City of Grain Valley
Community Survey

Findings Report

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2018

Submitted to the City of Grain Valley, Missouri

By:
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2018 City of Grain Valley Community Survey
Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the City of Grain Valley during the summer of 2018. The purpose of the survey was to assess citizen satisfaction with major city services and to help the City ensure that its priorities continue to match the needs and desires of its residents. The information provided will be used to improve existing services and help the City better understand the evolving needs of residents of Grain Valley.

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

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

The goal was to obtain completed surveys from at least 400 residents. The goal was exceeded with a total of 610 residents completing the survey. The overall results for the sample of 610 households have a precision of at least +/-3.9% 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 Grain Valley with the results from other communities in ETC Institute’s DirectionFinder® database. Since the number of “don’t know” responses often reflect the utilization and awareness of city services, the percentage of “don’t know” responses have 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,
- benchmarking data that shows how the results for Grain Valley 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 Satisfaction with Major Categories of 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: police services (74%), customer services received from City employees (72%), and Parks and Recreation programs/facilities (66%). The four services that should receive the most emphasis over the next two years according to respondents, were: maintenance of City streets, sidewalks and infrastructure (49%), effectiveness of community planning (25%), enforcement of City codes and ordinances (22%), and police services (22%). The City of Grain Valley’s quality of customer service ranked 25% above the national average for U.S. cities with a population under 30,000 (72% Grain Valley versus 47% U.S. Population Under 30k Average).

**Overall Satisfaction with the Perception of the City**

The items that influence the perception residents have of the community with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: overall quality of education system within the City (85%), Grain Valley as a place to live (85%), and Grain Valley as a place to raise children (83%). The overall quality of the education system within the City was 28% above the national average for U.S. cities with a population under 30,000 (85% Grain Valley versus 57% U.S. Population Under 30k). The satisfaction of Grain Valley as a place to live was 20% above the national average for U.S. cities with a population under 30,000 (84% Grain Valley versus 64% U.S. Population Under 30k). The satisfaction of Grain Valley as a place to raise children was 18% above the national average for U.S. cities with a population under 30,000 (83% Grain Valley versus 65% U.S. Population Under 30k).

**Satisfaction with Specific City Services**

- City Maintenance. The highest levels of satisfaction with City maintenance, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: snow removal on major City streets during the past 12 months (75%), maintenance of City buildings (72%), and maintenance of street signs and traffic signals (64%). The top four, highest rated, City maintenance services that should receive the most emphasis over the next two years, were: maintenance of City streets (38%), adequacy of
City street lighting (32%), maintenance of neighborhood streets (21%), and maintenance and preservation of Downtown Grain Valley (21%).

- **Public Safety.** The highest levels of satisfaction with City public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: professionalism of City police personnel (77%), overall quality of local police protection (74%), and overall competence of City’s police personnel (72%). The top three public safety items that respondents feel should receive the most emphasis over the next two years, were: visibility of police in neighborhoods (40%), City’s efforts to prevent crime (31%), and the effectiveness of local police protection (23%).

- **Code Enforcement.** The highest levels of satisfaction with City code enforcement services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: enforcement of animal codes (49%), enforcing sign regulations (47%), and customer service from animal control officers (44%). The top two code enforcement services that respondents indicated should receive the most emphasis over the next two years, were: enforcing clean-up of trash/debris on private property (39%) and enforcing mowing and cutting of weeds on private property (29%).

- **Water Services.** The highest levels of satisfaction with City water services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the quality of drinking water (79%), quality of utility billing customer service (72%), and the quality of wastewater (sewer) services (71%). The quality of utility billing customer service ranked 32% higher than the national average for U.S. cities with a population under 30,000 (72% Grain Valley versus 40% U.S. Population Under 30k).

- **Leadership.** The highest levels of satisfaction with City leadership, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: how ethically the City conducts business (50%), the overall quality of leadership provided by the City’s elected officials (41%), and the overall effectiveness of the City administrator and appointed staff (40%).

- **Parks and Recreation.** The highest levels of satisfaction with City Parks and Recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: maintenance and appearance of City community centers (73%), maintenance of City parks and equipment (69%), and the Monkey Mountain Sports Complex (67%). The Parks and Recreation services respondents indicated should receive the most emphasis over the next two years, were: availability of walking and biking trails (34%), number of City parks (21%), City swimming pools and programs (18%), and programs/activities at City community centers (18%).

- **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: quality of the City’s magazine “City View” (68%), Parks
and Recreation program guide (60%), and the availability of information about City programs and services (51%).

- The three most selected sources respondents indicated they currently use to get information about the City of Grain Valley, were: City View magazine (60%), neighbors/friends/family (42%), and City social media pages (36%).

- **Planning and Zoning.** The highest levels of satisfaction with various City planning and zoning aspects, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the quality of new commercial building designs in the City (53%), types of new residential development in the City (47%), and the quality of private and commercial landscaping in the City (47%). The most important aspect of City planning and zoning that respondents indicated should receive the most emphasis over the new two years was the types of new commercial and retail development in the City (43%).

- **Pace of Development.** The ratings for the pace of development in the City, based upon the combined percentage of “much too slow” and “too slow” among residents who had an opinion, were: retail development (71%), industrial development (50%), and office development (50%).

**Additional Findings and Recommendations**

- Respondents were asked to indicate how strongly they agree with three statements regarding commercial activity in Grain Valley. Based upon the combined percentage of “strongly agree” and “agree” respondents were most in agreement with the following statement: the City should take proactive measures to encourage existing and new business redevelopment along major business corridors in Grain Valley (88%).

- Respondents were given a list of several aquatic features and programs and were asked to indicate how supportive they would be of the City included them in a new aquatic facility. The features that respondents were most supportive of, based upon the combined percentage of “very supportive” and “supportive” among residents who had an opinion, were: swim lessons (85%), recreational swimming area (83%), and water aerobics and water exercise programs (80%). Based on the sum of respondents’ top three choices the three most important aquatic features and programs were: lazy river (31%), swim lessons (31%), and water aerobics and water exercise programs (25%).

- Respondents’ were asked what they would most likely support the City using to pay back the bonds needed for developing a new community facility; twenty-five percent (25%) indicated “a local sales tax increase,” 14% indicated “a combination of increase sales and local property taxes,” and 2% indicated “an increase to local property taxes”. The items respondents would most support the City using for the care of the new facilities, were: fifty-eight percent (58%) indicated “user fees paid by patrons,” 23% indicated “a local sales tax increase,” and 5% indicated “an increase to local property taxes”.


Sixty-two percent (62%) of respondents have seen or heard information in advertisements and promotional materials utilizing the City logo and 60% percent of respondents indicated they “would not change anything” about the logo. Eighty-four percent (84%) were aware of the City’s logo.

Thirty-five percent (35%) of residents have called, emailed, or visited the City with a question, problem, or complaint during the past year. From the respondents who had contacted the City within the past year, forty-five percent (45%) indicated it was “very easy” and 40% indicated it was “somewhat easy” to contact the person they needed to reach.

The highest levels frequency for quality customer service received from City employees, based upon the combined percentage of “always” and “usually” responses among residents who had an opinion, were: they were courteous and polite (89%) and they grave prompt, accurate, and complete answers to questions (82%).

Ninety-one percent (91%) of respondents indicated they have regular access to internet at home.

Seventy-two percent (72%) of respondents indicated they and/or members of their household have visited parks in Grain Valley within the last year.

Fifty-six percent (56%) of respondents indicated they and/or members of their household have visited the City community center in the last year.

Fifty-five percent (55%) of respondents indicated they have visited the City’s website in the last year.

Fifty-three percent (53%) of respondents indicated they have at least one cat or dog.
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 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 to raise the City’s overall satisfaction rating are listed below:

- Maintenance of City streets, sidewalks, and infrastructure (IS=0.2845)
- Effectiveness of community planning (IS=0.1508)
- Enforcement of City codes and ordinances (IS=0.1288)

The table below shows the importance-satisfaction rating for all 14 major categories of City services that were rated.

<table>
<thead>
<tr>
<th>2018 Importance-Satisfaction Rating</th>
<th>Grain Valley, Missouri</th>
<th>Major Categories of City Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category of Service</td>
<td>Most Important %</td>
<td>Most Important Rank</td>
</tr>
<tr>
<td>Very High Priority (IS &gt; 0.20)</td>
<td>Maintenance of City streets, sidewalks, &amp; infrastructure</td>
<td>49</td>
</tr>
<tr>
<td>High Priority (IS: 0.10-0.20)</td>
<td>Effectiveness of community planning</td>
<td>28</td>
</tr>
<tr>
<td></td>
<td>Enforcement of City codes &amp; ordinances</td>
<td>22</td>
</tr>
<tr>
<td>Medium Priority (IS &lt; 0.10)</td>
<td>Trash, recycling, &amp; yard waste collection services</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>Effectiveness of City communication with the public</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Water &amp; wastewater services</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Parks &amp; Recreation programs/facilities</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>Public Transportation</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Police services</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td>Stormwater runoff/stormwater management system</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Maintenance of City buildings/facilities</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Public transportation services (OATS)</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Customer service received from City employees</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Municipal Court services</td>
<td>2</td>
</tr>
</tbody>
</table>
Section 1

Charts and Graphs
Q1. Overall Satisfaction with Perceptions of the Community

by percentage of respondents (excluding “don’t know”)

Overall quality of education system within City
- Very Satisfied (5): 45%
- Satisfied (4): 40%
- Neutral (3): 10%
- Dissatisfied (2/1): 5%

As a place to live
- Very Satisfied (5): 35%
- Satisfied (4): 50%
- Neutral (3): 12%
- Dissatisfied (2/1): 3%

As a place to raise children
- Very Satisfied (5): 38%
- Satisfied (4): 45%
- Neutral (3): 14%
- Dissatisfied (2/1): 3%

How safe you feel in your neighborhood
- Very Satisfied (5): 28%
- Satisfied (4): 49%
- Neutral (3): 16%
- Dissatisfied (2/1): 8%

Overall quality of life in City
- Very Satisfied (5): 21%
- Satisfied (4): 56%
- Neutral (3): 18%
- Dissatisfied (2/1): 5%

Overall feeling of safety in City
- Very Satisfied (5): 18%
- Satisfied (4): 58%
- Neutral (3): 17%
- Dissatisfied (2/1): 7%

Appearance of your neighborhood
- Very Satisfied (5): 22%
- Satisfied (4): 50%
- Neutral (3): 15%
- Dissatisfied (2/1): 13%

Overall image of City
- Very Satisfied (5): 12%
- Satisfied (4): 48%
- Neutral (3): 27%
- Dissatisfied (2/1): 13%

Overall quality of services provided by City
- Very Satisfied (5): 11%
- Satisfied (4): 45%
- Neutral (3): 30%
- Dissatisfied (2/1): 15%

Appearance of residential property in City
- Very Satisfied (5): 7%
- Satisfied (4): 49%
- Neutral (3): 32%
- Dissatisfied (2/1): 13%

Appearance of commercial property in City
- Very Satisfied (5): 8%
- Satisfied (4): 38%
- Neutral (3): 31%
- Dissatisfied (2/1): 24%

As a place to work
- Very Satisfied (5): 12%
- Satisfied (4): 30%
- Neutral (3): 36%
- Dissatisfied (2/1): 22%

Overall value you receive for your City tax & fees
- Very Satisfied (5): 8%
- Satisfied (4): 32%
- Neutral (3): 35%
- Dissatisfied (2/1): 28%

How well City is planning for development
- Very Satisfied (5): 8%
- Satisfied (4): 30%
- Neutral (3): 38%
- Dissatisfied (2/1): 26%

Source: ETC Institute (2018 - Grain Valley, MO)

Q2. Overall Satisfaction with Major Categories of City Services

by percentage of respondents (excluding “don’t know”)

Police services
- Very Satisfied (5): 23%
- Satisfied (4): 51%
- Neutral (3): 19%
- Dissatisfied (2/1): 7%

Customer service received from City employees
- Very Satisfied (5): 23%
- Satisfied (4): 49%
- Neutral (3): 23%
- Dissatisfied (2/1): 6%

Parks & Recreation programs/facilities
- Very Satisfied (5): 16%
- Satisfied (4): 50%
- Neutral (3): 26%
- Dissatisfied (2/1): 8%

Maintenance of City buildings/facilities
- Very Satisfied (5): 12%
- Satisfied (4): 53%
- Neutral (3): 29%
- Dissatisfied (2/1): 6%

Stormwater runoff/stormwater management system
- Very Satisfied (5): 11%
- Satisfied (4): 45%
- Neutral (3): 31%
- Dissatisfied (2/1): 13%

Water & wastewater services
- Very Satisfied (5): 14%
- Satisfied (4): 42%
- Neutral (3): 26%
- Dissatisfied (2/1): 18%

Effectiveness of City communication with the public
- Very Satisfied (5): 14%
- Satisfied (4): 40%
- Neutral (3): 33%
- Dissatisfied (2/1): 13%

Trash, recycling, & yard waste collection services
- Very Satisfied (5): 15%
- Satisfied (4): 39%
- Neutral (3): 26%
- Dissatisfied (2/1): 20%

Municipal Court services
- Very Satisfied (5): 12%
- Satisfied (4): 38%
- Neutral (3): 46%
- Dissatisfied (2/1): 5%

Maintenance of City streets, sidewalks, & infrastructure
- Very Satisfied (5): 7%
- Satisfied (4): 35%
- Neutral (3): 22%
- Dissatisfied (2/1): 36%

Enforcement of City codes & ordinances
- Very Satisfied (5): 8%
- Satisfied (4): 33%
- Neutral (3): 33%
- Dissatisfied (2/1): 26%

Public transportation services (OATS)
- Very Satisfied (5): 13%
- Satisfied (4): 27%
- Neutral (3): 49%
- Dissatisfied (2/1): 11%

Effectiveness of community planning
- Very Satisfied (5): 9%
- Satisfied (4): 30%
- Neutral (3): 41%
- Dissatisfied (2/1): 20%

Public transportation
- Very Satisfied (5): 8%
- Satisfied (4): 20%
- Neutral (3): 42%
- Dissatisfied (2/1): 32%

Source: ETC Institute (2018 - Grain Valley, MO)
Q3. Major Categories of City Services That Should Receive the Most Emphasis Over the Next Two Years

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

Source: ETC Institute (2018 - Grain Valley, MO)

Q4. Overall Satisfaction with City Maintenance

by percentage of respondents (excluding “don’t know”)

Source: ETC Institute (2018 - Grain Valley, MO)
Q5. City Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

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

Source: ETC Institute (2018 - Grain Valley, MO)

Q6. Overall Satisfaction with Public Safety Services

by percentage of respondents (excluding “don’t know”)

Source: ETC Institute (2018 - Grain Valley, MO)
Q7. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years
by percentage of respondents who selected the item as one of their top three choices

Visibility of police in neighborhoods: 40%
City's overall efforts to prevent crime: 31%
Effectiveness of local police protection: 23%
How quickly police respond to emergencies: 20%
City's overall efforts in youth outreach & DARE services: 19%
Quality of animal control: 15%
Enforcement of local traffic laws: 13%
Overall quality of local police protection: 13%
Responsiveness of police to investigation of criminal offenses: 11%
Professionalism of City police personnel: 8%
Overall competence of City's police personnel: 8%
City's Municipal Court: 3%

Source: ETC Institute (2018 - Grain Valley, MO)

Q8. Overall Satisfaction with Code Enforcement
by percentage of respondents (excluding “don’t know”)

- Enforcement of animal codes: 10% Very Satisfied (5), 39% Satisfied (4), 39% Neutral (3), 12% Dissatisfied (2/1)
- Enforcing sign regulations: 7% Very Satisfied (5), 40% Satisfied (4), 42% Neutral (3), 11% Dissatisfied (2/1)
- Customer service from animal control officers: 11% Very Satisfied (5), 33% Satisfied (4), 47% Neutral (3), 9% Dissatisfied (2/1)
- Enforcing trash, weeds, & exterior maintenance in your neighborhood: 11% Very Satisfied (5), 31% Satisfied (4), 31% Neutral (3), 28% Dissatisfied (2/1)
- Enforcing mowing & cutting of weeds on private property: 5% Very Satisfied (5), 30% Satisfied (4), 31% Neutral (3), 34% Dissatisfied (2/1)
- Enforcing exterior maintenance of residential property: 5% Very Satisfied (5), 28% Satisfied (4), 34% Neutral (3), 31% Dissatisfied (2/1)
- Enforcing clean-up of trash & debris on private property: 3% Very Satisfied (5), 29% Satisfied (4), 32% Neutral (3), 34% Dissatisfied (2/1)

Source: ETC Institute (2018 - Grain Valley, MO)
Q9. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

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

Source: ETC Institute (2018 - Grain Valley, MO)

Q10. Overall Satisfaction with Water Services

by percentage of respondents (excluding “don’t know”)

Source: ETC Institute (2018 - Grain Valley, MO)
Q11. Overall Satisfaction with City Leadership
by percentage of respondents (excluding “don't know”)

- How ethically City conducts business: 13% Very Satisfied, 37% Satisfied, 39% Neutral, 12% Dissatisfied
- Overall quality of leadership provided by City’s elected officials: 9% Very Satisfied, 32% Satisfied, 43% Neutral, 16% Dissatisfied
- Overall effectiveness of City Administrator & appointed staff: 9% Very Satisfied, 31% Satisfied, 44% Neutral, 16% Dissatisfied
- Overall effectiveness of appointed boards & commissions: 8% Very Satisfied, 28% Satisfied, 45% Neutral, 20% Dissatisfied
- Local government leaders seek out my views & listen to what I have to say: 8% Very Satisfied, 23% Satisfied, 40% Neutral, 29% Dissatisfied

Source: ETC Institute (2018 - Grain Valley, MO)

Q12. Have you seen or heard any information in advertisements, brochures, outdoor advertisements, displays, or other promotional materials that utilize the logo below?

- Yes: 62% of respondents
- No: 39% of respondents

Source: ETC Institute (2018 - Grain Valley, MO)
Q13. Before taking the survey, were you aware this was the logo used by the city?

![Logo Image]

by percentage of respondents

Yes 84%
No 16%

Source: ETC Institute (2018 - Grain Valley, MO)

Q14. What are some of your general perceptions of the current City of Grain Valley logo design?

by percentage of respondents (multiple choices could be made)

- I would not change anything: 60%
- It needs to be updated: 16%
- It does not say who we are: 9%
- It is too plain: 8%
- It is not unique enough: 8%
- I would change color (green) or font size: 6%
- It is difficult to understand: 2%
- Other: 4%

Source: ETC Institute (2018 - Grain Valley, MO)
### Q15. Overall Satisfaction with Parks and Recreation Services

by percentage of respondents (excluding “don’t know”)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied (5)</th>
<th>Satisfied (4)</th>
<th>Neutral (3)</th>
<th>Dissatisfied (2/1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance &amp; appearance of City community centers</td>
<td>14%</td>
<td>59%</td>
<td>24%</td>
<td>4%</td>
</tr>
<tr>
<td>Maintenance of City parks &amp; equipment</td>
<td>12%</td>
<td>57%</td>
<td>25%</td>
<td>5%</td>
</tr>
<tr>
<td>Monkey Mountain Sports Complex</td>
<td>17%</td>
<td>50%</td>
<td>31%</td>
<td>1%</td>
</tr>
<tr>
<td>Quality of facilities in City parks</td>
<td>11%</td>
<td>51%</td>
<td>29%</td>
<td>9%</td>
</tr>
<tr>
<td>Quality of customer service from Parks &amp; Recreation employees</td>
<td>14%</td>
<td>45%</td>
<td>37%</td>
<td>4%</td>
</tr>
<tr>
<td>City swimming pools &amp; programs</td>
<td>12%</td>
<td>45%</td>
<td>27%</td>
<td>17%</td>
</tr>
<tr>
<td>Programs &amp; activities at City community centers</td>
<td>13%</td>
<td>43%</td>
<td>33%</td>
<td>12%</td>
</tr>
<tr>
<td>Quality of outdoor athletic fields</td>
<td>9%</td>
<td>46%</td>
<td>33%</td>
<td>11%</td>
</tr>
<tr>
<td>Athletic fields other than at Monkey Mountain</td>
<td>11%</td>
<td>44%</td>
<td>32%</td>
<td>13%</td>
</tr>
<tr>
<td>Quality of senior programs at Community Center</td>
<td>15%</td>
<td>39%</td>
<td>37%</td>
<td>9%</td>
</tr>
<tr>
<td>Quality of communication from Parks &amp; Recreation</td>
<td>10%</td>
<td>43%</td>
<td>34%</td>
<td>13%</td>
</tr>
<tr>
<td>Number of City parks</td>
<td>9%</td>
<td>41%</td>
<td>29%</td>
<td>21%</td>
</tr>
<tr>
<td>Availability of walking &amp; biking trails</td>
<td>10%</td>
<td>39%</td>
<td>22%</td>
<td>30%</td>
</tr>
<tr>
<td>Quality of adult recreation programs</td>
<td>12%</td>
<td>37%</td>
<td>36%</td>
<td>15%</td>
</tr>
<tr>
<td>Concession operations at City parks</td>
<td>8%</td>
<td>39%</td>
<td>41%</td>
<td>12%</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2018 - Grain Valley, MO)

### Q16. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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

<table>
<thead>
<tr>
<th>Service</th>
<th>1st Choice</th>
<th>2nd Choice</th>
<th>3rd Choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability of walking &amp; biking trails</td>
<td>34%</td>
<td>21%</td>
<td>18%</td>
</tr>
<tr>
<td>Number of City parks</td>
<td>18%</td>
<td>18%</td>
<td>16%</td>
</tr>
<tr>
<td>City swimming pools &amp; programs</td>
<td>18%</td>
<td>16%</td>
<td>15%</td>
</tr>
<tr>
<td>Programs &amp; activities at City community centers</td>
<td>16%</td>
<td>14%</td>
<td>14%</td>
</tr>
<tr>
<td>Maintenance of City parks &amp; equipment</td>
<td>16%</td>
<td>15%</td>
<td>14%</td>
</tr>
<tr>
<td>Quality of facilities in City parks</td>
<td>14%</td>
<td>10%</td>
<td>8%</td>
</tr>
<tr>
<td>Quality of senior programs at Community Center</td>
<td>14%</td>
<td>10%</td>
<td>8%</td>
</tr>
<tr>
<td>Quality of outdoor athletic fields</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>Athletic fields other than at Monkey Mountain</td>
<td>6%</td>
<td>8%</td>
<td>3%</td>
</tr>
<tr>
<td>Concession operations at City parks</td>
<td>5%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Quality of customer service from Parks &amp; Recreation employees</td>
<td>3%</td>
<td>5%</td>
<td>6%</td>
</tr>
<tr>
<td>Monkey Mountain Sports Complex</td>
<td>3%</td>
<td>8%</td>
<td>8%</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2018 - Grain Valley, MO)
Q17. Overall Satisfaction with City Communication

by percentage of respondents (excluding “don't know”)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied (5)</th>
<th>Satisfied (4)</th>
<th>Neutral (3)</th>
<th>Dissatisfied (2/1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of City’s magazine (“City View”)</td>
<td>16%</td>
<td>52%</td>
<td>29%</td>
<td>4%</td>
</tr>
<tr>
<td>Parks &amp; Recreation program guide</td>
<td>14%</td>
<td>46%</td>
<td>35%</td>
<td>5%</td>
</tr>
<tr>
<td>Availability of information about City programs &amp; services</td>
<td>9%</td>
<td>42%</td>
<td>31%</td>
<td>19%</td>
</tr>
<tr>
<td>Overall user-friendliness of City’s website</td>
<td>11%</td>
<td>37%</td>
<td>41%</td>
<td>11%</td>
</tr>
<tr>
<td>City’s social media pages (Facebook)</td>
<td>10%</td>
<td>37%</td>
<td>41%</td>
<td>12%</td>
</tr>
<tr>
<td>City efforts to keep you informed about local issues</td>
<td>8%</td>
<td>37%</td>
<td>31%</td>
<td>24%</td>
</tr>
<tr>
<td>Quality of programming on City’s cable channel</td>
<td>11%</td>
<td>27%</td>
<td>51%</td>
<td>11%</td>
</tr>
<tr>
<td>Level of public involvement in local decision making</td>
<td>7%</td>
<td>23%</td>
<td>42%</td>
<td>28%</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2018 - Grain Valley, MO)

Q18. Which sources do you currently get information about the City of Grain Valley?

by percentage of respondents (multiple choices could be made)

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>City View magazine</td>
<td>60%</td>
</tr>
<tr>
<td>From neighbors/friends/family</td>
<td>42%</td>
</tr>
<tr>
<td>City social media pages</td>
<td>36%</td>
</tr>
<tr>
<td>City’s website</td>
<td>27%</td>
</tr>
<tr>
<td>Neighborhood groups</td>
<td>20%</td>
</tr>
<tr>
<td>Valley News</td>
<td>16%</td>
</tr>
<tr>
<td>Television news</td>
<td>12%</td>
</tr>
<tr>
<td>The Examiner</td>
<td>11%</td>
</tr>
<tr>
<td>The Examiner</td>
<td>11%</td>
</tr>
<tr>
<td>KC Star</td>
<td>5%</td>
</tr>
<tr>
<td>City’s TV channel</td>
<td>2%</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2018 - Grain Valley, MO)
Q19. Have you called, emailed, or visited the city with a question, problem, or complaint during the past year?

