

# City of Kirkwood Community Survey

## GIS Maps

*...helping organizations make better decisions since 1982*

2018

**Submitted to the City of Kirkwood, Missouri**

**By:**  
ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**October 2018**



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## Interpreting GIS Maps

### Kirkwood, Missouri

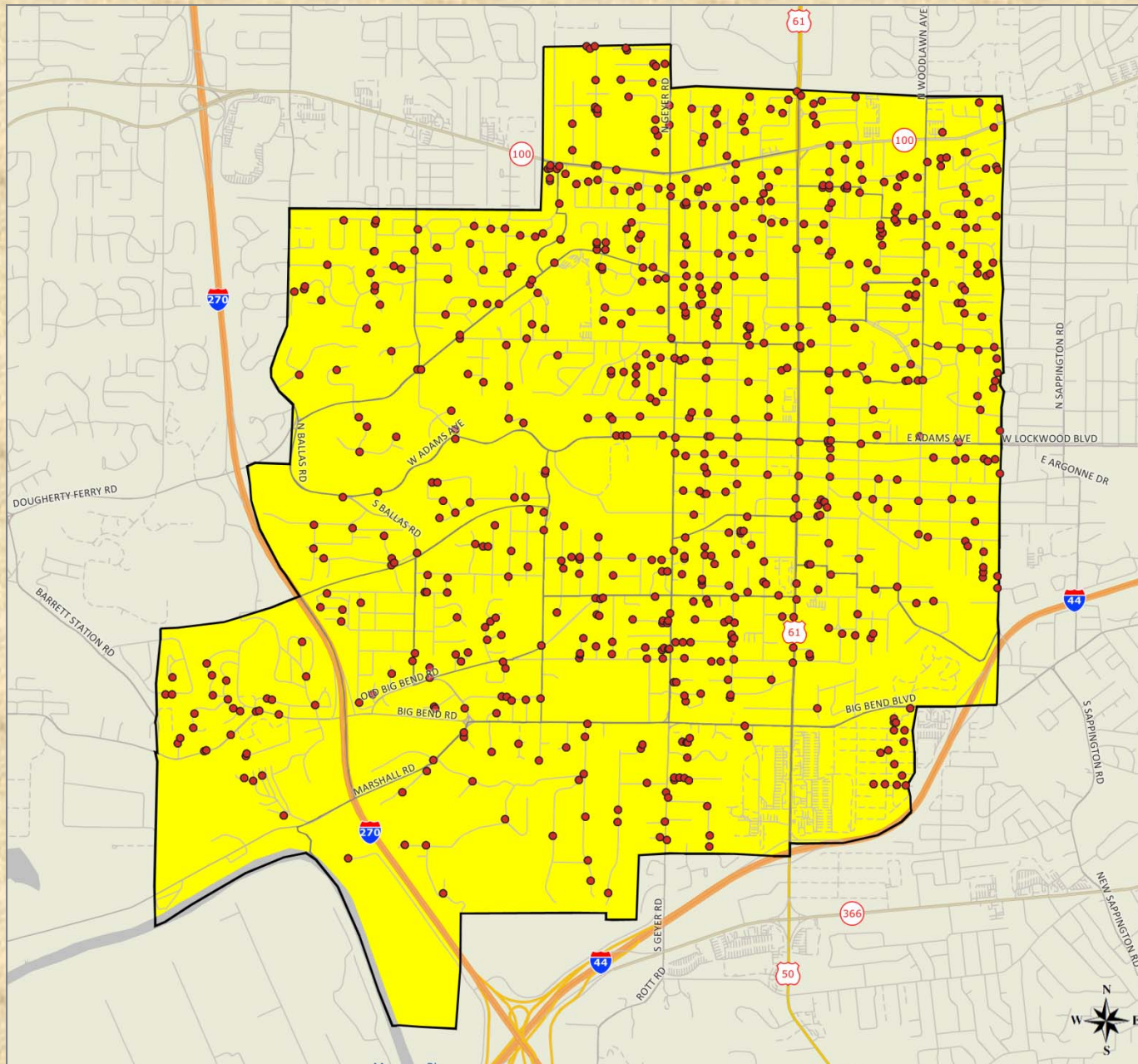
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The maps on the following pages show the mean ratings for several questions on the survey by county.

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.”

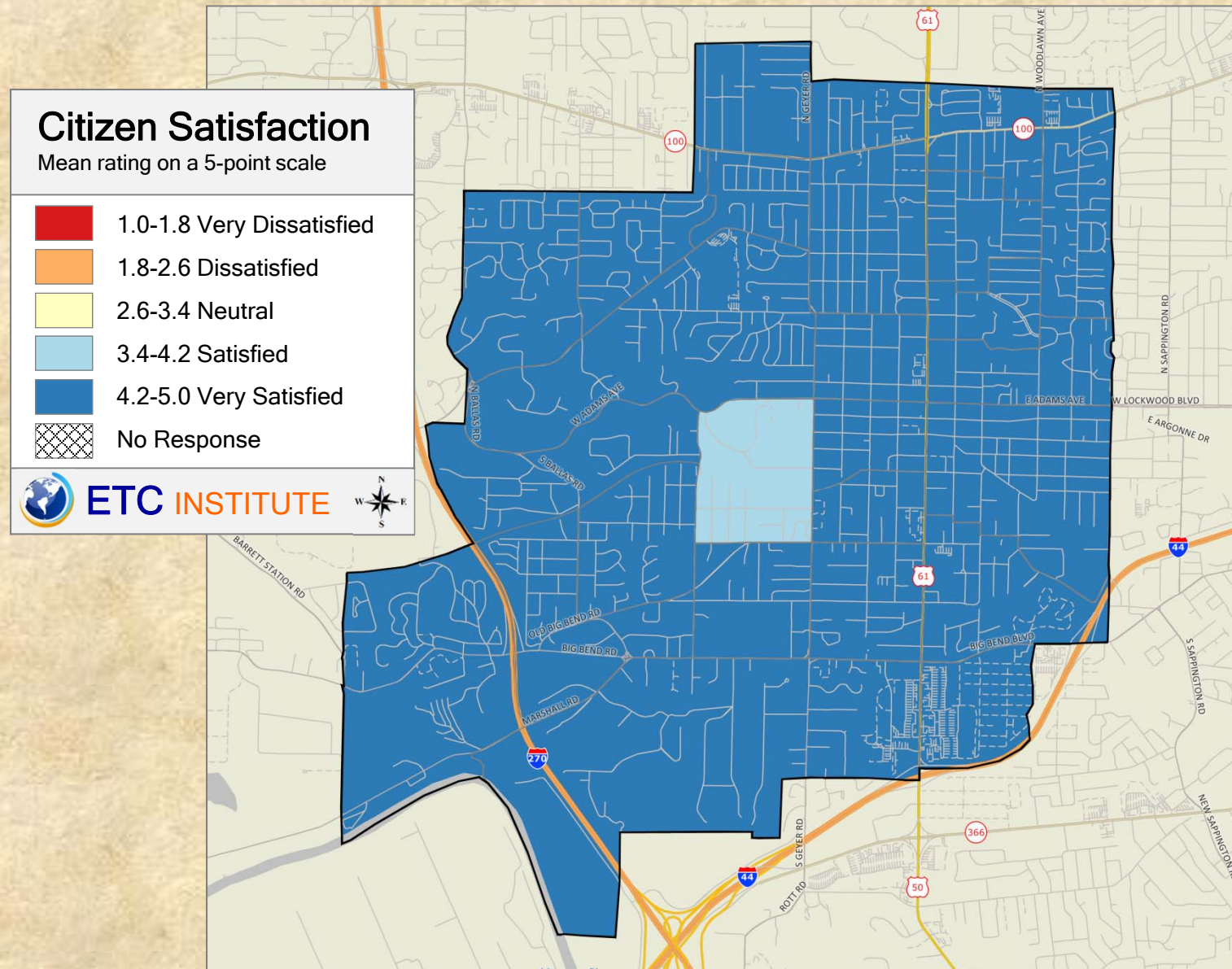
## Location of Survey Respondents



2018 City of Kirkwood Community Survey



# Q1-01 Level of Satisfaction with: Public safety services provided by the City

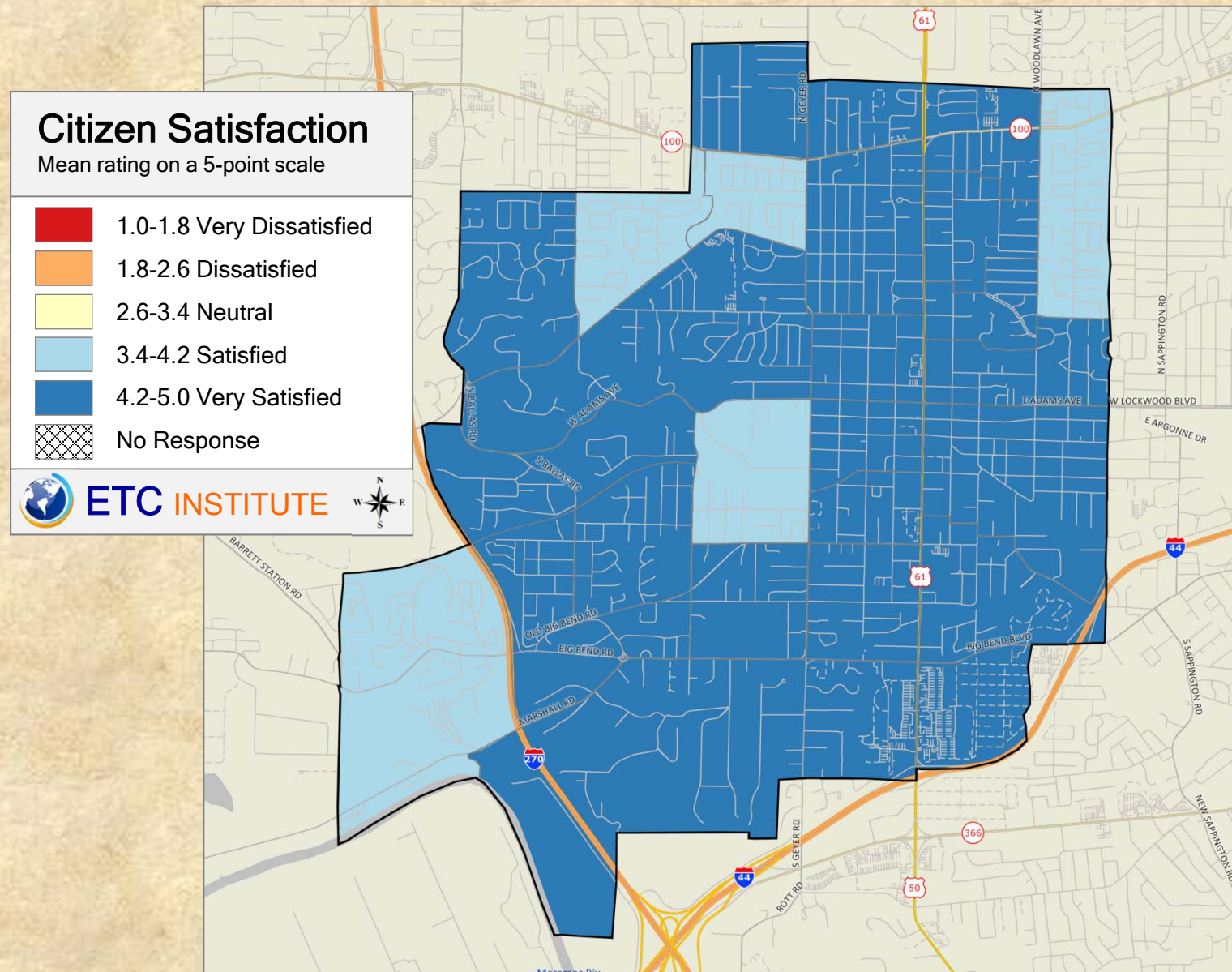


## 2018 City of Kirkwood Community Survey

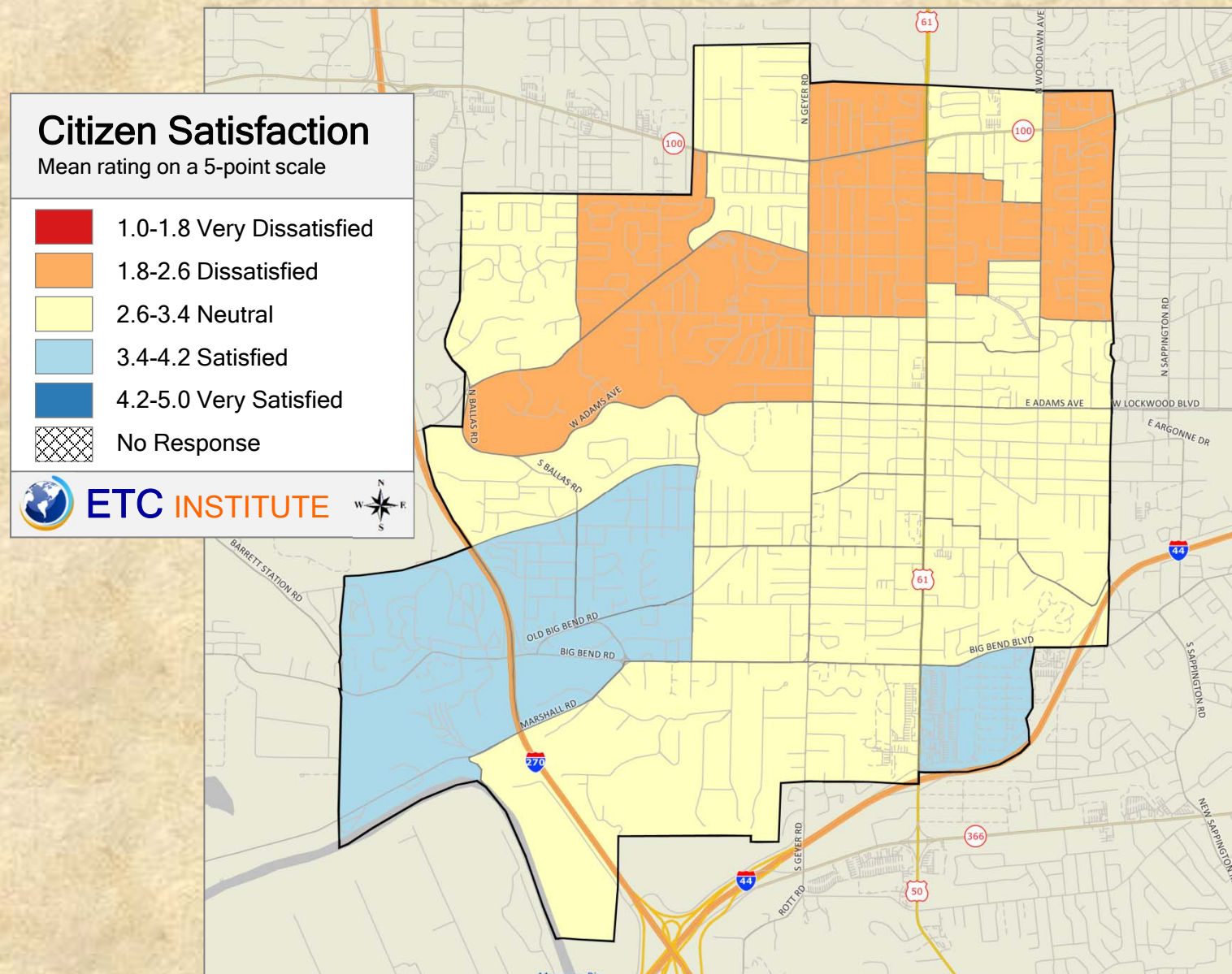
Shading reflects the mean rating for all respondents by CBG (merged as needed)



## Q1-02 Level of Satisfaction with: Parks and Recreation programs and facilities provided by the City



# Q1-03 Level of Satisfaction with: Condition of City streets

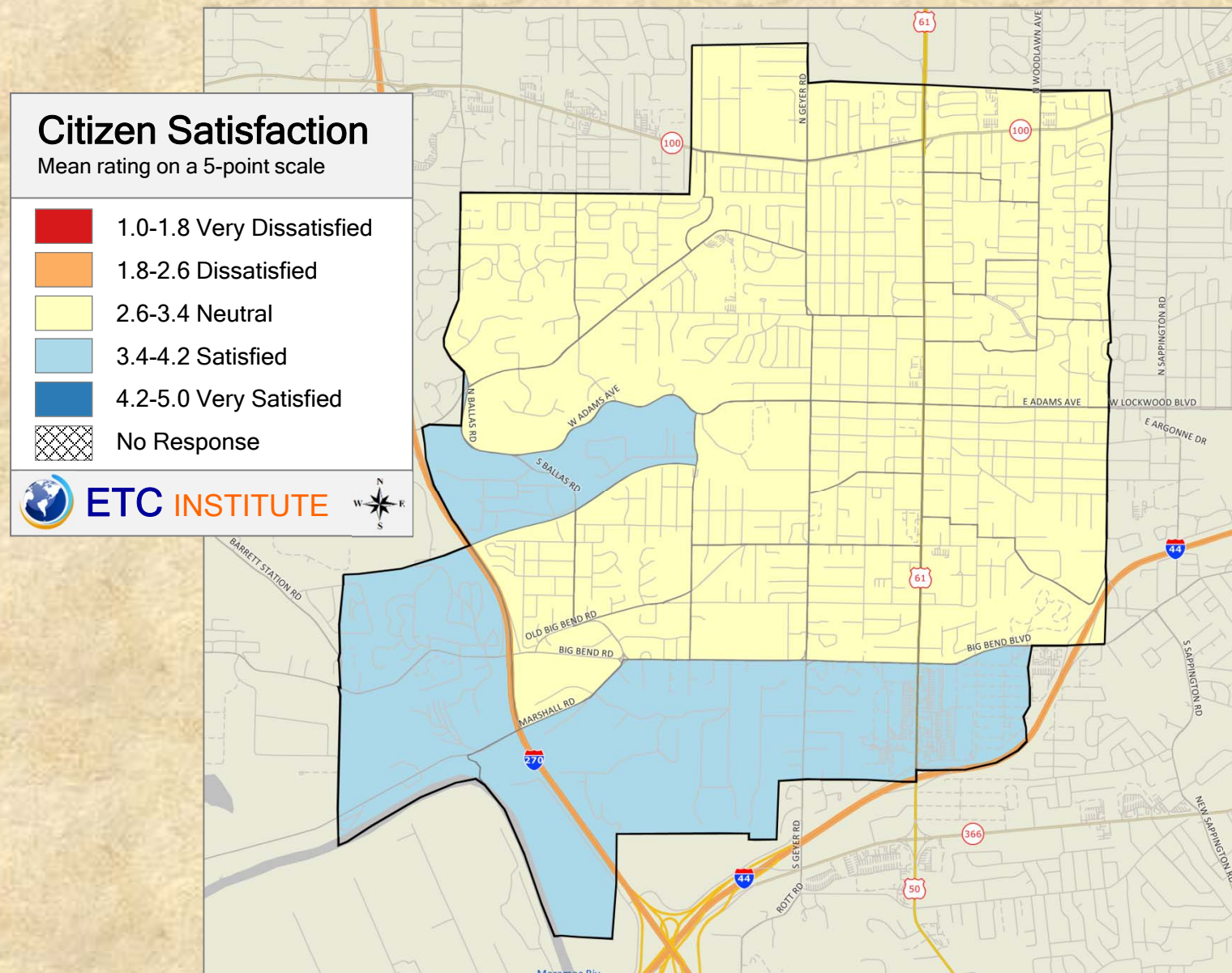


## 2018 City of Kirkwood Community Survey

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



# Q1-04 Level of Satisfaction with: Condition of City sidewalks

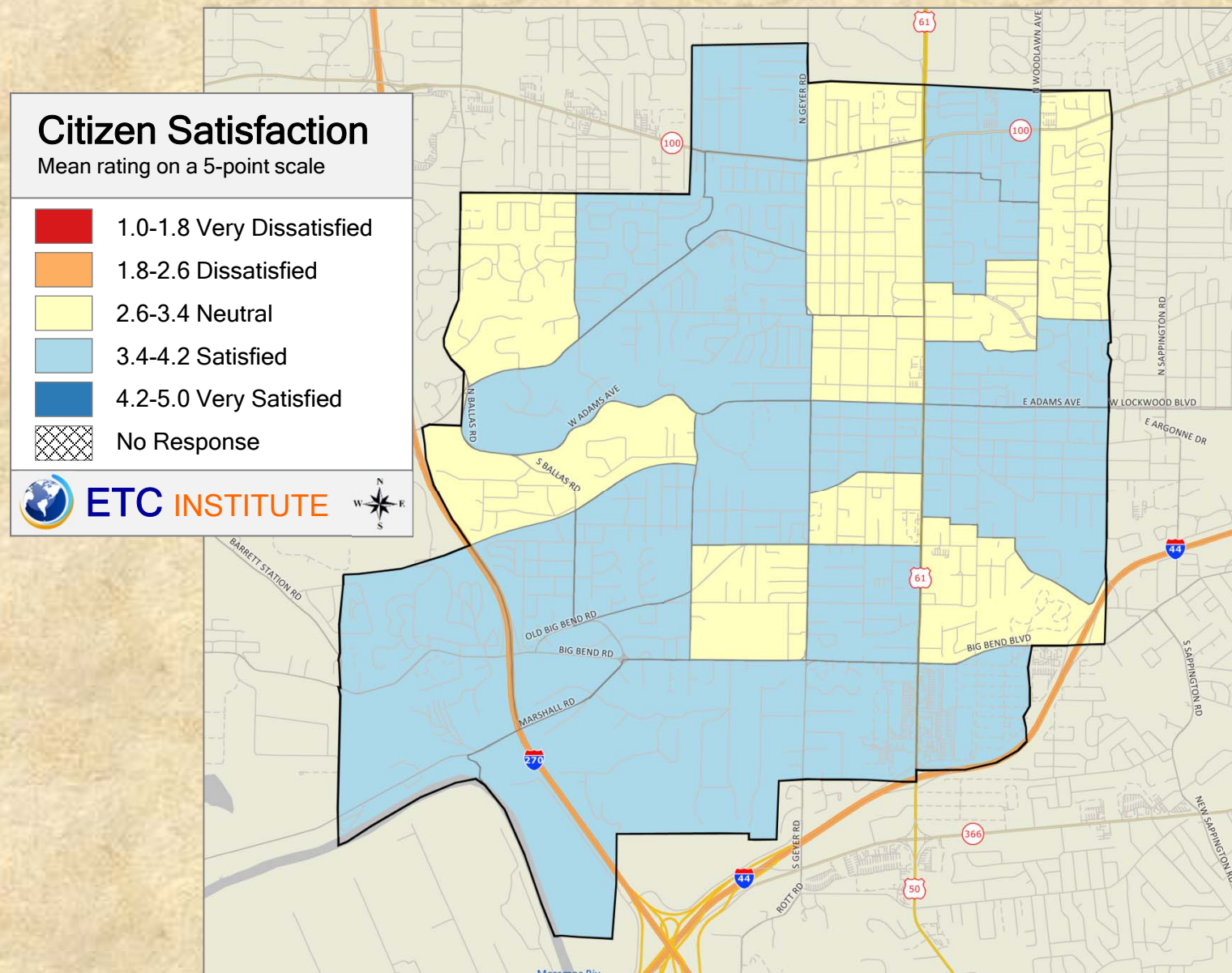


## 2018 City of Kirkwood Community Survey

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



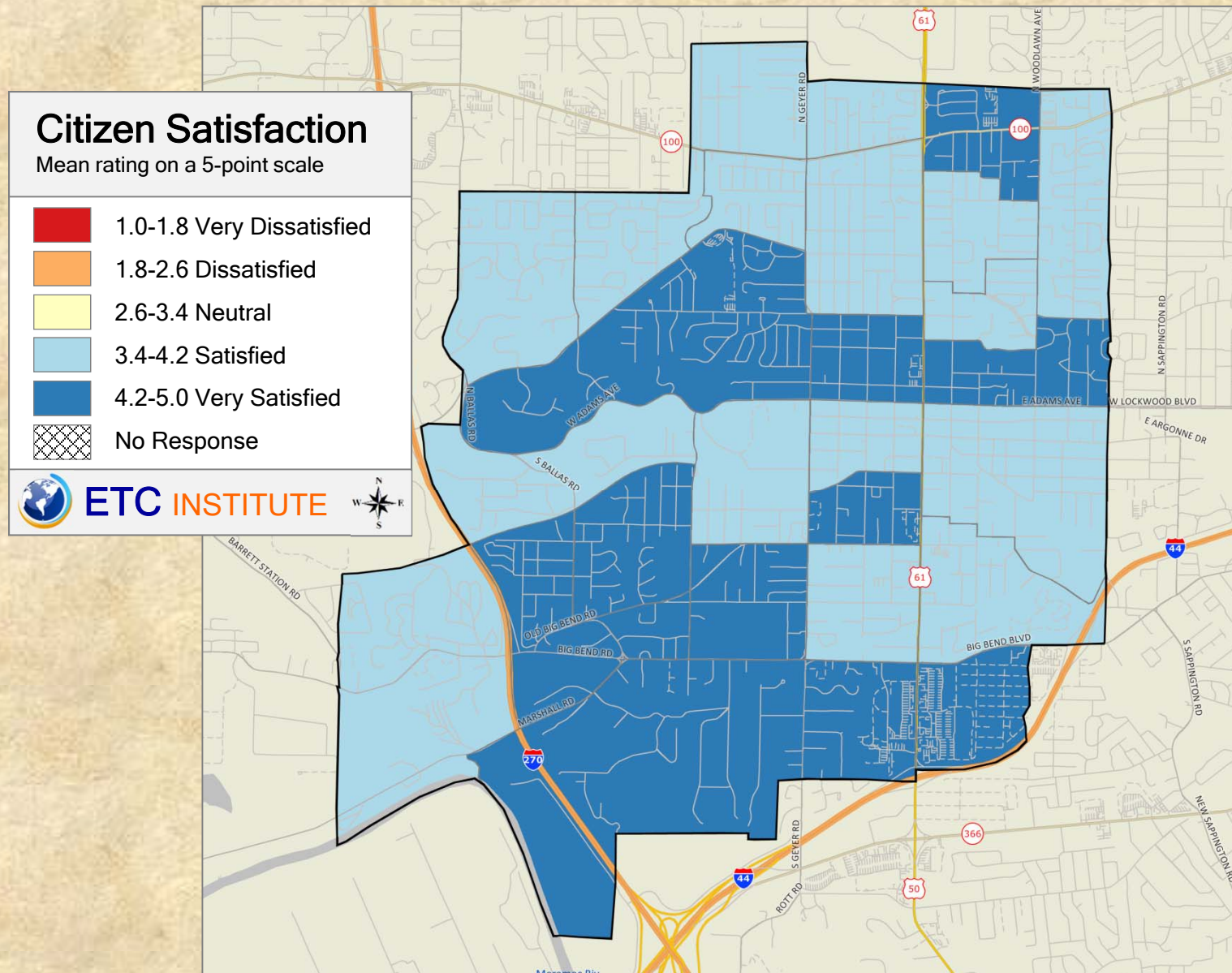
# Q1-05 Level of Satisfaction with: Enforcement of City codes and ordinances



## 2018 City of Kirkwood Community Survey

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

## Q1-06 Level of Satisfaction with: Quality of customer service you receive from City employees

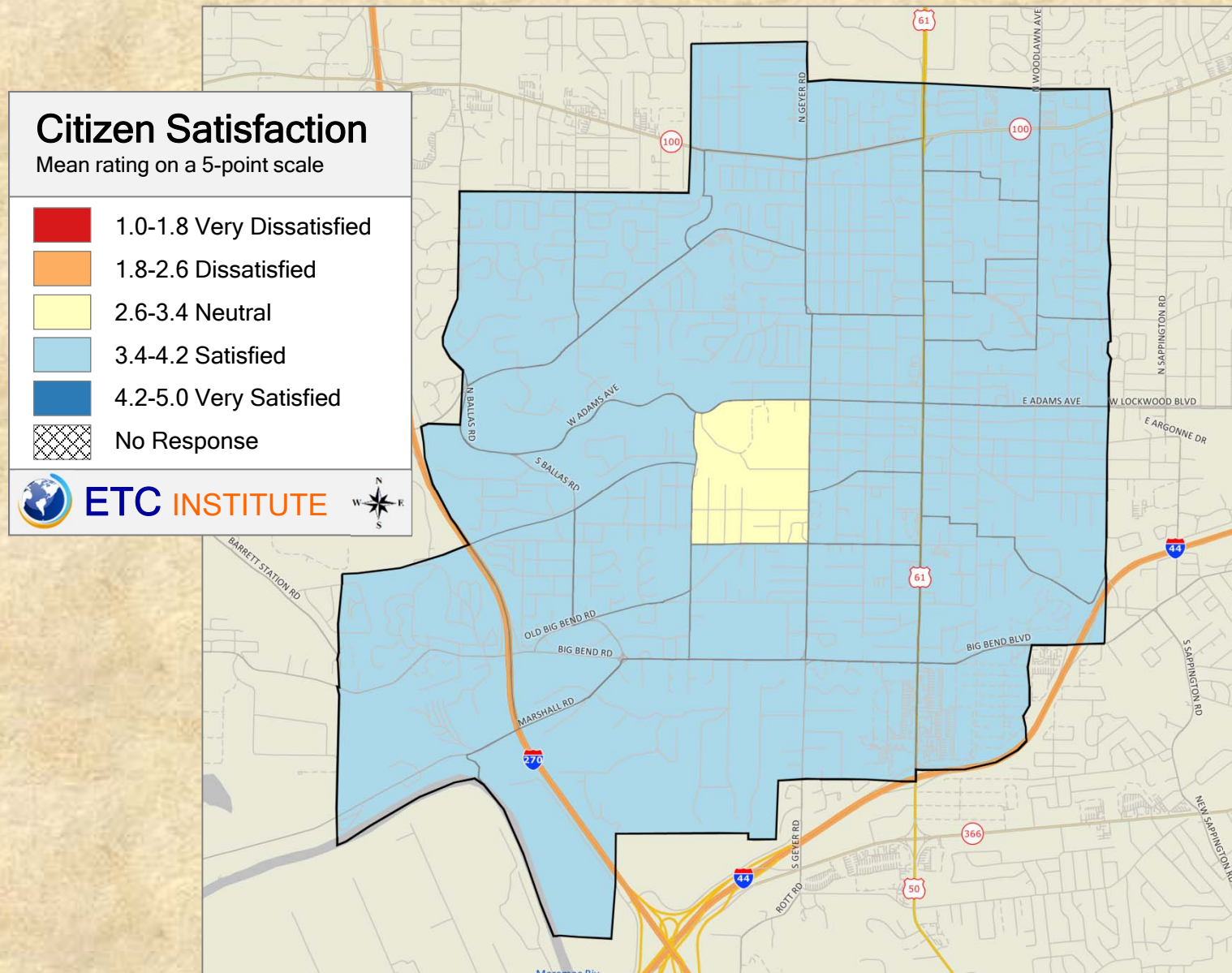


## 2018 City of Kirkwood Community Survey

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



## Q1-07 Level of Satisfaction with: Effectiveness of City communication with the public

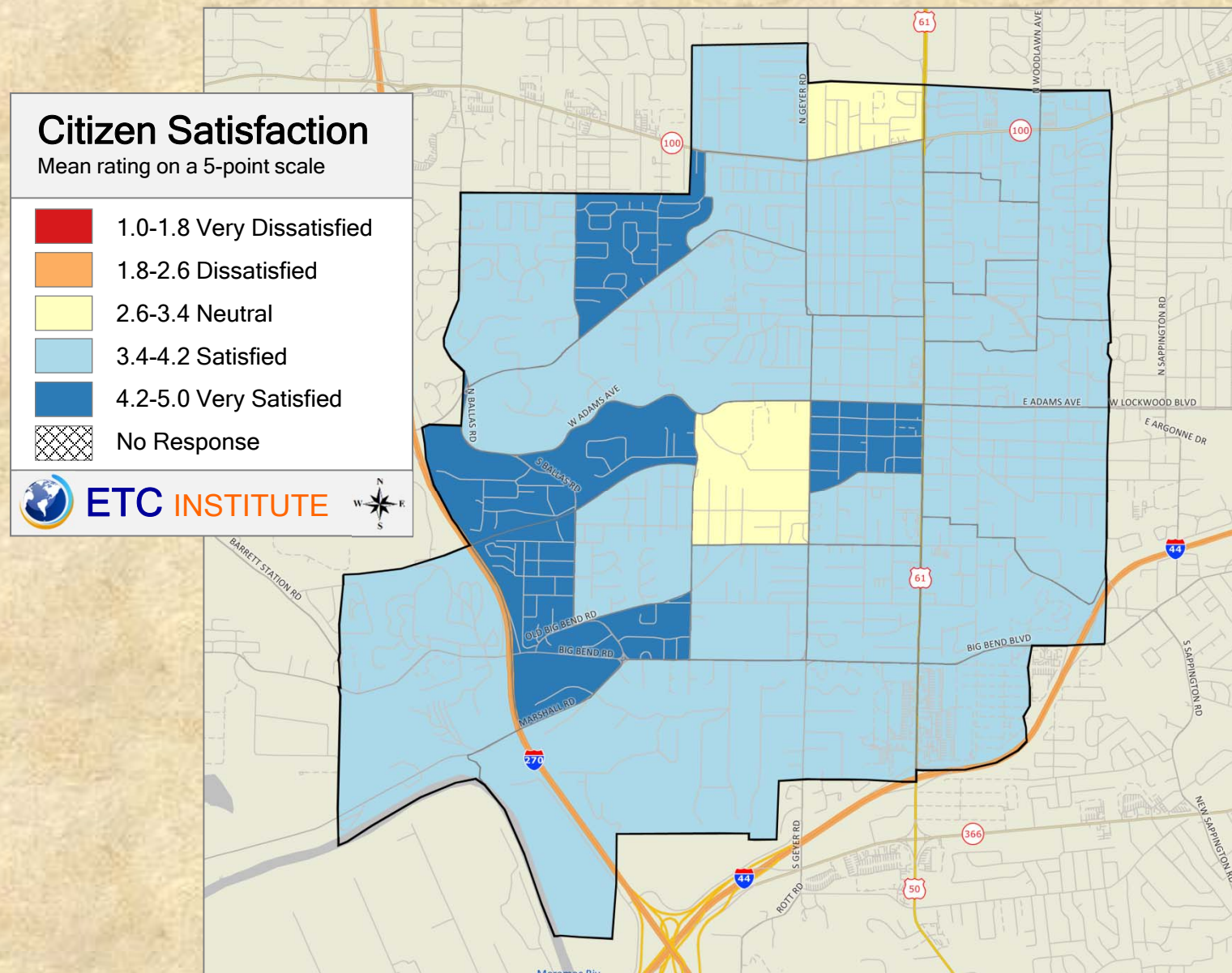


## 2018 City of Kirkwood Community Survey

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



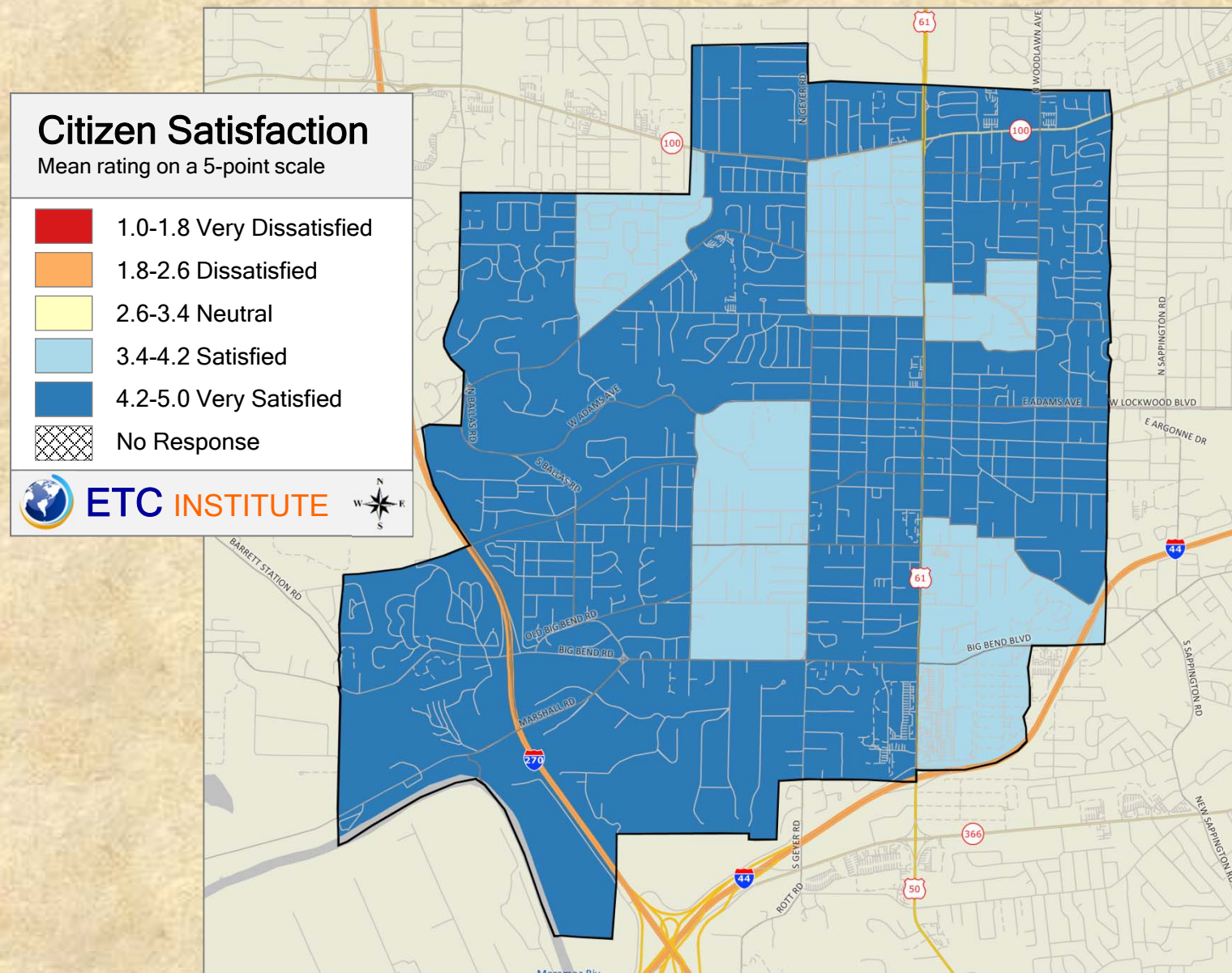
# Q1-08 Level of Satisfaction with: Solid waste services (e.g. trash, recycling)



