

2019 City of Smithville Citizen Survey

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Findings Report

Submitted to the City of Smithville, Missouri

by:

ETC Institute
725 W. Frontier Lane,
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66061

February 2019



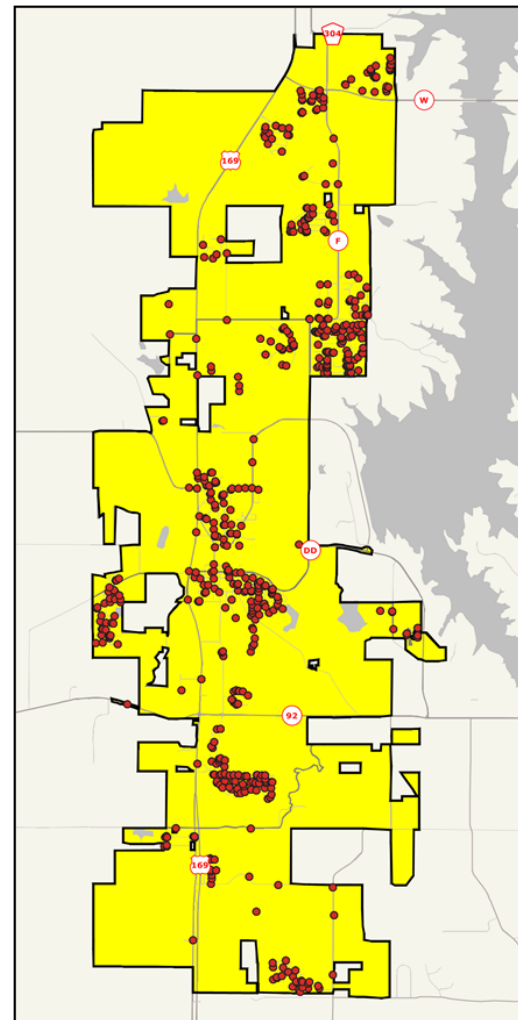
2019 City of Smithville Citizen Survey Executive Summary Report

Overview and Methodology

Overview. During January and February of 2019, ETC Institute administered a citizen survey for the City of Smithville. The purpose of the survey was to gather input from residents on service quality, priorities and overall performance. This is the first year ETC Institute has administered a community survey for the City of Smithville.

Methodology. A five-page survey was mailed to a random sample of households throughout the City of Smithville. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey and encouraged residents to return their surveys in the mail. A link to an online survey was provided for those who preferred to fill out the survey over the internet.

The goal was to receive at least 300 completed surveys. This goal was far exceeded, with a total of 672 households completing a survey. The results for the random sample of 672 households have a 95% level of confidence with a precision of at least $\pm 3.8\%$. There were no statistically significant differences in the results of the survey based on the method of administration (mail vs. online). To ensure that households throughout the City were well represented, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the locations of their homes.



Interpretation of “Don’t Know” Responses. The percentage of “don’t know” responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of “don’t know” responses often reflects the utilization and awareness of City services, the percentage of “don’t know” responses has

been included in the tabular data in Section 4 of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for the survey (Section 1)
- benchmarking data that show how the results for the City of Smithville compare to other U.S. communities (Section 2)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

GIS maps are published separately as Appendix A.

Major Findings

- **Overall Satisfaction with Major City Services.** Eighty percent (80%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of police services in the City of Smithville. Other major City services that respondents are satisfied with include: quality of solid waste services (71%), quality of customer service from City employees (67%), and effectiveness of City communication (58%). Residents were least satisfied with the effectiveness of community planning and development (29%).
- **Major Services That Should Receive the Most Emphasis.** Based on the sum of their top three choices, the major services that respondents feel are most important for the City to emphasize over the next two years are: 1) maintenance of City streets, 2) effectiveness of community planning and development, and 3) flow of traffic and congestion management.
- **Satisfaction with Items That Influence Perceptions of the City.** Eighty-two percent (82%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with overall feeling of safety in the City; 68% were satisfied with overall quality of life in the City, and 59% were satisfied with the overall quality of services provided by the City.
- **Satisfaction with Public Safety Services.** Eighty-five percent (85%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of local police protection; 76% were satisfied with the attitude and behavior of Police Department personnel, and 75% were satisfied with the City’s overall efforts to prevent crime.

- **Perceptions of Safety in the City of Smithville.** Most residents surveyed (94%), *who had an opinion*, felt safe (rating of 4 or 5 on a 5-point scale) in their neighborhood during the day. Other areas where residents felt safe include: in commercial and retail areas during the day (93%) and in commercial and retail areas at night (83%). Ninety-one percent (91%) of residents surveyed, *who had an opinion*, had an overall feeling of safety in Smithville.
- **Satisfaction with Code Enforcement.** Forty-five percent (45%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the exterior maintenance of business property; 40% were satisfied with the overall quality of the building and permit process, and 40% were satisfied with enforcing clean-up of debris on private property.
- **Satisfaction with Parks and Recreation.** Seventy percent (70%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the number of walking and biking trails; 69% were satisfied with the maintenance of City parks, and 67% were satisfied with the overall appearance of City parks.
- **Parks and Recreation Services That Are Most Important.** Based on the sum of their top four choices, the parks and recreation services that residents feel are most important for the City to provide are: 1) maintenance of City parks, 2) overall appearance of City parks, 3) quality of playground equipment, and 4) number of walking and biking trails.
- **Satisfaction with City Maintenance.** Sixty-seven percent (67%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance of street signs and traffic signals; 65% were satisfied with the mowing of City property; 62% were satisfied with the maintenance of the City trail system, and 61% were satisfied with the cleanliness of City streets and other public areas.
- **City Maintenance Services That Are Most Important.** Based on the sum of their top four choices, the City maintenance services that residents feel are most important for the City to provide are: 1) maintenance of major City streets, 2) maintenance of neighborhood streets, 3) snow removal on all City streets, and 4) maintenance of sidewalks in the City.
- **Satisfaction with City Communication.** Fifty-five percent (55%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the information provided through social media sites, and 53% were satisfied with the overall quality of the City's website.
- **Sources of Information.** Nearly half (48%) of residents surveyed get information about community activities and services from Facebook. Other sources of City information include: word of mouth (45%), City website (39%), and the City newsletter (38%). *Multiple selections could be made for this question.*

Residents were also asked about their *most preferred* methods of communication. Based on the sum of their top three choices, the most preferred methods are: 1) City newsletter, 2) City website, and 3) Facebook.

- **Customer Service from City Employees.** Forty percent (40%) of residents surveyed indicated they had contacted the City with a question, problem, or complaint during the past year. Of those 40% *who contacted the City and had an opinion*, 80% thought City employees were “always” or “usually” courteous and polite (rating of 4 or 5 on a 5-point scale), while 67% thought City employees “always” or “usually” gave prompt, accurate and complete answers to questions.
- **Ratings of Quality of Life in the City.** Most (87%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the City of Smithville as a place to live, and 87% were satisfied with the City as a place to raise children.

Other Findings

- Half (50%) of the residents surveyed were either “very supportive” or “somewhat supportive” of paying additional taxes for additional recreation facilities; 13% were “neutral,” 13% were “not supportive,” 18% were “not at all supportive,” and 6% were unsure.
- Residents were asked their level of support for the City expending funds to provide various community amenities. Two-thirds (67%) of residents surveyed, *who had an opinion*, were “very supportive” or “supportive” of the City expending funds to provide a pool; 61% were supportive of an indoor athletic complex, and 58% were supportive of City-wide WiFi/high-speed internet.

Residents were also asked if they would be willing to pay increased taxes for any of the community amenities that they supported. Sixty-six percent (66%) of residents, *who had an opinion*, indicated a willingness to pay increased taxes. Of those 66%, 80% would be willing to pay increased taxes for a pool, while 63% would be willing to pay increased taxes for an indoor athletic complex. The amenity for which residents are *least willing* to pay increased taxes is public art (15%).

How Smithville Compares to Other Communities

Smithville **rated at or above the Missouri and Kansas average** in 25 of the 52 areas that were assessed. Smithville rated significantly higher than the Missouri and Kansas average (5% or more above) in 16 of these areas. The areas in which Smithville rated at least 5% above the Missouri and Kansas average are listed on the following page.

- Ratings of the City as a place to raise children (+23%)
- Overall quality of local police protection (+21%)
- Ratings of the City as a place to live (+21%)
- The City's overall efforts to prevent crime (+20%)
- Overall feeling of safety in the City (+20%)
- Overall quality of customer service (+15%)
- Overall quality of services provided by the City (+14%)
- How often City employees resolved an issue to the customer's satisfaction (+13%)
- The visibility of police in neighborhoods (+12%)
- Overall effectiveness of City communication (+11%)
- Overall quality of solid waste services (+9%)
- Number of walking and biking trails (+9%)
- Maintenance of stormwater drainage system (+8%)
- How often City employees did what they said they would do in a timely manner (+8%)
- How often City employees were courteous and polite (+7%)
- The visibility of police in retail areas (+5%)

Smithville **rated at or above the National average** in 26 of the 52 areas that were assessed. Smithville rated significantly higher than the National average (5% or more above) in 16 of these areas. The areas in which Smithville rated at least 5% above the National average are listed below:

- Overall quality of customer service (+22%)
- The City's overall efforts to prevent crime (+21%)
- Ratings of the City as a place to raise children (+17%)
- Ratings of the City as a place to live (+17%)
- Overall quality of local police protection (+15%)
- Overall feeling of safety in the City (+15%)
- The visibility of police in neighborhoods (+12%)
- How often City employees were courteous and polite (+11%)
- Overall effectiveness of City communication (+10%)
- Overall quality of services provided by the City (+9%)
- How often City employees gave prompt, accurate, complete answers (+9%)
- Number of walking and biking trails (+6%)
- Maintenance of stormwater drainage system (+6%)
- Enforcement of local traffic laws (+6%)
- How often City employees did what they said they would do in a timely manner (+5%)
- The visibility of police in retail areas (+5%)

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, it should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

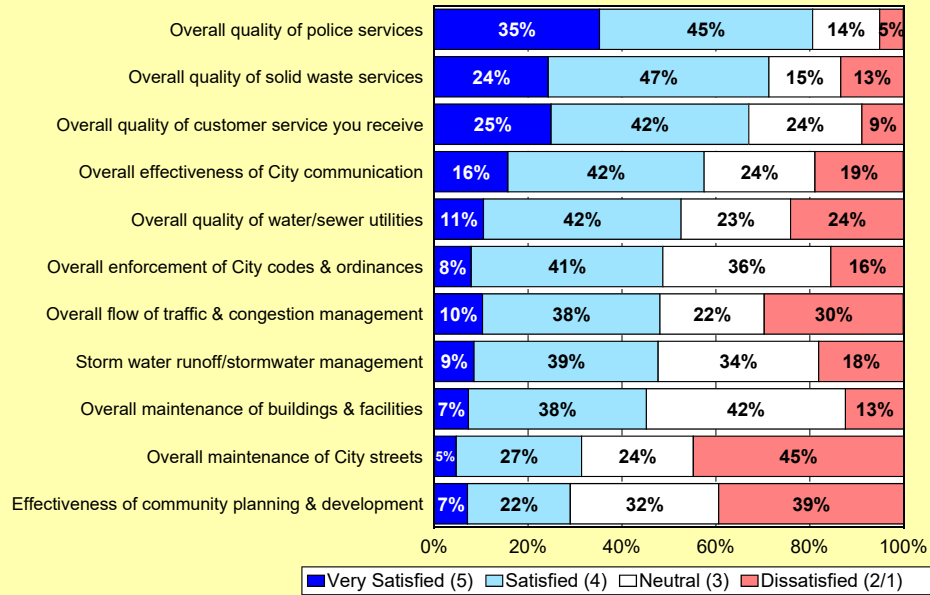
Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City by Major Category.** This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are:
 - Overall maintenance of City streets (I-S Rating = 0.4196)
 - Effectiveness of community planning and development (I-S Rating = 0.3152)
 - Overall flow of traffic and congestion management (I-S Rating = 0.1726)
 - Overall quality of water/sewer utilities (I-S Rating = 0.1471)

Section 1:
Charts and Graphs

Q1. Satisfaction with Various City Services

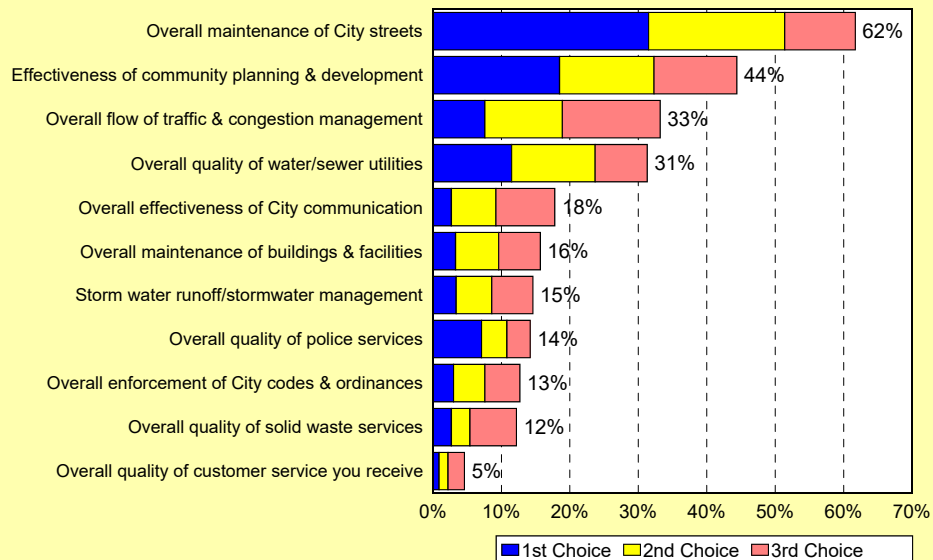
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years

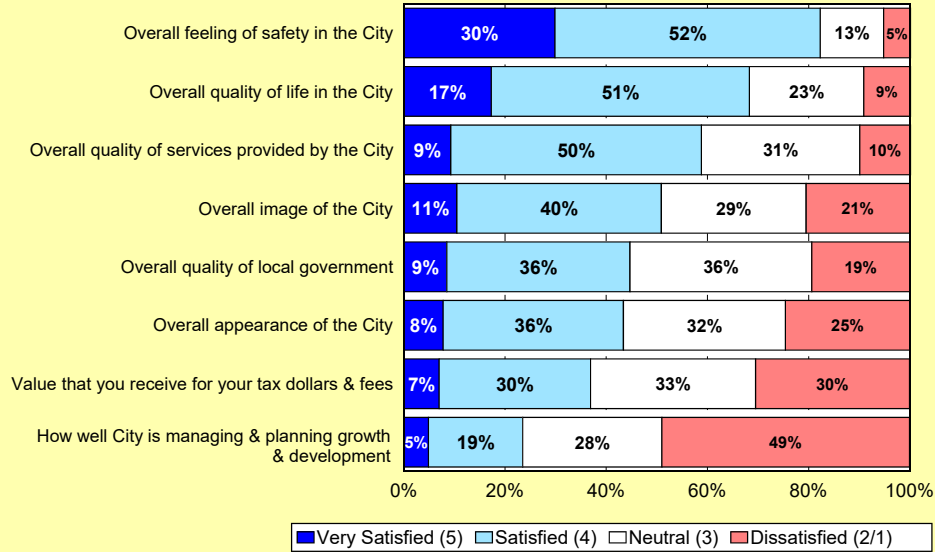
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

Q3. Satisfaction with Items That Influence Perceptions of the City

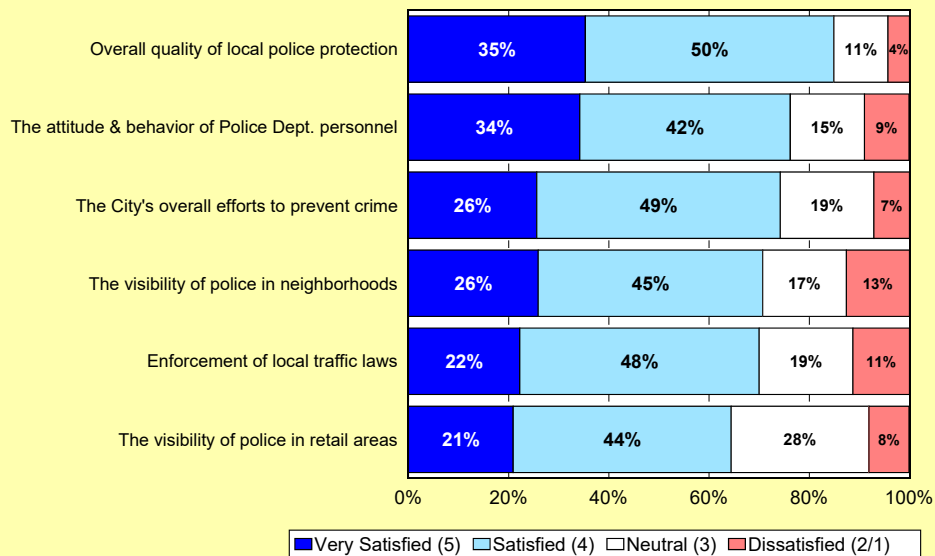
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q4. Satisfaction with Public Safety Services

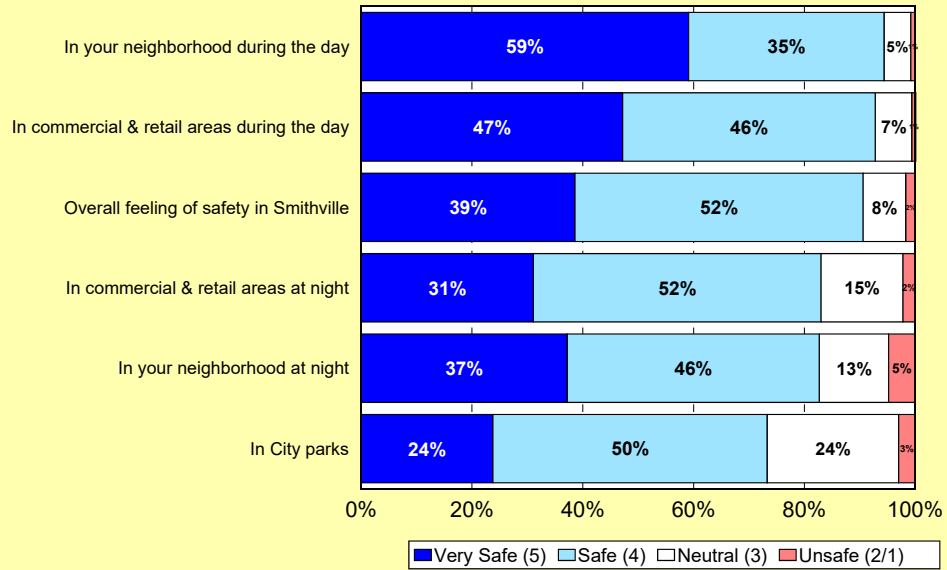
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q5. Feeling of Safety in Various Situations

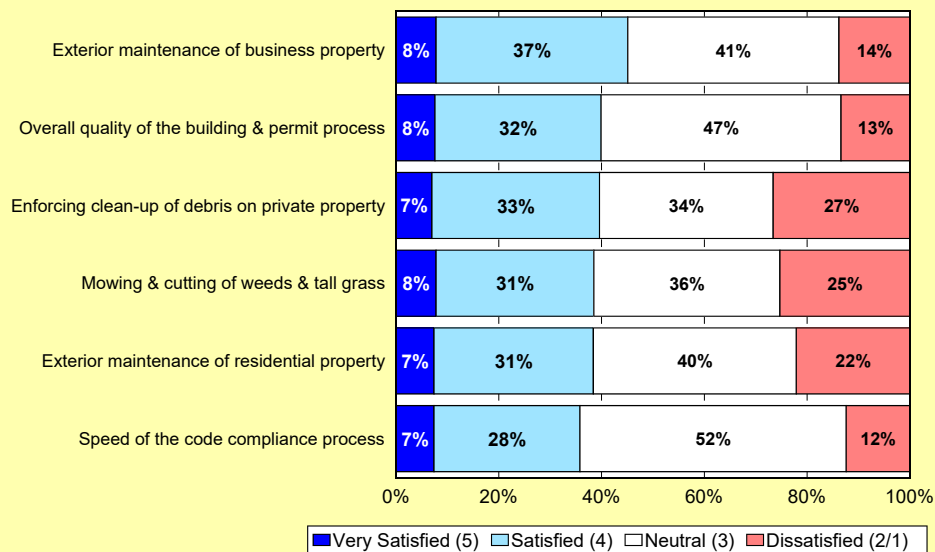
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q6. Satisfaction with Code Enforcement

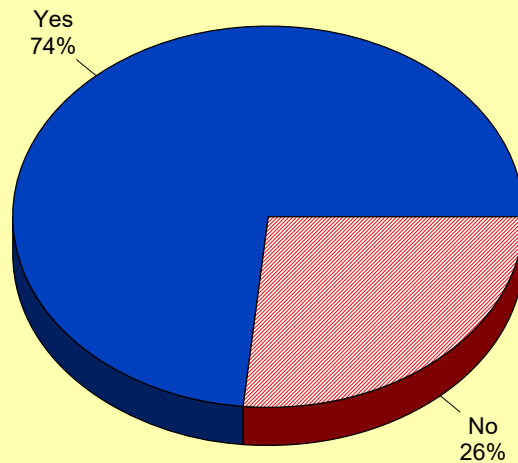
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q7. Have you or other members of your household visited a Smithville City park during the past 12 months?

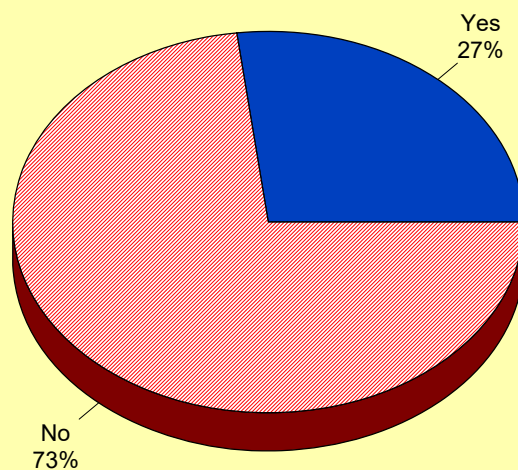
by percentage of respondents



Source: ETC Institute (2019)

Q8. Have you or other members of your household participated in any Parks & Recreation programs offered by the City during the past 12 months?

