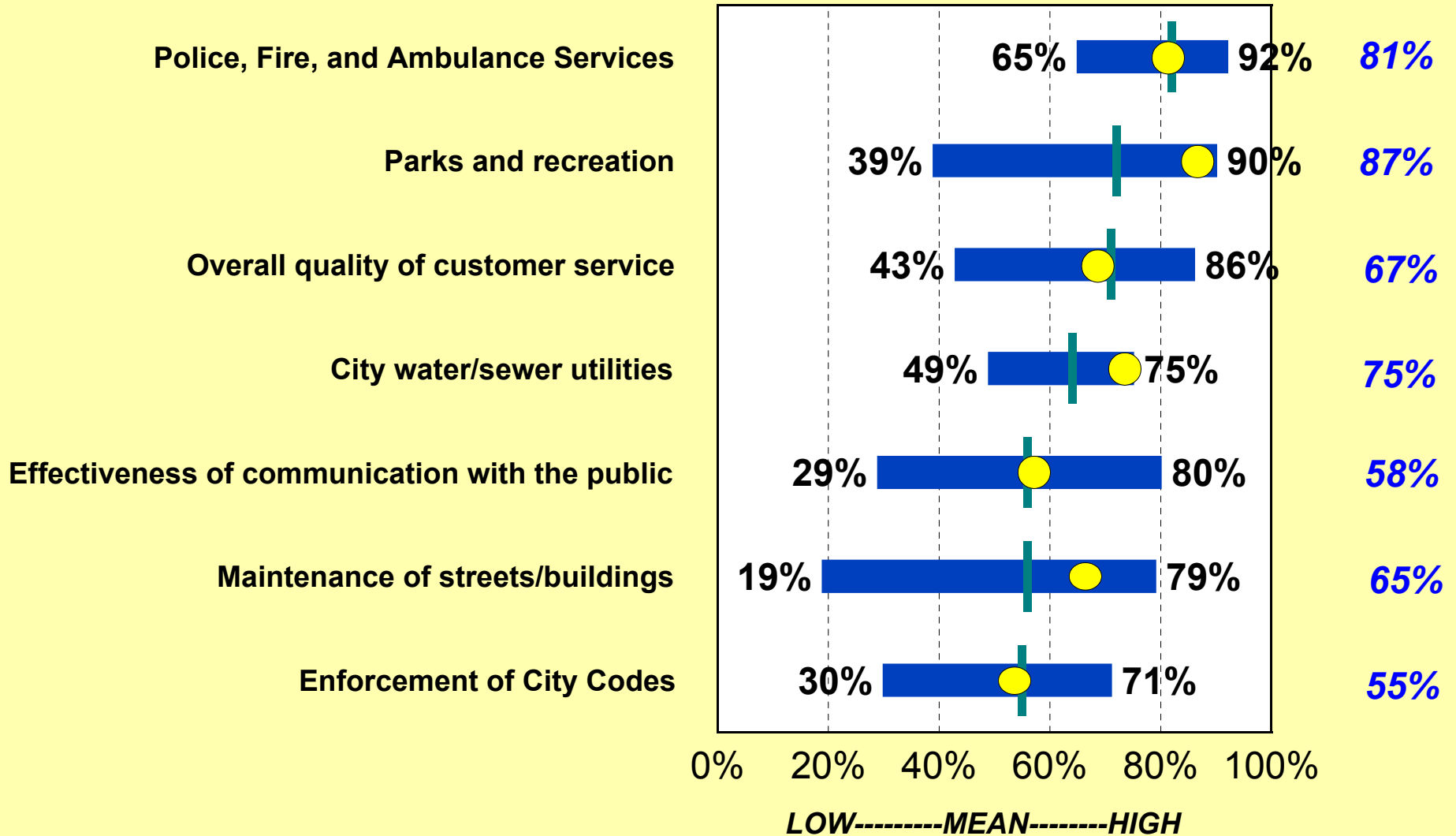


# 2000 - Overall Satisfaction With City Services by Major Category for Cities in the Metro Kansas City Area

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

● **Blue Springs, MO**

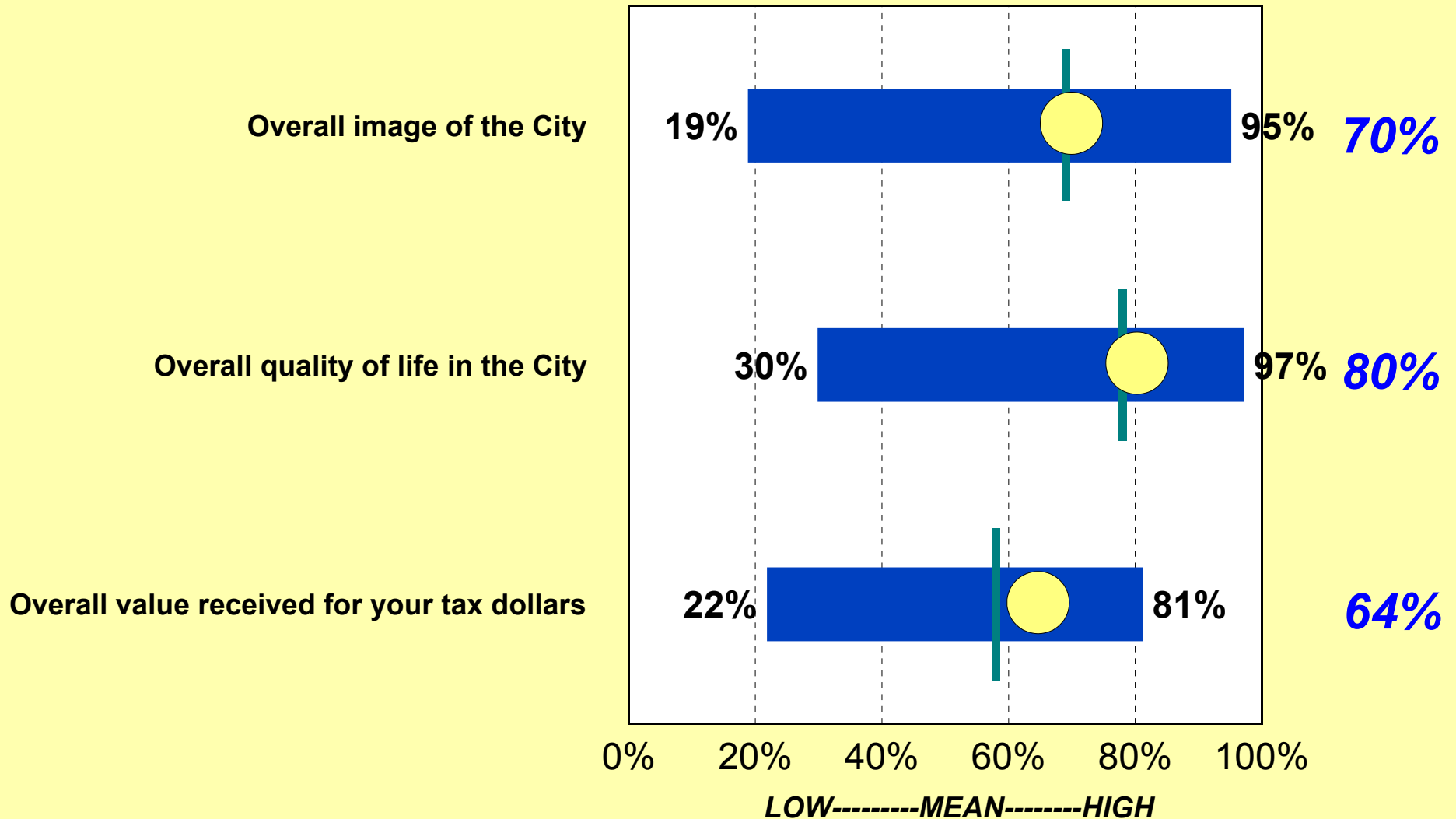


Source: ETC Institute DirectionFinder

# 2000 - Perceptions that Kansas City Area Residents Have of the City in Which They Live

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

● **Blue Springs, MO**

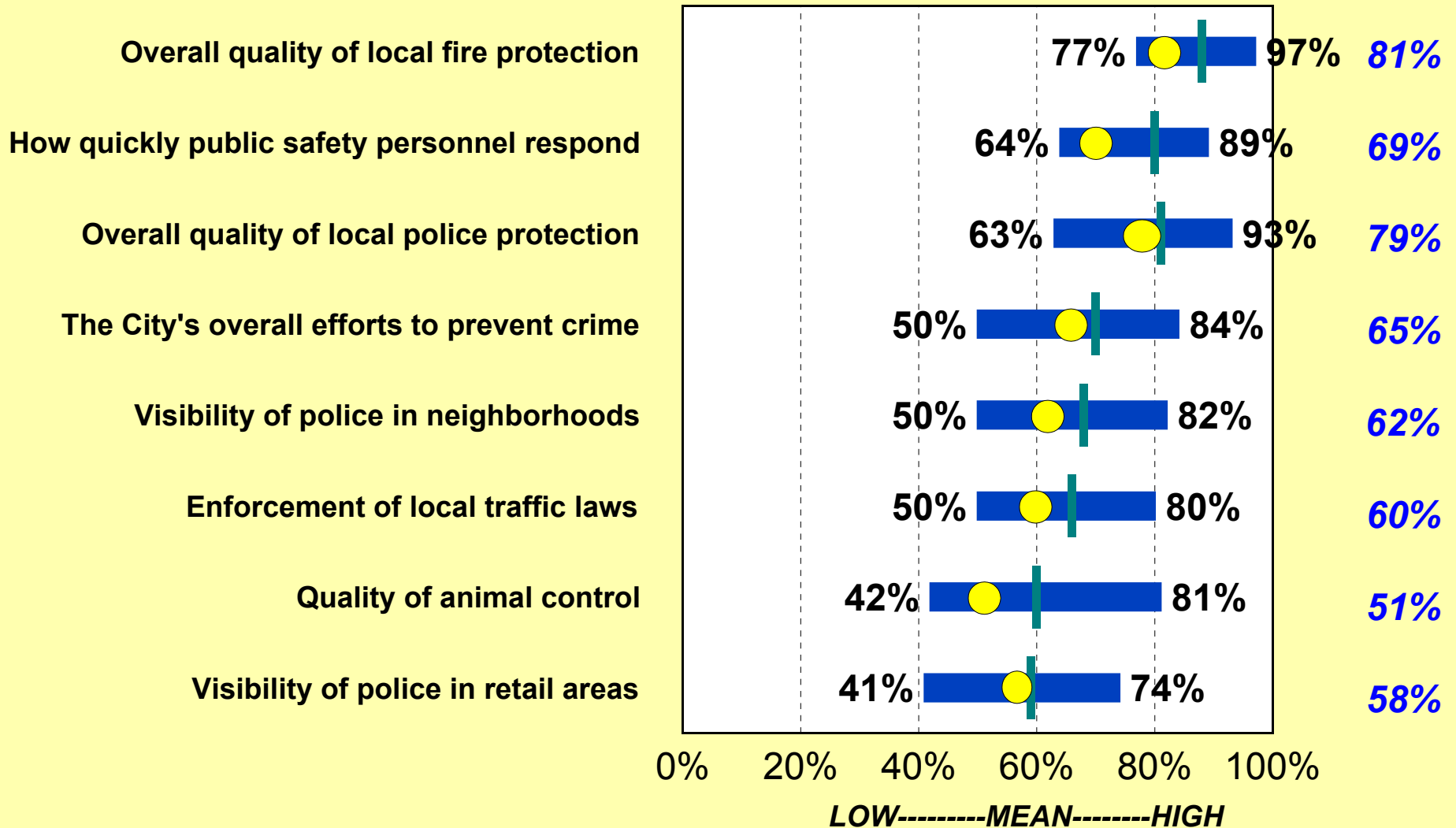


Source: ETC Institute DirectionFinder

# 2000 - Satisfaction with Various Public Safety Services Provided by Cities in the Kansas City Area

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

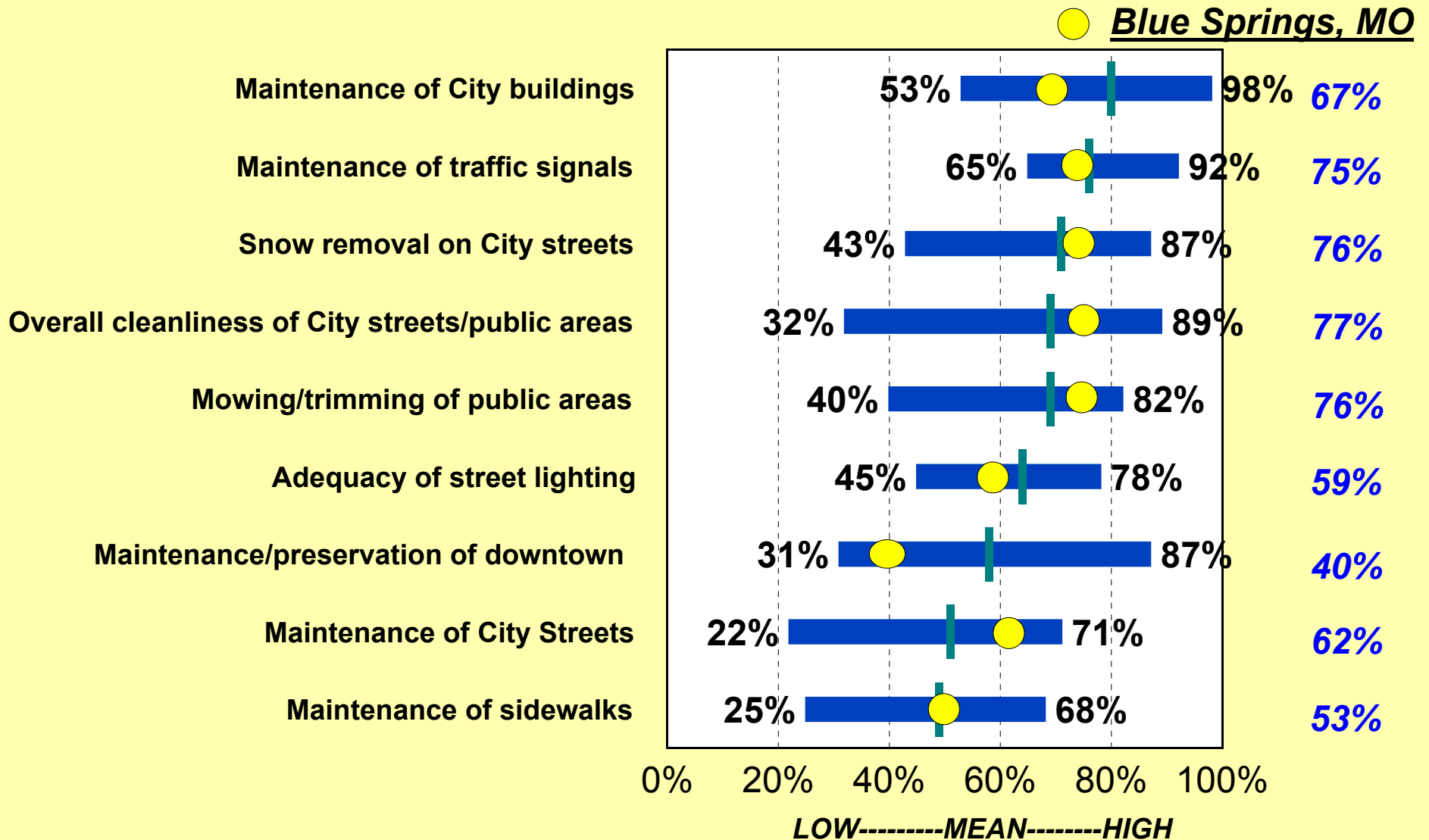
● **Blue Springs, MO**



Source: ETC Institute DirectionFinder

