

STATE OF KANSAS)
WYANDOTTE COUNTY)) SS
CITY OF KANSAS CITY, KS)

SPECIAL SESSION, THURSDAY, FEBRUARY 27, 2020

The Unified Government Commission of Wyandotte County/Kansas City, Kansas, met in Special Session, Thursday, February 27, 2020, with nine members present: Bynum, Commissioner At-Large First District; Townsend, Commissioner First District; McKiernan, Commissioner Second District; Ramirez, Commissioner Third District; Johnson, Commissioner Fourth District; Kane, Commissioner Fifth District; Markley, Commissioner Sixth District; Philbrook, Commissioner Eighth District; and Burroughs, Commissioner At-Large Second District and Mayor Pro Tem/CEO; presiding. Walters, Commissioner Seventh District; and Mayor Alvey/CEO were absent. The following officials were also in attendance: Doug Bach, County Administrator; Ken Moore, Chief Legal Counsel; Bridgette Cobbins, Unified Government Clerk; Melissa Sieben, Alan Howze, Gordon Criswell, Assistant County Administrators; Mike Grimm, Research Manager; and Officer Jay Doleshal, Sergeant-at-Arms.

MAYOR PRO TEM BURROUGHS called the meeting to order.

ROLL CALL: Philbrook, Bynum, Townsend, McKiernan, Ramirez, Burroughs.

AMENDED NOTICE OF SPECIAL SESSION of the Unified Government of Wyandotte County/Kansas City, Kansas, to be held Thursday, February 27, 2020, at 5:00 p.m. in the 5th floor conference room of the Municipal Office Building and convene to the 9th floor conference room for an executive session regarding litigation. At 5:30 p.m., the Commission will reconvene to the 5th floor conference room for the Community Survey results.

CONSENT TO MEETING of the governing body of Wyandotte County/Kansas City, Kansas, accepting service of the foregoing notice, waiving all and any irregularities in such service and in such notice, and consent and agree that we, the governing body, shall meet at the time and place therein specified and for the purpose therein stated.

Mayor Pro Tem Burroughs asked for a motion to move into Executive Session for consultation with our Attorney to discuss matters related to Litigation.

Commissioner McKiernan made a motion, seconded by Commissioner Bynum, to go into Executive Session until 5:30 p.m. to consult with our attorneys and to discuss, under the attorney/client privilege, confidential matters related to pending litigation, as permitted under the Kansas Open Meetings Act; and that staff designated by the County Administrator be present to participate in the discussion and that we reconvene in open session at 5:30 p.m. in this conference room located on the 5th floor. Mayor Pro Tem Burroughs asked all in favor to say “Aye.” Motion carried.

Mayor Pro Tem Burroughs said at this time we will convene to the 9th floor conference room for an executive session for 30 minutes. We will then convene in the 5th floor conference room for the Community Survey Results.

5:06 p.m.

Present for the Executive Session: Bynum, Commissioner At-Large First District; Townsend, Commissioner First District; McKiernan, Commissioner Second District; Ramirez, Commissioner Third District; Johnson, Commissioner Fourth District; Kane, Commissioner Fifth District; Markley, Commissioner Sixth District; Philbrook, Commissioner Eighth District; and Burroughs, Commissioner At-Large Second District and Mayor Pro Tem/CEO presiding. **Staff Present:** Doug Bach, County Administrator; Ken Moore, Chief Legal Counsel; Melissa Sieben, Assistant County Administrator; Jeff Fisher, Executive Director of Public Works; Mike Tobin, Deputy Director of Public Works; Misty Brown, Deputy Chief Counsel; and Maureen Mahoney, Chief of Staff in Mayor’s Office. Concluded at 5:25 p.m.

5:30 p.m. – Special Session

Community Survey Findings



PRESENTED BY ETC INSTITUTE



Mayor Pro Tem Burroughs said tonight we're going to look at the results of the Community Survey findings and with that I will turn it over to Administrator Bach.

Doug Bach, County Administrator, said every two years or for the last few cycles, since 2014-16, 18; now this year we've gone out for a survey in our community, so it has given us some comparison to look back. We add some new questions each time, but many of the questions we've put in the Community Survey are the same so we can kind of have a baseline to look at. Tonight, we are ready to make that report. Mike Grimm, with our Research Department, leads us this effort for us and I will turn it over to Mike and let him take us from there.

Mike Grimm, Research Manager, said we have Chris Tatum with us tonight. He is with ETC and him and his team do great work and we were thankful to work with them again this go-around. With that, I'll turn it over and he will go through the results of the 2020 Survey.

Chris Tatum, ETC Institute, said I think this is probably around the twentieth survey I've done for the Unified Government/Wyandotte County/Kansas City, Kansas over the last 20 some years. Our firm has actually surveyed, I think, it's approaching 200,000 people in the Kansas City area, maybe more. If you're not familiar with us, we're down in Olathe. We now have offices in several places across the country. I just came back from India where we actually have an office of 11 people and we're doing work on four continents now. We're trying to take our tools to and take them to other countries to help them use input from their communities to make better decisions.



This map is kind of the gee whiz of dots of where we're at. Actually, we passed 2,500,000 people surveyed sometime last year. That's getting to be more and more like McDonald's where it's billion's served. That's at least what I hope one of these days, but we do have tremendous databases and that's one of the reasons we have an office in India and so many programming folks as were developing data analytics that can take all the data from all of our clients, the millions of pieces of information and give local governments the ability to interpret that better.

As we go through the results tonight, I'll make some kind of comparative comments, certainly some historical comments. If you have questions as we go through, since there's 416 slides, feel free to stop me, I'm kidding, I was seeing if people were listening, it's not that long, but I think this is a work session so feel free just to ask me as we go so you don't have to remember to the end. I have been doing this for a long time, and frankly, the Unified Government was actually one of the very first communities we did our Direction Finder Survey. In fact, I think you were the eighth and we've now done it in nearly 1,000 places around the world.

Agenda

Purpose, Methodology, and Demographics

Summary of Major Findings

Summary

Questions

Tonight, I'm just going to walk you through if you're new to this. I think you know the general purpose. You're the ones who commissioned it, but I'll walk you through why you did it. I'll give you some of the highlights of the findings. I used to be in the military and my battalion commander used to always say I want the three Bs. It was like what does that mean, be brief, be brilliant and be gone. I'll give you that upfront and then I'll walk you through it, but at least if you pay attention to about slide 6, you'll know what the final slide is if your mind wonders. Like I said, this is a work session so feel free to just ask me as we go.

Purpose

To gather objective feedback from a statistically representative sample of residents about a wide range of issues related to the delivery of city and county government services

To gather input from residents to help set budget priorities for the Unified Government

To objectively assess service performance over time



I think most of you understand that the purpose of this is to give you objective feedback from what the typical resident thinks. You actually do the survey at a level that allows you not only to look at it for the county, but you can look at your districts and even your neighborhoods. You're really to be commended for doing that. Most folks oftentimes stop just at the overall level.

There is tremendous data here and the reason that's important is we did a survey two years ago and we asked people around the country whether or not they had been to a public meeting. A whopping 6.7% of people said yes, I've attended a public meeting in the last year. We then had a follow-up question that said well, was it really in the last year and about half of them said no, it was really more than 12 months ago. We then asked people why they went. The number one reason people went was to see someone get rewarded or recognized or get it themselves. Number two, they didn't like what you were doing. Number three, they wanted to change things. The average person doesn't come to public meetings and these are very, very important places to hear the ends of the spectrum but without a tool like this, sometimes you really don't know how you're doing, what does the average person on the street think about the public safety service as

in streets. This tool isn't a decision-making tool for you, it just adds to your repertoire of things to help you make decisions, but certainly, I hope this information will help you tonight.

You've now done it enough times that you have trend information and the good news is you're moving in the right direction and I will highlight that tonight.

Methodology

Survey Description

- A core set of questions, including district specific questions

Method of Administration

- By mail and online to a random sample of households
- Sample was stratified to ensure the completion of at least 300 surveys in each of the County's 8 Districts and at least 30 surveys from each neighborhood area

Sample Size

- Goal: 2,400 surveys
- Actual: 4,313 surveys

Margin of Error

- +/- 1.5% at the 95% level of confidence

As far as the sample, you'll notice that the goal was 2,400 surveys. I'll start right here and you're like wow, we got 4,313. We did the survey over the holidays for the first time. We normally do it later in the year and I panicked because I thought we weren't going to get it done because the response rate had been so low, so we did a second mailing to another 10,000 households just after Christmas. We found out later the post office had been holding thousands of people pieces of mail for us, so they suddenly delivered them after, so you're the beneficiary of the US Postal delayed return of mail to us. That's why the response rate was what we had planned which was just under 20%, but we sent it out to a lot more households than normal. Anyway, you can thank the US Post Office and we'll absorb the extra cost and give you all the data.

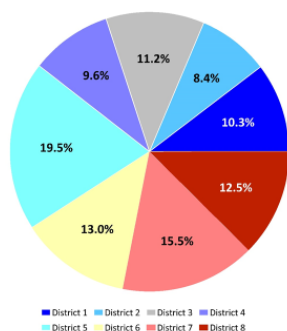
What that means is your data this year super, super accurate. I mean a lot of your neighborhoods now have 70 to 100 respondents or more. A couple of your districts have well over 500 respondents, so this isn't just good data at the county level. Overall it's accurate within +/- 1.5%, so this year changes of 2% or more are statistically significant.

Commissioner Markley asked, what is the margin of error for the districts and neighborhoods or is that in here somewhere. **Mr. Tatum** said yes, it will depend—if 300 it's +/- 6. It depends on how many respondents and I don't know if we laid it out for every commission district, but we can

give that to you, but it's at least +/- 6. If you have 400, it's +/- 5 and then at 600, it's +/- 4. I'm happy to give that to you, but we made sure we had at least 300 per district.

Commission District Respondents

by percentage of persons in the household



Source: ETC Institute (2020)

Overall Results Were Weighted By District to Ensure that Input from Each District Was Equally Valued

Overall this is what the distribution looks like and you'll see we had a little bit more response from some districts than others, so what I've done, and I do this every time when you do the survey, is I've weighted it so that way each district counts equally. That way if one district, for example, District 7 had 15.5% of the respondents and another district like District 4 just had 9.6%, at the end of the day everyone is weighted equally, so you don't have to look and say my district got a bigger input for the overall results. I actually do an adjustment, but the reason I keep all the records is that way if your district did have a very high response rate, you have more surveys. We made sure everyone got a minimum of 300, but some districts did get more than others just because the response rate was higher, but we did more follow-up in the districts where the response rate was not as high. All in all, best response rate ever as far as the number of completed surveys, and you've got substantially more value because of the post office made me nervous at the holidays and I wanted to make sure you got the data in time.

MAJOR FINDINGS



Neighborhood and Community Services

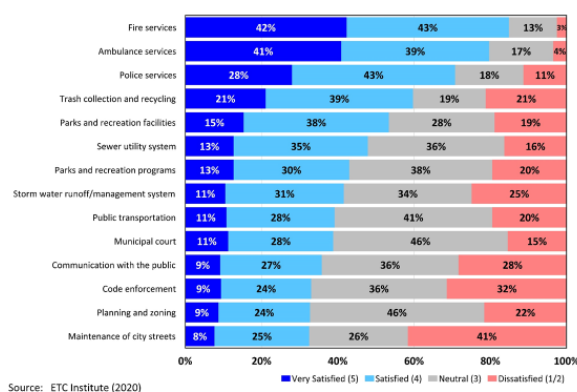
MAJOR FINDINGS



With that said, this is the slide that probably—the next couple of slides kind of gives you some highlights of what we found, and we broke down the survey into kind of your overall neighborhood services or your kind of city level services. We then talk about your county level services and then we break it into specific areas like infrastructure, maintenance, public safety and then within each of those steps we identify what the priorities are based on the ratings the people give and also how important they think the different services are. I'll start with your Neighborhood and Community Services.

Q1. Satisfaction With Neighborhood/Community Services

by percentage of respondents (excluding don't knows)



Fire & Ambulance Services Were the Best Rated Services; Maintenance of Streets Was Lowest

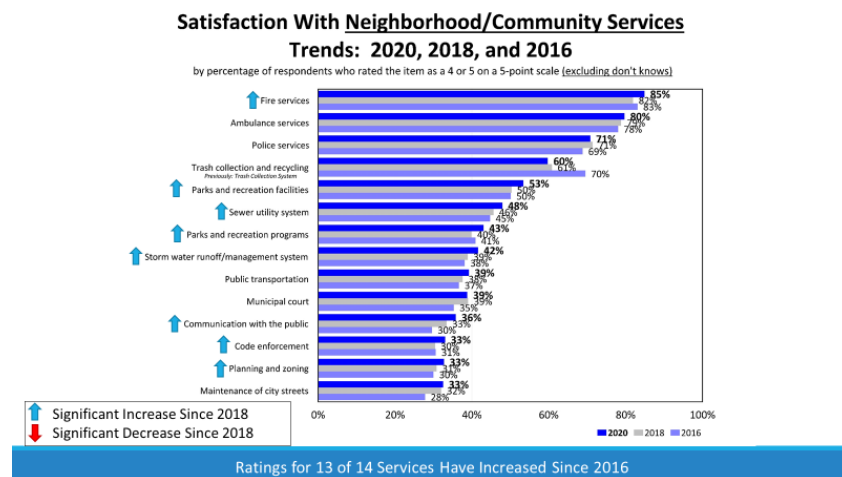
You'll note in this slide you really see city like services. You'll see Fire services at the top, Ambulance service, Public Safety services all rate very well. You'll see your Police services there. You work your way down and you will things like Trash collection, Parks and Recreation, Sewers and Utilities, and if you keep on going down, you'll then see down at the bottom Maintenance of City Streets. When you look at these charts, you'll see colors of blue, kind of a gray or a neutral and then the red. The red indicates negative responses and in this case it's dissatisfied. The blue is positive responses which means people have had a positive experience. We label it neutral, but that really is someone saying it's okay. In other words, people give of rating on a 5 point scale. They don't say I'm neutral. They say I give it a 3 if that's makes sense. If someone doesn't know, they say I don't know, and we actually exclude those.