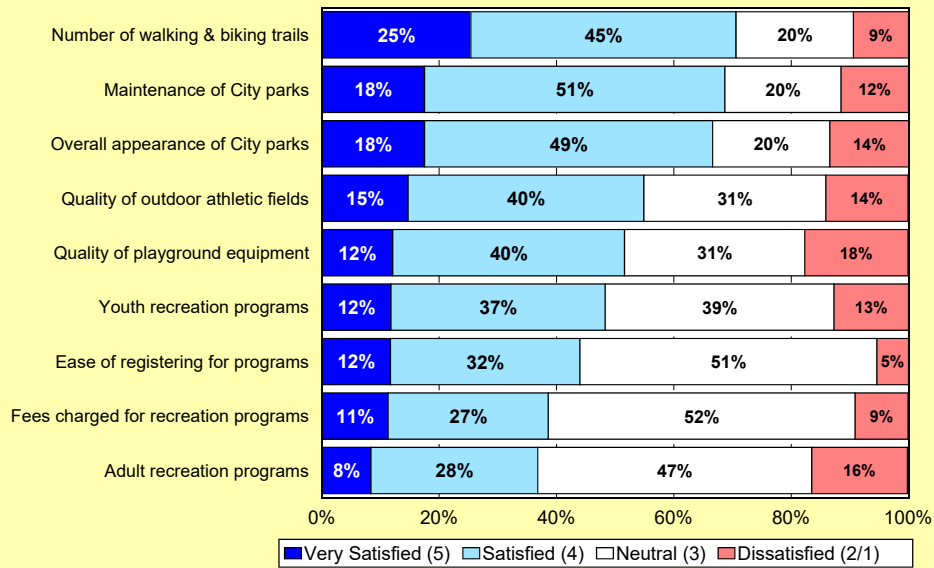
by percentage of respondents



Source: ETC Institute (2019)

Q9. Satisfaction with Parks and Recreation Services

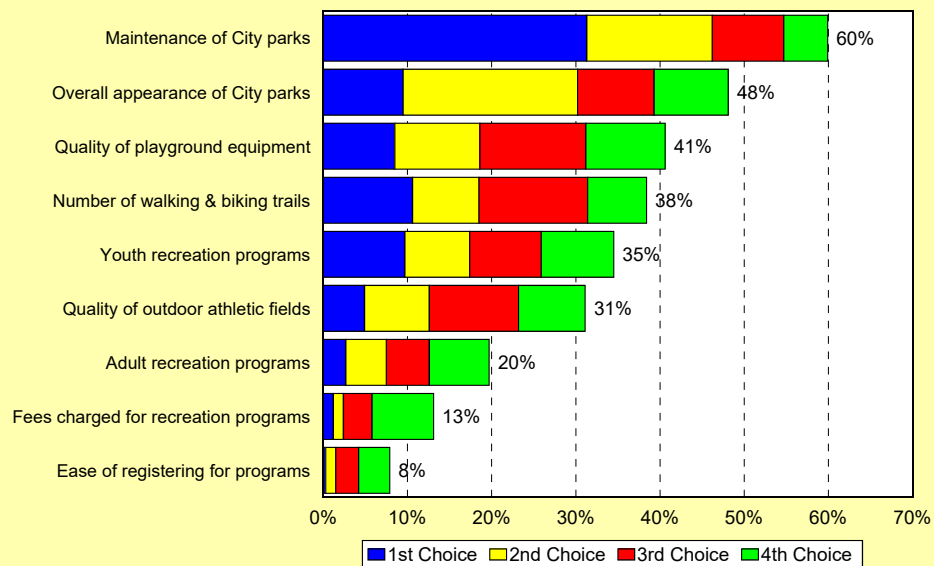
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q10. Parks & Recreation Services Most Important for the City to Provide

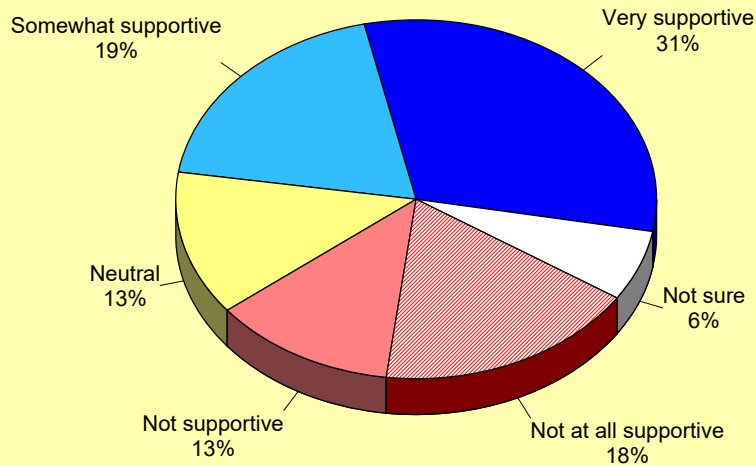
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2019)

Q12. How supportive would you be of paying additional taxes for additional recreational facilities?

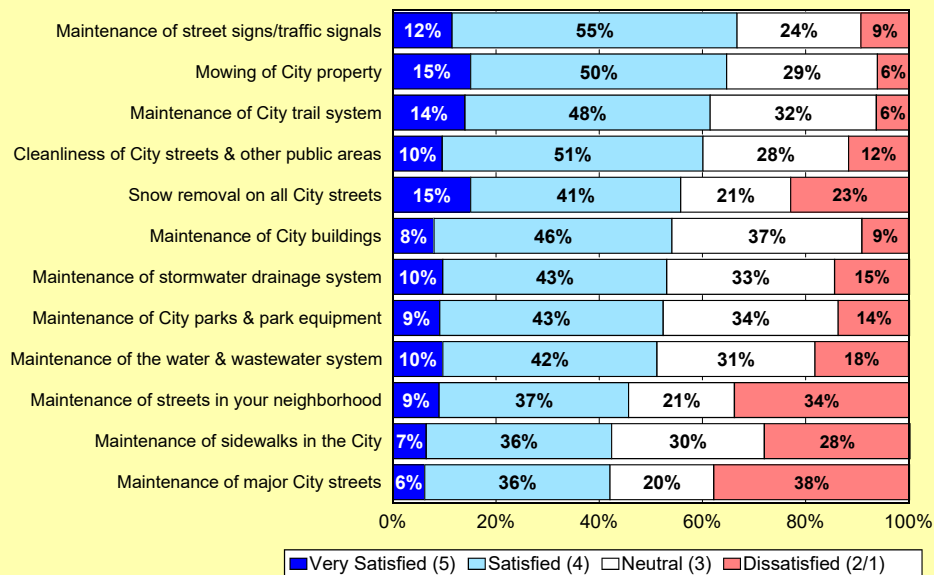
by percentage of respondents



Source: ETC Institute (2019)

Q13. Satisfaction with City Maintenance

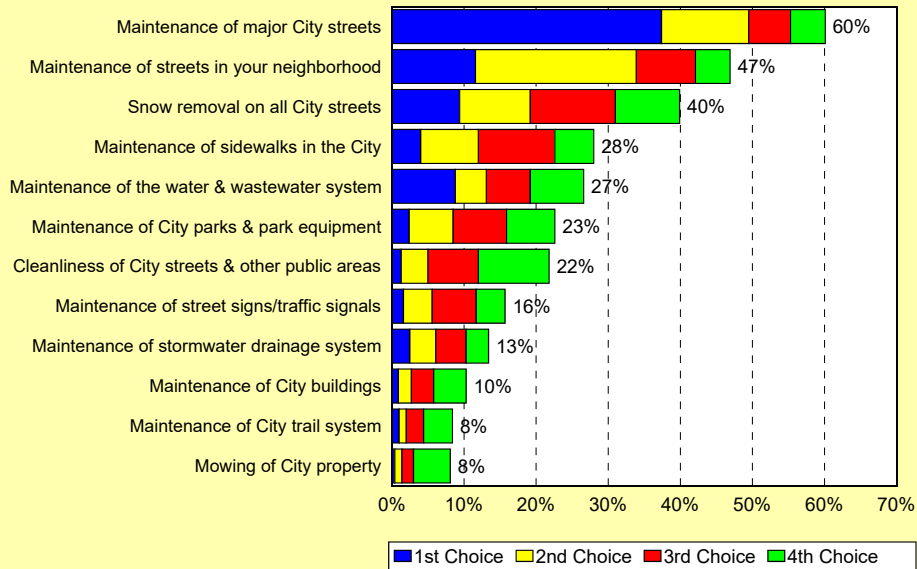
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q14. City Maintenance Services That Are Most Important for the City to Provide

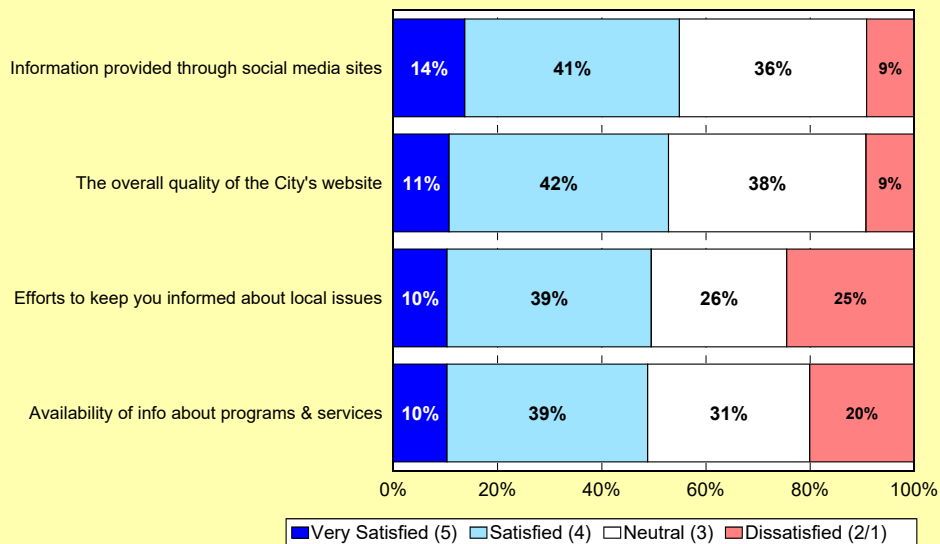
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2019)

Q15. Satisfaction with City Communication

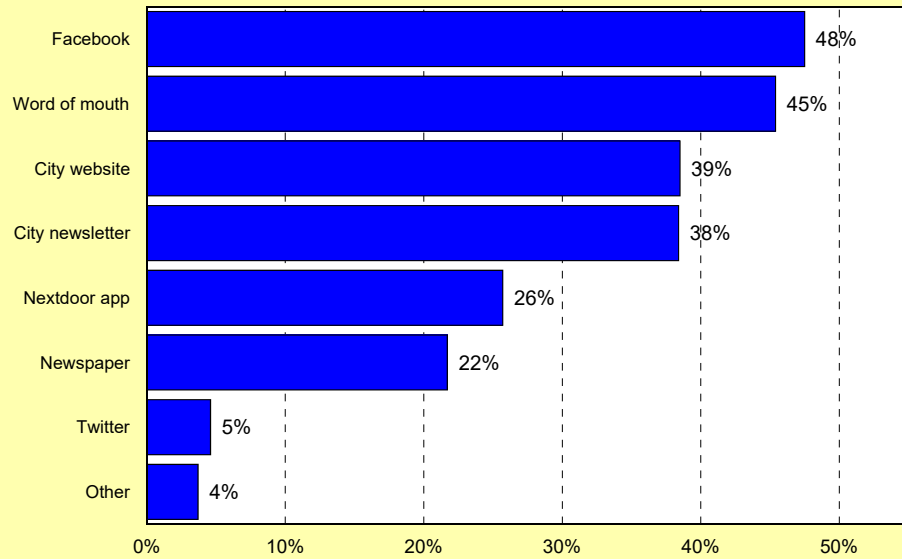
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q16. Which of the following are your primary sources of information about community activities & services?

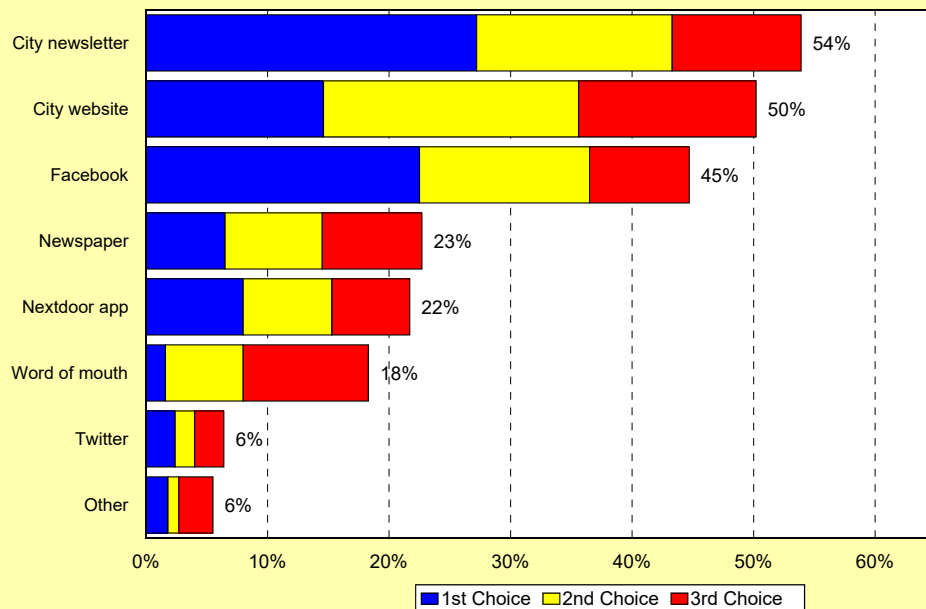
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

Q17. Most Preferred Methods of Communication

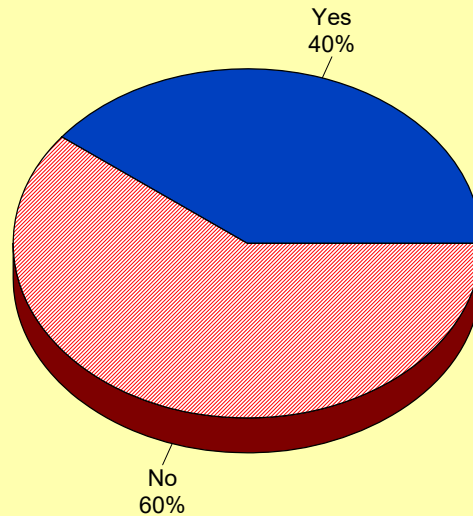
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

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

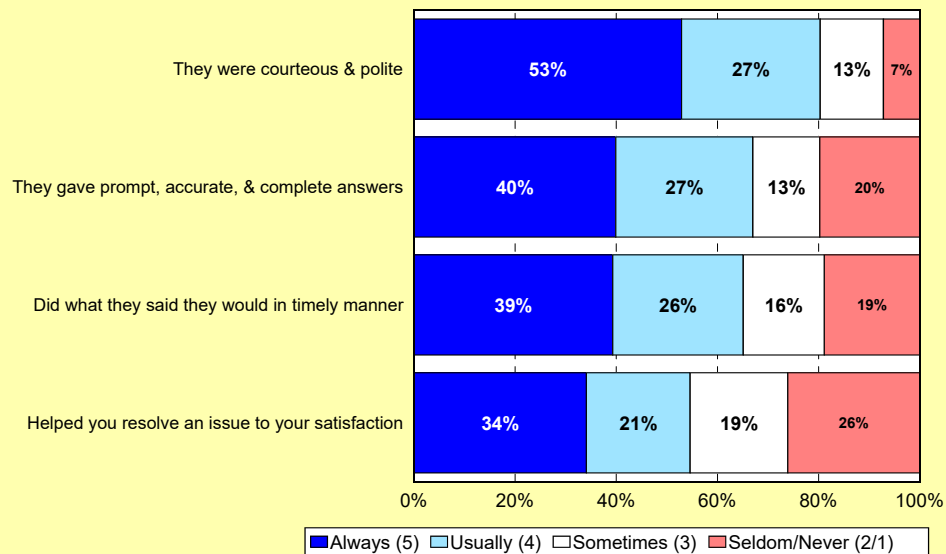
by percentage of respondents



Source: ETC Institute (2019)

Q18a. How Often City Employees Displayed Various Behaviors

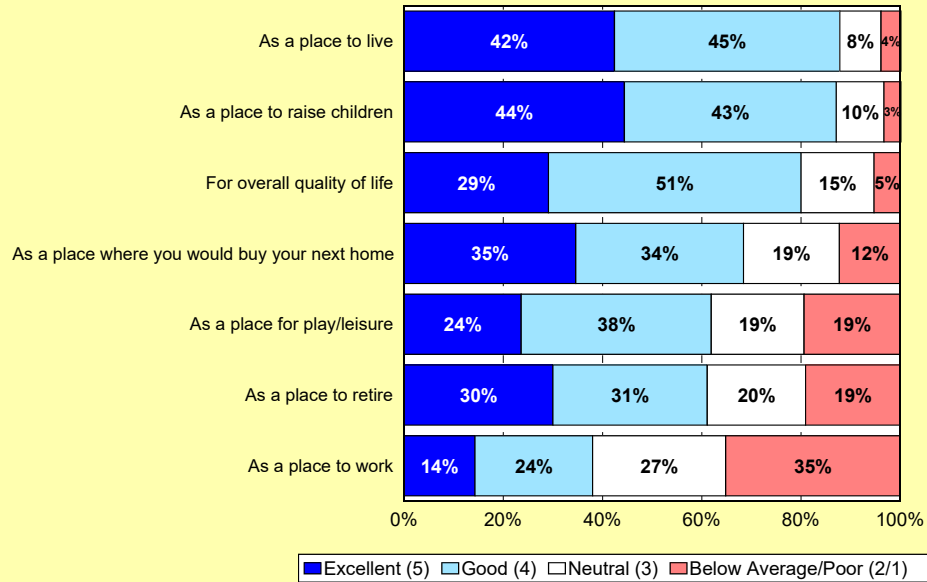
by percentage of respondents who had contacted the City during the past year and rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q19. Ratings of Quality of Life in the City

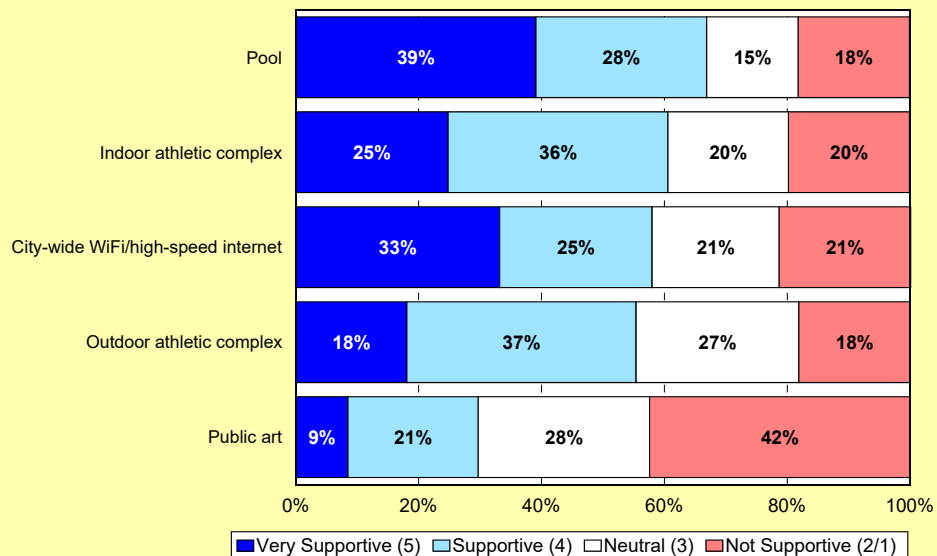
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q20. Level of Support for the City Expending Funds to Provide the Following Amenities

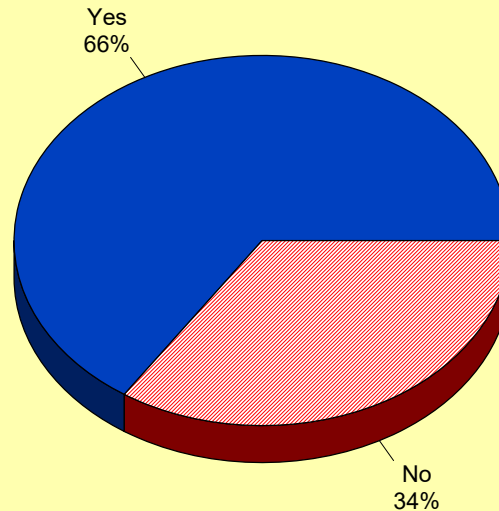
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

Q21. Would you be willing to pay increased taxes for any of the community amenities listed in Question 20?

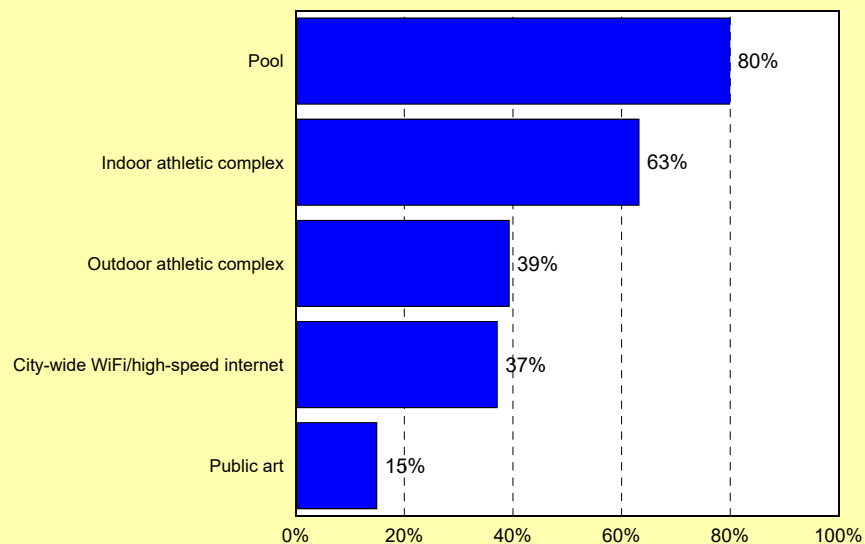
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q21a. For which amenities would you be willing to pay increased taxes?

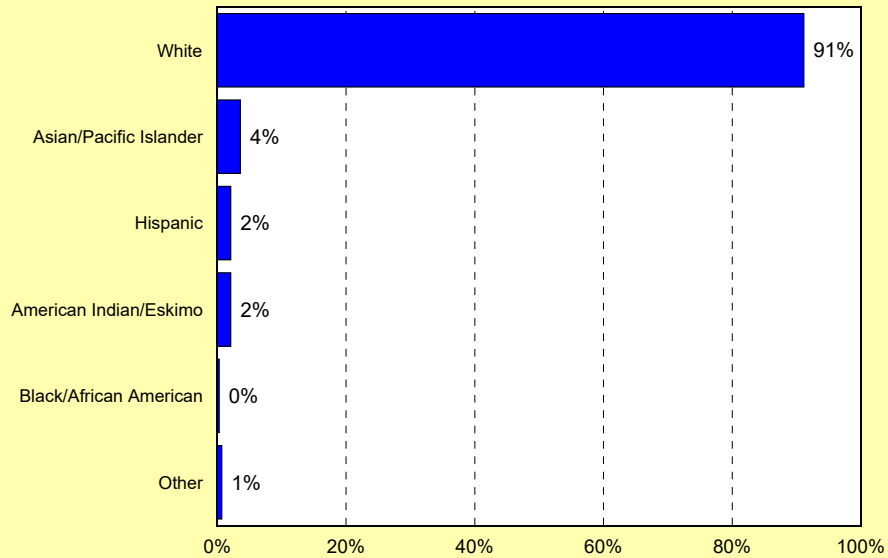
by percentage of respondents who are willing to pay increased taxes for community amenities (multiple choices could be made)



Source: ETC Institute (2019)

Q22. Demographics: Which of the following best describes your race/ethnicity?

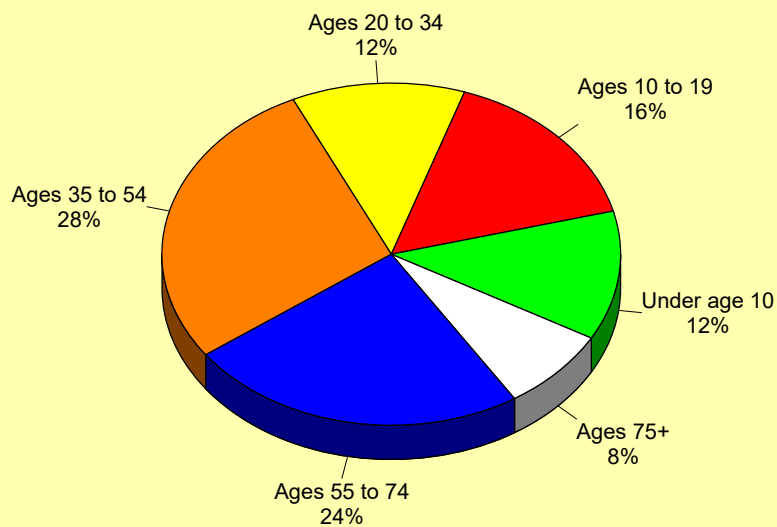
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2019)

Q23. Demographics: Ages of Household Members

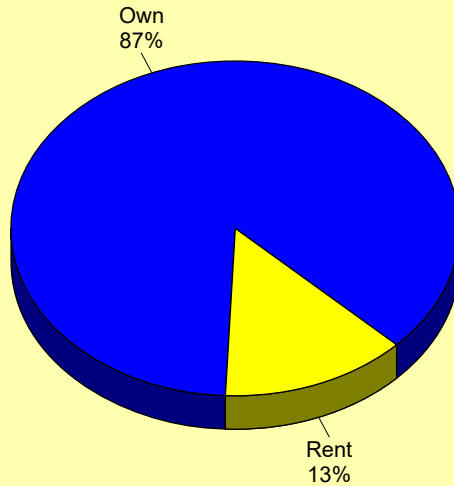
by percentage of persons in household



Source: ETC Institute (2019)

Q24. Demographics: Do you own or rent your home?

