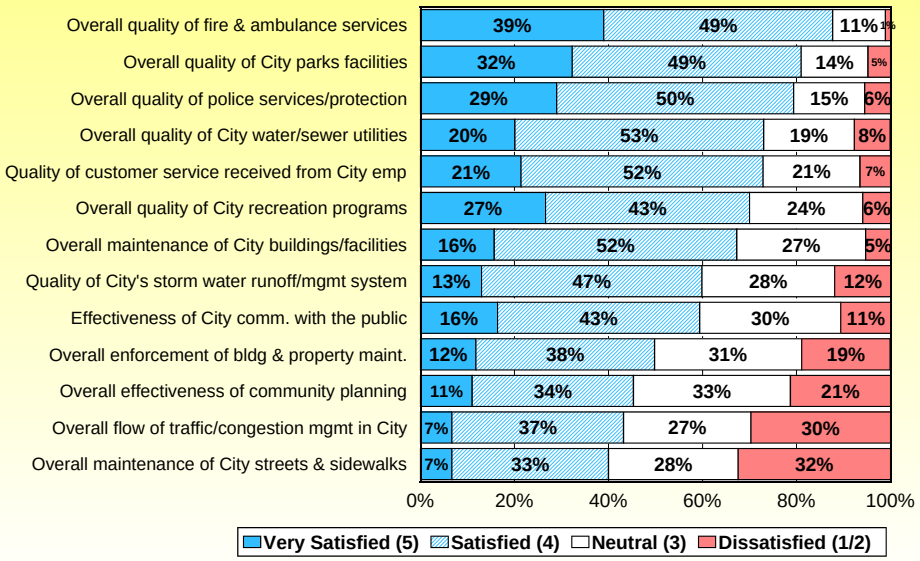
Section 1:
Charts and Graphs

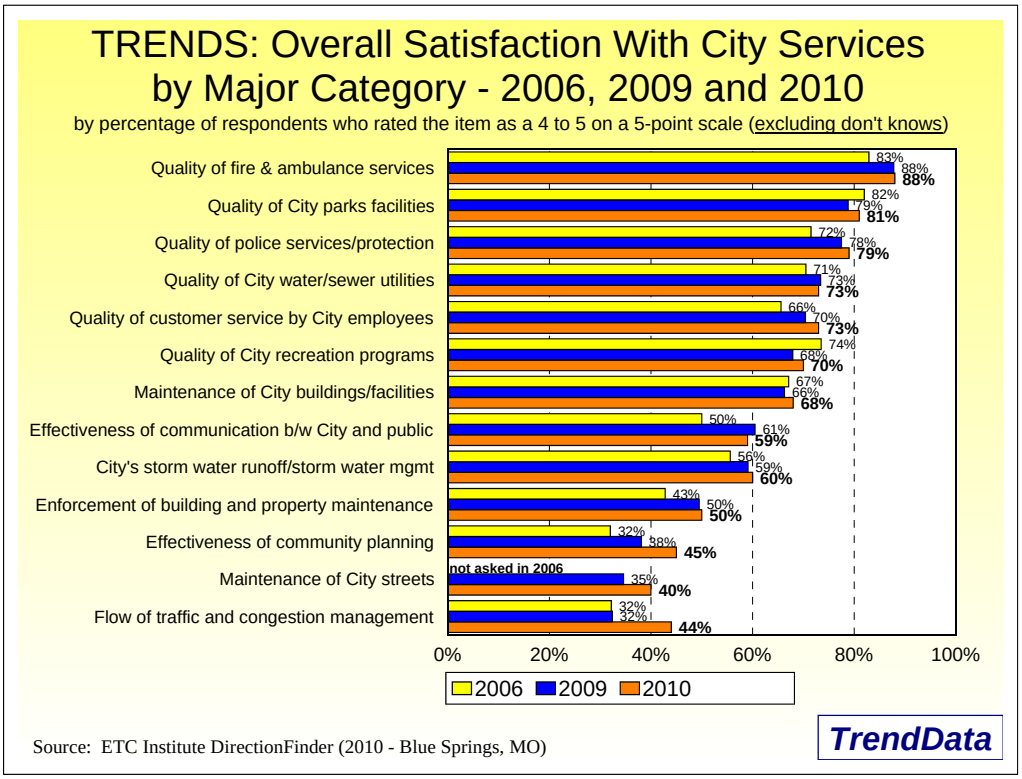
OVERALL RATINGS

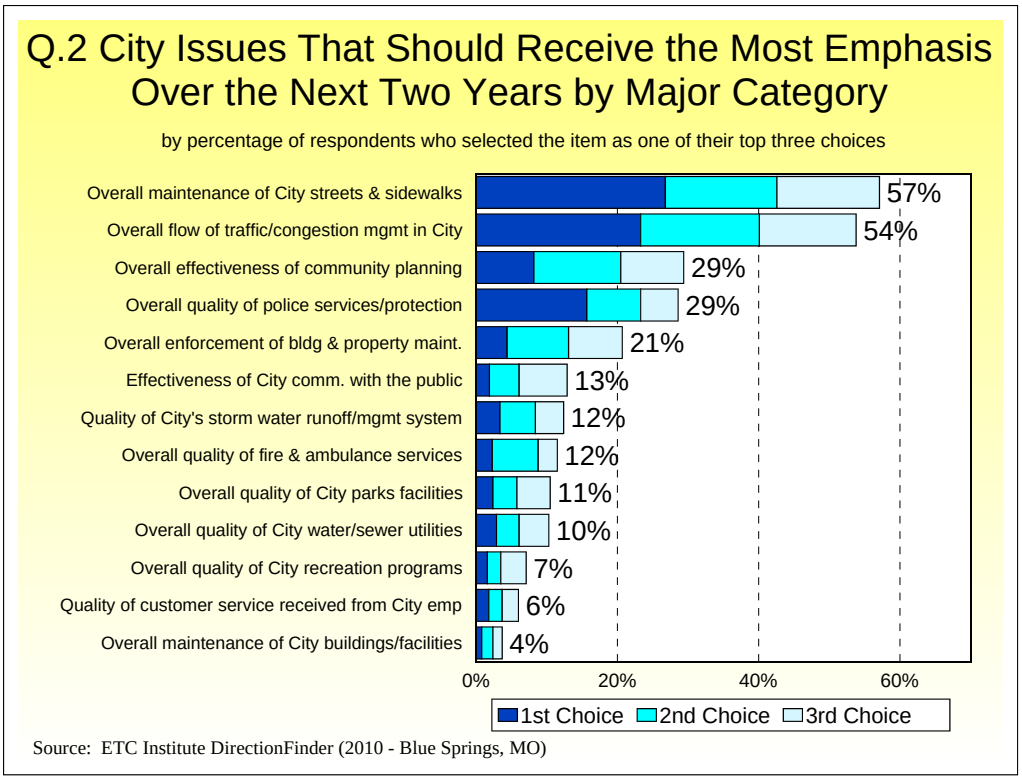
Q.1 Overall Satisfaction With City Services by Major Category

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



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)


TRENDS: Overall Satisfaction With City Services by Major Category - 2006, 2009 and 2010
by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding don't knows)
Quality of fire & ambulance services
83%
88%
88%
Quality of City parks facilities
82%
79%
81%
Quality of police services/protection
72%
78%
79%
Quality of City water/sewer utilities
71%
73%
73%
Quality of customer service by City employees
66%
70%
73%
Quality of City recreation programs
74%
68%
70%
Maintenance of City buildings/facilities
67%
66%
68%
Effectiveness of communication b/w City and public
50%
61%
59%
City's storm water runoff/storm water mgmt
56%
59%
60%
Enforcement of building and property maintenance
43%
50%
50%
Effectiveness of community planning
32%
38%
45%
Maintenance of City streets
not asked in 2006
35%
40%
Flow of traffic and congestion management
32%
32%
44%
0%
20%
40%
60%
80%
100%
2006
2009
2010
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)
TrendData

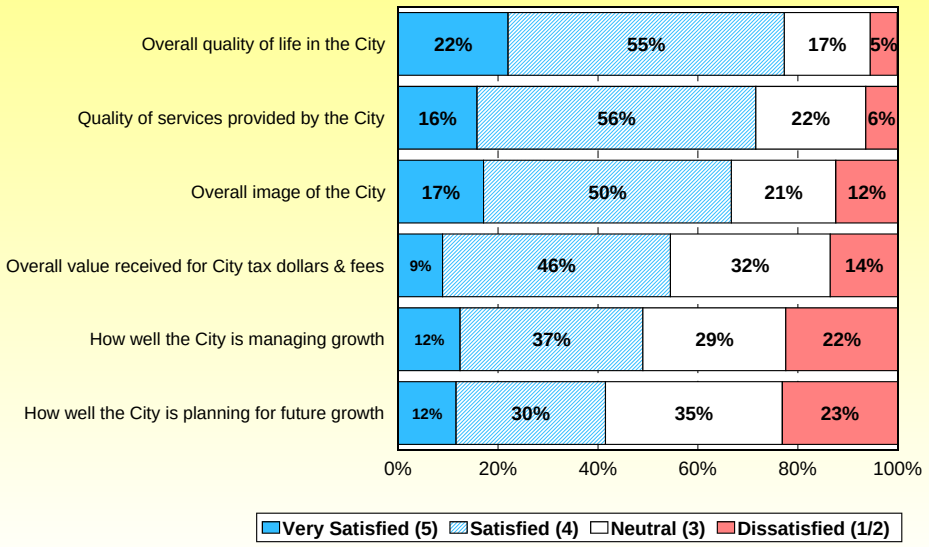

Q.2 City Issues That Should Receive the Most Emphasis Over the Next Two Years by Major Category
by percentage of respondents who selected the item as one of their top three choices
Overall maintenance of City streets & sidewalks
57%
Overall flow of traffic/congestion mgmt in City
54%
Overall effectiveness of community planning
29%
Overall quality of police services/protection
29%
Overall enforcement of bldg & property maint.
21%
Effectiveness of City comm. with the public
13%
Quality of City's storm water runoff/mgmt system
12%
Overall quality of fire & ambulance services
12%
Overall quality of City parks facilities
11%
Overall quality of City water/sewer utilities
10%
Overall quality of City recreation programs
7%
Quality of customer service received from City emp
6%
Overall maintenance of City buildings/facilities
4%
0%
20%
40%
60%
1st Choice
2nd Choice
3rd Choice
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

ITEMS INFLUENCING PERCEPTIONS OF THE CITY

Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q.3 Items Influencing Resident's Perceptions of the City of Blue Springs

