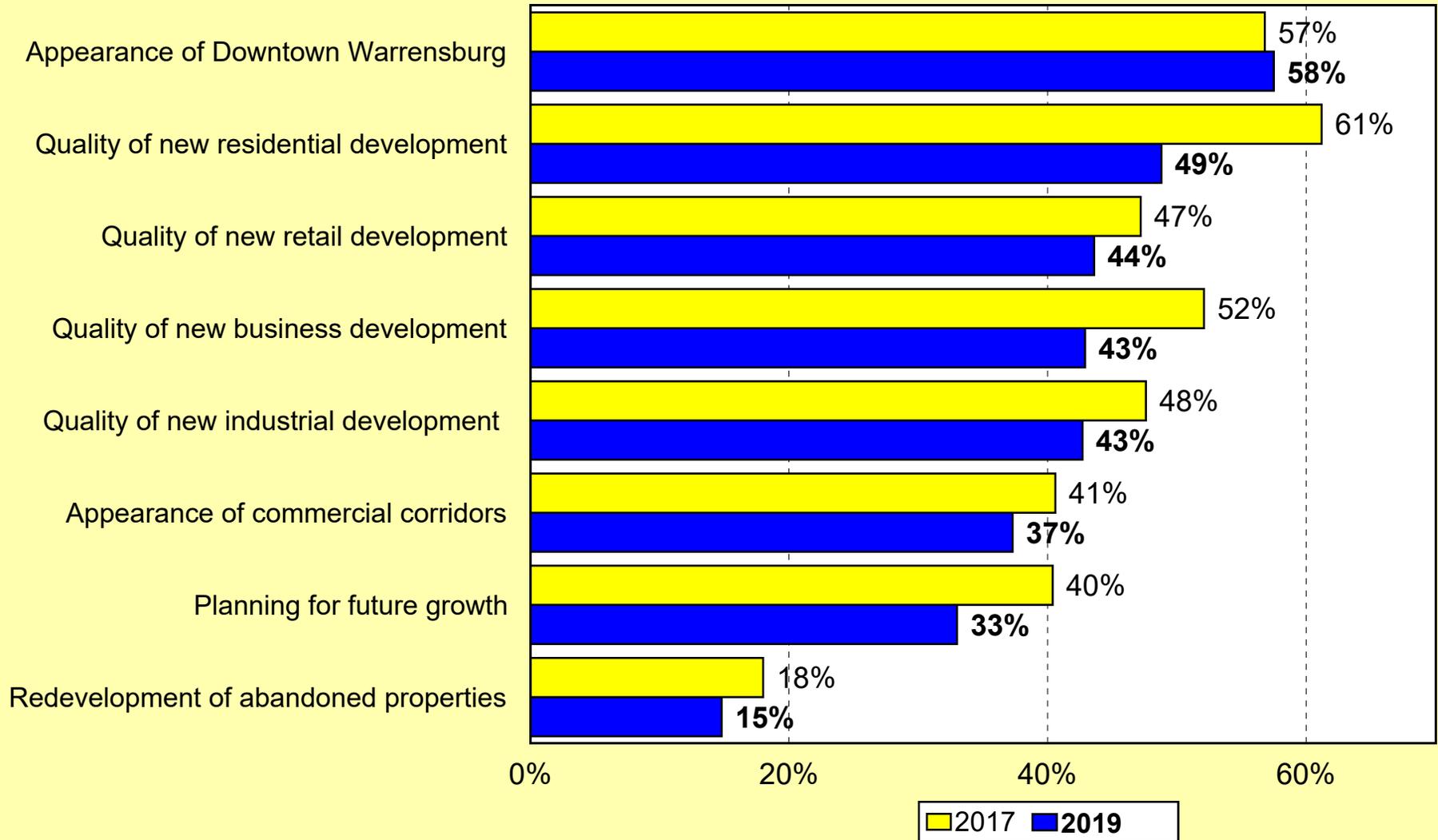
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

TRENDS: Satisfaction with Various Aspects of Economic Development - 2017 vs. 2019

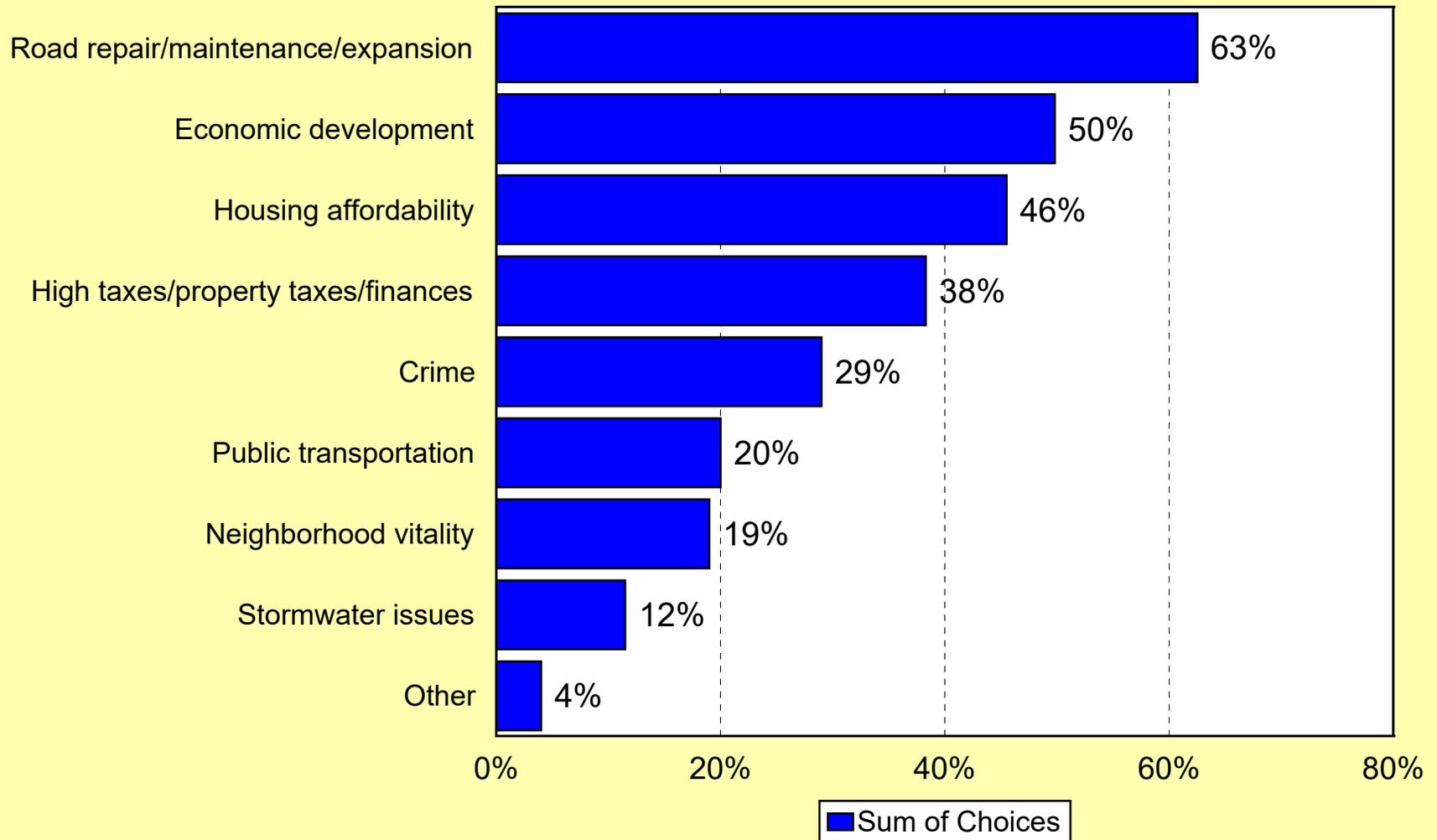
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q31. Which THREE of the following do you think will be the biggest issues Warrensburg will face within the next FIVE years?

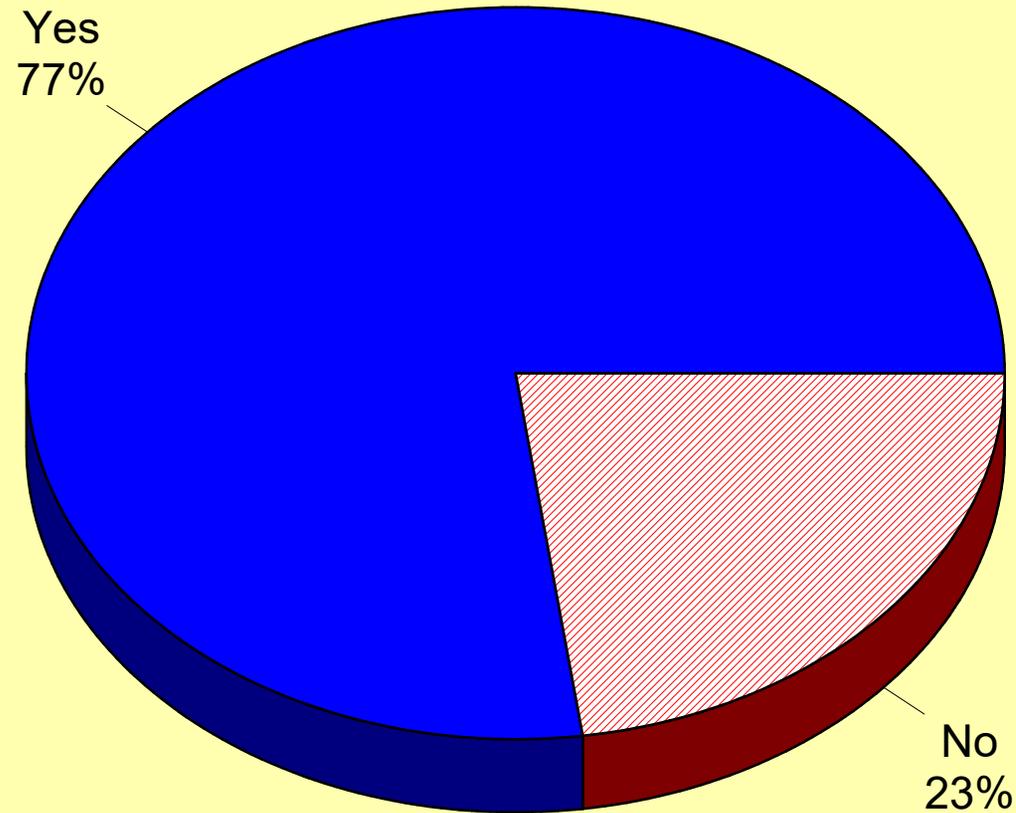
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

Q32. Do you think the City of Warrensburg is continually improving as a place to live?

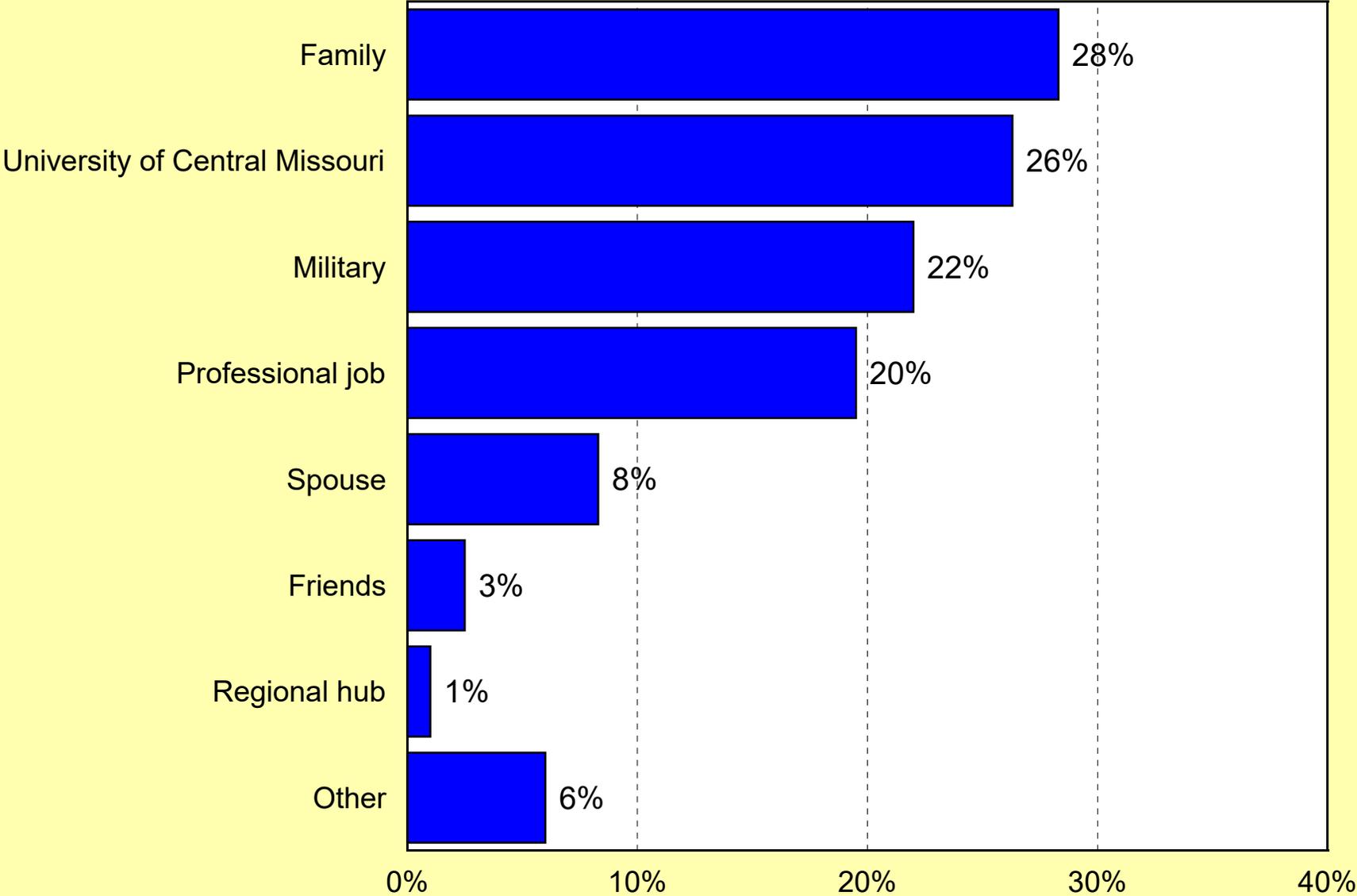
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q33. What brought you to Warrensburg?

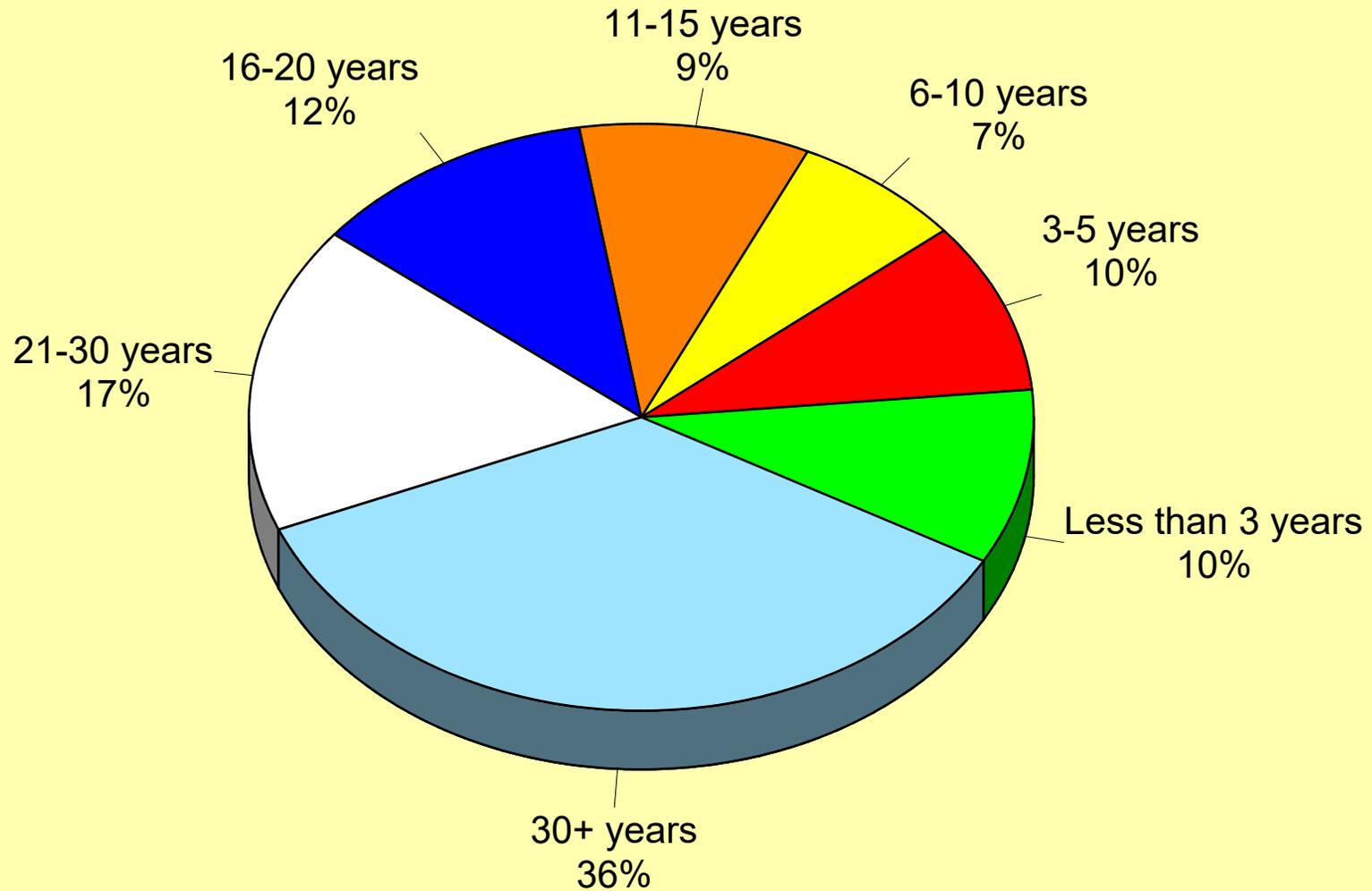
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

Q34. Demographics: How many years have you lived in Warrensburg?

