



2025 Citizen Survey

Findings Report

Prepared By
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OLATHE, KANSAS

Presented To The
CITY OF SMITHVILLE,
MISSOURI

FEBRUARY 2026

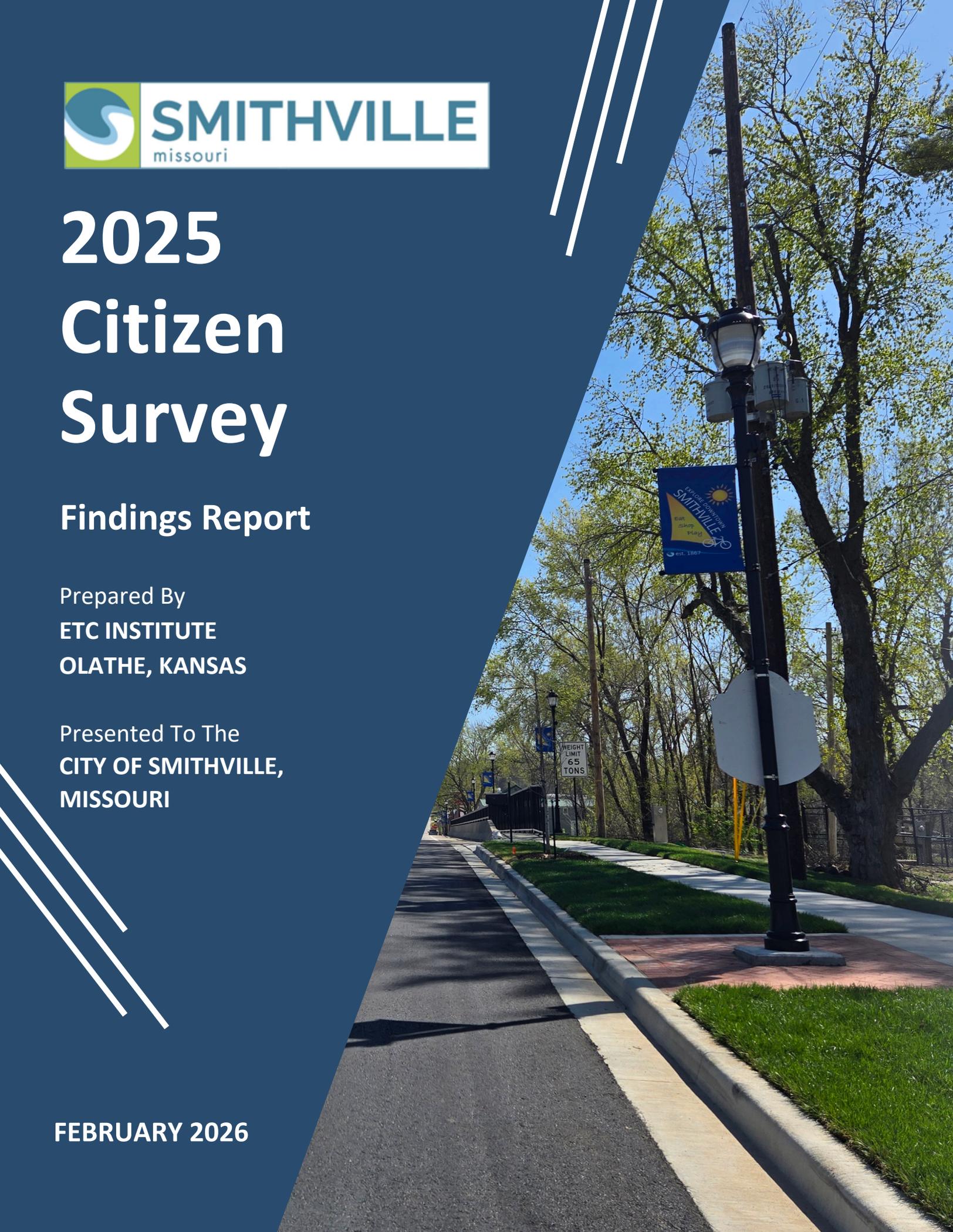


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Section 1: Executive Summary

City of Smithville Citizen Survey (2025)

Executive Summary



Purpose

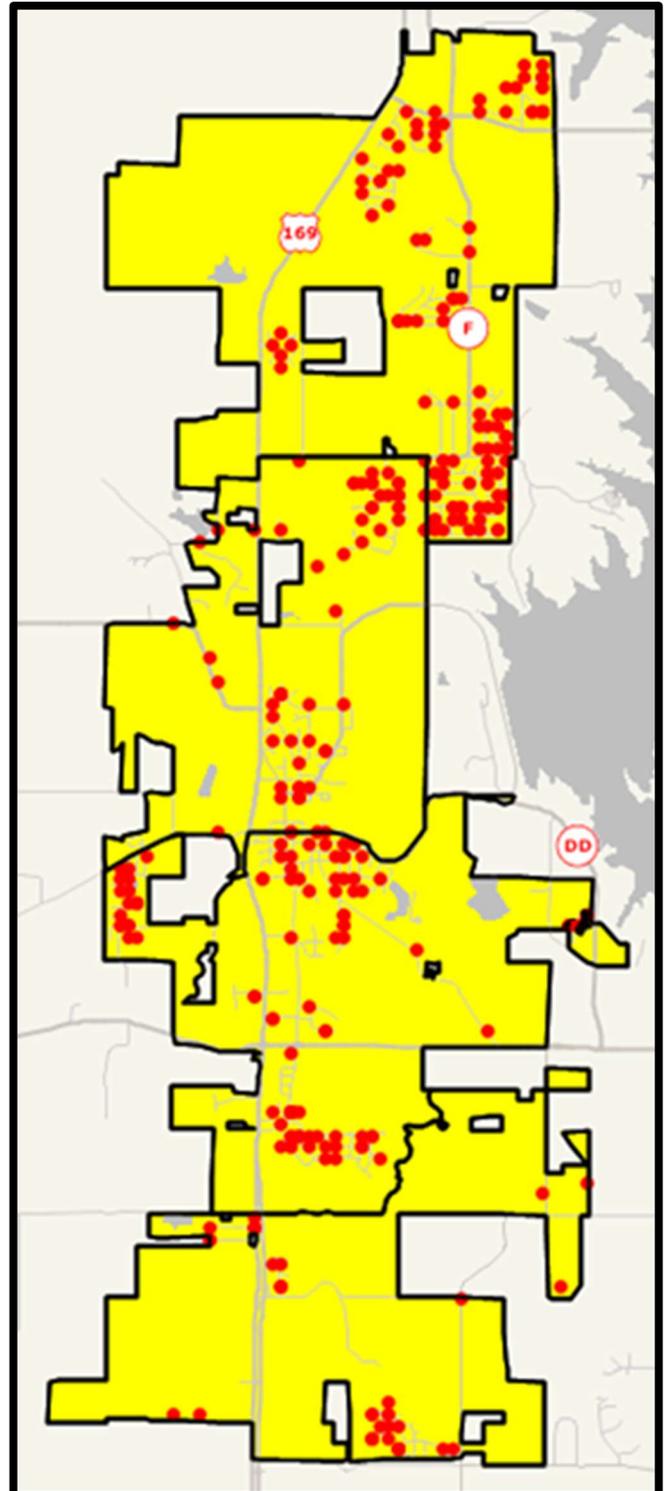
ETC Institute administered a community survey to residents of Smithville, Missouri. The purpose of the survey was to evaluate the level of service the City provides residents and to better understand the needs of the community. Data compiled from the survey will provide leaders and staff with vital feedback concerning opportunities and challenges facing the community.

Methodology

The survey instrument, cover letter, and postage paid return envelope were mailed to all identifiable households in the City. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address. This was done to ensure that only responses from Smithville residents were part of the final survey database.

The map to the right is a GIS (geographic information system) map showing the location of respondents that completed the survey. To keep survey respondents anonymous, the location of the respondent, represented with a red dot, is captured by the census block location.

Approximately, ten days after the surveys were mailed, ETC Institute sent e-mails/text messages to the households that received the survey to encourage participation. The e-mails/texts contained a link to the online version of the survey to make it easy for residents to complete. To prevent people who were not residents of the City from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with addresses in the sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online



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survey was not counted.

The goal was to obtain 300 surveys and this goal was exceeded with a total of 323 completed surveys. The overall response for the sample of 323 households have a precision of at least +/- 5.2% at the 95% level of confidence.

This report contains:

- Executive summary of the survey methodology and major findings
- Charts showing the overall results for most questions on the survey and trends comparing the 2025 results to the 2021 and 2018 results
- Benchmark analysis showing how the City of Smithville compares to other communities regionally and nationally
- Importance-satisfaction analysis
- GIS mapping of most questions on the survey
- Frequency tables that show the overall results
- A copy of the cover letter and survey instrument

Major survey findings are below and on the following pages.

City Services. Respondents were asked to rate their level of satisfaction with 10 types of City services. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the quality of solid waste services (85%), police services (78%), and customer service received from City employees (72%).

City Perceptions. Respondents are most satisfied (rating “satisfied” or “very satisfied”) with their perception of the City in regards to services provided by the City (65%), the overall image of the City (65%), and appearance of the City (61%).

Public Safety Services. Respondents are most satisfied (rating “satisfied” or “very satisfied”) with public safety in regards to the overall quality of local police protection (80%), police in neighborhoods (71%), and attitude/behavior of the PD personnel towards citizens (71%). Thirty-nine percent of respondents (39%) indicated that they had come in contact with or called the Police Department for service in the past year. Of these respondents, most (75%) rated their level of satisfaction with the attention they received as either “very satisfied” (46%) or “satisfied” (29%). The highest percentage of respondents (75%) indicated “other” as to why they came in contact with the police department.

Perceptions of Safety. Respondents feel most safe (rating “safe” or “very safe”) in neighborhoods during the day (98%), in commercial and retail areas during the day (95%), and just in Smithville in general (93%).

Code Enforcement Services. Respondents are most satisfied (rating “satisfied” or “very satisfied”) with the courtesy of code enforcement’s employees (54%), enforcing the exterior maintenance of business property (50%), and enforcing the mowing and cutting of weeds and tall grass on private property (46%).

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Amenities Use and Program Participation. The highest percentage of respondents felt satisfied (rating “satisfied” or “very satisfied”) with the overall maintenance of City parks (88%), number of walking and biking trails (85%), and overall maintenance of City trails (83%).

Event Participation. The highest percentage of respondents participated in Smithville’s Haunted Campground (25%), youth soccer (12%), and the KC Symphony in the Park (11%).

City Maintenance Services. Respondents are most satisfied (rating “satisfied” or “very satisfied”) with the maintenance of City trail system (79%), overall cleanliness of City streets and public areas (78%), mowing of City property (76%), and maintenance of City parks and park equipment (76%). The maintenance services respondents think are most important to provide are maintenance of major City streets (44%), maintenance of the City’s water and wastewater system (36%), and maintenance of streets in neighborhoods (28%).

Finance. Respondents are most satisfied (rating “satisfied” or “very satisfied”) with customer service related to utilities (53%), clarity of utility bills and charges (44%), and transparency in sharing budget/revenue/spending information (38%).

City Communication. In regard to City communication, respondents feel most satisfied (rating “satisfied” or “very satisfied”) about the availability of information about City programs and services (55%) and the overall quality of the City’s website (54%). The three top sources of information about community activities and services are Facebook (59%), the City newsletter (50%), and City website (44%). Respondents most prefer the City use the City newsletter (55%) or Facebook (51%) to communicate with residents.

Customer Service. Twenty-five percent of respondents (25%) have contacted the City with a question, problem, or complaint during the past year. Respondents most often experienced (rating “usually” or “always”) courteous and polite customer service (90%) and prompt, accurate, and complete answers to questions (76%).

Quality of Life in City. Respondents have the highest perception of the City (rating “excellent” or “good”) as a place to raise children (88%), as a place to live (87%), and for the overall quality of life (84%).

Increasing Taxes. Respondents would be most willing to pay increased taxes or fees to pay for a community center with indoor competition pool (49%), outdoor swimming pool (43%), and indoor swimming pool (42%). The amenities/facilities respondents would most prefer are a community center with indoor competition pool (40%).

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Executive Summary



Conclusion

To ensure the City continues to deliver a high quality of services to residents, ETC Institute recommends the City emphasize the following areas.

- **City Maintenance Services.** The table below shows the Importance-Satisfaction Analysis for the twelve City Maintenance services analyzed. Based on the results of this analysis, the three services that are recommended as the top opportunity for improvement over the next two years in order to raise the City's overall satisfaction rating are:
 - Maintenance of major City streets (I-S Rating=0.1787)
 - Maintenance of the City's water and wastewater systems (I-S Rating=0.1658)
 - Maintenance of neighborhood streets (I-S Rating=0.1412)

2025 Importance-Satisfaction Rating Smithville, MO (2025) City Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of major City streets	44%	1	59%	9	0.1787	1
Maintenance of the City's water and wastewater systems	36%	2	54%	11	0.1658	2
Maintenance of streets in your neighborhood	28%	3	49%	12	0.1412	3
Medium Priority (IS <.10)						
Snow removal on all City streets	24%	4	66%	7	0.0813	4
Maintenance of sidewalks in the City	7%	7	59%	10	0.0295	5
Maintenance of stormwater drainage system	7%	8	66%	8	0.0238	6
Maintenance of City parks and park equipment	8%	5	77%	3	0.0182	7
Overall cleanliness of City streets and other public areas	7%	6	78%	2	0.0167	8
Maintenance of street signs	3%	9	72%	6	0.0095	9
Mowing of City property	3%	10	76%	4	0.0067	10
Maintenance of City trail system	2%	11	79%	1	0.0045	11
Maintenance of City buildings	2%	12	74%	5	0.0039	12

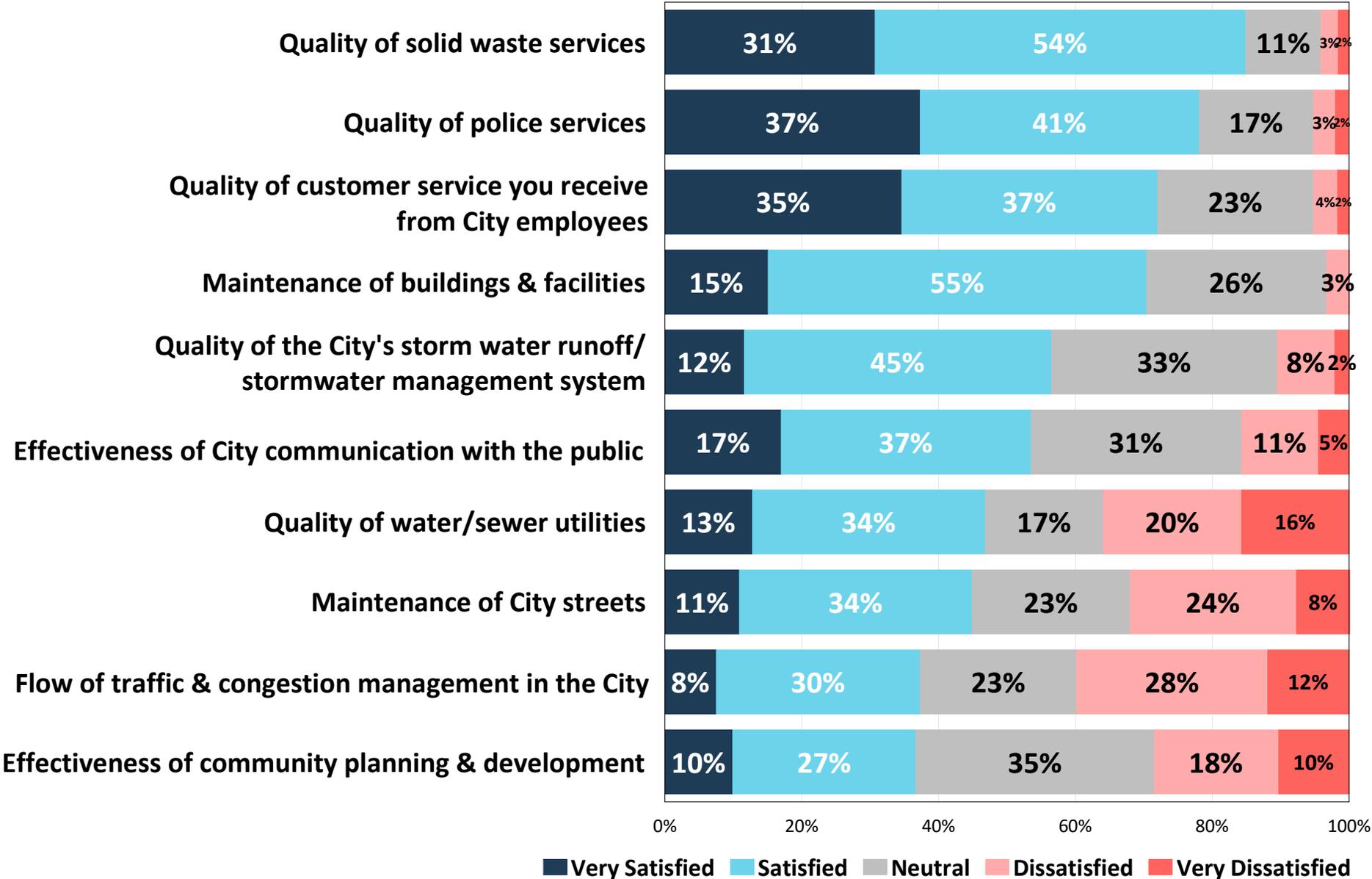
By emphasizing improvements in the areas listed above, the City will be able to continue to improve levels of resident satisfaction in future years and increase satisfaction in areas where improvements are needed. Importance-Satisfaction Analysis tables are found in Section 4 of the Findings Report.



Section 2: Charts and Graphs of Overall Results

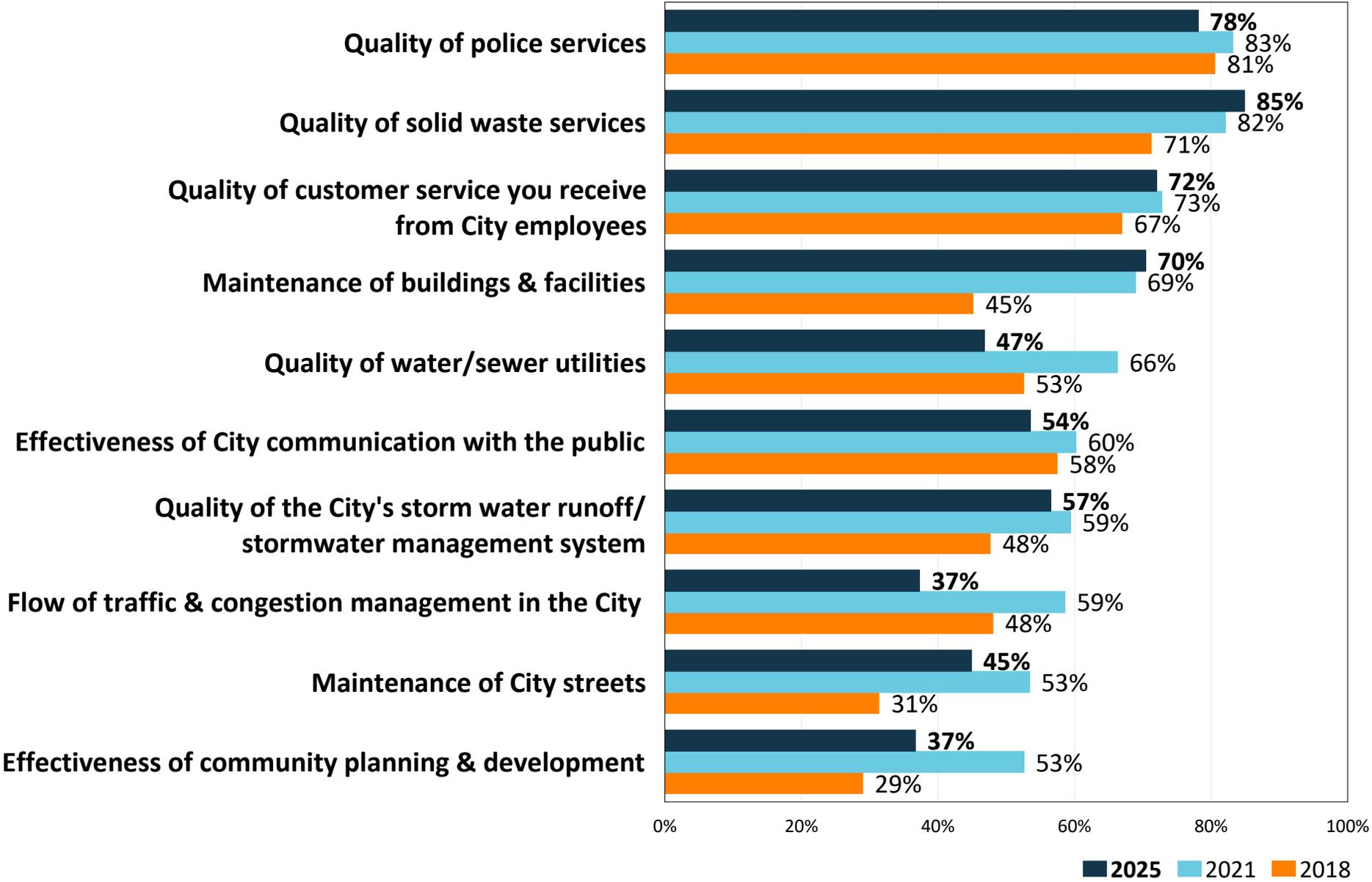
Q1. Level of Satisfaction With City Services

by percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)



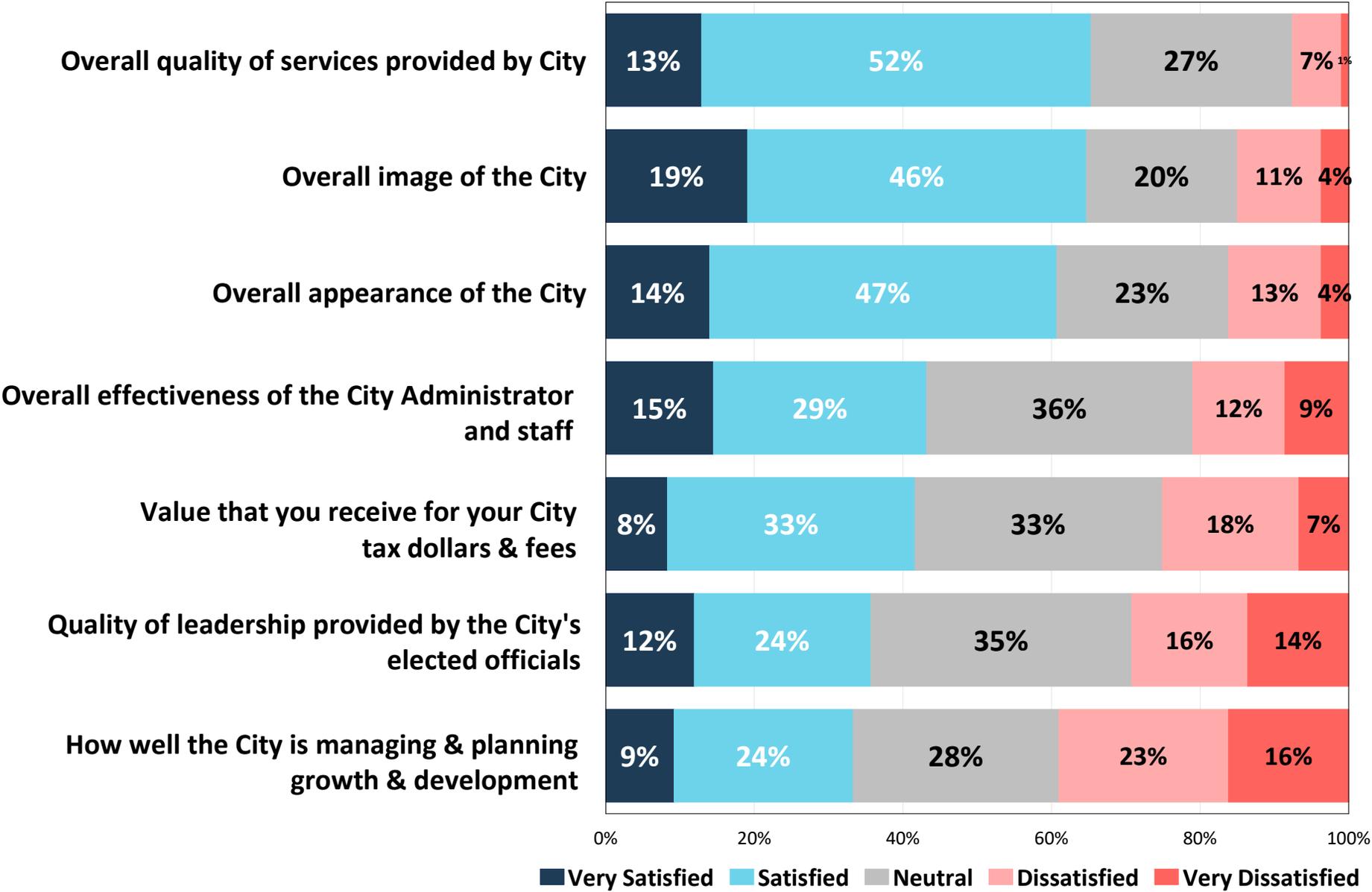
Satisfaction With City Services Trends (2025 vs. 2021 vs. 2018)

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



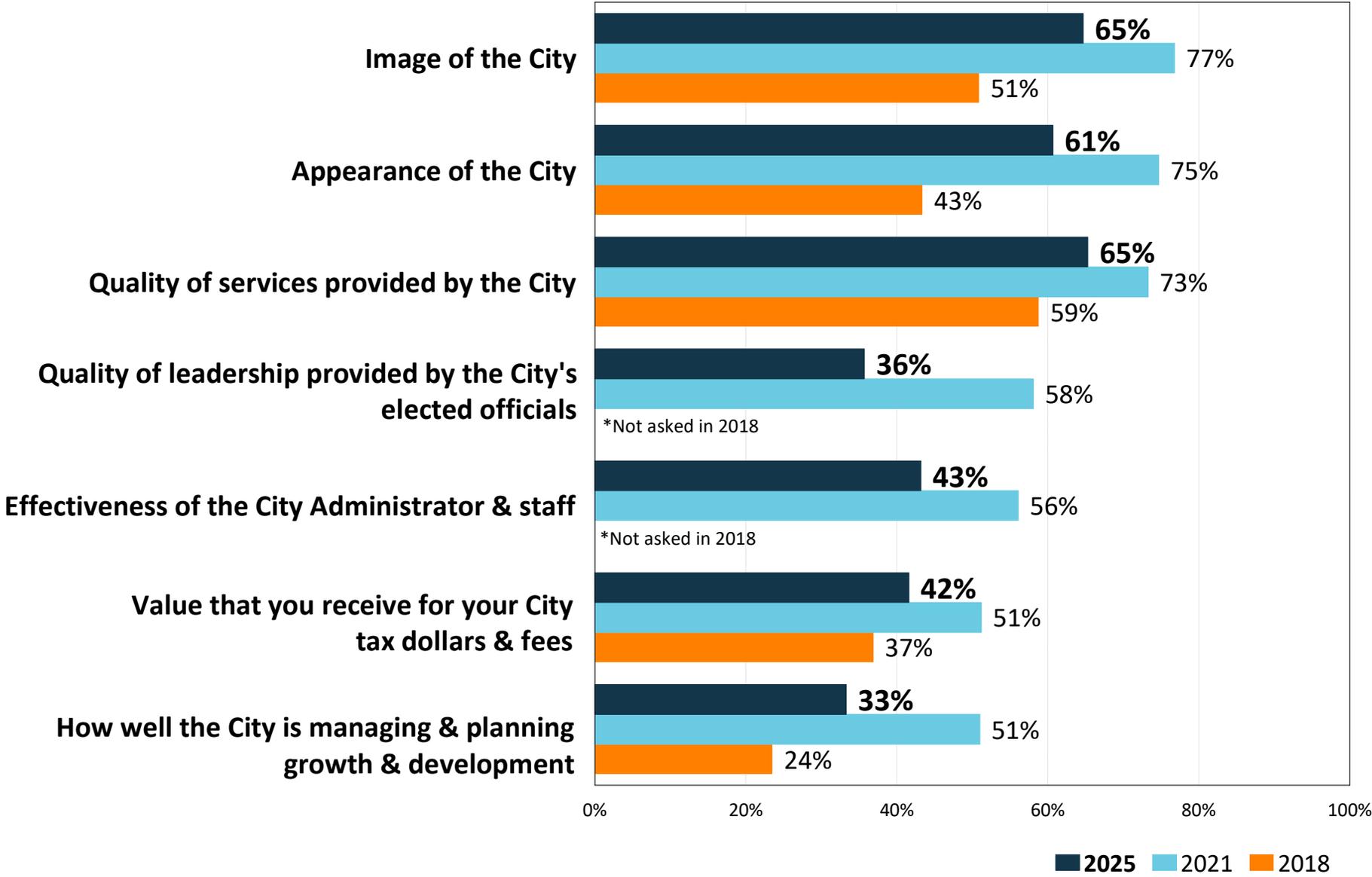
Q2. Level of Satisfaction With Perception Items

by percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)



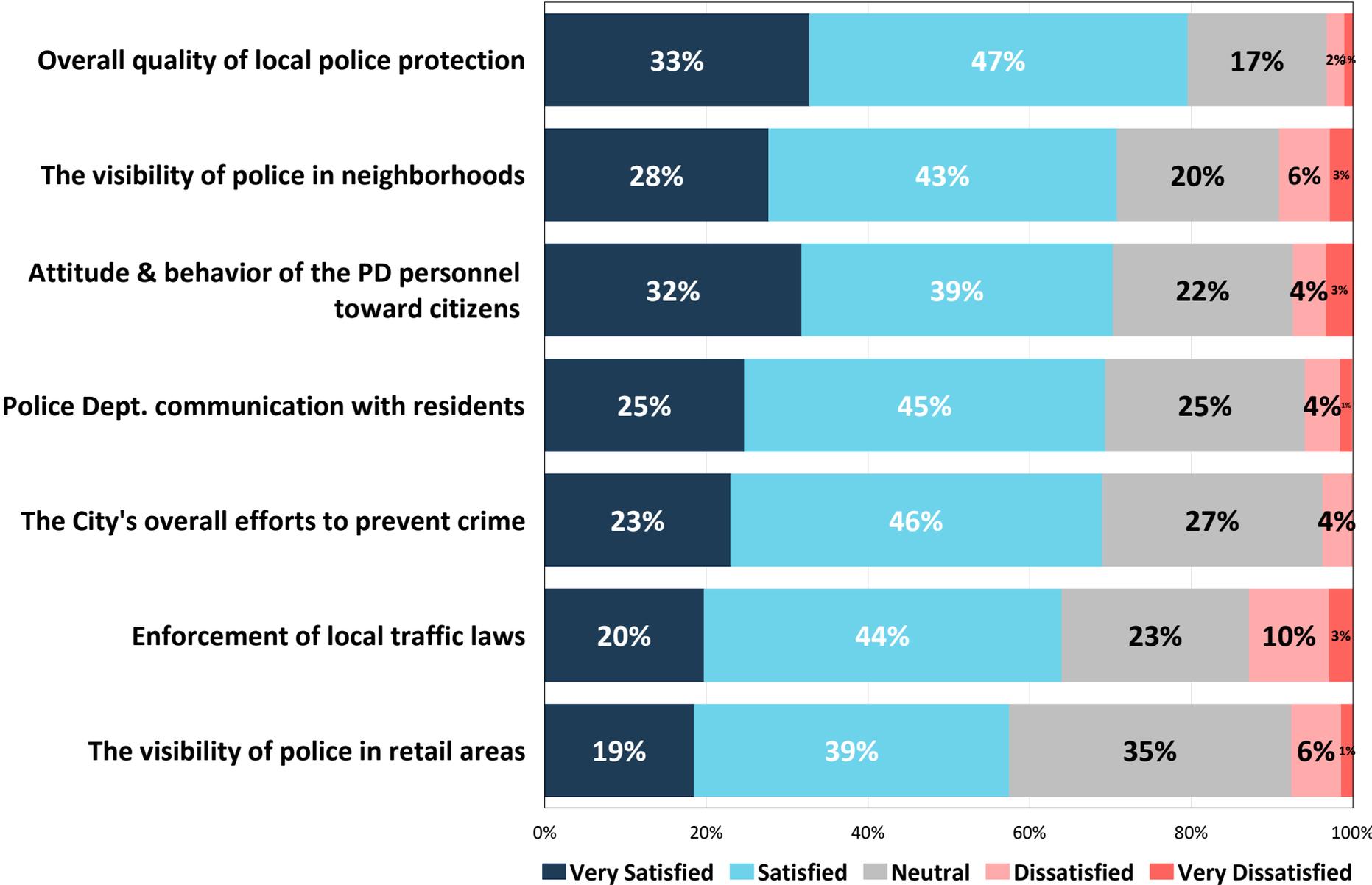
Satisfaction With Perception Items Trends (2025 vs. 2021 vs. 2018)

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



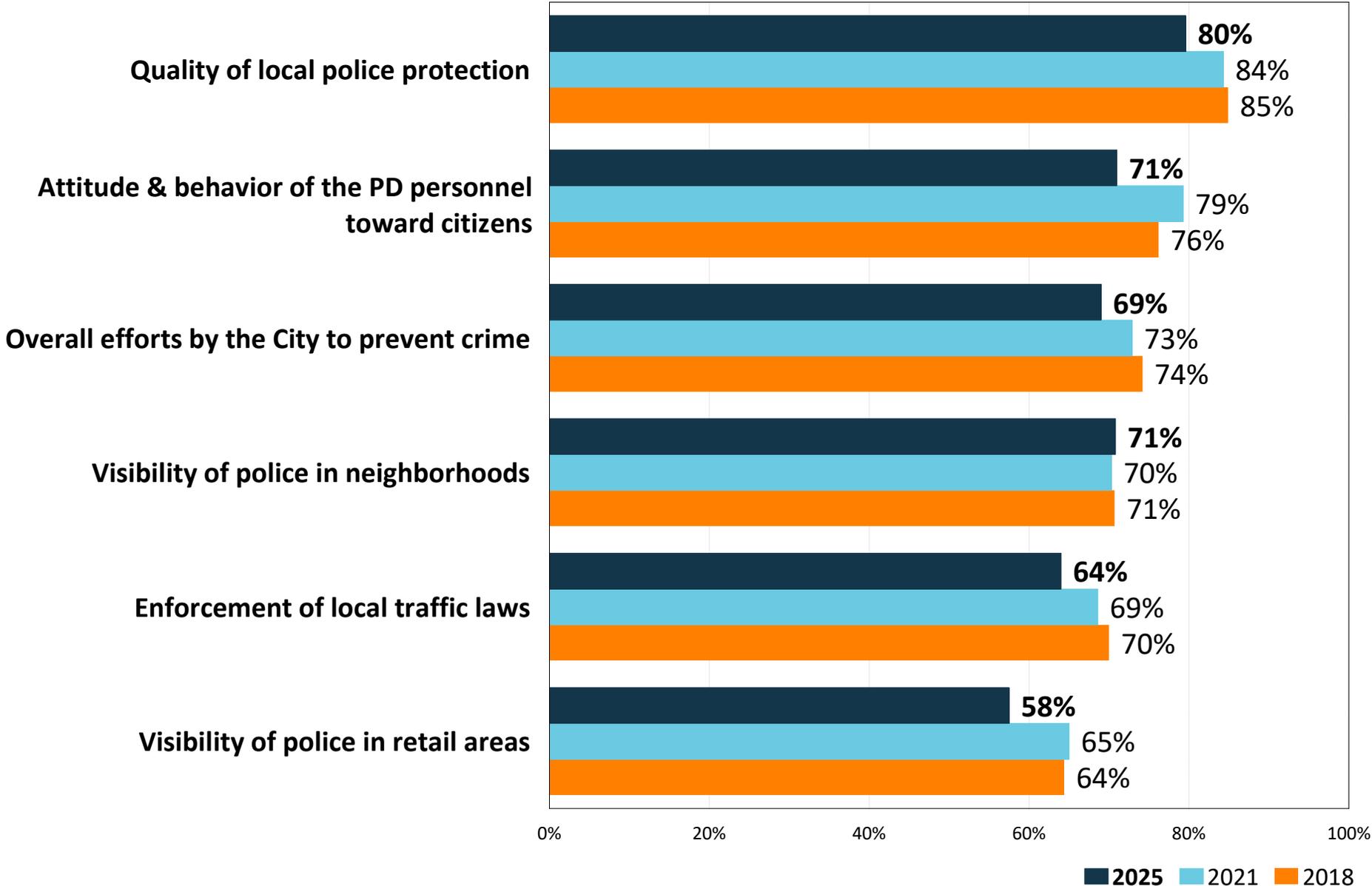
Q3. Level of Satisfaction With Various Public Safety Services

by percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)

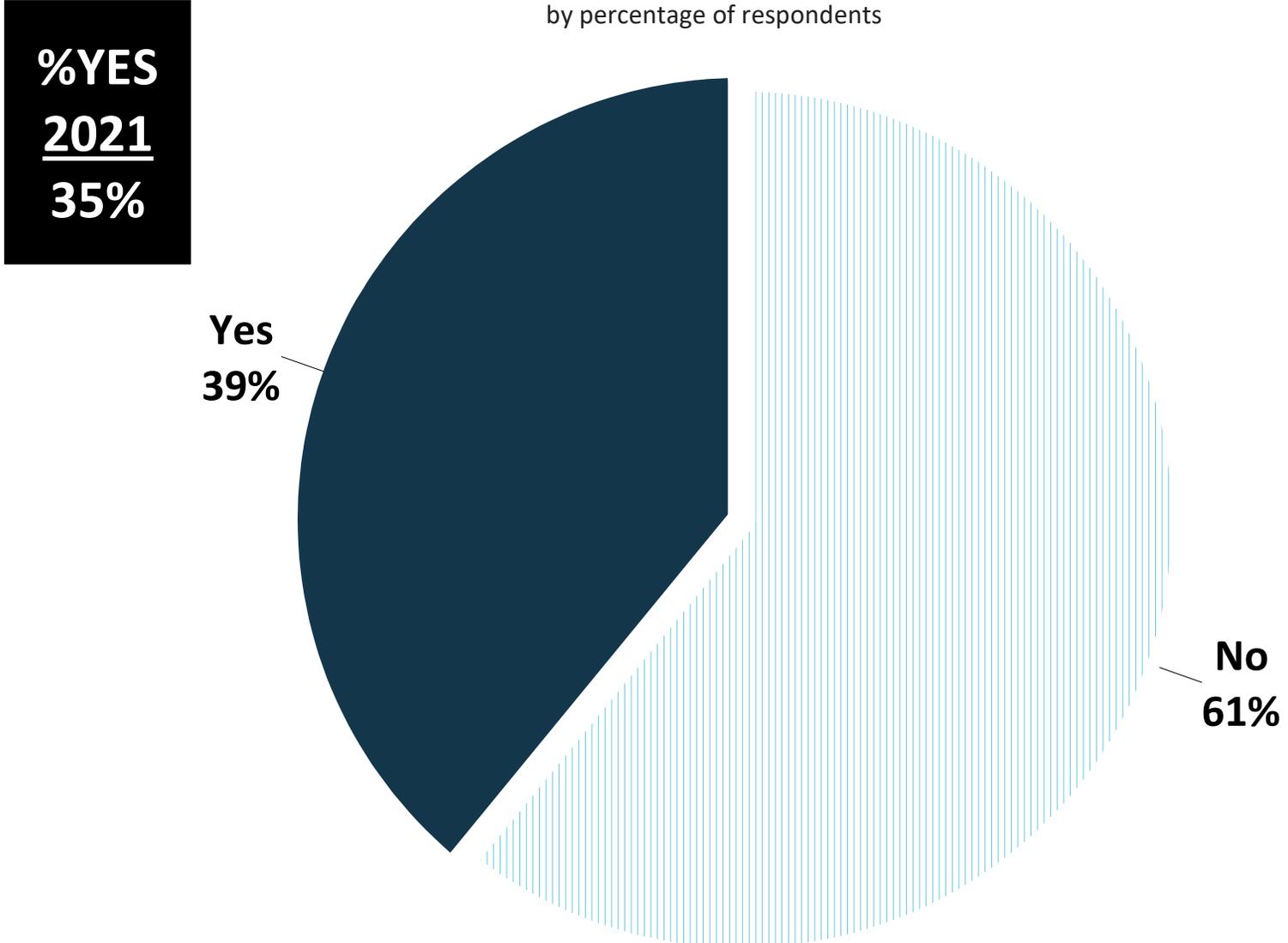


Satisfaction With Various Public Safety Services Trends (2025 vs. 2021 vs. 2018)

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied*
(excluding *don't know* responses)

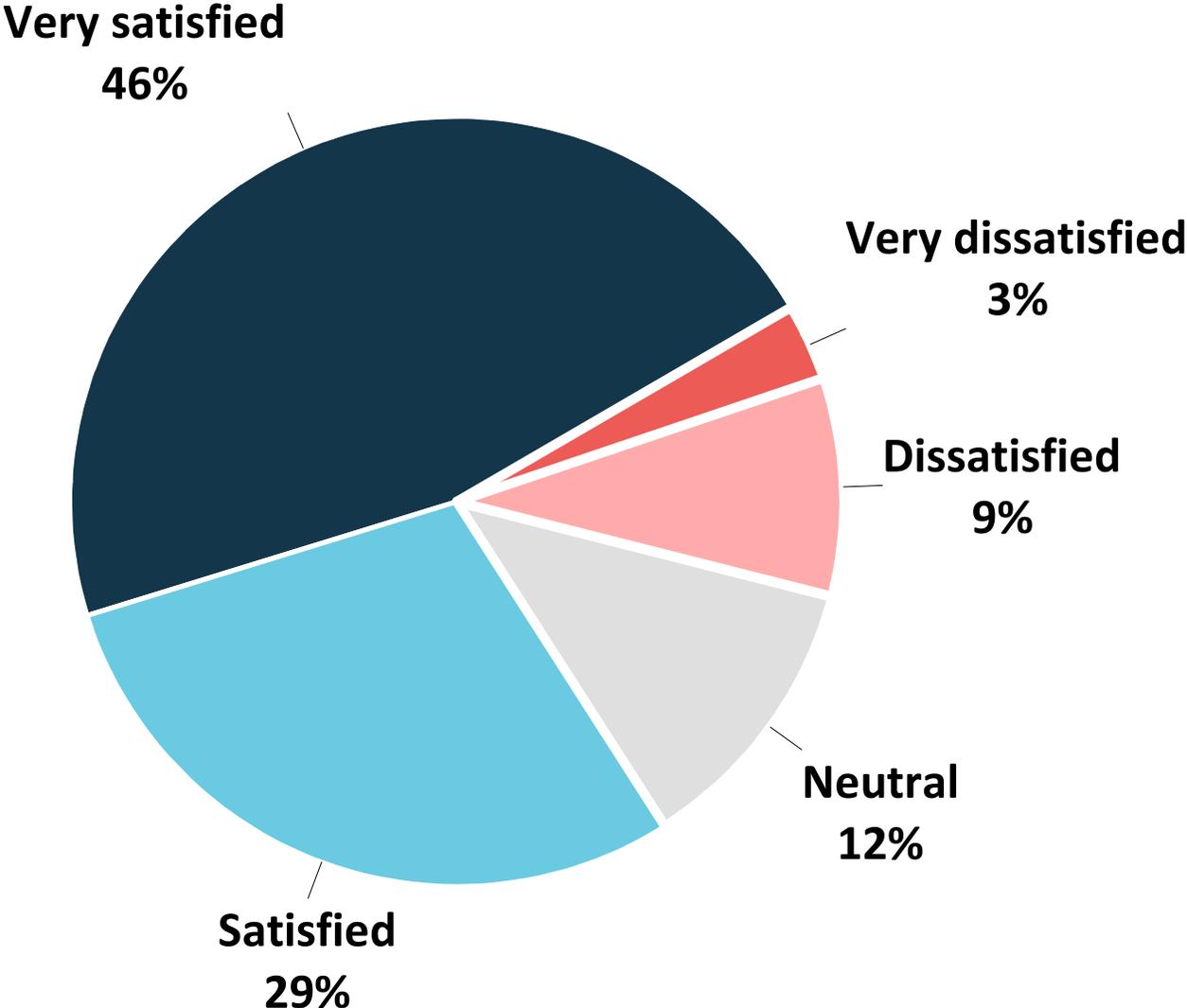


Q4. Have you or any member of your household come in contact with or called the Police Department for services in the past 24 months?



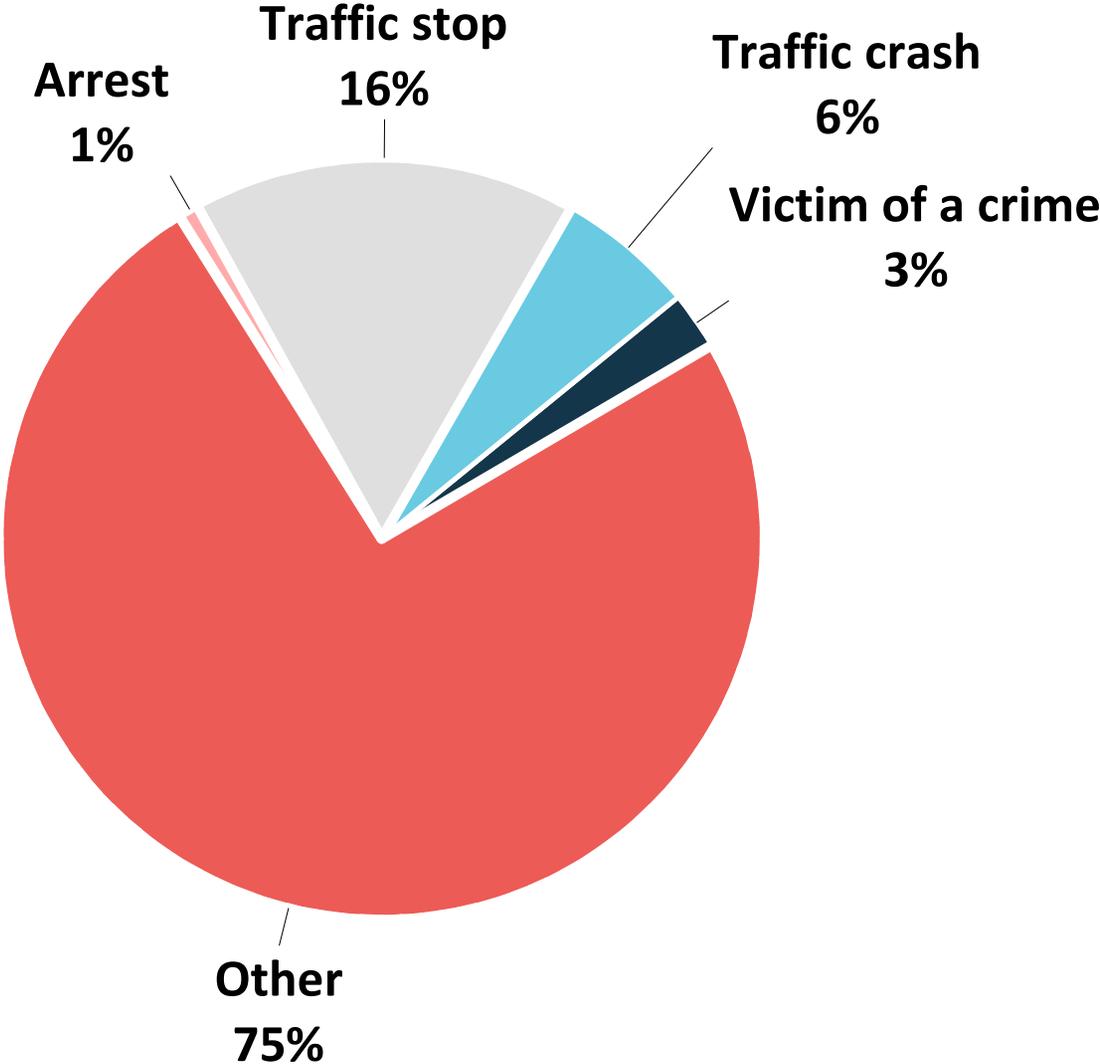
Q4a. How you would rate your satisfaction with the attention received?

by percentage of respondents that they or a member of their household came in contact with or called the Police Department for services in the past 24-months



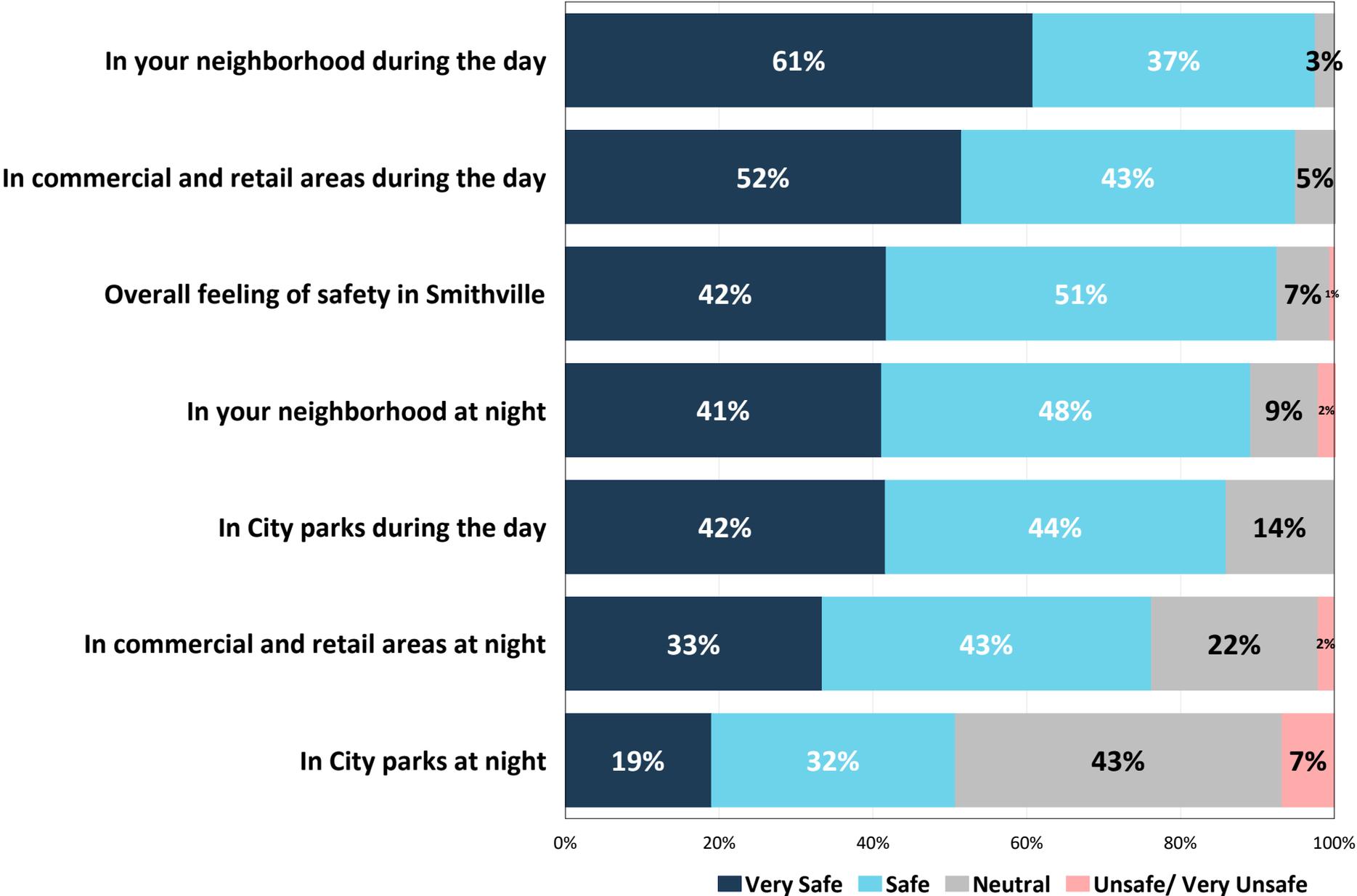
Q4b. Why did you come in contact with the Police Department?

by percentage of respondents that they or a member of their household came in contact with or called the Police Department for services in the past 24-months (excluding "not provided")



Q5. Perceptions of Safety: How Safe Do You Feel...

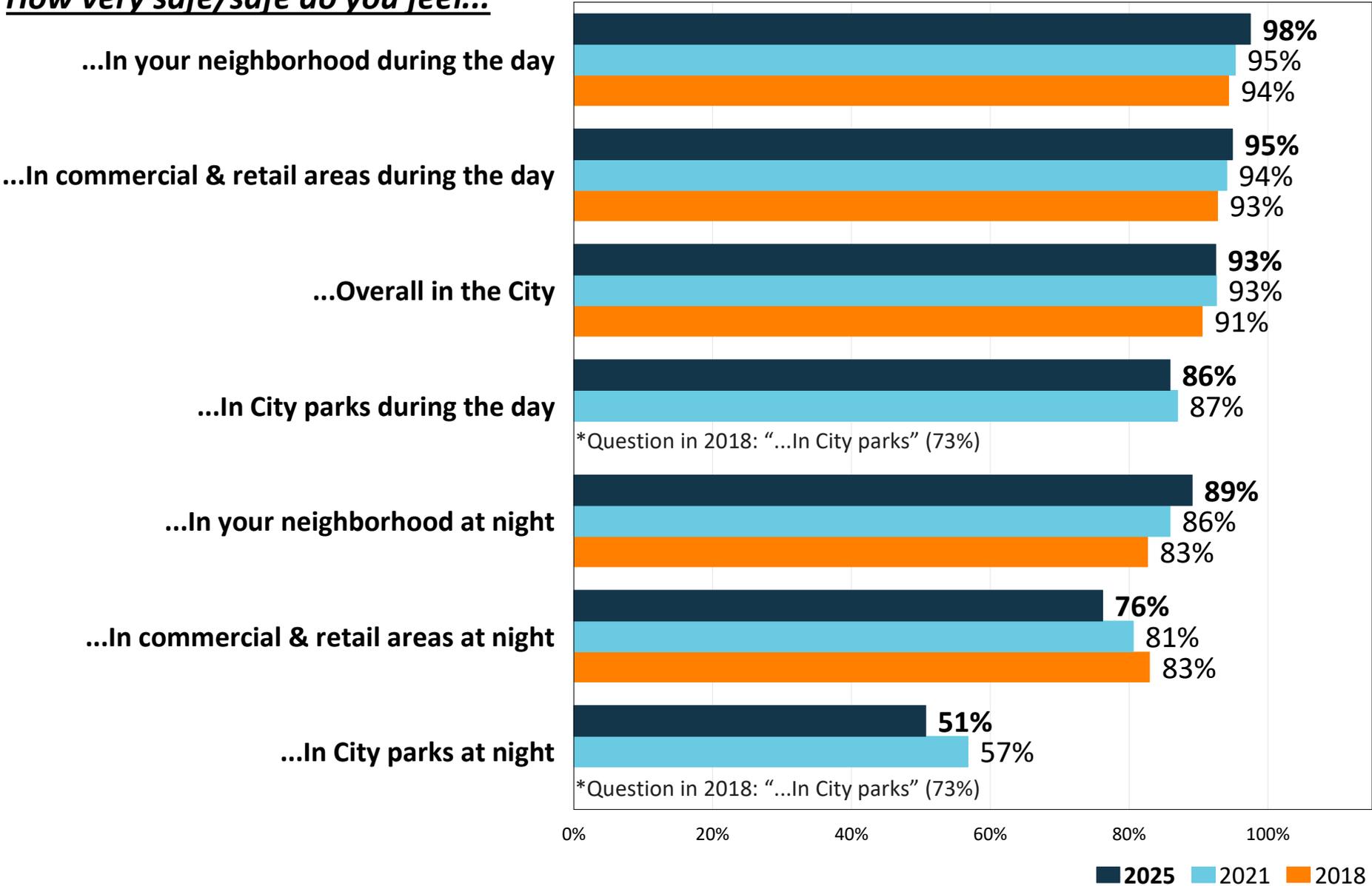
by percentage of respondents using a 5-point scale, where 5 means *very safe* and 1 means *very unsafe* (excluding *don't know* responses)



Feeling of Safety in the City Trends (2025 vs. 2021 vs. 2018)

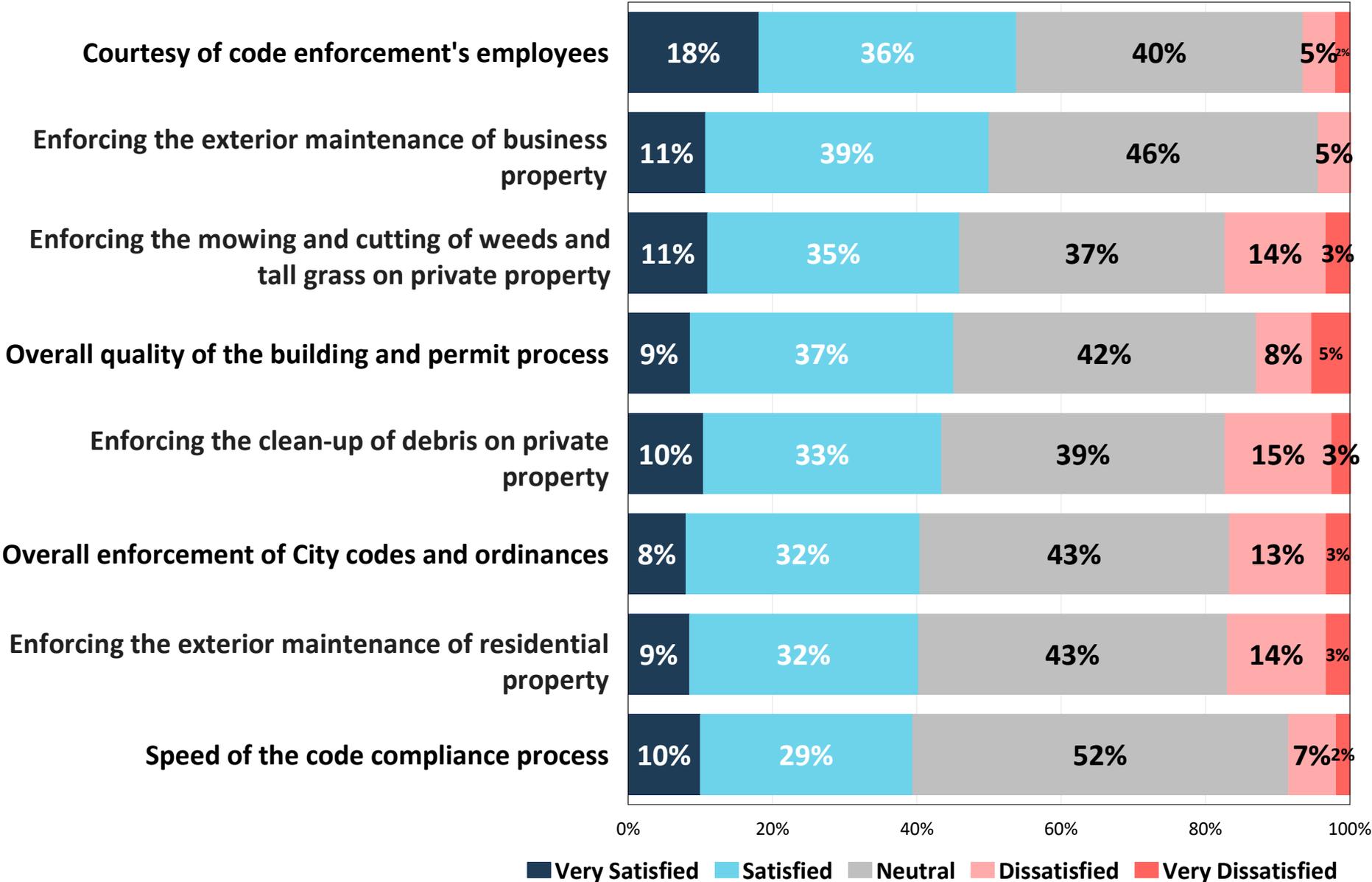
by the sum percentage of respondents that indicated they feel either *very safe* or *safe*
(excluding *don't know* responses)

How very safe/safe do you feel...



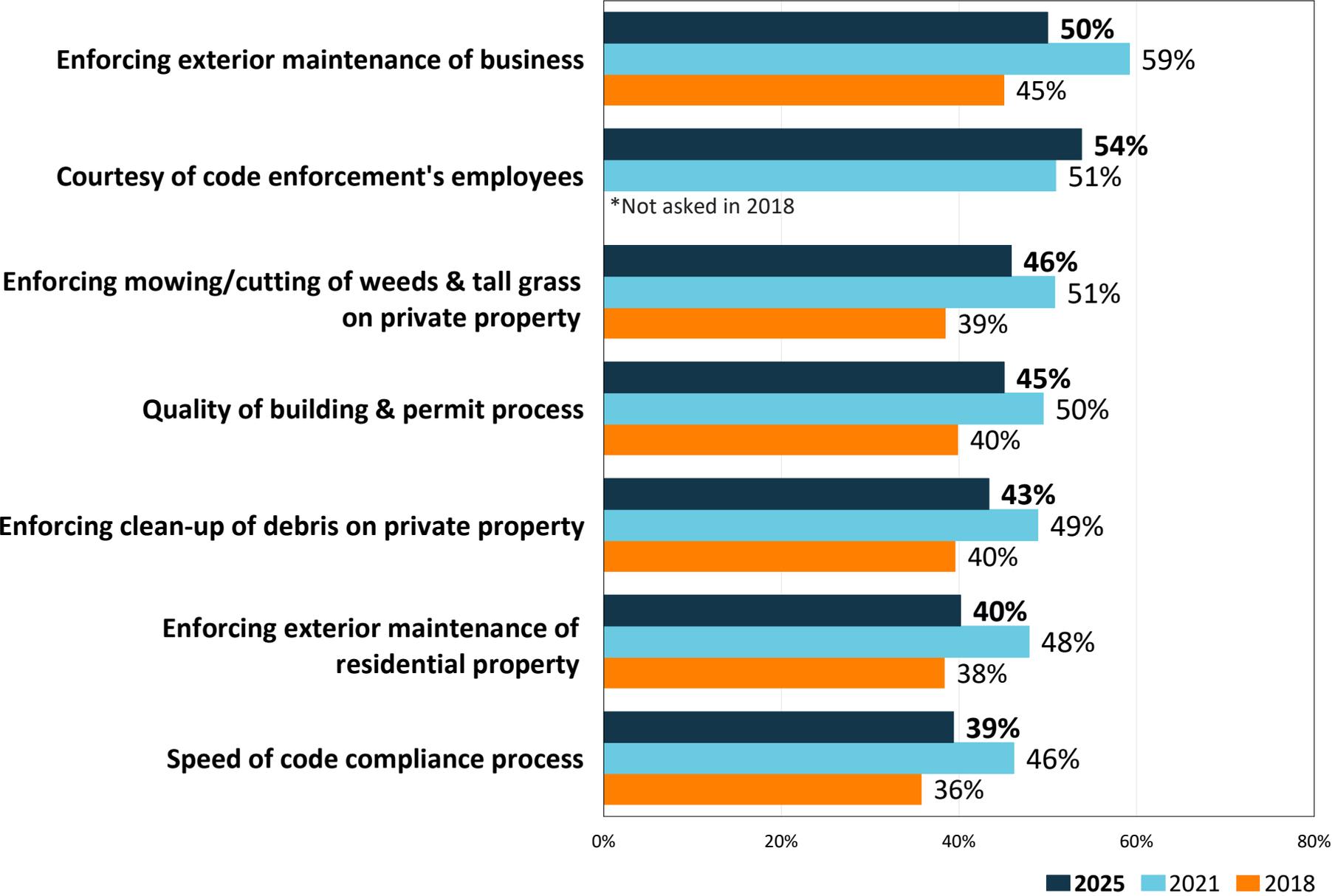
Q6. Level of Satisfaction With Code Enforcement Services

by percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)



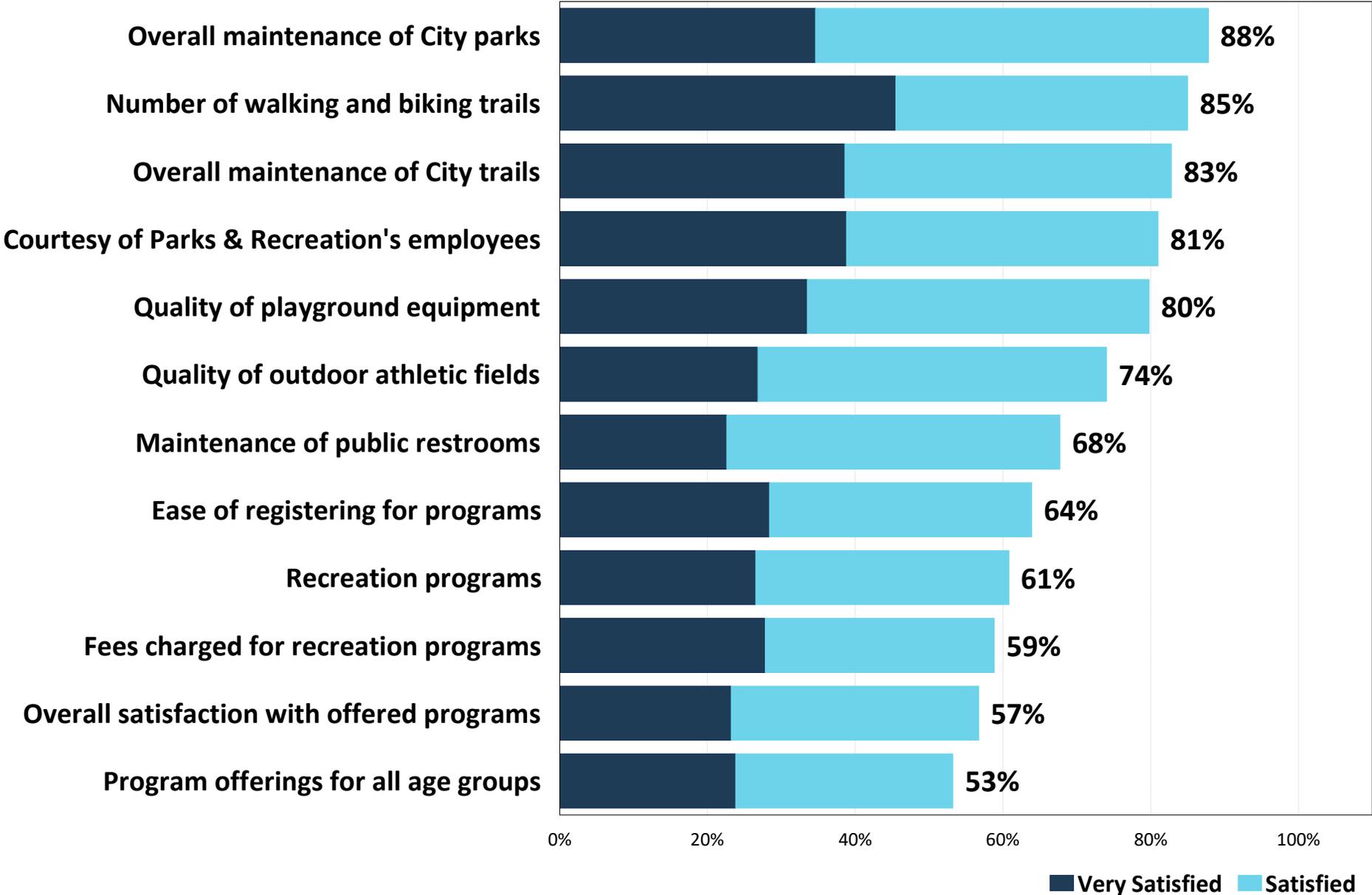
Satisfaction With Code Enforcement Services Trends (2025 vs. 2021 vs. 2018)

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



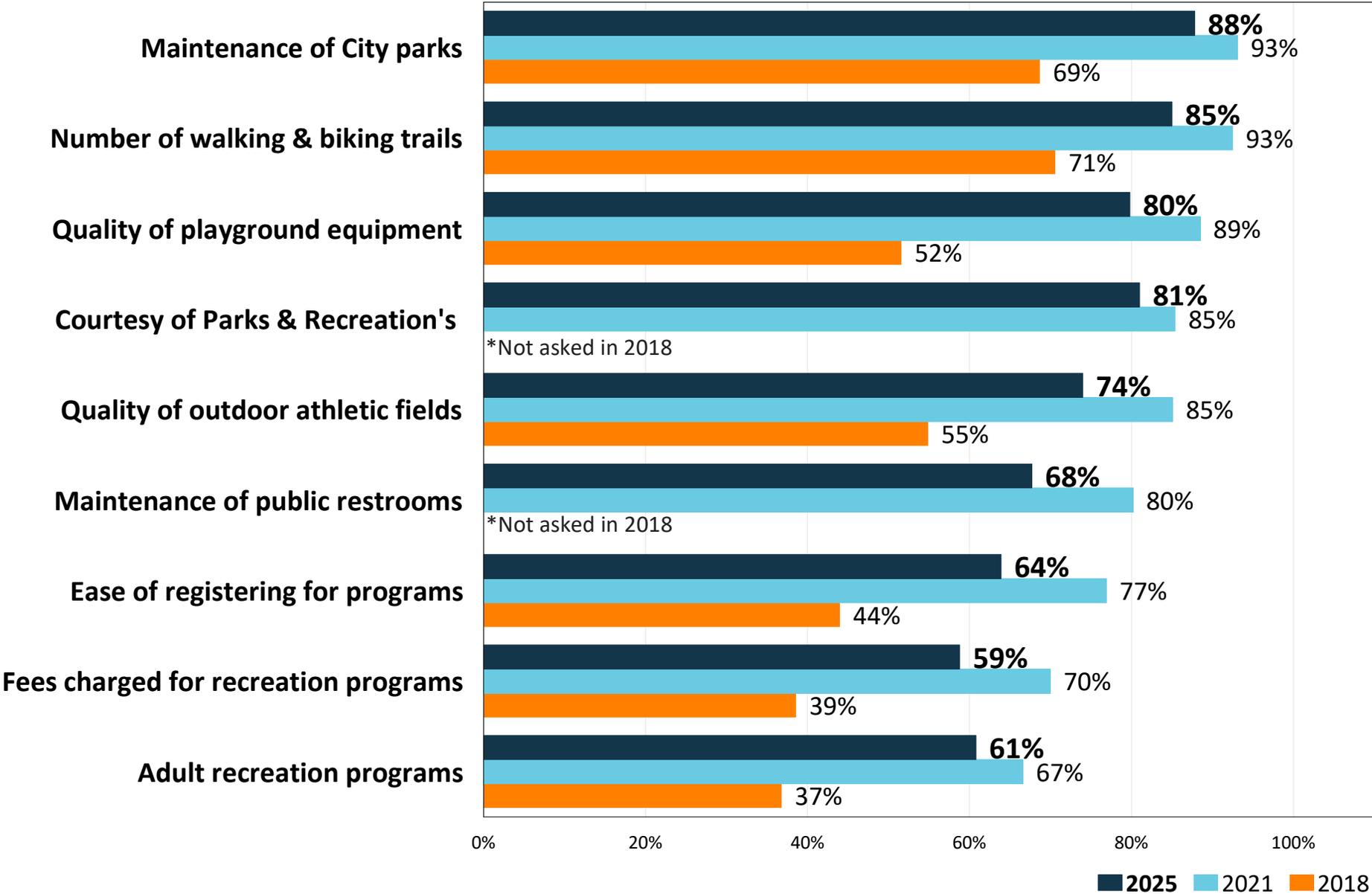
Q7-Q8. Satisfaction With Parks & Recreation Amenities and Programs

by sum percentage of respondents that were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



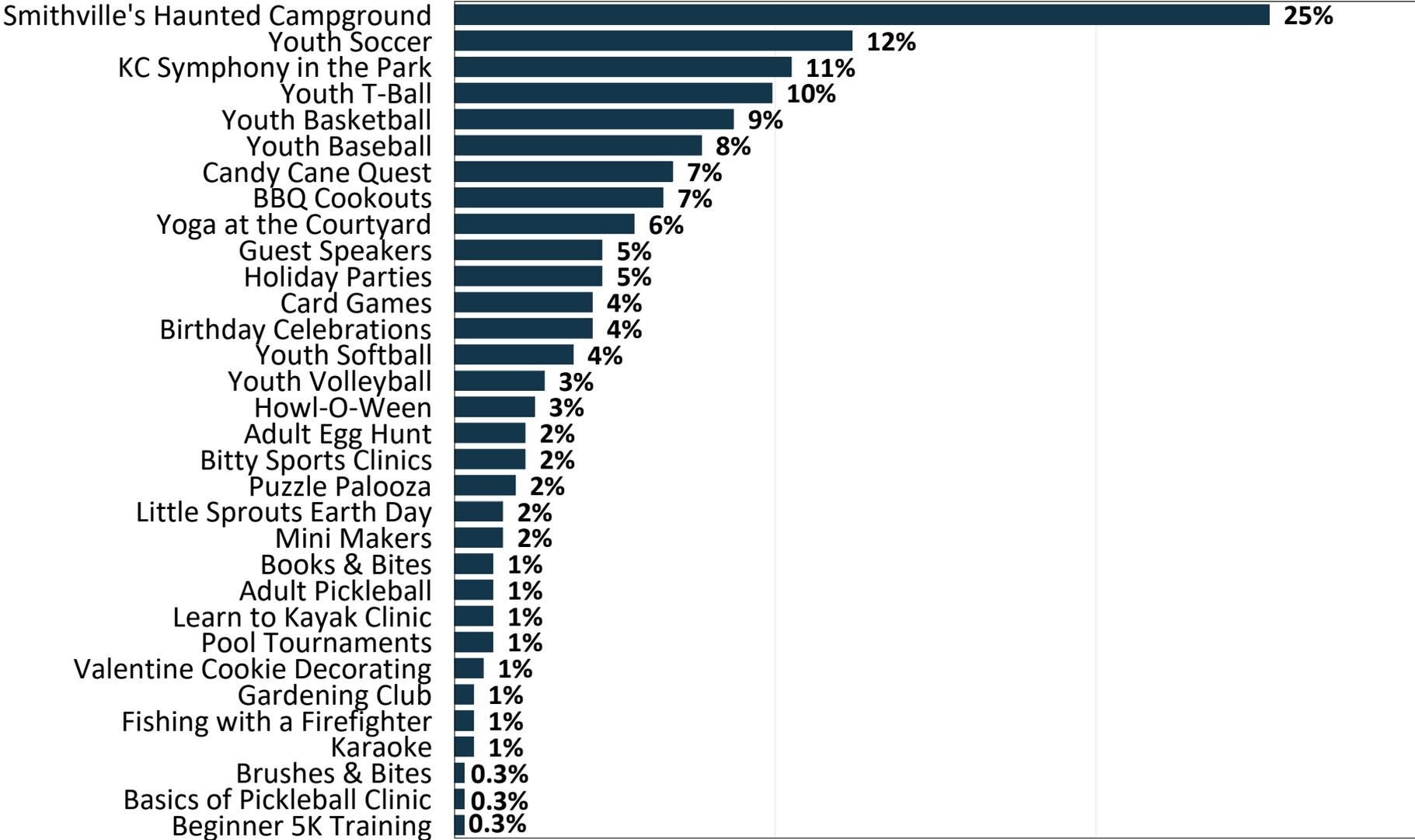
Satisfaction With Parks & Rec Amenities & Programs Trends (2025 vs. 2021 vs. 2018)

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



Q9. Have you or a member of your household participated in any of the following events/programs?

