



**AGENDA
CITY OF HARRISONVILLE
BOARD OF ALDERMEN
WORK SESSION
CITY HALL
NOVEMBER 10, 2014
6:00 PM**

- I. Call to Order**
 - A. Roll Call**
- II. Discussion Items**
 - A. South Commercial Extension - Recommendation**
 - B. 2014 Citizen Satisfaction Survey Review**
 - Posted on City Hall Bulletin Board this 6th day of November**

Kim Hubbard, City Clerk

The Board of Aldermen meeting is an open meeting but is not a meeting of the public. There is a place on the agenda for comments of citizens under PUBLIC PARTICIPATION. Our rule is that comments by any individual or group shall not exceed (4) minutes. The Board of Aldermen request that concerns be initially addressed at the appropriate action level before coming to the Board of Alderman



TO: Board of Aldermen
FROM: Rick Deluca, Director
DATE: November 6, 2014
SUBJECT: South Commercial Extension - Recommendation

Type of Item: *Presentation*

SUBJECT South Commercial Extension - Recommendation

Jim Clarke and I will be presenting some information and a recommendation to the Board of Aldermen on November 10. **Both Jim and I believe that this is the most important recommendation that we have ever made to a governing body.**

BACKGROUND INFORMATION

Our local economy is at risk of becoming stagnant. This is evidenced by our flat-line growth in our residential population and housing starts. More importantly, we have not experienced industrial investment of significant magnitude in 15 years. Stagnation or the risk thereof, puts the City budget at risk and in turn the health of the community and competitive positioning for future investment at risk.

The City has less revenue to complete projects or to spend on necessary equipment/personnel. Harrisonville is stagnant, at best, with respect to growth. The US Census Bureau estimates the unemployment rate in Harrisonville to be 8.1%. As of July of 2014 the unemployment rate for Missouri was 6.5%. Furthermore, the Census Bureau estimates that 774 people, of working age, are not in the labor force.

In assessing Harrisonville's economic activity, we see that:

- Residential. Development and growth has flat-lined.

- Retail/Commercial. While Harrisonville is a market center, Harrisonville has reached its maximum buying power potential in several retail categories. This is tied to our flat-lined residential growth.
- Industrial. This is currently the sector of our local economy with the most potential for growth and impact. Significant increases in the industrial sector will have positive impacts on residential development and retail/commercial development. Infrastructure investment in this category will also provide the greatest return on investment.

For the last decade we have been talking about two key infrastructure projects that would give the City, and its citizens, the best chance for economic success and a return on investment. The first is the roadway connection between South Commercial Street and 267th Street. The second is providing sanitary sewer to the 4th exit. The recommendation that we will be discussing on November 10 pertains to the roadway.

Over the last decade, we have had numerous site visits: Project Brad (distribution facility for furniture), Hill's Science Diet, Project Sweetness (likely brewery), and more recently GAF, Bloomingdales/Macy's order fulfillment center, and Project Osaka. *A common obstacle for ALL of these projects was the road access.* The above does not include the companies that pass Harrisonville up before we have an opportunity to meet with them.

What Harrisonville has been experiencing, with regard to these high-end site visits, is not typical. Harrisonville has been landing site visits from about 25% of the most prominent companies that Missouri Partnership deals with. Few communities in the State of Missouri have out-performed Harrisonville. The reasons for this are:

- Harrisonville is in a great location for industry.
- Our team that (1) submits the proposal (2) coordinate the visit, and (3) meet with the industries, is top notch.

Unfortunately, Harrisonville has failed to land any of these prospects because other communities had submitted sites that were ready for development (roads and utilities were already in place). Project Osaka was the most significant prospective industry that Harrisonville had ever met with. Osaka would have had an annual economic impact of approximately \$300 million and employ 1,200. It was also apparent that they really liked Harrisonville. This was confirmed by both KCADC and Missouri Partnership. Ultimately, we were eliminated because of the road infrastructure. Please keep in mind that Harrisonville oftentimes makes the "short list". Harrisonville was in the final 3 for both GAF and Osaka in Missouri. Harrisonville was also top 3 for Hill's (Kansas and Missouri) and the top 5 for Project Brad (Kansas and Missouri) even without the roadway. If the roadway was in, how much better would our odds have been?

