

A large, light-colored sign for 'MISSION FARM & FLOWER MARKET' is visible in the background. The sign features the words 'MISSION', 'FARM & FLOWER', and 'MARKET' in large, bold, black letters. Below 'MARKET', the words 'FRESH. FRIENDLY. LOCAL.' are written in a smaller font. A teal diagonal graphic element cuts across the right side of the image. In the bottom left, a small chalkboard sign is propped up against a white cooler on a grassy area.

MISSION
— FARM & FLOWER
MARKET
FRESH. FRIENDLY. LOCAL.

2021 City of Mission Community Survey Findings Report

Presented to the City of Mission,
Kansas

July 2021



ETC
INSTITUTE

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Executive Summary

2021 City of Mission Community Survey

Executive Summary



Purpose and Methodology

ETC Institute administered a survey to residents of the City of Mission during the summer of 2021. The purpose of the survey was to help the City ensure that its priorities continue to match the needs and desires of residents. This is the fourth time ETC Institute has administered a community survey for the City of Mission. The first survey was conducted in 2007.

The seven-page survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in the City of Mission. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online.

Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey.

To prevent people who were not residents of Mission from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 400 residents. This goal was far exceeded, with a total of 560 residents completing the survey. The overall results for the sample of 560 households have a precision of at least $\pm 4.1\%$ at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Mission with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflect the utilization and awareness of city services, the percentage of “don’t know” responses have been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey, including trend data,
- benchmarking data that show how the results for Mission compare to other communities,

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- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Overall Satisfaction with Perceptions of the City

Perception of the City. Overall satisfaction with perceptions of the City that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: overall feeling of safety in the City (94%), overall quality of life in the City (92%), and overall quality of services provided by the City of Mission (81%).

Perceptions of Safety. Residents’ perceptions of safety that had the highest levels of satisfaction, based upon the combined percentage of “very safe” and “safe” responses among residents *who had an opinion*, were: in neighborhoods during the day (98%) and in commercial/retail areas in the City (90%).

Satisfaction with Specific City Services

Public Safety. The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: overall quality of local police protection (89%), how quickly police officers respond to emergencies (83%), visibility of police in commercial areas (78%), and visibility of police in neighborhoods (78%).

Based on the sum of their top three choices, the public safety services that respondents indicated should receive the most emphasis over the next two years were 1) City’s overall efforts to prevent crime, 2) fairness and impartiality of the police when enforcing the law, and 3) Police Department efforts to create cooperative relationships with the community.

Parks and Recreation. The highest levels of satisfaction with parks and recreation, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: maintenance of City parks/green spaces (80%), quality of the Powell Community Center (78%), and quality of the Mission Family Aquatic Center (70%).

Based on the sum of their top three choices, the parks and recreation services that respondents indicated should receive the most emphasis over the next two years were 1) condition of park amenities, 2) maintenance of City parks/green spaces, and 3) availability of walking/biking trails in the City.

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Code Enforcement. The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing sign regulations (52%), enforcing clean-up of debris on private property (51%), and enforcing exterior maintenance of commercial property (51%).

When residents were asked to describe the City’s level of enforcement when it comes to codes and ordinances, 64% *who had an opinion* indicated it was “about right;” 30% felt there was too little enforcement, and 6% felt there was too much.

City Maintenance. The highest levels of satisfaction with City maintenance, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: snow removal on City streets (86%), condition of City buildings (84%), condition of traffic signals/signs (80%), and overall cleanliness of City streets/public areas (80%).

Based on the sum of their top three choices, the City maintenance services that respondents indicated should receive the most emphasis over the next two years were 1) condition of neighborhood streets, 2) condition of curbs, gutters and sidewalks, and 3) condition of major City streets.

Communication. The highest levels of satisfaction with City communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of information about City programs and services (64%) and the ease of locating information on the City’s website (63%).

Additional Findings

- Residents were asked which five amenities they would most like to see included in Mission’s outdoor parks. Based on the sum of their five choices, the amenities respondents selected most were 1) permanent restroom facilities, 2) a dog park, 3) upgraded shelter houses, 4) native plantings, and 5) more trees.
- Eighty-three percent (83%) of residents indicated their primary source of information about City issues, services, and events is the Mission Magazine/Newsletter. Other sources of information include: the City website (53%) Nextdoor (34%), television news (26%), and email updates from the City (23%).
- Residents were asked which sustainability programs they have used in the past or would like to in the future. Sixty percent (60%) selected curbside glass recycling; 53% indicated they have used or would like to use recycling bins in City facilities and parks, and 44% have used or would like to use renewable energy efforts (solar panels and wind turbines).

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- When residents were asked to describe which factors would have the most impact on their decision to stay in the City of Mission for the next 10 years, 43% of respondents indicated safety and security and their top choice. Other factors included: ability to age in place (27%), affordability of housing (24%), having an attractive and well maintained community (19%), and small town feel (19%).
- Fifty-one percent (51%) of respondents indicated affordable housing is one of the three most significant issues the City of Mission will face over the next five years. Other issues included: maintenance of streets (48%), value of City services for fees and taxes paid (46%), and public safety and crime (39%).

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How the City of Mission Compares to Other Communities Nationally

Satisfaction ratings for the City of Mission **rated the same as or above the U.S. average in 30 of the 40 areas** that were assessed. The City of Mission rated significantly higher than the U.S. average (difference of 5% or more) in 26 of these areas. Listed below are the comparisons between the City of Mission and the U.S. average:

City Service	Mission	U.S.	Difference	Category
Quality of the Community Center	78%	38%	40%	Parks and Recreation
Quality of the Aquatic Center	70%	36%	34%	Parks and Recreation
Feeling of safety in City parks and recreation facilities	89%	64%	25%	Perception of Safety
Overall customer service from City employees	76%	51%	25%	Perception of the City
Overall quality of City services	81%	59%	22%	Perception of the City
Snow removal on City streets	86%	65%	21%	City Maintenance
Condition of City buildings	84%	63%	20%	City Maintenance
Overall cleanliness of City streets/public areas	80%	60%	19%	City Maintenance
Overall value received for City tax dollars & fees	63%	44%	19%	Perception of the City
Mowing/trimming along streets/parks/public areas	79%	60%	19%	City Maintenance
Overall feeling of safety in the City	94%	75%	18%	Perception of the City
Feeling of safety in your neighborhood at night	89%	71%	17%	Perception of Safety
Overall quality of local police protection	79%	64%	15%	Public Safety
Condition of major City streets	69%	54%	15%	City Maintenance
Ease of locating information on City's website	63%	50%	14%	City Communication
Availability of info about City programs/services	64%	51%	13%	City Communication
How quickly police officers respond to emergencies	76%	65%	11%	Public Safety
Opportunities for meaningful public participation in City decision-making	48%	38%	10%	City Leadership
Overall image/reputation of City	74%	64%	10%	Perception of the City
City efforts to inform about local issues	60%	51%	9%	City Communication
Feeling of safety in your neighborhood during the day	98%	89%	9%	Perception of Safety
Quality of leadership by City's elected officials	53%	44%	9%	City Leadership
Condition of traffic signals/signs	80%	71%	9%	City Maintenance
How well the City is communicating about programs and services	57%	48%	9%	Perception of the City
Ease of registering for parks & rec programs	68%	61%	7%	Parks and Recreation
Condition of park amenities	55%	51%	5%	Parks and Recreation
Maintenance of stormwater drainage systems	60%	59%	1%	City Maintenance
Enforcing clean-up of debris on private property	51%	50%	0%	Code Enforcement
Enforcing sign regulations	52%	52%	0%	Code Enforcement
Adequacy of City street lighting	66%	66%	0%	City Maintenance
Enforcing mowing/cutting of weeds on private property	49%	49%	-1%	Code Enforcement
Enforcing exterior maintenance of residential property	48%	51%	-2%	Code Enforcement
Visibility of police in commercial areas	60%	62%	-3%	Public Safety
Enforcing exterior maintenance of commercial property	51%	53%	-3%	Code Enforcement
Enforcement of local traffic laws	55%	60%	-5%	Public Safety
Visibility of police in neighborhoods	57%	62%	-5%	Public Safety
City's overall efforts to prevent crime	56%	63%	-7%	Public Safety
Condition of neighborhood streets	45%	55%	-10%	City Maintenance
Availability of walking/biking trails in the City	51%	63%	-11%	Parks and Recreation
Condition of curbs, gutters and sidewalks	38%	51%	-13%	City Maintenance

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How the City of Mission Compares to Other Communities Regionally

Satisfaction ratings for the City of Mission **rated the same as or above the Plains Region in 27 of the 40 areas** that were assessed. The City of Mission rated significantly higher than the Plains Region (difference of 5% or more) in 23 of these areas. Listed below are the comparisons between the City of Mission and the Plains Region:

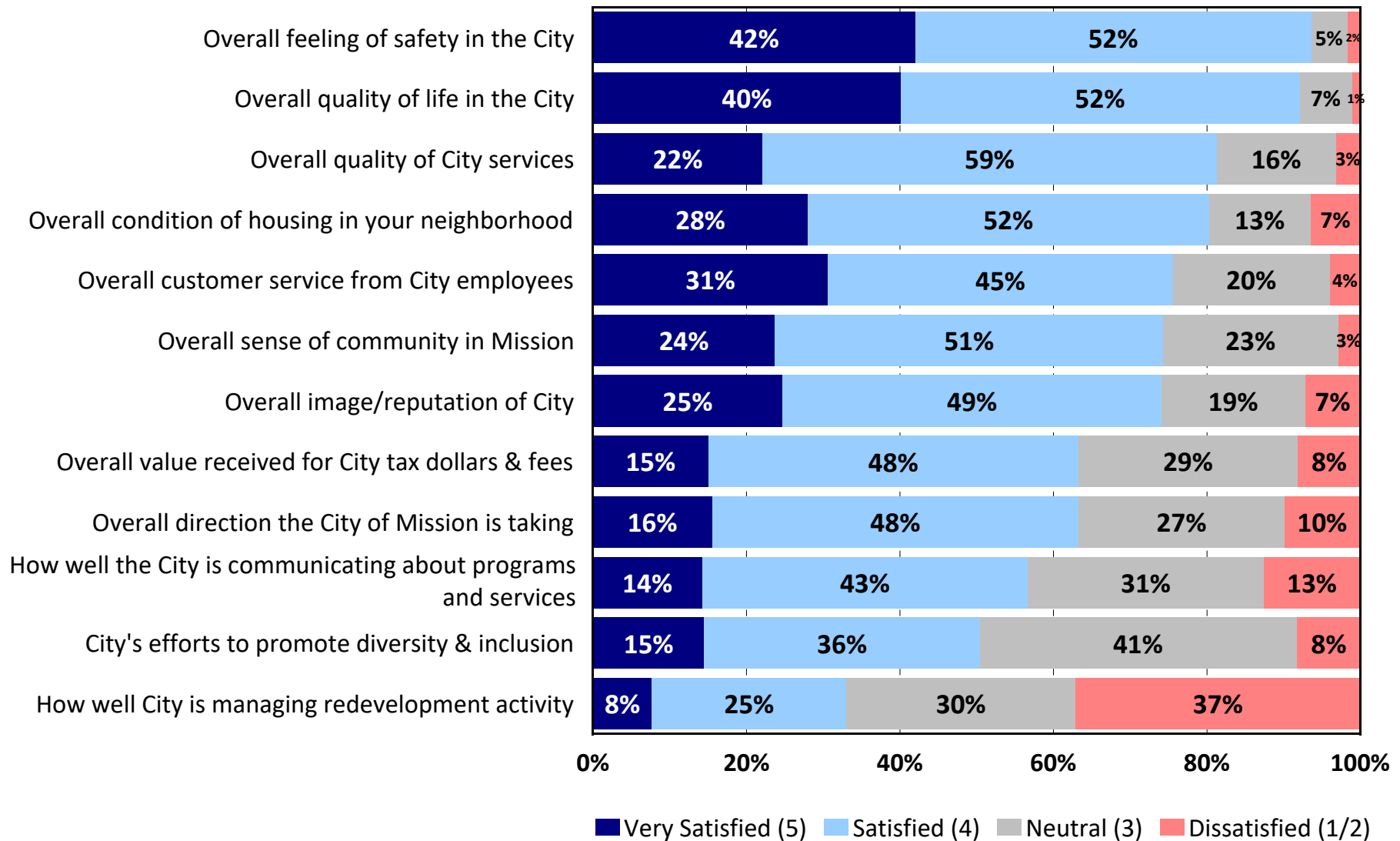
City Service	Mission	Plains Region	Difference	Category
Quality of the Community Center	78%	39%	39%	Parks and Recreation
Quality of the Aquatic Center	70%	40%	30%	Parks and Recreation
Feeling of safety in City parks and recreation facilities	89%	65%	24%	Perception of Safety
Ease of locating information on City's website	63%	41%	22%	City Communication
Condition of City buildings	84%	66%	18%	City Maintenance
Overall customer service from City employees	76%	58%	18%	Perception of the City
Condition of major City streets	69%	53%	16%	City Maintenance
Overall value received for City tax dollars & fees	63%	48%	16%	Perception of the City
Overall feeling of safety in the City	94%	78%	16%	Perception of the City
Ease of registering for parks & rec programs	68%	53%	16%	Parks and Recreation
Feeling of safety in your neighborhood at night	89%	74%	15%	Perception of Safety
Availability of info about City programs/services	64%	50%	14%	City Communication
Overall cleanliness of City streets/public areas	80%	66%	14%	City Maintenance
Overall quality of City services	81%	68%	13%	Perception of the City
Quality of leadership by City's elected officials	53%	41%	12%	City Leadership
Overall image/reputation of City	74%	63%	11%	Perception of the City
Snow removal on City streets	86%	77%	10%	City Maintenance
Feeling of safety in your neighborhood during the day	98%	89%	9%	Perception of Safety
Mowing/trimming along streets/parks/public areas	79%	70%	9%	City Maintenance
How quickly police officers respond to emergencies	76%	68%	8%	Public Safety
Overall quality of local police protection	79%	72%	7%	Public Safety
Condition of traffic signals/signs	80%	73%	7%	City Maintenance
Opportunities for meaningful public participation in City decision-making	48%	44%	5%	City Leadership
Condition of park amenities	55%	51%	4%	Parks and Recreation
City efforts to inform about local issues	60%	60%	1%	City Communication
How well the City is communicating about programs and services	57%	57%	0%	Perception of the City
Enforcing sign regulations	52%	53%	0%	Code Enforcement
Enforcing mowing/cutting of weeds on private property	49%	50%	-2%	Code Enforcement
Enforcing exterior maintenance of commercial property	51%	52%	-2%	Code Enforcement
Maintenance of stormwater drainage systems	60%	62%	-2%	City Maintenance
Enforcing clean-up of debris on private property	51%	53%	-3%	Code Enforcement
Enforcing exterior maintenance of residential property	48%	52%	-4%	Code Enforcement
Adequacy of City street lighting	66%	72%	-6%	City Maintenance
Visibility of police in commercial areas	60%	68%	-8%	Public Safety
Condition of curbs, gutters and sidewalks	38%	49%	-11%	City Maintenance
Condition of neighborhood streets	45%	57%	-12%	City Maintenance
Availability of walking/biking trails in the City	51%	66%	-15%	Parks and Recreation
Visibility of police in neighborhoods	57%	73%	-16%	Public Safety
City's overall efforts to prevent crime	56%	72%	-16%	Public Safety
Enforcement of local traffic laws	55%	73%	-18%	Public Safety



Charts and Graphs:

Q1. Overall Perception of the City of Mission

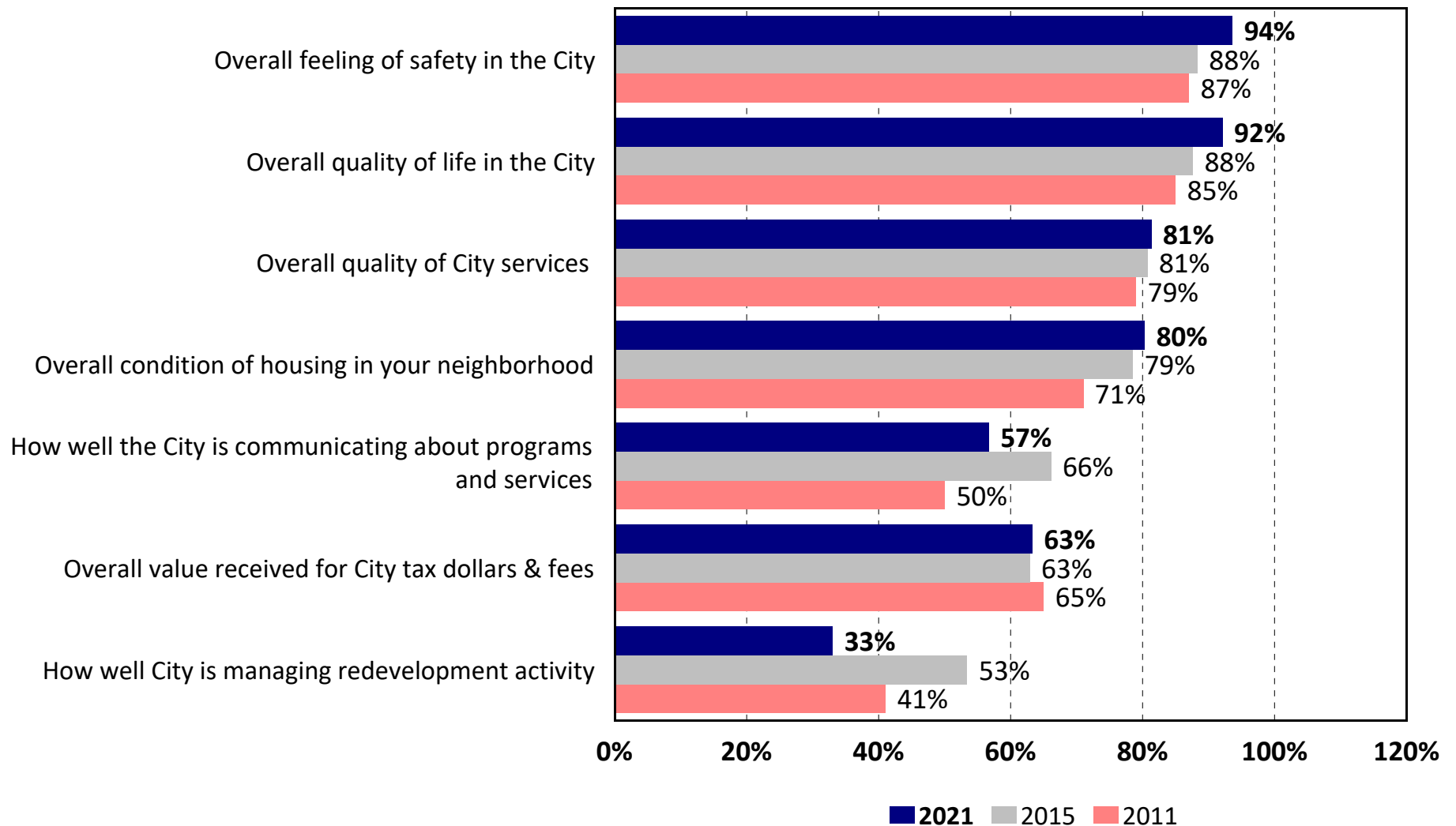
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



TRENDS: Satisfaction With Items That Influence the Perception Residents Have of the City

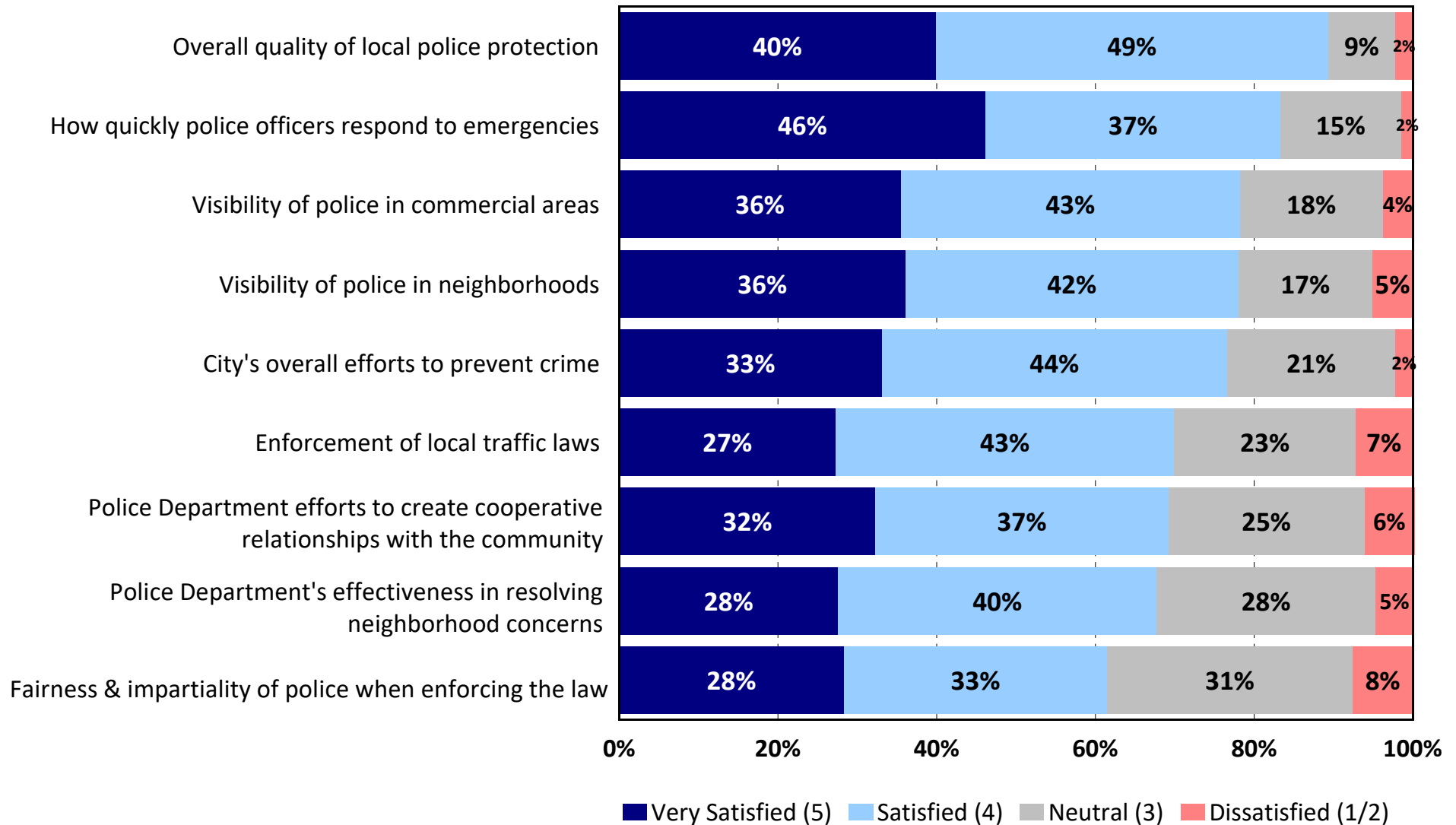
2021 vs. 2015 vs. 2011

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



Q2. Satisfaction with Public Safety

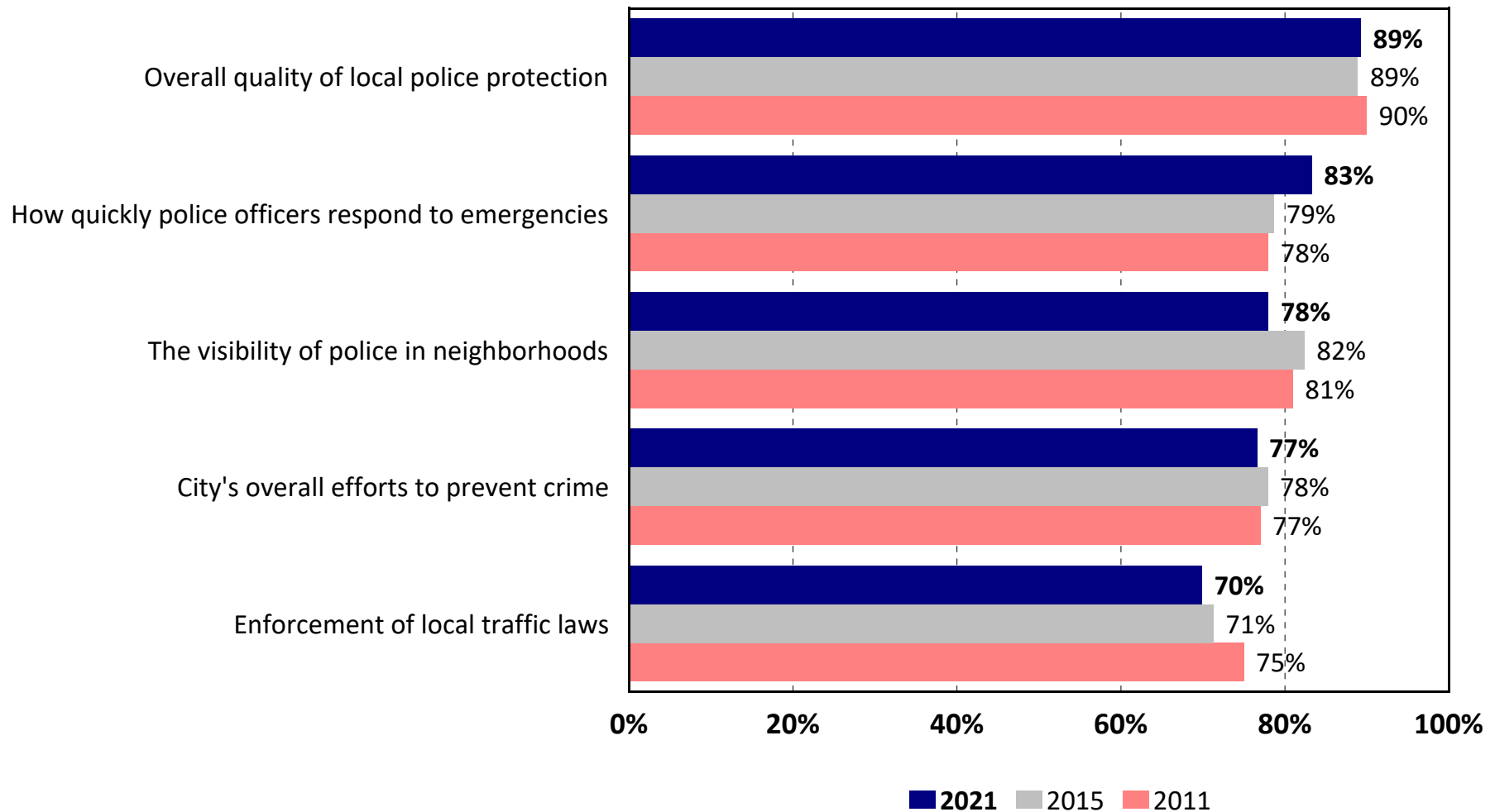
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



TRENDS: Satisfaction with Public Safety

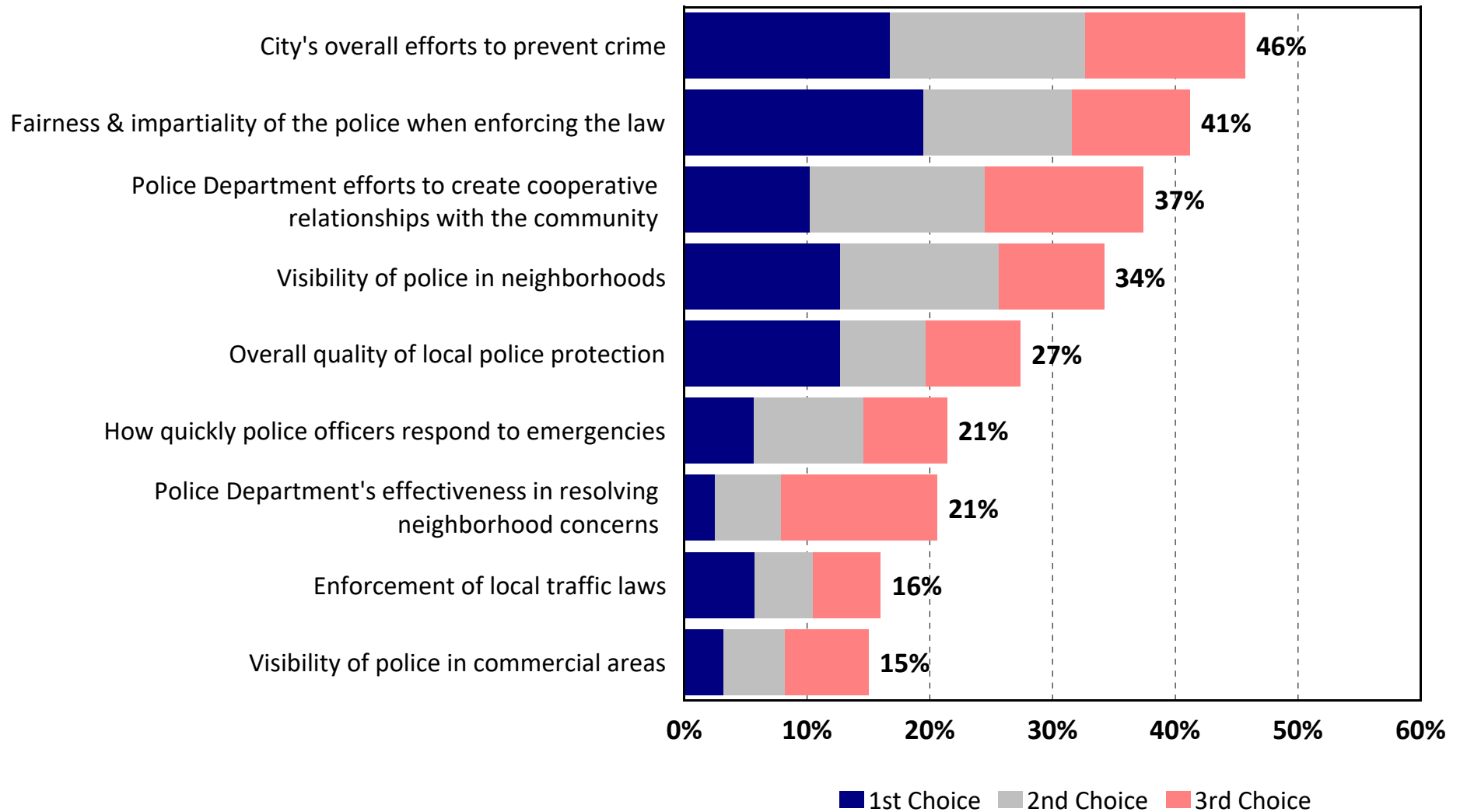
2021 vs. 2015 vs. 2011

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



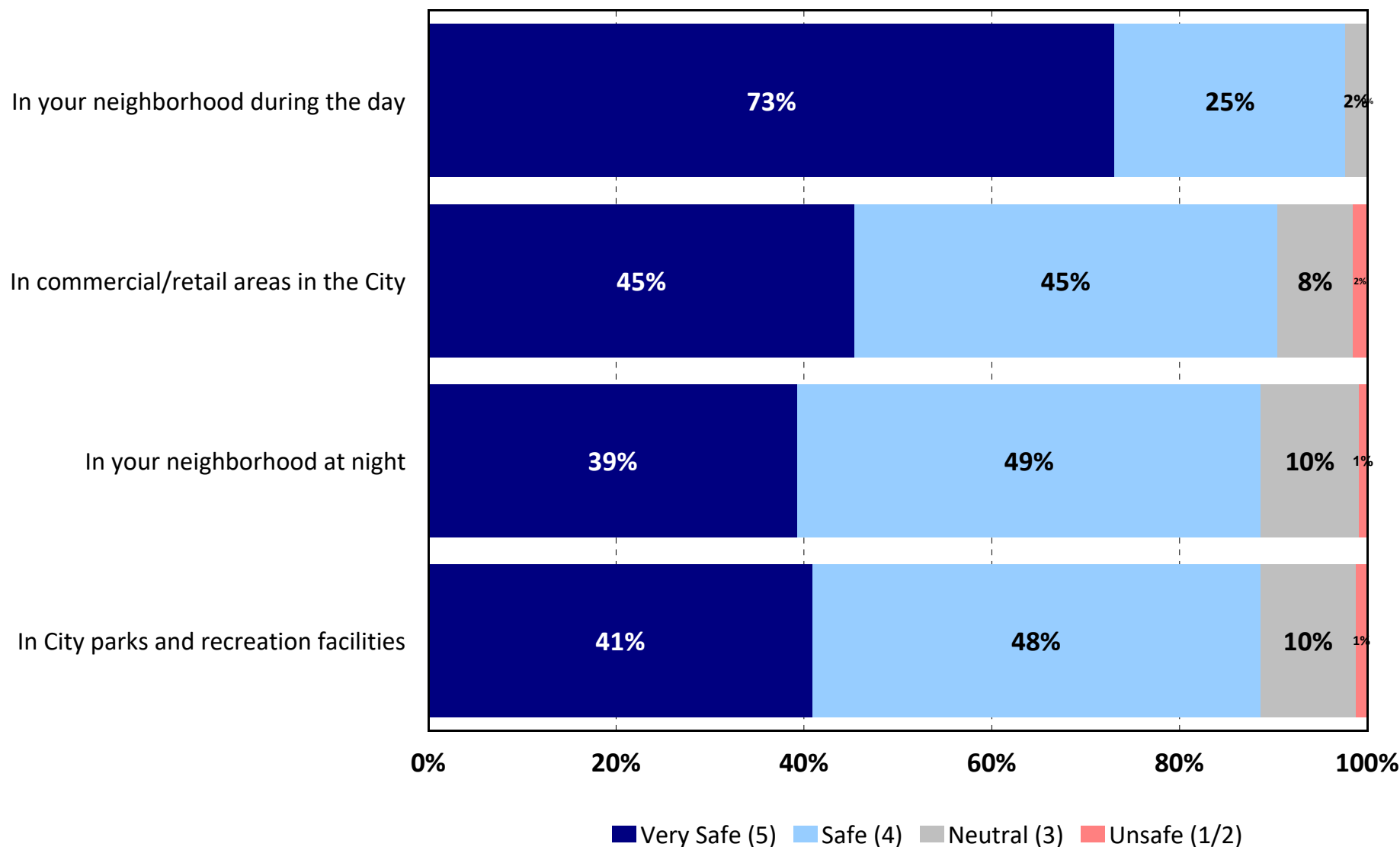
Q3. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



Q4. Perception of Safety

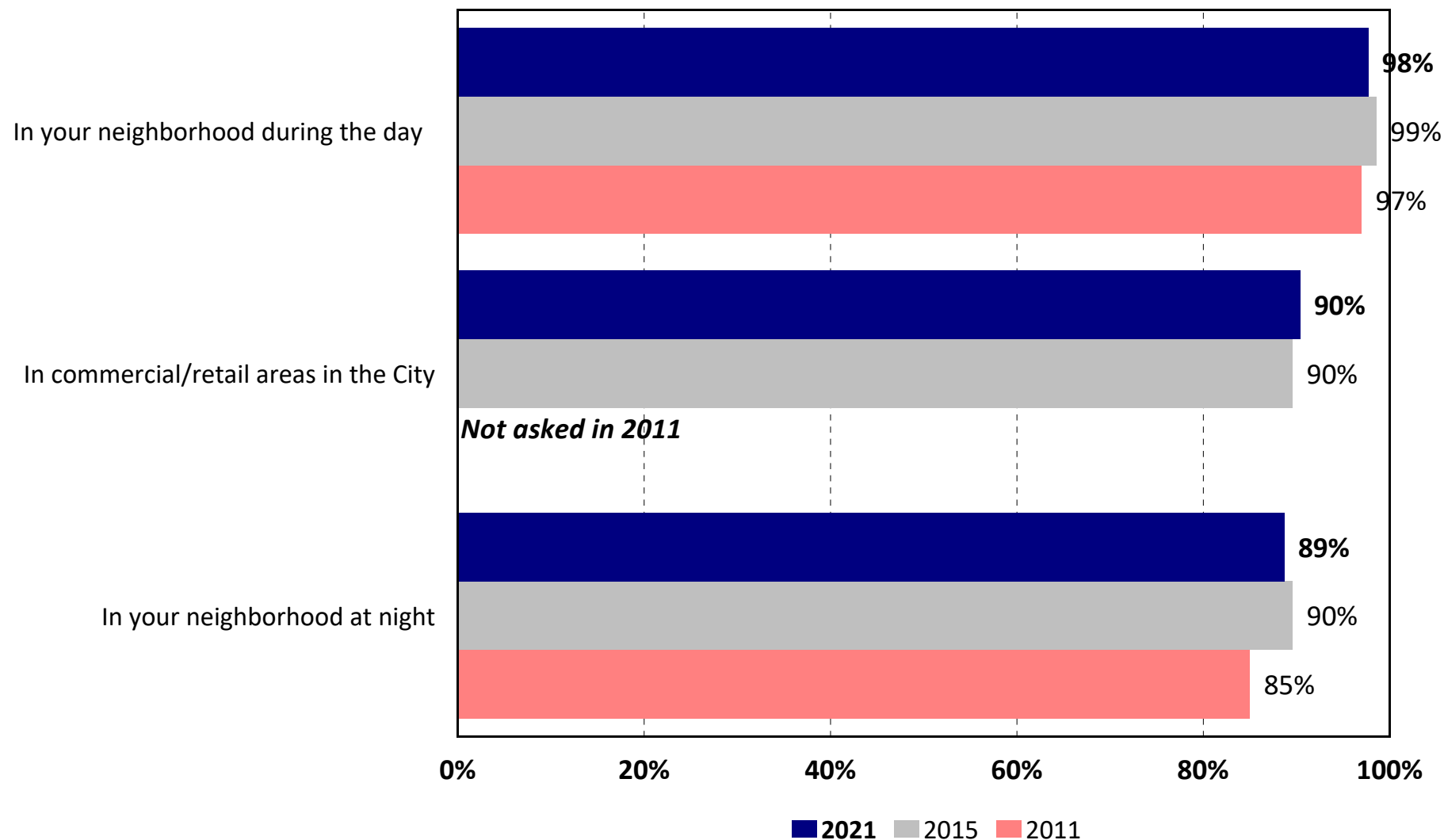
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



TRENDS: Perception of Safety

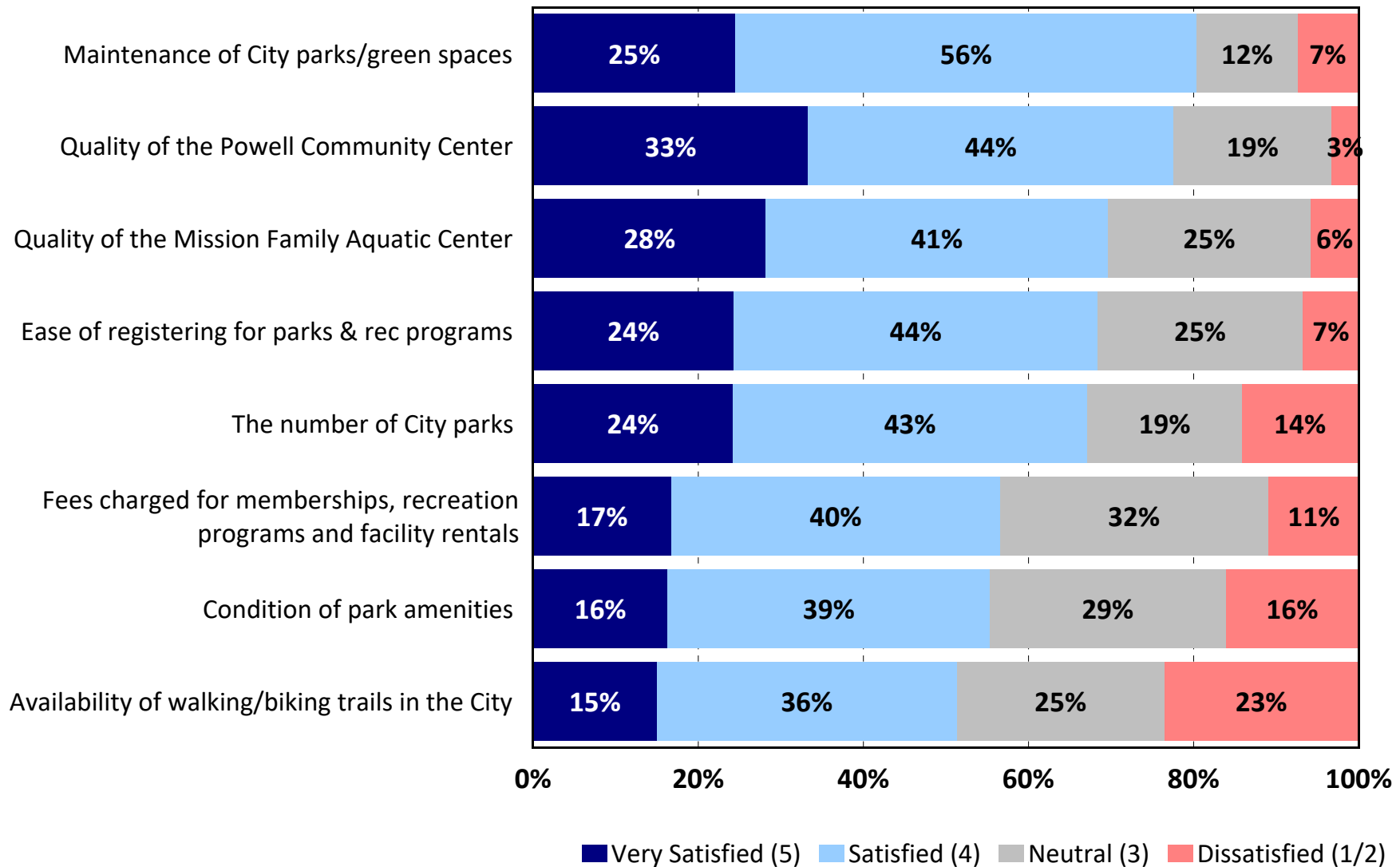
2021 vs. 2015 vs. 2011

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



Q5. Satisfaction with Parks and Recreation

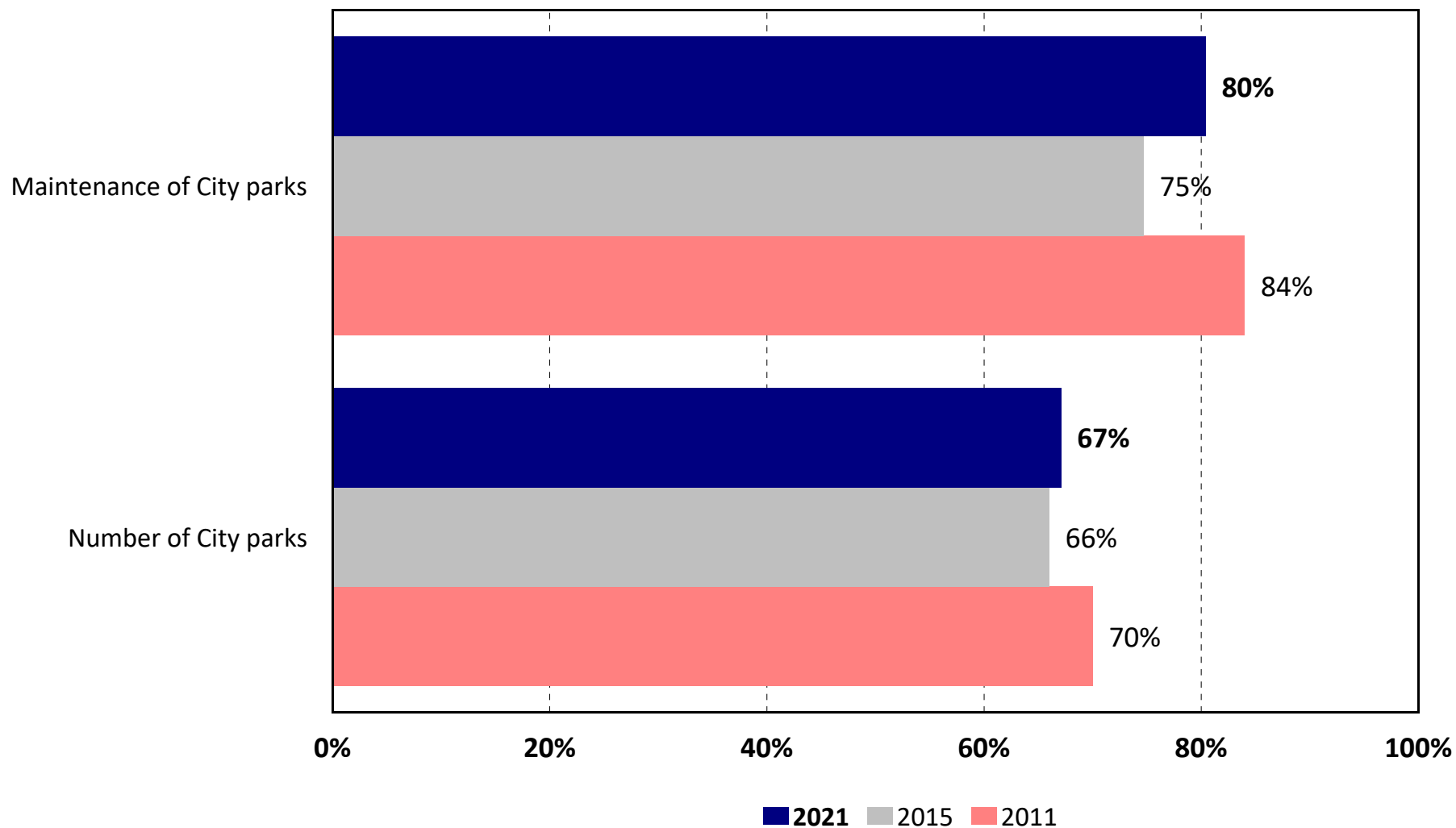
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



TRENDS: Satisfaction with Parks and Recreation

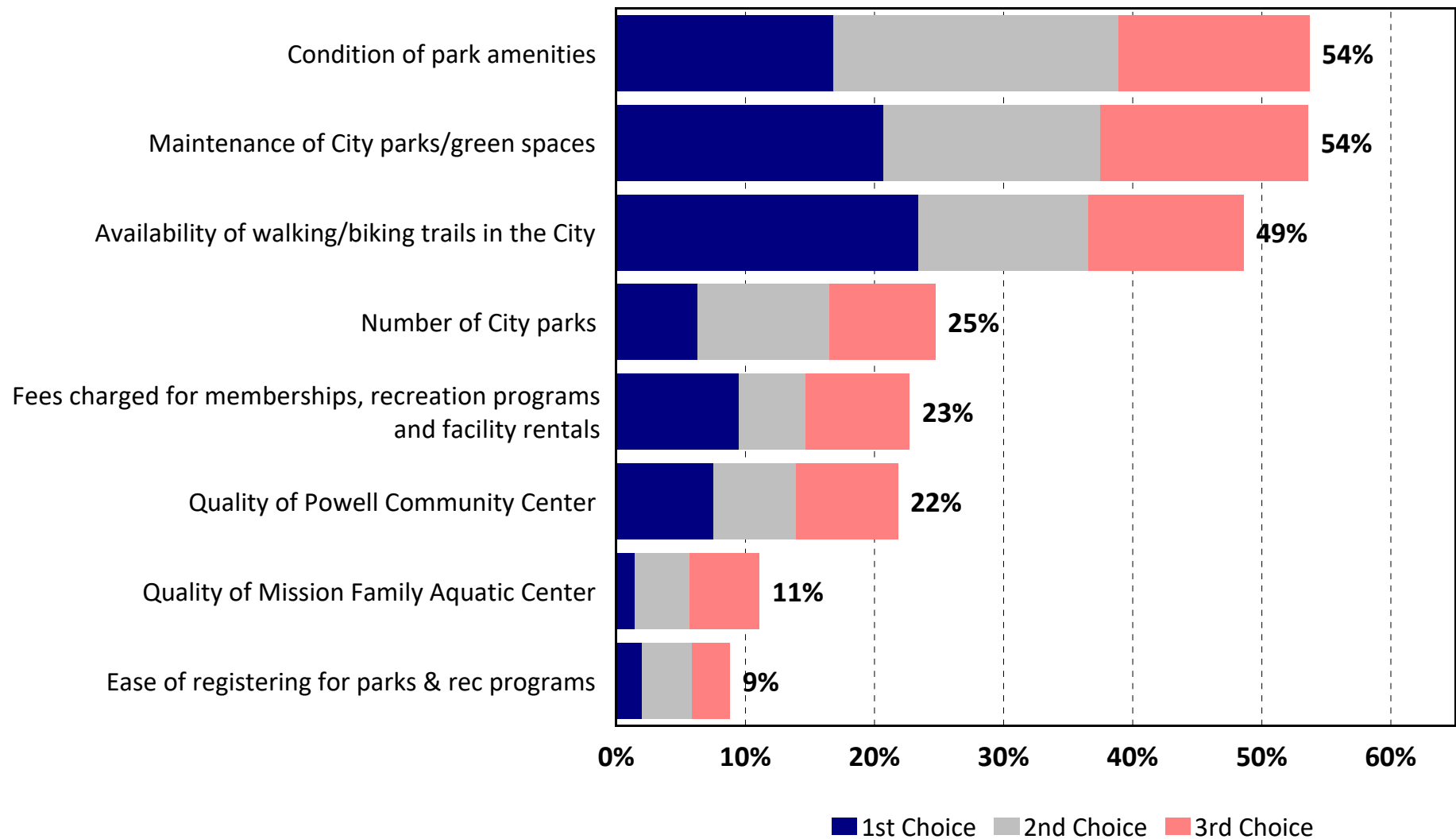
2021 vs. 2015 vs. 2011

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



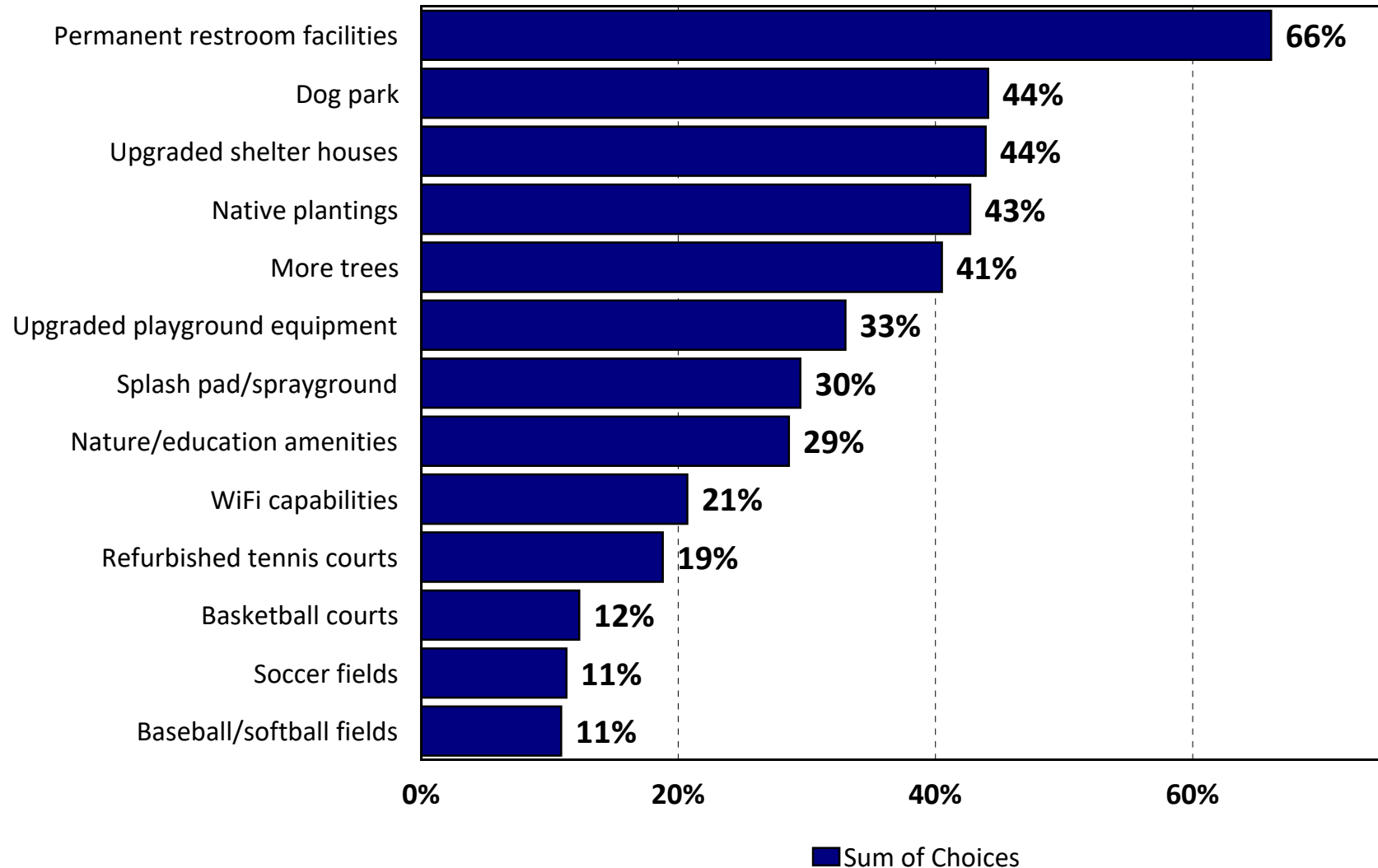
Q6. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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



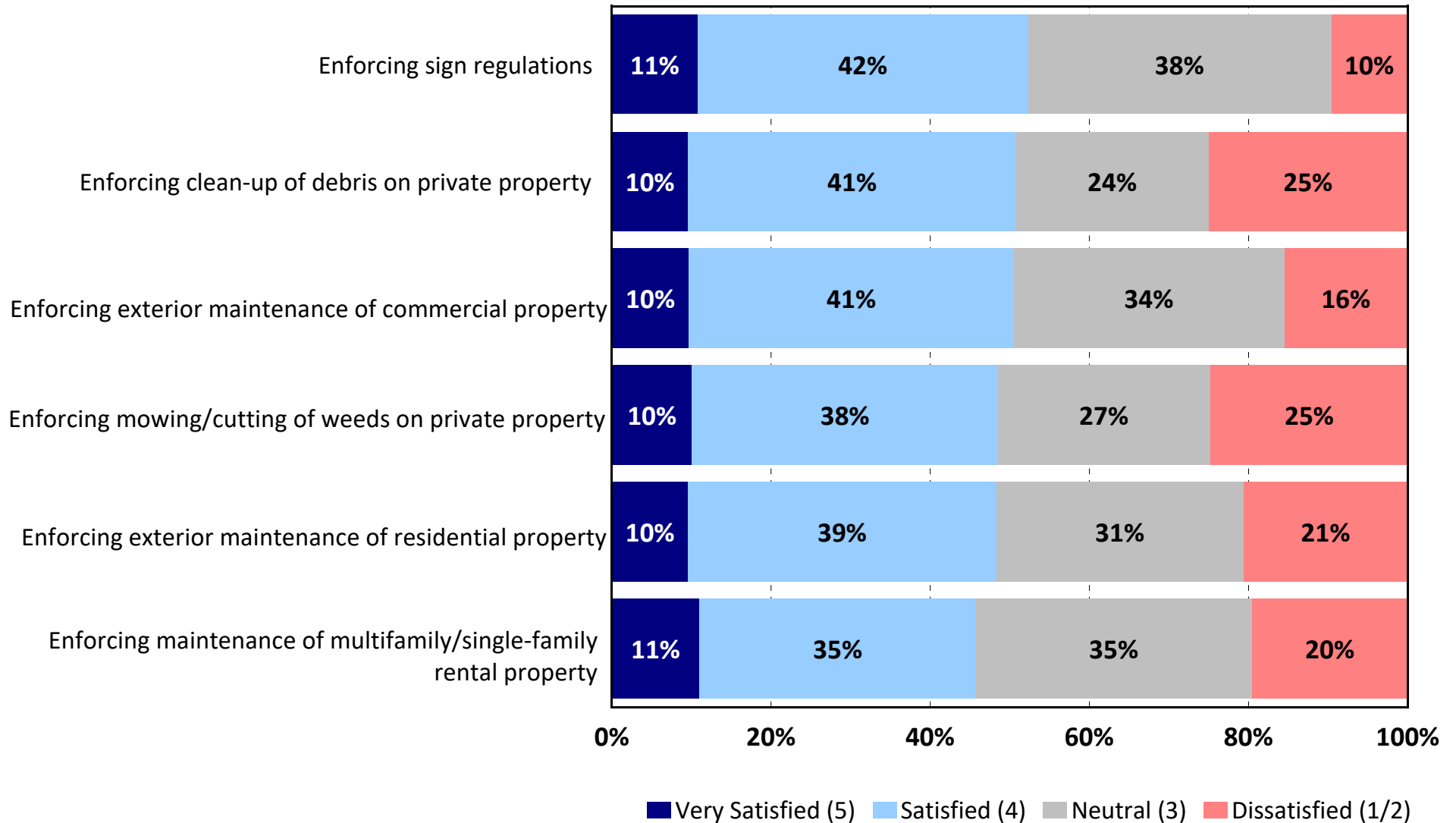
Q7. Which five amenities would you most like to see included in Mission's outdoor parks?

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



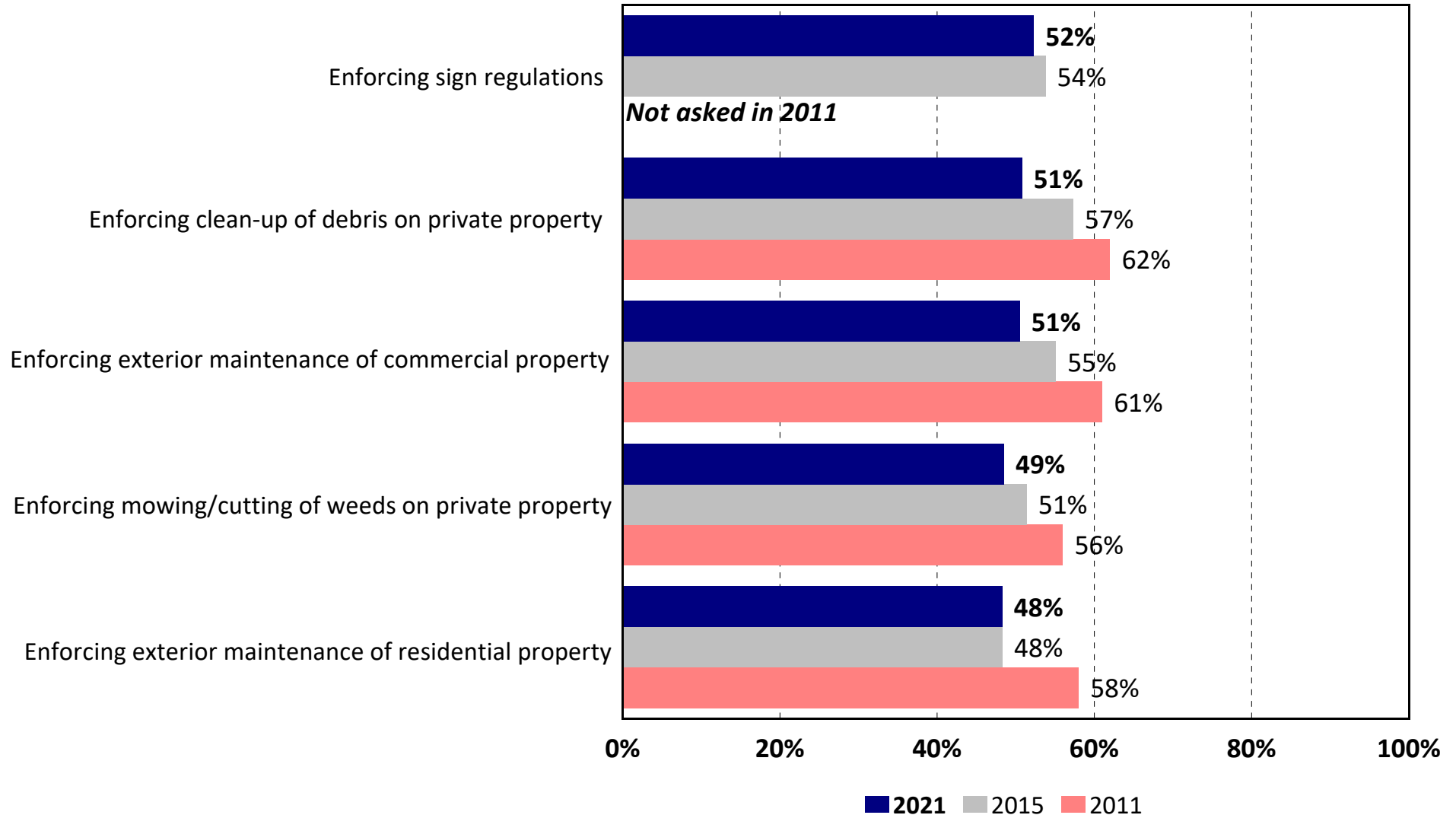
Q8. Satisfaction with Code Enforcement

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



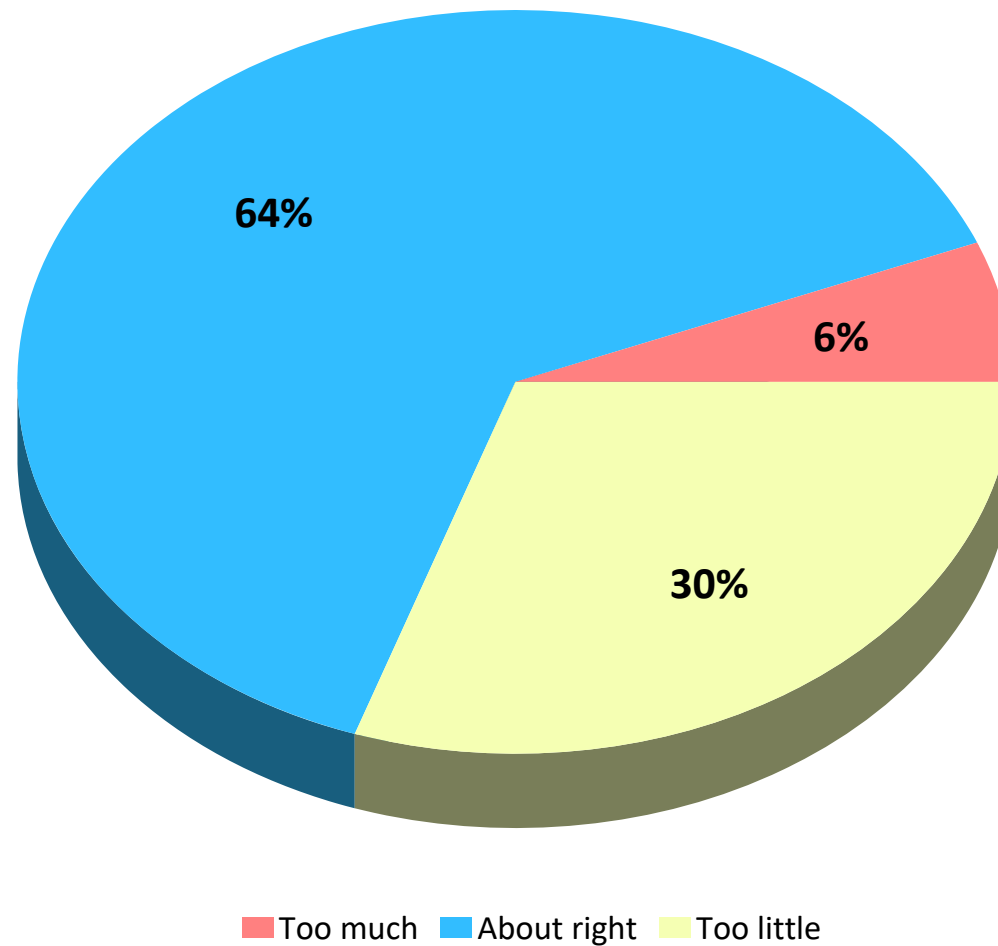
TRENDS: Satisfaction with Enforcement of City Codes and Ordinances

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



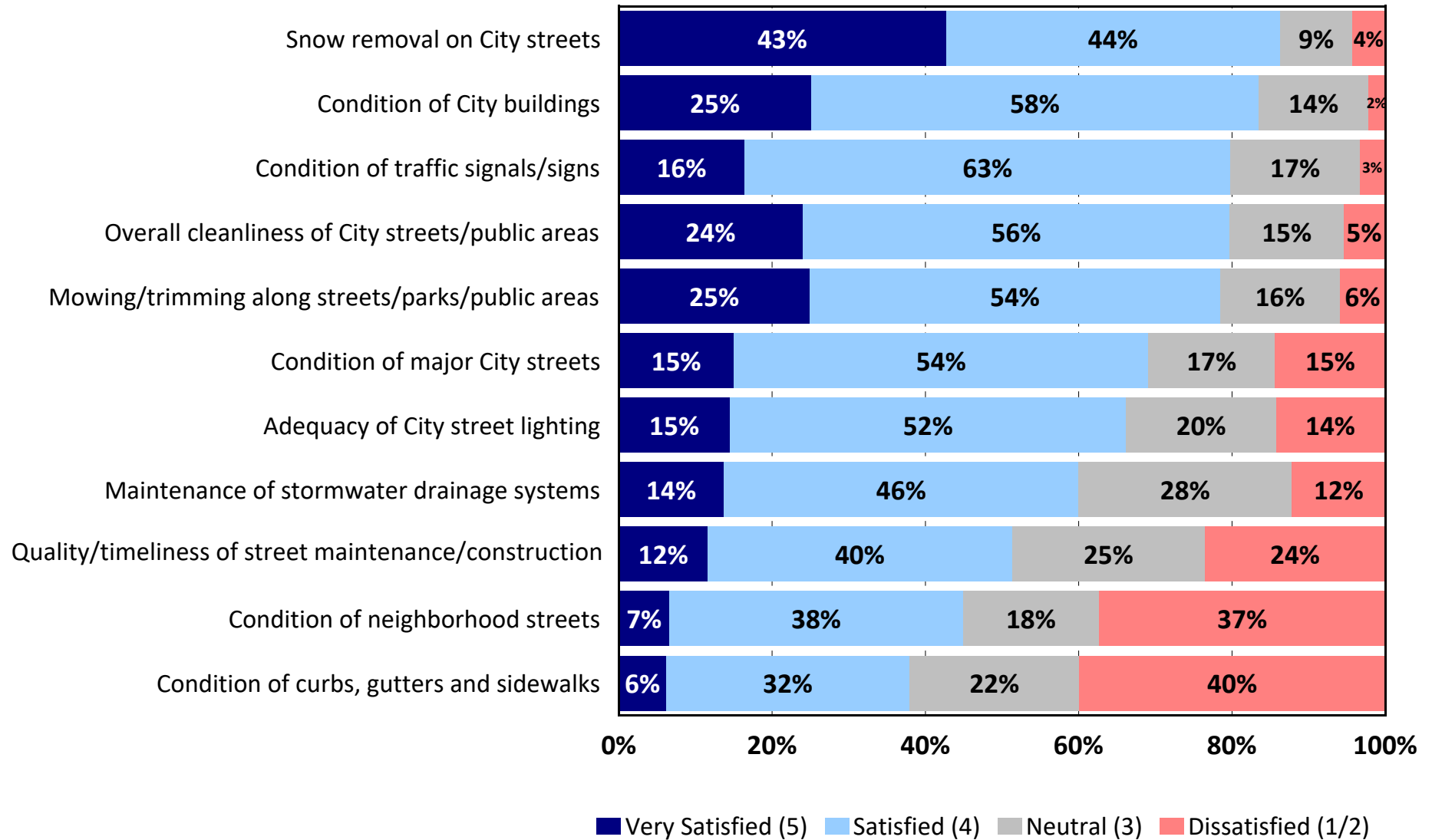
Q9. How would you describe the City's level of enforcement when it comes to codes and ordinances?

by percentage of respondents (excluding "don't know")



Q10. Satisfaction with City Maintenance

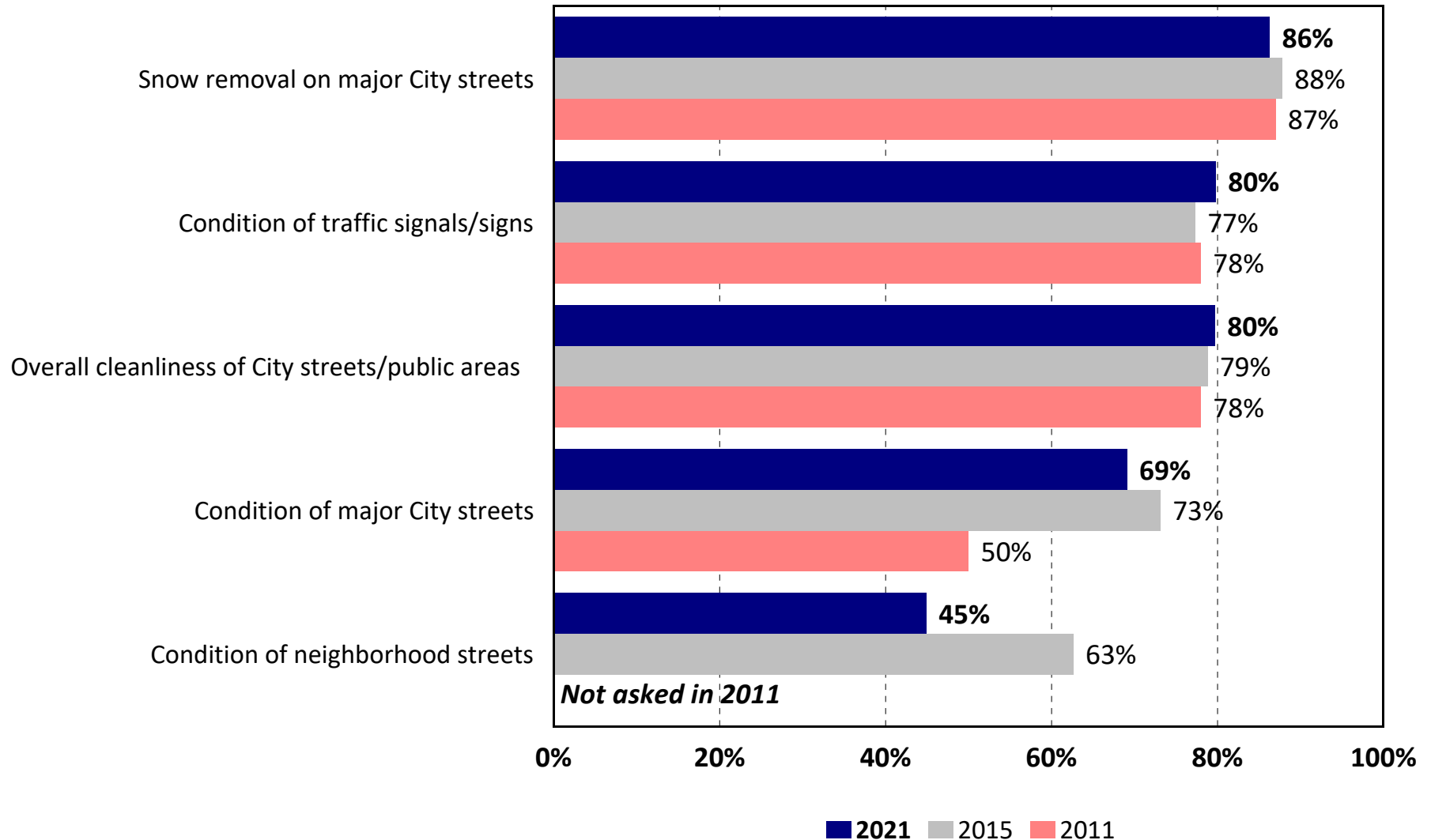
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



TRENDS: Satisfaction with City Maintenance

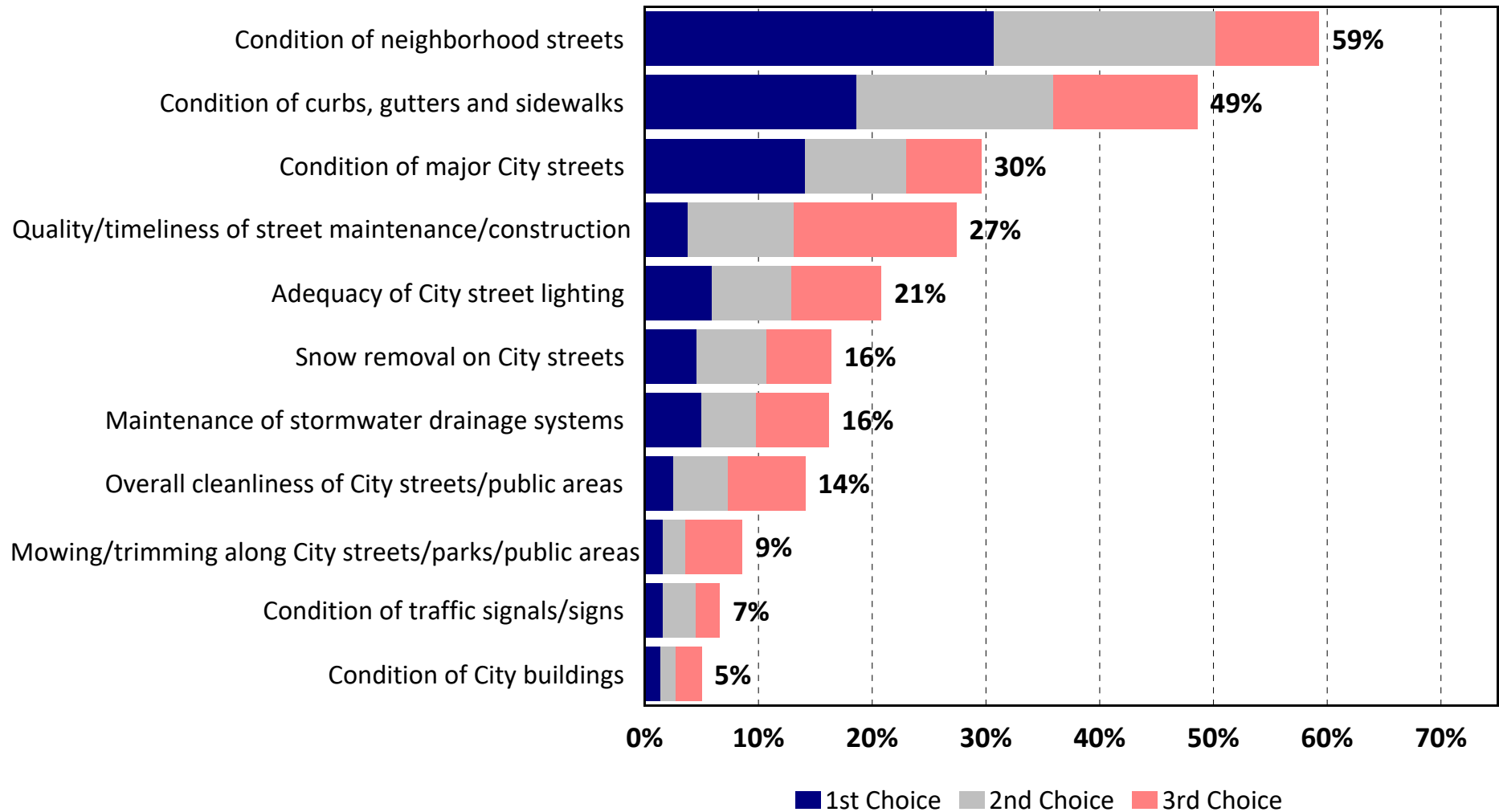
2021 vs. 2015 vs. 2011

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



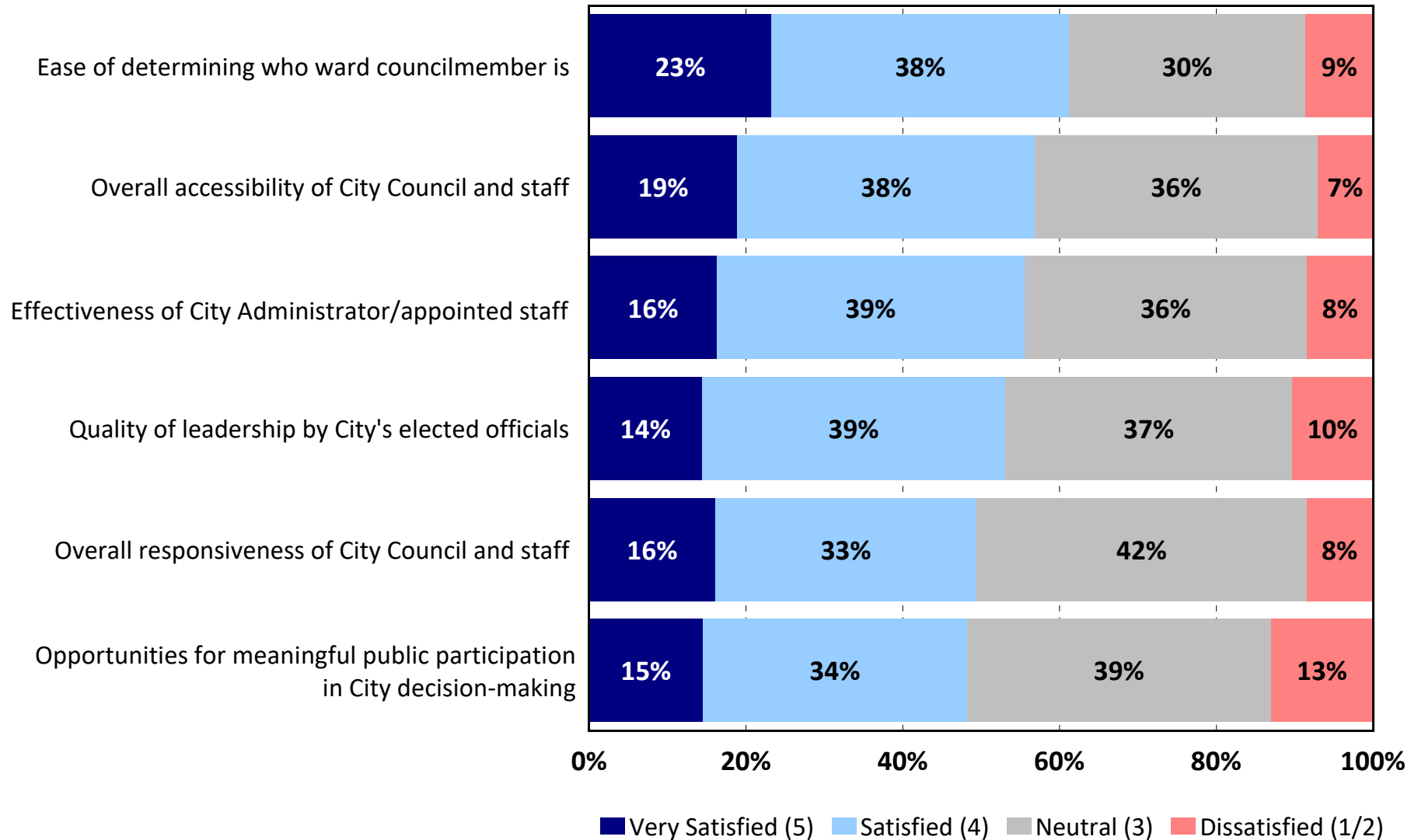
Q11. City Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

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



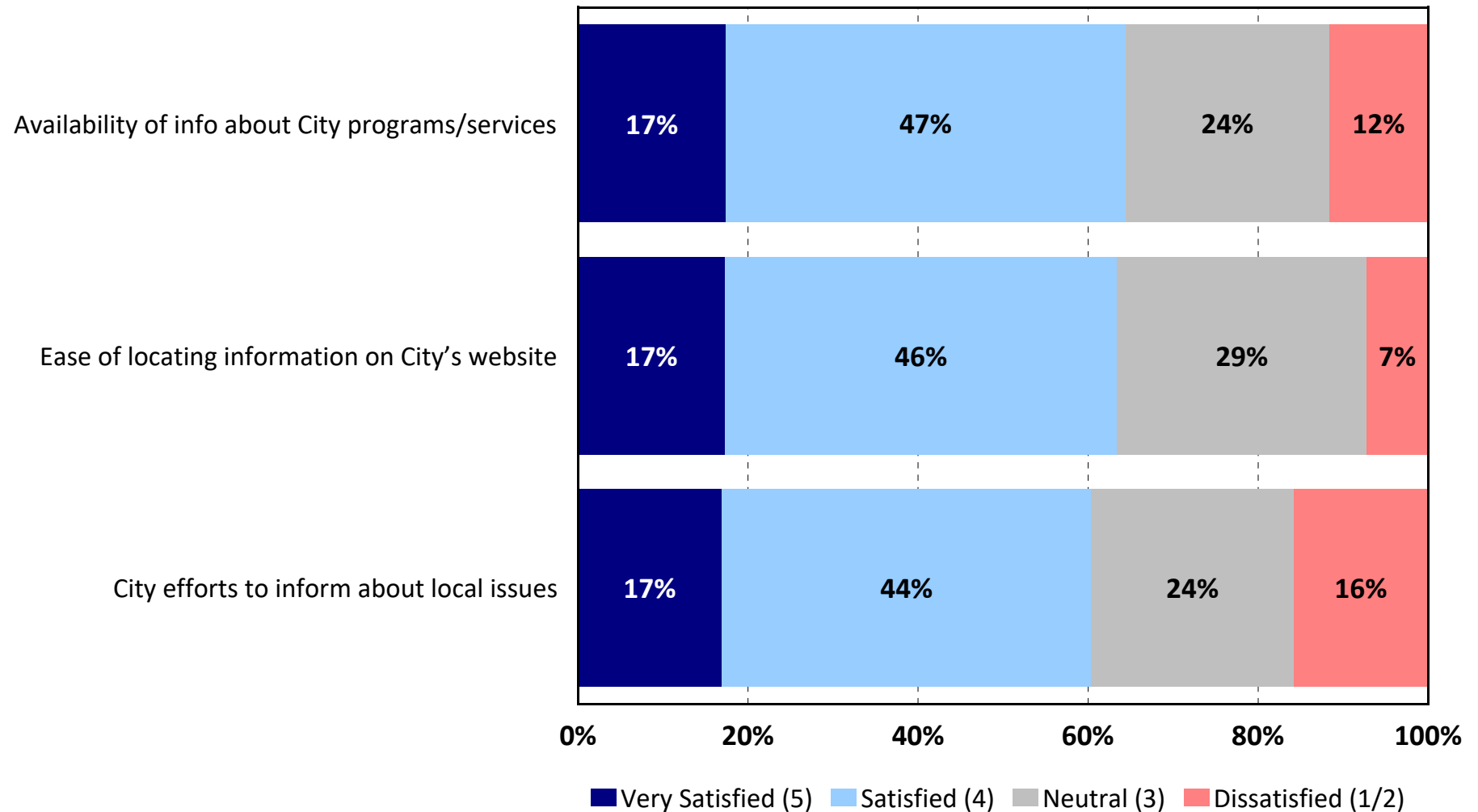
Q12. Satisfaction with City Leadership

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



Q13. Satisfaction with City Communication

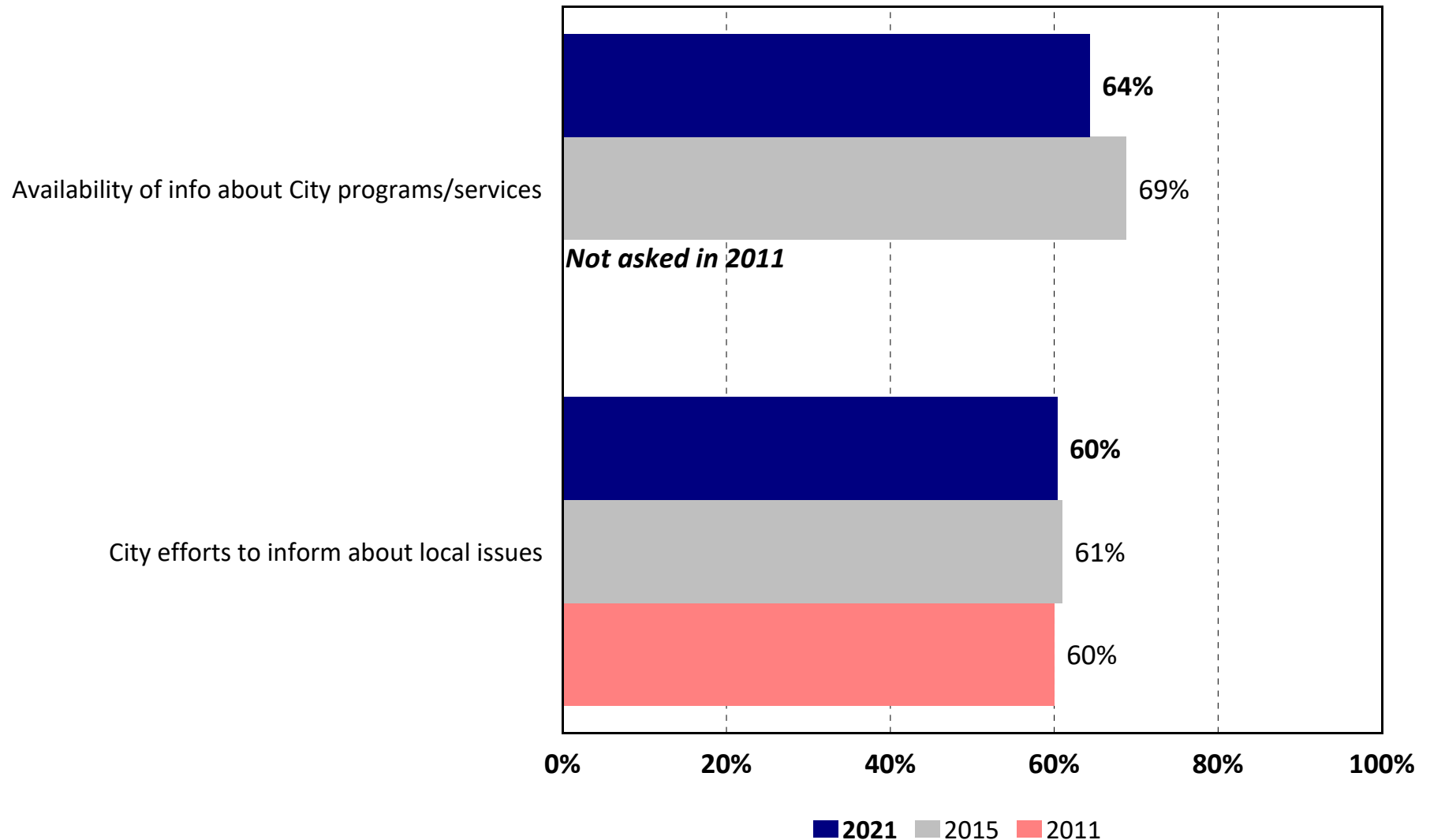
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