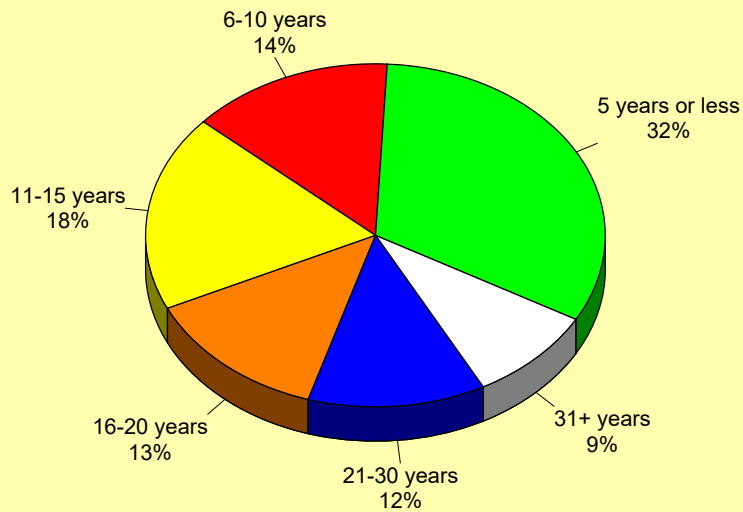
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q25. Demographics: Approximately how many years have you lived in the City of Smithville?

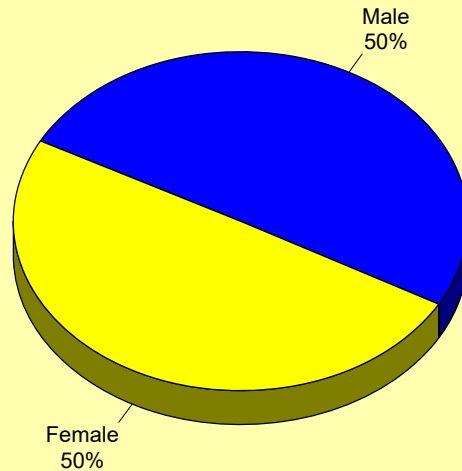
by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Q26. Demographics: Gender

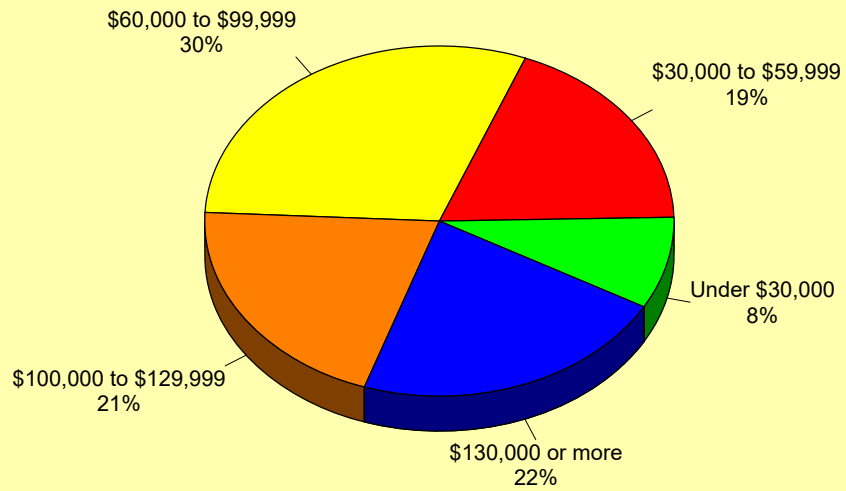
by percentage of respondents



Source: ETC Institute (2019)

Q27. Demographics: Which of the following best describes your total household income?

by percentage of respondents (excluding not provided)



Source: ETC Institute (2019)

Section 2: ***Benchmarking Data***

Benchmarking Summary Report

Smithville, Missouri

Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 43 states.

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2018 to a random sample of over 4,000 residents in the continental United States. The second source is from a regional survey administered to a random sample of 370 Missouri and Kansas residents during the summer of 2018.

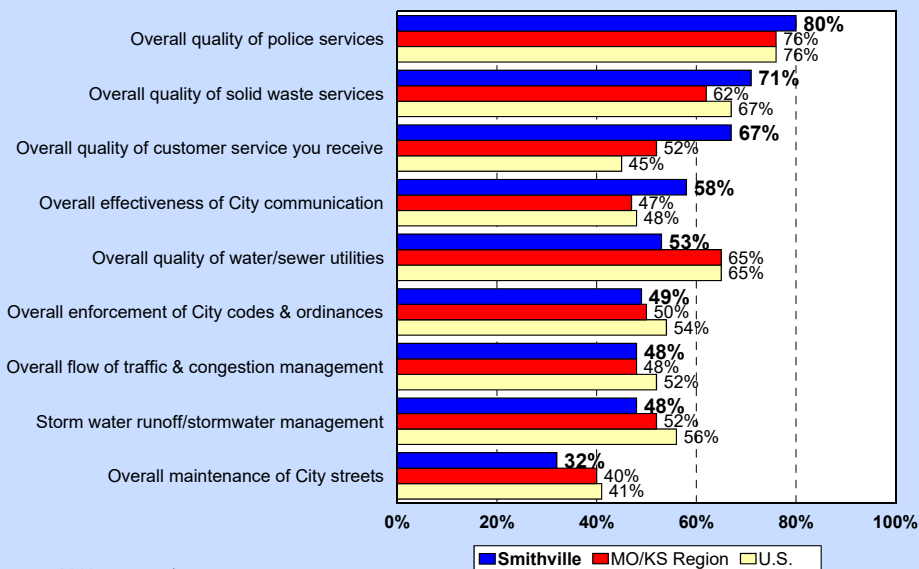
The "U.S. Average" shown in the charts reflects the overall results of ETC Institute's national survey of more than 4,000 residents; the "Missouri/Kansas" average shown in the charts reflects the results of the survey of 370 residents in Missouri and Kansas.

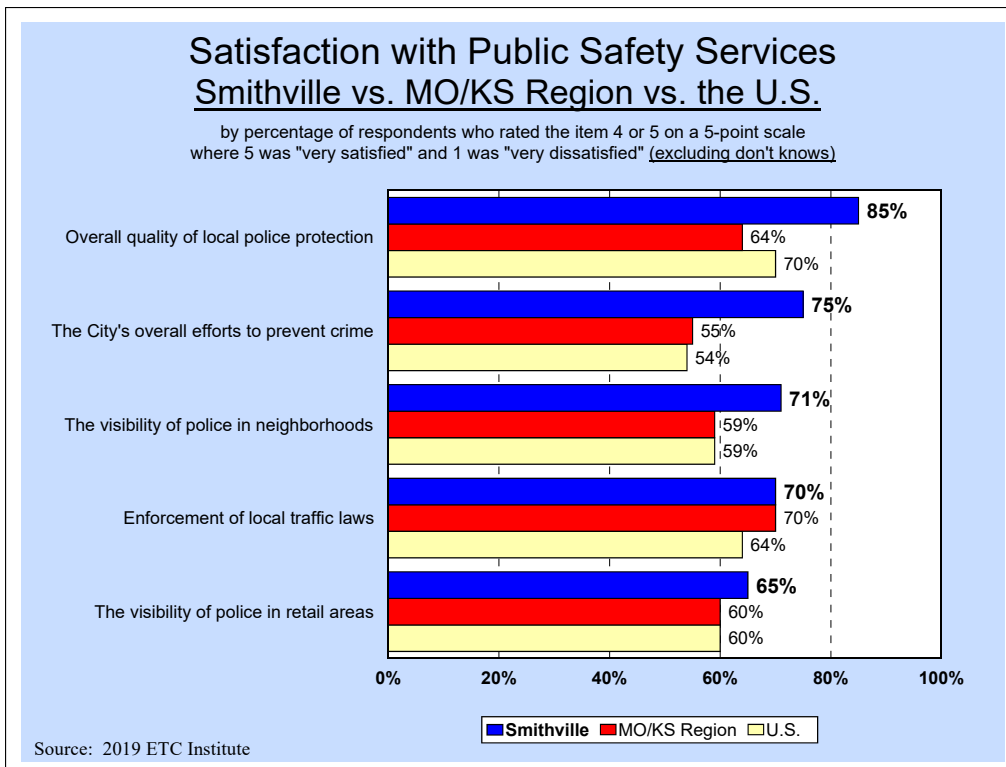
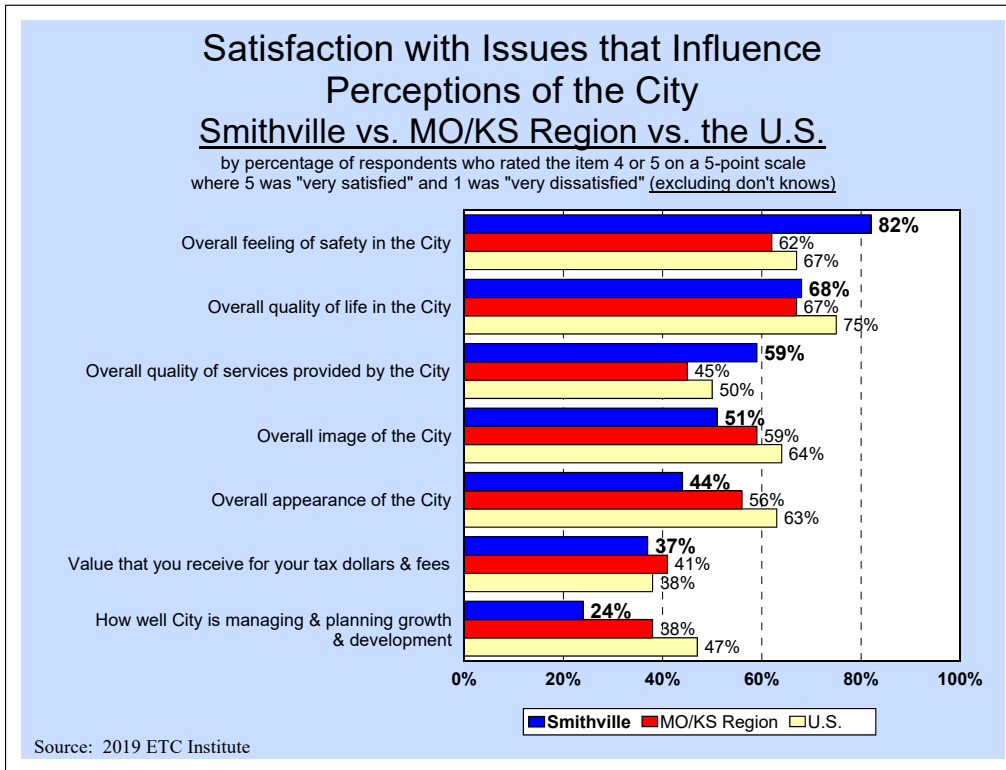
National Benchmarks

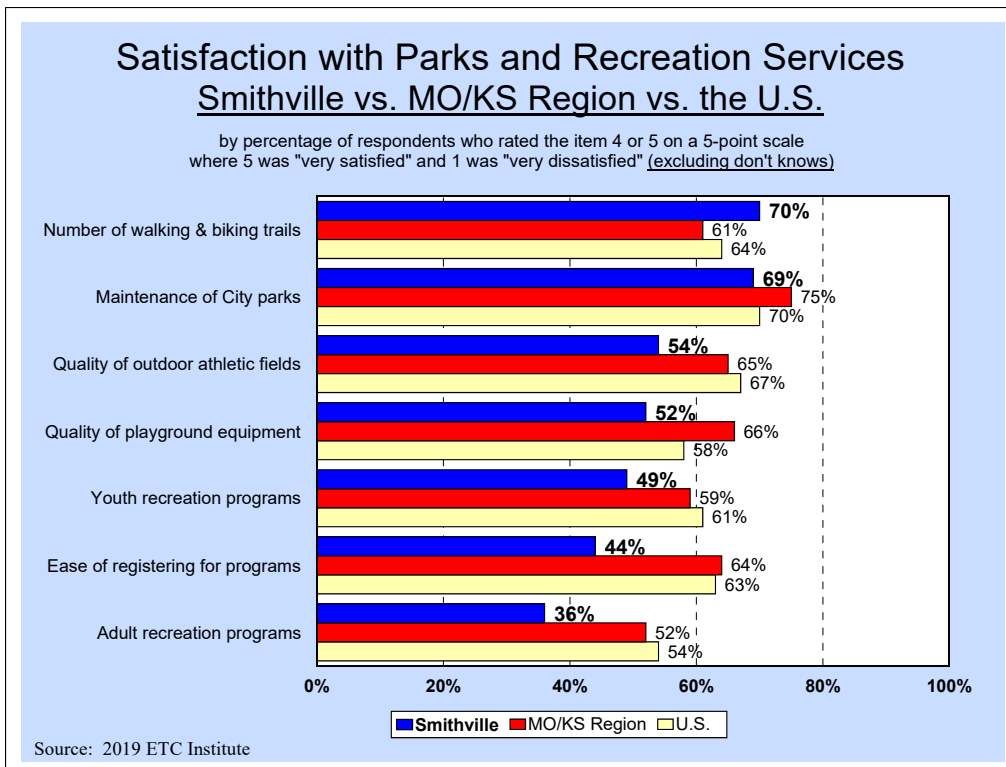
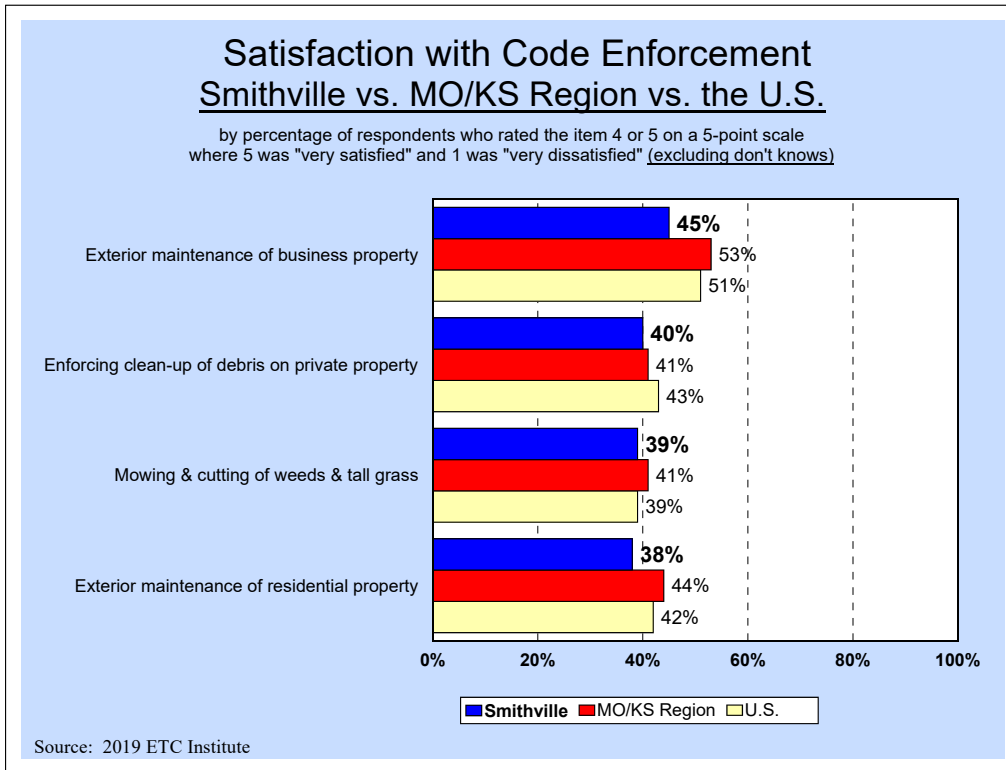
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Smithville is not authorized without written consent from ETC Institute.

Satisfaction with Major City Services Smithville vs. MO/KS Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

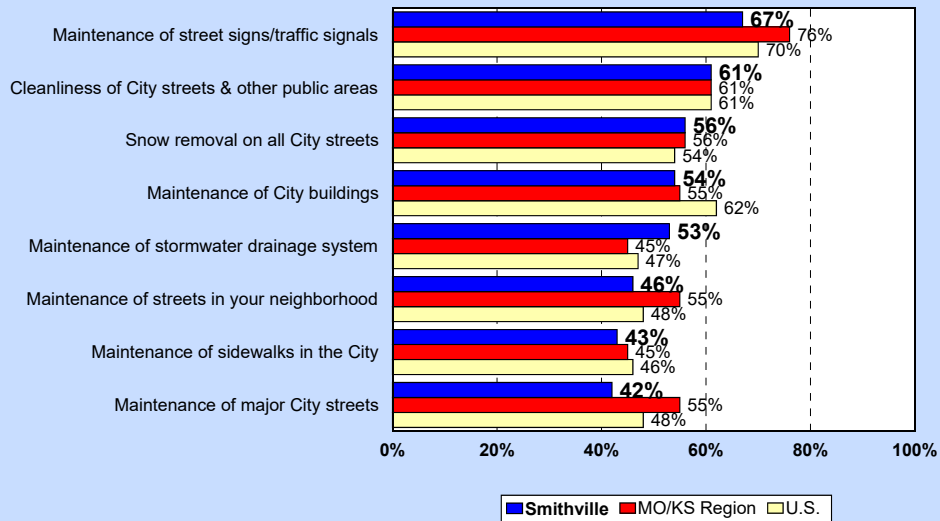






Satisfaction with City Maintenance Smithville vs. MO/KS Region vs. the U.S.

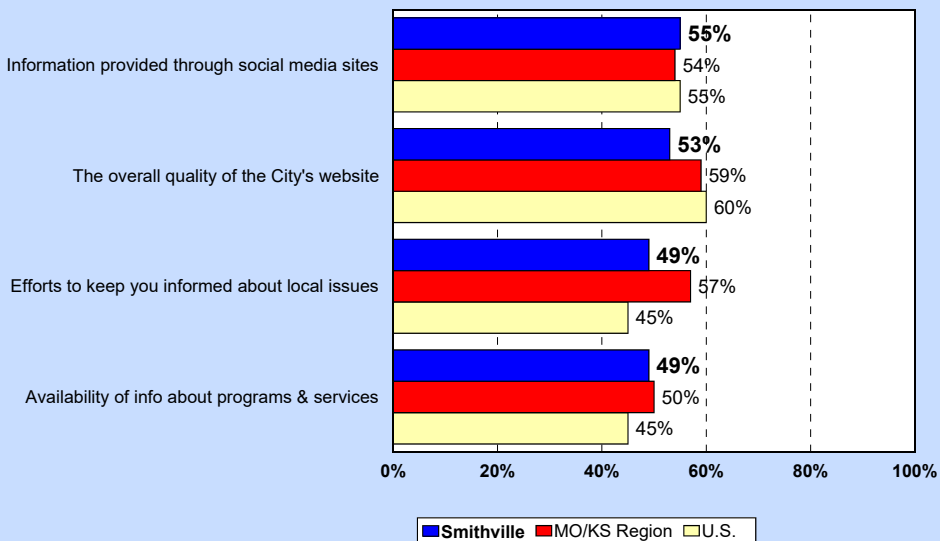
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



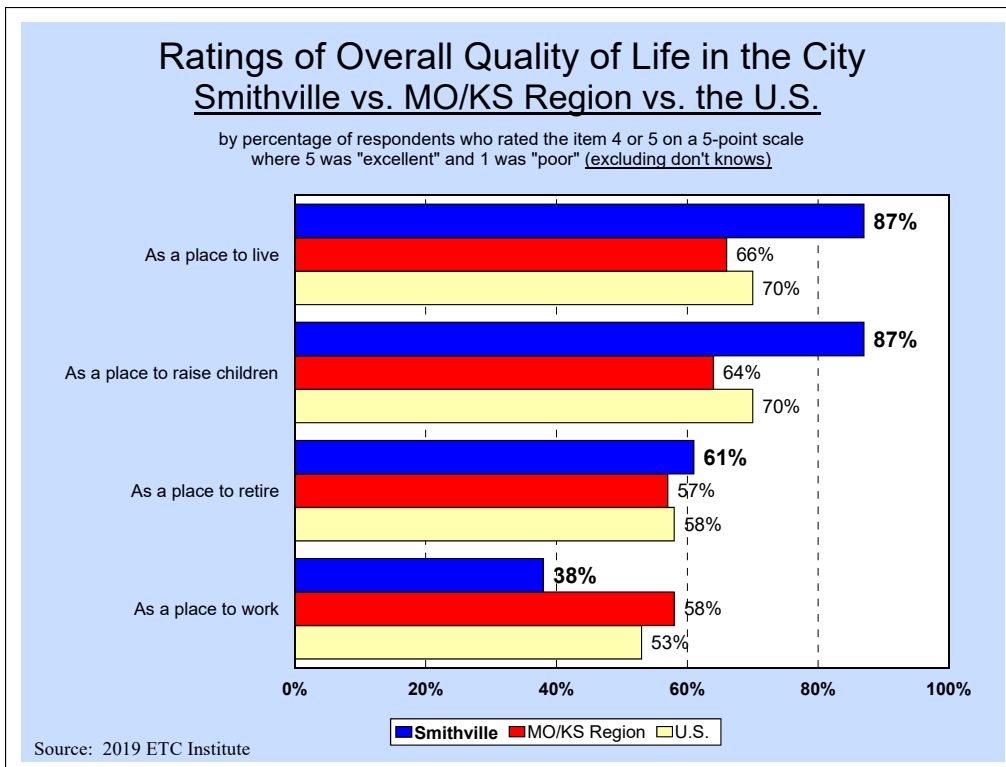
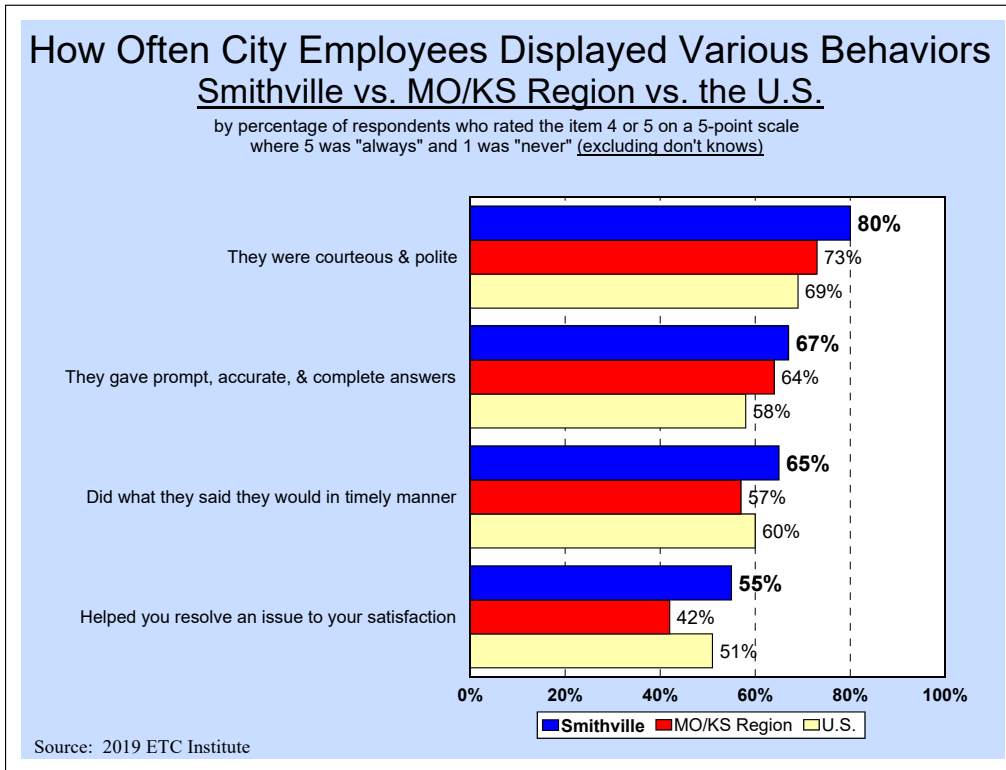
Source: 2019 ETC Institute

Satisfaction with City Communication Smithville vs. MO/KS Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2019 ETC Institute



Section 3:
Importance-Satisfaction
Analysis

Importance-Satisfaction Analysis

Smithville, Missouri

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

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

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, third and fourth most important services for the City to provide. This sum is then multiplied by 1 minus the percentage of respondents that 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 knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. $[IS = Importance \times (1 - Satisfaction)]$.

Example of the Calculation. Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Approximately sixty-two percent (61.7%) selected *overall maintenance of City streets* as one of the most important services for the City to provide.

With regard to satisfaction, 32% of the residents surveyed rated *overall maintenance of City streets* as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied"), excluding "don't know" responses. The I-S rating for *overall maintenance of City streets* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 61.7% was multiplied by 68% (1-0.32). This calculation yielded an I-S rating of 0.4196, which was ranked first out of eleven major service categories.



