

City of Kirkwood Community Survey

GIS Maps

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2018

Submitted to the City of Kirkwood, Missouri

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

October 2018



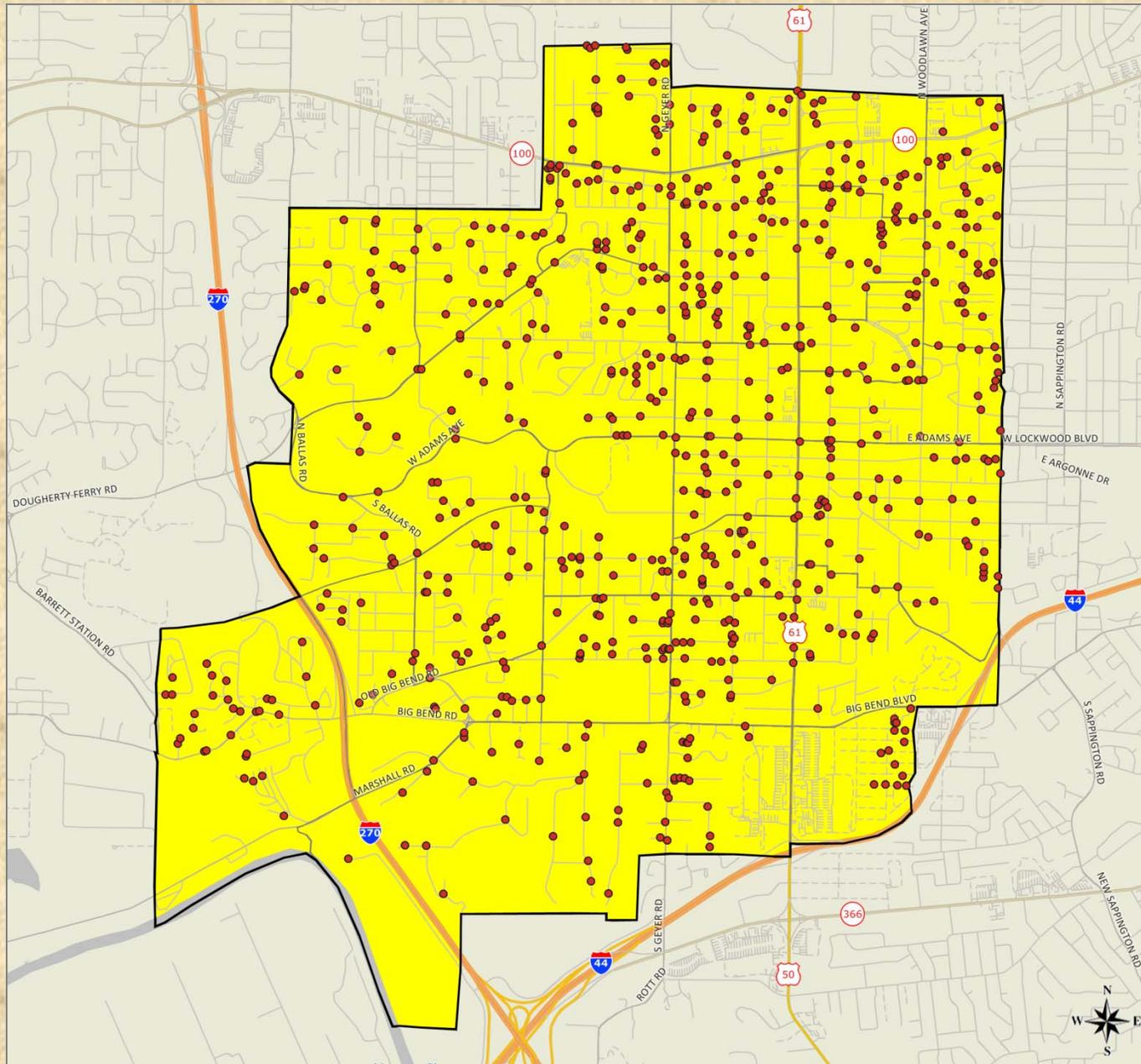
Interpreting GIS Maps Kirkwood, Missouri

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:

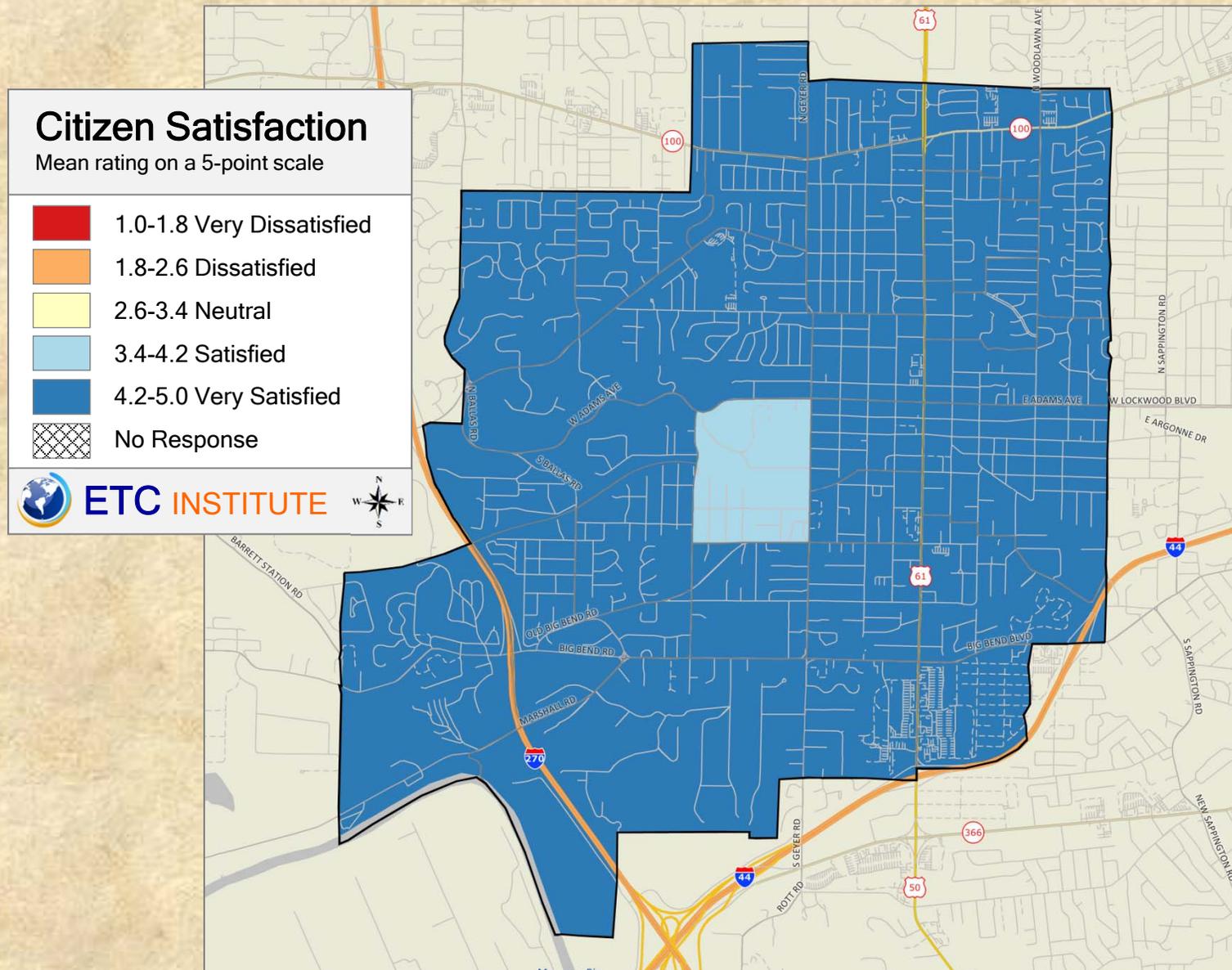
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the 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

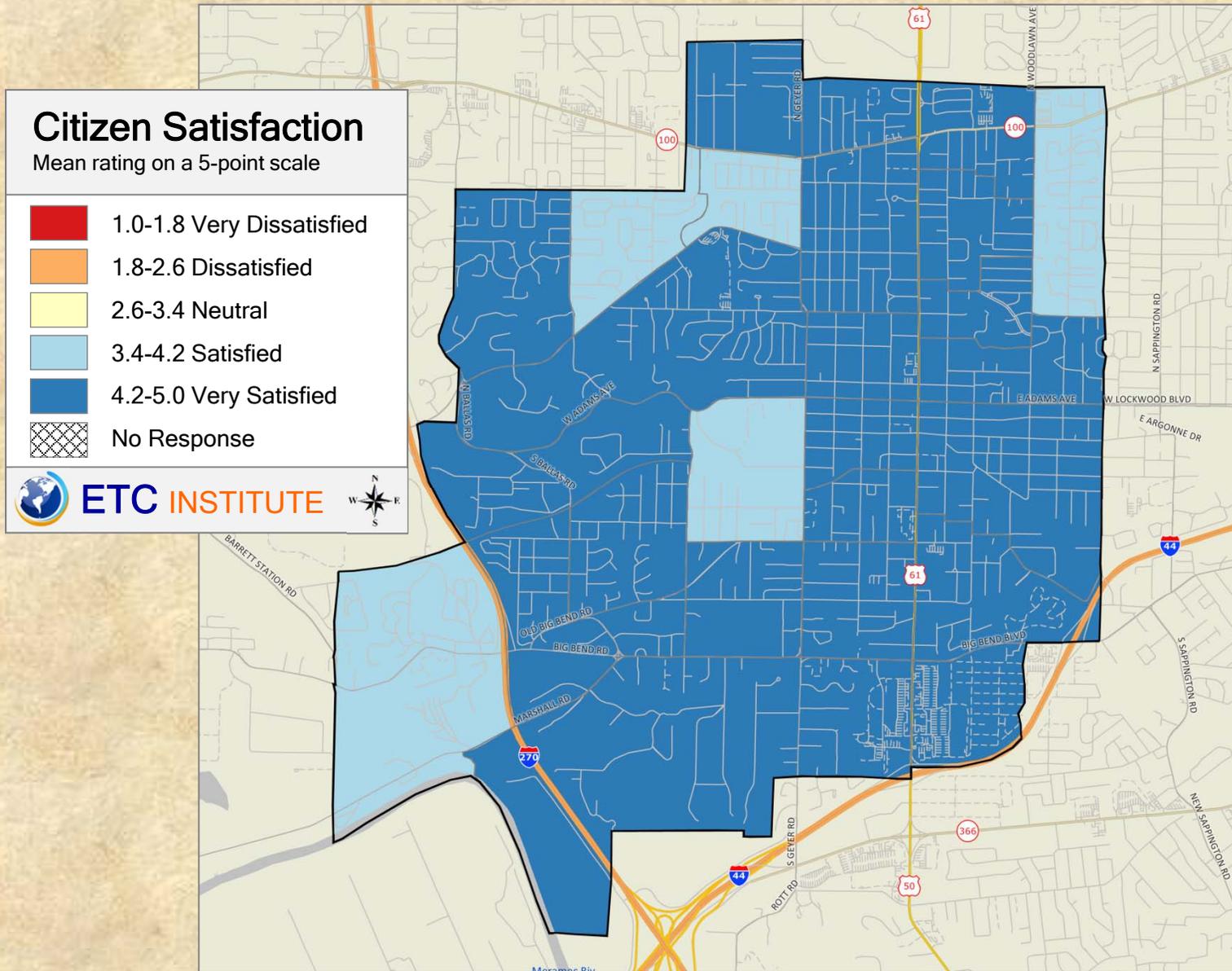
Q1-01 Level of Satisfaction with: Public safety services provided by the City



2018 City of Kirkwood Community Survey

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

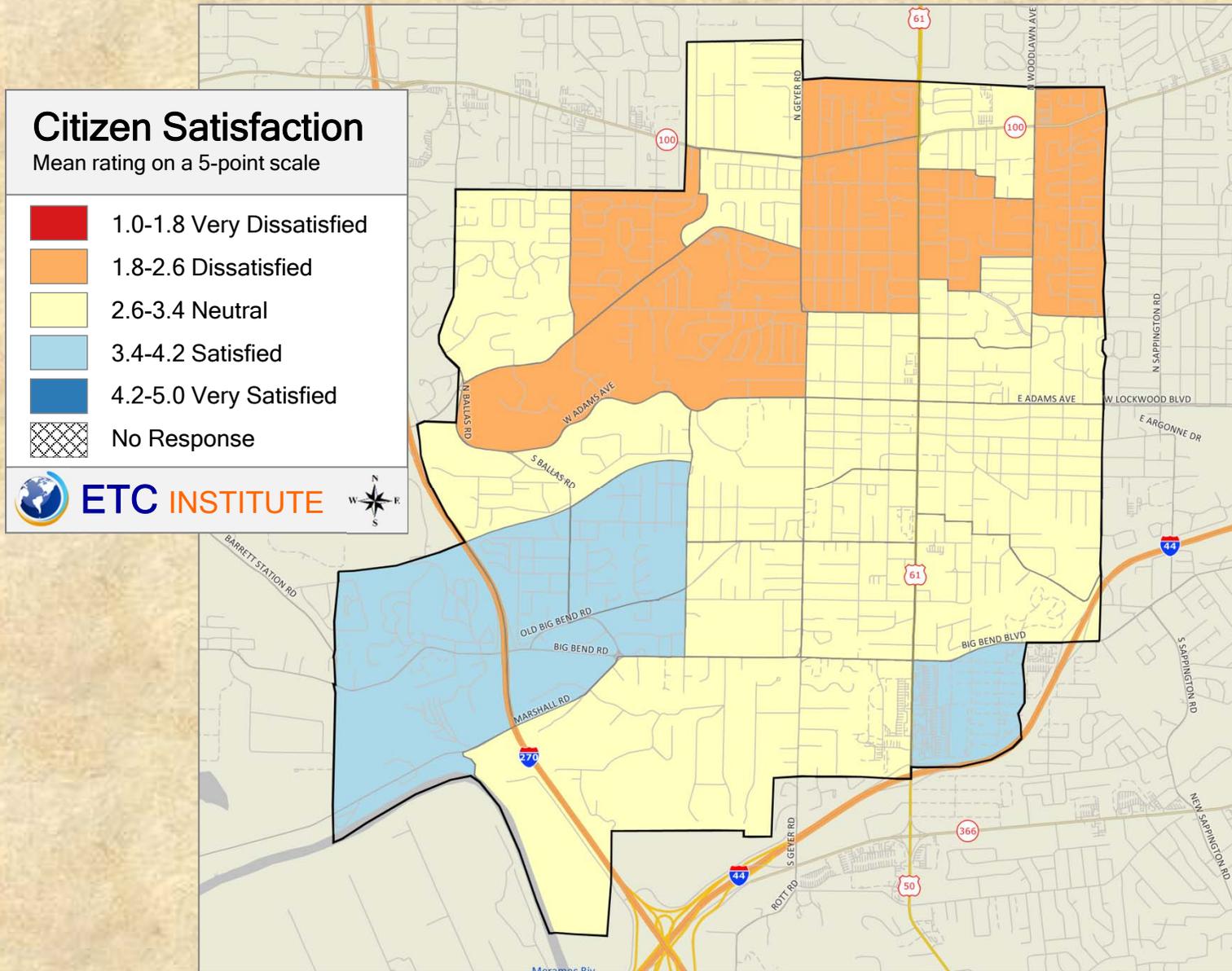
Q1-02 Level of Satisfaction with: Parks and Recreation programs and facilities provided by the City



2018 City of Kirkwood Community Survey

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

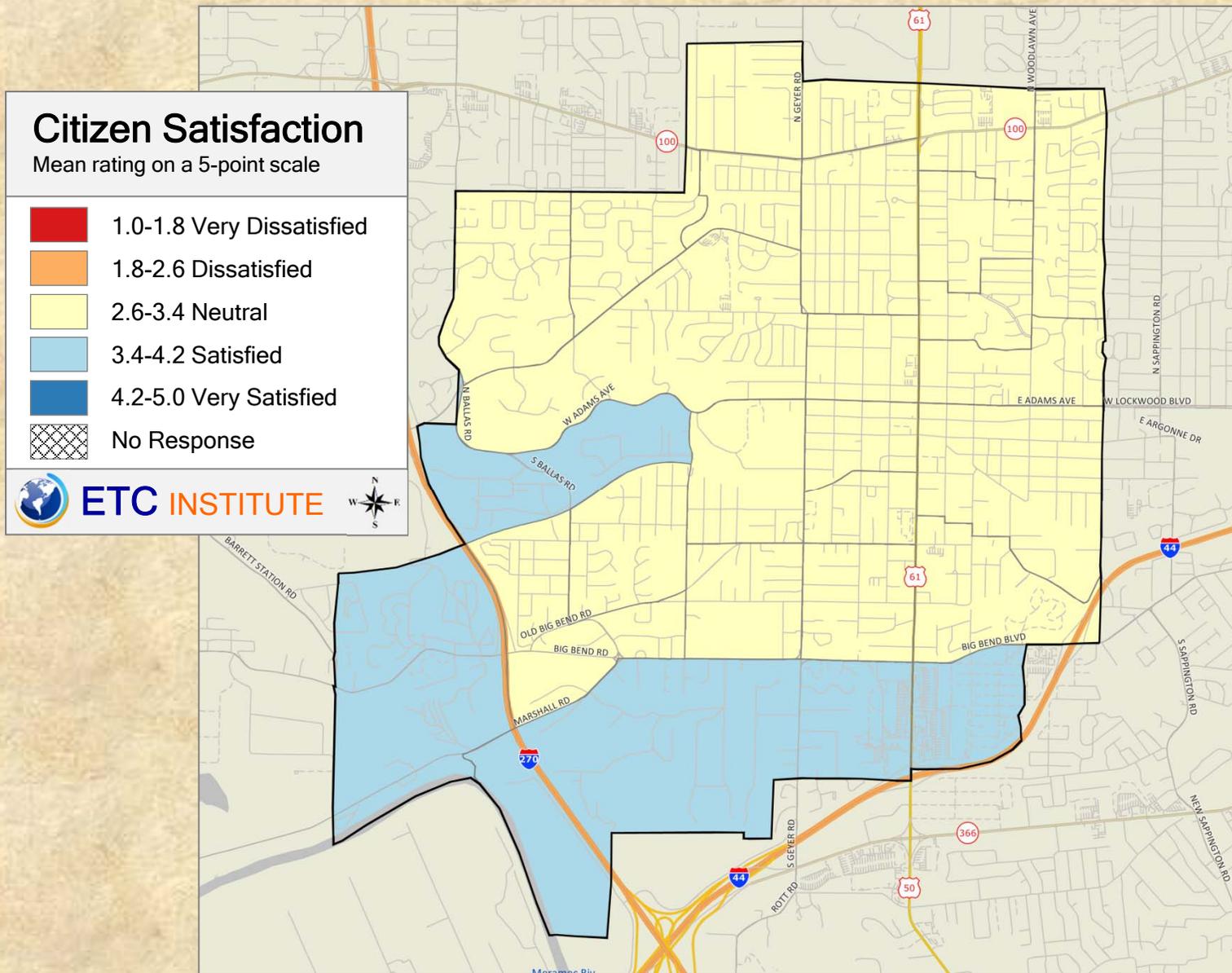
Q1-03 Level of Satisfaction with: Condition of City streets



2018 City of Kirkwood Community Survey

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

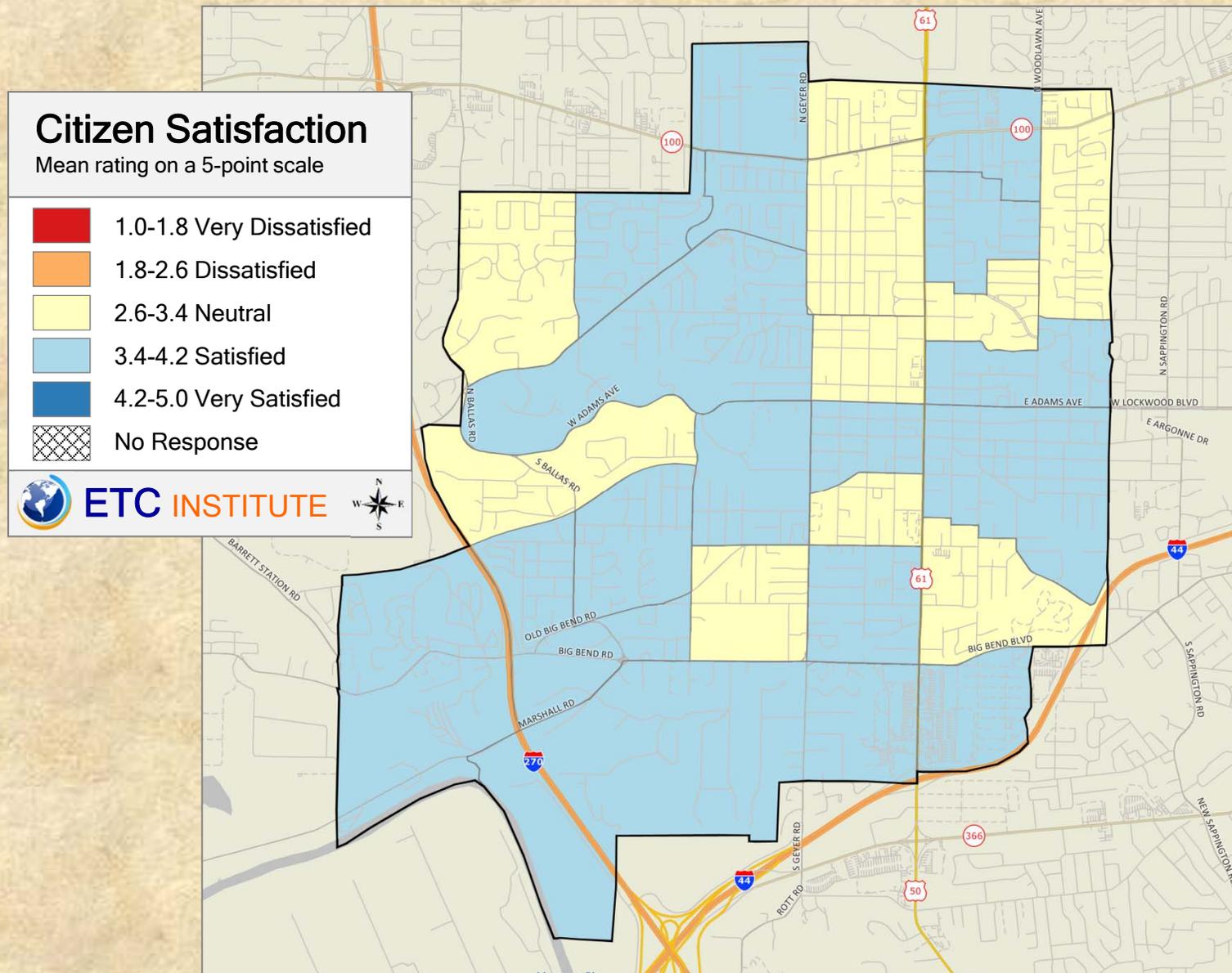
Q1-04 Level of Satisfaction with: Condition of City sidewalks



2018 City of Kirkwood Community Survey

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

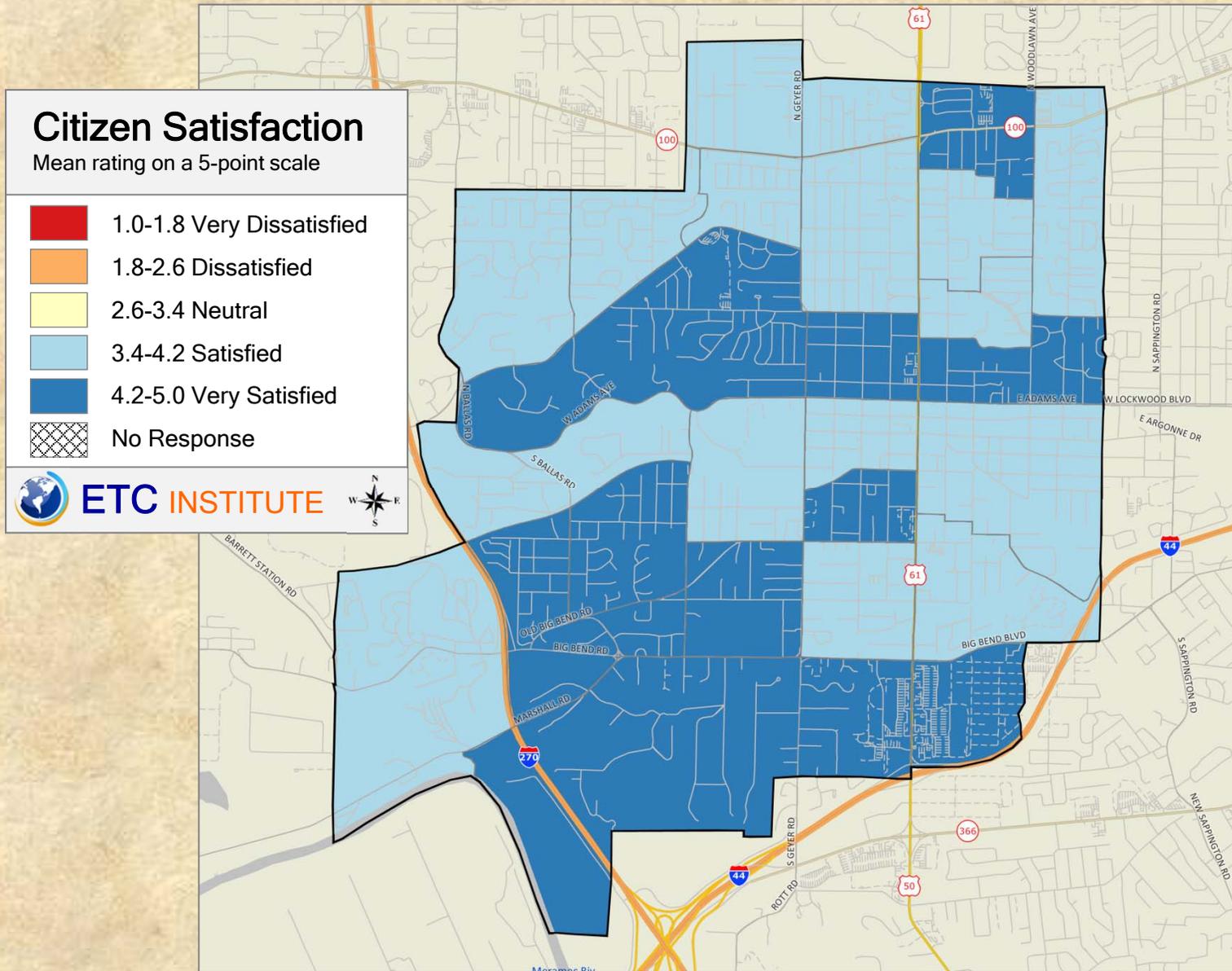
Q1-05 Level of Satisfaction with: Enforcement of City codes and ordinances



2018 City of Kirkwood Community Survey

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

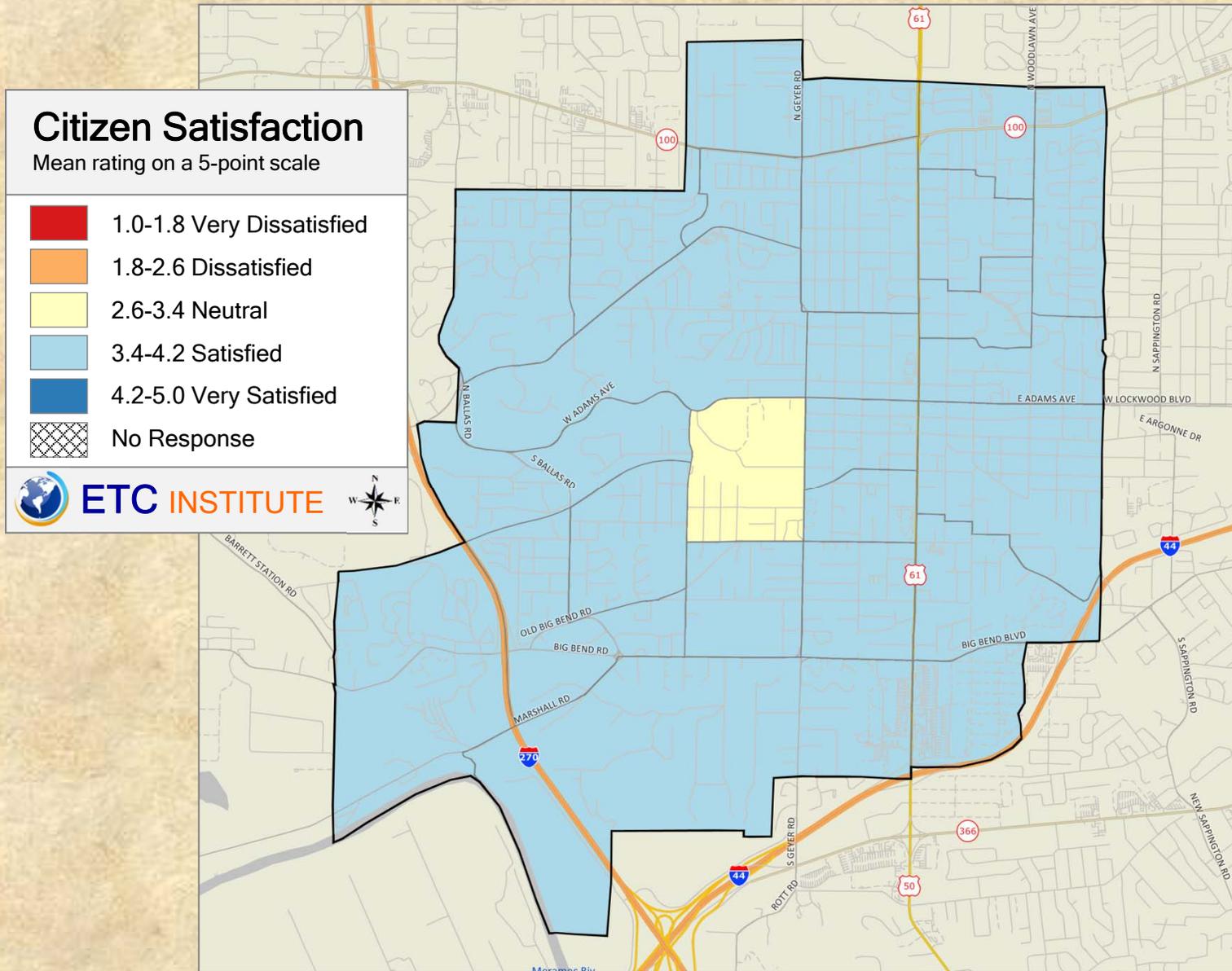
Q1-06 Level of Satisfaction with: Quality of customer service you receive from City employees



2018 City of Kirkwood Community Survey

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

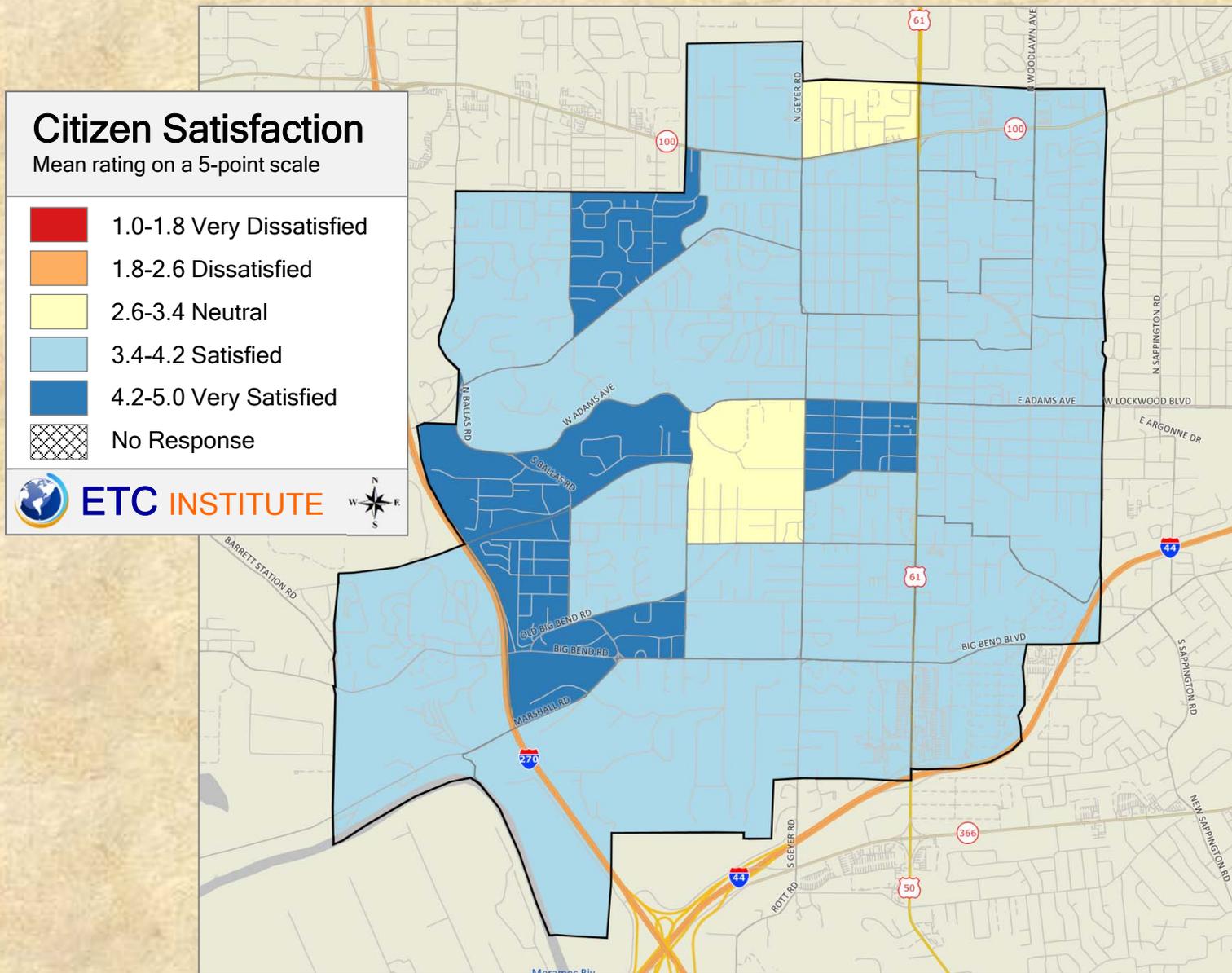
Q1-07 Level of Satisfaction with: Effectiveness of City communication with the public



2018 City of Kirkwood Community Survey

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

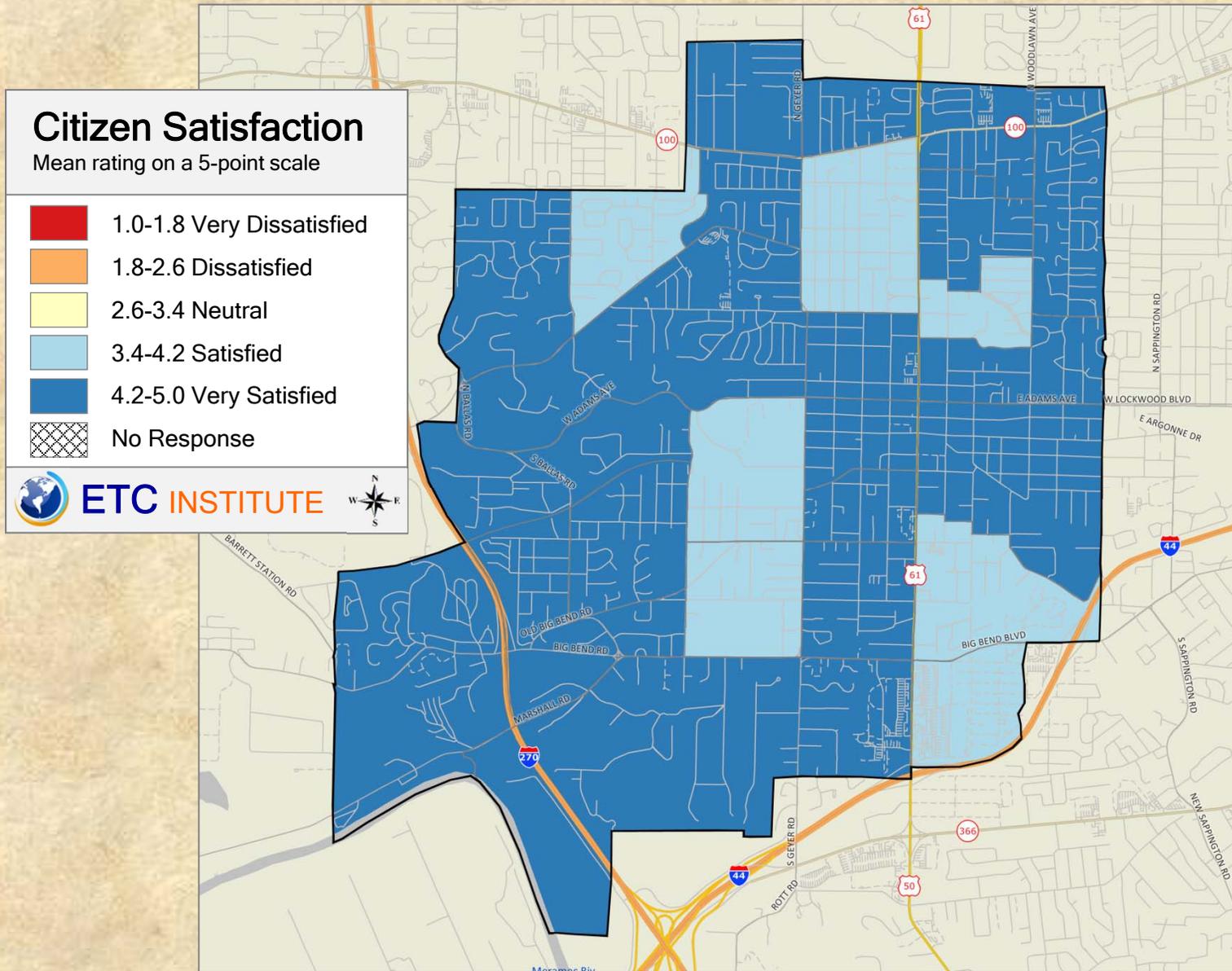
Q1-08 Level of Satisfaction with: Solid waste services (e.g. trash, recycling)