TRENDS: Satisfaction with City Communication

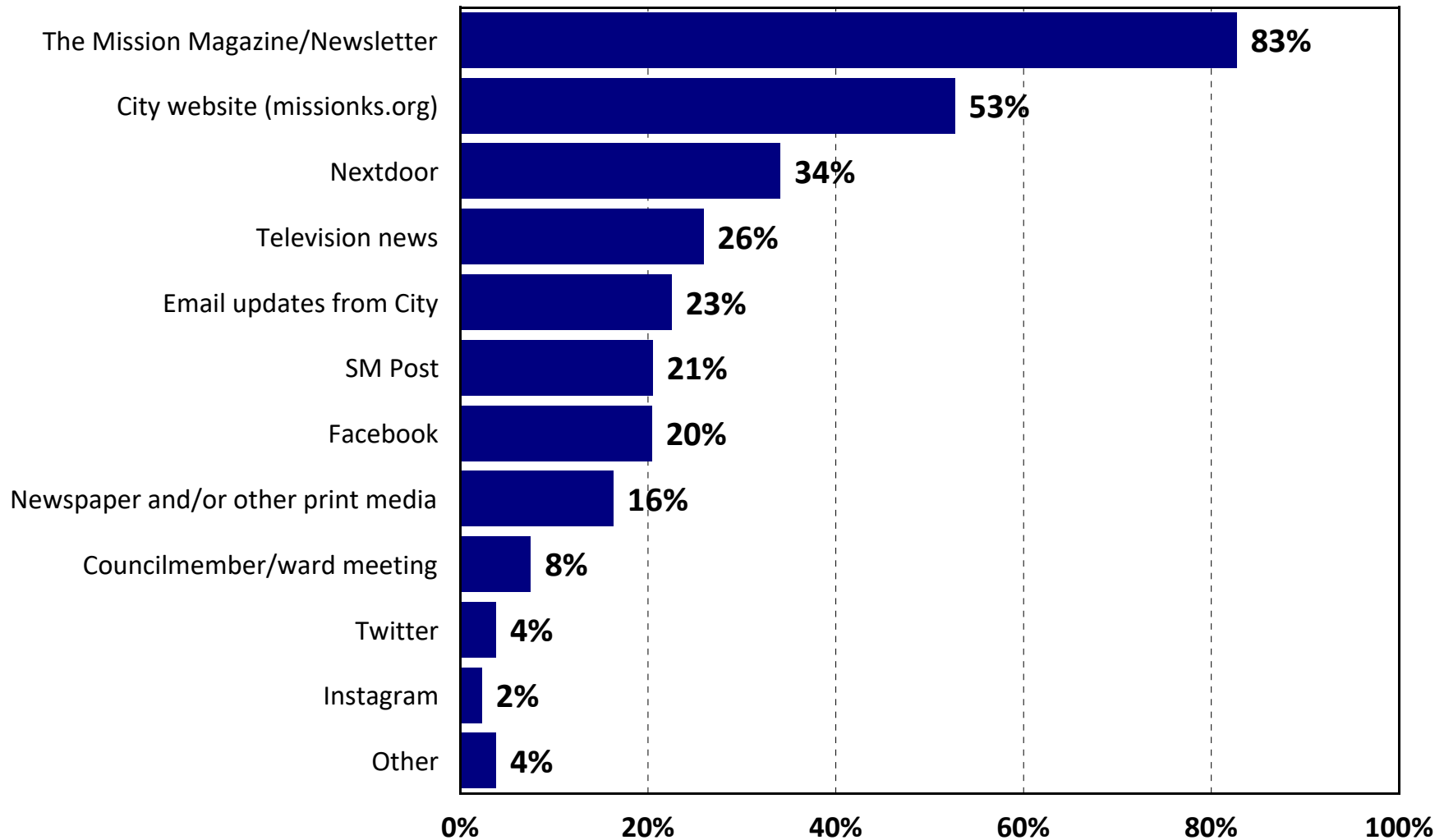
2021 vs. 2015 vs. 2011

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



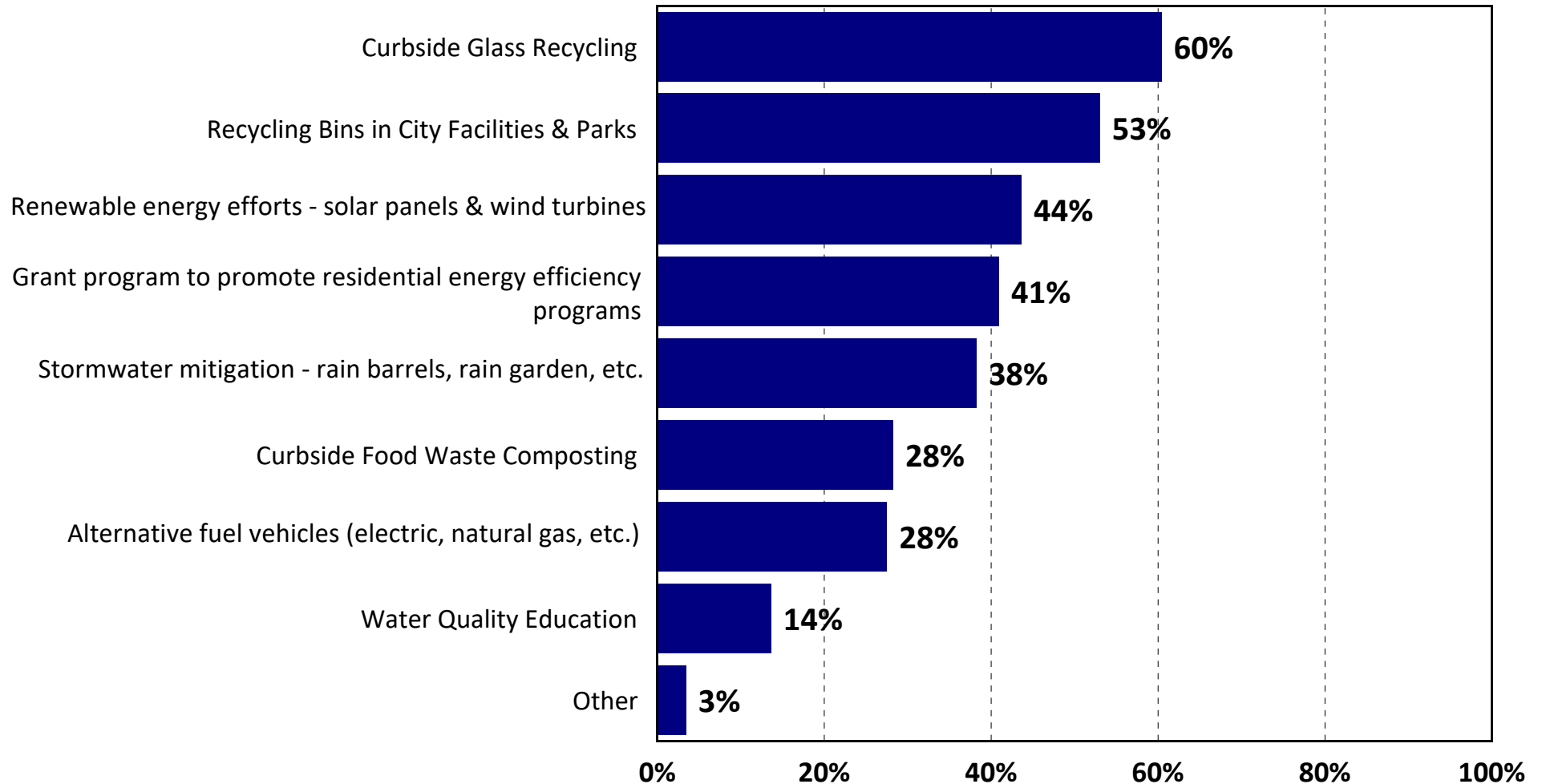
Q14. Primary Sources of Information About City Issues, Services, and Events

by percentage of respondents (multiple responses could be made)



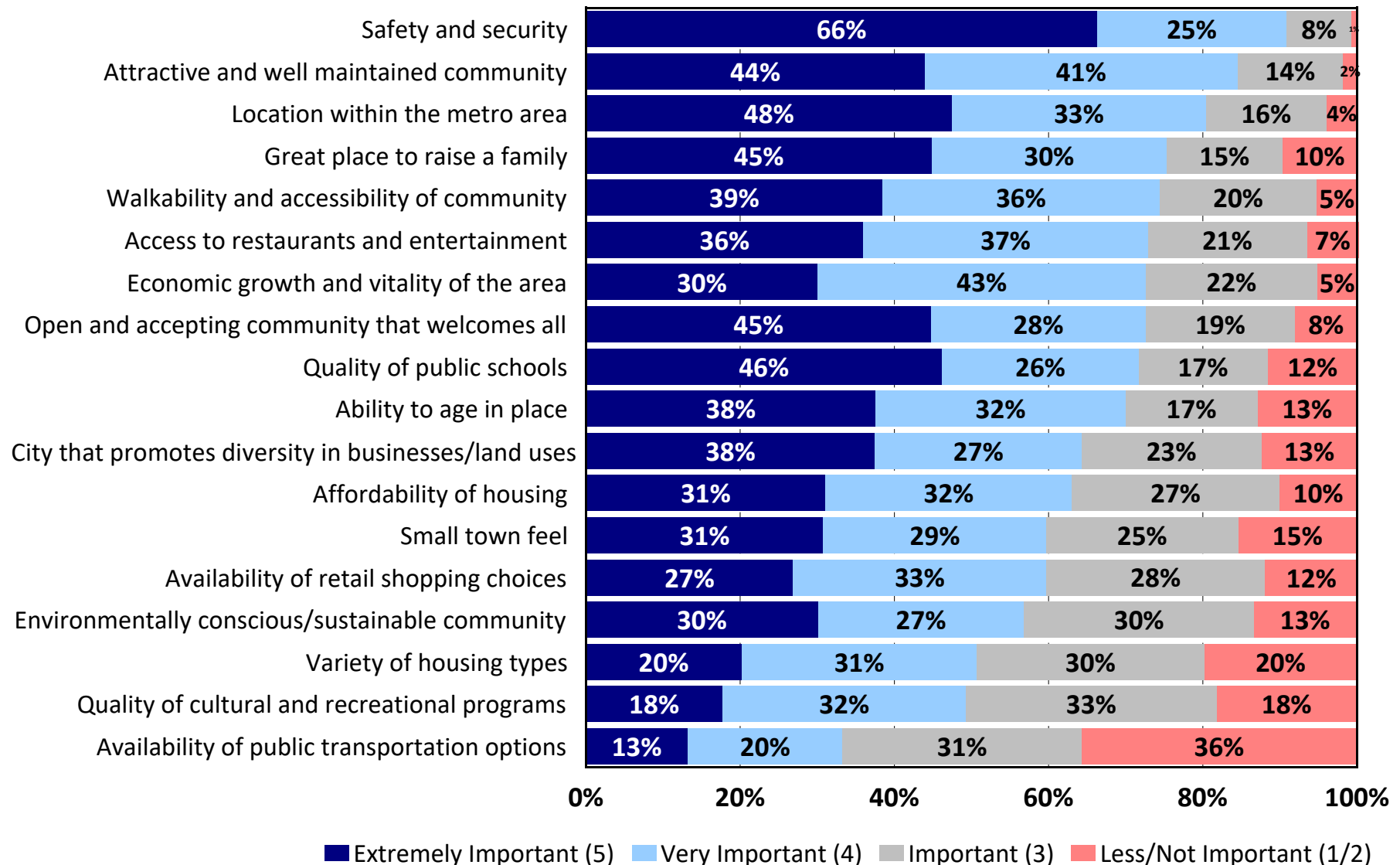
Q15. Sustainability Programs That Residents Have Used in the Past or Would Like to in the Future

by percentage of respondents (multiple responses could be made)



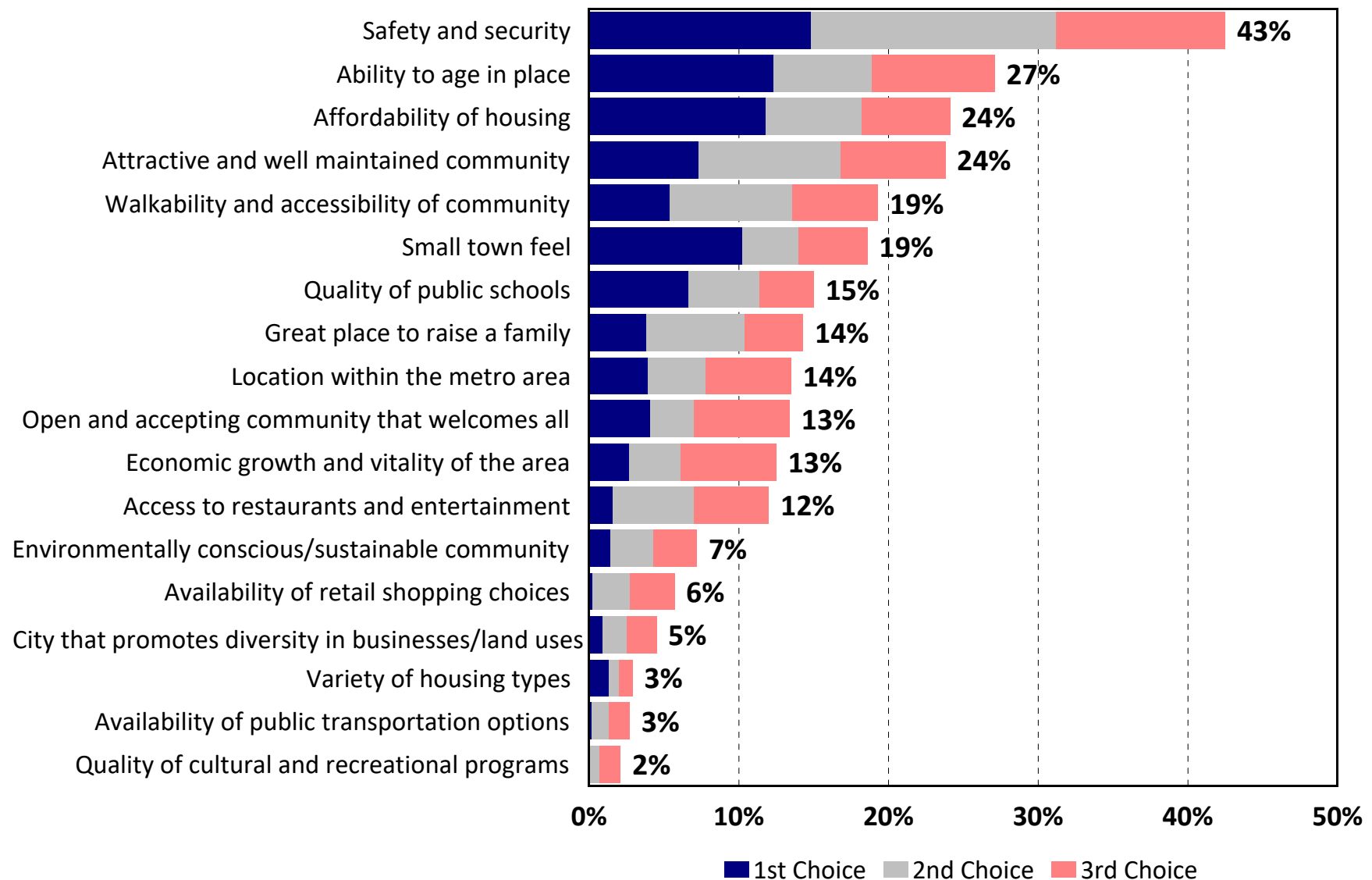
Q16. Importance of Various Factors in Resident's Decision to Live in Mission

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



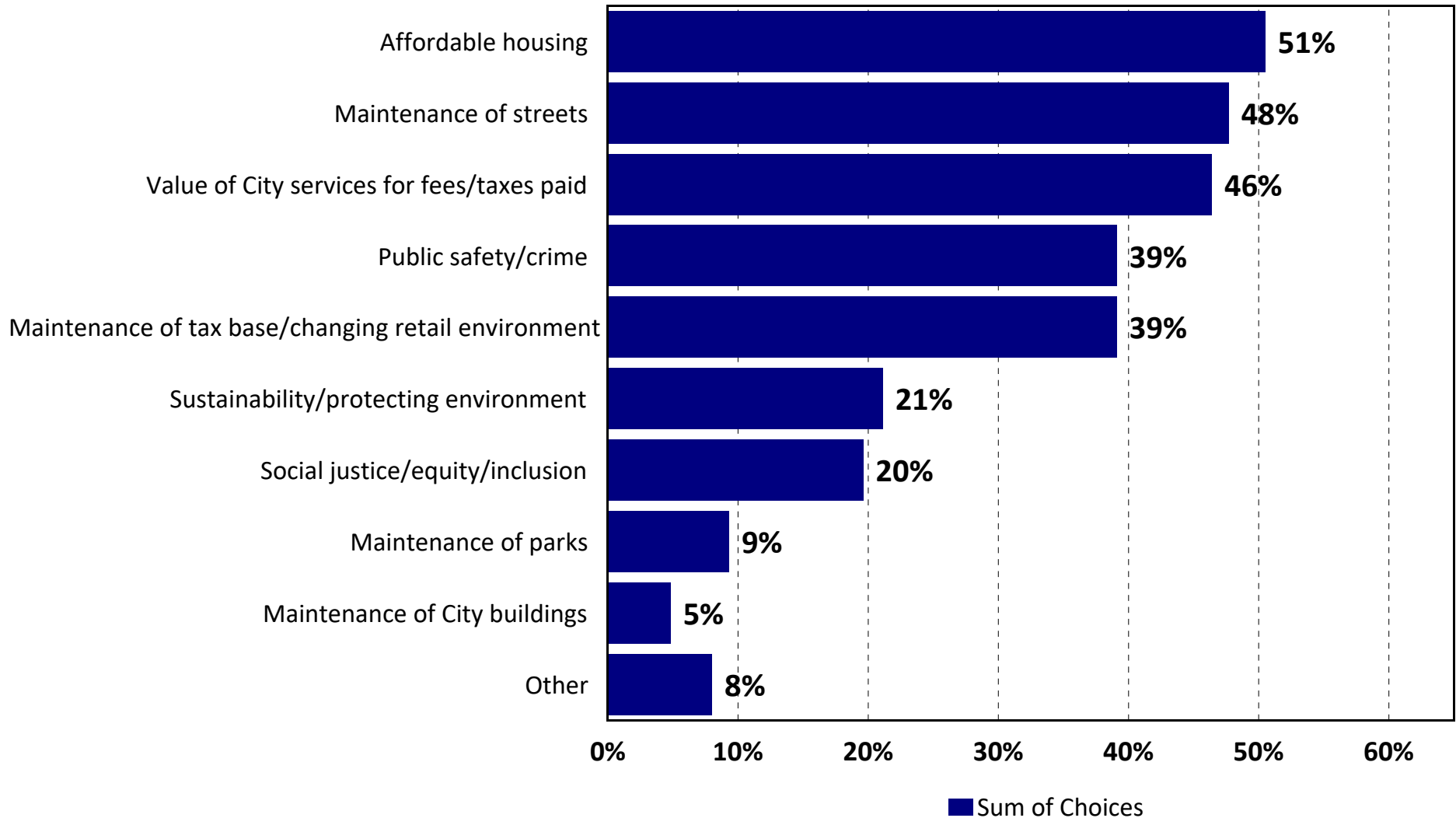
Q17. Factors That Will Have the Most Impact on Decision to Stay in the City for the Next 10 Years

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



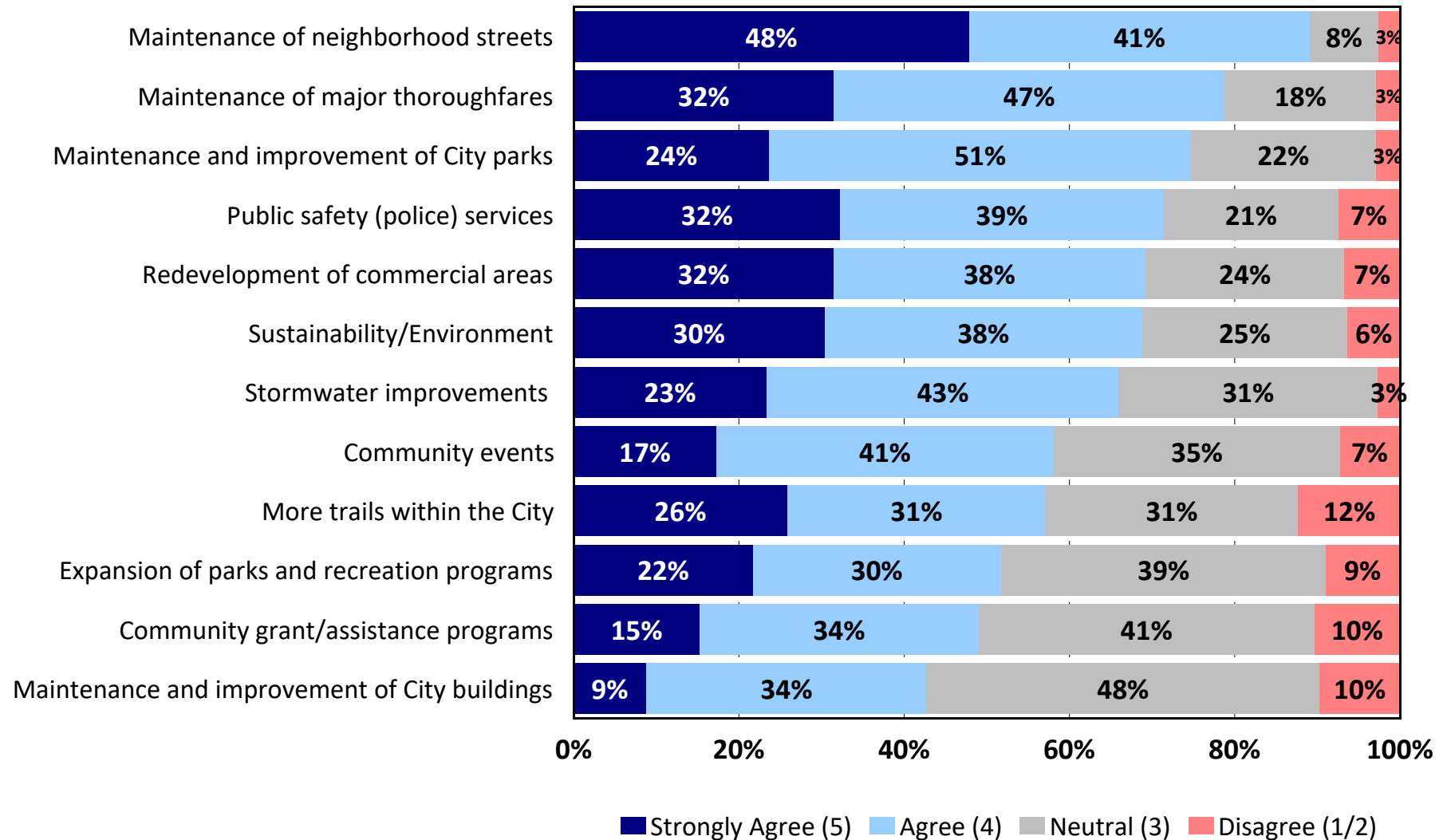
Q18. What are the three most significant issues you think Mission will face over the next five years?

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



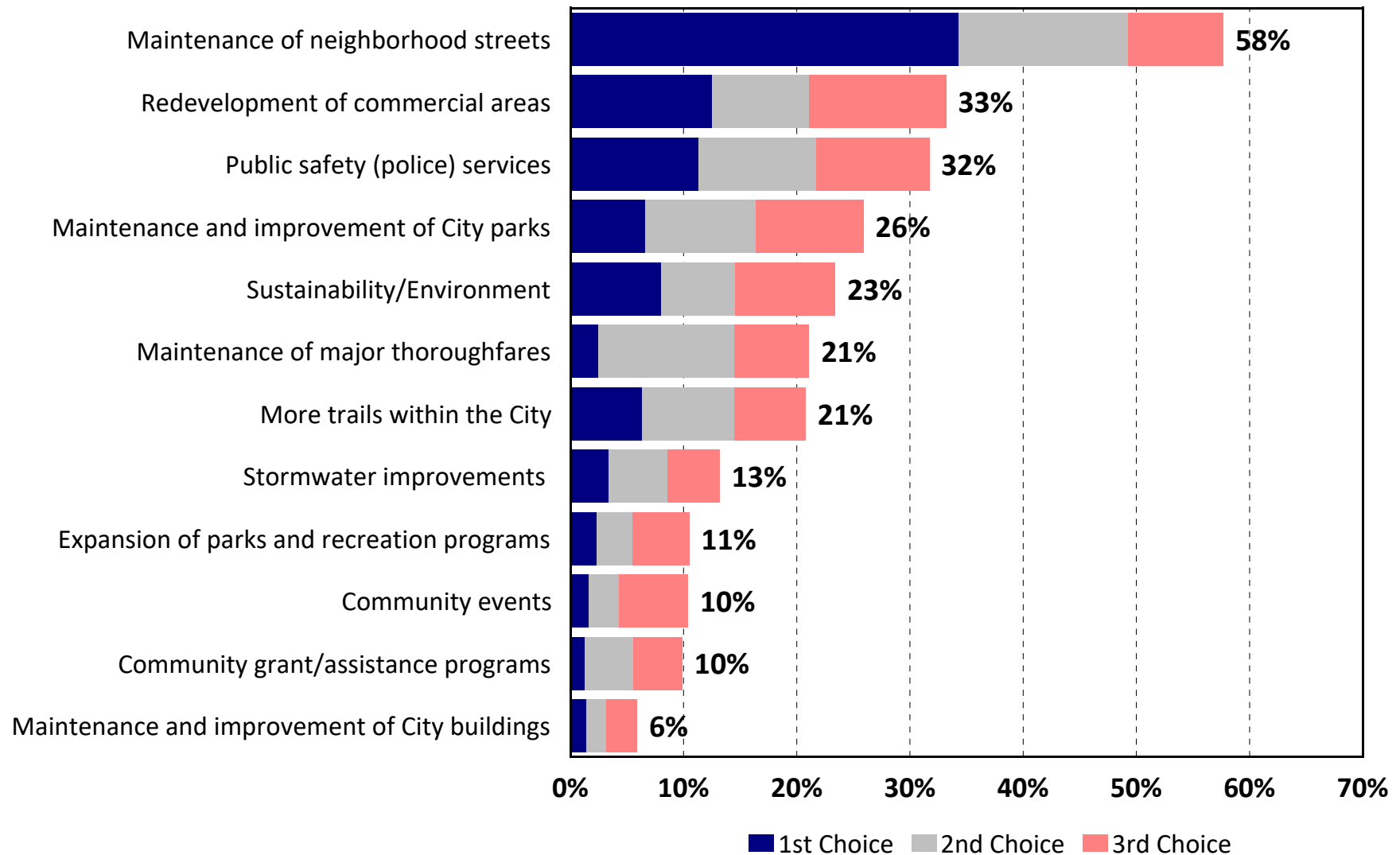
Q19. Agreement with Statements of Support for Increased City Investment in Current and Future Unmet Needs

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



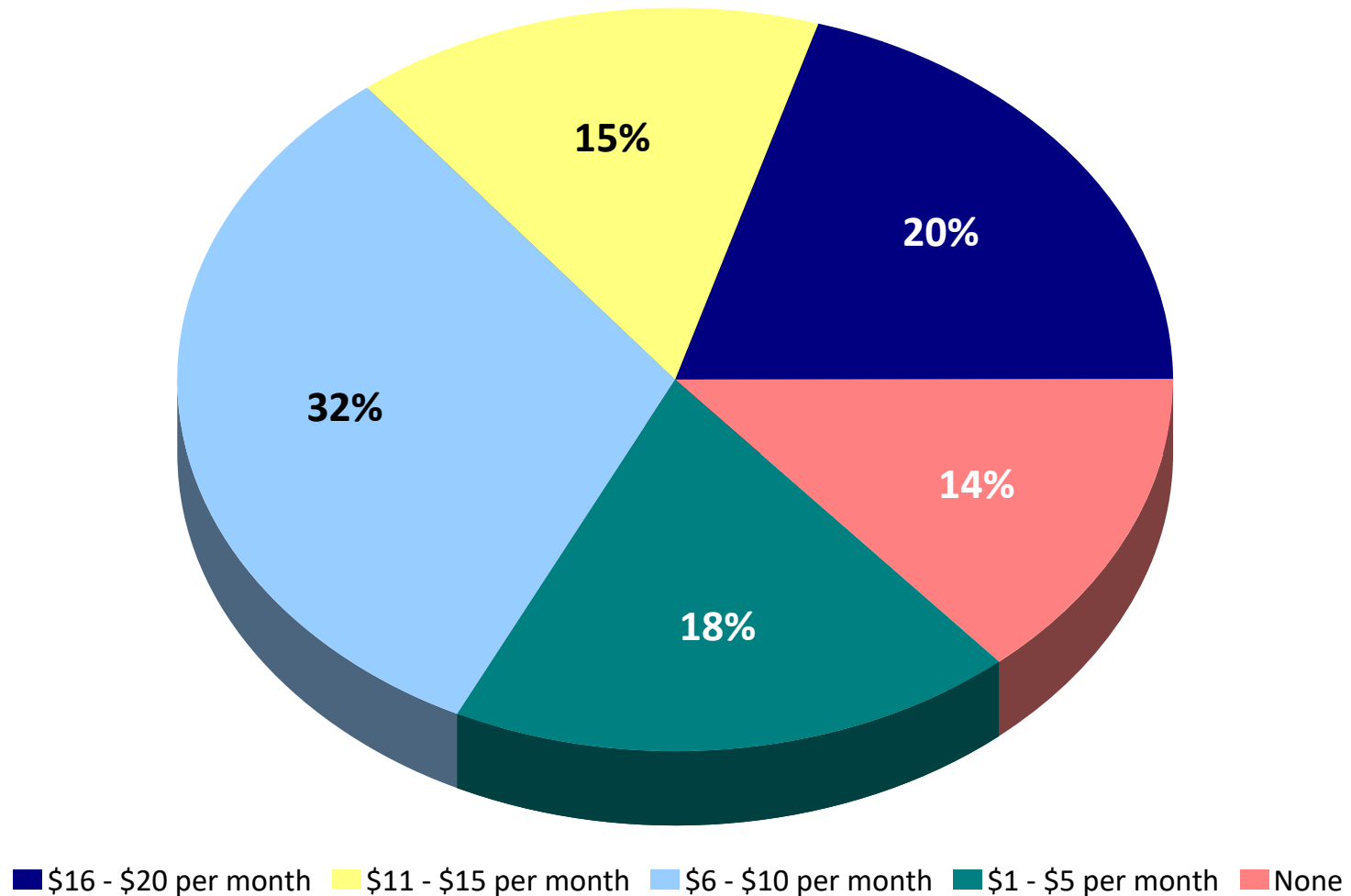
Q20. Items That Residents Would Most Support the City Making Increased Investments In

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



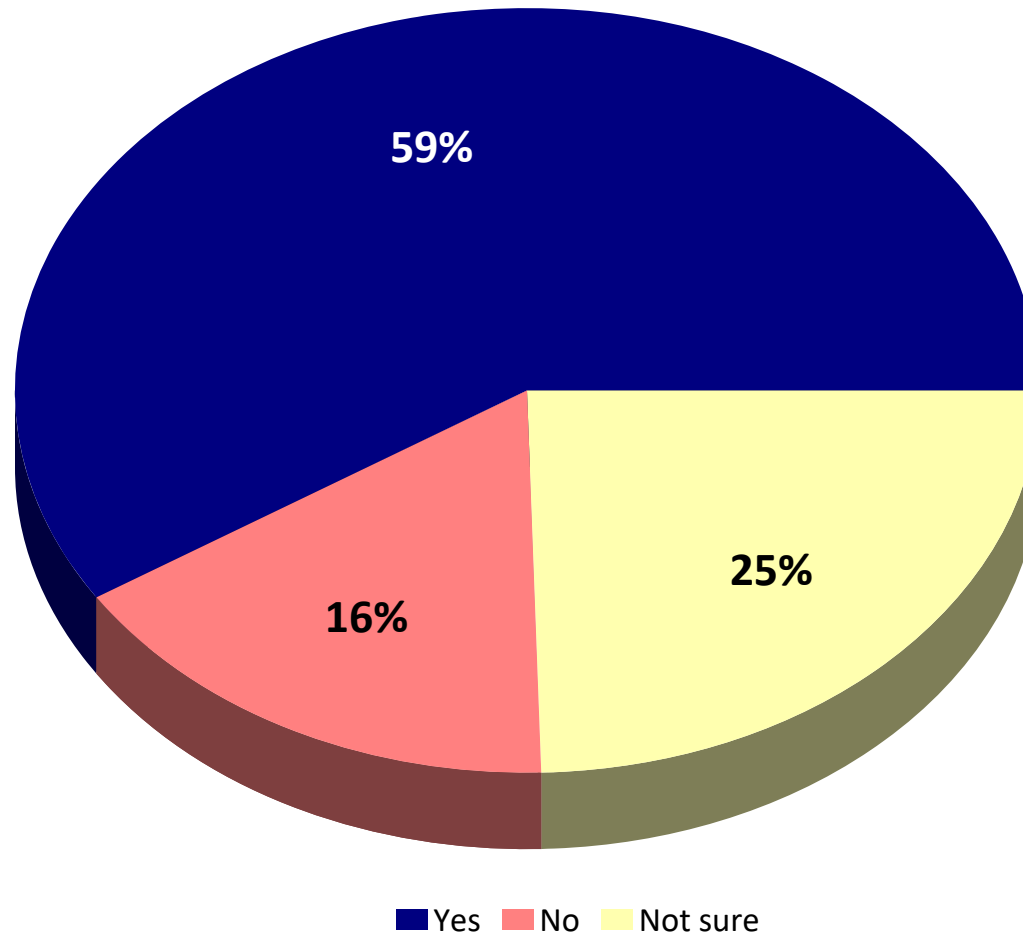
Q21. Maximum Amount Respondent Households Would be Willing to Invest to Make Improvements

by percentage of respondents (excluding “not provided”)



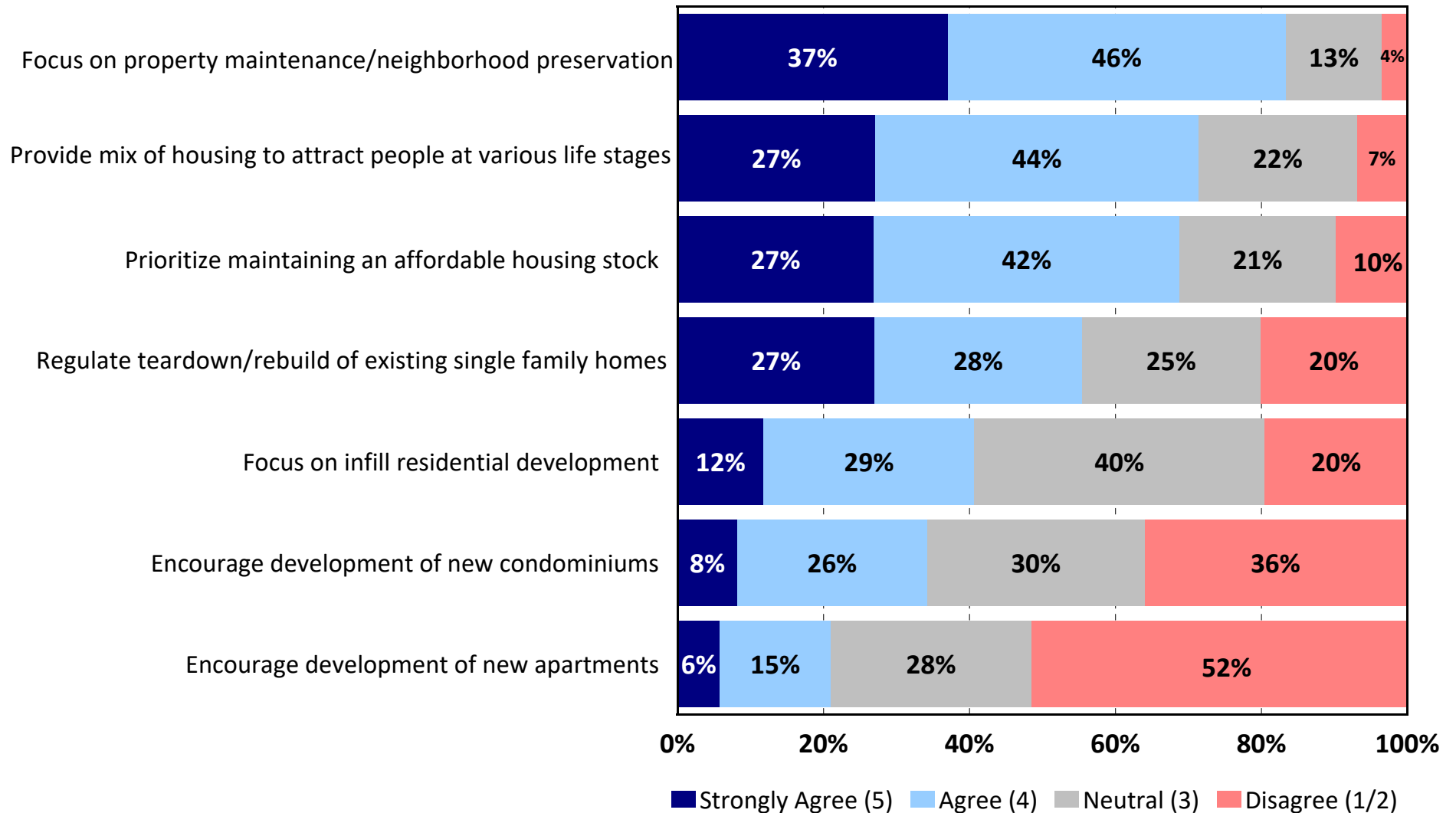
Q22. Do you feel the housing options available in Mission match your price range?

by percentage of respondents (excluding “not provided”)



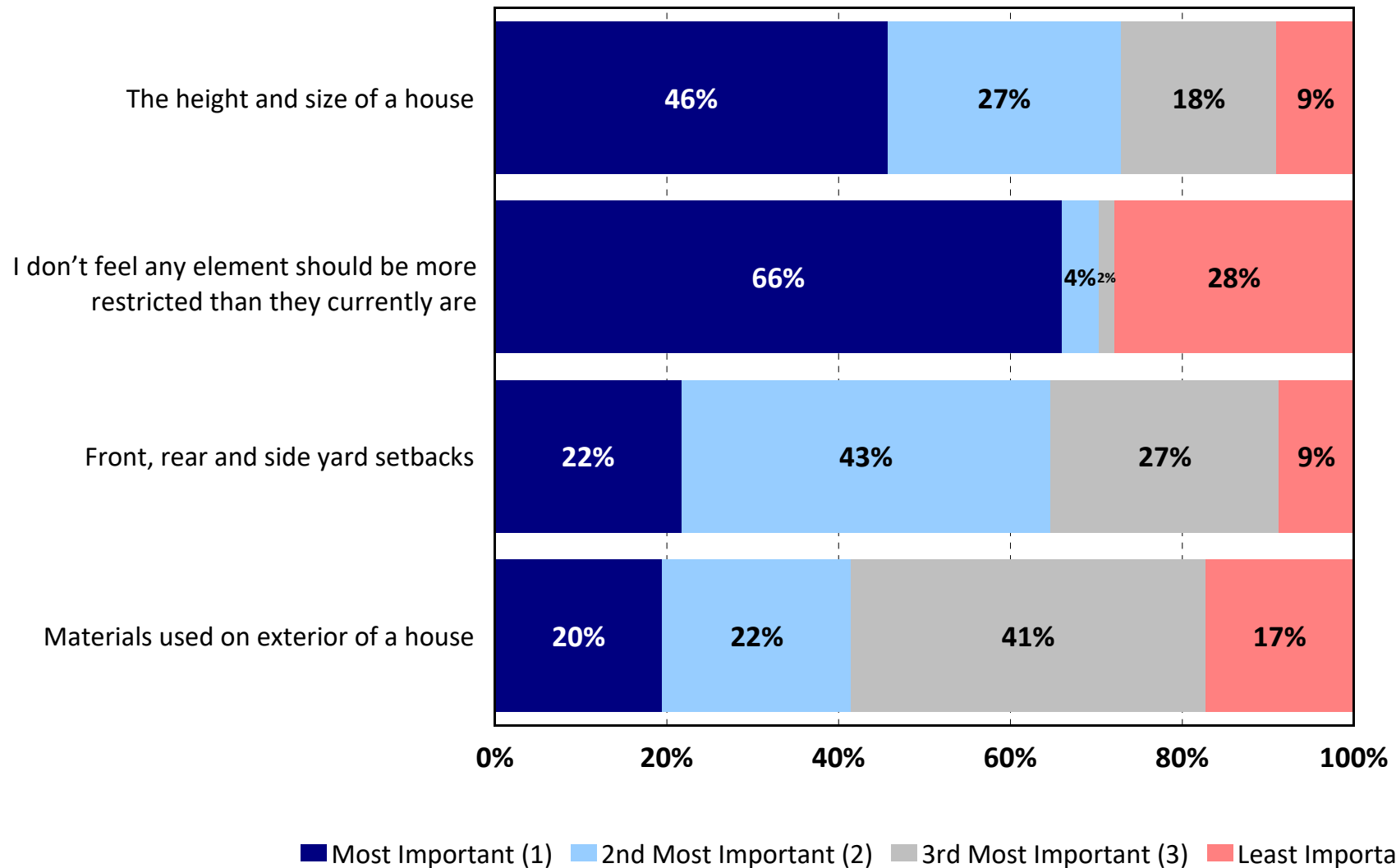
Q23. Agreement with Statements of Support for Actions That Mission Could Take to Address Housing Priorities

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



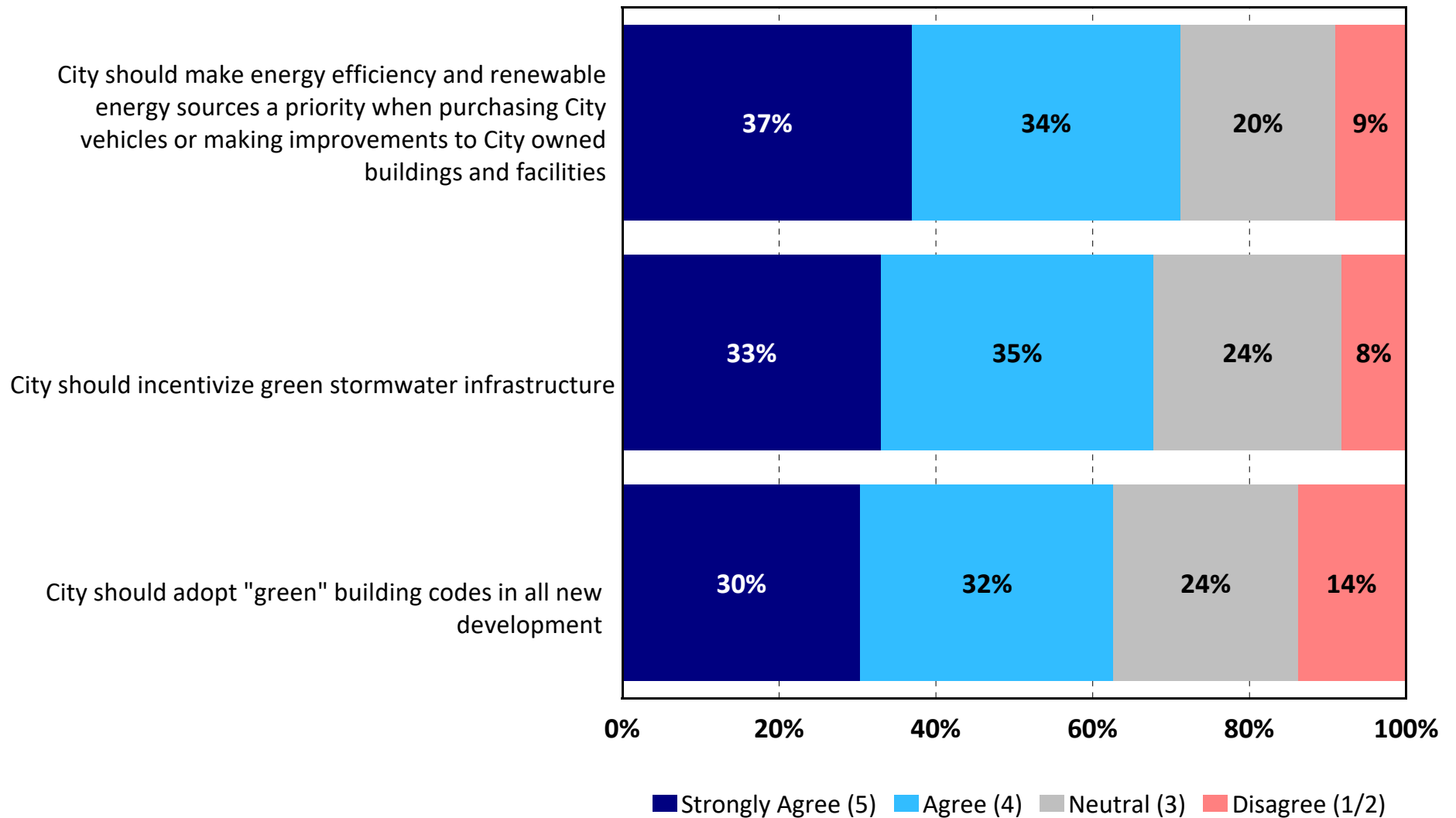
Q24. Importance of Single-Family Home Design Elements That Should Receive Greater Regulation by the City

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding “don’t know”)



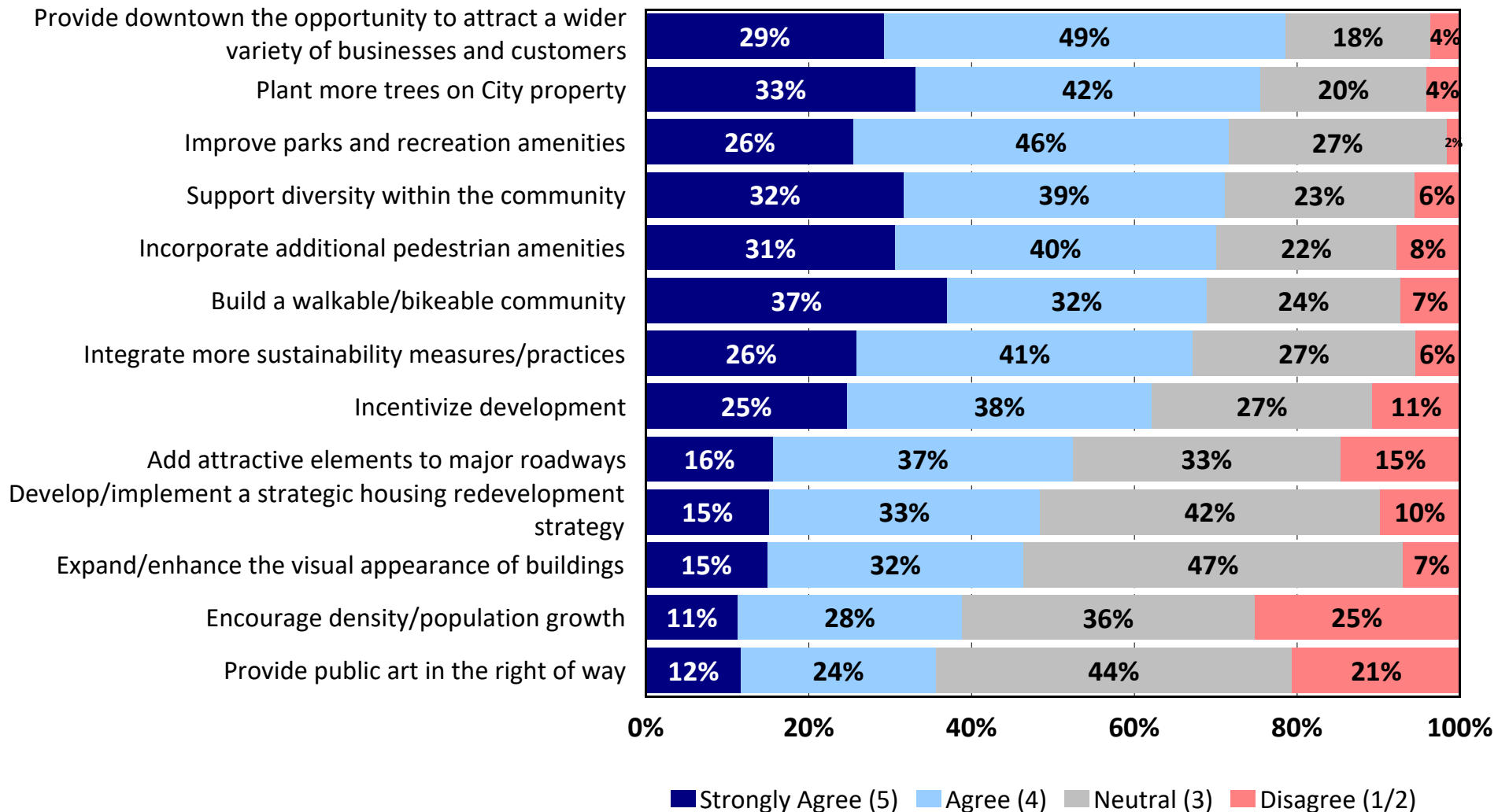
Q25. Agreement with the Following Statements

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



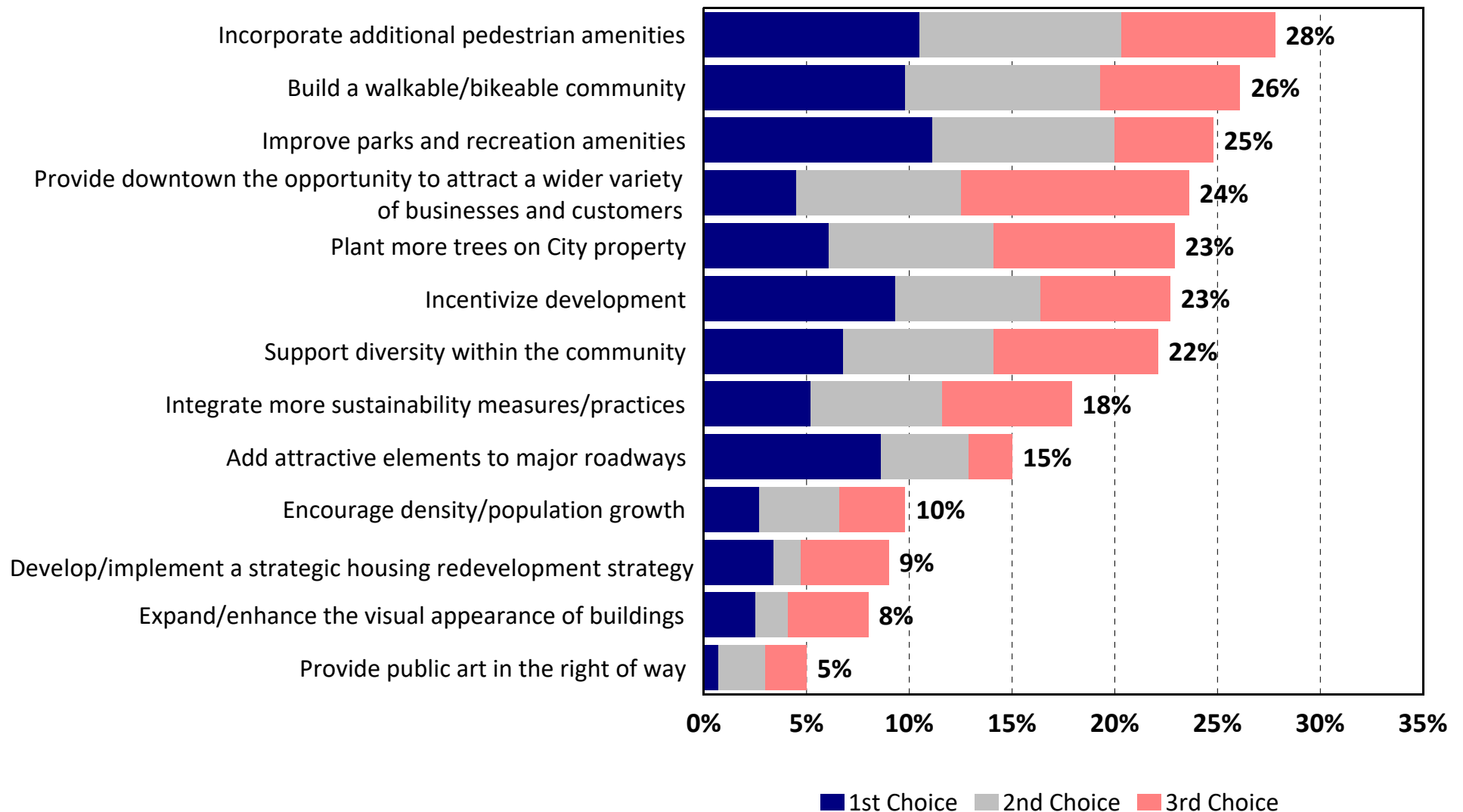
Q26. Agreement with the Following Statements About Actions the City Should Take

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



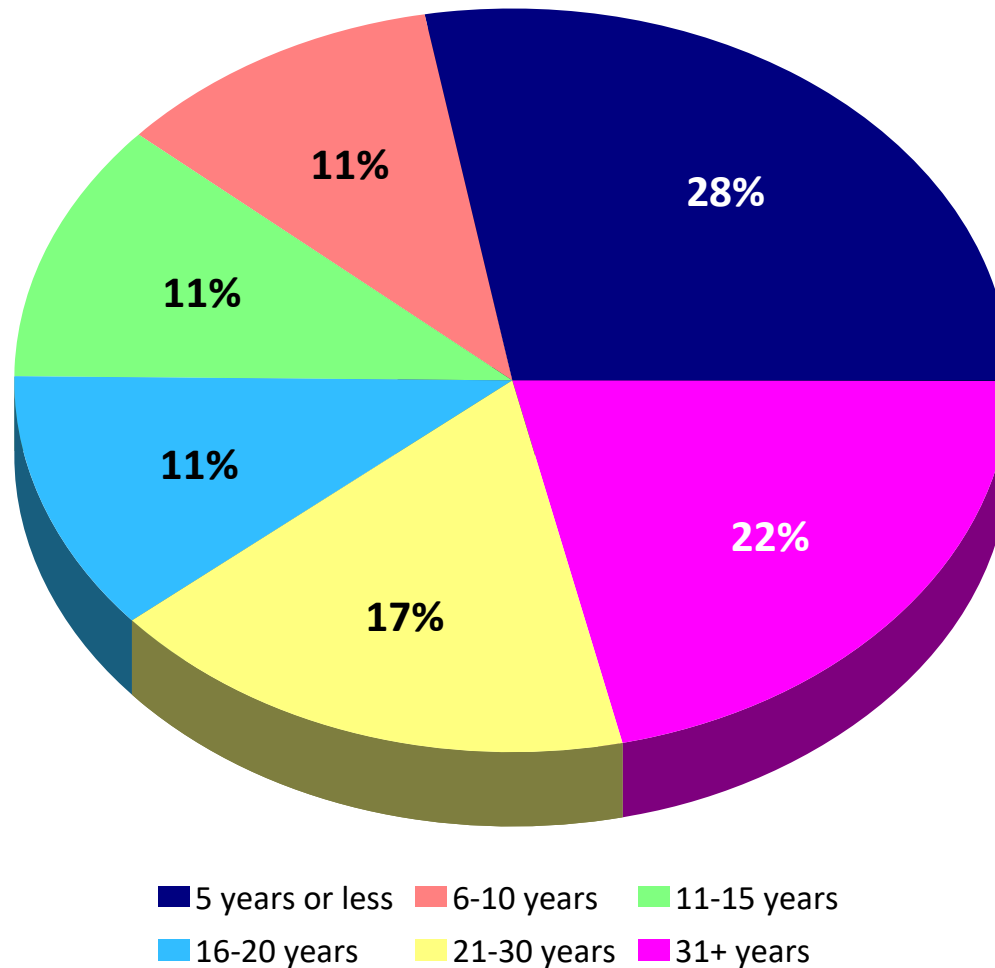
Q27. Items That Residents Think Are Most Important for the City to Pursue

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



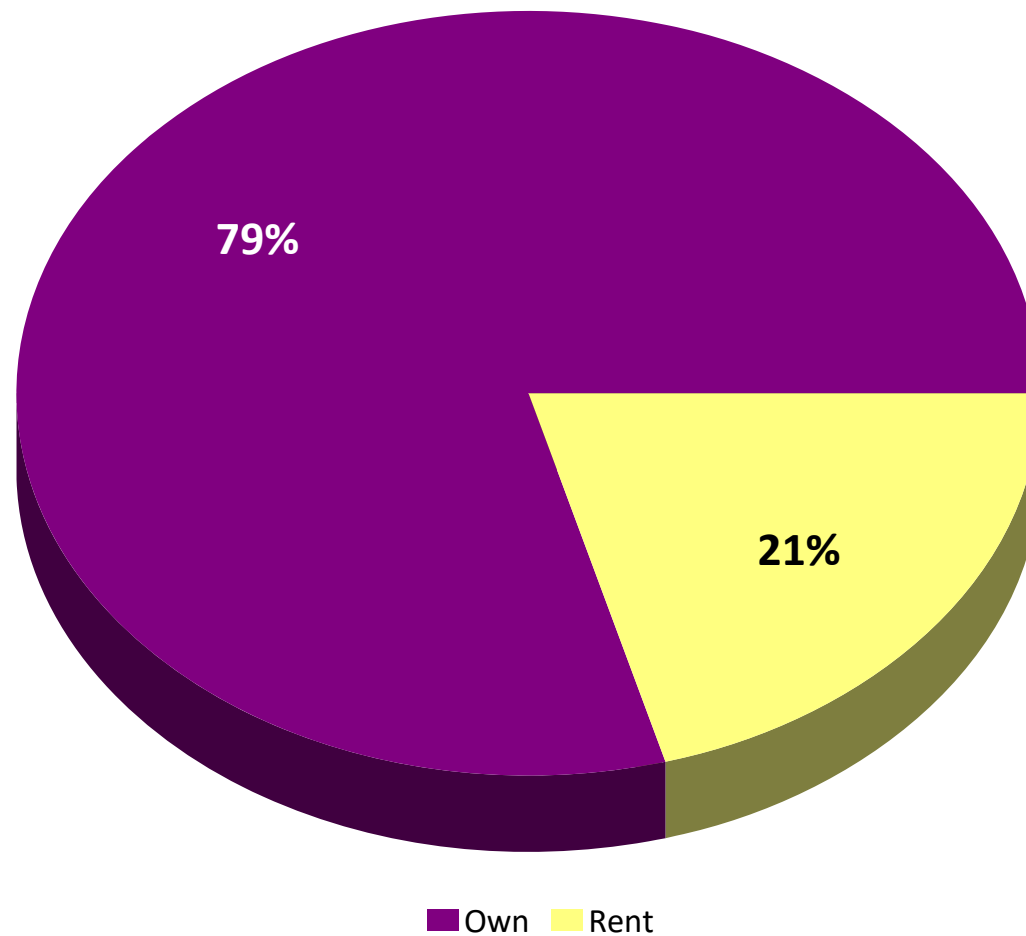
Q28. Years Lived in Mission

by percentage of respondents (excluding “not provided”)



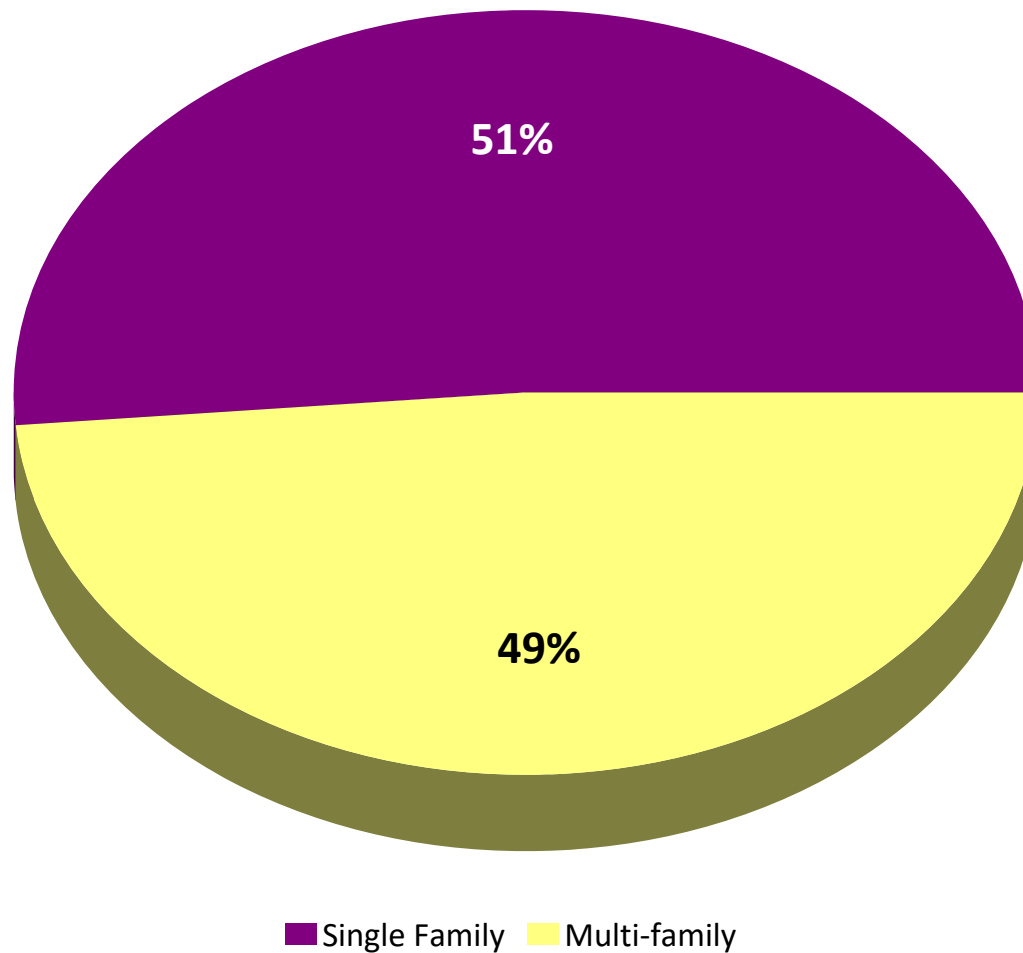
Q29. Do you own or rent your current residence?

by percentage of respondents (excluding “not provided”)



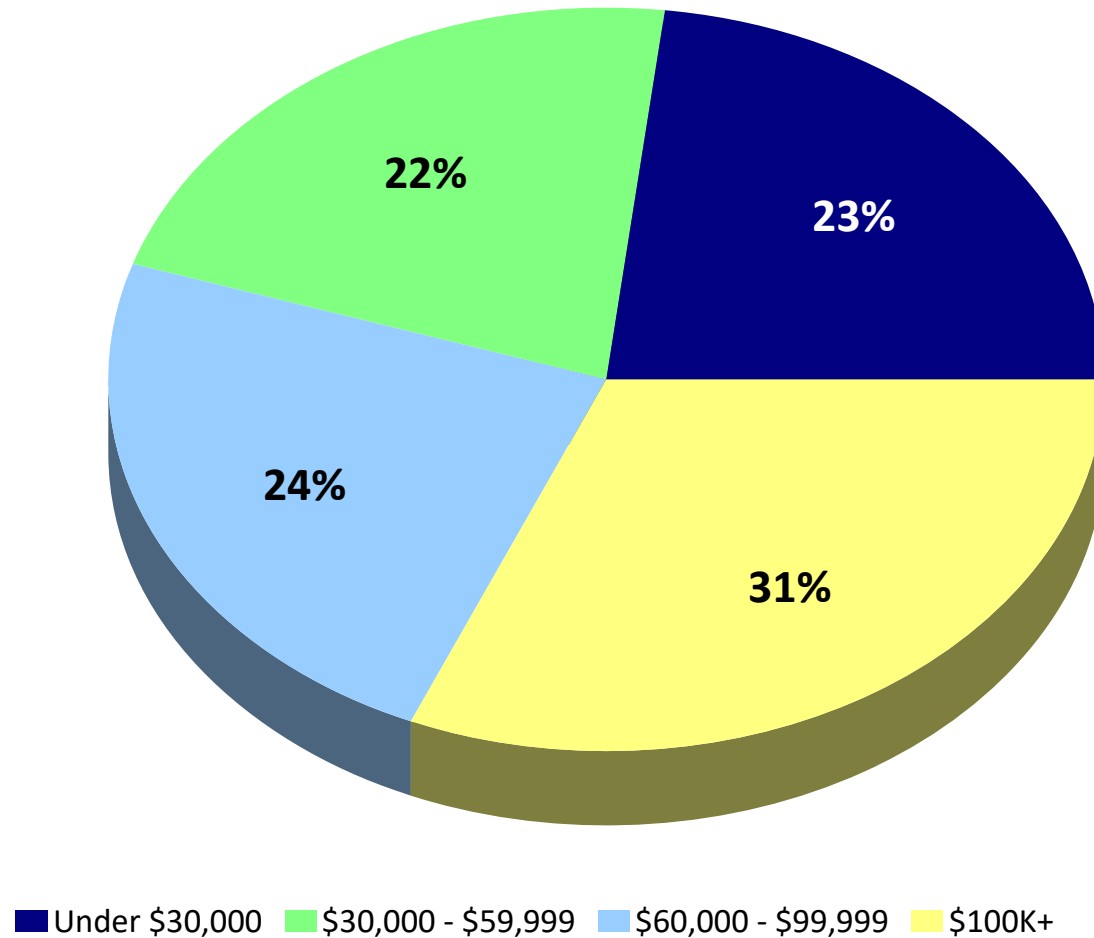
Q29a. Type of Residence Rented

by percentage of respondents who answered "rent" in Question 29 (excluding "not provided")



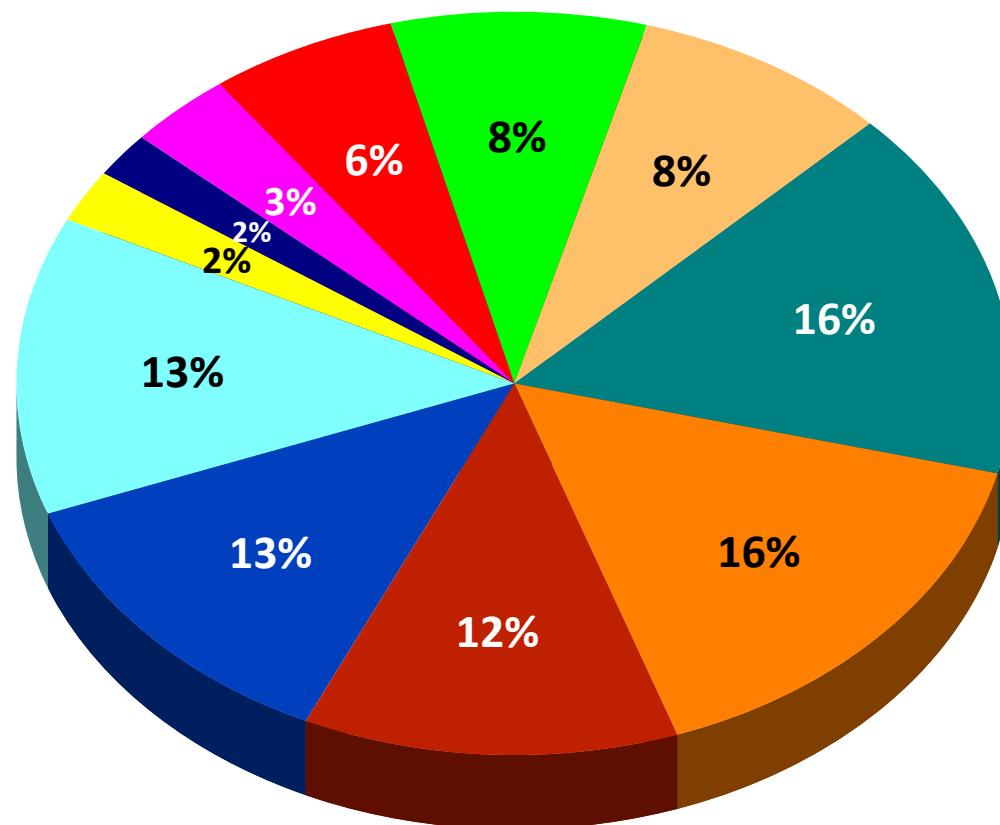
Q30. Total Annual Household Income

by percentage of respondents (excluding “not provided”)



Q31. Age of Household Occupants

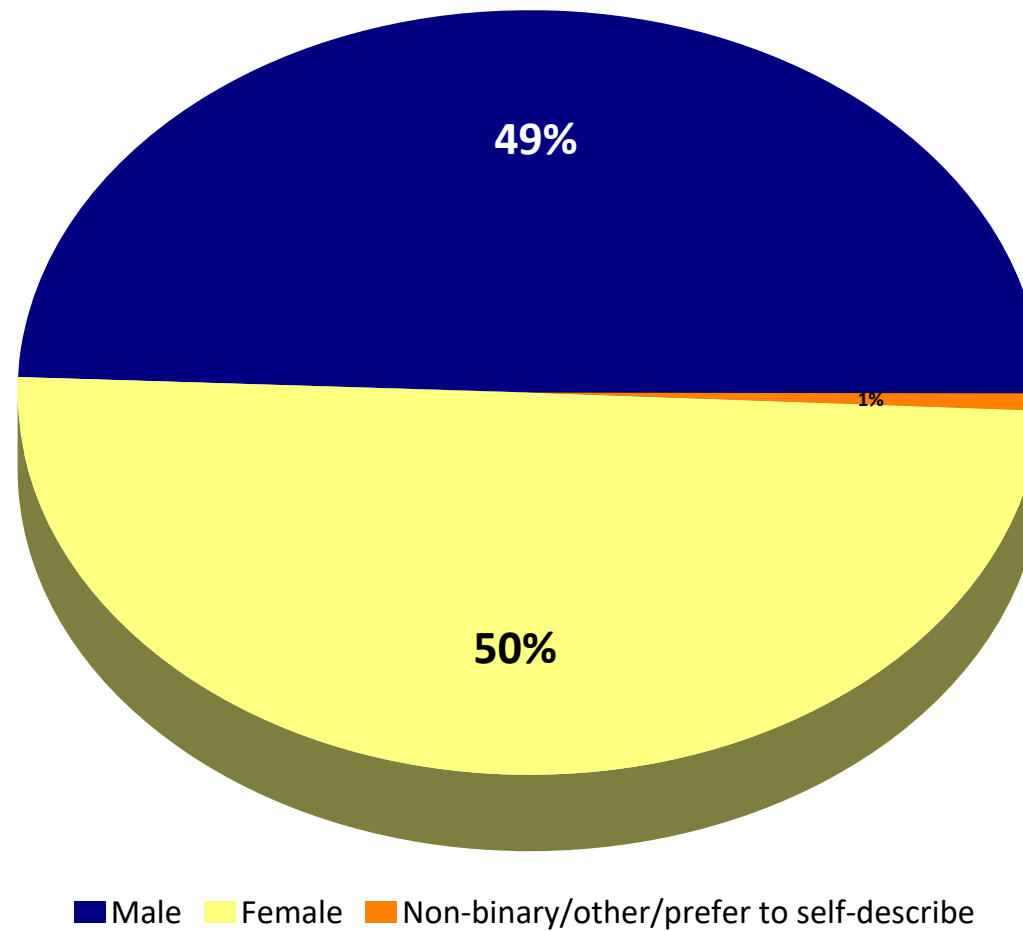
by percentage of all persons in the household



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

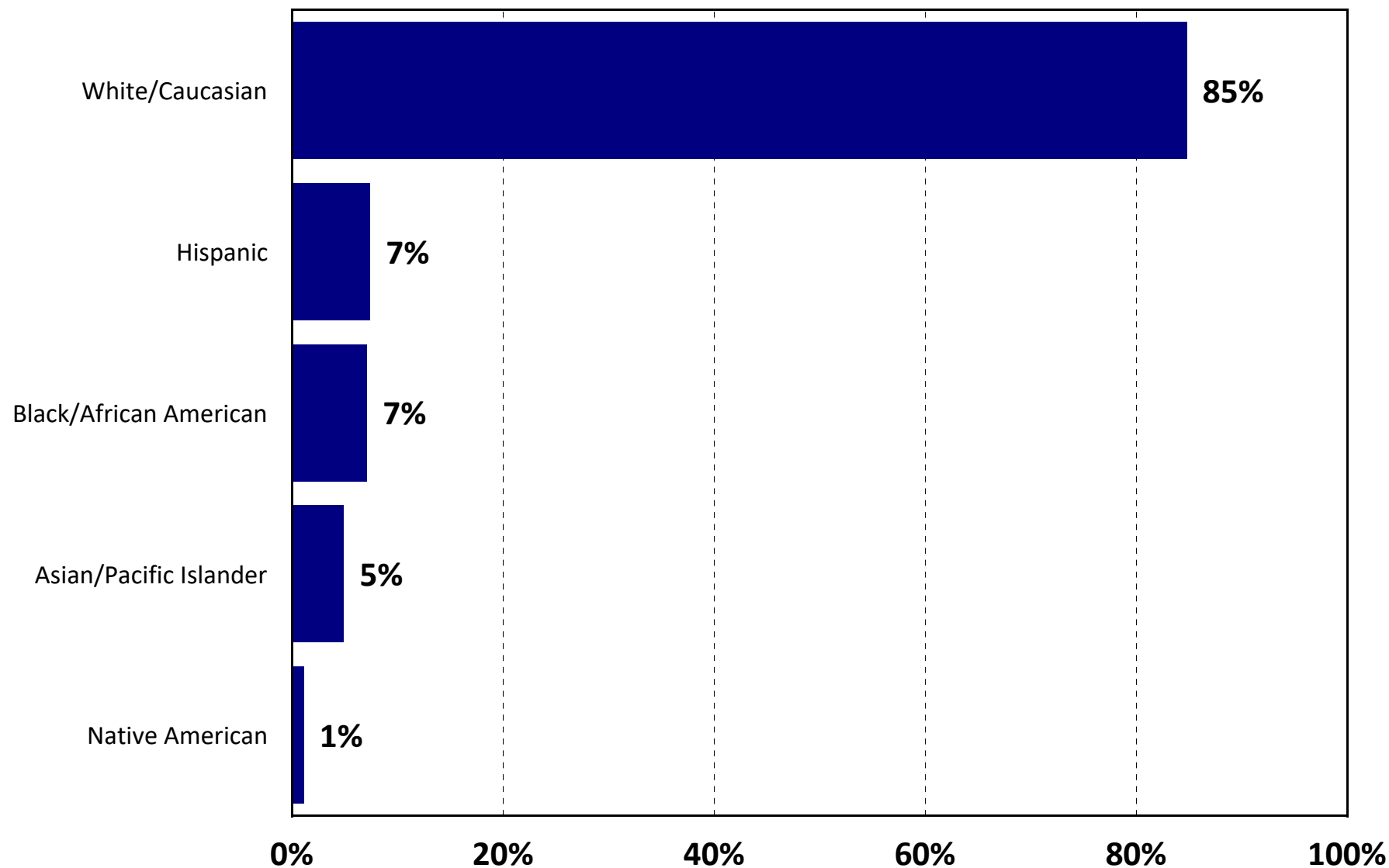
Q32. Gender

by percentage of respondents (excluding “not provided”)



Q33. Race

by percentage of respondents (excluding "prefer not to answer" - multiple selections could be made)





Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 500 communities in 50 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the summer of 2020 to a random sample of more than 4,000 residents across the United States, (2) a regional survey that was administered by ETC Institute during the summer of 2020 to a random sample of residents living in the Plains Region of the United States. The Plains Region includes the states of North and South Dakota, Minnesota, Iowa, Nebraska, Wisconsin, Illinois, Kansas, Missouri and Oklahoma, and (3) from individual community surveys that were administered in 27 cities in the Kansas City metropolitan area between December 2018 and June 2021. The Kansas City metro area percentages shown in the performance range charts are the average ratings of the 27 cities listed below:

- Belton, Missouri
- Blue Springs, Missouri
- Edgerton, Kansas
- Fairway, Kansas
- Gardner, Kansas
- Gladstone, Missouri
- Grain Valley, Missouri
- Grandview, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lee's Summit, Missouri
- Lenexa, Kansas
- Merriam, Kansas
- North Kansas City, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Prairie Village, Kansas
- Raymore, Missouri
- Richmond, Missouri
- Riverside, Missouri
- Roeland Park, Kansas
- Shawnee, Kansas
- Smithville, Missouri
- Spring Hill, Kansas
- Wyandotte County, Kansas

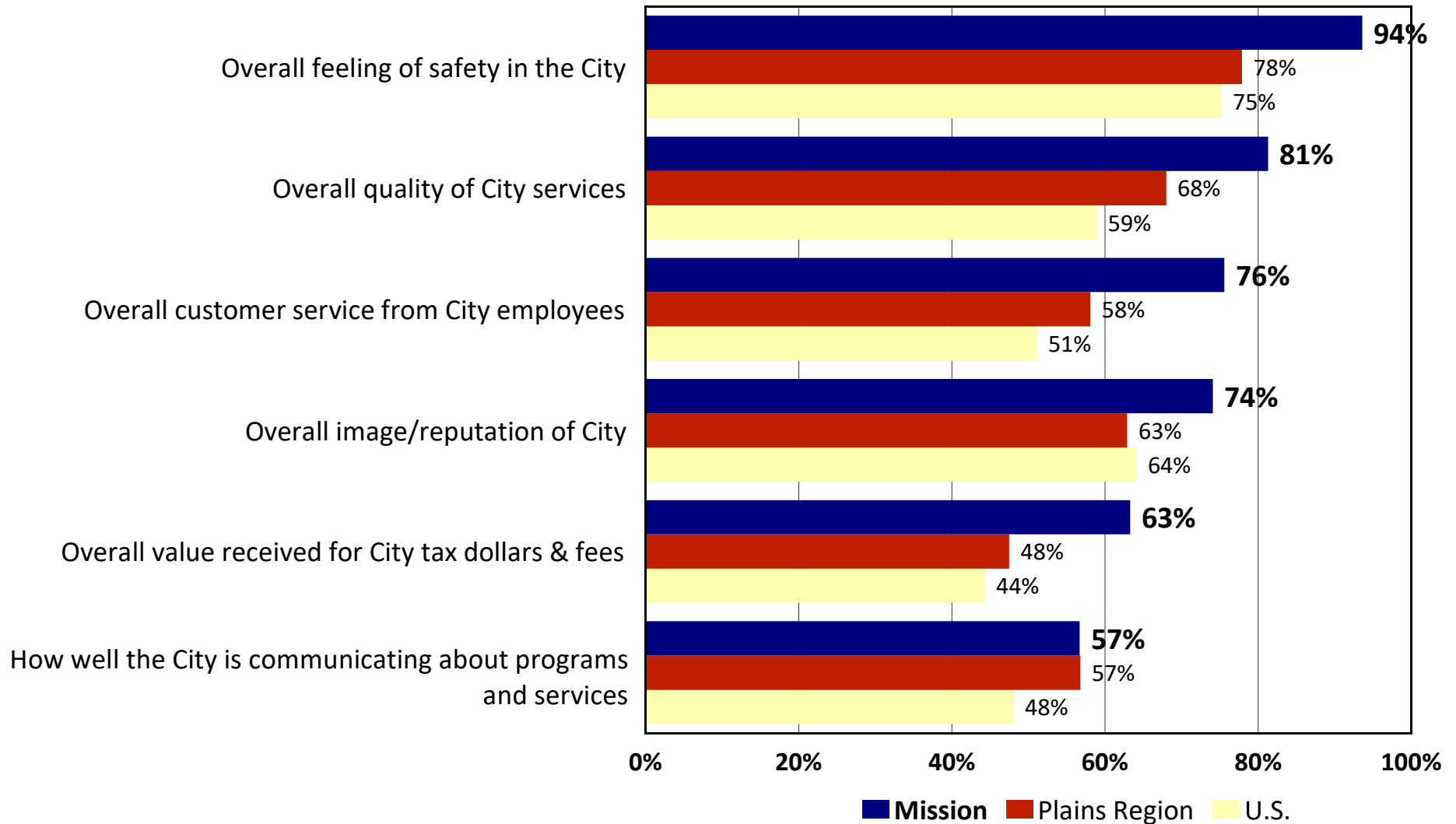
National Benchmarks

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

Overall Perception of the City

Mission vs. the Plains Region vs. U.S.

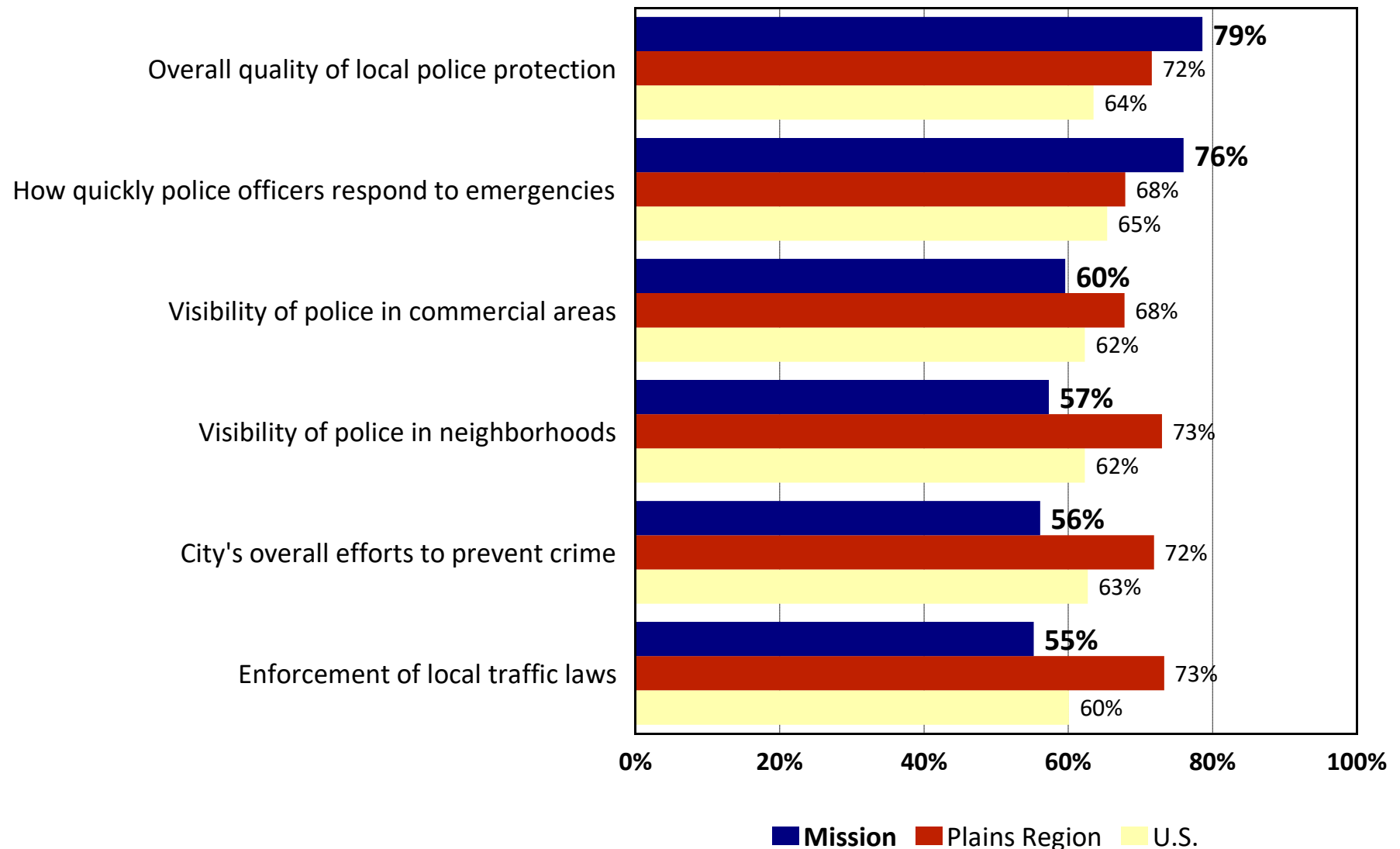
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Public Safety

Mission vs. the Plains Region vs. U.S.

