

2015 City of Mission DirectionFinder® Survey

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Final Report

Submitted to the City of Mission, Kansas by:

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DirectionFinder[®] Survey

Executive Summary Report

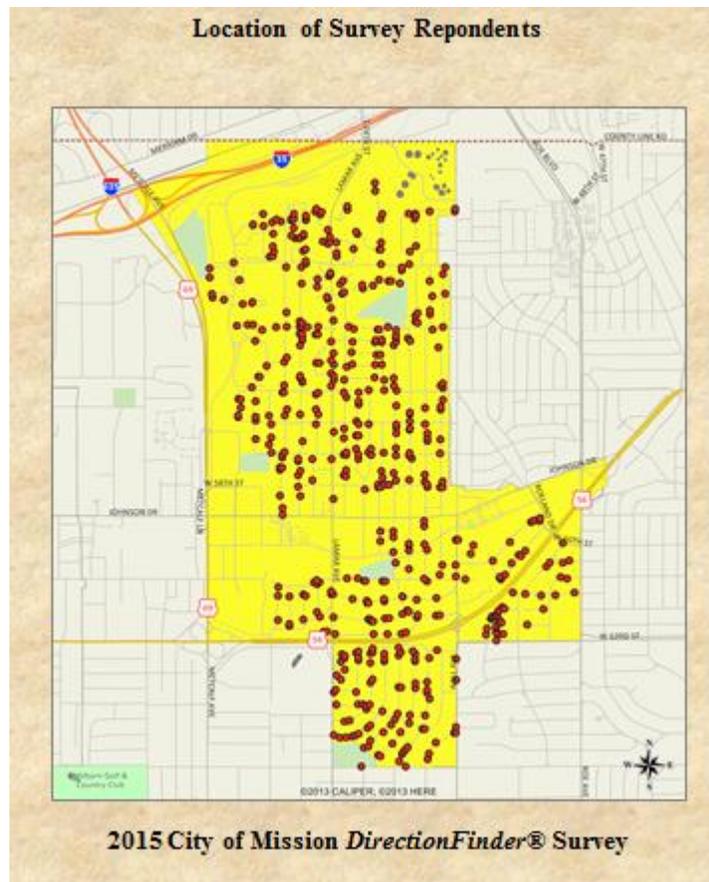
Mission, Kansas

Overview and Methodology

ETC Institute administered the DirectionFinder[®] Survey for the City of Mission during June and July of 2015 to gather resident opinions and feedback on City programs and services. The purpose of the survey was to improve and expand existing City Programs, determine the future needs of residents and to analyze the needs and wants of residents for the redevelopment of downtown Mission. This is the third year the City of Mission has administered the DirectionFinder[®] Survey. The first survey was administered in 2007 and the second survey was administered in 2011.

The seven-page survey was mailed to a random sample of households in the City of Mission. The goal was to complete at least 400 surveys. Approximately seven days after the surveys were mailed; residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. A total of 592 surveys were actually completed. The results for the random sample of 592 households have a 95% level of confidence with a precision of at least +/- 4%.

In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.



This report contains:

- An executive summary with an overview and methodology
- Charts depicting the overall results of the survey
- Trends analysis from the previous 2007 and 2011 survey results
- GIS maps that show the results of selected questions as maps of the City
- Benchmarking data that show how the survey results for Mission compare to other cities in the metropolitan Kansas City area
- Importance-Satisfaction analysis
- Tabular data for all questions on the survey
- A copy of the survey instrument

Interpretation of “Don’t Know” Responses. The percentage of persons who provide “don’t know” responses is important because it often reflects the level of utilization of city services. For graphing purposes, the percentage of “don’t know” responses has been excluded to facilitate valid comparisons with data from previous years. The percentage of “don’t know” responses for each question is provided in the Tabular Data Section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

Major Findings

- **Residents were generally satisfied with the overall quality of services provided by the City of Mission.** The highest levels of satisfaction with City services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were the quality and livability of City’s neighborhoods (84%), the quality of police services (79%), the quality of parks and recreation programs (78%) and maintenance of City buildings and facilities (75%).
- **Services that residents thought should receive the most increase in emphasis over the next two years.** The major areas that residents thought should receive the most increase in emphasis from the City over the next two years were (1) City’s planning efforts to promote redevelopment, (2) maintenance of City streets, and (3) the quality and livability of the City’s neighborhoods.

- **Perceptions of Life in Mission.** Eighty-eight percent (88%) of residents surveyed indicated that they were “very satisfied” or “satisfied” with the overall feeling of safety in the City, 87% were satisfied with the overall quality of life in the City, and 81% were satisfied with the overall quality of services provided by the City of Mission.

Areas that showed the most significant increase from 2011 were how well the City is communicating about programs and services (+16%) and how well the City is planning for redevelopment activities (+16%).

- **Public Safety.** The highest levels of satisfaction with Public Safety services based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were the overall quality of local police protection (89%), the visibility of police in neighborhoods (83%), and how quickly police officers respond to emergencies (79%).

There were no Public Safety issues that showed a significant change from 2011 to 2015. The three most important public safety services to emphasize over the next two years were (1) the City’s efforts to prevent crime, (2) how quickly police officers respond to emergencies, and (3) the visibility of police in neighborhoods.

- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were the quality of the community center (82%), the quality of the outdoor aquatics facilities (80%) and the maintenance of City parks (75%). Residents were generally less satisfied with the number of walking and biking trails throughout the City of Mission (41%) and the number of walking and biking trails within City parks (49%). This is the first year the number of walking and biking trails was split into two categories. Residents thought the maintenance of City parks was the most important parks and recreation service for the City to emphasize over the next two years.
- **Enforcement of City Codes and Ordinances.** The highest level of satisfaction with the enforcement of codes and ordinances, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, was the enforcing of clean up of litter and debris (57%). The new question that was asked this year, enforcing the City’s sign code ordinances had a combined percentage of 53%.
- **City Maintenance.** The highest levels of satisfaction with City Maintenance services based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were snow removal on major City streets (88%), The combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion* of overall cleanliness of City streets and other public areas (79%), and snow removal on neighborhood streets (79%).

The “maintenance of City streets” question was split into two separate questions, major thoroughfares and neighborhoods, this year. The combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were 63% for maintenance of City streets-neighborhoods and 73% for maintenance of City streets-major thoroughfares. The three most important City Maintenance services to emphasize over the next two years were (1) maintenance of City streets-neighborhoods, (2) maintenance of sidewalks, and (3) maintenance of City streets-major thoroughfares.

- **Customer Service.** The two highest levels of satisfaction with Customer Service, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were how easy the department was to contact (80%) and how courteously they were treated (78%).
- **City Communications.** The two highest levels of satisfaction with City Communication services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were the content of Mission Magazine/City Newsletter (77%) and the availability of information about City Parks and Recreation (73%). The top two ways that residents most frequently get information about the City were (1) Mission Magazine/City Newsletter and (2) the City website.
- **Transportation.** When asked to rate their level of agreement with various statements concerning transportation in Mission, eighty-three percent (83%) of residents *who had an opinion*, either “strongly agreed” or “agreed” that the City should make pedestrian friendly improvements. Seventy percent (70%) agreed that the City should expand the existing trail network to coordinate and connect to local/regional trails in adjacent communities.
- **Economic Redevelopment/Revitalization.** When asked to rate their level of agreement with various statements concerning economic development and revitalization in the City of Mission, eighty-four percent (84%) indicated they either “strongly agree” or “agree” the City would benefit from quality sit-down restaurants, and a City Market area (79%). Eighty percent (80%) of residents also agree that the City of Mission would benefit from a Farmers Market

Other Findings:

- Seventy-six percent (76%) either “strongly agree” or “agree” that green space should be maintained or expanded, even if it may reduce the amount of land available for retail uses and parking spaces.
- Eighty-one percent (81%) were very or somewhat supportive of mixed-use neighborhoods (small retail shops, townhomes, condominiums, loft-style residential units, and parkland), 11% were not supportive and 9% were neutral.

Section 1:
Charts and Graphs

City of Mission
2015 DirectionFinder
Survey Results

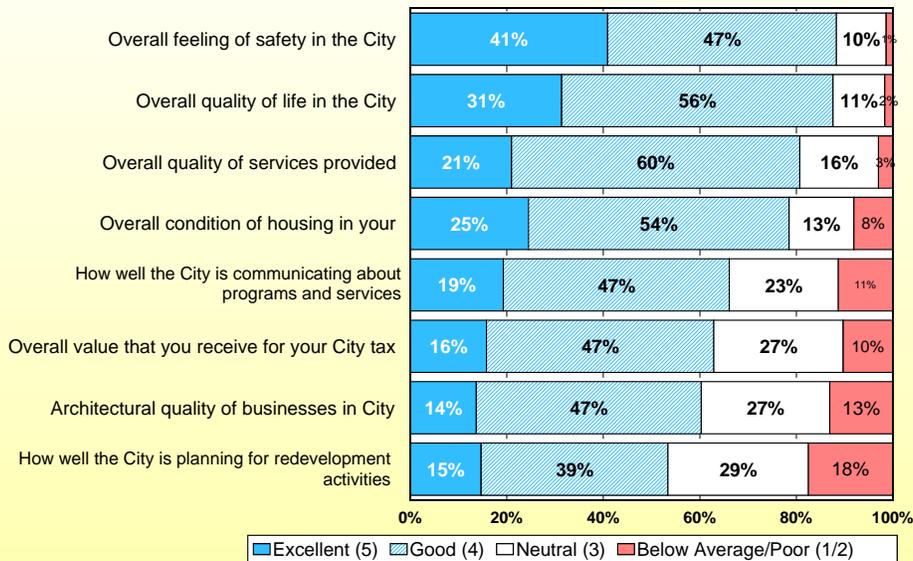
Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Overall Ratings

Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q1. Overall Ratings of the City of Mission

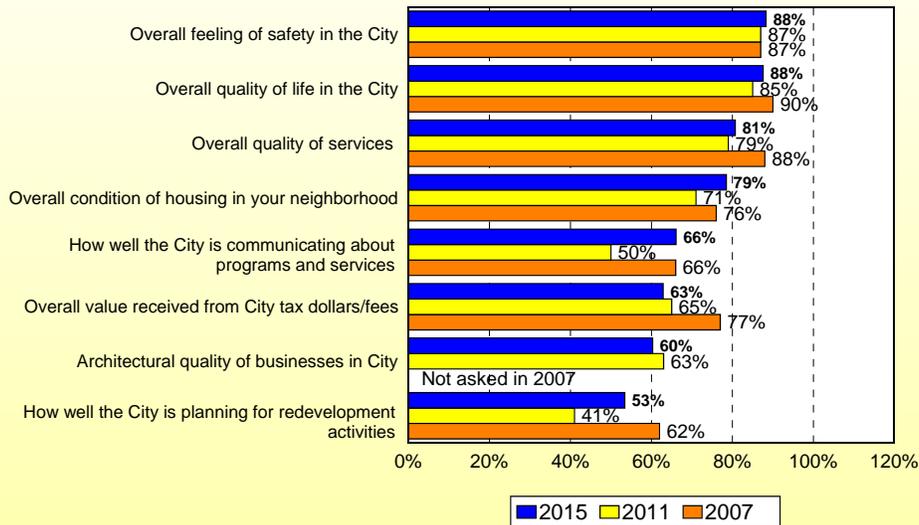
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding no opinion)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q1. TRENDS: Satisfaction With Items That Influence the Perception Residents Have of the City 2015 vs. 2011 vs. 2007

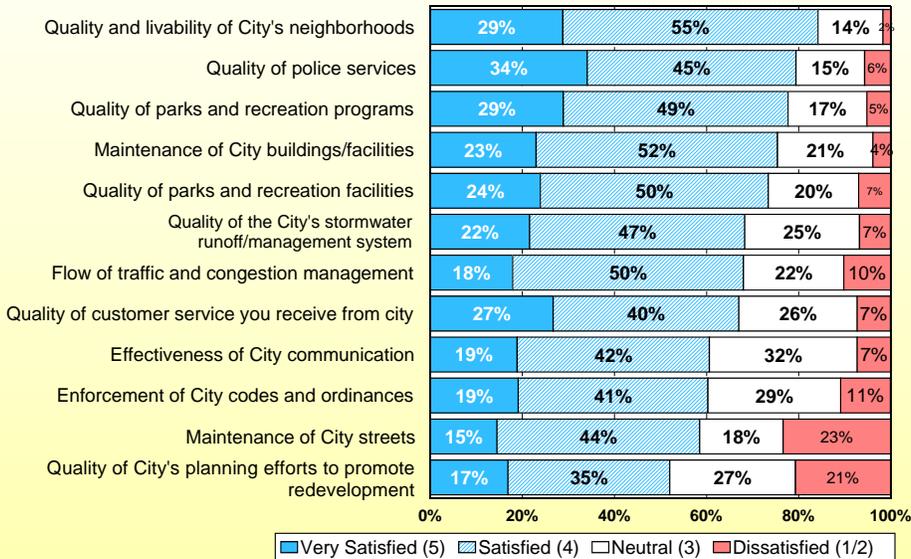
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q2. Overall Satisfaction with City Services by Major Category

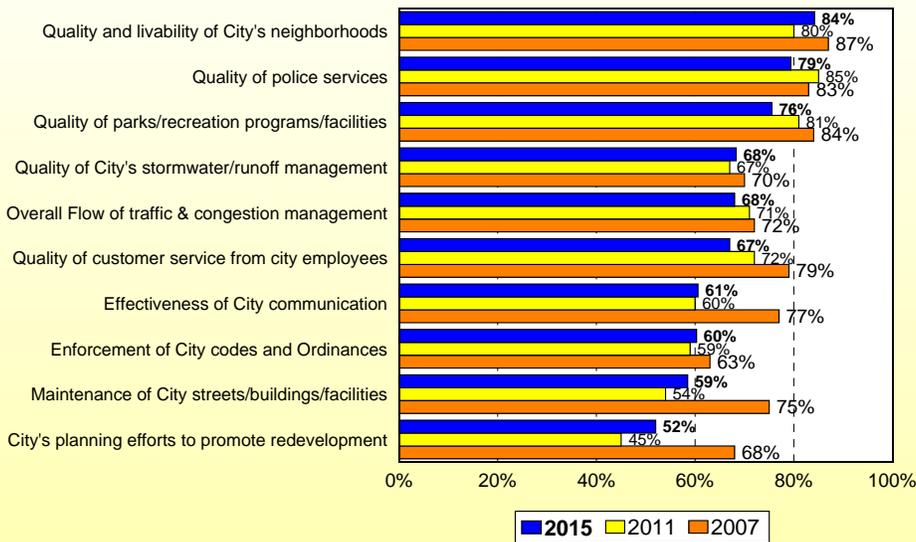
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding no opinion)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q2. TRENDS: Overall Satisfaction With City Services by Major Category 2015 vs. 2011 vs. 2007

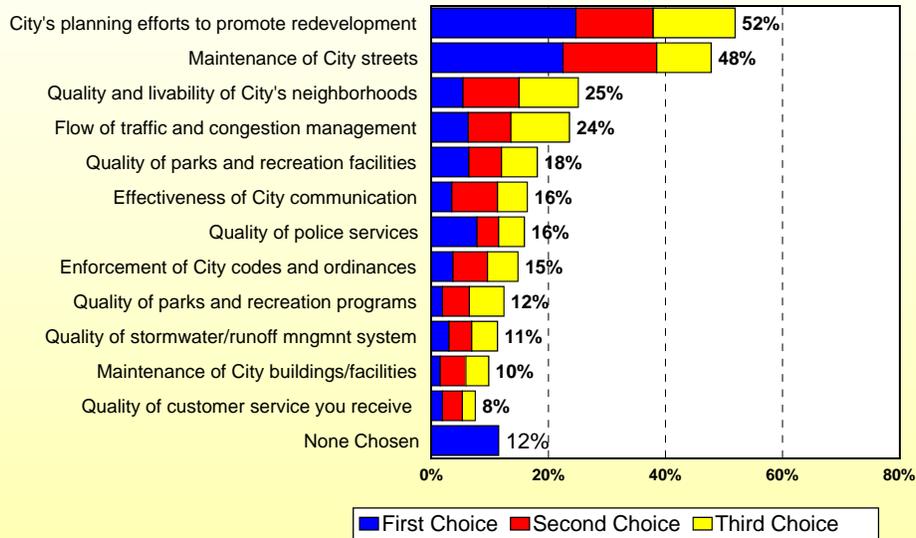
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q3. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

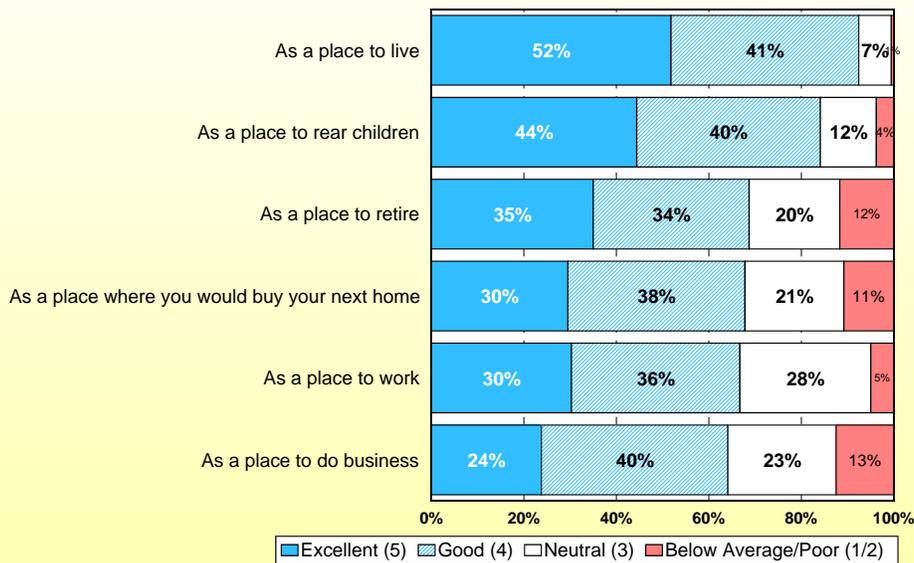
by percentage of respondents who selected the item as one of their top **THREE** choices



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q4. Ratings of the City of Mission

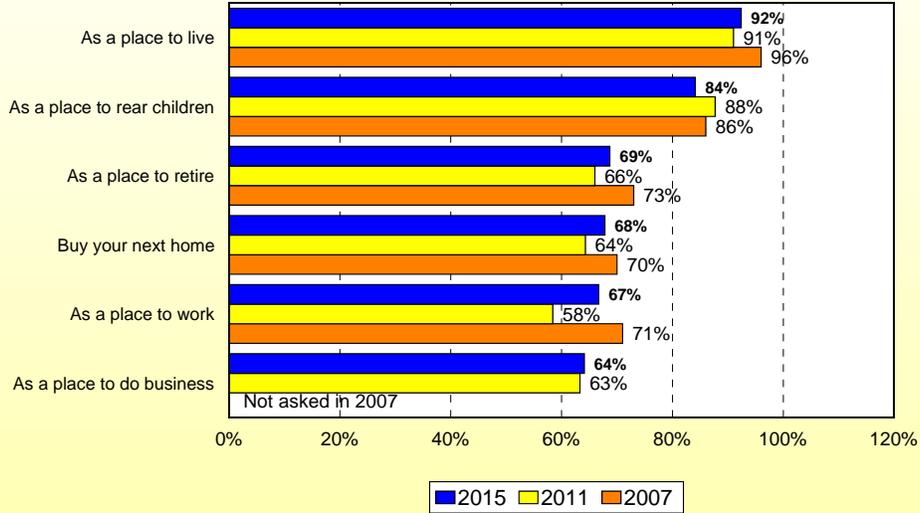
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding no opinion)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q4. TRENDS: Overall Satisfaction of the City of Mission 2015 vs. 2011 vs. 2007

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



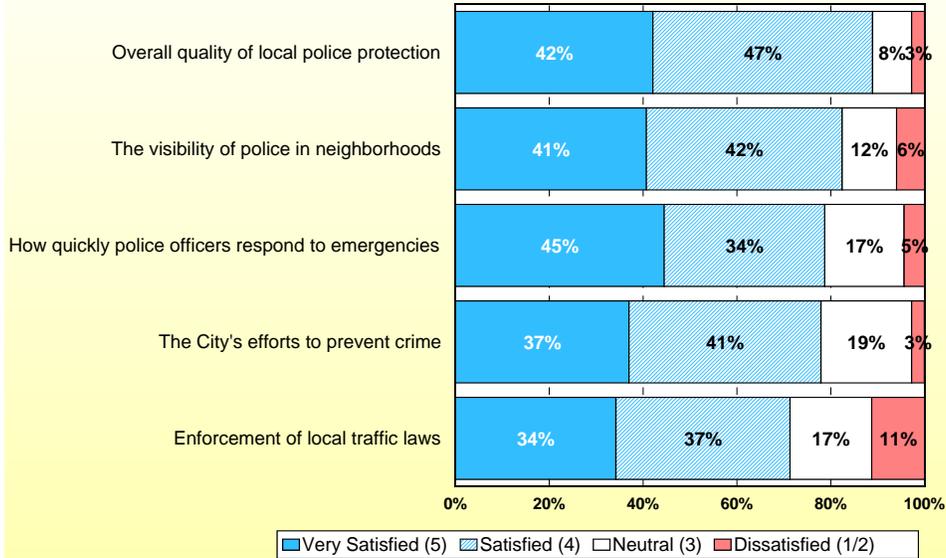
Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Public Safety

Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q5. Satisfaction with Public Safety

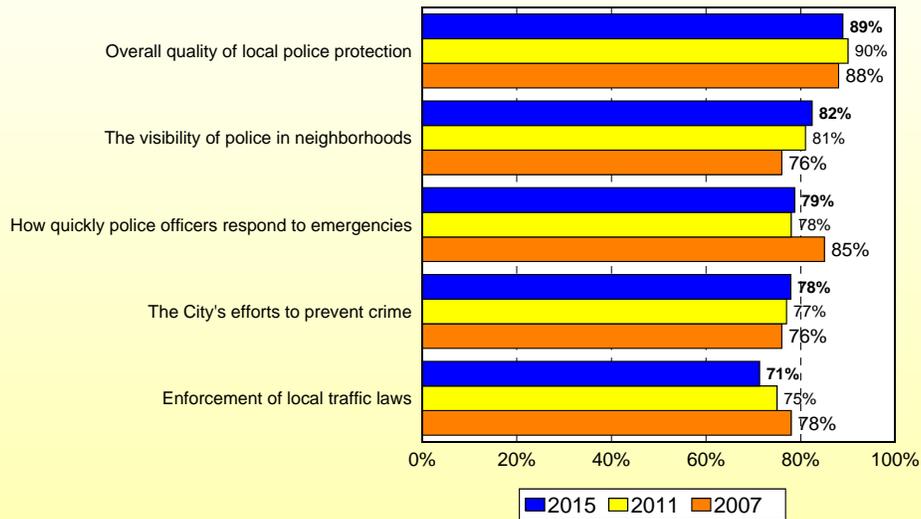
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding no opinion)



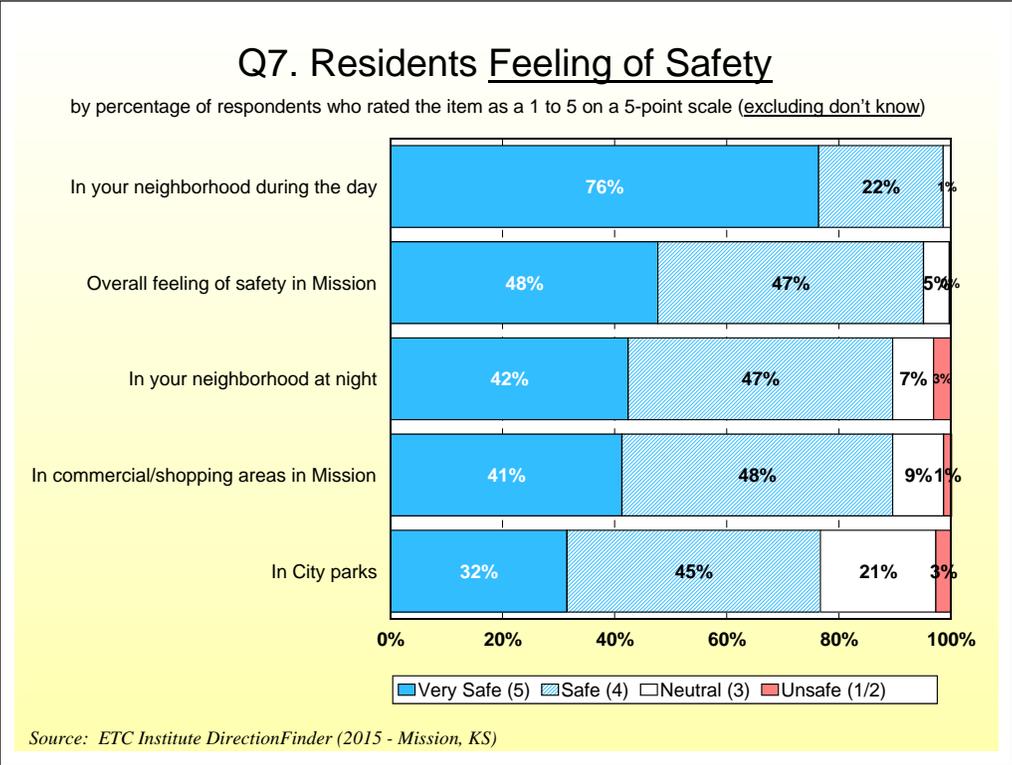
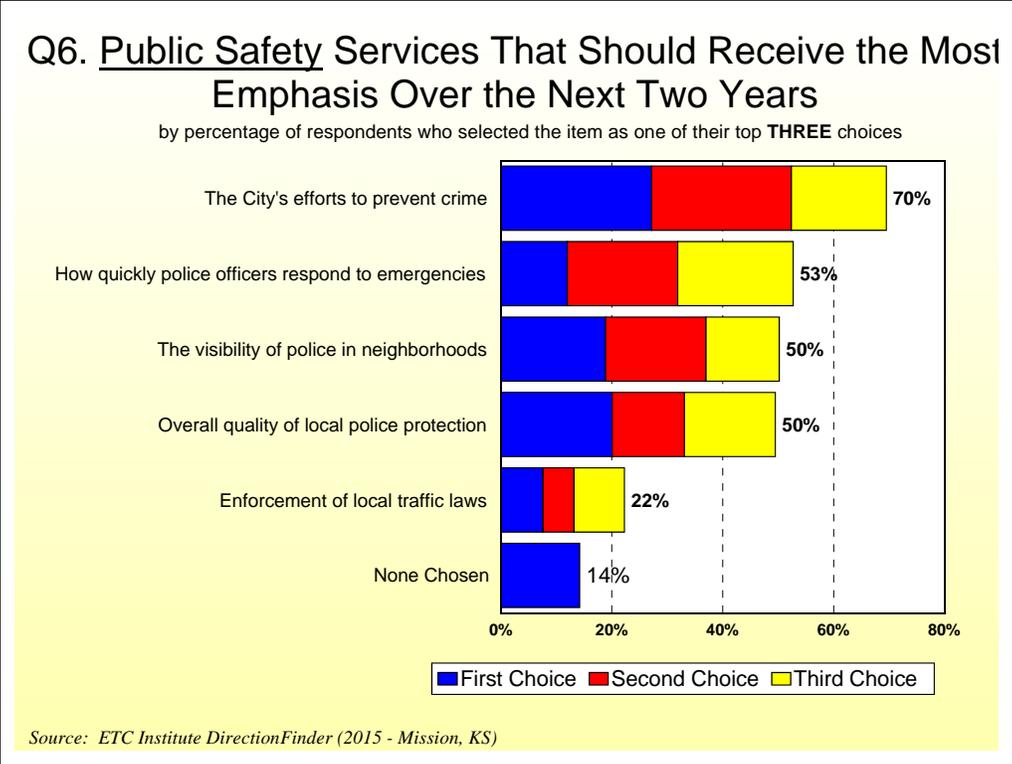
Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q5. TRENDS: Overall Satisfaction with Various Aspects of Public Safety 2015 vs. 2011 vs. 2007

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

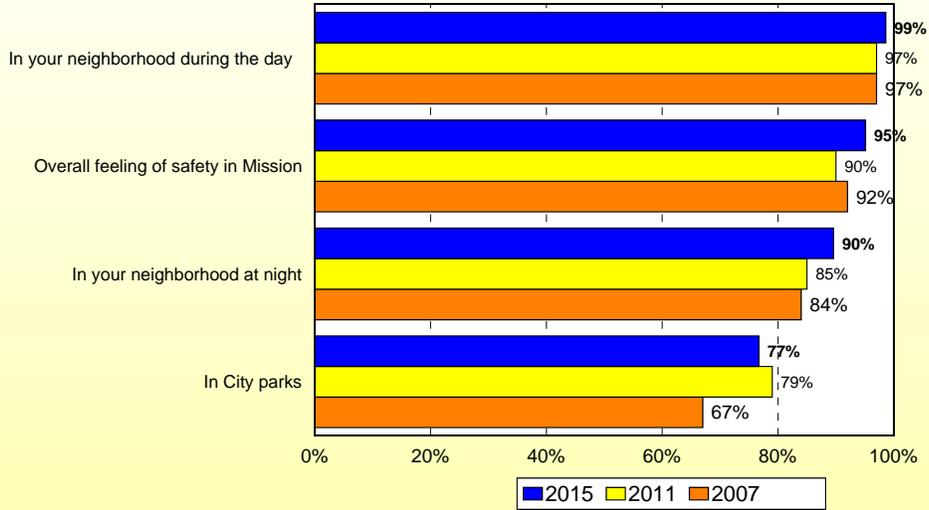


Source: ETC Institute DirectionFinder (2015 - Mission, KS)



Q7. TRENDS: Overall How Safe Do You Feel? 2015 vs. 2011 vs. 2007

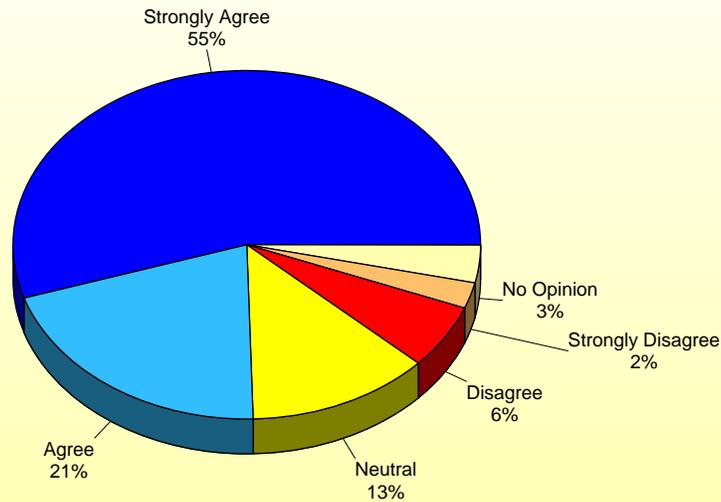
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q8. Household Level of Agreement that Green Space Should be Maintained or Expanded

by percentage of respondents



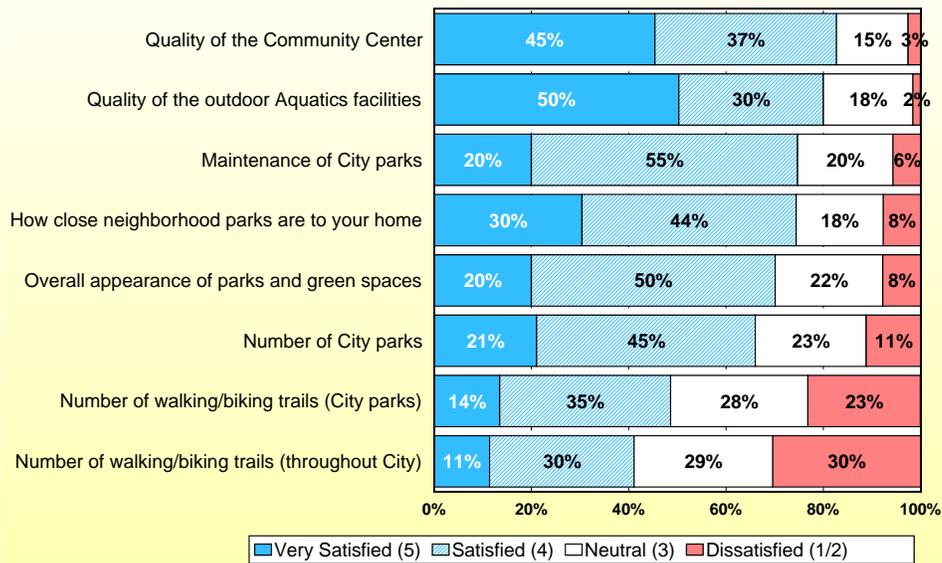
Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Parks and Recreation

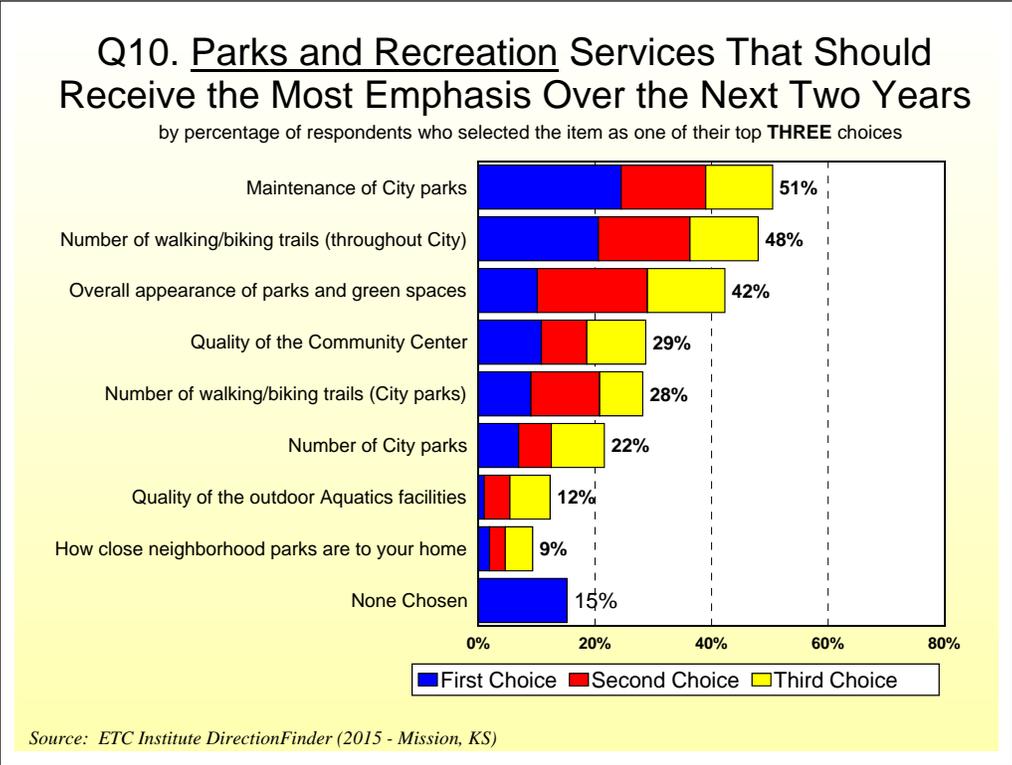
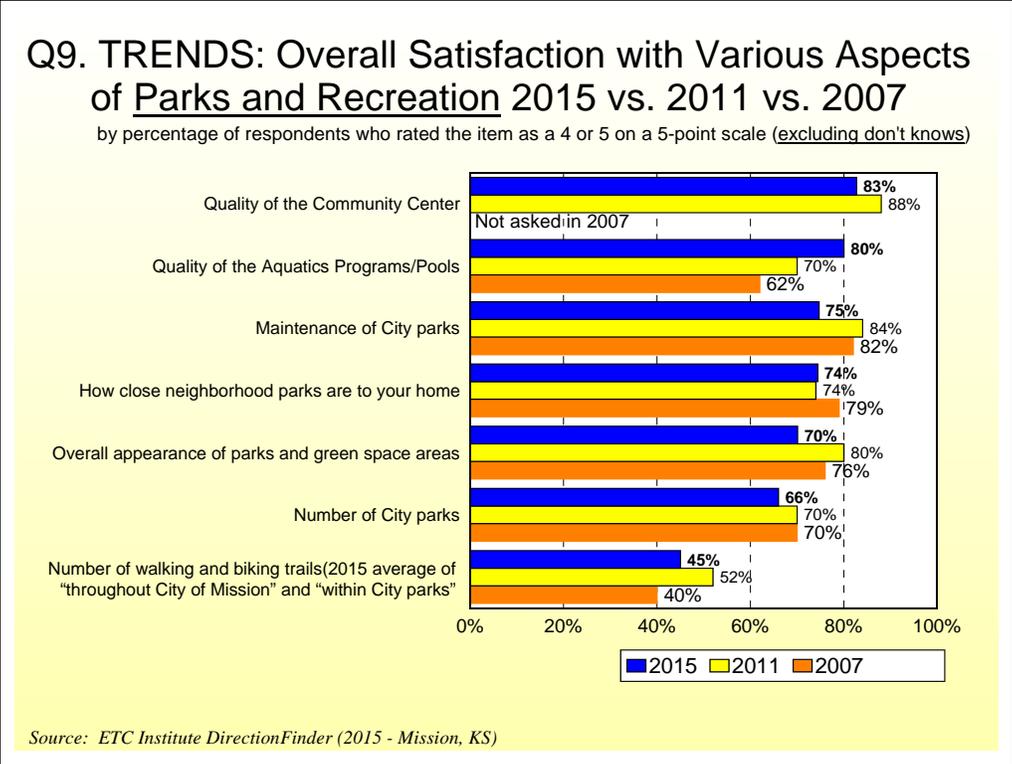
Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q9. Satisfaction with Parks and Recreation

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding no opinion)

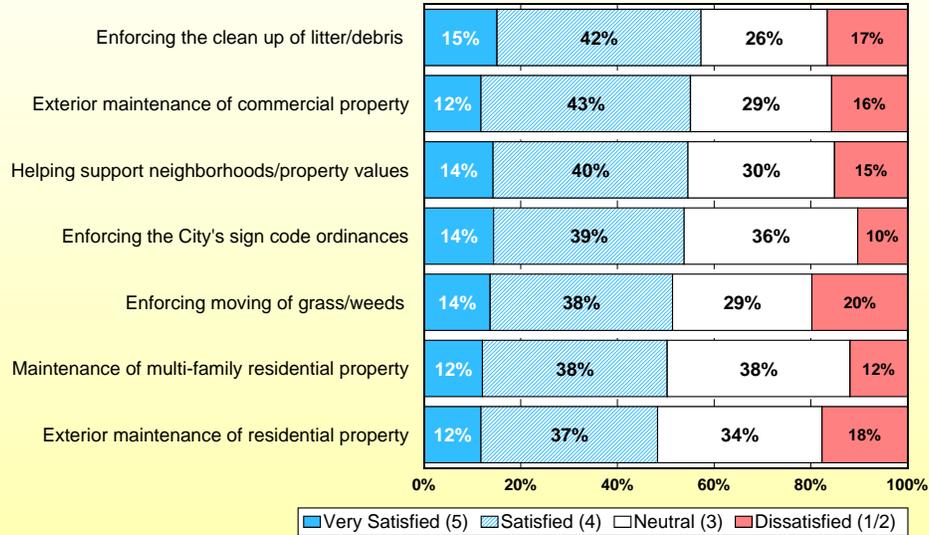


Source: ETC Institute DirectionFinder (2015 - Mission, KS)



Q11. Satisfaction with Enforcement of City Codes and Ordinances

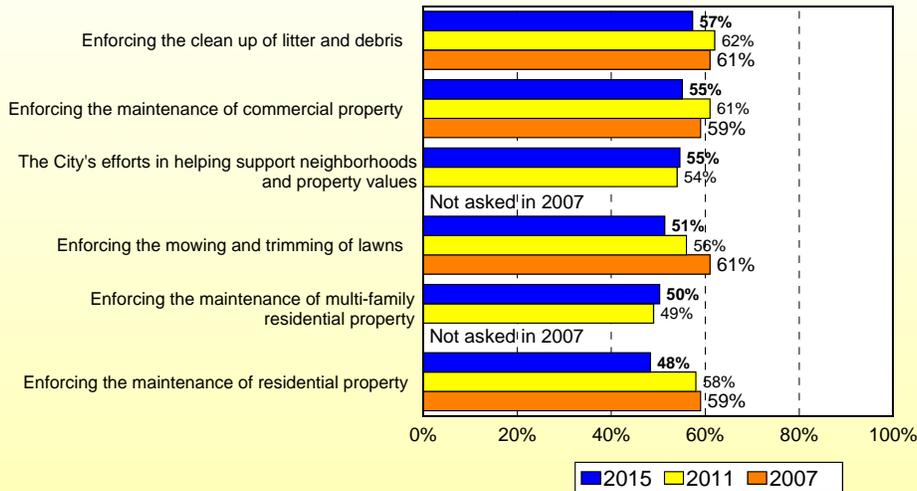
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding no opinion)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q11. TRENDS: Overall Satisfaction with Enforcement of City Codes and Ordinances

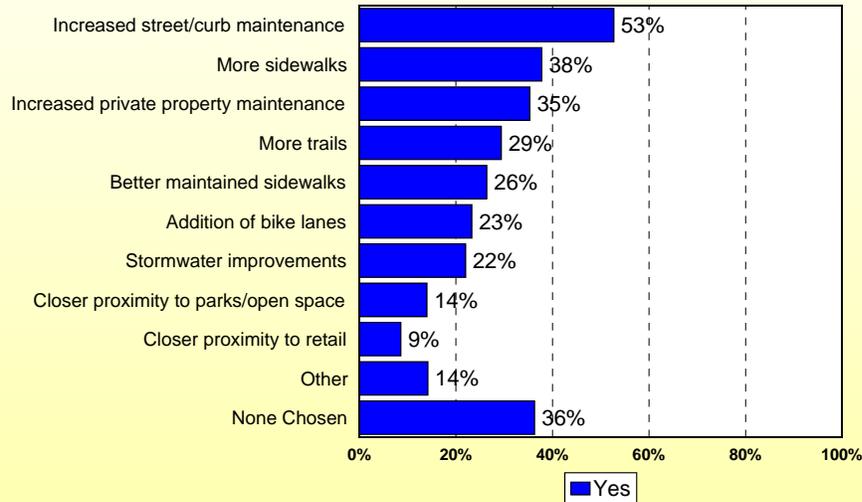
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q12. THREE Items Residents Believe Would Have the Greatest Impact on Improving the Quality of Their Neighborhood

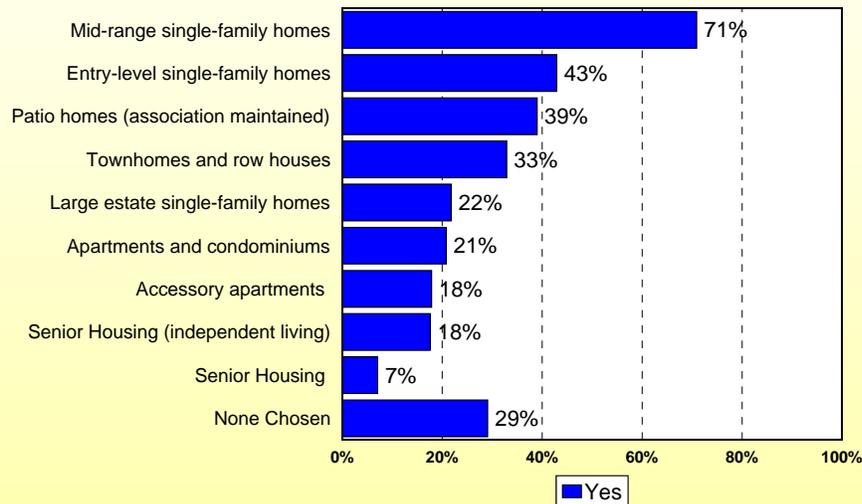
by percentage of respondents (multiple responses were allowed)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q13. THREE Housing Types Residents Feel are Most Needed in Mission

by percentage of respondents (multiple responses were allowed)



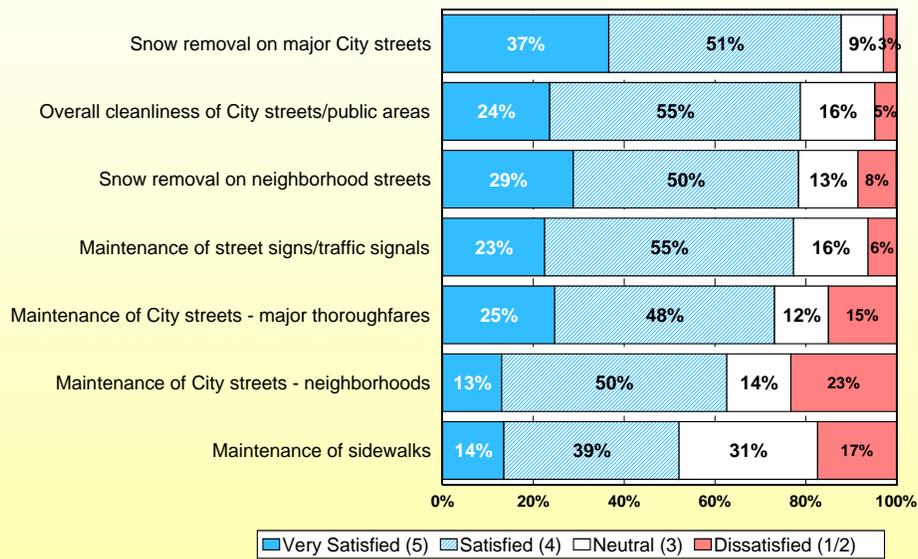
Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Public Works

Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q14. Satisfaction with Various Aspects of Public Works

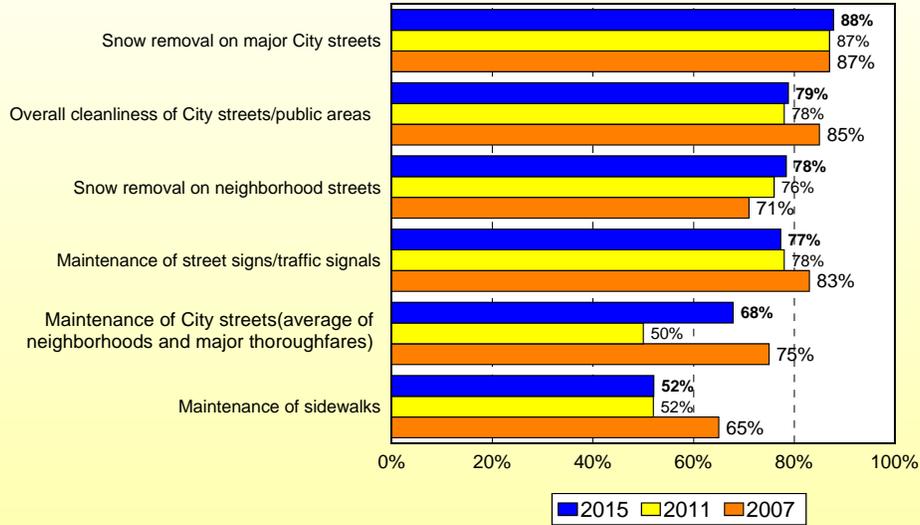
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding no opinion)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q14. TRENDS: Overall Satisfaction with Various Aspects of City Maintenance 2015 vs. 2011 vs. 2007

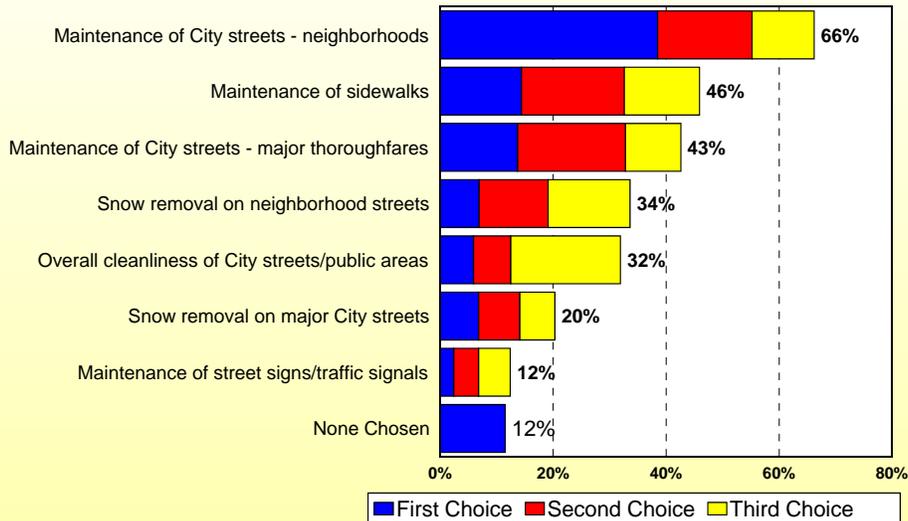
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q15. Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

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



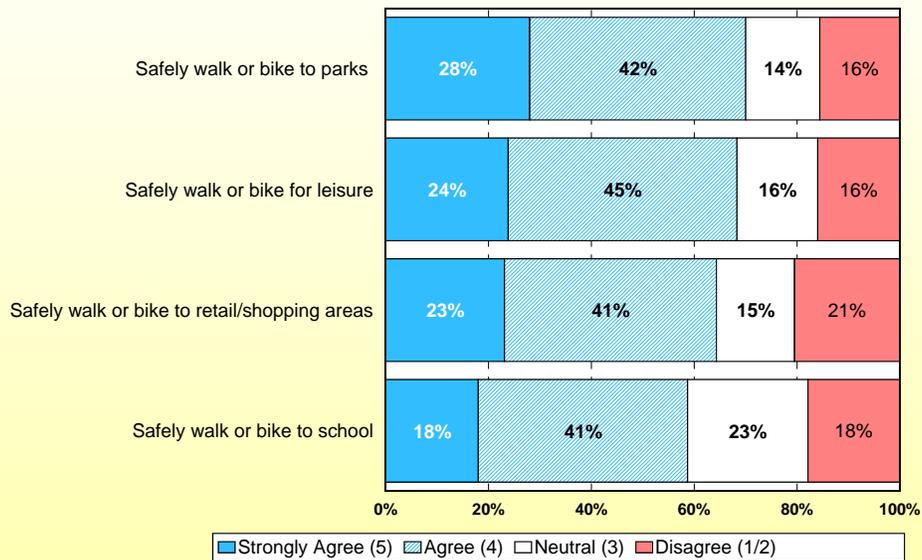
Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Transportation/Walkability

Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q16. Level of Agreement with Walkability/Bikeability

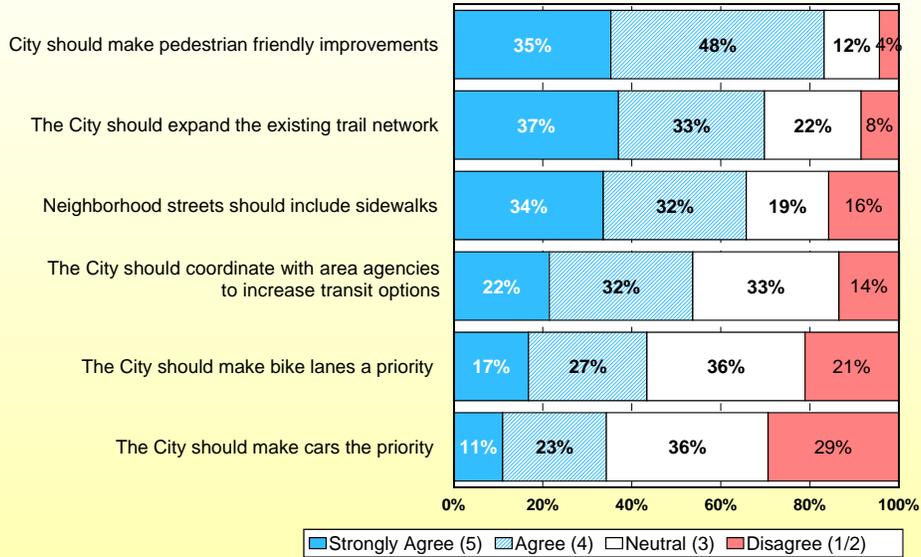
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding no opinion)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q17. Level of Agreement with Transportation Options

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



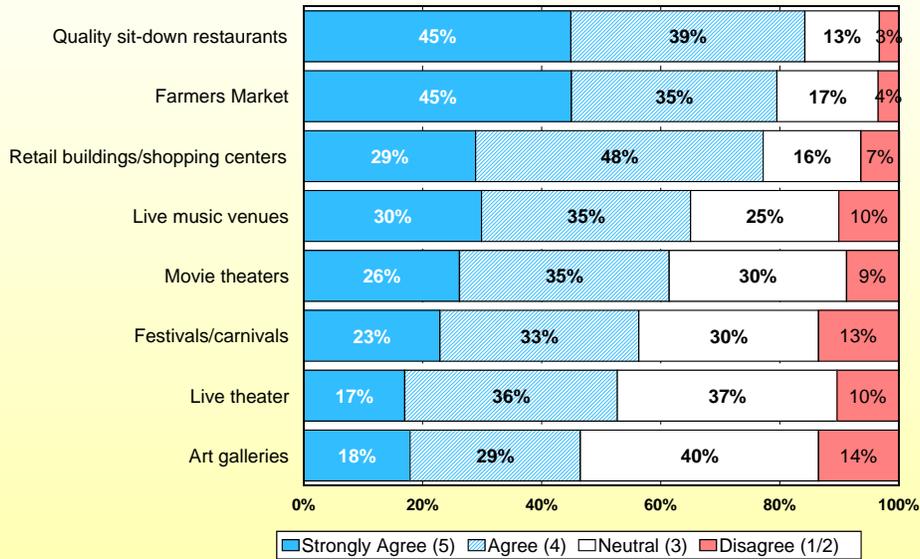
Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Economic Redevelopment/Revitalization

Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q18. Level of Agreement with Economic Redevelopment/Revitalization

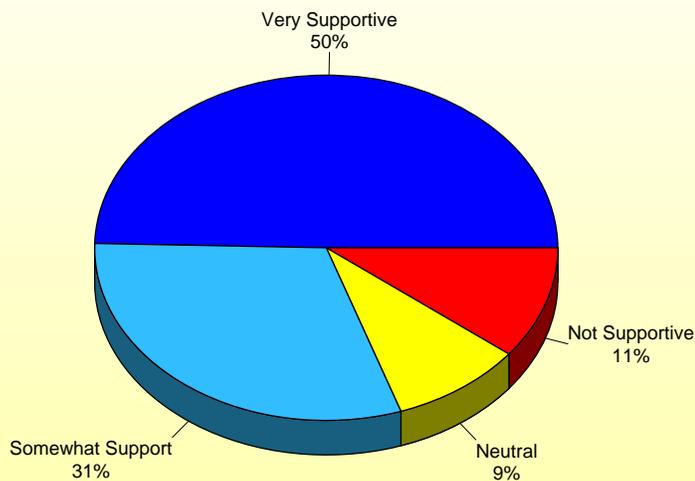
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q19. Household Level of Support for Mixed-Use Neighborhoods

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding no opinion)



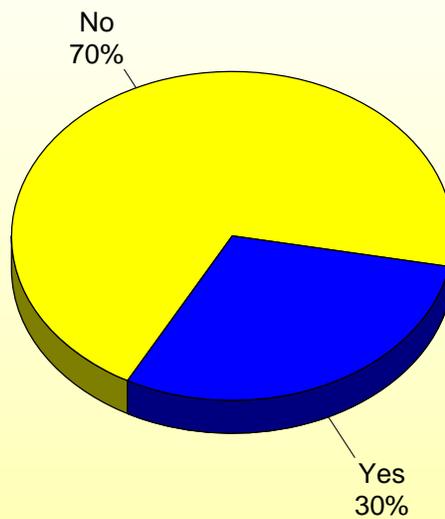
Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Customer Service

Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q20. Have you called or visited the City with a question, problem, or complaint during the past year?

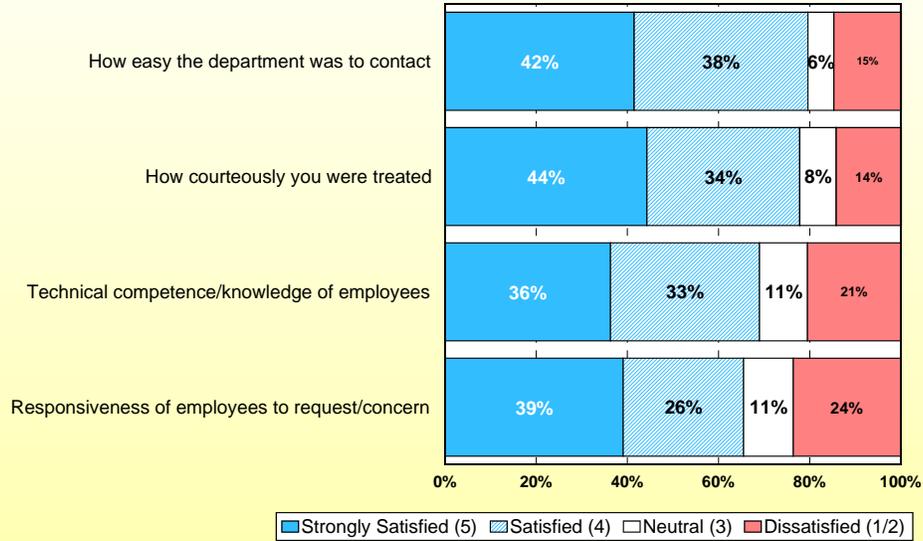
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q20b. Satisfaction with the Quality of Service Received from City Employees

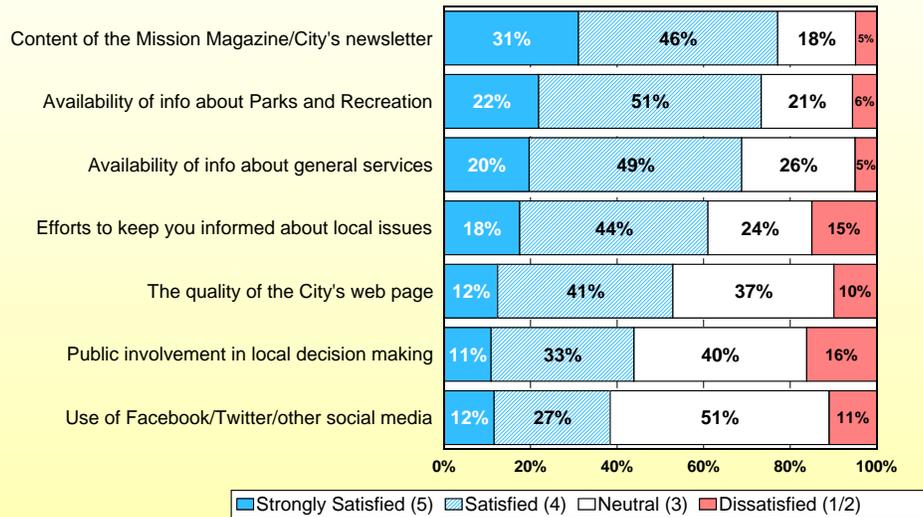
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding no opinion)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q21. Satisfaction with City Communication

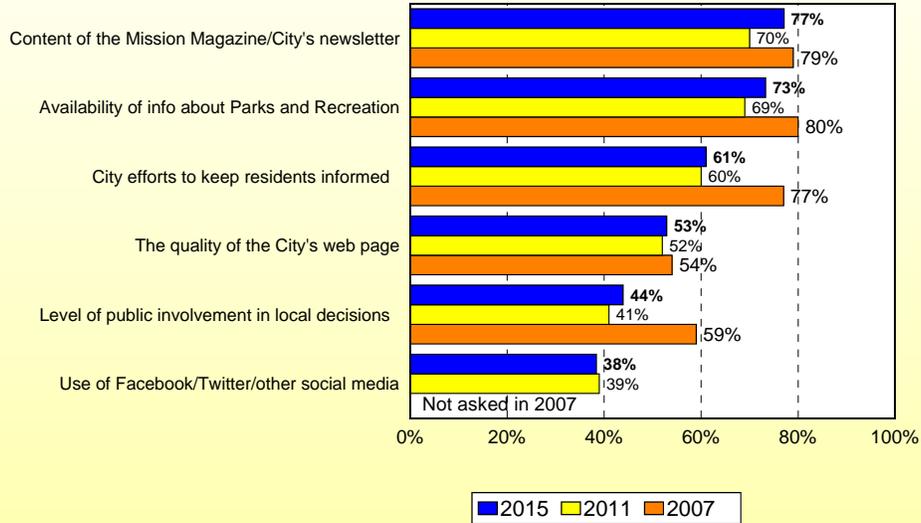
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding no opinion)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q21. TRENDS: Overall Satisfaction with Various Aspects of City Communications 2015 vs. 2011 vs. 2007

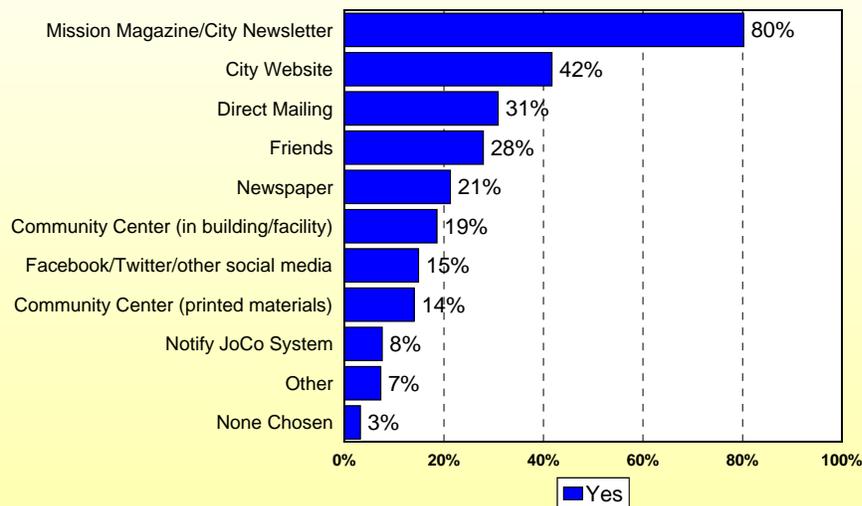
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q22. Sources Residents Use Most Frequently to Get Information About the City

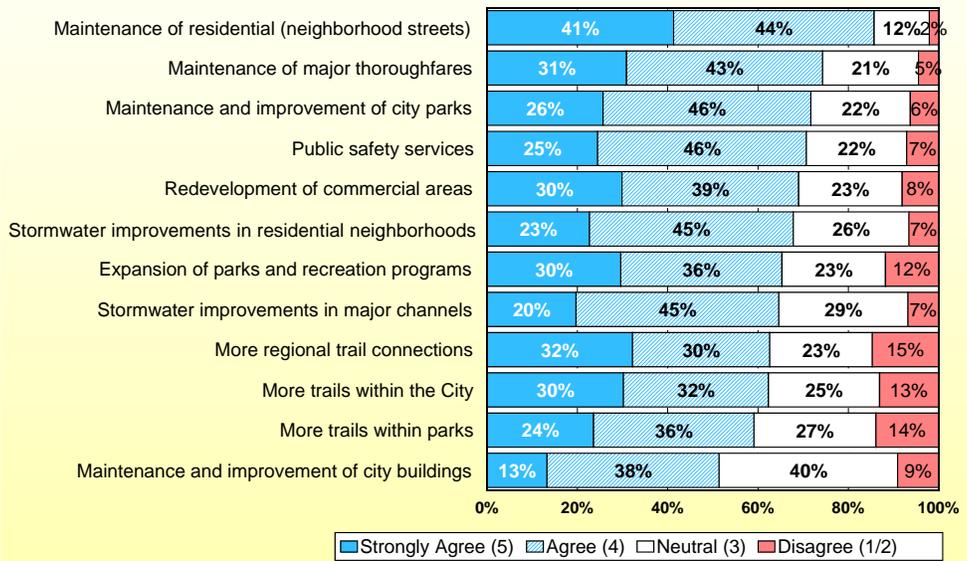
by percentage of respondents (multiple responses were allowed)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q23. Level of Agreement with Support for Increased City Investment in Current and Future Unmet Needs

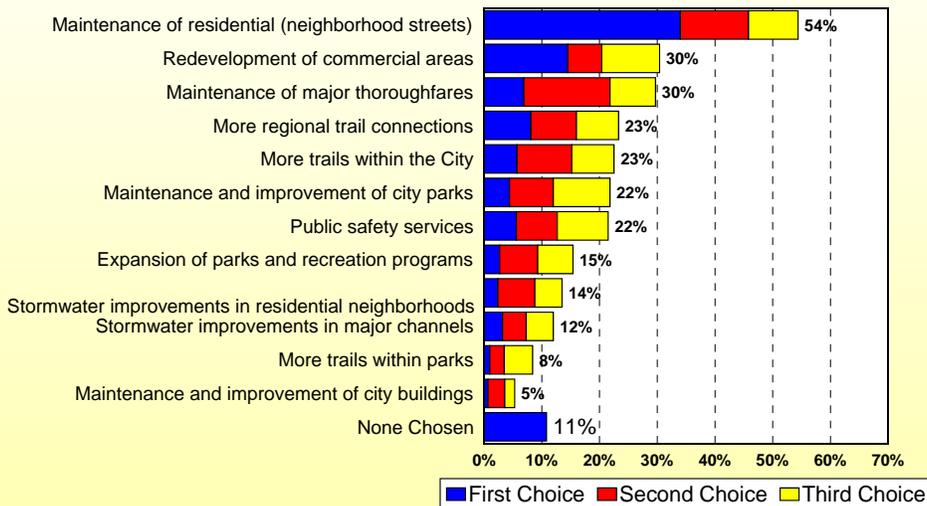
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding no opinion)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q24. THREE Increased Investments Residents Would MOST SUPPORT

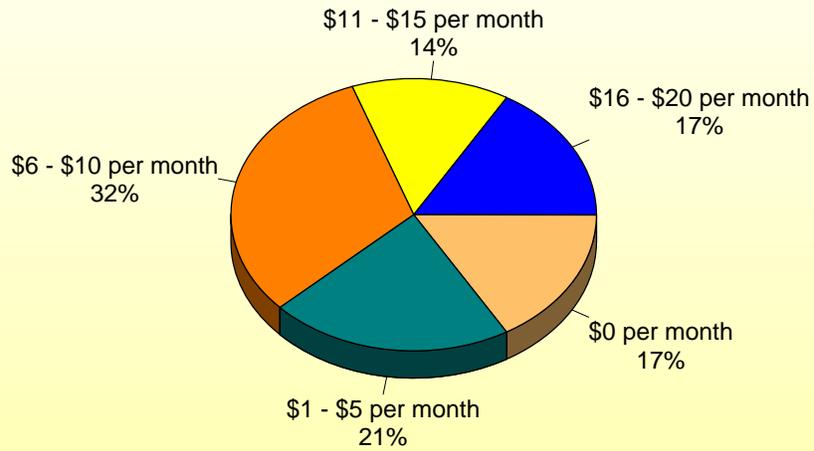
by percentage of respondents who selected the item as one of their top THREE choices



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q25. Maximum Amount Respondent Households Would be Willing to Invest to Make Improvements

by percentage of respondents (without don't know)



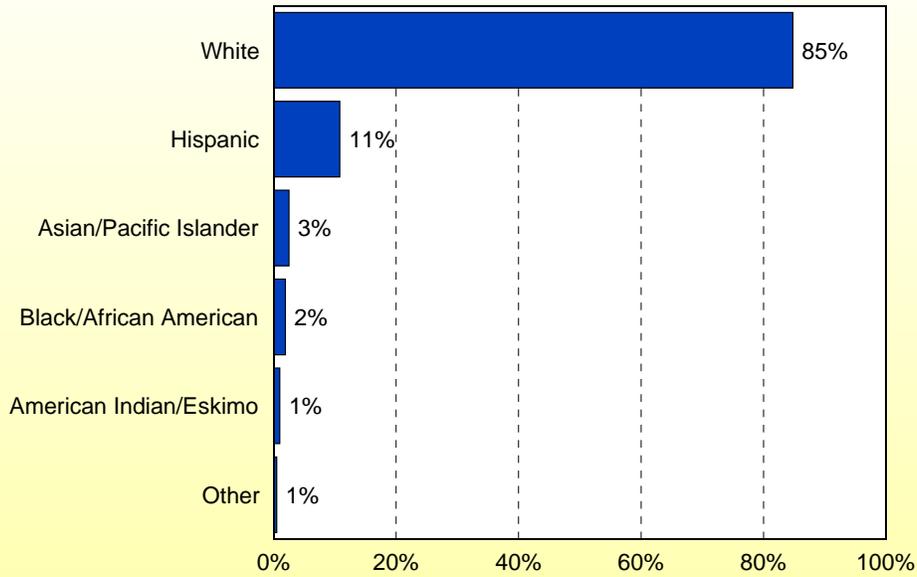
Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Demographics

Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q26. Respondents Race/Ethnicity

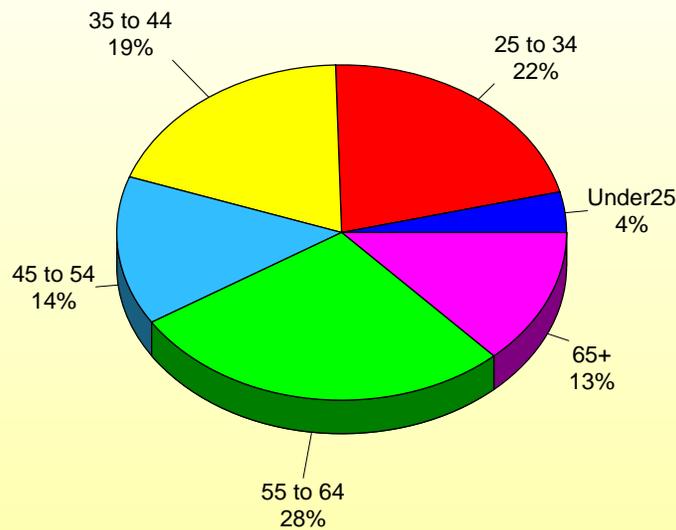
by percentage of respondents (multiple responses allowed)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q27. Ages of Respondents

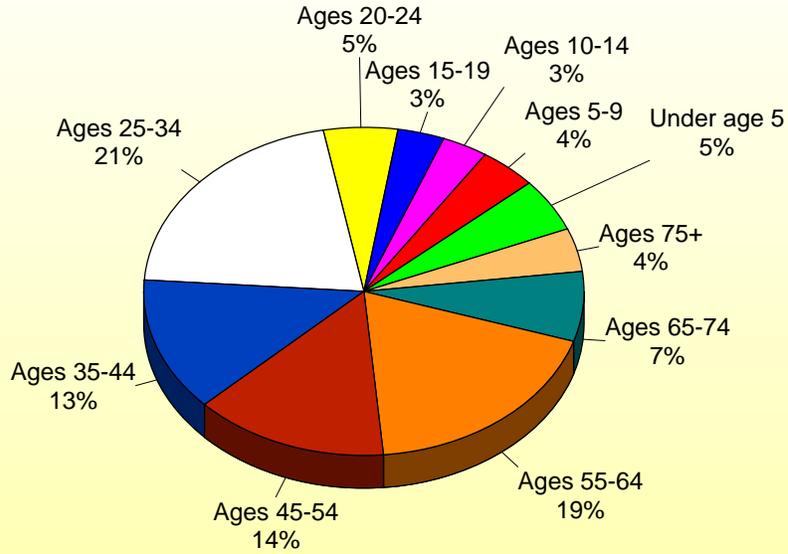
by percentage of respondents (without not provided)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q28. Age of Household Occupants

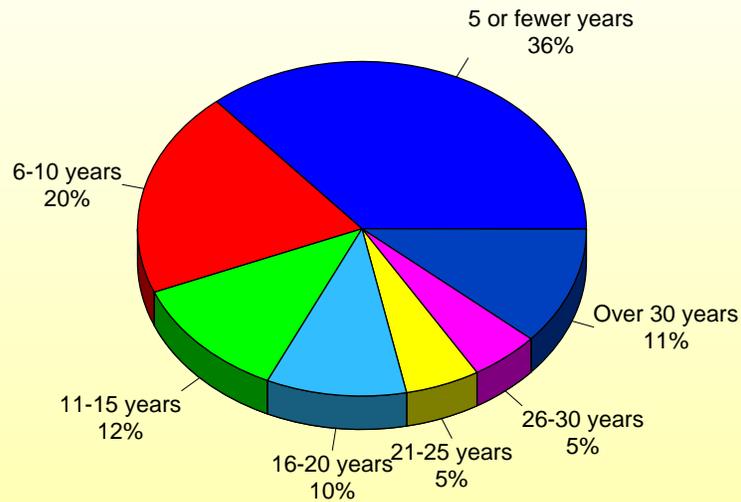
by percentage of all persons represented in the households surveyed



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q29. Years Lived in Mission

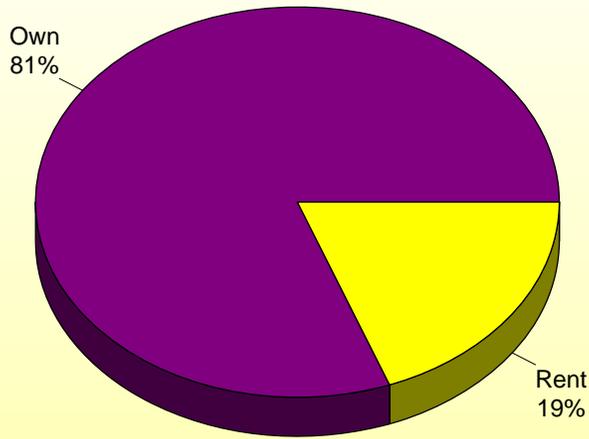
by percentage of all persons represented in the households surveyed (excluding not provided)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q30. Do you own or rent your current residence?