2018 City of Kirkwood Community Survey

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

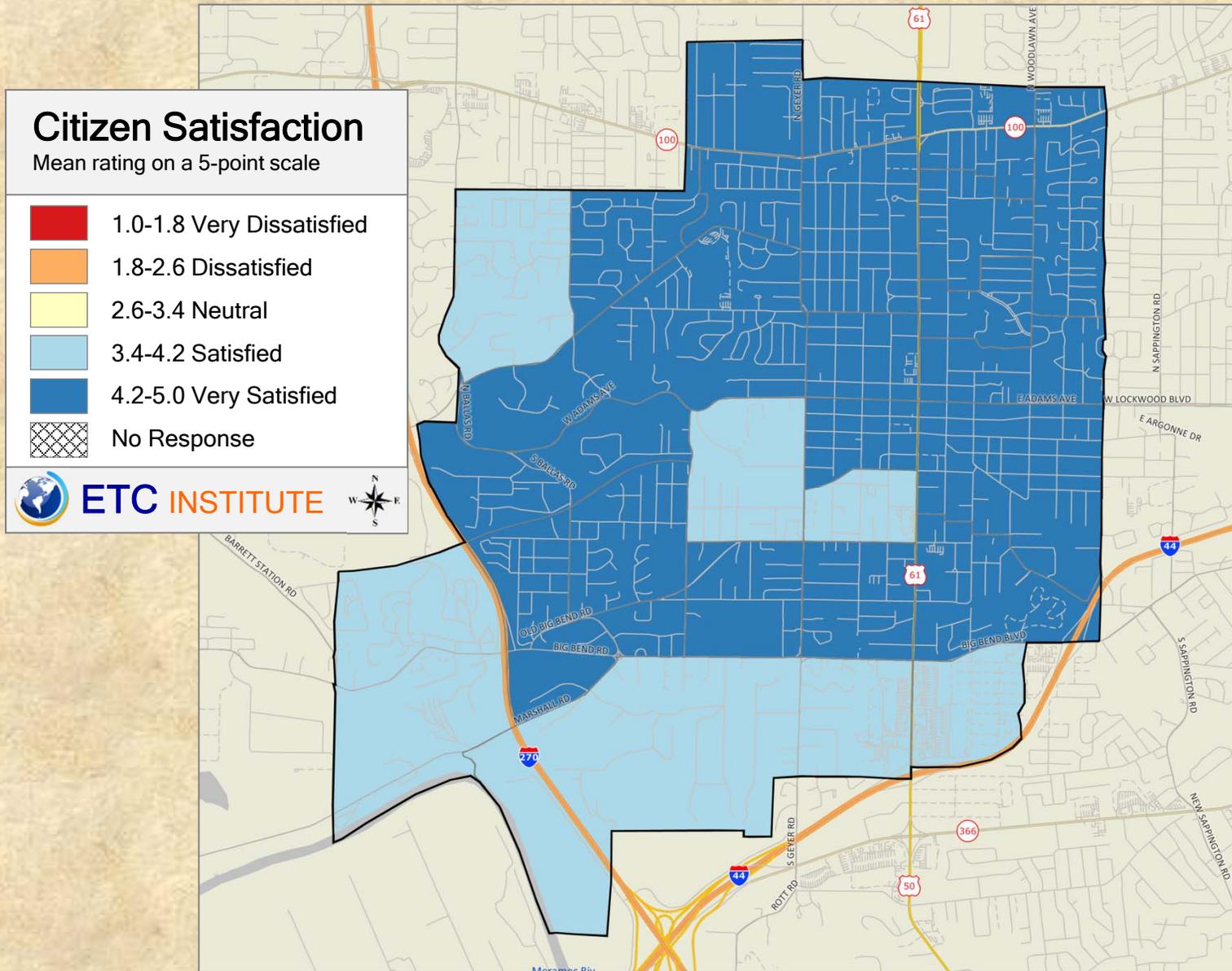
Q1-09 Level of Satisfaction with: Kirkwood Water



2018 City of Kirkwood Community Survey

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

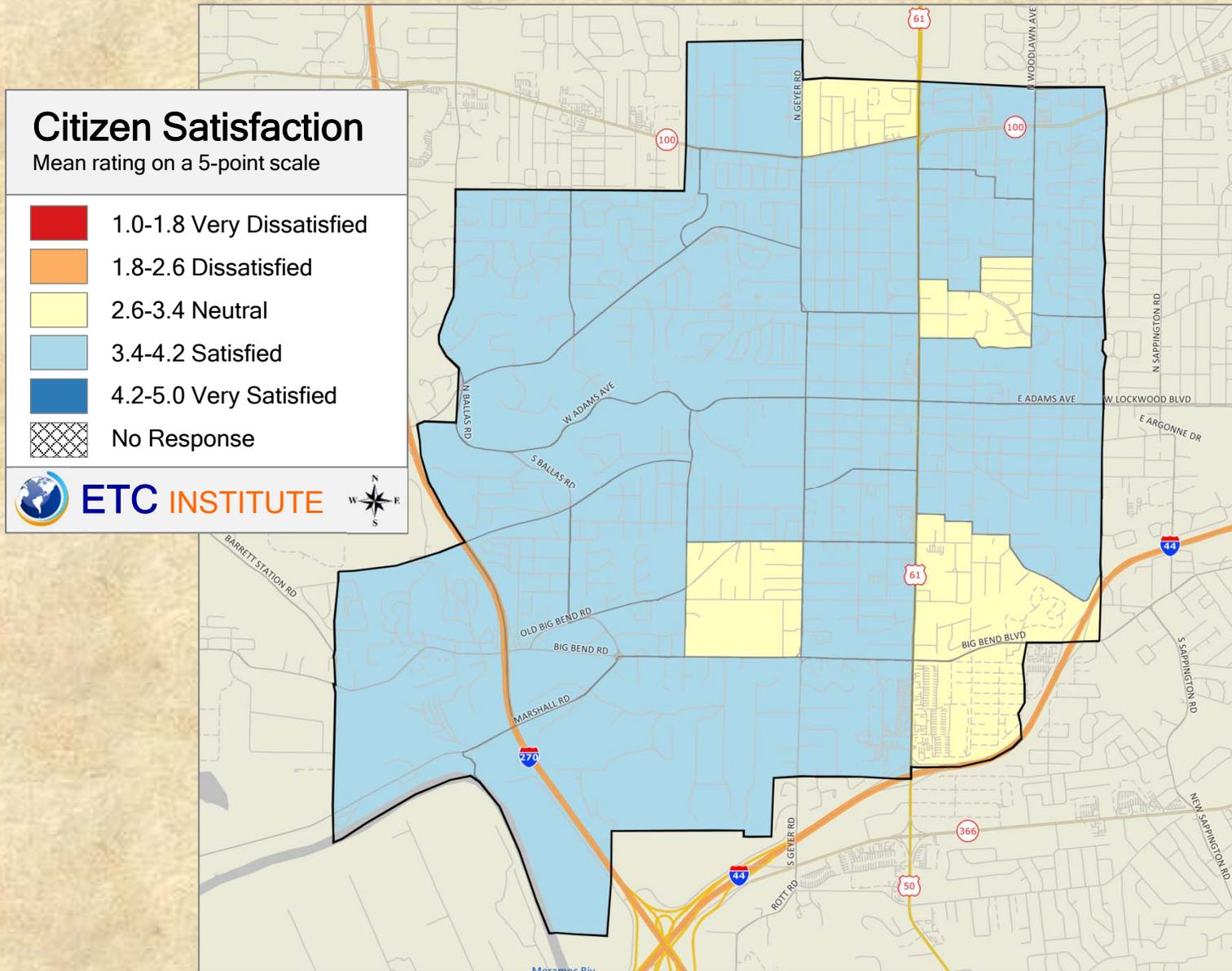
Q1-10 Level of Satisfaction with: Kirkwood Electric service



2018 City of Kirkwood Community Survey

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

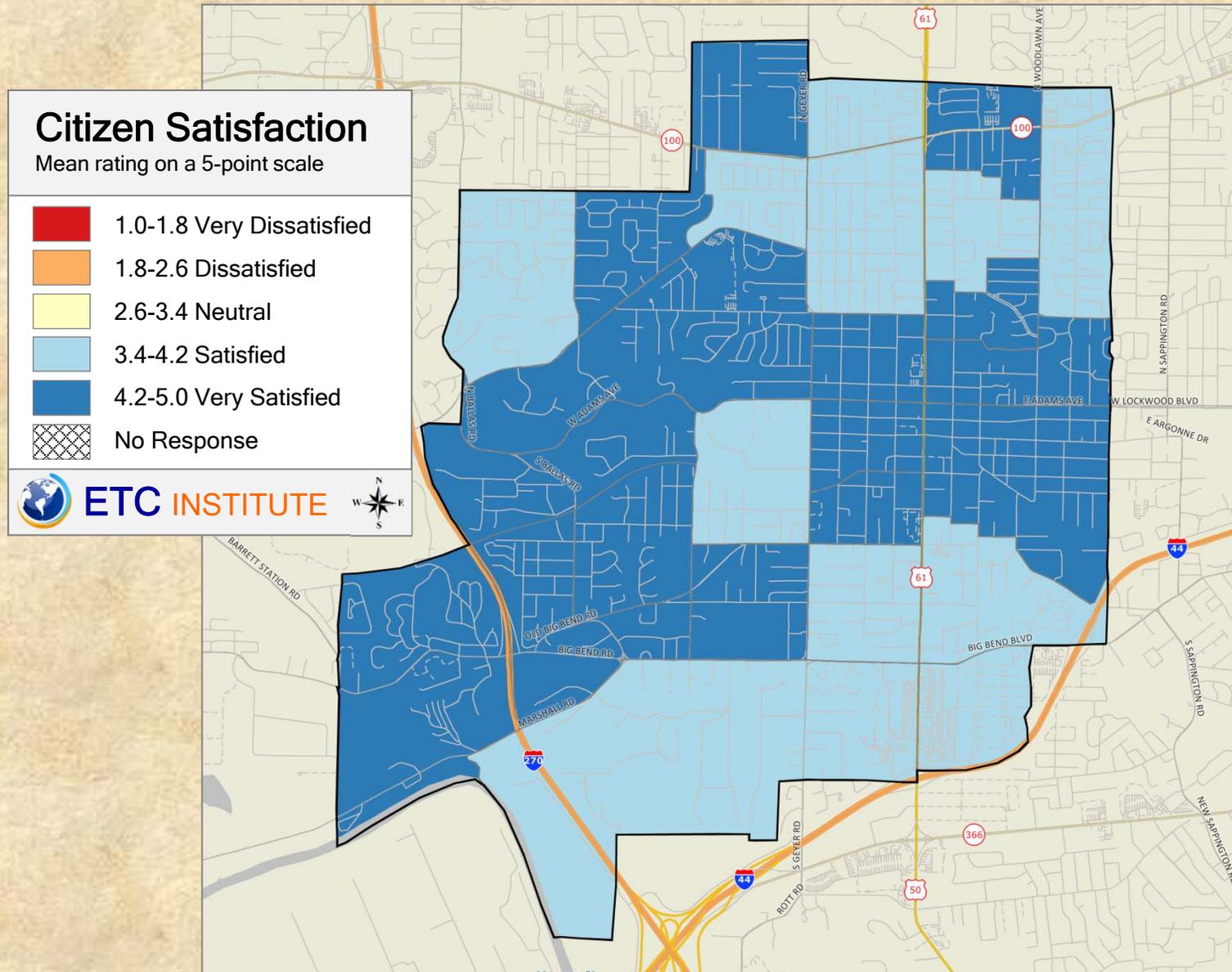
Q1-11 Level of Satisfaction with: Flow of traffic and congestion management in Kirkwood



2018 City of Kirkwood Community Survey

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

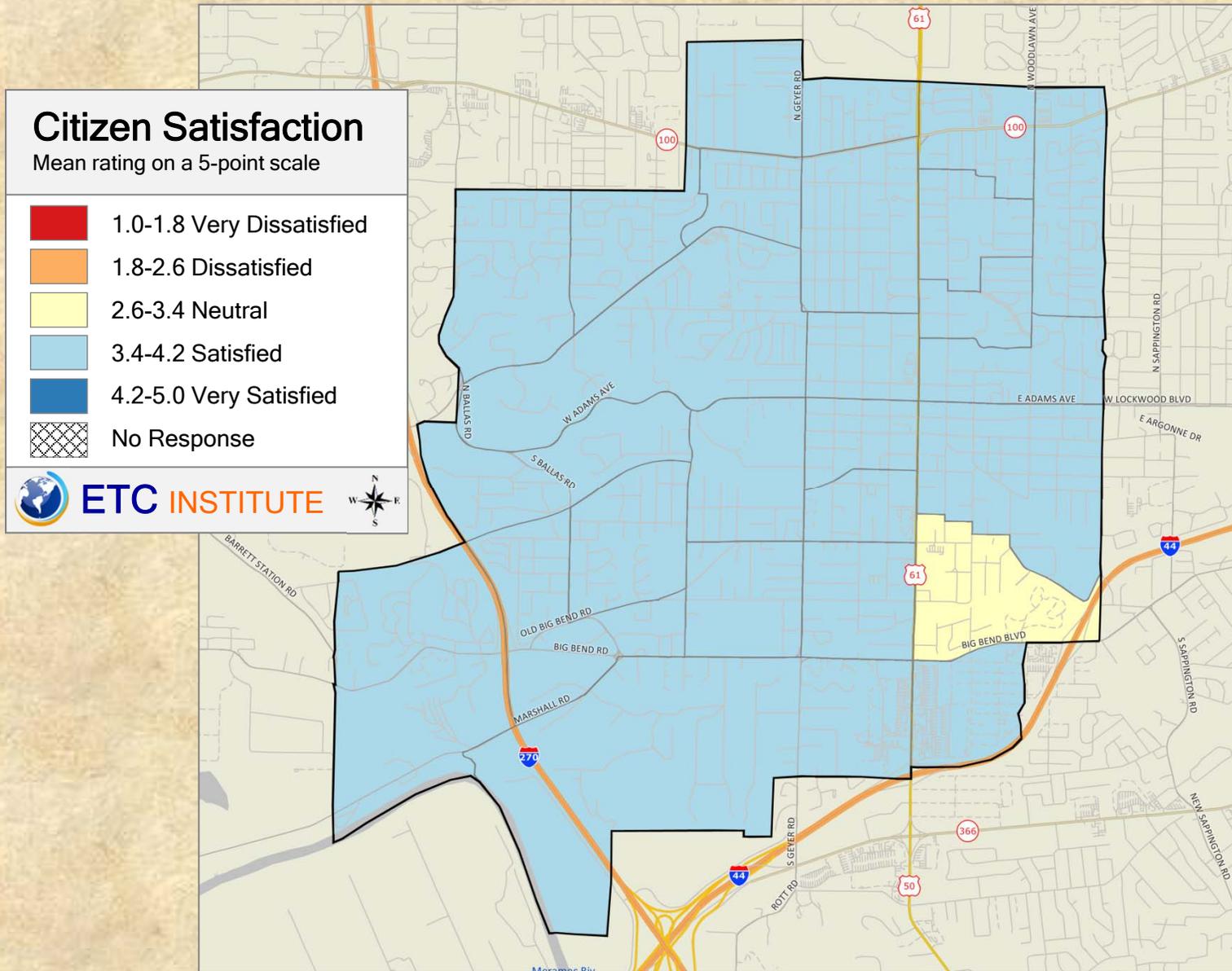
Q3-01 Level of Satisfaction with: Overall quality of services provided by the City of Kirkwood



2018 City of Kirkwood Community Survey

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

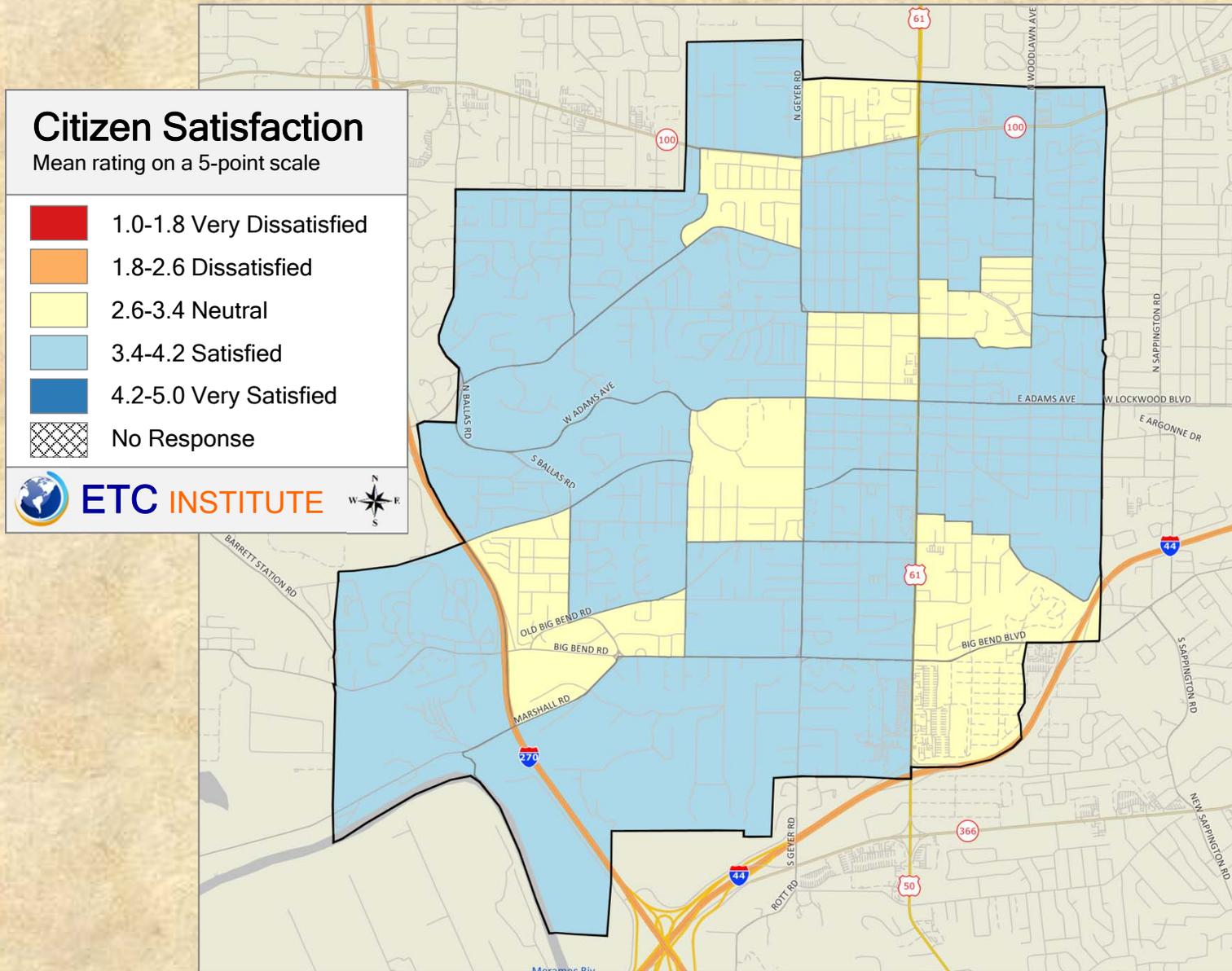
Q3-02 Level of Satisfaction with: Overall value that you receive for your City tax dollars and fees



2018 City of Kirkwood Community Survey

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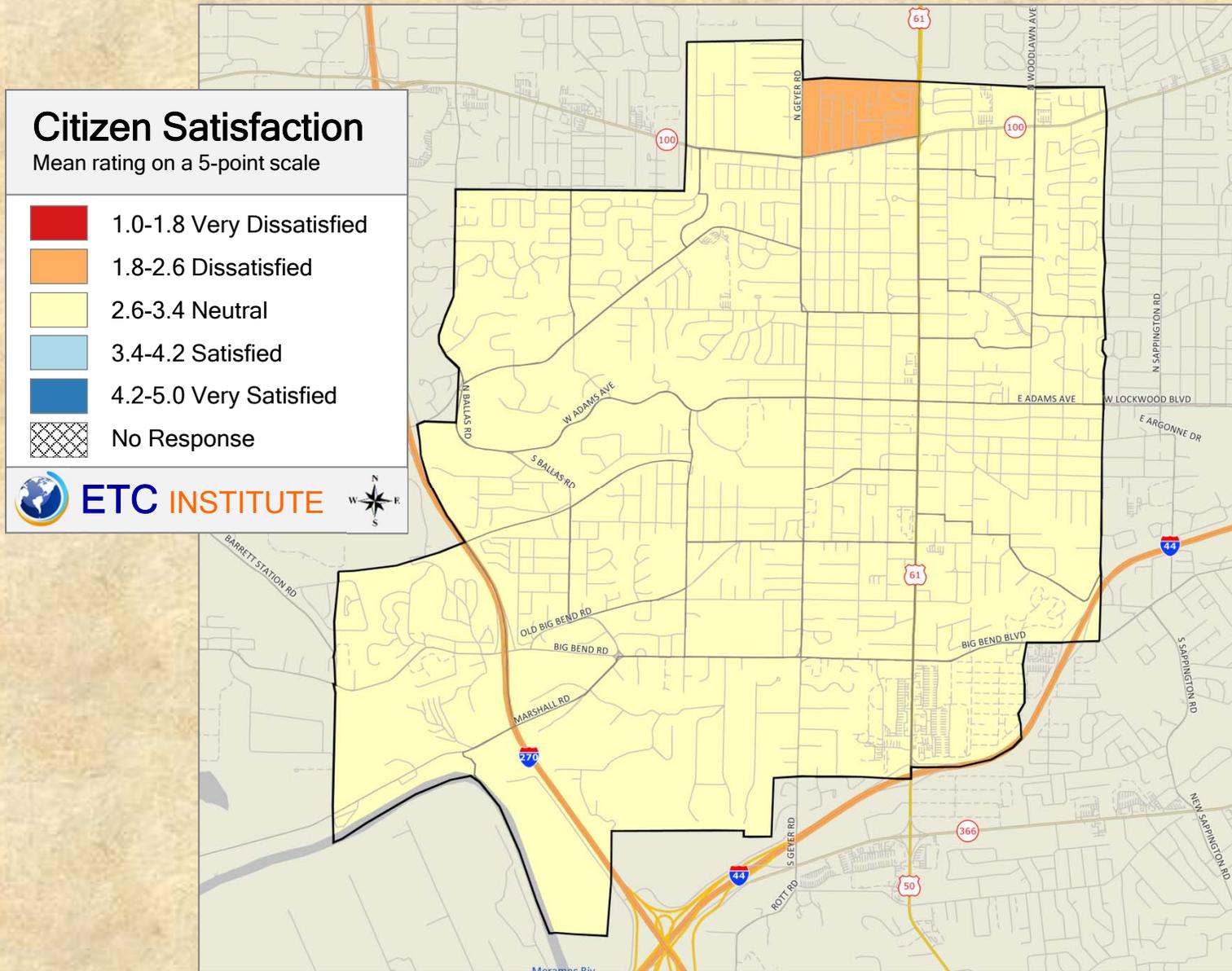
Q3-03 Level of Satisfaction with: City efforts to pursue innovative programs and solution



2018 City of Kirkwood Community Survey

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

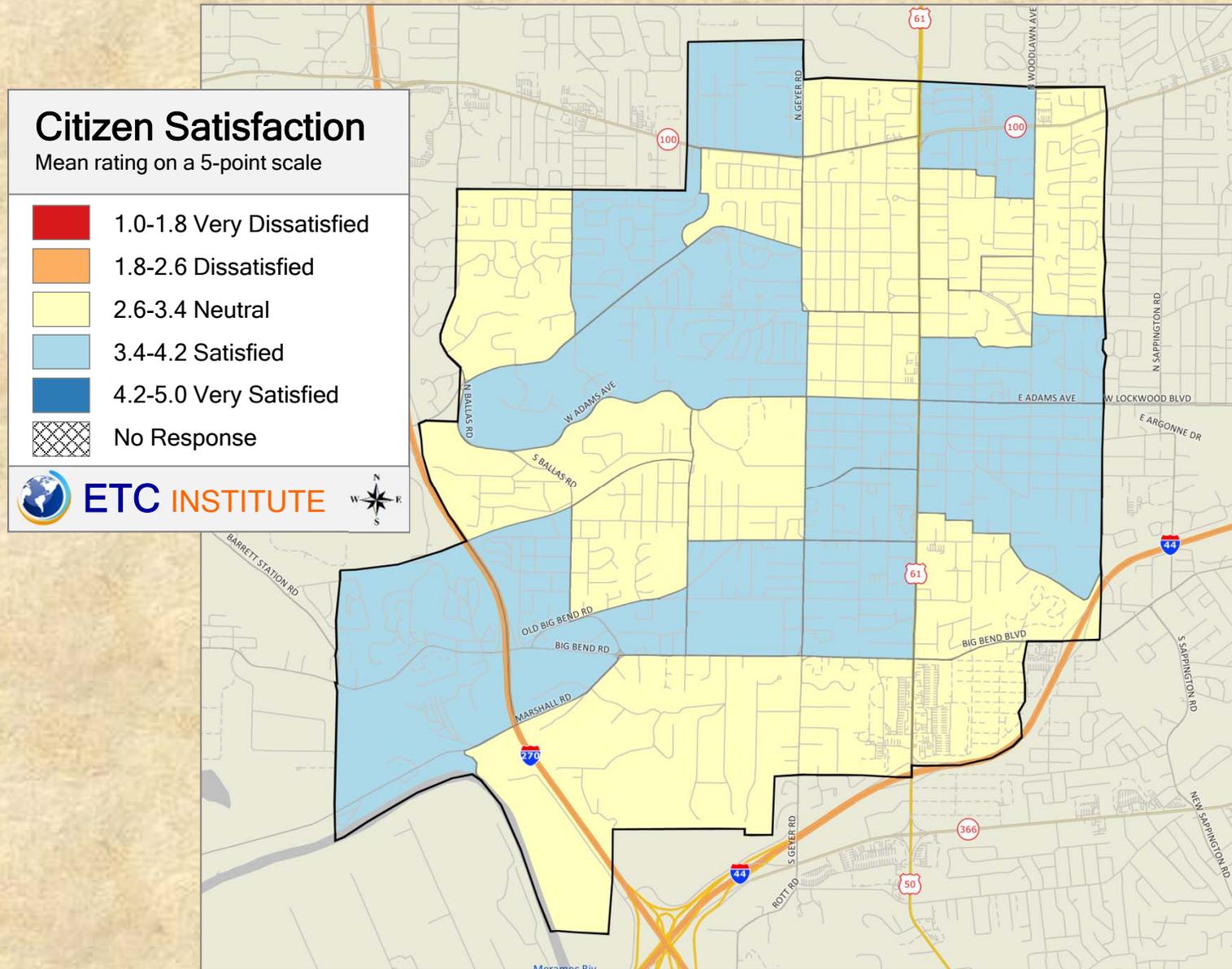
Q3-04 Level of Satisfaction with: How well the City is planning and managing redevelopment



2018 City of Kirkwood Community Survey

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

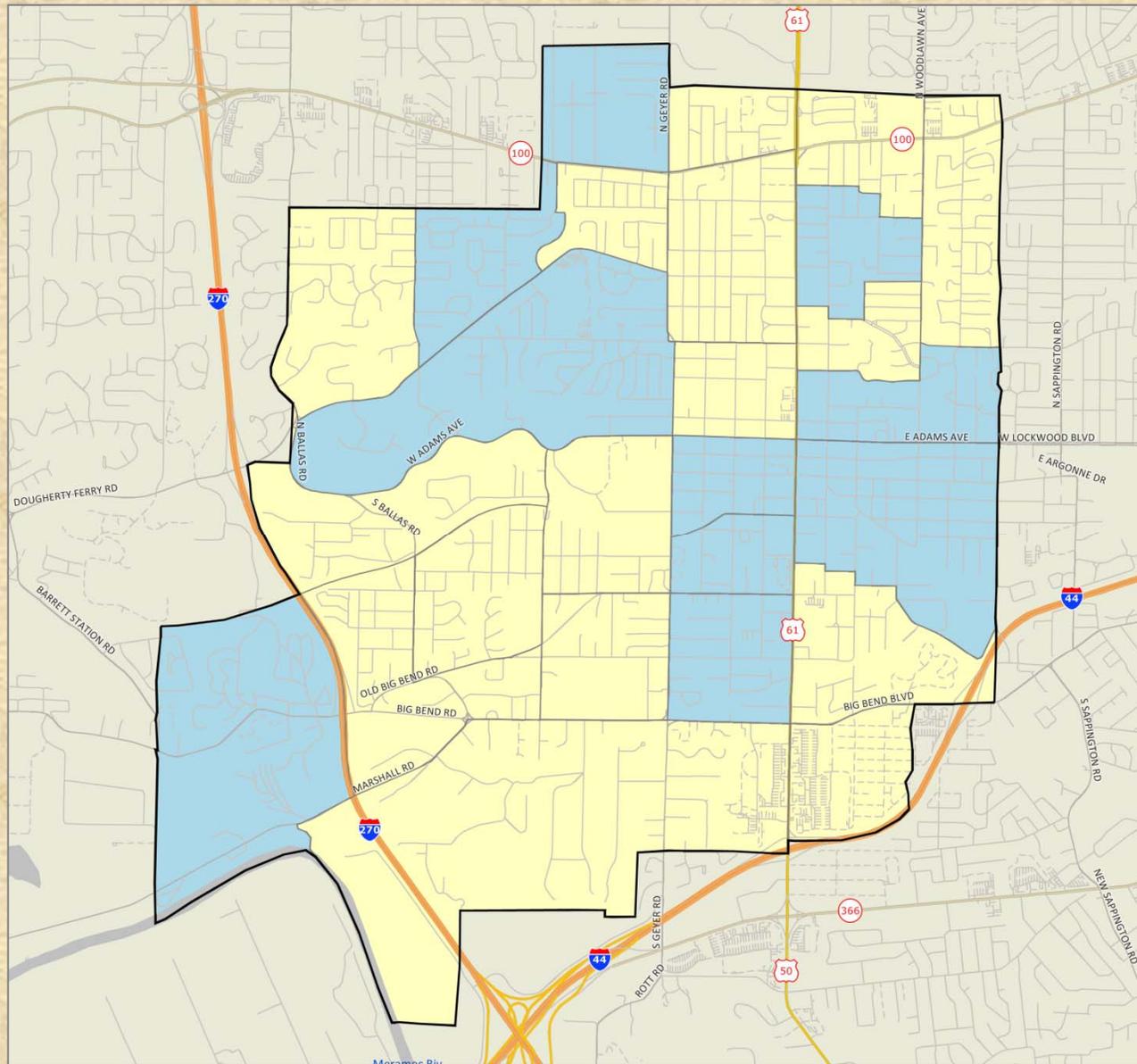
Q3-05 Level of Satisfaction with: City efforts to partner with organizations and citizens to address issues



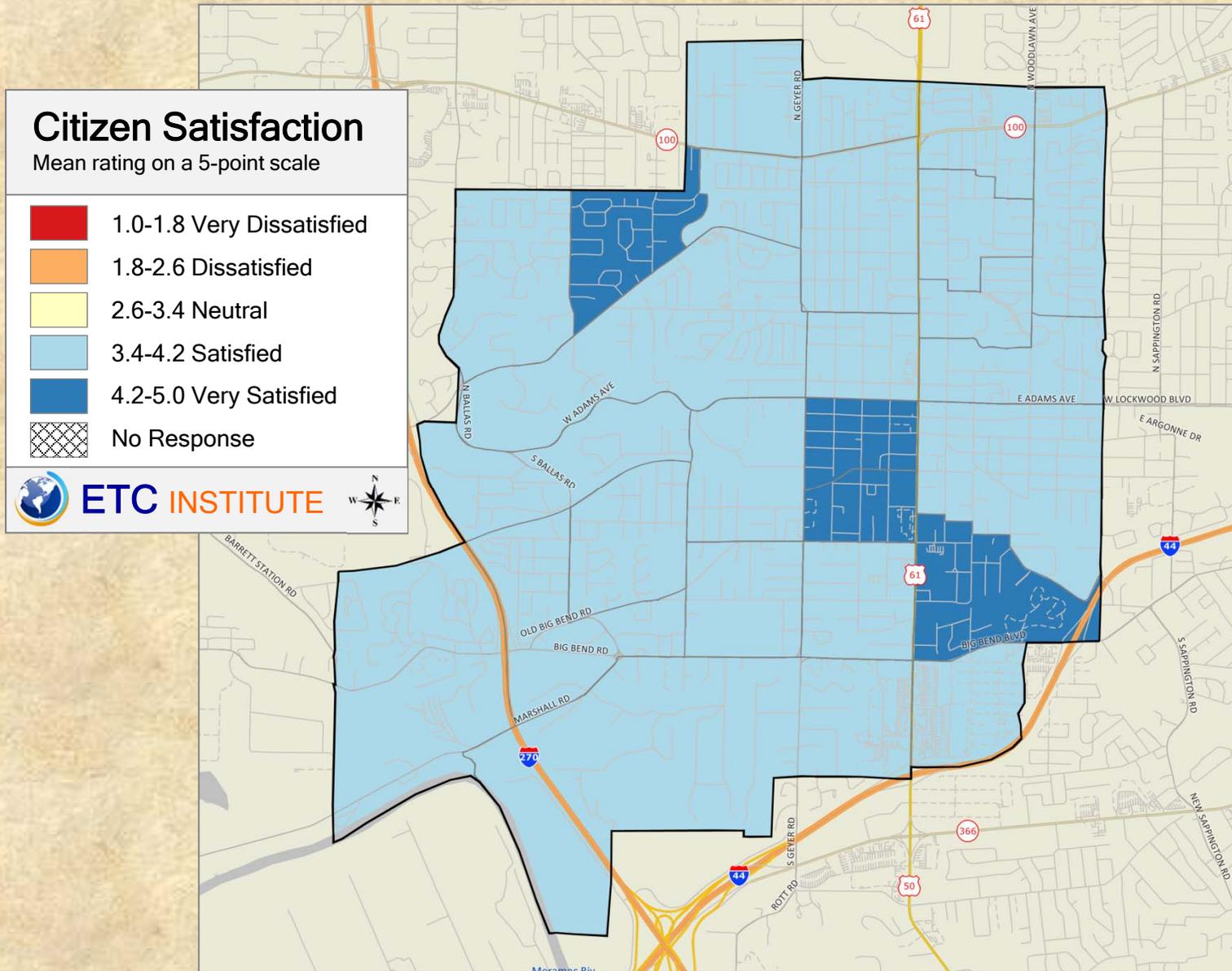
2018 City of Kirkwood Community Survey

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



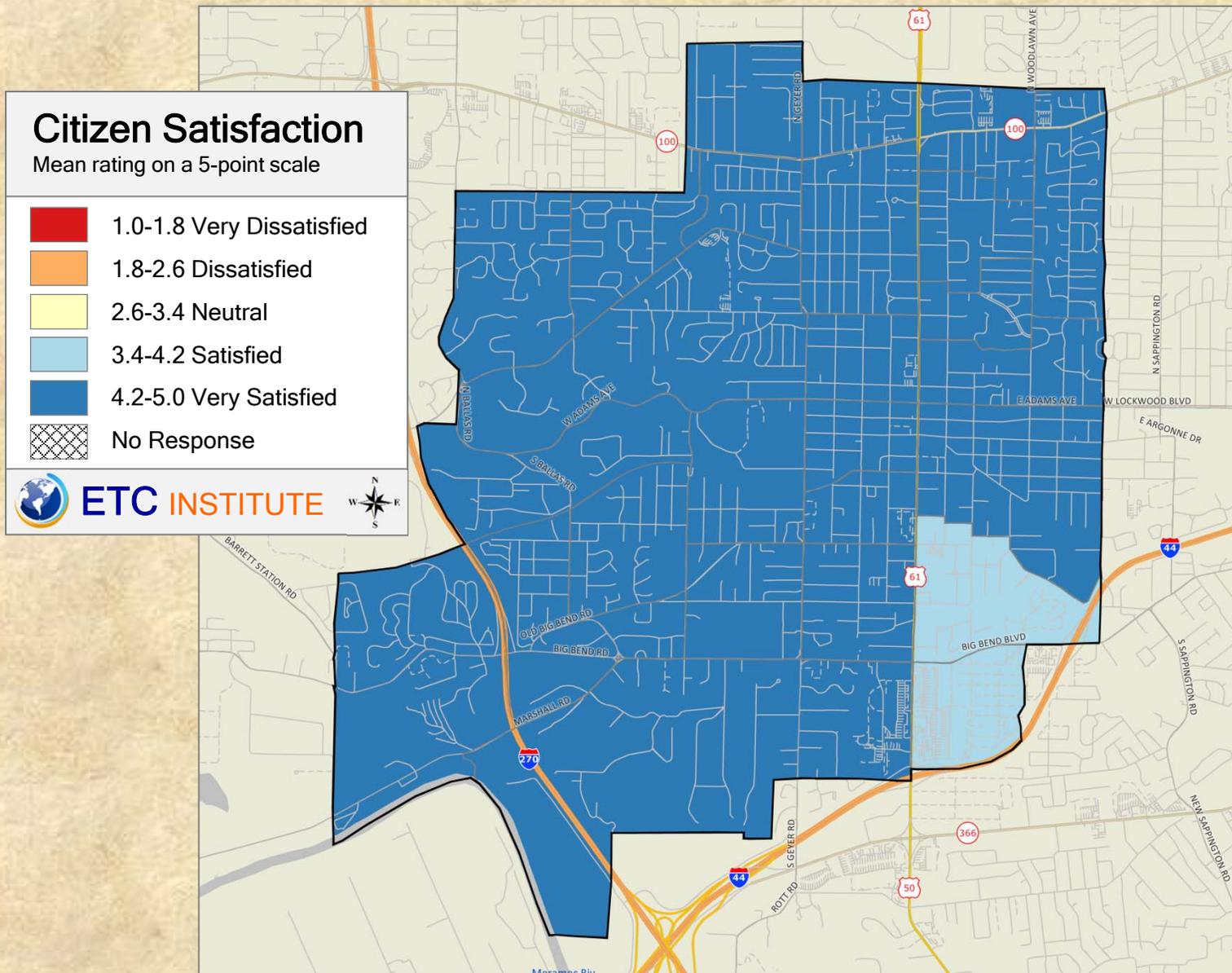
Q3-07 Level of Satisfaction with: Overall appearance of the City