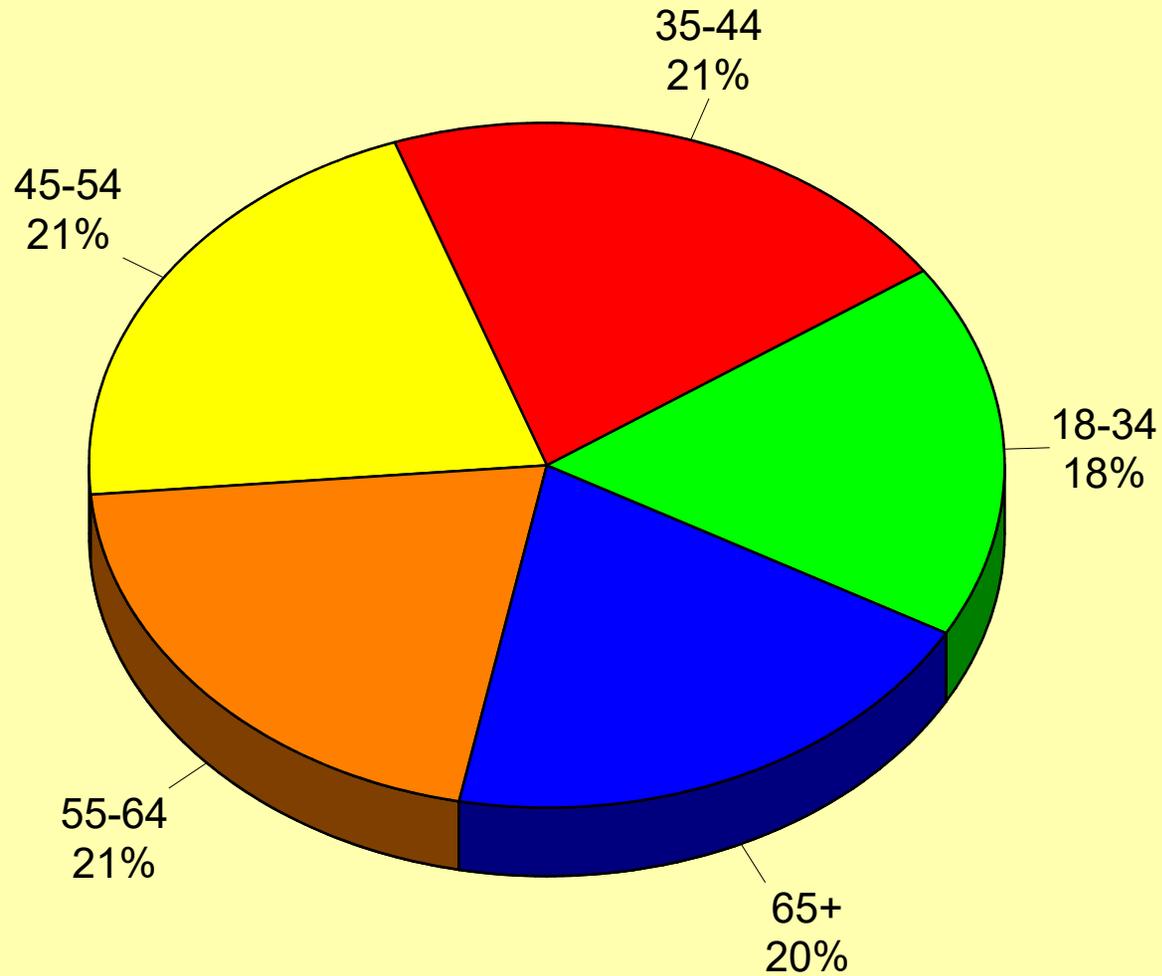
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q35. Demographics: What is your age?

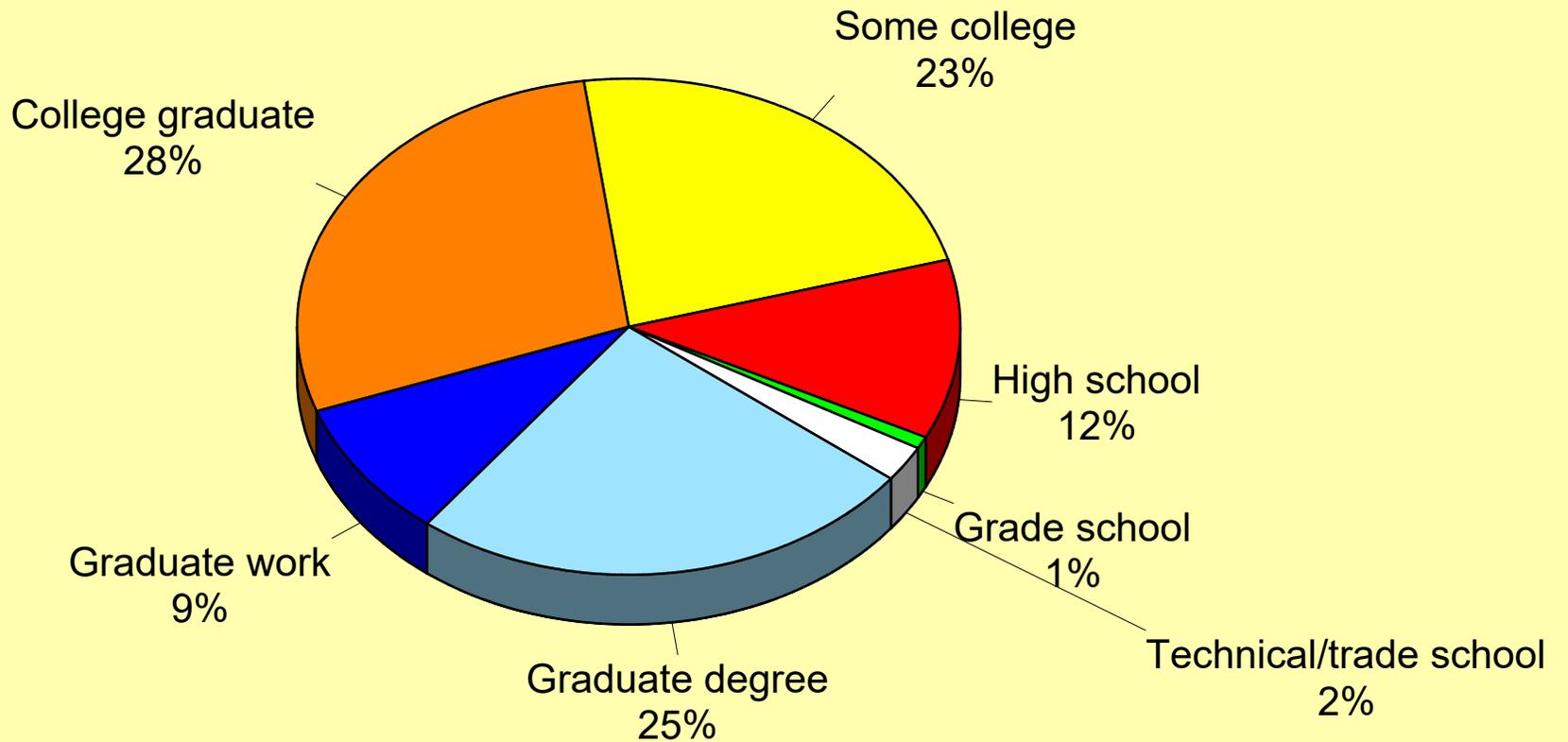
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q36. Demographics: What is the highest level of formal education you have completed?

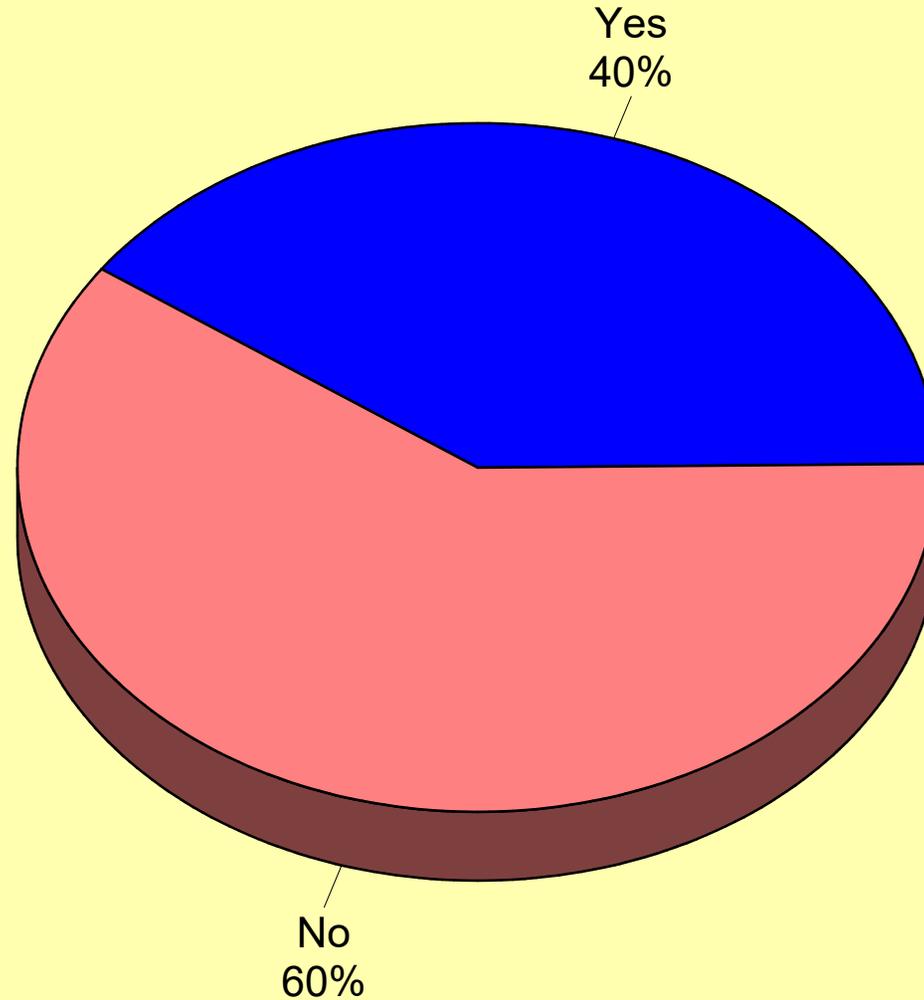
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q37. Demographics: Do you work in the City of Warrensburg?

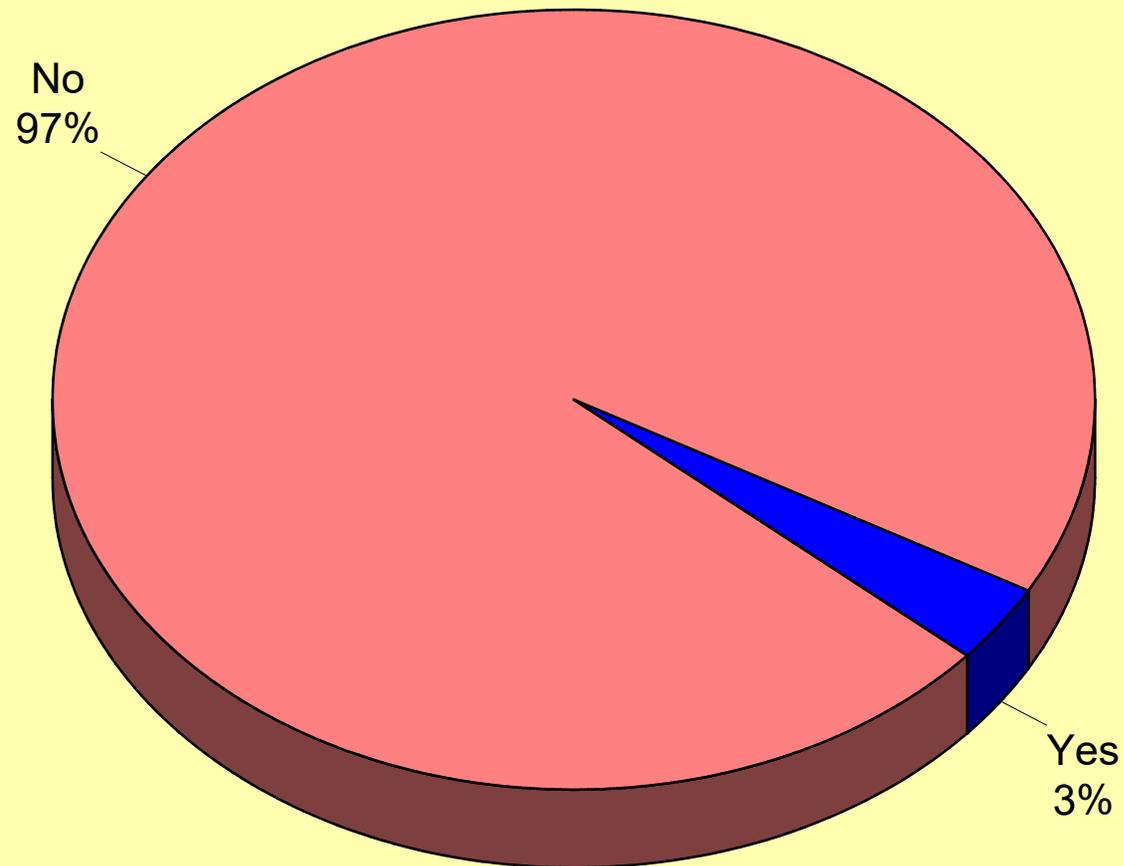
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q38. Demographics: Are you a student at the University of Central Missouri?

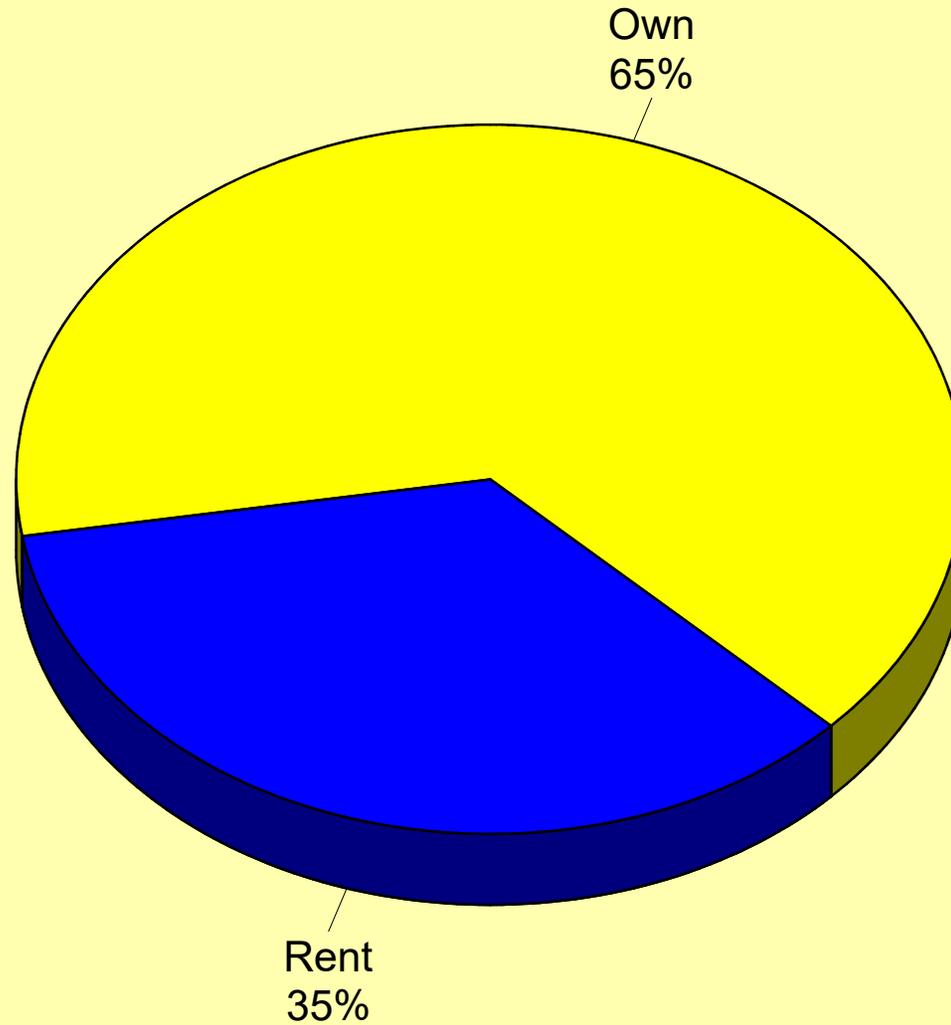
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q39. Demographics: Do you own or rent your home?

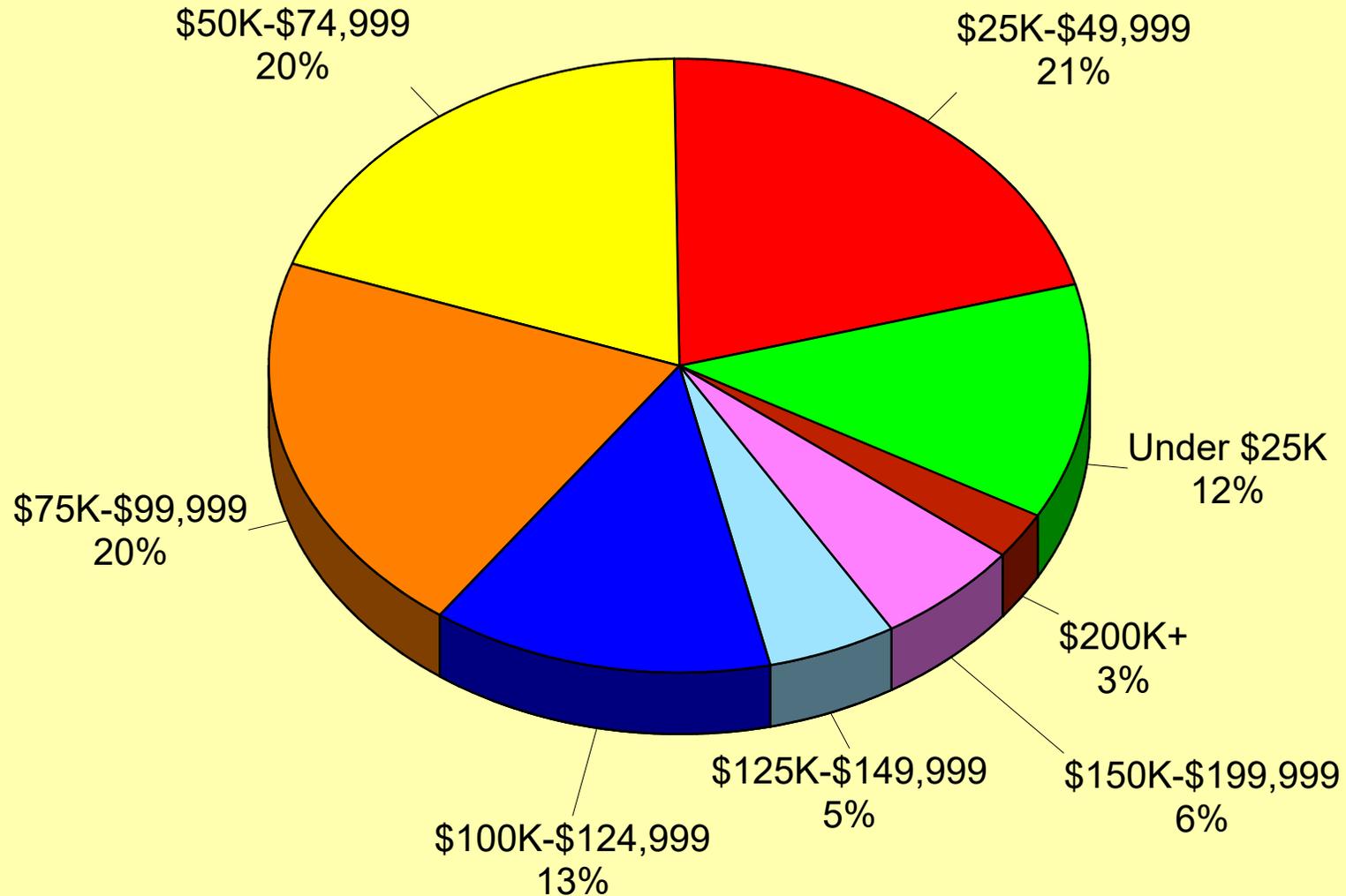
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q40. Demographics: Which of the following best describes your household income?