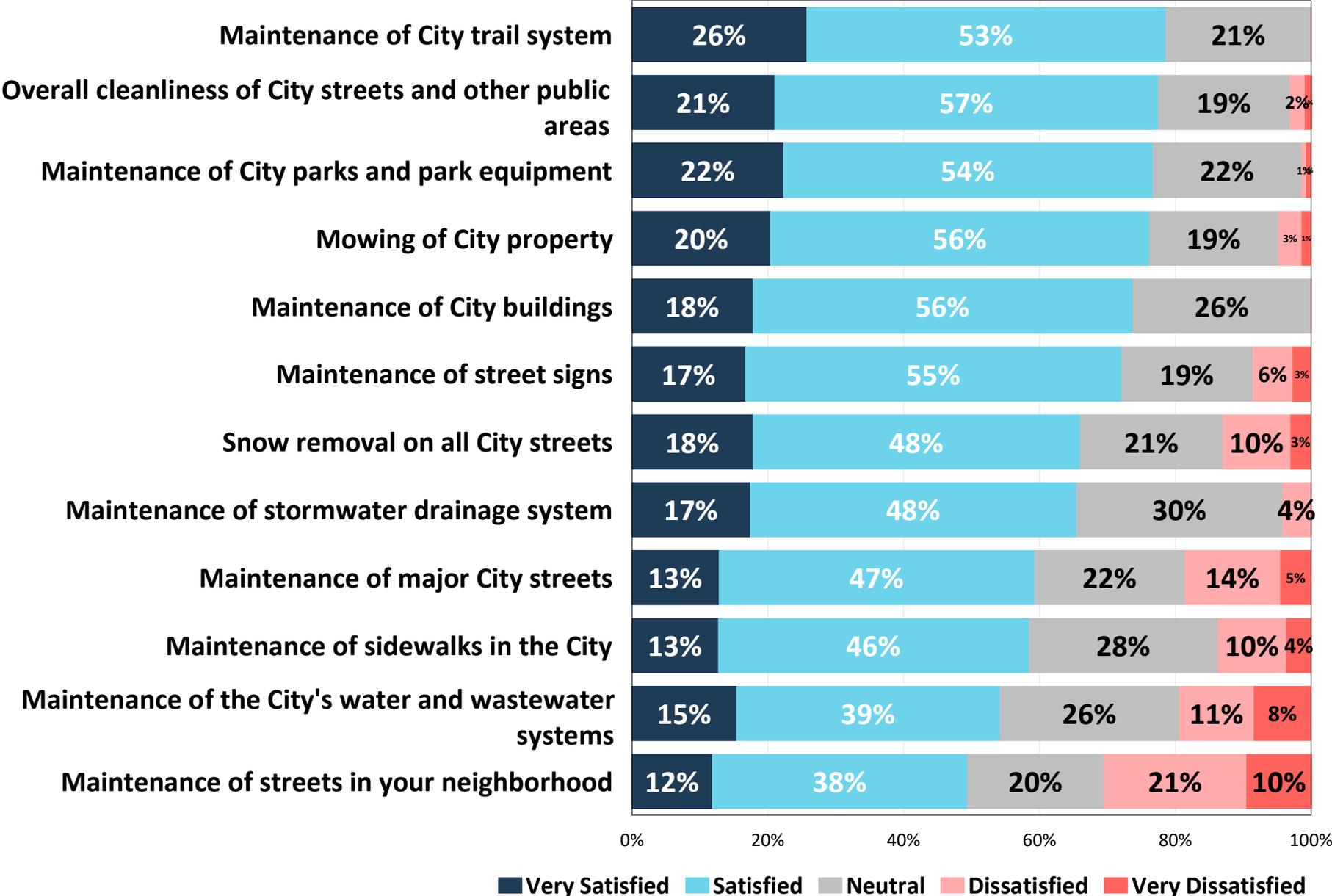
by percentage of respondents who indicated they participated (multiple choices could be selected)



0% 10% 20% 30% %Yes

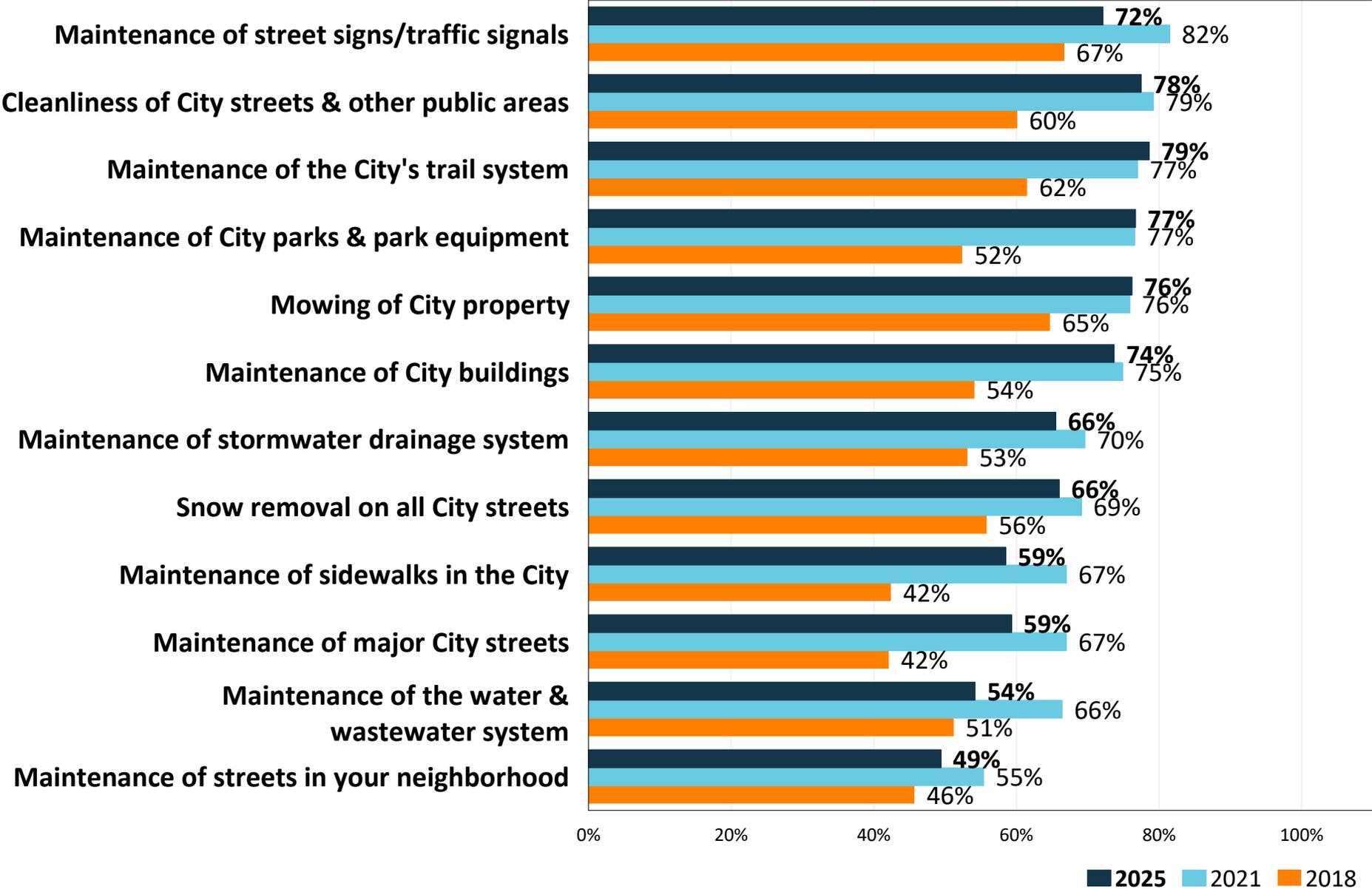
Q11. Level of Satisfaction With City Maintenance Services

by percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)



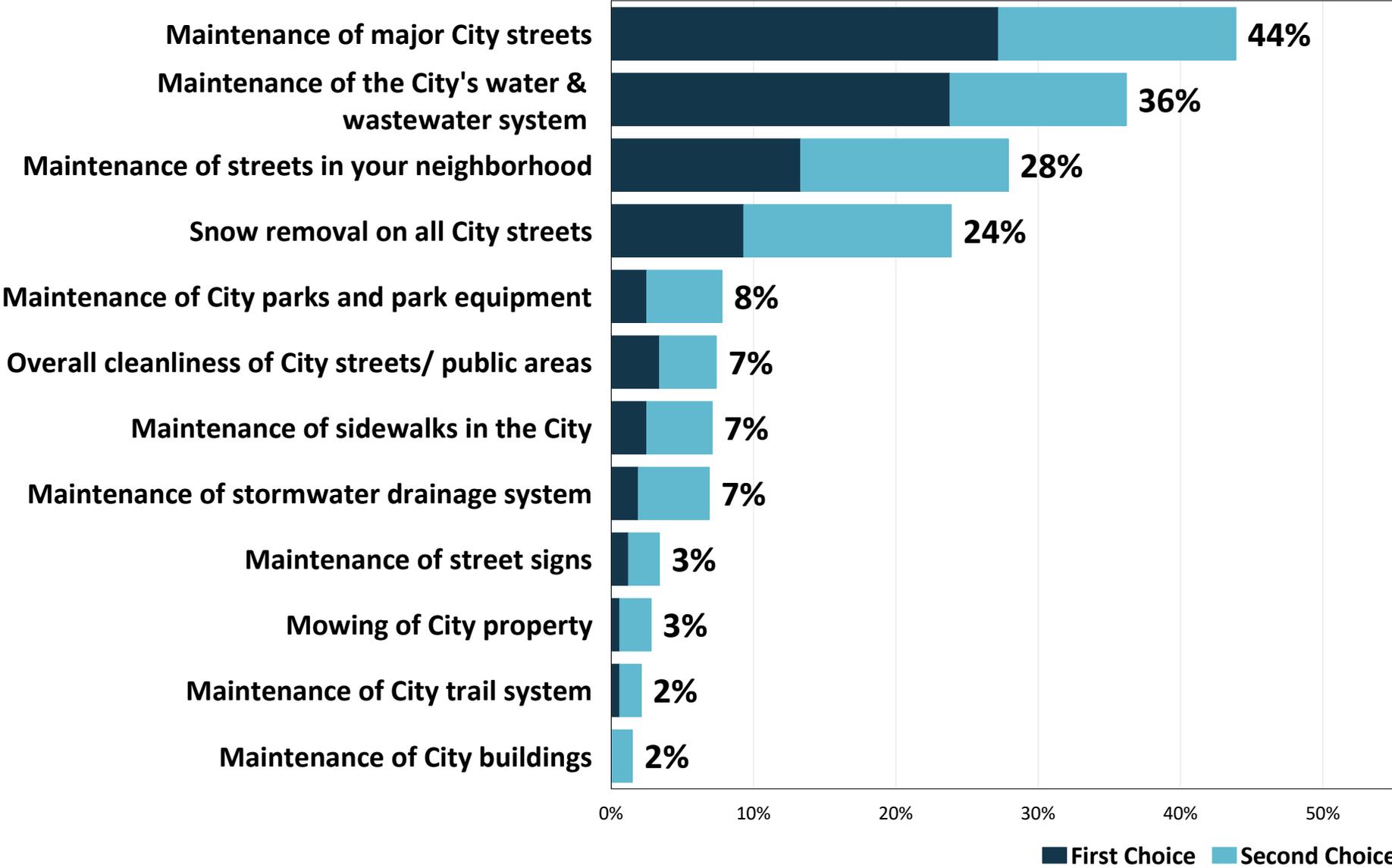
Satisfaction With City Maintenance Services Trends (2025 vs. 2021 vs. 2018)

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



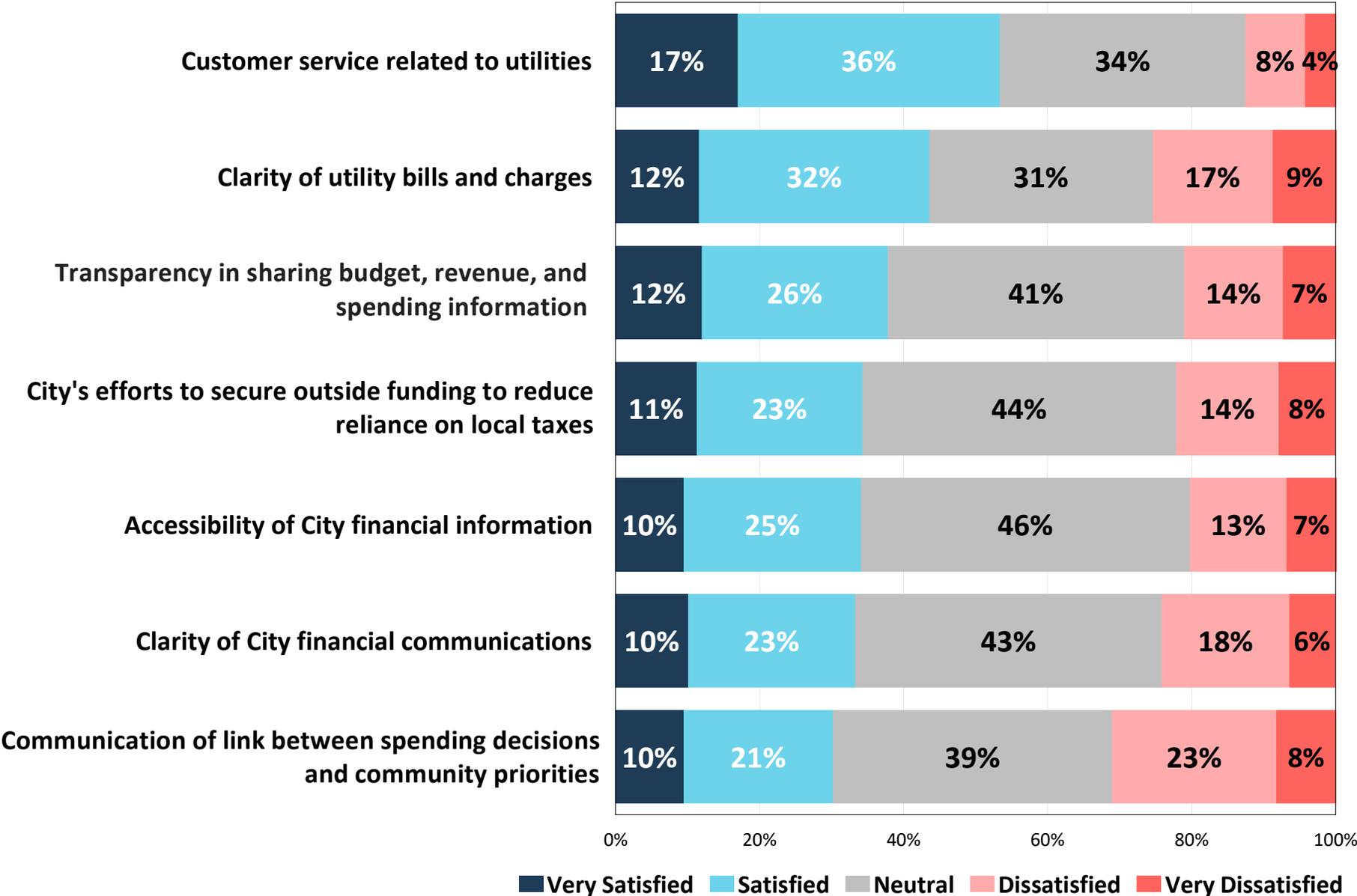
Q12. Which maintenance services do you think are most important for the City to provide?

by the sum percentage of respondents top two choices



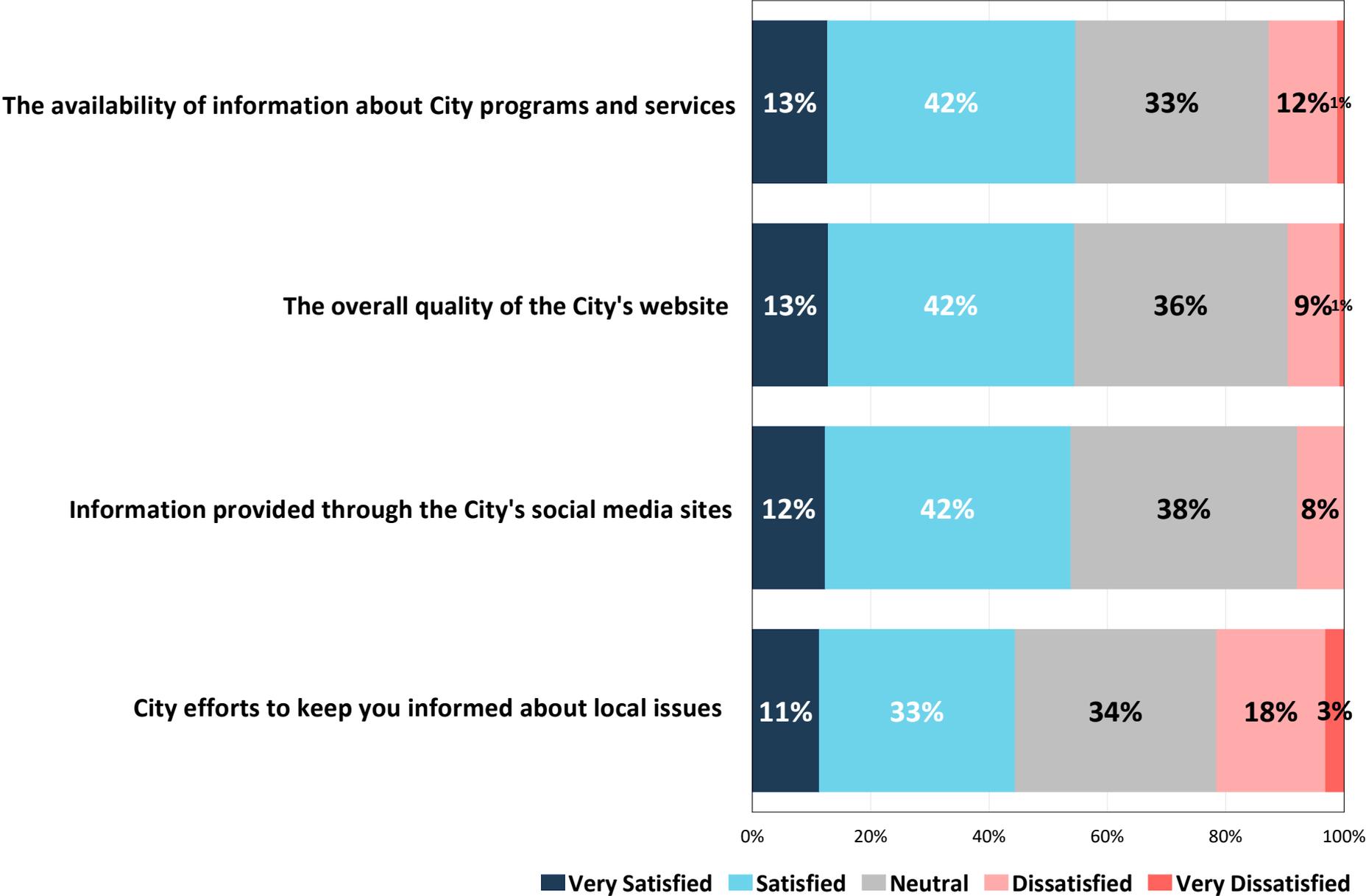
Q13. Level of Satisfaction With Finance

by percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)



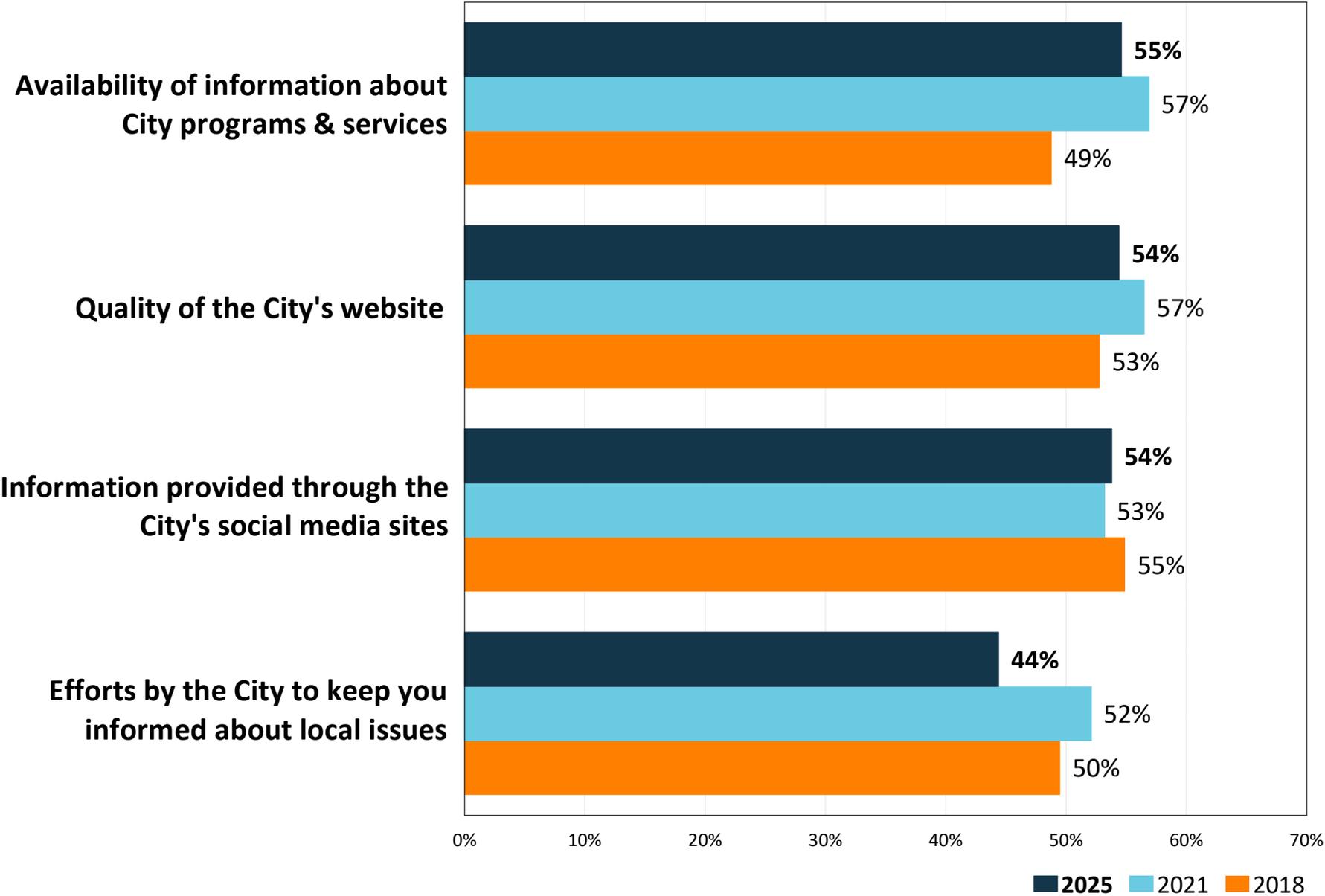
Q14. Level of Satisfaction with City Communication

by percentage of respondents using a 5-point scale, where 5 means *very satisfied* and 1 means *very dissatisfied*
(excluding *don't know* responses)



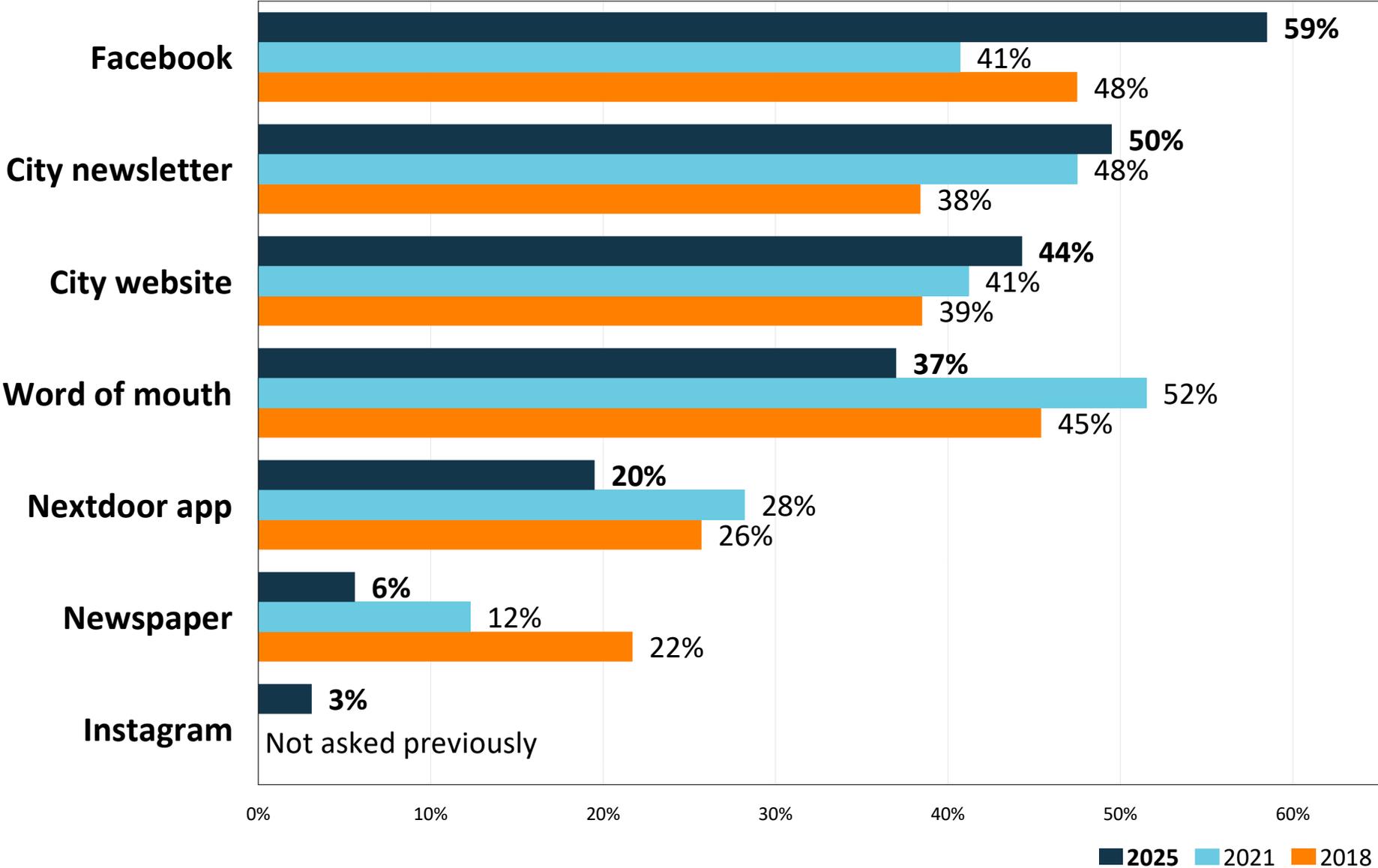
Satisfaction With Communication Services Trends (2025 vs. 2021 vs. 2018)

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



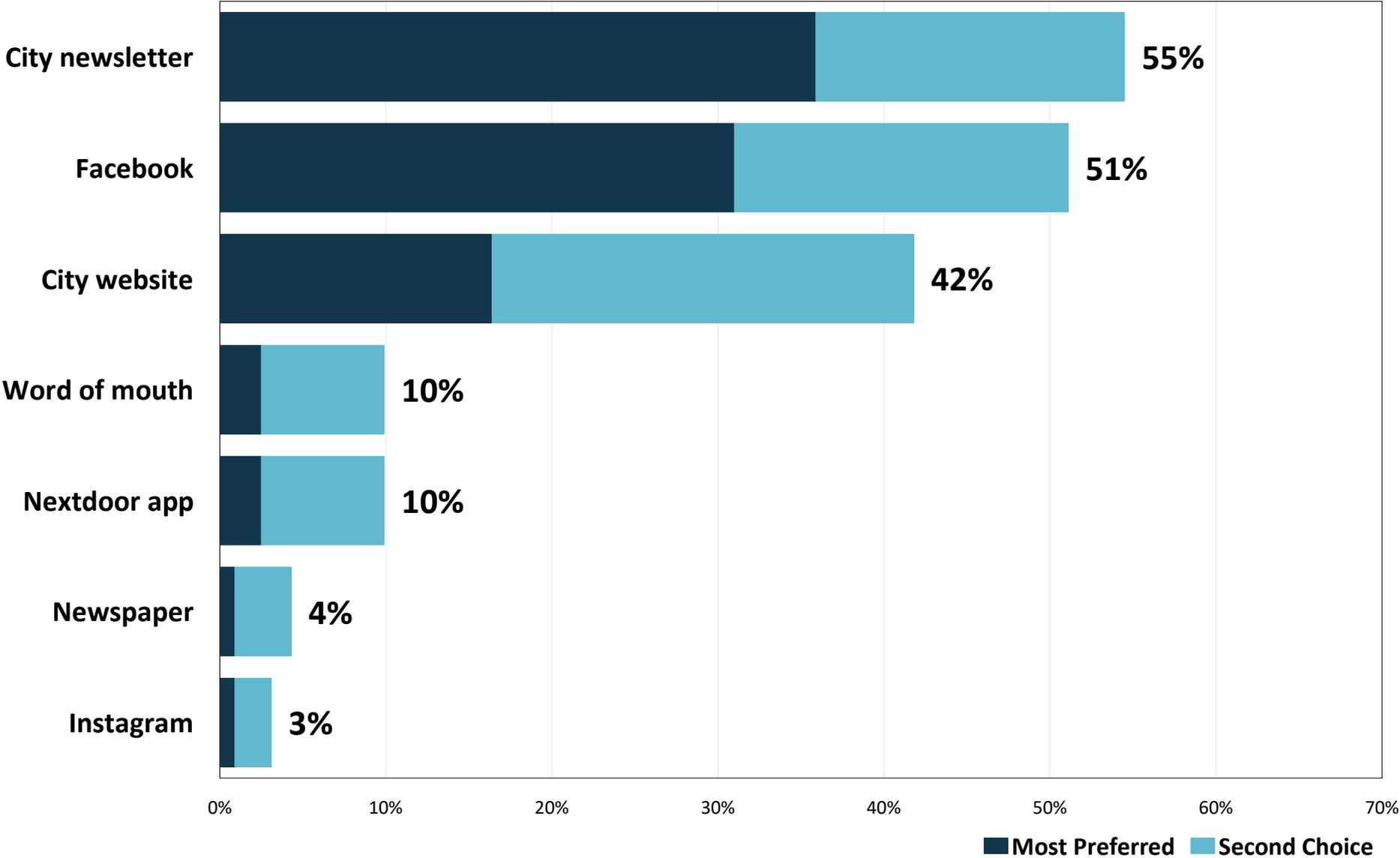
Q15. Which of the following are your primary sources of information about community activities and services?

by percentage of respondents (multiple choices could be selected)



Q16. Which methods of communication do you most prefer to use for information about community activities and services?

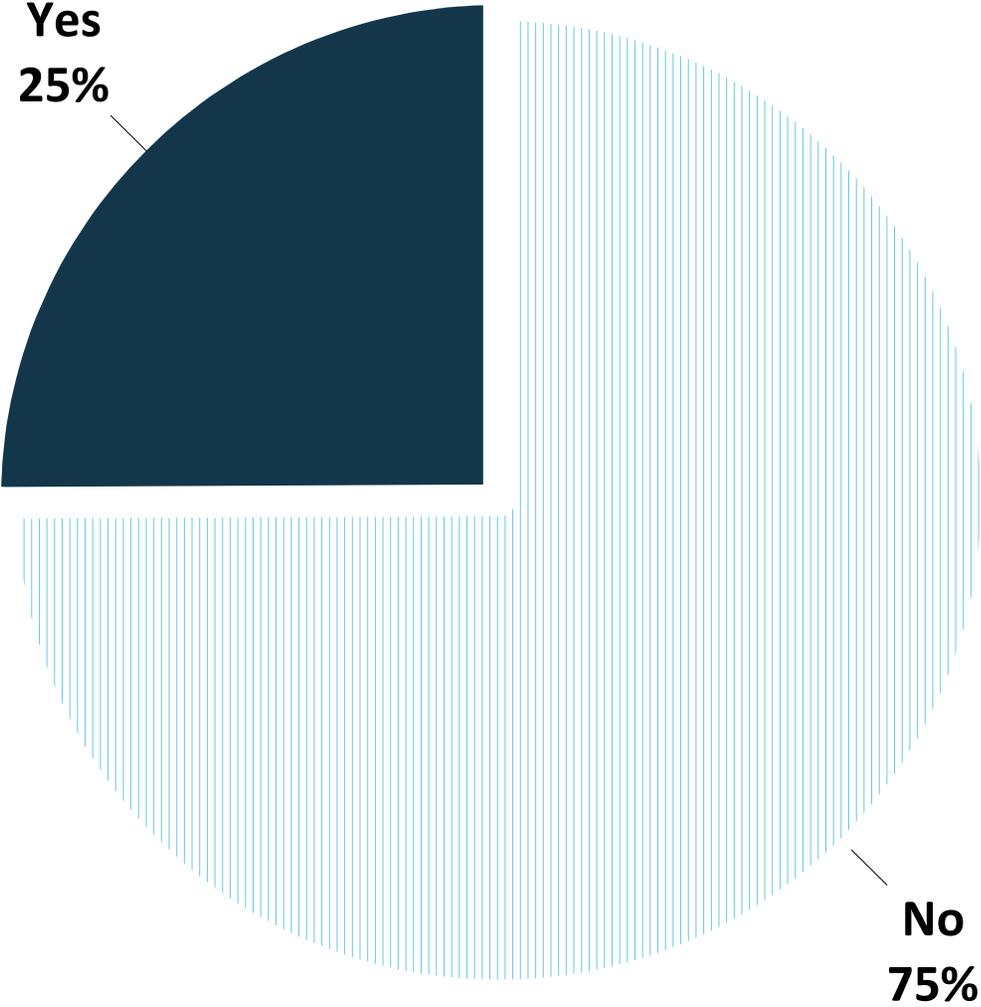
by the sum percentage of respondents top two choices



Q18. Customer Service. Have you contacted the City with a question, problem, or complaint during the past year?

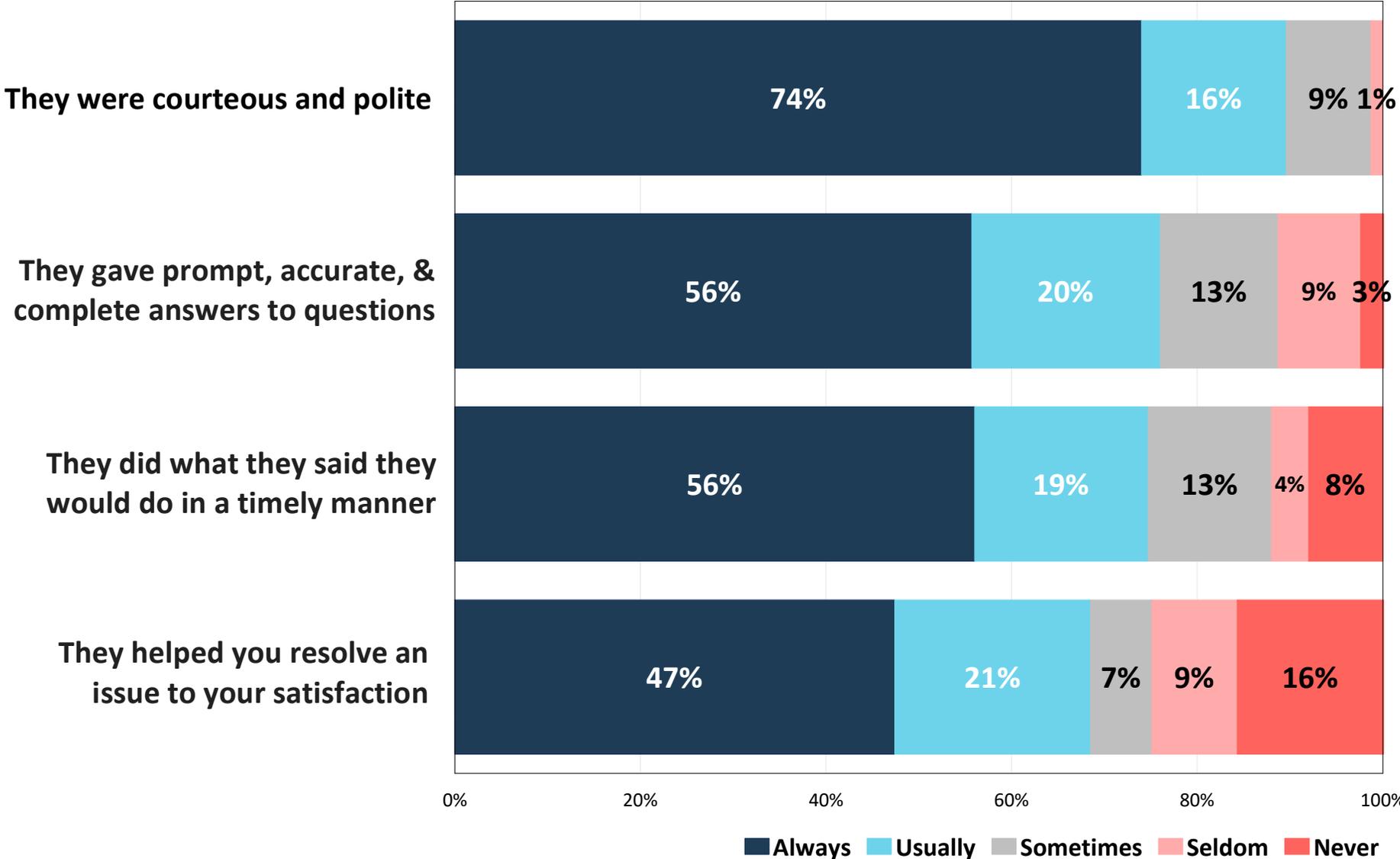
by percentage of respondents

%YES
2021
33%



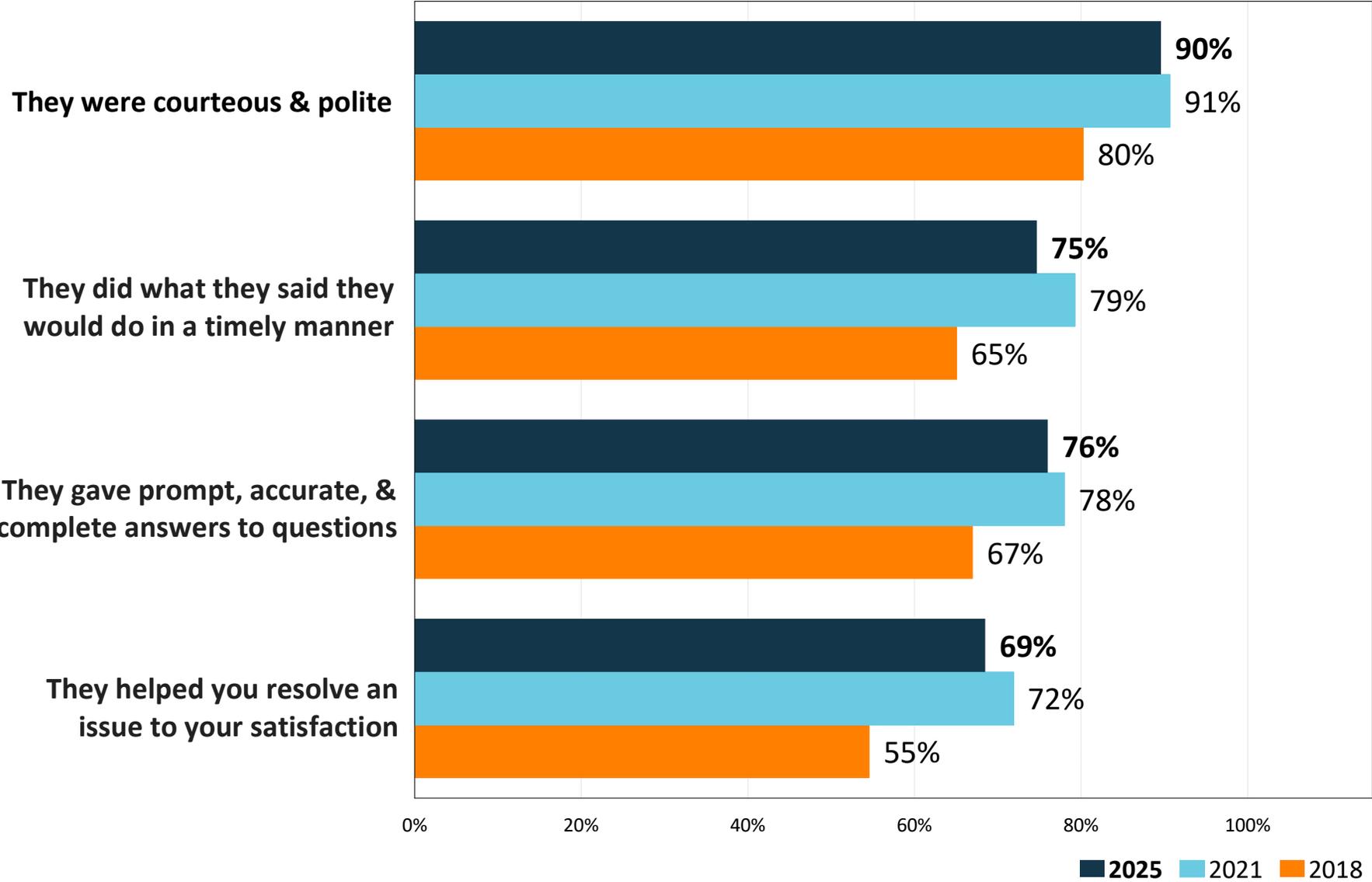
Q18b. Frequency of Quality Customer Service Received From City Employees

by percentage of respondents that contacted the City during the past year, using a 5-point scale, where 5 means *always* and 1 means *never* (excluding *don't know* responses)



Percentage of Frequency That Respondents Always/Usually Received Quality Customer Service From City Employees Trends (2025 vs. 2021 vs. 2018)

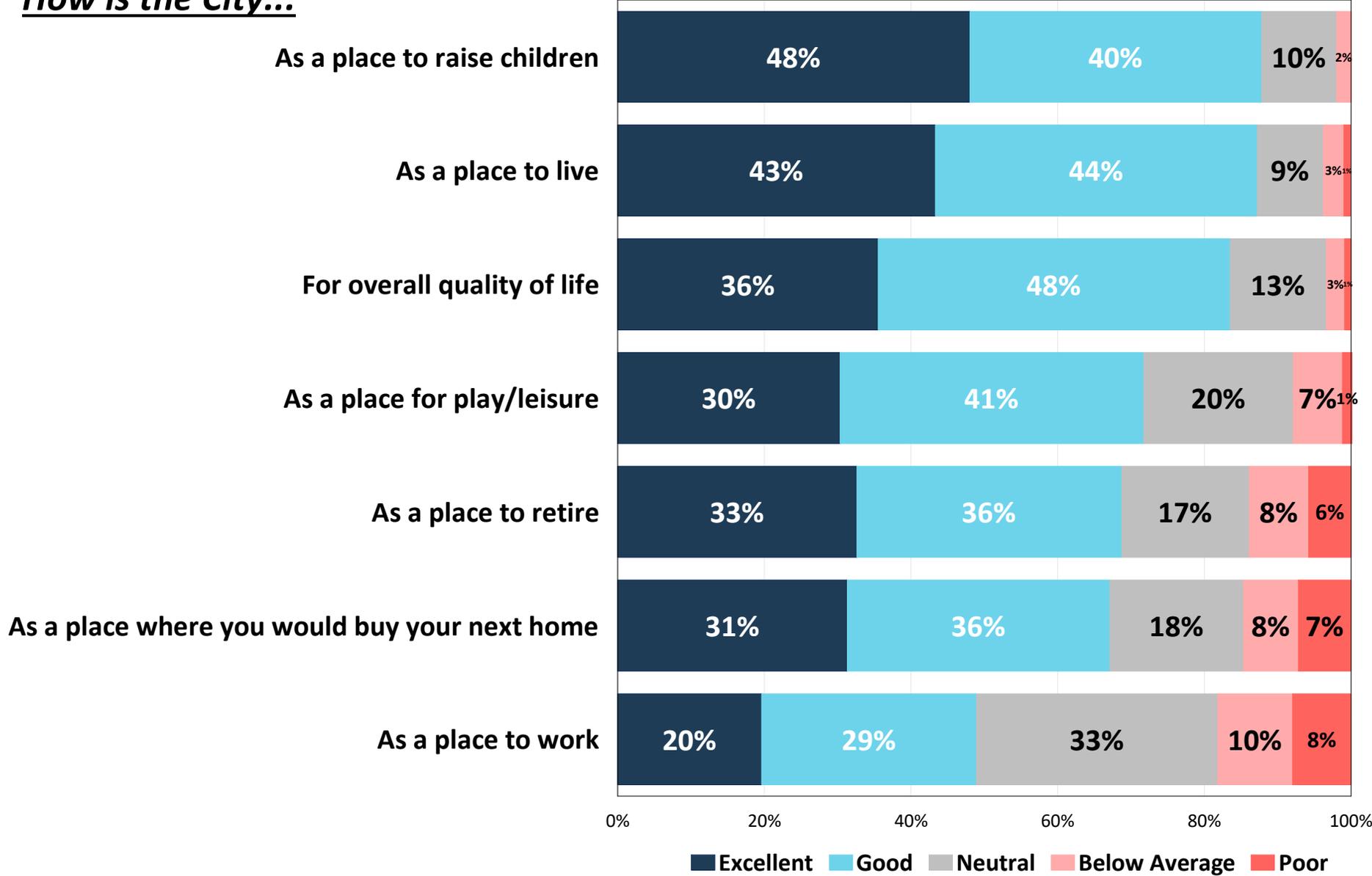
by the sum percentage of respondents that either *always* or *usually* receive quality customer service (excluding *don't know* responses)



Q19. Perception of the Quality of Life in the City

by percentage of respondents using a 5-point scale, where 5 means *excellent* and 1 means *poor*
(excluding *don't know* responses)

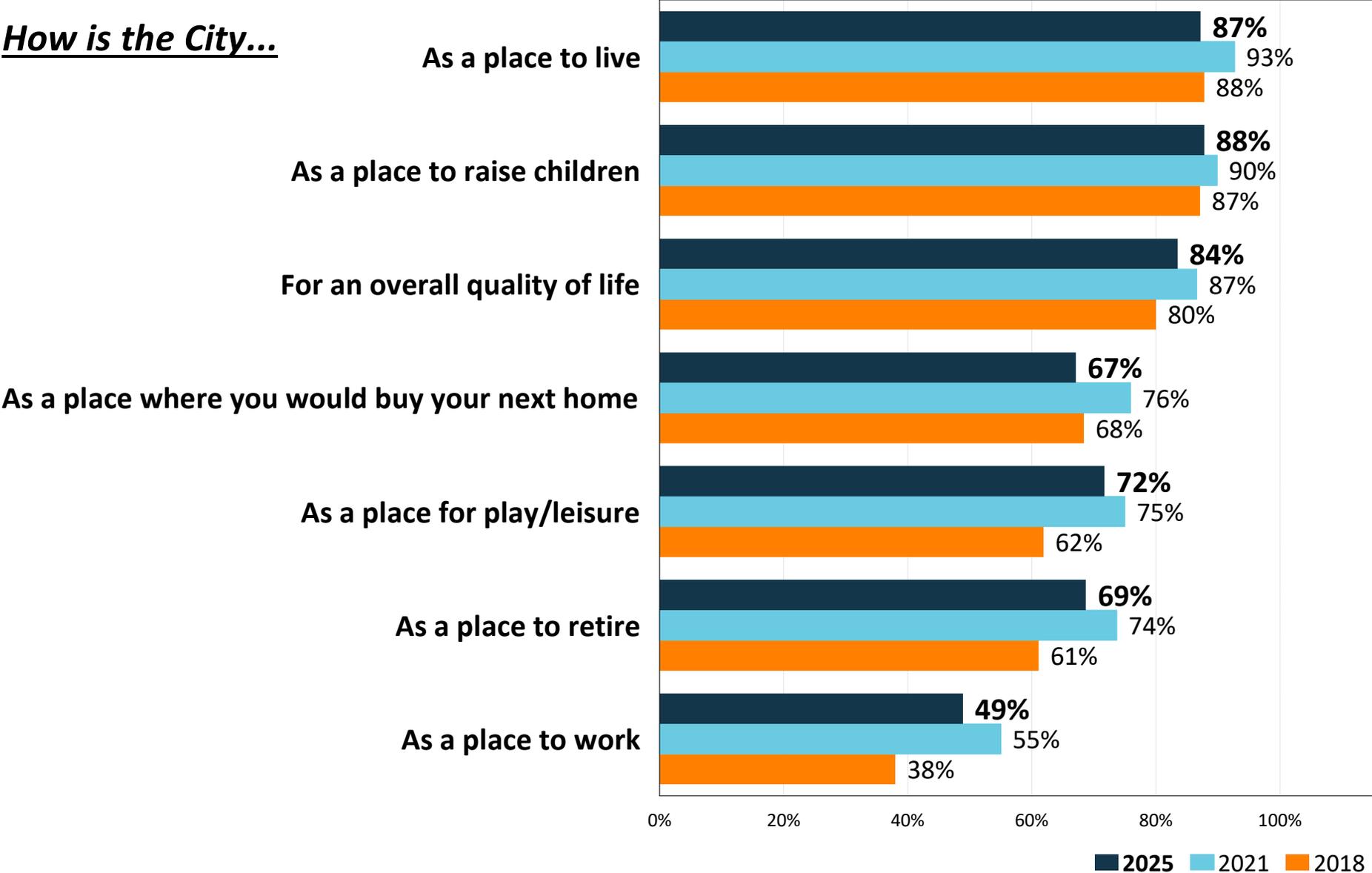
How is the City...



Excellent or Good Perceptions of the City Trends (2025 vs. 2021 vs. 2018)

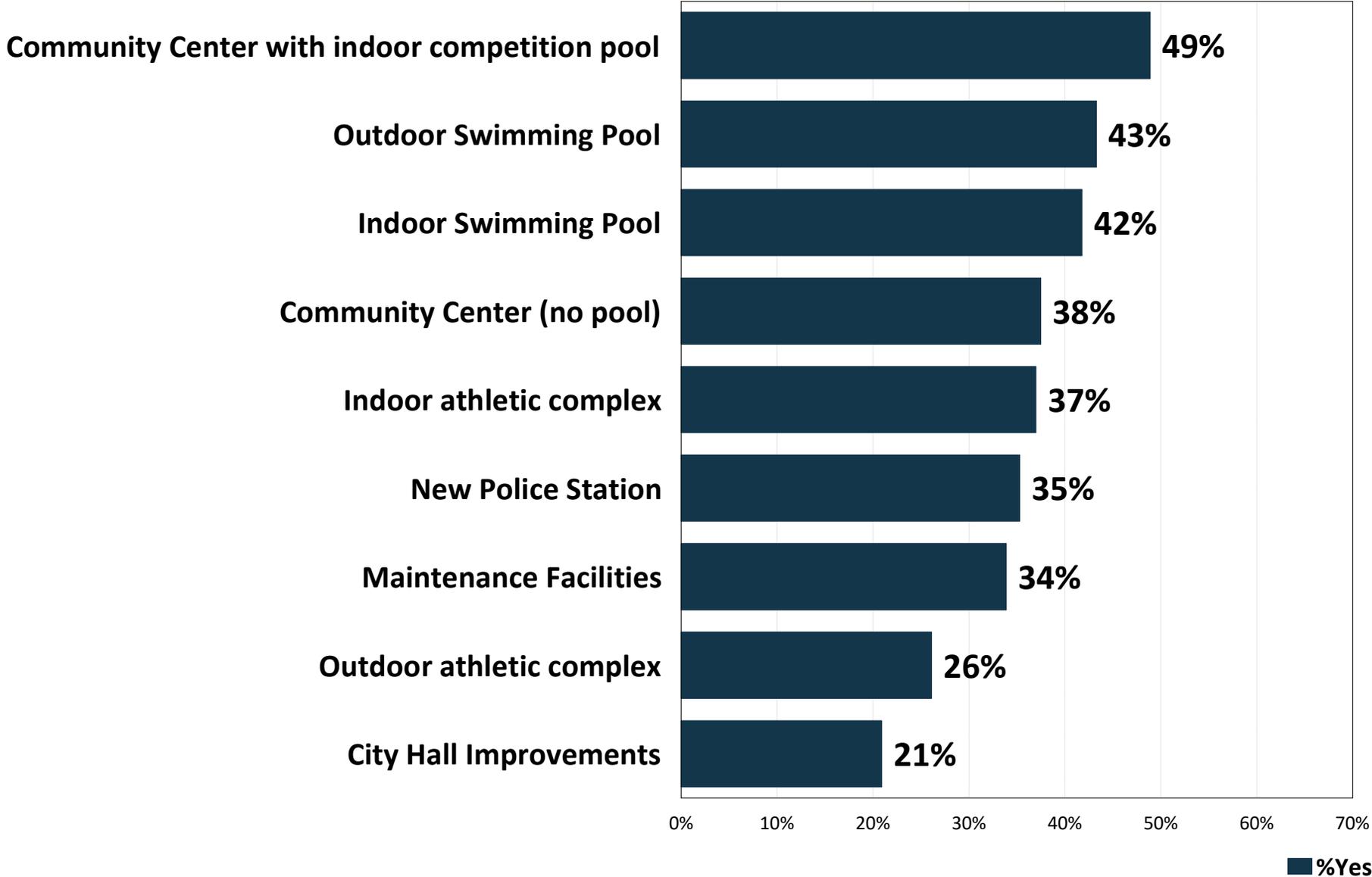
by the sum percentage of respondents that perceive the City as either *excellent* or *good*
(excluding *don't know* responses)

How is the City...