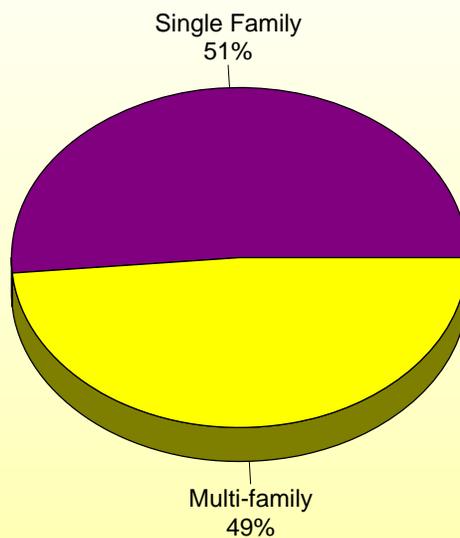
by percentage of respondents (excluding not provided)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q30a. Type of Residence Rented

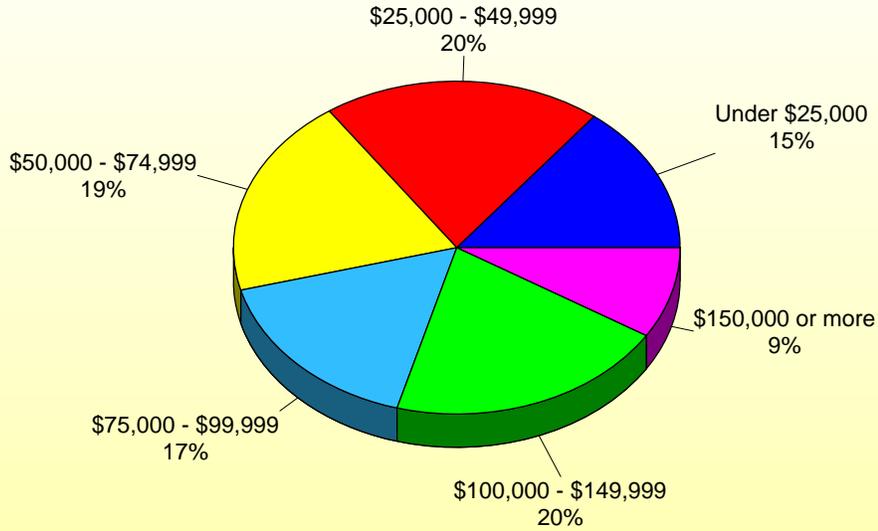
by percentage of respondents (who answered "rent" in Question 30)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q31. Household Total Annual Household Income

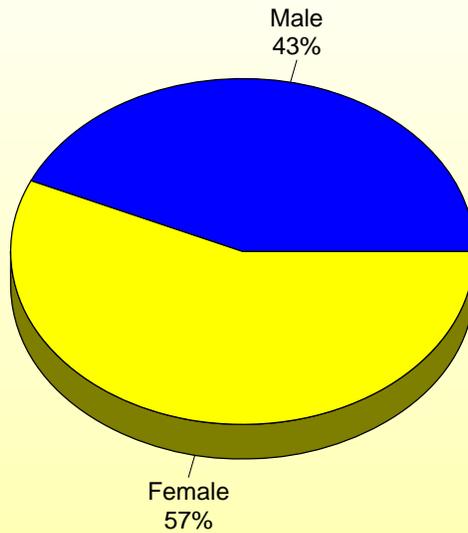
by percentage of respondents (excluding not provided)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q32. Respondents Gender

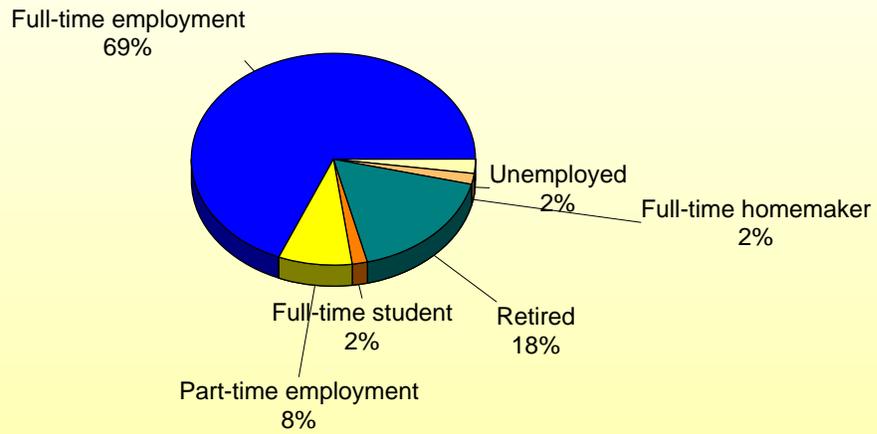
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Q33. Respondents Current Employment Status

by percentage of respondents (excluding not provided)



Source: ETC Institute DirectionFinder (2015 - Mission, KS)

Section 2:
Benchmarking Analysis

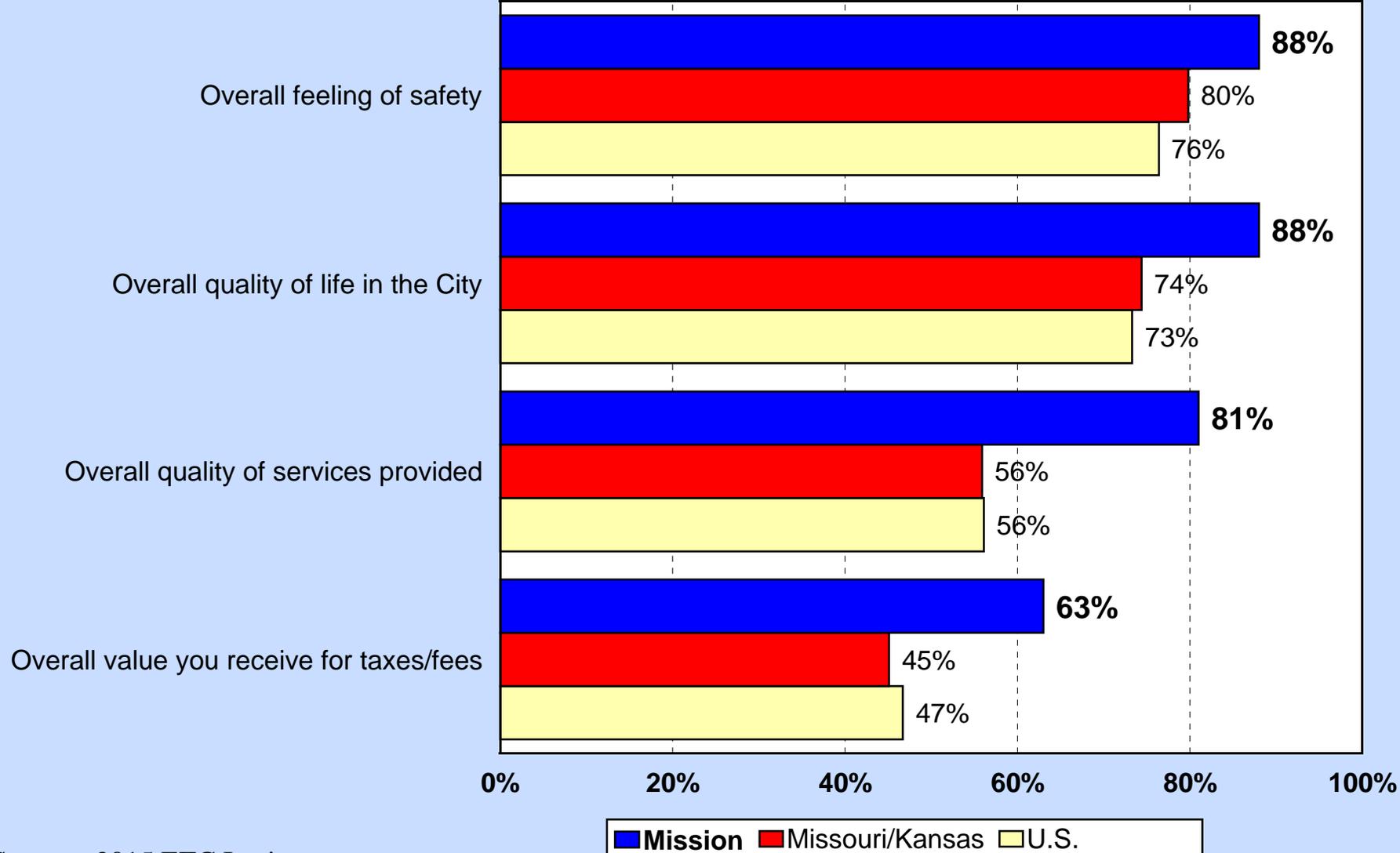
National Benchmarks

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

Overall Ratings of the City

Mission vs. Missouri/Kansas vs. the U.S

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

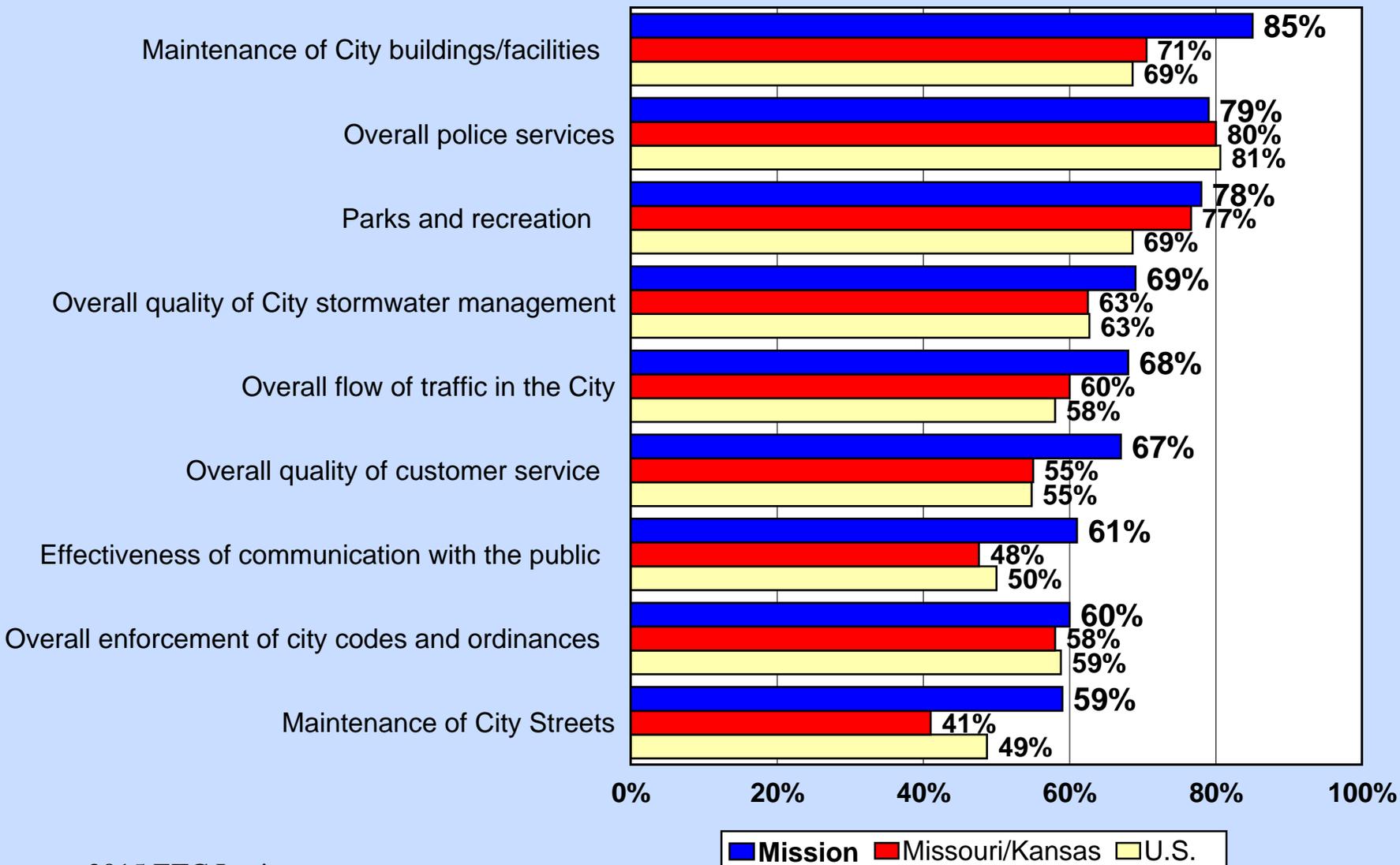


Source: 2015 ETC Institute

Overall Satisfaction with Various City Services

Mission vs. Missouri/Kansas vs. the U.S

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

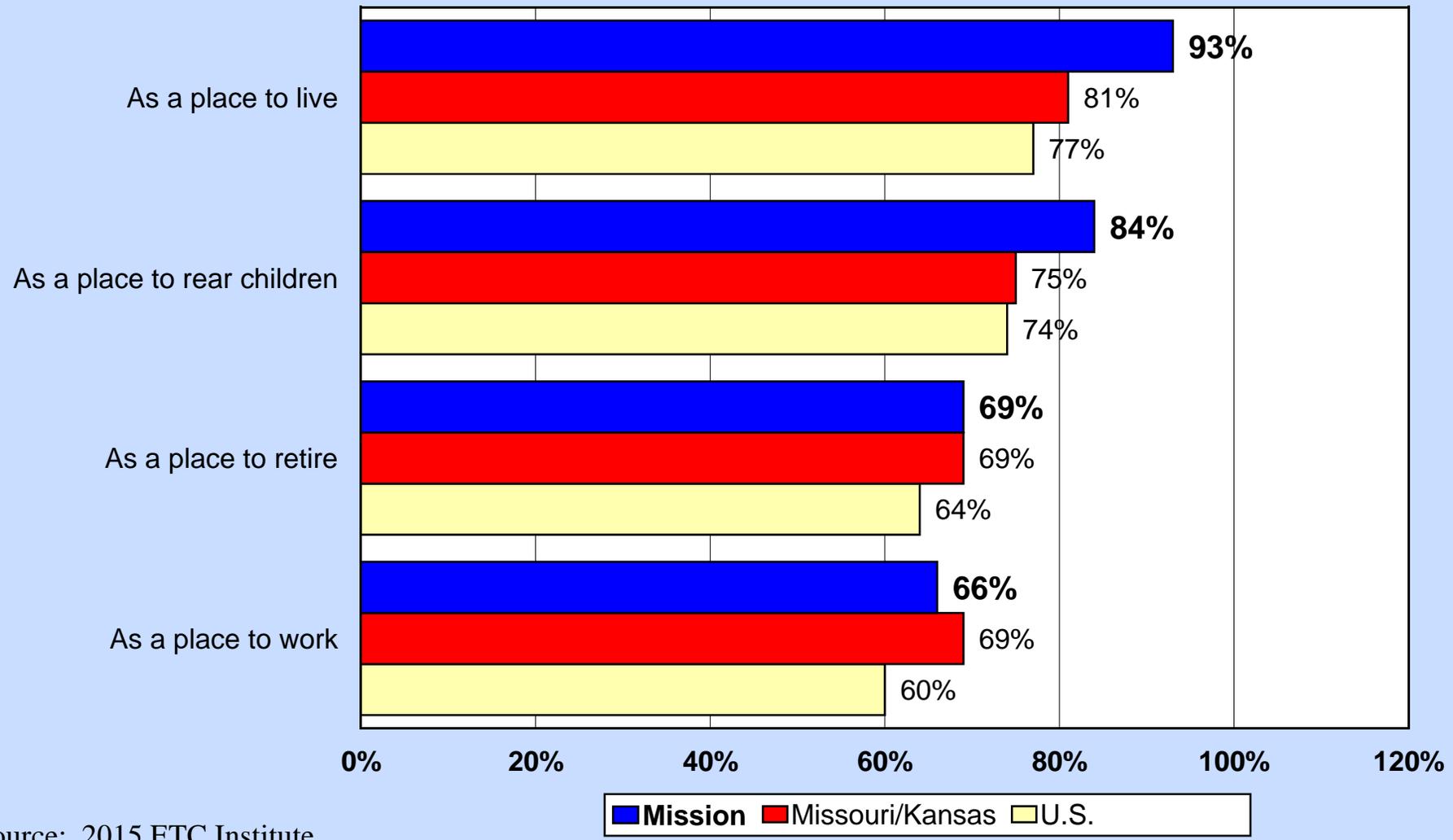


Source: 2015 ETC Institute

Ratings of the City

Mission vs. Missouri/Kansas vs. the U.S

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

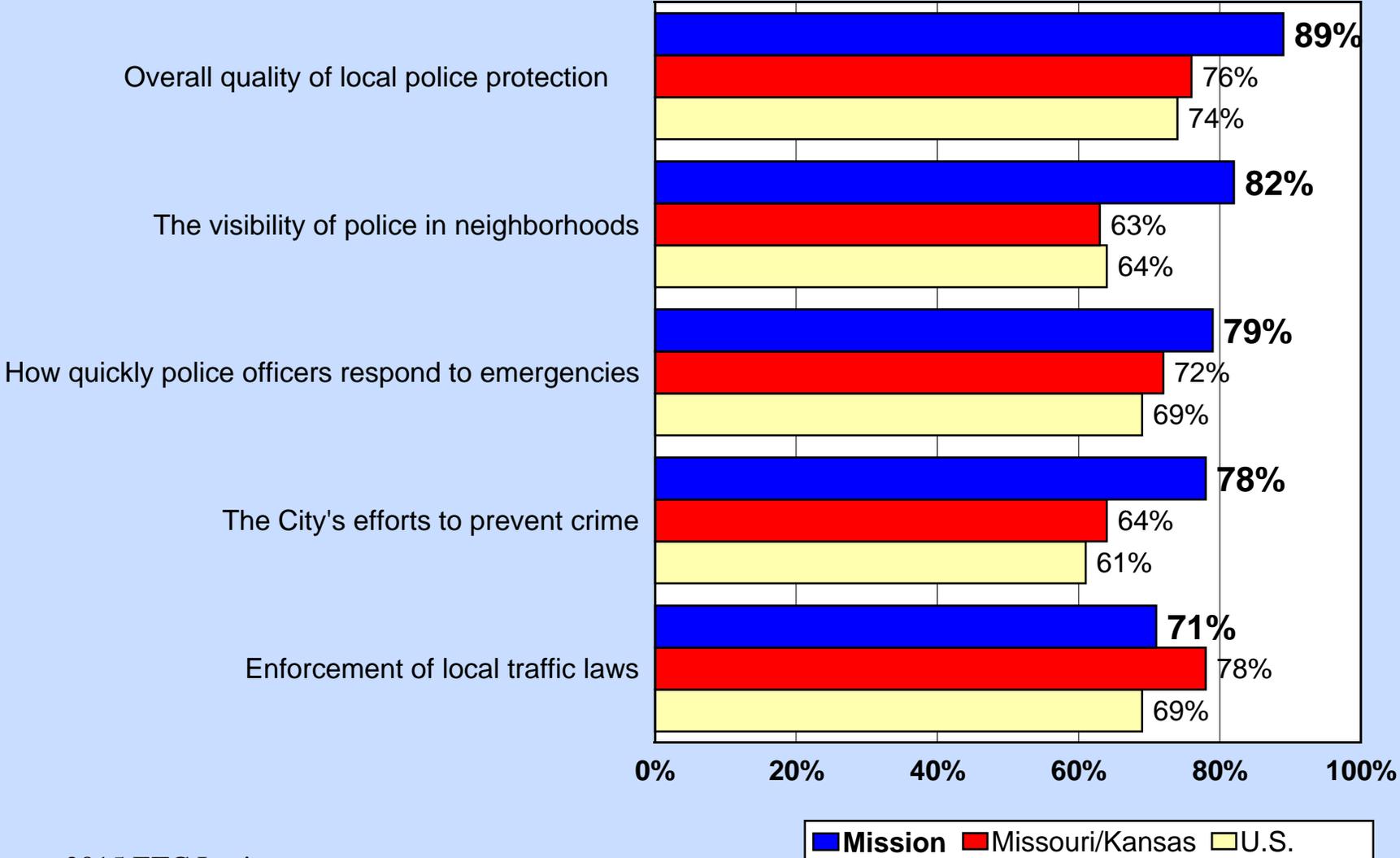


Source: 2015 ETC Institute

Overall Satisfaction with Public Safety

Mission vs. Missouri/Kansas vs. the U.S

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

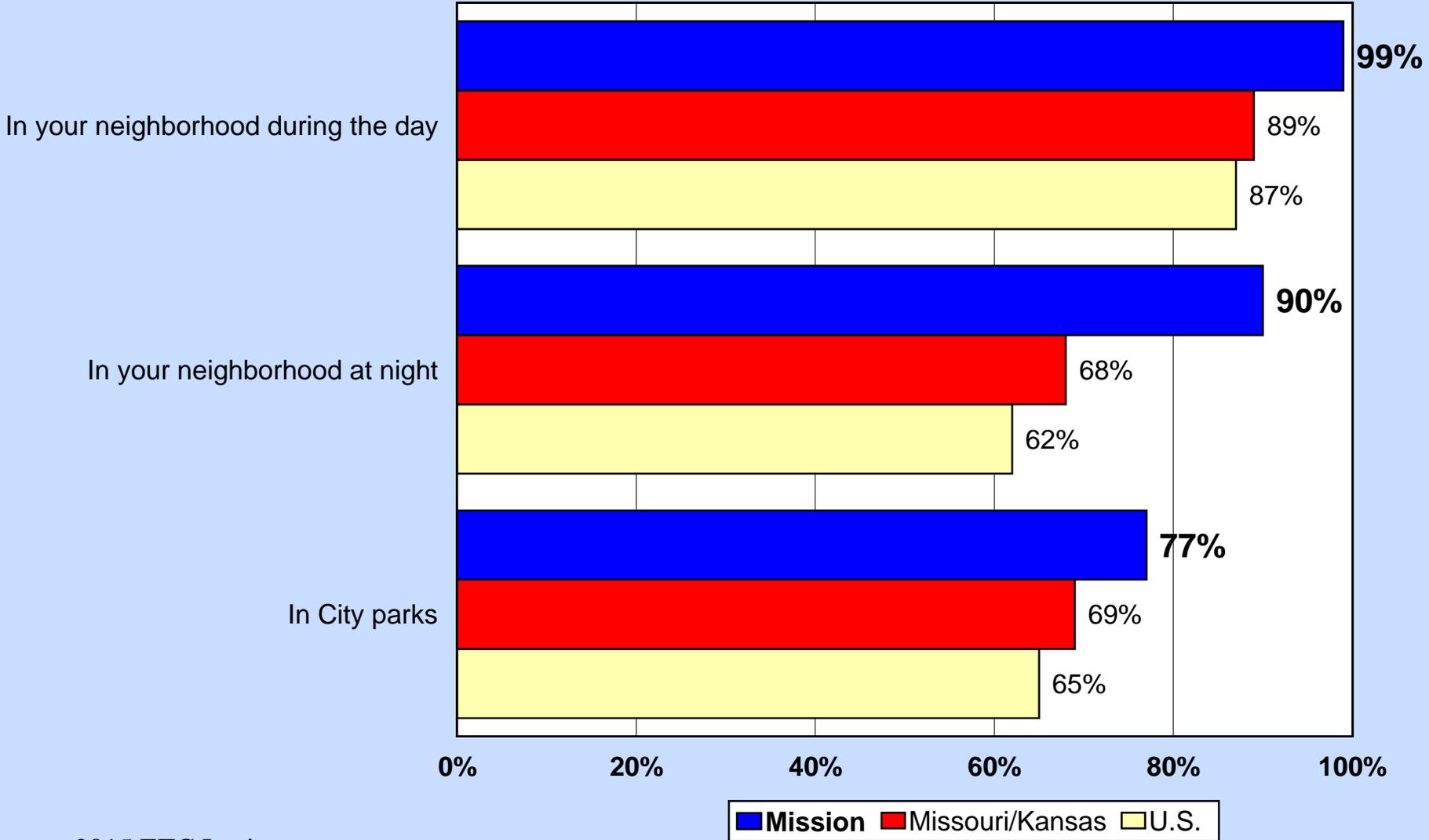


Source: 2015 ETC Institute

How Safe Residents Feel in Their Community

Mission vs. Missouri/Kansas vs. the U.S

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

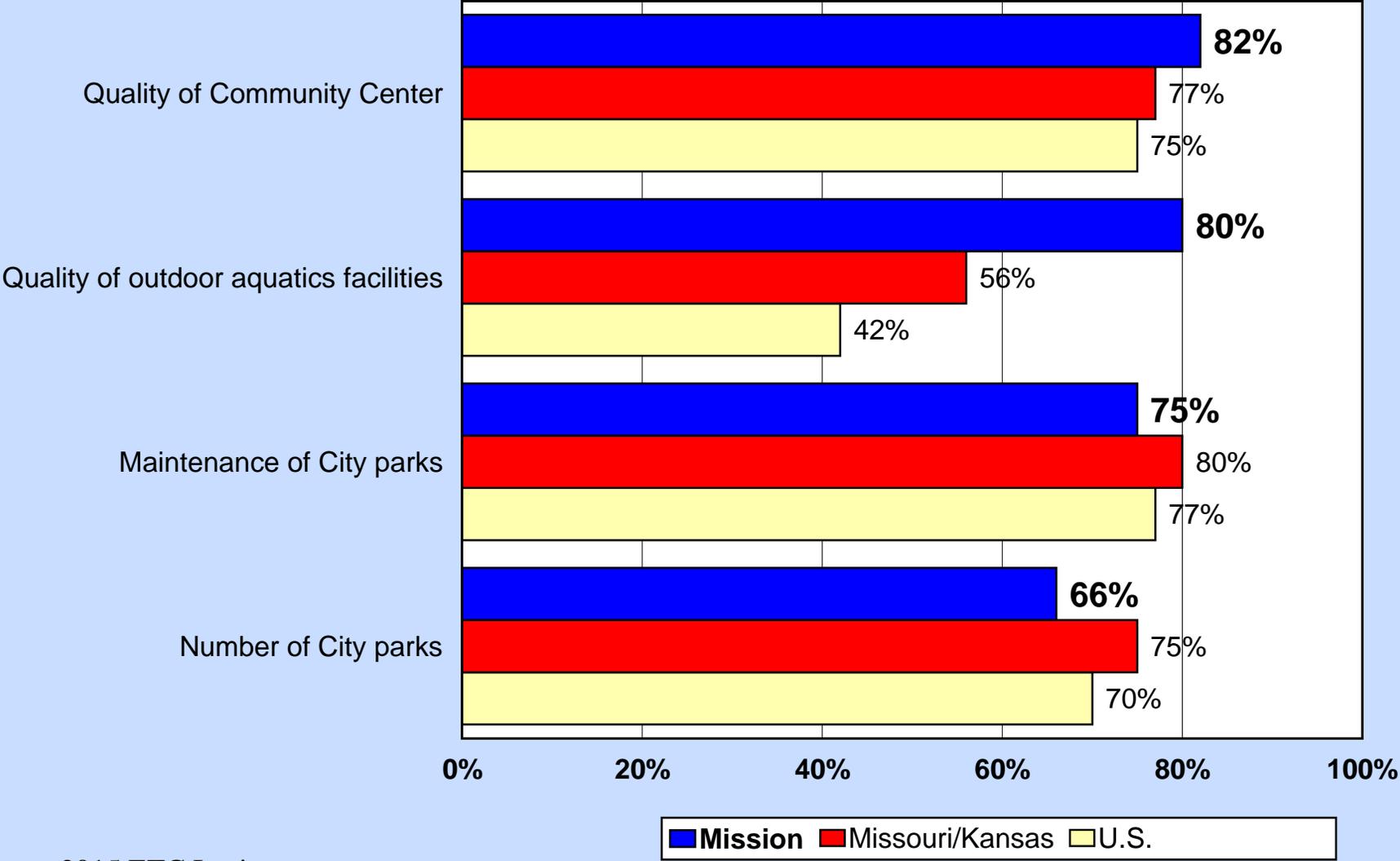


Source: 2015 ETC Institute

Overall Satisfaction with Parks and Recreation

Mission vs. Missouri/Kansas vs. the U.S

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

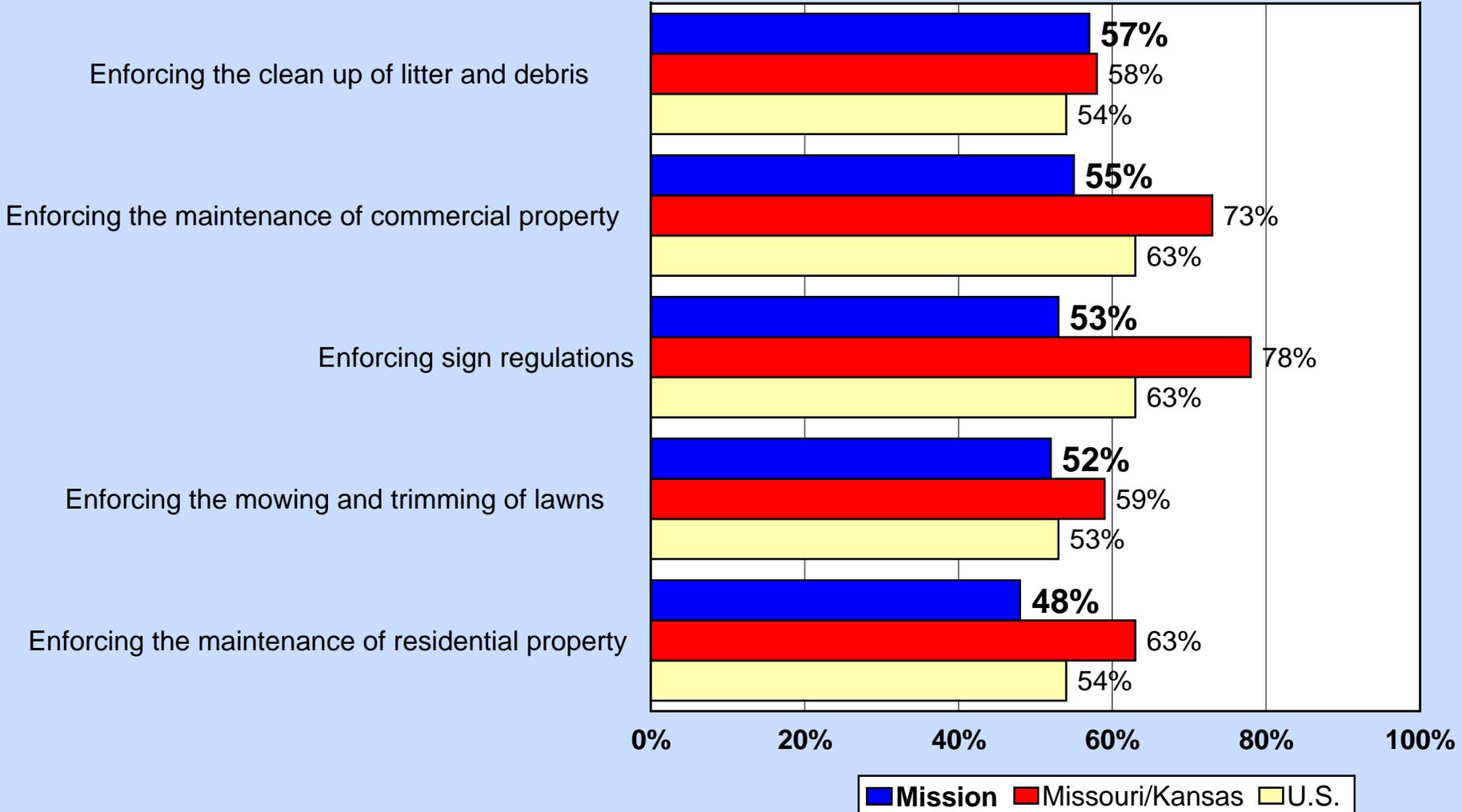


Source: 2015 ETC Institute

Overall Satisfaction with Code Enforcement

Mission vs. Missouri/Kansas vs. the U.S

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

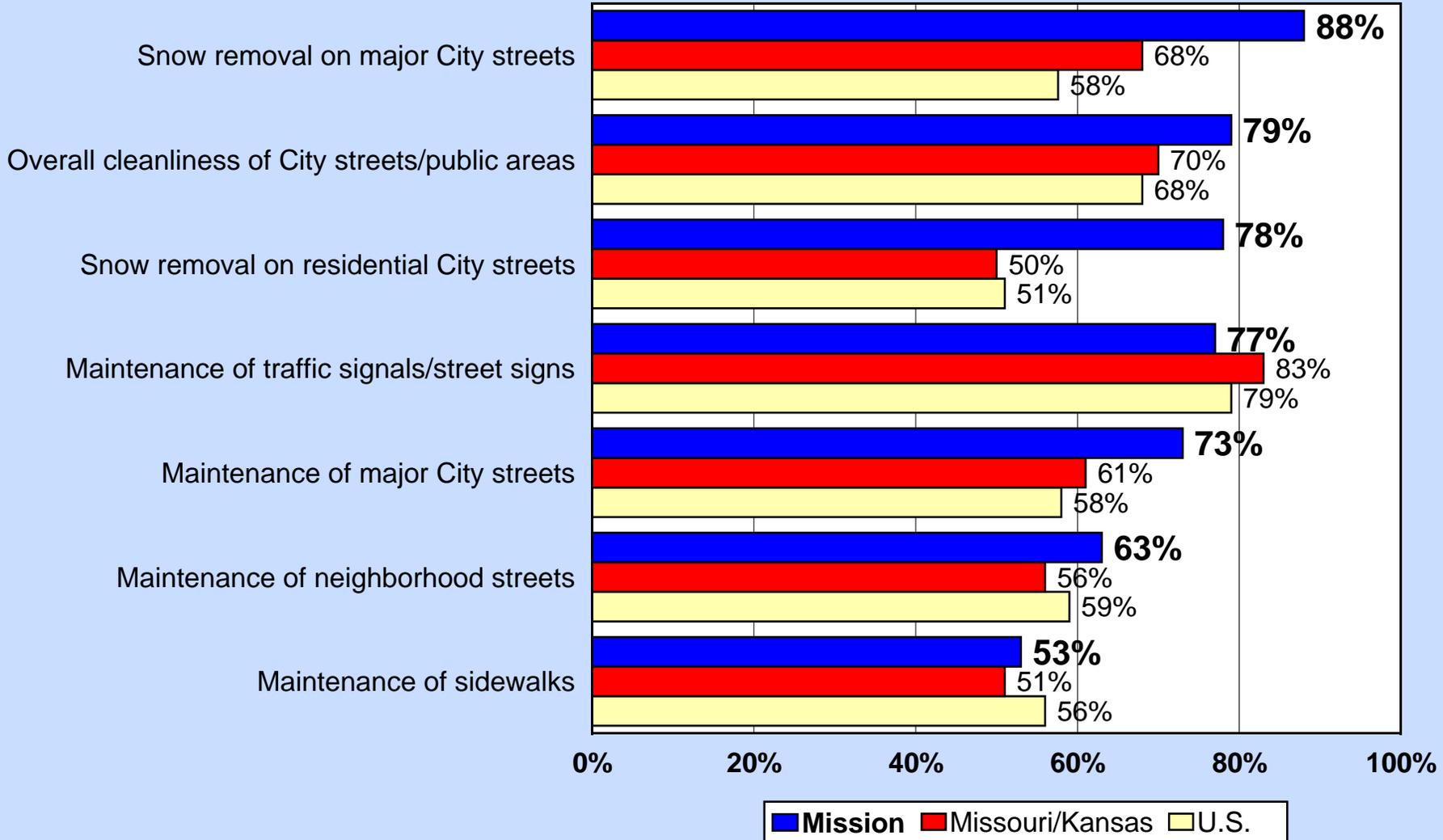


Source: 2015 ETC Institute

Overall Satisfaction with City Maintenance

Mission vs. Missouri/Kansas vs. the U.S

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

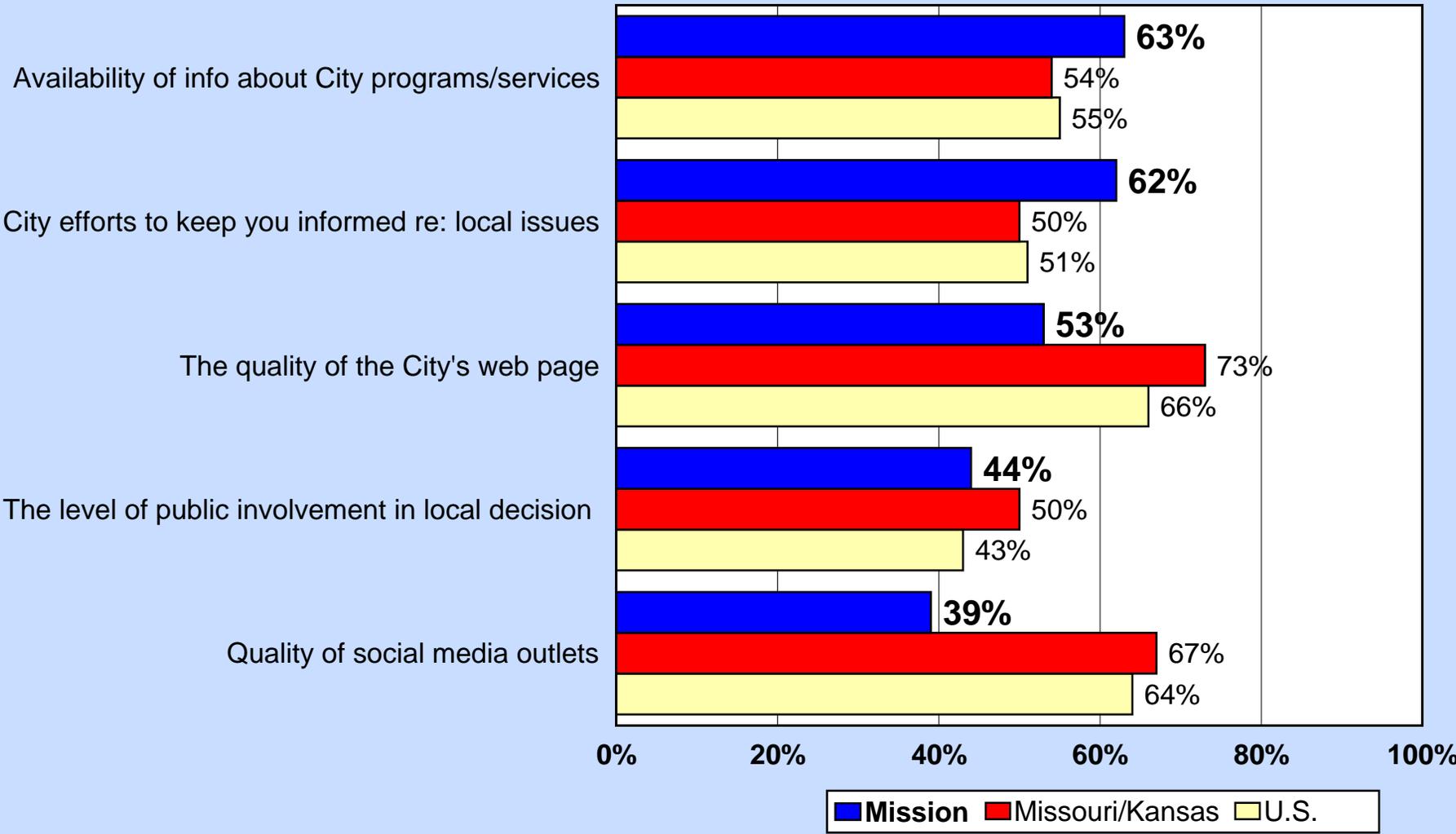


Source: 2015 ETC Institute

Overall Satisfaction with Communication

Mission vs. Missouri/Kansas vs. the U.S

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

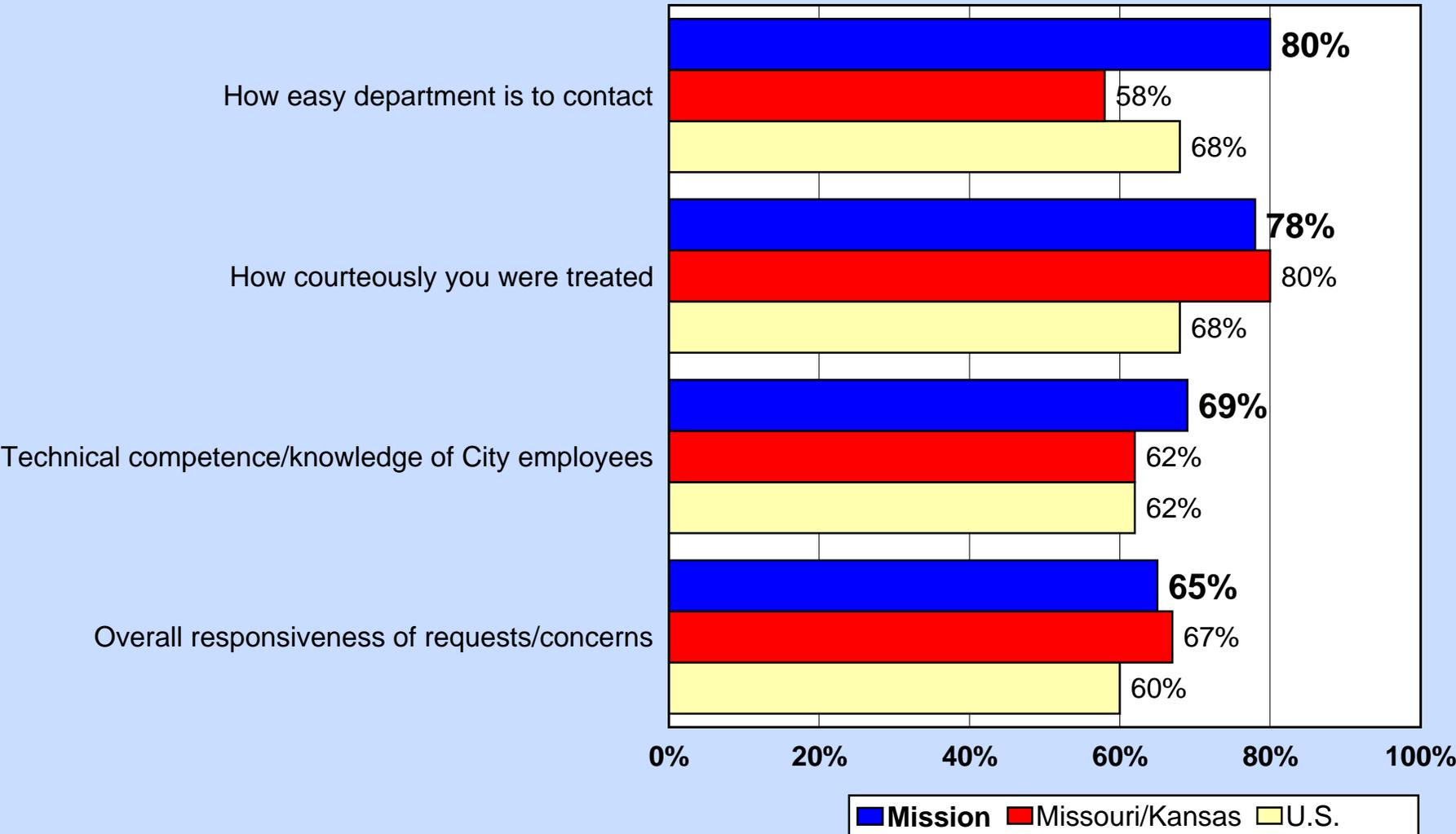


Source: 2015 ETC Institute

Overall Satisfaction with Customer Service

Mission vs. Missouri/Kansas vs. the U.S

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



Source: 2015 ETC Institute

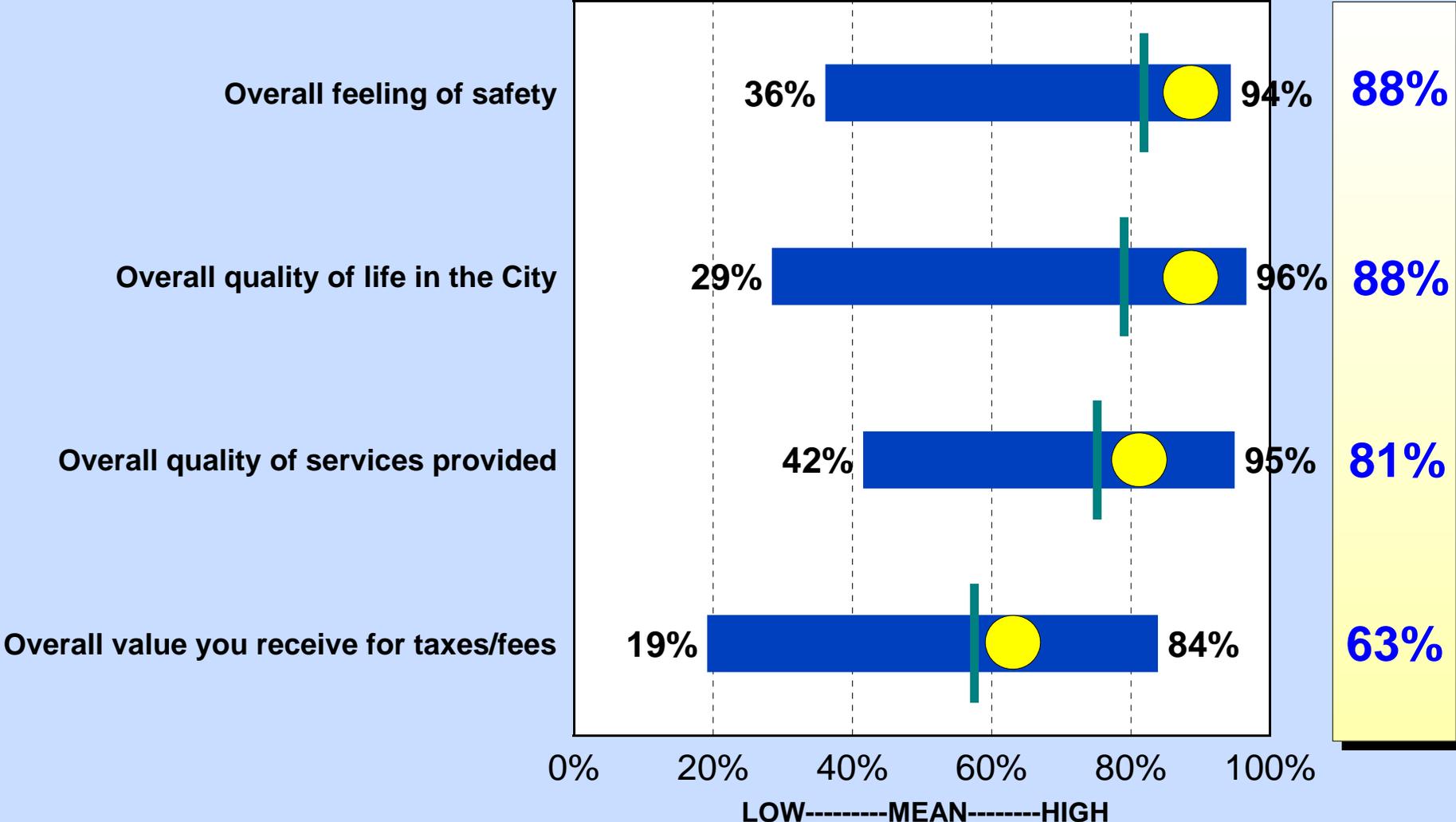
Metropolitan Kansas City Area Benchmarks

Source: ETC Institute DirectionFinder (2015)

Perceptions that Kansas City Area Residents Have of the City in Which They Live in 2015

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

● **Mission, KS**

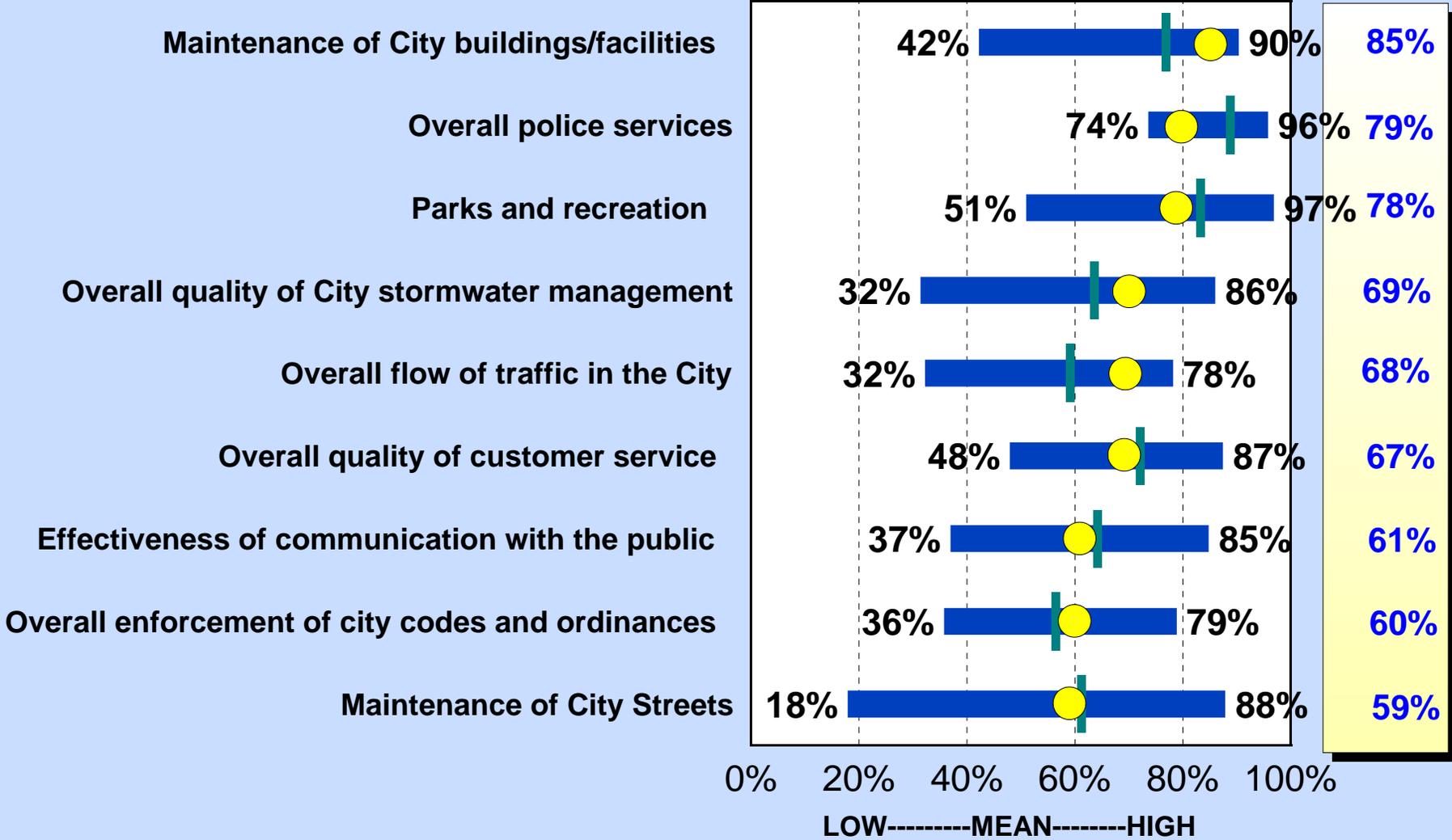


Source: ETC Institute DirectionFinder (2015)

Overall Satisfaction With City Services Provided by Cities in the Kansas City Area in 2015

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

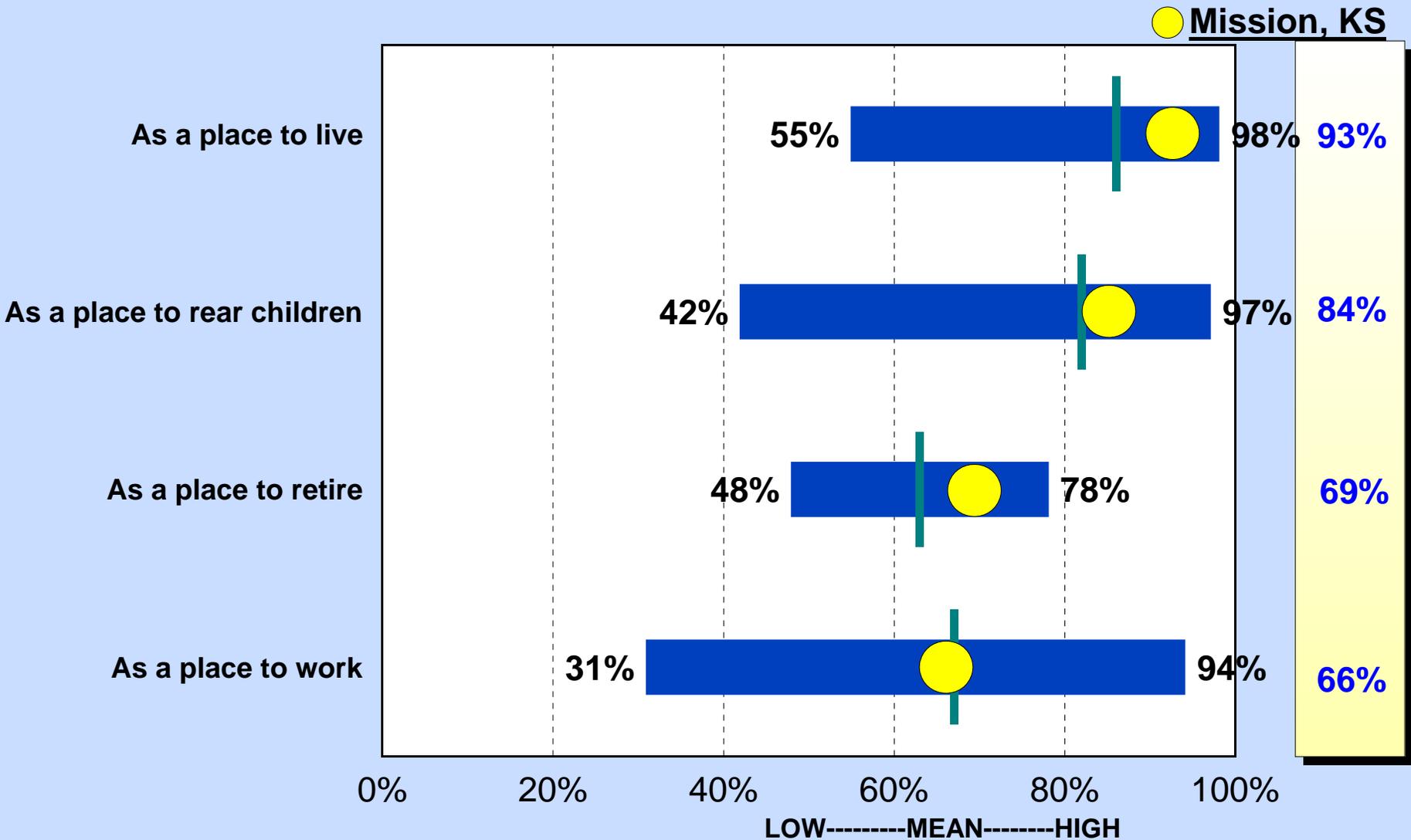
● Mission, KS



Source: ETC Institute DirectionFinder (2015)

Satisfaction with Overall Ratings Provided by Cities in the Kansas City Area in 2015

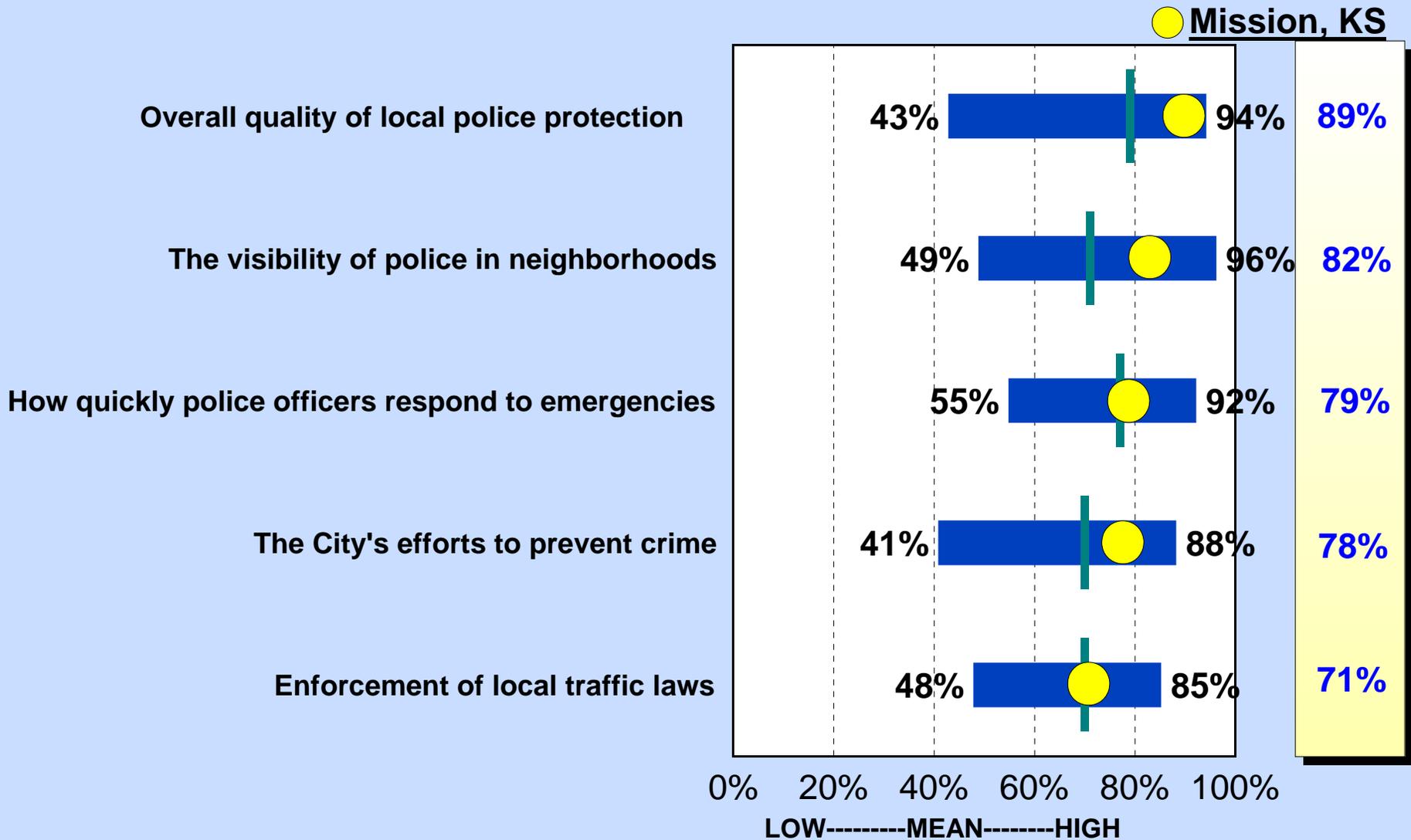
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2015)

Satisfaction with Various Public Safety Services Provided by Cities in the Kansas City Area in 2015

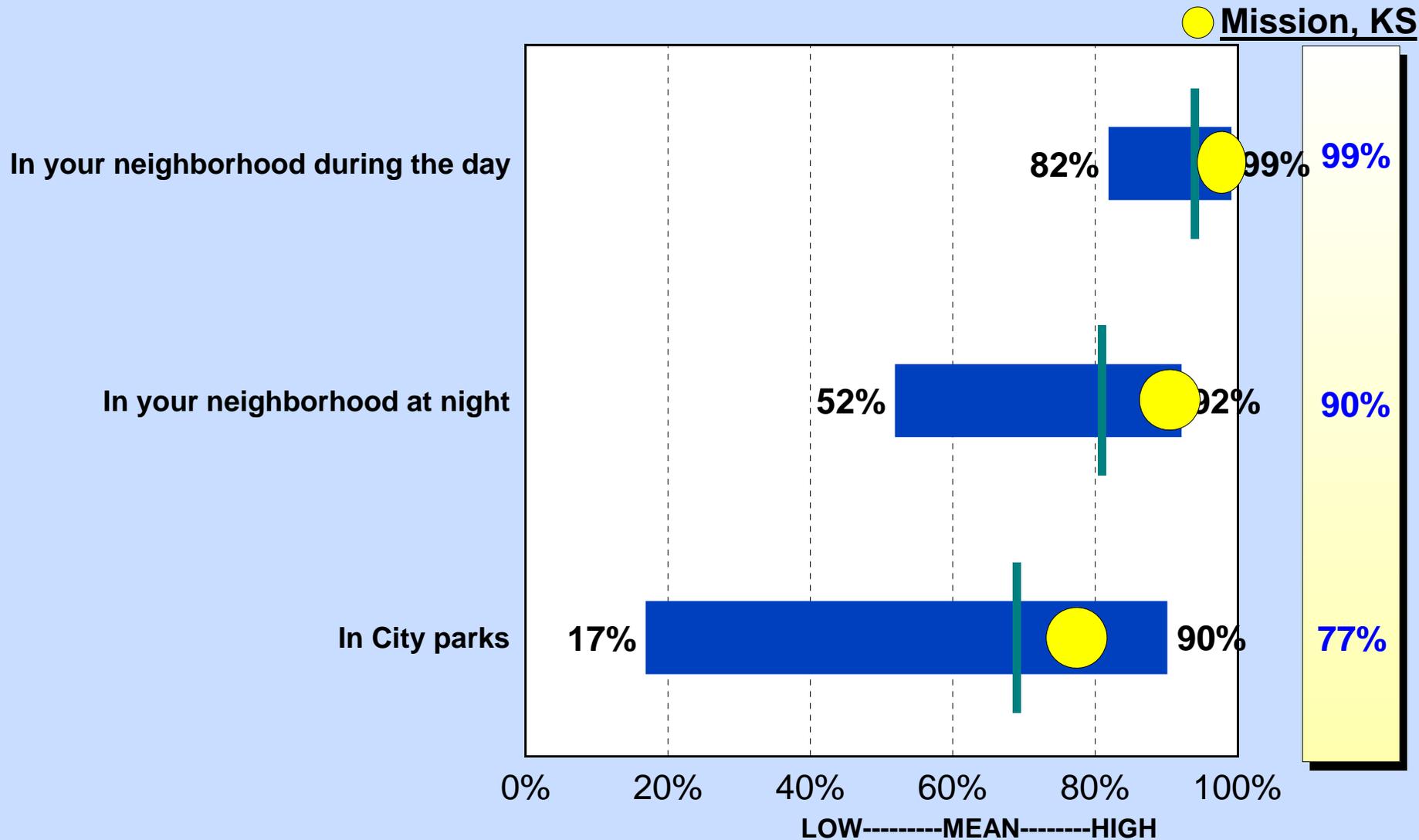
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2015)

Satisfaction with Feeling of Safety by Cities in the Kansas City Area in 2015

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

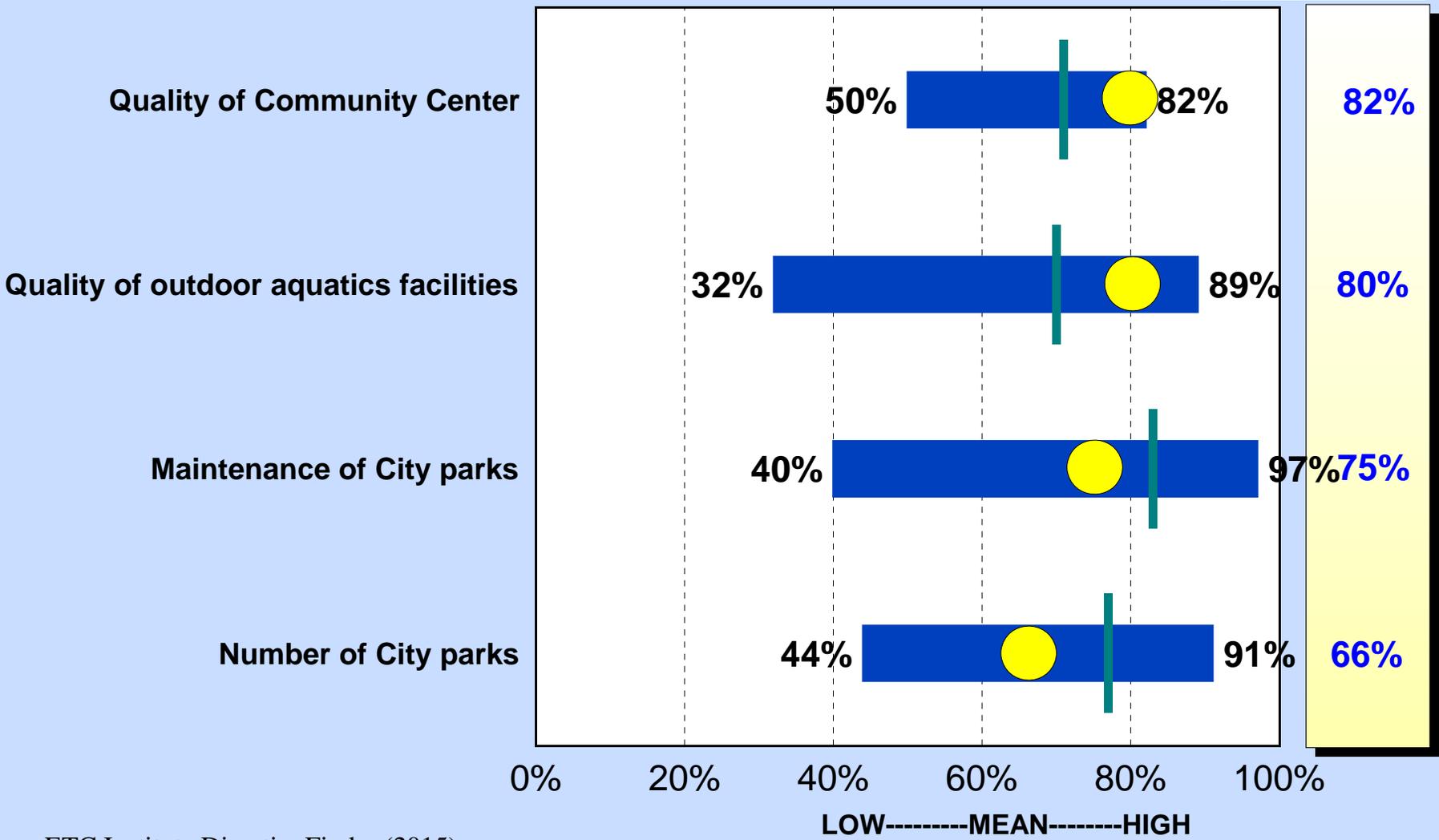


Source: ETC Institute DirectionFinder (2015)

Satisfaction with Parks and Recreation Facilities/Services Provided by Cities in the Kansas City Area in 2015

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

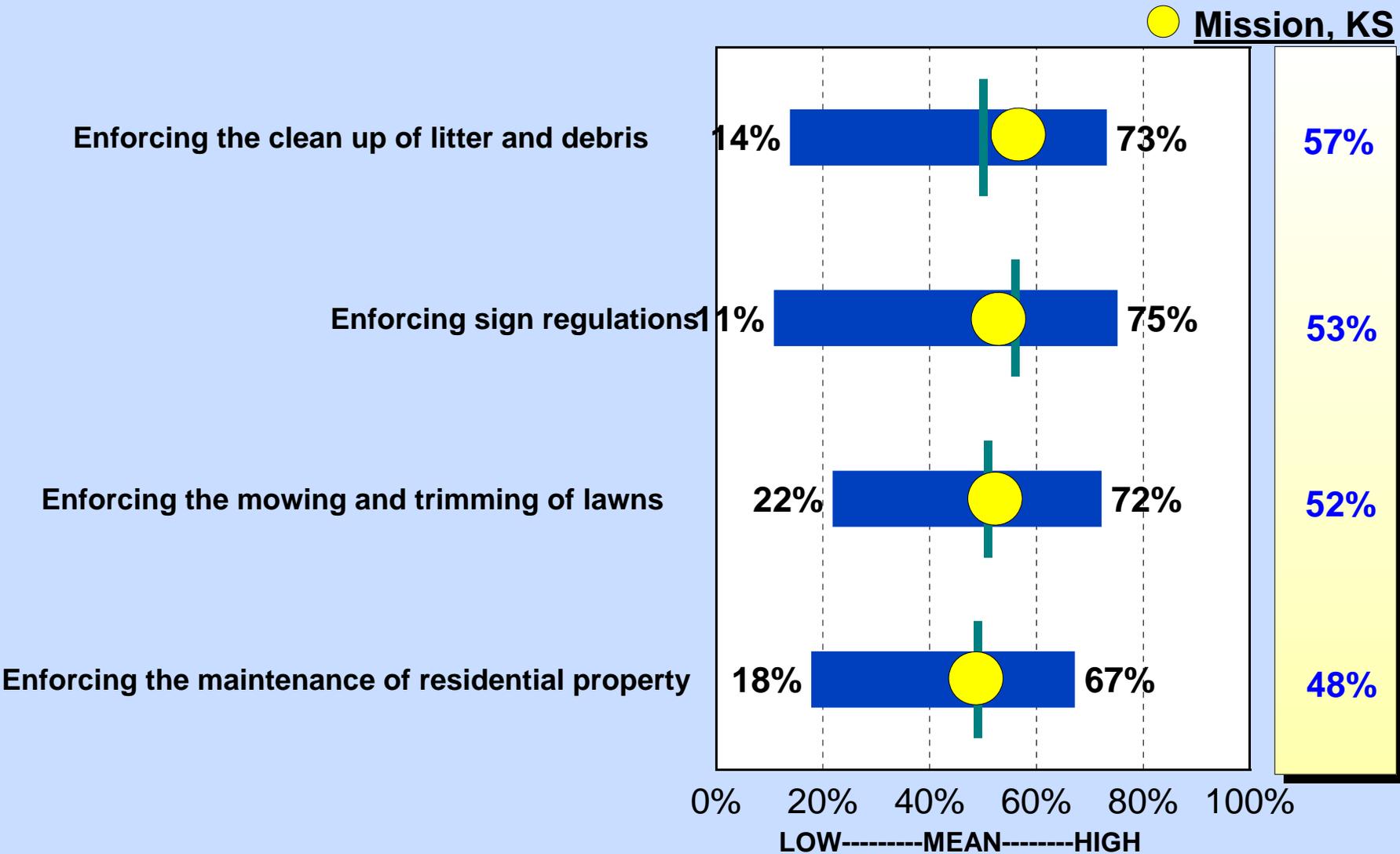
● **Mission, KS**



Source: ETC Institute DirectionFinder (2015)

Satisfaction with the Enforcement of Codes and Ordinances by Cities in the Kansas City Area in 2015

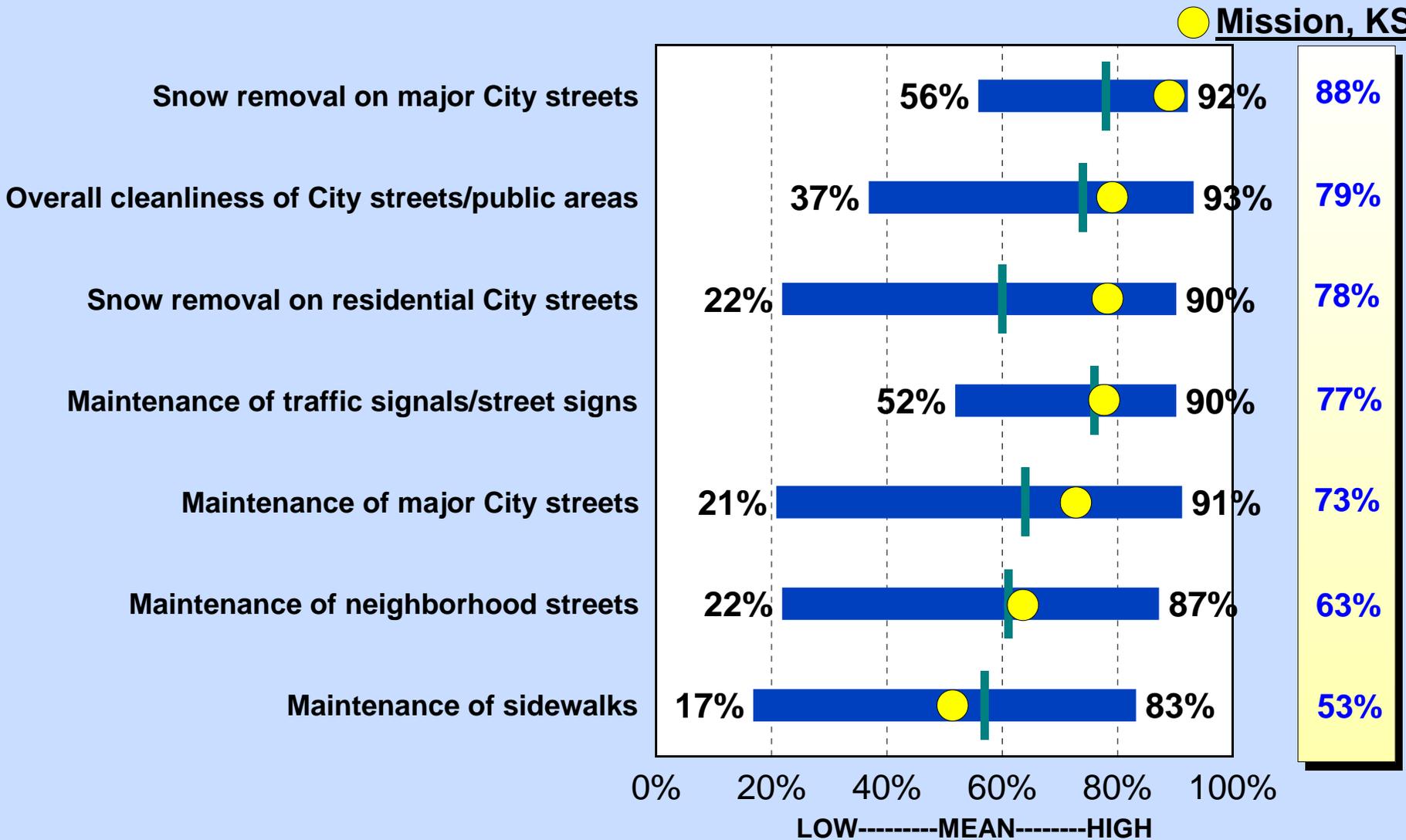
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2015)

Satisfaction with Maintenance Services Provided by Cities in the Kansas City Area in 2015

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

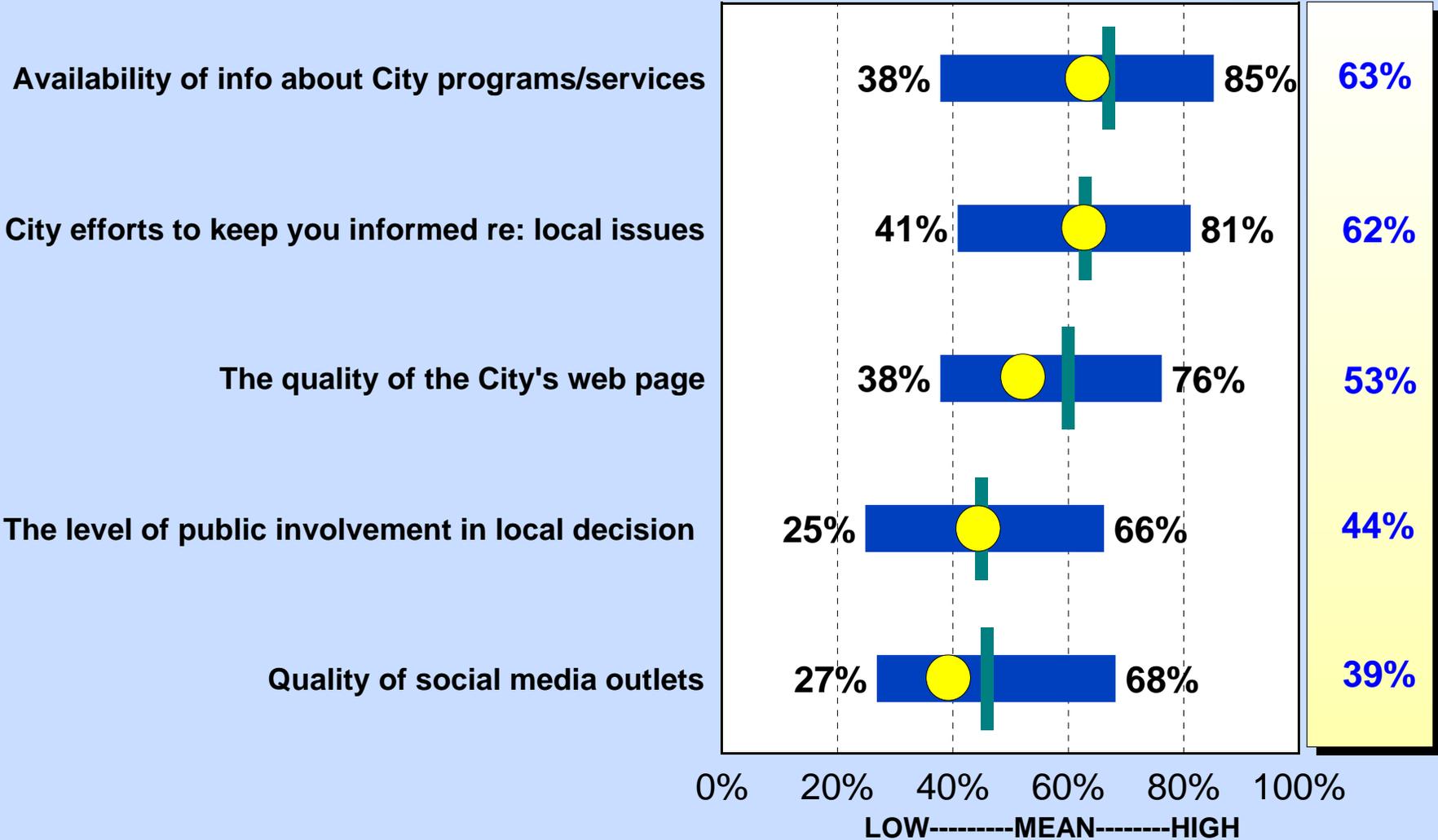


Source: ETC Institute DirectionFinder (2015)

Satisfaction with Various Aspects of City Communications in 2015

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

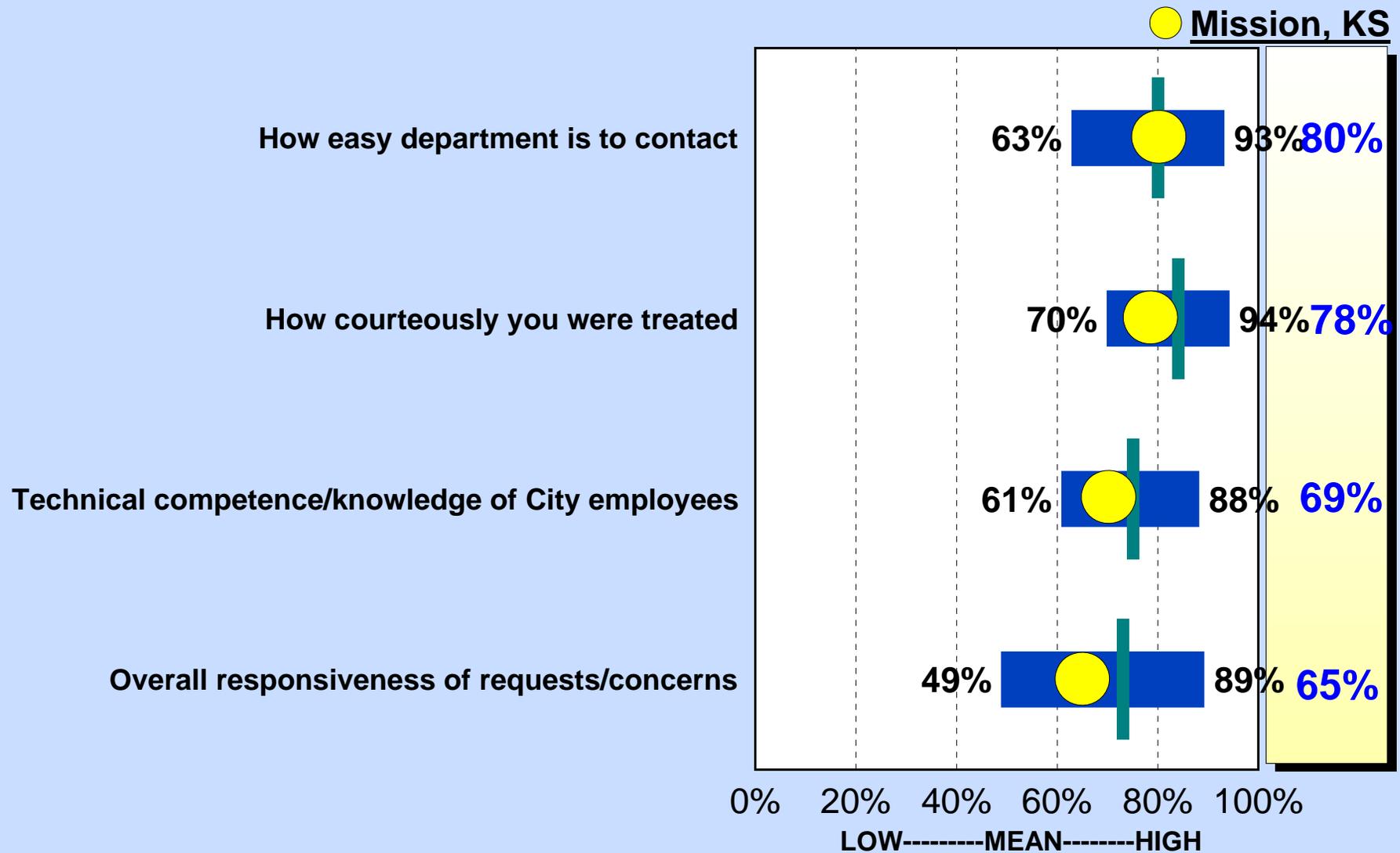
● **Mission, KS**



Source: ETC Institute DirectionFinder (2015)

Satisfaction with Various Aspects of Customer Service in 2015

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



Source: ETC Institute DirectionFinder (2015)

Section 3:
***Importance-Satisfaction
Analysis***

Importance-Satisfaction Rating

City of Mission

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
City's planning efforts to promote redevelopment	52%		52%		0.2491	1
<u>High Priority (IS .10-.20)</u>						
Maintenance of City streets	48%		59%		0.1984	2
<u>Medium Priority (IS <.10)</u>						
Overall Flow of traffic & congestion management	24%		68%		0.0752	3
Effectiveness of City communication	16%		61%		0.0646	4
Enforcement of City codes and Ordinances	15%		60%		0.0592	5
Quality of parks/recreation facilities	18%		73%		0.0481	6
Quality and livability of City's neighborhoods	25%		84%		0.0398	7
Quality of City's stormwater/runoff management	11%		68%		0.0358	8
Quality of police services	16%		79%		0.0328	9
Quality of parks/recreation programs	12%		78%		0.0274	10
Quality of customer service from city employees	7%		67%		0.0244	11
Maintenance of City buildings/facilities	10%		75%		0.0241	12

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

City of Mission

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
The City's efforts to prevent crime	69%		78%		0.1534	1
How quickly police officers respond to emergencies	53%		79%		0.1123	2
<i>Medium Priority (IS <.10)</i>						
The visibility of police in neighborhoods	50%		82%		0.0884	3
Enforcement of local traffic laws	22%		71%		0.0640	4
Overall quality of local police protection	50%		89%		0.0549	5

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

City of Mission

Public Works

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of City major streets	43%		73%		0.3300	1
Maintenance of City streets-neighborhoods	66%		63%		0.3300	2
Maintenance of sidewalks	46%		52%		0.2064	3
<u>Medium Priority (IS <.10)</u>						
Snow removal on neighborhood streets	34%		78%		0.0864	4
Overall cleanliness of City streets/public areas	32%		79%		0.0704	5
Maintenance of street signs/traffic signals	12%		77%		0.0462	6
Snow removal on major City streets	20%		88%		0.0351	7