by percentage of respondents

Yes: 35%
No: 65%

Source: ETC Institute (2018 - Grain Valley, MO)

Q19a. How easy was it to contact the person you needed to reach?

by percentage of respondents who have called, emailed, or visited the city during the past year

Very easy: 45%
Somewhat easy: 40%
Difficult: 9%
Very difficult: 5%
Don't know: 1%

Source: ETC Institute (2018 - Grain Valley, MO)
Q19b. Perception of Customer Service Received from City Employees
by percentage of respondents who have called, emailed, or visited the city during the past year (excluding “don’t know”)

- They were courteous & polite: 62% (Always), 27% (Usually), 7% (Sometimes), 4% (Seldom)
- They gave prompt, accurate, & complete answers to questions: 53% (Always), 29% (Usually), 9% (Sometimes), 9% (Seldom)
- They did what they said they would do in a timely manner: 51% (Always), 27% (Usually), 10% (Sometimes), 13% (Seldom)
- They helped resolve an issue to your satisfaction: 45% (Always), 26% (Usually), 13% (Sometimes), 16% (Seldom)

Source: ETC Institute (2018 - Grain Valley, MO)

---

Q20. Overall Satisfaction with Planning and Zoning
by percentage of respondents (excluding “don’t know”)

- Quality of new commercial building designs in City: 13% (Very Satisfied), 40% (Satisfied), 34% (Neutral), 13% (Dissatisfied)
- Types of new residential development in City: 9% (Very Satisfied), 38% (Satisfied), 35% (Neutral), 18% (Dissatisfied)
- Quality of private & commercial landscaping in City: 9% (Very Satisfied), 38% (Satisfied), 39% (Neutral), 14% (Dissatisfied)
- Types of new commercial & retail development in City: 9% (Very Satisfied), 34% (Satisfied), 29% (Neutral), 28% (Dissatisfied)

Source: ETC Institute (2018 - Grain Valley, MO)
**Q21. Importance of Planning and Zoning Services That Should Receive the Most Emphasis Over the Next Two Years**

by percentage of respondents who selected the item as their top choice

- Types of new commercial & retail development in City: 43%
- Types of new residential development in City: 17%
- Quality of new commercial building designs in City: 8%
- Quality of private & commercial landscaping in City: 8%

Source: ETC Institute (2018 - Grain Valley, MO)

**Q22. Overall Satisfaction with Pace of Development**

by percentage of respondents (excluding "don't know")

- Retail development
  - Much too slow: 6%
  - Too slow: 24%
  - Just right: 46%
  - Too fast: 25%

- Industrial development
  - Much too slow: 7%
  - Too slow: 42%
  - Just right: 37%

- Office development
  - Much too slow: 5%
  - Too slow: 45%
  - Just right: 40%

- Single-family residential development
  - Much too slow: 16%
  - Too slow: 60%
  - Just right: 17%

- Condominium & townhouse development that is designed to be renter-occupied
  - Much too slow: 48%
  - Too slow: 38%
  - Just right: 10%

Source: ETC Institute (2018 - Grain Valley, MO)
Q23. Level of Agreement with Various Commercial Statements

by percentage of respondents (excluding “don’t know”)

City should take proactive measures to encourage existing/new business redevelopment along major business corridors in Grain Valley

- Strongly Agree (5): 38%
- Agree (4): 50%
- Neutral (3): 9%
- Disagree (2/1): 9%

Overall, the commercial areas in Grain Valley are better than they were 5 years ago

- Strongly Agree (5): 15%
- Agree (4): 55%
- Neutral (3): 18%
- Disagree (2/1): 12%

To encourage business redevelopment, City should use tax incentives & other economic development tools

- Strongly Agree (5): 20%
- Agree (4): 35%
- Neutral (3): 27%
- Disagree (2/1): 19%

Source: ETC Institute (2018 - Grain Valley, MO)

Q24. Various “Yes” or “No” Questions

by percentage of respondents (without “not provided”)

- Do you have regular access to internet at home? Yes: 91%
- Have any members of your household visited any parks in Grain Valley, in last year? Yes: 72%
- Have you or anyone in your household visited City community center in last year? Yes: 56%
- Have you visited City’s website in last year? Yes: 55%
- Do you own at least one cat or dog? Yes: 37%
- Have you contacted Utility Billing regarding your account in last year? Yes: 37%
- Have you had contact with a police officer during last year? Yes: 27%
- Have you ridden a bicycle on City streets or trails in last year? Yes: 27%
- Have you used Household Hazardous Waste & City Wide Clean Up service in last year? Yes: 23%
- Were you or anyone in your household the victim of any crime in Grain Valley, during last year? Yes: 13%
- Have you had contact with Municipal Court in last year? Yes: 11%

Source: ETC Institute (2018 - Grain Valley, MO)
Q25. Level of Support for Proposed Aquatic Facility Features and Programs
by percentage of respondents (excluding “don’t know”)

<table>
<thead>
<tr>
<th>Feature and Program</th>
<th>Very Supportive (5)</th>
<th>Supportive (4)</th>
<th>Not Sure (3)</th>
<th>Not Supportive (2/1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swim lessons</td>
<td>59%</td>
<td>32%</td>
<td>11%</td>
<td>5%</td>
</tr>
<tr>
<td>Recreational swimming area</td>
<td>44%</td>
<td>39%</td>
<td>11%</td>
<td>6%</td>
</tr>
<tr>
<td>Water aerobics &amp; water exercise programs</td>
<td>45%</td>
<td>35%</td>
<td>14%</td>
<td>6%</td>
</tr>
<tr>
<td>Therapy pool</td>
<td>43%</td>
<td>36%</td>
<td>15%</td>
<td>6%</td>
</tr>
<tr>
<td>Deck space for lounge seating/observation</td>
<td>37%</td>
<td>40%</td>
<td>15%</td>
<td>8%</td>
</tr>
<tr>
<td>Warm water pool with zero depth entry</td>
<td>43%</td>
<td>32%</td>
<td>16%</td>
<td>9%</td>
</tr>
<tr>
<td>Birthday parties</td>
<td>32%</td>
<td>40%</td>
<td>19%</td>
<td>9%</td>
</tr>
<tr>
<td>Sprayground</td>
<td>38%</td>
<td>34%</td>
<td>20%</td>
<td>9%</td>
</tr>
<tr>
<td>Water slides</td>
<td>39%</td>
<td>32%</td>
<td>21%</td>
<td>8%</td>
</tr>
<tr>
<td>Lazy river</td>
<td>42%</td>
<td>27%</td>
<td>21%</td>
<td>10%</td>
</tr>
<tr>
<td>Diving boards</td>
<td>30%</td>
<td>38%</td>
<td>23%</td>
<td>9%</td>
</tr>
<tr>
<td>Multi-lane lap pool (6-10 lanes, 25 yards)</td>
<td>31%</td>
<td>37%</td>
<td>23%</td>
<td>10%</td>
</tr>
<tr>
<td>Kayaking lessons</td>
<td>17%</td>
<td>26%</td>
<td>38%</td>
<td>19%</td>
</tr>
<tr>
<td>Ninja warrior obstacle course</td>
<td>20%</td>
<td>22%</td>
<td>32%</td>
<td>25%</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2018 - Grain Valley, MO)

Q26. Most Important Aquatic Features and Programs to Include in Proposed Aquatic Facility
by percentage of respondents who selected the item as one of their top three choices

<table>
<thead>
<tr>
<th>Feature and Program</th>
<th>1st Choice</th>
<th>2nd Choice</th>
<th>3rd Choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lazy river</td>
<td>31%</td>
<td>31%</td>
<td></td>
</tr>
<tr>
<td>Swim lessons</td>
<td>31%</td>
<td>31%</td>
<td></td>
</tr>
<tr>
<td>Water aerobics &amp; water exercise programs</td>
<td>25%</td>
<td>24%</td>
<td></td>
</tr>
<tr>
<td>Therapy pool</td>
<td>24%</td>
<td>23%</td>
<td></td>
</tr>
<tr>
<td>Recreational swimming area</td>
<td>16%</td>
<td>16%</td>
<td></td>
</tr>
<tr>
<td>Warm water pool with zero depth entry</td>
<td>16%</td>
<td>16%</td>
<td></td>
</tr>
<tr>
<td>Deck space for lounge seating/observation</td>
<td>16%</td>
<td>16%</td>
<td></td>
</tr>
<tr>
<td>Multi-lane lap pool (6-10 lanes, 25 yards)</td>
<td>16%</td>
<td>16%</td>
<td></td>
</tr>
<tr>
<td>Sprayground</td>
<td>13%</td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>Water slides</td>
<td>12%</td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>Ninja warrior obstacle course</td>
<td>8%</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>Birthday parties</td>
<td>5%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Kayaking lessons</td>
<td>4%</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Diving boards</td>
<td>4%</td>
<td>4%</td>
<td></td>
</tr>
</tbody>
</table>

Source: ETC Institute (2018 - Grain Valley, MO)
Q27. What would you most likely support the City taking to pay back the bonds needed for the development of new facilities?

by percentage of respondents

- A combination of increasing sales and local property taxes: 14%
- An increase to local property taxes: 2%
- A local sales tax increase: 25%
- I do not support any increase in taxes: 46%
- Don't know: 14%

Source: ETC Institute (2018 - Grain Valley, MO)

Q28. The City would need to plan for costs associated with the care of the new facilities. What items would you most support the City using for this purpose?

by percentage of respondents (two options could be chosen)

- An increase to local property taxes: 5%
- A local sales tax increase: 23%
- User fees paid by patrons: 58%
- Don't know: 14%

Source: ETC Institute (2018 - Grain Valley, MO)
Q29. Do you think you will be living in Grain Valley five years from now?

by percentage of respondents

Yes 83%
No 15%
Not provided 3%

Source: ETC Institute (2018 - Grain Valley, MO)

Q30. Do you own or rent your current residence?

by percentage of respondents

Own 73%
Rent 27%

Source: ETC Institute (2018 - Grain Valley, MO)
Q31. What type of dwelling do you live in?
by percentage of respondents

- Single family house: 82.9%
- Duplex or townhome: 14.8%
- Apartment or condo: 1.0%
- Other: 0.5%
- Not provided: 0.8%

Source: ETC Institute (2018 - Grain Valley, MO)

Q32. How many years have you live in Grain Valley? (Approx.)
by percentage of respondents

- 0-5 years: 36%
- 6-10 years: 18%
- 11-15 years: 18%
- 16-20 years: 11%
- 21-30 years: 11%
- 31+ years: 4%
- Not provided: 3%

Source: ETC Institute (2018 - Grain Valley, MO)
Q33. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be made)

- White: 90%
- Black/African American: 2%
- Asian/Pacific Islander: 1%
- American Indian/Eskimo: 1%
- Other: 5%

Source: ETC Institute (2018 - Grain Valley, MO)

Q34. Are you Hispanic, Latino, or other Spanish ancestry?

by percentage of respondents

- No: 94%
- Yes: 6%
- Not provided: 1%

Source: ETC Institute (2018 - Grain Valley, MO)
Q35. What is your total annual household income? by percentage of respondents

- Under $30K: 10%
- $30K to $59,999: 25%
- $60K to $99,999: 31%
- $100K+: 26%
- Not provided: 8%

Source: ETC Institute (2018 - Grain Valley, MO)

Q36. What is your age? by percentage of respondents

- 18-34 years: 20%
- 35-44 years: 20%
- 45-54 years: 20%
- 55-64 years: 20%
- 65+ years: 19%
- Not provided: 2%

Source: ETC Institute (2018 - Grain Valley, MO)
**Q37. What is your gender identity?**

*by percentage of respondents*

Male

50.4%

Female

49.3%

Other

0.3%

*Source: ETC Institute (2018 - Grain Valley, MO)*

---

**Q38. Including yourself, how many people live in your household?**

*by percentage of respondents*

One

18%

Two

37%

Three

15%

Four

18%

Five

8%

Six

2%

Seven or more

1%

Not provided

1%

*Source: ETC Institute (2018 - Grain Valley, MO)*
Section 2
Benchmarking Analysis
Overview

ETC Institute's DirectionFinder program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the fall of 2017 to a random sample of more than 4,000 residents across the United States and (2) a survey administered by ETC Institute in the fall of 2017 to over 350 residents living in Missouri and Kansas.

Interpreting the Charts

National Benchmarks. The first set of charts on the following pages show how the overall ratings for Grain Valley compare to communities with populations less than 30,000, based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents. The blue bar shows the ratings for Grain Valley, the red bar for U.S. populations under 30,000 residents, and the yellow bar for the Missouri and Kansas average.
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 Grain Valley is not authorized without written consent from ETC Institute.

Overall Satisfaction with Perceptions of the Community
Grain Valley vs. U.S. Population Under 30k vs. MO-KS Average
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 know")

Source: 2018 ETC Institute
Overall Satisfaction with Major Categories of City Services
Grain Valley vs. U.S. Population Under 30k vs. MO-KS Average

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 know”)

Customer service received from City employees: Grain Valley 72% U.S. Population Under 30k 65% Missouri and Kansas 65%
Parks & Recreation programs/facilities: Grain Valley 67% U.S. Population Under 30k 67% Missouri and Kansas 66%
Maintenance of City buildings/facilities: Grain Valley 62% U.S. Population Under 30k 67% Missouri and Kansas 66%
Stormwater runoff/stormwater management system: Grain Valley 58% U.S. Population Under 30k 56% Missouri and Kansas 56%
Effectiveness of City communication with the public: Grain Valley 54% U.S. Population Under 30k 52% Missouri and Kansas 54%
Trash, recycling, & yard waste collection services: Grain Valley 47% U.S. Population Under 30k 51% Missouri and Kansas 50%
Enforcement of City codes & ordinances: Grain Valley 42% U.S. Population Under 30k 46% Missouri and Kansas 51%
Public transportation: Grain Valley 27% U.S. Population Under 30k 50% Missouri and Kansas 54%

Overall Satisfaction with City Maintenance
Grain Valley vs. U.S. Population Under 30k vs. MO-KS Average

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 know”)

Snow removal on major City streets during past 12 months: Grain Valley 74% U.S. Population Under 30k 68% Missouri and Kansas 68%
Maintenance of street signs & traffic signals: Grain Valley 69% U.S. Population Under 30k 66% Missouri and Kansas 70%
Snow removal on residential streets during past 12 months: Grain Valley 60% U.S. Population Under 30k 61% Missouri and Kansas 66%
Cleanliness of streets & other public areas: Grain Valley 62% U.S. Population Under 30k 64% Missouri and Kansas 64%
Condition of sidewalks in your neighborhood: Grain Valley 59% U.S. Population Under 30k 56% Missouri and Kansas 56%
Maintenance of streets in your neighborhood: Grain Valley 55% U.S. Population Under 30k 55% Missouri and Kansas 56%
Mowing & trimming of public areas: Grain Valley 53% U.S. Population Under 30k 53% Missouri and Kansas 56%
Accessibility of streets, sidewalks, & buildings for people with disabilities: Grain Valley 56% U.S. Population Under 30k 56% Missouri and Kansas 56%
Adequacy of City street lighting: Grain Valley 55% U.S. Population Under 30k 53% Missouri and Kansas 56%
Condition of sidewalks in City: Grain Valley 46% U.S. Population Under 30k 49% Missouri and Kansas 52%
Maintenance of City streets: Grain Valley 31% U.S. Population Under 30k 35% Missouri and Kansas 35%
On-street bicycle infrastructure: Grain Valley 34% U.S. Population Under 30k 35% Missouri and Kansas 35%

Source: 2018 ETC Institute
### Overall Satisfaction with Public Safety Services

**Grain Valley vs. U.S. Population Under 30k vs. MO-KS Average**

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 know”)

- **Overall quality of local police protection**
  - Grain Valley: 74%
  - U.S. Population Under 30k: 64%
  - MO-KS Average: 70%

- **How quickly police respond to emergencies**
  - Grain Valley: 70%
  - U.S. Population Under 30k: 62%
  - MO-KS Average: 65%

- **Enforcement of local traffic laws**
  - Grain Valley: 67%
  - U.S. Population Under 30k: 67%
  - MO-KS Average: 70%

- **Quality of animal control**
  - Grain Valley: 58%
  - U.S. Population Under 30k: 50%
  - MO-KS Average: 50%

- **City’s overall efforts to prevent crime**
  - Grain Valley: 57%
  - U.S. Population Under 30k: 57%
  - MO-KS Average: 53%

- **Visibility of police in neighborhoods**
  - Grain Valley: 53%
  - U.S. Population Under 30k: 57%
  - MO-KS Average: 59%

**Source:** 2018 ETC Institute

---

### Overall Satisfaction with Code Enforcement

**Grain Valley vs. U.S. Population Under 30k vs. MO-KS Average**

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 know”)

- **Enforcing sign regulations**
  - Grain Valley: 47%
  - U.S. Population Under 30k: 46%
  - MO-KS Average: 46%

- **Enforcing mowing & cutting of weeds on private property**
  - Grain Valley: 34%
  - U.S. Population Under 30k: 36%
  - MO-KS Average: 42%

- **Enforcing exterior maintenance of residential property**
  - Grain Valley: 34%
  - U.S. Population Under 30k: 36%
  - MO-KS Average: 43%

- **Enforcing clean-up of trash & debris on private property**
  - Grain Valley: 34%
  - U.S. Population Under 30k: 36%
  - MO-KS Average: 42%

**Source:** 2018 ETC Institute
Overall Satisfaction with Water Services
Grain Valley vs. U.S. Population Under 30k vs. MO-KS Average

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 know")

- Quality of drinking water
- Quality of utility billing customer service
- Quality of wastewater (sewer) services
- Condition of catch basins (storm drains) in your neighborhood
- Timeliness of water/sewer line break repairs

Source: 2018 ETC Institute

Overall Satisfaction with City Leadership
Grain Valley vs. U.S. Population Under 30k vs. MO-KS Average

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 know")

- How ethically City conducts business
- Overall quality of leadership provided by City’s elected officials
- Overall effectiveness of City Administrator & appointed staff

Source: 2018 ETC Institute
Overall Satisfaction with Parks and Recreation Services
Grain Valley vs. U.S. Population Under 30k vs. MO-KS Average
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 know")

- Maintenance & appearance of City community centers: 73%
- Maintenance of City parks & equipment: 69%
- Quality of facilities in City parks: 62%
- City swimming pools & programs: 56%
- Quality of outdoor athletic fields: 50%
- Number of City parks: 49%
- Availability of walking & biking trails: 49%
- Quality of adult recreation programs: 49%

Source: 2018 ETC Institute

Overall Satisfaction with City Communication
Grain Valley vs. U.S. Population Under 30k vs. MO-KS Average
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 know")

- Availability of information about City programs & services: 50%
- Overall user-friendliness of City's website: 48%
- City's social media pages (Facebook): 48%
- City efforts to keep you informed about local issues: 45%
- Quality of programming on City's cable channel: 38%
- Level of public involvement in local decision making: 34%

Source: 2018 ETC Institute
Section 3

Importance-Satisfaction Analysis
Importance-Satisfaction Analysis
City of Grain Valley, 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.

Example of the Calculation: Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Forty-nine percent (49%) of respondents selected maintenance of City streets, sidewalks, and infrastructure, as one of the most important services for the City to provide.

With regard to satisfaction, 42% of respondents surveyed rated the City’s overall performance in the maintenance of City streets, sidewalks, & infrastructure, 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 maintenance of City streets, sidewalks, and infrastructure, was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 49% was multiplied by 58% (1-0.42). This calculation yielded an I-S rating of 0.2845 which ranked first out of 14 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
Importance-Satisfaction Analysis

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 emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

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

The results for the City of Grain Valley are provided on the following pages.
## 2018 Importance-Satisfaction Rating
### Grain Valley, Missouri

### Major Categories of City Services

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very High Priority (IS &gt; .20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance of City streets, sidewalks, &amp; infrastructure</td>
<td>49%</td>
<td>1</td>
<td>42%</td>
<td>10</td>
<td>0.2845</td>
<td>1</td>
</tr>
<tr>
<td><strong>High Priority (IS .10-.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Effectiveness of community planning</td>
<td>25%</td>
<td>2</td>
<td>39%</td>
<td>13</td>
<td>0.1508</td>
<td>2</td>
</tr>
<tr>
<td>Enforcement of City codes &amp; ordinances</td>
<td>22%</td>
<td>3</td>
<td>42%</td>
<td>11</td>
<td>0.1288</td>
<td>3</td>
</tr>
<tr>
<td><strong>Medium Priority (IS &lt; .10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trash, recycling, &amp; yard waste collection services</td>
<td>18%</td>
<td>6</td>
<td>54%</td>
<td>8</td>
<td>0.0840</td>
<td>4</td>
</tr>
<tr>
<td>Effectiveness of City communication with the public</td>
<td>17%</td>
<td>7</td>
<td>54%</td>
<td>7</td>
<td>0.0791</td>
<td>5</td>
</tr>
<tr>
<td>Water &amp; wastewater services</td>
<td>16%</td>
<td>8</td>
<td>56%</td>
<td>6</td>
<td>0.0688</td>
<td>6</td>
</tr>
<tr>
<td>Parks &amp; Recreation programs/facilities</td>
<td>20%</td>
<td>5</td>
<td>65%</td>
<td>3</td>
<td>0.0677</td>
<td>7</td>
</tr>
<tr>
<td>Public transportation</td>
<td>9%</td>
<td>11</td>
<td>27%</td>
<td>14</td>
<td>0.0632</td>
<td>8</td>
</tr>
<tr>
<td>Police services</td>
<td>22%</td>
<td>4</td>
<td>74%</td>
<td>1</td>
<td>0.0567</td>
<td>9</td>
</tr>
<tr>
<td>Stormwater runoff/stormwater management system</td>
<td>10%</td>
<td>9</td>
<td>56%</td>
<td>5</td>
<td>0.0438</td>
<td>10</td>
</tr>
<tr>
<td>Maintenance of City buildings/facilities</td>
<td>9%</td>
<td>10</td>
<td>65%</td>
<td>4</td>
<td>0.0317</td>
<td>11</td>
</tr>
<tr>
<td>Public transportation services (OATS)</td>
<td>4%</td>
<td>13</td>
<td>40%</td>
<td>12</td>
<td>0.0223</td>
<td>12</td>
</tr>
<tr>
<td>Customer service received from City employees</td>
<td>6%</td>
<td>12</td>
<td>72%</td>
<td>2</td>
<td>0.0157</td>
<td>13</td>
</tr>
<tr>
<td>Municipal Court services</td>
<td>2%</td>
<td>14</td>
<td>50%</td>
<td>9</td>
<td>0.0096</td>
<td>14</td>
</tr>
</tbody>
</table>

**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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### 2018 Importance-Satisfaction Rating

**Grain Valley, Missouri**

**City Maintenance**

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very High Priority (I-S &gt; .20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance of City streets</td>
<td>38</td>
<td>1</td>
<td>43</td>
<td>14</td>
<td>0.2162</td>
<td>1</td>
</tr>
<tr>
<td><strong>High Priority (I-S .10-.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adequacy of City street lighting</td>
<td>32</td>
<td>2</td>
<td>49</td>
<td>12</td>
<td>0.1640</td>
<td>2</td>
</tr>
<tr>
<td>Maintenance &amp; preservation of Downtown Grain Valley</td>
<td>21</td>
<td>4</td>
<td>42</td>
<td>15</td>
<td>0.1206</td>
<td>3</td>
</tr>
<tr>
<td><strong>Medium Priority (I-S &lt; .10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance of streets in your neighborhood</td>
<td>21</td>
<td>3</td>
<td>55</td>
<td>8</td>
<td>0.0943</td>
<td>4</td>
</tr>
<tr>
<td>On-street bicycle infrastructure (bike lanes/wayfinding signs)</td>
<td>13</td>
<td>10</td>
<td>31</td>
<td>16</td>
<td>0.0902</td>
<td>5</td>
</tr>
<tr>
<td>Condition of sidewalks in City</td>
<td>14</td>
<td>7</td>
<td>48</td>
<td>13</td>
<td>0.0731</td>
<td>6</td>
</tr>
<tr>
<td>Mowing &amp; trimming of public areas</td>
<td>14</td>
<td>6</td>
<td>54</td>
<td>9</td>
<td>0.0661</td>
<td>7</td>
</tr>
<tr>
<td>Accessibility of streets, sidewalks, &amp; buildings for people with disabilities</td>
<td>12</td>
<td>11</td>
<td>53</td>
<td>11</td>
<td>0.0562</td>
<td>8</td>
</tr>
<tr>
<td>Condition of sidewalks in your neighborhood</td>
<td>13</td>
<td>9</td>
<td>59</td>
<td>6</td>
<td>0.0551</td>
<td>9</td>
</tr>
<tr>
<td>Cleanliness of streets &amp; other public areas</td>
<td>14</td>
<td>8</td>
<td>60</td>
<td>5</td>
<td>0.0547</td>
<td>10</td>
</tr>
<tr>
<td>Snow removal on residential streets during past 12 months</td>
<td>16</td>
<td>5</td>
<td>67</td>
<td>4</td>
<td>0.0533</td>
<td>11</td>
</tr>
<tr>
<td>Maintenance of City's water &amp; wastewater system</td>
<td>12</td>
<td>12</td>
<td>58</td>
<td>7</td>
<td>0.0500</td>
<td>12</td>
</tr>
<tr>
<td>Maintenance of storm water drainage system</td>
<td>7</td>
<td>14</td>
<td>54</td>
<td>10</td>
<td>0.0304</td>
<td>13</td>
</tr>
<tr>
<td>Maintenance of street signs &amp; traffic signals</td>
<td>7</td>
<td>15</td>
<td>68</td>
<td>3</td>
<td>0.0211</td>
<td>14</td>
</tr>
<tr>
<td>Snow removal on major City streets during past 12 months</td>
<td>7</td>
<td>13</td>
<td>74</td>
<td>1</td>
<td>0.0174</td>
<td>15</td>
</tr>
<tr>
<td>Maintenance of City buildings (e.g. City Hall)</td>
<td>2</td>
<td>16</td>
<td>72</td>
<td>2</td>
<td>0.0067</td>
<td>16</td>
</tr>
</tbody>
</table>