Harrisonville has an opportunity to proactively position itself for economic growth and become the industrial center for south Kansas City. Without this roadway and key infrastructure in place...this will not happen. If we do nothing, the risk is that Harrisonville may stagnant well into the future.

A. Discussion Item (ID # 1635)

South Commercial Extension - Recommendation

City of
Harrisonville
est. 1836
STAFF REPORT

TO: Board of Aldermen
FROM: Keith Moody, City Administrator
DATE: November 6, 2014
SUBJECT: 2014 Citizen Satisfaction Survey Review

Type of Item: *Approval*

Background: Since 2008 the City has completed a Citizen Satisfaction Survey every other year. The survey has generally been completed in the fall/winter with the results being available in January. The survey consists of standardized questions asked of cities across the United States. This enables us to compare our satisfaction levels to those of communities in our region as well as across the nation making this survey one of the most insightful of its type.

Review: ETC Institute will mail the survey as well as follow up via telephone to ensure the responses received are true to the demographic composition of the Community. This is how the survey has been administered in the past and provides for the greatest level of accuracy.

Attached is cover letter and the survey with standard questions and some special questions staff has developed for your consideration. Some changes and the special questions are shown in red for easy comparison. Keep in mind we are limited to on space.

Budget Impact: ETC will perform the survey for the same fee they have charged in the past (\$8,500).

I am looking for direction on the special questions as we need to proceed with getting the survey printed and mailed so citizens receive it just after Thanksgiving and can return it to us prior to Christmas.

B. Discussion Item (ID # 1636)

2014 Citizen Satisfaction Survey Review

Attachments:

Cover Letter for 2014 Citizen Survey- Draft (DOCX)

2014 Harrisonville Direction Finder- Draft 4 (DOC)



300 E. Pearl Street, P.O. Box 367 • Tel: 816-380-8900 • Fax: 816-380-8906 • Harrisonville, MO 64701

2014 City of Harrisonville Citizen Survey

Dear Fellow Harrisonville Resident,

On behalf of the Harrisonville Mayor and Board of Alderman, thank you for your on-going involvement in our community. This letter is a request for your assistance in building an even better Harrisonville. Your input on the enclosed survey is extremely important.

As was the case following completion of the 2008, 2010 and 2012 Citizen Surveys, the City will employ the results of this survey in setting priorities and goals during the next two years. Below is a list of accomplishments driven by the results of the 2012 Citizen Survey:

- Water, sewer and electric rates remained lower than 2010 rates.
- Harrisonville property taxes are the lowest in the Kansas City metro
- \$10.9 million in funding secured for a new four lane bridge over I-49 at Hwy 291 including lane additions to Hwy 291, Commercial Street and Rockhaven Road; construction began this fall as planned; \$2.7 million in funding secured for reconstruction of Mechanic from Independence to Price, construction planned for 2016
- Trails expanded at City Park; youth basketball and baseball programs added, membership at the Community Center reached all-time high
- A new police facility completed in the historic downtown, returned the farmers market to the square, working with new Love the Square association to expand holiday lighting and decorations to the square, created QR code tags for buildings on the square which provides the history for that property
- Water plant optimization study completed along with plans for the most cost effective means of funding improvements to the existing facility to expand capacity and improve taste/odor
- Expansion of on-line e-commerce options for customers, voluntary text/telephone messaging services added, added city Facebook and Twitter accounts
- Expansion of web site capabilities to include on-line agendas and meeting meetings including searchable historic library of documents
- Established a Citizen Police Academy, created a drug task force, began a text a tip program and implemented a police volunteer program called VIPS, began replacing patrol vehicles with more economical six cylinder all-wheel drive units
- Established a Citizen Fire Academy, added a fourth more economical ambulance to the fleet
- 17% of City streets resurfaced in the past two years, 63% in the past six years

To make sure the City's priorities remain aligned with the needs of our residents, we ask that you again share your thoughts with us. Please return your completed survey sometime during the next week if possible using the enclosed postage-paid envelope. Your responses will remain confidential. Please call Sheryl Stanley at 816-380-8909 with any questions. Thank you again for taking time to help make a better Harrisonville.