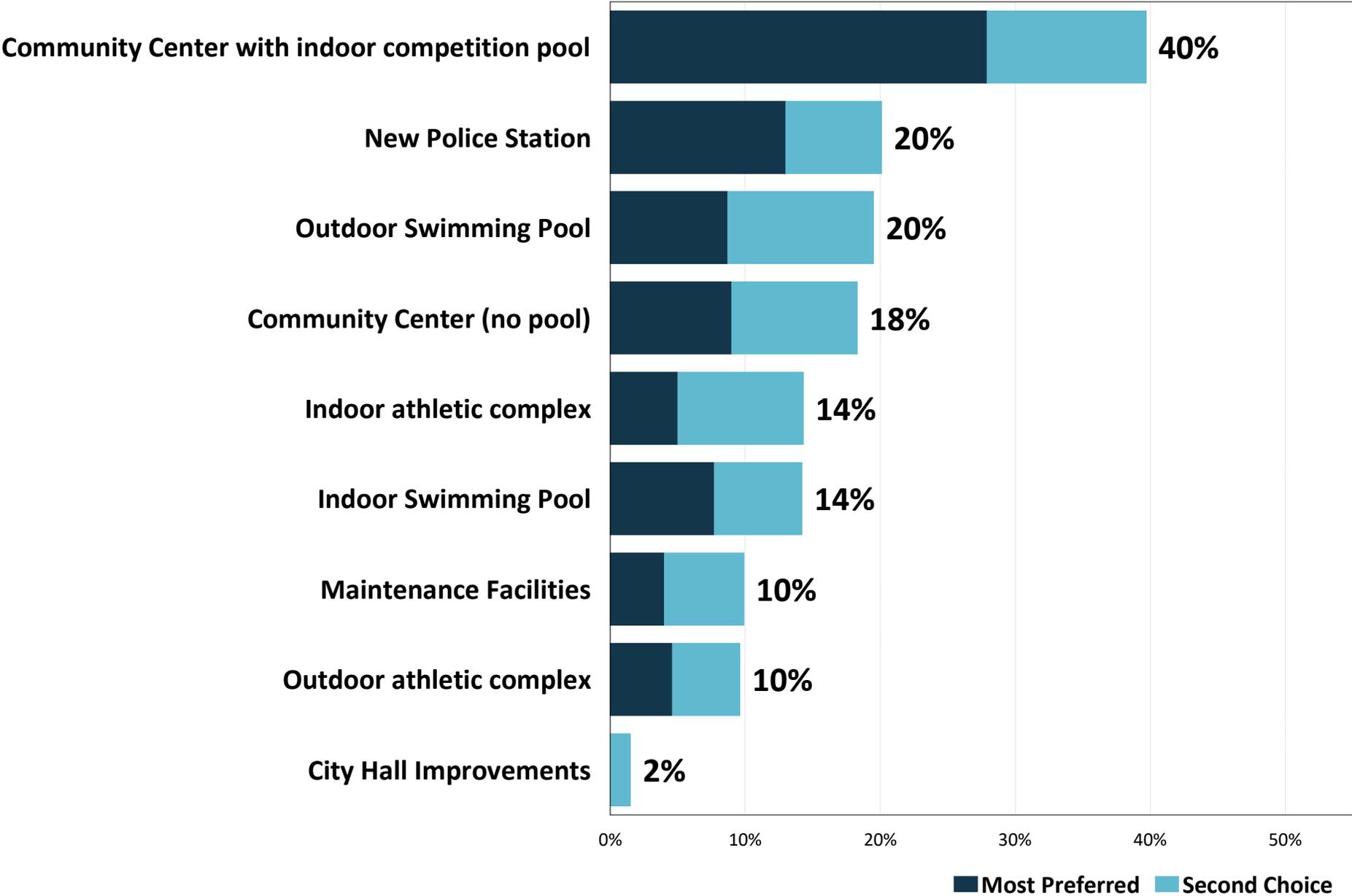
Q20. Would you be willing to pay increased taxes or fees for any of the community amenities/facilities listed below?

by percentage of respondents that responded “yes” (multiple choices could be selected)



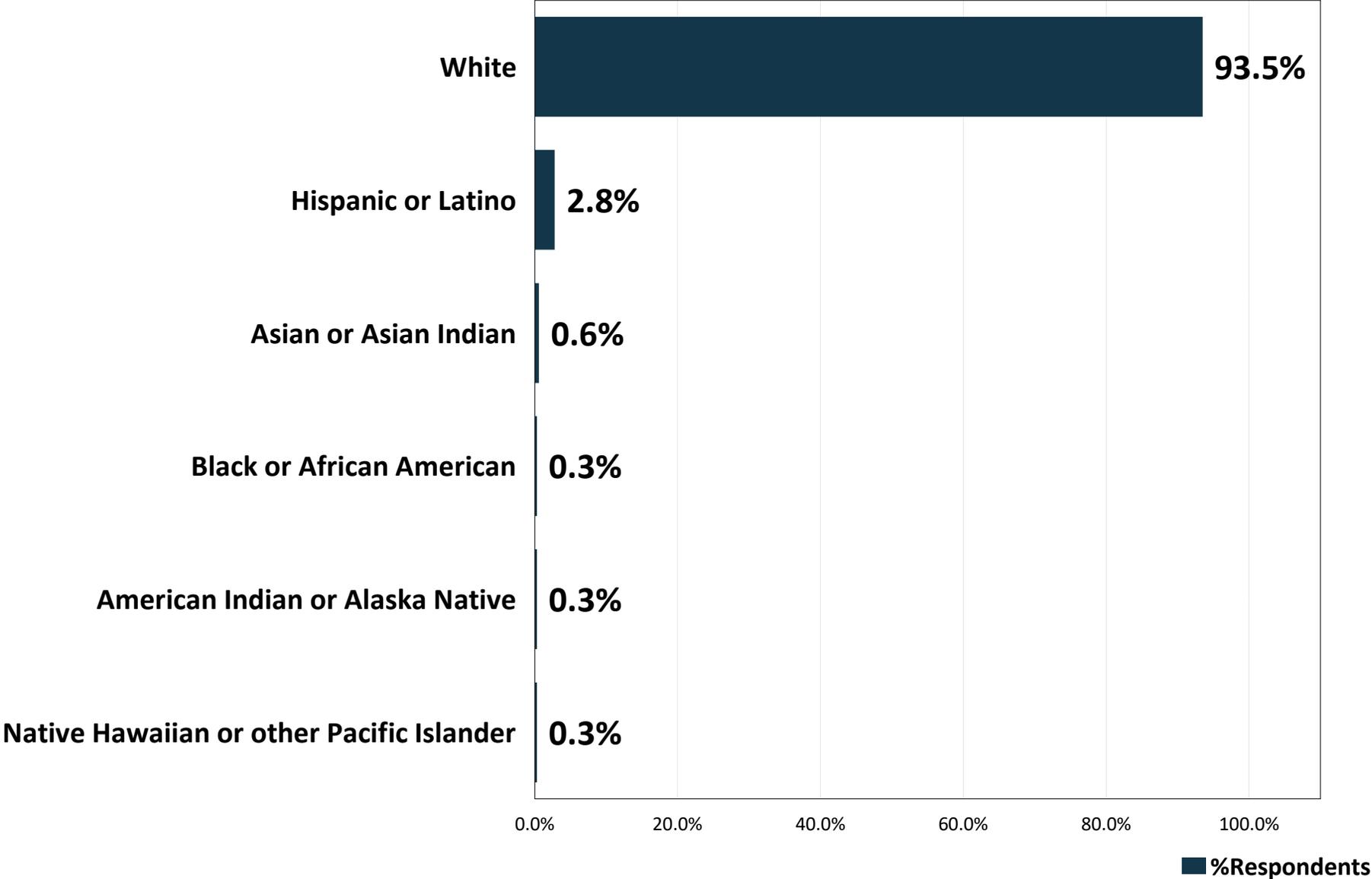
Q21. Which community amenities/facilities do you most prefer?

by the sum percentage of respondents top two choices



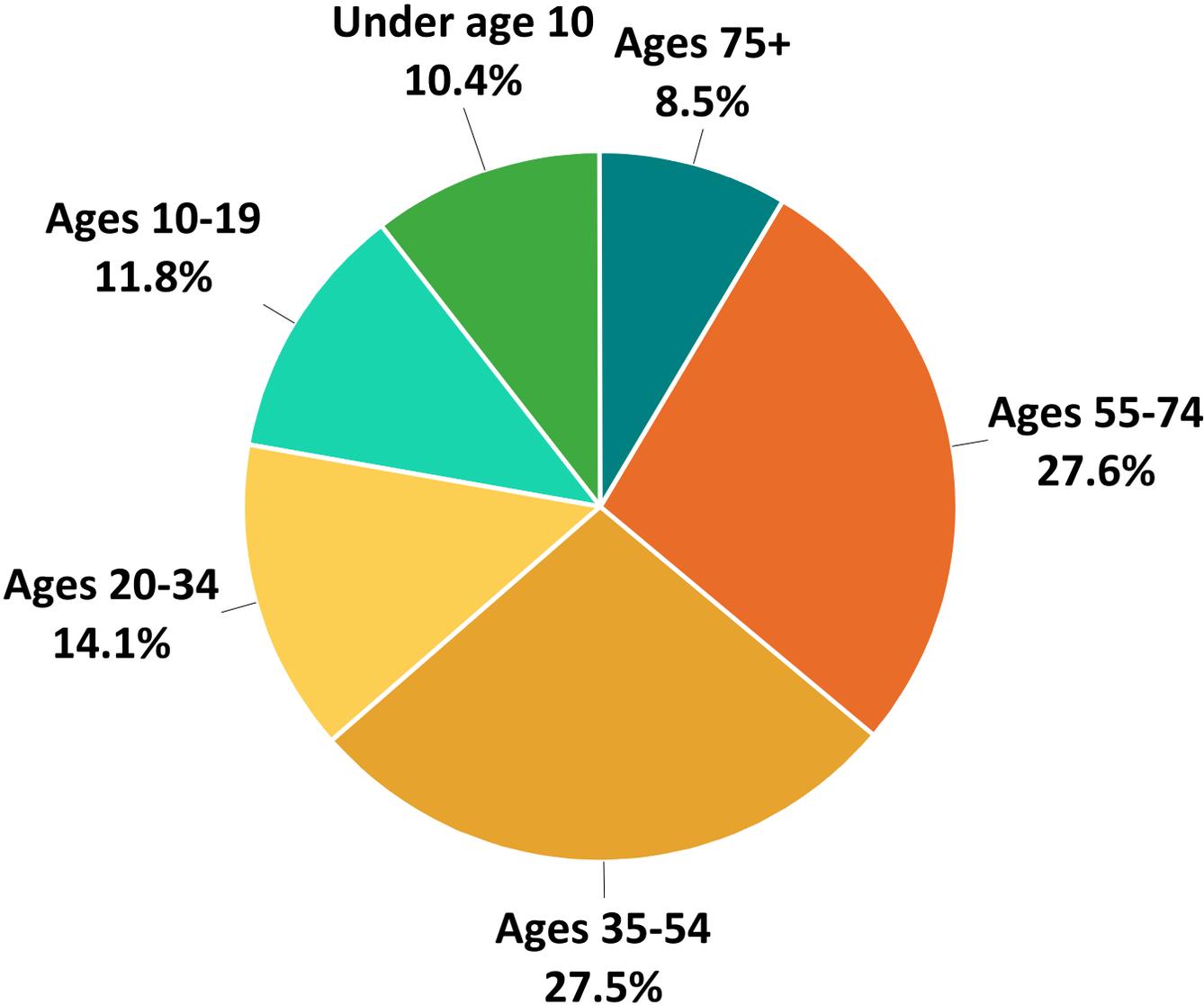
Demographics: Q23. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be selected) (excluding *not provided* responses)



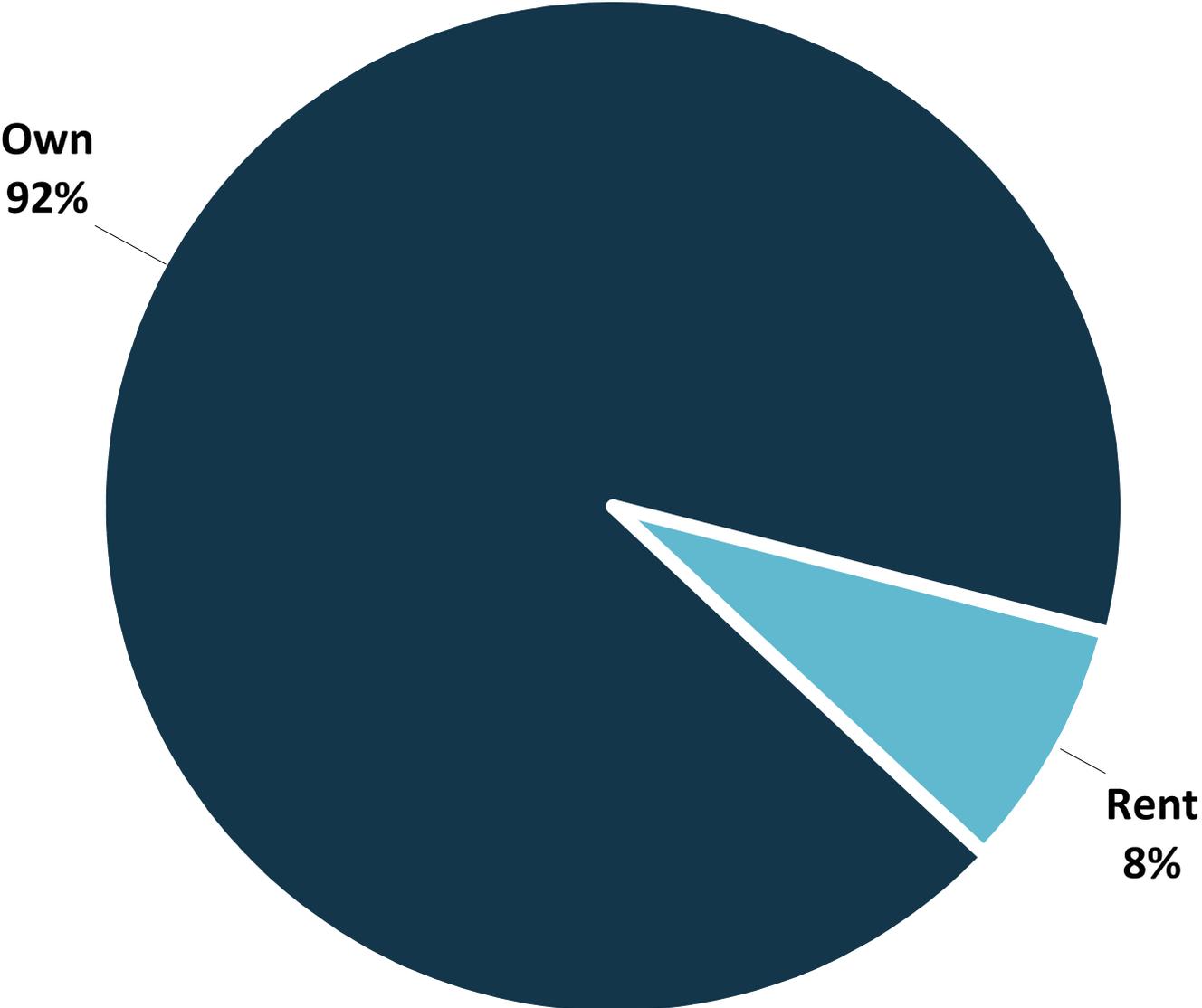
Demographics: Q24. Including yourself, how many people in your household are...

by percentage of respondents



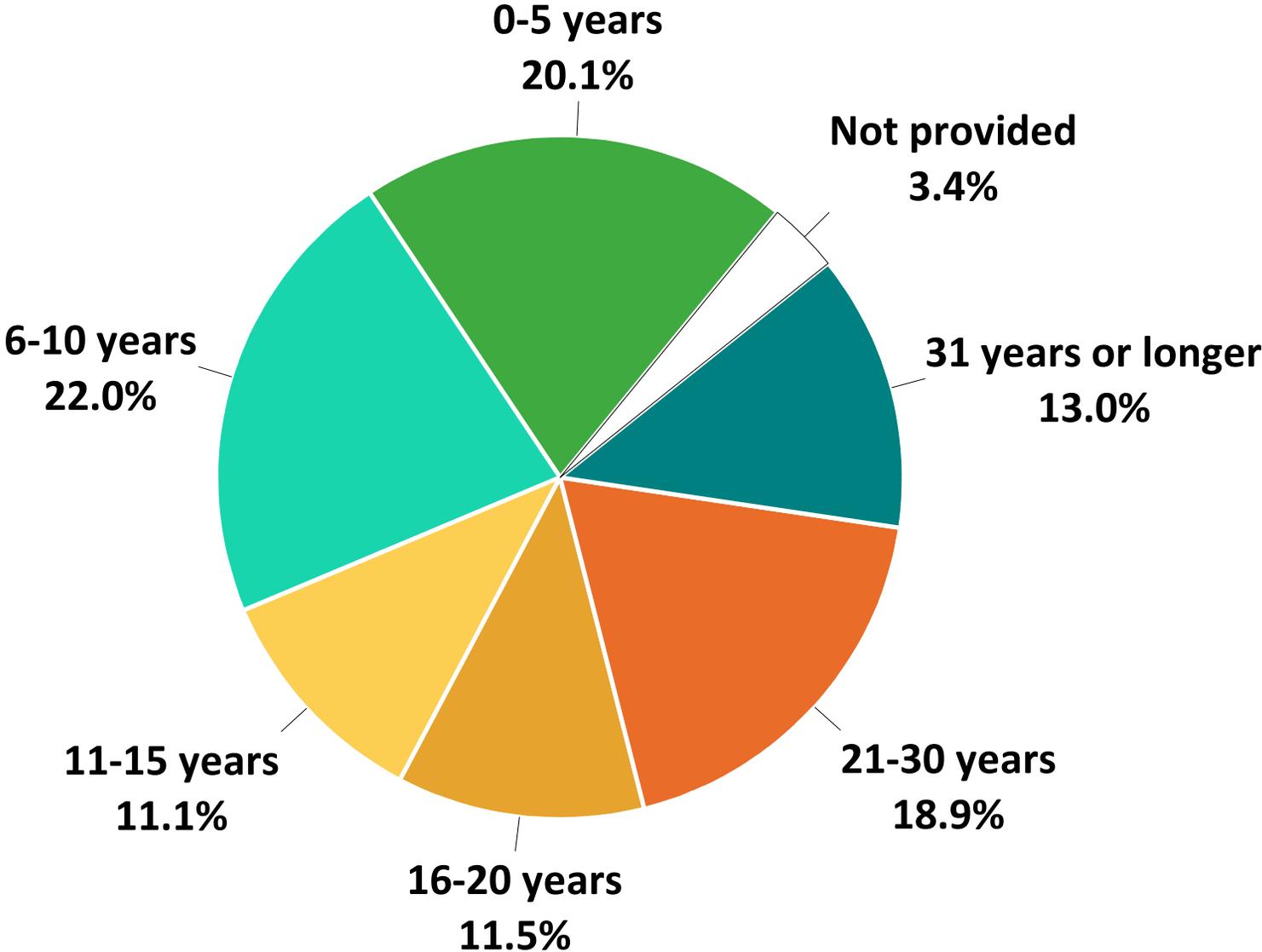
Demographics: Q25. Do you own or rent your home?

by percentage of respondents (excluding *not provided* responses)



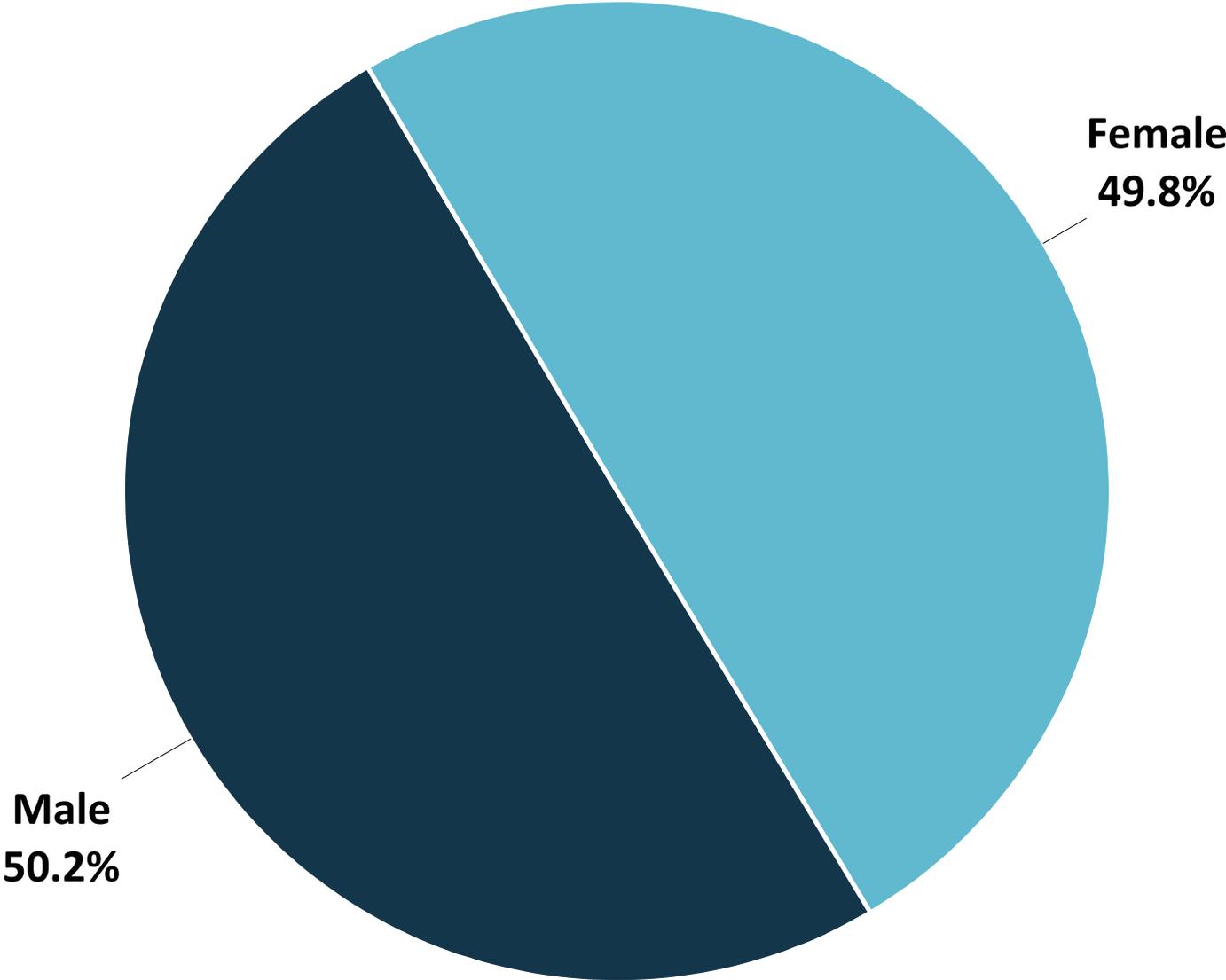
Demographics: Q26. Approximately how many years have you lived in the City of Smithville?

by percentage of respondents (excluding *not provided* responses)



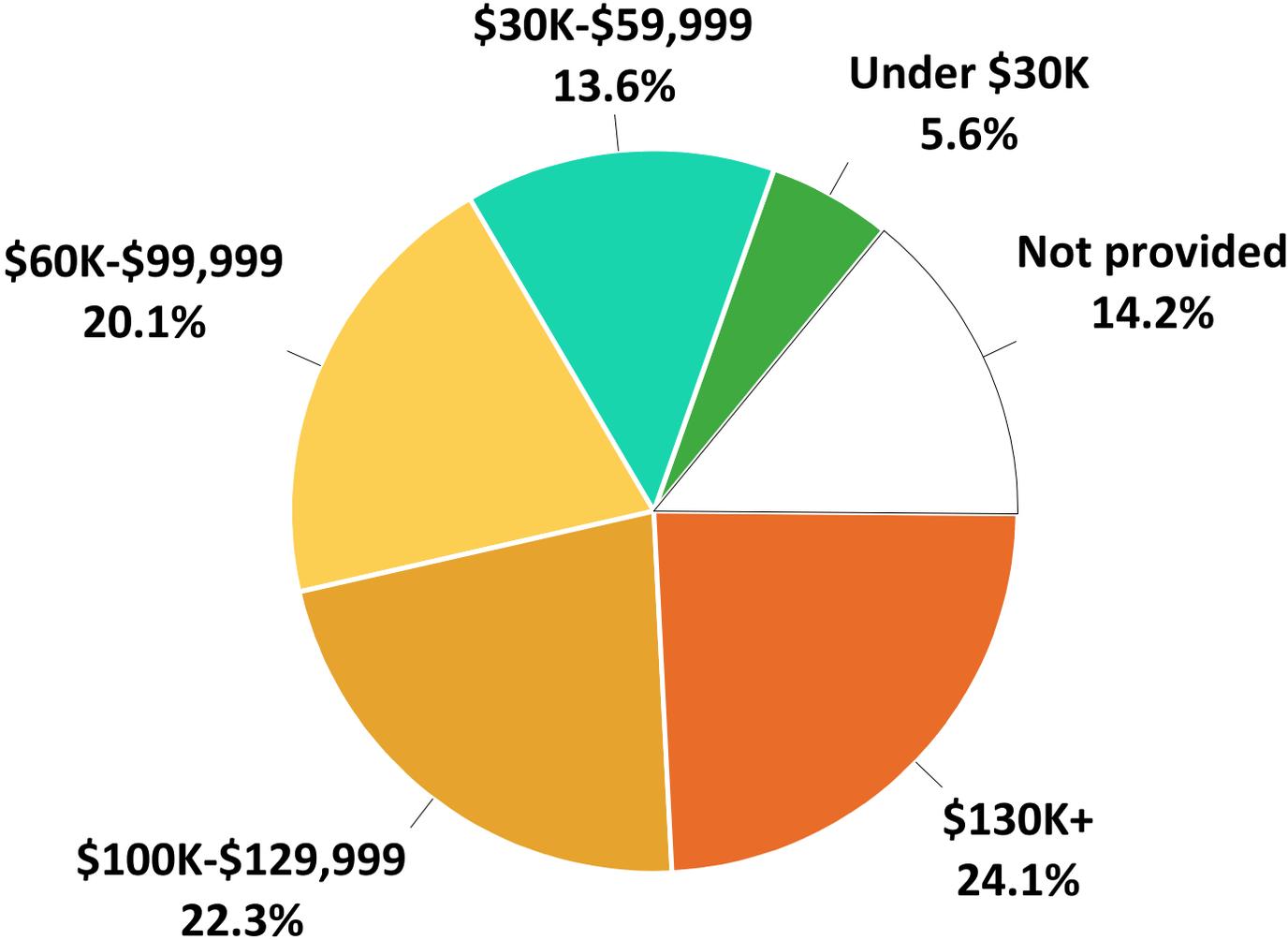
Demographics: Q27. Your gender:

by percentage of respondents (excluding *not provided* responses)



Demographics: Q28. Which of the following best describes your total household income?

by percentage of respondents





Section 3: Benchmarking Analysis

Benchmarking



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically-valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

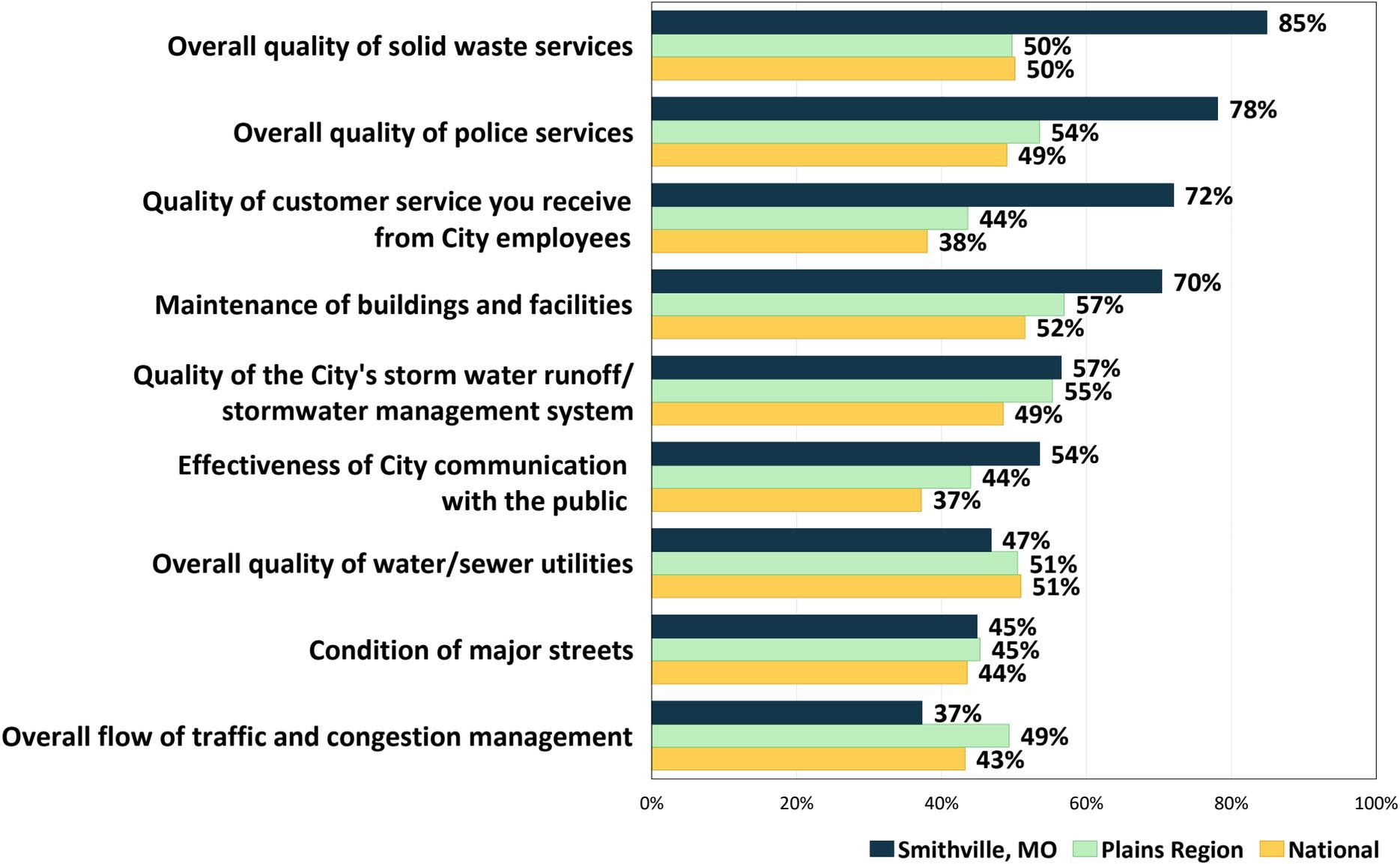
This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2025 to a random sample of over 7,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2025 to a random sample of residents living in the Plains Region (Illinois, Iowa, Kansas, Minnesota, Missouri, Nebraska).

The charts on the following pages show how the results for Smithville compares to the national average and the Plains regional average. The dark blue bar shows the results for Smithville. The green bar shows the Plains regional average from communities that administered the *DirectionFinder*® survey during the summer of 2025. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 7,000 U.S. residents during the summer of 2025.

The charts on the following pages exclude the "don't know" responses to aid in data comparison.

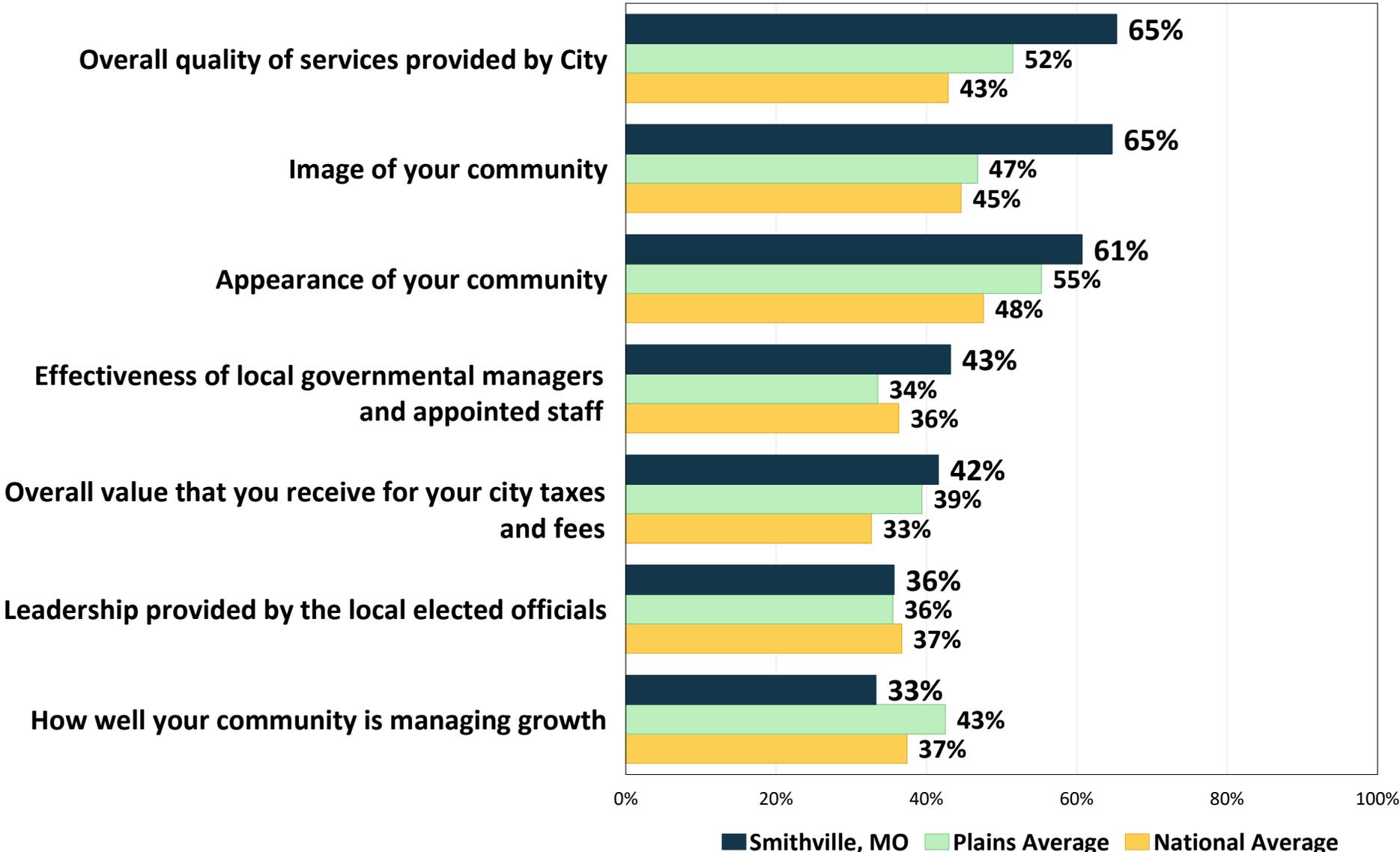
Benchmarks: Satisfaction With City Services Smithville, MO Compared to National Averages

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



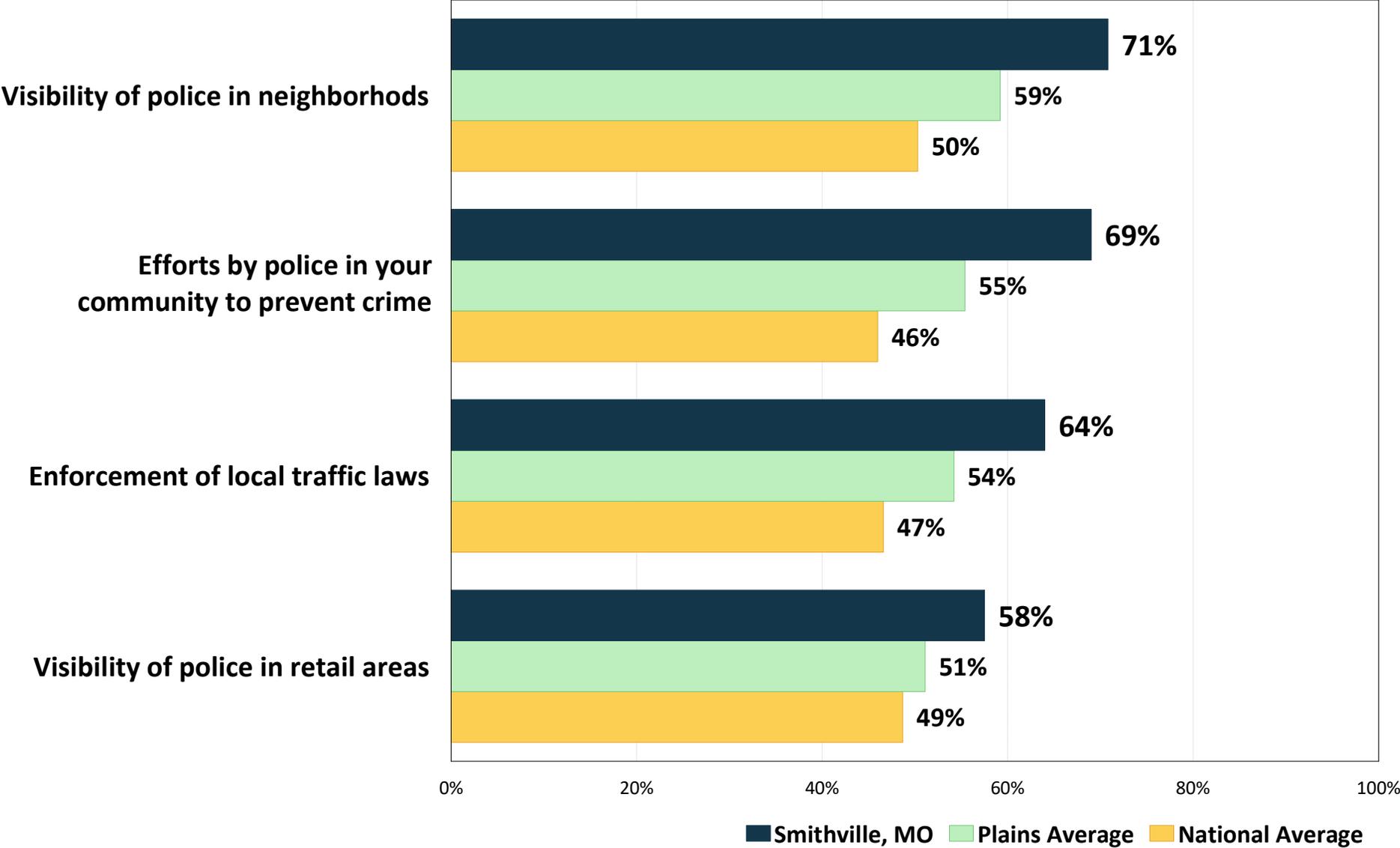
Benchmarks: Satisfaction With Perception Items Smithville, MO Compared to National Averages

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



Benchmarks: Satisfaction With Public Safety Services Smithville, MO Compared to National Averages

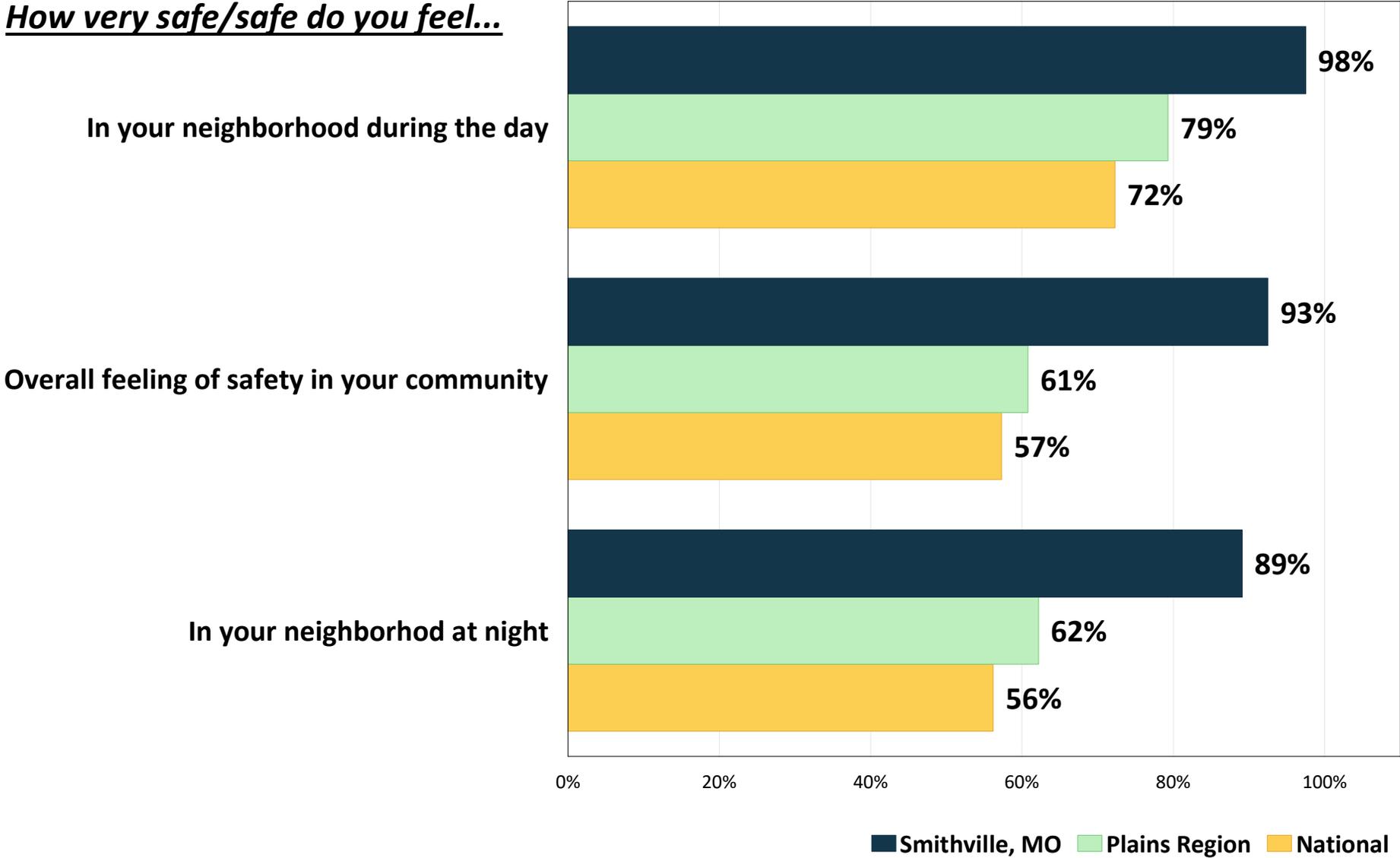
by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



Benchmarks: Feeling of Safety in the City Smithville, MO Compared to National Averages

by the sum percentage of respondents that indicated they feel either *very safe* or *safe*
(excluding *don't know* responses)

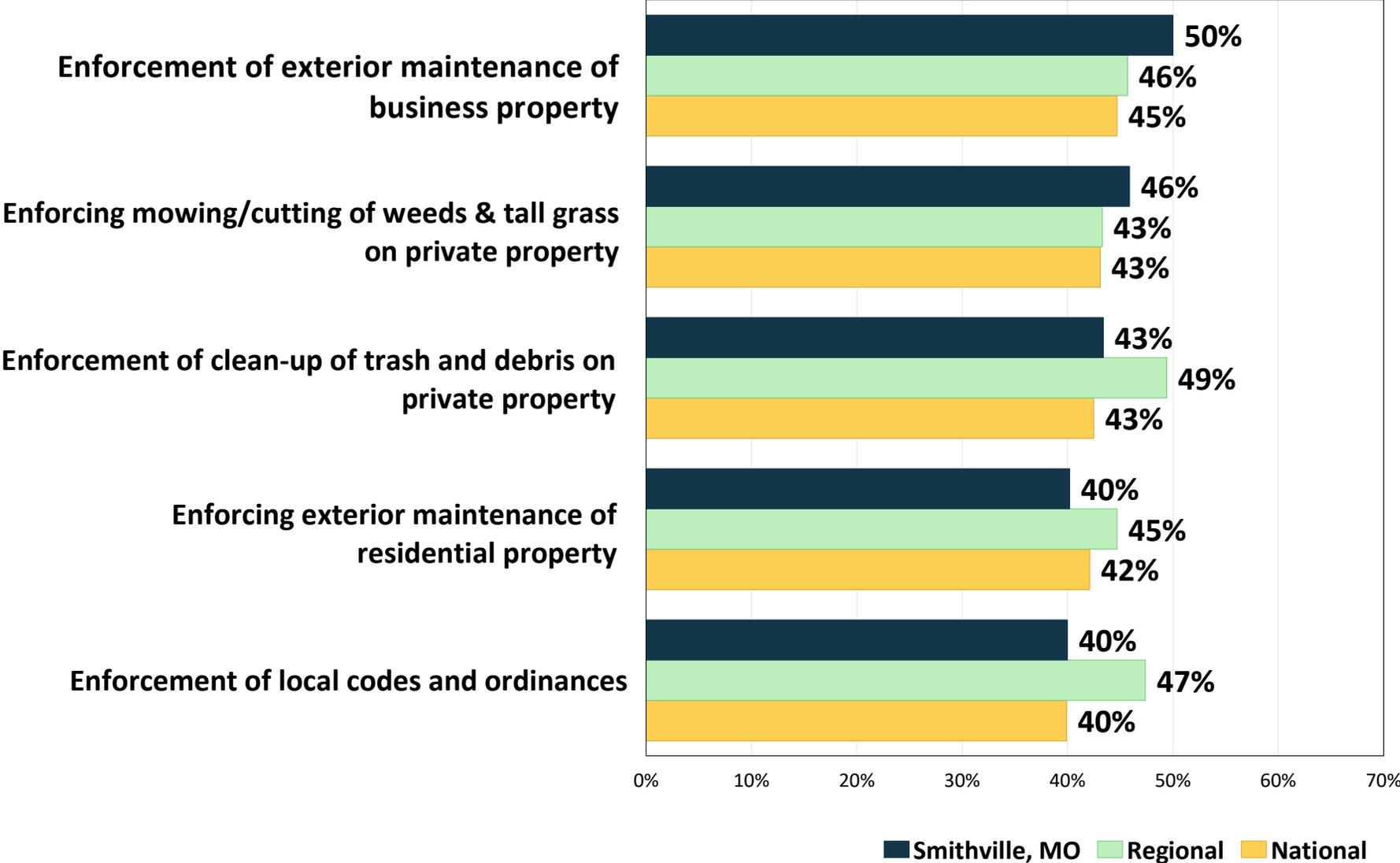
How very safe/safe do you feel...



Benchmarks: Satisfaction With Code Enforcement Services

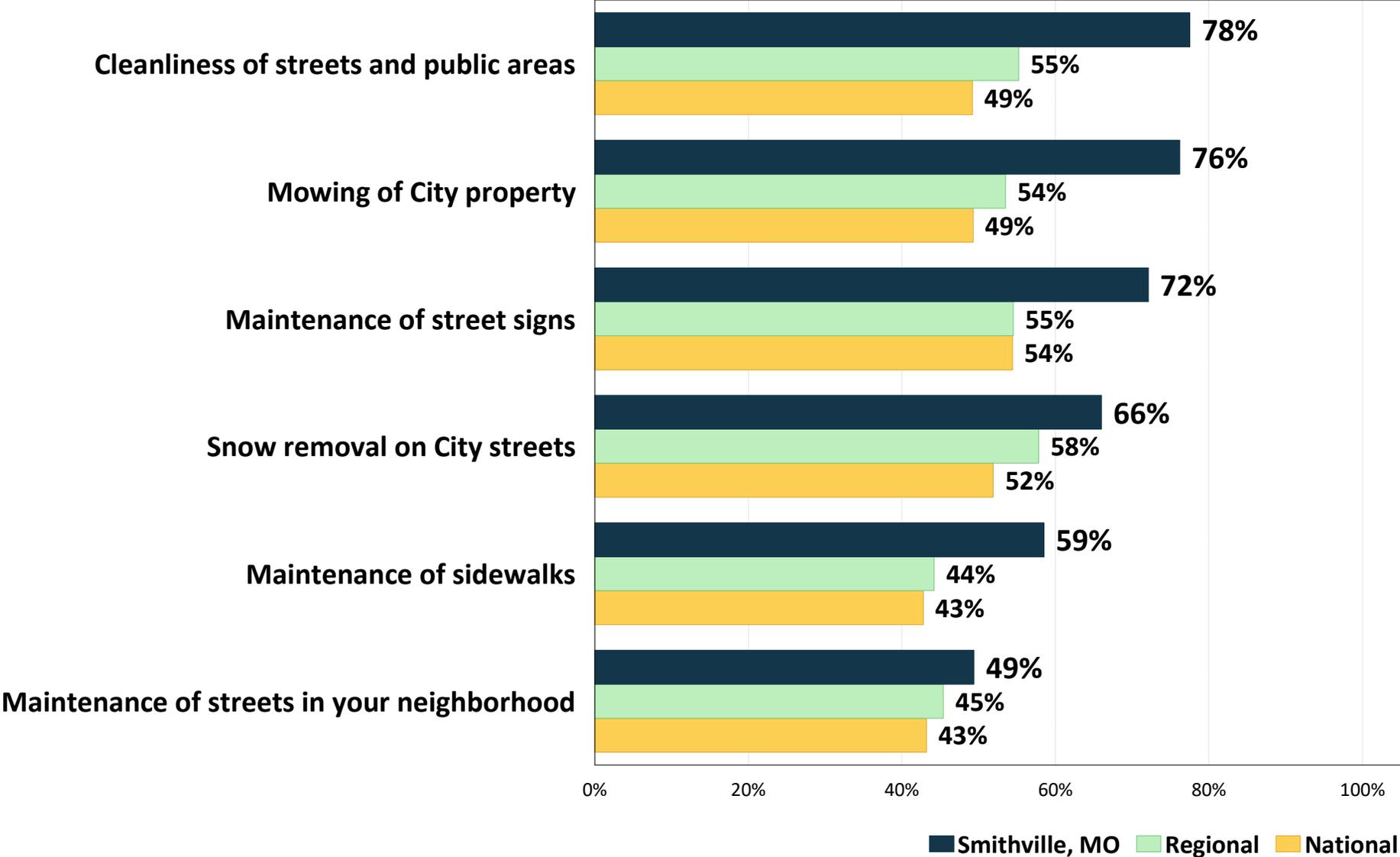
Smithville, MO Compared to National Averages

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



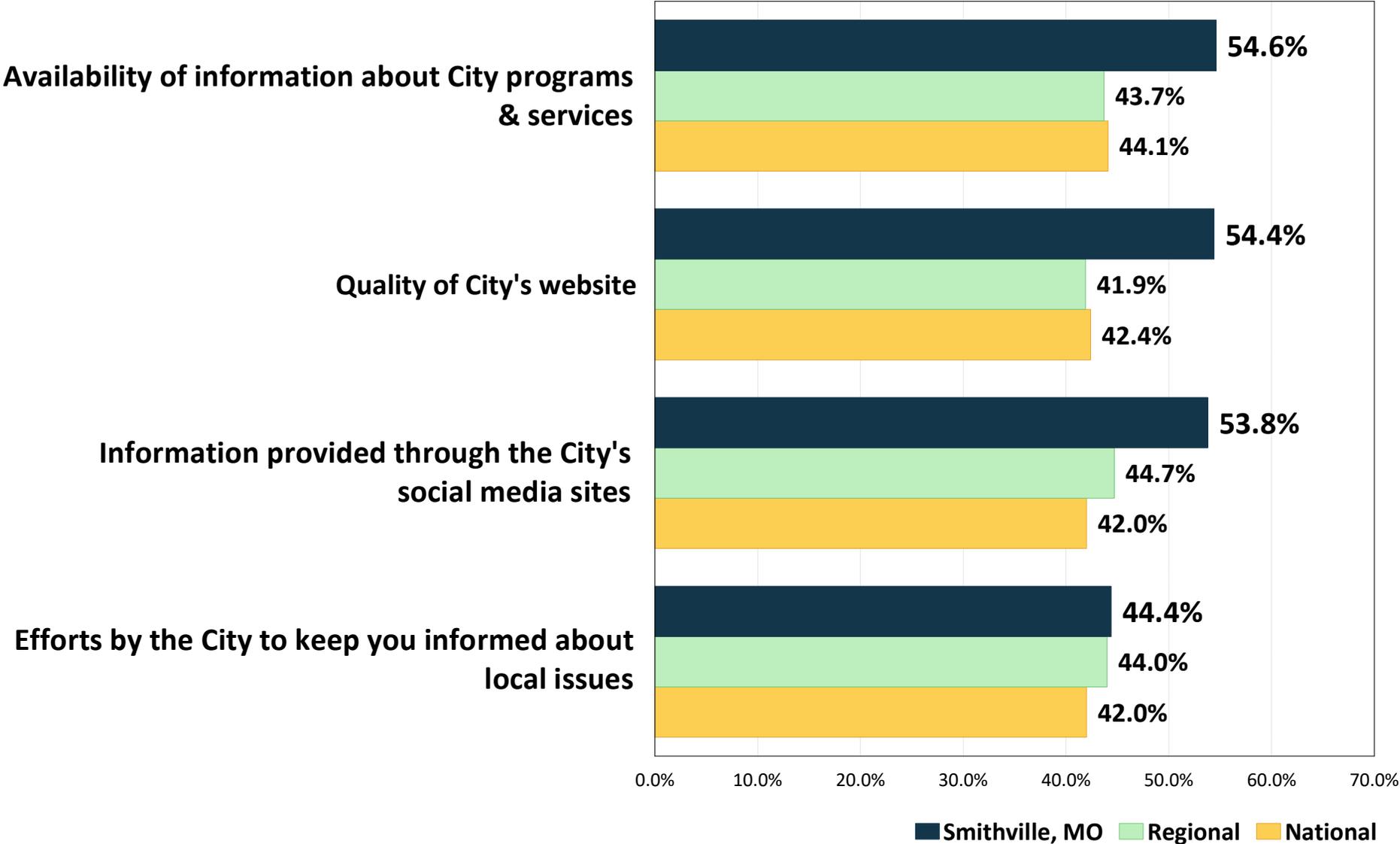
Benchmarks: Satisfaction With Maintenance Services Smithville, MO Compared to National Averages

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied*
(excluding *don't know* responses)



Benchmarks: Satisfaction With Communication Services Smithville, MO Compared to National Averages

by the sum percentage of respondents that indicated they were either *very satisfied* or *satisfied*
(excluding *don't know* responses)

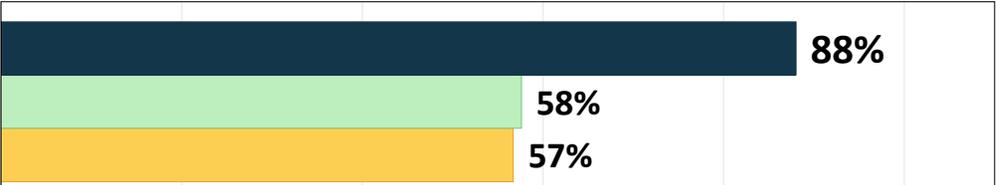


Benchmarks: Excellent or Good Perceptions of the City Smithville, MO Compared to National Averages

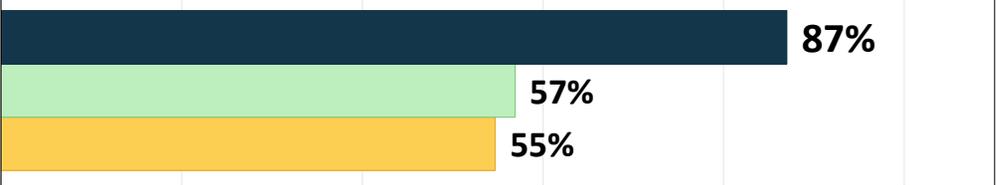
by the sum percentage of respondents that perceive the City as either *excellent* or *good*
(excluding *don't know* responses)

How is the City...

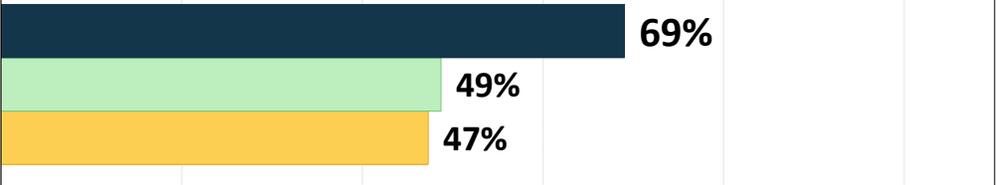
As a place to raise children



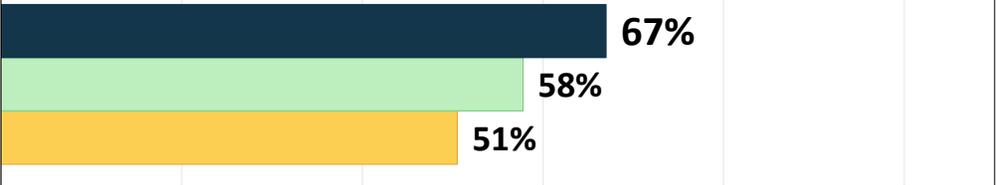
As a place to live



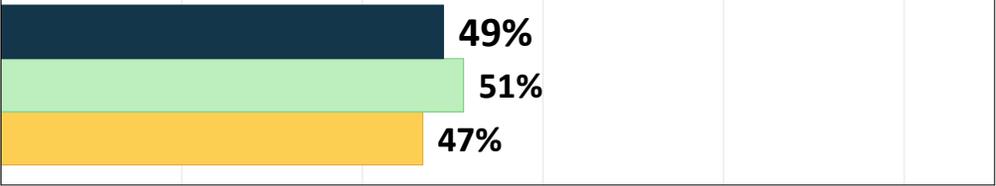
As a place to retire



As a place where you would buy your next home



As a place to work



0% 20% 40% 60% 80% 100%

■ Smithville, MO ■ Regional ■ National



Section 4: Importance- Satisfaction Analysis

Importance-Satisfaction Analysis

Overview

Today, City officials have limited resources which need to be targeted to services that are of the most benefit to their residents. Two of the most important criteria for decision making are;

1. to target resources toward services of the highest importance to residents and
2. to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall resident satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify maintenance services provided by the City that they think are most important for the City to provide. Forty-four percent (44%) of respondents selected the *maintenance of major City streets*, as one of the most important maintenance services for the City to provide.

Regarding satisfaction, 59% of respondents rated the City's overall performance regarding the *maintenance of major City streets*, as a "4" or "5" on a 5-point scale (where "5" means "very satisfied") excluding "don't know" responses.

The I-S rating for the *maintenance of major City streets*, is calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages.

In this example, 44% was multiplied by 41% (1-0.59). This calculation yielded an I-S rating of 0.1787 which ranked first out of the twelve services, provided by the City, that were analyzed.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top two choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the two or three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

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

- Definitely Increase Emphasis (IS \geq 0.20) Increase
- Current Emphasis (0.10 \leq IS < 0.20) Maintain
- Current Emphasis (IS < 0.10)

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

2025 Importance-Satisfaction Rating Smithville, MO (2025) City Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of major City streets	44%	1	59%	9	0.1787	1
Maintenance of the City's water and wastewater systems	36%	2	54%	11	0.1658	2
Maintenance of streets in your neighborhood	28%	3	49%	12	0.1412	3
Medium Priority (IS <.10)						
Snow removal on all City streets	24%	4	66%	7	0.0813	4
Maintenance of sidewalks in the City	7%	7	59%	10	0.0295	5
Maintenance of stormwater drainage system	7%	8	66%	8	0.0238	6
Maintenance of City parks and park equipment	8%	5	77%	3	0.0182	7
Overall cleanliness of City streets and other public areas	7%	6	78%	2	0.0167	8
Maintenance of street signs	3%	9	72%	6	0.0095	9
Mowing of City property	3%	10	76%	4	0.0067	10
Maintenance of City trail system	2%	11	79%	1	0.0045	11
Maintenance of City buildings	2%	12	74%	5	0.0039	12

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Section 5: GIS Mapping

How to Interpret GIS Maps

The GIS (Geographic Information System) maps on the following pages show the mean ratings for satisfaction and rating questions that were on the 2025 Town of Los Gatos Community Survey. Boundaries are shown by Census block groups.

When reading the maps, please use the following color scheme as a guide:

Positive Ratings

 Darker blue shades generally indicate high satisfaction with a service, high ratings, high levels of support, or high ratings of agreement. Ratings of, "very satisfied," "excellent," "very supportive," or "strongly agree."

 Lighter blue shades generally indicate satisfaction with a service, good ratings, support, or agreement. Ratings of, "satisfied," "good," "somewhat supportive," or "agree."

Neutral Ratings

 Off-white shades indicate neutral ratings. Generally indicating that residents thought the quality-of-service delivery is adequate.

Negative Ratings

 Orange shades generally indicate slight dissatisfaction with a service, below average ratings, not supportive, or disagreement. Ratings of "dissatisfied," "below average," "not supportive," or "disagree."

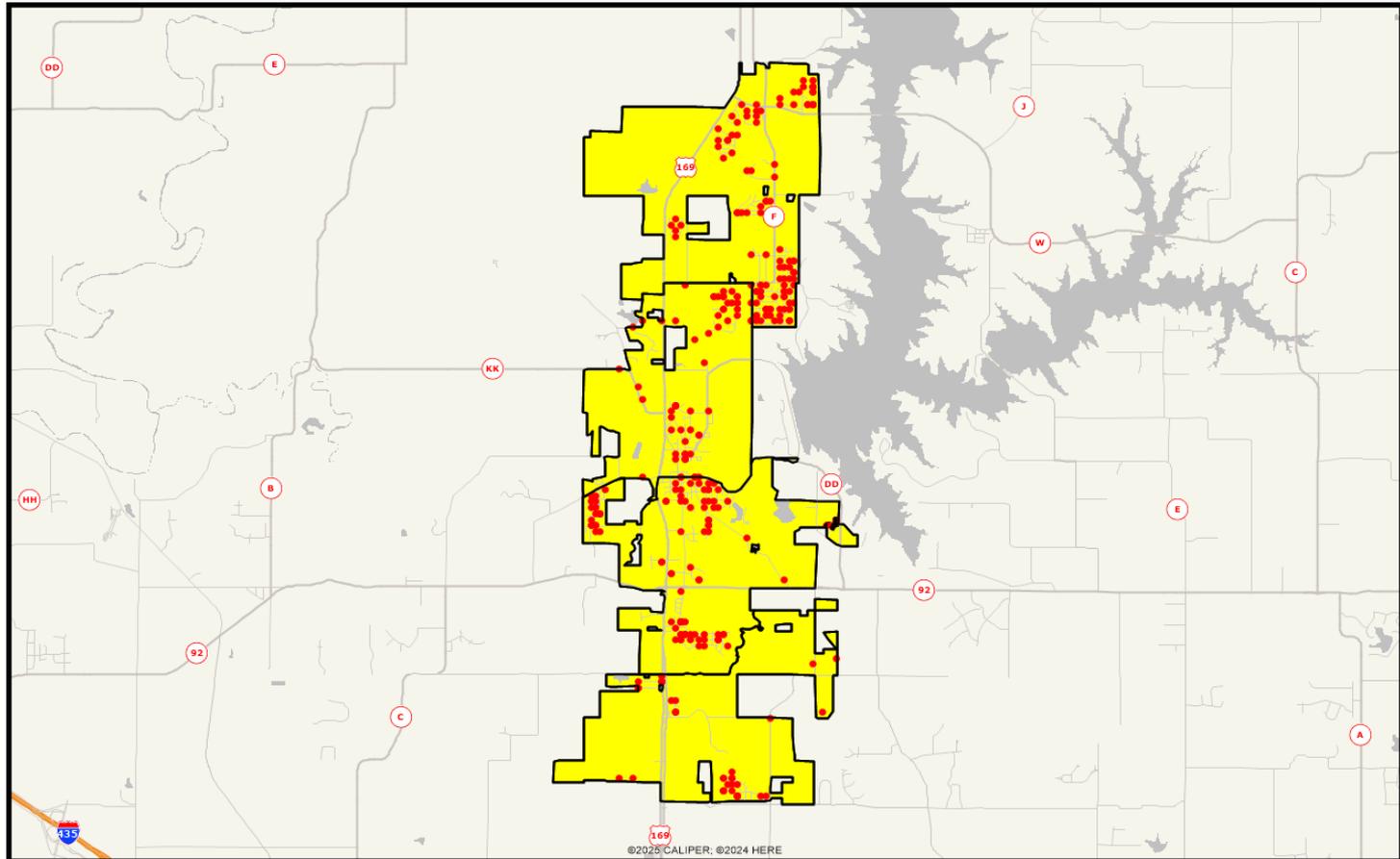
 Red shades generally indicate dissatisfaction with a service, poor ratings, not at all supportive, or disagreement. Ratings of "very dissatisfied," "poor," "not at all supportive," or "strongly disagree."

Mean Rating:

The mean rating on each slide is the average response for that question on the survey. All the questions used 5-point scales. The Mean Scale is below

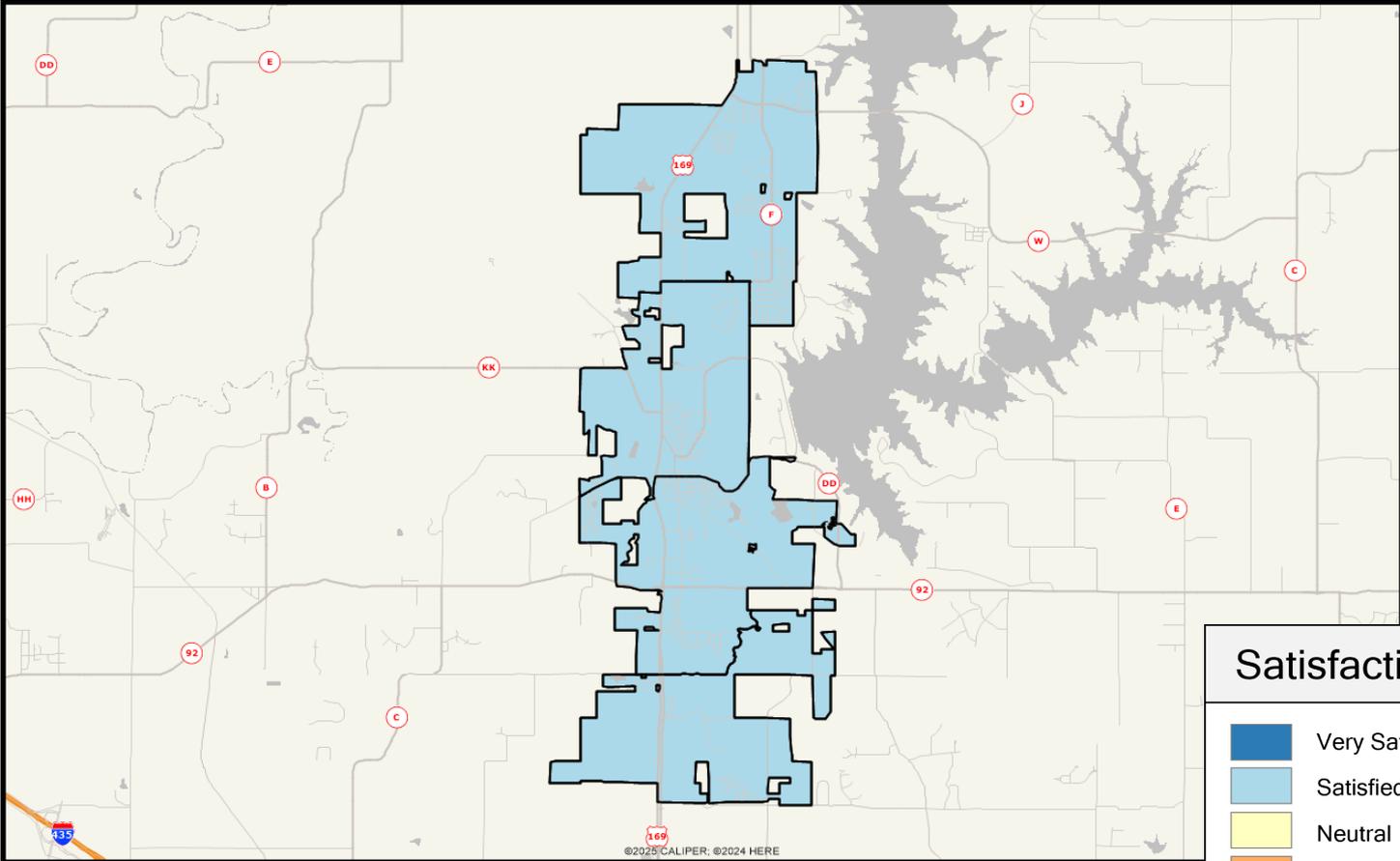
Mean Rating:	Color Shade:
5.0 - 4.2	Darker Blue
4.2 - 3.4	Lighter Blue
3.4 - 2.6	Off-White
2.6 - 1.8	Orange
1.8 - 1.0	Red

Location of Respondents (Boundaries by Census Block Group)



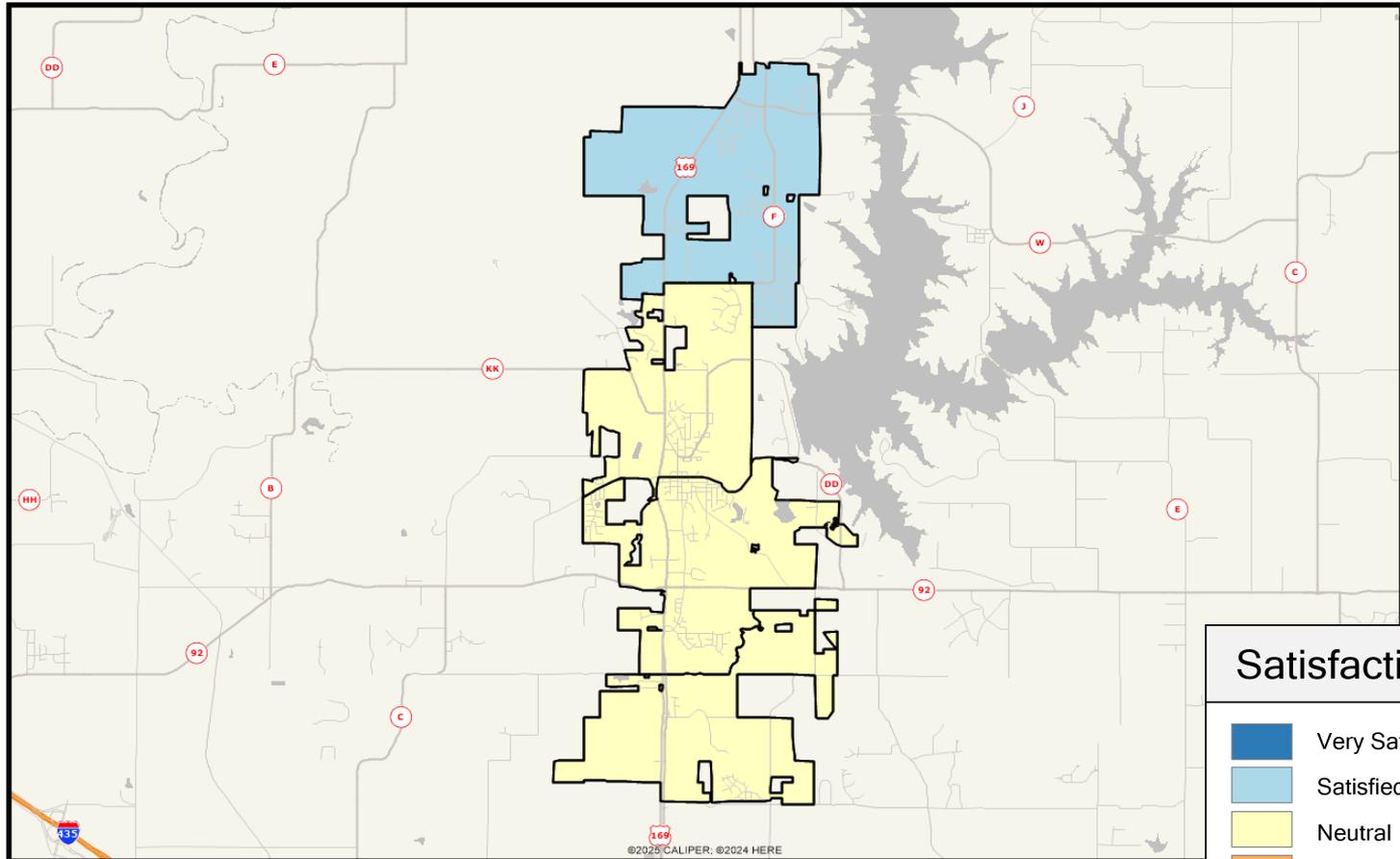
Q1-01. Overall quality of police services

Mean: 4.08



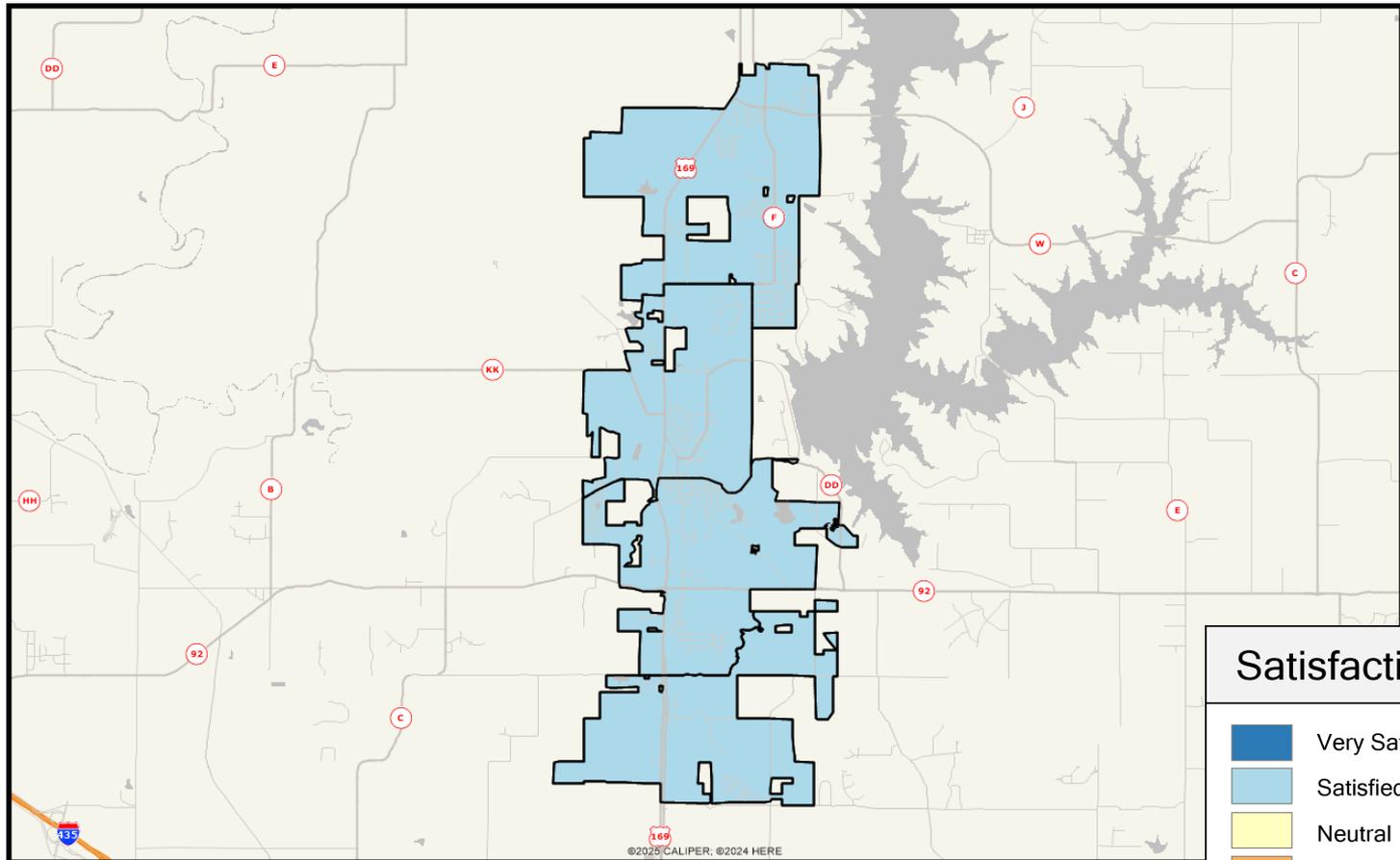
Q1-02. Overall maintenance of City streets