What you will notice here is some of the services people have an opinion about, but chances are they either haven't had a lot of interaction or what they have had is just what they expect. That's where you see things like Municipal Court at 46% giving a neutral rating. That means people at least know what it is, but they probably haven't had a real good or real bad experience.

On the other hand, things like Public Safety services, Fire, Ambulance and Police services, people feel really good about that and they're giving very positive ratings. There's very little dissatisfaction at all. In fact, if you look at your Fire services, only 3% of the people gave negative ratings. Sometimes people say there's at least 5 to 10% cranky people out there, that's not true here in Wyandotte County, because only 3% gave a negative rating.

On the other hand, you come down to some of the other issues like Maintenance of Streets, you'll see over 4 out of 10 people gave negative ratings. Code Enforcement, 1 in 3, and

so those are areas that are of greater concern. I am typically looking for things if there's more than 1 out of 4 people giving a negative rating, that in and of itself just causes me to say there's probably some things you could do better in that area, but how you do though isn't in itself the important factor decision. It's also how important the services are and I'm going to share that with you in just a little bit.

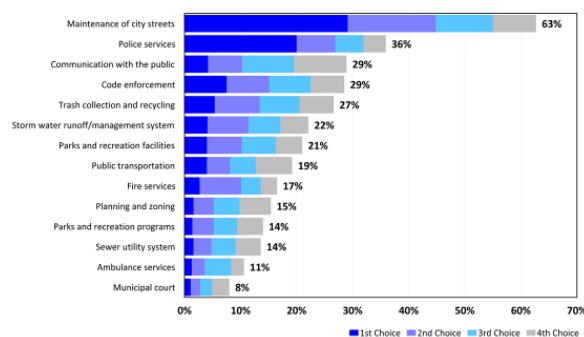


When we look at the trends, this is really the great news; of the 14 major categories of Neighborhood or City Services that are assessed, we've seen improvements in 13 of the 14 since 2016, so you're definitely moving in the right direction. You'll notice the only one that we've actually see a decrease is your trash collection or recycling. I guess that's not news to you. Most of that actually occurred between 2016 and 2018 because you'll notice it actually only went down 1% from the last survey so most of that was when I presented last time.

On the other hand, if you look at the other items, Fire services, Parks & Recreation, Sewer Utility, Parks and Recreation facilities and programs, your stormwater runoff, communication with the public, Code Enforcement and Planning have all gone up significantly which is 2% or more since the last survey. You're definitely doing things. There is a lot of opportunity to do better you know when you look here, but you're definitely moving the community in the right direction. That's the real good news that we found in this year's survey.

Q2. Neighborhood and Community Services That Should Receive the Most Emphasis For Improvement Over the Next 2 Years

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



Maintenance of Streets Is the Top Priority for Improvement

The other thing I want to share with you has to do with what the priorities are for improvement and you might not be surprised that given that 41% are dissatisfied with Street Maintenance. It's at the top of the list and that's what you see here. It's not a surprise that Police Services are next. That's usually at the top of the list if Street Maintenance is not a concern. That's something that people just tend to prioritize. Really rapid growth communities, it tends to be things like traffic flow, but your ranking for Streets, Public Safety Service and even Communication and Code Enforcement aren't that unusual if I look at comparable communities.

You will see just how important getting information out to people is and one of the things that has happened over the last few years is as newspapers have declined people are starting to seek it from other sources. Even social media these days is becoming a dominant source in a lot of communities for information, so being able to control what's going out from the community is important because usually the local government—if you're getting ratings like you get, tends to be a fairly trusted source of information even more so than all the secondary social media sites that are out there. That's one of the reasons why people do emphasize that a lot.

You will notice that Maintenance of Streets had more people pick it as a first choice than it did for Police combined first and second choices. More people picked Maintenance of Streets as a first or second choice, more than the top four combined for any other neighborhood services so it's definitely something people care about, but unfortunately, it's really expensive. That's the other side of this and so part of it is decide what you can do with limited resources and that's where things like Code Enforcement, Trash and some of these other services you may be able to have a positive impact for less money if that makes sense to you. It doesn't mean you don't do streets,

it's really important, but given limited resources you may be able to show the community significant improvement by addressing some of the second, third and fourth most important topics.

Priorities for Improving Neighborhood/Community Services by District										
		# of Districts In								
Rank	Overall Priorities	Top 5	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8
1st	Maintenance of City streets	8	Maintenance of City streets	Maintenance of City streets	Maintenance of City streets	Maintenance of City streets	Maintenance of City streets	Maintenance of City streets	Maintenance of City streets	Maintenance of City streets
2nd	Police services	8	Communication with the public	Police services	Police services	Police services	Police services	Police services	Police services	Police services
3rd	Communication with the public	8	Police services	Communication with the public	Storm water runoff/mgmt system	Code enforcement	Trash collection & recycling	Code enforcement	Communication with the public	Code enforcement
4th	Code enforcement	7	Code enforcement	Code enforcement	Code enforcement	Trash collection & recycling	Parks & recreation facilities	Communication with the public	Code enforcement	Communication with the public
5th	Trash collection & recycling	5	Trash collection & recycling	Trash collection & recycling	Communication with the public	Communication with the public	Communication with the public	Storm water runoff/mgmt	Parks & recreation	Trash collection & recycling

Maintenance of City Streets Is the Top Priority in All 8 Districts

I broke this out for you by commission district just so you could kind of see how things stack up and you actually are getting, if you haven't already, a separate report that shows the detail—though your reports actually even have your own district with your own maps and you also have the analysis for your district for these different areas. For today I'm mainly focusing on the overall, but you will notice the Maintenance of Streets is the top issue when it comes to local neighborhood services in all eight districts.

Communication is actually second most important in District 1, but you'll see in every other place it's Police Services and Police Services are third in District 1, so you see those two services are really at the top across the board.

Code Enforcement you see is fourth overall and you can see it's either in 3rd or 4th place. You'll see Communication with the Public really varies, but it's still in the top 5 in all of the areas that we looked at. So, of the 14 services, the top 5 are pretty consistent in all 5 districts and Maintenance of Streets and Police are really a solid number 1 and 2 in almost all of them.

2020 Importance-Satisfaction Rating
Kansas City, Kansas & Wyandotte County Community Survey
Neighborhood/Community Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Maintenance of city streets	63%	1	33%	14	0.4232	1
Code enforcement	29%	4	33%	12	0.1910	2
Communication with the public	29%	3	36%	11	0.1855	3
Storm water runoff/management system	22%	6	42%	8	0.1291	4
Public transportation	19%	8	39%	9	0.1167	5
Trash collection and recycling	27%	5	60%	4	0.1072	6
Police services	36%	2	71%	3	0.1048	7
Planning and zoning	15%	10	33%	13	0.1036	8
Parks and recreation facilities	21%	7	53%	5	0.0979	9
Parks and recreation programs	14%	11	43%	7	0.0798	10
Sewer utility system	14%	12	48%	6	0.0709	11
Municipal court	8%	14	39%	10	0.0490	12
Fire services	17%	9	85%	1	0.0249	13
Ambulance services	11%	13	80%	2	0.0215	14

Greatest Opportunities for Improvement: I-S Rating Above 0.15

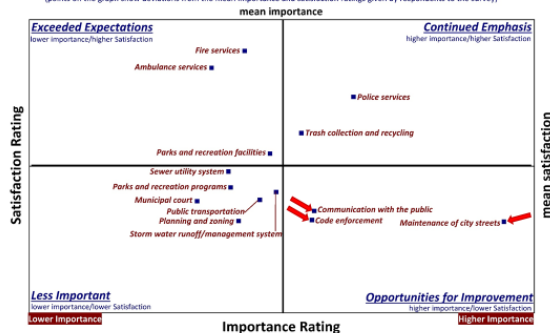
When we did some analysis we then take the importance rankings that you see here plus the satisfaction ratings that I was showing you earlier and we put it together to help you identify where would be the best place to emphasize your messages for communication and your dollars. It's really both. What this just shows you, these are the issues for you to own in the community's perspective. It doesn't mean you have to fix them all, but if the community doesn't think you have plans to address them, that could hurt your long-term credibility and your ability to meet their expectations regarding satisfaction.

You'll see Maintenance of Streets is at the very top. It's actually the most important with the lowest rating. Number 2 is Code Enforcement and No. 3 is Communication. Those are things that I think you should really keep front and center moving forward.

The other items you see Stormwater, Public Transportation, Trash Collection, Police Services, Planning & Zoning and Parks and Recreation, you should all continue to take a look at those and pay attention to them, but the one that perhaps perform the most opportunity at least per dollar in some ways could be your Code Enforcement and Communication when you're looking at what these things cost and giving the potential impact that they have in your overall satisfaction rating.

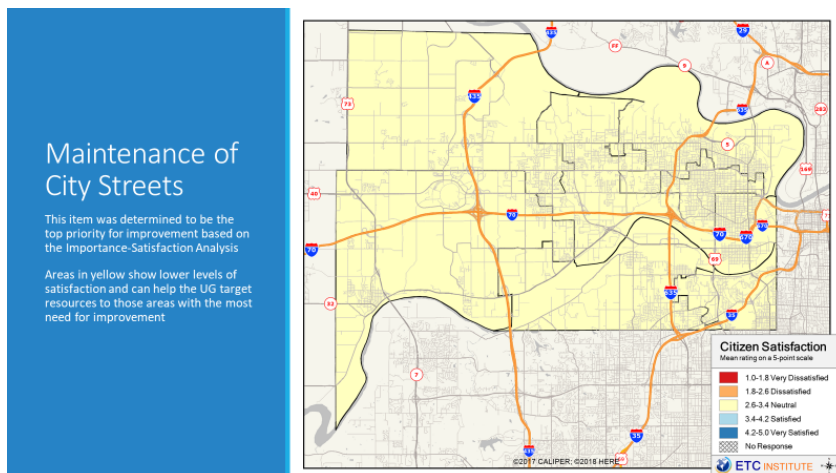
**2020 Unified Government Community Survey
Importance-Satisfaction Assessment Matrix
-Neighborhood and Community Services**

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)

I tend to be a left brain person, so this is the way I think. I like to have first, second, third, fourth, but I've done this for over two decades and I know some people like visuals. If you're like, man, that's just numbers and I don't like it. This next chart is for you and there's a lot more like this in the report too, but tonight I'm going to spend most of my time on these types of charts. This is the same information I just shared graphs as you go left to right, the things on the right side are the more important than the ones on the left. As you go from the bottom to the top, the things on the bottom are the lower ratings and the things above get the higher ratings and this is where you'll see Communication. Street Maintenance is way over in the lower right quadrant which is really where your top opportunities for improvement are. You'll see Code Enforcement and Communication there and you'll notice Police is in the top right quadrant. That means you need to keep doing it well. It's something that people value a lot, but your overall ratings are pretty good for Police. They could be better but you're moving in the right direction. This just gives you a general sense for among your neighborhood services what should your overall priorities be and then as each of you are looking at the interest of your districts, hopefully, you'll see a lot of them are actually aligned at least when it comes to some of the top priorities. You'll be able to see this type of analysis specifically for each of your districts in your individual reports.



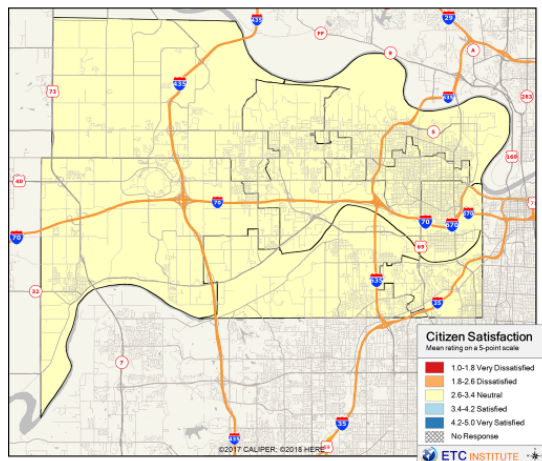
In addition, you'll have a number of maps for today. I just have the district level maps because when you get down at the neighborhoods it gets really busy, but you have your own neighborhood maps and I guess what I want to emphasize here is for the items that are the highest opportunities or have the greatest opportunity for improvement, they tend to be rated very similarly throughout the county. For example, what you see here isn't just a yellow map of the county. It's actually all of the districts are shaded the same color. What we've done is if you look at the scale at the bottom right, it shows if the average person was very satisfied, you would see the district in dark blue. If the average person was very dissatisfied, it would be red. In this case regardless of where you are in the county people are perceiving the condition of their streets at about the same level. That's actually good. That suggests that you've done a pretty equitable job of distributing limited resources to take care of streets. People want the streets to be better, but you aren't neglecting at least at the district level one district compared to another.

When you look at your individual district maps though, that's where you will start to see some of the differences, but as a group you've actually done a pretty good job of making sure district by district you're providing similar levels of service given the expectation that your residents have.

Code Enforcement

This item was determined to be the second highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement

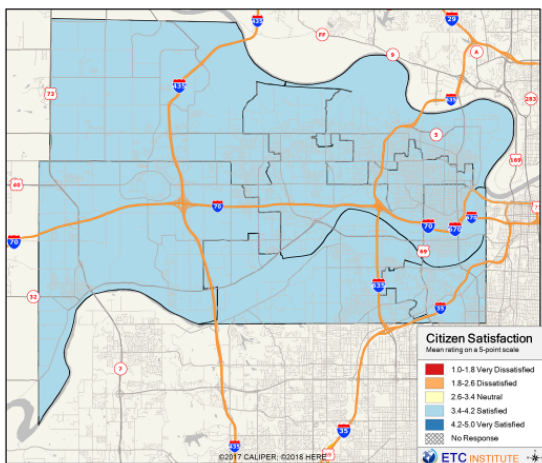


The same is true for Code Enforcement. Again, not a yellow map, it just shows that regardless of where people live, their perceptions of Code Enforcement are very similar. You'll see the variation though once again within your districts.