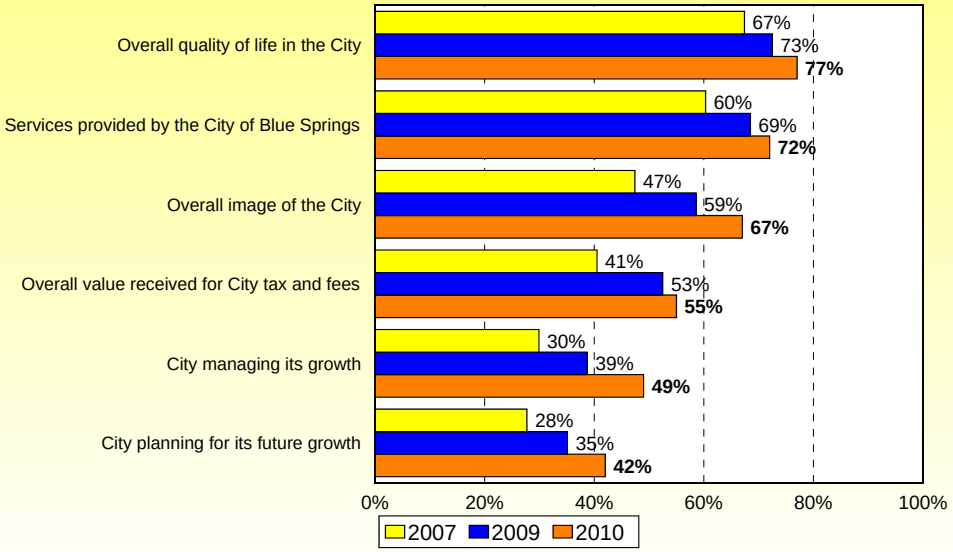
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

TRENDS: Items Influencing Resident's Perceptions of the City of Blue Springs - 2007, 2009 and 2010

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



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

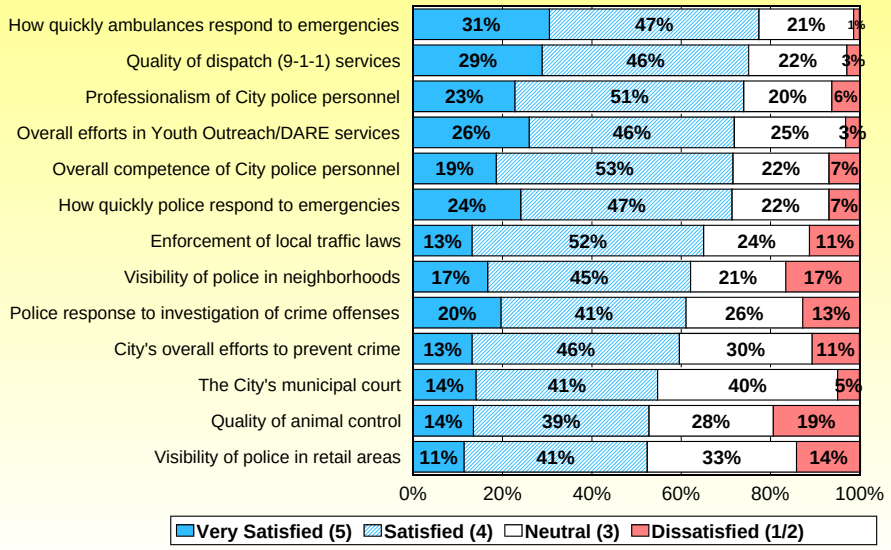
TrendData

PUBLIC SAFETY

Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q4. Satisfaction with Various Aspects of Public Safety

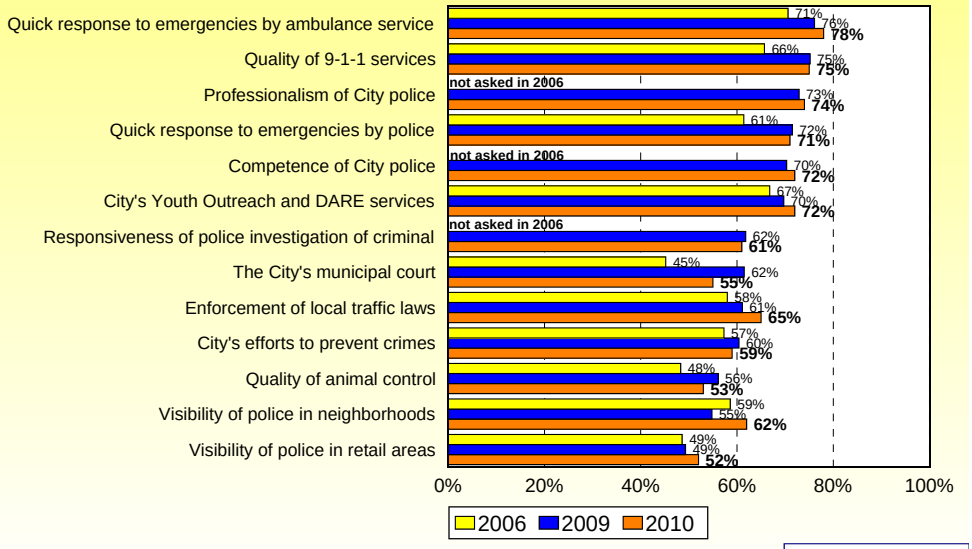
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

TRENDS: Satisfaction with Various Aspects of Public Safety - 2006, 2009 and 2010

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

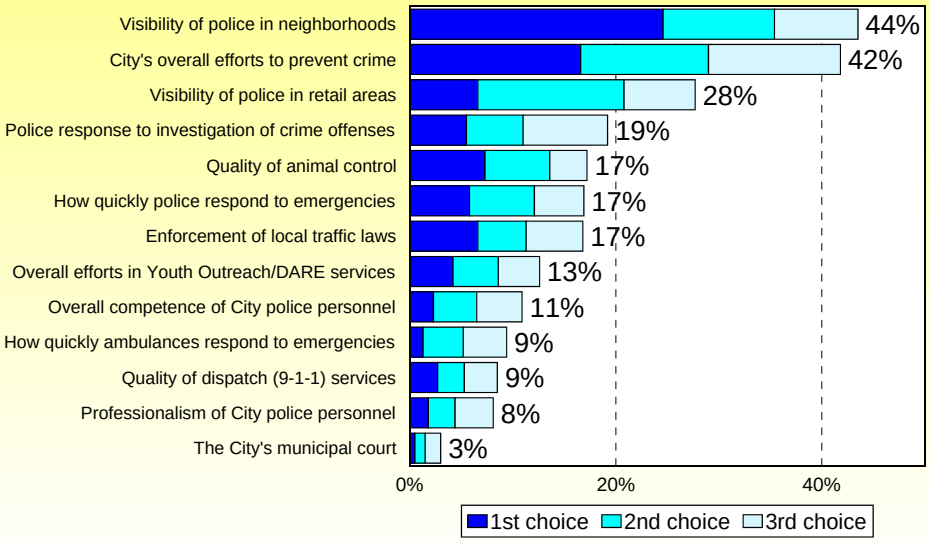


Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

TrendData

Q.5 Public Safety Issues That Should Receive the Most Emphasis Over the Next Two Years by Major Category

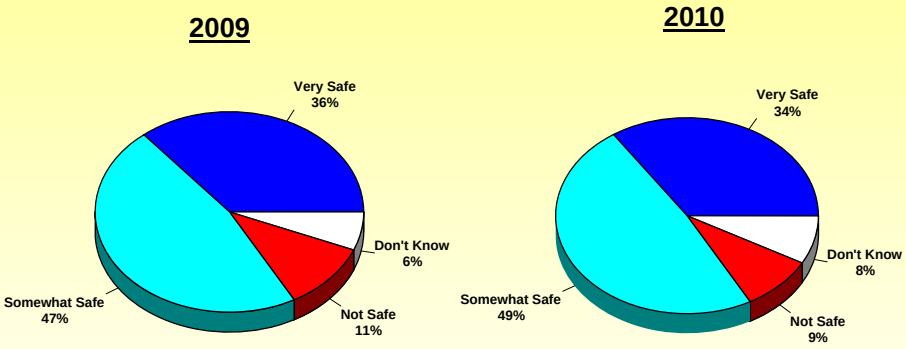
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q7. How Safe Do You Feel When You Are Walking Alone in Your Neighborhood At Night?

by percentage of respondents



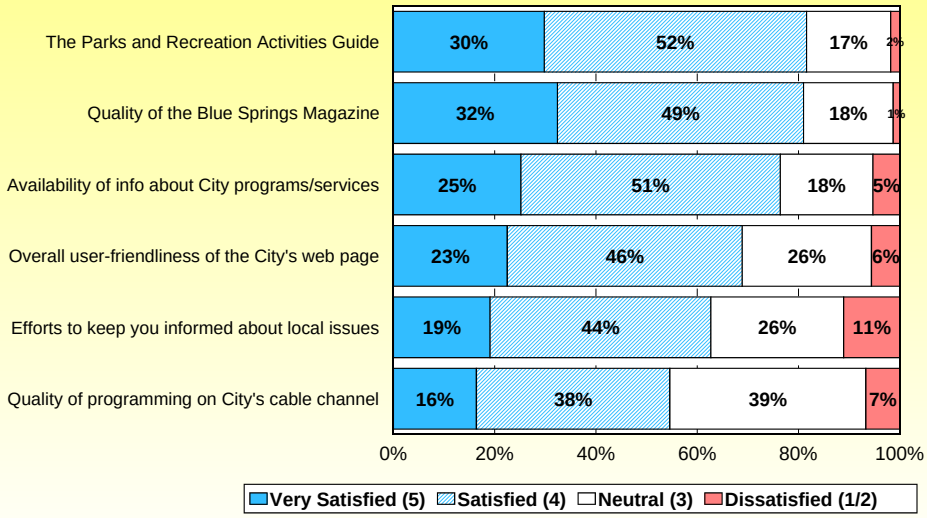
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

CITY COMMUNICATIONS

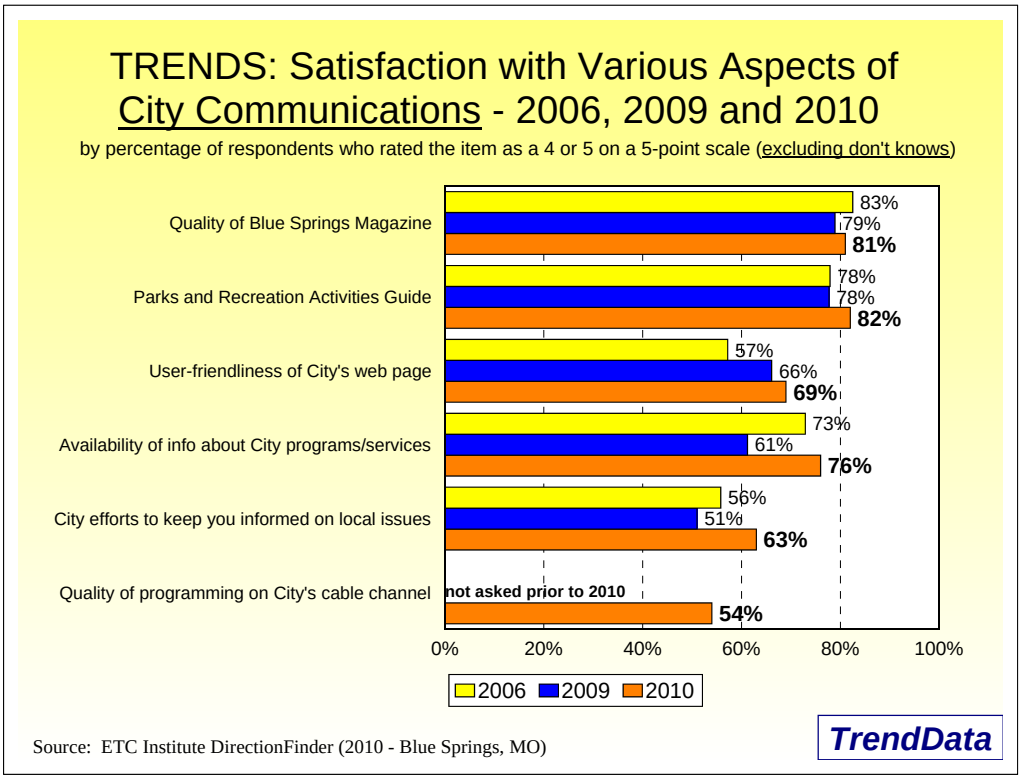
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