Mean: 3.16



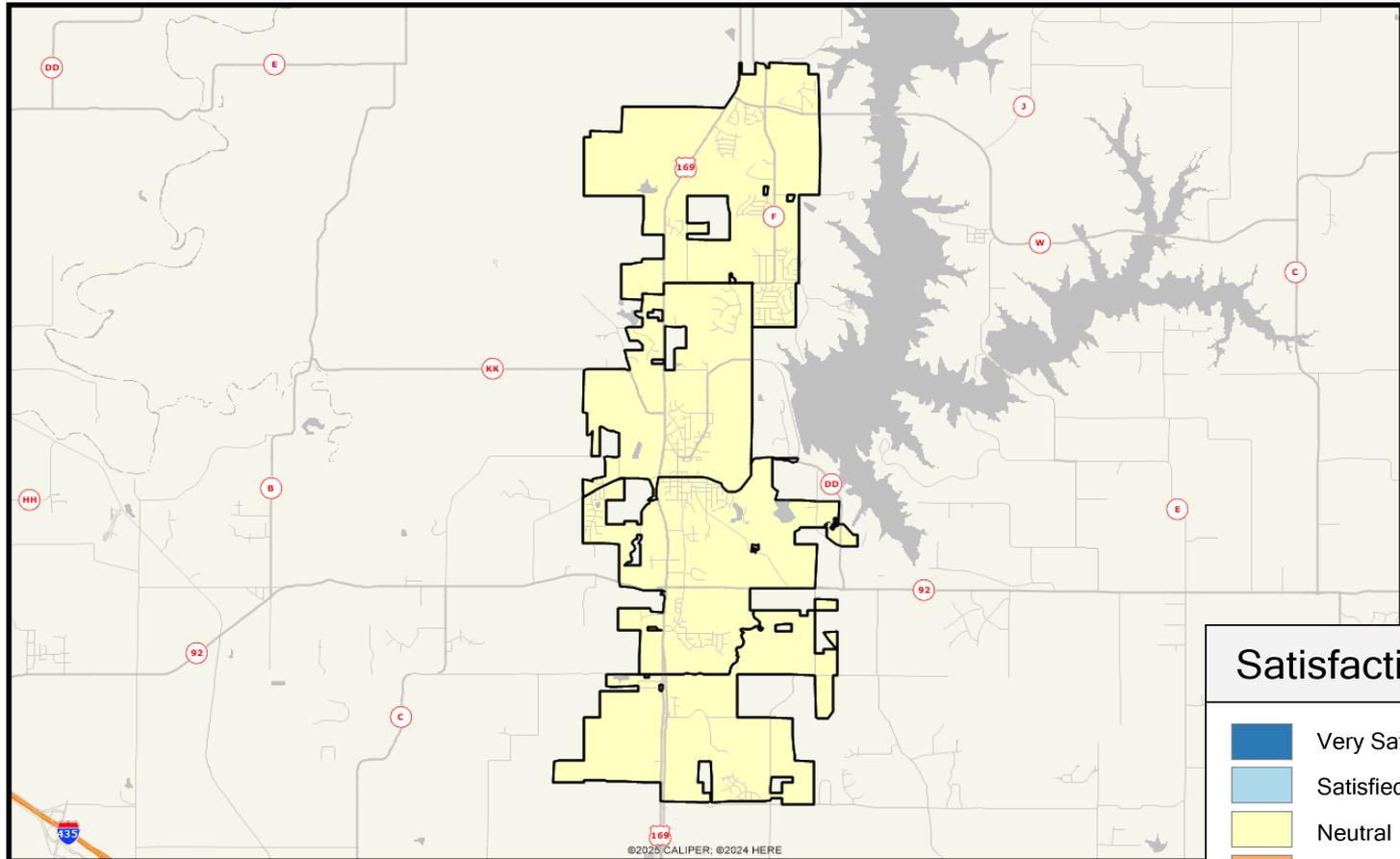
Q1-03. Overall maintenance of buildings and facilities

Mean: 3.82



Q1-04. Overall quality of water/sewer utilities

Mean: 3.08

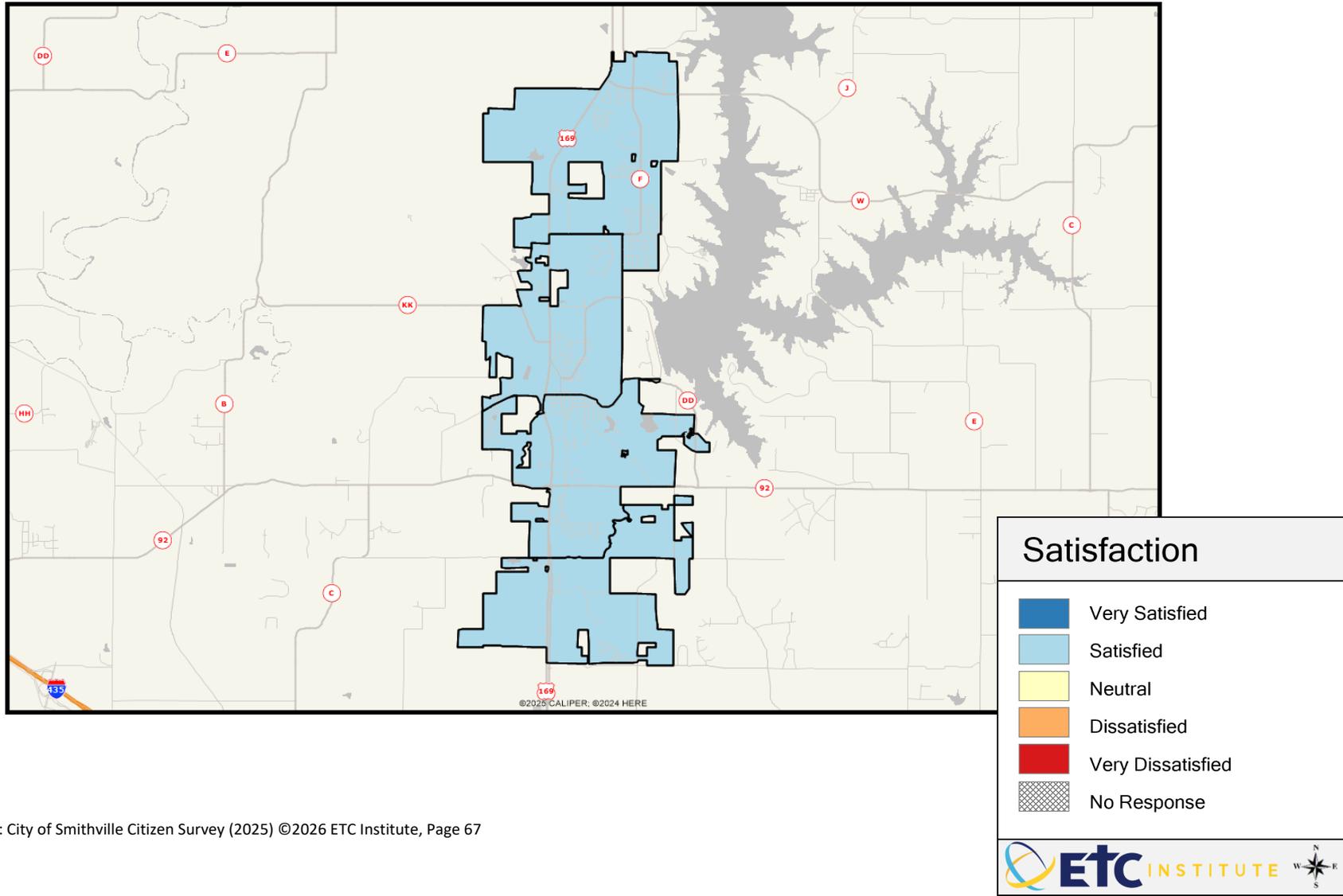


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

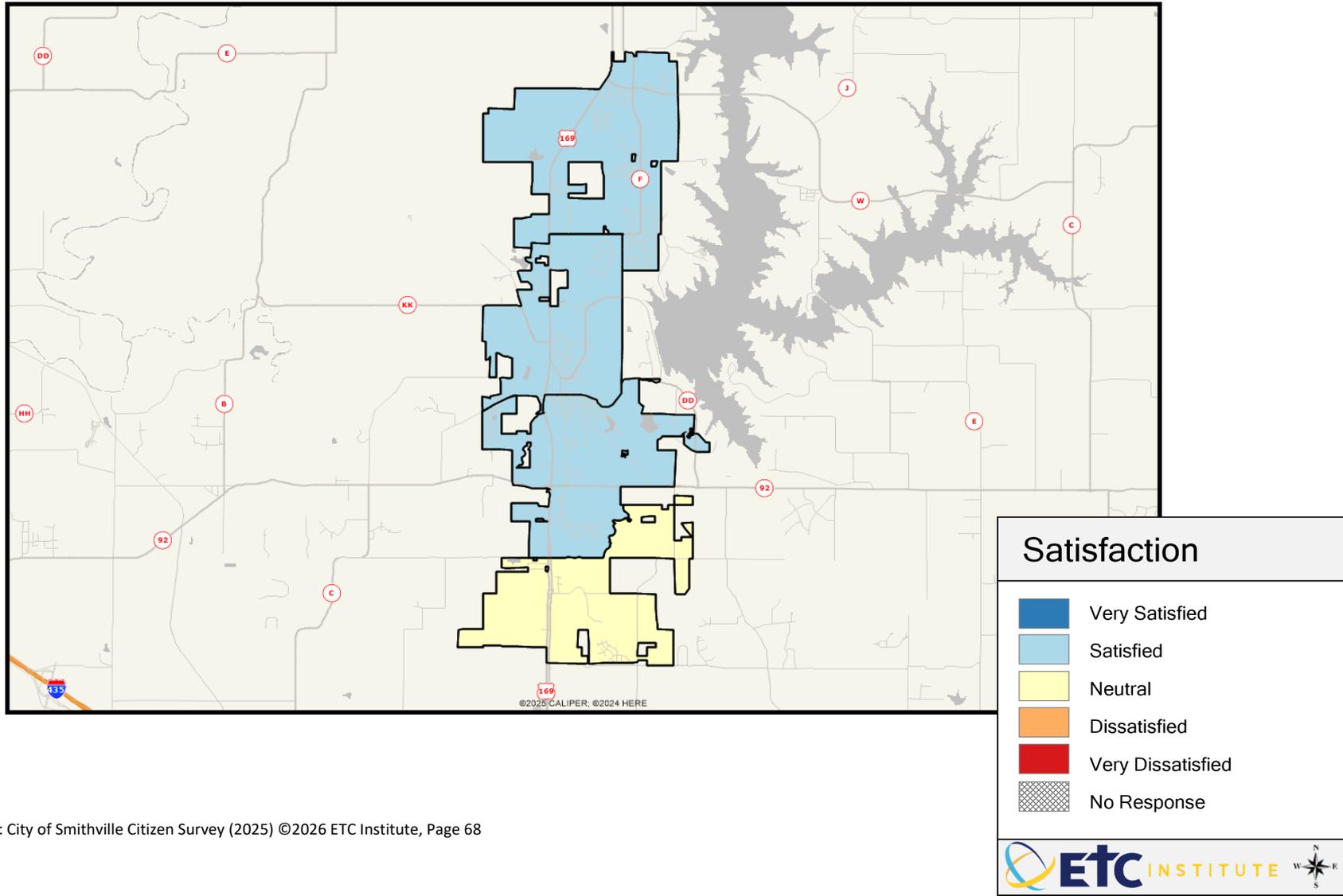
Q1-05. Overall quality of customer service you receive from City employees

Mean: 4.00



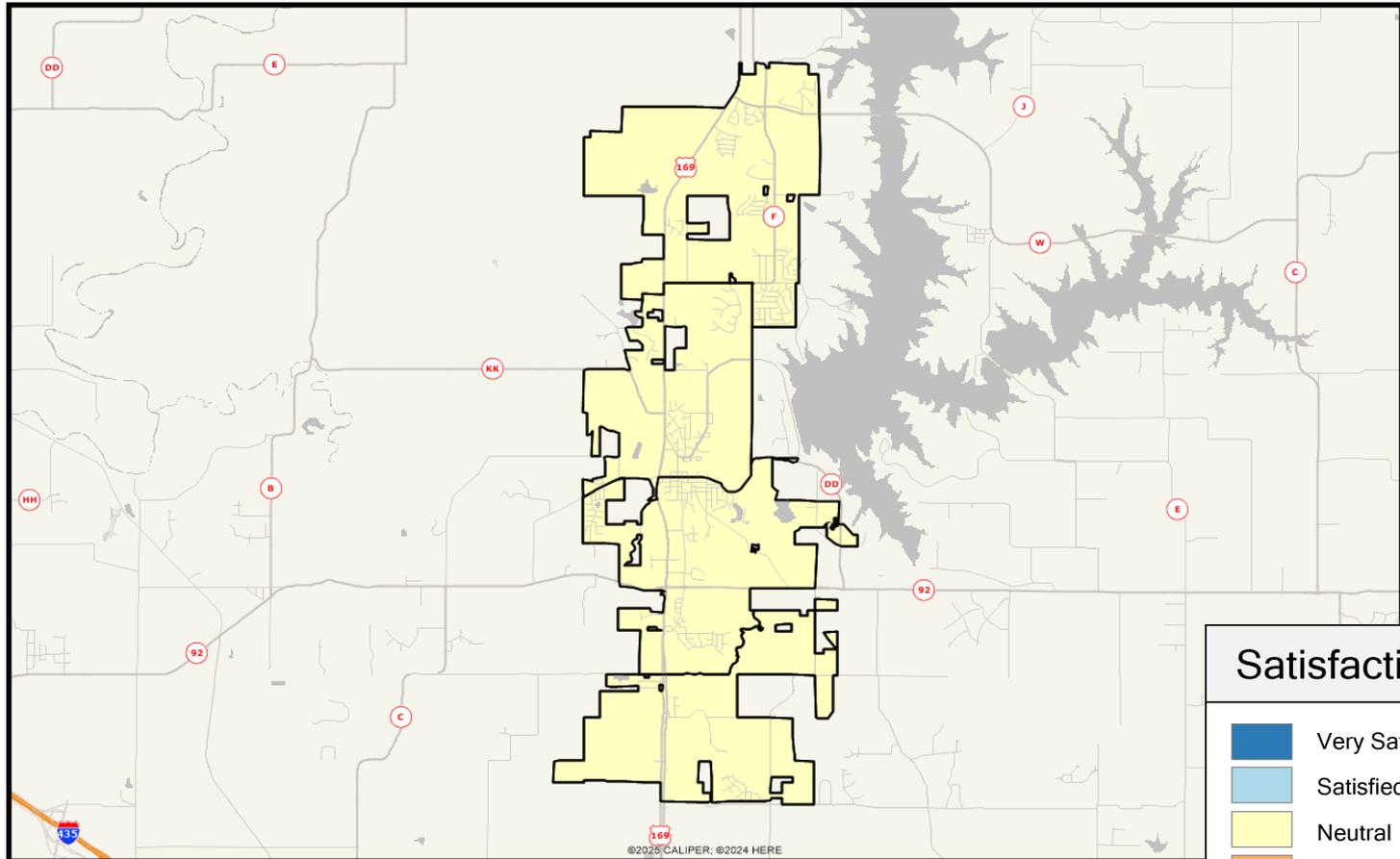
Q1-06. Overall effectiveness of City communication with the public

Mean: 3.50



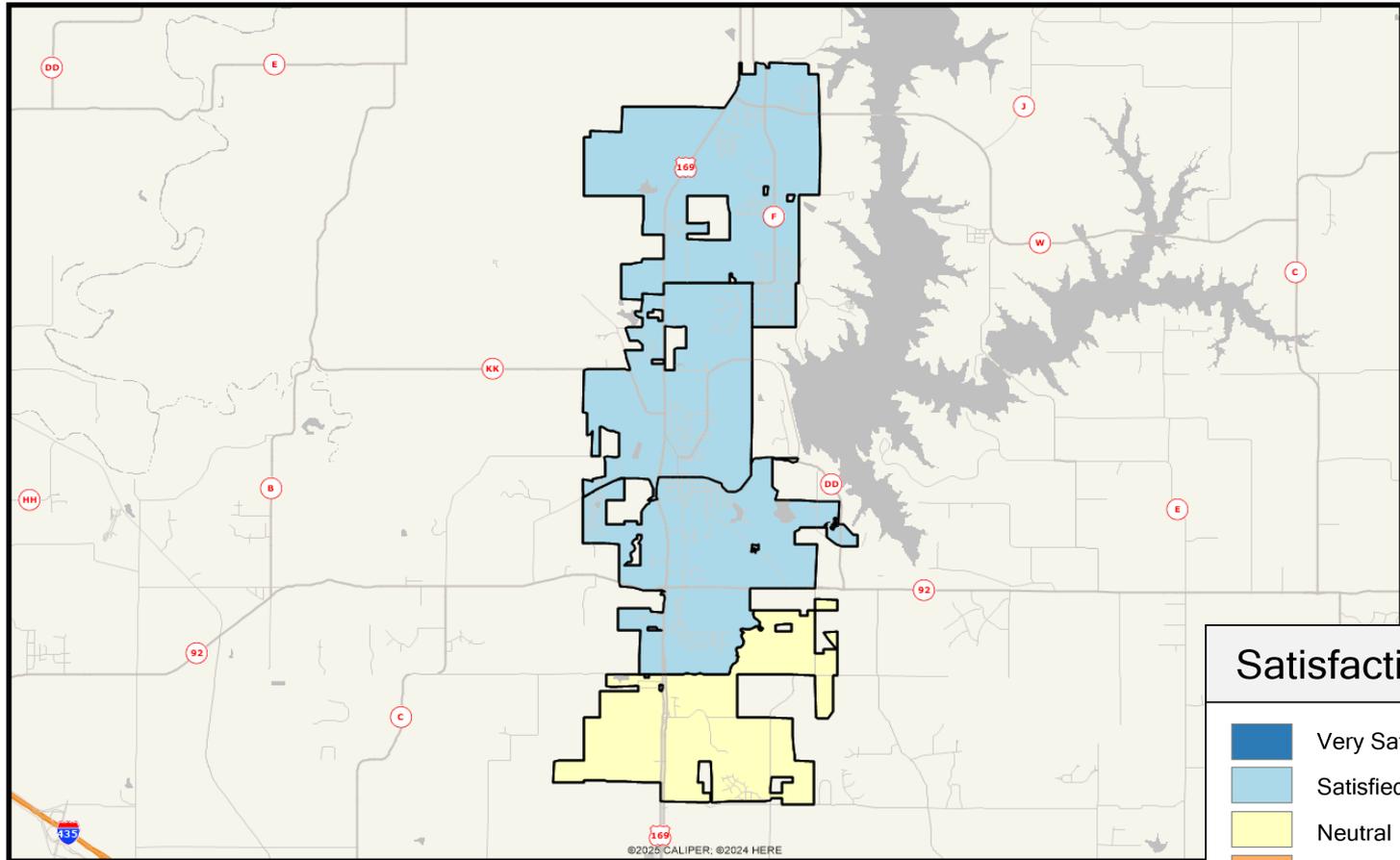
Q1-07. Overall effectiveness of community planning and development

Mean: 3.08



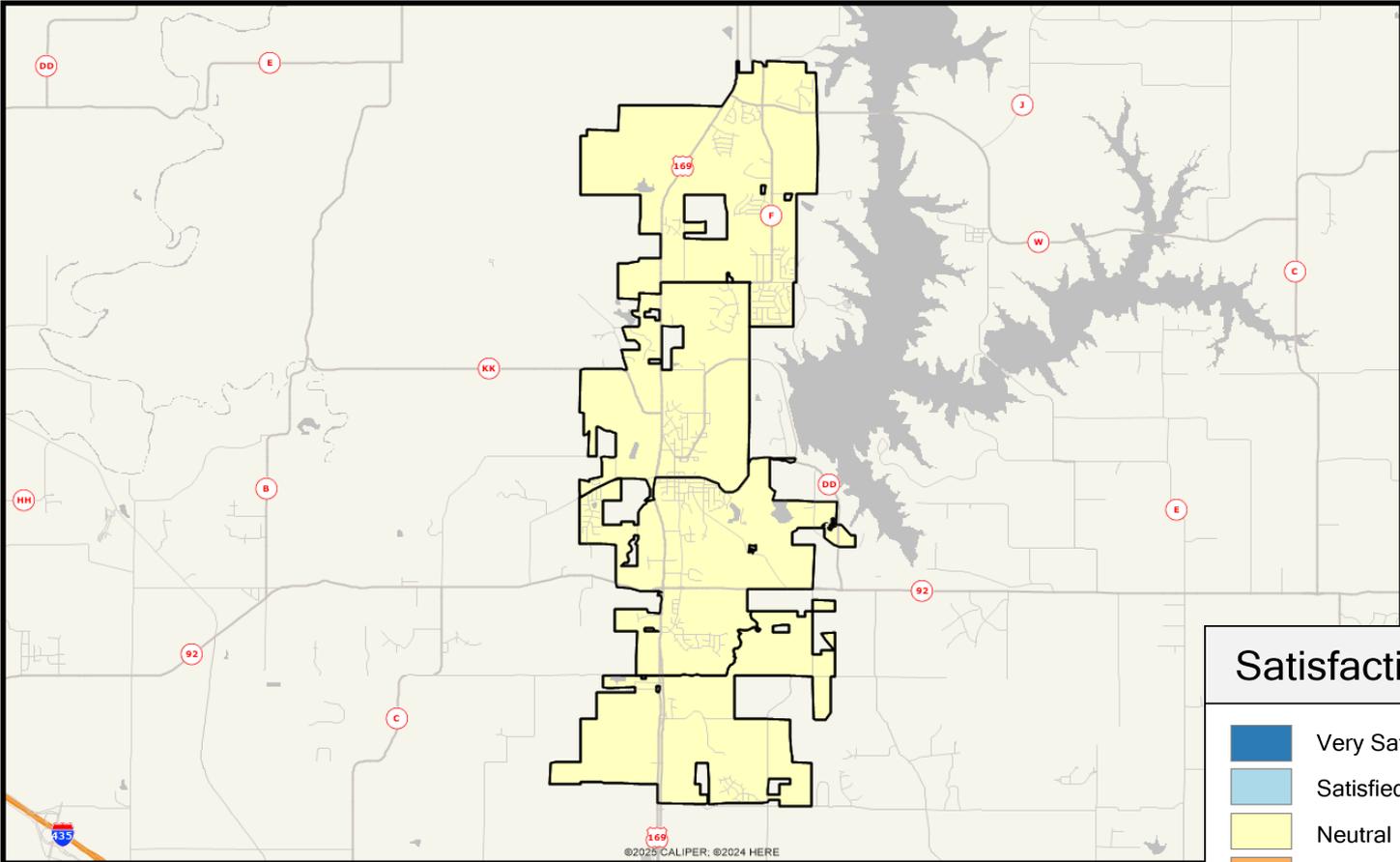
Q1-08. Overall quality of the City's stormwater runoff/stormwater management system

Mean: 3.55



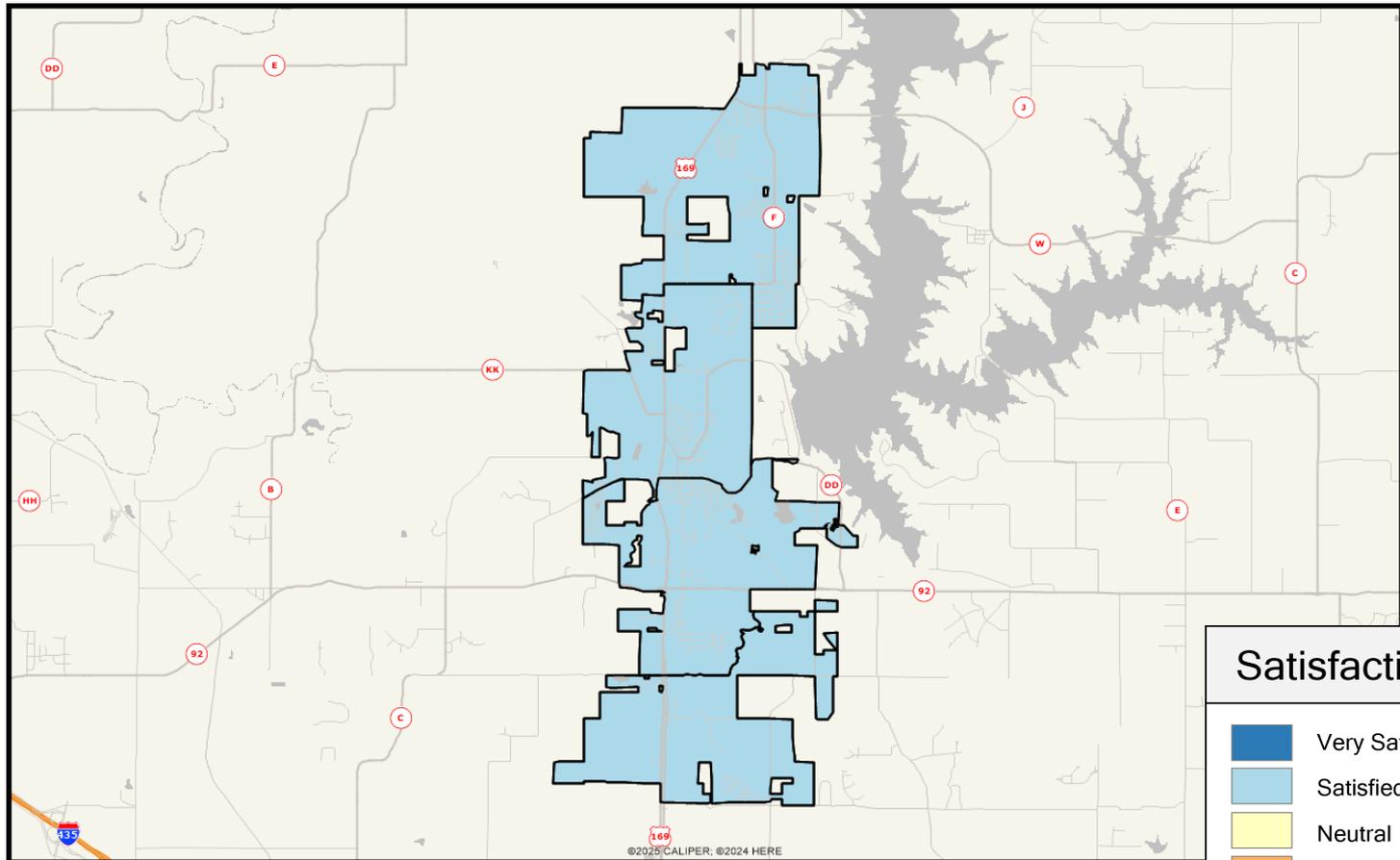
Q1-09. Overall flow of traffic and congestion management in Smithville

Mean: 2.93



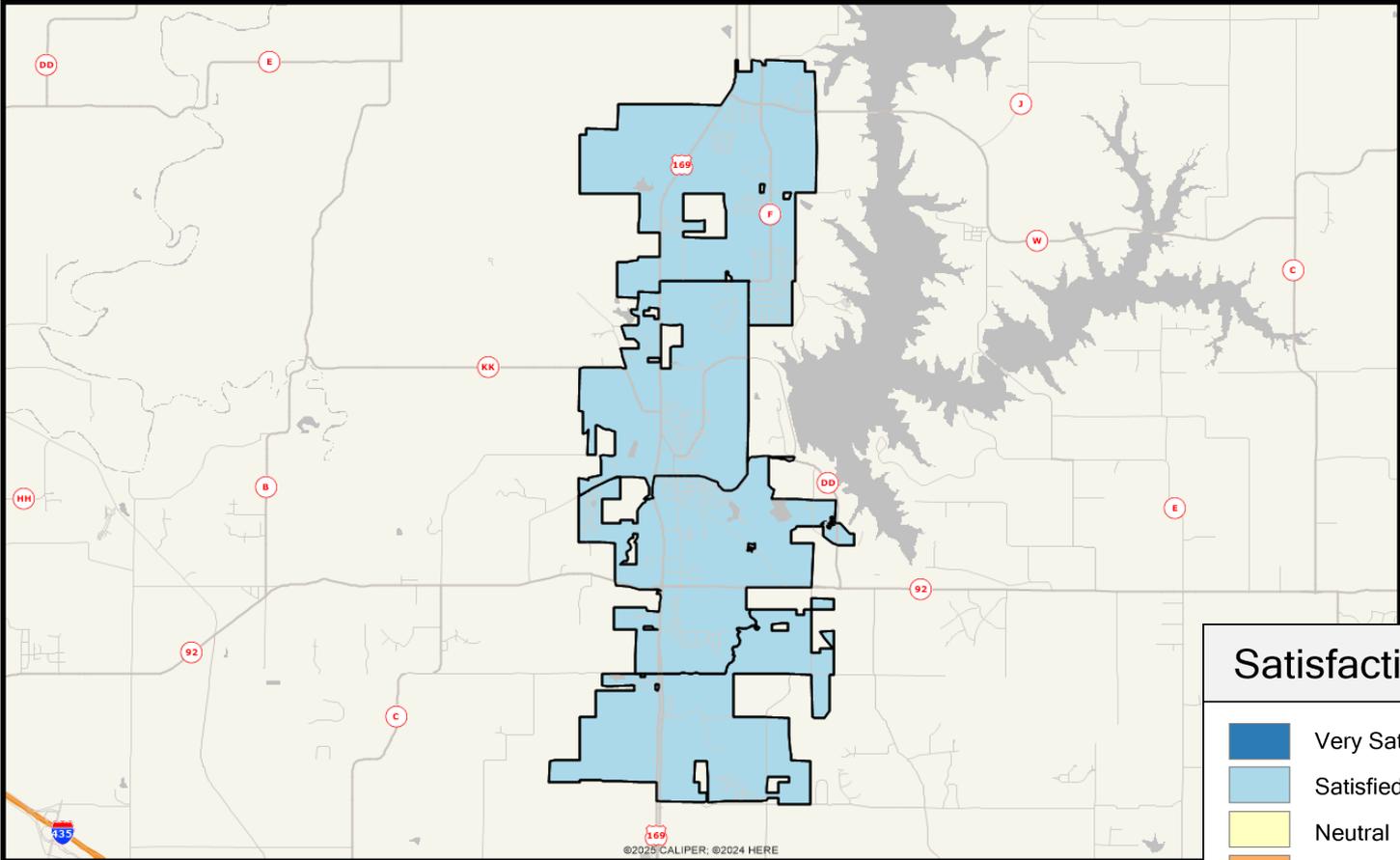
Q1-10. Overall quality of solid waste services (trash, recycling, yard waste)

Mean: 4.10



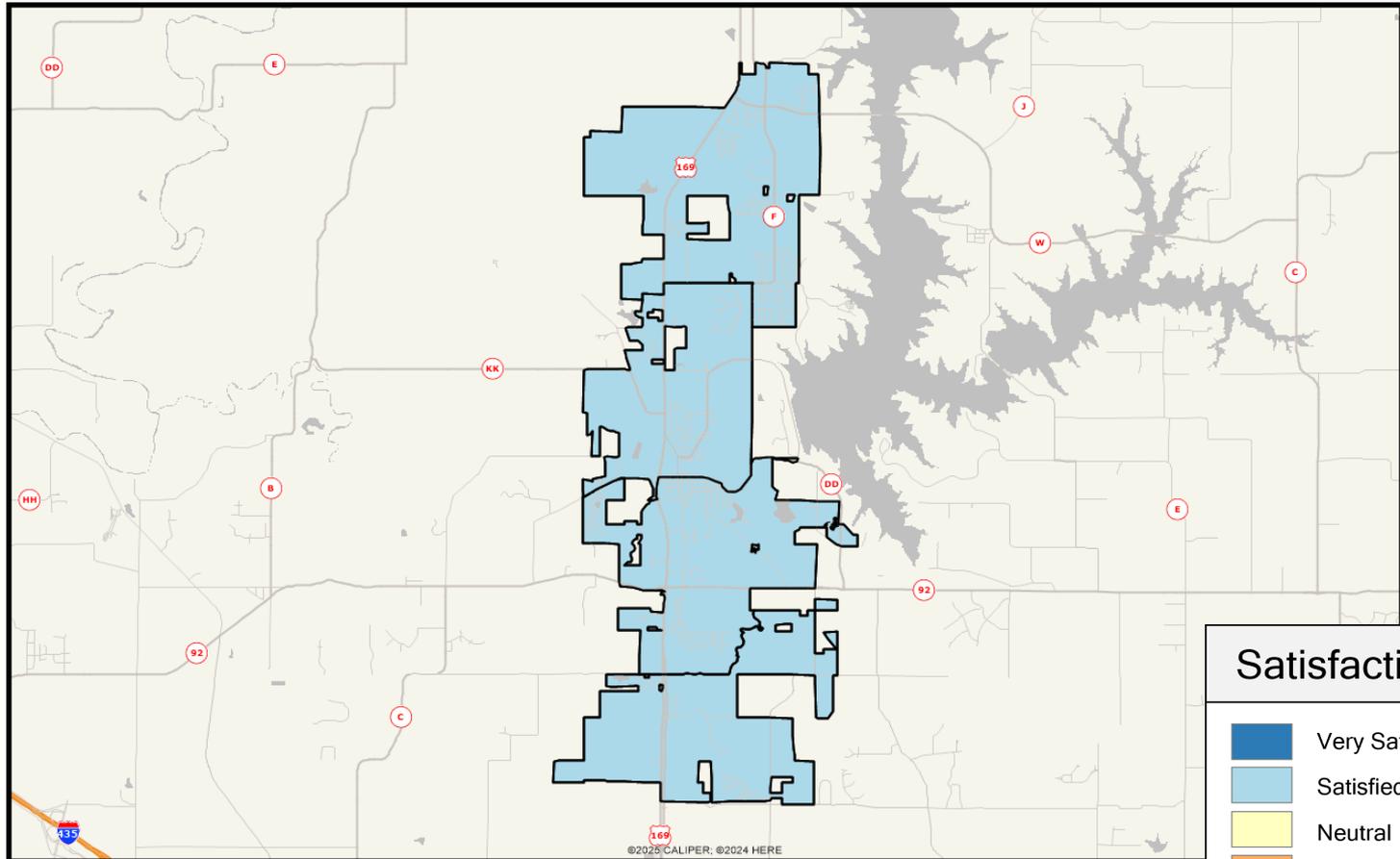
Q2-01. Overall quality of services provided by the City of Smithville

Mean: 3.70



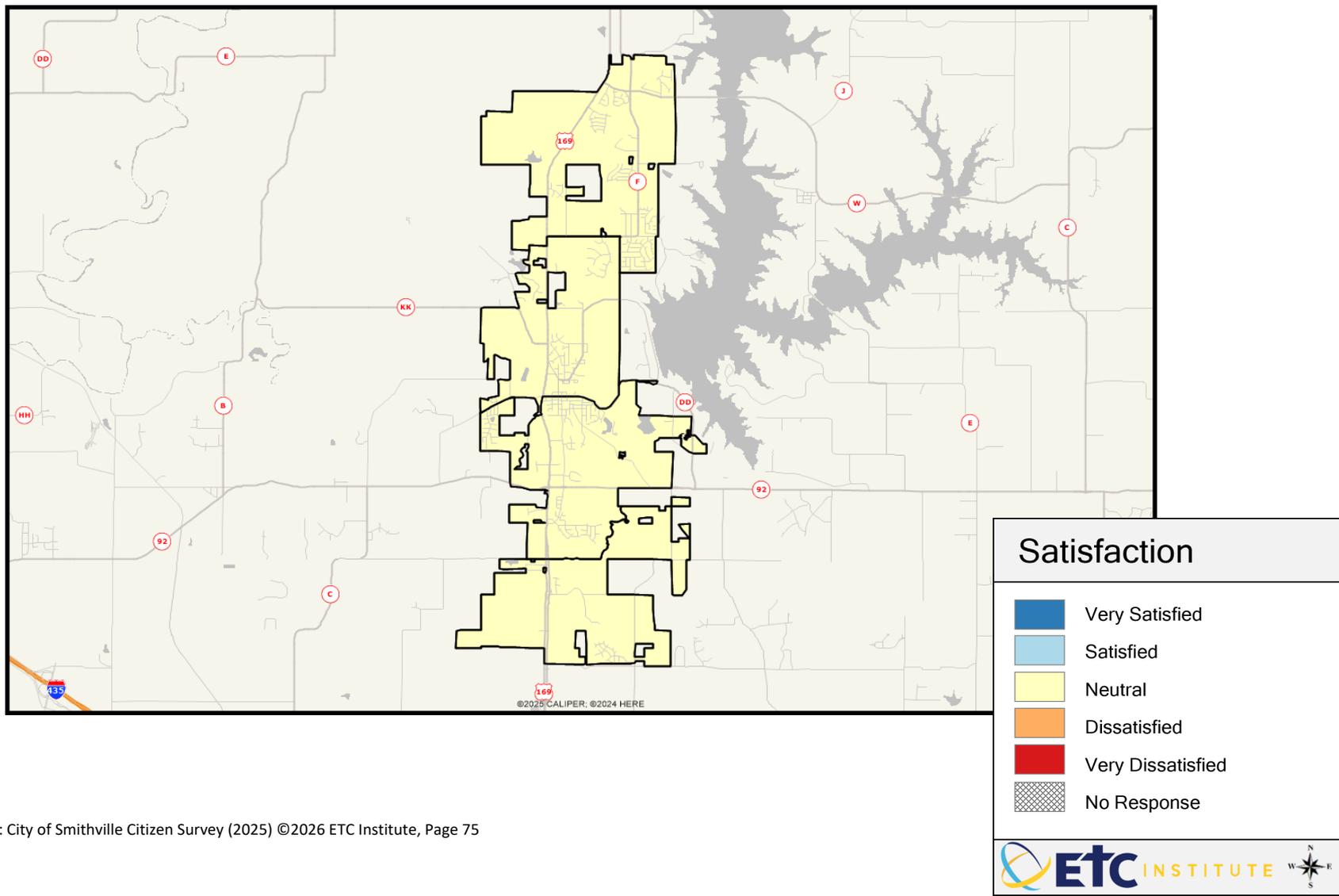
Q2-02. Overall image of the City

Mean: 3.65



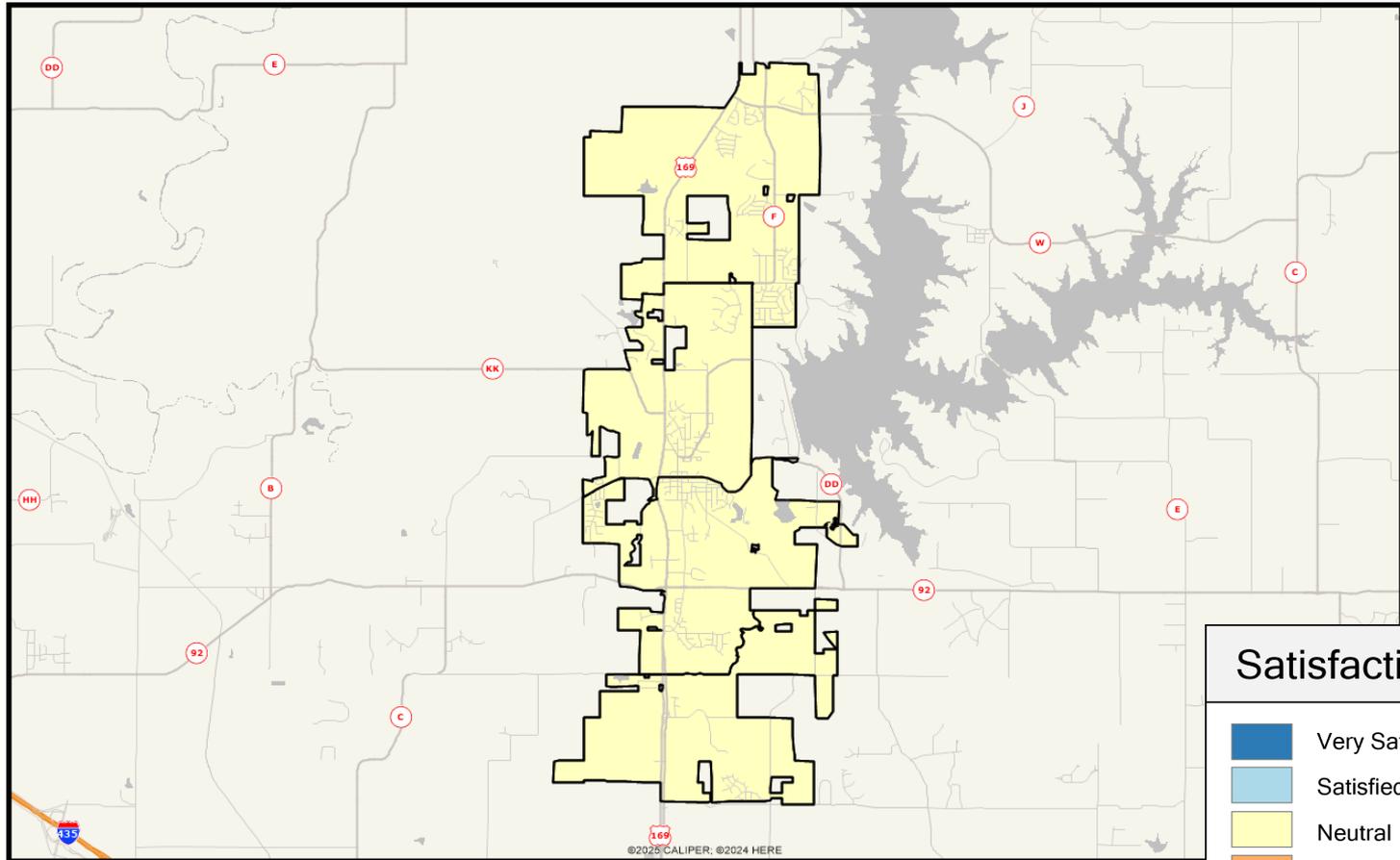
Q2-03. Overall value that you receive for your City tax dollars and fees

Mean: 3.18



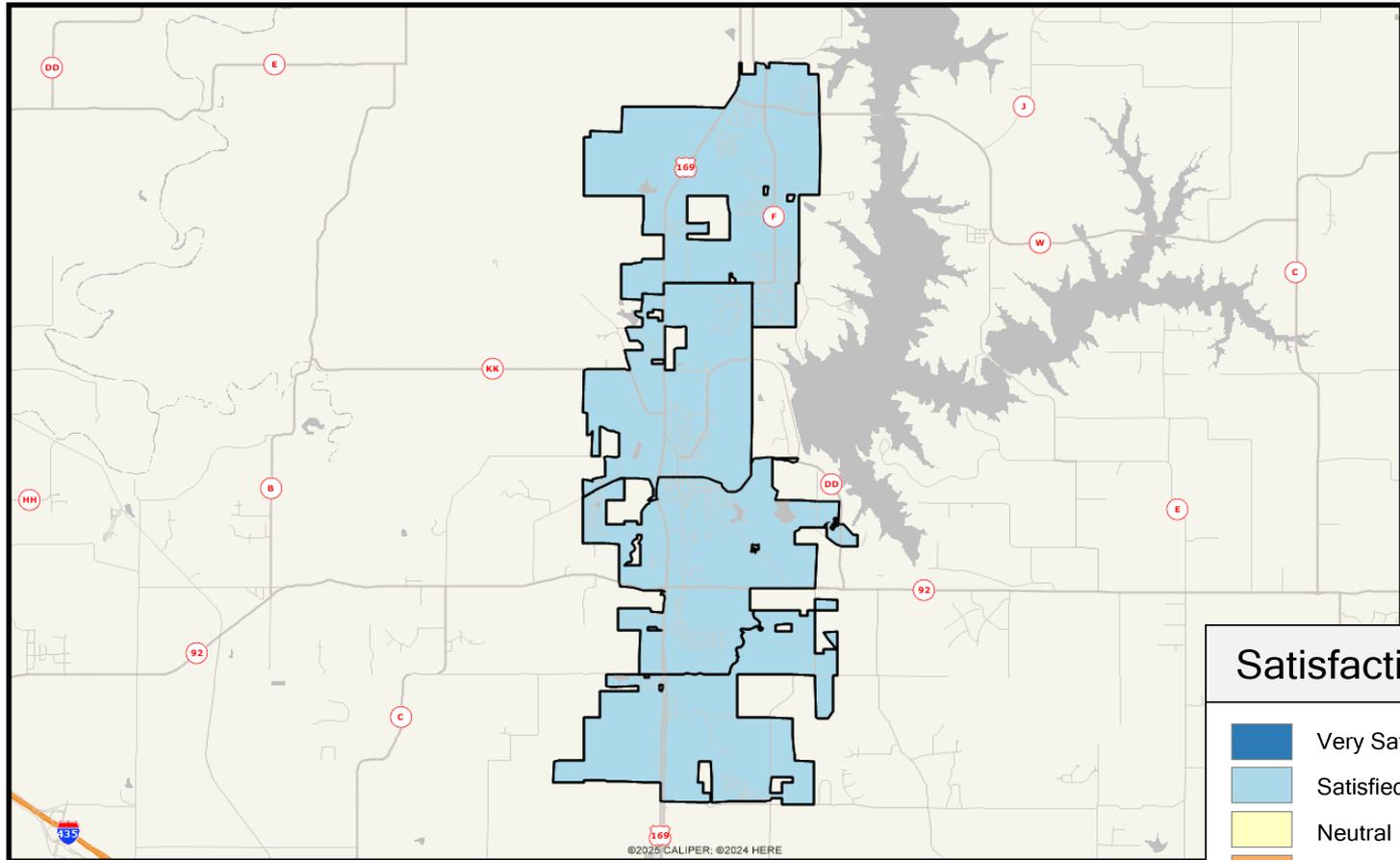
Q2-04. How well the City is managing and planning growth and development

Mean: 2.87



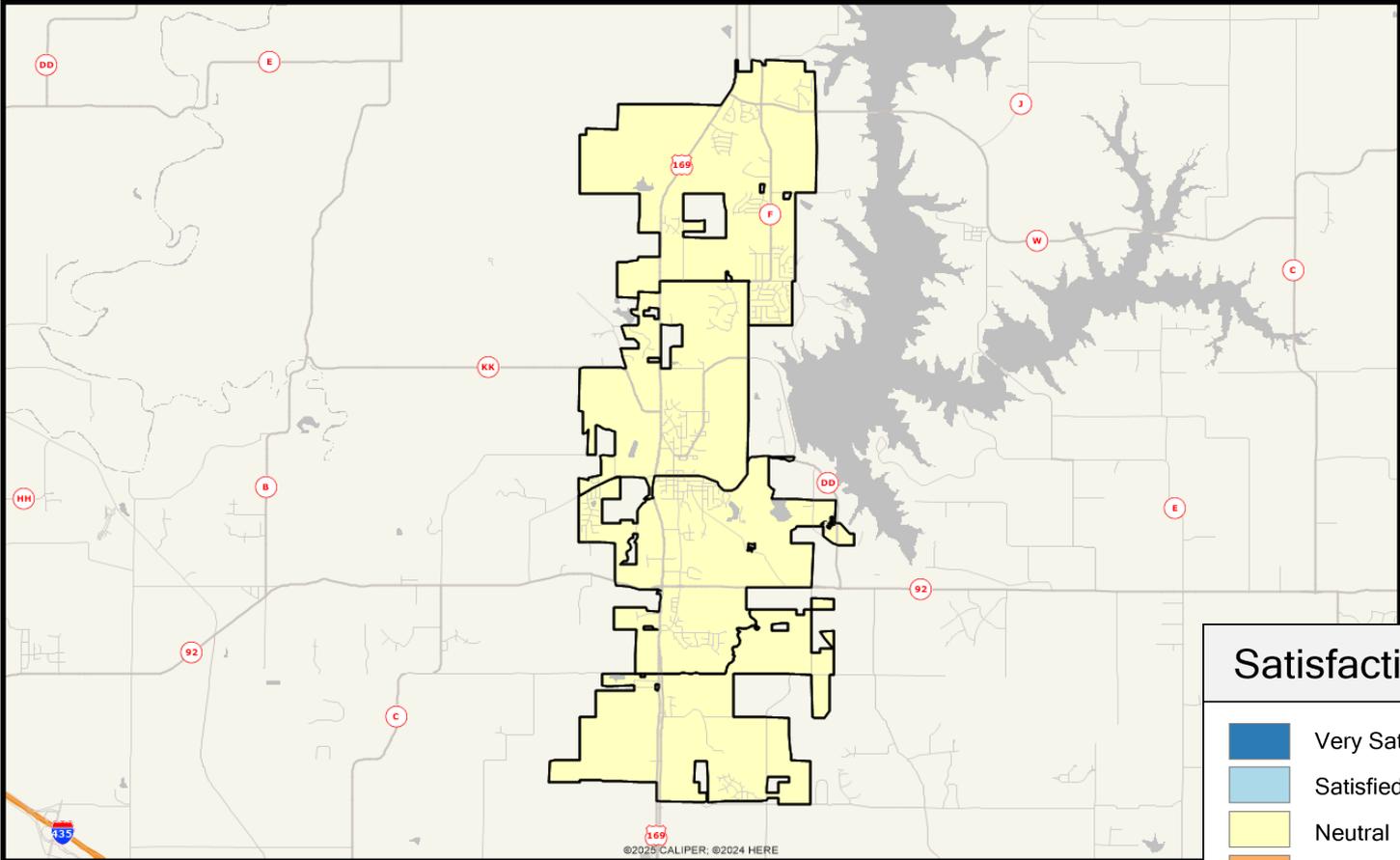
Q2-05. Overall appearance of the City

Mean: 3.55



Q2-06. Overall quality of leadership provided by the City's elected officials

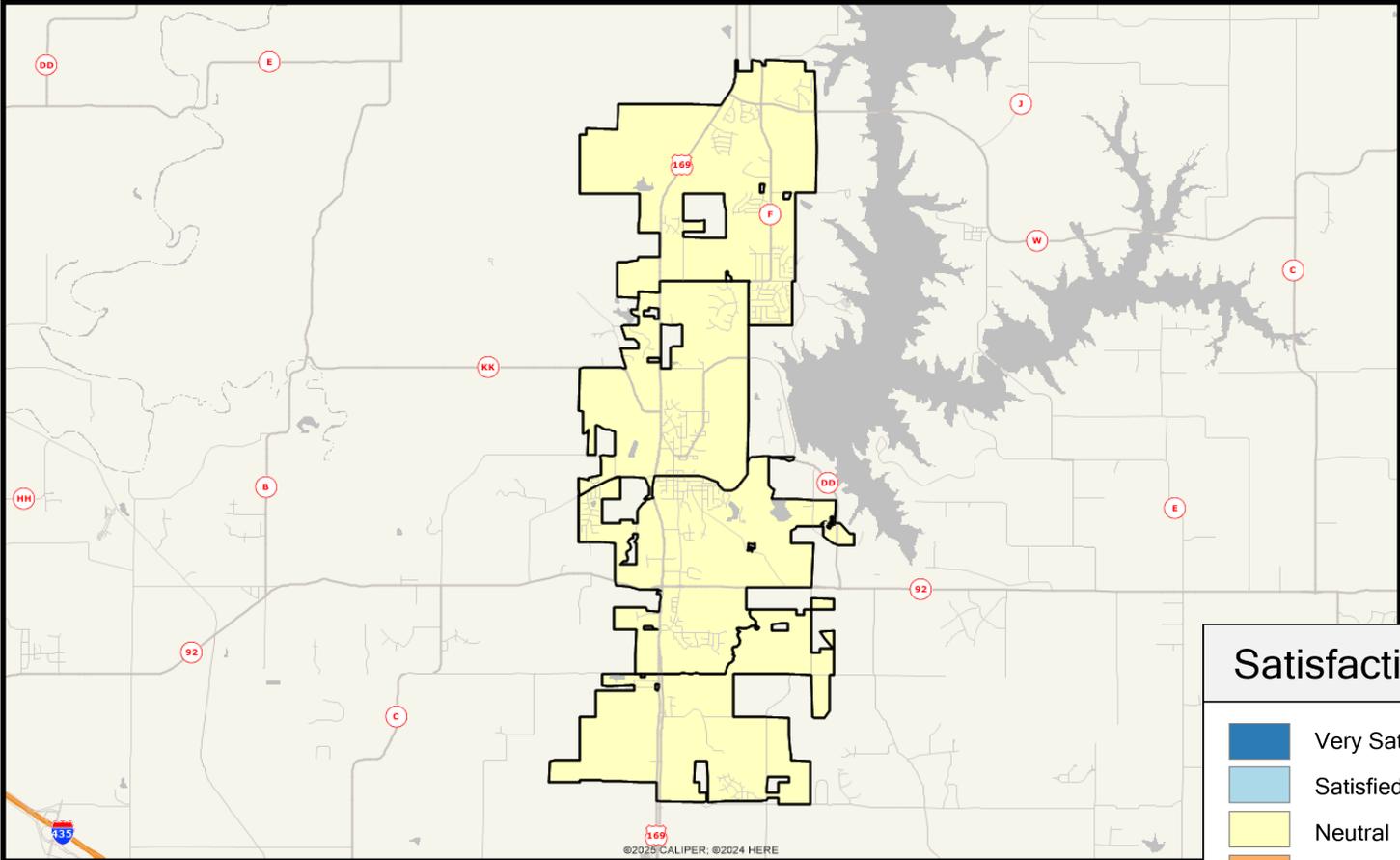
Mean: 3.05



Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

Q2-07. Overall effectiveness of the City Administrator and staff

Mean: 3.28

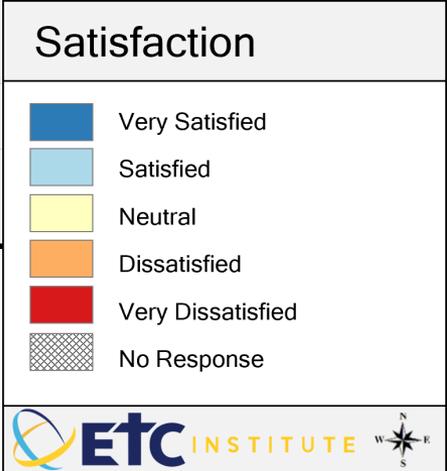
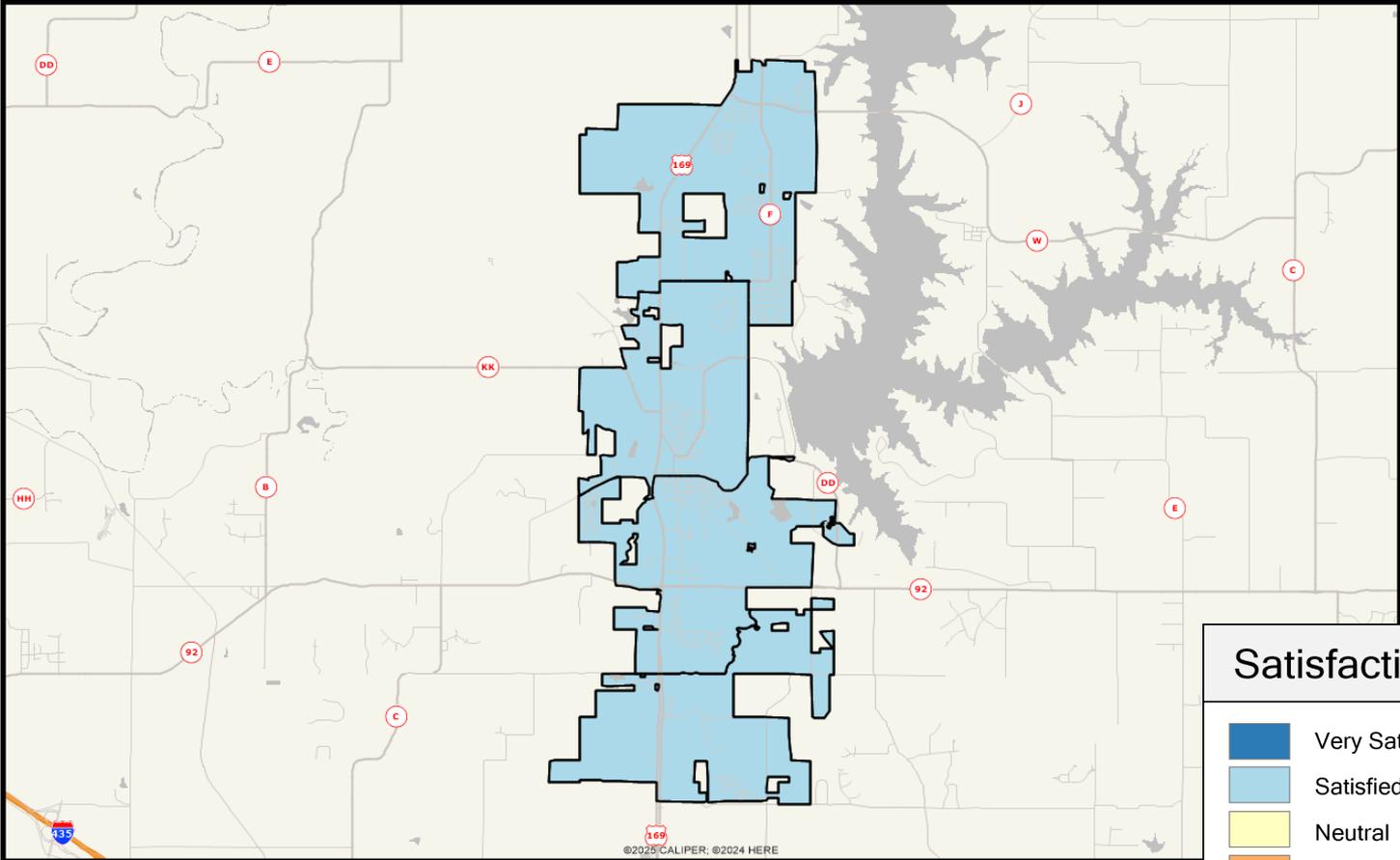


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

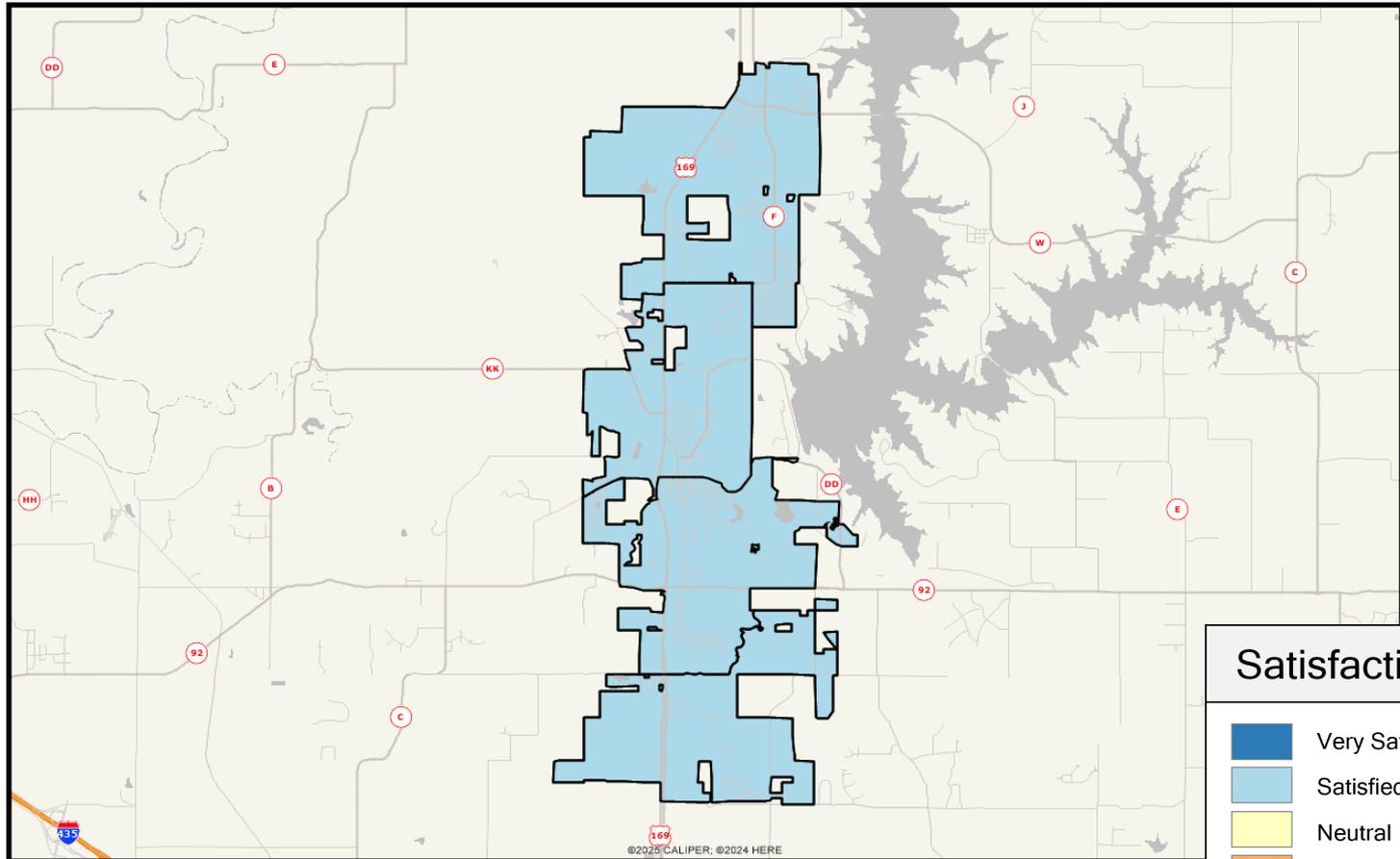
Q3-01. Overall quality of local police protection

Mean: 4.08



Q3-02. The visibility of police in neighborhoods

Mean: 3.86

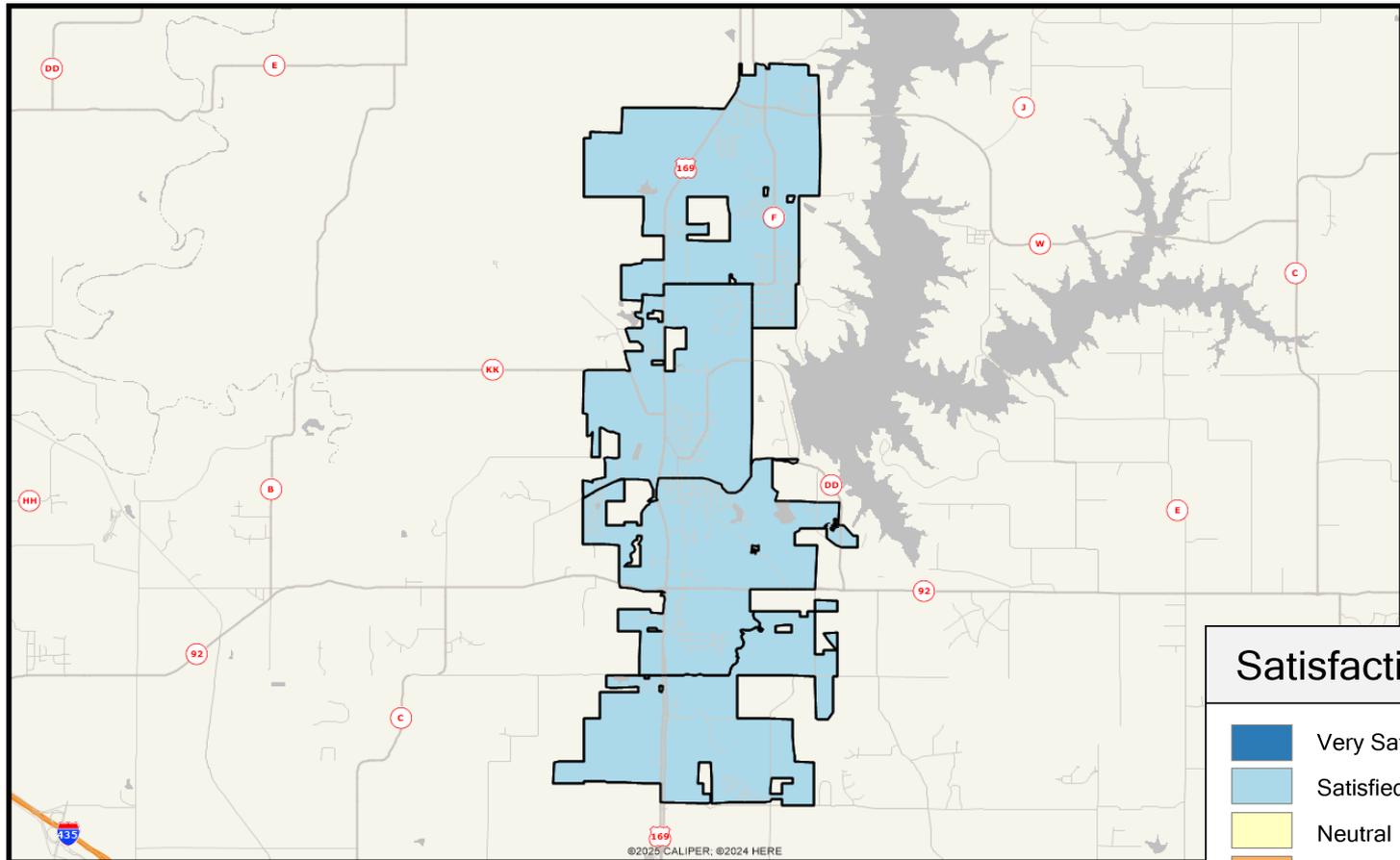


Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

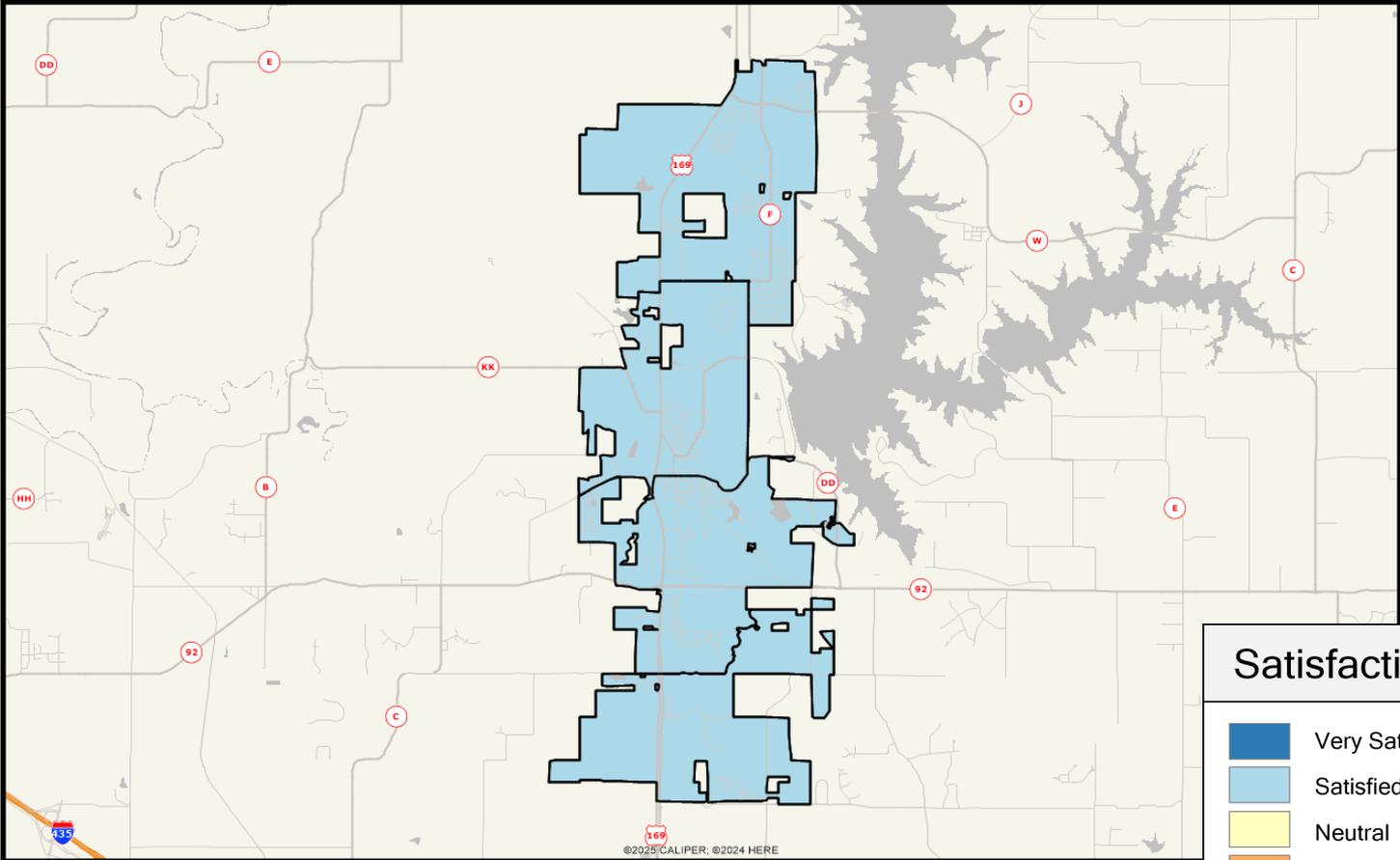
Q3-03. The visibility of police in retail areas