2018 City of Kirkwood Community Survey

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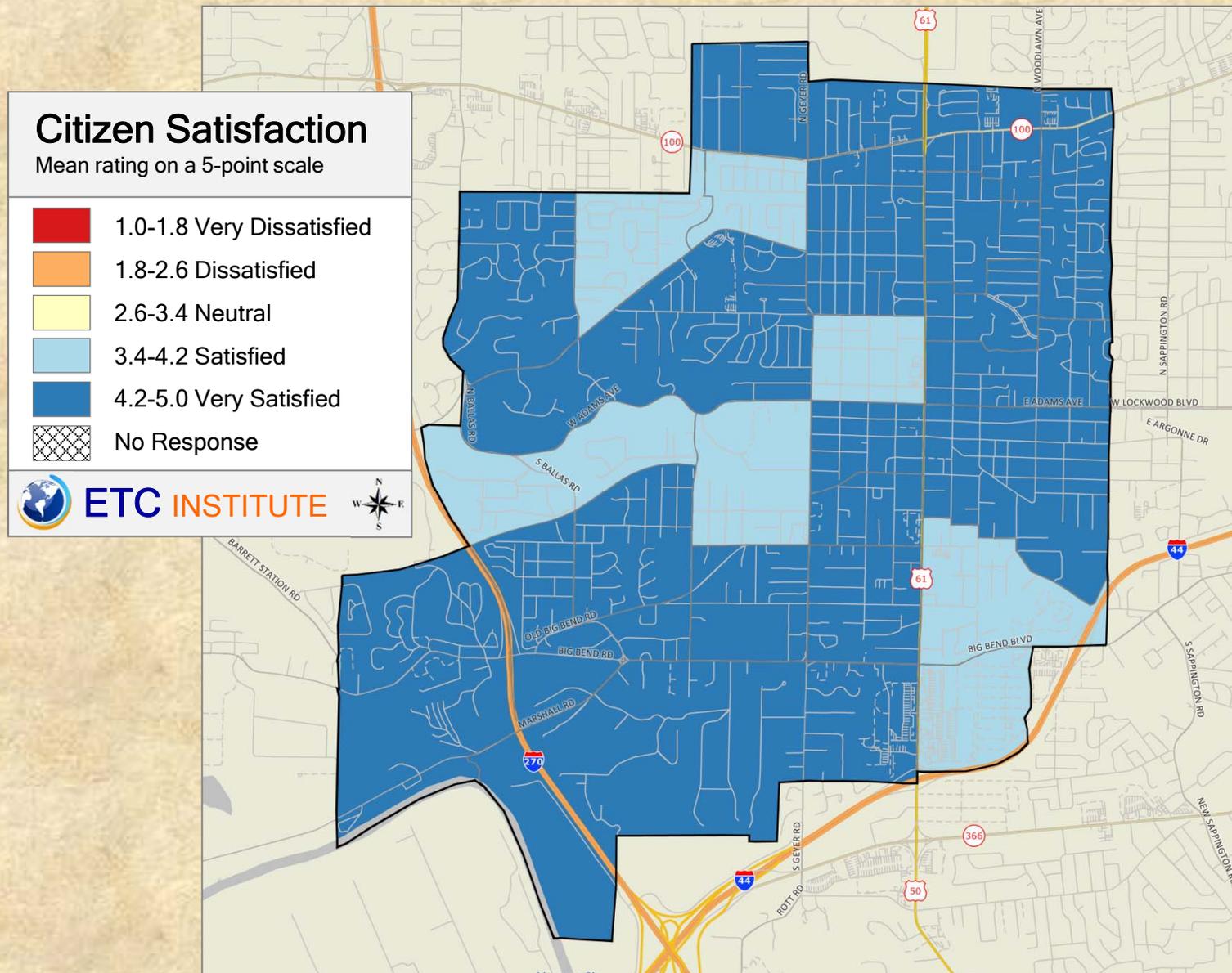
Q3-08 Level of Satisfaction with: Overall quality of life in the City



2018 City of Kirkwood Community Survey

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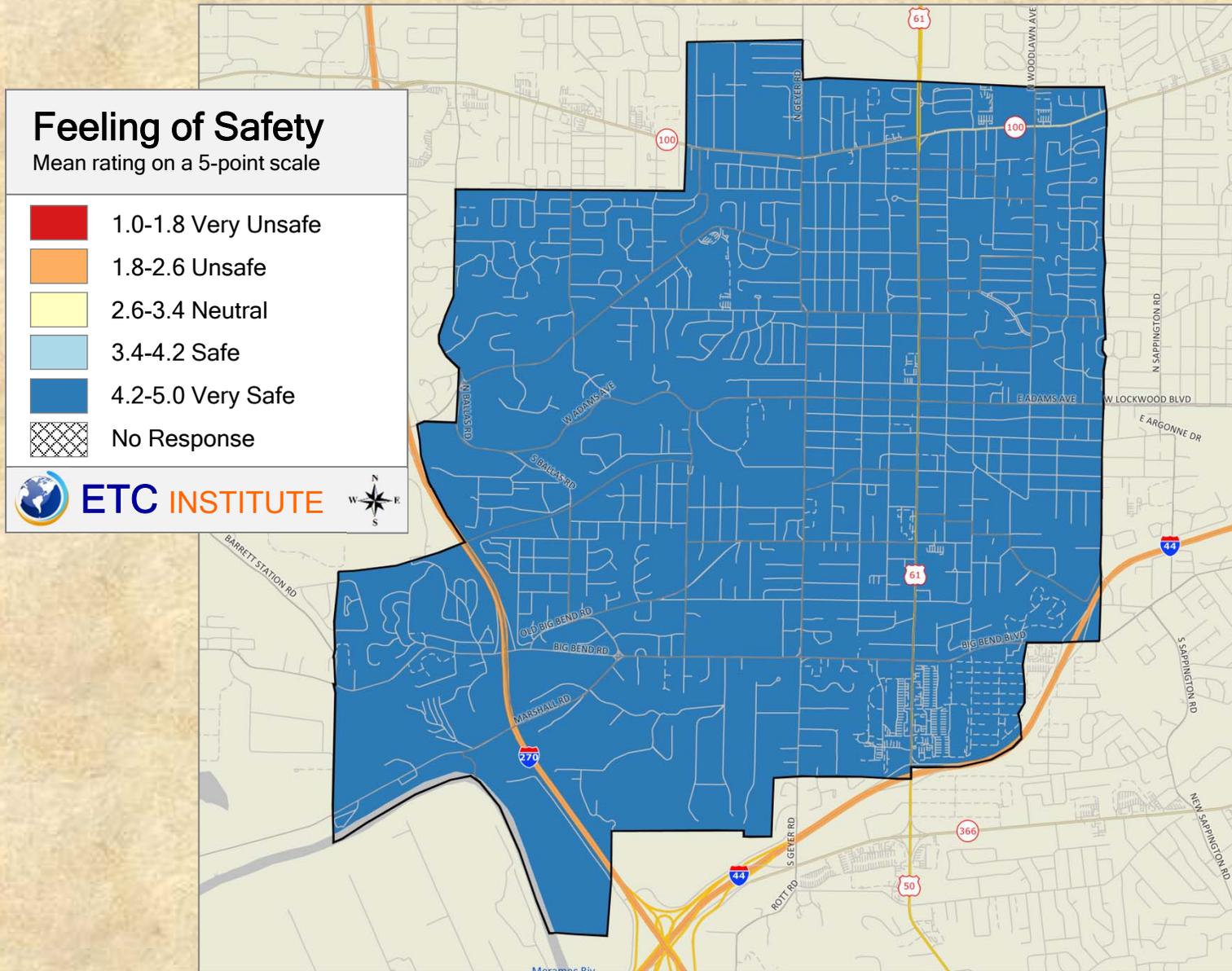
Q3-09 Level of Satisfaction with: Overall feeling of safety in the City



2018 City of Kirkwood Community Survey

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

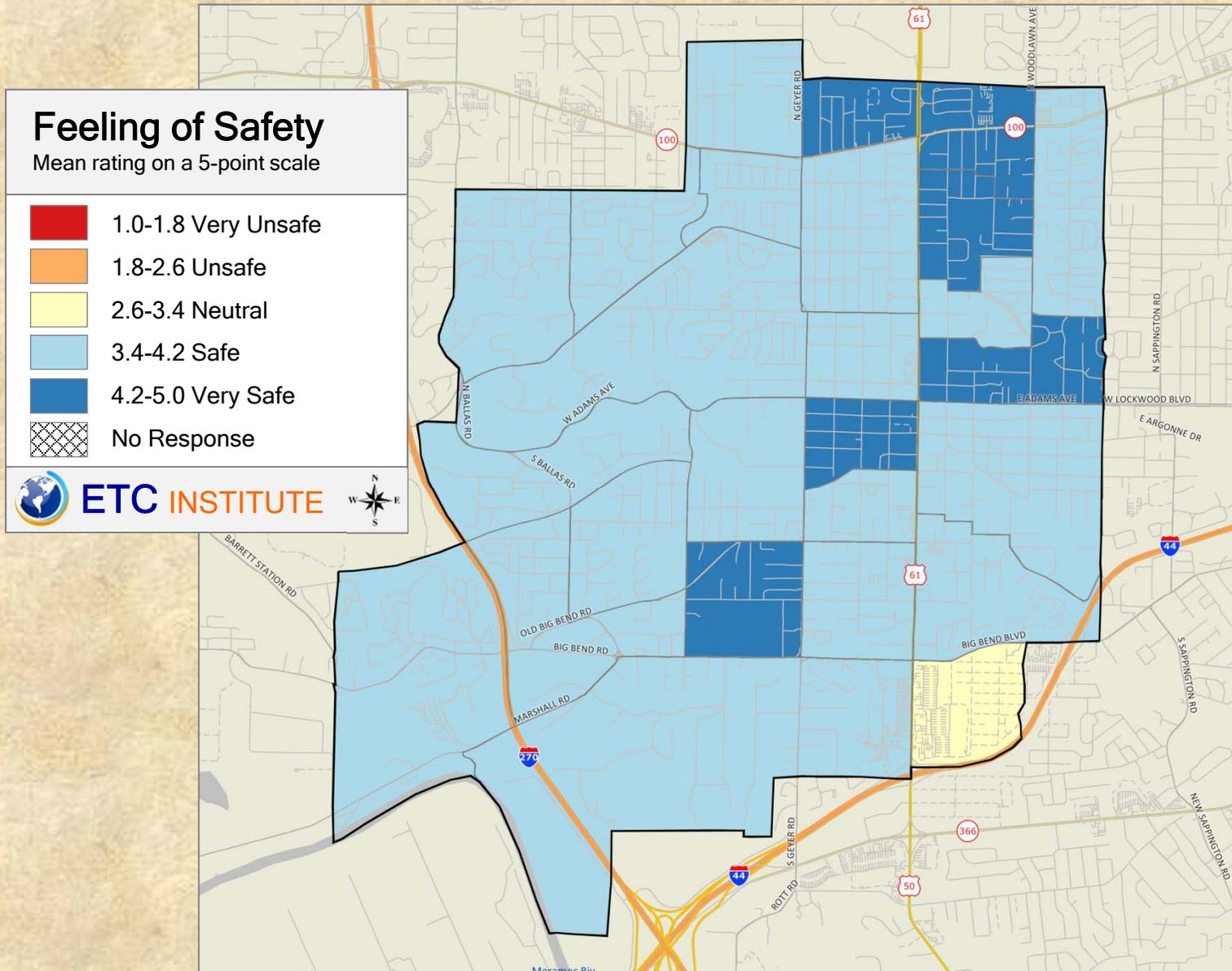
Q4-01 Level of Safety: Walking in your neighborhood during the day



2018 City of Kirkwood Community Survey

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

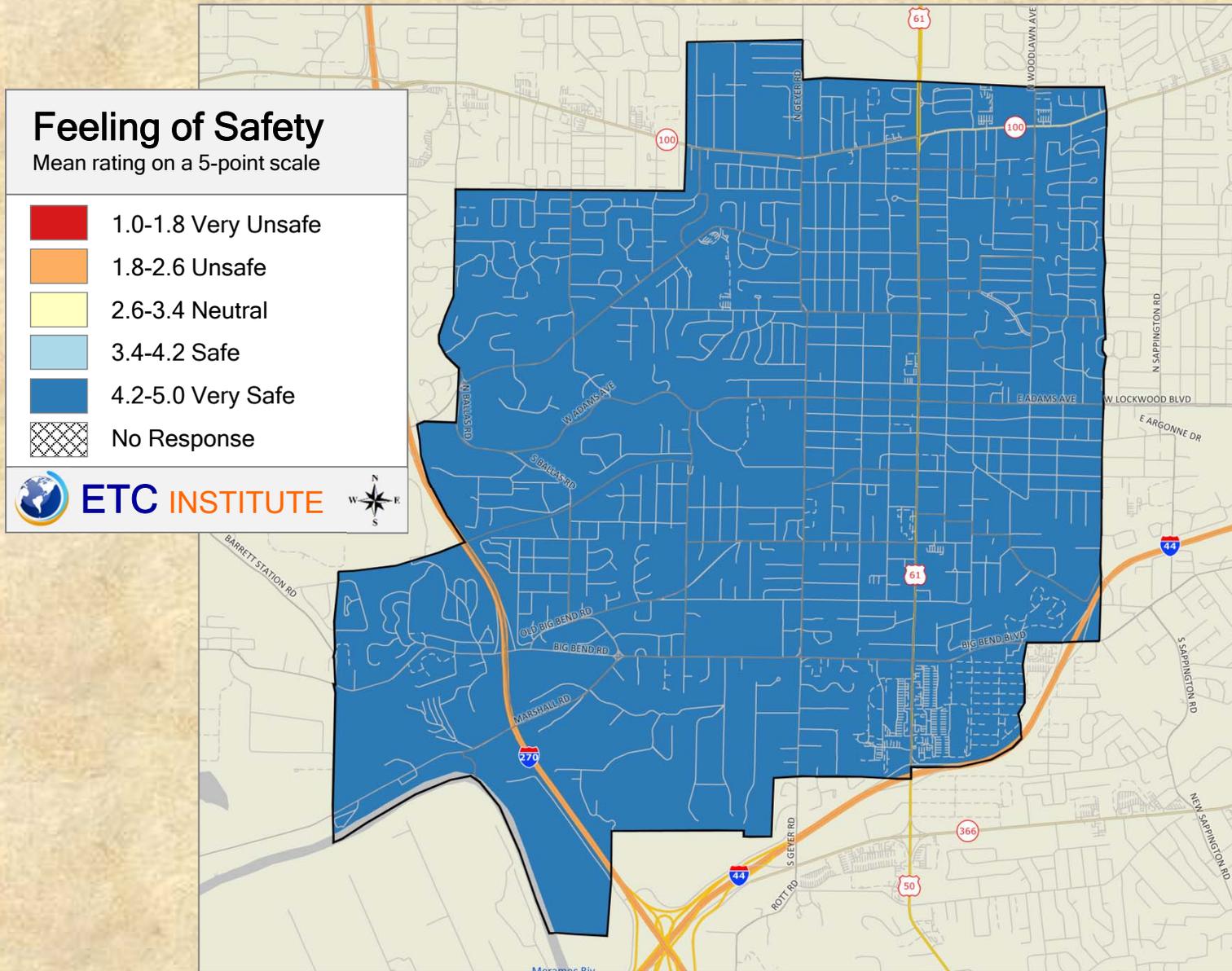
Q4-02 Feeling of Safety: Walking in your neighborhood at night



2018 City of Kirkwood Community Survey

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

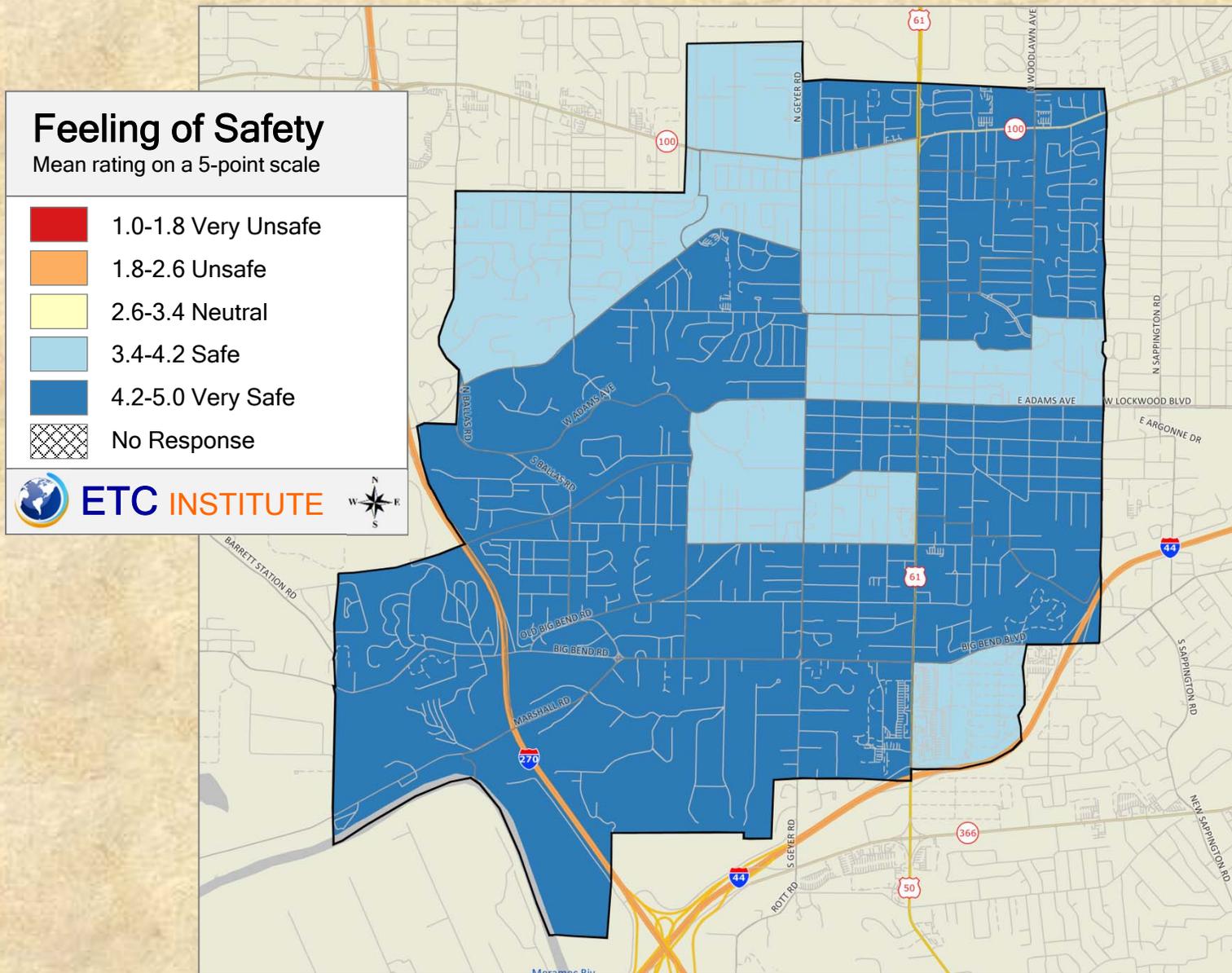
Q4-03 Feeling of Safety: In downtown Kirkwood during the day



2018 City of Kirkwood Community Survey

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

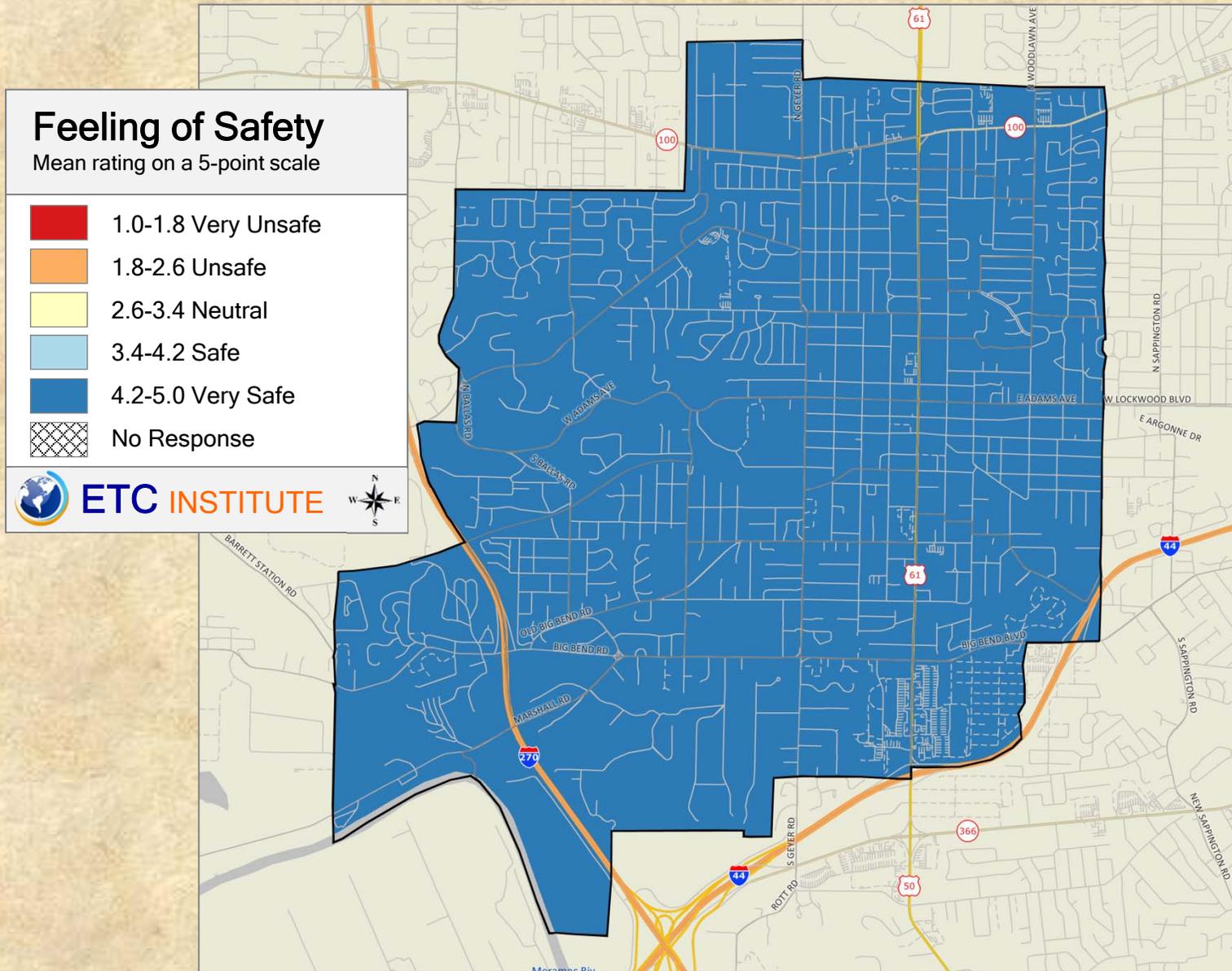
Q4-04 Feeling of safety: In downtown Kirkwood at night



2018 City of Kirkwood Community Survey

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

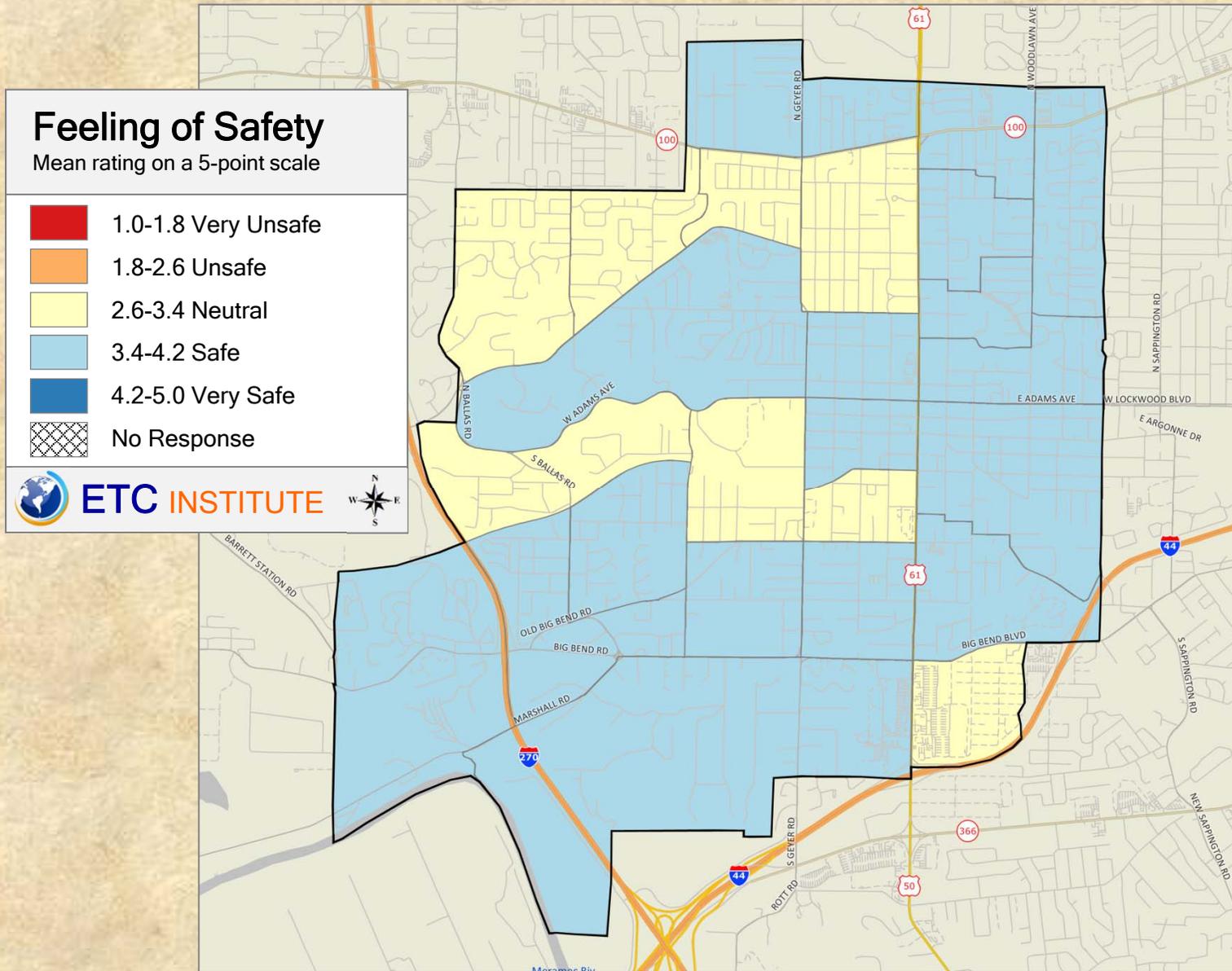
Q4-05 Feeling of Safety: In City parks during the day



2018 City of Kirkwood Community Survey

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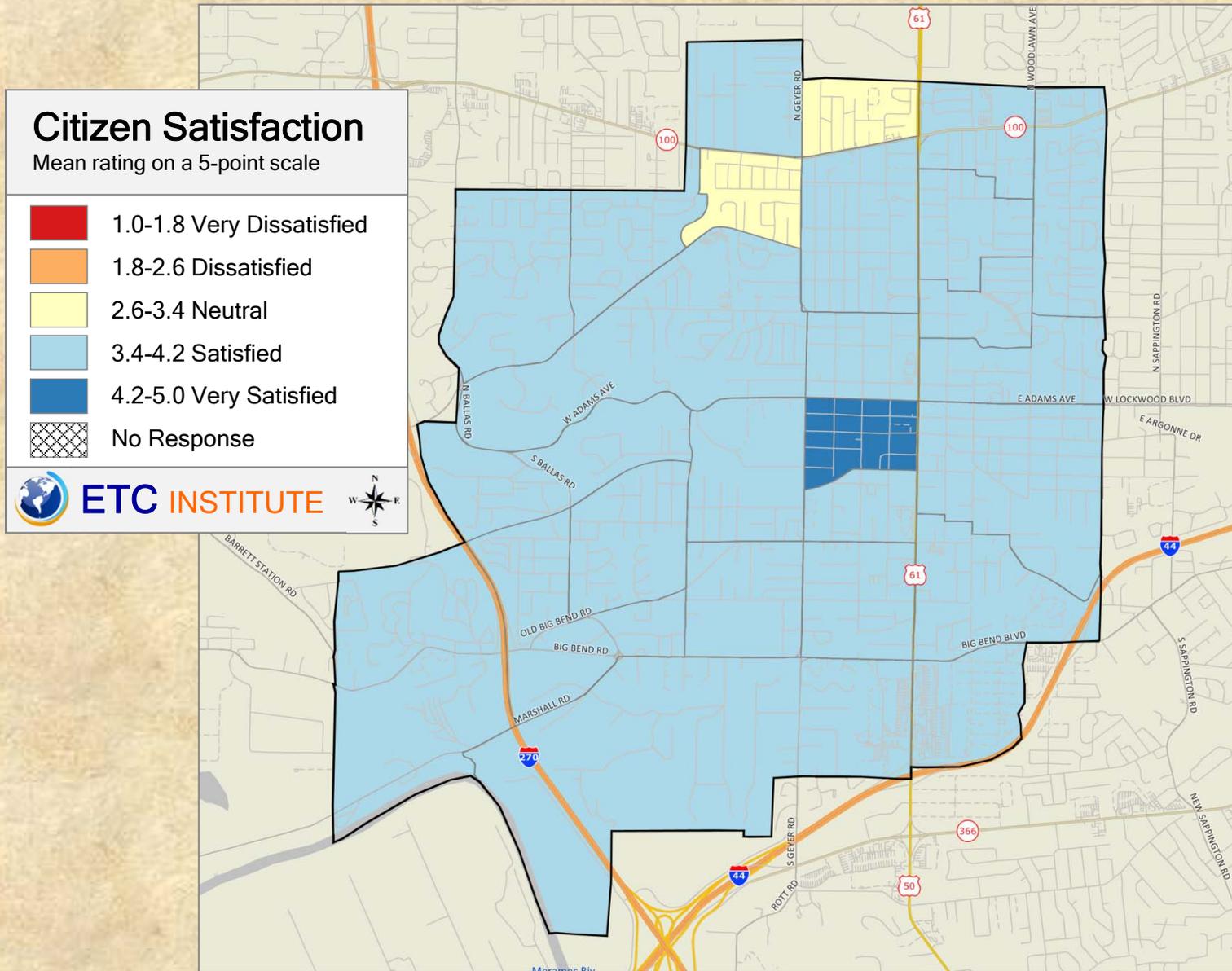
Q4-06 Feeling of Safety: In City parks at night



2018 City of Kirkwood Community Survey

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

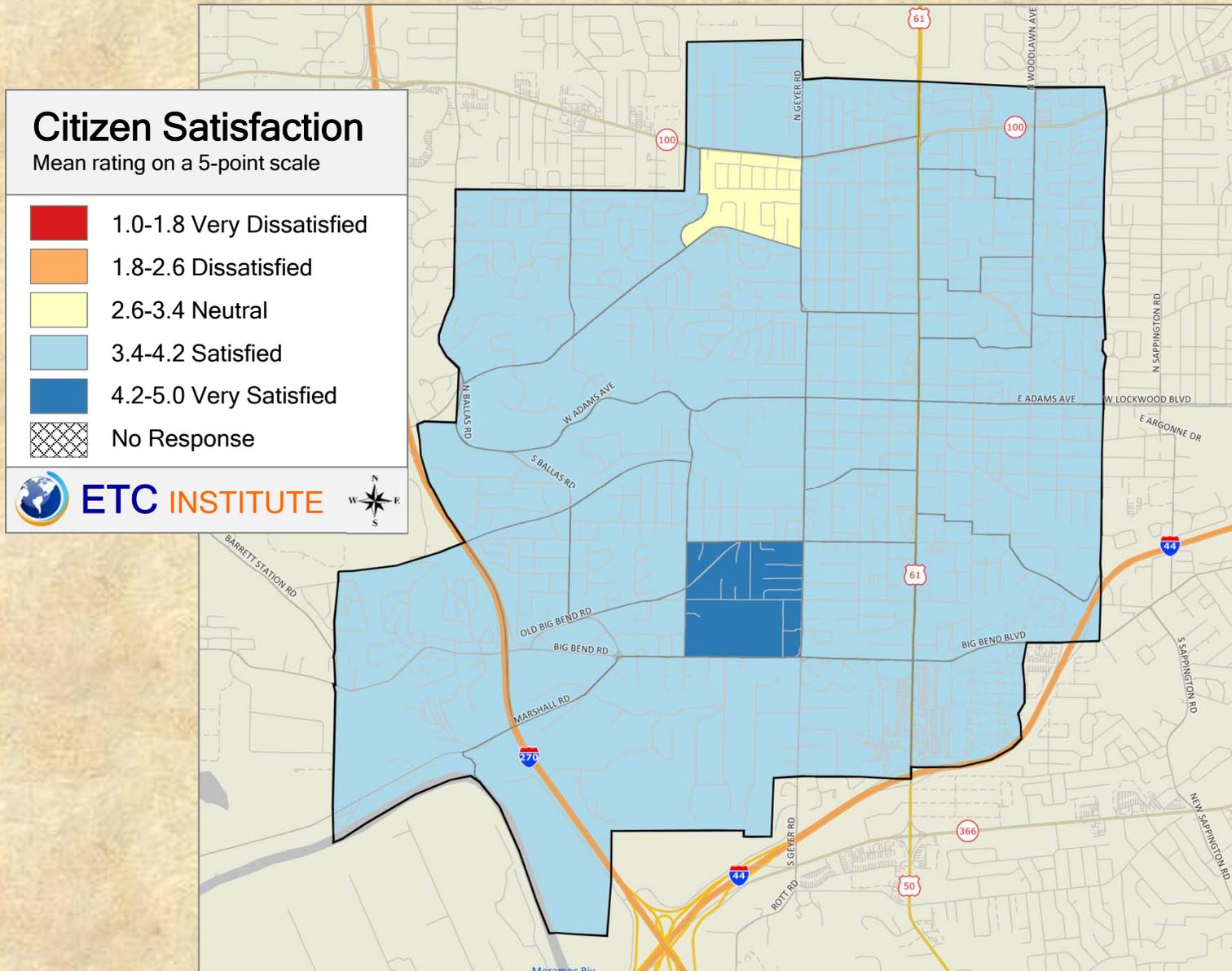
Q5-01 Level of Satisfaction with: The visibility of Police in neighborhoods



2018 City of Kirkwood Community Survey

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

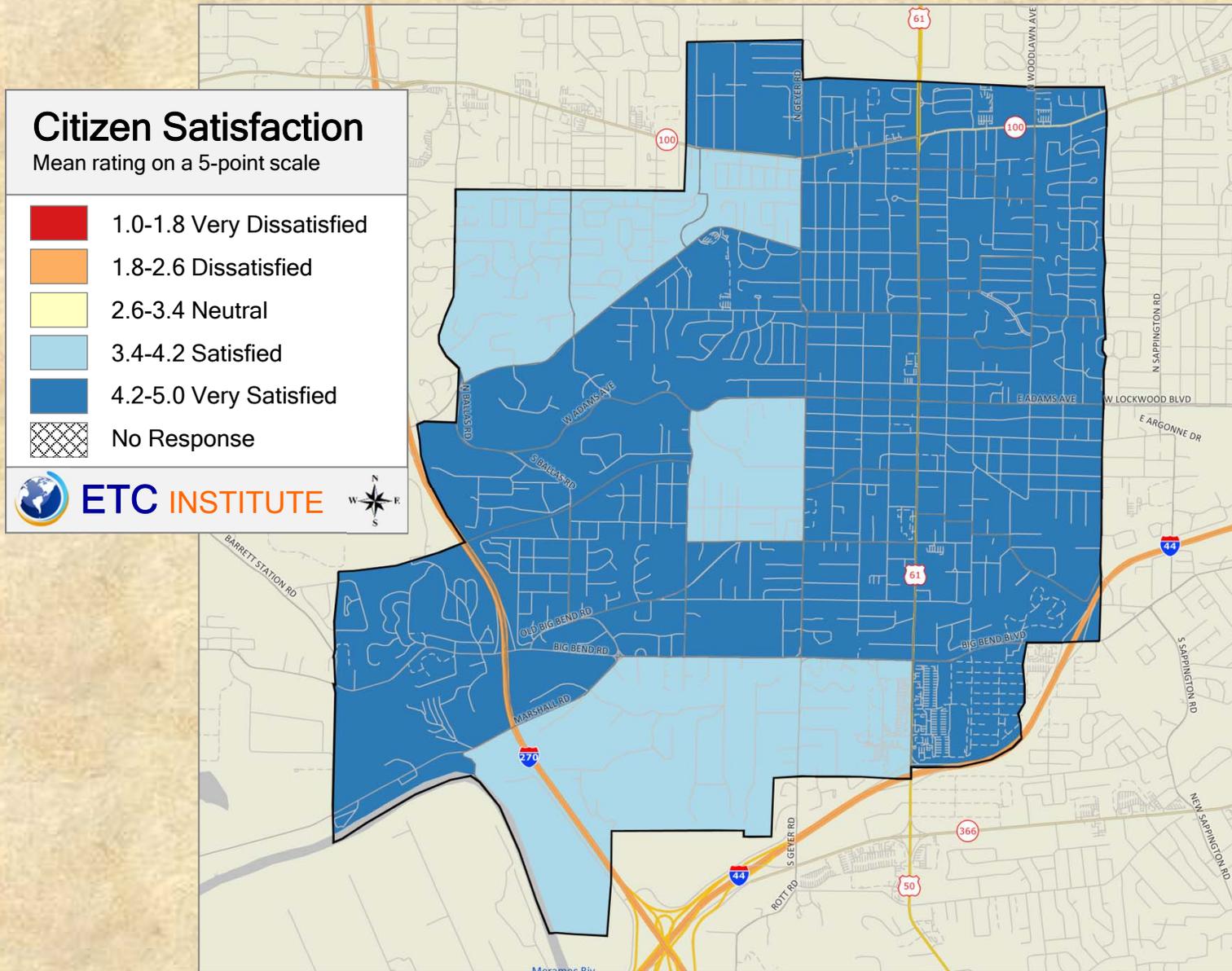
Q5-02 Level of Satisfaction with: The visibility of Police in retail areas