# 2000 - Satisfaction with Maintenance Services Provided by Cities in the Kansas City Area

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

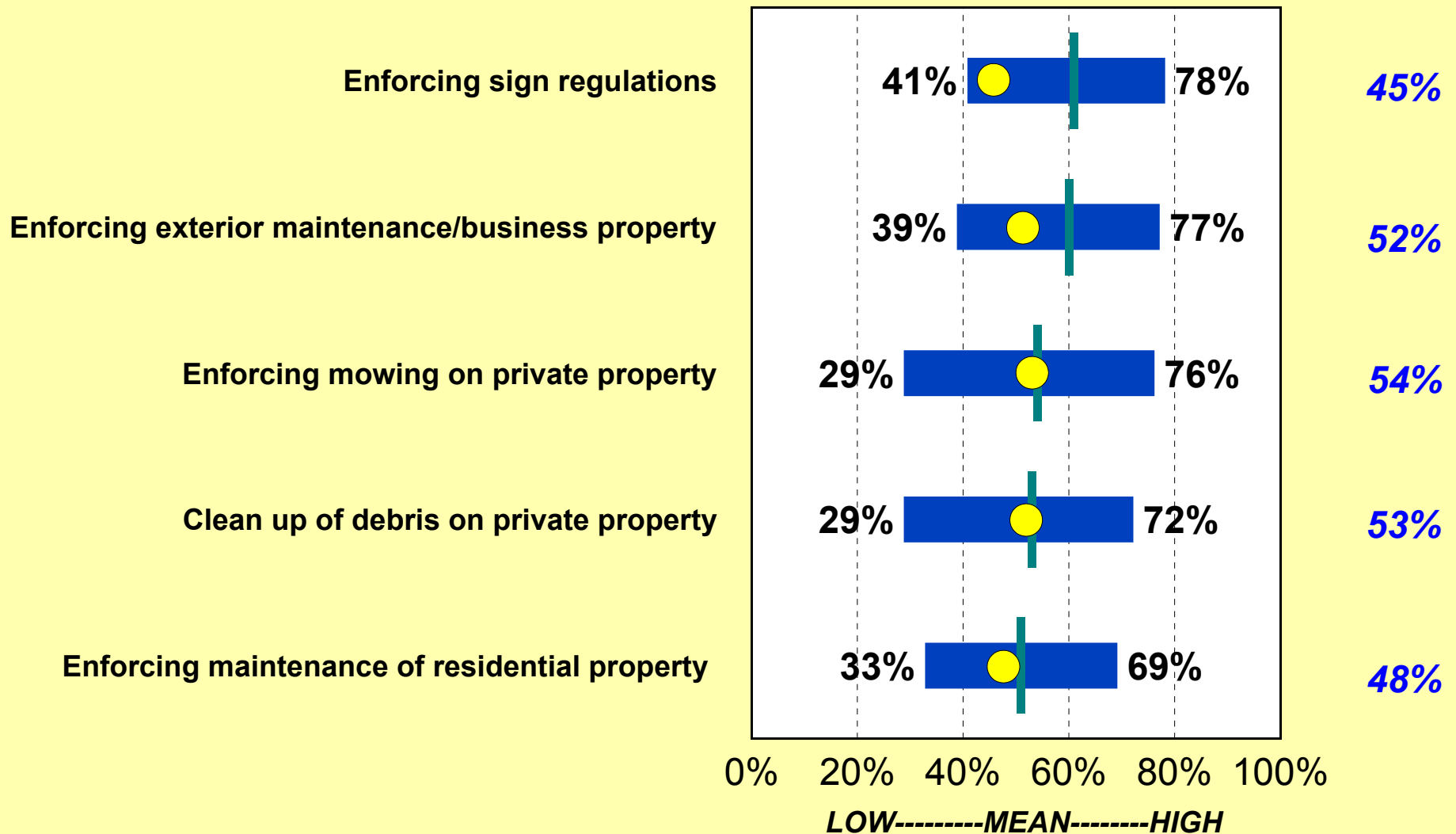


Source: ETC Institute DirectionFinder

# Satisfaction with the Enforcement of Codes and Ordinances by Cities in the Kansas City Area

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

● **Blue Springs, MO**

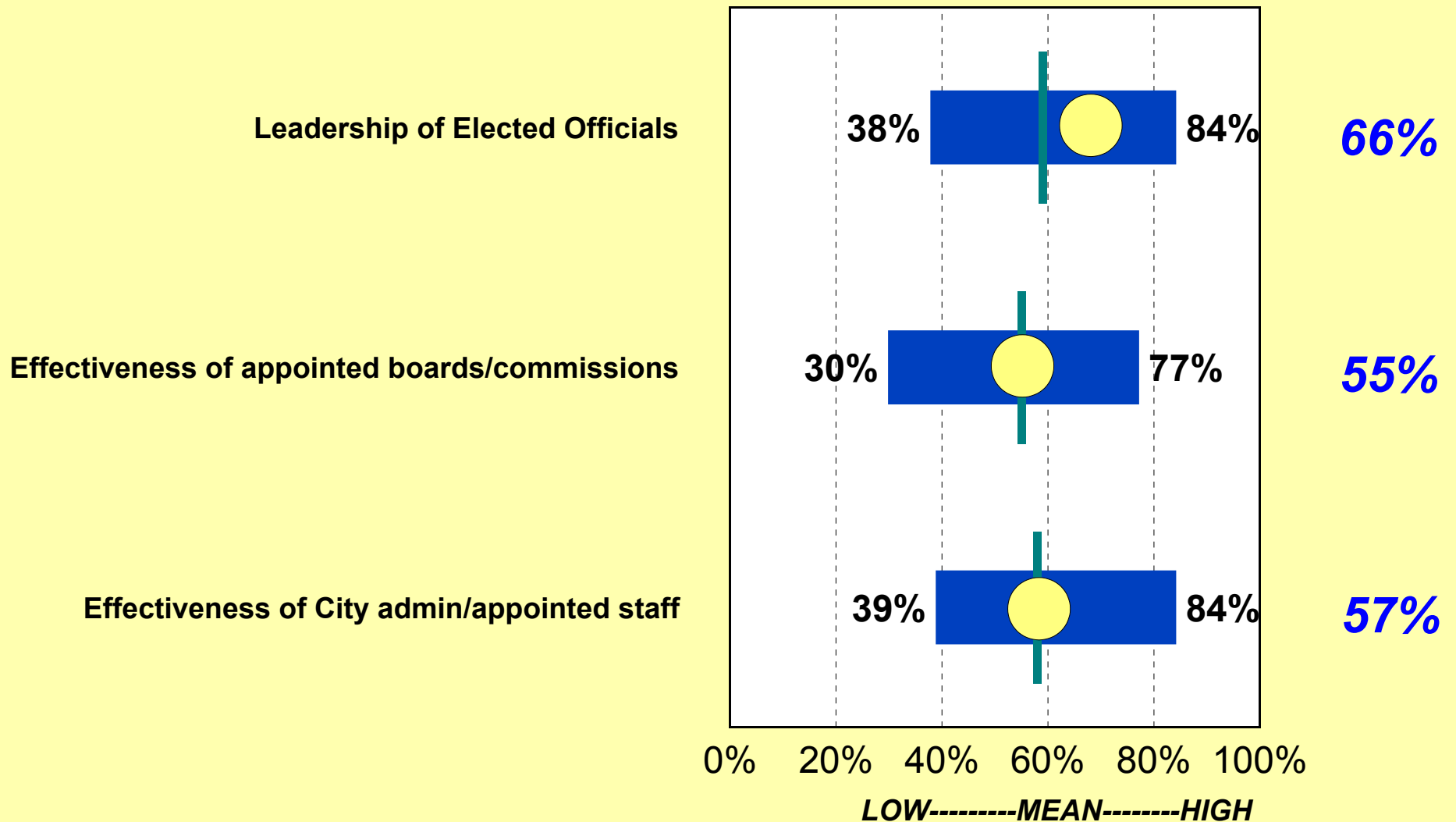


Source: ETC Institute DirectionFinder

# Satisfaction with City Leadership Compared to Satisfaction with City Leadership in Other Kansas City Area Communities

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

● **Blue Springs, MO**

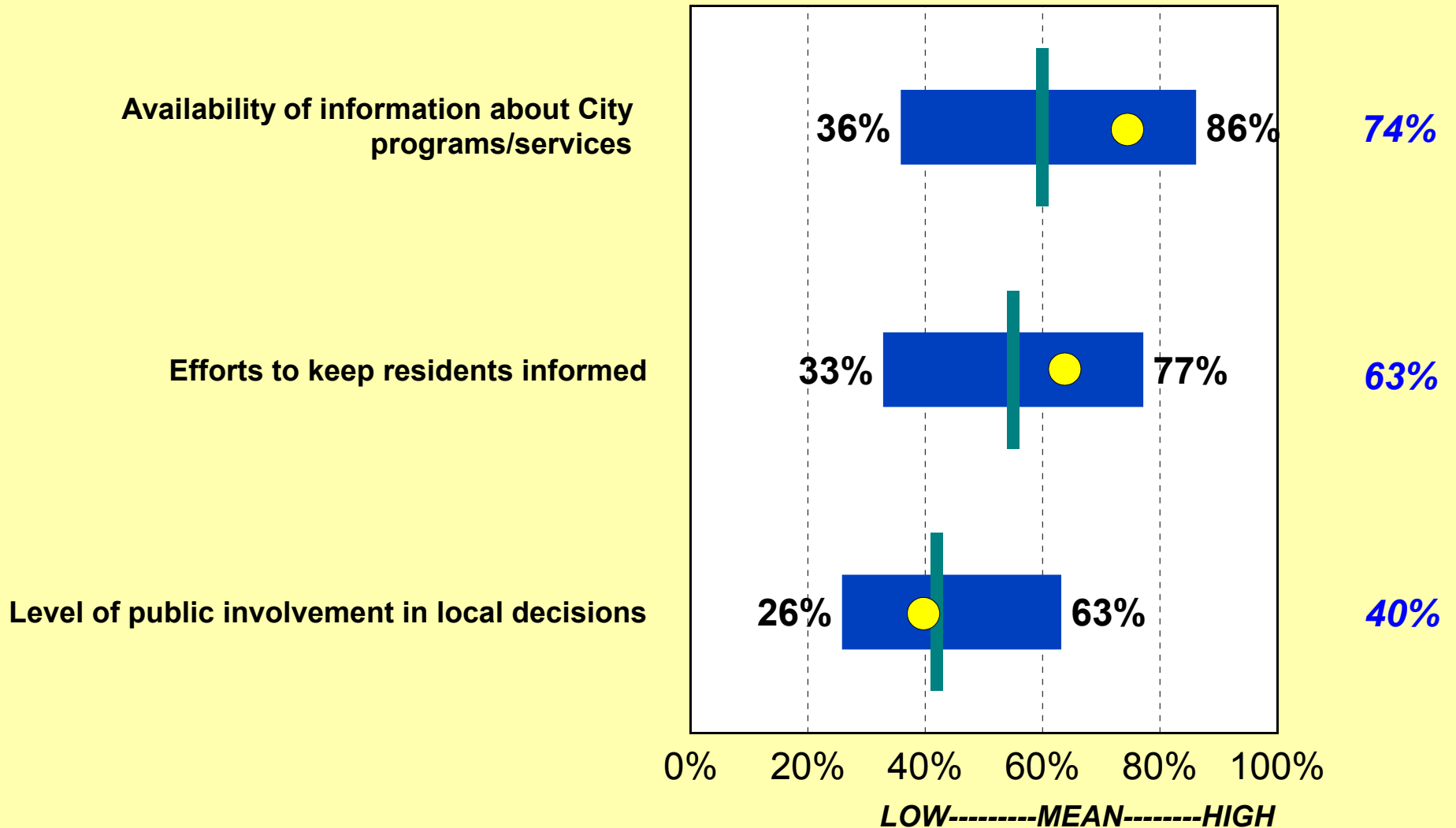


Source: ETC Institute DirectionFinder

# 2000 - Satisfaction with Various Aspects of City Communications

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

● **Blue Springs, MO**

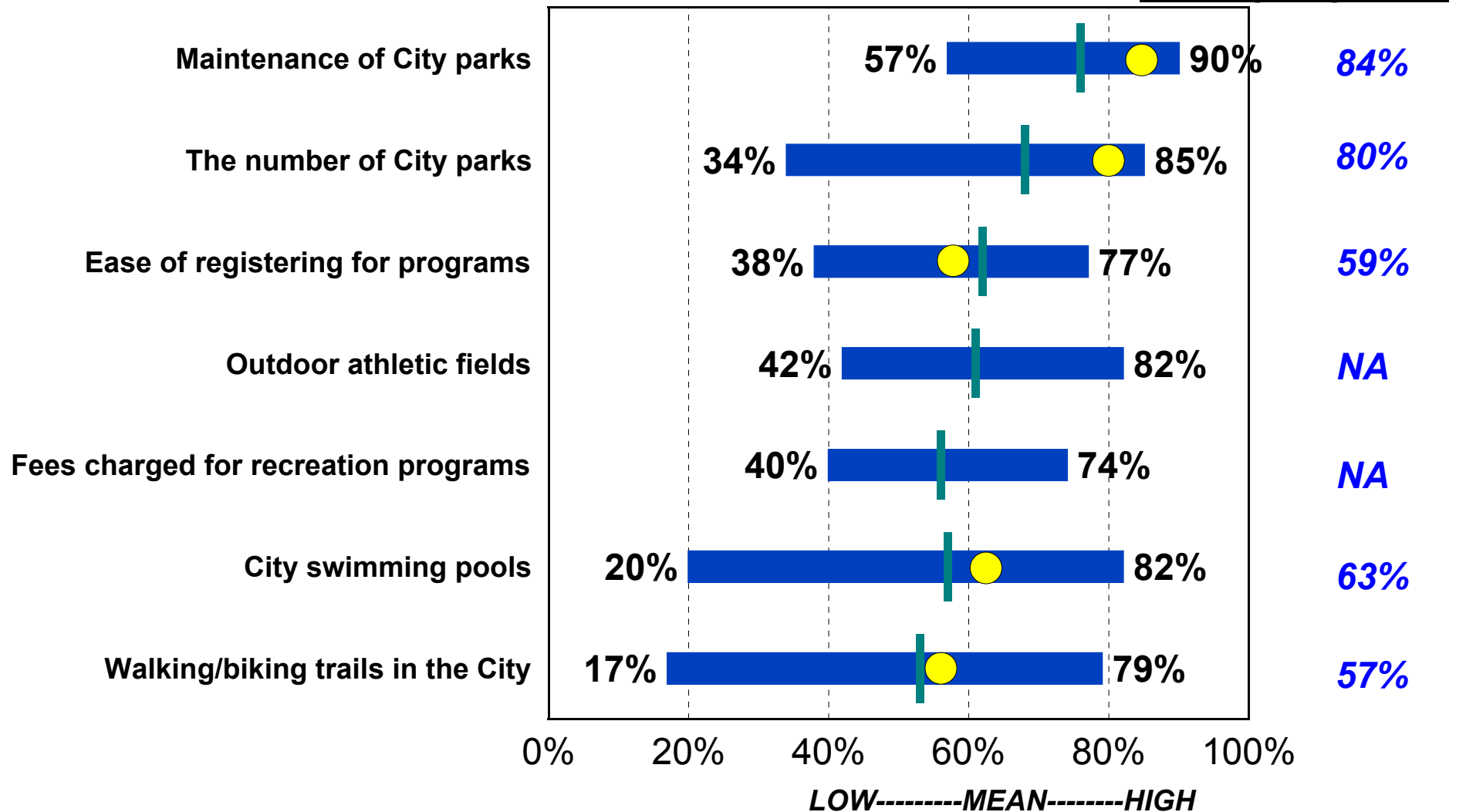


