Section 5:
Tabular Data/ Survey Instrument

Q1. Major categories of services provided by 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."

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not Provided
Q1a. Quality of police services & protection	27.6%	48.0%	14.4%	4.5%	0.6%	4.8%
Q1b. Quality of fire & ambulance services	33.8%	42.2%	9.7%	0.6%	0.3%	13.4%
Q1c. Quality of City park facilities	31.2%	47.0%	13.7%	3.7%	1.0%	3.4%
Q1d. Quality of City recreation programs	23.7%	38.8%	21.5%	4.2%	1.1%	10.7%
Q1e. Maintenance of City streets & sidewalks	6.6%	33.0%	27.3%	24.9%	7.3%	1.0%
Q1f. Maintenance of city buildings & facilities	14.7%	48.3%	25.7%	4.4%	0.6%	6.3%
Q1g. Quality of City water & sewer utilities	19.5%	51.4%	18.7%	5.2%	2.3%	2.9%
Q1h. Enforcement of building & property maintenance	10.8%	34.9%	28.8%	13.2%	4.0%	8.2%
Q1i. Quality of customer service from City employees	20.4%	48.9%	19.5%	4.4%	1.8%	5.0%
Q1j. Effectiveness of City communication with public	15.7%	41.2%	28.8%	7.9%	2.3%	4.2%
Q1k. Effectiveness of community planning	10.2%	31.7%	30.9%	13.9%	5.8%	7.6%
Q1l. Quality of City's storm water runoff/storm water management system	11.8%	42.5%	25.5%	7.6%	3.2%	9.4%
Q1m. Flow of traffic & congestion management	6.6%	35.9%	26.7%	22.9%	6.3%	1.6%

Q1. Major categories of services provided by 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." (without "not provided")

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1a. Quality of police services & protection	29.0%	50.4%	15.1%	4.8%	0.7%
Q1b. Quality of fire & ambulance services	39.0%	48.7%	11.2%	0.7%	0.4%
Q1c. Quality of City park facilities	32.3%	48.7%	14.2%	3.8%	1.0%
Q1d. Quality of City recreation programs	26.6%	43.4%	24.1%	4.7%	1.3%
Q1e. Maintenance of City streets & sidewalks	6.7%	33.3%	27.6%	25.1%	7.3%
Q1f. Maintenance of city buildings & facilities	15.7%	51.6%	27.4%	4.7%	0.7%
Q1g. Quality of City water & sewer utilities	20.1%	52.9%	19.3%	5.3%	2.3%
Q1h. Enforcement of building & property maintenance	11.8%	38.0%	31.3%	14.4%	4.4%
Q1i. Quality of customer service from City employees	21.4%	51.5%	20.6%	4.6%	1.9%
Q1j. Effectiveness of City communication with public	16.4%	43.0%	30.0%	8.3%	2.4%
Q1k. Effectiveness of community planning	11.0%	34.3%	33.4%	15.0%	6.3%
Q1l. Quality of City's storm water runoff/ storm water management system	13.0%	46.9%	28.2%	8.4%	3.6%
Q1m. Flow of traffic & congestion management	6.7%	36.5%	27.1%	23.3%	6.4%

Q2. Which THREE of the items listed in Question #1 do you think should receive the most emphasis from City leaders over the next two years?

Q2. Top choice	Number	Percent
Police services & protection	97	15.7 %
Fire & ambulance services	14	2.3 %
City park facilities	15	2.4 %
City recreation programs	10	1.6 %
Maintenance of streets & sidewalks	166	26.8 %
Maintenance of buildings & facilities	5	0.8 %
City water & sewer utilities	18	2.9 %
Enforcement of building & property maintenance	27	4.4 %
Customer service from City employees	11	1.8 %
City communication with public	12	1.9 %
Community planning	51	8.2 %
Storm water runoff/storm water management	21	3.4 %
Flow of traffic & congestion management	144	23.3 %
No response	28	4.5 %
Total	619	100.0 %

Q2. Which THREE of the items listed in Question #1 do you think should receive the most emphasis from City leaders over the next two years?

Q2. 2nd choice	Number	Percent
Police services & protection	47	7.6 %
Fire & ambulance services	40	6.5 %
City park facilities	21	3.4 %
City recreation programs	12	1.9 %
Maintenance of streets & sidewalks	98	15.8 %
Maintenance of buildings & facilities	10	1.6 %
City water & sewer utilities	20	3.2 %
Enforcement of building & property maintenance	54	8.7 %
Customer service from City employees	12	1.9 %
City communication with public	26	4.2 %
Community planning	76	12.3 %
Storm water runoff/storm water management	31	5.0 %
Flow of traffic & congestion management	104	16.8 %
No response	68	11.0 %
Total	619	100.0 %

Q2. Which THREE of the items listed in Question #1 do you think should receive the most emphasis from City leaders over the next two years?

Q2. 3rd choice	Number	Percent
Police services & protection	33	5.3 %
Fire & ambulance services	17	2.7 %
City park facilities	29	4.7 %
City recreation programs	22	3.6 %
Maintenance of streets & sidewalks	90	14.5 %
Maintenance of buildings & facilities	8	1.3 %
City water & sewer utilities	26	4.2 %
Enforcement of building & property maintenance	47	7.6 %
Customer service from City employees	14	2.3 %
City communication with public	42	6.8 %
Community planning	55	8.9 %
Storm water runoff/storm water management	25	4.0 %
Flow of traffic & congestion management	85	13.7 %
No response	126	20.4 %
Total	619	100.0 %

Q2. Which THREE of the items listed in Question #1 do you think should receive the most emphasis from City leaders over the next two years? (top 3)

Q2. Sum of top three choices	Number	Percent
Police services & protection	177	28.6 %
Fire & ambulance services	71	11.5 %
City park facilities	65	10.5 %
City recreation programs	44	7.1 %
Maintenance of streets & sidewalks	354	57.2 %
Maintenance of buildings & facilities	23	3.7 %
City water & sewer utilities	64	10.3 %
Enforcement of building & property maintenance	128	20.7 %
Customer service from City employees	37	6.0 %
City communication with public	80	12.9 %
Community planning	182	29.4 %
Storm water runoff/storm water management	77	12.4 %
Flow of traffic & congestion management	333	53.8 %
No response	28	4.5 %
Total	1663	

Q3. The 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."

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not provided
Q3a. Value received for City tax dollars & fees	8.6%	43.9%	30.9%	10.5%	2.6%	3.6%
Q3b. Overall image of City	17.0%	49.1%	20.7%	10.2%	2.1%	1.0%
Q3c. How well City is managing growth	12.0%	35.2%	27.5%	18.9%	2.6%	3.9%
Q3d. How well City is planning for future growth	10.5%	27.0%	32.0%	16.8%	4.0%	9.7%
Q3e. Quality of life in City	21.6%	54.4%	17.0%	4.2%	1.1%	1.6%
Q3f. Quality of services provided by City	15.5%	54.8%	21.6%	5.0%	1.3%	1.8%

Q3. The 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." (without "not provided")

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3a. Value received for City tax dollars & fees	8.9%	45.6%	32.0%	10.9%	2.7%
Q3b. Overall image of City	17.1%	49.6%	20.9%	10.3%	2.1%
Q3c. How well City is managing growth	12.4%	36.6%	28.6%	19.7%	2.7%
Q3d. How well City is planning for future growth	11.6%	29.9%	35.4%	18.6%	4.5%
Q3e. Quality of life in City	22.0%	55.3%	17.2%	4.3%	1.1%
Q3f. Quality of services provided by City	15.8%	55.8%	22.0%	5.1%	1.3%

Q4. Please rate your satisfaction with each of the following items on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not provided
Q4a. Visibility of police in neighborhoods	16.3%	44.4%	20.8%	13.2%	3.1%	2.1%
Q4b. Visibility of police in retail areas	10.8%	39.1%	31.8%	12.3%	1.3%	4.7%
Q4c. City's overall efforts to prevent crime	12.3%	43.1%	27.6%	7.9%	1.9%	7.1%
Q4d. Enforcement of local traffic laws	12.6%	49.4%	22.6%	8.6%	2.3%	4.5%
Q4e. City police personnel respond to emergencies	18.1%	35.5%	16.3%	3.7%	1.5%	24.9%
Q4f. Quality of dispatch (9-1-1) services	19.5%	31.2%	14.9%	1.3%	0.6%	32.5%
Q4g. Ambulance service personnel respond to emergencies	18.6%	28.6%	12.9%	0.3%	0.5%	39.1%
Q4h. Quality of animal control	10.8%	31.5%	22.3%	11.0%	4.5%	19.9%
Q4i. City's efforts in Youth Outreach & DARE	19.1%	33.6%	18.3%	1.5%	0.8%	26.8%
Q4j. City's municipal court	7.9%	22.8%	22.6%	2.4%	0.3%	43.9%
Q4k. Competence of City police personnel	15.3%	43.8%	17.8%	4.0%	1.6%	17.4%
Q4l. Professionalism of City police personnel	19.4%	43.6%	16.8%	3.9%	1.5%	14.9%
Q4m. Police investigation of criminal offenses	12.9%	27.1%	17.1%	4.5%	3.9%	34.4%