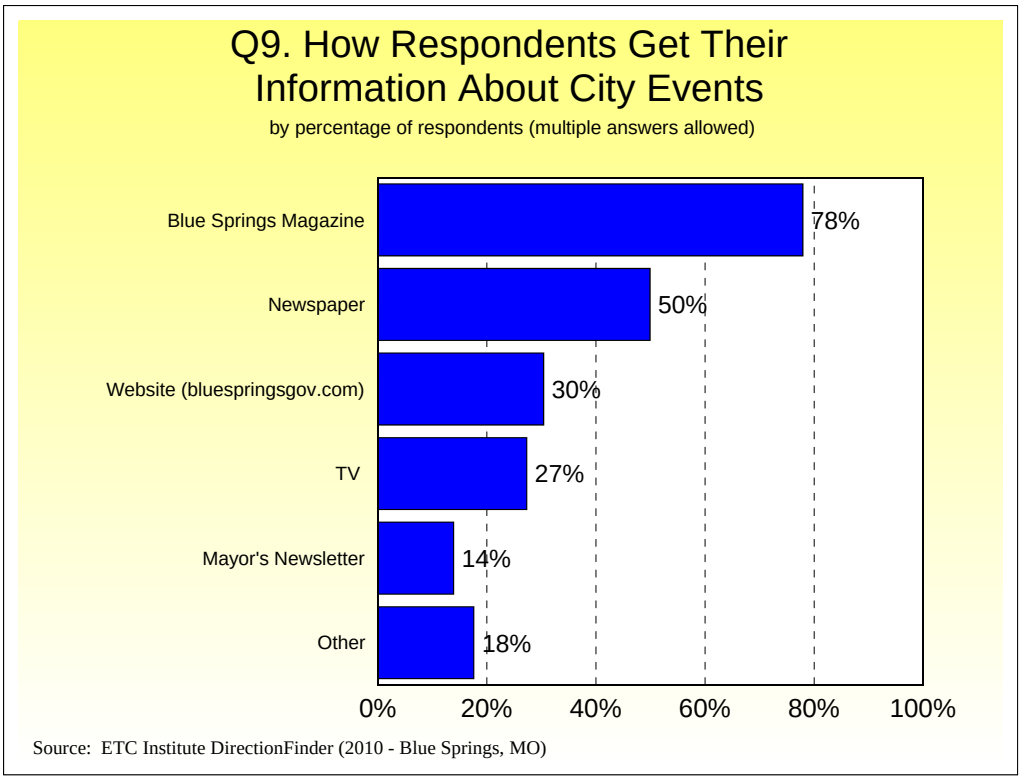
Q.8 Satisfaction with Various Aspects of City Communications

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



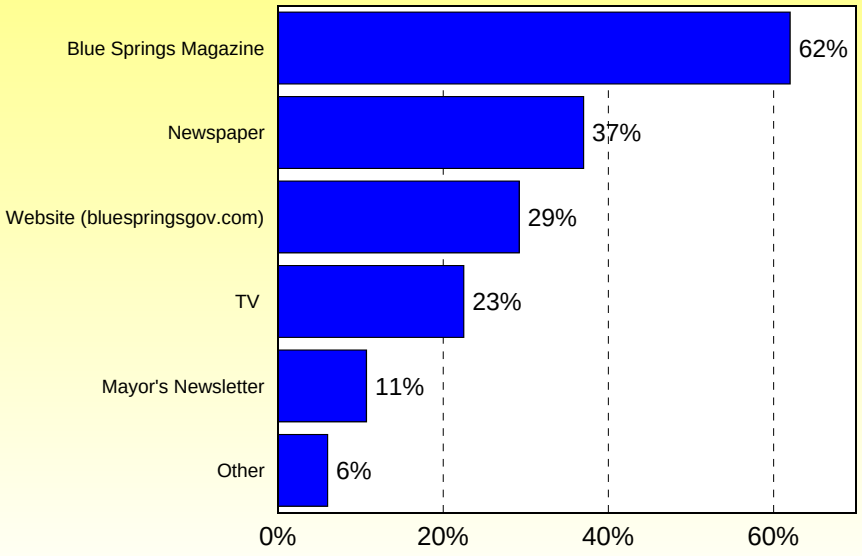
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)


TRENDS: Satisfaction with Various Aspects of City Communications - 2006, 2009 and 2010
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Quality of Blue Springs Magazine
83%
79%
81%
Parks and Recreation Activities Guide
78%
78%
82%
User-friendliness of City's web page
57%
66%
69%
Availability of info about City programs/services
73%
61%
76%
City efforts to keep you informed on local issues
56%
51%
63%
Quality of programming on City's cable channel
not asked prior to 2010
54%
0%
20%
40%
60%
80%
100%
2006
2009
2010
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)
TrendData


Q9. How Respondents Get Their Information About City Events
by percentage of respondents (multiple answers allowed)
Blue Springs Magazine
78%
Newspaper
50%
Website (bluespringsgov.com)
30%
TV
27%
Mayor's Newsletter
14%
Other
18%
0%
20%
40%
60%
80%
100%
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q9a. Which TWO Methods of Communication Do You Prefer?

by percentage of respondents (sum of top two choices)



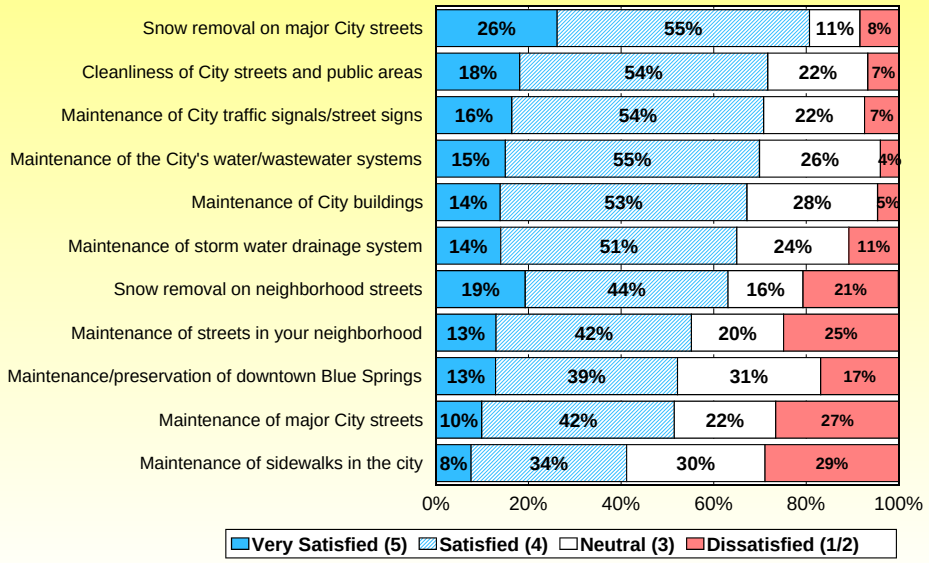
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

CITY MAINTENANCE

Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q.10 Satisfaction with Various Aspects of City Maintenance

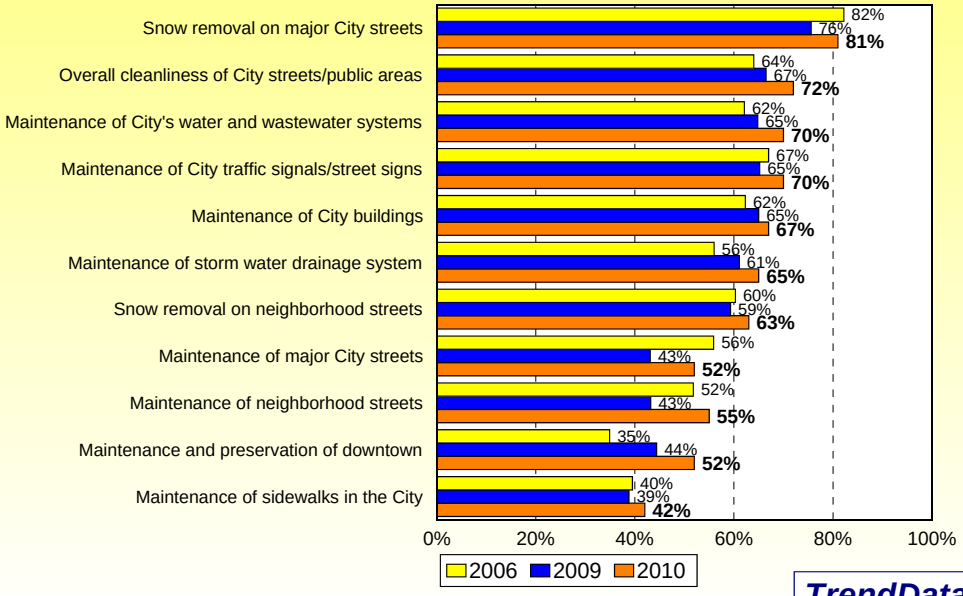
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

TRENDS: Satisfaction with Various Aspects of City Maintenance - 2006, 2009, and 2010

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

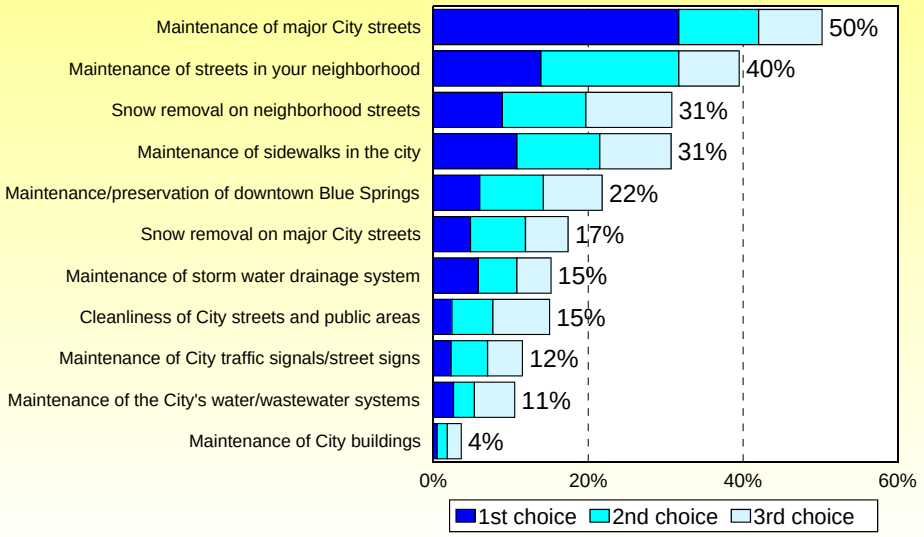


Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

TrendData

Q.11 City Maintenance Issues That Should Receive the Most Emphasis Over the Next Two Years by Major Category