Sincerely,

Keith Moody
City Administrator

Year 2014 City of Harrisonville Citizen Survey - Draft 4

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to involve citizens in long-range planning and investment decisions. If you have questions, please call Sheryl Stanley at 816-380-8909.

1. **OVERALL SATISFACTION WITH CITY SERVICES.** Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City of Harrisonville on the services listed below.

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of police, fire, and ambulance services	5	4	3	2	1	9
B. Overall quality of city parks and recreation programs and facilities	5	4	3	2	1	9
C. Overall maintenance of city streets, buildings & facilities	5	4	3	2	1	9
D. Overall quality of city water and sewer utilities	5	4	3	2	1	9
E. Overall enforcement of city codes and ordinances	5	4	3	2	1	9
F. Overall quality of building inspections by City	5	4	3	2	1	9
G. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
H. Overall effectiveness of city communication with the Public	5	4	3	2	1	9
I. Overall quality of the city's stormwater runoff/stormwater management system	5	4	3	2	1	9
J. Overall flow of traffic and congestion management in Harrisonville	5	4	3	2	1	9
K. Overall quality of City of Harrisonville solid waste service (trash, recycling, yard waste)	5	4	3	2	1	9
L. Overall quality of City Electric service	5	4	3	2	1	9

2. Which THREE of these items do you think should receive the most emphasis from city leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 1 above].

1st: ____ 2nd ____ 3rd ____

3. **PERCEPTIONS OF THE CITY.** Several items that may influence your perception of the City of Harrisonville are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

Perceptions of the City	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
B. Overall image of the City	5	4	3	2	1	9
C. How well the City is planning for growth	5	4	3	2	1	9
D. Overall quality of life in the City	5	4	3	2	1	9
E. Overall appearance of the City	5	4	3	2	1	9
F. Harrisonville's local economy	5	4	3	2	1	9
G. The availability of good paying jobs in Harrisonville	5	4	3	2	1	9
H. The growth of employment opportunities in Harrisonville that pay more than \$30,000 per year (or \$14.43 per hour)	5	4	3	2	1	9
I. The accessibility to institutions of higher education (including technical skills schools) in Harrisonville	5	4	3	2	1	9

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4. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor", please rate Harrisonville with regard to each of the following:

How do you rate Harrisonville:	Excellent	Good	Neutral	Below Average	Poor	Don't Know
A. As a place to live	5	4	3	2	1	9
B. As a place to raise children	5	4	3	2	1	9
C. As a place to work	5	4	3	2	1	9
D. As a place where you would buy your next home	5	4	3	2	1	9
E. As a place to retire	5	4	3	2	1	9

5. **CITY MAINTENANCE.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by the City:

City Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall maintenance of city streets (does not include Highways 2, 7, 71, or 291)	5	4	3	2	1	9
B. Maintenance of Highways maintained by MoDOT (2-E. South St, Rockhaven Road, 7-Mechanic, 71 Hwy, 291-Commercial)	5	4	3	2	1	9
C. Maintenance of sidewalks in Harrisonville	5	4	3	2	1	9
D. Maintenance of street signs	5	4	3	2	1	9
E. Maintenance of traffic signals	5	4	3	2	1	9
F. Maintenance and preservation of downtown Harrisonville	5	4	3	2	1	9
G. Maintenance of city buildings (City Hall, Police Dept, Community Center, Fire Station, Street Department building, Public Works building, Animal Control building)	5	4	3	2	1	9
H. Cleanliness of city buildings (City Hall, Police Dept, Community Center, Fire Station, Street Department building, Public Works building, Animal Control building)	5	4	3	2	1	9
I. Snow removal on major city streets	5	4	3	2	1	9
J. Snow removal on neighborhood streets	5	4	3	2	1	9
K. Mowing and trimming along city streets and other public areas	5	4	3	2	1	9
L. Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
M. Adequacy of city street lighting	5	4	3	2	1	9
N. Adequacy of storm drainage systems	5	4	3	2	1	9
O. City's responsiveness to service requests	5	4	3	2	1	9

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6. Which TWO of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from Question 5 above].