Q4. Please rate your satisfaction with each of the following items on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "not provided")

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4a. Visibility of police in neighborhoods	16.7%	45.4%	21.3%	13.5%	3.1%
Q4b. Visibility of police in retail areas	11.4%	41.0%	33.4%	12.9%	1.4%
Q4c. City's overall efforts to prevent crime	13.2%	46.4%	29.7%	8.5%	2.1%
Q4d. Enforcement of local traffic laws	13.2%	51.8%	23.7%	9.0%	2.4%
Q4e. City police personnel respond to emergencies	24.1%	47.3%	21.7%	4.9%	1.9%
Q4f. Quality of dispatch (9-1-1) services	28.9%	46.2%	22.0%	1.9%	1.0%
Q4g. Ambulance service personnel respond to emergencies	30.5%	46.9%	21.2%	0.5%	0.8%
Q4h. Quality of animal control	13.5%	39.3%	27.8%	13.7%	5.6%
Q4i. City's efforts in Youth Outreach & DARE	26.0%	45.9%	24.9%	2.0%	1.1%
Q4j. City's municipal court	14.1%	40.6%	40.3%	4.3%	0.6%
Q4k. Competence of City police personnel	18.6%	53.0%	21.5%	4.9%	2.0%
Q4l. Professionalism of City police personnel	22.8%	51.2%	19.7%	4.6%	1.7%
Q4m. Police investigation of criminal offenses	19.7%	41.4%	26.1%	6.9%	5.9%

Q5. Which THREE of the public safety items listed in Question #4 do you think should receive the most emphasis from City leaders over the next two years?

Q5. Top choice	Number	Percent
Police in neighborhoods	152	24.6 %
Police in retail areas	41	6.6 %
City's efforts to prevent crime	103	16.6 %
Enforcement of traffic laws	41	6.6 %
Police respond to emergencies	36	5.8 %
Dispatch (9-1-1) services	17	2.7 %
Ambulance personnel respond to emergencies	8	1.3 %
Animal control	45	7.3 %
City's efforts in Youth Outreach & DARE	26	4.2 %
City's municipal court	3	0.5 %
Competence of police personnel	14	2.3 %
Professionalism of police personnel	11	1.8 %
Police investigation of criminal offenses	34	5.5 %
None chosen	88	14.2 %
Total	619	100.0 %

Q5. Which THREE of the public safety items listed in Question #4 do you think should receive the most emphasis from City leaders over the next two years?

Q5. 2nd choice	Number	Percent
Police in neighborhoods	67	10.8 %
Police in retail areas	88	14.2 %
City's efforts to prevent crime	77	12.4 %
Enforcement of traffic laws	29	4.7 %
Police respond to emergencies	39	6.3 %
Dispatch (9-1-1) services	16	2.6 %
Ambulance personnel respond to emergencies	24	3.9 %
Animal control	39	6.3 %
City's efforts in Youth Outreach & DARE	27	4.4 %
City's municipal court	6	1.0 %
Competence of police personnel	26	4.2 %
Professionalism of police personnel	16	2.6 %
Police investigation of criminal offenses	34	5.5 %
None chosen	131	21.2 %
Total	619	100.0 %

Q5. Which THREE of the public safety items listed in Question #4 do you think should receive the most emphasis from City leaders over the next two years?

Q5. 3rd choice	Number	Percent
Police in neighborhoods	50	8.1 %
Police in retail areas	43	6.9 %
City's efforts to prevent crime	79	12.8 %
Enforcement of traffic laws	34	5.5 %
Police respond to emergencies	30	4.8 %
Dispatch (9-1-1) services	20	3.2 %
Ambulance personnel respond to emergencies	26	4.2 %
Animal control	22	3.6 %
City's efforts in Youth Outreach & DARE	25	4.0 %
City's municipal court	9	1.5 %
Competence of police personnel	27	4.4 %
Professionalism of police personnel	23	3.7 %
Police investigation of criminal offenses	51	8.2 %
None chosen	180	29.1 %
Total	619	100.0 %

Q5. Which THREE of the public safety items listed in Question #4 do you think should receive the most emphasis from City leaders over the next two years? (top 3)

Q5. Sum of top three choices	Number	Percent
Police in neighborhoods	269	43.5 %
Police in retail areas	172	27.8 %
City's efforts to prevent crime	259	41.8 %
Enforcement of traffic laws	104	16.8 %
Police respond to emergencies	105	17.0 %
Dispatch (9-1-1) services	53	8.6 %
Ambulance personnel respond to emergencies	58	9.4 %
Animal control	106	17.1 %
City's efforts in Youth Outreach & DARE	78	12.6 %
City's municipal court	18	2.9 %
Competence of police personnel	67	10.8 %
Professionalism of police personnel	50	8.1 %
Police investigation of criminal offenses	119	19.2 %
None chosen	88	14.2 %
Total	1546	

0Q7. How safe do you feel when you are walking alone in your neighborhood at night?

Q7. Safe walking alone in neighborhood at night	Number	Percent
Very safe	213	34.4 %
Somewhat safe	300	48.5 %
Not safe	57	9.2 %
Not provided	49	7.9 %
Total	619	100.0 %

Q7. How safe do you feel when you are walking alone in your neighborhood at night? (without "not provided")

Q7. Safe walking alone in neighborhood at night	Number	Percent
Very safe	213	37.4 %
Somewhat safe	300	52.6 %
Not safe	57	10.0 %
Total	570	100.0 %

Q8. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not provided
Q8a. Availability of information about City programs & services	23.7%	48.3%	17.3%	4.2%	0.8%	5.7%
Q8b. City keeps you informed about local issues	18.3%	41.7%	25.0%	9.0%	1.6%	4.4%
Q8c. Quality of the Blue Springs Magazine	31.0%	46.5%	17.0%	1.0%	0.3%	4.2%
Q8d. User-friendliness of City's web page	16.8%	34.7%	19.1%	3.6%	0.6%	25.2%
Q8e. The Parks & Recreation Activities Guide	27.5%	47.8%	15.3%	1.0%	0.6%	7.8%
Q8f. Quality of programming on City's cable channel - CTV7	9.5%	22.1%	22.5%	3.1%	0.8%	42.0%

Q8. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "not provided")

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8a. Availability of information about City programs & services	25.2%	51.2%	18.3%	4.5%	0.9%
Q8b. City keeps you informed about local issues	19.1%	43.6%	26.2%	9.5%	1.7%
Q8c. Quality of the Blue Springs Magazine	32.4%	48.6%	17.7%	1.0%	0.3%
Q8d. User-friendliness of City's web page	22.5%	46.4%	25.5%	4.8%	0.9%
Q8e. The Parks & Recreation Activities Guide	29.8%	51.8%	16.6%	1.1%	0.7%
Q8f. Quality of programming on City's cable channel - CTV7	16.4%	38.2%	38.7%	5.3%	1.4%

Q9. How do you get your information about City events?

Q9. How do you get information	Number	Percent
Blue Springs Magazine	482	77.9 %
Website	188	30.4 %
Newspaper	309	49.9 %
TV	169	27.3 %
Mayor's letter	86	13.9 %
Other	109	17.6 %
None	18	2.9 %
Total	1361	

Q9a. Which TWO of the methods of communication do you prefer? (top 2)

Q9a. Sum of top two choices	Number	Percent
Blue Springs Magazine	384	62.0 %
Website	181	29.2 %
Newspaper	229	37.0 %
TV	139	22.5 %
Mayor's letter	66	10.7 %
Other	37	6.0 %
No response	72	11.6 %
Total	1108	

Q10. Please rate your satisfaction with each or the following items on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not provided
Q10a. Maintenance of major City streets	9.7%	40.6%	21.4%	19.3%	6.8%	2.3%
Q10b. Maintenance of streets in neighborhood	12.6%	41.0%	19.4%	15.5%	8.7%	2.7%
Q10c. Maintenance of sidewalks in City	7.1%	31.5%	28.1%	20.2%	6.9%	6.1%
Q10d. Maintenance of City traffic signals/street signs	15.8%	52.3%	21.0%	5.2%	1.9%	3.7%
Q10e. Maintenance & preservation of Downtown	12.1%	37.0%	29.1%	12.1%	3.7%	6.0%
Q10f. Maintenance of City buildings	12.6%	48.3%	25.5%	3.4%	0.8%	9.4%
Q10g. Snow removal on major City streets	25.2%	52.3%	10.5%	5.3%	2.7%	3.9%
Q10h. Snow removal on neighborhood streets	18.7%	42.5%	15.7%	14.4%	5.7%	3.1%
Q10i. Cleanliness of City streets & public areas	17.6%	52.2%	21.0%	5.0%	1.6%	2.6%
Q10j. Maintenance of storm water drainage system	12.1%	44.3%	21.0%	6.6%	2.7%	13.2%
Q10k. Maintenance of City's water & wastewater systems	12.4%	45.6%	21.6%	1.9%	1.5%	17.0%