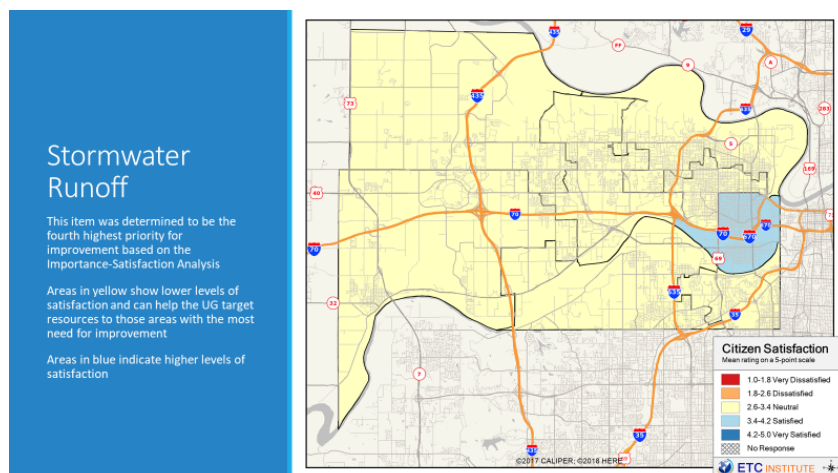
Communication with the Public

This item was determined to be the third highest priority for improvement based on the Importance-Satisfaction Analysis

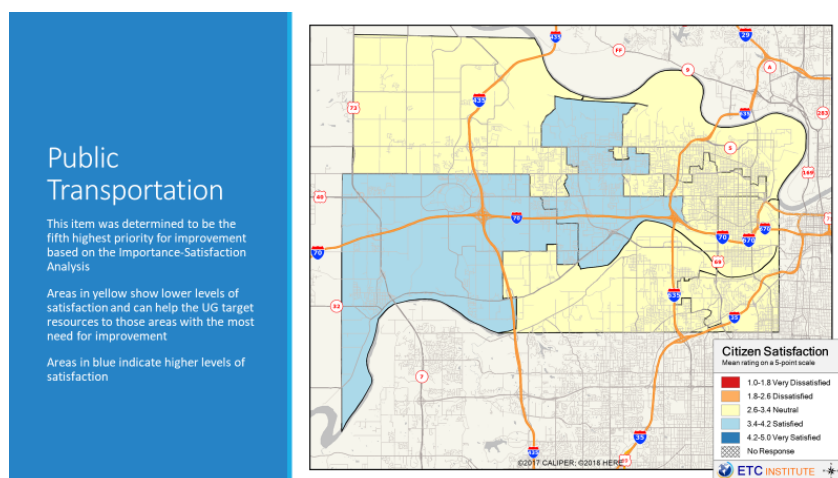
Areas in blue indicate higher levels of satisfaction



Communication, same thing and in this case generally better ratings across the county, but all the districts feel pretty much the same about the quality of communication.



Stormwater interestingly almost all of the county is the same except one district is a little bit more satisfied than the rest. Olathe used to be really happy with their stormwater ratings until we did point out they were the highest part in Johnson County and from then they went down.



Public Transportation, you can see is a little bit mixed. Some areas are better than others, but you'll be able to drill down in the report and actually see how people in different neighborhoods rate the different services. You'll also be able to see how different groups have needs and desires for different services as well. I'll talk to you at the end a little bit about it, the dashboard that we've developed for you to do that.

Any questions about the Neighborhood Services? I'm going to shift to County Services next and obviously if they come at the end, we'll have some more time to talk.

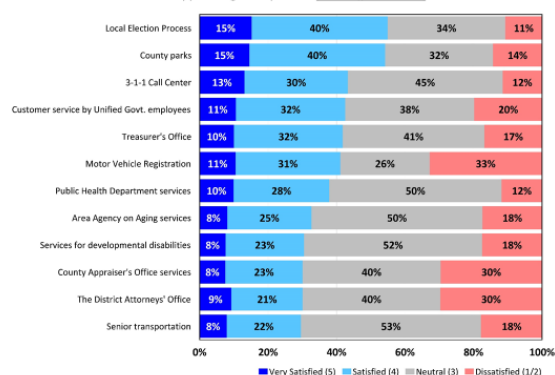
County Level Services

MAJOR FINDINGS

I'll go on into County Services.

Q3. Satisfaction With County Level Services

by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

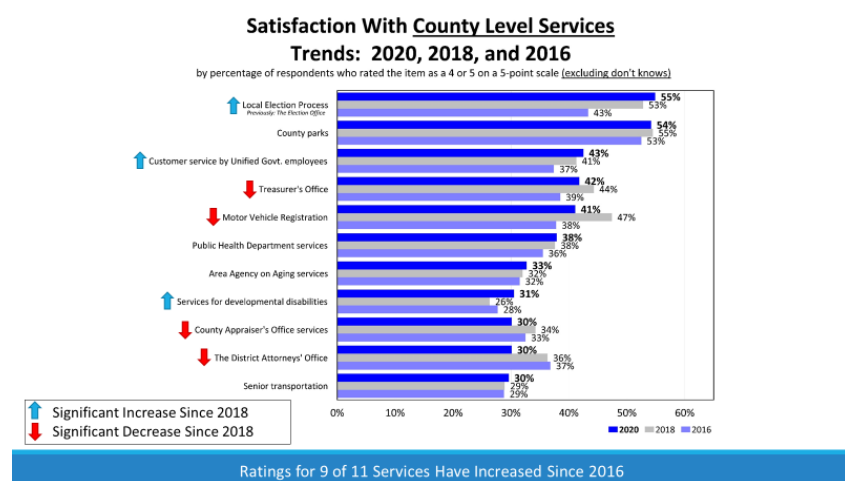
Local Elections Has the Most Satisfaction; Motor Vehicles Has the Most Dissatisfaction

Here you've got everything from the Election Office, your Parks, I won't read the whole list to you, it works your way down to the Attorney's Office and Senior Transportation Services. You'll notice here a lot more folks particularly for the ones that are on the bottom half, they're okay. I will tell you that ratings or services that get a rating of 3 are the ones that can be most influenced by communication. So, a number of communities use communication strategies just to tell their residents about what they're doing.

For example, I think Senior Transportation—they must be okay, I haven't used them myself personally, I haven't had a bad experience. A few people have. The 18% and then you'll see 30% feel good about it, but you've got 53% that frankly just probably see it, they hear it and they know it's okay. If they were suddenly to hear information about you having the greatest Senior Transportation Services out there or they heard testimonials about it, the 53% can suddenly

become shifted to the positives. On the other hand, it can also shift negatively. It's one of those things where when you have a lot of people giving you a rating of 3, public information can sway people's attitudes related to satisfaction very quickly and so that's something to be aware of.

You'll see quite a few of the ones, your Public Health Services, the Area Agency on Aging, Services for Senior Development Disabilities, all of those have 50% or more giving ratings of 3.



When we look at the trends, the trends here unlike the local neighborhood services or the city services are a little bit more mixed. If we look from 2016, 9 of 11 have improved so you're overall moving in the right direction. You see the Election Process has made significant gains from 43 to 55% over the last four years.

Customer Service, I think you can be very proud of because at least the culture of employees being responsive to residents have gone from 37 to 43 and you can see the Senior Services for—Services for Developmental Disabilities went down last time, but it's rebounded by 5 percentage points since the last survey.

On the other hand, the Treasurer's Office is still better than it was in 2016, but it decreased a little bit. Motor Vehicle Registration, you can see dropped a lot, but I can also tell you it could be related to some of the changes at the State level because Johnson County does their survey every year and they had a big drop from 2018 to 2019 after many of those changes took place. Comparative data suggests that the State changes probably affected you because other counties we've surveyed were affected as well.

You will see the County Appraiser's Office also decreased a little bit. The biggest decrease was in the District Attorney's Office which was down 6 points, but long-term, 9 out of the 11 have improved. When we look at the priorities, Motor Vehicle Registration, I don't know the latest results for Johnson County, but in the last year survey for Johnson County, it was also at the top. The changes that took place in the State made—is important to people jumped in both of the areas from being a more high/mid priority to the top.

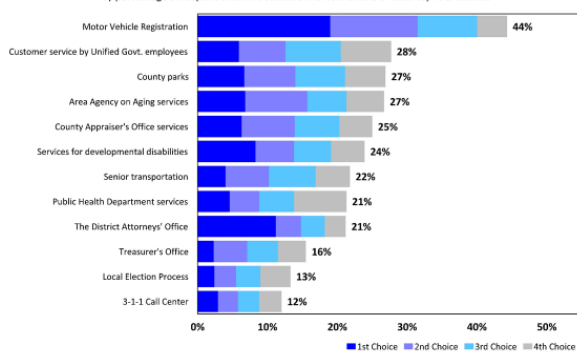
Mayor Pro Tem Burroughs said you had an arrow pointing down on the Treasurer. Could the Treasurer have been confused with the Motor Vehicle Registration. Could there have been some overlap there? **Mr. Tatum** said it's possible. The way we would probably be able to tell that oftentimes is if we looked at the ownership like if they are the owner or renter because your owners tend to have a lot more direct things with the Treasurer and in a lot of cases they're paying their taxes there versus most everybody who has a car. We could look at those questions too. We could take a look at it. It may be related. The difference is, you'll see the Treasurer's Office went down 2 percentage points, it just went down 1% on the Motor Vehicle—excuse me, the Motor Vehicle had a 6% decrease, the Treasurer was just 2. Clearly, people are differentiating the two from some extent, but there may be some relationship.

Commissioner McKiernan said in a related vein, is it possible that the decrease in the ratings of satisfaction for the County Appraiser's Office were not necessarily related as the service received, but to the Valuation Notice that was received. **Mr. Tatum** said yes, that's common. Some of the best ratings we ever got for the Appraisal Office were after the market collapsed in 2009. I've been doing this for two decades and the highest ratings I ever saw for an Appraiser's Office were back in 2010 especially in places like Florida, Las Vegas, and other places that had just seen the housing boom get out of control when the housing prices plummeted, the Appraiser's Office ratings went up. I don't want to dismiss that. That's one of the reasons you're doing the survey regularly is that over time if you keep doing this a few more times, you will be able to see what were evaluation of homes and how did that change compared to the rating.

Eventually you can come up even with predictive models. That's one of the things we're working on so that as the climate changes, how does that influence people's satisfaction with services because there certainly is some influence by the climate. We know, for example,

Oklahoma City got their best ratings ever when the Thunder were in the National NBA championship. We don't know how much—you know the Chiefs won the Super Bowl after we did your survey, so it didn't have a chance, but people may feel good. Things like that can have a positive impact and we're actually as a company trying to develop ways to assess that influence. We just haven't figured it all out yet.

Q4. County Level Services That Should Receive the Most Emphasis For Improvement Over the Next 2 Years
by percentage of respondents who selected the item as one of their top four choices



Motor Vehicle Registration is the Top County Level Service Priority for Improvement

As far as the top priorities here, you'll see Motor Vehicle is at the top and then there are a lot that are just really almost the same. In some ways that the nature of County services is they're used by segments of the population and some of those segments tend to gravitate to those needs, but you'll see statistically from the District Attorney's Office at 21% on up to the Customer Service, there is only a range of 7% and the people are picking it as a top priority. Even though the District Attorney's Office is far down the list, but when you look at the top 4 it's actually second when you just look at the first choice. Keeping all that in mind as you move forward makes this a little bit more difficult to say this is what we need to focus on outside the Motor Vehicle Registration, but I can tell you the State changes did have some influence on that.

Priorities for Improving County Services by District										
Rank	Overall Priorities	# of Districts In Top 5	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8
1st	Motor Vehicle Registration	8	Motor Vehicle Registration	Motor Vehicle Registration	Motor Vehicle Registration	Motor Vehicle Registration	Motor Vehicle Registration	Motor Vehicle Registration	Motor Vehicle Registration	Motor Vehicle Registration
2nd	Customer Service	8	Area Agency on aging services	Customer Service	Area Agency on aging services	Customer Service	District Attorneys' Office	County parks	Area Agency on aging services	Customer Service
3rd	County parks	6	Services for developmental disabilities	Public Health Department services	Customer Service	Services for developmental disabilities	County Appraiser's Office services	County Appraiser's Office services	County Appraiser's Office services	Area Agency on aging services
4th	Area Agency on aging services	6	Customer Service	Area Agency on aging services	County parks	County parks	County parks	Customer Service	Customer Service	County parks
5th	County Appraiser's Office services	3	Senior transportation	Services for developmental disabilities	Services for developmental disabilities	Public Health Department services	Customer Service	Area Agency on aging services	County parks	Services for developmental disabilities

Motor Vehicle Registration Is the Top County Level Service Priority in All 8 Districts

When you look at it by district, you'll notice that Motor Vehicle Registration was the top in all eight districts. When you then come to the number 2 through 5th issue, you'll see it's kind of a little bit all over the board and some of this—you'll take a look, for example, Customer Service is number 2 in Districts 2, 4 & 8. You'll see the District Attorney's Office in District 5, County Parks in 6, Area Agency on Aging is 7, 3 & 1. You'll see the cluster of services that are in the top 5 are very similar if you just say is the issue in the top 5, but outside of Motor Vehicle Registration there are a number of things that vary. I know that creates more challenges because now you have to figure out what's going to be the County priority given that you have some differences, but remember, there were 11 other services on, so the top 5 tend to be pretty consistent among all the districts. It's just the difference between being the first through the fifth.