**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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## 2018 Importance-Satisfaction Rating
Grain Valley, Missouri
Public Safety Services

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important</th>
<th>Most Important Rank</th>
<th>Satisfaction</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>High Priority (IS .10-.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visibility of police in neighborhoods</td>
<td>40%</td>
<td>1</td>
<td>53%</td>
<td>11</td>
<td>0.1841</td>
<td>1</td>
</tr>
<tr>
<td>City's overall efforts to prevent crime</td>
<td>31%</td>
<td>2</td>
<td>57%</td>
<td>10</td>
<td>0.1340</td>
<td>2</td>
</tr>
<tr>
<td><strong>Medium Priority (IS &lt;.10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City's overall efforts in youth outreach &amp; DARE services</td>
<td>19%</td>
<td>5</td>
<td>60%</td>
<td>7</td>
<td>0.0746</td>
<td>3</td>
</tr>
<tr>
<td>Effectiveness of local police protection</td>
<td>23%</td>
<td>3</td>
<td>70%</td>
<td>4</td>
<td>0.0690</td>
<td>4</td>
</tr>
<tr>
<td>Quality of animal control</td>
<td>15%</td>
<td>6</td>
<td>58%</td>
<td>8</td>
<td>0.0646</td>
<td>5</td>
</tr>
<tr>
<td>How quickly police respond to emergencies</td>
<td>20%</td>
<td>4</td>
<td>70%</td>
<td>5</td>
<td>0.0594</td>
<td>6</td>
</tr>
<tr>
<td>Responsiveness of police to investigation of criminal offenses</td>
<td>11%</td>
<td>9</td>
<td>67%</td>
<td>9</td>
<td>0.0465</td>
<td>7</td>
</tr>
<tr>
<td>Enforcement of local traffic laws</td>
<td>13%</td>
<td>7</td>
<td>67%</td>
<td>6</td>
<td>0.0437</td>
<td>8</td>
</tr>
<tr>
<td>Overall quality of local police protection</td>
<td>13%</td>
<td>8</td>
<td>74%</td>
<td>2</td>
<td>0.0338</td>
<td>9</td>
</tr>
<tr>
<td>Overall competence of City's police personnel</td>
<td>8%</td>
<td>11</td>
<td>71%</td>
<td>3</td>
<td>0.0216</td>
<td>10</td>
</tr>
<tr>
<td>Professionalism of City police personnel</td>
<td>8%</td>
<td>10</td>
<td>77%</td>
<td>1</td>
<td>0.0183</td>
<td>11</td>
</tr>
<tr>
<td>City's Municipal Court</td>
<td>3%</td>
<td>12</td>
<td>51%</td>
<td>12</td>
<td>0.0143</td>
<td>12</td>
</tr>
</tbody>
</table>

**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 %:**
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## 2018 Importance-Satisfaction Rating
Grain Valley, Missouri
Code Enforcement

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very High Priority (IS &gt;.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enforcing clean-up of trash &amp; debris on private property</td>
<td>39%</td>
<td>1</td>
<td>34%</td>
<td>7</td>
<td>0.2539</td>
<td>1</td>
</tr>
<tr>
<td><strong>High Priority (IS .10-.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enforcing mowing &amp; cutting of weeds on private property</td>
<td>29%</td>
<td>2</td>
<td>35%</td>
<td>5</td>
<td>0.1911</td>
<td>2</td>
</tr>
<tr>
<td>Enforcing trash, weeds, &amp; exterior maintenance in your neighborhood</td>
<td>24%</td>
<td>3</td>
<td>41%</td>
<td>4</td>
<td>0.1430</td>
<td>3</td>
</tr>
<tr>
<td>Enforcing exterior maintenance of residential property (e.g. condition of buildings)</td>
<td>22%</td>
<td>4</td>
<td>34%</td>
<td>6</td>
<td>0.1410</td>
<td>4</td>
</tr>
<tr>
<td><strong>Medium Priority (IS &lt;.10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enforcement of animal codes (e.g. animal welfare, pet licensing)</td>
<td>11%</td>
<td>5</td>
<td>49%</td>
<td>1</td>
<td>0.0574</td>
<td>5</td>
</tr>
<tr>
<td>Enforcing sign regulations</td>
<td>8%</td>
<td>6</td>
<td>47%</td>
<td>2</td>
<td>0.0447</td>
<td>6</td>
</tr>
<tr>
<td>Customer service from animal control officers</td>
<td>6%</td>
<td>7</td>
<td>44%</td>
<td>3</td>
<td>0.0362</td>
<td>7</td>
</tr>
</tbody>
</table>

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

**Most Important %:**

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**Satisfaction %:**

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## 2018 Importance-Satisfaction Rating

### Grain Valley, Missouri

#### Parks and Recreation Services

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>High Priority (IS .10-.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of walking &amp; biking trails</td>
<td>34%</td>
<td>1</td>
<td>49%</td>
<td>13</td>
<td>0.1720</td>
<td>1</td>
</tr>
<tr>
<td>Number of City parks</td>
<td>21%</td>
<td>2</td>
<td>50%</td>
<td>12</td>
<td>0.1027</td>
<td>2</td>
</tr>
<tr>
<td><strong>Medium Priority (IS &lt;.10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Programs &amp; activities at City community centers</td>
<td>18%</td>
<td>4</td>
<td>56%</td>
<td>7</td>
<td>0.0777</td>
<td>3</td>
</tr>
<tr>
<td>City swimming pools &amp; programs</td>
<td>18%</td>
<td>3</td>
<td>56%</td>
<td>6</td>
<td>0.0773</td>
<td>4</td>
</tr>
<tr>
<td>Quality of adult recreation programs</td>
<td>14%</td>
<td>8</td>
<td>49%</td>
<td>14</td>
<td>0.0669</td>
<td>5</td>
</tr>
<tr>
<td>Quality of senior programs at Community Center</td>
<td>14%</td>
<td>7</td>
<td>54%</td>
<td>10</td>
<td>0.0653</td>
<td>6</td>
</tr>
<tr>
<td>Quality of facilities (e.g. picnic shelters, playgrounds) in City parks</td>
<td>15%</td>
<td>6</td>
<td>62%</td>
<td>4</td>
<td>0.0566</td>
<td>7</td>
</tr>
<tr>
<td>Maintenance of City parks &amp; equipment</td>
<td>16%</td>
<td>5</td>
<td>69%</td>
<td>2</td>
<td>0.0490</td>
<td>8</td>
</tr>
<tr>
<td>Quality of communication from Parks &amp; Recreation</td>
<td>10%</td>
<td>9</td>
<td>52%</td>
<td>11</td>
<td>0.0471</td>
<td>9</td>
</tr>
<tr>
<td>Quality of outdoor athletic fields (e.g. baseball and football)</td>
<td>8%</td>
<td>11</td>
<td>56%</td>
<td>8</td>
<td>0.0356</td>
<td>10</td>
</tr>
<tr>
<td>Concession operations at City parks</td>
<td>5%</td>
<td>13</td>
<td>47%</td>
<td>15</td>
<td>0.0281</td>
<td>11</td>
</tr>
<tr>
<td>Athletic fields other than at Monkey Mountain</td>
<td>6%</td>
<td>12</td>
<td>55%</td>
<td>9</td>
<td>0.0257</td>
<td>12</td>
</tr>
<tr>
<td>Maintenance &amp; appearance of City community centers</td>
<td>9%</td>
<td>10</td>
<td>73%</td>
<td>1</td>
<td>0.0243</td>
<td>13</td>
</tr>
<tr>
<td>Quality of customer service from Parks &amp; Recreation employees</td>
<td>3%</td>
<td>14</td>
<td>59%</td>
<td>5</td>
<td>0.0139</td>
<td>14</td>
</tr>
<tr>
<td>Monkey Mountain Sports Complex</td>
<td>3%</td>
<td>15</td>
<td>67%</td>
<td>3</td>
<td>0.0105</td>
<td>15</td>
</tr>
</tbody>
</table>

**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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# 2018 Importance-Satisfaction Rating

Grain Valley, Missouri  
Planning and Zoning

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very High Priority (I-S &gt;.20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Types of new commercial &amp; retail development in City</td>
<td>43%</td>
<td>3</td>
<td>44%</td>
<td>4</td>
<td>0.2414</td>
<td>1</td>
</tr>
<tr>
<td><strong>Medium Priority (I-S &lt;.10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Types of new residential development in City</td>
<td>17%</td>
<td>4</td>
<td>47%</td>
<td>2</td>
<td>0.0875</td>
<td>2</td>
</tr>
<tr>
<td>Quality of private &amp; commercial landscaping in City</td>
<td>8%</td>
<td>2</td>
<td>47%</td>
<td>3</td>
<td>0.0407</td>
<td>3</td>
</tr>
<tr>
<td>Quality of new commercial building designs in City</td>
<td>8%</td>
<td>1</td>
<td>53%</td>
<td>1</td>
<td>0.0363</td>
<td>4</td>
</tr>
</tbody>
</table>

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

**Most Important %:**  
The "Most Important" percentage represents the 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 Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Grain Valley.

(N=610)

<table>
<thead>
<tr>
<th>Question</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1-1. Appearance of commercial property in City</td>
<td>7.7%</td>
<td>37.4%</td>
<td>30.0%</td>
<td>19.7%</td>
<td>3.4%</td>
<td>1.8%</td>
</tr>
<tr>
<td>Q1-2. Appearance of residential property in City</td>
<td>6.6%</td>
<td>48.0%</td>
<td>31.1%</td>
<td>11.1%</td>
<td>2.0%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Q1-3. Appearance of your neighborhood</td>
<td>21.6%</td>
<td>49.3%</td>
<td>15.2%</td>
<td>10.0%</td>
<td>2.8%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Q1-4. As a place to live</td>
<td>34.1%</td>
<td>49.3%</td>
<td>12.0%</td>
<td>2.3%</td>
<td>1.1%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Q1-5. As a place to raise children</td>
<td>34.6%</td>
<td>40.5%</td>
<td>12.3%</td>
<td>2.1%</td>
<td>0.5%</td>
<td>10.0%</td>
</tr>
<tr>
<td>Q1-6. As a place to work</td>
<td>8.0%</td>
<td>19.8%</td>
<td>24.1%</td>
<td>10.3%</td>
<td>3.9%</td>
<td>33.8%</td>
</tr>
<tr>
<td>Q1-7. How safe you feel in your neighborhood</td>
<td>27.2%</td>
<td>48.9%</td>
<td>15.4%</td>
<td>6.2%</td>
<td>1.3%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Q1-8. How well City is planning for development</td>
<td>4.9%</td>
<td>24.3%</td>
<td>31.3%</td>
<td>14.6%</td>
<td>7.0%</td>
<td>17.9%</td>
</tr>
<tr>
<td>Q1-9. Overall feeling of safety in City</td>
<td>18.0%</td>
<td>56.9%</td>
<td>17.0%</td>
<td>5.4%</td>
<td>1.3%</td>
<td>1.3%</td>
</tr>
<tr>
<td>Q1-10. Overall image of City</td>
<td>12.1%</td>
<td>46.9%</td>
<td>26.9%</td>
<td>10.2%</td>
<td>2.6%</td>
<td>1.3%</td>
</tr>
<tr>
<td>Q1-11. Overall quality of education system within City</td>
<td>37.5%</td>
<td>33.8%</td>
<td>8.7%</td>
<td>2.8%</td>
<td>0.8%</td>
<td>16.4%</td>
</tr>
<tr>
<td>Q1-12. Overall quality of life in City</td>
<td>20.3%</td>
<td>54.8%</td>
<td>17.7%</td>
<td>4.4%</td>
<td>1.0%</td>
<td>1.8%</td>
</tr>
<tr>
<td>Q1-13. Overall quality of services provided by City</td>
<td>10.7%</td>
<td>43.4%</td>
<td>28.5%</td>
<td>10.5%</td>
<td>3.4%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Q1-14. Overall value you receive for your City tax &amp; fees</td>
<td>5.7%</td>
<td>30.3%</td>
<td>33.3%</td>
<td>15.4%</td>
<td>11.1%</td>
<td>4.1%</td>
</tr>
</tbody>
</table>
**WITHOUT “DON’T KNOW”**

Q1. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Grain Valley. (without "don't know")

(N=610)

<table>
<thead>
<tr>
<th>Item</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1-1. Appearance of commercial property in City</td>
<td>7.8%</td>
<td>38.1%</td>
<td>30.6%</td>
<td>20.0%</td>
<td>3.5%</td>
</tr>
<tr>
<td>Q1-2. Appearance of residential property in City</td>
<td>6.6%</td>
<td>48.6%</td>
<td>31.5%</td>
<td>11.3%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Q1-3. Appearance of your neighborhood</td>
<td>21.9%</td>
<td>49.8%</td>
<td>15.4%</td>
<td>10.1%</td>
<td>2.8%</td>
</tr>
<tr>
<td>Q1-4. As a place to live</td>
<td>34.5%</td>
<td>49.9%</td>
<td>12.1%</td>
<td>2.3%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Q1-5. As a place to raise children</td>
<td>38.4%</td>
<td>45.0%</td>
<td>13.7%</td>
<td>2.4%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Q1-6. As a place to work</td>
<td>12.1%</td>
<td>30.0%</td>
<td>36.4%</td>
<td>15.6%</td>
<td>5.9%</td>
</tr>
<tr>
<td>Q1-7. How safe you feel in your neighborhood</td>
<td>27.5%</td>
<td>49.3%</td>
<td>15.6%</td>
<td>6.3%</td>
<td>1.3%</td>
</tr>
<tr>
<td>Q1-8. How well City is planning for development</td>
<td>6.0%</td>
<td>29.5%</td>
<td>38.1%</td>
<td>17.8%</td>
<td>8.6%</td>
</tr>
<tr>
<td>Q1-9. Overall feeling of safety in City</td>
<td>18.3%</td>
<td>57.6%</td>
<td>17.3%</td>
<td>5.5%</td>
<td>1.3%</td>
</tr>
<tr>
<td>Q1-10. Overall image of City</td>
<td>12.3%</td>
<td>47.5%</td>
<td>27.2%</td>
<td>10.3%</td>
<td>2.7%</td>
</tr>
<tr>
<td>Q1-11. Overall quality of education system within City</td>
<td>44.9%</td>
<td>40.4%</td>
<td>10.4%</td>
<td>3.3%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Q1-12. Overall quality of life in City</td>
<td>20.7%</td>
<td>55.8%</td>
<td>18.0%</td>
<td>4.5%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Q1-13. Overall quality of services provided by City</td>
<td>11.0%</td>
<td>45.0%</td>
<td>29.5%</td>
<td>10.9%</td>
<td>3.6%</td>
</tr>
<tr>
<td>Q1-14. Overall value you receive for your City tax &amp; fees</td>
<td>6.0%</td>
<td>31.6%</td>
<td>34.7%</td>
<td>16.1%</td>
<td>11.6%</td>
</tr>
</tbody>
</table>
**Q2. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Grain Valley.**

(N=610)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2-1. Customer service received from City employees</td>
<td>20.5%</td>
<td>43.6%</td>
<td>20.3%</td>
<td>3.8%</td>
<td>1.5%</td>
<td>10.3%</td>
</tr>
<tr>
<td>Q2-2. Effectiveness of City communication with the public</td>
<td>13.3%</td>
<td>37.5%</td>
<td>30.5%</td>
<td>9.3%</td>
<td>3.0%</td>
<td>6.4%</td>
</tr>
<tr>
<td>Q2-3. Effectiveness of community planning</td>
<td>7.5%</td>
<td>25.1%</td>
<td>34.3%</td>
<td>10.8%</td>
<td>5.6%</td>
<td>16.7%</td>
</tr>
<tr>
<td>Q2-4. Enforcement of City codes &amp; ordinances</td>
<td>7.5%</td>
<td>29.8%</td>
<td>29.2%</td>
<td>14.4%</td>
<td>8.7%</td>
<td>10.3%</td>
</tr>
<tr>
<td>Q2-5. Maintenance of City buildings/facilities</td>
<td>11.0%</td>
<td>49.0%</td>
<td>26.2%</td>
<td>4.3%</td>
<td>1.5%</td>
<td>8.0%</td>
</tr>
<tr>
<td>Q2-6. Maintenance of City streets, sidewalks, &amp; infrastructure</td>
<td>7.2%</td>
<td>34.1%</td>
<td>21.5%</td>
<td>21.5%</td>
<td>13.4%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Q2-7. Municipal Court services</td>
<td>5.9%</td>
<td>19.2%</td>
<td>23.1%</td>
<td>1.5%</td>
<td>1.0%</td>
<td>49.3%</td>
</tr>
<tr>
<td>Q2-8. Parks &amp; Recreation programs/facilities</td>
<td>13.4%</td>
<td>43.3%</td>
<td>23.0%</td>
<td>5.2%</td>
<td>2.0%</td>
<td>13.1%</td>
</tr>
<tr>
<td>Q2-9. Police services</td>
<td>21.6%</td>
<td>47.9%</td>
<td>17.5%</td>
<td>4.9%</td>
<td>1.8%</td>
<td>6.2%</td>
</tr>
<tr>
<td>Q2-10. Public transportation</td>
<td>3.4%</td>
<td>11.1%</td>
<td>23.0%</td>
<td>7.9%</td>
<td>9.7%</td>
<td>44.9%</td>
</tr>
<tr>
<td>Q2-11. Stormwater runoff/stormwater management system</td>
<td>9.0%</td>
<td>37.7%</td>
<td>25.9%</td>
<td>6.4%</td>
<td>4.1%</td>
<td>16.9%</td>
</tr>
<tr>
<td>Q2-12. Trash, recycling, &amp; yard waste collection services</td>
<td>14.1%</td>
<td>37.5%</td>
<td>24.8%</td>
<td>12.8%</td>
<td>6.2%</td>
<td>4.6%</td>
</tr>
<tr>
<td>Q2-13. Water &amp; wastewater services</td>
<td>13.4%</td>
<td>39.0%</td>
<td>24.4%</td>
<td>9.3%</td>
<td>7.2%</td>
<td>6.6%</td>
</tr>
<tr>
<td>Q2-14. Public transportation services (OATS)</td>
<td>5.1%</td>
<td>11.0%</td>
<td>19.8%</td>
<td>3.1%</td>
<td>1.5%</td>
<td>59.5%</td>
</tr>
</tbody>
</table>
**WITHOUT “DON’T KNOW”**

**Q2. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Grain Valley. (without "don't know")**

(N=610)

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2-1. Customer service received from City employees</td>
<td>22.9%</td>
<td>48.6%</td>
<td>22.7%</td>
<td>4.2%</td>
<td>1.6%</td>
</tr>
<tr>
<td>Q2-2. Effectiveness of City communication with the public</td>
<td>14.2%</td>
<td>40.1%</td>
<td>32.6%</td>
<td>10.0%</td>
<td>3.2%</td>
</tr>
<tr>
<td>Q2-3. Effectiveness of community planning</td>
<td>9.1%</td>
<td>30.1%</td>
<td>41.1%</td>
<td>13.0%</td>
<td>6.7%</td>
</tr>
<tr>
<td>Q2-4. Enforcement of City codes &amp; ordinances</td>
<td>8.4%</td>
<td>33.3%</td>
<td>32.5%</td>
<td>16.1%</td>
<td>9.7%</td>
</tr>
<tr>
<td>Q2-5. Maintenance of City buildings/ facilities</td>
<td>11.9%</td>
<td>53.3%</td>
<td>28.5%</td>
<td>4.6%</td>
<td>1.6%</td>
</tr>
<tr>
<td>Q2-6. Maintenance of City streets, sidewalks, &amp; infrastructure</td>
<td>7.4%</td>
<td>34.9%</td>
<td>22.0%</td>
<td>22.0%</td>
<td>13.8%</td>
</tr>
<tr>
<td>Q2-7. Municipal Court services</td>
<td>11.7%</td>
<td>37.9%</td>
<td>45.6%</td>
<td>2.9%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Q2-8. Parks &amp; Recreation programs/ facilities</td>
<td>15.5%</td>
<td>49.8%</td>
<td>26.4%</td>
<td>6.0%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Q2-9. Police services</td>
<td>23.1%</td>
<td>51.0%</td>
<td>18.7%</td>
<td>5.2%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Q2-10. Public transportation</td>
<td>6.3%</td>
<td>20.2%</td>
<td>41.7%</td>
<td>14.3%</td>
<td>17.6%</td>
</tr>
<tr>
<td>Q2-11. Stormwater runoff/stormwater management system</td>
<td>10.8%</td>
<td>45.4%</td>
<td>31.2%</td>
<td>7.7%</td>
<td>4.9%</td>
</tr>
<tr>
<td>Q2-12. Trash, recycling, &amp; yard waste collection services</td>
<td>14.8%</td>
<td>39.3%</td>
<td>25.9%</td>
<td>13.4%</td>
<td>6.5%</td>
</tr>
<tr>
<td>Q2-13. Water &amp; wastewater services</td>
<td>14.4%</td>
<td>41.8%</td>
<td>26.1%</td>
<td>10.0%</td>
<td>7.7%</td>
</tr>
<tr>
<td>Q2-14. Public transportation services (OATS)</td>
<td>12.6%</td>
<td>27.1%</td>
<td>49.0%</td>
<td>7.7%</td>
<td>3.6%</td>
</tr>
</tbody>
</table>
**Q3. Which THREE of the major categories of City services listed in Question 2 do you think should receive the MOST EMPHASIS from the City over the next TWO years?**

<table>
<thead>
<tr>
<th>Q3. Top choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer service received from City employees</td>
<td>12</td>
<td>2.0 %</td>
</tr>
<tr>
<td>Effectiveness of City communication with the public</td>
<td>25</td>
<td>4.1 %</td>
</tr>
<tr>
<td>Effectiveness of community planning</td>
<td>62</td>
<td>10.2 %</td>
</tr>
<tr>
<td>Enforcement of City codes &amp; ordinances</td>
<td>43</td>
<td>7.0 %</td>
</tr>
<tr>
<td>Maintenance of City buildings/facilities</td>
<td>10</td>
<td>1.6 %</td>
</tr>
<tr>
<td>Maintenance of City streets, sidewalks, &amp; infrastructure</td>
<td>160</td>
<td>26.2 %</td>
</tr>
<tr>
<td>Municipal Court services</td>
<td>3</td>
<td>0.5 %</td>
</tr>
<tr>
<td>Parks &amp; Recreation programs/facilities</td>
<td>32</td>
<td>5.2 %</td>
</tr>
<tr>
<td>Police services</td>
<td>57</td>
<td>9.3 %</td>
</tr>
<tr>
<td>Public transportation</td>
<td>16</td>
<td>2.6 %</td>
</tr>
<tr>
<td>Stormwater runoff/stormwater management system</td>
<td>9</td>
<td>1.5 %</td>
</tr>
<tr>
<td>Trash, recycling, &amp; yard waste collection services</td>
<td>25</td>
<td>4.1 %</td>
</tr>
<tr>
<td>Water &amp; wastewater services</td>
<td>39</td>
<td>6.4 %</td>
</tr>
<tr>
<td>Public transportation services (OATS)</td>
<td>8</td>
<td>1.3 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>109</td>
<td>17.9 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Q3. 2nd choice**