Q10. Please rate your satisfaction with each or the following items on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "not provided")

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10a. Maintenance of major City streets	9.9%	41.6%	21.9%	19.7%	7.0%
Q10b. Maintenance of streets in neighborhood	13.0%	42.2%	19.9%	15.9%	9.0%
Q10c. Maintenance of sidewalks in City	7.6%	33.6%	29.9%	21.5%	7.4%
Q10d. Maintenance of City traffic signals/ street signs	16.4%	54.4%	21.8%	5.4%	2.0%
Q10e. Maintenance & preservation of Downtown	12.9%	39.3%	30.9%	12.9%	4.0%
Q10f. Maintenance of City buildings	13.9%	53.3%	28.2%	3.7%	0.9%
Q10g. Snow removal on major City streets	26.2%	54.5%	10.9%	5.5%	2.9%
Q10h. Snow removal on neighborhood streets	19.3%	43.8%	16.2%	14.8%	5.8%
Q10i. Cleanliness of City streets & public areas	18.1%	53.6%	21.6%	5.1%	1.7%
Q10j. Maintenance of storm water drainage system	14.0%	51.0%	24.2%	7.6%	3.2%
Q10k. Maintenance of City's water & wastewater systems	15.0%	54.9%	26.1%	2.3%	1.8%

Q11. Which THREE of the maintenance items listed in Question #10 do you think should receive the most emphasis from City leaders over the next two years?

Q11. Top choice	Number	Percent
Maintenance of major City streets	196	31.7 %
Maintenance of neighborhood streets	86	13.9 %
Maintenance of sidewalks in City	67	10.8 %
Maintenance of City traffic signals/street signs	14	2.3 %
Maintenance & preservation of Downtown	37	6.0 %
Maintenance of City buildings	3	0.5 %
Snow removal on major City streets	30	4.8 %
Snow removal on neighborhood streets	55	8.9 %
Cleanliness of City streets & public areas	15	2.4 %
Maintenance of storm water drainage system	36	5.8 %
Maintenance of water & wastewater systems	16	2.6 %
No response	64	10.3 %
Total	619	100.0 %

Q11. Which THREE of the maintenance items listed in Question #10 do you think should receive the most emphasis from City leaders over the next two years?

Q11. 2nd choice	Number	Percent
Maintenance of major City streets	64	10.3 %
Maintenance of neighborhood streets	110	17.8 %
Maintenance of sidewalks in City	66	10.7 %
Maintenance of City traffic signals/street signs	29	4.7 %
Maintenance & preservation of Downtown	51	8.2 %
Maintenance of City buildings	8	1.3 %
Snow removal on major City streets	44	7.1 %
Snow removal on neighborhood streets	67	10.8 %
Cleanliness of City streets & public areas	33	5.3 %
Maintenance of storm water drainage system	31	5.0 %
Maintenance of water & wastewater systems	17	2.7 %
No response	99	16.0 %
Total	619	100.0 %

Q11. Which THREE of the maintenance items listed in Question #10 do you think should receive the most emphasis from City leaders over the next two years?

Q11. 3rd choice	Number	Percent
Maintenance of major City streets	51	8.2 %
Maintenance of neighborhood streets	48	7.8 %
Maintenance of sidewalks in City	57	9.2 %
Maintenance of City traffic signals/street signs	28	4.5 %
Maintenance & preservation of Downtown	47	7.6 %
Maintenance of City buildings	11	1.8 %
Snow removal on major City streets	34	5.5 %
Snow removal on neighborhood streets	69	11.1 %
Cleanliness of City streets & public areas	45	7.3 %
Maintenance of storm water drainage system	27	4.4 %
Maintenance of water & wastewater systems	32	5.2 %
No response	170	27.5 %
Total	619	100.0 %

Q11. Which THREE of the maintenance items listed in Question #10 do you think should receive the most emphasis from City leaders over the next two years? (top 3)

Q11. Sum of top three choices	Number	Percent
Maintenance of major City streets	311	50.2 %
Maintenance of neighborhood streets	244	39.4 %
Maintenance of sidewalks in City	190	30.7 %
Maintenance of City traffic signals/street signs	71	11.5 %
Maintenance & preservation of Downtown	135	21.8 %
Maintenance of City buildings	22	3.6 %
Snow removal on major City streets	108	17.4 %
Snow removal on neighborhood streets	191	30.9 %
Cleanliness of City streets & public areas	93	15.0 %
Maintenance of storm water drainage system	94	15.2 %
Maintenance of water & wastewater systems	65	10.5 %
No response	64	10.3 %
Total	1588	

Q12. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Nor provided
Q12a. Maintenance of City parks & park equipment	19.7%	51.4%	14.5%	4.4%	1.0%	9.0%
Q12b. Availability of walking & biking trails	23.9%	41.5%	16.3%	7.3%	1.1%	9.9%
Q12c. Number of City parks	28.1%	48.3%	13.6%	3.6%	0.6%	5.8%
Q12d. Current condition & appearance of Centennial Swimming Pool Complex	10.7%	25.4%	20.0%	5.0%	2.3%	36.7%
Q12e. Quality/Playability of Adams Pointe Golf Course	9.7%	17.0%	14.1%	2.1%	1.1%	56.1%
Q12f. Hidden Valley Sports Complex	18.9%	31.3%	13.4%	2.4%	0.3%	33.6%
Q12g. Athletic fields other than at Hidden Valley	12.0%	27.0%	17.3%	3.7%	1.0%	39.1%
Q12h. City's youth athletic programs	13.7%	30.5%	15.3%	2.6%	0.8%	37.0%
Q12i. Vesper Hall/50+ programs	14.9%	24.6%	15.3%	1.1%	0.2%	43.9%
Q12j. Performing arts programs	9.9%	22.6%	20.2%	1.6%	0.5%	45.2%
Q12k. Public art throughout the City	9.7%	27.1%	27.6%	8.2%	3.1%	24.2%
Q12l. Concession operations at City parks	7.3%	20.4%	22.0%	4.8%	0.8%	44.7%

Q12. Please rate your satisfaction with each of the following items on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "not provided")

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12a. Maintenance of City parks & park equipment	21.7%	56.5%	16.0%	4.8%	1.1%
Q12b. Availability of walking & biking trails	26.5%	46.1%	18.1%	8.1%	1.3%
Q12c. Number of City parks	29.8%	51.3%	14.4%	3.8%	0.7%
Q12d. Current condition & appearance of Centennial Swimming Pool Complex	16.8%	40.1%	31.6%	7.9%	3.6%
Q12e. Quality/Playability of Adams Pointe Golf Course	22.1%	38.6%	32.0%	4.8%	2.6%
Q12f. Hidden Valley Sports Complex	28.5%	47.2%	20.2%	3.6%	0.5%
Q12g. Athletic fields other than at Hidden Valley	19.6%	44.3%	28.4%	6.1%	1.6%
Q12h. City's youth athletic programs	21.8%	48.5%	24.4%	4.1%	1.3%
Q12i. Vesper Hall/50+ programs	26.5%	43.8%	27.4%	2.0%	0.3%
Q12j. Performing arts programs	18.0%	41.3%	36.9%	2.9%	0.9%
Q12k. Public art throughout the City	12.8%	35.8%	36.5%	10.9%	4.1%
Q12l. Concession operations at City parks	13.2%	36.8%	39.8%	8.8%	1.5%

Q13. Which THREE of the parks and recreation items listed in Question #12 do you think should receive the most emphasis from City leaders over the next two years?

Q13. Top choice	Number	Percent
Maintenance of parks & equipment	150	24.2 %
Walking & biking trails	86	13.9 %
Number of parks	22	3.6 %
Condition of Centennial Swimming Pool Complex	51	8.2 %
Adams Pointe Golf Course	5	0.8 %
Hidden Valley Sports Complex	21	3.4 %
Athletic fields other than at Hidden Valley	18	2.9 %
Youth athletic programs	23	3.7 %
Vesper Hall/50+ programs	20	3.2 %
Performing arts programs	6	1.0 %
Public art throughout City	21	3.4 %
Concession operations at parks	8	1.3 %
No response	188	30.4 %
Total	619	100.0 %

Q13. Which THREE of the parks and recreation items listed in Question #12 do you think should receive the most emphasis from City leaders over the next two years?