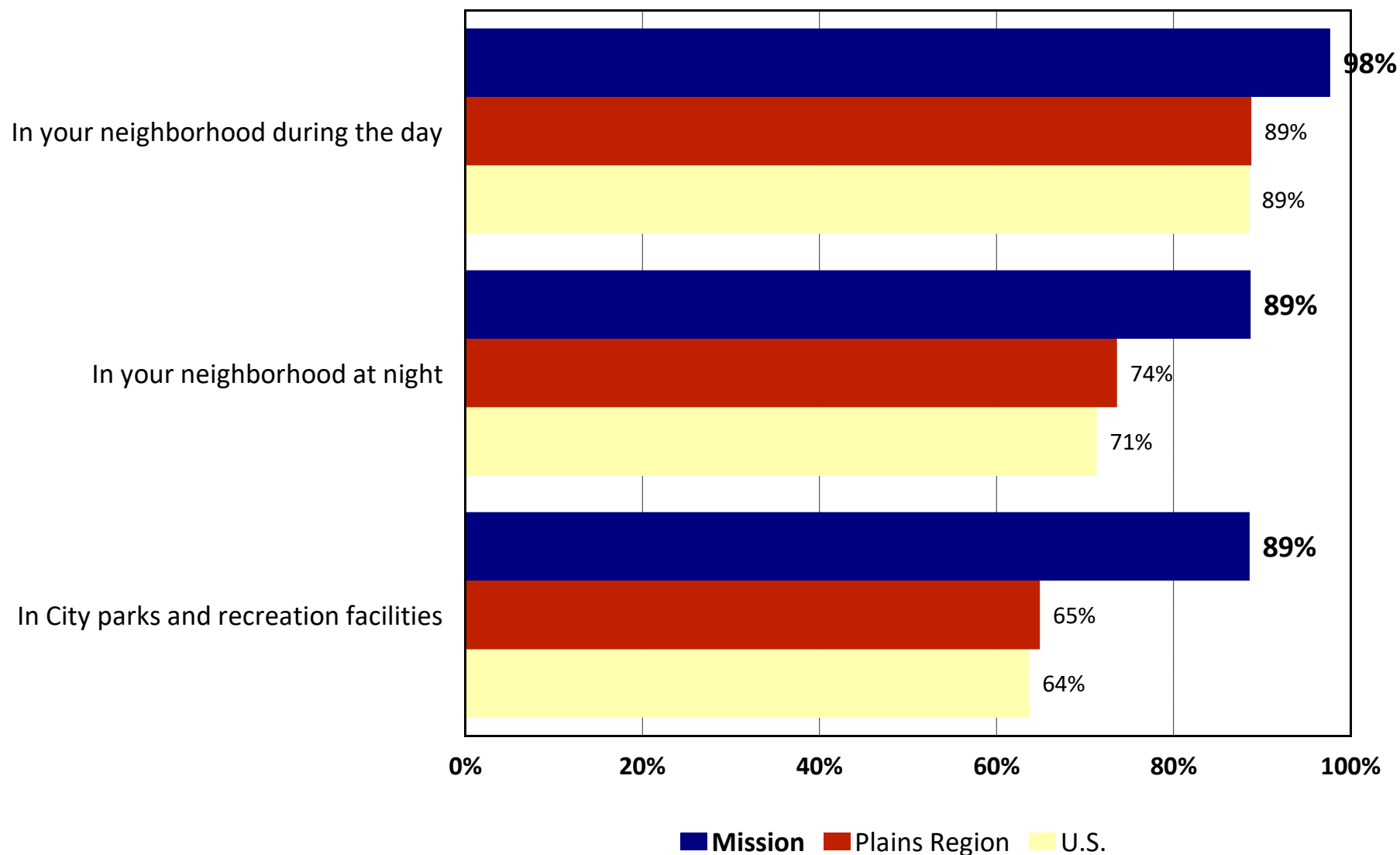
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Perception of Safety

Mission vs. the Plains Region vs. U.S.

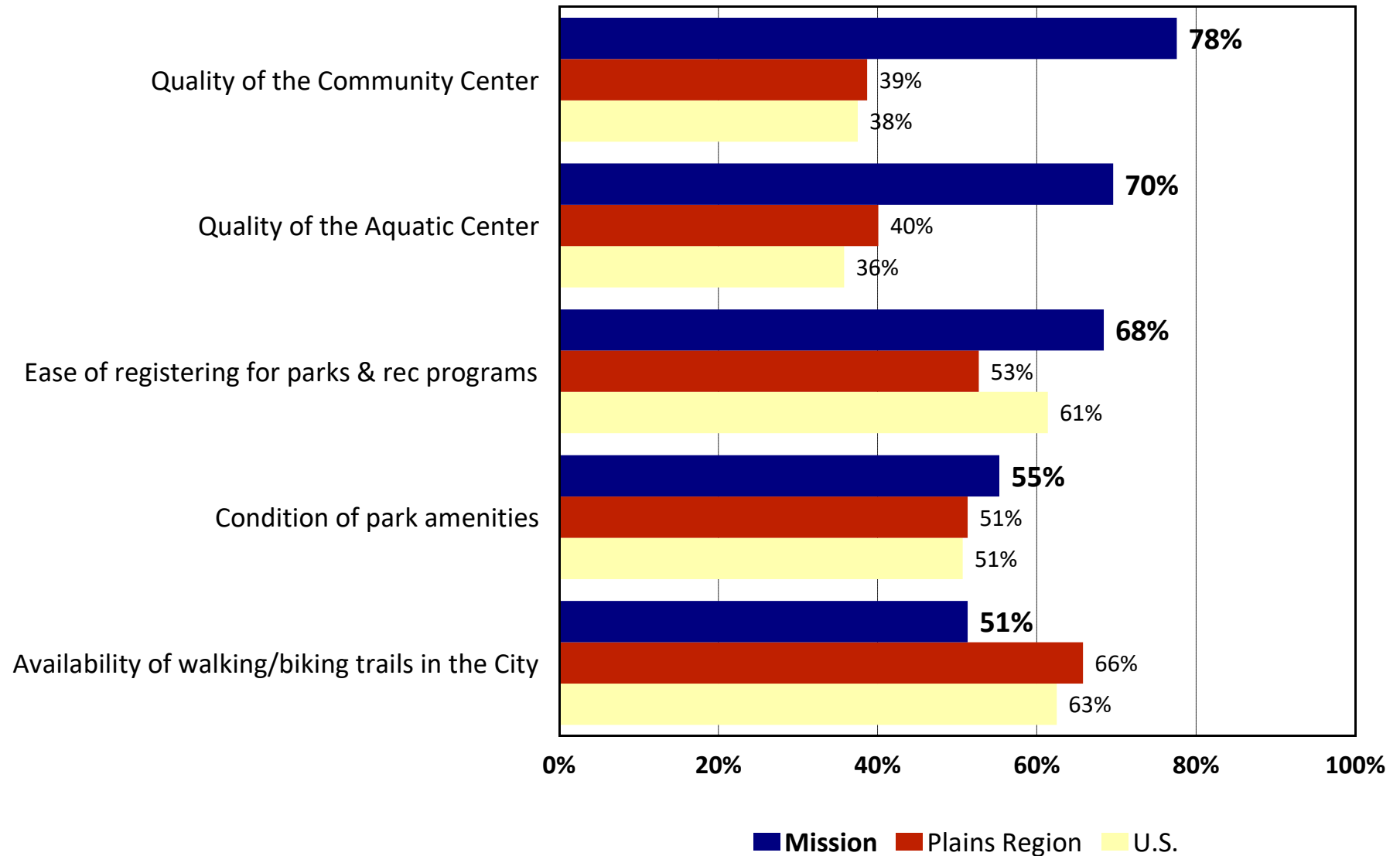
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Overall Satisfaction with Parks and Recreation

Mission vs. the Plains Region vs. U.S.

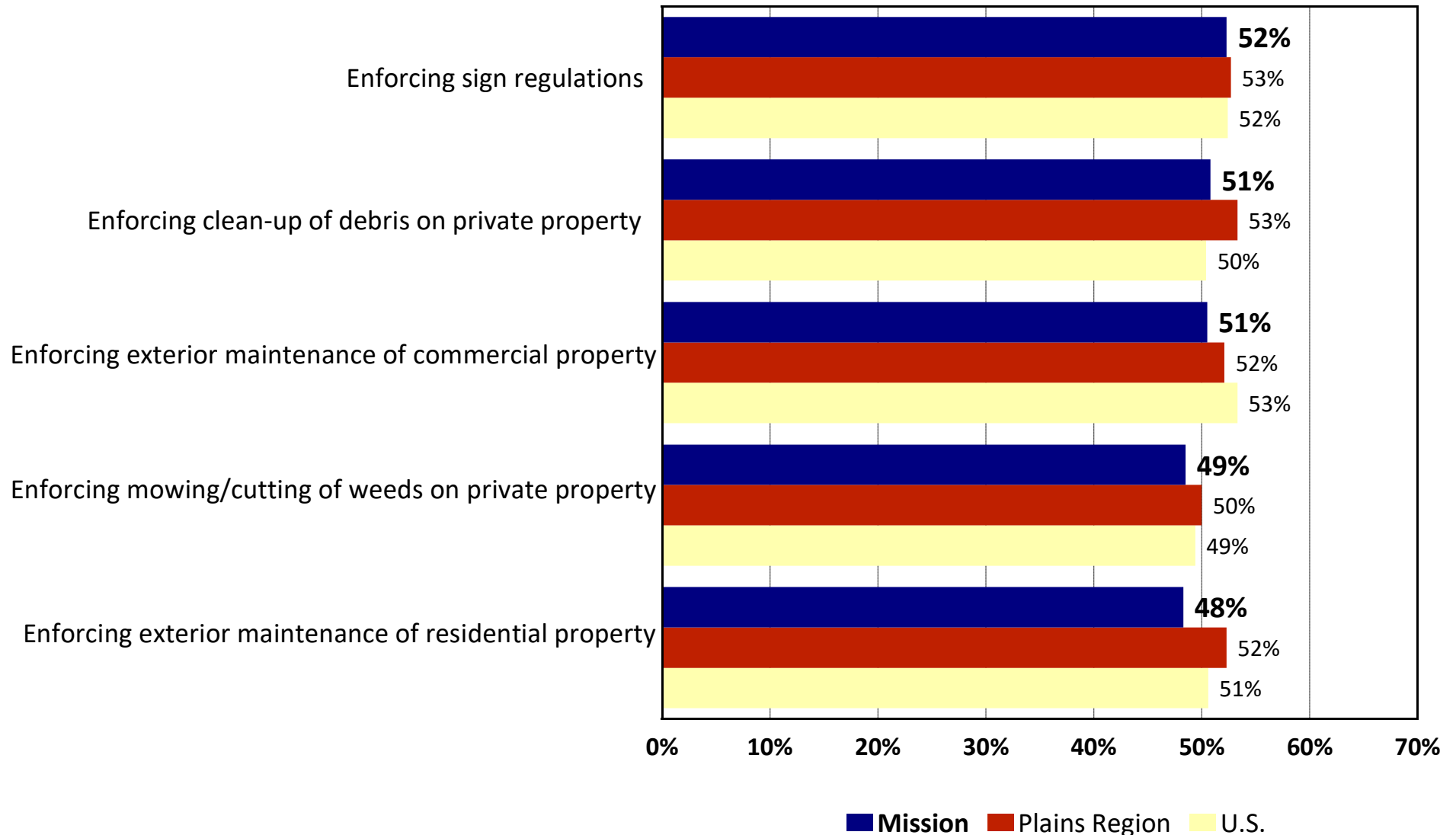
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Code Enforcement

Mission vs. the Plains Region vs. U.S.

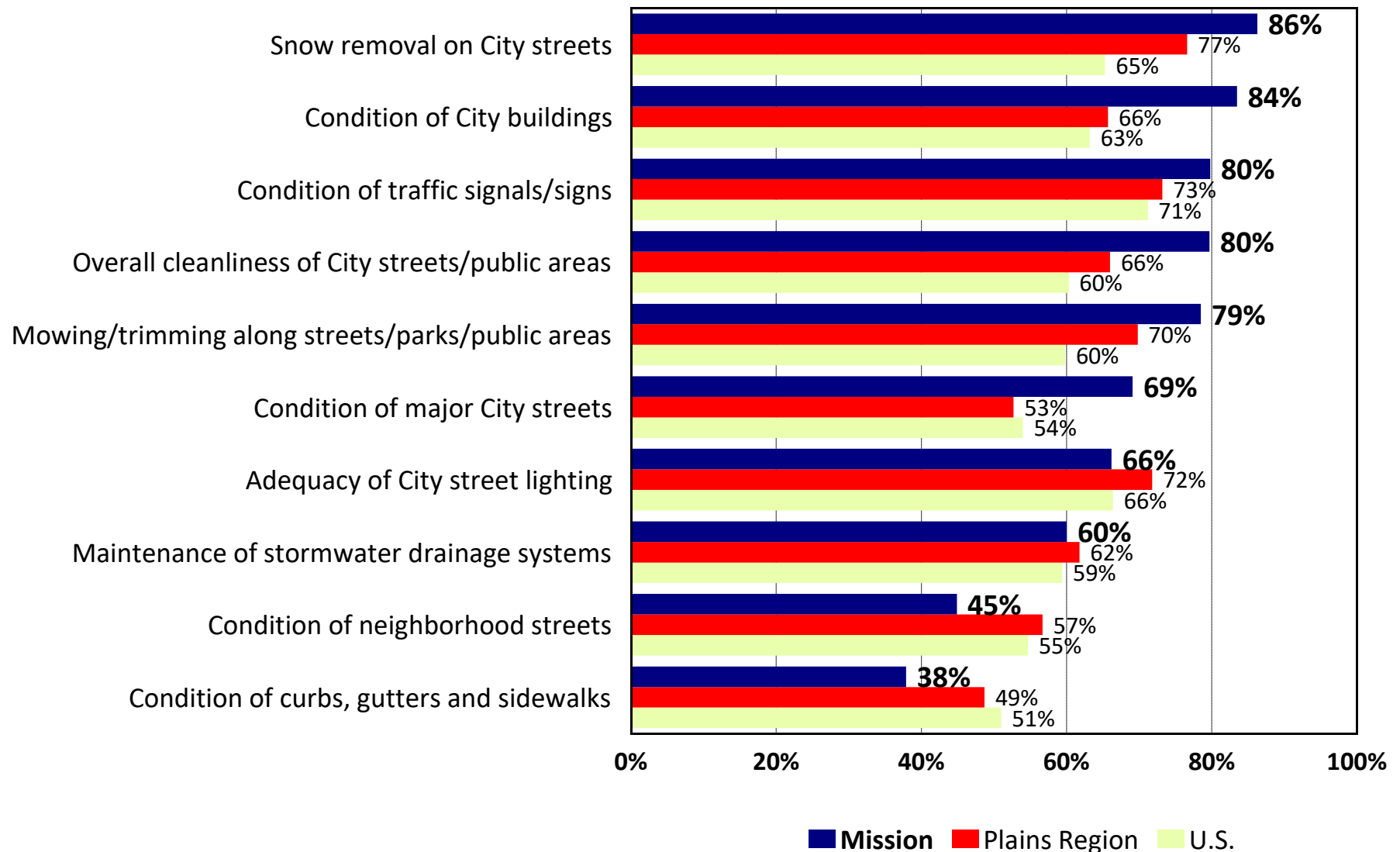
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with City Maintenance

Mission vs. the Plains Region vs. U.S.

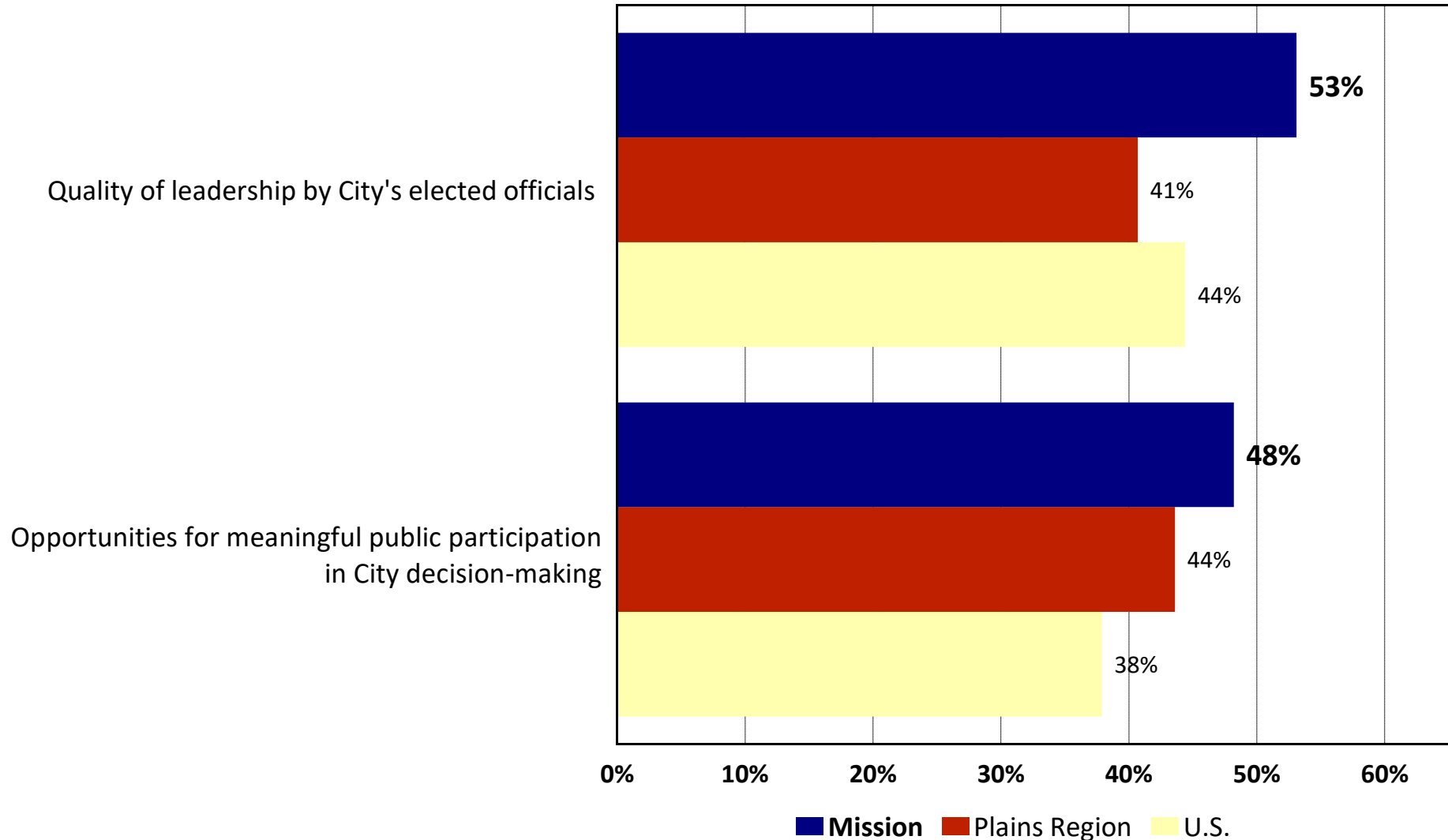
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with City Leadership

Mission vs. the Plains Region vs. U.S.

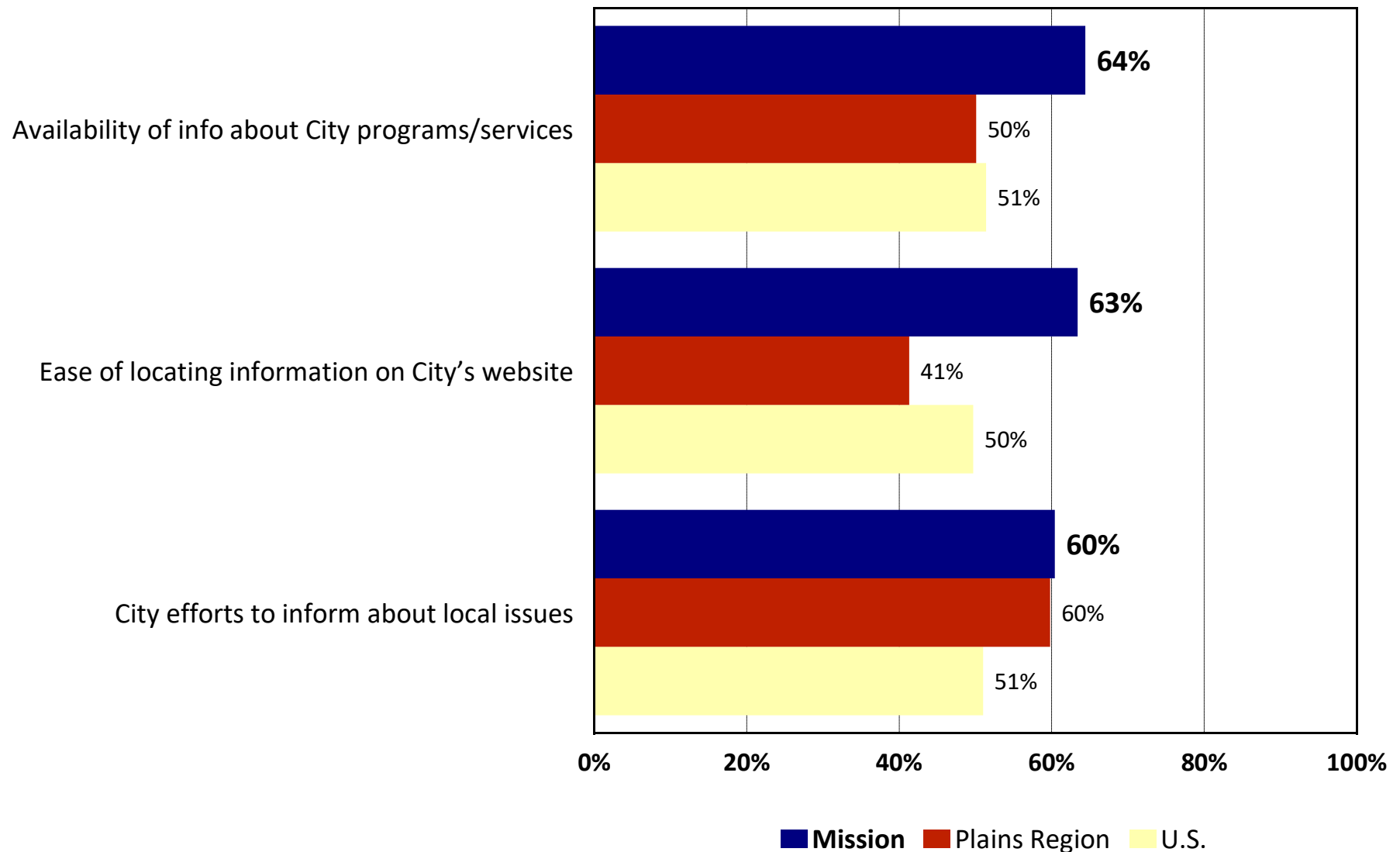
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with City Communication

Mission vs. the Plains Region vs. U.S.

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



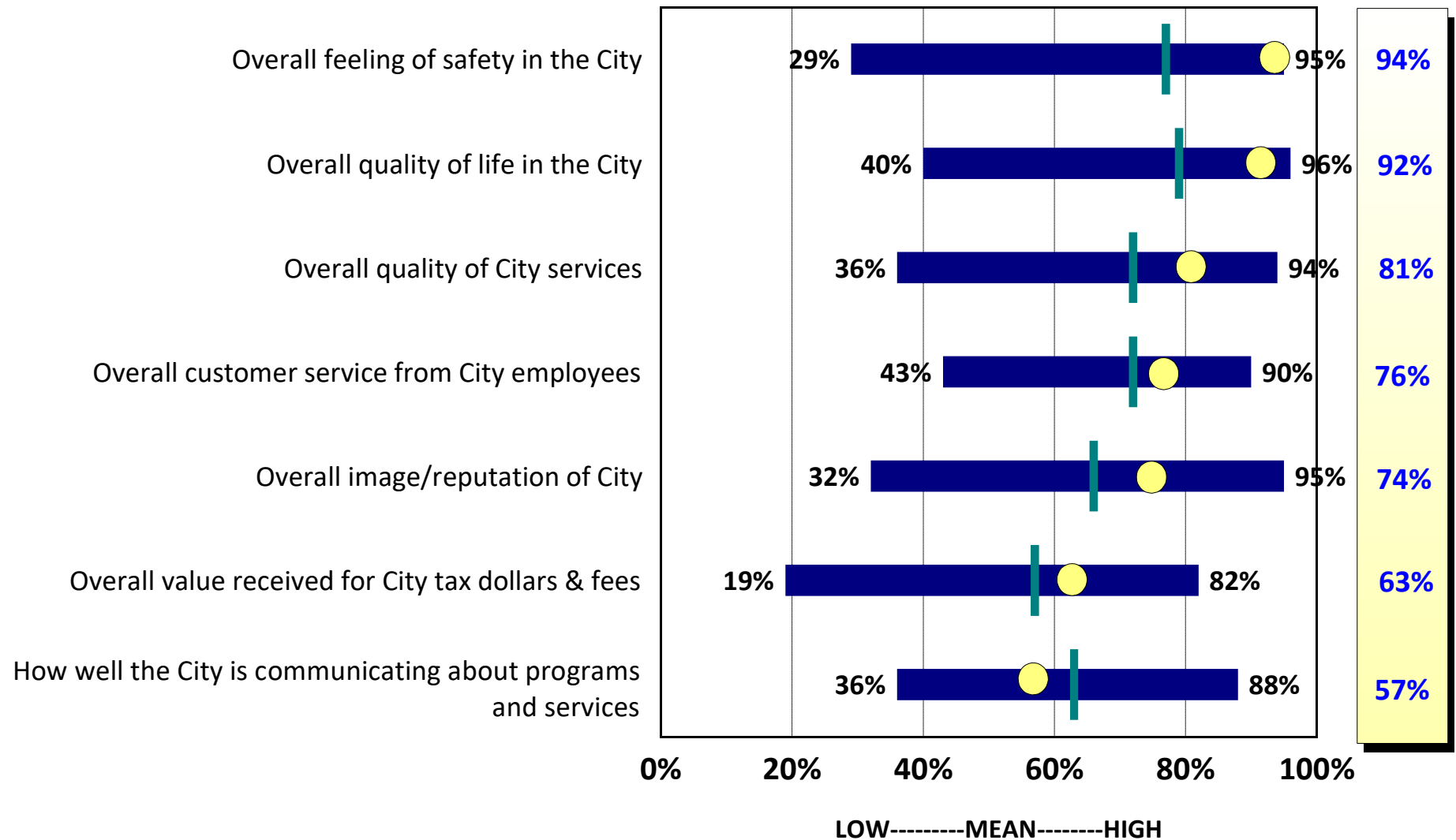
Comparisons to Communities in the Kansas City Metro Area

Overall Perception of the City

Communities in the Kansas City Metro Area

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

 **Mission, KS**

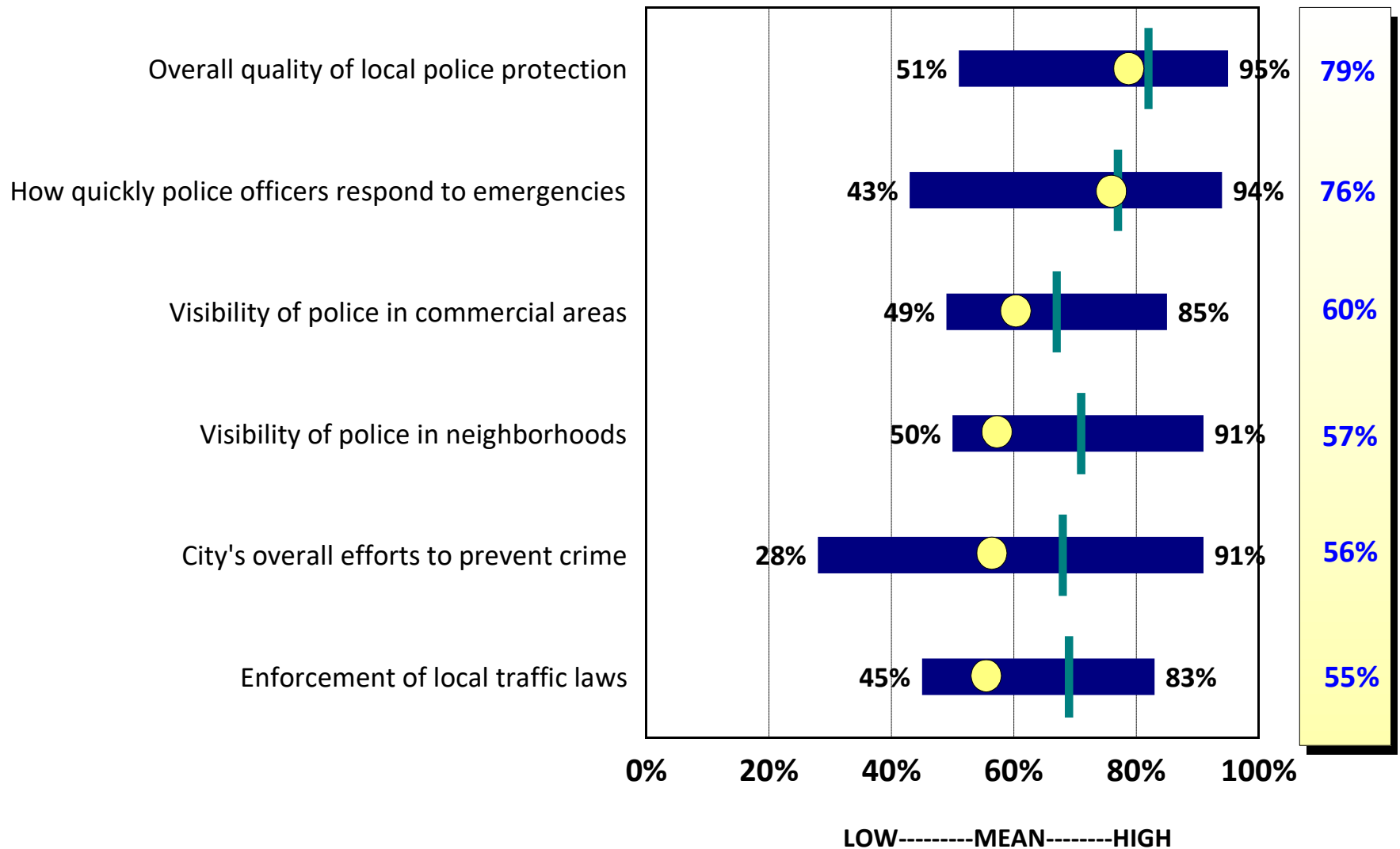


Overall Satisfaction With Public Safety

Communities in the Kansas City Metro Area

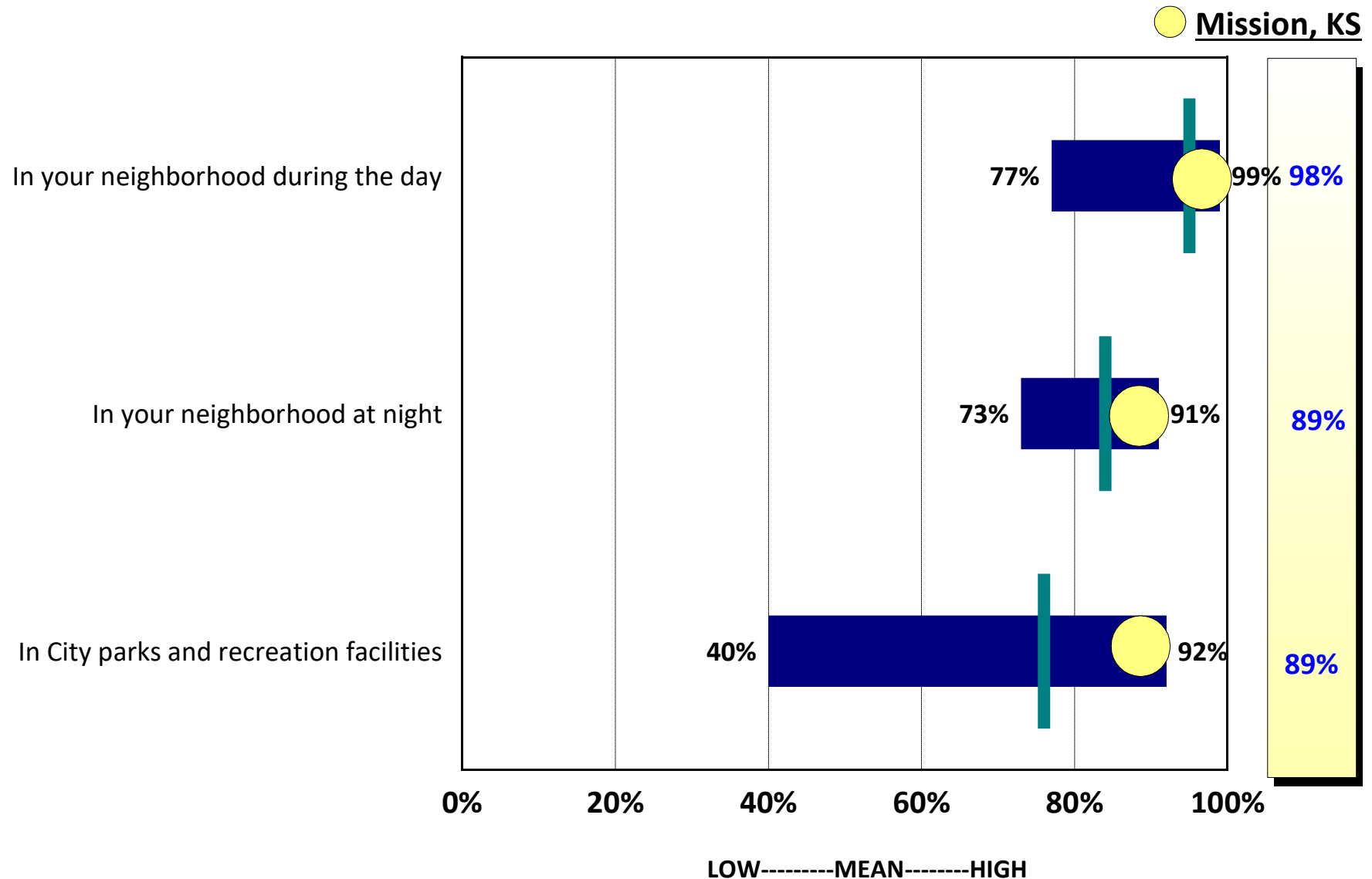
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

 **Mission, KS**



Overall Perception of Safety Communities in the Kansas City Metro Area

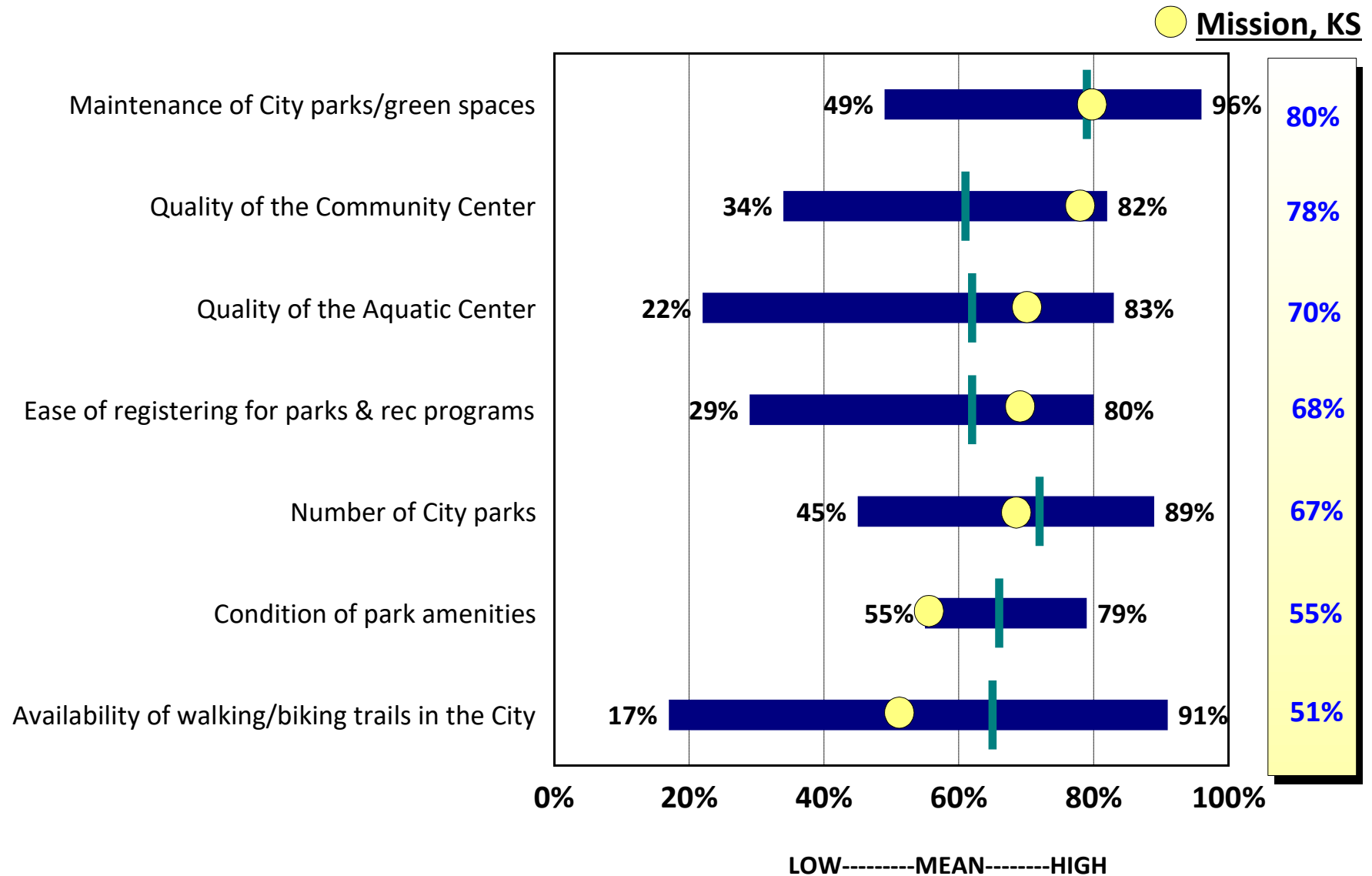
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Overall Satisfaction With Parks and Recreation

Communities in the Kansas City Metro Area

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

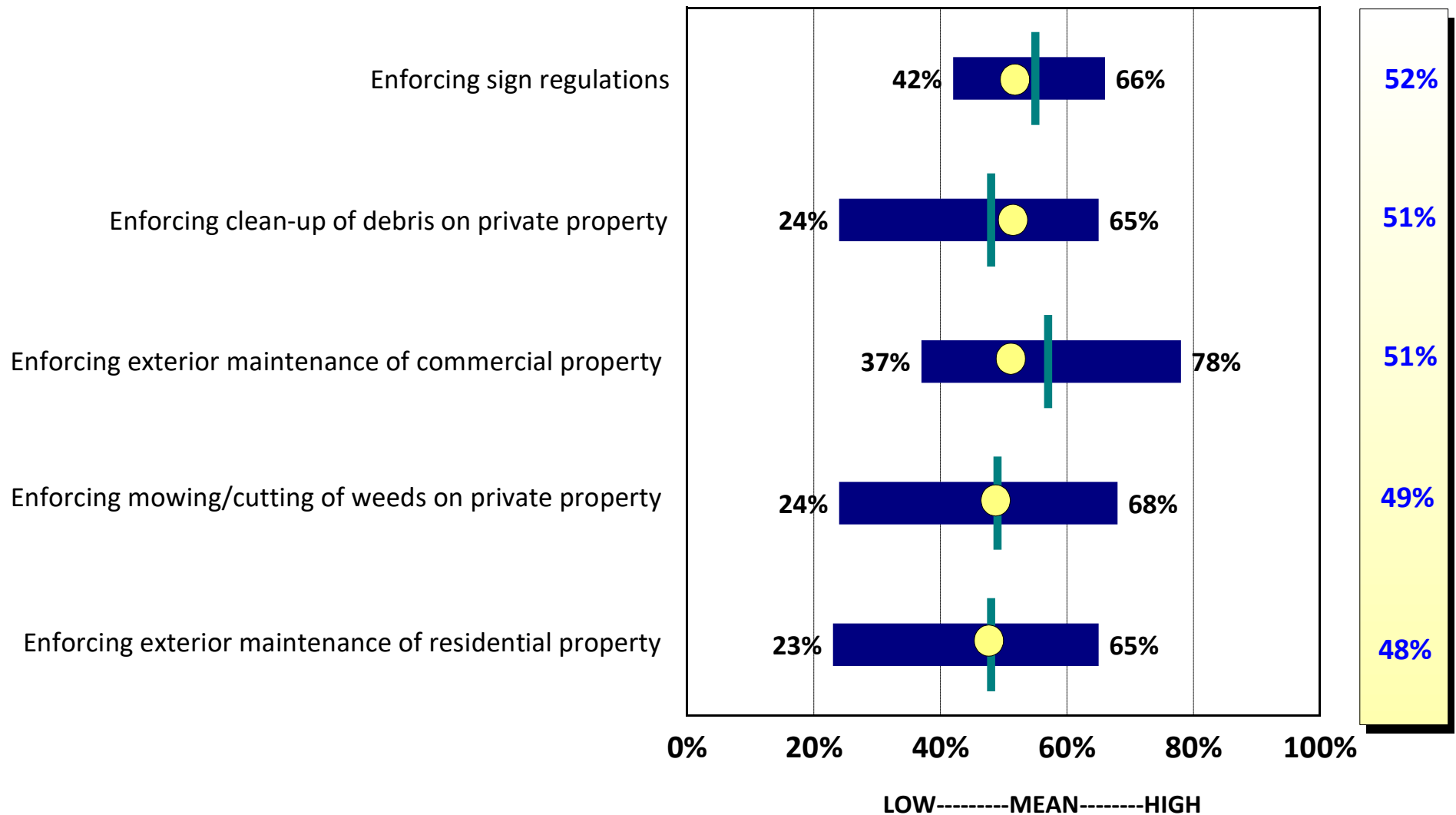


Overall Satisfaction With Codes and Ordinances

Communities in the Kansas City Metro Area

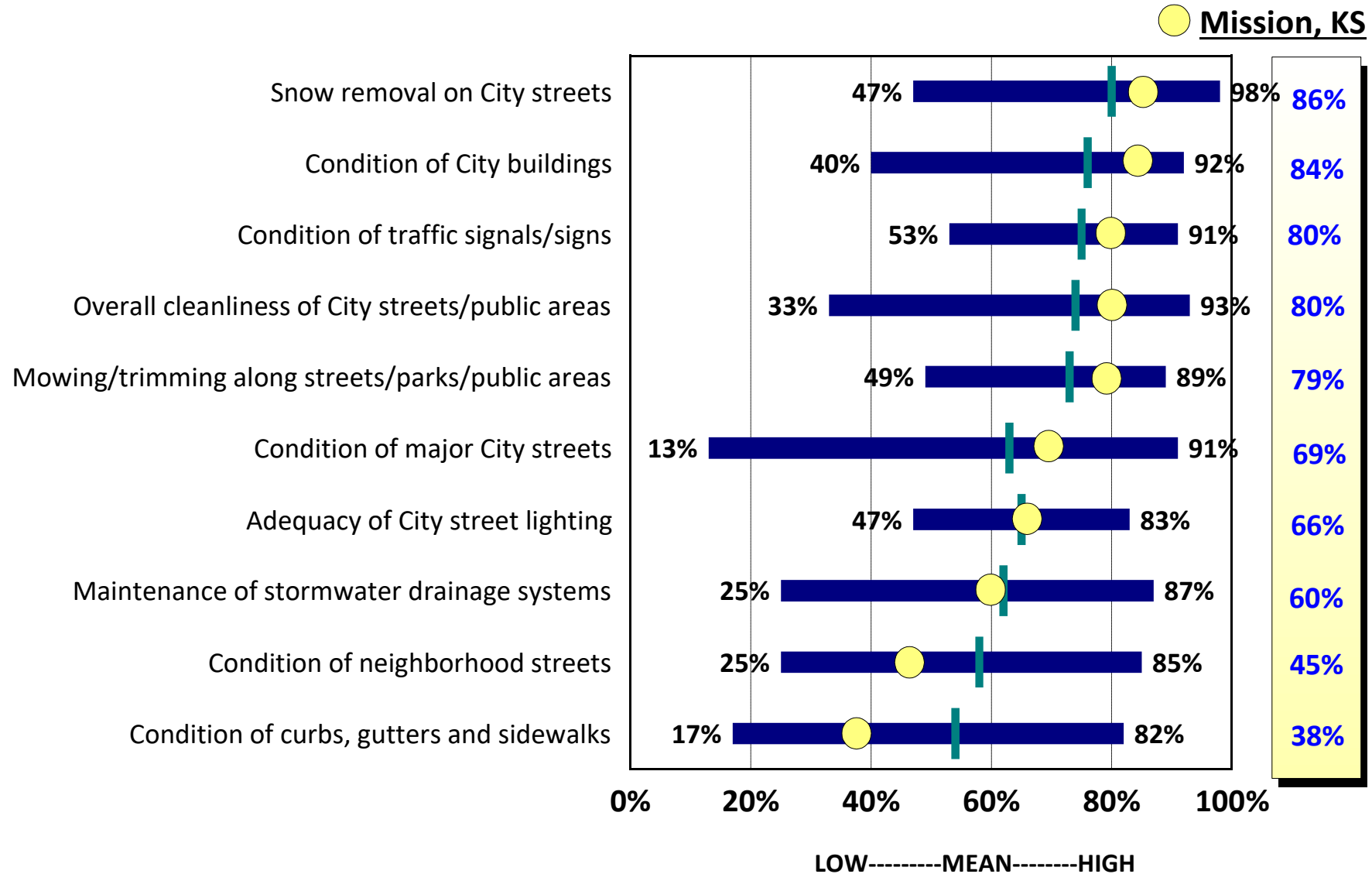
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

 **Mission, KS**



Overall Satisfaction With City Maintenance Communities in the Kansas City Metro Area

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

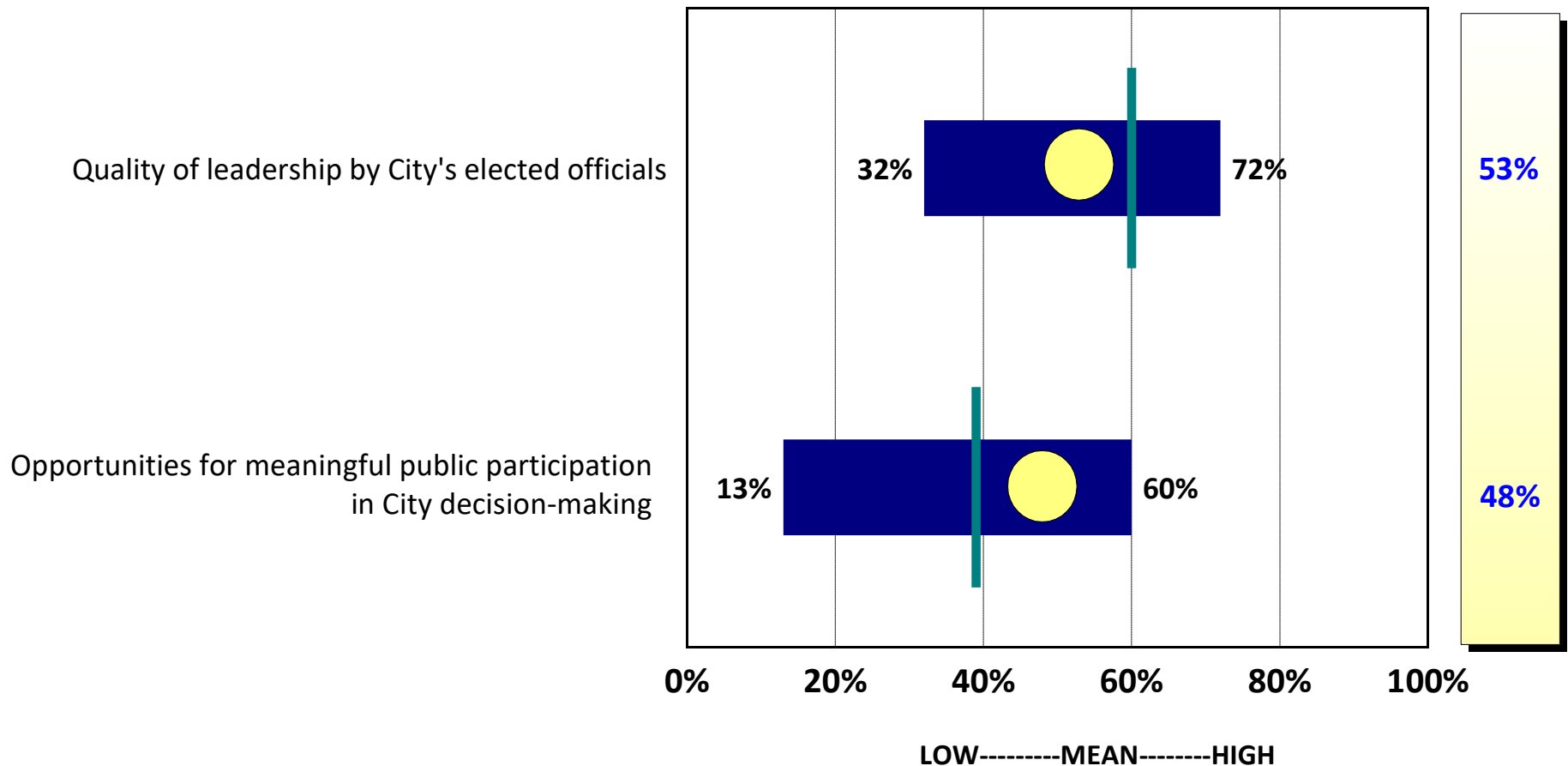


Overall Satisfaction With City Leadership

Communities in the Kansas City Metro Area

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

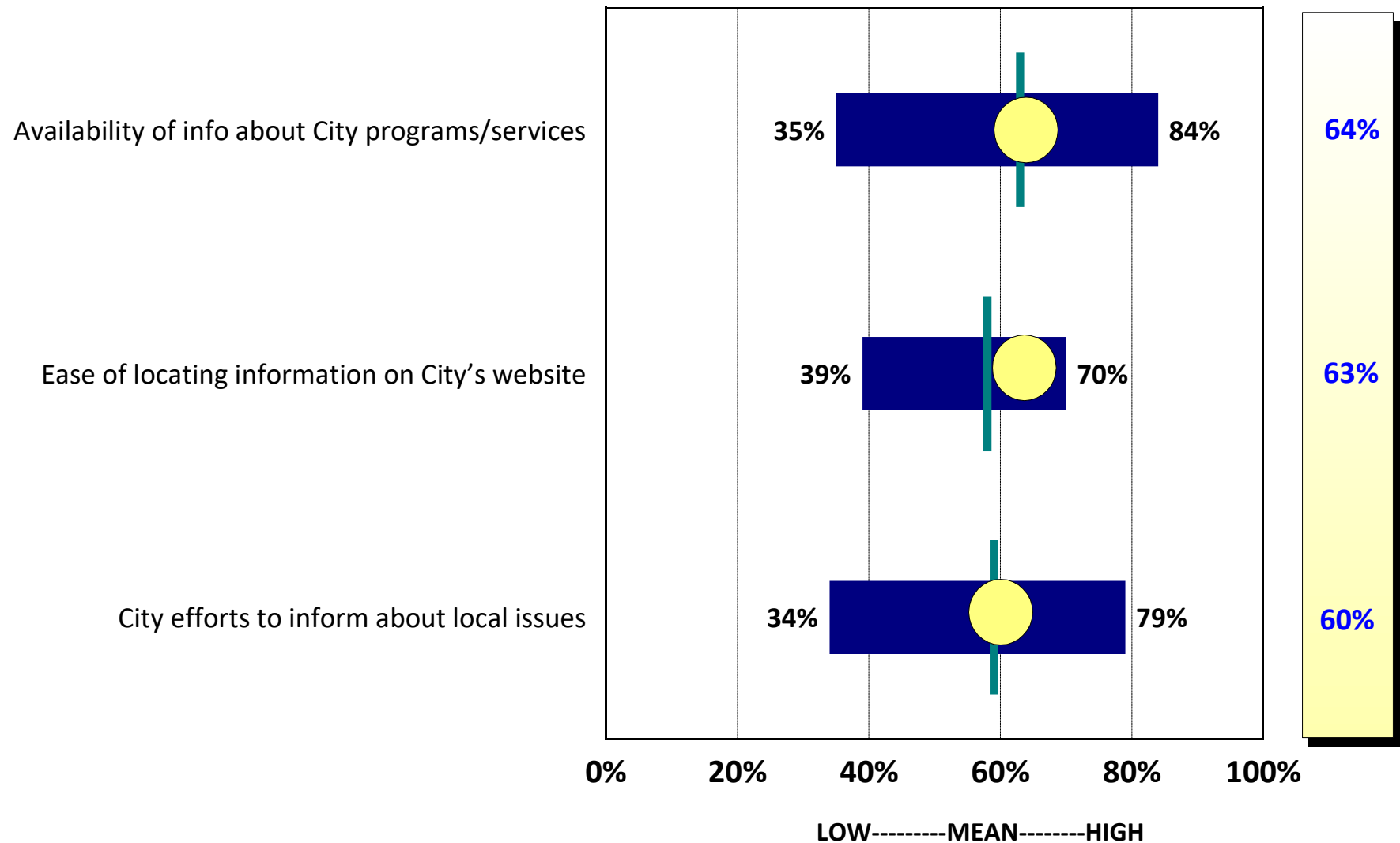
 **Mission, KS**



Overall Satisfaction With City Communication Communities in the Kansas City Metro Area

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

● **Mission, KS**



3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

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

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

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

Example of the Calculation

Respondents were asked to identify the public safety services that were most important to their household. Nearly half (45.7%) of the respondent households selected *City's overall efforts to prevent crime* as one of the most important services.

With regard to satisfaction, 76.6% of respondents surveyed rated *City's overall efforts to prevent crime* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 45.7% was multiplied by 23.4% (1-0.766). This calculation yielded an I-S rating of 0.1069, which ranked third out of nine public safety services analyzed.

Importance-Satisfaction Analysis



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

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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the two or three most important areas.

Interpreting the Ratings

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

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

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

Importance-Satisfaction Rating

2021 City of Mission Community Survey

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Fairness and impartiality of police when enforcing the law	41%	2	62%	9	0.1586	1
Police Dept.'s efforts to create cooperative relationship with the community	37%	3	69%	7	0.1152	2
City's overall efforts to prevent crime	46%	1	77%	5	0.1069	3
Medium Priority (IS <.10)						
Visibility of police in neighborhoods	34%	4	78%	4	0.0752	4
Police Dept.'s effectiveness in resolving neighborhood concerns	21%	7	68%	8	0.0665	5
Enforcement of local traffic laws	16%	8	70%	6	0.0482	6
How quickly police officers respond to emergencies	21%	6	83%	2	0.0357	7
Visibility of police in commercial areas	15%	9	78%	3	0.0327	8
Overall quality of local police protection	27%	5	89%	1	0.0293	9

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

Most Important %:

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

Satisfaction %:

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

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Importance-Satisfaction Rating

2021 City of Mission Community Survey

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Condition of park amenities	54%	1	55%	7	0.2400	1
Availability of walking/biking trails in the City	49%	3	51%	8	0.2367	2
<u>High Priority (IS .10-.20)</u>						
Maintenance of City parks/green spaces	54%	2	80%	1	0.1051	3
<u>Medium Priority (IS <.10)</u>						
Fees charged for memberships, recreation programs and facility rentals	23%	5	57%	6	0.0985	4
The number of City parks	25%	4	67%	5	0.0813	5
Quality of the Powell Community Center	22%	6	78%	2	0.0488	6
Quality of the Mission Family Aquatic Center	11%	7	70%	3	0.0337	7
Ease of registering for parks & rec programs	9%	8	68%	4	0.0278	8

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

Most Important %:

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

Satisfaction %:

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

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Importance-Satisfaction Rating

2021 City of Mission Community Survey

City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Condition of neighborhood streets	59%	1	45%	10	0.3267	1
Condition of curbs, gutters and sidewalks	49%	2	38%	11	0.3018	2
<u>High Priority (IS .10-.20)</u>						
Quality/timeliness of street maintenance/construction	27%	4	51%	9	0.1334	3
<u>Medium Priority (IS <.10)</u>						
Condition of major City streets	30%	3	69%	6	0.0915	4
Adequacy of City street lighting	21%	5	66%	7	0.0703	5
Maintenance of stormwater drainage systems	16%	7	60%	8	0.0648	6
Overall cleanliness of City streets/public areas	14%	8	80%	4	0.0286	7
Snow removal on City streets	16%	6	86%	1	0.0225	8
Mowing/trimming along streets/parks/public areas	9%	9	79%	5	0.0185	9
Condition of traffic signals/signs	7%	10	80%	3	0.0133	10
Condition of City buildings	5%	11	84%	2	0.0083	11

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

Most Important %:

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

Satisfaction %:

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

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Importance-Satisfaction Analysis



Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to its performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

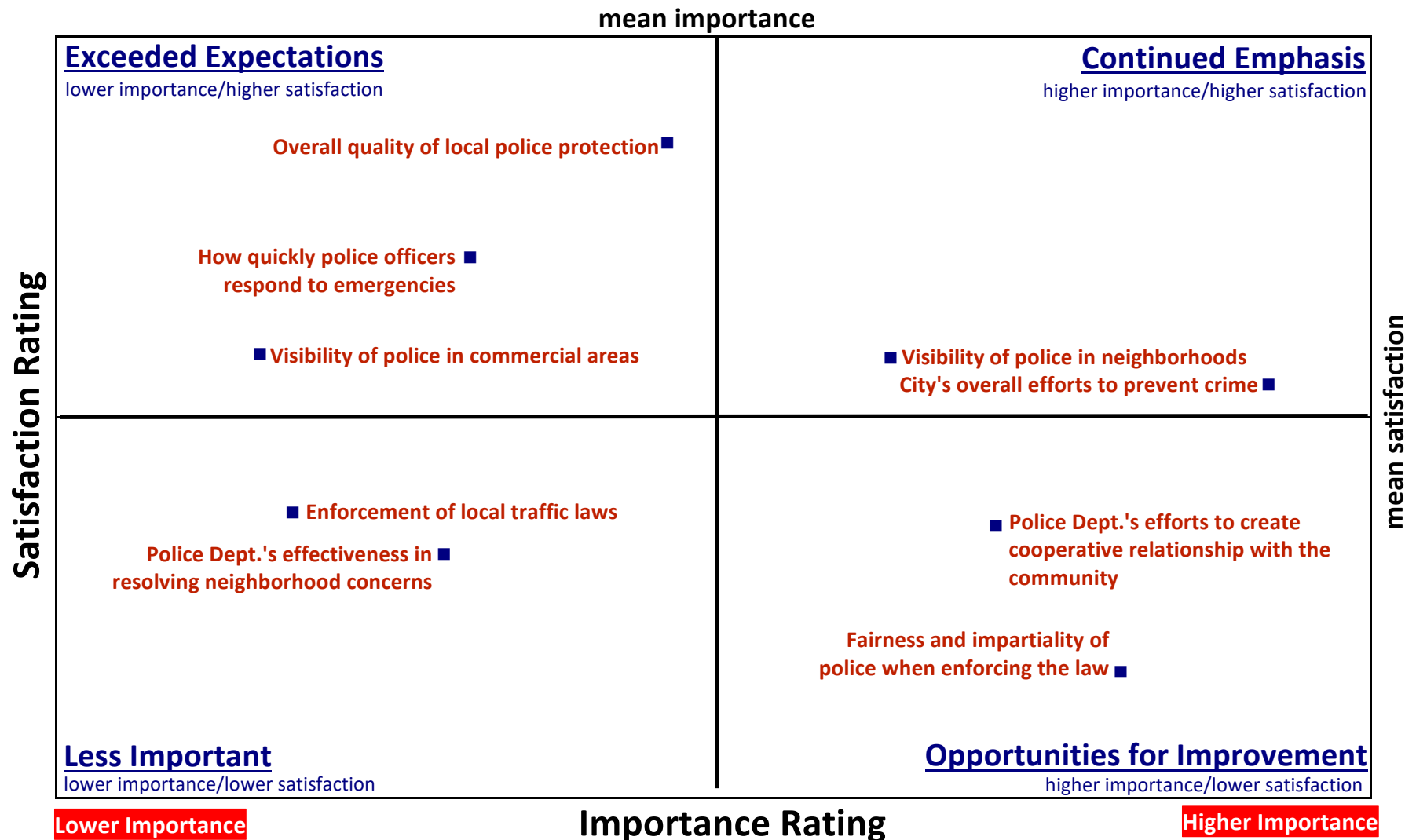
Matrices showing the results for the City of Mission are provided on the following pages.

2021 City of Mission Community Survey

Importance-Satisfaction Assessment Matrix

-Public Safety-

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

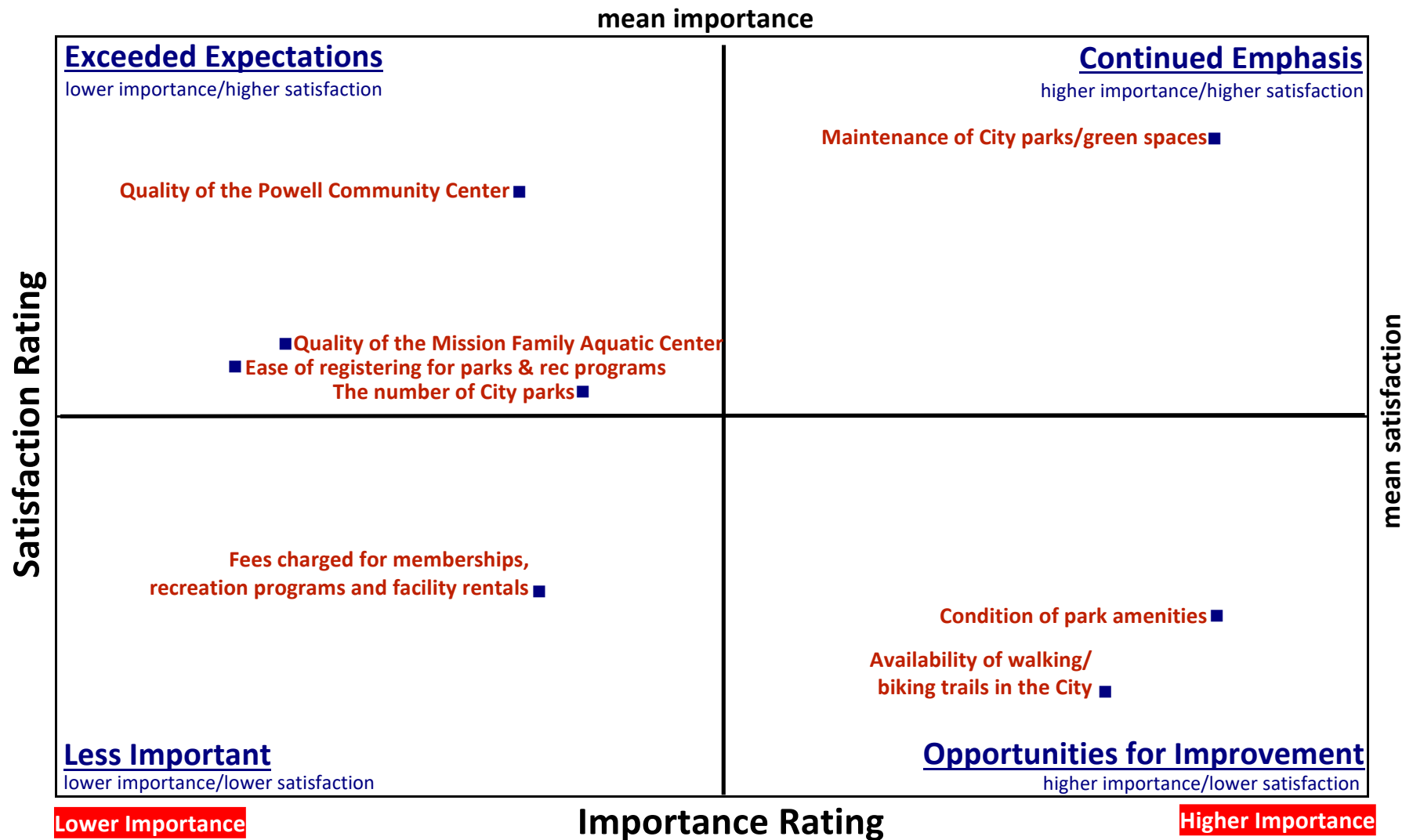


2021 City of Mission Community Survey

Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

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

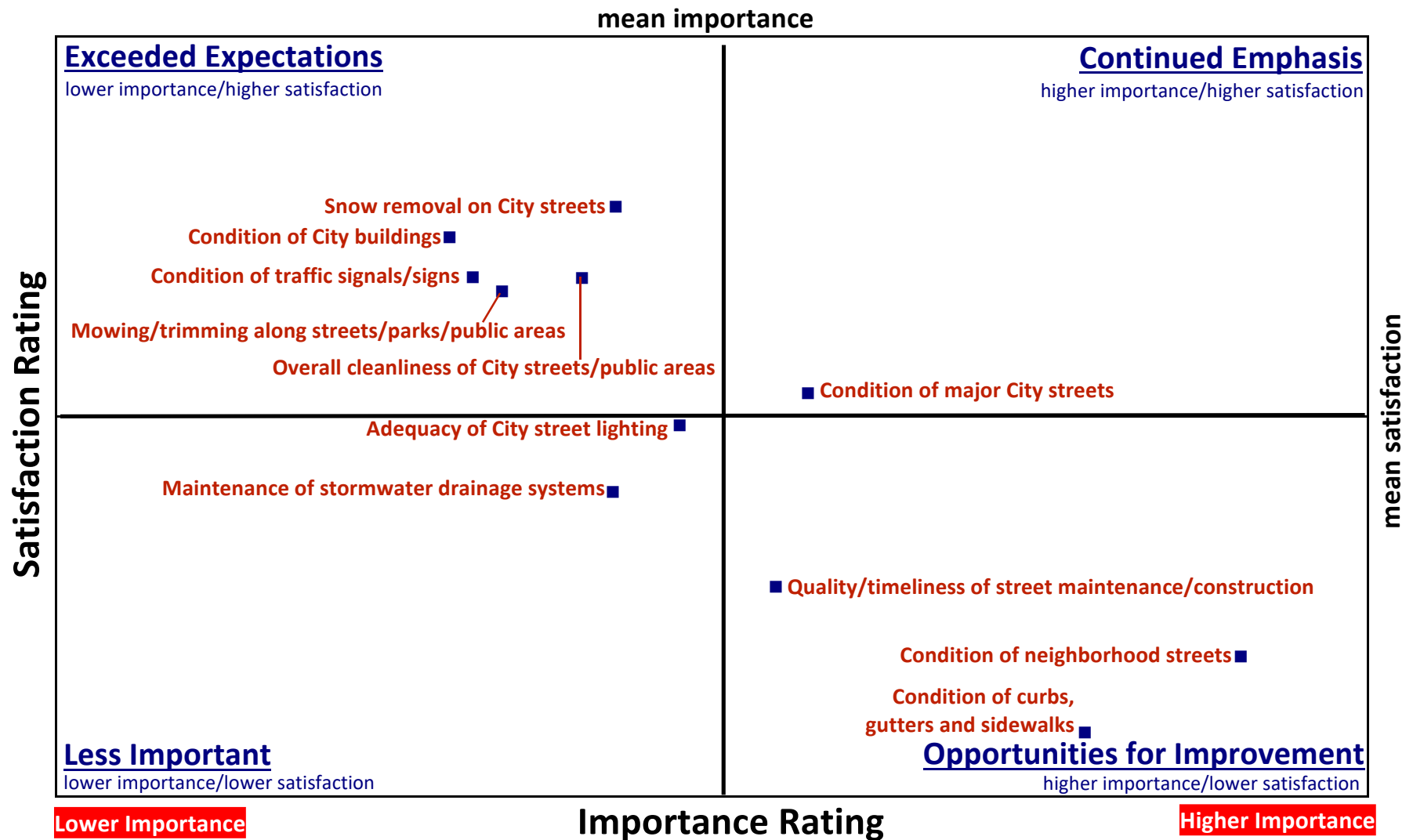


2021 City of Mission Community Survey

Importance-Satisfaction Assessment Matrix

-City Maintenance-

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



4

Tabular Data

Q1. Overall Perception. Some items that may influence your perception of the City of Mission are listed below. Please rate each item using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=560)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q1-1. Overall quality of City services	21.4%	57.3%	15.0%	2.5%	0.5%	3.2%
Q1-2. Overall value that you receive for your City tax dollars & fees	14.3%	46.1%	27.1%	6.3%	1.6%	4.6%
Q1-3. Overall image/reputation of City	24.3%	48.6%	18.4%	6.4%	0.7%	1.6%
Q1-4. How well City is managing redevelopment activity	7.1%	23.6%	27.9%	24.6%	9.8%	7.0%
Q1-5. How well City is communicating about programs & services	13.8%	41.1%	29.6%	9.6%	2.5%	3.4%
Q1-6. Overall quality of life in Mission	39.8%	51.6%	6.8%	1.1%	0.0%	0.7%
Q1-7. Overall condition of housing in your neighborhood	27.7%	51.6%	13.0%	5.4%	1.1%	1.3%
Q1-8. Overall feeling of safety in City	41.4%	50.9%	4.6%	1.4%	0.2%	1.4%
Q1-9. Overall customer service you receive from City employees	25.7%	37.9%	17.1%	3.0%	0.4%	15.9%
Q1-10. City's efforts to promote diversity & inclusion	10.9%	27.0%	31.1%	5.0%	1.3%	24.8%
Q1-11. Overall sense of community in Mission	22.9%	48.8%	22.0%	2.3%	0.4%	3.8%
Q1-12. Overall direction that City of Mission is taking	13.9%	43.0%	24.1%	7.1%	1.8%	10.0%

WITHOUT DON'T KNOW

Q1. Overall Perception. Some items that may influence your perception of the City of Mission are listed below. Please rate each item using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

(N=560)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of City services	22.1%	59.2%	15.5%	2.6%	0.6%
Q1-2. Overall value that you receive for your City tax dollars & fees	15.0%	48.3%	28.5%	6.6%	1.7%
Q1-3. Overall image/reputation of City	24.7%	49.4%	18.7%	6.5%	0.7%
Q1-4. How well City is managing redevelopment activity	7.7%	25.3%	29.9%	26.5%	10.6%
Q1-5. How well City is communicating about programs & services	14.2%	42.5%	30.7%	10.0%	2.6%
Q1-6. Overall quality of life in Mission	40.1%	52.0%	6.8%	1.1%	0.0%
Q1-7. Overall condition of housing in your neighborhood	28.0%	52.3%	13.2%	5.4%	1.1%
Q1-8. Overall feeling of safety in City	42.0%	51.6%	4.7%	1.4%	0.2%
Q1-9. Overall customer service you receive from City employees	30.6%	45.0%	20.4%	3.6%	0.4%
Q1-10. City's efforts to promote diversity & inclusion	14.5%	35.9%	41.3%	6.7%	1.7%
Q1-11. Overall sense of community in Mission	23.7%	50.6%	22.8%	2.4%	0.4%
Q1-12. Overall direction that City of Mission is taking	15.5%	47.8%	26.8%	7.9%	2.0%

Q2. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=560)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q2-1. Overall quality of local police protection	38.8%	48.0%	8.2%	2.0%	0.2%	2.9%
Q2-2. Visibility of police in neighborhoods	35.5%	41.3%	16.6%	3.9%	1.1%	1.6%
Q2-3. Visibility of police in commercial areas	33.6%	40.4%	17.0%	3.0%	0.5%	5.5%
Q2-4. City's overall efforts to prevent crime	29.5%	38.8%	18.9%	1.6%	0.4%	10.9%
Q2-5. Enforcement of local traffic laws	25.5%	39.8%	21.4%	4.6%	2.0%	6.6%
Q2-6. How quickly police officers respond to emergencies	32.7%	26.3%	10.7%	0.5%	0.5%	29.3%
Q2-7. Police Department efforts to create cooperative relationships with the community	25.0%	28.6%	19.1%	3.9%	0.9%	22.5%
Q2-8. Fairness & impartiality of the police when enforcing the law	19.3%	22.7%	21.1%	3.2%	2.0%	31.8%
Q2-9. Police Department's effectiveness in resolving neighborhood concerns	17.7%	25.7%	17.7%	2.7%	0.4%	35.9%

WITHOUT DON'T KNOW

Q2. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

(N=560)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall quality of local police protection	39.9%	49.4%	8.5%	2.0%	0.2%
Q2-2. Visibility of police in neighborhoods	36.1%	41.9%	16.9%	4.0%	1.1%
Q2-3. Visibility of police in commercial areas	35.5%	42.7%	18.0%	3.2%	0.6%
Q2-4. City's overall efforts to prevent crime	33.1%	43.5%	21.2%	1.8%	0.4%
Q2-5. Enforcement of local traffic laws	27.3%	42.6%	22.9%	5.0%	2.1%
Q2-6. How quickly police officers respond to emergencies	46.2%	37.1%	15.2%	0.8%	0.8%
Q2-7. Police Department efforts to create cooperative relationships with the community	32.3%	36.9%	24.7%	5.1%	1.2%
Q2-8. Fairness & impartiality of the police when enforcing the law	28.3%	33.2%	30.9%	4.7%	2.9%
Q2-9. Police Department's effectiveness in resolving neighborhood concerns	27.6%	40.1%	27.6%	4.2%	0.6%

Q3. Which THREE of the public safety items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q3. Top choice	Number	Percent
Overall quality of local police protection	71	12.7 %
Visibility of police in neighborhoods	71	12.7 %
Visibility of police in commercial areas	18	3.2 %
City's overall efforts to prevent crime	94	16.8 %
Enforcement of local traffic laws	32	5.7 %
How quickly police officers respond to emergencies	32	5.7 %
Police Department efforts to create cooperative relationships with the community	57	10.2 %
Fairness & impartiality of the police when enforcing the law	109	19.5 %
Police Department's effectiveness in resolving neighborhood concerns	14	2.5 %
None chosen	62	11.1 %
Total	560	100.0 %

Q3. Which THREE of the public safety items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q3. 2nd choice	Number	Percent
Overall quality of local police protection	39	7.0 %
Visibility of police in neighborhoods	72	12.9 %
Visibility of police in commercial areas	28	5.0 %
City's overall efforts to prevent crime	89	15.9 %
Enforcement of local traffic laws	27	4.8 %
How quickly police officers respond to emergencies	50	8.9 %
Police Department efforts to create cooperative relationships with the community	80	14.3 %
Fairness & impartiality of the police when enforcing the law	68	12.1 %
Police Department's effectiveness in resolving neighborhood concerns	30	5.4 %
None chosen	77	13.8 %
Total	560	100.0 %

Q3. Which THREE of the public safety items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q3. 3rd choice	Number	Percent
Overall quality of local police protection	43	7.7 %
Visibility of police in neighborhoods	48	8.6 %
Visibility of police in commercial areas	38	6.8 %
City's overall efforts to prevent crime	73	13.0 %
Enforcement of local traffic laws	31	5.5 %
How quickly police officers respond to emergencies	38	6.8 %
Police Department efforts to create cooperative relationships with the community	72	12.9 %
Fairness & impartiality of the police when enforcing the law	54	9.6 %
Police Department's effectiveness in resolving neighborhood concerns	71	12.7 %
None chosen	92	16.4 %
Total	560	100.0 %

SUM OF TOP 3 CHOICES

Q3. Which THREE of the public safety items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q3. Sum of Top 3 Choices	Number	Percent
Overall quality of local police protection	153	27.3 %
Visibility of police in neighborhoods	191	34.1 %
Visibility of police in commercial areas	84	15.0 %
City's overall efforts to prevent crime	256	45.7 %
Enforcement of local traffic laws	90	16.1 %
How quickly police officers respond to emergencies	120	21.4 %
Police Department efforts to create cooperative relationships with the community	209	37.3 %
Fairness & impartiality of the police when enforcing the law	231	41.3 %
Police Department's effectiveness in resolving neighborhood concerns	115	20.5 %
None chosen	62	11.1 %
Total	1511	

Q4. Perception of Safety. Using a scale of 1 to 5, where 5 is "Very Safe" and 1 is "Very Unsafe," please rate how safe you feel in the following situations.

(N=560)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q4-1. In your neighborhood during the day	72.9%	24.5%	2.1%	0.2%	0.0%	0.4%
Q4-2. In your neighborhood at night	39.1%	49.1%	10.4%	0.5%	0.4%	0.5%
Q4-3. In City parks & recreation facilities	36.6%	42.7%	9.1%	1.1%	0.0%	10.5%
Q4-4. In commercial & retail areas in City	44.1%	43.8%	7.9%	1.3%	0.2%	2.9%

WITHOUT DON'T KNOW

Q4. Perception of Safety. Using a scale of 1 to 5, where 5 is "Very Safe" and 1 is "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=560)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q4-1. In your neighborhood during the day	73.1%	24.6%	2.2%	0.2%	0.0%
Q4-2. In your neighborhood at night	39.3%	49.4%	10.4%	0.5%	0.4%
Q4-3. In City parks & recreation facilities	40.9%	47.7%	10.2%	1.2%	0.0%
Q4-4. In commercial & retail areas in City	45.4%	45.0%	8.1%	1.3%	0.2%

Q5. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=560)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q5-1. Maintenance of City parks/green spaces	23.2%	53.0%	11.6%	5.5%	1.4%	5.2%
Q5-2. Number of City parks	22.5%	39.8%	17.5%	11.1%	2.0%	7.1%
Q5-3. Availability of walking & biking trails in City	13.8%	33.2%	23.0%	18.9%	2.5%	8.6%
Q5-4. Condition of park amenities (picnic tables, shelters, playgrounds, sports fields/courts, etc.)	14.5%	34.6%	25.4%	11.4%	2.9%	11.3%
Q5-5. Quality of Powell Community Center	26.4%	35.2%	15.2%	2.3%	0.4%	20.5%
Q5-6. Quality of Mission Family Aquatic Center	18.2%	26.8%	15.9%	2.9%	0.9%	35.4%
Q5-7. Ease of registering for parks & recreation programs	16.4%	29.8%	16.8%	3.9%	0.7%	32.3%
Q5-8. Fees charged for memberships, recreation programs & facility rentals	12.3%	29.5%	23.9%	6.1%	2.1%	26.1%

WITHOUT DON'T KNOW

Q5. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

(N=560)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Maintenance of City parks/green spaces	24.5%	55.9%	12.2%	5.8%	1.5%
Q5-2. Number of City parks	24.2%	42.9%	18.8%	11.9%	2.1%
Q5-3. Availability of walking & biking trails in City	15.0%	36.3%	25.2%	20.7%	2.7%
Q5-4. Condition of park amenities (picnic tables, shelters, playgrounds, sports fields/courts, etc.)	16.3%	39.0%	28.6%	12.9%	3.2%
Q5-5. Quality of Powell Community Center	33.3%	44.3%	19.1%	2.9%	0.4%
Q5-6. Quality of Mission Family Aquatic Center	28.2%	41.4%	24.6%	4.4%	1.4%
Q5-7. Ease of registering for parks & recreation programs	24.3%	44.1%	24.8%	5.8%	1.1%
Q5-8. Fees charged for memberships, recreation programs & facility rentals	16.7%	39.9%	32.4%	8.2%	2.9%

Q6. Which THREE of the Parks and Recreation items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. Top choice	Number	Percent
Maintenance of City parks/green spaces	116	20.7 %
Number of City parks	35	6.3 %
Availability of walking & biking trails in City	131	23.4 %
Condition of park amenities (picnic tables, shelters, playgrounds, sports fields/courts, etc.)	94	16.8 %
Quality of Powell Community Center	42	7.5 %
Quality of Mission Family Aquatic Center	8	1.4 %
Ease of registering for parks & recreation programs	11	2.0 %
Fees charged for memberships, recreation programs & facility rentals	53	9.5 %
None chosen	70	12.5 %
Total	560	100.0 %

Q6. Which THREE of the Parks and Recreation items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 2nd choice	Number	Percent
Maintenance of City parks/green spaces	94	16.8 %
Number of City parks	57	10.2 %
Availability of walking & biking trails in City	74	13.2 %
Condition of park amenities (picnic tables, shelters, playgrounds, sports fields/courts, etc.)	124	22.1 %
Quality of Powell Community Center	36	6.4 %
Quality of Mission Family Aquatic Center	24	4.3 %
Ease of registering for parks & recreation programs	22	3.9 %
Fees charged for memberships, recreation programs & facility rentals	29	5.2 %
None chosen	100	17.9 %
Total	560	100.0 %

Q6. Which THREE of the Parks and Recreation items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 3rd choice	Number	Percent
Maintenance of City parks/green spaces	90	16.1 %
Number of City parks	46	8.2 %
Availability of walking & biking trails in City	67	12.0 %
Condition of park amenities (picnic tables, shelters, playgrounds, sports fields/courts, etc.)	83	14.8 %
Quality of Powell Community Center	44	7.9 %
Quality of Mission Family Aquatic Center	30	5.4 %
Ease of registering for parks & recreation programs	16	2.9 %
Fees charged for memberships, recreation programs & facility rentals	45	8.0 %
None chosen	139	24.8 %
Total	560	100.0 %

SUM OF TOP 3 CHOICES

Q6. Which THREE of the Parks and Recreation items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q6. Sum of Top 3 Choices	Number	Percent
Maintenance of City parks/green spaces	300	53.6 %
Number of City parks	138	24.6 %
Availability of walking & biking trails in City	272	48.6 %
Condition of park amenities (picnic tables, shelters, playgrounds, sports fields/courts, etc.)	301	53.8 %
Quality of Powell Community Center	122	21.8 %
Quality of Mission Family Aquatic Center	62	11.1 %
Ease of registering for parks & recreation programs	49	8.8 %
Fees charged for memberships, recreation programs & facility rentals	127	22.7 %
None chosen	70	12.5 %
Total	1441	

Q7. Which FIVE amenities would you most like to see included in Mission's outdoor parks?

Q7. What amenities would you most like to see
included in Mission's outdoor parks

	Number	Percent
Permanent restroom facilities	370	66.1 %
Upgraded playground equipment	185	33.0 %
Refurbished tennis courts	105	18.8 %
Dog park	247	44.1 %
Soccer fields	63	11.3 %
Baseball/softball fields	61	10.9 %
Upgraded shelter houses	246	43.9 %
Basketball courts	69	12.3 %
Splash pad/sprayground	165	29.5 %
Nature/education amenities	160	28.6 %
WiFi capabilities	116	20.7 %
Native plantings	239	42.7 %
More trees	227	40.5 %
Other	72	12.9 %
Total	2325	

Q7-14. Other

- 25 yard football fields
- Accessibility!!
- Additional trash and recycle cans.
- ADVENTURE COURSE
- All inclusive playground.
- Amenities for all ages.
- Better asphalt truck
- Bike lanes and trails
- Bike trails
- Bocce ball courts
- Clean, non rust benches
- clubhouse
- DESIGNATED OUTDOOR PICKLEBALL
- Disc golf course.
- DOG PARK
- Emergency communication system, equipment
- Frisby golf.
- GET RID OF WEEDS AND OVERGROWTH ALONG TRAILS BEHIND HYVEE
- GREEN SPACE-ARBORETUM AT ROE AND JOHNSON DR
- GRILLS/FIREPITS
- Hammock Stands.

Q7-14. Other (cont.)