<table>
<thead>
<tr>
<th>Q3. 2nd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer service received from City employees</td>
<td>12</td>
<td>2.0 %</td>
</tr>
<tr>
<td>Effectiveness of City communication with the public</td>
<td>40</td>
<td>6.6 %</td>
</tr>
<tr>
<td>Effectiveness of community planning</td>
<td>41</td>
<td>6.7 %</td>
</tr>
<tr>
<td>Enforcement of City codes &amp; ordinances</td>
<td>54</td>
<td>8.9 %</td>
</tr>
<tr>
<td>Maintenance of City buildings/facilities</td>
<td>24</td>
<td>3.9 %</td>
</tr>
<tr>
<td>Maintenance of City streets, sidewalks, &amp; infrastructure</td>
<td>88</td>
<td>14.4 %</td>
</tr>
<tr>
<td>Municipal Court services</td>
<td>7</td>
<td>1.1 %</td>
</tr>
<tr>
<td>Parks &amp; Recreation programs/facilities</td>
<td>42</td>
<td>6.9 %</td>
</tr>
<tr>
<td>Police services</td>
<td>41</td>
<td>6.7 %</td>
</tr>
<tr>
<td>Public transportation</td>
<td>16</td>
<td>2.6 %</td>
</tr>
<tr>
<td>Stormwater runoff/stormwater management system</td>
<td>30</td>
<td>4.9 %</td>
</tr>
<tr>
<td>Trash, recycling, &amp; yard waste collection services</td>
<td>41</td>
<td>6.7 %</td>
</tr>
<tr>
<td>Water &amp; wastewater services</td>
<td>22</td>
<td>3.6 %</td>
</tr>
<tr>
<td>Public transportation services (OATS)</td>
<td>7</td>
<td>1.1 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>145</td>
<td>23.8 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
**Q3. Which THREE of the major categories of City services listed in Question 2 do you think should receive the MOST EMPHASIS from the City over the next TWO years?**

<table>
<thead>
<tr>
<th>Q3. 3rd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer service received from City employees</td>
<td>9</td>
<td>1.5 %</td>
</tr>
<tr>
<td>Effectiveness of City communication with the public</td>
<td>40</td>
<td>6.6 %</td>
</tr>
<tr>
<td>Effectiveness of community planning</td>
<td>48</td>
<td>7.9 %</td>
</tr>
<tr>
<td>Enforcement of City codes &amp; ordinances</td>
<td>38</td>
<td>6.2 %</td>
</tr>
<tr>
<td>Maintenance of City buildings/facilities</td>
<td>22</td>
<td>3.6 %</td>
</tr>
<tr>
<td>Maintenance of City streets, sidewalks, &amp; infrastructure</td>
<td>53</td>
<td>8.7 %</td>
</tr>
<tr>
<td>Municipal Court services</td>
<td>2</td>
<td>0.3 %</td>
</tr>
<tr>
<td>Parks &amp; Recreation programs/facilities</td>
<td>45</td>
<td>7.4 %</td>
</tr>
<tr>
<td>Police services</td>
<td>36</td>
<td>5.9 %</td>
</tr>
<tr>
<td>Public transportation</td>
<td>21</td>
<td>3.4 %</td>
</tr>
<tr>
<td>Stormwater runoff/stormwater management system</td>
<td>22</td>
<td>3.6 %</td>
</tr>
<tr>
<td>Trash, recycling, &amp; yard waste collection services</td>
<td>46</td>
<td>7.5 %</td>
</tr>
<tr>
<td>Water &amp; wastewater services</td>
<td>35</td>
<td>5.7 %</td>
</tr>
<tr>
<td>Public transportation services (OATS)</td>
<td>8</td>
<td>1.3 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>185</td>
<td>30.3 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**Q3. Which THREE of the major categories of City services listed in Question 2 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)**

<table>
<thead>
<tr>
<th>Q3. Sum of top 3 choices</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer service received from City employees</td>
<td>33</td>
<td>5.4 %</td>
</tr>
<tr>
<td>Effectiveness of City communication with the public</td>
<td>105</td>
<td>17.2 %</td>
</tr>
<tr>
<td>Effectiveness of community planning</td>
<td>151</td>
<td>24.8 %</td>
</tr>
<tr>
<td>Enforcement of City codes &amp; ordinances</td>
<td>135</td>
<td>22.1 %</td>
</tr>
<tr>
<td>Maintenance of City buildings/facilities</td>
<td>56</td>
<td>9.2 %</td>
</tr>
<tr>
<td>Maintenance of City streets, sidewalks, &amp; infrastructure</td>
<td>301</td>
<td>49.3 %</td>
</tr>
<tr>
<td>Municipal Court services</td>
<td>12</td>
<td>2.0 %</td>
</tr>
<tr>
<td>Parks &amp; Recreation programs/facilities</td>
<td>119</td>
<td>19.5 %</td>
</tr>
<tr>
<td>Police services</td>
<td>134</td>
<td>22.0 %</td>
</tr>
<tr>
<td>Public transportation</td>
<td>53</td>
<td>8.7 %</td>
</tr>
<tr>
<td>Stormwater runoff/stormwater management system</td>
<td>61</td>
<td>10.0 %</td>
</tr>
<tr>
<td>Trash, recycling, &amp; yard waste collection services</td>
<td>112</td>
<td>18.4 %</td>
</tr>
<tr>
<td>Water &amp; wastewater services</td>
<td>96</td>
<td>15.7 %</td>
</tr>
<tr>
<td>Public transportation services (OATS)</td>
<td>23</td>
<td>3.8 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>109</td>
<td>17.9 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1500</td>
<td></td>
</tr>
</tbody>
</table>
**Q4. City Maintenance. Please rate your satisfaction with the following services provided by the City of Grain Valley.**

(N=610)

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q4-1. Accessibility of streets, sidewalks, &amp; buildings for people with disabilities</td>
<td>6.7%</td>
<td>32.6%</td>
<td>21.8%</td>
<td>9.8%</td>
<td>3.0%</td>
<td>26.1%</td>
</tr>
<tr>
<td>Q4-2. Adequacy of City street lighting</td>
<td>7.9%</td>
<td>40.0%</td>
<td>23.6%</td>
<td>18.7%</td>
<td>7.7%</td>
<td>2.1%</td>
</tr>
<tr>
<td>Q4-3. Cleanliness of streets &amp; other public areas</td>
<td>9.7%</td>
<td>48.4%</td>
<td>25.6%</td>
<td>11.8%</td>
<td>1.6%</td>
<td>3.0%</td>
</tr>
<tr>
<td>Q4-4. Condition of sidewalks in City</td>
<td>7.4%</td>
<td>37.4%</td>
<td>29.0%</td>
<td>15.7%</td>
<td>4.3%</td>
<td>6.2%</td>
</tr>
<tr>
<td>Q4-5. Condition of sidewalks in your neighborhood</td>
<td>15.2%</td>
<td>40.7%</td>
<td>18.4%</td>
<td>14.4%</td>
<td>6.7%</td>
<td>4.6%</td>
</tr>
<tr>
<td>Q4-6. Maintenance &amp; preservation of Downtown Grain Valley</td>
<td>7.0%</td>
<td>32.6%</td>
<td>32.5%</td>
<td>16.4%</td>
<td>6.1%</td>
<td>5.4%</td>
</tr>
<tr>
<td>Q4-7. Maintenance of City buildings (e.g. City Hall)</td>
<td>13.9%</td>
<td>51.1%</td>
<td>22.6%</td>
<td>1.6%</td>
<td>1.0%</td>
<td>9.7%</td>
</tr>
<tr>
<td>Q4-8. Maintenance of City streets</td>
<td>7.0%</td>
<td>34.8%</td>
<td>25.1%</td>
<td>19.7%</td>
<td>9.7%</td>
<td>3.8%</td>
</tr>
<tr>
<td>Q4-9. Maintenance of storm water drainage system</td>
<td>8.0%</td>
<td>38.4%</td>
<td>29.5%</td>
<td>6.2%</td>
<td>3.9%</td>
<td>13.9%</td>
</tr>
<tr>
<td>Q4-10. Maintenance of street signs &amp; traffic signals</td>
<td>13.1%</td>
<td>52.1%</td>
<td>22.0%</td>
<td>6.1%</td>
<td>2.6%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Q4-11. Maintenance of streets in your neighborhood</td>
<td>13.8%</td>
<td>40.3%</td>
<td>17.5%</td>
<td>14.9%</td>
<td>11.6%</td>
<td>1.8%</td>
</tr>
<tr>
<td>Q4-12. Maintenance of City's water &amp; wastewater system</td>
<td>11.0%</td>
<td>39.2%</td>
<td>26.7%</td>
<td>6.1%</td>
<td>4.1%</td>
<td>13.0%</td>
</tr>
<tr>
<td>Q4-13. Mowing &amp; trimming of public areas</td>
<td>10.5%</td>
<td>41.5%</td>
<td>27.2%</td>
<td>11.8%</td>
<td>4.9%</td>
<td>4.1%</td>
</tr>
</tbody>
</table>
Q4. City Maintenance. Please rate your satisfaction with the following services provided by the City of Grain Valley.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q4-14. On-street bicycle infrastructure (bike lanes/wayfinding signs)</td>
<td>5.2%</td>
<td>18.4%</td>
<td>31.8%</td>
<td>14.1%</td>
<td>7.7%</td>
<td>22.8%</td>
</tr>
<tr>
<td>Q4-15. Snow removal on major City streets during past 12 months</td>
<td>18.2%</td>
<td>50.3%</td>
<td>17.7%</td>
<td>3.9%</td>
<td>2.0%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Q4-16. Snow removal on residential streets during past 12 months</td>
<td>17.0%</td>
<td>45.1%</td>
<td>19.0%</td>
<td>8.2%</td>
<td>3.0%</td>
<td>7.7%</td>
</tr>
</tbody>
</table>
### WITHOUT “DON’T KNOW”

**Q4. City Maintenance. Please rate your satisfaction with the following services provided by the City of Grain Valley. (without "don't know")**

(N=610)

<table>
<thead>
<tr>
<th>Q4-1. Accessibility of streets, sidewalks, &amp; buildings for people with disabilities</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.1%</td>
<td>44.1%</td>
<td>29.5%</td>
<td>13.3%</td>
<td>4.0%</td>
<td></td>
</tr>
</tbody>
</table>

| Q4-2. Adequacy of City street lighting | 8.0% | 40.9% | 24.1% | 19.1% | 7.9% |

| Q4-3. Cleanliness of streets & other public areas | 10.0% | 49.8% | 26.4% | 12.2% | 1.7% |

| Q4-4. Condition of sidewalks in City | 7.9% | 39.9% | 30.9% | 16.8% | 4.5% |

| Q4-5. Condition of sidewalks in your neighborhood | 16.0% | 42.6% | 19.2% | 15.1% | 7.0% |

| Q4-6. Maintenance & preservation of Downtown Grain Valley | 7.5% | 34.5% | 34.3% | 17.3% | 6.4% |

| Q4-7. Maintenance of City buildings (e.g. City Hall) | 15.4% | 56.6% | 25.0% | 1.8% | 1.1% |

| Q4-8. Maintenance of City streets | 7.3% | 36.1% | 26.1% | 20.4% | 10.1% |

| Q4-9. Maintenance of storm water drainage system | 9.3% | 44.6% | 34.3% | 7.2% | 4.6% |

| Q4-10. Maintenance of street signs & traffic signals | 13.7% | 54.4% | 22.9% | 6.3% | 2.7% |

| Q4-11. Maintenance of streets in your neighborhood | 14.0% | 41.1% | 17.9% | 15.2% | 11.9% |

| Q4-12. Maintenance of City's water & wastewater system | 12.6% | 45.0% | 30.7% | 7.0% | 4.7% |

| Q4-13. Mowing & trimming of public areas | 10.9% | 43.2% | 28.4% | 12.3% | 5.1% |

| Q4-14. On-street bicycle infrastructure (bike lanes/wayfinding signs) | 6.8% | 23.8% | 41.2% | 18.3% | 10.0% |

| Q4-15. Snow removal on major City streets during past 12 months | 19.8% | 54.6% | 19.2% | 4.3% | 2.1% |
**WITHOUT “DON’T KNOW”**

Q4. City Maintenance. Please rate your satisfaction with the following services provided by the City of Grain Valley. (without "don't know")

<table>
<thead>
<tr>
<th>Q4-16. Snow removal on residential streets during past 12 months</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>18.5%</td>
<td>48.8%</td>
<td>20.6%</td>
<td>8.9%</td>
<td>3.2%</td>
</tr>
</tbody>
</table>
Q5. Which THREE of the City maintenance services listed Question 4 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<table>
<thead>
<tr>
<th>Q5. Top choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessibility of streets, sidewalks, &amp; buildings for people with disabilities</td>
<td>28</td>
<td>4.6 %</td>
</tr>
<tr>
<td>Adequacy of City street lighting</td>
<td>108</td>
<td>17.7 %</td>
</tr>
<tr>
<td>Cleanliness of streets &amp; other public areas</td>
<td>26</td>
<td>4.3 %</td>
</tr>
<tr>
<td>Condition of sidewalks in City</td>
<td>29</td>
<td>4.8 %</td>
</tr>
<tr>
<td>Condition of sidewalks in your neighborhood</td>
<td>31</td>
<td>5.1 %</td>
</tr>
<tr>
<td>Maintenance &amp; preservation of Downtown Grain Valley</td>
<td>46</td>
<td>7.5 %</td>
</tr>
<tr>
<td>Maintenance of City buildings (e.g. City Hall)</td>
<td>5</td>
<td>0.8 %</td>
</tr>
<tr>
<td>Maintenance of City streets</td>
<td>105</td>
<td>17.2 %</td>
</tr>
<tr>
<td>Maintenance of storm water drainage system</td>
<td>15</td>
<td>2.5 %</td>
</tr>
<tr>
<td>Maintenance of street signs &amp; traffic signals</td>
<td>8</td>
<td>1.3 %</td>
</tr>
<tr>
<td>Maintenance of streets in your neighborhood</td>
<td>41</td>
<td>6.7 %</td>
</tr>
<tr>
<td>Maintenance of City's water &amp; wastewater system</td>
<td>22</td>
<td>3.6 %</td>
</tr>
<tr>
<td>Mowing &amp; trimming of public areas</td>
<td>14</td>
<td>2.3 %</td>
</tr>
<tr>
<td>On-street bicycle infrastructure (bike lanes/wayfinding signs)</td>
<td>17</td>
<td>2.8 %</td>
</tr>
<tr>
<td>Snow removal on major City streets during past 12 months</td>
<td>9</td>
<td>1.5 %</td>
</tr>
<tr>
<td>Snow removal on residential streets during past 12 months</td>
<td>26</td>
<td>4.3 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>80</td>
<td>13.1 %</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Q5. Which THREE of the City maintenance services listed Question 4 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<table>
<thead>
<tr>
<th>Q5. 2nd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessibility of streets, sidewalks, &amp; buildings for people with disabilities</td>
<td>20</td>
<td>3.3 %</td>
</tr>
<tr>
<td>Adequacy of City street lighting</td>
<td>44</td>
<td>7.2 %</td>
</tr>
<tr>
<td>Cleanliness of streets &amp; other public areas</td>
<td>30</td>
<td>4.9 %</td>
</tr>
<tr>
<td>Condition of sidewalks in City</td>
<td>34</td>
<td>5.6 %</td>
</tr>
<tr>
<td>Condition of sidewalks in your neighborhood</td>
<td>29</td>
<td>4.8 %</td>
</tr>
<tr>
<td>Maintenance &amp; preservation of Downtown Grain Valley</td>
<td>41</td>
<td>6.7 %</td>
</tr>
<tr>
<td>Maintenance of City buildings (e.g. City Hall)</td>
<td>5</td>
<td>0.8 %</td>
</tr>
<tr>
<td>Maintenance of City streets</td>
<td>77</td>
<td>12.6 %</td>
</tr>
<tr>
<td>Maintenance of storm water drainage system</td>
<td>14</td>
<td>2.3 %</td>
</tr>
<tr>
<td>Maintenance of street signs &amp; traffic signals</td>
<td>15</td>
<td>2.5 %</td>
</tr>
<tr>
<td>Maintenance of streets in your neighborhood</td>
<td>56</td>
<td>9.2 %</td>
</tr>
<tr>
<td>Maintenance of City's water &amp; wastewater system</td>
<td>22</td>
<td>3.6 %</td>
</tr>
<tr>
<td>Mowing &amp; trimming of public areas</td>
<td>28</td>
<td>4.6 %</td>
</tr>
<tr>
<td>On-street bicycle infrastructure (bike lanes/wayfinding signs)</td>
<td>25</td>
<td>4.1 %</td>
</tr>
<tr>
<td>Snow removal on major City streets during past 12 months</td>
<td>23</td>
<td>3.8 %</td>
</tr>
<tr>
<td>Snow removal on residential streets during past 12 months</td>
<td>26</td>
<td>4.3 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>121</td>
<td>19.8 %</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Q5. Which THREE of the City maintenance services listed Question 4 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<table>
<thead>
<tr>
<th>Q5. 3rd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessibility of streets, sidewalks, &amp; buildings for people with disabilities</td>
<td>25</td>
<td>4.1 %</td>
</tr>
<tr>
<td>Adequacy of City street lighting</td>
<td>44</td>
<td>7.2 %</td>
</tr>
<tr>
<td>Cleanliness of streets &amp; other public areas</td>
<td>27</td>
<td>4.4 %</td>
</tr>
<tr>
<td>Condition of sidewalks in City</td>
<td>22</td>
<td>3.6 %</td>
</tr>
<tr>
<td>Condition of sidewalks in your neighborhood</td>
<td>21</td>
<td>3.4 %</td>
</tr>
<tr>
<td>Maintenance &amp; preservation of Downtown Grain Valley</td>
<td>40</td>
<td>6.6 %</td>
</tr>
<tr>
<td>Maintenance of City buildings (e.g. City Hall)</td>
<td>5</td>
<td>0.8 %</td>
</tr>
<tr>
<td>Maintenance of City streets</td>
<td>51</td>
<td>8.4 %</td>
</tr>
<tr>
<td>Maintenance of storm water drainage system</td>
<td>11</td>
<td>1.8 %</td>
</tr>
<tr>
<td>Maintenance of street signs &amp; traffic signals</td>
<td>17</td>
<td>2.8 %</td>
</tr>
<tr>
<td>Maintenance of streets in your neighborhood</td>
<td>31</td>
<td>5.1 %</td>
</tr>
<tr>
<td>Maintenance of City's water &amp; wastewater system</td>
<td>28</td>
<td>4.6 %</td>
</tr>
<tr>
<td>Mowing &amp; trimming of public areas</td>
<td>46</td>
<td>7.5 %</td>
</tr>
<tr>
<td>On-street bicycle infrastructure (bike lanes/wayfinding signs)</td>
<td>37</td>
<td>6.1 %</td>
</tr>
<tr>
<td>Snow removal on major City streets during past 12 months</td>
<td>9</td>
<td>1.5 %</td>
</tr>
<tr>
<td>Snow removal on residential streets during past 12 months</td>
<td>47</td>
<td>7.7 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>149</td>
<td>24.4 %</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Q5. Which THREE of the City maintenance services listed Question 4 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)

<table>
<thead>
<tr>
<th>Q5. Sum of top 3 choices</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessibility of streets, sidewalks, &amp; buildings for people with disabilities</td>
<td>73</td>
<td>12.0 %</td>
</tr>
<tr>
<td>Adequacy of City street lighting</td>
<td>196</td>
<td>32.1 %</td>
</tr>
<tr>
<td>Cleanliness of streets &amp; other public areas</td>
<td>83</td>
<td>13.6 %</td>
</tr>
<tr>
<td>Condition of sidewalks in City</td>
<td>85</td>
<td>13.9 %</td>
</tr>
<tr>
<td>Condition of sidewalks in your neighborhood</td>
<td>81</td>
<td>13.3 %</td>
</tr>
<tr>
<td>Maintenance &amp; preservation of Downtown Grain Valley</td>
<td>127</td>
<td>20.8 %</td>
</tr>
<tr>
<td>Maintenance of City buildings (e.g. City Hall)</td>
<td>15</td>
<td>2.5 %</td>
</tr>
<tr>
<td>Maintenance of City streets</td>
<td>233</td>
<td>38.2 %</td>
</tr>
<tr>
<td>Maintenance of storm water drainage system</td>
<td>40</td>
<td>6.6 %</td>
</tr>
<tr>
<td>Maintenance of street signs &amp; traffic signals</td>
<td>40</td>
<td>6.6 %</td>
</tr>
<tr>
<td>Maintenance of streets in your neighborhood</td>
<td>128</td>
<td>21.0 %</td>
</tr>
<tr>
<td>Maintenance of City's water &amp; wastewater system</td>
<td>72</td>
<td>11.8 %</td>
</tr>
<tr>
<td>Mowing &amp; trimming of public areas</td>
<td>88</td>
<td>14.4 %</td>
</tr>
<tr>
<td>On-street bicycle infrastructure (bike lanes/wayfinding signs)</td>
<td>79</td>
<td>13.0 %</td>
</tr>
<tr>
<td>Snow removal on major City streets during past 12 months</td>
<td>41</td>
<td>6.7 %</td>
</tr>
<tr>
<td>Snow removal on residential streets during past 12 months</td>
<td>99</td>
<td>16.2 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>80</td>
<td>13.1 %</td>
</tr>
<tr>
<td>Total</td>
<td>1560</td>
<td></td>
</tr>
</tbody>
</table>
Q6. Public Safety Services. Please rate your satisfaction with the following services provided by the City of Grain Valley.

(N=610)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q6-1. City's overall efforts in youth outreach &amp; DARE services</td>
<td>10.5%</td>
<td>22.8%</td>
<td>19.2%</td>
<td>2.3%</td>
<td>0.8%</td>
<td>44.4%</td>
</tr>
<tr>
<td>Q6-2. Effectiveness of local police protection</td>
<td>16.1%</td>
<td>47.5%</td>
<td>20.5%</td>
<td>4.9%</td>
<td>1.3%</td>
<td>9.7%</td>
</tr>
<tr>
<td>Q6-3. Enforcement of local traffic laws</td>
<td>14.1%</td>
<td>44.6%</td>
<td>18.9%</td>
<td>6.9%</td>
<td>3.3%</td>
<td>12.3%</td>
</tr>
<tr>
<td>Q6-4. How quickly police respond to emergencies</td>
<td>14.9%</td>
<td>32.1%</td>
<td>15.2%</td>
<td>3.9%</td>
<td>1.3%</td>
<td>32.5%</td>
</tr>
<tr>
<td>Q6-5. Overall competence of City's police personnel</td>
<td>17.4%</td>
<td>39.7%</td>
<td>18.2%</td>
<td>3.3%</td>
<td>1.6%</td>
<td>19.8%</td>
</tr>
<tr>
<td>Q6-6. Overall quality of local police protection</td>
<td>18.4%</td>
<td>45.2%</td>
<td>17.7%</td>
<td>2.6%</td>
<td>1.8%</td>
<td>14.3%</td>
</tr>
<tr>
<td>Q6-7. Professionalism of City police personnel</td>
<td>20.8%</td>
<td>43.6%</td>
<td>15.1%</td>
<td>1.8%</td>
<td>2.0%</td>
<td>16.7%</td>
</tr>
<tr>
<td>Q6-8. Quality of animal control</td>
<td>8.2%</td>
<td>31.1%</td>
<td>19.8%</td>
<td>4.6%</td>
<td>4.8%</td>
<td>31.5%</td>
</tr>
<tr>
<td>Q6-9. Responsiveness of police to investigation of criminal offenses</td>
<td>9.0%</td>
<td>22.6%</td>
<td>17.9%</td>
<td>3.3%</td>
<td>2.8%</td>
<td>44.4%</td>
</tr>
<tr>
<td>Q6-10. City's Municipal Court</td>
<td>4.8%</td>
<td>17.7%</td>
<td>19.5%</td>
<td>1.1%</td>
<td>1.1%</td>
<td>55.7%</td>
</tr>
<tr>
<td>Q6-11. City's overall efforts to prevent crime</td>
<td>9.7%</td>
<td>34.9%</td>
<td>23.6%</td>
<td>6.6%</td>
<td>3.6%</td>
<td>21.6%</td>
</tr>
<tr>
<td>Q6-12. Visibility of police in neighborhoods</td>
<td>13.6%</td>
<td>36.4%</td>
<td>24.1%</td>
<td>13.9%</td>
<td>5.6%</td>
<td>6.4%</td>
</tr>
</tbody>
</table>
**WITHOUT “DON’T KNOW”**

Q6. Public Safety Services. Please rate your satisfaction with the following services provided by the City of Grain Valley. (without "don't know")

(N=610)