2018 City of Kirkwood Community Survey

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

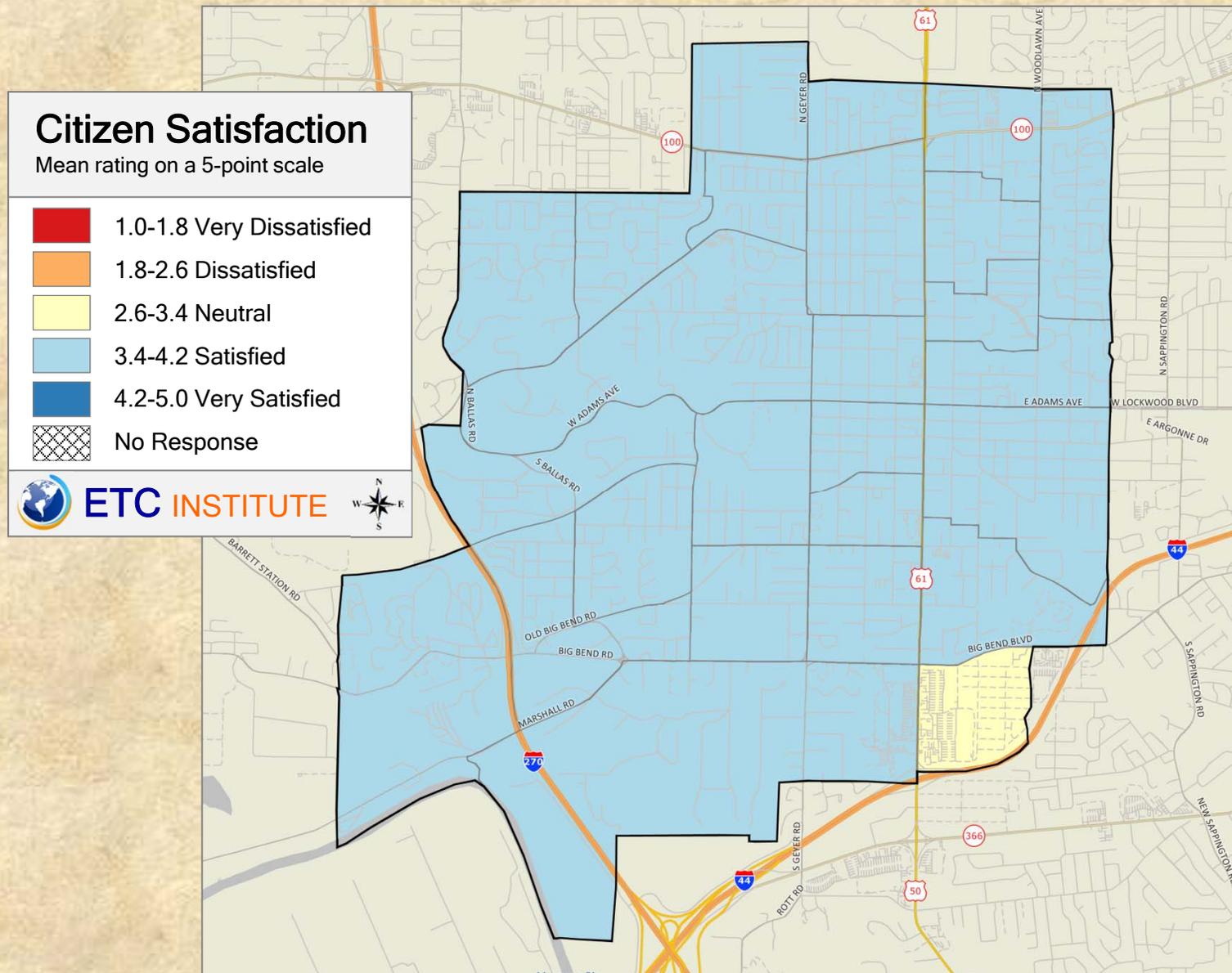
Q5-03 Level of Satisfaction with: How quickly Police respond to emergencies



2018 City of Kirkwood Community Survey

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

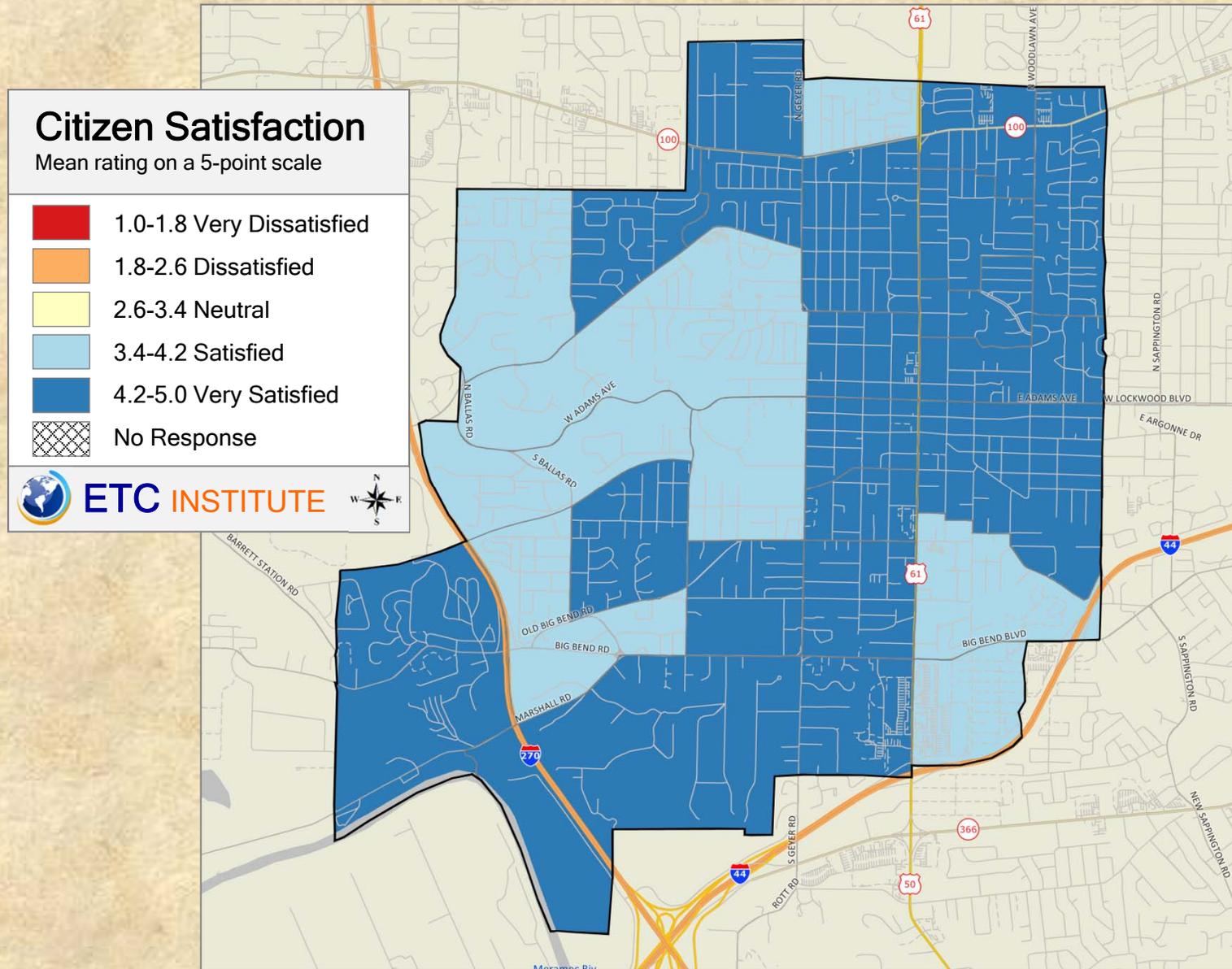
Q5-04 Level of Satisfaction with: Enforcement of local traffic laws



2018 City of Kirkwood Community Survey

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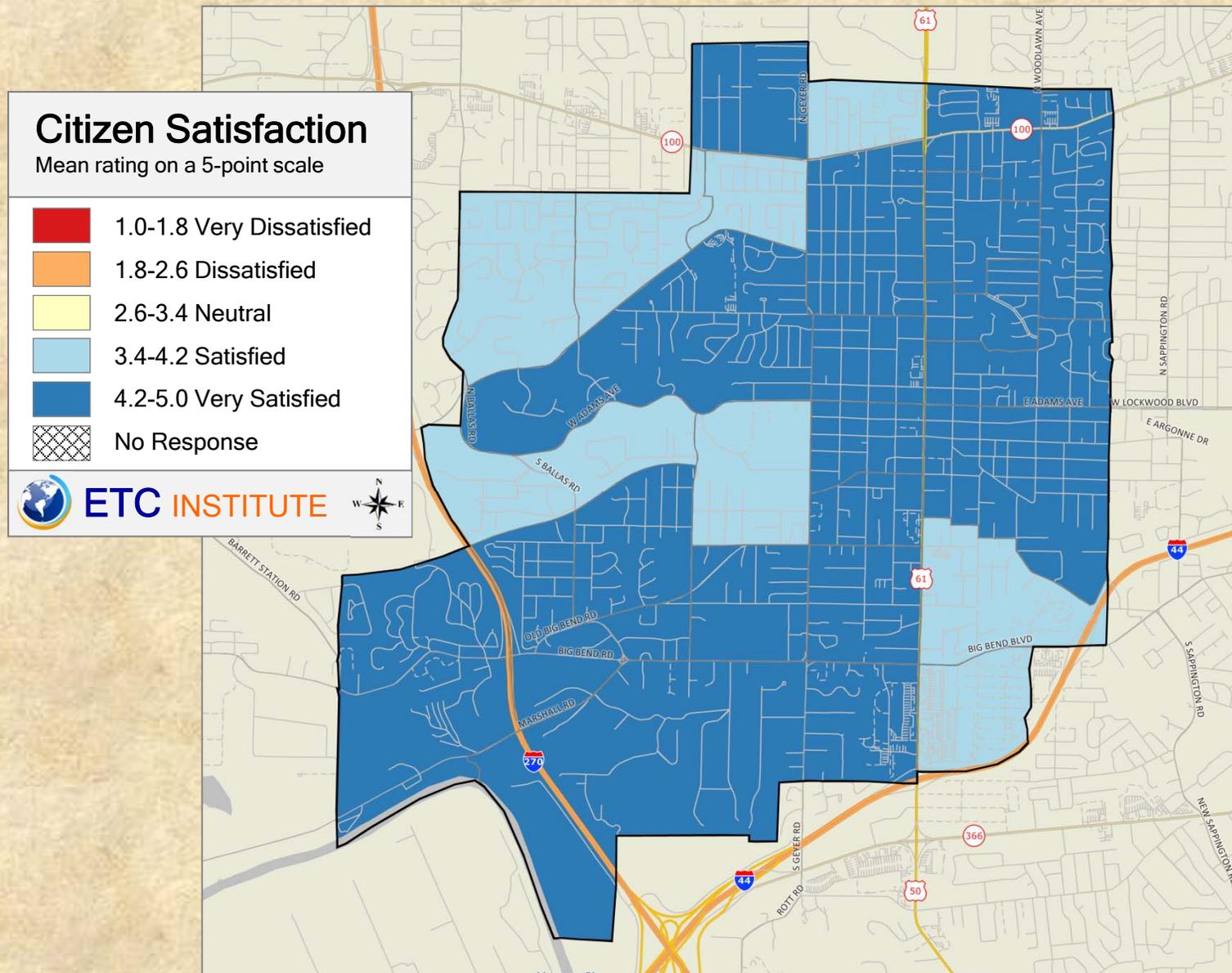
Q5-05 Level of Satisfaction with: Overall attitude and behavior of Police Department personnel toward citizens



2018 City of Kirkwood Community Survey

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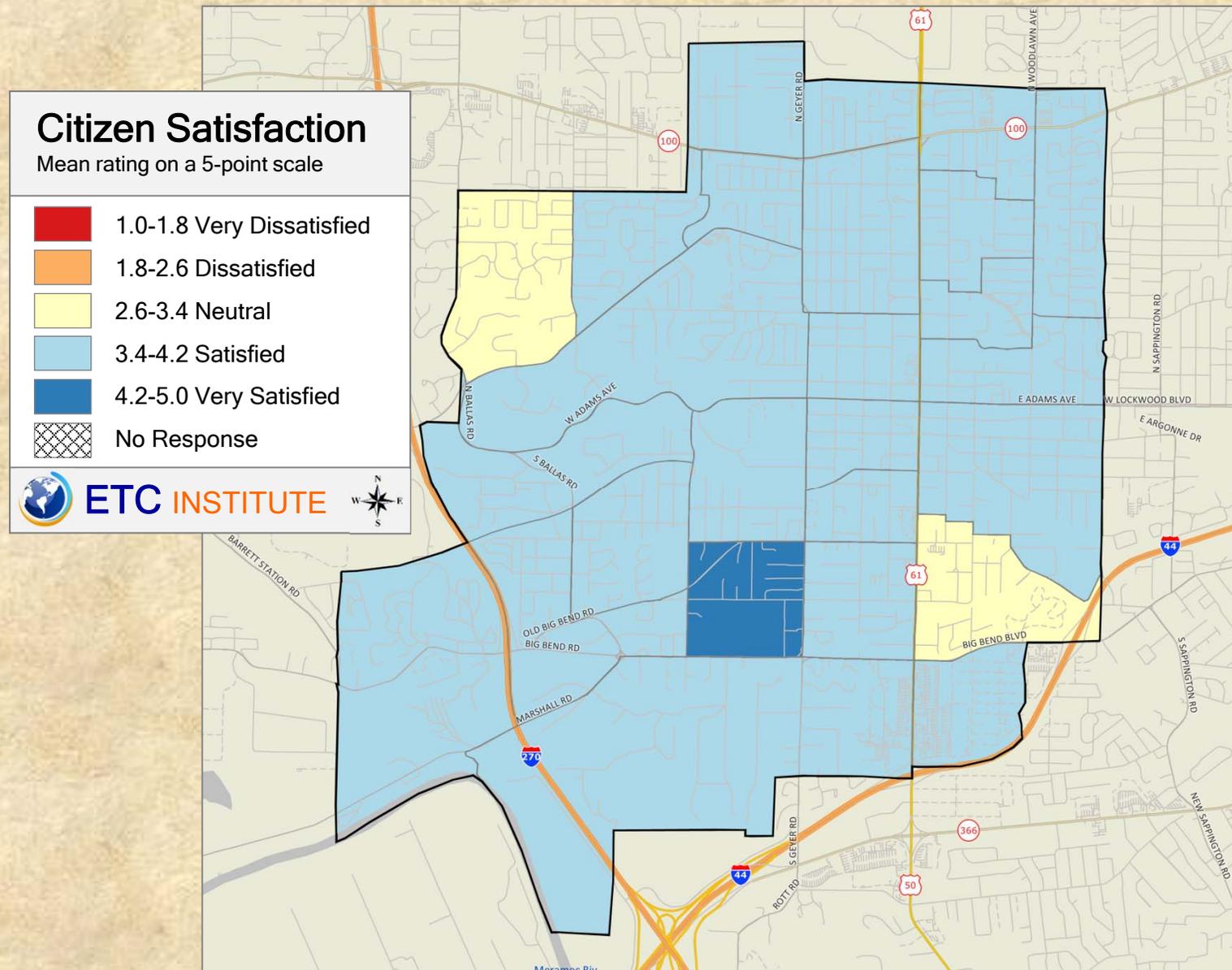
Q5-06 Level of Satisfaction with: Overall quality of local police protection



2018 City of Kirkwood Community Survey

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

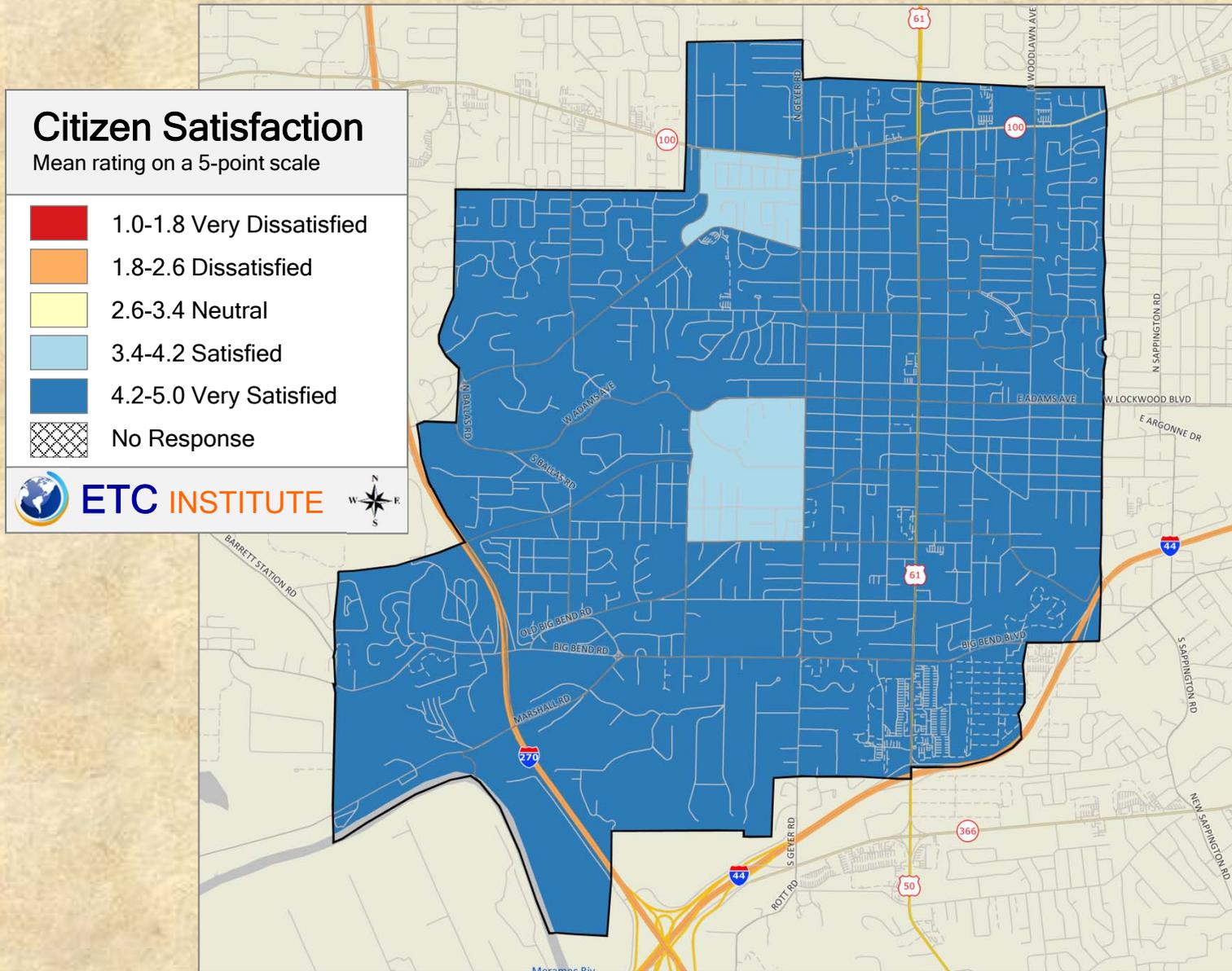
Q5-07 Level of Satisfaction with: Overall quality of the City's Municipal Court



2018 City of Kirkwood Community Survey

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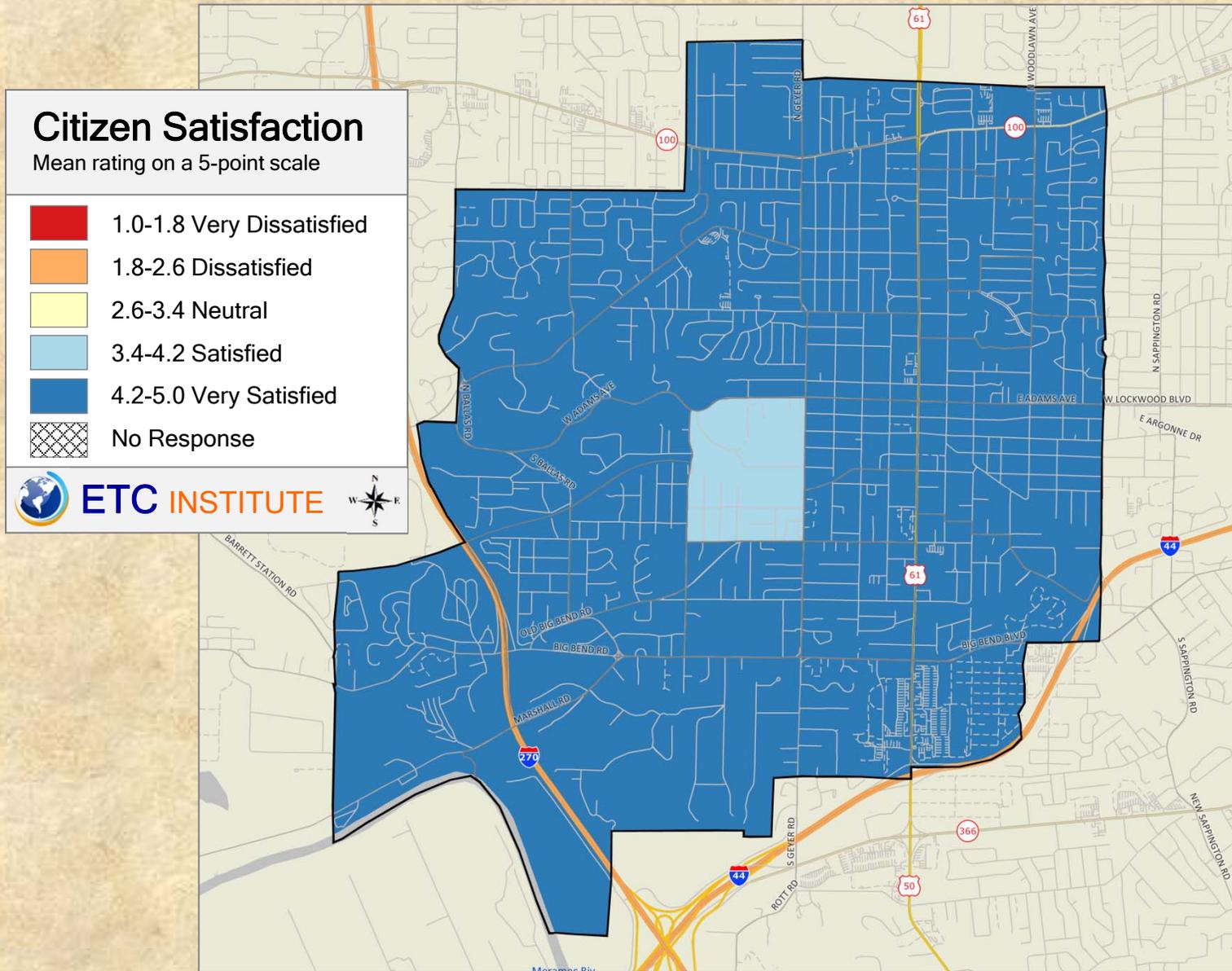
Q5-08 Level of Satisfaction with: How quickly Fire/Emergency Medical Services personnel respond to emergencies



2018 City of Kirkwood Community Survey

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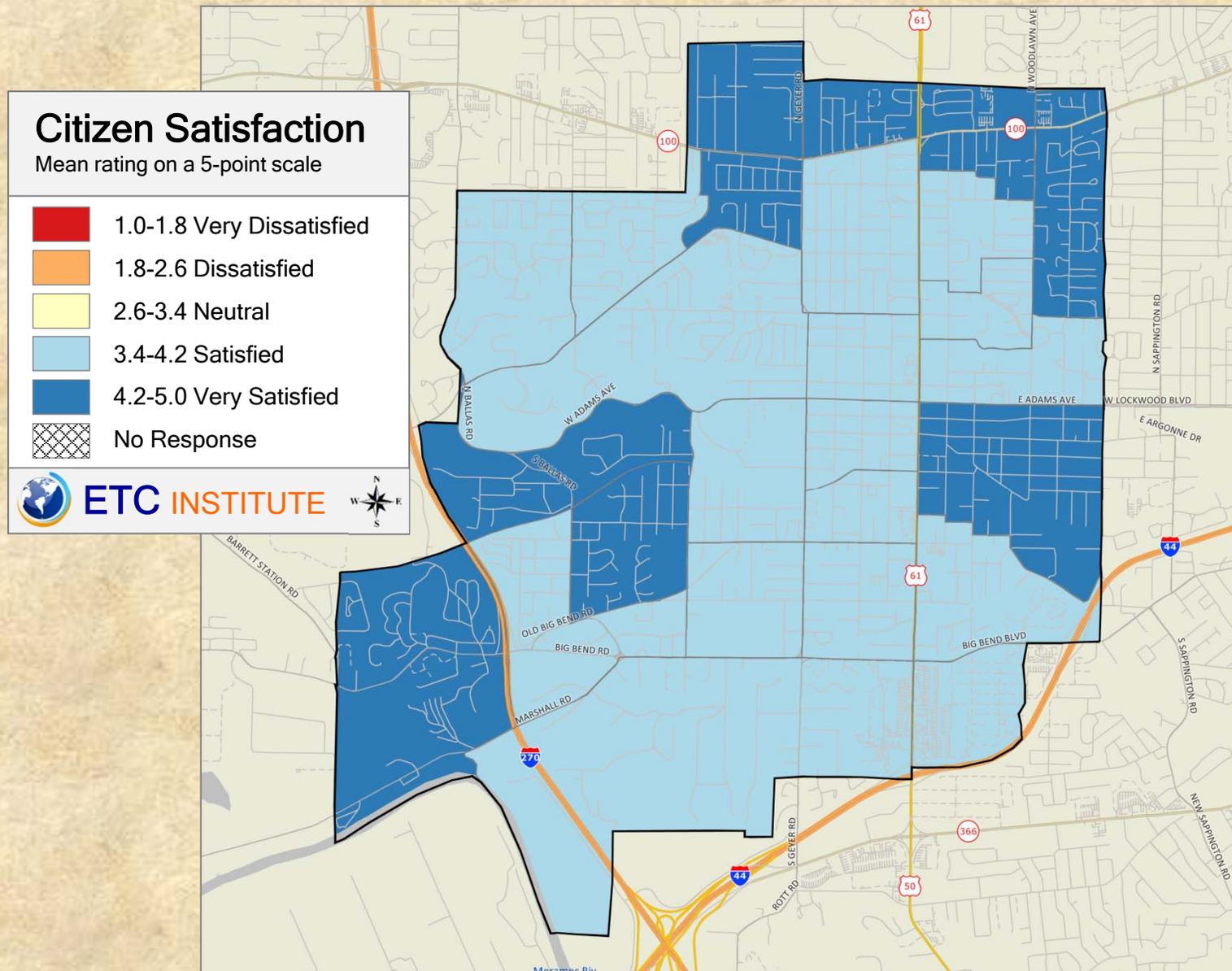
Q5-09 Level of Satisfaction with: Overall quality of local Fire protection/Emergency Medical Services



2018 City of Kirkwood Community Survey

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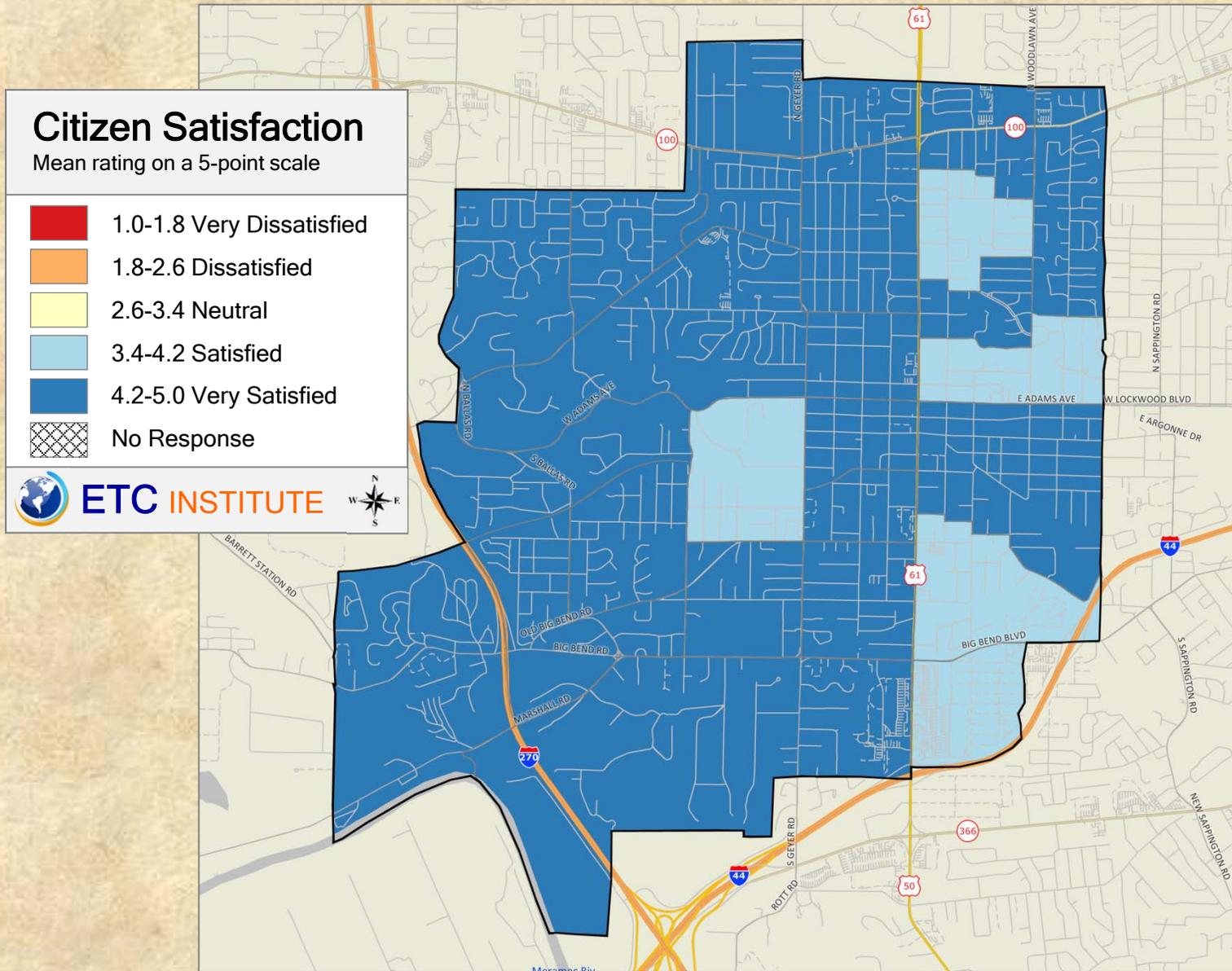
Q7-01 Level of Satisfaction with: Water pressure on a typical day



2018 City of Kirkwood Community Survey

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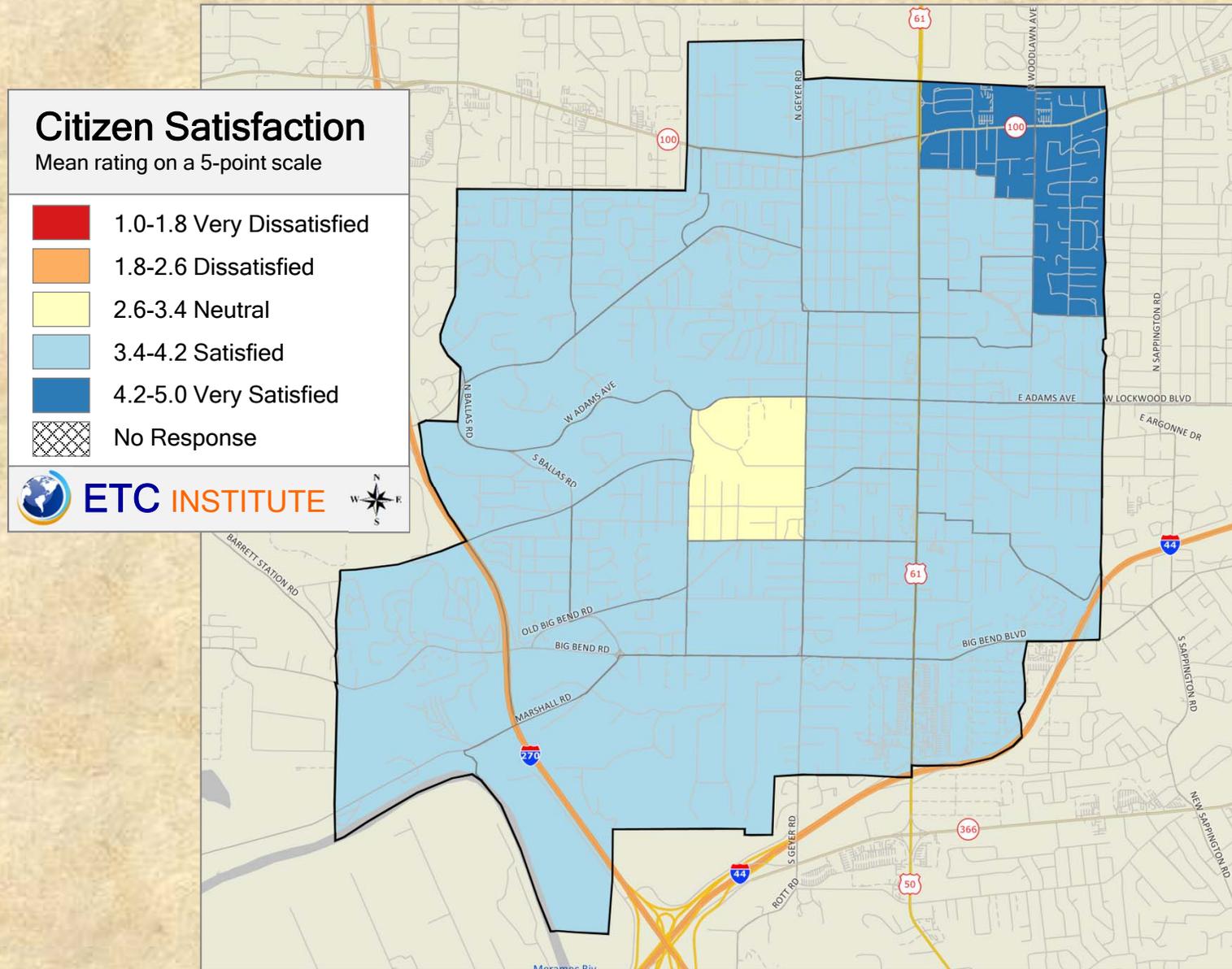
Q7-02 Level of Satisfaction with: Overall quality of your tap water



2018 City of Kirkwood Community Survey

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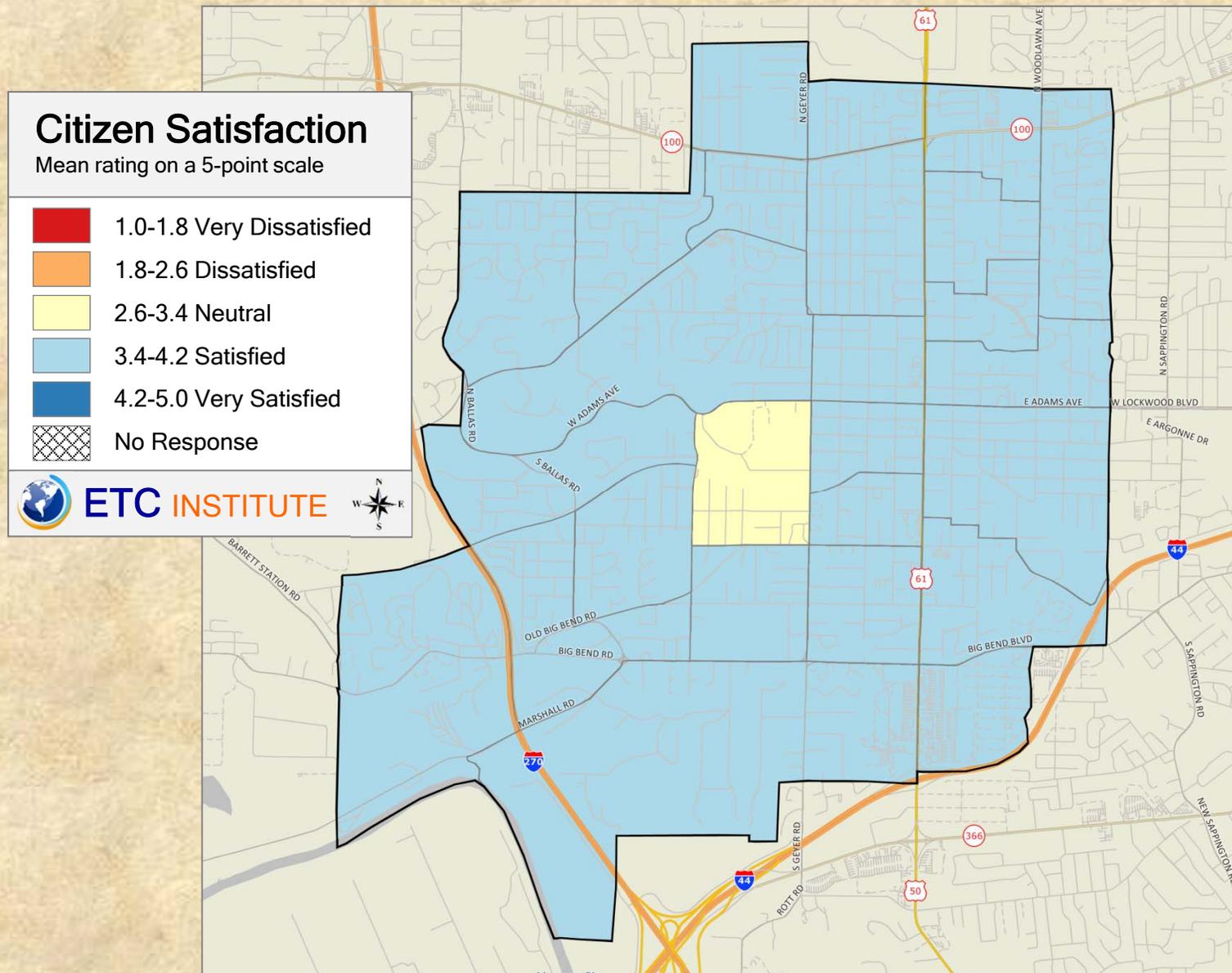
Q7-03 Level of Satisfaction with: How well the City keeps you informed about disruptions to your water service



2018 City of Kirkwood Community Survey

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

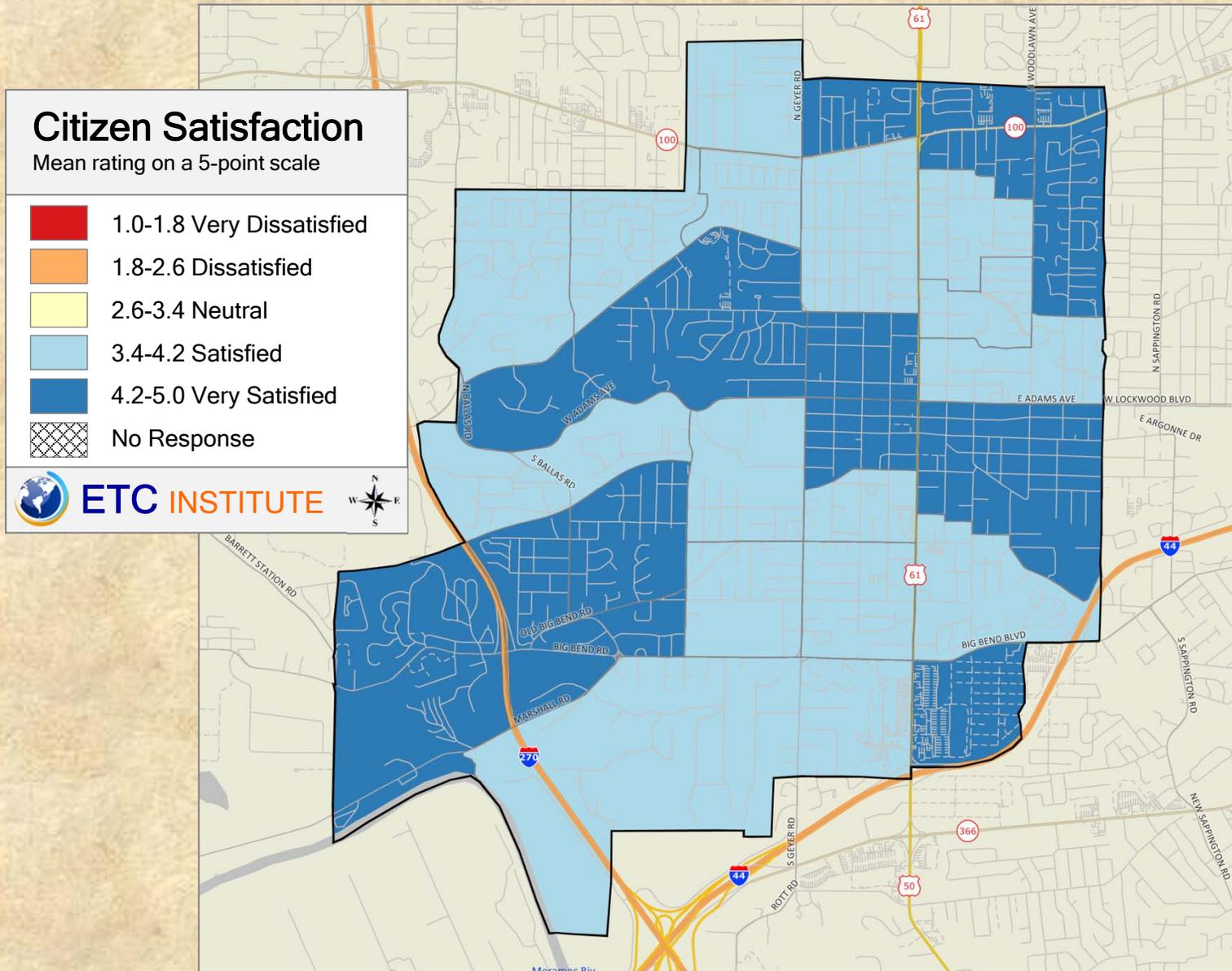
Q7-04 Level of Satisfaction with: What you are charged for water