- Handicapped accessible
- I would like to have a skatepark here in Mission.
- I would like to see more walking trails within the city limits. In order for me to get a decent walk in, I need to cross major streets and walk in Roeland Park and back into Mission.
- Inclusive playgrounds.
- Increase bike trails, walkability
- Interconnected trails system throughout the city
- MAKE A DECENT LAP LANE AT OUTSIDE POOL
- More benches.
- More dog friendly areas and off leash areas
- More pavilions and shelters.
- More seating.
- New benches at Waterworks
- Outdoor pickleball
- Parking
- Pick up litter!
- Pickleball at tennis courts
- Pickleball courts
- Pickleball courts
- Pickleball courts
- Pickleball courts
- Pickleball courts
- Pickleball courts
- Please repave the trails.
- Poop bag stations/can
- Public safety
- Repave the walking trail in Broadmoor Park.
- Repaved walking trails.
- Re-surfacing walking trails
- Retaining pond/park at old bowling alley
- Sand volleyball
- Sandboxes
- side walk west side of Lamar & 67th- poor
- SIDEWALKS IN NEIGHBORHOODS
- Sidewalks/removal of loose gravel
- Skate park
- tennis courts updated to enable pickleball. The tennis courts at Anderson Park are in a very sad state, they need cleaned up and restriped so people can play tennis or pickleball.
- Trails
- Trails
- Trails connected.
- TRAILS/PICKLEBALL COURTS
- Trash cans in parks, walking trails.

Q7-14. Other (cont.)

- Tree maintenance
- Trees trimmed of dead branches and nuisance growth.
- Walk/bike trails
- Walking path at Broadmoor Park is very unsafe!
- Walking paths and safe sidewalks.
- Water features, fountains and ponds
- WATER FOUNTAINS
- Water fountains, dog water fountain
- Water fountains.
- Wider paths.

Q8. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=560)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ied	Very dissatisfi- ed	Don't know
Q8-1. Enforcing clean-up of debris on private property	8.4%	35.9%	21.1%	15.9%	5.9%	12.9%
Q8-2. Enforcing mowing & cutting of weeds on private property	8.9%	33.9%	23.6%	15.5%	6.4%	11.6%
Q8-3. Enforcing exterior maintenance of residential property	8.4%	33.8%	27.1%	13.0%	5.0%	12.7%
Q8-4. Enforcing exterior maintenance of commercial property	8.4%	35.2%	29.3%	9.6%	3.8%	13.8%
Q8-5. Enforcing maintenance of multifamily & single-family rental property	9.1%	28.8%	28.6%	12.1%	4.1%	17.3%
Q8-6. Enforcing sign regulations	8.4%	32.3%	29.6%	5.0%	2.5%	22.1%

WITHOUT DON'T KNOW

Q8. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=560)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Enforcing clean-up of debris on private property	9.6%	41.2%	24.2%	18.2%	6.8%
Q8-2. Enforcing mowing & cutting of weeds on private property	10.1%	38.4%	26.7%	17.6%	7.3%
Q8-3. Enforcing exterior maintenance of residential property	9.6%	38.7%	31.1%	14.9%	5.7%
Q8-4. Enforcing exterior maintenance of commercial property	9.7%	40.8%	34.0%	11.2%	4.3%
Q8-5. Enforcing maintenance of multifamily & single-family rental property	11.0%	34.8%	34.6%	14.7%	5.0%
Q8-6. Enforcing sign regulations	10.8%	41.5%	38.1%	6.4%	3.2%

Q9. How would you describe the City's level of enforcement when it comes to codes and ordinances?

Q9. How would you describe City's level of

<u>enforcement</u>	<u>Number</u>	<u>Percent</u>
Too much	23	4.1 %
About right	246	43.9 %
Too little	116	20.7 %
Don't know	175	31.3 %
Total	560	100.0 %

WITHOUT DON'T KNOW**Q9. How would you describe the City's level of enforcement when it comes to codes and ordinances?****(without "don't know")**

Q9. How would you describe City's level of

<u>enforcement</u>	<u>Number</u>	<u>Percent</u>
Too much	23	6.0 %
About right	246	63.9 %
Too little	116	30.1 %
Total	385	100.0 %

Q10. City Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=560)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q10-1. Condition of major City streets	14.6%	52.9%	16.1%	10.5%	3.6%	2.3%
Q10-2. Condition of neighborhood streets	6.4%	37.3%	17.3%	24.1%	12.3%	2.5%
Q10-3. Condition of curbs, gutters & sidewalks	6.1%	30.9%	21.6%	24.3%	14.6%	2.5%
Q10-4. Condition of traffic signals/signs	15.9%	61.6%	16.4%	2.9%	0.4%	2.9%
Q10-5. Adequacy of City street lighting	14.1%	50.4%	19.1%	11.4%	2.3%	2.7%
Q10-6. Condition of City buildings, such as City Hall, Police Station, Community Center	22.7%	52.7%	12.9%	1.6%	0.4%	9.8%
Q10-7. Snow removal on City streets	41.4%	42.3%	9.1%	3.6%	0.5%	3.0%
Q10-8. Mowing & trimming along City streets, parks, & other public areas	23.9%	51.6%	15.0%	5.0%	0.7%	3.8%
Q10-9. Overall cleanliness of City streets & other public areas	23.6%	54.6%	14.6%	4.5%	0.7%	2.0%
Q10-10. Quality & timeliness of street maintenance & construction	10.9%	37.3%	23.8%	13.9%	8.2%	5.9%
Q10-11. Maintenance of stormwater drainage systems	11.4%	38.6%	23.2%	7.0%	3.2%	16.6%

WITHOUT DON'T KNOW

Q10. City Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

(N=560)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Condition of major City streets	15.0%	54.1%	16.5%	10.8%	3.7%
Q10-2. Condition of neighborhood streets	6.6%	38.3%	17.8%	24.7%	12.6%
Q10-3. Condition of curbs, gutters & sidewalks	6.2%	31.7%	22.2%	24.9%	15.0%
Q10-4. Condition of traffic signals/signs	16.4%	63.4%	16.9%	2.9%	0.4%
Q10-5. Adequacy of City street lighting	14.5%	51.7%	19.6%	11.7%	2.4%
Q10-6. Condition of City buildings, such as City Hall, Police Station, Community Center	25.1%	58.4%	14.3%	1.8%	0.4%
Q10-7. Snow removal on City streets	42.7%	43.6%	9.4%	3.7%	0.6%
Q10-8. Mowing & trimming along City streets, parks, & other public areas	24.9%	53.6%	15.6%	5.2%	0.7%
Q10-9. Overall cleanliness of City streets & other public areas	24.0%	55.7%	14.9%	4.6%	0.7%
Q10-10. Quality & timeliness of street maintenance & construction	11.6%	39.7%	25.2%	14.8%	8.7%
Q10-11. Maintenance of stormwater drainage systems	13.7%	46.3%	27.8%	8.4%	3.9%

Q11. Which THREE of the City maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. Top choice	Number	Percent
Condition of major City streets	79	14.1 %
Condition of neighborhood streets	172	30.7 %
Condition of curbs, gutters & sidewalks	104	18.6 %
Condition of traffic signals/signs	9	1.6 %
Adequacy of City street lighting	33	5.9 %
Condition of City buildings, such as City Hall, Police Station, Community Center	8	1.4 %
Snow removal on City streets	26	4.6 %
Mowing & trimming along City streets, parks, & other public areas	9	1.6 %
Overall cleanliness of City streets & other public areas	14	2.5 %
Quality & timeliness of street maintenance & construction	21	3.8 %
Maintenance of stormwater drainage systems	28	5.0 %
None chosen	57	10.2 %
Total	560	100.0 %

Q11. Which THREE of the City maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. 2nd choice	Number	Percent
Condition of major City streets	50	8.9 %
Condition of neighborhood streets	109	19.5 %
Condition of curbs, gutters & sidewalks	97	17.3 %
Condition of traffic signals/signs	16	2.9 %
Adequacy of City street lighting	39	7.0 %
Condition of City buildings, such as City Hall, Police Station, Community Center	7	1.3 %
Snow removal on City streets	34	6.1 %
Mowing & trimming along City streets, parks, & other public areas	11	2.0 %
Overall cleanliness of City streets & other public areas	27	4.8 %
Quality & timeliness of street maintenance & construction	52	9.3 %
Maintenance of stormwater drainage systems	27	4.8 %
None chosen	91	16.3 %
Total	560	100.0 %

Q11. Which THREE of the City maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. 3rd choice	Number	Percent
Condition of major City streets	37	6.6 %
Condition of neighborhood streets	51	9.1 %
Condition of curbs, gutters & sidewalks	71	12.7 %
Condition of traffic signals/signs	12	2.1 %
Adequacy of City street lighting	44	7.9 %
Condition of City buildings, such as City Hall, Police Station, Community Center	13	2.3 %
Snow removal on City streets	32	5.7 %
Mowing & trimming along City streets, parks, & other public areas	28	5.0 %
Overall cleanliness of City streets & other public areas	38	6.8 %
Quality & timeliness of street maintenance & construction	80	14.3 %
Maintenance of stormwater drainage systems	36	6.4 %
None chosen	118	21.1 %
Total	560	100.0 %

SUM OF TOP 3 CHOICES

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

Q11. Sum of Top 3 Choices	Number	Percent
Condition of major City streets	166	29.6 %
Condition of neighborhood streets	332	59.3 %
Condition of curbs, gutters & sidewalks	272	48.6 %
Condition of traffic signals/signs	37	6.6 %
Adequacy of City street lighting	116	20.7 %
Condition of City buildings, such as City Hall, Police Station, Community Center	28	5.0 %
Snow removal on City streets	92	16.4 %
Mowing & trimming along City streets, parks, & other public areas	48	8.6 %
Overall cleanliness of City streets & other public areas	79	14.1 %
Quality & timeliness of street maintenance & construction	153	27.3 %
Maintenance of stormwater drainage systems	91	16.3 %
None chosen	57	10.2 %
Total	1471	

Q12. Leadership. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=560)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q12-1. Ease of determining who your ward councilmember is	18.4%	30.0%	23.9%	4.8%	2.0%	20.9%
Q12-2. Overall quality of leadership provided by City's elected officials	11.3%	30.2%	28.6%	5.7%	2.3%	22.0%
Q12-3. Overall effectiveness of City Administrator & appointed staff	12.1%	29.3%	27.0%	4.5%	1.8%	25.4%
Q12-4. Overall accessibility of City Council & staff	13.4%	27.0%	25.5%	3.4%	1.6%	29.1%
Q12-5. Overall responsiveness of City Council & staff	11.1%	22.9%	28.9%	3.6%	2.1%	31.4%
Q12-6. Opportunities for meaningful public participation in City decision-making	11.3%	26.1%	30.0%	7.3%	2.7%	22.7%

WITHOUT DON'T KNOW

Q12. Leadership. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

(N=560)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Ease of determining who your ward councilmember is	23.3%	37.9%	30.2%	6.1%	2.5%
Q12-2. Overall quality of leadership provided by City's elected officials	14.4%	38.7%	36.6%	7.3%	3.0%
Q12-3. Overall effectiveness of City Administrator & appointed staff	16.3%	39.2%	36.1%	6.0%	2.4%
Q12-4. Overall accessibility of City Council & staff	18.9%	38.0%	36.0%	4.8%	2.3%
Q12-5. Overall responsiveness of City Council & staff	16.1%	33.3%	42.2%	5.2%	3.1%
Q12-6. Opportunities for meaningful public participation in City decision-making	14.5%	33.7%	38.8%	9.5%	3.5%

Q13. Communication. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=560)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q13-1. Availability of information about City programs & services	16.1%	43.4%	22.1%	8.9%	1.8%	7.7%
Q13-2. City efforts to keep you informed about local issues	15.7%	40.4%	22.1%	12.5%	2.1%	7.1%
Q13-3. Ease of locating information on City's website (www.missionks.org)	15.0%	40.0%	25.5%	5.2%	1.1%	13.2%

WITHOUT DON'T KNOW

Q13. Communication. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

(N=560)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Availability of information about City programs & services	17.4%	47.0%	24.0%	9.7%	1.9%
Q13-2. City efforts to keep you informed about local issues	16.9%	43.5%	23.8%	13.5%	2.3%
Q13-3. Ease of locating information on City's website (www.missionks.org)	17.3%	46.1%	29.4%	6.0%	1.2%

Q14. Which of the following are your primary sources of information about City issues, services, and events?

Q14. Which following are your primary sources of information about City issues, services, & events

	Number	Percent
The Mission Magazine/Newsletter	463	82.7 %
City website (missionks.org)	295	52.7 %
Email updates from City	126	22.5 %
Facebook	114	20.4 %
Twitter	21	3.8 %
Instagram	13	2.3 %
Nextdoor	191	34.1 %
Television news	145	25.9 %
Newspaper and/or other print media	91	16.3 %
SM Post	115	20.5 %
Councilmember/ward meeting	42	7.5 %
Other	21	3.8 %
None of the above	7	1.3 %
Total	1644	

WITHOUT NONE OF THE ABOVE**Q14. Which of the following are your primary sources of information about City issues, services, and events? (without "none of the above")**

Q14. Which following are your primary sources of information about City issues, services, & events

	Number	Percent
The Mission Magazine/Newsletter	463	83.7 %
City website (missionks.org)	295	53.3 %
Email updates from City	126	22.8 %
Facebook	114	20.6 %
Twitter	21	3.8 %
Instagram	13	2.4 %
Nextdoor	191	34.5 %
Television news	145	26.2 %
Newspaper and/or other print media	91	16.5 %
SM Post	115	20.8 %
Councilmember/ward meeting	42	7.6 %
Other	21	3.8 %
Total	1637	

Q14-12. Other

<u>Q14-12. Other</u>	<u>Number</u>	<u>Percent</u>
BUSINESS OWNERS	1	4.8 %
Be great if activity guide was mailed out to every residence	1	4.8 %
Calling City Hall	1	4.8 %
GOOGLE	1	4.8 %
HOA Leadership	1	4.8 %
KCUR-FM	1	4.8 %
Monthly meeting notes and agendas	1	4.8 %
My HOA emails	1	4.8 %
My computer mostly	1	4.8 %
My neighbors	2	9.5 %
Neighbors who attend city meetings	1	4.8 %
Nextdoor	1	4.8 %
SJPC CENTER	1	4.8 %
SM Post	1	4.8 %
Store owners	1	4.8 %
Talking with my neighbors	1	4.8 %
Volunteering/word of mouth	1	4.8 %
<u>Word of mouth</u>	<u>3</u>	<u>14.3 %</u>
Total	21	100.0 %

Q15. The City is interested in promoting sustainability options for residents. Please select any program that you have used in the past or would like to use in the future.

Q15. What programs you have used in the past or would like to use in the future	Number	Percent
Curbside Glass Recycling	338	60.4 %
Water Quality Education	76	13.6 %
Recycling Bins in City Facilities & Parks	297	53.0 %
Curbside Food Waste Composting	158	28.2 %
Renewable energy efforts including solar panels & wind turbines	244	43.6 %
Stormwater mitigation including rain barrels, rain garden, etc.	214	38.2 %
Alternative fuel vehicles (electric, natural gas, etc.)	154	27.5 %
Grant program to promote residential energy efficiency programs	229	40.9 %
Other	19	3.4 %
Total	1729	

Q15-9. Other

Q15-9. Other	Number	Percent
A tree replacement program	1	5.3 %
Alternative fuel vehicles-electric only	1	5.3 %
BURN LEAVES IN CONTAINED CONTAINER	1	5.3 %
Bike share amenities	1	5.3 %
COMMUNITY LEAF PICKUP IN FALL	1	5.3 %
CURBSIDE LEAF REMOVAL	1	5.3 %
Community garden	1	5.3 %
Curbside leaf trucks like Roeland Park	1	5.3 %
Curbside recycling and trash containers	1	5.3 %
Document shredding	1	5.3 %
Grant to residents to use native/water-wise plants & chemical-free gardens	1	5.3 %
I use Ripple at Hyvee	1	5.3 %
More community gardens	1	5.3 %
More paper recycling facilities along with plastic	1	5.3 %
Native plantings	1	5.3 %
Program selling native plants/trees	1	5.3 %
REDUCE FAST FOOD OPTIONS	1	5.3 %
Radon education. Renewable lawn maintenance	1	5.3 %
YARD WASTE CONTAINERS FOR RESIDENTS	1	5.3 %
Total	19	100.0 %

Q16. Using a scale of 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons factored into your decision to live in Mission.

(N=560)

	Extreme- ly important	Very important	Important	Less important	Not important	Don't know
Q16-1. Small town feel	30.0%	28.2%	24.3%	9.6%	5.4%	2.5%
Q16-2. Quality of public schools	43.0%	23.8%	15.5%	4.6%	6.3%	6.8%
Q16-3. Attractive & well maintained community	42.9%	39.5%	13.4%	1.4%	0.4%	2.5%
Q16-4. Variety of housing types	19.3%	29.1%	28.2%	14.1%	4.8%	4.5%
Q16-5. Affordability of housing	30.0%	30.7%	26.1%	8.2%	1.4%	3.6%
Q16-6. Quality of cultural & recreational programs	16.6%	29.6%	30.5%	12.1%	5.0%	6.1%
Q16-7. Walkability & accessibility of community	37.3%	34.8%	19.8%	3.9%	1.1%	3.0%
Q16-8. Great place to raise a family	42.5%	28.8%	14.3%	3.6%	5.5%	5.4%
Q16-9. Safety & security	65.0%	24.1%	8.2%	0.7%	0.0%	2.0%
Q16-10. Availability of public transportation options	12.3%	18.8%	28.9%	17.7%	15.5%	6.8%
Q16-11. Economic growth & vitality of the area	28.8%	40.5%	21.3%	3.4%	1.4%	4.6%
Q16-12. Access to restaurants & entertainment	35.0%	35.9%	20.0%	5.9%	0.5%	2.7%
Q16-13. Environmentally conscious & sustainable community	28.8%	25.5%	28.6%	8.9%	3.8%	4.5%
Q16-14. Availability of retail shopping choices	26.1%	31.8%	27.5%	9.3%	2.3%	3.0%
Q16-15. Ability to age in place	36.1%	31.1%	16.4%	7.9%	4.5%	4.1%
Q16-16. Location within the metro area	45.9%	31.8%	15.2%	3.6%	0.2%	3.4%
Q16-17. Open & accepting community that welcomes all	42.9%	26.6%	18.6%	3.9%	3.8%	4.3%
Q16-18. City that promotes diversity in businesses & land uses	35.0%	25.0%	21.8%	6.6%	5.0%	6.6%

WITHOUT DON'T KNOW

Q16. Using a scale of 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons factored into your decision to live in Mission. (without "don't know")

(N=560)

	Extremely important	Very important	Important	Less important	Not important
Q16-1. Small town feel	30.8%	28.9%	24.9%	9.9%	5.5%
Q16-2. Quality of public schools	46.2%	25.5%	16.7%	5.0%	6.7%
Q16-3. Attractive & well maintained community	44.0%	40.5%	13.7%	1.5%	0.4%
Q16-4. Variety of housing types	20.2%	30.5%	29.5%	14.8%	5.0%
Q16-5. Affordability of housing	31.1%	31.9%	27.0%	8.5%	1.5%
Q16-6. Quality of cultural & recreational programs	17.7%	31.6%	32.5%	12.9%	5.3%
Q16-7. Walkability & accessibility of community	38.5%	35.9%	20.4%	4.1%	1.1%
Q16-8. Great place to raise a family	44.9%	30.4%	15.1%	3.8%	5.8%
Q16-9. Safety & security	66.3%	24.6%	8.4%	0.7%	0.0%
Q16-10. Availability of public transportation options	13.2%	20.1%	31.0%	19.0%	16.7%
Q16-11. Economic growth & vitality of the area	30.1%	42.5%	22.3%	3.6%	1.5%
Q16-12. Access to restaurants & entertainment	36.0%	36.9%	20.6%	6.1%	0.6%
Q16-13. Environmentally conscious & sustainable community	30.1%	26.7%	29.9%	9.3%	3.9%
Q16-14. Availability of retail shopping choices	26.9%	32.8%	28.4%	9.6%	2.4%
Q16-15. Ability to age in place	37.6%	32.4%	17.1%	8.2%	4.7%
Q16-16. Location within the metro area	47.5%	32.9%	15.7%	3.7%	0.2%
Q16-17. Open & accepting community that welcomes all	44.8%	27.8%	19.4%	4.1%	3.9%
Q16-18. City that promotes diversity in businesses & land uses	37.5%	26.8%	23.3%	7.1%	5.4%

Q17. Which THREE of the items listed above in Question 16 will have the MOST IMPACT on your decision to stay in the City of Mission for the next 10 years?

Q17. Top choice	Number	Percent
Small town feel	57	10.2 %
Quality of public schools	37	6.6 %
Attractive & well maintained community	41	7.3 %
Variety of housing types	7	1.3 %
Affordability of housing	66	11.8 %
Walkability & accessibility of community	30	5.4 %
Great place to raise a family	21	3.8 %
Safety & security	83	14.8 %
Availability of public transportation options	1	0.2 %
Economic growth & vitality of the area	15	2.7 %
Access to restaurants & entertainment	9	1.6 %
Environmentally conscious & sustainable community	8	1.4 %
Availability of retail shopping choices	1	0.2 %
Ability to age in place	69	12.3 %
Location within the metro area	22	3.9 %
Open & accepting community that welcomes all	23	4.1 %
City that promotes diversity in businesses & land uses	5	0.9 %
None chosen	65	11.6 %
Total	560	100.0 %

Q17. Which THREE of the items listed above in Question 16 will have the MOST IMPACT on your decision to stay in the City of Mission for the next 10 years?

Q17. 2nd choice	Number	Percent
Small town feel	21	3.8 %
Quality of public schools	27	4.8 %
Attractive & well maintained community	53	9.5 %
Variety of housing types	4	0.7 %
Affordability of housing	36	6.4 %
Quality of cultural & recreational programs	4	0.7 %
Walkability & accessibility of community	46	8.2 %
Great place to raise a family	37	6.6 %
Safety & security	92	16.4 %
Availability of public transportation options	6	1.1 %
Economic growth & vitality of the area	19	3.4 %
Access to restaurants & entertainment	30	5.4 %
Environmentally conscious & sustainable community	16	2.9 %
Availability of retail shopping choices	14	2.5 %
Ability to age in place	37	6.6 %
Location within the metro area	22	3.9 %
Open & accepting community that welcomes all	16	2.9 %
City that promotes diversity in businesses & land uses	9	1.6 %
None chosen	71	12.7 %
Total	560	100.0 %

Q17. Which THREE of the items listed above in Question 16 will have the MOST IMPACT on your decision to stay in the City of Mission for the next 10 years?

Q17. 3rd choice	Number	Percent
Small town feel	26	4.6 %
Quality of public schools	20	3.6 %
Attractive & well maintained community	39	7.0 %
Variety of housing types	5	0.9 %
Affordability of housing	33	5.9 %
Quality of cultural & recreational programs	8	1.4 %
Walkability & accessibility of community	32	5.7 %
Great place to raise a family	22	3.9 %
Safety & security	63	11.3 %
Availability of public transportation options	8	1.4 %
Economic growth & vitality of the area	36	6.4 %
Access to restaurants & entertainment	28	5.0 %
Environmentally conscious & sustainable community	16	2.9 %
Availability of retail shopping choices	17	3.0 %
Ability to age in place	46	8.2 %
Location within the metro area	32	5.7 %
Open & accepting community that welcomes all	36	6.4 %
City that promotes diversity in businesses & land uses	11	2.0 %
None chosen	82	14.6 %
Total	560	100.0 %

SUM OF TOP 3 CHOICES

Q17. Which THREE of the items listed above in Question 16 will have the MOST IMPACT on your decision to stay in the City of Mission for the next 10 years? (top 3)

Q17. Sum of Top 3 Choices	Number	Percent
Small town feel	104	18.6 %
Quality of public schools	84	15.0 %
Attractive & well maintained community	133	23.8 %
Variety of housing types	16	2.9 %
Affordability of housing	135	24.1 %
Quality of cultural & recreational programs	12	2.1 %
Walkability & accessibility of community	108	19.3 %
Great place to raise a family	80	14.3 %
Safety & security	238	42.5 %
Availability of public transportation options	15	2.7 %
Economic growth & vitality of the area	70	12.5 %
Access to restaurants & entertainment	67	12.0 %
Environmentally conscious & sustainable community	40	7.1 %
Availability of retail shopping choices	32	5.7 %
Ability to age in place	152	27.1 %
Location within the metro area	76	13.6 %
Open & accepting community that welcomes all	75	13.4 %
City that promotes diversity in businesses & land uses	25	4.5 %
None chosen	65	11.6 %
Total	1527	

Q18. What are the THREE most significant issues you think Mission will face over the next five years?

Q18. What are the most significant issues you think Mission will face over next five years	Number	Percent
Affordable housing	283	50.5 %
Public safety/crime	219	39.1 %
Maintenance of streets	267	47.7 %
Maintenance of parks	52	9.3 %
Sustainability/protecting environment	118	21.1 %
Value of City services for fees/taxes paid	260	46.4 %
Social justice/equity/inclusion	110	19.6 %
Maintenance of City buildings	27	4.8 %
Maintenance of tax base/changing retail environment	219	39.1 %
Other	45	8.0 %
Total	1600	

Q18-10. Other

- Ability to densify in the face of uninformed skeptical public
- Affordable retirement housing
- Ageism- as in catering more to young people
- All of the above.
- Celebrate Christmas with street lights, bigger tree, business lights. Look at Merriam and Shawnee.
- City Hall is an ADA violation. Need a new one.
- Close to the city.
- Code enforcement Gateway project.
- Completing the gateway project
- Dense, sustainable development + facilities and amenities to support such (walkability, cyclability, upzoning, traffic calming, car trip reduction)
- Determining a future for the Mission Gateway project.
- Development of East Gate
- Disaster at the old Mission Mall.
- East Gate Debacle!!
- EAST SIDE DEVELOPMENT PROJECT
- Economic growth and vitality of the area
- Finish the gateway project.
- FINISHING GATEWAY
- GATEWAY PROJECT
- GETTING GATEWAY COMPLETED
- Getting the area along the east end completed where the mall was.
- Having effective city government. No movement on Gateway private business.
- I am planning to leave Mission, there is no dog court here.
- Keeping neighborhoods and housing desirable
- Keeping property taxes affordable.
- Mission Gateway
- MISSION GATEWAY PROJECT STILL
- MISSION GATEWAY SITE-TOTAL EYESORE AND WASTE OF SPACE THAT COULD BE PUT TO GOOD USE

Q18-10. Other (cont.)

- Mission Gateway.
- Mission Mall Development
- Mission Mall Gateway Project
- MISSION MARKET NEEDS A PERMANENT PAVILLION
- Missouri Mall
- Not having a dog park.
- Paper and plastic recycling facility.
- Quality of schools
- REDEVELOPING MISSION MALL
- Residential property upkeep to enhance property values, not drive them down.
- Restore great waste of space at Roe and Johnson Dr to bring more money into the city.
- Retail space rent
- School with good rating.
- Sidewalk maintenance.
- Something must be done on East Gateway.
- Stormwater infrastructure
- Sustainable business.

Q19. Please indicate your level of agreement with the following statements with respect to your support for increased City investment in current and future unmet needs related to the following.

(N=560)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q19-1. Maintenance of neighborhood streets	46.3%	39.8%	8.0%	2.0%	0.5%	3.4%
Q19-2. Maintenance of major thoroughfares	30.0%	45.0%	17.5%	2.1%	0.5%	4.8%
Q19-3. Stormwater improvements	21.1%	38.4%	28.2%	2.1%	0.4%	9.8%
Q19-4. Maintenance & improvement of City buildings	8.0%	30.9%	43.4%	6.8%	2.0%	8.9%
Q19-5. Maintenance & improvement of City parks	22.3%	48.0%	21.1%	2.3%	0.4%	5.9%
Q19-6. Expansion of parks & recreation programs	20.2%	27.9%	36.6%	6.4%	1.8%	7.1%
Q19-7. Public safety (police) services	30.5%	37.0%	20.0%	4.3%	2.7%	5.5%
Q19-8. More trails within City	24.3%	29.3%	28.8%	8.9%	2.7%	6.1%
Q19-9. Redevelopment of commercial areas	29.5%	35.2%	22.5%	4.5%	1.8%	6.6%
Q19-10. Community grant/assistance programs	13.6%	29.8%	36.1%	6.6%	2.5%	11.4%
Q19-11. Community events	16.1%	37.9%	32.1%	5.0%	1.6%	7.3%
Q19-12. Sustainability/environment	28.6%	36.1%	23.4%	3.6%	2.3%	6.1%

WITHOUT DON'T KNOW

Q19. Please indicate your level of agreement with the following statements with respect to your support for increased City investment in current and future unmet needs related to the following. (without "don't know")

(N=560)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q19-1. Maintenance of neighborhood streets	47.9%	41.2%	8.3%	2.0%	0.6%
Q19-2. Maintenance of major thoroughfares	31.5%	47.3%	18.4%	2.3%	0.6%
Q19-3. Stormwater improvements	23.4%	42.6%	31.3%	2.4%	0.4%
Q19-4. Maintenance & improvement of City buildings	8.8%	33.9%	47.6%	7.5%	2.2%
Q19-5. Maintenance & improvement of City parks	23.7%	51.0%	22.4%	2.5%	0.4%
Q19-6. Expansion of parks & recreation programs	21.7%	30.0%	39.4%	6.9%	1.9%
Q19-7. Public safety (police) services	32.3%	39.1%	21.2%	4.5%	2.8%
Q19-8. More trails within City	25.9%	31.2%	30.6%	9.5%	2.9%
Q19-9. Redevelopment of commercial areas	31.5%	37.7%	24.1%	4.8%	1.9%
Q19-10. Community grant/assistance programs	15.3%	33.7%	40.7%	7.5%	2.8%
Q19-11. Community events	17.3%	40.8%	34.7%	5.4%	1.7%
Q19-12. Sustainability/environment	30.4%	38.4%	24.9%	3.8%	2.5%

Q20. Which THREE items listed in Question 19 would you MOST SUPPORT the City making increased investments in?

Q20. Top choice	Number	Percent
Maintenance of neighborhood streets	192	34.3 %
Maintenance of major thoroughfares	14	2.5 %
Stormwater improvements	19	3.4 %
Maintenance & improvement of City buildings	8	1.4 %
Maintenance & improvement of City parks	37	6.6 %
Expansion of parks & recreation programs	13	2.3 %
Public safety (police) services	63	11.3 %
More trails within City	35	6.3 %
Redevelopment of commercial areas	70	12.5 %
Community grant/assistance programs	7	1.3 %
Community events	9	1.6 %
Sustainability/environment	45	8.0 %
None chosen	48	8.6 %
Total	560	100.0 %

Q20. Which THREE items listed in Question 19 would you MOST SUPPORT the City making increased investments in?

Q20. 2nd choice	Number	Percent
Maintenance of neighborhood streets	84	15.0 %
Maintenance of major thoroughfares	67	12.0 %
Stormwater improvements	29	5.2 %
Maintenance & improvement of City buildings	10	1.8 %
Maintenance & improvement of City parks	55	9.8 %
Expansion of parks & recreation programs	18	3.2 %
Public safety (police) services	58	10.4 %
More trails within City	46	8.2 %
Redevelopment of commercial areas	48	8.6 %
Community grant/assistance programs	24	4.3 %
Community events	15	2.7 %
Sustainability/environment	37	6.6 %
None chosen	69	12.3 %
Total	560	100.0 %

Q20. Which THREE items listed in Question 19 would you MOST SUPPORT the City making increased investments in?

Q20. 3rd choice	Number	Percent
Maintenance of neighborhood streets	47	8.4 %
Maintenance of major thoroughfares	37	6.6 %
Stormwater improvements	26	4.6 %
Maintenance & improvement of City buildings	15	2.7 %
Maintenance & improvement of City parks	53	9.5 %
Expansion of parks & recreation programs	28	5.0 %
Public safety (police) services	56	10.0 %
More trails within City	35	6.3 %
Redevelopment of commercial areas	68	12.1 %
Community grant/assistance programs	24	4.3 %
Community events	34	6.1 %
Sustainability/environment	49	8.8 %
None chosen	88	15.7 %
Total	560	100.0 %

SUM OF TOP 3 CHOICES

Q20. Which THREE items listed in Question 19 would you MOST SUPPORT the City making increased investments in? (top 3)

Q20. Sum of Top 3 Choices	Number	Percent
Maintenance of neighborhood streets	323	57.7 %
Maintenance of major thoroughfares	118	21.1 %
Stormwater improvements	74	13.2 %
Maintenance & improvement of City buildings	33	5.9 %
Maintenance & improvement of City parks	145	25.9 %
Expansion of parks & recreation programs	59	10.5 %
Public safety (police) services	177	31.6 %
More trails within City	116	20.7 %
Redevelopment of commercial areas	186	33.2 %
Community grant/assistance programs	55	9.8 %
Community events	58	10.4 %
Sustainability/environment	131	23.4 %
None chosen	48	8.6 %
Total	1523	

Q21. Increased investments in City programs and services may require some increase in property taxes or fees. Knowing that, what is the MAXIMUM amount in additional taxes or fees you would be willing to invest to make the types of improvements to City programs or services that you indicated you would most support in Question 20?

Q21. Maximum amount in additional taxes or fees you would be willing to invest	Number	Percent
\$16-\$20 per month	107	19.1 %
\$11-\$15 per month	79	14.1 %
\$6-\$10 per month	169	30.2 %
\$1-\$5 per month	96	17.1 %
None	72	12.9 %
Not provided	37	6.6 %
Total	560	100.0 %

WITHOUT NOT PROVIDED

Q21. Increased investments in City programs and services may require some increase in property taxes or fees. Knowing that, what is the MAXIMUM amount in additional taxes or fees you would be willing to invest to make the types of improvements to City programs or services that you indicated you would most support in Question 20? (without "not provided")

Q21. Maximum amount in additional taxes or fees you would be willing to invest	Number	Percent
\$16-\$20 per month	107	20.5 %
\$11-\$15 per month	79	15.1 %
\$6-\$10 per month	169	32.3 %
\$1-\$5 per month	96	18.4 %
None	72	13.8 %
Total	523	100.0 %

Q22. Do you feel the housing options available in Mission match your price range?

Q22. Do you feel housing options available in

Mission match your price range	Number	Percent
Yes	317	56.6 %
No	88	15.7 %
Not sure	132	23.6 %
Not provided	23	4.1 %
Total	560	100.0 %

WITHOUT NOT PROVIDED**Q22. Do you feel the housing options available in Mission match your price range? (without "not provided")**

Q22. Do you feel housing options available in

Mission match your price range	Number	Percent
Yes	317	59.0 %
No	88	16.4 %
Not sure	132	24.6 %
Total	537	100.0 %

Q23. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of support for each of the following actions that Mission could take to address housing priorities.

(N=560)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q23-1. City should encourage development of new apartments	5.5%	14.5%	26.3%	33.4%	15.7%	4.6%
Q23-2. City should encourage development of new condominiums	7.9%	24.8%	28.4%	20.9%	13.4%	4.6%
Q23-3. City should focus on property maintenance & neighborhood preservation	35.9%	45.0%	12.7%	2.9%	0.5%	3.0%
Q23-4. City should focus on infill residential development (accessory dwelling units, small lot homes)	10.2%	25.0%	34.3%	12.3%	4.6%	13.6%
Q23-5. Mission should provide a mix of housing to attract people at various life stages	25.9%	42.3%	20.7%	4.1%	2.5%	4.5%
Q23-6. Mission should regulate teardown & rebuild of existing single family homes	25.2%	26.4%	22.9%	12.7%	6.1%	6.8%
Q23-7. Mission should prioritize maintaining an affordable housing stock	25.4%	39.5%	20.2%	6.6%	2.5%	5.9%

WITHOUT DON'T KNOW

Q23. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of support for each of the following actions that Mission could take to address housing priorities. (without "don't know")

(N=560)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q23-1. City should encourage development of new apartments	5.8%	15.2%	27.5%	35.0%	16.5%
Q23-2. City should encourage development of new condominiums	8.2%	26.0%	29.8%	21.9%	14.0%
Q23-3. City should focus on property maintenance & neighborhood preservation	37.0%	46.4%	13.1%	2.9%	0.6%
Q23-4. City should focus on infill residential development (accessory dwelling units, small lot homes)	11.8%	28.9%	39.7%	14.3%	5.4%
Q23-5. Mission should provide a mix of housing to attract people at various life stages	27.1%	44.3%	21.7%	4.3%	2.6%
Q23-6. Mission should regulate teardown & rebuild of existing single family homes	27.0%	28.4%	24.5%	13.6%	6.5%
Q23-7. Mission should prioritize maintaining an affordable housing stock	26.9%	41.9%	21.4%	7.0%	2.7%

Q24. Please rank in order of importance all of the single-family home design elements listed below you feel should receive greater regulation by the City, where 1 is "Most important" and 4 is "Least important."

(N=560)

	Most important	2	3	Least important	Not provided
Q24-1. The materials used on the exterior of a house	9.6%	10.9%	20.4%	8.6%	50.5%
Q24-2. The height & size of a house	22.5%	13.4%	8.9%	4.5%	50.7%
Q24-3. Front, rear & side yard setbacks	10.2%	20.2%	12.5%	4.1%	53.0%
Q24-4. I don't feel any of the above should be more restricted than they currently are	46.4%	3.0%	1.3%	19.6%	29.6%

WITHOUT NOT PROVIDED

Q24. Please rank in order of importance all of the single-family home design elements listed below you feel should receive greater regulation by the City, where 1 is "Most important" and 4 is "Least important." (without "not provided")

(N=560)

	Most important	2	3	Least important
Q24-1. The materials used on the exterior of a house	19.5%	22.0%	41.2%	17.3%
Q24-2. The height & size of a house	45.7%	27.2%	18.1%	9.1%
Q24-3. Front, rear & side yard setbacks	21.7%	43.0%	26.6%	8.7%
Q24-4. I don't feel any of the above should be more restricted than they currently are	66.0%	4.3%	1.8%	27.9%

Q25. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements.

(N=560)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q25-1. City should adopt "green" building codes in all new development	28.4%	30.2%	22.0%	9.5%	3.4%	6.6%
Q25-2. City should make energy efficiency & renewable energy sources a priority when purchasing City vehicles or making improvements to City owned buildings & facilities	35.4%	32.7%	18.9%	6.3%	2.3%	4.5%
Q25-3. City should incentivize green stormwater infrastructure	30.2%	31.8%	22.0%	5.2%	2.3%	8.6%

WITHOUT DON'T KNOW

Q25. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements. (without "don't know")

(N=560)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q25-1. City should adopt "green" building codes in all new development	30.4%	32.3%	23.5%	10.1%	3.6%
Q25-2. City should make energy efficiency & renewable energy sources a priority when purchasing City vehicles or making improvements to City owned buildings & facilities	37.0%	34.2%	19.8%	6.5%	2.4%
Q25-3. City should incentivize green stormwater infrastructure	33.0%	34.8%	24.0%	5.7%	2.5%

Q26. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements.

(N=560)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q26-1. City should add attractive elements to major roadways like landscaping, monuments, decorative signage & lighting	15.0%	35.5%	31.6%	11.6%	2.7%	3.6%
Q26-2. City should improve parks & recreation amenities such as playground equipment, shelters, & restrooms	24.5%	44.3%	25.7%	1.3%	0.4%	3.9%
Q26-3. City should incentivize development which incorporates mixed use into a "main street" or "downtown" style	23.2%	35.2%	25.4%	7.7%	2.5%	6.1%
Q26-4. City should incorporate additional pedestrian amenities along existing City roadway corridors to improve walkability (like seating/benches, pedestrian lighting, plaza spaces, etc.)	29.6%	38.2%	21.4%	5.2%	2.3%	3.2%
Q26-5. City should plant more trees on City property & preserve existing park/green spaces	32.0%	40.9%	19.6%	3.2%	0.7%	3.6%
Q26-6. City should provide public art in the right of way, at parks & at City owned facilities	11.1%	22.7%	41.6%	13.6%	6.1%	5.0%
Q26-7. City should encourage density/population growth to attract more amenities, services, restaurants, etc.	10.7%	26.1%	34.1%	18.4%	5.4%	5.4%
Q26-8. City should support diversity in people, places & opportunities within the community	30.2%	37.5%	22.1%	3.0%	2.3%	4.8%
Q26-9. City should integrate more sustainability measures & practices	24.1%	38.4%	25.4%	3.8%	1.4%	7.0%
Q26-10. City should provide downtown the opportunity to attract a wider variety of businesses & customers	27.0%	45.7%	16.4%	2.3%	1.1%	7.5%
Q26-11. City should build a walkable/bikeable community with access to retail & recreational activities	35.2%	30.4%	22.7%	4.3%	2.7%	4.8%

Q26. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q26-12. City should develop & implement a strategic housing redevelopment strategy	13.6%	29.8%	37.5%	6.3%	2.5%	10.4%
Q26-13. City should expand & enhance the visual appearance of buildings	13.9%	29.5%	43.6%	4.8%	1.8%	6.4%

WITHOUT DON'T KNOW

Q26. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements. (without "don't know")

(N=560)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q26-1. City should add attractive elements to major roadways like landscaping, monuments, decorative signage & lighting	15.6%	36.9%	32.8%	12.0%	2.8%
Q26-2. City should improve parks & recreation amenities such as playground equipment, shelters, & restrooms	25.5%	46.1%	26.8%	1.3%	0.4%
Q26-3. City should incentivize development which incorporates mixed use into a "main street" or "downtown" style	24.7%	37.5%	27.0%	8.2%	2.7%
Q26-4. City should incorporate additional pedestrian amenities along existing City roadway corridors to improve walkability (like seating/benches, pedestrian lighting, plaza spaces, etc.)	30.6%	39.5%	22.1%	5.4%	2.4%
Q26-5. City should plant more trees on City property & preserve existing park/green spaces	33.1%	42.4%	20.4%	3.3%	0.7%
Q26-6. City should provide public art in the right of way, at parks & at City owned facilities	11.7%	23.9%	43.8%	14.3%	6.4%
Q26-7. City should encourage density/population growth to attract more amenities, services, restaurants, etc.	11.3%	27.5%	36.0%	19.4%	5.7%
Q26-8. City should support diversity in people, places & opportunities within the community	31.7%	39.4%	23.3%	3.2%	2.4%
Q26-9. City should integrate more sustainability measures & practices	25.9%	41.3%	27.3%	4.0%	1.5%
Q26-10. City should provide downtown the opportunity to attract a wider variety of businesses & customers	29.2%	49.4%	17.8%	2.5%	1.2%
Q26-11. City should build a walkable/bikeable community with access to retail & recreational activities	37.0%	31.9%	23.8%	4.5%	2.8%

WITHOUT DON'T KNOW

Q26. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements. (without "don't know")

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q26-12. City should develop & implement a strategic housing redevelopment strategy	15.1%	33.3%	41.8%	7.0%	2.8%
Q26-13. City should expand & enhance the visual appearance of buildings	14.9%	31.5%	46.6%	5.2%	1.9%

Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the City to pursue?

Q27. Top choice	Number	Percent
City should add attractive elements to major roadways like landscaping, monuments, decorative signage & lighting	48	8.6 %
City should improve parks & recreation amenities such as playground equipment, shelters, & restrooms	62	11.1 %
City should incentivize development which incorporates mixed use into a "main street" or "downtown" style	52	9.3 %
City should incorporate additional pedestrian amenities along existing City roadway corridors to improve walkability (like seating/benches, pedestrian lighting, plaza spaces, etc.)	59	10.5 %
City should plant more trees on City property & preserve existing park/green spaces	34	6.1 %
City should provide public art in the right of way, at parks & at City owned facilities	4	0.7 %
City should encourage density/population growth to attract more amenities, services, restaurants, etc.	15	2.7 %
City should support diversity in people, places & opportunities within the community	38	6.8 %
City should integrate more sustainability measures & practices	29	5.2 %
City should provide downtown the opportunity to attract a wider variety of businesses & customers	25	4.5 %
City should build a walkable/bikeable community with access to retail & recreational activities	55	9.8 %
City should develop & implement a strategic housing redevelopment strategy	19	3.4 %
City should expand & enhance the visual appearance of buildings	14	2.5 %
None chosen	106	18.9 %
Total	560	100.0 %

Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the City to pursue?

Q27. 2nd choice	Number	Percent
City should add attractive elements to major roadways like landscaping, monuments, decorative signage & lighting	24	4.3 %
City should improve parks & recreation amenities such as playground equipment, shelters, & restrooms	50	8.9 %
City should incentivize development which incorporates mixed use into a "main street" or "downtown" style	40	7.1 %
City should incorporate additional pedestrian amenities along existing City roadway corridors to improve walkability (like seating/benches, pedestrian lighting, plaza spaces, etc.)	55	9.8 %
City should plant more trees on City property & preserve existing park/green spaces	45	8.0 %
City should provide public art in the right of way, at parks & at City owned facilities	13	2.3 %
City should encourage density/population growth to attract more amenities, services, restaurants, etc.	22	3.9 %
City should support diversity in people, places & opportunities within the community	41	7.3 %
City should integrate more sustainability measures & practices	36	6.4 %
City should provide downtown the opportunity to attract a wider variety of businesses & customers	45	8.0 %
City should build a walkable/bikeable community with access to retail & recreational activities	53	9.5 %
City should develop & implement a strategic housing redevelopment strategy	7	1.3 %
City should expand & enhance the visual appearance of buildings	9	1.6 %
None chosen	120	21.4 %
Total	560	100.0 %

Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the City to pursue?

Q27. 3rd choice	Number	Percent
City should add attractive elements to major roadways like landscaping, monuments, decorative signage & lighting	12	2.1 %
City should improve parks & recreation amenities such as playground equipment, shelters, & restrooms	27	4.8 %
City should incentivize development which incorporates mixed use into a "main street" or "downtown" style	35	6.3 %
City should incorporate additional pedestrian amenities along existing City roadway corridors to improve walkability (like seating/benches, pedestrian lighting, plaza spaces, etc.)	42	7.5 %
City should plant more trees on City property & preserve existing park/green spaces	49	8.8 %
City should provide public art in the right of way, at parks & at City owned facilities	11	2.0 %
City should encourage density/population growth to attract more amenities, services, restaurants, etc.	18	3.2 %
City should support diversity in people, places & opportunities within the community	45	8.0 %
City should integrate more sustainability measures & practices	35	6.3 %
City should provide downtown the opportunity to attract a wider variety of businesses & customers	62	11.1 %
City should build a walkable/bikeable community with access to retail & recreational activities	38	6.8 %
City should develop & implement a strategic housing redevelopment strategy	24	4.3 %
City should expand & enhance the visual appearance of buildings	22	3.9 %
None chosen	140	25.0 %
Total	560	100.0 %

SUM OF TOP 3 CHOICES**Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the City to pursue? (top 3)**

<u>Q27. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
City should add attractive elements to major roadways like landscaping, monuments, decorative signage & lighting	84	15.0 %
City should improve parks & recreation amenities such as playground equipment, shelters, & restrooms	139	24.8 %
City should incentivize development which incorporates mixed use into a "main street" or "downtown" style	127	22.7 %
City should incorporate additional pedestrian amenities along existing City roadway corridors to improve walkability (like seating/benches, pedestrian lighting, plaza spaces, etc.)	156	27.9 %
City should plant more trees on City property & preserve existing park/green spaces	128	22.9 %
City should provide public art in the right of way, at parks & at City owned facilities	28	5.0 %
City should encourage density/population growth to attract more amenities, services, restaurants, etc.	55	9.8 %
City should support diversity in people, places & opportunities within the community	124	22.1 %
City should integrate more sustainability measures & practices	100	17.9 %
City should provide downtown the opportunity to attract a wider variety of businesses & customers	132	23.6 %
City should build a walkable/bikeable community with access to retail & recreational activities	146	26.1 %
City should develop & implement a strategic housing redevelopment strategy	50	8.9 %
City should expand & enhance the visual appearance of buildings	45	8.0 %
None chosen	106	18.9 %
Total	1420	

Q28. Approximately how many years have you lived in the City of Mission?

Q28. How many years have you lived in City of

<u>Mission</u>	<u>Number</u>	<u>Percent</u>
0-5	152	27.1 %
6-10	59	10.5 %
11-15	62	11.1 %
16-20	62	11.1 %
21-30	95	17.0 %
31+	118	21.1 %
Not provided	12	2.1 %
Total	560	100.0 %

WITHOUT NOT PROVIDED**Q28. Approximately how many years have you lived in the City of Mission? (without "not provided")**

Q28. How many years have you lived in City of

<u>Mission</u>	<u>Number</u>	<u>Percent</u>
0-5	152	27.7 %
6-10	59	10.8 %
11-15	62	11.3 %
16-20	62	11.3 %
21-30	95	17.3 %
31+	118	21.5 %
Total	548	100.0 %

Q29. Do you own or rent your current residence?

Q29. Do you own or rent your current residence	Number	Percent
Own	442	78.9 %
Rent	116	20.7 %
Not provided	2	0.4 %
Total	560	100.0 %

WITHOUT NOT PROVIDED**Q29. Do you own or rent your current residence? (without "not provided")**

Q29. Do you own or rent your current residence	Number	Percent
Own	442	79.2 %
Rent	116	20.8 %
Total	558	100.0 %

Q29a. Which of the following best describes your residence?

Q29a. Which following best describes your residence	Number	Percent
Single family	59	50.9 %
Multi-family	56	48.3 %
Not provided	1	0.9 %
Total	116	100.0 %

WITHOUT NOT PROVIDED**Q29a. Which of the following best describes your residence? (without "not provided")**

Q29a. Which following best describes your residence	Number	Percent
Single family	59	51.3 %
Multi-family	56	48.7 %
Total	115	100.0 %

Q30. Would you say your total household income is:

Q30. Your total household income	Number	Percent
Under \$30K	120	21.4 %
\$30K-\$59,999	113	20.2 %
\$60K-\$99,999	122	21.8 %
\$100K+	162	28.9 %
Not provided	43	7.7 %
Total	560	100.0 %

WITHOUT NOT PROVIDED**Q30. Would you say your total household income is: (without "not provided")**

Q30. Your total household income	Number	Percent
Under \$30K	120	23.2 %
\$30K-\$59,999	113	21.9 %
\$60K-\$99,999	122	23.6 %
\$100K+	162	31.3 %
Total	517	100.0 %

Q31. Including yourself, how many persons in your household are in each of the following age groups?

	Mean	Sum
number	2.10	1154
Under age 5	0.17	93
Ages 5-9	0.13	71
Ages 10-14	0.07	40
Ages 15-19	0.04	23
Ages 20-24	0.05	27
Ages 25-34	0.27	147
Ages 35-44	0.27	146
Ages 45-54	0.25	138
Ages 55-64	0.34	185
Ages 65-74	0.34	186
Ages 75+	0.18	98

Q32. What is your gender?

Q32. Your gender	Number	Percent
Male	276	49.3 %
Female	279	49.8 %
Non-binary/other	3	0.5 %
Prefer to self-describe	1	0.2 %
Not provided	1	0.2 %
Total	560	100.0 %

WITHOUT NOT PROVIDED**Q32. What is your gender? (without "not provided")**

Q32. Your gender	Number	Percent
Male	276	49.4 %
Female	279	49.9 %
Non-binary/other	3	0.5 %
Prefer to self-describe	1	0.2 %
Total	559	100.0 %

Q33. Which of the following best describes your race?

<u>Q33. Your race</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	27	4.8 %
Black/African American	39	7.0 %
Native American	6	1.1 %
White/Caucasian	469	83.8 %
Hispanic	41	7.3 %
Prefer not to answer	7	1.3 %
Total	589	

WITHOUT PREFER NOT TO ANSWER**Q33. Which of the following best describes your race? (without "prefer not to answer")**

<u>Q33. Your race</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	27	4.9 %
Black/African American	39	7.1 %
Native American	6	1.1 %
White/Caucasian	469	84.8 %
Hispanic	41	7.4 %
Total	582	



Survey Instrument



May 2021

Dear Mission Resident:

As your City, one of our biggest goals is to make sure residents know that their City government is both open and accessible. Part of achieving that goal is making sure that your elected leaders and staff remain focused on the services and priorities that are most important to you.

One of the ways we do that is through periodic community surveys. You have been invited to participate in the 2021 survey seeking to gather resident input and feedback on City programs and services. Not only are we seeking your level of satisfaction with the quality of existing services, but there are also a number of questions designed to help us understand the community's preferences and vision for the future of Mission. Results from this survey will be compared with responses from past surveys as a part of our ongoing evaluation of our operations.

We realize the survey will take some time to complete, but the time you invest in doing so will aid us in taking a resident-driven approach to making decisions for Mission.

The survey is being conducted by ETC Institute, a nationally recognized market research firm, based in Olathe, Kansas. ETC has conducted all of Mission's previous surveys. All individual survey responses will remain confidential. Overall results will be made public and shared with the Council, staff, the public and through social media, e-newsletters and the City's website.

Please return your completed survey within the next two weeks by using the postage paid envelope that has been provided. If you prefer, you can complete the survey online at www.missionsurvey.org.

If you have questions regarding the survey, please contact Emily Randel, Assistant to the City Administrator at 913-676-8368 or via email at erandel@missionks.org

On behalf of the entire Governing Body, thank you for taking the time to help make our City better!

Sincerely,

A handwritten signature in blue ink that reads "Ron Appletoft".

Ron Appletoft
Mayor

2021 City of Mission Community Survey

Thank you for taking time to complete this important survey. We recognize COVID-19 has had a significant impact on our community over the past year, and all of us are having to make choices about how we invest resources. Your feedback through this survey will help guide City leaders as they evaluate current initiatives and plan for the future of Mission. Please contact Emily Randel, Assistant to the City Administrator, at 913.676.8368 with questions.

1. **Overall Perception.** Some items that may influence your perception of the City of Mission are listed below. Please rate each item using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of City Services	5	4	3	2	1	9
02. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
03. Overall image/reputation of the City	5	4	3	2	1	9
04. How well the City is managing redevelopment activity	5	4	3	2	1	9
05. How well the City is communicating about programs and services	5	4	3	2	1	9
06. Overall quality of life in Mission	5	4	3	2	1	9
07. Overall condition of housing in your neighborhood	5	4	3	2	1	9
08. Overall feeling of safety in the City	5	4	3	2	1	9
09. Overall customer service you receive from City employees	5	4	3	2	1	9
10. The City's efforts to promote diversity and inclusion	5	4	3	2	1	9
11. Overall sense of community in Mission	5	4	3	2	1	9
12. Overall direction that the City of Mission is taking	5	4	3	2	1	9

2. **Public Safety.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of local police protection	5	4	3	2	1	9
02. The visibility of police in neighborhoods	5	4	3	2	1	9
03. The visibility of police in commercial areas	5	4	3	2	1	9
04. The City's overall efforts to prevent crime	5	4	3	2	1	9
05. Enforcement of local traffic laws	5	4	3	2	1	9
06. How quickly police officers respond to emergencies	5	4	3	2	1	9
07. Police Department efforts to create cooperative relationships with the community	5	4	3	2	1	9
08. Fairness and impartiality of the police when enforcing the law	5	4	3	2	1	9
09. Police Department's effectiveness in resolving neighborhood concerns	5	4	3	2	1	9

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

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

4. **Perception of Safety.** Using a scale of 1 to 5, where 5 is "Very Safe" and 1 is "Very Unsafe," please rate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
01. In your neighborhood during the day	5	4	3	2	1	9
02. In your neighborhood at night	5	4	3	2	1	9
03. In City parks and recreation facilities	5	4	3	2	1	9
04. In commercial and retail areas in the City	5	4	3	2	1	9

5. **Parks and Recreation.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of City parks/green spaces	5	4	3	2	1	9
02. The number of City parks	5	4	3	2	1	9
03. Availability of walking and biking trails in the City	5	4	3	2	1	9
04. Condition of park amenities (picnic tables, shelters, playgrounds, sports fields/courts, etc.)	5	4	3	2	1	9
05. Quality of the Powell Community Center	5	4	3	2	1	9
06. Quality of the Mission Family Aquatic Center	5	4	3	2	1	9
07. Ease of registering for parks and recreation programs	5	4	3	2	1	9
08. Fees charged for memberships, recreation programs and facility rentals	5	4	3	2	1	9

6. Which THREE of the Parks and Recreation items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 5.]

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

7. Which FIVE amenities would you most like to see included in Mission's outdoor parks?

____(01) Permanent restroom facilities	____(08) Basketball courts
____(02) Upgraded playground equipment	____(09) Splash Pad/Sprayground
____(03) Refurbished Tennis Courts	____(10) Nature/Education Amenities
____(04) Dog Park	____(11) WiFi capabilities
____(05) Soccer fields	____(12) Native plantings
____(06) Baseball/softball fields	____(13) More trees
____(07) Upgraded shelter houses	____(14) Other: _____

8. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

Code Enforcement	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Enforcing the clean-up of debris on private property	5	4	3	2	1	9
02. Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
03. Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
04. Enforcing the exterior maintenance of commercial property	5	4	3	2	1	9
05. Enforcing the maintenance of multifamily and single-family rental property	5	4	3	2	1	9
06. Enforcing sign regulations	5	4	3	2	1	9

9. How would you describe the City's level of enforcement when it comes to codes and ordinances?

____ (1) Too much ____ (2) About right ____ (3) Too little ____ (9) Don't know

10. **City Maintenance.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Condition of major City streets	5	4	3	2	1	9
02. Condition of neighborhood streets	5	4	3	2	1	9
03. Condition of curbs, gutters and sidewalks	5	4	3	2	1	9
04. Condition of traffic signals/signs	5	4	3	2	1	9
05. Adequacy of City street lighting	5	4	3	2	1	9
06. Condition of City buildings, such as City Hall, Police Station, Community Center	5	4	3	2	1	9
07. Snow removal on City streets	5	4	3	2	1	9
08. Mowing and trimming along City streets, parks, and other public areas	5	4	3	2	1	9
09. Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
10. Quality and timeliness of street maintenance and construction	5	4	3	2	1	9
11. Maintenance of stormwater drainage systems	5	4	3	2	1	9

11. Which THREE of the City maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 10.]

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

12. **Leadership.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Ease of determining who your ward councilmember is	5	4	3	2	1	9
02. Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
03. Overall effectiveness of the City Administrator and appointed staff	5	4	3	2	1	9
04. Overall accessibility of City Council and staff	5	4	3	2	1	9
05. Overall responsiveness of City Council and staff	5	4	3	2	1	9
06. Opportunities for meaningful public participation in City decision-making	5	4	3	2	1	9

13. **Communication.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Availability of information about City programs and services	5	4	3	2	1	9
02. City efforts to keep you informed about local issues	5	4	3	2	1	9
03. Ease of locating information on the City's website (www.missionks.org)	5	4	3	2	1	9

14. Which of the following are your primary sources of information about City issues, services, and events? [Check all that apply.]

____ (01) The Mission Magazine/Newsletter
 ____ (02) City website ([missionks.org](http://www.missionks.org))
 ____ (03) Email updates from the City
 ____ (04) Facebook
 ____ (05) Twitter
 ____ (06) Instagram
 ____ (07) Nextdoor

____ (08) Television news
 ____ (09) Newspaper and/or other print media
 ____ (10) SM Post
 ____ (11) Councilmember/Ward Meeting
 ____ (12) Other: _____
 ____ (13) None of the above

15. **The City is interested in promoting sustainability options for residents. Please select any program that you have used in the past or would like to use in the future. [Check all that apply.]**

☐ (01) Curbside Glass Recycling
 ☐ (05) Renewable energy efforts including solar panels and wind turbines
☐ (02) Water Quality Education
 ☐ (06) Stormwater mitigation including rain barrels, rain garden, etc.
☐ (03) Recycling Bins in City Facilities and Parks
 ☐ (07) Alternative fuel vehicles (electric, natural gas, etc.)
☐ (04) Curbside Food Waste Composting
 ☐ (08) Grant program to promote residential energy efficiency programs
☐ (09) Other: _____

16. **Using a scale of 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons factored into your decision to live in Mission.**

		Extremely Important	Very Important	Important	Less Important	Not Important	Don't Know
01.	Small town feel	5	4	3	2	1	9
02.	Quality of public schools	5	4	3	2	1	9
03.	Attractive and well maintained community	5	4	3	2	1	9
04.	Variety of housing types	5	4	3	2	1	9
05.	Affordability of housing	5	4	3	2	1	9
06.	Quality of cultural and recreational programs	5	4	3	2	1	9
07.	Walkability and accessibility of community	5	4	3	2	1	9
08.	Great place to raise a family	5	4	3	2	1	9
09.	Safety and security	5	4	3	2	1	9
10.	Availability of public transportation options	5	4	3	2	1	9
11.	Economic growth and vitality of the area	5	4	3	2	1	9
12.	Access to restaurants and entertainment	5	4	3	2	1	9
13.	Environmentally conscious and sustainable community	5	4	3	2	1	9
14.	Availability of retail shopping choices	5	4	3	2	1	9
15.	Ability to age in place	5	4	3	2	1	9
16.	Location within the metro area	5	4	3	2	1	9
17.	Open and accepting community that welcomes all	5	4	3	2	1	9
18.	City that promotes diversity in businesses and land uses	5	4	3	2	1	9

17. **Which THREE of the items listed above in Question 16 will have the MOST IMPACT on your decision to stay in the City of Mission for the next 10 years? [Write in your answers below using the numbers from the list in Question 16, or circle "NONE."]**

1st: _____ 2nd: _____ 3rd: _____ NONE

18. **What are the THREE most significant issues you think Mission will face over the next five years?**

☐ (01) Affordable housing
 ☐ (06) Value of City services for fees/taxes paid
☐ (02) Public safety/crime
 ☐ (07) Social justice/equity/inclusion
☐ (03) Maintenance of streets
 ☐ (08) Maintenance of City buildings
☐ (04) Maintenance of parks
 ☐ (09) Maintenance of tax base/changing retail environment
☐ (05) Sustainability/Protecting Environment
 ☐ (10) Other: _____

19. Please indicate your level of agreement with the following statements with respect to your support for increased City investment in current and future unmet needs related to the following.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	Maintenance of neighborhood streets	5	4	3	2	1	9
02.	Maintenance of major thoroughfares	5	4	3	2	1	9
03.	Stormwater improvements	5	4	3	2	1	9
04.	Maintenance and improvement of City buildings	5	4	3	2	1	9
05.	Maintenance and improvement of City parks	5	4	3	2	1	9
06.	Expansion of parks and recreation programs	5	4	3	2	1	9
07.	Public safety (police) services	5	4	3	2	1	9
08.	More trails within the City	5	4	3	2	1	9
09.	Redevelopment of commercial areas	5	4	3	2	1	9
10.	Community grant/assistance programs	5	4	3	2	1	9
11.	Community events	5	4	3	2	1	9
12.	Sustainability/Environment	5	4	3	2	1	9

20. Which THREE items listed in Question 19 would you MOST SUPPORT the City making increased investments in? [Write in your answers below using the numbers from the list in Question 19, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

21. Increased investments in City programs and services may require some increase in property taxes or fees. Knowing that, what is the MAXIMUM amount in additional taxes or fees you would be willing to invest to make the types of improvements to City programs or services that you indicated you would most support in Q20? [Note: the higher the level of investment, the more improvements the City can make.]

____(1) \$16-\$20 per month

____(4) \$1-\$5 per month

____(2) \$11-\$15 per month

____(5) None

____(3) \$6-\$10 per month

22. Do you feel the housing options available in Mission match your price range?

____ (1) Yes ____ (2) No ____ (3) Not Sure

23. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of support for each of the following actions that Mission could take to address housing priorities.

	Housing Priorities	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	The City should encourage development of new apartments	5	4	3	2	1	9
02.	The City should encourage development of new condominiums	5	4	3	2	1	9
03.	The City should focus on property maintenance and neighborhood preservation	5	4	3	2	1	9
04.	The City should focus on infill residential development (accessory dwelling units, small lot homes)	5	4	3	2	1	9
05.	Mission should provide a mix of housing to attract people at various life stages	5	4	3	2	1	9
06.	Mission should regulate the teardown and rebuild of existing single family homes	5	4	3	2	1	9
07.	Mission should prioritize maintaining an affordable housing stock	5	4	3	2	1	9

24. Please rank in order of importance all of the single-family home design elements listed below you feel should receive greater regulation by the City, where 1 is "Most important" and 4 is "Least important."

- ____ (1) The materials used on the exterior of a house
 ____ (2) The height and size of a house
 ____ (3) Front, rear and side yard setbacks
 ____ (4) I don't feel any of the above should be more restricted than they currently are

25. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	The City should adopt "green" building codes in all new development	5	4	3	2	1	9
02.	The City should make energy efficiency and renewable energy sources a priority when purchasing City vehicles or making improvements to City owned buildings and facilities	5	4	3	2	1	9
03.	The City should incentivize green stormwater infrastructure	5	4	3	2	1	9

26. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	The City should add attractive elements to major roadways like landscaping, monuments, decorative signage and lighting	5	4	3	2	1	9
02.	The City should improve parks and recreation amenities such as playground equipment, shelters, and restrooms	5	4	3	2	1	9
03.	The City should incentivize development which incorporates mixed use into a "main street" or "downtown" style	5	4	3	2	1	9
04.	The City should incorporate additional pedestrian amenities along existing City roadway corridors to improve walkability (like seating/benches, pedestrian lighting, plaza spaces, etc.)	5	4	3	2	1	9
05.	The City should plant more trees on City property and preserve existing park/green spaces	5	4	3	2	1	9
06.	The City should provide public art in the right of way, at parks and at City owned facilities	5	4	3	2	1	9
07.	The City should encourage density/population growth to attract more amenities, services, restaurants, etc.	5	4	3	2	1	9
08.	The City should support diversity in people, places and opportunities within the community	5	4	3	2	1	9
09.	The City should integrate more sustainability measures and practices	5	4	3	2	1	9
10.	The City should provide downtown the opportunity to attract a wider variety of businesses and customers	5	4	3	2	1	9
11.	The City should build a walkable/bikeable community with access to retail and recreational activities	5	4	3	2	1	9
12.	The City should develop and implement a strategic housing redevelopment strategy	5	4	3	2	1	9
13.	The City should expand and enhance the visual appearance of buildings	5	4	3	2	1	9

27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the City to pursue? [Write in your answers below using the numbers from the list in Question 26, or circle "NONE".]

1st: _____ 2nd: _____ 3rd: _____ NONE

Demographics

28. Approximately how many years have you lived in the City of Mission? _____ years
29. Do you own or rent your current residence? _____ (1) Own *[Skip to Q30.]* _____ (2) Rent *[Answer Q29a.]*
- 29a. Which of the following best describes your residence? _____ (1) Single Family _____ (2) Multi-Family
30. Would you say your total household income is:
_____ (1) Under \$30,000 _____ (2) \$30,000-\$59,999 _____ (3) \$60,000-\$99,999 _____ (4) \$100,000 or more
31. Including yourself, how many persons in your household are in each of the following age groups?
- | | | | |
|--------------------|-------------------|-------------------|-------------------|
| Under age 5: _____ | Ages 15-19: _____ | Ages 35-44: _____ | Ages 65-74: _____ |
| Ages 5-9: _____ | Ages 20-24: _____ | Ages 45-54: _____ | Ages 75+: _____ |
| Ages 10-14: _____ | Ages 25-34: _____ | Ages 55-64: _____ | |
32. What is your gender?
_____ (1) Male _____ (2) Female _____ (3) Non-binary/Other _____ (4) Prefer to self-describe: _____
33. Which of the following best describes your race? *[Check all that apply.]*
- | | |
|----------------------------------|---------------------------------|
| _____ (1) Asian/Pacific Islander | _____ (4) White/Caucasian |
| _____ (2) Black/African American | _____ (5) Hispanic |
| _____ (3) Native American | _____ (88) Prefer not to answer |

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thank you.

A large, light-colored sign for 'MISSION FARM & FLOWER MARKET' is visible in the background. The sign has a curved top and features the text 'MISSION', 'FARM & FLOWER', 'MARKET', and 'FRESH. FRIENDLY. LOCAL.' in a serif font. A teal diagonal graphic element cuts across the image from the top right towards the bottom left. In the foreground, there is a green lawn and a small white cooler with a framed sign leaning against it.

MISSION
— FARM & FLOWER
MARKET
FRESH. FRIENDLY. LOCAL.

2021 City of Mission Community Survey GIS Maps

Presented to the City of Mission,
Kansas

July 2021



ETC
INSTITUTE

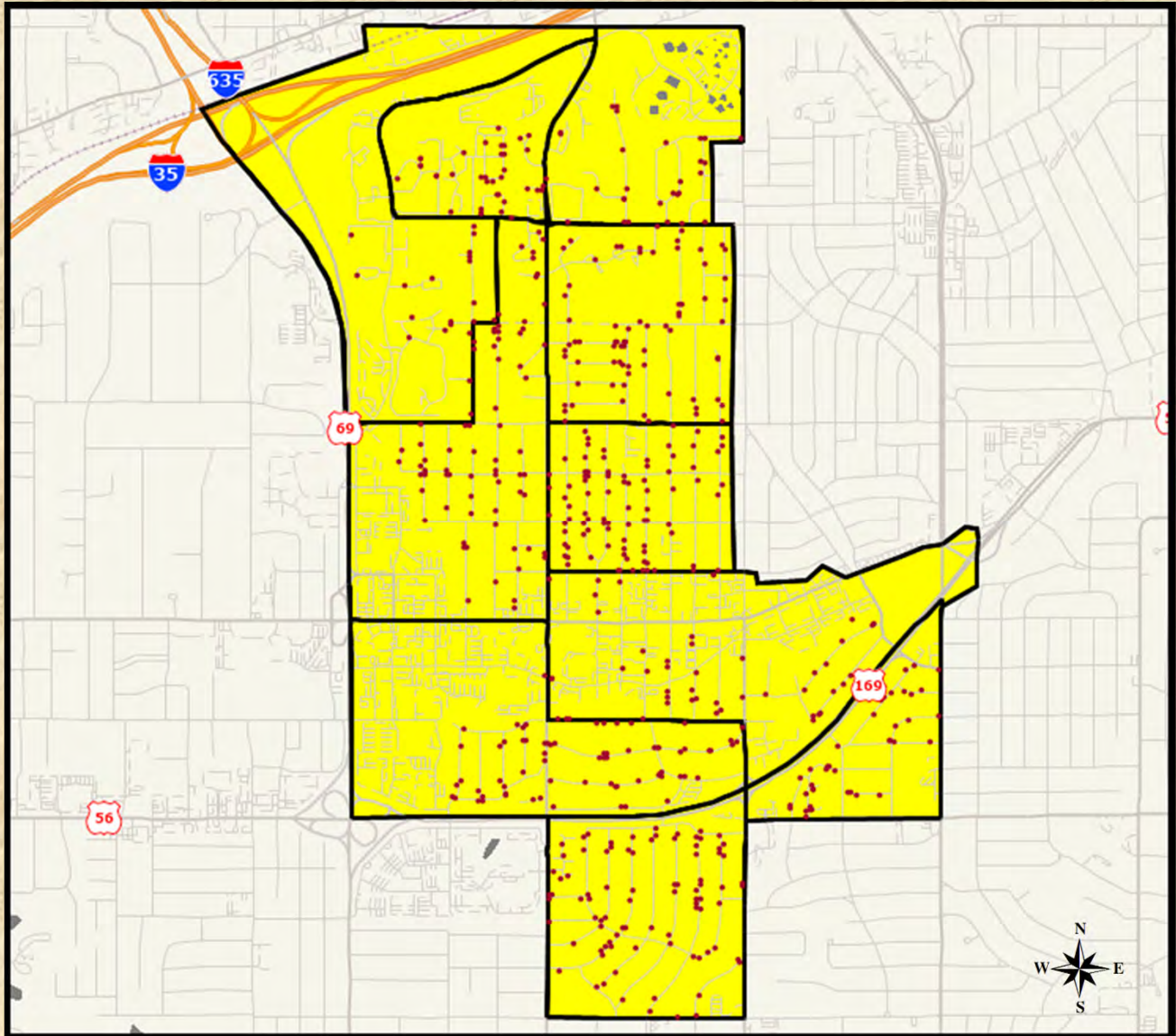
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

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

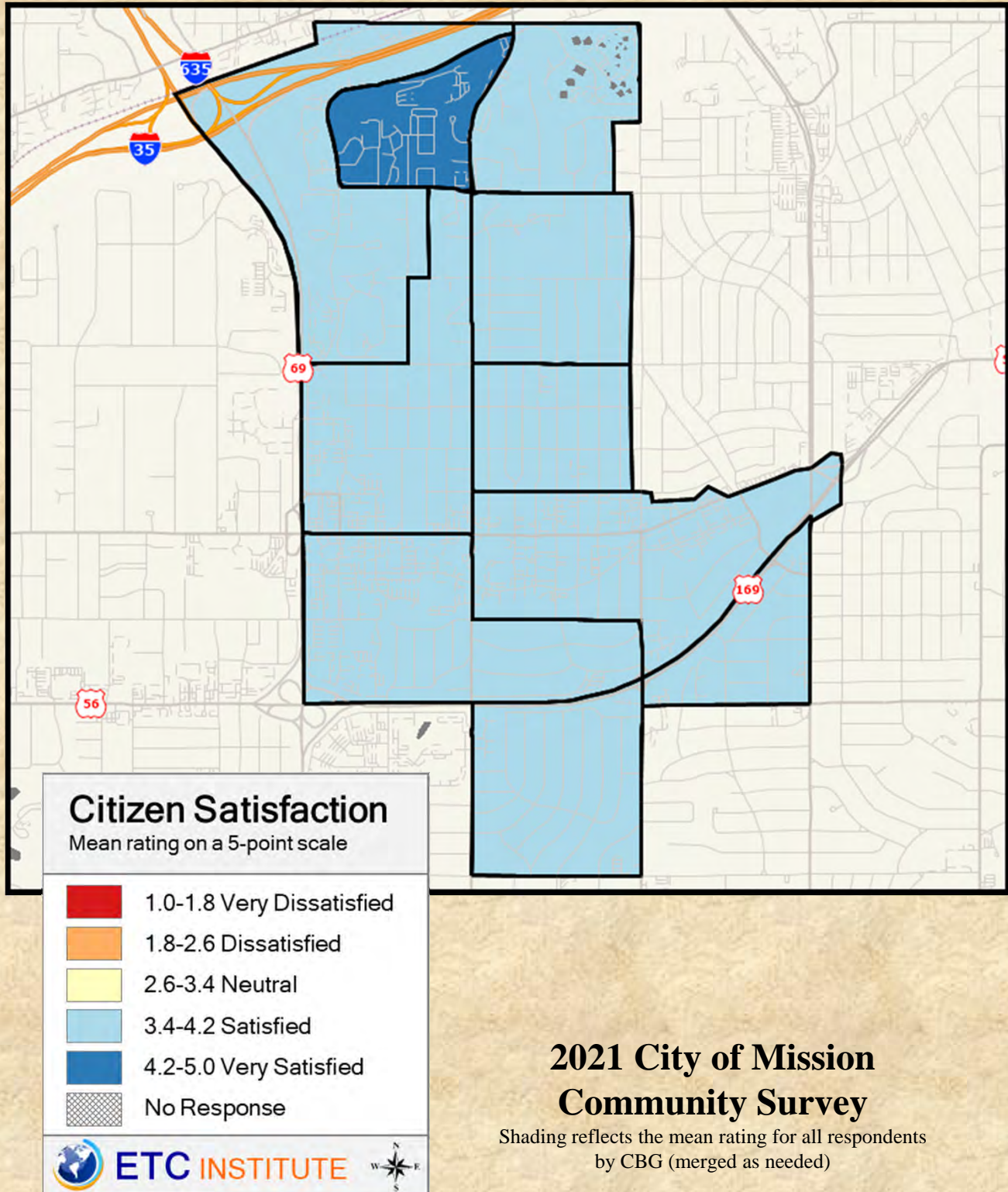
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

Location of Survey Repondents

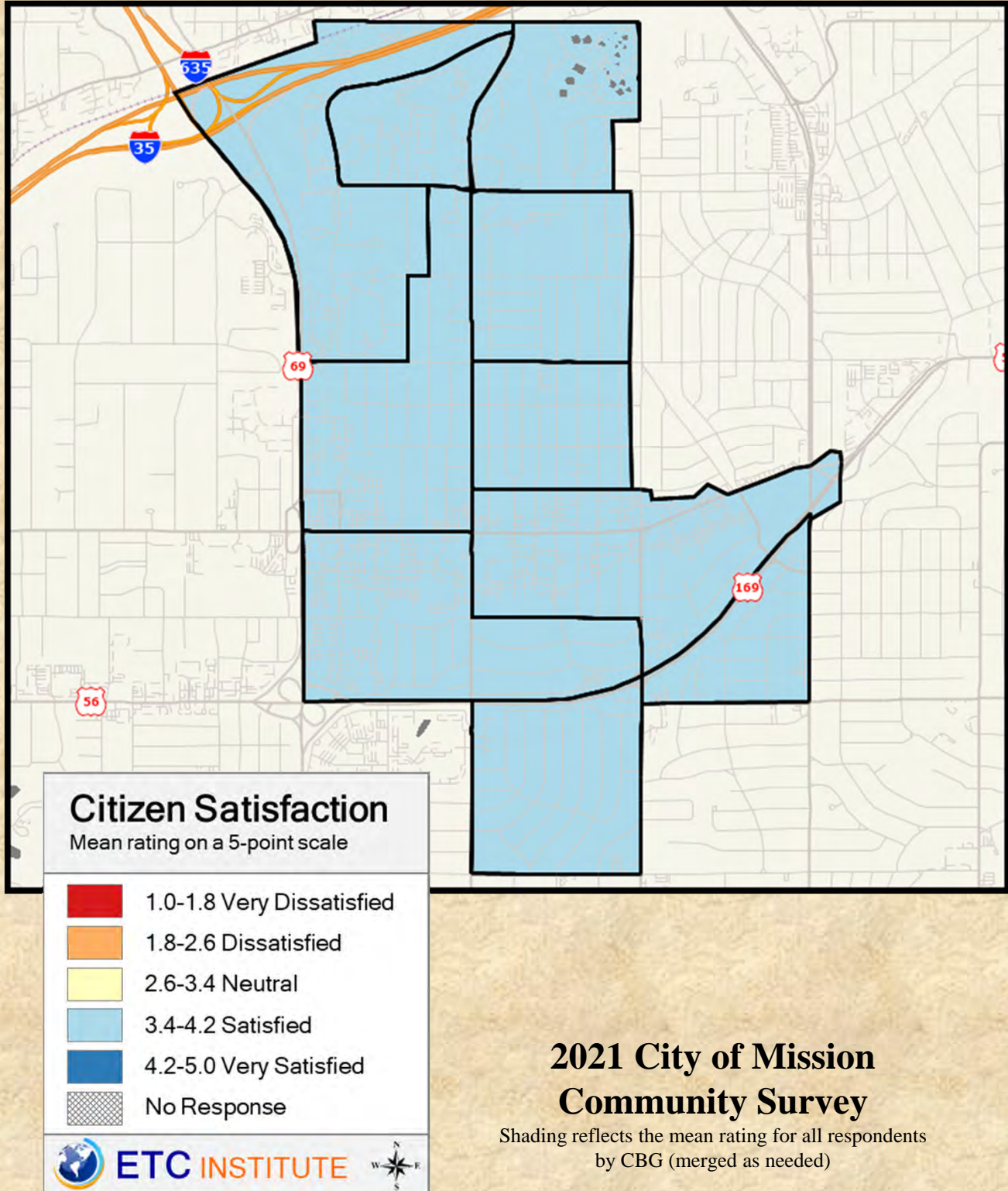


2021 City of Mission Community Survey

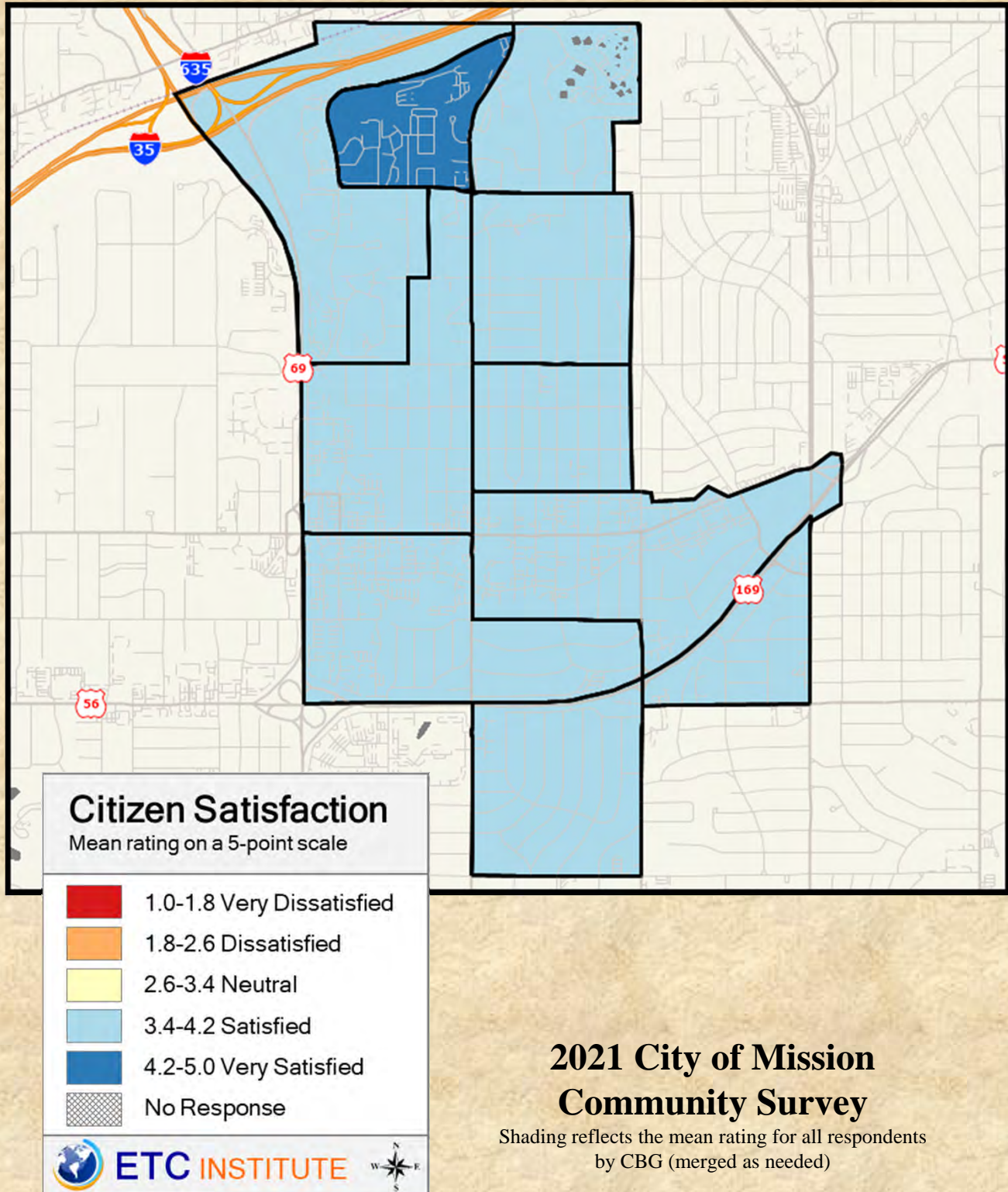
Q1-01. Satisfaction with overall quality of City services



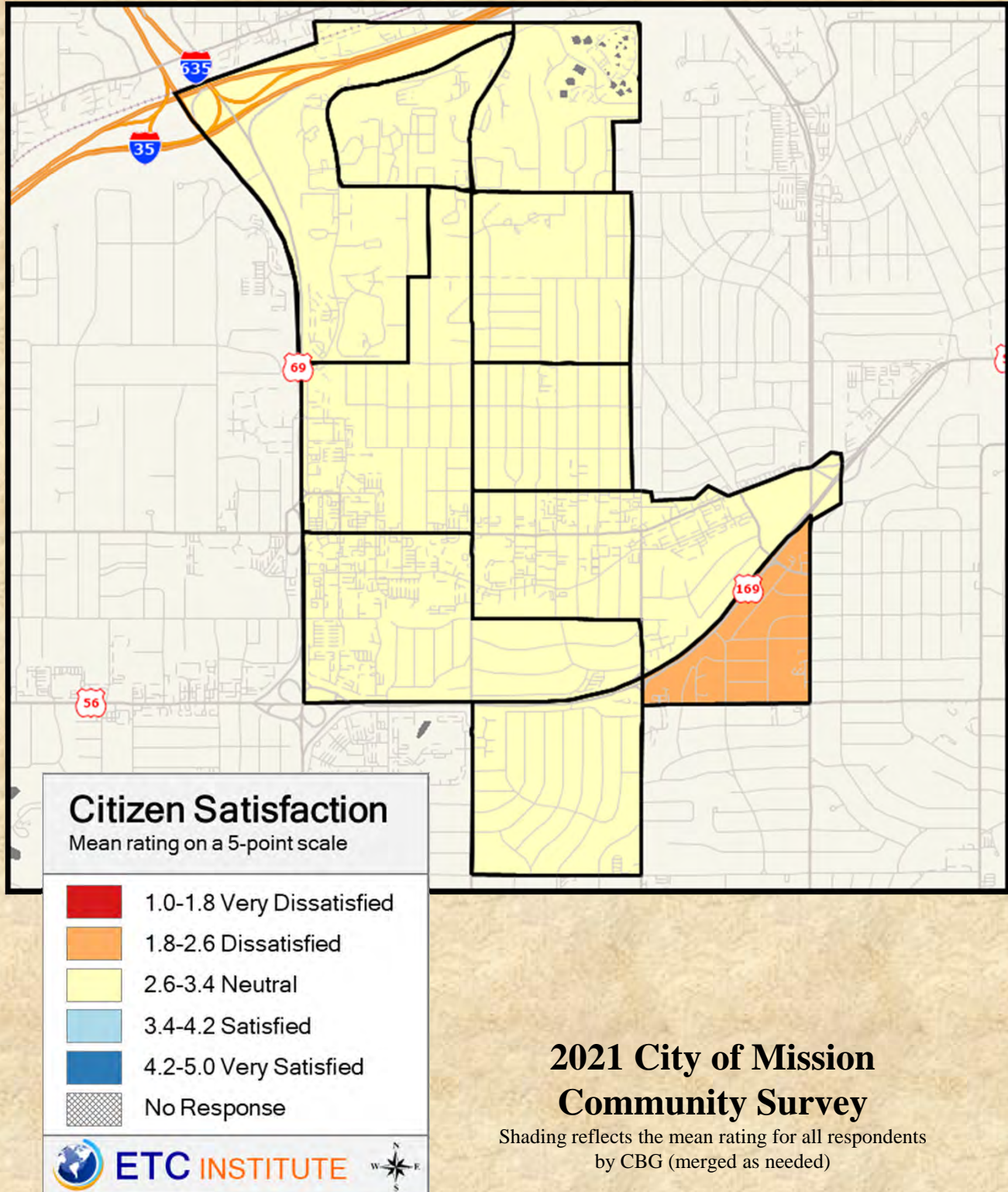
Q1-02. Satisfaction with overall value received for City tax dollars and fees