Mean: 3.67



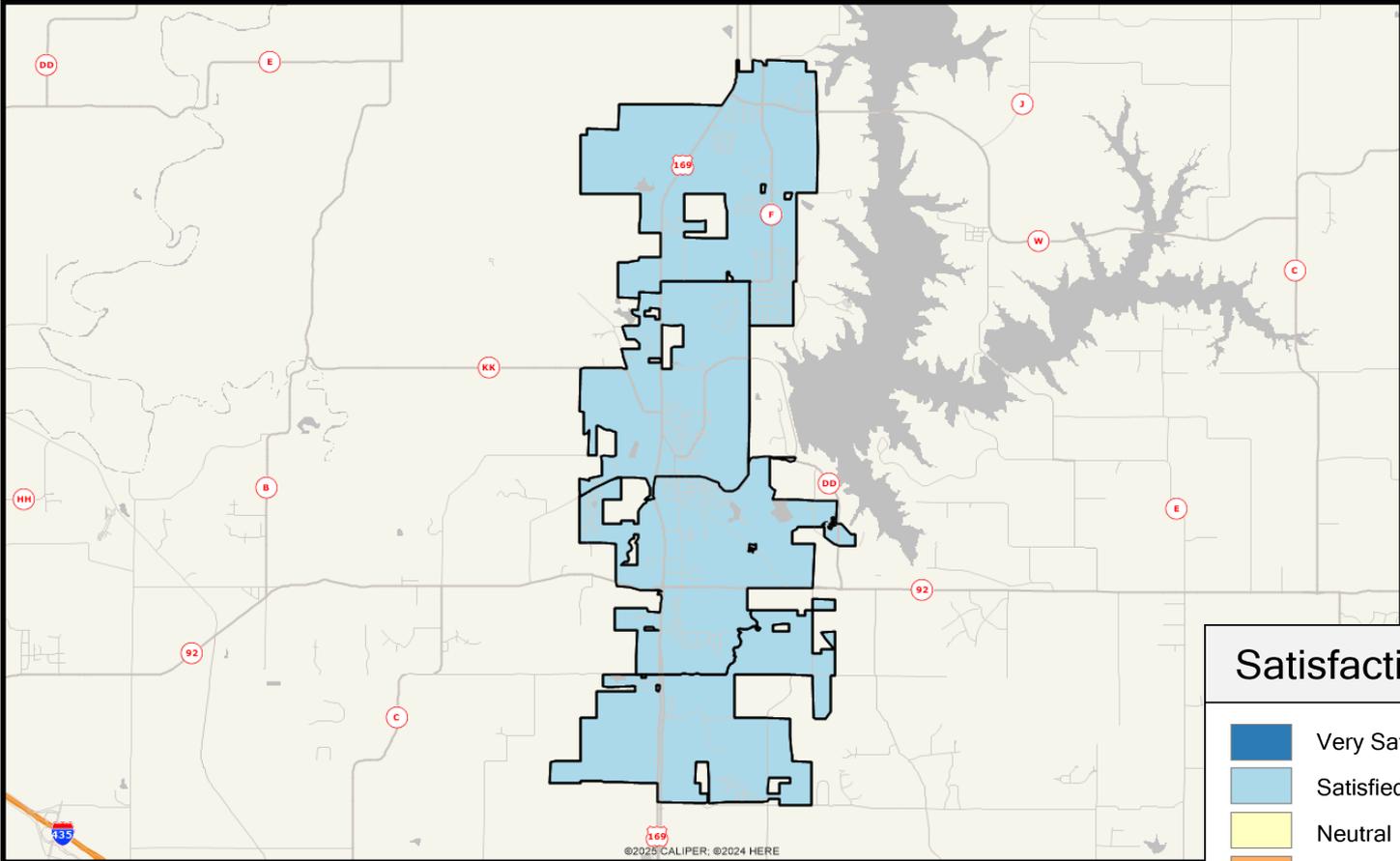
Q3-04. The City's overall efforts to prevent crime

Mean: 3.88



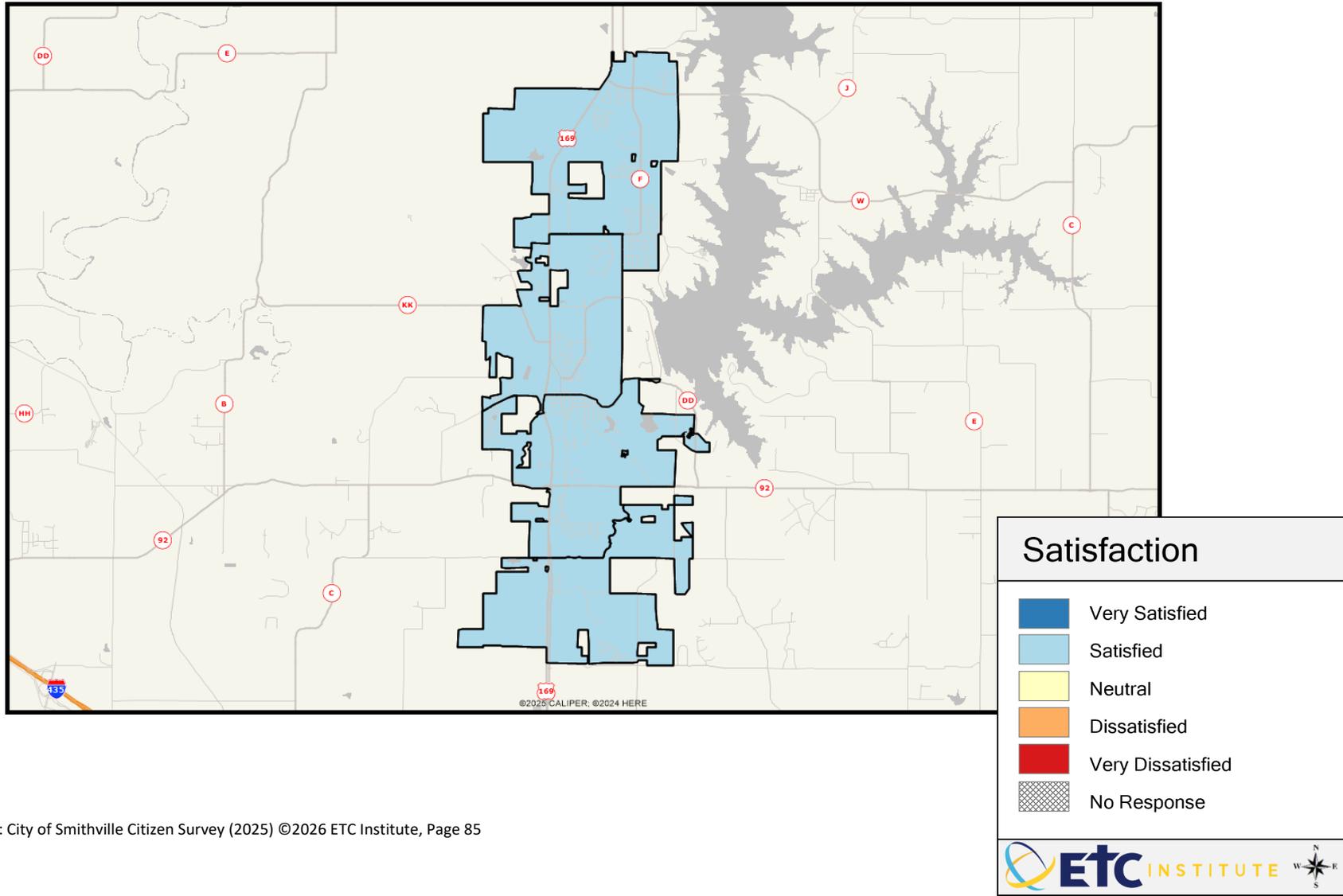
Q3-05. Enforcement of local traffic laws

Mean: 3.68



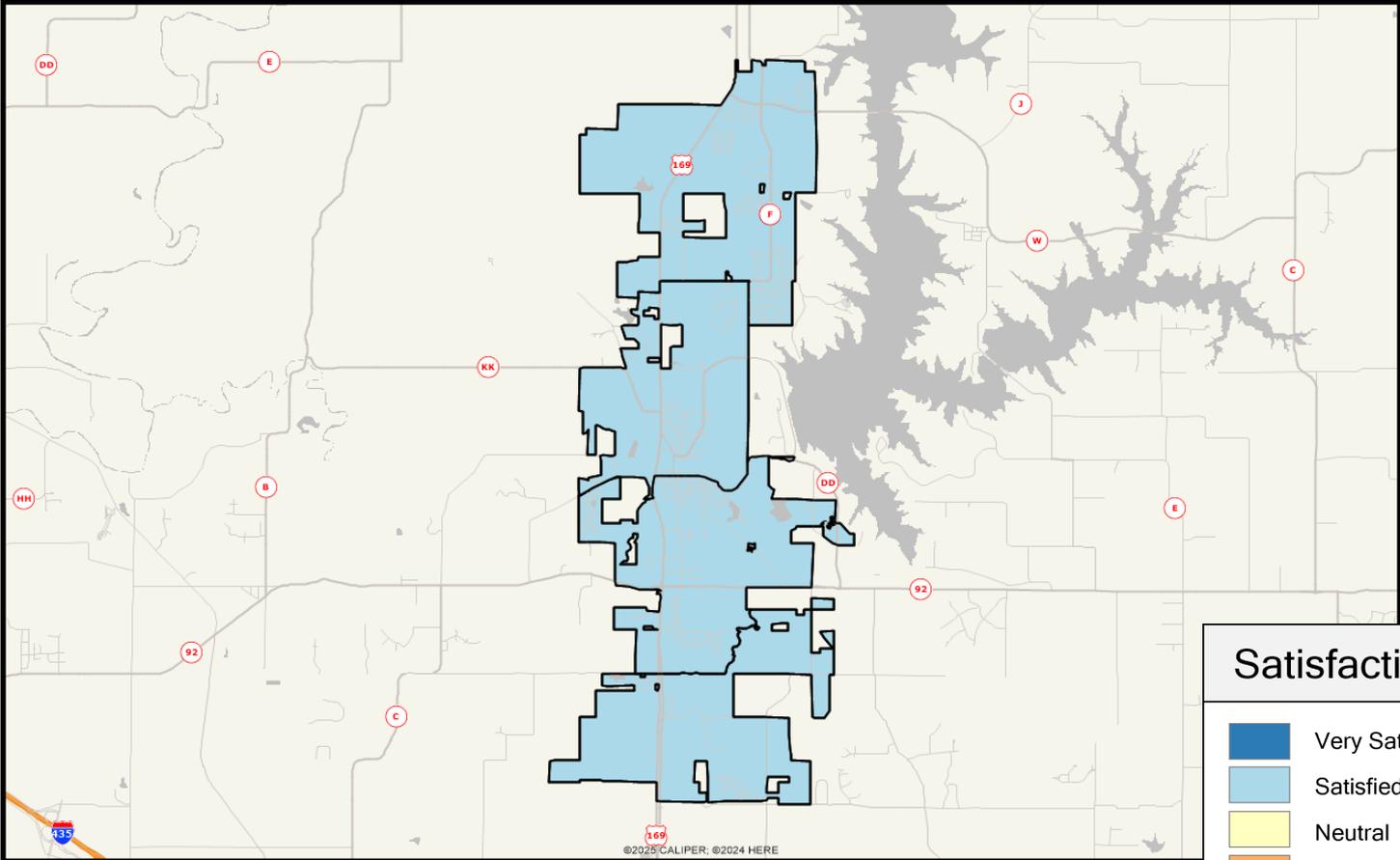
Q3-06. The attitude and behavior of Police Dept. personnel toward citizens

Mean: 3.91



Q3-07. Police Dept. communication with residents (e.g., social media, alerts)

Mean: 3.87



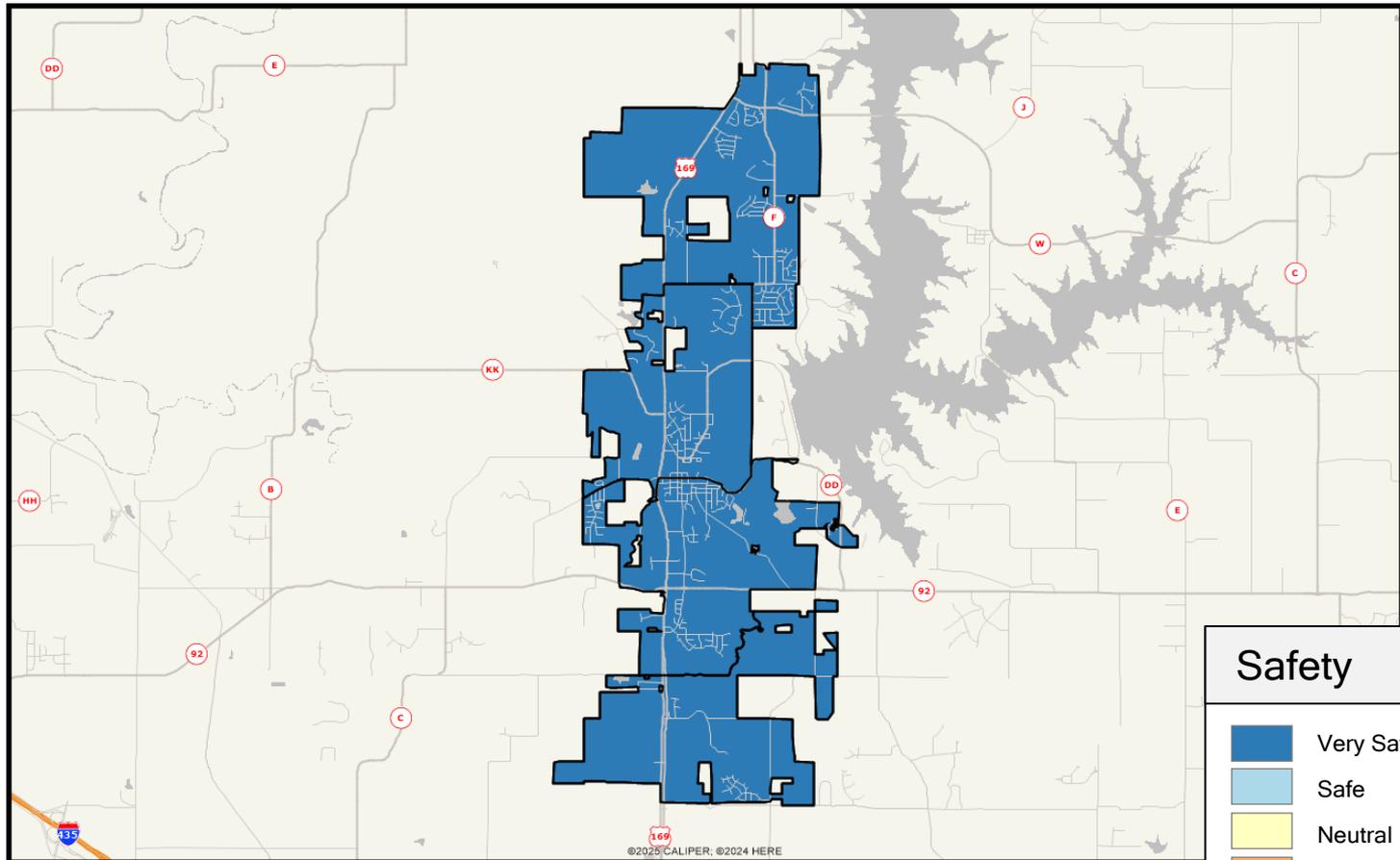
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

The logo for ETC INSTITUTE is located at the bottom right of the page. It features a stylized 'E' and 'T' in blue and yellow, followed by the text 'ETC INSTITUTE' in blue. To the right of the logo is a compass rose with the cardinal directions N, S, E, and W labeled.

Q5-01. In your neighborhood during the day

Mean: 4.58



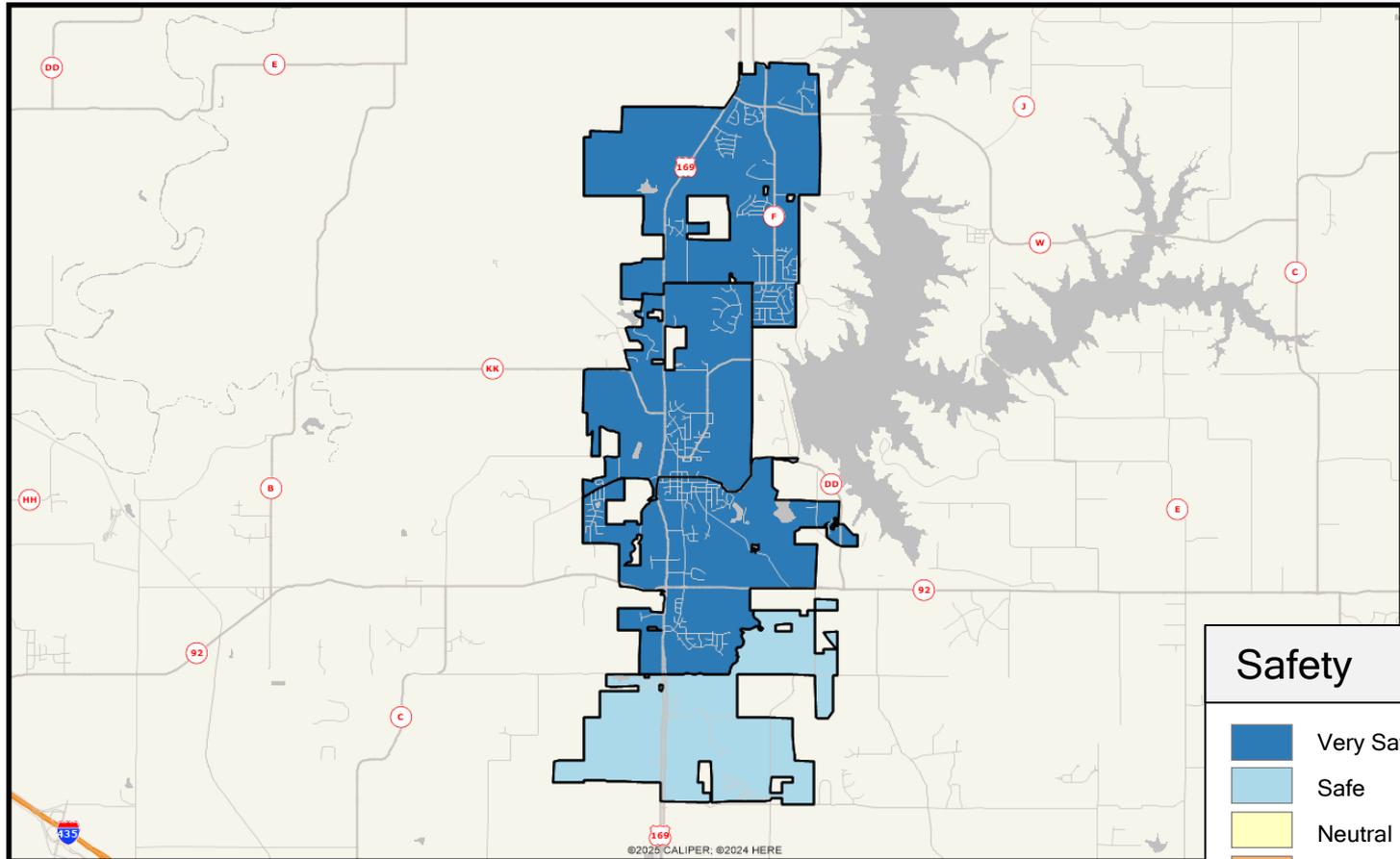
Safety

	Very Safe
	Safe
	Neutral
	Unsafe
	Very Unsafe
	No Response

ETC INSTITUTE

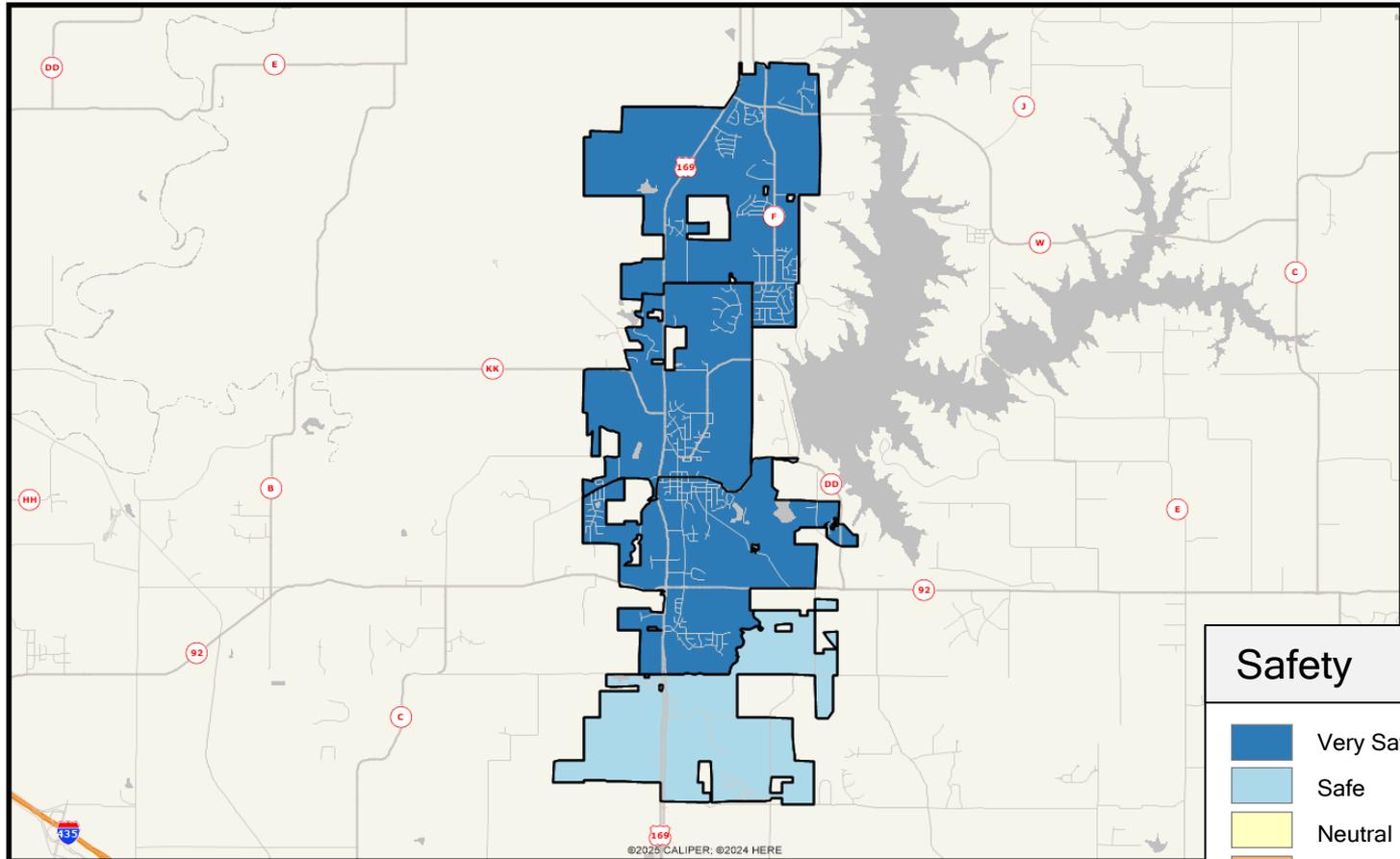
Q5-02. In your neighborhood at night

Mean: 4.28



Q5-03. In City parks during the day

Mean: 4.27

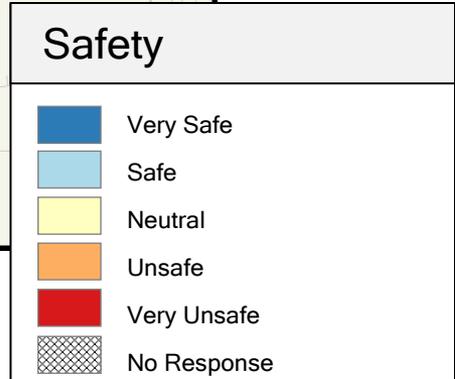
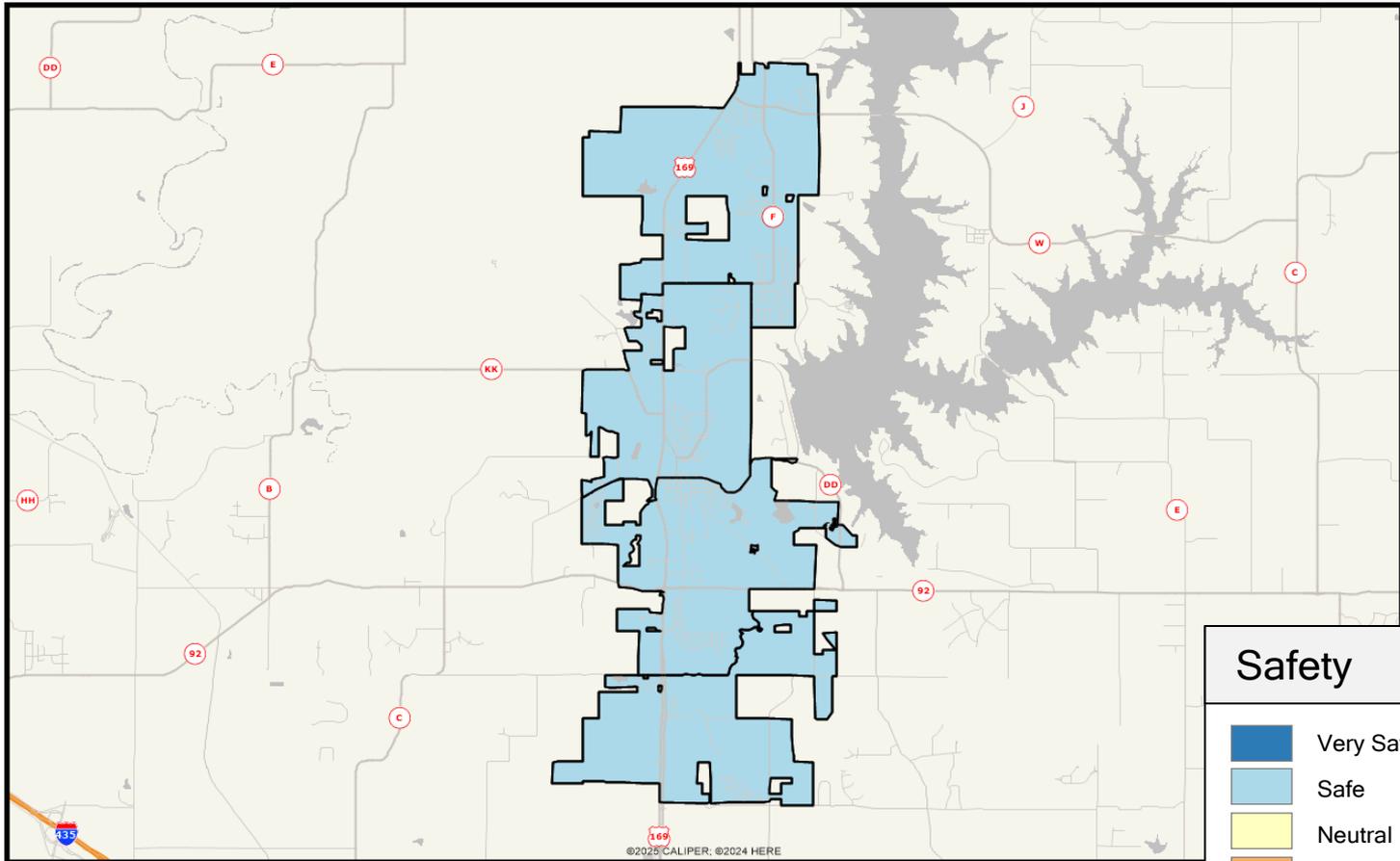


Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

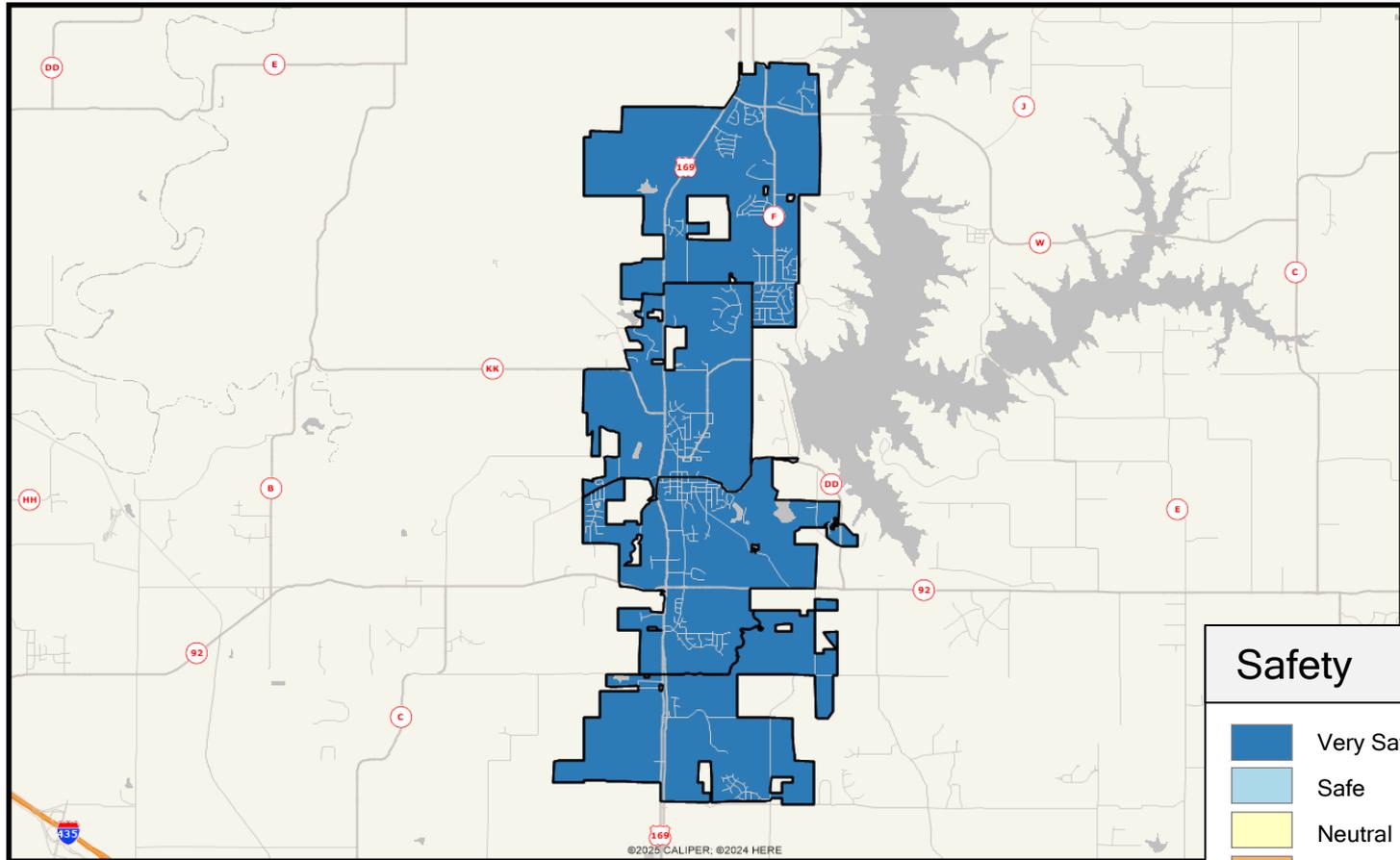
Q5-04. In City parks at night

Mean: 3.62



Q5-05. In commercial and retail areas during the day

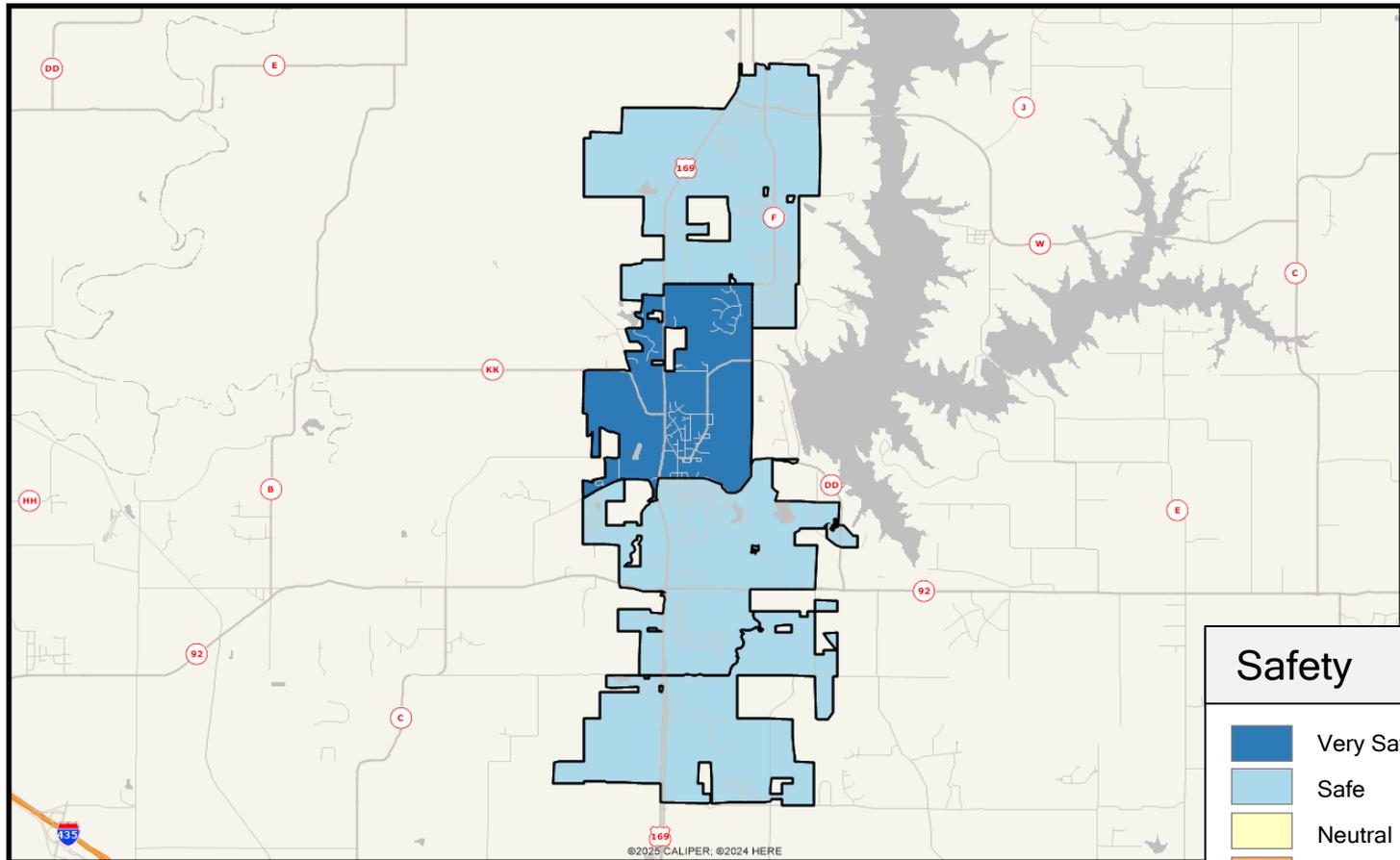
Mean: 4.46



Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

Q5-06. In commercial and retail areas at night Mean: 4.08



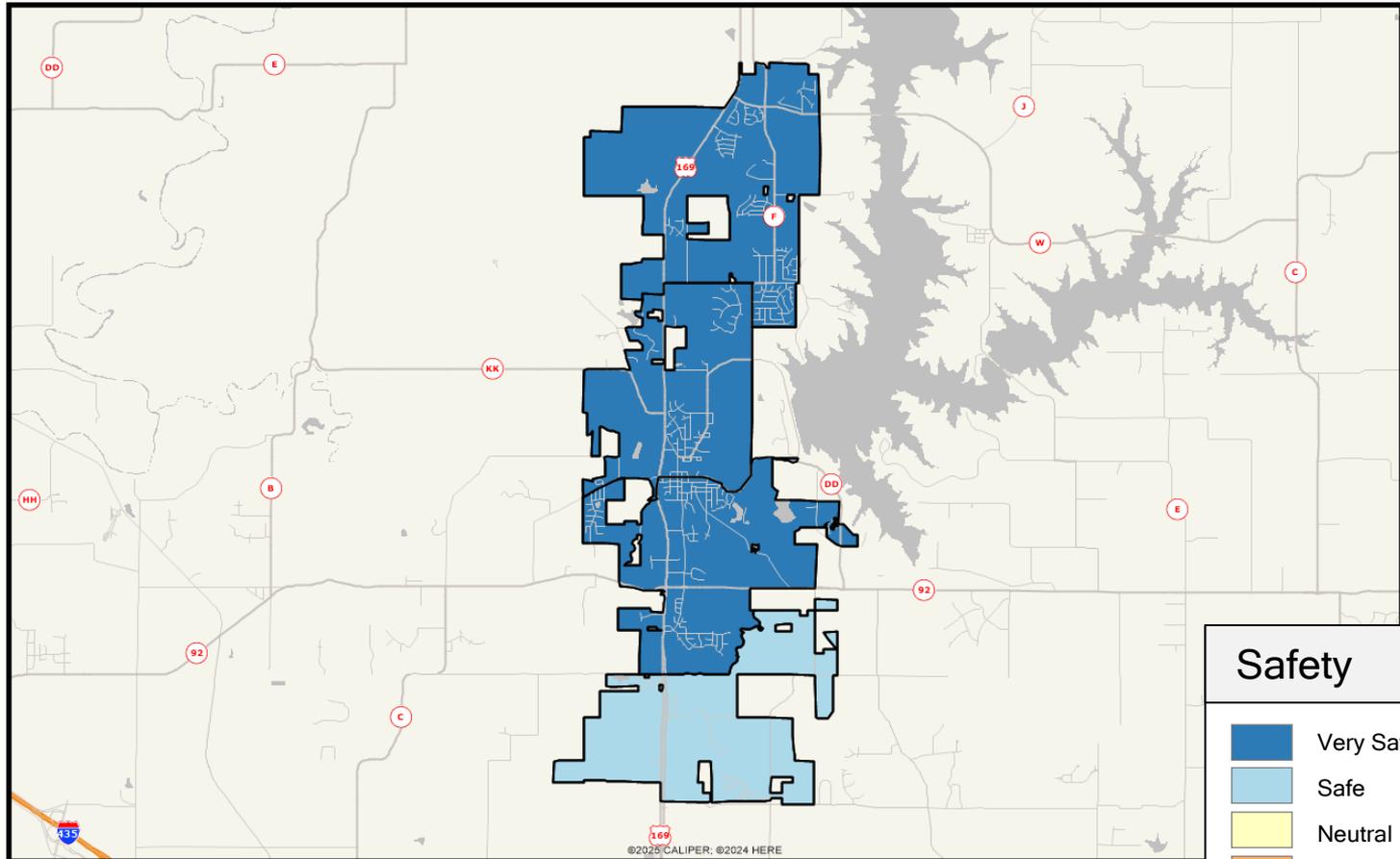
Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

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Q5-07. Overall feeling of safety in Smithville

Mean: 4.34

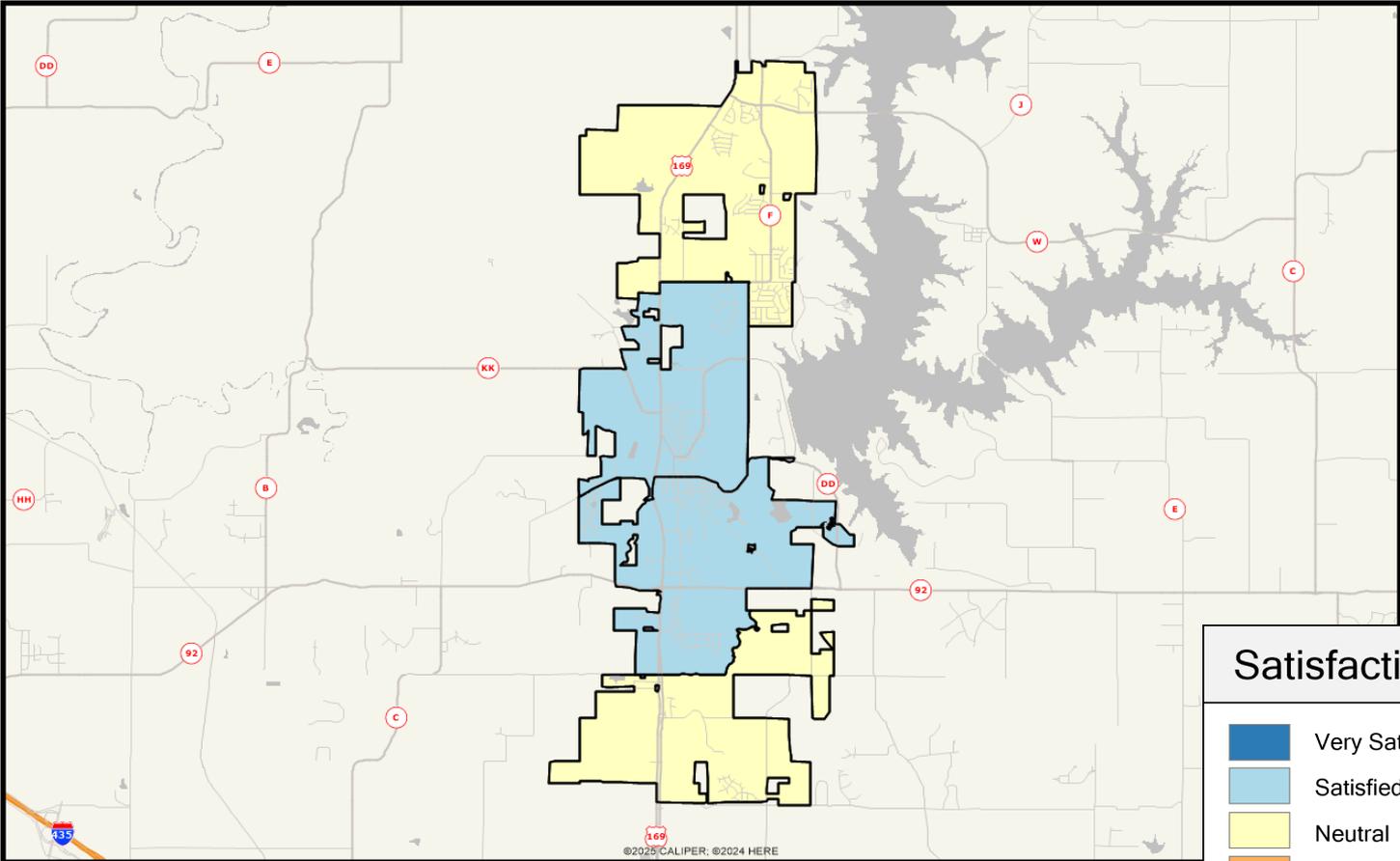


Safety

- Very Safe
- Safe
- Neutral
- Unsafe
- Very Unsafe
- No Response

Q6-01. Enforcing the clean-up of debris on private property

Mean: 3.34

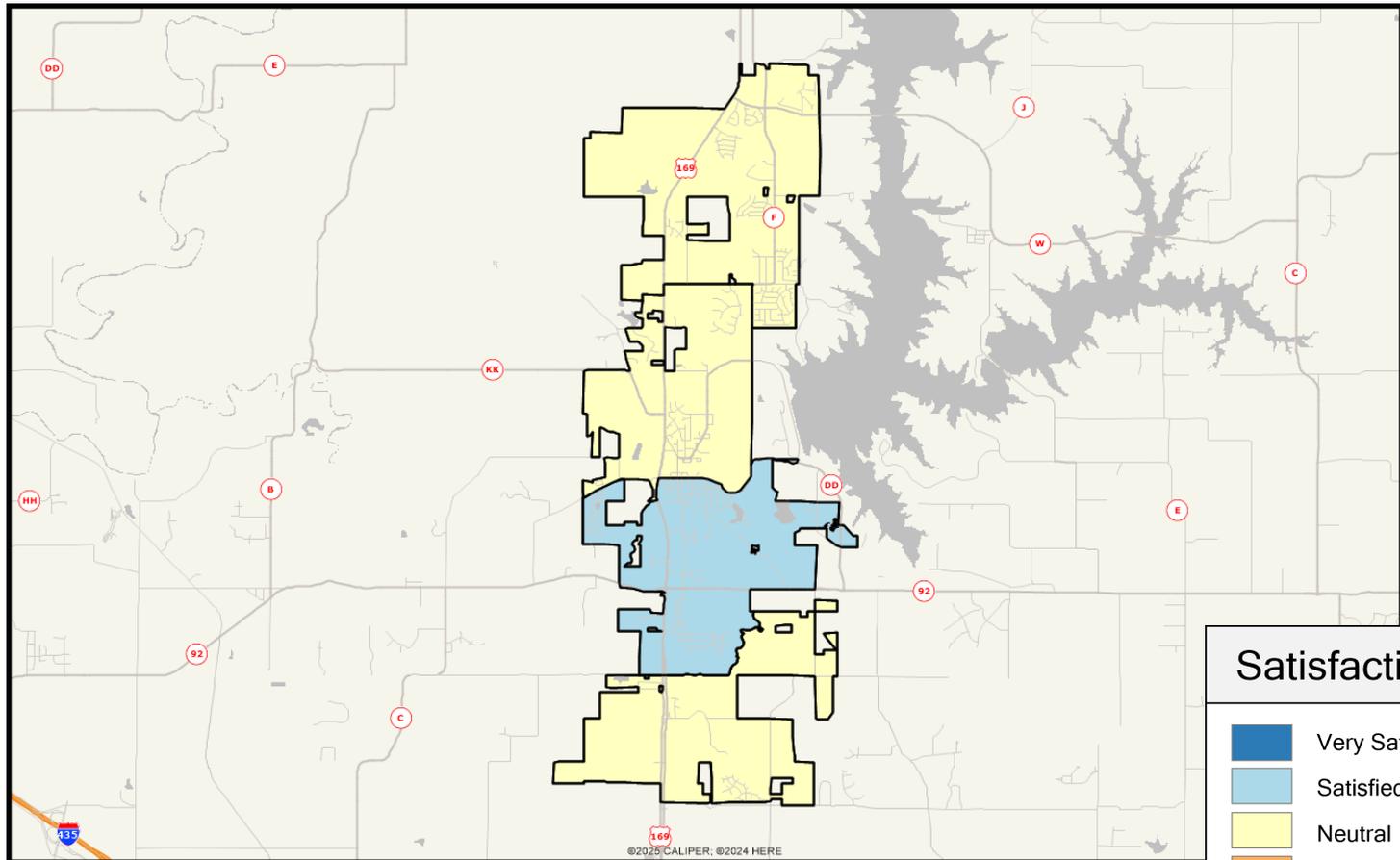


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

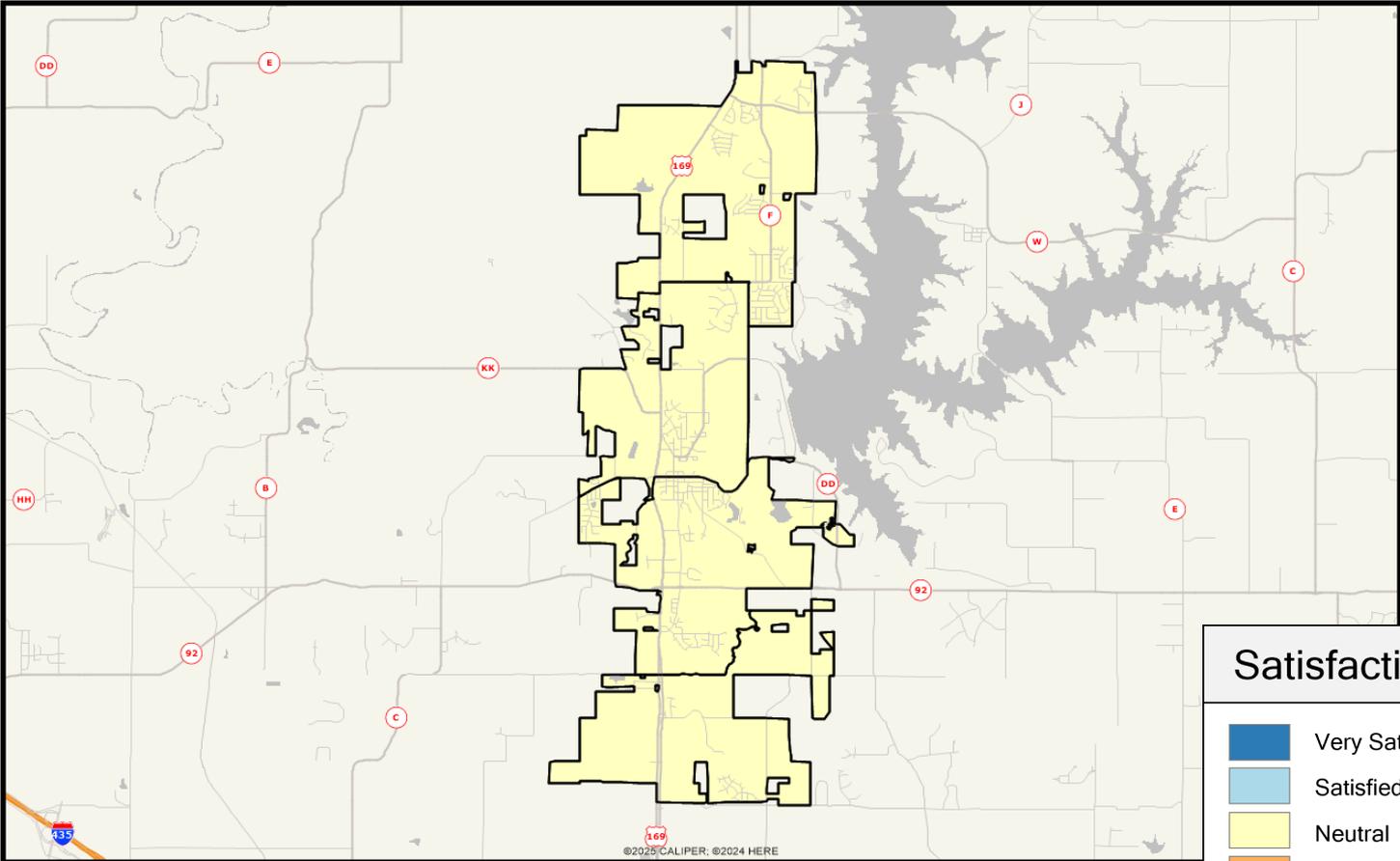
Q6-02. Enforcing the mowing and cutting of weeds and tall grass on private property

Mean: 3.36



Q6-03. Enforcing the exterior maintenance of residential property

Mean: 3.28



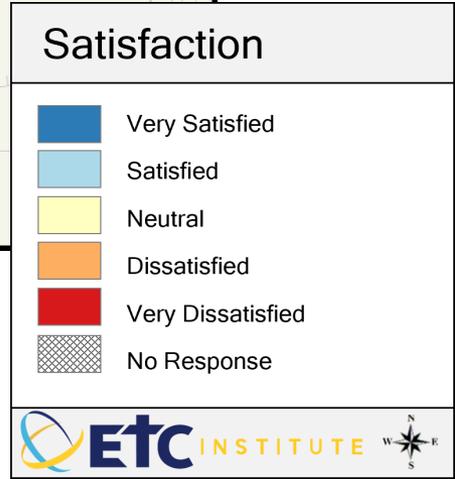
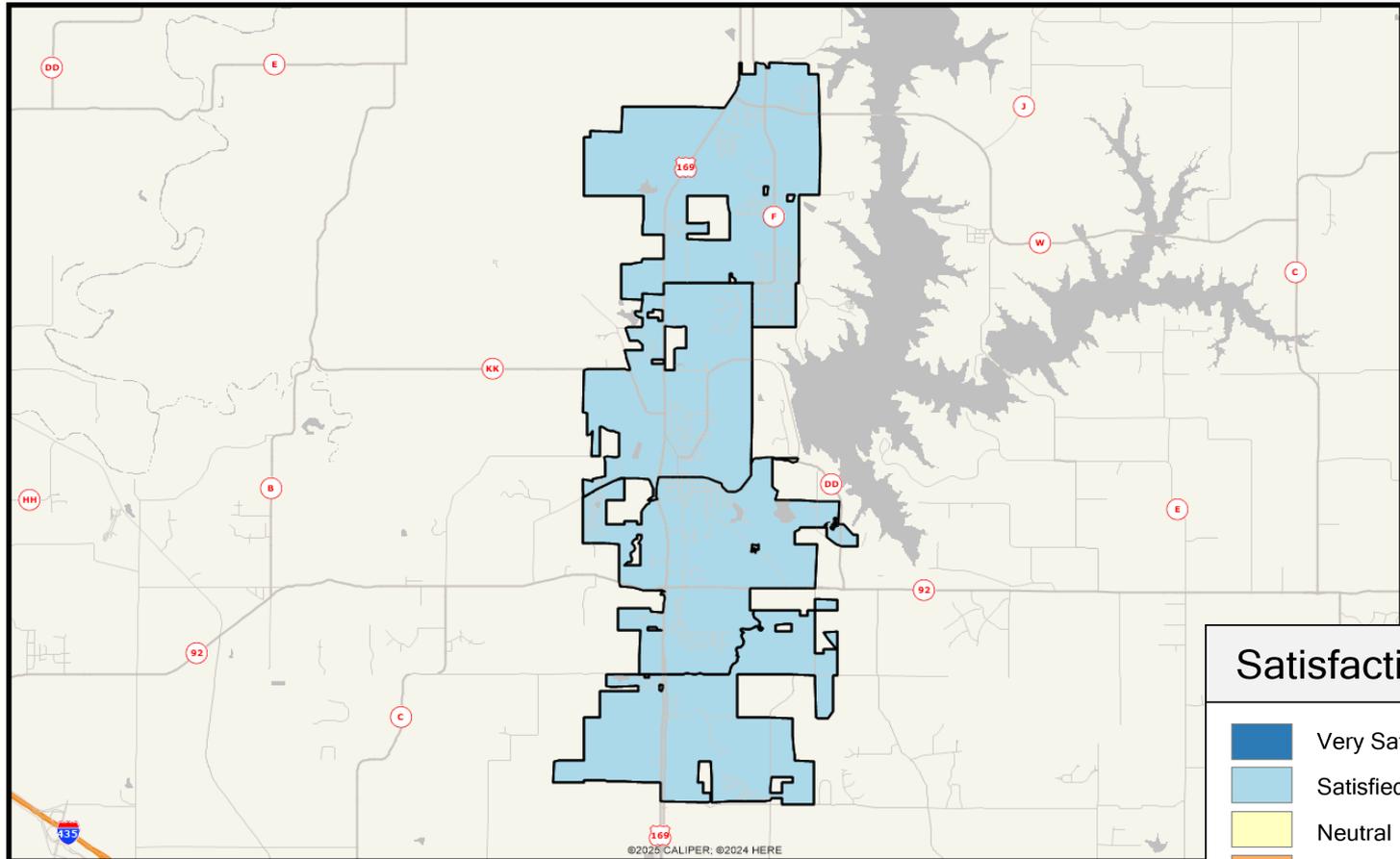
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



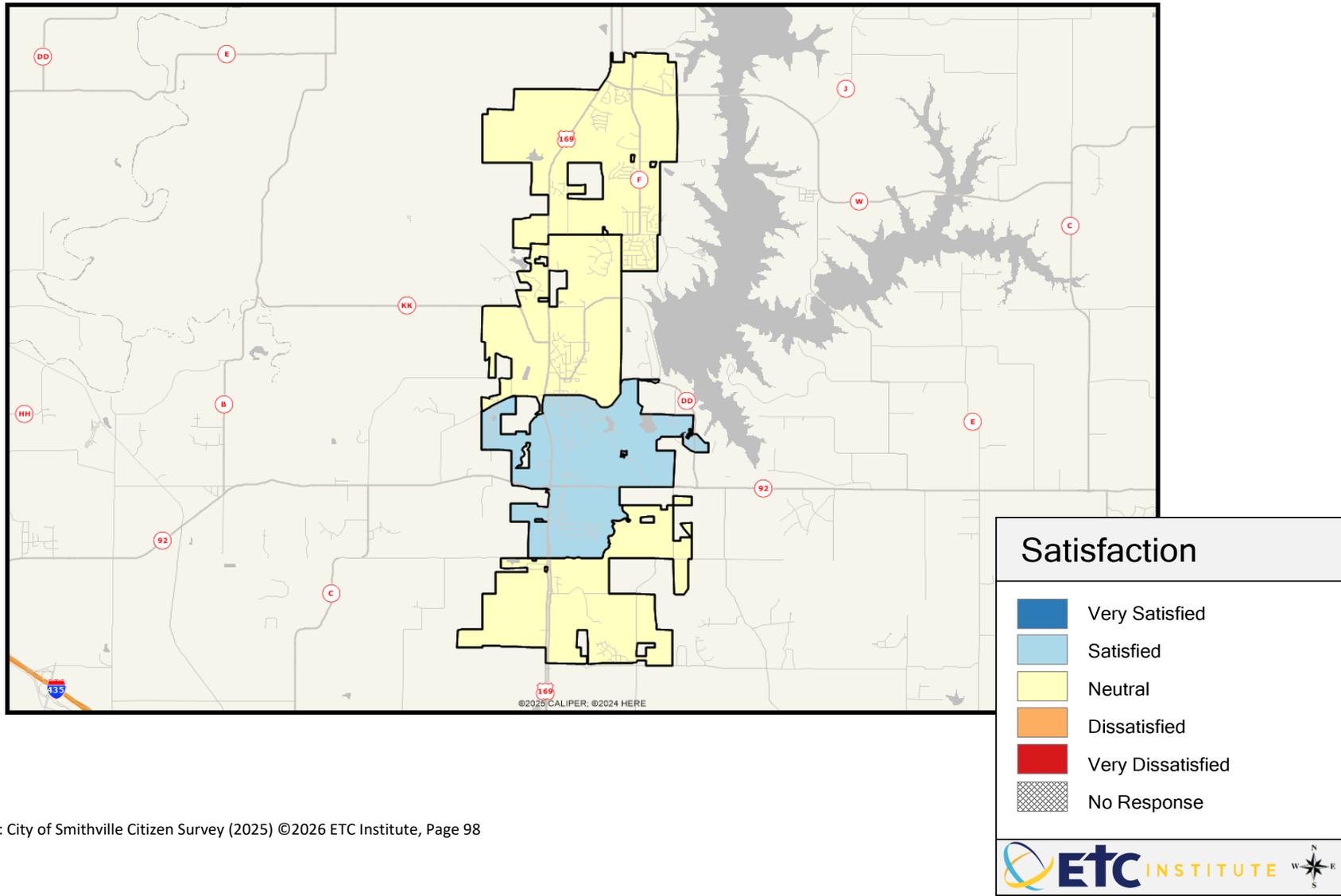
Q6-04. Enforcing the exterior maintenance of business property

Mean: 3.56



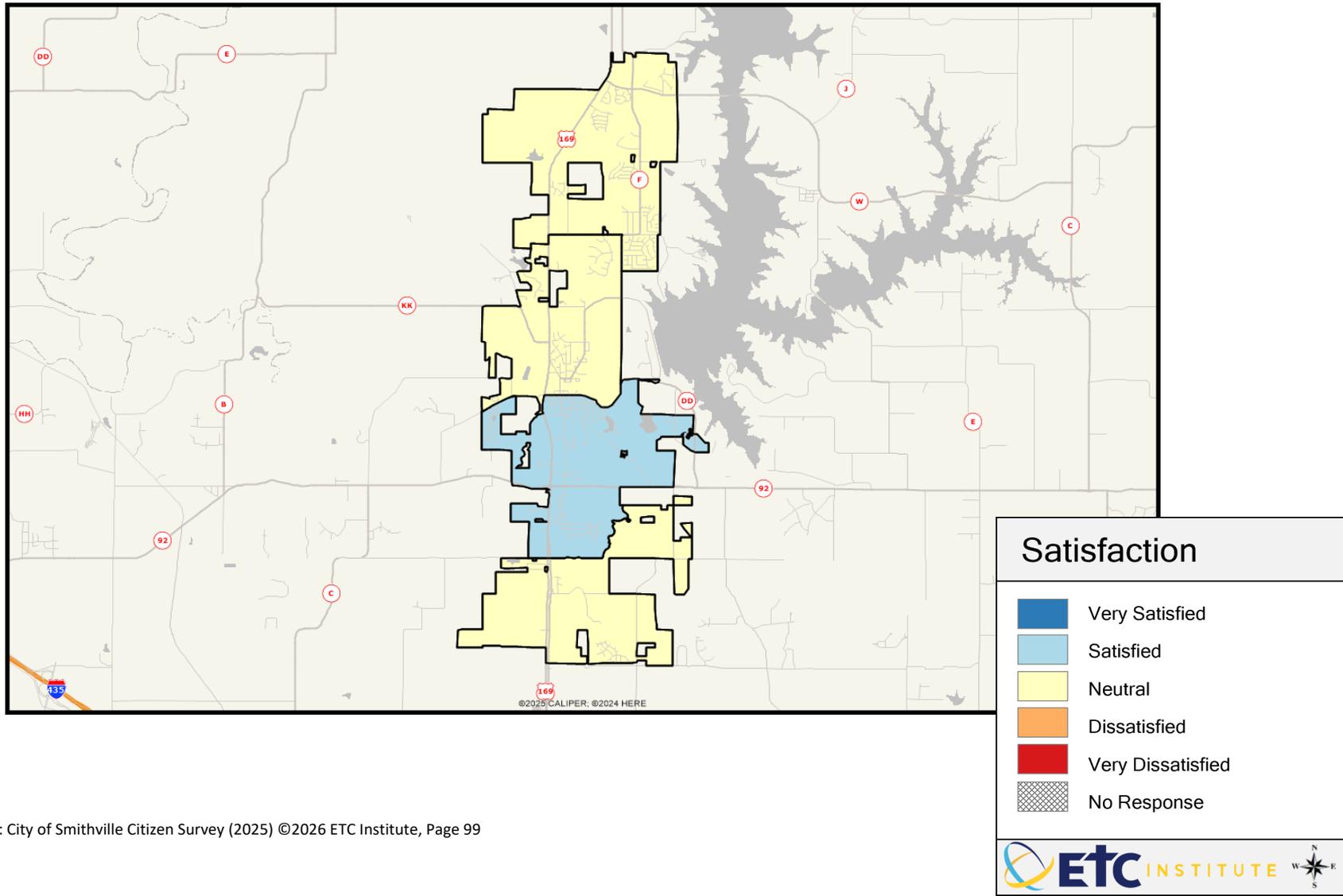
Q6-05. Overall quality of the building and permit process

Mean: 3.35



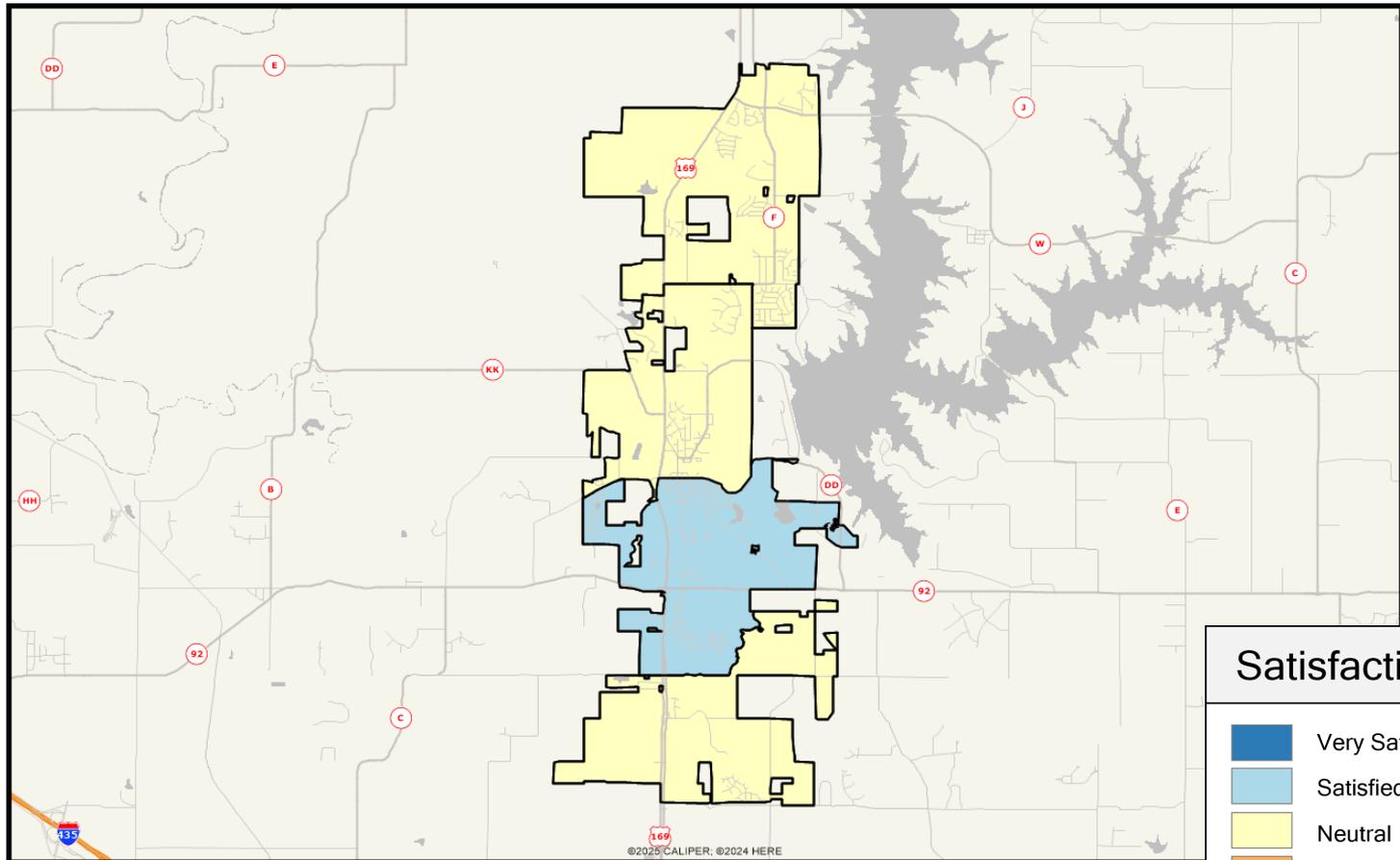
Q6-06. Overall enforcement of City codes and ordinances