2018 City of Kirkwood Community Survey

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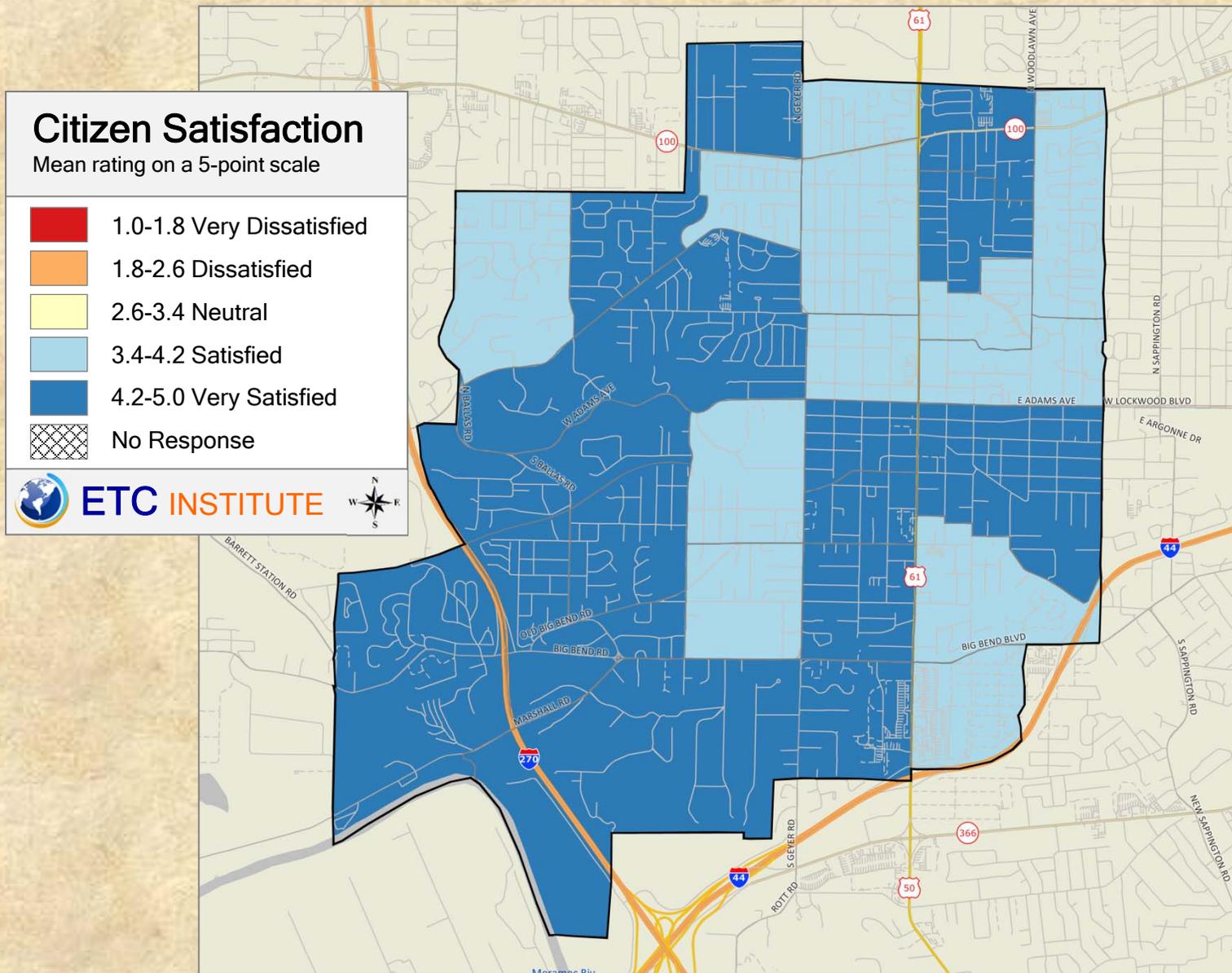
Q7-05 Level of Satisfaction with: Overall quality of your water service



2018 City of Kirkwood Community Survey

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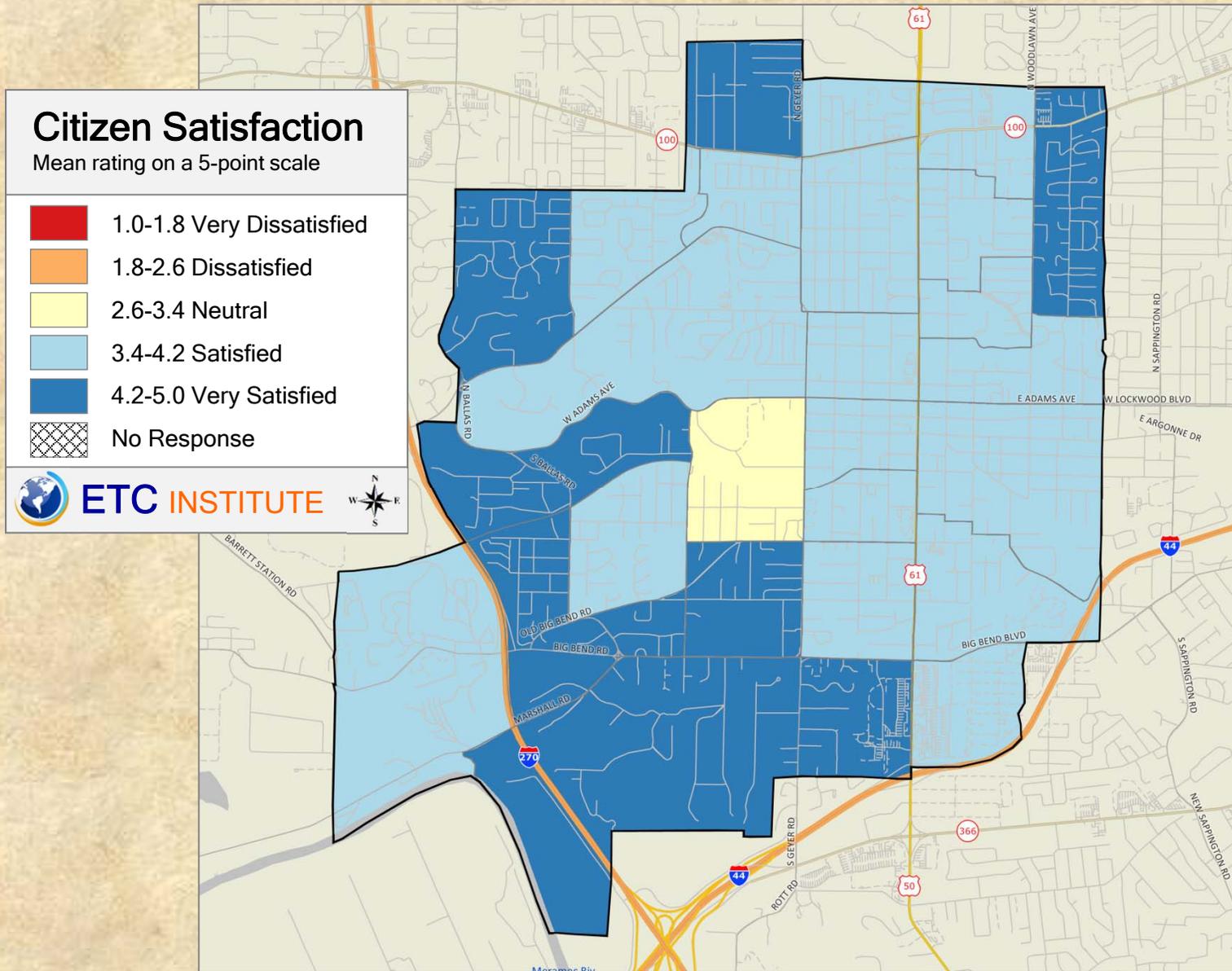
Q9-01 Level of Satisfaction with: Quality of residential trash collection services



2018 City of Kirkwood Community Survey

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

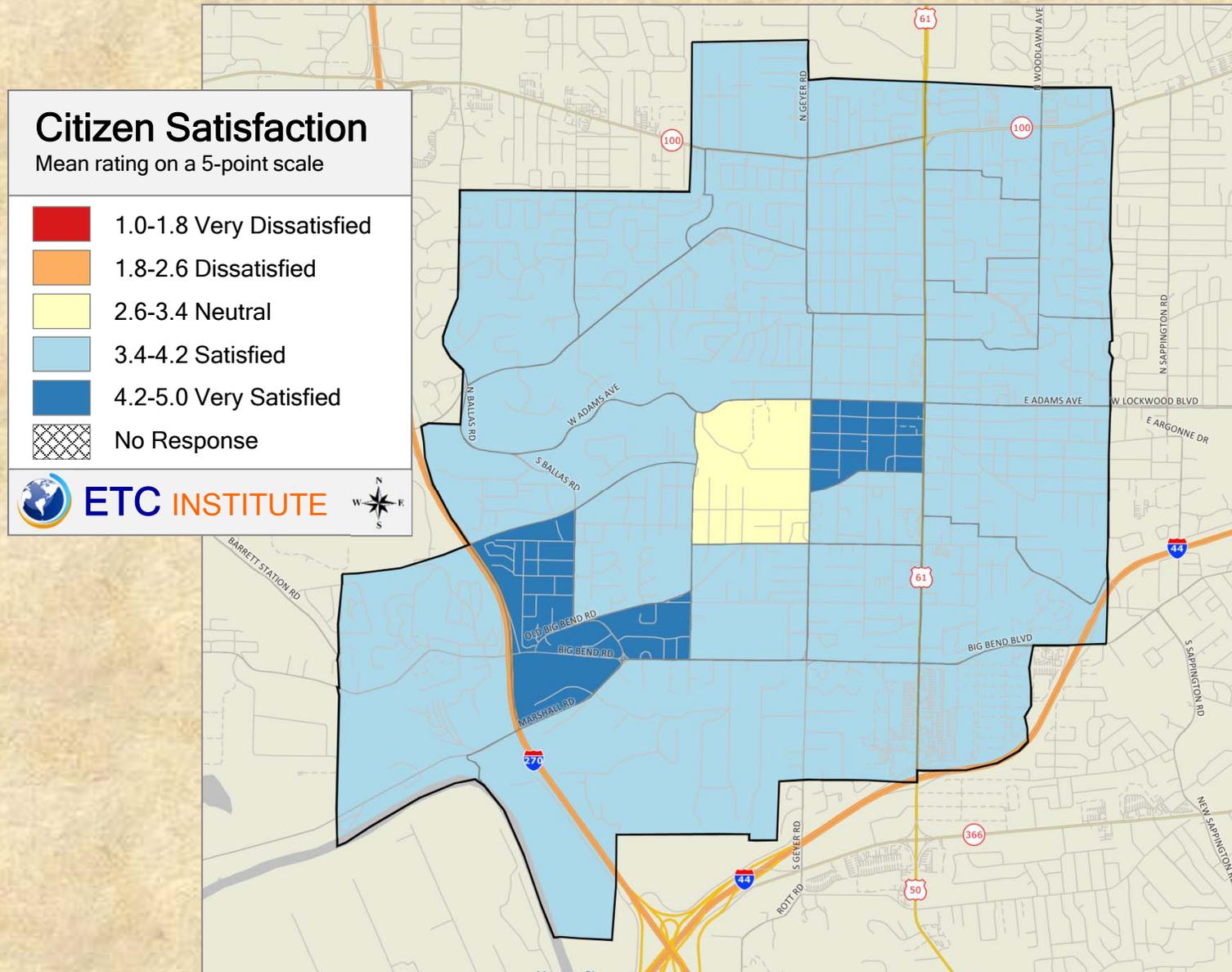
Q9-02 Level of Satisfaction with: Quality of residential trash collection services



2018 City of Kirkwood Community Survey

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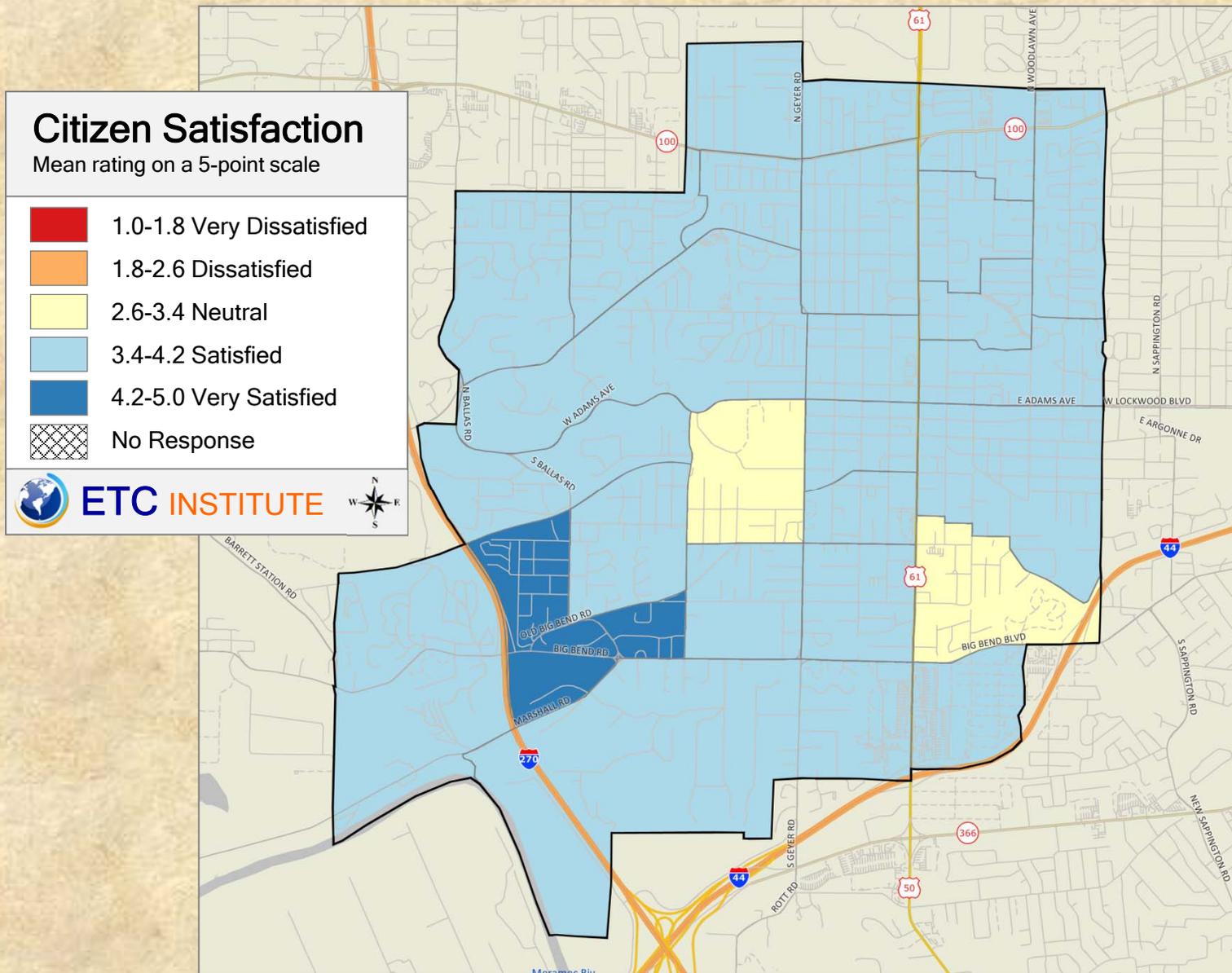
Q9-03 Level of Satisfaction with: Value received for cost of trash and recycling collection services



2018 City of Kirkwood Community Survey

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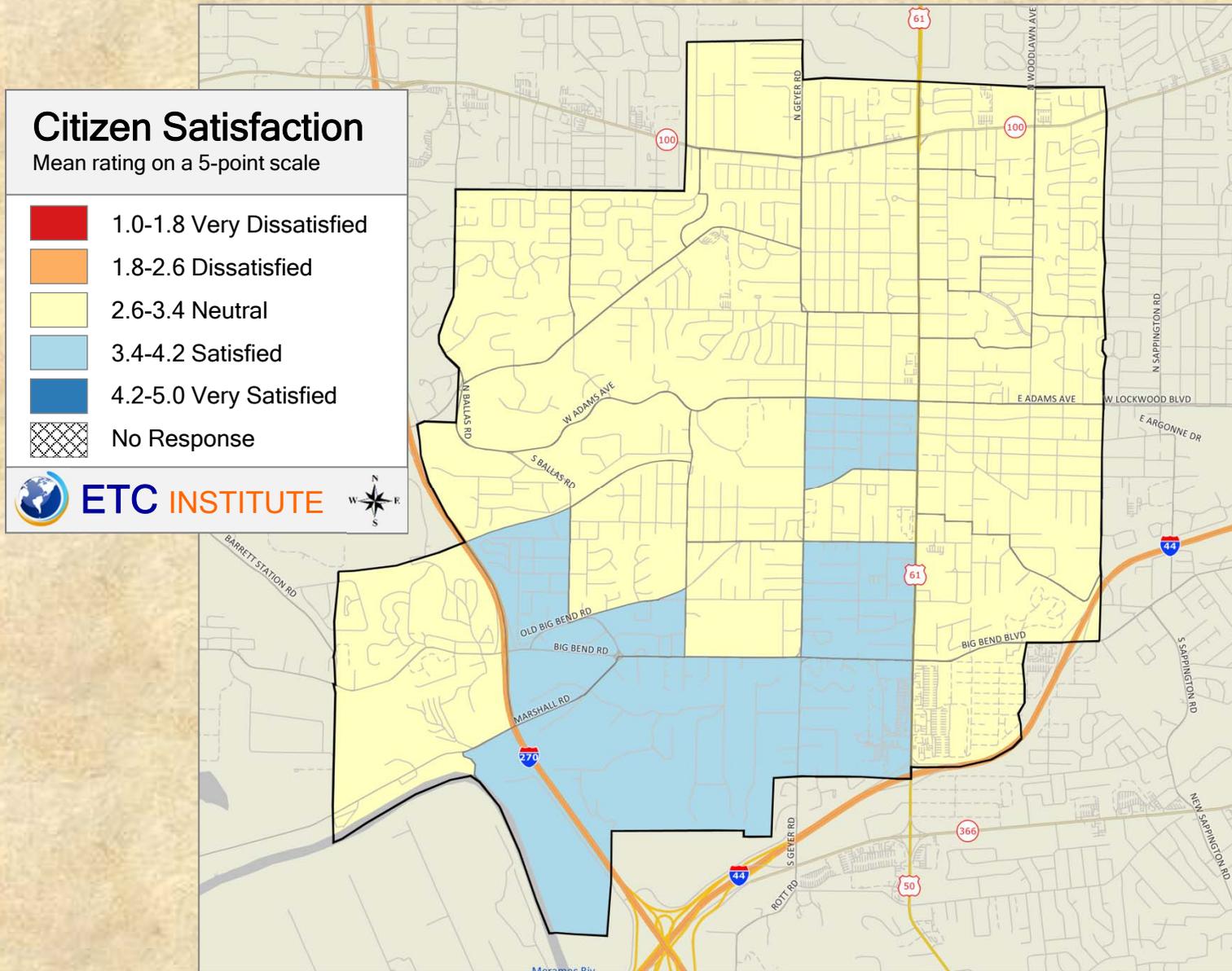
Q9-04 Level of Satisfaction with: Quality of yard waste collection services



2018 City of Kirkwood Community Survey

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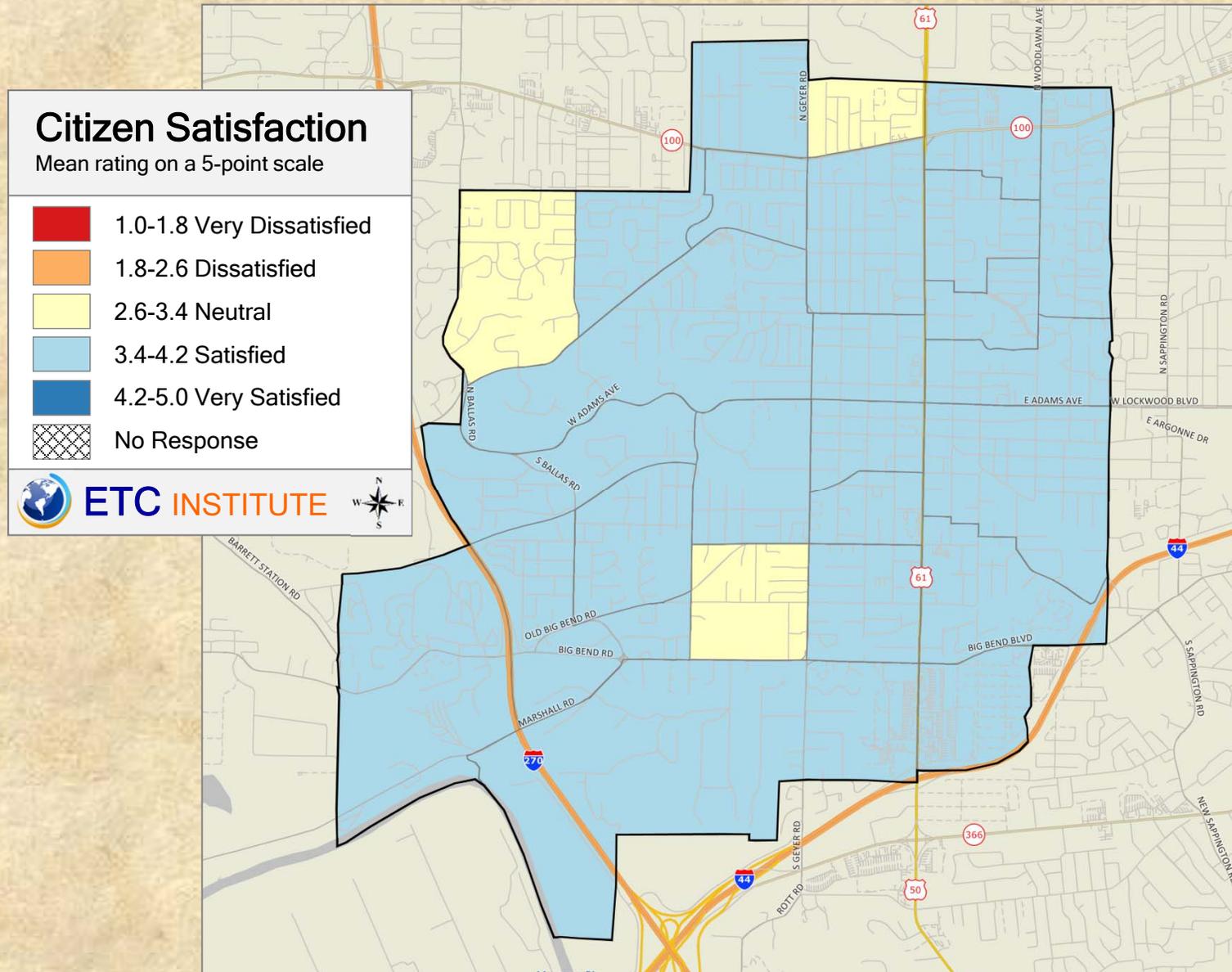
Q9-05 Level of Satisfaction with: Value received for cost of yard waste bags/stickers



2018 City of Kirkwood Community Survey

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

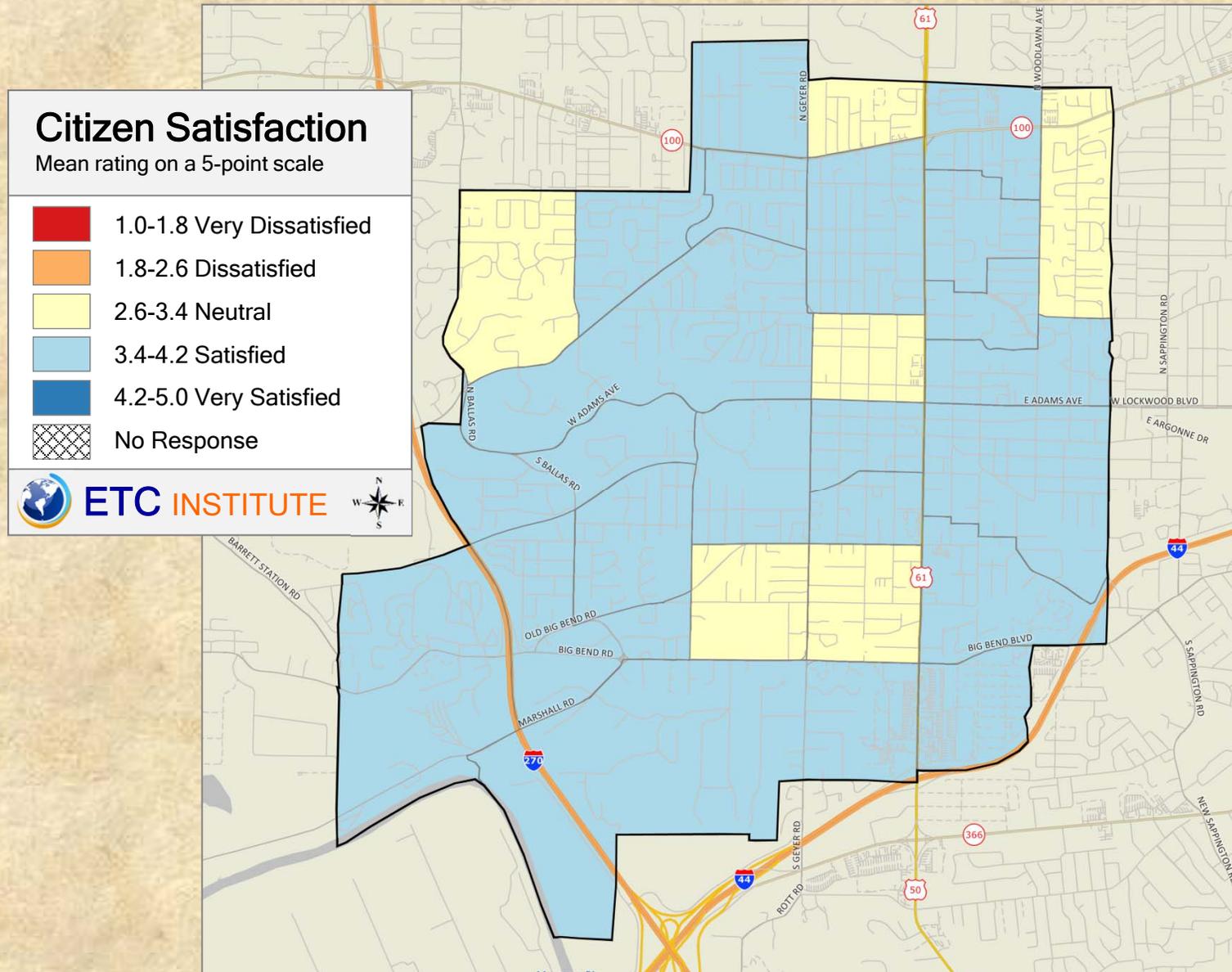
Q11-01 Level of Satisfaction with: Maintenance of residential property (exterior of the building itself)



2018 City of Kirkwood Community Survey

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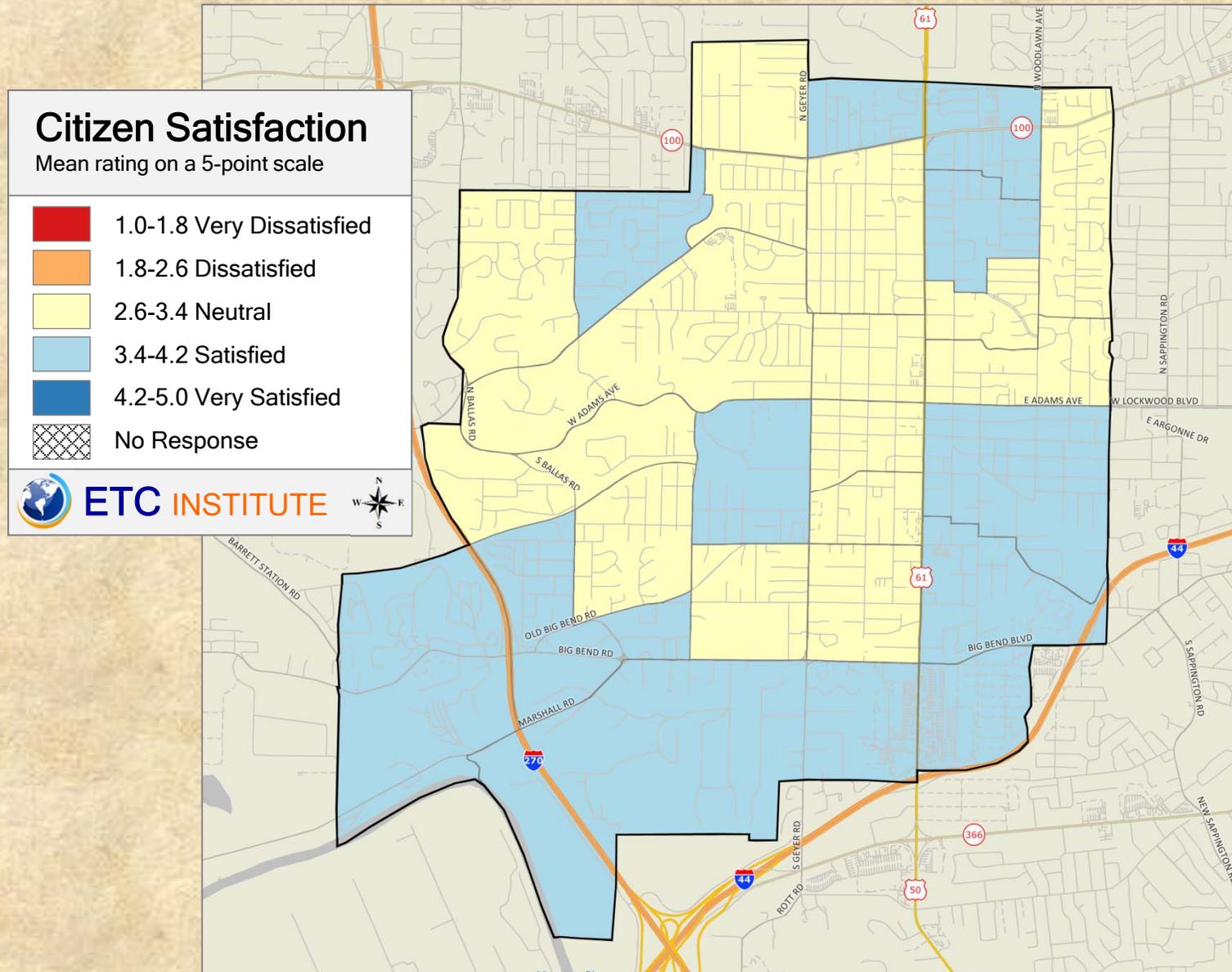
Q11-02 Level of Satisfaction with: Enforcing the mowing and trimming of lawns on private property



2018 City of Kirkwood Community Survey

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

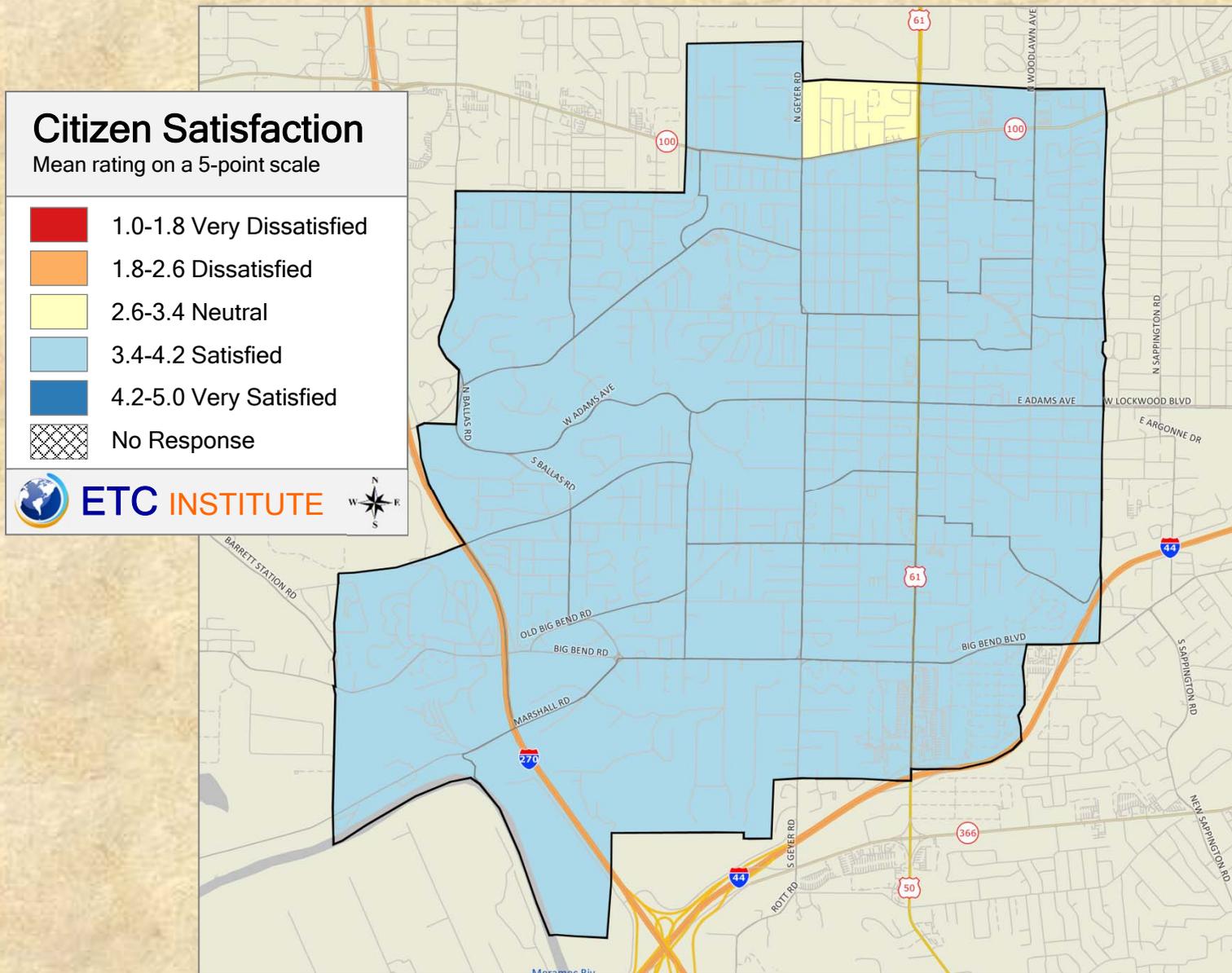
Q11-03 Level of Satisfaction with: Enforcing the removal of dead trees on private property



2018 City of Kirkwood Community Survey

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

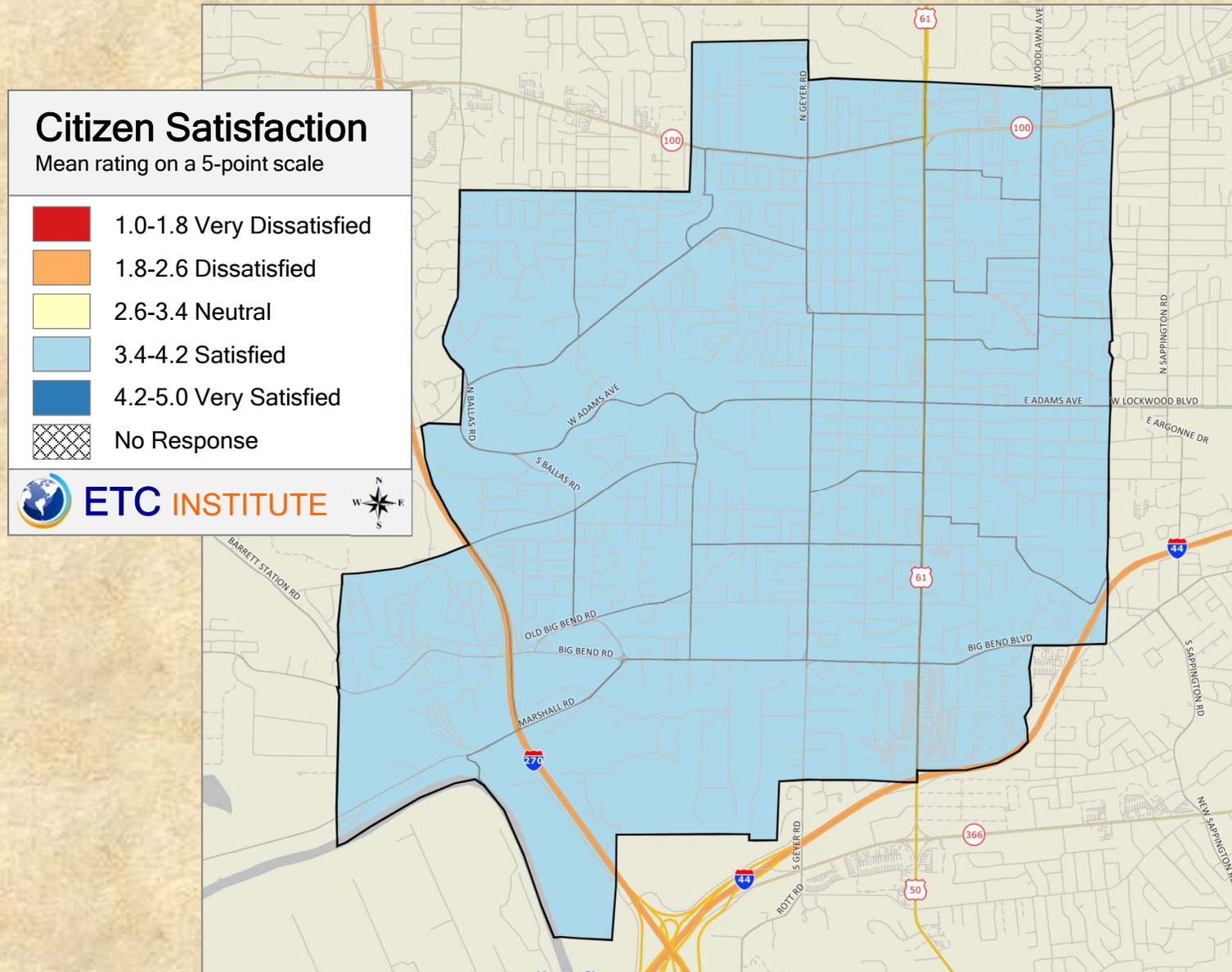
Q11-04 Level of Satisfaction with: Maintenance of business property