## 2018 City of Kirkwood Community Survey

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

# Q1-09 Level of Satisfaction with: Kirkwood Water

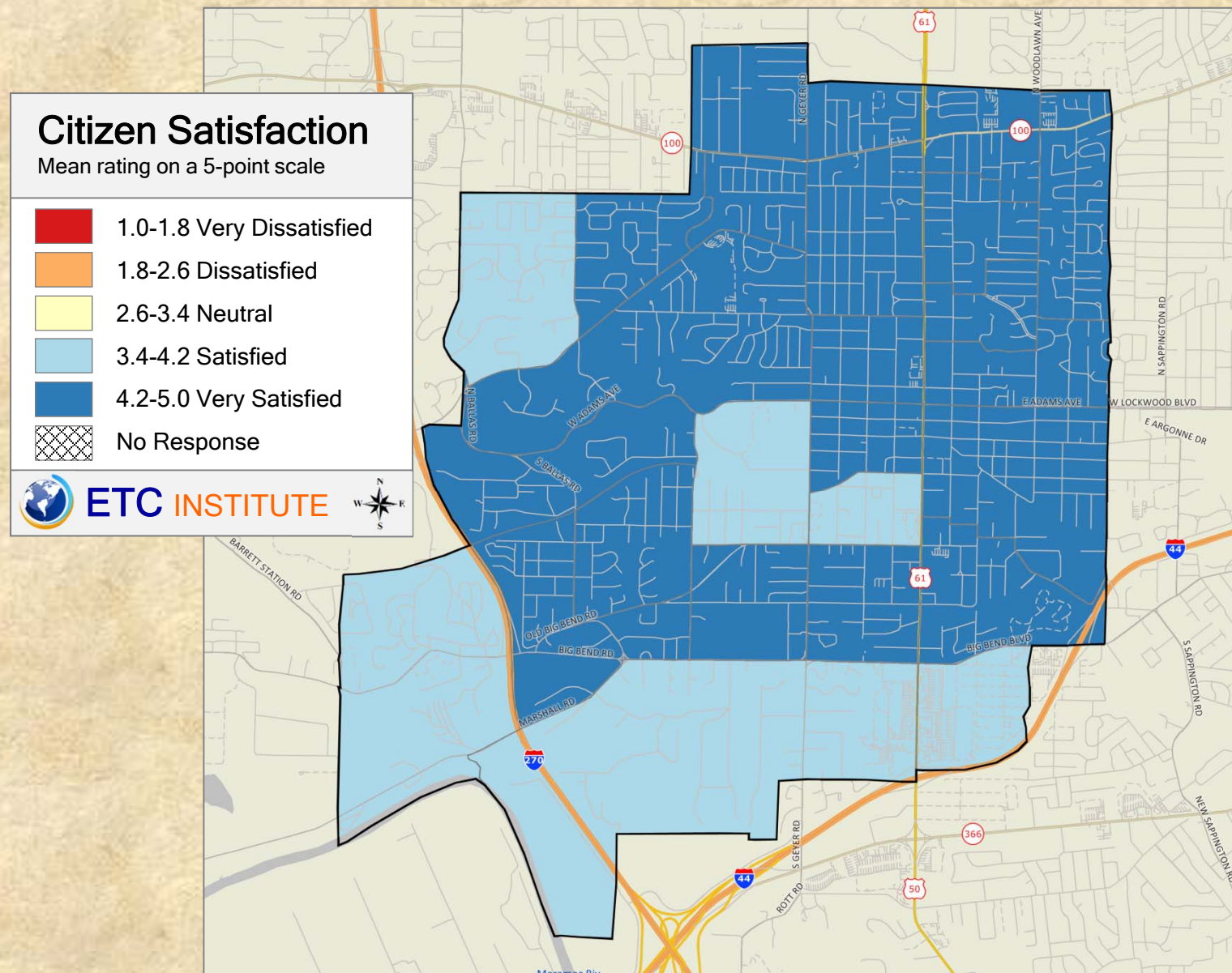


## 2018 City of Kirkwood Community Survey

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



# Q1-10 Level of Satisfaction with: Kirkwood Electric service

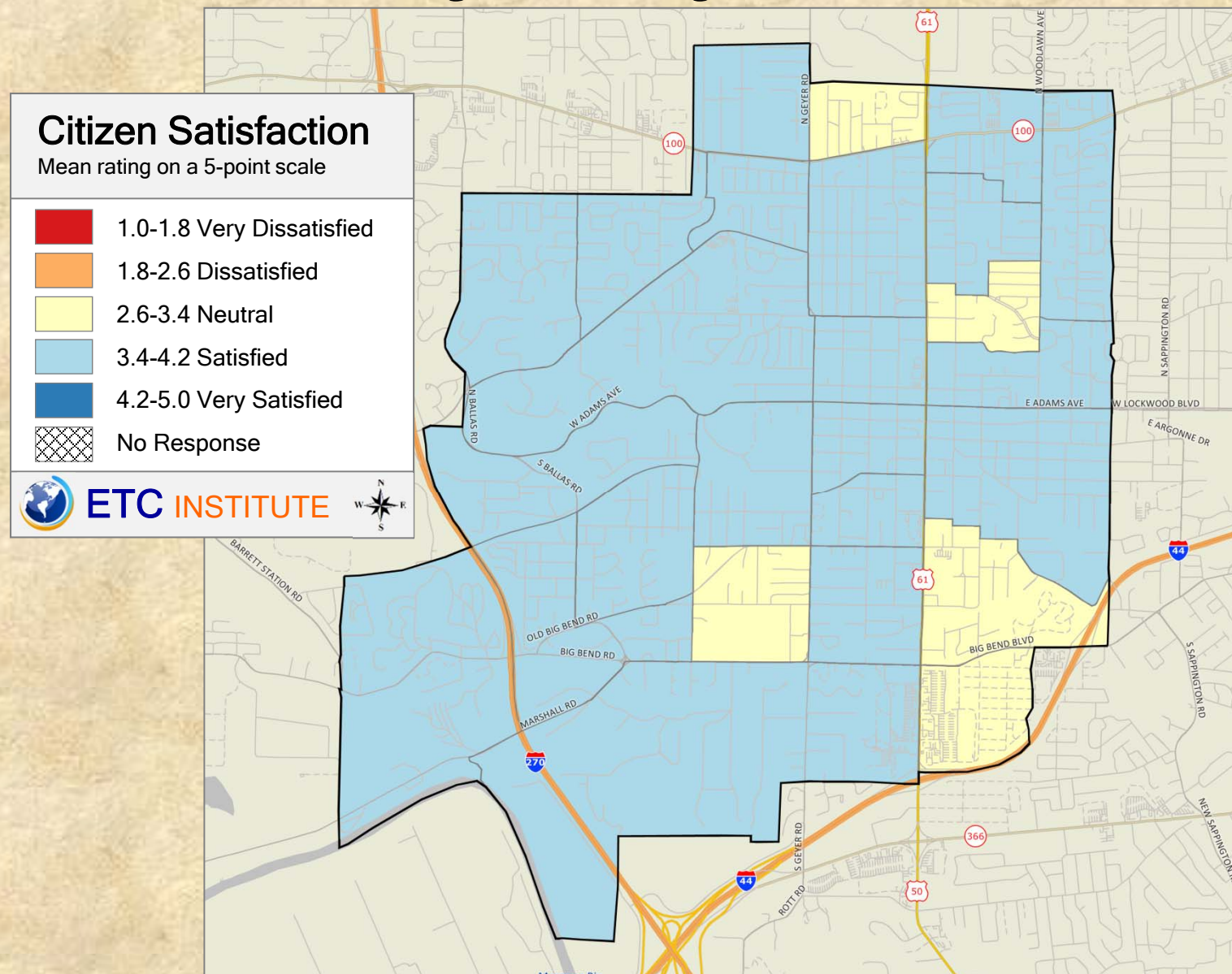


## 2018 City of Kirkwood Community Survey

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



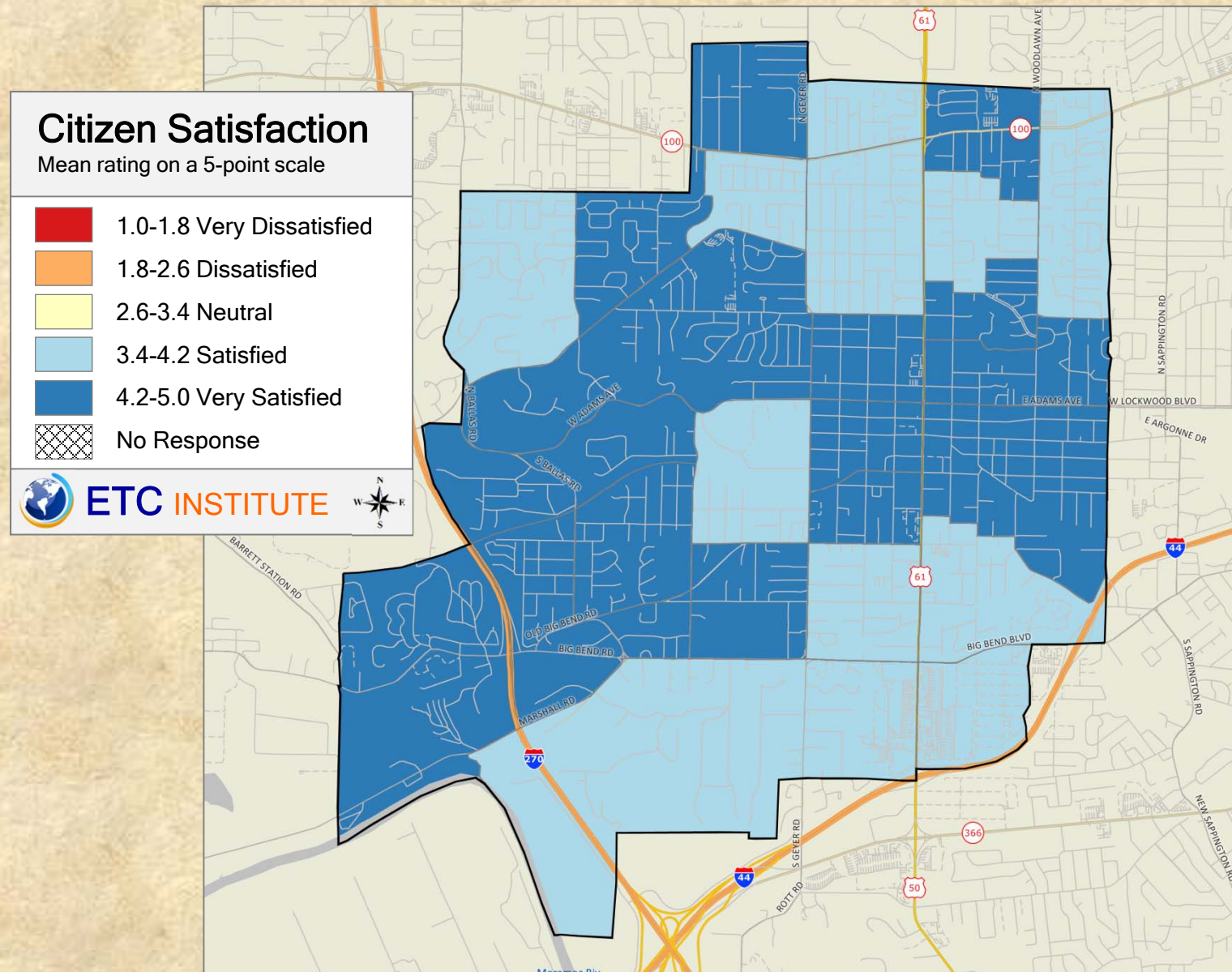
## Q1-11 Level of Satisfaction with: Flow of traffic and congestion management in Kirkwood



## 2018 City of Kirkwood Community Survey

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

## Q3-01 Level of Satisfaction with: Overall quality of services provided by the City of Kirkwood

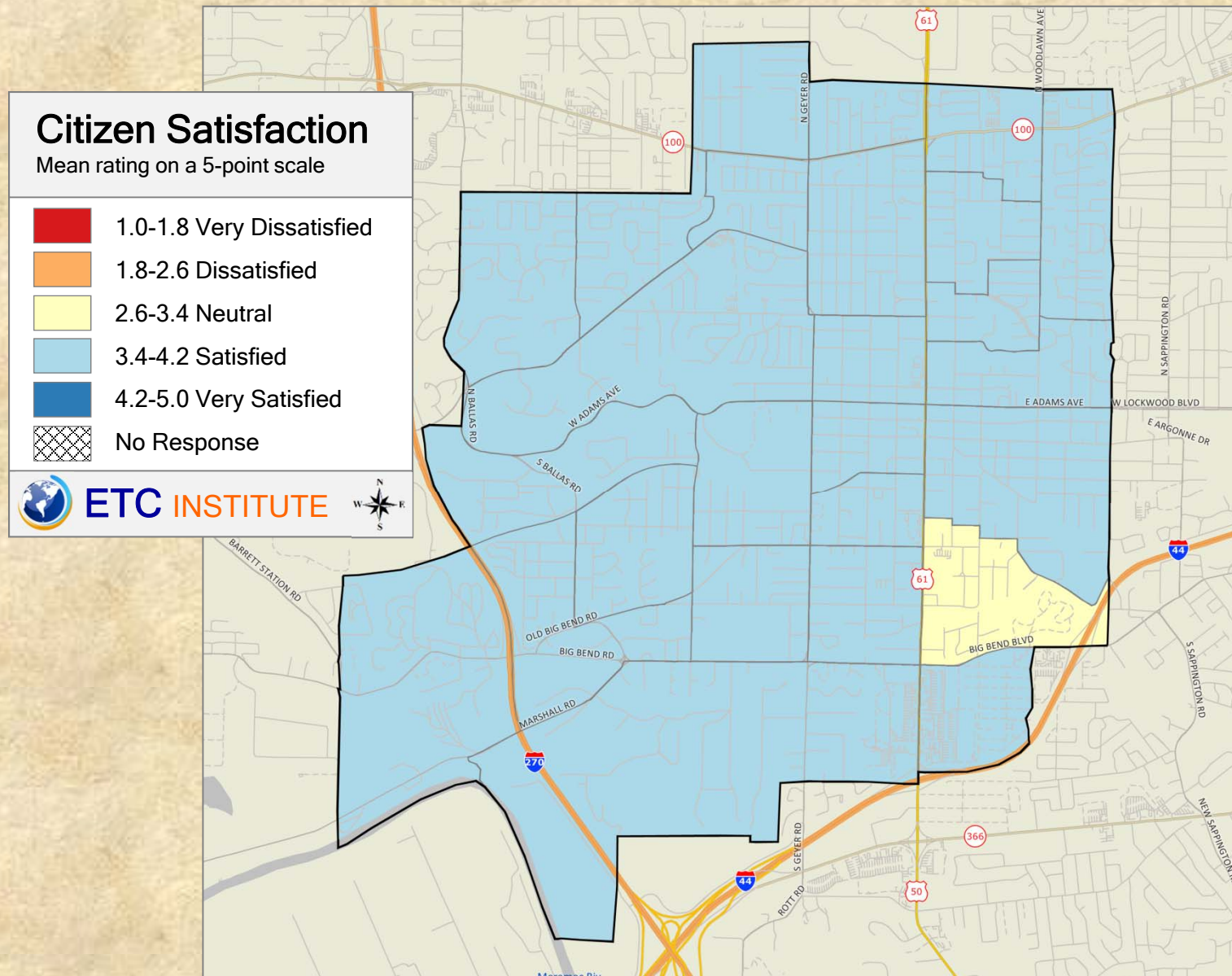


## 2018 City of Kirkwood Community Survey

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



## Q3-02 Level of Satisfaction with: Overall value that you receive for your City tax dollars and fees

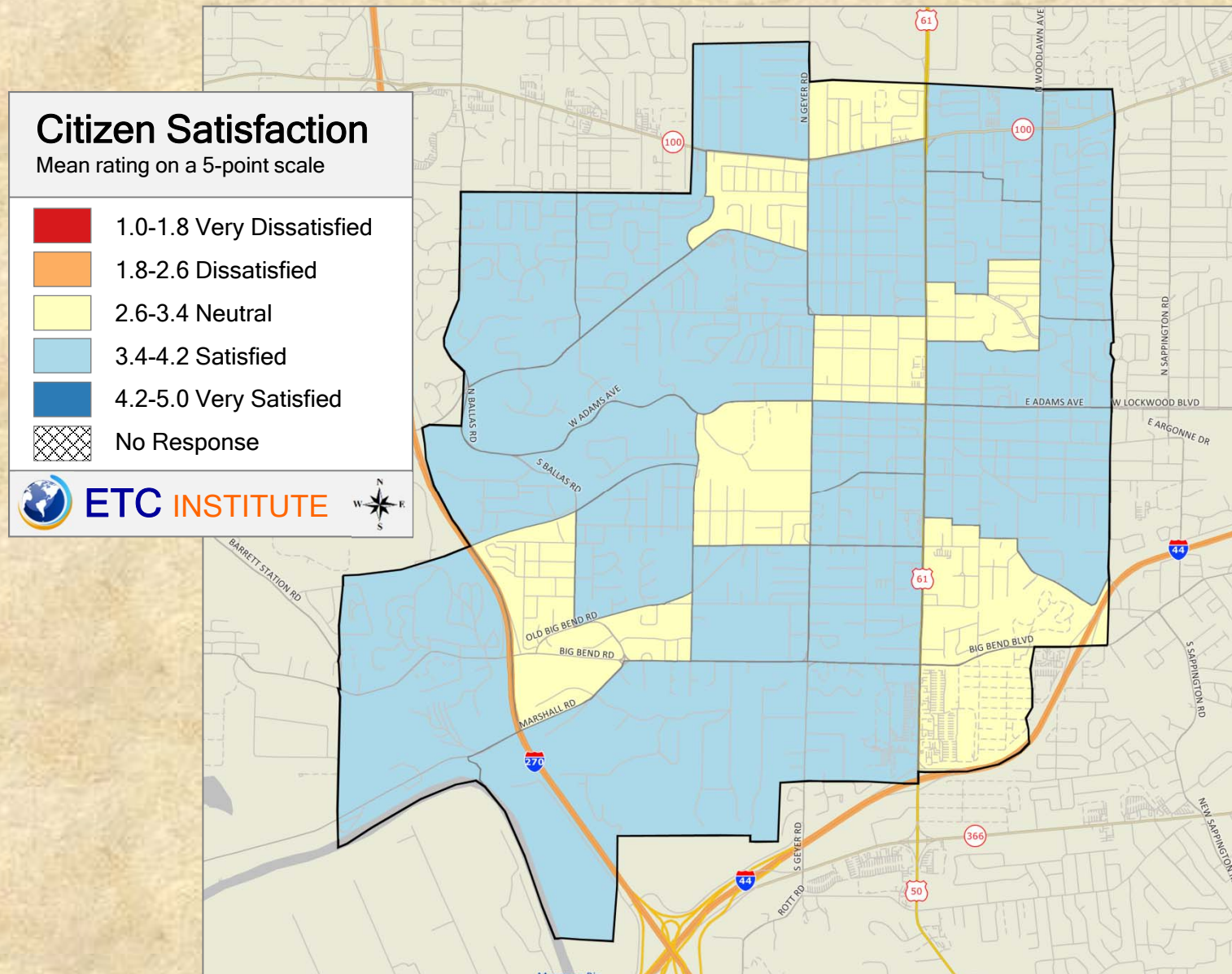


## 2018 City of Kirkwood Community Survey

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



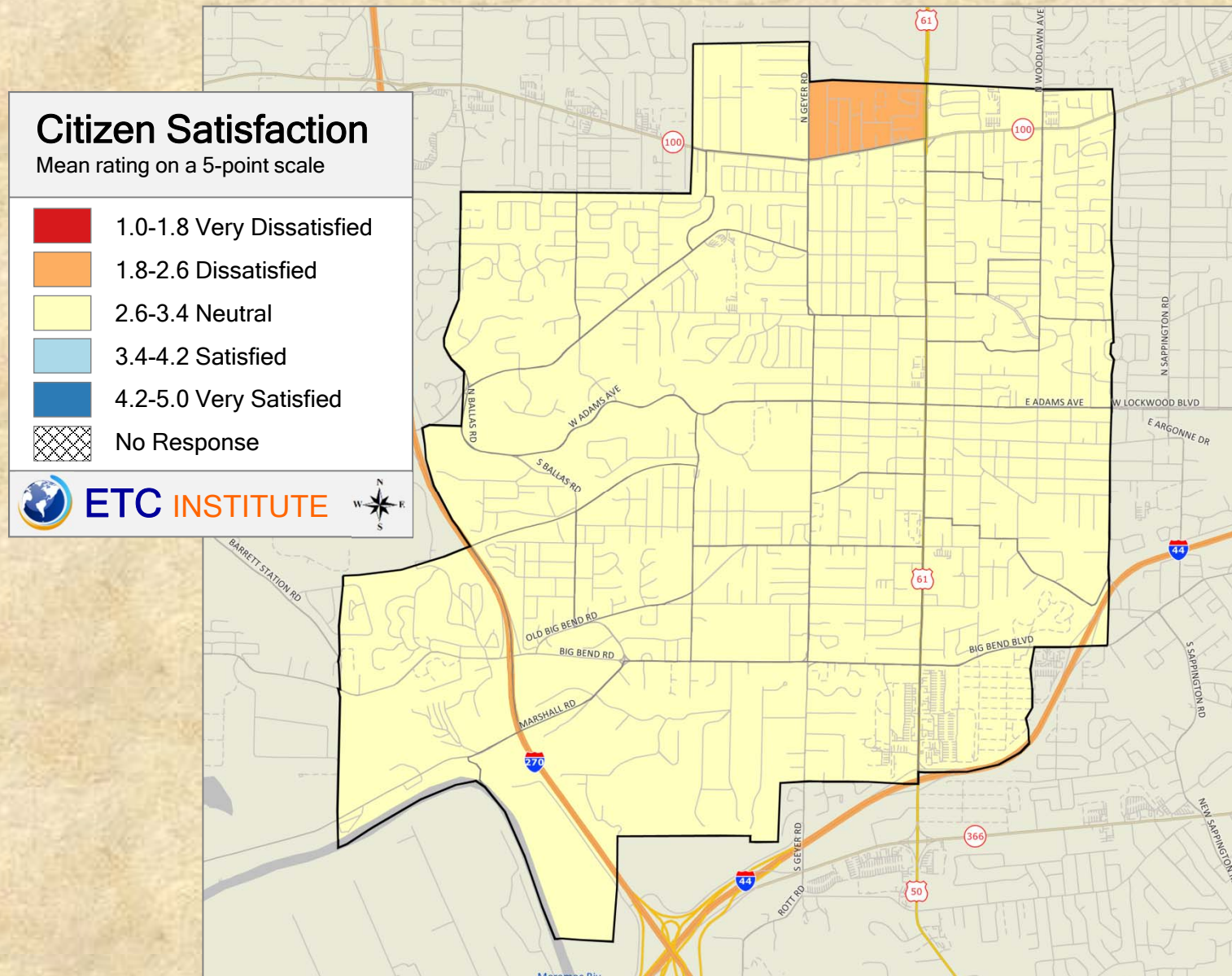
## Q3-03 Level of Satisfaction with: City efforts to pursue innovative programs and solution



## 2018 City of Kirkwood Community Survey

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

## Q3-04 Level of Satisfaction with: How well the City is planning and managing redevelopment

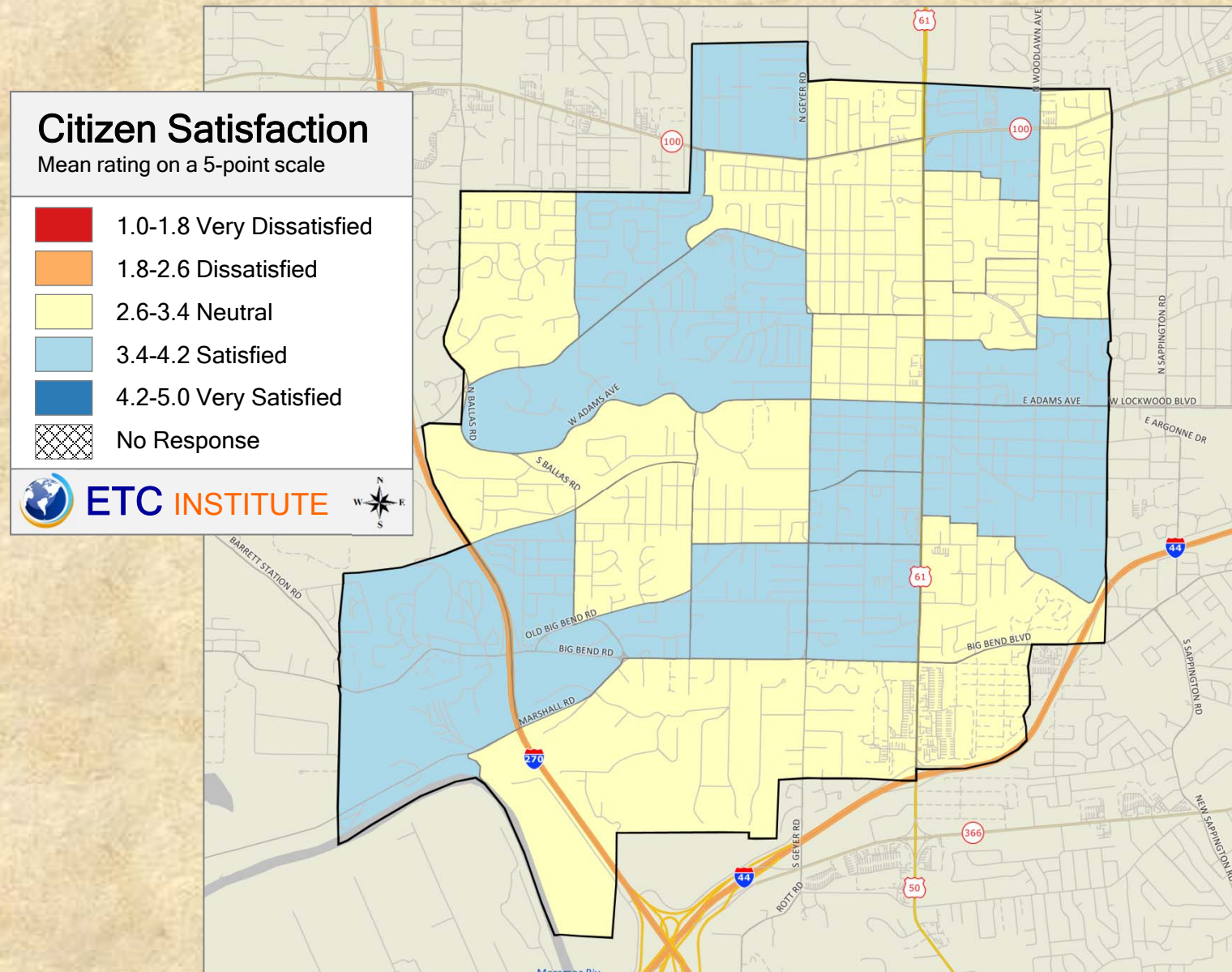


## 2018 City of Kirkwood Community Survey

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



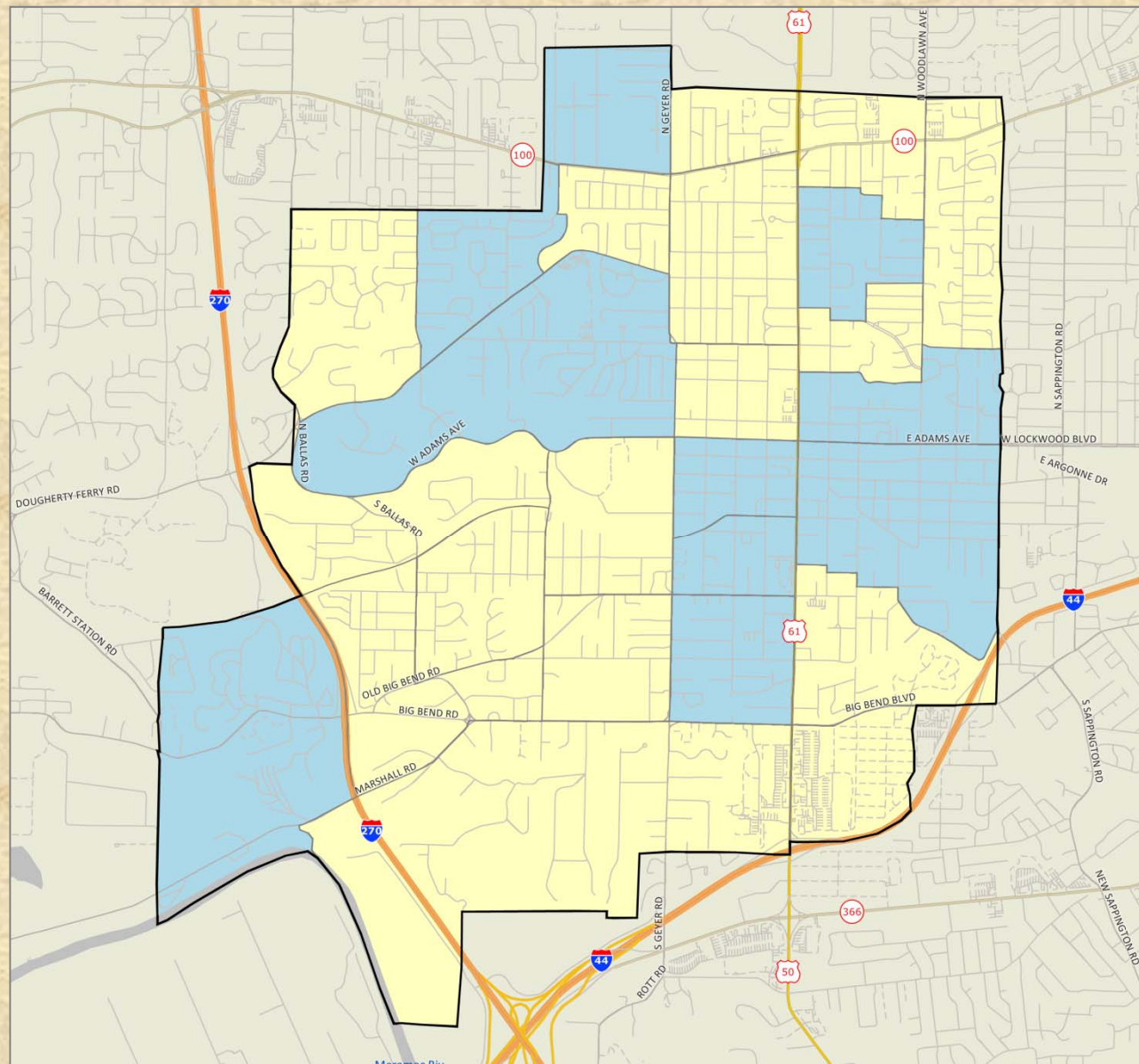
## Q3-05 Level of Satisfaction with: City efforts to partner with organizations and citizens to address issues



## 2018 City of Kirkwood Community Survey

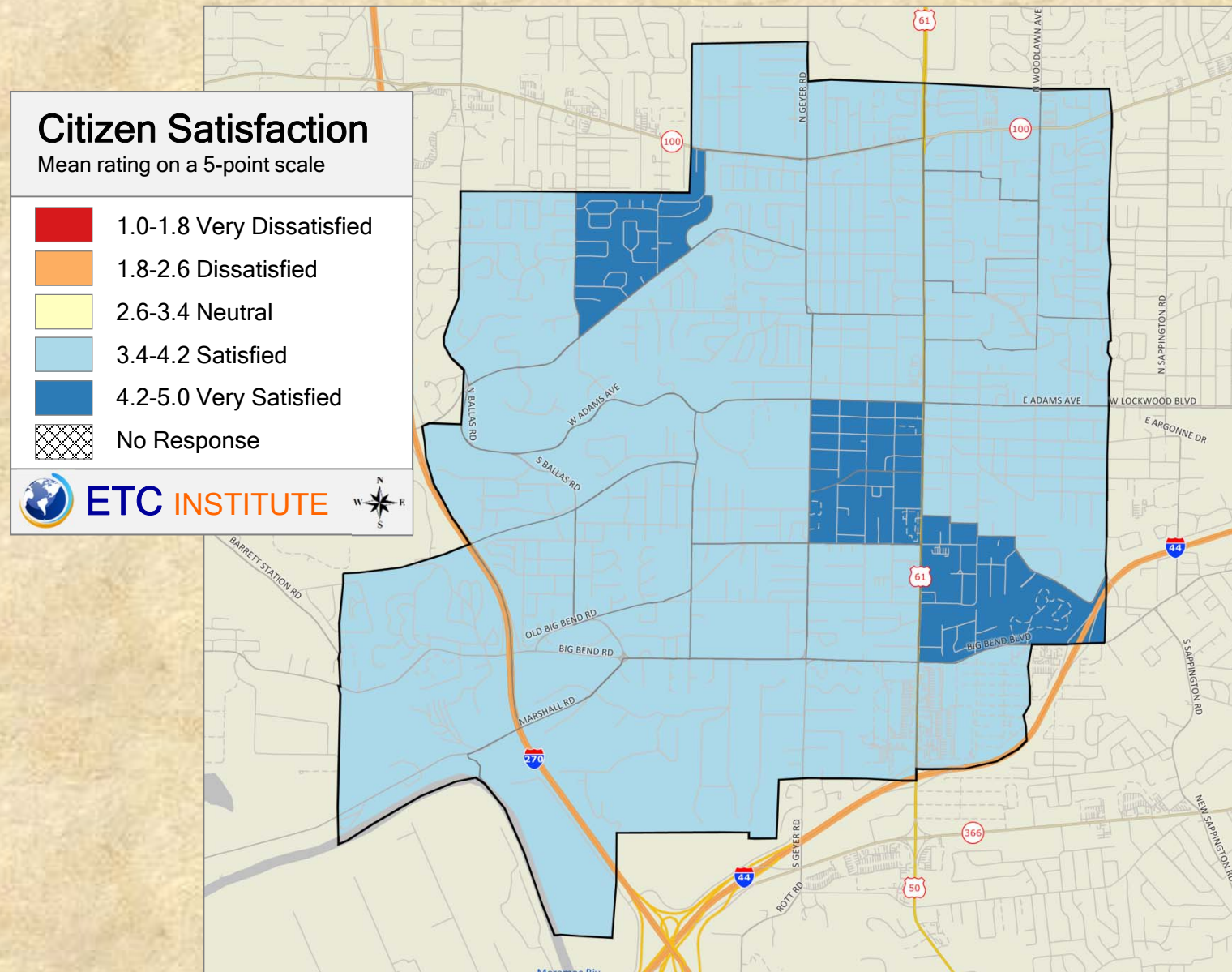
Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q3-06 Level of Satisfaction with: Transparency and accountability of City actions





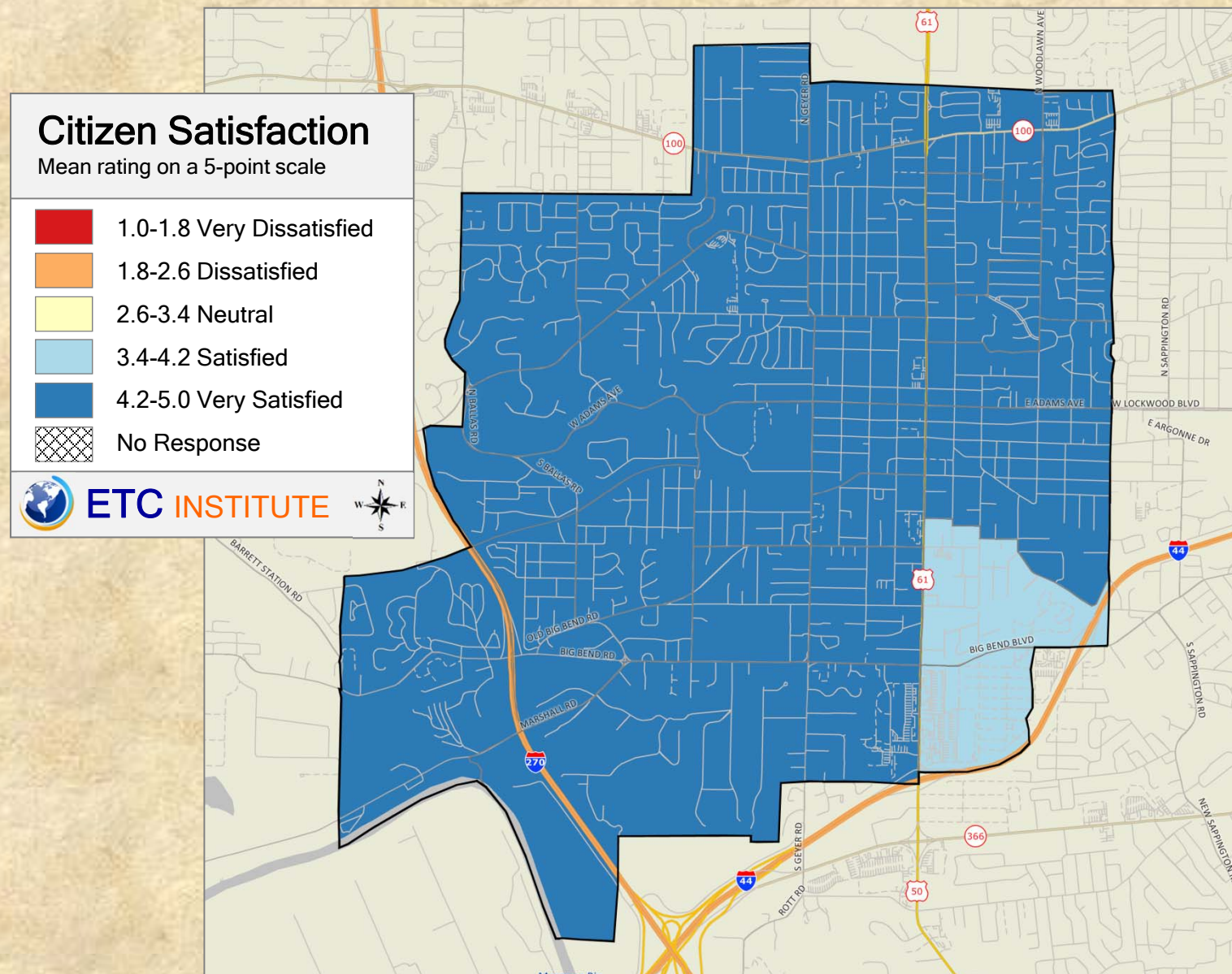
## Q3-07 Level of Satisfaction with: Overall appearance of the City