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

City of Mission

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Number of walking and biking trails (throughout City)	48%		41%		0.2827	1
<u>High Priority (IS .10-.20)</u>						
Number of walking and biking trails (w/n parks)	28%		49%		0.1449	2
Maintenance of City parks	51%		75%		0.1278	3
Overall appearance of parks and green space areas	42%		70%		0.1268	4
<u>Medium Priority (IS <.10)</u>						
Number of City parks	22%		66%		0.0734	5
Quality of the Community Center	29%		83%		0.0497	6
Quality of the Aquatics facilities	12%		80%		0.0246	7
How close neighborhood parks are to your home	9%		74%		0.0238	8

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

Most Important %:

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

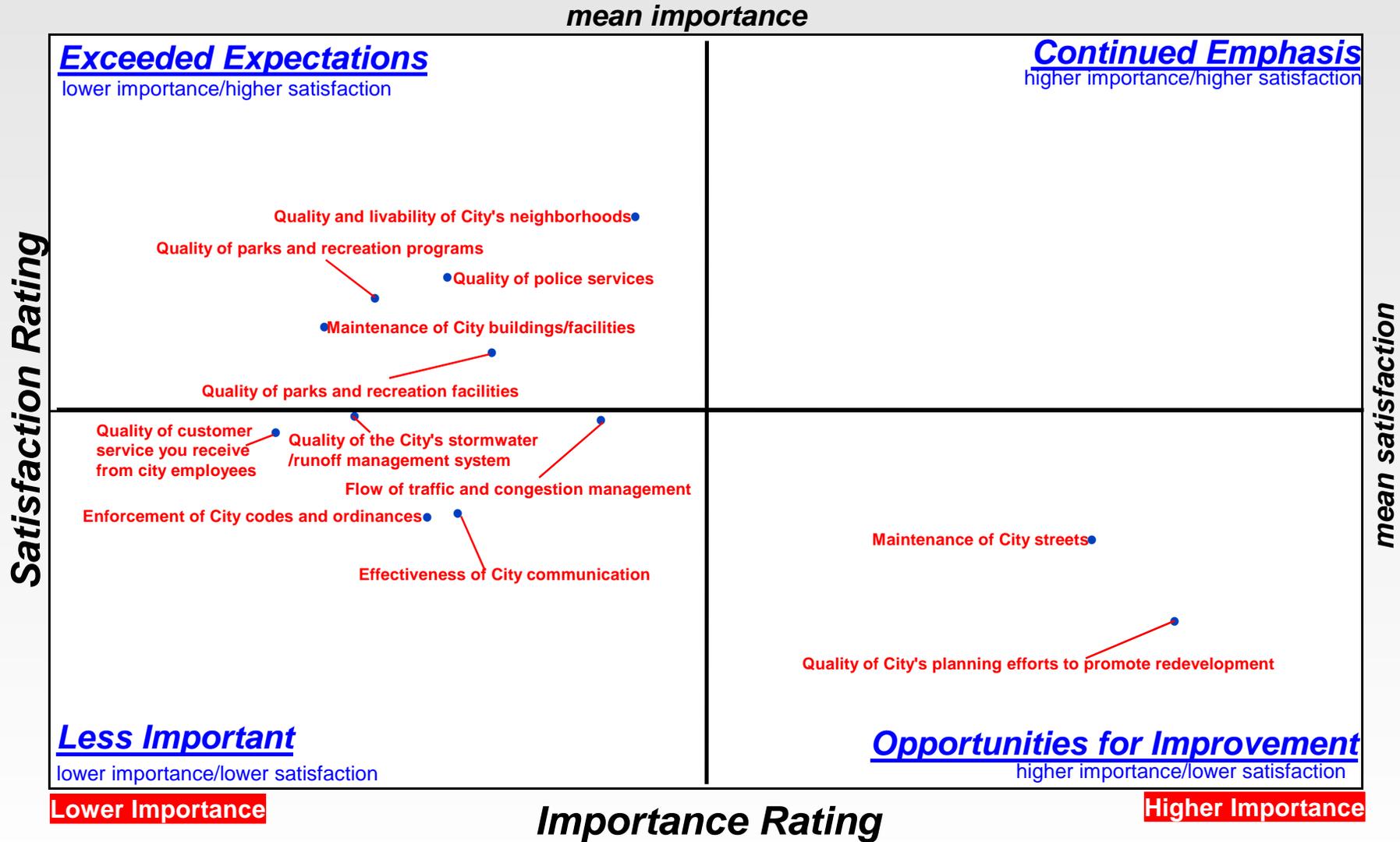
Satisfaction %:

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

2015 City of Mission DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

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

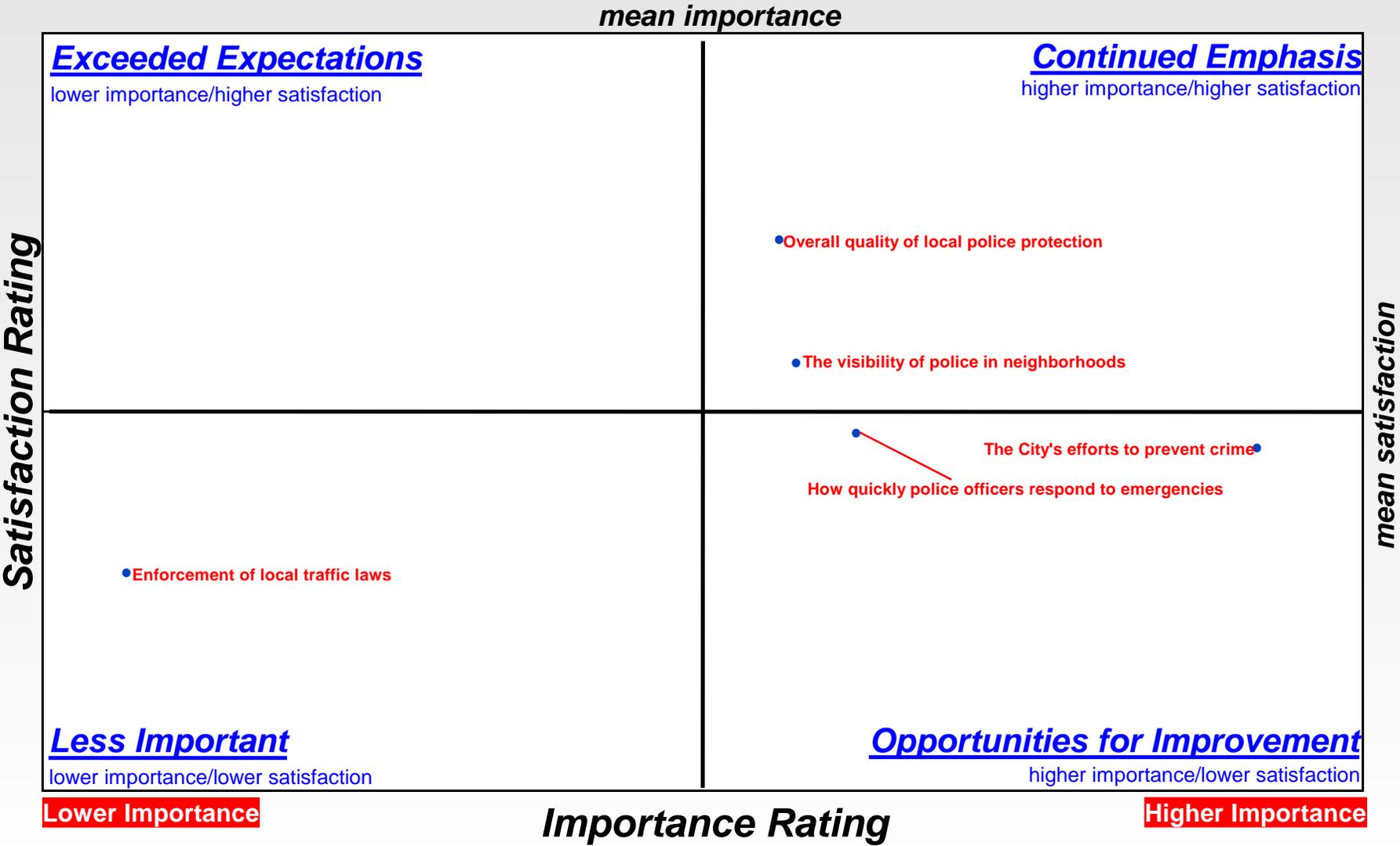


Source: ETC Institute (2015)

2015 City of Mission DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Safety-

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

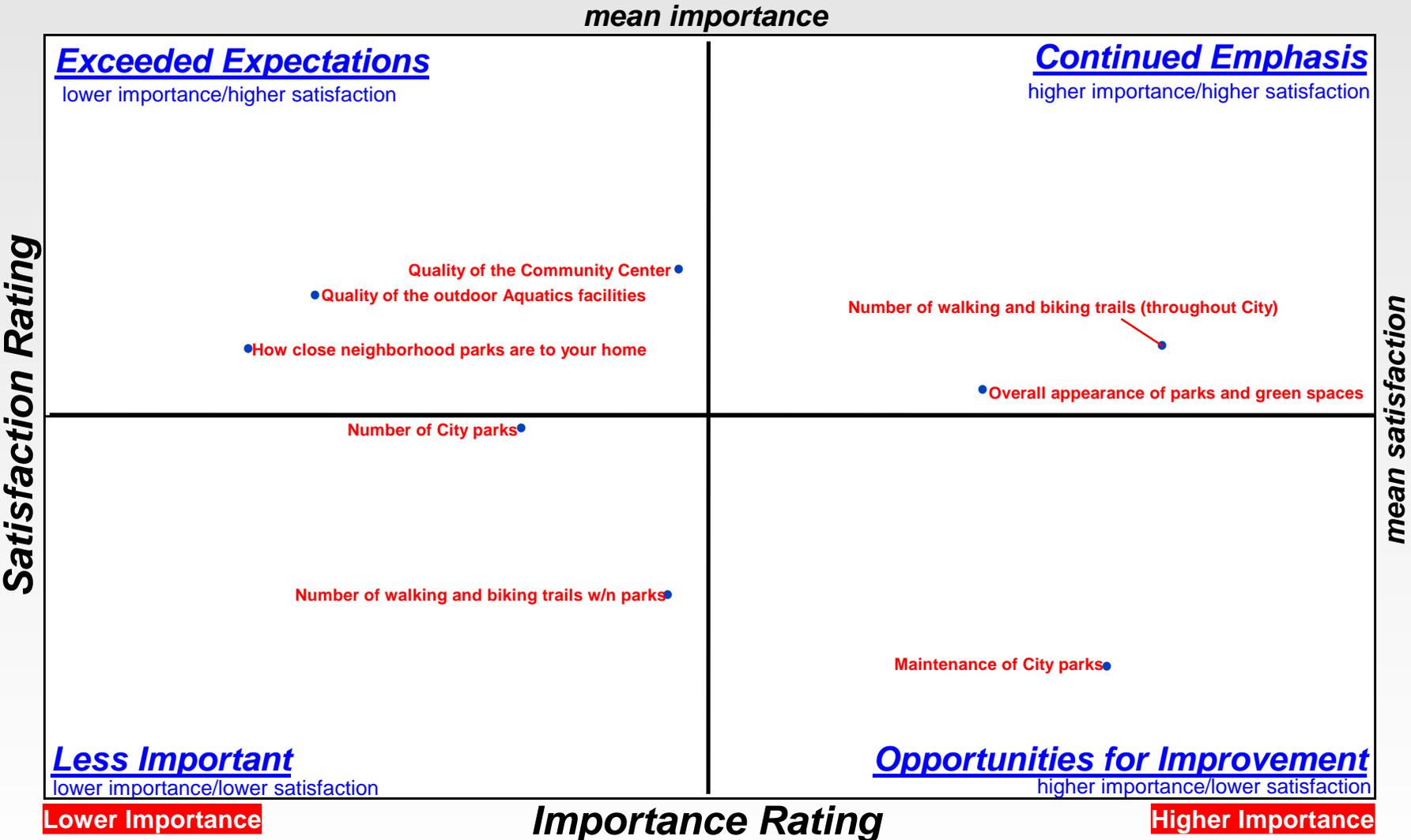


Source: ETC Institute (2015)

2015 City of Mission DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

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

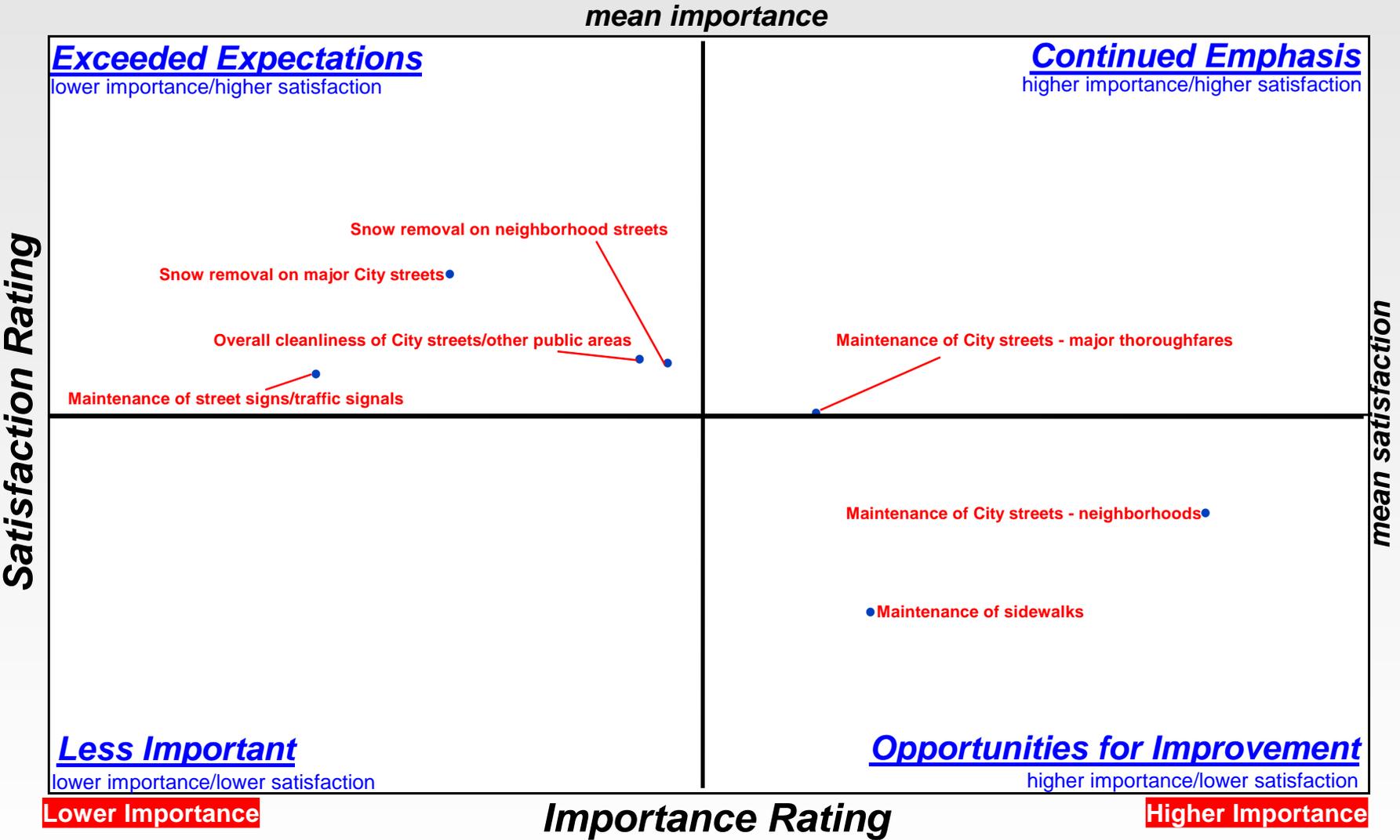


Source: ETC Institute (2015)

2015 City of Mission DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Works-

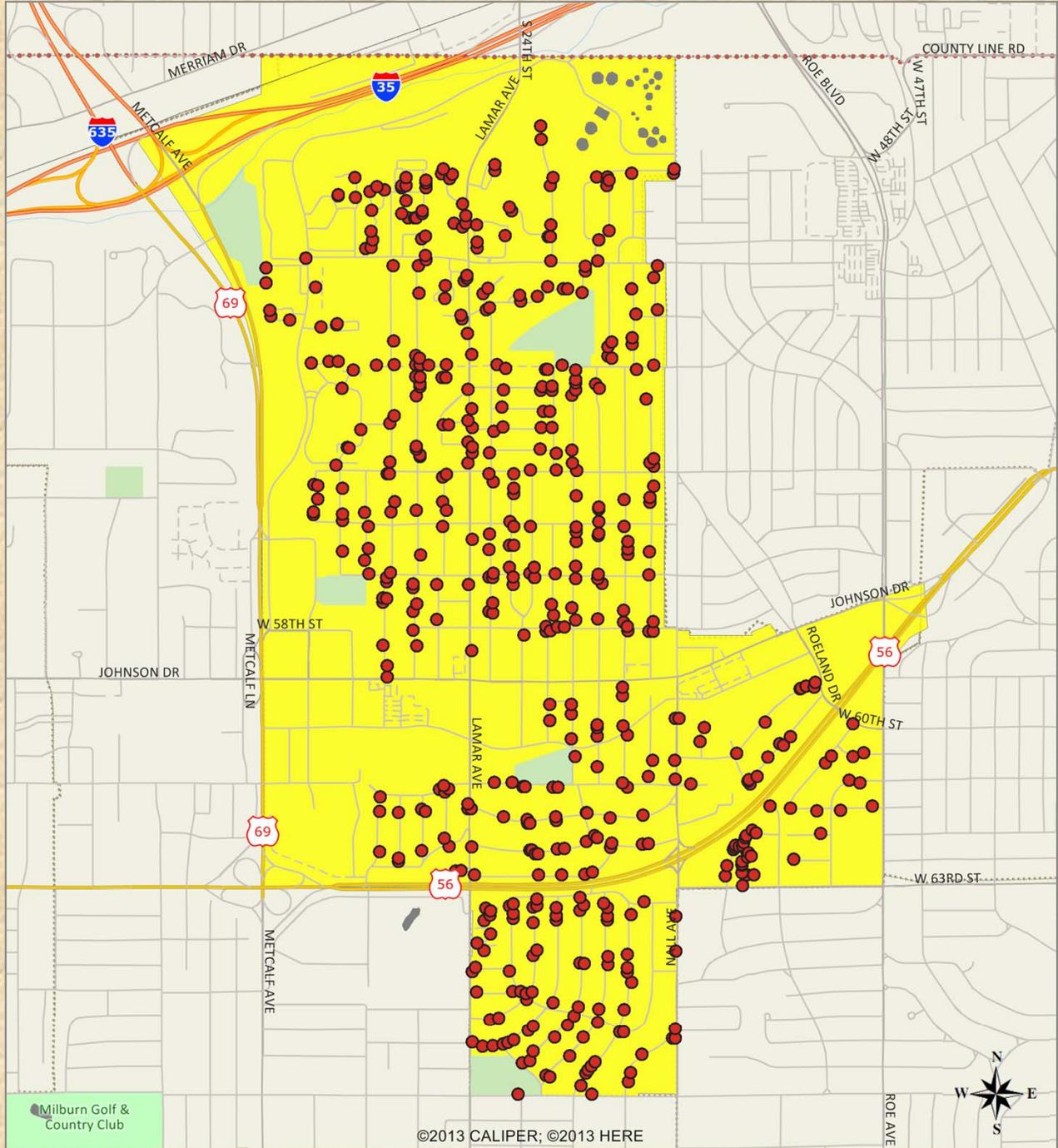
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

Section 4:
GIS Maps

Location of Survey Repondents

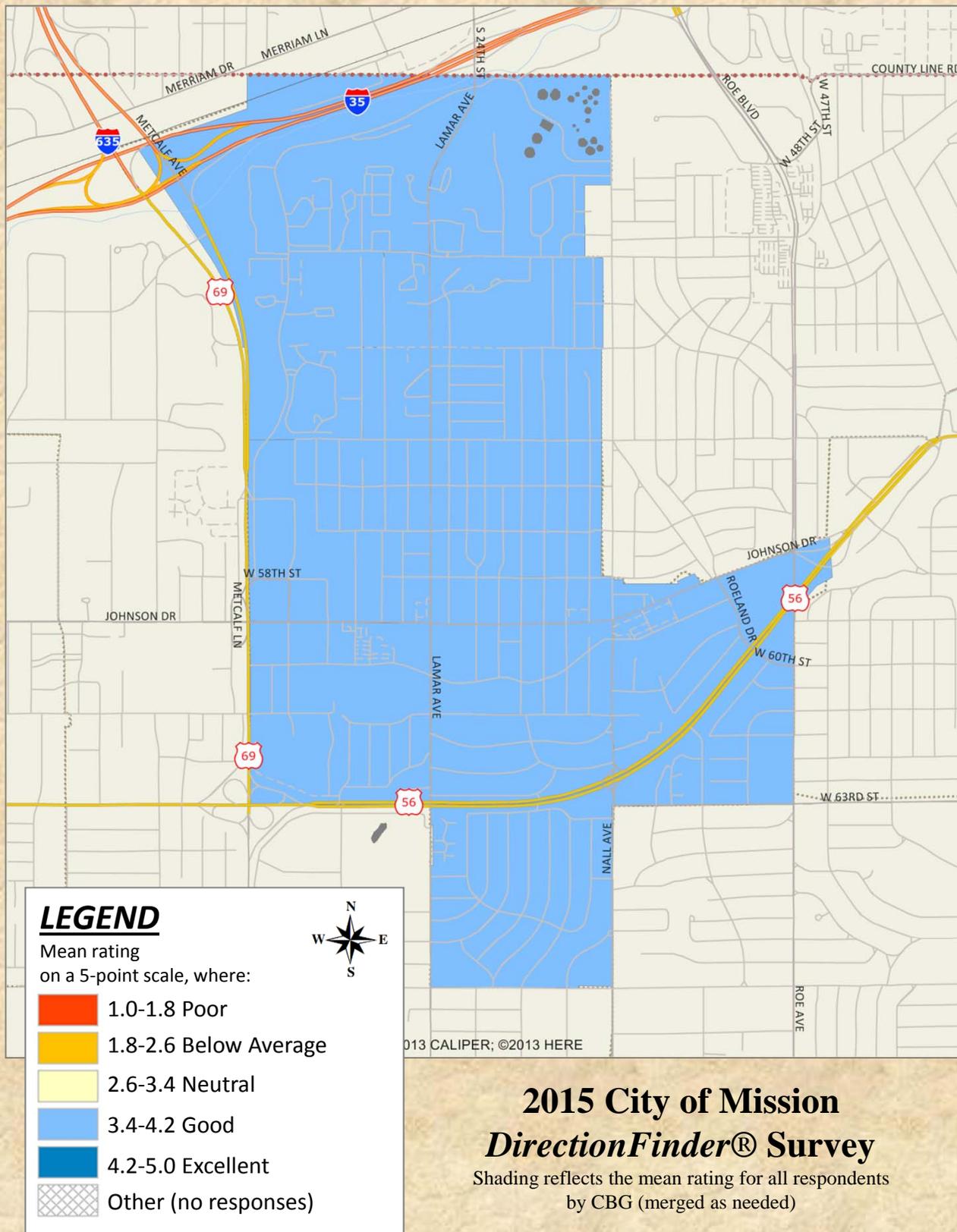


2015 City of Mission *DirectionFinder*® Survey

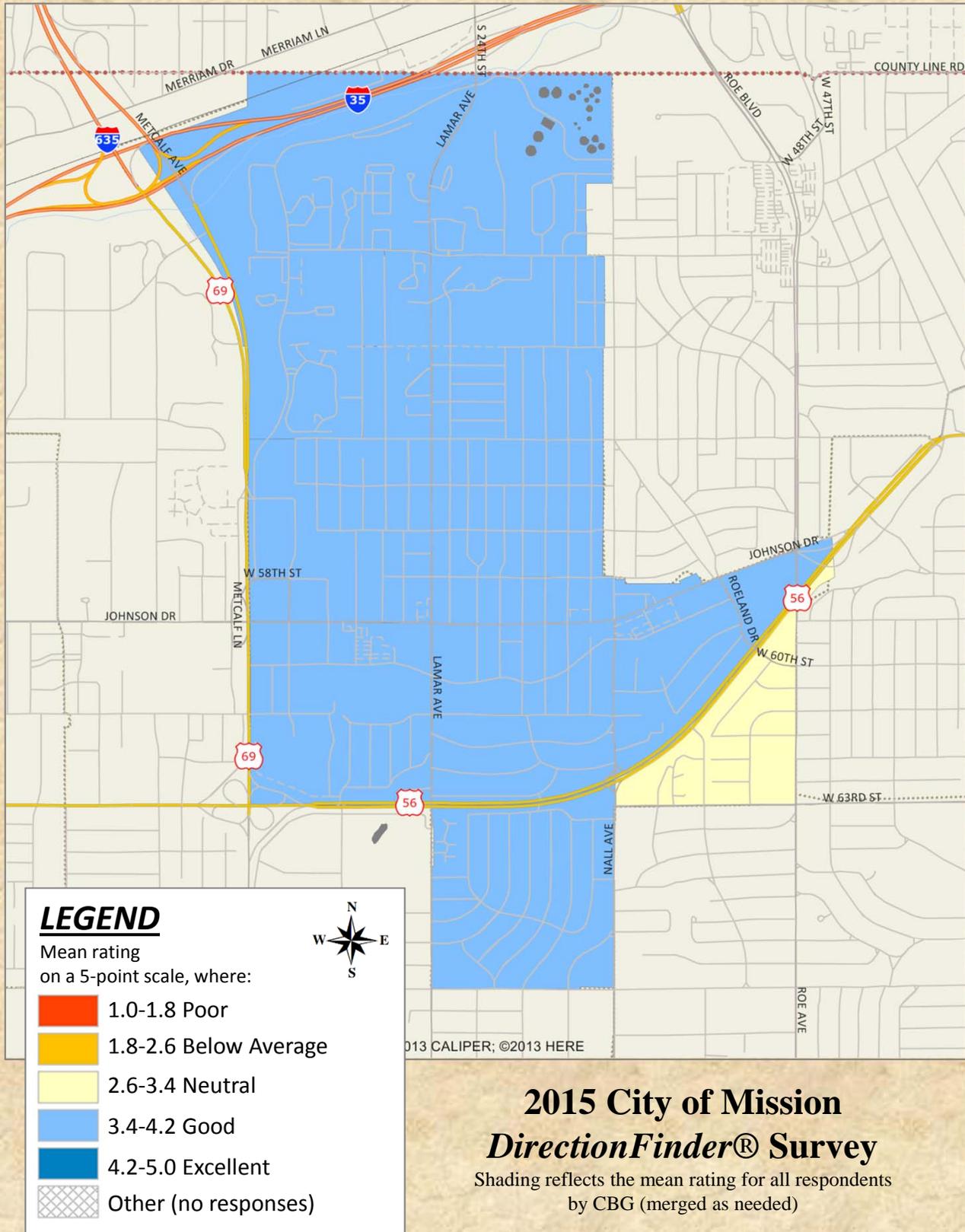
Overall Ratings of the City of Mission

Question #1

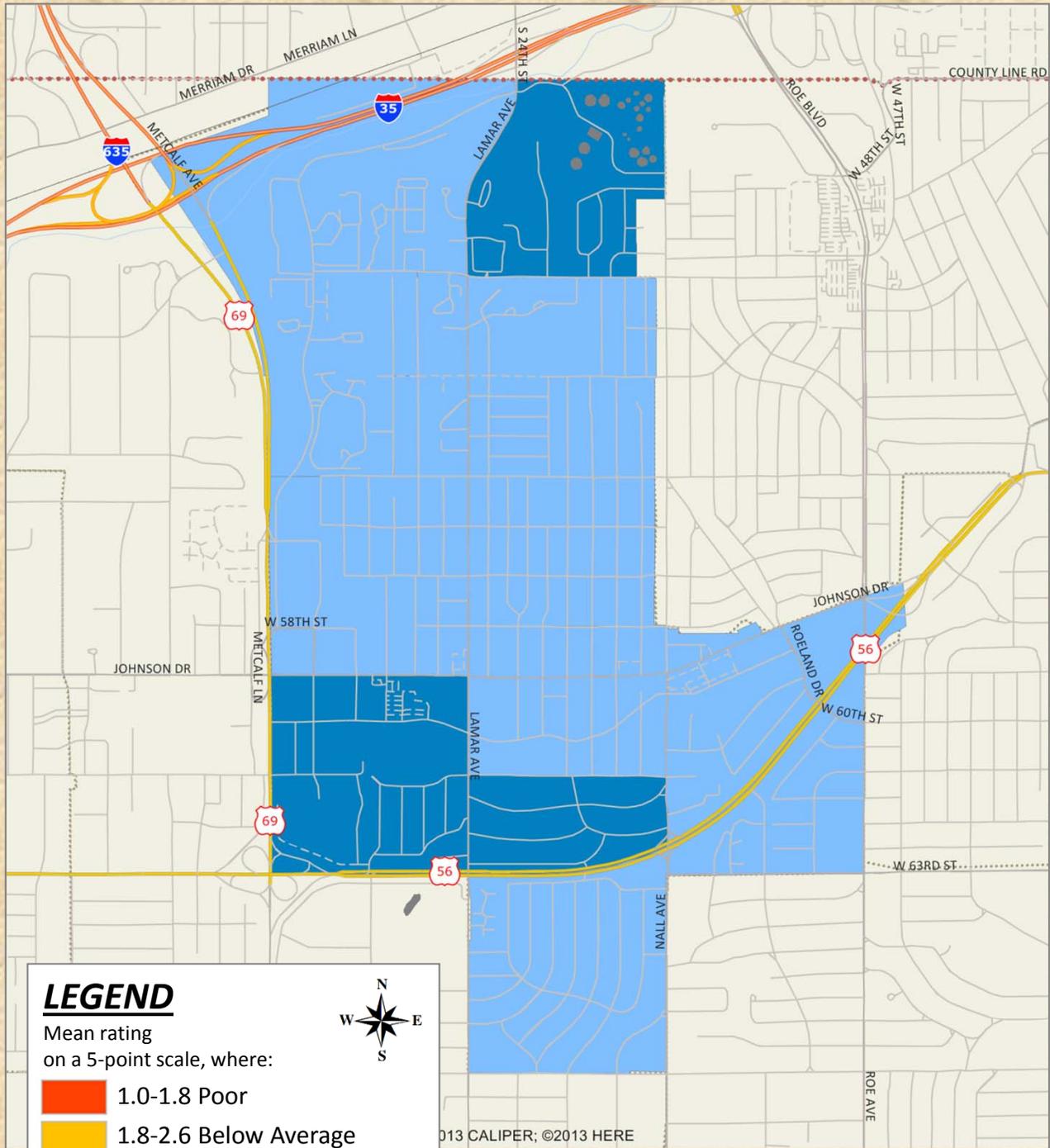
Q1a. Rating of the Overall Quality of Services Provided



Q1b. Rating of the Overall Value That You Receive for Your City Tax Dollars and Fees



Q1c. Rating of the Overall Quality of Life in the City

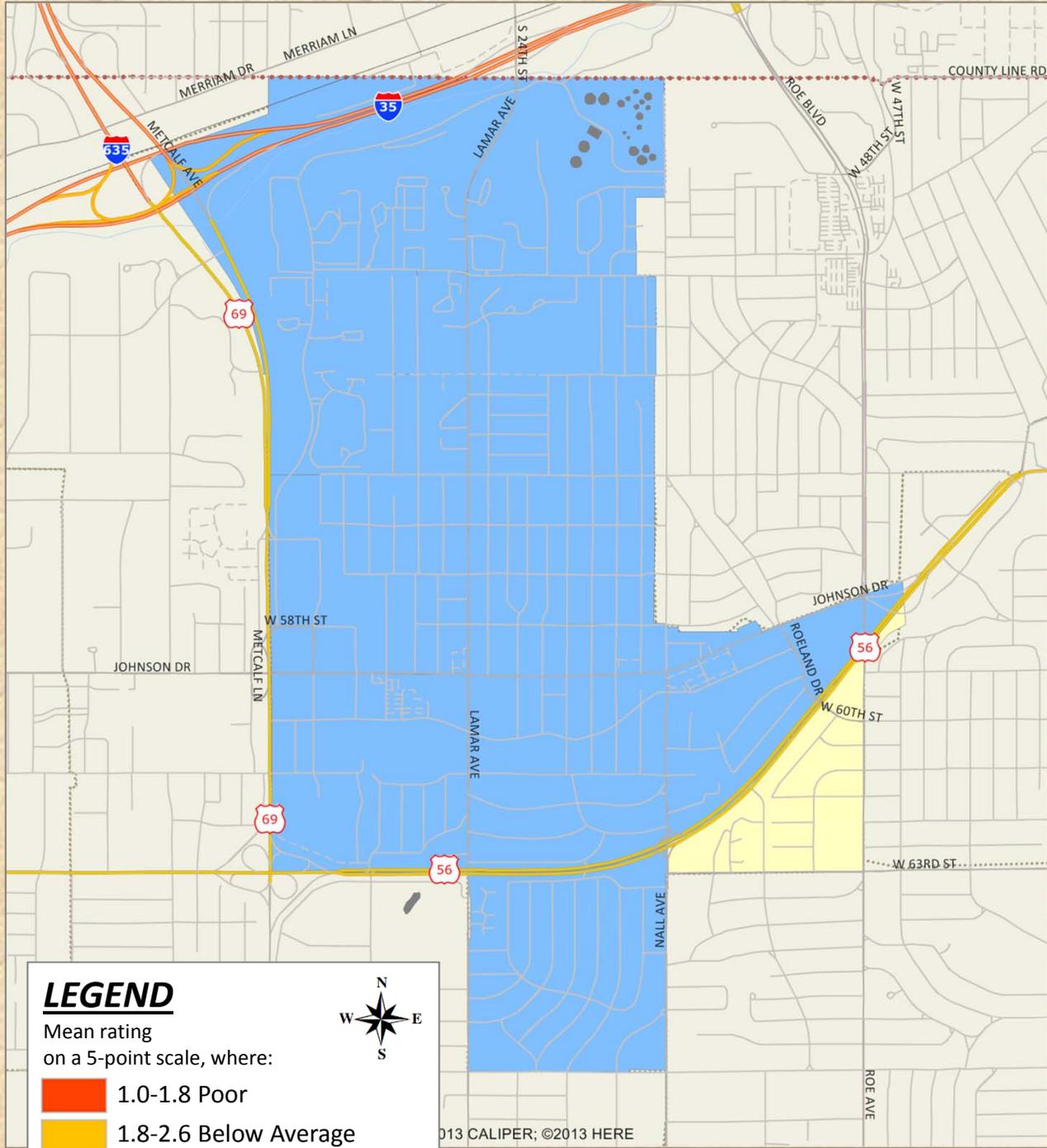


LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

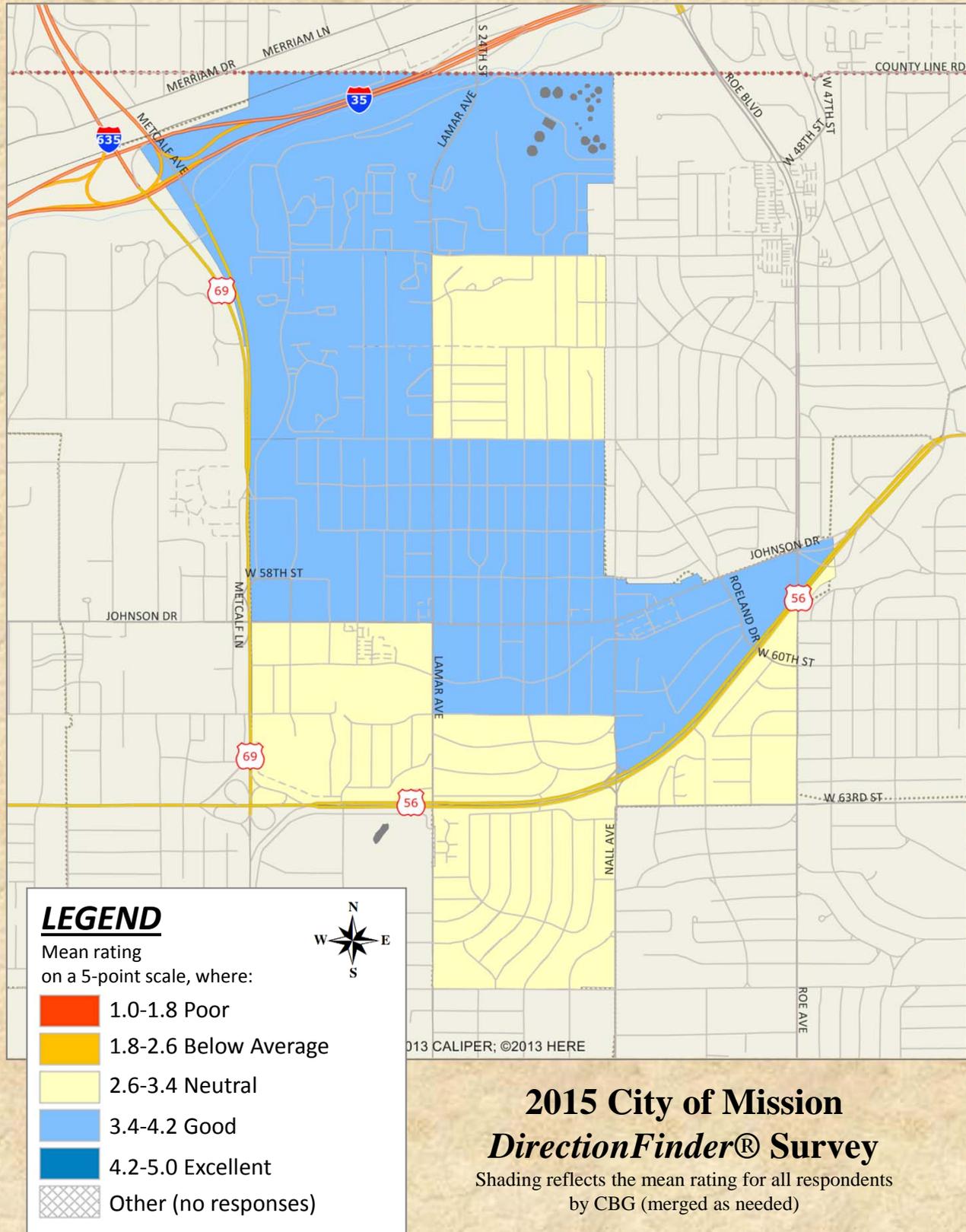
**2015 City of Mission
 DirectionFinder® Survey**
 Shading reflects the mean rating for all respondents
 by CBG (merged as needed)

Q1d. Rating of How Well the City is Communicating About Programs and Services

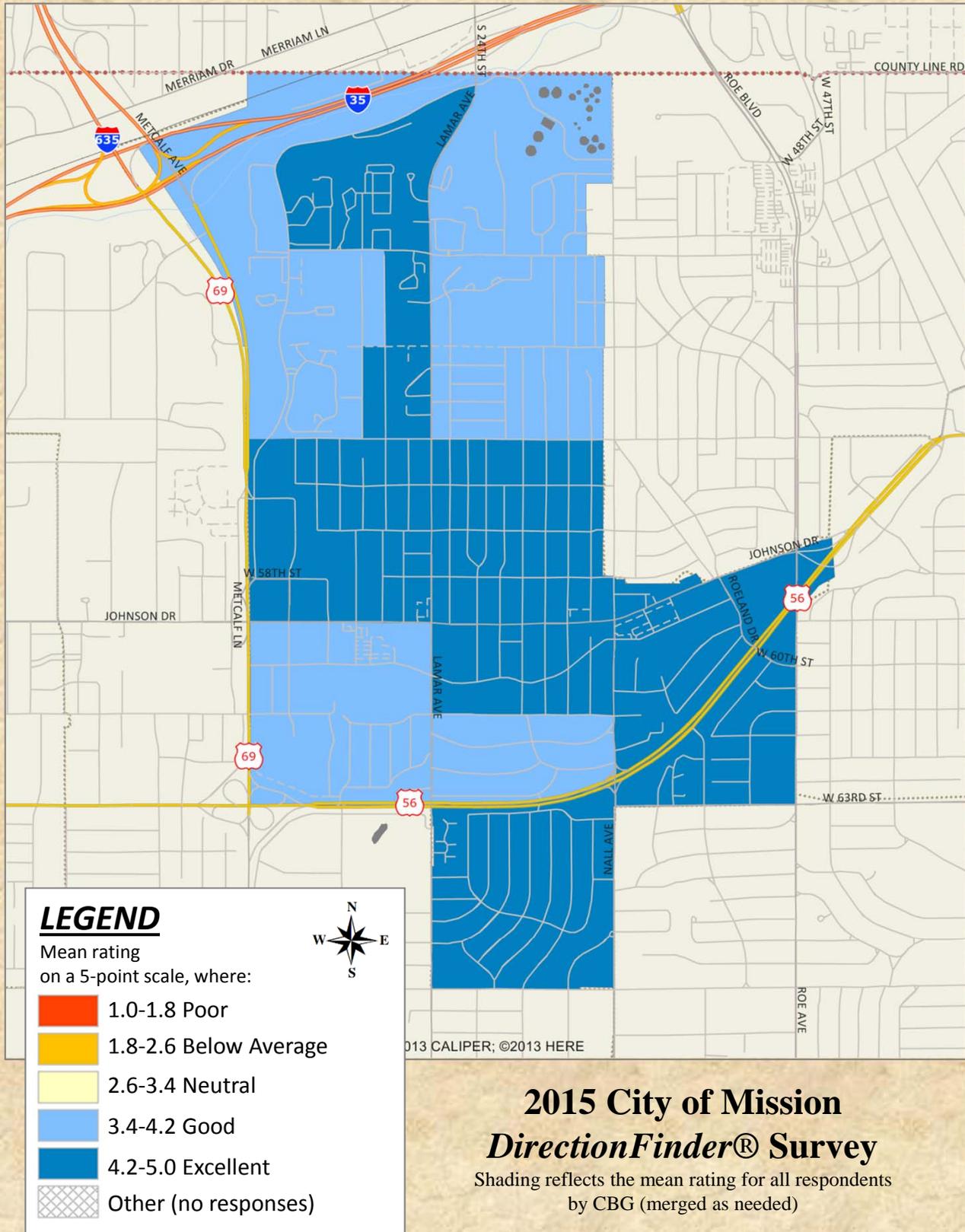


**2015 City of Mission
 DirectionFinder® Survey**
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

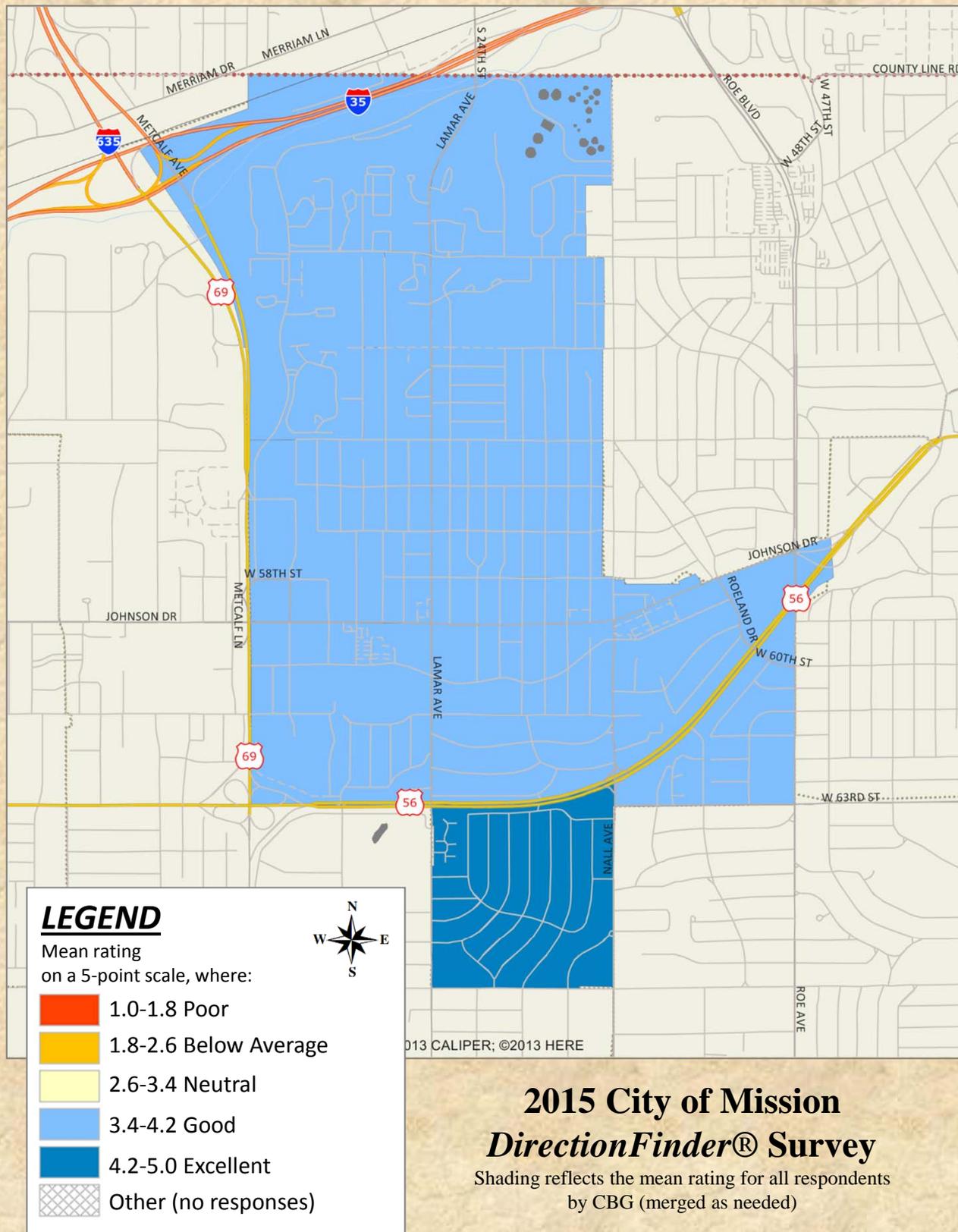
Q1e. Rating of How Well the City is Planning for Redevelopment Activities



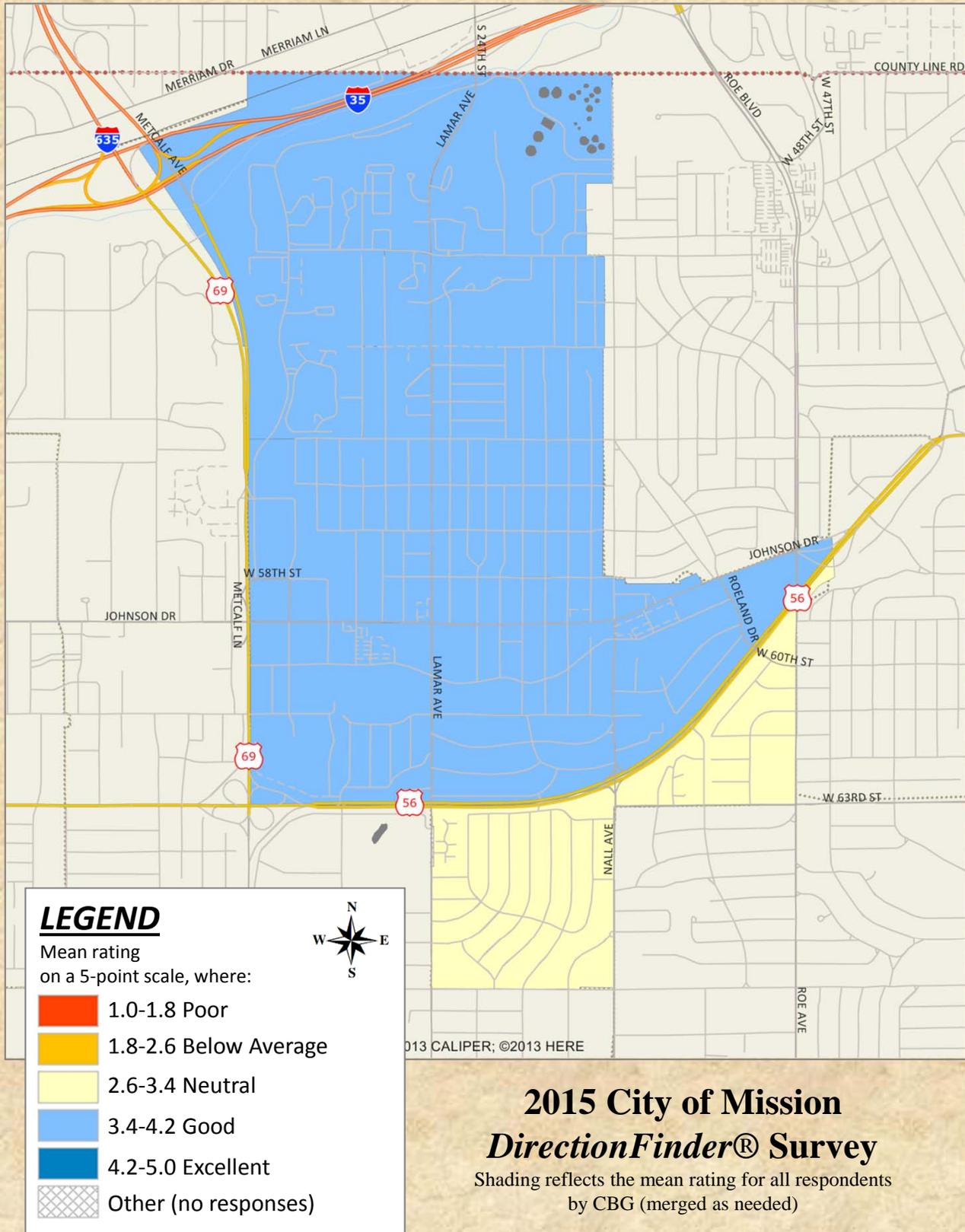
Q1f. Rating of the Overall Feeling of Safety in the City



Q1g. Rating of the Overall Condition of Housing in Your Neighborhood



Q1h. Rating of the Overall Architectural Quality of Businesses in the City

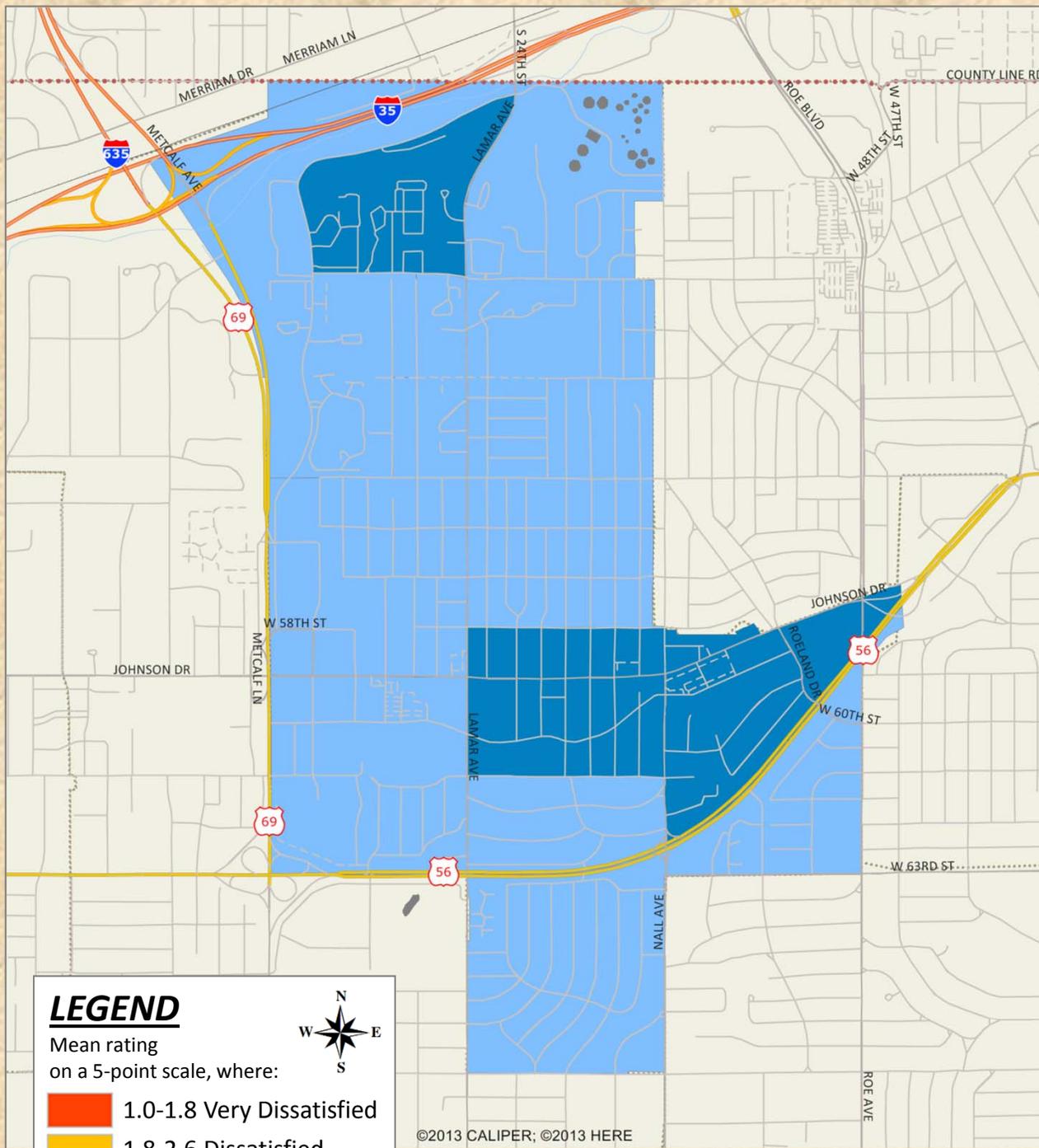


**2015 City of Mission
 DirectionFinder® Survey**
 Shading reflects the mean rating for all respondents
 by CBG (merged as needed)

Overall Satisfaction with City Services

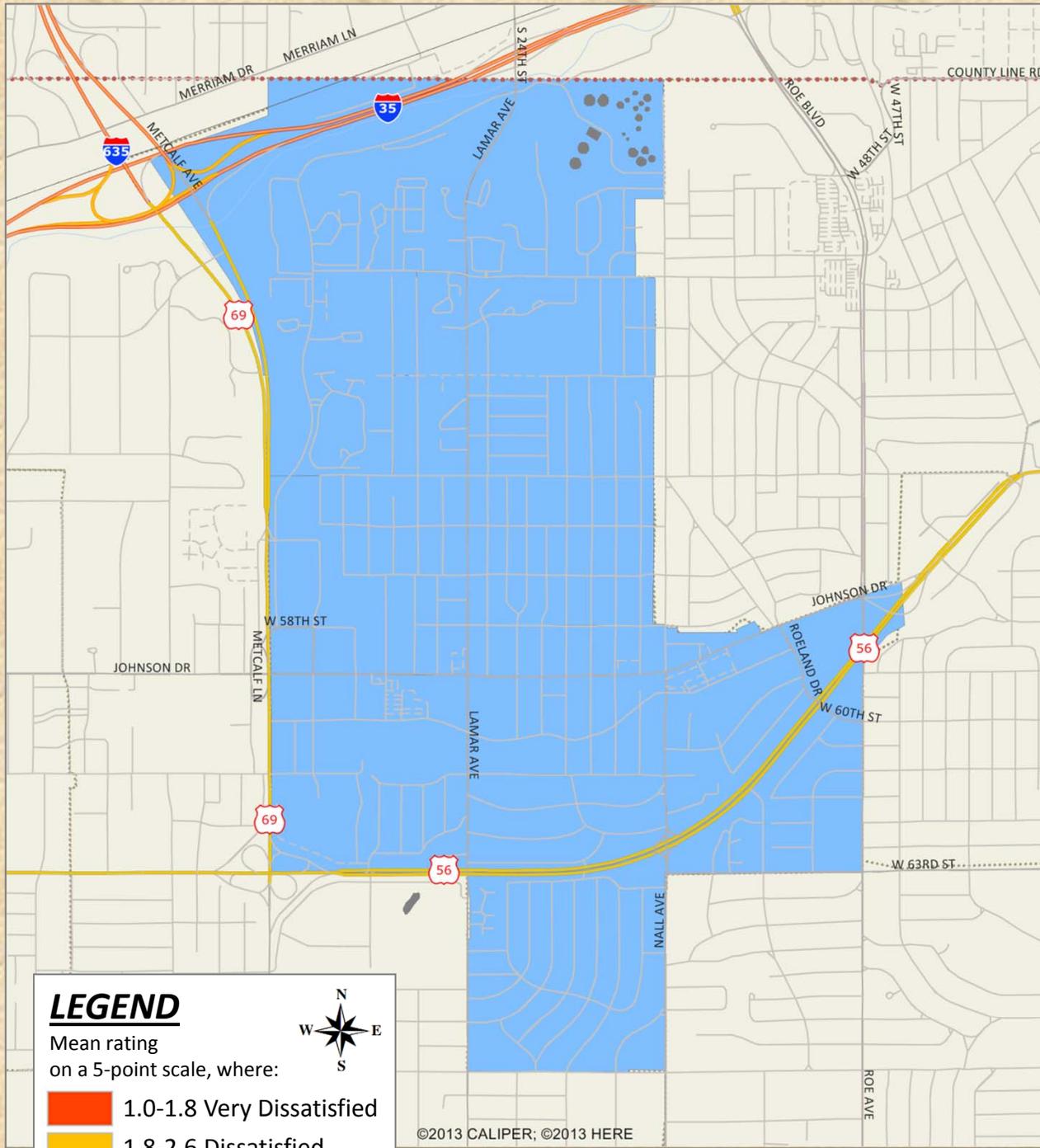
Question #2

Q2a. Satisfaction with the Quality of Police Services



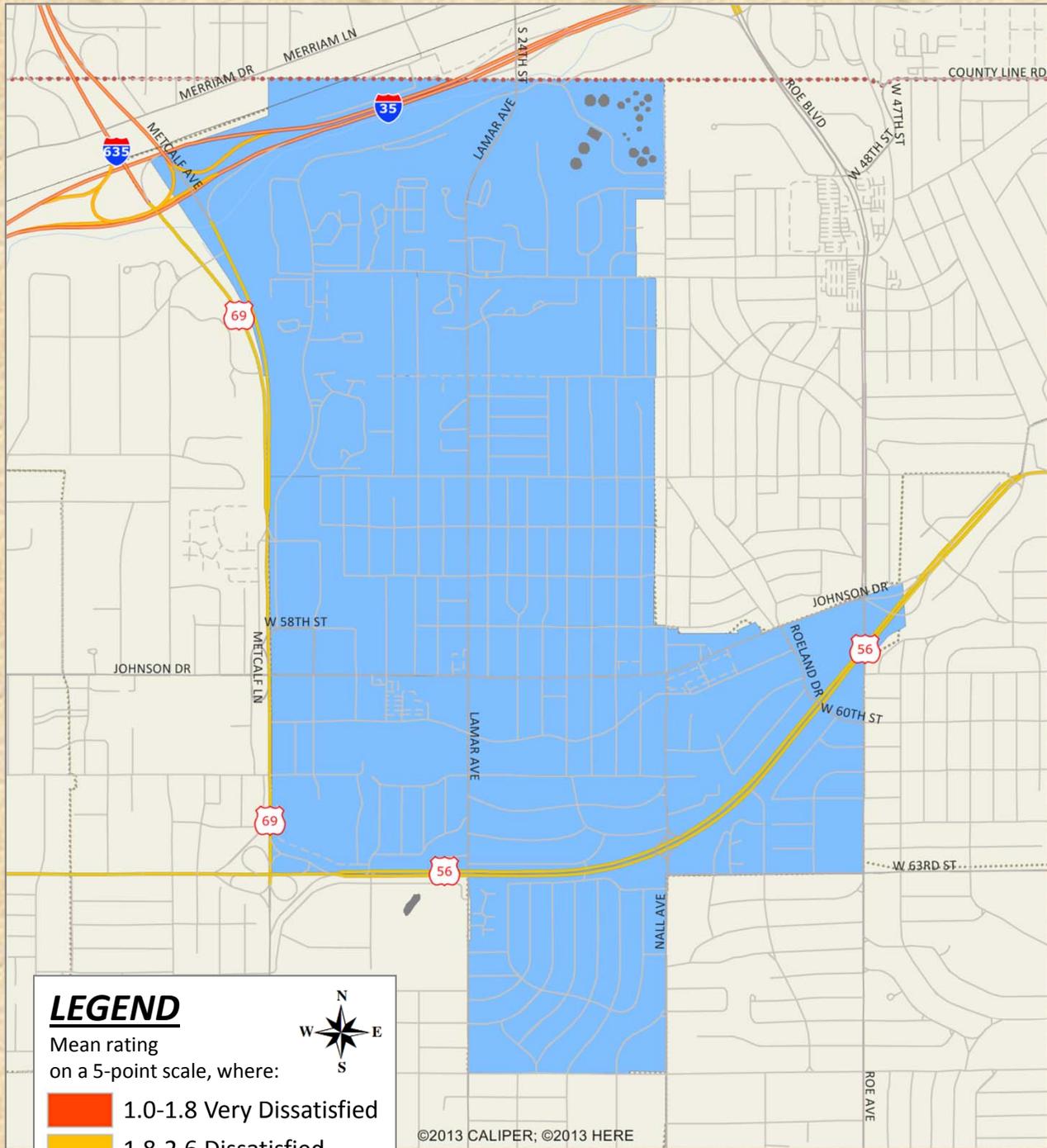
**2015 City of Mission
 DirectionFinder® Survey**
 Shading reflects the mean rating for all respondents
 by CBG (merged as needed)

Q2b. Satisfaction with the Quality of Parks and Recreation Programs



**2015 City of Mission
DirectionFinder® Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q2c. Satisfaction with the Quality of Parks and Recreation Facilities



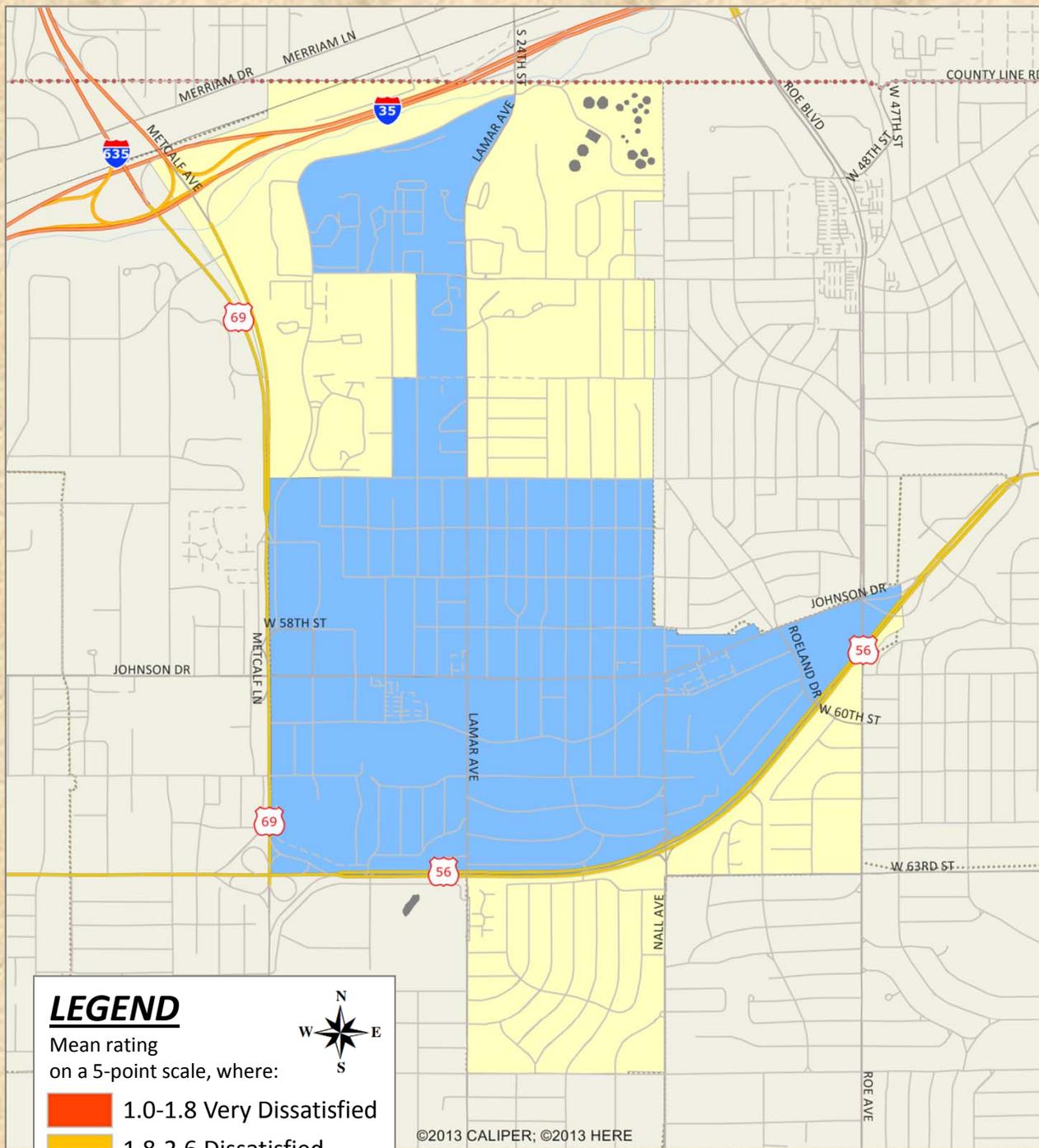
LEGEND

Mean rating on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

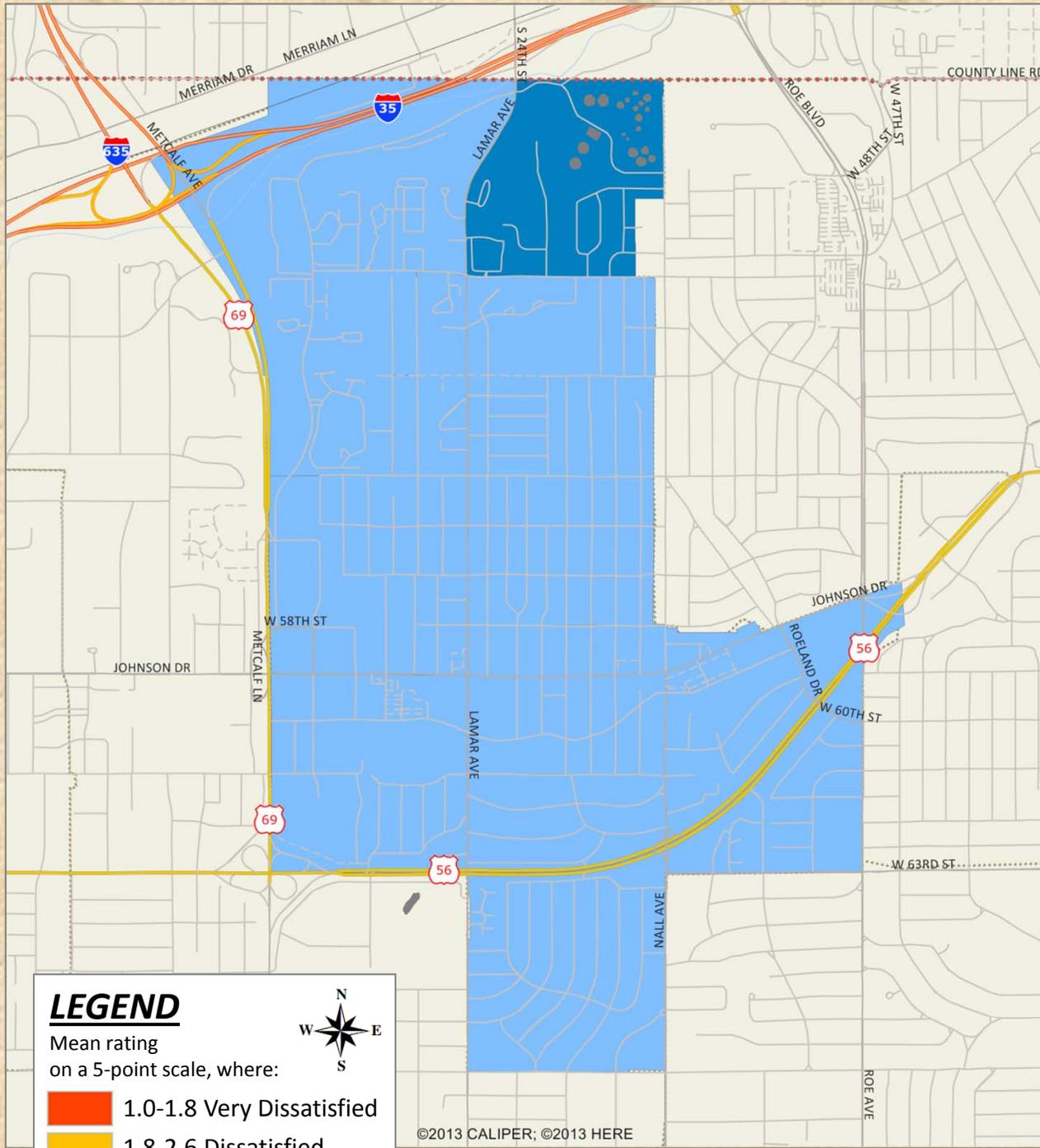
2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q2d. Satisfaction with the Maintenance of City Streets



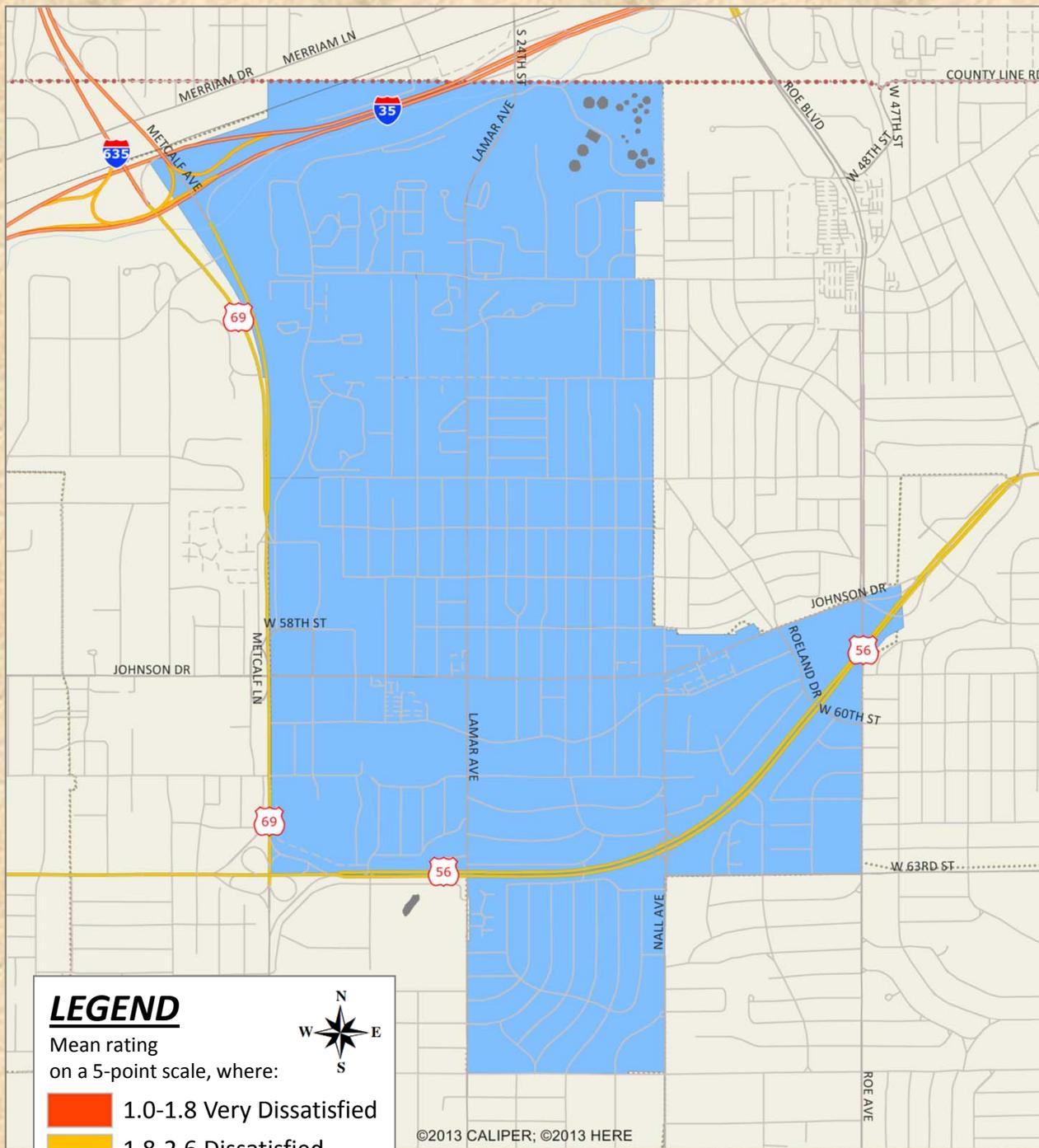
2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q2e. Satisfaction with the Maintenance of City Building/Facilities



2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q2f. Satisfaction with the Enforcement of City Codes and Ordinances



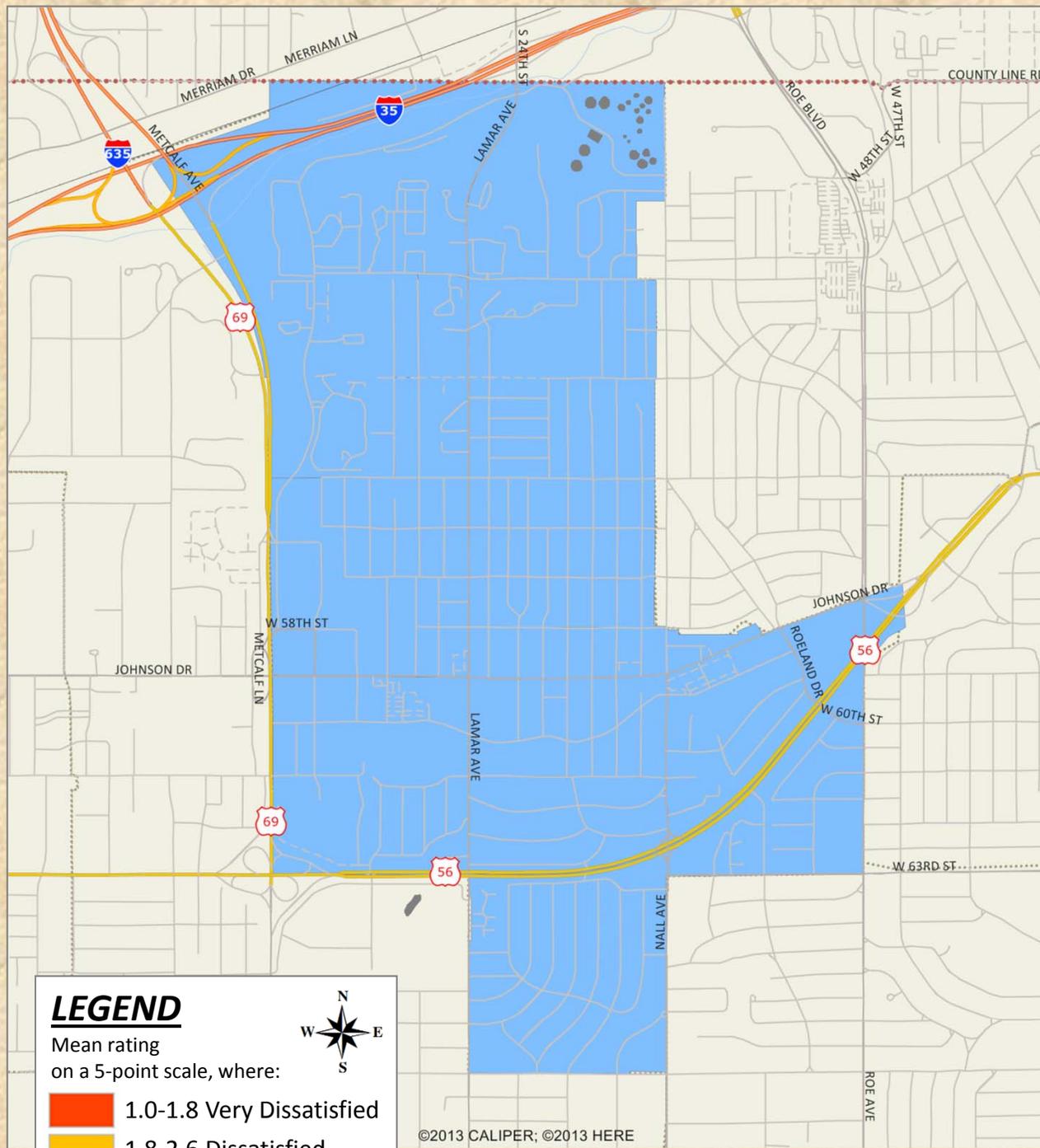
LEGEND

Mean rating on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q2g. Satisfaction with the Quality of Customer Service You Receive from City Employees