Source: ETC Institute DirectionFinder

# 2000 - Satisfaction with Parks & Recreation Facilities and Services Provided by Cities in the Kansas City Area

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

● **Blue Springs, MO**



Source: ETC Institute DirectionFinder



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# Blue Springs, Missouri

## Spring 2000

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1. Counting yourself, how many people regularly live in your household?

	<u>Percent of Respondents</u>
	%
One	11
Two	35
Three	20
Four	22
Five	9
Six+	3

2. How many (counting yourself), are?

	<u>Percent of Respondents</u>
	%
Under age 5	6
Ages 5-9	6
Ages 10-14	10
Ages 15-19	9
Ages 20-24	5
Ages 25-34	11
Ages 35-44	18
Ages 45-54	18
Ages 55-64	10
Ages 65-74	4
Ages 75+	3

<b>OVERALL SATISFACTION</b>
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**3. Please rate your overall satisfaction with each of the following services provided by the City of Blue Springs. Please rate each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”**

<b><i>How satisfied are you with:</i></b>	<u>Very Satisfied</u> %	<u>Somewhat Satisfied</u> %	<u>Neutral</u> %	<u>Somewhat Dissatisfied</u> %	<u>Very Dissatisfied</u> %	<u>Don't Know</u> %
Overall quality of police, fire, and ambulance services	44	32	11	4	2	7
Overall quality of City parks and recreation programs and facilities	49	35	9	3	1	3
Overall maintenance of city streets, buildings and facilities	22	42	17	15	3	1
Overall quality of City water/sewer utilities	32	42	14	7	3	2
Overall enforcement of building, property, maintenance, and traffic codes/ordinances	21	31	25	11	6	6
Overall quality of customer service you receive from City employees	27	37	20	7	4	5
Overall effectiveness of city communication with the public	18	37	27	9	7	5
Community planning and development	16	30	25	14	9	6

**4. Which THREE of these items do you think are the most important services for the City to provide?**

	<u>First Choice</u> %	<u>Second Choice</u> %	<u>Third Choice</u> %	<u>Top Choice</u> %
Overall quality of police, fire, and ambulance services	78	9	5	92
Overall quality of City parks and recreation programs and facilities	1	14	13	28
Overall maintenance of city streets, buildings and facilities	6	35	24	65
Overall quality of City water/sewer utilities	2	18	14	34
Overall enforcement of building, property, maintenance, and traffic codes/ordinances	1	8	12	21
Overall quality of customer service you receive from City employees	1	2	5	8
Overall effectiveness of city communication with the public	2	3	6	11
Community planning and development	8	9	18	35
None	1	--	--	1