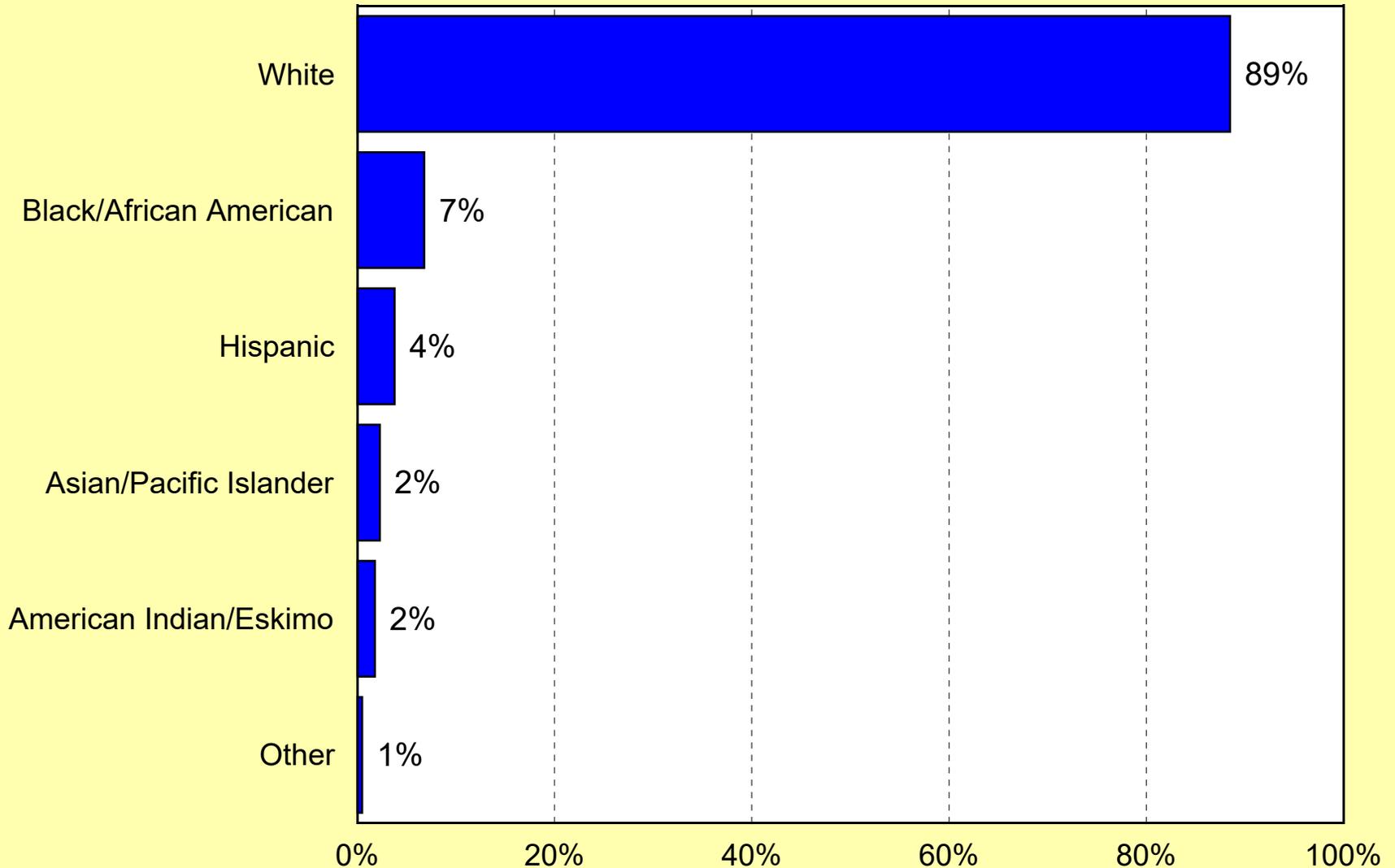
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q41. Demographics: Which of the following best describes your race/ethnicity?

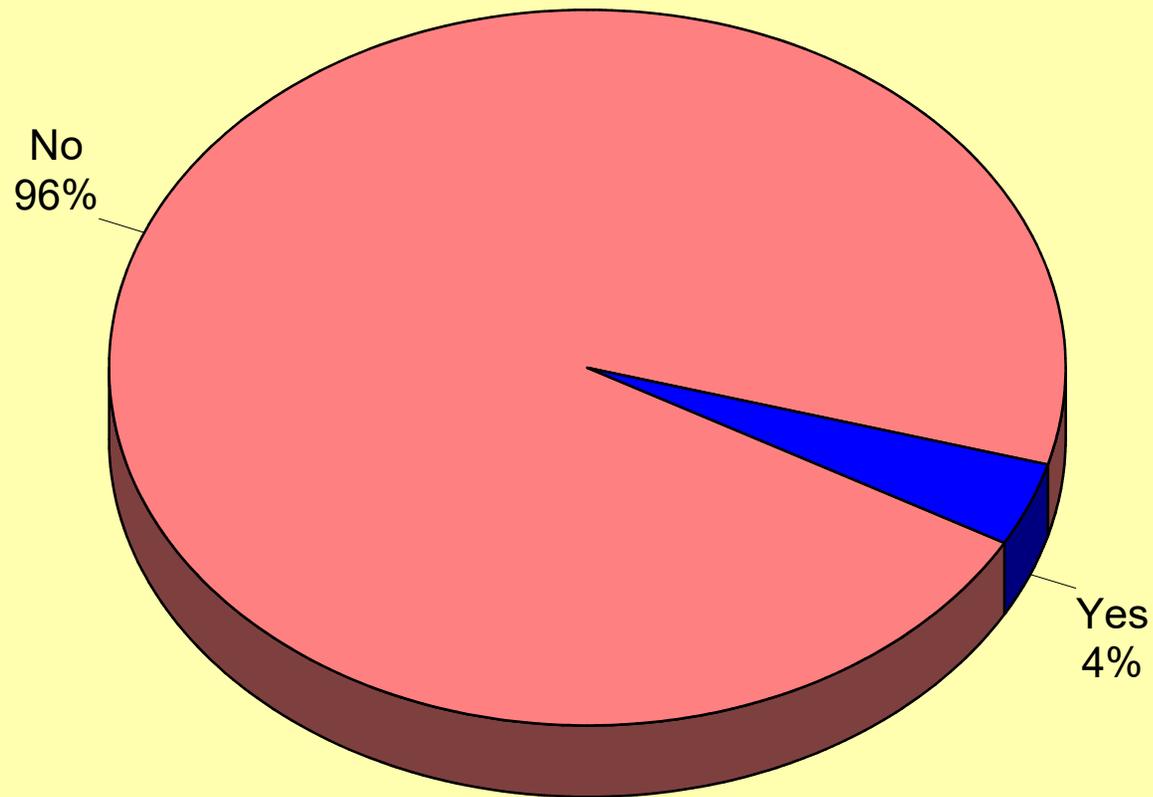
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

Q42. Demographics: Are you of Hispanic, Latino, or other Spanish heritage?

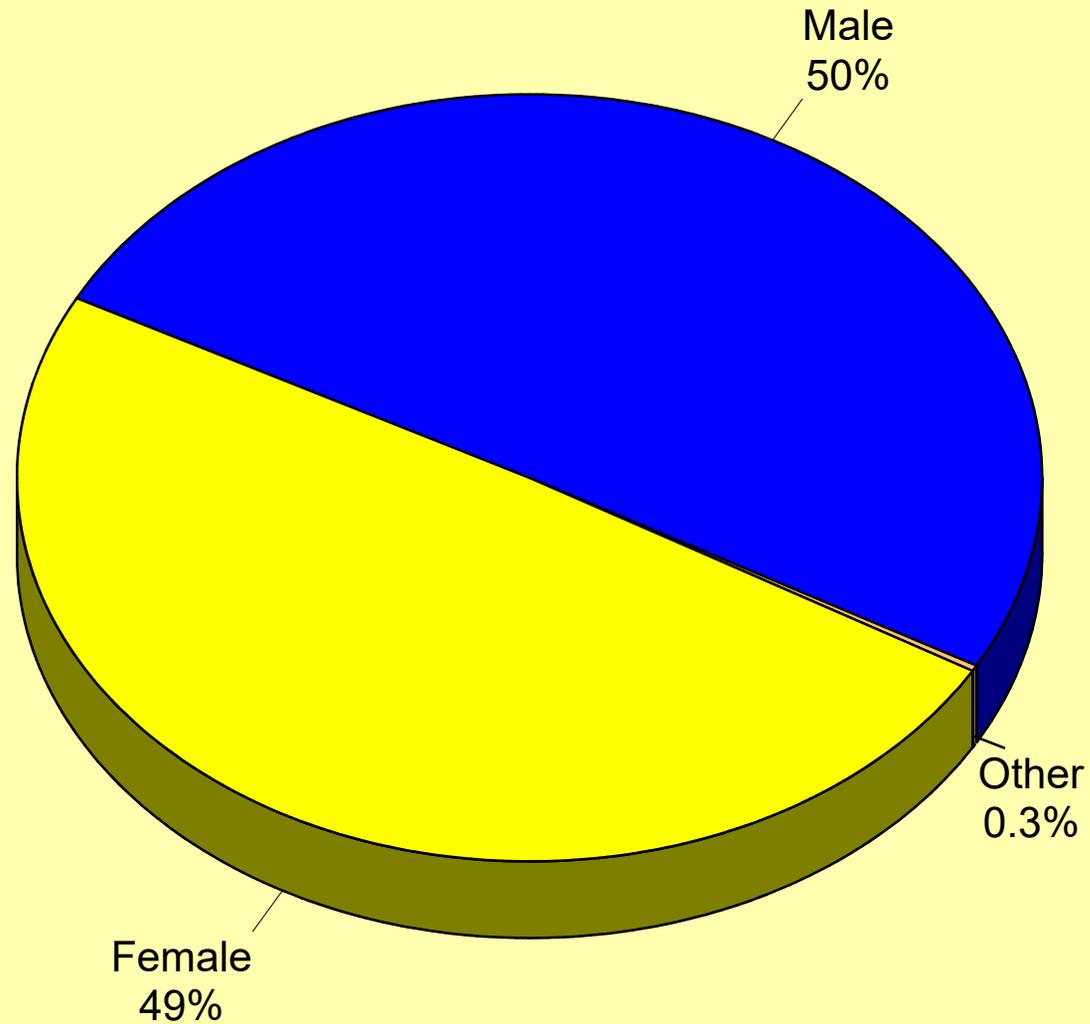
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q43. Demographics: Gender

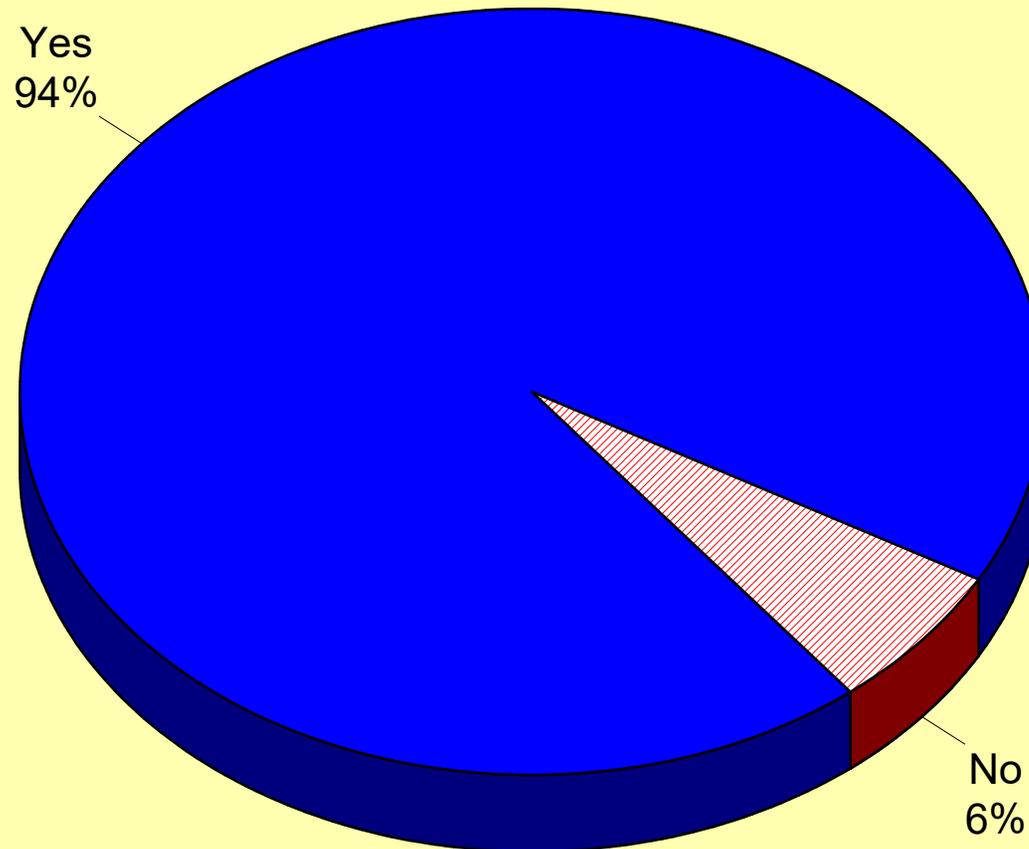
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q44. Demographics: Are you registered to vote?

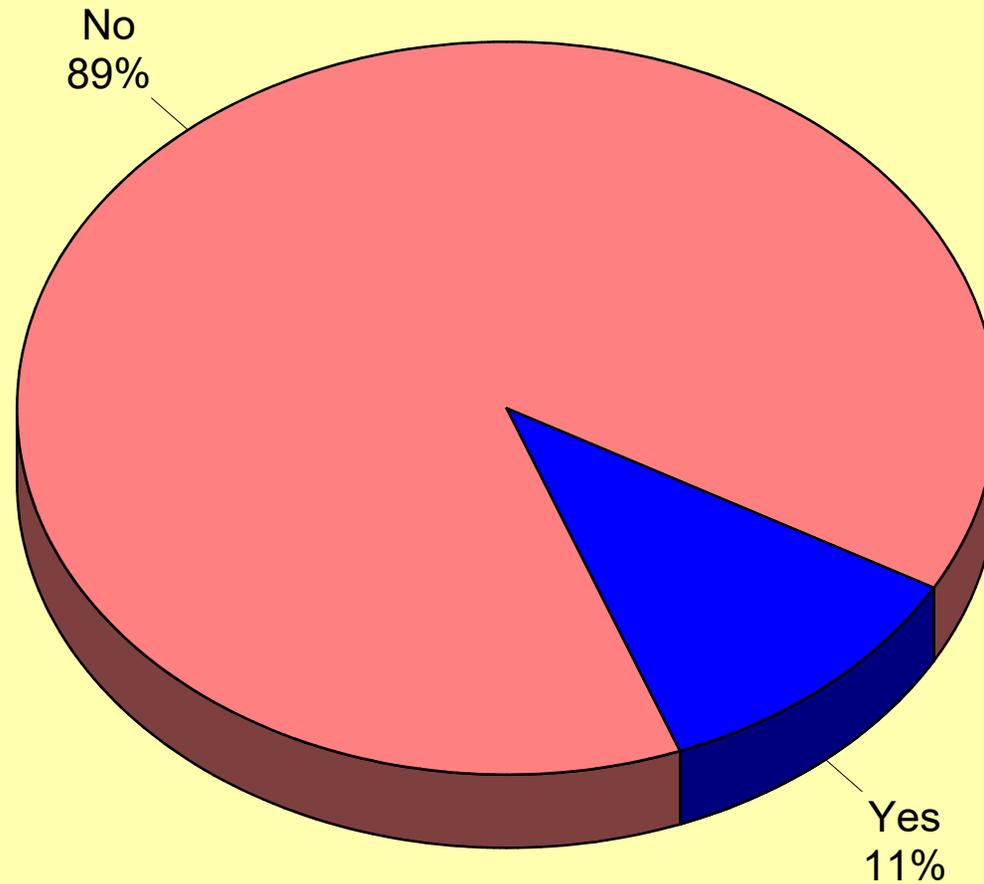
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q45. Demographics: Are you employed at the University of Central Missouri?

by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

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 summer of 2019 to a random sample of more than 4,000 residents across the United States, (2) a regional survey administered to 368 residents living in Missouri and Kansas during the summer of 2019.

The charts on the following pages show how the overall results for Warrensburg compare to the national and the Missouri-Kansas regional averages based on the results of the 2019 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 368 residents living in Missouri and Kansas. Warrensburg's results are shown in blue, the U.S. averages are shown in red, and the Missouri-Kansas averages are shown in yellow.