2020 Importance-Satisfaction Rating Kansas City, Kansas & Wyandotte County Community Survey County Level Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Motor Vehicle Registration	44%	1	41%	6	0.2609	1
Area Agency on Aging services	27%	4	33%	8	0.1797	2
County Appraiser's Office services	25%	5	30%	10	0.1748	3
Services for developmental disabilities	24%	6	31%	9	0.1661	4
Customer service by Unified Govt. employees	28%	2	43%	4	0.1593	5
Senior transportation	22%	7	30%	12	0.1535	6
The District Attorneys' Office	21%	9	30%	11	0.1482	7
Public Health Department services	21%	8	38%	7	0.1323	8
County parks	27%	3	54%	2	0.1232	9
Treasurer's Office	16%	10	42%	5	0.0902	10
3-1-1 Call Center	12%	12	43%	3	0.0680	11
Local Election Process	13%	11	55%	1	0.0600	12

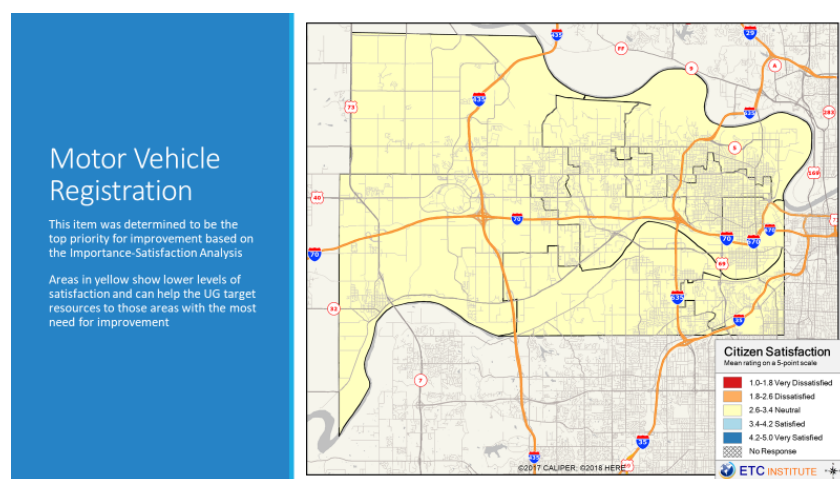
Greatest Opportunities for Improvement: I-S Rating Above 0.15

When we look at the analysis you'll see the same thing again from here on out. Unfortunately, if you are right brained and you like the little like quadrant, I don't have any more of those, but you'll

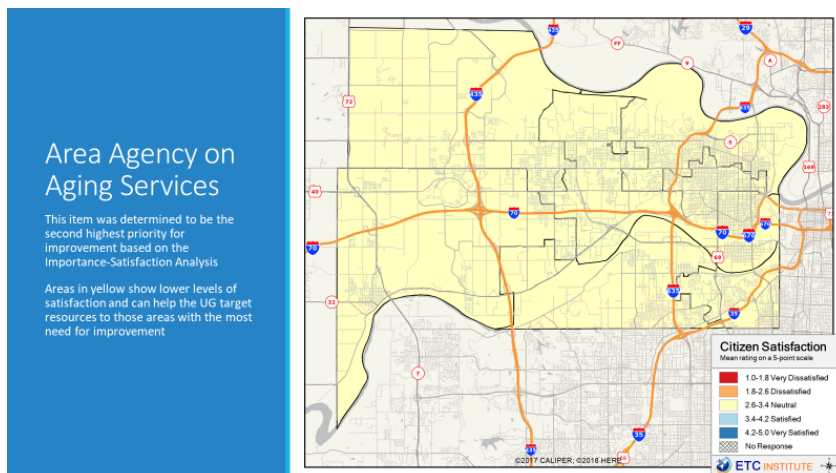
February 27, 2020

see Motor Vehicle Registration is at the top and then you will see there's a cluster of five other services that are almost statistically equal when you look at the Importance Satisfaction Rating between .15 and .17. You have your Aging Services, your County Appraiser's Office, the Developmental Disabilities services, Senior Transportation, but I want to highlight Customer Service oftentimes transcends all of your departments, so that is something that is highly valued by your residents.

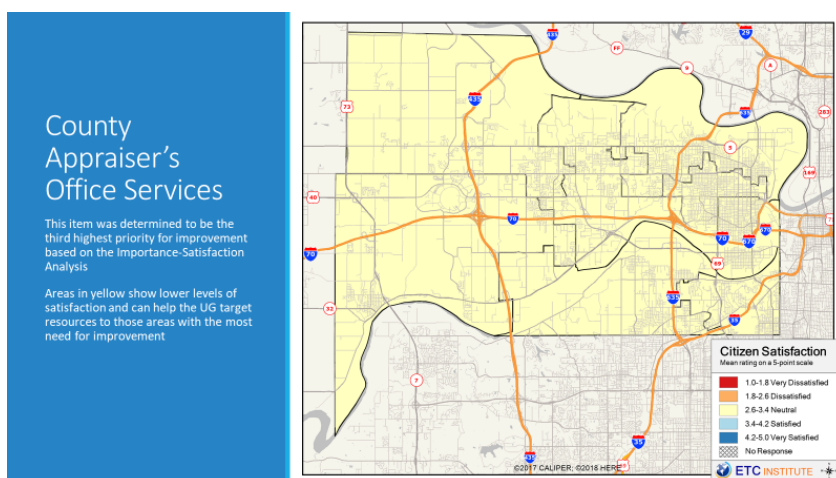
In fact, when you come over here and look at the most important rank, Customer Service was 2 and so that's one thing as I look at these surveys I say how can you have a positive impact on residents—I think one of the ways you can do it is just reinforcing a culture that's excellent when it comes to the way you take care of your customers. They're going to see that; they expect a lot of it. It's an important thing to them so just being treated well, being treated responsibly; those kind of things I think are low-cost ways to cause residents to feel better about County level services moving forward without the costs of what some of these other services would potentially take to make better.



When you look at the maps, you'll see the Motor Vehicle Registration. Again, I'm showing these just to show similarities across the County.



The Area Agency on aging Services, similar throughout the County.

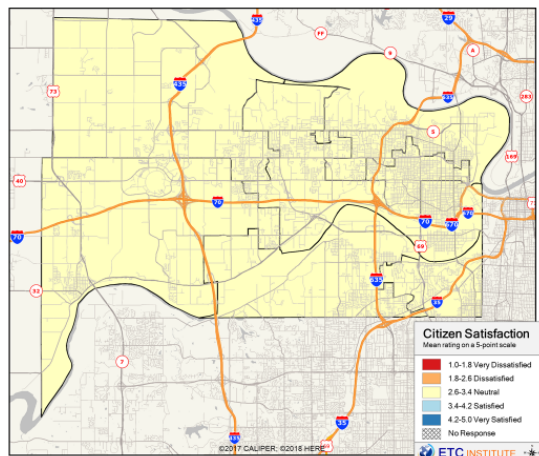


The County Appraiser's Office, so there weren't places that rated it better, so you might say well in certain districts because maybe of the housing style and they feel differently based on appreciation levels and others. When you look at the districts level maps, that wasn't the case. However, if you look within your districts, you can see some differences, so that could go back to your question, if find some areas where the housing prices have really appreciated and you see there in orange or red, that would be consistent without having a negative impact. If you find some places where the housing prices have really appreciated and they're blue, probably not the factor causing the change.

Services for Developmental Disabilities

This item was determined to be the fourth highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement

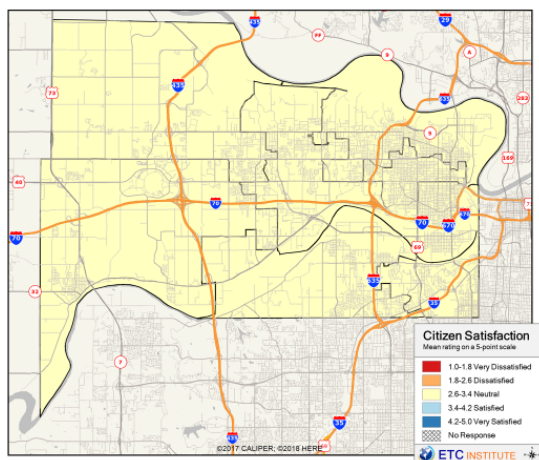


You also see Developmental Disabilities.

Customer Service by UG Employees

This item was determined to be the fifth highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement

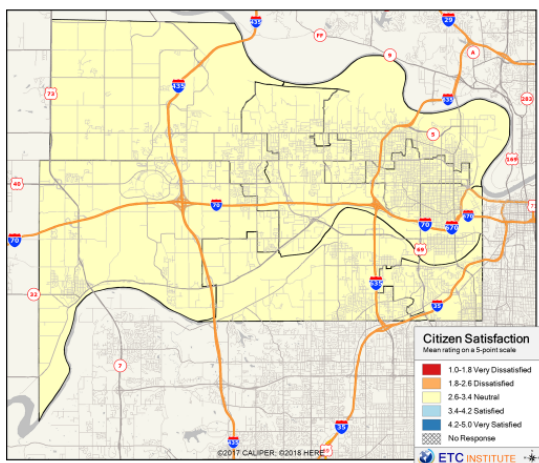


Customer Service.

Senior Transportation

This item was determined to be the sixth highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Senior Transportation. I didn't bring these to bore you, but what stood out to me as I do a lot of these survey's, it's very rare to see so much consistency within an elected jurisdictions like we are here for the top priorities. Typically, you'll at least some color variation maybe by one shade, but as many issues I know that you all deal with, there's tremendous consistency in the way people perceive services being delivered and for the most part how they prioritize them throughout the county. What happens is, a lot of times the argument comes down to the first versus the fourth and even though there are 11 services, it's getting to figure out which one do you put slightly more resources in given limited constraints on your budget. That's why I go back to this piece here, I think an emphasis on Customer Service is the low-hanging fruit out of this survey given that it was the second most important service among the county services that were assessed. That's something that isn't going to cost the money like some of these others potentially could cost to dramatically improve the quality of service you provide.

Any questions on that? That's the County Level.

Commissioner Bynum said I just have a comment I think more for the governing body and the staff. When you look at Motor Vehicle Registration and the ratings on that, you know, sitting at the top of the list across all districts, it seems almost unfair to even have the Motor Vehicle question on the survey because that is a State mandated function being carried out by mandate in a county building. Those fees are paid and shipped off to Topeka, Motor Vehicle Registration fees, they don't stay here and everything we do to register a motor vehicle is because the State government told us that's how we're going to do it.

I think that our Treasurer and that Motor Vehicle staff have done everything they know to do to make that process as least painful and complicated as they possibly can such as getting in line online so that you don't even have to go to the building until it's 10 minutes away from the time they're going to call your number. It almost seems unfair year over year subject them to findings like this when our staff has done everything humanly possible to mitigate the pain of visiting that office. Like I said, the things they are doing there, same with the Appraiser, are being mandated by State Statute. Just an opinion and I think something for us to contemplate.

Mr. Tatum said having done this a lot, in some sense that is the reality though because what happens is your residents perceptions of the county are being influenced by those services and so even though you may be controlled, one of the reasons for doing a tool like this is so you

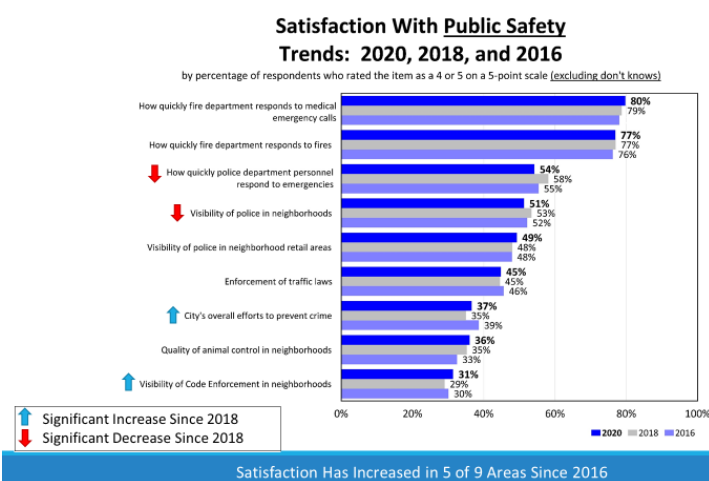
actually know. It's better to know what's happening in that can allow your lobbyist and your folks that work with the State to perhaps change things, so that's what a number of our clients use when they see the influence the State has on the local situation, oftentimes that's a reason that the people you send to Topeka can use this data too. It doesn't limit it to using it just here in Wyandotte County. I agree, your comment—but the tool helps you understand that at the end of the day when it comes to County Level Services, Motor Vehicle Services are perceived at the top of the list, so ultimately, people are judging you whether or not you can control it, but it's better for you to know that than not.

Mayor Pro Tem Burroughs asked any other questions or comments from the Commission. I have one I want to follow-up with. Commissioner Bynum's question, it could be the location and accessibility of those offices that could come into play, hours of operation. I do believe that our staff, local staff, has done an outstanding job to help with some of the issues that the State put on them. Also, is there consideration that the higher personal property taxes on the vehicles might be playing into this? **Mr. Tatum** said all of those and I will be working with Mr. Grimm and others on your staff to help train you to use your dashboard because this is where the dashboard can become a super tool because then you can start drilling down are the differences based on income, are there differences based on where people live, are there differences based on whatever the variable might be. That way at the end of the day you can start to assess what might the contributing factors be because when you look across the county at the district level, there really aren't any differences, but if it is related to location, you may see that within each district where the places are get better ratings than the ones that aren't. We don't know that at this level but because you have such a substantial database you'll be able to do some analysis on this issue that most communities would not be able to. I'll be happy to help you all do that because it would be great for you to better understand that so you can make some decisions in the future.

Public Safety Ratings and Priorities

MAJOR FINDINGS

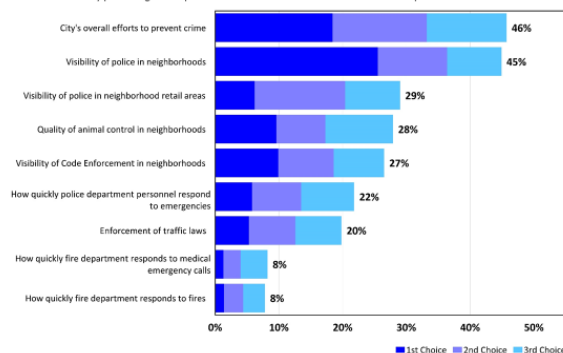
I'm going to shift to the next topic which is our Public Safety Ratings.



You'll see in Public Safety 5 of the 9 areas have seen improvements since 2016. Most of the changes were not significant, but interestingly, efforts to prevent crime, you see have rebounded a couple percent. Visibility of Code Enforcement in neighborhoods has already rebounded. On the other hand, we saw slight decreases in the Visibility of Police in neighborhoods and how quickly the Police Department responds to emergencies. Those two areas have gone down a little bit but for the most part, the ratings are pretty much about the same and they've been one of your higher areas, they're very important to folks, but we haven't seen really any radical changes in the ratings for any of the categories that were assessed. In fact, you'll look down there and you'll see within about 1 or 2% for the last couple of surveys they've been the same levels.