**5. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years?**

	<u>First Choice</u> %	<u>Second Choice</u> %	<u>Third Choice</u> %	<u>Top Choice</u> %
Overall quality of police, fire, and ambulance services	36	11	14	61
Overall quality of City parks and recreation programs and facilities	3	10	14	27
Overall maintenance of city streets, buildings and facilities	16	28	20	64
Overall quality of City water/sewer utilities	4	10	10	24
Overall enforcement of building, property, maintenance, and traffic codes/ordinances	7	13	10	30
Overall quality of customer service you receive from City employees	2	3	4	9
Overall effectiveness of city communication with the public	3	7	8	18
Community planning and development	26	13	14	53
None	3	--	--	3

**6. Several items that may influence your perception of the City of Blue Springs are listed below. Please rate each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”**

<u>How satisfied are you with:</u>	<u>Very Satisfied</u> %	<u>Somewhat Satisfied</u> %	<u>Neutral</u> %	<u>Somewhat Dissatisfied</u> %	<u>Very Dissatisfied</u> %	<u>Don't Know</u> %
Overall value that you receive for your City tax dollars and fees	13	47	24	10	3	3
Overall image of the City	22	47	15	13	2	1
How well the City is managing recent growth	14	40	20	19	5	2
How well the City is planning for future growth	12	30	24	17	6	11
Overall quality of life in the City	28	51	13	6	2	<1

7. Please indicate how satisfied you are with the following aspects of the City's public safety services.

<u>How satisfied are you with:</u>	<u>Very Satisfied</u> %	<u>Somewhat Satisfied</u> %	<u>Neutral</u> %	<u>Somewhat Dissatisfied</u> %	<u>Very Dissatisfied</u> %	<u>Don't Know</u> %
Overall quality of local police protection	37	40	12	5	3	3
The visibility of police in neighborhoods	23	37	19	14	5	2
The visibility of police in retail areas	19	36	29	10	2	4
The City's overall efforts to prevent crime	22	39	25	6	3	5
Enforcement of local traffic laws	24	34	23	10	5	4
How quickly local police department personnel respond to emergencies	29	28	18	5	2	18
Overall quality of fire protection	38	30	15	1	<1	16
Quality of ambulance service	33	24	19	1	1	22
How quickly ambulance service personnel respond to emergencies	30	20	21	<1	1	28
The adequacy of City emergency medical service equipment	27	22	21	1	<1	29
Quality of animal control	17	25	24	10	7	17

8. Which **THREE** of these public safety services do you think are the most important services for the City to provide?

	<u>First Choice</u> %	<u>Second Choice</u> %	<u>Third Choice</u> %	<u>Top Choice</u> %
Overall quality of local police protection	56	5	6	67
The visibility of police in neighborhoods	10	9	4	23
The visibility of police in retail areas	1	4	3	8
The City's overall efforts to prevent crime	10	10	9	29
Enforcement of local traffic laws	2	6	3	11
How quickly local police department personnel respond to emergencies	5	10	10	25
Overall quality of fire protection	5	35	14	54
Quality of ambulance service	3	5	18	26
How quickly ambulance service personnel respond to emergencies	3	10	15	28
The adequacy of City emergency medical service equipment	1	3	8	12
Quality of animal control	1	1	4	6
None	3	--	--	3

<u>Please indicate how satisfied are you with:</u>	<u>Very Satisfied</u> %	<u>Somewhat Satisfied</u> %	<u>Somewhat Neutral</u> %	<u>Dissatisfied</u> %	<u>Very Dissatisfied</u> %	<u>Don't Know</u> %
<b>9. <u>Aspects of City maintenance</u></b>						
Maintenance of City streets	15	47	18	16	4	<1
Maintenance of sidewalks in City	13	38	23	16	6	4
Maintenance of traffic signals/street signs	25	48	18	5	2	2
Adequacy of City street lighting	18	41	19	14	7	1
Maintenance and preservation of downtown Blue Springs	9	29	30	19	10	3
Maintenance of city buildings	20	44	27	4	1	4
Snow removal on City streets	30	44	13	7	3	3
Mowing and trimming along City streets downtown and other public areas	28	48	16	5	2	1
Overall cleanliness of City streets and other public areas	25	52	13	6	3	1

**10. Which THREE of these maintenance services do you think are the most important services for the City to provide?**

	<u>First Choice</u> %	<u>Second Choice</u> %	<u>Third Choice</u> %	<u>Top Choice</u> %
Maintenance of City streets	62	12	8	82
Maintenance of sidewalks in City	1	8	5	14
Maintenance of traffic signals/street signs	7	18	10	35
Adequacy of City street lighting	8	18	13	39
Maintenance and preservation of downtown Blue Springs	4	6	6	16
Maintenance of city buildings	1	2	3	6
Snow removal on City streets	6	16	19	41
Mowing and trimming along City streets downtown and other public areas	2	4	8	14
Overall cleanliness of City streets and other public areas	7	12	22	41
None	2	--	--	2

*For each of the City Services listed below, please indicate if you or other members of your household have used the services during the past year. If you have used the service, please indicate how satisfied you are with the service:*

**11. Those who have used.**  
%

**12. If you have used the service, how satisfied were you?**

		Very Satisfied %	Somewhat Satisfied %	Neutral %	Somewhat Dissatisfied %	Very Dissatisfied %	Don't Know %
56	Tax Collection Counter Services	21	21	9	5	3	41
92	License Bureau Counter Services (drivers license, license plates)	29	33	9	15	8	6
47	Water Dept. Counter Services	22	17	7	2	1	51
42	Parks/Recreation Counter Services	21	14	7	1	<1	57
27	City Administrative Offices	7	8	9	2	2	72
15	Youth Outreach Unit Programs	5	3	7	1	1	83
17	Municipal Court	2	6	8	2	1	81
19	Housing/building inspector	4	5	8	2	2	79