Q13. 2nd choice	Number	Percent
Maintenance of parks & equipment	65	10.5 %
Walking & biking trails	71	11.5 %
Number of parks	28	4.5 %
Condition of Centennial Swimming Pool Complex	49	7.9 %
Adams Pointe Golf Course	10	1.6 %
Hidden Valley Sports Complex	18	2.9 %
Athletic fields other than at Hidden Valley	15	2.4 %
Youth athletic programs	51	8.2 %
Vesper Hall/50+ programs	22	3.6 %
Performing arts programs	17	2.7 %
Public art throughout City	12	1.9 %
Concession operations at parks	15	2.4 %
No response	246	39.7 %
Total	619	100.0 %

Q13. Which THREE of the parks and recreation items listed in Question #12 do you think should receive the most emphasis from City leaders over the next two years?

Q13. 3rd choice	Number	Percent
Maintenance of parks & equipment	36	5.8 %
Walking & biking trails	36	5.8 %
Number of parks	33	5.3 %
Condition of Centennial Swimming Pool Complex	33	5.3 %
Adams Pointe Golf Course	5	0.8 %
Hidden Valley Sports Complex	25	4.0 %
Athletic fields other than at Hidden Valley	19	3.1 %
Youth athletic programs	49	7.9 %
Vesper Hall/50+ programs	26	4.2 %
Performing arts programs	25	4.0 %
Public art throughout City	22	3.6 %
Concession operations at parks	21	3.4 %
No response	289	46.7 %
Total	619	100.0 %

Q13. Which THREE of the parks and recreation items listed in Question #12 do you think should receive the most emphasis from City leaders over the next two years? (top 3)

Q13. Sum of top three choices	Number	Percent
Maintenance of parks & equipment	251	40.5 %
Walking & biking trails	193	31.2 %
Number of parks	83	13.4 %
Condition of Centennial Swimming Pool Complex	133	21.5 %
Adams Pointe Golf Course	20	3.2 %
Hidden Valley Sports Complex	64	10.3 %
Athletic fields other than at Hidden Valley	52	8.4 %
Youth athletic programs	123	19.9 %
Vesper Hall/50+ programs	68	11.0 %
Performing arts programs	48	7.8 %
Public art throughout City	55	8.9 %
Concession operations at parks	44	7.1 %
No response	188	30.4 %
Total	1322	

Q14. Please rate your satisfaction with each of the following items on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not provided
Q14a. Availability of bicycle lanes	12.4%	31.2%	28.9%	11.0%	2.4%	14.1%
Q14b. Availability of pedestrian walkways in commercial areas	8.7%	39.9%	26.0%	12.9%	2.1%	10.3%
Q14c. Availability of pedestrian walkways in neighborhood	11.6%	48.1%	17.1%	14.5%	5.0%	3.6%
Q14d. Availability of bus transportation to get residents to & from work	5.0%	17.0%	23.4%	10.8%	5.8%	38.0%
Q14e. Traffic safety on Highway 7	7.9%	37.2%	30.2%	17.4%	3.2%	4.0%
Q14f. Traffic safety on Woods Chapel Road	5.3%	28.8%	29.9%	21.5%	6.8%	7.8%
Q14g. Traffic safety on Highway 40	7.6%	42.8%	30.4%	10.3%	2.9%	6.0%
Q14h. Traffic flow on Highway 7 during rush hours	4.2%	21.2%	21.0%	34.6%	13.6%	5.5%
Q14i. Traffic flow on Highway 7 at non-peak times	10.7%	45.1%	26.0%	10.8%	3.6%	3.9%
Q14j. Traffic flow on Woods Chapel Road during rush hours	3.9%	18.1%	22.8%	25.8%	13.6%	15.8%
Q14k. Traffic flow on Woods Chapel Road at non-peak times	8.7%	35.2%	27.9%	12.1%	5.2%	10.8%
Q14l. Traffic flow on Highway 40 during rush hours	5.8%	37.8%	26.8%	16.3%	4.5%	8.7%
Q14m. Traffic flow on Highway 40 at non-peak times	12.9%	46.8%	26.5%	5.5%	1.6%	6.6%

Q14. Please rate your satisfaction with each of the following items on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "not provided")

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14a. Availability of bicycle lanes	14.5%	36.3%	33.6%	12.8%	2.8%
Q14b. Availability of pedestrian walkways in commercial areas	9.7%	44.5%	29.0%	14.4%	2.3%
Q14c. Availability of pedestrian walkways in neighborhood	12.1%	49.9%	17.8%	15.1%	5.2%
Q14d. Availability of bus transportation to get residents to & from work	8.1%	27.3%	37.8%	17.4%	9.4%
Q14e. Traffic safety on Highway 7	8.2%	38.7%	31.5%	18.2%	3.4%
Q14f. Traffic safety on Woods Chapel Road	5.8%	31.2%	32.4%	23.3%	7.4%
Q14g. Traffic safety on Highway 40	8.1%	45.5%	32.3%	11.0%	3.1%
Q14h. Traffic flow on Highway 7 during rush hours	4.4%	22.4%	22.2%	36.6%	14.4%
Q14i. Traffic flow on Highway 7 at non-peak times	11.1%	46.9%	27.1%	11.3%	3.7%
Q14j. Traffic flow on Woods Chapel Road during rush hours	4.6%	21.5%	27.1%	30.7%	16.1%
Q14k. Traffic flow on Woods Chapel Road at non-peak times	9.8%	39.5%	31.3%	13.6%	5.8%
Q14l. Traffic flow on Highway 40 during rush hours	6.4%	41.4%	29.4%	17.9%	5.0%
Q14m. Traffic flow on Highway 40 at non-peak times	13.8%	50.2%	28.4%	5.9%	1.7%

Q15. Which THREE of the transportation items listed in Question #14 do you think should receive the most emphasis from City leaders over the next two years?

Q15. Top choice	Number	Percent
Bicycle lanes	45	7.3 %
Pedestrian walkways in commercial areas	32	5.2 %
Pedestrian walkways in neighborhood	32	5.2 %
Bus transportation	38	6.1 %
Traffic safety on Highway 7	93	15.0 %
Traffic safety on Woods Chapel	50	8.1 %
Traffic safety on Highway 40	9	1.5 %
Traffic flow on Highway 7 during rush hours	151	24.4 %
Traffic flow on Highway 7 at non-peak times	5	0.8 %
Traffic flow on Woods Chapel during rush hours	65	10.5 %
Traffic flow on Woods Chapel at non-peak times	2	0.3 %
Traffic flow on Highway 40 during rush hours	19	3.1 %
Traffic flow on Highway 40 at non-peak times	1	0.2 %
No response	77	12.4 %
Total	619	100.0 %

Q15. Which THREE of the transportation items listed in Question #14 do you think should receive the most emphasis from City leaders over the next two years?

Q15. 2nd choice	Number	Percent
Bicycle lanes	15	2.4 %
Pedestrian walkways in commercial areas	24	3.9 %
Pedestrian walkways in neighborhood	29	4.7 %
Bus transportation	23	3.7 %
Traffic safety on Highway 7	47	7.6 %
Traffic safety on Woods Chapel	39	6.3 %
Traffic safety on Highway 40	29	4.7 %
Traffic flow on Highway 7 during rush hours	97	15.7 %
Traffic flow on Highway 7 at non-peak times	47	7.6 %
Traffic flow on Woods Chapel during rush hours	92	14.9 %
Traffic flow on Woods Chapel at non-peak times	27	4.4 %
Traffic flow on Highway 40 during rush hours	30	4.8 %
Traffic flow on Highway 40 at non-peak times	5	0.8 %
No response	115	18.6 %
Total	619	100.0 %

Q15. Which THREE of the transportation items listed in Question #14 do you think should receive the most emphasis from City leaders over the next two years?

Q15. 3rd choice	Number	Percent
Bicycle lanes	17	2.7 %
Pedestrian walkways in commercial areas	19	3.1 %
Pedestrian walkways in neighborhood	27	4.4 %
Bus transportation	31	5.0 %
Traffic safety on Highway 7	39	6.3 %
Traffic safety on Woods Chapel	36	5.8 %
Traffic safety on Highway 40	30	4.8 %
Traffic flow on Highway 7 during rush hours	56	9.0 %
Traffic flow on Highway 7 at non-peak times	27	4.4 %
Traffic flow on Woods Chapel during rush hours	53	8.6 %
Traffic flow on Woods Chapel at non-peak times	27	4.4 %
Traffic flow on Highway 40 during rush hours	79	12.8 %
Traffic flow on Highway 40 at non-peak times	9	1.5 %
No response	169	27.3 %
Total	619	100.0 %

Q15. Which THREE of the transportation items listed in Question #14 do you think should receive the most emphasis from City leaders over the next two years? (top 3)