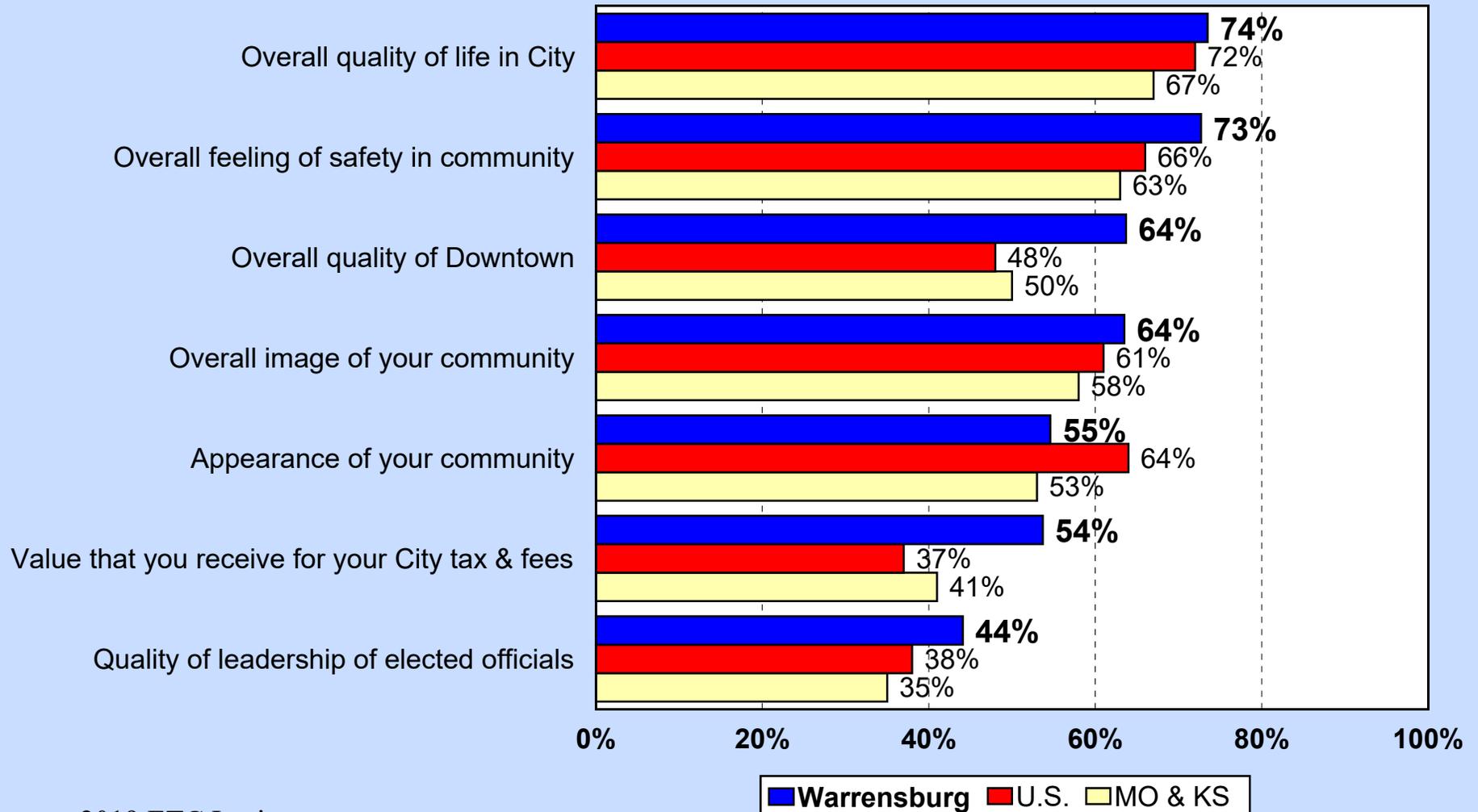
National Benchmarks

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. MO & KS

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)

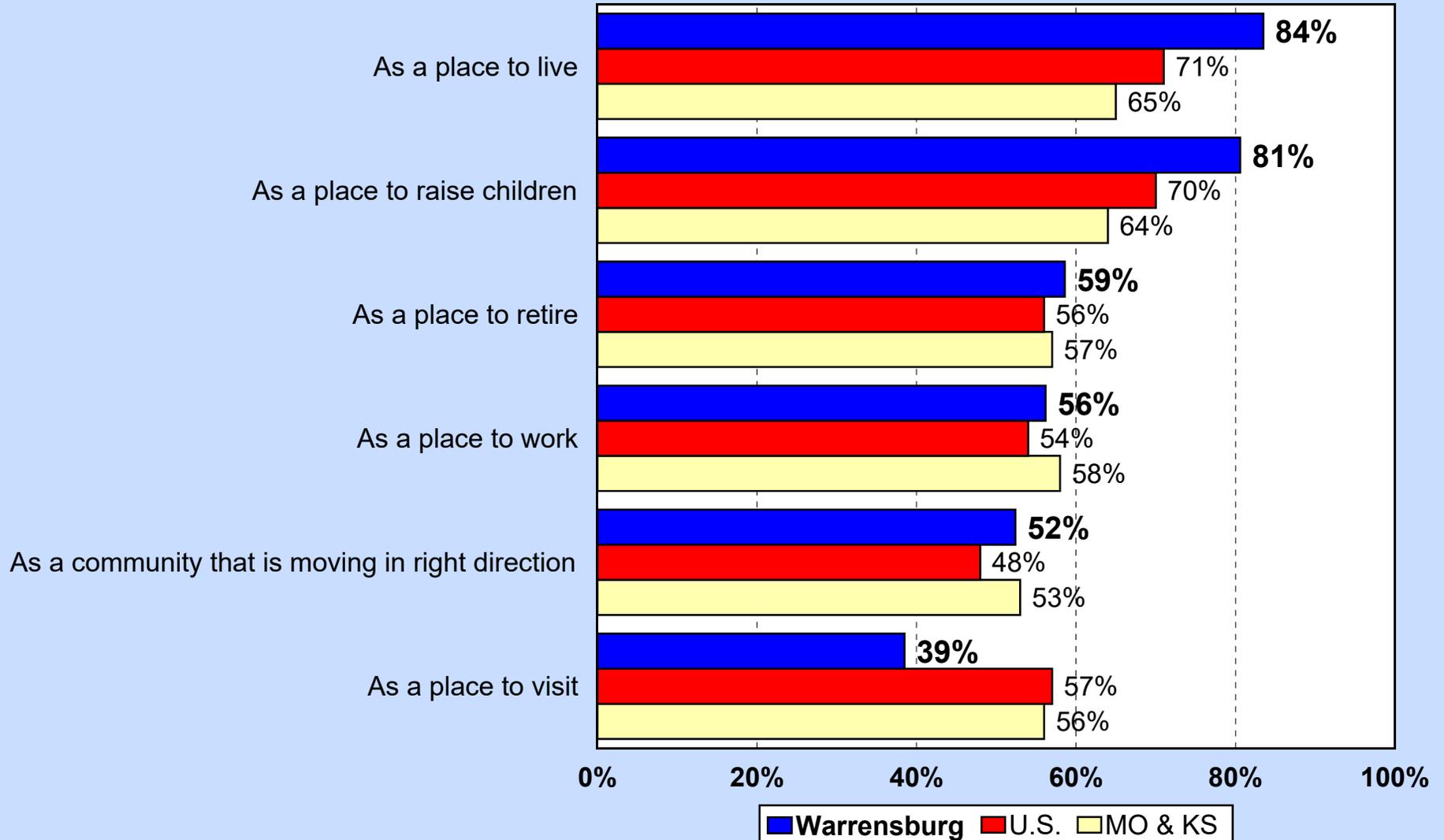


Source: 2019 ETC Institute

Rating Quality of Life Issues

Warrensburg vs. the U.S. vs. MO & KS

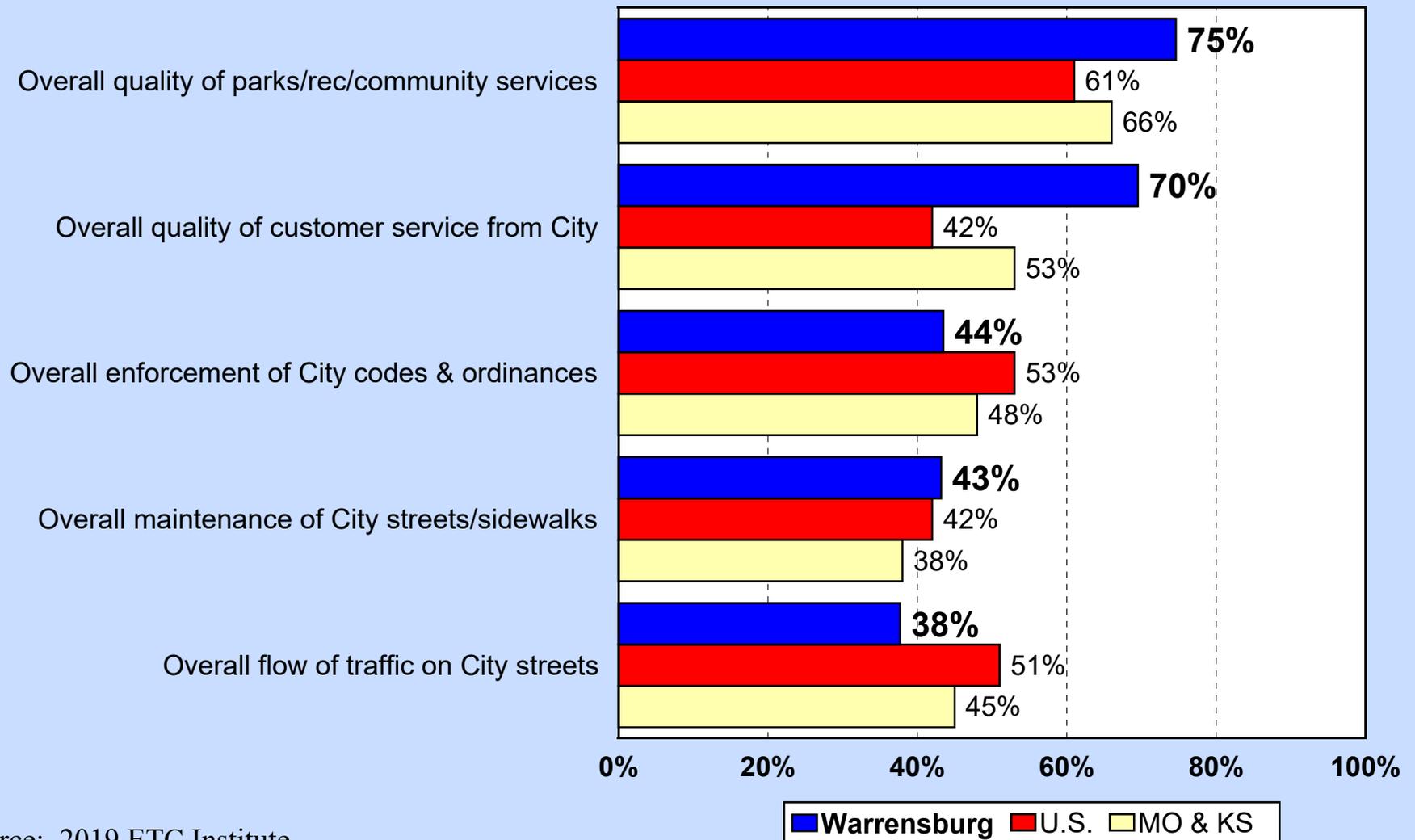
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)



Source: 2019 ETC Institute

Overall Satisfaction with Major Categories of City Services Warrensburg vs. the U.S. vs. MO & KS

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)

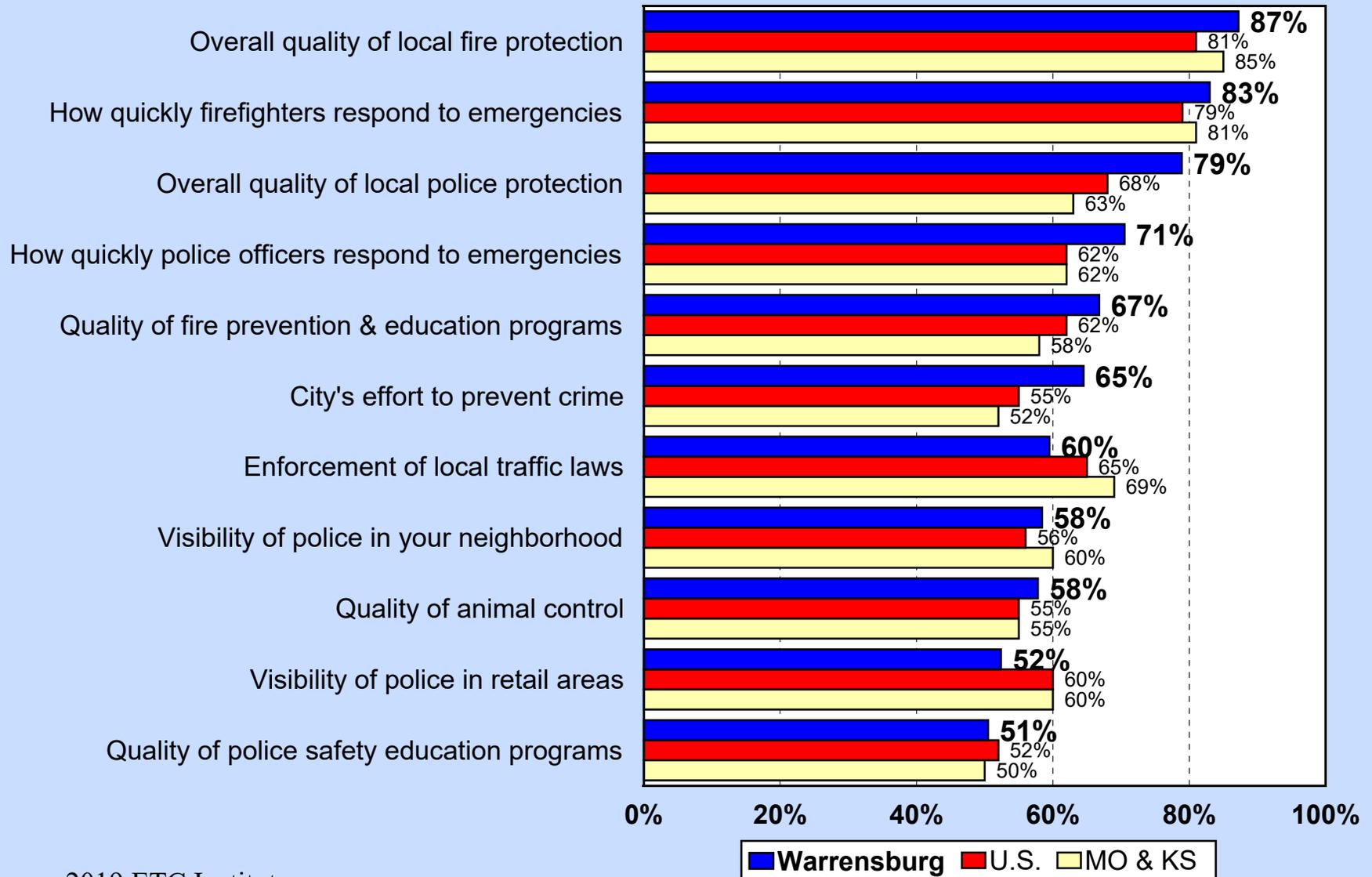


Source: 2019 ETC Institute

Overall Satisfaction with Public Safety Services

Warrensburg vs. the U.S. vs. MO & KS

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)

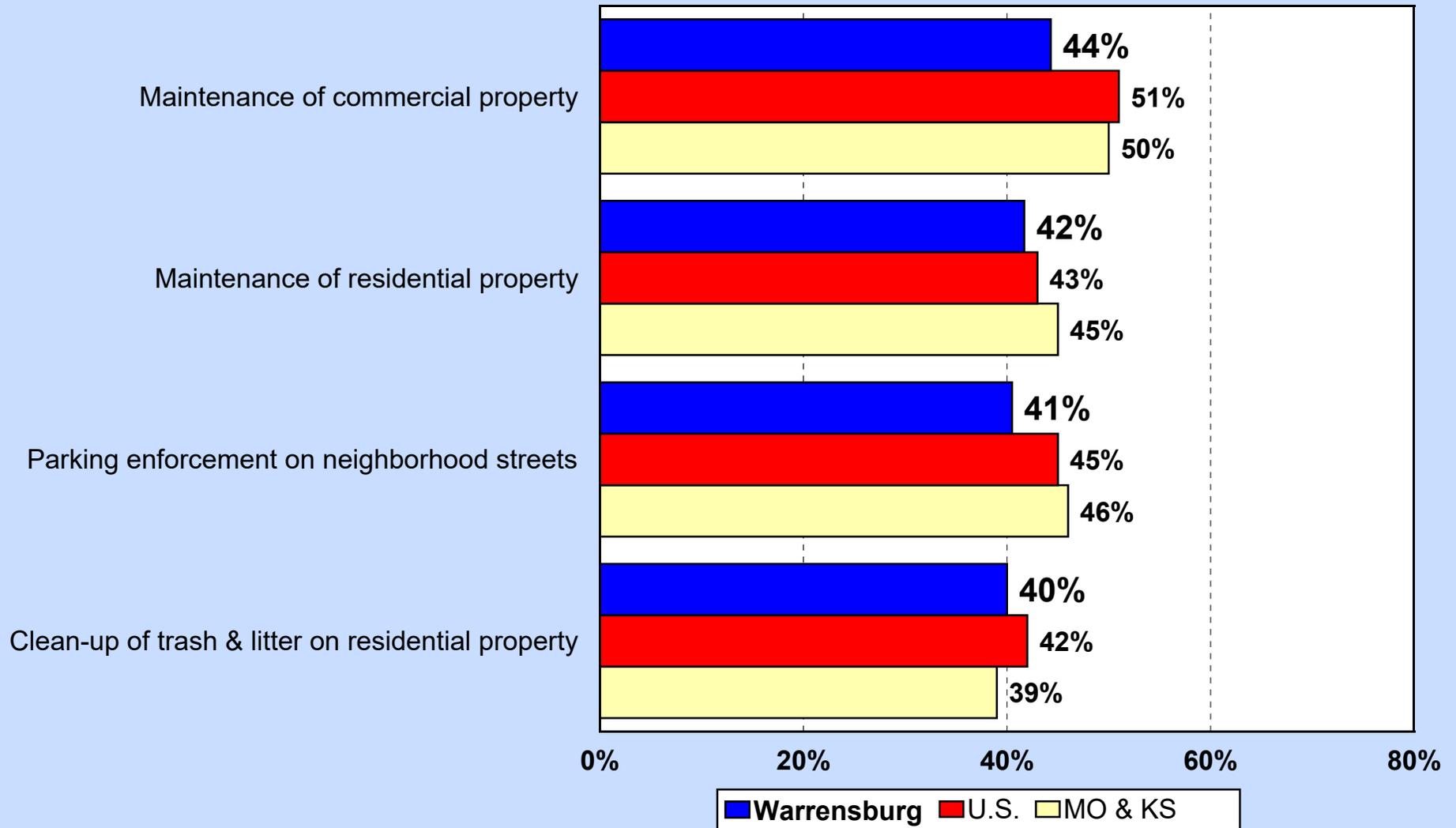


Source: 2019 ETC Institute

Overall Satisfaction with Code Enforcement

Warrensburg vs. the U.S. vs. MO & KS

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)