2018 City of Kirkwood Community Survey

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

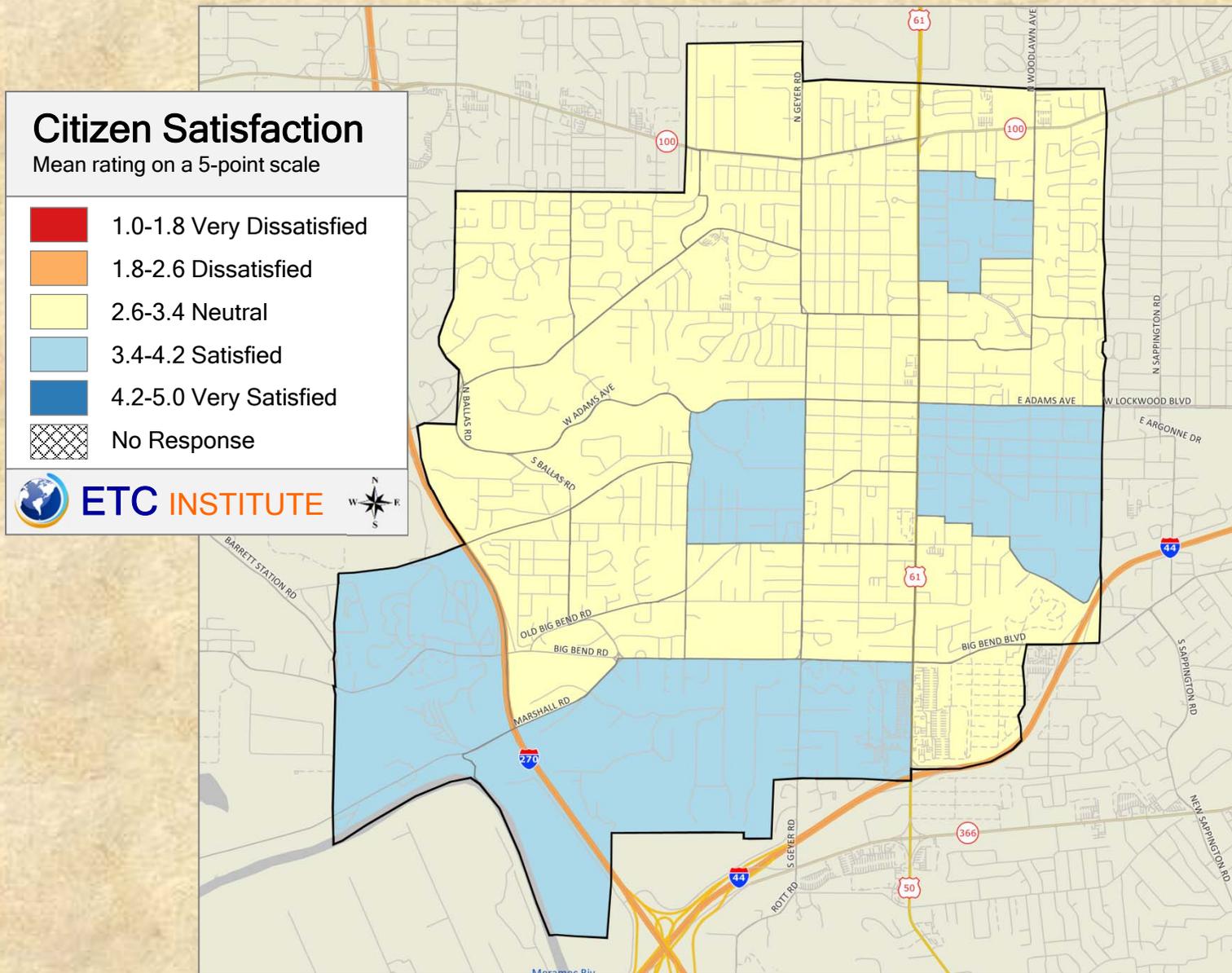
Q11-05 Level of Satisfaction with: Enforcing codes designed to protect public health and safety



2018 City of Kirkwood Community Survey

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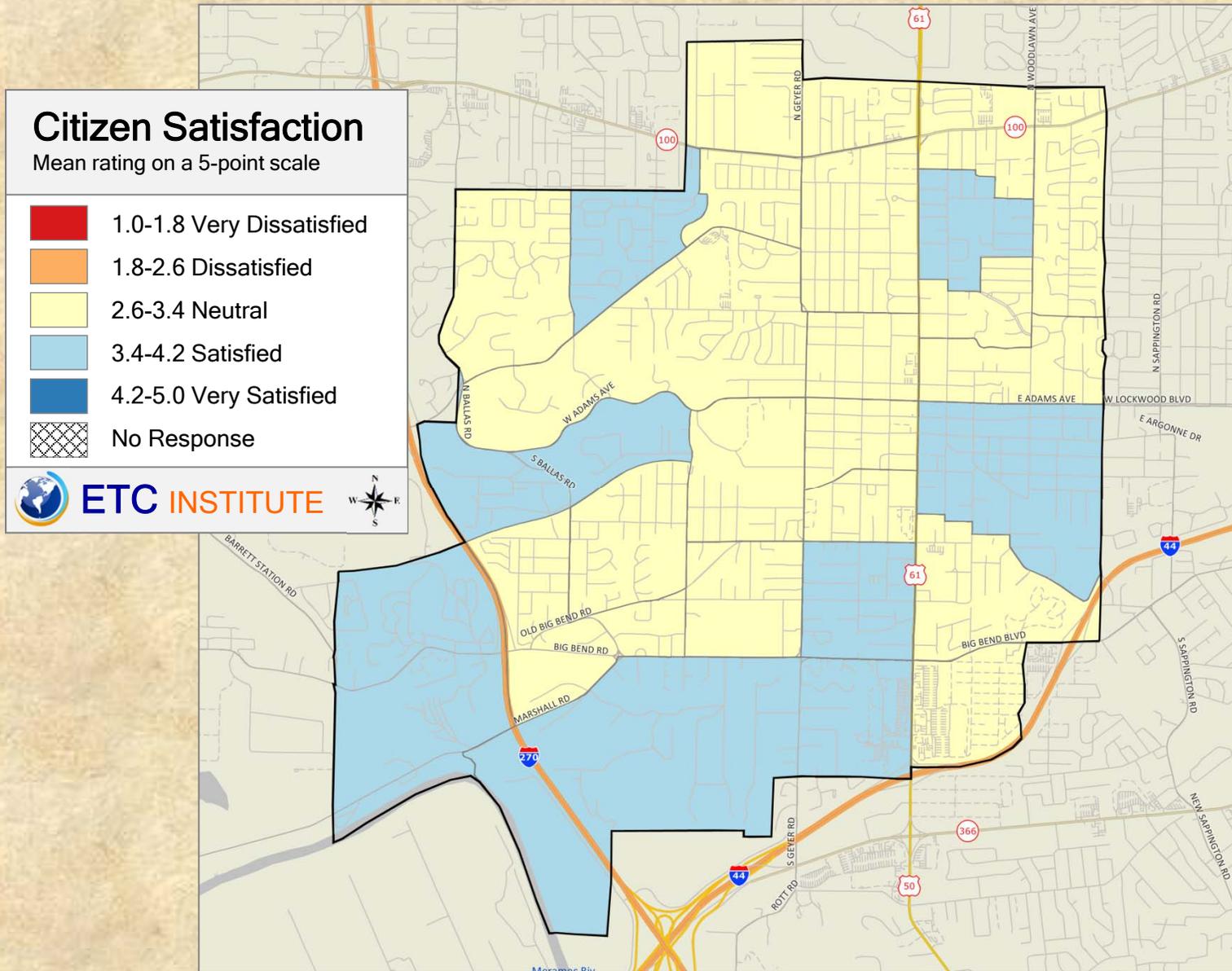
Q14-01 Level of Satisfaction with: The condition of sidewalks in your area



2018 City of Kirkwood Community Survey

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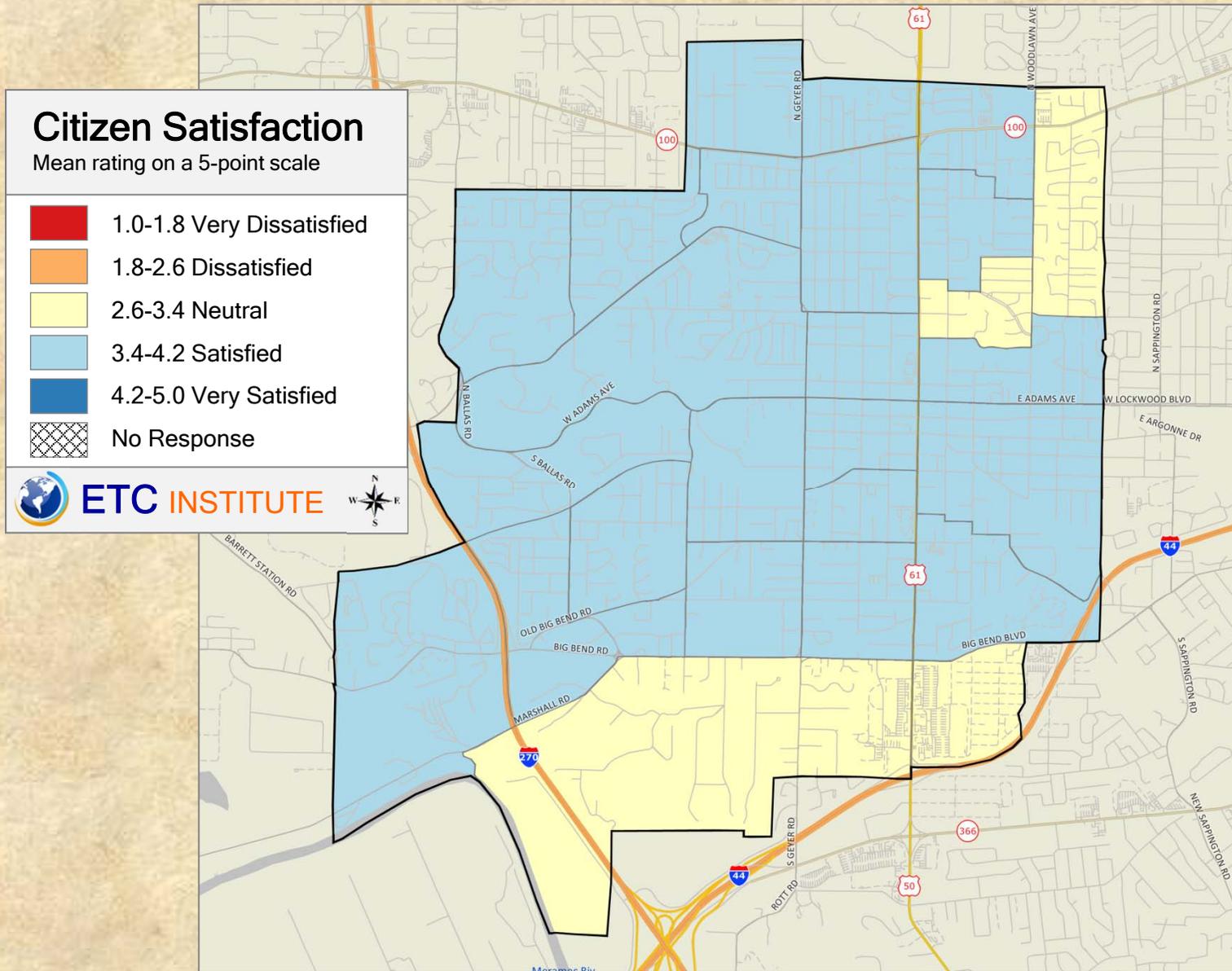
Q14-02 Level of Satisfaction with: The ease with which a wheelchair or stroller can access the sidewalk



2018 City of Kirkwood Community Survey

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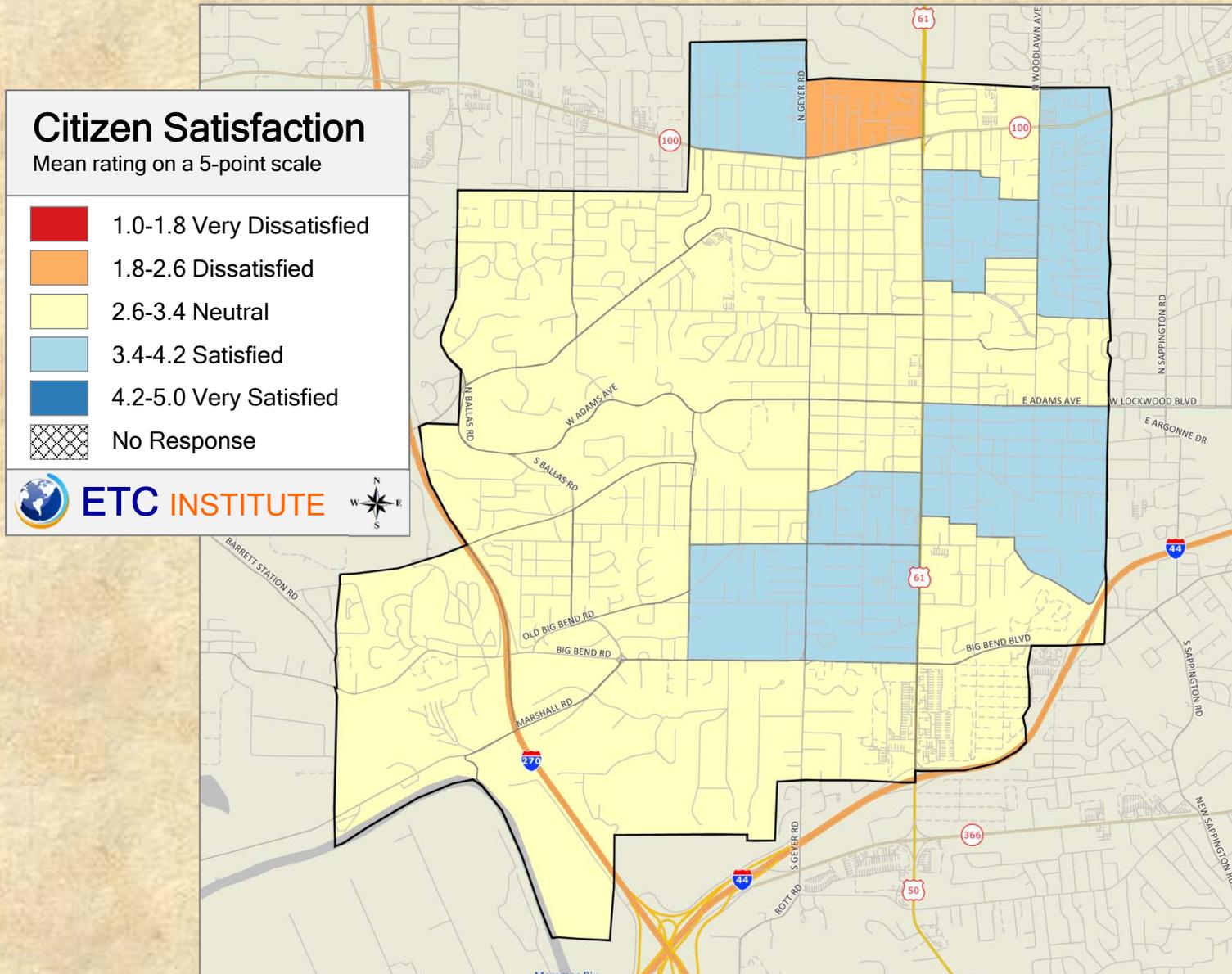
Q14-03 Level of Satisfaction with: The distance of the sidewalk from the roadway and moving vehicles



2018 City of Kirkwood Community Survey

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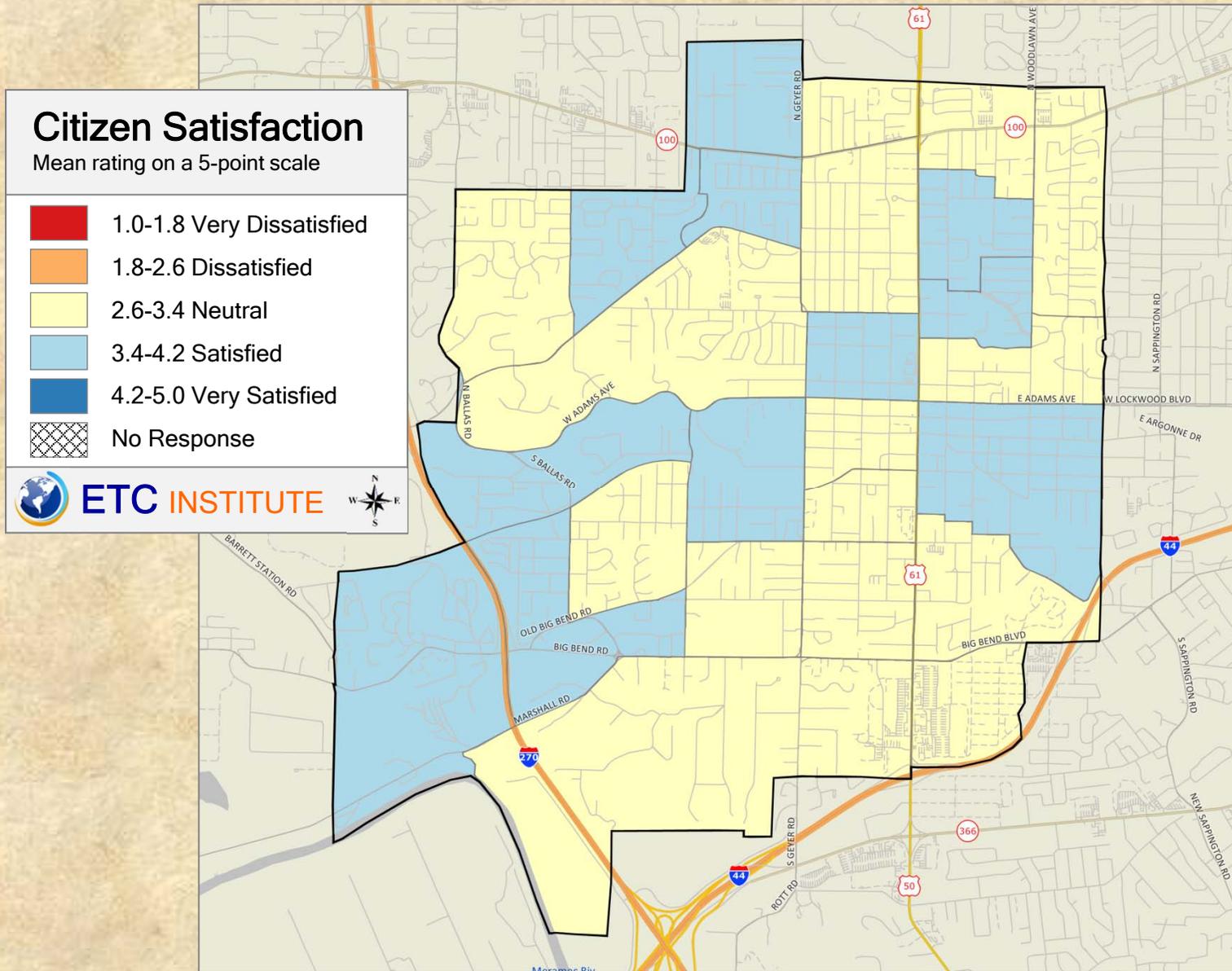
Q14-04 Level of Satisfaction with: The connectivity (e.g. lack of gaps) of the sidewalks in your area



2018 City of Kirkwood Community Survey

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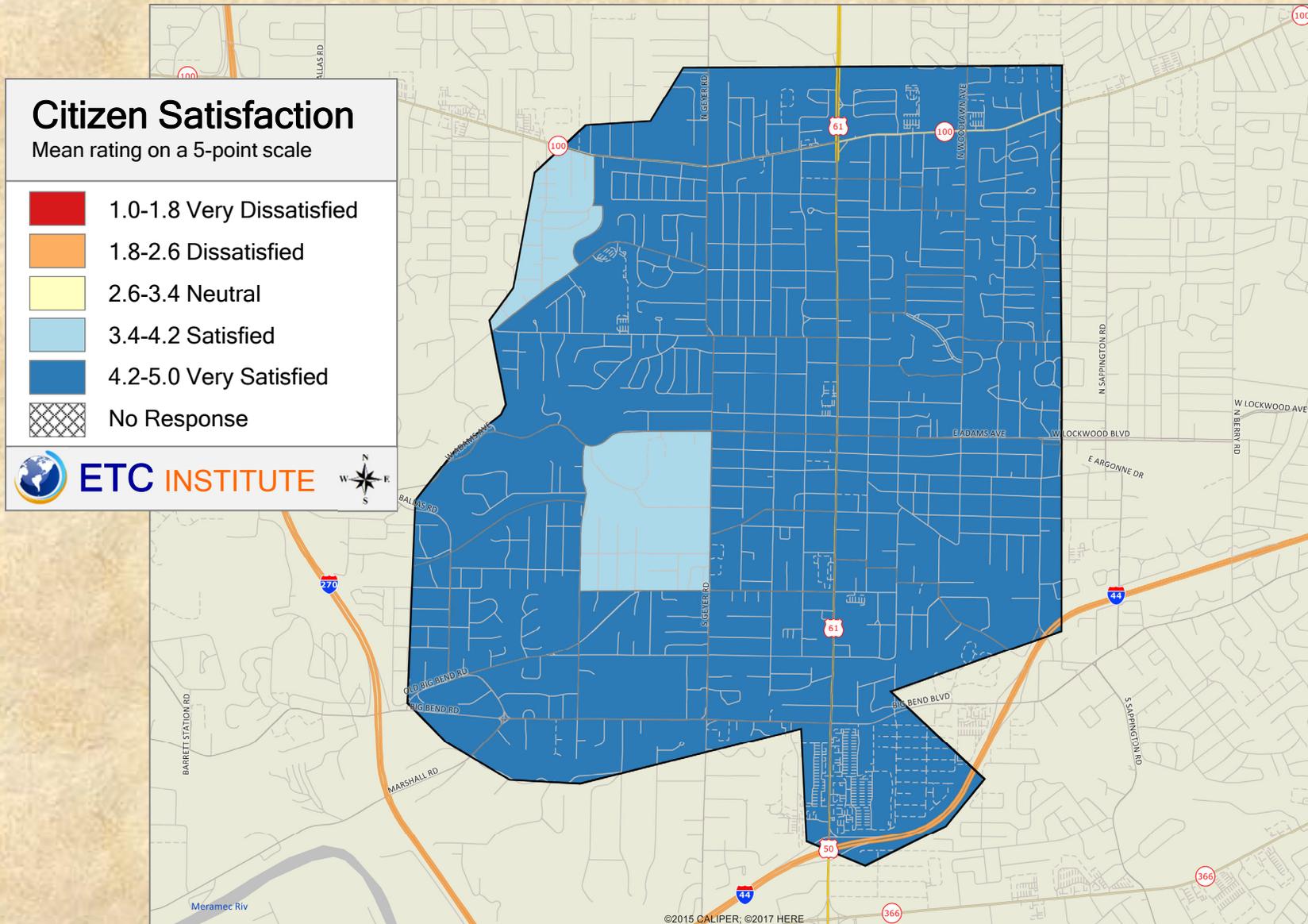
Q14-05 Level of Satisfaction with: The extent the sidewalks are clear of weeds, brush, and overhanging limbs



2018 City of Kirkwood Community Survey

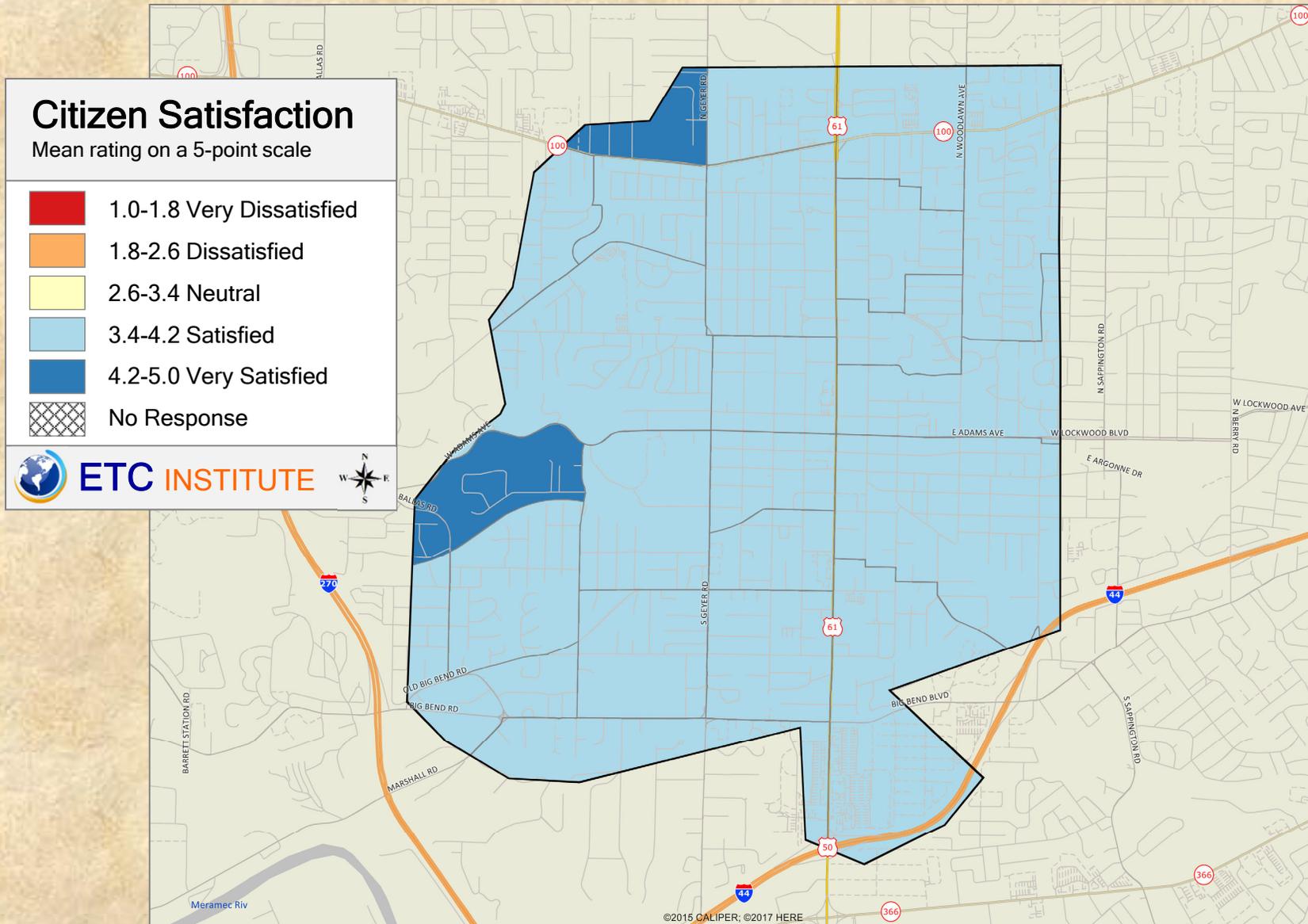
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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



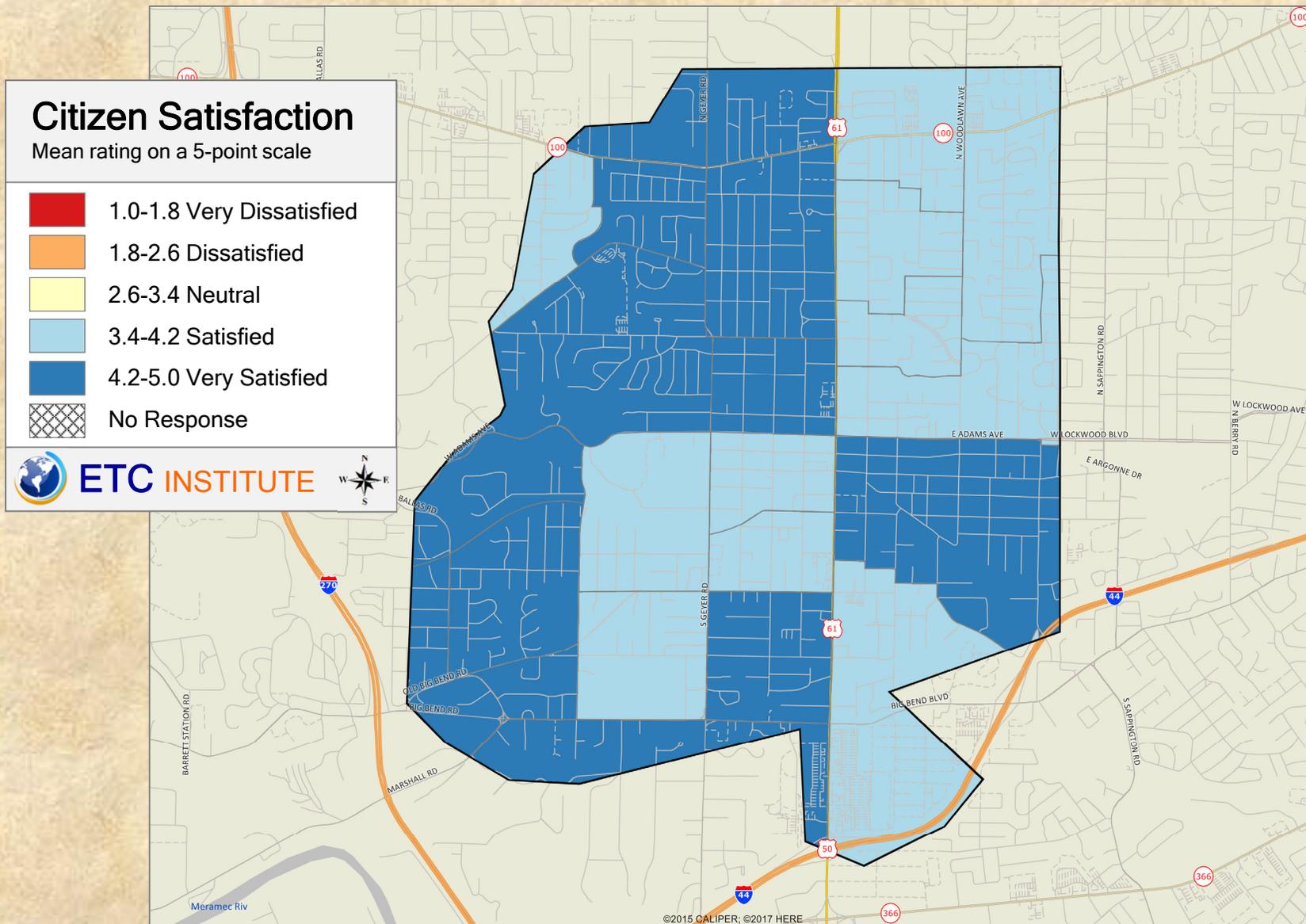
2018 City of Kirkwood Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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



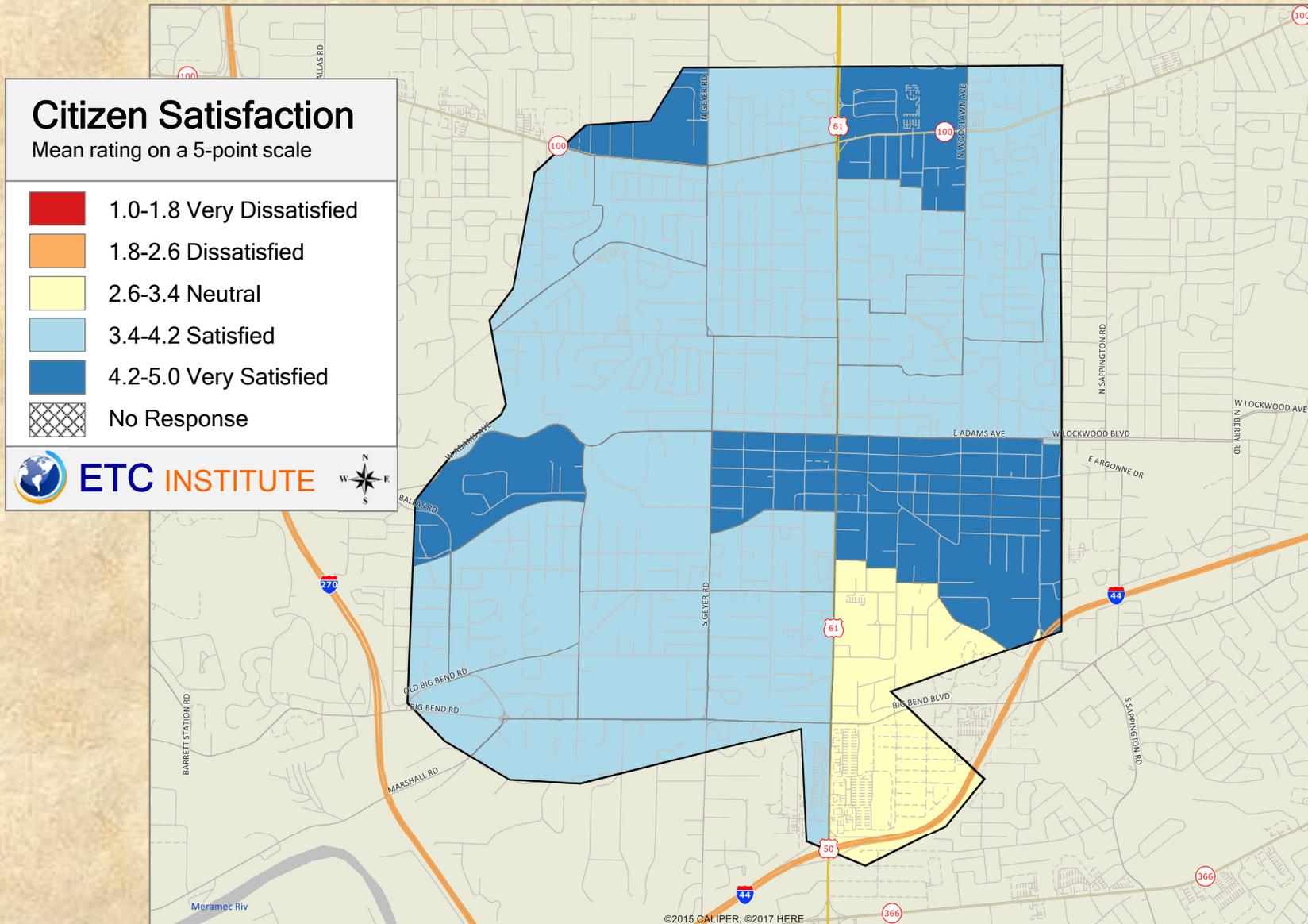
2018 City of Kirkwood Community Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

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



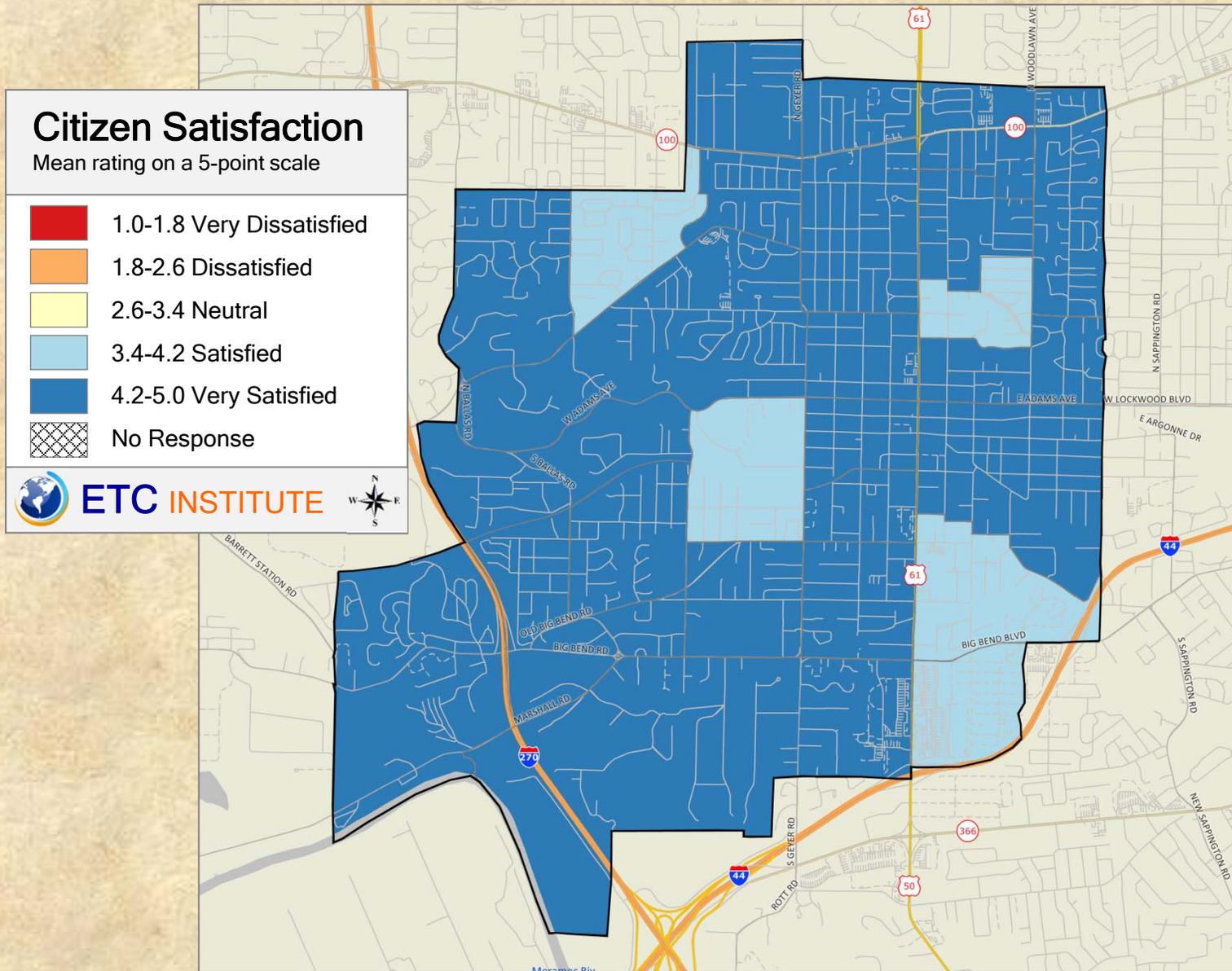
2018 City of Kirkwood Community Survey
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Q17a-04 Level of Satisfaction with: Value received for cost of electric services provided