<table>
<thead>
<tr>
<th>Question</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q6-1. City's overall efforts in youth outreach &amp; DARE services</td>
<td>18.9%</td>
<td>41.0%</td>
<td>34.5%</td>
<td>4.1%</td>
<td>1.5%</td>
</tr>
<tr>
<td>Q6-2. Effectiveness of local police protection</td>
<td>17.8%</td>
<td>52.6%</td>
<td>22.7%</td>
<td>5.4%</td>
<td>1.5%</td>
</tr>
<tr>
<td>Q6-3. Enforcement of local traffic laws</td>
<td>16.1%</td>
<td>50.8%</td>
<td>21.5%</td>
<td>7.9%</td>
<td>3.7%</td>
</tr>
<tr>
<td>Q6-4. How quickly police respond to emergencies</td>
<td>22.1%</td>
<td>47.6%</td>
<td>22.6%</td>
<td>5.8%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Q6-5. Overall competence of City's police personnel</td>
<td>21.7%</td>
<td>49.5%</td>
<td>22.7%</td>
<td>4.1%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Q6-6. Overall quality of local police protection</td>
<td>21.4%</td>
<td>52.8%</td>
<td>20.7%</td>
<td>3.1%</td>
<td>2.1%</td>
</tr>
<tr>
<td>Q6-7. Professionalism of City police personnel</td>
<td>25.0%</td>
<td>52.4%</td>
<td>18.1%</td>
<td>2.2%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Q6-8. Quality of animal control</td>
<td>12.0%</td>
<td>45.5%</td>
<td>28.9%</td>
<td>6.7%</td>
<td>6.9%</td>
</tr>
<tr>
<td>Q6-9. Responsiveness of police to investigation of criminal offenses</td>
<td>16.2%</td>
<td>40.7%</td>
<td>32.2%</td>
<td>5.9%</td>
<td>5.0%</td>
</tr>
<tr>
<td>Q6-10. City's Municipal Court</td>
<td>10.7%</td>
<td>40.0%</td>
<td>44.1%</td>
<td>2.6%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Q6-11. City's overall efforts to prevent crime</td>
<td>12.3%</td>
<td>44.6%</td>
<td>30.1%</td>
<td>8.4%</td>
<td>4.6%</td>
</tr>
<tr>
<td>Q6-12. Visibility of police in neighborhoods</td>
<td>14.5%</td>
<td>38.9%</td>
<td>25.7%</td>
<td>14.9%</td>
<td>6.0%</td>
</tr>
</tbody>
</table>
Q7. Which THREE of the public safety services listed Question 6 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<table>
<thead>
<tr>
<th>Q7. Top choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>City's overall efforts in youth outreach &amp; DARE services</td>
<td>61</td>
<td>10.0%</td>
</tr>
<tr>
<td>Effectiveness of local police protection</td>
<td>59</td>
<td>9.7%</td>
</tr>
<tr>
<td>Enforcement of local traffic laws</td>
<td>34</td>
<td>5.6%</td>
</tr>
<tr>
<td>How quickly police respond to emergencies</td>
<td>36</td>
<td>5.9%</td>
</tr>
<tr>
<td>Overall competence of City's police personnel</td>
<td>17</td>
<td>2.8%</td>
</tr>
<tr>
<td>Overall quality of local police protection</td>
<td>16</td>
<td>2.6%</td>
</tr>
<tr>
<td>Professionalism of City police personnel</td>
<td>10</td>
<td>1.6%</td>
</tr>
<tr>
<td>Quality of animal control</td>
<td>34</td>
<td>5.6%</td>
</tr>
<tr>
<td>Responsiveness of police to investigation of criminal offenses</td>
<td>14</td>
<td>2.3%</td>
</tr>
<tr>
<td>City's Municipal Court</td>
<td>2</td>
<td>0.3%</td>
</tr>
<tr>
<td>City's overall efforts to prevent crime</td>
<td>59</td>
<td>9.7%</td>
</tr>
<tr>
<td>Visibility of police in neighborhoods</td>
<td>113</td>
<td>18.5%</td>
</tr>
<tr>
<td>None chosen</td>
<td>155</td>
<td>25.4%</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Q7. Which THREE of the public safety services listed Question 6 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<table>
<thead>
<tr>
<th>Q7. 2nd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>City's overall efforts in youth outreach &amp; DARE services</td>
<td>29</td>
<td>4.8%</td>
</tr>
<tr>
<td>Effectiveness of local police protection</td>
<td>42</td>
<td>6.9%</td>
</tr>
<tr>
<td>Enforcement of local traffic laws</td>
<td>17</td>
<td>2.8%</td>
</tr>
<tr>
<td>How quickly police respond to emergencies</td>
<td>52</td>
<td>8.5%</td>
</tr>
<tr>
<td>Overall competence of City's police personnel</td>
<td>21</td>
<td>3.4%</td>
</tr>
<tr>
<td>Overall quality of local police protection</td>
<td>30</td>
<td>4.9%</td>
</tr>
<tr>
<td>Professionalism of City police personnel</td>
<td>13</td>
<td>2.1%</td>
</tr>
<tr>
<td>Quality of animal control</td>
<td>27</td>
<td>4.4%</td>
</tr>
<tr>
<td>Responsiveness of police to investigation of criminal offenses</td>
<td>25</td>
<td>4.1%</td>
</tr>
<tr>
<td>City's Municipal Court</td>
<td>8</td>
<td>1.3%</td>
</tr>
<tr>
<td>City's overall efforts to prevent crime</td>
<td>68</td>
<td>11.1%</td>
</tr>
<tr>
<td>Visibility of police in neighborhoods</td>
<td>78</td>
<td>12.8%</td>
</tr>
<tr>
<td>None chosen</td>
<td>200</td>
<td>32.8%</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
Q7. Which THREE of the public safety services listed Question 6 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<table>
<thead>
<tr>
<th>Q7. 3rd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>City's overall efforts in youth outreach &amp; DARE services</td>
<td>23</td>
<td>3.8 %</td>
</tr>
<tr>
<td>Effectiveness of local police protection</td>
<td>41</td>
<td>6.7 %</td>
</tr>
<tr>
<td>Enforcement of local traffic laws</td>
<td>29</td>
<td>4.8 %</td>
</tr>
<tr>
<td>How quickly police respond to emergencies</td>
<td>32</td>
<td>5.2 %</td>
</tr>
<tr>
<td>Overall competence of City's police personnel</td>
<td>8</td>
<td>1.3 %</td>
</tr>
<tr>
<td>Overall quality of local police protection</td>
<td>34</td>
<td>5.6 %</td>
</tr>
<tr>
<td>Professionalism of City police personnel</td>
<td>27</td>
<td>4.4 %</td>
</tr>
<tr>
<td>Quality of animal control</td>
<td>32</td>
<td>5.2 %</td>
</tr>
<tr>
<td>Responsiveness of police to investigation of criminal offenses</td>
<td>27</td>
<td>4.4 %</td>
</tr>
<tr>
<td>City's Municipal Court</td>
<td>8</td>
<td>1.3 %</td>
</tr>
<tr>
<td>City's overall efforts to prevent crime</td>
<td>63</td>
<td>10.3 %</td>
</tr>
<tr>
<td>Visibility of police in neighborhoods</td>
<td>50</td>
<td>8.2 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>236</td>
<td>38.7 %</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q7. Which THREE of the public safety services listed Question 6 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)

<table>
<thead>
<tr>
<th>Q7. Sum of top 3 choices</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>City's overall efforts in youth outreach &amp; DARE services</td>
<td>113</td>
<td>18.5 %</td>
</tr>
<tr>
<td>Effectiveness of local police protection</td>
<td>142</td>
<td>23.3 %</td>
</tr>
<tr>
<td>Enforcement of local traffic laws</td>
<td>80</td>
<td>13.1 %</td>
</tr>
<tr>
<td>How quickly police respond to emergencies</td>
<td>120</td>
<td>19.7 %</td>
</tr>
<tr>
<td>Overall competence of City's police personnel</td>
<td>46</td>
<td>7.5 %</td>
</tr>
<tr>
<td>Overall quality of local police protection</td>
<td>80</td>
<td>13.1 %</td>
</tr>
<tr>
<td>Professionalism of City police personnel</td>
<td>50</td>
<td>8.2 %</td>
</tr>
<tr>
<td>Quality of animal control</td>
<td>93</td>
<td>15.2 %</td>
</tr>
<tr>
<td>Responsiveness of police to investigation of criminal offenses</td>
<td>66</td>
<td>10.8 %</td>
</tr>
<tr>
<td>City's Municipal Court</td>
<td>18</td>
<td>3.0 %</td>
</tr>
<tr>
<td>City's overall efforts to prevent crime</td>
<td>190</td>
<td>31.1 %</td>
</tr>
<tr>
<td>Visibility of police in neighborhoods</td>
<td>241</td>
<td>39.5 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>155</td>
<td>25.4 %</td>
</tr>
<tr>
<td>Total</td>
<td>1394</td>
<td></td>
</tr>
</tbody>
</table>
**Q8. Code Enforcement. Please rate your satisfaction with the following services provided by the City of Grain Valley.**

(N=610)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q8-1. Customer service from animal control officers</td>
<td>4.9%</td>
<td>15.4%</td>
<td>22.1%</td>
<td>2.3%</td>
<td>2.0%</td>
<td>53.3%</td>
</tr>
<tr>
<td>Q8-2. Enforcement of animal codes (e.g. animal welfare, pet licensing)</td>
<td>5.9%</td>
<td>22.0%</td>
<td>21.8%</td>
<td>4.6%</td>
<td>2.3%</td>
<td>43.4%</td>
</tr>
<tr>
<td>Q8-3. Enforcing sign regulations</td>
<td>3.9%</td>
<td>23.9%</td>
<td>25.1%</td>
<td>4.9%</td>
<td>1.6%</td>
<td>40.5%</td>
</tr>
<tr>
<td>Q8-4. Enforcing clean-up of trash &amp; debris on private property</td>
<td>4.4%</td>
<td>22.0%</td>
<td>24.8%</td>
<td>16.9%</td>
<td>8.9%</td>
<td>23.1%</td>
</tr>
<tr>
<td>Q8-5. Enforcing exterior maintenance of residential property (e.g. condition of buildings)</td>
<td>4.9%</td>
<td>21.8%</td>
<td>26.6%</td>
<td>17.7%</td>
<td>6.7%</td>
<td>22.3%</td>
</tr>
<tr>
<td>Q8-6. Enforcing mowing &amp; cutting of weeds on private property</td>
<td>4.4%</td>
<td>23.8%</td>
<td>24.8%</td>
<td>19.3%</td>
<td>8.4%</td>
<td>19.3%</td>
</tr>
<tr>
<td>Q8-7. Enforcing trash, weeds, &amp; exterior maintenance in your neighborhood</td>
<td>9.0%</td>
<td>25.6%</td>
<td>25.6%</td>
<td>15.7%</td>
<td>7.7%</td>
<td>16.4%</td>
</tr>
</tbody>
</table>
**WITHOUT “DON’T KNOW”**

Q8. Code Enforcement. Please rate your satisfaction with the following services provided by the City of Grain Valley. (without "don't know")

(N=610)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q8-1. Customer service from animal control officers</td>
<td>10.5%</td>
<td>33.0%</td>
<td>47.4%</td>
<td>4.9%</td>
<td>4.2%</td>
</tr>
<tr>
<td>Q8-2. Enforcement of animal codes (e.g. animal welfare, pet licensing)</td>
<td>10.4%</td>
<td>38.8%</td>
<td>38.6%</td>
<td>8.1%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Q8-3. Enforcing sign regulations</td>
<td>6.6%</td>
<td>40.2%</td>
<td>42.1%</td>
<td>8.3%</td>
<td>2.8%</td>
</tr>
<tr>
<td>Q8-4. Enforcing clean-up of trash &amp; debris on private property</td>
<td>5.8%</td>
<td>28.6%</td>
<td>32.2%</td>
<td>22.0%</td>
<td>11.5%</td>
</tr>
<tr>
<td>Q8-5. Enforcing exterior maintenance of residential property (e.g. condition of buildings)</td>
<td>6.3%</td>
<td>28.1%</td>
<td>34.2%</td>
<td>22.8%</td>
<td>8.6%</td>
</tr>
<tr>
<td>Q8-6. Enforcing mowing &amp; cutting of weeds on private property</td>
<td>5.5%</td>
<td>29.5%</td>
<td>30.7%</td>
<td>24.0%</td>
<td>10.4%</td>
</tr>
<tr>
<td>Q8-7. Enforcing trash, weeds, &amp; exterior maintenance in your neighborhood</td>
<td>10.8%</td>
<td>30.6%</td>
<td>30.6%</td>
<td>18.8%</td>
<td>9.2%</td>
</tr>
</tbody>
</table>
Q9. Which TWO of the code enforcement services listed in Question 8 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<table>
<thead>
<tr>
<th>Q9. Top choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer service from animal control officers</td>
<td>26</td>
<td>4.3 %</td>
</tr>
<tr>
<td>Enforcement of animal codes (e.g. animal welfare, pet licensing)</td>
<td>47</td>
<td>7.7 %</td>
</tr>
<tr>
<td>Enforcing sign regulations</td>
<td>25</td>
<td>4.1 %</td>
</tr>
<tr>
<td>Enforcing clean-up of trash &amp; debris on private property</td>
<td>152</td>
<td>24.9 %</td>
</tr>
<tr>
<td>Enforcing exterior maintenance of residential property (e.g. condition of buildings)</td>
<td>52</td>
<td>8.5 %</td>
</tr>
<tr>
<td>Enforcing mowing &amp; cutting of weeds on private property</td>
<td>67</td>
<td>11.0 %</td>
</tr>
<tr>
<td>Enforcing trash, weeds, &amp; exterior maintenance in your neighborhood</td>
<td>78</td>
<td>12.8 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>163</td>
<td>26.7 %</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q9. Which TWO of the code enforcement services listed in Question 8 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<table>
<thead>
<tr>
<th>Q9. 2nd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer service from animal control officers</td>
<td>13</td>
<td>2.1 %</td>
</tr>
<tr>
<td>Enforcement of animal codes (e.g. animal welfare, pet licensing)</td>
<td>22</td>
<td>3.6 %</td>
</tr>
<tr>
<td>Enforcing sign regulations</td>
<td>26</td>
<td>4.3 %</td>
</tr>
<tr>
<td>Enforcing clean-up of trash &amp; debris on private property</td>
<td>84</td>
<td>13.8 %</td>
</tr>
<tr>
<td>Enforcing exterior maintenance of residential property (e.g. condition of buildings)</td>
<td>79</td>
<td>13.0 %</td>
</tr>
<tr>
<td>Enforcing mowing &amp; cutting of weeds on private property</td>
<td>112</td>
<td>18.4 %</td>
</tr>
<tr>
<td>Enforcing trash, weeds, &amp; exterior maintenance in your neighborhood</td>
<td>71</td>
<td>11.6 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>203</td>
<td>33.3 %</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Q9. Which TWO of the code enforcement services listed in Question 8 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

<table>
<thead>
<tr>
<th>Q9. Sum of top 2 choices</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer service from animal control officers</td>
<td>39</td>
<td>6.4 %</td>
</tr>
<tr>
<td>Enforcement of animal codes (e.g. animal welfare, pet licensing)</td>
<td>69</td>
<td>11.3 %</td>
</tr>
<tr>
<td>Enforcing sign regulations</td>
<td>51</td>
<td>8.4 %</td>
</tr>
<tr>
<td>Enforcing clean-up of trash &amp; debris on private property</td>
<td>236</td>
<td>38.7 %</td>
</tr>
<tr>
<td>Enforcing exterior maintenance of residential property (e. g. condition of buildings)</td>
<td>131</td>
<td>21.5 %</td>
</tr>
<tr>
<td>Enforcing mowing &amp; cutting of weeds on private property</td>
<td>179</td>
<td>29.3 %</td>
</tr>
<tr>
<td>Enforcing trash, weeds, &amp; exterior maintenance in your neighborhood</td>
<td>149</td>
<td>24.4 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>163</td>
<td>26.7 %</td>
</tr>
<tr>
<td>Total</td>
<td>1017</td>
<td></td>
</tr>
</tbody>
</table>
**Q10. Water Services. Please rate your satisfaction with the following services provided by the City of Grain Valley.**

(N=610)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q10-1. Condition of catch basins (storm drains) in your neighborhood</td>
<td>13.3%</td>
<td>49.0%</td>
<td>17.7%</td>
<td>5.4%</td>
<td>3.4%</td>
<td>11.1%</td>
</tr>
<tr>
<td>Q10-2. Quality of drinking water</td>
<td>27.4%</td>
<td>48.7%</td>
<td>14.4%</td>
<td>4.1%</td>
<td>1.8%</td>
<td>3.6%</td>
</tr>
<tr>
<td>Q10-3. Quality of wastewater (sewer) services</td>
<td>16.2%</td>
<td>47.2%</td>
<td>21.5%</td>
<td>3.4%</td>
<td>1.0%</td>
<td>10.7%</td>
</tr>
<tr>
<td>Q10-4. Quality of utility billing customer service</td>
<td>21.8%</td>
<td>45.7%</td>
<td>17.7%</td>
<td>5.2%</td>
<td>2.8%</td>
<td>6.7%</td>
</tr>
<tr>
<td>Q10-5. Quality of utility billing</td>
<td>17.2%</td>
<td>45.4%</td>
<td>19.8%</td>
<td>7.4%</td>
<td>4.9%</td>
<td>5.2%</td>
</tr>
<tr>
<td>Q10-6. Timeliness of water/sewer line break repairs</td>
<td>7.7%</td>
<td>23.3%</td>
<td>17.4%</td>
<td>2.0%</td>
<td>0.8%</td>
<td>48.9%</td>
</tr>
</tbody>
</table>

**WITHOUT “DON’T KNOW”**

**Q10. Water Services. Please rate your satisfaction with the following services provided by the City of Grain Valley. (without "don't know")**

(N=610)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q10-1. Condition of catch basins (storm drains) in your neighborhood</td>
<td>14.9%</td>
<td>55.2%</td>
<td>19.9%</td>
<td>6.1%</td>
<td>3.9%</td>
</tr>
<tr>
<td>Q10-2. Quality of drinking water</td>
<td>28.4%</td>
<td>50.5%</td>
<td>15.0%</td>
<td>4.3%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Q10-3. Quality of wastewater (sewer) services</td>
<td>18.2%</td>
<td>52.8%</td>
<td>24.0%</td>
<td>3.9%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Q10-4. Quality of utility billing customer service</td>
<td>23.4%</td>
<td>49.0%</td>
<td>19.0%</td>
<td>5.6%</td>
<td>3.0%</td>
</tr>
<tr>
<td>Q10-5. Quality of utility billing</td>
<td>18.2%</td>
<td>47.9%</td>
<td>20.9%</td>
<td>7.8%</td>
<td>5.2%</td>
</tr>
<tr>
<td>Q10-6. Timeliness of water/sewer line break repairs</td>
<td>15.1%</td>
<td>45.5%</td>
<td>34.0%</td>
<td>3.8%</td>
<td>1.6%</td>
</tr>
</tbody>
</table>
**Q11. Leadership. Please rate your satisfaction with the following aspects of City Leadership in Grain Valley.**

(N=610)

<table>
<thead>
<tr>
<th>Q11-1. How ethically City conducts business</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8.7%</td>
<td>25.4%</td>
<td>27.0%</td>
<td>4.8%</td>
<td>3.6%</td>
<td>30.5%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q11-2. Local government leaders seek out my views &amp; listen to what I have to say</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5.4%</td>
<td>16.1%</td>
<td>28.2%</td>
<td>12.5%</td>
<td>7.7%</td>
<td>30.2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q11-3. Overall effectiveness of appointed boards &amp; commissions</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5.2%</td>
<td>18.4%</td>
<td>29.2%</td>
<td>8.5%</td>
<td>4.3%</td>
<td>34.4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q11-4. Overall effectiveness of City Administrator &amp; appointed staff</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6.1%</td>
<td>20.8%</td>
<td>29.7%</td>
<td>6.9%</td>
<td>3.6%</td>
<td>33.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q11-5. Overall quality of leadership provided by City's elected officials</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6.2%</td>
<td>22.5%</td>
<td>30.0%</td>
<td>7.0%</td>
<td>4.3%</td>
<td>30.0%</td>
</tr>
</tbody>
</table>

**WITHOUT “DON’T KNOW”**

**Q11. Leadership. Please rate your satisfaction with the following aspects of City Leadership in Grain Valley. (without "don't know")**

(N=610)

<table>
<thead>
<tr>
<th>Q11-1. How ethically City conducts business</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12.5%</td>
<td>36.6%</td>
<td>38.9%</td>
<td>6.8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q11-2. Local government leaders seek out my views &amp; listen to what I have to say</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.7%</td>
<td>23.0%</td>
<td>40.4%</td>
<td>17.8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q11-3. Overall effectiveness of appointed boards &amp; commissions</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8.0%</td>
<td>28.0%</td>
<td>44.5%</td>
<td>13.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q11-4. Overall effectiveness of City Administrator &amp; appointed staff</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9.0%</td>
<td>31.1%</td>
<td>44.3%</td>
<td>10.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q11-5. Overall quality of leadership provided by City's elected officials</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8.9%</td>
<td>32.1%</td>
<td>42.9%</td>
<td>10.1%</td>
</tr>
</tbody>
</table>
Q12. City Logo. Have you seen or heard any information in advertisements, brochures, outdoor advertisements, displays, or other promotional materials that utilize the logo below?

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>375</td>
<td>61.5 %</td>
</tr>
<tr>
<td>No</td>
<td>235</td>
<td>38.5 %</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q13. The logo above is currently being used as the City of Grain Valley's logo. Before taking this survey, were you aware this was the logo used by the City?

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>515</td>
<td>84.4 %</td>
</tr>
<tr>
<td>No</td>
<td>95</td>
<td>15.6 %</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
**Q14. What are some of your general perceptions of the current City of Grain Valley logo design?**

<table>
<thead>
<tr>
<th>Perception</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would not change anything</td>
<td>366</td>
<td>60.0 %</td>
</tr>
<tr>
<td>I would change color (green) or font size</td>
<td>36</td>
<td>5.9 %</td>
</tr>
<tr>
<td>It needs to be updated</td>
<td>100</td>
<td>16.4 %</td>
</tr>
<tr>
<td>It is too plain</td>
<td>51</td>
<td>8.4 %</td>
</tr>
<tr>
<td>It is difficult to understand</td>
<td>9</td>
<td>1.5 %</td>
</tr>
<tr>
<td>It does not say who we are</td>
<td>54</td>
<td>8.9 %</td>
</tr>
<tr>
<td>It is not unique enough</td>
<td>46</td>
<td>7.5 %</td>
</tr>
<tr>
<td>Other</td>
<td>25</td>
<td>4.1 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>687</strong></td>
<td><strong>100.0 %</strong></td>
</tr>
</tbody>
</table>

**Q14. Other**

<table>
<thead>
<tr>
<th>Other</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update slogan or message</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>Logo is good, but slogan needs something more creative</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>The tag line doesn't seem to fit</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>What types of Opportunity is it referring to?</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>What does it matter?</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>I would use a sans serif font</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>There are things of greater concern to this city than the logo</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>I feel like it states Come Home to Opportunity but that is not the case</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>OUTDATED</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>SLOGAN DOES NOT APPLY</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>Not important</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>Drop the Come Home to Opportunity</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>What does the motto mean? Opportunity for business or housing?</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>A city doesn't need a logo</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>What opportunity? How about Welcome Home</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>Change to Welcome Home, or Welcome to the Valley</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>Don't like the motto</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>It should say Hometown Pride</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>CHANGE THE FONT</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>The lines behind the GV are hard to see</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>DO NOT LIKE THE STRIPES</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>Use the money on law enforcement</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>Circle with GV needs to change</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>Hire professionals to update the logo</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td>Come Home to Opportunity, for who</td>
<td>1</td>
<td>4.0 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>25</strong></td>
<td><strong>100.0 %</strong></td>
</tr>
</tbody>
</table>
Q15. Parks and Recreation Services. Please rate your satisfaction with the following services provided by the City of Grain Valley.

(N=610)

<table>
<thead>
<tr>
<th>Question</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q15-1. Athletic fields other than at Monkey Mountain</td>
<td>6.6%</td>
<td>27.5%</td>
<td>20.0%</td>
<td>5.9%</td>
<td>2.0%</td>
<td>38.0%</td>
</tr>
<tr>
<td>Q15-2. Availability of walking &amp; biking trails</td>
<td>7.9%</td>
<td>31.3%</td>
<td>17.4%</td>
<td>16.9%</td>
<td>6.9%</td>
<td>19.7%</td>
</tr>
<tr>
<td>Q15-3. City swimming pools &amp; programs</td>
<td>9.0%</td>
<td>34.1%</td>
<td>20.7%</td>
<td>10.2%</td>
<td>2.6%</td>
<td>23.4%</td>
</tr>
<tr>
<td>Q15-4. Concession operations at City parks</td>
<td>4.8%</td>
<td>22.8%</td>
<td>24.3%</td>
<td>5.9%</td>
<td>1.0%</td>
<td>41.3%</td>
</tr>
<tr>
<td>Q15-5. Maintenance &amp; appearance of City community centers</td>
<td>11.8%</td>
<td>50.0%</td>
<td>20.0%</td>
<td>3.1%</td>
<td>0.2%</td>
<td>14.9%</td>
</tr>
<tr>
<td>Q15-6. Maintenance of City parks &amp; equipment</td>
<td>10.0%</td>
<td>47.2%</td>
<td>21.0%</td>
<td>3.9%</td>
<td>0.5%</td>
<td>17.4%</td>
</tr>
<tr>
<td>Q15-7. Monkey Mountain Sports Complex</td>
<td>10.3%</td>
<td>30.5%</td>
<td>18.5%</td>
<td>1.1%</td>
<td>0.3%</td>
<td>39.2%</td>
</tr>
<tr>
<td>Q15-8. Number of City parks</td>
<td>7.0%</td>
<td>33.1%</td>
<td>23.3%</td>
<td>14.3%</td>
<td>2.8%</td>
<td>19.5%</td>
</tr>
<tr>
<td>Q15-9. Programs &amp; activities at City community centers</td>
<td>9.3%</td>
<td>32.3%</td>
<td>24.6%</td>
<td>6.9%</td>
<td>1.8%</td>
<td>25.1%</td>
</tr>
<tr>
<td>Q15-10. Quality of adult recreation programs</td>
<td>7.5%</td>
<td>23.3%</td>
<td>23.0%</td>
<td>7.5%</td>
<td>2.1%</td>
<td>36.6%</td>
</tr>
<tr>
<td>Q15-11. Quality of communication from Parks &amp; Recreation</td>
<td>7.5%</td>
<td>32.3%</td>
<td>26.1%</td>
<td>8.2%</td>
<td>1.8%</td>
<td>24.1%</td>
</tr>
<tr>
<td>Q15-12. Quality of customer service from Parks &amp; Recreation employees</td>
<td>9.3%</td>
<td>30.0%</td>
<td>24.9%</td>
<td>2.1%</td>
<td>0.3%</td>
<td>33.3%</td>
</tr>
<tr>
<td>Q15-13. Quality of facilities (e.g. picnic shelters, playgrounds) in City parks</td>
<td>8.9%</td>
<td>40.8%</td>
<td>22.5%</td>
<td>6.4%</td>
<td>1.1%</td>
<td>20.3%</td>
</tr>
</tbody>
</table>
Q15. Parks and Recreation Services. Please rate your satisfaction with the following services provided by the City of Grain Valley.