Q15. Sum of top three choices	Number	Percent
Bicycle lanes	77	12.4 %
Pedestrian walkways in commercial areas	75	12.1 %
Pedestrian walkways in neighborhood	88	14.2 %
Bus transportation	92	14.9 %
Traffic safety on Highway 7	179	28.9 %
Traffic safety on Woods Chapel	125	20.2 %
Traffic safety on Highway 40	68	11.0 %
Traffic flow on Highway 7 during rush hours	304	49.1 %
Traffic flow on Highway 7 at non-peak times	79	12.8 %
Traffic flow on Woods Chapel during rush hours	210	33.9 %
Traffic flow on Woods Chapel at non-peak times	56	9.0 %
Traffic flow on Highway 40 during rush hours	128	20.7 %
Traffic flow on Highway 40 at non-peak times	15	2.4 %
No response	77	12.4 %
Total	1573	

Q16. Using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree," please indicate how strongly you agree with each of the following statements:

(N=619)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not provided
Q16a. Local government leaders seek out my views & listen to what I have to say	4.8%	20.7%	25.8%	19.7%	10.8%	18.1%
Q16b. Regional leaders seek input from Blue Springs residents & listen to what they have to say	4.5%	18.4%	26.8%	19.1%	9.4%	21.8%

Q16. Using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree," please indicate how strongly you agree with each of the following statements: (without "not provided")

(N=619)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q16a. Local government leaders seek out my views & listen to what I have to say	5.9%	25.2%	31.6%	24.1%	13.2%
Q16b. Regional leaders seek input from Blue Springs residents & listen to what they have to say	5.8%	23.6%	34.3%	24.4%	12.0%

Q17. Please rate your satisfaction with each of the following items on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not provided
Q17a. Clean up of litter & debris	8.7%	36.2%	28.6%	14.2%	4.4%	7.9%
Q17b. Mowing & trimming of grass & weeds on private & public property	7.9%	30.5%	25.0%	20.7%	8.9%	6.9%
Q17c. Maintenance of residential property in neighborhood	8.7%	31.5%	25.4%	18.4%	9.2%	6.8%
Q17d. Maintenance of business property	8.4%	34.9%	31.8%	11.1%	2.6%	11.1%
Q17e. Sign regulations	9.4%	36.0%	28.1%	8.4%	3.2%	14.9%
Q17f. Appearance of City	12.4%	48.3%	25.5%	8.6%	1.5%	3.7%

Q17. Please rate your satisfaction with each of the following items on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17a. Clean up of litter & debris	9.5%	39.3%	31.1%	15.4%	4.7%
Q17b. Mowing & trimming of grass & weeds on private & public property	8.5%	32.8%	26.9%	22.2%	9.5%
Q17c. Maintenance of residential property in neighborhood	9.4%	33.8%	27.2%	19.8%	9.9%
Q17d. Maintenance of business property	9.5%	39.3%	35.8%	12.5%	2.9%
Q17e. Sign regulations	11.0%	42.3%	33.0%	9.9%	3.8%
Q17f. Appearance of City	12.9%	50.2%	26.5%	8.9%	1.5%

Q18. Which THREE of the code enforcement items listed in Question #17 do you think should receive the most emphasis from City leaders over the next two years?

Q18. Top choice	Number	Percent
Clean up of litter & debris	126	20.4 %
Mowing & trimming on private & public property	113	18.3 %
Maintenance of residential property	104	16.8 %
Maintenance of business property	44	7.1 %
Sign regulations	30	4.8 %
Appearance of City	87	14.1 %
No response	115	18.6 %
Total	619	100.0 %

Q18. Which THREE of the code enforcement items listed in Question #17 do you think should receive the most emphasis from City leaders over the next two years?

Q18. 2nd choice	Number	Percent
Clean up of litter & debris	77	12.4 %
Mowing & trimming on private & public property	146	23.6 %
Maintenance of residential property	84	13.6 %
Maintenance of business property	79	12.8 %
Sign regulations	35	5.7 %
Appearance of City	43	6.9 %
No response	155	25.0 %
Total	619	100.0 %

Q18. Which THREE of the code enforcement items listed in Question #17 do you think should receive the most emphasis from City leaders over the next two years?

Q18. 3rd choice	Number	Percent
Clean up of litter & debris	84	13.6 %
Mowing & trimming on private & public property	57	9.2 %
Maintenance of residential property	72	11.6 %
Maintenance of business property	70	11.3 %
Sign regulations	33	5.3 %
Appearance of City	96	15.5 %
No response	207	33.4 %
Total	619	100.0 %

Q18. Which THREE of the code enforcement items listed in Question #17 do you think should receive the most emphasis from City leaders over the next two years? (top 3)

Q18. Sum of top three choices	Number	Percent
Clean up of litter & debris	287	46.4 %
Mowing & trimming on private & public property	316	51.1 %
Maintenance of residential property	260	42.0 %
Maintenance of business property	193	31.2 %
Sign regulations	98	15.8 %
Appearance of City	226	36.5 %
No response	115	18.6 %
Total	1495	

Q19. Please rate your satisfaction with each following items on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not provided
Q19a. Quality of leadership of elected officials	8.1%	38.3%	29.7%	7.1%	2.9%	13.9%
Q19b. Effectiveness of appointed boards & commissions	6.6%	31.3%	33.4%	7.9%	1.8%	18.9%
Q19c. Effectiveness of City Administrator & professional staff	8.4%	35.4%	31.3%	4.8%	1.9%	18.1%

Q19. Please rate your satisfaction with each following items on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "not provided")

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19a. Quality of leadership of elected officials	9.4%	44.5%	34.5%	8.3%	3.4%
Q19b. Effectiveness of appointed boards & commissions	8.2%	38.6%	41.2%	9.8%	2.2%
Q19c. Effectiveness of City Administrator & professional staff	10.3%	43.2%	38.3%	5.9%	2.4%

Q20. Please rate your satisfaction with each following items on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not provided
Q20a. Types of new commercial & retail development	19.1%	40.5%	17.9%	12.4%	4.8%	5.2%
Q20b. Types of new residential development	10.3%	30.7%	29.7%	15.0%	6.6%	7.6%
Q20c. Quality of private & commercial landscaping	10.5%	44.6%	28.4%	7.8%	2.3%	6.5%
Q20d. Quality of new commercial building designs	13.2%	42.8%	27.6%	7.3%	2.1%	6.9%

Q20. Please rate your satisfaction with each following items on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "not provided")

(N=619)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20a. Types of new commercial & retail development	20.1%	42.8%	18.9%	13.1%	5.1%
Q20b. Types of new residential development	11.2%	33.2%	32.2%	16.3%	7.2%
Q20c. Quality of private & commercial landscaping	11.2%	47.7%	30.4%	8.3%	2.4%
Q20d. Quality of new commercial building designs	14.2%	46.0%	29.7%	7.8%	2.3%

Q21. Which three of the Planning and Zoning items listed in Question #20 do you think should receive the most emphasis from City leaders over the next two years?

Q21. Top choice	Number	Percent
New commercial & retail development	270	43.6 %
New residential development	125	20.2 %
Private & commercial landscaping	35	5.7 %
New commercial building designs	28	4.5 %
No response	161	26.0 %
Total	619	100.0 %

Q21. Which three of the Planning and Zoning items listed in Question #20 do you think should receive the most emphasis from City leaders over the next two years?

Q21. 2nd choice	Number	Percent
New commercial & retail development	84	13.6 %
New residential development	181	29.2 %
Private & commercial landscaping	79	12.8 %
New commercial building designs	60	9.7 %
No response	215	34.7 %
Total	619	100.0 %

Q21. Which three of the Planning and Zoning items listed in Question #20 do you think should receive the most emphasis from City leaders over the next two years?

Q21. 3rd choice	Number	Percent
New commercial & retail development	34	5.5 %
New residential development	44	7.1 %
Private & commercial landscaping	98	15.8 %
New commercial building designs	171	27.6 %
No response	272	43.9 %
Total	619	100.0 %

Q21. Which three of the Planning and Zoning items listed in Question #20 do you think should receive the most emphasis from City leaders over the next two years? (top 3)

Q21. Sum of top three choices	Number	Percent
New commercial & retail development	388	62.7 %
New residential development	350	56.5 %
Private & commercial landscaping	212	34.2 %
New commercial building designs	259	41.8 %
No response	161	26.0 %
Total	1370	

Q22. Please rate the City's current pace of development in each of the following areas using a five-point scale.

(N=619)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Not provided
Q22a. Office development	5.2%	21.2%	38.5%	6.8%	1.3%	27.0%
Q22b. Industrial development	9.2%	25.0%	33.3%	4.7%	2.1%	25.7%
Q22c. Condominium & townhouse development	1.3%	10.0%	36.2%	17.8%	12.0%	22.8%
Q22d. Multi-family residential development	0.6%	6.1%	26.3%	22.5%	26.2%	18.3%
Q22e. Single-family residential development	5.3%	22.6%	47.2%	7.1%	3.1%	14.7%
Q22f. Retail development	9.0%	23.4%	39.3%	12.6%	4.7%	11.0%

Q22. Please rate the City's current pace of development in each of the following areas using a five-point scale. (without "not provided")

(N=619)

	Much too slow	Too slow	Just right	Too fast	Much too fast
Q22a. Office development	7.1%	29.0%	52.8%	9.3%	1.8%
Q22b. Industrial development	12.4%	33.7%	44.8%	6.3%	2.8%
Q22c. Condominium & townhouse development	1.7%	13.0%	46.9%	23.0%	15.5%
Q22d. Multi-family residential development	0.8%	7.5%	32.2%	27.5%	32.0%
Q22e. Single-family residential development	6.3%	26.5%	55.3%	8.3%	3.6%
Q22f. Retail development	10.2%	26.3%	44.1%	14.2%	5.3%

Q23. How much emphasis does your household place on recycling?