1ST : ____ 2ND : ____

7. **CITY LEADERSHIP.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

City Leadership	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
B. Overall effectiveness of appointed boards and commissions	5	4	3	2	1	9
C. Overall effectiveness of the City Administrator and Department Directors	5	4	3	2	1	9
D. Overall effectiveness of non-management staff	5	4	3	2	1	9

8. **UTILITY SERVICES.** For each of the items listed below, please rate your satisfaction on a scale of 1 to

5

where 5 means "very satisfied" and 1 means "very dissatisfied."

Utility Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Residential trash collection services	5	4	3	2	1	9
B. Curbside recycling services	5	4	3	2	1	9
C. Yardwaste removal services	5	4	3	2	1	9
D. What you are charged for solid waste services	5	4	3	2	1	9
E. Dependability of electric service	5	4	3	2	1	9
F. What you are charged for electric service	5	4	3	2	1	9
G. The clarity and taste of the tap water	5	4	3	2	1	9
H. Water pressure in your home	5	4	3	2	1	9
I. Adequacy of the City's waste water treatment and collection system	5	4	3	2	1	9
J. What you are charged for water and sewer services	5	4	3	2	1	9
K. Ease in paying your bill	5	4	3	2	1	9
L. The timeliness of your utility bill	5	4	3	2	1	9
M. The accuracy of your utility bill	5	4	3	2	1	9

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9. Have you called or visited the City with a question, problem, or complaint during the past year?

___(1) Yes [answer Q9a-c] ___(2) No [go to Q10]

9a. [If YES to Q#9] Which Department did you contact most recently?

- ___(1) Utility Services (trash/recycling, water/sewer, electric)
 ___(2) Police
 ___(3) Fire/EMS
 ___(4) Building Inspection/Code Enforcement
 ___(5) Streets (streets, sidewalks, storm water)
 ___(6) Parks and Recreation
 ___(7) Other: _____

9b. [If YES to Q#9] How easy was it to contact the person you needed to reach in the Department you listed in Question #10a?

- ___(1) Very Easy ___(3) Difficult ___(9) Don't know
 ___(2) Somewhat Easy ___(4) Very Difficult

9c. [If YES to Q#9] Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

- | | Always | Usually | Sometimes | Seldom | Never | Don't Know |
|--|--------|---------|-----------|--------|-------|------------|
| (1) They were courteous and polite .. | 5 | 4 | 3 | 2 | 1 | 9 |
| (2) They gave prompt, accurate, and complete answers to questions .. | 5 | 4 | 3 | 2 | 1 | 9 |
| (3) They did what they said they would do in a timely manner .. | 5 | 4 | 3 | 2 | 1 | 9 |
| (4) They helped you resolve an issue to your satisfaction .. | 5 | 4 | 3 | 2 | 1 | 9 |

10. Which of the following are your primary sources of information about City issues, services and events? (Check all that apply)

- | | |
|-----------------------------|---|
| ___(1) The city newsletters | ___(6) City cable channel |
| ___(2) Kansas City Star | ___(7) City website |
| ___(3) Cass County Democrat | ___(8) City's Recreation Guide |
| ___(4) Television News | ___(9) Social media sites like Facebook, Twitter, and YouTube |
| ___(5) The Journal | |

____(0) Other: _____

11. **CITY COMMUNICATIONS.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following aspects of communication provided by the City of Harrisonville:

City Communications	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The quality of the City's web page	5	4	3	2	1	9
B. The quality of the City's newsletters, (City Edition-quarterly, Harrisonville Happenings-monthly)	5	4	3	2	1	9
C. The availability of information about City programs and services	5	4	3	2	1	9
D. City efforts to keep you informed about local issues	5	4	3	2	1	9
E. The level of public involvement in local decision-making	5	4	3	2	1	9