<u>Please indicate how satisfied are you with:</u>	<u>Very Satisfied</u> %	<u>Somewhat Satisfied</u> %	<u>Neutral</u> %	<u>Somewhat Dissatisfied</u> %	<u>Very Dissatisfied</u> %	<u>Don't Know</u> %
<b>13. <u>Aspects of parks and recreation?</u></b>						
Maintenance of City parks	35	44	9	4	1	7
The number of City parks	41	34	11	6	2	6
Walking and biking trails in the City	24	26	18	13	7	12
Centennial Swimming Pool	22	26	22	4	2	24
Adams Pointe Golf Course	17	18	18	3	3	41
Athletic fields (i.e., baseball, softball, soccer, and football)	24	29	17	4	1	25
The City's youth athletic programs	19	23	19	3	1	35
The City's adult athletic programs	14	18	22	2	<1	44
Other City recreation programs, such as classes, trips, and special events	16	18	23	2	<1	41
4th of July Celebration and Fireworks	32	26	17	1	1	23
The Summer Concert series at Rotary Park	22	20	20	1	1	36
Vesper Hall/Senior programs	18	16	17	<1	<1	49
Visual and performing arts programs	14	16	20	2	<1	48
The registration process for recreation programs	14	20	21	2	1	42
The reservation process for recreation facilities	14	19	21	2	1	43
Concession operations at City parks and facilities	10	17	23	5	1	44
Pink Hill Bicycle Motorcross (BMX) Track	<1	1	21	13	9	56
City tennis courts	9	13	21	1	<1	56

**14. Which THREE of these parks and recreation services do you think are the most important services for the City to provide?**

	<u>First Choice</u> %	<u>Second Choice</u> %	<u>Third Choice</u> %	<u>Top Choice</u> %
Maintenance of City parks	49	11	7	67
The number of City parks	5	10	5	20
Walking and biking trails in the City	8	16	12	36
Centennial Swimming Pool	3	9	10	22
Adams Pointe Golf Course	2	3	6	11
Athletic fields (i.e., baseball, softball, soccer, and football)	4	9	11	24
The City's youth athletic programs	8	12	10	30
The City's adult athletic programs	<1	1	3	4
Other City recreation programs, such as classes, trips, and special events	<1	2	2	4
4th of July Celebration and Fireworks	2	2	4	8
The Summer Concert series at Rotary Park	1	1	1	3
Vesper Hall/Senior programs	4	6	7	17
Visual and performing arts programs	1	1	2	4
The registration process for recreation programs	<1	1	<1	1
The reservation process for recreation facilities	1	<1	<1	1
Concession operations at City parks and facilities	<1	<1	1	1
Pink Hill Bicycle Motorcross (BMX) Track	<1	<1	1	1
City tennis courts	<1	1	1	2
None	12	--	--	12

**15. The next topic involves enforcement of city codes and ordinances. How satisfied are you with:**

<u>Know</u>	<u>Very Satisfied</u> %	<u>Somewhat Satisfied</u> %	<u>Somewhat Neutral</u> %	<u>Very Dissatisfied</u> %	<u>Don't Dissatisfied</u> %
Enforcing the clean up of litter and debris	14	34	21	16	9
Enforcing the mowing and trimming of grass and weeds on private and public property	15	34	21	15	9
Enforcing the maintenance of residential property	12	30	22	18	12
Enforcing the maintenance of business property	12	31	27	11	15
Enforcing sign regulations	14	24	28	13	15
Overall appearance of the City	19	48	17	11	2



**Please indicate how satisfied are you with:**

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Neutral</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
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**16. City leadership. How satisfied are you with:**

Overall quality of leadership provided by your City elected officials	19	39	19	8	3	12
Overall effectiveness of appointed boards and commissions	14	31	24	10	4	17
Overall effectiveness of the City Administrator and appointed staff	16	32	25	8	3	16

**17. Using a five-point scale where '5' means "Much Greater Than Today" and '1' means "Much Less than Today," please indicate how you think the City's current level of emphasis on each of the following types of development should change over the next three years.**

	<u>Much Greater</u> %	<u>Somewhat Greater</u> %	<u>Same</u> %	<u>Somewhat Less</u> %	<u>Much Less</u> %	<u>Don't Know</u> %
Commercial development	26	35	22	8	4	5
Industrial development	22	32	24	10	6	6
Residential development	15	27	35	12	6	5

**18. Using a five-point scale where '5' means "Strongly Agree" and '1' means "Strongly Disagree," please indicate your level of agreement with each of the following statements.**

	<u>Strongly Agree</u> %	<u>Somewhat Agree</u> %	<u>Neutral</u> %	<u>Somewhat Disagree</u> %	<u>Strongly Disagree</u> %	<u>Don't Know</u> %
Growth is good for our community	38	43	8	8	2	1
The current rate of growth in the city is well managed	15	39	22	16	5	3
There should be more retail shopping areas in the city	27	29	19	16	8	1
There should be more upscale, sit-down restaurants in the city	61	23	8	5	2	1
There should be more emphasis on the appearance/aesthetics of new development in the city	44	31	17	5	2	1

**19. City communications. Using a scale of 1-5 where 5 is very satisfied and 1 is very dissatisfied, how satisfied are you with:**

	<u>Very Satisfied</u> %	<u>Somewhat Satisfied</u> %	<u>Neutral</u> %	<u>Somewhat Dissatisfied</u> %	<u>Very Dissatisfied</u> %	<u>Don't Know</u> %
The availability of information about City programs and services	29	42	17	6	2	4
City efforts to keep you informed about local issues	21	40	18	14	4	3
The level of public involvement in local decision making	9	27	30	17	5	12
The quality of programming on the City's television access channel	18	29	24	5	2	22
The quality of <i>Blue Springs Magazine</i>	37	36	14	3	1	9
The quality of the City's webpage (www.ci.blue-springs.mo.us)	10	14	20	3	<1	53
The <i>Parks and Recreation Activity Guide</i>	32	33	15	2	1	17

**20. How safe do you feel when you are walking alone in your neighborhood at night?**

	<u>Percent of Respondents</u> %
Very safe	38
Somewhat safe	44
Not sure	11
Not safe	7

**21. In 1996 the City adopted stricter standards for the appearance of new commercial buildings (i.e. landscape requirements, limitations on the size and number of signs, exterior building materials, and the distance buildings are set back from the street). Overall, what kind of impact do you think these standards have had on development in the City?**

	<u>Percent of Respondents</u> %
Positive impact	61
No impact	13
Negative impact	8
Don't know	18

**22. According to City ordinances, it is the responsibility of the property owner to repair or replace sidewalks abutting their property. If the City were to provide funding assistance for sidewalk repair or replacement, which of the following methods would you support? (Multiple Responses)**

	<u>Percent of Respondents</u> %
A loan program whereby property owners could borrow money at a low interest rate	17
Have the City pay a portion of the cost	67
I don't think the City should change the current ordinance	11
Don't know	12

**23. Would you purchase City services (i.e., pay for permits, pay traffic fines, sign-up for parks and recreation classes, etc.) on the Internet if the City offered these types of services on line?**

	<u>Percent of Respondents</u> %
Yes	48
No, but I have access to the Internet	28
No because I do not have access to the Internet	23
Don't Know	1