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q15-14. Quality of outdoor athletic fields (e.g. baseball and football)</td>
<td>5.9%</td>
<td>30.0%</td>
<td>21.5%</td>
<td>6.2%</td>
<td>1.0%</td>
<td>35.4%</td>
</tr>
<tr>
<td>Q15-15. Quality of senior programs at Community Center</td>
<td>8.0%</td>
<td>20.5%</td>
<td>19.7%</td>
<td>3.8%</td>
<td>0.8%</td>
<td>47.2%</td>
</tr>
</tbody>
</table>
### WITHOUT “DON’T KNOW”

**Q15. Parks and Recreation Services. Please rate your satisfaction with the following services provided by the City of Grain Valley. (without "don't know")**

(N=610)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q15-1. Athletic fields other than at Monkey Mountain</td>
<td>10.6%</td>
<td>44.4%</td>
<td>32.3%</td>
<td>9.5%</td>
<td>3.2%</td>
</tr>
<tr>
<td>Q15-2. Availability of walking &amp; biking trails</td>
<td>9.8%</td>
<td>39.0%</td>
<td>21.6%</td>
<td>21.0%</td>
<td>8.6%</td>
</tr>
<tr>
<td>Q15-3. City swimming pools &amp; programs</td>
<td>11.8%</td>
<td>44.5%</td>
<td>27.0%</td>
<td>13.3%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Q15-4. Concession operations at City parks</td>
<td>8.1%</td>
<td>38.8%</td>
<td>41.3%</td>
<td>10.1%</td>
<td>1.7%</td>
</tr>
<tr>
<td>Q15-5. Maintenance &amp; appearance of City community centers</td>
<td>13.9%</td>
<td>58.8%</td>
<td>23.5%</td>
<td>3.7%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Q15-6. Maintenance of City parks &amp; equipment</td>
<td>12.1%</td>
<td>57.1%</td>
<td>25.4%</td>
<td>4.8%</td>
<td>0.6%</td>
</tr>
<tr>
<td>Q15-7. Monkey Mountain Sports Complex</td>
<td>17.0%</td>
<td>50.1%</td>
<td>30.5%</td>
<td>1.9%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Q15-8. Number of City parks</td>
<td>8.8%</td>
<td>41.1%</td>
<td>28.9%</td>
<td>17.7%</td>
<td>3.5%</td>
</tr>
<tr>
<td>Q15-9. Programs &amp; activities at City community centers</td>
<td>12.5%</td>
<td>43.1%</td>
<td>32.8%</td>
<td>9.2%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Q15-10. Quality of adult recreation programs</td>
<td>11.9%</td>
<td>36.7%</td>
<td>36.2%</td>
<td>11.9%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Q15-11. Quality of communication from Parks &amp; Recreation</td>
<td>9.9%</td>
<td>42.5%</td>
<td>34.3%</td>
<td>10.8%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Q15-12. Quality of customer service from Parks &amp; Recreation employees</td>
<td>14.0%</td>
<td>45.0%</td>
<td>37.3%</td>
<td>3.2%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Q15-13. Quality of facilities (e.g. picnic shelters, playgrounds) in City parks</td>
<td>11.1%</td>
<td>51.2%</td>
<td>28.2%</td>
<td>8.0%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Q15-14. Quality of outdoor athletic fields (e.g. baseball and football)</td>
<td>9.1%</td>
<td>46.4%</td>
<td>33.2%</td>
<td>9.6%</td>
<td>1.5%</td>
</tr>
</tbody>
</table>
**WITHOUT “DON’T KNOW”**

**Q15. Parks and Recreation Services. Please rate your satisfaction with the following services provided by the City of Grain Valley. (without "don't know")**

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q15-15. Quality of senior programs at Community Center</td>
<td>15.2%</td>
<td>38.8%</td>
<td>37.3%</td>
<td>7.1%</td>
<td>1.6%</td>
</tr>
</tbody>
</table>
**Q16. Which THREE of the Parks and Recreation services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next TWO years?**

<table>
<thead>
<tr>
<th>Q16. Top choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athletic fields other than at Monkey Mountain</td>
<td>14</td>
<td>2.3 %</td>
</tr>
<tr>
<td>Availability of walking &amp; biking trails</td>
<td>129</td>
<td>21.1 %</td>
</tr>
<tr>
<td>City swimming pools &amp; programs</td>
<td>54</td>
<td>8.9 %</td>
</tr>
<tr>
<td>Concession operations at City parks</td>
<td>4</td>
<td>0.7 %</td>
</tr>
<tr>
<td>Maintenance &amp; appearance of City community centers</td>
<td>22</td>
<td>3.6 %</td>
</tr>
<tr>
<td>Maintenance of City parks &amp; equipment</td>
<td>39</td>
<td>6.4 %</td>
</tr>
<tr>
<td>Monkey Mountain Sports Complex</td>
<td>6</td>
<td>1.0 %</td>
</tr>
<tr>
<td>Number of City parks</td>
<td>39</td>
<td>6.4 %</td>
</tr>
<tr>
<td>Programs &amp; activities at City community centers</td>
<td>24</td>
<td>3.9 %</td>
</tr>
<tr>
<td>Quality of adult recreation programs</td>
<td>17</td>
<td>2.8 %</td>
</tr>
<tr>
<td>Quality of communication from Parks &amp; Recreation</td>
<td>17</td>
<td>2.8 %</td>
</tr>
<tr>
<td>Quality of customer service from Parks &amp; Recreation employees</td>
<td>2</td>
<td>0.3 %</td>
</tr>
<tr>
<td>Quality of facilities (e.g. picnic shelters, playgrounds) in City parks</td>
<td>21</td>
<td>3.4 %</td>
</tr>
<tr>
<td>Quality of outdoor athletic fields (e.g. baseball and football)</td>
<td>9</td>
<td>1.5 %</td>
</tr>
<tr>
<td>Quality of senior programs at Community Center</td>
<td>32</td>
<td>5.2 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>181</td>
<td>29.7 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Q16. Which THREE of the Parks and Recreation services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<table>
<thead>
<tr>
<th>Q16. 2nd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athletic fields other than at Monkey Mountain</td>
<td>10</td>
<td>1.6 %</td>
</tr>
<tr>
<td>Availability of walking &amp; biking trails</td>
<td>47</td>
<td>7.7 %</td>
</tr>
<tr>
<td>City swimming pools &amp; programs</td>
<td>33</td>
<td>5.4 %</td>
</tr>
<tr>
<td>Concession operations at City parks</td>
<td>16</td>
<td>2.6 %</td>
</tr>
<tr>
<td>Maintenance &amp; appearance of City community centers</td>
<td>18</td>
<td>3.0 %</td>
</tr>
<tr>
<td>Maintenance of City parks &amp; equipment</td>
<td>33</td>
<td>5.4 %</td>
</tr>
<tr>
<td>Monkey Mountain Sports Complex</td>
<td>7</td>
<td>1.1 %</td>
</tr>
<tr>
<td>Number of City parks</td>
<td>54</td>
<td>8.9 %</td>
</tr>
<tr>
<td>Programs &amp; activities at City community centers</td>
<td>49</td>
<td>8.0 %</td>
</tr>
<tr>
<td>Quality of adult recreation programs</td>
<td>30</td>
<td>4.9 %</td>
</tr>
<tr>
<td>Quality of communication from Parks &amp; Recreation</td>
<td>20</td>
<td>3.3 %</td>
</tr>
<tr>
<td>Quality of customer service from Parks &amp; Recreation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>employees</td>
<td>13</td>
<td>2.1 %</td>
</tr>
<tr>
<td>Quality of facilities (e.g. picnic shelters, playgrounds) in City parks</td>
<td>25</td>
<td>4.1 %</td>
</tr>
<tr>
<td>Quality of outdoor athletic fields (e.g. baseball and football)</td>
<td>16</td>
<td>2.6 %</td>
</tr>
<tr>
<td>Quality of senior programs at Community Center</td>
<td>19</td>
<td>3.1 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>220</td>
<td>36.1 %</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Q16. Which THREE of the Parks and Recreation services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<table>
<thead>
<tr>
<th>3rd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athletic fields other than at Monkey Mountain</td>
<td>11</td>
<td>1.8 %</td>
</tr>
<tr>
<td>Availability of walking &amp; biking trails</td>
<td>29</td>
<td>4.8 %</td>
</tr>
<tr>
<td>City swimming pools &amp; programs</td>
<td>21</td>
<td>3.4 %</td>
</tr>
<tr>
<td>Concession operations at City parks</td>
<td>12</td>
<td>2.0 %</td>
</tr>
<tr>
<td>Maintenance &amp; appearance of City community centers</td>
<td>14</td>
<td>2.3 %</td>
</tr>
<tr>
<td>Maintenance of City parks &amp; equipment</td>
<td>25</td>
<td>4.1 %</td>
</tr>
<tr>
<td>Monkey Mountain Sports Complex</td>
<td>7</td>
<td>1.1 %</td>
</tr>
<tr>
<td>Number of City parks</td>
<td>32</td>
<td>5.2 %</td>
</tr>
<tr>
<td>Programs &amp; activities at City community centers</td>
<td>34</td>
<td>5.6 %</td>
</tr>
<tr>
<td>Quality of adult recreation programs</td>
<td>36</td>
<td>5.9 %</td>
</tr>
<tr>
<td>Quality of communication from Parks &amp; Recreation</td>
<td>23</td>
<td>3.8 %</td>
</tr>
<tr>
<td>Quality of customer service from Parks &amp; Recreation employees</td>
<td>6</td>
<td>1.0 %</td>
</tr>
<tr>
<td>Quality of facilities (e.g. picnic shelters, playgrounds) in City parks</td>
<td>46</td>
<td>7.5 %</td>
</tr>
<tr>
<td>Quality of outdoor athletic fields (e.g. baseball and football)</td>
<td>24</td>
<td>3.9 %</td>
</tr>
<tr>
<td>Quality of senior programs at Community Center</td>
<td>36</td>
<td>5.9 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>254</td>
<td>41.6 %</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Q16. Which THREE of the Parks and Recreation services listed in Question 15 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)

<table>
<thead>
<tr>
<th>Q16. Sum of top 3 choices</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athletic fields other than at Monkey Mountain</td>
<td>35</td>
<td>5.7 %</td>
</tr>
<tr>
<td>Availability of walking &amp; biking trails</td>
<td>205</td>
<td>33.6 %</td>
</tr>
<tr>
<td>City swimming pools &amp; programs</td>
<td>108</td>
<td>17.7 %</td>
</tr>
<tr>
<td>Concession operations at City parks</td>
<td>32</td>
<td>5.2 %</td>
</tr>
<tr>
<td>Maintenance &amp; appearance of City community centers</td>
<td>54</td>
<td>8.9 %</td>
</tr>
<tr>
<td>Maintenance of City parks &amp; equipment</td>
<td>97</td>
<td>15.9 %</td>
</tr>
<tr>
<td>Monkey Mountain Sports Complex</td>
<td>20</td>
<td>3.3 %</td>
</tr>
<tr>
<td>Number of City parks</td>
<td>125</td>
<td>20.5 %</td>
</tr>
<tr>
<td>Programs &amp; activities at City community centers</td>
<td>107</td>
<td>17.5 %</td>
</tr>
<tr>
<td>Quality of adult recreation programs</td>
<td>83</td>
<td>13.6 %</td>
</tr>
<tr>
<td>Quality of communication from Parks &amp; Recreation</td>
<td>60</td>
<td>9.8 %</td>
</tr>
<tr>
<td>Quality of customer service from Parks &amp; Recreation employees</td>
<td>21</td>
<td>3.4 %</td>
</tr>
<tr>
<td>Quality of facilities (e.g. picnic shelters, playgrounds) in City parks</td>
<td>92</td>
<td>15.1 %</td>
</tr>
<tr>
<td>Quality of outdoor athletic fields (e.g. baseball and football)</td>
<td>49</td>
<td>8.0 %</td>
</tr>
<tr>
<td>Quality of senior programs at Community Center</td>
<td>87</td>
<td>14.3 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>181</td>
<td>29.7 %</td>
</tr>
<tr>
<td>Total</td>
<td>1356</td>
<td></td>
</tr>
</tbody>
</table>
**Q17. Communication. Please rate your satisfaction with the following services provided by the City of Grain Valley.**

(N=610)

<table>
<thead>
<tr>
<th>Q17-1. City efforts to keep you informed about local issues</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.5%</td>
<td>34.1%</td>
<td>28.5%</td>
<td>16.1%</td>
<td>5.7%</td>
<td>8.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q17-2. Availability of information about City programs &amp; services</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.9%</td>
<td>37.7%</td>
<td>28.2%</td>
<td>13.0%</td>
<td>4.1%</td>
<td>9.2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q17-3. City's social media pages (Facebook)</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6.7%</td>
<td>23.9%</td>
<td>26.4%</td>
<td>5.2%</td>
<td>2.3%</td>
<td>35.4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q17-4. Level of public involvement in local decision making</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4.8%</td>
<td>16.2%</td>
<td>30.0%</td>
<td>13.4%</td>
<td>6.7%</td>
<td>28.9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q17-5. Overall user-friendliness of City's website</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.9%</td>
<td>27.0%</td>
<td>30.3%</td>
<td>6.4%</td>
<td>1.6%</td>
<td>26.7%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q17-6. Parks &amp; Recreation program guide</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10.3%</td>
<td>35.2%</td>
<td>26.9%</td>
<td>2.8%</td>
<td>0.8%</td>
<td>23.9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q17-7. Quality of programming on City's cable channel</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3.8%</td>
<td>9.2%</td>
<td>17.7%</td>
<td>1.5%</td>
<td>2.3%</td>
<td>65.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q17-8. Quality of City's magazine (&quot;City View&quot;)</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>13.1%</td>
<td>41.6%</td>
<td>23.1%</td>
<td>2.1%</td>
<td>0.8%</td>
<td>19.2%</td>
</tr>
</tbody>
</table>
**WITHOUT “DON’T KNOW”**

Q17. Communication. Please rate your satisfaction with the following services provided by the City of Grain Valley. (without "don't know")

(N=610)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q17-1. City efforts to keep you informed about local issues</td>
<td>8.2%</td>
<td>37.1%</td>
<td>31.0%</td>
<td>17.5%</td>
<td>6.2%</td>
</tr>
<tr>
<td>Q17-2. Availability of information about City programs &amp; services</td>
<td>8.7%</td>
<td>41.5%</td>
<td>31.0%</td>
<td>14.3%</td>
<td>4.5%</td>
</tr>
<tr>
<td>Q17-3. City's social media pages (Facebook)</td>
<td>10.4%</td>
<td>37.1%</td>
<td>40.9%</td>
<td>8.1%</td>
<td>3.6%</td>
</tr>
<tr>
<td>Q17-4. Level of public involvement in local decision making</td>
<td>6.7%</td>
<td>22.8%</td>
<td>42.2%</td>
<td>18.9%</td>
<td>9.4%</td>
</tr>
<tr>
<td>Q17-5. Overall user-friendliness of City's website</td>
<td>10.7%</td>
<td>36.9%</td>
<td>41.4%</td>
<td>8.7%</td>
<td>2.2%</td>
</tr>
<tr>
<td>Q17-6. Parks &amp; Recreation program guide</td>
<td>13.6%</td>
<td>46.3%</td>
<td>35.3%</td>
<td>3.7%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Q17-7. Quality of programming on City's cable channel</td>
<td>11.0%</td>
<td>26.7%</td>
<td>51.4%</td>
<td>4.3%</td>
<td>6.7%</td>
</tr>
<tr>
<td>Q17-8. Quality of City's magazine (&quot;City View&quot;)</td>
<td>16.2%</td>
<td>51.5%</td>
<td>28.6%</td>
<td>2.6%</td>
<td>1.0%</td>
</tr>
</tbody>
</table>
Q18. From which of the following sources do you currently get information about the City of Grain Valley?

<table>
<thead>
<tr>
<th>Information Source</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>City social media pages</td>
<td>220</td>
<td>36.1 %</td>
</tr>
<tr>
<td>City View magazine</td>
<td>367</td>
<td>60.2 %</td>
</tr>
<tr>
<td>From neighbors/friends/family</td>
<td>255</td>
<td>41.8 %</td>
</tr>
<tr>
<td>KC Star</td>
<td>30</td>
<td>4.9 %</td>
</tr>
<tr>
<td>Neighborhood groups</td>
<td>120</td>
<td>19.7 %</td>
</tr>
<tr>
<td>City's TV channel</td>
<td>13</td>
<td>2.1 %</td>
</tr>
<tr>
<td>City's website (CityofGrainValley.org)</td>
<td>165</td>
<td>27.0 %</td>
</tr>
<tr>
<td>Television news</td>
<td>71</td>
<td>11.6 %</td>
</tr>
<tr>
<td>The Examiner</td>
<td>66</td>
<td>10.8 %</td>
</tr>
<tr>
<td>Valley News</td>
<td>97</td>
<td>15.9 %</td>
</tr>
<tr>
<td>Total</td>
<td>1404</td>
<td></td>
</tr>
</tbody>
</table>
**Q19. Have you called, emailed, or visited the City with a question, problem, or complaint during the past year?**

| Yes   | 212 | 34.8 % |
| No    | 398 | 65.2 % |
| **Total** | **610** | **100.0 %** |

**Q19a. How easy was it to contact the person you needed to reach?**

| Very easy | 95  | 44.8 % |
| Somewhat easy | 85  | 40.1 % |
| Difficult | 18  | 8.5 %  |
| Very difficult | 11  | 5.2 %  |
| Don't know | 3   | 1.4 %  |
| **Total** | **212** | **100.0 %** |

**WITHOUT "DON'T KNOW"**

**Q19a. How easy was it to contact the person you needed to reach? (without "don't know")**

| Very easy | 95  | 45.5 % |
| Somewhat easy | 85  | 40.7 % |
| Difficult | 18  | 8.6 %  |
| Very difficult | 11  | 5.3 %  |
| **Total** | **209** | **100.0 %** |
Q19b. Several factors that may influence your perception of the quality of customer service you received from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=212)

<table>
<thead>
<tr>
<th>Q19b-1. They were courteous &amp; polite</th>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Seldom</th>
<th>Never</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>60.8%</td>
<td>26.9%</td>
<td>6.6%</td>
<td>2.4%</td>
<td>1.4%</td>
<td>1.9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q19b-2. They gave prompt, accurate, &amp; complete answers to questions</th>
<th>51.9%</th>
<th>28.8%</th>
<th>9.0%</th>
<th>5.7%</th>
<th>2.8%</th>
<th>1.9%</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Q19b-3. They did what they said they would do in a timely manner</th>
<th>47.6%</th>
<th>25.0%</th>
<th>9.4%</th>
<th>6.1%</th>
<th>5.7%</th>
<th>6.1%</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Q19b-4. They helped resolve an issue to your satisfaction</th>
<th>43.4%</th>
<th>25.0%</th>
<th>12.7%</th>
<th>7.1%</th>
<th>8.0%</th>
<th>3.8%</th>
</tr>
</thead>
</table>

WITHOUT “DON’T KNOW”

Q19b. Several factors that may influence your perception of the quality of customer service you received from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=212)

<table>
<thead>
<tr>
<th>Q19b-1. They were courteous &amp; polite</th>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Seldom</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>62.0%</td>
<td>27.4%</td>
<td>6.7%</td>
<td>2.4%</td>
<td>1.4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q19b-2. They gave prompt, accurate, &amp; complete answers to questions</th>
<th>52.9%</th>
<th>29.3%</th>
<th>9.1%</th>
<th>5.8%</th>
<th>2.9%</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Q19b-3. They did what they said they would do in a timely manner</th>
<th>50.8%</th>
<th>26.6%</th>
<th>10.1%</th>
<th>6.5%</th>
<th>6.0%</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Q19b-4. They helped resolve an issue to your satisfaction</th>
<th>45.1%</th>
<th>26.0%</th>
<th>13.2%</th>
<th>7.4%</th>
<th>8.3%</th>
</tr>
</thead>
</table>
**Q20. Planning and Zoning. Please rate your satisfaction with the following aspects of Planning and Zoning in Grain Valley.**

(N=610)

<table>
<thead>
<tr>
<th>Q20-1. Quality of new commercial building designs in City</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10.0%</td>
<td>30.3%</td>
<td>26.2%</td>
<td>7.7%</td>
<td>2.0%</td>
<td>23.8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q20-2. Quality of private &amp; commercial landscaping in City</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.0%</td>
<td>31.1%</td>
<td>31.1%</td>
<td>8.9%</td>
<td>2.6%</td>
<td>19.2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q20-3. Types of new commercial &amp; retail development in City</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.5%</td>
<td>28.2%</td>
<td>23.6%</td>
<td>16.4%</td>
<td>6.2%</td>
<td>18.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q20-4. Types of new residential development in City</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.7%</td>
<td>31.1%</td>
<td>28.4%</td>
<td>10.2%</td>
<td>4.8%</td>
<td>17.9%</td>
</tr>
</tbody>
</table>

**WITHOUT “DON’T KNOW”**

**Q20. Planning and Zoning. Please rate your satisfaction with the following aspects of Planning and Zoning in Grain Valley. (without "don't know")**

(N=610)

<table>
<thead>
<tr>
<th>Q20-1. Quality of new commercial building designs in City</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>13.1%</td>
<td>39.8%</td>
<td>34.4%</td>
<td>10.1%</td>
<td>2.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q20-2. Quality of private &amp; commercial landscaping in City</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8.7%</td>
<td>38.5%</td>
<td>38.5%</td>
<td>11.0%</td>
<td>3.2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q20-3. Types of new commercial &amp; retail development in City</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9.2%</td>
<td>34.4%</td>
<td>28.8%</td>
<td>20.0%</td>
<td>7.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q20-4. Types of new residential development in City</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9.4%</td>
<td>37.9%</td>
<td>34.5%</td>
<td>12.4%</td>
<td>5.8%</td>
</tr>
</tbody>
</table>
Q21. Which ONE of the Planning and Zoning services listed in Question 20 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

<table>
<thead>
<tr>
<th>Q21. Most emphasis</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of new commercial building designs in City</td>
<td>47</td>
<td>7.7 %</td>
</tr>
<tr>
<td>Quality of private &amp; commercial landscaping in City</td>
<td>47</td>
<td>7.7 %</td>
</tr>
<tr>
<td>Types of new commercial &amp; retail development in City</td>
<td>261</td>
<td>42.8 %</td>
</tr>
<tr>
<td>Types of new residential development in City</td>
<td>101</td>
<td>16.6 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>154</td>
<td>25.2 %</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
**Q22. Pace of Development. Please rate the City’s current pace of development with each of the following areas.**

(N=610)

<table>
<thead>
<tr>
<th>Area</th>
<th>Much too slow</th>
<th>Too slow</th>
<th>Just right</th>
<th>Too fast</th>
<th>Much too fast</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q22-1. Condominium &amp; townhouse development that is designed to be renter-occupied</td>
<td>2.8%</td>
<td>6.9%</td>
<td>26.7%</td>
<td>15.1%</td>
<td>18.5%</td>
<td>30.0%</td>
</tr>
<tr>
<td>Q22-2. Industrial development</td>
<td>9.0%</td>
<td>25.2%</td>
<td>28.5%</td>
<td>3.3%</td>
<td>1.5%</td>
<td>32.5%</td>
</tr>
<tr>
<td>Q22-3. Office development</td>
<td>6.4%</td>
<td>25.7%</td>
<td>28.4%</td>
<td>2.0%</td>
<td>1.3%</td>
<td>36.2%</td>
</tr>
<tr>
<td>Q22-4. Retail development</td>
<td>19.8%</td>
<td>37.2%</td>
<td>19.0%</td>
<td>3.3%</td>
<td>1.1%</td>
<td>19.5%</td>
</tr>
<tr>
<td>Q22-5. Single-family residential development</td>
<td>5.6%</td>
<td>14.1%</td>
<td>49.0%</td>
<td>9.0%</td>
<td>3.9%</td>
<td>18.4%</td>
</tr>
</tbody>
</table>