Mean: 3.28



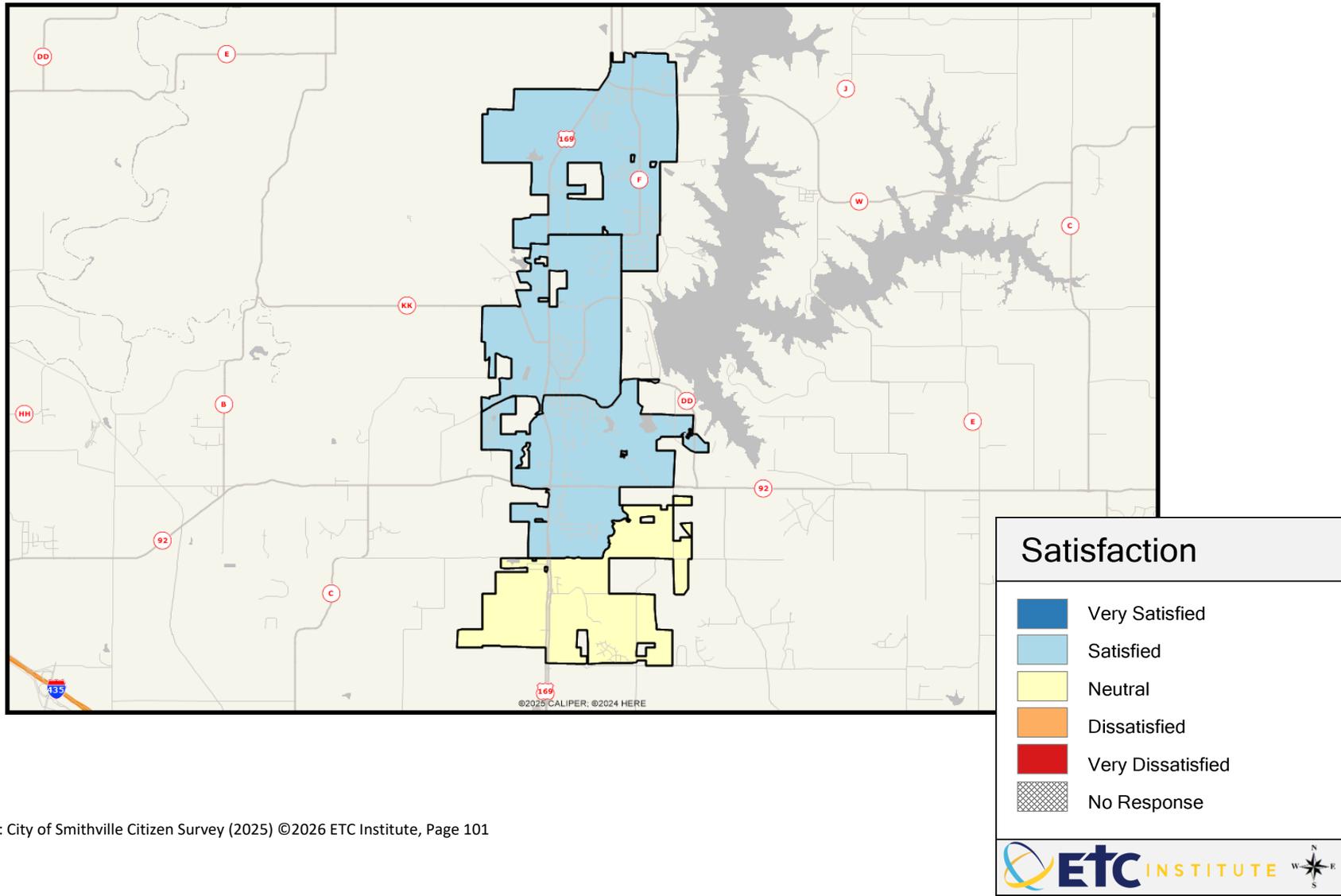
Q6-07. Speed of the code compliance process

Mean: 3.39



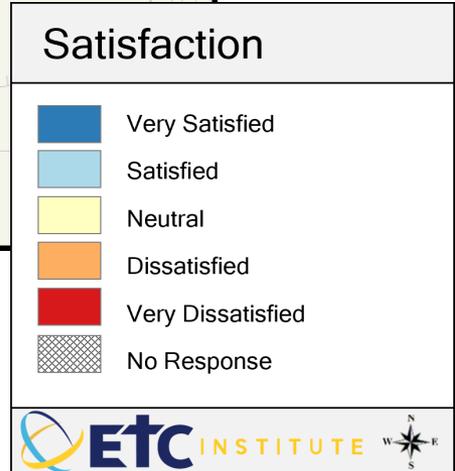
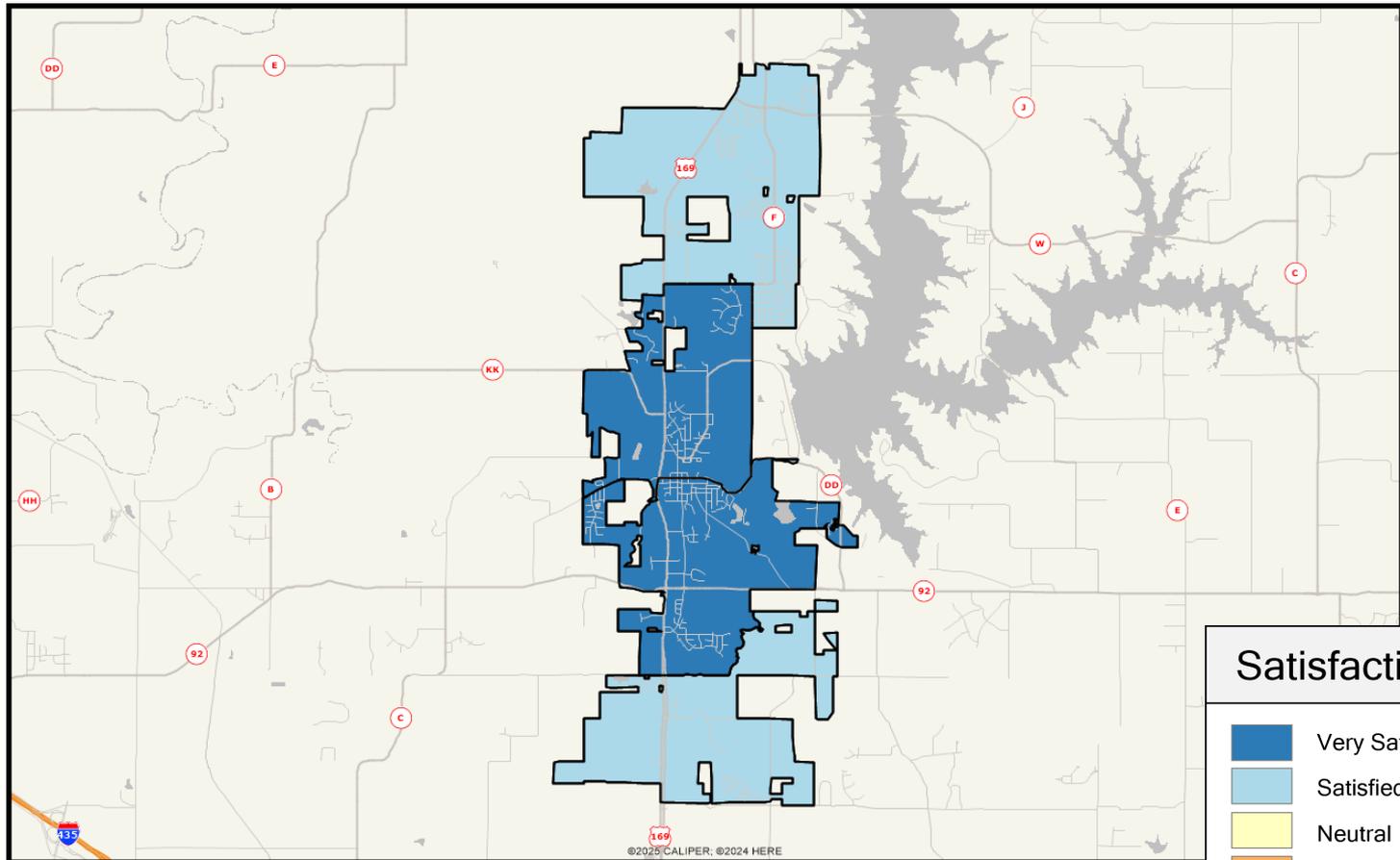
Q6-08. Courtesy of code enforcement's employees

Mean: 3.63



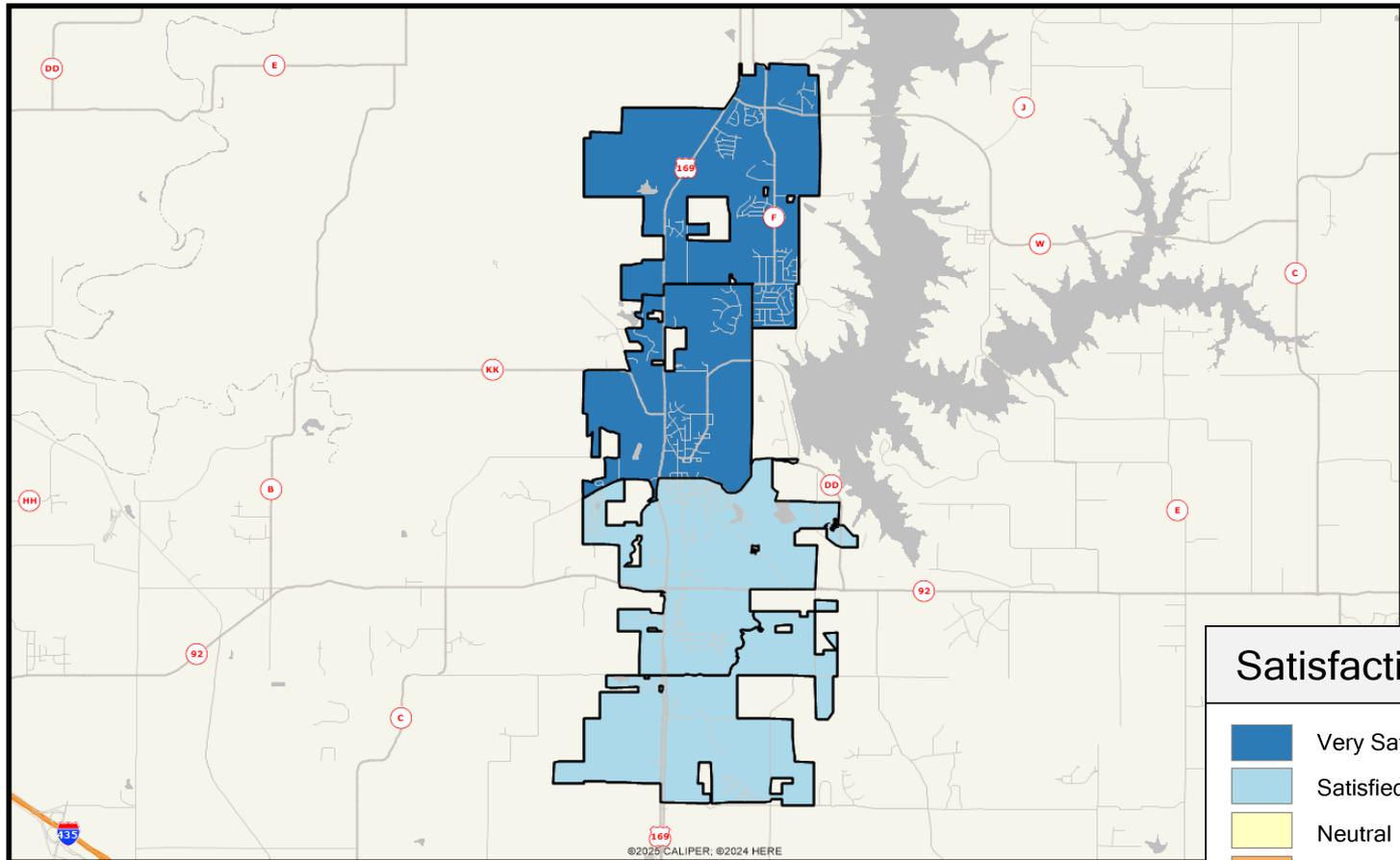
Q7-01. Overall maintenance of City parks

Mean: 4.20



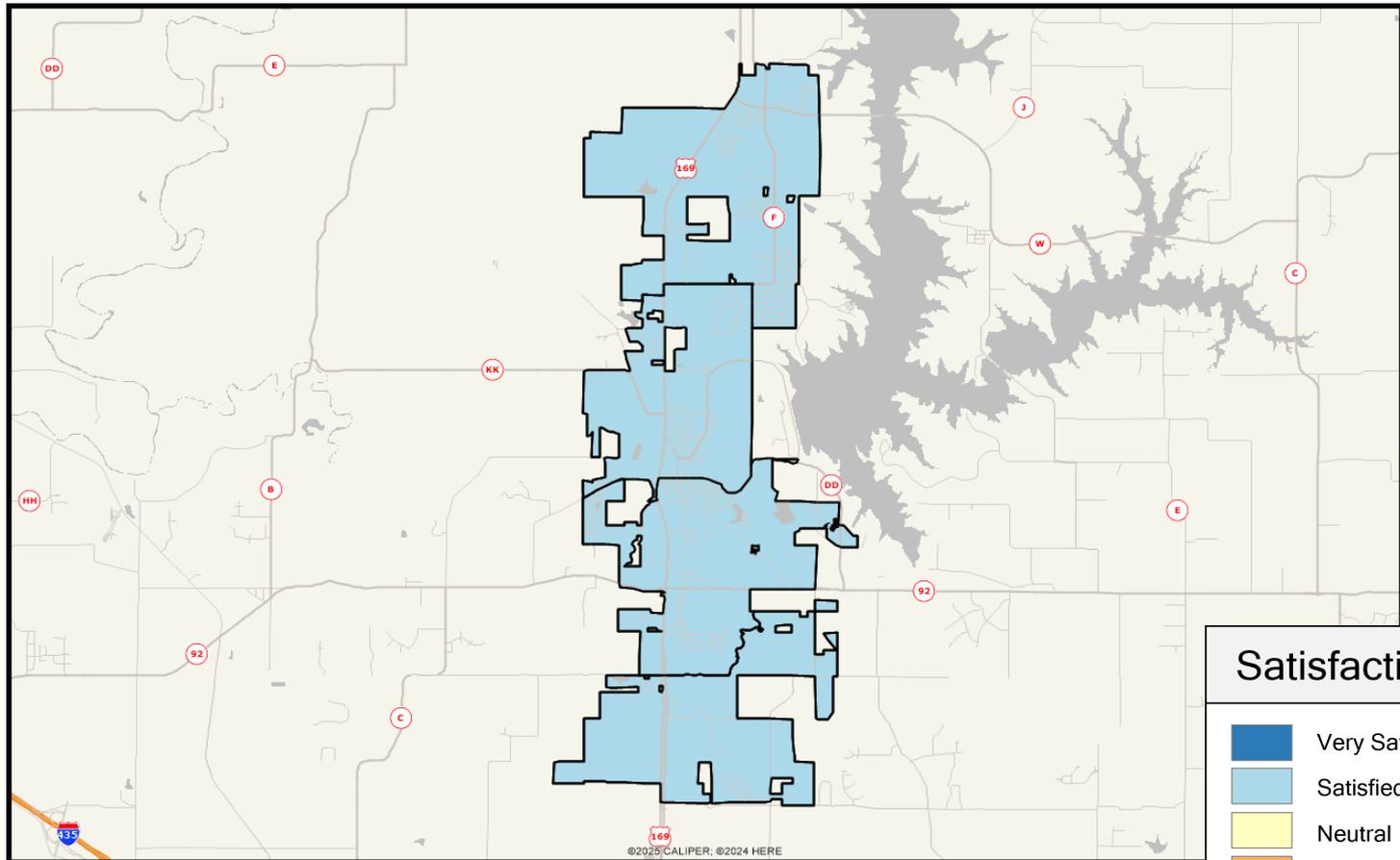
Q7-02. Number of walking and biking trails

Mean: 4.26



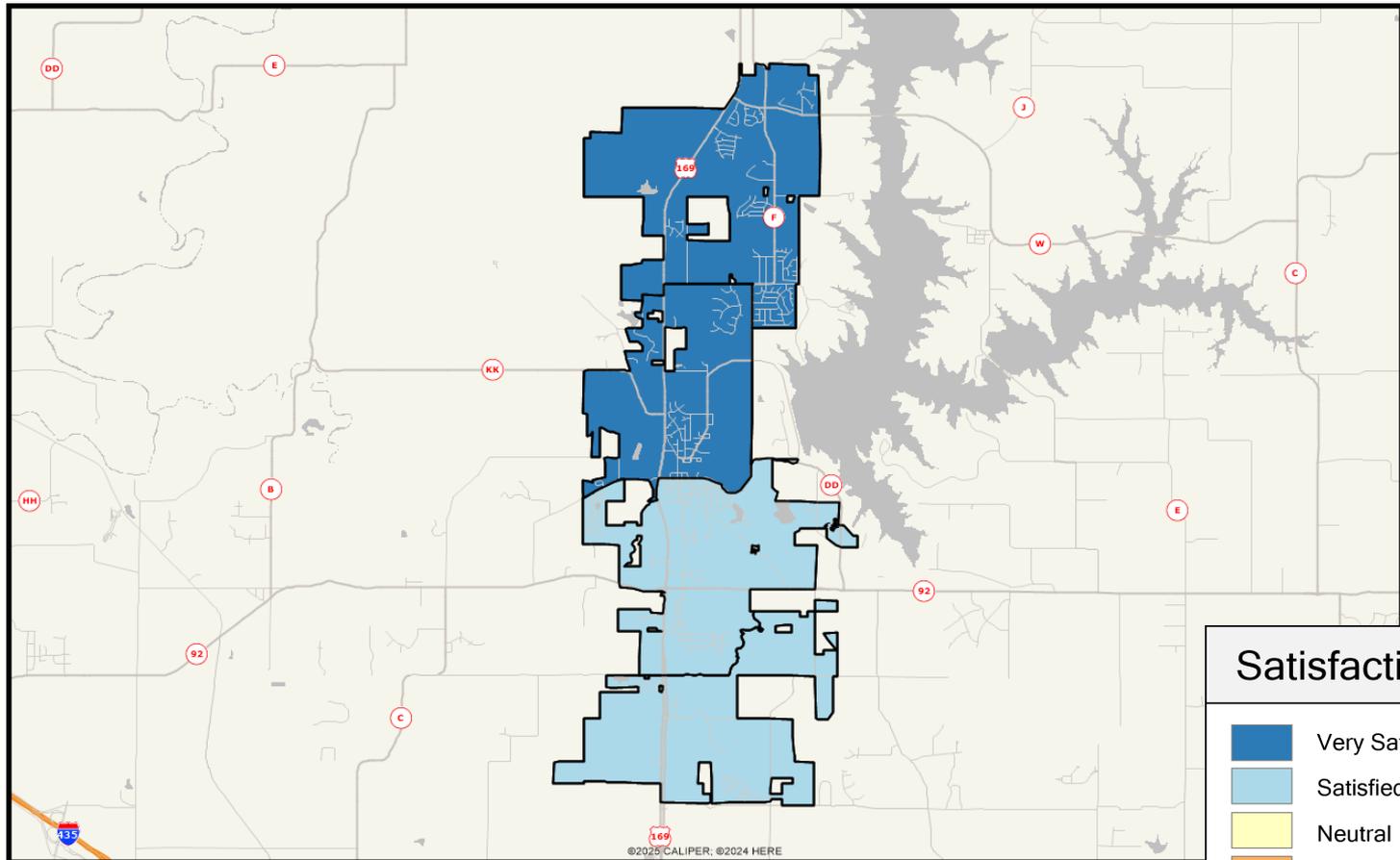
Q7-04. Quality of outdoor athletic fields

Mean: 3.93



Q7-05. Quality of playground equipment

Mean: 4.11



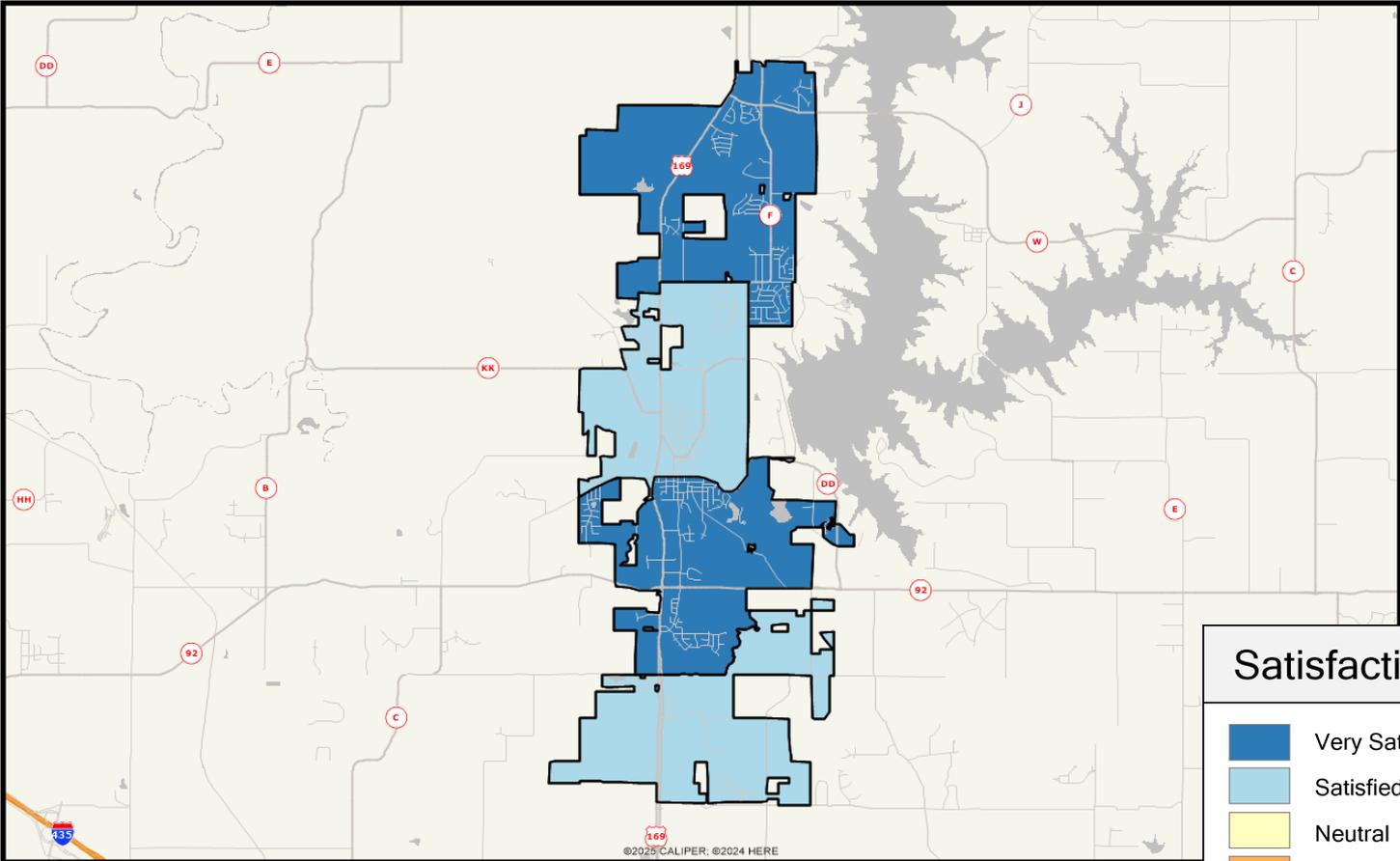
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



Q7-07. Please rate the courtesy of Parks & Recreation's employees

Mean: 4.19

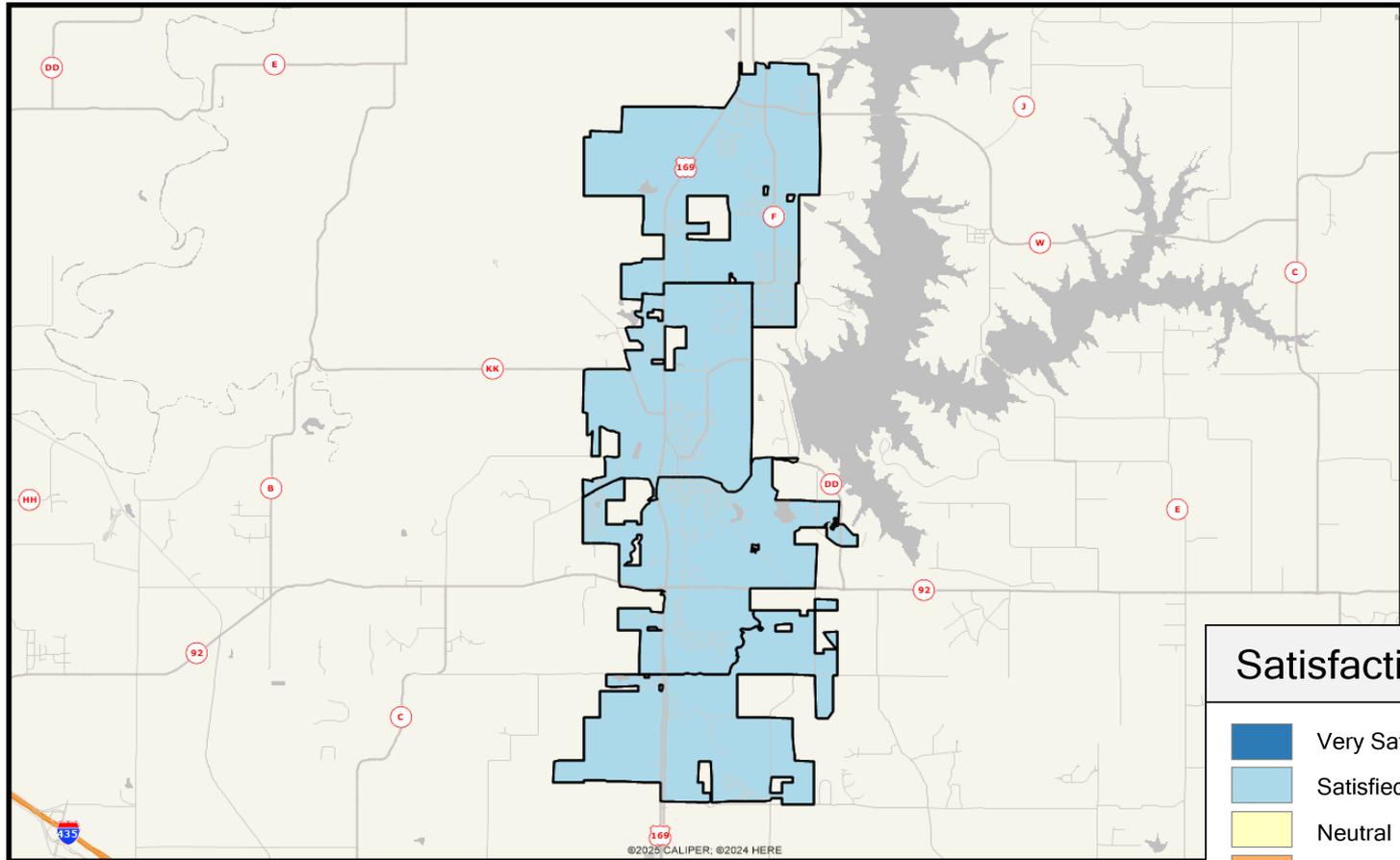


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

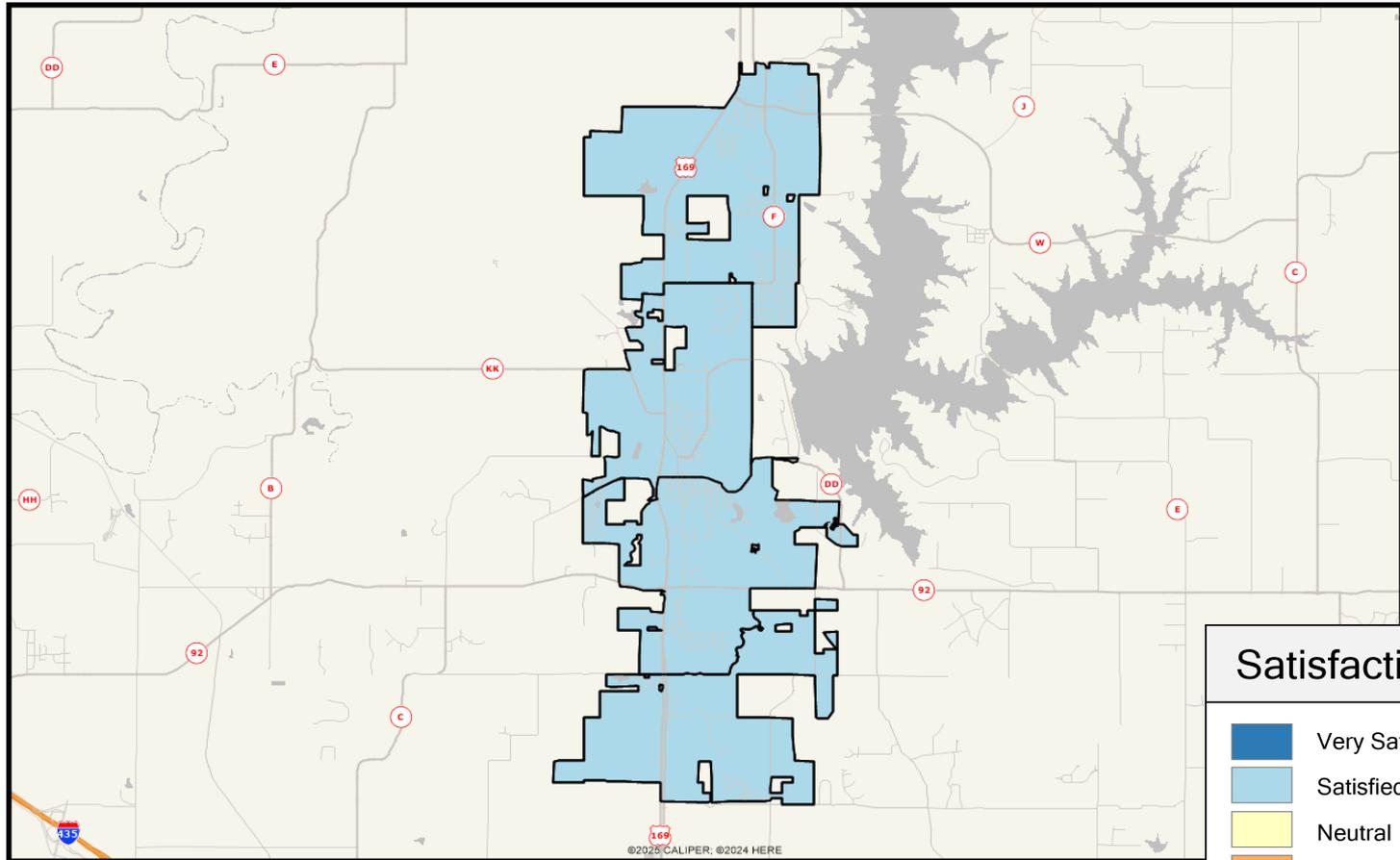
Q8-01. Recreation programs

Mean: 3.81



Q8-02. Ease of registering for programs

Mean: 3.90

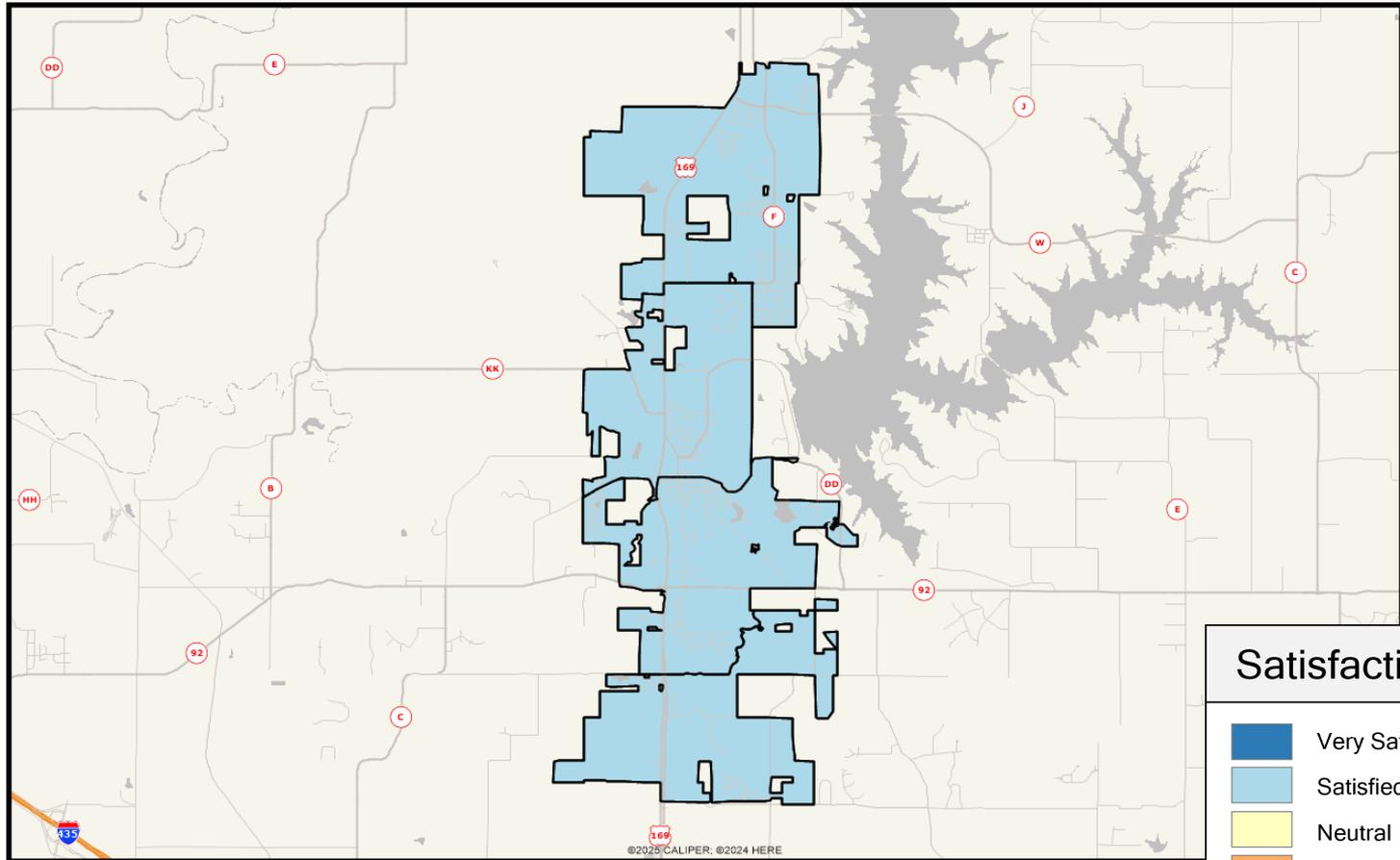


Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

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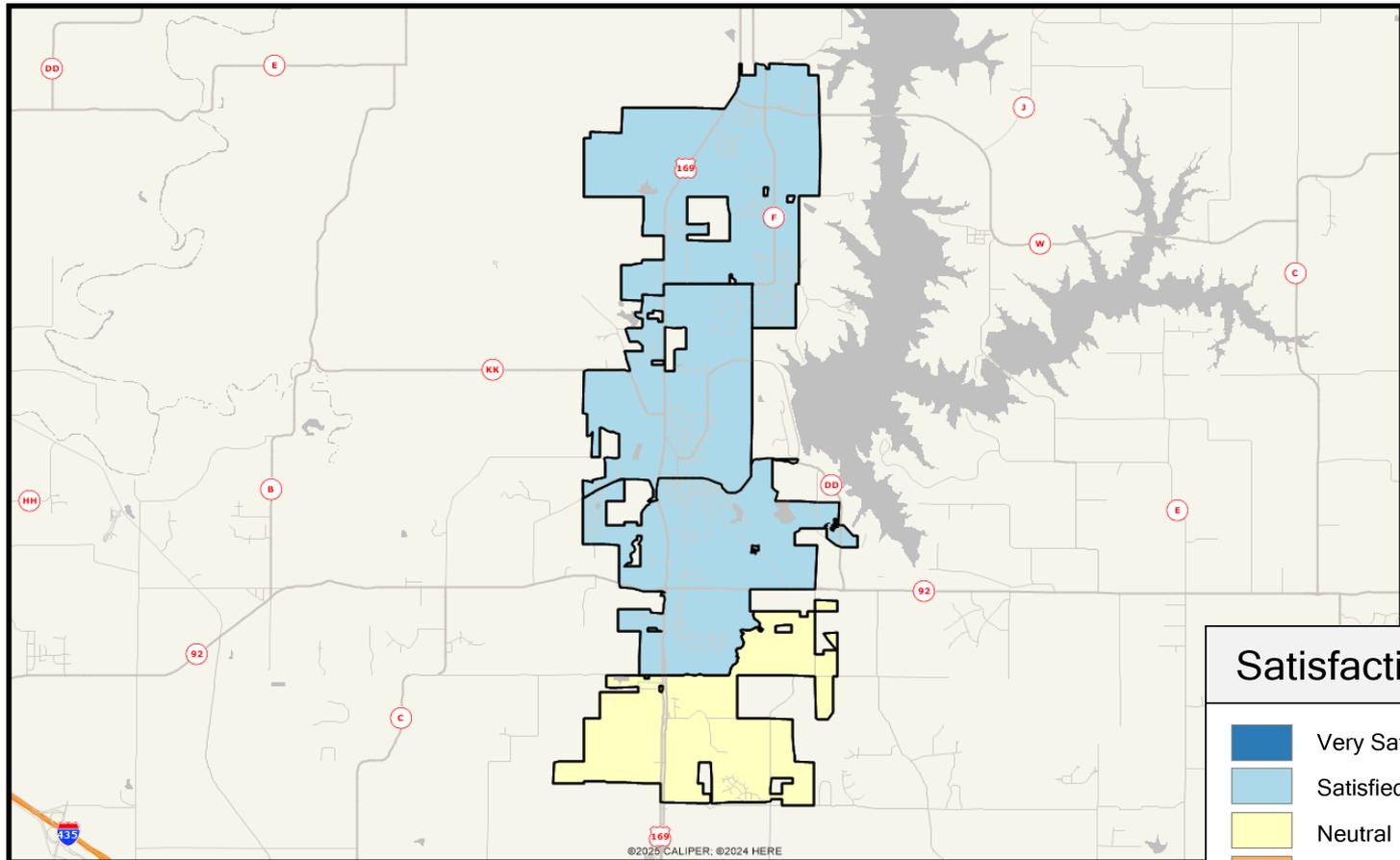
Q8-03. Fees charged for recreation programs

Mean: 3.83



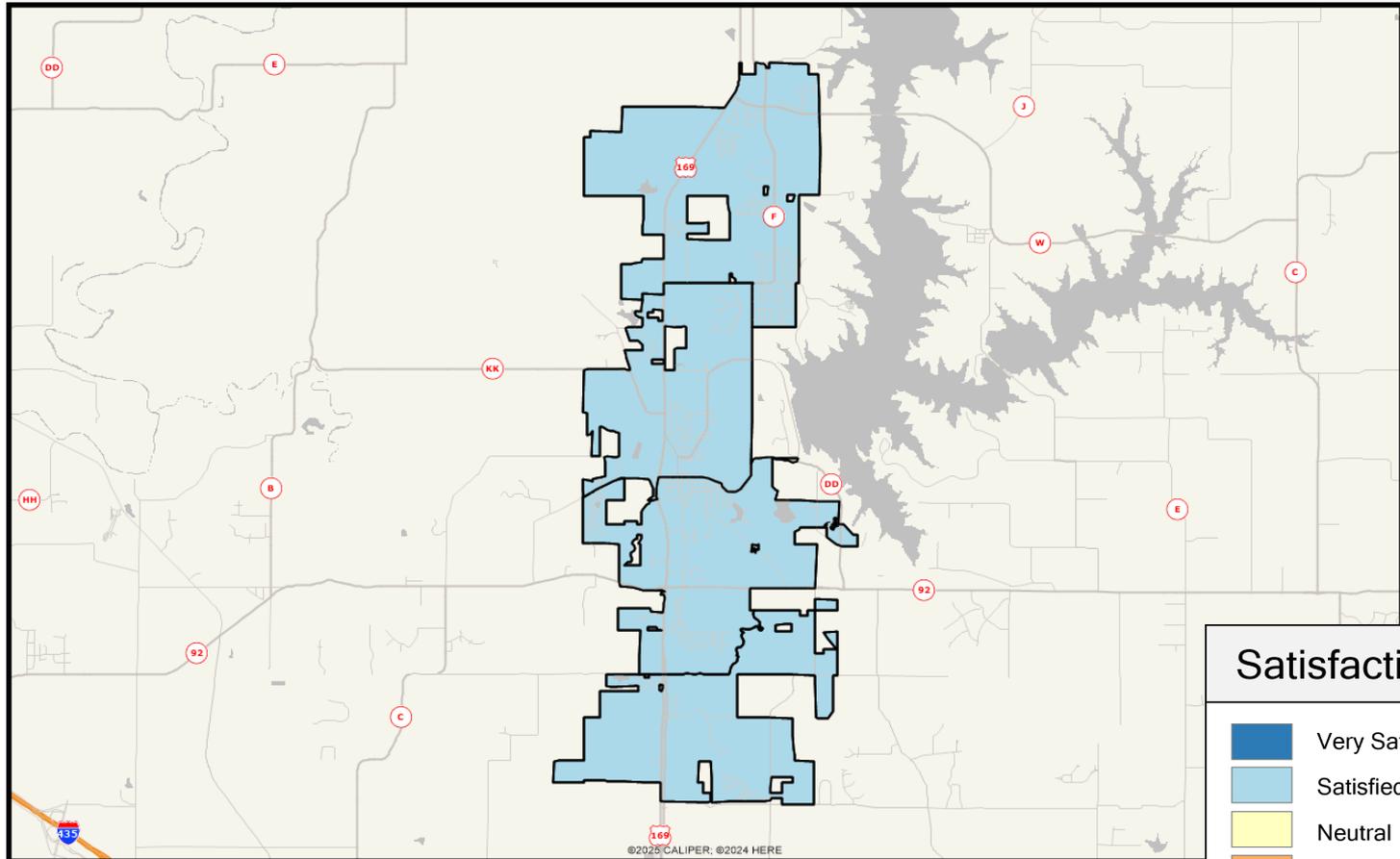
Q8-04. Program offerings for all age groups

Mean: 3.70



Q8-05. Overall satisfaction with offered programs

Mean: 3.74



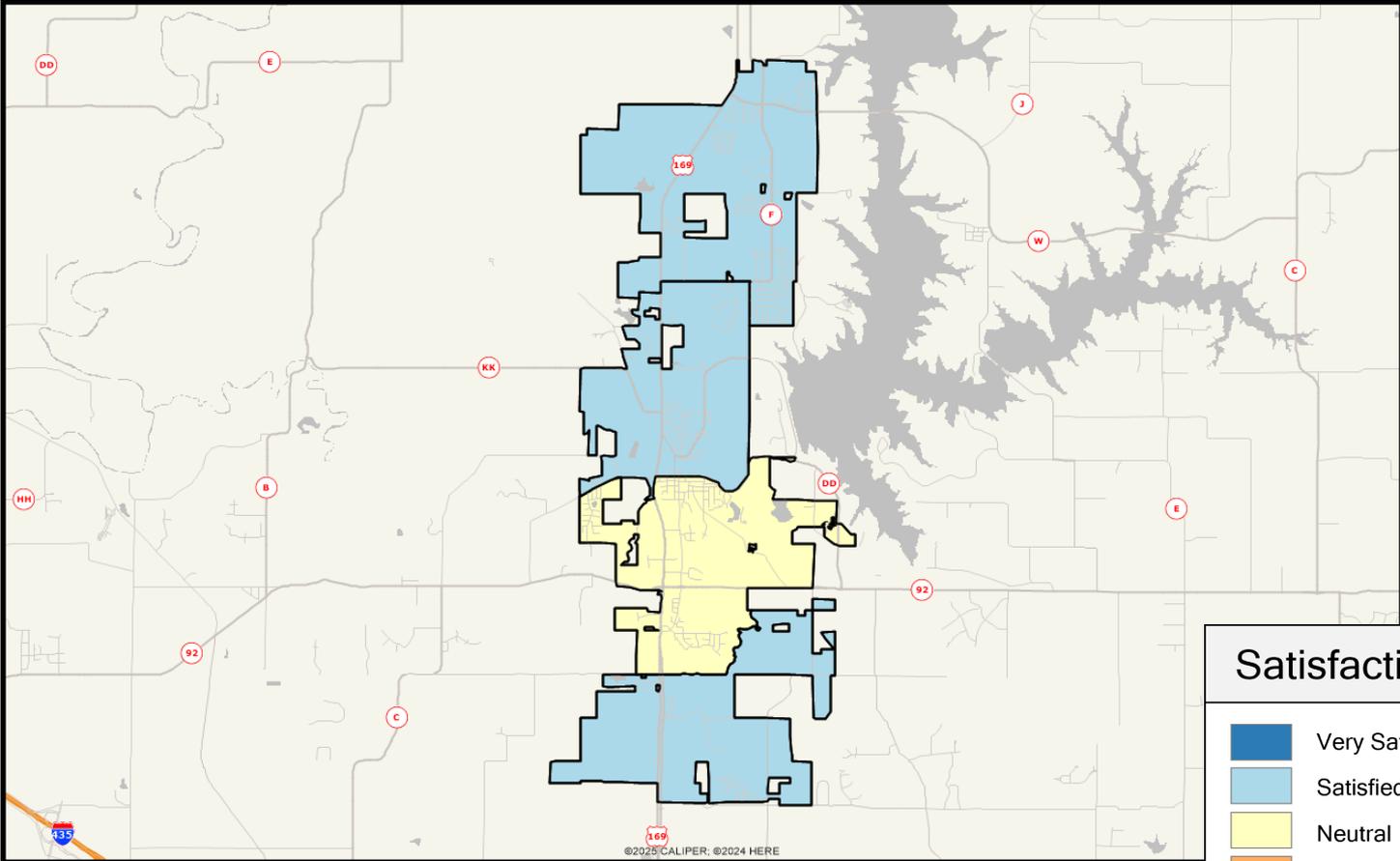
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



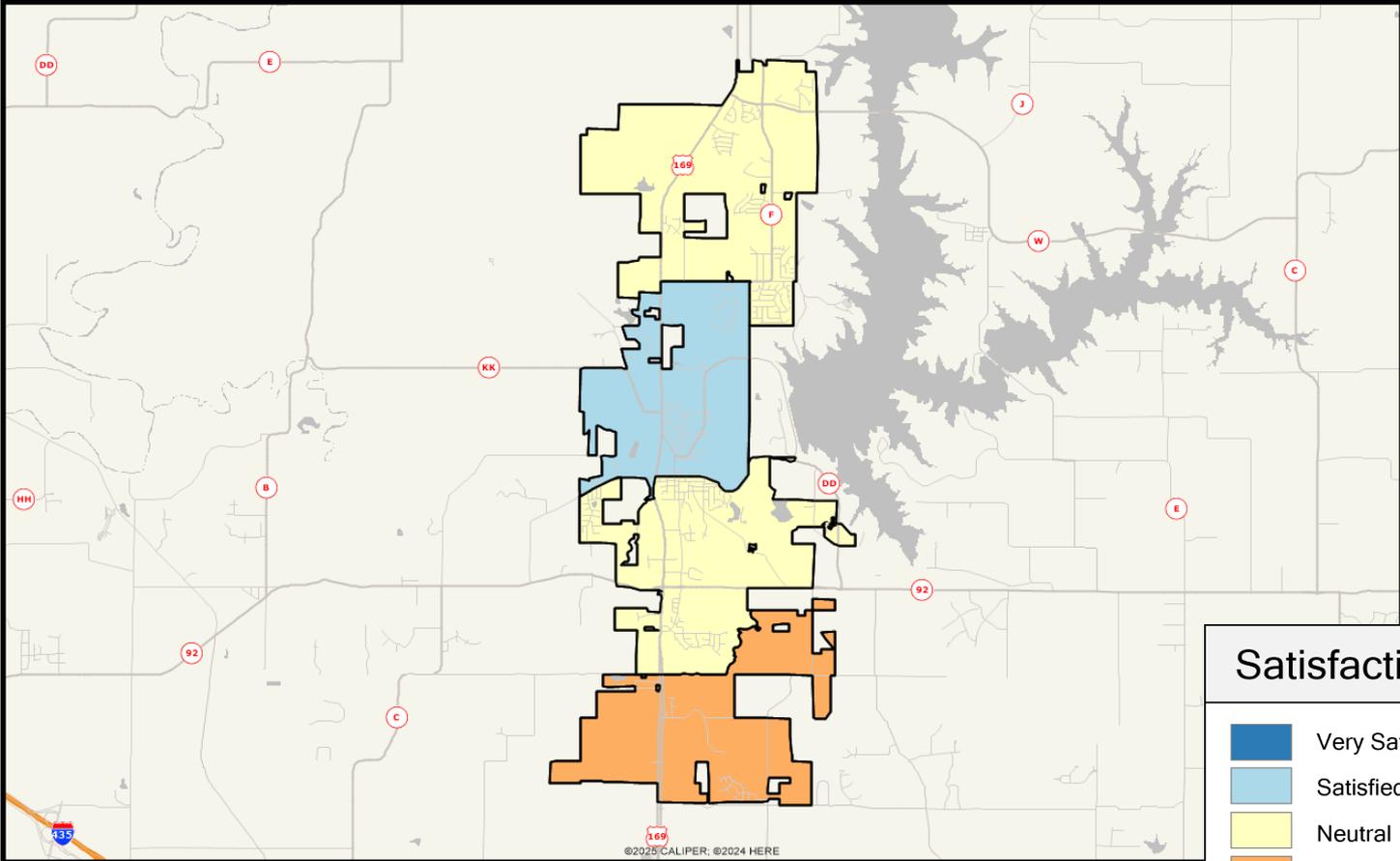
Q11-01. Maintenance of major City streets

Mean: 3.49



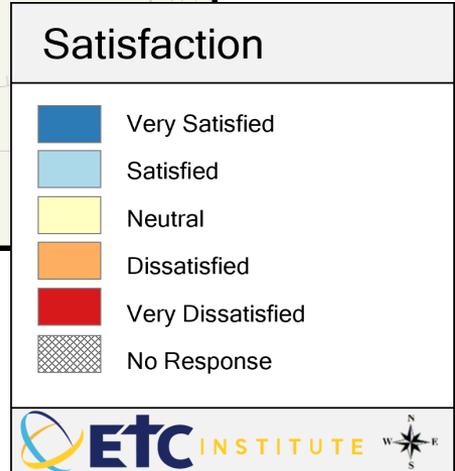
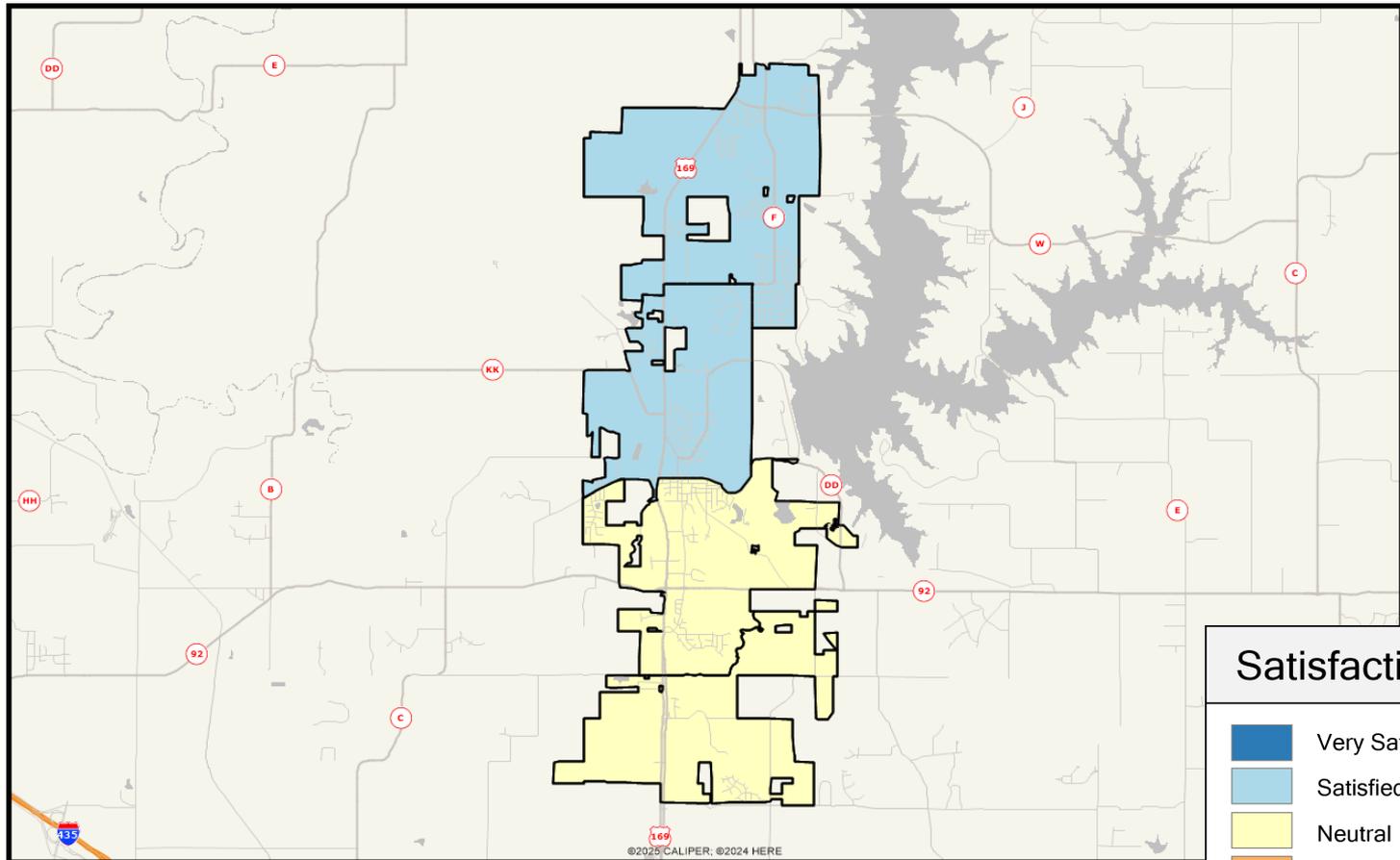
Q11-02. Maintenance of streets in your neighborhood

Mean: 3.21



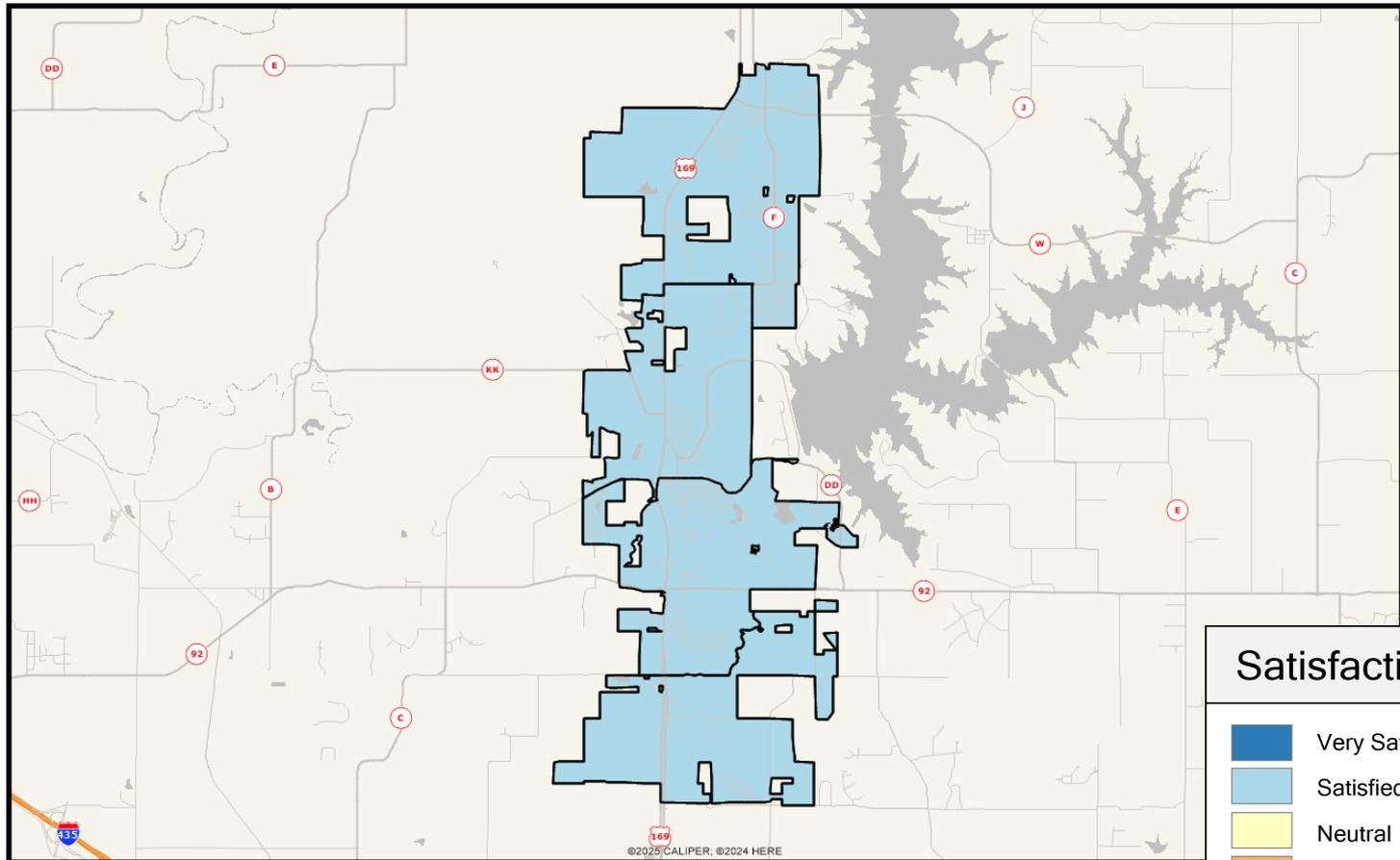
Q11-03. Maintenance of sidewalks in the City

Mean: 3.54



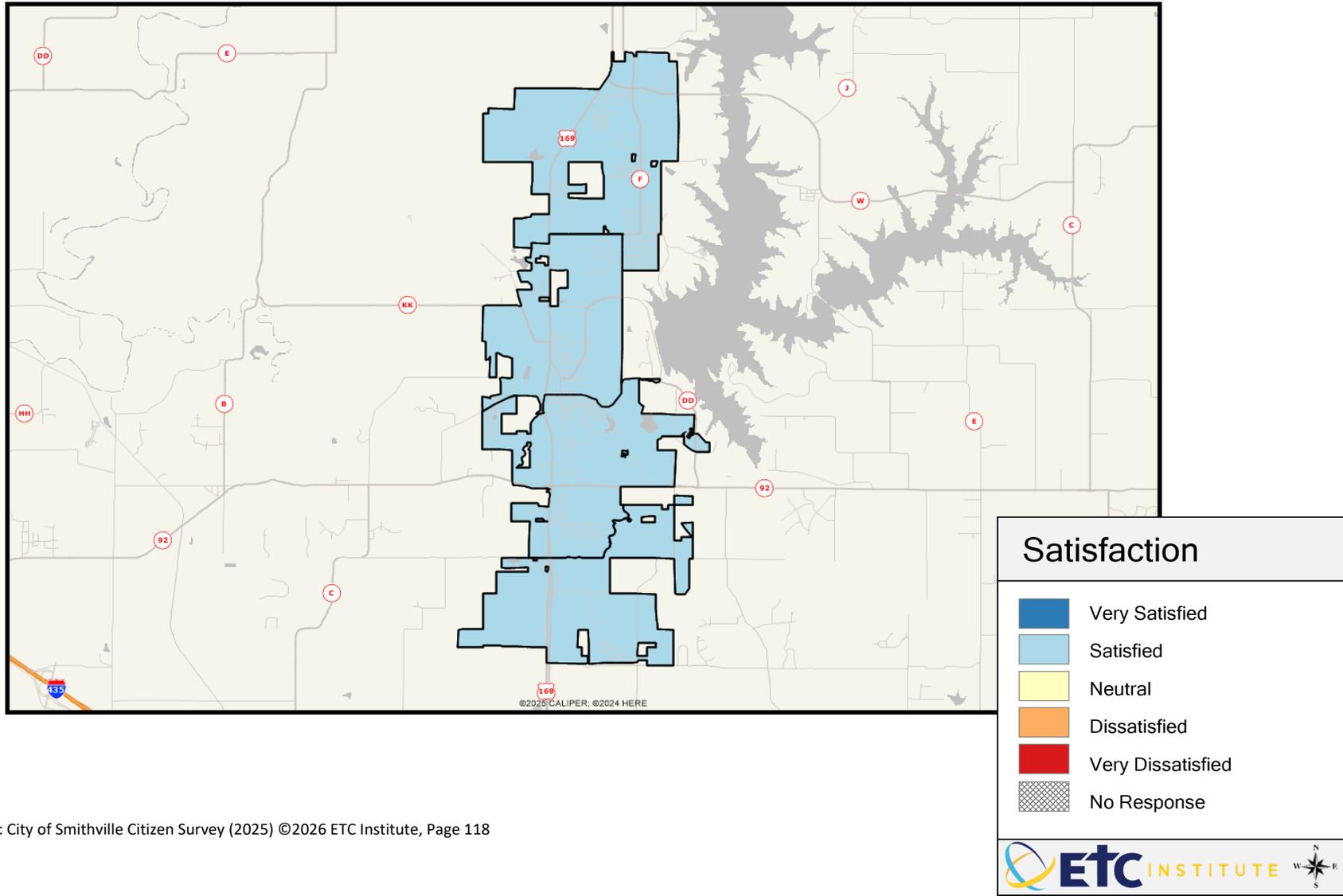
Q11-04. Maintenance of street signs

Mean: 3.78



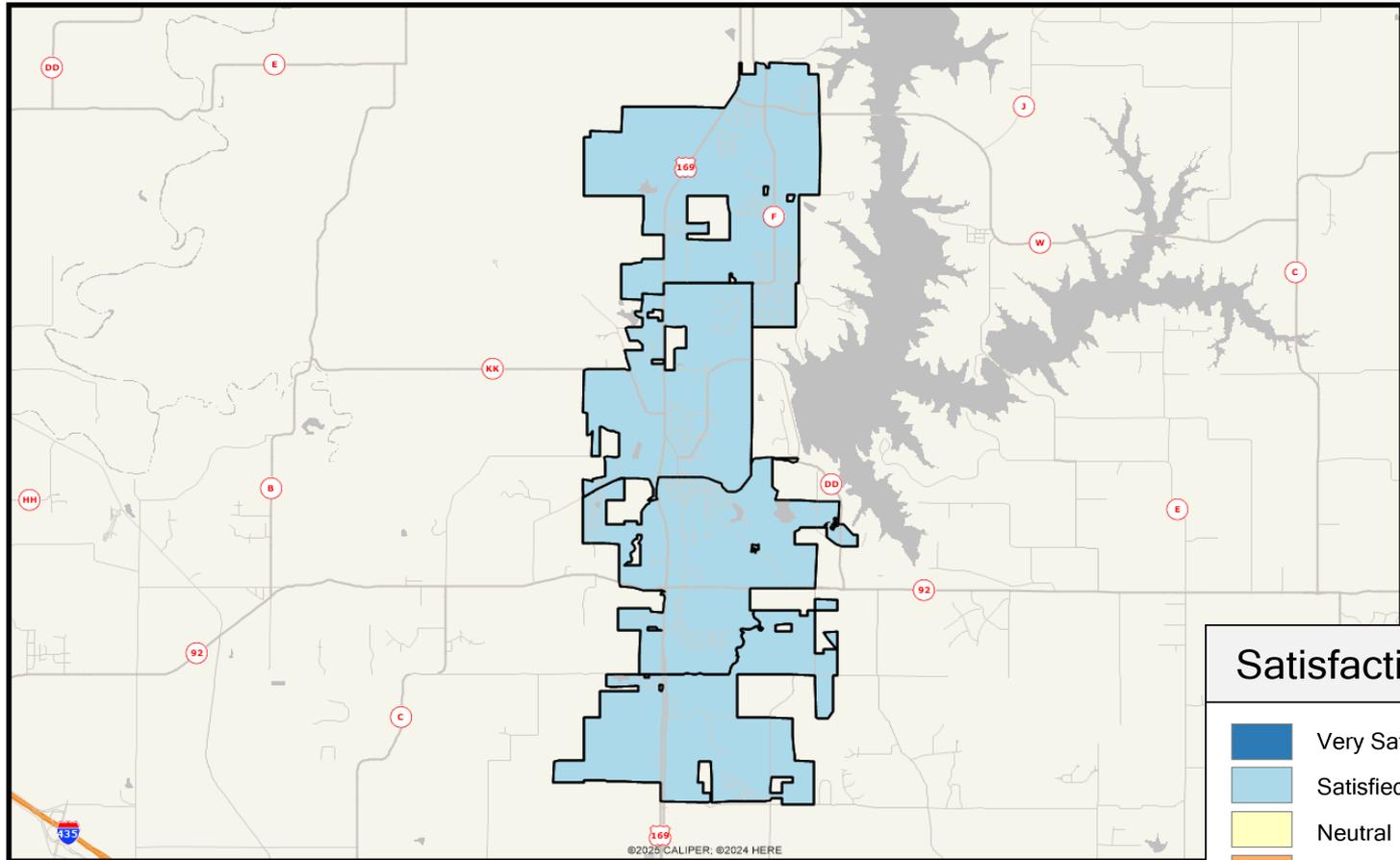
Q11-05. Maintenance of City parks and park equipment