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



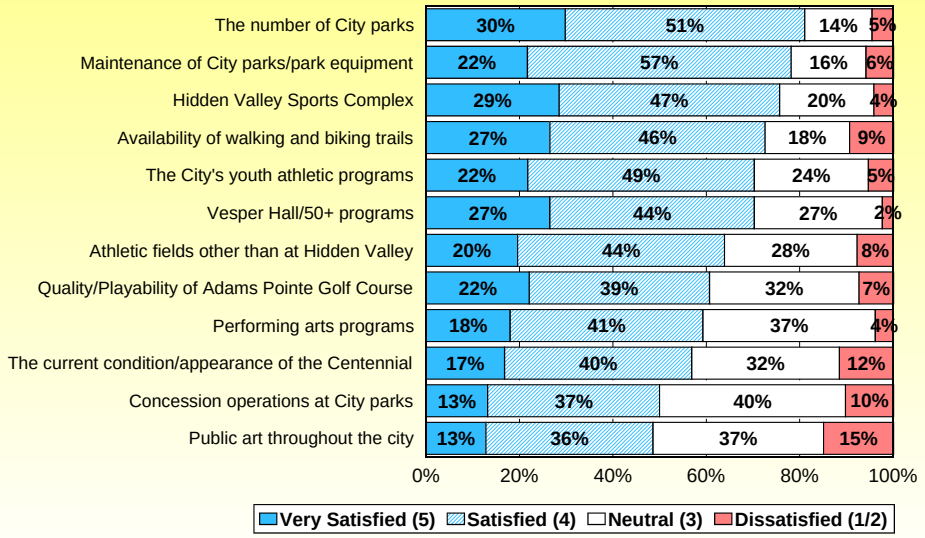
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

PARKS & RECREATION

Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q.12 Satisfaction with Various Aspects of Parks and Recreation

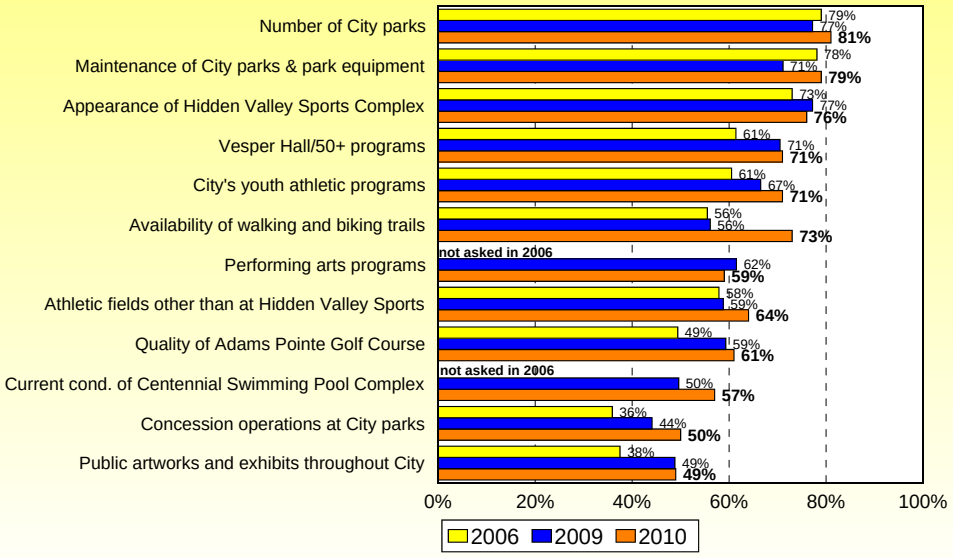
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

TRENDS: Satisfaction with Various Aspects of Parks and Recreation - 2006, 2009 and 2010

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

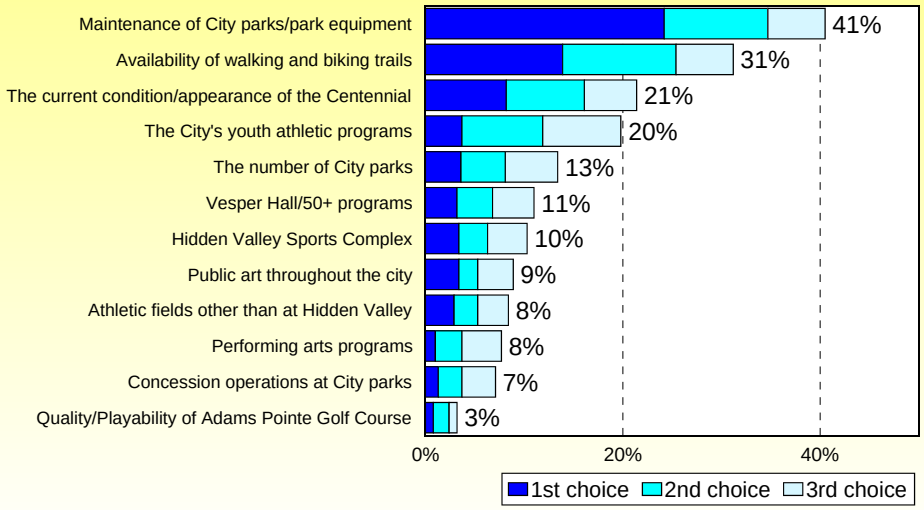


Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

TrendData

Q.13 Parks/Recreation Issues That Should Receive the Most Emphasis Over the Next Two Years by Major Category

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



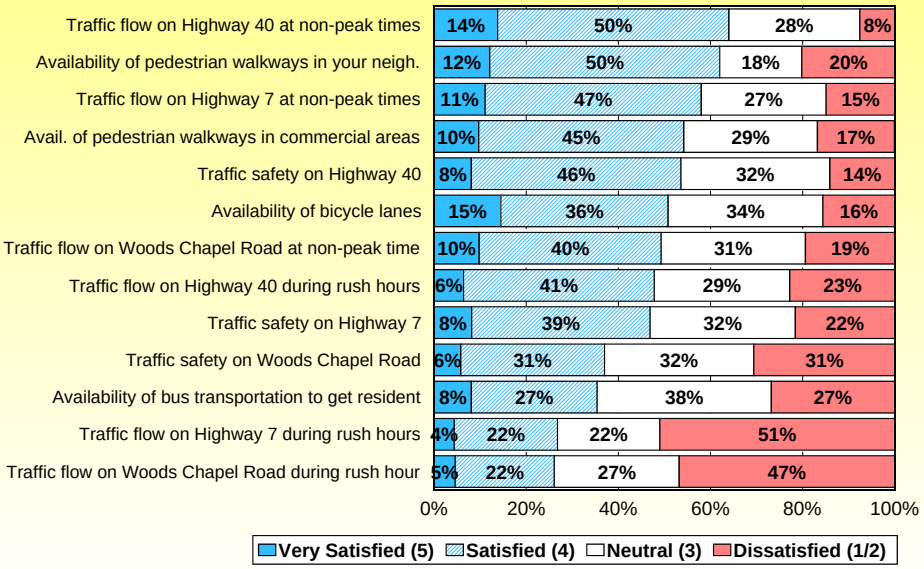
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Transportation

Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q.14 Satisfaction with Various Aspects of Transportation

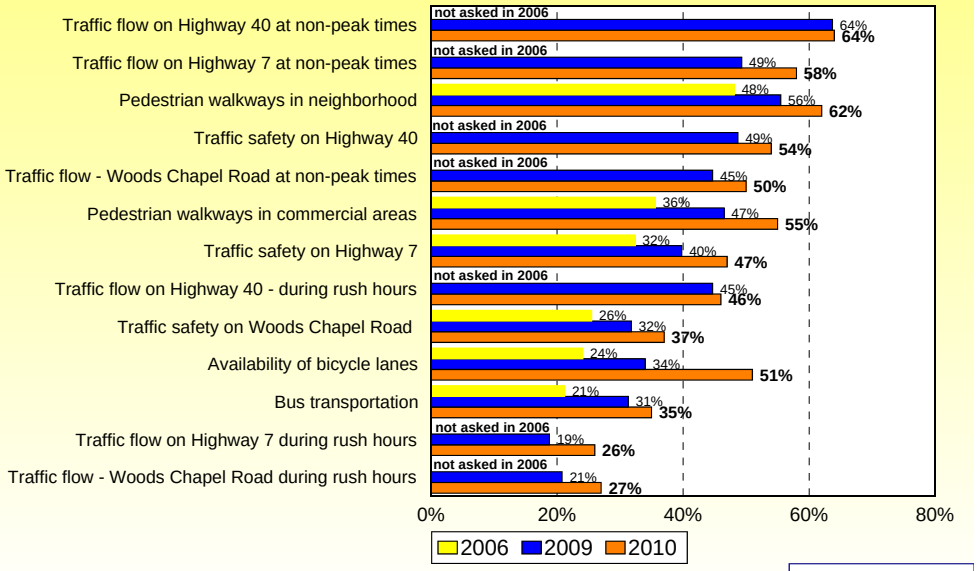
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

TRENDS: Satisfaction with Various Aspects of Transportation - 2006, 2009 and 2010

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

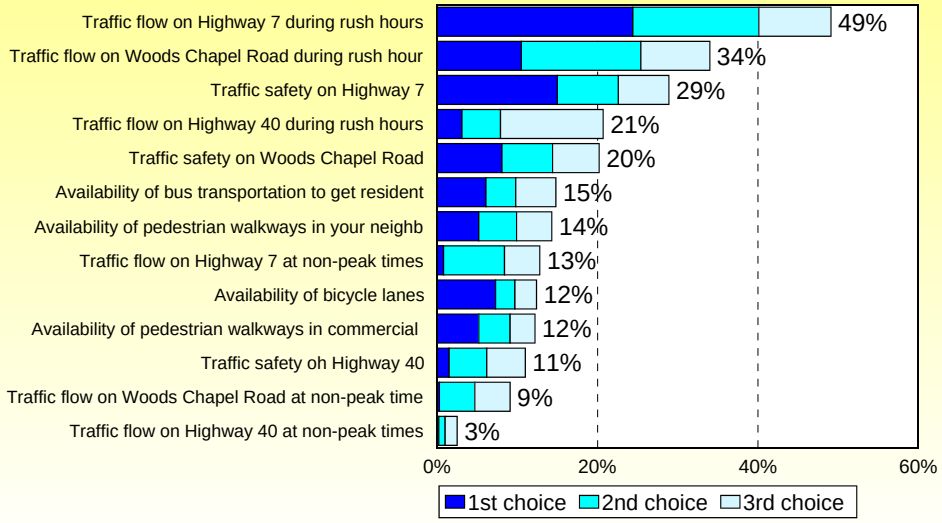


Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

TrendData

Q.15 Transportation Issues That Should Receive the Most Emphasis Over the Next Two Years by Major Category