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

The lowest rating is 0.00 and could be achieved under either one 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 of the 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 .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .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 Smithville are provided on the following pages.

Importance-Satisfaction Rating

City of Smithville, MO

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of City streets	62%	1	32%	10	0.4196	1
Effectiveness of community planning & development	44%	2	29%	11	0.3152	2
<u>High Priority (IS .10-.20)</u>						
Overall flow of traffic & congestion management	33%	3	48%	7	0.1726	3
Overall quality of water/sewer utilities	31%	4	53%	5	0.1471	4
<u>Medium Priority (IS <.10)</u>						
Overall maintenance of buildings & facilities	16%	6	45%	9	0.0864	5
Storm water runoff/stormwater management	15%	7	48%	8	0.0759	6
Overall effectiveness of City communication	18%	5	58%	4	0.0748	7
Overall enforcement of City codes & ordinances	13%	9	49%	6	0.0648	8
Overall quality of solid waste services	12%	10	71%	2	0.0354	9
Overall quality of police services	14%	8	80%	1	0.0284	10
Overall quality of customer service you receive	5%	11	67%	3	0.0152	11

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

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Importance-Satisfaction Rating

City of Smithville, MO

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Quality of playground equipment	41%	3	52%	5	0.1949	1
Maintenance of City parks	60%	1	69%	2	0.1857	2
Youth recreation programs	35%	5	49%	6	0.1760	3
Overall appearance of City parks	48%	2	67%	3	0.1587	4
Quality of outdoor athletic fields	31%	6	55%	4	0.1400	5
Adult recreation programs	20%	7	36%	9	0.1261	6
Number of walking & biking trails	38%	4	70%	1	0.1152	7
<u>Medium Priority (IS <.10)</u>						
Fees charged for recreation programs	13%	8	38%	8	0.0812	8
Ease of registering for programs	8%	9	44%	7	0.0442	9

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, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

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Importance-Satisfaction Rating

City of Smithville, MO

City Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of major City streets	60%	1	42%	12	0.3486	1
Maintenance of streets in your neighborhood	47%	2	46%	10	0.2533	2
<u>High Priority (IS .10-.20)</u>						
Snow removal on all City streets	40%	3	56%	5	0.1756	3
Maintenance of sidewalks in the City	28%	4	43%	11	0.1596	4
Maintenance of the water & wastewater system	27%	5	52%	9	0.1277	5
Maintenance of City parks & park equipment	23%	6	52%	8	0.1085	6
<u>Medium Priority (IS <.10)</u>						
Cleanliness of City streets & other public areas	22%	7	61%	4	0.0850	7
Maintenance of stormwater drainage system	13%	9	53%	7	0.0630	8
Maintenance of street signs/traffic signals	16%	8	67%	1	0.0518	9
Maintenance of City buildings	10%	10	54%	6	0.0474	10
Maintenance of City trail system	8%	11	62%	3	0.0319	11
Mowing of City property	8%	12	65%	2	0.0284	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, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

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Section 4: *Tabular Data*

Q1. 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=672)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	34.1%	43.9%	13.8%	3.1%	1.8%	3.3%
Q1-2. Overall maintenance of City streets	4.6%	26.3%	23.5%	29.9%	14.3%	1.3%
Q1-3. Overall maintenance of buildings & facilities	6.8%	35.4%	39.6%	9.7%	1.9%	6.5%
Q1-4. Overall quality of water/sewer utilities	10.1%	40.6%	22.5%	15.8%	7.4%	3.6%
Q1-5. Overall enforcement of City codes & ordinances	7.0%	36.3%	31.8%	8.8%	5.1%	11.0%
Q1-6. Overall quality of customer service you receive from City employees	23.1%	39.0%	22.3%	6.4%	1.9%	7.3%
Q1-7. Overall effectiveness of City communication with the public	15.2%	40.3%	22.8%	13.1%	5.1%	3.6%
Q1-8. Overall effectiveness of community planning & development	6.5%	20.2%	29.2%	23.5%	12.8%	7.7%
Q1-9. Overall quality of City's storm water runoff/stormwater management system	7.6%	35.0%	30.5%	11.0%	5.2%	10.7%
Q1-10. Overall flow of traffic & congestion management in Smithville	10.1%	37.2%	21.9%	18.0%	11.2%	1.6%
Q1-11. Overall quality of solid waste services (trash, recycling, yard waste)	24.0%	46.3%	15.0%	8.2%	5.1%	1.5%

WITHOUT "DON'T KNOW"

Q1. 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=672)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	35.2%	45.4%	14.3%	3.2%	1.8%
Q1-2. Overall maintenance of City streets	4.7%	26.7%	23.8%	30.3%	14.5%
Q1-3. Overall maintenance of buildings & facilities	7.3%	37.9%	42.4%	10.4%	2.1%
Q1-4. Overall quality of water/sewer utilities	10.5%	42.1%	23.3%	16.4%	7.7%
Q1-5. Overall enforcement of City codes & ordinances	7.9%	40.8%	35.8%	9.9%	5.7%
Q1-6. Overall quality of customer service you receive from City employees	24.9%	42.1%	24.1%	6.9%	2.1%
Q1-7. Overall effectiveness of City communication with the public	15.7%	41.8%	23.6%	13.6%	5.2%
Q1-8. Overall effectiveness of community planning & development	7.1%	21.9%	31.6%	25.5%	13.9%
Q1-9. Overall quality of City's storm water runoff/stormwater management system	8.5%	39.2%	34.2%	12.3%	5.8%
Q1-10. Overall flow of traffic & congestion management in Smithville	10.3%	37.8%	22.2%	18.3%	11.3%
Q1-11. Overall quality of solid waste services (trash, recycling, yard waste)	24.3%	47.0%	15.3%	8.3%	5.1%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. Top choice	Number	Percent
Overall quality of police services	48	7.1 %
Overall maintenance of City streets	212	31.5 %
Overall maintenance of buildings & facilities	22	3.3 %
Overall quality of water/sewer utilities	77	11.5 %
Overall enforcement of City codes & ordinances	20	3.0 %
Overall quality of customer service you receive from City employees	6	0.9 %
Overall effectiveness of City communication with the public	18	2.7 %
Overall effectiveness of community planning & development	124	18.5 %
Overall quality of City's storm water runoff/stormwater management system	23	3.4 %
Overall flow of traffic & congestion management in Smithville	51	7.6 %
Overall quality of solid waste services (trash, recycling, yard waste)	18	2.7 %
None chosen	53	7.9 %
Total	672	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. 2nd choice	Number	Percent
Overall quality of police services	25	3.7 %
Overall maintenance of City streets	134	19.9 %
Overall maintenance of buildings & facilities	42	6.3 %
Overall quality of water/sewer utilities	82	12.2 %
Overall enforcement of City codes & ordinances	31	4.6 %
Overall quality of customer service you receive from City employees	9	1.3 %
Overall effectiveness of City communication with the public	44	6.5 %
Overall effectiveness of community planning & development	93	13.8 %
Overall quality of City's storm water runoff/stormwater management system	35	5.2 %
Overall flow of traffic & congestion management in Smithville	76	11.3 %
Overall quality of solid waste services (trash, recycling, yard waste)	18	2.7 %
None chosen	83	12.4 %
Total	672	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Overall quality of police services	23	3.4 %
Overall maintenance of City streets	69	10.3 %
Overall maintenance of buildings & facilities	41	6.1 %
Overall quality of water/sewer utilities	51	7.6 %
Overall enforcement of City codes & ordinances	34	5.1 %
Overall quality of customer service you receive from City employees	16	2.4 %
Overall effectiveness of City communication with the public	58	8.6 %
Overall effectiveness of community planning & development	81	12.1 %
Overall quality of City's storm water runoff/stormwater management system	40	6.0 %
Overall flow of traffic & congestion management in Smithville	96	14.3 %
Overall quality of solid waste services (trash, recycling, yard waste)	46	6.8 %
None chosen	117	17.4 %
Total	672	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q2. Sum of top 3 choices	Number	Percent
Overall quality of police services	96	14.3 %
Overall maintenance of City streets	415	61.8 %
Overall maintenance of buildings & facilities	105	15.6 %
Overall quality of water/sewer utilities	210	31.3 %
Overall enforcement of City codes & ordinances	85	12.6 %
Overall quality of customer service you receive from City employees	31	4.6 %
Overall effectiveness of City communication with the public	120	17.9 %
Overall effectiveness of community planning & development	298	44.3 %
Overall quality of City's storm water runoff/stormwater management system	98	14.6 %
Overall flow of traffic & congestion management in Smithville	223	33.2 %
Overall quality of solid waste services (trash, recycling, yard waste)	82	12.2 %
None chosen	53	7.9 %
Total	1816	

Q3. 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=672)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Smithville	9.1%	48.5%	30.7%	8.6%	1.2%	1.9%
Q3-2. Overall image of City	10.4%	39.9%	28.3%	17.9%	2.4%	1.2%
Q3-3. Overall value that you receive for your tax & fees	6.8%	29.0%	31.7%	20.2%	9.4%	2.8%
Q3-4. How well City is managing & planning growth & development	4.6%	17.7%	26.2%	29.6%	17.0%	4.9%
Q3-5. Overall quality of life in City	17.1%	50.4%	22.3%	7.3%	1.8%	1.0%
Q3-6. Overall appearance of City	7.7%	35.4%	31.8%	19.9%	4.5%	0.6%
Q3-7. Overall feeling of safety in City	29.6%	51.9%	12.4%	3.7%	1.5%	0.9%
Q3-8. Overall quality of local government in Smithville	8.0%	34.2%	33.9%	13.2%	5.1%	5.5%

WITHOUT "DON'T KNOW"

Q3. 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=672)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City of Smithville	9.3%	49.5%	31.3%	8.8%	1.2%
Q3-2. Overall image of City	10.5%	40.4%	28.6%	18.1%	2.4%
Q3-3. Overall value that you receive for your tax & fees	7.0%	29.9%	32.6%	20.8%	9.6%
Q3-4. How well City is managing & planning growth & development	4.9%	18.6%	27.5%	31.1%	17.8%
Q3-5. Overall quality of life in City	17.3%	51.0%	22.6%	7.4%	1.8%
Q3-6. Overall appearance of City	7.8%	35.6%	32.0%	20.1%	4.5%
Q3-7. Overall feeling of safety in City	29.9%	52.4%	12.5%	3.8%	1.5%
Q3-8. Overall quality of local government in Smithville	8.5%	36.2%	35.9%	14.0%	5.4%

Q4. 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=672)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of local police protection	34.1%	47.9%	10.4%	2.8%	1.3%	3.4%
Q4-2. Visibility of police in neighborhoods	25.4%	43.9%	16.4%	9.2%	3.1%	1.9%
Q4-3. Visibility of police in retail areas	19.2%	40.0%	25.3%	5.7%	1.8%	8.0%
Q4-4. City's overall efforts to prevent crime	24.3%	46.0%	17.7%	4.6%	2.1%	5.4%
Q4-5. Enforcement of local traffic laws	21.4%	46.1%	18.0%	6.8%	4.0%	3.6%
Q4-6. Attitude & behavior of Police Dept personnel toward citizens	32.0%	39.3%	13.8%	4.8%	3.6%	6.5%

WITHOUT "DON'T KNOW"

Q4. 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=672)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of local police protection	35.3%	49.6%	10.8%	2.9%	1.4%
Q4-2. Visibility of police in neighborhoods	25.9%	44.8%	16.7%	9.4%	3.2%
Q4-3. Visibility of police in retail areas	20.9%	43.5%	27.5%	6.1%	1.9%
Q4-4. City's overall efforts to prevent crime	25.6%	48.6%	18.7%	4.9%	2.2%
Q4-5. Enforcement of local traffic laws	22.2%	47.8%	18.7%	7.1%	4.2%
Q4-6. Attitude & behavior of Police Dept personnel toward citizens	34.2%	42.0%	14.8%	5.1%	3.8%

Q5. Perception 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=672)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q5-1. In your neighborhood during the day	58.5%	35.0%	4.8%	0.6%	0.1%	1.0%
Q5-2. In your neighborhood at night	36.9%	45.1%	12.4%	3.9%	0.9%	0.9%
Q5-3. In City parks	21.3%	44.2%	21.1%	2.1%	0.6%	10.7%
Q5-4. In commercial & retail areas during the day	46.0%	44.3%	6.4%	0.4%	0.1%	2.7%
Q5-5. In commercial & retail areas at night	29.6%	49.4%	14.1%	1.9%	0.1%	4.8%
Q5-6. Overall feeling of safety in Smithville	38.1%	51.3%	7.6%	1.3%	0.3%	1.3%

WITHOUT "DON'T KNOW"

Q5. Perception 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=672)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q5-1. In your neighborhood during the day	59.1%	35.3%	4.8%	0.6%	0.2%
Q5-2. In your neighborhood at night	37.2%	45.5%	12.5%	3.9%	0.9%
Q5-3. In City parks	23.8%	49.5%	23.7%	2.3%	0.7%
Q5-4. In commercial & retail areas during the day	47.2%	45.6%	6.6%	0.5%	0.2%
Q5-5. In commercial & retail areas at night	31.1%	51.9%	14.8%	2.0%	0.2%
Q5-6. Overall feeling of safety in Smithville	38.6%	52.0%	7.7%	1.4%	0.3%

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=672)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Enforcing clean-up of debris on private property	6.3%	29.2%	30.2%	17.7%	6.1%	10.6%
Q6-2. Enforcing mowing & cutting of weeds & tall grass on private property	7.0%	27.5%	32.4%	15.9%	6.8%	10.3%
Q6-3. Enforcing exterior maintenance of residential property	6.5%	27.4%	34.8%	14.4%	5.1%	11.8%
Q6-4. Enforcing exterior maintenance of business property	6.8%	32.9%	36.3%	8.5%	3.7%	11.8%
Q6-5. Overall quality of building & permit process	5.7%	24.0%	34.7%	5.7%	4.3%	25.7%
Q6-6. Speed of code compliance process	5.1%	19.5%	35.6%	4.9%	3.6%	31.4%

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=672)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Enforcing clean-up of debris on private property	7.0%	32.6%	33.8%	19.8%	6.8%
Q6-2. Enforcing mowing & cutting of weeds & tall grass on private property	7.8%	30.7%	36.2%	17.7%	7.6%
Q6-3. Enforcing exterior maintenance of residential property	7.4%	31.0%	39.5%	16.4%	5.7%
Q6-4. Enforcing exterior maintenance of business property	7.8%	37.3%	41.1%	9.6%	4.2%
Q6-5. Overall quality of building & permit process	7.6%	32.3%	46.7%	7.6%	5.8%
Q6-6. Speed of code compliance process	7.4%	28.4%	51.8%	7.2%	5.2%

Q7. Parks and Recreation. Have you or other members of your household visited a Smithville City park during the past 12 months?

Q7. Have you visited a Smithville City park during past 12 months	Number	Percent
Yes	494	73.5 %
No	178	26.5 %
Total	672	100.0 %

Q8. Have you or other members of your household participated in any Parks and Recreation programs offered by the City during the past 12 months?

Q8. Have you participated in any City Parks & Recreation programs during past 12 months	Number	Percent
Yes	181	26.9 %
No	491	73.1 %
Total	672	100.0 %

Q9. Please rate how satisfied you are with each of the following aspects of Parks and Recreation in the City of Smithville.

(N=672)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Maintenance of City parks	15.2%	44.3%	17.1%	7.7%	2.2%	13.4%
Q9-2. Overall appearance of City parks	15.5%	43.5%	17.7%	9.5%	2.4%	11.5%
Q9-3. Number of walking & biking trails	22.2%	39.4%	17.4%	6.7%	1.5%	12.8%
Q9-4. Quality of outdoor athletic fields	11.5%	31.4%	24.3%	8.6%	2.4%	21.9%
Q9-5. Quality of playground equipment	9.4%	30.7%	23.8%	10.3%	3.4%	22.5%
Q9-6. Youth recreation programs	7.7%	24.0%	25.6%	5.8%	2.5%	34.4%
Q9-7. Adult recreation programs	5.2%	17.6%	28.9%	7.4%	2.7%	38.2%
Q9-8. Ease of registering for programs	7.1%	19.6%	30.8%	2.5%	0.7%	39.1%
Q9-9. Fees charged for recreation programs	6.8%	16.5%	31.7%	3.7%	1.8%	39.4%

WITHOUT “DON’T KNOW”**Q9. Please rate how satisfied you are with each of the following aspects of Parks and Recreation in the City of Smithville. (without "don't know")**

(N=672)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Maintenance of City parks	17.5%	51.2%	19.8%	8.9%	2.6%
Q9-2. Overall appearance of City parks	17.5%	49.1%	20.0%	10.8%	2.7%
Q9-3. Number of walking & biking trails	25.4%	45.2%	20.0%	7.7%	1.7%
Q9-4. Quality of outdoor athletic fields	14.7%	40.2%	31.0%	11.0%	3.0%
Q9-5. Quality of playground equipment	12.1%	39.5%	30.7%	13.2%	4.4%
Q9-6. Youth recreation programs	11.8%	36.5%	39.0%	8.8%	3.9%
Q9-7. Adult recreation programs	8.4%	28.4%	46.7%	12.0%	4.3%
Q9-8. Ease of registering for programs	11.7%	32.3%	50.6%	4.2%	1.2%
Q9-9. Fees charged for recreation programs	11.3%	27.3%	52.3%	6.1%	2.9%

Q10. Which FOUR of the Parks and Recreation services listed in Question 9 do you think are MOST IMPORTANT for the City to provide?

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	210	31.3 %
Overall appearance of City parks	64	9.5 %
Number of walking & biking trails	71	10.6 %
Quality of outdoor athletic fields	33	4.9 %
Quality of playground equipment	57	8.5 %
Youth recreation programs	65	9.7 %
Adult recreation programs	18	2.7 %
Ease of registering for programs	2	0.3 %
Fees charged for recreation programs	8	1.2 %
None chosen	144	21.4 %
Total	672	100.0 %

Q10. Which FOUR of the Parks and Recreation services listed in Question 9 do you think are MOST IMPORTANT for the City to provide?

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	100	14.9 %
Overall appearance of City parks	139	20.7 %
Number of walking & biking trails	53	7.9 %
Quality of outdoor athletic fields	52	7.7 %
Quality of playground equipment	68	10.1 %
Youth recreation programs	52	7.7 %
Adult recreation programs	32	4.8 %
Ease of registering for programs	8	1.2 %
Fees charged for recreation programs	8	1.2 %
None chosen	160	23.8 %
Total	672	100.0 %

Q10. Which FOUR of the Parks and Recreation services listed in Question 9 do you think are MOST IMPORTANT for the City to provide?

<u>Q10. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	57	8.5 %
Overall appearance of City parks	61	9.1 %
Number of walking & biking trails	87	12.9 %
Quality of outdoor athletic fields	71	10.6 %
Quality of playground equipment	85	12.6 %
Youth recreation programs	57	8.5 %
Adult recreation programs	34	5.1 %
Ease of registering for programs	18	2.7 %
Fees charged for recreation programs	23	3.4 %
None chosen	179	26.6 %
Total	672	100.0 %

Q10. Which FOUR of the Parks and Recreation services listed in Question 9 do you think are MOST IMPORTANT for the City to provide?

Q10. 4th choice	Number	Percent
Maintenance of City parks	35	5.2 %
Overall appearance of City parks	59	8.8 %
Number of walking & biking trails	47	7.0 %
Quality of outdoor athletic fields	53	7.9 %
Quality of playground equipment	63	9.4 %
Youth recreation programs	58	8.6 %
Adult recreation programs	48	7.1 %
Ease of registering for programs	25	3.7 %
Fees charged for recreation programs	49	7.3 %
None chosen	235	35.0 %
Total	672	100.0 %

SUM OF TOP 4 CHOICES

Q10. Which FOUR of the Parks and Recreation services listed in Question 9 do you think are MOST IMPORTANT for the City to provide? (top 4)

Q10. Sum of top 4 choices	Number	Percent
Maintenance of City parks	402	59.8 %
Overall appearance of City parks	323	48.1 %
Number of walking & biking trails	258	38.4 %
Quality of outdoor athletic fields	209	31.1 %
Quality of playground equipment	273	40.6 %
Youth recreation programs	232	34.5 %
Adult recreation programs	132	19.6 %
Ease of registering for programs	53	7.9 %
Fees charged for recreation programs	88	13.1 %
None chosen	144	21.4 %
Total	2114	

Q11-1. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City?

- A larger skateboard park with ramps like Edgerton and Plattsburg.
- None that I can think of.
- Public pool
- Community Center
- Community center like a YMCA
- More/improved tennis courts
- I wish we had a facility similar to a YMCA or a gym besides Anytime fitness. We need a local recreation center that is more affordable.
- Would be great to have Basketball, tennis, pickleball, volleyball, pool hall, bowling alley, more activities to do keeping people in the city.
- Dog park
- Have heard several people ask about a dog park in the area. Am not currently aware if there is one, or one in the planning stages.
- Indoor swimming for youth and elderly
- DOG PARK
- tennis courts downtown, pickle ball courts
- I am not aware of any recreation programs offered.
- The city should have a pool/community center, something for preteen and teen kids to do in town that will keep people from complaining about them and to keep them out of trouble
- Community Center
- Adult Programs that allow alcoholic beverages to be consumed on the premise
- Community Center
- Teach boating skills and fishing skills
- Walking/biking trails to the lake
- Community Center
- I would like to see more parks and assurance of up to date equipment, grounds and handicap accessible areas as well as handicap accessible equipment.
- Community pool
- Community Center
- Community center /pool
- More youth activities
- Community Center
- More basketball courts
- Pool
- Basketball
- Trail from Smiths Fork park to downtown
- Walking and biking paths to connect neighborhoods to each other and the schools
- Community Center
- YMCA or Community Center

Q11-1. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (cont.)

- Horse facility IE Frick park oak grove
- pickleball
- Tie existing bike/walking trails into the downtown area.
- Community Center
- Tennis
- City pool
- Swimming lessons/public pool
- More walking trails in the northern parts of the city
- Weekly detailed cleaning of all park restrooms, updating restrooms with new paint, fixtures and lighting, adding air-cooling and movement, insect control.
- Dog park
- Aquatic center
- Pickle Ball Courts
- Handicap playground equipment it's the law
- Community swimming pool
- Pool
- City pool/ waterpark
- Youth football
- It would be nice to have a public swimming pool.
- Basketball courts
- Water park for families
- I wish we had a community center or somewhere for activities for children in the cold or hot weather.
- We need a public pool in our city.
- Horse riding
- Indoor community center
- Pool
- Adult Men's Basketball League or Open Gym
- Pool/rec
- More playgrounds and parks like Heritage
- Public pool
- Hire Andy Dwyer
- We desperately need a YMCA with indoor pool so the kids and I do not have to drive to Platte City every day to work out.
- Recreation Center for indoor sports
- Public pool
- Ymca
- More basketball programs need to be offered. There are lots T-Ball/softball/baseball and soccer programs but that is it.

Q11-1. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (cont.)

- A park not in an area prone to flooding.
- It would be very nice if the city or school could partner with the YMCA or, on their own, build and indoor aquatic center. It would be used by all ages and all sectors of the community.
- Recreational Facility such as a YMCA with an indoor pool
- pool
- ymca with pool
- I honestly don't know what is offered by the city or where I would even look to find that information. As I have lived in Smithville for 13 years now I think that is a problem.
- A playground in wildflower
- Spray park
- I THINK THAT THE SELECT FW WHO HOARD CONTROL OF PROGRAMS SHOULD NOT BE ABLE TO SHUT OTHERS OUT.
- Community Center
- PICKLEBALL
- Community Center
- SWIMMING POOL
- DOG PARK
- NEED A PUBLIC POOL AND A COMMUNITY CENTER
- KIDS PLAYGROUND AT THE LAKE
- INDOOR CITY POOL
- SWIMMING-INDOOR OR OUTDOOR OR BOTH
- INDOOR POOL AND EXERCISE EQUIPMENT-YMCA
- POOL
- NIGHT LIGHTING AT THE CITY PARKING BY THE PARK
- SWIMMING POOL
- POOL AND REC CENTER
- SWIMCENTER
- HERITAGE PARK NEEDS TO BE REVAMPED
- SWIMMING POOL
- INDOOR POOL
- Community Center
- Community Center
- POOL
- ADULT SOFTBALL
- POOL-WATER PARK
- COMMUNITY CNETER-YMCA OR SIMILAR
- INDOOR PUBLIC POOL/COMMUNITY CENTER
- DOF PARK
- PUBLIC POOL

Q11-1. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (cont.)