Q23. Emphasis on recycling	Number	Percent
Most of the time	227	36.7 %
Some of the time	95	15.3 %
Occasionally	119	19.2 %
Don't recycle, but want to	114	18.4 %
Don't recycle, & are not interested	56	9.0 %
No response	8	1.3 %
Total	619	100.0 %

Q23. How much emphasis does your household place on recycling? (without "no response")

Q23. Emphasis on recycling	Number	Percent
Most of the time	227	37.2 %
Some of the time	95	15.5 %
Occasionally	119	19.5 %
Don't recycle, but want to	114	18.7 %
Don't recycle, & are not interested	56	9.2 %
Total	611	100.0 %

Q24. Overall, how important do you think it is to recycle?

Q24. How important to recycle	Number	Percent
Very important	379	61.2 %
Somewhat important	173	27.9 %
Not sure	48	7.8 %
Not important	19	3.1 %
Total	619	100.0 %

Q25. How likely are you to recycle using special bins at your curbside (if available for little or no additional cost)?

Q25. How likely to recycle for little or no additional cost	Number	Percent
Very likely	381	61.6 %
Somewhat likely	121	19.5 %
Not sure	64	10.3 %
Not likely	53	8.6 %
Total	619	100.0 %

Q26. How likely are you to recycle using special bins at your curbside if the program cost $3-$5 per month?

Q26. How likely to recycle for $3-$5 per month	Number	Percent
Very likely	163	26.3 %
Somewhat likely	141	22.8 %
Not sure	109	17.6 %
Not likely	206	33.3 %
Total	619	100.0 %

Q27. How supportive would you be of having your city coordinate your residential trash and recycling services?

Q27. Supportive of having City coordinate residential trash & recycling	Number	Percent
Very supportive	229	37.0 %
Somewhat supportive	115	18.6 %
Not sure	135	21.8 %
Not supportive	140	22.6 %
Total	619	100.0 %

Q28. Please indicate how supportive you would be of the following projects that are being considered by the City of Blue Springs.

(N=619)

	Very supportive	Supportive	Not sure	Not supportive	Not supportive at all
Q28a. Aquatic Center	28.6%	27.5%	27.0%	8.6%	8.3%
Q28b. New Downtown City Hall	8.9%	20.4%	32.8%	28.3%	9.7%
Q28c. Community Recreation Center with Aquatics Center	31.0%	29.2%	24.6%	9.4%	5.8%
Q28d. South area park	23.7%	28.8%	29.4%	10.8%	7.3%
Q28e. Enhancements to Greg Grounds Park/ Lake Remembrance	14.2%	26.5%	36.7%	13.4%	9.2%
Q28f. Public Safety Communication Equipment Upgrades	27.3%	39.9%	23.3%	4.4%	5.2%
Q28g. Additional Public Safety Personnel	24.6%	36.8%	27.0%	6.9%	4.7%
Q28h. Expanded Public Safety Facilities	19.5%	33.1%	33.1%	8.9%	5.3%

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?

Q30. Contacted a City employee or visited Blue Springs City Hall	Number	Percent
Yes	225	36.3 %
No	394	63.7 %
Total	619	100.0 %

Q30a. If YES, Which department did you contact or visit most recently?

Q30a. Which department	Number	Percent
Parks & Recreation	41	18.2 %
Public Works	25	11.1 %
Police	45	20.0 %
Community Development/Codes Compliance	34	15.1 %
Tax/License/Water Departments	66	29.3 %
Other	14	6.2 %
Total	225	100.0 %

Q31. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees in the department displayed the behavior described on a scale of 1 to 5 where "5" means "Always" and 1 means "Never."

(N=619)

	Always	Usually	Sometimes	Seldom	Never	Not provided
Q31a. They were easy to contact	45.8%	28.2%	17.6%	4.8%	1.8%	1.8%
Q31b. They were courteous & polite	55.9%	24.2%	10.1%	4.4%	3.1%	2.2%
Q31c. They gave prompt, accurate, & complete answers	46.3%	25.6%	13.7%	6.6%	5.7%	2.2%
Q31d. They did what they said they would do in a timely manner	41.0%	26.4%	13.2%	5.3%	6.2%	7.9%
Q31e. They helped you resolve an issue to your satisfaction	41.4%	21.6%	13.2%	6.2%	10.6%	7.0%

Q31. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees in the department displayed the behavior described on a scale of 1 to 5 where "5" means "Always" and 1 means "Never." (without "not provided")

(N=619)

	Always	Usually	Sometimes	Seldom	Never
Q31a. They were easy to contact	46.6%	28.7%	17.9%	4.9%	1.8%
Q31b. They were courteous & polite	57.2%	24.8%	10.4%	4.5%	3.2%
Q31c. They gave prompt, accurate, & complete answers	47.3%	26.1%	14.0%	6.8%	5.9%
Q31d. They did what they said they would do in a timely manner	44.5%	28.7%	14.4%	5.7%	6.7%
Q31e. They helped you resolve an issue to your satisfaction	44.5%	23.2%	14.2%	6.6%	11.4%

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?

Q32. Option to receive monthly water & sewer utility bill electronically	Number	Percent
Very likely	144	23.3 %
Somewhat likely	121	19.5 %
Not sure	111	17.9 %
Not likely	243	39.3 %
Total	619	100.0 %

Q33. Using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree," please indicate how strongly you agree with each of the following statements.

(N=619)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not provided
Q33a. Commercial areas are better than they were 5 years ago	26.3%	46.0%	12.0%	8.6%	2.3%	4.8%
Q33b. Take proactive measures to encourage existing/new business redevelopment	40.5%	40.2%	11.3%	3.6%	1.3%	3.1%
Q33c. Use tax incentives & other economic development tools to encourage business redevelopment	20.8%	31.3%	21.0%	13.1%	7.3%	6.5%

Q33. Using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree," please indicate how strongly you agree with each of the following statements. (without "not provided")

(N=619)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q33a. Commercial areas are better than they were 5 years ago	27.7%	48.4%	12.6%	9.0%	2.4%
Q33b. Take proactive measures to encourage existing/new business redevelopment	41.8%	41.5%	11.7%	3.7%	1.3%
Q33c. Use tax incentives & other economic development tools to encourage business redevelopment	22.3%	33.5%	22.5%	14.0%	7.8%

Q34. Please indicate how supportive you would be of the following policies and/or issues:

(N=619)

	Very supportive	Supportive	Not sure	Not supportive	Not supportive at all
Q34a. Developing a commuter rail system	27.9%	20.2%	25.0%	17.8%	9.0%
Q34b. Expanding University of Missouri's presence in Blue Springs at Missouri Innovation Park	46.2%	36.2%	12.8%	3.1%	1.8%

Q35. How many persons in your household (counting yourself) are?

	Mean	Sum
Number	2.88	1761
Under age 5	0.19	115
Ages 5-9	0.24	148
Ages 10-14	0.26	159
Ages 15-19	0.16	97
Ages 20-24	0.16	99
Ages 25-34	0.32	193
Ages 35-44	0.34	206
Ages 45-54	0.47	288
Ages 55-64	0.43	264
Ages 65-74	0.21	131
Ages 75+	0.10	61

Q36. If you are employed outside the home, in which zip code do you work?

Q36. Work zip code	Number	Percent
04014	1	0.3 %
64010	1	0.3 %
64013	1	0.3 %
64014	49	12.7 %
64015	67	17.3 %
64018	1	0.3 %
64021	1	0.3 %
64029	10	2.6 %
64030	2	0.5 %
64037	1	0.3 %
64050	14	3.6 %
64051	5	1.3 %
64052	3	0.8 %
64055	19	4.9 %
64056	3	0.8 %
64057	12	3.1 %
64061	1	0.3 %
64063	12	3.1 %
64064	3	0.8 %
64067	1	0.3 %
64068	5	1.3 %
64075	2	0.5 %
64076	1	0.3 %
64080	1	0.3 %
64081	4	1.0 %
64082	2	0.5 %
64083	1	0.3 %
64086	8	2.1 %
64105	3	0.8 %
64106	14	3.6 %
64108	18	4.7 %
64110	1	0.3 %
64111	9	2.3 %
64112	3	0.8 %
64113	1	0.3 %
64114	6	1.6 %
64116	4	1.0 %
64117	3	0.8 %
64119	2	0.5 %
64120	6	1.6 %
64123	1	0.3 %
64125	1	0.3 %
64126	3	0.8 %
64127	2	0.5 %
64128	1	0.3 %
64129	3	0.8 %
64130	1	0.3 %
64131	3	0.8 %
64132	5	1.3 %
64133	6	1.6 %
64134	1	0.3 %
64136	1	0.3 %

Q36. If you are employed outside the home, in which zip code do you work?