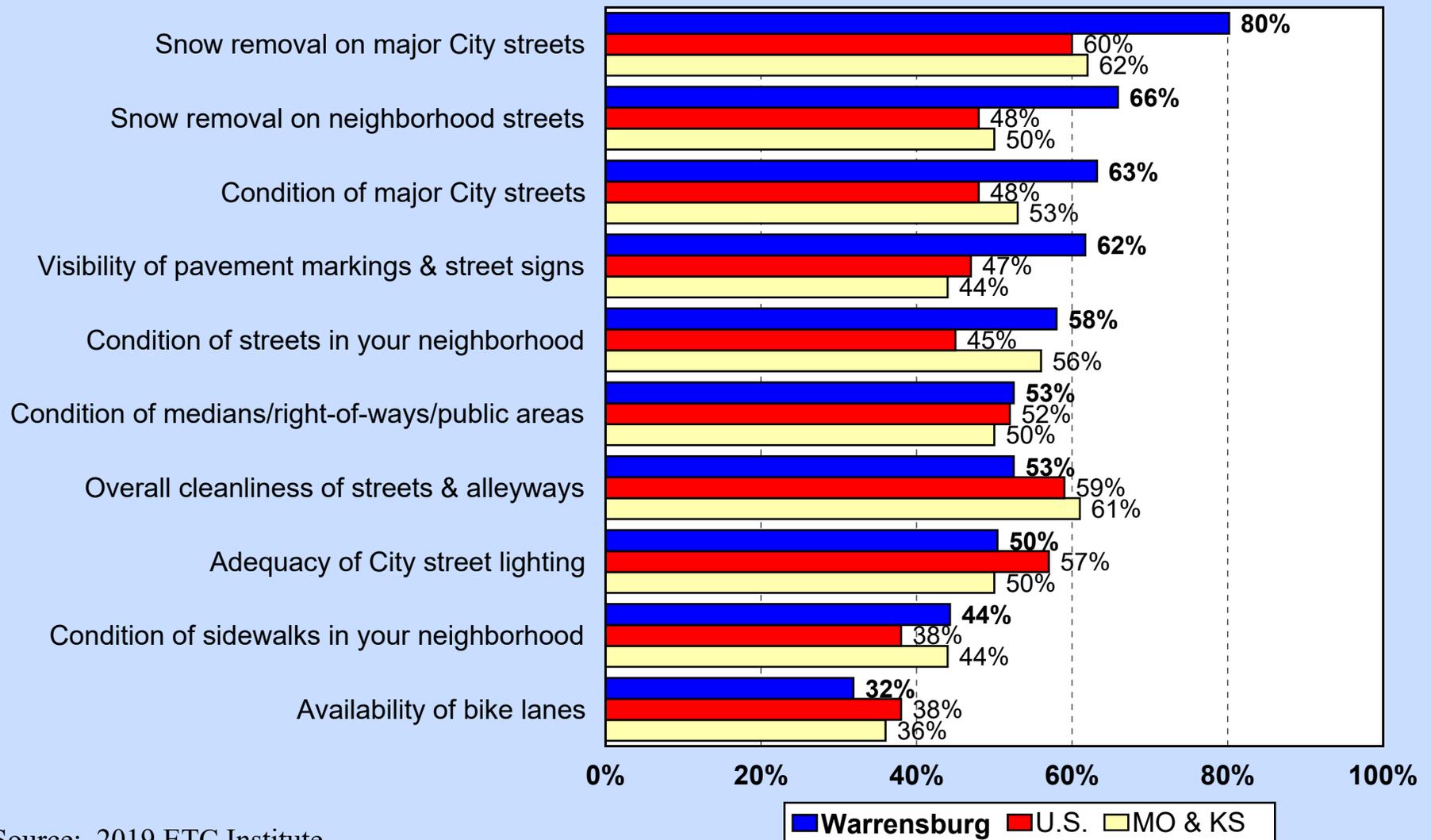


Source: 2019 ETC Institute

Overall Satisfaction with City Maintenance

Warrensburg vs. the U.S. vs. MO & KS

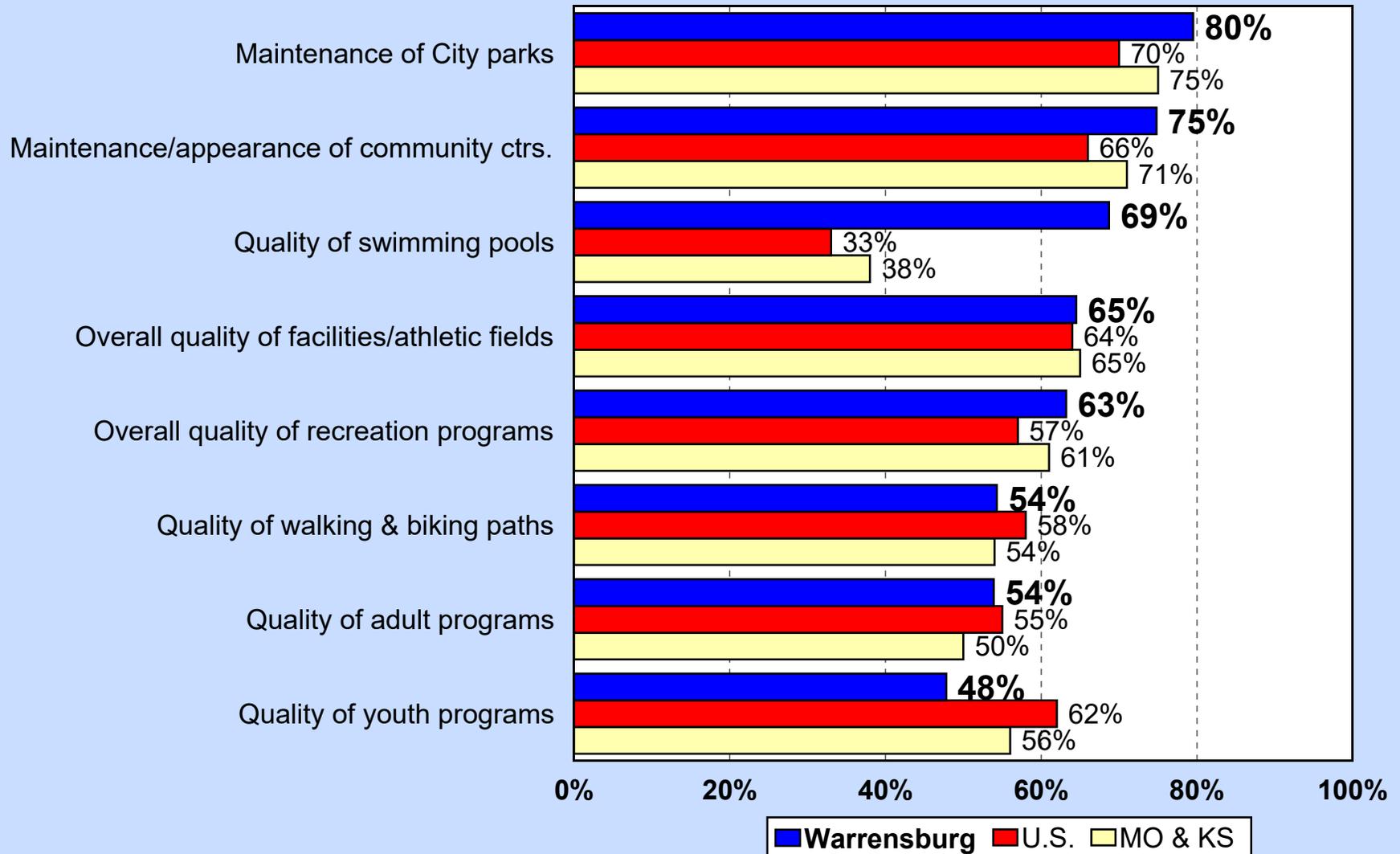
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute

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

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)

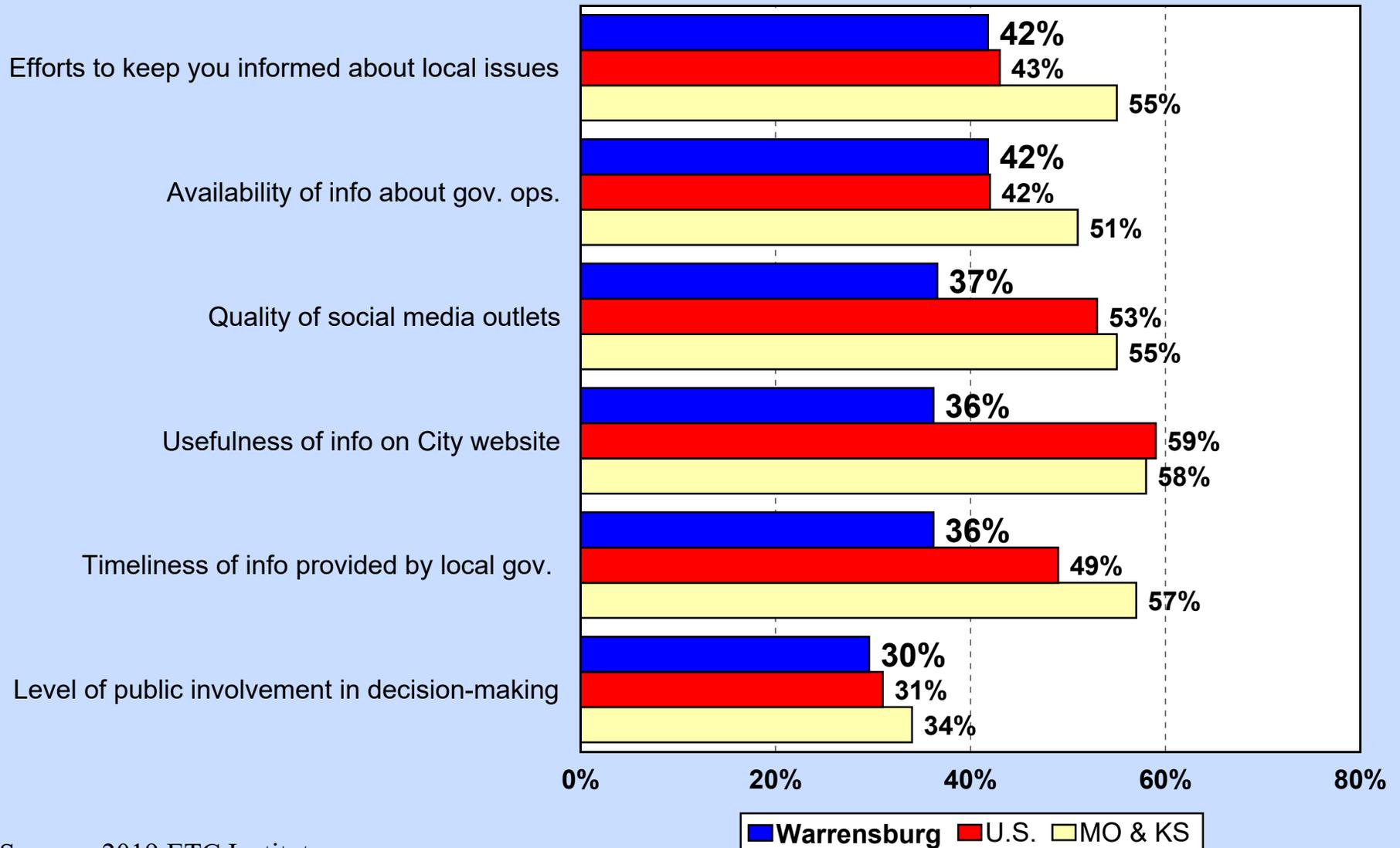


Source: 2019 ETC Institute

Overall Satisfaction with Communication

Warrensburg vs. the U.S. vs. MO & KS

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: 2019 ETC Institute

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-six percent (56.4%) 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, 43.2% of respondents surveyed rated the City's *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 56.4% was multiplied by 56.8% (1-0.432). This calculation yielded an I-S rating of 0.3204, 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>0.20)
- *Increase Current Emphasis* (IS=0.10 – 0.20)
- *Maintain Current Emphasis* (IS<0.10)

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

2019 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	56%	2	43%	6	0.3204	1
High Priority (IS .10-.20)						
Overall flow of traffic on City streets	31%	5	38%	7	0.1938	2
Overall quality of police services	62%	1	79%	2	0.1306	3
Overall enforcement of City codes & ordinances	22%	6	44%	5	0.1260	4
Medium Priority (IS <.10)						
Overall quality of parks/rec/community services	33%	4	75%	3	0.0828	5
Overall quality of fire services	42%	3	87%	1	0.0558	6
Overall quality of customer service from the City	10%	7	70%	4	0.0305	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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2019 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	39%	2	65%	9	0.1370	1
Overall quality of local police protection	54%	1	79%	4	0.1131	2
How quickly police officers respond to emergencies	37%	3	71%	6	0.1094	3
Medium Priority (IS <.10)						
Visibility of police in your neighborhood	18%	6	58%	11	0.0732	4
How quickly firefighters respond to emergencies	32%	4	83%	2	0.0541	5
Enforcement of local traffic laws	13%	8	60%	10	0.0510	6
Visibility of police in retail areas	10%	10	52%	13	0.0466	7
Quality of animal control	11%	9	58%	12	0.0447	8
Emergency preparedness services of Fire Dept.	13%	7	72%	5	0.0353	9
Overall quality of local fire protection	27%	5	87%	1	0.0343	10
Quality of police safety education programs	3%	11	51%	14	0.0168	11
Police social media outreach	3%	12	67%	8	0.0110	12
Access to Fire Department	3%	13	79%	3	0.0054	13
Quality of fire prevention & education programs	2%	14	67%	7	0.0053	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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2019 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
Very High Priority (IS >.20)						
Clean-up of trash & litter on residential property	41%	1	40%	7	0.2436	1
High Priority (IS .10-.20)						
Maintenance of residential property	33%	2	42%	5	0.1901	2
Clean-up of trash & litter on commercial property	26%	3	47%	2	0.1394	3
Parking enforcement on neighborhood streets	22%	4	41%	6	0.1315	4
Enforcement of residential building codes	21%	6	45%	3	0.1156	5
Enforcement of commercial building codes	21%	5	48%	1	0.1108	6
Maintenance of commercial property	20%	7	44%	4	0.1103	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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2019 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
<u>Very High Priority (IS >.20)</u>						
Traffic flow on major City streets	32%	2	32%	15	0.2196	1
<u>High Priority (IS .10-.20)</u>						
Condition of major City streets	51%	1	63%	4	0.1869	2
Condition of streets in your neighborhood	28%	3	58%	6	0.1168	3
Adequacy of City street lighting	22%	5	50%	10	0.1071	4
<u>Medium Priority (IS <.10)</u>						
Pedestrian accessibility	17%	6	45%	12	0.0910	5
Timing of traffic signals on City streets	14%	9	38%	14	0.0882	6
Condition of sidewalks in your neighborhood	15%	8	44%	13	0.0852	7
Adequacy of storm water infrastructure	11%	11	48%	11	0.0579	8
Overall cleanliness of streets & alleyways	12%	10	53%	9	0.0551	9
Snow removal on neighborhood streets	16%	7	66%	2	0.0546	10
Snow removal on major City streets	27%	4	80%	1	0.0525	11
Availability of bike lanes	6%	15	32%	16	0.0429	12
City efforts to prevent flooding in Warrensburg	9%	12	54%	7	0.0393	13
Condition of medians/right-of-ways/public areas	6%	14	53%	8	0.0299	14
Visibility of pavement markings & street signs	7%	13	62%	5	0.0272	15
Overall quality of City cemetery	1%	16	65%	3	0.0028	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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2019 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	23%	2	54%	13	0.1042	1
Medium Priority (IS <.10)						
Maintenance of City parks	47%	1	80%	1	0.0966	2
Quality of youth programs	17%	5	48%	19	0.0877	3
Overall quality of recreation programs	16%	6	63%	9	0.0574	4
Quality of seniors programs	14%	7	59%	11	0.0571	5
Maintenance/appearance of community ctrs.	21%	4	75%	3	0.0537	6
Appearance of parks/rec facilities	22%	3	78%	2	0.0477	7
Quality & offerings at senior center	12%	9	61%	10	0.0459	8
Choice of activities at parks/rec facilities	11%	10	57%	12	0.0448	9
Overall quality of facilities/athletic fields	12%	8	65%	8	0.0430	10
Customer service by parks/rec staff	9%	12	52%	17	0.0414	11
Quality of adult programs	7%	14	54%	15	0.0337	12
Quality of preschool programs	6%	16	48%	18	0.0316	13
Ease of access to parks/rec facilities	10%	11	74%	5	0.0275	14
Quality of swimming pools	9%	13	69%	6	0.0266	15
Location of City parks	6%	15	74%	4	0.0163	16
Quality of disc golf course	2%	18	46%	20	0.0123	17
Quality of soccer fields	2%	17	54%	16	0.0106	18
Quality of baseball/softball fields	1%	19	66%	7	0.0045	19
Quality of flag football fields	1%	20	54%	14	0.0028	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=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall value that you receive for your City tax & fees	6.3%	44.5%	31.5%	10.3%	2.0%	5.5%
Q1-2. Overall quality of life in City	15.5%	56.5%	19.3%	5.5%	1.3%	2.0%
Q1-3. Overall image of your community	11.0%	51.0%	26.3%	7.8%	1.8%	2.3%
Q1-4. Appearance of your community	9.5%	44.0%	29.8%	12.5%	2.3%	2.0%
Q1-5. Overall quality of Downtown	13.8%	48.5%	21.8%	12.3%	1.5%	2.3%
Q1-6. Overall feeling of safety in the community	21.8%	49.3%	19.5%	6.0%	1.3%	2.3%
Q1-7. Quality of leadership of elected officials	6.8%	32.0%	38.0%	8.3%	3.0%	12.0%

WITHOUT "DON'T KNOW"

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

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall value that you receive for your City tax & fees	6.6%	47.1%	33.3%	10.8%	2.1%
Q1-2. Overall quality of life in City	15.8%	57.7%	19.6%	5.6%	1.3%
Q1-3. Overall image of your community	11.3%	52.2%	26.9%	7.9%	1.8%
Q1-4. Appearance of your community	9.7%	44.9%	30.4%	12.8%	2.3%
Q1-5. Overall quality of Downtown	14.1%	49.6%	22.3%	12.5%	1.5%
Q1-6. Overall feeling of safety in the community	22.3%	50.4%	19.9%	6.1%	1.3%
Q1-7. Quality of leadership of elected officials	7.7%	36.4%	43.2%	9.4%	3.4%

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

(N=400)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q2-1. As a place to live	25.8%	56.5%	10.3%	5.5%	0.5%	1.5%
Q2-2. As a place to raise children	24.3%	49.5%	11.8%	5.5%	0.5%	8.5%
Q2-3. As a place to work	13.3%	38.5%	24.8%	10.8%	4.8%	8.0%
Q2-4. As a place to retire	17.8%	36.8%	20.3%	11.3%	7.0%	7.0%
Q2-5. As a place to visit	6.8%	30.0%	33.0%	20.0%	5.8%	4.5%
Q2-6. As a community that is moving in the right direction	9.3%	40.8%	29.8%	13.0%	2.8%	4.5%

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=400)

	Excellent	Good	Neutral	Below average	Poor
Q2-1. As a place to live	26.1%	57.4%	10.4%	5.6%	0.5%
Q2-2. As a place to raise children	26.5%	54.1%	12.8%	6.0%	0.5%
Q2-3. As a place to work	14.4%	41.8%	26.9%	11.7%	5.2%
Q2-4. As a place to retire	19.1%	39.5%	21.8%	12.1%	7.5%
Q2-5. As a place to visit	7.1%	31.4%	34.6%	20.9%	6.0%
Q2-6. As a community that is moving in the right direction	9.7%	42.7%	31.2%	13.6%	2.9%

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

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of parks, recreation & community services programs/facilities	20.8%	52.0%	15.5%	8.0%	1.3%	2.5%
Q3-2. Overall maintenance of City streets/sidewalks	7.5%	35.3%	22.8%	26.0%	7.5%	1.0%
Q3-3. Overall enforcement of City codes/ordinances	5.3%	34.0%	29.0%	15.3%	6.8%	9.8%
Q3-4. Overall quality of customer service you receive from City employees	16.3%	46.3%	23.5%	2.8%	1.3%	10.0%
Q3-5. Overall quality of police services	25.8%	50.0%	14.5%	4.3%	1.5%	4.0%
Q3-6. Overall quality of fire services	31.5%	47.8%	11.0%	0.5%	0.5%	8.8%
Q3-7. Overall flow of traffic on City streets	6.3%	31.0%	25.8%	23.8%	12.0%	1.3%

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=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of parks, recreation & community services programs/facilities	21.3%	53.3%	15.9%	8.2%	1.3%
Q3-2. Overall maintenance of City streets/sidewalks	7.6%	35.6%	23.0%	26.3%	7.6%
Q3-3. Overall enforcement of City codes/ordinances	5.8%	37.7%	32.1%	16.9%	7.5%
Q3-4. Overall quality of customer service you receive from City employees	18.1%	51.4%	26.1%	3.1%	1.4%
Q3-5. Overall quality of police services	26.8%	52.1%	15.1%	4.4%	1.6%
Q3-6. Overall quality of fire services	34.5%	52.3%	12.1%	0.5%	0.5%
Q3-7. Overall flow of traffic on City streets	6.3%	31.4%	26.1%	24.1%	12.2%