- A POOL
- WOULD LIKE MORE INFO ABOUT ADULT REC PROGRAMS
- COMMUNITY CENTER WITH INDOOR POOL, GYM AND WEIGHT ROOM
- INDOOR POOL
- SWIMMING POOL
- COMMUNITY POOL
- AM NOT AWARE OF ANYTHING FOR SENIORS
- ADULT BASKETBALL
- SWIMMING POOL
- COMMUNITY CENTER WITH POOL AND OTHER ACTIVITIES
- COMMUNITY POOL
- Community Center
- CITY POOL
- community center rec center
- dog park
- Community Center
- Swimming Pool(s) needed desperately
- MY SCHEDULE PREVENTS ME FROM ENJOYING MOST CITY PROGRAMS
- YMCA
- Rec Center
- YOUTH SPORTS RUN THROUGH SMITHVILLE NOT OTHER COMMUNITIES
- SWIMMING POOL
- Community Center
- NOT A PROGRAM NEED TO HAVE LIGHTS INSTALLED AT THE PARK (SUK TO DAWN)LIGHTS AND IN NEW PARKING LOT
- SWIMMING POOL OUTDOOR
- YMCA Community Center in Smithville
- POOL
- programs for 50s and singles
- dog park
- YOUTH BASEBALL
- Swimming
- pool
- Swimming pool
- pool
- more viable baseball league for boys
- swimming
- COMMUNITY CENTER SKILLS CLASSES, HOBBY CLUBS, EXERCISE, PARENTS GROUPS

Q11-1. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (cont.)

- Community Center
- Community Center
- swimming
- COMMUNITY CENTER GYM AND POOL
- Pool - maybe
- restaurant at little platte marina desperately
- VOLLEYBALL
- Swimming pool
- Swimming pool
- Not charge people who live here
- Community center w/water facility - pool, exercise, etc.
- pool
- Swim lessons...at the new pool!!!
- POOL
- INDOOR PRACTICE FACILITY
- MAINTAIN WHAT IS HERE
- INDOOR AND OUTDOOR POOL
- CITY POOL
- SLASH PARK OR POOL
- EXERCISE PROGRAMS
- Swimming pool
- community pool
- COMMUNITY DOG PARK
- CITY POOL
- Community Center
- DOG PARK
- Swimming pool
- Community Center
- REC CTR
- Swimming pool
- COMMUNITY CENTER WITH A POOL
- Swimming pool
- PEOPLE BARLEY USE MANY OF THE FACILITIES AND PARKS
- SWIMMING POOL INDOOR SWIMMING COMPLEX WE NOW HAVE A SWIM TEAM
- CITY OF SMITHVILLE SHOULD HAVE ITS OWN YOUTH SOFTBALL TEAMS, WE SHOULD NOT HAVE TO BE PART OF LIBERTY PARKS AND REC FOR YOUTH SOFTBALL
- COMMUNITY CTR WITH INSIDE POOL
- YMCA

Q11-1. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (cont.)

- WORKING RESTROOMS IN PARK
- community center w/pool
- COMMUNITY CTR
- GYM WITH POOL INDOORS
- AQUATIC CENTER
- Community Center
- SWIMMING POOL
- FITNESS CENTER
- NO DOG PARKS
- COMMUNITY CENTER W/POOL
- SWIMMING POOL
- atv riding
- younger ages need provided
- town city need a ymca
- Community Center
- swimming facility
- pool
- indoor shooting range
- family community center pools
- lacrosse
- we need a swimming pool offer swimming lessons
- basketball youth and adult
- SWIMMING POOL FOR ALL AGES
- NEW RESIDENT I HAVE NO OPINION AT THIS TIME
- Community Center
- WATER PARK/POOL LIKE PLATTSBURG
- REC CENTER, INDOOR LEAGUES, POOL ETC
- Community Center
- SOMETHING WITH ACTIVITIES AT THE LAKE
- Community Center
- BASKETBALL FOR YOUTH
- SWIMMING POOL
- Community Center
- COMMUNITY CENTER W/POOL
- A Dog Park
- pool
- a public pool would be great
- COMMUNITY CTR W/POOL
- ARCHERY TEAMS

Q11-1. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (cont.)

- REC CTR AND SWIMING POOL
- Community Center
- Community Center
- Community Center
- Community Center
- Community Pool
- Basketball courts
- As a YMCA member, I would like to see a "Y" or community center in Smithville. I'm not a member of an HOA, don't have pool access and have to drive regularly to the nearest one in Platte City, which isn't convenient, but it is what it is. I would rather spend more time in my own community with my children, who also regularly use the "Y". I know the "Y" has to want to build a community center in our city and it is not as easy as just saying we want one and "Bang" there it is. But, as a resident of ten years who has no plan on leaving our town, I would like to see some kind of center in the future. For a town of 10,000, a community pool would even be a step in the right direction.
- Public pool/community center
- Event Rental Hall/Garden
- If you don't offer competitive parks and rec leagues, Smithville youth will go to where there are competitive divisions.
- Community Center
- Girls fastpitch softball
- We need a handicap available playground.
- Better restrooms
- Community Center with Pool (would be willing to pay tax to cover cost)
- Public Pool

Q11-2. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City?

- Community center
- community center
- Community pool
- Lake restaurant or facility
- WE NEED A DOG PARK
- basketball goals downtown
- Public pool
- Pool
- Horse riding
- Pool
- A city pool would be nice.
- Community Pool
- Public pool
- Archery
- Community center
- Outdoor Splash Park or Swimming Pool
- Have City held exercise events.
- Swimming
- More access to outdoor courts (basketball, tennis, etc.)
- More public playgrounds
- BMX Bike track, update of driving range, paint all outdoor activity areas.
- Trail connecting down town to the lake (not just a sidewalk)
- Recreation center like YMCA
- Swimming Pool
- Community swimming pool
- Softball and baseball but played more in Smithville
- Community center
- We need upgraded outdoor parks.
- Put water facets on in the park
- Bike trails
- Community center
- A swimming pool
- Spray park
- More soccer fields and make them field turf
- Indoor swimming pool
- Recreational center
- Facilities for teens and young adults
- Build a city pool OR basketball courts that kids and families can use year round.

Q11-2. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (cont.)

- regarding taxes on question Q12: I know taxes pay for services. I know good school are essential but it seems they get the lion's share of the tax revenue.
- City walking trails to connect to Clay County Parks trails
- Community pool
- Another outdoor basketball court
- MORE TRAILS AND PARKS AS A WHOLE
- PARK IN THE WILDFLOWER SUBDIVISION
- MORE ADULT PROGRAMS
- SKATE BOARD AREA
- ENFORCE/PATROL PEOPLE AT PARK AFTER DARK--TOO MUCH DRUG TRAFFICKING
- RECREATION CENTER
- HORSE SHOE PITCH
- BASKETBALL BEFORE 2ND GRADE, WATERPARK, POOL
- COMMUNITY CENTER
- RECREATION BUILDING
- CITY POOL
- ADULT VOLLEYBALL
- MUSIC VENUE AT LAKE
- CAMPING BASICS
- COMMUNITY CENTER WITH A POOL
- YMCA OR COMMUNITY CENTER
- DINER AT THE MARINA
- COMMUNITY CENTER
- YOUTH CENTER
- YOUTH BASKETBALL
- public pool
- outdoor sports complex with bathroom facilities, outdoor volleyball, baseball, soccer etc.
- POOL
- YMCA
- swimming pool
- SWIMMING POOL INDOOR
- INDOOR FITNESS
- YOUTH FOOTBALL
- Biking activities
- more parks
- INDOOR PRACTICE FACIITY FOR SPORTS
- Anything for the kids to be able to do year round (indoor soccer)
- WORK OUT CLASS WHILE WORKING OUT

Q11-2. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (cont.)

- YMCA/Rec center
- BASKETBALL COURT
- ymca
- Shooting range
- MEALS ON WHEELS FOR SENIORS
- COMMUNITY CTR
- COMMUNITY CENTER
- INDOOR PLAYGROUND FOR COLD MONTHS
- VOLLEYBALL
- community center
- TENNIS LESSONS
- POOL
- bowling alley
- WATCH THE COST
- MORE WALKING TRAILS
- OUTDOOR POOL AND FITNESS CTR
- TENNIS PROGRAMS
- SWIMMING POOL
- FITNESS CENTER
- INDOOR REC FACILITY
- swimming need a pool and provide lessons
- swimming pool
- dog park
- lecture programs on civics, preservation of republic
- poo/indoor rec facility somewhere for kids to play practice basketball
- need to have more boat slips that waiting list is way too long
- pool
- Batting cages
- KID GOLF LESSONS
- BOLLEYBALL FOR YOUTH
- COMMUNITY CENTER
- POOL
- YMCA
- Swimming Pool
- SNACK BARS/RESTAURANTS AT THE LAKE
- POOL

Q11-2. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (cont.)

- My family loves Heritage Park, but between the playground equipment, terrible holes in the parking lots and overall general appearance of the park I would have to say a little money put into that park could go a long way. We love the walking trail, but have seen the roof of the playground equipment deteriorate until its complete removal. I try to avoid the potholes at all cost. Please take this as constructive critics. We love the park, but it needs some major "T.L.C."
- More adult sports programs
- Additional Quality Parking
- We need a pool!
- Bowling alley
- Off-Leash Dog Park (would be willing to pay tax to cover cost)

Q12. How supportive would you be of paying additional taxes for additional recreational facilities (e.g. community center, pool)?

Q12. How supportive would you be of paying additional taxes for additional recreational facilities	Number	Percent
Very supportive	209	31.1 %
Somewhat supportive	130	19.3 %
Neutral	87	12.9 %
Not supportive	84	12.5 %
Not at all supportive	119	17.7 %
Not sure	43	6.4 %
Total	672	100.0 %

WITHOUT "NOT SURE"**Q12. How supportive would you be of paying additional taxes for additional recreational facilities (e.g. community center, pool)? (without "not sure")**

Q12. How supportive would you be of paying additional taxes for additional recreational facilities	Number	Percent
Very supportive	209	33.2 %
Somewhat supportive	130	20.7 %
Neutral	87	13.8 %
Not supportive	84	13.4 %
Not at all supportive	119	18.9 %
Total	629	100.0 %

Q13. Using a scale of 1 to 5, where 5 is "very satisfied" and 1 is "very dissatisfied," please rate how satisfied you are with the following aspects of City maintenance.

(N=672)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Maintenance of major City streets	6.0%	34.5%	19.3%	26.5%	10.0%	3.7%
Q13-2. Maintenance of streets in your neighborhood	8.6%	35.4%	19.8%	22.9%	9.7%	3.6%
Q13-3. Maintenance of sidewalks in City	6.0%	33.0%	27.2%	18.8%	7.1%	7.9%
Q13-4. Maintenance of street signs/traffic signals	11.0%	53.0%	23.1%	6.1%	2.8%	4.0%
Q13-5. Maintenance of City parks & park equipment	7.7%	36.9%	28.9%	8.8%	3.0%	14.7%
Q13-6. Maintenance of City buildings	7.0%	40.0%	32.0%	6.5%	1.3%	13.1%
Q13-7. Snow removal on all City streets	14.6%	39.3%	20.5%	14.4%	7.6%	3.6%
Q13-8. Overall cleanliness of City streets & other public areas	9.2%	48.5%	27.1%	8.6%	2.5%	4.0%
Q13-9. Maintenance of stormwater drainage system	8.3%	37.4%	28.0%	8.3%	4.2%	13.8%
Q13-10. Maintenance of City's water & wastewater systems	8.5%	36.2%	26.6%	10.7%	5.1%	12.9%
Q13-11. Maintenance of City trail system	11.3%	38.4%	26.0%	4.0%	1.0%	19.2%
Q13-12. Mowing of City property	13.5%	44.5%	26.2%	4.2%	1.3%	10.3%

WITHOUT "DON'T KNOW"

Q13. Using a scale of 1 to 5, where 5 is "very satisfied" and 1 is "very dissatisfied," please rate how satisfied you are with the following aspects of City maintenance. (without "don't know")

(N=672)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Maintenance of major City streets	6.2%	35.9%	20.1%	27.5%	10.4%
Q13-2. Maintenance of streets in your neighborhood	9.0%	36.7%	20.5%	23.8%	10.0%
Q13-3. Maintenance of sidewalks in City	6.5%	35.9%	29.6%	20.4%	7.8%
Q13-4. Maintenance of street signs/traffic signals	11.5%	55.2%	24.0%	6.4%	2.9%
Q13-5. Maintenance of City parks & park equipment	9.1%	43.3%	33.9%	10.3%	3.5%
Q13-6. Maintenance of City buildings	8.0%	46.1%	36.8%	7.5%	1.5%
Q13-7. Snow removal on all City streets	15.1%	40.7%	21.3%	15.0%	7.9%
Q13-8. Overall cleanliness of City streets & other public areas	9.6%	50.5%	28.2%	9.0%	2.6%
Q13-9. Maintenance of stormwater drainage system	9.7%	43.4%	32.5%	9.7%	4.8%
Q13-10. Maintenance of City's water & wastewater systems	9.7%	41.5%	30.6%	12.3%	5.8%
Q13-11. Maintenance of City trail system	14.0%	47.5%	32.2%	5.0%	1.3%
Q13-12. Mowing of City property	15.1%	49.6%	29.2%	4.6%	1.5%

Q14. Which FOUR of the City Maintenance services listed in Question 13 do you think are MOST IMPORTANT for the City to provide?

Q14. Top choice	Number	Percent
Maintenance of major City streets	251	37.4 %
Maintenance of streets in your neighborhood	78	11.6 %
Maintenance of sidewalks in City	27	4.0 %
Maintenance of street signs/traffic signals	11	1.6 %
Maintenance of City parks & park equipment	16	2.4 %
Maintenance of City buildings	6	0.9 %
Snow removal on all City streets	63	9.4 %
Overall cleanliness of City streets & other public areas	9	1.3 %
Maintenance of stormwater drainage system	17	2.5 %
Maintenance of City's water & wastewater systems	59	8.8 %
Maintenance of City trail system	7	1.0 %
Mowing of City property	3	0.4 %
None chosen	125	18.6 %
Total	672	100.0 %

Q14. Which FOUR of the City Maintenance services listed in Question 13 do you think are MOST IMPORTANT for the City to provide?

Q14. 2nd choice	Number	Percent
Maintenance of major City streets	81	12.1 %
Maintenance of streets in your neighborhood	150	22.3 %
Maintenance of sidewalks in City	54	8.0 %
Maintenance of street signs/traffic signals	27	4.0 %
Maintenance of City parks & park equipment	41	6.1 %
Maintenance of City buildings	12	1.8 %
Snow removal on all City streets	66	9.8 %
Overall cleanliness of City streets & other public areas	25	3.7 %
Maintenance of stormwater drainage system	24	3.6 %
Maintenance of City's water & wastewater systems	29	4.3 %
Maintenance of City trail system	7	1.0 %
Mowing of City property	7	1.0 %
None chosen	149	22.2 %
Total	672	100.0 %

Q14. Which FOUR of the City Maintenance services listed in Question 13 do you think are MOST IMPORTANT for the City to provide?

Q14. 3rd choice	Number	Percent
Maintenance of major City streets	39	5.8 %
Maintenance of streets in your neighborhood	55	8.2 %
Maintenance of sidewalks in City	71	10.6 %
Maintenance of street signs/traffic signals	41	6.1 %
Maintenance of City parks & park equipment	50	7.4 %
Maintenance of City buildings	21	3.1 %
Snow removal on all City streets	79	11.8 %
Overall cleanliness of City streets & other public areas	47	7.0 %
Maintenance of stormwater drainage system	28	4.2 %
Maintenance of City's water & wastewater systems	41	6.1 %
Maintenance of City trail system	16	2.4 %
Mowing of City property	11	1.6 %
None chosen	173	25.7 %
Total	672	100.0 %

Q14. Which FOUR of the City Maintenance services listed in Question 13 do you think are MOST IMPORTANT for the City to provide?

Q14. 4th choice	Number	Percent
Maintenance of major City streets	32	4.8 %
Maintenance of streets in your neighborhood	32	4.8 %
Maintenance of sidewalks in City	36	5.4 %
Maintenance of street signs/traffic signals	27	4.0 %
Maintenance of City parks & park equipment	45	6.7 %
Maintenance of City buildings	30	4.5 %
Snow removal on all City streets	60	8.9 %
Overall cleanliness of City streets & other public areas	66	9.8 %
Maintenance of stormwater drainage system	21	3.1 %
Maintenance of City's water & wastewater systems	50	7.4 %
Maintenance of City trail system	27	4.0 %
Mowing of City property	34	5.1 %
None chosen	212	31.5 %
Total	672	100.0 %

SUM OF TOP 4 CHOICES**Q14. Which FOUR of the City Maintenance services listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 4)**

Q14. Sum of top 4 choices	Number	Percent
Maintenance of major City streets	403	60.0 %
Maintenance of streets in your neighborhood	315	46.9 %
Maintenance of sidewalks in City	188	28.0 %
Maintenance of street signs/traffic signals	106	15.8 %
Maintenance of City parks & park equipment	152	22.6 %
Maintenance of City buildings	69	10.3 %
Snow removal on all City streets	268	39.9 %
Overall cleanliness of City streets & other public areas	147	21.9 %
Maintenance of stormwater drainage system	90	13.4 %
Maintenance of City's water & wastewater systems	179	26.6 %
Maintenance of City trail system	57	8.5 %
Mowing of City property	55	8.2 %
None chosen	125	18.6 %
Total	2154	

Q15. 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=672)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Availability of information about City programs & services	9.4%	35.0%	28.3%	13.5%	4.8%	9.1%
Q15-2. City efforts to keep you informed about local issues	9.7%	36.8%	24.4%	17.7%	5.2%	6.3%
Q15-3. Overall quality of City's website (smithvillemo.org)	8.8%	34.4%	31.0%	6.1%	1.5%	18.3%
Q15-4. Information provided through City's social media sites (e.g. Facebook, Twitter, Nextdoor)	11.0%	33.2%	28.9%	5.7%	1.8%	19.5%

WITHOUT "DON'T KNOW"**Q15. 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=672)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Availability of information about City programs & services	10.3%	38.5%	31.1%	14.9%	5.2%
Q15-2. City efforts to keep you informed about local issues	10.3%	39.2%	26.0%	18.9%	5.6%
Q15-3. Overall quality of City's website (smithvillemo.org)	10.7%	42.1%	37.9%	7.5%	1.8%
Q15-4. Information provided through City's social media sites (e.g. Facebook, Twitter, Nextdoor)	13.7%	41.2%	35.9%	7.0%	2.2%

Q16. Which of the following are your primary sources of information about community activities and services?Q16. What are your primary sources of information
about community activities & services

	Number	Percent
City newsletter	258	38.4 %
City website	259	38.5 %
Twitter	31	4.6 %
Facebook	319	47.5 %
Word of mouth	305	45.4 %
Newspaper	146	21.7 %
Nexdoor app	173	25.7 %
Other	25	3.7 %
Total	1516	

Q16-8. Other

Q16-8. Other	Number	Percent
Email	8	32.0 %
Water bill	4	16.0 %
169 Magazine	2	8.0 %
The City's app	1	4.0 %
Phone	1	4.0 %
Email notifications from City	1	4.0 %
Updated City emails but they are not as informative as I had hoped	1	4.0 %
Library	1	4.0 %
Posted sign	1	4.0 %
Text	1	4.0 %
Radio	1	4.0 %
Meetings	1	4.0 %
Texts, emails	1	4.0 %
Quarterly newsletter	1	4.0 %
Total	25	100.0 %

Q17. Which THREE of the methods of communication listed in Question 16 do you MOST PREFER?

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
City newsletter	183	27.2 %
City website	98	14.6 %
Twitter	16	2.4 %
Facebook	151	22.5 %
Word of mouth	11	1.6 %
Newspaper	44	6.5 %
Nexdoor app	54	8.0 %
Other	12	1.8 %
None chosen	103	15.3 %
Total	672	100.0 %

Q17. Which THREE of the methods of communication listed in Question 16 do you MOST PREFER?

<u>Q17. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City newsletter	108	16.1 %
City website	141	21.0 %
Twitter	11	1.6 %
Facebook	94	14.0 %
Word of mouth	43	6.4 %
Newspaper	54	8.0 %
Nexdoor app	49	7.3 %
Other	6	0.9 %
None chosen	166	24.7 %
Total	672	100.0 %

Q17. Which THREE of the methods of communication listed in Question 16 do you MOST PREFER?

<u>Q17. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
City newsletter	71	10.6 %
City website	98	14.6 %
Twitter	16	2.4 %
Facebook	55	8.2 %
Word of mouth	69	10.3 %
Newspaper	55	8.2 %
Nexdoor app	43	6.4 %
Other	19	2.8 %
None chosen	246	36.6 %
Total	672	100.0 %

SUM OF TOP 3 CHOICES**Q17. Which THREE of the methods of communication listed in Question 16 do you MOST PREFER? (top 3)**

Q17. Sum of top 3 choices	Number	Percent
City newsletter	362	53.9 %
City website	337	50.1 %
Twitter	43	6.4 %
Facebook	300	44.6 %
Word of mouth	123	18.3 %
Newspaper	153	22.8 %
Nexdoor app	146	21.7 %
Other	37	5.5 %
None chosen	103	15.3 %
Total	1604	

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	266	39.6 %
No	406	60.4 %
Total	672	100.0 %

Q18a. 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=266)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q18a-1. They were courteous & polite	52.3%	27.1%	12.4%	4.9%	2.3%	1.1%
Q18a-2. They gave prompt, accurate, & complete answers to questions	38.7%	26.3%	12.8%	12.8%	6.4%	3.0%
Q18a-3. They did what they said they would do in a timely manner	36.1%	23.7%	14.7%	7.1%	10.2%	8.3%
Q18a-4. They helped you resolve an issue to your satisfaction	32.0%	19.2%	18.0%	10.5%	13.9%	6.4%

WITHOUT "DON'T KNOW"

Q18a. 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=266)

	Always	Usually	Sometimes	Seldom	Never
Q18a-1. They were courteous & polite	52.9%	27.4%	12.5%	4.9%	2.3%
Q18a-2. They gave prompt, accurate, & complete answers to questions	39.9%	27.1%	13.2%	13.2%	6.6%
Q18a-3. They did what they said they would do in a timely manner	39.3%	25.8%	16.0%	7.8%	11.1%
Q18a-4. They helped you resolve an issue to your satisfaction	34.1%	20.5%	19.3%	11.2%	14.9%

Q19. 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=672)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q19-1. As a place to live	42.0%	44.9%	8.2%	3.4%	0.4%	1.0%
Q19-2. As a place to raise children	41.5%	39.9%	8.9%	2.2%	0.9%	6.5%
Q19-3. As a place to work	10.7%	17.7%	20.1%	15.6%	10.7%	25.1%
Q19-4. As a place where you would buy your next home	33.0%	32.3%	18.5%	6.1%	5.7%	4.5%
Q19-5. As a place to retire	28.7%	29.8%	18.9%	9.1%	9.2%	4.3%
Q19-6. As a place for play/leisure	22.8%	36.9%	18.0%	11.5%	7.1%	3.7%
Q19-7. For overall quality of life	28.6%	50.0%	14.4%	4.0%	1.2%	1.8%

WITHOUT "DON'T KNOW"**Q19. 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=672)

	Excellent	Good	Neutral	Below average	Poor
Q19-1. As a place to live	42.4%	45.4%	8.3%	3.5%	0.5%
Q19-2. As a place to raise children	44.4%	42.7%	9.6%	2.4%	1.0%
Q19-3. As a place to work	14.3%	23.7%	26.8%	20.9%	14.3%
Q19-4. As a place where you would buy your next home	34.6%	33.8%	19.3%	6.4%	5.9%
Q19-5. As a place to retire	30.0%	31.1%	19.8%	9.5%	9.6%
Q19-6. As a place for play/leisure	23.6%	38.3%	18.7%	11.9%	7.4%
Q19-7. For overall quality of life	29.1%	50.9%	14.7%	4.1%	1.2%

Q20. Using a scale of 1 to 5, where 5 means "very supportive" and 1 means "not supportive at all," please rate how supportive you would be of the City expending funds to provide each of the following amenities in the community.