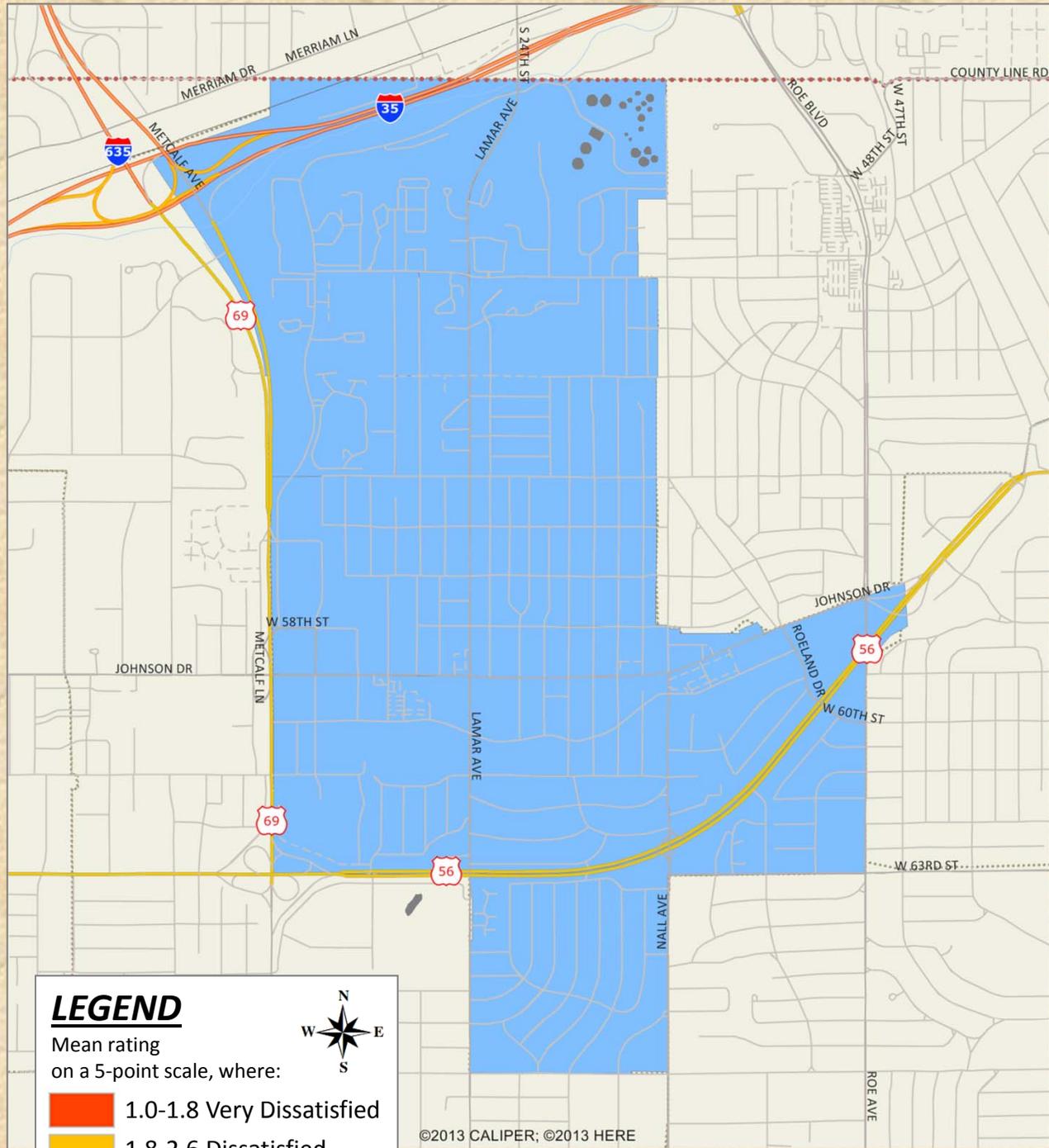
LEGEND

Mean rating on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q2h. Satisfaction with the Effectiveness of City Communication



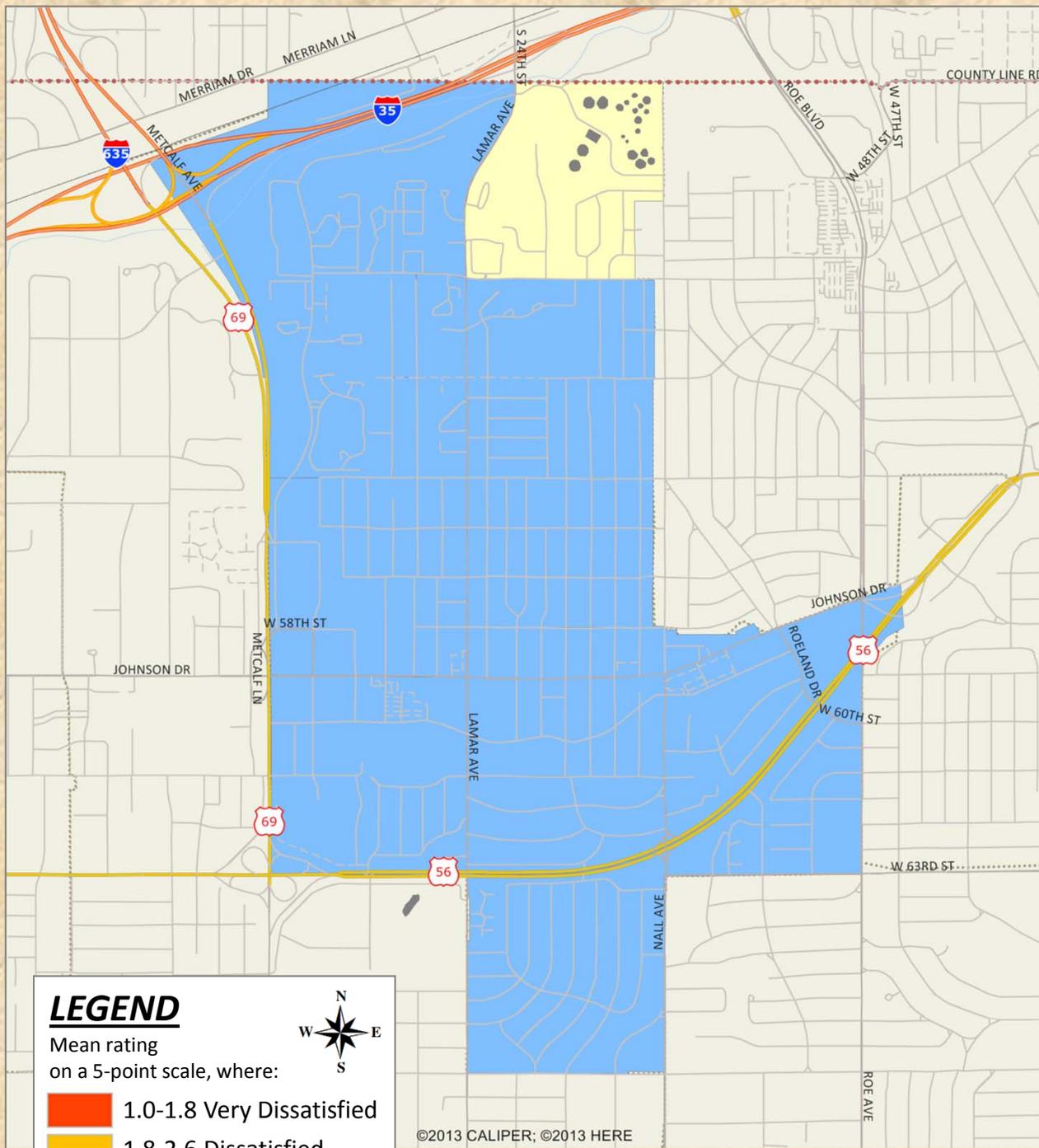
LEGEND

Mean rating on a 5-point scale, where:

■	1.0-1.8 Very Dissatisfied
■	1.8-2.6 Dissatisfied
■	2.6-3.4 Neutral
■	3.4-4.2 Satisfied
■	4.2-5.0 Very Satisfied
■	Other (no responses)

**2015 City of Mission
DirectionFinder® Survey**
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q2i. Satisfaction with the Quality of the City's Stormwater Runoff/Stormwater Management System



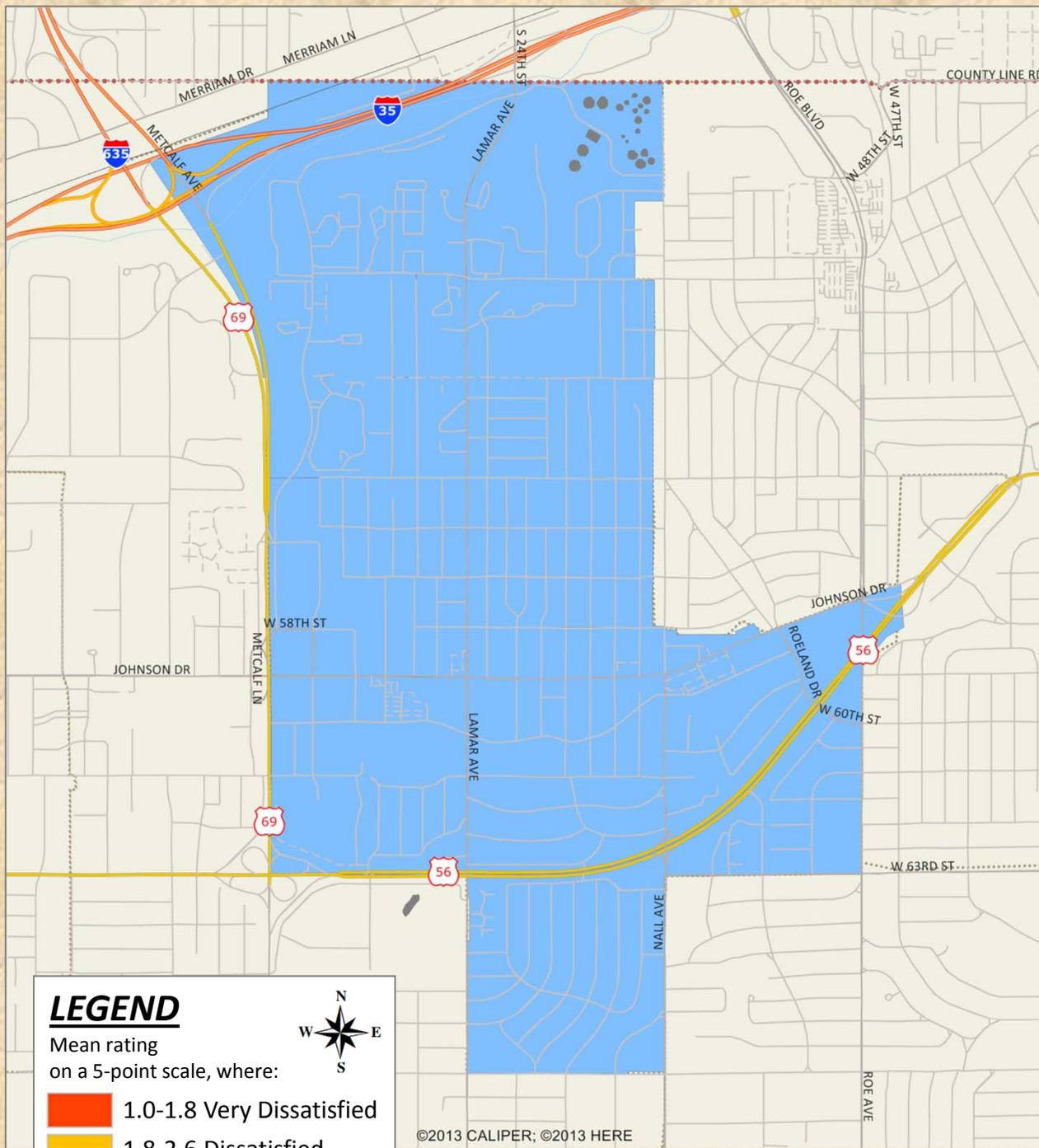
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2015 City of Mission

DirectionFinder® Survey

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

Q2j. Satisfaction with the Flow of Traffic and Congestion Management



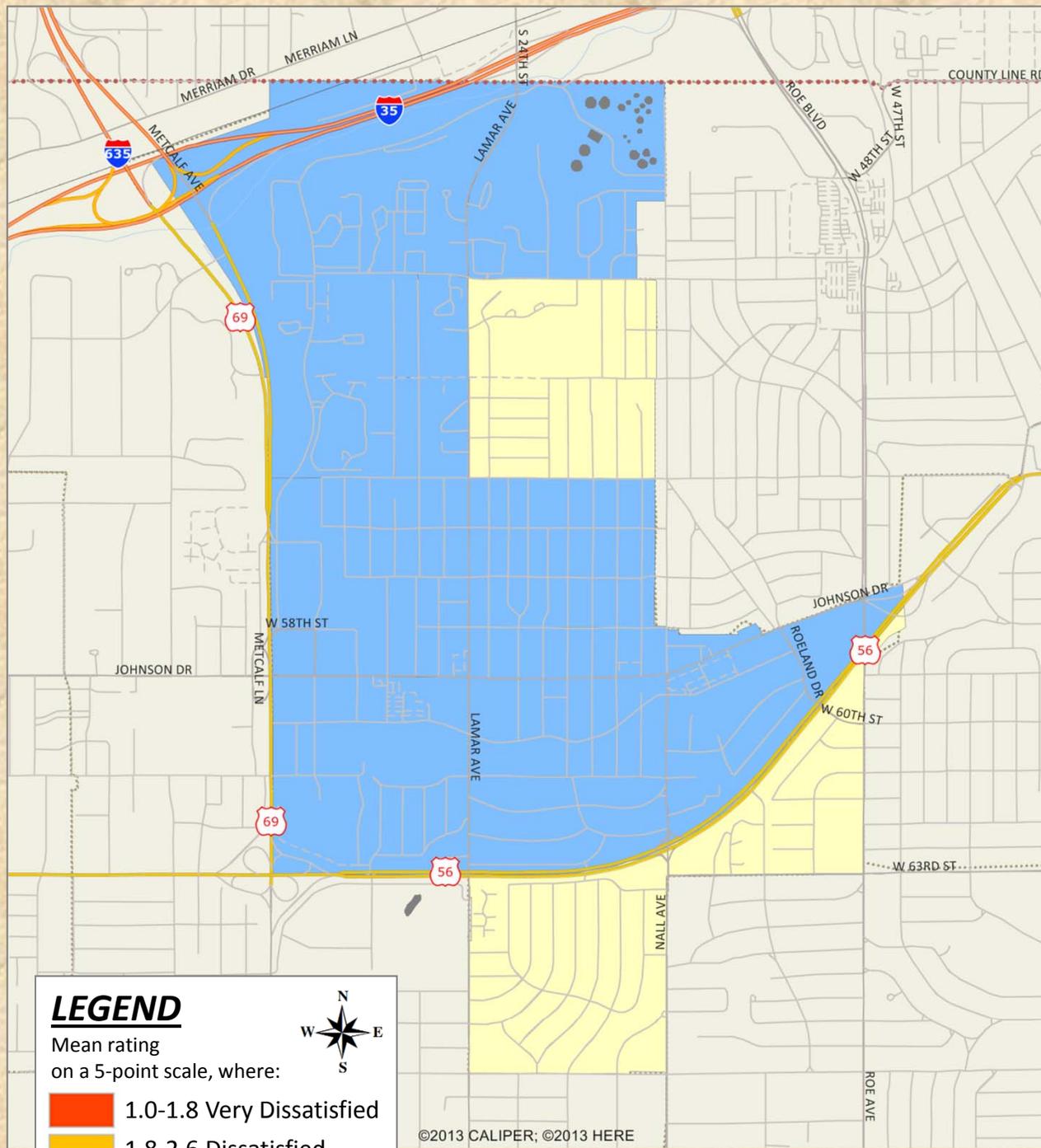
LEGEND

Mean rating on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents
 by CBG (merged as needed)

Q2k. Satisfaction with the Quality of City's Planning Efforts to Promote Redevelopment



LEGEND

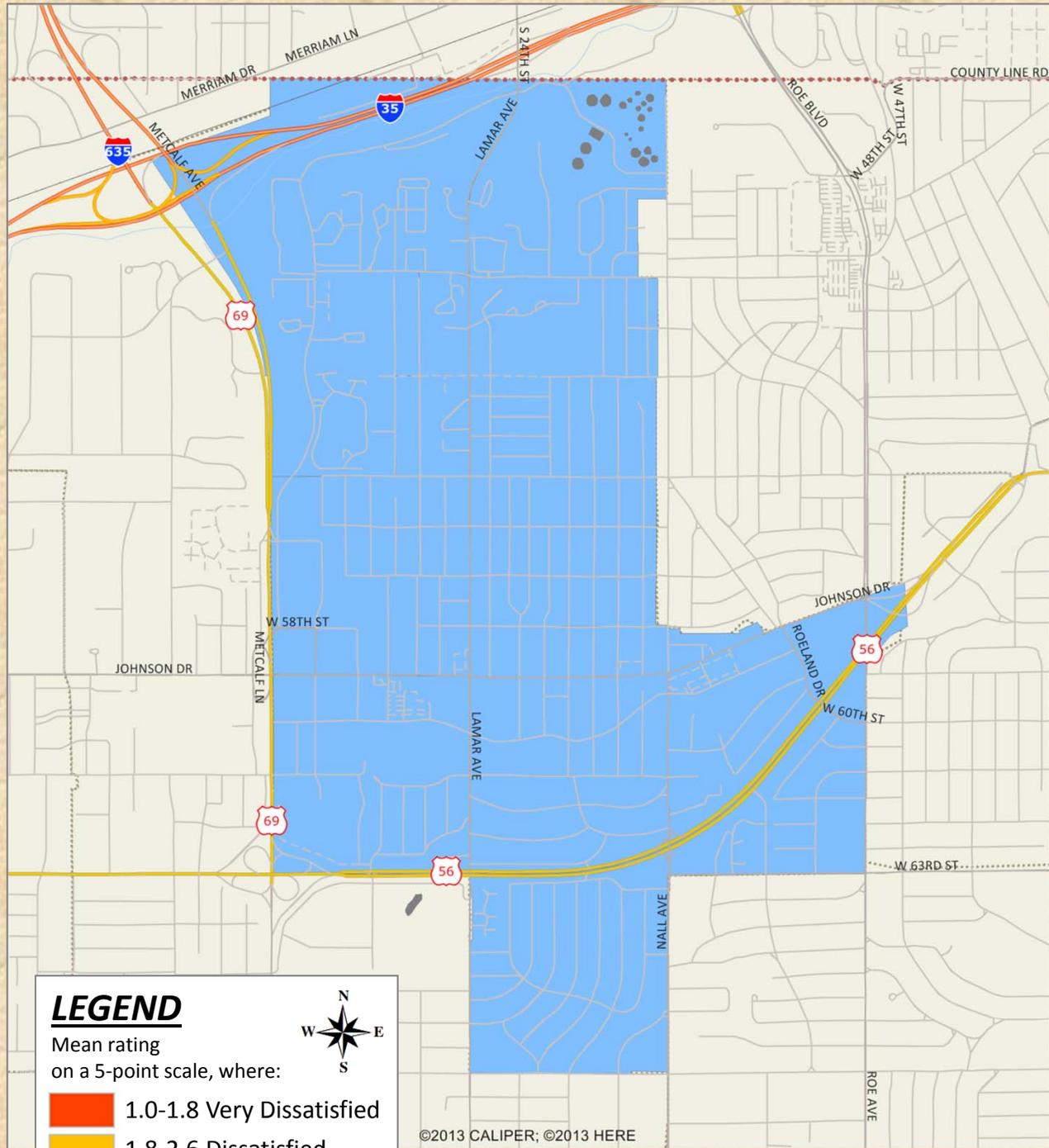
Mean rating on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)



2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents
 by CBG (merged as needed)

Q21. Satisfaction with the Quality and Livability of City's Neighborhoods

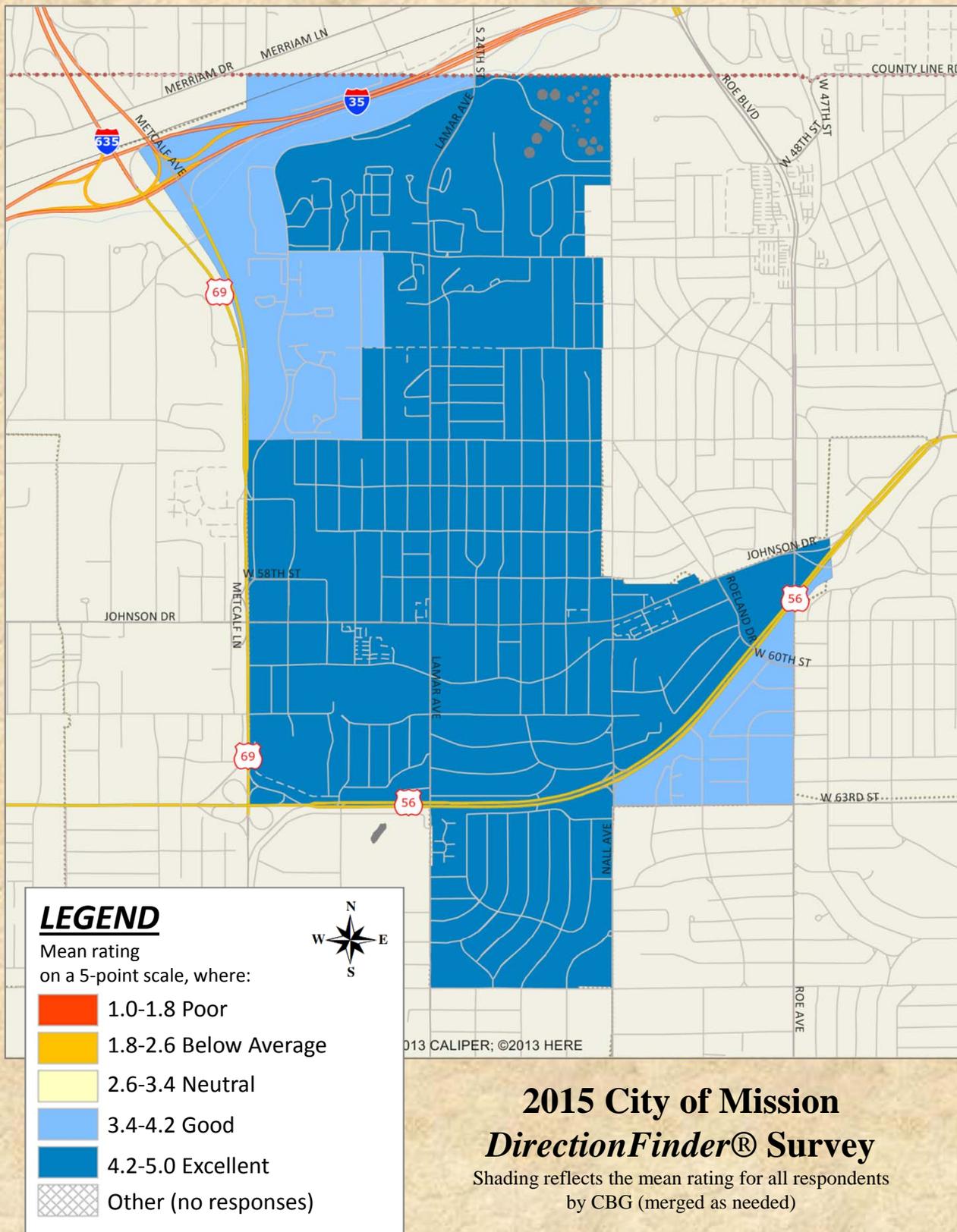


2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

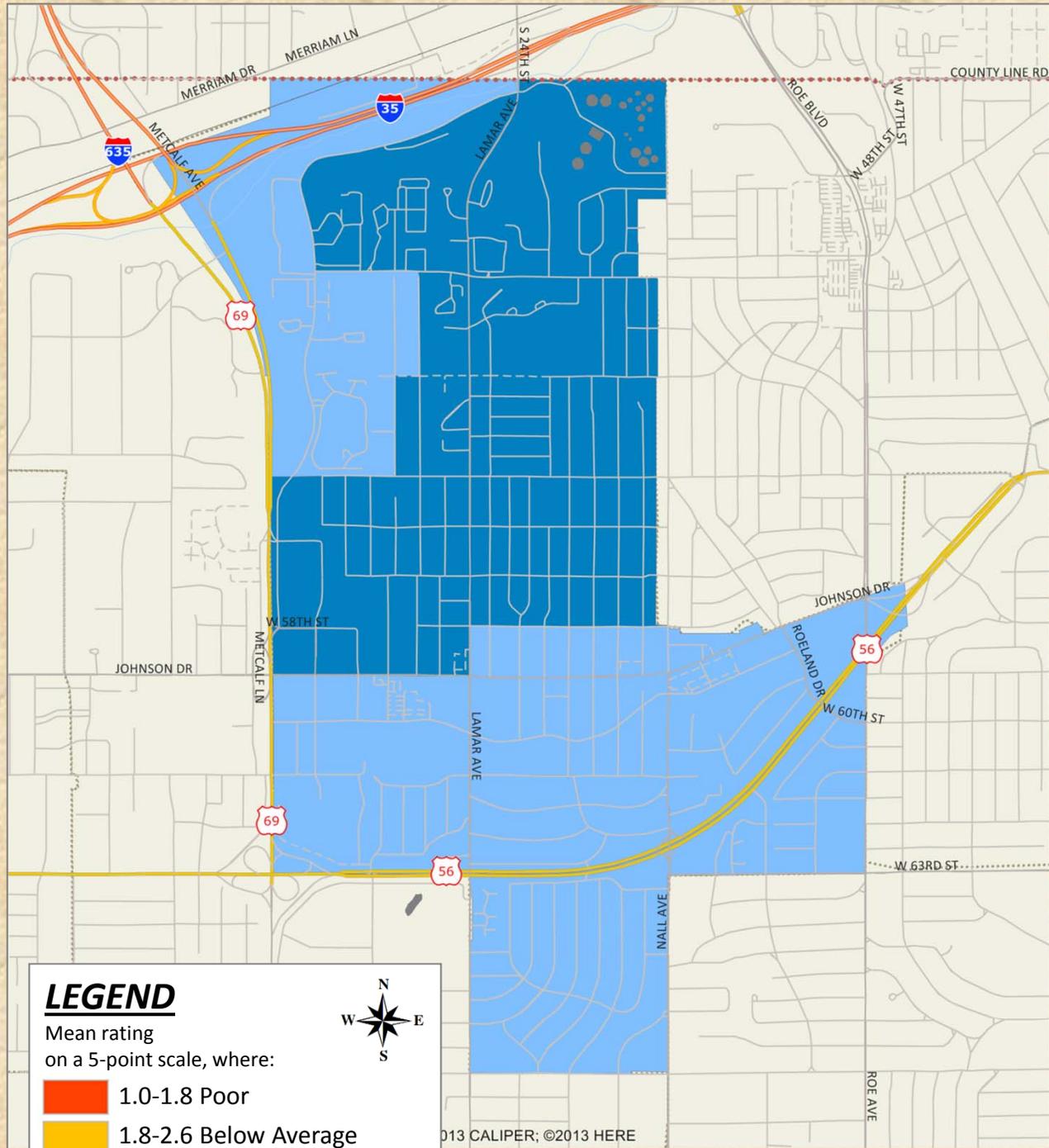
Ratings of the City of Mission

Question #4

Q4a. Rating of the City of Mission As a Place to Live



Q4b. Rating of the City of Mission Place to Rear Children



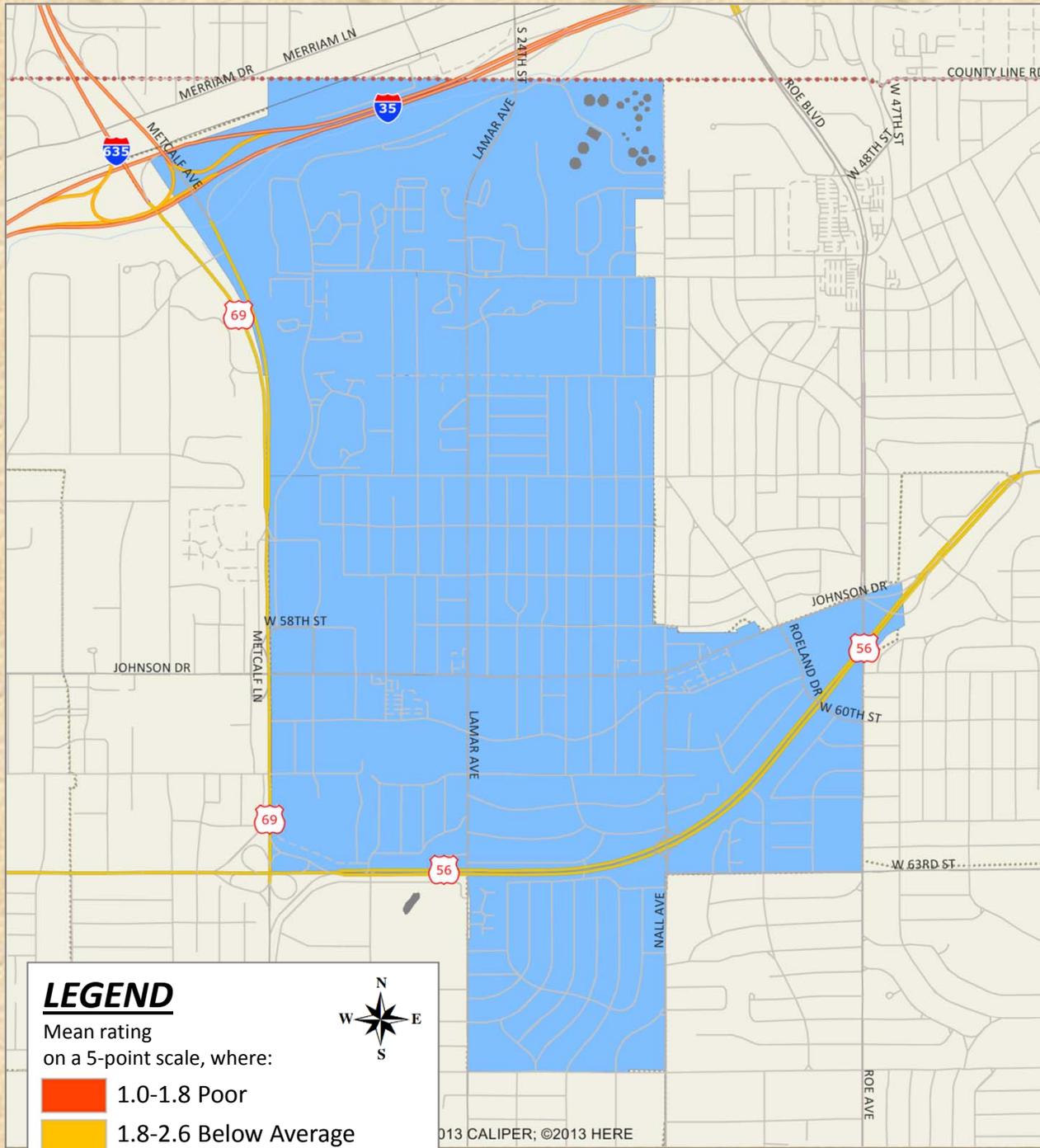
LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

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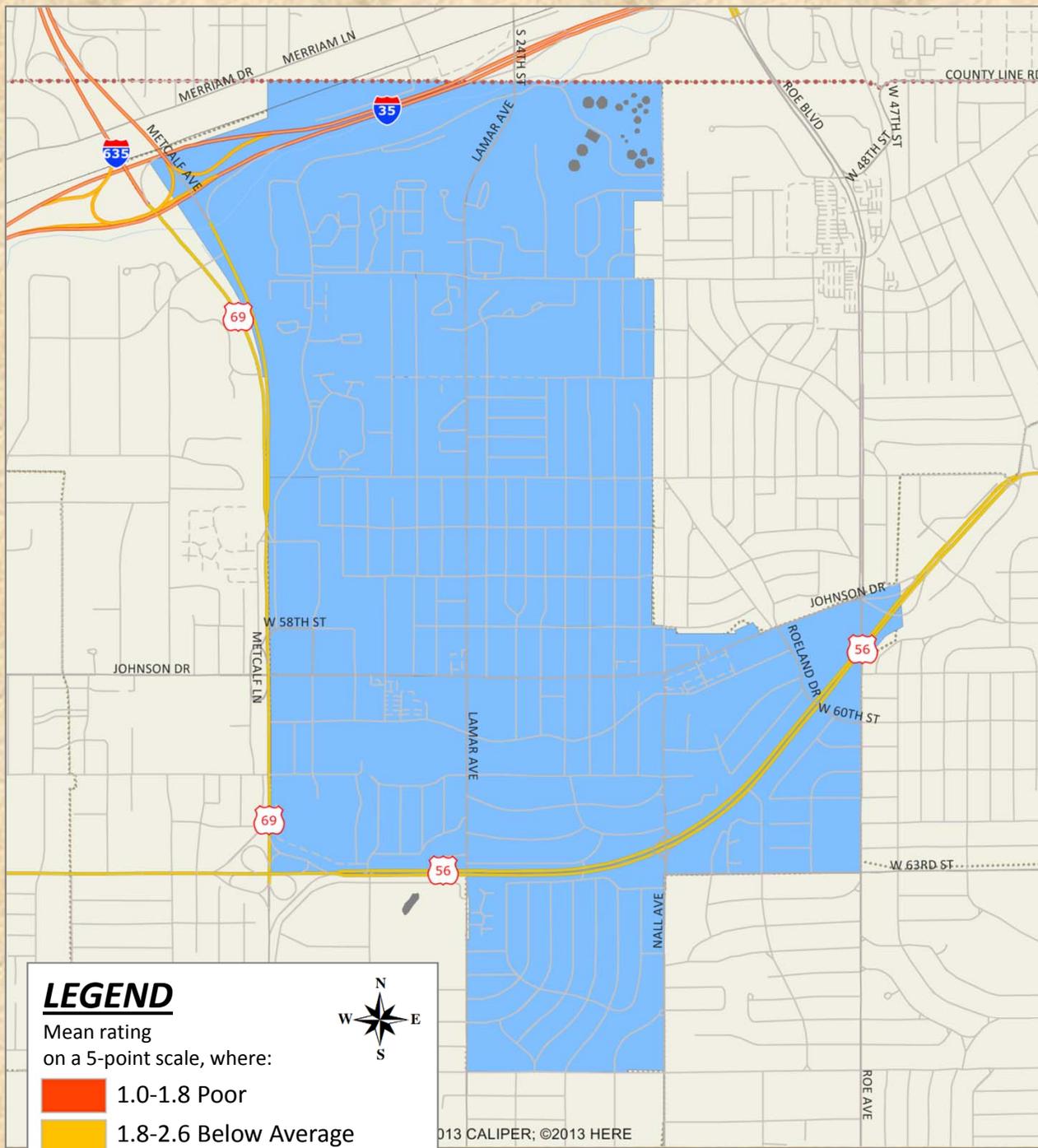
2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4c. Rating of the City of Mission Place to Work



2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4d. Rating of the City of Mission As a Place Where You Would Buy Your Next Home

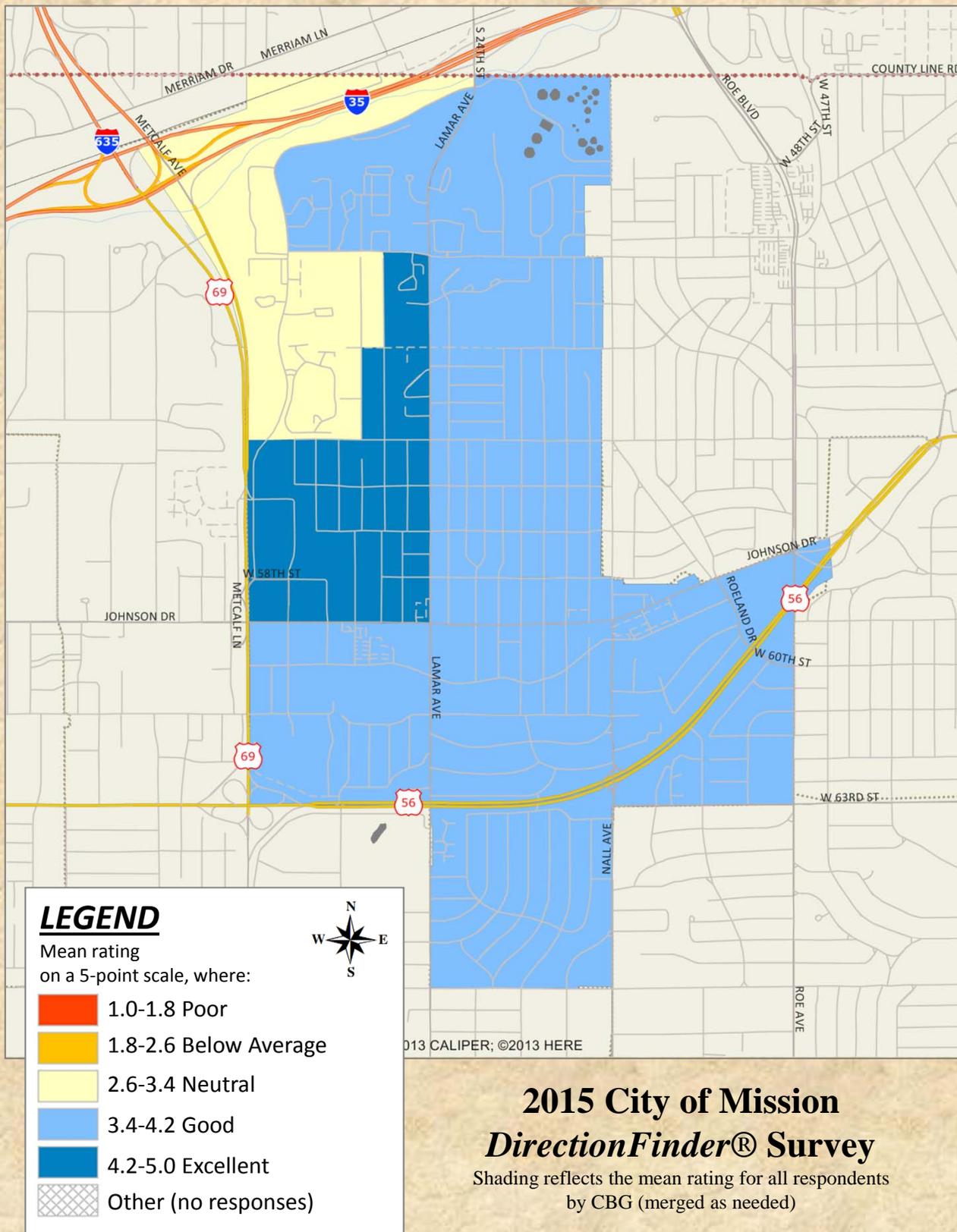


LEGEND
 Mean rating on a 5-point scale, where:

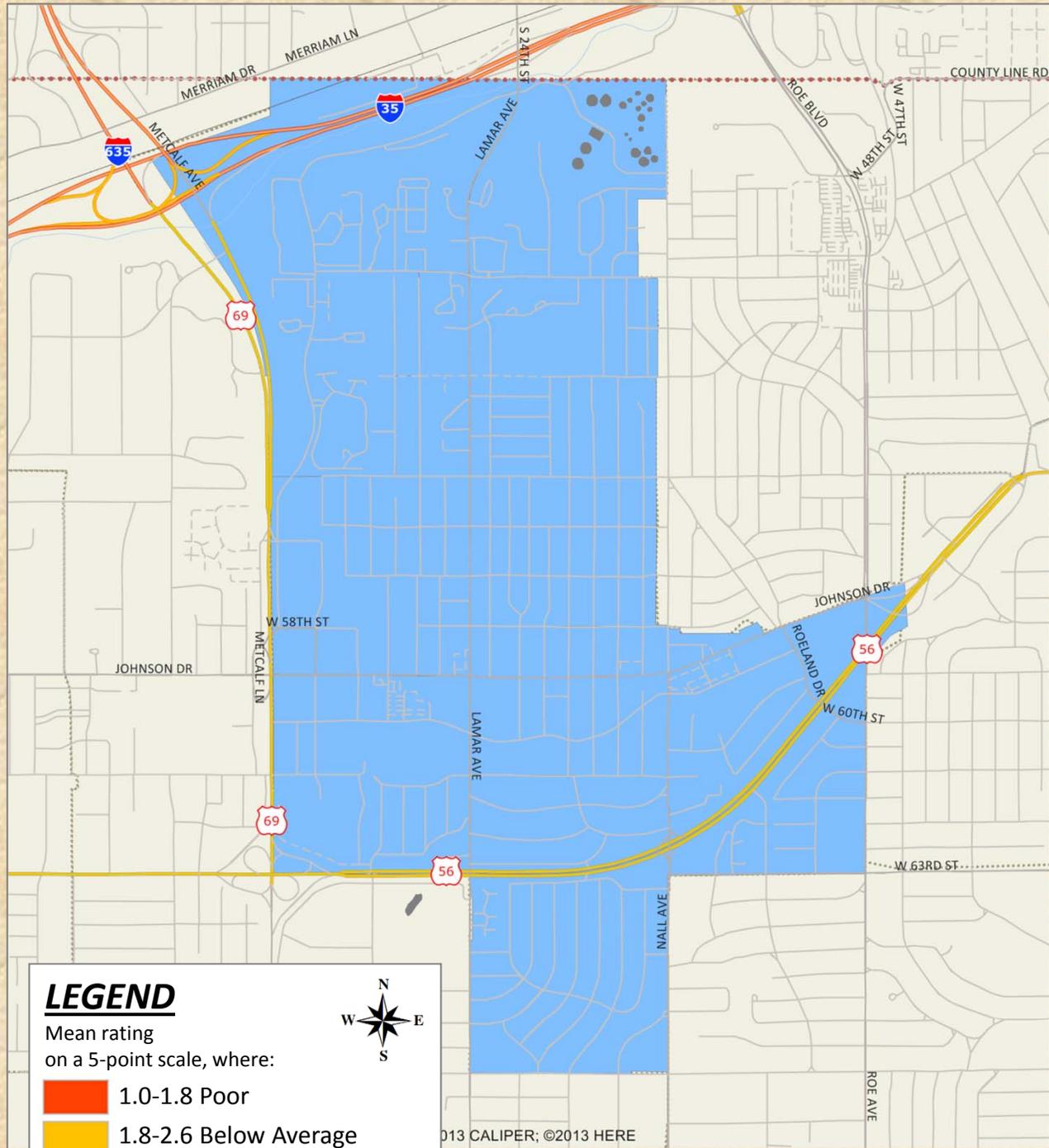
- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents
 by CBG (merged as needed)

Q4e. Rating of the City of Mission As a Place to Retire



Q4f. Rating of the City of Mission As a Place to do Business



LEGEND
 Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

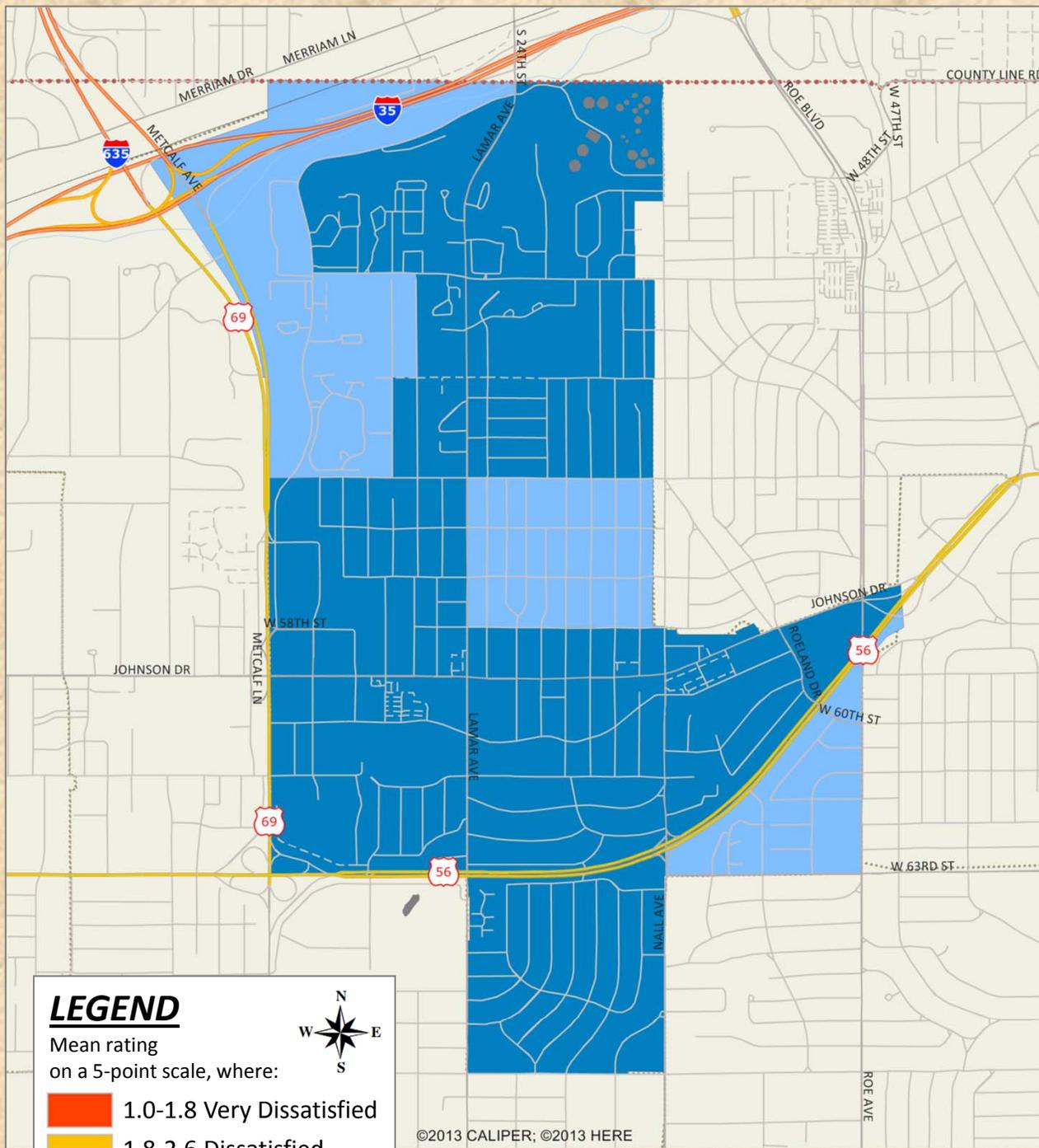
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**2015 City of Mission
 DirectionFinder® Survey**
 Shading reflects the mean rating for all respondents
 by CBG (merged as needed)

Satisfaction with Public Safety

Question #5

Q5a. Satisfaction with the Overall Quality of Local Police Protection



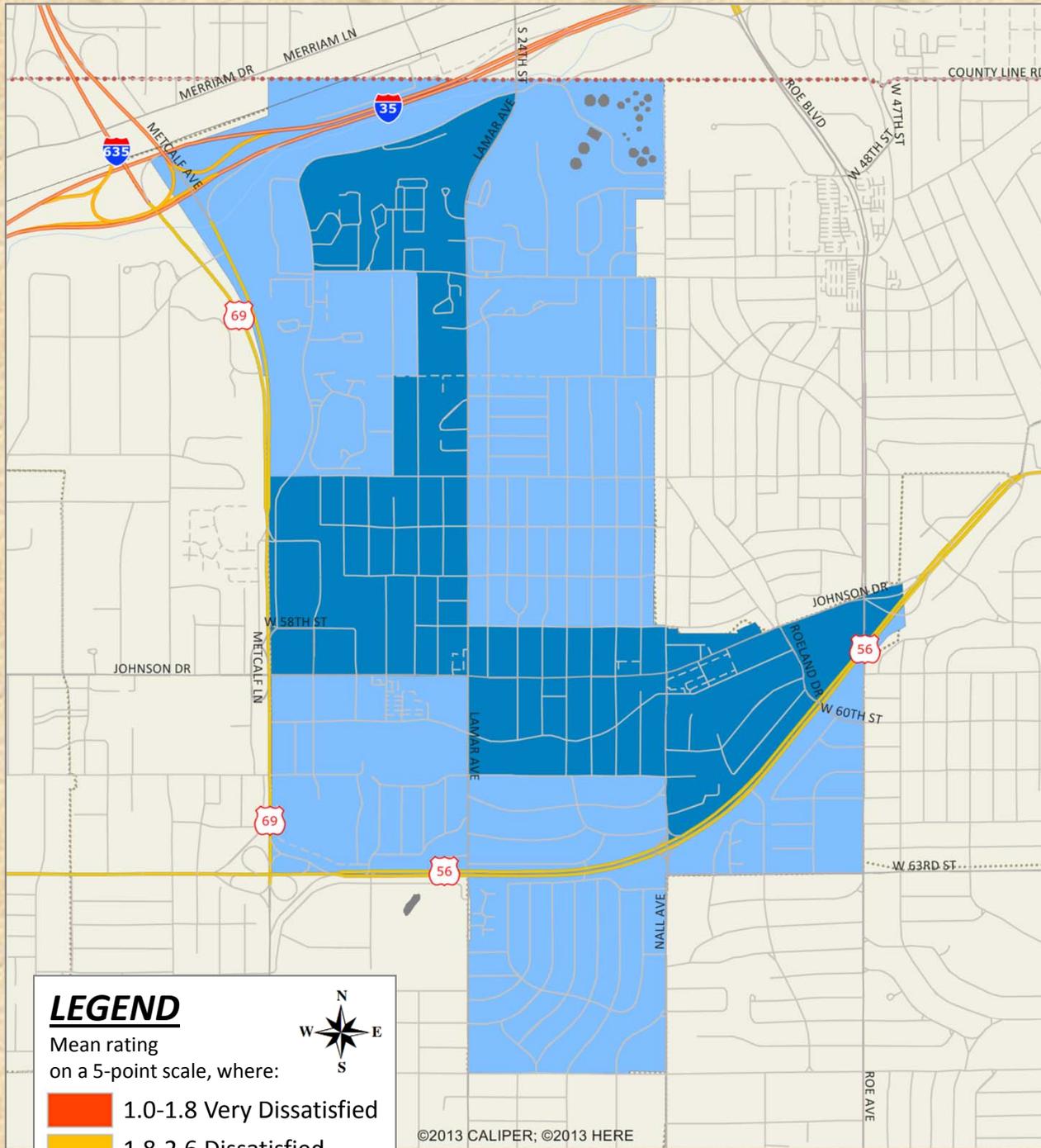
LEGEND

Mean rating on a 5-point scale, where:

■	1.0-1.8 Very Dissatisfied
■	1.8-2.6 Dissatisfied
■	2.6-3.4 Neutral
■	3.4-4.2 Satisfied
■	4.2-5.0 Very Satisfied
■	Other (no responses)

2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q5b. Satisfaction with the Visiblity of Police in Neighborhoods



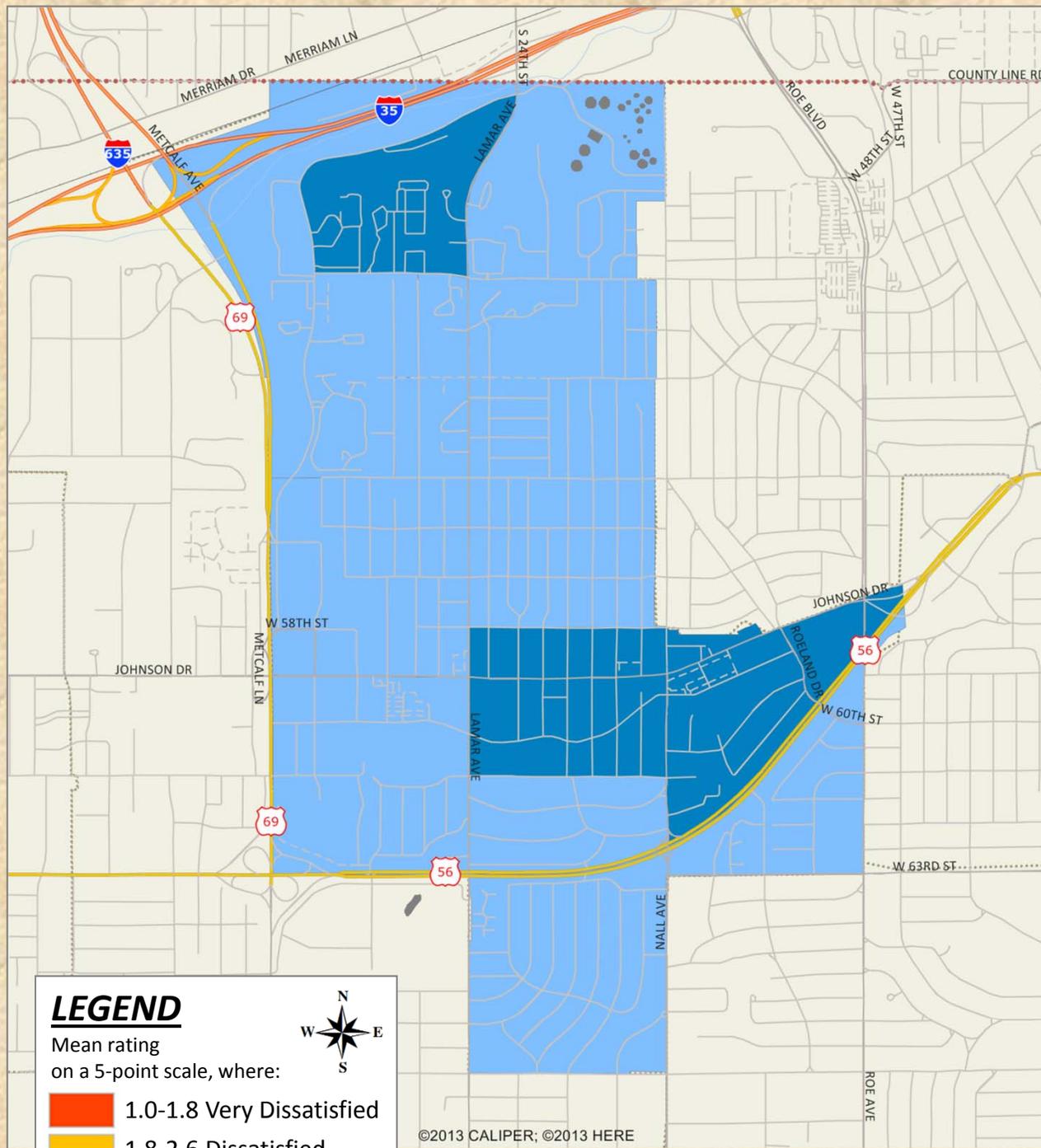
LEGEND

Mean rating on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

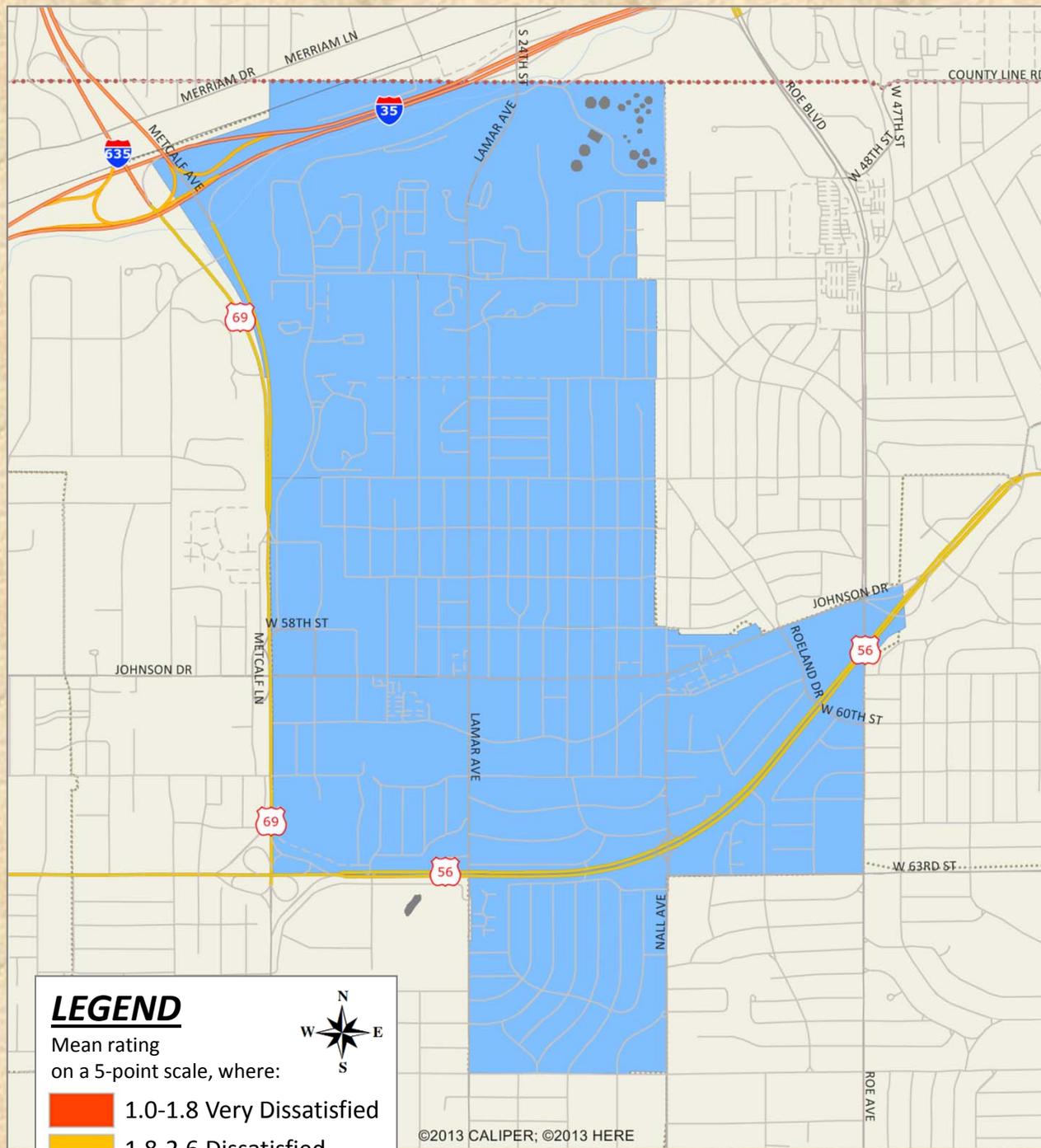
2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q5c. Satisfaction with the City's Efforts to Prevent Crime



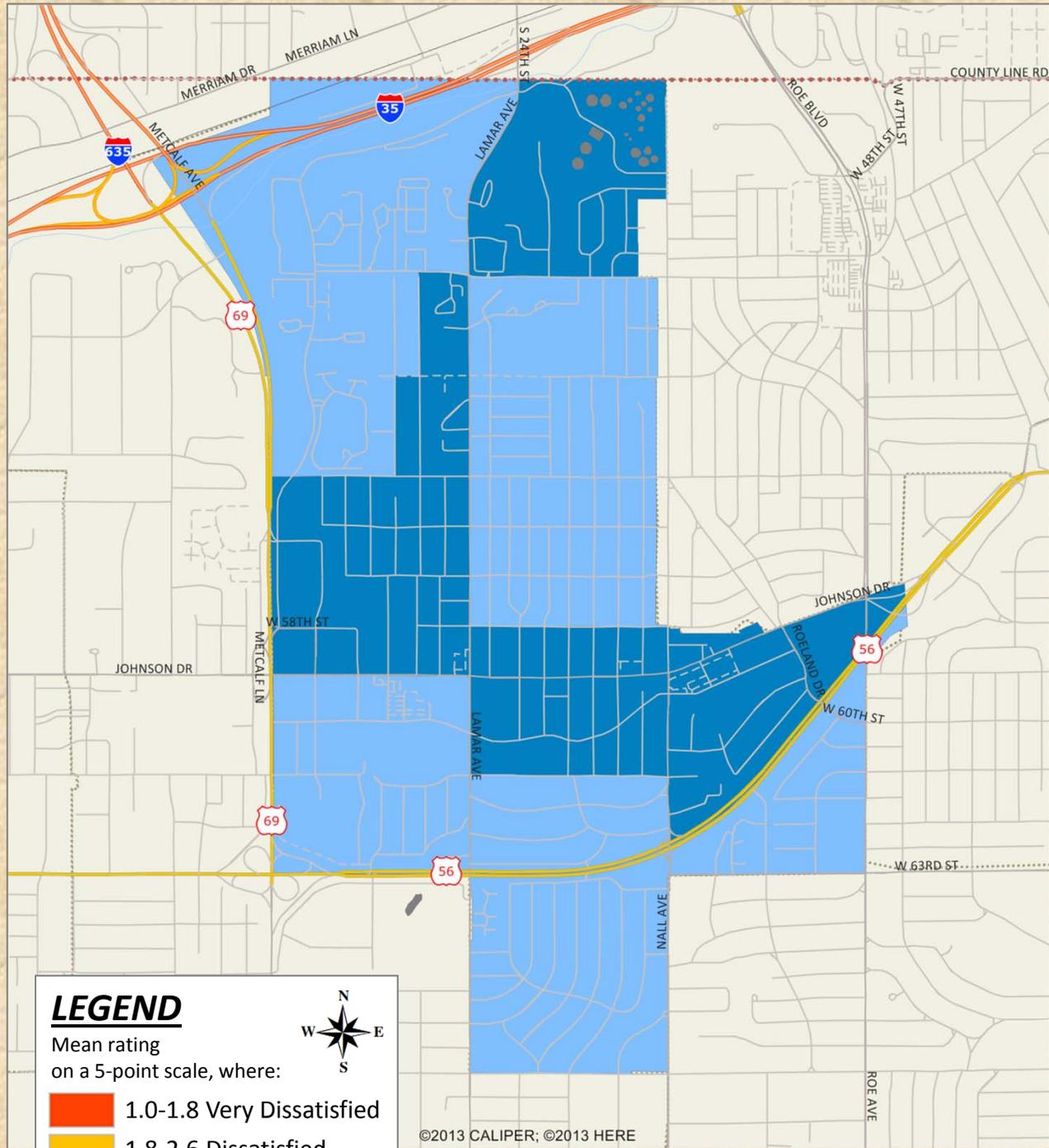
2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q5d. Satisfaction with the Enforcement of Local Traffic Laws



2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q5e. Satisfaction with How Quickly Police Respond to Emergencies



LEGEND

Mean rating on a 5-point scale, where:

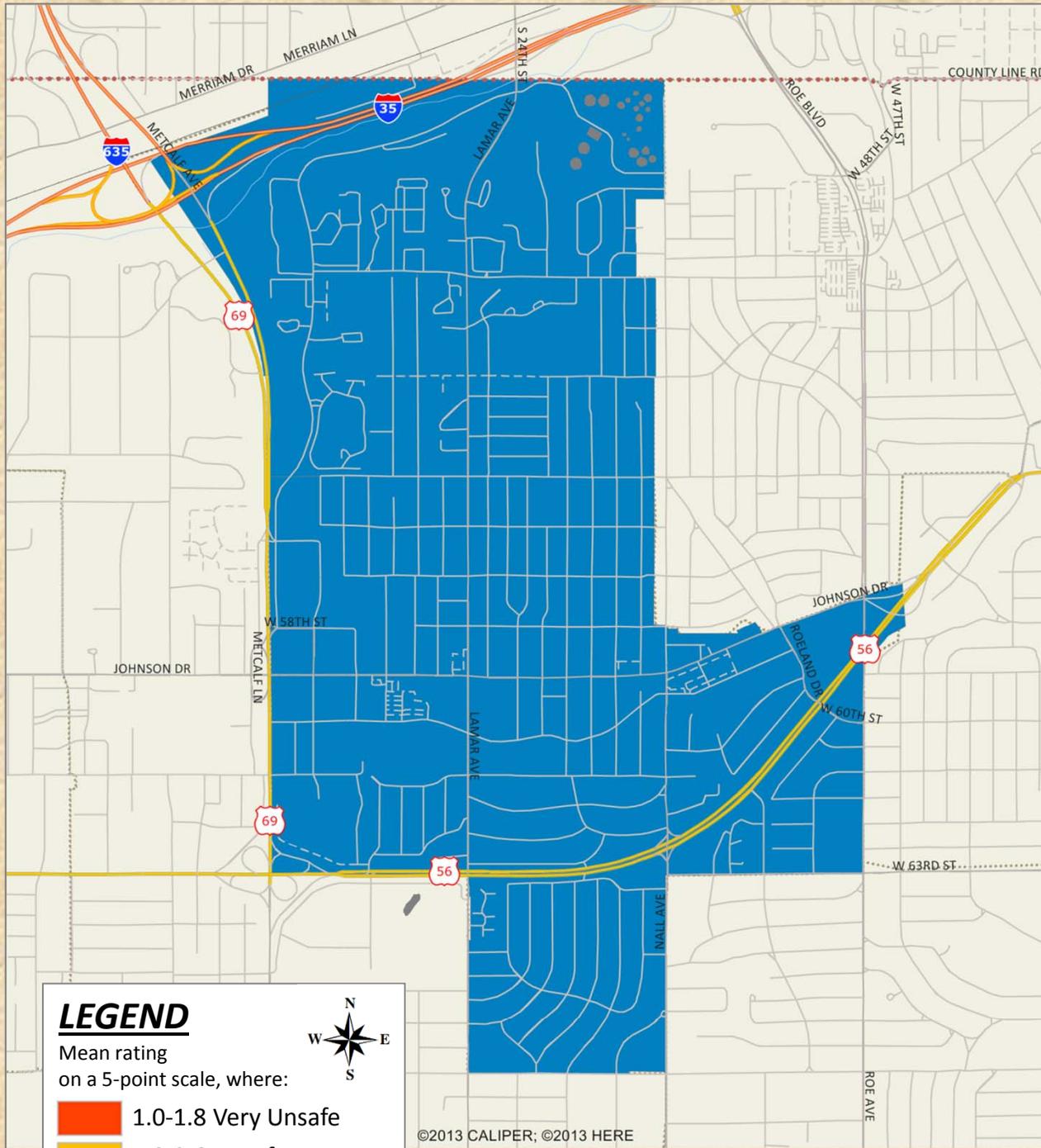
	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Residents Feeling of Safety

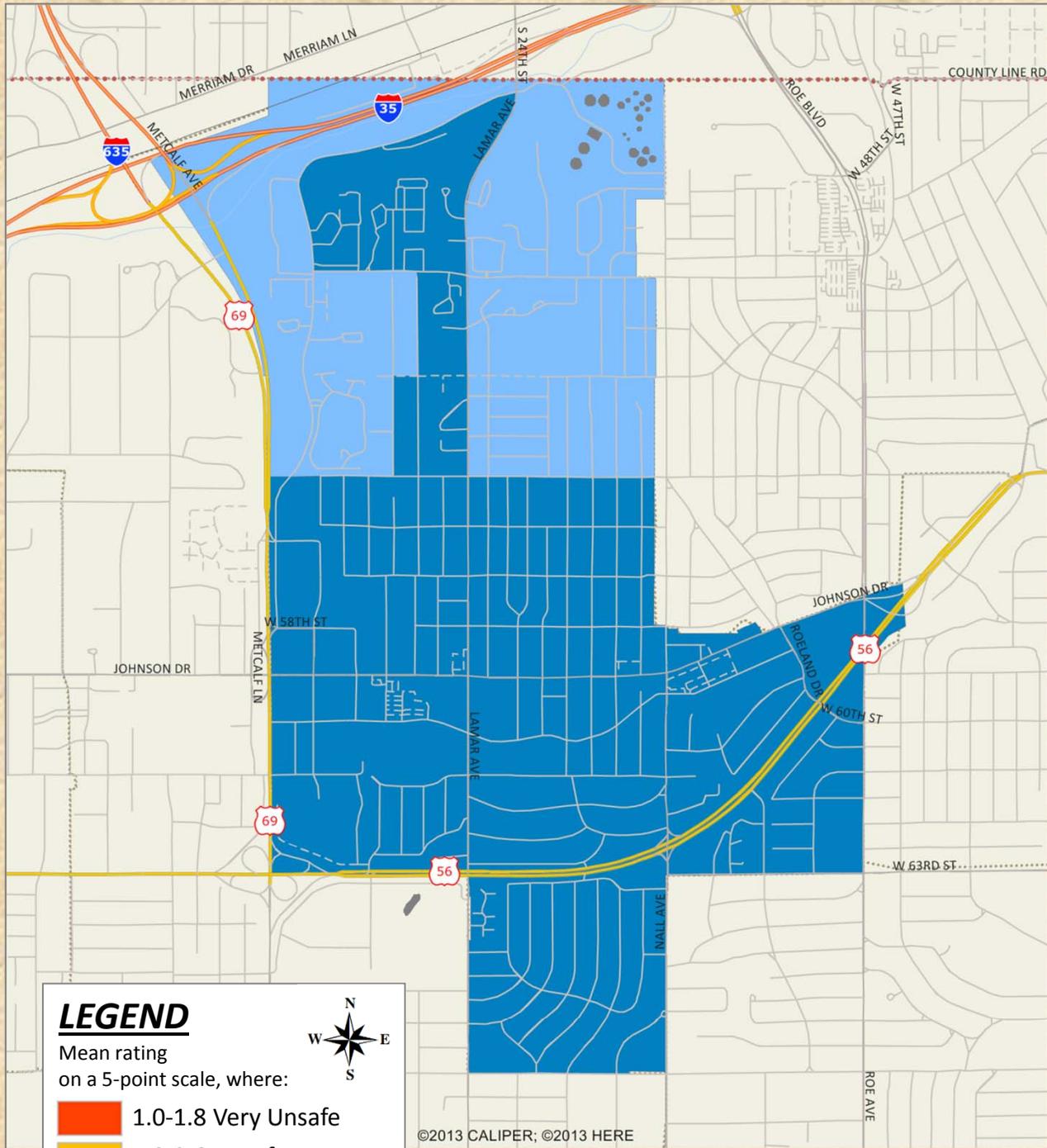
Question #7

Q7a. How Safe Residents Feel In Your Neighborhood During the Day



2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q7b. How Safe Residents Feel In Your Neighborhood at Night



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- Other (no responses)



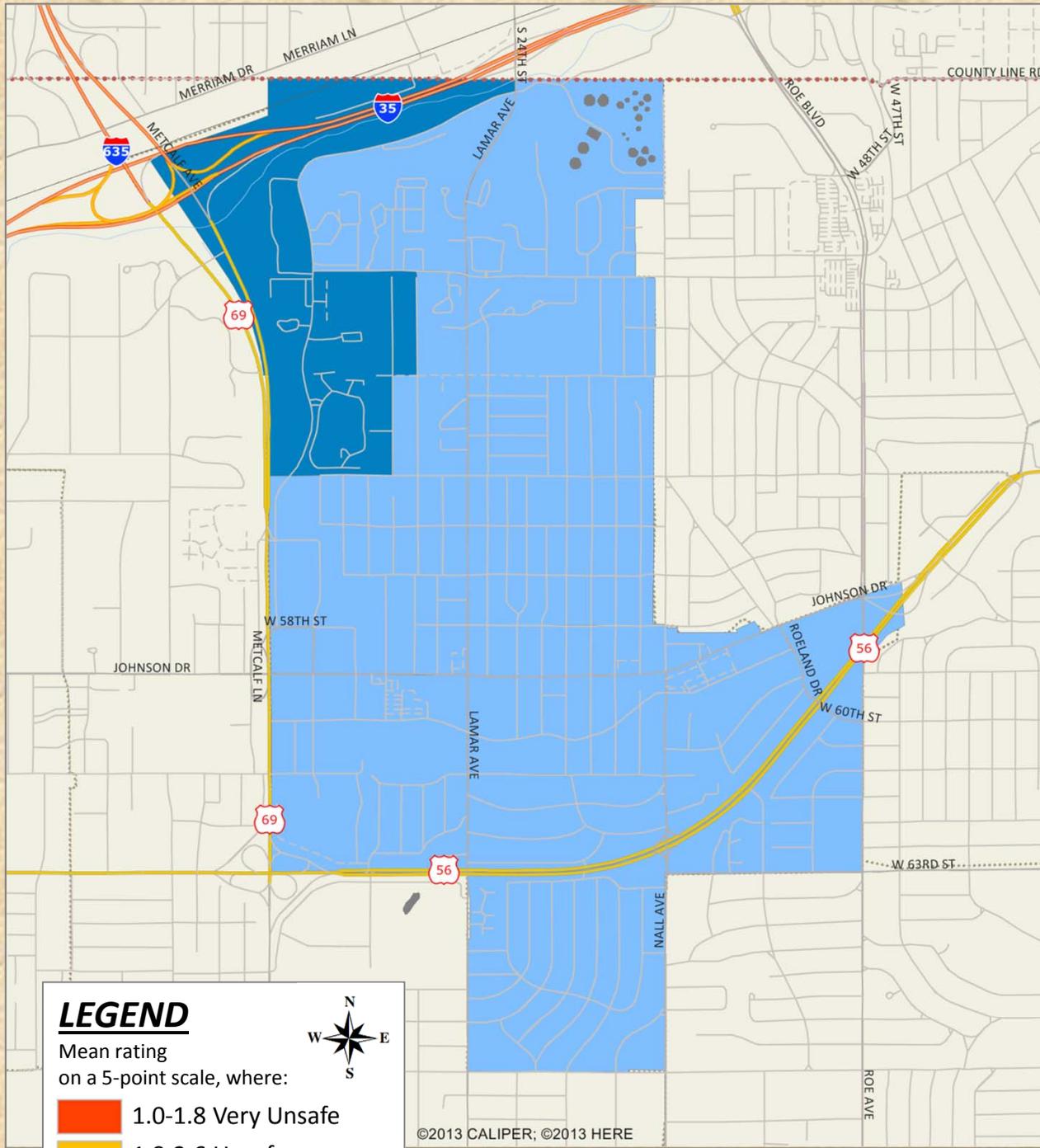
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2015 City of Mission

DirectionFinder® Survey

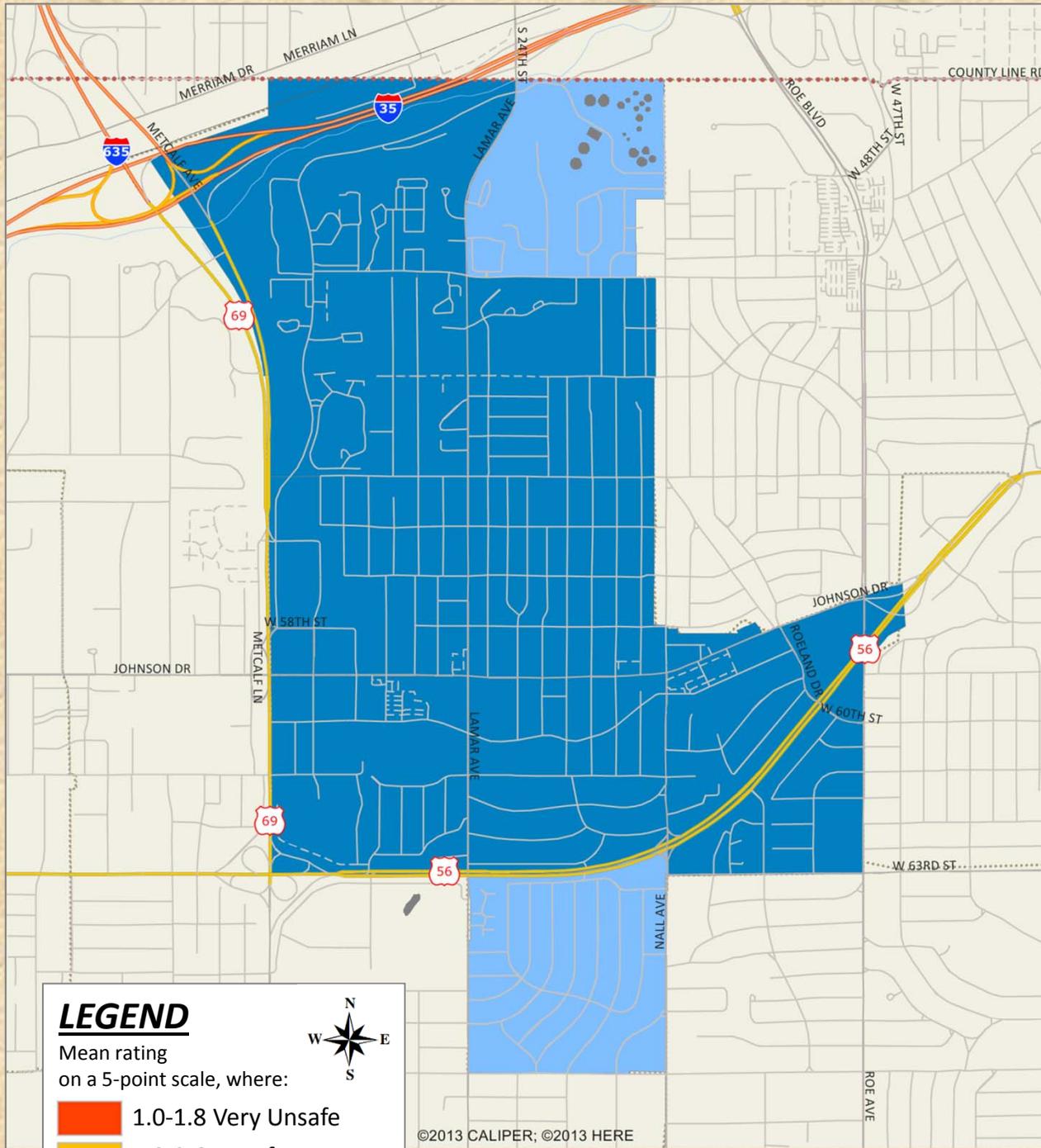
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q7c. How Safe Residents Feel In City Parks



2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q7d. How Safe Residents Feel In Commercial/Shopping Areas in Mission



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- Other (no responses)



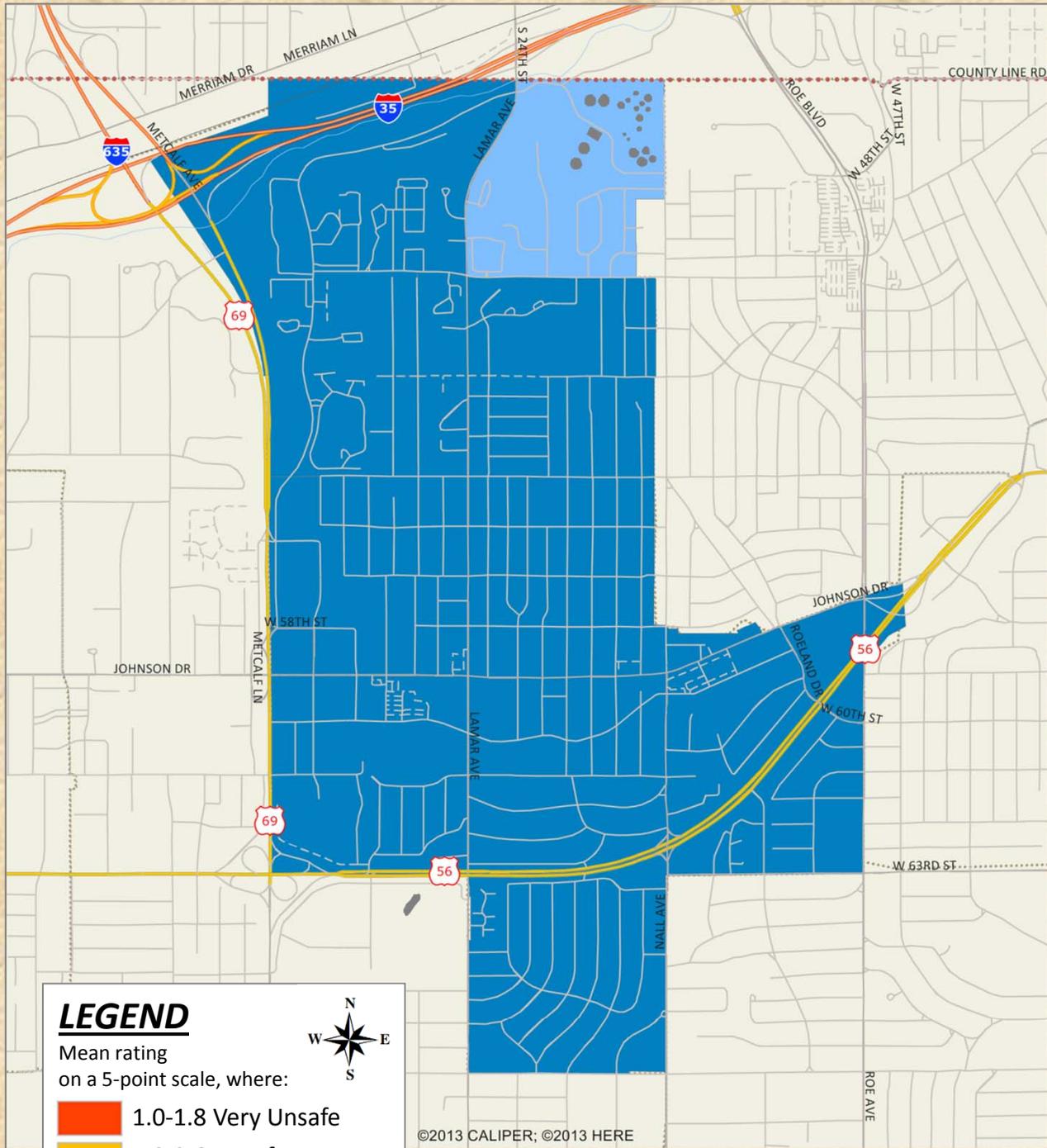
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2015 City of Mission