12. Which of the following types of information would you be most interested in reading about in City publications? (check up to THREE)

- ☐ (1) Road and street improvements
☐ (2) Parks and recreation programs and activities
☐ (3) Special events sponsored by the City
☐ (4) Police and public safety updates
☐ (5) Fire education and prevention
☐ (6) Code enforcement policies
☐ (7) Utility information (water, sewer, electric)
☐ (8) Information about the Mayor and City Council members
☐ (9) Other: _____

13. Are you aware that you can receive email notifications from the City by registering for the service online?

☐ (1) Yes ☐ (2) No

14. **ENFORCEMENT OF CITY CODES AND ORDINANCES.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

Codes and Ordinances	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Clean up of litter and debris on private property	5	4	3	2	1	9
B. Mowing and trimming of lawns	5	4	3	2	1	9
C. Maintenance of residential property	5	4	3	2	1	9
D. Maintenance of business property	5	4	3	2	1	9
E. Enforcing sign regulations	5	4	3	2	1	9
F. Enforcing off street parking regulations	5	4	3	2	1	9
G. Enforcement of regulations and codes on City facilities	5	4	3	2	1	9

15. **TRANSPORTATION.** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

Transportation	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Flow of traffic along 291	5	4	3	2	1	9
B. Ease of access to Downtown Harrisonville	5	4	3	2	1	9
C. Availability of public transportation	5	4	3	2	1	9
D. Condition of residential streets	5	4	3	2	1	9
E. Condition of commercial streets	5	4	3	2	1	9
F. Availability of public sidewalks	5	4	3	2	1	9

16. Which TWO of the transportation issues listed above do you think should receive the most emphasis from city leaders over the next TWO Years? [Write in the letters below using the letters from Question 15 above].

1ST: _____ 2ND: _____

17. PUBLIC SAFETY. Please rate your satisfaction with the following public safety services provided by the City of Harrisonville:

Public Safety		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	The visibility of police in neighborhoods	5	4	3	2	1	9
B.	The visibility of police in retail areas	5	4	3	2	1	9
C.	The City's efforts to prevent crime	5	4	3	2	1	9
D.	How quickly police respond to emergencies	5	4	3	2	1	9
E.	Enforcement of local traffic laws	5	4	3	2	1	9
F.	Police related education programs (DARE, SRO, Safe Seniors, Child I.D.)	5	4	3	2	1	9
G.	Overall quality of local police protection	5	4	3	2	1	9
H.	How quickly fire personnel respond to emergencies	5	4	3	2	1	9
I.	Quality of the City's fire prevention programs	5	4	3	2	1	9
J.	Fire-related education programs	5	4	3	2	1	9
K.	Overall quality of local fire protection	5	4	3	2	1	9
L.	How quickly ambulance personnel respond to emergencies	5	4	3	2	1	9
M.	Overall quality of local ambulance service	5	4	3	2	1	9
N.	Quality of animal control	5	4	3	2	1	9

18. Which TWO of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from Question 17 above].

1st. _____ 2nd. _____

19. PARKS AND RECREATION. Please rate your satisfaction with the following Parks and Recreation services provided by the City of Harrisonville:

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Maintenance of city parks	5	4	3	2	1	9
B.	Number of city parks	5	4	3	2	1	9
C.	Number of walking and biking trails	5	4	3	2	1	9
D.	City swimming pools	5	4	3	2	1	9
E.	Quality of outdoor athletic fields	5	4	3	2	1	9
F.	Teen recreation opportunities	5	4	3	2	1	9
G.	Senior recreation opportunities	5	4	3	2	1	9
H.	The city's youth athletic programs	5	4	3	2	1	9
I.	The city's adult athletic programs	5	4	3	2	1	9
J.	Other city recreation programs, such as classes, special population trips, and special events	5	4	3	2	1	9
K.	Ease of registering for programs	5	4	3	2	1	9
L.	Fees charged for recreation programs	5	4	3	2	1	9
M.	Special events sponsored by the city, i.e., park concerts & July 4 th Fireworks	5	4	3	2	1	9
N.	Quality of the city's indoor recreation facilities	5	4	3	2	1	9

20. Which TWO of the items listed above do you think should receive the most emphasis from city leaders over the next TWO Years? [Write in the letters below using the letters from Q19 above].