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



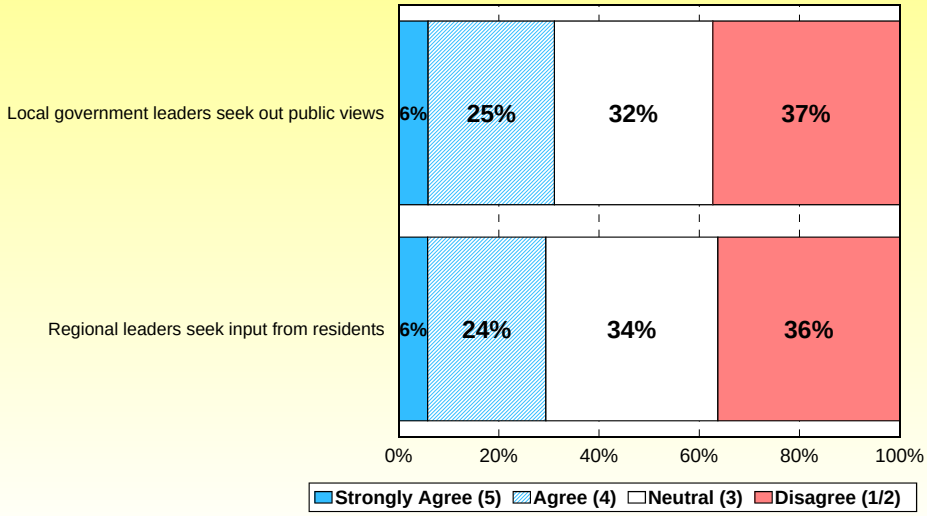
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

CITIZEN INVOLVEMENT

Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q.16 Agreement with Two Aspects of Citizen Involvement

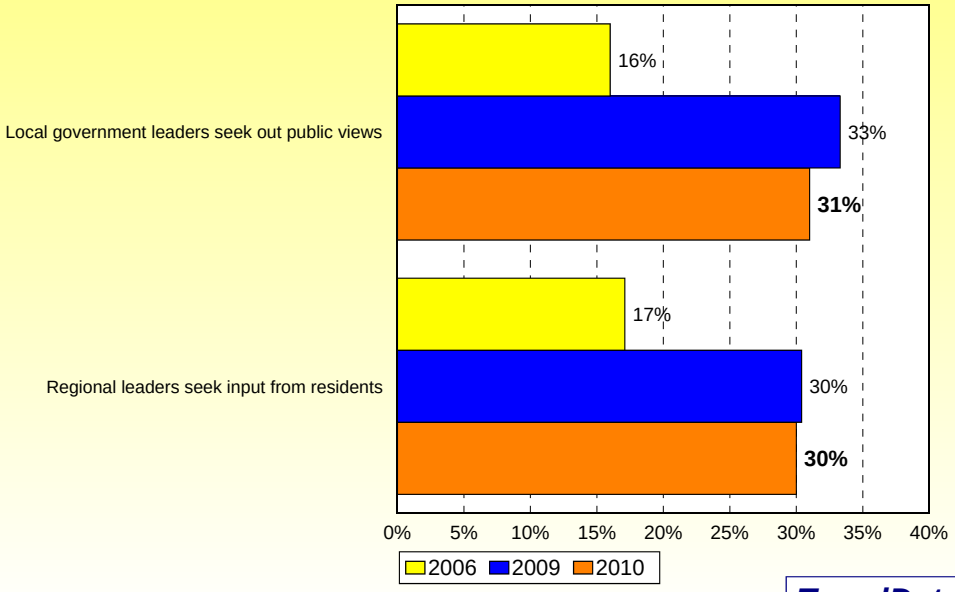
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

TRENDS: Agreement with Two Aspects of Citizen Involvement - 2006, 2009 and 2010

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



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

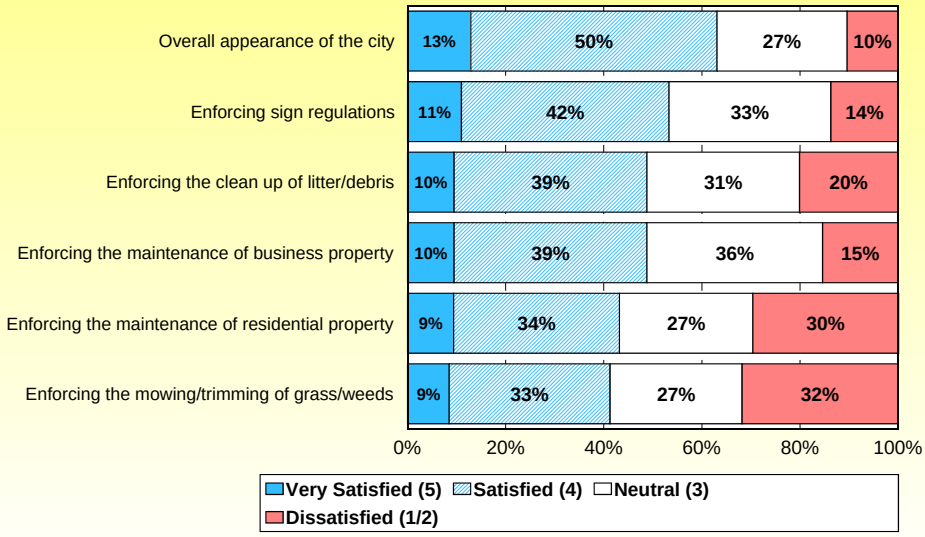
TrendData

CODE ENFORCEMENT

Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q.17 Satisfaction with Enforcement of City Codes and Ordinances

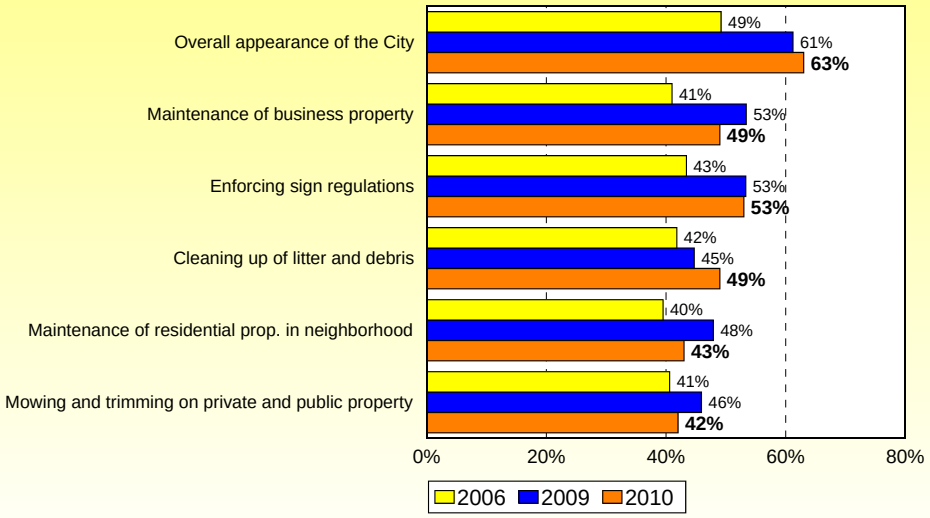
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

TRENDS: Satisfaction with Enforcement of City Codes and Ordinances - 2006, 2009 and 2010

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

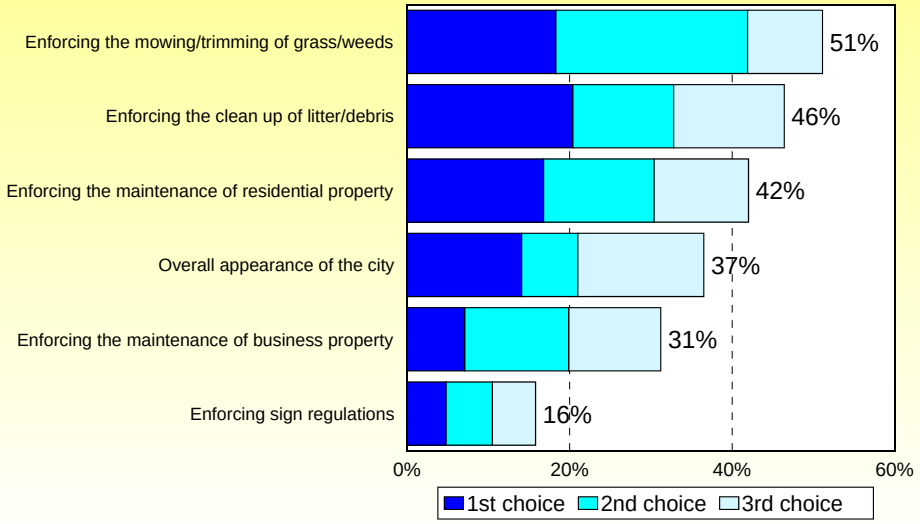


Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

TrendData

Q.18 Code Enforcement Issues That Should Receive the Most Emphasis Over the Next Two Years by Major Category

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



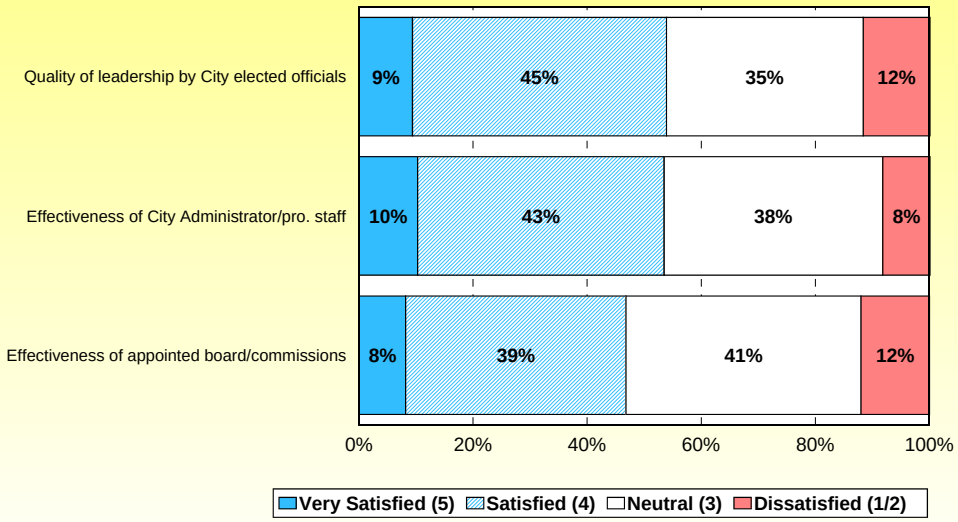
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

CITY LEADERSHIP

Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q.19 Satisfaction with City Leadership