(N=672)

	Very supportive	Supportive	Neutral	Not supportive	Not supportive at all	Don't know
Q20-1. Public art	8.0%	20.1%	26.5%	21.4%	18.8%	5.2%
Q20-2. Outdoor athletic complex (e.g. soccer, baseball)	17.3%	35.6%	25.3%	9.8%	7.4%	4.6%
Q20-3. Indoor athletic complex (e. g. basketball, gym)	23.4%	33.6%	18.5%	8.8%	9.8%	6.0%
Q20-4. Pool	37.5%	26.6%	14.3%	6.8%	10.6%	4.2%
Q20-5. City-wide WiFi/high- speed internet	30.5%	22.8%	19.0%	8.6%	11.0%	8.0%

WITHOUT "DON'T KNOW"

Q20. Using a scale of 1 to 5, where 5 means "very supportive" and 1 means "not supportive at all," please rate how supportive you would be of the City expending funds to provide each of the following amenities in the community. (without "don't know")

(N=672)

	Very supportive	Supportive	Neutral	Not supportive	Not supportive at all
Q20-1. Public art	8.5%	21.2%	27.9%	22.6%	19.8%
Q20-2. Outdoor athletic complex (e.g. soccer, baseball)	18.1%	37.3%	26.5%	10.3%	7.8%
Q20-3. Indoor athletic complex (e.g. basketball, gym)	24.8%	35.8%	19.6%	9.3%	10.4%
Q20-4. Pool	39.1%	27.8%	14.9%	7.1%	11.0%
Q20-5. City-wide WiFi/high- speed internet	33.2%	24.8%	20.7%	9.4%	12.0%

Q21. Would you be willing to pay increased taxes for any of the community amenities listed in Question 20?

Q21. Would you be willing to pay increased taxes for any community amenities	Number	Percent
Yes	402	64.1 %
No	210	33.5 %
Not provided	15	2.4 %
Total	627	100.0 %

WITHOUT "NOT PROVIDED"**Q21. Would you be willing to pay increased taxes for any of the community amenities listed in Question 20? (without "not provided")**

Q21. Would you be willing to pay increased taxes for any community amenities	Number	Percent
Yes	402	65.7 %
No	210	34.3 %
Total	612	100.0 %

Q21a. Which community amenities?

Q21a. Which amenities	Number	Percent
Public art	60	14.9 %
Outdoor athletic complex	158	39.3 %
Indoor athletic complex	254	63.2 %
Pool	321	79.9 %
City-wide WiFi/high-speed internet	149	37.1 %
Total	942	

Q22. Which of the following best describes your race/ethnicity?

Q22. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	24	3.6 %
Black/African American	2	0.3 %
White	612	91.1 %
Hispanic	14	2.1 %
American Indian/Eskimo	14	2.1 %
Other	5	0.7 %
Total	671	

Q22-6. Other

<u>Q22-6. Other</u>	<u>Number</u>	<u>Percent</u>
Hispanic	1	20.0 %
European American	1	20.0 %
Multi-racial	1	20.0 %
Irish, German	1	20.0 %
Mixed	1	20.0 %
Total	5	100.0 %

Q23. Including yourself, how many people in your household are...

	<u>Mean</u>	<u>Sum</u>
number	2.5	1690
Under age 10	0.3	214
Ages 10-19	0.4	259
Ages 20-34	0.3	194
Ages 35-54	0.7	496
Ages 55-74	0.6	421
Ages 75+	0.2	106

Q24. Do you own or rent your home?

<u>Q24. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	579	86.2 %
Rent	90	13.4 %
Not provided	3	0.4 %
Total	672	100.0 %

WITHOUT "NOT PROVIDED"**Q24. Do you own or rent your home? (without "not provided")**

<u>Q24. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	579	86.5 %
Rent	90	13.5 %
Total	669	100.0 %

Q25. Approximately how many years have you lived in the City of Smithville?

Q25. How many years have you lived in City of Smithville	Number	Percent
0-5	213	31.7 %
6-10	94	14.0 %
11-15	121	18.0 %
16-20	89	13.2 %
21-30	81	12.1 %
31+	61	9.1 %
Not provided	13	1.9 %
Total	672	100.0 %

WITHOUT "NOT PROVIDED"**Q25. Approximately how many years have you lived in the City of Smithville? (without "not provided")**

Q25. How many years have you lived in City of Smithville	Number	Percent
0-5	213	32.3 %
6-10	94	14.3 %
11-15	121	18.4 %
16-20	89	13.5 %
21-30	81	12.3 %
31+	61	9.3 %
Total	659	100.0 %

Q26. Your gender:

Q26. Your gender	Number	Percent
Male	335	49.9 %
Female	331	49.3 %
Not provided	6	0.9 %
Total	672	100.0 %

WITHOUT "NOT PROVIDED"**Q26. Your gender: (without "not provided")**

Q26. Your gender	Number	Percent
Male	335	50.3 %
Female	331	49.7 %
Total	666	100.0 %

Q27. Which of the following best describes your total household income?

<u>Q27. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	50	7.4 %
\$30K-\$59,999	112	16.7 %
\$60K-\$99,999	179	26.6 %
\$100K-\$129,999	123	18.3 %
\$130K+	131	19.5 %
Not provided	77	11.5 %
Total	672	100.0 %

WITHOUT "NOT PROVIDED"**Q27. Which of the following best describes your total household income? (without "not provided")**

<u>Q27. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	50	8.4 %
\$30K-\$59,999	112	18.8 %
\$60K-\$99,999	179	30.1 %
\$100K-\$129,999	123	20.7 %
\$130K+	131	22.0 %
Total	595	100.0 %

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below.

- A city of this size should have a community pool/indoor facility. Whether if wholly owned by the city or in partnership with another organization such as a YMCA. Being new to the community this is one area that has definitely been recognized as an area of improvement, and after speaking with other residents of the area they agree as well.
- A City Pool!!!
- Better speed enforcement on the north side of town off 169 Highway where families have to get in and out of their driveways off 169 when people
- are going way too fast!
- A COMMUNITY CENTER WITH ACTIVITIES SUCH AS A POOL, BASKETBALL GYM, WALKING TRACK, GRP EXERCISE AND BIRTHDAY ROOM PARTY. SMITHVILLE NEEDS SOME TYPE OF COMMUNITY ACTIVITY FOR FAMILIES. MORE OPTIONS IN GROCERY STORES, RESTAURANTS, FAST FOOD, A BOWLING ALLEY, SKATING RINK-SOMETHING WOULD BE NICE. OUR CITY IS PLAIN. EVERYONE DRIVES OUT TO KANSAS CITY FOR FOOD AND ACTIVITIES. DOES NOT BENEFIT THIS CITY AT ALL.
- A community center would be amazing so that those of us that live here would not have to go out of our town for these services. Everyone I have talked to that lives in Smithville would love to have a community center and would be open to paying more in taxes to make this happen.
- A public pool would be nice but the City seems to waste tax money on unnecessary items. For example. They put the Commons in promising more businesses would come, but they didn't install proper sewer pipes and water lines for big business. Now this lot sits empty 10 years later. They put all these bump outs downtown and now two vehicles can't even pass each other at the stops, creating a walking path through the downtown area. Putting bridges in that have smaller culvert pipes than what were originally there. First flooding that comes will rip out those pretty new bridges. Once again wasting Tax Payer money. Building a water tower down by 169 highway and now the water tastes terrible all the time. Taxes are so high now that new businesses are rare. We needed a decent recycling center for glass and other items that isn't picked up curbside. The glass bin down by Price Chopper is used for trash most of the time. Very frustrating for those of us that try to recycle glass. Major dumping is done but no cameras are set up to catch the people illegally dumping. Raising the speed limit southbound on 169 making it almost impossible to pull out now in the mornings. Drivers are now doing 70 over that hill. Maybe the police could station someone there during the weekday mornings. The only complaint I have for the police is they need to start pulling over people pulling boats, trailers and RV's with no side mirrors on their vehicle or a vehicle that is pulling something that is beyond the towing capacity of the vehicle. I see this all the time. So unsafe!
- A SUGGESTION TO IMPROVE THE IMAGE OF OUR RESIDENTIAL STREETS CLOSE TO DOWNTOWN-THERE NEEDS TO BE AN ORDINANCE REQUIRING TRASH BINS MUST BE RETRIEVED FROM THE CURBS AND OUT OF SITE AFTER THE RESIDENTS TRASH DAY.

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- A TRAFFIC LIGHT AT 180TH ST-GETTING VERY DANGEROUS. THE NEW TURN LANE CREATES A BLIND SPOT IF A SMALL CAR BEHIND A TRUCK PULLS OUT INTO TURN LANE IS THERE, YOU DON'T SEE IT. THERE HAVE BEEN ACCIDENTS THERE. WOULD ALSO LIKE TO SEE A SIDEWALK ALONG 180TH THAT WOULD CONNECT GREYHAWKE TO THE NEW ONE.
- additional retail optional services
- ADDRESS FLOODING ISSUES AT STONEBRIDGE.
- Allow for electronic billing and payment for utilities. Bring in a YMCA. Also, keep up on traffic management as Smithville grows. One thing I have liked about Smithville is the small town feel and less traffic. It will inevitably grow, but I am worried about 169 turning into a Barry road, or North Oak. There are already some places that I don't bother trying to turn left out of during rush hour traffic. I like the traffic circle that was installed. Maybe as the traffic on 169 increases we can try some if those new J turns. Just an idea.
- allow more business into Smithville and support like more places to eat and specialty stores, I use to own a business and felt no support from city and nothing to help business grow
- Attract a big store such as Target or Walmart. Local business doesn't meet all of the needs for retail and if you don't put in a big store, KC will do so right outside our city limits and that will still put local business at risk without any tax benefit to the City.
- Make recycle portion of the trash bill optional. Out bill has gone up way too much this year and the recycle portion only takes cardboard and some plastic. Not worth the additional amount we were strapped with.
- because of the new improvements downtown the sidewalks come too far into the street at the corners making it difficult for 2 cars to pass each other, if I can avoid going downtown I will never go there
- BETTER DRINKING WATER. EVERYONE I KNOW LIVES IN SMITHVILLE DRINKS BOTTLED WATER OR FILTERED WATER. WATER IS HORRIBLE.
- BETTER GROCERY STORE SHOOTING RANGE AND COMMUNITY CENTER
- BIKE PATHS TO SMITHVILLE CONNECTED TO SUBDIVISIONS TO TOWN
- Boats need to be taken off the residential streets! In my neighborhood people are parking their boats near intersections which makes it hard to see if anyone is approaching. And you can't see kids around the boats! This is very dangerous! Kids chase balls into the streets and you can't see them! Boats on the streets MUST GO before somebody gets hurt! Smithville needs a better shopping area. The Smithville Commons needs to move forward. What's going on with that? Because of the rural nature of much of the town, city wide internet needs to be provided for residents. A limited number of providers are price gouging us! Google Fiber would be a much better option than what is currently available. With the loss of Justice Drugstore, Smithville needs to bring in more food options. We cannot just rely on residents; Smithville needs to become a destination for KC folks to enjoy and that means food & shopping to augment the lake.

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- BRAND NEW WHEELCHAIR RAMPS EXTEND TOO FAR OUT INTO THE STREETS, MAKING TURNS HAZARDOUS. MANY THANKS FOR MUCH BETTER TASTING CITY WATER. WE WILL BE THANKFUL WHEN STREETS ARE REPAIRED. NEED BETTER ENFORCEMENT OF TRAFFIC LAWS ON 169HWY BY RIVER DURING DAYTIME.
- BRING MORE SHOPPING AND RESTAURANTS
- BUST THE LOCAL DRUG DEALERS
- CAN WE GET MORE RESTAURANTS, INCLUDING FAST FOODS
- Change trash services to Redgate.
- CHECK HIGHLAND AVE-NARROW STREET, NO SIDEWALK OR CURB SO WHEN PEOPLE PARK ON STREET YOU CAN HARDLY DRIVE THROUGH AND IT MAKES SNOW REMOVAL VERY HARD
- CHOP OFF THOSE ROUNDED CURVES AT EACH INTERSECTION IN THE MIDDLE OF TOWN THAT WAS A POOR DECISION, ALLOW GOOD BUSINESS TO COME IN, ITS ONE THING TO HAVE STANDARDS BUT WHEN A BUSINESS TRIES TO BUILD, THERE IS SO MUCH SLOW RED TAPE THAT THEY GIVE UP BUSINESS OWNERS BIG V AND PACKS USED TO KEEP OTHER BUSINESS OUT BY BEING ON THE BOARD. LET BUSINESS COME IN
- CITY LEADERS NEED TO PRACTICE FISCAL CONSERVATISM AND REALIZE THAT THE TAXPAYERS GET TIRED OF THESE PROJECTS. WHERE THE MONEY SPENT WOULD HAVE BEEN BETTER USED SOMEWHERE ELSE.
- city needs to find a way to bring more business to the community, many of my grocery dollars/taxes leave the community because grocery retail in Smithville is very poor, perhaps its time to financially reward another retailer to the market, if you don't have good grocery stores in your town it will slow any growth, this city could be a real jewel with new leadership and amenities
- CITY OF THIS SIZE WITH NO POOLS, ATHLETIC/FINTESS COMPLEX, INDOOR OR OUTDOOR COURTS OF ANY KIND IS PATHETIC, THANK GOODNESS FOR THE COUNTY SMITHVILLE LAKE
- CITY STAFF NOT RESPONSIVE TO COMPLAINTS PLACES THROUGH WEBSITE, CITY IS FOR CONCERNED WITH ESTABLISHMENTS ITSLEF AS A LARGE CITY ON SMALL CITY AVAILABLE FUNDING
- CITY WO UL D HAVE BEEN FOR B ETTER OFF TO INSTALL A CITY POOL THAN TO SPEND MONEY ON THAT RIDICULOUS STREET SYSTEM THEY INSTALLED DOWNTOWN, I WILL NOT BE FREQUENTING THESE BUSIENESSES ACCT OF THAT PORRLY THOUGHT OUT ROADWAY/SIDEWALK SYSTTEM
- clean house at city hall
- Clean up downtown area. Draw more businesses to downtown
- Common space behind my home needs to be cleaned up. Brush weeds dead trees. City hasn't done anything about it. The neighborhood developer says it's not their responsibility or even the HOA. Many neighbors on my street have complained to city. Nothing done about it.

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- Communicate your city's vision. Be transparent. Fix Amory Rd ASAP.
- Community center
- COMMUNITY CENTER
- Community Center is needed for Smithville as well as lake bar/grill that is family friendly.
- community pools indoor/outdoor, indoor athletic center, more boat slips at the lake more retail stores including Walmart more restaurants
- CONCERNED ABOUT THE NUMBER OF SUBDIVISIONS BEING BUILT AND THE IMPACT IT WILL BRING ON THE CITY SERVICES WATER AND SEWER AND SCHOOLS AND TRAFFIC THANK YOU
- Consider making one-way traffic in the square. This is used in most older city squares.
- The curbs and traffic flow is terrible. I'm sure it will look nice when completed, but not practical.
- Very large expense, but poor decision by city planning!
- CONSTANT SPEEDING ON N BRIDGE ST
- COULTER ADDITION WHICH IS IN THE CITY LIMITS NEEDS HIGH SPEED INTERNET AVAILABLE HIGH SPEED INTERNET SHOULD BE AVAILABLE EVERY WHERE IN SMITHVILLE
- do enjoy the senior community center but don't care for the curbs being made downtown, the corners are difficult to turn for large vehicles motor homes and other large vehicles
- Do more about incomplete construction. Multiple houses in my neighborhood are incomplete. Not a good image.
- DO NOT LIKE WHAT YOU HAVE DONE TO DOWNTOWN-TOOK AWAY PARKING SPOTS. CANNOT GET TWO VEHICLES THROUGH ANYMORE. THIS TOWN HAS BEEN TORE UP FOR OVER 2 YEARS NOW. STREETS ARE A MESS-THERE IS NO END IN SITE-VERY POOR JUDGEMENT FROM THE CITY.
- DO NOT TRY TO BE BEVERLY HILLS. FEELS LIKE YOU ARE TRYING TO MOVE OUT THE LOWER MIDDLE CLASS INCOME RESIDENTS AND GO IN HIGH INCOME FAMILIES ONLY!
- DO SOMETHING WITH SMITHVILLE COMMENTS IT IS A DISGRACE WE NEED MORE USEFUL TRAILS, A REAL GROCERY STORE BIG V WAS OK BUT THE CITY HAS GROWN AND PRICE CHOPPER IS PATHETIC FOR THIS SIZE CITY, A HARDWARE STOR WITH COMPETITIVE PRICES A WELL STOCKED DRUG STORE, BRING BACK CHRISTMAS LIGHTS NO MORE TAX INCREASES
- DOG PARK; COMMUNITY CENTER; MORE COMMERCIAL BUSINESSES (FINISH SMITHVILLE COMMONS)
- Don't put up 4 plexus next To hwy 169 - increases crime, traffic and unwanted light at night. Cheapens the city.
- We need a Target or Walmart and a better grocery store.
- Dollar general smells like sewage.
- You can't have a small town feel and amenities and continue to add multi family housing. Worst management of growth period.

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- Don't spend all your time and effort on downtown area.
- Downtown street program is a waste of money.
- EMPTY LOTS NEEDS TO BE LEANED UP, ABANDONED HOUSES NEED TO BE CLEANED UP, TRASHY LOOKING YARDS ARE NOT ACCEPTABLE DOWNTOWN AND SURROUNDING AREAS
- ENFORCE CODES ON VACANT HOUSES/BUILDINGS-GRASS AND WEEDS
- ENFORCEMENT OF NOISE CODES IN CITY. IMPROVEMENT OF DOWNTOWN APPEARANCE. ADDITIONAL SENIOR HOUSING.
- EVERY OFFICER I HAVE ENCOUNTERED ARE DOWN RIGHT RUDE, I DON'T FEEL SAFE BEING FOLLOWED ALL THE WAY HOME WHEN I'VE DONE NOTHING WRONG I FEEL LIKE THEY ARE OUT TO GET ME, NOT PROTECT ME, EVEN THE BANK APPEARS TO HAVE A COP CHOCKING SANTA AS DECORATIONS, THEY ARE THE SOLE REASON I WILL LEAVE SMITHVILLE, EVERYONE I KNOW HATES THEM TOO
- Find a new trash service!!! There is nothing worse than paying double and only able to dispose of half the trash. Build a city pool, and a new athletic complex.
- FINISH THE WORK DOWNTOWN AND THE BRIDGE ON DD.WE WOULD LOVE TO SEE A COMMUNITY CENTER WITH AN INDOOR POOL (NOT A YMCA) WE WOULD PREPAY FOR MEMBERSHIP IF IT WOULD GET ONE BUILT.
- FIRE ALL CITY EMPLOYEES AND FIND NEW PEOPLE
- FIRE PROTECTION SERVICES NOT MENTIONED HERE, VERY SATISFIED WITH THEM, NOT HAPPY THAT THE STREET SCAPES WAS DONE AND THE SMITHVILLE COMMONS NOT DONE, TO PROVIDE NEEDED SERVICES TO OUR COMMUNITY THAT WOULD HELP PEOPLE SHOP LOCAL
- fix the water it is very hard and high levels of chlorine more restaurant selection
- Fix the roads
- FOR ELDERLY OR DISABLED PLUG INTO TRANSPORTATION SYSTEM INCLUDING AND MEANS TO GO INTO KANSAS CITY. DAILY OR WEEKLY SHUTTLE TO THE STREET CAR.
- For the taxes we pay, this town is less than stellar! Enforce your clean up codes of personal property!
- Get a better grocery store, better restaurants and please repaint street markings in city limit.
- GET RID OF THESE STUPID ROUNDED OUT CURBS IN THE INTERSECTION YOU PUT DOWNTOWN. FOR WHAT YOU SPENT ON THAT MESS DOWN THERE, YOU COULD HAVE REPAVED A LARGE AMOUNT OF CITY STREETS OR LOWERED THE OUTRAGEOUS WATER AND SEWER BILL

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- GET SMITHVILLE COMMONS DEVELOP, ITS EMBARRASSING, GET SOMETHING DONE WITH THE EYESORE OLD HOSPITAL THAT IS THE FIRST THING PEOPLE SEE WHEN DRIVING INTO DOWNTOWN, MONTHLY UPDATES FROM CITY HALL NOT SURE HOW OFTEN THE NEWSLETTER COMES OUT BUT MORE FREQUENT COMMUNICATION ABOUT CELEBRATING SUCCESS. WHAT'S BEING DONE TO ADDRESS CHALLENGES AND IMPORTANT UPDATES OPPORTUNITIES, ONLINE BILL PAY FOR CITY UTILITIES, REDICULOUS THAT WE DON'T HAVE THIS AND THAT I CAN PAY MY BILL ON TIME BUT IT TAKES 4-5 DAYS TO PROCESS THE CHECK AND FOR THE BANK TO PROCESS THE PAYMENT THEN I GET A LATE NOTICE WHEN I ACTUALLY PAID BEFORE THE DUE DATE
- getting more business to help lower taxes
- Give City Hall personnel ability to answer questions vs always punting to call your Alderman. That's a cop out. Fully disclose WHY our trash fees doubled and WHY no opt out option and WHY rate is increasing again. And how you justify Sewer usage higher than Water usage. I know some people water lawns, but for those of us who don't, it's a complete rip-off.
- GIVE MORE THAN 10 DAYS TO PAY WATER BILL BECAUSE THE POST OFFICE CANNOT DELIVER MAIL IN TIMELY AREA. NEED MORE RESTAURANTS AND GROCERY STORES.
- GIVE US THE NEWER PRICE CHOPPER NOW! QUIT RAISING OUR TAXES. OPEN THE COMMONS.
- HAVE NOT LIVED IN CITY LIMITS LONG ENOUGH TO MAKE SUGGESTIONS
- HAVE THE POLICE DO ROUTINE AREA CHECKS AND DRIVE THRU THE NEIGHBORHOODS.
- HELP STONEBRIDGE LN WITH FLOODING PROBLEM WE GET ALL RUN OFF WATER FROM SCHOOL AND COMMERCIAL STREET. WE LOST 9 CARS ON OUR STREET. HAD 3 FT WATER IN MY GARAGE LOST EVERYTHING IN IT CAN'T SELL MY HOUSE TO GET OUT.
- HERITAGE PARK IS IN SERIOUS NEED OF A REDO, IT ALWAYS FLOODS AND THE EQPT IS TERRIBLE VERY OUT DATED
- HERITAGE PARK NEED NEW PLAYGROUND EQPT AND THE PARKING LOT HERE NEEDS TO BE REDONE, COMMUNITY CENTER W/POOL WOULD BE GREAT
- HIGH TURNOVER IN POLICE DEPT IS OBVIOUS AND RUMOURS ARE FLYING ABOUT TOP TWO LEVELS OF MANAGEMENT IN POLICE DEPT BEING INCOMPETENT
- Hold employees accountable, that is something that is not being done, police and streets especially
- HOW ABOUT A HAZARDOUS WASTE PICK UP PERIODICALLY A PLACE TO BRING BROKEN TREE BRANCHES IN TOWN, ENFORCE SPEED LIMITS AROUND SCHOOLS
- Hurry up and fix the streets!!! It is a total mess. And we rarely see people actually working on them. And please fix the park parking lot. It is embarrassing.

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- I believe we need to be careful the sort of tax incentives we give to business and commercial development. We may end up landing development but we are damaging our financial future in the process. It's not worth it in that case. Make business pay to do business. The free market system works so let it work instead of mortgaging our community.
- I dislike the new extensions along the side walks downtown. That extra extension between the sidewalk and the curb narrows the street considerably as well as the ridiculous extensions at the intersections. The Smithville Commons needs to start development so we can get more retail up here. There should be a KFC here.
- I don't have any suggestions but a couple comments.
- Thank you for the excellent snow removal service in the older neighborhoods north of the Little Platte where I live. I was pleasantly surprised when I moved here five years ago at the great service!
- Also about the new downtown streets - I am concerned about the bump outs at all of the intersections. I was going north on Bridge Street coming up to Main street. At the intersection a fire truck, not on an emergency call, was stopped on Main headed east. They were making a left turn onto Bridge Street. The truck could not make the turn with me sitting there and I had to back up to let the truck through. I could not go forward to make my right turn because I wouldn't have been able to get around the truck and onto Main Street. I don't think there is enough room now at those intersections. I know and have heard that they were constructed so two vehicles could fit through, but did anyone consider larger vehicles like fire trucks and ambulances that need to make turns? I have never been able to get a good answer as to the function of these bumps out. I think they are absurd and I see no benefit. I lived in St. Joseph my whole life and years ago when they re-developed the downtown area they put in the same bump outs which did nothing to bring more business to downtown and served no real purpose. I thought it was a waste of money. I was really surprised to find that Smithville was doing the same thing.
- Regardless, I really do like living in Smithville. It's a nice town with nice people and I have met quite a few of them these past few years. I am now working at the library part-time and I love it. So keep up the good work you are doing. It is appreciated!
- p.s. One tiny wish-list item. I've heard that Smithville used to have a Burger King restaurant and they left. That's too bad. I really would like to see just one or two more fast food choices because sometimes I just don't want to go to a sit-down restaurant and I don't want to drive 15 minutes to Barry Road or North Oak. I would rather keep my money in Smithville! I would LOVE to see a Wendy's come to town! :-)
- Thank you so much for taking the time to read my comments.
- I feel like we are at the place where a city plan needs to put in place that will increase the small town feel of Smithville, yet have the amenities that are common in most of the suburbs. Meaning, I would like to see the business area have regulations on the style of buildings and signage distance from the main road etc. so that there is continuity in the appearance and to a hot mess of neon, billboards, temporary signs, and so on. I also feel that it is hard to have a positive image when there are so many pieces of property that are not maintained. I would look at buying downtown and rehabbing places if I knew that the city would start enforcing codes, which will protect my investment.