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

<u>Q4. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks, recreation & community services programs/facilities	32	8.0 %
Overall maintenance of City streets/sidewalks	65	16.3 %
Overall enforcement of City codes/ordinances	14	3.5 %
Overall quality of customer service you receive from City employees	10	2.5 %
Overall quality of police services	171	42.8 %
Overall quality of fire services	16	4.0 %
Overall flow of traffic on City streets	41	10.3 %
None chosen	51	12.8 %
Total	400	100.0 %

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

<u>Q4. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks, recreation & community services programs/facilities	35	8.8 %
Overall maintenance of City streets/sidewalks	65	16.3 %
Overall enforcement of City codes/ordinances	27	6.8 %
Overall quality of customer service you receive from City employees	14	3.5 %
Overall quality of police services	55	13.8 %
Overall quality of fire services	120	30.0 %
Overall flow of traffic on City streets	26	6.5 %
None chosen	58	14.5 %
Total	400	100.0 %

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

<u>Q4. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks, recreation & community services programs/facilities	63	15.8 %
Overall maintenance of City streets/sidewalks	95	23.8 %
Overall enforcement of City codes/ordinances	48	12.0 %
Overall quality of customer service you receive from City employees	16	4.0 %
Overall quality of police services	21	5.3 %
Overall quality of fire services	33	8.3 %
Overall flow of traffic on City streets	57	14.3 %
None chosen	67	16.8 %
Total	400	100.0 %

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

<u>Q4. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks, recreation & community services programs/facilities	130	32.5 %
Overall maintenance of City streets/sidewalks	225	56.3 %
Overall enforcement of City codes/ordinances	89	22.3 %
Overall quality of customer service you receive from City employees	40	10.0 %
Overall quality of police services	247	61.8 %
Overall quality of fire services	169	42.3 %
Overall flow of traffic on City streets	124	31.0 %
None chosen	51	12.8 %
Total	1075	

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

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of local police protection	26.8%	49.0%	15.0%	4.0%	1.3%	4.0%
Q5-2. Visibility of police in your neighborhood	17.8%	39.8%	28.5%	10.0%	2.5%	1.5%
Q5-3. Visibility of police in retail areas	8.8%	40.3%	34.8%	7.0%	2.8%	6.5%
Q5-4. City's effort to prevent crime	13.0%	44.8%	24.3%	5.3%	2.3%	10.5%
Q5-5. Enforcement of local traffic laws	11.0%	45.3%	27.0%	8.5%	2.8%	5.5%
Q5-6. How quickly police officers respond to emergencies	20.0%	36.0%	20.0%	2.5%	1.0%	20.5%
Q5-7. Quality of animal control	14.5%	36.3%	24.5%	8.3%	4.3%	12.3%
Q5-8. Quality of police safety education programs	8.3%	24.5%	29.0%	2.5%	0.5%	35.3%
Q5-9. Police social media outreach	20.8%	27.8%	21.3%	2.3%	0.8%	27.3%
Q5-10. Overall quality of local fire protection	27.0%	49.5%	10.8%	0.3%	0.3%	12.3%
Q5-11. How quickly firefighters respond to emergencies	25.3%	38.3%	11.5%	1.0%	0.5%	23.5%
Q5-12. Quality of fire prevention & education programs	11.8%	33.0%	20.0%	2.0%	0.3%	33.0%
Q5-13. Access to Fire Department	23.5%	44.8%	16.0%	1.3%	0.5%	14.0%
Q5-14. Emergency preparedness services of Fire Department	17.8%	33.8%	18.5%	0.5%	1.0%	28.5%

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

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of local police protection	27.9%	51.0%	15.6%	4.2%	1.3%
Q5-2. Visibility of police in your neighborhood	18.0%	40.4%	28.9%	10.2%	2.5%
Q5-3. Visibility of police in retail areas	9.4%	43.0%	37.2%	7.5%	2.9%
Q5-4. City's effort to prevent crime	14.5%	50.0%	27.1%	5.9%	2.5%
Q5-5. Enforcement of local traffic laws	11.6%	47.9%	28.6%	9.0%	2.9%
Q5-6. How quickly police officers respond to emergencies	25.2%	45.3%	25.2%	3.1%	1.3%
Q5-7. Quality of animal control	16.5%	41.3%	27.9%	9.4%	4.8%
Q5-8. Quality of police safety education programs	12.7%	37.8%	44.8%	3.9%	0.8%
Q5-9. Police social media outreach	28.5%	38.1%	29.2%	3.1%	1.0%
Q5-10. Overall quality of local fire protection	30.8%	56.4%	12.3%	0.3%	0.3%
Q5-11. How quickly firefighters respond to emergencies	33.0%	50.0%	15.0%	1.3%	0.7%
Q5-12. Quality of fire prevention & education programs	17.5%	49.3%	29.9%	3.0%	0.4%
Q5-13. Access to Fire Department	27.3%	52.0%	18.6%	1.5%	0.6%
Q5-14. Emergency preparedness services of Fire Department	24.8%	47.2%	25.9%	0.7%	1.4%

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

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	155	38.8 %
Visibility of police in your neighborhood	25	6.3 %
Visibility of police in retail areas	8	2.0 %
City's effort to prevent crime	50	12.5 %
Enforcement of local traffic laws	11	2.8 %
How quickly police officers respond to emergencies	47	11.8 %
Quality of animal control	7	1.8 %
Quality of police safety education programs	1	0.3 %
Police social media outreach	4	1.0 %
Overall quality of local fire protection	14	3.5 %
How quickly firefighters respond to emergencies	22	5.5 %
Quality of fire prevention & education programs	1	0.3 %
Access to Fire Department	1	0.3 %
Emergency preparedness services of Fire Department	6	1.5 %
None chosen	48	12.0 %
Total	400	100.0 %

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

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	35	8.8 %
Visibility of police in your neighborhood	26	6.5 %
Visibility of police in retail areas	11	2.8 %
City's effort to prevent crime	57	14.3 %
Enforcement of local traffic laws	9	2.3 %
How quickly police officers respond to emergencies	58	14.5 %
Quality of animal control	8	2.0 %
Quality of police safety education programs	5	1.3 %
Police social media outreach	4	1.0 %
Overall quality of local fire protection	67	16.8 %
How quickly firefighters respond to emergencies	58	14.5 %
Quality of fire prevention & education programs	3	0.8 %
Access to Fire Department	2	0.5 %
Emergency preparedness services of Fire Department	5	1.3 %
None chosen	52	13.0 %
Total	400	100.0 %

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

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	24	6.0 %
Visibility of police in your neighborhood	19	4.8 %
Visibility of police in retail areas	20	5.0 %
City's effort to prevent crime	47	11.8 %
Enforcement of local traffic laws	30	7.5 %
How quickly police officers respond to emergencies	43	10.8 %
Quality of animal control	27	6.8 %
Quality of police safety education programs	7	1.8 %
Police social media outreach	5	1.3 %
Overall quality of local fire protection	26	6.5 %
How quickly firefighters respond to emergencies	47	11.8 %
Quality of fire prevention & education programs	2	0.5 %
Access to Fire Department	7	1.8 %
Emergency preparedness services of Fire Department	39	9.8 %
None chosen	57	14.3 %
Total	400	100.0 %

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

<u>Q6. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	214	53.5 %
Visibility of police in your neighborhood	70	17.5 %
Visibility of police in retail areas	39	9.8 %
City's effort to prevent crime	154	38.5 %
Enforcement of local traffic laws	50	12.5 %
How quickly police officers respond to emergencies	148	37.0 %
Quality of animal control	42	10.5 %
Quality of police safety education programs	13	3.3 %
Police social media outreach	13	3.3 %
Overall quality of local fire protection	107	26.8 %
How quickly firefighters respond to emergencies	127	31.8 %
Quality of fire prevention & education programs	6	1.5 %
Access to Fire Department	10	2.5 %
Emergency preparedness services of Fire Department	50	12.5 %
None chosen	48	12.0 %
Total	1091	

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

(N=400)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7-1. Walking alone in your neighborhood in general	34.5%	48.0%	10.3%	4.0%	1.0%	2.3%
Q7-2. Walking alone in your neighborhood during the day	56.3%	34.3%	6.0%	1.5%	0.3%	1.8%
Q7-3. Walking alone in your neighborhood after dark	17.8%	38.3%	23.3%	14.5%	2.8%	3.5%
Q7-4. In City parks & recreation facilities	13.8%	44.5%	24.0%	8.5%	1.0%	8.3%
Q7-5. In commercial areas of City during the day	41.3%	46.8%	8.8%	0.5%	0.8%	2.0%
Q7-6. In commercial areas of City after dark	12.8%	37.5%	31.0%	11.3%	2.0%	5.5%

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=400)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. Walking alone in your neighborhood in general	35.3%	49.1%	10.5%	4.1%	1.0%
Q7-2. Walking alone in your neighborhood during the day	57.3%	34.9%	6.1%	1.5%	0.3%
Q7-3. Walking alone in your neighborhood after dark	18.4%	39.6%	24.1%	15.0%	2.8%
Q7-4. In City parks & recreation facilities	15.0%	48.5%	26.2%	9.3%	1.1%
Q7-5. In commercial areas of City during the day	42.1%	47.7%	8.9%	0.5%	0.8%
Q7-6. In commercial areas of City after dark	13.5%	39.7%	32.8%	11.9%	2.1%

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 has Warrensburg become as far as being a safe place to live, work, & raise a family in past 12 months	Number	Percent
More safe	18	4.5 %
Stayed the same	299	74.8 %
Less safe	51	12.8 %
Don't know	32	8.0 %
Total	400	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 has Warrensburg become as far as being a safe place to live, work, & raise a family in past 12 months	Number	Percent
More safe	18	4.9 %
Stayed the same	299	81.3 %
Less safe	51	13.9 %
Total	368	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 an officer	106	26.5 %
Yes. I have had contact with the officer, but do not know him/her	73	18.3 %
No	197	49.3 %
Don't know	24	6.0 %
Total	400	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 an officer	106	28.2 %
Yes. I have had contact with the officer, but do not know him/her	73	19.4 %
No	197	52.4 %
Total	376	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)?

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

	Number	Percent
Strongly supportive	101	25.3 %
Somewhat supportive	125	31.3 %
Neutral	75	18.8 %
Not supportive	45	11.3 %
Not at all supportive	38	9.5 %
Don't know	16	4.0 %
Total	400	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)? (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	101	26.3 %
Somewhat supportive	125	32.6 %
Neutral	75	19.5 %
Not supportive	45	11.7 %
Not at all supportive	38	9.9 %
Total	384	100.0 %

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

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of residential property	4.3%	34.3%	30.3%	18.3%	5.3%	7.8%
Q11-2. Enforcement of residential building codes	4.5%	30.5%	26.8%	12.5%	3.3%	22.5%
Q11-3. Maintenance of commercial property	5.3%	33.5%	36.8%	9.5%	2.5%	12.5%
Q11-4. Enforcement of commercial building codes	5.0%	28.3%	28.0%	5.8%	2.3%	30.8%
Q11-5. Parking enforcement on neighborhood streets	6.8%	29.5%	29.5%	16.5%	7.3%	10.5%
Q11-6. Clean-up of trash & litter on residential property	6.8%	31.3%	27.0%	22.5%	7.5%	5.0%
Q11-7. Clean-up of trash & litter on commercial property	4.8%	37.0%	29.0%	13.3%	5.5%	10.5%

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

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance of residential property	4.6%	37.1%	32.8%	19.8%	5.7%
Q11-2. Enforcement of residential building codes	5.8%	39.4%	34.5%	16.1%	4.2%
Q11-3. Maintenance of commercial property	6.0%	38.3%	42.0%	10.9%	2.9%
Q11-4. Enforcement of commercial building codes	7.2%	40.8%	40.4%	8.3%	3.2%
Q11-5. Parking enforcement on neighborhood streets	7.5%	33.0%	33.0%	18.4%	8.1%
Q11-6. Clean-up of trash & litter on residential property	7.1%	32.9%	28.4%	23.7%	7.9%
Q11-7. Clean-up of trash & litter on commercial property	5.3%	41.3%	32.4%	14.8%	6.1%

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	95	23.8 %
Enforcement of residential building codes	45	11.3 %
Maintenance of commercial property	27	6.8 %
Enforcement of commercial building codes	43	10.8 %
Parking enforcement on neighborhood streets	53	13.3 %
Clean-up of trash & litter on residential property	85	21.3 %
Clean-up of trash & litter on commercial property	23	5.8 %
None chosen	29	7.3 %
Total	400	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	35	8.8 %
Enforcement of residential building codes	39	9.8 %
Maintenance of commercial property	52	13.0 %
Enforcement of commercial building codes	42	10.5 %
Parking enforcement on neighborhood streets	35	8.8 %
Clean-up of trash & litter on residential property	77	19.3 %
Clean-up of trash & litter on commercial property	81	20.3 %
None chosen	39	9.8 %
Total	400	100.0 %

SUM OF TOP 2 CHOICES

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	130	32.5 %
Enforcement of residential building codes	84	21.0 %
Maintenance of commercial property	79	19.8 %
Enforcement of commercial building codes	85	21.3 %
Parking enforcement on neighborhood streets	88	22.0 %
Clean-up of trash & litter on residential property	162	40.5 %
Clean-up of trash & litter on commercial property	104	26.0 %
None chosen	29	7.3 %
Total	761	

Q13. Do you feel the current level of code enforcement is...

Q13. What is current level of code enforcement	Number	Percent
Too much	21	5.3 %
About right	214	53.5 %
Not enough	125	31.3 %
Not provided	40	10.0 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"

Q13. Do you feel the current level of code enforcement is... (without "not provided")

Q13. What is current level of code enforcement	Number	Percent
Too much	21	5.8 %
About right	214	59.4 %
Not enough	125	34.7 %
Total	360	100.0 %

Q14. Do you know which streets in Warrensburg are maintained by the City of Warrensburg and which are maintained by the Missouri Department of Transportation?

Q14. Do you know which streets in Warrensburg are maintained by City of Warrensburg & which are maintained by Missouri Department of Transportation

	Number	Percent
Yes	178	44.5 %
No	219	54.8 %
Not provided	3	0.8 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"

Q14. Do you know which streets in Warrensburg are maintained by the City of Warrensburg and which are maintained by the Missouri Department of Transportation? (without "not provided")

Q14. Do you know which streets in Warrensburg are maintained by City of Warrensburg & which are maintained by Missouri Department of Transportation

	Number	Percent
Yes	178	44.8 %
No	219	55.2 %
Total	397	100.0 %

Q15. City Maintenance and Public Works. Please rate your satisfaction with each of the following.

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Condition of major City streets	6.8%	45.3%	22.0%	18.0%	5.3%	2.8%
Q15-2. Condition of streets in your neighborhood	11.8%	46.3%	18.8%	16.3%	6.0%	1.0%
Q15-3. Condition of sidewalks in your neighborhood	9.3%	29.5%	23.3%	21.8%	9.0%	7.3%
Q15-4. Timing of traffic signals on City streets	6.8%	38.3%	22.3%	21.5%	8.8%	2.5%
Q15-5. Traffic flow on major City streets	4.8%	26.8%	27.0%	27.8%	12.0%	1.8%
Q15-6. Pedestrian accessibility (City's sidewalk system for people with disabilities)	6.0%	33.5%	24.8%	15.0%	8.3%	12.5%
Q15-7. Appearance & condition of City medians, right-of-ways & public areas	6.8%	44.5%	32.8%	11.0%	2.5%	2.5%
Q15-8. Adequacy of City street lighting	9.0%	40.0%	25.0%	17.3%	6.0%	2.8%
Q15-9. Visibility of pavement markings & street signs on City streets	10.5%	50.0%	24.5%	10.0%	3.0%	2.0%
Q15-10. Overall cleanliness of streets & alleyways	6.3%	44.5%	28.3%	14.3%	3.5%	3.3%
Q15-11. Availability of bike lanes	6.5%	21.3%	32.5%	18.3%	8.5%	13.0%
Q15-12. Snow removal on major City streets	21.3%	55.3%	13.3%	3.8%	2.0%	4.5%
Q15-13. Snow removal on neighborhood streets	15.8%	46.5%	19.5%	8.5%	4.3%	5.5%
Q15-14. Overall quality of City cemetery	12.5%	28.0%	20.8%	0.8%	0.3%	37.8%
Q15-15. City efforts to prevent flooding in Warrensburg	7.0%	27.5%	23.0%	4.3%	1.8%	36.5%
Q15-16. Adequacy of storm water infrastructure	5.5%	27.0%	23.8%	9.5%	2.3%	32.0%

WITHOUT "DON'T KNOW"**Q15. City Maintenance and Public Works. Please rate your satisfaction with each of the following. (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Condition of major City streets	6.9%	46.5%	22.6%	18.5%	5.4%
Q15-2. Condition of streets in your neighborhood	11.9%	46.7%	18.9%	16.4%	6.1%
Q15-3. Condition of sidewalks in your neighborhood	10.0%	31.8%	25.1%	23.5%	9.7%
Q15-4. Timing of traffic signals on City streets	6.9%	39.2%	22.8%	22.1%	9.0%
Q15-5. Traffic flow on major City streets	4.8%	27.2%	27.5%	28.2%	12.2%
Q15-6. Pedestrian accessibility (City's sidewalk system for people with disabilities)	6.9%	38.3%	28.3%	17.1%	9.4%
Q15-7. Appearance & condition of City medians, right-of-ways & public areas	6.9%	45.6%	33.6%	11.3%	2.6%
Q15-8. Adequacy of City street lighting	9.3%	41.1%	25.7%	17.7%	6.2%
Q15-9. Visibility of pavement markings & street signs on City streets	10.7%	51.0%	25.0%	10.2%	3.1%
Q15-10. Overall cleanliness of streets & alleyways	6.5%	46.0%	29.2%	14.7%	3.6%
Q15-11. Availability of bike lanes	7.5%	24.4%	37.4%	21.0%	9.8%
Q15-12. Snow removal on major City streets	22.3%	57.9%	13.9%	3.9%	2.1%
Q15-13. Snow removal on neighborhood streets	16.7%	49.2%	20.6%	9.0%	4.5%
Q15-14. Overall quality of City cemetery	20.1%	45.0%	33.3%	1.2%	0.4%
Q15-15. City efforts to prevent flooding in Warrensburg	11.0%	43.3%	36.2%	6.7%	2.8%
Q15-16. Adequacy of storm water infrastructure	8.1%	39.7%	34.9%	14.0%	3.3%

Q16. Which THREE of the items and services listed in Question 15 do you think are MOST IMPORTANT for the City to provide?