Mean: 3.97



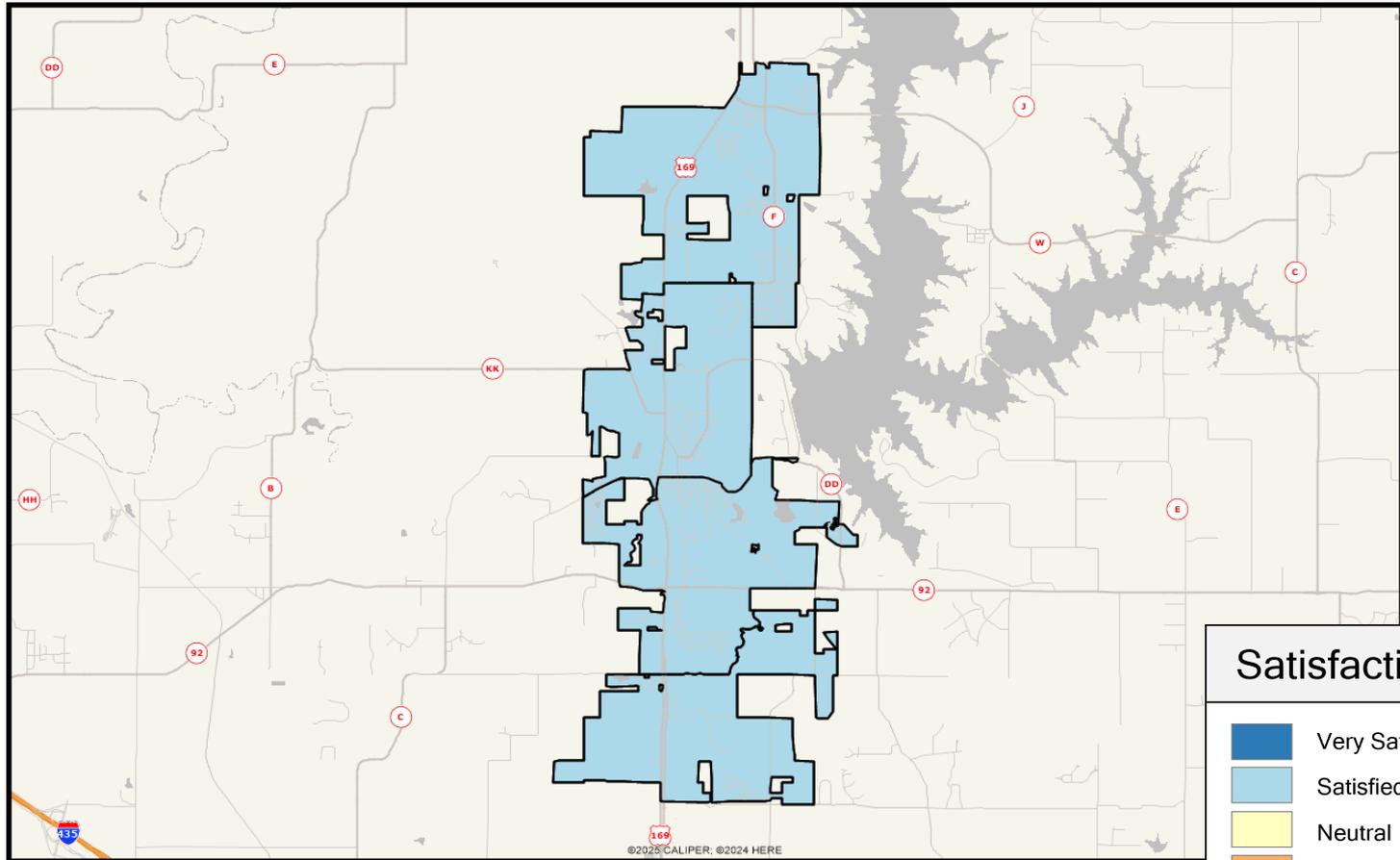
Q11-06. Maintenance of City buildings

Mean: 3.91



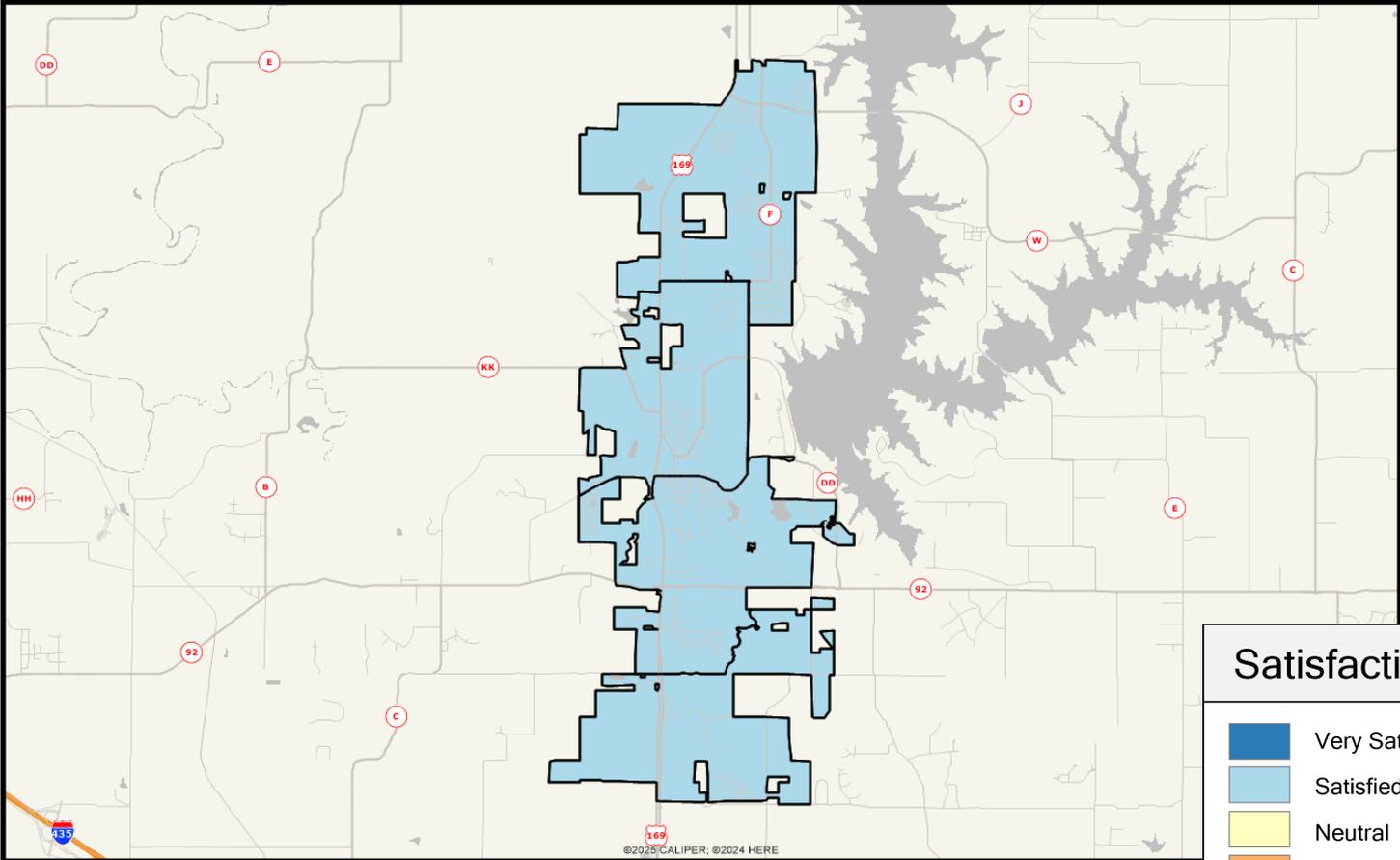
Q11-07. Snow removal on all City streets

Mean: 3.68



Q11-08. Overall cleanliness of City streets and other public areas

Mean: 3.94

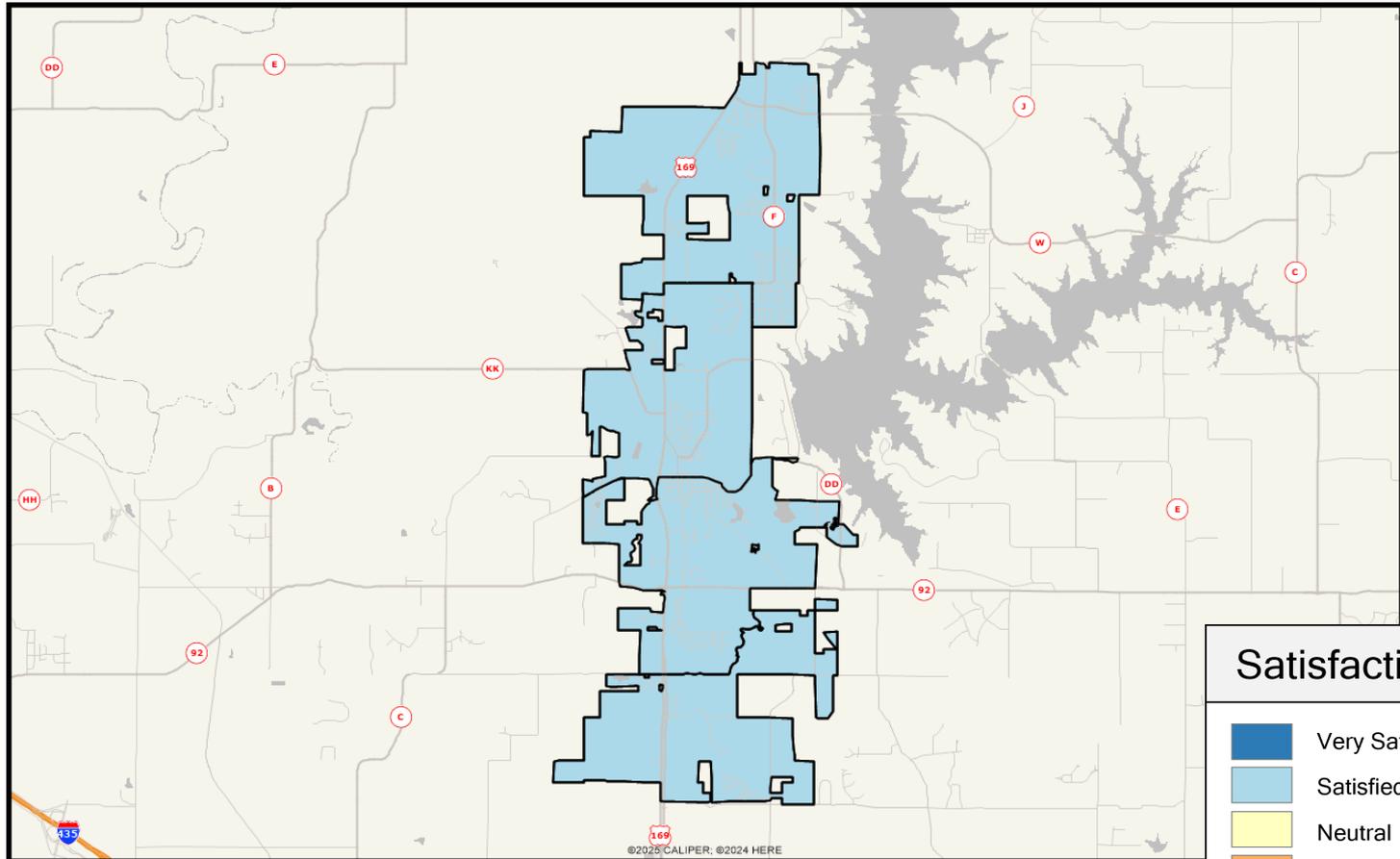


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

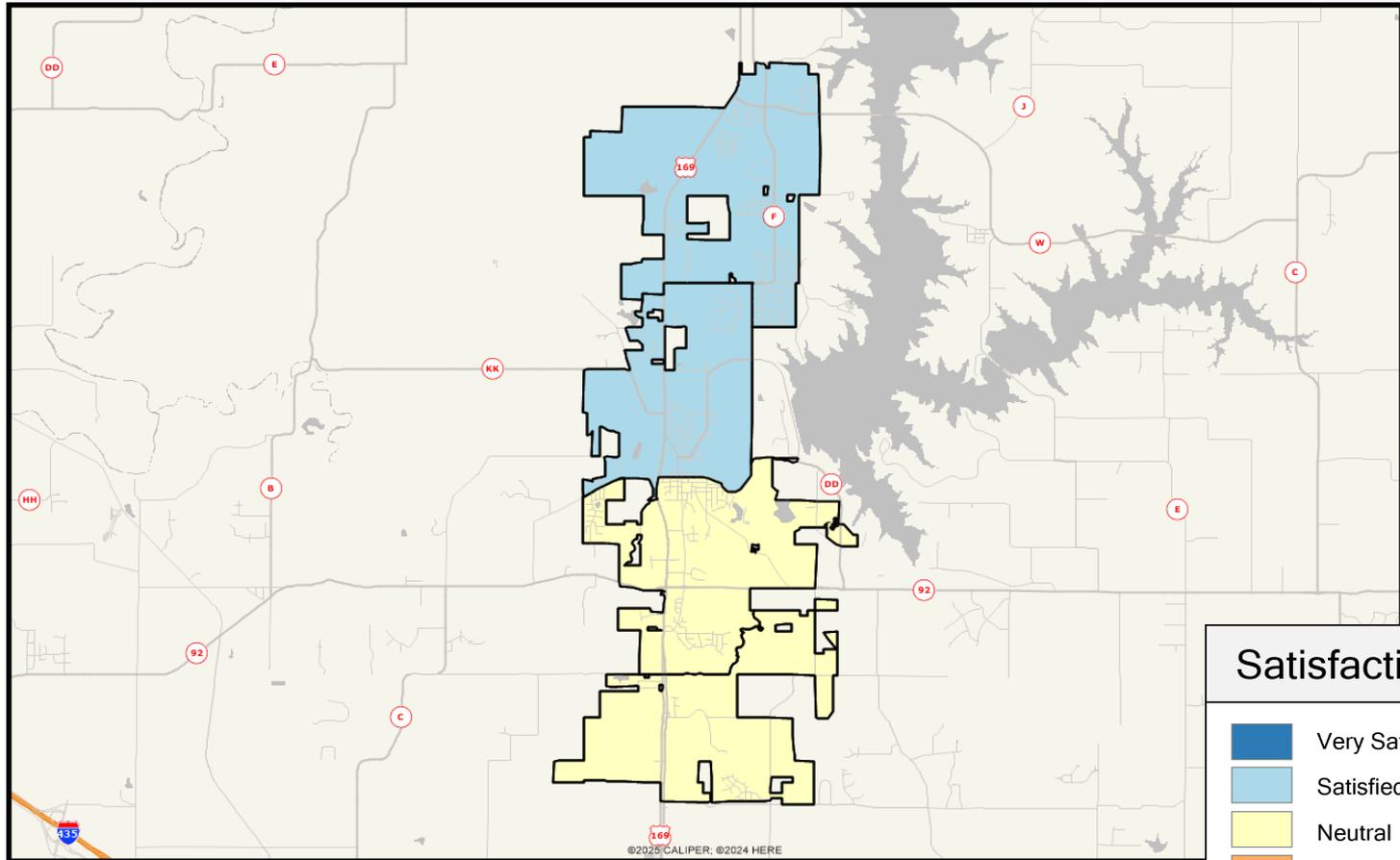
Q11-09. Maintenance of stormwater drainage system

Mean: 3.78



Q11-10. Maintenance of the City's water and wastewater systems

Mean: 3.42

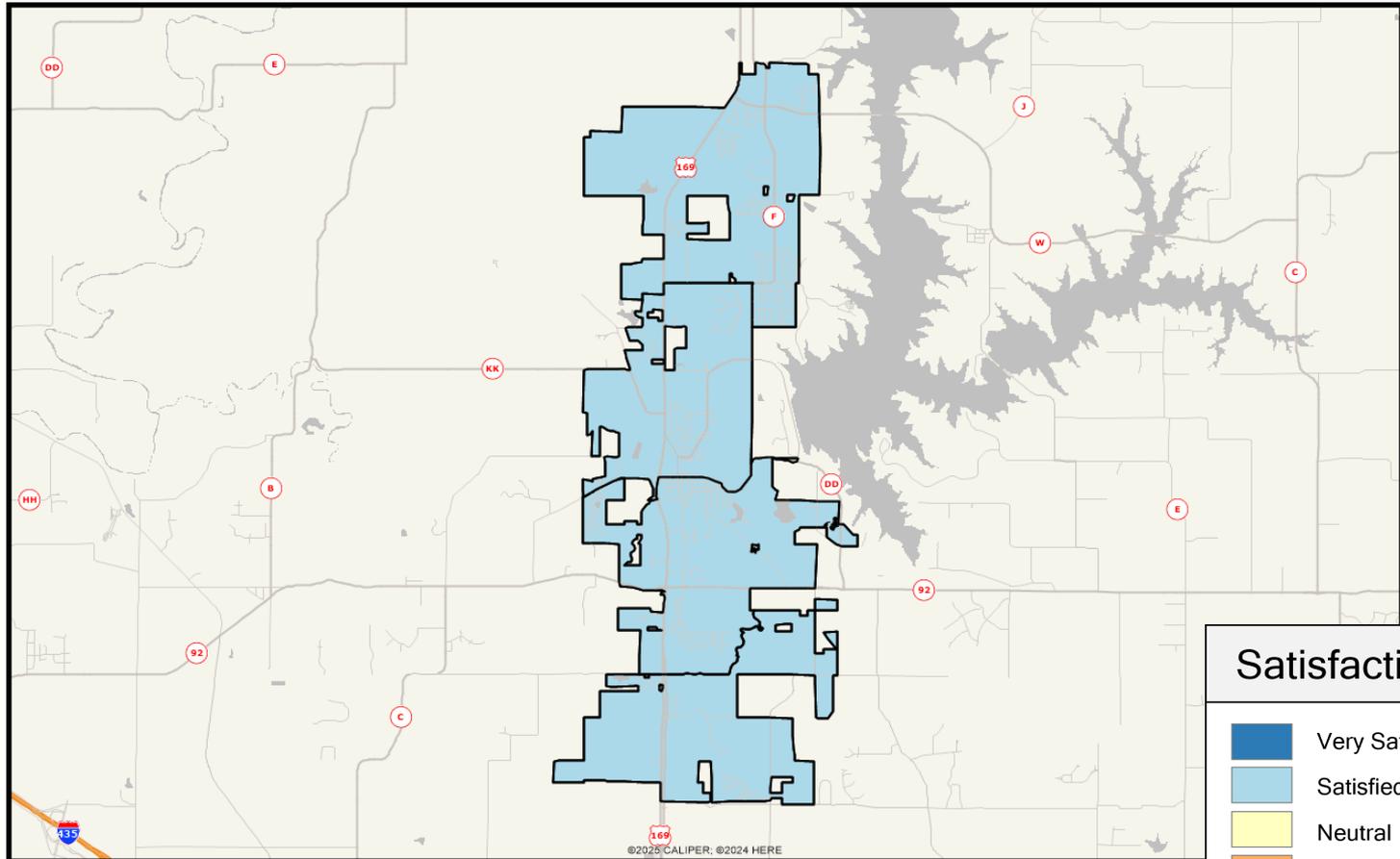


Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

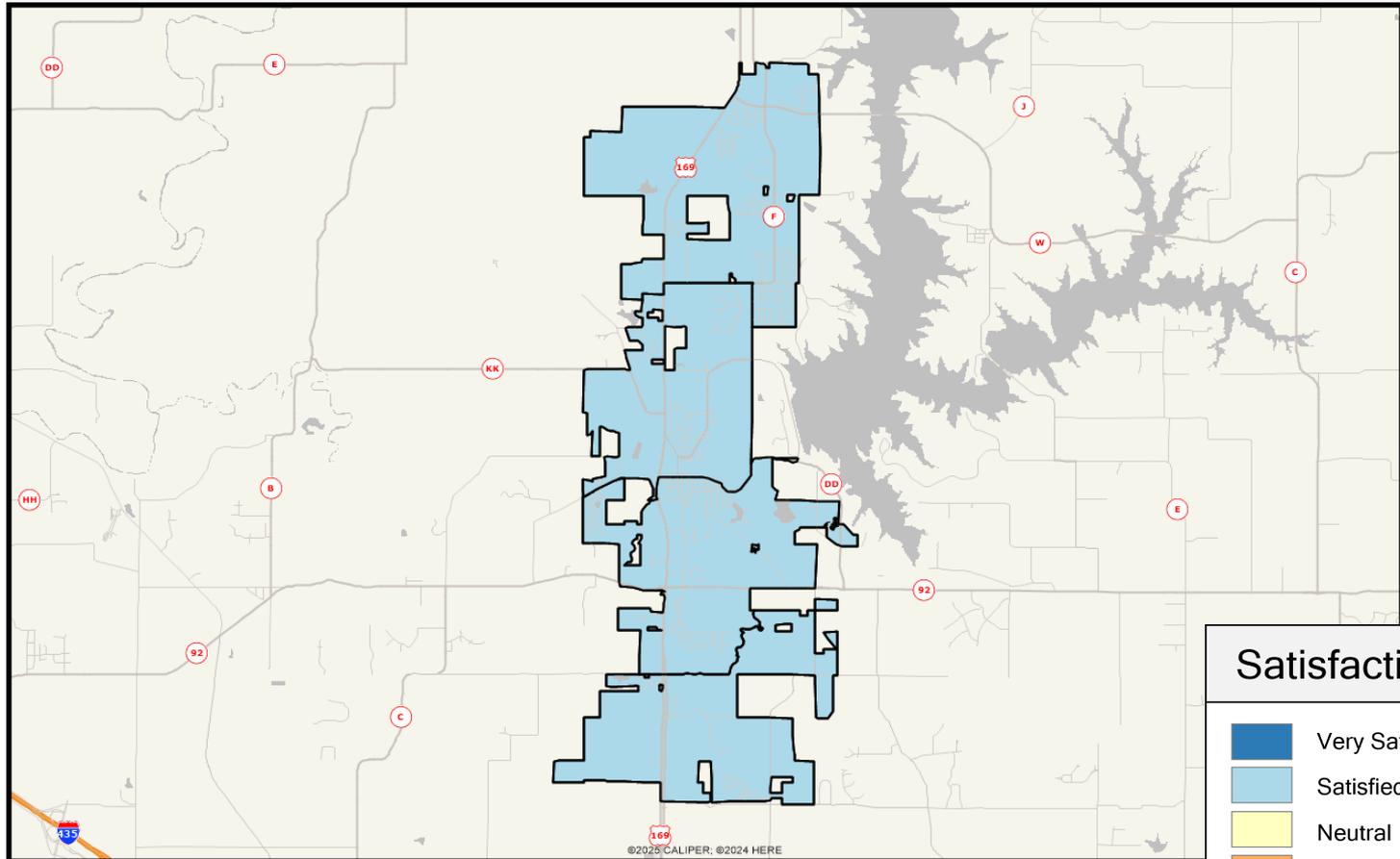
Q11-11. Maintenance of City trail system

Mean: 4.04



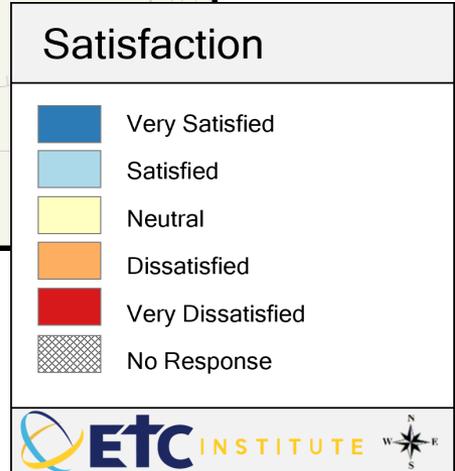
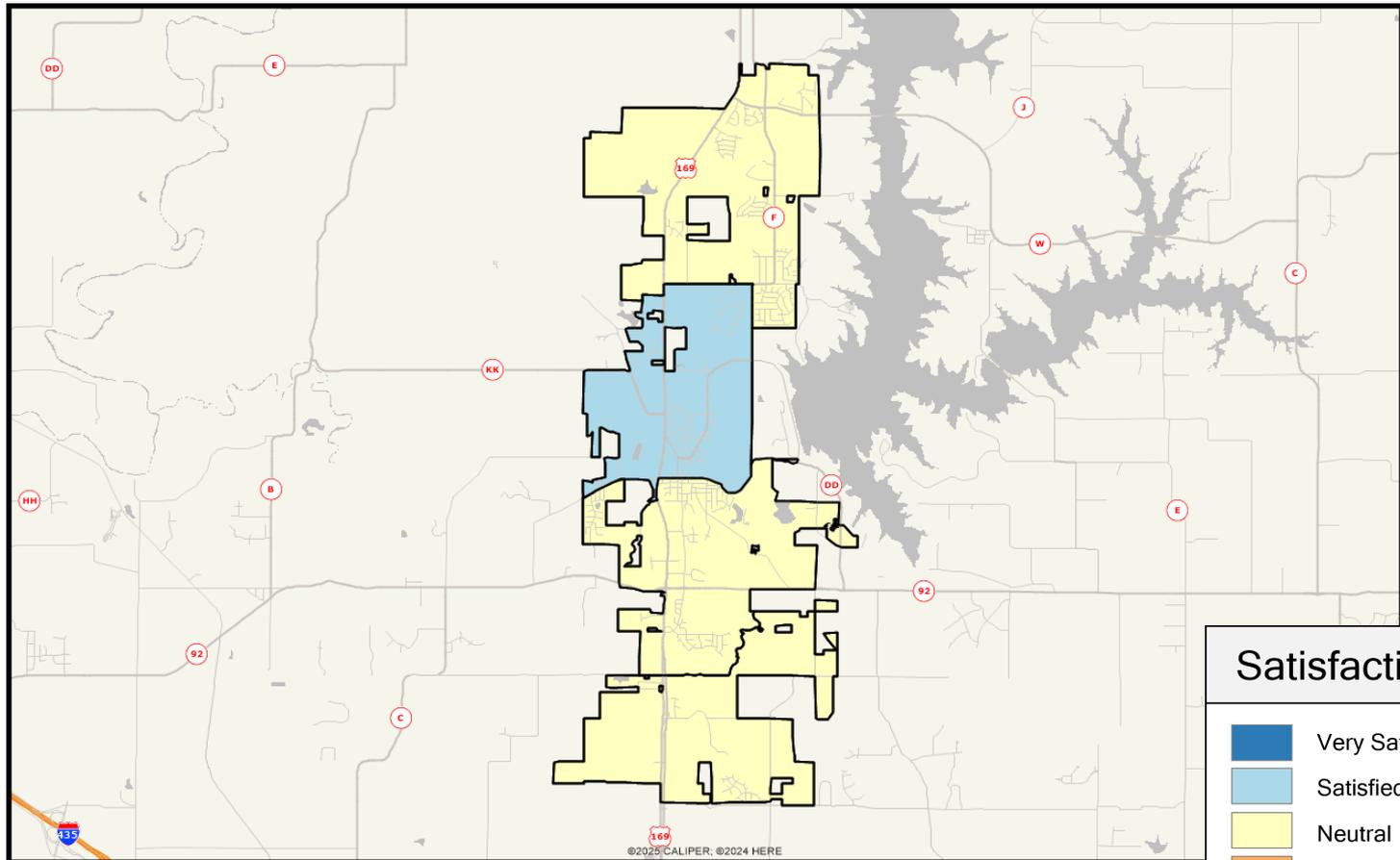
Q11-12. Mowing of City property

Mean: 3.90



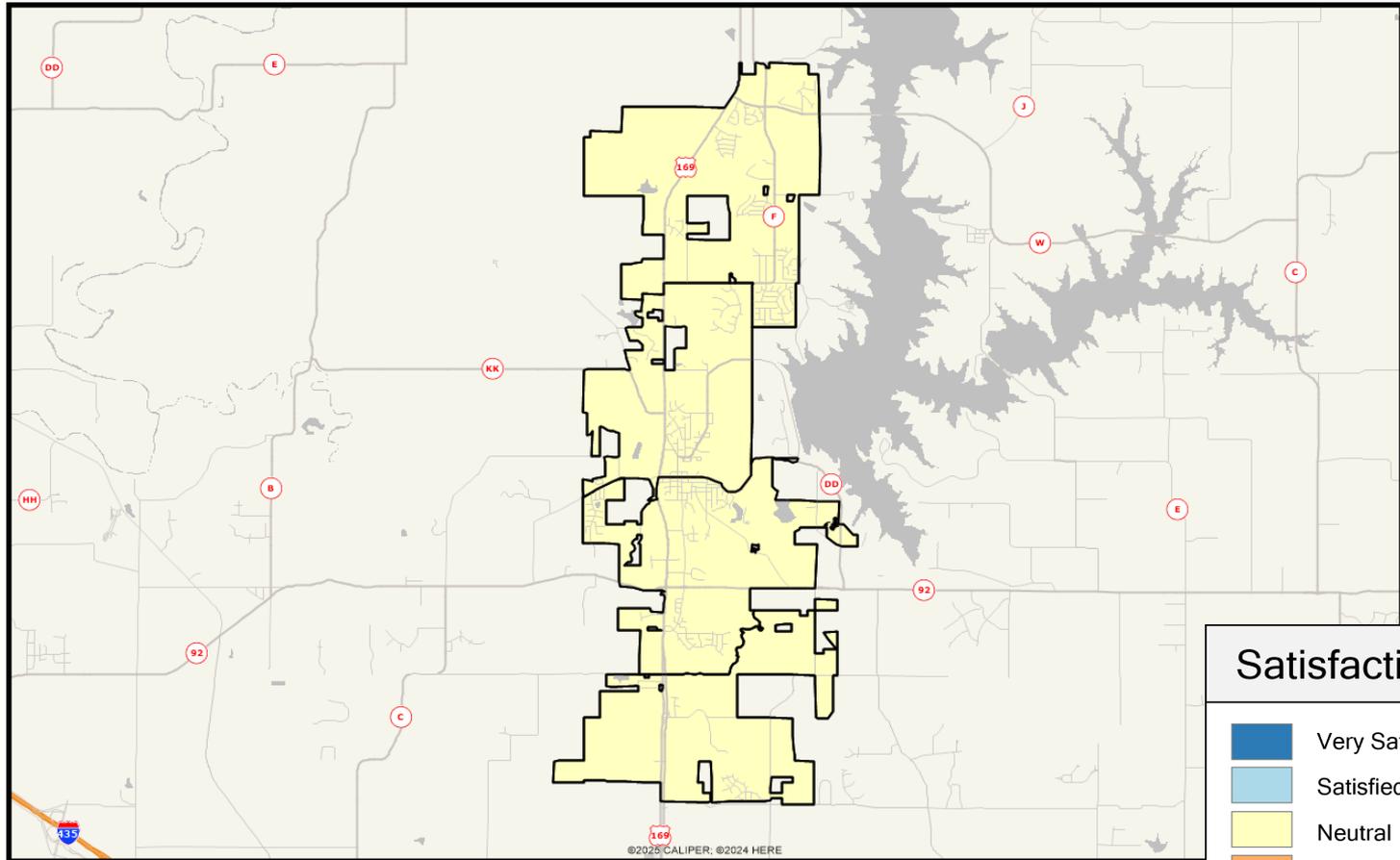
Q13-01. Satisfaction with transparency in sharing budget, revenue, and spending information

Mean: 3.21



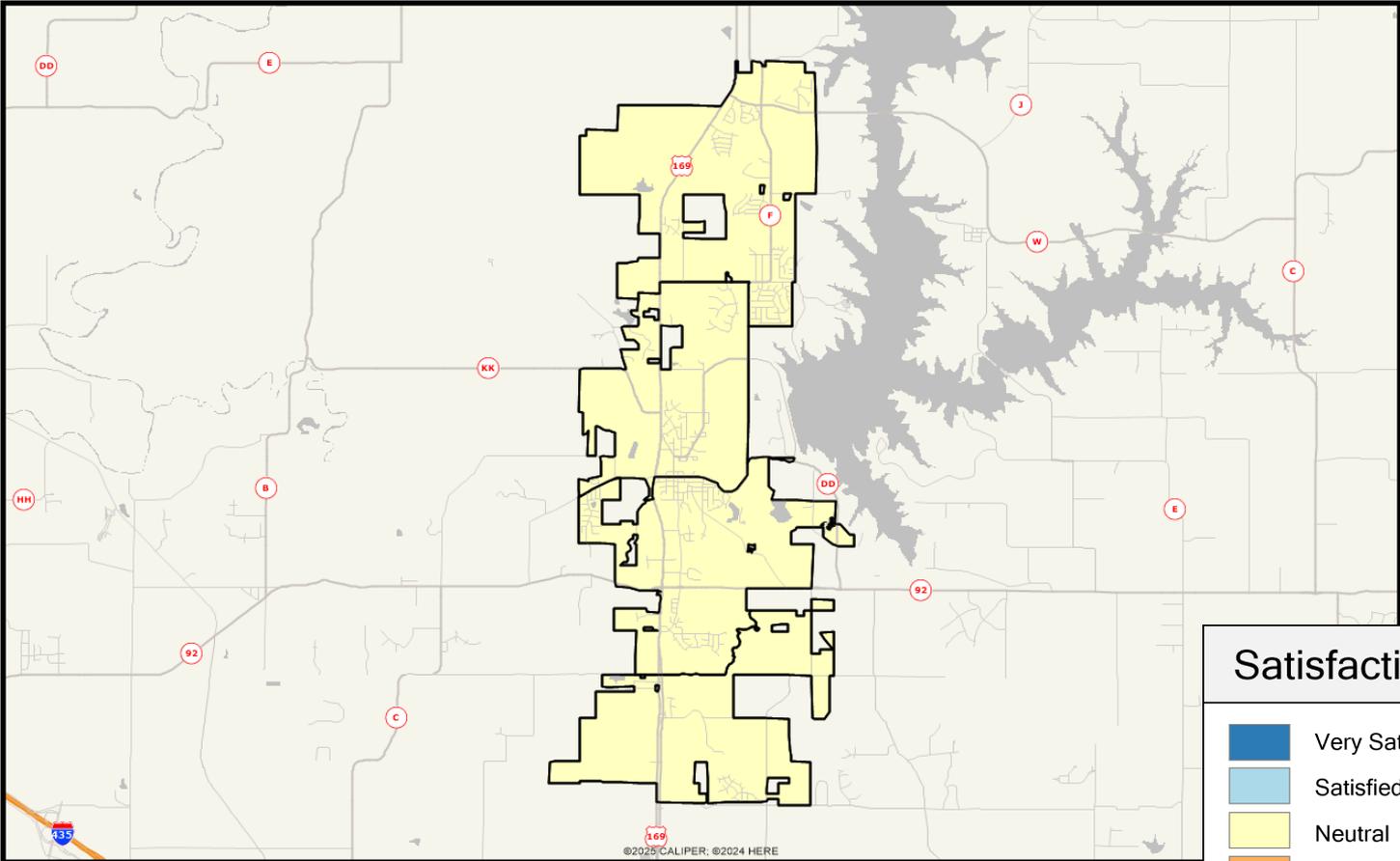
Q13-02. Satisfaction with clarity of City financial communications

Mean: 3.13



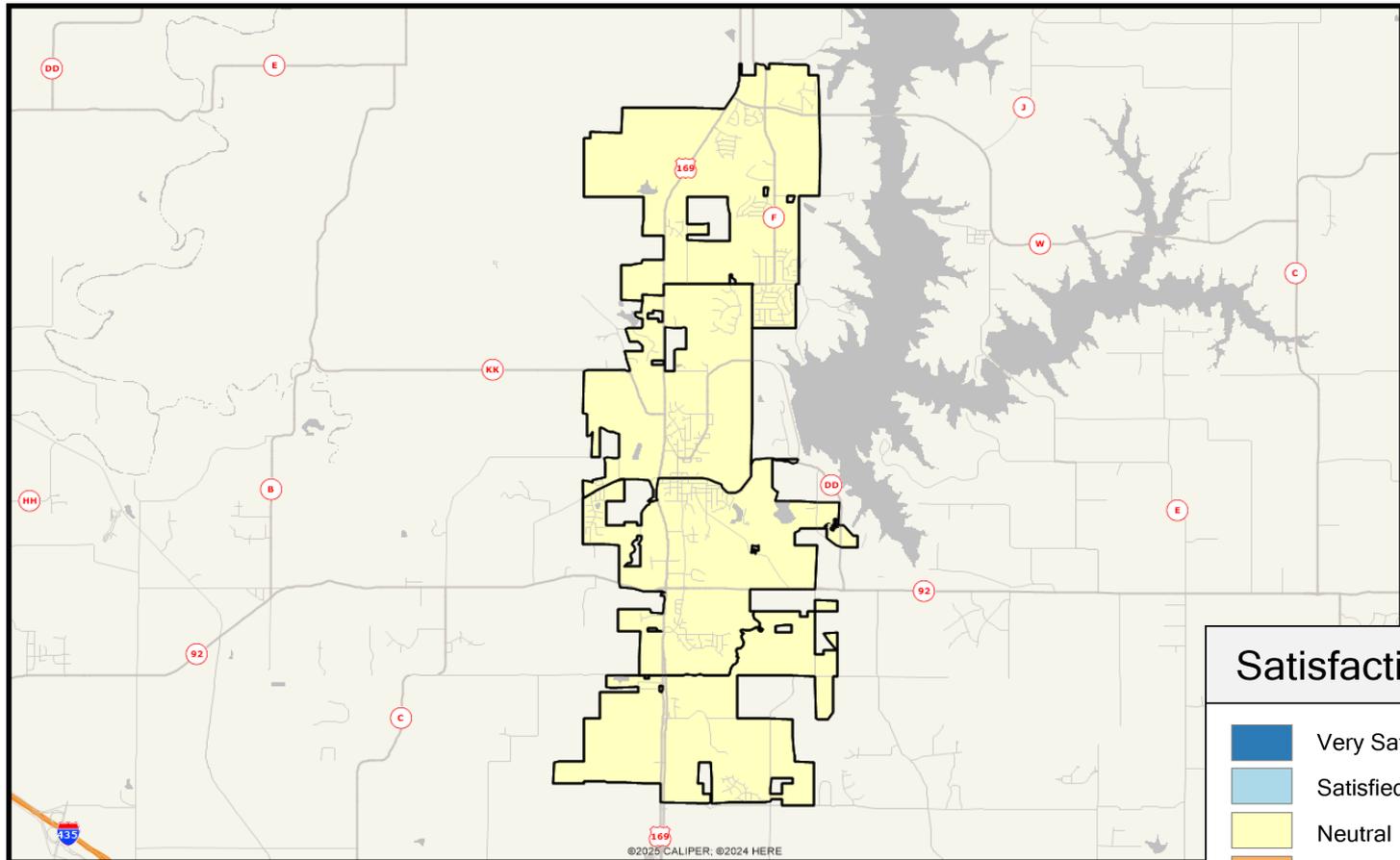
Q13-03. Satisfaction with accessibility of City financial information (budgets, reports, and online resources)

Mean: 3.16



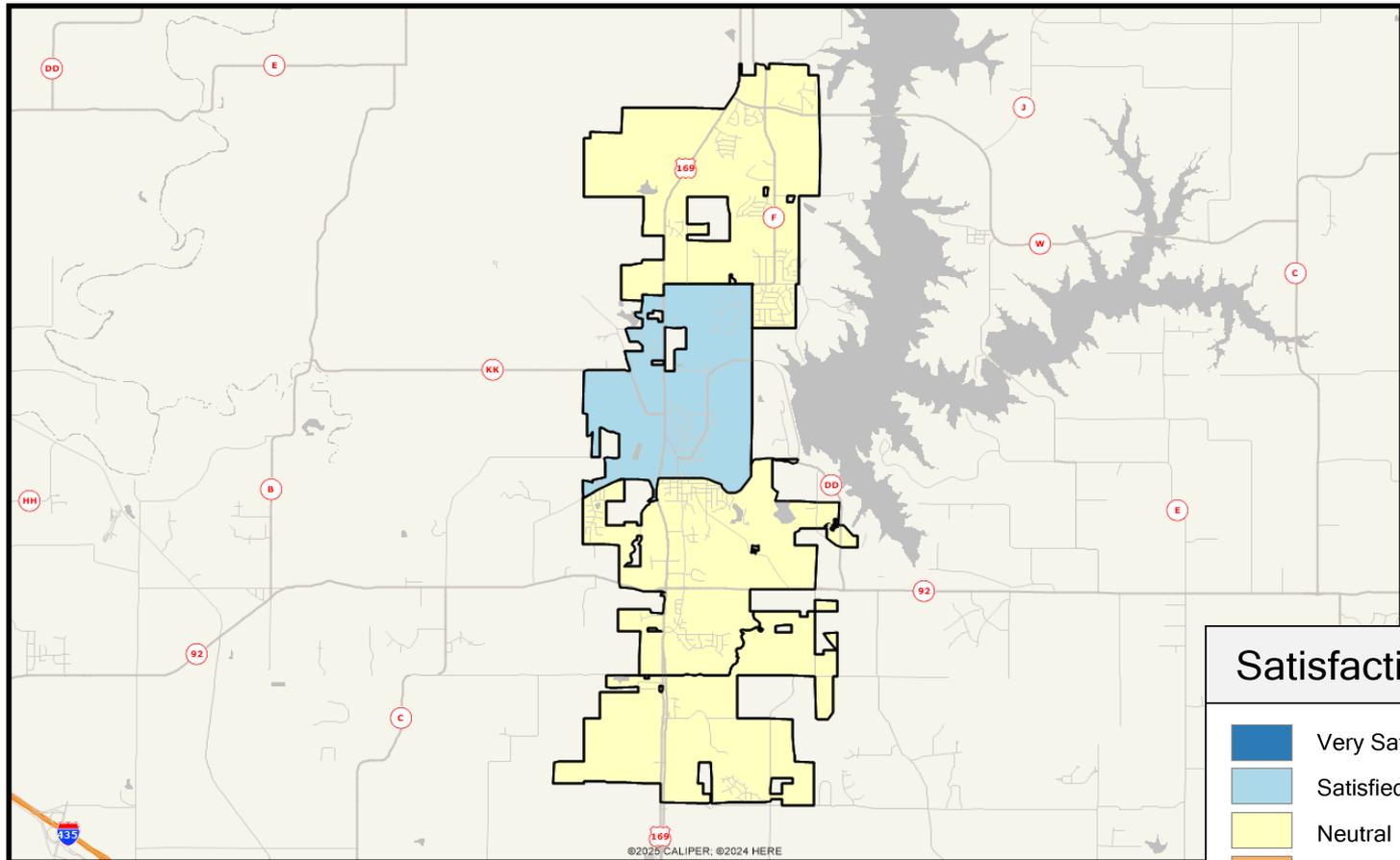
Q13-04. Communication of link between spending decisions and community priorities

Mean: 3.00



Q13-05. Satisfaction with City's efforts to secure outside funding to reduce reliance on local taxes

Mean: 3.16

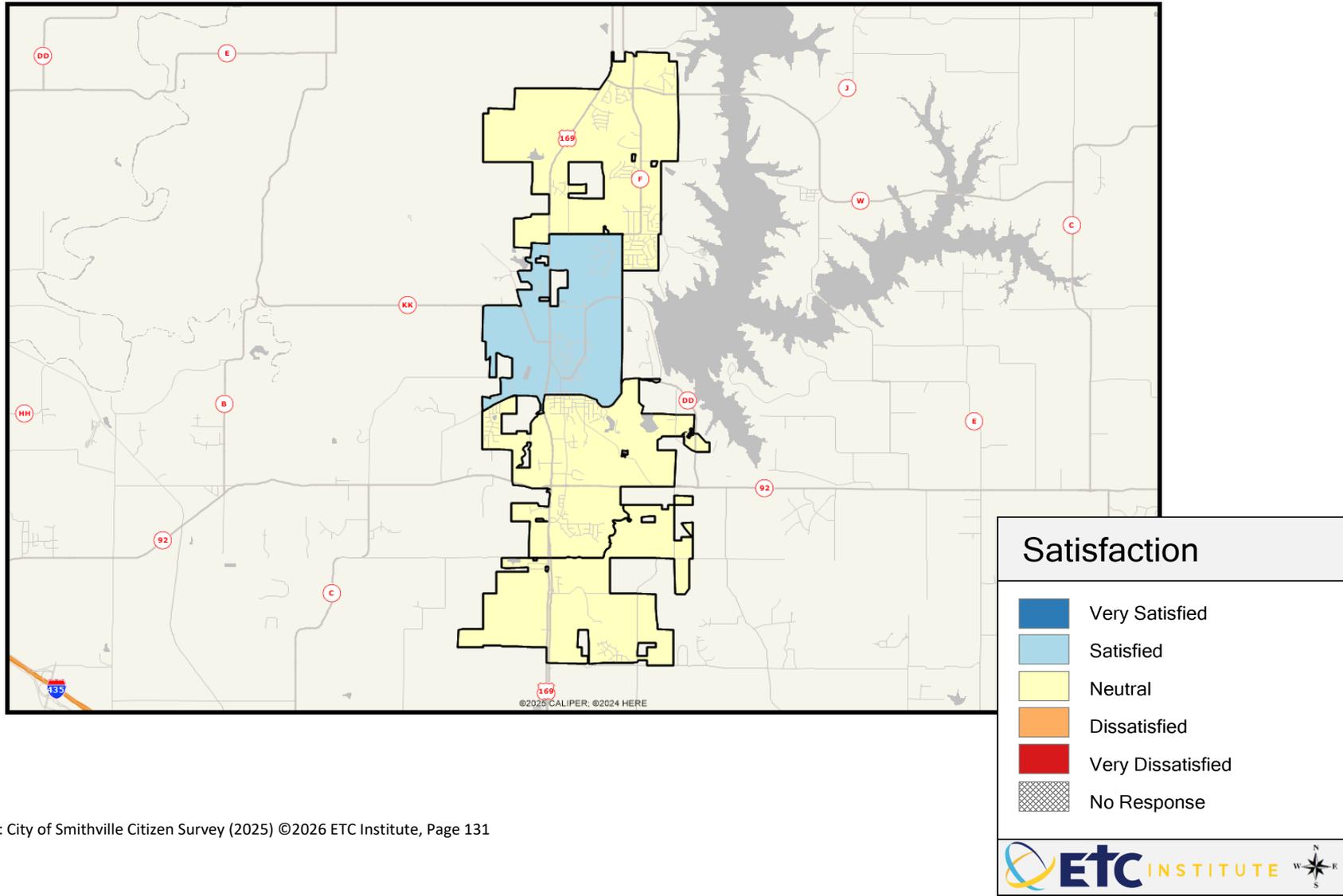


Satisfaction	
	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
	No Response

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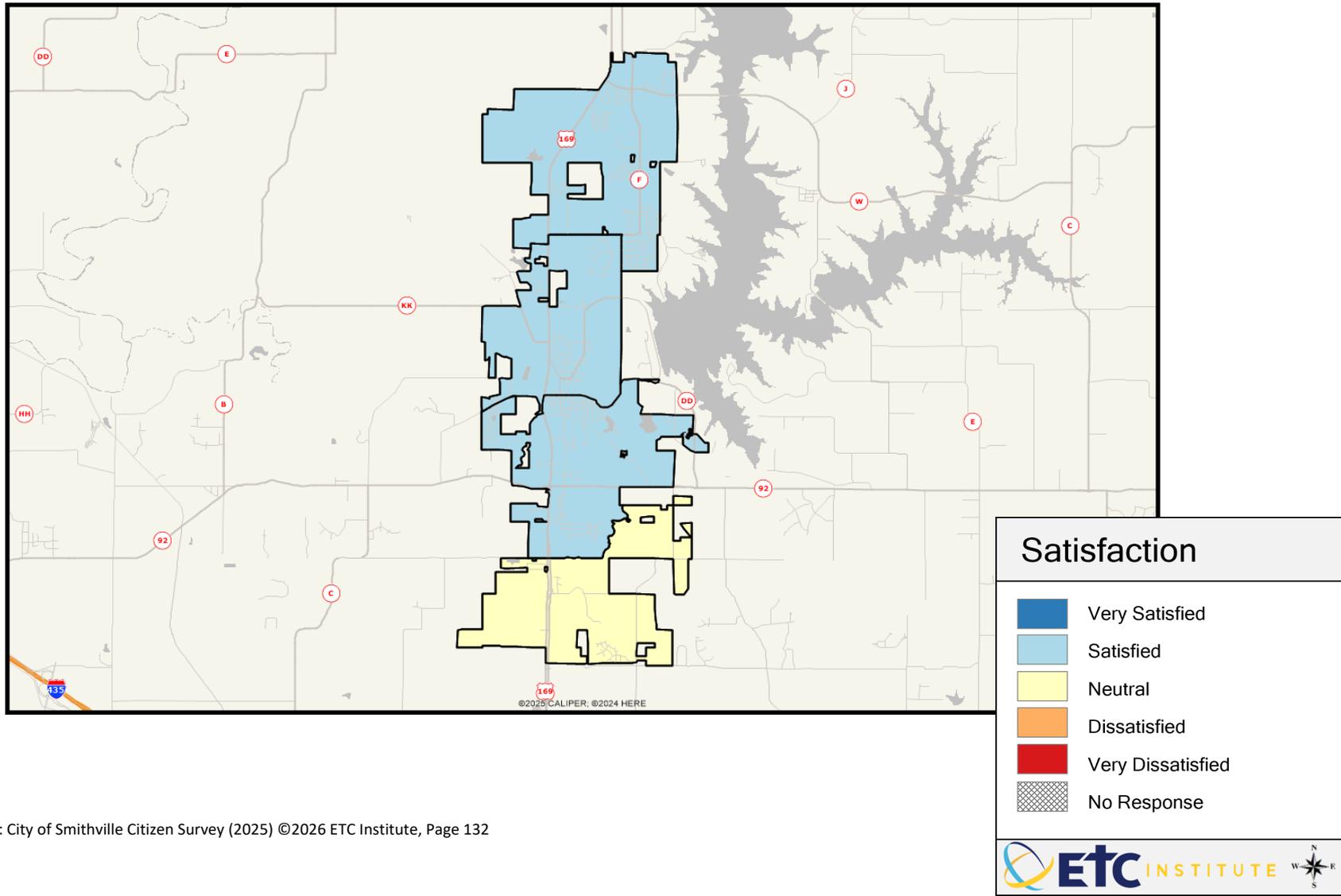
Q13-06. Satisfaction with the clarity of utility bills and charges

Mean: 3.21



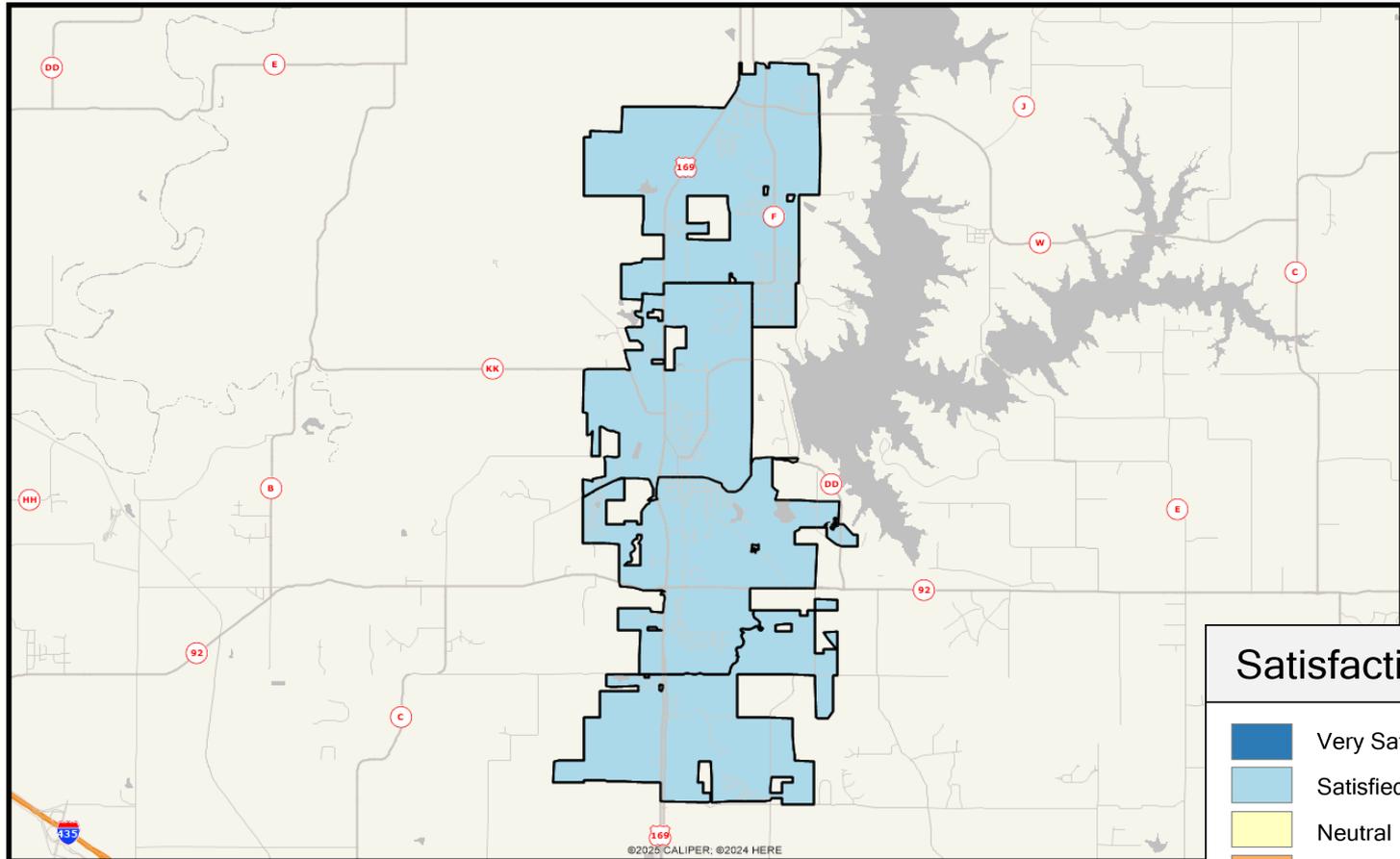
Q13-07. Satisfaction with customer service related to utilities

Mean: 3.54



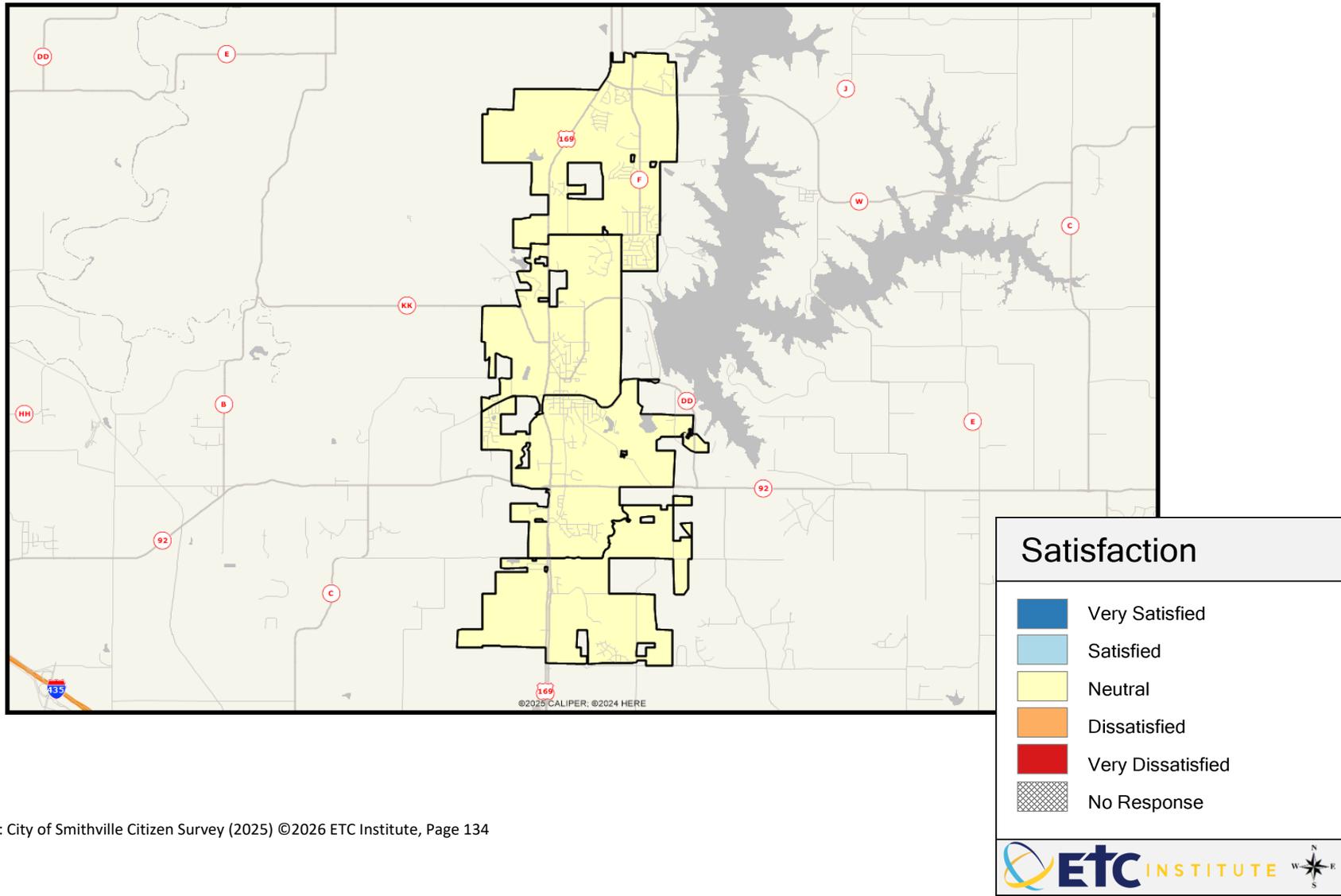
Q14-01. The availability of information about City programs and services

Mean: 3.54



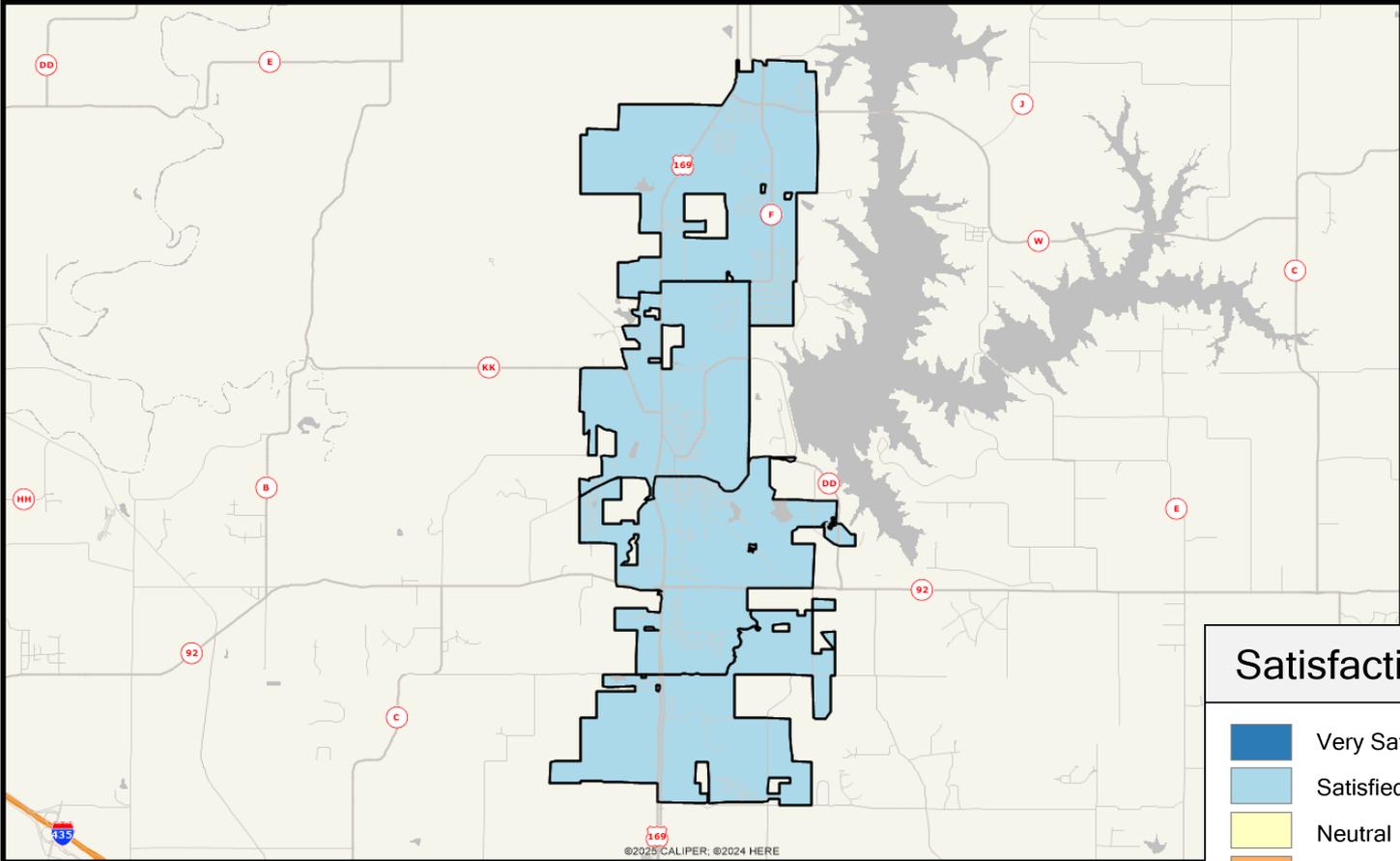
Q14-02. City efforts to keep you informed about local issues

Mean: 3.31



Q14-03. The overall quality of the City's website (smithvillemo.org)

Mean: 3.57

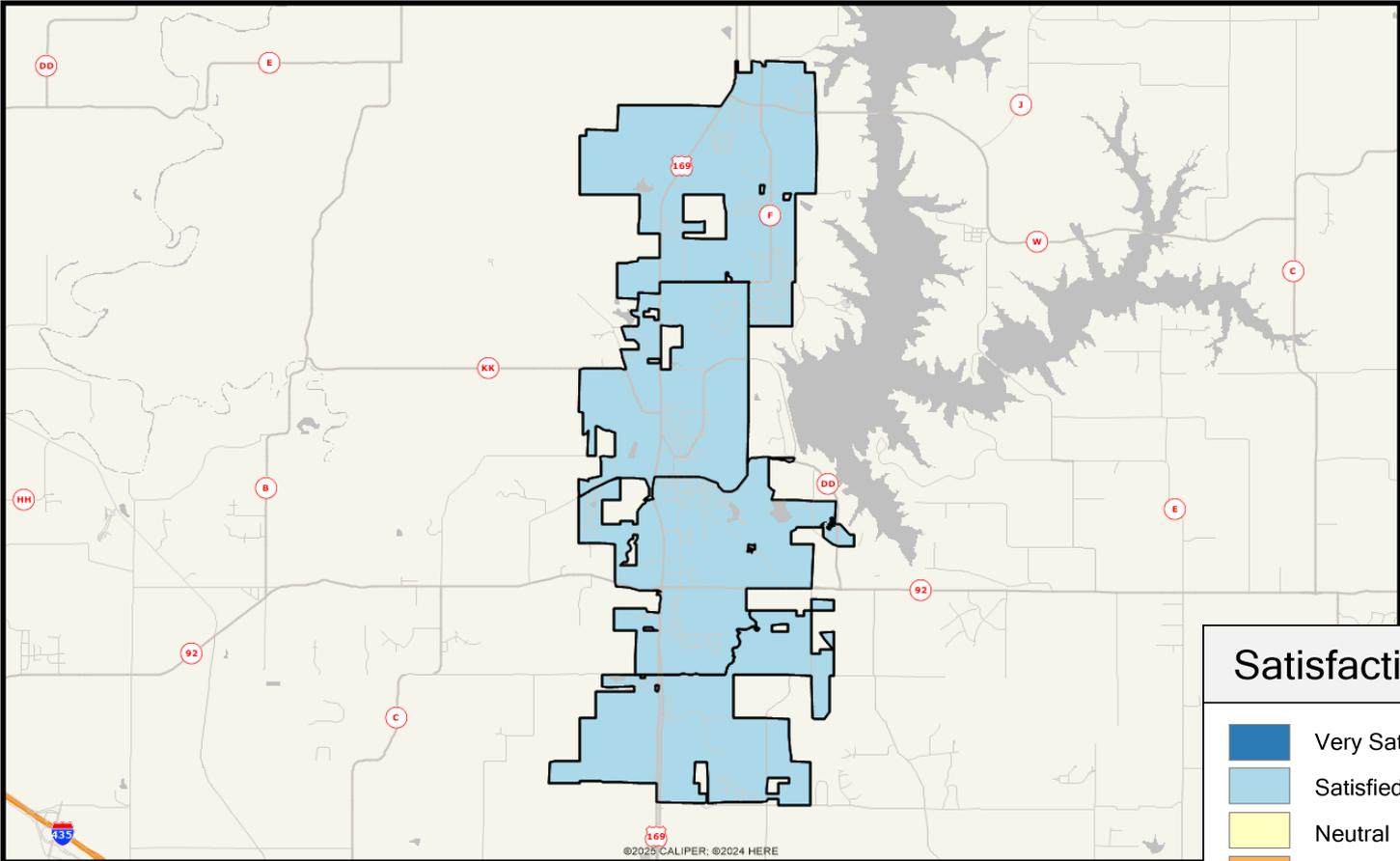


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q14-04. Information provided through the City's social media sites (e.g., Facebook, Instagram, Nextdoor)

Mean: 3.58



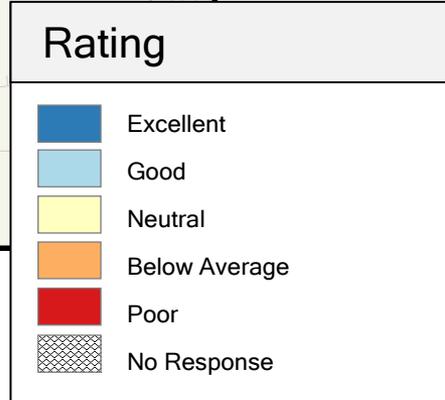
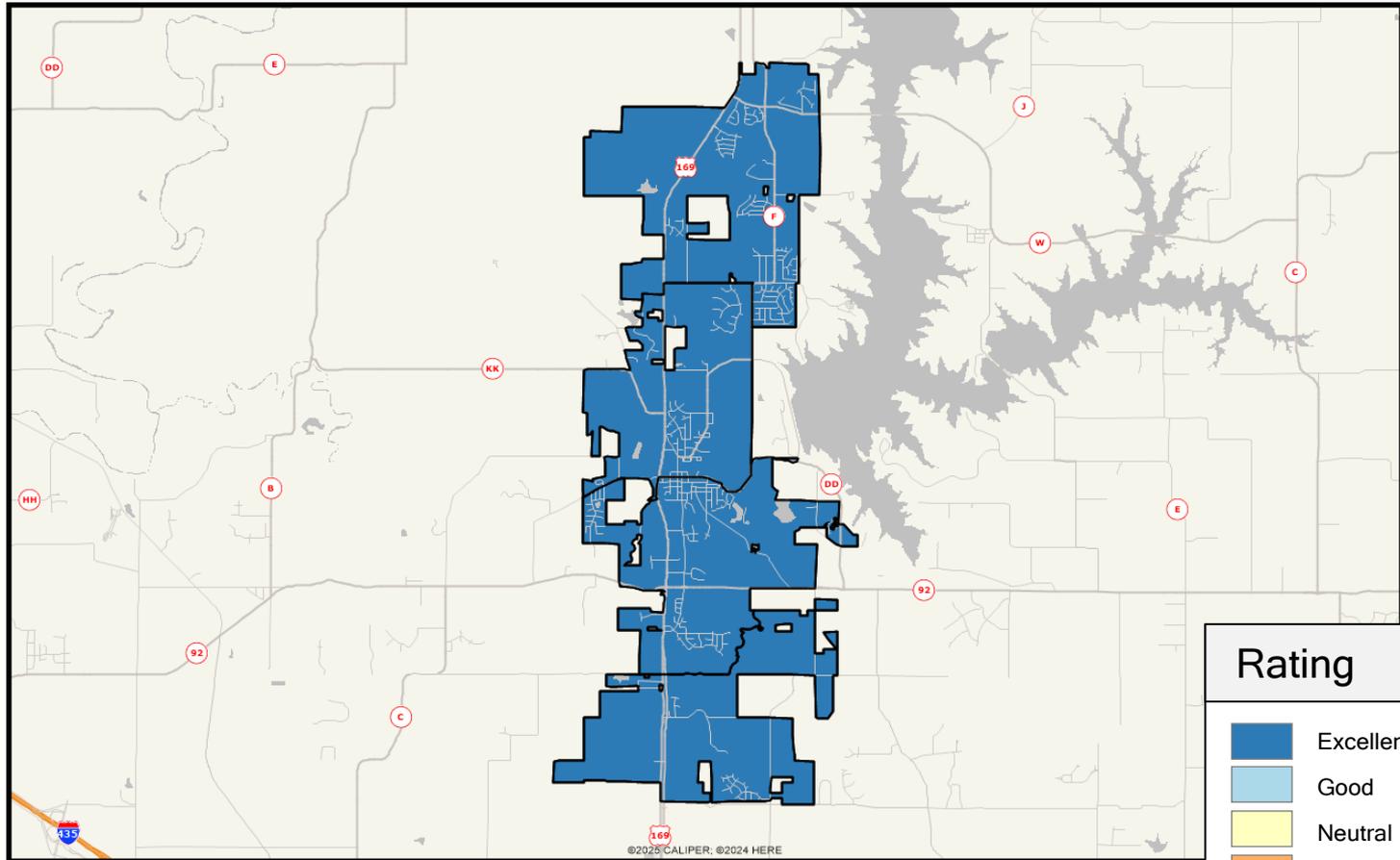
Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