### 2018 City of Kirkwood Community Survey

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

## Q3-08 Level of Satisfaction with: Overall quality of life in the City

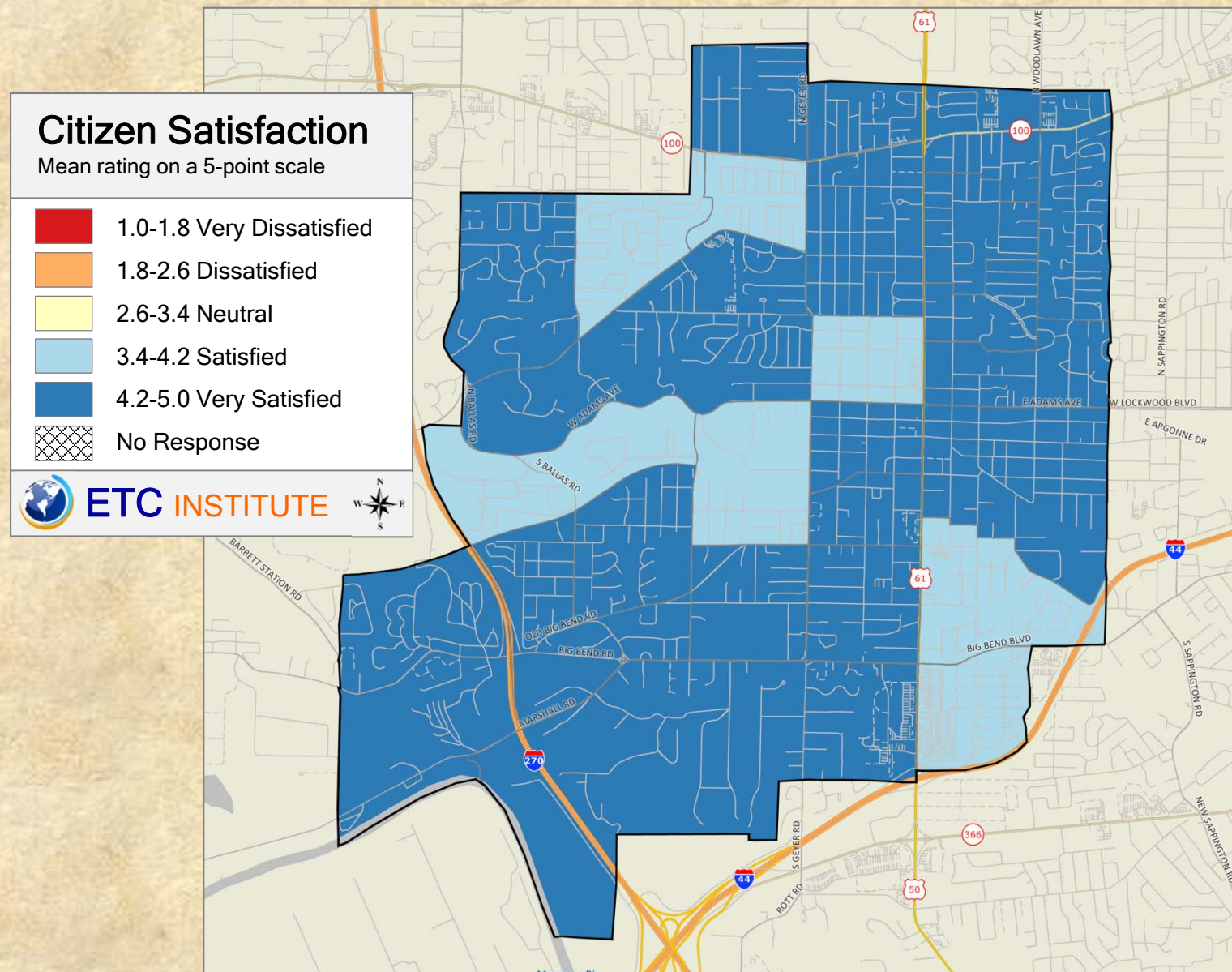


### 2018 City of Kirkwood Community Survey

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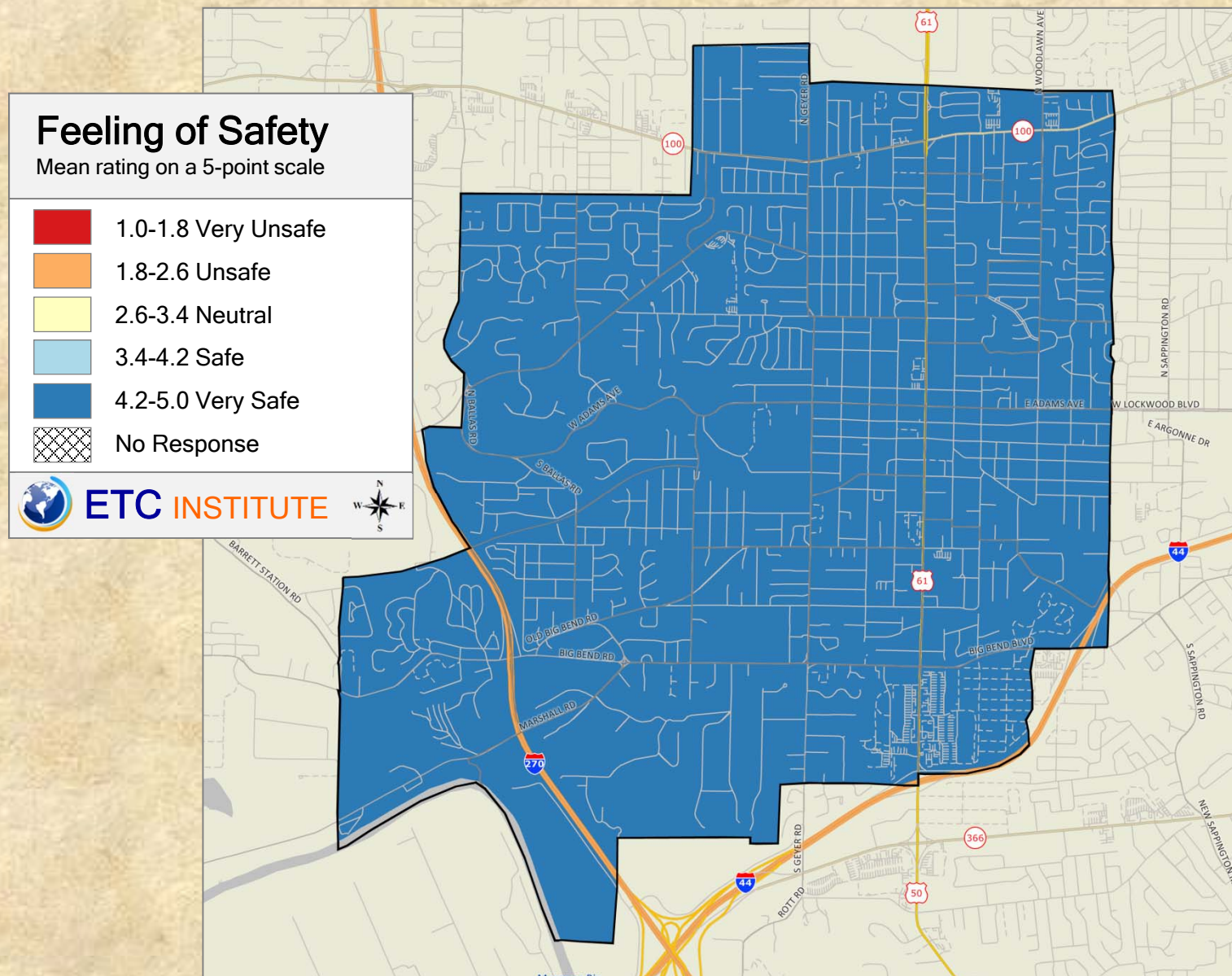
## Q3-09 Level of Satisfaction with: Overall feeling of safety in the City



## 2018 City of Kirkwood Community Survey

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

## Q4-01 Level of Safety: Walking in your neighborhood during the day

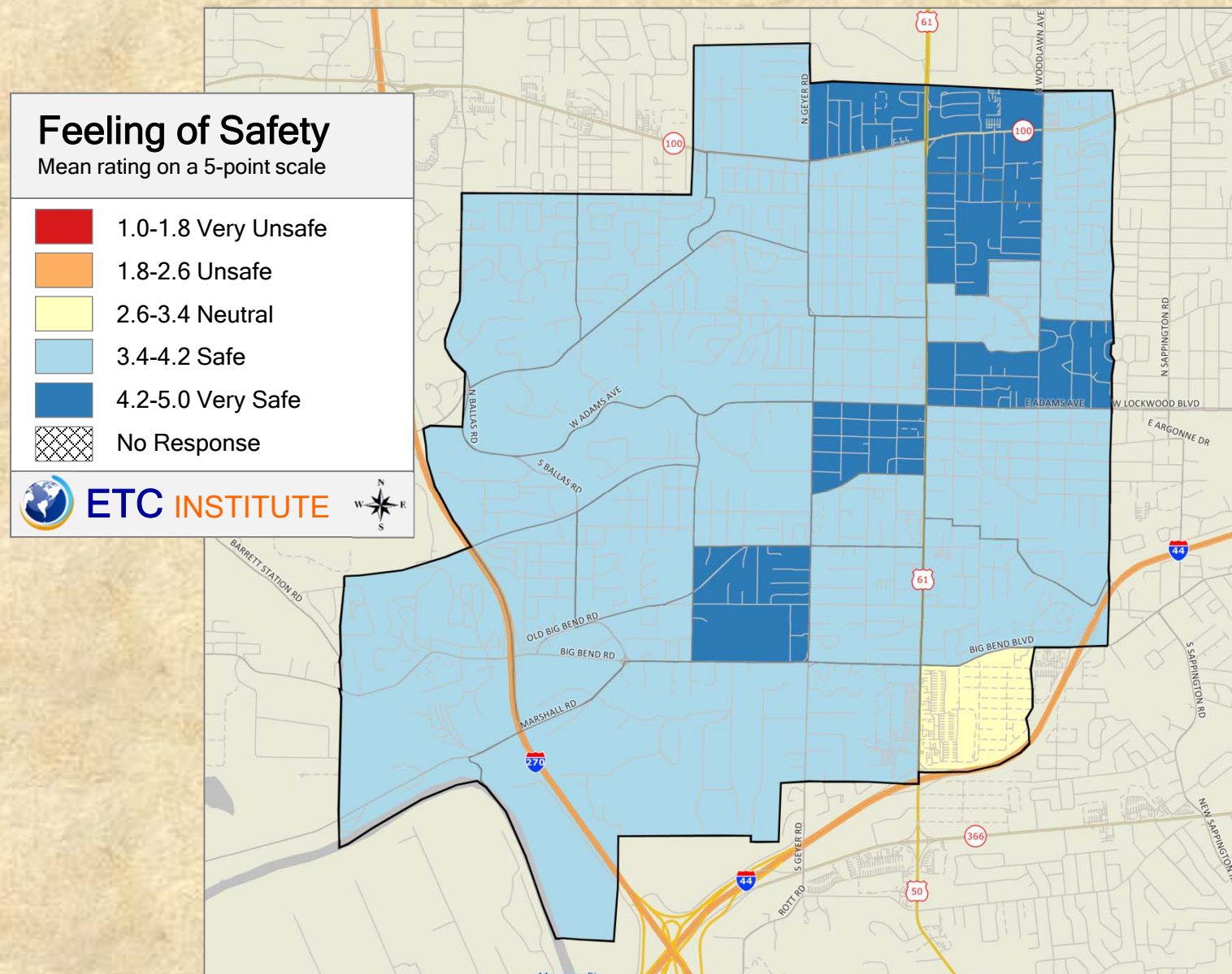


### 2018 City of Kirkwood Community Survey

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



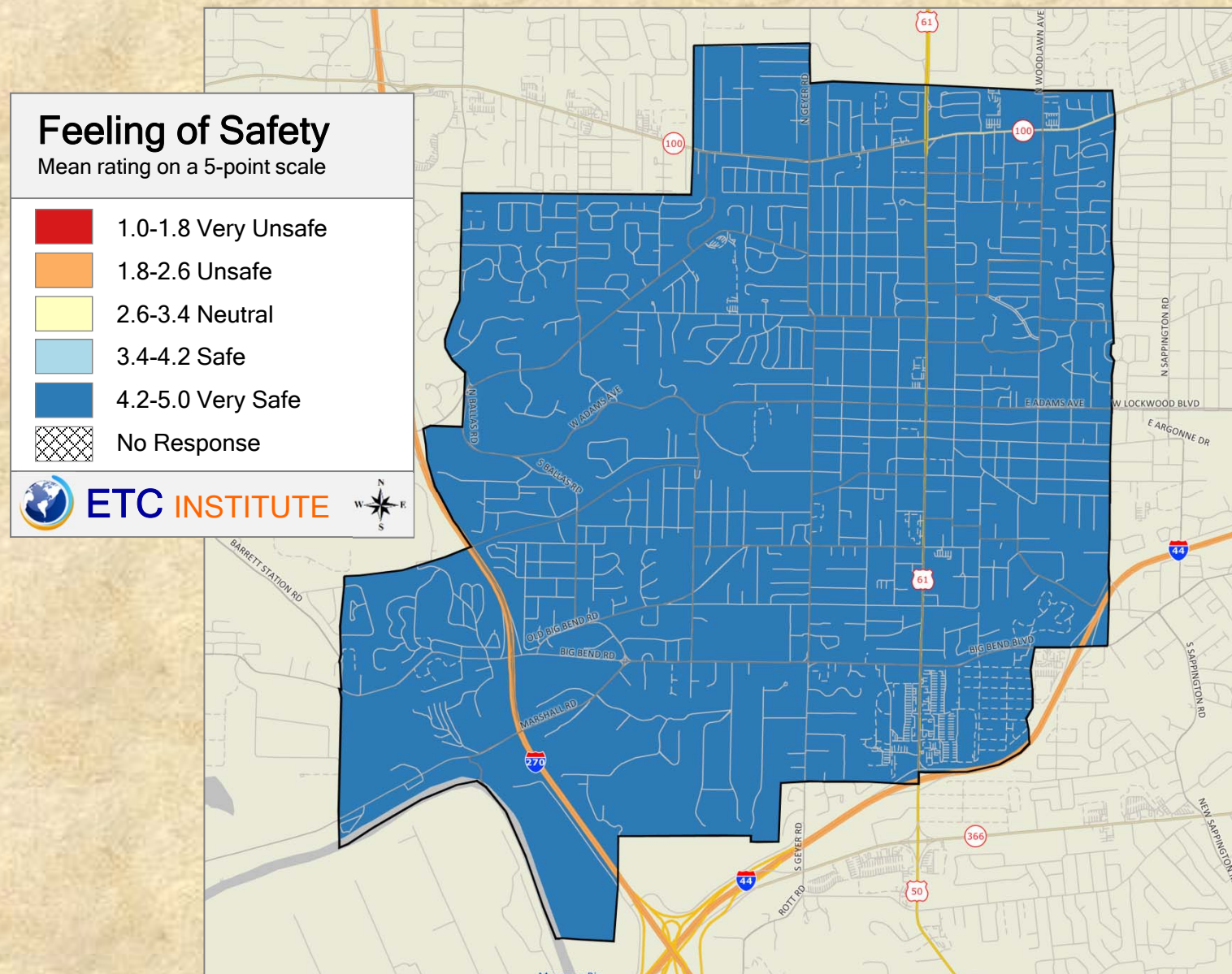
## Q4-02 Feeling of Safety: Walking in your neighborhood at night



### 2018 City of Kirkwood Community Survey

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

## Q4-03 Feeling of Safety: In downtown Kirkwood during the day

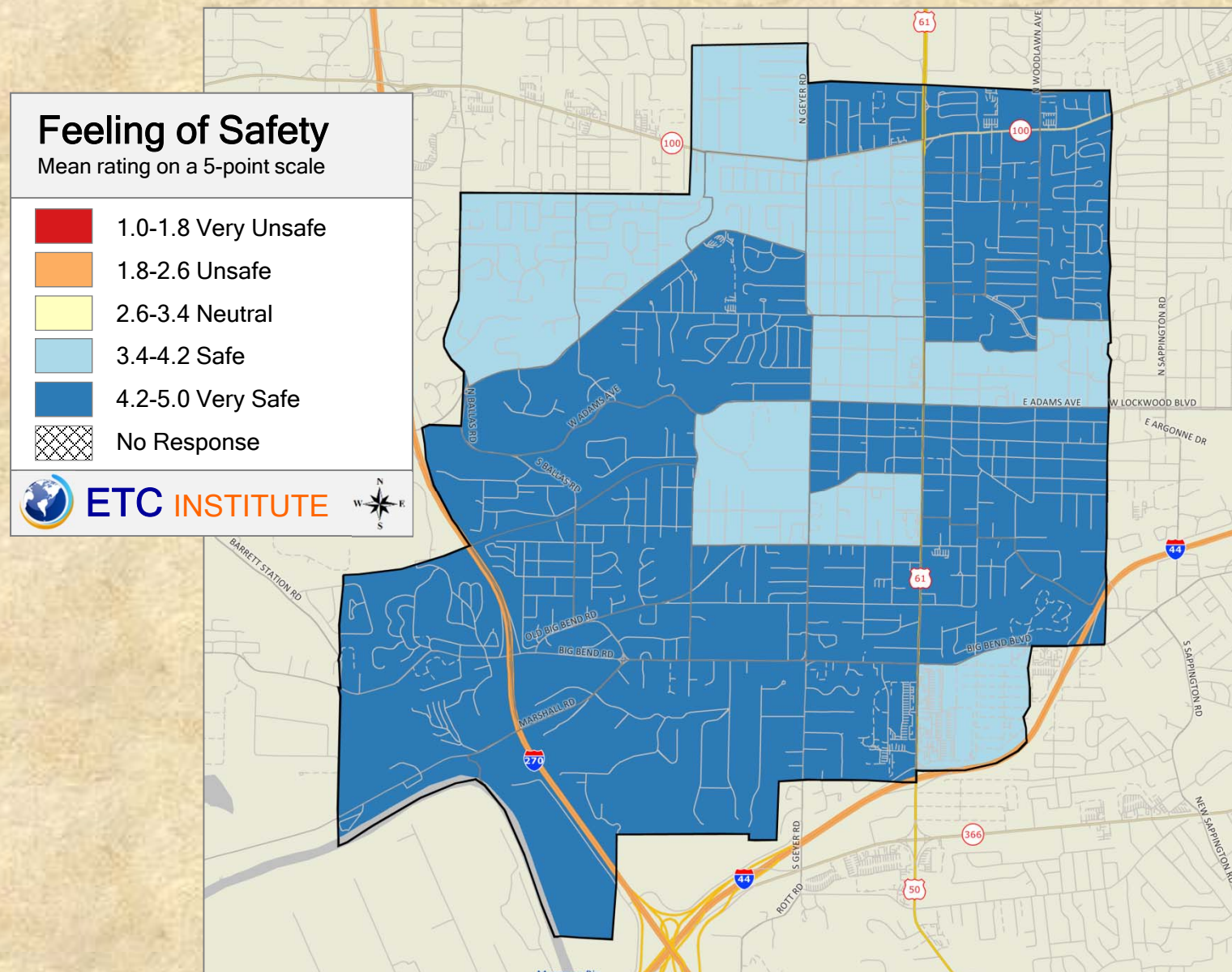


## 2018 City of Kirkwood Community Survey

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



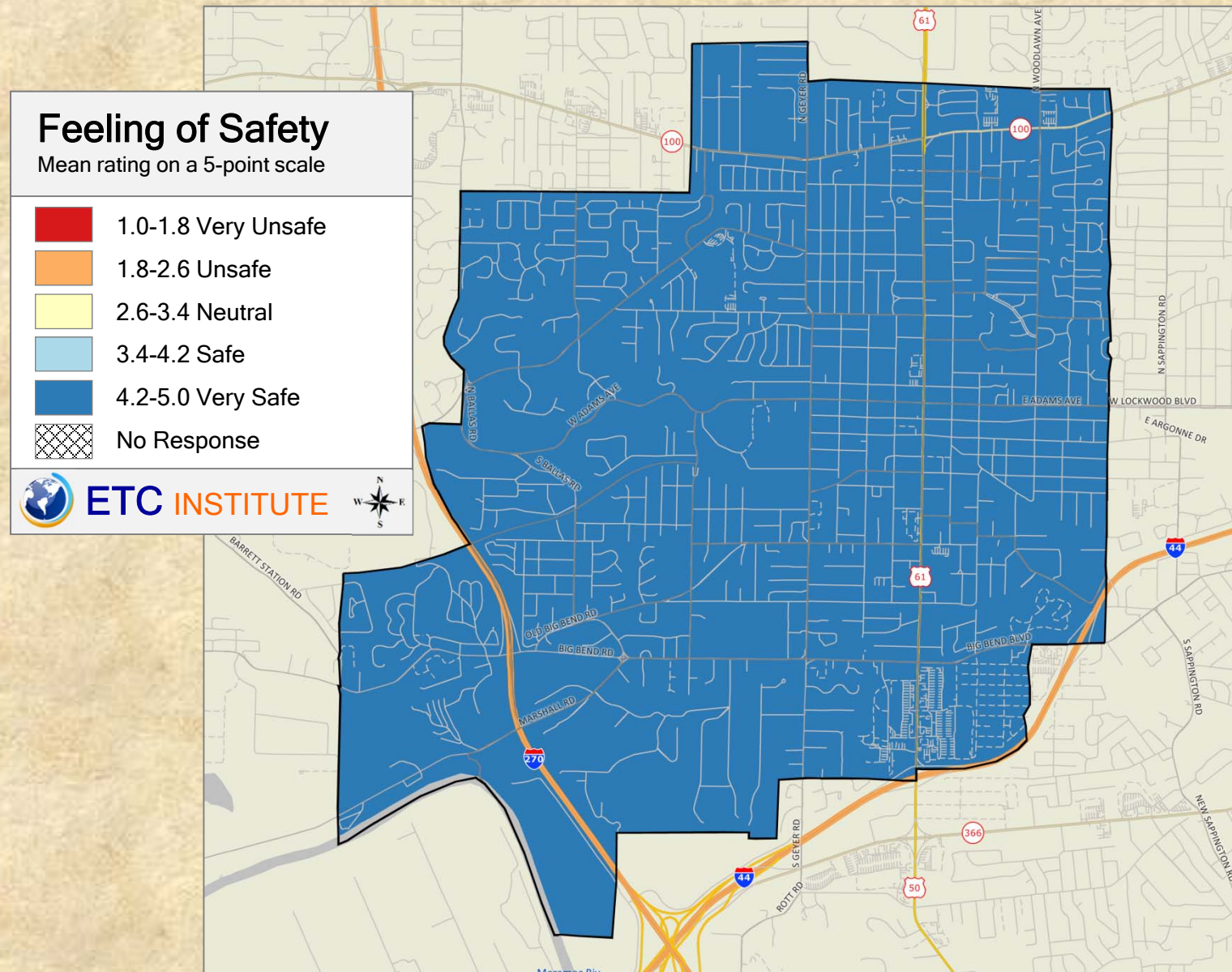
## Q4-04 Feeling of safety: In downtown Kirkwood at night



## 2018 City of Kirkwood Community Survey

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

## Q4-05 Feeling of Safety: In City parks during the day

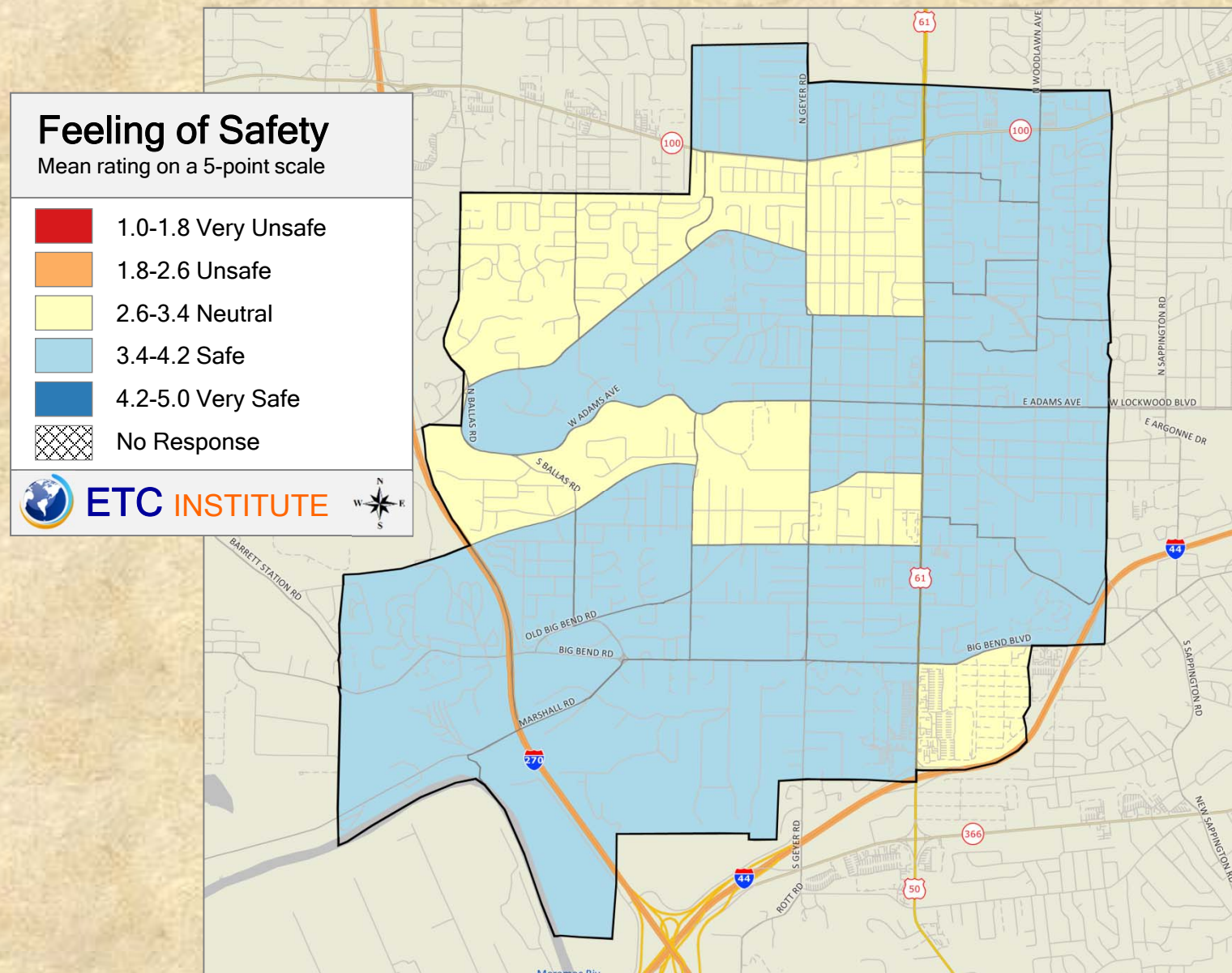


## 2018 City of Kirkwood Community Survey

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



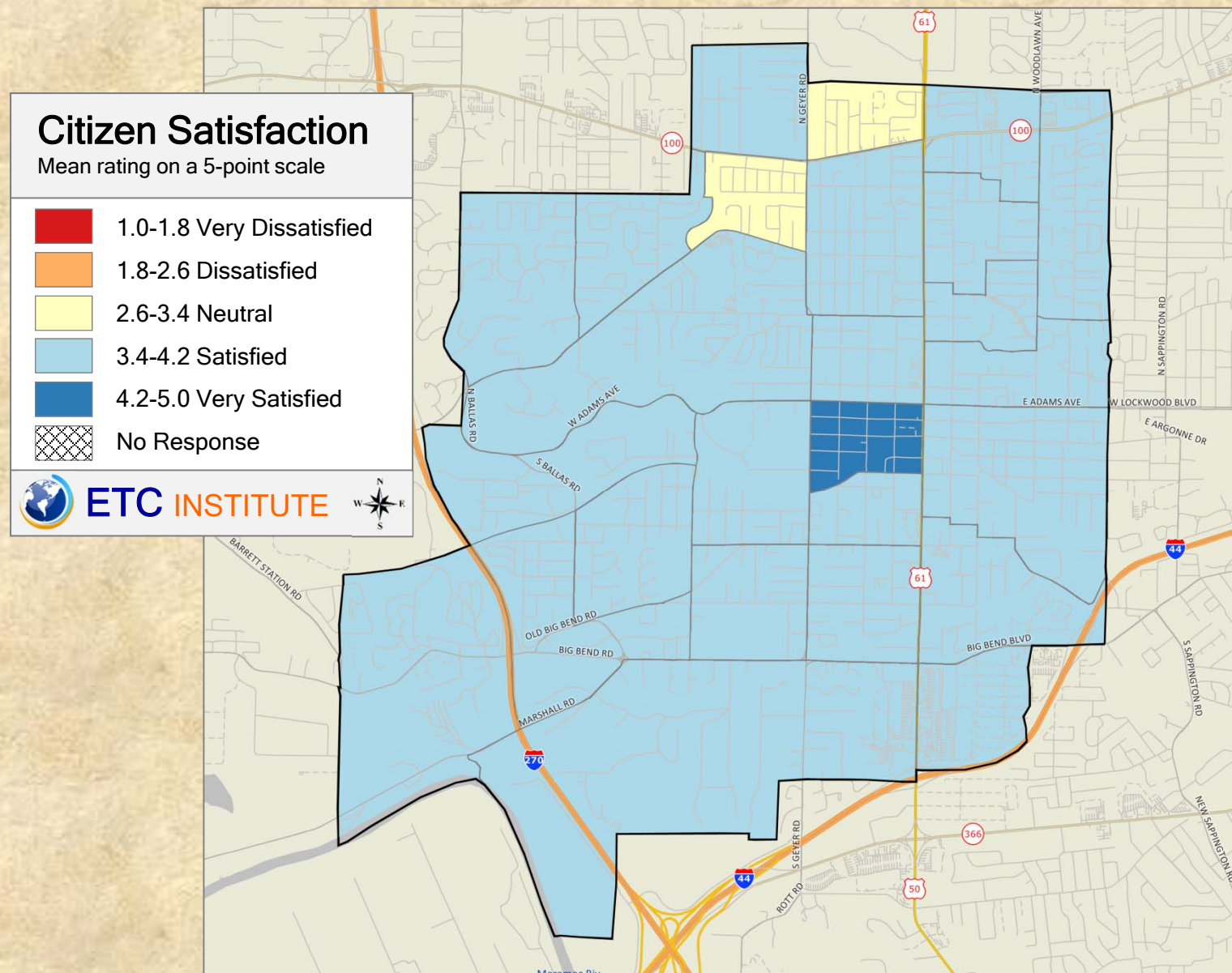
## Q4-06 Feeling of Safety: In City parks at night



## 2018 City of Kirkwood Community Survey

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

## Q5-01 Level of Satisfaction with: The visibility of Police in neighborhoods

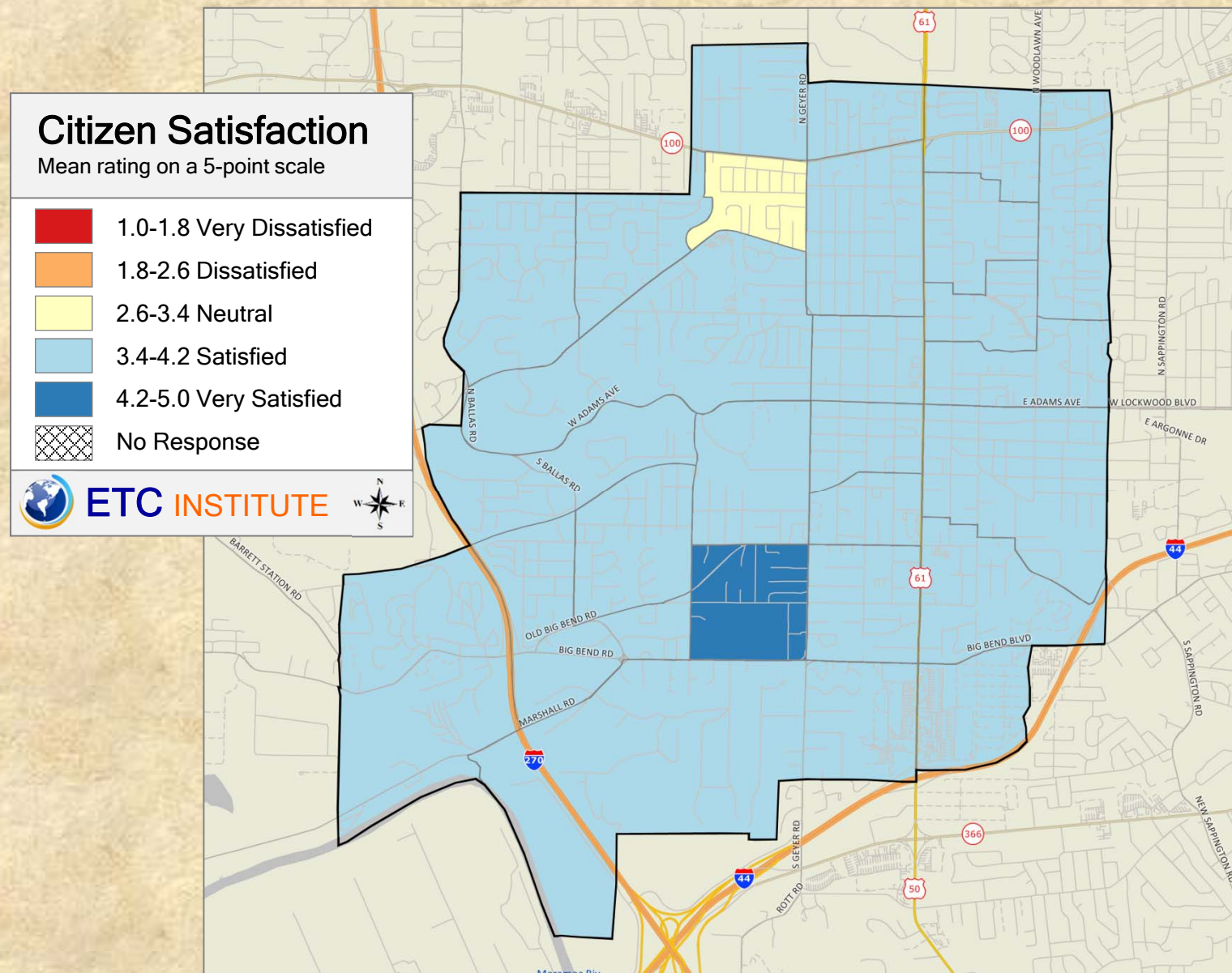


### 2018 City of Kirkwood Community Survey

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



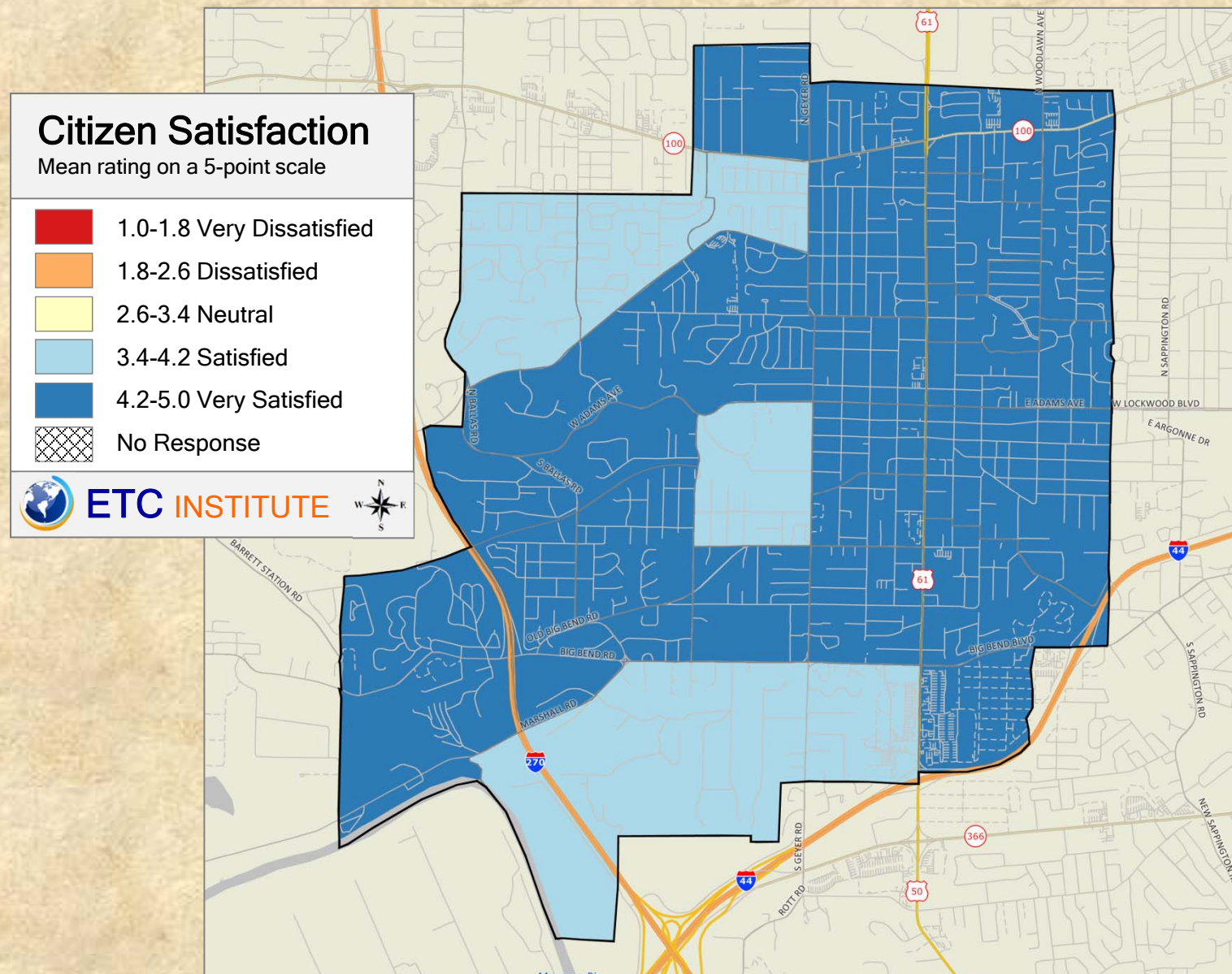
## Q5-02 Level of Satisfaction with: The visibility of Police in retail areas