**24. Do you own or rent your current residence?**

	<u>Percent of Respondents</u> %
Own	91
Rent	9

**25. Please indicate how supportive you are of each of the following:**

<u><i>How supportive are you of:</i></u>	<u>Very Supportive</u> %	<u>Somewhat Supportive</u> %	<u>Neutral</u> %	<u>Not Supportive</u> %	<u>Don't Know</u> %
Enhancing the appearance/functionality of Highway 7 by installing sidewalks, placing power lines under ground, enhancing landscaping, regulating signs, and supporting business redevelopment	56	26	9	8	1
Building a City Recreation Center with indoor and outdoor sporting activity capabilities	42	26	17	13	2
Developing an additional youth and adult sports complex with multiple fields for scheduled game use similar to the Hidden Valley Sports Complex	31	27	24	14	4
Developing additional athletic practice and non-scheduled game fields	26	28	28	14	4
Developing an additional outdoor swimming pool in south Blue Springs	28	23	24	22	3
Developing the lake off Adams Dairy Parkway (North of I-70/east of Adams Dairy Parkway) with a mixed use of commercial, residential, retail, and public parks amenities)	33	29	18	17	3
Acquiring land for the development of new parks primarily in south Blue Springs	29	27	25	15	4
Requiring that public art be provided as part of the development of future public facilities	13	19	34	27	7
Encouraging residential growth to the south part of the City	22	24	32	18	4

**26. In order to accomplish the objectives listed in question #25 above, the City would need new sources of funding. Please indicate how supportive would you be of each of the following funding options:**

<u>How supportive are you of:</u>	<u>Very Supportive</u> %	<u>Somewhat Supportive</u> %	<u>Neutral</u> %	<u>Not Supportive</u> %	<u>Don't Know</u> %
Increasing property tax rates	2	11	13	72	2
Adoption of additional ½ cent capital improvement sales tax	14	28	19	35	4
Adoption of additional ½ cent sales tax limited to parks development and stormwater management projects	11	30	21	33	5
Increasing user fees to pay for City services	14	28	21	33	4
Creating a local earnings tax (similar to Kansas City's 1% on earnings)	4	9	12	68	7
Offering tax benefits and other economic incentives to attract new businesses or redevelop existing businesses	25	37	16	19	3
Imposing fees on new residential and commercial development for capital improvements for providing streets and extending water and sewer services	27	34	19	17	3

**27. Approximately how many years have you lived in the City of Blue Springs?**

	<u>Percent of Respondents</u> %
0-5 years	23
6-10 years	19
11-20 years	29
21-30 years	23
31 or more	6

**28. Which of the following sources of information would be the best ways to keep you informed about the City?**

	<u>Percentage of Respondents</u> %
City publications ( <i>Blue Springs Magazine,</i> <i>Parks and Recreation Activities Guide, etc.</i> )	81
<i>Blue Springs Examiner</i>	56
Kansas City Star	36
Other newspapers	2
Channel 7, Blue Springs Government Access TV Channel	43
City Web page ( <a href="http://www.ci.blue-springs.mo.us">www.ci.blue-springs.mo.us</a> )	25
Public meetings	13
Other:	4
None	1

**29. What is your age?**

	<u>Percentage of Respondents</u> %
Under 25	2
25 to 34	15
35 to 44	26
45 to 54	29
55 to 64	15
65+	12
Refuse	1

**30. Which of the following best describes your current employment status?**

	<u>Percentage of Respondents</u>
	%
Employed outside the home	74

Percentage of those Employed Outside the Home  
%

**Where do you work?**

In Blue Springs	28
Kansas City, MO	32
Independence, MO	13
Elsewhere in Jackson County, MO	11
Johnson County, KS	8
Clay/Platte Counties in MO	2
Elsewhere in MO	3
Elsewhere in KS	2
Refuse	1

Employed in the home	4
Student	1
Retired	16
Not currently employed outside the home	4
Refuse	1

**31. Please refer to the map on the right and indicate the District where you live in the City of Blue Springs. Understanding where you live will help us respond to concerns in specific geographic areas.**

	<u>Percentage of Respondents</u>
	%
District 1	30
District 2	43
District 3	25
Refuse	1

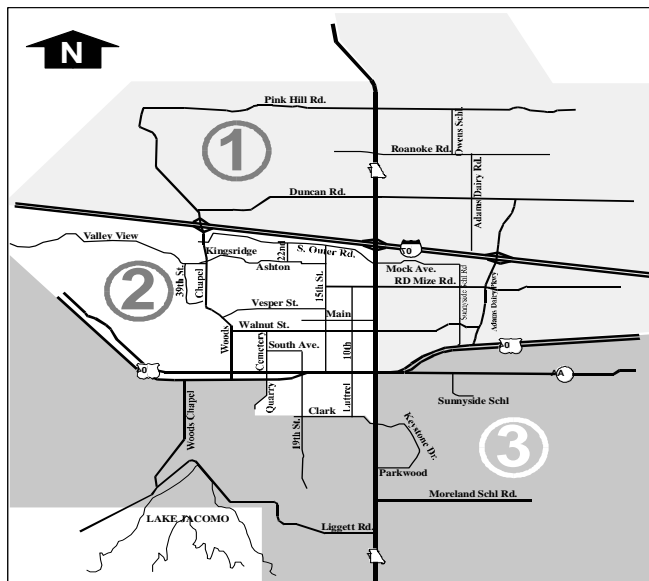
**32. What is your home zip code?**

	<u>Percent of Respondents</u>
	%
64013	<1
64014	46
64015	54

64017	<1
64029	<1
64114	<1
64601	<1

<b>33. Would you say your total household income is:</b>	<b>Percentage of Respondents</b>
	<u>                    </u>
	%
Under \$30,000	8
\$30,000 to \$59,999	33
\$60,000 to \$99,999	38
\$100,000 or more	14
Refuse	7

<b>34. Your gender:</b>	<b>Percentage of Respondents</b>
	<u>                    </u>
	%
Male	54
Female	46





### **Major Finding: (2000)**

The quality of police, fire, and ambulance services, while not low at 81% satisfaction, were below the average satisfaction rating of 84% of the 17 cities that were surveyed for this report. All three of the individual services rated below the averages established by the 17 cities. The quality of fire protection was rated at 81%, the lowest in satisfaction of all of the 17 cities surveyed. The satisfaction range was between 81% and 97%, with the average being 88%.

At the same time, residents of Blue Springs felt that more emphasis should be placed on the quality of police, fire and ambulance services than on any other category of City services. Ninety-two percent (92%) of the residents of Blue Springs, compared to an average of 38% for the 17 cities surveyed, felt that it should be the top priority for the City.

### **Areas of Relative Strength**

- Quality of City parks programs/facilities
- Quality of water/sewer utilities
- Maintenance of City streets/buildings/facilities
- Maintenance of City parks
- The number of City parks
- Athletic fields
- Snow removal on City streets
- Leadership of elected officials
- Effectiveness of appointed boards/commissions
- Availability of information about City services
- City efforts to keep residents informed

### **Areas for Improvement**

- Quality of fire protection
- How quickly police/ambulance respond
- Quality of animal control
- Maintenance of City buildings
- Adequacy of City street lighting
- Maintenance/preservation of downtown Blue Springs
- Enforcing sign regulations