DirectionFinder® Survey

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

Q7e. Resident Overall Feeling of Safety in Mission

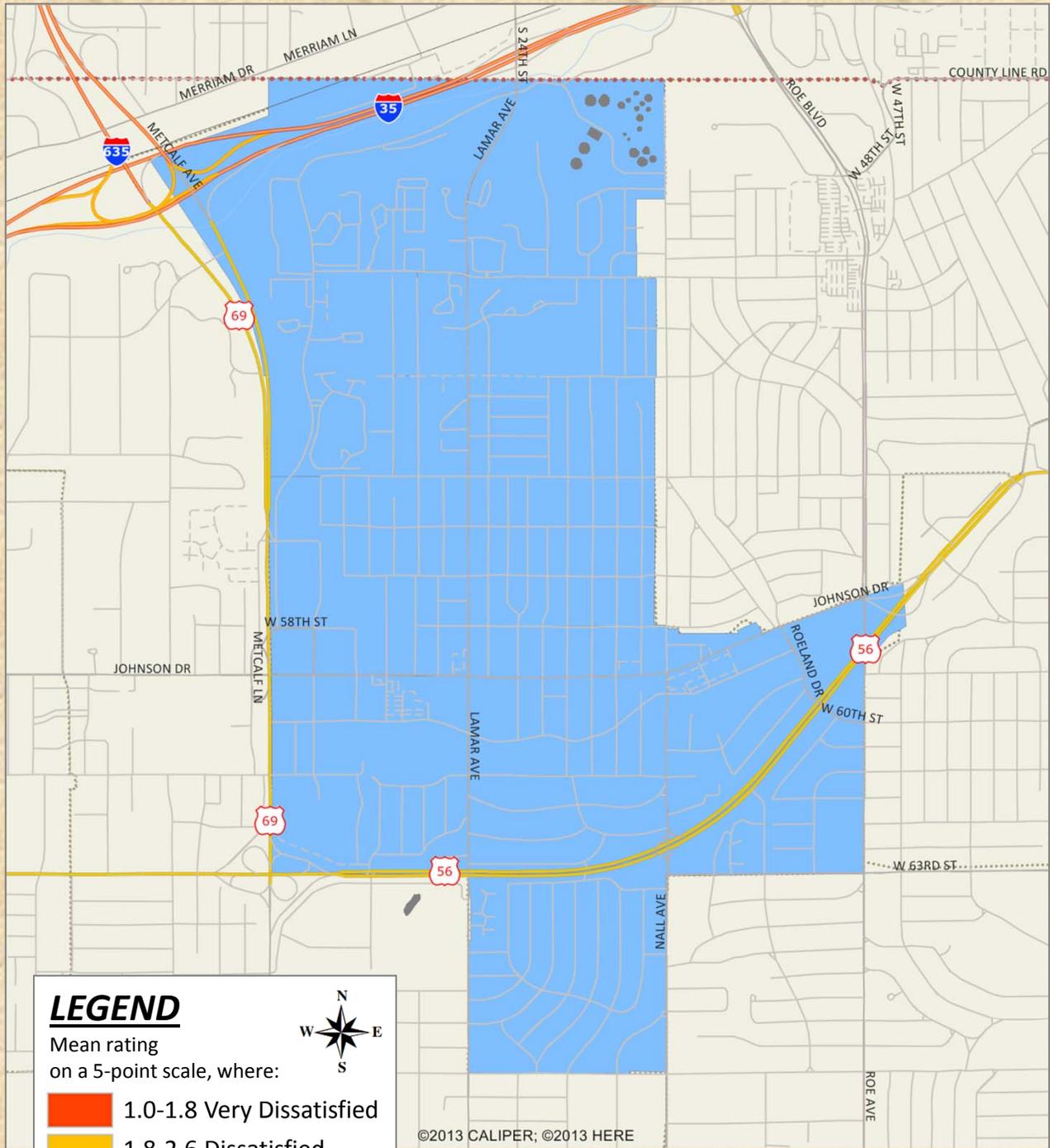


2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Satisfaction with Parks and Recreation

Question #9

Q9a. Satisfaction with the Maintenance of City Parks



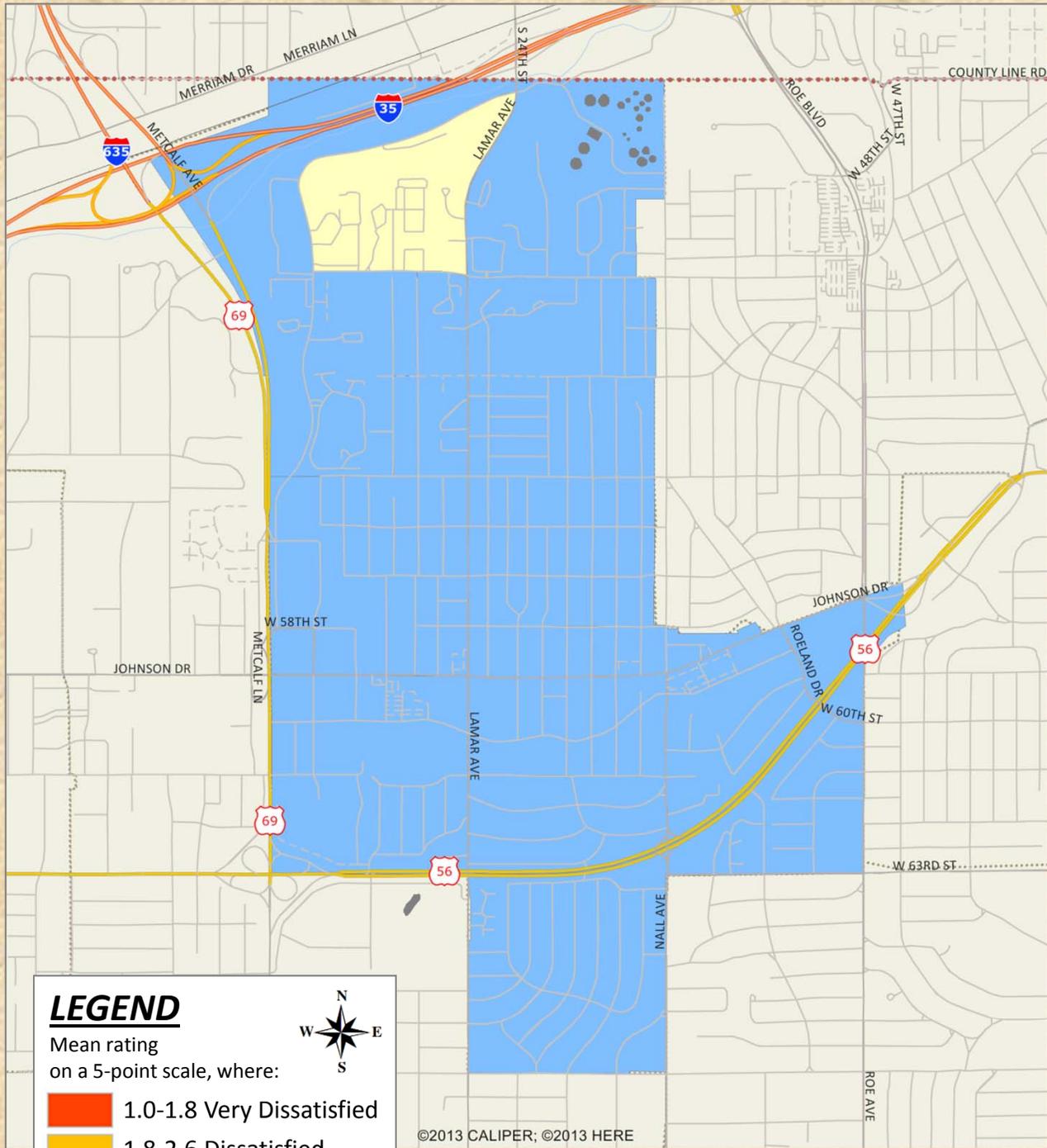
LEGEND

Mean rating on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9b. Satisfaction with the Number of City Parks



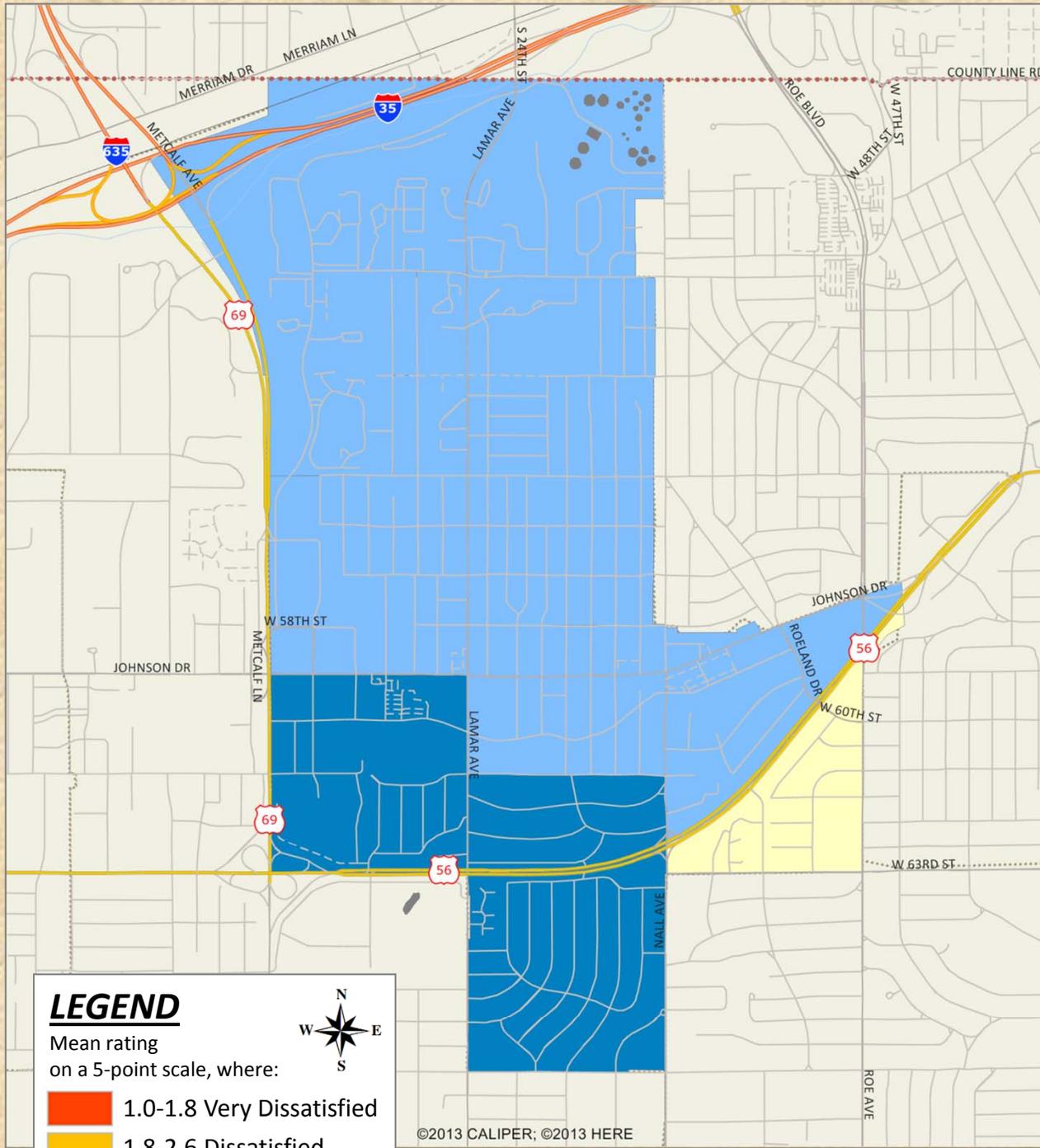
LEGEND

Mean rating on a 5-point scale, where:

■	1.0-1.8 Very Dissatisfied
■	1.8-2.6 Dissatisfied
■	2.6-3.4 Neutral
■	3.4-4.2 Satisfied
■	4.2-5.0 Very Satisfied
■	Other (no responses)

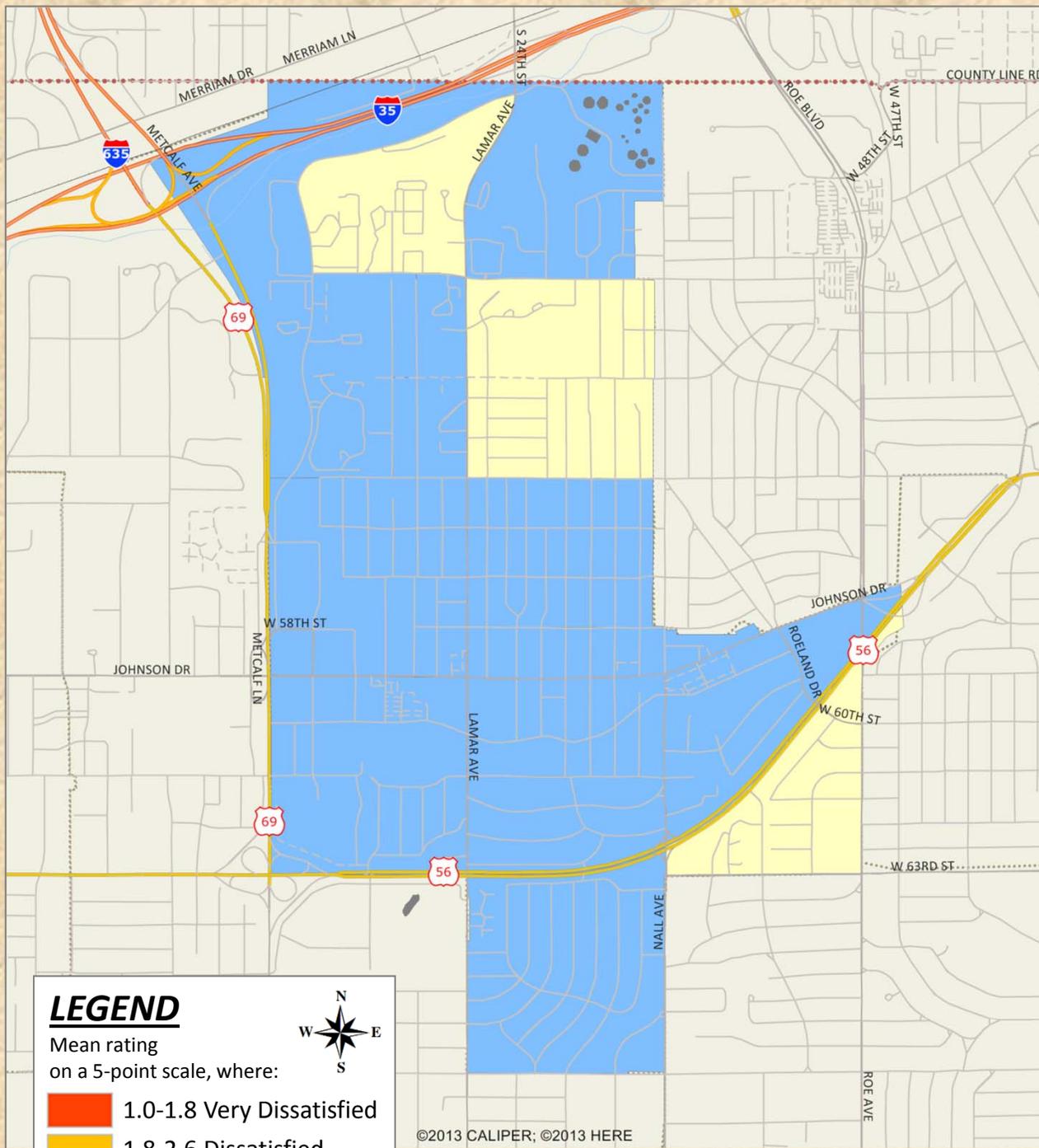
**2015 City of Mission
DirectionFinder® Survey**
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9c. Satisfaction with How Close Neighborhood Parks Are to Your Home



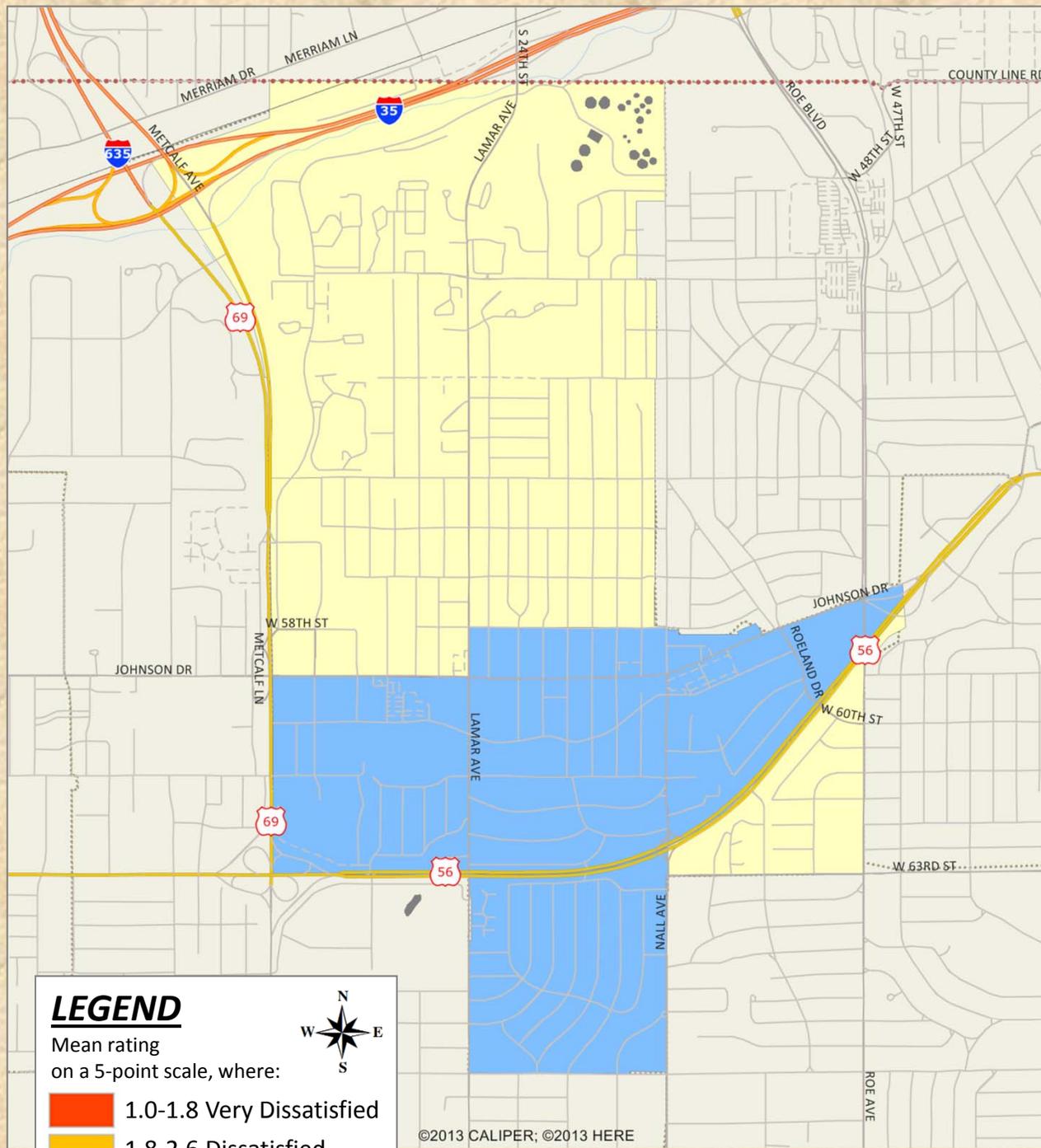
2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9d. Satisfaction with the Number of Walking and Biking Trails (Within City Parks)



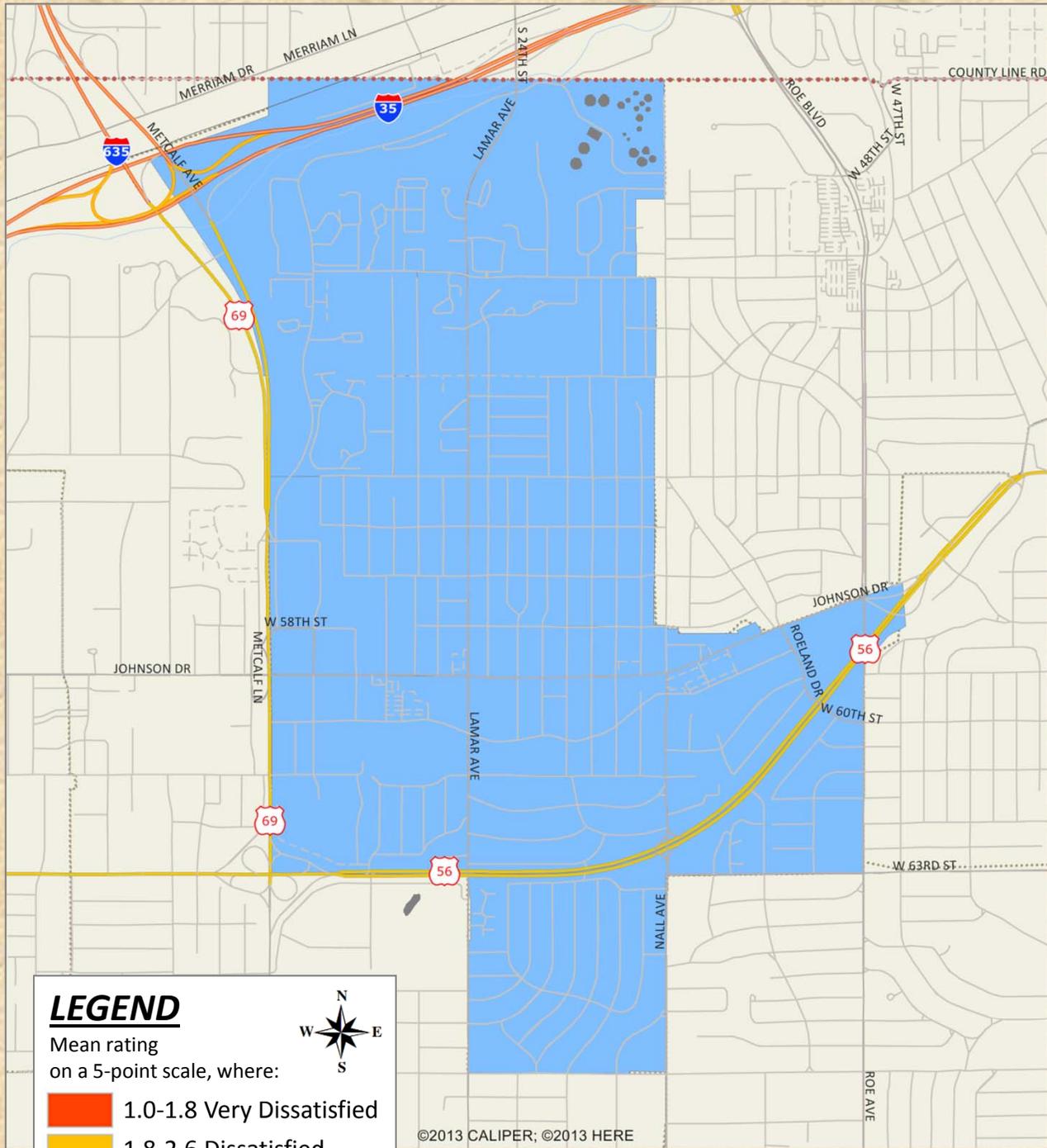
2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9e. Satisfaction with the Number of Walking and Biking Trails (Throughout City of Mission)



2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9f. Satisfaction with the Overall Appearance of Parks and Green Spaces



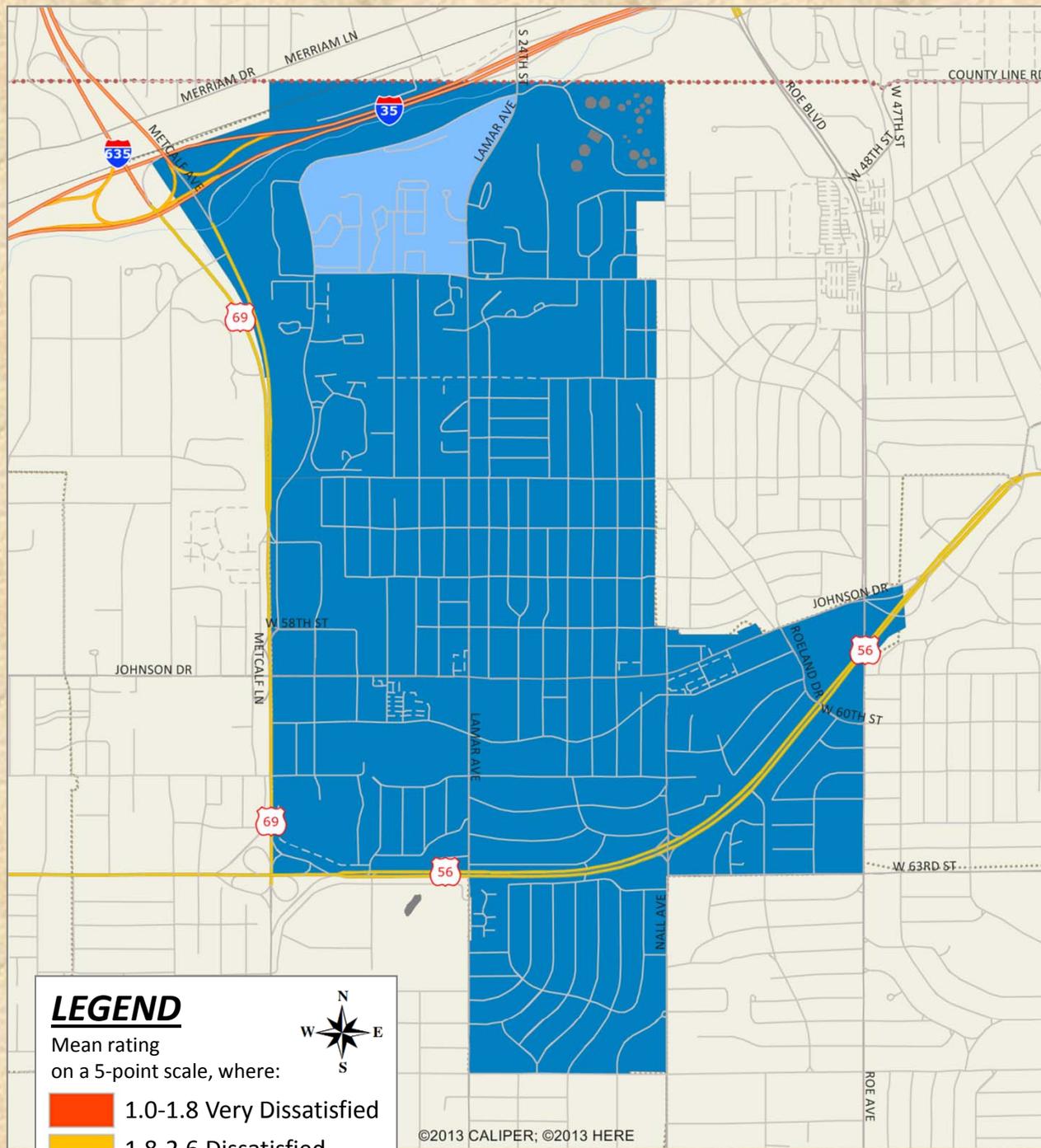
LEGEND

Mean rating on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9g. Satisfaction with the Quality of the Community Center



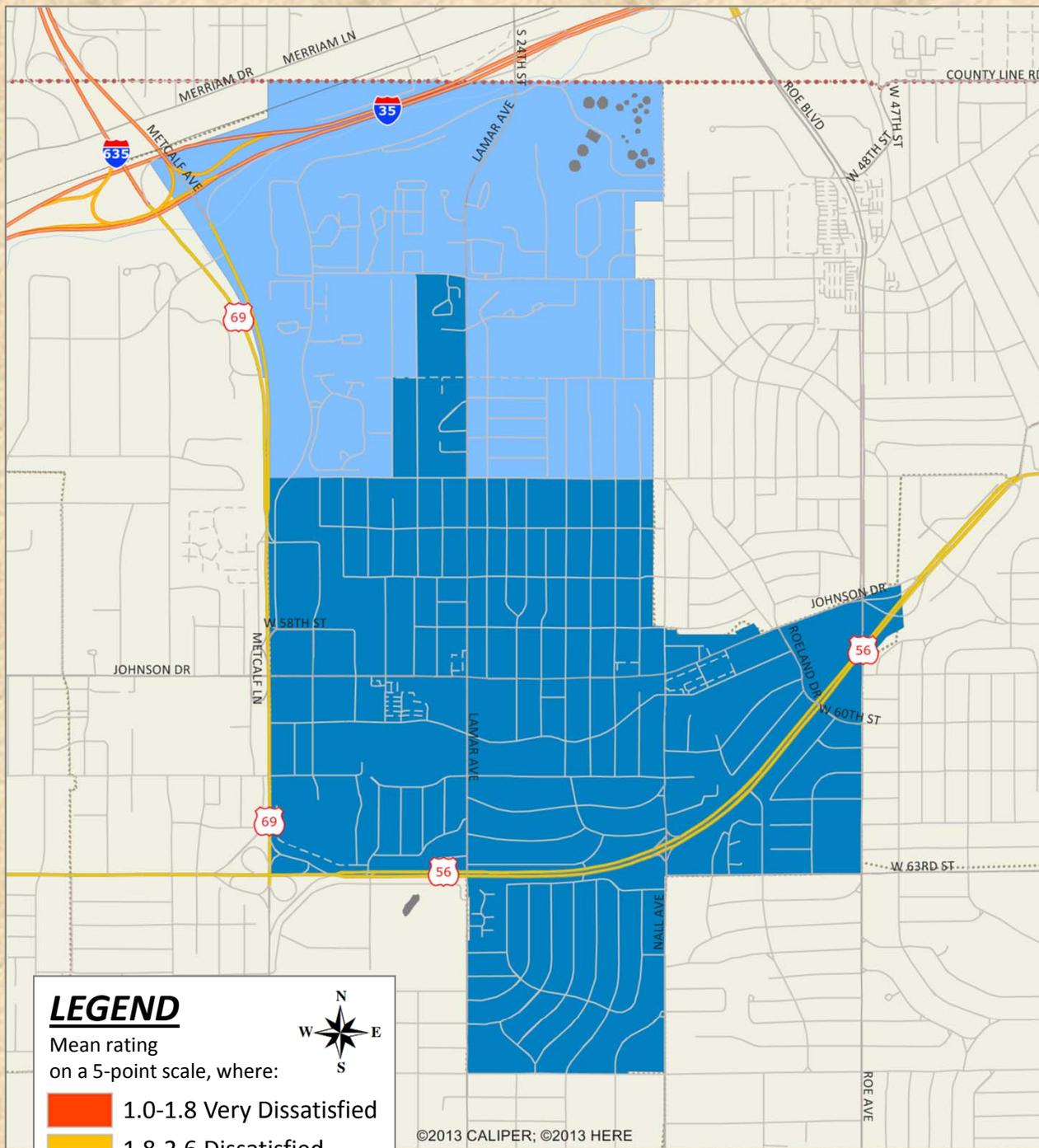
LEGEND

Mean rating on a 5-point scale, where:

■	1.0-1.8 Very Dissatisfied
■	1.8-2.6 Dissatisfied
■	2.6-3.4 Neutral
■	3.4-4.2 Satisfied
■	4.2-5.0 Very Satisfied
	Other (no responses)

**2015 City of Mission
DirectionFinder® Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q9h. Satisfaction with the Quality of the Outdoor Aquatics Facilities

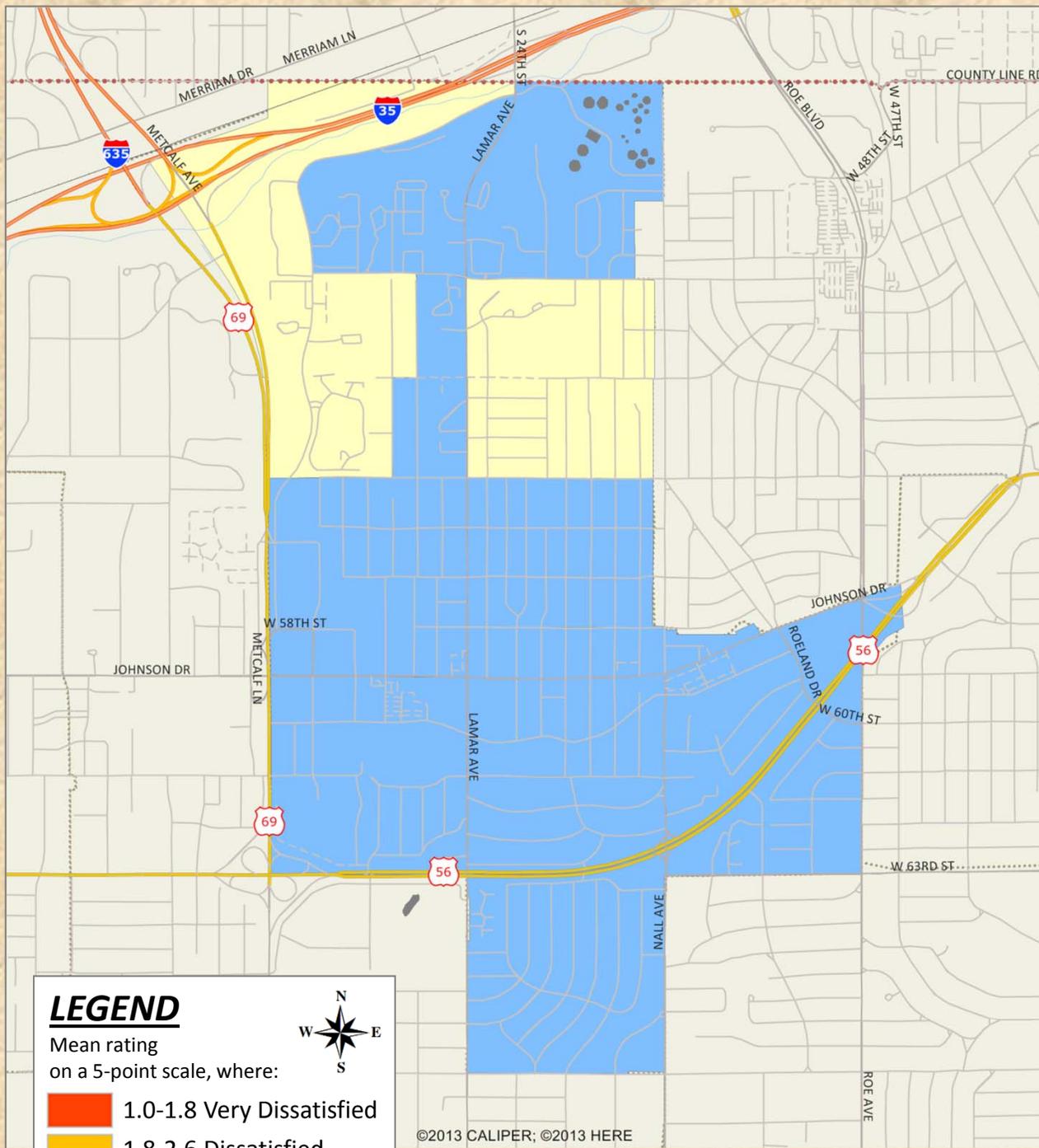


2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Satisfaction with Enforcement of City Codes and Ordinances

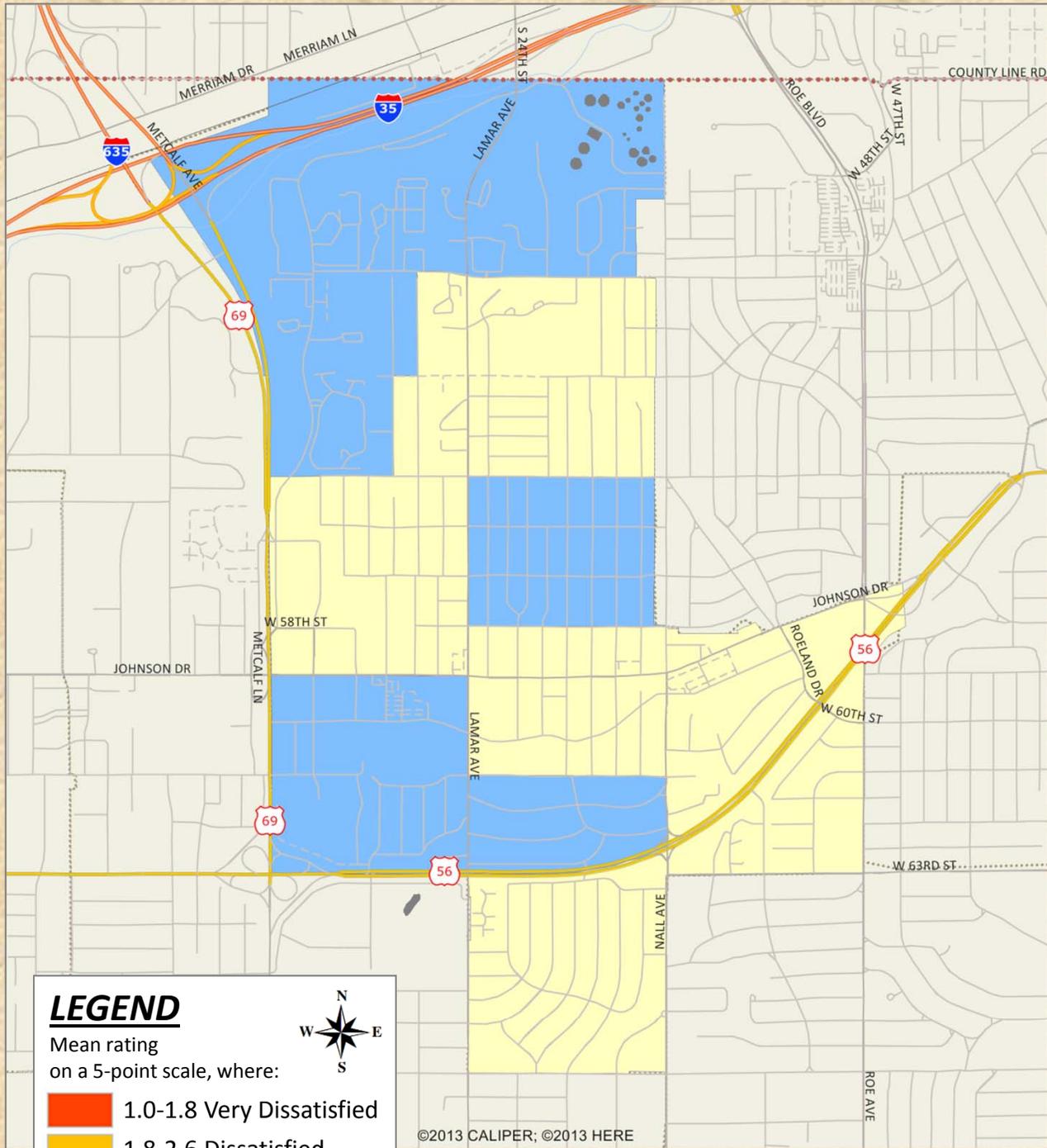
Question #11

Q11a. Satisfaction with the Enforcing the Clean Up of Litter and Debris on Private Property



2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11b. Satisfaction with Enforcing the Moving of Grass and Weeds on Private Property



LEGEND

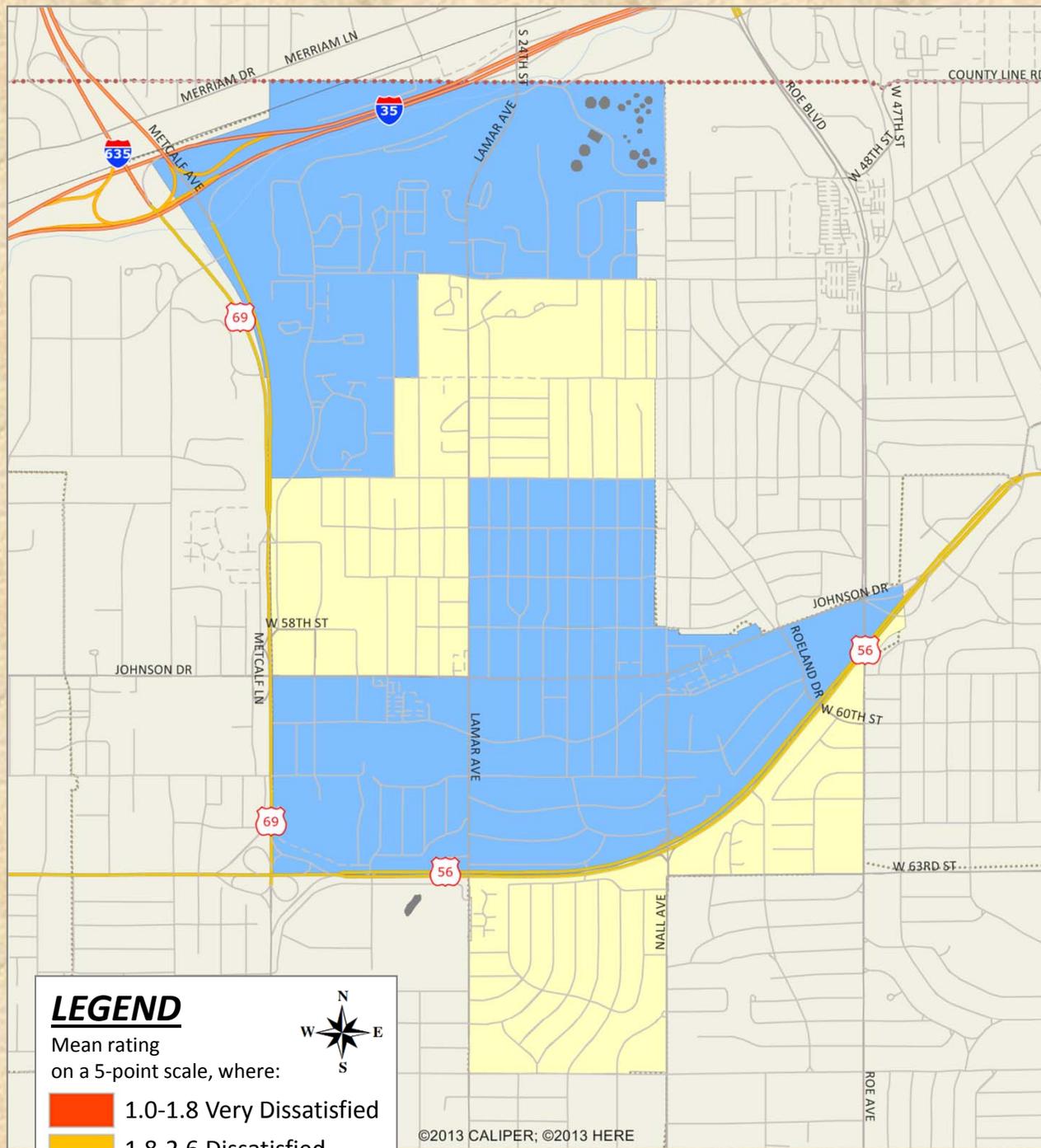
Mean rating on a 5-point scale, where:

■	1.0-1.8 Very Dissatisfied
■	1.8-2.6 Dissatisfied
■	2.6-3.4 Neutral
■	3.4-4.2 Satisfied
■	4.2-5.0 Very Satisfied
	Other (no responses)

**2015 City of Mission
DirectionFinder® Survey**

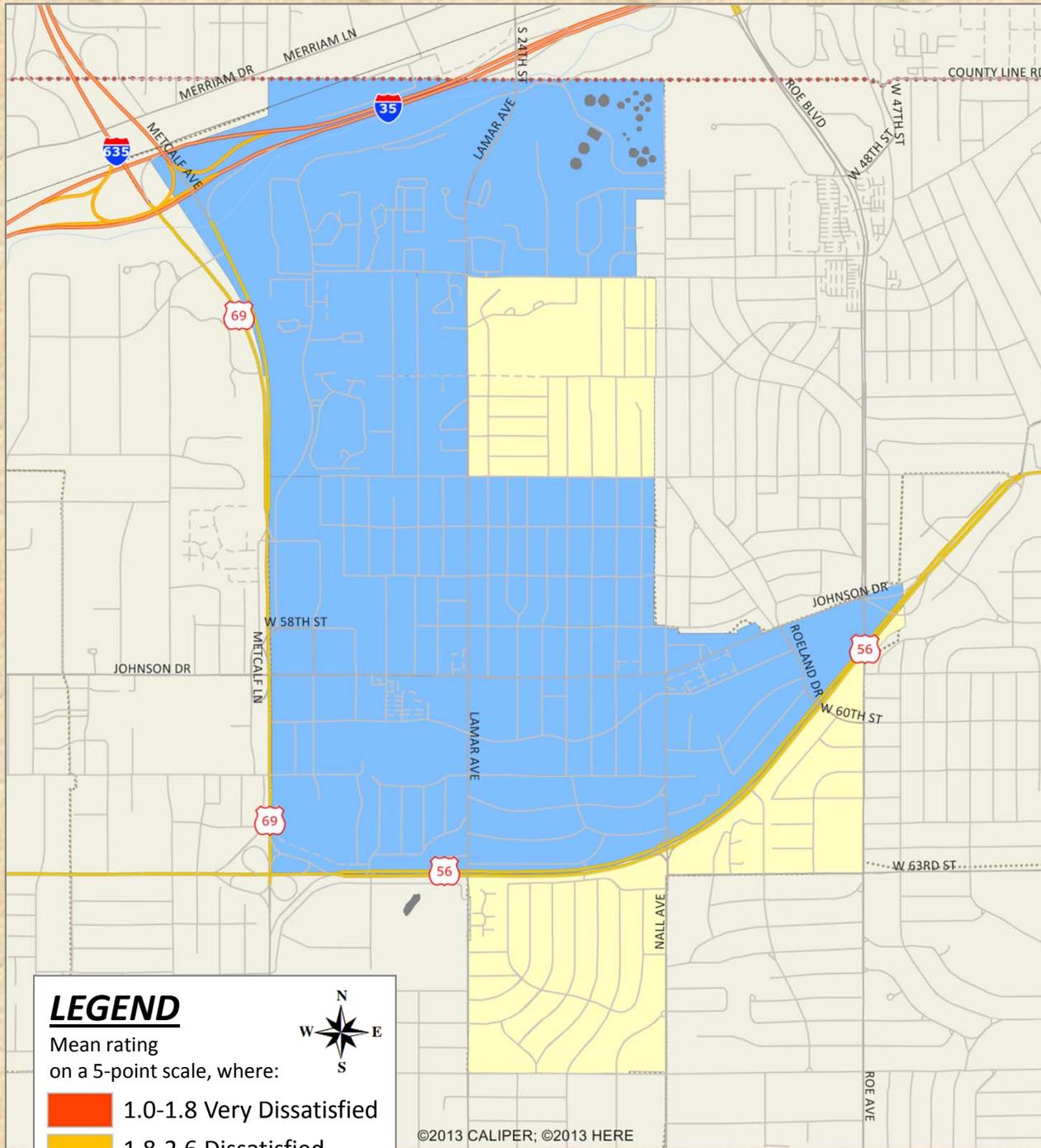
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11c. Satisfaction with the Enforcing the Exterior Maintenance of Residential Property



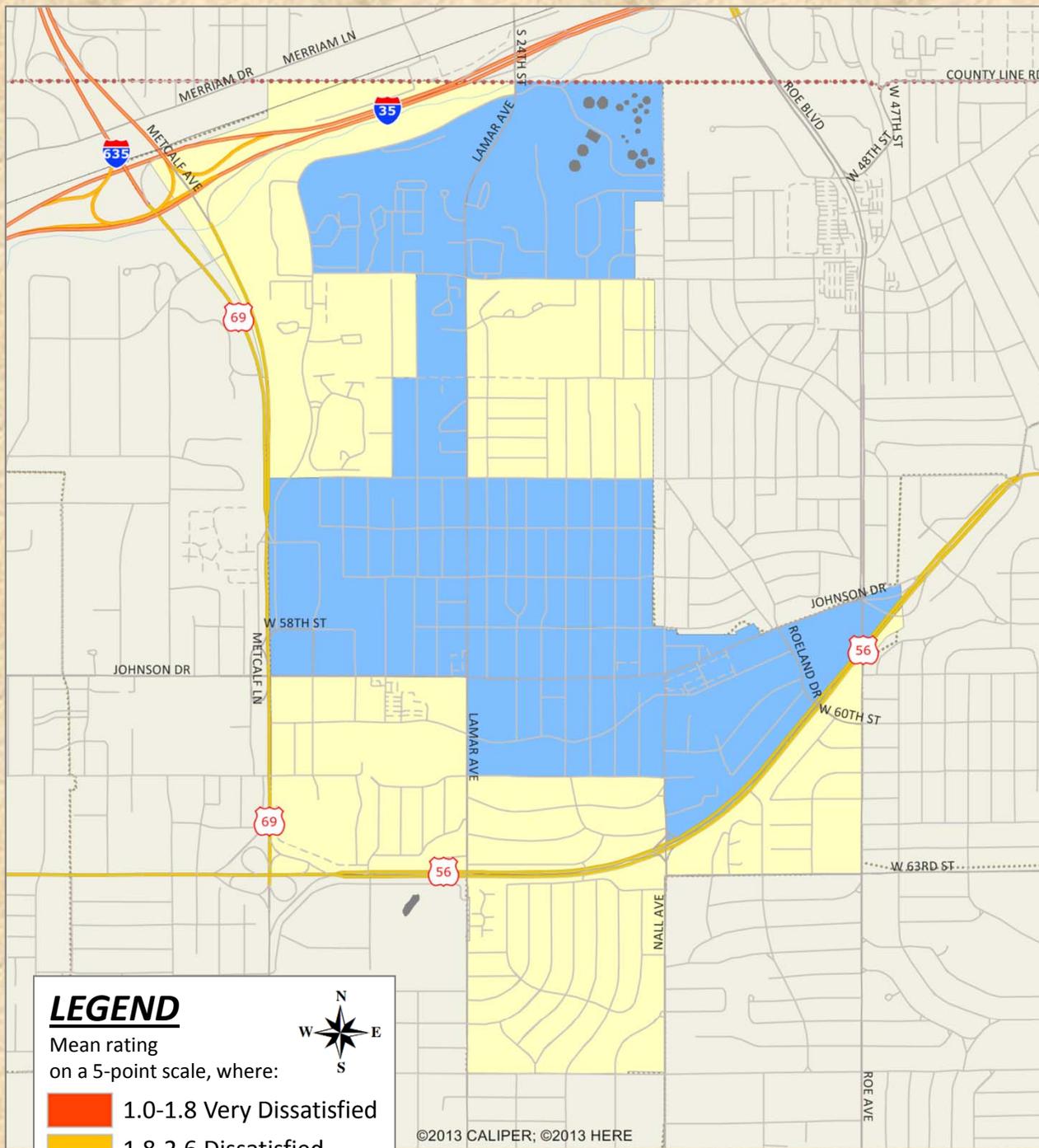
2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11d. Satisfaction with Enforcing the Exterior Maintenance of Commercial Property



2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11e. Satisfaction with Enforcing the Maintenance of Multi-Family Residential Property



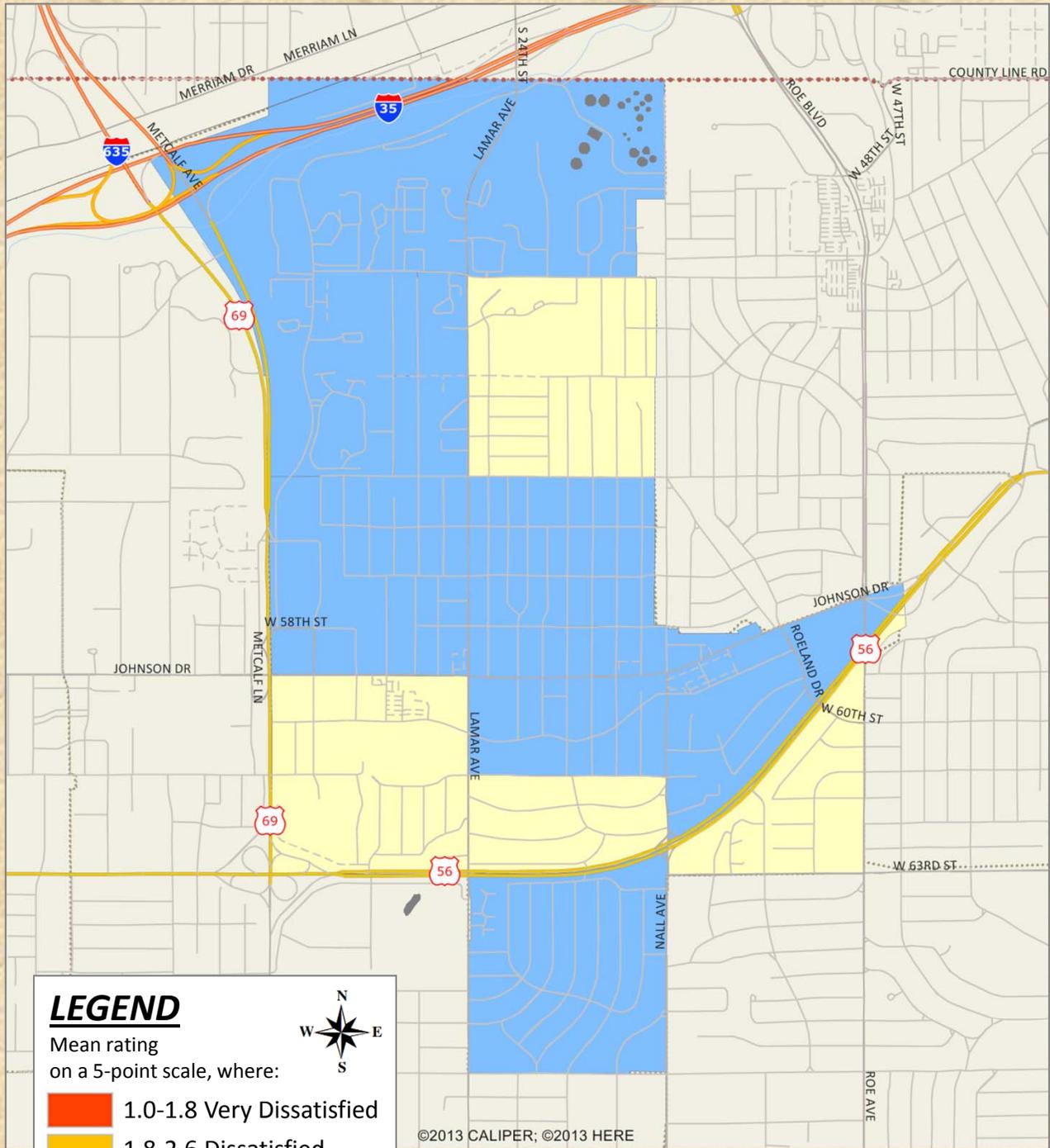
LEGEND

Mean rating on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q11f. Satisfaction with Enforcing the City's Sign Code Ordinances



LEGEND

Mean rating on a 5-point scale, where:

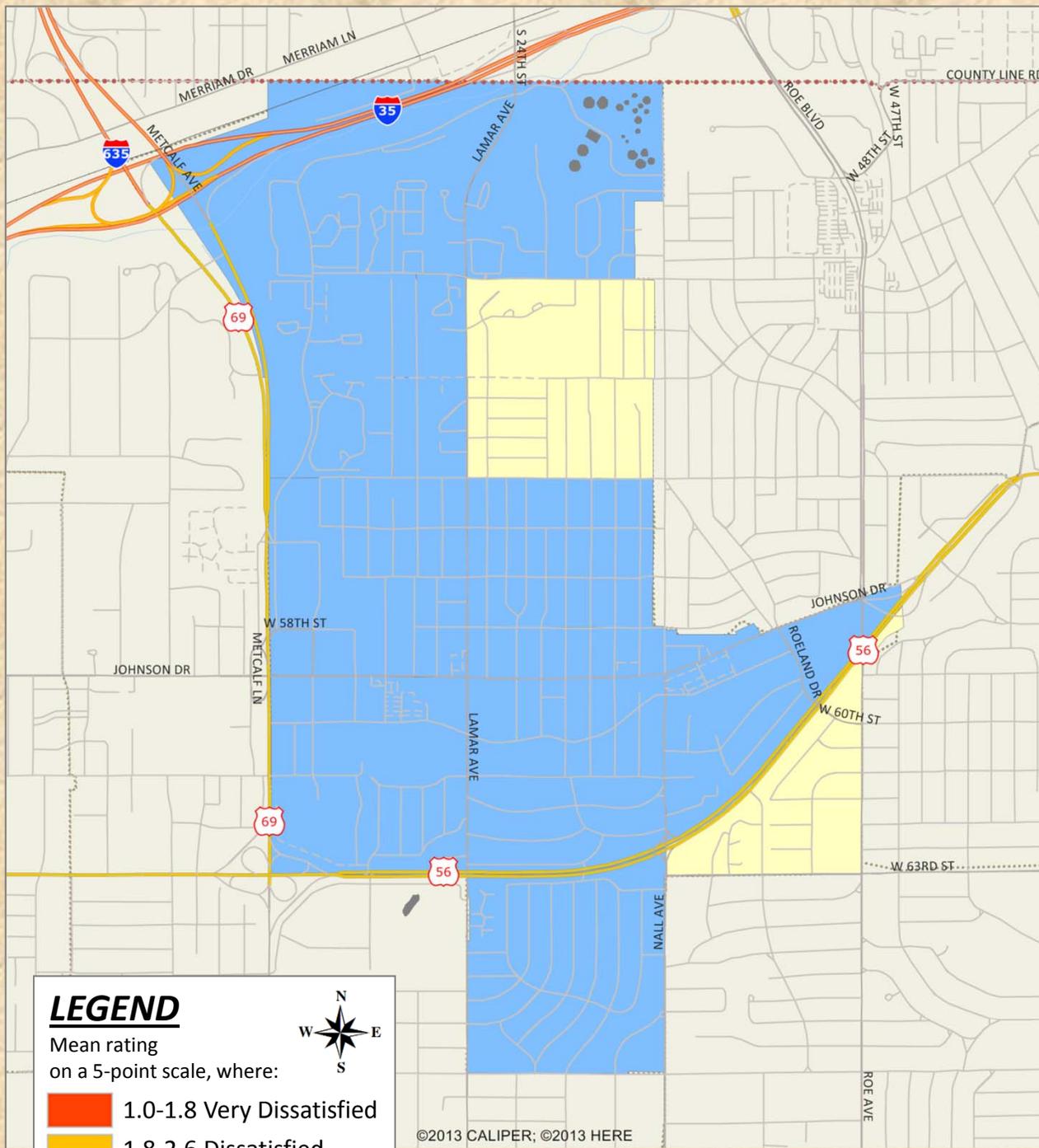
	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)



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

Q11g. Satisfaction with the City's Efforts in Helping Support Neighborhoods and Property Values

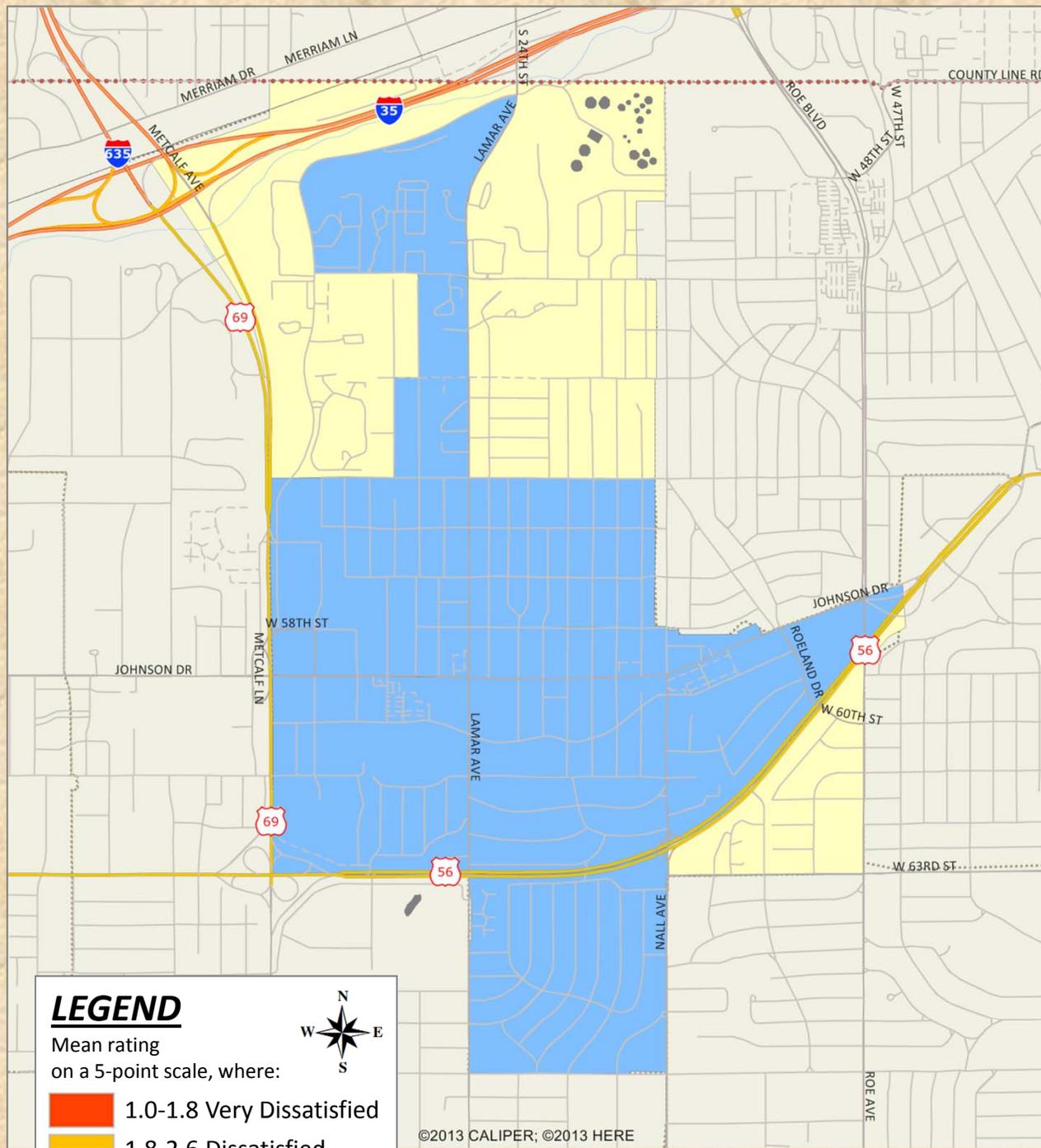


**2015 City of Mission
 DirectionFinder® Survey**
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Satisfaction with Public Works

Question #14

Q14a. Satisfaction with the Maintenance of City Streets-Neighborhoods



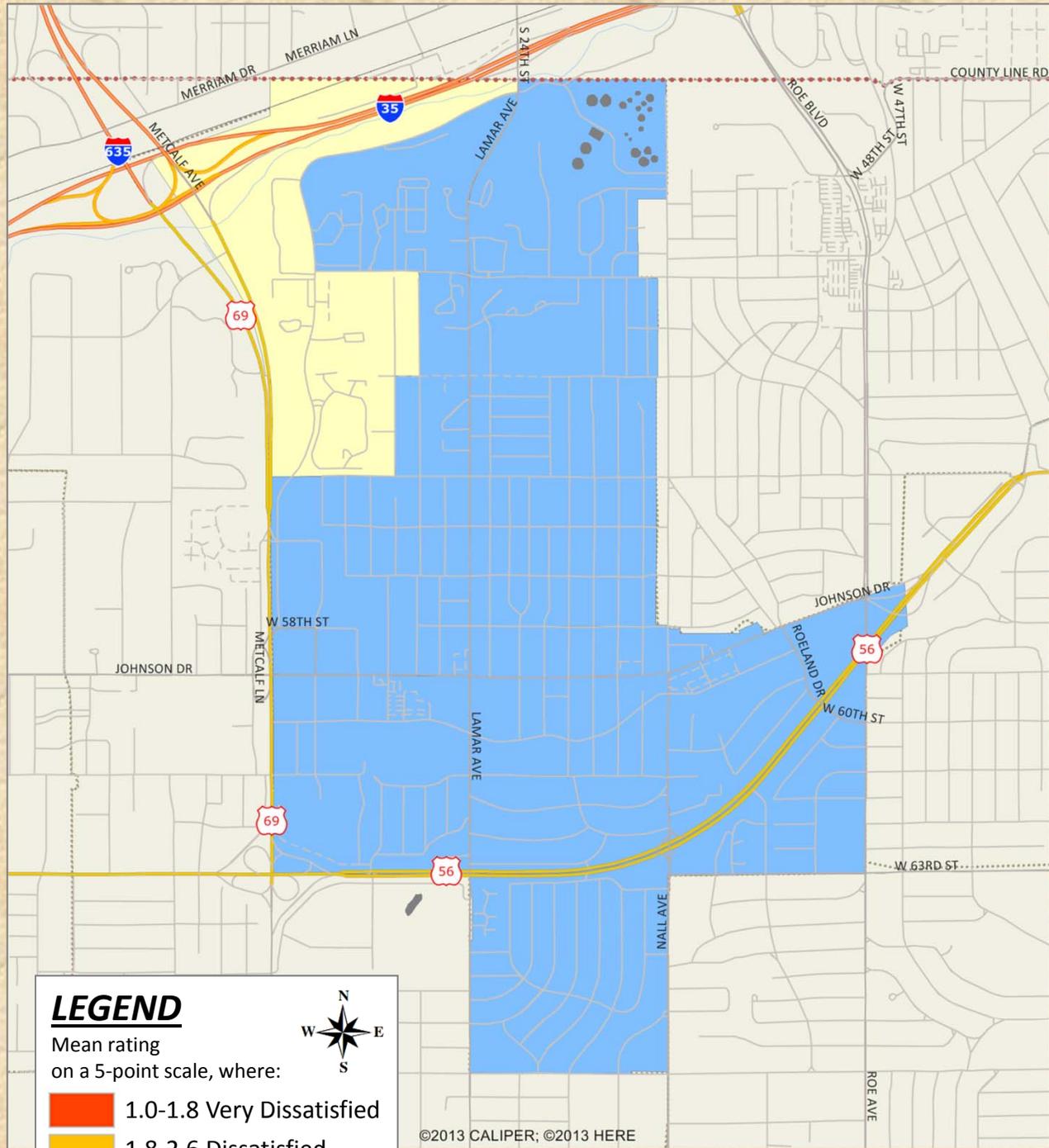
LEGEND

Mean rating on a 5-point scale, where:

■	1.0-1.8 Very Dissatisfied
■	1.8-2.6 Dissatisfied
■	2.6-3.4 Neutral
■	3.4-4.2 Satisfied
■	4.2-5.0 Very Satisfied
■	Other (no responses)

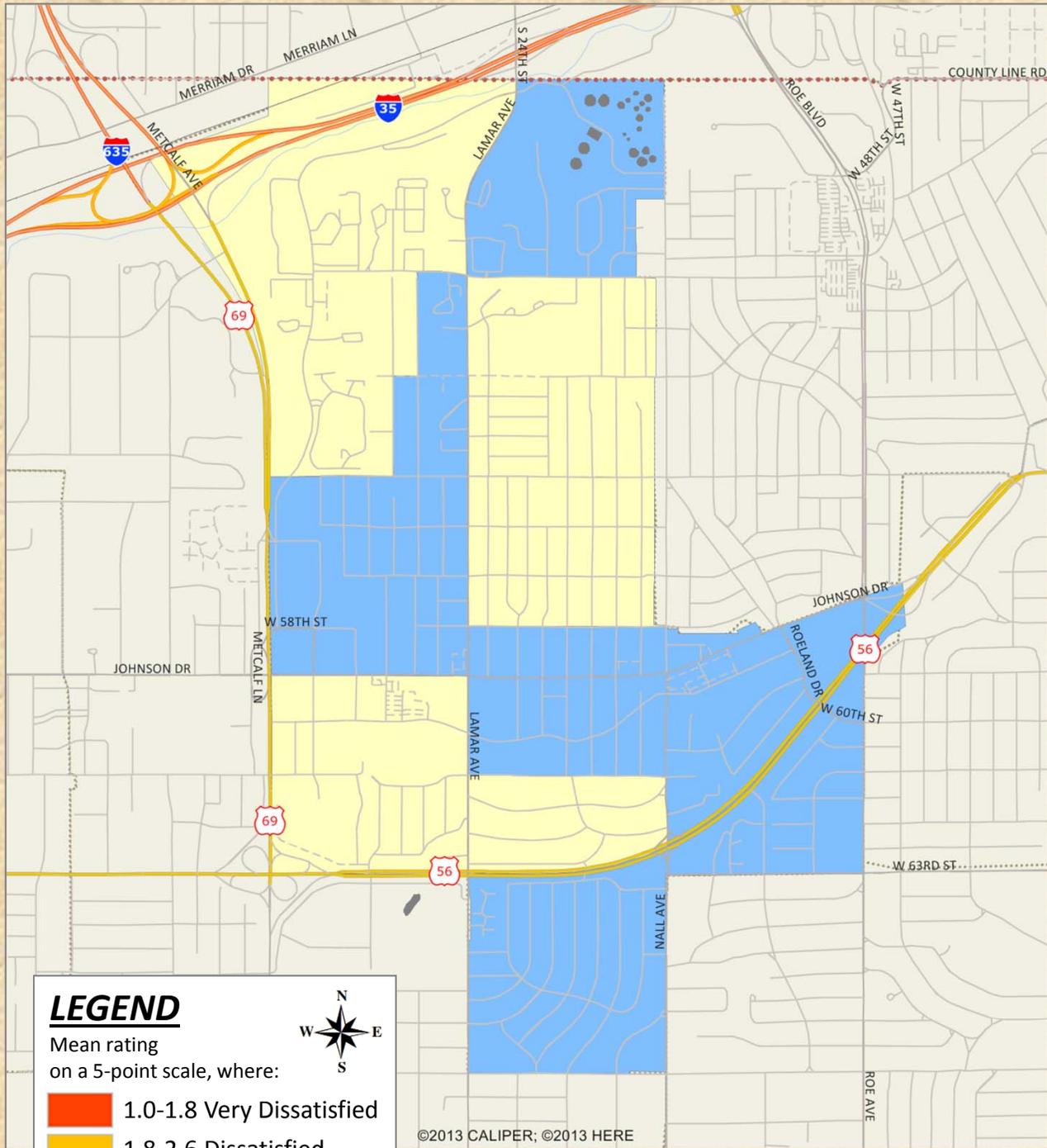
**2015 City of Mission
DirectionFinder® Survey**
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14b. Satisfaction with the Maintenance of City Streets-Major Thoroughfares



2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14c. Satisfaction with the Maintenance of Sidewalks



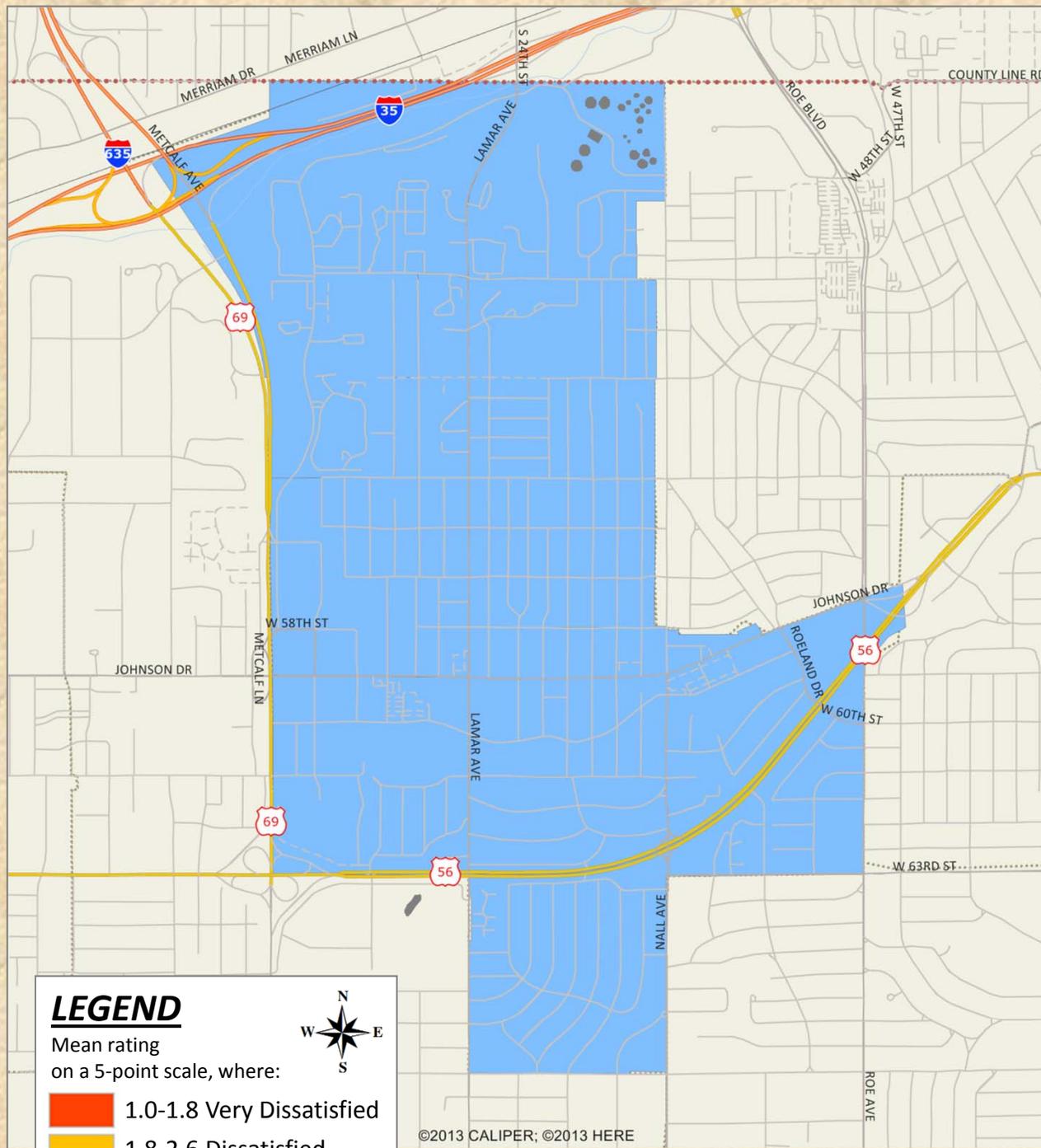
LEGEND

Mean rating on a 5-point scale, where:

■	1.0-1.8 Very Dissatisfied
■	1.8-2.6 Dissatisfied
■	2.6-3.4 Neutral
■	3.4-4.2 Satisfied
■	4.2-5.0 Very Satisfied
■	Other (no responses)

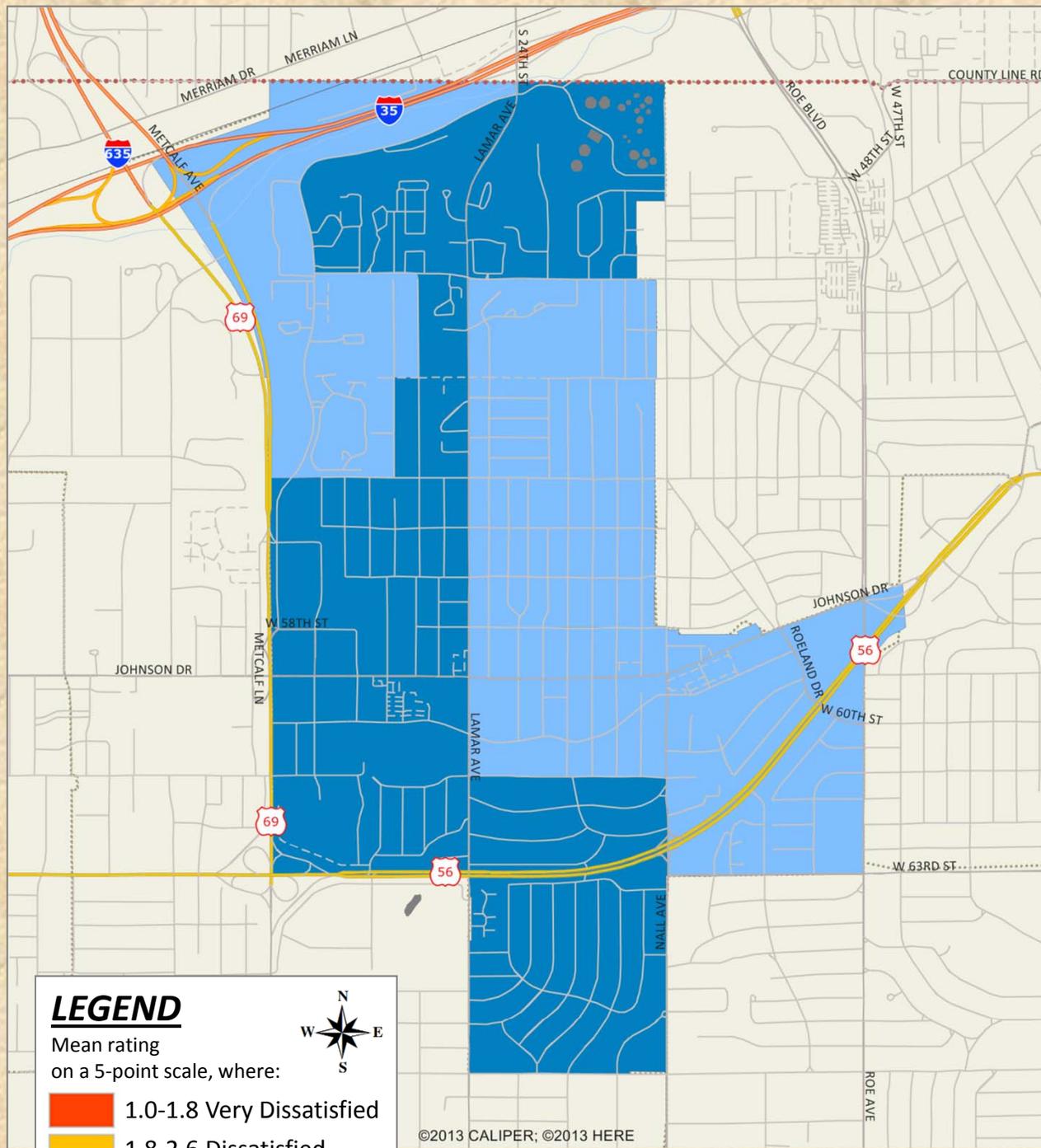
2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14d. Satisfaction with the Maintenance of Street Signs/Traffic Signals