### 2018 City of Kirkwood Community Survey

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

## Q5-03 Level of Satisfaction with: How quickly Police respond to emergencies

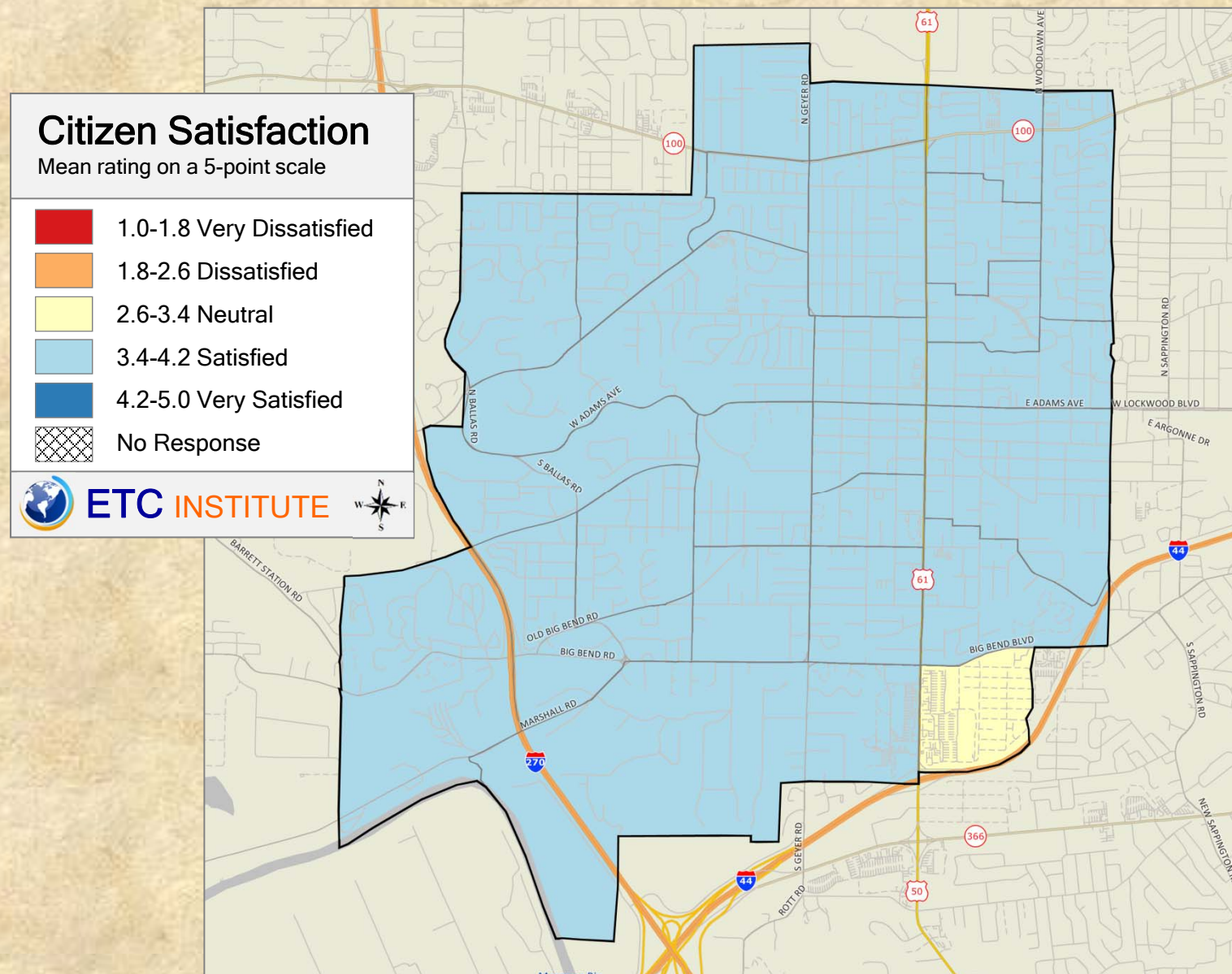


### 2018 City of Kirkwood Community Survey

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



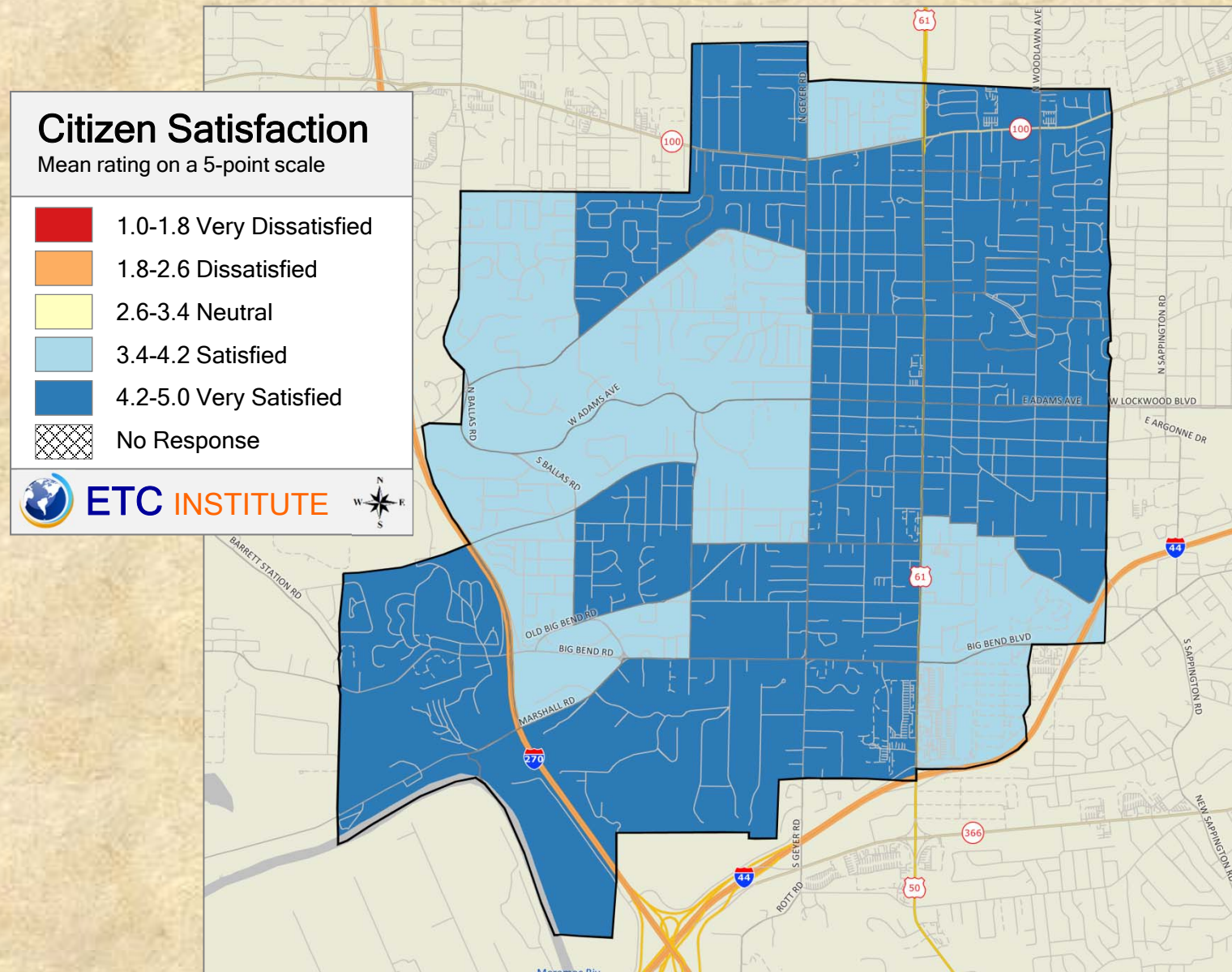
## Q5-04 Level of Satisfaction with: Enforcement of local traffic laws



### 2018 City of Kirkwood Community Survey

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

## Q5-05 Level of Satisfaction with: Overall attitude and behavior of Police Department personnel toward citizens

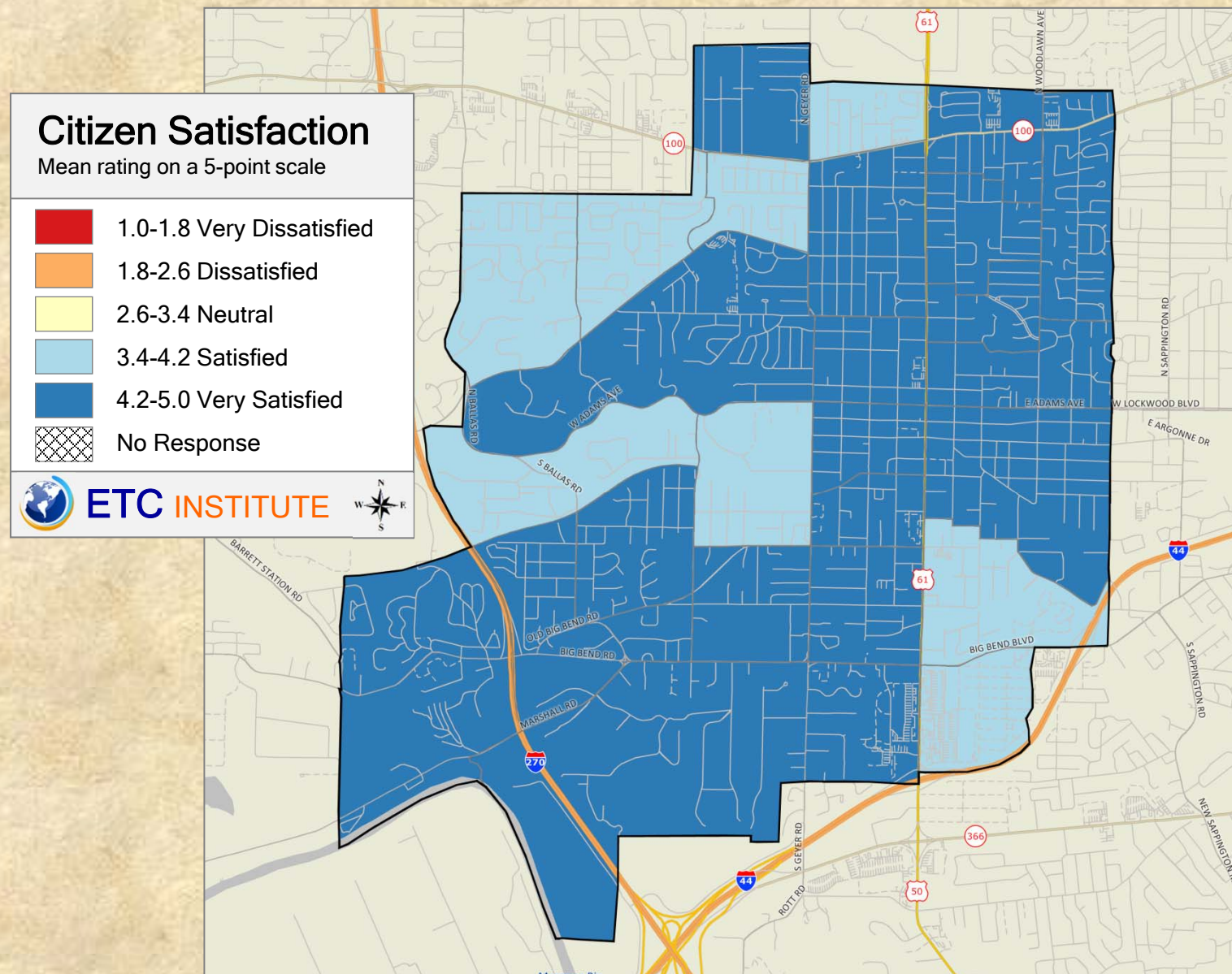


### 2018 City of Kirkwood Community Survey

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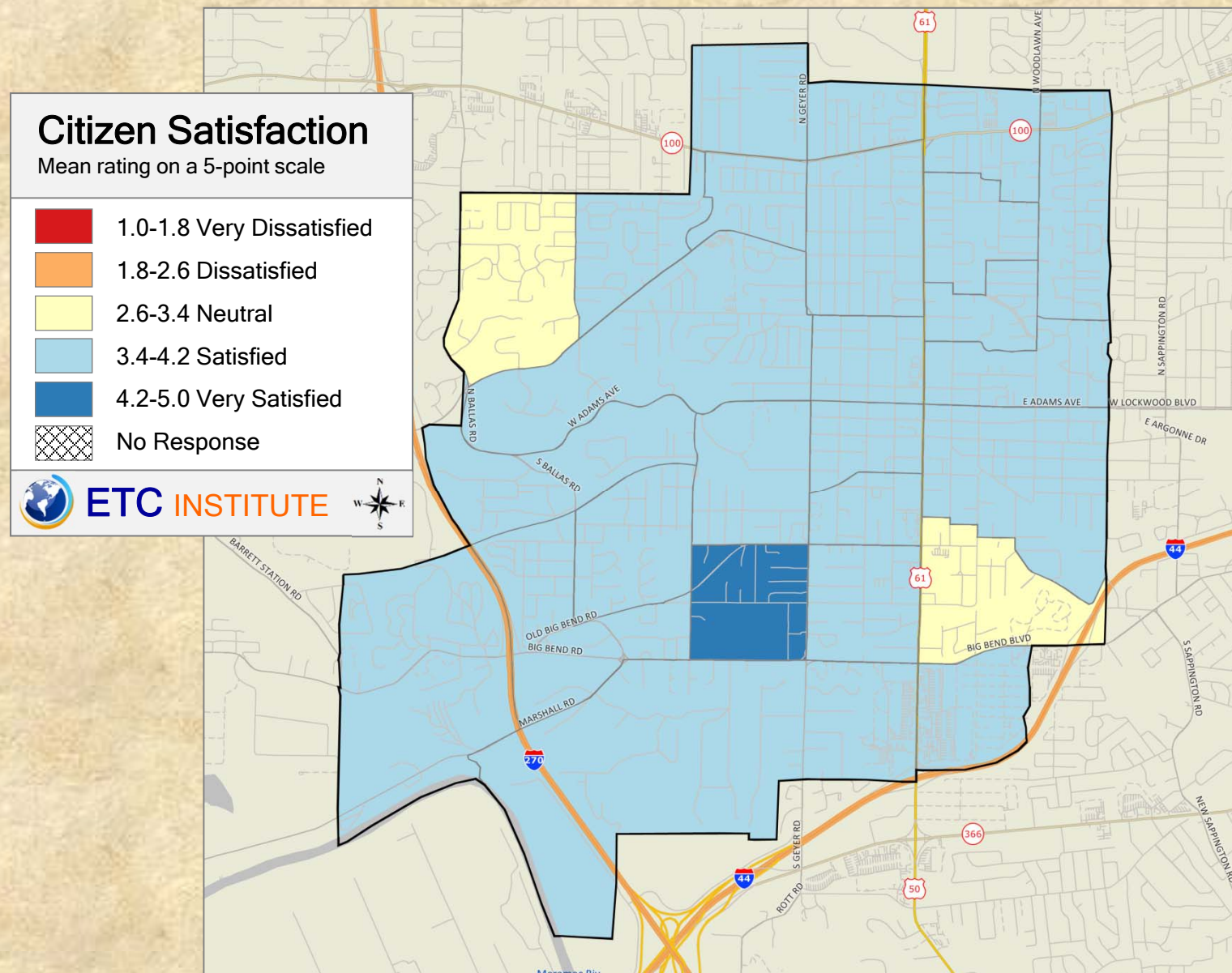
## Q5-06 Level of Satisfaction with: Overall quality of local police protection



### 2018 City of Kirkwood Community Survey

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## Q5-07 Level of Satisfaction with: Overall quality of the City's Municipal Court

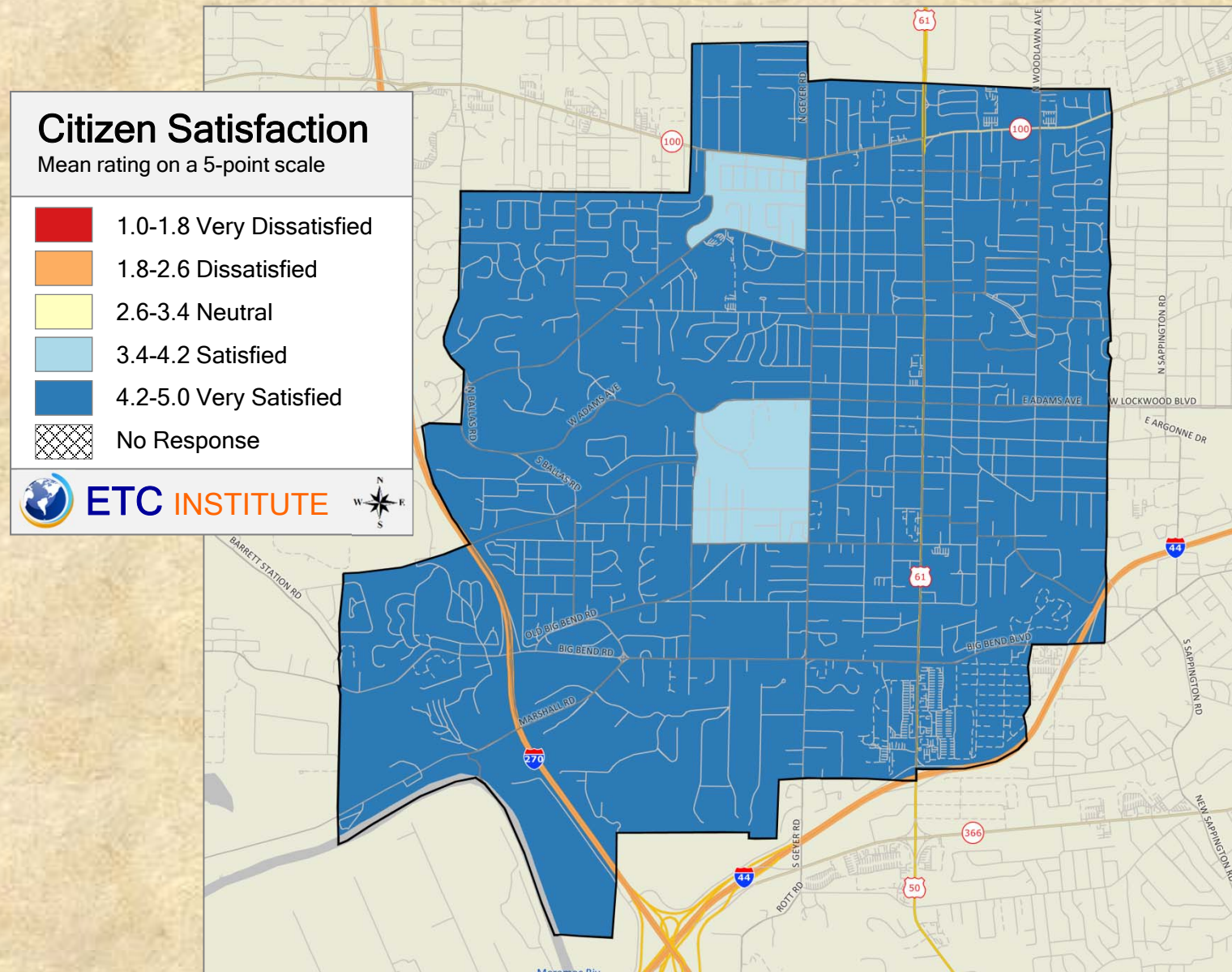


### 2018 City of Kirkwood Community Survey

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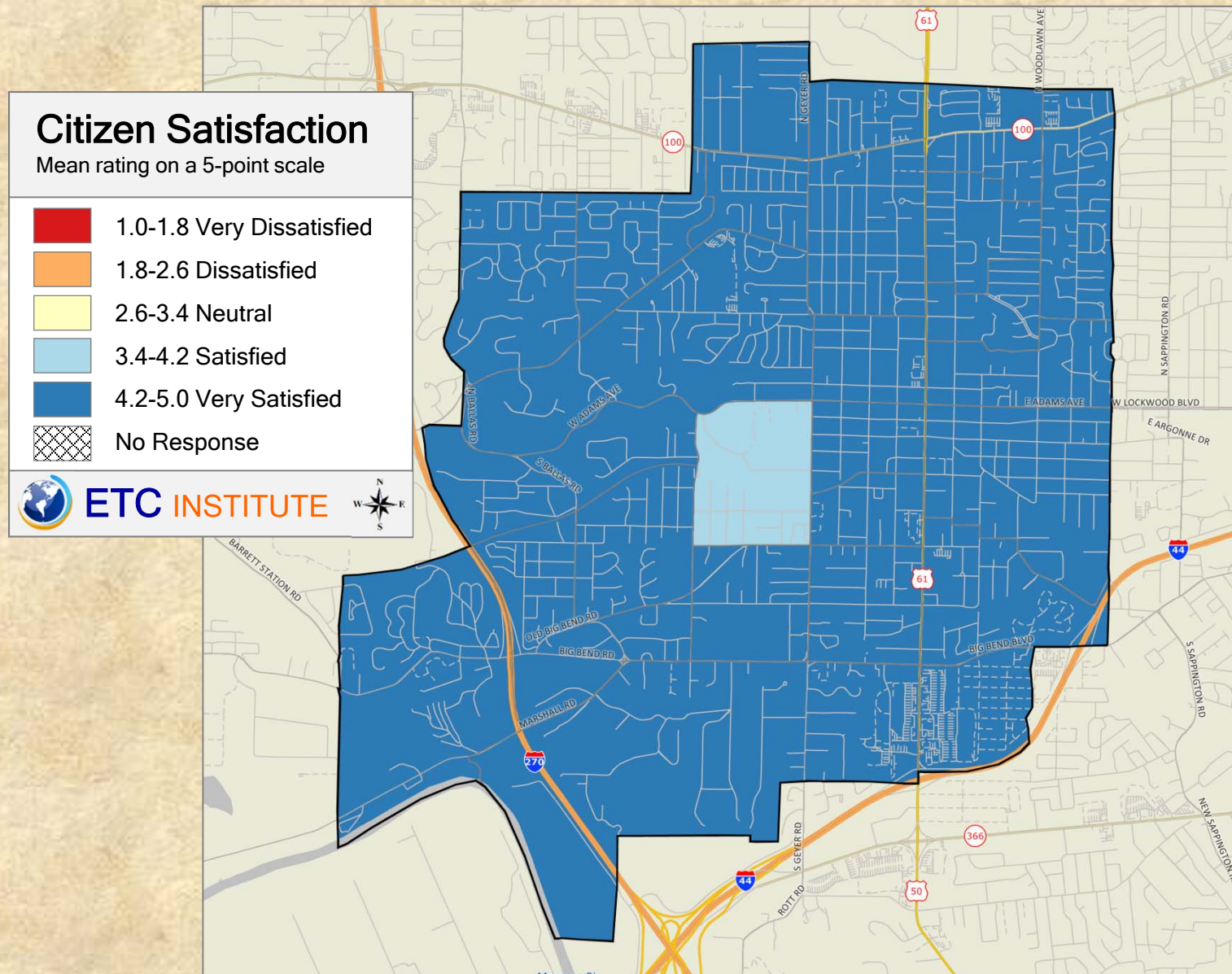
## Q5-08 Level of Satisfaction with: How quickly Fire/Emergency Medical Services personnel respond to emergencies



### 2018 City of Kirkwood Community Survey

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

## Q5-09 Level of Satisfaction with: Overall quality of local Fire protection/Emergency Medical Services

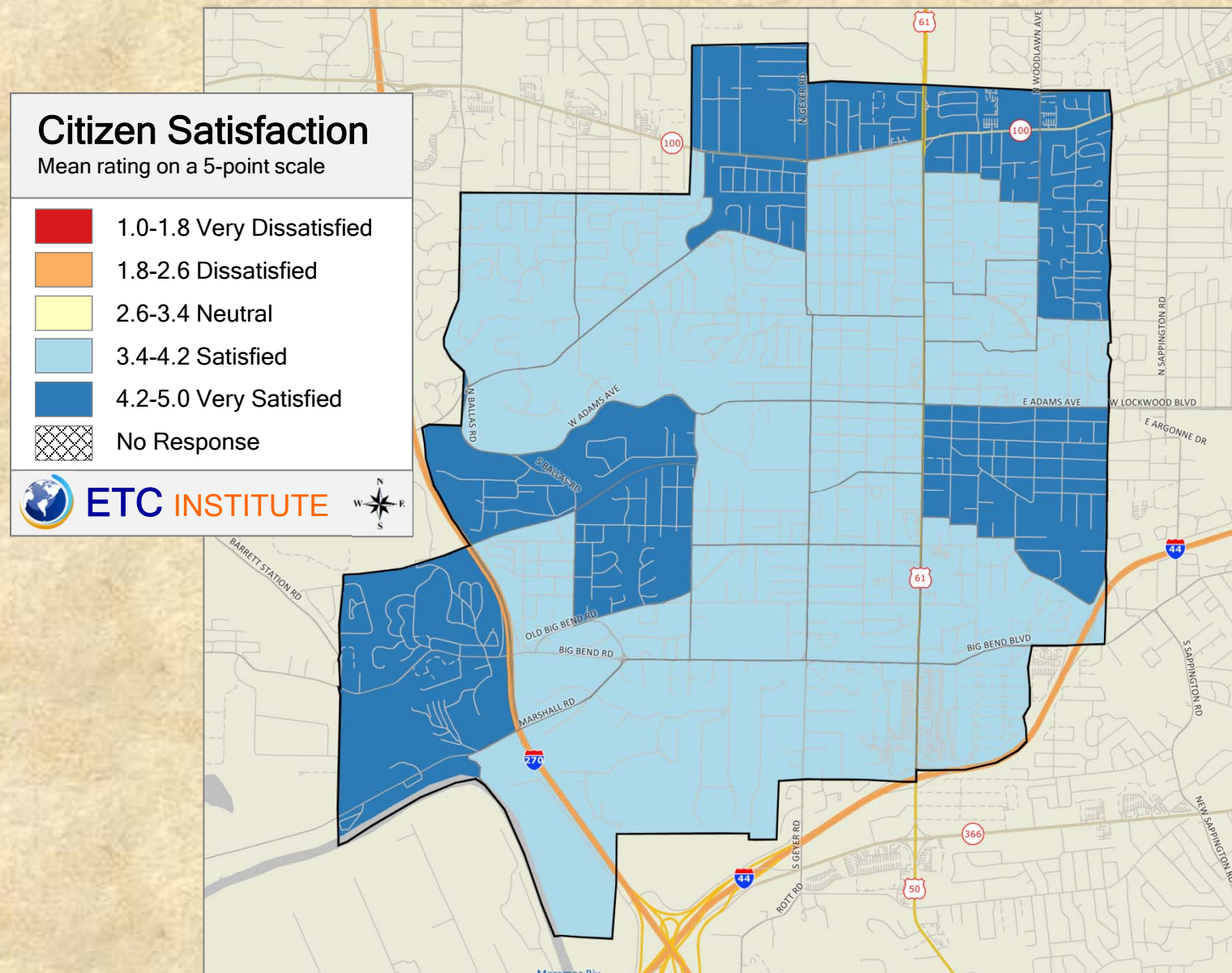


### 2018 City of Kirkwood Community Survey

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



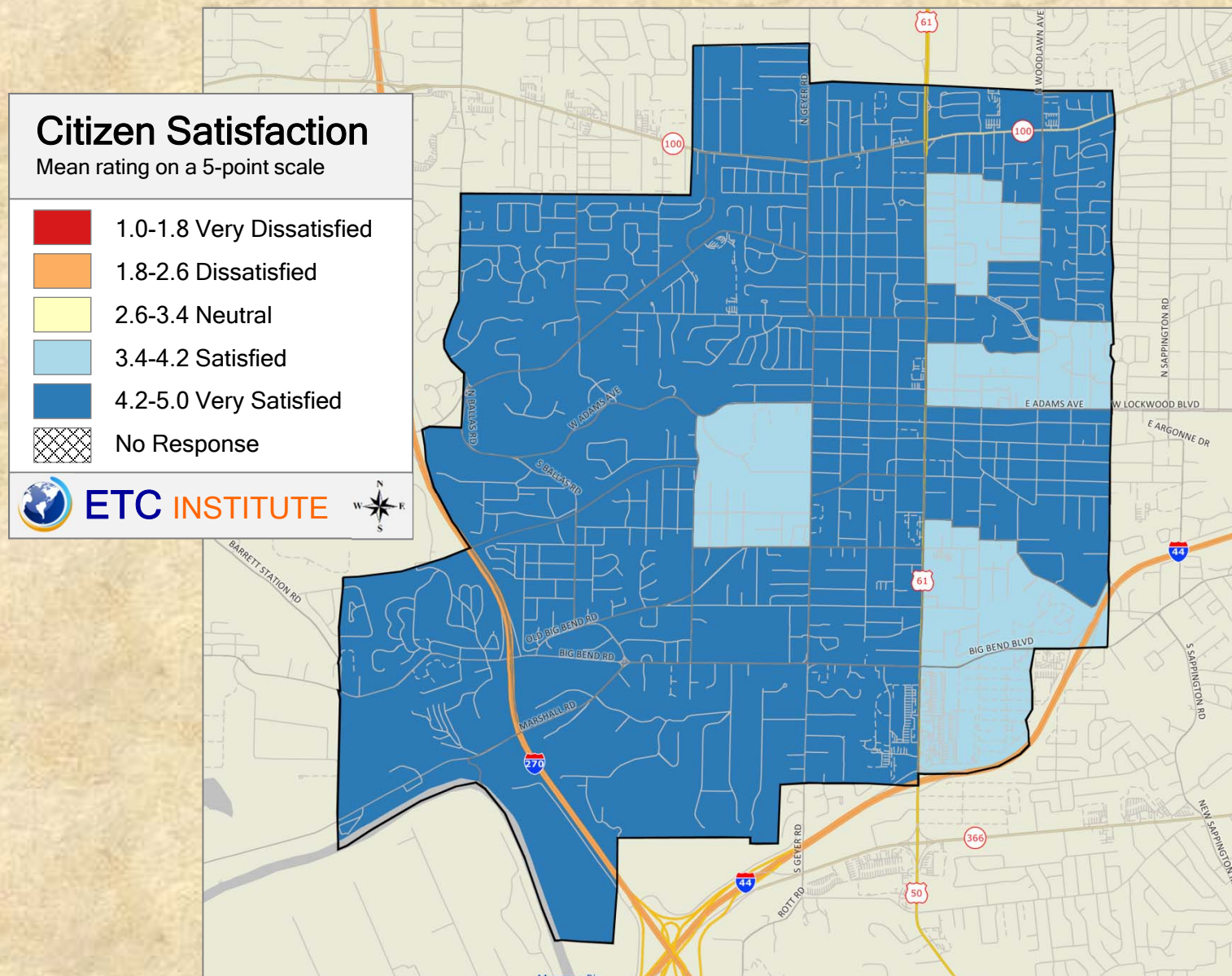
## Q7-01 Level of Satisfaction with: Water pressure on a typical day



### 2018 City of Kirkwood Community Survey

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

## Q7-02 Level of Satisfaction with: Overall quality of your tap water

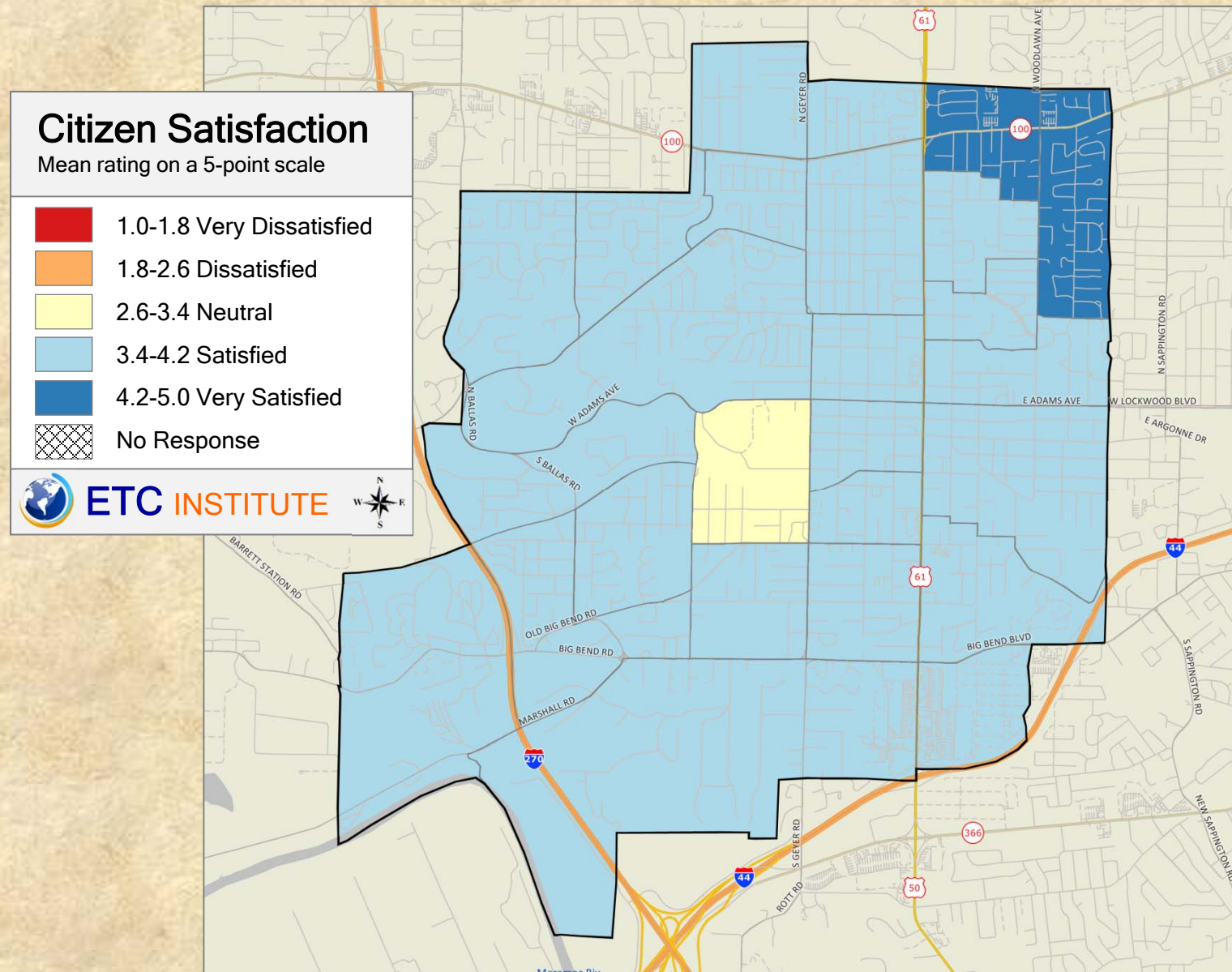


### 2018 City of Kirkwood Community Survey

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



## Q7-03 Level of Satisfaction with: How well the City keeps you informed about disruptions to your water service



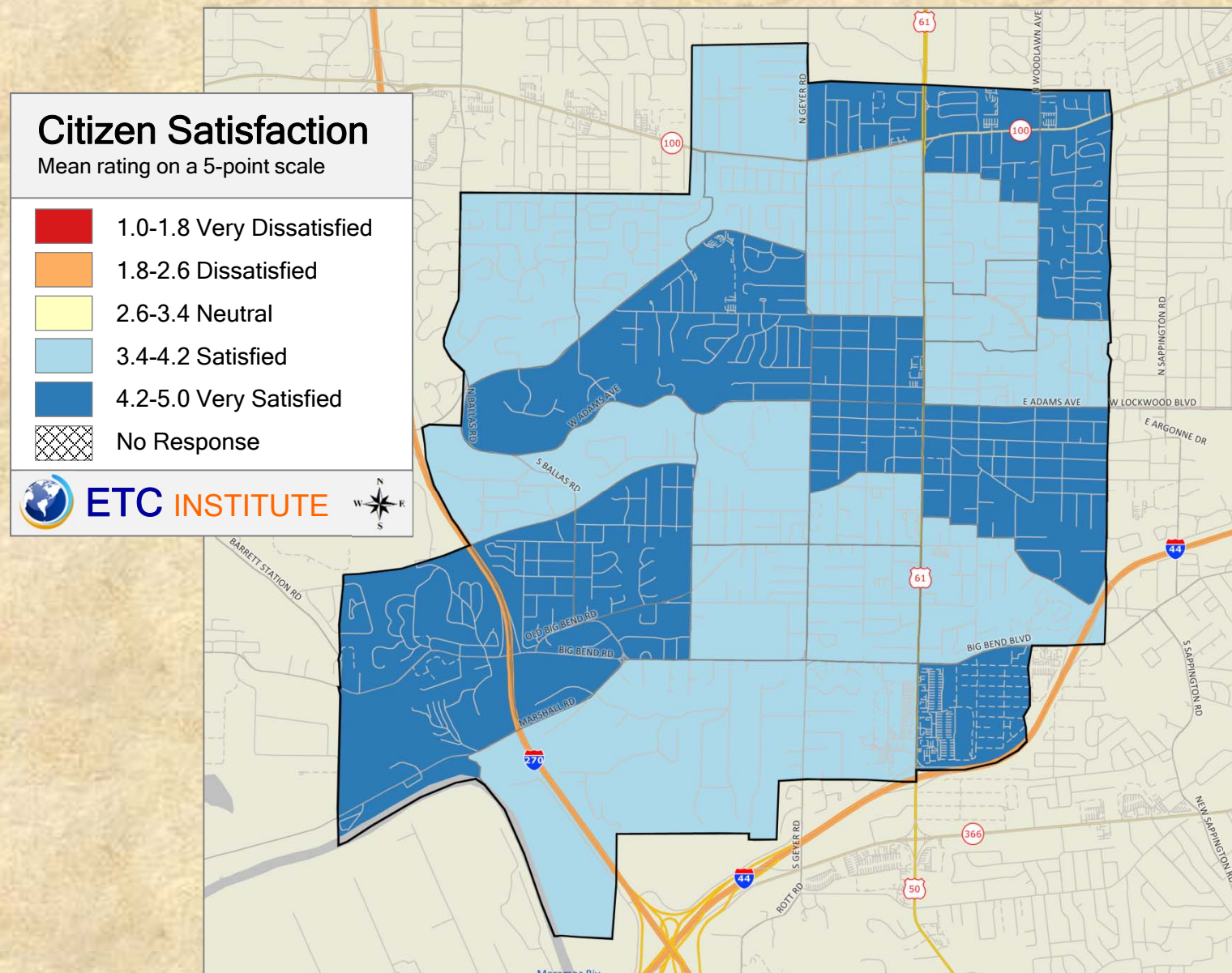
## 2018 City of Kirkwood Community Survey