Q36. Work zip code	Number	Percent
64137	2	0.5 %
64138	1	0.3 %
64141	5	1.3 %
64147	1	0.3 %
64153	3	0.8 %
64163	1	0.3 %
64184	1	0.3 %
64198	2	0.5 %
65101	1	0.3 %
66062	4	1.0 %
66064	1	0.3 %
66102	1	0.3 %
66103	1	0.3 %
66106	2	0.5 %
66111	1	0.3 %
66115	1	0.3 %
66118	1	0.3 %
66125	1	0.3 %
66160	1	0.3 %
66201	2	0.5 %
66202	1	0.3 %
66203	1	0.3 %
66204	1	0.3 %
66210	6	1.6 %
66211	4	1.0 %
66212	3	0.8 %
66213	1	0.3 %
66214	1	0.3 %
66215	2	0.5 %
66219	1	0.3 %
66225	1	0.3 %
66251	2	0.5 %
66259	1	0.3 %
Total	387	100.0 %

Q37. Approximately how many years have you lived in the City of Blue Springs?

Q37. Years lived in Blue Springs	Number	Percent
3 or less	51	8.2 %
4 or 5	38	6.1 %
6 to 10	108	17.4 %
11 to 15	78	12.6 %
16 to 20	82	13.2 %
21 to 30	135	21.8 %
31+	127	20.5 %
Total	619	100.0 %

Q38. Do you own or rent your current residence?

Q38. Own or rent	Number	Percent
Own	525	84.8 %
Rent	94	15.2 %
Total	619	100.0 %

Q39. Do you use any of the following social networking sites?

Q39. Social networking sites	Number	Percent
Facebook	309	49.9 %
Twitter	16	2.6 %
Youtube	121	19.5 %
Other	34	5.5 %
None	195	31.5 %
Total	675	

Q40. Would you say your total household income is:

Q40. Total household income	Number	Percent
Under $30K	69	11.1 %
$30K-$59,999	146	23.6 %
$60K-$99,999	219	35.4 %
$100K+	133	21.5 %
Declined	52	8.4 %
Total	619	100.0 %

Q41. Your gender:

Q41. Gender	Number	Percent
Male	296	47.8 %
Female	323	52.2 %
Total	619	100.0 %

Q42. Are you registered to vote in Blue Springs?

Q42. Registered to vote	Number	Percent
Yes	576	93.1 %
No	39	6.3 %
Declined	4	0.6 %
Total	619	100.0 %

Q43. Did you vote in the last City election in April 2010?

Q43. Vote in April 2010	Number	Percent
Yes	424	68.5 %
No	189	30.5 %
Declined	6	1.0 %
Total	619	100.0 %

2010 City of Blue Springs Citizen Survey

Thank you for taking the time to complete this important survey. City leaders will use your input to help set community priorities so that tax dollars are spent wisely. When you are finished, please return your completed survey in the postage-paid envelope provided.

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1. Major categories of services provided by 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."

	How Satisfied are you with:	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Overall quality of police services / protection	5	4	3	2	1	9
B.	Overall quality of fire & ambulance services	5	4	3	2	1	9
C.	Overall quality of City parks facilities	5	4	3	2	1	9
D.	Overall quality of City recreation programs	5	4	3	2	1	9
E.	Overall maintenance of City streets and sidewalks	5	4	3	2	1	9
F.	Overall maintenance of city buildings/facilities	5	4	3	2	1	9
G.	Overall quality of City water/sewer utilities	5	4	3	2	1	9
H.	Overall enforcement of building and property maintenance	5	4	3	2	1	9
I.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
J.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
K.	Overall effectiveness of community planning	5	4	3	2	1	9
L.	Overall quality of the City's storm water runoff/storm water management system	5	4	3	2	1	9
M.	Overall flow of traffic and congestion management in Blue Springs	5	4	3	2	1	9

2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 1 above].

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

3. The following are 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."

	How Satisfied are you with:	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
B.	Overall image of the City	5	4	3	2	1	9
C.	How well the City is managing growth	5	4	3	2	1	9
D.	How well the City is planning for future growth	5	4	3	2	1	9
E.	Overall quality of life in the City	5	4	3	2	1	9
F.	Overall quality of services provided by the City of Blue Springs	5	4	3	2	1	9

Public Safety

4. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

	How Satisfied are you with:	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	The visibility of police in neighborhoods	5	4	3	2	1	9
B.	The visibility of police in retail areas	5	4	3	2	1	9
C.	The City's overall efforts to prevent crime	5	4	3	2	1	9
D.	Enforcement of local traffic laws	5	4	3	2	1	9
E.	How quickly City police personnel respond to emergencies	5	4	3	2	1	9
F.	Quality of dispatch (9-1-1) services	5	4	3	2	1	9
G.	How quickly ambulance service personnel respond to emergencies	5	4	3	2	1	9
H.	Quality of animal control	5	4	3	2	1	9
I.	The City's overall efforts in Youth Outreach and DARE services	5	4	3	2	1	9
J.	The City's municipal court	5	4	3	2	1	9
K.	Overall competence of City police personnel	5	4	3	2	1	9
L.	Professionalism of City police personnel	5	4	3	2	1	9
M.	Responsiveness of police to investigation of criminal offenses	5	4	3	2	1	9

5. Which THREE of the public safety items listed above do you think should receive the most emphasis from City leaders over the next two years? [Use the letters from the list in Question 4 above].

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

6. Do you have any recommendations or suggestions for improvements to public safety in Blue Springs?

_____

_____

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

____ (1) Very safe ____ (2) Somewhat safe ____ (3) Not safe ____ (9) Don't know

Communication

8. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

	How Satisfied are you with:	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	The availability of information about City programs and services	5	4	3	2	1	9
B.	City efforts to keep you informed about local issues	5	4	3	2	1	9
C.	The quality of the Blue Springs Magazine	5	4	3	2	1	9
D.	The overall user-friendliness of the City's web page (www.bluespringsgov.com)	5	4	3	2	1	9
E.	The Parks and Recreation Activities Guide	5	4	3	2	1	9
F.	The quality of programming on the City's cable channel - CTV7	5	4	3	2	1	9

9. How do you get your information about City events? (check all the apply)

___(A) Blue Springs Magazine
___(B) Website (bluespringsgov.com)
___(C) Newspaper
___(D) TV
___(E) Mayor's Newsletter
___(F) Other

9a. Which TWO of the methods of communication do you prefer? [Use the letters from the list in Question 9 above].

1st:____ 2nd:____

Maintenance

10. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied are you with:		*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Maintenance of major City streets	5	4	3	2	1	9
B.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
C.	Maintenance of sidewalks in the city	5	4	3	2	1	9
D.	Maintenance of City traffic signals/street signs	5	4	3	2	1	9
E.	Maintenance and preservation of downtown Blue Springs	5	4	3	2	1	9
F.	Maintenance of City buildings	5	4	3	2	1	9
G.	Snow removal on major City streets	5	4	3	2	1	9
H.	Snow removal on neighborhood streets	5	4	3	2	1	9
I.	Cleanliness of City streets and public areas	5	4	3	2	1	9
J.	Maintenance of storm water drainage system	5	4	3	2	1	9
K.	Maintenance of the City's water and wastewater systems	5	4	3	2	1	9

11. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next two years? [Use the letters from the list in Question 10 above].

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

Parks and Recreation

12. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied are you with:		*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Maintenance of City parks & park equipment	5	4	3	2	1	9
B.	Availability of walking and biking trails	5	4	3	2	1	9
C.	The number of City parks	5	4	3	2	1	9
D.	The current condition and appearance of the Centennial Swimming Pool Complex	5	4	3	2	1	9
E.	Quality/Playability of Adams Pointe Golf Course	5	4	3	2	1	9
F.	Hidden Valley Sports Complex	5	4	3	2	1	9
G.	Athletic fields other than at Hidden Valley	5	4	3	2	1	9
H.	The City's youth athletic programs	5	4	3	2	1	9
I.	Vesper Hall/50+ programs	5	4	3	2	1	9
J.	Performing arts programs	5	4	3	2	1	9
K.	Public art throughout the city	5	4	3	2	1	9
L.	Concession operations at City parks	5	4	3	2	1	9

13. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next two years? [Use the letters from the list in Question 14 above].