2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14e. Satisfaction with Snow Removal on Major City Streets



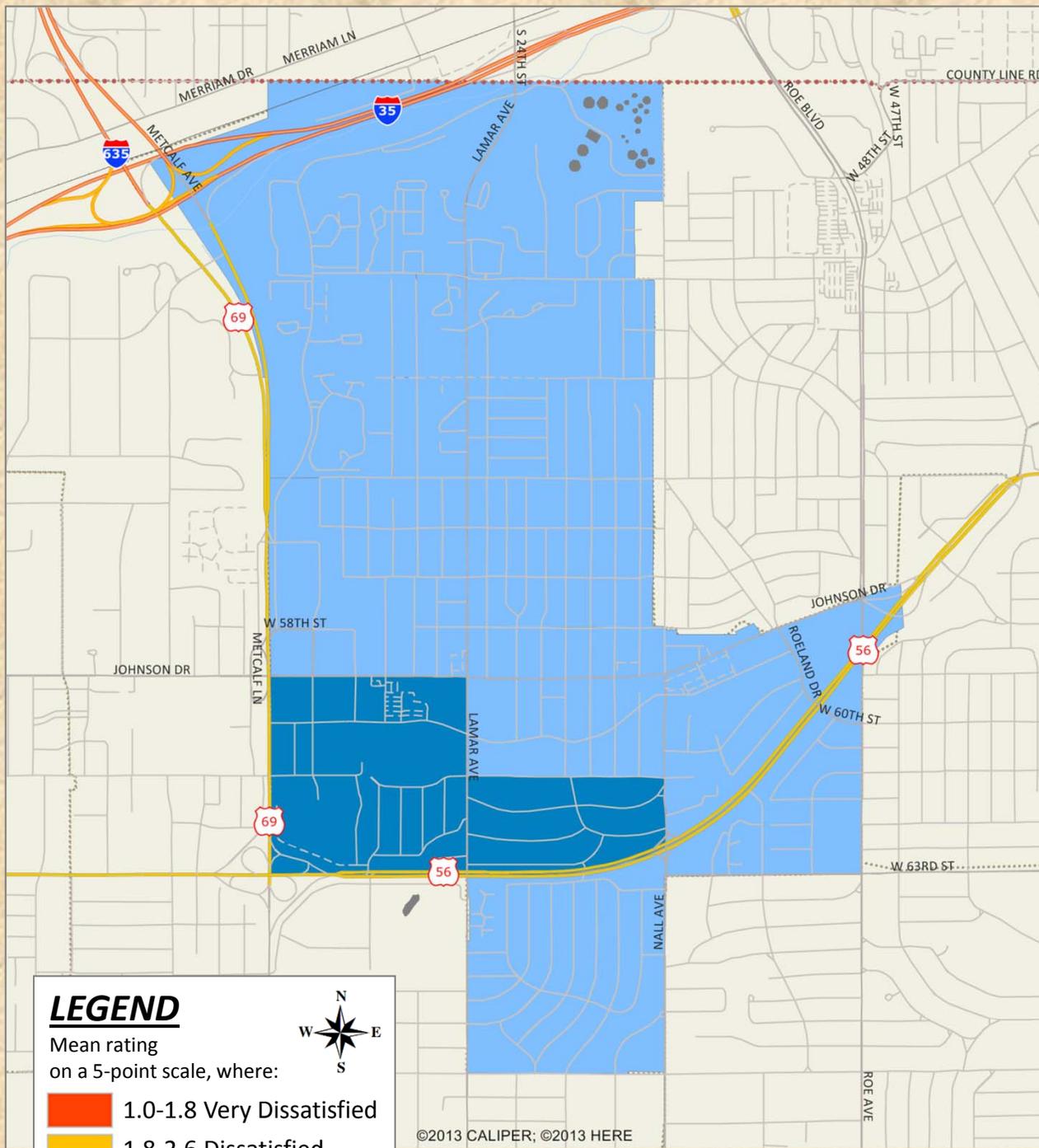
LEGEND

Mean rating on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q14f. Satisfaction with Snow Removal on Neighborhood Streets

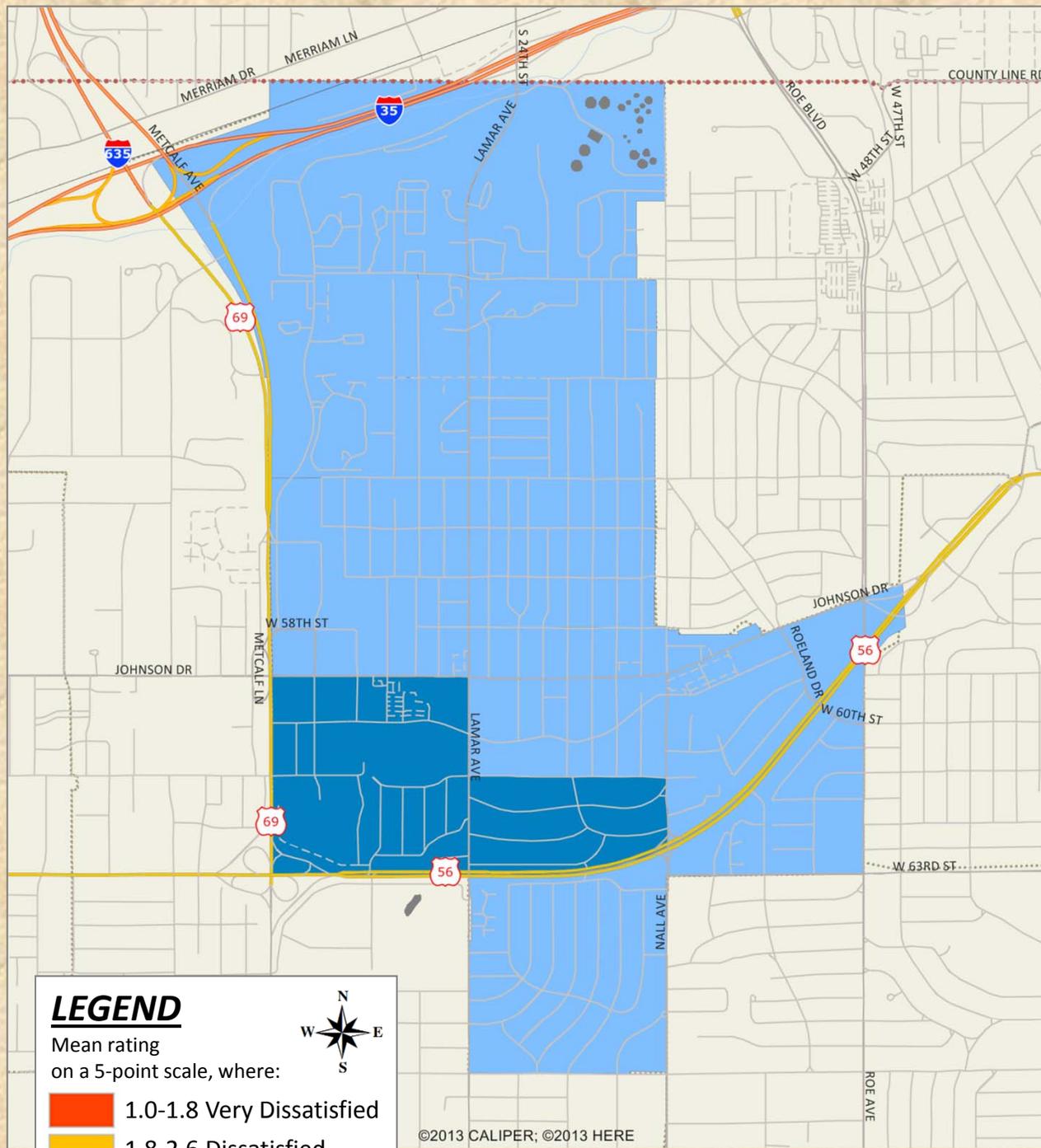


2015 City of Mission

DirectionFinder® Survey

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

Q14g. Satisfaction with the Overall Cleanliness of City Streets and Other Public Areas

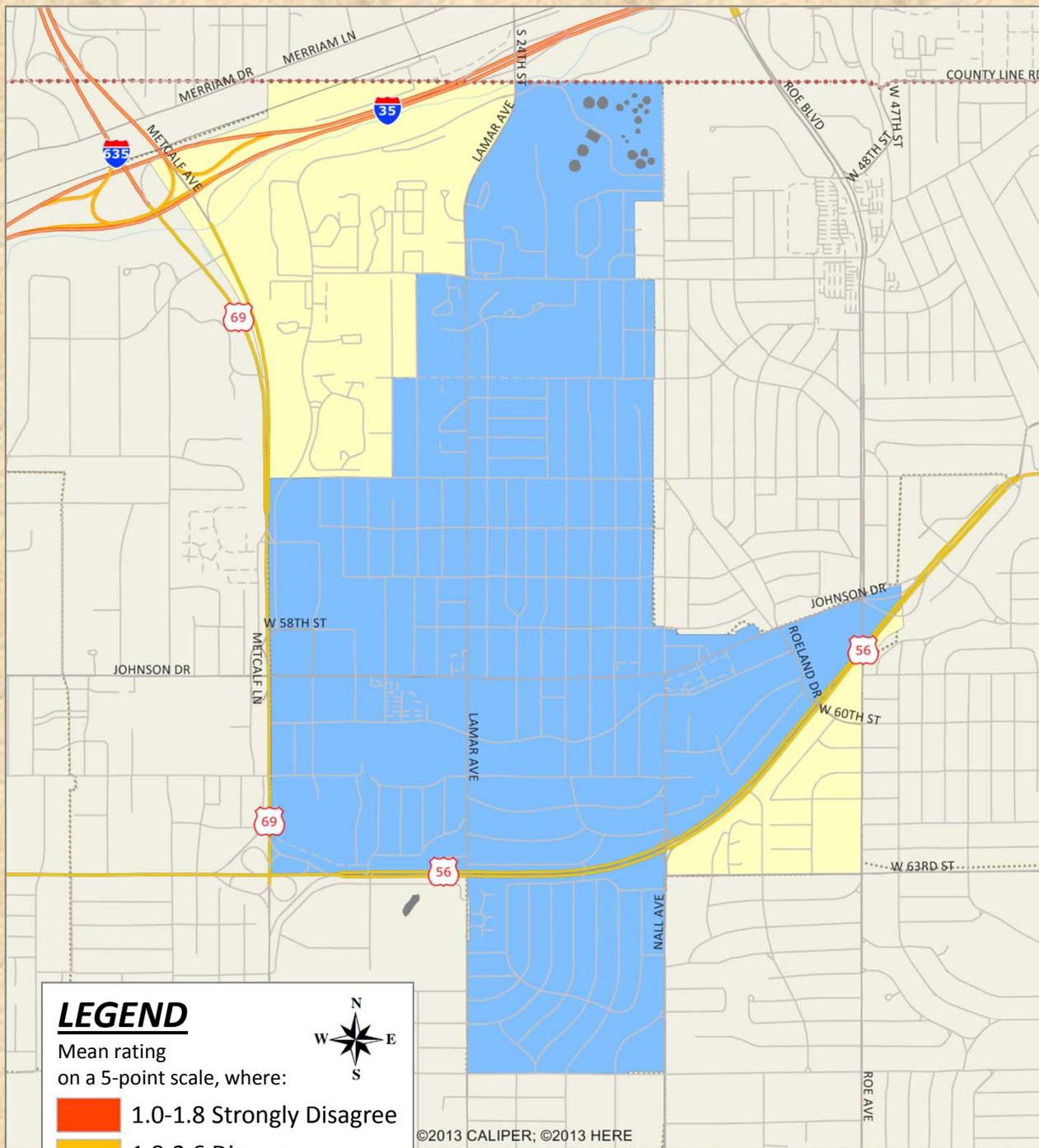


2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Level of Agreement with Walkability/ Bikeability

Question #16

Q16a. Agreement with Members of My Household Can Safely Walk or Bike to Parks in the City of Mission



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)



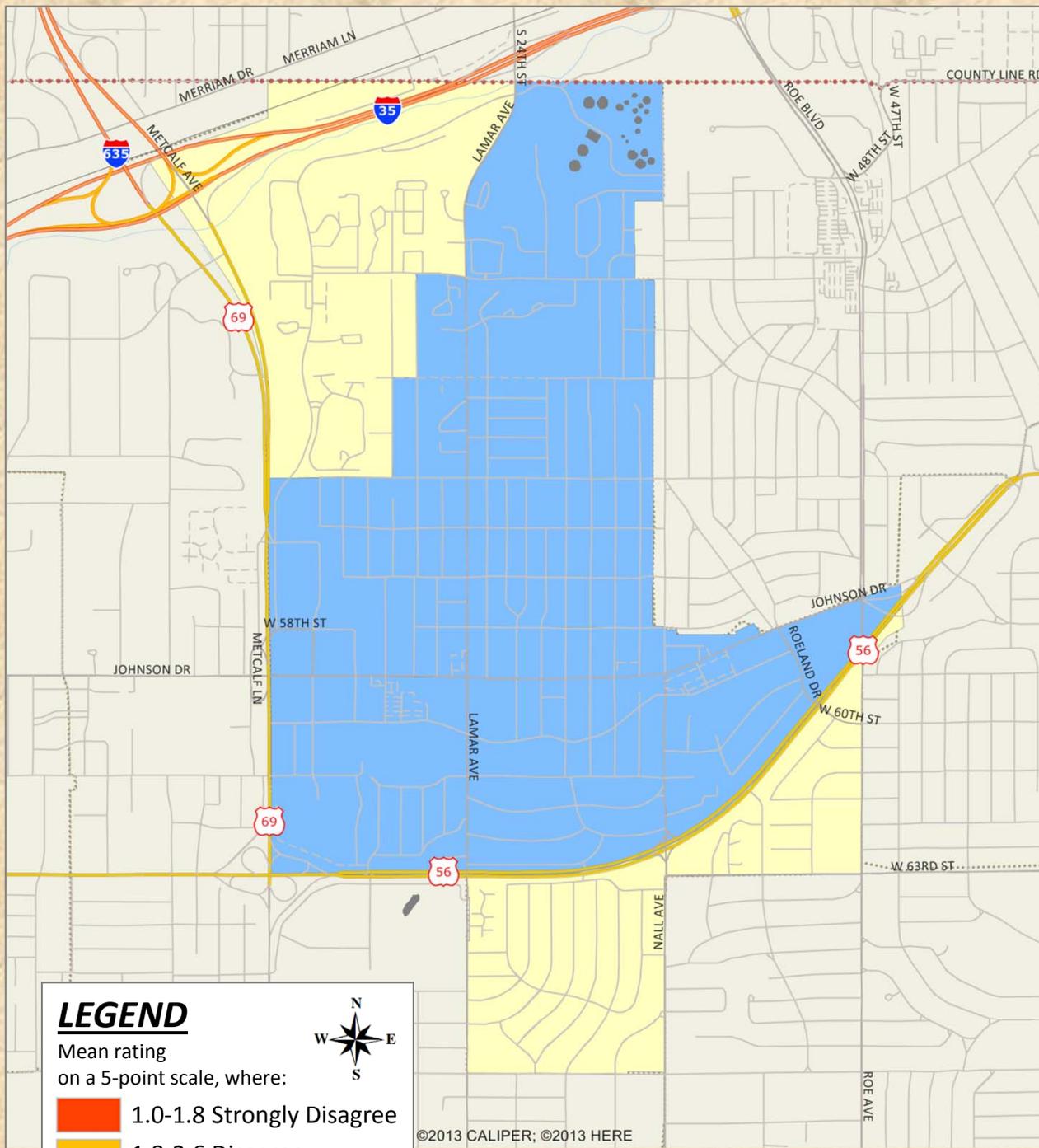
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2015 City of Mission

DirectionFinder® Survey

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

Q16b. Agreement with Members of My Household Can Safely Walk or Bike to Retail/Shopping Areas in Mission



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)



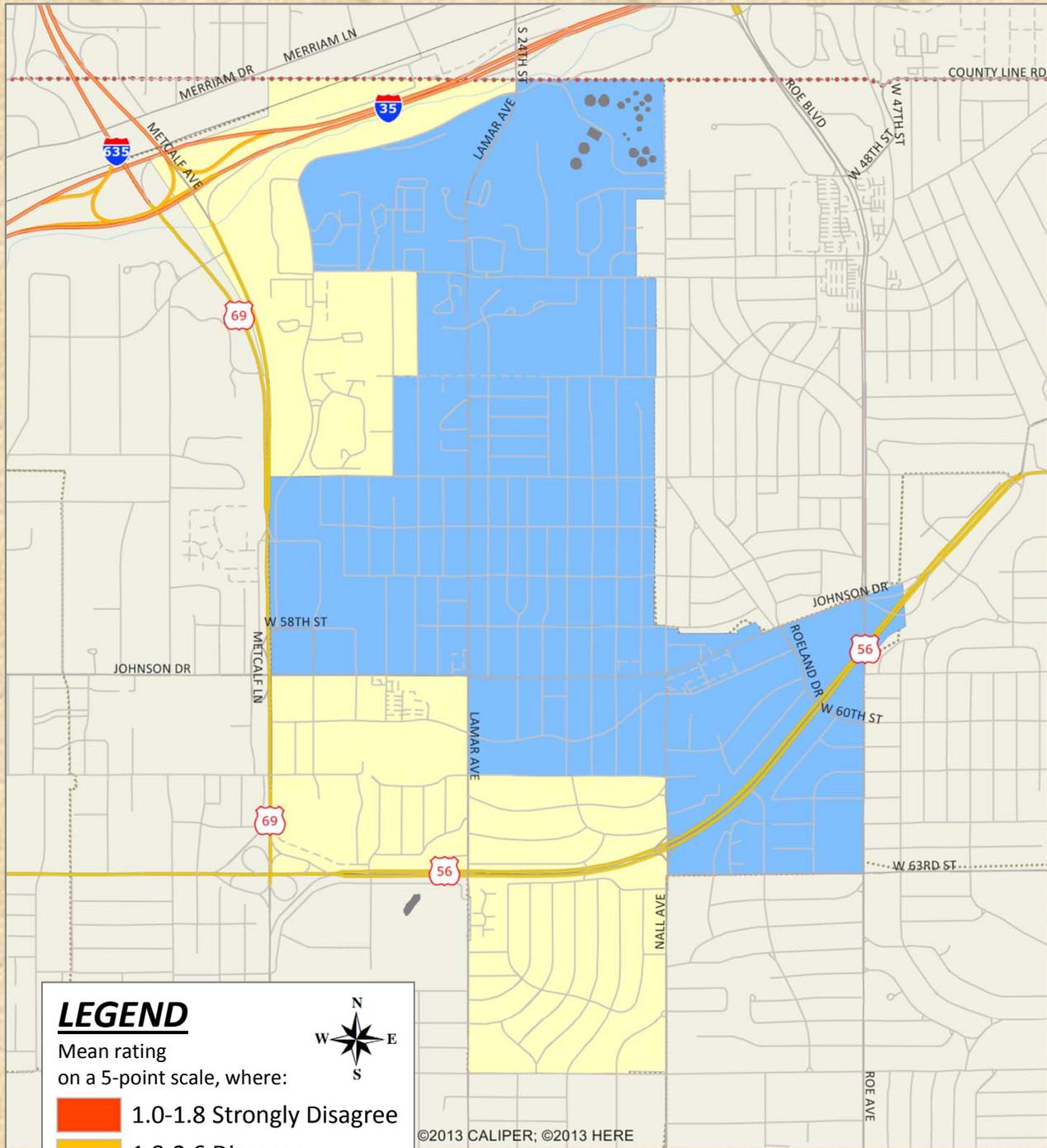
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2015 City of Mission

DirectionFinder® Survey

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

Q16c. Agreement with Members of My Household Can Safely Walk or Bike to Schools in Mission



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)



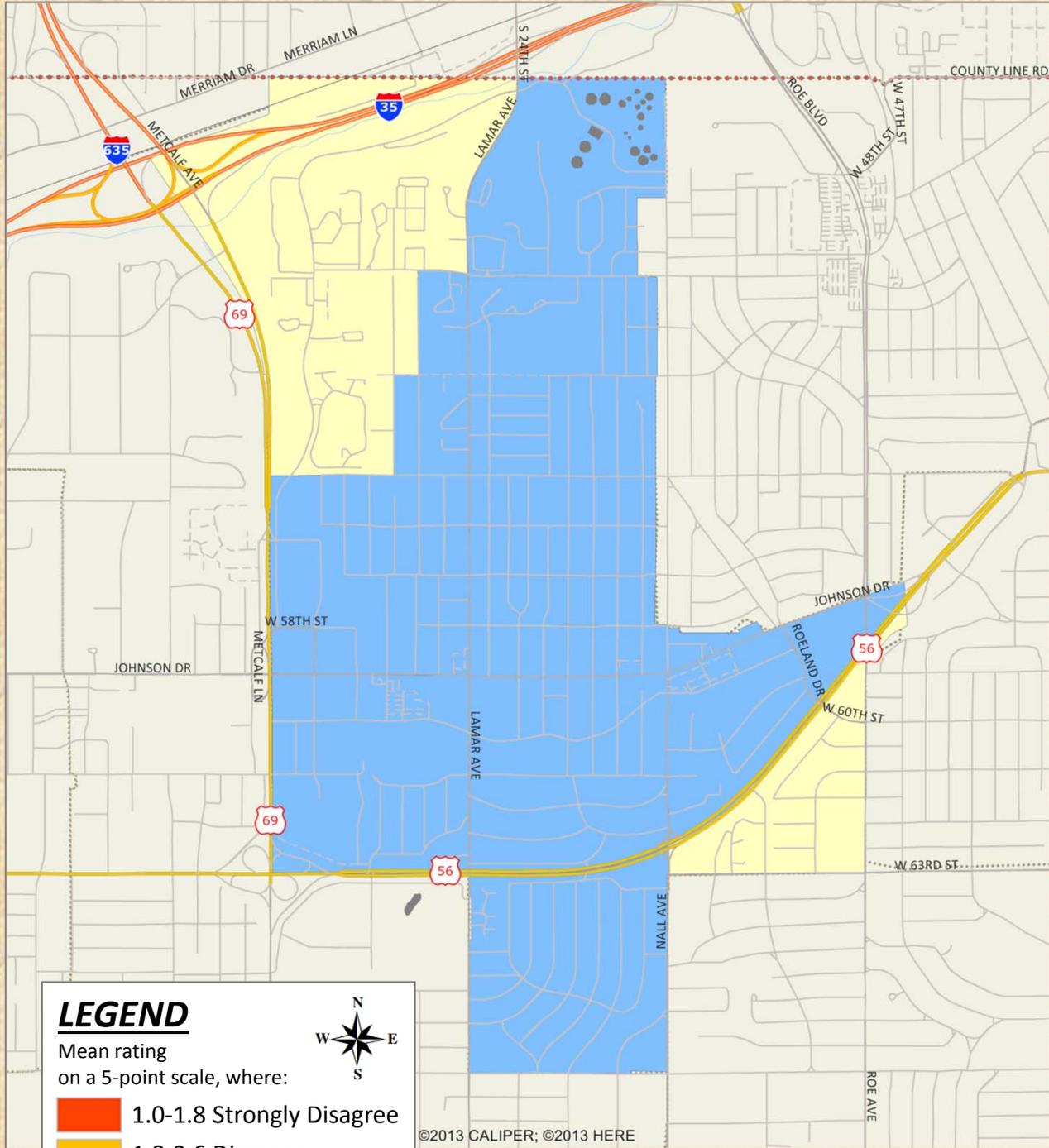
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2015 City of Mission

DirectionFinder® Survey

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

Q16d. Agreement with Members of My Household Can Safely Walk or Bike for Leisure in Mission



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)



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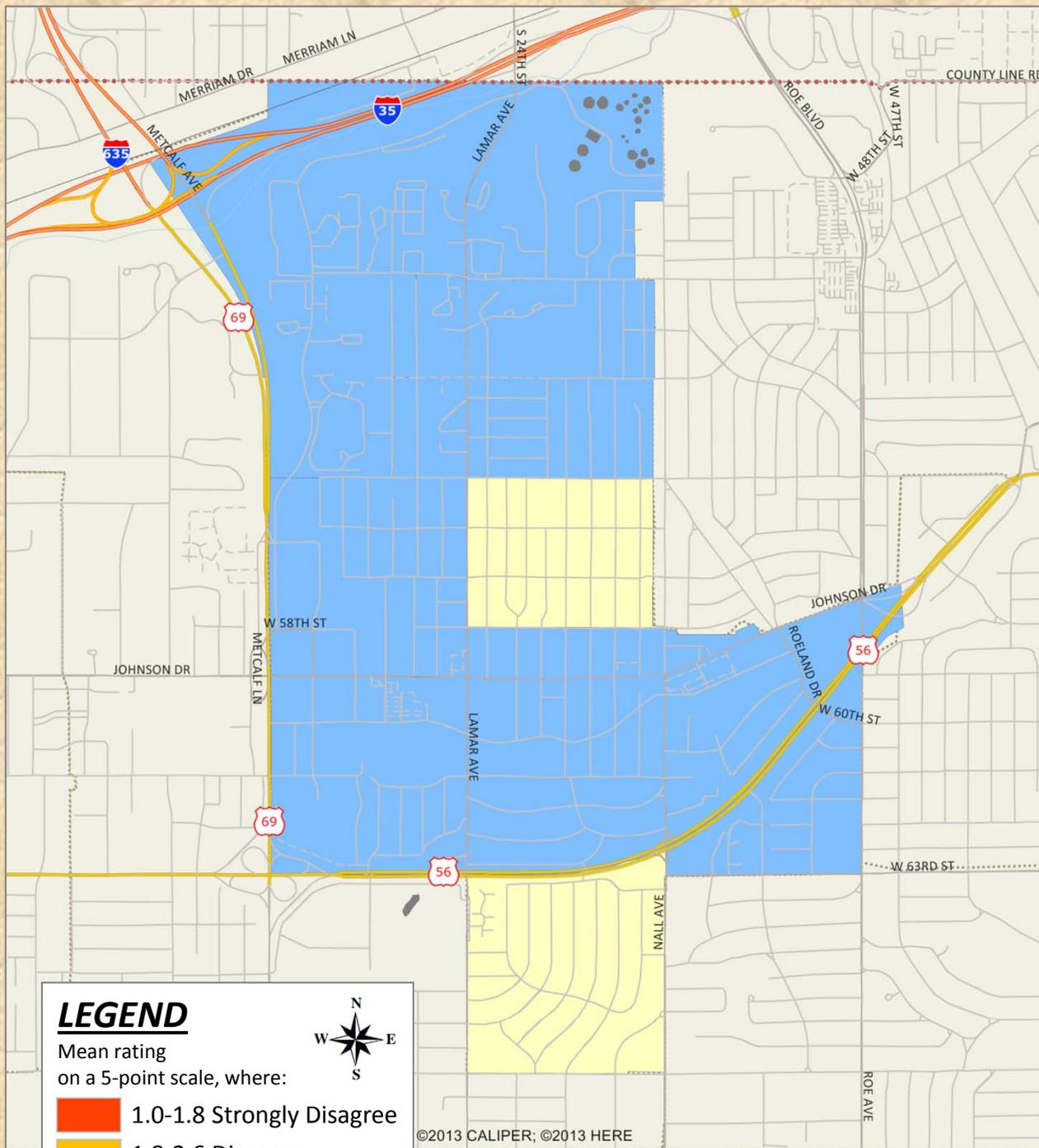
DirectionFinder® Survey

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

Level of Agreement with Transportation Options

Question #17

Q17a. Agreement with Neighborhood Streets Should be Upgraded to Include Sidewalks



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)

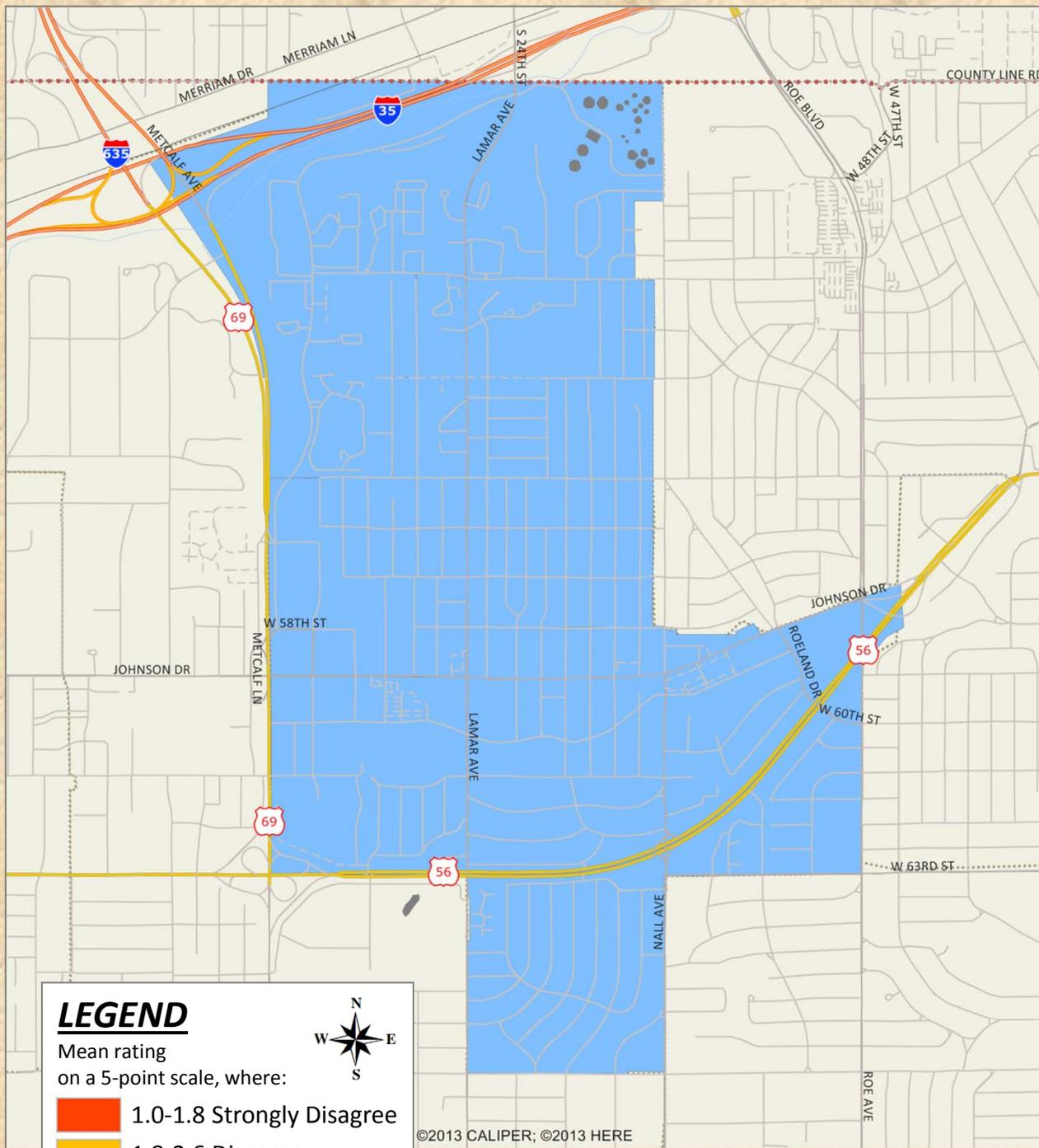


2015 City of Mission

DirectionFinder® Survey

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

Q17b. Agreement with the City Should Coordinate with Area Agencies to Increase Transit Options



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)

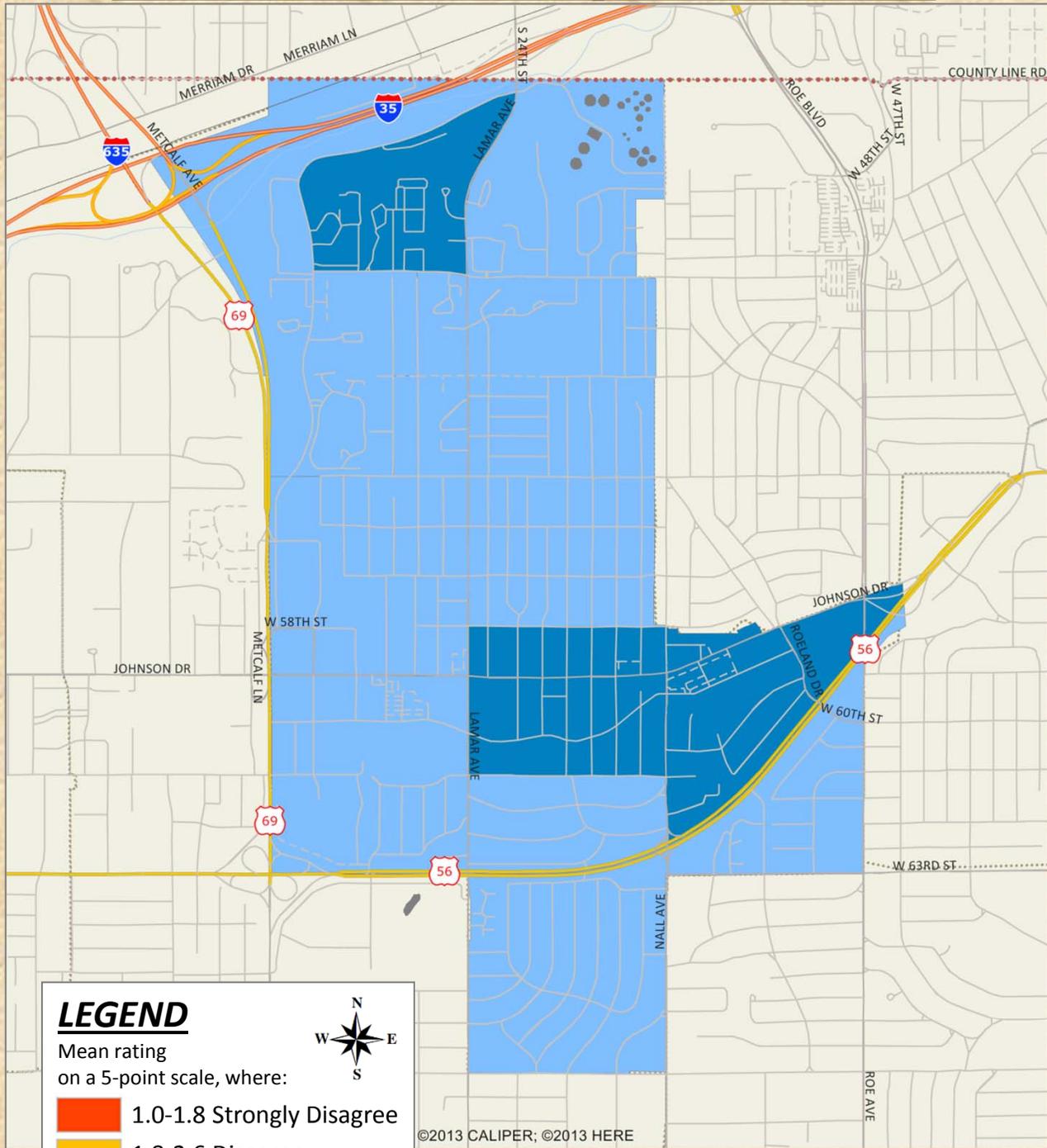


2015 City of Mission

DirectionFinder® Survey

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

Q17c. Agreement with the City Should Make Pedestrian Friendly Improvements a Priority in All Commercial Development Discussions



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)

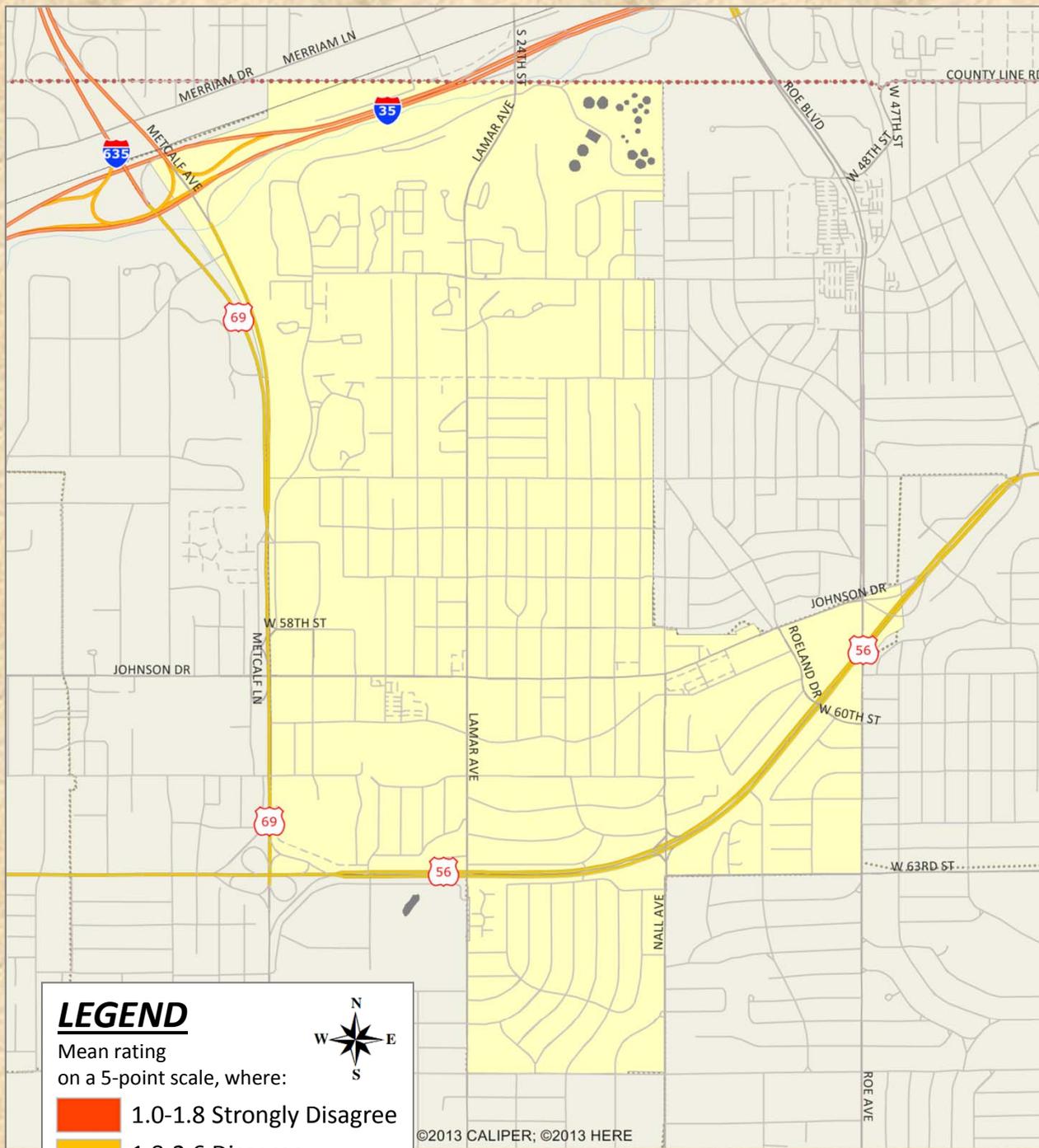


2015 City of Mission

***DirectionFinder®* Survey**

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

Q17d. Agreement with the City Should Make Cars the Priority in All Transportation Planning Discussions



LEGEND

- Mean rating on a 5-point scale, where:
- 1.0-1.8 Strongly Disagree
 - 1.8-2.6 Disagree
 - 2.6-3.4 Neutral
 - 3.4-4.2 Agree
 - 4.2-5.0 Strongly Agree
 - Other (no responses)

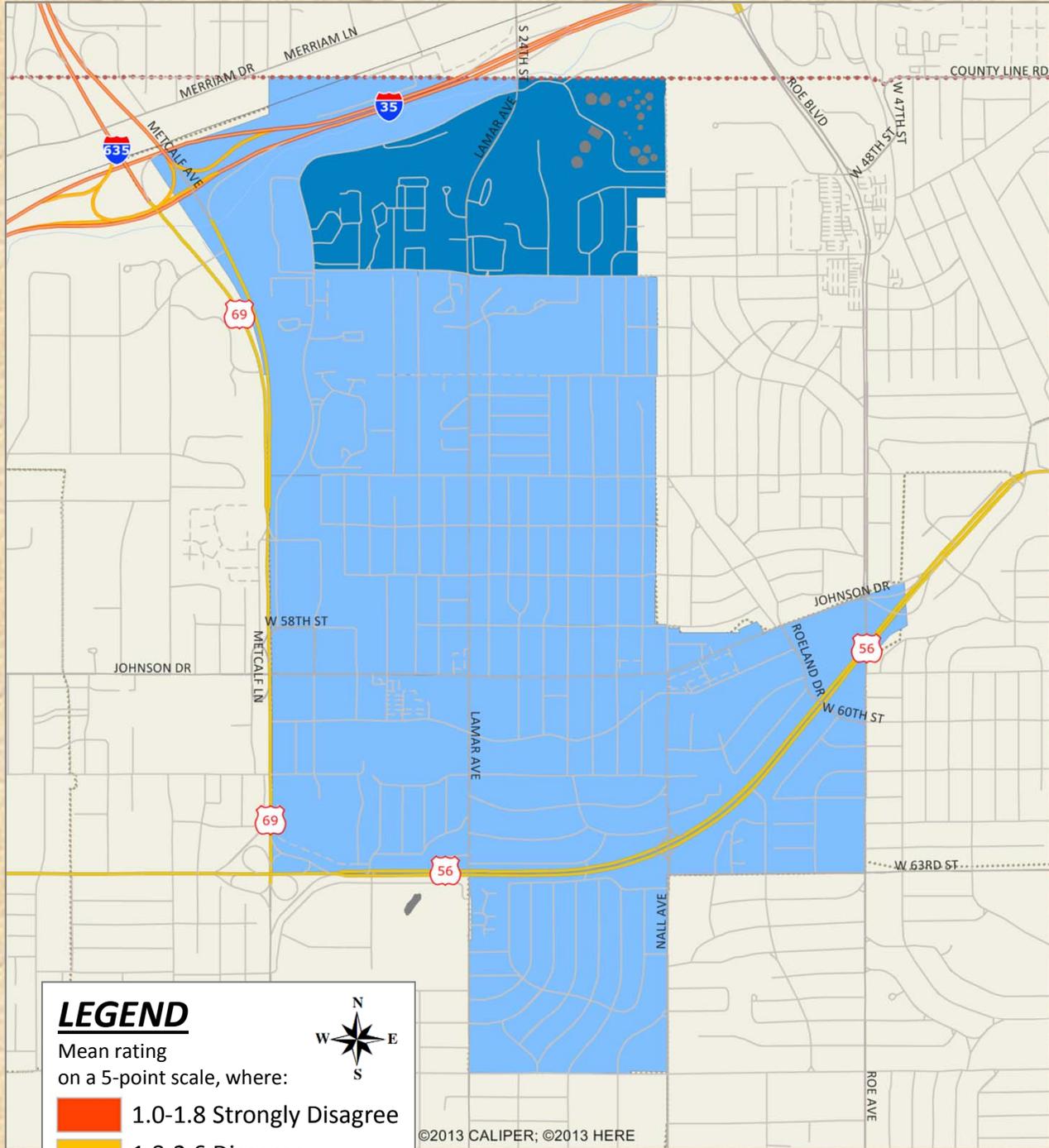


2015 City of Mission

DirectionFinder® Survey

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

Q17e. Agreement with the City Should Expand the Existing Trail Network to Coordinate and Connect to Local/Regional Trails in Adjacent Communities



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)



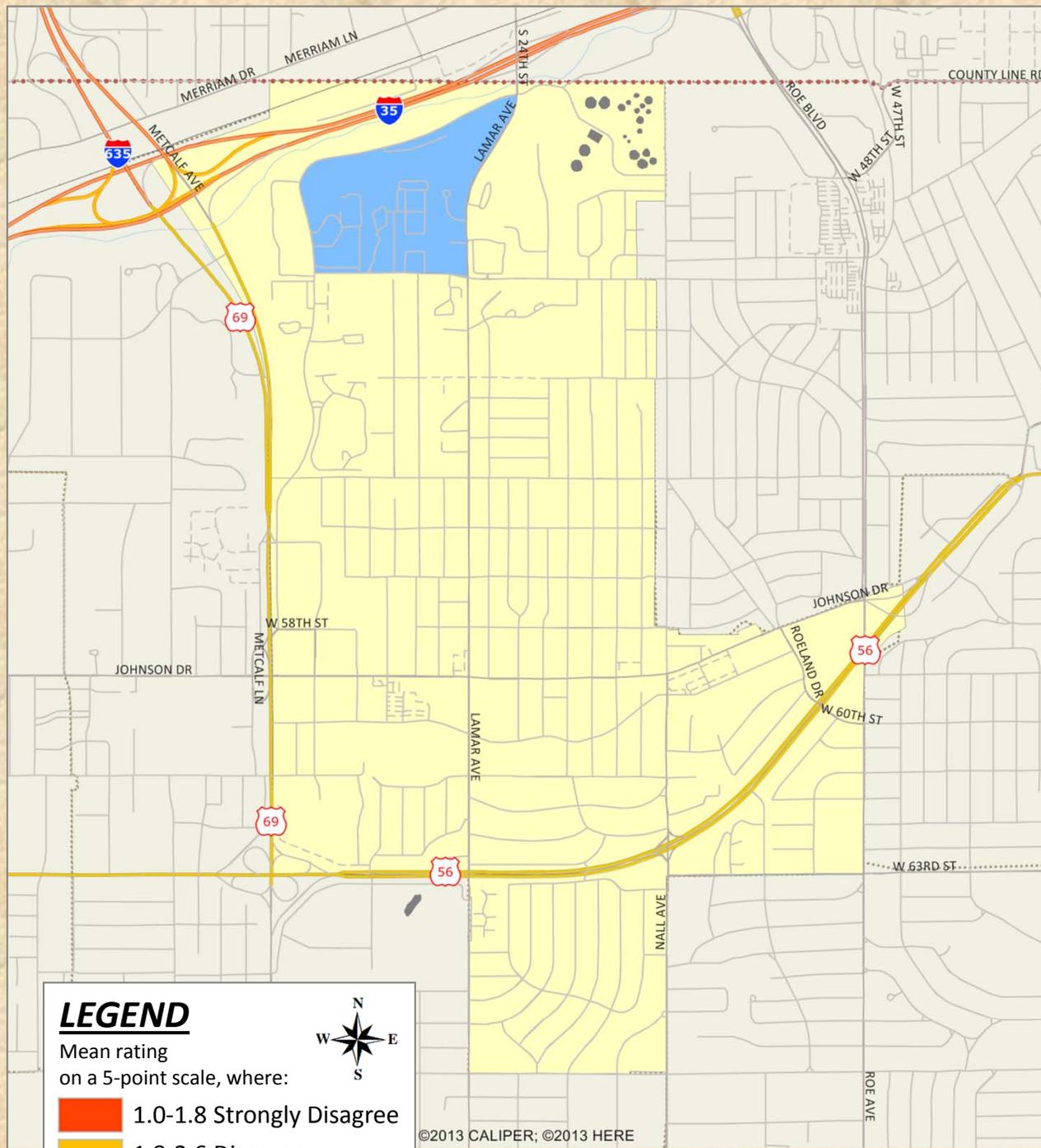
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DirectionFinder® Survey

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

Q17f. Agreement with the City Should Make Bike Lanes a Priority in All Transportation Planning Discussions



LEGEND

Mean rating on a 5-point scale, where:

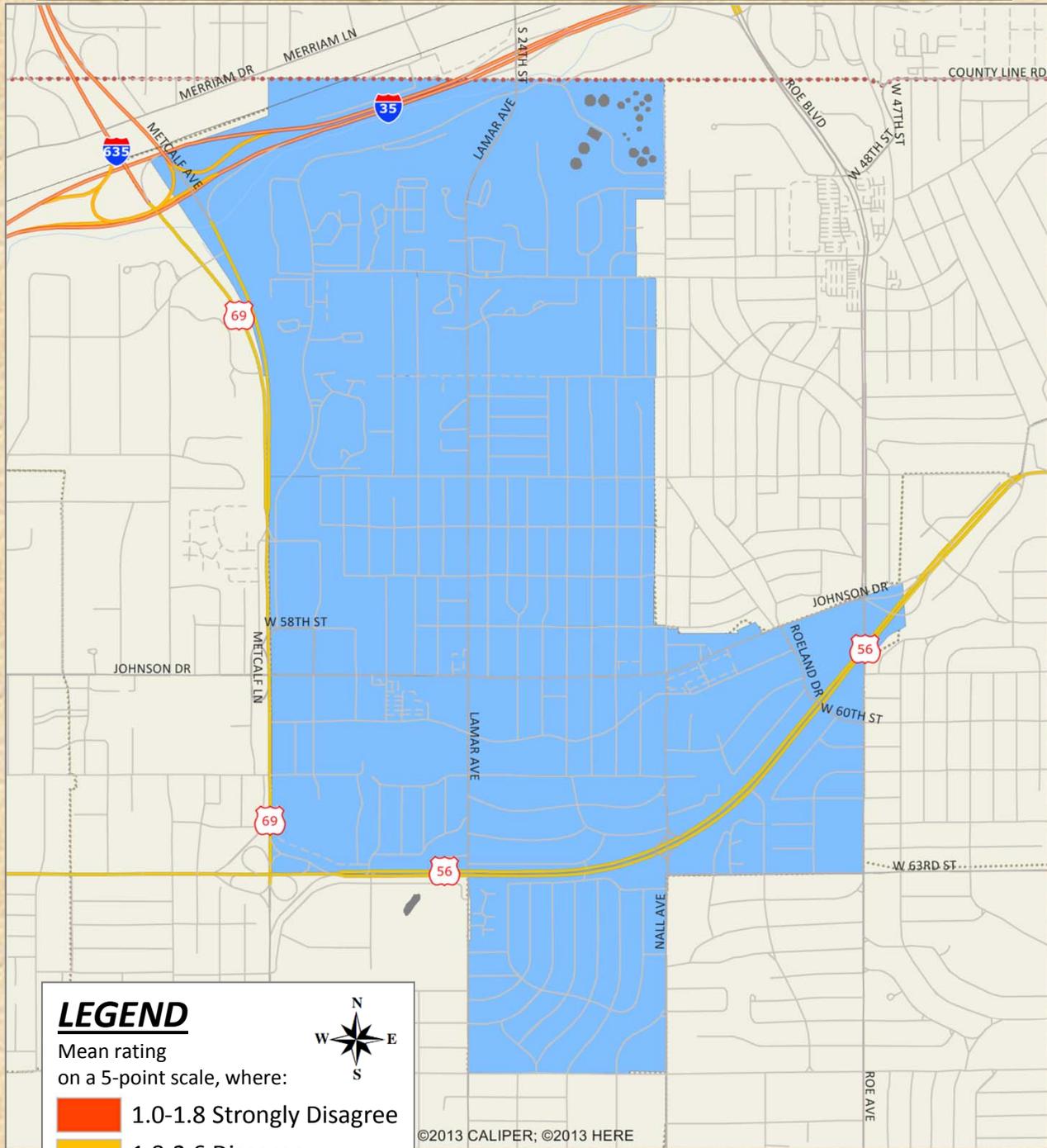
- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)

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

Level of Agreement with Economic Redevelopment & Revitalization

Question #18

Q18a. Agreement with the Recently Constructed Retail Buildings and Shopping Centers in Mission Have Appropriate Design and Quality Exterior Construction Materials



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)



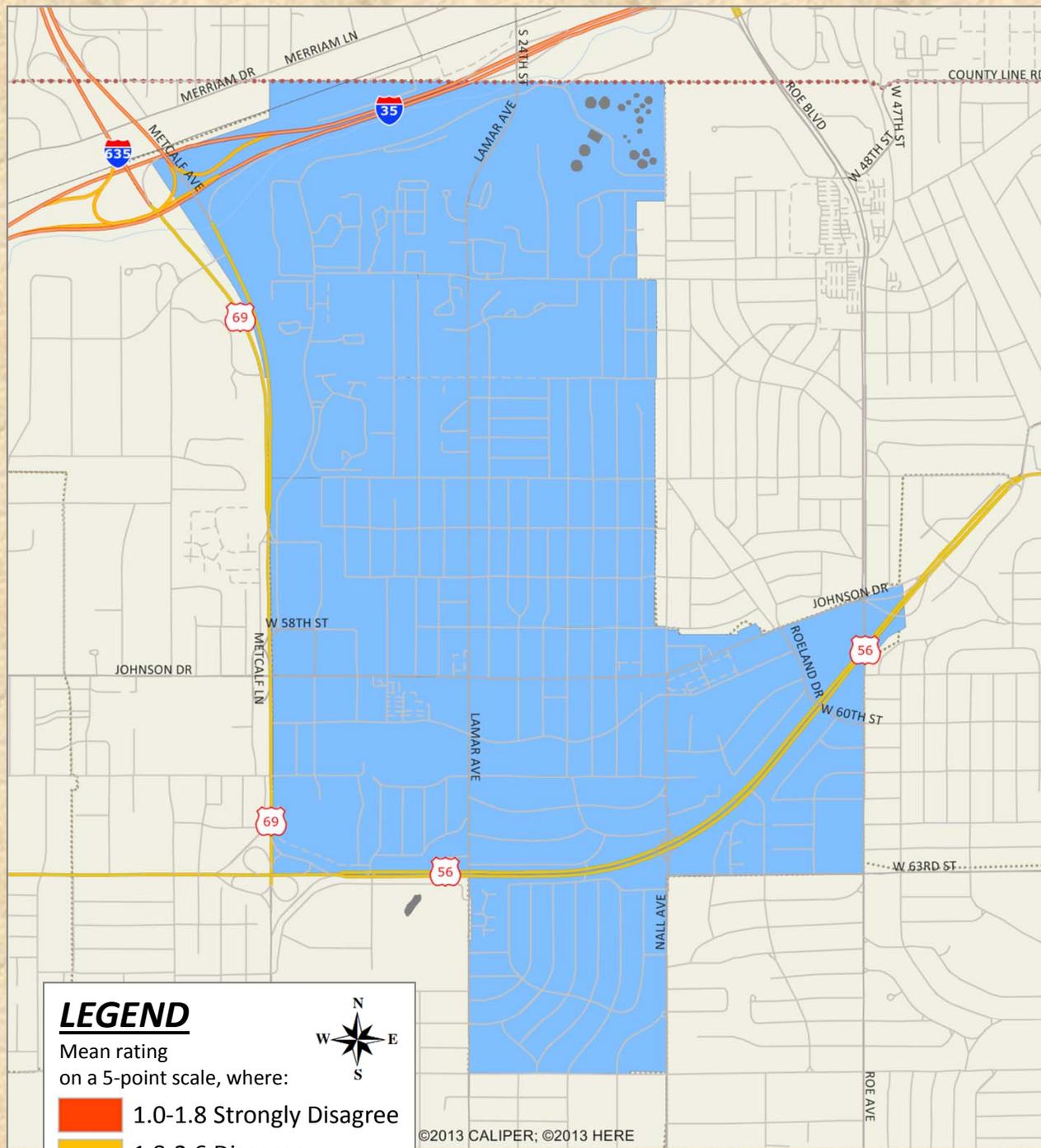
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***DirectionFinder®* Survey**

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

Q18b. Agreement with the City of Mission Would Benefit from Live Music Venues



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)

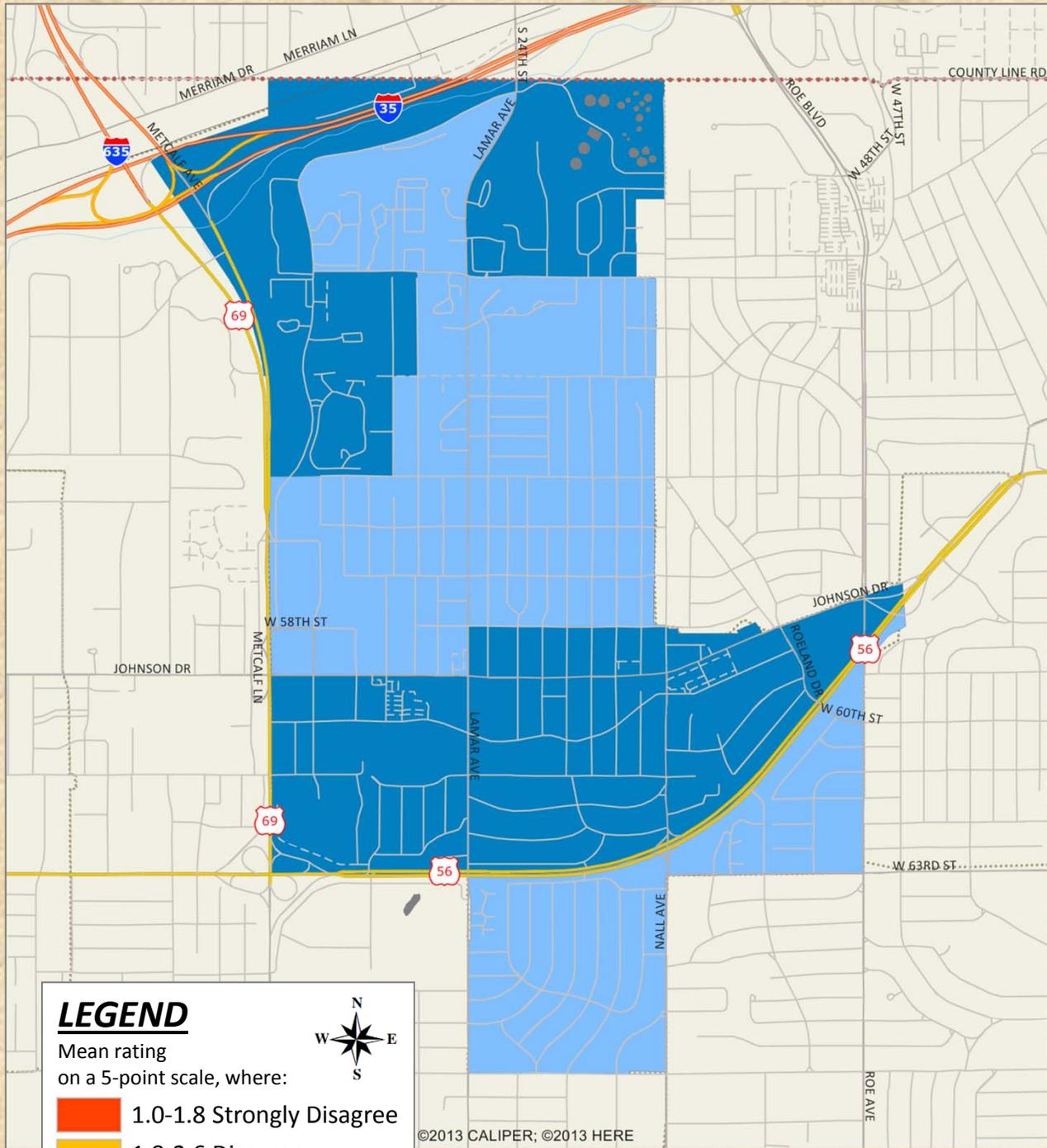


2015 City of Mission

DirectionFinder® Survey

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

Q18c. Agreement with the City of Mission Would Benefit from Quality Sit-Down Restaurants



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)

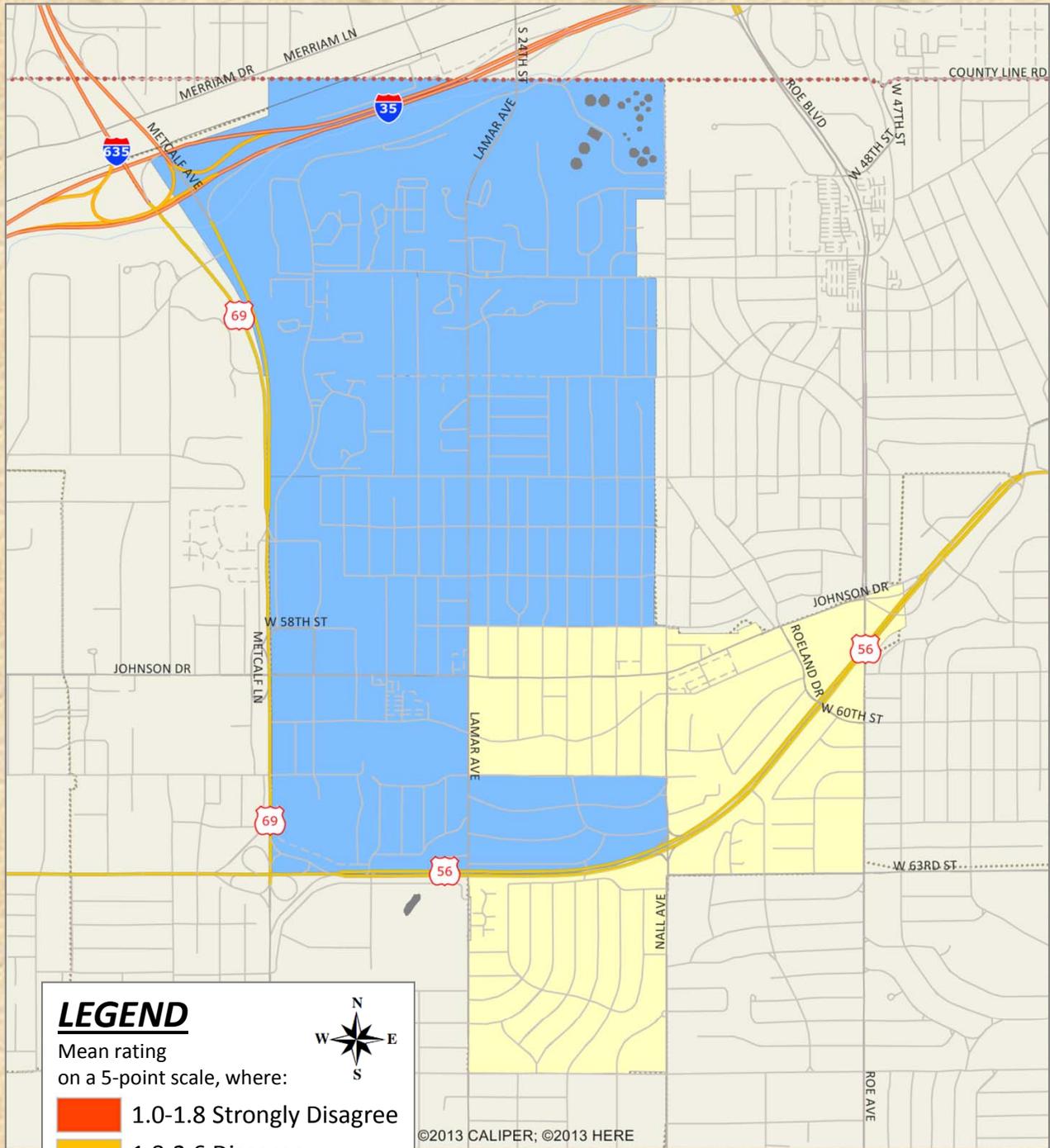


2015 City of Mission

DirectionFinder® Survey

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

Q18d. Agreement with the City of Mission Would Benefit from Festivals/Carnivals



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)

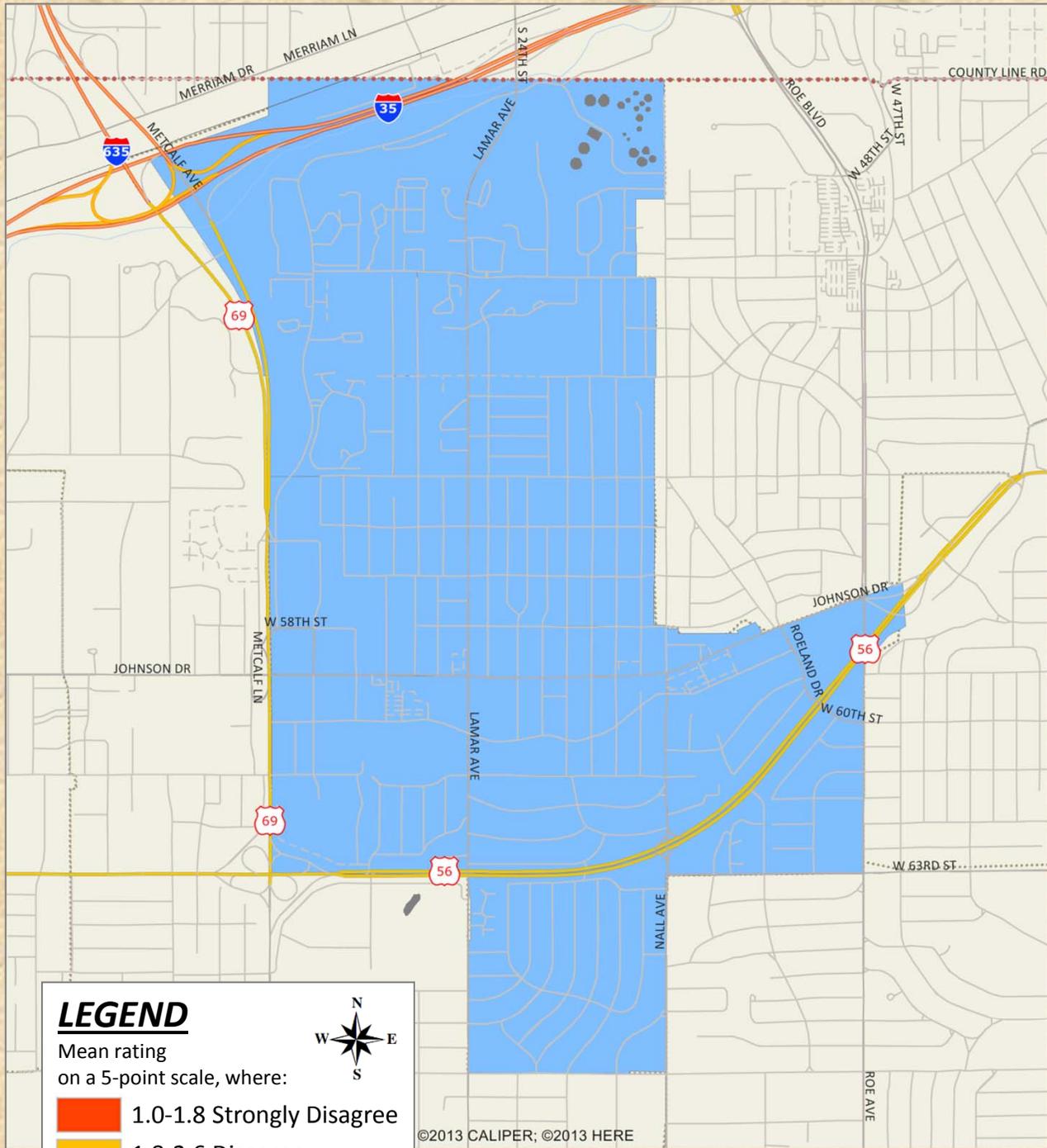


2015 City of Mission

DirectionFinder® Survey

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

Q18e. Agreement with the City of Mission Would Benefit from Movie Theaters



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)



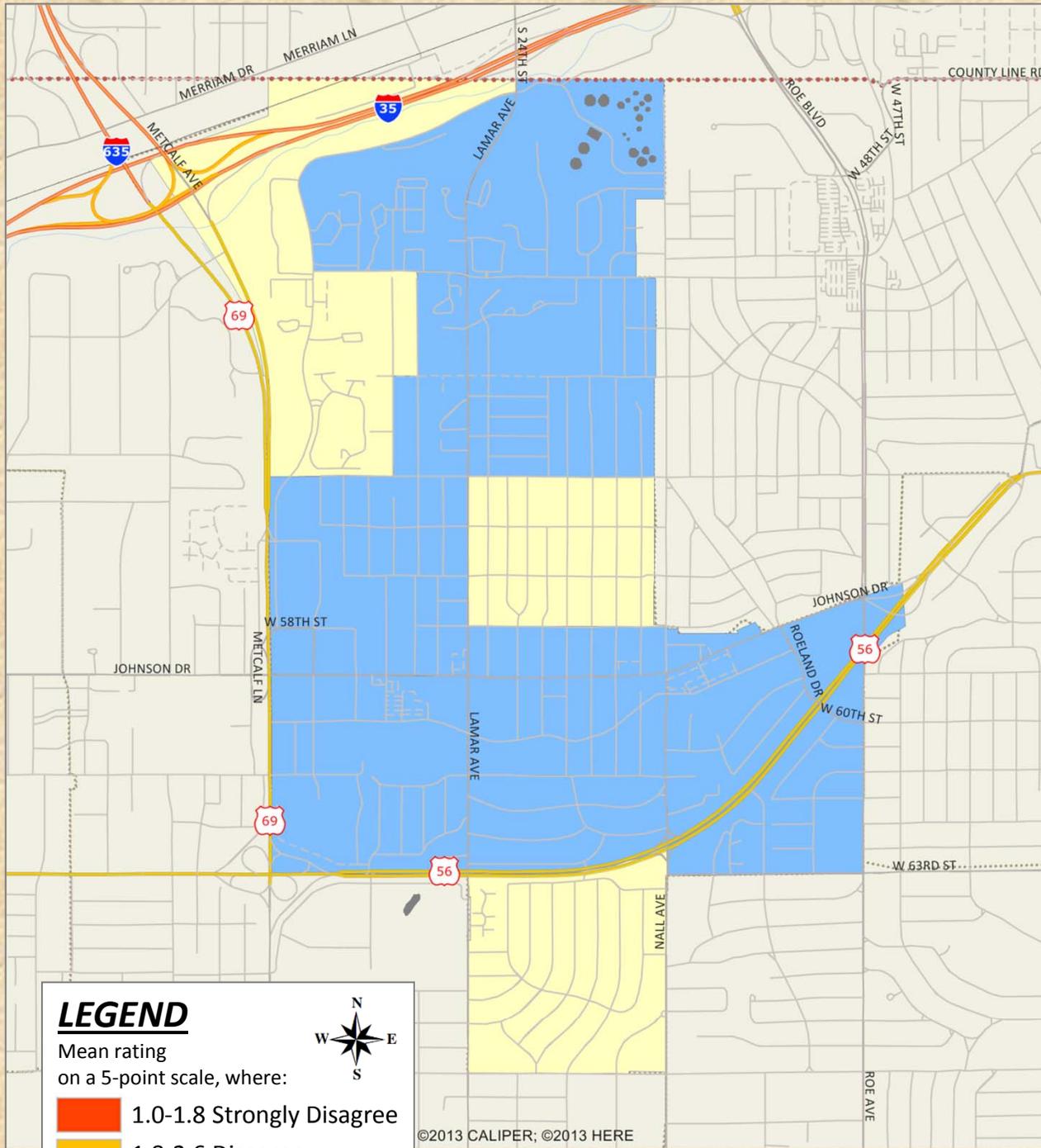
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DirectionFinder® Survey

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

Q18f. Agreement with the City of Mission Would Benefit from Live Theater



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)

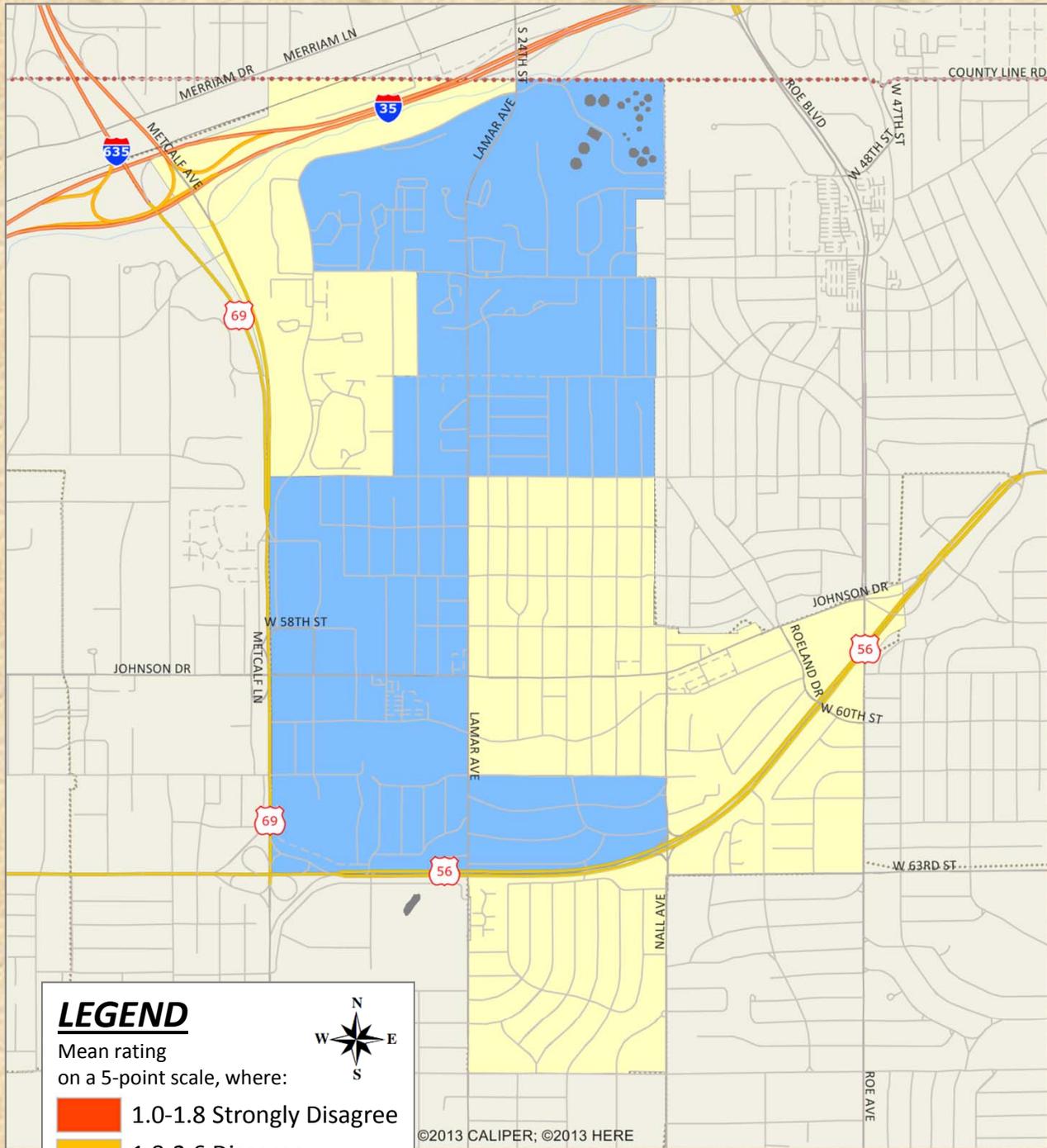


2015 City of Mission

DirectionFinder® Survey

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

Q18g. Agreement with the City of Mission Would Benefit from Art Galleries



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)



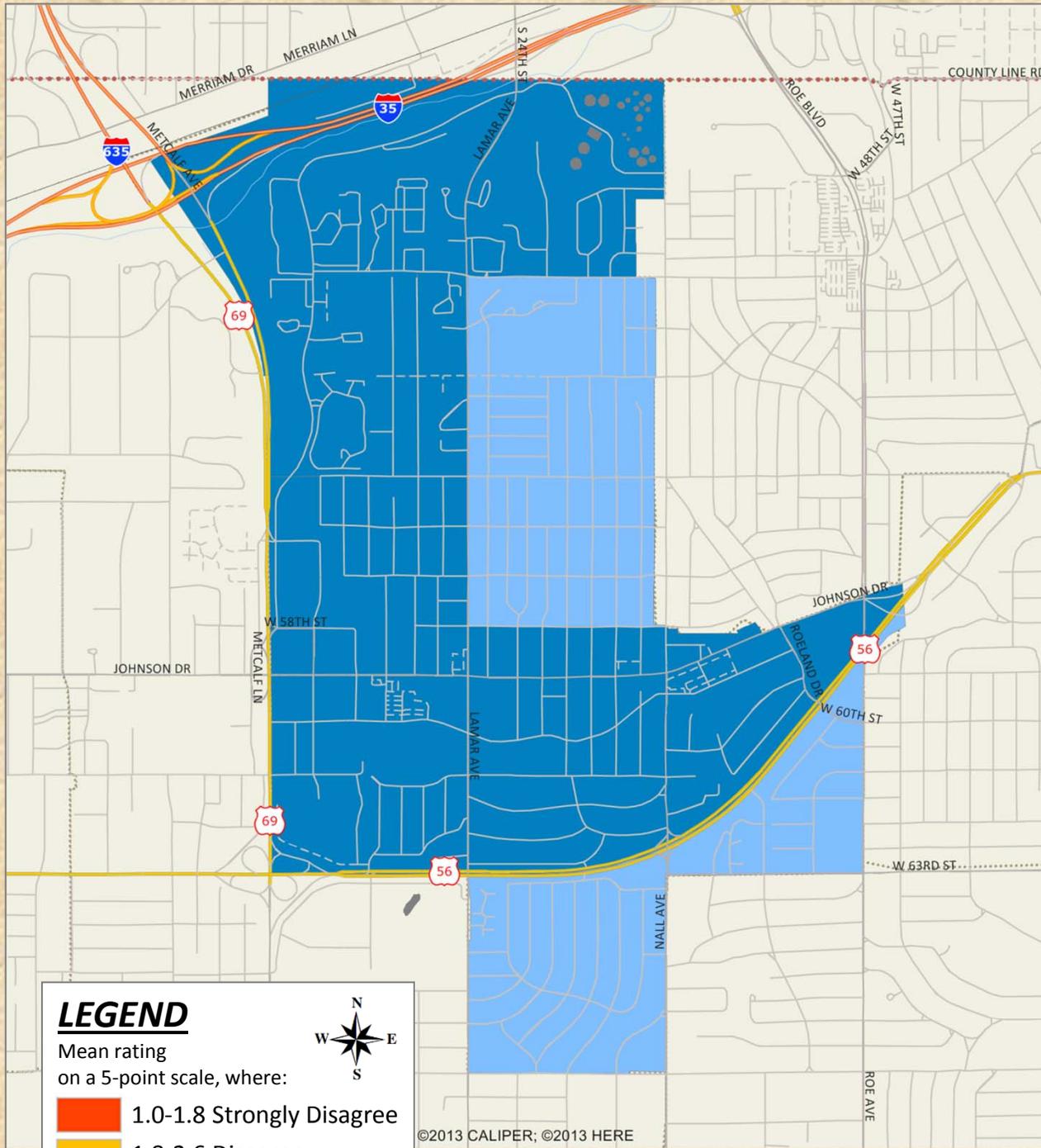
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DirectionFinder® Survey