Q7. Public Safety Services That Should Receive the Most Emphasis Over the Next 2 Years

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



Source: ETC Institute (2020)

Police-Related Services Are the Top Public Safety Priorities

When we look at the things that are most important, what is really good about this year's finding is that what's most important to folks, you'll see at the top, efforts to Prevent Crime with second most Visibility of Police in neighborhoods.

What's interesting about this survey is prevent crime went up, neighborhoods went down about the same amount. All in all, I think things balance out but those are the things—so people are caring about crime where they live and making sure they know that the Unified Government are doing things to keep them safe. Anytime I see efforts to prevent crime at the top of the list, it's oftentimes is influenced as much by what people hear as what the statistics are.

In a number of communities, I've seen concerns about crime go up when the statistics for crime actually go down. Sometimes they go in the reverse but making sure you keep people informed about what you're doing, why you're doing it, and how resources are being used can have a real big impact on affecting people's perceptions of crime prevention.

You'll see as you work your way down the Fire Department response to emergency medical calls and how quickly the Fire Department responds. It doesn't mean these people don't care about them, but you're doing well in those areas and comparatively the items related to crime and police visibility tend to be things people think are more important right now in the short-term.

2020 Importance-Satisfaction Rating
Kansas City, Kansas & Wyandotte County Community Survey
Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
City's overall efforts to prevent crime	46%	1	37%	7	0.2897	1
Visibility of police in neighborhoods	45%	2	51%	4	0.2187	2
Visibility of code enforcement in neighborhoods	27%	5	31%	9	0.1818	3
Quality of animal control in neighborhoods	28%	4	36%	8	0.1786	4
Visibility of police in neighborhood retail areas	29%	3	49%	5	0.1470	5
Enforcement of traffic laws	20%	7	45%	6	0.1093	6
How quickly police department personnel respond to emergencies	22%	6	54%	3	0.0998	7
How quickly fire department responds to fires	8%	9	77%	2	0.0180	8
How quickly fire department responds to medical emergency calls	8%	8	80%	1	0.0166	9

Greatest Opportunities for Improvement: I-S Rating Above 0.15

When we did the analysis, you'll see those are the top two items, so in other words, if the goal is to enhance overall satisfaction with Public Safety Services, doing what you can to improve your communications about keeping people safe, what you're doing to prevent crime, and to the extent that you can let people know about the visibility in neighborhoods.

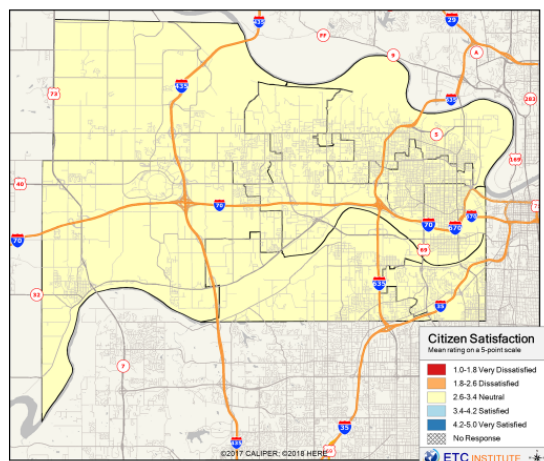
I know Overland Park a few years ago had pulled back their police patrols from neighborhoods to put them on arterials so they could increase their response time. That actually helped prevent crime. The problem was neighbors had become used to seeing the patrols and when they didn't, some neighbors felt less safe because they thought if I see a police car drive through every once in a while, that must prevent crime. So, they needed to do an education effort just to let people know that some of the changes they done and the way they were deploying their local police officers was actually making people safer and then that helped them rebound after they initially seen a decrease. Overall safety was still high, but people's perception had been influenced just by a change in the way police officers were deployed and you can see that's important here.

You also see visibility of Code Enforcement Officers in neighborhoods and Animal Control. Those are two other issues that are perhaps a little bit lower. The Code Enforcement piece, you might remember earlier on, overall was one of the relatively high priorities or opportunities for improvement and so those are things you can work on as well.

City's Overall Efforts to Prevent Crime

This item was determined to be the top priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



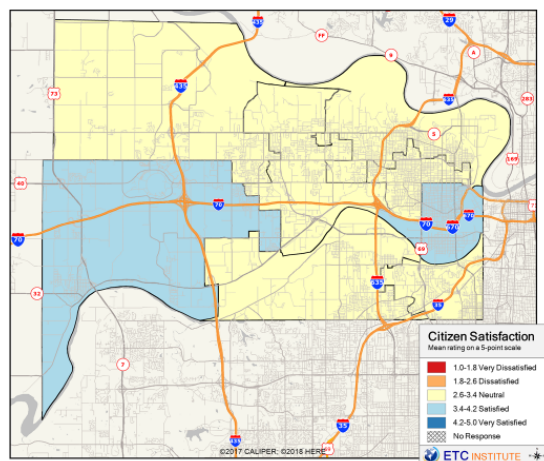
When it comes to efforts to prevent crime, you'll see again, similar ratings throughout the district—or throughout the county by district.

Visibility of Police in Neighborhoods

This item was determined to be the second highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement

Areas in blue indicate higher levels of satisfaction

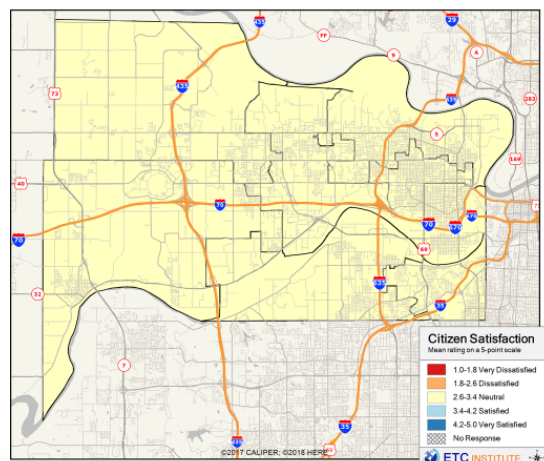


Visibility of police in neighborhoods is a little bit better in a couple of the districts than the rest of the county.

Visibility of Code Enforcement in Neighborhoods

This item was determined to be the third highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement

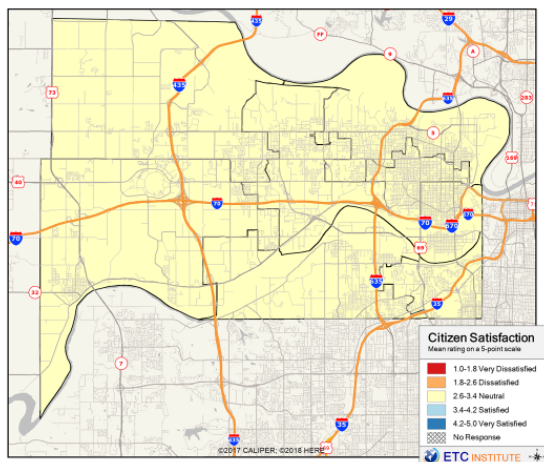


When it comes to visibility of Code Enforcement in neighborhoods, it's pretty much the same.

Quality of Animal Control in Neighborhoods

This item was determined to be the fourth highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Same thing when it comes to overall quality of Animal Control in neighborhoods. When I first put the presentation together I thought they are going to get bored of all these yellow maps, but then I pulled out your district level maps and there's lots of color in your districts. The reason why I wanted to do that though is to have you recognize that you represent very diverse districts even though a lot of times you say I'm District 1, but within your districts there's a lot of diversity. A lot of times the difference is that you may think from your perception could be influenced by the folks within your district to whom you're connected.

When you actually look at your district overall compared to the other districts, they're much more similar than you might think and then probably when you get to public meetings or having discussions about what the top priorities are, some of that could even be influenced just by

whom you're working with in your own districts more so than necessarily your district being that much different than the rest of the county.

Maintenance Ratings and Priorities

MAJOR FINDINGS

Maintenance is our next category.



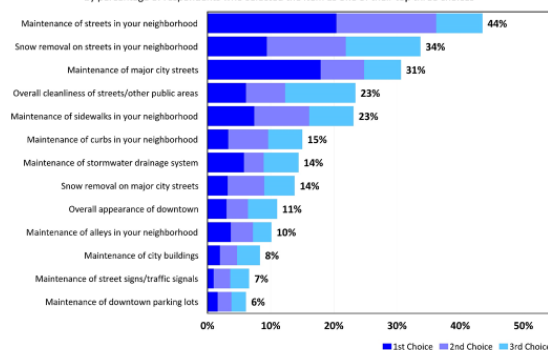
You remember Street Maintenance is 41% dissatisfaction, so this is certainly the high cost area for improvement. You'll notice compared to 2016 though, you're moving in the right direction, 11 of 13 areas have improved. Snow removal is the one area that we actually saw some of the decreases. A couple years ago I think we did not have a whole lot of snow. I'm not sure how this year—**Someone** spoke and was inaudible. **Mr. Tatum** said there you go, a different time year, this is probably influencing that more than anything.

Then you'll see Maintenance of Street in neighborhoods is down a little bit. It's up from 2016, but the good news is the maintenance of alleys, maintenance of sidewalks, maintenance of

curbs and your overall ratings for stormwater and drainage are all up significantly just from two years ago. All in all, you're moving in the right direction slowly. This is a difficult area to move the needle forward, but it's generally moving forward, and we have a good explanation now on snow. I had overlooked that.

Q9. City Maintenance Services That Should Receive the Most Emphasis Over the Next 2 Years

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



Source: ETC Institute (2020)

Neighborhood Street Maintenance Is the Top Maintenance Priority

As far as top priorities, Neighborhood Street Maintenance is actually at the top. This is a different issue for you than a number of other communities where I work where oftentimes it's the major streets that people are focused on. You'll see that's still important, it's third at 31%, but actually neighborhood streets is the thing that people actually place more important. They're both important, but you have 4 out of 10 or almost 5 out of 10 picking neighborhood streets compared to just 3 out of 10 picking their major streets as their top priorities.

Again, snow removal is in that list too, but I want to bring your eyes down to the fourth item on the list because I'm always trying to look for low-hanging fruit that doesn't cost you \$3B. If you come down there, you'll see cleanliness of streets and other public areas 23%. Though it is significantly less than 31, the cost for doing that is a whole lot less than redoing all your street maintenance. That's one of the things I would have you take a look at.

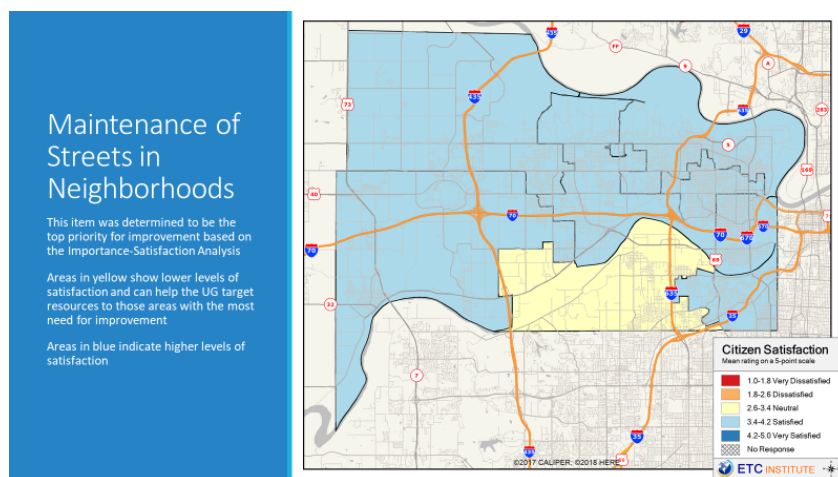
2020 Importance-Satisfaction Rating Kansas City, Kansas & Wyandotte County Community Survey Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Maintenance of streets in your neighborhood	44%	1	31%	9	0.2988	1
Snow removal on streets in your neighborhood	34%	2	38%	5	0.2079	2
Maintenance of sidewalks in your neighborhood	23%	5	23%	12	0.1783	3
Maintenance of major city streets	31%	3	42%	3	0.1766	4
Overall cleanliness of streets/other public areas	23%	4	33%	8	0.1565	5
Maintenance of curbs in your neighborhood	15%	6	26%	11	0.1106	6
Maintenance of stormwater drainage system	14%	7	37%	7	0.0910	7
Maintenance of alleys in your neighborhood	10%	10	18%	13	0.0829	8
Overall appearance of downtown	11%	9	37%	6	0.0691	9
Snow removal on major city streets	14%	8	60%	1	0.0553	10
Maintenance of city buildings	8%	11	40%	4	0.0500	11
Maintenance of downtown parking lots	6%	13	31%	10	0.0423	12
Maintenance of street signs/traffic signals	7%	12	54%	2	0.0305	13

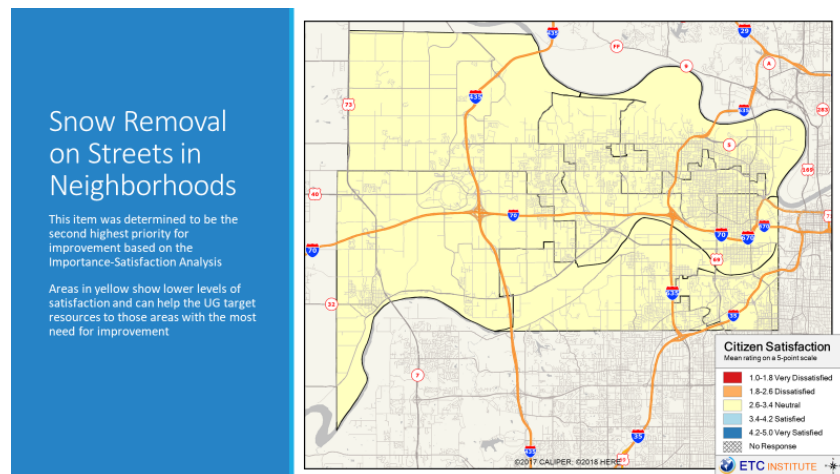
Greatest Opportunities for Improvement: I-S Rating Above 0.15

When we looked the analysis, you'll see neighborhood streets and snow removal, those are at the top, but this is where you'll see overall cleanliness is actually in that second tier of categories as an opportunity for improvement. If you're actually looking at dollar for dollar, that's something I think you should perhaps consider because that will have a very positive impact on your residents perception of how you're caring for the maintenance just by making things look cleaner and taking care of them.