Q16. Top choice	Number	Percent
Condition of major City streets	156	39.0 %
Condition of streets in your neighborhood	27	6.8 %
Condition of sidewalks in your neighborhood	18	4.5 %
Timing of traffic signals on City streets	19	4.8 %
Traffic flow on major City streets	40	10.0 %
Pedestrian accessibility (City's sidewalk system for people with disabilities)	19	4.8 %
Appearance & condition of City medians, right-of-ways & public areas	4	1.0 %
Adequacy of City street lighting	17	4.3 %
Visibility of pavement markings & street signs on City streets	1	0.3 %
Overall cleanliness of streets & alleyways	7	1.8 %
Availability of bike lanes	6	1.5 %
Snow removal on major City streets	20	5.0 %
Snow removal on neighborhood streets	12	3.0 %
Overall quality of City cemetery	1	0.3 %
City efforts to prevent flooding in Warrensburg	9	2.3 %
Adequacy of storm water infrastructure	14	3.5 %
None chosen	30	7.5 %
Total	400	100.0 %

Q16. Which THREE of the items and services listed in Question 15 do you think are MOST IMPORTANT for the City to provide?

Q16. 2nd choice	Number	Percent
Condition of major City streets	31	7.8 %
Condition of streets in your neighborhood	54	13.5 %
Condition of sidewalks in your neighborhood	20	5.0 %
Timing of traffic signals on City streets	22	5.5 %
Traffic flow on major City streets	46	11.5 %
Pedestrian accessibility (City's sidewalk system for people with disabilities)	27	6.8 %
Appearance & condition of City medians, right-of-ways & public areas	10	2.5 %
Adequacy of City street lighting	39	9.8 %
Visibility of pavement markings & street signs on City streets	8	2.0 %
Overall cleanliness of streets & alleyways	15	3.8 %
Availability of bike lanes	7	1.8 %
Snow removal on major City streets	34	8.5 %
Snow removal on neighborhood streets	26	6.5 %
Overall quality of City cemetery	2	0.5 %
City efforts to prevent flooding in Warrensburg	10	2.5 %
Adequacy of storm water infrastructure	13	3.3 %
None chosen	36	9.0 %
Total	400	100.0 %

Q16. Which THREE of the items and services listed in Question 15 do you think are MOST IMPORTANT for the City to provide?

Q16. 3rd choice	Number	Percent
Condition of major City streets	16	4.0 %
Condition of streets in your neighborhood	30	7.5 %
Condition of sidewalks in your neighborhood	23	5.8 %
Timing of traffic signals on City streets	16	4.0 %
Traffic flow on major City streets	43	10.8 %
Pedestrian accessibility (City's sidewalk system for people with disabilities)	20	5.0 %
Appearance & condition of City medians, right-of-ways & public areas	11	2.8 %
Adequacy of City street lighting	30	7.5 %
Visibility of pavement markings & street signs on City streets	19	4.8 %
Overall cleanliness of streets & alleyways	24	6.0 %
Availability of bike lanes	12	3.0 %
Snow removal on major City streets	52	13.0 %
Snow removal on neighborhood streets	26	6.5 %
City efforts to prevent flooding in Warrensburg	15	3.8 %
Adequacy of storm water infrastructure	17	4.3 %
None chosen	46	11.5 %
Total	400	100.0 %

SUM OF TOP 3 CHOICES

Q16. Which THREE of the items and services listed in Question 15 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q16. Sum of top 3 choices	Number	Percent
Condition of major City streets	203	50.8 %
Condition of streets in your neighborhood	111	27.8 %
Condition of sidewalks in your neighborhood	61	15.3 %
Timing of traffic signals on City streets	57	14.3 %
Traffic flow on major City streets	129	32.3 %
Pedestrian accessibility (City's sidewalk system for people with disabilities)	66	16.5 %
Appearance & condition of City medians, right-of-ways & public areas	25	6.3 %
Adequacy of City street lighting	86	21.5 %
Visibility of pavement markings & street signs on City streets	28	7.0 %
Overall cleanliness of streets & alleyways	46	11.5 %
Availability of bike lanes	25	6.3 %
Snow removal on major City streets	106	26.5 %
Snow removal on neighborhood streets	64	16.0 %
Overall quality of City cemetery	3	0.8 %
City efforts to prevent flooding in Warrensburg	34	8.5 %
Adequacy of storm water infrastructure	44	11.0 %
None chosen	30	7.5 %
Total	1118	

Q17. Would you consider approving a tax/fee to support the building of new stormwater infrastructure and the maintenance/replacement of current infrastructure?

Q17. Would you consider approving a tax/fee to support building of new stormwater infrastructure & maintenance/replacement of current infrastructure

	Number	Percent
Yes	204	51.0 %
No	161	40.3 %
Not provided	35	8.8 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"

Q17. 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")

Q17. Would you consider approving a tax/fee to support building of new stormwater infrastructure & maintenance/replacement of current infrastructure

	Number	Percent
Yes	204	55.9 %
No	161	44.1 %
Total	365	100.0 %

Q19. Overall, how satisfied are you with traffic flow on Maguire Street?

Q19. How satisfied are you with traffic flow on Maguire Street

	Number	Percent
Very satisfied	13	3.3 %
Satisfied	87	21.8 %
Neutral	87	21.8 %
Dissatisfied	131	32.8 %
Very dissatisfied	66	16.5 %
Don't know	16	4.0 %
Total	400	100.0 %

WITHOUT "DON'T KNOW"

Q19. Overall, how satisfied are you with traffic flow on Maguire Street? (without "don't know")

Q19. How satisfied are you with traffic flow on Maguire Street

	Number	Percent
Very satisfied	13	3.4 %
Satisfied	87	22.7 %
Neutral	87	22.7 %
Dissatisfied	131	34.1 %
Very dissatisfied	66	17.2 %
Total	384	100.0 %

Q20. 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?

Q20. How supportive would you be of a tax increase to support development of other public works projects	Number	Percent
Strongly supportive	90	22.5 %
Somewhat supportive	145	36.3 %
Neutral	71	17.8 %
Not supportive	45	11.3 %
Not at all supportive	29	7.3 %
Don't know	20	5.0 %
Total	400	100.0 %

WITHOUT "DON'T KNOW"

Q20. 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")

Q20. How supportive would you be of a tax increase to support development of other public works projects	Number	Percent
Strongly supportive	90	23.7 %
Somewhat supportive	145	38.2 %
Neutral	71	18.7 %
Not supportive	45	11.8 %
Not at all supportive	29	7.6 %
Total	380	100.0 %

Q21. Do you participate in the City-Wide Clean-Up Program?

<u>Q21. Do you participate in City-Wide Clean-Up Program</u>	<u>Number</u>	<u>Percent</u>
Yes	275	68.8 %
No	125	31.3 %
Total	400	100.0 %

Q21a. How satisfied are you with the City-Wide Clean-Up Program?

<u>Q21a. How satisfied are you with City-Wide Clean-Up Program</u>	<u>Number</u>	<u>Percent</u>
Very satisfied	147	53.5 %
Satisfied	85	30.9 %
Neutral	27	9.8 %
Dissatisfied	12	4.4 %
Very dissatisfied	3	1.1 %
Don't know	1	0.4 %
Total	275	100.0 %

WITHOUT "DON'T KNOW"**Q21a. How satisfied are you with the City-Wide Clean-Up Program? (without "don't know")**

<u>Q21a. How satisfied are you with City-Wide Clean-Up Program</u>	<u>Number</u>	<u>Percent</u>
Very satisfied	147	53.6 %
Satisfied	85	31.0 %
Neutral	27	9.9 %
Dissatisfied	12	4.4 %
Very dissatisfied	3	1.1 %
Total	274	100.0 %

Q22. Parks and Recreation Services. Please rate your satisfaction with each of the following.

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Maintenance of City parks	18.3%	53.3%	16.5%	2.0%	0.0%	10.0%
Q22-2. Location of City parks	15.5%	53.8%	20.3%	3.5%	0.3%	6.8%
Q22-3. Appearance of parks & recreation facilities	16.8%	55.3%	16.8%	3.5%	0.3%	7.5%
Q22-4. Quality of walking & biking paths	10.3%	36.3%	27.3%	9.5%	2.5%	14.3%
Q22-5. Overall quality of facilities/athletic fields	12.0%	39.3%	24.0%	4.0%	0.3%	20.5%
Q22-6. Quality of soccer fields	7.5%	27.0%	24.8%	4.0%	1.0%	35.8%
Q22-7. Quality of baseball/ softball fields	10.3%	35.5%	22.0%	2.0%	0.0%	30.3%
Q22-8. Quality of flag football fields	7.0%	24.0%	25.0%	1.3%	0.3%	42.5%
Q22-9. Quality of swimming pools	15.3%	39.3%	20.8%	3.3%	0.8%	20.8%
Q22-10. Quality of disc golf course	7.3%	18.3%	27.3%	1.5%	0.8%	45.0%
Q22-11. Ease of access to parks & recreation facilities	16.0%	49.0%	18.5%	3.8%	1.0%	11.8%
Q22-12. Overall quality of recreation programs	13.3%	37.3%	21.5%	6.3%	1.8%	20.0%
Q22-13. Quality of preschool programs	6.0%	17.0%	22.3%	1.5%	1.0%	52.3%
Q22-14. Quality of youth programs	5.8%	22.3%	24.8%	4.3%	1.5%	41.5%
Q22-15. Quality of adult programs	7.5%	28.3%	24.3%	5.5%	0.8%	33.8%
Q22-16. Quality of seniors programs	10.0%	28.8%	23.0%	3.5%	0.5%	34.3%
Q22-17. Choice of activities at parks & recreation facilities	9.8%	36.0%	25.3%	7.8%	1.0%	20.3%

Q22. Parks and Recreation Services. Please rate your satisfaction with each of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-18. Quality & offerings at senior center	12.3%	25.5%	21.0%	2.5%	0.3%	38.5%
Q22-19. Customer service provided by parks & recreation staff	10.5%	30.8%	28.8%	7.0%	2.5%	20.5%
Q22-20. Maintenance & appearance of community centers	19.5%	46.3%	20.5%	1.5%	0.3%	12.0%

WITHOUT "DON'T KNOW"**Q22. Parks and Recreation Services. Please rate your satisfaction with each of the following. (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Maintenance of City parks	20.3%	59.2%	18.3%	2.2%	0.0%
Q22-2. Location of City parks	16.6%	57.6%	21.7%	3.8%	0.3%
Q22-3. Appearance of parks & recreation facilities	18.1%	59.7%	18.1%	3.8%	0.3%
Q22-4. Quality of walking & biking paths	12.0%	42.3%	31.8%	11.1%	2.9%
Q22-5. Overall quality of facilities/athletic fields	15.1%	49.4%	30.2%	5.0%	0.3%
Q22-6. Quality of soccer fields	11.7%	42.0%	38.5%	6.2%	1.6%
Q22-7. Quality of baseball/softball fields	14.7%	50.9%	31.5%	2.9%	0.0%
Q22-8. Quality of flag football fields	12.2%	41.7%	43.5%	2.2%	0.4%
Q22-9. Quality of swimming pools	19.2%	49.5%	26.2%	4.1%	0.9%
Q22-10. Quality of disc golf course	13.2%	33.2%	49.5%	2.7%	1.4%
Q22-11. Ease of access to parks & recreation facilities	18.1%	55.5%	21.0%	4.2%	1.1%
Q22-12. Overall quality of recreation programs	16.6%	46.6%	26.9%	7.8%	2.2%
Q22-13. Quality of preschool programs	12.6%	35.6%	46.6%	3.1%	2.1%
Q22-14. Quality of youth programs	9.8%	38.0%	42.3%	7.3%	2.6%
Q22-15. Quality of adult programs	11.3%	42.6%	36.6%	8.3%	1.1%
Q22-16. Quality of seniors programs	15.2%	43.7%	35.0%	5.3%	0.8%
Q22-17. Choice of activities at parks & recreation facilities	12.2%	45.1%	31.7%	9.7%	1.3%
Q22-18. Quality & offerings at senior center	19.9%	41.5%	34.1%	4.1%	0.4%
Q22-19. Customer service provided by parks & recreation staff	13.2%	38.7%	36.2%	8.8%	3.1%
Q22-20. Maintenance & appearance of community centers	22.2%	52.6%	23.3%	1.7%	0.3%

Q23. Which THREE of the items listed in Question 22 do you think are MOST IMPORTANT for the City to provide?

Q23. Top choice	Number	Percent
Maintenance of City parks	125	31.3 %
Location of City parks	6	1.5 %
Appearance of parks & recreation facilities	18	4.5 %
Quality of walking & biking paths	35	8.8 %
Overall quality of facilities/athletic fields	8	2.0 %
Quality of soccer fields	4	1.0 %
Quality of baseball/softball fields	2	0.5 %
Quality of flag football fields	1	0.3 %
Quality of swimming pools	8	2.0 %
Quality of disc golf course	4	1.0 %
Ease of access to parks & recreation facilities	11	2.8 %
Overall quality of recreation programs	18	4.5 %
Quality of preschool programs	13	3.3 %
Quality of youth programs	20	5.0 %
Quality of adult programs	6	1.5 %
Quality of seniors programs	17	4.3 %
Choice of activities at parks & recreation facilities	4	1.0 %
Quality & offerings at senior center	15	3.8 %
Customer service provided by parks & recreation staff	6	1.5 %
Maintenance & appearance of community centers	16	4.0 %
None chosen	63	15.8 %
Total	400	100.0 %

Q23. Which THREE of the items listed in Question 22 do you think are MOST IMPORTANT for the City to provide?

Q23. 2nd choice	Number	Percent
Maintenance of City parks	37	9.3 %
Location of City parks	9	2.3 %
Appearance of parks & recreation facilities	40	10.0 %
Quality of walking & biking paths	36	9.0 %
Overall quality of facilities/athletic fields	19	4.8 %
Quality of soccer fields	4	1.0 %
Quality of baseball/softball fields	2	0.5 %
Quality of flag football fields	1	0.3 %
Quality of swimming pools	12	3.0 %
Quality of disc golf course	3	0.8 %
Ease of access to parks & recreation facilities	17	4.3 %
Overall quality of recreation programs	23	5.8 %
Quality of preschool programs	5	1.3 %
Quality of youth programs	29	7.3 %
Quality of adult programs	5	1.3 %
Quality of seniors programs	15	3.8 %
Choice of activities at parks & recreation facilities	18	4.5 %
Quality & offerings at senior center	15	3.8 %
Customer service provided by parks & recreation staff	13	3.3 %
Maintenance & appearance of community centers	25	6.3 %
None chosen	72	18.0 %
Total	400	100.0 %

Q23. Which THREE of the items listed in Question 22 do you think are MOST IMPORTANT for the City to provide?

Q23. 3rd choice	Number	Percent
Maintenance of City parks	26	6.5 %
Location of City parks	10	2.5 %
Appearance of parks & recreation facilities	28	7.0 %
Quality of walking & biking paths	20	5.0 %
Overall quality of facilities/athletic fields	21	5.3 %
Quality of soccer fields	1	0.3 %
Quality of baseball/softball fields	1	0.3 %
Quality of swimming pools	14	3.5 %
Quality of disc golf course	2	0.5 %
Ease of access to parks & recreation facilities	13	3.3 %
Overall quality of recreation programs	21	5.3 %
Quality of preschool programs	6	1.5 %
Quality of youth programs	18	4.5 %
Quality of adult programs	18	4.5 %
Quality of seniors programs	23	5.8 %
Choice of activities at parks & recreation facilities	20	5.0 %
Quality & offerings at senior center	17	4.3 %
Customer service provided by parks & recreation staff	15	3.8 %
Maintenance & appearance of community centers	44	11.0 %
None chosen	82	20.5 %
Total	400	100.0 %

SUM OF TOP 3 CHOICES**Q23. Which THREE of the items listed in Question 22 do you think are MOST IMPORTANT for the City to provide? (top 3)**

Q23. Sum of top 3 choices	Number	Percent
Maintenance of City parks	188	47.0 %
Location of City parks	25	6.3 %
Appearance of parks & recreation facilities	86	21.5 %
Quality of walking & biking paths	91	22.8 %
Overall quality of facilities/athletic fields	48	12.0 %
Quality of soccer fields	9	2.3 %
Quality of baseball/softball fields	5	1.3 %
Quality of flag football fields	2	0.5 %
Quality of swimming pools	34	8.5 %
Quality of disc golf course	9	2.3 %
Ease of access to parks & recreation facilities	41	10.3 %
Overall quality of recreation programs	62	15.5 %
Quality of preschool programs	24	6.0 %
Quality of youth programs	67	16.8 %
Quality of adult programs	29	7.3 %
Quality of seniors programs	55	13.8 %
Choice of activities at parks & recreation facilities	42	10.5 %
Quality & offerings at senior center	47	11.8 %
Customer service provided by parks & recreation staff	34	8.5 %
Maintenance & appearance of community centers	85	21.3 %
None chosen	63	15.8 %
Total	1046	

Q25. Would you support an additional 1/8-cent sales tax for Parks and Recreation services to improve parks and develop additional recreational activities?

Q25. 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	54.3 %
No	161	40.3 %
Not provided	22	5.5 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"

Q25. 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")

Q25. 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	57.4 %
No	161	42.6 %
Total	378	100.0 %

Q26. City Communication. Please rate your satisfaction with each of the following.

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Availability of information about government operations	4.5%	29.5%	30.5%	14.8%	2.0%	18.8%
Q26-2. City efforts to keep residents informed about local issues	5.5%	31.3%	28.3%	20.0%	3.0%	12.0%
Q26-3. Level of public involvement in City decision-making	2.8%	21.5%	33.0%	19.5%	5.3%	18.0%
Q26-4. Usefulness of information that is available on City website	5.3%	23.3%	37.0%	10.0%	3.3%	21.3%
Q26-5. Timeliness of information provided by your local government	4.5%	24.0%	34.5%	13.0%	2.8%	21.3%
Q26-6. Quality of social media outlets (Facebook, blogs, Twitter, etc.)	5.5%	19.0%	30.3%	9.3%	3.0%	33.0%

WITHOUT "DON'T KNOW"

Q26. City Communication. Please rate your satisfaction with each of the following. (without "don't know")

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Availability of information about government operations	5.5%	36.3%	37.5%	18.2%	2.5%
Q26-2. City efforts to keep residents informed about local issues	6.3%	35.5%	32.1%	22.7%	3.4%
Q26-3. Level of public involvement in City decision-making	3.4%	26.2%	40.2%	23.8%	6.4%
Q26-4. Usefulness of information that is available on City website	6.7%	29.5%	47.0%	12.7%	4.1%
Q26-5. Timeliness of information provided by your local government	5.7%	30.5%	43.8%	16.5%	3.5%
Q26-6. Quality of social media outlets (Facebook, blogs, Twitter, etc.)	8.2%	28.4%	45.1%	13.8%	4.5%

Q27. Which of the following sources do you currently use to obtain or receive information about the City of Warrensburg?