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

Q18h. Agreement with the City of Mission Would Benefit from Farmers Market



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)



2015 City of Mission

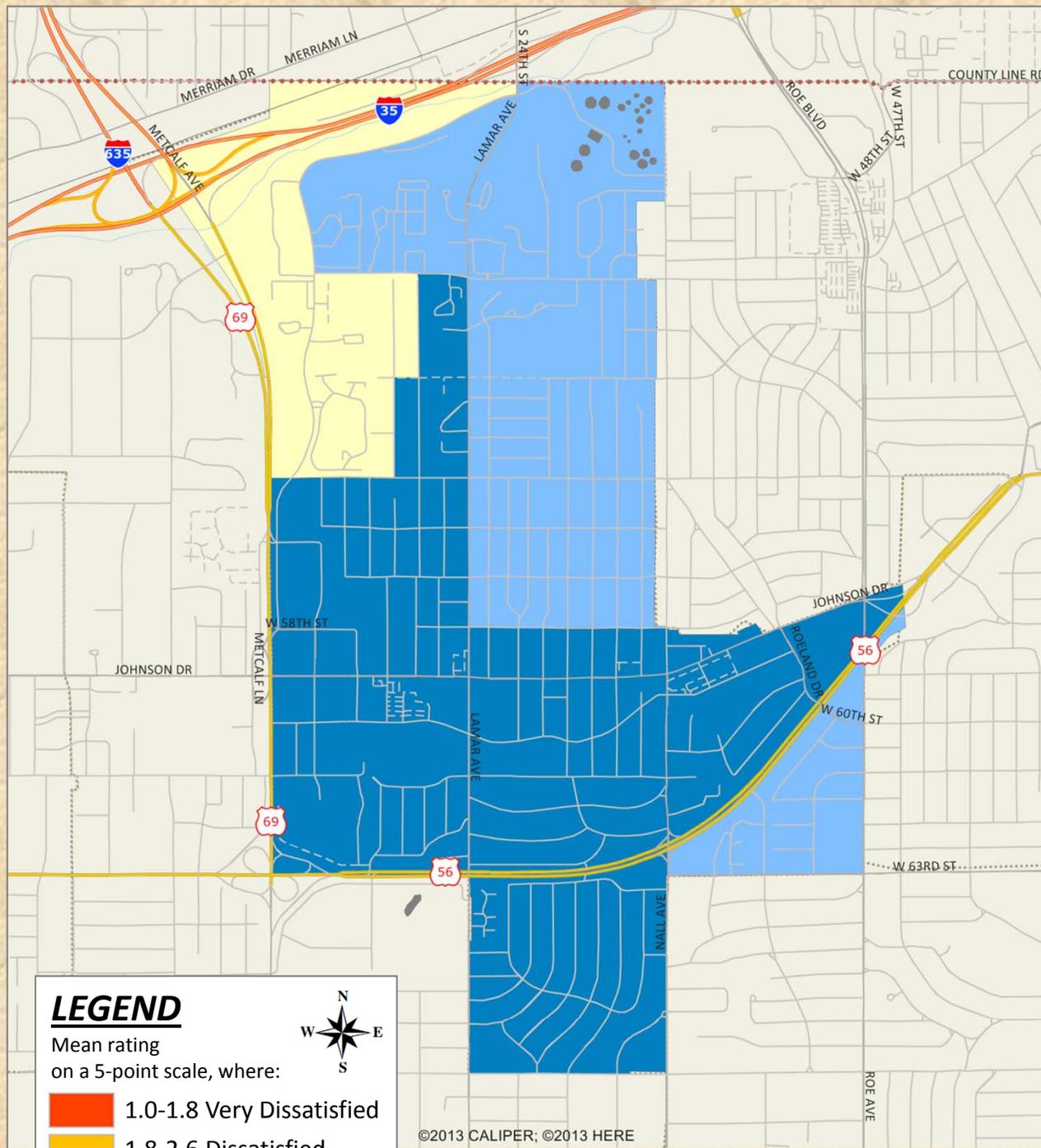
DirectionFinder® Survey

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

Satisfaction with the Quality of Service Received from City Employees

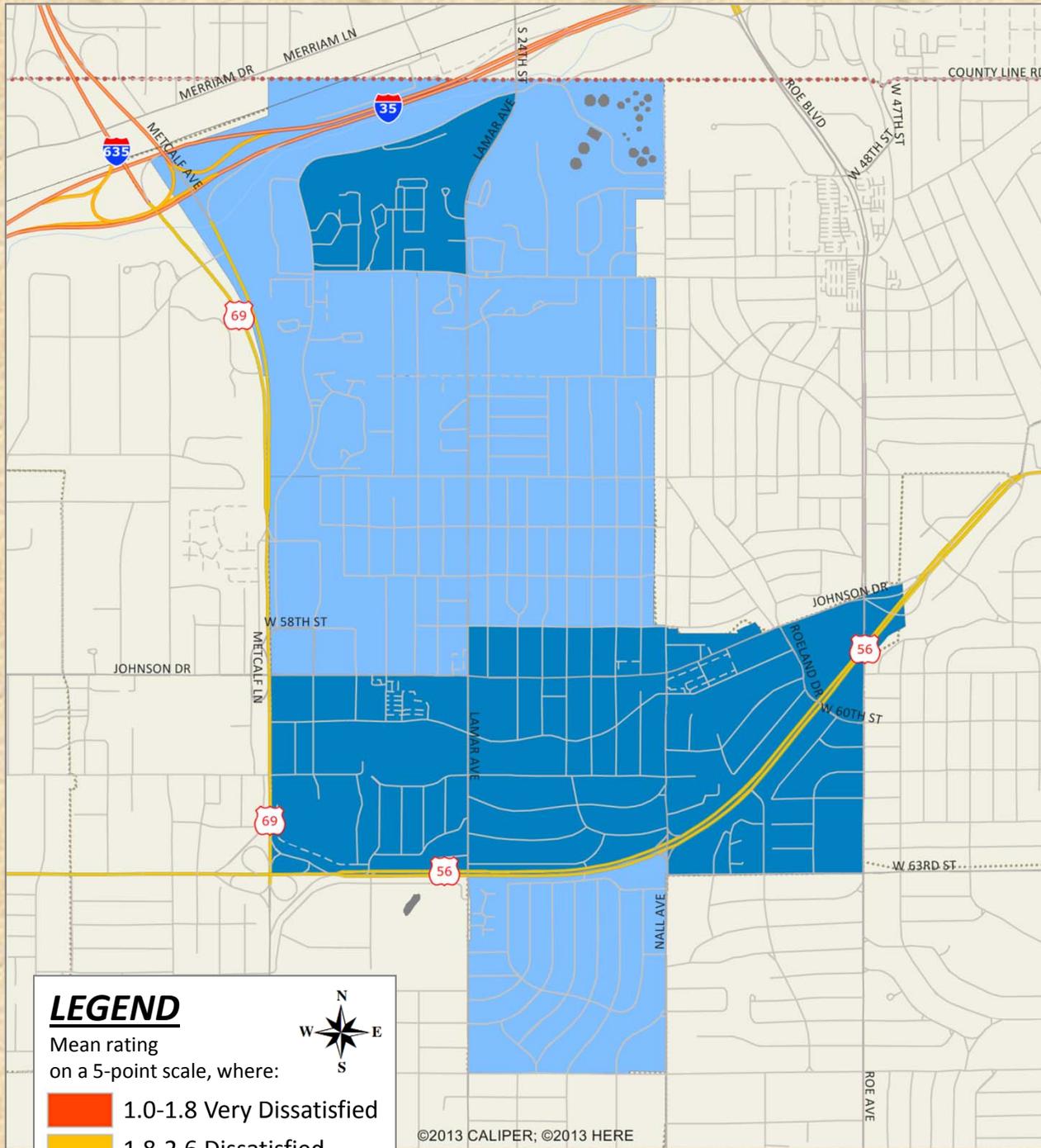
Question #20b

Q20b-A. Satisfaction with How Easy the Department Was to Contact



2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q20b-B. Satisfaction with How Courteously You Were Treated



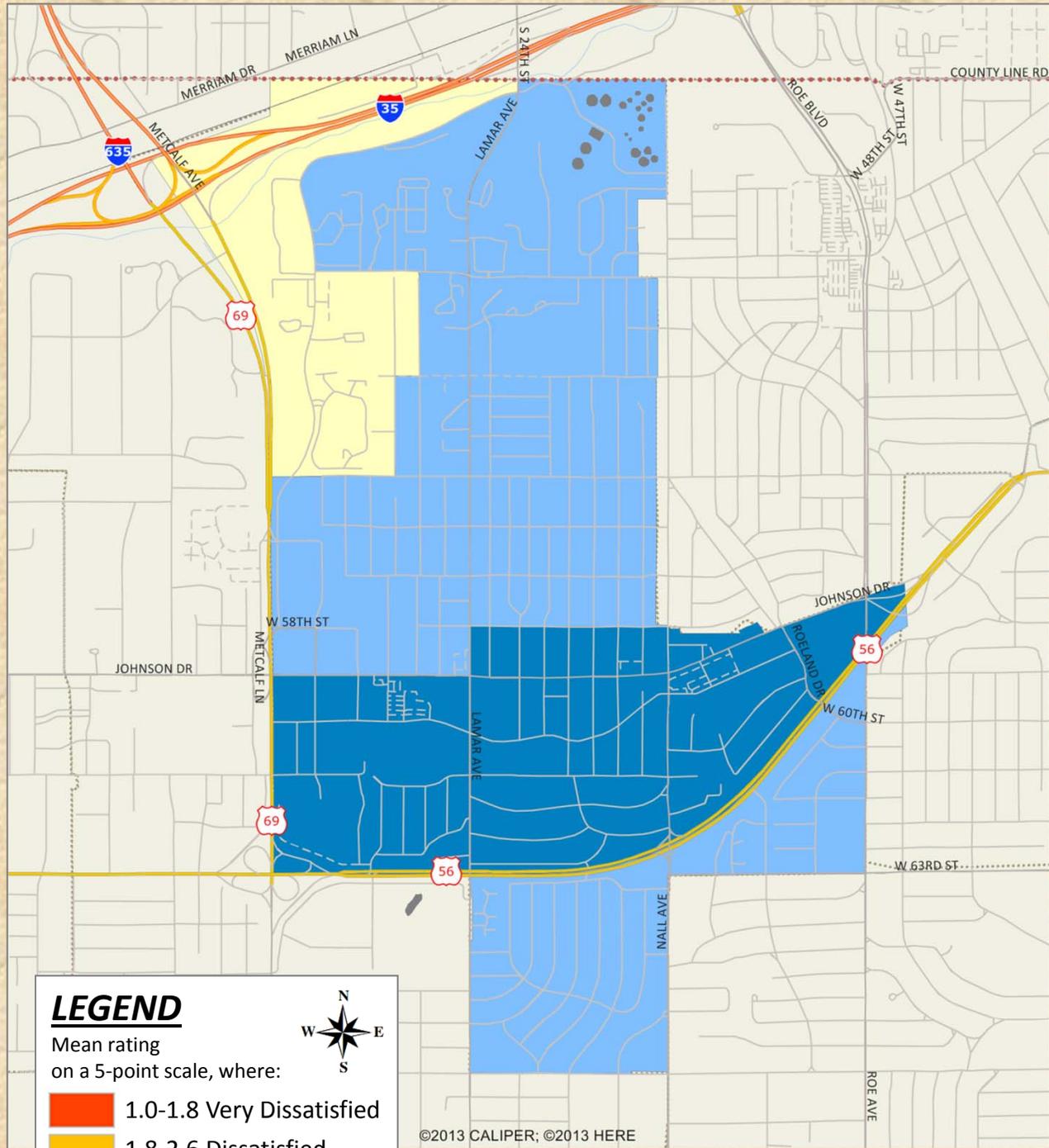
LEGEND

Mean rating on a 5-point scale, where:

■	1.0-1.8 Very Dissatisfied
■	1.8-2.6 Dissatisfied
■	2.6-3.4 Neutral
■	3.4-4.2 Satisfied
■	4.2-5.0 Very Satisfied
	Other (no responses)

2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q20b-C. Satisfaction with Technical Competence/Knowledge of City Employees



LEGEND

Mean rating on a 5-point scale, where:

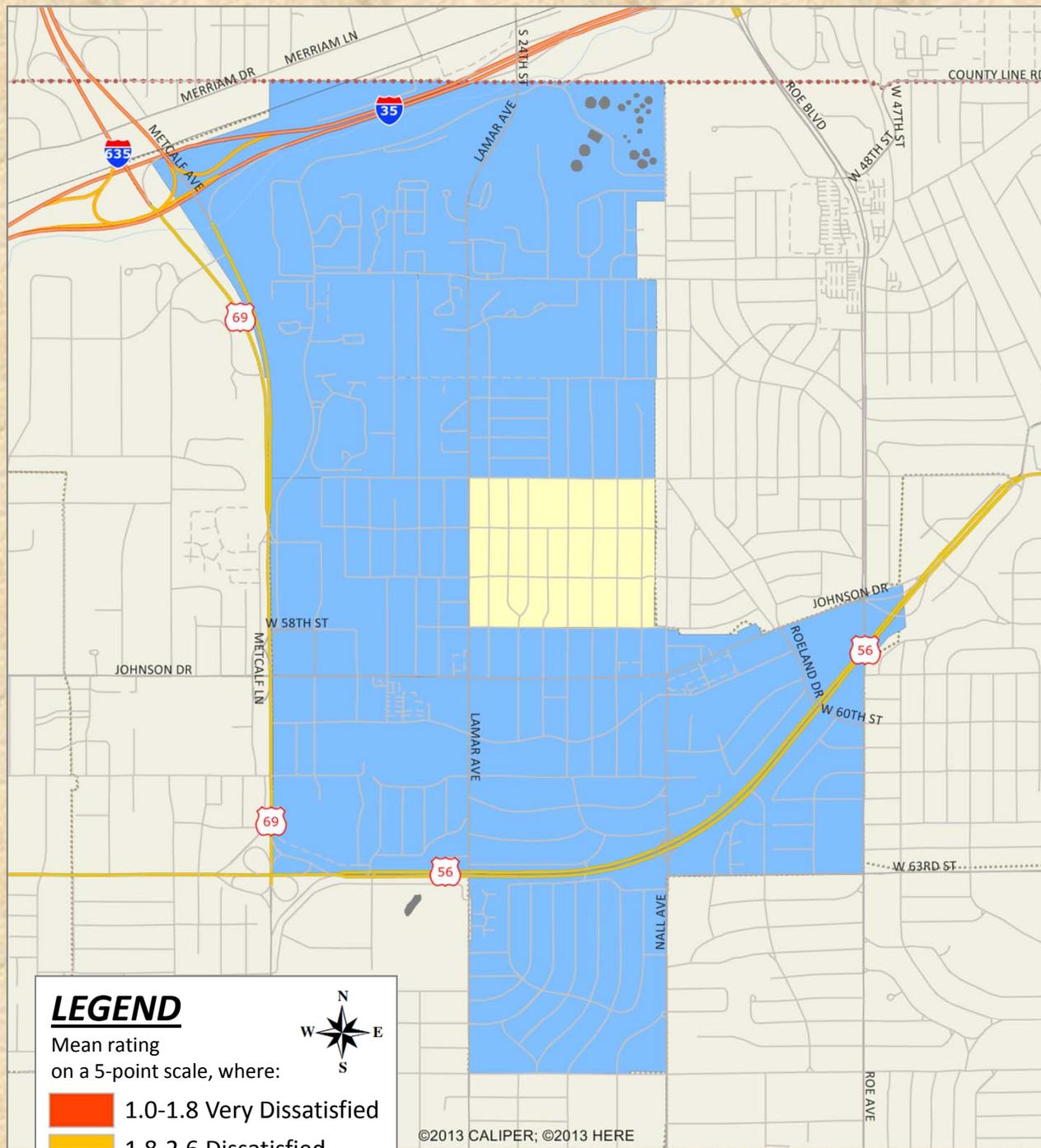
	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)



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

Q20b-D. Satisfaction with the Overall Responsiveness of City Employees to Your Request or Concern



LEGEND

Mean rating on a 5-point scale, where:

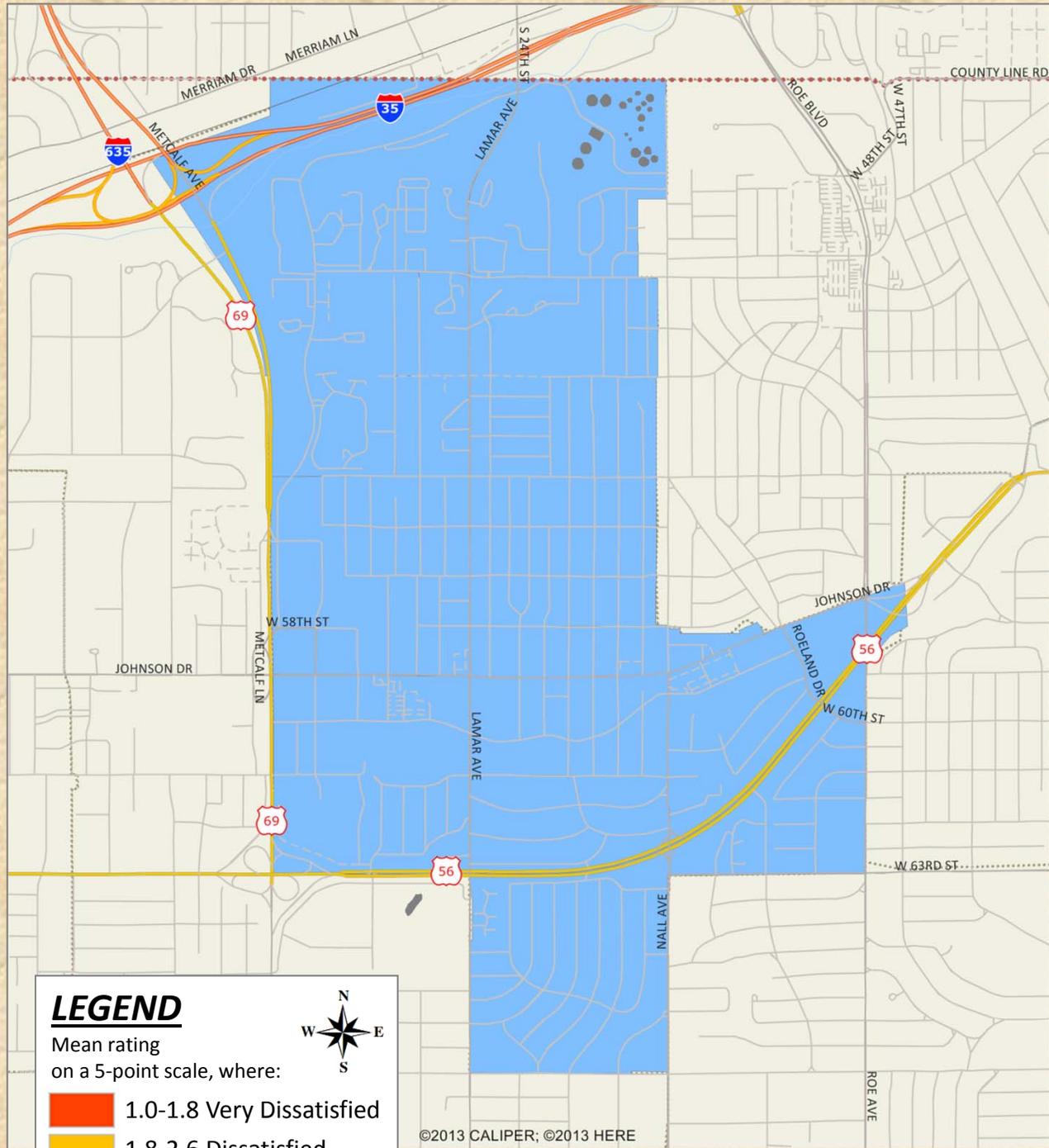
	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Satisfaction with City Communication

Question #21

Q21a. Satisfaction with the Availability of Information About General Services



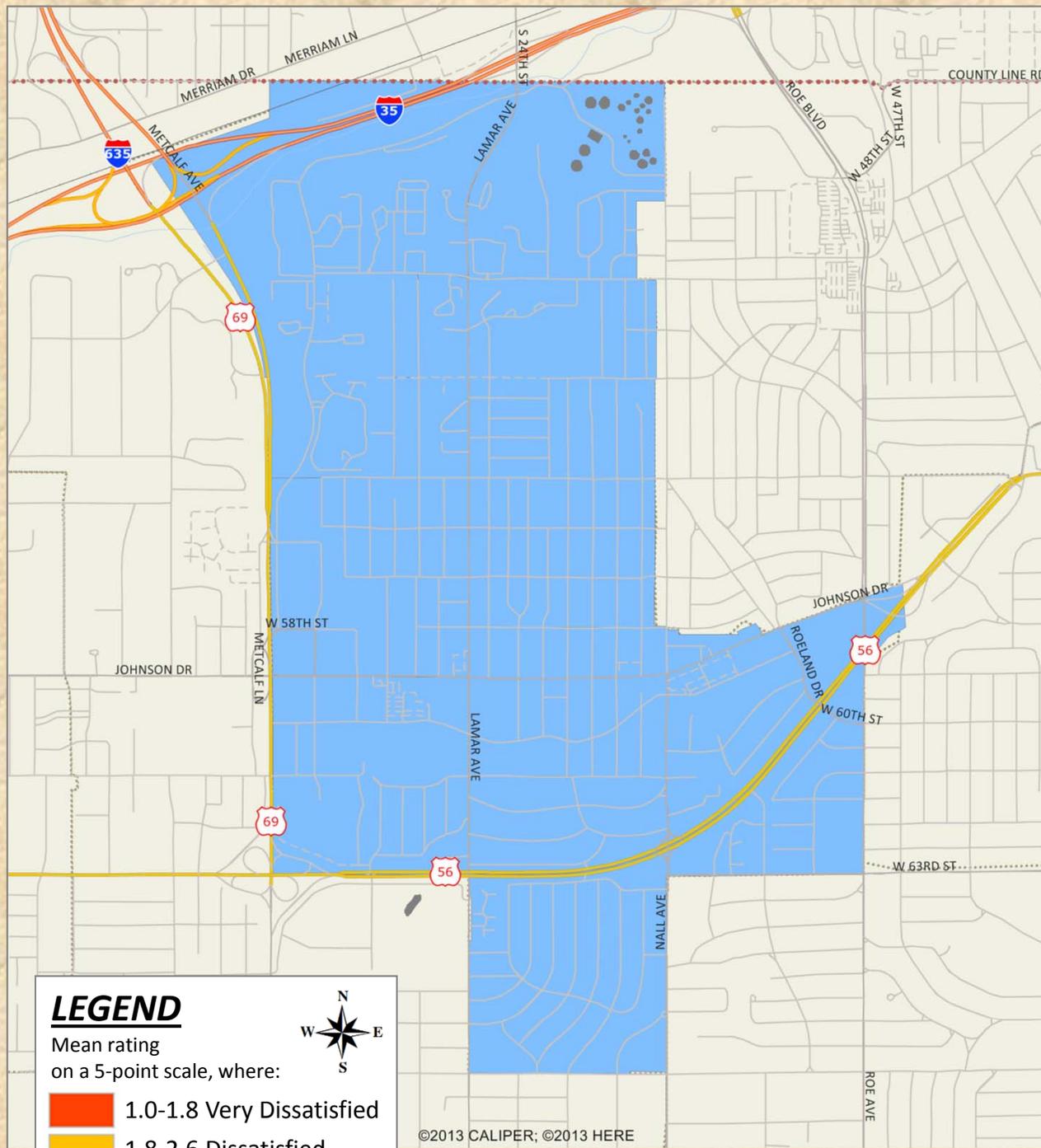
LEGEND

Mean rating on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

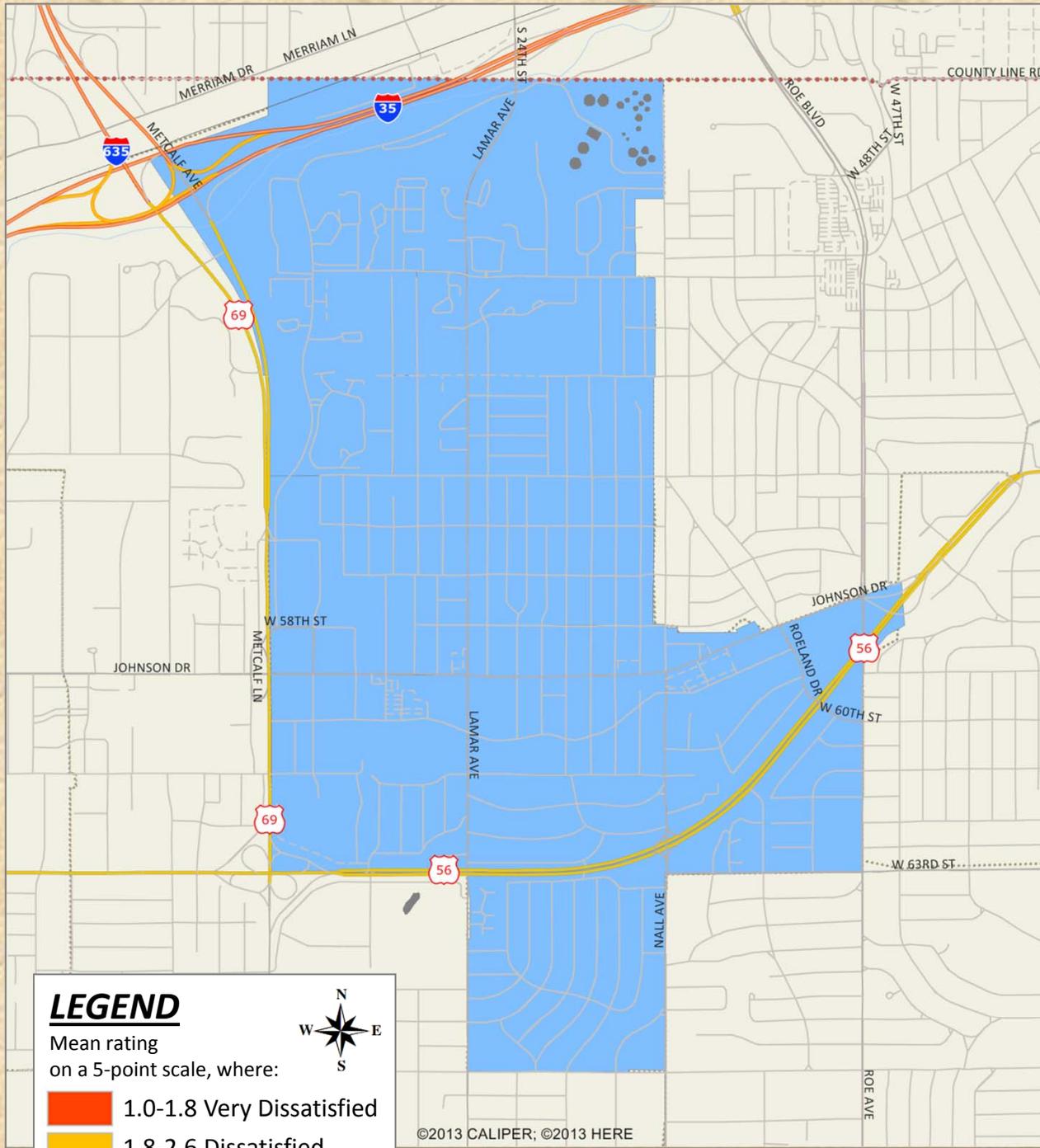
2015 City of Mission
DirectionFinder® Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21b. Satisfaction with the Availability of Information About Parks and Recreation



2015 City of Mission
DirectionFinder® Survey
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q21c. Satisfaction with City Efforts to Keep You Informed About Local Issues



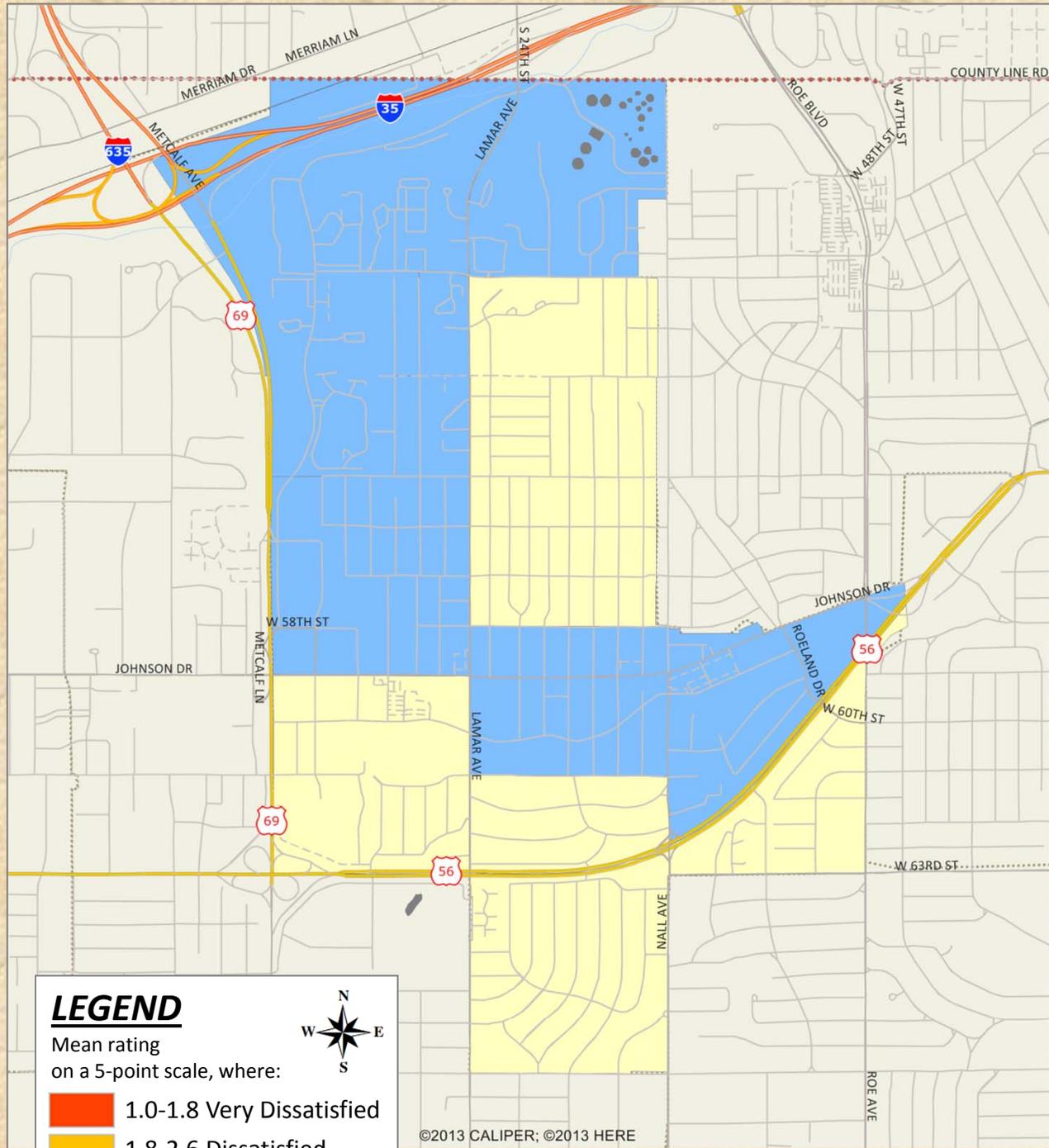
LEGEND

Mean rating on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents
 by CBG (merged as needed)

Q21d. Satisfaction with the Level of Public Involvement in Local Decision Making



LEGEND

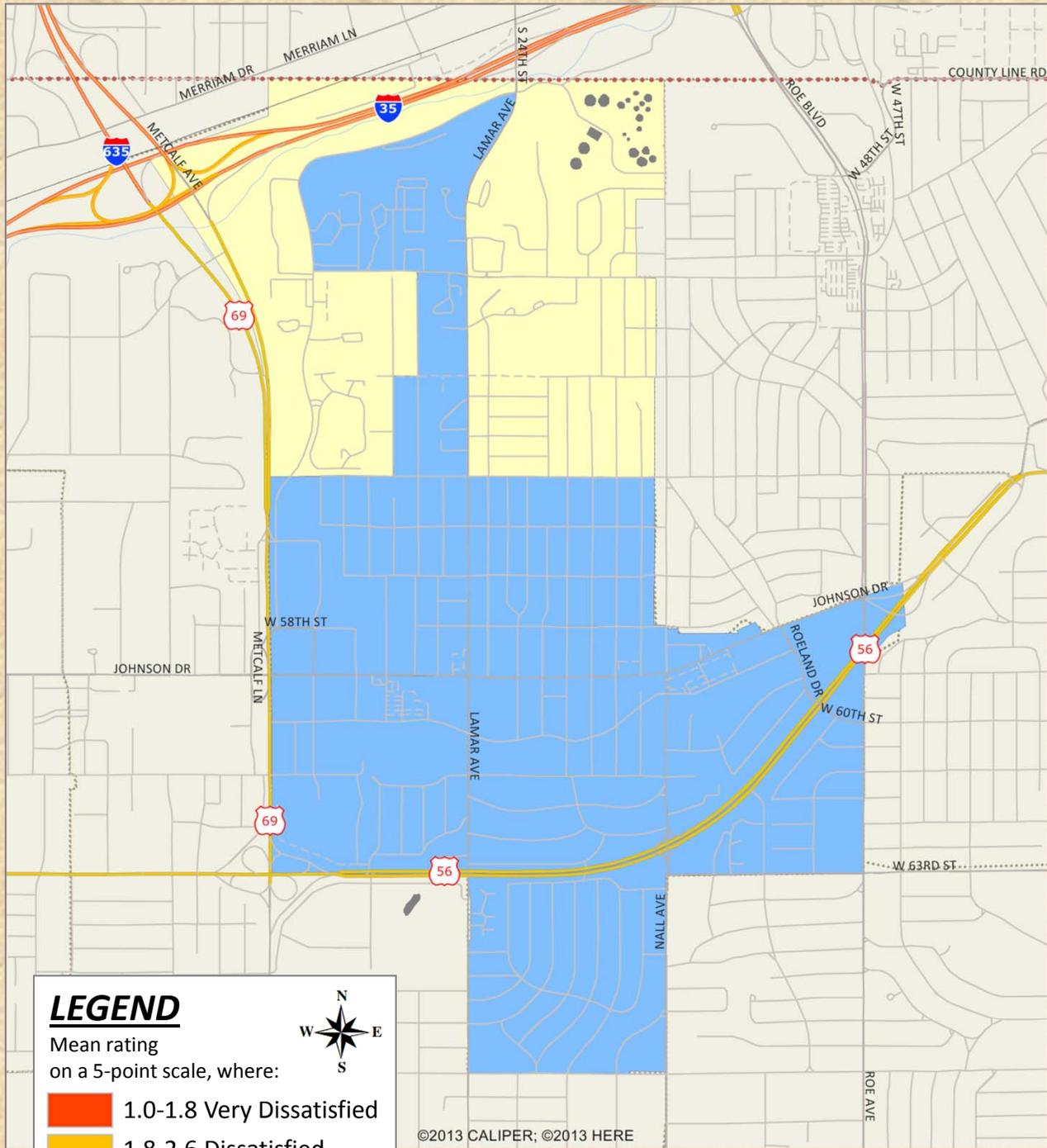
Mean rating on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)



2015 City of Mission
DirectionFinder® Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21e. Satisfaction with the Quality of the City's Web Page



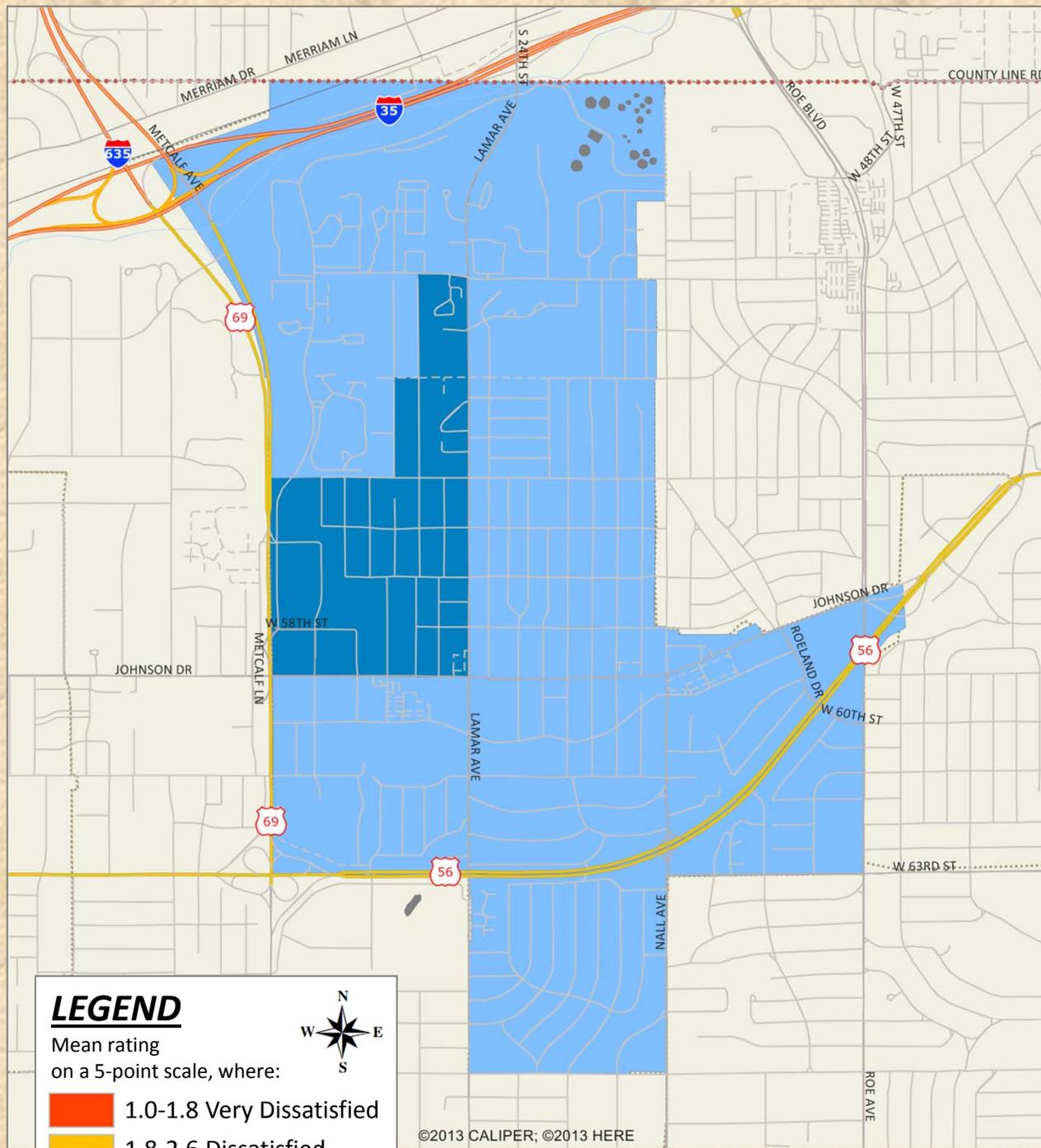
LEGEND

Mean rating on a 5-point scale, where:

■	1.0-1.8 Very Dissatisfied
■	1.8-2.6 Dissatisfied
■	2.6-3.4 Neutral
■	3.4-4.2 Satisfied
■	4.2-5.0 Very Satisfied
■	Other (no responses)

**2015 City of Mission
DirectionFinder® Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q21f. Satisfaction with the **Content of the Mission Magazine/City's Newsletter**



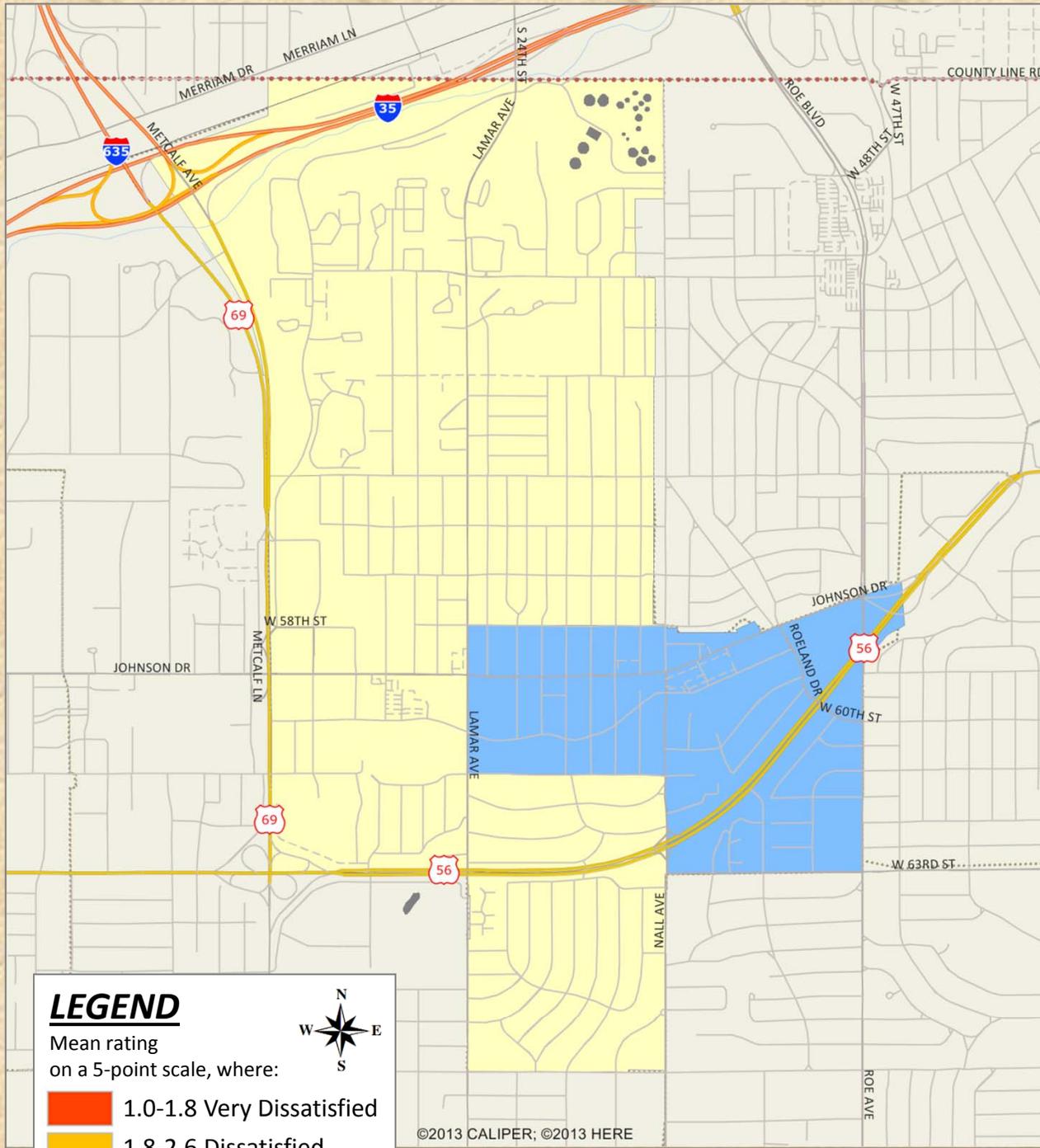
LEGEND

Mean rating on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents
 by CBG (merged as needed)

Q21g. Satisfaction with Use of Facebook/Twitter/Other Social Media



LEGEND

Mean rating on a 5-point scale, where:

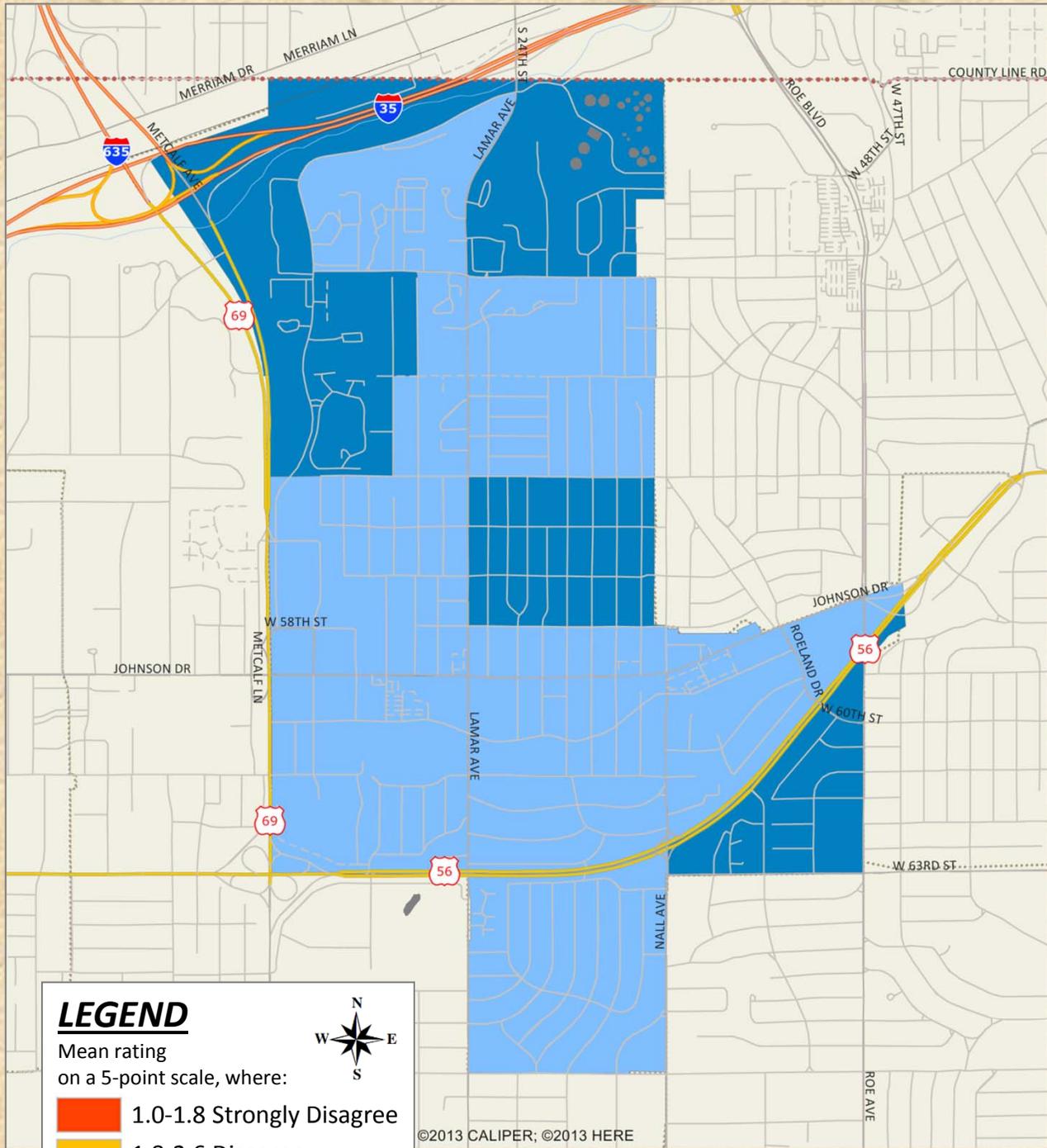
	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Support for Increased City Investment in Unmet Needs

Question #23

Q23a. I Would Support Increased City Investment in Maintenance of Residential (Neighborhood Streets)



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)



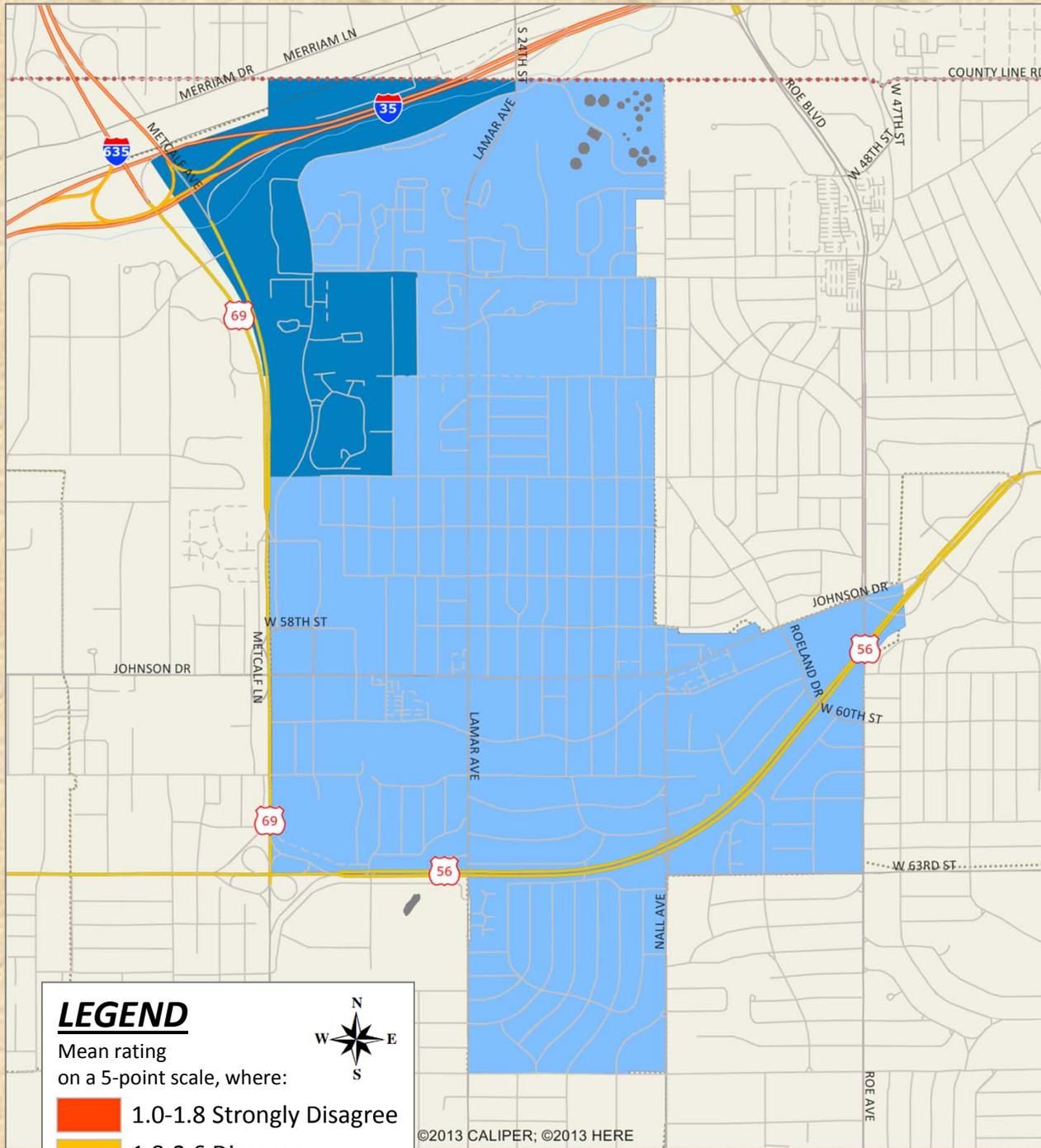
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DirectionFinder® Survey

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

Q23b. I Would Support Increased City Investment in Maintenance of Major Thoroughfares



LEGEND

- Mean rating on a 5-point scale, where:
- 1.0-1.8 Strongly Disagree
 - 1.8-2.6 Disagree
 - 2.6-3.4 Neutral
 - 3.4-4.2 Agree
 - 4.2-5.0 Strongly Agree
 - Other (no responses)



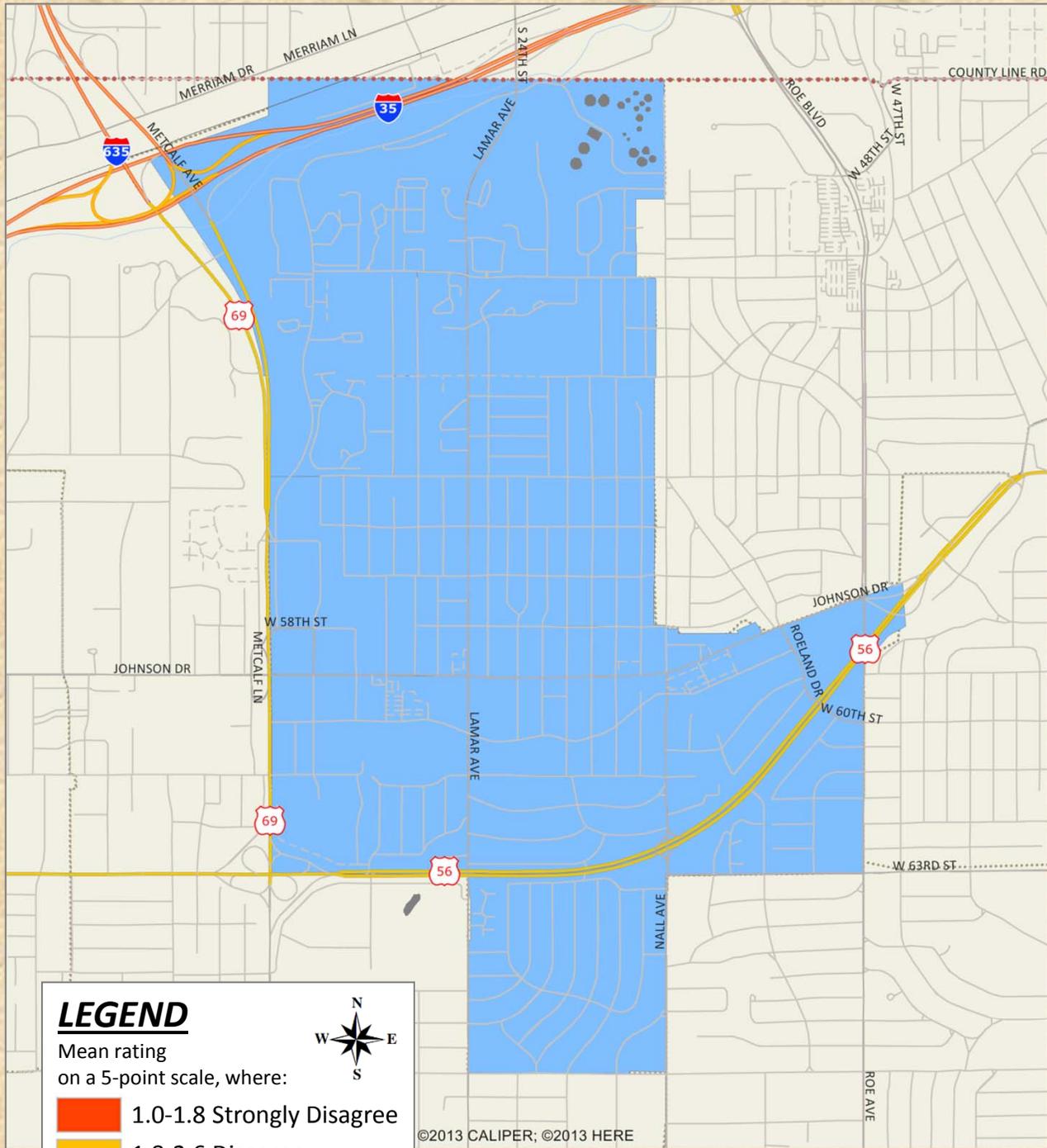
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DirectionFinder® Survey

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

Q23c. I Would Support Increased City Investment in Stormwater improvements in Major Channels



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)

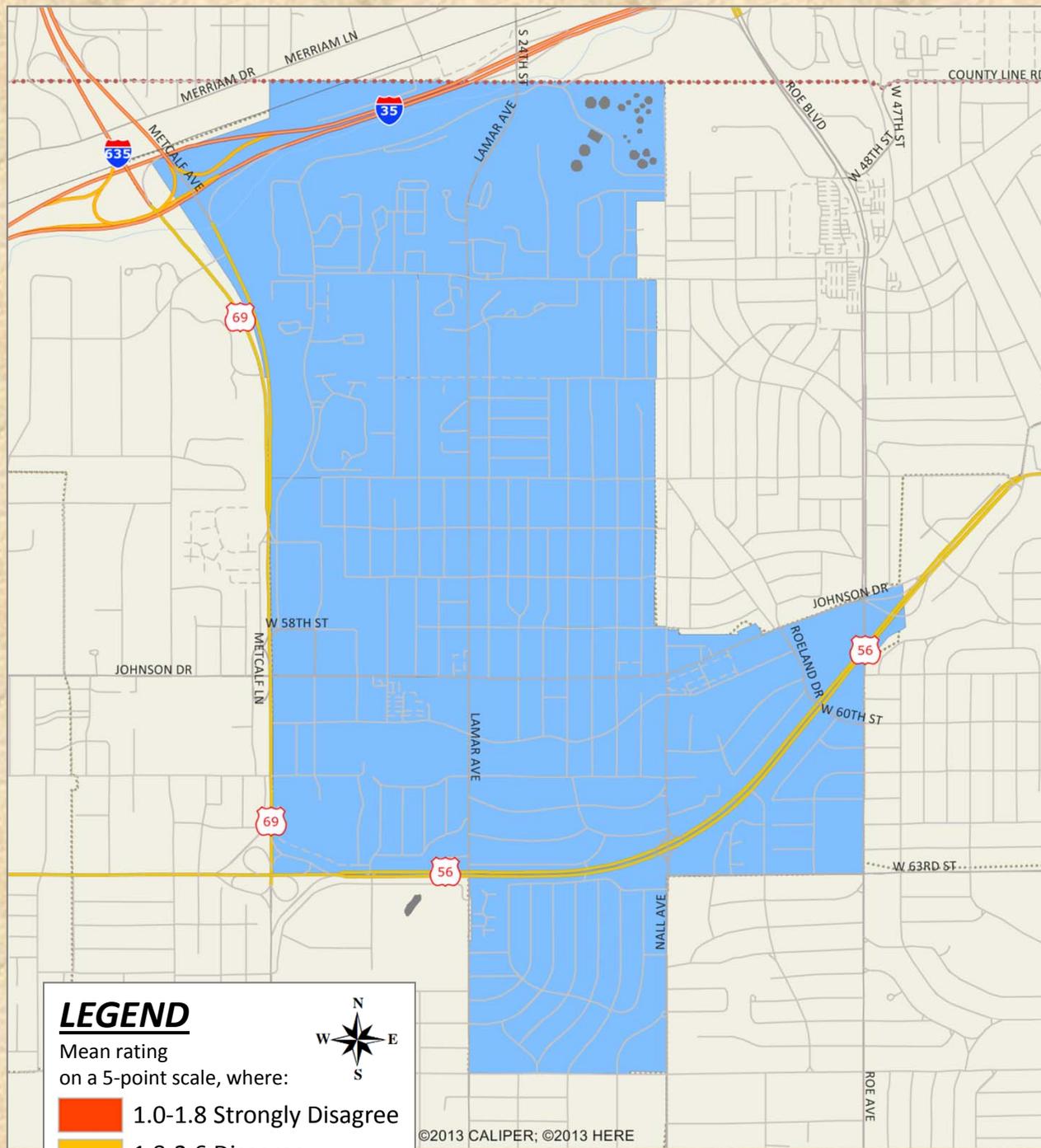


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DirectionFinder® Survey

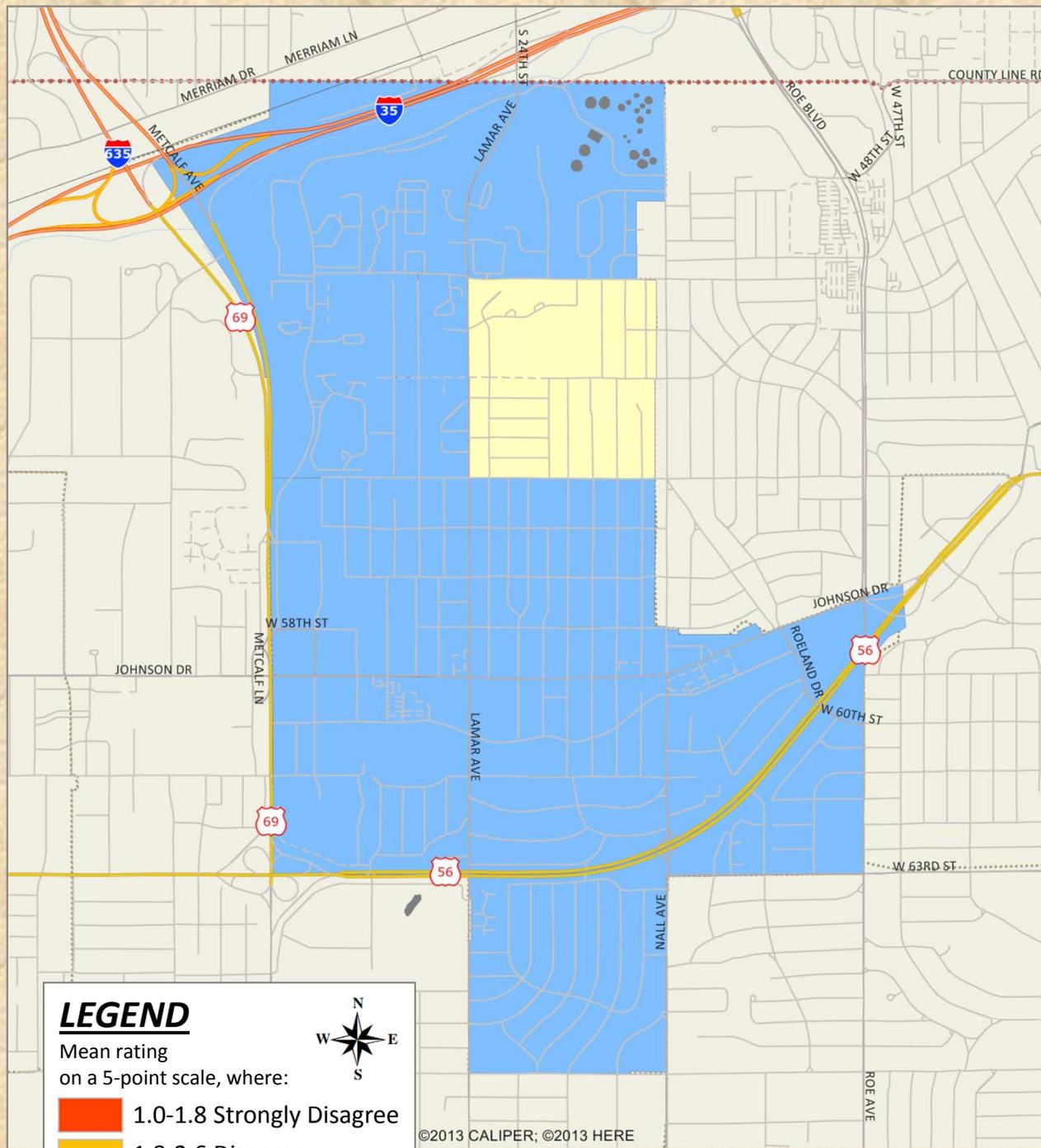
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q23d. I Would Support Increased City Investment in Stormwater Improvements in Residential Neighborhoods



2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q23e. I Would Support Increased City Investment in Maintenance and Improvements of City Buildings



LEGEND

- Mean rating on a 5-point scale, where:
- 1.0-1.8 Strongly Disagree
 - 1.8-2.6 Disagree
 - 2.6-3.4 Neutral
 - 3.4-4.2 Agree
 - 4.2-5.0 Strongly Agree
 - Other (no responses)



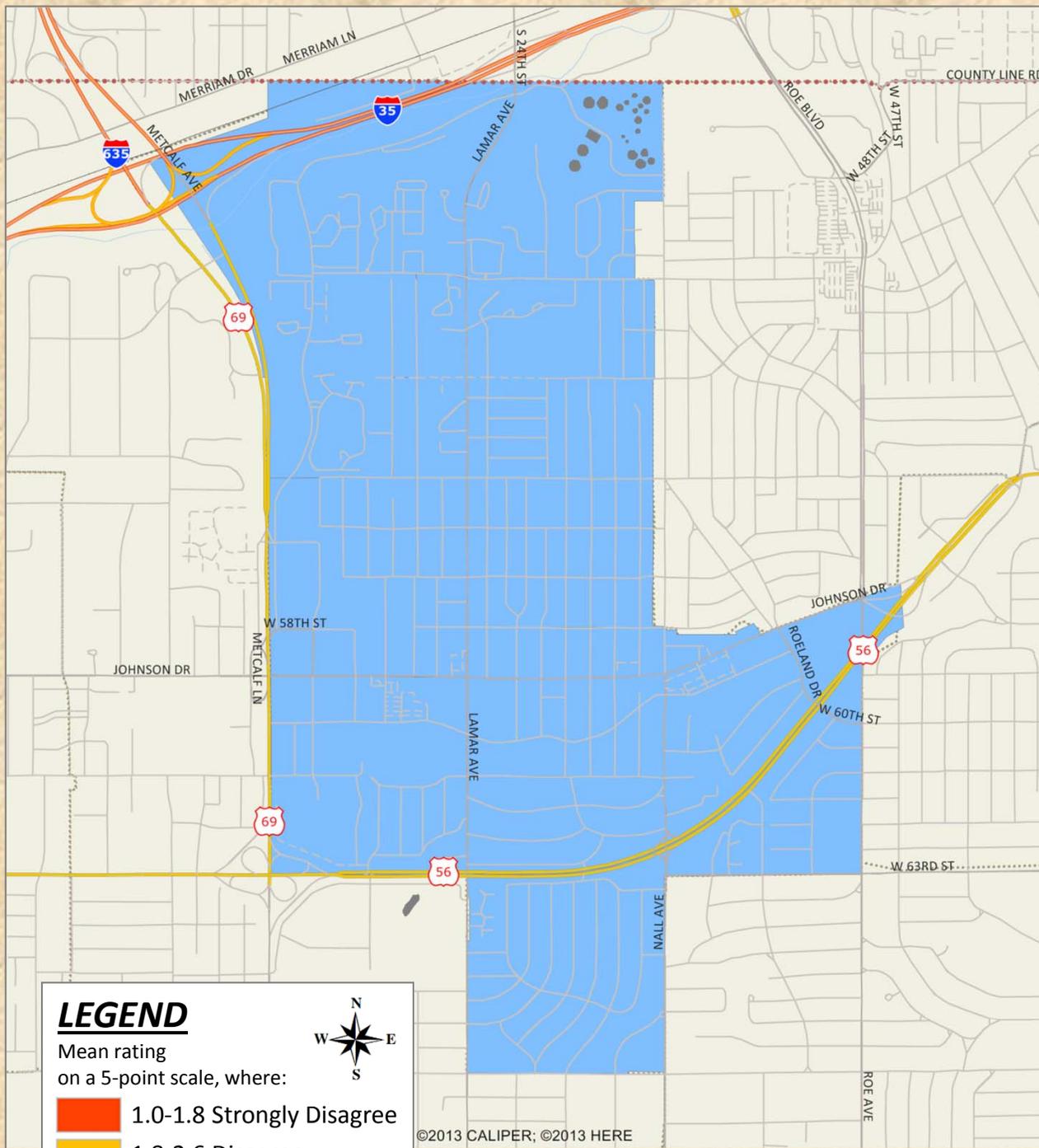
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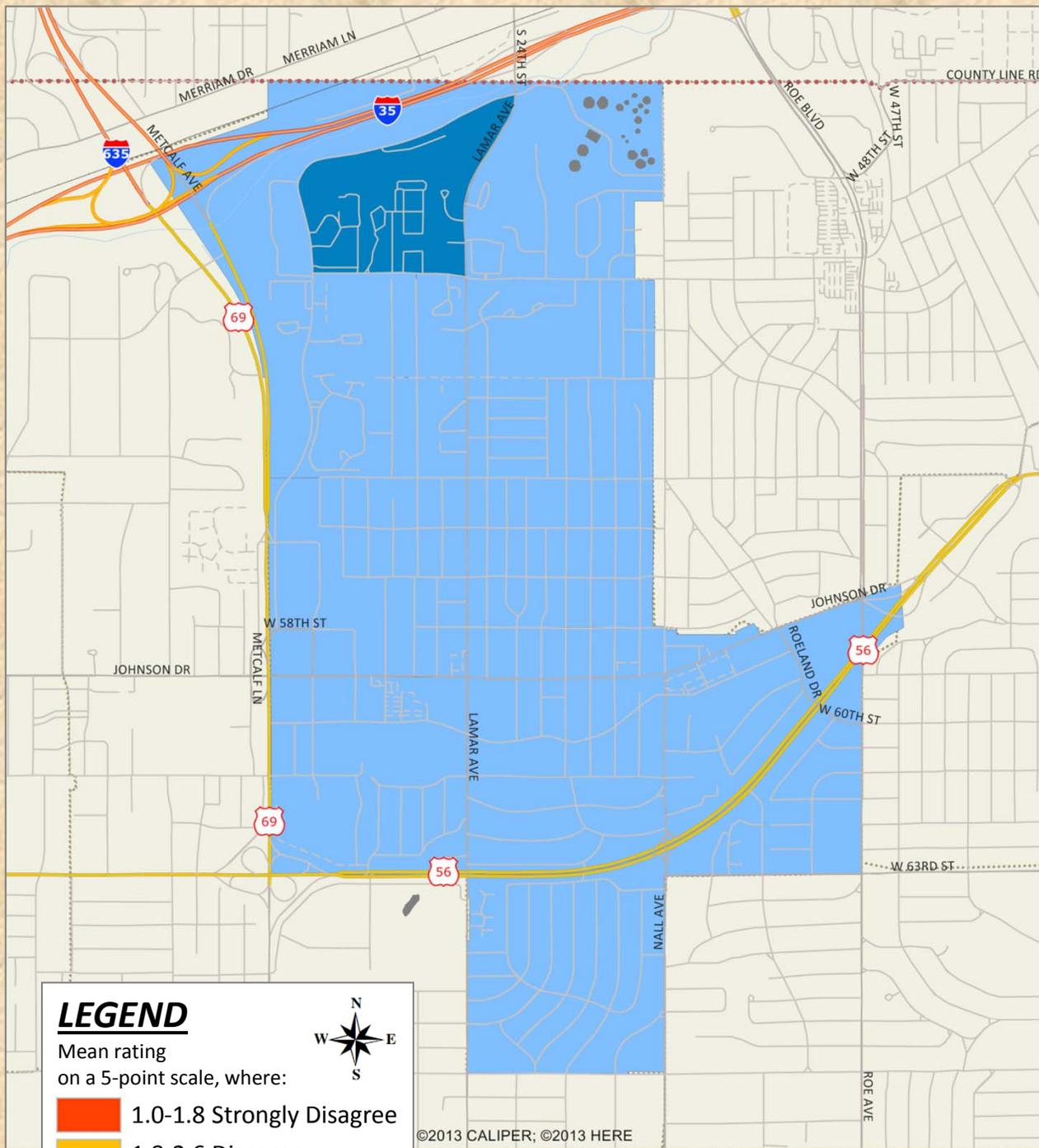
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q23f. I Would Support Increased City Investment in Maintenance and Improvement of City Parks



2015 City of Mission
DirectionFinder® Survey
 Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q23g. I Would Support Increased City Investment in Expansion of Parks and Recreation Programs



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)

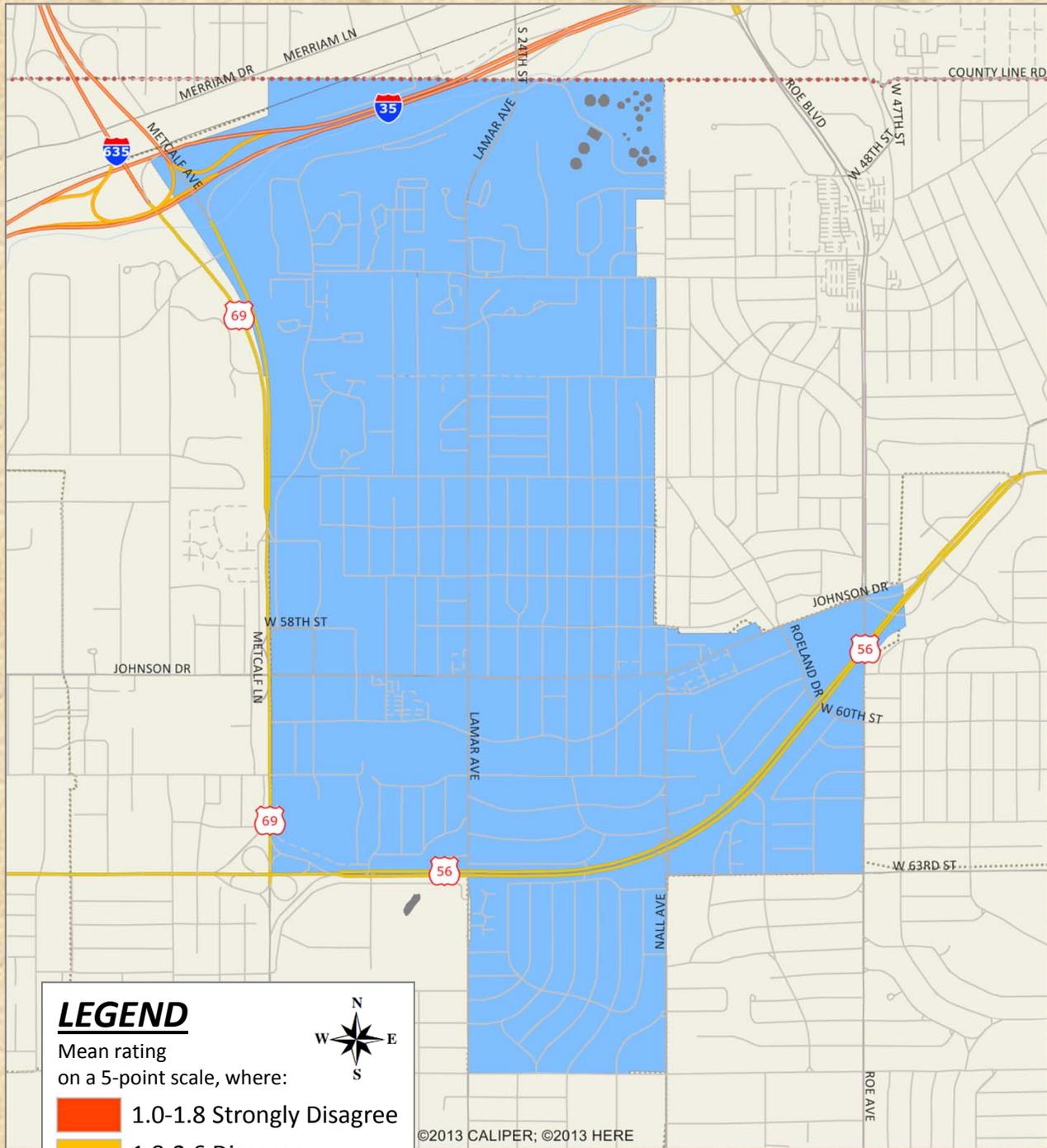


2015 City of Mission

DirectionFinder® Survey

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

Q23h. I Would Support Increased City Investment in Public Safety Services



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)

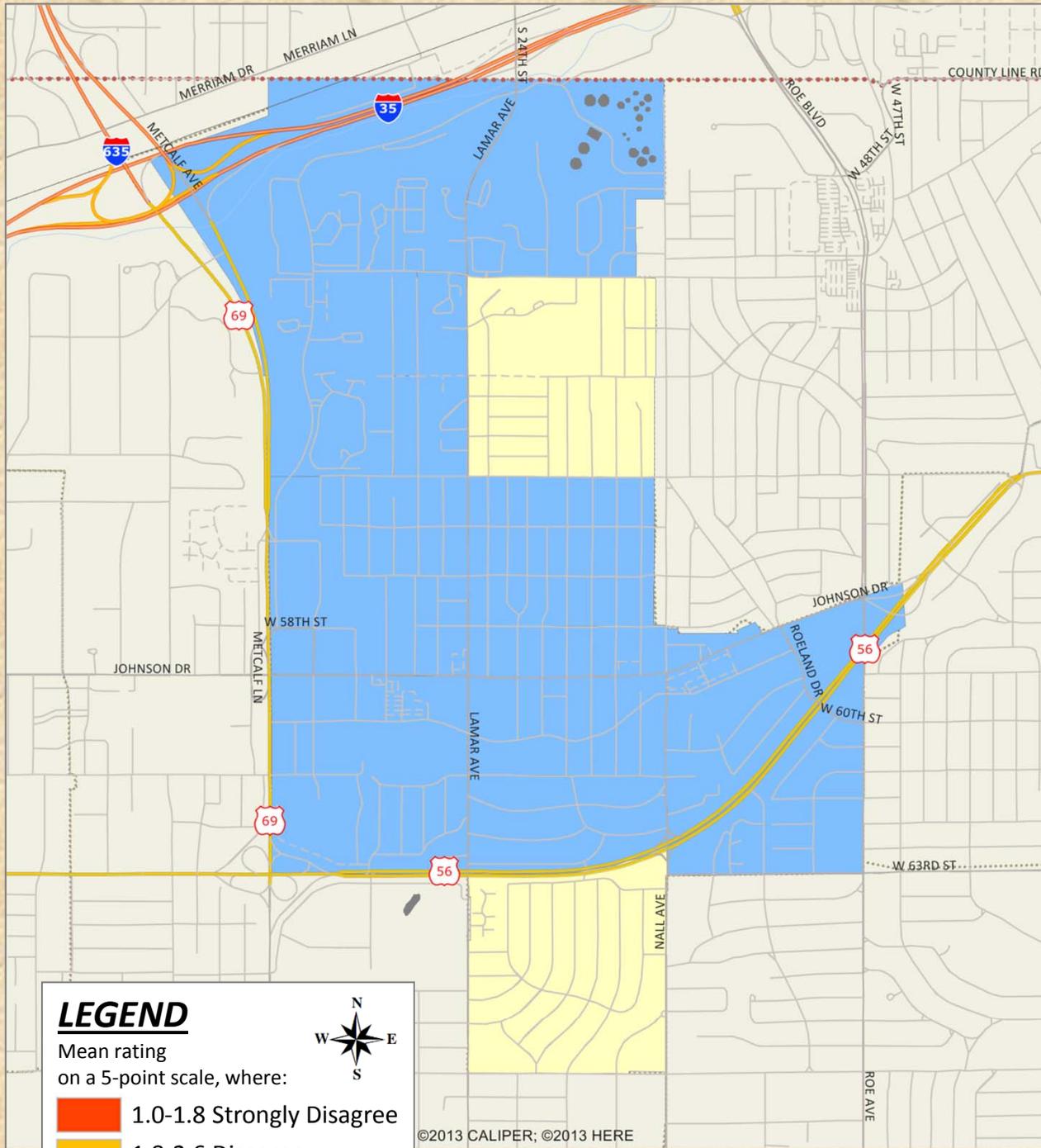


2015 City of Mission

DirectionFinder® Survey

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

Q23i. I Would Support Increased City Investment in More Trails Within Parks



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)