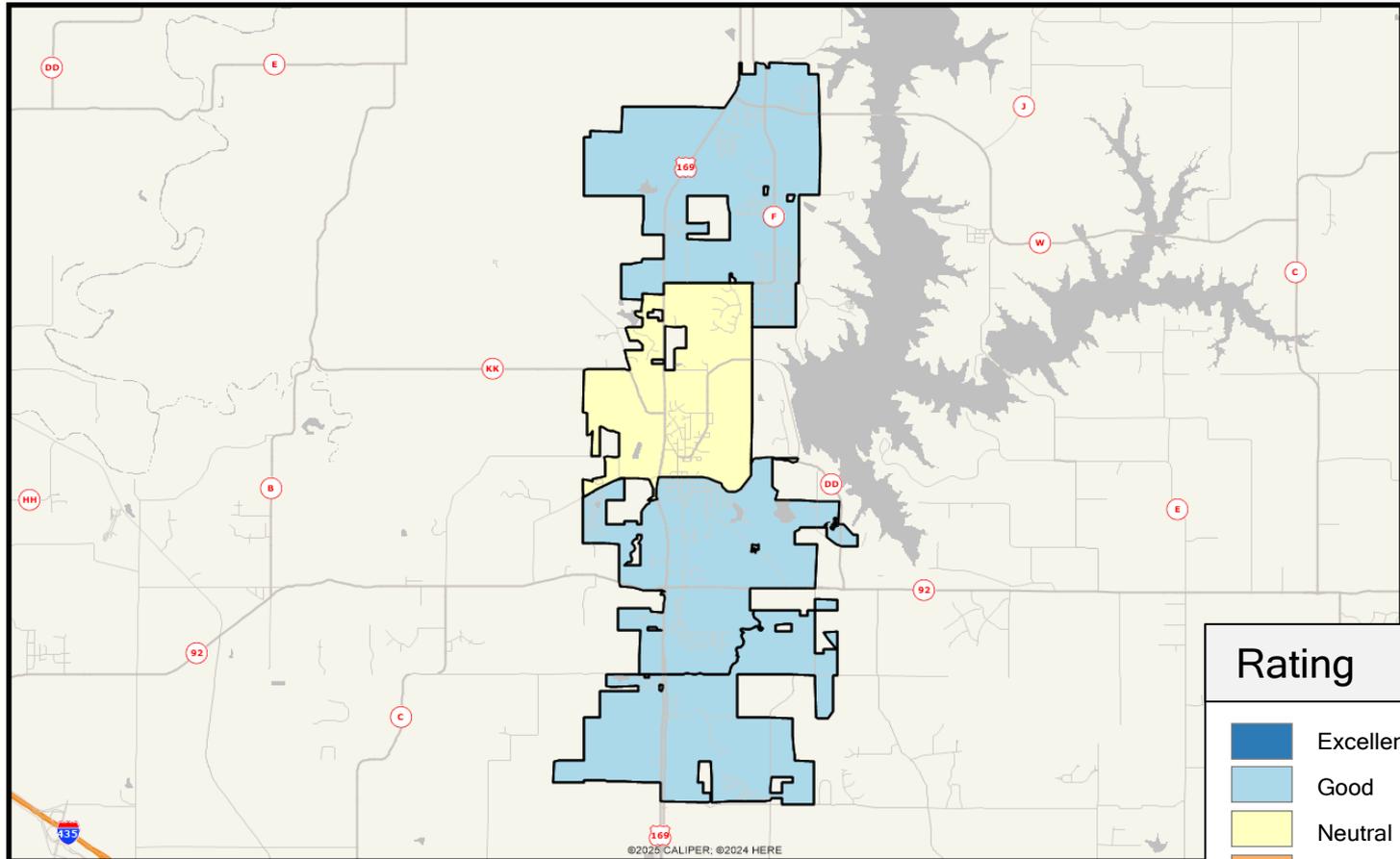
Q19-02. As a place to raise children

Mean: 4.33



Q19-03. As a place to work

Mean: 3.42



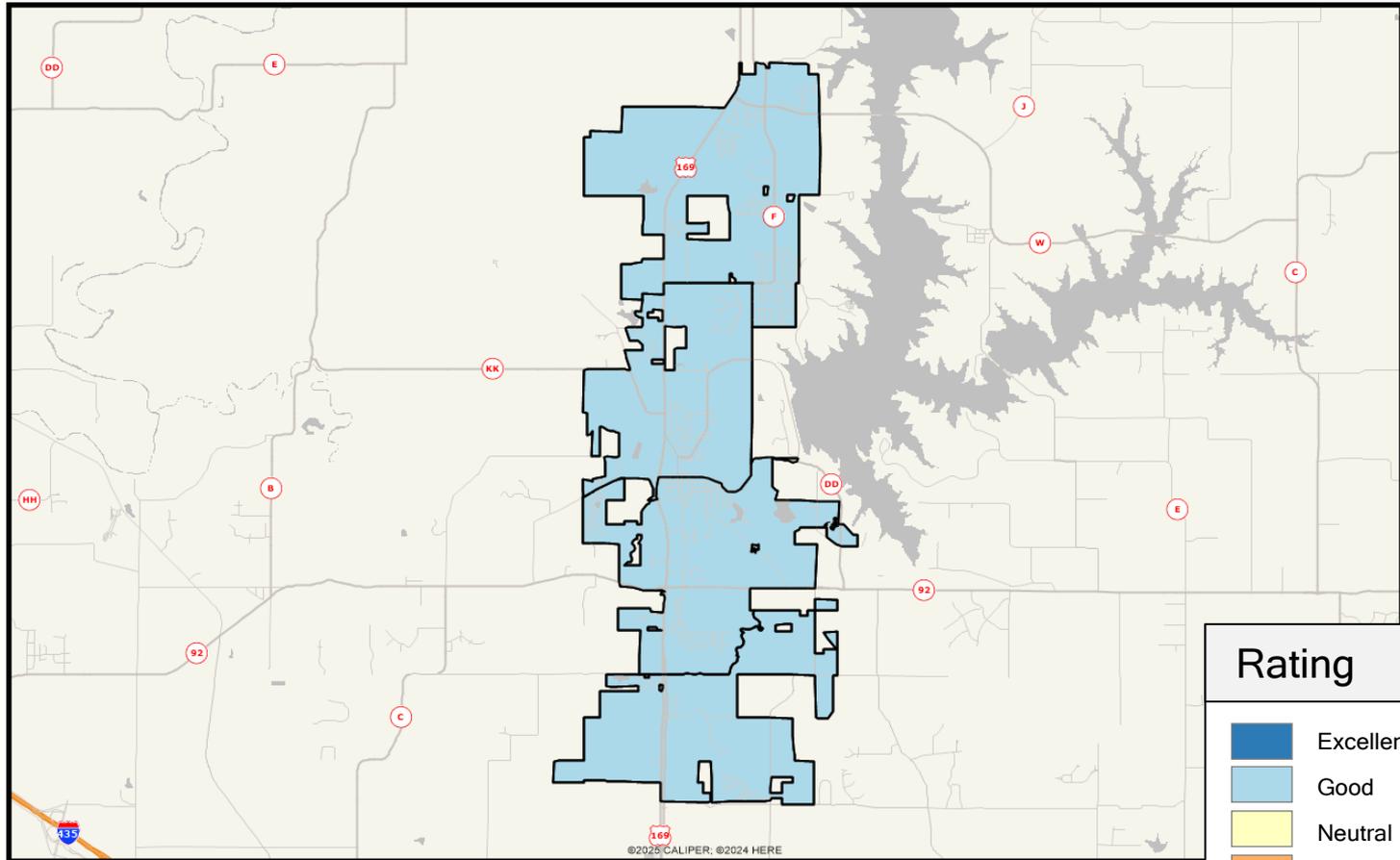
Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

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Q19-04. As a place where you would buy your next home

Mean: 3.77

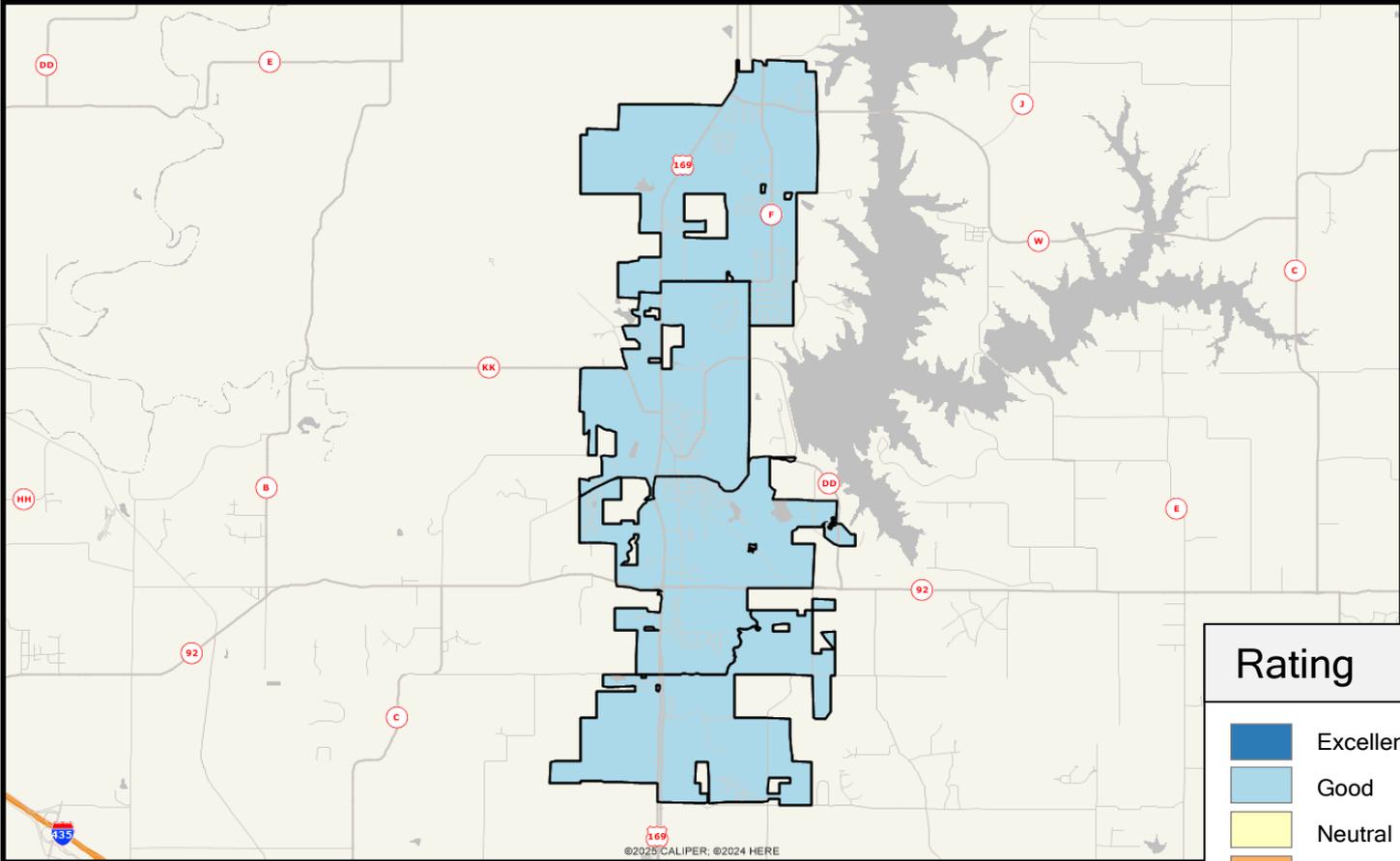


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

Q19-05. As a place to retire

Mean: 3.82

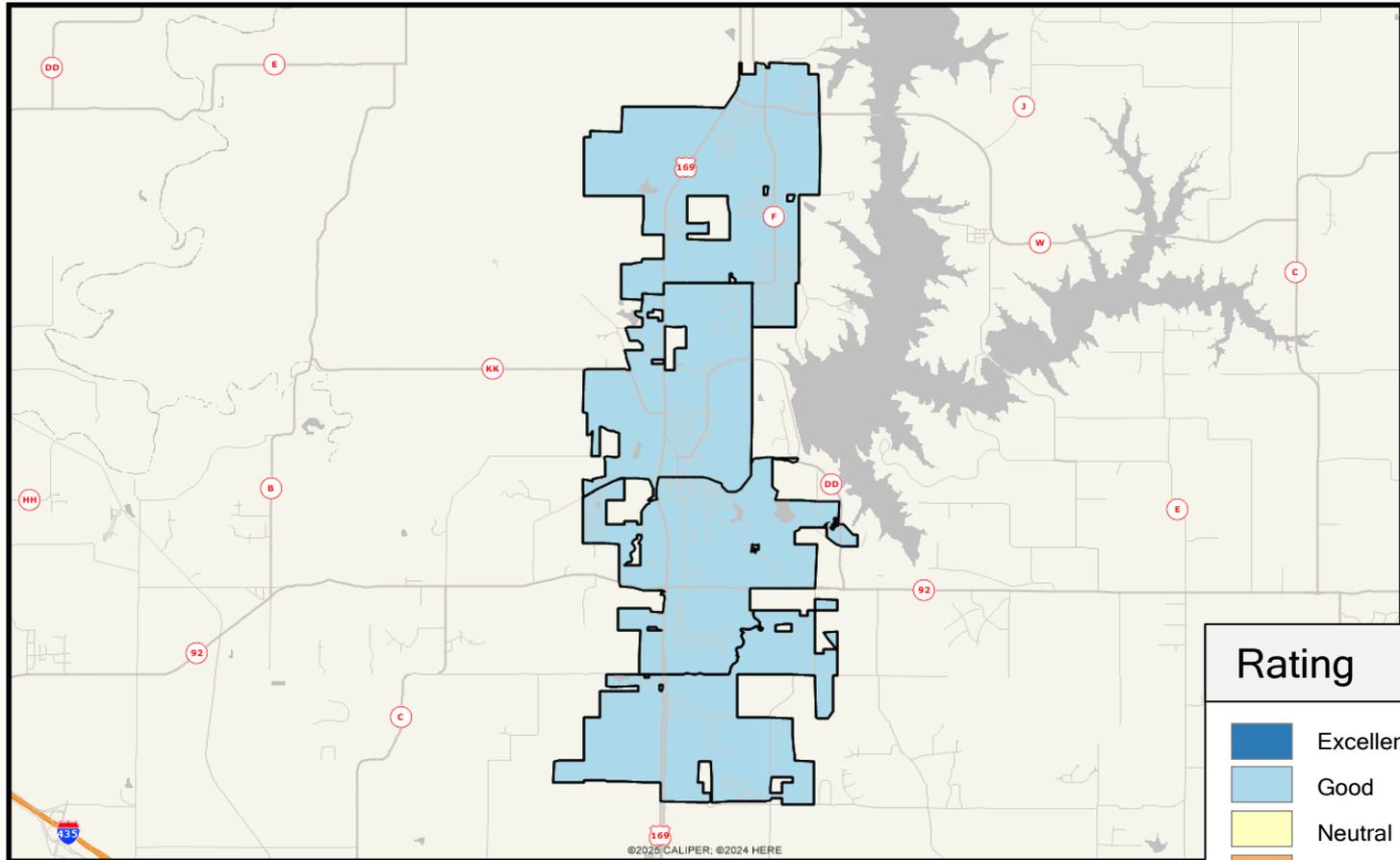


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

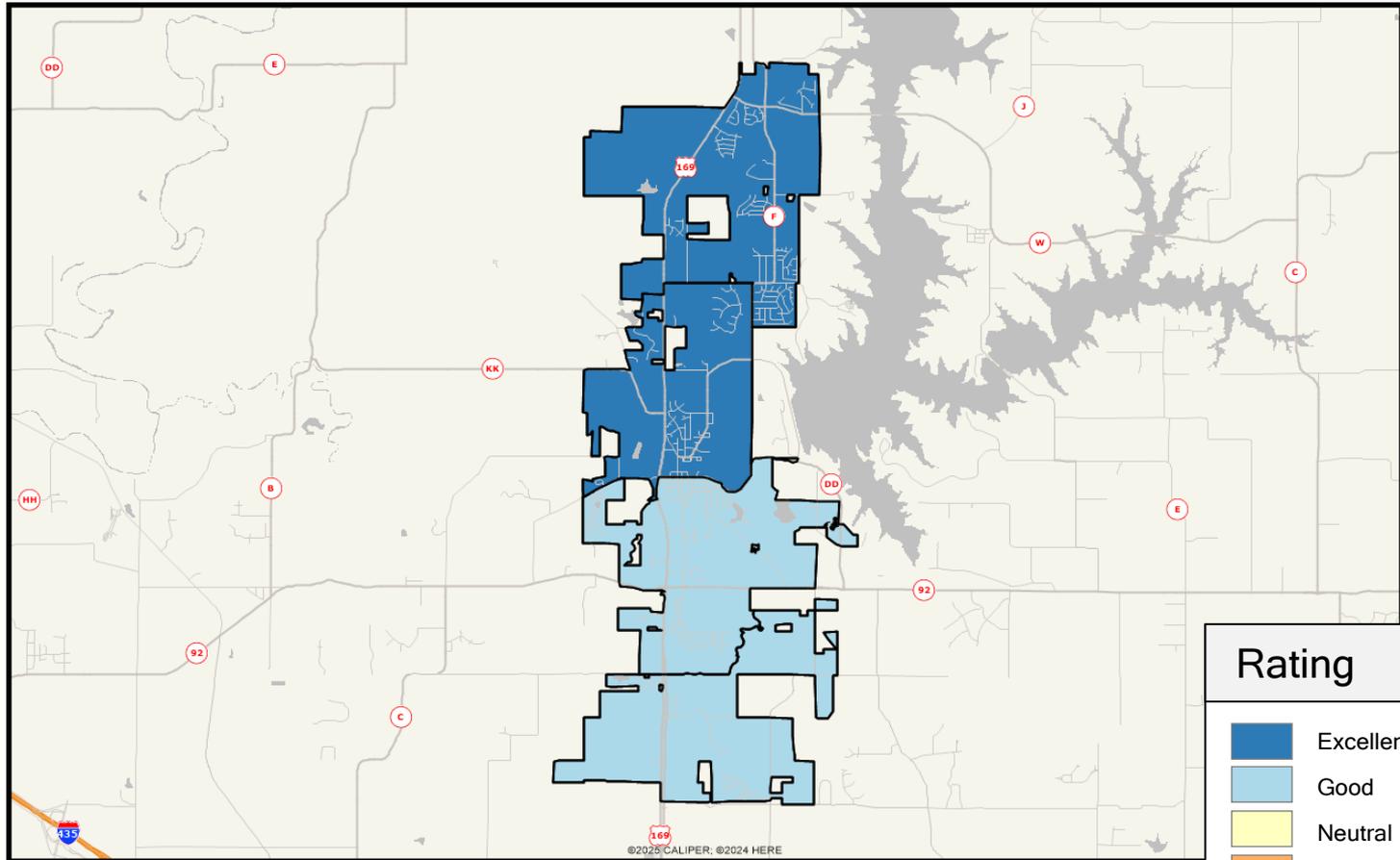
Q19-06. As a place for play/leisure

Mean: 3.93



Q19-07. For overall quality of life

Mean: 4.15



Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

Section 6: Tabular Data

Q1. City Services. Please rate your overall satisfaction with each of the following services provided by the City of Smithville and other agencies using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	35.9%	39.3%	16.1%	3.1%	1.9%	3.7%
Q1-2. Overall maintenance of City streets	10.8%	33.7%	22.9%	24.1%	7.7%	0.6%
Q1-3. Overall maintenance of buildings & facilities	14.2%	52.0%	24.8%	2.8%	0.3%	5.9%
Q1-4. Overall quality of water/sewer utilities	12.4%	32.8%	16.7%	19.5%	15.2%	3.4%
Q1-5. Overall quality of customer service you receive from City employees	31.0%	33.4%	20.4%	3.1%	1.5%	10.5%
Q1-6. Overall effectiveness of City communication with the public	16.4%	35.3%	29.7%	10.8%	4.3%	3.4%
Q1-7. Overall effectiveness of community planning & development	9.3%	25.1%	32.5%	17.0%	9.6%	6.5%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	10.2%	39.6%	29.1%	7.4%	1.9%	11.8%
Q1-9. Overall flow of traffic & congestion management in Smithville	7.4%	29.4%	22.6%	27.6%	11.8%	1.2%
Q1-10. Overall quality of solid waste services (trash, recycling, yard waste)	30.3%	53.6%	10.8%	2.5%	1.5%	1.2%

(WITHOUT "DON'T KNOW")**Q1. City Services. Please rate your overall satisfaction with each of the following services provided by the City of Smithville and other agencies using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	37.3%	40.8%	16.7%	3.2%	1.9%
Q1-2. Overall maintenance of City streets	10.9%	34.0%	23.1%	24.3%	7.8%
Q1-3. Overall maintenance of buildings & facilities	15.1%	55.3%	26.3%	3.0%	0.3%
Q1-4. Overall quality of water/ sewer utilities	12.8%	34.0%	17.3%	20.2%	15.7%
Q1-5. Overall quality of customer service you receive from City employees	34.6%	37.4%	22.8%	3.5%	1.7%
Q1-6. Overall effectiveness of City communication with the public	17.0%	36.5%	30.8%	11.2%	4.5%
Q1-7. Overall effectiveness of community planning & development	9.9%	26.8%	34.8%	18.2%	10.3%
Q1-8. Overall quality of City's stormwater runoff/ stormwater management system	11.6%	44.9%	33.0%	8.4%	2.1%
Q1-9. Overall flow of traffic & congestion management in Smithville	7.5%	29.8%	22.9%	27.9%	11.9%
Q1-10. Overall quality of solid waste services (trash, recycling, yard waste)	30.7%	54.2%	11.0%	2.5%	1.6%

Q2. Please rate your level of satisfaction with each of the following items that may influence your perception of the City of Smithville using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall quality of services provided by City of Smithville	12.7%	51.4%	26.6%	6.5%	0.9%	1.9%
Q2-2. Overall image of City	18.9%	45.2%	20.1%	11.1%	3.7%	0.9%
Q2-3. Overall value that you receive for your City tax dollars & fees	8.0%	32.5%	32.5%	18.0%	6.5%	2.5%
Q2-4. How well City is managing & planning growth & development	8.7%	22.6%	26.0%	21.4%	15.2%	6.2%
Q2-5. Overall appearance of City	13.9%	46.4%	22.9%	12.4%	3.7%	0.6%
Q2-6. Overall quality of leadership provided by City's elected officials	11.1%	22.3%	32.8%	14.6%	12.7%	6.5%
Q2-7. Overall effectiveness of City administrator & staff	12.7%	25.1%	31.3%	10.8%	7.4%	12.7%

(WITHOUT "DON'T KNOW")

Q2. Please rate your level of satisfaction with each of the following items that may influence your perception of the City of Smithville using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall quality of services provided by City of Smithville	12.9%	52.4%	27.1%	6.6%	0.9%
Q2-2. Overall image of City	19.1%	45.6%	20.3%	11.3%	3.8%
Q2-3. Overall value that you receive for your City tax dollars & fees	8.3%	33.3%	33.3%	18.4%	6.7%
Q2-4. How well City is managing & planning growth & development	9.2%	24.1%	27.7%	22.8%	16.2%
Q2-5. Overall appearance of City	14.0%	46.7%	23.1%	12.5%	3.7%
Q2-6. Overall quality of leadership provided by City's elected officials	11.9%	23.8%	35.1%	15.6%	13.6%
Q2-7. Overall effectiveness of City administrator & staff	14.5%	28.7%	35.8%	12.4%	8.5%

Q3. Public Safety. Please rate your satisfaction with the following public safety services provided by the City of Smithville using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of local police protection	31.9%	45.5%	16.7%	2.2%	0.9%	2.8%
Q3-2. Visibility of police in neighborhoods	27.2%	42.4%	19.8%	6.2%	2.8%	1.5%
Q3-3. Visibility of police in retail areas	16.7%	35.3%	31.6%	5.6%	1.2%	9.6%
Q3-4. City's overall efforts to prevent crime	21.4%	42.7%	25.4%	3.1%	0.3%	7.1%
Q3-5. Enforcement of local traffic laws	19.2%	43.0%	22.6%	9.6%	2.8%	2.8%
Q3-6. Attitude & behavior of Police Dept. personnel toward citizens	29.1%	35.3%	20.4%	3.7%	3.1%	8.4%
Q3-7. Police Dept. communication with residents (e. g., social media, alerts)	22.6%	40.9%	22.6%	4.0%	1.2%	8.7%

(WITHOUT "DON'T KNOW")**Q3. Public Safety. Please rate your satisfaction with the following public safety services provided by the City of Smithville using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of local police protection	32.8%	46.8%	17.2%	2.2%	1.0%
Q3-2. Visibility of police in neighborhoods	27.7%	43.1%	20.1%	6.3%	2.8%
Q3-3. Visibility of police in retail areas	18.5%	39.0%	34.9%	6.2%	1.4%
Q3-4. City's overall efforts to prevent crime	23.0%	46.0%	27.3%	3.3%	0.3%
Q3-5. Enforcement of local traffic laws	19.7%	44.3%	23.2%	9.9%	2.9%
Q3-6. Attitude & behavior of Police Dept. personnel toward citizens	31.8%	38.5%	22.3%	4.1%	3.4%
Q3-7. Police Dept. communication with residents (e.g., social media, alerts)	24.7%	44.7%	24.7%	4.4%	1.4%

Q4. Have you or any members of your household come in contact with or called the Police Department for services in the past 24 months?

Q4. Have your household members come in contact with or called Police Department for services in past 24 months

	Number	Percent
Yes	125	38.7 %
No	196	60.7 %
Not provided	2	0.6 %
Total	323	100.0 %

(WITHOUT "NOT PROVIDED")**Q4. Have you or any members of your household come in contact with or called the Police Department for services in the past 24 months? (without "not provided")**

Q4. Have your household members come in contact with or called Police Department for services in past 24 months

	Number	Percent
Yes	125	38.9 %
No	196	61.1 %
Total	321	100.0 %

Q4a. If "Yes" to Question 4, how would you rate your satisfaction with the attention received?

Q4a. How would you rate your satisfaction with the attention received	Number	Percent
Very satisfied	57	45.6 %
Satisfied	36	28.8 %
Neutral	15	12.0 %
Dissatisfied	11	8.8 %
Very dissatisfied	4	3.2 %
Not provided	2	1.6 %
Total	125	100.0 %

(WITHOUT "NOT PROVIDED")**Q4a. If "Yes" to Question 4, how would you rate your satisfaction with the attention received? (without "not provided")**

Q4a. How would you rate your satisfaction with the attention received	Number	Percent
Very satisfied	57	46.3 %
Satisfied	36	29.3 %
Neutral	15	12.2 %
Dissatisfied	11	8.9 %
Very dissatisfied	4	3.3 %
Total	123	100.0 %

Q4b. Why did you come in contact with the Police Department?

Q4b. Why did you come in contact with Police Department	Number	Percent
Victim of a crime	3	2.4 %
Traffic crash	7	5.6 %
Traffic stop	19	15.2 %
Arrest	1	0.8 %
Other	88	70.4 %
Not provided	7	5.6 %
Total	125	100.0 %

(WITHOUT "NOT PROVIDED")**Q4b. Why did you come in contact with the Police Department? (without "not provided")**

Q4b. Why did you come in contact with Police Department	Number	Percent
Victim of a crime	3	2.5 %
Traffic crash	7	5.9 %
Traffic stop	19	16.1 %
Arrest	1	0.8 %
Other	88	74.6 %
Total	118	100.0 %

Q5. Perceptions of Safety. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=323)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q5-1. In your neighborhood during the day	60.1%	36.2%	2.2%	0.0%	0.3%	1.2%
Q5-2. In your neighborhood at night	40.6%	47.4%	8.7%	2.2%	0.0%	1.2%
Q5-3. In City parks during the day	37.5%	39.9%	12.4%	0.3%	0.0%	9.9%
Q5-4. In City parks at night	14.9%	24.8%	33.1%	4.6%	0.6%	22.0%
Q5-5. In commercial & retail areas during the day	49.2%	41.5%	4.6%	0.0%	0.3%	4.3%
Q5-6. In commercial & retail areas at night	31.0%	39.6%	20.1%	1.9%	0.0%	7.4%
Q5-7. Overall feeling of safety in Smithville	41.2%	50.2%	6.8%	0.6%	0.0%	1.2%

(WITHOUT "DON'T KNOW")

Q5. Perceptions of Safety. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=323)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q5-1. In your neighborhood during the day	60.8%	36.7%	2.2%	0.0%	0.3%
Q5-2. In your neighborhood at night	41.1%	48.0%	8.8%	2.2%	0.0%
Q5-3. In City parks during the day	41.6%	44.3%	13.7%	0.3%	0.0%
Q5-4. In City parks at night	19.0%	31.7%	42.5%	6.0%	0.8%
Q5-5. In commercial & retail areas during the day	51.5%	43.4%	4.9%	0.0%	0.3%
Q5-6. In commercial & retail areas at night	33.4%	42.8%	21.7%	2.0%	0.0%
Q5-7. Overall feeling of safety in Smithville	41.7%	50.8%	6.9%	0.6%	0.0%

Q6. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Enforcing cleanup of debris on private property	8.7%	27.6%	32.8%	12.4%	2.2%	16.4%
Q6-2. Enforcing mowing & cutting of weeds & tall grass on private property	9.3%	29.4%	31.0%	11.8%	2.8%	15.8%
Q6-3. Enforcing exterior maintenance of residential property	7.1%	26.6%	35.9%	11.5%	2.8%	16.1%
Q6-4. Enforcing exterior maintenance of business property	9.0%	32.8%	38.1%	3.4%	0.3%	16.4%
Q6-5. Overall quality of building & permit process	5.9%	25.1%	28.8%	5.3%	3.7%	31.3%
Q6-6. Overall enforcement of City codes & ordinances	5.9%	23.8%	31.6%	9.9%	2.5%	26.3%
Q6-7. Speed of code compliance process	6.5%	19.2%	34.1%	4.3%	1.2%	34.7%
Q6-8. Courtesy of code enforcement employees	11.1%	22.0%	24.5%	2.8%	1.2%	38.4%

(WITHOUT "DON'T KNOW")**Q6. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")**

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Enforcing cleanup of debris on private property	10.4%	33.0%	39.3%	14.8%	2.6%
Q6-2. Enforcing mowing & cutting of weeds & tall grass on private property	11.0%	34.9%	36.8%	14.0%	3.3%
Q6-3. Enforcing exterior maintenance of residential property	8.5%	31.7%	42.8%	13.7%	3.3%
Q6-4. Enforcing exterior maintenance of business property	10.7%	39.3%	45.6%	4.1%	0.4%
Q6-5. Overall quality of building & permit process	8.6%	36.5%	41.9%	7.7%	5.4%
Q6-6. Overall enforcement of City codes & ordinances	8.0%	32.4%	42.9%	13.4%	3.4%
Q6-7. Speed of code compliance process	10.0%	29.4%	52.1%	6.6%	1.9%
Q6-8. Courtesy of code enforcement employees	18.1%	35.7%	39.7%	4.5%	2.0%

Q7. Parks and Recreation. Please indicate how you would rate your satisfaction with the amenities on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very dissatisfied."

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Have not visited
Q7-1. Overall maintenance of City parks	31.6%	48.6%	9.6%	1.2%	0.3%	8.7%
Q7-2. Number of walking & biking trails	42.1%	36.5%	10.5%	3.1%	0.3%	7.4%
Q7-3. Overall maintenance of City trails	34.1%	39.0%	14.2%	0.6%	0.3%	11.8%
Q7-4. Quality of outdoor athletic fields	20.4%	35.9%	15.5%	2.8%	1.5%	23.8%
Q7-5. Quality of playground equipment	26.6%	36.8%	13.9%	2.2%	0.0%	20.4%
Q7-6. Maintenance of public restrooms	16.4%	32.8%	20.4%	2.2%	0.9%	27.2%
Q7-7. Courtesy of Parks & Recreation employees	27.9%	30.3%	13.0%	0.6%	0.0%	28.2%

(WITHOUT "HAVE NOT VISITED")**Q7. Parks and Recreation. Please indicate how you would rate your satisfaction with the amenities on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very dissatisfied." (without "have not visited")**

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall maintenance of City parks	34.6%	53.2%	10.5%	1.4%	0.3%
Q7-2. Number of walking & biking trails	45.5%	39.5%	11.4%	3.3%	0.3%
Q7-3. Overall maintenance of City trails	38.6%	44.2%	16.1%	0.7%	0.4%
Q7-4. Quality of outdoor athletic fields	26.8%	47.2%	20.3%	3.7%	2.0%
Q7-5. Quality of playground equipment	33.5%	46.3%	17.5%	2.7%	0.0%
Q7-6. Maintenance of public restrooms	22.6%	45.1%	28.1%	3.0%	1.3%
Q7-7. Courtesy of Parks & Recreation employees	38.8%	42.2%	18.1%	0.9%	0.0%

Q8. Please indicate how you would rate your satisfaction with the programs on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Have not participated
Q8-1. Recreation programs	13.6%	17.6%	17.6%	1.9%	0.6%	48.6%
Q8-2. Ease of registering for programs	13.6%	17.0%	16.7%	0.0%	0.6%	52.0%
Q8-3. Fees charged for recreation programs	13.6%	15.2%	18.6%	1.2%	0.3%	51.1%
Q8-4. Program offerings for all age groups	11.8%	14.6%	20.4%	2.2%	0.6%	50.5%
Q8-5. Overall satisfaction with offered programs	11.8%	17.0%	19.5%	1.9%	0.6%	49.2%

(WITHOUT "HAVE NOT PARTICIPATED")**Q8. Please indicate how you would rate your satisfaction with the programs on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "have not participated")**

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Recreation programs	26.5%	34.3%	34.3%	3.6%	1.2%
Q8-2. Ease of registering for programs	28.4%	35.5%	34.8%	0.0%	1.3%
Q8-3. Fees charged for recreation programs	27.8%	31.0%	38.0%	2.5%	0.6%
Q8-4. Program offerings for all age groups	23.8%	29.4%	41.3%	4.4%	1.3%
Q8-5. Overall satisfaction with offered programs	23.2%	33.5%	38.4%	3.7%	1.2%

Q9. Have you or a member of your household participated in any of the following events/programs?

Q9. What following events/programs have your household members participated in

	Number	Percent
Books & Bites	4	1.2 %
Gardening Club	2	0.6 %
Little Sprouts Earth Day	5	1.5 %
Mini Makers	5	1.5 %
Puzzle Palooza	6	1.9 %
Adult Egg Hunt	7	2.2 %
Brushes & Bites	1	0.3 %
Candy Cane Quest	22	6.8 %
Howl-O-Ween	8	2.5 %
KC Symphony in the Park	34	10.5 %
Smithville's Haunted Campground	82	25.4 %
Valentine Cookie Decorating	3	0.9 %
Youth Baseball	25	7.7 %
Youth Softball	12	3.7 %
Youth Soccer	40	12.4 %
Youth Basketball	28	8.7 %
Youth Volleyball	9	2.8 %
Youth T-Ball	32	9.9 %
Adult Pickleball	4	1.2 %
Basics of Pickleball Clinic	1	0.3 %
Beginner 5K Training	1	0.3 %
Fishing with a Firefighter	2	0.6 %
Learn to Kayak Clinic	4	1.2 %
Yoga at the Courtyard	18	5.6 %
Bitty Sports Clinics (Little Hoopsters, Little Kickers)	7	2.2 %
BBQ Cookouts	21	6.5 %
Card Games	14	4.3 %
Guest Speakers	15	4.6 %
Holiday Parties	15	4.6 %
Karaoke	2	0.6 %
Pool Tournaments	4	1.2 %
Birthday Celebrations	14	4.3 %
Total	447	

Q11. City Maintenance. Using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please indicate how satisfied you are with the following aspects of city maintenance.

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of major City streets	12.4%	44.9%	21.4%	13.6%	4.3%	3.4%
Q11-2. Maintenance of streets in your neighborhood	11.5%	36.5%	19.5%	20.4%	9.3%	2.8%
Q11-3. Maintenance of sidewalks in City	12.1%	43.3%	26.3%	9.6%	3.4%	5.3%
Q11-4. Maintenance of street signs	15.8%	52.3%	18.3%	5.6%	2.5%	5.6%
Q11-5. Maintenance of City parks & park equipment	18.9%	46.1%	18.6%	0.6%	0.6%	15.2%
Q11-6. Maintenance of City buildings	14.9%	46.7%	22.0%	0.0%	0.0%	16.4%
Q11-7. Snow removal on all City streets	17.0%	46.1%	20.1%	9.6%	2.8%	4.3%
Q11-8. Overall cleanliness of City streets & other public areas	20.4%	55.1%	18.9%	2.2%	0.9%	2.5%
Q11-9. Maintenance of stormwater drainage system	14.2%	39.3%	24.8%	3.1%	0.3%	18.3%
Q11-10. Maintenance of City's water & wastewater systems	13.0%	32.8%	22.3%	9.3%	7.1%	15.5%
Q11-11. Maintenance of City trail system	20.4%	42.1%	16.7%	0.3%	0.0%	20.4%
Q11-12. Mowing of City property	18.6%	50.8%	17.3%	3.1%	1.2%	9.0%

(WITHOUT "DON'T KNOW")

Q11. City Maintenance. Using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please indicate how satisfied you are with the following aspects of city maintenance. (without "don't know")

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance of major City streets	12.8%	46.5%	22.1%	14.1%	4.5%
Q11-2. Maintenance of streets in your neighborhood	11.8%	37.6%	20.1%	21.0%	9.6%
Q11-3. Maintenance of sidewalks in City	12.7%	45.8%	27.8%	10.1%	3.6%
Q11-4. Maintenance of street signs	16.7%	55.4%	19.3%	5.9%	2.6%
Q11-5. Maintenance of City parks & park equipment	22.3%	54.4%	21.9%	0.7%	0.7%
Q11-6. Maintenance of City buildings	17.8%	55.9%	26.3%	0.0%	0.0%
Q11-7. Snow removal on all City streets	17.8%	48.2%	21.0%	10.0%	2.9%
Q11-8. Overall cleanliness of City streets & other public areas	21.0%	56.5%	19.4%	2.2%	1.0%
Q11-9. Maintenance of stormwater drainage system	17.4%	48.1%	30.3%	3.8%	0.4%
Q11-10. Maintenance of City's water & wastewater systems	15.4%	38.8%	26.4%	11.0%	8.4%
Q11-11. Maintenance of City trail system	25.7%	52.9%	21.0%	0.4%	0.0%
Q11-12. Mowing of City property	20.4%	55.8%	19.0%	3.4%	1.4%

Q12. Which TWO of the City Maintenance services listed in Question 11 do you think are MOST IMPORTANT for the City to provide?

Q12. Top choice	Number	Percent
Maintenance of major City streets	88	27.2 %
Maintenance of streets in your neighborhood	43	13.3 %
Maintenance of sidewalks in City	8	2.5 %
Maintenance of street signs	4	1.2 %
Maintenance of City parks & park equipment	8	2.5 %
Snow removal on all City streets	30	9.3 %
Overall cleanliness of City streets & other public areas	11	3.4 %
Maintenance of stormwater drainage system	6	1.9 %
Maintenance of City's water & wastewater systems	77	23.8 %
Maintenance of City trail system	2	0.6 %
Mowing of City property	2	0.6 %
None chosen	44	13.6 %
Total	323	100.0 %

Q12. Which TWO of the City Maintenance services listed in Question 11 do you think are MOST IMPORTANT for the City to provide?

Q12. 2nd choice	Number	Percent
Maintenance of major City streets	54	16.7 %
Maintenance of streets in your neighborhood	47	14.6 %
Maintenance of sidewalks in City	15	4.6 %
Maintenance of street signs	7	2.2 %
Maintenance of City parks & park equipment	17	5.3 %
Maintenance of City buildings	5	1.5 %
Snow removal on all City streets	47	14.6 %
Overall cleanliness of City streets & other public areas	13	4.0 %
Maintenance of stormwater drainage system	16	5.0 %
Maintenance of City's water & wastewater systems	40	12.4 %
Maintenance of City trail system	5	1.5 %
Mowing of City property	7	2.2 %
None chosen	50	15.5 %
Total	323	100.0 %

(SUM OF TOP 2 RESPONSES)

Q12. Which TWO of the City Maintenance services listed in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 2)

Q12. Top choice	Number	Percent
Maintenance of major City streets	142	44.0 %
Maintenance of streets in your neighborhood	90	27.9 %
Maintenance of sidewalks in City	23	7.1 %
Maintenance of street signs	11	3.4 %
Maintenance of City parks & park equipment	25	7.7 %
Maintenance of City buildings	5	1.5 %
Snow removal on all City streets	77	23.8 %
Overall cleanliness of City streets & other public areas	24	7.4 %
Maintenance of stormwater drainage system	22	6.8 %
Maintenance of City's water & wastewater systems	117	36.2 %
Maintenance of City trail system	7	2.2 %
Mowing of City property	9	2.8 %
None chosen	44	13.6 %
Total	596	

Q13. Finance. Using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please indicate how satisfied you are with the following aspects of City finance.

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Satisfaction with transparency in sharing budget, revenue, & spending information	8.7%	18.6%	29.7%	9.9%	5.3%	27.9%
Q13-2. Satisfaction with clarity of City financial communications	7.4%	17.0%	31.3%	13.0%	4.6%	26.6%
Q13-3. Satisfaction with accessibility of City financial information (budgets, reports, & online resources)	6.8%	17.6%	32.8%	9.6%	5.0%	28.2%
Q13-4. Communication of link between spending decisions & community priorities	6.8%	14.9%	27.9%	16.4%	5.9%	28.2%
Q13-5. Satisfaction with City's efforts to secure outside funding to reduce reliance on local taxes	7.1%	14.6%	27.6%	9.0%	5.0%	36.8%
Q13-6. Satisfaction with clarity of utility bills & charges	10.5%	29.1%	28.2%	15.2%	8.0%	9.0%
Q13-7. Satisfaction with customer service related to utilities	13.9%	29.7%	27.9%	6.8%	3.4%	18.3%

(WITHOUT "DON'T KNOW")

Q13. Finance. Using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please indicate how satisfied you are with the following aspects of City finance. (without "don't know")

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Satisfaction with transparency in sharing budget, revenue, & spending information	12.0%	25.8%	41.2%	13.7%	7.3%
Q13-2. Satisfaction with clarity of City financial communications	10.1%	23.2%	42.6%	17.7%	6.3%
Q13-3. Satisfaction with accessibility of City financial information (budgets, reports, & online resources)	9.5%	24.6%	45.7%	13.4%	6.9%
Q13-4. Communication of link between spending decisions & community priorities	9.5%	20.7%	38.8%	22.8%	8.2%
Q13-5. Satisfaction with City's efforts to secure outside funding to reduce reliance on local taxes	11.3%	23.0%	43.6%	14.2%	7.8%
Q13-6. Satisfaction with clarity of utility bills & charges	11.6%	32.0%	31.0%	16.7%	8.8%
Q13-7. Satisfaction with customer service related to utilities	17.0%	36.4%	34.1%	8.3%	4.2%

Q14. City Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate each of the following aspects of communication provided by the City of Smithville.

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Availability of information about City programs & services	11.1%	36.8%	28.8%	10.2%	0.9%	12.1%
Q14-2. City efforts to keep you informed about local issues	10.2%	30.0%	31.0%	16.7%	2.8%	9.3%
Q14-3. Overall quality of City's website (smithvillemo.org)	10.8%	35.3%	30.7%	7.4%	0.6%	15.2%
Q14-4. Information provided through City's social media sites (e.g., Facebook, Instagram, Nextdoor)	9.6%	32.5%	30.0%	5.9%	0.3%	21.7%

(WITHOUT "DON'T KNOW")

Q14. City Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate each of the following aspects of communication provided by the City of Smithville. (without "don't know")

(N=323)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Availability of information about City programs & services	12.7%	41.9%	32.7%	11.6%	1.1%
Q14-2. City efforts to keep you informed about local issues	11.3%	33.1%	34.1%	18.4%	3.1%
Q14-3. Overall quality of City's website (smithvillemo.org)	12.8%	41.6%	36.1%	8.8%	0.7%
Q14-4. Information provided through City's social media sites (e.g., Facebook, Instagram, Nextdoor)	12.3%	41.5%	38.3%	7.5%	0.4%

Q15. Which of the following are your primary sources of information about community activities and services?

Q15. Your primary sources of information about community activities & services

	Number	Percent
City newsletter	160	49.5 %
City website	143	44.3 %
Instagram	10	3.1 %
Facebook	189	58.5 %
Word of mouth	120	37.2 %
Newspaper	18	5.6 %
Nextdoor app	63	19.5 %
Other	13	4.0 %
Total	716	

Q16. Which TWO of the methods of communication listed in Question 15 do you MOST PREFER?

Q16. Top choice	Number	Percent
City newsletter	116	35.9 %
City website	53	16.4 %
Instagram	3	0.9 %
Facebook	100	31.0 %
Word of mouth	8	2.5 %
Newspaper	3	0.9 %
Nextdoor app	8	2.5 %
Other	9	2.8 %
None chosen	23	7.1 %
Total	323	100.0 %

Q16. Which TWO of the methods of communication listed in Question 15 do you MOST PREFER?

Q16. 2nd choice	Number	Percent
City newsletter	60	18.6 %
City website	82	25.4 %
Instagram	7	2.2 %
Facebook	65	20.1 %
Word of mouth	24	7.4 %
Newspaper	11	3.4 %
Nextdoor app	24	7.4 %
Other	6	1.9 %
None chosen	44	13.6 %
Total	323	100.0 %

(SUM OF TOP 2 RESPONSES)**Q16. Which TWO of the methods of communication listed in Question 15 do you MOST PREFER? (top 2)**

Q16. Top choice	Number	Percent
City newsletter	176	54.5 %
City website	135	41.8 %
Instagram	10	3.1 %
Facebook	165	51.1 %
Word of mouth	32	9.9 %
Newspaper	14	4.3 %
Nextdoor app	32	9.9 %
Other	15	4.6 %
None chosen	23	7.1 %
Total	602	

Q18. Customer Service. Have you contacted the City with a question, problem, or complaint during the past year?

Q18. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	81	25.1 %
No	242	74.9 %
Total	323	100.0 %

Q18b. 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 you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=81)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q18b-1. They were courteous & polite	70.4%	14.8%	8.6%	1.2%	0.0%	4.9%
Q18b-2. They gave prompt, accurate, & complete answers to questions	54.3%	19.8%	12.3%	8.6%	2.5%	2.5%
Q18b-3. They did what they said they would do in a timely manner	51.9%	17.3%	12.3%	3.7%	7.4%	7.4%
Q18b-4. They helped you resolve an issue to your satisfaction	44.4%	19.8%	6.2%	8.6%	14.8%	6.2%

(WITHOUT "DON'T KNOW")

Q18b. 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 you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=81)

	Always	Usually	Sometimes	Seldom	Never
Q18b-1. They were courteous & polite	74.0%	15.6%	9.1%	1.3%	0.0%
Q18b-2. They gave prompt, accurate, & complete answers to questions	55.7%	20.3%	12.7%	8.9%	2.5%
Q18b-3. They did what they said they would do in a timely manner	56.0%	18.7%	13.3%	4.0%	8.0%
Q18b-4. They helped you resolve an issue to your satisfaction	47.4%	21.1%	6.6%	9.2%	15.8%

Q19. Quality of Life. Please rate the City using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to the following.

(N=323)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q19-1. As a place to live	43.0%	43.7%	9.0%	2.8%	0.9%	0.6%
Q19-2. As a place to raise children	43.7%	36.2%	9.3%	1.5%	0.3%	9.0%
Q19-3. As a place to work	13.6%	20.4%	22.9%	7.1%	5.6%	30.3%
Q19-4. As a place where you would buy your next home	29.7%	34.1%	17.3%	7.1%	6.8%	5.0%
Q19-5. As a place to retire	31.3%	34.7%	16.7%	7.7%	5.6%	4.0%
Q19-6. As a place for play/leisure	29.4%	40.2%	19.8%	6.5%	1.2%	2.8%
Q19-7. For overall quality of life	35.3%	47.7%	13.0%	2.5%	0.9%	0.6%

(WITHOUT "DON'T KNOW")**Q19. Quality of Life. Please rate the City using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to the following. (without "don't know")**

(N=323)

	Excellent	Good	Neutral	Below average	Poor
Q19-1. As a place to live	43.3%	43.9%	9.0%	2.8%	0.9%
Q19-2. As a place to raise children	48.0%	39.8%	10.2%	1.7%	0.3%
Q19-3. As a place to work	19.6%	29.3%	32.9%	10.2%	8.0%
Q19-4. As a place where you would buy your next home	31.3%	35.8%	18.2%	7.5%	7.2%
Q19-5. As a place to retire	32.6%	36.1%	17.4%	8.1%	5.8%
Q19-6. As a place for play/leisure	30.3%	41.4%	20.4%	6.7%	1.3%
Q19-7. For overall quality of life	35.5%	48.0%	13.1%	2.5%	0.9%

Q20. Community Amenities/Facilities. I would be willing to pay increased taxes or fees for any of the community amenities/facilities listed below.

(N=323)

	Yes	No	Not provided
Q20-1. Outdoor athletic complex (e.g., soccer, baseball)	24.8%	70.3%	5.0%
Q20-2. Maintenance facilities	31.9%	62.2%	5.9%
Q20-3. Indoor swimming pool	39.6%	55.1%	5.3%
Q20-4. Outdoor swimming pool	41.2%	53.9%	5.0%
Q20-5. City Hall improvements	19.2%	72.8%	8.0%
Q20-6. Community Center with indoor competition pool	46.4%	48.6%	5.0%
Q20-7. Community Center (no pool)	34.7%	57.9%	7.4%
Q20-8. New police station	33.1%	60.7%	6.2%
Q20-9. Indoor athletic complex (e.g., basketball, gym)	34.7%	59.1%	6.2%
Q20-10. Other	6.2%	1.2%	92.6%

(WITHOUT "NOT PROVIDED")**Q20. Community Amenities/Facilities. I would be willing to pay increased taxes or fees for any of the community amenities/facilities listed below. (without "not provided")**

(N=323)

	Yes	No
Q20-1. Outdoor athletic complex (e.g., soccer, baseball)	26.1%	73.9%
Q20-2. Maintenance facilities	33.9%	66.1%
Q20-3. Indoor swimming pool	41.8%	58.2%
Q20-4. Outdoor swimming pool	43.3%	56.7%
Q20-5. City Hall improvements	20.9%	79.1%
Q20-6. Community Center with indoor competition pool	48.9%	51.1%
Q20-7. Community Center (no pool)	37.5%	62.5%
Q20-8. New police station	35.3%	64.7%
Q20-9. Indoor athletic complex (e.g., basketball, gym)	37.0%	63.0%
Q20-10. Other	83.3%	16.7%

Q21. Which TWO of the community amenities/facilities listed in Question 20 do you MOST PREFER?

Q21. Top choice	Number	Percent
Outdoor athletic complex (e.g., soccer, baseball)	15	4.6 %
Maintenance facilities	13	4.0 %
Indoor swimming pool	25	7.7 %
Outdoor swimming pool	28	8.7 %
Community Center with indoor competition pool	90	27.9 %
Community Center (no pool)	29	9.0 %
New police station	42	13.0 %
Indoor athletic complex (e.g., basketball, gym)	16	5.0 %
None chosen	65	20.1 %
Total	323	100.0 %

Q21. Which TWO of the community amenities/facilities listed in Question 20 do you MOST PREFER?

Q21. 2nd choice	Number	Percent
Outdoor athletic complex (e.g., soccer, baseball)	16	5.0 %
Maintenance facilities	19	5.9 %
Indoor swimming pool	21	6.5 %
Outdoor swimming pool	35	10.8 %
City Hall improvements	5	1.5 %
Community Center with indoor competition pool	38	11.8 %
Community Center (no pool)	30	9.3 %
New police station	23	7.1 %
Indoor athletic complex (e.g., basketball, gym)	30	9.3 %
None chosen	106	32.8 %
Total	323	100.0 %

(SUM OF TOP 2 RESPONSES)**Q21. Which TWO of the community amenities/facilities listed in Question 20 do you MOST PREFER? (top 2)**

<u>Q21. Top choice</u>	<u>Number</u>	<u>Percent</u>
Outdoor athletic complex (e.g., soccer, baseball)	31	9.6 %
Maintenance facilities	32	9.9 %
Indoor swimming pool	46	14.2 %
Outdoor swimming pool	63	19.5 %
City Hall improvements	5	1.5 %
Community Center with indoor competition pool	128	39.6 %
Community Center (no pool)	59	18.3 %
New police station	65	20.1 %
Indoor athletic complex (e.g., basketball, gym)	46	14.2 %
None chosen	65	20.1 %
Total	540	

Q23. Which of the following best describes your race/ethnicity?

<u>Q23. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	2	0.6 %
Black or African American	1	0.3 %
American Indian or Alaska Native	1	0.3 %
White	302	93.5 %
Native Hawaiian or other Pacific Islander	1	0.3 %
Hispanic or Latino	9	2.8 %
Other	3	0.9 %
Total	319	

Q23-7. Self-describe your race/ethnicity:

<u>Q23-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Multiracial	1	33.3 %
European	1	33.3 %
Mixed	1	33.3 %
Total	3	100.0 %

Q24. Including yourself, how many people in your household are...

	<u>Mean</u>	<u>Sum</u>
number	2.3	709
Under age 10	0.2	74
Ages 10-19	0.3	84
Ages 20-34	0.3	100
Ages 35-54	0.6	195
Ages 55-74	0.6	196
Ages 75+	0.2	60

Q25. Do you own or rent your home?

<u>Q25. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	295	91.3 %
Rent	26	8.0 %
Not provided	2	0.6 %
Total	323	100.0 %

(WITHOUT "NOT PROVIDED")**Q25. Do you own or rent your home? (without "not provided")**

<u>Q25. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	295	91.9 %
Rent	26	8.1 %
Total	321	100.0 %

Q26. Approximately how many years have you lived in the City of Smithville?

<u>Q26. How many years have you lived in City of Smithville</u>	<u>Number</u>	<u>Percent</u>
0-5	65	20.1 %
6-10	71	22.0 %
11-15	36	11.1 %
16-20	37	11.5 %
21-30	61	18.9 %
31+	42	13.0 %
Not provided	11	3.4 %
Total	323	100.0 %

(WITHOUT "NOT PROVIDED")**Q26. Approximately how many years have you lived in the City of Smithville? (without "not provided")**

<u>Q26. How many years have you lived in City of Smithville</u>	<u>Number</u>	<u>Percent</u>
0-5	65	20.8 %
6-10	71	22.8 %
11-15	36	11.5 %
16-20	37	11.9 %
21-30	61	19.6 %
31+	42	13.5 %
Total	312	100.0 %

Q27. Your gender:

<u>Q27. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	157	48.6 %
Female	156	48.3 %
Not provided	10	3.1 %
Total	323	100.0 %

(WITHOUT "NOT PROVIDED")

Q27. Your gender: (without "not provided")

<u>Q27. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	157	50.2 %
Female	156	49.8 %
Total	313	100.0 %

Q28. Which of the following best describes your total household income?

<u>Q28. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	18	5.6 %
\$30K-\$59,999	44	13.6 %
\$60K-\$99,999	65	20.1 %
\$100K-\$129,999	72	22.3 %
\$130K+	78	24.1 %
Not provided	46	14.2 %
Total	323	100.0 %

(WITHOUT "NOT PROVIDED")

Q28. Which of the following best describes your total household income? (without "not provided")

<u>Q28. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	18	6.5 %
\$30K-\$59,999	44	15.9 %
\$60K-\$99,999	65	23.5 %
\$100K-\$129,999	72	26.0 %
\$130K+	78	28.2 %
Total	277	100.0 %

Section 7: Survey Instrument



107 W. Main St • Smithville, MO 64089

P: (816) 532-3897

November 2025

Dear Fellow Smithville Resident:

The City of Smithville is committed to understanding the needs and priorities of our residents as we plan for the community's future. Your feedback plays a vital role in shaping the services, programs, and investments that make Smithville a great place to live and work.

The City has partnered with ETC Institute, a nationally recognized firm specializing in resident survey research, to conduct the 2025 Smithville Community Survey. This survey will measure satisfaction with City services and gather input on future priorities. The results will be compared to previous survey years, allowing us to track progress and identify areas where improvement is needed most.

The survey takes only a few minutes to complete, but your participation makes a lasting difference. The time you invest in sharing your perspective helps City leaders and staff make informed decisions about public safety, infrastructure, parks, and other essential services.

Your responses are completely confidential and will be analyzed by ETC Institute. You may complete the survey using the enclosed postage-paid envelope or online at SmithvilleSurvey.org. If you prefer to respond electronically, a QR code is included on the survey materials that you can scan with your smartphone to access the survey directly. Please submit your response within the next two weeks.

On behalf of the Board of Aldermen and City staff, thank you for your time, insight, and continued support of our community. Your participation ensures that Smithville continues to grow responsibly and remains a community that reflects the values and priorities of its residents.

If you have any questions, please contact me or City Administrator Cynthia Wagner at (816)532-3897. You can also send an email to info@Smithvillemo.org.

Sincerely,

A handwritten signature in blue ink that reads 'Damien Boley'.

Damien Boley
Mayor

smithvillemo.org

2025 City of Smithville 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 the City's dollars are spent wisely. When you are finished, please return your survey in the postage-paid envelope provided or complete the survey online at smithvillesurvey.org.

1. City Services. Please rate your overall satisfaction with each of the following services provided by the City of Smithville and other agencies using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of police services	5	4	3	2	1	9
02. Overall maintenance of City streets	5	4	3	2	1	9
03. Overall maintenance of buildings and facilities	5	4	3	2	1	9
04. Overall quality of water/sewer utilities	5	4	3	2	1	9
05. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
06. Overall effectiveness of City communication with the public	5	4	3	2	1	9
07. Overall effectiveness of community planning and development	5	4	3	2	1	9
08. Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
09. Overall flow of traffic and congestion management in Smithville	5	4	3	2	1	9
10. Overall quality of solid waste services (trash, recycling, yard waste)	5	4	3	2	1	9

2. Please rate your level of satisfaction with each of the following items that may influence your perception of the City of Smithville using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How would you rate the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the City of Smithville	5	4	3	2	1	9
2. Overall image of the City	5	4	3	2	1	9
3. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
4. How well the City is managing and planning growth and development	5	4	3	2	1	9
5. Overall appearance of the City	5	4	3	2	1	9
6. Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
7. Overall effectiveness of the City Administrator and staff	5	4	3	2	1	9

3. Public Safety. Please rate your satisfaction with the following public safety services provided by the City of Smithville using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Public Safety	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of local police protection	5	4	3	2	1	9
2. The visibility of police in neighborhoods	5	4	3	2	1	9
3. The visibility of police in retail areas	5	4	3	2	1	9
4. The City's overall efforts to prevent crime	5	4	3	2	1	9
5. Enforcement of local traffic laws	5	4	3	2	1	9
6. The attitude and behavior of Police Dept. personnel toward citizens	5	4	3	2	1	9
7. Police Dept. communication with residents (e.g., social media, alerts)	5	4	3	2	1	9

4. Have you or any member of your household come in contact with or called the police department for services in the past 24 months?

____(1) Yes [Answer Q4a-b.] ____ (2) No [Skip to Q5.]

4a. If "Yes, " how would you rate your satisfaction with the attention received?

____(5) Very satisfied ____ (3) Neutral ____ (1) Very dissatisfied
 ____ (4) Satisfied ____ (2) Dissatisfied

4b. Why did you come in contact with the Police Department?

____ (1) Victim of a crime ____ (3) Traffic stop ____ (5) Other: _____
 ____ (2) Traffic crash ____ (4) Arrest

5. Perceptions of Safety. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

Feeling of Safety	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood at night	5	4	3	2	1	9
3. In City parks during the day	5	4	3	2	1	9
4. In City parks at night	5	4	3	2	1	9
5. In commercial and retail areas during the day	5	4	3	2	1	9
6. In commercial and retail areas at night	5	4	3	2	1	9
7. Overall feeling of safety in Smithville	5	4	3	2	1	9

5a. If you chose Unsafe or Very Unsafe on any of the questions above, please explain why.

6. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

Enforcement of City Codes and Ordinances	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the clean-up of debris on private property	5	4	3	2	1	9
2. Enforcing the mowing and cutting of weeds and tall grass on private property	5	4	3	2	1	9
3. Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
4. Enforcing the exterior maintenance of business property	5	4	3	2	1	9
5. Overall quality of the building and permit process	5	4	3	2	1	9
6. Overall enforcement of City codes and ordinances	5	4	3	2	1	9
7. Speed of the code compliance process	5	4	3	2	1	9
8. Courtesy of code enforcement's employees	5	4	3	2	1	9

6a. If you rated any of the items in Question 6 with a score of Dissatisfied or Very Dissatisfied, please briefly explain why.

7. Parks and Recreation. Please indicate how you would rate your satisfaction with the amenities on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very dissatisfied." If you have not visited the amenity, please select 9 for "Have Not Visited."

Amenities	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Have Not Visited
1. Overall maintenance of City parks	5	4	3	2	1	9
2. Number of walking and biking trails	5	4	3	2	1	9
3. Overall maintenance of City trails	5	4	3	2	1	9
4. Quality of outdoor athletic fields	5	4	3	2	1	9
5. Quality of playground equipment	5	4	3	2	1	9
6. Maintenance of public restrooms	5	4	3	2	1	9
7. Please rate the courtesy of Parks & Recreation's employees	5	4	3	2	1	9

7a. If you have visited any Smithville City Park(s) in the past 12 months, please specify which park(s) you have visited.

8. Please indicate how you would rate your satisfaction with the programs on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." If you have not participated in the program, please select 9 for "Have Not Participated."

Programs	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Have Not Participated
1. Recreation programs	5	4	3	2	1	9
2. Ease of registering for programs	5	4	3	2	1	9
3. Fees charged for recreation programs	5	4	3	2	1	9
4. Program offerings for all age groups	5	4	3	2	1	9
5. Overall satisfaction with offered programs	5	4	3	2	1	9

9. Have you or a member of your household participated in any of the following events/programs?
[Check all that apply.]

Community Events & Programs

- ___(01) Books & Bites
- ___(02) Gardening Club
- ___(03) Little Sprouts Earth Day
- ___(04) Mad Scientist Club
- ___(05) Mini Makers
- ___(06) Puzzle Palooza
- ___(07) Science Club
- ___(08) Adult Egg Hunt
- ___(09) Brushes & Bites
- ___(10) Candy Cane Quest
- ___(11) Howl-O-Ween
- ___(12) KC Symphony in the Park
- ___(13) Smithville's Haunted Campground
- ___(14) Valentine Cookie Decorating

Fitness & Recreation

- ___(15) Youth Baseball
- ___(16) Youth Softball
- ___(17) Youth Soccer
- ___(18) Youth Basketball
- ___(19) Youth Volleyball
- ___(20) Youth T-Ball
- ___(21) Adult Pickleball
- ___(22) Basics of Pickleball Clinic
- ___(23) Beginner 5K Training
- ___(24) Fishing with a Firefighter
- ___(25) Learn to Kayak Clinic
- ___(26) Yoga at the Courtyard
- ___(27) Bitty Sports Clinics
 (Little Hoopsters, Little Kickers)

Senior Activities

- ___(28) BBQ Cookouts
- ___(29) Card Games
- ___(30) Guest Speakers
- ___(31) Holiday Parties
- ___(32) Karaoke
- ___(33) Pool Tournaments
- ___(34) Birthday Celebrations

10. Please share any additional suggestions for programs, activities, or sports you would like to see offered.

11. City Maintenance. Using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please indicate how satisfied you are with the following aspects of city maintenance. *[Please note: The City does not maintain state highways (92, W, F, KK, 169).]*

City Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of major City streets	5	4	3	2	1	9
02. Maintenance of streets in your neighborhood	5	4	3	2	1	9
03. Maintenance of sidewalks in the City	5	4	3	2	1	9
04. Maintenance of street signs	5	4	3	2	1	9
05. Maintenance of City parks and park equipment	5	4	3	2	1	9
06. Maintenance of City buildings	5	4	3	2	1	9
07. Snow removal on all City streets	5	4	3	2	1	9
08. Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
09. Maintenance of stormwater drainage system	5	4	3	2	1	9
10. Maintenance of the City's water and wastewater systems	5	4	3	2	1	9
11. Maintenance of City trail system	5	4	3	2	1	9
12. Mowing of City property	5	4	3	2	1	9

11a. If you rated any of the items in Question 11 with a score of Dissatisfied or Very Dissatisfied, please briefly explain why.

12. Which TWO of the City Maintenance services listed above do you think are MOST IMPORTANT for the City to provide? *[Write in your answers below using the numbers from the list in Question 11.]*

1st: ____ 2nd: ____

13. Finance. Using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please indicate how satisfied you are with the following aspects of City finance.

Finance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Satisfaction with transparency in sharing budget, revenue, and spending information	5	4	3	2	1	9
2. Satisfaction with clarity of City financial communications	5	4	3	2	1	9
3. Satisfaction with accessibility of City financial information (budgets, reports, and online resources)	5	4	3	2	1	9
4. Communication of link between spending decisions and community priorities	5	4	3	2	1	9
5. Satisfaction with City's efforts to secure outside funding to reduce reliance on local taxes	5	4	3	2	1	9
6. Satisfaction with the clarity of utility bills and charges	5	4	3	2	1	9
7. Satisfaction with customer service related to utilities	5	4	3	2	1	9

13a. If you rated any of the items in Question 13 with a score of Dissatisfied or Very Dissatisfied, please briefly explain why.

14. **City Communication.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate each of the following aspects of communication provided by the City of Smithville.

City Communication	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about City programs and services	5	4	3	2	1	9
2. City efforts to keep you informed about local issues	5	4	3	2	1	9
3. The overall quality of the City's website (smithvillemo.org)	5	4	3	2	1	9
4. Information provided through the City's social media sites (e.g., Facebook, Instagram, Nextdoor)	5	4	3	2	1	9

15. **Which of the following are your primary sources of information about community activities and services? [Check all that apply.]**

- (1) City newsletter (4) Facebook (7) Nextdoor App
 (2) City website (5) Word of mouth (8) Other: _____
 (3) Instagram (6) Newspaper

16. **Which TWO of the methods of communication listed in Question 15 do you MOST PREFER? [Write in your answers below using the numbers from the list in Question 15.]**

1st: _____ 2nd: _____

17. **What topics would you like to hear about from the City?**

18. **Customer Service.** Have you contacted the City with a question, problem, or complaint during the past year?

- (1) Yes [Answer Q18a-b.] (2) No [Skip to Q19.]

18a. **What was the reason for your interaction?** _____

18b. **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 you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."**

Customer Service	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. They were courteous and polite	5	4	3	2	1	9
2. They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
3. They did what they said they would do in a timely manner	5	4	3	2	1	9
4. They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

19. **Quality of Life.** Please rate the City using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to the following.

How would you rate the City of Smithville...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place where you would buy your next home	5	4	3	2	1	9
5. As a place to retire	5	4	3	2	1	9
6. As a place for play/leisure	5	4	3	2	1	9
7. For overall quality of life	5	4	3	2	1	9

20. Community Amenities/Facilities. I would be willing to pay increased taxes or fees for any of the community amenities/facilities listed below.

I support additional public funding for...			
01.	Outdoor athletic complex (e.g., soccer, baseball)	Yes	No
02.	Maintenance Facilities	Yes	No
03.	Indoor Swimming Pool	Yes	No
04.	Outdoor Swimming Pool	Yes	No
05.	City Hall Improvements	Yes	No
06.	Community Center with indoor competition pool	Yes	No
07.	Community Center (no pool)	Yes	No
08.	New Police Station	Yes	No
09.	Indoor athletic complex (e.g., basketball, gym)	Yes	No
10.	Other: _____	Yes	No

21. Which TWO of the community amenities/facilities listed in Question 20 do you MOST PREFER?
[Write in your answers below using the numbers from the list in Question 20.]

1st: ____ 2nd: ____

22. Do you have any other suggestions for improving the quality of City services? If so, please write your suggestions in the space provided below.

Demographics

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

- ____ (01) Asian or Asian Indian
- ____ (02) Black or African American
- ____ (03) American Indian or Alaska Native
- ____ (04) White
- ____ (05) Native Hawaiian or other Pacific Islander
- ____ (06) Hispanic or Latino
- ____ (99) Other: _____

24. Including yourself, how many people in your household are...

Under age 10: ____ Ages 20-34: ____ Ages 55-74: ____
 Ages 10-19: ____ Ages 35-54: ____ Ages 75+: ____

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

26. Approximately how many years have you lived in the City of Smithville? _____ years

27. Your gender: ____ (1) Male ____ (2) Female ____ (3) Gender diverse

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

- ____ (1) Under \$30,000
- ____ (2) \$30,000-\$59,999
- ____ (3) \$60,000-\$99,999
- ____ (4) \$100,000-\$129,999
- ____ (5) \$130,000 or more

29. Would you be willing to participate in future surveys sponsored by the City of Smithville?

____ (1) Yes *[Answer Q29a.]* ____ (2) No

29a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!
Please return your completed 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 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. Thank you.