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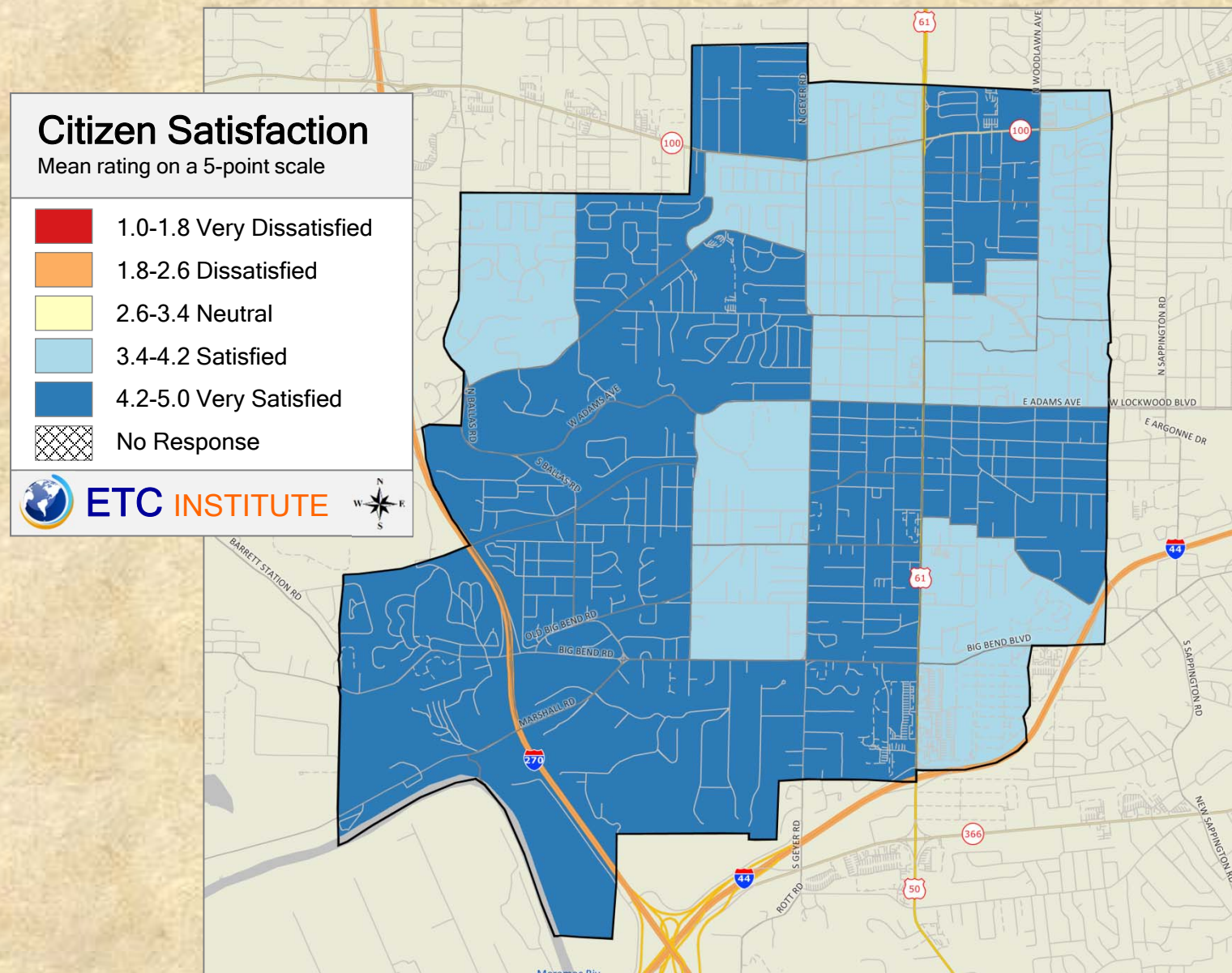
## Q7-05 Level of Satisfaction with: Overall quality of your water service



### 2018 City of Kirkwood Community Survey

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

## Q9-01 Level of Satisfaction with: Quality of residential trash collection services

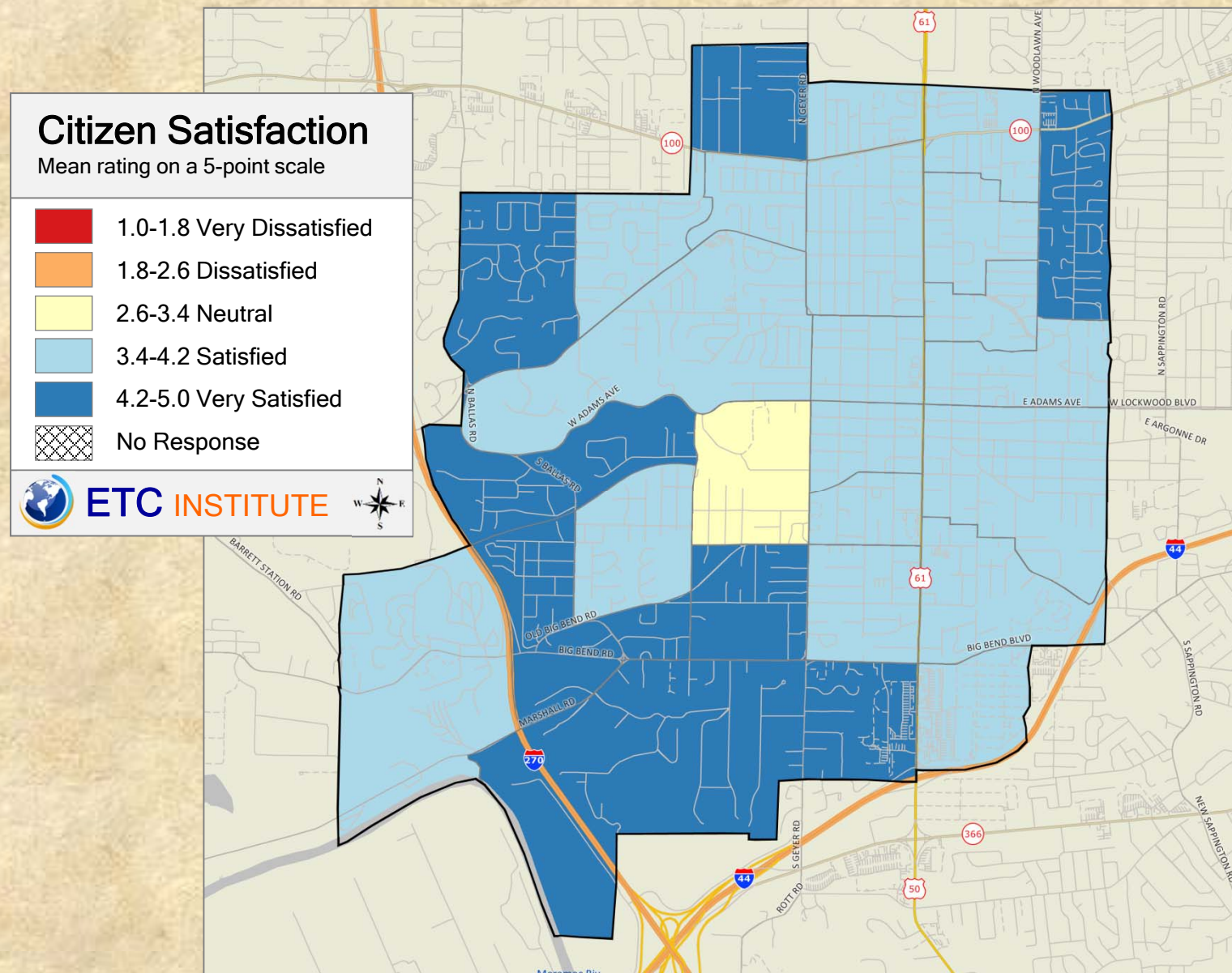


### 2018 City of Kirkwood Community Survey

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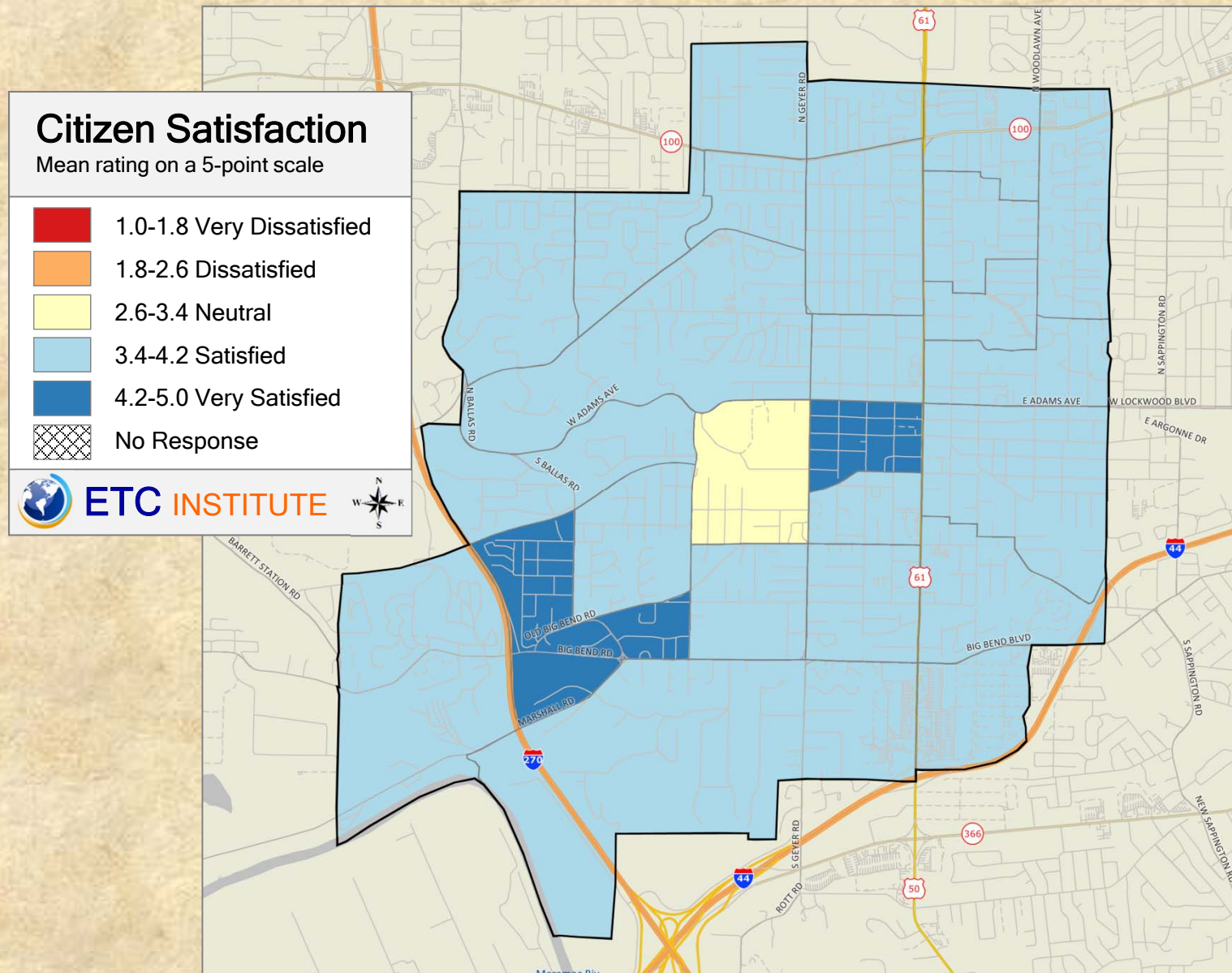
## Q9-02 Level of Satisfaction with: Quality of residential trash collection services



### 2018 City of Kirkwood Community Survey

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

## Q9-03 Level of Satisfaction with: Value received for cost of trash and recycling collection services

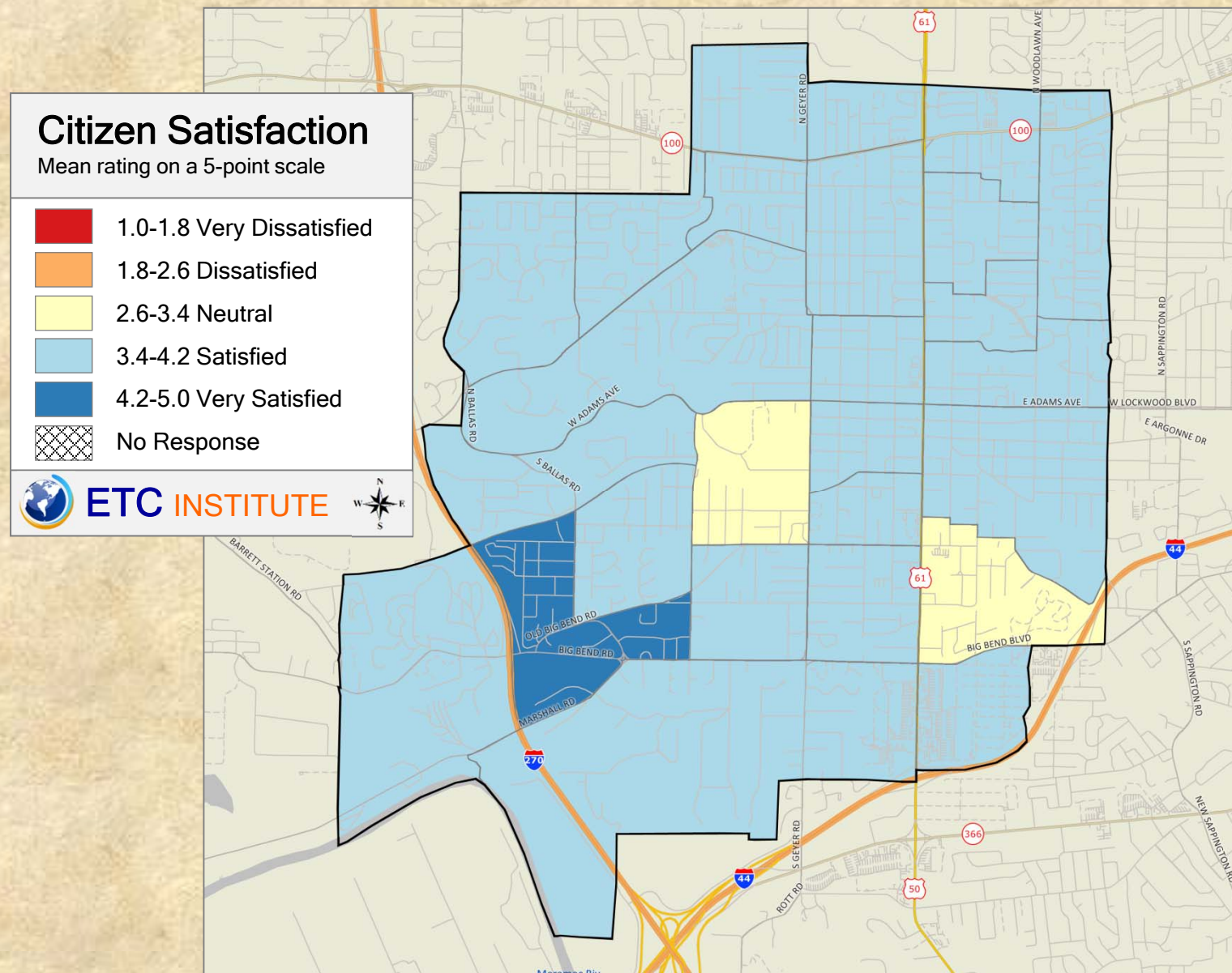


### 2018 City of Kirkwood Community Survey

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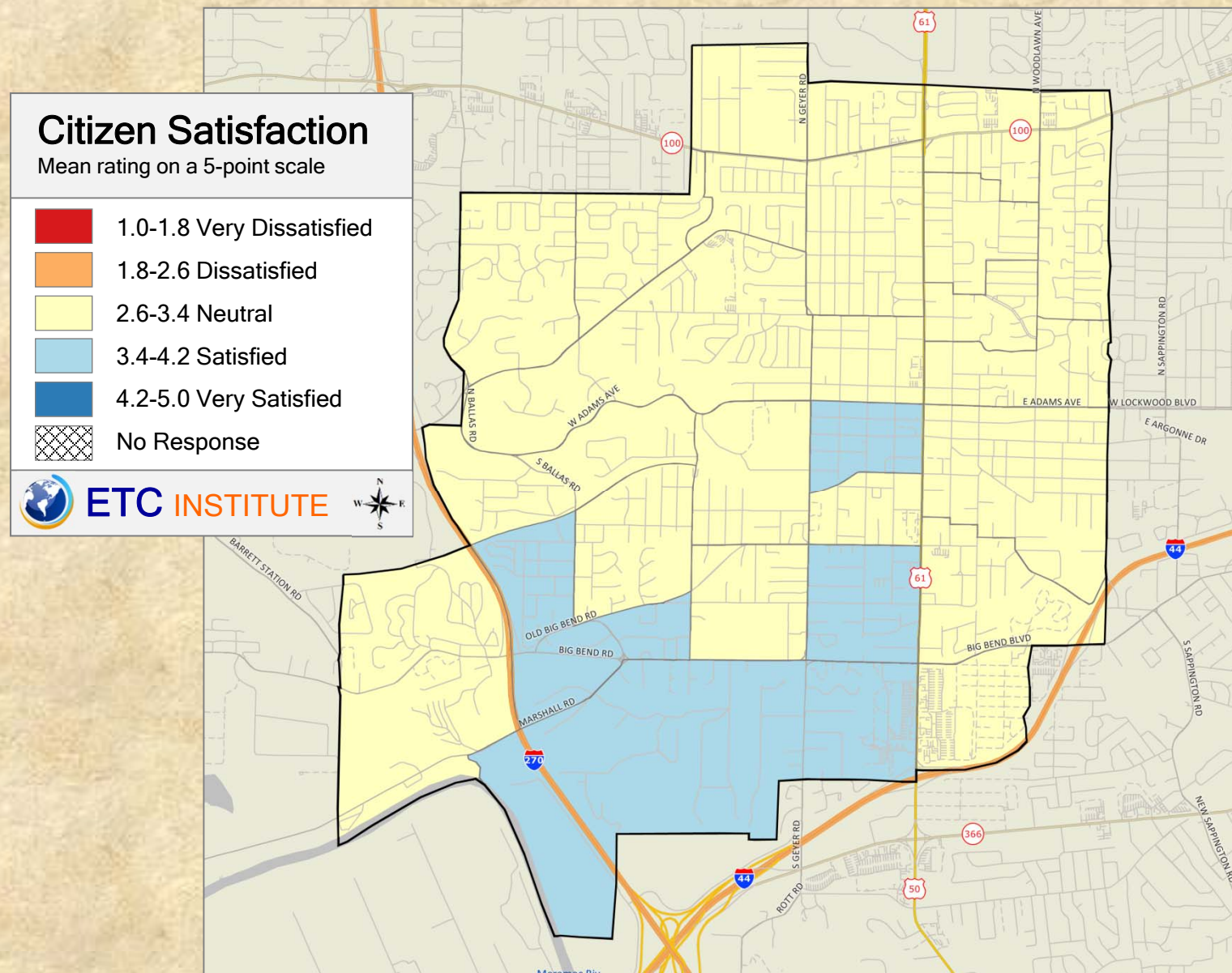
## Q9-04 Level of Satisfaction with: Quality of yard waste collection services



### 2018 City of Kirkwood Community Survey

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

# Q9-05 Level of Satisfaction with: Value received for cost of yard waste bags/stickers

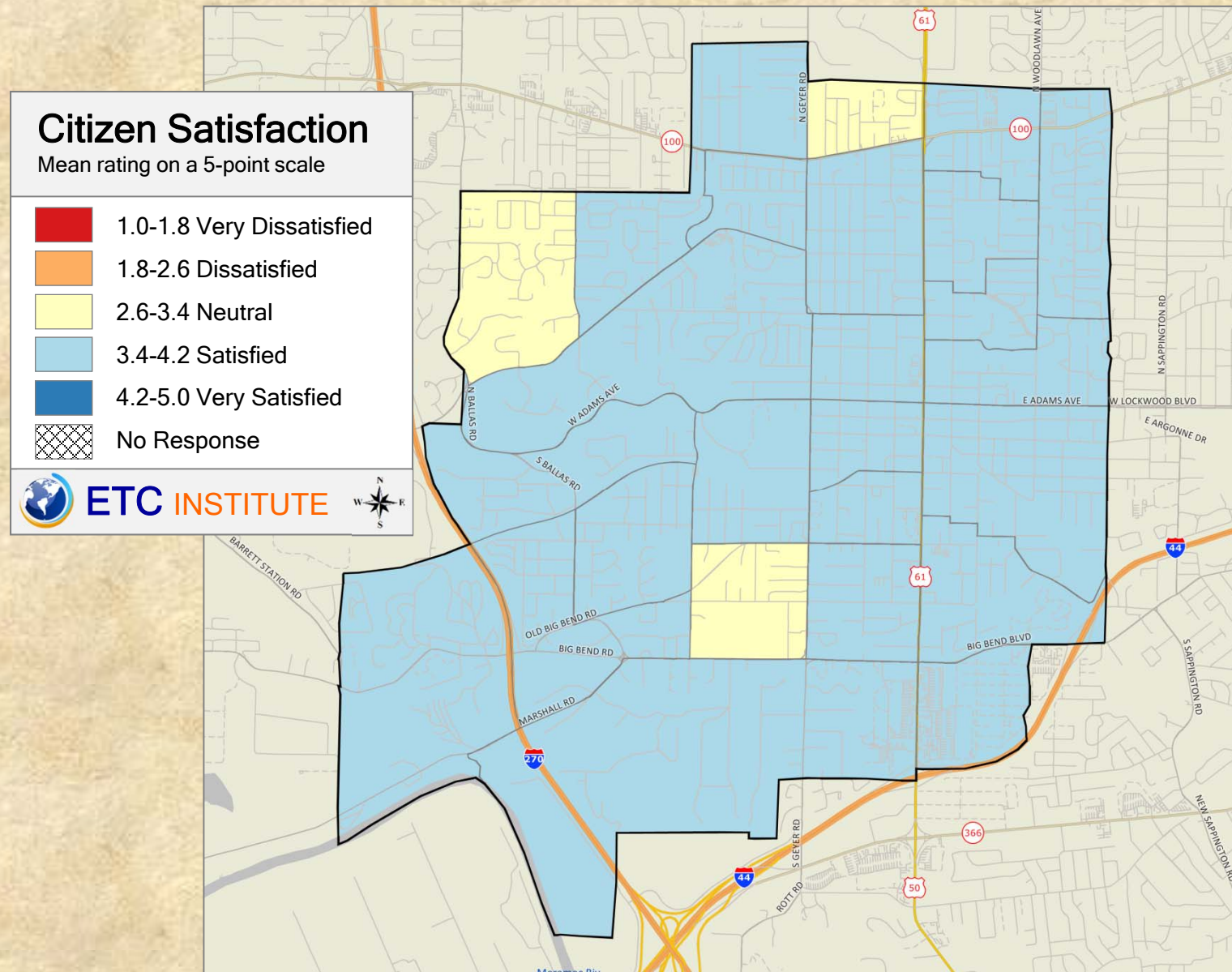


## 2018 City of Kirkwood Community Survey

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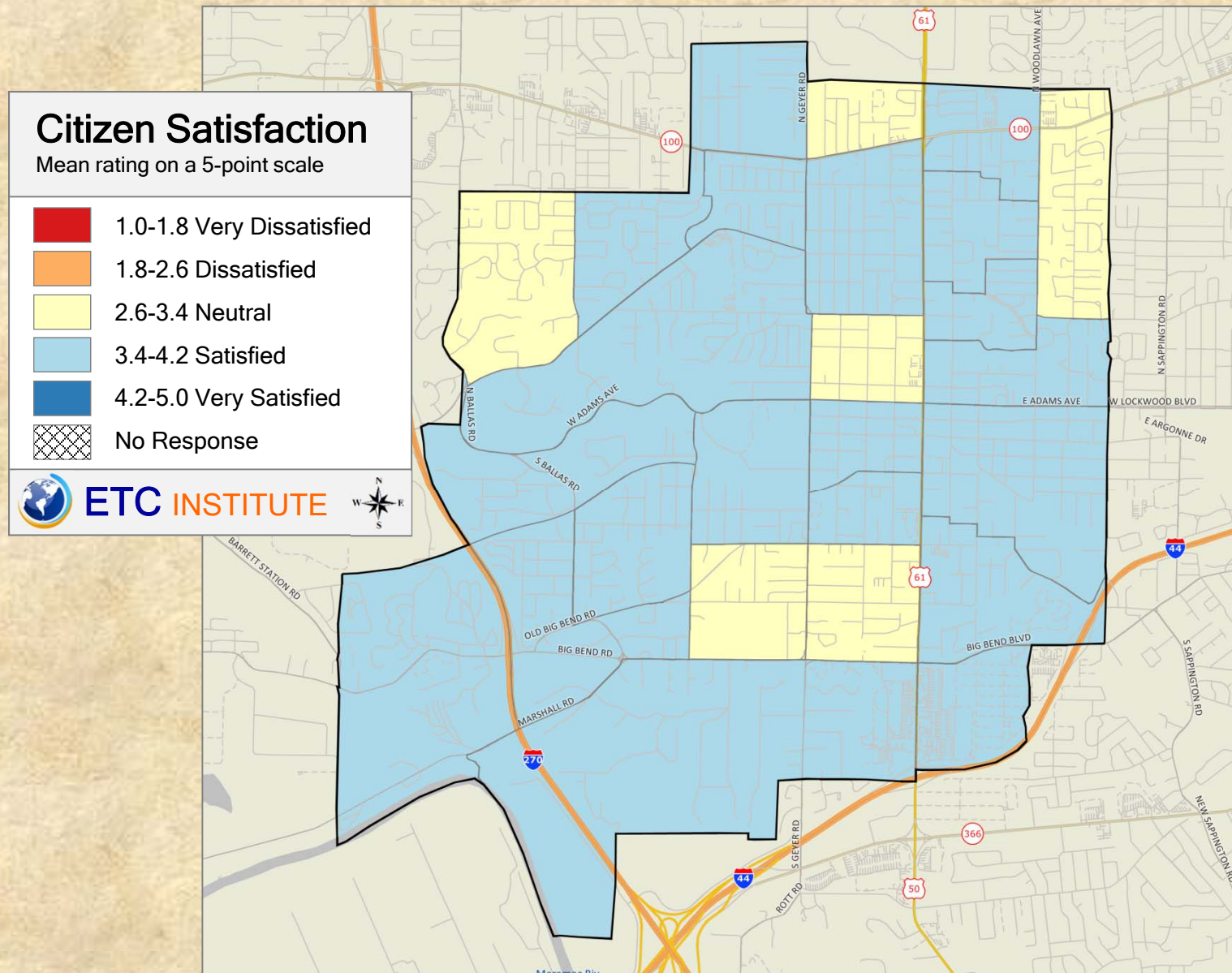
## Q11-01 Level of Satisfaction with: Maintenance of residential property (exterior of the building itself)