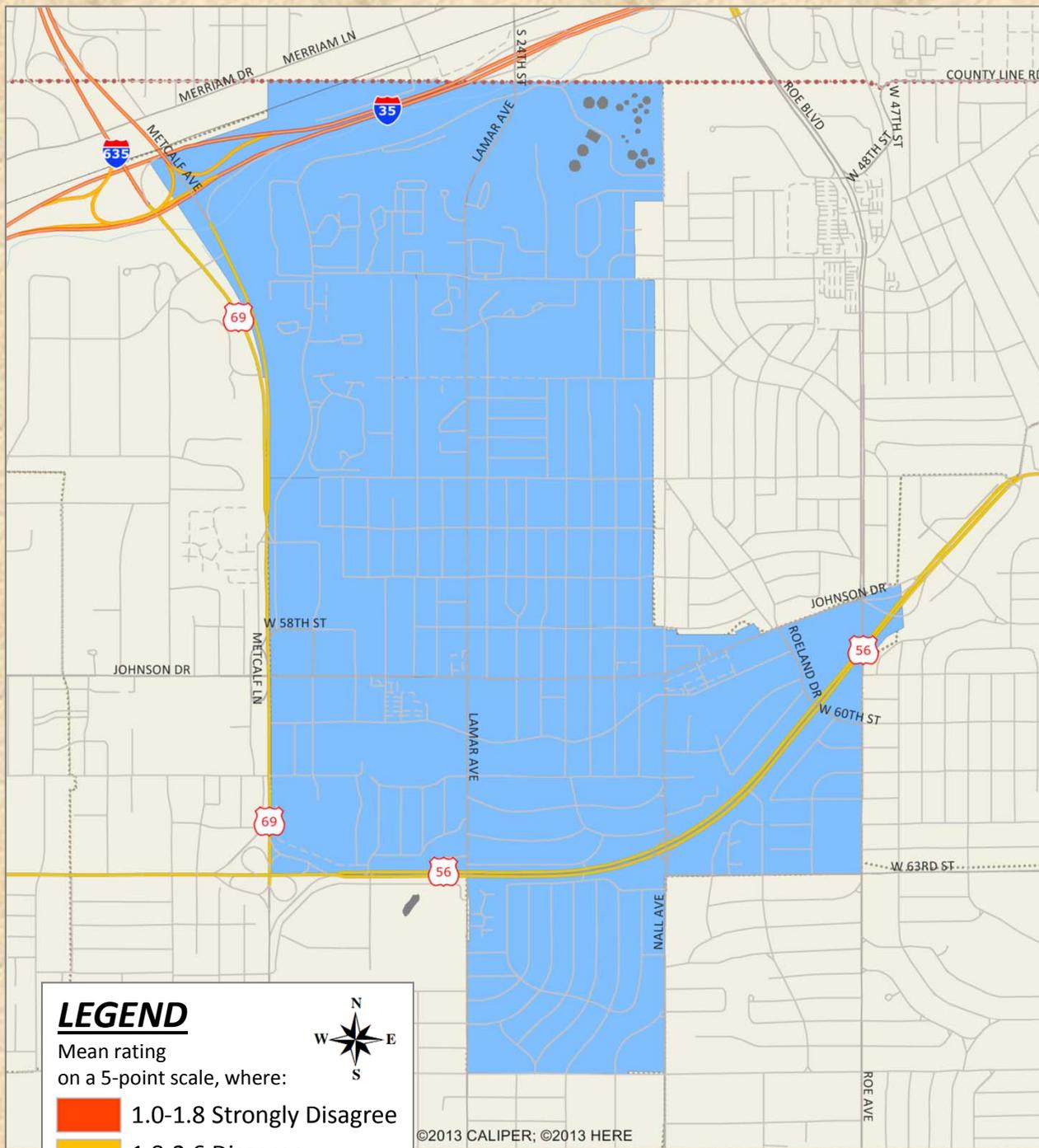
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DirectionFinder® Survey

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

Q23j. I Would Support Increased City Investment in Redevelopment of Commercial Areas



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)

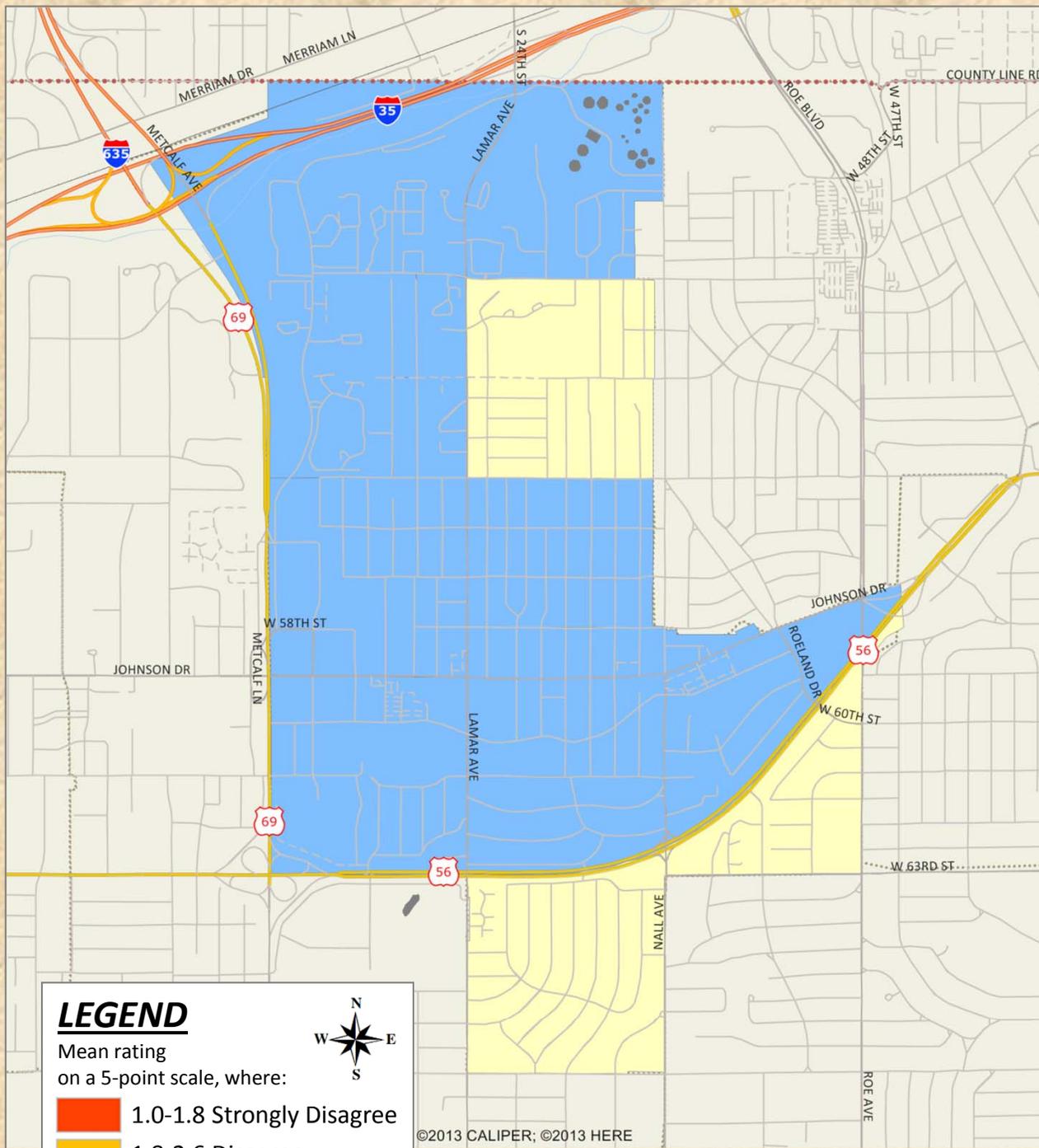


2015 City of Mission

DirectionFinder® Survey

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

Q23k. I Would Support Increased City Investment in More Trails Within the City



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)

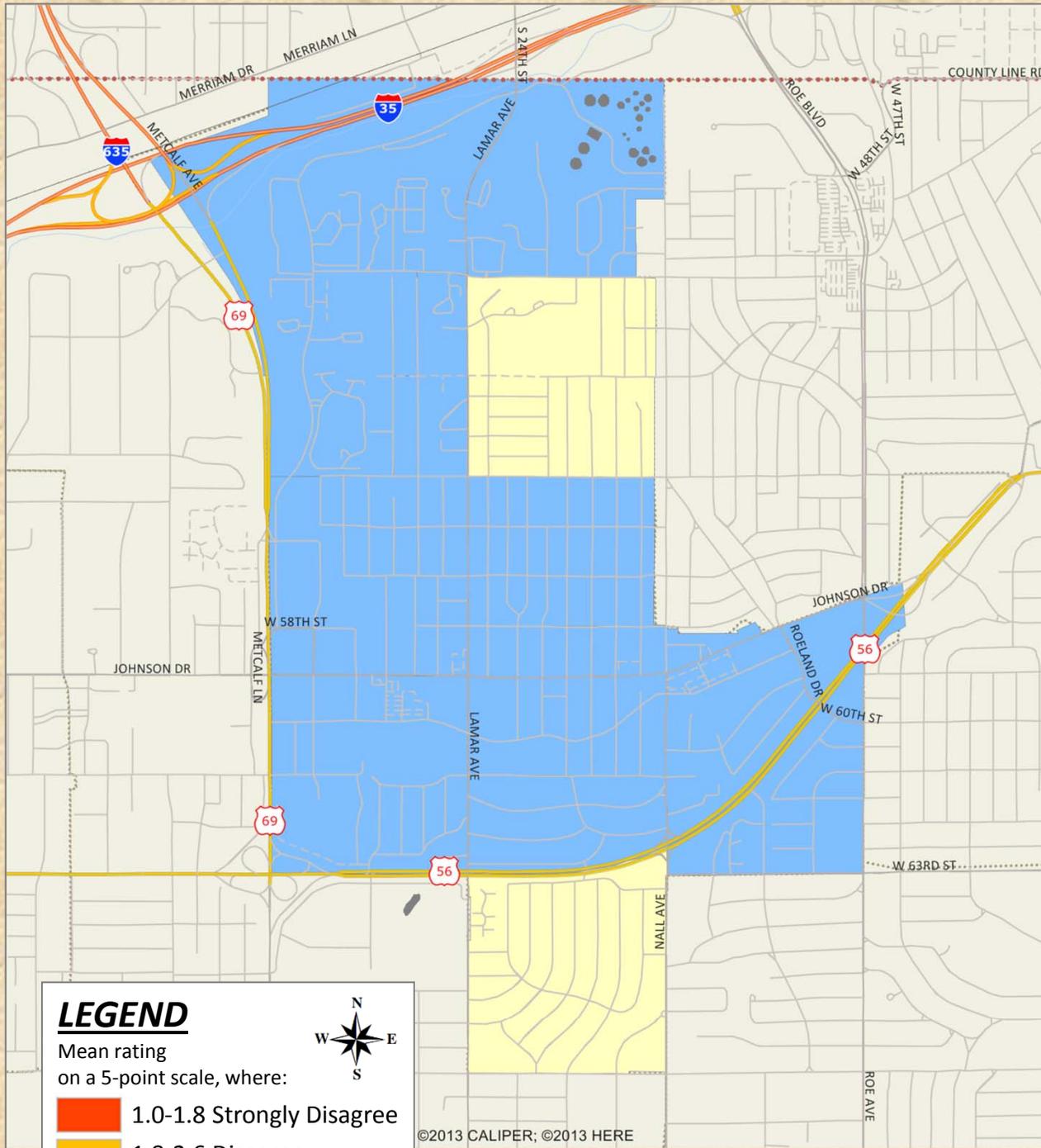


2015 City of Mission

DirectionFinder® Survey

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

Q231. I Would Support Increased City Investment in More Regional Trail Connections



LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)



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DirectionFinder® Survey

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

Section 5:
Tabular Data

Tabular Data

Q1. Several items that may influence your perception of the City of Mission are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor".

(N=592)

	Excellent	Good	Neutral	Below Average	Poor	No Opinion
A. Overall quality of services provided	19.9%	56.8%	15.5%	2.0%	0.8%	4.9%
B. Overall value that you receive for your City tax dollars and fees	15.0%	44.8%	25.5%	7.9%	1.9%	4.9%
C. Overall quality of life in the City	30.9%	55.2%	10.5%	1.2%	0.5%	1.7%
D. How well the City is communicating about programs and services	18.8%	45.4%	22.0%	8.4%	2.5%	2.9%
E. How well the City is planning for redevelopment activities	13.0%	34.3%	25.8%	11.0%	4.6%	11.3%
F. Overall feeling of safety in the City	40.2%	46.6%	10.1%	1.4%	0.0%	1.7%
G. Overall condition of housing in your neighborhood	23.8%	52.5%	13.0%	7.6%	0.3%	2.7%
H. Overall architectural quality of businesses in the City.	13.2%	44.9%	25.7%	10.3%	2.4%	3.5%

Q1. Several items that may influence your perception of the City of Mission are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor".(Without "No Opinion")

(N=592)

	Excellent	Good	Neutral	Below Average	Poor
A. Overall quality of services provided	21.0%	59.7%	16.3%	2.1%	0.9%
B. Overall value that you receive for your City tax dollars and fees	15.8%	47.1%	26.8%	8.3%	2.0%
C. Overall quality of life in the City	31.4%	56.2%	10.7%	1.2%	0.5%
D. How well the City is communicating about programs and services	19.3%	46.8%	22.6%	8.7%	2.6%
E. How well the City is planning for redevelopment activities	14.7%	38.7%	29.1%	12.4%	5.1%
F. Overall feeling of safety in the City	40.9%	47.4%	10.3%	1.4%	0.0%
G. Overall condition of housing in your neighborhood	24.5%	54.0%	13.4%	7.8%	0.3%
H. Overall architectural quality of businesses in the City.	13.7%	46.6%	26.6%	10.7%	2.5%

Tabular Data

Q2. Please rate your overall satisfaction with major categories of services provided by the City of Mission on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

(N=592)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
A. Quality of police services	32.8%	43.6%	14.4%	3.5%	1.9%	3.9%
B. Quality of parks and recreation programs	26.5%	44.8%	15.7%	3.5%	1.2%	8.3%
C. Quality of parks and recreation facilities	22.3%	46.1%	18.2%	5.6%	1.0%	6.8%
D. Maintenance of City streets	14.4%	43.6%	17.9%	16.7%	6.4%	1.0%
E. Maintenance of City buildings/facilities	20.4%	46.6%	18.4%	2.4%	1.2%	11.0%
F. Enforcement of City codes and ordinances	16.7%	36.0%	25.2%	7.3%	2.2%	12.7%
G. Quality of customer service you receive from city employees	22.6%	34.1%	21.8%	4.1%	2.0%	15.4%
H. Effectiveness of City communication	17.7%	39.2%	30.2%	5.7%	1.2%	5.9%
I. Quality of the City's stormwater runoff/stormwater management system	19.9%	43.1%	23.0%	4.7%	1.5%	7.8%
J. Flow of traffic and congestion management	17.4%	48.8%	21.3%	8.3%	1.7%	2.5%
K. Quality of City's planning efforts to promote redevelopment	15.9%	32.9%	25.7%	14.4%	5.1%	6.1%
L. Quality and livability of City's neighborhoods	28.5%	54.9%	14.0%	1.4%	0.3%	0.8%

Tabular Data

Q2. Please rate your overall satisfaction with major categories of services provided by the City of Mission on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".(Without "No Opinion")

(N=592)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Quality of police services	34.1%	45.3%	14.9%	3.7%	1.9%
B. Quality of parks and recreation programs	28.9%	48.8%	17.1%	3.9%	1.3%
C. Quality of parks and recreation facilities	23.9%	49.5%	19.6%	6.0%	1.1%
D. Maintenance of City streets	14.5%	44.0%	18.1%	16.9%	6.5%
E. Maintenance of City buildings/facilities	23.0%	52.4%	20.7%	2.7%	1.3%
F. Enforcement of City codes and ordinances	19.1%	41.2%	28.8%	8.3%	2.5%
G. Quality of customer service you receive from city employees	26.7%	40.3%	25.7%	4.8%	2.4%
H. Effectiveness of City communication	18.9%	41.7%	32.1%	6.1%	1.3%
I. Quality of the City's stormwater runoff/ stormwater management system	21.6%	46.7%	24.9%	5.1%	1.6%
J. Flow of traffic and congestion management	17.9%	50.1%	21.8%	8.5%	1.7%
K. Quality of City's planning efforts to promote redevelopment	16.9%	35.1%	27.3%	15.3%	5.4%
L. Quality and livability of City's neighborhoods	28.8%	55.4%	14.1%	1.4%	0.3%

Tabular Data**Q3. Which THREE of these items do you think should receive the MOST EMPHASIS from city leaders over the next TWO Years?**

Q3. Most Emphasis	Number	Percent
Quality of police services	46	7.8 %
Quality of parks and recreation programs	11	1.9 %
Quality of parks and recreation facilities	38	6.4 %
Maintenance of City streets	133	22.5 %
Maintenance of City buildings/facilities	9	1.5 %
Enforcement of City codes and ordinances	22	3.7 %
Quality of customer service you receive from city employees	11	1.9 %
Effectiveness of City communication	21	3.5 %
Quality of the City's stormwater runoff/stormwater management system	18	3.0 %
Flow of traffic and congestion management	37	6.3 %
Quality of City's planning efforts to promote redevelopment	146	24.7 %
Quality and livability of City's neighborhoods	32	5.4 %
None Chosen	68	11.5 %
Total	592	100.0 %

Q3. Which THREE of these items do you think should receive the MOST EMPHASIS from city leaders over the next TWO Years?

Q3. 2nd Emphasis	Number	Percent
Quality of police services	22	3.7 %
Quality of parks and recreation programs	27	4.6 %
Quality of parks and recreation facilities	33	5.6 %
Maintenance of City streets	95	16.0 %
Maintenance of City buildings/facilities	26	4.4 %
Enforcement of City codes and ordinances	35	5.9 %
Quality of customer service you receive from city employees	20	3.4 %
Effectiveness of City communication	46	7.8 %
Quality of the City's stormwater runoff/stormwater management system	23	3.9 %
Flow of traffic and congestion management	43	7.3 %
Quality of City's planning efforts to promote redevelopment	78	13.2 %
Quality and livability of City's neighborhoods	57	9.6 %
None Chosen	87	14.7 %
Total	592	100.0 %

Tabular Data

Q3. Which THREE of these items do you think should receive the MOST EMPHASIS from city leaders over the next TWO Years?

Q3. 3rd Emphasis	Number	Percent
Quality of police services	26	4.4 %
Quality of parks and recreation programs	35	5.9 %
Quality of parks and recreation facilities	36	6.1 %
Maintenance of City streets	55	9.3 %
Maintenance of City buildings/facilities	23	3.9 %
Enforcement of City codes and ordinances	31	5.2 %
Quality of customer service you receive from city employees	13	2.2 %
Effectiveness of City communication	30	5.1 %
Quality of the City's stormwater runoff/stormwater management system	26	4.4 %
Flow of traffic and congestion management	59	10.0 %
Quality of City's planning efforts to promote redevelopment	83	14.0 %
Quality and livability of City's neighborhoods	60	10.1 %
None Chosen	115	19.4 %
Total	592	100.0 %

Q3. The sum of the THREE items do you think should receive the MOST EMPHASIS from city leaders over the next TWO Years?

Q3. Sum of the Most Emphasis	Number	Percent
Quality of City's planning efforts to promote redevelopment	307	51.9 %
Maintenance of City streets	283	47.8 %
Quality and livability of City's neighborhoods	149	25.2 %
Flow of traffic and congestion management	139	23.5 %
Quality of parks and recreation facilities	107	18.1 %
Effectiveness of City communication	97	16.4 %
Quality of police services	94	15.9 %
Enforcement of City codes and ordinances	88	14.9 %
Quality of parks and recreation programs	73	12.3 %
Quality of the City's stormwater runoff/stormwater management system	67	11.3 %
Maintenance of City buildings/facilities	58	9.8 %
Quality of customer service you receive from city employees	44	7.4 %
Total	1506	

Tabular Data

Q4. Please rate Mission on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", with regard to each of the following:

(N=592)

	Excellent	Good	Neutral	Below Average	Poor	No Opinion
A. As a place to live	51.5%	40.4%	6.9%	0.7%	0.0%	0.5%
B. As a place to rear children	38.5%	34.5%	10.5%	2.9%	0.5%	13.2%
C. As a place to work	23.5%	28.2%	22.0%	2.5%	1.4%	22.5%
D. As a place where you would buy your next home	28.9%	37.5%	20.9%	6.6%	3.9%	2.2%
E. As a place to retire	33.4%	32.3%	18.8%	6.8%	4.4%	4.4%
F. As a place to do business	22.1%	37.5%	21.8%	7.8%	3.9%	6.9%

Q4. Please rate Mission on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", with regard to each of the following:(Without "No Opinion")

(N=592)

	Excellent	Good	Neutral	Below Average	Poor
A. As a place to live	51.8%	40.6%	7.0%	0.7%	0.0%
B. As a place to rear children	44.4%	39.7%	12.1%	3.3%	0.6%
C. As a place to work	30.3%	36.4%	28.3%	3.3%	1.7%
D. As a place where you would buy your next home	29.5%	38.3%	21.4%	6.7%	4.0%
E. As a place to retire	35.0%	33.7%	19.6%	7.1%	4.6%
F. As a place to do business	23.8%	40.3%	23.4%	8.3%	4.2%

Tabular Data

Q5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following PUBLIC SAFETY services provided by the City of Mission:

(N=592)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall quality of local police protection	41.0%	45.6%	8.1%	2.0%	0.7%	2.5%
B. The visibility of police in neighborhoods	40.4%	41.4%	11.5%	5.2%	0.7%	0.8%
C. The City's efforts to prevent crime	33.8%	37.3%	17.6%	1.9%	0.7%	8.8%
D. Enforcement of local traffic laws	32.3%	35.0%	16.4%	6.3%	4.4%	5.7%
E. How quickly police officers respond to emergencies	33.4%	25.7%	12.7%	2.5%	0.8%	24.8%

Q5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following PUBLIC SAFETY services provided by the City of Mission:(Without "No Opinion")

(N=592)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall quality of local police protection	42.1%	46.8%	8.3%	2.1%	0.7%
B. The visibility of police in neighborhoods	40.7%	41.7%	11.6%	5.3%	0.7%
C. The City's efforts to prevent crime	37.0%	40.9%	19.3%	2.0%	0.7%
D. Enforcement of local traffic laws	34.2%	37.1%	17.4%	6.6%	4.7%
E. How quickly police officers respond to emergencies	44.5%	34.2%	16.9%	3.4%	1.1%

Tabular Data

Q6. Which THREE of the public safety items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q6. Most Emphasis	Number	Percent
Overall quality of local police protection	119	20.1 %
The visibility of police in neighborhoods	112	18.9 %
The City's efforts to prevent crime	161	27.2 %
Enforcement of local traffic laws	45	7.6 %
How quickly police officers respond to emergencies	71	12.0 %
None Chosen	84	14.2 %
Total	592	100.0 %

Q6. Which THREE of the public safety items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q6. 2nd Emphasis	Number	Percent
Overall quality of local police protection	77	13.0 %
The visibility of police in neighborhoods	107	18.1 %
The City's efforts to prevent crime	149	25.2 %
Enforcement of local traffic laws	33	5.6 %
How quickly police officers respond to emergencies	118	19.9 %
None Chosen	108	18.2 %
Total	592	100.0 %

Q6. Which THREE of the public safety items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q6. 3rd Emphasis	Number	Percent
Overall quality of local police protection	97	16.4 %
The visibility of police in neighborhoods	78	13.2 %
The City's efforts to prevent crime	101	17.1 %
Enforcement of local traffic laws	54	9.1 %
How quickly police officers respond to emergencies	123	20.8 %
None Chosen	139	23.5 %
Total	592	100.0 %

Q6. The sum of the THREE public safety items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q6. Sum of the Most Emphasis	Number	Percent
The City's efforts to prevent crime	411	69.4 %
How quickly police officers respond to emergencies	312	52.7 %
The visibility of police in neighborhoods	297	50.2 %
Overall quality of local police protection	293	49.5 %
Enforcement of local traffic laws	132	22.3 %
Total	1445	

Tabular Data

Q7. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe", please rate how safe you feel in the following situations:

(N=592)

	Very safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A. In your neighborhood during the day	76.0%	22.1%	1.4%	0.0%	0.0%	0.5%
B. In your neighborhood at night	42.1%	46.8%	7.3%	3.0%	0.0%	0.8%
C. In City parks	27.9%	40.0%	18.2%	1.9%	0.5%	11.5%
D. In commercial/shopping areas in Mission	40.7%	47.6%	9.0%	1.4%	0.0%	1.4%
E. Overall feeling of safety in Mission	47.5%	47.1%	4.6%	0.3%	0.0%	0.5%

Q7. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe", please rate how safe you feel in the following situations:(Without "Don't Know")

(N=592)

	Very safe	Safe	Neutral	Unsafe	Very Unsafe
A. In your neighborhood during the day	76.4%	22.2%	1.4%	0.0%	0.0%
B. In your neighborhood at night	42.4%	47.2%	7.3%	3.1%	0.0%
C. In City parks	31.5%	45.2%	20.6%	2.1%	0.6%
D. In commercial/shopping areas in Mission	41.3%	48.3%	9.1%	1.4%	0.0%
E. Overall feeling of safety in Mission	47.7%	47.4%	4.6%	0.3%	0.0%

Q8. As properties within the City of Mission redevelop, how strongly do you feel that green space should be maintained or expanded, even if doing so may reduce the amount of land available for retail uses and parking spaces?

Q8. How strongly do you feel	Number	Percent
Strongly Agree	325	54.9 %
Agree	122	20.6 %
Neutral	75	12.7 %
Disagree	36	6.1 %
Strongly Disagree	14	2.4 %
No Opinion	20	3.4 %
Total	592	100.0 %

Tabular Data

Q9. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very satisfied" and 1 means "Very Dissatisfied" with PARKS AND RECREATION services.

(N=592)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
A. Maintenance of City parks	18.1%	49.5%	17.7%	4.4%	0.8%	9.5%
B. Number of City parks	19.1%	40.5%	20.6%	9.0%	1.2%	9.6%
C. How close neighborhood parks are to your home	27.9%	40.4%	16.4%	6.3%	0.8%	8.3%
D. Number of walking and biking trails (within City parks)	11.7%	30.2%	24.3%	15.9%	4.1%	13.9%
E. Number of walking and biking trails (throughout City of Mission)	10.0%	26.0%	25.0%	20.8%	5.9%	12.3%
F. Overall appearance of parks and green spaces	18.6%	46.6%	20.6%	6.1%	1.2%	6.9%
G. Quality of the Community Center	38.0%	31.3%	12.3%	1.9%	0.3%	16.2%
H. Quality of the outdoor Aquatics facilities	37.8%	22.3%	13.9%	1.0%	0.2%	24.8%

Q9. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very satisfied" and 1 means "Very Dissatisfied" with PARKS AND RECREATION services.(Without "No Opinion")

(N=592)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Maintenance of City parks	20.0%	54.7%	19.6%	4.9%	0.9%
B. Number of City parks	21.1%	44.9%	22.8%	9.9%	1.3%
C. How close neighborhood parks are to your home	30.4%	44.0%	17.9%	6.8%	0.9%
D. Number of walking and biking trails (within City parks)	13.5%	35.1%	28.2%	18.4%	4.7%
E. Number of walking and biking trails (throughout City of Mission)	11.4%	29.7%	28.5%	23.7%	6.7%
F. Overall appearance of parks and green spaces	20.0%	50.1%	22.1%	6.5%	1.3%
G. Quality of the Community Center	45.4%	37.3%	14.7%	2.2%	0.4%
H. Quality of the outdoor Aquatics facilities	50.3%	29.7%	18.4%	1.3%	0.2%

Tabular Data

Q10. Which THREE of the parks and recreation items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q10. Most Emphasis	Number	Percent
Maintenance of City parks	145	24.5 %
Number of City parks	41	6.9 %
How close neighborhood parks are to your home	11	1.9 %
Number of walking and biking trails (within City parks)	53	9.0 %
Number of walking and biking trails (throughout City of Mission)	122	20.6 %
Overall appearance of parks and green spaces	60	10.1 %
Quality of the Community Center	64	10.8 %
Quality of the outdoor Aquatics facilities	6	1.0 %
None Chosen	90	15.2 %
Total	592	100.0 %

Q10. Which THREE of the parks and recreation items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q10. 2nd Emphasis	Number	Percent
Maintenance of City parks	86	14.5 %
Number of City parks	33	5.6 %
How close neighborhood parks are to your home	16	2.7 %
Number of walking and biking trails (within City parks)	70	11.8 %
Number of walking and biking trails (throughout City of Mission)	93	15.7 %
Overall appearance of parks and green spaces	112	18.9 %
Quality of the Community Center	46	7.8 %
Quality of the outdoor Aquatics facilities	26	4.4 %
None Chosen	110	18.6 %
Total	592	100.0 %

Q10. Which THREE of the parks and recreation items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q10. 3rd Emphasis	Number	Percent
Maintenance of City parks	68	11.5 %
Number of City parks	54	9.1 %
How close neighborhood parks are to your home	28	4.7 %
Number of walking and biking trails (within City parks)	44	7.4 %
Number of walking and biking trails (throughout City of Mission)	69	11.7 %
Overall appearance of parks and green spaces	79	13.3 %
Quality of the Community Center	60	10.1 %
Quality of the outdoor Aquatics facilities	41	6.9 %
None Chosen	149	25.2 %
Total	592	100.0 %

Q10. The sum of the THREE parks and recreation items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q10. Sum of the Most Emphasis	Number	Percent
Maintenance of City parks	299	50.5 %
Number of walking and biking trails (throughout City of Mission)	284	48.0 %
Overall appearance of parks and green spaces	251	42.4 %
Quality of the Community Center	170	28.7 %
Number of walking and biking trails (within City parks)	167	28.2 %
Number of City parks	128	21.6 %
Quality of the outdoor Aquatics facilities	73	12.3 %
How close neighborhood parks are to your home	55	9.3 %
Total	1427	

Tabular Data

Q11. 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:

(N=592)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
A. Enforcing the clean up of litter and debris on private property	13.5%	37.7%	23.3%	12.0%	2.9%	10.6%
B. Enforcing the mowing of grass and weeds on private property	12.5%	34.3%	26.2%	14.5%	3.5%	9.0%
C. Enforcing the exterior maintenance of residential property	10.6%	32.8%	30.6%	13.0%	2.9%	10.1%
D. Enforcing the exterior maintenance of commercial property	10.5%	38.3%	25.8%	11.5%	2.4%	11.5%
E. Enforcing the maintenance of multi-family residential property	10.3%	32.4%	32.1%	8.3%	1.9%	15.0%
F. Enforcing the City's sign code ordinances	11.3%	30.9%	28.2%	5.4%	2.7%	21.5%
G. The City's efforts in helping support neighborhoods and property values	12.5%	35.3%	26.5%	11.1%	2.2%	12.3%

Q11. 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:(Without "No Opinion")

(N=592)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Enforcing the clean up of litter and debris on private property	15.1%	42.2%	26.1%	13.4%	3.2%
B. Enforcing the mowing of grass and weeds on private property	13.7%	37.7%	28.8%	16.0%	3.9%
C. Enforcing the exterior maintenance of residential property	11.8%	36.5%	34.0%	14.5%	3.2%
D. Enforcing the exterior maintenance of commercial property	11.8%	43.3%	29.2%	13.0%	2.7%
E. Enforcing the maintenance of multi-family residential property	12.1%	38.2%	37.8%	9.7%	2.2%
F. Enforcing the City's sign code ordinances	14.4%	39.4%	35.9%	6.9%	3.4%
G. The City's efforts in helping support neighborhoods and property values	14.3%	40.3%	30.3%	12.7%	2.5%

Tabular Data

Q12. Please check the THREE items you believe would have the greatest impact on improving the quality of your neighborhood. [Check THREE.]

Q12. The greatest impact on improving the quality of your neighborhood.	Number	Percent
Increased street/curb maintenance	312	52.7 %
More sidewalks	224	37.8 %
None Chosen	215	36.3 %
Increased private property maintenance	209	35.3 %
More trails	174	29.4 %
Better maintained sidewalks	156	26.4 %
Addition of bike lanes	138	23.3 %
Stormwater improvements	130	22.0 %
Other	84	14.2 %
Closer proximity to parks/open space	83	14.0 %
Closer proximity to retail	51	8.6 %
Total	1776	

Q12. Other

Q12 Other

GATEWAY REDEVELOPMENT	MAKE PEOPLE TRIM HUGE TREES
APPEARANCE OF DOWNTOWN	MAKE PEOPLE TRIM HUGE TREES
BETTER LIGHTING	MAKING MISSION MORE COSMOPOLIT
BETTER SIDEWLKS ON FOXRIDGE DR	MAKING MISSION MORE COSMOPOLIT
BETTER SIDEWLKS ON FOXRIDGE DR	MISSION CENTER
BIKE TRAIL CONNECTIONS	MISSION CENTER
CHILDRENS PLAY FACILITIES	MISSION MALL PROJECT
CITY IS AGING	MISSION MALL PROJECT
CITY IS AGING	MODERN TRAFFIC LIGHTS
CITY TREE TRIMMING	MORE GREEN SPACE
CLEAN UP LITTER IN YARDS/LAWNS	NALL & JOHNSON DR PROJ EMPTY
CLEAN UP LITTER IN YARDS/LAWNS	NALL & JOHNSON DR PROJ EMPTY
CLEANING UP THE APARTMENTS	NO WALMART
CODE ENFORCEMENT RENTAL HOMES	NO WALMART
DEVELOPING MORE PROPERTY	OVERALL PLEASED
DEVELOPING MORE PROPERTY	PARKWAY & ROELAND DR MEDIAN
DISALLOW UNWORKING CARS/TV	PARKWAY & ROELAND DR MEDIAN
DISALLOW UNWORKING CARS/TV	POINTS OF INTEREST SIGNS
DOG PARK	PRESS TO GATEWAY EAST
DOG PARK	PROPERTY TAX GO TO SCHOOL
DONT USE STORM DRAIN FOR GRASS	PROPERTY TAX GO TO SCHOOL
EAST RETAIL SPACE	REDEVELOPMENT OF SHOPING CTR
ENFORCE CODES	REDUCE BLIGHT IN RETAIL
ENFORCE SPEED LIMITS	REDUCE SIZE/SLOPE OF GOVT
EXISTING PARK IMPROVEMENTS	REDUCE SIZE/SLOPE OF GOVT
FILL EMPTY RETAIL SPOTS	RESIDENTIAL LAWN MAINTENANCE
FILL EMPTY RETAIL SPOTS	RESIDENTIAL MAINT
FINANCIAL ISSUE OF RESIDENTS	SEVERAL NEIGHBORS USE/DEAL DRU
FIND ANOTHER RETAILER	SIDEWALK ON JOHNSON DR
FINISH MISSION MALL LOT	SNOW REMOVAL
GET THIS GATEWAY EYESORE CLEAN	STANDARD FOR COMPOST PILES
GOOD STREET SWEEPING	STREETS CONDITION/SWEEPING
GOOGLE FIBER	STREETS CONDITION/SWEEPING
KEEP WALMART OUT!	STRONGER BUS ASSOCIATION
KEEP WALMART OUT!	THIS SURVEY
LESS DENSE DEVELOPMENT	TOO MANY PROPERTY RESTRICTIONS
LESS MONEY ON POLICE CARS	TORNADO SHELTERS
LESS MONEY ON POLICE CARS	TORNADO SHELTERS
LIMITING HOURS OF CONSTRUCTION	TRIM TREES/SHURBS AT INTERSECT
LIMITING HOURS OF CONSTRUCTION	UP MAINT OF STORM WATER AREAS
MAINT OF WEEDS/GROWTH IN CREEK	WESTGATE DEVEL
MAINTAIN STREETS	WRITE CROSSWALK TICKETS

Tabular Data

Q13. If the City were to focus on attracting new housing choices for the community, please select the THREE housing types you feel are most needed in Mission. [Check THREE.]

Q13. THREE housing types you feel are most needed in Mission	Number	Percent
Mid-range single-family homes	420	70.9 %
Entry-level single-family homes	254	42.9 %
Patio homes (association maintained)	231	39.0 %
Townhomes and row houses	195	32.9 %
None Chosen	172	29.1 %
Large estate single-family homes	129	21.8 %
Apartments and condominiums	123	20.8 %
Accessory apartments (granny-flats, in-law suites/garag eapartments allowed accessory use to single-family dwellings)	106	17.9 %
Senior Housing (independent living)	104	17.6 %
Senior Housing (assisted/skilled nursing/memory care)	42	7.1 %
Total	1776	

Q14. Public Works: Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following PUBLIC WORKS services provided by the City:

(N=592)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
A. Maintenance of City streets - neighborhoods	12.8%	48.8%	13.9%	16.3%	6.7%	1.5%
B. Maintenance of City streets - major thoroughfares	24.2%	47.5%	11.7%	12.3%	2.4%	2.0%
C. Maintenance of sidewalks	12.7%	36.3%	28.7%	13.3%	3.0%	5.9%
D. Maintenance of street signs/ traffic signals	21.8%	53.0%	15.9%	4.7%	1.4%	3.2%
E. Snow removal on major City streets	35.1%	49.2%	9.0%	2.0%	0.7%	4.1%
F. Snow removal on neighborhood streets	27.5%	47.5%	12.5%	6.3%	1.9%	4.4%
G. Overall cleanliness of City streets and other public areas	23.3%	54.6%	16.2%	4.2%	0.5%	1.2%

Tabular Data

Q14. Public Works: Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following PUBLIC WORKS services provided by the City:(Without "No Opinion")

(N=592)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Maintenance of City streets - neighborhoods	13.0%	49.6%	14.1%	16.5%	6.8%
B. Maintenance of City streets - major thoroughfares	24.7%	48.4%	11.9%	12.6%	2.4%
C. Maintenance of sidewalks	13.5%	38.6%	30.5%	14.2%	3.2%
D. Maintenance of street signs/traffic signals	22.5%	54.8%	16.4%	4.9%	1.4%
E. Snow removal on major City streets	36.6%	51.2%	9.3%	2.1%	0.7%
F. Snow removal on neighborhood streets	28.8%	49.6%	13.1%	6.5%	1.9%
G. Overall cleanliness of City streets and other public areas	23.6%	55.2%	16.4%	4.3%	0.5%

Q15. Which THREE of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q15. Most Emphasis	Number	Percent
Maintenance of City streets - neighborhoods	228	38.5 %
Maintenance of City streets - major thoroughfares	81	13.7 %
Maintenance of sidewalks	85	14.4 %
Maintenance of street signs/traffic signals	14	2.4 %
Snow removal on major City streets	40	6.8 %
Snow removal on neighborhood streets	41	6.9 %
Overall cleanliness of City streets and other public areas	35	5.9 %
None Chosen	68	11.5 %
Total	592	100.0 %

Q15. Which THREE of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q15. 2nd Emphasis	Number	Percent
Maintenance of City streets - neighborhoods	99	16.7 %
Maintenance of City streets - major thoroughfares	113	19.1 %
Maintenance of sidewalks	108	18.2 %
Maintenance of street signs/traffic signals	26	4.4 %
Snow removal on major City streets	43	7.3 %
Snow removal on neighborhood streets	72	12.2 %
Overall cleanliness of City streets and other public areas	39	6.6 %
None Chosen	92	15.5 %
Total	592	100.0 %

Tabular Data

Q15. Which THREE of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q15. 3rd Emphasis	Number	Percent
Maintenance of City streets - neighborhoods	65	11.0 %
Maintenance of City streets - major thoroughfares	58	9.8 %
Maintenance of sidewalks	79	13.3 %
Maintenance of street signs/traffic signals	33	5.6 %
Snow removal on major City streets	38	6.4 %
Snow removal on neighborhood streets	86	14.5 %
Overall cleanliness of City streets and other public areas	115	19.4 %
None Chosen	118	19.9 %
Total	592	100.0 %

Q15. The sum of the THREE items do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q15. Sum of the Most Emphasis	Number	Percent
Maintenance of City streets - neighborhoods	392	66.2 %
Maintenance of sidewalks	272	45.9 %
Maintenance of City streets - major thoroughfares	252	42.6 %
Snow removal on neighborhood streets	199	33.6 %
Overall cleanliness of City streets and other public areas	189	31.9 %
Snow removal on major City streets	121	20.4 %
Maintenance of street signs/traffic signals	73	12.3 %
Total	1498	

Q16. Transportation/Walkability: Indicate your level of agreement with the walkability/bike ability in Mission on a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree".

(N=592)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Opinion
A. Members of my household can safely walk or bike to parks in the City of Mission.	26.7%	40.0%	13.7%	11.0%	3.9%	4.7%
B. Members of my household can safely walk or bike to retail/shopping areas in Mission.	22.1%	39.4%	14.5%	14.7%	4.9%	4.4%
C. Members of my household can safely walk or bike to schools in Mission.	14.7%	33.1%	19.1%	11.0%	3.5%	18.6%
D. Members of my household can safely walk or bike for leisure in Mission.	22.8%	42.7%	15.0%	11.8%	3.5%	4.1%

Tabular Data**Q16. Transportation/Walkability: Indicate your level of agreement with the walkability/bike ability in Mission on a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree".(Without "No Opinion")**

(N=592)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
A. Members of my household can safely walk or bike to parks in the City of Mission.	28.0%	42.0%	14.4%	11.5%	4.1%
B. Members of my household can safely walk or bike to retail/shopping areas in Mission.	23.1%	41.2%	15.2%	15.4%	5.1%
C. Members of my household can safely walk or bike to schools in Mission.	18.0%	40.7%	23.4%	13.5%	4.4%
D. Members of my household can safely walk or bike for leisure in Mission.	23.8%	44.5%	15.7%	12.3%	3.7%

Q17. Indicate your level of agreement, on scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree".

(N=592)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Opinion
A. Neighborhood streets should be upgraded to include sidewalks.	31.9%	30.6%	17.6%	10.1%	4.9%	4.9%
B. The City should coordinate with area agencies to increase transit options	19.3%	28.9%	29.4%	7.8%	4.4%	10.3%
C. The City should make pedestrian friendly improvements a priority in all commercial development discussions.	34.1%	46.3%	12.0%	2.9%	1.4%	3.4%
D. The City should make cars the priority in all transportation planning discussions.	10.6%	22.5%	35.0%	22.1%	6.3%	3.5%
E. The City should expand the existing trail network to coordinate and connect to local/regional trails in adjacent communities.	34.3%	30.4%	20.1%	5.7%	2.0%	7.4%
F. The City should make bike lanes a priority in all transportation planning discussions.	16.0%	25.3%	33.8%	13.2%	6.9%	4.7%

Tabular Data

Q17. Indicate your level of agreement, on scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree".(Without "No Opinion")

(N=592)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
A. Neighborhood streets should be upgraded to include sidewalks.	33.6%	32.1%	18.5%	10.7%	5.2%
B. The City should coordinate with area agencies to increase transit options	21.5%	32.2%	32.8%	8.7%	4.9%
C. The City should make pedestrian friendly improvements a priority in all commercial development discussions.	35.3%	47.9%	12.4%	3.0%	1.4%
D. The City should make cars the priority in all transportation planning discussions.	11.0%	23.3%	36.3%	22.9%	6.5%
E. The City should expand the existing trail network to coordinate and connect to local/regional trails in adjacent communities.	37.0%	32.8%	21.7%	6.2%	2.2%
F. The City should make bike lanes a priority in all transportation planning discussions.	16.8%	26.6%	35.5%	13.8%	7.3%

Q18. Economic Redevelopment/Revitalization: Indicate your level of agreement with the following statements regarding economic development and revitalization in the City of Mission on a scale of 1 to 5 (where 5 means "Strongly Agree" and 1 means "Strongly Disagree.")

(N=592)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Opinion
A. Recently constructed retail buildings and shopping centers in Mission have appropriate design and quality exterior construction materials.	26.5%	44.3%	15.0%	4.6%	1.4%	8.3%
B. Live music venues	27.4%	32.1%	22.8%	6.8%	2.5%	8.4%
C. Quality sit-down restaurants	43.6%	38.2%	12.2%	2.9%	0.3%	2.9%
D. Festivals/carnivals	22.1%	32.3%	29.2%	9.8%	3.2%	3.4%
E. Movie theaters	25.2%	33.8%	28.5%	6.8%	1.7%	4.1%
F. Live theater	16.2%	34.1%	35.3%	6.4%	3.5%	4.4%
G. Art galleries	16.6%	26.5%	37.0%	9.6%	2.9%	7.4%
H. Farmers Market	43.8%	33.6%	16.6%	1.9%	1.5%	2.7%

Tabular Data

Q18. Economic Redevelopment/Revitalization: Indicate your level of agreement with the following statements regarding economic development and revitalization in the City of Mission on a scale of 1 to 5 (where 5 means "Strongly Agree" and 1 means "Strongly Disagree.")(Without "No Opinion")

(N=592)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
A. Recently constructed retail buildings and shopping centers in Mission have appropriate design and quality exterior construction materials.	28.9%	48.3%	16.4%	5.0%	1.5%
B. Live music venues	29.9%	35.1%	24.9%	7.4%	2.8%
C. Quality sit-down restaurants	44.9%	39.3%	12.5%	3.0%	0.3%
D. Festivals/carnivals	22.9%	33.4%	30.2%	10.1%	3.3%
E. Movie theaters	26.2%	35.2%	29.8%	7.0%	1.8%
F. Live theater	17.0%	35.7%	36.9%	6.7%	3.7%
G. Art galleries	17.9%	28.6%	40.0%	10.4%	3.1%
H. Farmers Market	45.0%	34.5%	17.0%	1.9%	1.6%

Q19. The City's long-term vision plans call for mixed-use neighborhoods to develop over time, which include small retail shops, offices, townhomes, condominiums, loft-style residential units, and parkland. How supportive are you of these initiatives?

Q19. How supportive are you of these initiatives?	Number	Percent
Very Supportive	284	48.0 %
Somewhat Support	175	29.6 %
Neutral	54	9.1 %
Not Supportive	60	10.1 %
No Opinon	19	3.2 %
Total	592	100.0 %

Q19. The City's long-term vision plans call for mixed-use neighborhoods to develop over time, which include small retail shops, offices, townhomes, condominiums, loft-style residential units, and parkland. How supportive are you of these initiatives? (excluding "no opinion")

Q19. How supportive are you of these initiatives?	Number	Percent
Very Supportive	284	49.6 %
Somewhat Support	175	30.5 %
Neutral	54	9.4 %
Not Supportive	60	10.5 %
Total	573	100.0 %

Tabular Data**Q20. Customer Service: Have you contacted the City with a question, problem, or complaint during the past year?**

Q20. Have you contacted the City with a question?	Number	Percent
Yes	177	29.9 %
No	415	70.1 %
Total	592	100.0 %

Q20a. Which City department did you contact most recently?

Q20a. Which City department did you contact most recently?	Number	Percent
ADMIN	1	0.6 %
ANIMAL CONTROL	3	1.8 %
ANIMAL HOSPITAL	1	0.6 %
BLDG CODES	1	0.6 %
BLDG PERMIT OFFICE	2	1.2 %
BLDG PERMITS & CODES	2	1.2 %
BUILDING MICE	1	0.6 %
BUILDING PERMIT	2	1.2 %
BUILDING PERMITS	3	1.8 %
BUILDING/STRUCTURE	1	0.6 %
CITY CLERK	1	0.6 %
CITY CODES	2	1.2 %
CITY COUNCIL	1	0.6 %
CITY HALL	2	1.2 %
CITY HALL-BLDG PERMIT	2	1.2 %
CITY OF MISSION POTHOLES	1	0.6 %
CITY OFFICE	1	0.6 %
CITY PLANNING	1	0.6 %
CITY WORKS	1	0.6 %
CLERKS OFFICE	1	0.6 %
CODE ENFORCEMENT	7	4.1 %
CODES	14	8.2 %
CODES ENFORCEMENT	2	1.2 %
CODES/NEIGHBORHOOD WATCH	1	0.6 %
COMMUNITY CENTER	3	1.8 %
COMMUNITY DEVELOPMENT	4	2.4 %
COMMUNITY RELATIONS/BUS LICENS	1	0.6 %
COUNCIL PERSON	1	0.6 %
CURB MAINTENANCE	4	2.4 %
DEFENBAUGH	1	0.6 %
DMV	1	0.6 %
DON'T REMEMBER	1	0.6 %
ENFORCING WEEDS PRIVATE PROP	1	0.6 %
FENCE PERMITS	1	0.6 %
FRANCHISE TAX REFUNDS	1	0.6 %
HOUSING CODES/BUILDING	2	1.2 %
INFORMATION OFFICIAL	1	0.6 %
MAINTENANCE	1	0.6 %
MAYOR	1	0.6 %
MAYOR'S OFFICE	2	1.2 %
MISSION	2	1.2 %
MISSION CITY HALL	1	0.6 %
MISSION SPOKESPERSON	2	1.2 %
NEIGH SERV	1	0.6 %
NEIGHBORHHOD SERVICES	1	0.6 %
NEIGHBORHOOD	2	1.2 %
NEIGHBORHOOD SERVICE	1	0.6 %
NEIGHBORHOOD SERVICES	5	2.9 %
PARKS	5	2.9 %
PARKS & REC	4	2.4 %
PARKS & REC RESERVED PARK	1	0.6 %

Tabular Data

Q20a. Which City department did you contact most recently? (cont.)

Q20a. Which City department did you contact most recently?	Number	Percent
PERMITS	2	1.2 %
PIO	1	0.6 %
PLANNING	1	0.6 %
PLANNING/CLERK	1	0.6 %
POLICE	13	7.6 %
POLICE, MAINT	1	0.6 %
POLICE DEPT	3	1.8 %
POLICE RECORDS	1	0.6 %
POLICE THAT GAVE ME A TICKET	2	1.2 %
PUBLIC INFO	1	0.6 %
PUBLIC SERVICE	1	0.6 %
PUBLIC WORKS	17	10.0 %
PUBLIC WORKS/POLICE	1	0.6 %
REGS	1	0.6 %
RESIDENTIAL PERMIT	1	0.6 %
SANITATION	2	1.2 %
SEVERAL	1	0.6 %
SNOW ANGLES	1	0.6 %
STREET	2	1.2 %
STREET MAINTENANCE	2	1.2 %
STREETS	1	0.6 %
STREETS, SNOW REMOVAL	2	1.2 %
THE MAYOR	1	0.6 %
TRAFFICE CERL SIGNAL ENGR	1	0.6 %
TRASH	2	1.2 %
WHO HANDLES NOTIFICATIONS WEEDS	2	1.2 %
ZONING & CONSTRUCTION	1	0.6 %
Total	170	100.0 %

Q20b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5 (where 5 means "Very Satisfied" and 1 means "Very Dissatisfied"), please rate your satisfaction with customer service you received from the Department you listed in Q20a.

(N=177)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
A. How easy the department was to contact	41.2%	37.9%	5.6%	9.0%	5.6%	0.6%
B. How courteously you were treated	44.1%	33.3%	7.9%	7.9%	6.2%	0.6%
C. Technical competence/knowledge of City employees	35.0%	31.6%	10.2%	11.9%	7.9%	3.4%
D. Overall responsiveness of City employees to your request or concern	38.4%	26.0%	10.7%	14.7%	8.5%	1.7%

Tabular Data

Q20b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5 (where 5 means "Very Satisfied" and 1 means "Very Dissatisfied"), please rate your satisfaction with customer service you received from the Department you listed in Q20a.(Without "No Opinion")

(N=177)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. How easy the department was to contact	41.5%	38.1%	5.7%	9.1%	5.7%
B. How courteously you were treated	44.3%	33.5%	8.0%	8.0%	6.3%
C. Technical competence/knowledge of City employees	36.3%	32.7%	10.5%	12.3%	8.2%
D. Overall responsiveness of City employees to your request or concern	39.1%	26.4%	10.9%	14.9%	8.6%

Q21. 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 Mission:

(N=592)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
A. Availability of information about general services	17.9%	44.6%	23.8%	3.7%	0.8%	9.1%
B. Availability of information about Parks and Recreation	19.8%	46.5%	19.1%	4.2%	0.8%	9.6%
C. City efforts to keep you informed about local issues	16.2%	40.4%	22.3%	12.2%	1.7%	7.3%
D. Level of public involvement in local decision making	9.3%	28.2%	34.1%	11.8%	2.0%	14.5%
E. The quality of the City's web page	9.5%	30.9%	28.4%	5.7%	1.9%	23.6%
F. The content of the Mission Magazine/City's newsletter	28.9%	42.7%	16.7%	2.7%	1.9%	7.1%
G. Use of Facebook/Twitter/other social media	6.6%	15.2%	28.7%	4.1%	2.2%	43.2%

Tabular Data

Q21. 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 Mission:(Without "No Opinion")

(N=592)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Availability of information about general services	19.7%	49.1%	26.2%	4.1%	0.9%
B. Availability of information about Parks and Recreation	21.9%	51.4%	21.1%	4.7%	0.9%
C. City efforts to keep you informed about local issues	17.5%	43.5%	24.0%	13.1%	1.8%
D. Level of public involvement in local decision making	10.9%	33.0%	39.9%	13.8%	2.4%
E. The quality of the City's web page	12.4%	40.5%	37.2%	7.5%	2.4%
F. The content of the Mission Magazine/City's newsletter	31.1%	46.0%	18.0%	2.9%	2.0%
G. Use of Facebook/Twitter/other social media	11.6%	26.8%	50.6%	7.1%	3.9%

Q22. What source(s) do you use most frequently to get information about the City? (Check all that apply.)

<u>Q22 Sources get information</u>	<u>Number</u>	<u>Percent</u>
Newspaper	126	21.3 %
Mission Magazine/City Newsletter	475	80.2 %
Direct Mailing	183	30.9 %
Friends	165	27.9 %
City Website	247	41.7 %
Community Center (in building/facility)	110	18.6 %
Community Center (printed materials)	83	14.0 %
Facebook/Twitter/other social media	88	14.9 %
Notify JoCo System	45	7.6 %
Other	43	7.3 %
None Chosen	19	3.2 %
Total	1584	

Tabular Data

Q22. Other

Q22 Other

BUSINESS OWNERS

COFFEE SHOP

DON'T USE MUCH OUTSIDE

DON'T USE MUCH OUTSIDE

EMAIL ALERTS

EMAILS

EMAILS

FLYERS IN BUSINESS

GOOGLE

GOOGLE

INTERNET

LANDLORD

NEIGHBORHOOD WEBPAGE

NEIGHBORHOOD WEBPAGE

NEVER SEEN ANYTHING BUT SURVE

PARK BULLETIN BOARD

PITCH

PITCH

POSTERS AT RETAIL OUTLETS

PRAIRIE VILLAGE NEWS

PRAIRIE VILLAGE POST

PRAIRIE VILLAGE POST

PRAIRIE VILLAGE POST

PRAIRIE VILLAGE POST

PV POST

PV POST

PV POST

PV POST

PV POST.COM

PV POST.COM

PVPOST.COM

PVPOST.COM

PVPOST.COM

RADIO

TELEPHONE (LANDLINE)

TV NEWS

TV NEWS

TWISTED SISTER FRIENDS

Tabular Data

Q23. Please rate your agreement with the following statements on a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", with respect for your support for increased city investment in current and future unmet needs related to the following:

(N=592)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Opinion
A. Maintenance of residential (neighborhood streets)	40.5%	43.6%	12.0%	1.2%	0.8%	1.9%
B. Maintenance of major thoroughfares	30.1%	42.2%	20.6%	3.0%	1.4%	2.7%
C. Stormwater improvements in major channels	18.8%	42.7%	27.2%	4.7%	1.7%	4.9%
D. Stormwater improvements in residential neighborhoods	21.5%	42.6%	24.2%	4.6%	1.7%	5.6%
E. Maintenance and improvement of city buildings	12.7%	36.3%	37.7%	6.1%	2.5%	4.7%
F. Maintenance and improvement of city parks	24.7%	44.1%	21.1%	4.7%	1.4%	4.1%
G. Expansion of parks and recreation programs	28.0%	33.8%	21.6%	8.4%	2.7%	5.4%
H. Public safety services	23.6%	44.6%	21.5%	4.9%	2.0%	3.4%
I. More trails within parks	22.3%	33.6%	25.5%	8.8%	4.4%	5.4%
J. Redevelopment of commercial areas	28.9%	37.7%	22.1%	5.1%	2.7%	3.5%
K. More trails within the City	28.4%	30.2%	23.1%	6.9%	5.4%	5.9%
L. More regional trail connections	30.2%	28.5%	21.3%	8.1%	5.7%	6.1%

Tabular Data

Q23. Please rate your agreement with the following statements on a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", with respect for your support for increased city investment in current and future unmet needs related to the following:(Without "No Opinion")

(N=592)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
A. Maintenance of residential (neighborhood streets)	41.3%	44.4%	12.2%	1.2%	0.9%
B. Maintenance of major thoroughfares	30.9%	43.4%	21.2%	3.1%	1.4%
C. Stormwater improvements in major channels	19.7%	44.9%	28.6%	5.0%	1.8%
D. Stormwater improvements in residential neighborhoods	22.7%	45.1%	25.6%	4.8%	1.8%
E. Maintenance and improvement of city buildings	13.3%	38.1%	39.5%	6.4%	2.7%
F. Maintenance and improvement of city parks	25.7%	46.0%	22.0%	4.9%	1.4%
G. Expansion of parks and recreation programs	29.6%	35.7%	22.9%	8.9%	2.9%
H. Public safety services	24.5%	46.2%	22.2%	5.1%	2.1%
I. More trails within parks	23.6%	35.5%	27.0%	9.3%	4.6%
J. Redevelopment of commercial areas	29.9%	39.1%	22.9%	5.3%	2.8%
K. More trails within the City	30.2%	32.1%	24.6%	7.4%	5.7%
L. More regional trail connections	32.2%	30.4%	22.7%	8.6%	6.1%

Q24. Which THREE of these items would you MOST SUPPORT the City making increased investments in?

Q24. Most Support	Number	Percent
Maintenance of residential (neighborhood streets)	201	34.0 %
Maintenance of major thoroughfares	41	6.9 %
Stormwater improvements in major channels	19	3.2 %
Stormwater improvements in residential neighborhoods	14	2.4 %
Maintenance and improvement of city buildings	4	0.7 %
Maintenance and improvement of city parks	26	4.4 %
Expansion of parks and recreation programs	16	2.7 %
Public safety services	33	5.6 %
More trails within parks	6	1.0 %
Redevelopment of commercial areas	86	14.5 %
More trails within the City	34	5.7 %
More regional trail connections	48	8.1 %
None Chosen	64	10.8 %
Total	592	100.0 %

Tabular Data

Q24. Which THREE of these items would you MOST SUPPORT the City making increased investments in?

Q24. 2nd Support	Number	Percent
Maintenance of residential (neighborhood streets)	70	11.8 %
Maintenance of major thoroughfares	88	14.9 %
Stormwater improvements in major channels	24	4.1 %
Stormwater improvements in residential neighborhoods	38	6.4 %
Maintenance and improvement of city buildings	17	2.9 %
Maintenance and improvement of city parks	45	7.6 %
Expansion of parks and recreation programs	39	6.6 %
Public safety services	42	7.1 %
More trails within parks	15	2.5 %
Redevelopment of commercial areas	35	5.9 %
More trails within the City	56	9.5 %
More regional trail connections	47	7.9 %
None Chosen	76	12.8 %
Total	592	100.0 %

Q24. Which THREE of these items would you MOST SUPPORT the City making increased investments in?

Q24. 3rd Support	Number	Percent
Maintenance of residential (neighborhood streets)	51	8.6 %
Maintenance of major thoroughfares	47	7.9 %
Stormwater improvements in major channels	28	4.7 %
Stormwater improvements in residential neighborhoods	28	4.7 %
Maintenance and improvement of city buildings	11	1.9 %
Maintenance and improvement of city parks	58	9.8 %
Expansion of parks and recreation programs	36	6.1 %
Public safety services	52	8.8 %
More trails within parks	29	4.9 %
Redevelopment of commercial areas	59	10.0 %
More trails within the City	43	7.3 %
More regional trail connections	43	7.3 %
None Chosen	107	18.1 %
Total	592	100.0 %

Q24. The sum of the THREE items would you MOST SUPPORT the City making increased investments in?

Q24. Sum of the Most Support	Number	Percent
Maintenance of residential (neighborhood streets)	322	54.4 %
Redevelopment of commercial areas	180	30.4 %
Maintenance of major thoroughfares	176	29.7 %
More regional trail connections	138	23.3 %
More trails within the City	133	22.5 %
Maintenance and improvement of city parks	129	21.8 %
Public safety services	127	21.5 %
Expansion of parks and recreation programs	91	15.4 %
Stormwater improvements in residential neighborhoods	80	13.5 %
Stormwater improvements in major channels	71	12.0 %
More trails within parks	50	8.4 %
Maintenance and improvement of city buildings	32	5.4 %
Total	1529	

Tabular Data

Q25. Increased investments in City programs and services may require some increase in property taxes and fees. Knowing that, what is the MAXIMUM amount in additional property taxes you would be willing to invest to make the types of improvements to City programs or services that you indicated you would most support in Q#24? Note: The higher the level of investment, the more improvements the City can make.

Q25. The MAXIMUM amount you would be willing to invest	Number	Percent
\$16 - \$20 per month	95	16.0 %
\$11 - \$15 per month	79	13.3 %
\$6 - \$10 per month	181	30.6 %
\$1 - \$5 per month	123	20.8 %
\$0 per month	94	15.9 %
Don't Know	20	3.4 %
Total	592	100.0 %

Q25. Increased investments in City programs and services may require some increase in property taxes and fees. Knowing that, what is the MAXIMUM amount in additional property taxes you would be willing to invest to make the types of improvements to City programs or services that you indicated you would most support in Q#24? Note: The higher the level of investment, the more improvements the City can make. (excluding "dont' know")

Q25. The MAXIMUM amount you would be willing to invest	Number	Percent
\$16 - \$20 per month	95	16.6 %
\$11 - \$15 per month	79	13.8 %
\$6 - \$10 per month	181	31.6 %
\$1 - \$5 per month	123	21.5 %
\$0 per month	95	16.6 %
Total	573	100.0 %

Q26. Which of the following best describes your race/ethnicity? (Check all that apply.)

Q26. Which of the following best describes your race/ethnicity?	Number	Percent
Asian/Pacific Islander	15	2.5 %
Black/African American	11	1.9 %
White	502	84.8 %
Hispanic	64	10.8 %
American Indian/Eskimo	6	1.0 %
Other	3	0.5 %
Not provided	11	1.9 %
Total	612	

Q26. Which of the following best describes your race/ethnicity? (Check all that apply.)(excluding "not provided")

Q26. Which of the following best describes your race/ethnicity?	Number	Percent
Asian/Pacific Islander	15	2.5 %
Black/African American	11	1.9 %
White	502	84.8 %
Hispanic	64	10.8 %
American Indian/Eskimo	6	1.0 %
Other	3	0.5 %
Total	601	

Q26. Other

Q26 Other

 IRANIAN

Tabular Data

Q27. What is your age?

Q27. What is your age?	Number	Percent
Under25	22	3.7 %
25 to 34	126	21.3 %
35 to 44	113	19.1 %
45 to 54	83	14.0 %
55 to 64	163	27.5 %
65+	77	13.0 %
Not provided	8	1.4 %
Total	592	100.0 %

Q27. What is your age? (excluding "not provided")

Q27. What is your age?	Number	Percent
Under25	22	3.8 %
25 to 34	126	21.6 %
35 to 44	113	19.3 %
45 to 54	83	14.2 %
55 to 64	163	27.9 %
65+	77	13.2 %
Total	584	100.0 %

Q28. Counting yourself, how many people in your household are:

	Mean	Sum
number	2.1	1200
Q28 Under age 5	0.1	64
Ages 5-9	0.1	52
Ages 10-14	0.1	41
Ages 15-19	0.1	41
Ages 20-24	0.1	63
Ages 25-34	0.4	253
Ages 35-44	0.3	158
Ages 45-54	0.3	171
Ages 55-64	0.4	226
Ages 65-74	0.1	80
Ages 75+	0.1	51

Tabular Data**Q29. Approximately how many years have you lived in the City of Mission?**

Q29. How many years have you lived in the City of Mission?	Number	Percent
Not Provided	4	0.7 %
5 or fewer years	213	36.0 %
6-10 years	117	19.8 %
11-15 years	71	12.0 %
16-20 years	58	9.8 %
21-25 years	32	5.4 %
26-30 years	30	5.1 %
Over 30 years	67	11.3 %
Total	592	100.0 %

Q29. Approximately how many years have you lived in the City of Mission? (excluding "not provided")

Q29. How many years have you lived in the City of Mission?	Number	Percent
5 or fewer years	213	36.2 %
6-10 years	117	19.9 %
11-15 years	71	12.1 %
16-20 years	58	9.9 %
21-25 years	32	5.4 %
26-30 years	30	5.1 %
Over 30 years	67	11.4 %
Total	588	100.0 %

Q30. Do you own or rent your current residence?

Q30. Do you own or rent your current residence?	Number	Percent
Own	473	79.9 %
Rent	114	19.3 %
Not provided	5	0.8 %
Total	592	100.0 %

Q30. Do you own or rent your current residence?

Q30. Do you own or rent your current residence?	Number	Percent
Own	473	80.6 %
Rent	114	19.4 %
Total	587	100.0 %

Q30a. What type of residence do you rent?

Q30a. What type of residence do you rent?	Number	Percent
Single Family	57	50.0 %
Multi-family	54	47.4 %
Not provided	3	2.6 %
Total	114	100.0 %

Tabular Data**Q30a. What type of residence do you rent? (excluding "not provided")**

Q30a. What type of residence do you rent?	Number	Percent
Single Family	57	51.4 %
Multi-family	54	48.6 %
Total	111	100.0 %

Q31. Would you say your total annual household income is:

Q31. Would you say your total annual household income is:	Number	Percent
Under \$25,000	81	13.7 %
\$25,000 - \$49,999	112	18.9 %
\$50,000 - \$74,999	108	18.2 %
\$75,000 - \$99,999	94	15.9 %
\$100,000 - \$149,999	114	19.3 %
\$150,000 or more	49	8.3 %
Not provided	34	5.7 %
Total	592	100.0 %

Q31. Would you say your total annual household income is: (excluding "not provided")

Q31. Would you say your total annual household income is:	Number	Percent
Under \$25,000	81	14.5 %
\$25,000 - \$49,999	112	20.1 %
\$50,000 - \$74,999	108	19.4 %
\$75,000 - \$99,999	94	16.8 %
\$100,000 - \$149,999	114	20.4 %
\$150,000 or more	49	8.8 %
Total	558	100.0 %

Q32. Your gender:

Q32. Your gender:	Number	Percent
Male	257	43.4 %
Female	335	56.6 %
Total	592	100.0 %

Q33. What is your current employment status?

Q33. What is your current employment status?	Number	Percent
Full-time employment	401	67.7 %
Part-time employment	48	8.1 %
Full-time student	10	1.7 %
Full-time homemaker	9	1.5 %
Unemployed	12	2.0 %
Retired	102	17.2 %
Not provided	10	1.7 %
Total	592	100.0 %

Tabular Data**Q33. What is your current employment status? (excluding "not provided")**

<u>Q33. What is your current employment status?</u>	<u>Number</u>	<u>Percent</u>
Full-time employment	401	68.9 %
Part-time employment	48	8.2 %
Full-time student	10	1.7 %
Full-time homemaker	9	1.5 %
Unemployed	12	2.1 %
Retired	102	17.5 %
Total	582	100.0 %

Section 6:
Survey Instrument

City of Mission

DirectionFinder® Survey

General City

1. Several items that may influence your perception of the City of Mission are listed below. Please rate each item on a scale of 1 to 5, where 5 means “Excellent” and 1 means “Poor”.

<i>How would you rate The City of Mission:</i>		<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>No Opinion</i>
A.	Overall quality of services provided	5	4	3	2	1	9
B.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
C.	Overall quality of life in the City	5	4	3	2	1	9
D.	How well the City is communicating about programs and services	5	4	3	2	1	9
E.	How well the City is planning for redevelopment activities	5	4	3	2	1	9
F.	Overall feeling of safety in the City	5	4	3	2	1	9
G.	Overall condition of housing in your neighborhood	5	4	3	2	1	9
H.	Overall architectural quality of businesses in the City.	5	4	3	2	1	9

2. Please rate your overall satisfaction with major categories of services provided by the City of Mission on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied”.

<i>City Services</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>No Opinion</i>
A.	Quality of police services	5	4	3	2	1	9
B.	Quality of parks and recreation programs	5	4	3	2	1	9
C.	Quality of parks and recreation facilities	5	4	3	2	1	9
D.	Maintenance of City streets	5	4	3	2	1	9
E.	Maintenance of City buildings/facilities	5	4	3	2	1	9
F.	Enforcement of City codes and ordinances	5	4	3	2	1	9
G.	Quality of customer service you receive from city employees	5	4	3	2	1	9
H.	Effectiveness of City communication	5	4	3	2	1	9
I.	Quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
J.	Flow of traffic and congestion management	5	4	3	2	1	9
K.	Quality of City's planning efforts to promote redevelopment	5	4	3	2	1	9
L.	Quality and livability of City's neighborhoods	5	4	3	2	1	9

3. 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 2 above.]

1st

2nd

3rd

4. Please rate Mission on a scale of 1 to 5, where 5 means “Excellent” and 1 means “Poor”, with regard to each of the following:

<i>How would you rate The City of Mission:</i>		<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>No Opinion</i>
A.	As a place to live	5	4	3	2	1	9
B.	As a place to rear 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
F.	As a place to do business	5	4	3	2	1	9

Public Safety

5. Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied”, with the following PUBLIC SAFETY services provided by the City of Mission:

<i>Public Safety</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>No Opinion</i>
A.	Overall quality of local police protection	5	4	3	2	1	9
B.	The visibility of police in neighborhoods	5	4	3	2	1	9
C.	The City's efforts to prevent crime	5	4	3	2	1	9
D.	Enforcement of local traffic laws	5	4	3	2	1	9
E.	How quickly police officers respond to emergencies	5	4	3	2	1	9

6. Which THREE 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 5 above.]

1st

2nd

3rd

7. On a scale of 1 to 5, where 5 means “Very Safe” and 1 means “Very Unsafe”, please rate how safe you feel in the following situations:

<i>How safe do you feel:</i>	<u>Very safe</u>	<u>Safe</u>	<u>Neutral</u>	<u>Unsafe</u>	<u>Very unsafe</u>	<u>Don't Know</u>
(A) In your neighborhood during the day	5	4	3	2	1	9
(B) In your neighborhood at night	5	4	3	2	1	9
(C) In City parks	5	4	3	2	1	9
(D) In commercial/shopping areas in Mission	5	4	3	2	1	9
(E) Overall feeling of safety in Mission	5	4	3	2	1	9

Parks and Recreation

8. As properties within the City of Mission redevelop, how strongly do you feel that green space should be maintained or expanded, even if doing so may reduce the amount of land available for retail uses and parking spaces?

- | | |
|----------------------------------|-------------------------------------|
| <u> </u> (5) Strongly agree | <u> </u> (2) Disagree |
| <u> </u> (4) Agree | <u> </u> (1) Strongly Disagree |
| <u> </u> (3) Neutral | <u> </u> (9) No opinion |

9. **Parks and Recreation.** Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very satisfied" and 1 means "Very Dissatisfied" with PARKS AND RECREATION services.

<i>Parks and Recreation</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>No Opinion</i>
A.	Maintenance of City parks	5	4	3	2	1	9
B.	Number of City parks	5	4	3	2	1	9
C.	How close neighborhood parks are to your home	5	4	3	2	1	9
D.	Number of walking and biking trails (within City parks)	5	4	3	2	1	9
E.	Number of walking and biking trails (throughout City of Mission)	5	4	3	2	1	9
F.	Overall appearance of parks and green spaces	5	4	3	2	1	9
G.	Quality of the Community Center	5	4	3	2	1	9
H.	Quality of the outdoor Aquatics facilities	5	4	3	2	1	9

10. Which **THREE** of the parks and recreation 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 9 above.]

1st

2nd

3rd

11. **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:

<i>Codes and Ordinances</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>No Opinion</i>
A.	Enforcing the clean up of litter and debris on private property	5	4	3	2	1	9
B.	Enforcing the mowing of grass and weeds on private property	5	4	3	2	1	9
C.	Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
D.	Enforcing the exterior maintenance of commercial property	5	4	3	2	1	9
E.	Enforcing the maintenance of multi-family residential property	5	4	3	2	1	9
F.	Enforcing the City's sign code ordinances	5	4	3	2	1	9
G.	The City's efforts in helping support neighborhoods and property values	5	4	3	2	1	9

12. Please check the **THREE** items you believe would have the greatest impact on improving the quality of your neighborhood. [Check **THREE**.]

- | | |
|---|--|
| <p><u> </u> (01) Increased private property maintenance</p> <p><u> </u> (02) Stormwater improvements</p> <p><u> </u> (03) More trails</p> <p><u> </u> (04) Increased street/curb maintenance</p> <p><u> </u> (05) More sidewalks</p> | <p><u> </u> (06) Better maintained sidewalks</p> <p><u> </u> (07) Addition of bike lanes</p> <p><u> </u> (08) Closer proximity to parks/open space</p> <p><u> </u> (09) Closer proximity to retail</p> <p><u> </u> (10) Other _____</p> |
|---|--|

13. If the City were to focus on attracting new housing choices for the community, please select the **THREE** housing types you feel are most needed in Mission. [Check **THREE**.]

- (1) Entry-level single-family homes
- (2) Mid-range single-family homes
- (3) Large estate single-family homes
- (4) Townhomes and row houses
- (5) Patio homes (association maintained)
- (6) Apartments and condominiums
- (7) Senior Housing (independent living)
- (8) Senior Housing (assisted/skilled nursing/memory care)
- (9) Accessory apartments (granny-flats, in-law suites/garage apartments allowed accessory use to single-family dwellings)

14. **Public Works:** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied”, with the following **PUBLIC WORKS** services provided by the City:

<i>City Maintenance</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>No Opinion</i>
A.	Maintenance of City streets - neighborhoods	5	4	3	2	1	9
B.	Maintenance of City streets – major thoroughfares	5	4	3	2	1	9
C.	Maintenance of sidewalks	5	4	3	2	1	9
D.	Maintenance of street signs/traffic signals	5	4	3	2	1	9
E.	Snow removal on major City streets	5	4	3	2	1	9
F.	Snow removal on neighborhood streets	5	4	3	2	1	9
G.	Overall cleanliness of City streets and other public areas	5	4	3	2	1	9

15. 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 14 above.]

1st

2nd

3rd

16. **Transportation/Walkability:** Indicate your level of agreement, with the walkability/bike ability in Mission on a scale of 1 to 5, where 5 means “Strongly Agree” and 1 means “Strongly Disagree”.

<i>Walkability/Bikeability</i>		<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>No Opinion</i>
A.	Members of my household can safely walk or bike to parks in the City of Mission.	5	4	3	2	1	9
B.	Members of my household can safely walk or bike to retail/shopping areas in Mission.	5	4	3	2	1	9
C.	Members of my household can safely walk or bike to schools in Mission.	5	4	3	2	1	9
D.	Members of my household can safely walk or bike for leisure in Mission.	5	4	3	2	1	9

17. Indicate your level of agreement, on scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree".

<i>Transportation Options</i>		<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>No Opinion</i>
A.	Neighborhood streets should be upgraded to include sidewalks.	5	4	3	2	1	9
B.	The City should coordinate with area agencies to increase transit options.	5	4	3	2	1	9
C.	The City should make pedestrian friendly improvements a priority in all commercial development discussions.	5	4	3	2	1	9
D.	The City should make cars the priority in all transportation planning discussions.	5	4	3	2	1	9
E.	The City should expand the existing trail network to coordinate and connect to local/regional trails in adjacent communities.	5	4	3	2	1	9
F.	The City should make bike lanes a priority in all transportation planning discussions.	5	4	3	2	1	9

21. 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 Mission:

<i>City Communication</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>No Opinion</i>
A.	Availability of information about general services	5	4	3	2	1	9
B.	Availability of information about Parks and Recreation	5	4	3	2	1	9
C.	City efforts to keep you informed about local issues	5	4	3	2	1	9
D.	Level of public involvement in local decision making	5	4	3	2	1	9
E.	The quality of the City's web page	5	4	3	2	1	9
F.	The content of the Mission Magazine/City's newsletter	5	4	3	2	1	9
G.	Use of Facebook/Twitter/other social media	5	4	3	2	1	9

22. What source(s) do you use most frequently to get information about the City? (Check all that apply.)

- | | |
|--|---|
| <input type="checkbox"/> (01) Newspaper | <input type="checkbox"/> (06) Community Center (in building/facility) |
| <input type="checkbox"/> (02) Mission Magazine/City Newsletter | <input type="checkbox"/> (07) Community Center (printed materials) |
| <input type="checkbox"/> (03) Direct Mailings | <input type="checkbox"/> (08) Facebook/Twitter/other social media |
| <input type="checkbox"/> (04) Friends | <input type="checkbox"/> (09) Notify JoCo System |
| <input type="checkbox"/> (05) City Website | <input type="checkbox"/> (10) Other _____ |

23. Please rate your agreement with the following statements on a scale of 1 to 5, where 5 means “Strongly Agree” and 1 means “Strongly Disagree”, with respect for your support for increased city investment in current and future unmet needs related to the following:

<i>I would support increased City investment in:</i>		<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>No Opinion</i>
A.	Maintenance of residential (neighborhood streets)	5	4	3	2	1	9
B.	Maintenance of major thoroughfares	5	4	3	2	1	9
C.	Stormwater improvements in major channels	5	4	3	2	1	9
D.	Stormwater improvements in residential neighborhoods	5	4	3	2	1	9
E.	Maintenance and improvement of city buildings	5	4	3	2	1	9
F.	Maintenance and improvement of city parks	5	4	3	2	1	9
G.	Expansion of parks and recreation programs	5	4	3	2	1	9
H.	Public safety services	5	4	3	2	1	9
I.	More trails within parks	5	4	3	2	1	9
J.	Redevelopment of commercial areas	5	4	3	2	1	9
K.	More trails within the City	5	4	3	2	1	9
L.	More regional trail connections	5	4	3	2	1	9

24. Which THREE of these items would you MOST SUPPORT the City making increased investments in?

[Write in the letters below using the letters from the list in Question 23 above.] Note: If you do not support an increased investment in any City programs or services at this time, please circle NONE.

_____ 1st _____ 2nd _____ 3rd NONE