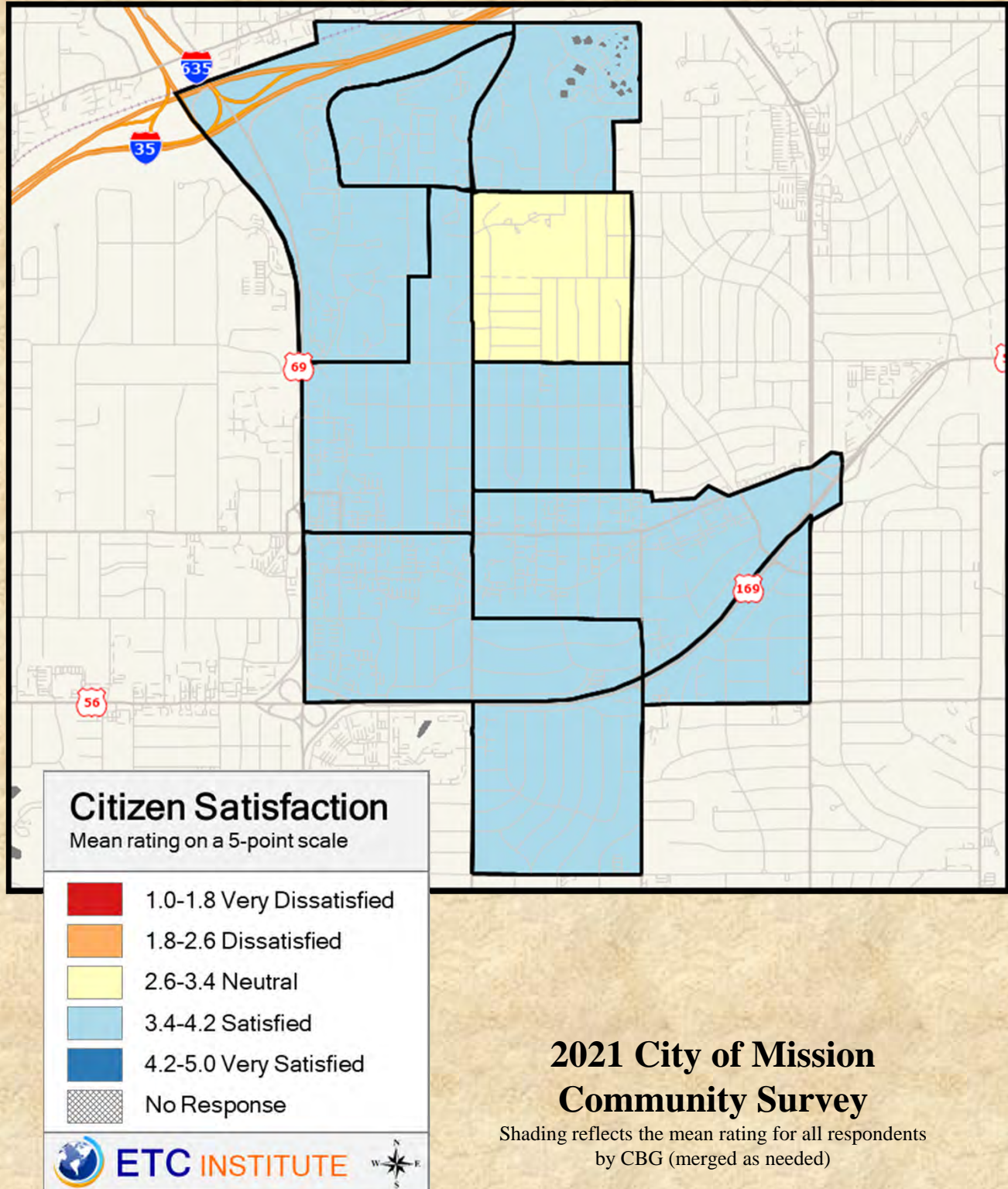
Q1-03. Satisfaction with overall image/reputation of the City



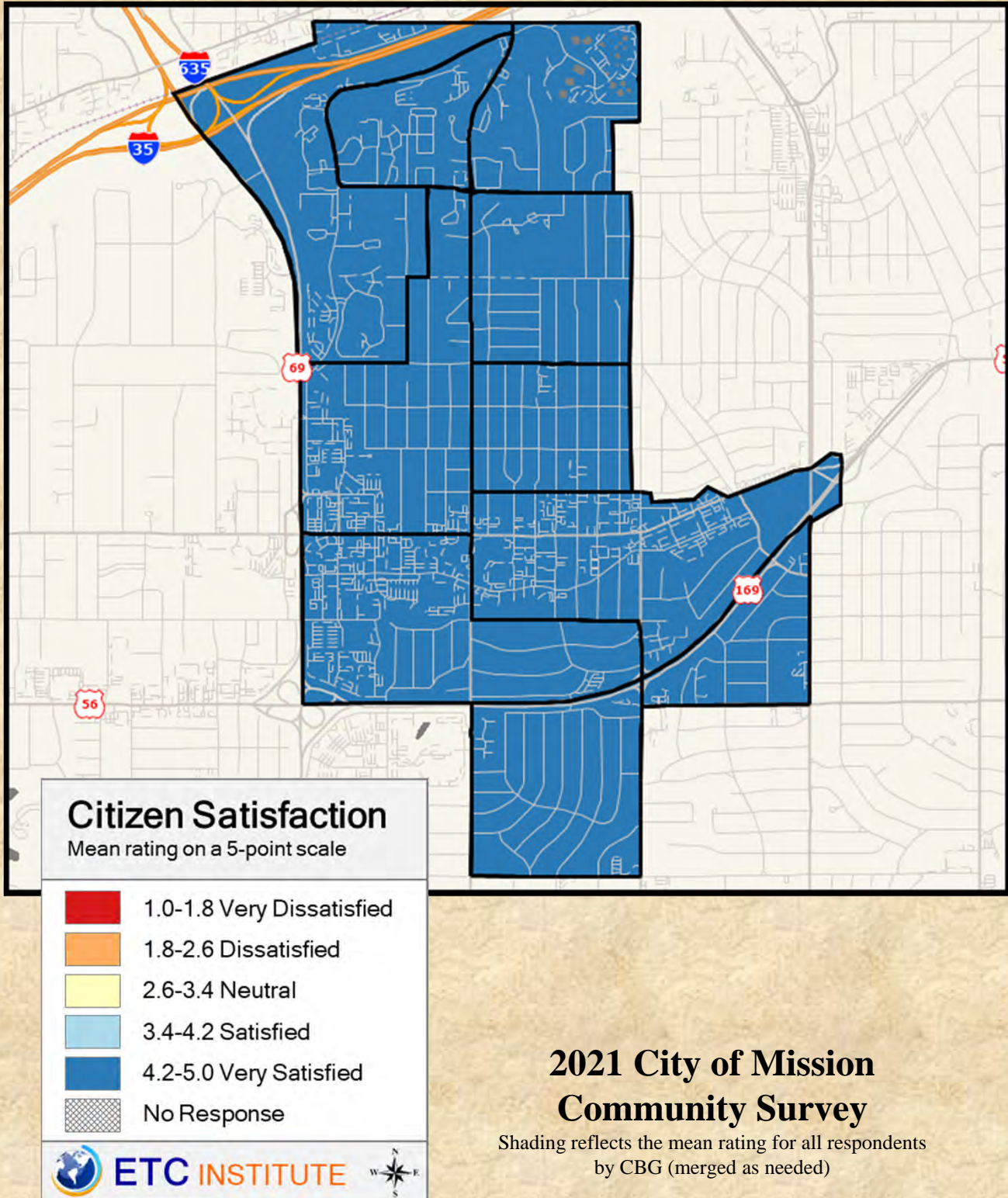
Q1-04. Satisfaction with how well the City is managing redevelopment activity



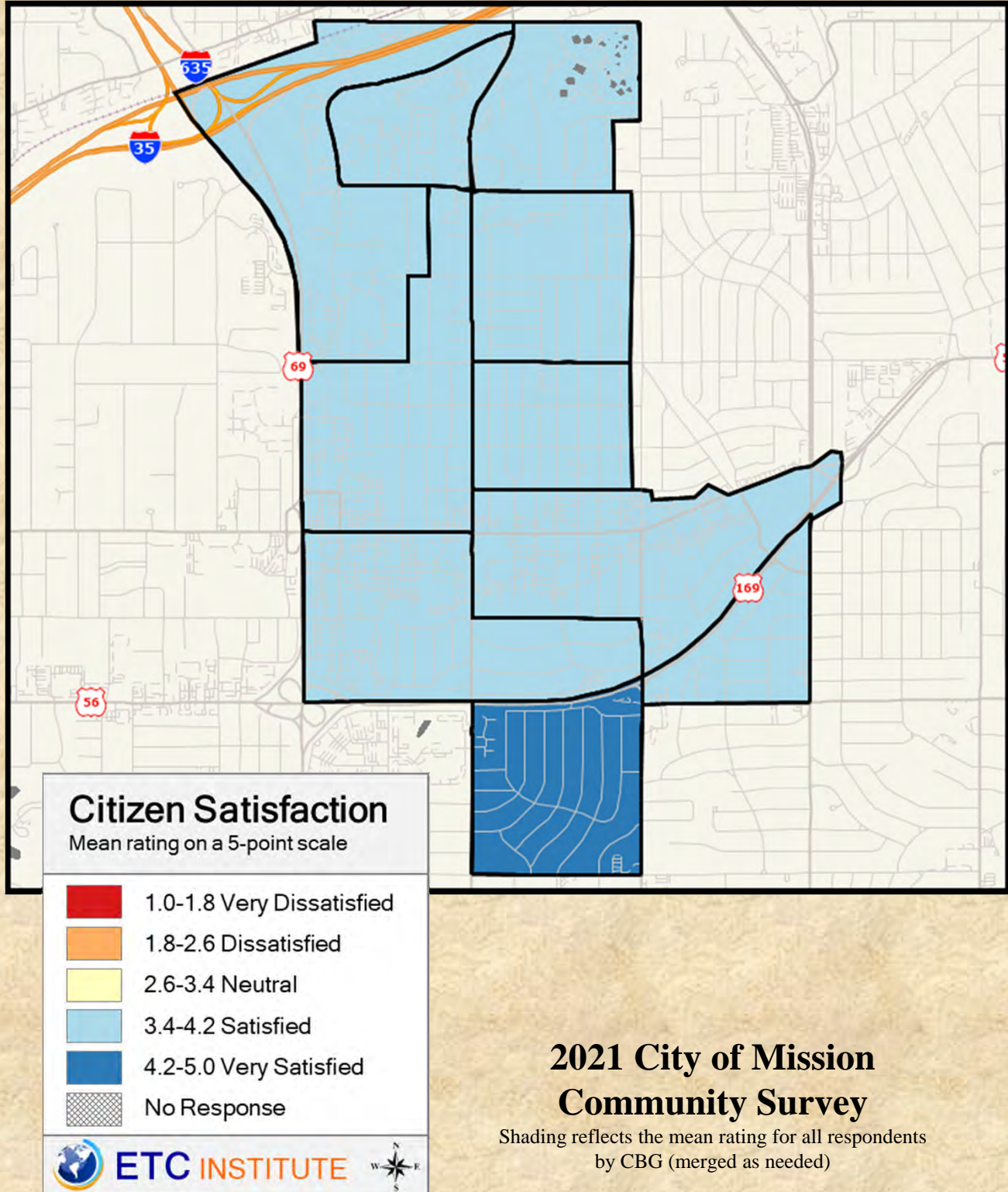
Q1-05. Satisfaction with how well the City is communicating about programs and services



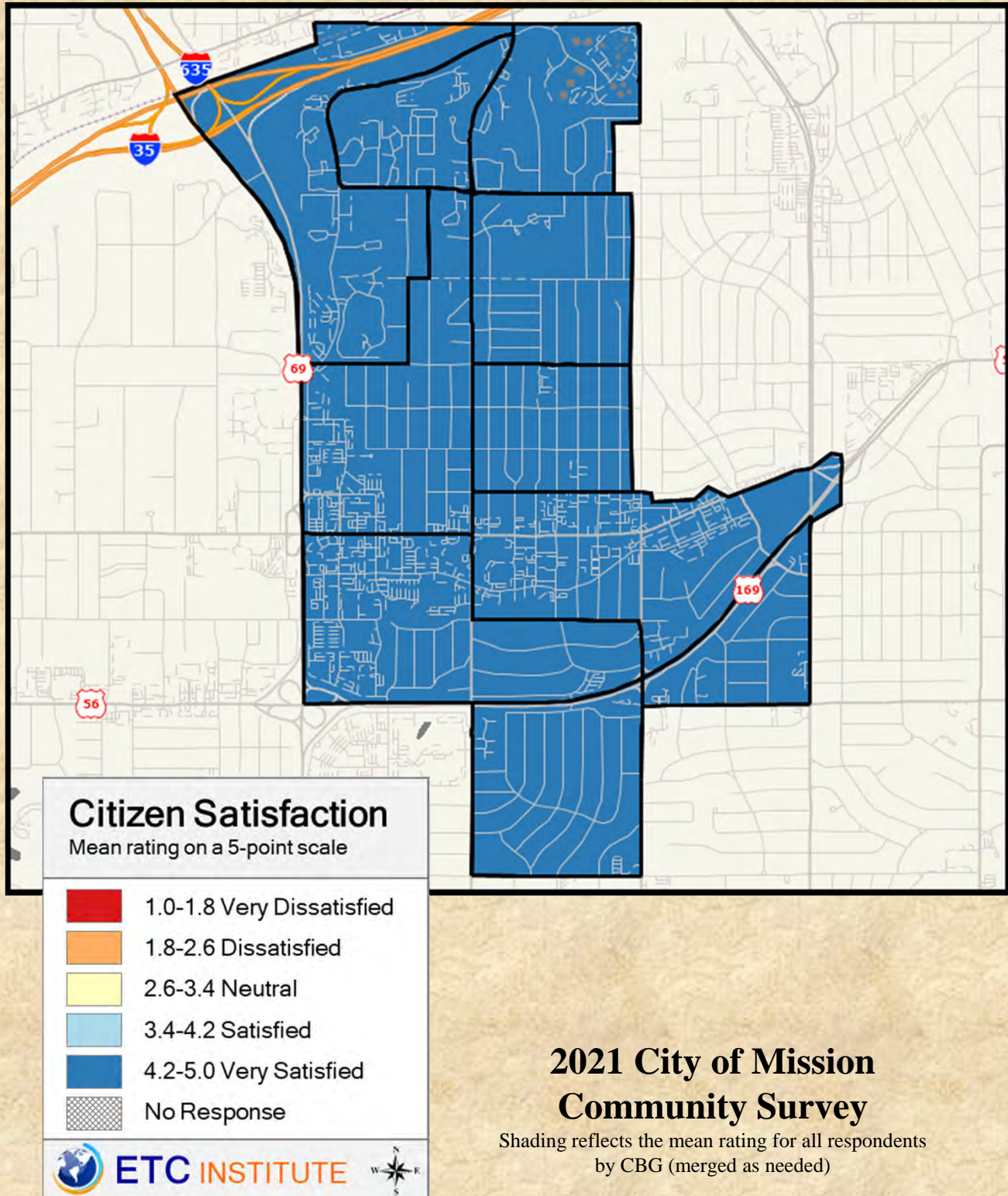
Q1-06. Satisfaction with overall quality of life in Mission



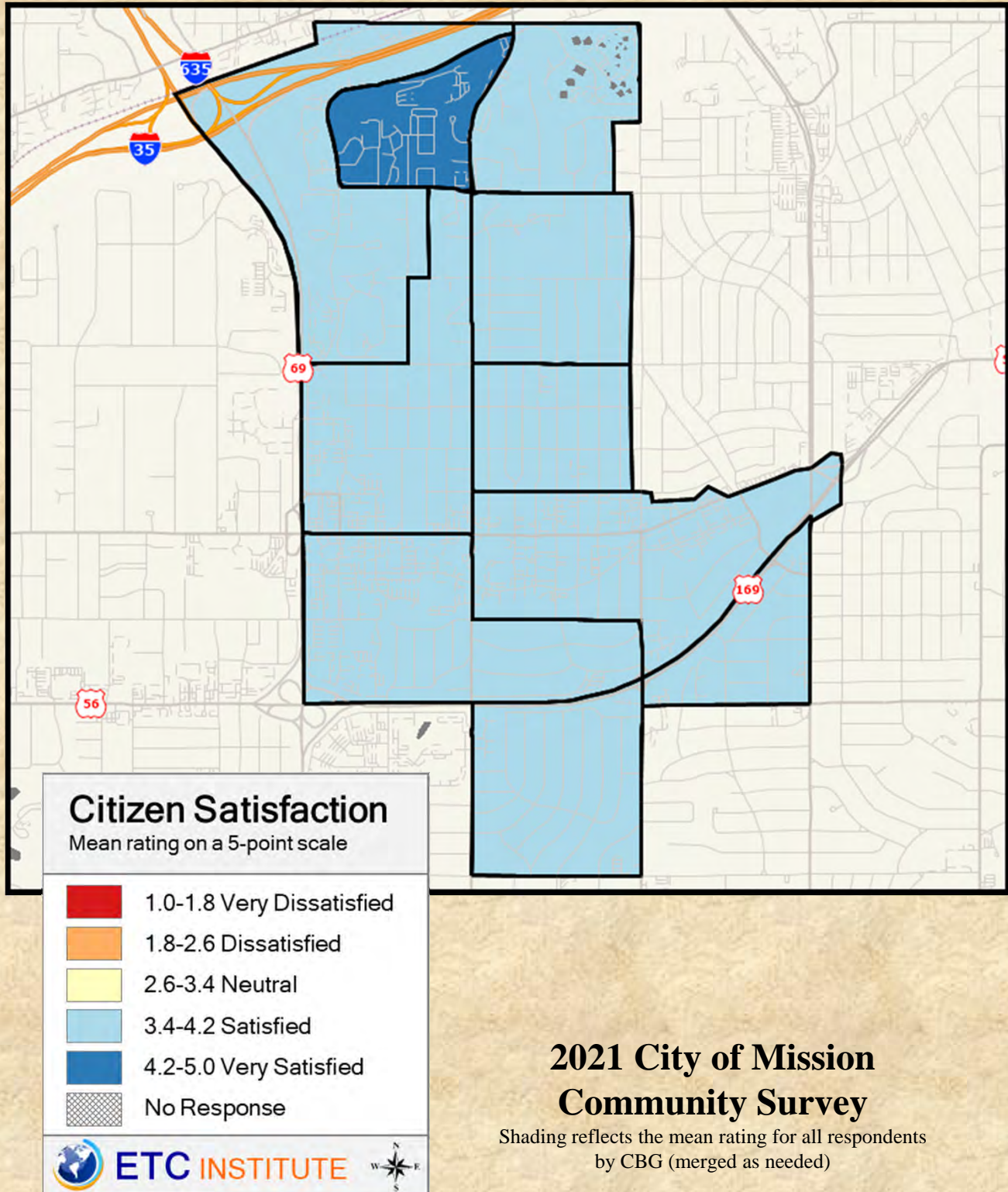
Q1-07. Satisfaction with overall condition of housing in neighborhoods



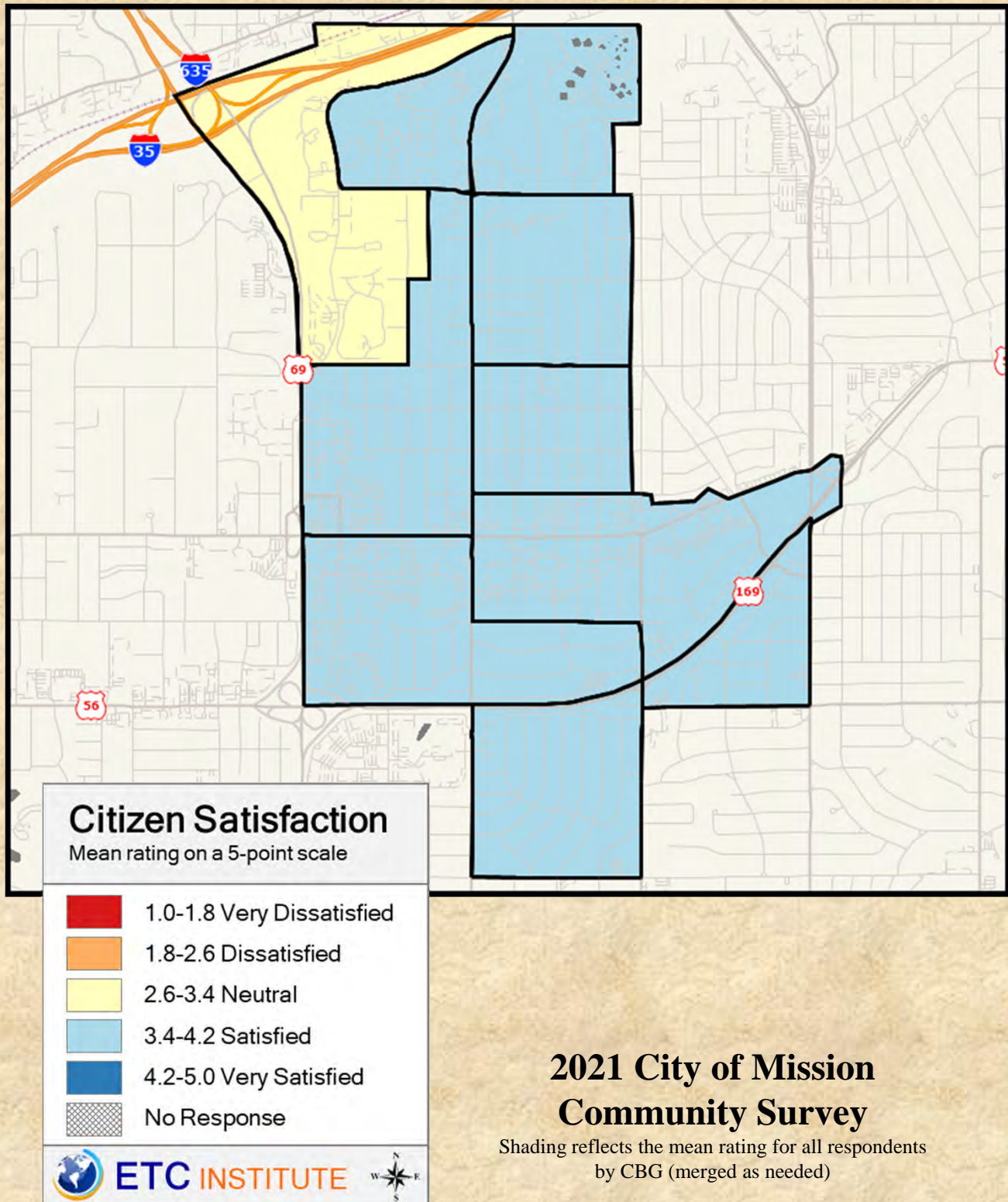
Q1-08. Satisfaction with overall feeling of safety in the City



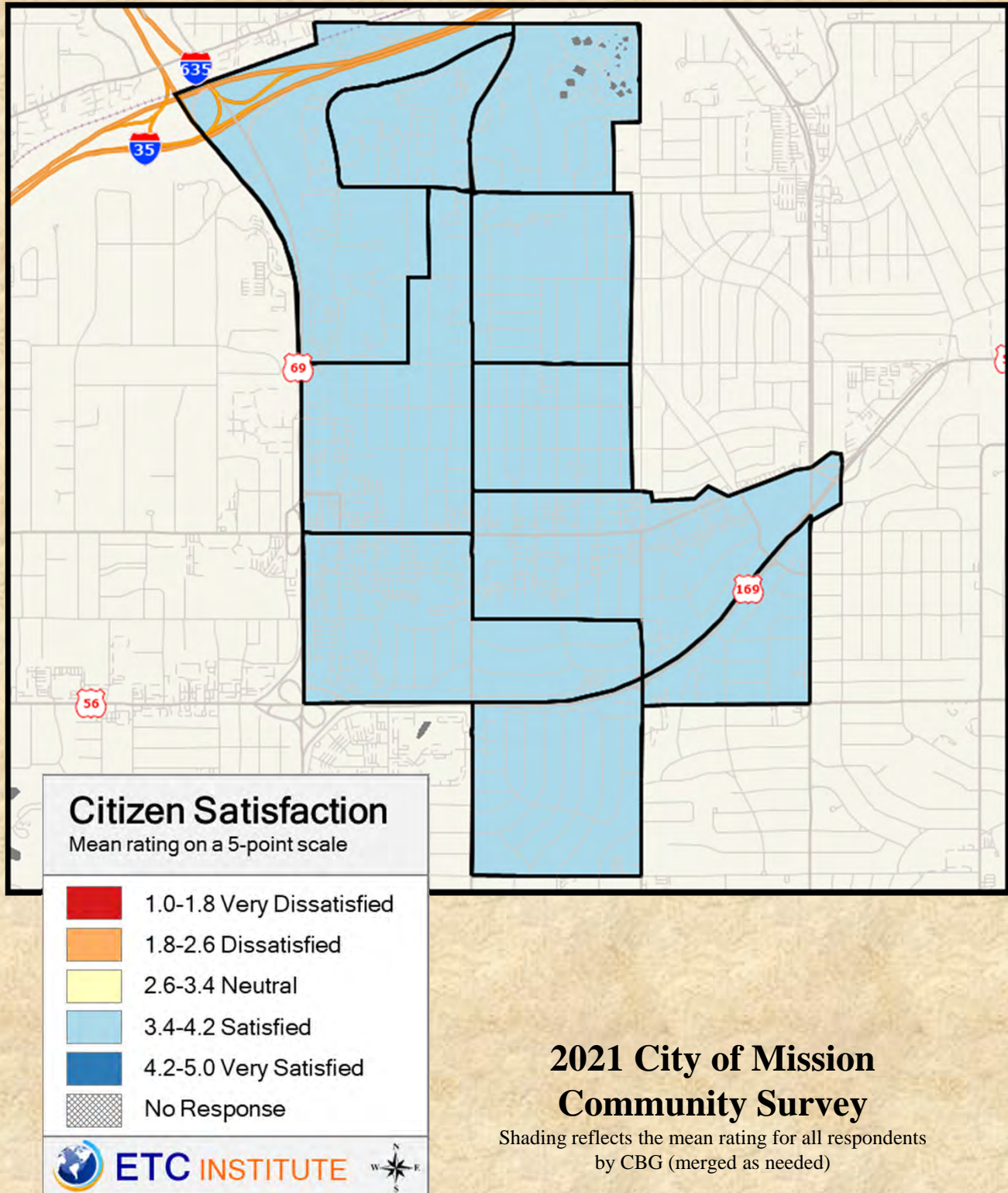
Q1-09. Satisfaction with overall customer service received from City employees



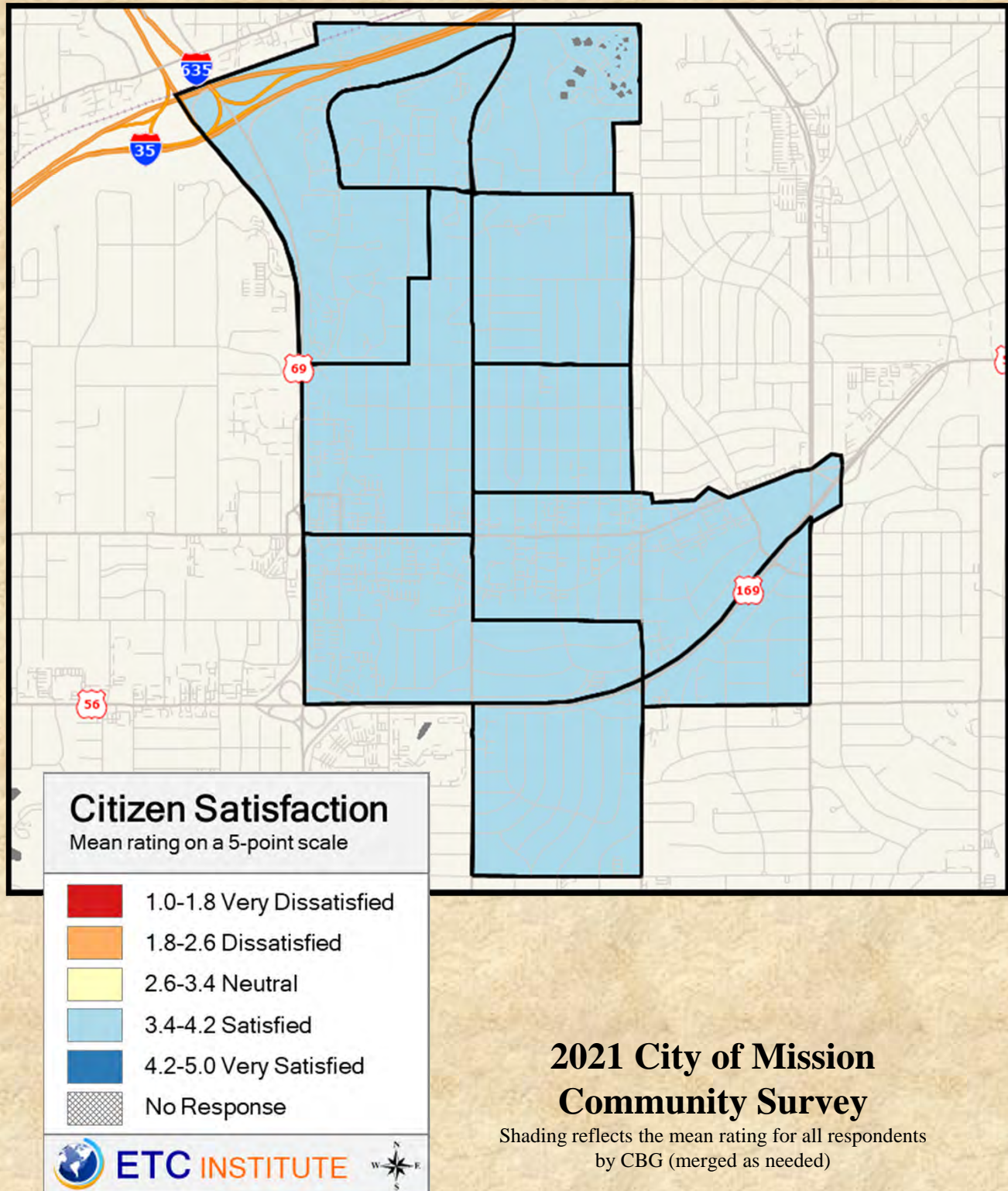
Q1-10. Satisfaction with the City's efforts to promote diversity and inclusion



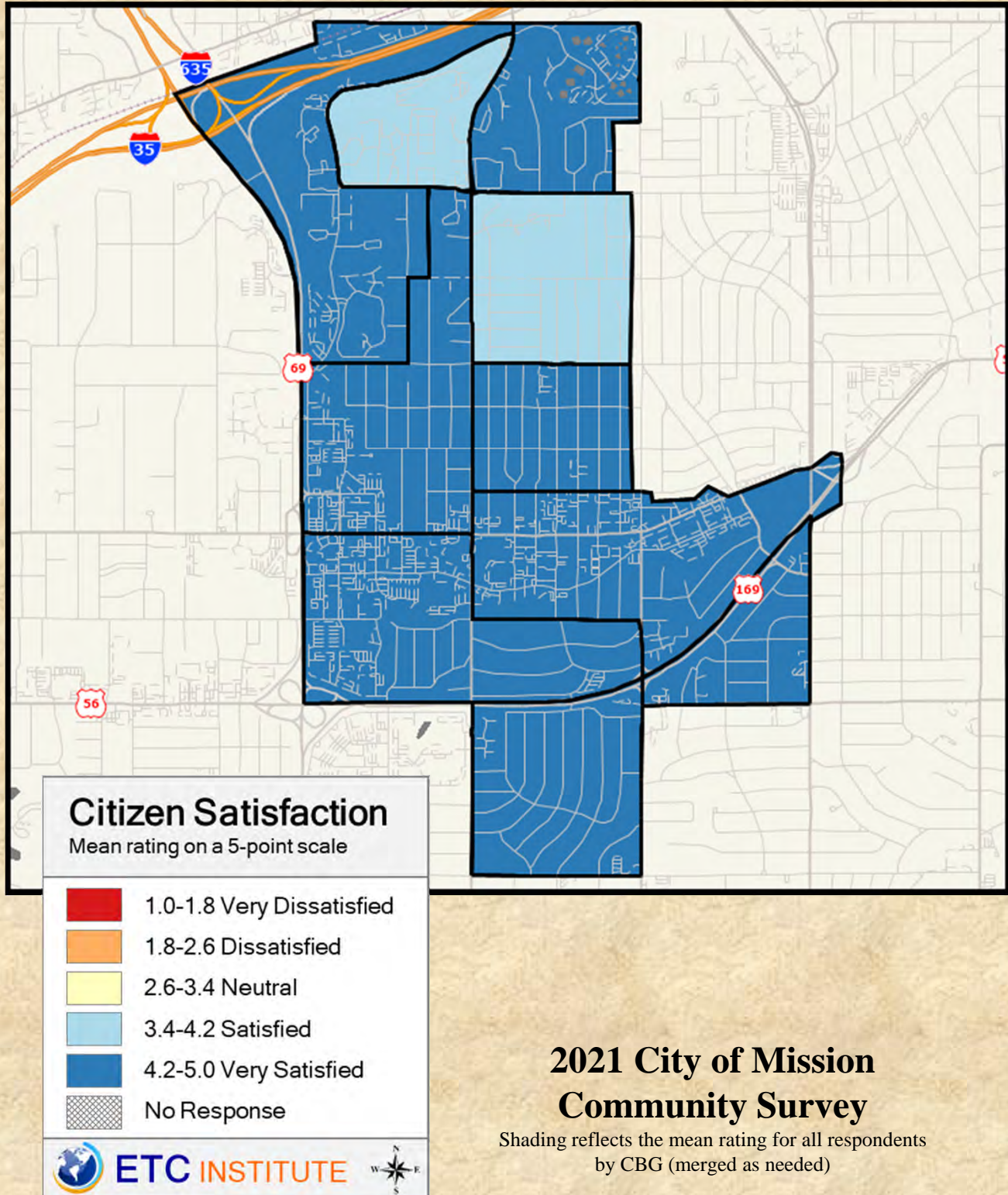
Q1-11. Satisfaction with overall sense of community in Mission



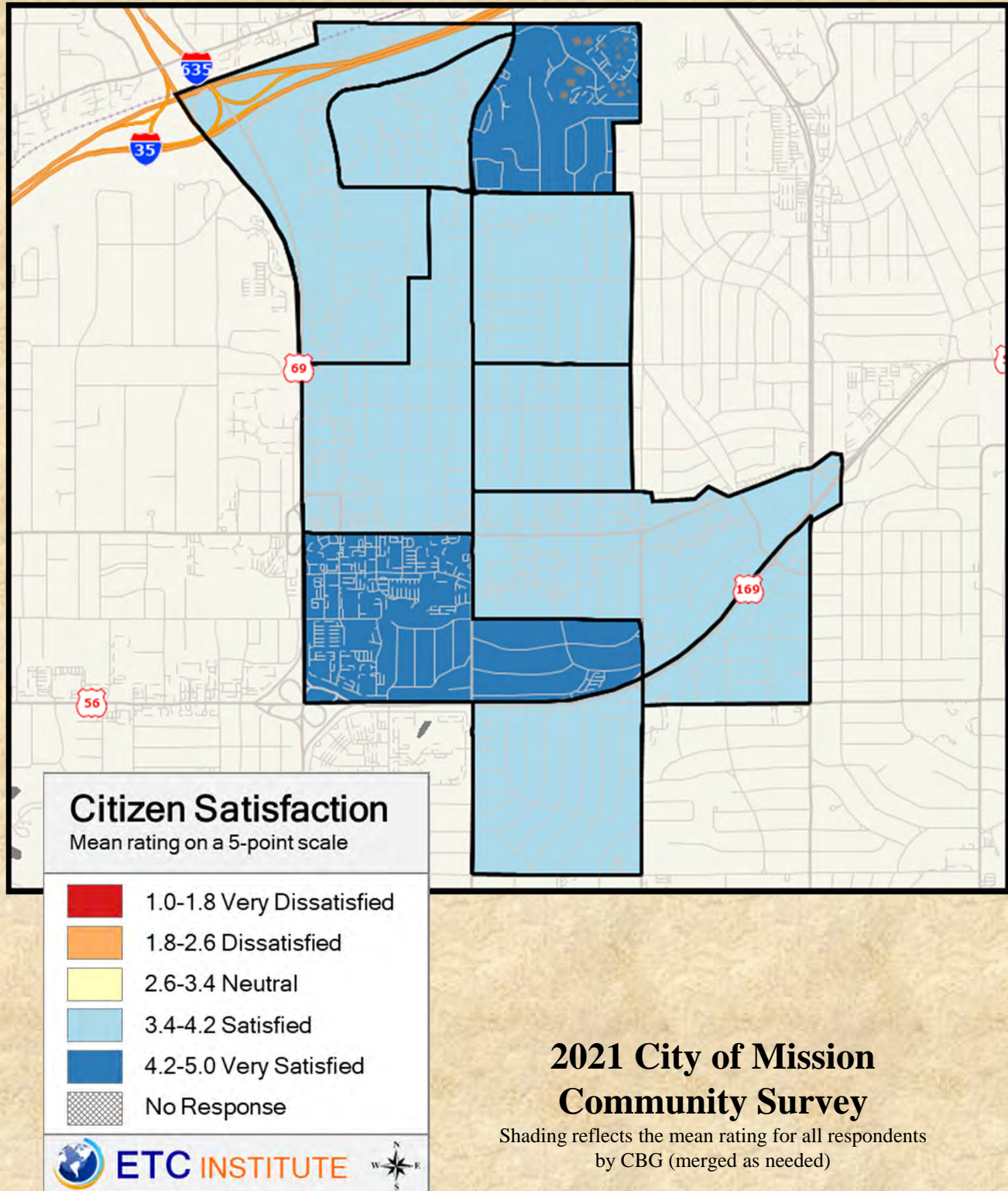
Q1-12. Satisfaction with overall direction that the City of Mission is taking



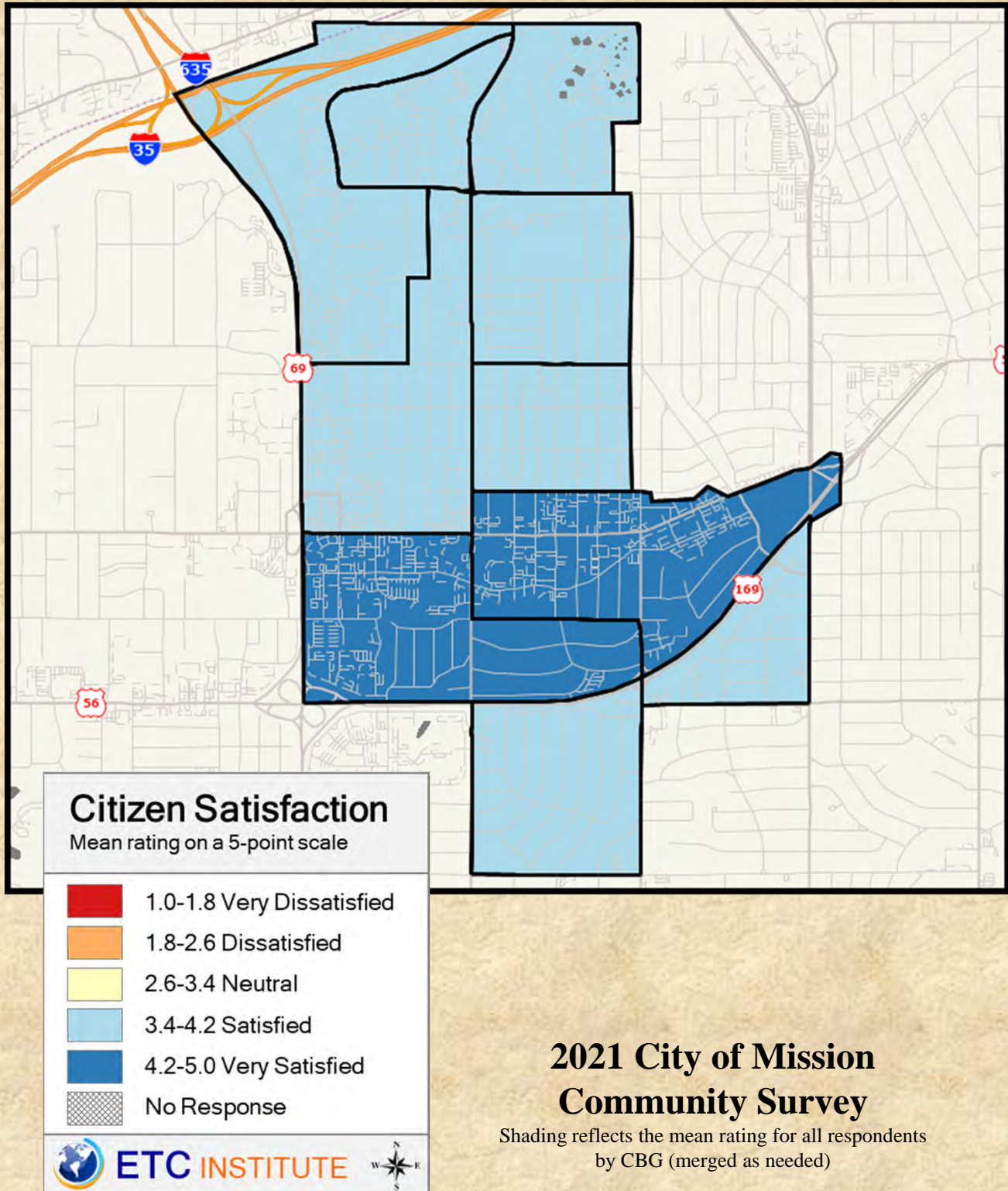
Q2-1. Satisfaction with overall quality of local police protection



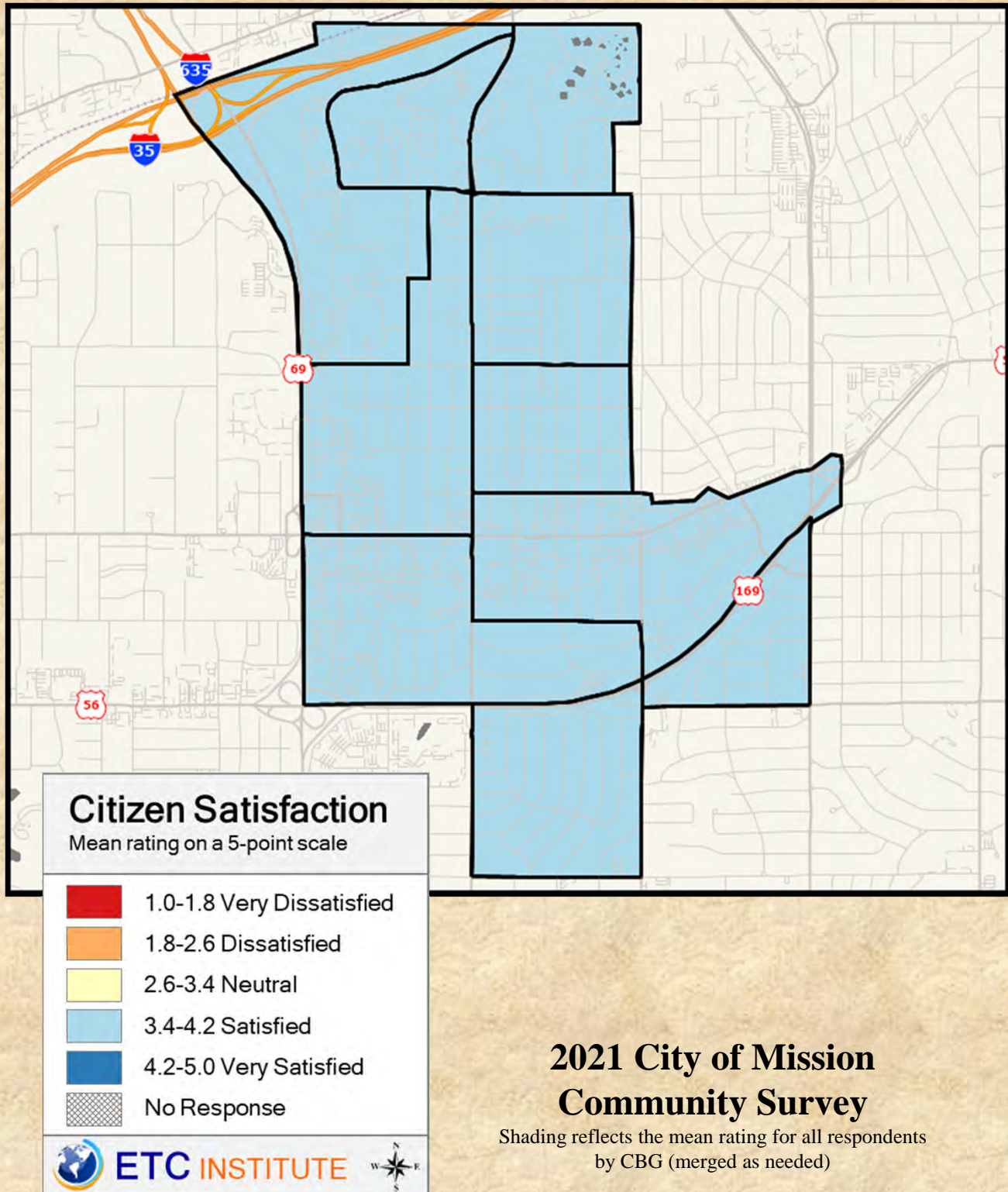
Q2-2. Satisfaction with visibility of police in neighborhoods



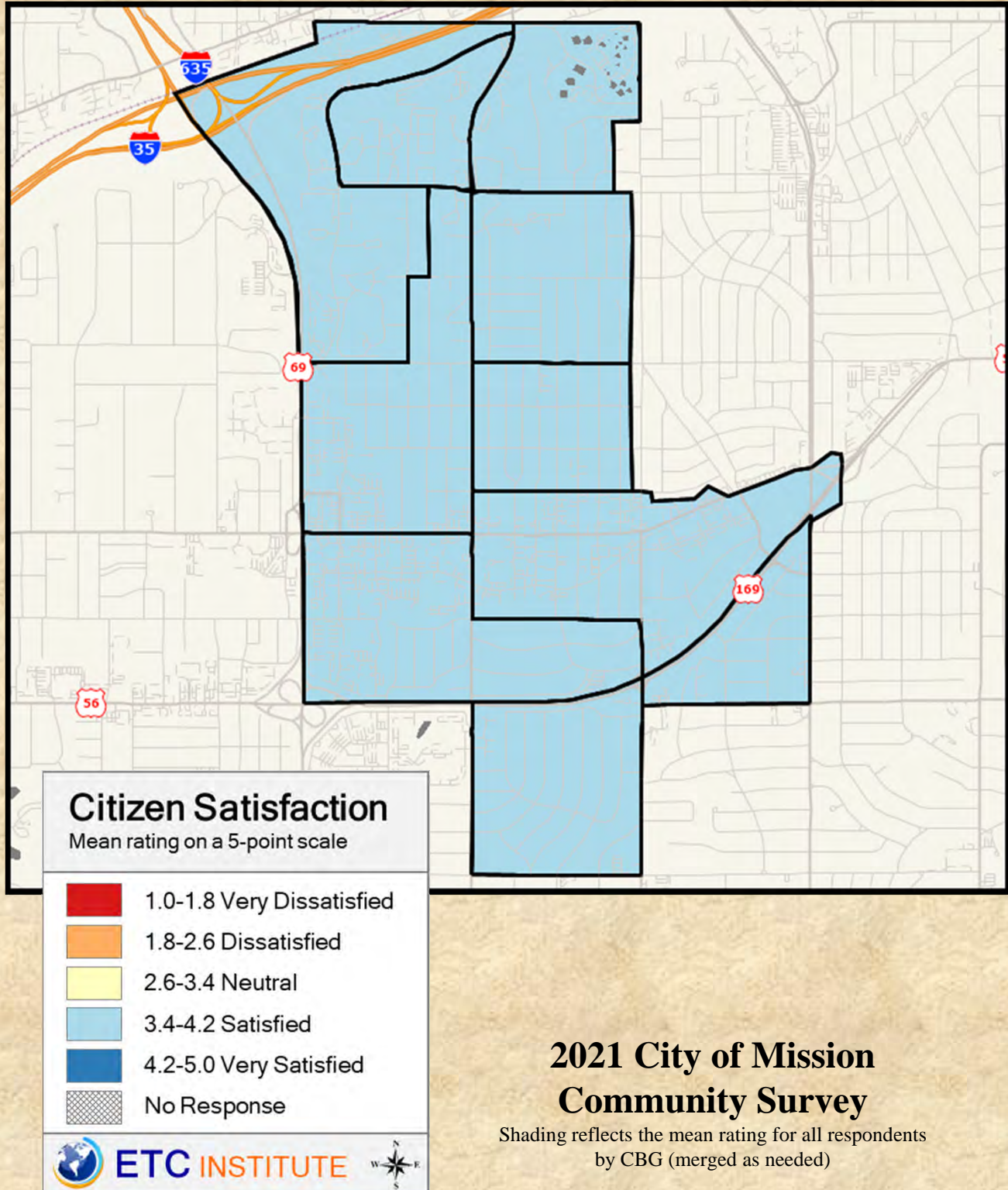
Q2-3. Satisfaction with visibility of police in commercial areas



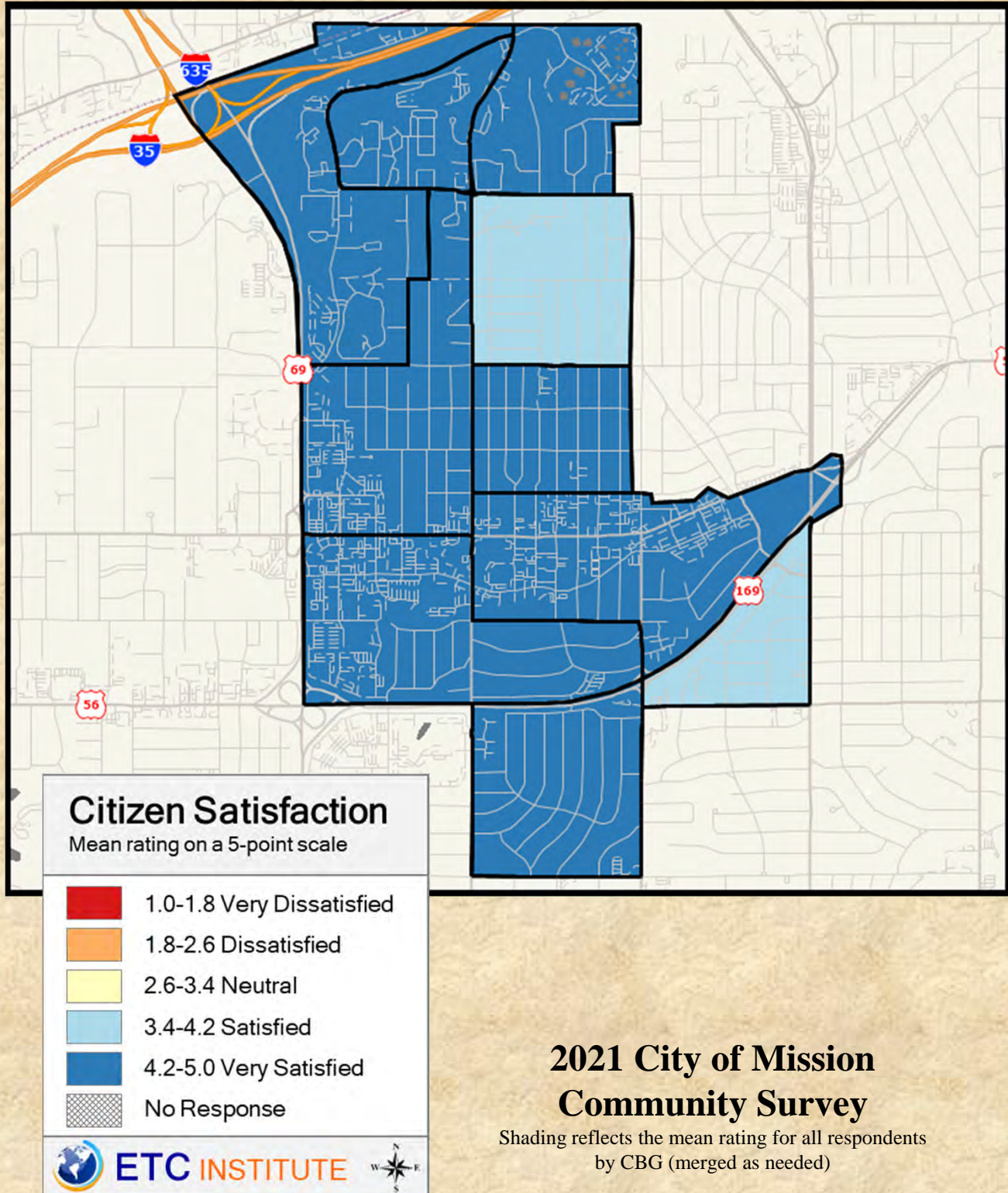
Q2-4. Satisfaction with the City's overall efforts to prevent crime



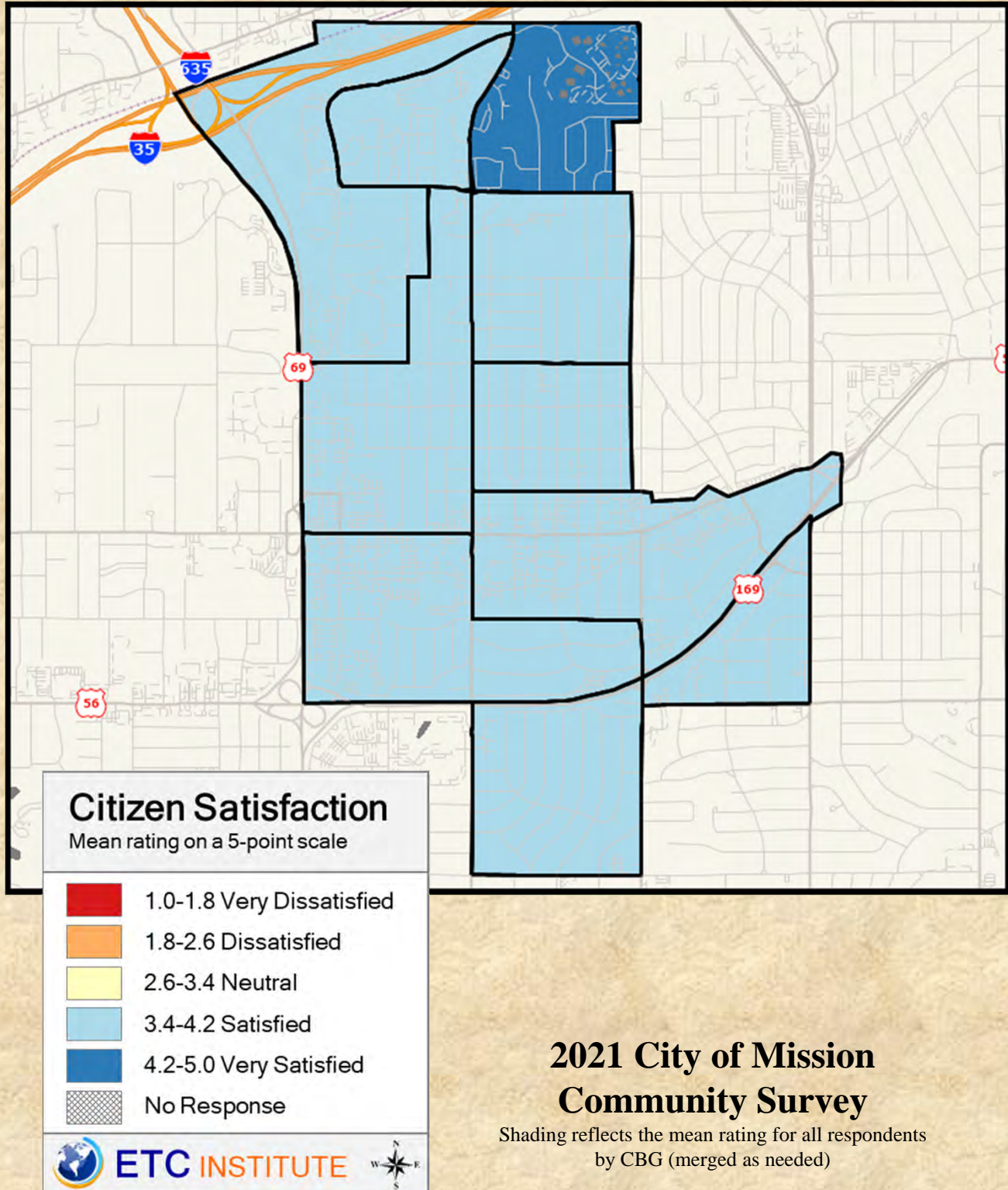
Q2-5. Satisfaction with enforcement of local traffic laws



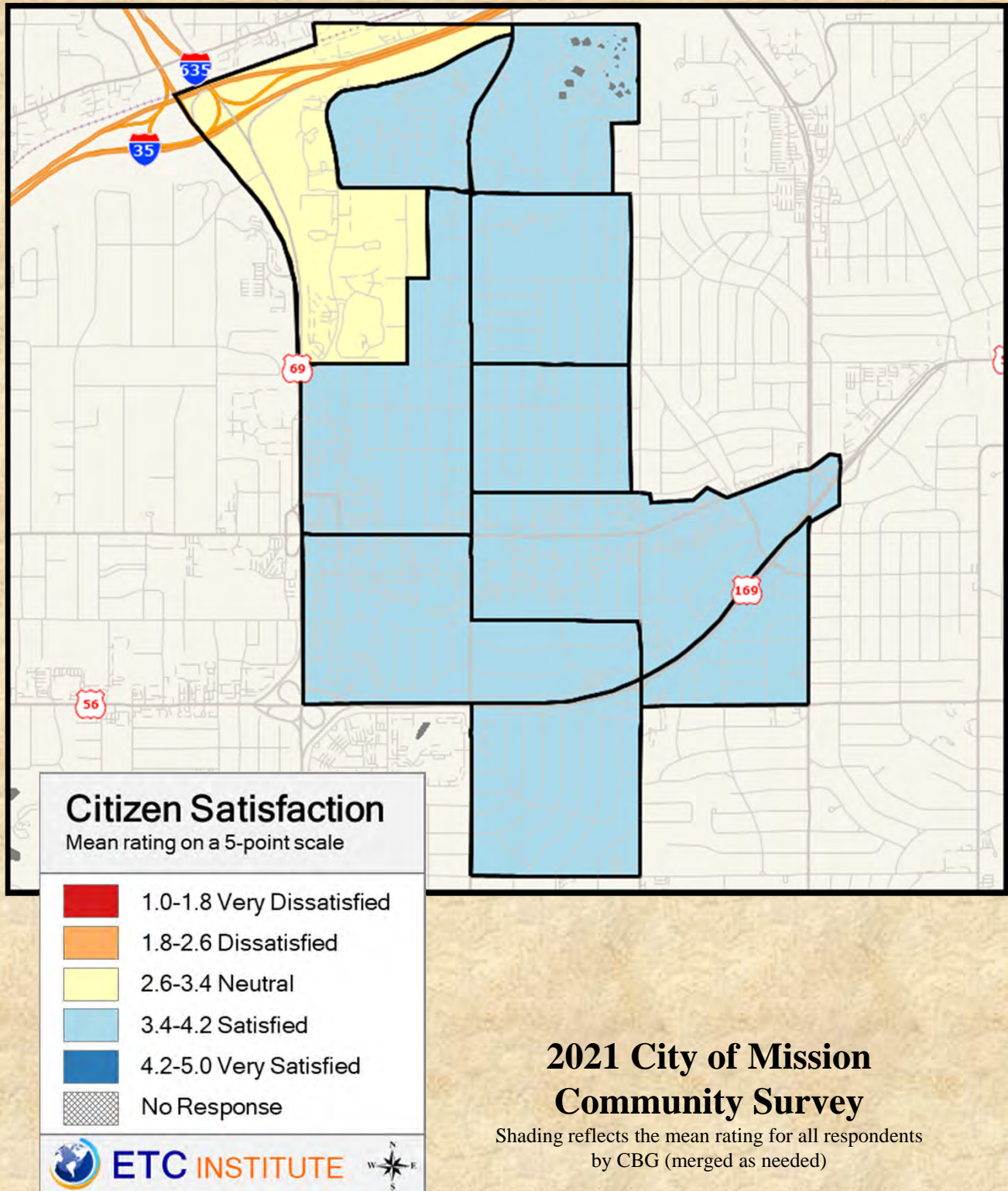
Q2-6. Satisfaction with how quickly police officers respond to emergencies



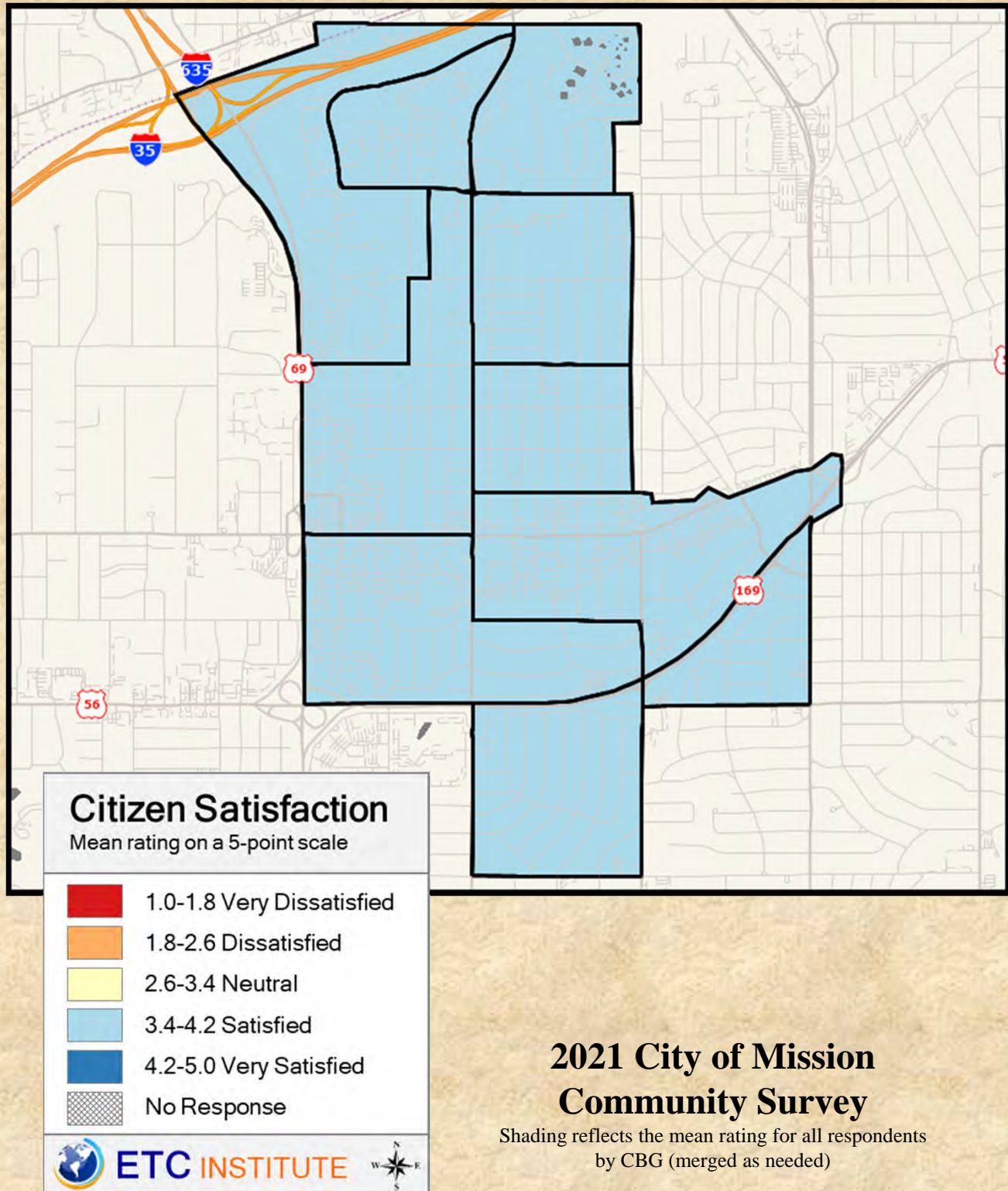
Q2-7. Satisfaction with Police Department's efforts to create cooperative relationships with the community



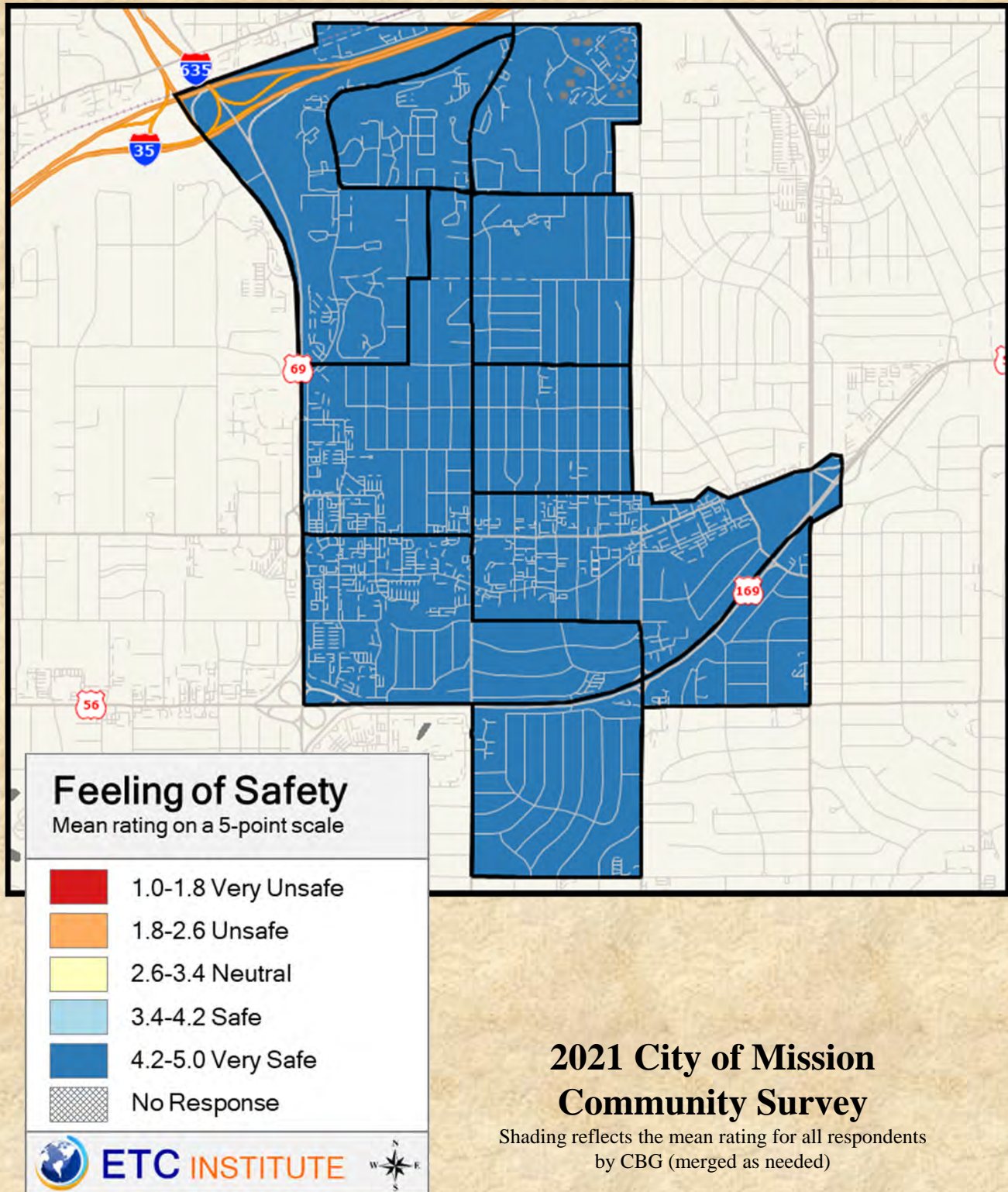
Q2-8. Satisfaction with fairness and impartiality of the police when enforcing the law



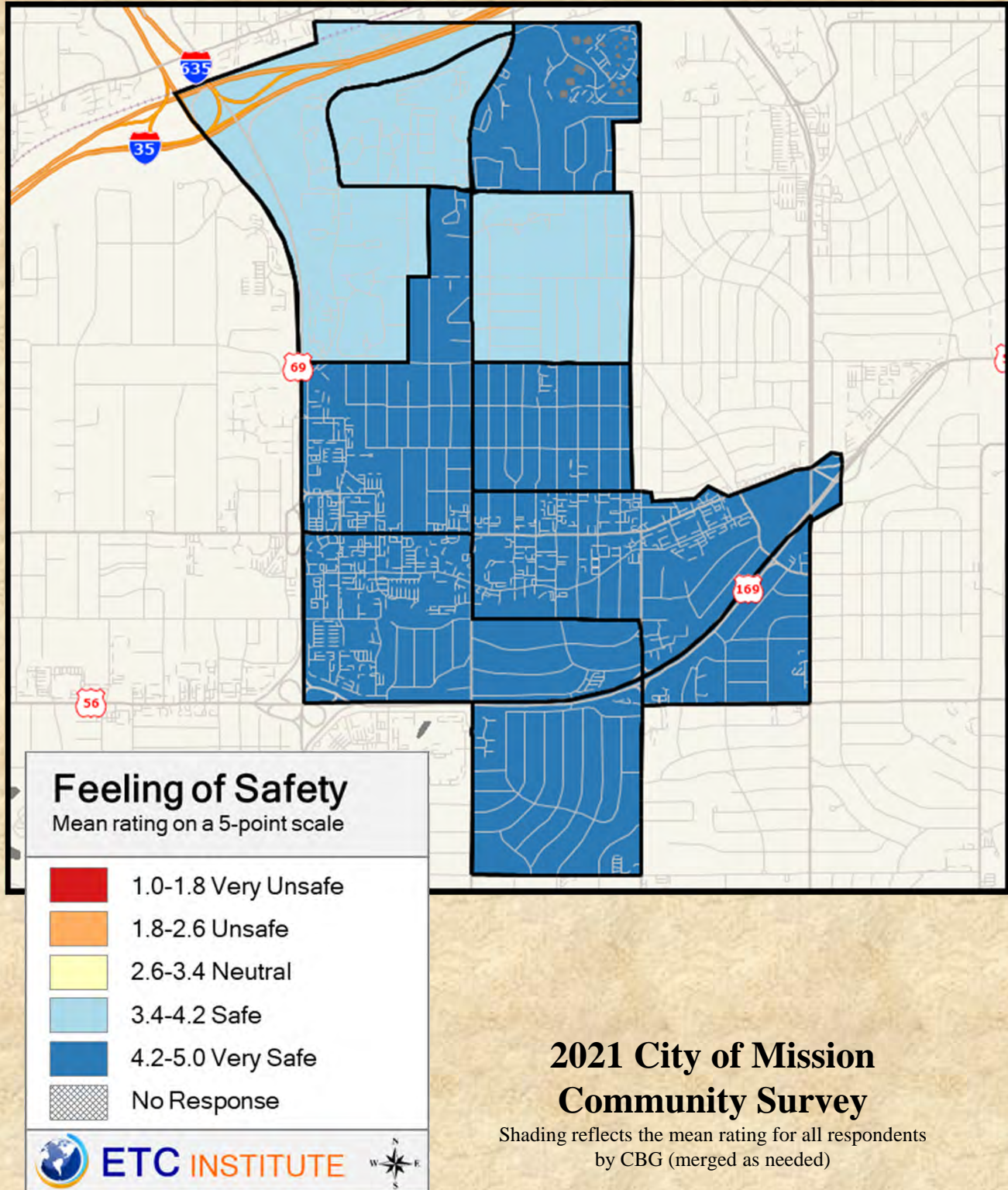
Q2-9. Satisfaction with Police Department's effectiveness in resolving neighborhood concerns



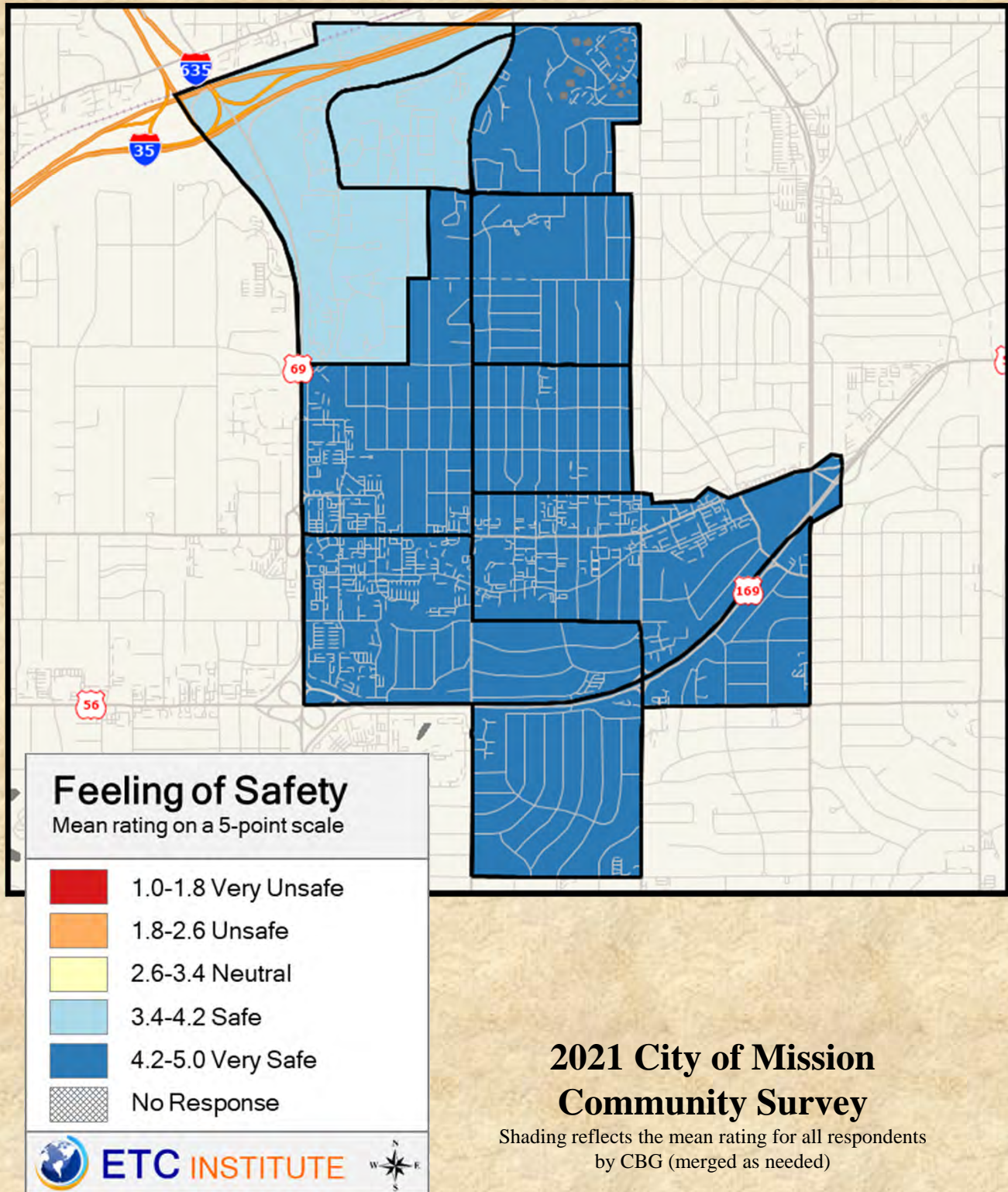
Q4-1. Feeling of safety in neighborhoods during the day



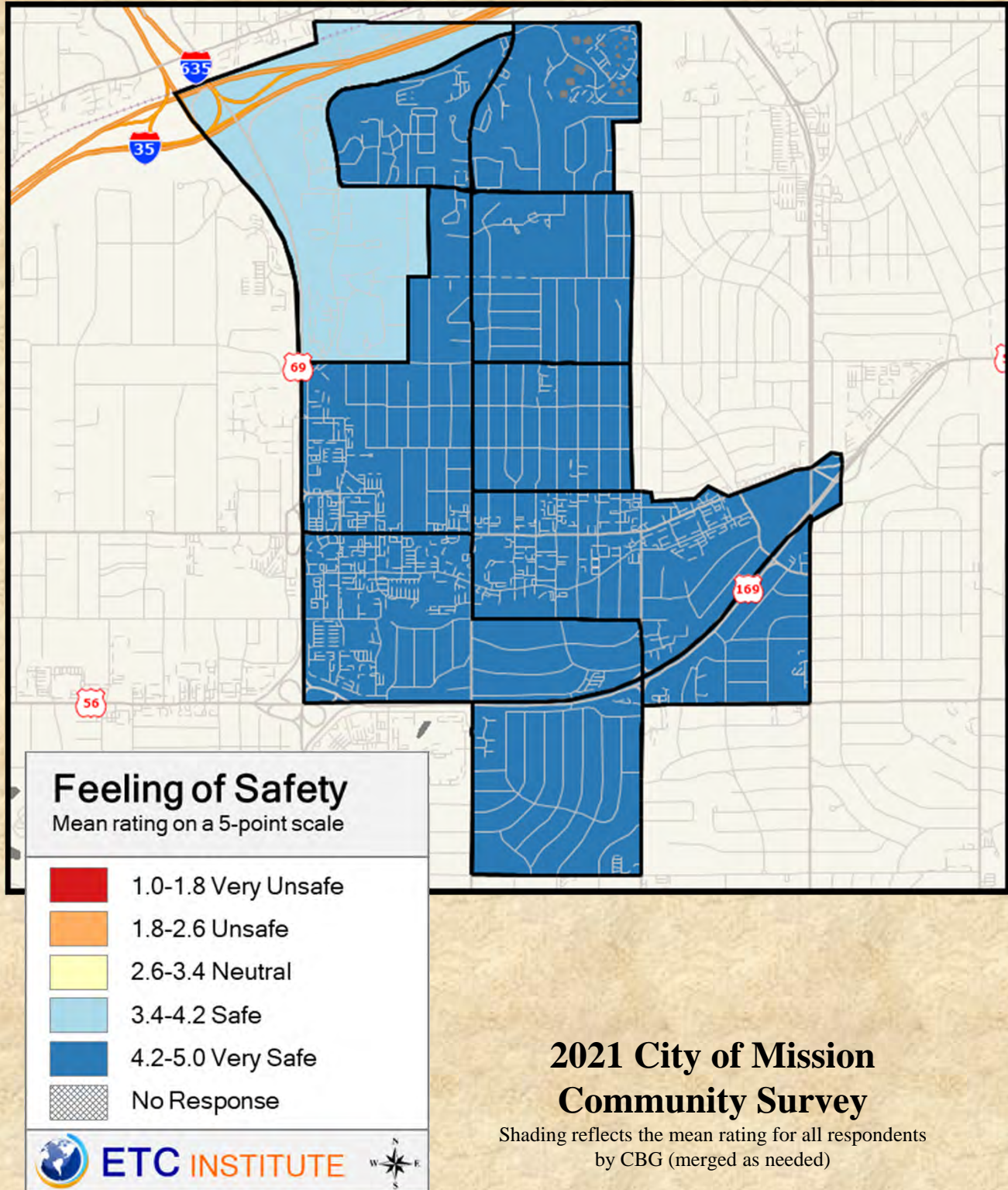
Q4-2. Feeling of safety in neighborhoods at night



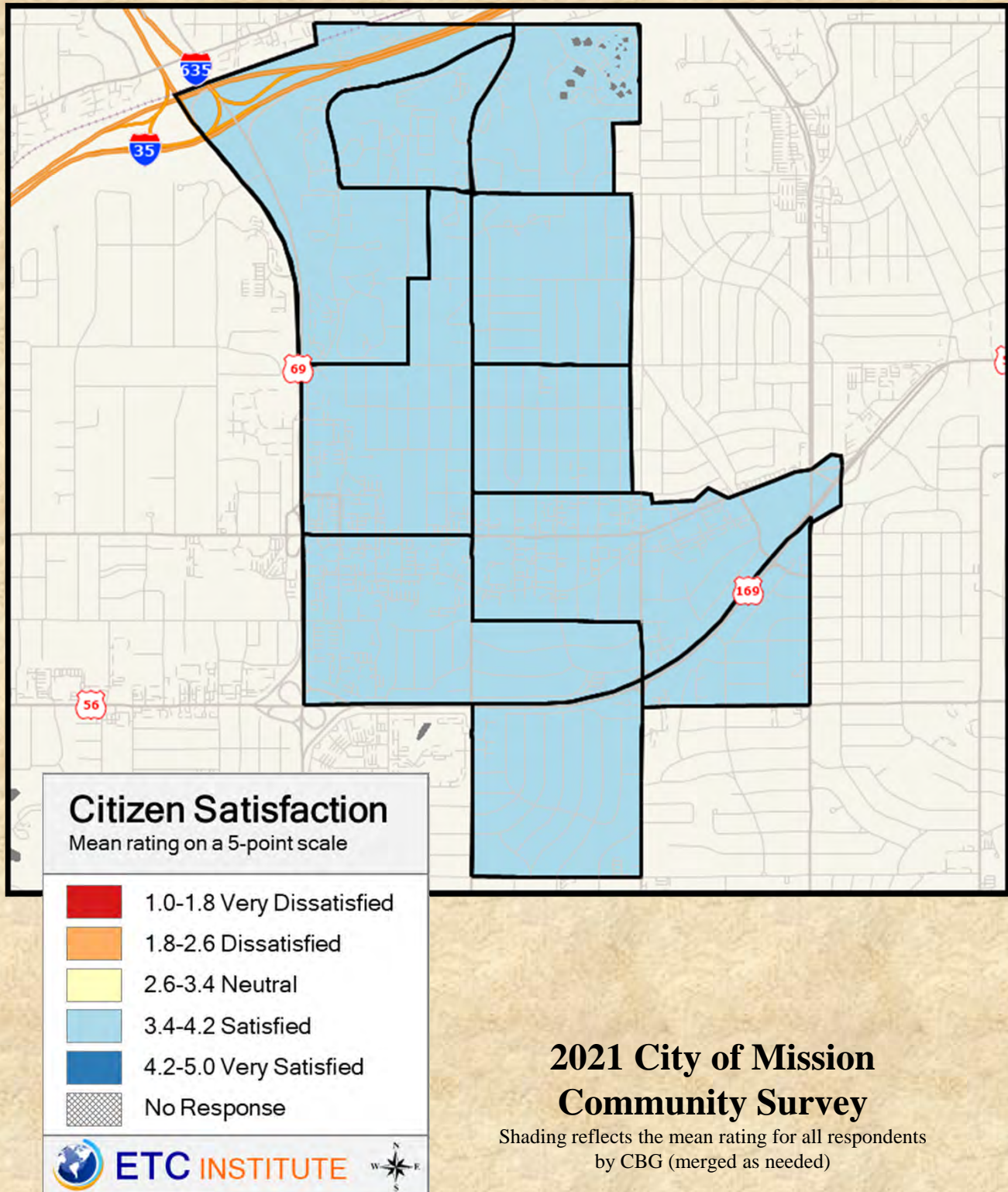
Q4-3. Feeling of safety in City parks and recreation facilities