## 2018 City of Kirkwood Community Survey

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

## Q11-02 Level of Satisfaction with: Enforcing the mowing and trimming of lawns on private property

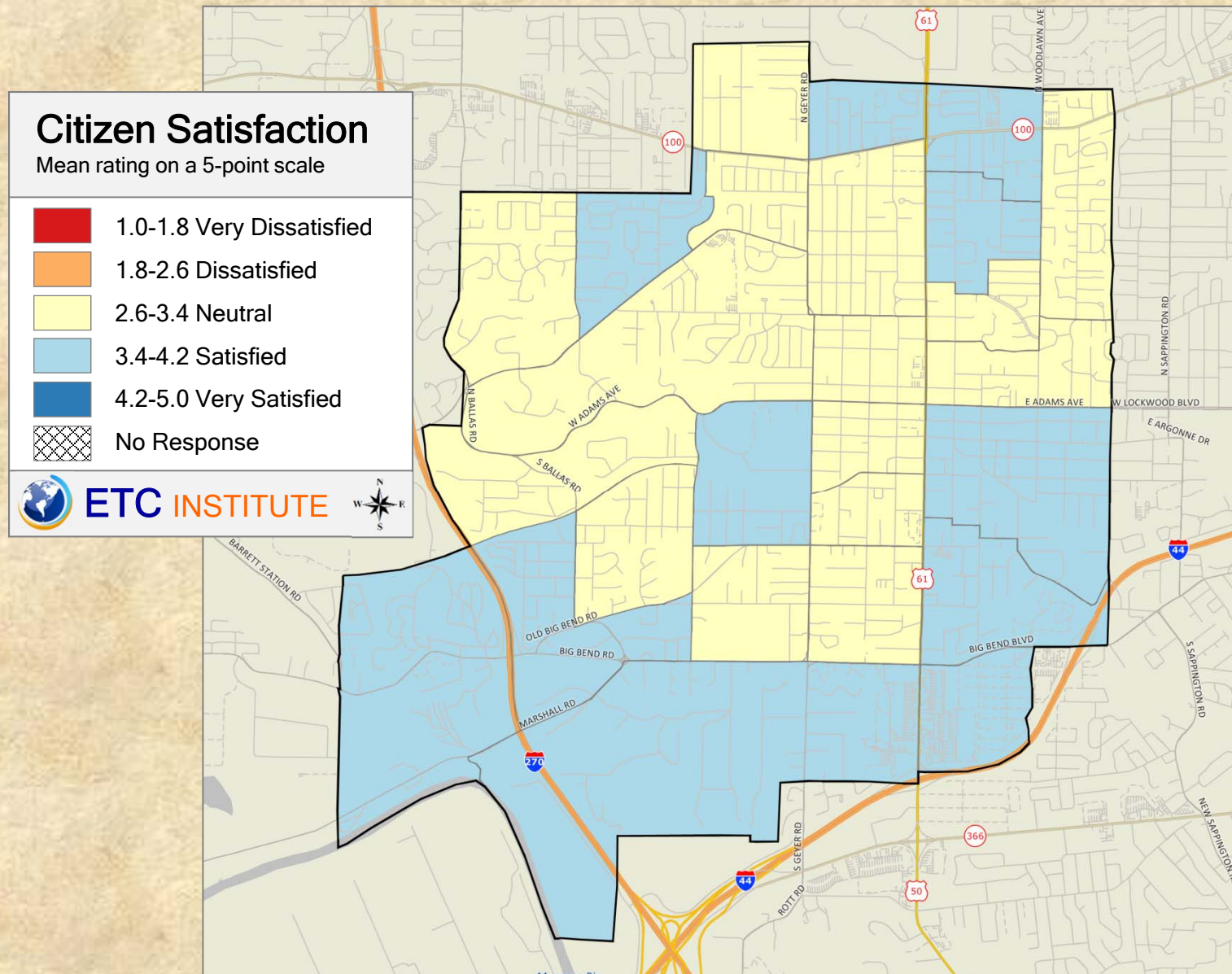


### 2018 City of Kirkwood Community Survey

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

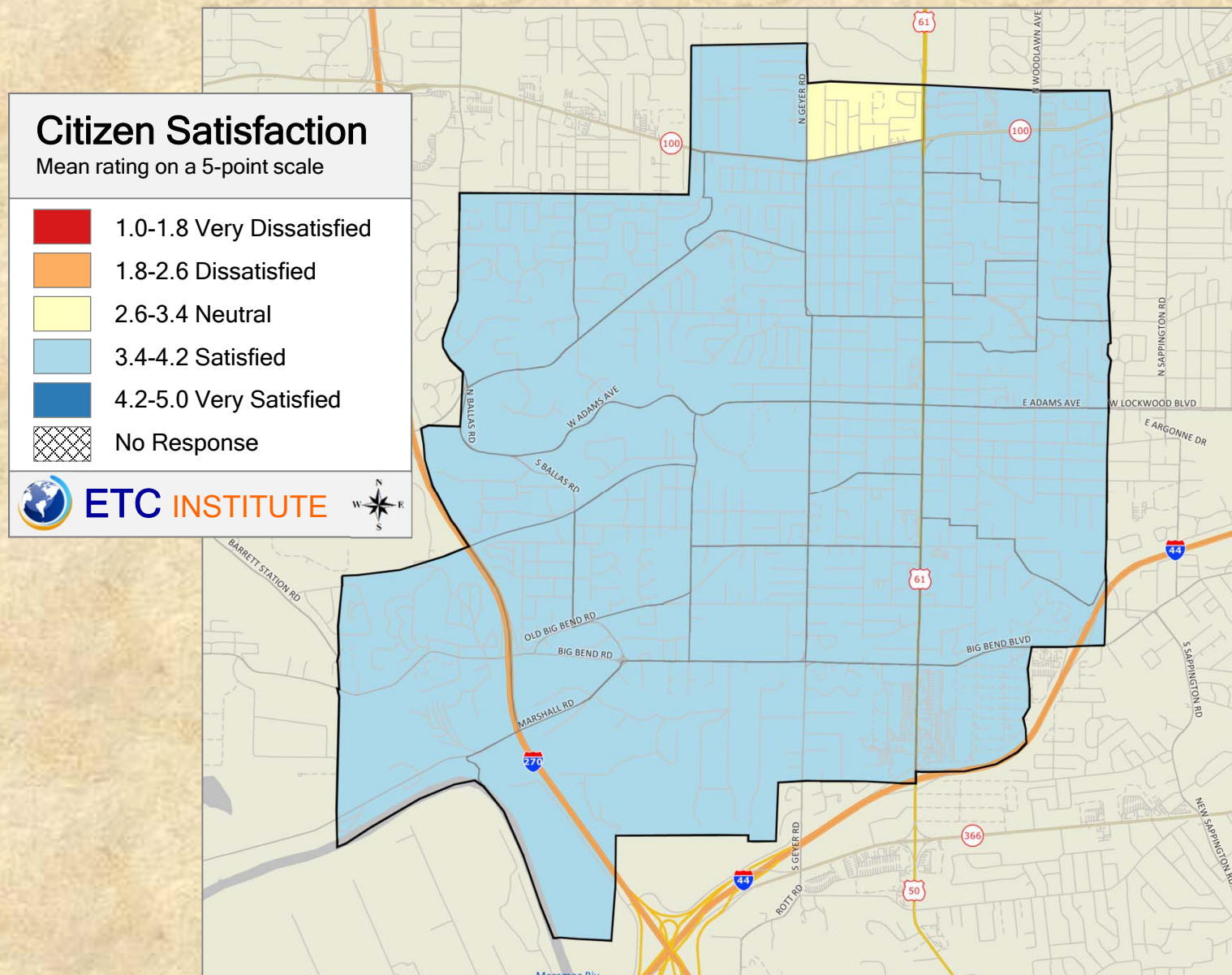


## Q11-03 Level of Satisfaction with: Enforcing the removal of dead trees on private property



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

## Q11-04 Level of Satisfaction with: Maintenance of business property

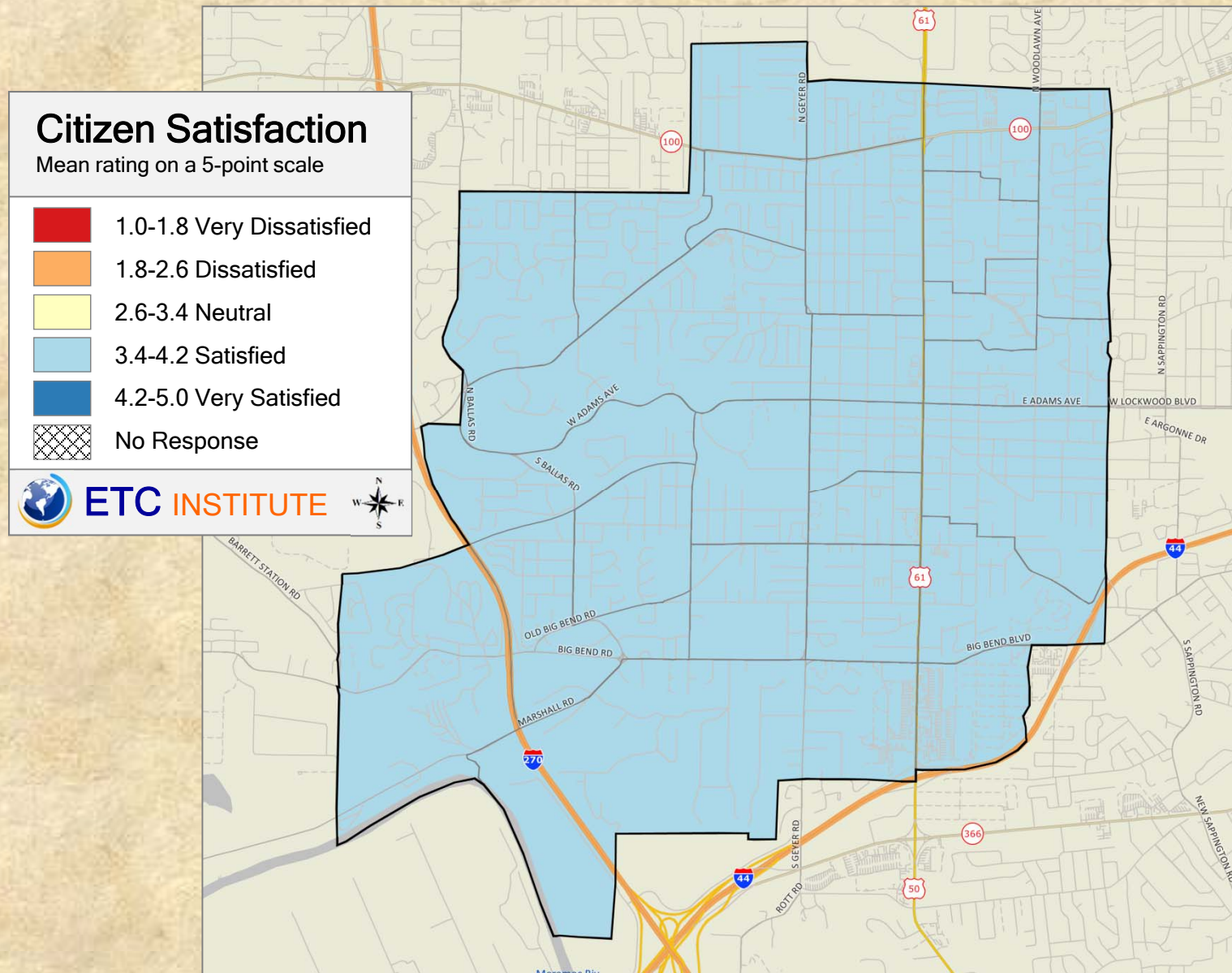


### 2018 City of Kirkwood Community Survey

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

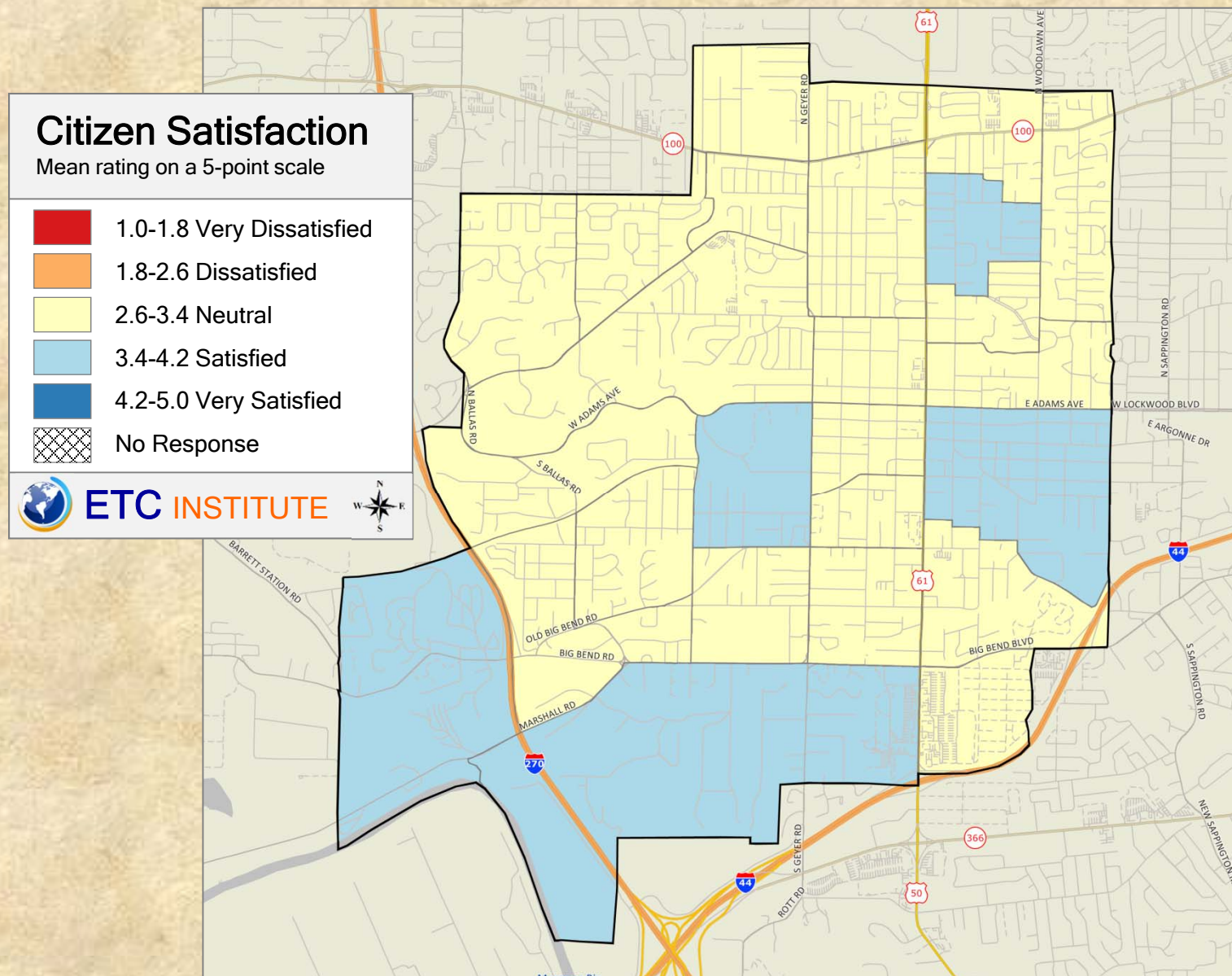


## Q11-05 Level of Satisfaction with: Enforcing codes designed to protect public health and safety



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

# Q14-01 Level of Satisfaction with: The condition of sidewalks in your area

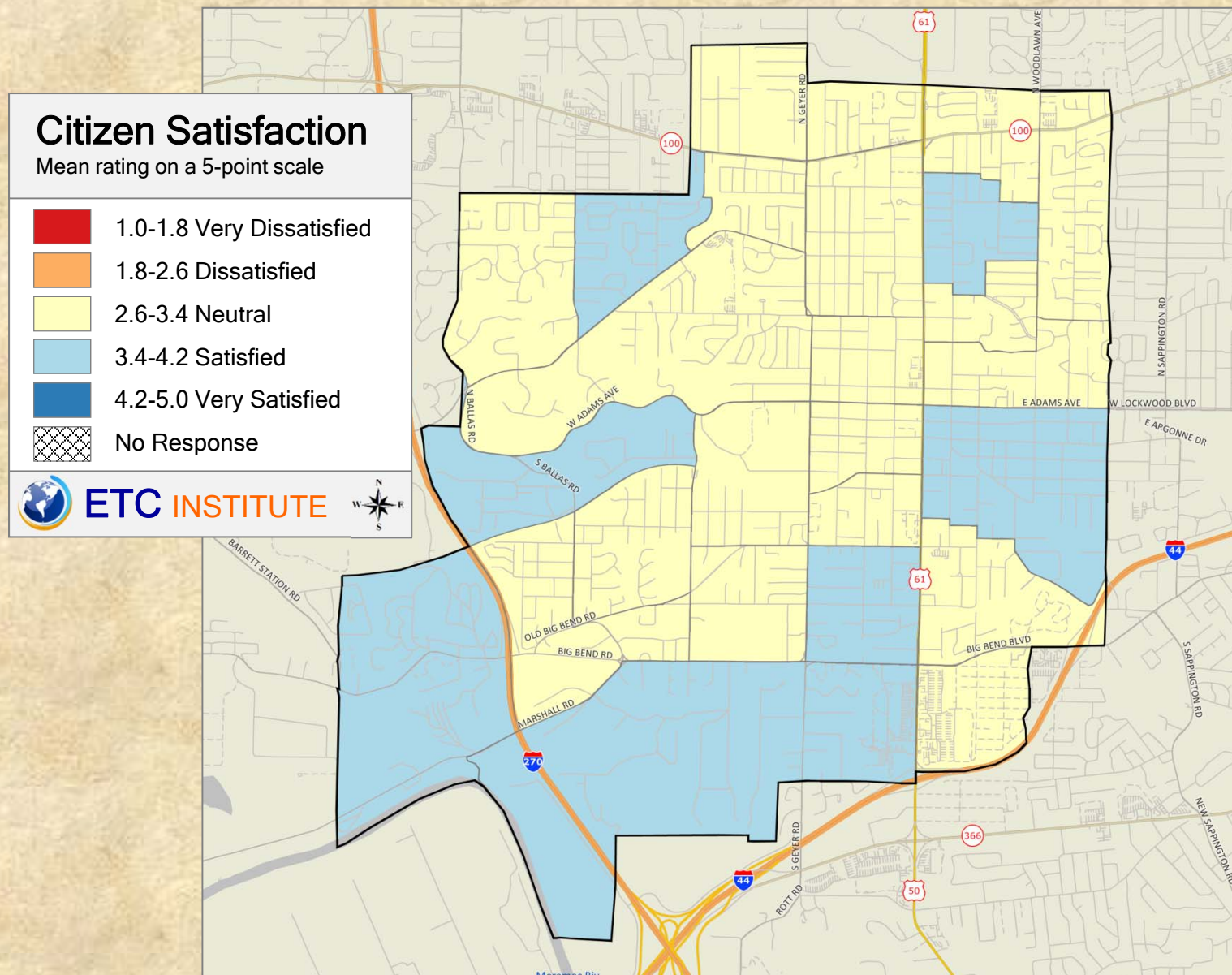


## 2018 City of Kirkwood Community Survey

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



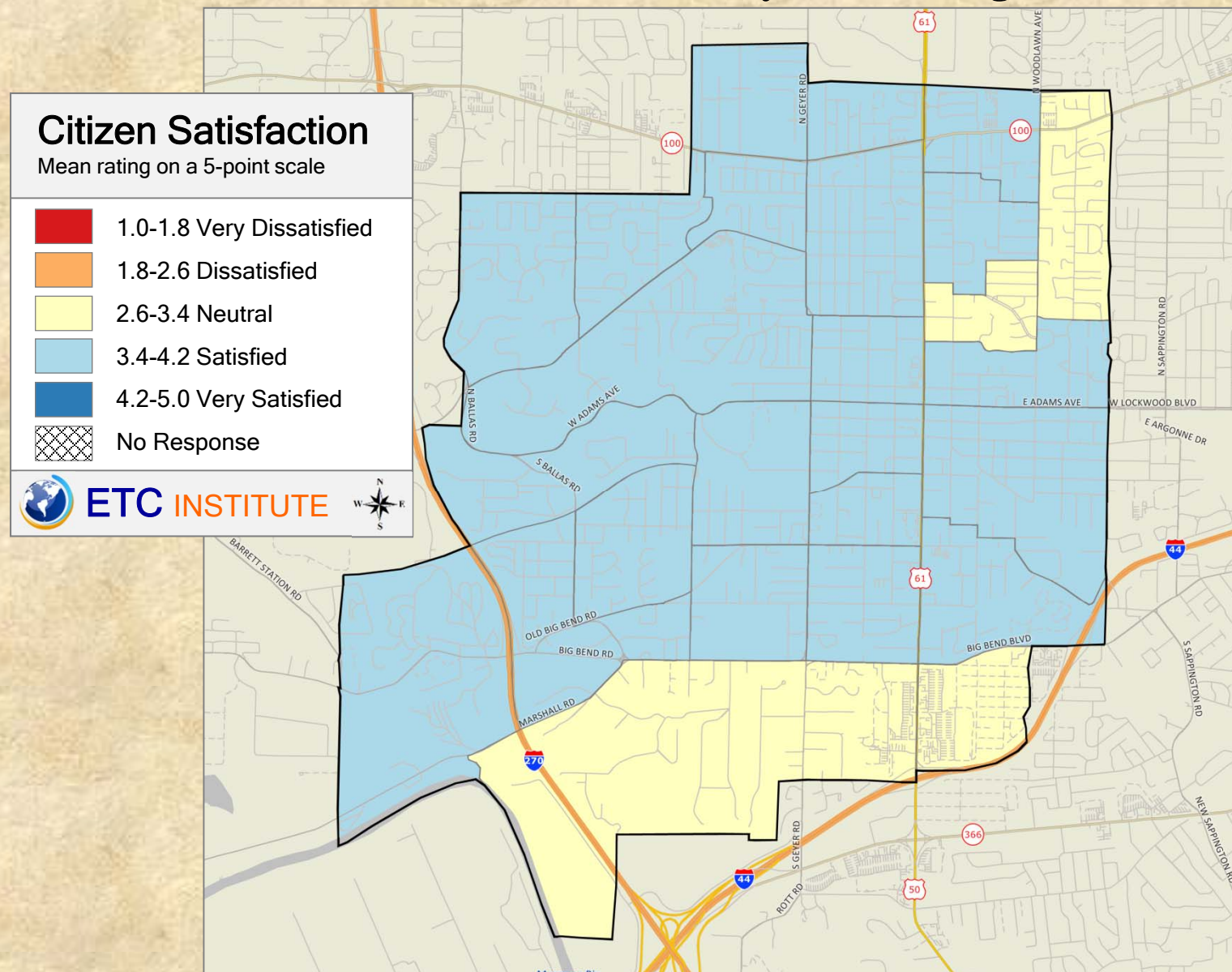
## Q14-02 Level of Satisfaction with: The ease with which a wheelchair or stroller can access the sidewalk



## 2018 City of Kirkwood Community Survey

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

## Q14-03 Level of Satisfaction with: The distance of the sidewalk from the roadway and moving vehicles

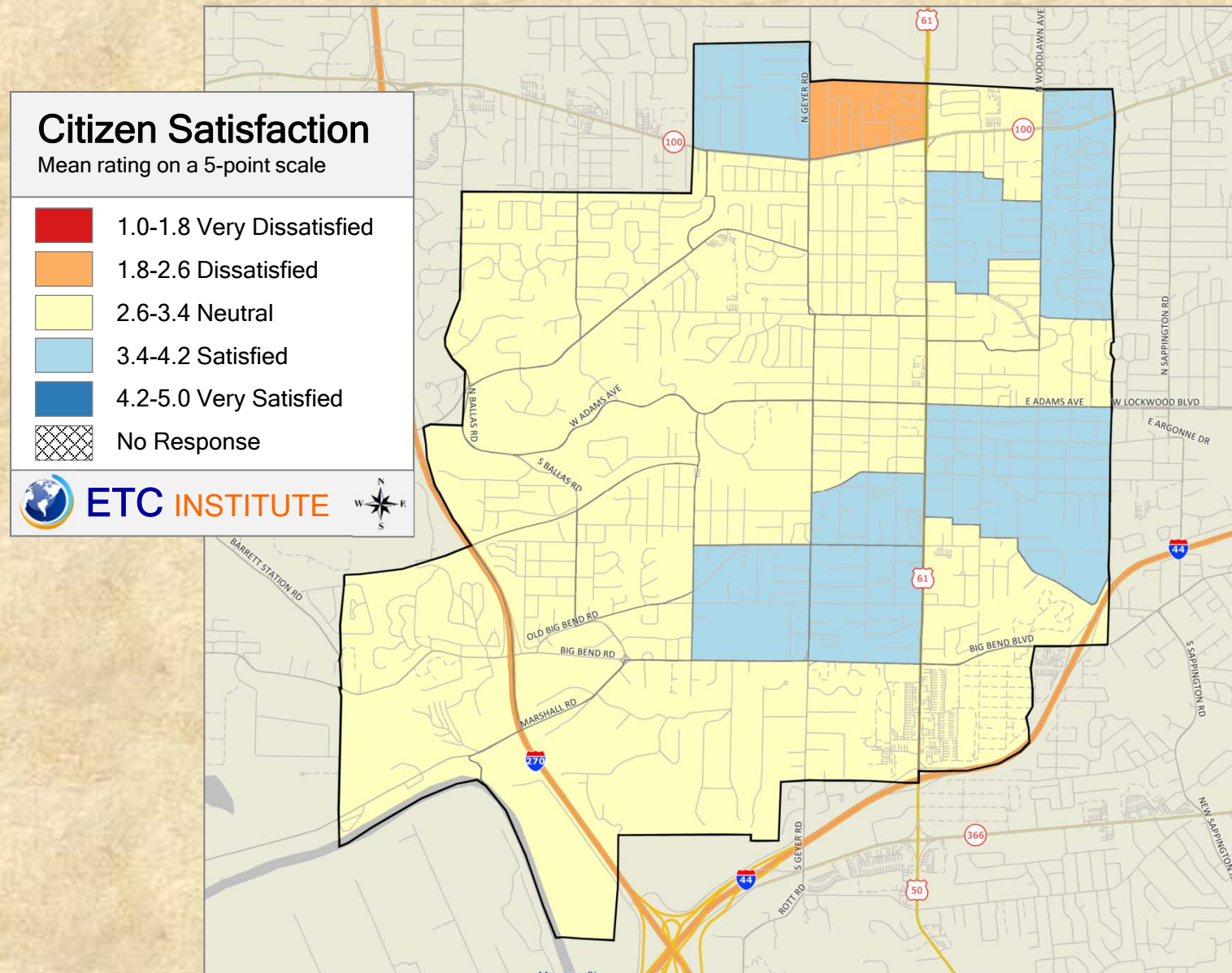


## 2018 City of Kirkwood Community Survey

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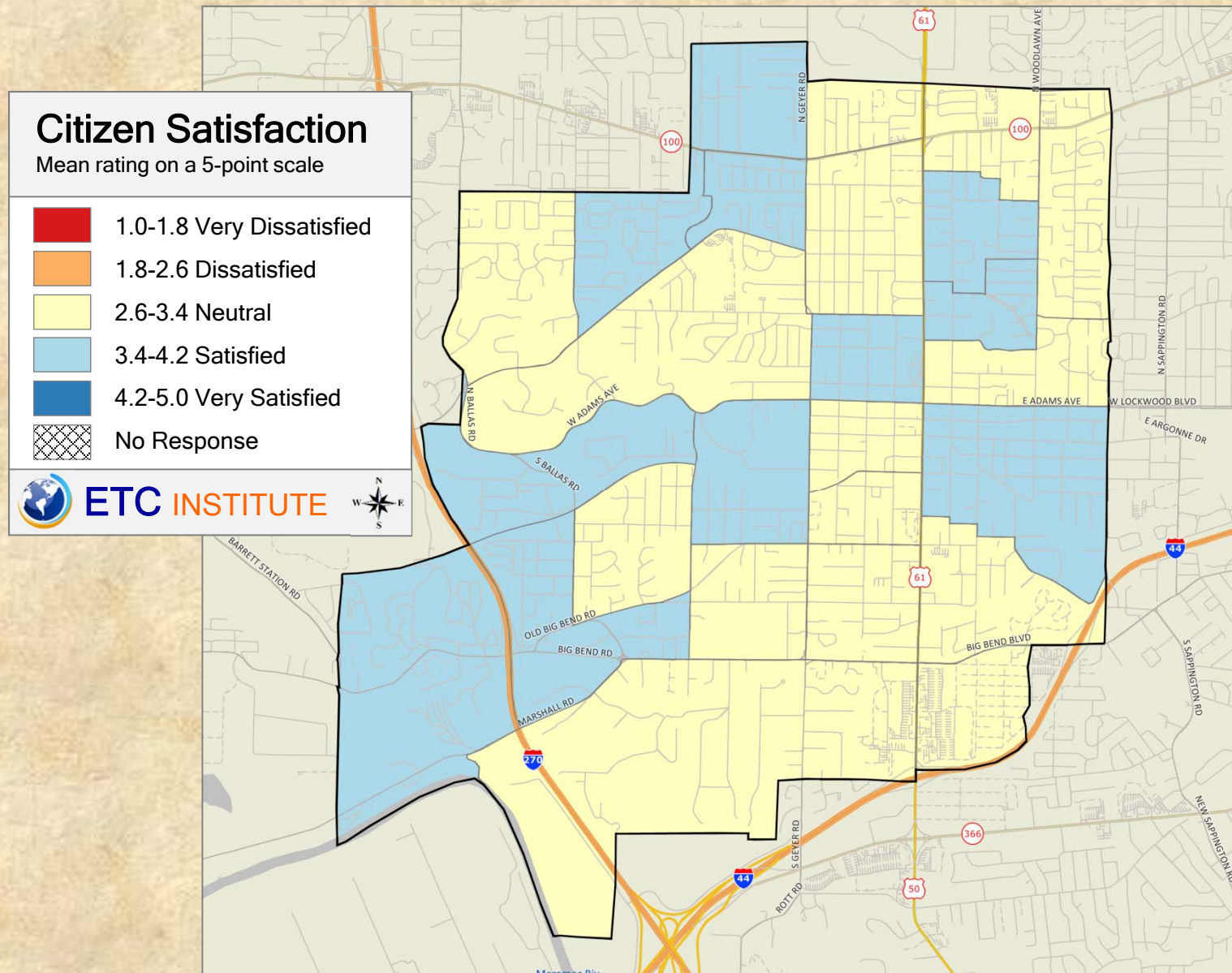
## Q14-04 Level of Satisfaction with: The connectivity (e.g. lack of gaps) of the sidewalks in your area



## 2018 City of Kirkwood Community Survey

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

## Q14-05 Level of Satisfaction with: The extent the sidewalks are clear of weeds, brush, and overhanging limbs

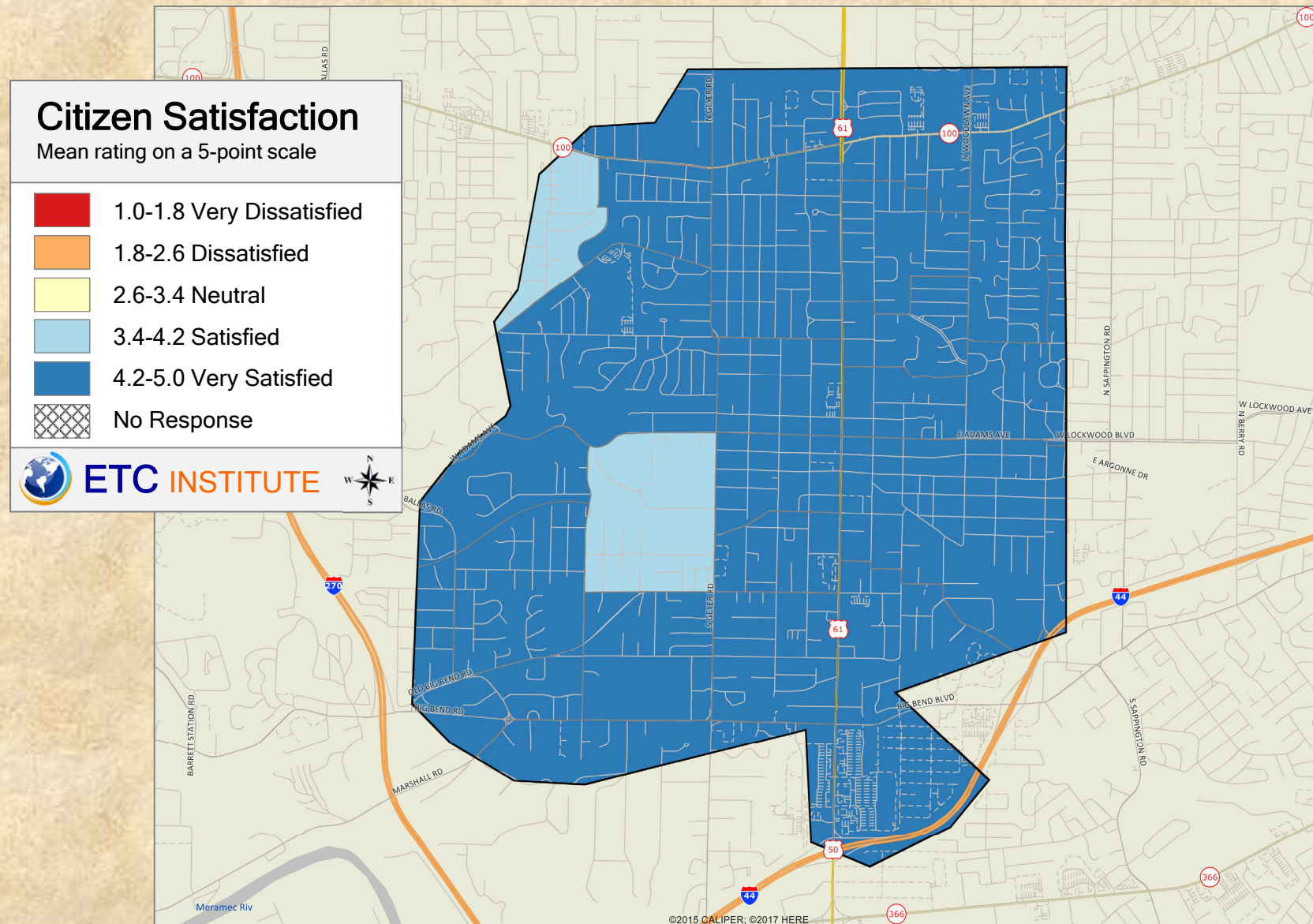


## 2018 City of Kirkwood Community Survey

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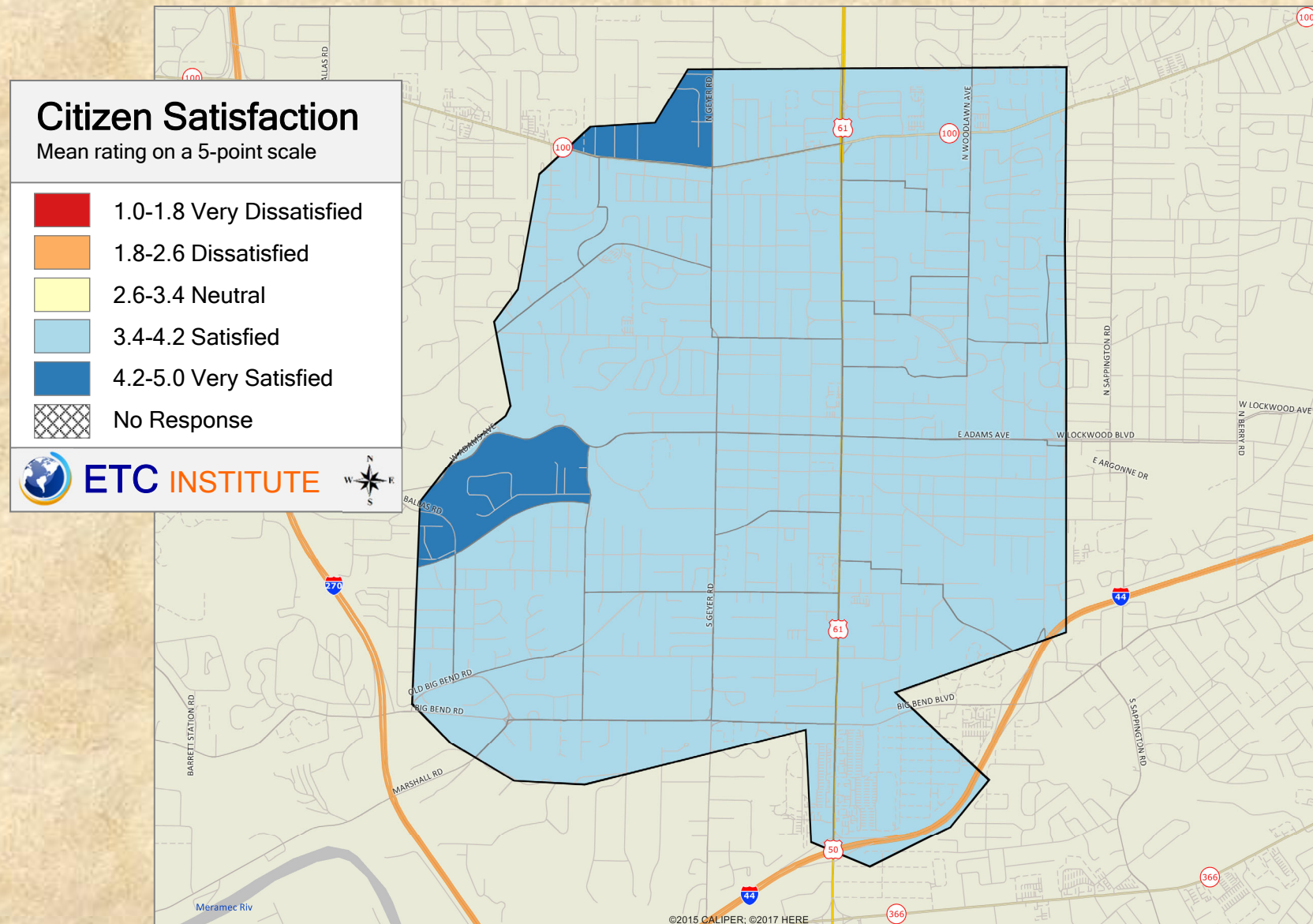
# Q17a-01 Level of Satisfaction with: Overall quality of electric service provider



## 2018 City of Kirkwood Community Survey

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

## Q17a-02 Level of Satisfaction with: How well the City keeps you informed of disruptions to your electric service

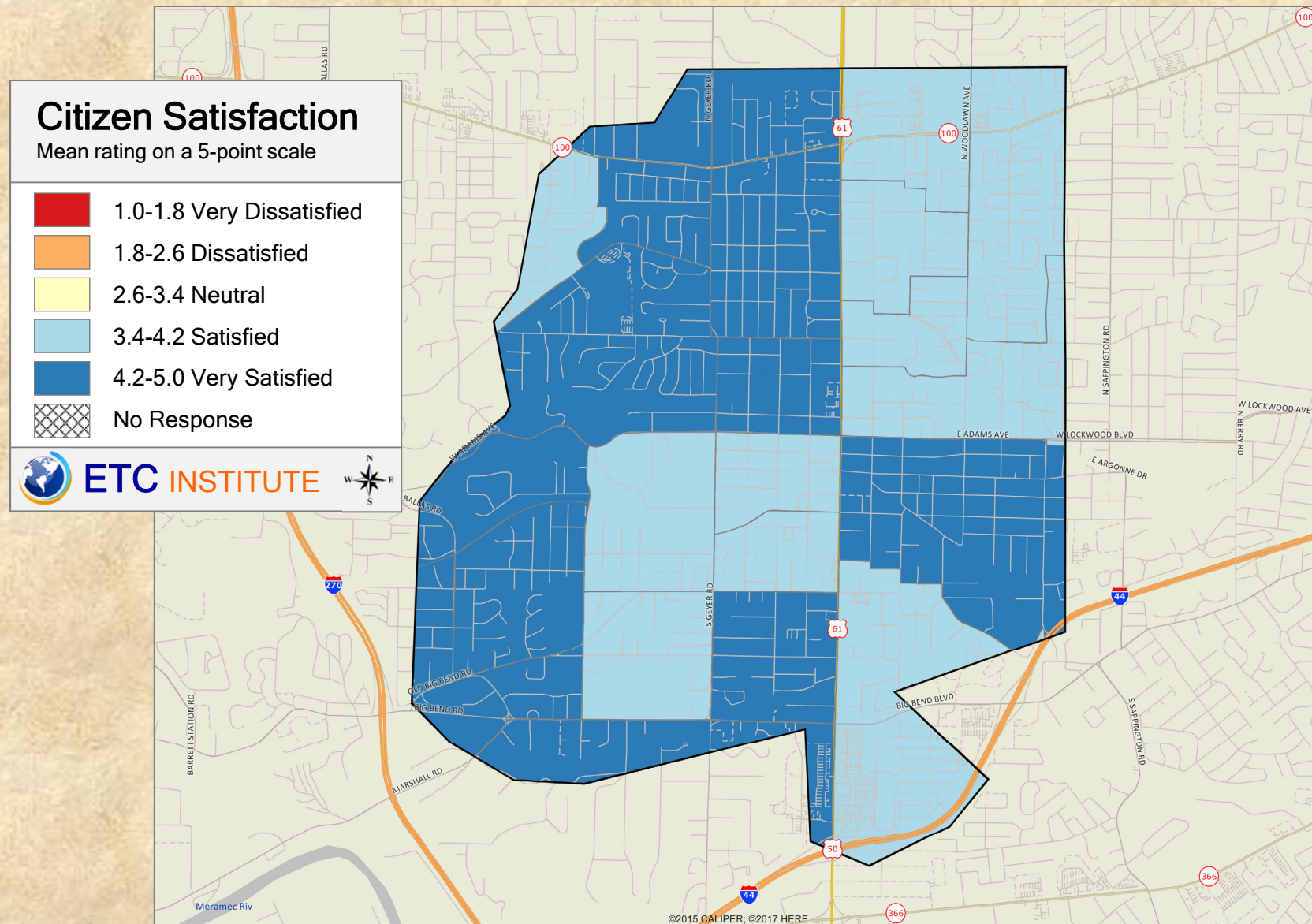


## 2018 City of Kirkwood Community Survey

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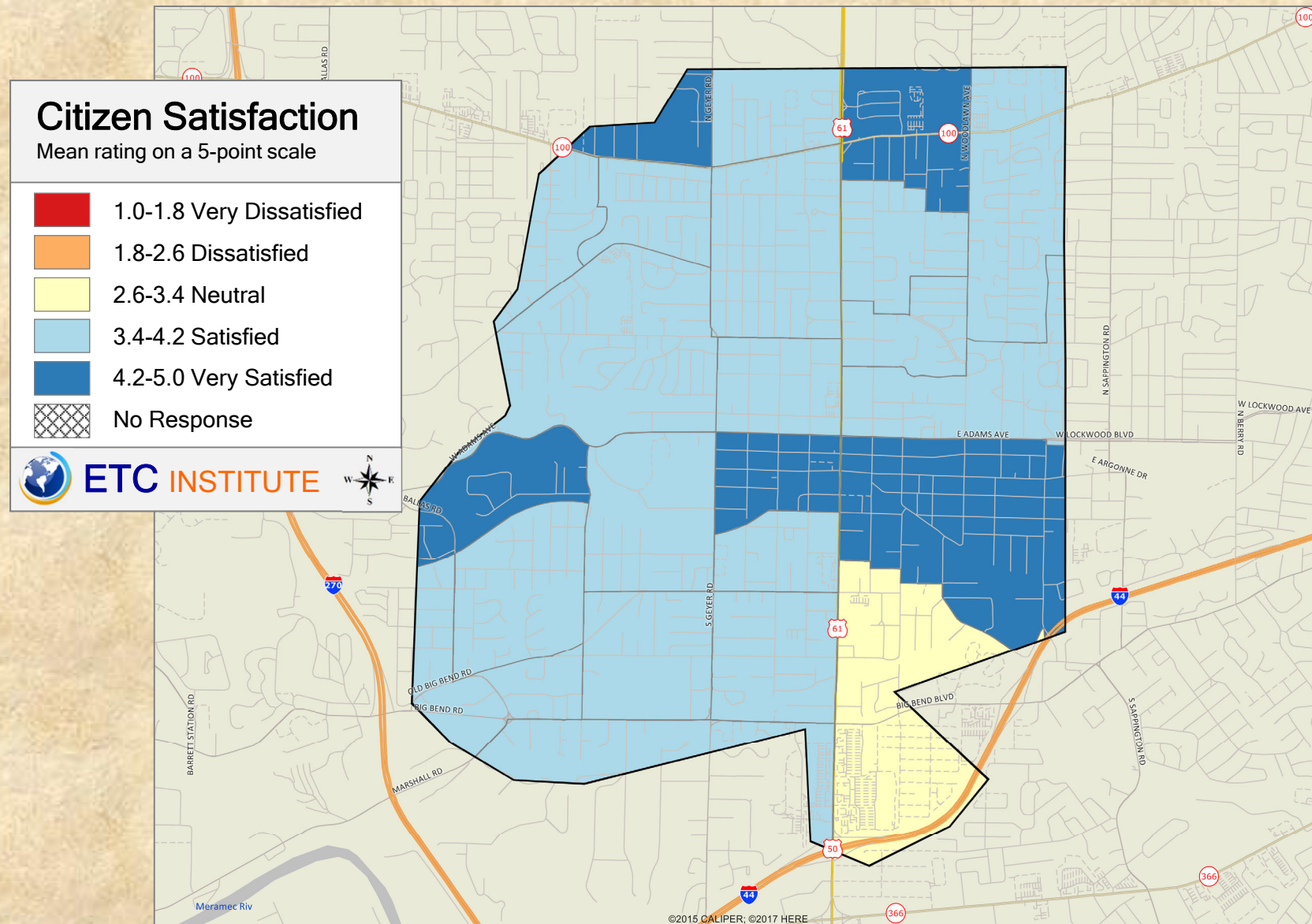
## Q17a-03 Level of Satisfaction with: How quickly Kirkwood Electric responds to service outages



## 2018 City of Kirkwood Community Survey

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## Q17a-04 Level of Satisfaction with: Value received for cost of electric services provided