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- I feel the improvement program downtown is a waste of money.
- I have had one suggestion that I have passed on to several city officials in the past , but my suggestions has always been immediately dismissed. Very frustrating!
- I LIVE IN HOUSING AUTHORITY AND THEY HANDLE MOST OF WHAT WE NEED. HAVE NOT BEEN HERE LONG ENOUGH TO HAVE ANY DEALINGS WITH THE CITY.
- I love Smithville, but roads need work.
- I realize this is a KCP&L issue, but I think the city needs to speak with KCP&L on behalf of the many residents on the north side of town that lose power EVER YEAR when the temperature lowers to below zero. I'm not an expert on utilities, but we clearly have some deficiency related to capacity. We continue building homes and schools, and I feel the city needs to assist in managing this vendor/provider.
- I strongly y would like the city to consider a community center/pool. the youth need positive places to spend time and it will give teens job opportunities within the community
- I THINK MORE OF THE YOUNG INTERACTING WITH NURSING HOME AND SENIOR CENTER. THEY CAN BOTH LEARN A LOT FROM EACH OTHER. MAYBE A GARDEN IN COMMUNITY THAT THEY CAN BOTH HELP MAINTAIN?
- I THINK SMITHVILLE WOULD BE A GREAT PLACE FOR BASEBALL AND SOFTBALL COMPLEX.
- I wish this neighborhood had a pool. I wish the water was good and not bad. If I knew how bad it was we wouldn't have retired here. We're buying our water because the water makes us sick. I've talked to others and they've said it's bad. You're raising the price, hope you use it to clean the water. Thank you.
- I wish we would be more willing to allow larger businesses to consider coming to Smithville. I would love to see more restaurant choices and a larger drug store (cvs or walgreens) in Smithville. Local business hours are sometimes so restrictive that it's hard for commuters to use businesses without extended hours.
- I would like to see the bike trails at the lake tied into the downtown area. I believe it would greatly increase tourism in our area. In addition, it would promote a healthy lifestyle for the residents of Smithville.
- I would like to see them fixed the place on 169 where's storm water collects up from QuikTrip
- I would love to spend our money locally doing family activities that we normally partake of in other locations, such as mini golf, going to the movies, and bowling. If my family could go out to eat at Kozak's then head to the local mini golf course, bowling alley, or movie theater, we'd have very few reasons to spend our money outside of Smithville!
- I'd love to see an indoor basketball court facility and cleaner lake
- Improve (and add) sidewalks in old-town smithville
- widen streets where possible
- Fix the chicken ordinance. Annual fee per chicken is just STUPID. It makes owning chickens completely un-economical
- IMPROVE CLEANLINESS AND QUALITY OF BEACHES AND PICNIC AREAS IMPROVE MAINTENANCE OF DOCKS.

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- IMPROVE THE ATTITUDE OF OUR POLICE THEY SEEM LIKE THEY FOLLOW A CODE OF GUILTY UNTIL PROVEN INNOCENT
- Improve water, and let the people have their own trash services.
- improving parks, more playground equipment for kids outdoor splash pad for kids dog park, more safety on the trails around lake emergency phones
- INCREASE THE NUMBER OF BUSINESSES. WE HAVE A LOT OF EMPTY BUILDINGS THAT ARE NOT BEING USED. LIMIT THE NUMBER OF PUBLIC HOUSING. THE CRIME HAS INCREASED.
- Indoor gym
- It is irresponsible to provide a tax incentive (TIFF) to Price Chopper to build a new store in the Smithville Commons! Price Chopper is the only grocery store in Smithville and won't be leaving! TIFFS are to attract new business to Smithville! Be more business friendly! Smithville's tax revenue has great potential but you have to keep resident business in town and not give it to Kansas City. i.e. - Attract businesses to Smithville Commons, built in 2009 and still vacant!
- it is known that the City officials do not like the residents that live south of Amory and along the Woodland Ave/Virginia Ave corridor. The roads are terrible and we the tax payers have been told by City officials that we are irrelevant to the City of Smithville and that Amory will never be fixed properly. The pot (craters) holes will continue to be filled and nothing more. When I decide to move from this city that has corrupt officials, I will tell people not to move here just for that reason. This city needs another grocery store to compete with Price Chopper. The city needs to allow for restaurants and bars in the city. During the summer the city needs to close down the streets and have more outdoor activities that allow people to walk around with adult beverages. Make this City fun again.
- It would be great to get a super Price Chopper or something like that built in town. A rifle and archery range some where by the lake. There already is a shotgun range but nothing else that I know of. I would love for the Core of Engineers to start stocking Smithville lake with more Blue Catfish.
- it would be nice if all the various projects going on in the city had status reports on city website
- It's difficult to determine the difference between city, county, and state areas of responsibility. I visit more of the county areas around the lake than the city.
- Same with street/road maintenance.
- The downtown improvements may look nice when completed, but it appears to be a traffic nightmare and parking appears limited. I hope I'm wrong.
- KC Water is better than Smithville.
- KEEP DEBRIS PICKED UP ALONG HIGHWAY REMOVAL OF DEAD ANIMALS ON HIGHWAY KEEP GRASS MOWED ALONG HIGHWAY.
- KEEP IMPROVING STEADILY SEEING VERY POSITIVE CHANGES CLEAN UP DOWNTOWN DIRTY ALLEYWAYS CARE PLACE UGLY DON'T SELL OUT SMITHVILLE TO CHEAP HWY BUSINESSES

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- Keep up the great work! I made smithville my home roughly 3 years ago and I'm more than happy to be here.
- Keeping the shoulders of DD, Dam Rd etc. cleaner. DD is used by many joggers, walkers, runners, cyclists, dog walkers etc... If it could be blown or broomed a time or two in the spring and after the 4th of July it would save a lot of dog paws and bike tires.
- LIVED IN THIS HOUSE FOR 24 YRS HAD A PROBLEM WITH DOG ON MY PROPERTY WHEN I CALLED FOR HELP THE POLICE OFFICER DID NOT EVEN KNOW THERE WAS A HOUSE HERE, HE SAID HE HAD BEEN WITH THE POLICE DEPT FOR 7 YRS THEY NEED TO KNOW WHERE ALL THEIR RESIDENTS ARE
- Mailbox opposed to the cluster boxes, will clear street parking. Student busing implement a driver qualification standard improvement. Neighborhood snow removal drivers who think about how to clear snow and placement, as opposed to the one pass good luck standard we have in neighborhoods now. Road work times and scheduling needs more forethought. Email communications have been great at big items but other activities notifications could be better.
- MAINTENANCE OF BRIDGE COMING INTO SMITHVILL FROM THE SOUTH MORE COOPERATION AND COODRINATION WITH THE COUNTY FOR ROAD MAINTENANCE BY THE NEW SCHOOL AND ANYWHERE COUNTY ROADS/HIGHWAYS CROSS INTO CITY LIMITS AND WITH THE CORPS OF ENGINEERS TO GIVE MORE ACCESS TO AND GET MORE ASSISTANCE FROM SMITHVILLE CITIZENS
- Make sure you can maintain what you have getting you start building something else. Put more focus into business and economic development, so that we don't have to go to other towns for shopping.
- MAKE THE WATER DRINKABLE-COST IS TOO HIGH FOR WATER NOT TO BE DRINKABLE
- MAKING IT POSSIBLE FOR PARENTS TO GET MORE INFO ABOUT SCHOOL EVENTS AND IN A TIMELY MANNER ALSO PUT FORTH MORE OF AN EFFORT TO DEAL WITH BULLYING
- Many places in Smithville the quality of the tap water is poor. In some it is undrinkable (taste-wise) without filtering.
- MAYBE BUILDING A WAL MART IN TOWN NOT HAVE TO TRAVEL TO ANOTHER TOWN TO ONE TO SHOP AT
- MAYBE INFORM PEOPLE WHATS GOING ON IN SMITHVILLE WHEN THE WATER BILL IS SENT.
- more business
- MORE BUSINESSES
- MORE DOWNTOWN EVENTS INDOOR PLAY AREA POOL OR SPLASH PARK ANOTHER RESTAURANT AND RETAIL STORE FOR SHOPPING AND A BIGGER GROCERY STORE.
- More options for food (restaurants) places with activities (bowling alley, mini golf, or places to shop) aldi!

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- MORE PLACES TO EAT, ESPECIALLY FOR BREAKFAST; BIGGER FOOD STORE
- MORE POLICE PATROLS IN RESIDENTIAL AREAS AT NIGHT
- More restaurants more big box stores less mom and pop stores
- MORE RESTAURANTS, MORE RETAIL CHOICES
- MORE TEAM UP TO CLEAN UP VOLUNTEER DAYS THE PARK LAKE DURING THE WARMS MONTHS
- Move forward, despite the negativity. Be brave.
- My biggest complaint is timely snow removal in Hills of Shannon, especially the entrance/exit area. It seems to me the blades aren't low enough because the entrance/exit is consistently a sheet of ice and packed snow that lasts until melting. It makes it very difficult to start from the stop sign. My secondary complaint is the complete lack of adherence to stop signs in Hills of Shannon. I've almost been hit numerous times at Shamrock Way and Shannon Ave because people do not stop at the stop sign on Shannon...ever.
- My kids are grown up and gone now but when they still lived here there was nothing for them to do outside of school activities. We need someplace for the youth of the community to get together.
- MY SUGGESTION IS TO STOP LIVING ON BORROWED MONEY AND TAX INCREASES, LIVE LIFE ON WHAT YOU HAVE AND NOT ON WHAT YOU WANT HARD TIMES WILL BE COMING AGAIN
- NE 188th Street needs more attention with snow removal and speed issues with new school in area.
- NE Amory Road desperately needs to be resurfaced.
- NEED A RESTAURANT ON THE LAKE-YOU NEED TO CENTER MORE DEVELOPMENT AROUND THE LAKE
- NEED BETTER RECYCLE SYSTEM, THERE ARE MANY OUTSIDE CITY LIMITS BUT ON WATER AND SEWER WHO HAVE LIJITED RECYCLE OPPORTUNITIES
- Need better relations with Fire Dept. Need to resolve funding new fire house.
- Better educate what can be recycled. Numerous items on the initial recycle sheet can not be recycled with an automated single recycle program. Waste Management indicates 30% of stuff in recycle bins is not recyclable or desired any more.
- Like notices sent with sewer bill. Need to be timely i.e. sometimes the information is old by the time the bill is actually received. Never know for sure the trash holiday schedule or times for bulk pickup. If bulk pickup is say in May mention it on the April bill not the May bill after it has already happened.
- Consider picking up trash along city ROW once a quarter. Have costs included in trash pickup bill.
- Raise the fee for littering and had out a few tickets. Tired of people just throwing cigarette butts and fast food stuff out the window. I do pick up trash along our road. A little enforcement would help.
- need community voting on how the downtown streets should have been spent way too much money sidewalks nice but too narrow do not like bump outs accidents will happen now

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- NEED MORE EATING CHOICES, NEED SECURITY LIGHTING AT PARK AND ADDITIONAL PARKING STRANGERS DRUG DEALERS AND THEIVES IN O UR NEIGHBORHOOD WITH NEW PARKING LOT CAN WALK TRACH AFTER DARK AT THE PARK NO LIGHTRS NEED MORE POLICE PRESENCE AT PARKING LOT ADDITOINAL LOT NO LIGHTS THEY WANTED THE PARKING LOT NOW PROTECT US AROUND IT
- NEED MORE FAST FOOD PLACES LIKE TACO BELL, KFC, BURGER KING, NEED A COMMUNITY CENTER WITH POOL
- NEED MORE FAST FOOD RESTAURANTS IN THS GROWING COMMUNITY, SOHIC AND MC DONALDS ARE NOT CUTTING IT, A WENDY'S, KFC, AND DAIRY QUEEN WOULD BE GREAT IN THIS BOATING COMMUNITY, THERE NEEDS TO BE A TURN LANE OFF OF HWY 169 AND 188TH ST A TRAFFIC WARNING LIGHT WOULD ALSO BE A GOOD IDEA TO WARN DRIVERS OF TRAFFIC COMING FROM THE NORTH THIS IS A STREET HAT IS USED BY SCHOOL BUSES AND IS AN INTERSECTON AWAITING A SERIOUS ACCIDENT
- NEED MORE LIGHTING ON WELL TREAVELED ROADS LIKE AMORY, VIRGINIA,TILL MAN, WOULD BE WILLING TO PAY ADDITIONAL TAXES FOR A WALGREENS, WALMART
- Need more places to shop.
- NEED MORE RESTAURANTS. A WALMART CVS OR WALGREENS.
- NEED MORE TO DO SUCH AS MOVIES, CLOTHES MALL, SHOE STORE
- need new price chopper and more business, would love a community center with a pool and parks and rec offered to younger ages too, need nicer parks, more parks
- NEED STOPLIGHT AT INTERSECTION OF PUBLIC LIBRARY AND RD TO POST OFFICE
- NEED TO DO WORK ON THE STREET IN HLLS OF SHANNON, REPORTED ISUUE IN 700 BLOCK OF SHANNON AT NOTHING DONE PUT IN FILE 13 GREAT JOB STREET DEPT
- Need to encourage growth and bring in new businesses. Smithville could be thriving with all its land, yet places like Smithville Commons sit unused for years. KCMO is pushing out north, and Smithville needs to get ready for growth. I grow very irritated with the lack of quality food options and shopping options. Do you see the line at McDonalds? That's due to there being nothing else here (for the most part). The population is booming and the few places here are going to be crowded. Utilize the land and encourage businesses to come here with incentives. I feel like this town is stuck. The price chopper is also falling apart and an eye-sore.
- NEED TO GROW THE DOWNTOWN AND REVITALIZE IT, NEED TO DEVELOP THE COMMERCIAL AREA ALONG 169 TO GAIN TAX BASE TO PAY FOR INFRASTRUCTURE KEEP THE DOWNTOWN CLEAN AND BEAUTIFUL AND STREET MAINTENANCE NEEDS TO BE CLEAN AND UPDATED LIKE THE DOWNTWON STREETS BUT IN A TIMELY MANNER TAKING WAY TOO LONG TO COMPLETE THE DOWNTOWN AREA

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- NEW PLAYGROUND EQUIPMENT; MORE SHOPPING CENTERS LIKE CVS OR WALGREENS; COMMUNITY CENTER WITH A POOL
- NEW RETAIL INCLUDING EATING ESTABLISHMENTS, MANY OF OUR BLDGS ARE OLD AND DO NOT PROVIDE PROPERT HVAC PEOPLE WANT TO BE COMFORTABLE WHEN THEY GO OUT
- new sewer system better water get rid of trash bins
- no new taxes
- NO SNOW REMOVAL IN OUR CULDESAC-IT IS VERY FRUSTRATING AND NEEDS TO BE ADDRESSED
- OLD HOSPITAL DOWNTOWN IS AN EYESORE.
- old hospital has been in despair for years and is falling down, needs to be ton down or repaired street Christmas decorations are non existent or should be used, new sidewalks and corners have taken up much of the parking spaces and don't allow for good traffic flow
- ONLY THING WE WANT IS A COMMUNITY CENTER WITH GYM, POOL, BASKETBALL, RAQUETBALL COURTS, AFTER SCHOOL PROGRAMS, DAYCARE WITH MEMBERSHIP, RENTAL ROOMS FOR PARTIES ETC
- Our beautiful lake draws people to our community every summer. Having a restaurant, on the water or very near, would give lake goers an option to stay out longer and give more job opportunities too. We have a beach but it is always covered in goose poop. Having a splash pad or other water activities or playground would be amazing for the younger children
- OUR STREETS THROUGHOUT THE TOWN ARE TERRIBLE AND THIS DOWNTOWN OVERHAUL IS TAKING FOREVER, THE NEW DOESN'T SEEM FUNCTIONAL; WE NEED MORE RESTAURANT CHOICES; I DON'T LIKE HOW WE CAN ONLY USE ONE TRASH CAN ON TRASH DAY AND IT CAN ONLY BE THEIRS. THEY SHOULD PROVIDE US WITH MORE CANS. THE WATER HAS GOTTEN BETTER IN 17YRS BUT I STILL WON'T DRINK IT. OUR NEIGHBORHOOD STREETS ARE FALLING APART AND NEED A LOT OF HELP
- Our taxes are very high and there is not much to show for it in our town. There is a huge need to bring is more businesses to produce more tax revenue. With the amount I pay in taxes I feel we should be able to have a community center/pool or some other amenities for our youth and families without paying more in taxes.
- paving of road from forest oaks to town, increase water pressure in forest oaks, communicate with citizens 2 way
- Personally, I'm very disappointed in the city for continuing to go forward with the street scaping project. The design of the streets is one of the most ridiculous thing's I've seen. The only solution going forward will be to make the downtown streets one-way streets (which isn't necessarily a bad thing), but I would have applauded someone in the city to stop that project before it got this far.
- My other suggestion is to look at cities like Longmont, Colorado who have brought in gigabit fiber to their city. Living in the city limits and being captive to AT&T DSL is beyond challenging in todays world of communication. I've lived in Smithville for 9 years and have had no improvements in broadband technology.

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- The commons/Price Chopper fiasco is another city disappointment in my opinion. Think there would be better options available to our community in the future.
- PLEASE ADD MORE STREET LIGHTS IN RESIDENTIAL AREAS.
- Please address the issues concerning traffic flow from Main street north through town and the condition of sub-division streets. Have lived here a year but my father has lived here for more than 10 years so am very familiar to the city of Smithville and have not seen any improvement to the issues above. Thank you for taking the time to ask the public about concerns. I would urge you to take the information and work on improving the city's core needs and not spending tax dollars on things such as beautification of areas that are not seen by people that would travel through town or visit family members in areas other than downtown. Thank you.
- Please clear neighborhood streets of snow. more street lights at major intersections. More street signs. Great job on Downtown, it will look great after it is all done.
- Please for the love of god leave our town alone and go back to the city your trying to turn Smithville into in which you came. It was once a quaint quiet town but that's being changed daily by a board with very few years in this town or the experience I which the town was founded. And enough with the taxes and want to spend every damn thing the city can.... your pushing business out of town with taxes STOP!!!!!!!
- Please help the citizens on HH Lake Rd to get access to ANY high speed internet. Currently no DSL, Cable, or Fiber offered. Must rely on slow wifi services from KC Coyote.
- Please hire more firefighters and then man the fire house in Trimbel that the city's paying for already.
- PLEASE MAKE IT EASIER FOR SMALL BUSINESSES. DROP FEES ON SIGNS,BANNERS, PERMITS AND BUSINESS FEES. HELP SMITHVILLE GROW.
- Please spend money when you fix the roads. The roads that are maintained by Kansas City are in better shape because they spend the money to do it right the first time. The chip/tar and asphalt being used is just a quick fix. Our side roads are CRAP in this town. Especially Amory and Tillman.
- Police force that you could contact.
- PRESENT WORKS GOING NOW HAS BEEN A BLESSING, GET RID OF OLD HOSPITAL BLDG, SIDEWALKS ARE NEEDED IN MANY OF THE OLDER AREAS, CITY STAFF ARE COURTEOUS AND VERY PROFICIENT AND HELPFUL
- Provide the Police Department with resources to adequately serve and protect. I get the feeling that crime is slowly increasing...
- Publish exactly where tax payer funds are being spent - so public doesn't think they are being wasted.
- quick to approve housing/neighborhoods yet business that are here can't maintain I moved here because of school not what the community offers get some anchor stores
- QUIT HIRING A CONTRACTING CONSTRUCTION CO THAT CANNOT FINISH THE WORK IN A TIMELY MANNER.
- QUIT WASTING MONEYH ON DONWTOWN ITS NOT GOING TO WORK GET BUSINESS AT THE PLACE ON THE HILL BY PIZZA HUT/TRAILER PLACE ITS BEEN CLEARED FOR 2 DECADES NOW NO NEW TAXES

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- Quit with the taxation! I moved here because it was cheaper than other city's outside I-435. Now it is not. See question 19. Sec. 4.
- REALLY REPAIR AMORY-IT IS A GRAVEYARD! WATER IS TERRIBLE TASTING. INDOOR POOL MUST HAVE ADULT SWIM TIMES -YMCA
- REDO THE CITY STREETS SO A SUV WITH A TRAILER CAN MAKE A TURN
- rehab old hospital or tear it down...yesterday
- Respond to request. Codes are written for a reason and to be enforced. I live in a newer subdivision. Grass and weed in the empty lots and homes under construction were out of control. Talked with codes enforcement and we were in agreement but was told the city just didn't have the manpower to follow thru with codes enforcement. Not my issue. I pay my dues as required (with no children). Expectation is for rules to be enforced. Took over a year to get our road repaired to subdivision. City was aware of faulty original installation but waited over a year to repair. First time visiting the voting poll met the mayor. Seemed nice when pushing his agenda. When reaching out regarding an issue never received response. I called several times and at least 10 neighbors also called with no return response. Leadership starts at the top.
- Restart October fest
- RESTROOM AT CAMP GROUND RUN BY THE CITY IN NEED OF REMODEL
- REVIVAL OF OUR DOWNTOWN AND ACCESS TO MORE RESTAURANTS AND RETAIL
- road construction is terrible, you rarely see people working on the road on DD and 2nd creek, should finish one project before starting another, the road is so narrow now its going to be hard to make downtown a 2 way street and its taking way too long
- ROADS IN THE WILDFLOWER NEIGHBORHOOD ARE CRACKING AND PULLING AWAY ESPECIALLY ON WILDLLOWER ST AND ALSO SUNFLOWER ST OTHER THAN THAT WE LOVE SMITHVILL AND WOULDN'T MOV UNLESS WE HAD TO, PLEASE TELL YOUR POLICE TO STOP RUNNING RADOR WHILE DRIVING IN THE OPPOSITE DIRECTION AND SHOULD ONLY BE DONE AT A STAND STILL
- Run more radar on 169, everybody speeds. Sewer rates should be determined by winter usage.
- SAFETY AND TRAFFIC/SPEED ENFORCEMENT IN AREA OF PRICE CHOPPER, ESPECIALLY AT EVENING RUSH HOUR; COMMERCIAL DEVELOPMENT OF THE COMMONS
- sidewalks
- Smithville Historiography including a city Farm facility and or other historical site
- Smithville Marketplace will shut down all local businesses that have built this community, not letting local businesses move to the Marketplace is also very unreasonable. I understand you don't want the empty buildings, however, with big business moving in and forcing out mom & pop shops, this is exactly what will happen. We will not only have abandon buildings, they will be abandon in the area that was just remodeled!
- SNOW REMOVAL IS OK, BUT THEY PUSH SNOW INTO OR IN FRONT OF DRIVEWAYS; DESPERATE NEED OF ATT UVERSE CITY WIDE OR SOMETHING COMPARABLE