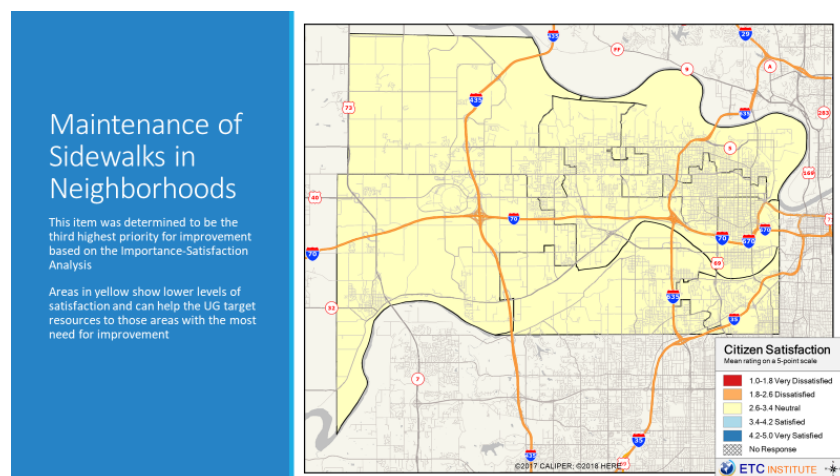
Above that you see it's sidewalks, streets, snow removal, and more streets; those things cost a lot, but one of the things you'll be able to do to show your residents that you really are concerned about taking care of the maintenance of the community is doing things that will make it look better. After that, you have more curbs and you have stormwater drainage, so every one of these things have lots of dollars outside of that one.



When we look at the charts here, you'll see quite a bit of variation in your neighborhood maps especially when it comes to streets in neighborhoods and a lot of it has to do with the age. Some of your newer subdivisions are dark blue, other ones are dark red. You'll see maintenance of streets in neighborhoods is generally about the same.



When we look at snow removal on streets in neighborhoods, at least the level of service, is comparable across the county.

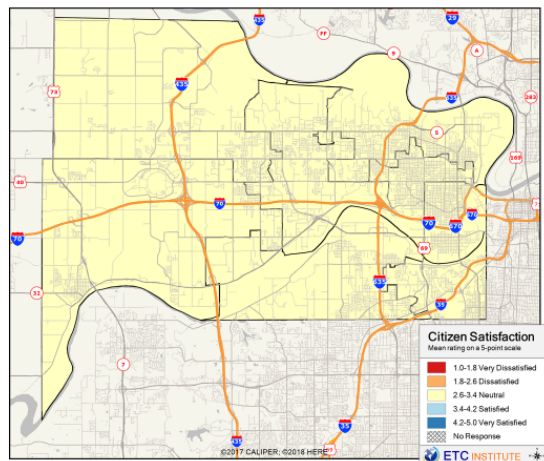


Same thing when it comes to sidewalks in neighborhoods.

Maintenance of Major City Streets

This item was determined to be the fourth highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement

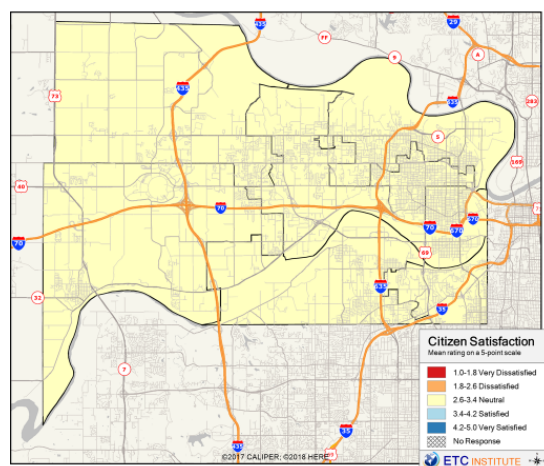


Maintenance of your city streets.

Overall Cleanliness of Streets/Other Public Areas

This item was determined to be the fifth highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Then also cleanliness. Again, not to show you the same chart over and over again, but one of the themes I wanted to share tonight is how much similarly there is at the district level when you look at yourselves district by district. It's really within your districts where I see the most variation and when you pullout, if you haven't gotten your own district awards, you're going to see a lot of color at your district level. Some of you are already looking at them.

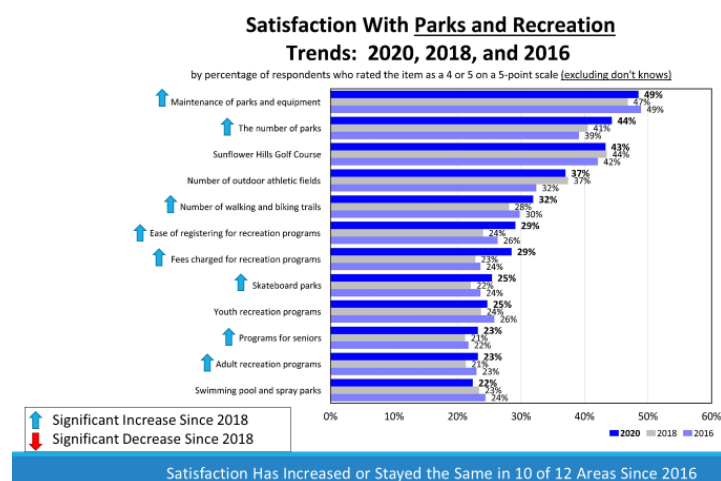
Any questions on the Maintenance side. Again, I want to emphasize on Maintenance you know the streets are an issue, but the opportunity to enhance your ratings in that area overall I think could be done by just cleaning things up and giving people the appearance that public areas are better cared for by being cleaner.

Commissioner Bynum said the survey results on this section tell me that the priorities are streets, streets, and streets in that order. **Mr. Tatum** said yes, that's exactly right. **Commissioner Bynum** said, again, my question comes more to the governing body and the staff because as we work in priority-based budgeting how are we folding in the top three issues that our community says need attention, how will we do that moving forward? I guess it's a rhetorical question for the moment Doug. We'll put on the spot later.

Parks and Recreation Ratings and Priorities

MAJOR FINDINGS

Mr. Tatum said Parks and Recreation is next.

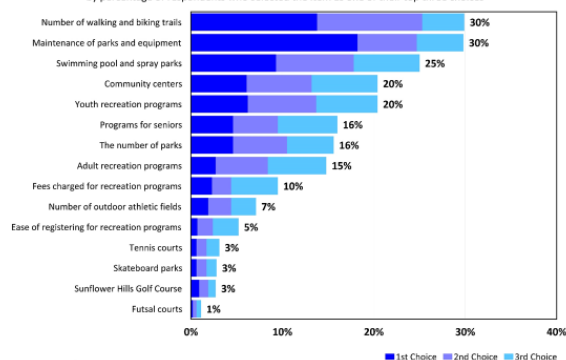


Parks and Recreation has seen improvements or maintained the same ratings in 10 of the 12 areas. No areas of decrease significantly over the last two years. You'll notice that the number of parks, the perception is up 6% compared to 2016. Your walking and biking trails rebounded after dropping last time. Ease of registering has gone up 4 percentage points, so whatever you're doing

to make it easier for folks. Your fee or perception of value has gone up significantly. Skateboard parks, programs for seniors, and adult recreation also rebounded a little. There's still opportunities to do better here. Whenever you're looking at these, the overall direction is moving in the right direction, but certainly you can see those numbers go higher by focusing on them in the future.

Q11. Parks and Recreation Facilities and Services That Should Receive the Most Emphasis Over the Next 2 Years

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



Source: ETC Institute (2020)

Walking/Biking Trails and Maintenance of Parks Are the Top Parks and Recreation Priorities

The top priorities are essentially the number of walking and biking trails you have and then maintenance of parks and equipment. I'll emphasize when it comes to maintenance of parks and equipment, it actually had more people pick it as a top choice than any of the top two choices outside of walking and biking trails. Definitely, this idea of maintaining what you have, I think when you see the theme of street maintenance, you seen the cleanliness and now you see maintaining what you already have park wise, that's kind of a consistent theme that we see in the survey. Sometimes it's easy to run out and build the next big thing but the results of the survey in many ways say take care of what you already have and make what you have better. Swimming pools kind of round out the top three. Then community centers and youth and recreation were the top five.

2020 Importance-Satisfaction Rating
Kansas City, Kansas & Wyandotte County Community Survey
Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Number of walking and biking trails	30%	1	32%	6	0.2036	1
Swimming pool and spray parks	25%	3	22%	15	0.1940	2
Youth recreation programs	20%	5	25%	10	0.1536	3
Maintenance of parks and equipment	30%	2	49%	1	0.1535	4
Community centers	20%	4	35%	5	0.1334	5
Programs for seniors	16%	6	23%	12	0.1229	6
Adult recreation programs	15%	8	23%	13	0.1137	7
The number of parks	16%	7	44%	2	0.0869	8
Fees charged for recreation programs	10%	9	29%	8	0.0679	9
Number of outdoor athletic fields	7%	10	37%	4	0.0447	10
Ease of registering for recreation programs	5%	11	29%	7	0.0369	11
Tennis courts	3%	12	23%	14	0.0240	12
Skateboard parks	3%	13	25%	9	0.0209	13
Sunflower Hills Golf Course	3%	14	43%	3	0.0153	14
Futsal courts	1%	15	24%	11	0.0083	15

Greatest Opportunities for Improvement: I-S Rating Above 0.15

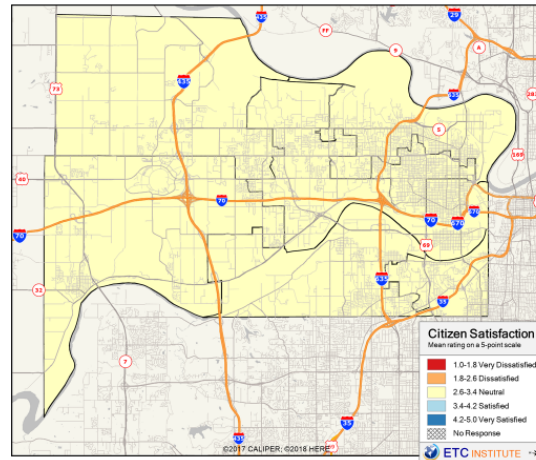
When we looked at it overall, your walking and biking trails continue to be the parks feature that people are paying the most attention to. It's the number one priority. It's only sixth though on the satisfaction so there are some opportunities to do better. If you bring your eyes down, you're doing a pretty good job of taking care of your parks and equipment at 30%, but I can tell you comparatively that's a number that could be a lot higher and it's clearly the number one choice. So, compared to everything else, you're doing okay in maintaining your parks and equipment, it's the highest rated area, but 49% satisfaction could be 55-60% and I think that would gain a lot of traction or help you gain traction with regard to how satisfied people are with parks overall. Again, taking care of your parks. Swimming and Spray pools.

Then you can see Youth Recreation Programs is another opportunity. The programming ideas versus some of the things that are going to require significant capital investment. That's actually third and if you look among your households with children, it's actually at the very top so that's one of those things. You've got to remember, this is all respondents, but when it comes to Youth Recreation Programs it's particularly important among your families that have kids that are either young or in their teenage years. Then you can see the last here, community centers, programs for seniors, and adult recreation programs.

Number of Walking and Biking Trails

This item was determined to be the top priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement

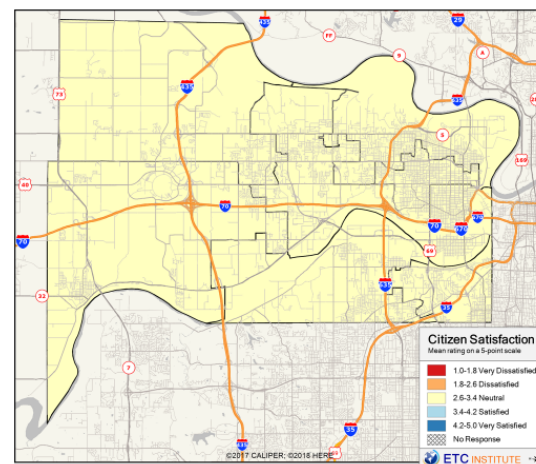


Again, if we look countywide, the perception of walking and biking trails pretty similar across the county.

Swimming Pool and Spray Parks

This item was determined to be the second highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement

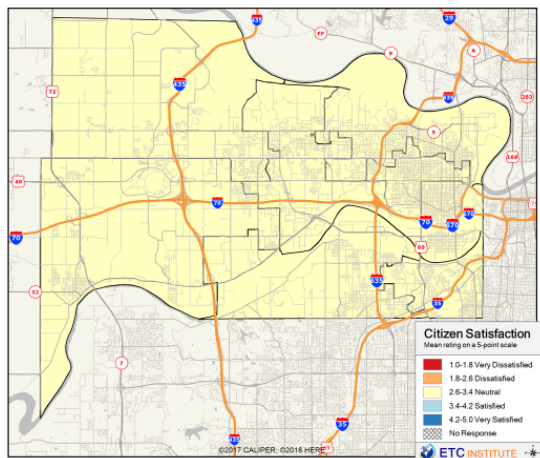


Same thing for your spray pools and spray parks.