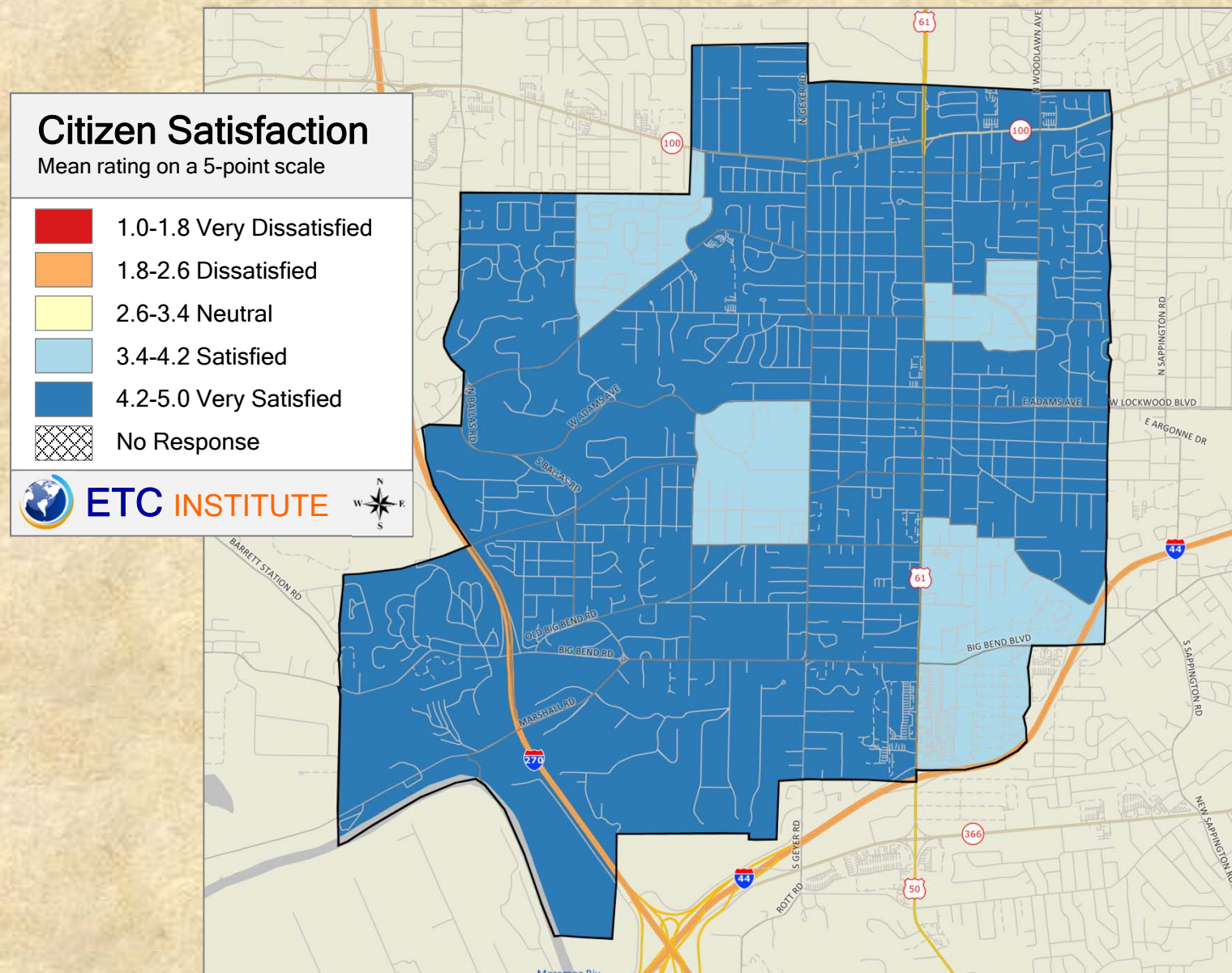


### 2018 City of Kirkwood Community Survey

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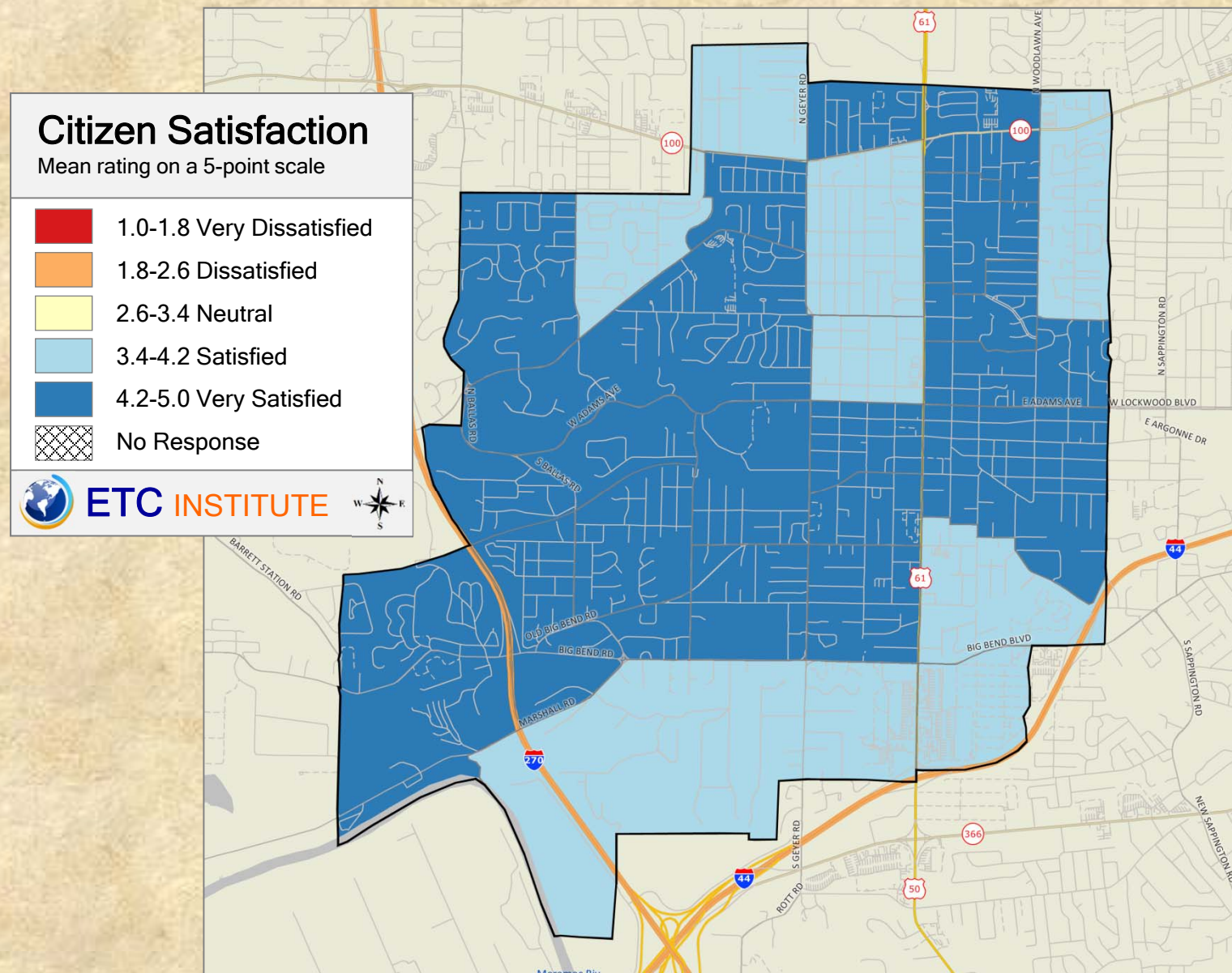
## Q18-01 Level of Satisfaction with: Maintenance of City Parks



### 2018 City of Kirkwood Community Survey

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

## Q18-02 Level of Satisfaction with: Quality of outdoor athletic fields

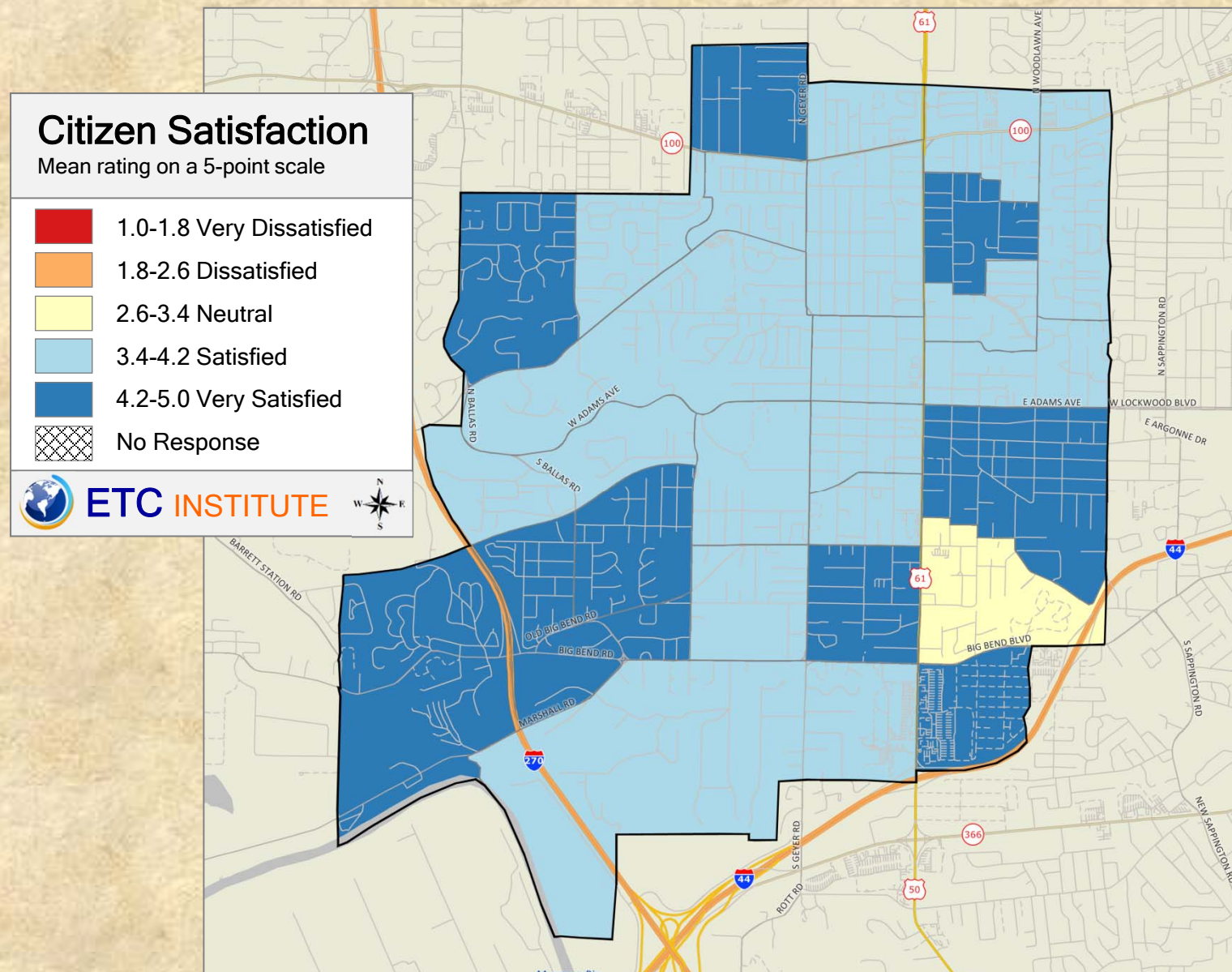


### 2018 City of Kirkwood Community Survey

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



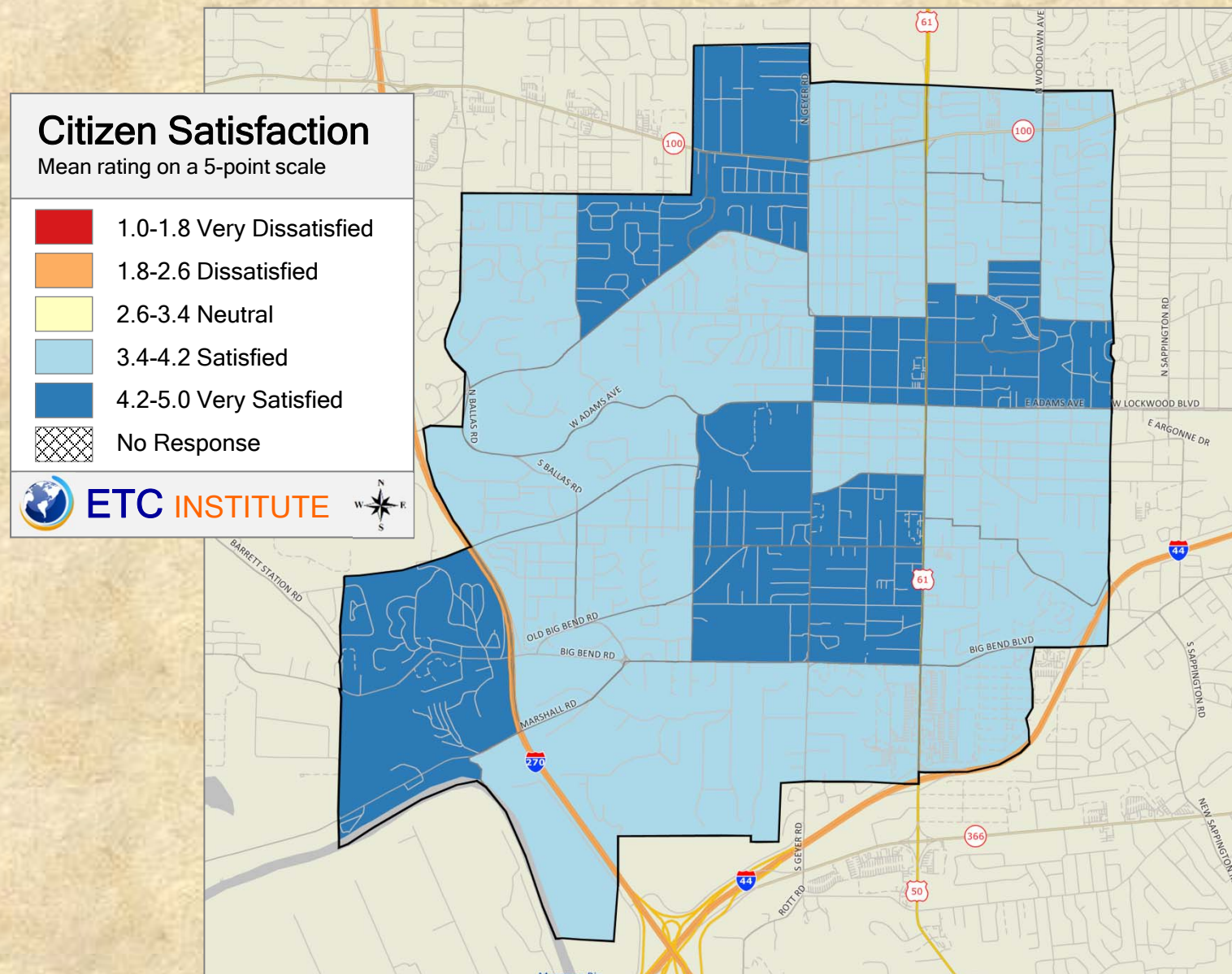
## Q18-03 Level of Satisfaction with: Quality of the City's outdoor aquatic center



### 2018 City of Kirkwood Community Survey

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

## Q18-04 Level of Satisfaction with: Quality of the City's indoor ice rink

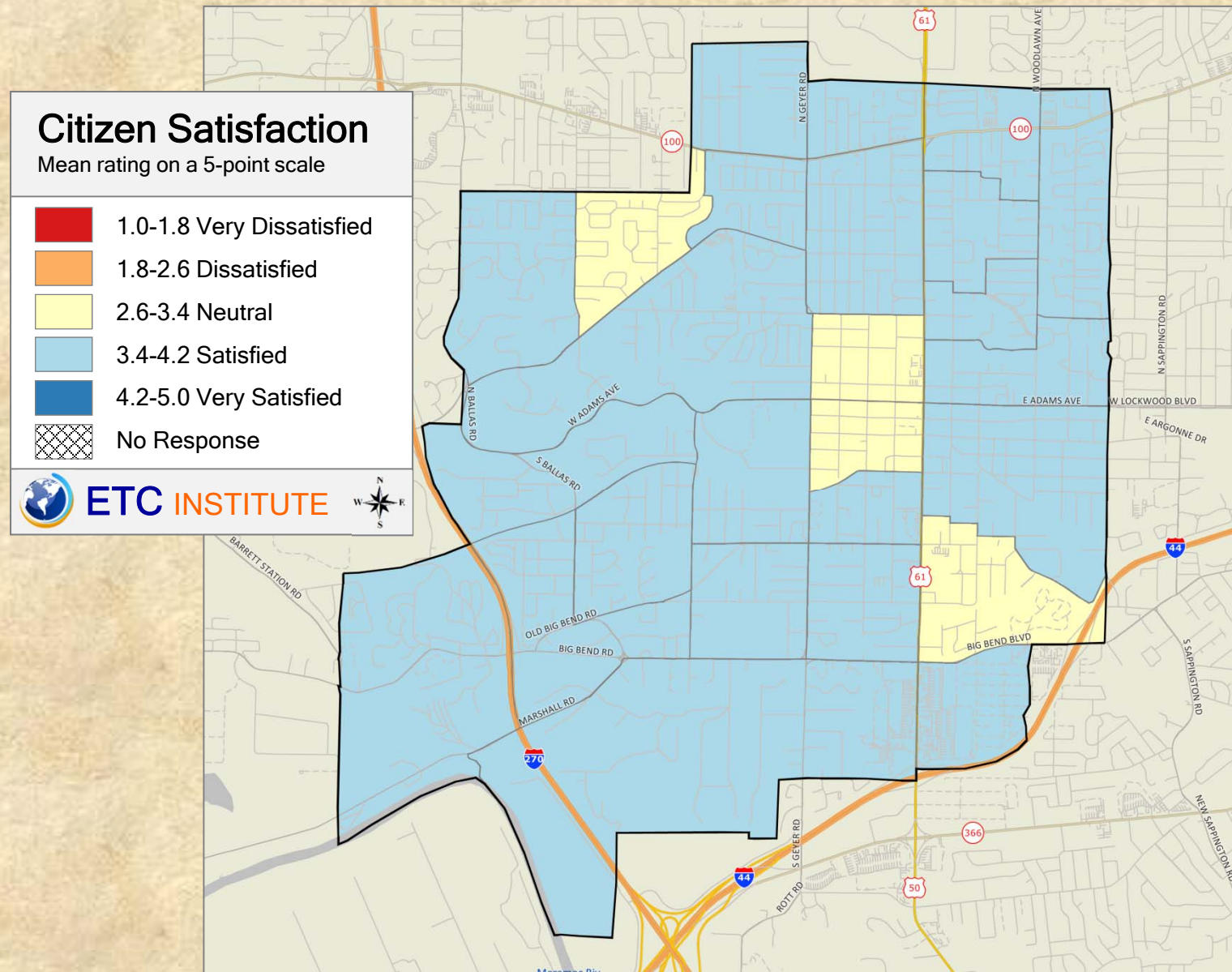


### 2018 City of Kirkwood Community Survey

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



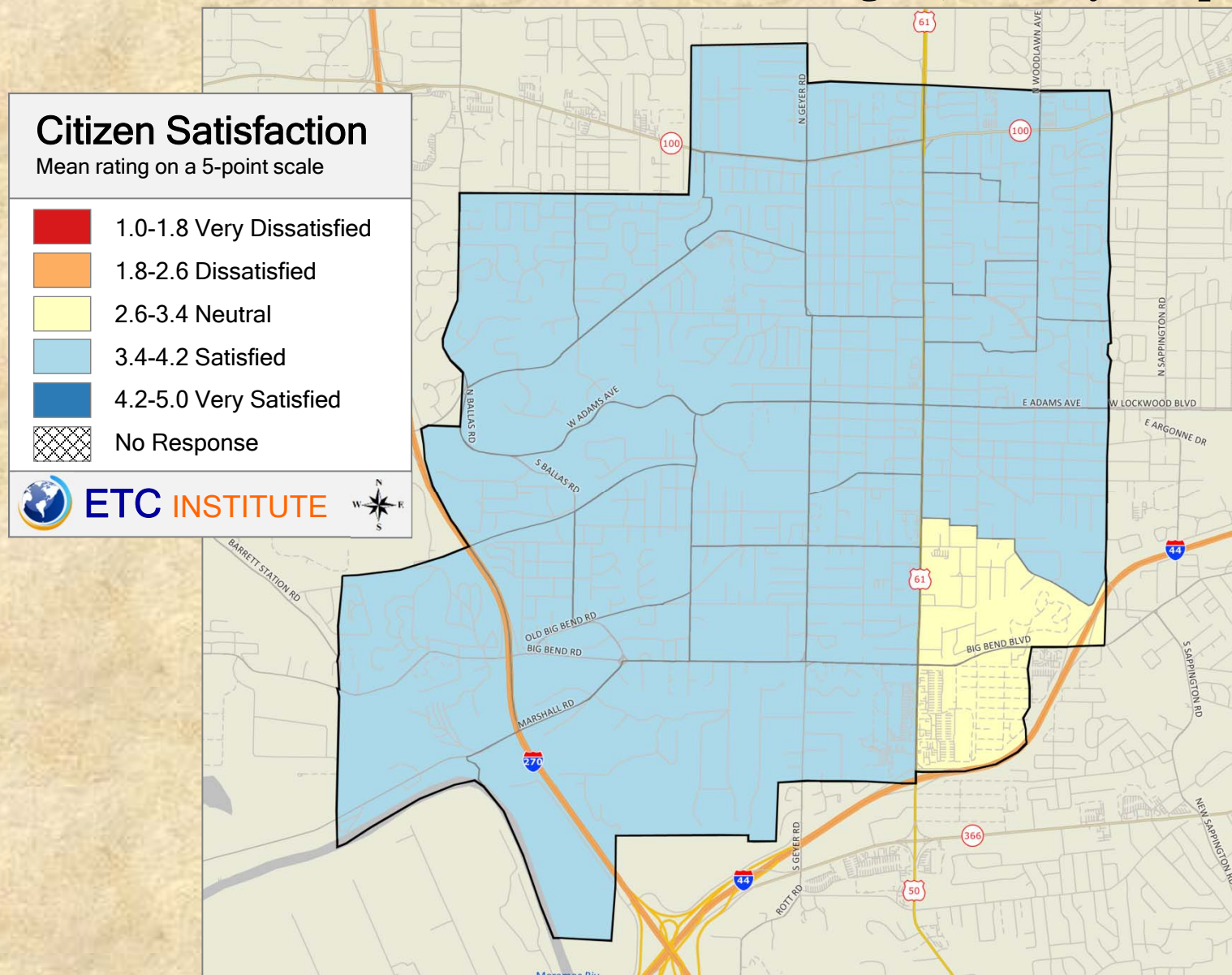
## Q18-05 Level of Satisfaction with: Quality and condition of community center facilities



## 2018 City of Kirkwood Community Survey

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

## Q18-06 Level of Satisfaction with: City recreation programs such as classes, senior activities, athletic leagues, and day camps

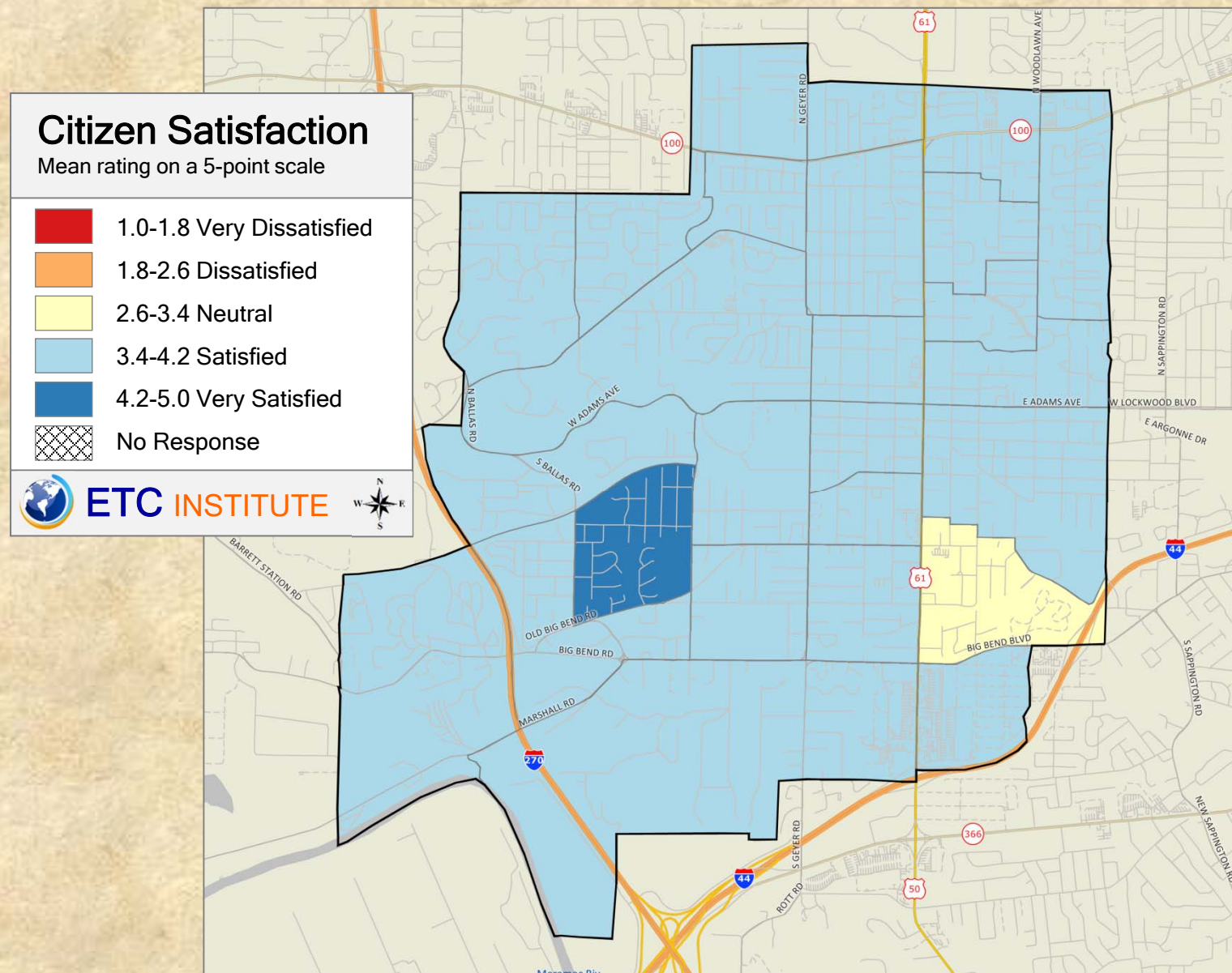


### 2018 City of Kirkwood Community Survey

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



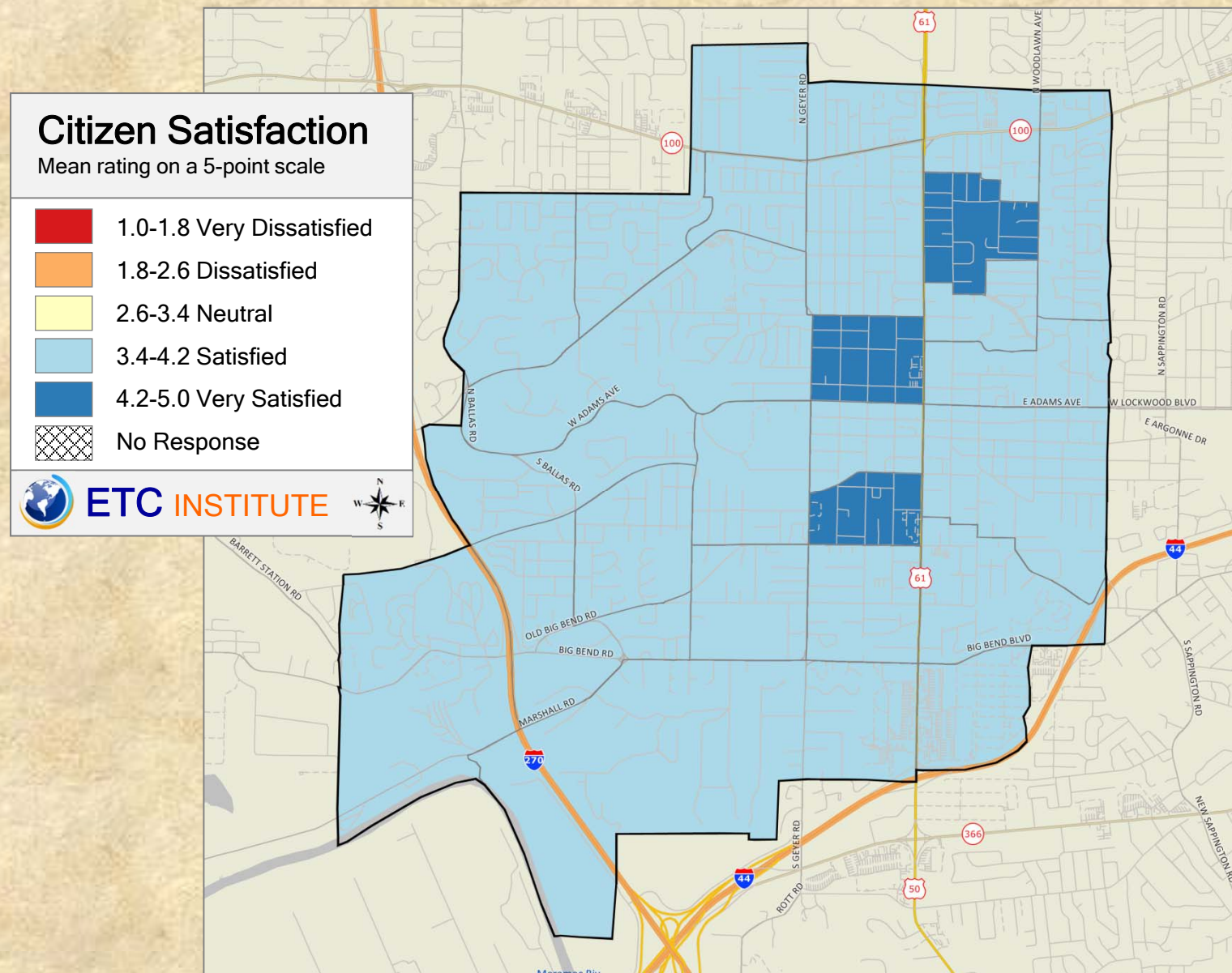
## Q18-07 Level of Satisfaction with: Fees charged for recreation services



### 2018 City of Kirkwood Community Survey

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

## Q18-08 Level of Satisfaction with: Ease of registering for programs

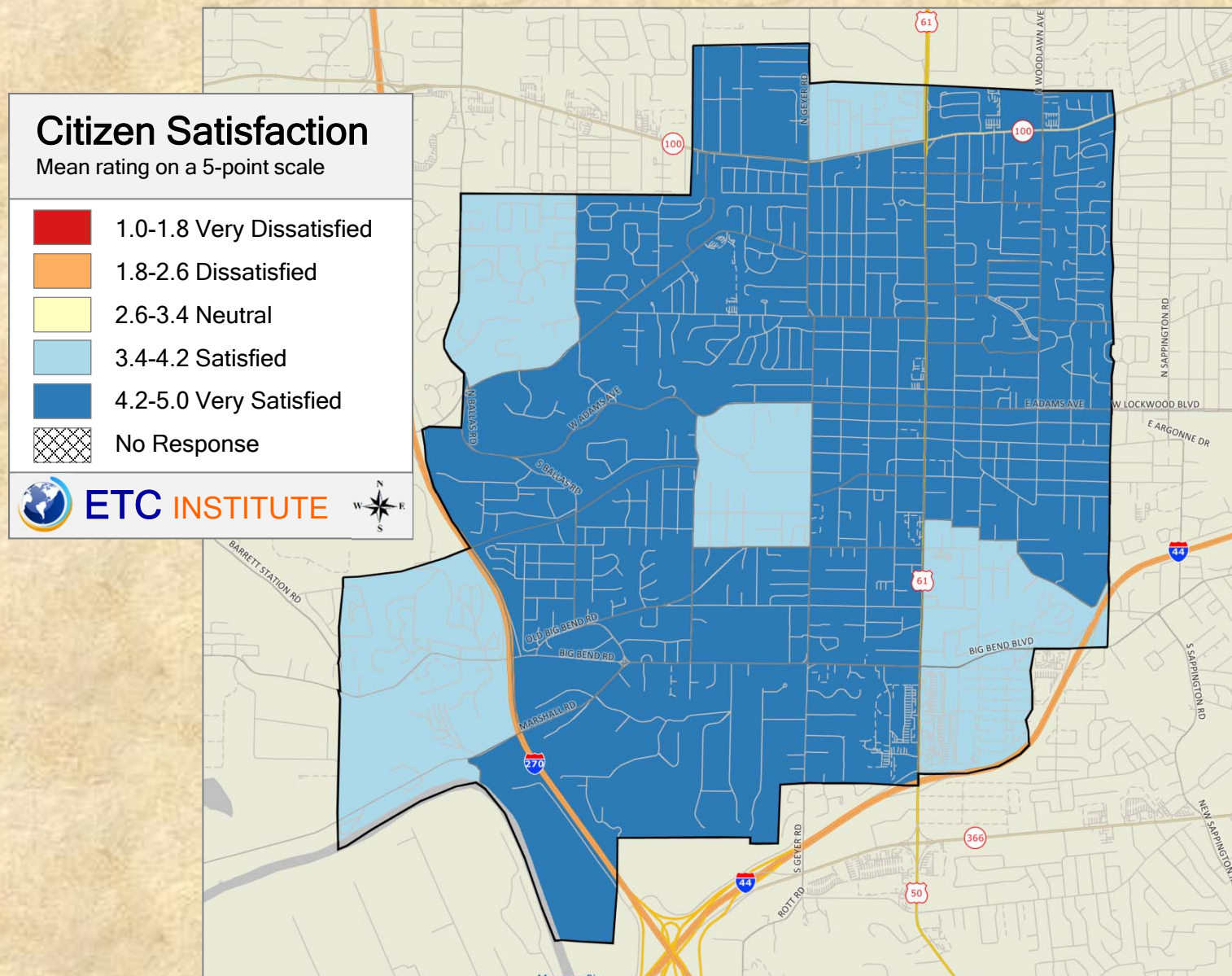


### 2018 City of Kirkwood Community Survey

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



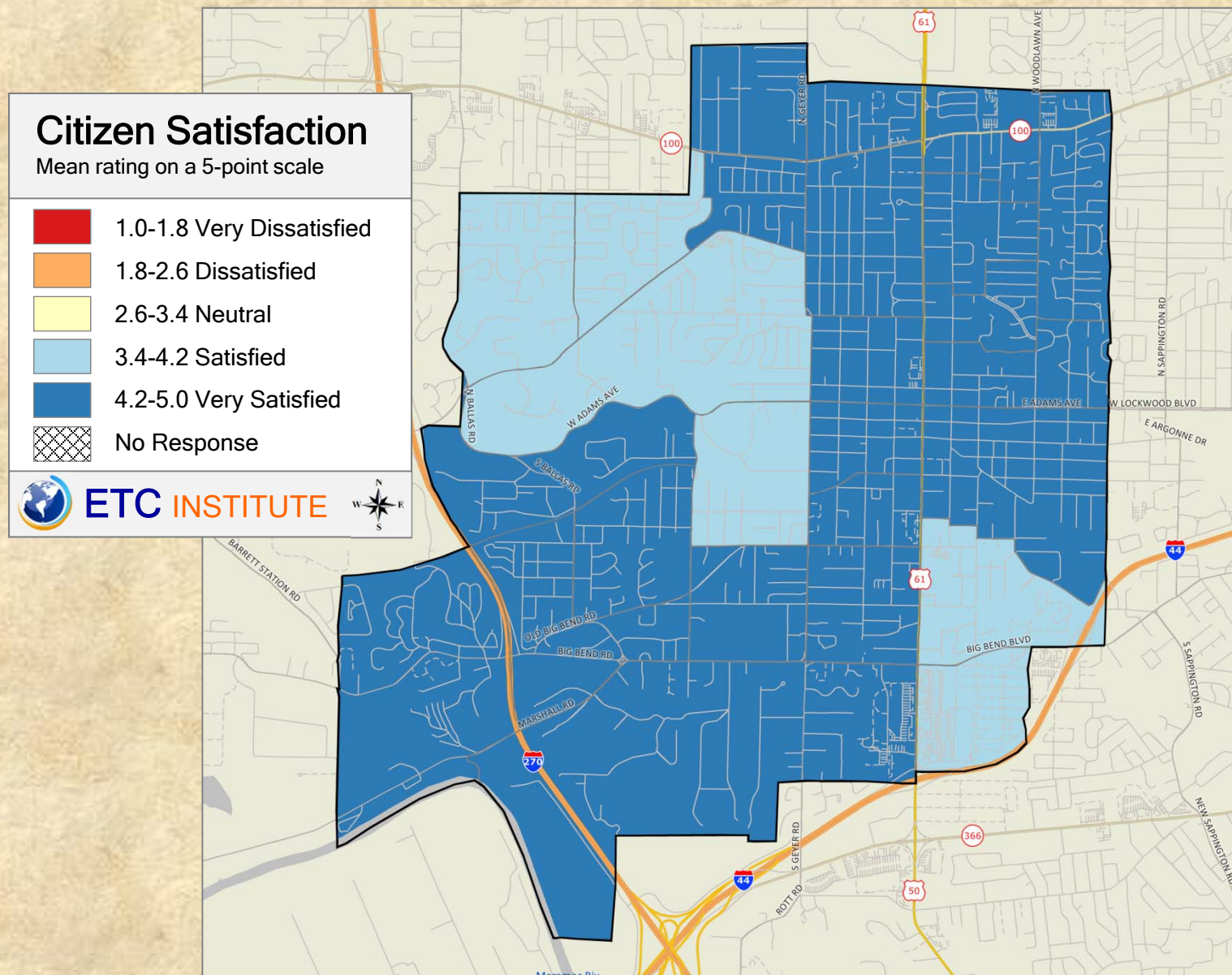
## Q20-01 Level of Satisfaction with: How easy your bill is to understand



### 2018 City of Kirkwood Community Survey

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

## Q20-02 Level of Satisfaction with: The accuracy of your bill

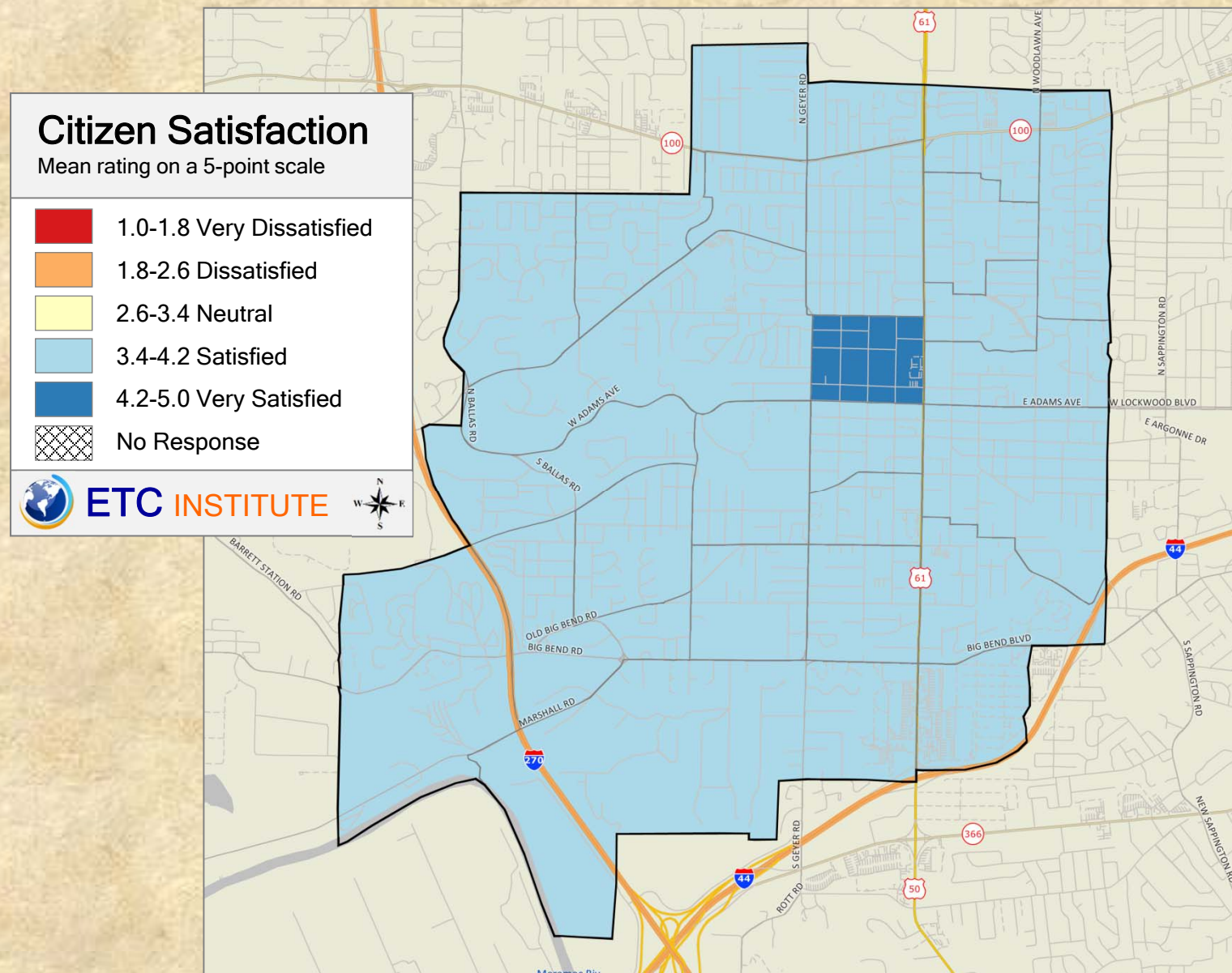


### 2018 City of Kirkwood Community Survey

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



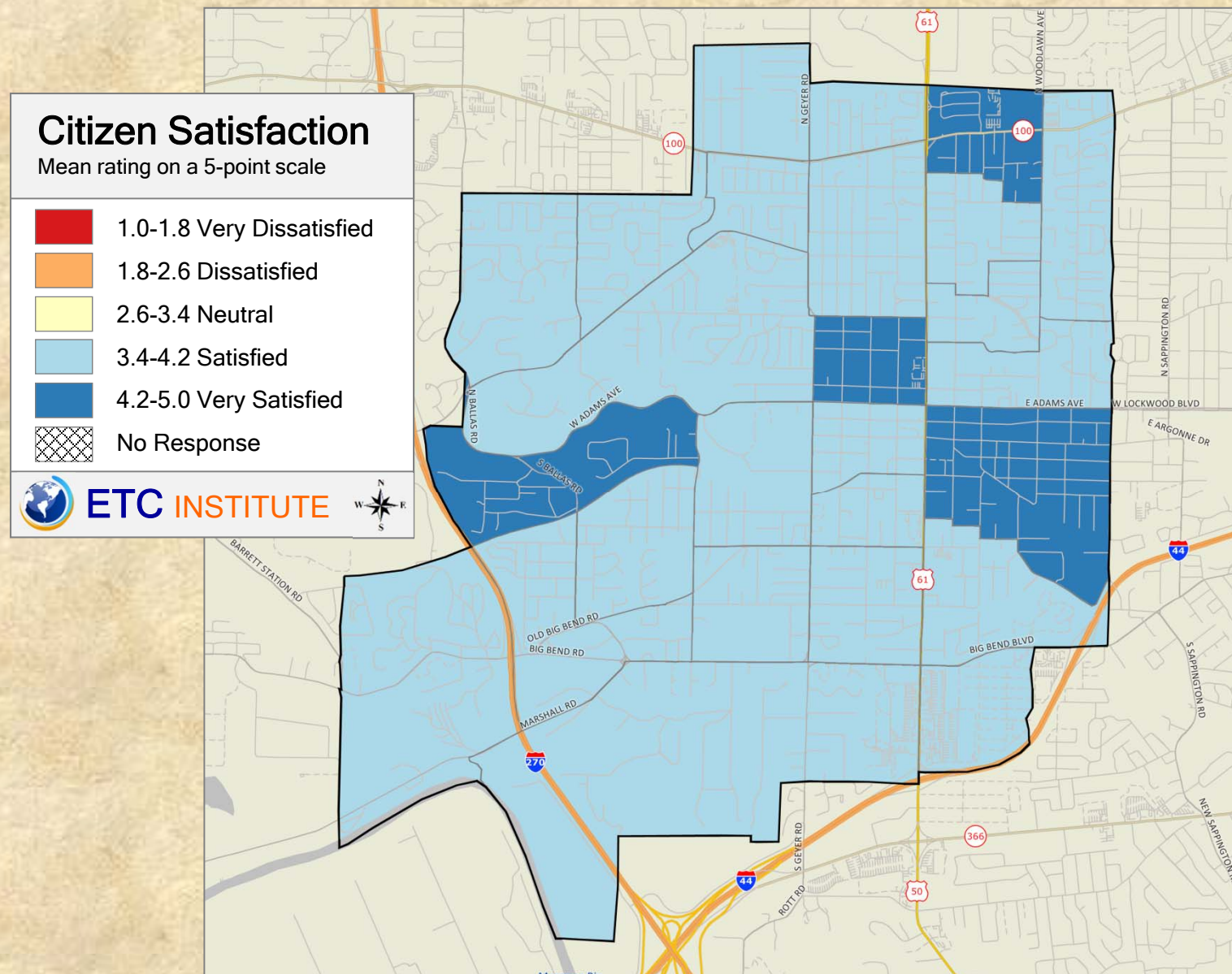
## Q20-03 Level of Satisfaction with: How easy it is to resolve billing problems