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- SOME THINGS NEVER CHANGE POOR CITY LEADERSHIP. FIRE DISTRICT MISUSE OF TAX DOLLARS. CITY WASTING TAXPAYER MONEY ON DOWNTOWN STREETSCAPE WHEN MAJORITY OF BUSINESSES DOWNTOWN ARE JUNK SHOPS. GIVING TAX BREAKS FOR BUSINESSES. TAXES ARE TOO HIGH-LOWER THEM. POLICE PATROL NEIGHBORHOODS BETTER
- speed at which cars travel 169 within city limits, slow down building new neighborhoods, losing small town feel, more people equals more problems
- STILL NEEDING A STREETLIGHT IN THE CULDESAC ON HAWTHORNE ST; THE CITY NEEDS TO CLEAN AND MAINTAIN THE CREEK/WATERWAY FROM ELEMENTARY TO 169-THERE IS NEVER PROPER EROSION CONTROL ON IMPROVEMENTS TO THE SCHOOL AND TO HAWTHORNE ST IMPROVEMENTS. I HAVE PHOTOS DURING THOSE TIMES
- STOP ALL THE RESIDENTIAL ALONG 169 LOOK AT THE SHAPE OF THE CITY TOO TALL AND TOO SKINNY.
- stop bldg. permits how
- Stop blowing off problems caused by development dept. and codes office. Train your people. No more good old boy mentality.
- Stop good old boy politics
- STOP NEIGHBORS DOG BARKING AT 12:18 AT NIGHT AND 4:26 IN THE MORNING THEY BARK AT ANY NOISE AND MOVEMENT.
- Stop pandering to developers if you don't have the infrastructure to deal with housing on the outskirts
- STREETS FULL OF POT HOLES THAT NEED TO BE FIXED MORE OPENINGS FOR WASTEWATER RUNOFF, ENFORCEMENT OF PERSONAL PROPERTY MAINTENANCE PARTICULARLY OVERGROWN WEEDS, TRASH IN YARDS, MULTIPLE CARS ALONG STREETS BLOCKING TRAFFIC AND VISIBILITY
- Taxation on residential property is excessive. Mine has increased from \$500 dollars to over \$2500.
- taxes are out of control we are considering moving because of the amount of taxes we are paying to live in our home, we considered this as our home to retire and can no longer feel that way also our neighborhood is so poorly managed, we live around families who care less what their property looks like
- Taxes are too high
- TEACHERS NEED TO EARN MORE IN ORDER TO RETAIN THEM
- tear down junk (old apt building) in middle of city
- TEAR OLD HOSPITALS DOWN
- thank you could not afford any tax hikes at this time in life, only get ss check and the cos of medicine and other expenses
- The tap water does not taste good can't ever drink it
- THE AMOUNT OF HOUSES, DUPLEXES AND NEIGHBORHOODS ARE TOO MUCH WE WOULD PREFER NOT TO TURN IN LIBERTY

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- The budget process is keys, align costs with revenue, in other words I don't feel good about subsidizing commercial or industrial expansion unless the initiative is backed with guarantee's. Listen to existing business owners vs. weighting thoughts to speculative new business ventures.
- My advice is worth what you paid for it!
- Thanks for doing this...
- The city needs to start taking care of all utilities when they are broken or damage Sewer, water lines ,
- The city planning, zoning & development, and board of aldermen need to focus on what's best for residents of Smithville, not politics or businesses. Problems should be addressed in a timely manner with responsible parties being held accountable. It is impossible for residents to get reliable information or help from anyone.
- The City Public Restrooms are awful and need to be upgraded. They look like something in a prison with the sinks and commodes.
- The city streets need to be corrected quickly, they are not in great shape and cause unnecessary repairs to the vehicles for our fine citizens.
- The cost of rent is too damn high.
- There is NOTHING for the teen population to do but wonder around and get into trouble.
- City wifi is a phenomenal idea, IF done right.
- What the hell happened with the John Deere and price chopper tax BS?
- There is nothing promoting growth in this city at all. The bars' (all what, two of them?) median ages are like 65. Not a single place to socialize, except restaurants and a library. Huge empty lots of land full of potential with zero support from local governments or infrastructure. Nobody comes to Smithville to spend a day in Smithville. They go to Weston. They go to excelsior. Hell, Kearney has more going for it. TRIMBLE has a community center!! This is a dried up town full of dried up people and a younger generation counting the days until they can get out.
- The current downtown renewal has people riled up - hopefully that will settle down when it is complete. Trash services and recycling programs are good. In my neighborhood we have a problem with a neighboring business encroaching on nearby residential property - we have requested zoning enforcement but (I think) because this family has been in Smithville and one individual has a very combative personality we have little success.
- THE DOWNTOWN DISTRICT CONSTRUCTION HAS TAKEN TOO LONG THAT IS WHY MY SCORE IN THAT AREA WAS LOWER THAN OTHER AREAS. THE WOMEN AT THE CITY OFFICE I SPOKE TO REGARDING ROSTERS IN OUR NEIGHBOR YARD WAS VERY CERY NICE I DON'T REMEMBER HER NAME BUT IT WAS THE BEST CUSTOMER DERVICE THANK YOU
- The new curbs in down town make congestion worse, two full size trucks can not get through with ease and if you owned a dually truck and another full size truck one or the other was turning you will hit the curb or drive on it. worse mistake they have made and it doesn't make the town look any prettier. Its a nuisance. They were made way to wide.
- THE NEW DOWNTOWN STREETS ARE A JOKE THEY MADE SO NARROW

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- The person pushing snow in our neighborhood is blocking my driveway with snow chunks by plowing 1(one) time around our circle street. He is pushing the snow towards out driveway opening to the street. If he/she would push the snow to the center of the street by driving in the reverse direction around our circle, the snow would be pushed towards the center. Or, he/du could change the direction of their plow.
- THE POLICE NEED MORE TRAINING ON DOMESTIC VIOLENCE AND SUICIDE. PARKS AND TRAILS ARE UNKEMPT. OUR NEIGHBORHOOD IS UNKEMPT. NOT ENOUGH POLICE PROTECTION. SIDEWALKS ARE AWFUL IN OUR NEIGHBORHOOD AND AMORY ROAD IS AWFUL-POTHOLE, ETC. WHEN THEY FIX IT, IT IS TEMPORARY. THE ENTRANCE TO THE TOWN IS VERY POORLY DONE. WHY CAN'T WE HAVE A DRUGSTORE AND A WALMART OR LOWES OR ALDIS? THIS LITTLE TOWN COULD BE SO NICE WITH STORES AND RESTAURANTS.OUR TOWN ISNT VERY ATTRACTIVE.
- THE STREETS ARE BAD I'D MOVE M Y BUSINESS ELSEWHERE
- The streets around Main Street are no longer drivable. They made them very small like a on way street but it's still a two way. It dangerous and I will not go down town anymore and with the lumber trucks from majors and people pulling boat it's scary. It was not well thought out. Which I would say we need to fix but we've already lost money doing it and all the money that was stolen from the city and our second fire station I don't know a way from the city to come back from it and I'm excited to move out of Smithville in May.
- THE STREETS BOTH DOWNTOWN AND SUBDIVISIONS ARE A MESS. PEOPLE PARK BOATS AND TRAILERS ON THE STREET. PLANNING AND ZONING IS A FAILURE IN THIS AREA.
- THE SUBDIVISIONS NEED ACCESS TO THE INTERNET, ESPECIALLY IF THEY ARE INSIDE CITY LIMITS. ROCK CREEK DOES NOT HAVE THIS, WHILE MORE RURAL SUBDIVISIONS DO. THERE NEEDS TO BE A COMMUNITY CENTER OFFERING FAMILY-CENTERED ACTIVITIES. OTHER THAN THE LAKE, SMITHVILLE IS MISSING THE OPPORTUNITIES
- THE TAX ON REAL ESTATE SHOULD BE REDUCED FOR SENIOR CITIZENS
- There are not enough street lights.....very dark at night and in parking lots
- THERE ARE QUITE A FEW ISSUES WITH THE TRASH SERVICE THAT NEEDS TO BE ADDRESSED. GREAT SCHOOLS.
- THERE IS NO SHOPPING OPPORTUNITIES IN SMITHVILLE,SO I GO ELSEWHERE. RAISED 2 KIDS HERE, THEY HATED IT BECAUSE THERE WAS NOTHING TO DO-HAD TO TAKE THEM ELSEWHERE. SCHOOLS SHOULD BE PAID FOR BY BUSINESSES HERE. WILL BE PUTTING HOUSE UP FOR SALE IN NEAR FUTURE TO MOVE OUT OF SMITHVILLE.
- There isn't anything for the kids to do especially in the colder months. The parks/playgrounds are pretty rundown and there is no park on the north end of town. A sidewalk from the Diamond Crest subdivision to Eagle Height Elementary would be amazing so the kids in the neighborhood could walk to school.

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- This is a personal issue and it totally my perception, based on what I have experienced. I realize that there are traffic laws and they should be followed, but I have a really difficult time being stopped for little issues. If you are speeding, that is one thing, but when you pull someone over for turning into the far left lane of traffic vs. the right lane, it gets annoying. That and every single week there are speed traps set up. I get it. I want people safe while the drive, but that is overzealous, almost to the point of ridiculous.
- This new street configuration downtown is terrible. It effectively cuts off the lake traffic from downtown. It will be too tight for boaters and Rv'ers to drive through and park to use the local businesses. Large scale public parking must be addressed in order to allow tourism to help downtown be successful.
- Second, allowing Spire to use sloppy, uneven, patches on the roads is terrible. Commercial had just been repaved and was finally not a filling rattling mess. Now with all the patches it's almost as bad again. Something must be done.
- Finally, why don't we have a substantial retail space across from the hospital? We have a large enough town for a larger Price Chopper, fast food, restaurant and retail to be developed on the hill. It's sad how long that space has been undeveloped. Further, it's sad that Smithville has not been able to capitalize more on the lake and the tourism money it can generate.
- Thanks for the time. I'm looking forward to a greater Smithville!
- TICKET THE RED LIGHT RUNNERS AT 169 AND COMMERCIAL SLOW DOWN THE SPEEDING SEMI RUNNING THE RED LIGHT AT 169 AND COMMERCIAL.
- Traffic congestion 169 north of downtown. Water quality is poor. Rates are high.
- traffic light coordination, neighborhood street conditions and snow removal
- Trails that connect downtown Smithville to the lake trails.
- The Second Creek Bridge that was removed could be used as a foot, bicycle bridge over the river at the city park.
- Trash and recycle pickup is expensive. Family of 2, not that much trash.
- Try to improve and increase the amount of businesses in the town. It kind of sucks when you are very limited on options of places to eat. Also, I would highly recommend building an indoor complex with a pool, gym, and basketball court. Similar to a YMCA
- Up until recently, I was highly dissatisfied with city performance on all levels. Recently, the city has initiated substantial capital improvement projects that I am happy to see. With the new mayor and city administrator, we have seen improved performance from park and street departments, but there is still a lot of room for improvement on those fronts. Time will tell if they consistently show adequate levels of public service. I hope so.
- walmart stores walgreens, more eating places
- WATER OUT OF TAP IS NASTY
- WATER QUALIT Y IS DEPLORABLE MUST BE FILTERED OR UNDRINKABLE NO PLANS TO DEVELOP/EXPAND BUSINESS, ROADS AND INFRASTRUCTURE DEPLORABLE
- WE ARE EXCITED THAT MAYOR BOLEY IS MOVING THE CITY IN THE RIGHT DIRECTION, BERY HAPPY WITH NEW AND EXPANDED TRAILS

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- WE DON'T SEE CITY SERVICES EXCEPT FOR SNOW REMOVAL (ONCE PER STORM) POLICE ONCE A WEEK. HAVE TO DRIVE TO KC FOUR TIMES A WEEK FOR SERVICES SUCH AS SHOPPING, DINNER, ETC
- We need a community center much like those in Gladstone or Platte City. It could even be in partnership with the Smithville RII School District, both of which would benefit financially. Such a center could be host to business conventions/shows, and have venues for various athletic and/or social gatherings, as well as swim facilities.
- We need a community center please!
- We need a community center with a pool and activities. Currently our swim team pays a lot of money to rent lanes at the YMCA each year. We have had swimmers go to state in both of the first two years of the program. They are being asked to drive on 92 hey at night because that is the only time they can get access is at 5:15 am or 7-9 pm. They are missing out on other school activities that happen at night. We need to do right by our kids.
- WE NEED A DOG PARK
- WE NEED A PLACE THAT OFFERS FREE BRUSH DROP OFF. NO MORE TAX INCREASES-NEED SOMEONE THAT CAN MANAGE MONEY BETTER. WE HAVE HAD LOTS OF MONEY LOST IN MISMANAGED FUNDS (FIRE DEPARTMENT FOR EXAMPLE)
- We need a stray cat policy. Too many stray cats in downtown.
- WE NEED A SWIMMING POOL AND WE DON'T NEED TO RAISE TAXES TO GET IT.
- We need a Taco Bell!
- We need a Walmart/Target, less antique shops, more restaurants/cafes. The old hospital is an eyesore, need to be gone.
- WE NEED FLUORIDE BACK IN THE WATER SUPPLY-THE CITY REMOVED IT AND TOLD US AFTERWARDS. THE PEOPLE NEED THAT MORE THAN A POOL, WIFI OR ART
- We need larger business. Create jobs, create taxes for all the this you want to ads
- D. Pool, community center and support the schools. The residents ate beyond sick and tired of raising taxes. You will price people right out of Smithville. Let Smithville grow with business. Way to much stalling and telling residents nothing in the process. The Commons is a perfect example.
- We need more activities for our youth in town. Away from school a lot of kids have no one to play with or socialize with outside of school. They become hermits that given the chance don't know how to interact with others.
- We need more great restaurants and bars! We boat a lot with our friends and it would be awesome to be able to hang in downtown Smithville.
- We need more large businesses, Walmart, Target. If the city doesn't want them in the city proper, put them either north or south so the traffic is not in the city.
- Contact the YMCA to have them put a location in Smithville for a pool and other amenities, then the taxpayers would not have to pay for it.
- We need more restaurants like Taco Bell, Wendy's a KFC and more seat down restaurants

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- We need more restaurants, more activities for teens, shopping, etc. Citizens leave Smithville to do all their errands and activities on the weekend. It's a wonderful community with so much wasted potential. A town of almost ten thousand should be self sustaining with shopping, activities, etc. So much money being spent OUTSIDE of Smithville by Smithville citizens because there's NOTHING to do here (other than the lake but it's cold 1/2 the year).
- WE WOULD LIKE TO SEE CITY OWNED CABLE AND HIGH SPEED INTERNET.
- When is the city of Smithville going to get out of 1980 and try to get additional business in the city. I spend 95 of all my spending in area cities because of lack of choices. Sad for a city that has the population we have.
- WHOEVER GREENLIGHTED THE DOWNTOWN SIDEWALK PROJECT NEEDS TO BE UNEMPLOYED. DID SOMEONE REALLY THINK THAT CONDENSING LANES IS A GOOD IDEA? WASTED TAX DOLLARS. AT WHAT POINT WILL WE ADDRESS THE ISSUE WITH TEENS IN THIS TOWN? DRUG USE IS A REAL ISSUE, SEXUAL ASSAULT, BULLYING. AND IF YOU KNOW THE RIGHT PEOPLE, YOU GET AWAY WITH IT.
- Why do businesses/restaurants keep coming and going? There seems to be a major issue with that! I feel like I need to leave town for everything, which is frustrating. I try to support places in town when I can, but it is hard sometimes. Not sure why we can't have the things like Platte City & Kearney do. Does a special committee need to be put in place? Do the requirements on businesses to come here need to be lowered? Just some thoughts that my husband and I speak about a lot.
- WIDEN 169, ADD SHOPPING, FAST FOOD AND BETTER POLICE PROTECTION. THEY SHOULD FOCUS ON MAKING SMITHVILLE SAFE FROM CRIME AND LESS ON TRYING TO STOP SPEEDERS
- WITH ALL THE NEW DEVELOPMENT THE BLDG CODES ON HOMES NEED TO BE MONIORED CLOSER, WE PURCHASED A NEW HOME AND IT HAD MULTIPLE IRC CODES THAT WERE PASSED BY THE CITY THAT SHOULD NOT HAVE BEEN
- With the new downtown the city should focus on keeping the area clean and well maintained especially streets, gutters and sidewalks. We see problems at all of the city restrooms they all need to be cleaned much better and all need paint and better lighting along with air cooling or at least high volume air movement. They also need new sinks and soap dispensers. We would also like to see an insect abatement program put into effect at all public use areas.
- WORK ON THE NEIGHBORHOOD STREETS THAT PAY THE TAXES FOR THE CITY. I WISH WE HAD PLANNED BETTER FOR BRIDGE WORK.
- would be nice to have a better grocery store or target or Walmart and some better restaurants would be great
- Would be really interested in city recreational activities/complexes, sports fields, pools, city wide internet. think those would be excellent for the community.
- Would like to know progress of city building projects. We live in cedar lake and have no idea about progress of second creek bridge.

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- WOULD LIKE TO MORE OPPORTUNITY FOR FAMILY FUN WETHR THAT BE A POOL, BOWLING ETC MORE PLACES TO RENT FOR BIRTHDAY PARTIES LIKE POOL, COMMUNITY CENTER ETC
- WOULD LIKE TO SEE A COMMUNITY CENTER WITH A POOL AND GYM
- would like to see a dog park, also would like to see the trails go all they way from town to the lake
- WOULD LIKE TO SEE A HIGHT QUALITY OF POLICE PERSONNEL PERHAPS HIGHER PAY TO ATTRACT THE BEST
- Would like to see hwy 169 and 92 get snow removed from them when an event occurs. It is dangerous driving around and in town. Would like streets and side walks taken care of in neighborhoods and city area as well. Would like to see the commons get developed and for that to not be an eye sore anymore.
- WOULD LIKE TO SEE MORE THINGS HAPPENING DOWNTOWN CAR SHOWS CRAFT FAIRS THINGS THAT BRING OUR RESIDENTS TOGETHER.
- Would like to see the police on the streets and at convenience stores.. If they would do business checks again and put the slip thru the door like they used to.
- WOULD LOVE MORE INFO ABOUT CHILD'S PROGRAMS ACTIVITIES OFFERED IN TOWN. I USUALLY KNOW BY ASKING PEOPLE
- WOULD LOVE TO HAVE AN ALDIS GROCERY STORE-CAN'T AFFORD THE AVERAGE HIGH PRICES AT PRICE CHOPPER-RIDICULOUS
- YES TO SMITHVILLE COMMONS-LETS MAKE THIS HAPPEN ALREADY. LETS GET THE BOATS OFF THE RESIDENTIAL STREETS. THEY ARE BLOCKING VISIBILITY AT INTERSECTIONS AND WHERE CHILDREN PLAY-DANGEROUS. WE NEED MORE SHOPPING IN TOWN. LOVE THE IDEA OF WIFI. THE PROVIDERS ARE VERY LIMITED AND ARE PRICE GOUGING US. BOAT SOLUTION: FROM NOV 15 THROUGH MARCH 15 LET PEOPLE PARK BOATS IN LOTS BY TRAIL HEADS AS AN ALTERNATIVE. MOST WILL NOT CHOOSE THIS OPTION, BUT IT WILL GET THEM OFF THE STREETS, ESPECIALLY WHEN THEY ARE NOT IN USE. WHATEVER YOU DO, PLEASE DO SOMETHING TO GET THEM OFF THE STREETS.
- YMCA
- YOU DID A LITTLE OVER KILL WHEN MAKING CORNERS OR INTERSECTIONS EMERGENCY VEHICLES WILL HAVE TROUBLE TURNING NOT NEARLY ENOUGH SPACE FOR 2 CARS TO PASS
- YOU NEED TO ENFORCE THE NEW CONSTRUCTION BUILDING CODE AND HOLD BUILDERS TO THEM BEFORE YOU SIGN OFF ON THEM. I HAVE INCORRECT SIZE AC/FURNACE AND MY ATTIC INSULATION ISN'T UP TO CODE AND VARIOUS OTHER CODE INFRACTIONS. INSPECTOR SAID WE'RE OK
- YOU NEED TO FOCUS ON GETTING BUSINESSES IN TOWN FOR THE RESIDENTS THAT LIVE HERE. STOP FOCUSING ON THE KITCHY DOWNTOWN SHOPS-THOSE ARE ONLY FOR TOURISTS. WE NEED A WALMART, HOME DEPOT/LOWES, ALDIS, DRY CLEANER, LAUNDRYMAT AND ANIMAL CONTROL. THERE IS NOTHING FOR PEOPLE WHO LIVE HERE-WE HAVE TO GO TO THE CITY FOR EVERYTHING.

Q28. Do you have any other suggestions for improving the quality of City services? If so, please enter your suggestions in the space provided below (cont.)

- Your senior center is nice, but some seniors like to do more than eat and play games. If a pool is built, a time for senior classes would be nice. I appreciate the new bridges and I know the new streets are coming downtown - my comments are based on the past 15 years!

Section 5:
Survey Instrument



January 2019

Dear fellow Smithville Resident:

The Governing Body's vision for the City of Smithville is *a thriving Smithville which will embrace growth, encourage commerce, respect its past and cultivate its natural surroundings*. To achieve that vision we need your opinions and thoughts on how we are doing at providing the basic city services you receive. This will help us set our priorities going forward.

Please take the time to complete and return the survey in the enclosed postage paid envelope. If you prefer to complete the survey online, you can do so at the following web address: www.SmithvilleSurvey.org. Surveys will also be available for Smithville residents at City Hall located at 107 West Main Street. Any information provided in the survey that could be used to identify an individual will remain confidential.

This survey is being administered by ETC Institute. They are a national leader in resident survey administration and data analysis. Their extensive knowledge and experience will allow Smithville to compare ourselves to other cities and communities.

A summary of survey results will be published and made available to the public. We will use the results of the survey to evaluate and continually improve the services we provide to you, our customer.

Thank you for providing us your feedback and helping our city improve our services. If you have any questions, please contact myself or the City Administrator's office at (816) 532-3897. You can also send an email to info@Smithvillemo.org.

Sincerely,

Damien Boley
Mayor

2019 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 smithvillemosurvey.org.

- 1. 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."**

		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 enforcement of City codes and ordinances	5	4	3	2	1	9
06.	Overall quality of customer service you receive from city employees	5	4	3	2	1	9
07.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
08.	Overall effectiveness of community planning and development	5	4	3	2	1	9
09.	Overall quality of the City's storm water runoff/stormwater management system	5	4	3	2	1	9
10.	Overall flow of traffic and congestion management in Smithville	5	4	3	2	1	9
11.	Overall quality of solid waste services (trash, recycling, yard waste)	5	4	3	2	1	9

- 2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 1.]**

1st: _____ 2nd: _____ 3rd: _____

- 3. 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 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 quality of life in the City	5	4	3	2	1	9
6.	Overall appearance of the City	5	4	3	2	1	9
7.	Overall feeling of safety in the City	5	4	3	2	1	9
8.	Overall quality of local government in Smithville	5	4	3	2	1	9

- 4. 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."**

		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

5. **Perception 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:

How safe do you feel...	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	5	4	3	2	1	9
4. In commercial and retail areas during the day	5	4	3	2	1	9
5. In commercial and retail areas at night	5	4	3	2	1	9
6. Overall feeling of safety in Smithville	5	4	3	2	1	9

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:

	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. Speed of the code compliance process	5	4	3	2	1	9

7. **Parks and Recreation.** Have you or other members of your household visited a Smithville City park during the past 12 months?

____(1) Yes ____ (2) No

8. **Have you or other members of your household participated in any Parks and Recreation programs offered by the City during the past 12 months?**

____(1) Yes ____ (2) No

9. **Please rate how satisfied you are with each of the following aspects of Parks and Recreation in the City of Smithville.**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of City parks	5	4	3	2	1	9
2. Overall appearance of City parks	5	4	3	2	1	9
3. Number of walking and biking 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. Youth recreation programs	5	4	3	2	1	9
7. Adult recreation programs	5	4	3	2	1	9
8. Ease of registering for programs	5	4	3	2	1	9
9. Fees charged for recreation programs	5	4	3	2	1	9

10. **Which FOUR of the Parks and Recreation 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 9.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

11. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City?

1. _____
2. _____

12. How supportive would you be of paying additional taxes for additional recreational facilities (e.g. community center, pool)?

- ☐ (1) Very supportive ☐ (3) Neutral ☐ (5) Not at all supportive
☐ (2) Somewhat supportive ☐ (4) Not supportive ☐ (9) Not sure

13. Using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please rate how satisfied you are with the following aspects of 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/traffic signals	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

14. Which FOUR 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 13.]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____

15. 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.

		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, Twitter, Nextdoor)	5	4	3	2	1	9

16. 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) Nexdoor app
☐ (2) City website ☐ (5) Word of mouth ☐ (8) Other: _____
☐ (3) Twitter ☐ (6) Newspaper

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

1st: _____ 2nd: _____ 3rd: _____

23. 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+: ____

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

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

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

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

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

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

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.