2018 City of Kirkwood Community Survey
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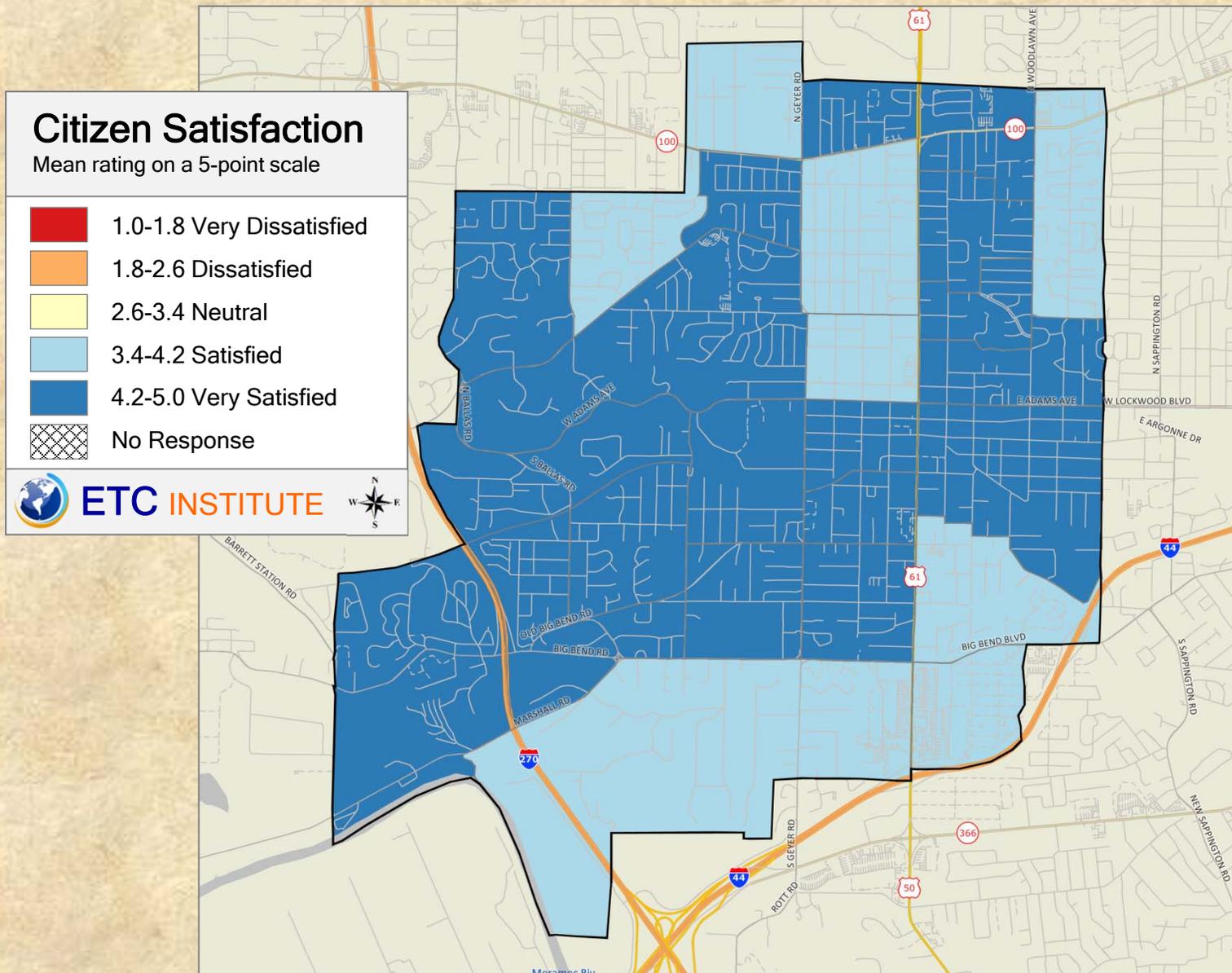
Q18-01 Level of Satisfaction with: Maintenance of City Parks



2018 City of Kirkwood Community Survey

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

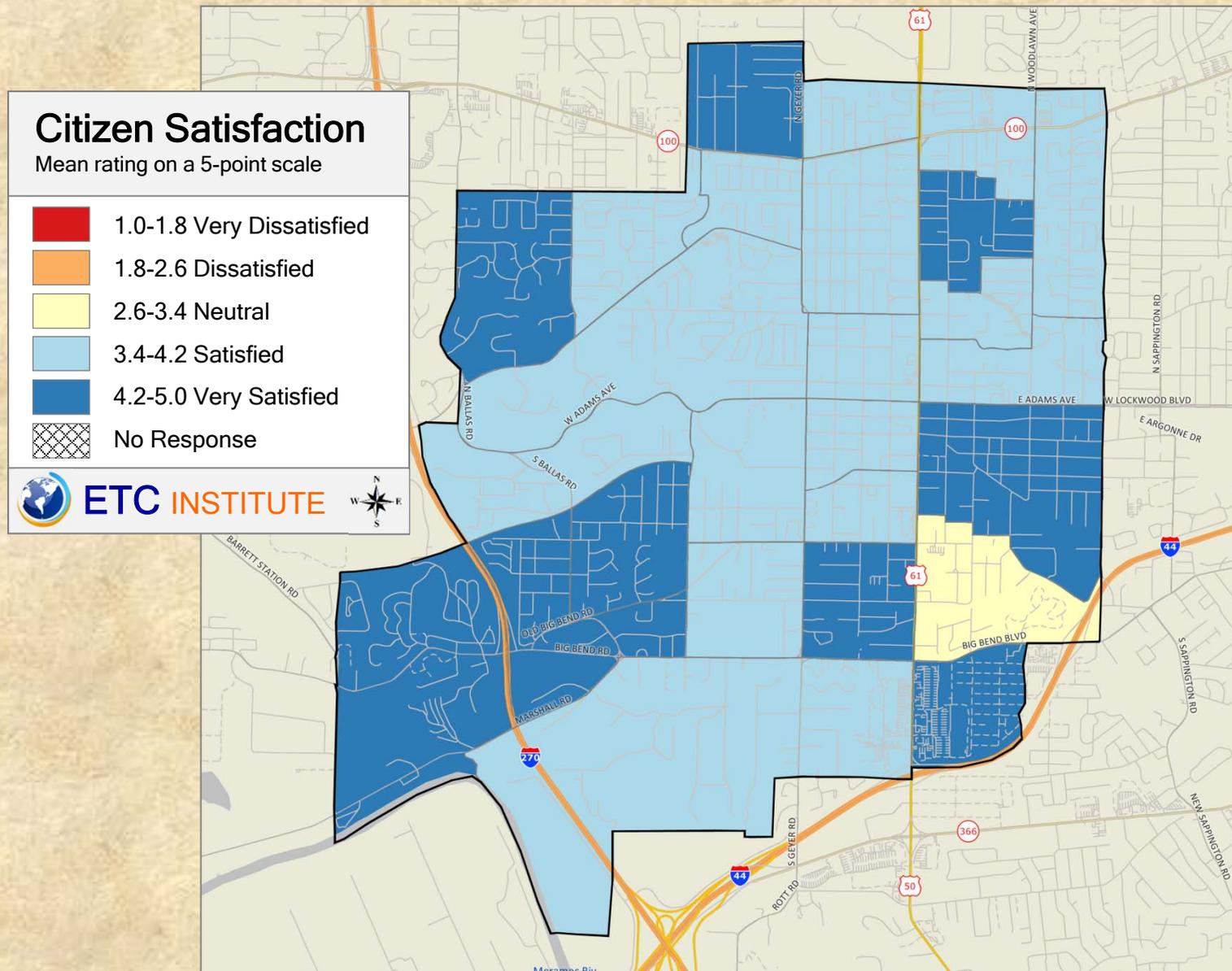
Q18-02 Level of Satisfaction with: Quality of outdoor athletic fields



2018 City of Kirkwood Community Survey

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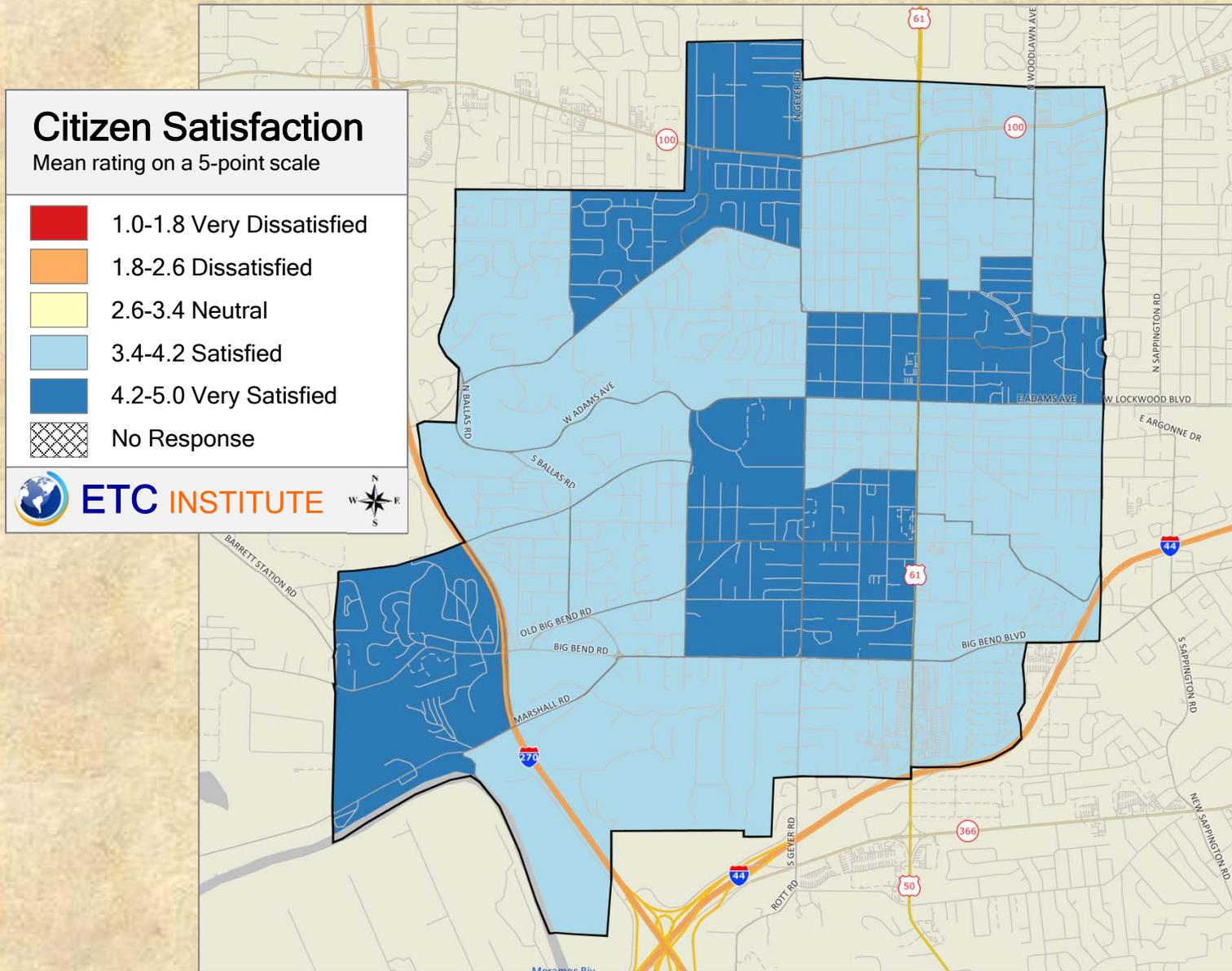
Q18-03 Level of Satisfaction with: Quality of the City's outdoor aquatic center



2018 City of Kirkwood Community Survey

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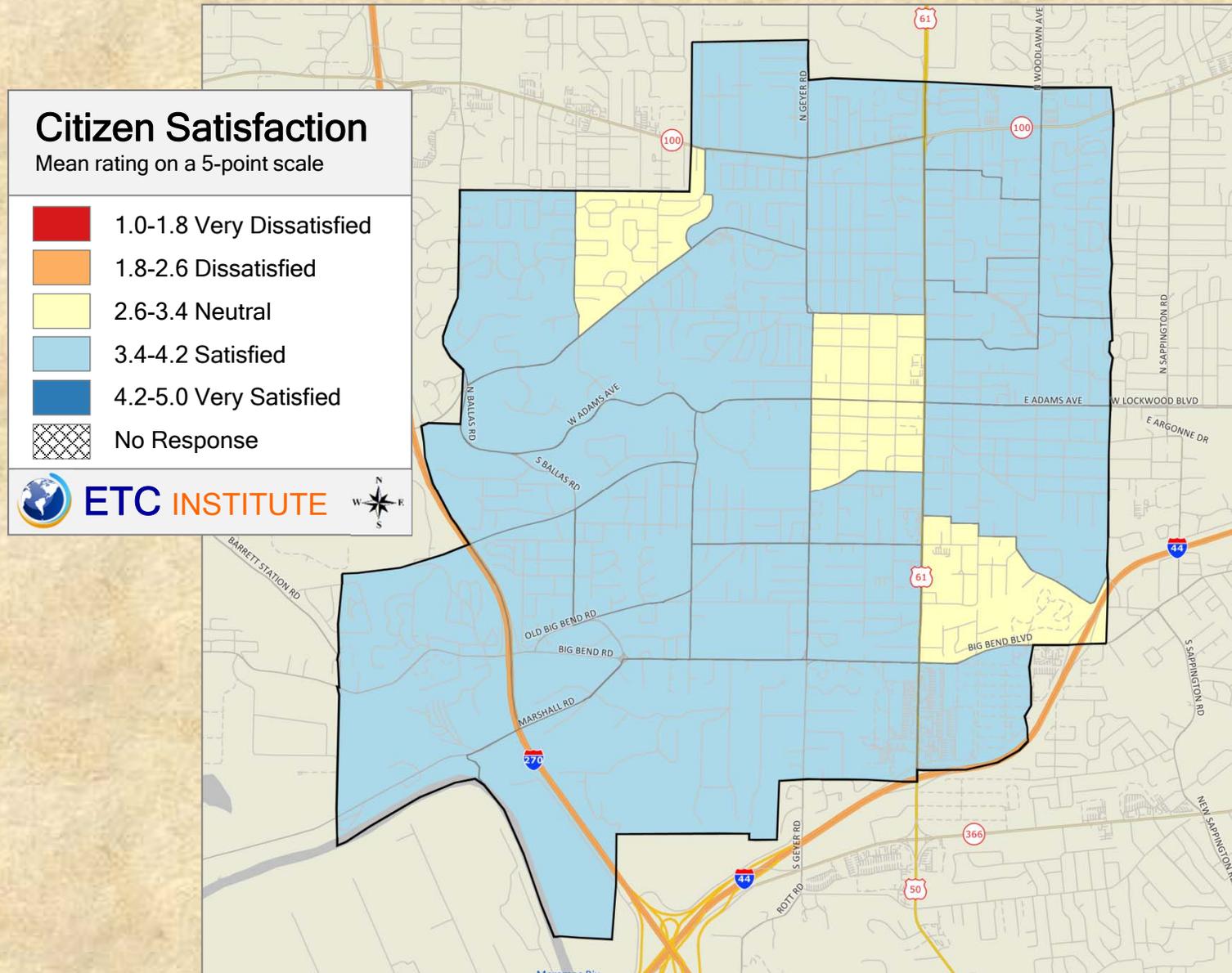
Q18-04 Level of Satisfaction with: Quality of the City's indoor ice rink



2018 City of Kirkwood Community Survey

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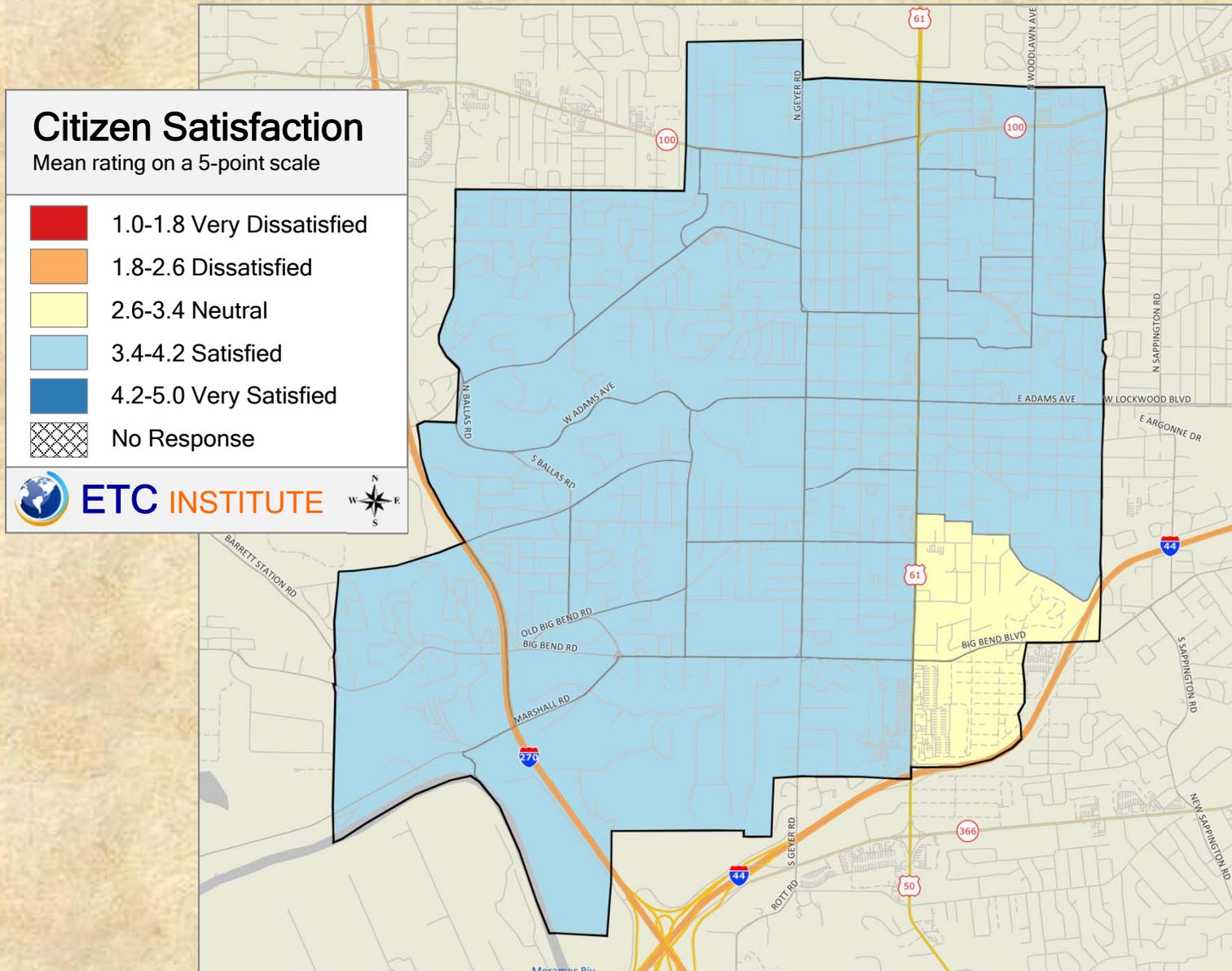
Q18-05 Level of Satisfaction with: Quality and condition of community center facilities



2018 City of Kirkwood Community Survey

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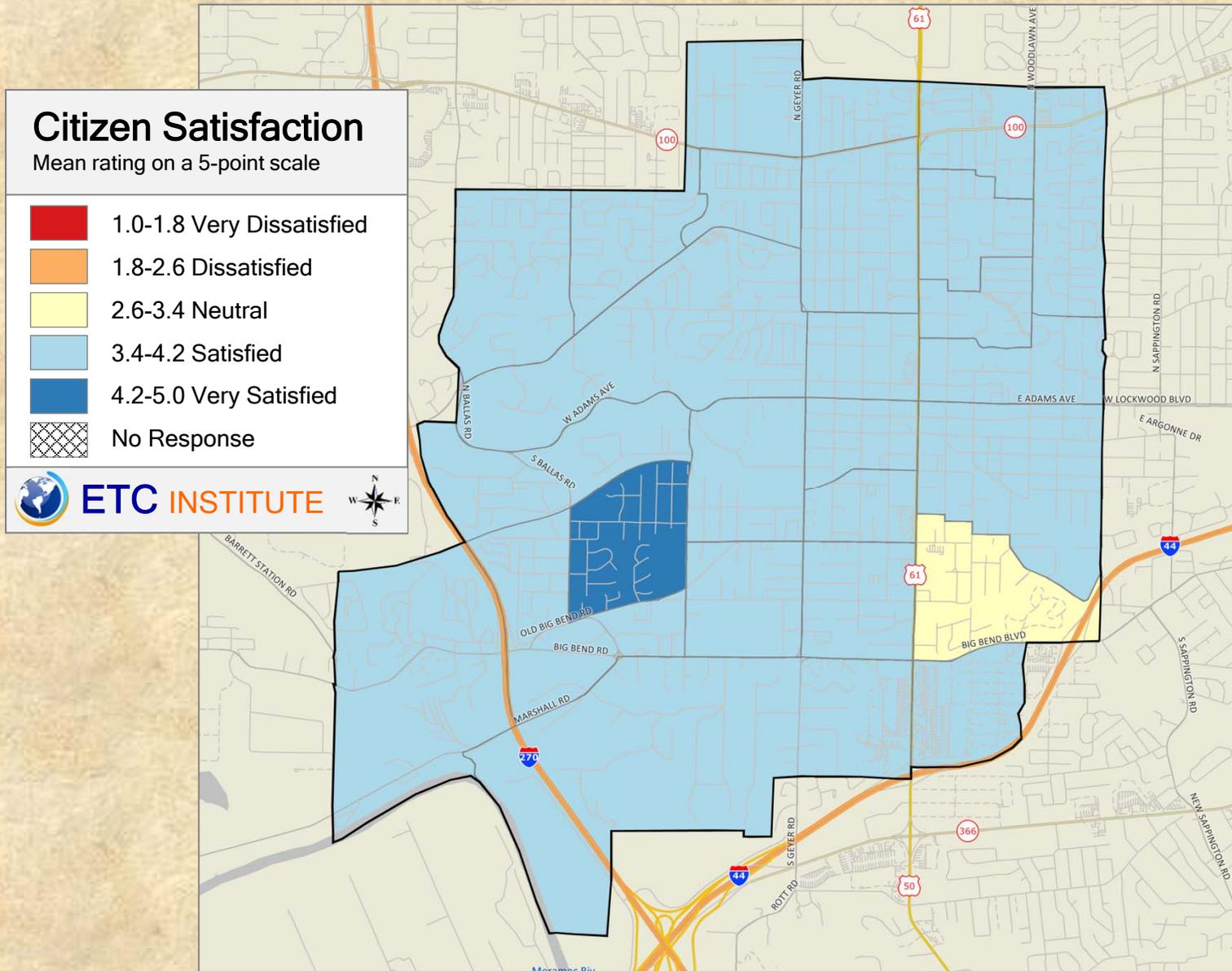
Q18-06 Level of Satisfaction with: City recreation programs such as classes, senior activities, athletic leagues, and day camps



2018 City of Kirkwood Community Survey

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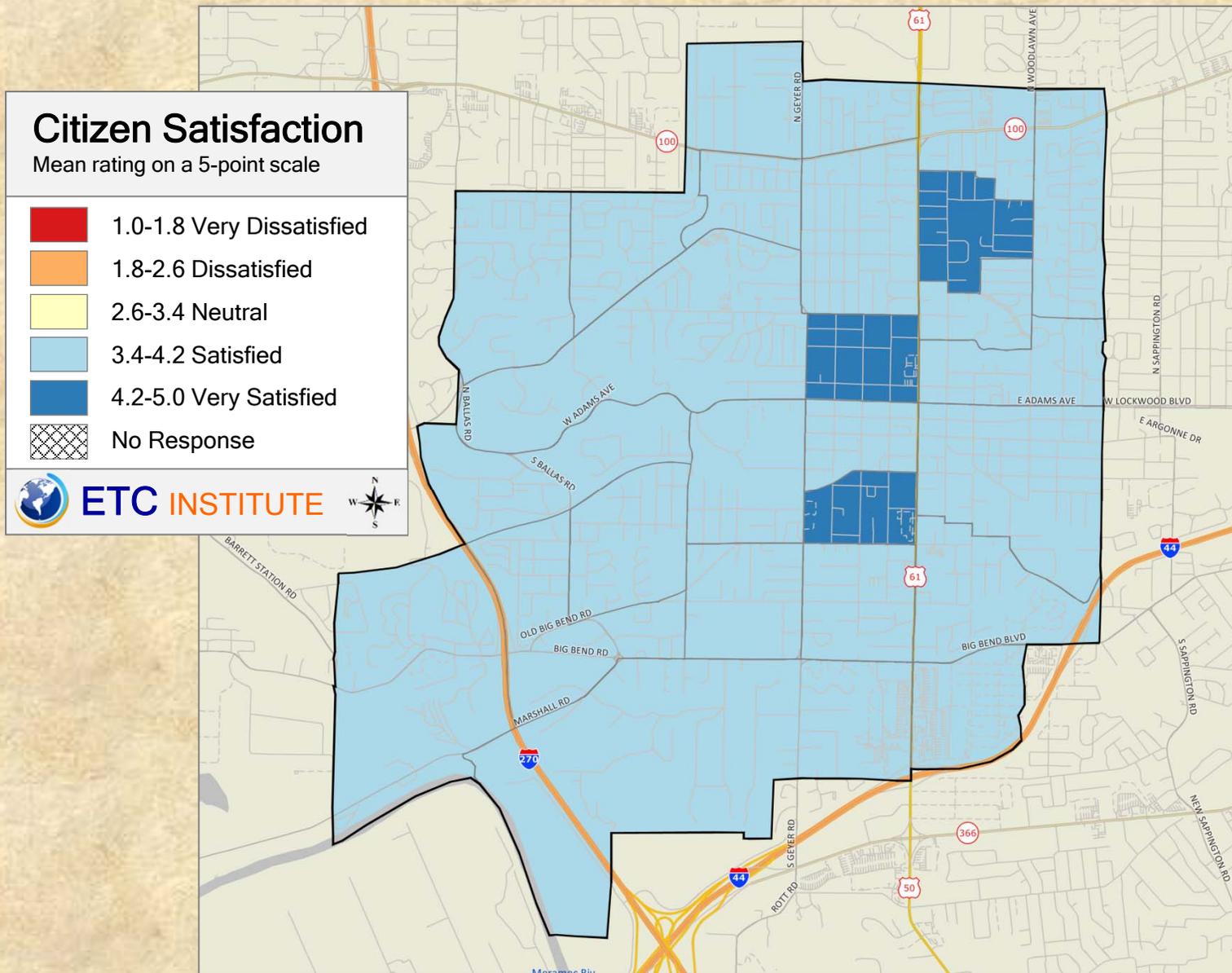
Q18-07 Level of Satisfaction with: Fees charged for recreation services



2018 City of Kirkwood Community Survey

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

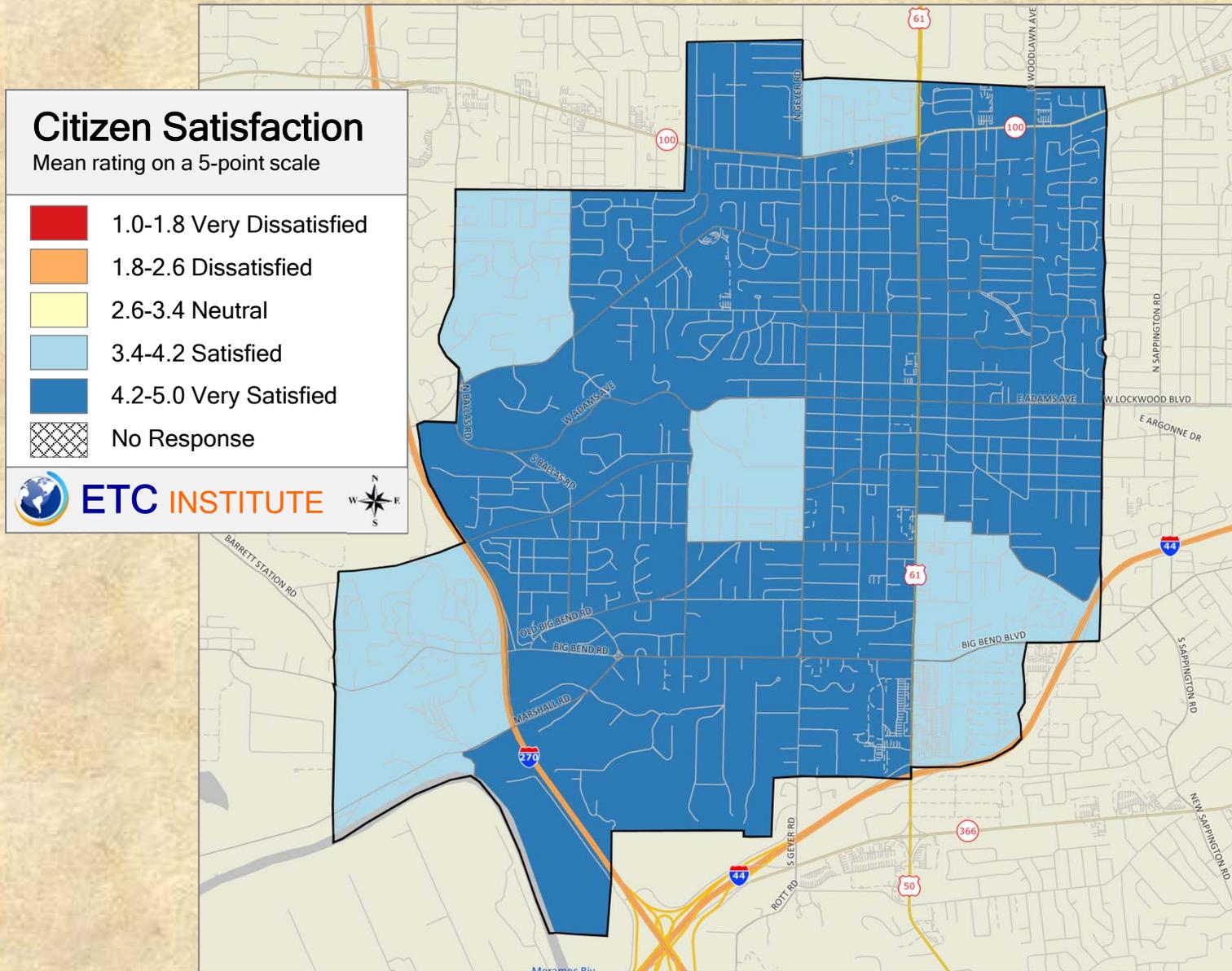
Q18-08 Level of Satisfaction with: Ease of registering for programs



2018 City of Kirkwood Community Survey

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

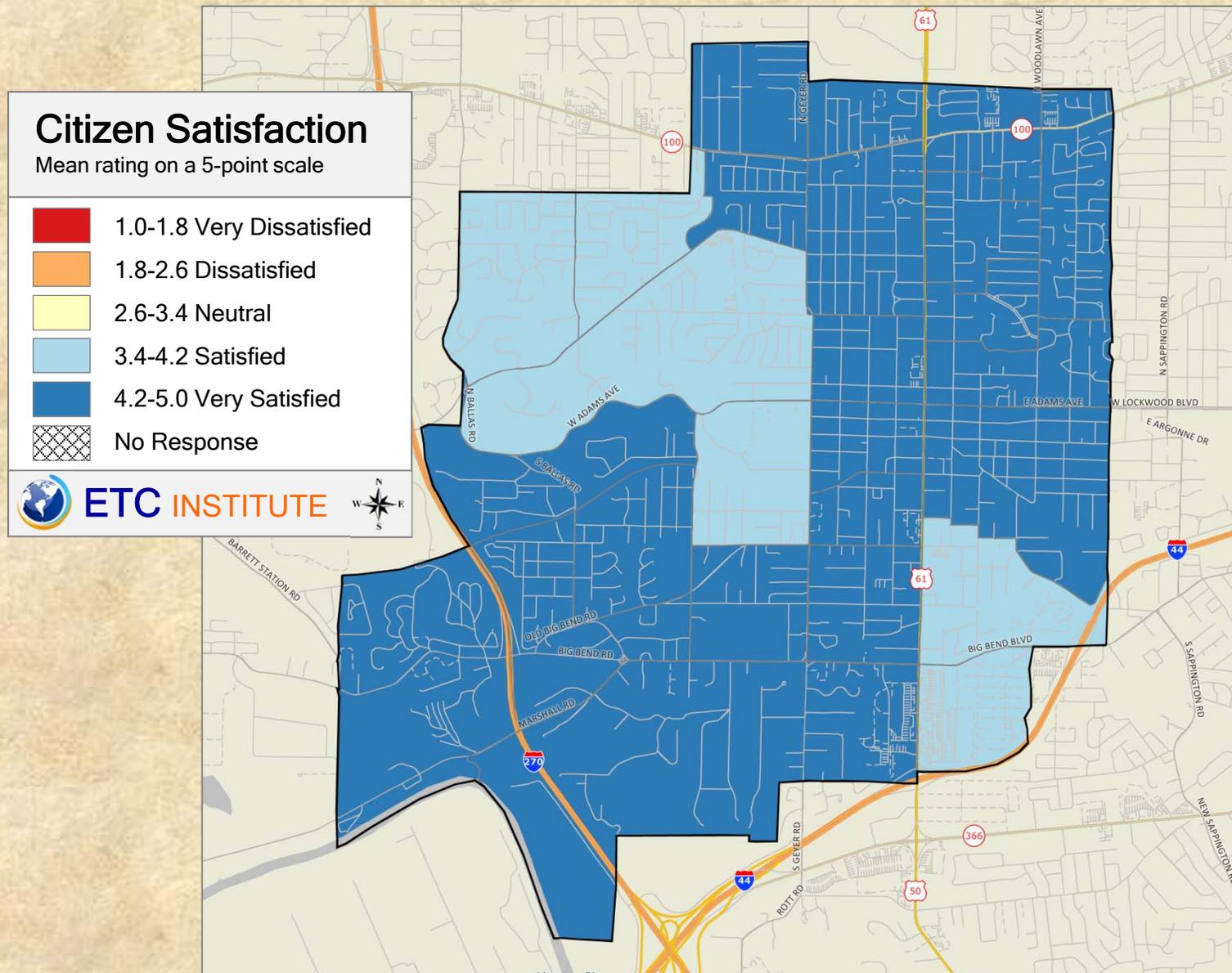
Q20-01 Level of Satisfaction with: How easy your bill is to understand



2018 City of Kirkwood Community Survey

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

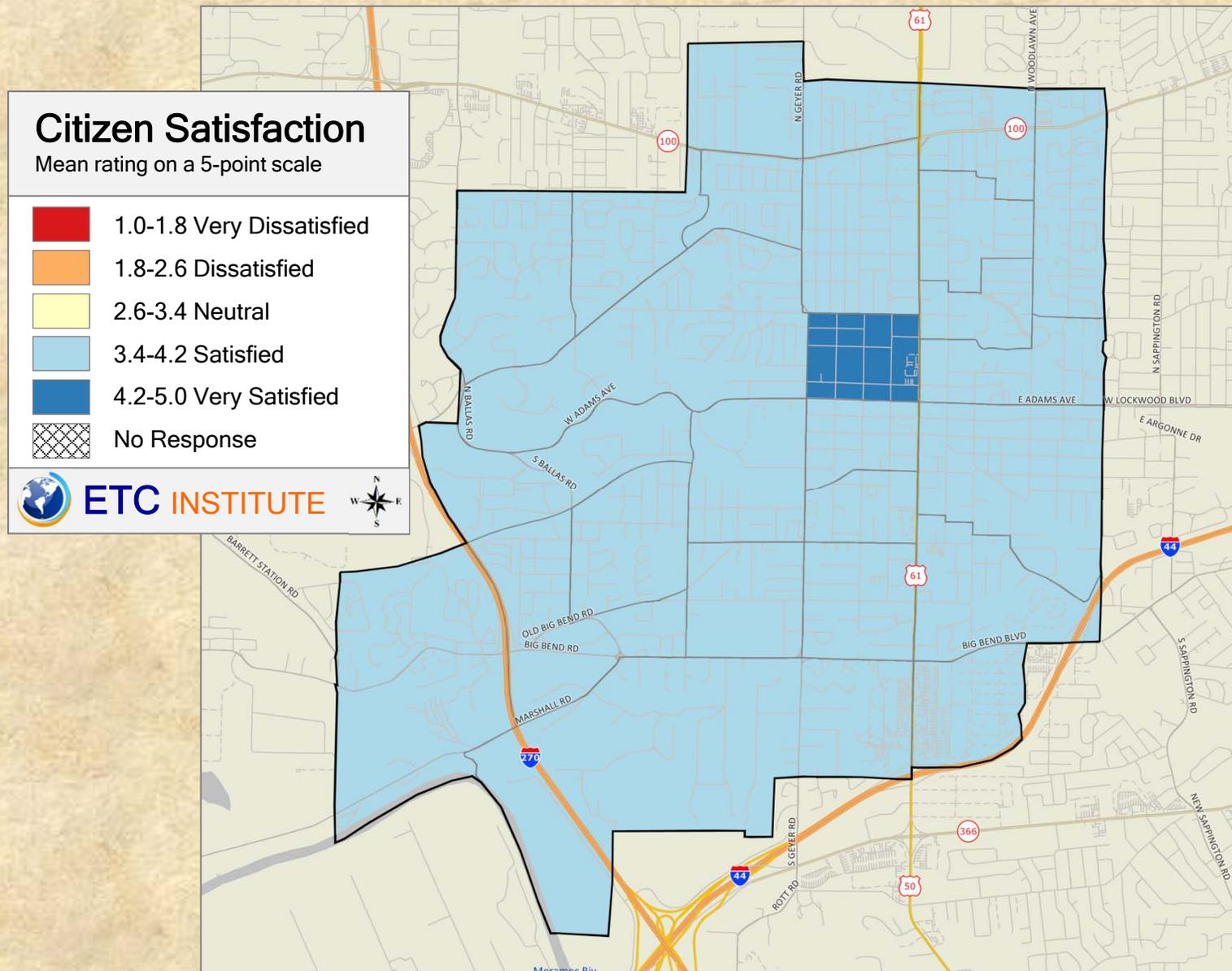
Q20-02 Level of Satisfaction with: The accuracy of your bill