### 2018 City of Kirkwood Community Survey

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

## Q20-04 Level of Satisfaction with: Hours that customer service is available

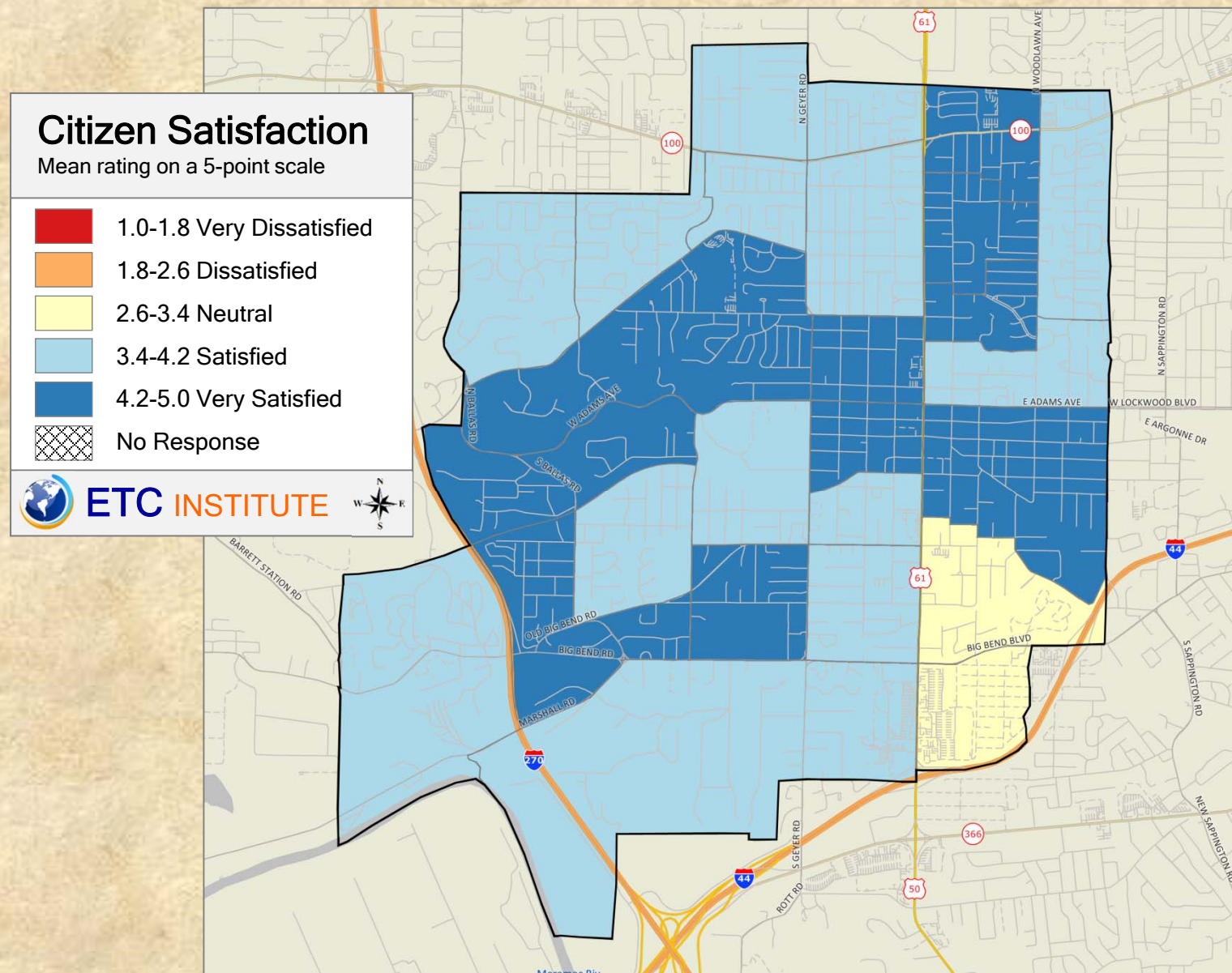


### 2018 City of Kirkwood Community Survey

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



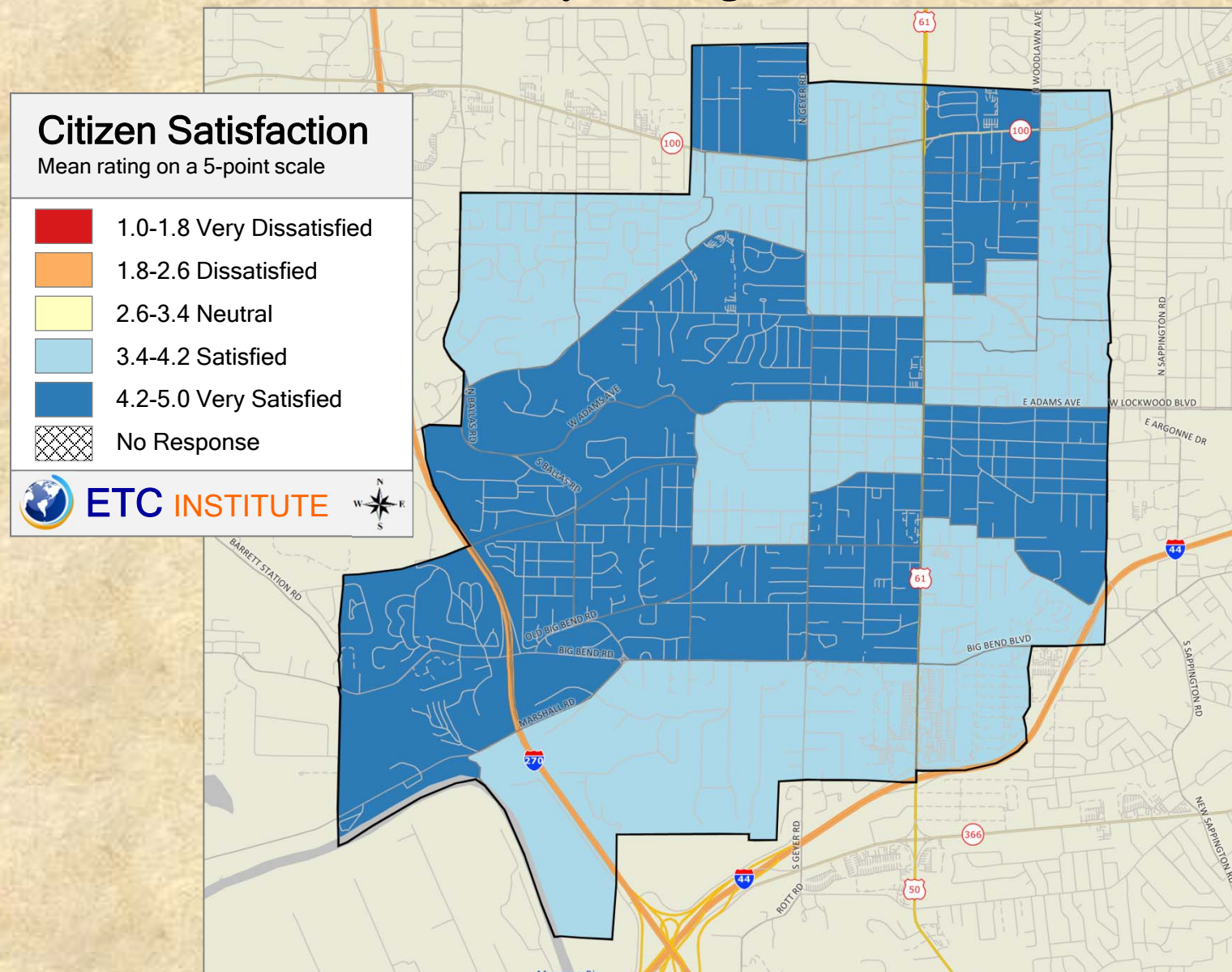
## Q20-05 Level of Satisfaction with: Ease of online payment



### 2018 City of Kirkwood Community Survey

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

## Q20-06 Level of Satisfaction with: Overall quality of the City's billing customer service

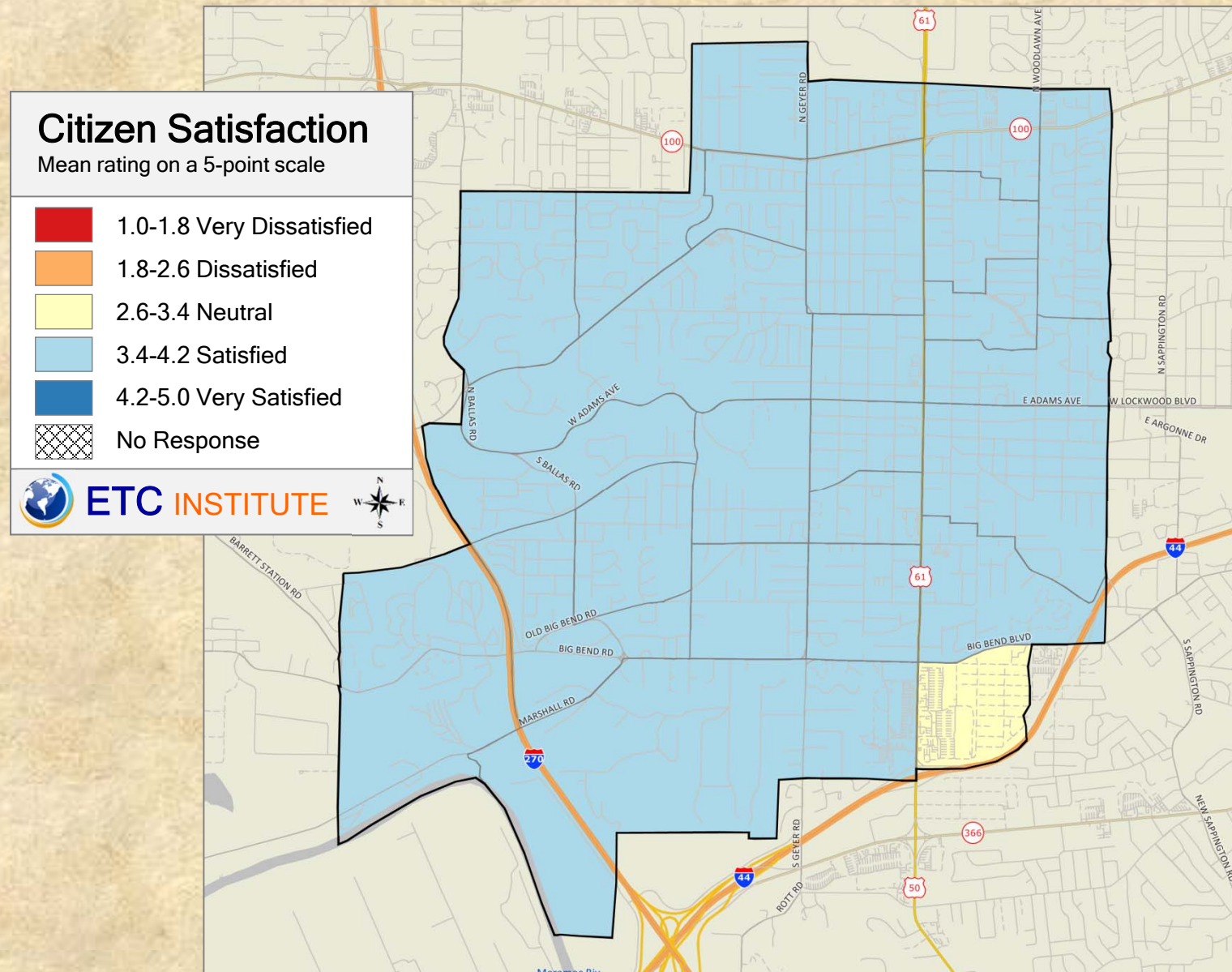


## 2018 City of Kirkwood Community Survey

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



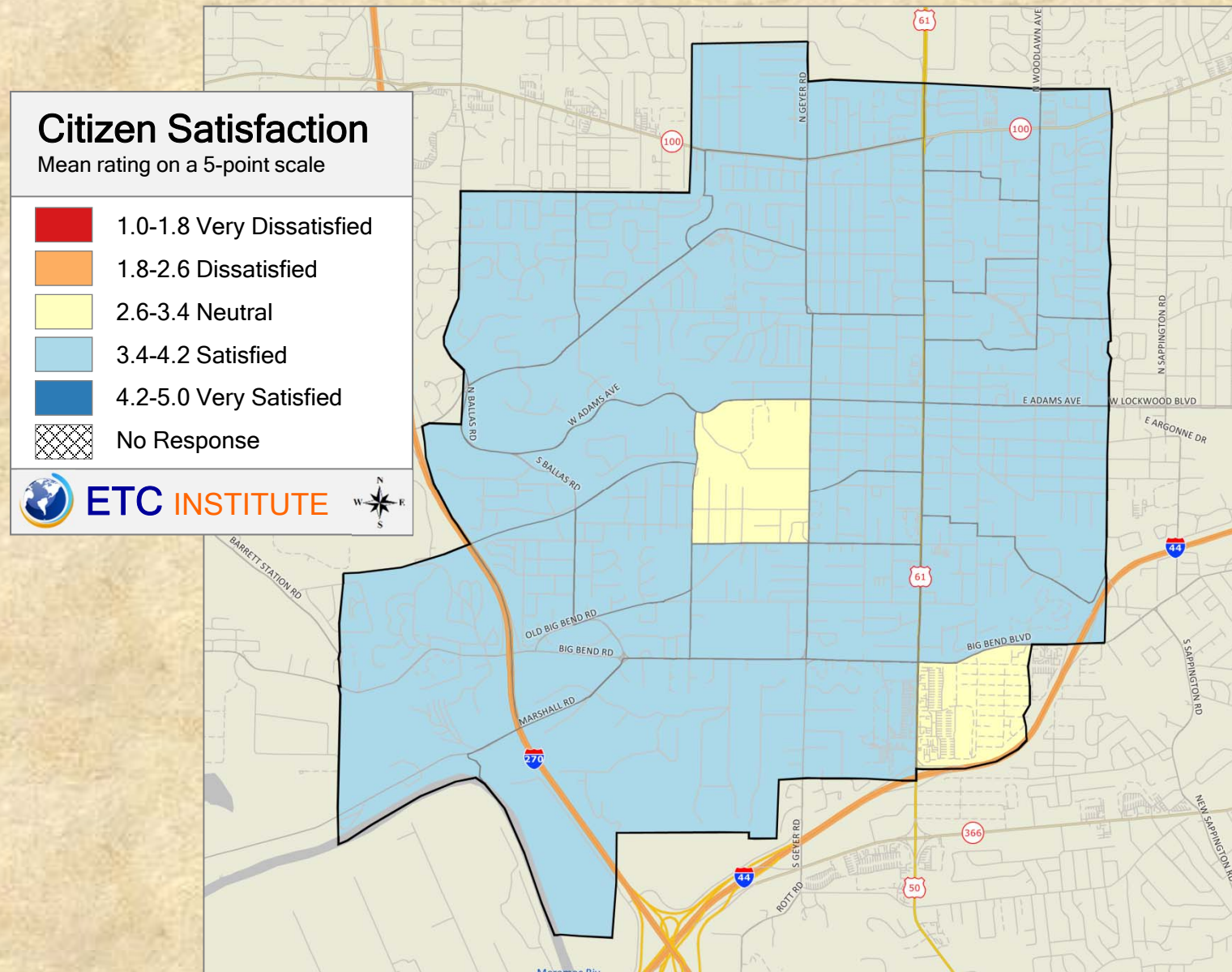
## Q22-01 Level of Satisfaction with: The availability of information about City programs and services



## 2018 City of Kirkwood Community Survey

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

## Q22-02 Level of Satisfaction with: City efforts to keep you informed about local issues

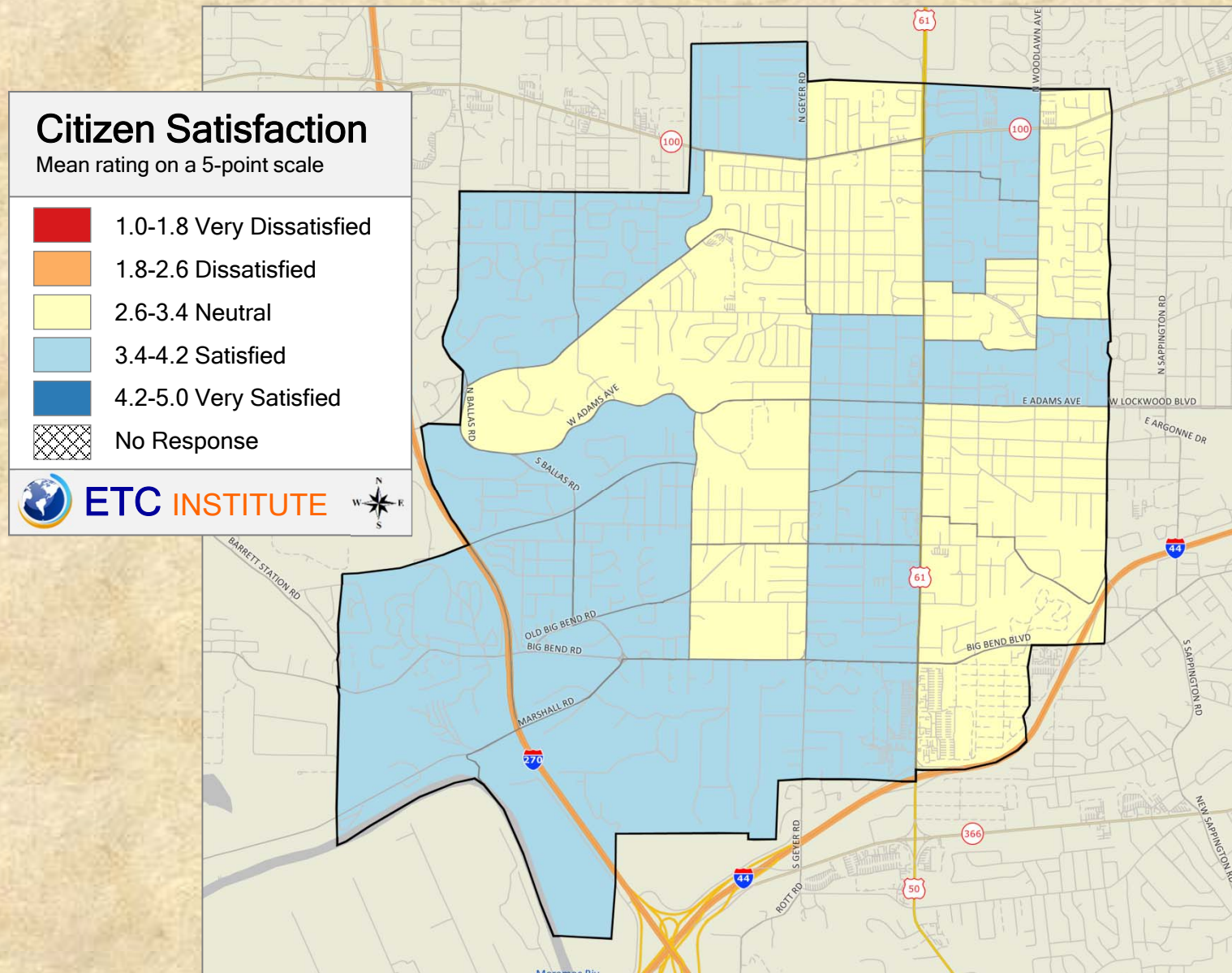


## 2018 City of Kirkwood Community Survey

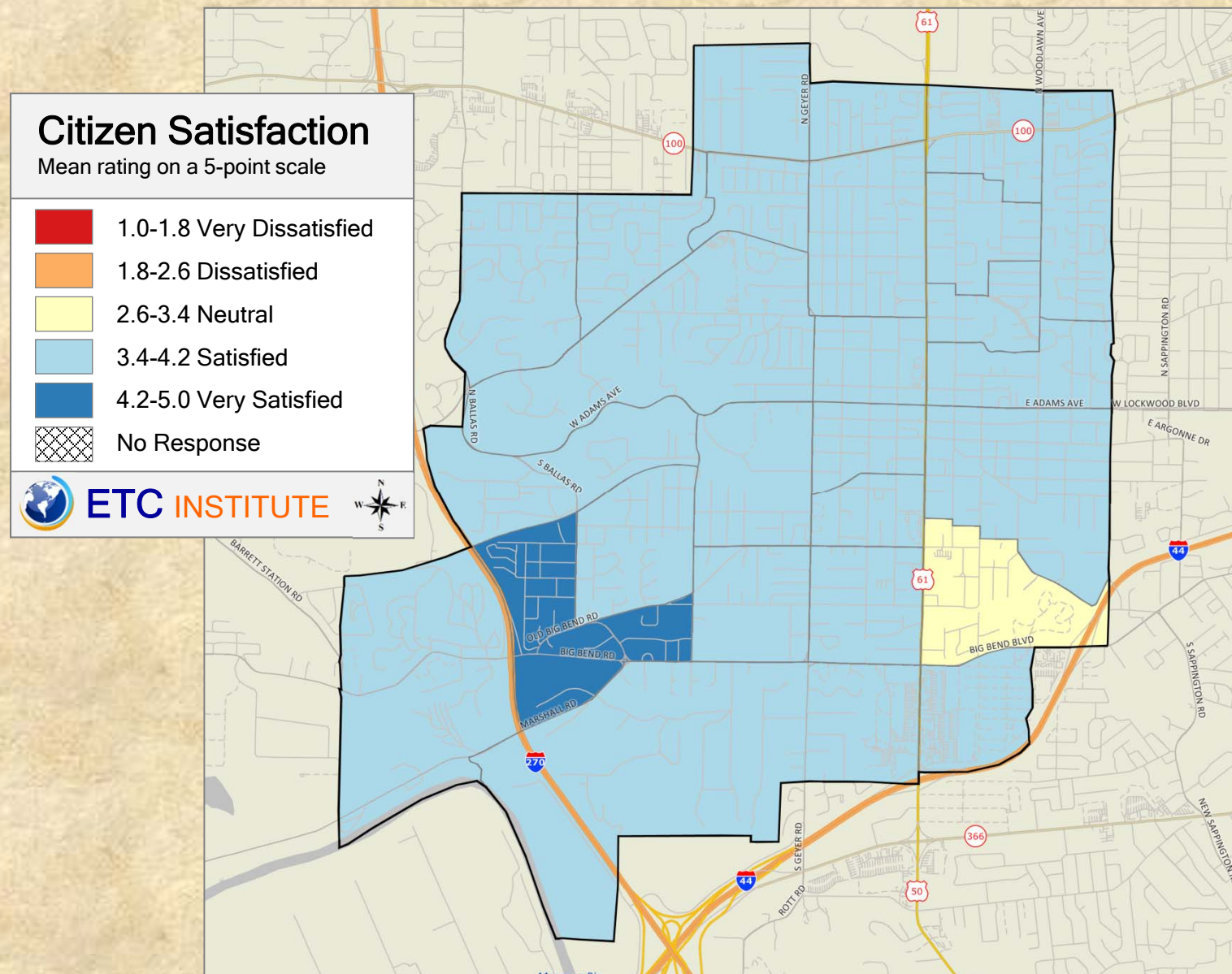
Shading reflects the mean rating for all respondents by CBG (merged as needed)



## Q22-03 Level of Satisfaction with: The level of public involvement in local decision making



## Q22-04 Level of Satisfaction with: The quality of the City's website

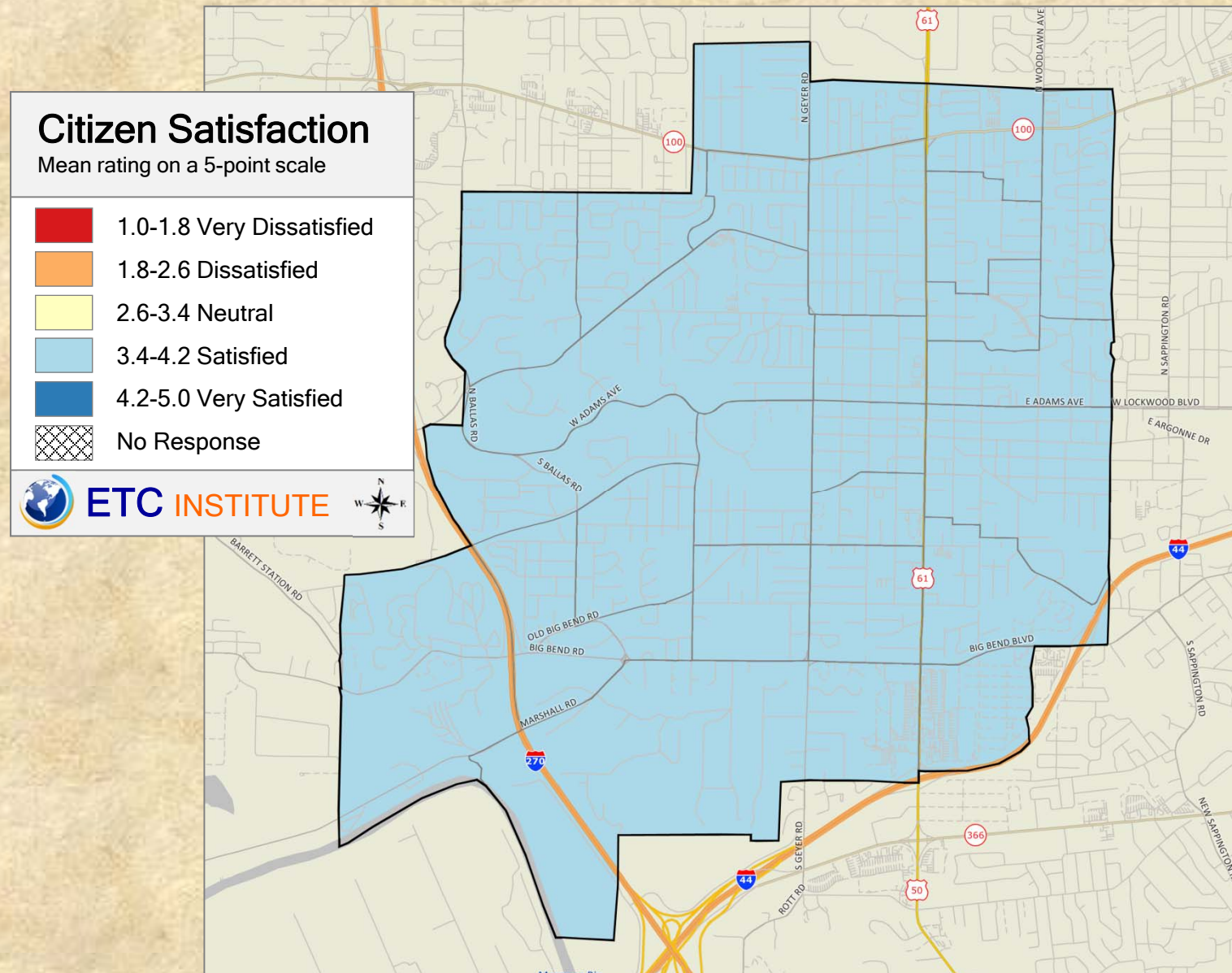


### 2018 City of Kirkwood Community Survey

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



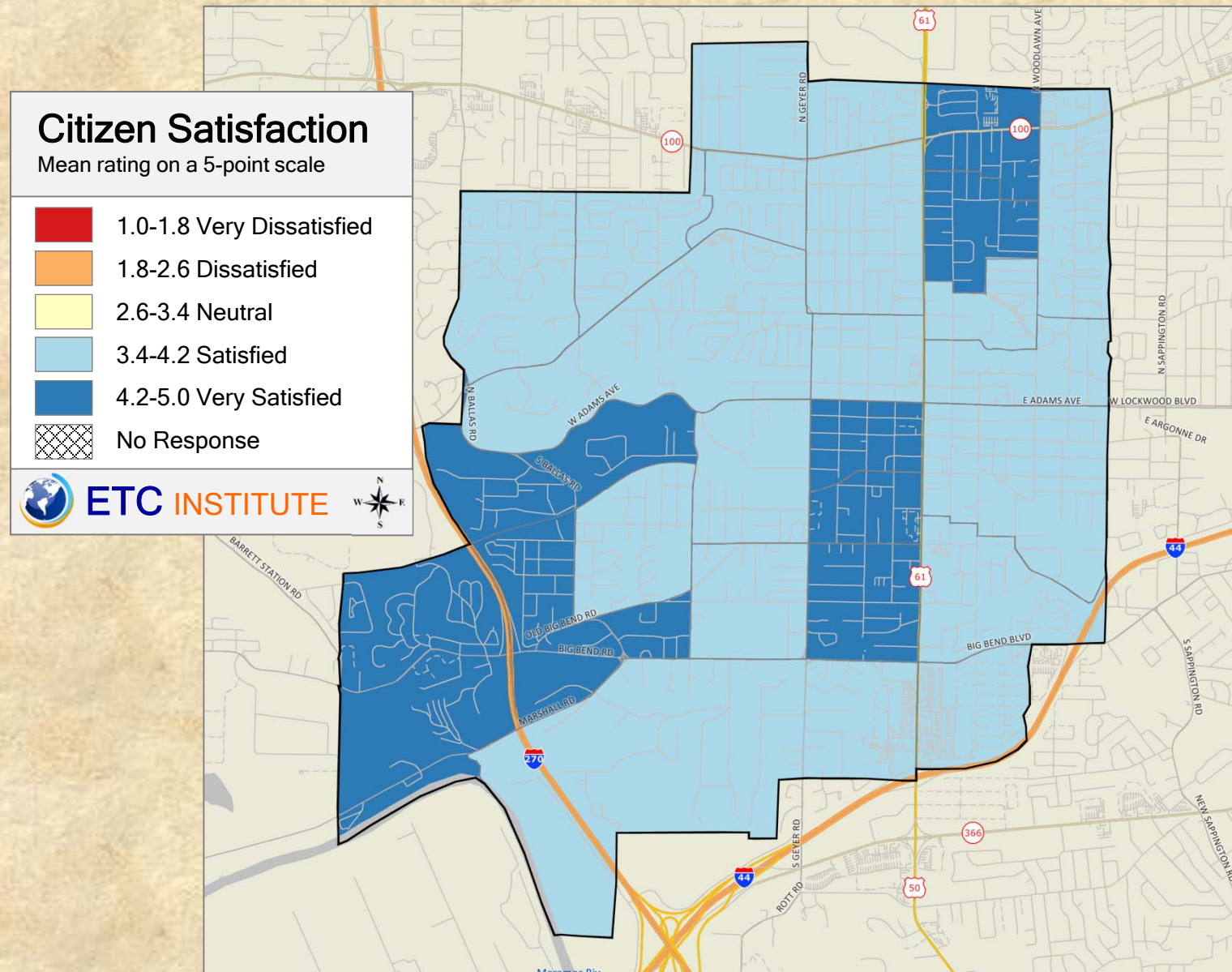
## Q22-05 Level of Satisfaction with: The quality of the City's citizen newsletter, "Eye on Kirkwood"



## 2018 City of Kirkwood Community Survey

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

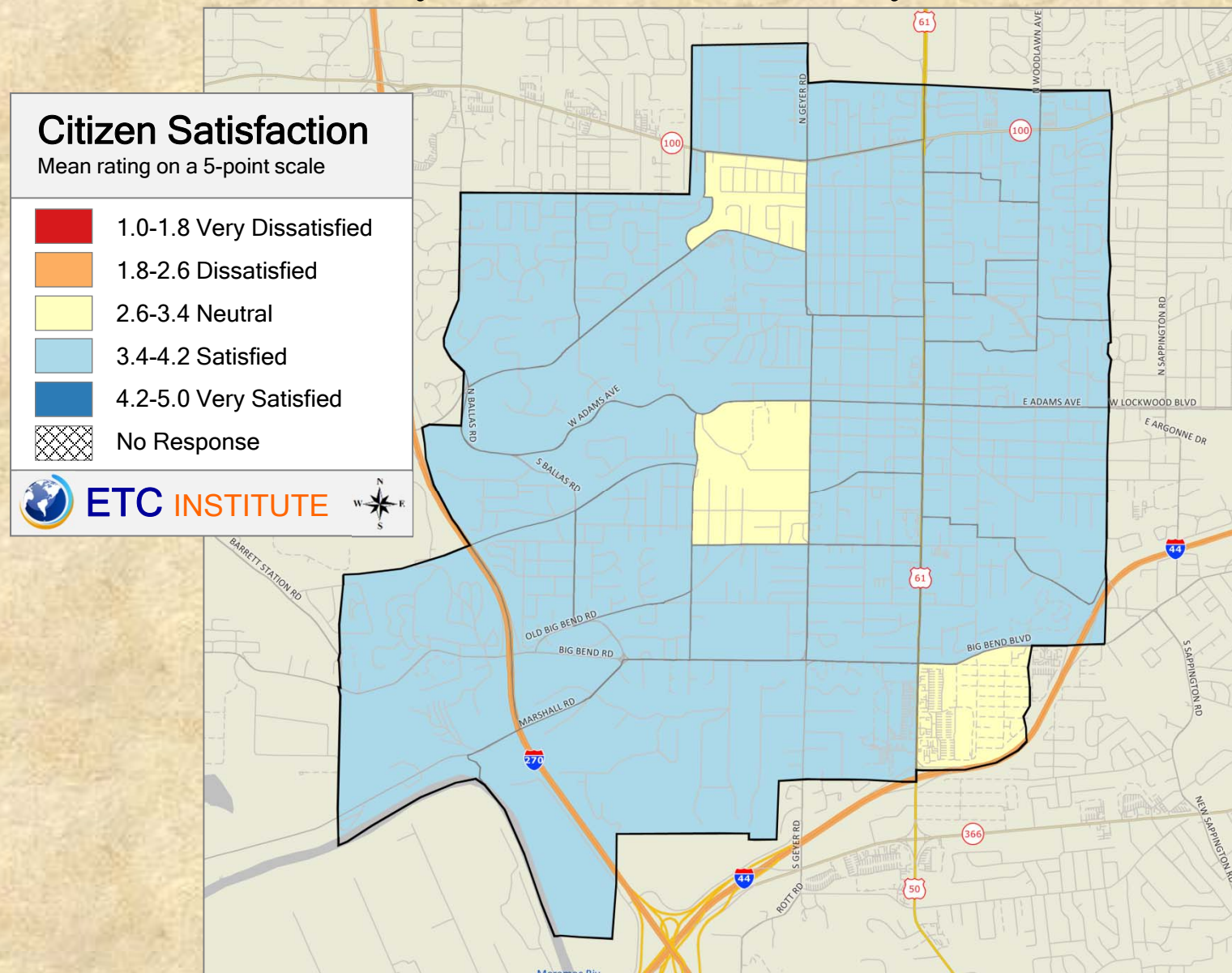
## Q22-06 Level of Satisfaction with: The quality of the City's Parks and Recreation program guide



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



## Q22-07 Level of Satisfaction with: How well the City's communications meet your needs



## 2018 City of Kirkwood Community Survey

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