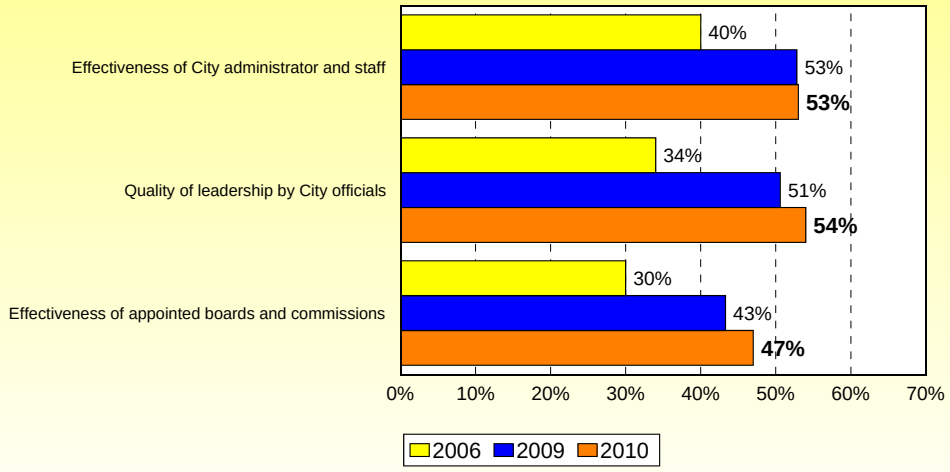
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

TRENDS: Satisfaction with City Leadership 2006, 2009 and 2010

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



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

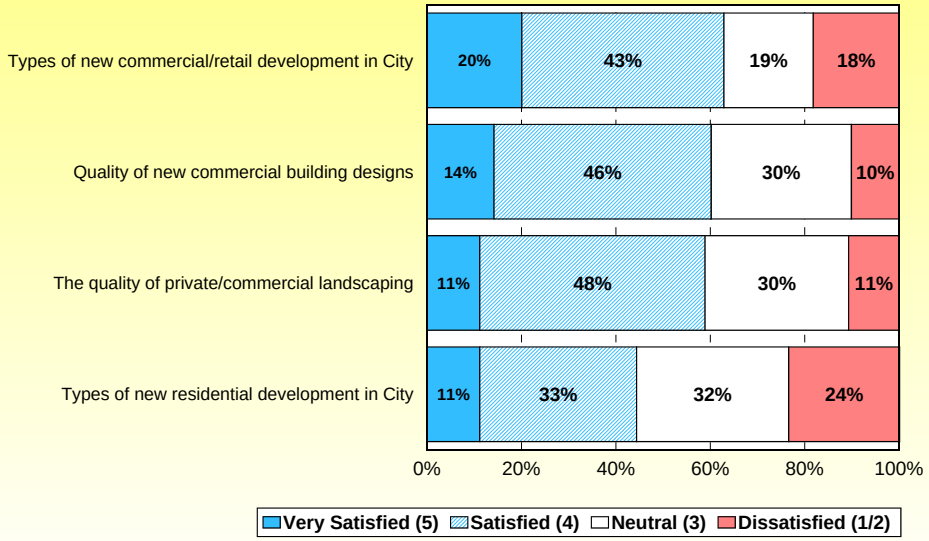
TrendData

Planning and Zoning

Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q.20 Satisfaction with Planning and Zoning

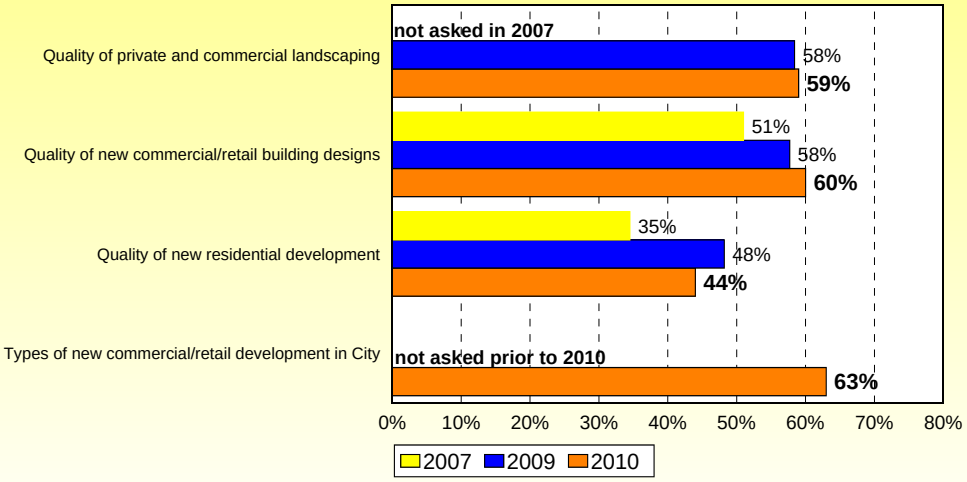
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

TRENDS: Satisfaction with Planning and Zoning 2007, 2009, and 2010

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

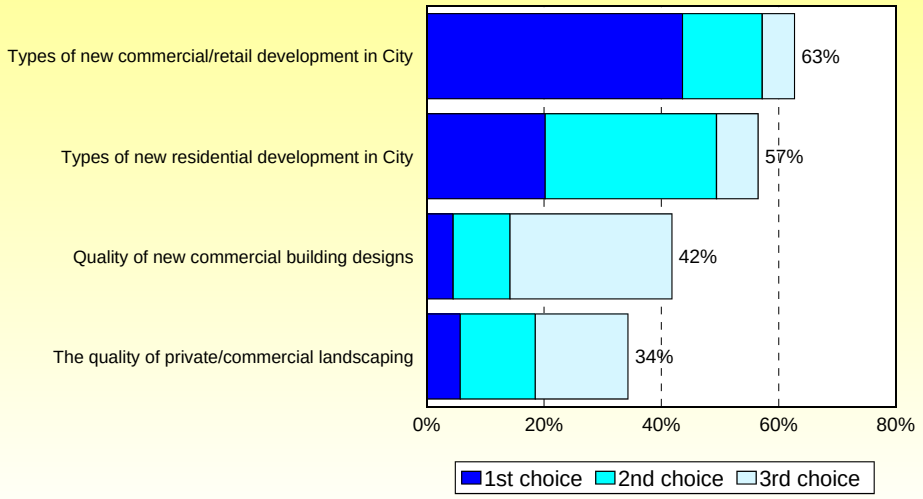


Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

TrendData

Q.21 Planning and Zoning Items That Should Receive the Most Emphasis Over the Next Two Years by Major Category

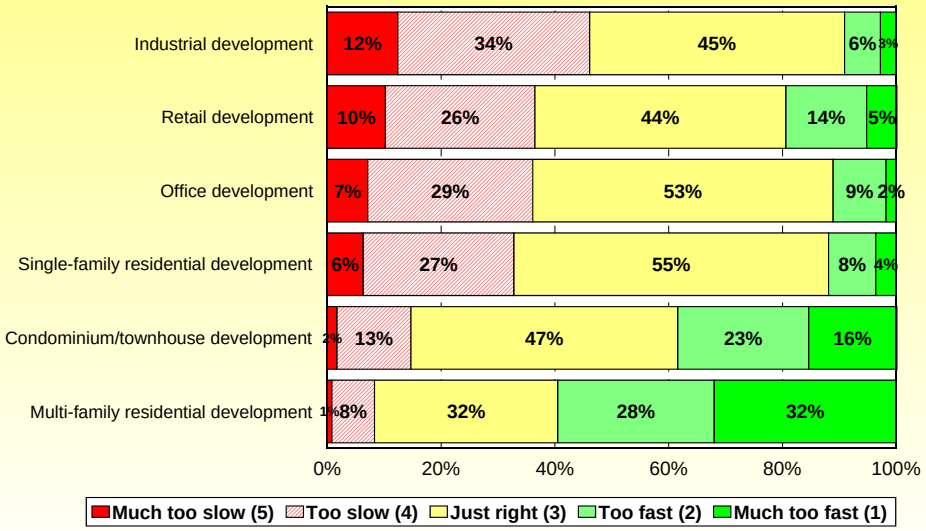
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q.22 Ratings of the City's Current Pace of Development in Various Areas

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



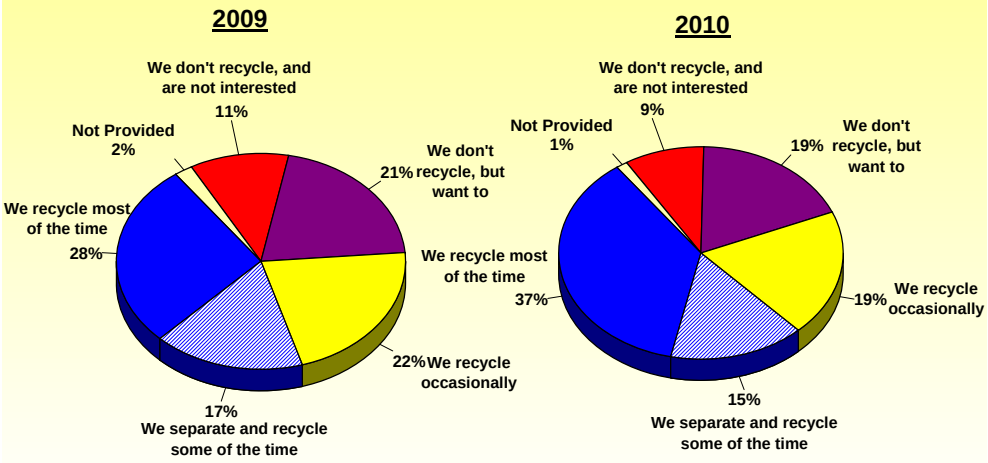
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Recycling

Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q23. How Much Emphasis Does Your Household Place on Recycling?

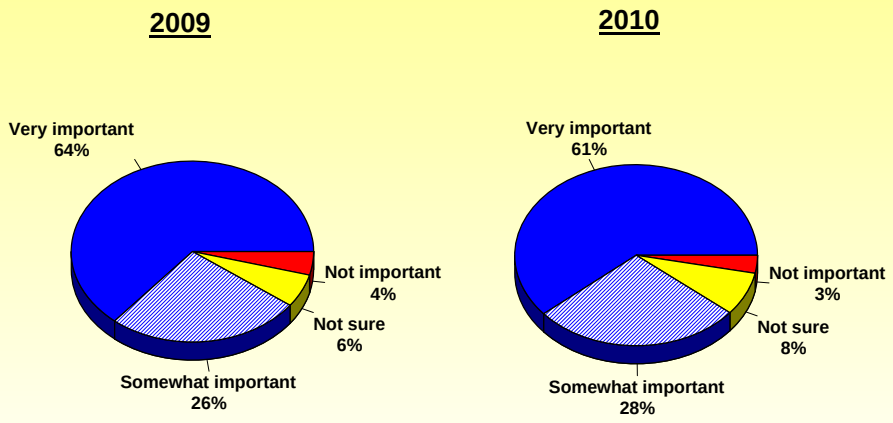
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q24. Overall, How Important Do You Think It Is To Recycle?

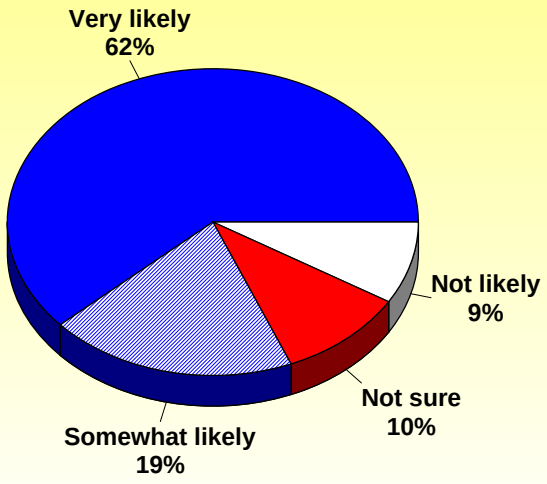
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q25. How Likely Are You to Recycle Using Special Bins at Your Curbside (If Available for Little or No Additional Cost)?