2018 City of Kirkwood Community Survey

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

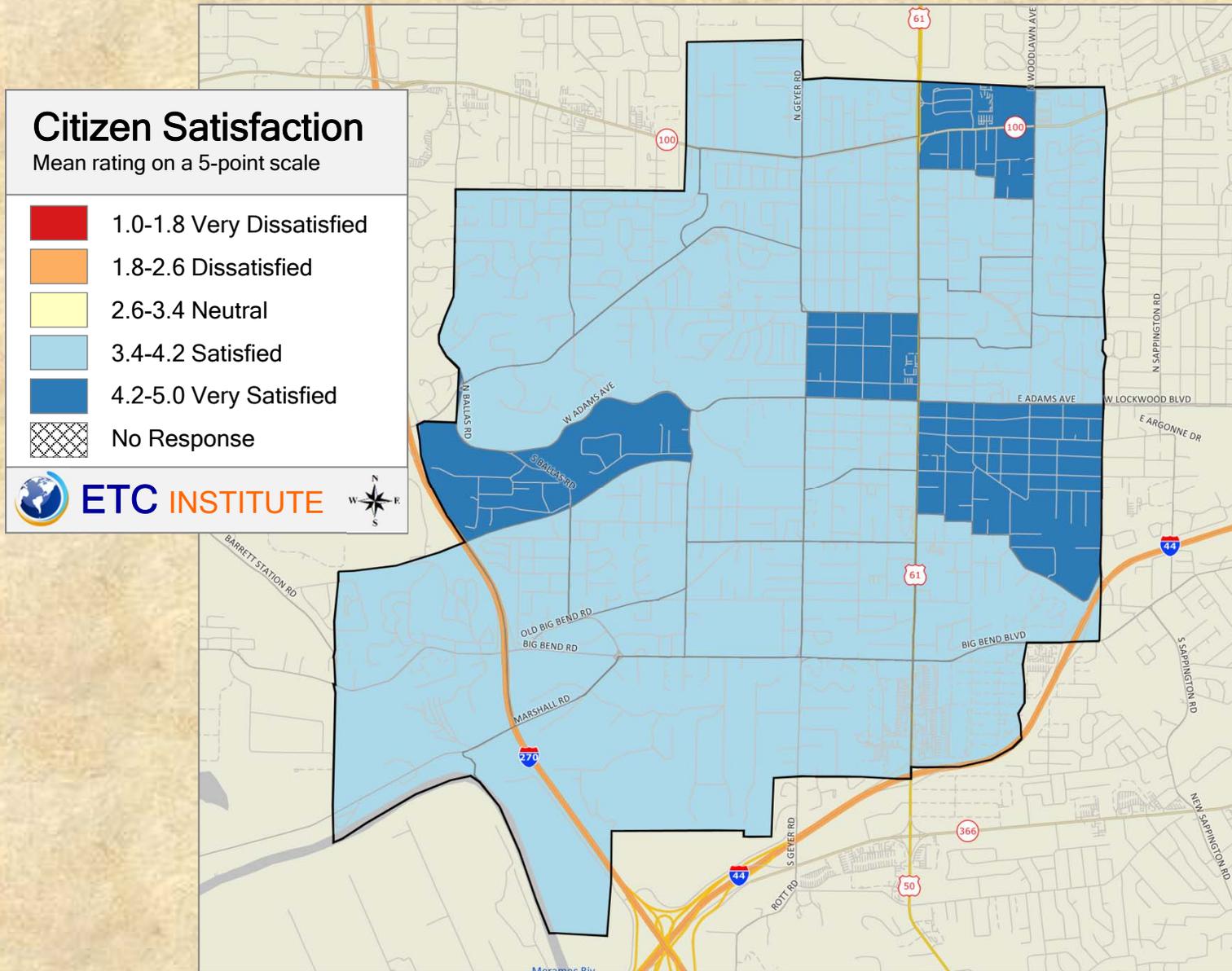
Q20-03 Level of Satisfaction with: How easy it is to resolve billing problems



2018 City of Kirkwood Community Survey

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

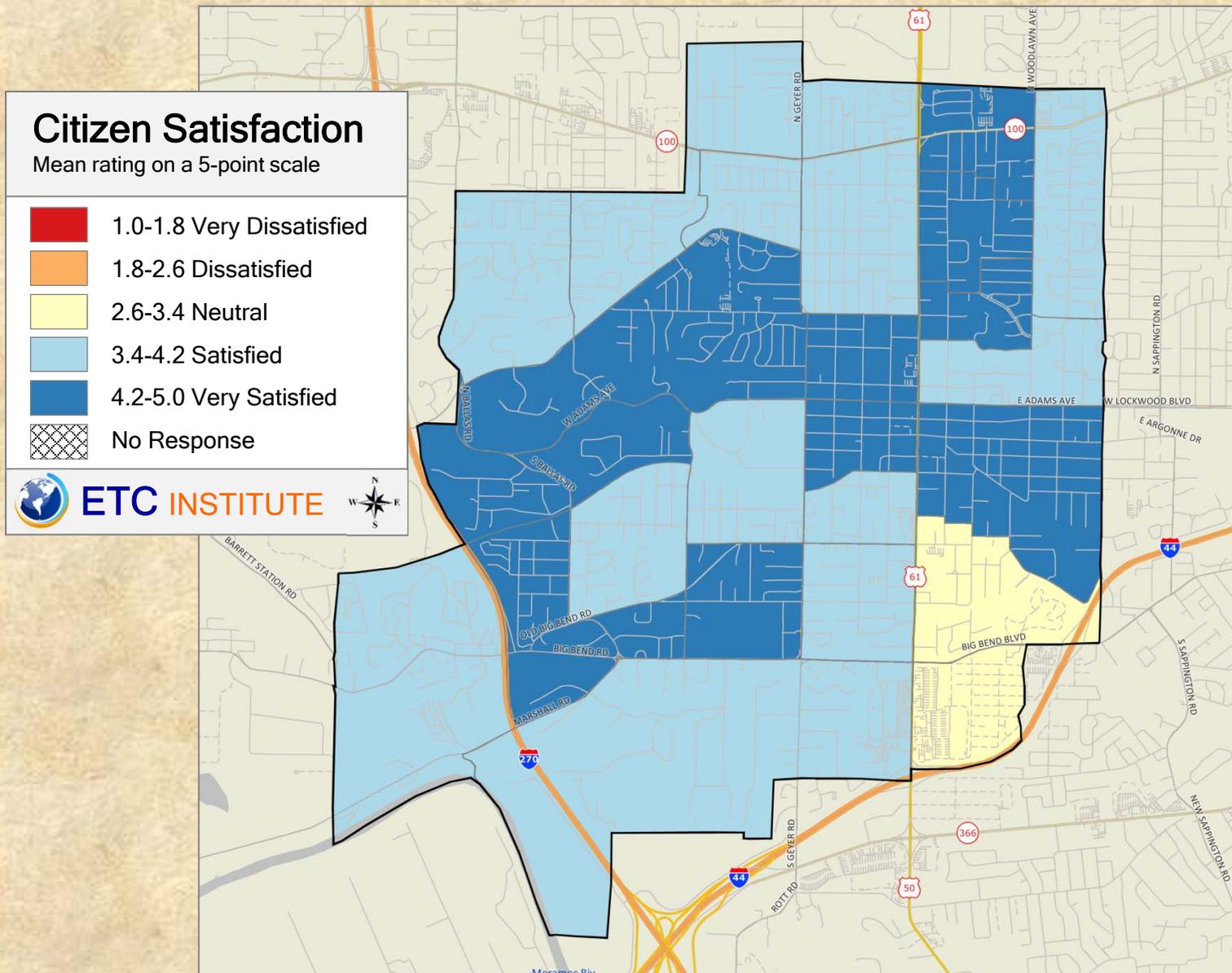
Q20-04 Level of Satisfaction with: Hours that customer service is available



2018 City of Kirkwood Community Survey

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

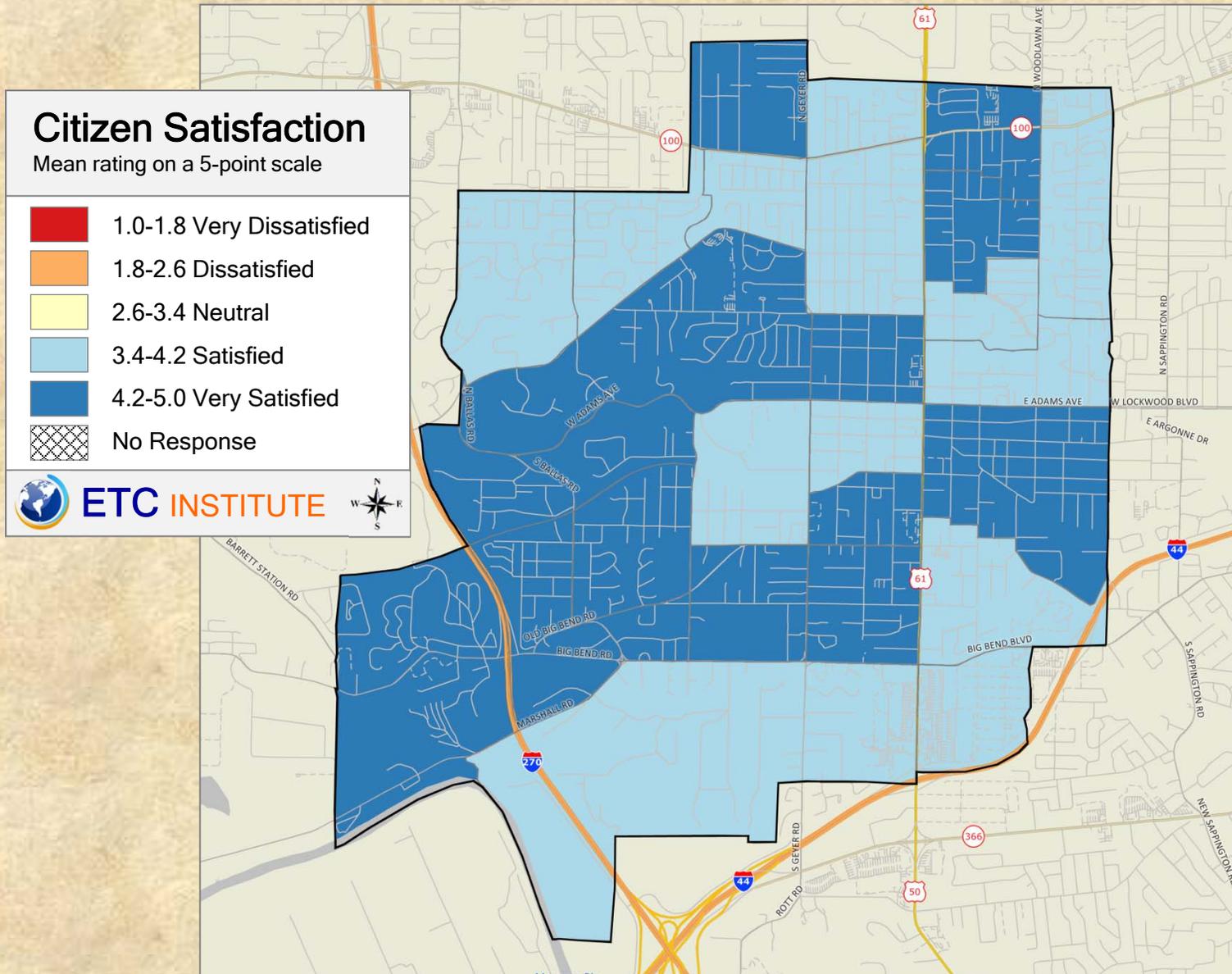
Q20-05 Level of Satisfaction with: Ease of online payment



2018 City of Kirkwood Community Survey

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

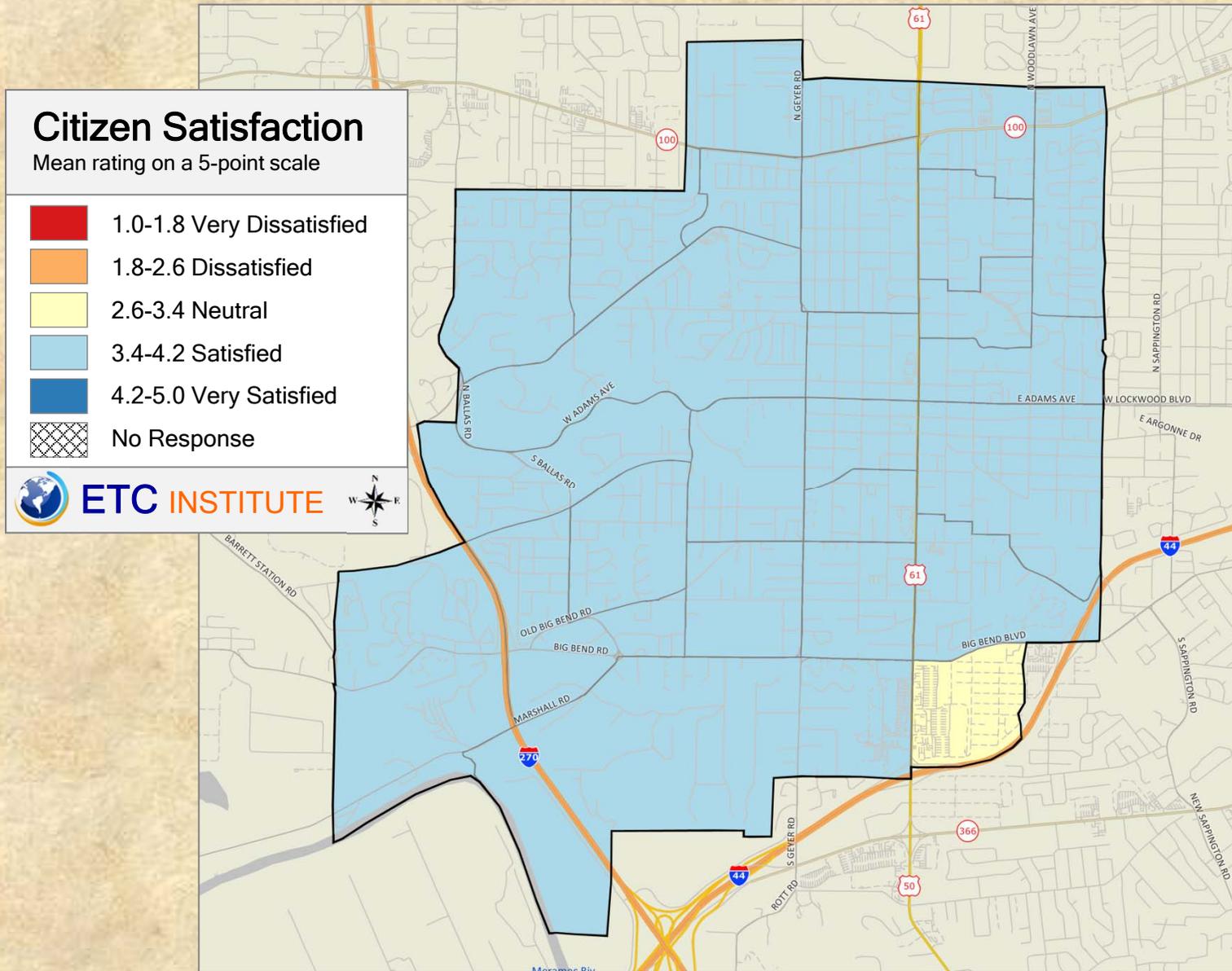
Q20-06 Level of Satisfaction with: Overall quality of the City's billing customer service



2018 City of Kirkwood Community Survey

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

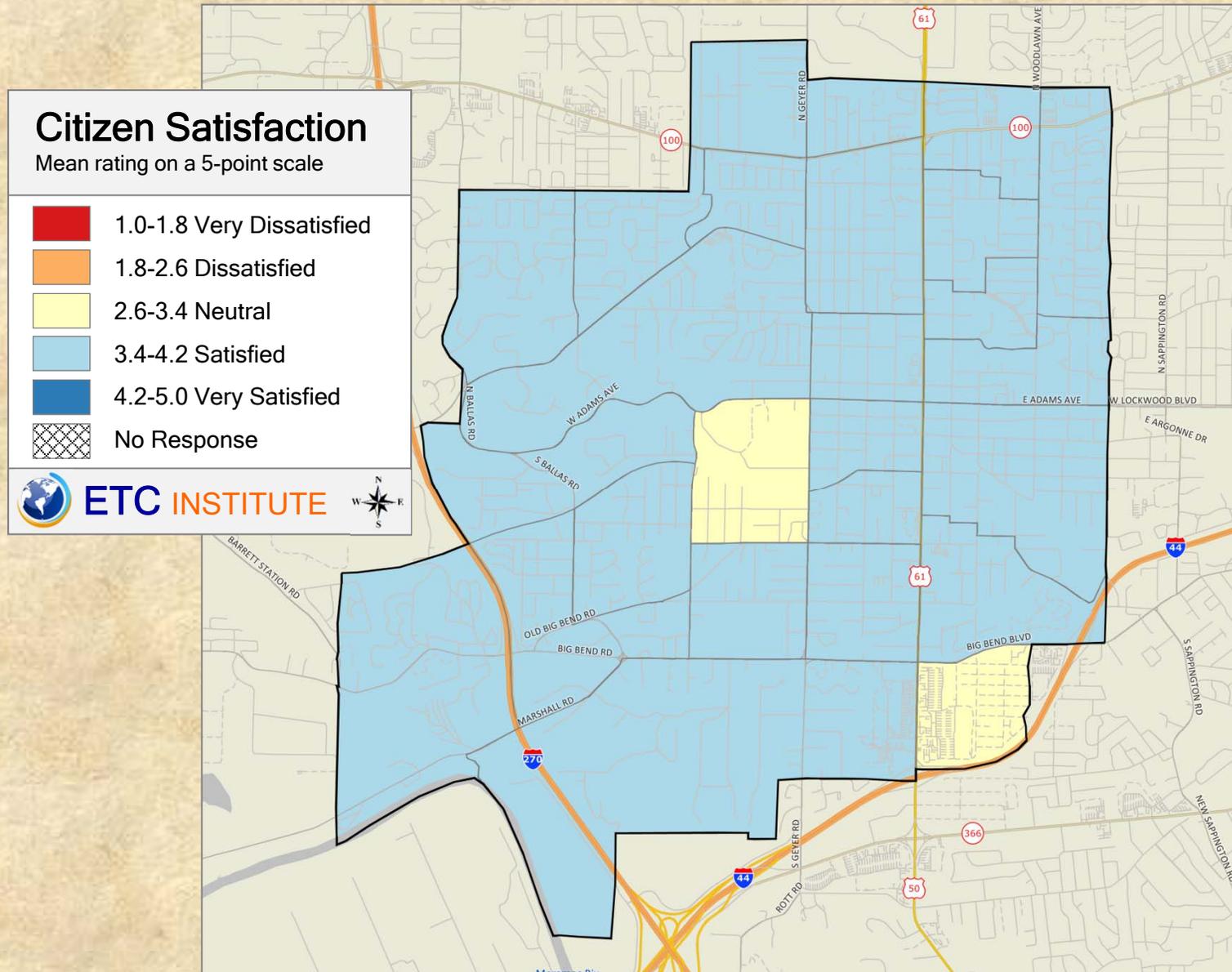
Q22-01 Level of Satisfaction with: The availability of information about City programs and services



2018 City of Kirkwood Community Survey

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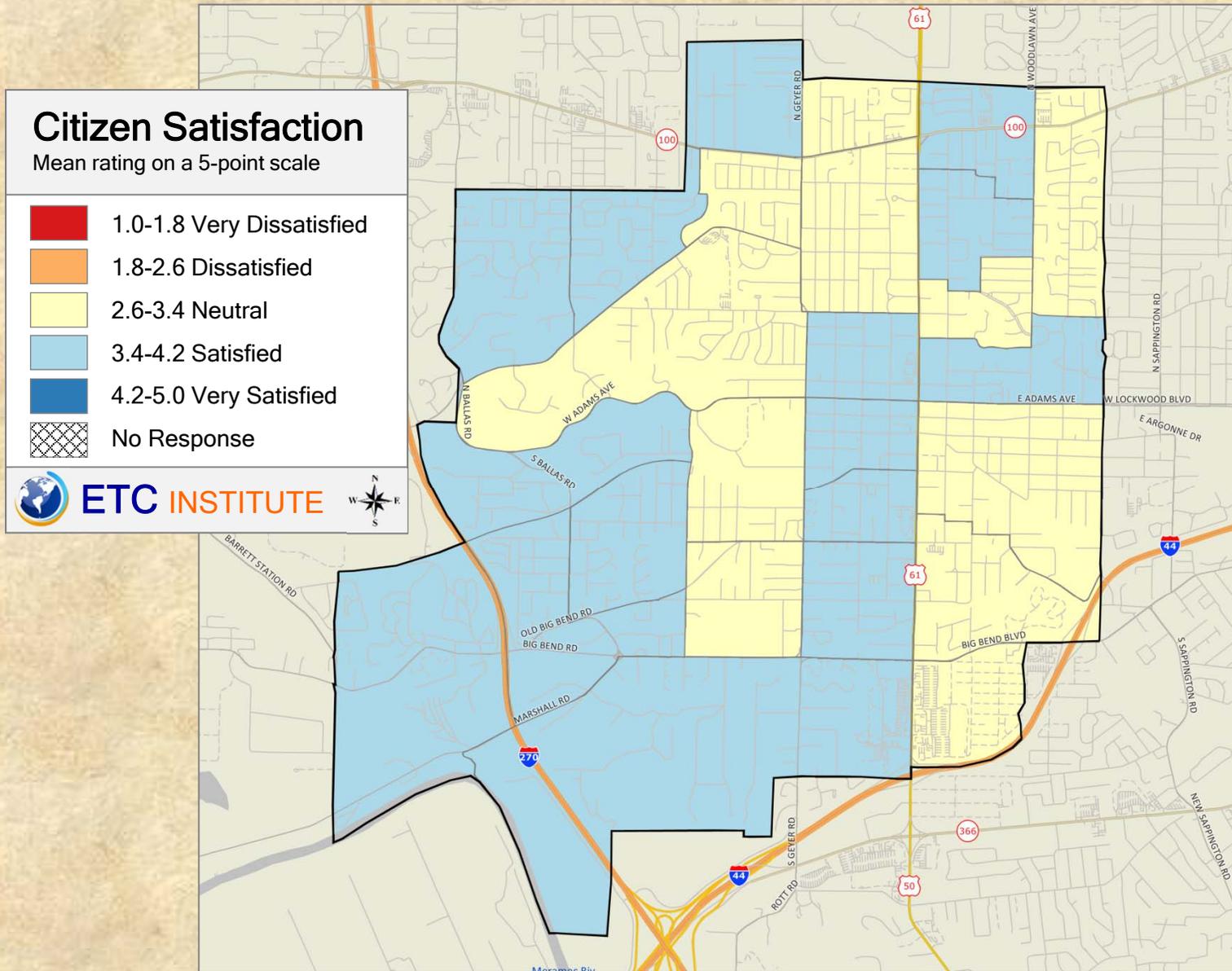
Q22-02 Level of Satisfaction with: City efforts to keep you informed about local issues



2018 City of Kirkwood Community Survey

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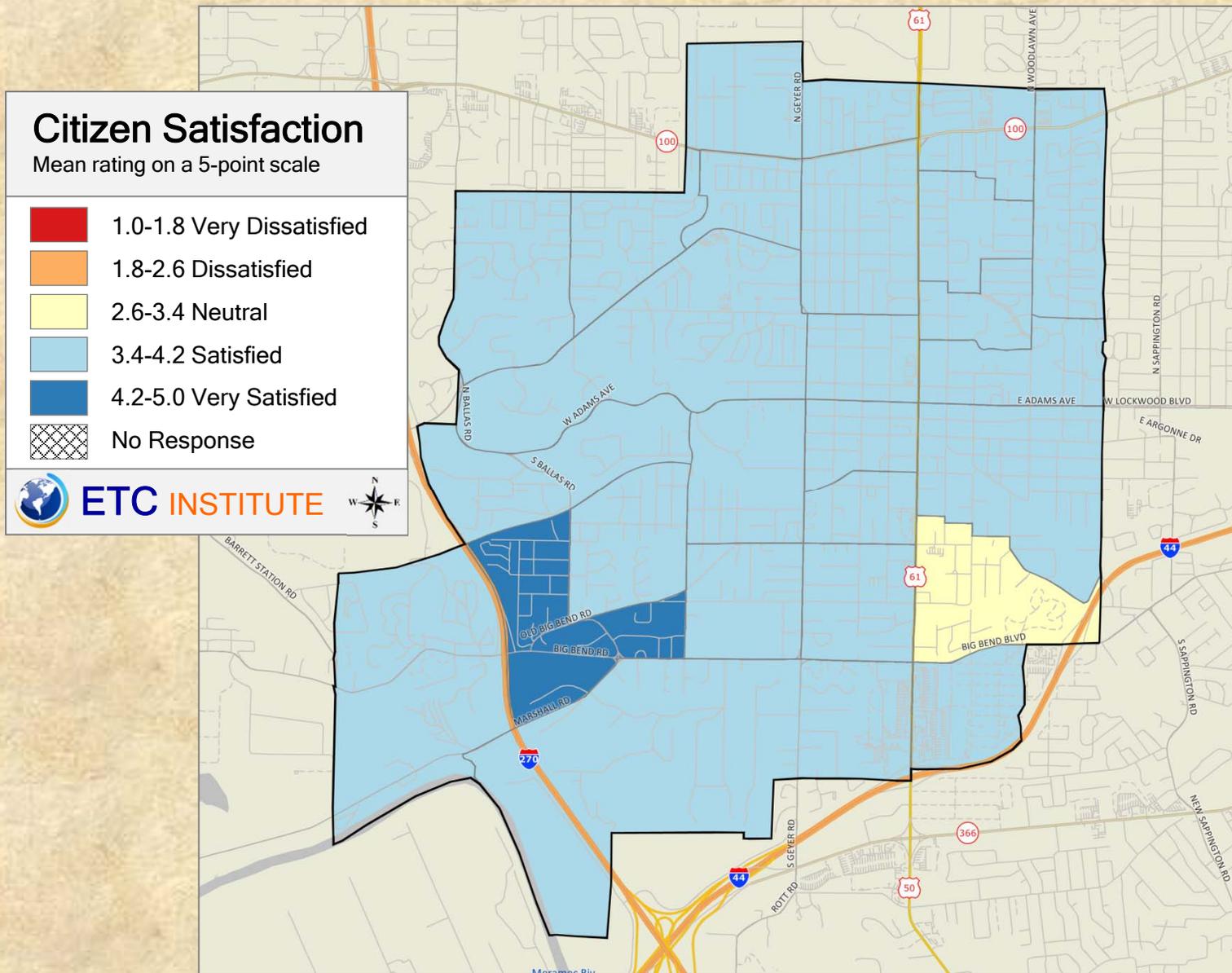
Q22-03 Level of Satisfaction with: The level of public involvement in local decision making



2018 City of Kirkwood Community Survey

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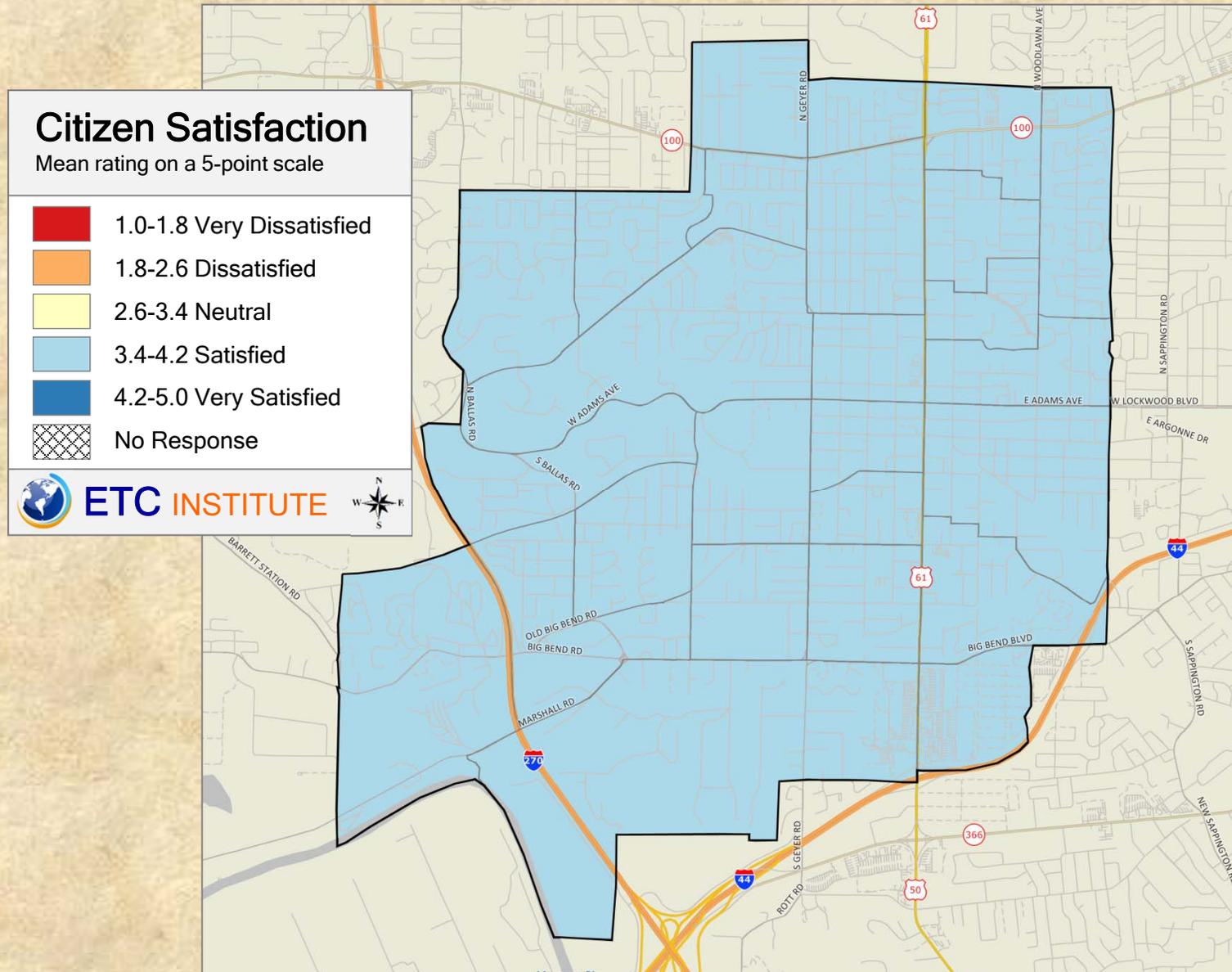
Q22-04 Level of Satisfaction with: The quality of the City's website



2018 City of Kirkwood Community Survey

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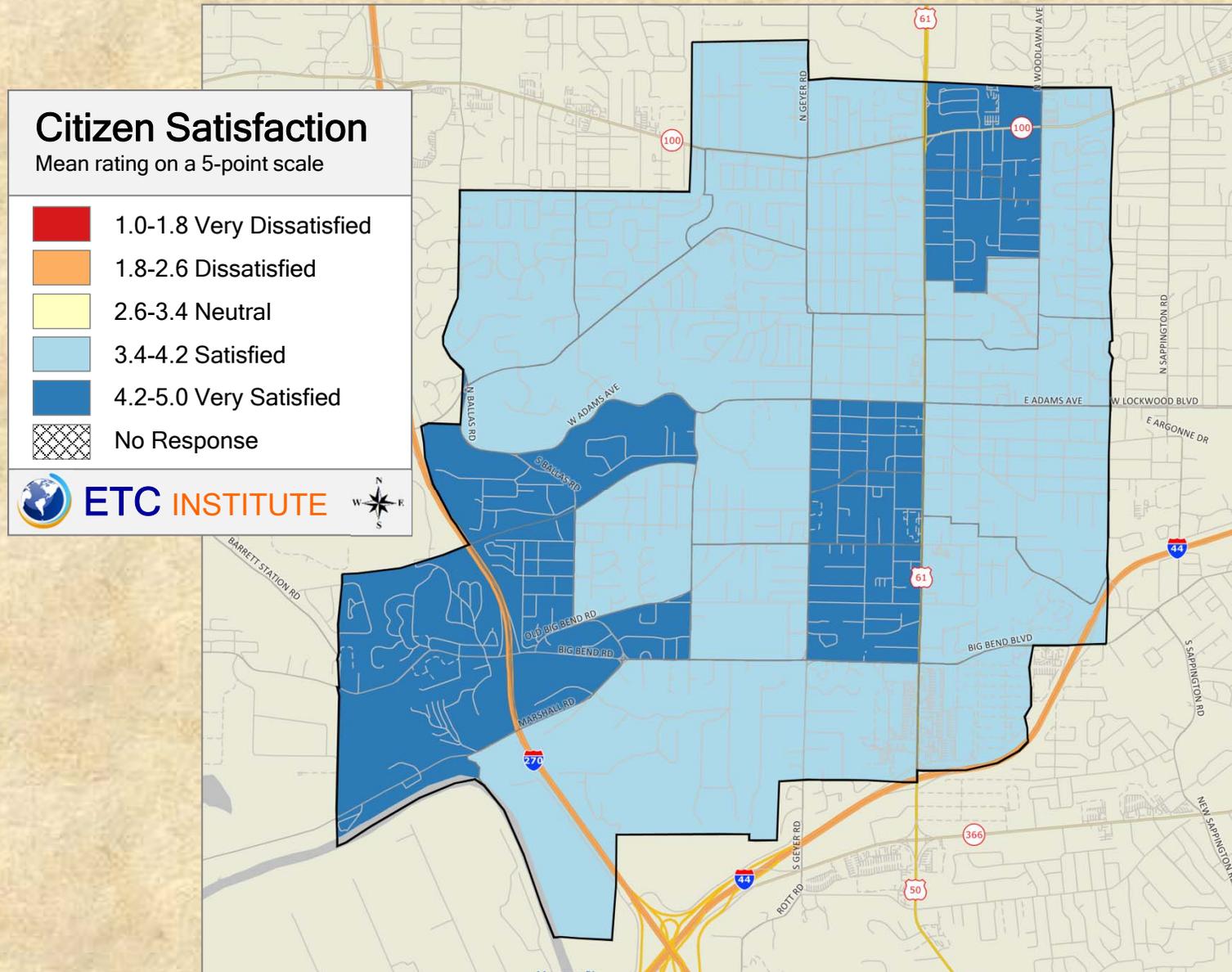
Q22-05 Level of Satisfaction with: The quality of the City's citizen newsletter, "Eye on Kirkwood"



2018 City of Kirkwood Community Survey

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

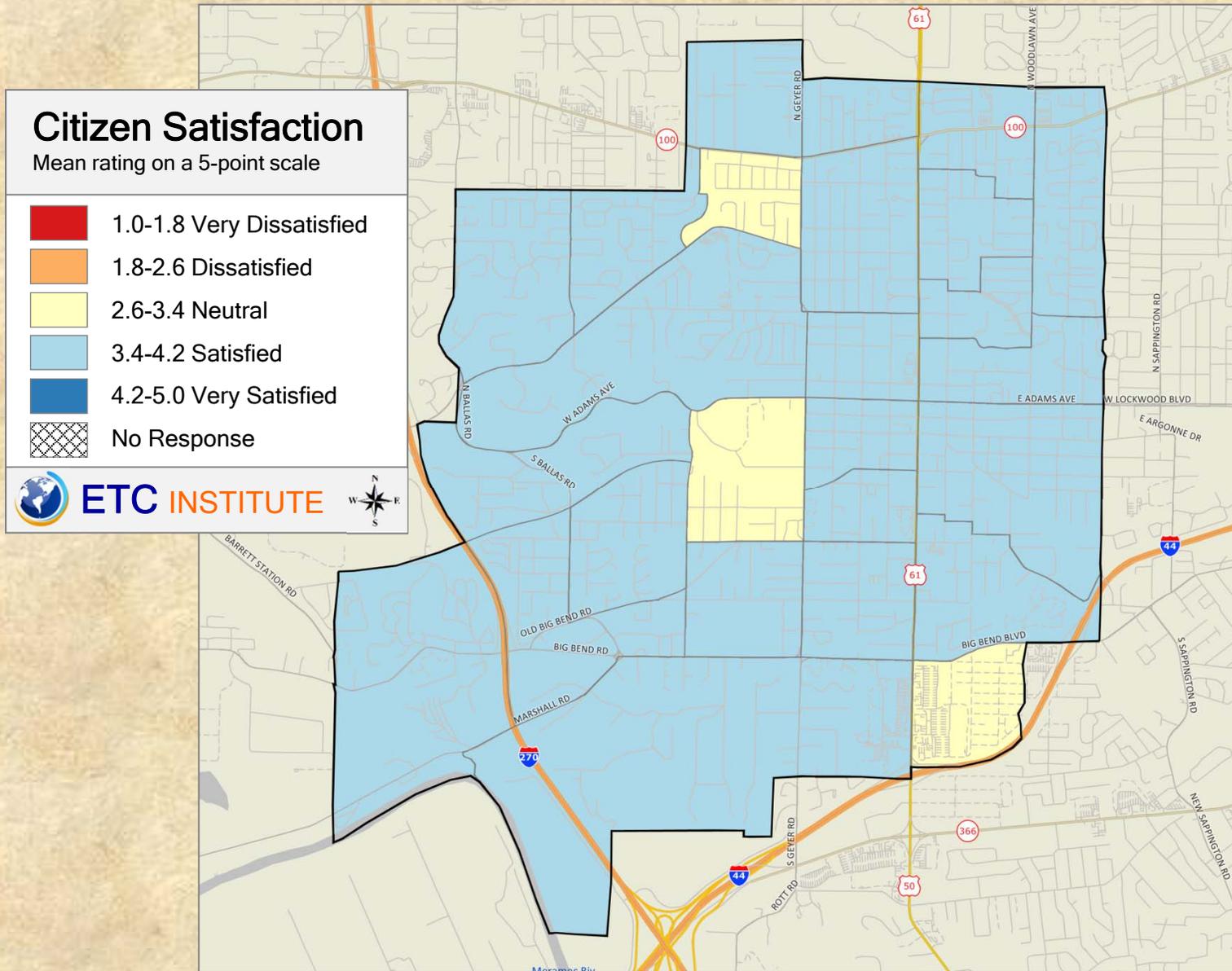
Q22-06 Level of Satisfaction with: The quality of the City's Parks and Recreation program guide



2018 City of Kirkwood Community Survey

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



2018 City of Kirkwood Community Survey

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