**WITHOUT “DON’T KNOW”**

**Q22. Pace of Development. Please rate the City’s current pace of development with each of the following areas. (without "don’t know")**

(N=610)

<table>
<thead>
<tr>
<th>Area</th>
<th>Much too slow</th>
<th>Too slow</th>
<th>Just right</th>
<th>Too fast</th>
<th>Much too fast</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q22-1. Condominium &amp; townhouse development that is designed to be renter-occupied</td>
<td>4.0%</td>
<td>9.8%</td>
<td>38.2%</td>
<td>21.5%</td>
<td>26.5%</td>
</tr>
<tr>
<td>Q22-2. Industrial development</td>
<td>13.3%</td>
<td>37.4%</td>
<td>42.2%</td>
<td>4.9%</td>
<td>2.2%</td>
</tr>
<tr>
<td>Q22-3. Office development</td>
<td>10.0%</td>
<td>40.4%</td>
<td>44.5%</td>
<td>3.1%</td>
<td>2.1%</td>
</tr>
<tr>
<td>Q22-4. Retail development</td>
<td>24.6%</td>
<td>46.2%</td>
<td>23.6%</td>
<td>4.1%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Q22-5. Single-family residential development</td>
<td>6.8%</td>
<td>17.3%</td>
<td>60.0%</td>
<td>11.0%</td>
<td>4.8%</td>
</tr>
</tbody>
</table>
Q23. Commercial Statements. Please rate your level of agreement with each of the following statements.
(N=610)

<table>
<thead>
<tr>
<th>Statements</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q23-1. Overall, the commercial areas in Grain Valley are better than they were 5 years ago</td>
<td>12.5%</td>
<td>44.3%</td>
<td>14.6%</td>
<td>6.6%</td>
<td>2.8%</td>
<td>19.3%</td>
</tr>
<tr>
<td>Q23-2. City should take proactive measures to encourage existing/new business redevelopment along major business corridors in Grain Valley</td>
<td>34.9%</td>
<td>45.6%</td>
<td>7.9%</td>
<td>1.8%</td>
<td>1.3%</td>
<td>8.5%</td>
</tr>
<tr>
<td>Q23-3. To encourage business redevelopment, City should use tax incentives &amp; other economic development tools</td>
<td>17.2%</td>
<td>30.7%</td>
<td>23.6%</td>
<td>8.9%</td>
<td>7.5%</td>
<td>12.1%</td>
</tr>
</tbody>
</table>

**WITHOUT “DON’T KNOW”**

Q23. Commercial Statements. Please rate your level of agreement with each of the following statements. (without "don't know")
(N=610)

<table>
<thead>
<tr>
<th>Statements</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q23-1. Overall, the commercial areas in Grain Valley are better than they were 5 years ago</td>
<td>15.4%</td>
<td>54.9%</td>
<td>18.1%</td>
<td>8.1%</td>
<td>3.5%</td>
</tr>
<tr>
<td>Q23-2. City should take proactive measures to encourage existing/new business redevelopment along major business corridors in Grain Valley</td>
<td>38.2%</td>
<td>49.8%</td>
<td>8.6%</td>
<td>2.0%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Q23-3. To encourage business redevelopment, City should use tax incentives &amp; other economic development tools</td>
<td>19.6%</td>
<td>34.9%</td>
<td>26.9%</td>
<td>10.1%</td>
<td>8.6%</td>
</tr>
</tbody>
</table>
Q24. Please answer the following questions by circling either "Yes" or "No."

(N=610)

<table>
<thead>
<tr>
<th>Q24-1. Were you or anyone in your household the victim of any crime in Grain Valley, during last year</th>
<th>Yes</th>
<th>No</th>
<th>Not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12.6%</td>
<td>87.2%</td>
<td>0.2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q24-2. Have you had contact with a police officer during last year</th>
<th>Yes</th>
<th>No</th>
<th>Not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>37.0%</td>
<td>63.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q24-3. Have you visited City's website (cityofgrainvalley.org) in last year</th>
<th>Yes</th>
<th>No</th>
<th>Not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>54.6%</td>
<td>45.4%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q24-4. Have you used Household Hazardous Waste &amp; City Wide Clean Up service in last year</th>
<th>Yes</th>
<th>No</th>
<th>Not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>22.8%</td>
<td>77.2%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q24-5. Have you or anyone in your household visited City community center in last year</th>
<th>Yes</th>
<th>No</th>
<th>Not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>56.2%</td>
<td>43.8%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q24-6. Have any members of your household visited any parks in Grain Valley, in last year</th>
<th>Yes</th>
<th>No</th>
<th>Not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>72.1%</td>
<td>27.5%</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q24-7. Do you have regular access to internet at home</th>
<th>Yes</th>
<th>No</th>
<th>Not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>90.3%</td>
<td>9.0%</td>
<td>0.7%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q24-8. Have you had contact with Municipal Court in last year</th>
<th>Yes</th>
<th>No</th>
<th>Not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11.3%</td>
<td>88.7%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q24-9. Have you contacted Utility Billing regarding your account in last year</th>
<th>Yes</th>
<th>No</th>
<th>Not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>37.2%</td>
<td>62.8%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q24-10. Do you own at least one cat or dog</th>
<th>Yes</th>
<th>No</th>
<th>Not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>52.5%</td>
<td>46.7%</td>
<td>0.8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q24-11. Have you ridden a bicycle on City streets or trails in last year</th>
<th>Yes</th>
<th>No</th>
<th>Not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>26.7%</td>
<td>73.1%</td>
<td>0.2%</td>
</tr>
</tbody>
</table>
Q24. Please answer the following questions by circling either "Yes" or "No." (without "not provided")

(N=610)

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q24-1. Were you or anyone in your household the victim of any crime in Grain Valley, during last year</td>
<td>12.6%</td>
<td>87.4%</td>
</tr>
<tr>
<td>Q24-2. Have you had contact with a police officer during last year</td>
<td>37.0%</td>
<td>63.0%</td>
</tr>
<tr>
<td>Q24-3. Have you visited City's website (cityofgrainvalley.org) in last year</td>
<td>54.6%</td>
<td>45.4%</td>
</tr>
<tr>
<td>Q24-4. Have you used Household Hazardous Waste &amp; City Wide Clean Up service in last year</td>
<td>22.8%</td>
<td>77.2%</td>
</tr>
<tr>
<td>Q24-5. Have you or anyone in your household visited City community center in last year</td>
<td>56.2%</td>
<td>43.8%</td>
</tr>
<tr>
<td>Q24-6. Have any members of your household visited any parks in Grain Valley, in last year</td>
<td>72.4%</td>
<td>27.6%</td>
</tr>
<tr>
<td>Q24-7. Do you have regular access to internet at home</td>
<td>90.9%</td>
<td>9.1%</td>
</tr>
<tr>
<td>Q24-8. Have you had contact with Municipal Court in last year</td>
<td>11.3%</td>
<td>88.7%</td>
</tr>
<tr>
<td>Q24-9. Have you contacted Utility Billing regarding your account in last year</td>
<td>37.2%</td>
<td>62.8%</td>
</tr>
<tr>
<td>Q24-10. Do you own at least one cat or dog</td>
<td>52.9%</td>
<td>47.1%</td>
</tr>
<tr>
<td>Q24-11. Have you ridden a bicycle on City streets or trails in last year</td>
<td>26.8%</td>
<td>73.2%</td>
</tr>
</tbody>
</table>
**Q25. Proposed Aquatic Facility.** Several aquatic features and programs that could be included in a new aquatic facility are listed below. For each of the potential features and programs below, please indicate how supportive you would be of the City including the feature in a new aquatic facility.

(N=610)

<table>
<thead>
<tr>
<th>Feature Description</th>
<th>Very supportive</th>
<th>Supportive</th>
<th>Not sure</th>
<th>Not supportive</th>
<th>Not at all supportive</th>
<th>Not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q25-1. Birthday parties</td>
<td>30.7%</td>
<td>38.7%</td>
<td>18.0%</td>
<td>3.8%</td>
<td>5.1%</td>
<td>3.8%</td>
</tr>
<tr>
<td>Q25-2. Deck space for lounge seating/observation</td>
<td>35.1%</td>
<td>38.9%</td>
<td>14.6%</td>
<td>3.3%</td>
<td>4.3%</td>
<td>3.9%</td>
</tr>
<tr>
<td>Q25-3. Diving boards</td>
<td>28.4%</td>
<td>36.6%</td>
<td>22.1%</td>
<td>3.6%</td>
<td>5.2%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Q25-4. Kayaking lessons</td>
<td>16.4%</td>
<td>25.2%</td>
<td>36.1%</td>
<td>11.1%</td>
<td>6.9%</td>
<td>4.3%</td>
</tr>
<tr>
<td>Q25-5. Lazy river</td>
<td>40.7%</td>
<td>25.6%</td>
<td>19.7%</td>
<td>4.9%</td>
<td>5.1%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Q25-6. Multi-lane lap pool (6-10 lanes, 25 yards)</td>
<td>29.5%</td>
<td>34.9%</td>
<td>22.0%</td>
<td>4.4%</td>
<td>4.8%</td>
<td>4.4%</td>
</tr>
<tr>
<td>Q25-7. Ninja warrior obstacle course</td>
<td>19.2%</td>
<td>21.3%</td>
<td>30.8%</td>
<td>14.6%</td>
<td>9.7%</td>
<td>4.4%</td>
</tr>
<tr>
<td>Q25-8. Recreational swimming area</td>
<td>42.5%</td>
<td>37.2%</td>
<td>10.7%</td>
<td>1.6%</td>
<td>3.9%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Q25-9. Sprayground</td>
<td>35.7%</td>
<td>32.5%</td>
<td>18.7%</td>
<td>3.9%</td>
<td>4.6%</td>
<td>4.6%</td>
</tr>
<tr>
<td>Q25-10. Swim lessons</td>
<td>51.1%</td>
<td>30.3%</td>
<td>10.2%</td>
<td>1.1%</td>
<td>3.3%</td>
<td>3.9%</td>
</tr>
<tr>
<td>Q25-11. Therapy pool</td>
<td>41.3%</td>
<td>34.9%</td>
<td>14.6%</td>
<td>1.8%</td>
<td>3.8%</td>
<td>3.6%</td>
</tr>
</tbody>
</table>
**Q25. Proposed Aquatic Facility.** Several aquatic features and programs that could be included in a new aquatic facility are listed below. For each of the potential features and programs below, please indicate how supportive you would be of the City including the feature in a new aquatic facility.

<table>
<thead>
<tr>
<th>Feature Description</th>
<th>Very supportive</th>
<th>Supportive</th>
<th>Not sure</th>
<th>Not supportive</th>
<th>Not at all supportive</th>
<th>Not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q25-12. Warm water pool with zero depth entry</td>
<td>41.5%</td>
<td>30.5%</td>
<td>15.7%</td>
<td>3.8%</td>
<td>4.4%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Q25-13. Water aerobics &amp; water exercise programs</td>
<td>43.8%</td>
<td>33.4%</td>
<td>13.1%</td>
<td>2.5%</td>
<td>3.8%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Q25-14. Water slides</td>
<td>37.7%</td>
<td>30.7%</td>
<td>19.7%</td>
<td>3.1%</td>
<td>4.9%</td>
<td>3.9%</td>
</tr>
</tbody>
</table>
**WITHOUT “NOT PROVIDED”**

Q25. Proposed Aquatic Facility. Several aquatic features and programs that could be included in a new aquatic facility are listed below. For each of the potential features and programs below, please indicate how supportive you would be of the City including the feature in a new aquatic facility. (without "not provided")

(N=610)

<table>
<thead>
<tr>
<th>Feature Description</th>
<th>Very supportive</th>
<th>Supportive</th>
<th>Not sure</th>
<th>Not supportive</th>
<th>Not at all supportive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q25-1. Birthday parties</td>
<td>31.9%</td>
<td>40.2%</td>
<td>18.7%</td>
<td>3.9%</td>
<td>5.3%</td>
</tr>
<tr>
<td>Q25-2. Deck space for lounge seating/observation</td>
<td>36.5%</td>
<td>40.4%</td>
<td>15.2%</td>
<td>3.4%</td>
<td>4.4%</td>
</tr>
<tr>
<td>Q25-3. Diving boards</td>
<td>29.6%</td>
<td>38.1%</td>
<td>23.1%</td>
<td>3.8%</td>
<td>5.5%</td>
</tr>
<tr>
<td>Q25-4. Kayaking lessons</td>
<td>17.1%</td>
<td>26.4%</td>
<td>37.7%</td>
<td>11.6%</td>
<td>7.2%</td>
</tr>
<tr>
<td>Q25-5. Lazy river</td>
<td>42.4%</td>
<td>26.7%</td>
<td>20.5%</td>
<td>5.1%</td>
<td>5.3%</td>
</tr>
<tr>
<td>Q25-6. Multi-lane lap pool (6-10 lanes, 25 yards)</td>
<td>30.9%</td>
<td>36.5%</td>
<td>23.0%</td>
<td>4.6%</td>
<td>5.0%</td>
</tr>
<tr>
<td>Q25-7. Ninja warrior obstacle course</td>
<td>20.1%</td>
<td>22.3%</td>
<td>32.2%</td>
<td>15.3%</td>
<td>10.1%</td>
</tr>
<tr>
<td>Q25-8. Recreational swimming area</td>
<td>44.3%</td>
<td>38.8%</td>
<td>11.1%</td>
<td>1.7%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Q25-9. Sprayground</td>
<td>37.5%</td>
<td>34.0%</td>
<td>19.6%</td>
<td>4.1%</td>
<td>4.8%</td>
</tr>
<tr>
<td>Q25-10. Swim lessons</td>
<td>53.2%</td>
<td>31.6%</td>
<td>10.6%</td>
<td>1.2%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Q25-11. Therapy pool</td>
<td>42.9%</td>
<td>36.2%</td>
<td>15.1%</td>
<td>1.9%</td>
<td>3.9%</td>
</tr>
<tr>
<td>Q25-12. Warm water pool with zero depth entry</td>
<td>43.2%</td>
<td>31.8%</td>
<td>16.4%</td>
<td>3.9%</td>
<td>4.6%</td>
</tr>
<tr>
<td>Q25-13. Water aerobics &amp; water exercise programs</td>
<td>45.3%</td>
<td>34.6%</td>
<td>13.6%</td>
<td>2.5%</td>
<td>3.9%</td>
</tr>
<tr>
<td>Q25-14. Water slides</td>
<td>39.2%</td>
<td>31.9%</td>
<td>20.5%</td>
<td>3.2%</td>
<td>5.1%</td>
</tr>
</tbody>
</table>
Q26. Which THREE of the aquatic features and programs listed in Question 25 do you think are MOST IMPORTANT to include in a new aquatic facility?

<table>
<thead>
<tr>
<th>Q26. Top choice</th>
<th>Number</th>
<th>Percent</th>
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</thead>
<tbody>
<tr>
<td>Birthday parties</td>
<td>10</td>
<td>1.6 %</td>
</tr>
<tr>
<td>Deck space for lounge seating/observation</td>
<td>33</td>
<td>5.4 %</td>
</tr>
<tr>
<td>Diving boards</td>
<td>9</td>
<td>1.5 %</td>
</tr>
<tr>
<td>Kayaking lessons</td>
<td>8</td>
<td>1.3 %</td>
</tr>
<tr>
<td>Lazy river</td>
<td>75</td>
<td>12.3 %</td>
</tr>
<tr>
<td>Multi-lane lap pool (6-10 lanes, 25 yards)</td>
<td>51</td>
<td>8.4 %</td>
</tr>
<tr>
<td>Ninja warrior obstacle course</td>
<td>11</td>
<td>1.8 %</td>
</tr>
<tr>
<td>Recreational swimming area</td>
<td>55</td>
<td>9.0 %</td>
</tr>
<tr>
<td>Sprayground</td>
<td>28</td>
<td>4.6 %</td>
</tr>
<tr>
<td>Swim lessons</td>
<td>87</td>
<td>14.3 %</td>
</tr>
<tr>
<td>Therapy pool</td>
<td>35</td>
<td>5.7 %</td>
</tr>
<tr>
<td>Warm water pool with zero depth entry</td>
<td>30</td>
<td>4.9 %</td>
</tr>
<tr>
<td>Water aerobics &amp; water exercise programs</td>
<td>36</td>
<td>5.9 %</td>
</tr>
<tr>
<td>Water slides</td>
<td>17</td>
<td>2.8 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>125</td>
<td>20.5 %</td>
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<tr>
<td><strong>Total</strong></td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q26. Which THREE of the aquatic features and programs listed in Question 25 do you think are MOST IMPORTANT to include in a new aquatic facility?

<table>
<thead>
<tr>
<th>Q26. 2nd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birthday parties</td>
<td>5</td>
<td>0.8 %</td>
</tr>
<tr>
<td>Deck space for lounge seating/observation</td>
<td>26</td>
<td>4.3 %</td>
</tr>
<tr>
<td>Diving boards</td>
<td>8</td>
<td>1.3 %</td>
</tr>
<tr>
<td>Kayaking lessons</td>
<td>6</td>
<td>1.0 %</td>
</tr>
<tr>
<td>Lazy river</td>
<td>69</td>
<td>11.3 %</td>
</tr>
<tr>
<td>Multi-lane lap pool (6-10 lanes, 25 yards)</td>
<td>27</td>
<td>4.4 %</td>
</tr>
<tr>
<td>Ninja warrior obstacle course</td>
<td>20</td>
<td>3.3 %</td>
</tr>
<tr>
<td>Recreational swimming area</td>
<td>46</td>
<td>7.5 %</td>
</tr>
<tr>
<td>Sprayground</td>
<td>33</td>
<td>5.4 %</td>
</tr>
<tr>
<td>Swim lessons</td>
<td>56</td>
<td>9.2 %</td>
</tr>
<tr>
<td>Therapy pool</td>
<td>64</td>
<td>10.5 %</td>
</tr>
<tr>
<td>Warm water pool with zero depth entry</td>
<td>43</td>
<td>7.0 %</td>
</tr>
<tr>
<td>Water aerobics &amp; water exercise programs</td>
<td>52</td>
<td>8.5 %</td>
</tr>
<tr>
<td>Water slides</td>
<td>20</td>
<td>3.3 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>135</td>
<td>22.1 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Q26. Which THREE of the aquatic features and programs listed in Question 25 do you think are MOST IMPORTANT to include in a new aquatic facility?

<table>
<thead>
<tr>
<th>Q26. 3rd choice</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birthday parties</td>
<td>16</td>
<td>2.6 %</td>
</tr>
<tr>
<td>Deck space for lounge seating/observation</td>
<td>37</td>
<td>6.1 %</td>
</tr>
<tr>
<td>Diving boards</td>
<td>7</td>
<td>1.1 %</td>
</tr>
<tr>
<td>Kayaking lessons</td>
<td>11</td>
<td>1.8 %</td>
</tr>
<tr>
<td>Lazy river</td>
<td>45</td>
<td>7.4 %</td>
</tr>
<tr>
<td>Multi-lane lap pool (6-10 lanes, 25 yards)</td>
<td>18</td>
<td>3.0 %</td>
</tr>
<tr>
<td>Ninja warrior obstacle course</td>
<td>18</td>
<td>3.0 %</td>
</tr>
<tr>
<td>Recreational swimming area</td>
<td>38</td>
<td>6.2 %</td>
</tr>
<tr>
<td>Sprayground</td>
<td>20</td>
<td>3.3 %</td>
</tr>
<tr>
<td>Swim lessons</td>
<td>43</td>
<td>7.0 %</td>
</tr>
<tr>
<td>Therapy pool</td>
<td>46</td>
<td>7.5 %</td>
</tr>
<tr>
<td>Warm water pool with zero depth entry</td>
<td>56</td>
<td>9.2 %</td>
</tr>
<tr>
<td>Water aerobics &amp; water exercise programs</td>
<td>63</td>
<td>10.3 %</td>
</tr>
<tr>
<td>Water slides</td>
<td>36</td>
<td>5.9 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>156</td>
<td>25.6 %</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q26. Which THREE of the aquatic features and programs listed in Question 25 do you think are MOST IMPORTANT to include in a new aquatic facility? (top 3)

<table>
<thead>
<tr>
<th>Q26. Sum of top 3 choices</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birthday parties</td>
<td>31</td>
<td>5.1 %</td>
</tr>
<tr>
<td>Deck space for lounge seating/observation</td>
<td>96</td>
<td>15.7 %</td>
</tr>
<tr>
<td>Diving boards</td>
<td>24</td>
<td>3.9 %</td>
</tr>
<tr>
<td>Kayaking lessons</td>
<td>25</td>
<td>4.1 %</td>
</tr>
<tr>
<td>Lazy river</td>
<td>189</td>
<td>31.0 %</td>
</tr>
<tr>
<td>Multi-lane lap pool (6-10 lanes, 25 yards)</td>
<td>96</td>
<td>15.7 %</td>
</tr>
<tr>
<td>Ninja warrior obstacle course</td>
<td>49</td>
<td>8.0 %</td>
</tr>
<tr>
<td>Recreational swimming area</td>
<td>139</td>
<td>22.8 %</td>
</tr>
<tr>
<td>Sprayground</td>
<td>81</td>
<td>13.3 %</td>
</tr>
<tr>
<td>Swim lessons</td>
<td>186</td>
<td>30.5 %</td>
</tr>
<tr>
<td>Therapy pool</td>
<td>145</td>
<td>23.8 %</td>
</tr>
<tr>
<td>Warm water pool with zero depth entry</td>
<td>129</td>
<td>21.1 %</td>
</tr>
<tr>
<td>Water aerobics &amp; water exercise programs</td>
<td>151</td>
<td>24.8 %</td>
</tr>
<tr>
<td>Water slides</td>
<td>73</td>
<td>12.0 %</td>
</tr>
<tr>
<td>None chosen</td>
<td>125</td>
<td>20.5 %</td>
</tr>
<tr>
<td>Total</td>
<td>1539</td>
<td></td>
</tr>
</tbody>
</table>
Q27. Municipal bonds would likely be required to finance the development of a new aquatic facility, City recreation center, City Hall, Police Department and Municipal Courthouse. From the following list of options, please check the ONE option you would MOST LIKELY support the City taking to pay back the bonds needed for this project.

<table>
<thead>
<tr>
<th>Option</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>A local sales tax increase</td>
<td>150</td>
<td>24.6 %</td>
</tr>
<tr>
<td>An increase to local property taxes</td>
<td>13</td>
<td>2.1 %</td>
</tr>
<tr>
<td>A combination of options 1 &amp; 2</td>
<td>86</td>
<td>14.1 %</td>
</tr>
<tr>
<td>I do not support any increase in taxes</td>
<td>278</td>
<td>45.6 %</td>
</tr>
<tr>
<td>Don't know</td>
<td>83</td>
<td>13.6 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>610</strong></td>
<td><strong>100.0 %</strong></td>
</tr>
</tbody>
</table>

**WITHOUT “DON’T KNOW”**

Q27. Municipal bonds would likely be required to finance the development of a new aquatic facility, City recreation center, City Hall, Police Department and Municipal Courthouse. From the following list of options, please check the ONE option you would MOST LIKELY support the City taking to pay back the bonds needed for this project. (without "don't know")

<table>
<thead>
<tr>
<th>Option</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>A local sales tax increase</td>
<td>150</td>
<td>28.5 %</td>
</tr>
<tr>
<td>An increase to local property taxes</td>
<td>13</td>
<td>2.5 %</td>
</tr>
<tr>
<td>A combination of options 1 &amp; 2</td>
<td>86</td>
<td>16.3 %</td>
</tr>
<tr>
<td>I do not support any increase in taxes</td>
<td>278</td>
<td>52.8 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>527</strong></td>
<td><strong>100.0 %</strong></td>
</tr>
</tbody>
</table>
Q28. The City would also need to plan for costs associated with the operation, maintenance, and long-term care of the new facilities. From the following list of options, please check up to TWO options you would MOST SUPPORT the City using for this purpose.