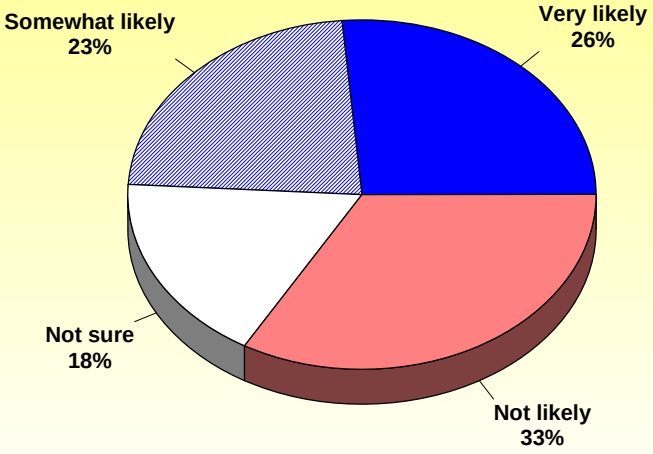
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q26. How Likely Are You to Recycle Using Special Bins at Your Curbside If the Program Costs $3-$5 Per Month?

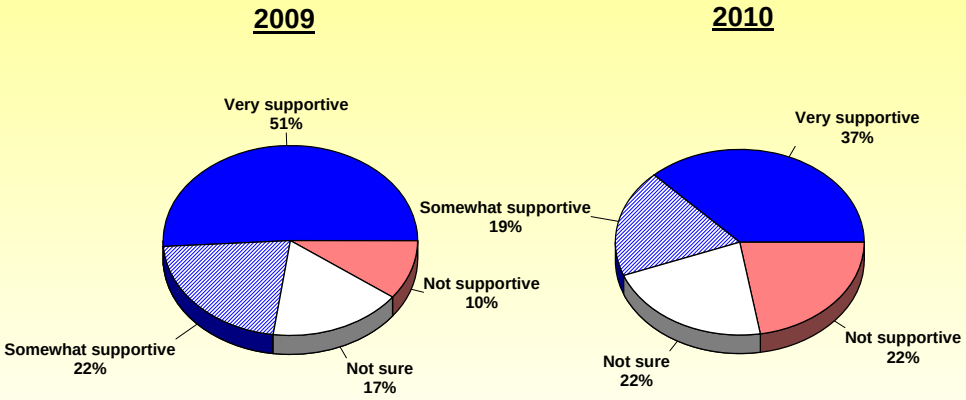
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q27. How Supportive Would You Be of Having Your City Coordinate Your Residential Trash and Recycling Services?

by percentage of respondents



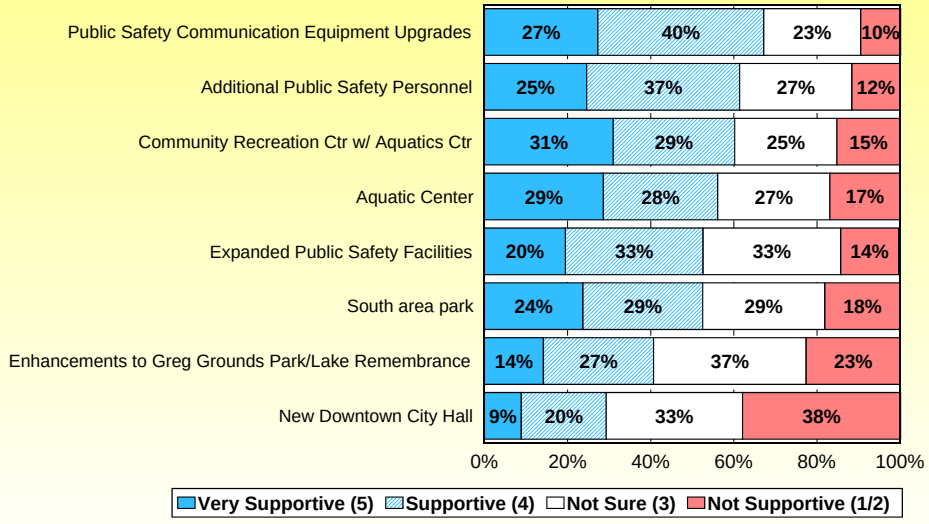
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Community Investments

Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q.28 Support for Various Projects That Are Being Considered By the City of Blue Springs

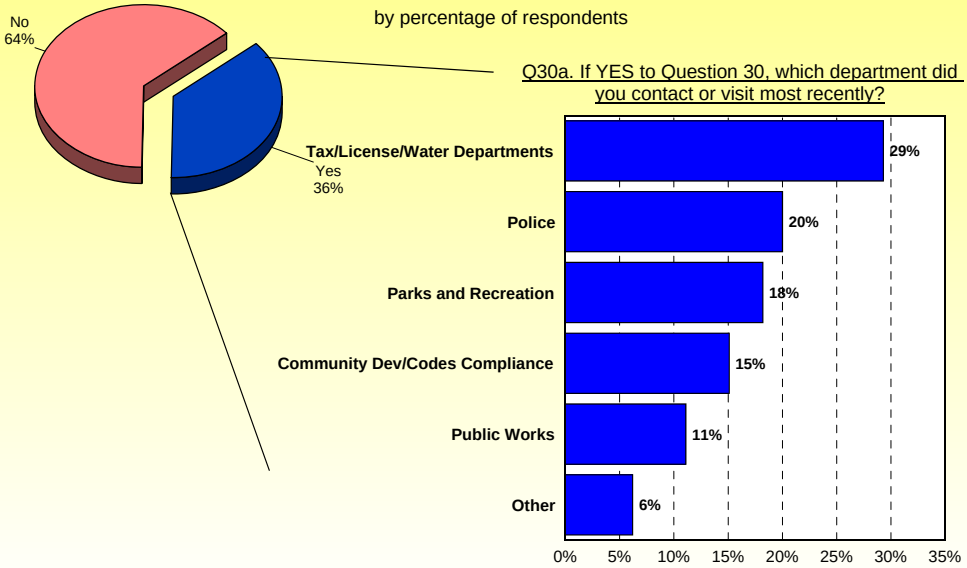
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q30. Have you been in contact with a city employee or visited Blue Springs City Hall concerning a question, problem, or complaint during the past year?

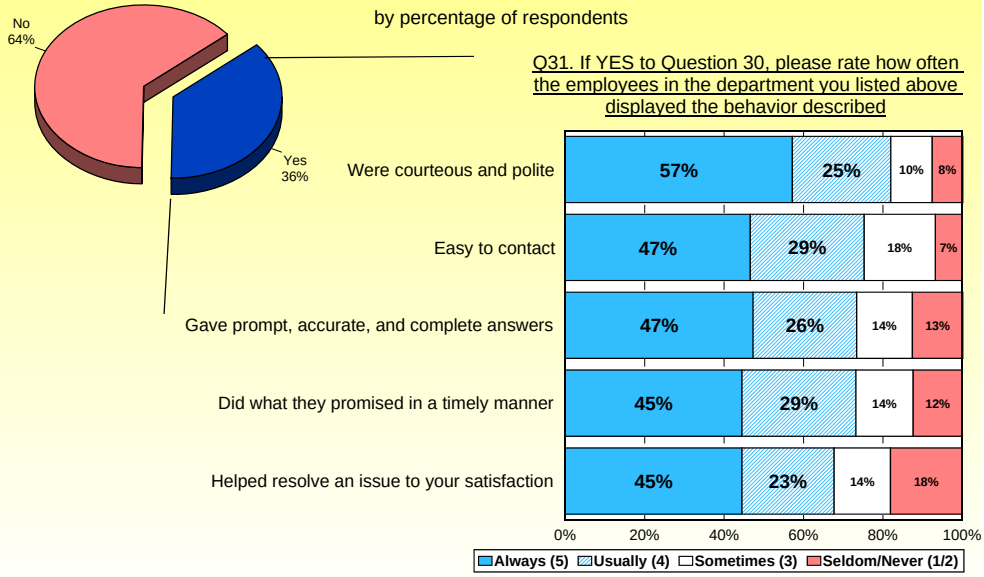
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q30. Have you been in contact with a city employee or visited Blue Springs City Hall concerning a question, problem, or complaint during the past year?

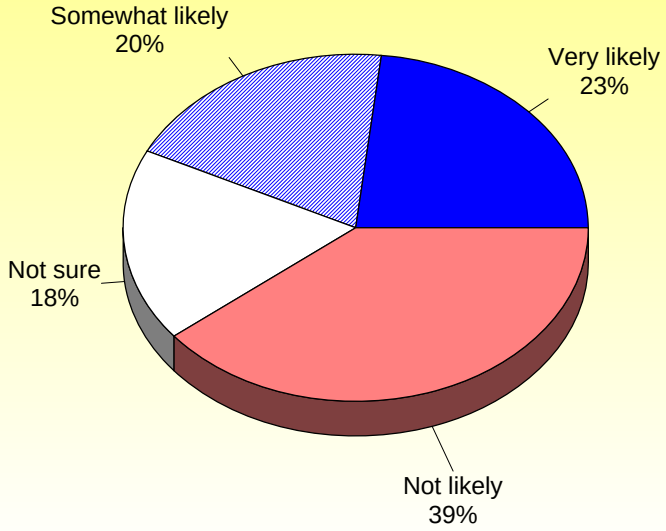
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q32. If You Had the Option to Receive Your City of Blue Springs Monthly Water and Sewer Utility Bill Electronically Rather Than a Standard Paper Bill, How Likely Would You Be to Participate?