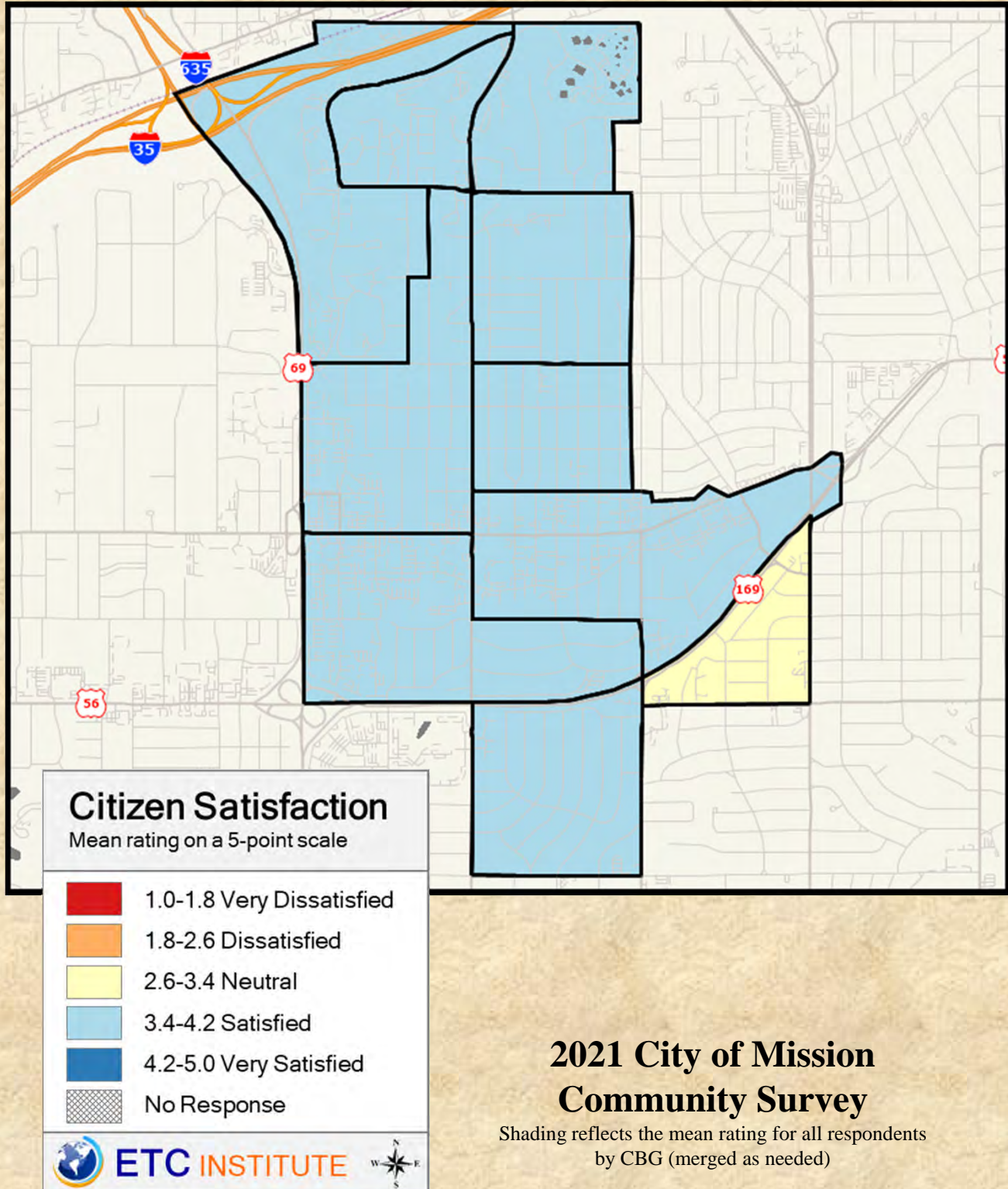
Q4-4. Feeling of safety in neighborhoods during the day



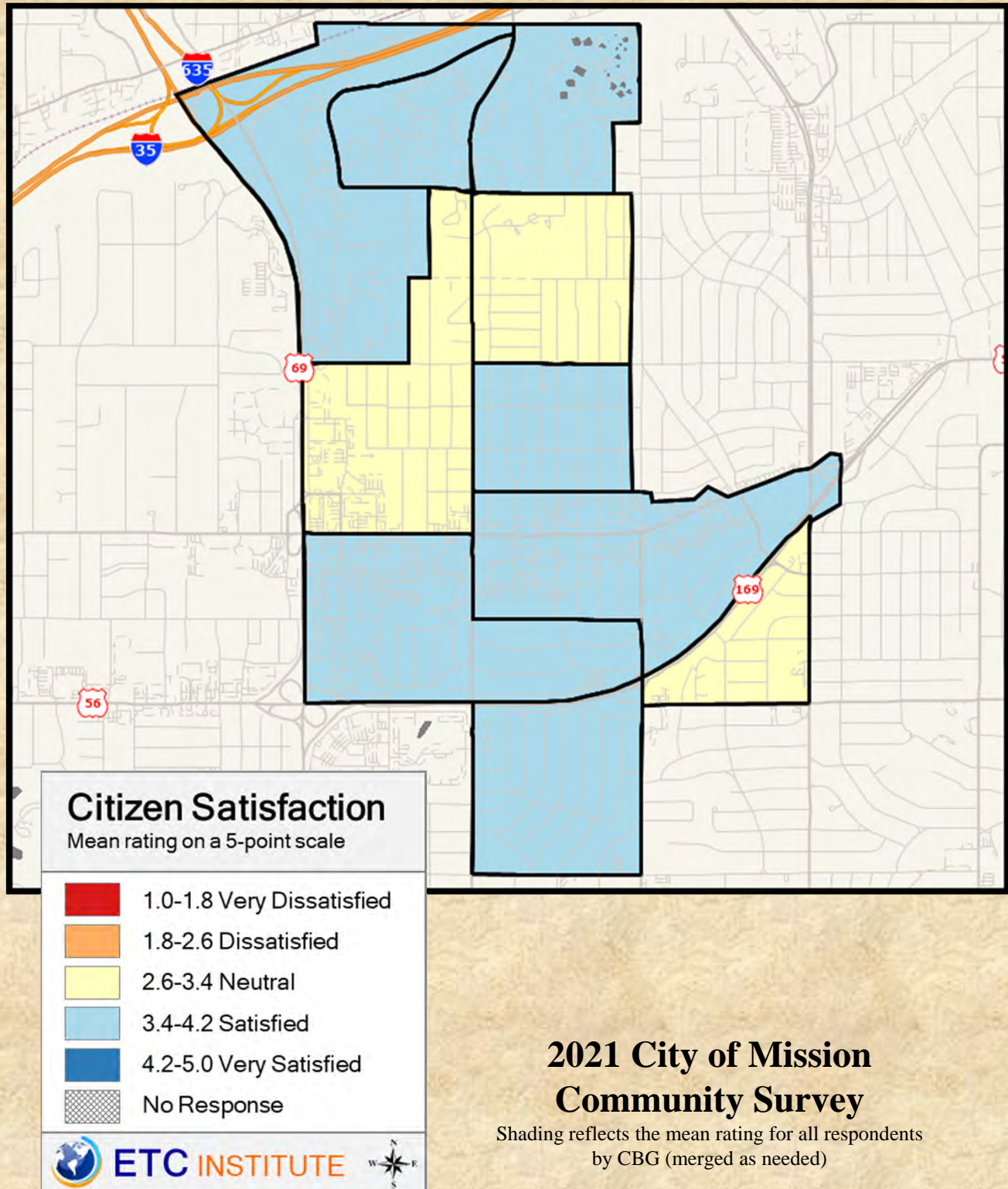
Q5-1. Satisfaction with maintenance of City parks/ green spaces



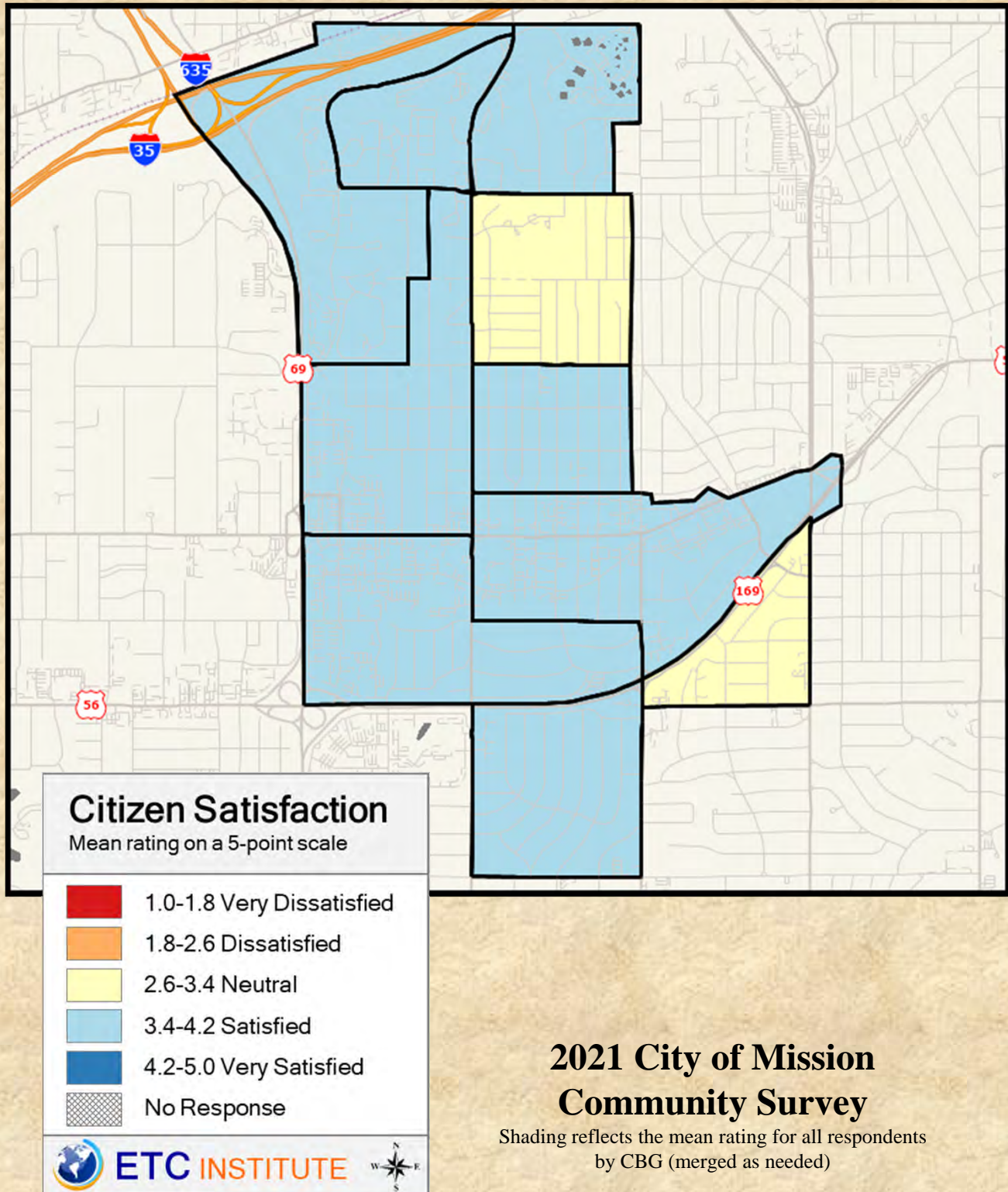
Q5-2. Satisfaction with the number of City parks



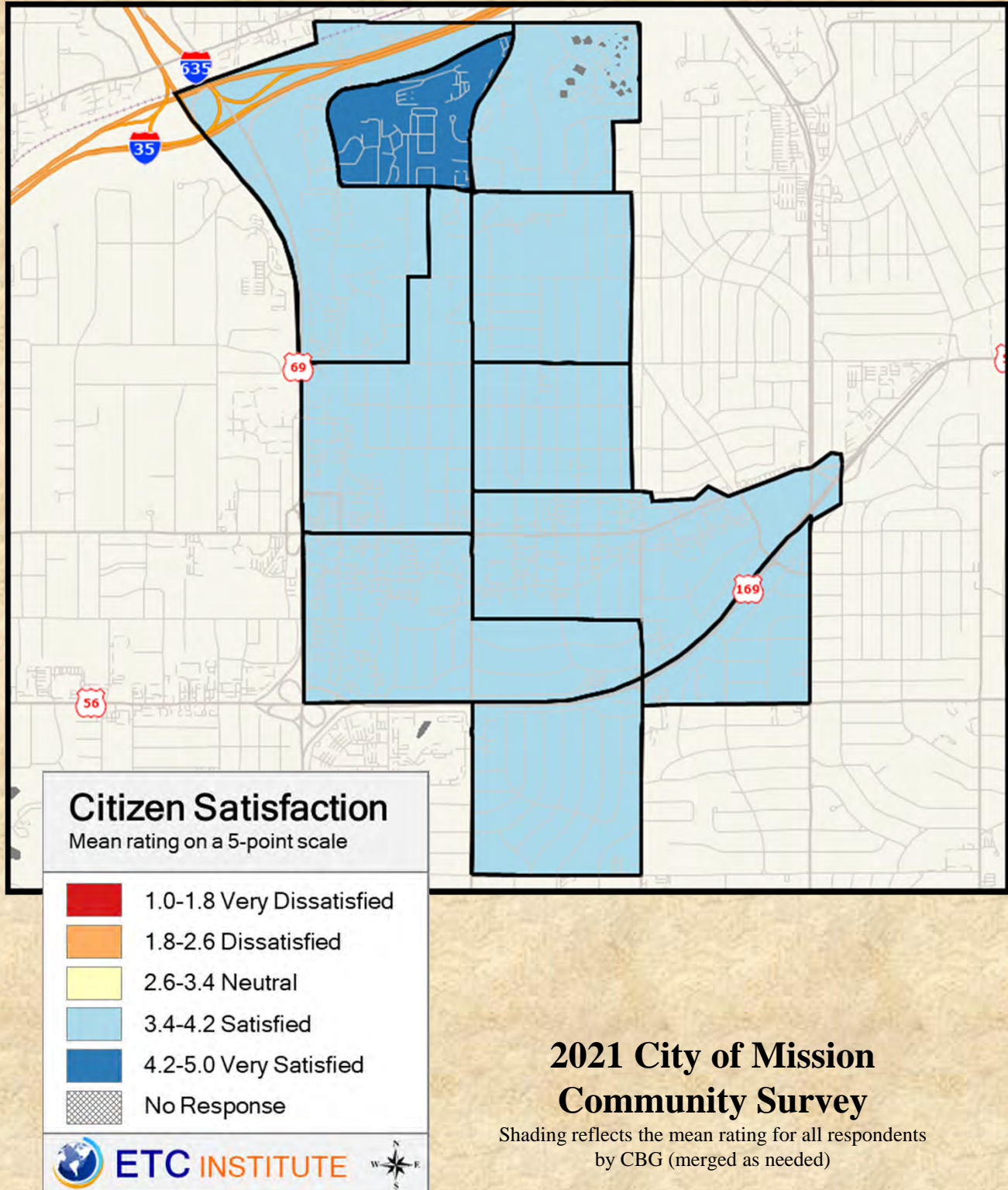
Q5-3. Satisfaction with availability of walking and biking trails in the City



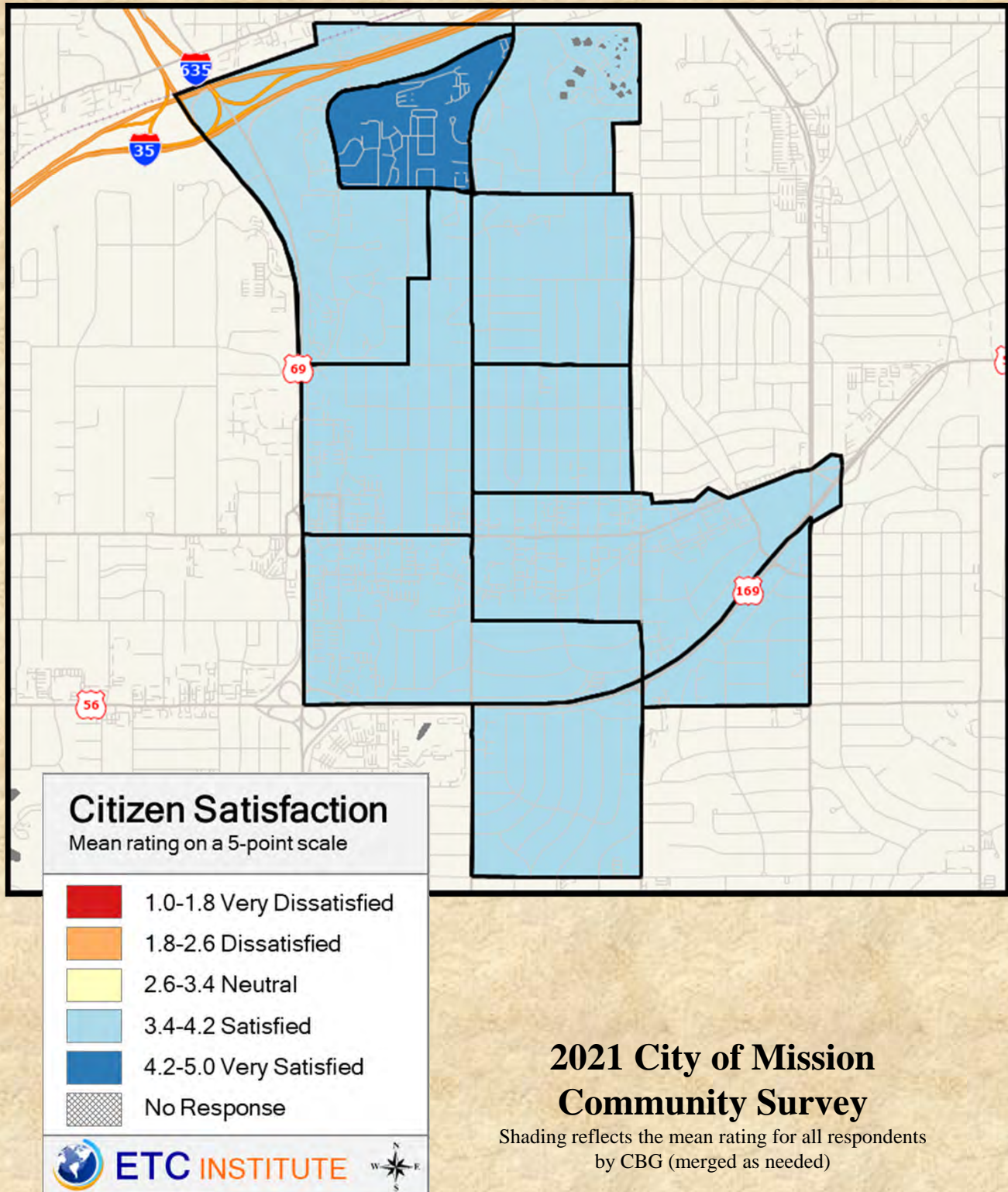
Q5-4. Satisfaction with condition of park amenities



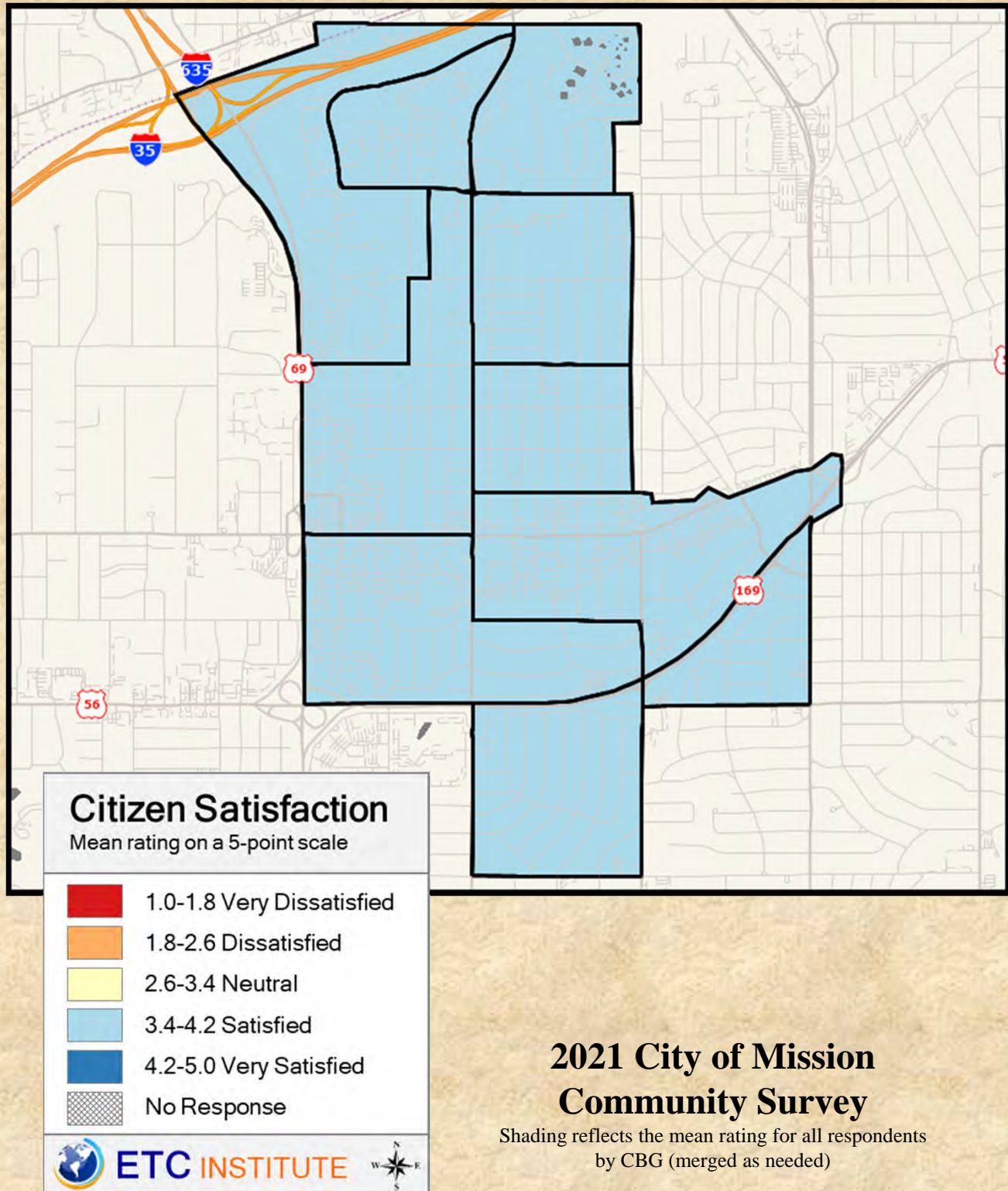
Q5-5. Satisfaction with quality of the Powell Community Center



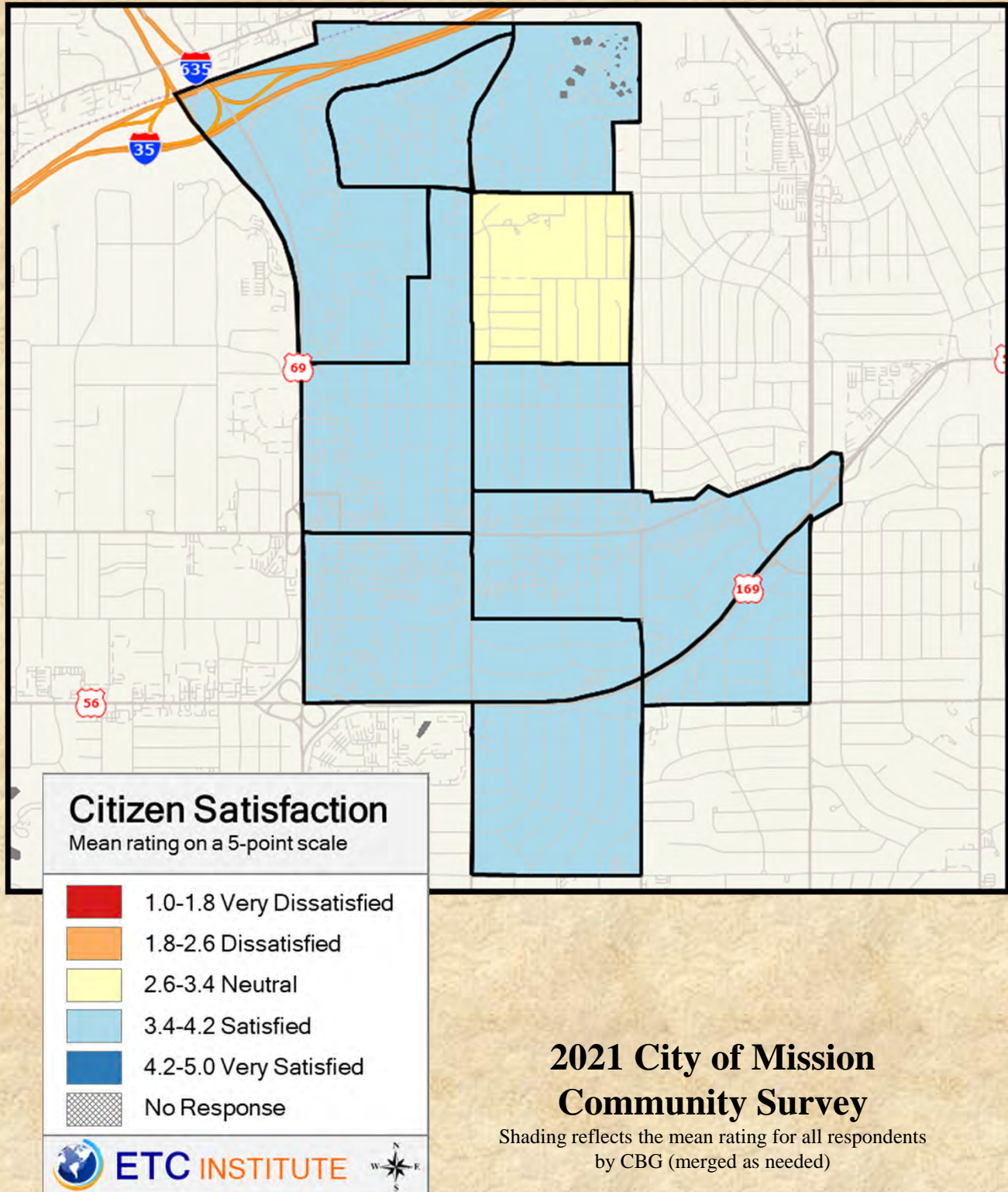
Q5-6. Satisfaction with quality of the Mission Family Aquatic Center



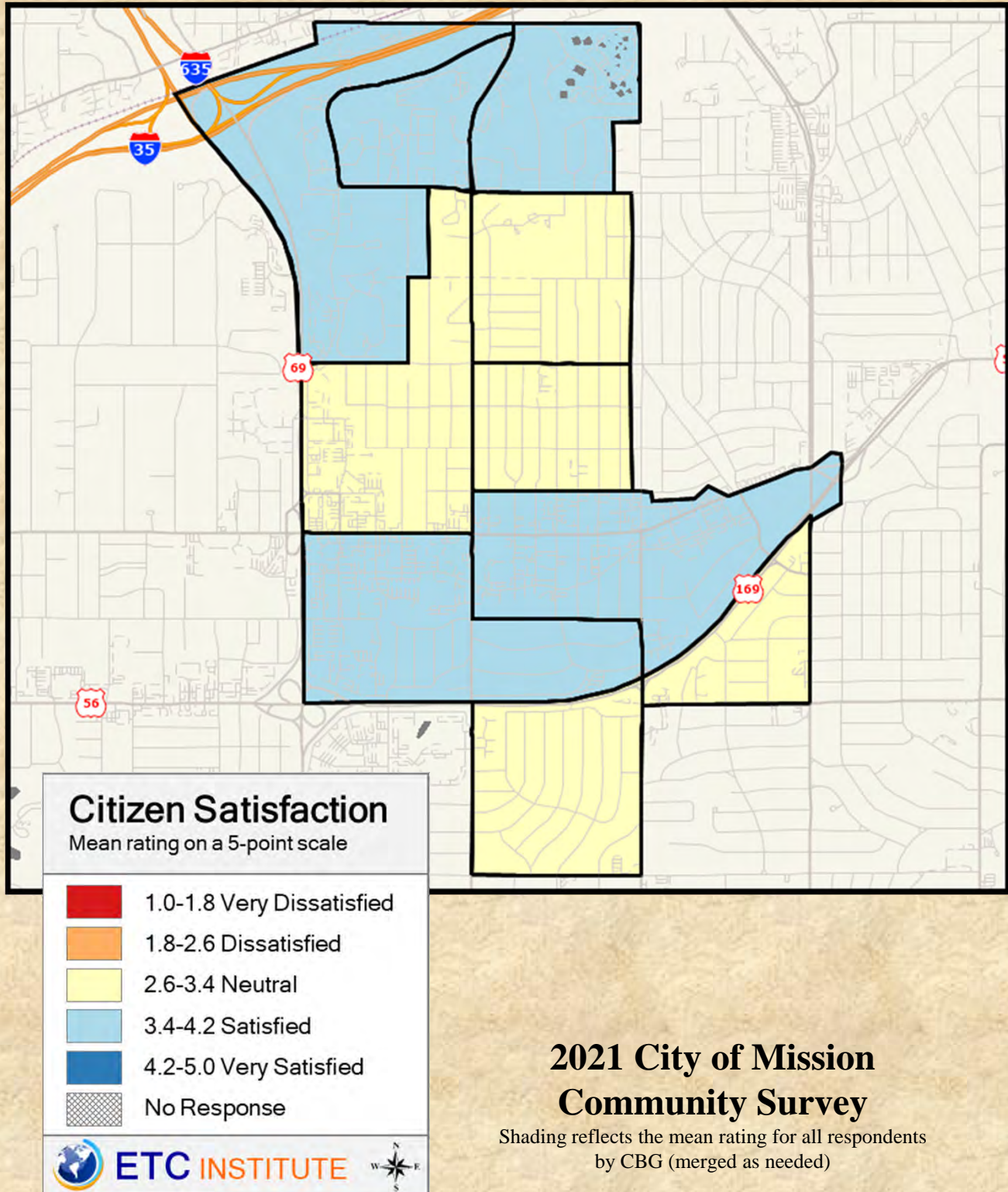
Q5-7. Satisfaction with ease of registering for parks and recreation programs



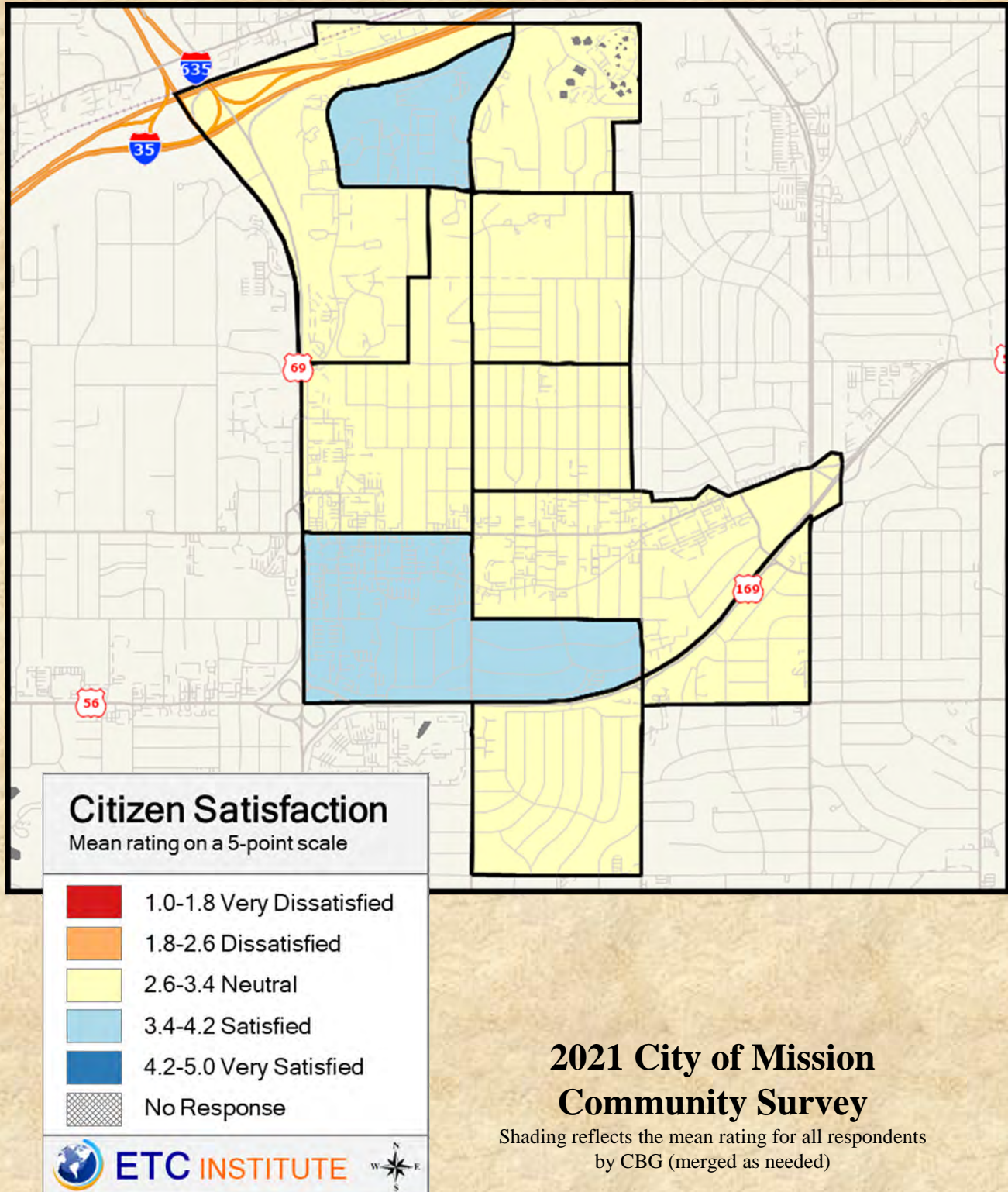
Q5-8. Satisfaction with fees charged for memberships, recreation programs and facility rentals



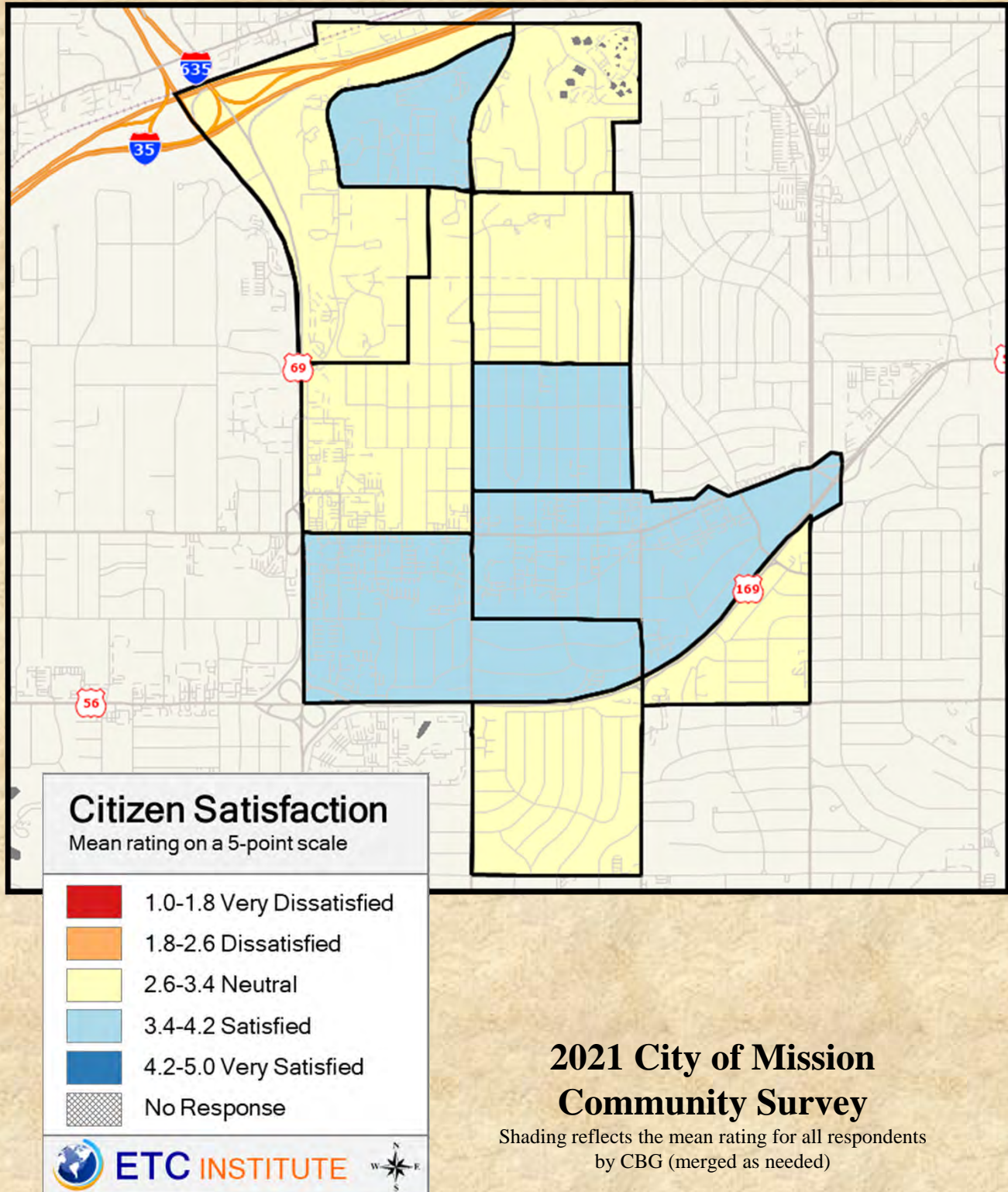
Q8-1. Satisfaction with enforcing the clean-up of debris on private property



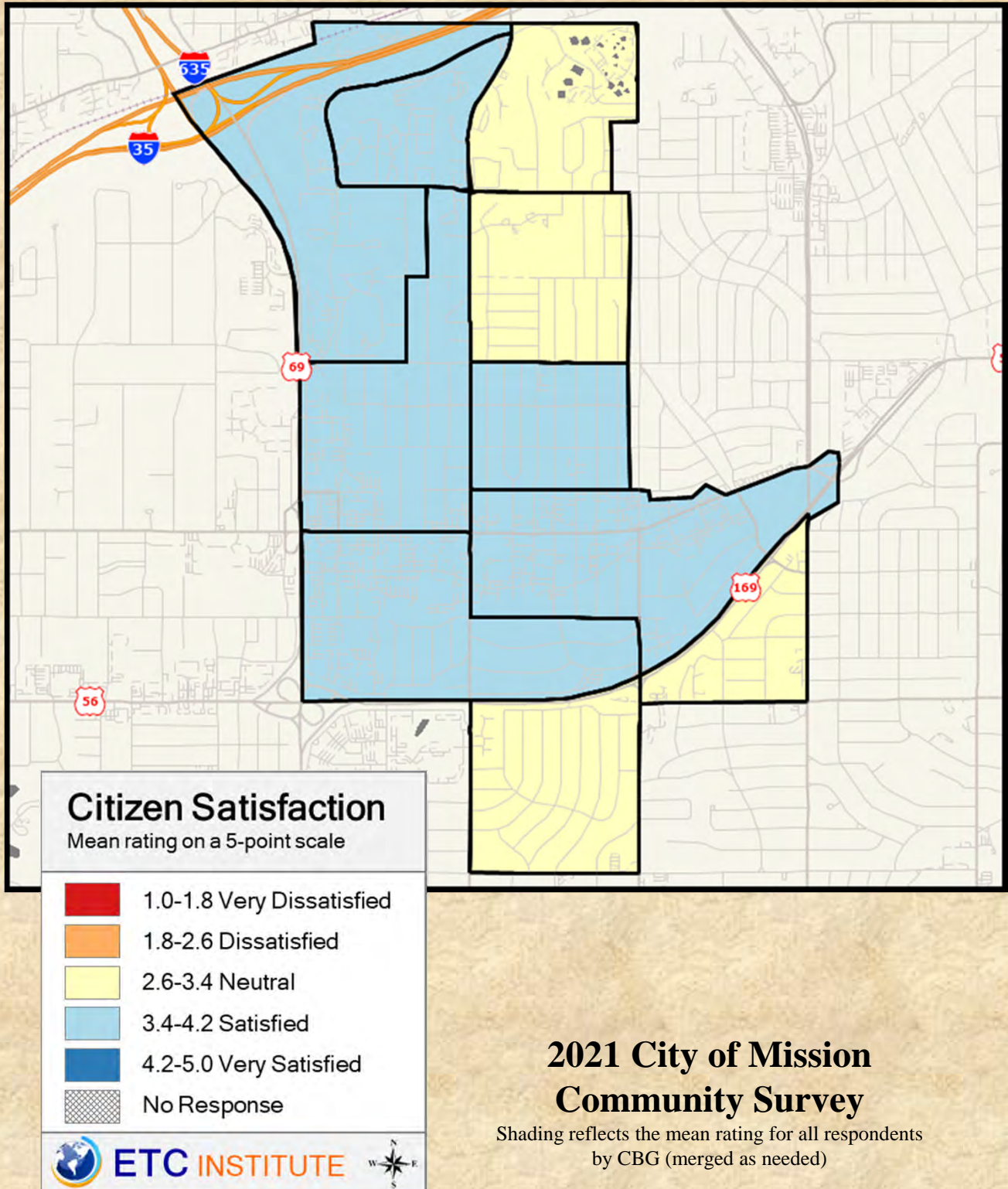
Q8-2. Satisfaction with enforcing the mowing and cutting of weeds on private property



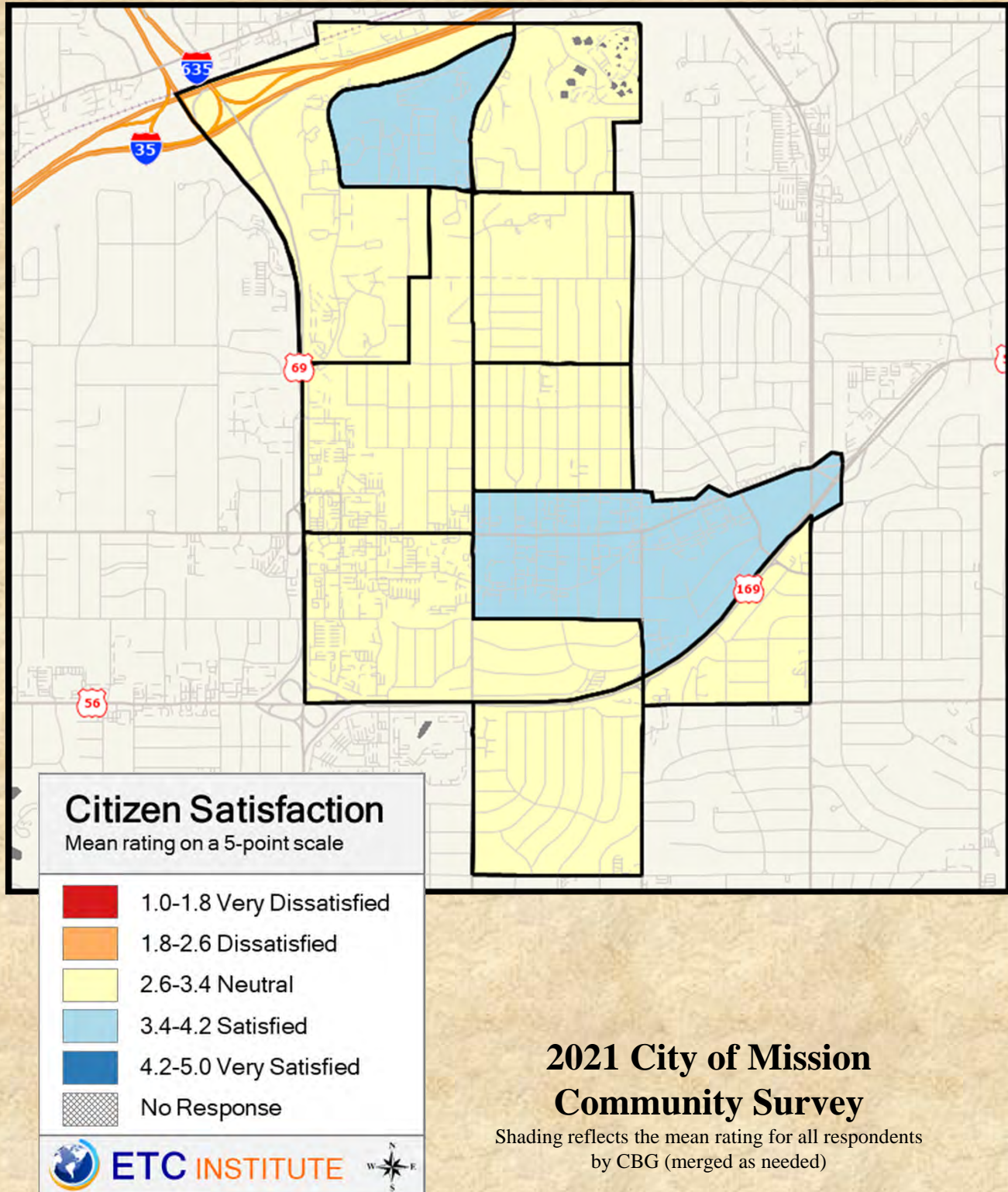
Q8-3. Satisfaction with enforcing the exterior maintenance of residential property



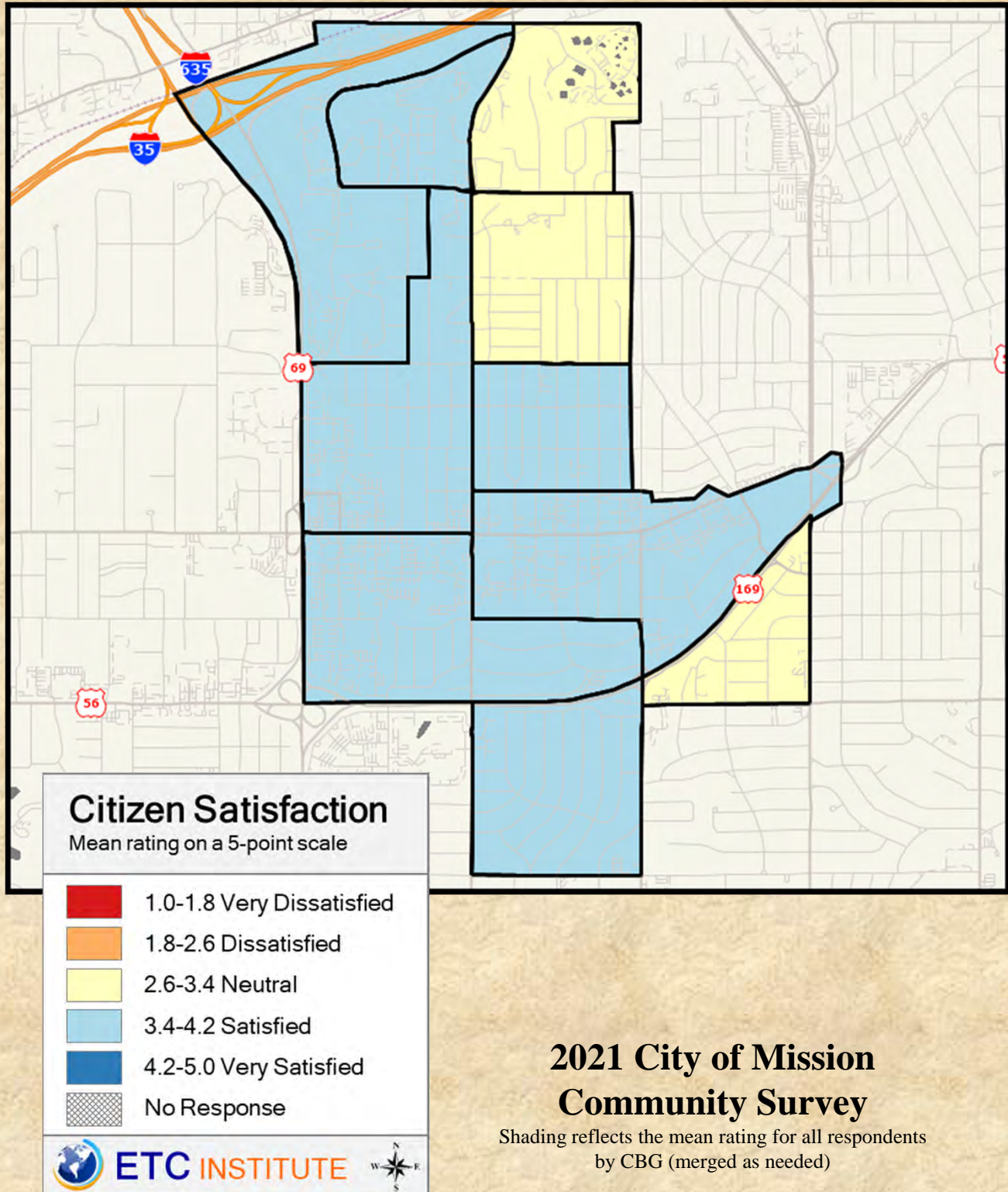
Q8-4. Satisfaction with enforcing the exterior maintenance of commercial property



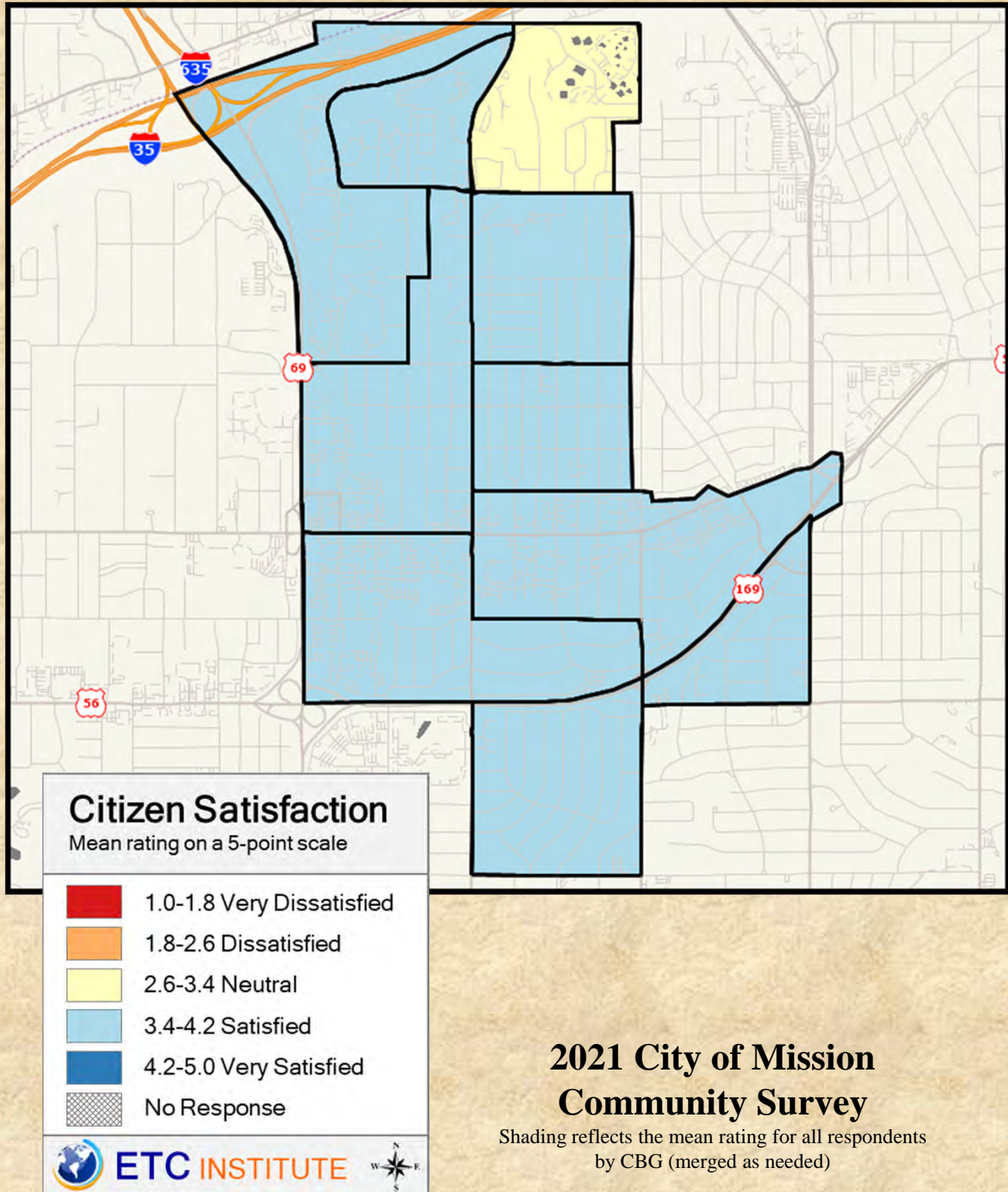
Q8-5. Satisfaction with enforcing the maintenance of multifamily and single-family rental property



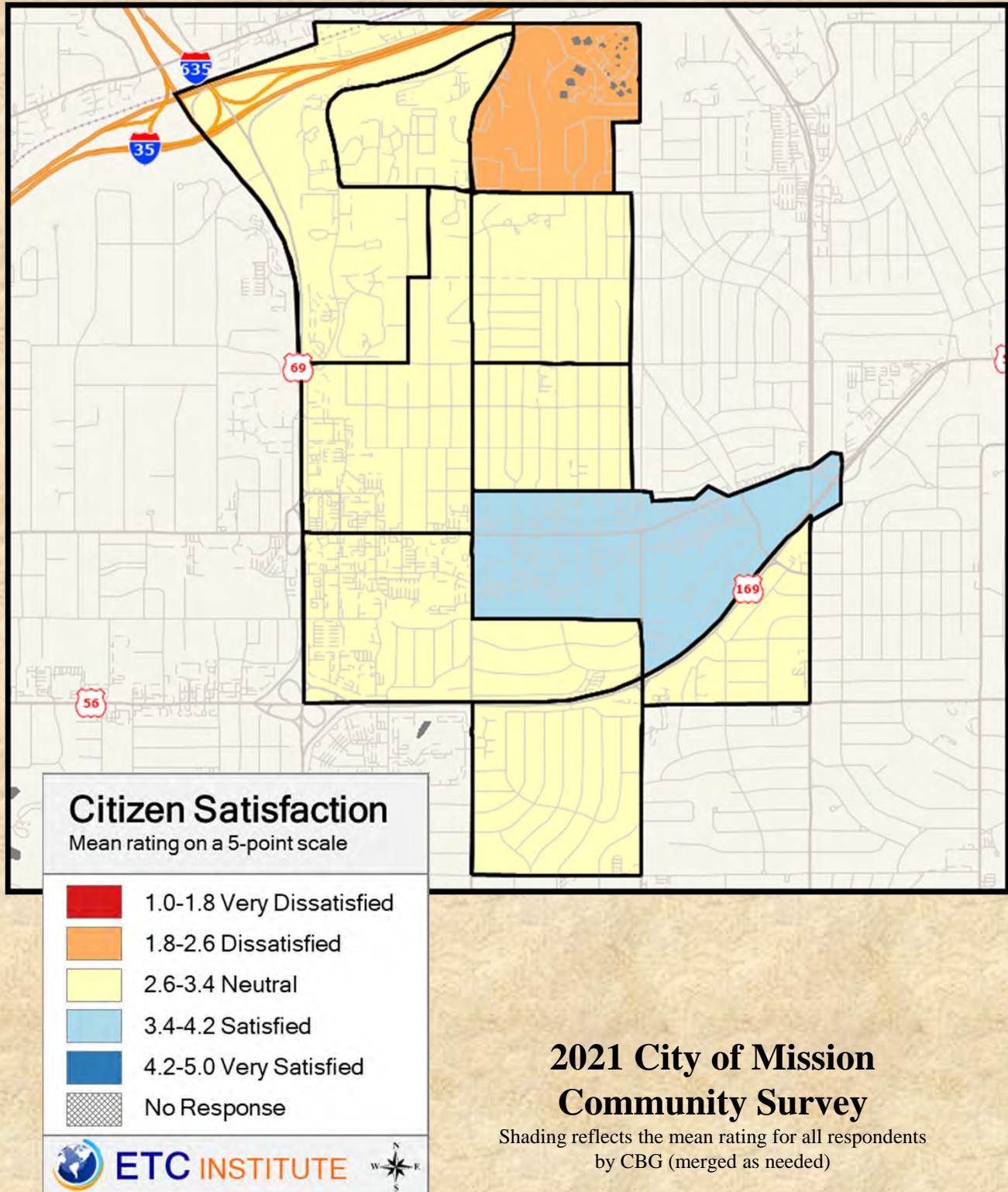
Q8-6. Satisfaction with enforcing sign regulations



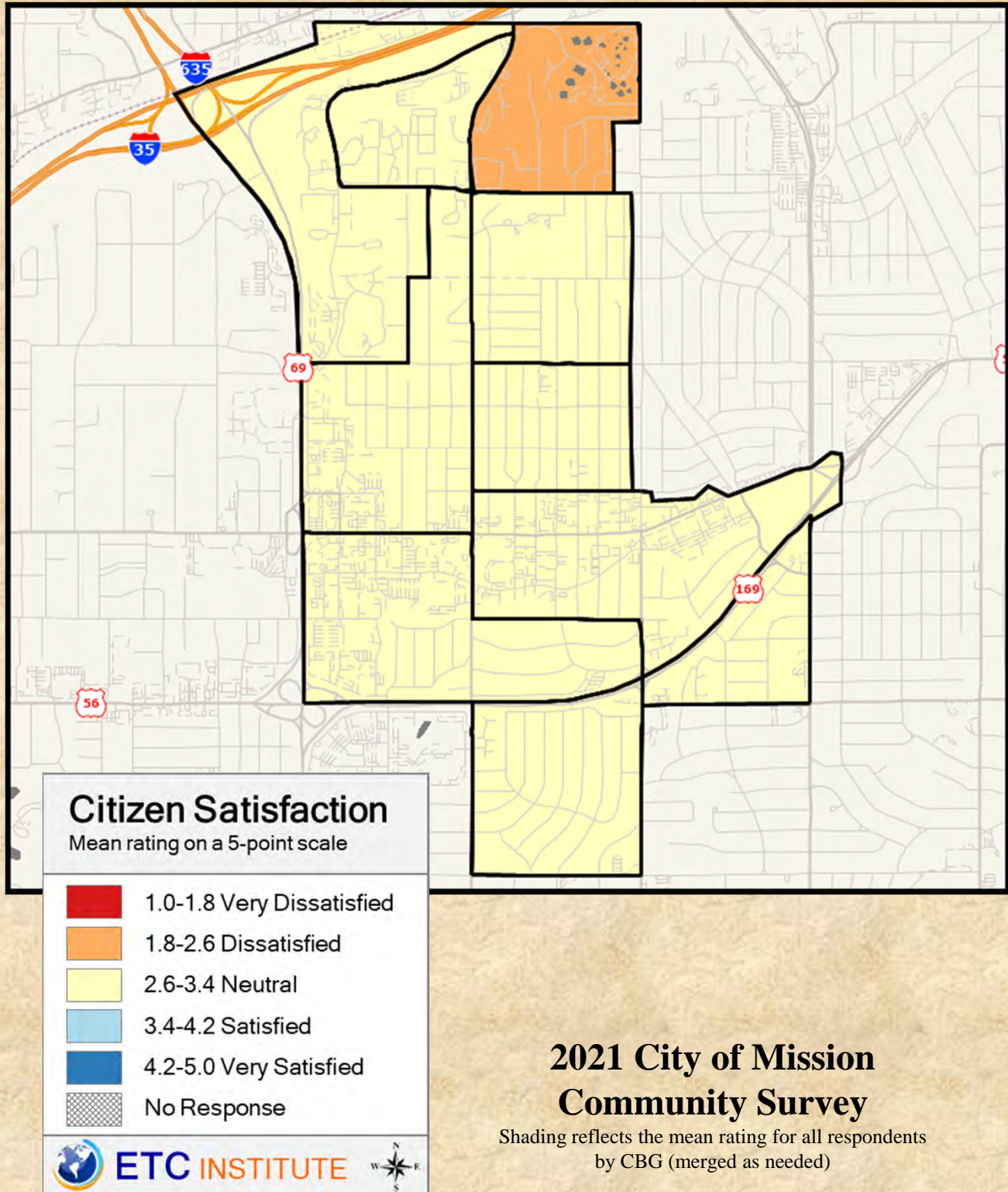
Q10-01. Satisfaction with condition of major City streets



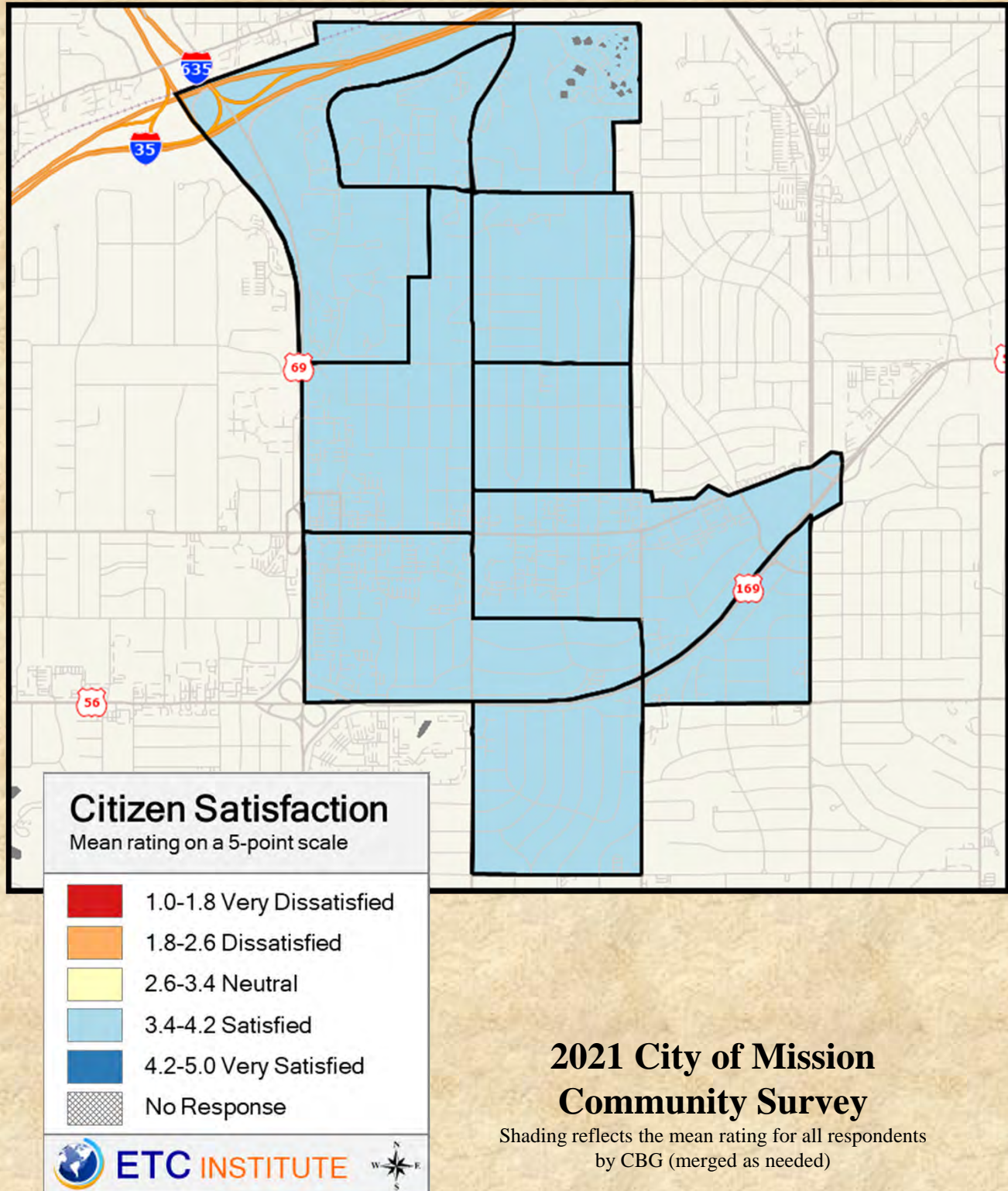
Q10-02. Satisfaction with condition of neighborhood streets



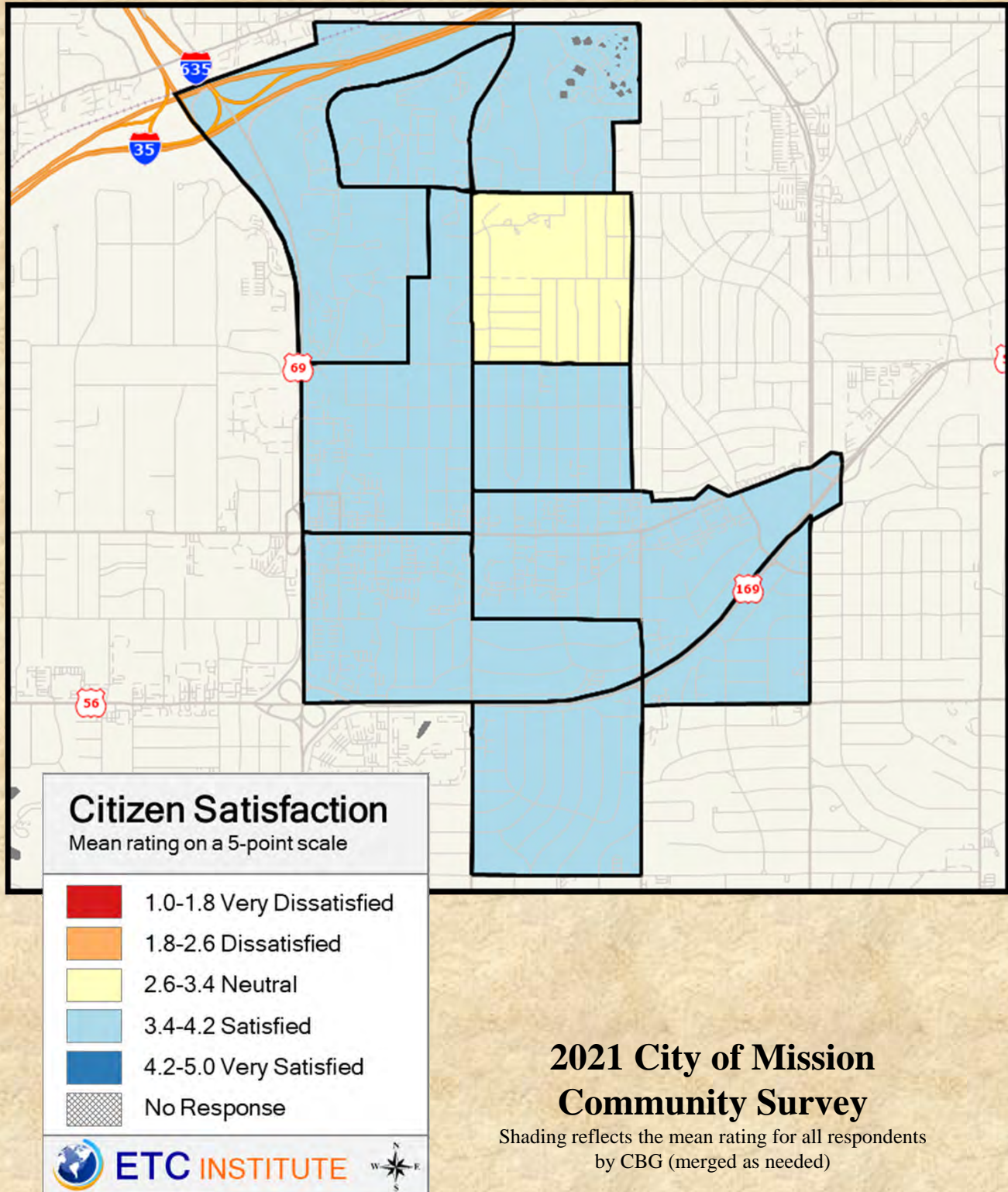
Q10-03. Satisfaction with condition of curbs, gutters and sidewalks



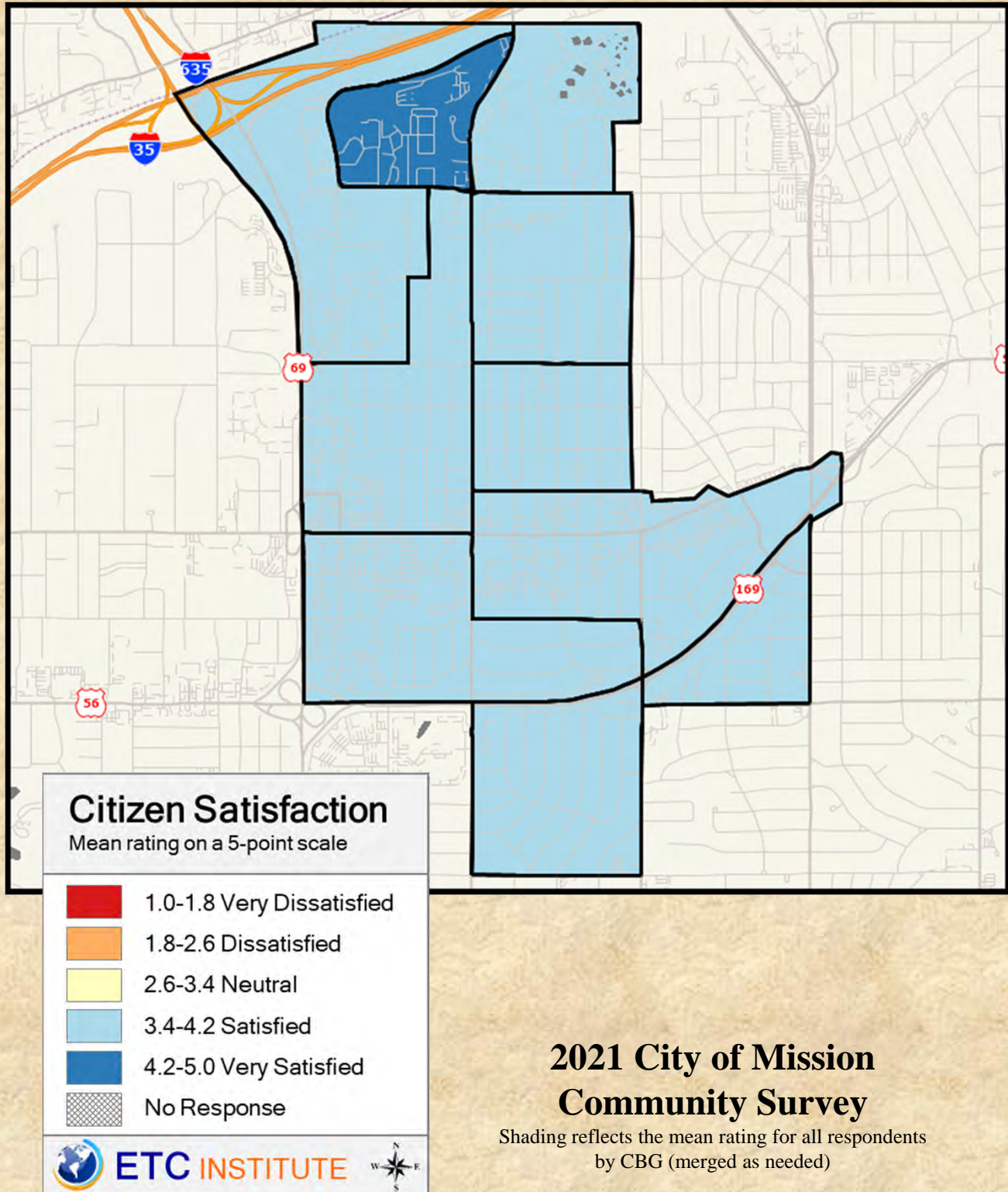
Q10-04. Satisfaction with condition of traffic signals/signs



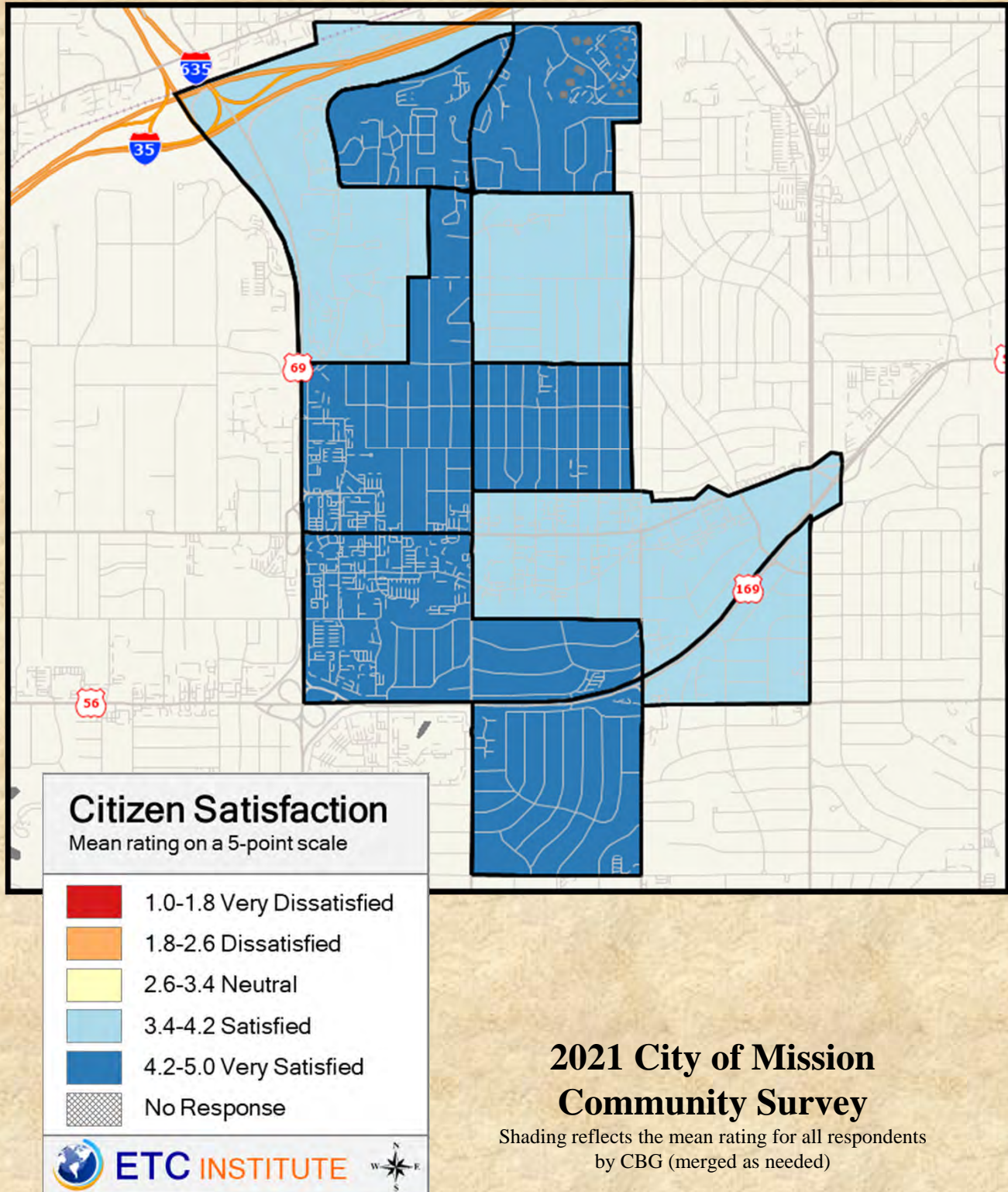
Q10-05. Satisfaction with adequacy of City street lighting



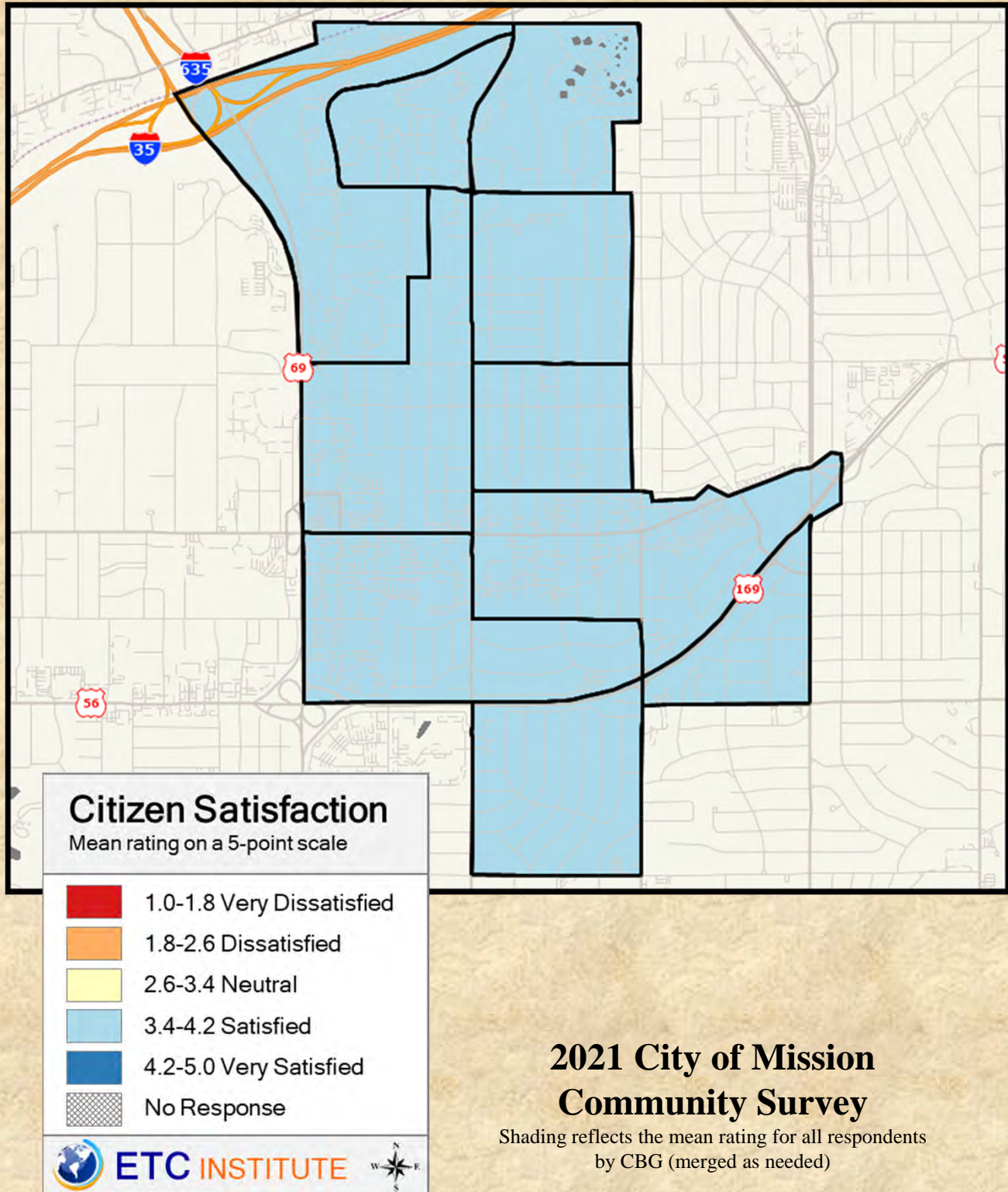
Q10-06. Satisfaction with condition of City buildings



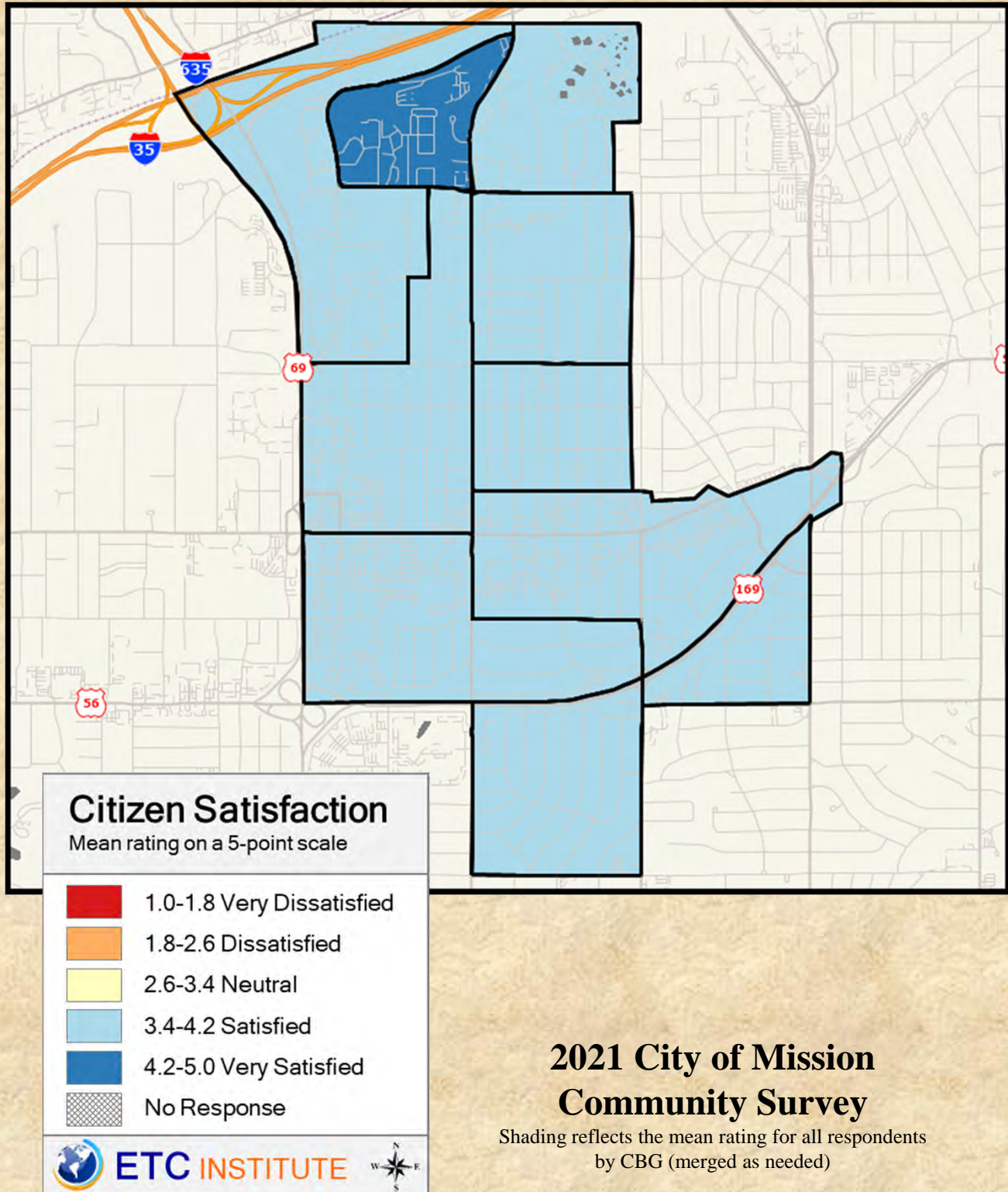
Q10-07. Satisfaction with snow removal on City streets