Youth Recreation Programs

This item was determined to be the third highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



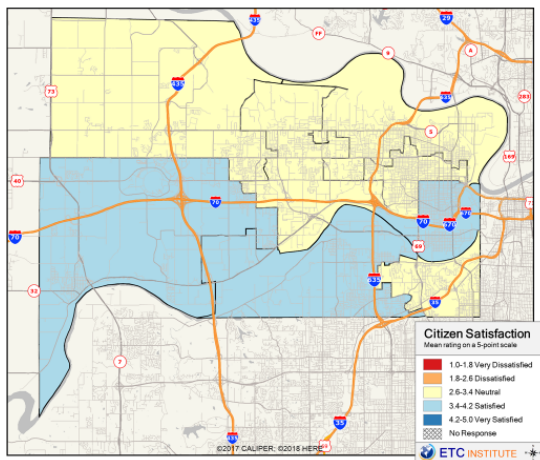
Youth Recreation Programs.

Maintenance of Parks and Equipment

This item was determined to be the fourth highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement

Areas in blue indicate higher levels of satisfaction

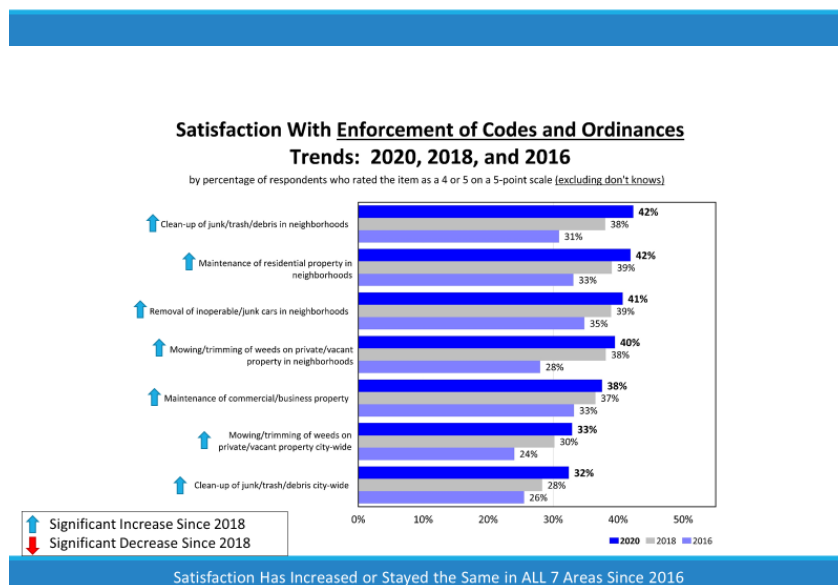


Then you will see the one area where we do see perhaps the most difference on the survey and the maintenance of parks and equipment. You can see down the south half minus the corner tends to rate that a little bit better than the northern half of the county.

Any questions on parks before we go to the last major topic and then I will give you a few other findings.

Code Enforcement Ratings and Priorities

FINDINGS



Code Enforcement. Hats off here. I saved some of the best improvements for last. Great job in your code enforcement. I didn't want to lead with this and it's not just the number, it's the magnitude of the changes. You might remember some of the previous charts, you got a blue arrow with a 2 or 3 or 4% increase. On Code Enforcement, and it isn't just this last period, it's a continuation that goes back to 2016. Just take a look at it. Clean-up of junk, trash and debris has gone from 31 to 42%, just tremendous. Maintenance of residential property from 33 to 42%. Removal of inoperable junk cars 35 to 41, mowing and trimming of weeds has gone from 28 to 40. Proportionately a tremendous change. You'll see maintenance of commercial property has gone from 33 to 38. Mowing and trimming on the private or vacant property citywide from 24 to 33 and then the clean-up of junk, trash and debris citywide from 26 to 32 so just tremendous. It's been most observed you'll see on the neighborhood ones. Some of these we had citywide, we differentiated whether it was where you live in your neighborhood versus just across the whole

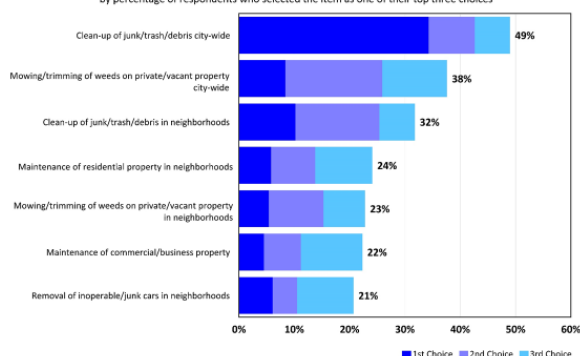
community, so you hit a homerun. What you have been doing in code enforcement great, great job.

I'll tell you I've worked with some other folks here and a lot of folks around the country and code enforcement is a hard one to tackle. That's one where communities really struggle oftentimes figuring out what should be done. Should we do more, should we do less. A lot of folks are afraid to do more because people then complain that gets citations, but what people forget a lot of times is that most people aren't breaking the rules and so a lot of times when you do start to enforce, everybody around that starts to see the benefits.

Whatever you're doing, and I don't know what it is, it's definitely among the best that I've seen in the last couple years in the country.

Q18. Codes and Ordinances That Should Receive the Most Emphasis Over the Next 2 Years

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



Clean-up of Junk/Trash/Debris Is the Top Code Enforcement Priority

When it comes to the top priorities the clean-up of junk, trash and debris citywide is clearly at the top, almost as many people picked it as their top choice as any of the other things so continue doing that. You are moving in the right direction. It's also consistent with the maintenance where clean-up was a big deal on the maintenance side. Again, a take-a-way from this survey that isn't billions of dollars is focusing on how can we keep the community clean and even work with others to take care of making sure the community is cleaned up. I think that will resonate strongly.

You'll see mowing was second and then clean-up of junk in neighborhoods was third. You've seen the biggest improvement there in the neighborhoods. That was in top for cleaning up the junk. You work your way down and we see some improvement citywide, but interestingly the emphasis is more the citywide than neighborhoods. The impact, obviously, go hand-in-hand but that probably is more likely to be some of your more public, commercial places that are outside

where people are living which could be some of the emphasis. Again, needing to drill that into the data to figure out who responded, how they did, where they live and why would give us some better indications moving forward.

2020 Importance-Satisfaction Rating Kansas City, Kansas & Wyandotte County Community Survey Codes and Ordinances						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
Clean-up of junk/trash/debris city-wide	49%	1	32%	7	0.3312	1
Mowing/trimming of weeds on private/vacant property city-wide	38%	2	33%	6	0.2523	2
Clean-up of junk/trash/debris in neighborhoods	32%	3	42%	1	0.1835	3
Maintenance of residential property in neighborhoods	24%	4	42%	2	0.1400	4
Maintenance of commercial/business property	22%	6	38%	5	0.1394	5
Mowing/trimming of weeds on private/vacant property in neighborhoods	23%	5	40%	4	0.1379	6
Removal of inoperable/junk cars in neighborhoods	21%	7	41%	3	0.1228	7

Greatest Opportunities for Improvement: I-S Rating Above 0.15

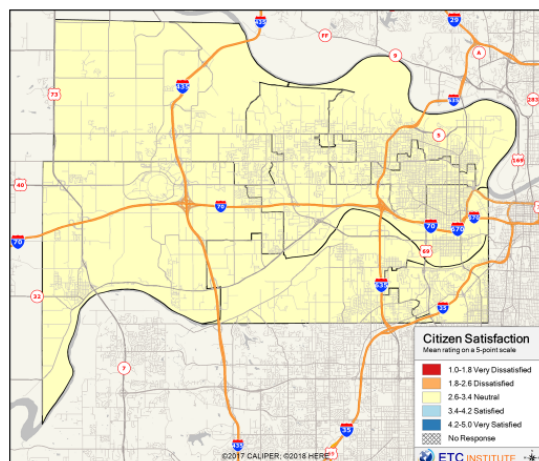
When we did the analysis, again, number one is clean-up of junk, trash, and debris citywide. The second is mowing and trimming and, frankly, doing the same thing in neighborhoods. So, taking away from this survey, I think that's moving forward as the county emphasizes clean-up, cleanliness, those sorts of things. It will have a real positive impact on how residents view the direction your headed and particularly—just one more time, Code Enforcement great job. I don't know who is leading that. Sometimes people lose sight of giving comments. Sometimes you do a survey like this and you go by all the results, I just have to stop and say this is not normal, this is incredible. Double digit improvements in such a short period of time and they're sustained. I've seen some communities do it like one time, but they don't sustain it for four years and they don't see the same kind of improvements stairstep. That's why it stands out to me. I've seen a community run out and do it for two years and then come back in four years and they're right back where they were before. You're really doing something special here.

Melissa Sieben, Assistant County Administrator, said, Chris, I just want to state for the record the important is that we identified the issues that are the top priorities before this came out and our 2020 objectives are to hit these top three things. **Mr. Tatum** said that's awesome, that's great. It just shows you're in touch with the resident thing.

Clean-up of Junk/Trash/Debris City-Wide

This item was determined to be the top priority for improvement based on the Importance-Satisfaction Analysis

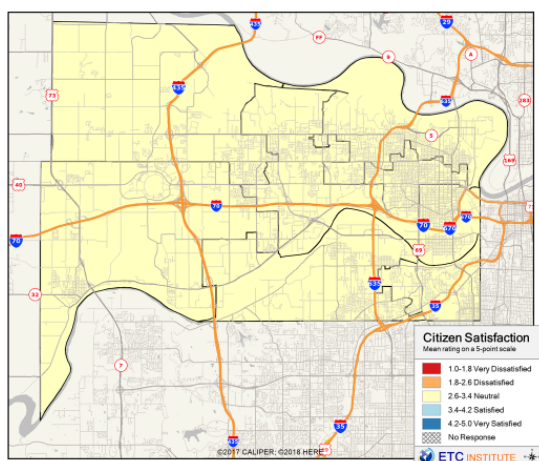
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Mowing/Trimming of Weeds on Private/Vacant Property City-Wide

This item was determined to be the second highest priority for improvement based on the Importance-Satisfaction Analysis

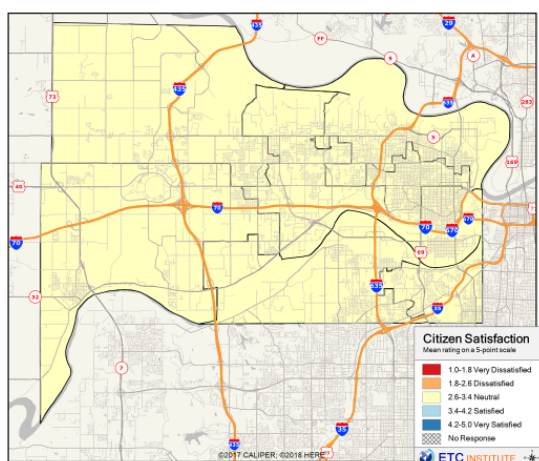
Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



Clean-up of Junk/Trash/Debris in Neighborhoods

This item was determined to be the third highest priority for improvement based on the Importance-Satisfaction Analysis

Areas in yellow show lower levels of satisfaction and can help the UG target resources to those areas with the most need for improvement



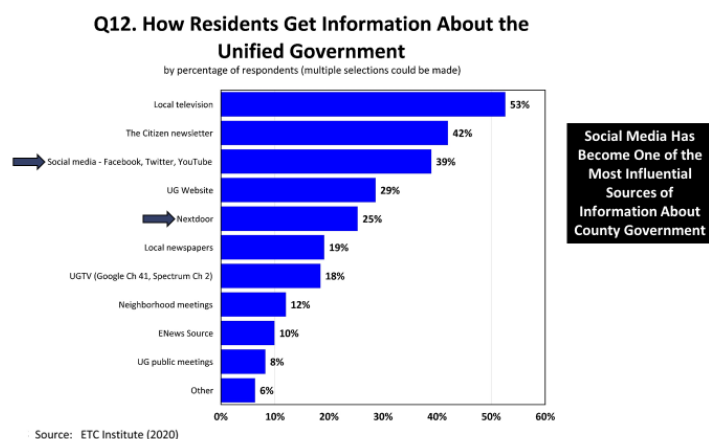
Again, when you look at the maps, the clean-up of junk, mowing and trimming were all the same district wide. That was the really positive take-away.

February 27, 2020

Other Issues

MAJOR FINDINGS

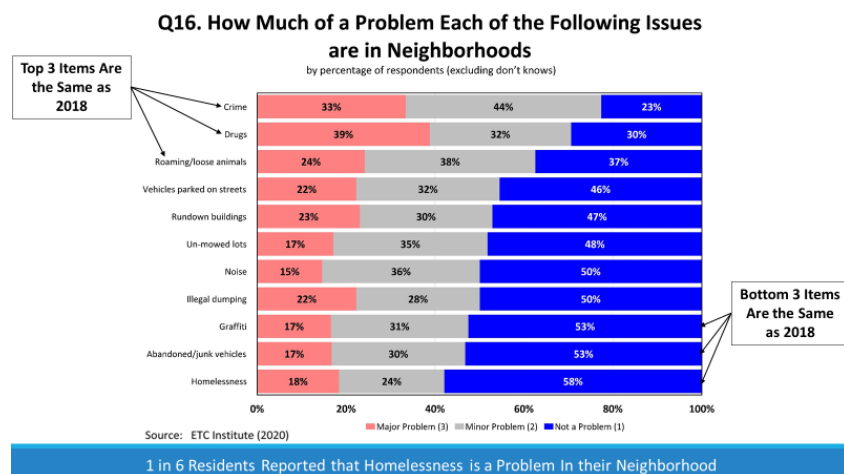
A few other things and then I'll wrap it up if there's more questions.



The Top 5 Most Used Sources Were Also The Top 5 Most Preferred Sources

How people get information. This is what I was highlighting upfront. Social media is becoming a thing in a big way. You'll notice when people ask how do they get information by the Unified Government, 39%, 4 out of 10 folks identified that. The Nextdoor app is one of the most rapidly—it's been around a long time, but it has just started to take off in the last couple of years and you'll see that's now 25%. Being able to manage and being involved and those social media channels will give the county a great deal of leverage to influence and provide the information that people need. You'll also become the trusted source because what happens when social media is dominating, it's like can I trust it and then it's like are they my friend or where did they come from, but that's where local governments tend to be trusted especially if you're getting the kind of rating—I won't say every local government I survey, some clearly are not. You're not in that group. People do look at the Unified Government as a good source of information.