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

Transportation

14. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

	How Satisfied are you with:	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Availability of bicycle lanes	5	4	3	2	1	9
B.	Availability of pedestrian walkways in commercial areas	5	4	3	2	1	9
C.	Availability of pedestrian walkways in your neighborhood	5	4	3	2	1	9
D.	Availability of bus transportation to get residents to and from work	5	4	3	2	1	9
E.	Traffic safety on Highway 7	5	4	3	2	1	9
F.	Traffic safety on Woods Chapel Road	5	4	3	2	1	9
G.	Traffic safety on Highway 40	5	4	3	2	1	9
H.	Traffic flow on Highway 7 during rush hours	5	4	3	2	1	9
I.	Traffic flow on Highway 7 at non-peak times	5	4	3	2	1	9
J.	Traffic flow on Woods Chapel Road during rush hours	5	4	3	2	1	9
K.	Traffic flow on Woods Chapel Road at non-peak times	5	4	3	2	1	9
L.	Traffic flow on Highway 40 during rush hours	5	4	3	2	1	9
M.	Traffic flow on Highway 40 at non-peak times	5	4	3	2	1	9

15. Which THREE of the transportation items listed above do you think should receive the most emphasis from City leaders over the next two years? [Use the letters from the list in Question 12 above].

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

Citizen Involvement

16. Using a scale of 1 to 5 where, 5 means "strongly agree" and 1 means "strongly disagree," please indicate how strongly you agree with each of the following statements:

	Rate Your Level of Agreement	*Strongly Agree*	*Agree*	*Neutral*	*Disagree*	*Strongly Disagree*	*Don't Know*
A.	Local government leaders seek out my views and listen to what I have to say	5	4	3	2	1	9
B.	Regional leaders seek input from Blue Springs residents and listen to what they have to say	5	4	3	2	1	9

Code Enforcement

17. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

	How Satisfied are you with:	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Enforcing the clean up of litter and debris	5	4	3	2	1	9
B.	Enforcing the mowing and trimming of grass and weeds on private and public property	5	4	3	2	1	9
C.	Enforcing the maintenance of residential property in your neighborhood	5	4	3	2	1	9
D.	Enforcing the maintenance of business property	5	4	3	2	1	9
E.	Enforcing sign regulations	5	4	3	2	1	9
F.	Overall appearance of the city	5	4	3	2	1	9

18. Which THREE of the code enforcement items listed above do you think should receive the most emphasis from City leaders over the next two years? [Use the letters from the list in Question 17 above].

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

City Leadership

19. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

	How Satisfied are you with:	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Overall quality of leadership provided by your City elected officials	5	4	3	2	1	9
B.	Overall effectiveness of appointed boards and commissions	5	4	3	2	1	9
C.	Overall effectiveness of the City Administrator and professional staff	5	4	3	2	1	9

Planning and Zoning.

20. For each of the following please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means very "dissatisfied."

	How Satisfied are you with:	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	The types of new commercial and retail development in the City of Blue Springs	5	4	3	2	1	9
B.	The types of new residential development in Blue Springs	5	4	3	2	1	9
C.	The quality of private and commercial landscaping within the community	5	4	3	2	1	9
D.	The quality of new commercial building designs within the community:	5	4	3	2	1	9

21. Which three of the Planning and Zoning items listed above do you think should receive the most emphasis from City leaders over the next two years? [Use the letters from the list in Question 20 above].

1st_____ 2nd_____ 3rd_____

22. Using a five-point scale where 5 means much too slow and 1 means much too fast, please rate the City's current pace of development in each of the following areas.

	Type of Development	*Much too slow*	*Too slow*	*Just right*	*Too fast*	*Much too fast*	*Don't Know*
A.	Office development	5	4	3	2	1	9
B.	Industrial development	5	4	3	2	1	9
C.	Condominium and townhouse development that is designed to be owner-occupied	5	4	3	2	1	9
D.	Multi-family residential development that is designed for renter-occupied	5	4	3	2	1	9
E.	Single-family residential development	5	4	3	2	1	9
F.	Retail development	5	4	3	2	1	9

Recycling

23. How much emphasis does your household place on recycling?

___(1) We recycle most of the time
___(2) We separate and recycle some of the time
___(3) We recycle occasionally
___(4) We don't recycle, but want to
___(5) We don't recycle and are not interested in recycling

24. Overall, how important do you think it is to recycle?

___(1) Very important ___(2) Somewhat important ___(3) Not sure ___(4) Not important

25. How likely are you to recycle using special bins at your curbside (if available for little or no additional cost)?

___(1) Very likely ___(2) Somewhat likely ___(3) Not sure ___(4) Not likely

26. How likely are you to recycle using special bins at your curbside if the program cost $3-$5 per month?
___(1) Very likely ___(2) Somewhat likely ___(3) Not sure ___(4) Not likely

27. How supportive would you be of having your city coordinate your residential trash and recycling services?
___(1) Very supportive ___(2) Somewhat supportive ___(3) Not sure ___(4) Not supportive

Community Investments

28. Please indicate how supportive you would be of the following projects that are being considered by the City of Blue Springs by circling the corresponding number below:

Projects Being Considered By the City		*Very Supportive*	*Supportive*	*Not Sure*	*Not Supportive*	*Not Supportive At All*
A.	Aquatic Center (combine below with Community Center)	4	3	2	1	9
B.	New Downtown City Hall	4	3	2	1	9
C.	Community Recreation Center with Aquatics Center	4	3	2	1	9
D.	South area park	4	3	2	1	9
E.	Enhancements to Greg Grounds Park/Lake Remembrance	4	3	2	1	9
F.	Public Safety Communication Equipment Upgrades	4	3	2	1	9
G.	Additional Public Safety Personnel	4	3	2	1	9
H.	Expanded Public Safety Facilities	4	3	2	1	9

29. Do you have any recommendations or suggestions for other projects you would like the City to consider?

_____

Customer Service

30. 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?
____ (1) Yes ____ (2) No – go to 32

30a. [If YES] **Which department did you contact or visit most recently?**
___(1) Parks and Recreation
___(2) Public Works
___(3) Police
___(4) Community Development/Codes Compliance
___(5) Tax/License/Water Departments
___(6) Other: _____

31. *ONLY If You Answered "YES" to Question 30:* Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees in the department you listed above displayed the behavior described on a scale of 1 to 5, where "5" means "Always" and "1" means "Never."

Types of Purchases		*Always*	*Usually*	*Sometimes*	*Seldom*	*Never*	*Don't Know*
A.	They were easy to contact	5	4	3	2	1	9
B	They were courteous and polite	5	4	3	2	1	9
C.	They gave prompt, accurate, & complete answers to questions	5	4	3	2	1	9
D.	They did what they said they would do in a timely manner	5	4	3	2	1	9
E.	They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

32. 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?
___(1) Very likely ___(2) Somewhat likely ___(3) Not sure ___(4) Not likely

Level of Agreement

33. Using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree," please indicate how strongly you agree with each of the following statements.

	Rate Your Level of Agreement	*Strongly Agree*	*Agree*	*Neutral*	*Disagree*	*Strongly Disagree*	*Don't Know*
A.	Overall, the commercial areas in Blue Springs are better than they were 5 years ago	5	4	3	2	1	9
B.	The City should take proactive measures to encourage existing/new business redevelopment along major business corridors in Blue Springs	5	4	3	2	1	9
C.	To encourage business redevelopment, the City should use tax incentives and other economic development tools	5	4	3	2	1	9

Quality of Life

34. Please indicate how supportive you would be of the following policies and/or issues:

	How supportive are you:	*Very Supportive*	*Supportive*	*Not Sure*	*Not Supportive*	*Not Supportive At All*
A.	Developing a commuter rail system that runs through Blue Springs	4	3	2	1	9
B.	Expanding the University of Missouri's presence in Blue Springs at Missouri Innovation Park to add quality jobs in the City	4	3	2	1	9

Demographics

35. How many persons in your household (counting yourself) are? Write the number of persons in each category in the corresponding space below.

Under age 5 ____ Ages 20-24 ____ Ages 55-64 ____
Ages 5-9 ____ Ages 25-34 ____ Ages 65-74 ____
Ages 10-14 ____ Ages 35-44 ____ Ages 75+ ____
Ages 15-19 ____ Ages 45-54 ____

36. If you are employed outside the home, in which zip code do you work? Zip code: _____

37. Approximately how many years have you lived in the City of Blue Springs? _____ Years

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

39. Do you use any of the following social networking sites? (check all that apply)
___(1) Facebook ___(2) Twitter ___(3) Youtube ___(4) Other: _____

40. Would you say your total household income is:
____ (1) Under $30,000 ____ (2) $30,000 to $59,999
____ (3) $60,000 to $99,999 ____ (4) $100,000 or more

41. Your gender: ____ (1) Male ____ (2) Female

42. Are you registered to vote in Blue Springs? ____ (1) Yes ____ (2) No

43. Did you vote in the last City election in April 2010? ____ (1) Yes ____ (2) No

This concludes the survey; please return your survey in the postage-paid envelope provided addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain Completely Confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information.