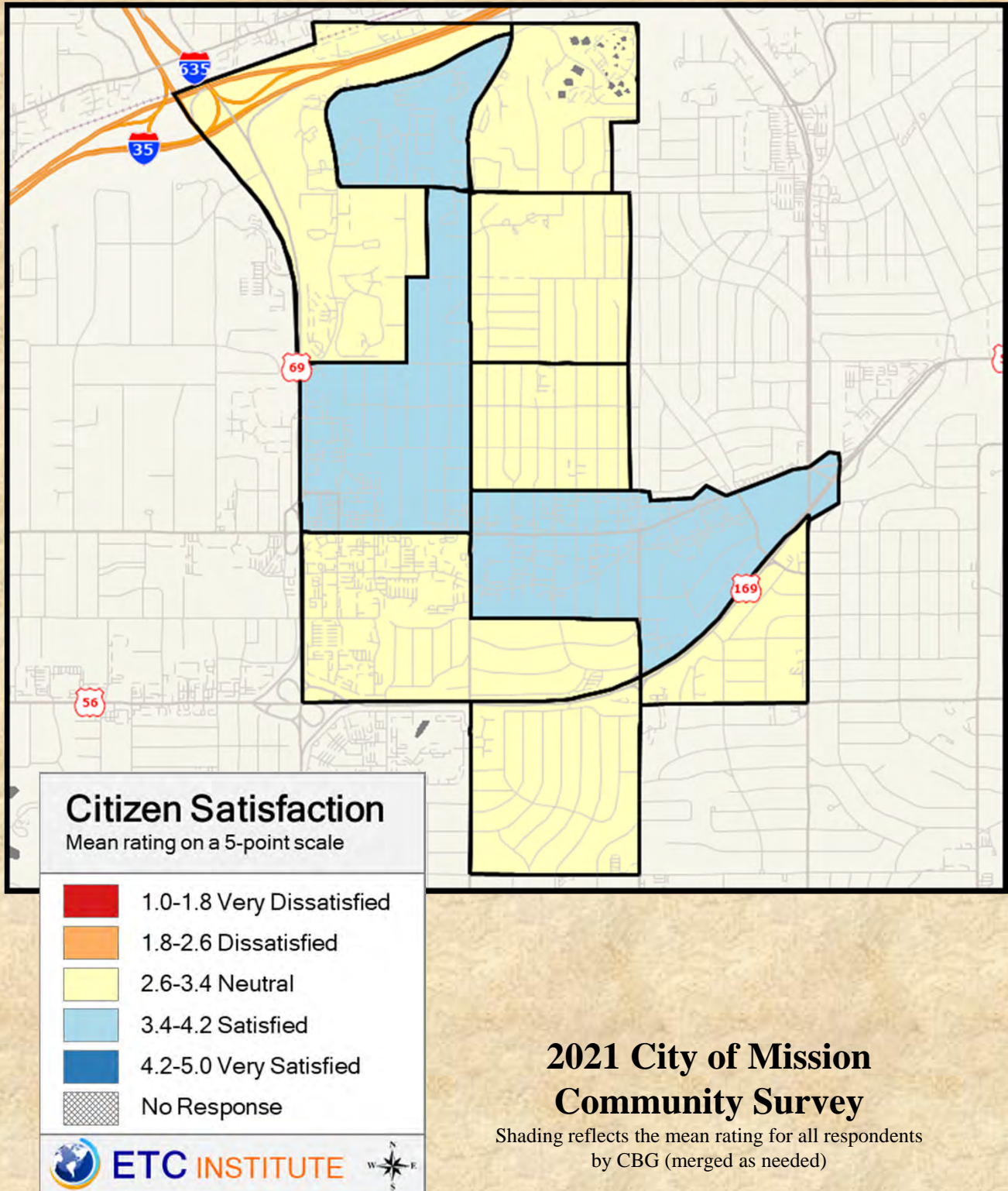
Q10-08. Satisfaction with mowing and trimming along City streets, parks, and other public areas



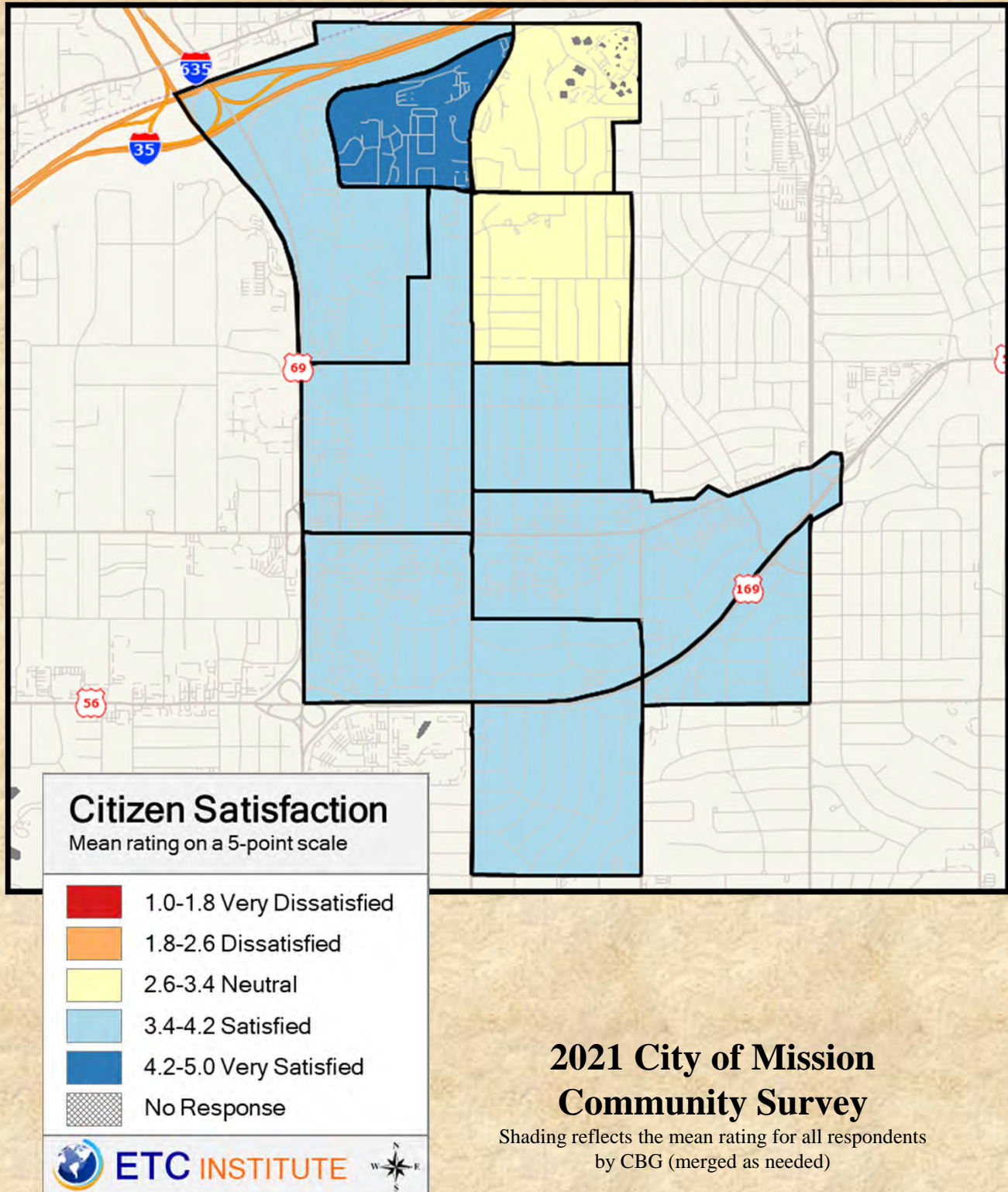
Q10-09. Satisfaction with overall cleanliness of City streets and other public areas



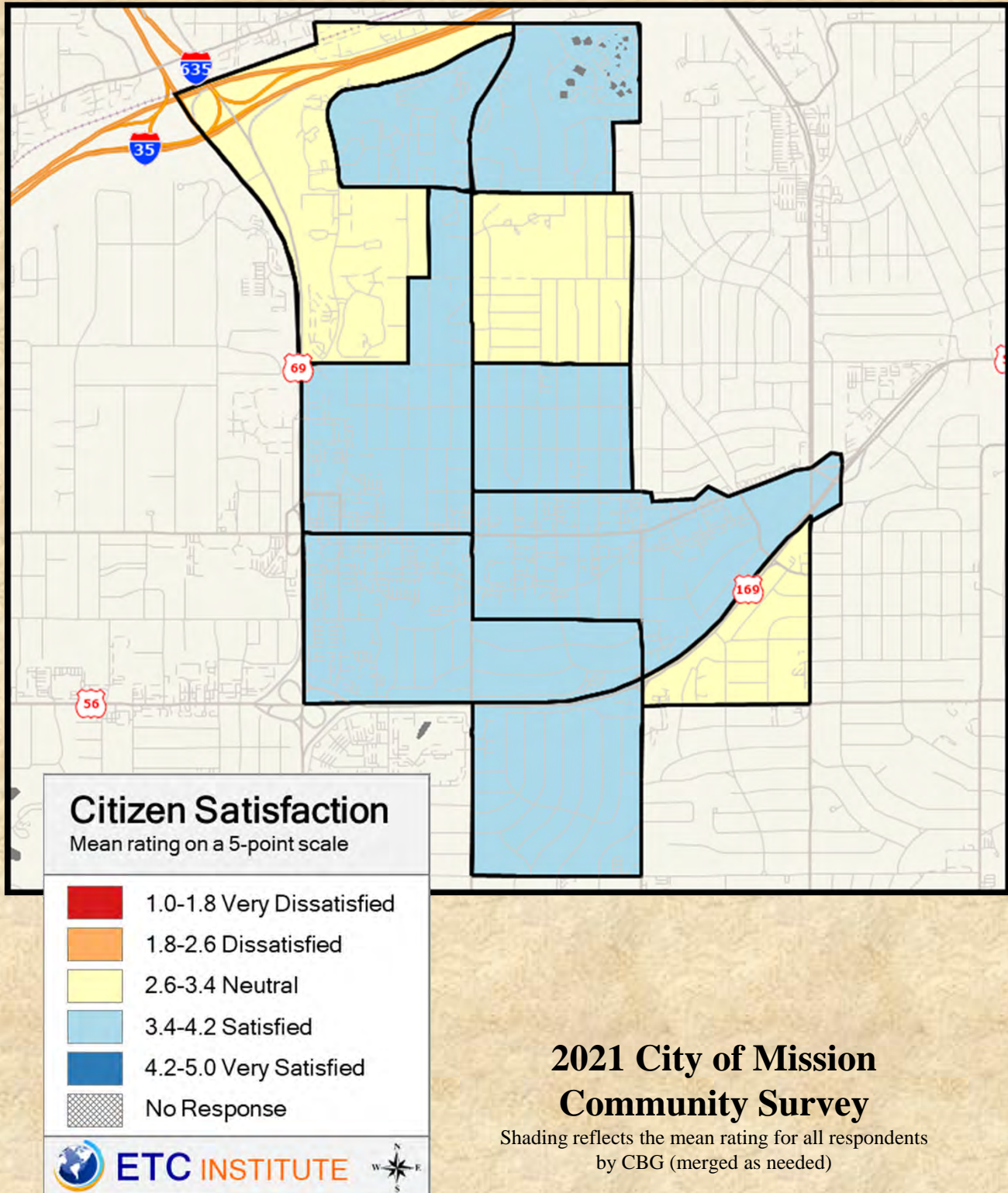
Q10-10. Satisfaction with quality and timeliness of street maintenance and construction



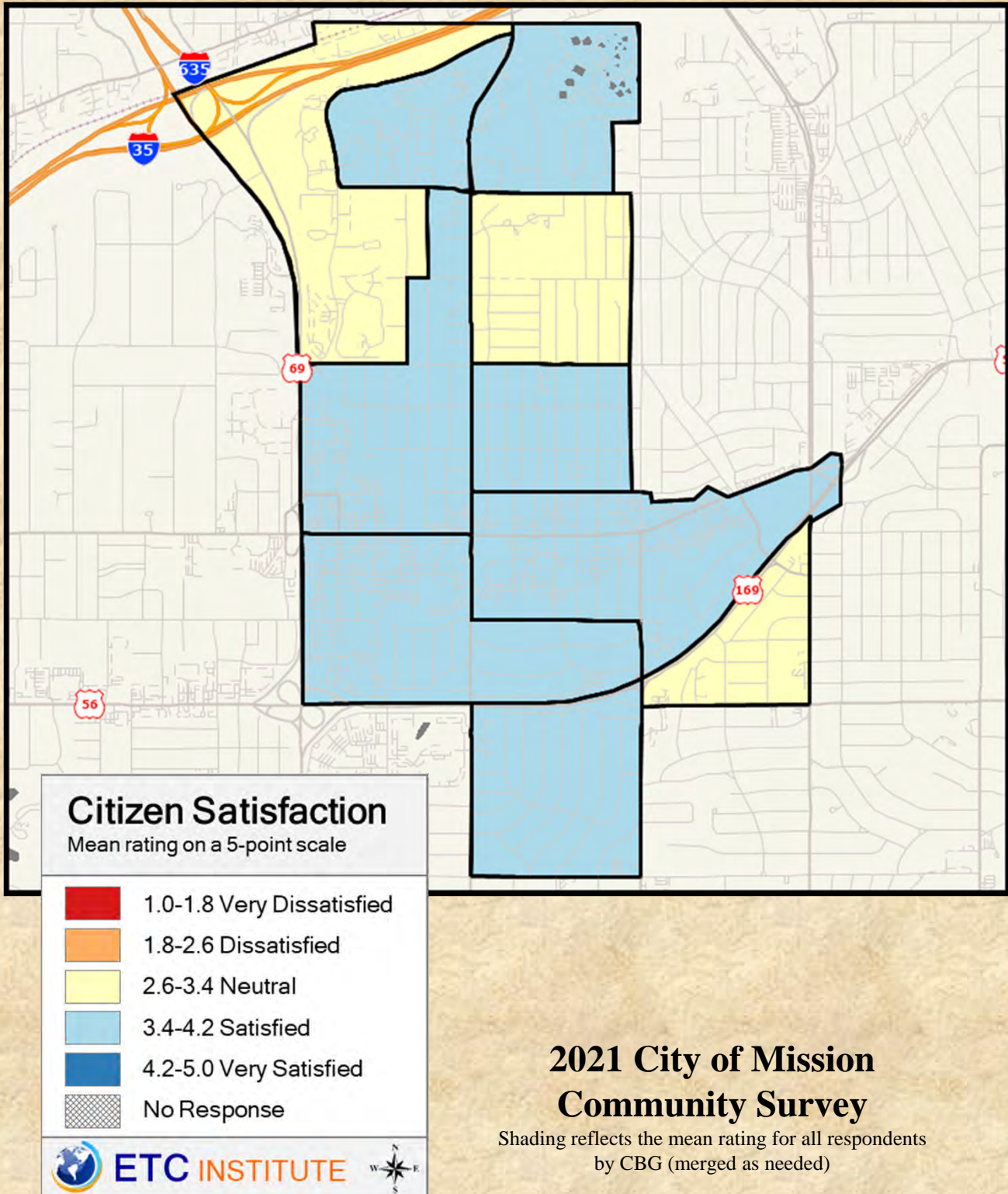
Q10-11. Satisfaction with maintenance of stormwater drainage systems



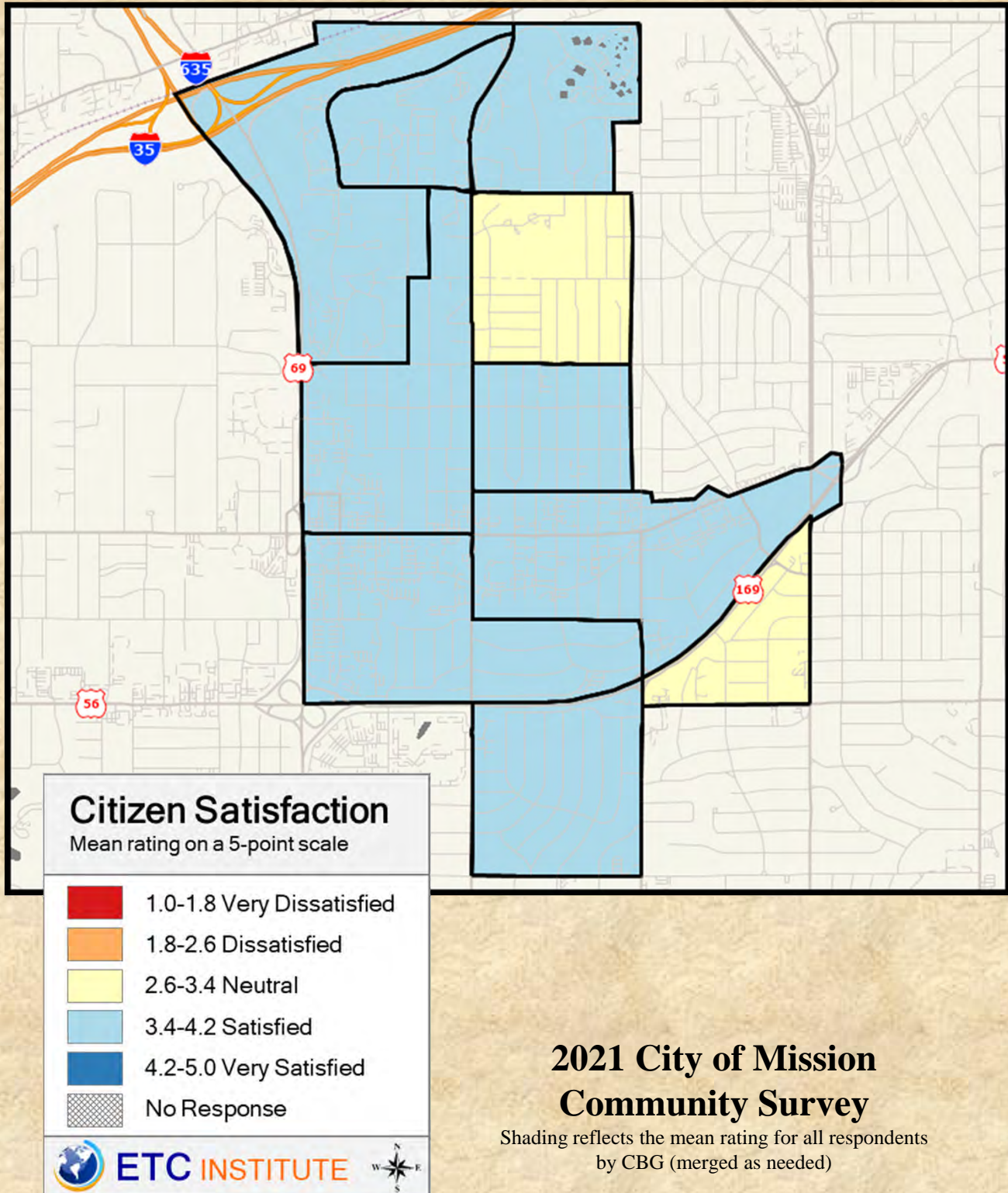
Q12-1. Satisfaction with ease of determining who Ward councilmember is



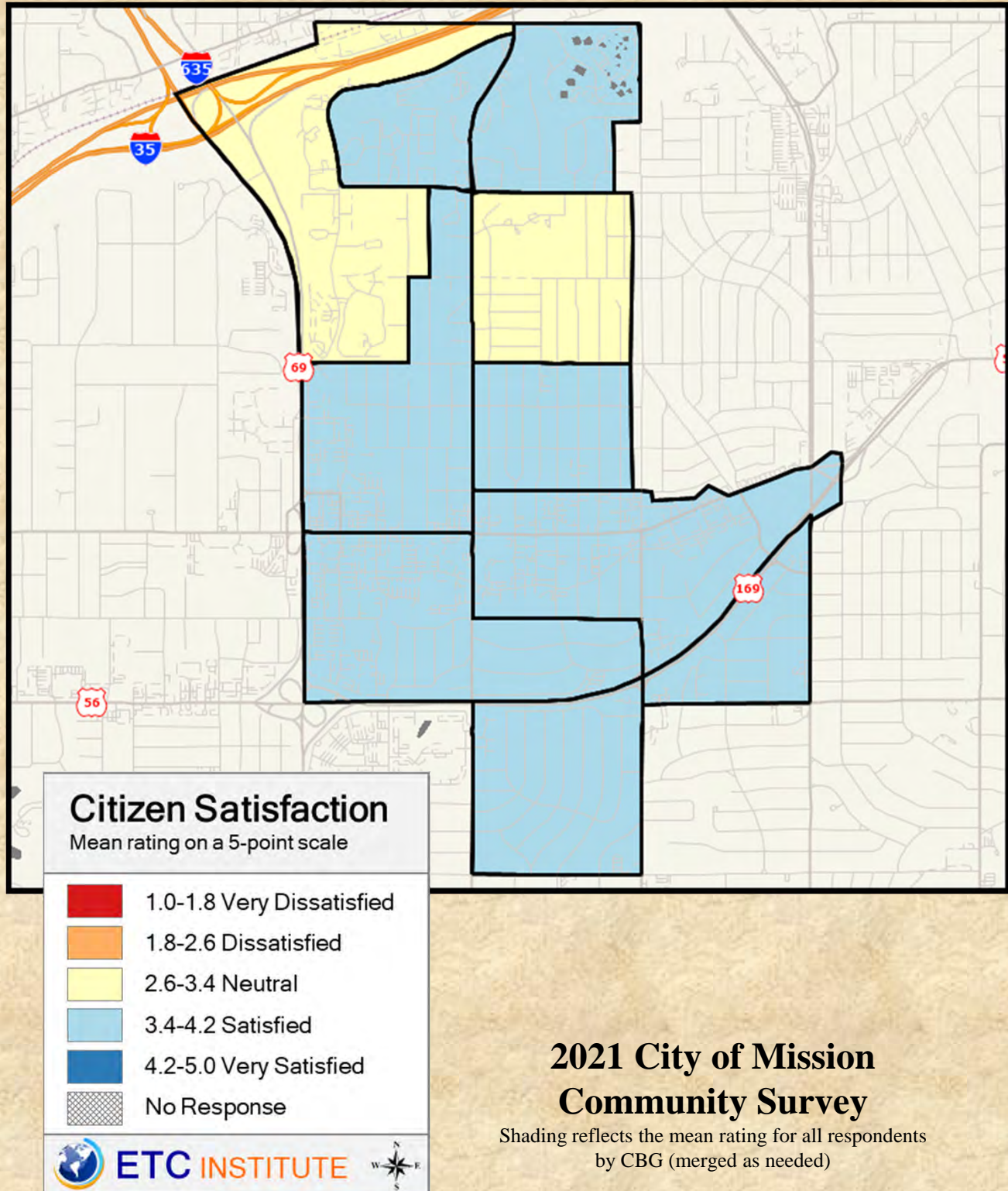
Q12-2. Satisfaction with overall quality of leadership provided by the City's elected officials



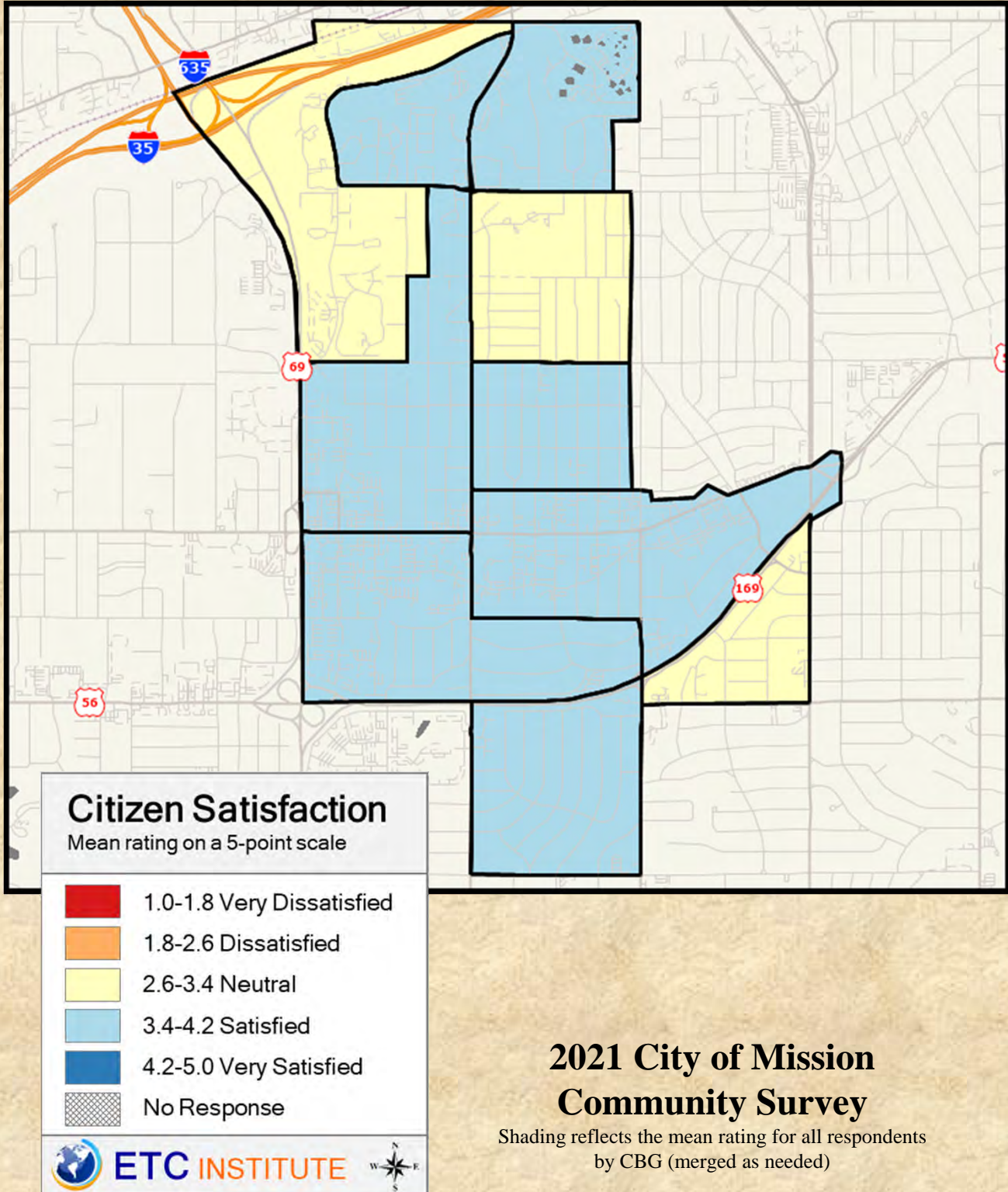
Q12-3. Satisfaction with overall effectiveness of the City Administrator and appointed staff



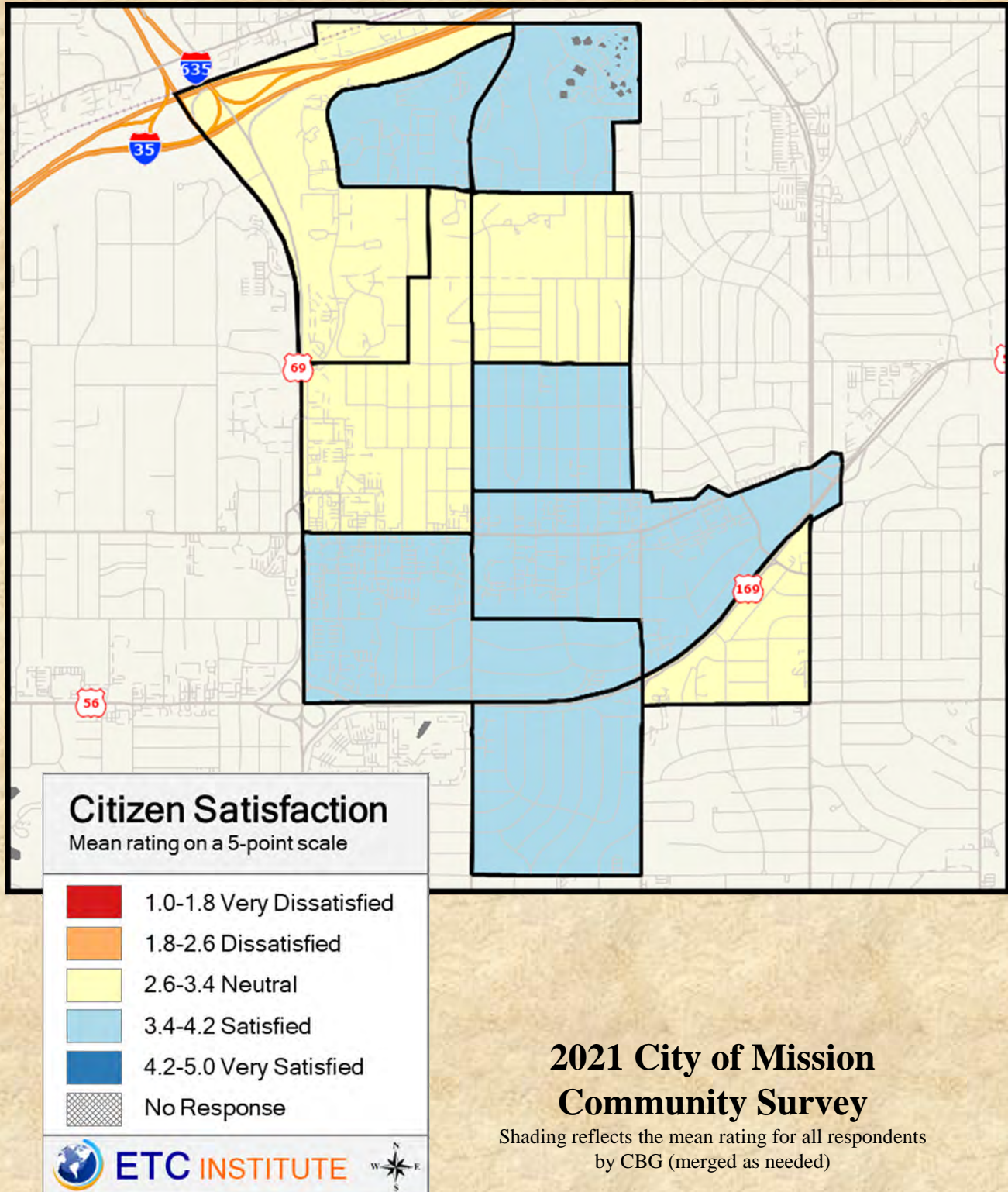
Q12-4. Satisfaction with overall accessibility of City Council and staff



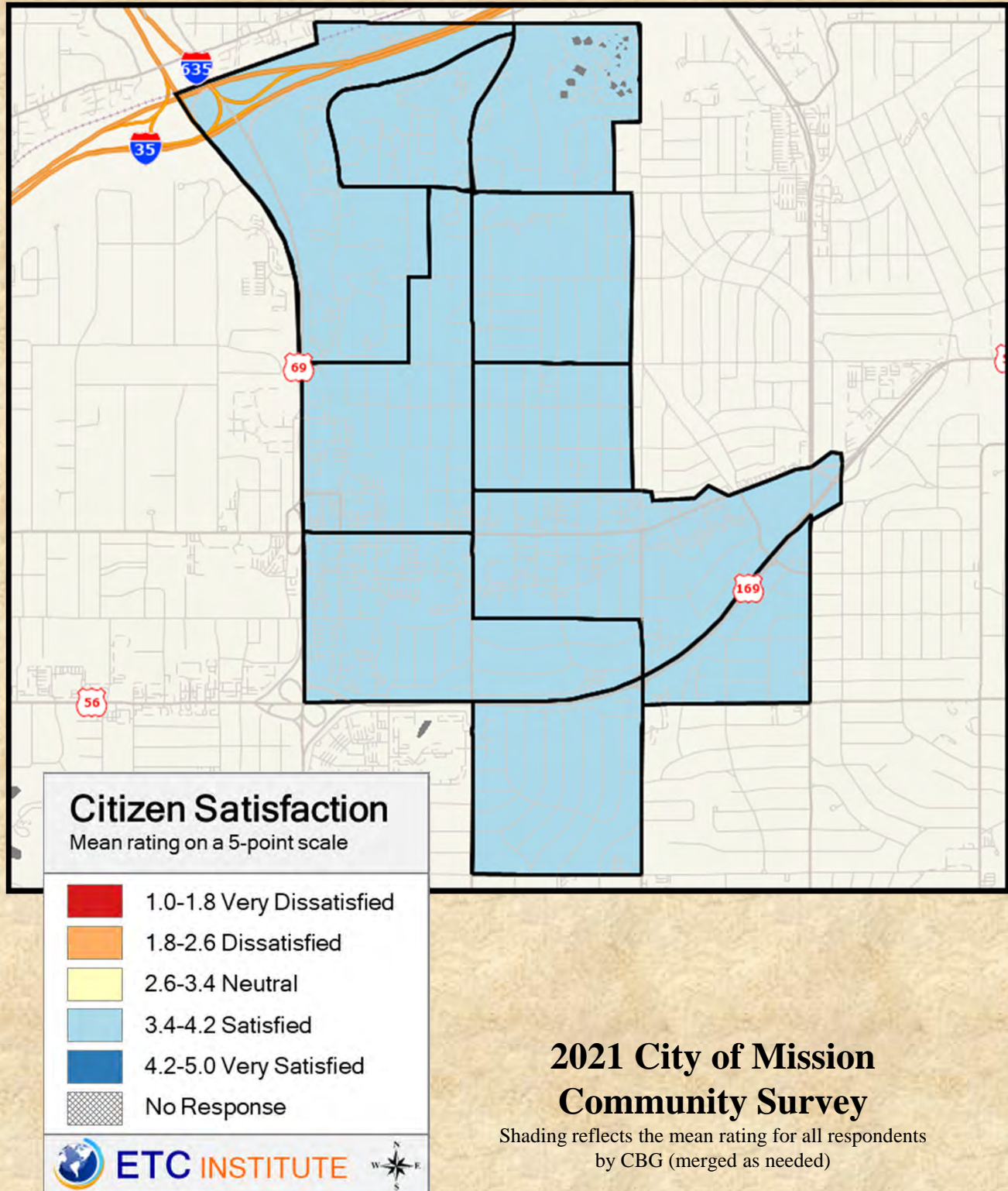
Q12-5. Satisfaction with overall responsiveness of City Council and staff



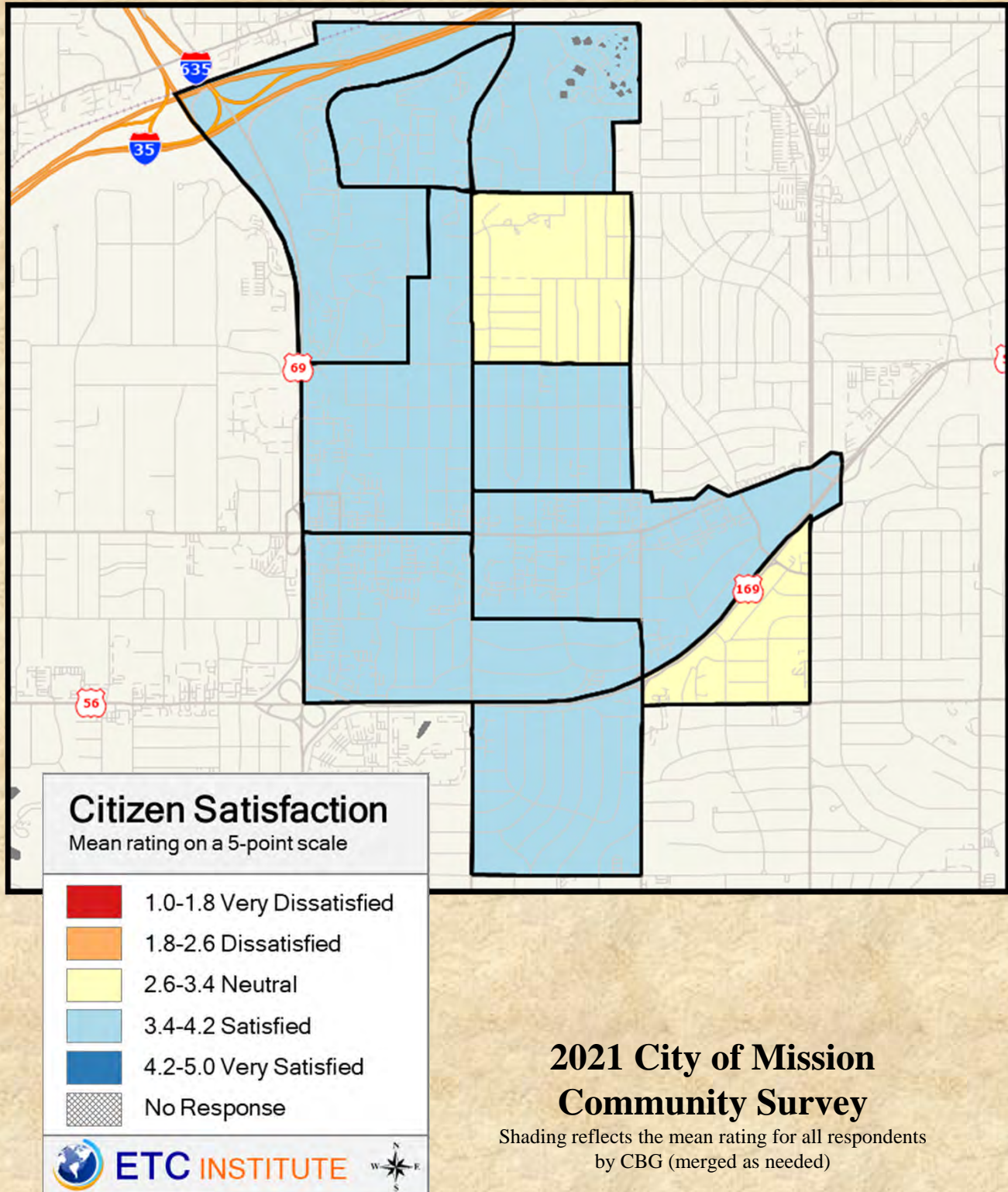
Q12-6. Satisfaction with opportunities for meaningful public participation in City decision-making



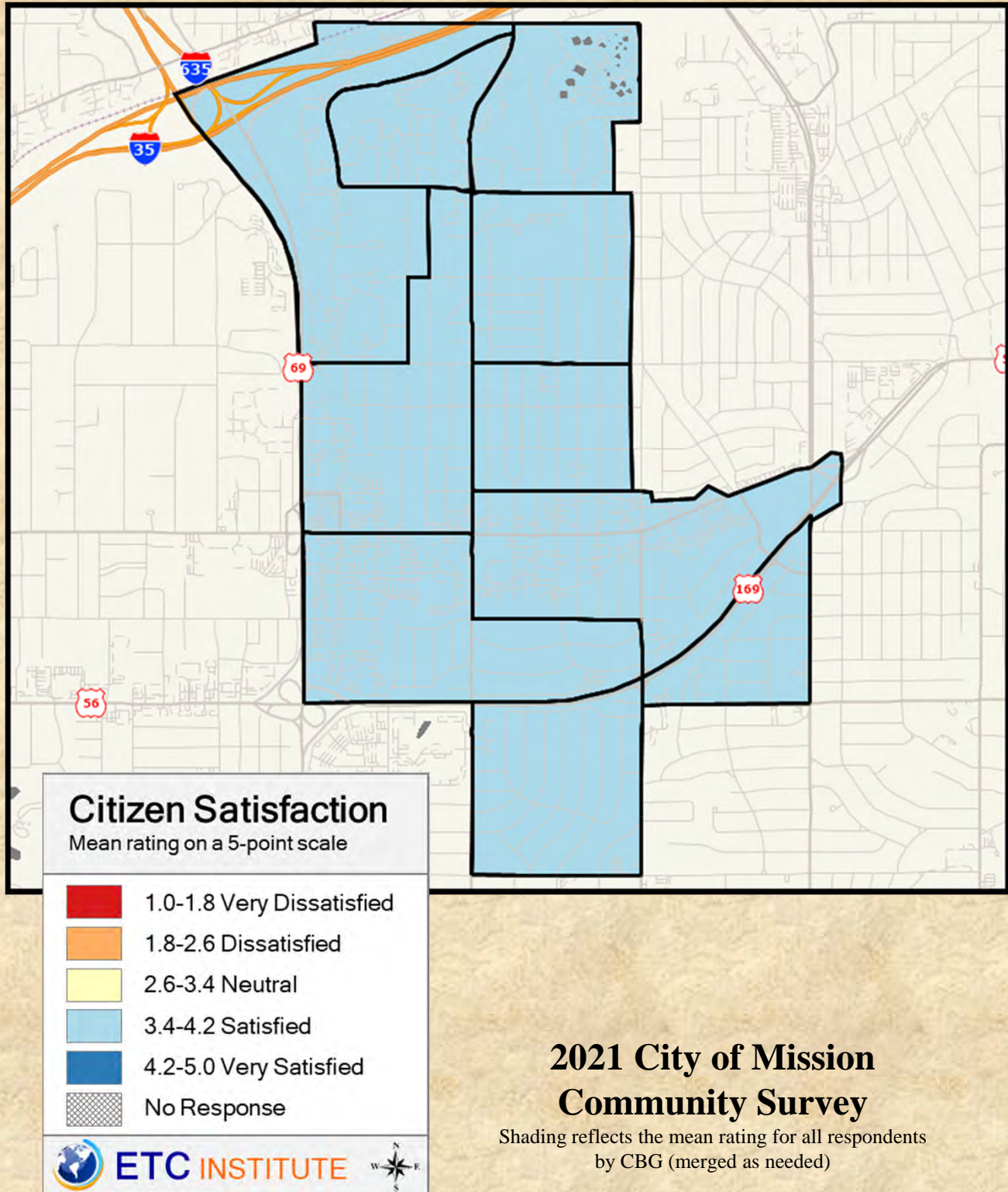
Q13-1. Satisfaction with availability of information about City programs and services



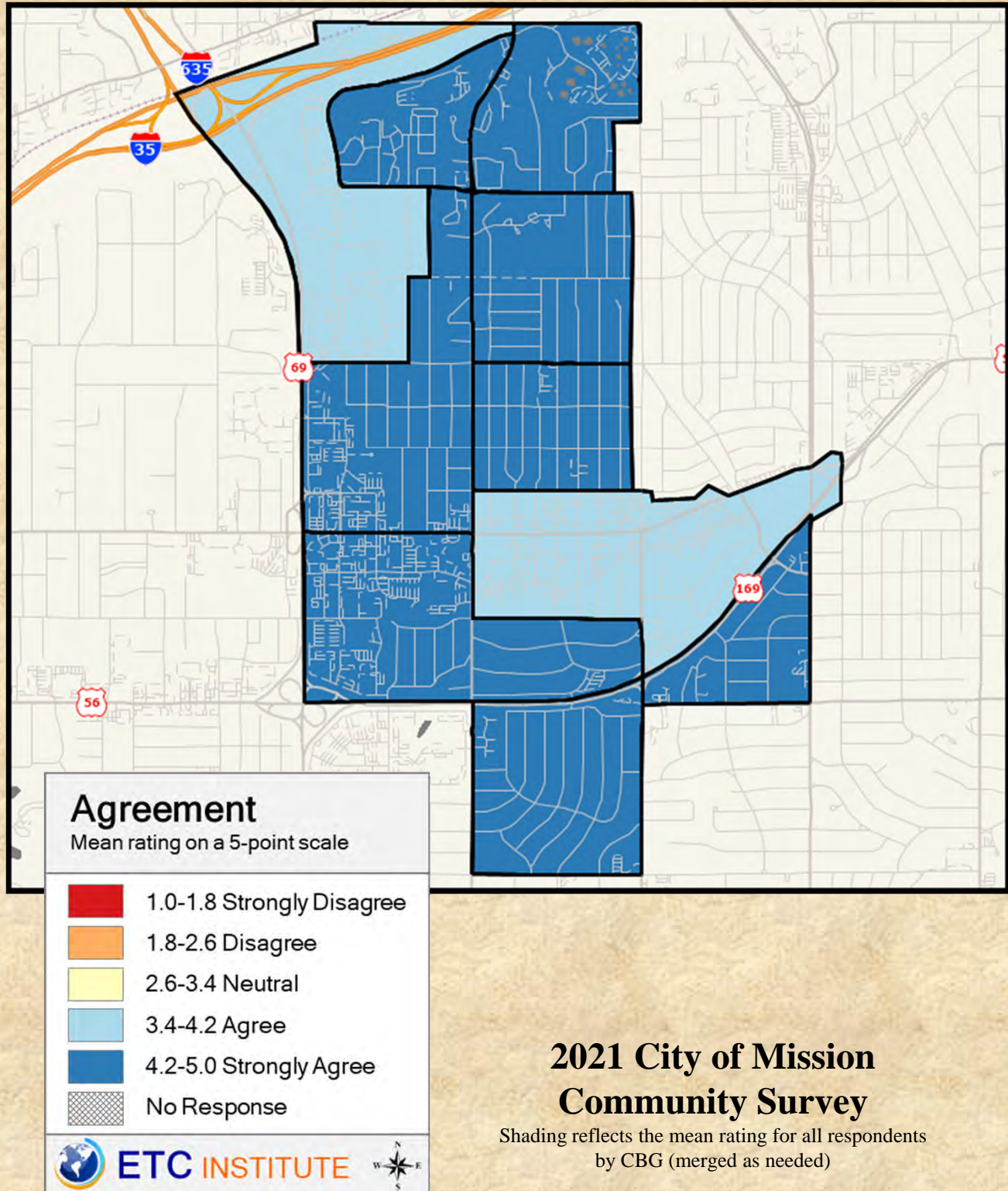
Q13-2. Satisfaction with City efforts to inform about local issues



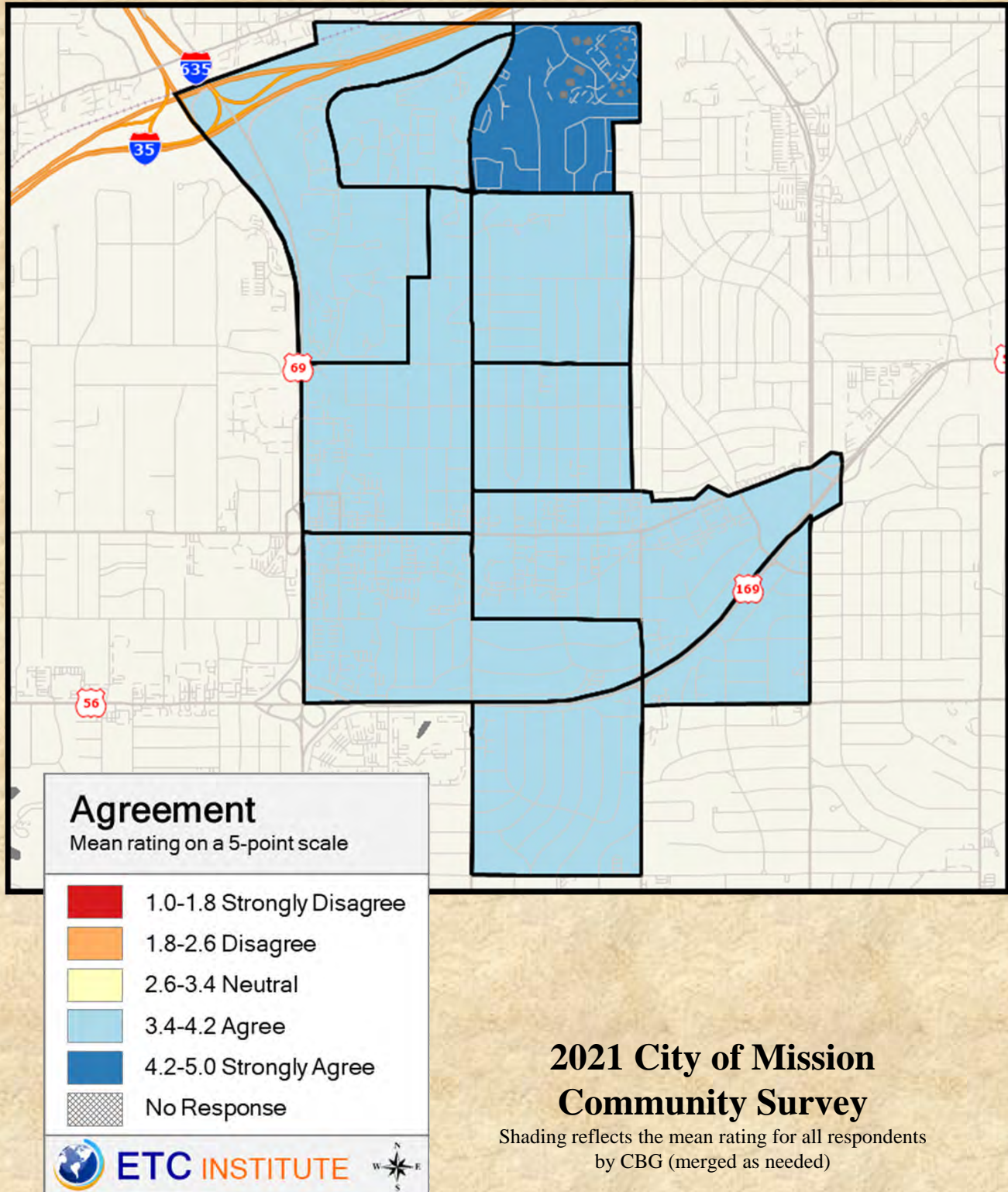
Q13-3. Satisfaction with ease of locating information on the City's website



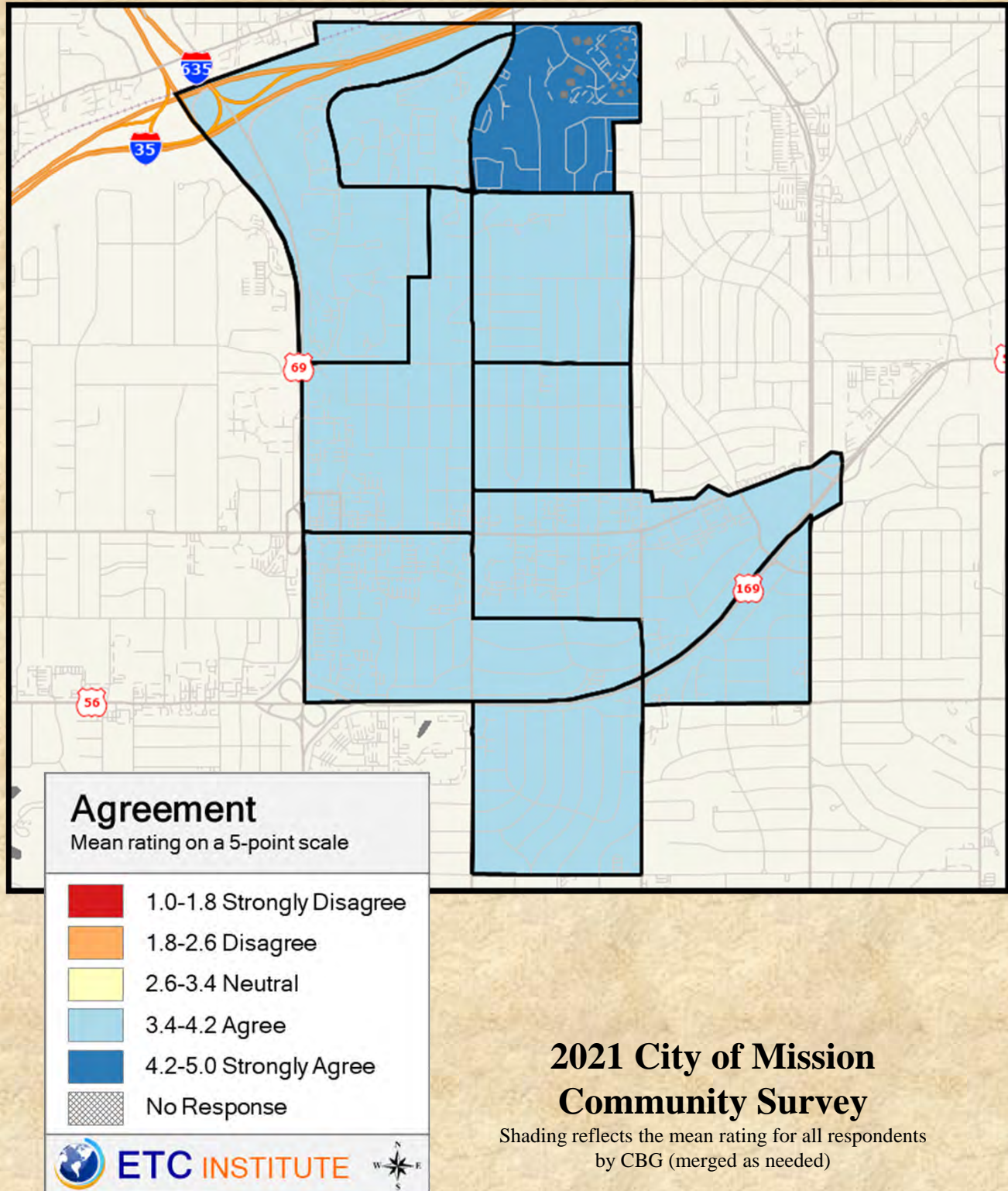
Q19-01. Agreement with increased City investment in maintenance of neighborhood streets



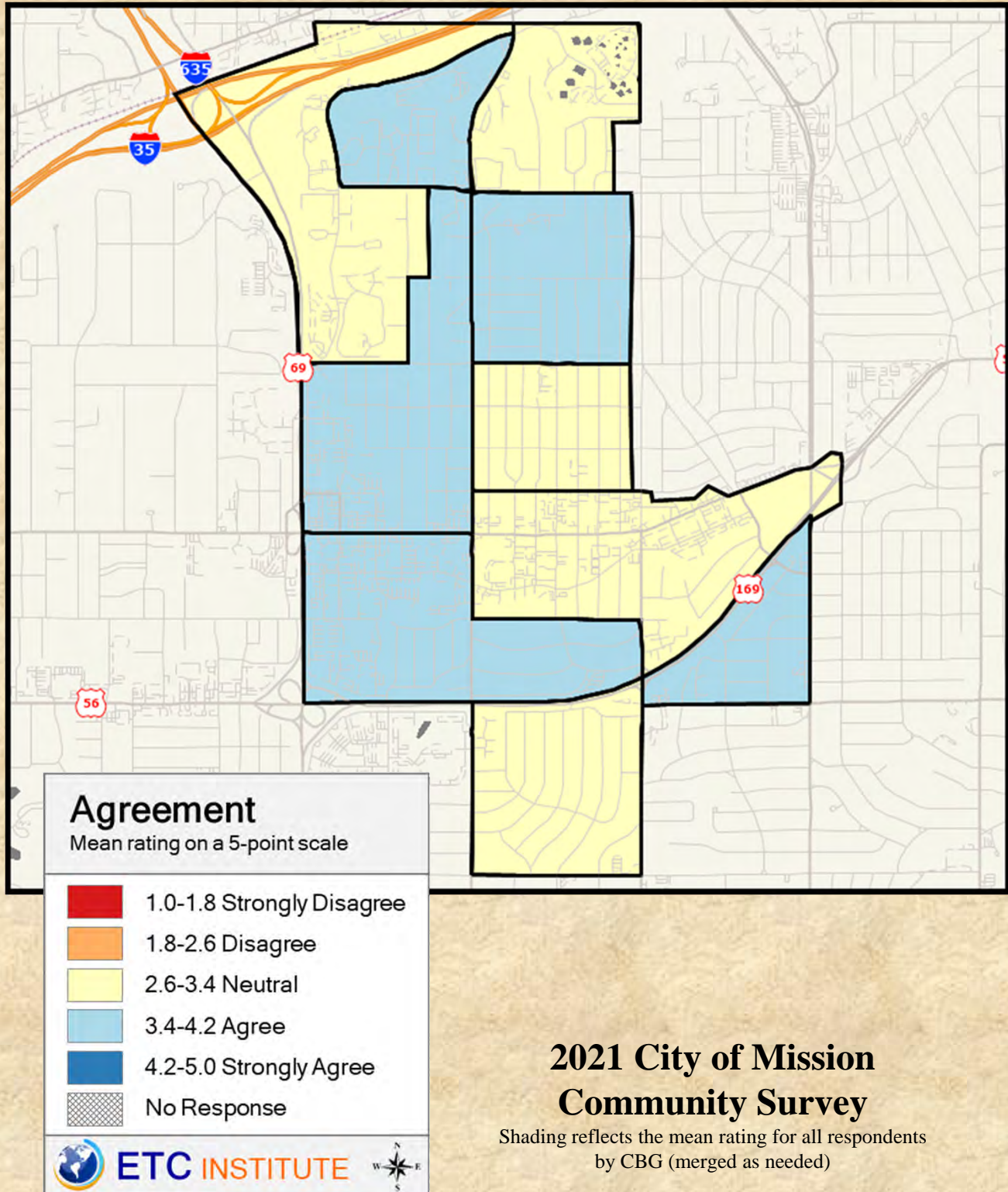
Q19-02. Agreement with increased City investment in maintenance of major thoroughfares



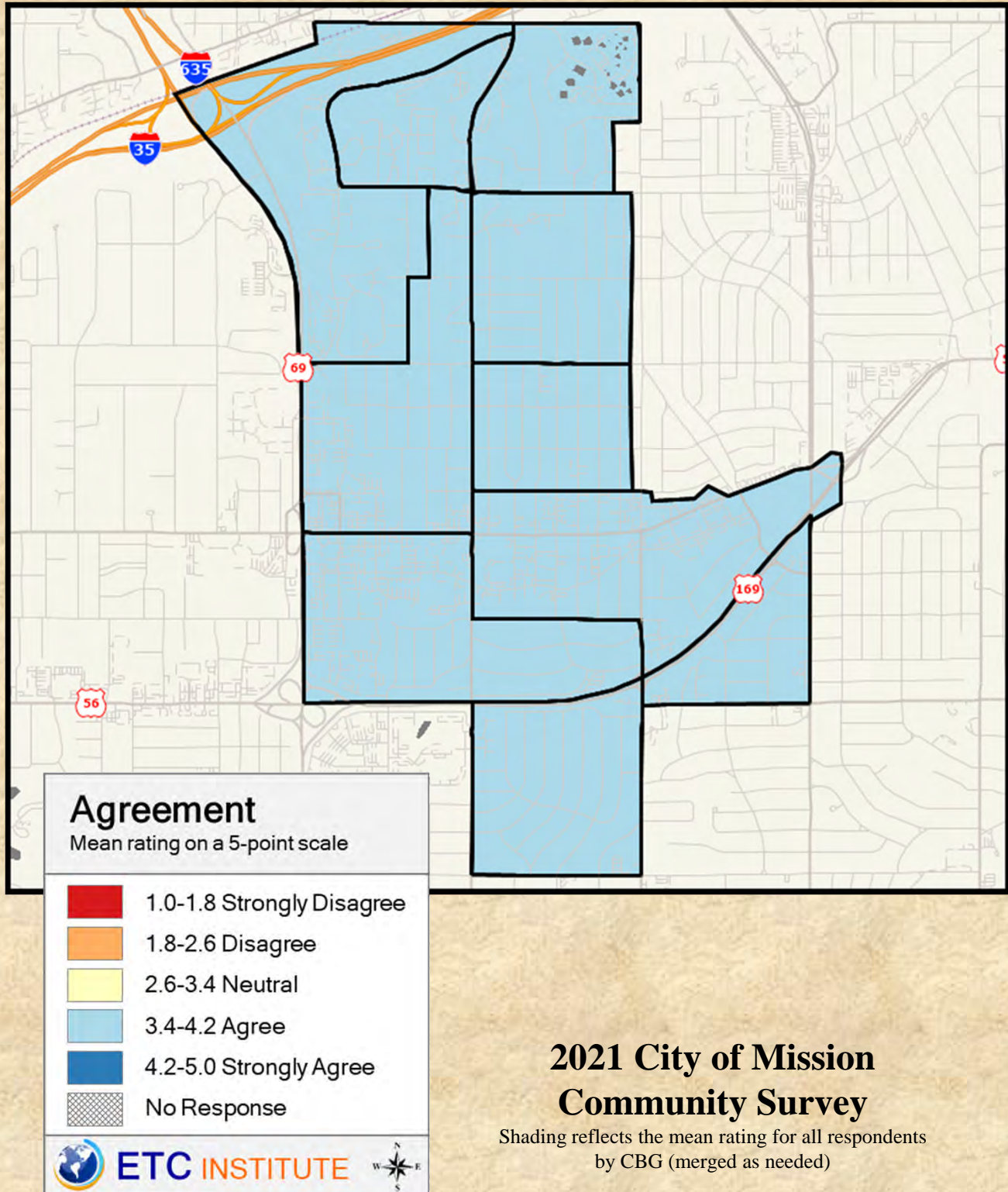
Q19-03. Agreement with increased City investment in stormwater improvements



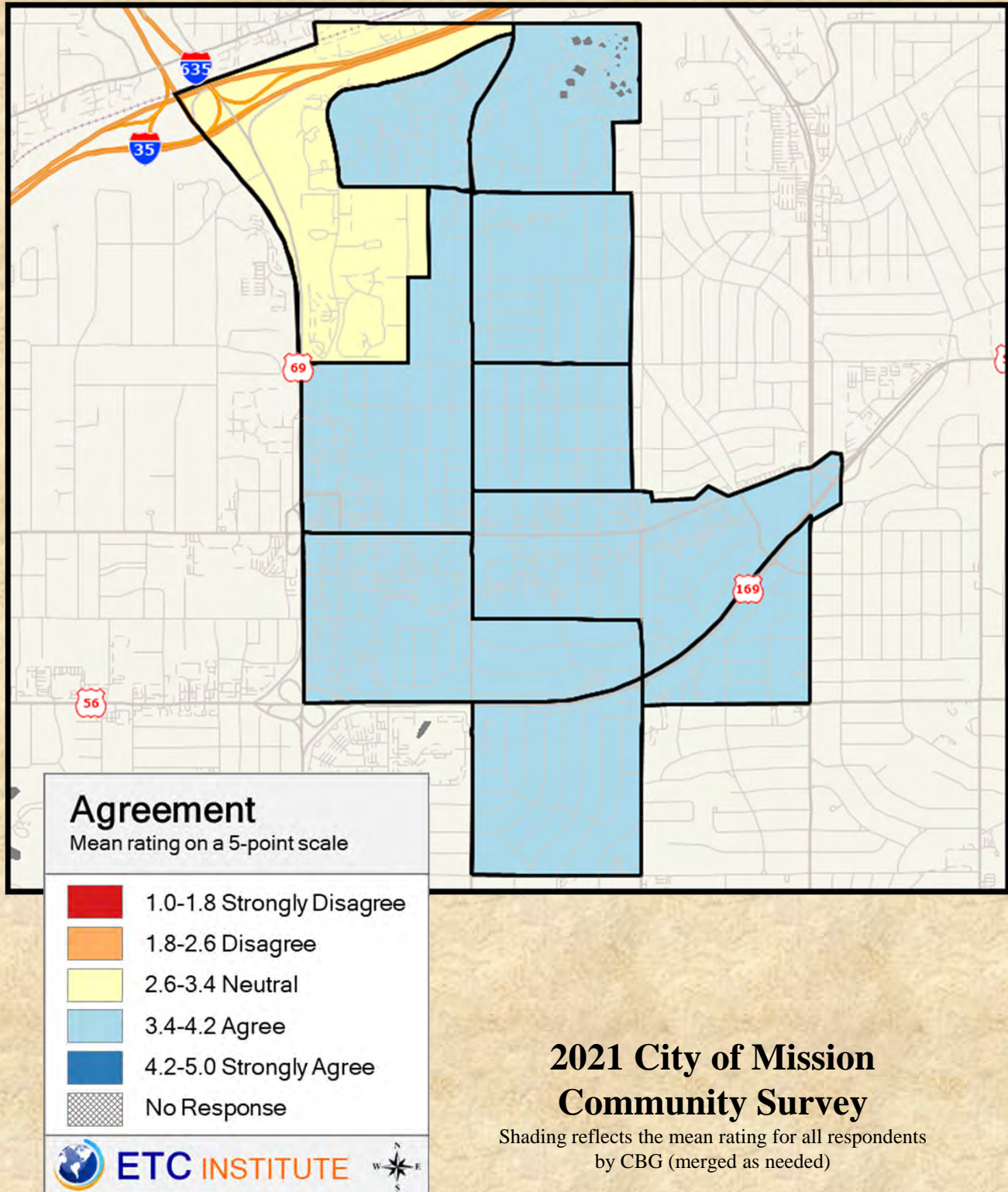
Q19-04. Agreement with increased City investment in maintenance and improvement of City buildings



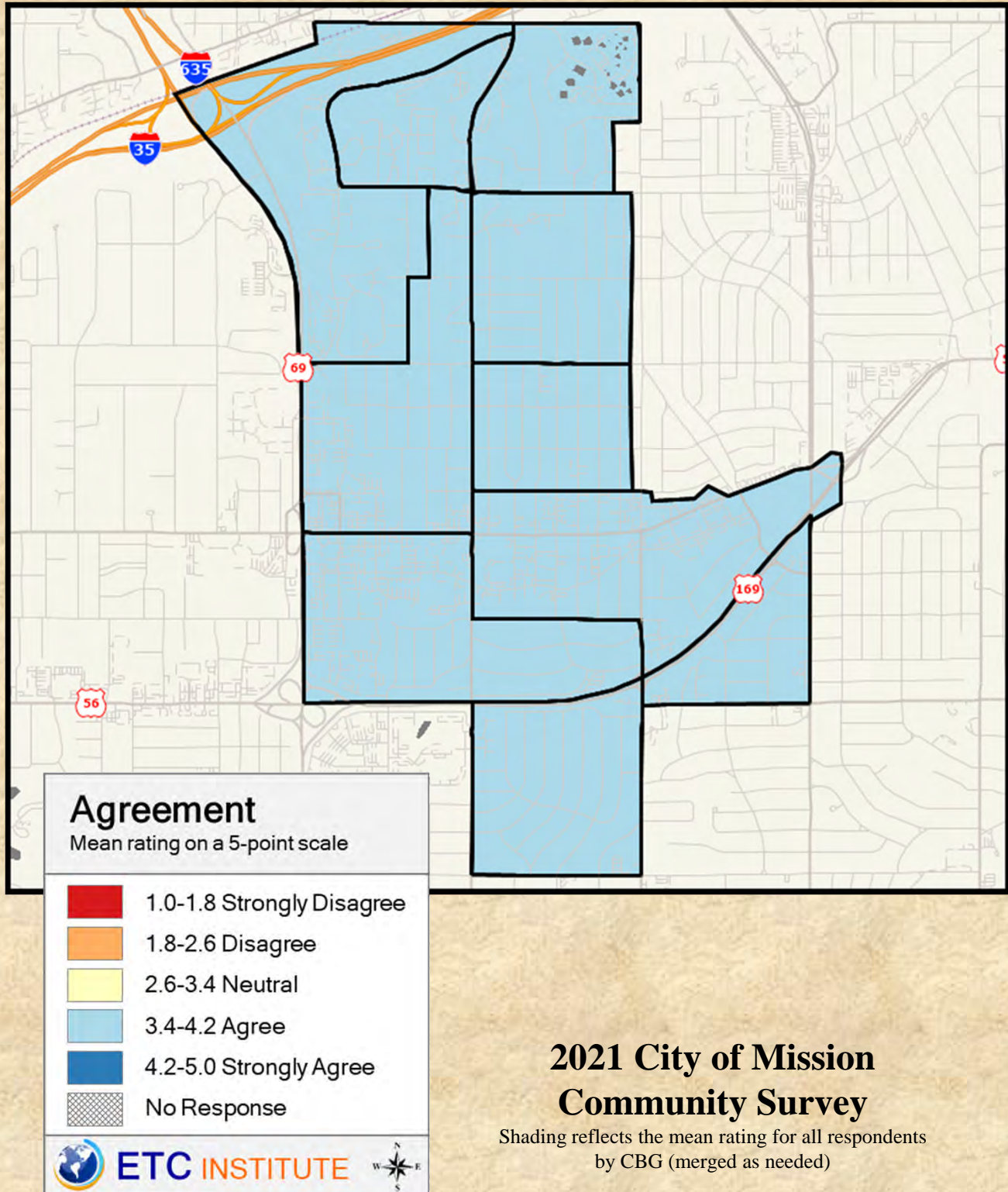
Q19-05. Agreement with increased City investment in maintenance and improvement of City parks



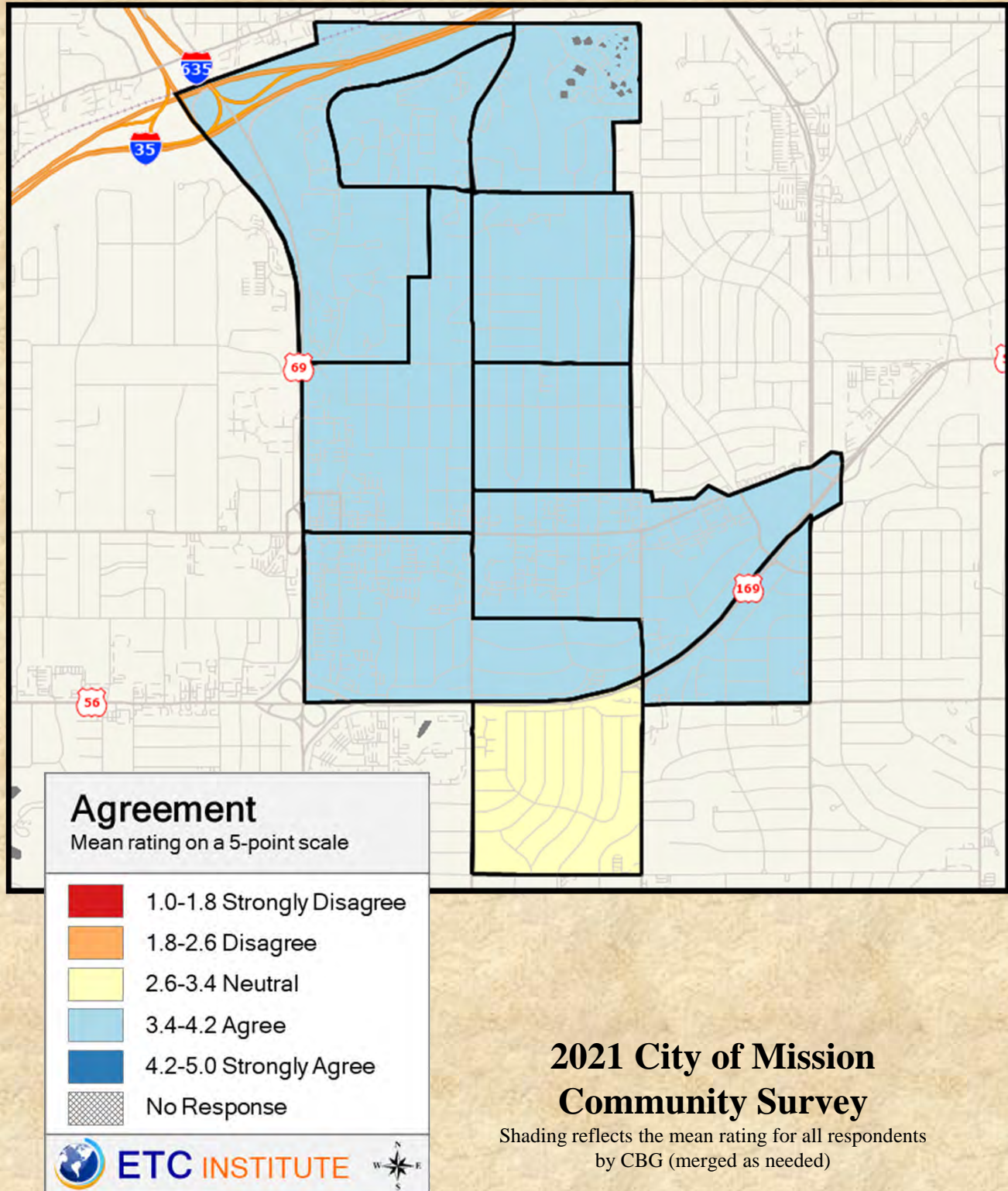
Q19-06. Agreement with increased City investment in expansion of parks and recreation programs



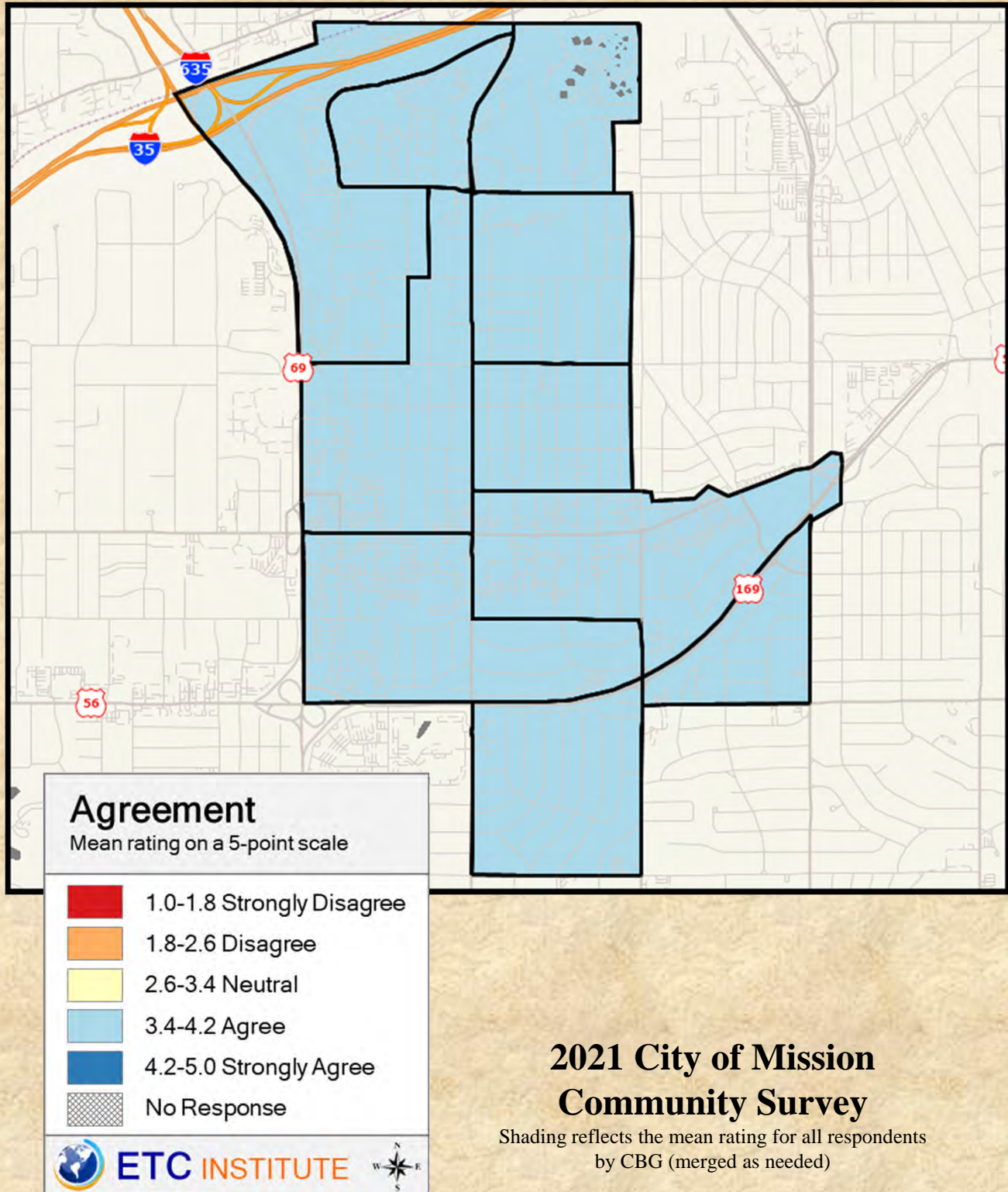
Q19-07. Agreement with increased City investment in public safety (police) services



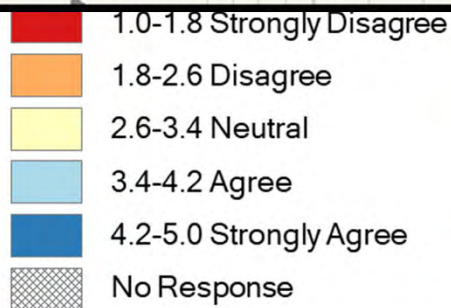
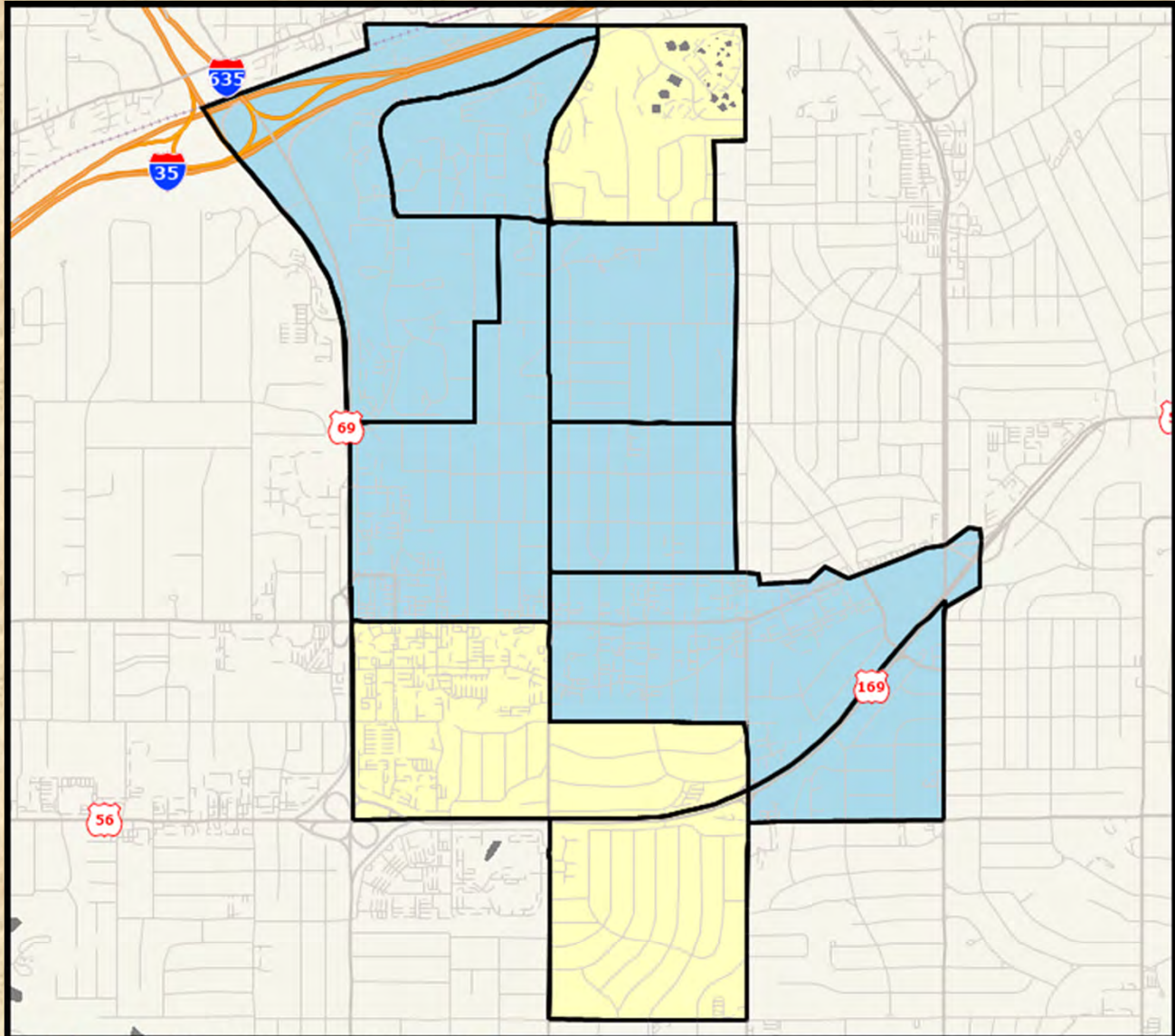
Q19-08. Agreement with increased City investment in more trails within the City



Q19-09. Agreement with increased City investment in redevelopment of commercial areas



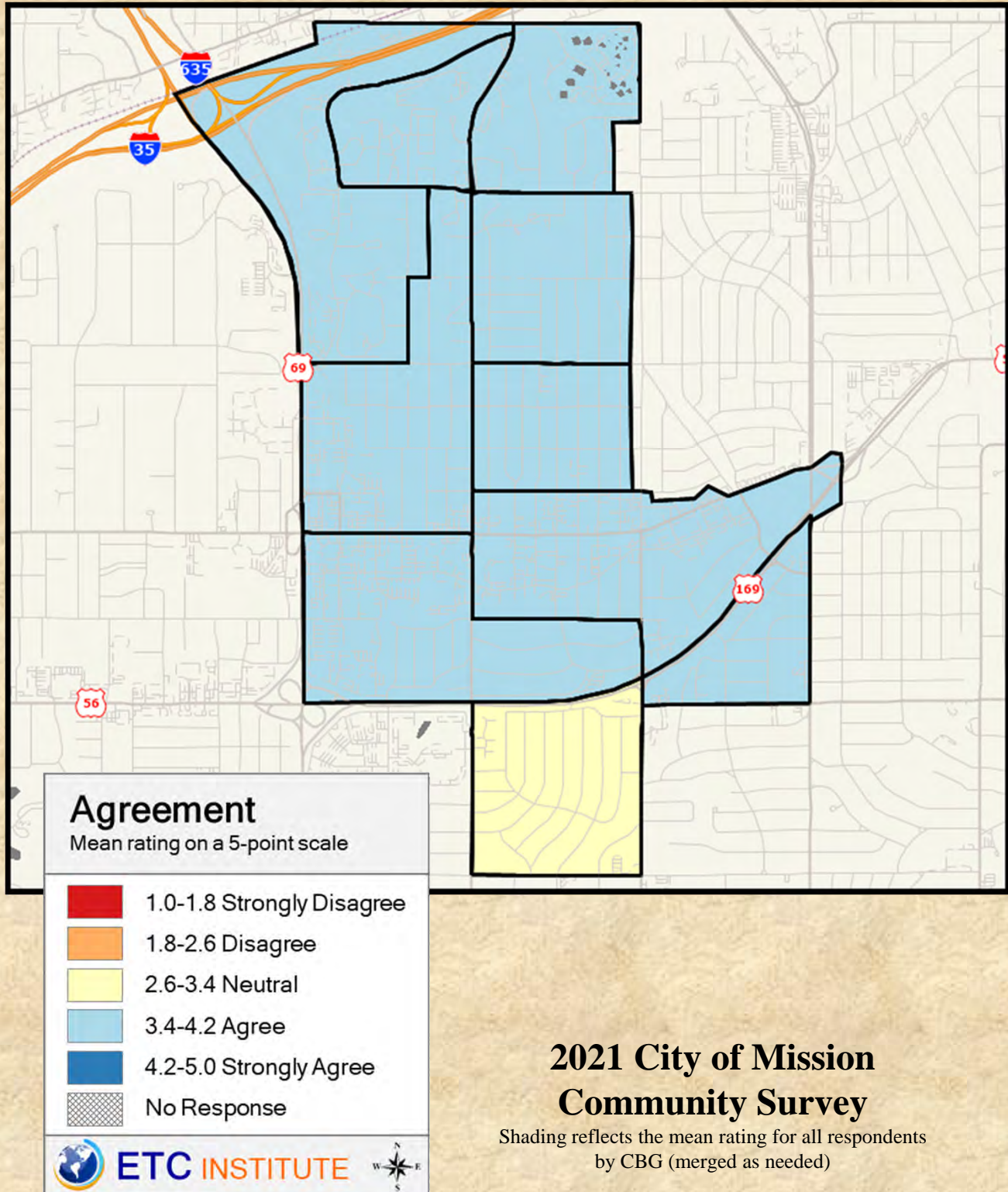
Q19-10. Agreement with increased City investment in community grant/assistance programs



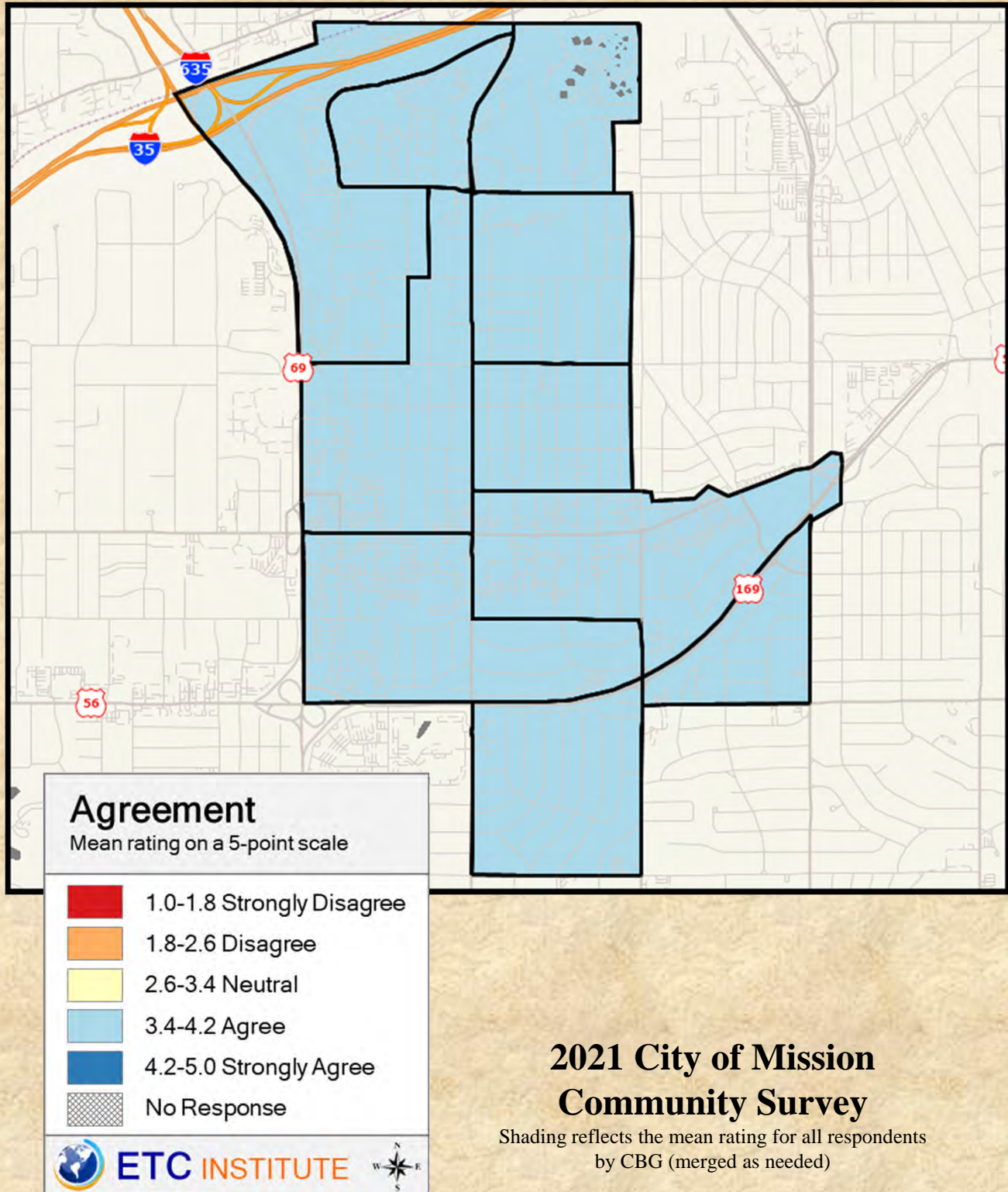
2021 City of Mission Community Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