You'll see your Citizen newsletter is right behind local television, but really that means that you can influence. Your website is the fourth, so those are some areas that you really can influence and that's why when I go back to those early slides when I show those big chunks of people giving ratings of 3, with information you can influence that person that says I think it's okay, to suddenly say oh, I saw about what we're doing in that area and now they give you a 4. As people move to 4s, they move to 5s, and as you build that confidence that can really build the kind of community that ultimately you need to help support funding and big dollar investments. That's one of the challenges sometimes getting people just to approve more funding for things because they're not sure if it's really necessary, but when they have a lot of confidence in their local government and you put those proposals out there, they're much more likely to support them.

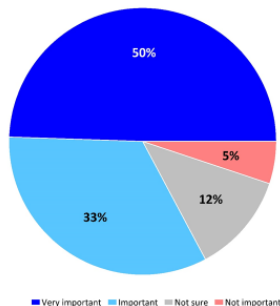


The other thing we looked at were just the problems that people are experiencing in their neighborhoods. You'll see the three the people reported having as a major problem or experiencing the most; crime, drugs, and loose animals. It's the same both at the top and the bottom.

I wanted to highlight though that homelessness though it's at the bottom of the list, 1 in 6 residents is reporting that it's a problem in their neighborhood. That's a lot. That's a high percentage and so that's one of the things—sometimes people just look at the top to the bottom. One of the reasons I come here is to point out sometimes when things are at the bottom, but they are a big deal and so 1 in 6 and if you add the 18 and the 24% you have over 1 in 3 households, almost 4 in 10 are reporting that homelessness is at least somewhat of a problem where they live.

You'll notice then that when you look at some of your maps where it's more concentrated in some places than others, but that's certainly something to keep in mind and this is something that will help you drill down particularly as you use some of the dashboards.

Q21. How important do you think it is for the Unified Government to manage stormwater runoff to help protect the quality of water in lakes and streams?
by percentage of respondents (excluding not provided)

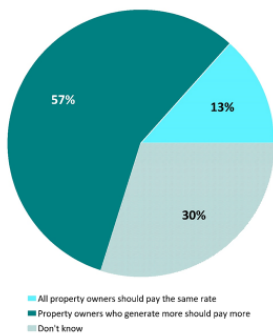


Source: ETC Institute (2020)

83% Thought This Issue Was Very Important or Important in 2018

Some of the other things we asked was how important you think it is to manage stormwater runoff. People think that's important, only 5%, but what will happen is the 5% will all show up together some night and it will sound like everybody doesn't think this is important. So, for every person that complains, remember that there's 10 times as many people that thinks it's very important for each person that tells you it's not important. Every phone call, every person you run into that says why are we doing this, I don't think it's important, remember 10 times and if you actually add the importance to that, it's 83 to 5, so a tremendous ratio in support of this.

Q22. Which of the following BEST reflects the way you think stormwater fees should be paid?
by percentage of respondents (excluding not provided)



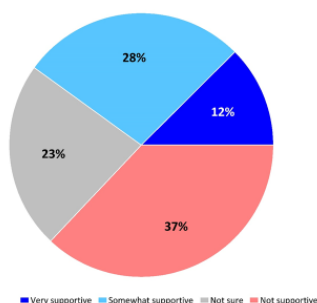
Source: ETC Institute (2020)

52% Thought Property Owners Who Generate More Should Pay More in 2018

We asked people how they thought stormwater fees should be paid. We know a lot of folks just don't know. That's the 30% down there, but when it comes to whether it should all be the same or paid by the people who basically generate more, it's 57 to 13, so people definitely believe the people that produce it should pay more for that.

Q23. Support for Having an Additional Sales Tax for Parks and Recreation Programs and Projects

by percentage of respondents (excluding not provided)



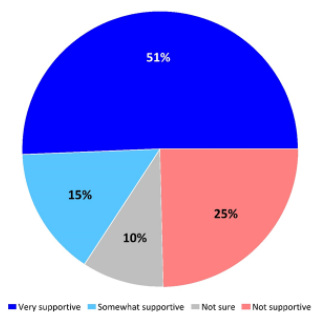
Source: ETC Institute (2020)

A Majority of Residents Were Either "Not Sure" or "Not Supportive"

When it comes to support for an additional sales tax for Parks and Recreation, you can see that's pretty mixed. I wouldn't run out tomorrow and do this. You've got 37% who are saying they're not supporting now. It's almost equal with non-support, but my experience and local politics are very different than just these survey's, but if you want to run out the election you don't want the not supporting to already be 3 times the very supportive when you're starting. That doesn't mean you can't do something in the future, but right now this probably isn't a great time to do that.

Q25. Support for Residency Policy for All Wyandotte County Employees

by percentage of respondents (excluding not provided)



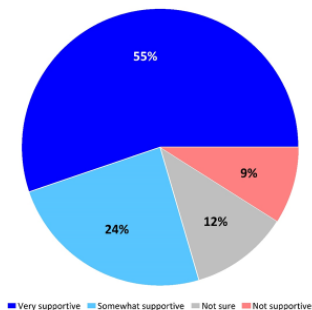
Source: ETC Institute (2020)

A Majority of Residents Were "Very Supportive"

The last couple of things is support for Residency Policy for Wyandotte County employees. You can see it's about a 2 to 1 ratio of the very supportive of 51% to 25% for not supportive, so leans supportive for that.

Q28a. Support for Unified Government Policy of Property Owners Maintaining Their Right-of-Way

by percentage of respondents (excluding not provided)



Source: ETC Institute (2020)

A Majority of Residents Were "Very Supportive"

Coming about the Unified Government policy of property owners maintaining the right-of-way, people are very supportive, 55% to just 9% non-supportive, so again, a 6 to 1 ratio of people who are strong advocates or strongly opinionated.

Commissioner Bynum said I'm curious, you can tell us what question 28a is. What was the question? **Mr. Tatum** said we can read it to you. **Commissioner Bynum** said I only say that because that is shocking. **Mr. Tatum** said it doesn't shock me just from doing a lot of surveys over the years. If you have a history in a community where property owners have historically taken care of it, that's something that isn't that unusual.

Commissioner Kane said I wholeheartedly disagree with this and you all know how much trouble we've had, Mr. Bach, and how we—at least in District 5 I don't believe this chart. Every other chart you've got I think is fantastic, I think you guys did a really good job, so you only failed on one that I can see. **Mr. Tatum** said I will just respond. **Commissioner Kane** said you don't really want to respond. **Mr. Tatum** said I will tell you that we did provide some information to context this so that does influence people. **Commissioner Kane** said I'm just telling you, in my district, that is way off, and I think we're getting better. I think Jeff and those guys have done a really good job of getting that, but I don't know if the question was worded properly or maybe we should have taken it down some of the roads that are narrow out in my district, Hollingsworth, a couple of gravel roads that we have out there, some of the one-way roads we have out there. I do thank you for your work.

Mr. Tatum said I will just let you know, the question contained rational for doing this and what this would suggest is your response may be for people who haven't been told the background because this is a question that basically said the goal of this change is to improve the appearance and so it gave people the rational which goes back to the importance of communication. This is an informed response based on details that were provided, so without the details and you just hear people talk about it, chances are they are going to be more opposed to it. The good news about this is we then have an open-ended question here that probably has thousands of responses that I'll let you all digest in quite detail because we did ask a follow-up for everybody who isn't supportive of this, why not. That will help you better understand.

Commissioner Kane said in the spring I will gladly take you down there to little old ladies that drove me up and down a block for an hour that are 75 to 80 years old and they raised more hell than my mom did. Like I said, I think you guys did a really good job except this missed the mark in my district. **Mr. Tatum** said I will tell you that—**Commissioner Kane** said you're not giving up yet brother. If I were you, I would give up.

Summary of Trends

Among 66 Areas Assessed Since 2016, Satisfaction Rating Have INCREASED in 53 Areas

Since 2018, There Have Been Notable Increases in Satisfaction With:

- Satisfaction with Code Enforcement
- Satisfaction with Communication with the Public
- Satisfaction with Fire services
- Satisfaction with Parks and Recreation Facilities
- Satisfaction with Parks and Recreation Programs
- Satisfaction with Planning and Zoning
- Satisfaction with Services for Developmental Disabilities
- Satisfaction with Storm Water Runoff/Management System
- Satisfaction with the Customer Service Provided by UG Employees
- Satisfaction with the Sewer Utility System

The Only Areas That Have Decreased By More the 4% Since 2018 Are:

- Snow Removal on Major and Neighborhood Streets
- City Attorney's Office
- Motor Vehicle Registration

Mr. Tatum said here's the summary because there's some great stuff here. The bottom line is of the 66 areas that you've assessed since 2016 you've seen increases in 53 of them, so you're definitely moving in the right direction overall. Some of the most notable increases I highlighted. Your Code Enforcement Improvement, Communication, Fire, Parks and Recreation Facilities and Programming, Planning & Zoning. Frankly, there's just a lot of things on that list. You're definitely moving in the right direction. Again, hats off to the Code Enforcement improvements. The only areas that have decreased are the snow removal which we already talked about the reason for that. The City Attorney's Office is down and then—**Ken Moore, Chief Legal Counsel**, said typo. **Mr. Tatum** said what's that? **Mr. Moore** said County Attorney's. **Mr. Tatum** said yes, County Attorney's, thanks for catching me here.

Opportunities for Improvement

Neighborhood/Community Level Services

- Maintenance of city streets - **#1 in All 8 Districts**
- Code enforcement
- Communication with the public
- Storm water runoff/management system
- Public transportation

County Level Services

- Motor Vehicle Registration - **#1 in All 8 Districts**
- Area Agency on Aging services
- County Appraiser's Office services
- Services for developmental disabilities
- Customer service by Unified Govt. employees
- Senior transportation

Last thing is Opportunities for Improvement. Some of these are high dollars. Others are not. I think the appearance piece which we see filtering through the code enforcement and your

maintenance are one of the things to continue emphasize and, obviously, the larger issue related to stormwater and your street maintenance is clearly at the top of the list of taking care of your streets. Then at the County level, Motor Vehicle Registration may be influenced a lot by the State, but it's something that influences people's perceptions of the county and it's important for you to be aware of that. You can see a number of other things, but the Customer Service is the take-away I really want to highlight for the County level services because that really trends all your county services and it was second most important to your residents in one of your top opportunities for improvements when it comes to improving perception at the county level.

With that, there is a lot of information here. Remember 4,300 and some odd residents took the time to take this survey. That's a huge sample given your population. That's a huge sample for a national survey, so really what the challenge is, try to equip you, county staff and others to use this as a tool for decision-making. Just because the survey says something, doesn't always mean that's how it really is and that's one of the reasons I always go back to this informs you to how people generally think, but communication can influence that because oftentimes you'll have information that the average resident does not. This allows you to incorporate their thoughts, priorities into all the other decision-making processes that you'll do.

Questions?

THANK YOU



With that, I don't know if any one has any other questions. I know we've taken a little time during the presentation to answer them, but I would be happy to take on some more if there are.

Commissioner McKiernan said I don't have a question, just several comments. First of all, I will not be Eeyore. Second of all, I want to thank you and your company for so consistently doing great work and summarizing in a way that can be meaningful for us to act on.

February 27, 2020

I want to thank my fellow commissioners. When we requested that this be resumed after an absent of, I believe 11 years, the Commission said yes, let's do it and they had enough foresight to see that will be value if we start doing it now and continue to do it over time. So, I would like to thank my fellow commissioners for first of all agreeing to do it and second of all, agreeing to fund it at the level where we can get neighborhood level detail and I think that will be important for all of us to go back now.

I think the results of this survey this year do indicate that when we put our mind to making improvements, and I would look at the area of code enforcement and blight reduction, when we put our mind to making improvements it is possible to do it with a concerted effort. I think our big challenge as a Commission is going to be, as Commissioner Bynum brought up a moment ago, to weave this into the priority-based budgeting process and to make sure that we are funding those things that are the most important to our citizens in a way that reflects that importance.

Thank you again for what you do. It's great work every time.

Mayor Pro Tem Burroughs said I would just like to state that I think as we get into our priority-based budgeting these are going to be a great guide in assisting us in what we should look at and what do we think we can make some improvements and have better stewardships of our dollars. I want to commend all of my fellow commissioners for the work they've done in the past. I know this is the first time I've sit through one of these and it is kind of exciting to see to see some of the progress we've made. I think at times we listen to those that are the naysayers, the ones that have the loudest microphone versus those that are really content, and I think the neutral colors all across the county show that we're all in this together.

I do know I have one special announcement that I'm to understand that Melissa Sieben has a guest here this evening, Oriane Scheuer, and I hope I pronounced that correct. Welcome. It's great to have you not only in Wyandotte County Kansas City, Kansas, but to have you here this evening. Thank you for being here.

Commissioner Kane said on March 25th we're having three-on's for the fire station. I thought when years ago we hired an outside firm to come in and sit down with the union and management to kind of come up with a game plan, I thought that was about this. Is that group going to be involved with these three-on's. **Mr. Bach** said no, they're not. This is really our plan that we've

talked to you over some time about how we're going through and showing what stations would be the next ones in line for Capital Projects. So, it looks at how we're coming out with 12's, how we're handling that and then we will come to how we've talked about working on the station in the Turner area and how we can work to pulling company's into that area. We're talking about those station repairs and how they fall into line. **Commissioner Kane** said okay, and then we're going to come here and talk about that at Special Session when we get done with it. **Mr. Bach** said yes, we'll have a follow-up I believe a Special Session. **Commissioner Kane** said I think we should have a Special Session on how we plan to man Station 12. **Mr. Bach** said okay, we're planning that. **Commissioner Kane** said it's just kind of a combination of things, but I just want to make sure when we get done with that, we share with the public what's going on because I've already been asked about the—**Mr. Bach** said I think the Mayor looking at probably April for a Special Session. **Commissioner Kane** said that will be great.

Mayor Pro Tem Burroughs said once again, I just want to say that this was some very good information and it was great accomplishments and yet we still have some challenges. We look forward to having a chance as a collective body to work through those.

MAYOR PRO TEM BURROUGHS ADJOURNED
THE MEETING AT 6:41 p.m.

Bridgette D. Cobbins
 Unified Government Clerk

dt

February 27, 2020