<table>
<thead>
<tr>
<th>Option</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>A local sales tax increase</td>
<td>181</td>
<td>29.7 %</td>
</tr>
<tr>
<td>An increase to local property taxes</td>
<td>38</td>
<td>6.2 %</td>
</tr>
<tr>
<td>User fees paid by patrons</td>
<td>454</td>
<td>74.4 %</td>
</tr>
<tr>
<td>Don't know</td>
<td>106</td>
<td>17.4 %</td>
</tr>
<tr>
<td>Total</td>
<td>779</td>
<td></td>
</tr>
</tbody>
</table>

**WITHOUT “DON'T KNOW”**

Q28. The City would also need to plan for costs associated with the operation, maintenance, and long-term care of the new facilities. From the following list of options, please check up to TWO options you would MOST SUPPORT the City using for this purpose. (without "don't know")

<table>
<thead>
<tr>
<th>Option</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>A local sales tax increase</td>
<td>178</td>
<td>35.3 %</td>
</tr>
<tr>
<td>An increase to local property taxes</td>
<td>37</td>
<td>7.3 %</td>
</tr>
<tr>
<td>User fees paid by patrons</td>
<td>454</td>
<td>90.1 %</td>
</tr>
<tr>
<td>Total</td>
<td>669</td>
<td></td>
</tr>
</tbody>
</table>
Q29. Do you think you will be living in Grain Valley five years from now?

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>504</td>
<td>82.6%</td>
</tr>
<tr>
<td>No</td>
<td>91</td>
<td>14.9%</td>
</tr>
<tr>
<td>Not provided</td>
<td>15</td>
<td>2.5%</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

WITHOUT “NOT PROVIDED”

Q29. Do you think you will be living in Grain Valley five years from now? (without "not provided")

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>504</td>
<td>84.7%</td>
</tr>
<tr>
<td>No</td>
<td>91</td>
<td>15.3%</td>
</tr>
<tr>
<td>Total</td>
<td>595</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
**Q30. Do you own or rent your current residence?**

| Own | 448 | 73.4 % |
| Rent | 162 | 26.6 % |
| **Total** | **610** | **100.0 %** |

**Q31. What type of dwelling do you live in?**

| Single family house (detached from other houses) | 506 | 83.0 % |
| Duplex or townhome | 90 | 14.8 % |
| Apartment or condominium building | 6 | 1.0 % |
| Other | 3 | 0.5 % |
| **Total** | **610** | **100.0 %** |

**WITHOUT “NOT PROVIDED”**

**Q31. What type of dwelling do you live in? (without "not provided")**

| Single family house (detached from other houses) | 506 | 83.6 % |
| Duplex or townhome | 90 | 14.9 % |
| Apartment or condominium building | 6 | 1.0 % |
| Other | 3 | 0.5 % |
| **Total** | **605** | **100.0 %** |

**Q31. Other**

| 55 AND OLDER HOUSING | 1 | 50.0 % |
| Home with acreage | 1 | 50.0 % |
| **Total** | **2** | **100.0 %** |
Q32. **Approximately how many years have you lived in Grain Valley?**

<table>
<thead>
<tr>
<th>Number of Years</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-5</td>
<td>220</td>
<td>36.1 %</td>
</tr>
<tr>
<td>6-10</td>
<td>108</td>
<td>17.7 %</td>
</tr>
<tr>
<td>11-15</td>
<td>110</td>
<td>18.0 %</td>
</tr>
<tr>
<td>16-20</td>
<td>69</td>
<td>11.3 %</td>
</tr>
<tr>
<td>21-30</td>
<td>64</td>
<td>10.5 %</td>
</tr>
<tr>
<td>31+</td>
<td>23</td>
<td>3.8 %</td>
</tr>
<tr>
<td>Not provided</td>
<td>16</td>
<td>2.6 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**WITHOUT “NOT PROVIDED”**

Q32. **Approximately how many years have you lived in Grain Valley? (without "not provided")**

<table>
<thead>
<tr>
<th>Number of Years</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-5</td>
<td>220</td>
<td>37.0 %</td>
</tr>
<tr>
<td>6-10</td>
<td>108</td>
<td>18.2 %</td>
</tr>
<tr>
<td>11-15</td>
<td>110</td>
<td>18.5 %</td>
</tr>
<tr>
<td>16-20</td>
<td>69</td>
<td>11.6 %</td>
</tr>
<tr>
<td>21-30</td>
<td>64</td>
<td>10.8 %</td>
</tr>
<tr>
<td>31+</td>
<td>23</td>
<td>3.9 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>594</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Q33. Which of the following best describes your race/ethnicity?

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian/Pacific Islander</td>
<td>8</td>
<td>1.3 %</td>
</tr>
<tr>
<td>White</td>
<td>551</td>
<td>90.3 %</td>
</tr>
<tr>
<td>American Indian/Eskimo</td>
<td>6</td>
<td>1.0 %</td>
</tr>
<tr>
<td>Black/African American</td>
<td>11</td>
<td>1.8 %</td>
</tr>
<tr>
<td>Other</td>
<td>28</td>
<td>4.6 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>604</td>
<td></td>
</tr>
</tbody>
</table>

Q33. Other

<table>
<thead>
<tr>
<th>Other</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic</td>
<td>27</td>
<td>96.4 %</td>
</tr>
<tr>
<td>Polish/Swahili</td>
<td>1</td>
<td>3.6 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>28</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q34. Are you of Hispanic, Latino, or other Spanish ancestry?

<table>
<thead>
<tr>
<th>Hispanic ancestry</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>35</td>
<td>5.7 %</td>
</tr>
<tr>
<td>No</td>
<td>571</td>
<td>93.6 %</td>
</tr>
<tr>
<td>Not provided</td>
<td>4</td>
<td>0.7 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

WITHOUT “NOT PROVIDED”

Q34. Are you of Hispanic, Latino, or other Spanish ancestry? (without "not provided")

<table>
<thead>
<tr>
<th>Hispanic ancestry</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>35</td>
<td>5.8 %</td>
</tr>
<tr>
<td>No</td>
<td>571</td>
<td>94.2 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>606</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
## Q35. Would you say your total annual household income is...

<table>
<thead>
<tr>
<th>Income Range</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under $30K</td>
<td>62</td>
<td>10.2%</td>
</tr>
<tr>
<td>$30K to $59,999</td>
<td>150</td>
<td>24.6%</td>
</tr>
<tr>
<td>$60K to $99,999</td>
<td>191</td>
<td>31.3%</td>
</tr>
<tr>
<td>$100K+</td>
<td>160</td>
<td>26.2%</td>
</tr>
<tr>
<td>Not provided</td>
<td>47</td>
<td>7.7%</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### WITHOUT “NOT PROVIDED”

## Q35. Would you say your total annual household income is... (without "not provided")

<table>
<thead>
<tr>
<th>Income Range</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under $30K</td>
<td>62</td>
<td>11.0%</td>
</tr>
<tr>
<td>$30K to $59,999</td>
<td>150</td>
<td>26.6%</td>
</tr>
<tr>
<td>$60K to $99,999</td>
<td>191</td>
<td>33.9%</td>
</tr>
<tr>
<td>$100K+</td>
<td>160</td>
<td>28.4%</td>
</tr>
<tr>
<td>Total</td>
<td>563</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

## Q36. What is your age?

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-34</td>
<td>119</td>
<td>19.5%</td>
</tr>
<tr>
<td>35-44</td>
<td>120</td>
<td>19.7%</td>
</tr>
<tr>
<td>45-54</td>
<td>120</td>
<td>19.7%</td>
</tr>
<tr>
<td>55-64</td>
<td>124</td>
<td>20.3%</td>
</tr>
<tr>
<td>65+</td>
<td>117</td>
<td>19.2%</td>
</tr>
<tr>
<td>Not provided</td>
<td>10</td>
<td>1.6%</td>
</tr>
<tr>
<td>Total</td>
<td>610</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### WITHOUT “NOT PROVIDED”

## Q36. What is your age? (without "not provided")

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-34</td>
<td>119</td>
<td>19.8%</td>
</tr>
<tr>
<td>35-44</td>
<td>120</td>
<td>20.0%</td>
</tr>
<tr>
<td>45-54</td>
<td>120</td>
<td>20.0%</td>
</tr>
<tr>
<td>55-64</td>
<td>124</td>
<td>20.7%</td>
</tr>
<tr>
<td>65+</td>
<td>117</td>
<td>19.5%</td>
</tr>
<tr>
<td>Total</td>
<td>600</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
Q37. **What is your gender identity?**

<table>
<thead>
<tr>
<th>Q37. Your gender</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>307</td>
<td>50.3 %</td>
</tr>
<tr>
<td>Female</td>
<td>301</td>
<td>49.3 %</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
<td>0.3 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

Q38. **Including yourself, how many people live in your household?**

<table>
<thead>
<tr>
<th>Q38. How many people live in your household</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>110</td>
<td>18.0 %</td>
</tr>
<tr>
<td>2</td>
<td>224</td>
<td>36.7 %</td>
</tr>
<tr>
<td>3</td>
<td>92</td>
<td>15.1 %</td>
</tr>
<tr>
<td>4</td>
<td>111</td>
<td>18.2 %</td>
</tr>
<tr>
<td>5</td>
<td>49</td>
<td>8.0 %</td>
</tr>
<tr>
<td>6</td>
<td>13</td>
<td>2.1 %</td>
</tr>
<tr>
<td>7+</td>
<td>6</td>
<td>1.0 %</td>
</tr>
<tr>
<td><strong>Not provided</strong></td>
<td>5</td>
<td>0.8 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>610</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

**WITHOUT “NOT PROVIDED”**

Q38. **Including yourself, how many people live in your household? (without "not provided")**

<table>
<thead>
<tr>
<th>Q38. How many people live in your household</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>110</td>
<td>18.2 %</td>
</tr>
<tr>
<td>2</td>
<td>224</td>
<td>37.0 %</td>
</tr>
<tr>
<td>3</td>
<td>92</td>
<td>15.2 %</td>
</tr>
<tr>
<td>4</td>
<td>111</td>
<td>18.3 %</td>
</tr>
<tr>
<td>5</td>
<td>49</td>
<td>8.1 %</td>
</tr>
<tr>
<td>6</td>
<td>13</td>
<td>2.1 %</td>
</tr>
<tr>
<td>7+</td>
<td>6</td>
<td>1.0 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>605</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>
Section 5

Survey Instrument
July 13, 2018

Dear City of Grain Valley Resident:

The City of Grain Valley needs your feedback with the enclosed Citizen Survey which will be used to gather information about the priorities and quality of services provided by the City. Your responses will help shape the future of our City.

The Citizen survey is a valuable tool in monitoring the quality of City services, helping establish budget priorities and focusing the attention of the Board of Aldermen and City staff. The City has partnered with ETC Institute to administer the survey.

ETC Institute conducts surveys for municipalities nationwide. ETC is a national leader in resident survey administration and data analysis whose extensive experience allows Grain Valley to compare ourselves to other cities and metropolitan communities.

Please complete and return the survey within the next two weeks. A postage-paid return envelope addressed to ETC Institute has been provided for your convenience. If you prefer, you can complete the survey online at www.GrainValleyCommunitySurvey.org. All information collected is strictly confidential.

The results of the survey will be posted on the City’s website.

If you have any questions, please contact Khalilah Holland, Executive Administrative Assistant at (816) 847-6292.

Thank you for providing us with your feedback.

Sincerely,

Ryan L. Hunt
City Administrator
2018 City of Grain Valley Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the city’s ongoing effort to identify and respond to resident concerns. You may complete the survey by returning it in the postage-paid envelope or online at GrainValleyCommunitySurvey.org. Any information that could be used to identify individual survey responses will remain confidential.

1. **Perceptions of the Community.** Please rate your satisfaction with each of the following items that may influence your perception of the City of Grain Valley.

<table>
<thead>
<tr>
<th>How satisfied are you with...</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>01. Appearance of commercial property in the city</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>02. Appearance of residential property in the city</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>03. Appearance of your neighborhood</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04. As a place to live</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05. As a place to raise children</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>06. As a place to work</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>07. How safe you feel in your neighborhood</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08. How well the city is planning for development</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>09. Overall feeling of safety in the city</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Overall image of the city</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Overall quality of the education system within the city</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Overall quality of life in the city</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Overall quality of services provided by the city</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Overall value you receive for your city tax dollars and fees</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. **Quality of City Services.** Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Grain Valley.

<table>
<thead>
<tr>
<th>How satisfied are you with the overall quality of...</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>01. Customer service received from city employees</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>02. Effectiveness of city communication with the public</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>03. Effectiveness of community planning</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04. Enforcement of city codes and ordinances</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05. Maintenance of city buildings/facilities</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>06. Maintenance of city streets, sidewalks, and infrastructure</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>07. Municipal Court services</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08. Parks and Recreation programs/facilities</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>09. Police services</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Public transportation</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Stormwater runoff/stormwater management system</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Trash, recycling, and yard waste collection services</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Water and wastewater services</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Public transportation services (OATS)</td>
<td>5 4 3 2 1 9</td>
<td>5 4 3 2 1 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Which THREE of the major categories of city services listed in Question 2 do you think should receive the MOST EMPHASIS from the city over the next TWO years? [Write in your answers below using the numbers from the list in Question 2.]

1st: ____  2nd: ____  3rd: ____
4. **City Maintenance.** Please rate your satisfaction with the following services provided by the City of Grain Valley.

<table>
<thead>
<tr>
<th>How satisfied are you with...</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>01. Accessibility of streets, sidewalks, and buildings for people with disabilities</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>02. Adequacy of city street lighting</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>03. Cleanliness of streets and other public areas</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>04. Condition of sidewalks in the city</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>05. Condition of sidewalks in YOUR neighborhood</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>06. Maintenance and preservation of downtown Grain Valley</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>07. Maintenance of city buildings (e.g. City Hall)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>08. Maintenance of city streets</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>09. Maintenance of storm water drainage system</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>10. Maintenance of street signs and traffic signals</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>11. Maintenance of streets in YOUR neighborhood</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>12. Maintenance of the city's water and wastewater system</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>13. Mowing and trimming of public areas</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>14. On-street bicycle infrastructure (bike lanes/wayfinding signs)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>15. Snow removal on major city streets during the past 12 months</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>16. Snow removal on residential streets during the past 12 months</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

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

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

6. **Public Safety Services.** Please rate your satisfaction with the following services provided by the City of Grain Valley.

<table>
<thead>
<tr>
<th>How satisfied are you with...</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>01. City's overall efforts in youth outreach and DARE services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>02. Effectiveness of local police protection</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>03. Enforcement of local traffic laws</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>04. How quickly police respond to emergencies</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>05. Overall competence of the city's police personnel</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>06. Overall quality of local police protection</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>07. Professionalism of city police personnel</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>08. Quality of animal control</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>09. Responsiveness of police to the investigation of criminal offenses</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>10. The city's Municipal Court</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>11. The city's overall efforts to prevent crime</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>12. The visibility of police in neighborhoods</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

7. **Which THREE of the public safety services listed Question 6 do you think should receive the MOST EMPHASIS from the city over the next TWO years?** [Write in your answers below using the numbers from the list in Question 6.]

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

---

2018 City of Grain Valley Community Survey Findings Report

Page 100
8. **Code Enforcement.** Please rate your satisfaction with the following services provided by the City of Grain Valley.

<table>
<thead>
<tr>
<th>How satisfied are you with...</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Customer service from animal control officers</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. Enforcement of animal codes (e.g. animal welfare, pet licensing)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. Enforcing sign regulations</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. Enforcing the clean-up of trash and debris on private property</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. Enforcing the exterior maintenance of residential property (e.g. condition of buildings)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>6. Enforcing the mowing and cutting of weeds on private property</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>7. Enforcing trash, weeds, and exterior maintenance in YOUR neighborhood</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

9. **Which TWO of the code enforcement services listed in Question 8 do you think should receive the MOST EMPHASIS from the city over the next TWO years? [Write in your answers below using the numbers from the list in Question 8.]**

1st: ___  
2nd: ___

10. **Water Services.** Please rate your satisfaction with the following services provided by the City of Grain Valley.

<table>
<thead>
<tr>
<th>How satisfied are you with...</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Condition of catch basins (storm drains) in your neighborhood</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. Quality of drinking water</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. Quality of wastewater (sewer) services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. Quality of utility billing customer service</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. Quality of utility billing</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>6. Timeliness of water/sewer line break repairs</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

11. **Leadership.** Please rate your satisfaction with the following aspects of city Leadership in Grain Valley.

<table>
<thead>
<tr>
<th>How satisfied are you with...</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. How ethically the city conducts business</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. Local government leaders seek out my views and listen to what I have to say</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. Overall effectiveness of appointed boards and commissions</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. Overall effectiveness of the City Administrator and appointed staff</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. Overall quality of leadership provided by the city's elected officials</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

12. **City Logo.** Have you seen or heard any information in advertisements, brochures, outdoor advertisements, displays, or other promotional materials that utilize the logo below?

   ____ (1) Yes  ____ (2) No

13. The logo above is currently being used as the City of Grain Valley's logo. Before taking this survey, were you aware this was the logo used by the city?

   ____ (1) Yes  ____ (2) No
14. What are some of your general perceptions of the current City of Grain Valley logo design? [Check all that apply.]

___(1) I would not change anything
___(2) I would change color (green) or font size
___(3) It needs to be updated
___(4) It is too plain
___(5) It is difficult to understand
___(6) It does not say who we are
___(7) It is not unique enough
___(8) Other: ________________________________________

15. Parks and Recreation Services. Please rate your satisfaction with the following services provided by the City of Grain Valley.

<table>
<thead>
<tr>
<th>How satisfied are you with...</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>01. Athletic fields other than at Monkey Mountain</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>02. Availability of walking and biking trails</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>03. City swimming pools and programs</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>04. Concession operations at city parks</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>05. Maintenance and appearance of city community centers</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>06. Maintenance of city parks and equipment</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>07. Monkey Mountain Sports Complex</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>08. Number of city parks</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>09. Programs and activities at city community centers</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>10. Quality of adult recreation programs</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>11. Quality of communication from Parks and Recreation</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>12. Quality of customer service from Parks and Recreation employees</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>13. Quality of facilities (e.g. picnic shelters, playgrounds) in city parks</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>14. Quality of outdoor athletic fields (e.g. baseball and football)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>15. Quality of senior programs at the Community Center</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

16. Which THREE of the Parks and Recreation services listed in Question 15 do you think should receive the MOST EMPHASIS from the city over the next TWO years? [Write in your answers below using the numbers from the list in Question 15.]

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

17. Communication. Please rate your satisfaction with the following services provided by the City of Grain Valley.

<table>
<thead>
<tr>
<th>How satisfied are you with...</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. City efforts to keep you informed about local issues</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. The availability of information about city programs and services</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. The city's social media pages (Facebook)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. The level of public involvement in local decision-making</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. The overall user-friendliness of the city's website</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>6. The Parks and Recreation program guide</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>7. The quality of programming on the city's cable channel</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>8. The quality of the city's magazine (&quot;City View&quot;)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

18. From which of the following sources do you currently get information about the City of Grain Valley? [Check all that apply.]

___(01) City social media pages
___(02) City View magazine
___(03) From neighbors/friends/family
___(04) KC Star
___(05) Neighborhood groups
___(06) City's TV channel
___(07) City's website (CityofGrainValley.org)
___(08) Television news
___(09) The Examiner
___(10) Valley News
19. Have you called, emailed, or visited the city with a question, problem, or complaint during the past year?

   ___(1) Yes [Answer Q19a-b.]  ___(2) No [Skip to Q20.]

19a. How easy was it to contact the person you needed to reach?

   ___(1) Very easy  ___(3) Difficult  ___(9) Don’t know
   ___(2) Somewhat easy  ___(4) Very difficult

19b. Several factors that may influence your perception of the quality of customer service you received from city employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Seldom</th>
<th>Never</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. They were courteous and polite</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. They gave prompt, accurate, and complete answers to questions</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. They did what they said they would do in a timely manner</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. They helped resolve an issue to your satisfaction</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

20. **Planning and Zoning.** Please rate your satisfaction with the following aspects of Planning and Zoning in Grain Valley.

<table>
<thead>
<tr>
<th>How satisfied are you with...</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The quality of new commercial building designs in the city</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. The quality of private and commercial landscaping in the city</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. The types of new commercial and retail development in the city</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. The types of new residential development in the city</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

21. Which ONE of the Planning and Zoning services listed in Question 20 do you think should receive the MOST EMPHASIS from the city over the next TWO years? [Write in your answer below using the numbers from the list in Question 20.]

1st: ___

22. **Pace of Development.** Please rate the city’s current pace of development with each of the following areas.

<table>
<thead>
<tr>
<th>Area</th>
<th>Much too slow</th>
<th>Too slow</th>
<th>Just right</th>
<th>Too fast</th>
<th>Much too fast</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Condominium and townhouse development that is designed to be renter-occupied</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. Industrial development</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. Office development</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>4. Retail development</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>5. Single-family residential development</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>

23. **Commercial Statements.** Please rate your level of agreement with each of the following statements.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overall, the commercial areas in Grain Valley are better than they were 5 years ago</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>2. The city should take proactive measures to encourage existing/new business redevelopment along major business corridors in Grain Valley</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>3. To encourage business redevelopment, the city should use tax incentives and other economic development tools</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
</tr>
</tbody>
</table>
24. Please answer the following questions by circling either "Yes" or "No."

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>01. Were you or anyone in your household the victim of any crime in Grain Valley during the last year?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>02. Have you had contact with a police officer during the last year?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>03. Have you visited the city’s website (cityofgrainvalley.org) in the last year?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>04. Have you used Household Hazardous Waste and City Wide Clean Up service in the last year?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>05. Have you or anyone in your household visited the city community center in the last year?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>06. Have any members of your household visited any parks in Grain Valley in the last year?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07. Do you have regular access to the internet at home?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>08. Have you had contact with the Municipal Court in the last year?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>09. Have you contacted Utility Billing regarding your account in the last year?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Do you own at least one cat or dog?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Have you ridden a bicycle on city streets or trails in the last year?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

25. **Proposed Aquatic Facility.** Several aquatic features and programs that could be included in a new aquatic facility are listed below. For each of the potential features and programs below, please indicate how supportive you would be of the city including the feature in a new aquatic facility.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Very Supportive</th>
<th>Supportive</th>
<th>Not Sure</th>
<th>Not Supportive</th>
<th>Not at All Supportive</th>
</tr>
</thead>
<tbody>
<tr>
<td>01. Birthday parties</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>02. Deck space for lounge seating/observation</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>03. Diving boards</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>04. Kayaking lessons</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>05. Lazy river</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>06. Multi-lane lap pool (6-10 lanes, 25 yards)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>07. Ninja warrior obstacle course</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>08. Recreational swimming area</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>09. Sprayground</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>10. Swim lessons</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>11. Therapy pool</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>12. Warm water pool with zero depth entry</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>13. Water aerobics and water exercise programs</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>14. Water slides</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

26. Which THREE of the aquatic features and programs listed in Question 25 do you think are MOST IMPORTANT to include in a new aquatic facility? [Write in your answers below using the numbers from the list in Question 25.]

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

The City of Grain Valley has recently acquired 60 acres of land in Grain Valley with the hopes of developing the land to include a new aquatic facility, city recreation center, City Hall, Police Department and Municipal Courthouse. The development of these facilities may require the city to issue bonds to finance the project.

27. Municipal bonds would likely be required to finance the development of a new aquatic facility, city recreation center, City Hall, Police Department and Municipal Courthouse. From the following list of options, please check the ONE option you would MOST LIKELY support the city taking to pay back the bonds needed for this project.

____(1) A local sales tax increase  ____ (4) I do not support any increase in taxes
____(2) An increase to local property taxes  ____ (9) Don't know
____(3) A combination of options 1 and 2

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ETC Institute

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28. The city would also need to plan for costs associated with the operation, maintenance, and long-term care of the new facilities. From the following list of options, please check up to TWO options you would MOST SUPPORT the city using for this purpose.

   ____(1) A local sales tax increase       ____ (3) User fees paid by patrons
   ____ (2) An increase to local property taxes  ____ (9) Don't know

Demographics

29. Do you think you will be living in Grain Valley five years from now?   ____ (1) Yes     ____ (2) No

30. Do you own or rent your current residence?   ____ (1) Own     ____ (2) Rent

31. What type of dwelling do you live in?

   ____ (1) Single family house (detached from other houses)    ____ (3) Apartment or condominium building
   ____ (2) Duplex or townhome                                   ____ (4) Other: ____________________________

32. Approximately how many years have you lived in Grain Valley?  _____ years

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

   ____ (1) Asian/Pacific Islander             ____ (3) American Indian/Eskimo
   ____ (2) White                               ____ (4) Black/African American
   ____ (5) Other: ____________________________

34. Are you of Hispanic, Latino, or other Spanish ancestry?   ____ (1) Yes     ____ (2) No

35. Would you say your total annual household income is...

   ____ (1) Under $30,000  ____ (2) $30,000 to $59,999  ____ (3) $60,000 to $99,999  ____ (4) $100,000 or more

36. What is your age?

   ____ (1) 18-24     ____ (2) 25-34     ____ (3) 35-44     ____ (4) 45-54     ____ (5) 55-64
   ____ (6) 65+

37. What is your gender identity?   ____ (1) Male     ____ (2) Female     ____ (3) Other

38. Including yourself, how many people live in your household?  _____ people

This concludes the survey – Thank you for your time!

Please return your survey in the postage-paid envelope addressed to:

ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential.
The information shown to the right will ONLY be used to help ensure the survey results are statistically representative of residents in the area. Thank you.