1st. _____ 2nd. _____

OTHER ISSUES

21. Are you aware that OATS offers on call pickup and delivery service in Harrisonville during the week to people of all ages for a small fee?

___(1) Yes ___(2) No, but I am familiar with OATS ___(3) No, and I am not familiar with OATS

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22. ~~Are you aware that two limo services in Harrisonville will provide residents transportation to destinations outside the city for a fee~~ Would you support reducing the property tax rate by \$.25/100 of assessed value in exchange for a sales tax increase of one half of a percent to fund street improvements?

___(1) Yes ___(2) No

23. Do you think the City of Harrisonville should make efforts to attract companies that pay higher wage jobs in fields such as technology based companies and manufacturing (i.e. automobiles; construction equipment; audio-video, optical equipment; electronics; computer related equipment)?

___(1) Yes ___(2) No

24. The park sales tax will decrease to one quarter of a percent when debt on the Community Center is paid off. Would you support keeping the parks and recreation sales tax at one half percent and eliminate the park property tax of \$.13/100 of assessed value at that time? ~~a ballot question that would ban smoking in all indoor public spaces, including restaurants and bars?~~

___(1) Yes ___(2) No: Why not? _____

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25. _____ Services that could be provided by the City of Harrisonville are listed below. Please indicate how much savings you would need to consider switching from your current provider to a City provided service by circling the amount below.

(A) Telephone service 0% 5% 10% 15% 20% Would Not Use City Service Do Not Need Service

(B) Broadband Internet Service 0% 5% 10% 15% 20% Would Not Use City Service Do Not Need Service

(C) Cable television service 0% 5% 10% 15% 20% Would Not Use City Service Do Not Need Service Do you think the City should take over operations of Twin Pines golf course if assured that the operation will not be a financial burden to the city?

(1) Yes (2) No: Why not? _____

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26. Which of the following best describes your race/ethnicity (check all that apply)?

- ___(1) Asian/Pacific Islander ___(4) Hispanic
___(2) Black/African American ___(5) American Indian/Eskimo
___(3) White ___(6) Other: _____

27. Which of the following best describes your current employment status?

- ___(1) Employed outside the home - What is the ZIP CODE where you work? _____
___(2) Employed in the home/have a home-based business
___(3) Underemployed (your education/experience/skills exceed your salary)
___(4) Unemployed but seeking work
___(5) Retired
___(6) Student
___(7) Not currently employed outside the home

28. How many people (counting you) in your household, are?

Under age 9 _____ Ages 20-34 _____ Ages 55-74 _____
Ages 10-19 _____ Ages 35-54 _____ Ages 75+ _____

29. Approximately how many years have you lived in the City of Harrisonville? _____ years

29a. [If you have lived in Harrisonville less than 5 years] Where did you live prior to moving to Harrisonville?

- ☐ (1) Other part of the metro Kansas City area
☐ (2) Kansas or Missouri but outside of the metro Kansas City area
☐ (3) Outside Kansas or Missouri

30. Do you own or rent your current residence? ☐ (1) Own ☐ (2) Rent

31. Would you say your total annual household income is:

- ☐ (1) Under \$35,000 ☐ (3) \$60,000 to \$99,999
☐ (2) \$35,000 to \$59,999 ☐ (4) \$100,000 or more

32. Your gender: ☐ (1) Male ☐ (2) Female

33. In which City Ward do you live?

- ☐ (1) Ward 1 ☐ (2) Ward 2 ☐ (3) Ward 3 ☐ (4) Ward 4 ☐ (9) Don't know

**This concludes the survey.
Thank you for your time!**

Please Return Your Completed Survey in the Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain Completely Confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information.