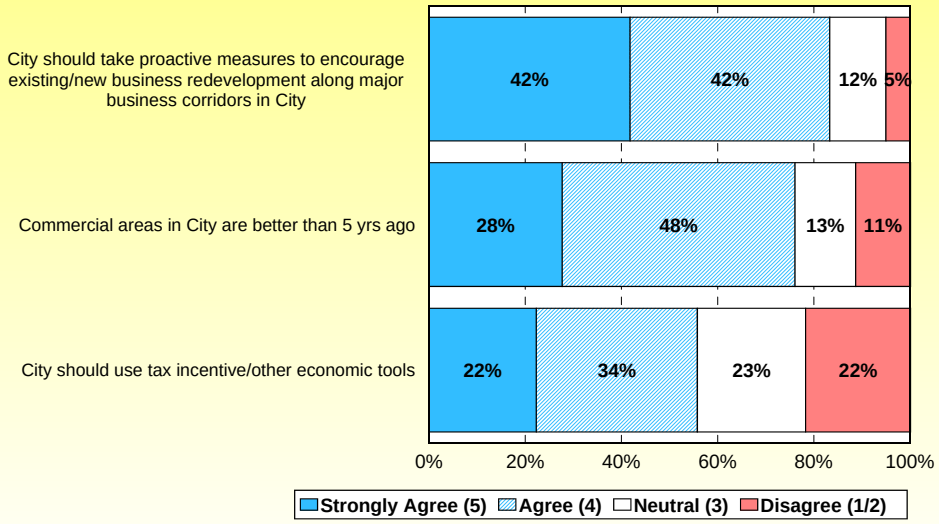
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q.33 Level Of Agreement With Statements

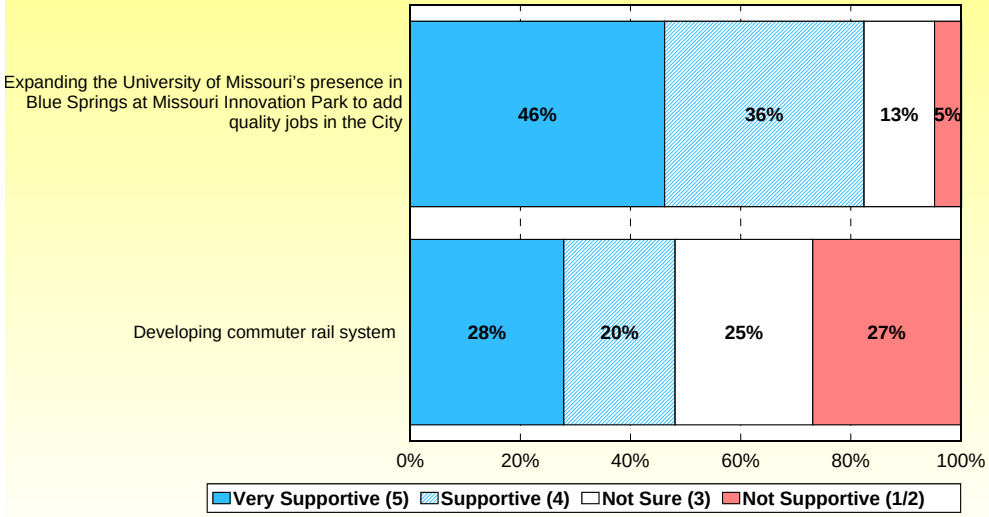
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q.34 Support for Various Policies and/or Issues Involving Quality of Life

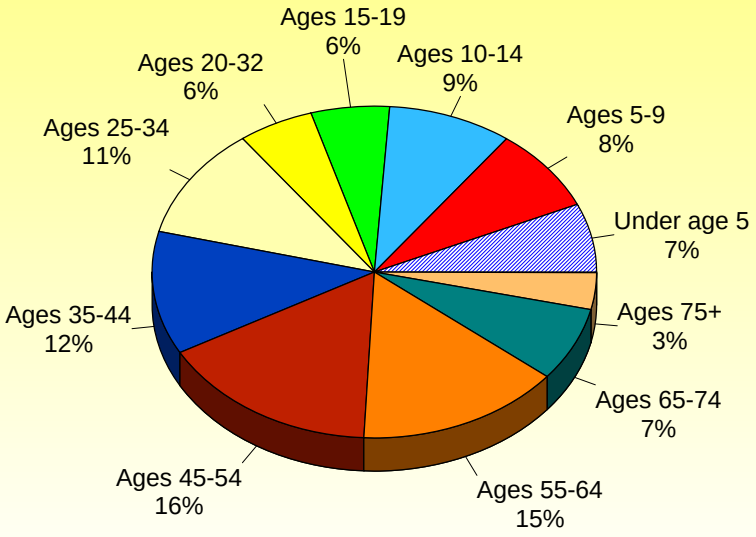
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q35. Ages of Household Members

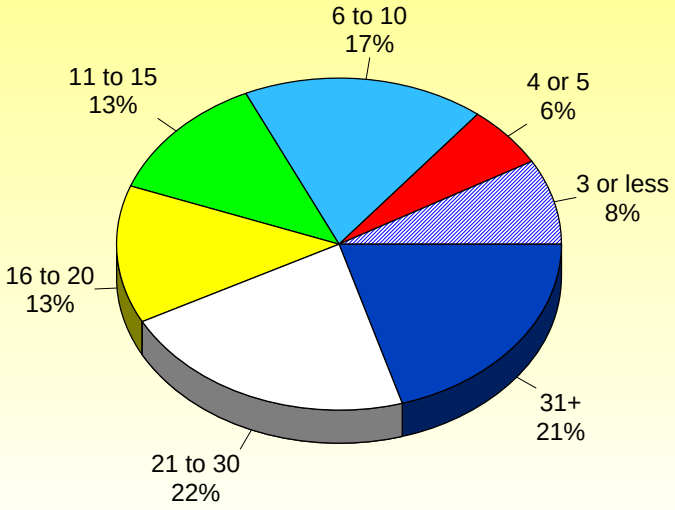
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

Q37. How Many Years Have You Lived in Blue Springs?

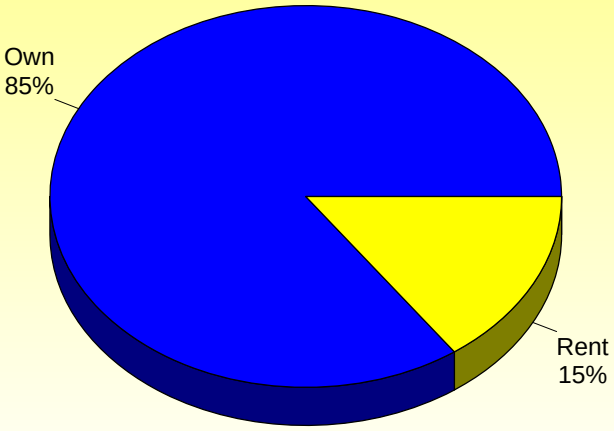
by percentage of respondents



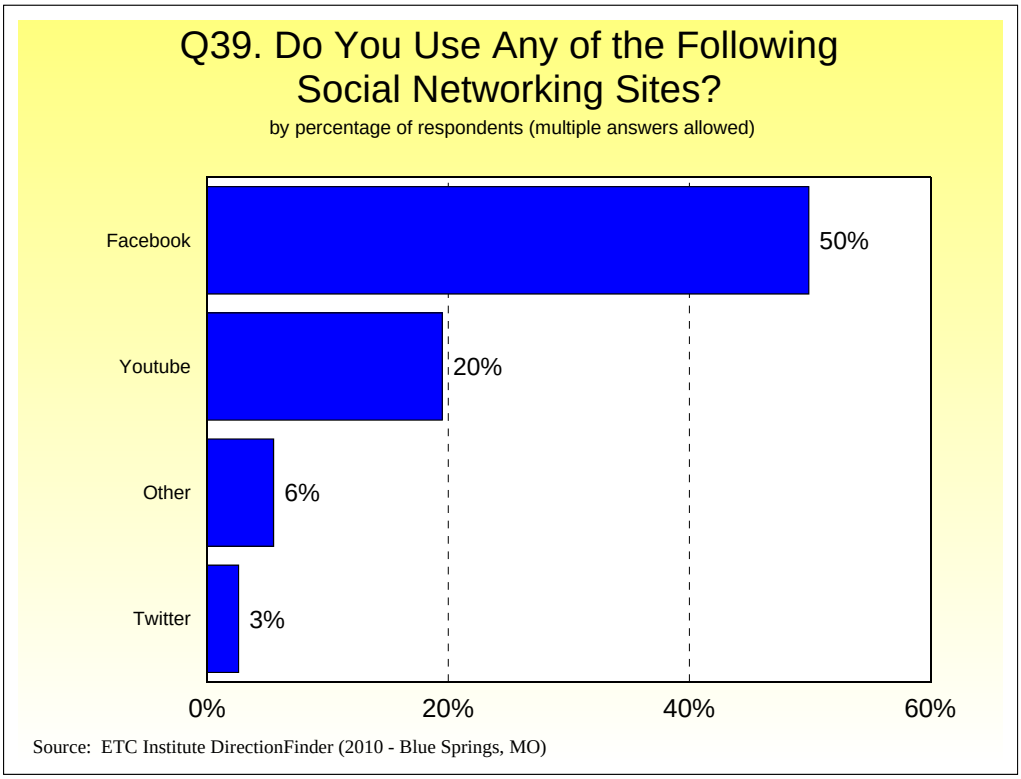
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)

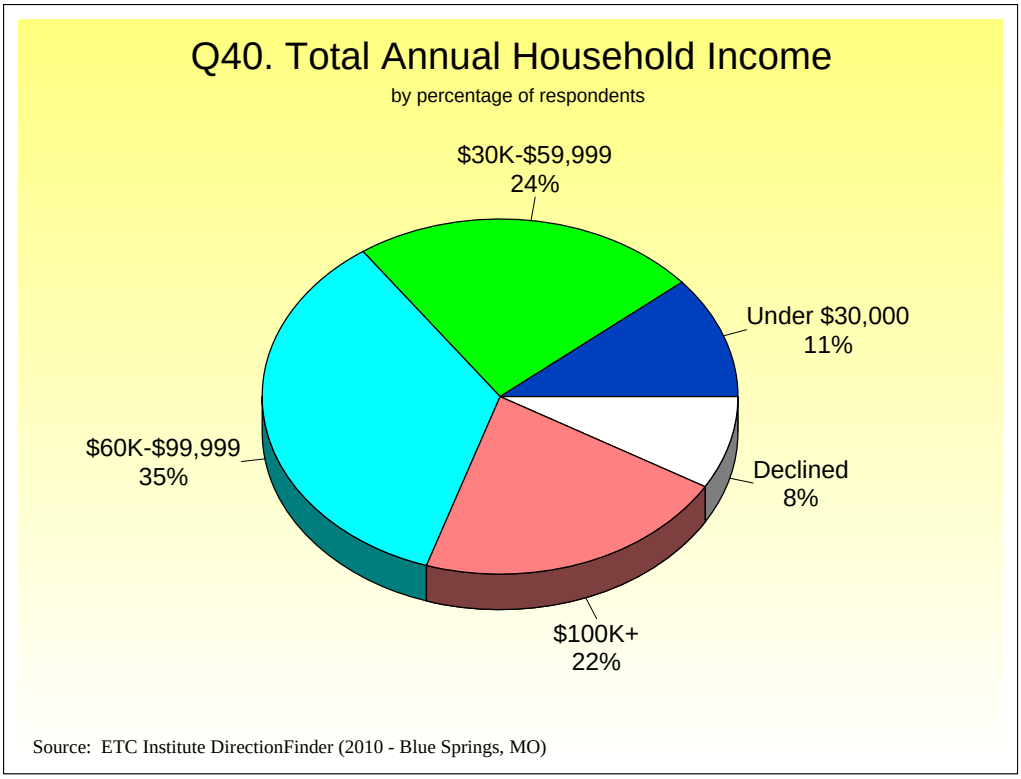
Q38. Do you own or rent your current residence?

by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)


Q39. Do You Use Any of the Following Social Networking Sites?
by percentage of respondents (multiple answers allowed)
Facebook
50%
Youtube
20%
Other
6%
Twitter
3%
0%
20%
40%
60%
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)


Q40. Total Annual Household Income
by percentage of respondents
$30K-$59,999
24%
Under $30,000
11%
Declined
8%
$100K+
22%
$60K-$99,999
35%
Source: ETC Institute DirectionFinder (2010 - Blue Springs, MO)