Q27. Which sources do you currently use to obtain or receive information about City of Warrensburg	Number	Percent
City of Warrensburg website	204	51.0 %
City Council meetings	57	14.3 %
City's Twitter pages	6	1.5 %
City's Facebook pages	130	32.5 %
Parks & Recreation Activity Guide	224	56.0 %
Other	133	33.3 %
Total	754	

Q27-6. Other

<u>Q27-6. Other</u>	<u>Number</u>	<u>Percent</u>
Newspaper	49	38.0 %
Star Journal	22	17.1 %
Word of mouth	10	7.8 %
Newspaper, radio	8	6.2 %
STAR JOURNAL, KOKO	4	3.1 %
Mailings	4	3.1 %
Radio	3	2.3 %
KOKO RADIO	2	1.6 %
Mailings, word of mouth	1	0.8 %
WPD FACEBOOK, WFD FACEBOOK	1	0.8 %
INFO AT COMMUNITY CENTER	1	0.8 %
RADIO, NEWSPAPER	1	0.8 %
Radio, word of mouth	1	0.8 %
Word of mouth, my Facebook page	1	0.8 %
Networking	1	0.8 %
The Burg	1	0.8 %
EMAIL/TEXT	1	0.8 %
Warrensburg Police Department Social Media	1	0.8 %
KOKO	1	0.8 %
Police Dept Facebook page	1	0.8 %
NEWSPAPER, TWITTER FEED	1	0.8 %
Radio and Star Journal	1	0.8 %
LE	1	0.8 %
KOKO Radio and Star Journal	1	0.8 %
WORD OF MOUTH, NEWSPAPERS, RADIO	1	0.8 %
Newspaper, Google news	1	0.8 %
FACEBOOK	1	0.8 %
CITY CENTER	1	0.8 %
VISIT CITY HALL EMPLOYEES WHEN I PAY SEWER BILL	1	0.8 %
POLICE FACEBOOK POSTS ARE GREAT	1	0.8 %
POLICE FACEBOOK	1	0.8 %
CHAMBER OF COMMERCE FACEBOOK, PARKS AND REC	1	0.8 %
FACEBOOK	1	0.8 %
DSS	1	0.8 %
VOLUNTARILY SUBMIT RESIDENT EMAIL ADDRESS TO	1	0.8 %
RECEIVE UPDATES	1	0.8 %
CALLED THE PHONE NUMBER LISTED TALK TO A	1	0.8 %
PERSON	1	0.8 %
Total	129	100.0 %

Q28. Which THREE of the information sources listed in Question 27 do you MOST PREFER to obtain or receive information about the City of Warrensburg?

<u>Q28. Top choice</u>	<u>Number</u>	<u>Percent</u>
City of Warrensburg website	108	27.0 %
City Council meetings	18	4.5 %
City's Twitter pages	10	2.5 %
City's Facebook pages	69	17.3 %
Parks & Recreation Activity Guide	44	11.0 %
Other	55	13.8 %
None chosen	96	24.0 %
Total	400	100.0 %

Q28. Which THREE of the information sources listed in Question 27 do you MOST PREFER to obtain or receive information about the City of Warrensburg?

<u>Q28. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City of Warrensburg website	80	20.0 %
City Council meetings	29	7.3 %
City's Twitter pages	7	1.8 %
City's Facebook pages	54	13.5 %
Parks & Recreation Activity Guide	77	19.3 %
Other	20	5.0 %
None chosen	133	33.3 %
Total	400	100.0 %

Q28. Which THREE of the information sources listed in Question 27 do you MOST PREFER to obtain or receive information about the City of Warrensburg?

<u>Q28. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
City of Warrensburg website	40	10.0 %
City Council meetings	35	8.8 %
City's Twitter pages	10	2.5 %
City's Facebook pages	24	6.0 %
Parks & Recreation Activity Guide	76	19.0 %
Other	30	7.5 %
None chosen	185	46.3 %
Total	400	100.0 %

SUM OF TOP 3 CHOICES

Q28. Which THREE of the information sources listed in Question 27 do you MOST PREFER to obtain or receive information about the City of Warrensburg? (top 3)

<u>Q28. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
City of Warrensburg website	228	57.0 %
City Council meetings	82	20.5 %
City's Twitter pages	27	6.8 %
City's Facebook pages	147	36.8 %
Parks & Recreation Activity Guide	197	49.3 %
Other	105	26.3 %
None chosen	96	24.0 %
Total	882	

Q29. City Government. Please rate your level of agreement with the following statements.

(N=400)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q29-1. Warrensburg City government is democratic & representative	5.0%	26.8%	33.5%	9.8%	2.3%	22.8%
Q29-2. Warrensburg City government is transparent	4.0%	19.8%	36.5%	12.0%	2.8%	25.0%
Q29-3. Warrensburg City government is efficient	4.0%	20.8%	38.8%	12.0%	3.3%	21.3%
Q29-4. Warrensburg City government is innovative	4.3%	12.5%	40.3%	17.3%	3.8%	22.0%
Q29-5. Warrensburg City government values diversity	4.5%	18.8%	35.5%	12.0%	2.3%	27.0%
Q29-6. Warrensburg City employees are ethical & honest	7.3%	27.3%	31.5%	6.0%	1.8%	26.3%
Q29-7. Warrensburg government leaders listen to what citizens have to say	4.3%	18.5%	36.8%	10.0%	6.8%	23.8%

WITHOUT "DON'T KNOW"**Q29. City Government. Please rate your level of agreement with the following statements. (without "don't know")**

(N=400)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q29-1. Warrensburg City government is democratic & representative	6.5%	34.6%	43.4%	12.6%	2.9%
Q29-2. Warrensburg City government is transparent	5.3%	26.3%	48.7%	16.0%	3.7%
Q29-3. Warrensburg City government is efficient	5.1%	26.3%	49.2%	15.2%	4.1%
Q29-4. Warrensburg City government is innovative	5.4%	16.0%	51.6%	22.1%	4.8%
Q29-5. Warrensburg City government values diversity	6.2%	25.7%	48.6%	16.4%	3.1%
Q29-6. Warrensburg City employees are ethical & honest	9.8%	36.9%	42.7%	8.1%	2.4%
Q29-7. Warrensburg government leaders listen to what citizens have to say	5.6%	24.3%	48.2%	13.1%	8.9%

Q30. Economic Development. Please rate your satisfaction with each of the following.

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q30-1. Overall quality of new residential development	5.8%	36.5%	34.3%	6.3%	3.8%	13.5%
Q30-2. Overall quality of new retail development (stores, restaurants, etc.)	6.8%	34.0%	22.5%	24.5%	5.8%	6.5%
Q30-3. Overall quality of new business development (offices, medical facilities, banks, etc.)	6.0%	32.8%	32.8%	13.8%	5.0%	9.8%
Q30-4. Overall quality of new industrial development (warehouses, plants, etc.)	4.8%	31.0%	32.3%	11.0%	4.8%	16.3%
Q30-5. Redevelopment of abandoned or under-utilized properties	1.3%	10.8%	27.0%	28.8%	13.0%	19.3%
Q30-6. Overall appearance of Downtown Warrensburg	10.5%	44.0%	28.8%	9.5%	2.0%	5.3%
Q30-7. City's planning for future growth	4.0%	18.8%	30.3%	12.3%	3.8%	31.0%
Q30-8. Overall appearance of commercial corridors	3.5%	29.5%	39.3%	14.3%	2.0%	11.5%

WITHOUT "DON'T KNOW"**Q30. Economic Development. Please rate your satisfaction with each of the following. (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q30-1. Overall quality of new residential development	6.6%	42.2%	39.6%	7.2%	4.3%
Q30-2. Overall quality of new retail development (stores, restaurants, etc.)	7.2%	36.4%	24.1%	26.2%	6.1%
Q30-3. Overall quality of new business development (offices, medical facilities, banks, etc.)	6.6%	36.3%	36.3%	15.2%	5.5%
Q30-4. Overall quality of new industrial development (warehouses, plants, etc.)	5.7%	37.0%	38.5%	13.1%	5.7%
Q30-5. Redevelopment of abandoned or under-utilized properties	1.5%	13.3%	33.4%	35.6%	16.1%
Q30-6. Overall appearance of Downtown Warrensburg	11.1%	46.4%	30.3%	10.0%	2.1%
Q30-7. City's planning for future growth	5.8%	27.2%	43.8%	17.8%	5.4%
Q30-8. Overall appearance of commercial corridors	4.0%	33.3%	44.4%	16.1%	2.3%

Q31. Which THREE of the following do you think will be the biggest issues Warrensburg will face within the next FIVE years?

Q31. Which will be biggest issues Warrensburg will face within next five years	Number	Percent
Neighborhood vitality	76	19.0 %
Housing affordability	182	45.5 %
Economic development	199	49.8 %
Road repair/maintenance/expansion	250	62.5 %
High taxes/property taxes/finances	153	38.3 %
Public transportation	80	20.0 %
Crime	116	29.0 %
Stormwater issues	46	11.5 %
Other	16	4.0 %
Total	1118	

Q31-9. Other

Q31-9. Other	Number	Percent
REDEVELOPING ABANDONED COMMERCIAL BUILDINGS	1	6.3 %
DEALING WITH ILLEGAL DRUGS, METH IS A MAJOR ISSUE HERE	1	6.3 %
Ability to expand	1	6.3 %
Tennis courts not repaired	1	6.3 %
SOCIAL SERVICES, HOMELESS ETC.	1	6.3 %
TRAFFIC MANAGEMENT	1	6.3 %
NEW HOUSING	1	6.3 %
SCHOOL SPENDING OUT OF CONTROL	1	6.3 %
NEED ADDED RETAIL	1	6.3 %
NEED MORE FOR YOUTH	1	6.3 %
HOMELESSNESS	1	6.3 %
CITY COUNCIL ELECTIONS	1	6.3 %
I AM ASSUMING STORMWATER ISSUES BASED ON THE QUESTION	1	6.3 %
NEW HOUSES BY LIONS LAKE	1	6.3 %
INSUFFICIENT TAXES TO MEET CITY NEEDS	1	6.3 %
K-12 EDUCATION SYSTEM NEEDS TO BECOME A LEADER FOR QUALITY	1	6.3 %
Total	16	100.0 %

Q32. Do you think the City of Warrensburg is continually improving as a place to live?

Q32. Is City of Warrensburg continually improving as a place to live	Number	Percent
Yes	236	59.0 %
No	70	17.5 %
Not provided	94	23.5 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"

Q32. Do you think the City of Warrensburg is continually improving as a place to live? (without "don't know")

Q32. Is City of Warrensburg continually improving as a place to live	Number	Percent
Yes	236	77.1 %
No	70	22.9 %
Total	306	100.0 %

Q33. What brought you to Warrensburg?

Q33. What brought you to Warrensburg	Number	Percent
Military	88	22.0 %
University of Central Missouri	105	26.3 %
Professional job	78	19.5 %
Family	113	28.3 %
Friends	10	2.5 %
Regional hub	4	1.0 %
Spouse	33	8.3 %
Other	24	6.0 %
Total	455	

Q33-8. Other

<u>Q33-8. Other</u>	<u>Number</u>	<u>Percent</u>
Born here	7	29.2 %
LIVED HERE ALL MY LIFE	2	8.3 %
CHURCH	1	4.2 %
SAFETY	1	4.2 %
Always lived here	1	4.2 %
SOLD FARM	1	4.2 %
Born, raised here and retired back here	1	4.2 %
Moving from the country to the city	1	4.2 %
JAIL	1	4.2 %
FAVORABLE PROPERTY TAX	1	4.2 %
MOVED BACK	1	4.2 %
GREW UP HERE	1	4.2 %
WHITEMAN AFB	1	4.2 %
WHITEMAN AFB EMPLOYEE	1	4.2 %
SMALL TOWN WITH ONLY A FEW STRIP MALLS AND BIG BOX STORES	1	4.2 %
Born and raised in Warrensburg	1	4.2 %
Be closer to the stores & businesses I regularly go to in Warrensburg	1	4.2 %
Total	24	100.0 %

Q34. Approximately how many years have you lived in Warrensburg?

<u>Q34. How many years have you lived in Warrensburg</u>	<u>Number</u>	<u>Percent</u>
Less than 3 years	37	9.3 %
3-5 years	37	9.3 %
6-10 years	28	7.0 %
11-15 years	36	9.0 %
16-20 years	46	11.5 %
21-30 years	65	16.3 %
More than 30 years	139	34.8 %
Not provided	12	3.0 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"

Q34. Approximately how many years have you lived in Warrensburg? (without "not provided")

<u>Q34. How many years have you lived in Warrensburg</u>	<u>Number</u>	<u>Percent</u>
Less than 3 years	37	9.5 %
3-5 years	37	9.5 %
6-10 years	28	7.2 %
11-15 years	36	9.3 %
16-20 years	46	11.9 %
21-30 years	65	16.8 %
More than 30 years	139	35.8 %
Total	388	100.0 %

Q35. What is your age?

<u>Q35. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	62	15.5 %
35-44	73	18.3 %
45-54	74	18.5 %
55-64	73	18.3 %
65+	70	17.5 %
Not provided	48	12.0 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"

Q35. What is your age? (without "not provided")

<u>Q35. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	62	17.6 %
35-44	73	20.7 %
45-54	74	21.0 %
55-64	73	20.7 %
65+	70	19.9 %
Total	352	100.0 %

Q36. What is the highest level of formal education you have completed?

Q36. Highest level of formal education you have completed	Number	Percent
Grade school	3	0.8 %
High school	44	11.0 %
Some college	87	21.8 %
College graduate	108	27.0 %
Graduate work	35	8.8 %
Graduate degree	95	23.8 %
Technical/trade school	9	2.3 %
Not provided	19	4.8 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"

Q36. What is the highest level of formal education you have completed? (without "not provided")

Q36. Highest level of formal education you have completed	Number	Percent
Grade school	3	0.8 %
High school	44	11.5 %
Some college	87	22.8 %
College graduate	108	28.3 %
Graduate work	35	9.2 %
Graduate degree	95	24.9 %
Technical/trade school	9	2.4 %
Total	381	100.0 %

Q37. Do you work in the City of Warrensburg?

Q37. Do you work in City of Warrensburg	Number	Percent
Yes	151	37.8 %
No	226	56.5 %
Not provided	23	5.8 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"

Q37. Do you work in the City of Warrensburg? (without "not provided")

Q37. Do you work in City of Warrensburg	Number	Percent
Yes	151	40.1 %
No	226	59.9 %
Total	377	100.0 %

Q38. Are you a student at the University of Central Missouri?

Q38. Are you a student at University of Central Missouri	Number	Percent
Yes	13	3.3 %
No	379	94.8 %
Not provided	8	2.0 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q38. Are you a student at the University of Central Missouri? (without "not provided")**

Q38. Are you a student at University of Central Missouri	Number	Percent
Yes	13	3.3 %
No	379	96.7 %
Total	392	100.0 %

Q39. Do you own or rent your home?

Q39. Do you own or rent your home	Number	Percent
Own	257	64.3 %
Rent	140	35.0 %
Not provided	3	0.8 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q39. Do you own or rent your home? (without "not provided")**

Q39. Do you own or rent your home	Number	Percent
Own	257	64.7 %
Rent	140	35.3 %
Total	397	100.0 %

Q40. Which of the following best describes your total annual household income?

Q40. Which following best describes your total annual household income	Number	Percent
Under \$25K	43	10.8 %
\$25K-\$49,999	74	18.5 %
\$50K-\$74,999	69	17.3 %
\$75K-\$99,999	72	18.0 %
\$100K-\$124,999	47	11.8 %
\$125K-\$149,999	18	4.5 %
\$150K-\$199,999	21	5.3 %
\$200K+	9	2.3 %
Not provided	47	11.8 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"

Q40. Which of the following best describes your total annual household income? (without "not provided")

Q40. Which following best describes your total annual household income	Number	Percent
Under \$25K	43	12.2 %
\$25K-\$49,999	74	21.0 %
\$50K-\$74,999	69	19.5 %
\$75K-\$99,999	72	20.4 %
\$100K-\$124,999	47	13.3 %
\$125K-\$149,999	18	5.1 %
\$150K-\$199,999	21	5.9 %
\$200K+	9	2.5 %
Total	353	100.0 %

Q41. Which of the following best describes your race/ethnicity?

Q41. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	9	2.3 %
Black/African American	27	6.8 %
White	354	88.5 %
Hispanic	15	3.8 %
American Indian/Eskimo	7	1.8 %
Other	2	0.5 %
Total	414	

Q41-6. Other

Q41-6. Other	Number	Percent
Mixed	1	50.0 %
MIDDLE EASTERN	1	50.0 %
Total	2	100.0 %

Q42. Are you of Hispanic, Latino, or other Spanish heritage?

Q42. Are you of Hispanic, Latino, or other Spanish heritage	Number	Percent
Yes	15	3.8 %
No	379	94.8 %
Not provided	6	1.5 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"

Q42. Are you of Hispanic, Latino, or other Spanish heritage? (without "not provided")

Q42. Are you of Hispanic, Latino, or other Spanish heritage	Number	Percent
Yes	15	3.8 %
No	379	96.2 %
Total	394	100.0 %

Q43. Your gender:

Q43. Your gender	Number	Percent
Male	201	50.3 %
Female	197	49.3 %
Other	1	0.3 %
Not provided	1	0.3 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"

Q43. Your gender: (without "not provided")

Q43. Your gender	Number	Percent
Male	201	50.4 %
Female	197	49.4 %
Other	1	0.3 %
Total	399	100.0 %

Q44. Are you registered to vote?

Q44. Are you registered to vote	Number	Percent
Yes	373	93.3 %
No	25	6.3 %
Not provided	2	0.5 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"

Q44. Are you registered to vote? (without "not provided")

Q44. Are you registered to vote	Number	Percent
Yes	373	93.7 %
No	25	6.3 %
Total	398	100.0 %

Q45. Are you employed at the University of Central Missouri?

Q45. Are you employed at University of Central Missouri	Number	Percent
Yes	45	11.3 %
No	352	88.0 %
Not provided	3	0.8 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"

Q45. Are you employed at the University of Central Missouri? (without "not provided")

Q45. Are you employed at University of Central Missouri	Number	Percent
Yes	45	11.3 %
No	352	88.7 %
Total	397	100.0 %

Section 5

Survey Instrument



City of Warrensburg

September 2019

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?

____(1) More Safe ____ (2) Stayed the Same ____ (3) 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)?

____(1) Strongly Supportive ____ (3) Neutral ____ (5) Not at All Supportive
 ____ (2) Somewhat Supportive ____ (4) 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 feel the current level of code enforcement is...

____(1) Too much ____ (2) About right ____ (3) Not enough

14. 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

15. 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-ways 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

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

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

17. 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

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

1. _____
2. _____
3. _____

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

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

20. 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?

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

21. Do you participate in the City-Wide Clean-Up Program? (1) Yes (2) No *[Skip to Question 22.]*

21a. How satisfied are you with the City-Wide Clean-Up Program?

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

22. 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 course	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

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

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

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

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

____(1) Yes ____ (2) No

26. 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

27. Which of the following sources do you currently use 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: _____ |

28. Which THREE of the information sources listed in Question 27 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 27.]

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

29. 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

30. 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

31. 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: _____

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

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

33. What brought you to Warrensburg?

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

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

- (1) Less than 3 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

35. What is your age? _____ years

36. 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

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

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

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

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

- (1) Under \$25,000 (4) \$75,000-\$99,999 (7) \$150,000-\$199,999
 (2) \$25,000-\$49,999 (5) \$100,000-\$124,999 (8) More than \$200,000
 (3) \$50,000-\$74,999 (6) \$125,000-\$149,999

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

- (1) Asian/Pacific Islander (3) White (5) American Indian/Eskimo
 (2) Black/African American (4) Hispanic (6) Other: _____

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

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

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

45. Are you employed at the University of Central Missouri? (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.