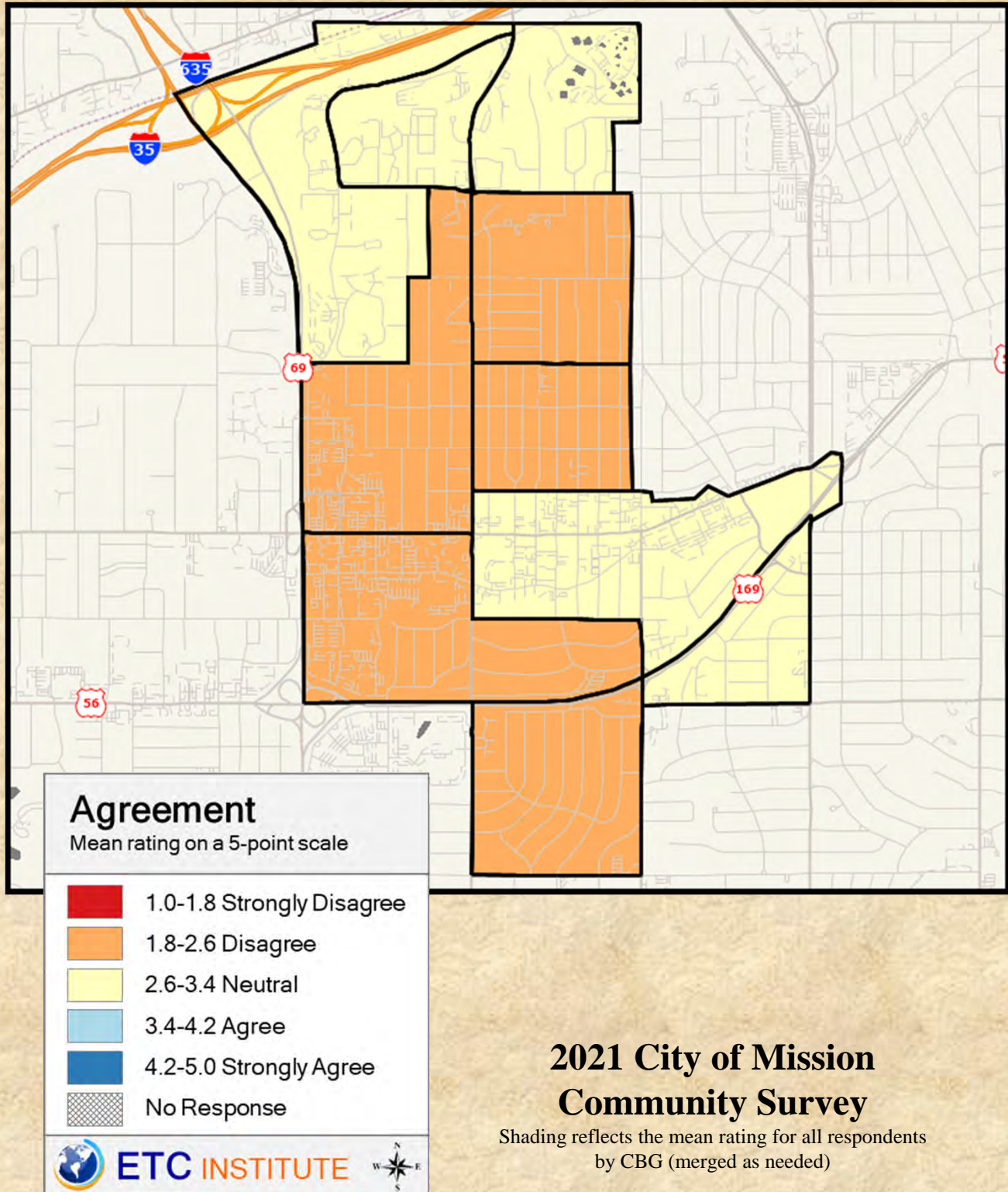
Q19-11. Agreement with increased City investment in Community events



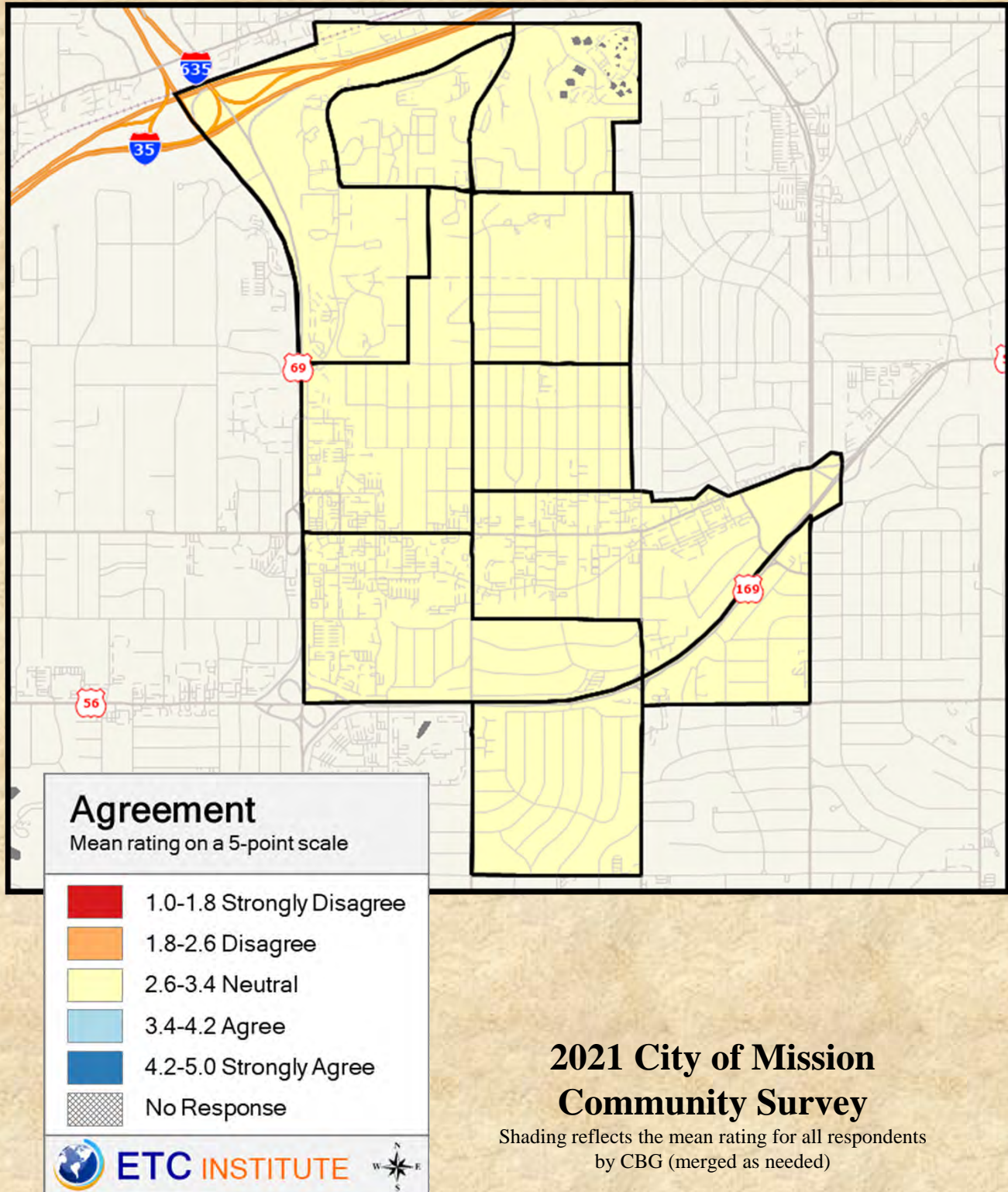
Q19-12. Agreement with increased City investment in sustainability/environment



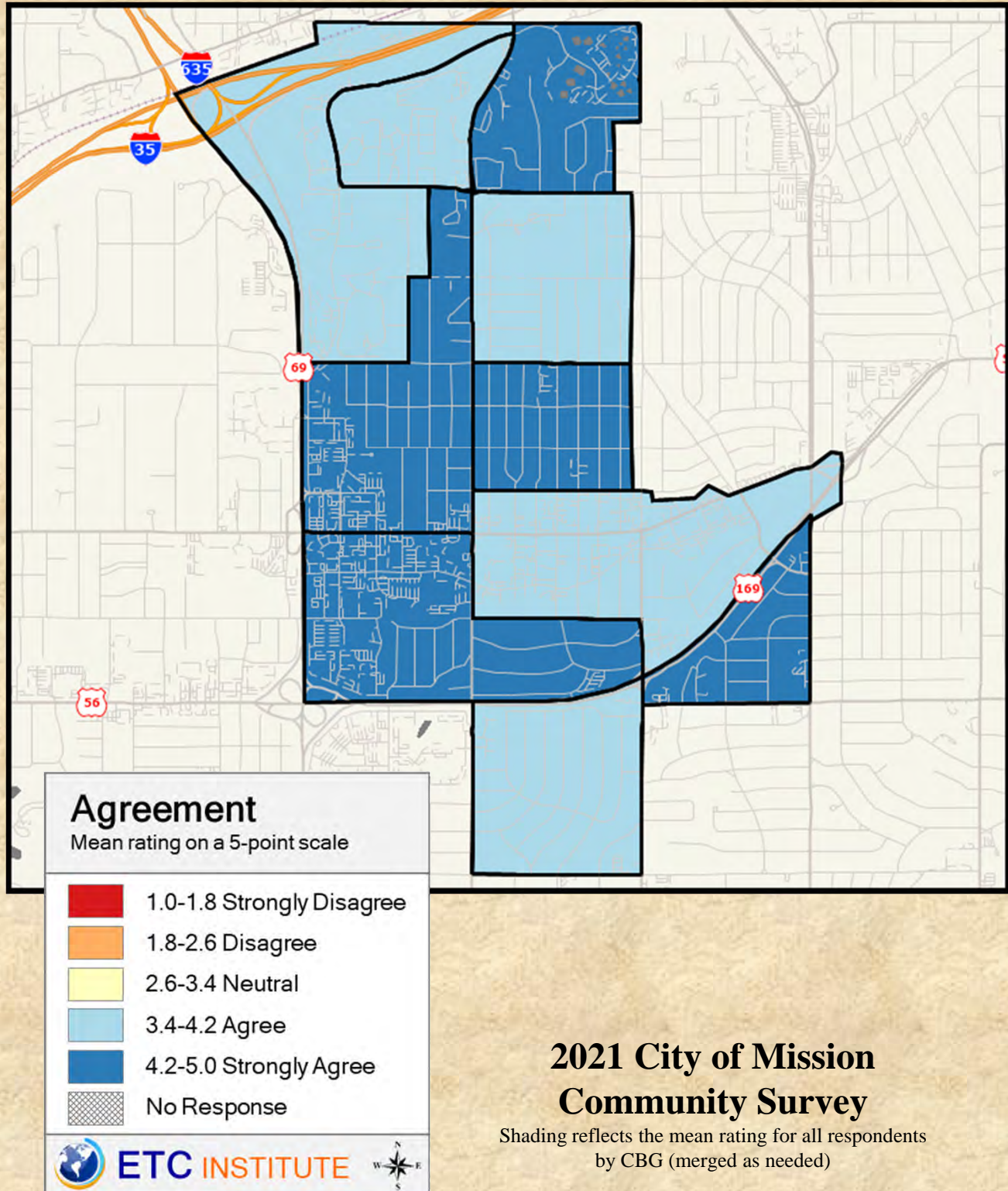
Q23-1. Agreement that the City should encourage development of new apartments



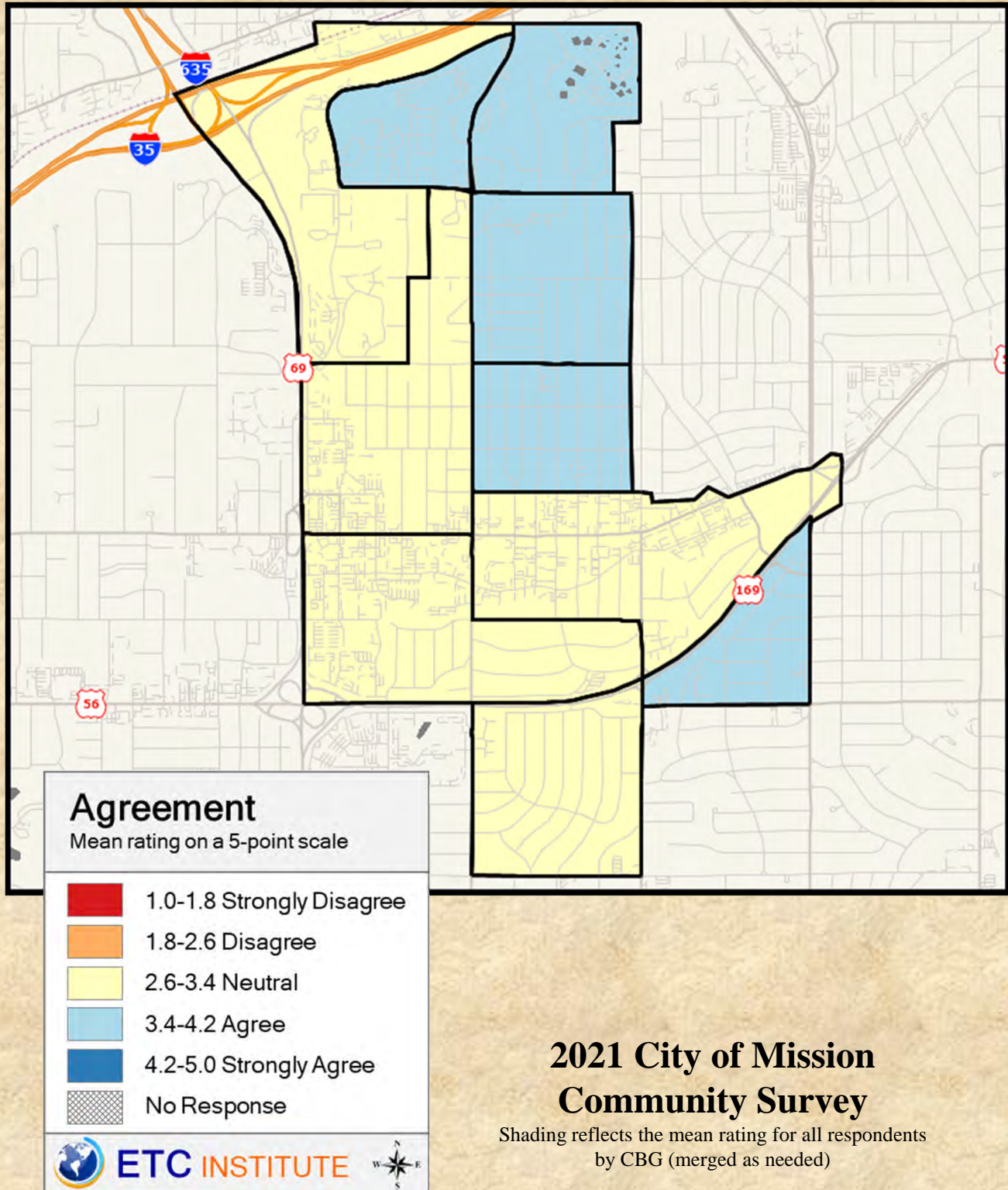
Q23-2. Agreement that the City should encourage development of new condominiums



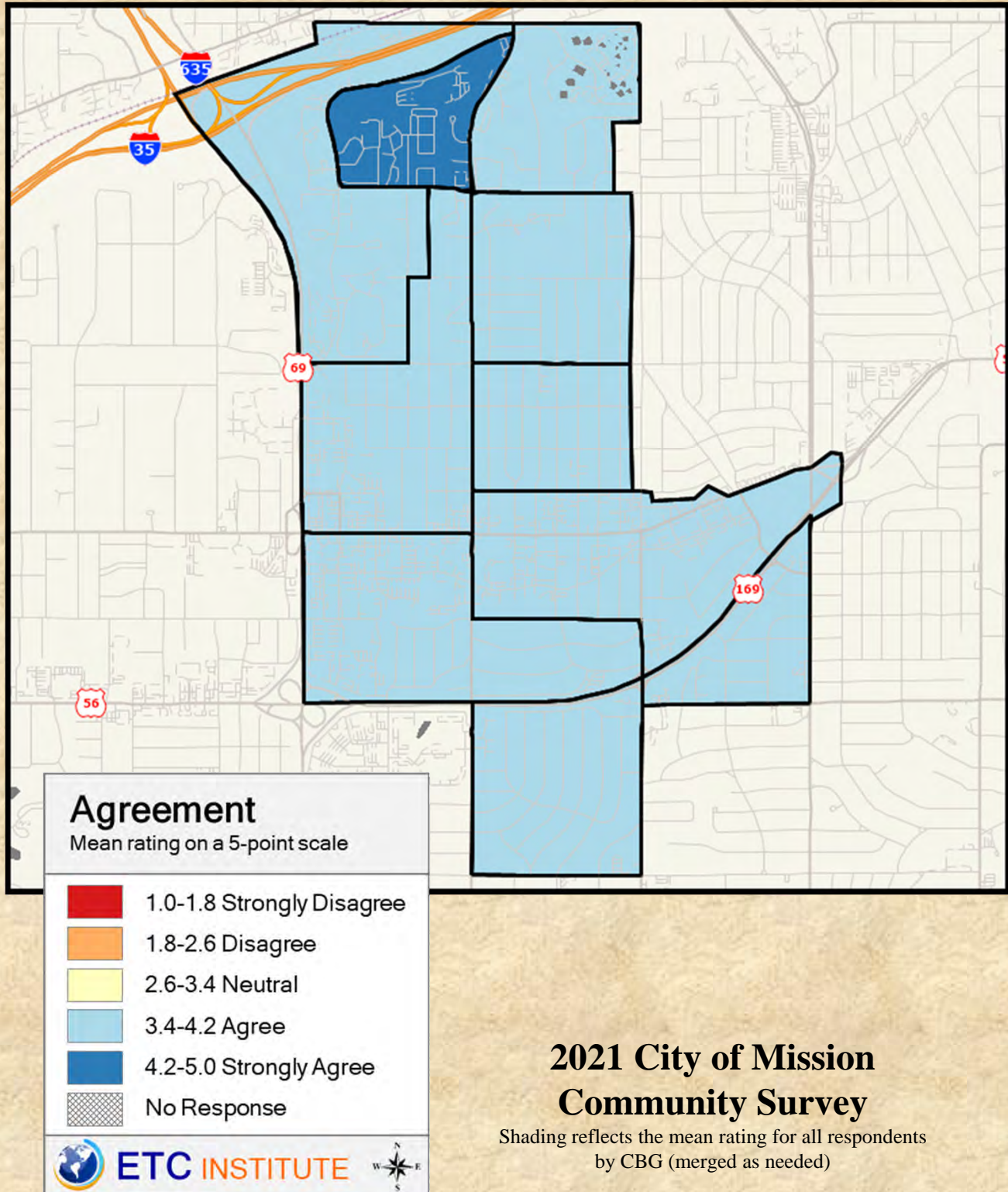
Q23-3. Agreement that the City should focus on property maintenance and neighborhood preservation



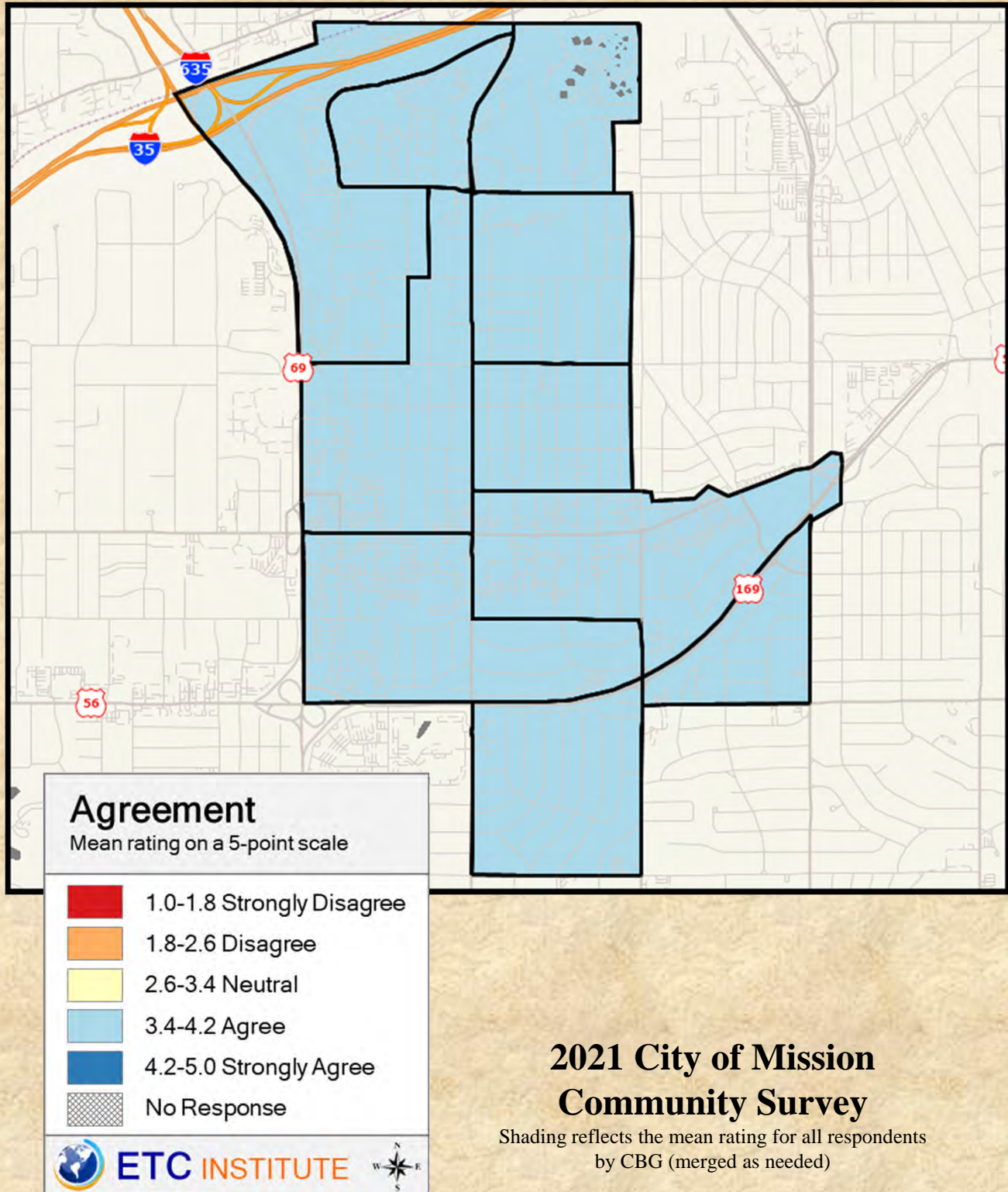
Q23-4. Agreement that the City should focus on infill residential development



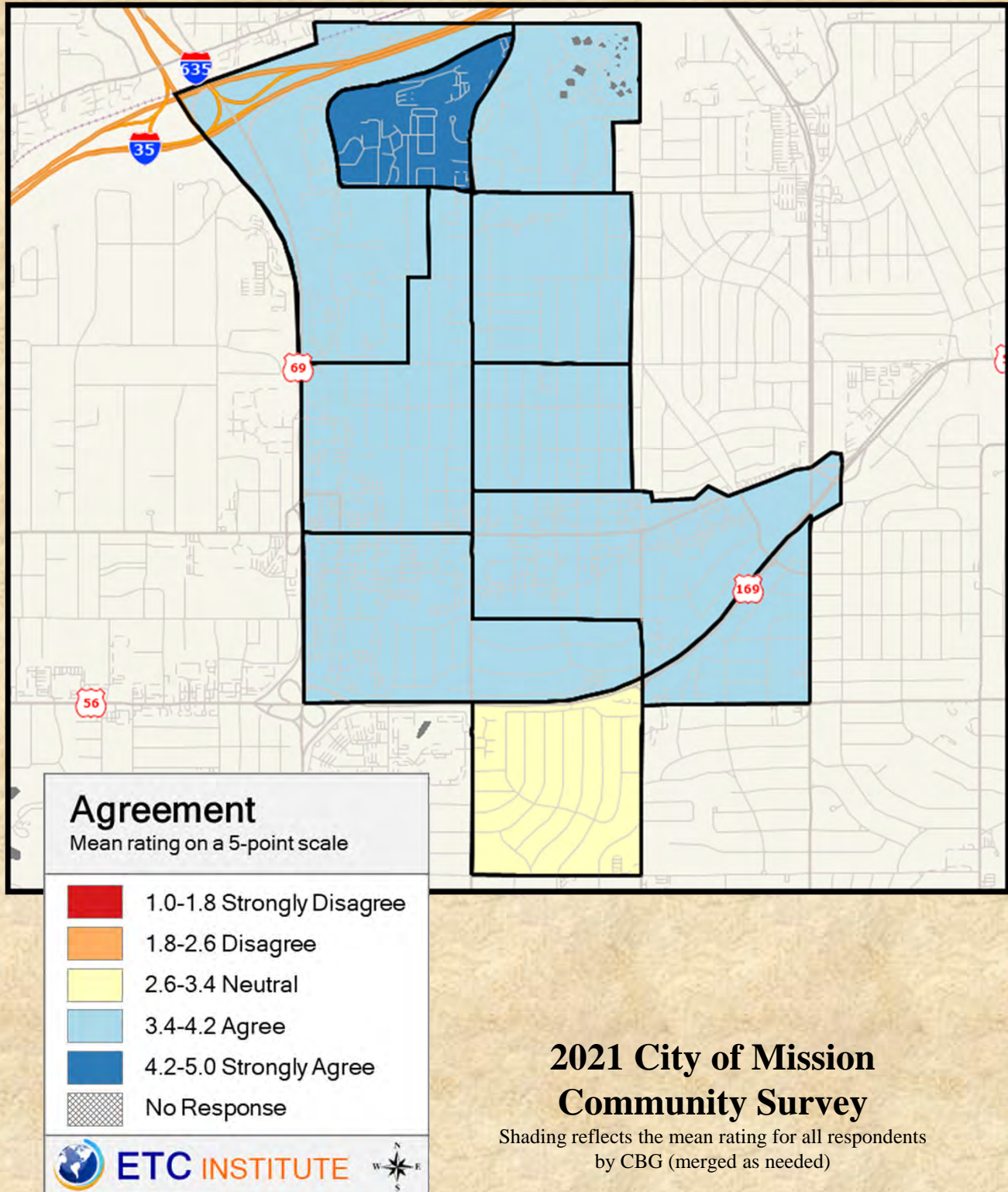
Q23-5. Agreement that Mission should provide a mix of housing to attract people at various life stages



Q23-6. Agreement that Mission should regulate the teardown and rebuild of existing single family homes



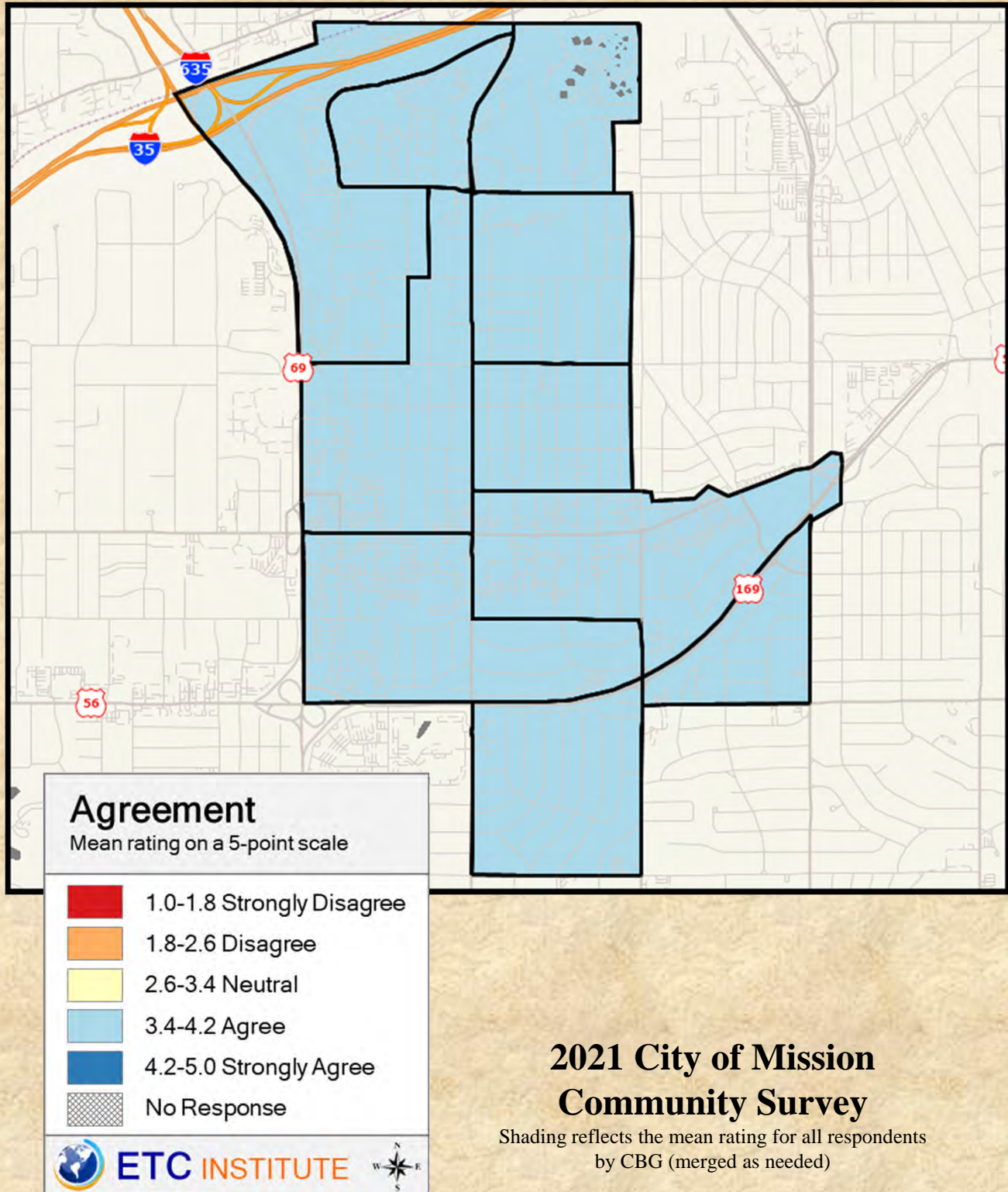
Q23-7. Agreement that Mission should prioritize maintaining an affordable housing stock



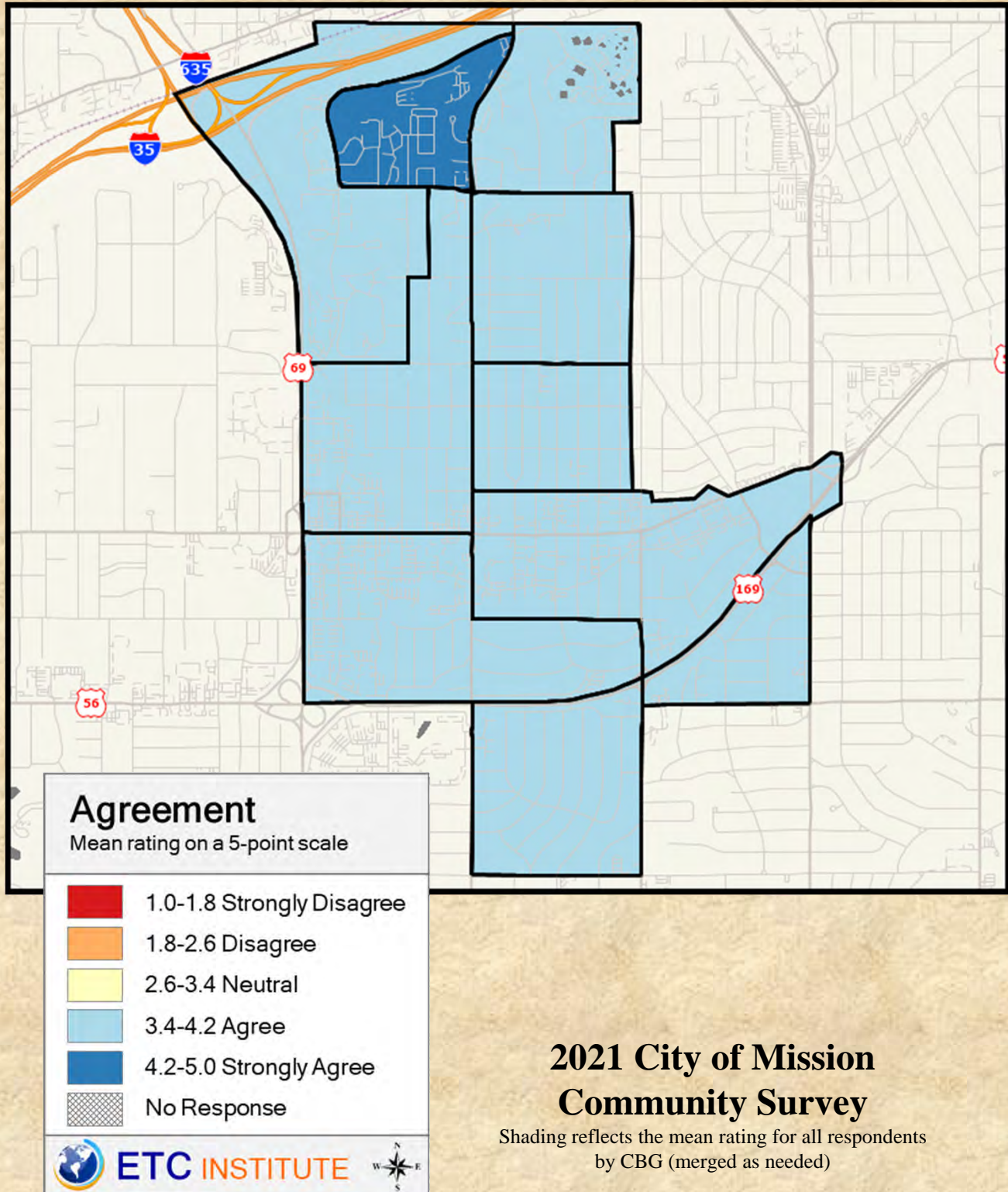
2021 City of Mission Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

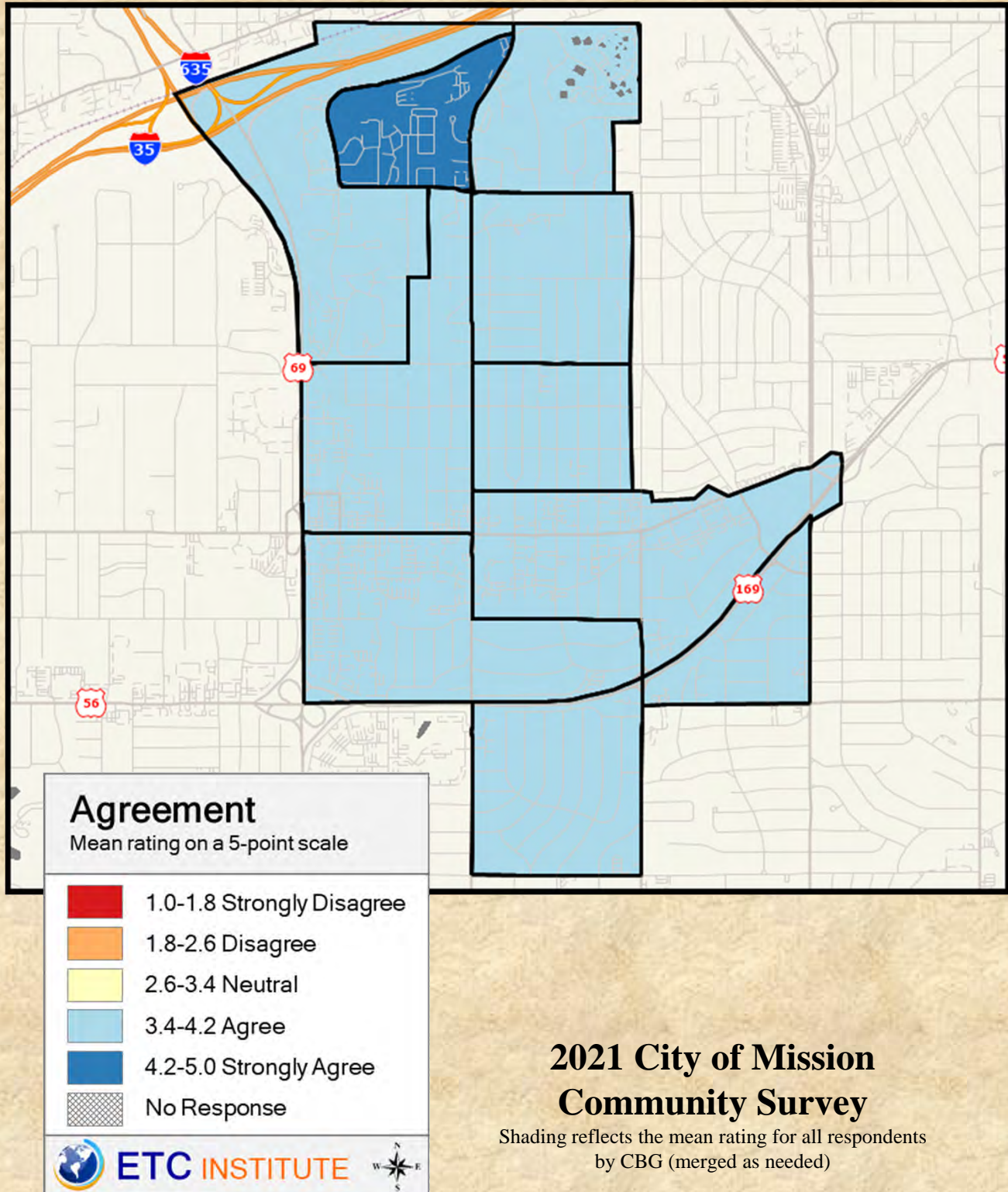
Q25-1. Agreement that the City should adopt “green” building codes in all new development



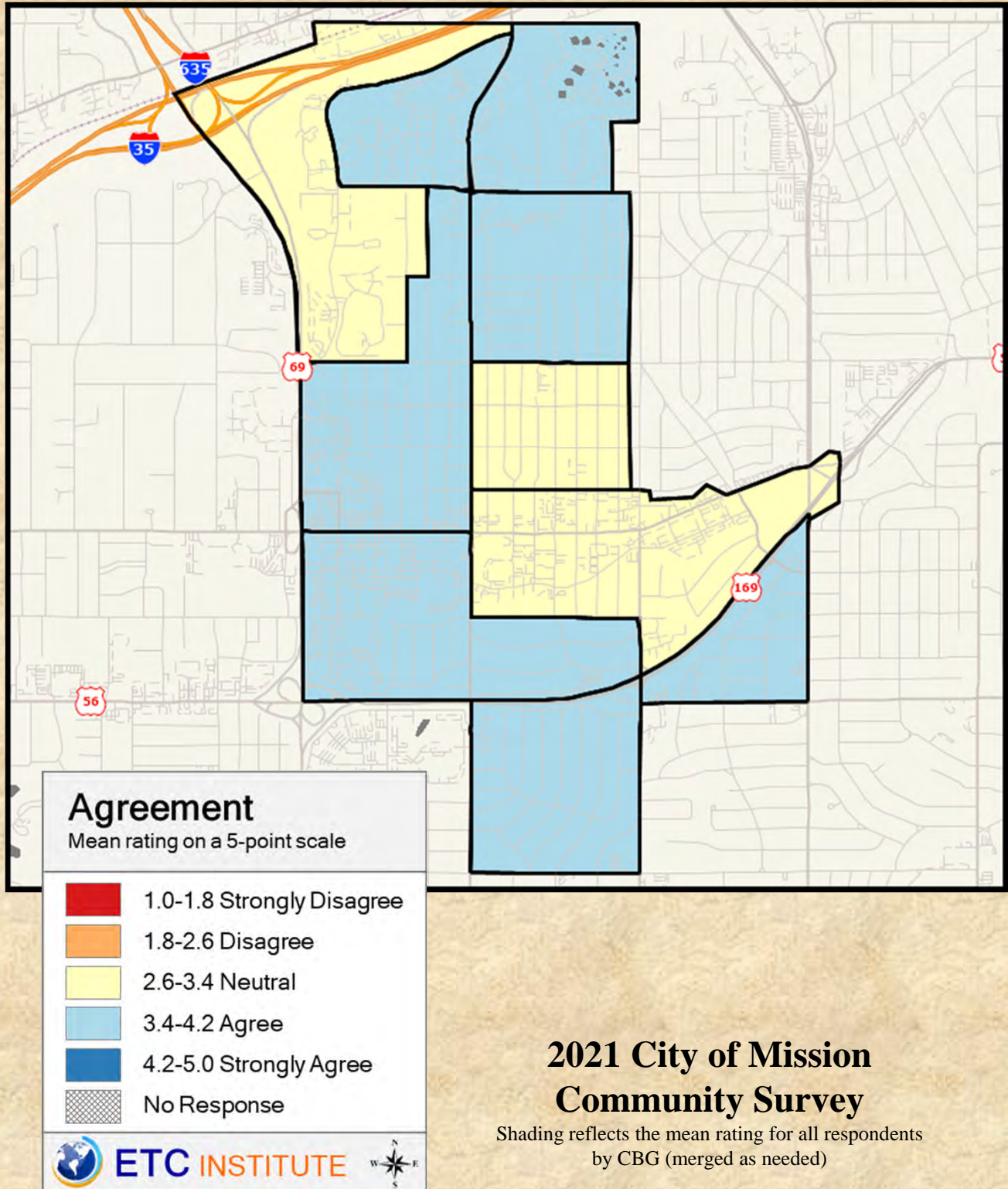
Q25-2. Agreement that the City should make energy efficiency and renewable energy sources a priority when purchasing City vehicles or making improvements to City owned buildings and facilities



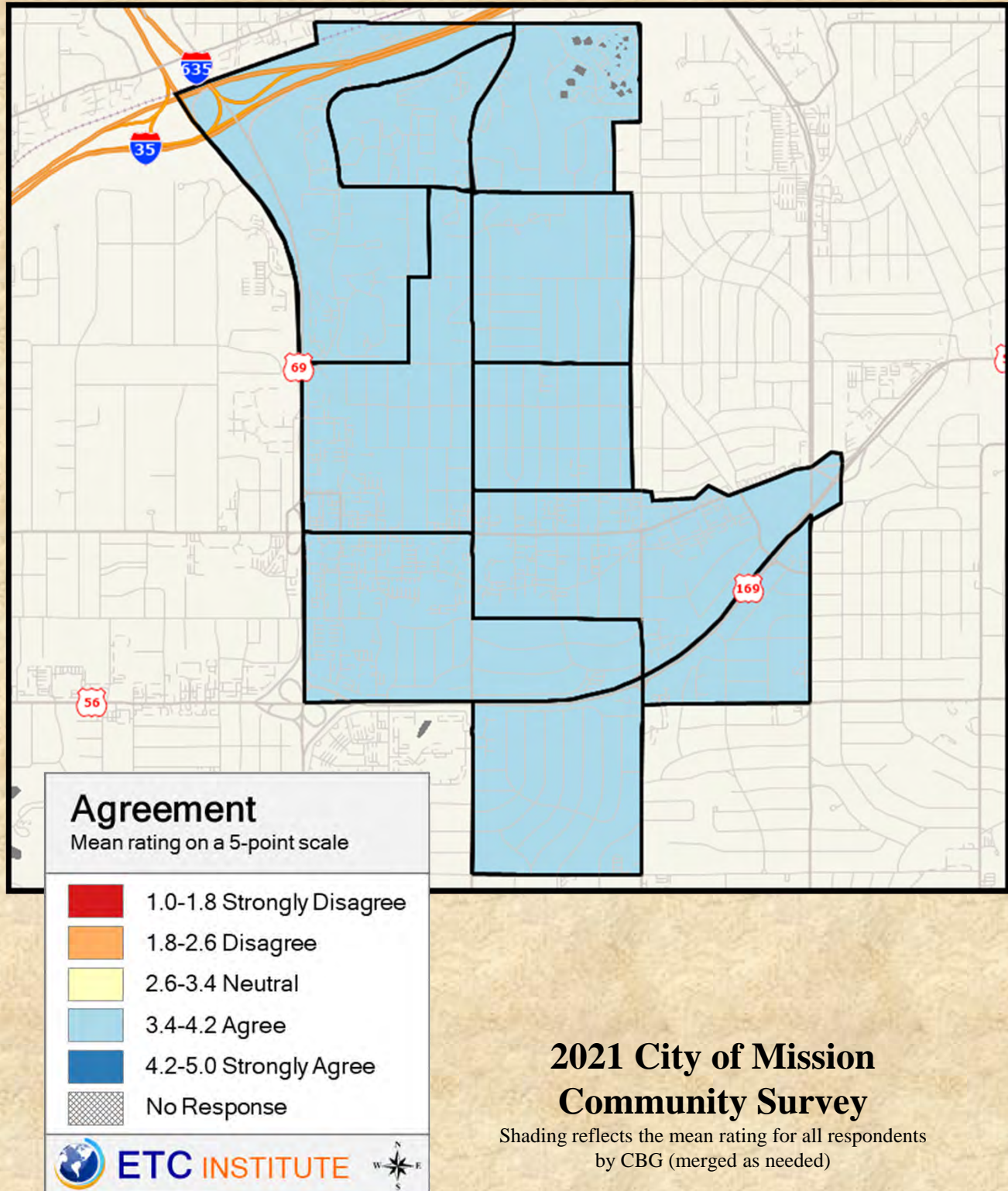
Q25-3. Agreement that the City should incentivize green stormwater infrastructure



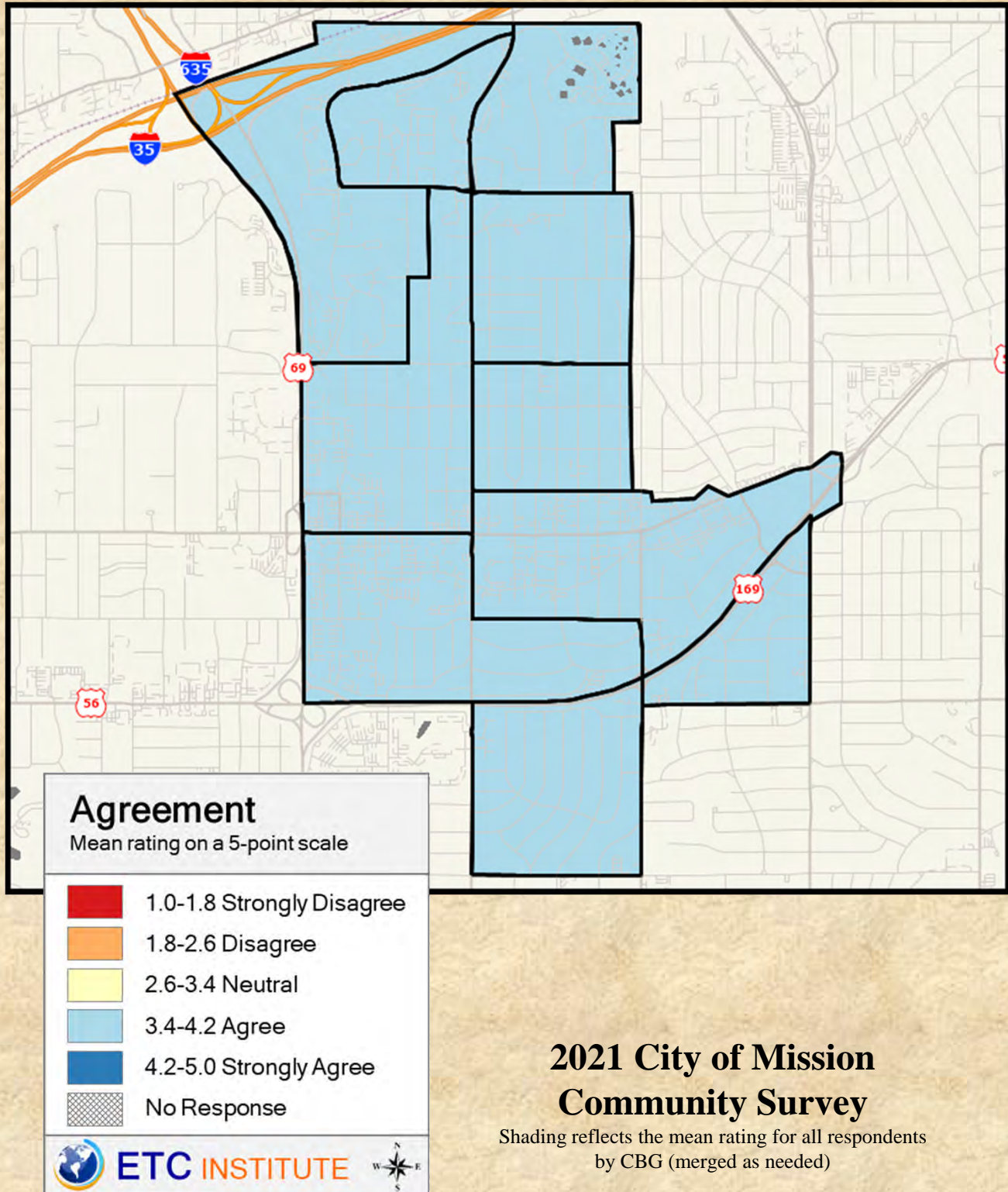
Q26-01. Agreement that the City should add attractive elements to major roadways like landscaping, monuments, decorative signage and lighting



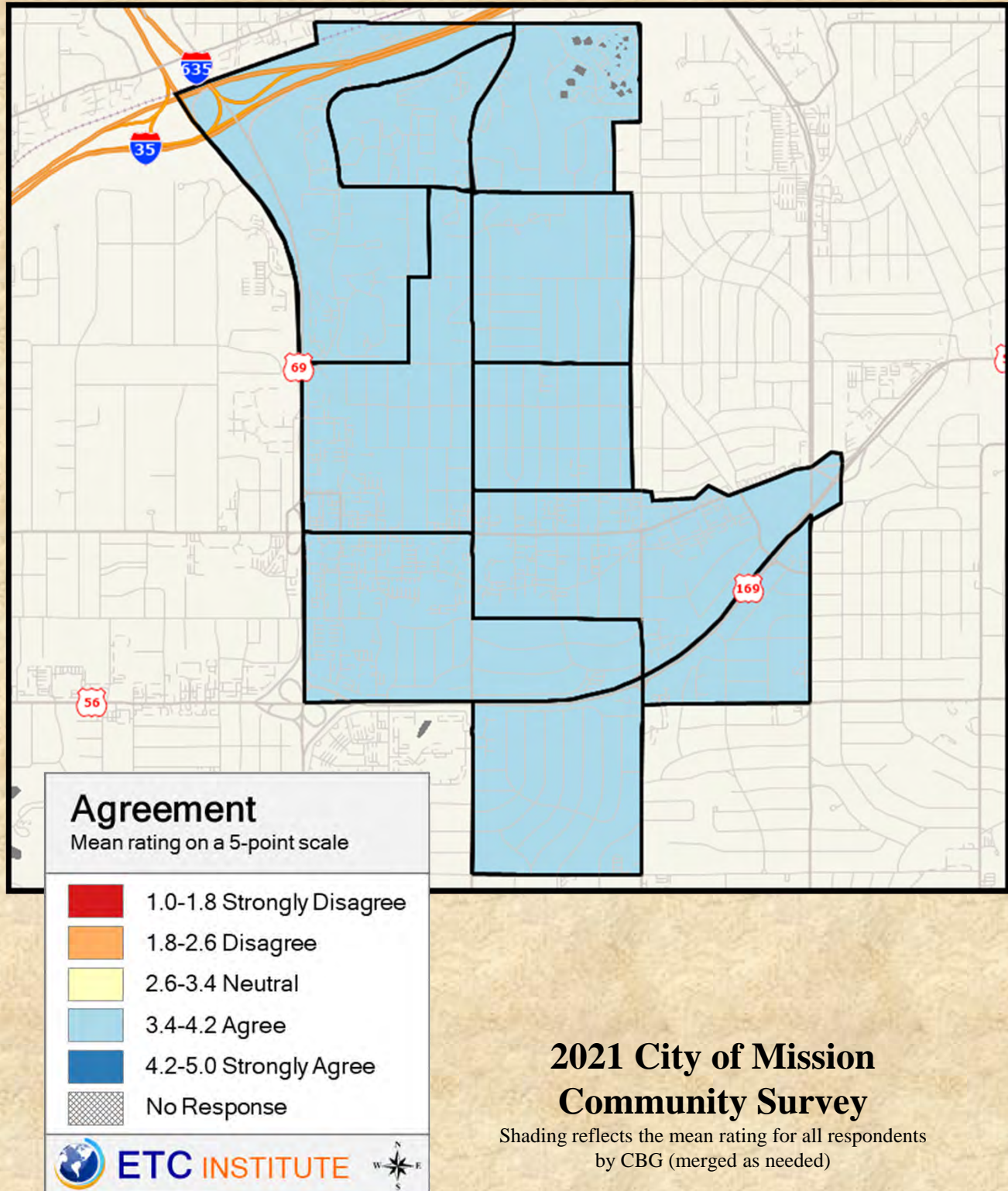
Q26-02. Agreement that the City should improve parks and recreation amenities such as playground equipment, shelters, and restrooms



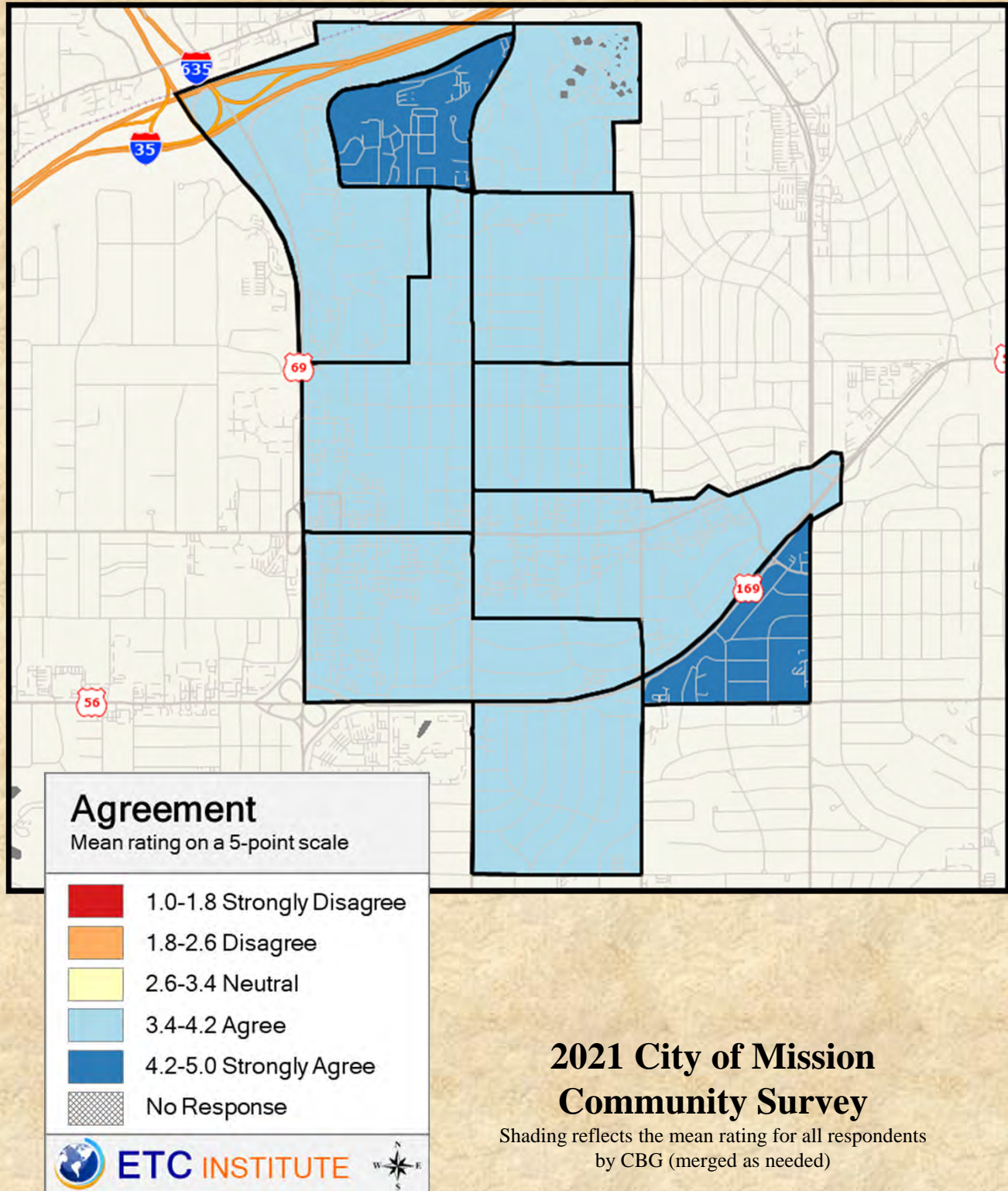
Q26-03. Agreement that the City should incentivize development which incorporates mixed use into a “main street” or “downtown” style



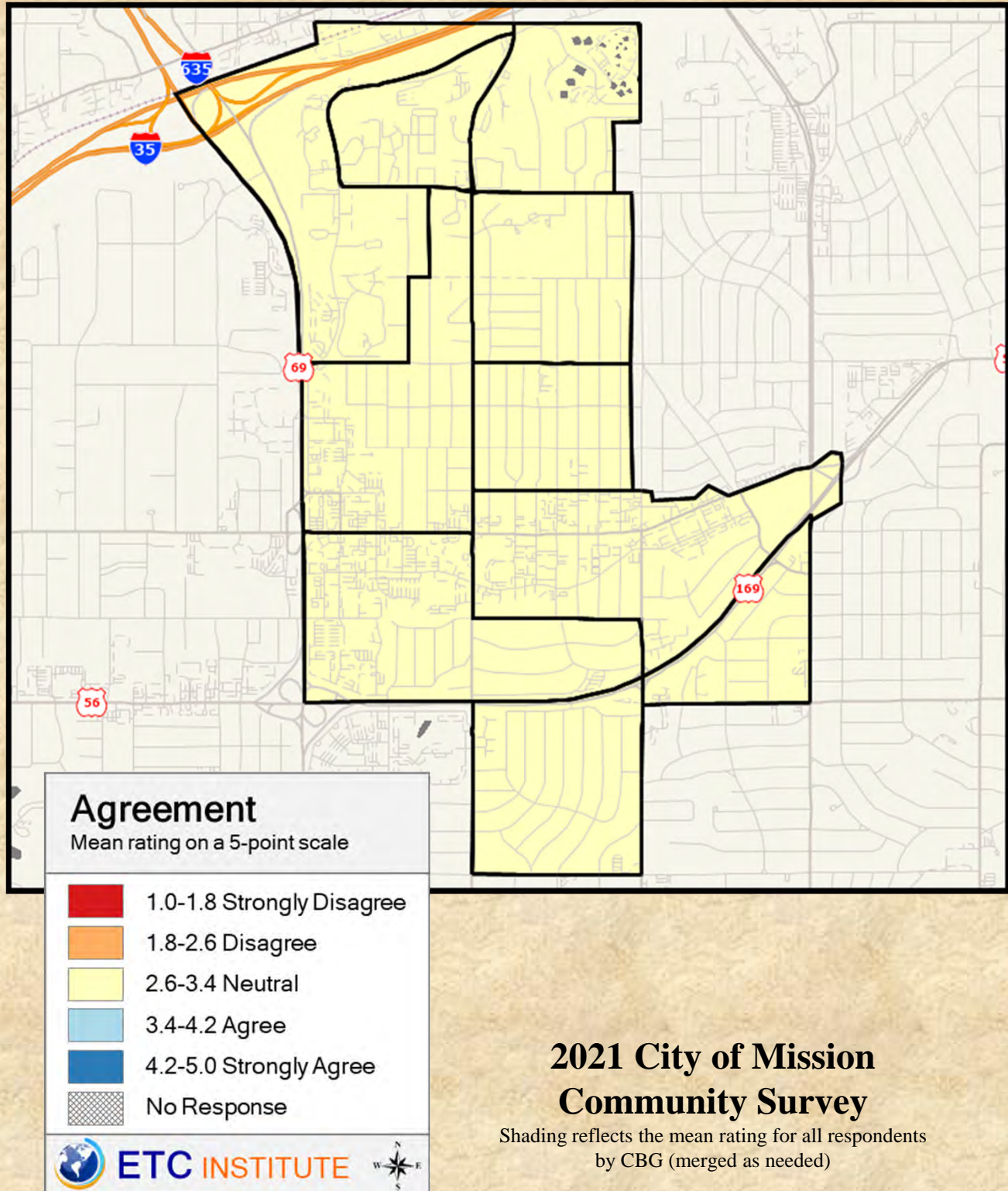
Q26-04. Agreement that the City should incorporate additional pedestrian amenities along existing City roadway corridors to improve walkability



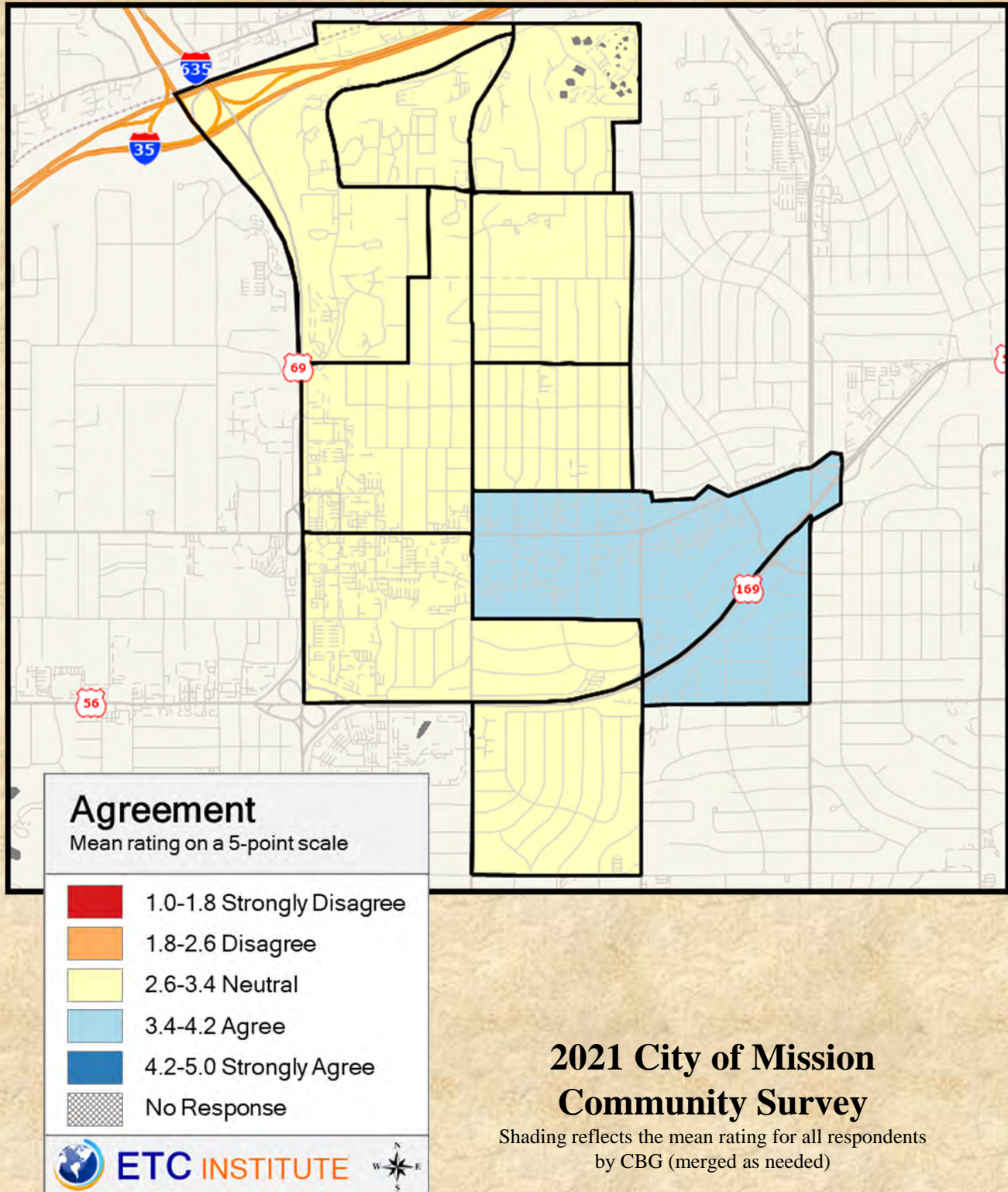
Q26-05. Agreement that the City should plant more trees on City property and preserve existing park/green spaces



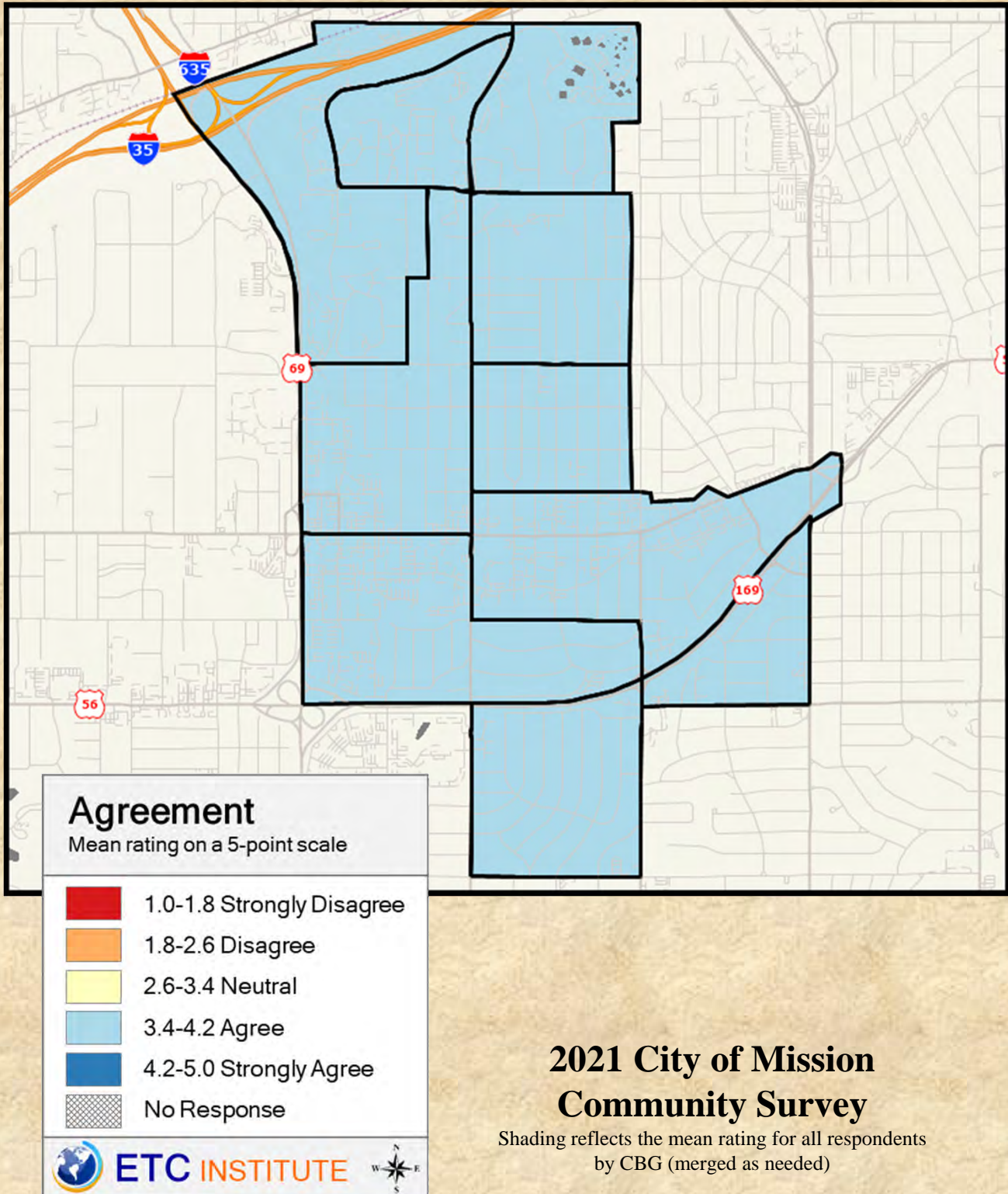
Q26-06. Agreement that the City should provide public art in the right of way, at parks and at City owned facilities



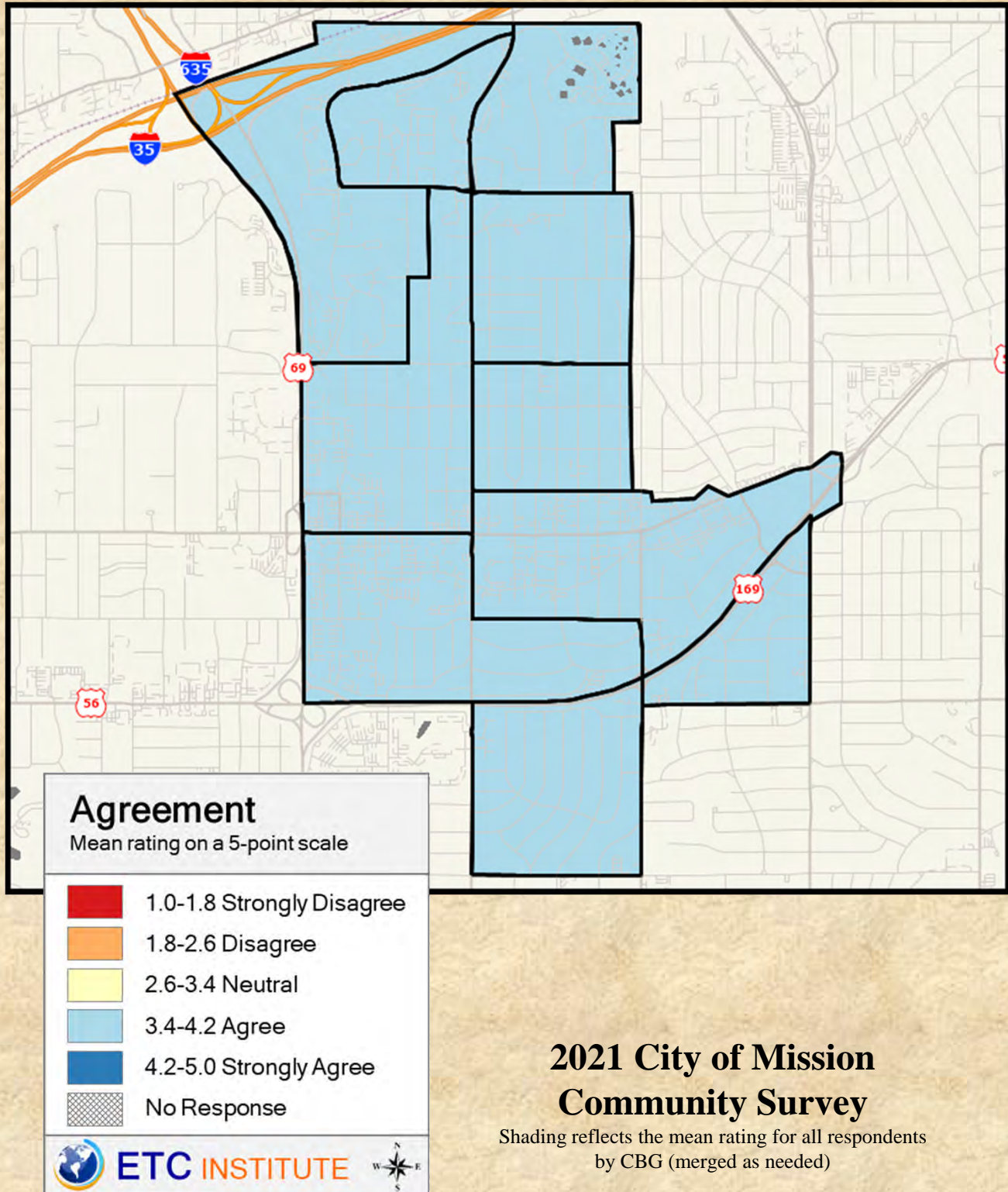
Q26-07. Agreement that the City should encourage density/ population growth to attract more amenities, services, restaurants, etc.



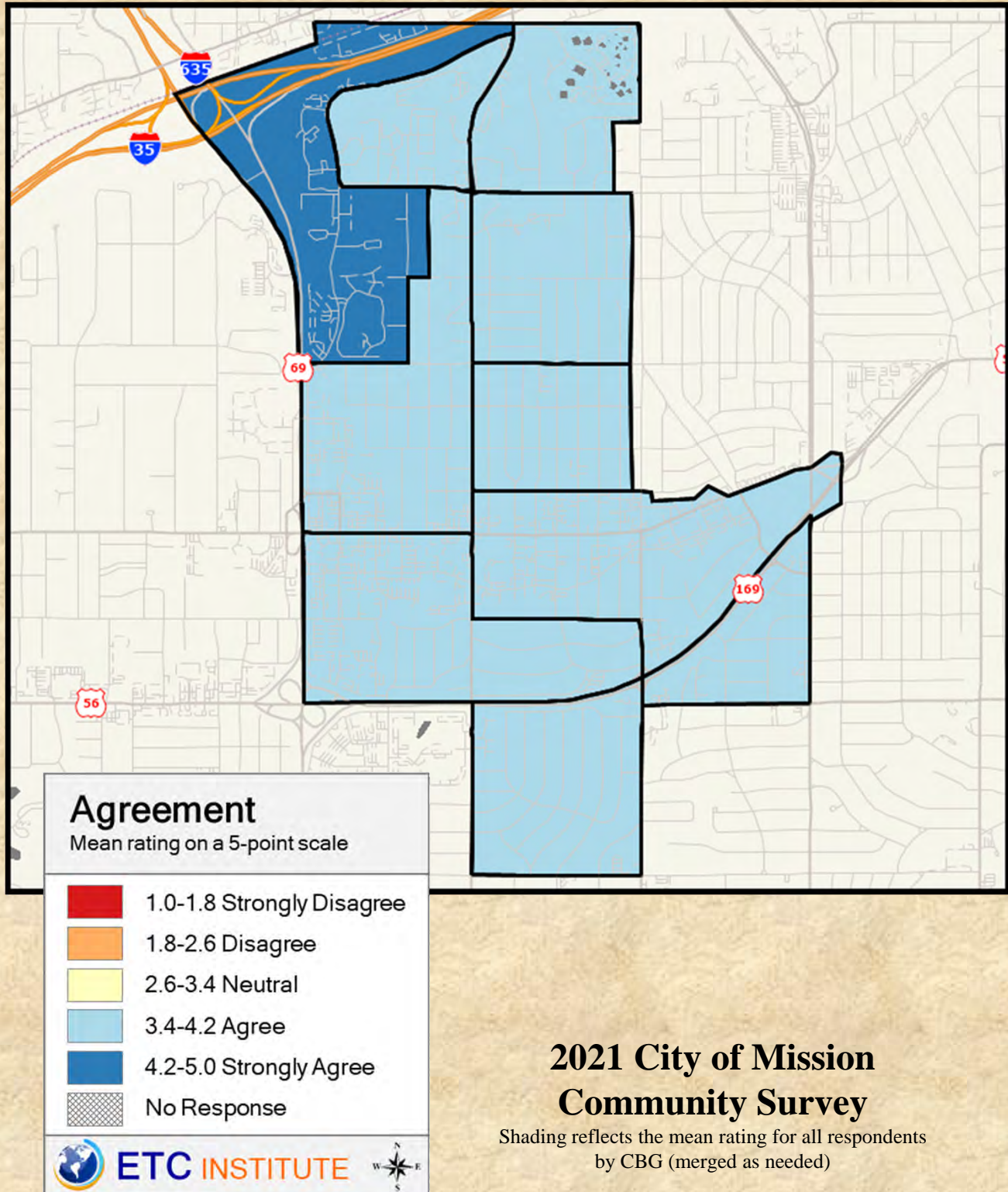
Q26-08. Agreement that the City should support diversity in people, places and opportunities within the community



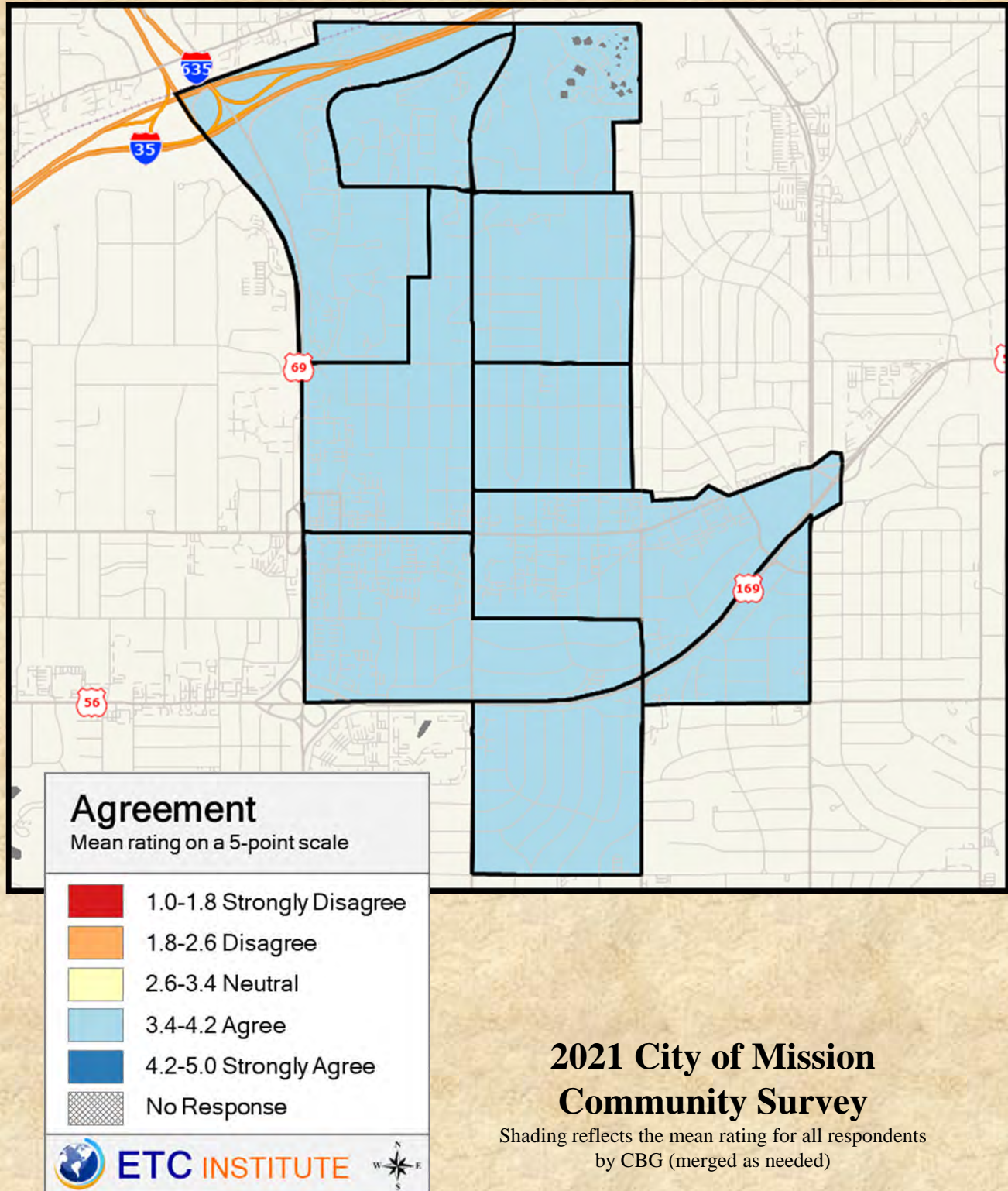
Q26-09. Agreement that the City should integrate more sustainability measures and practices



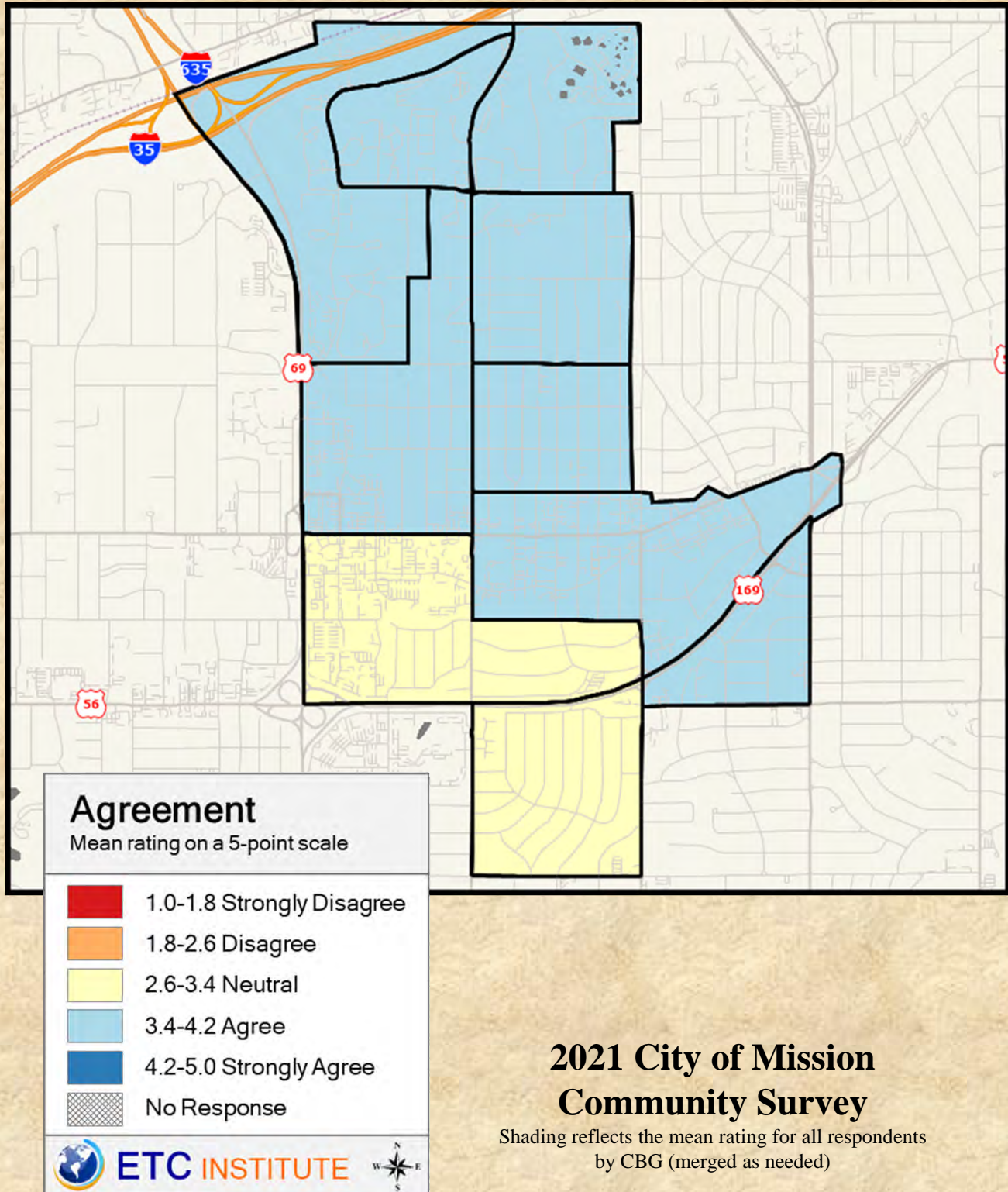
Q26-10. Agreement that the City should provide downtown the opportunity to attract a wider variety of businesses and customers



Q26-11. Agreement that the City should build a walkable/ bikeable community with access to retail and recreational activities



Q26-12. Agreement that the City should develop and implement a strategic housing redevelopment strategy



Q26-13. Agreement that the City should expand and enhance the visual appearance of buildings

