CITY SATISFACTION SURVEY RESULTS

City of Belton received a MARC grant to pay for this survey conducted by the ETC Institute

The purpose is to objectivity assess satisfaction with the delivery of City services; compare the Citys' performance with other communities; and determine priorities for the City.



ETC is a A National Leader in Market Research for Local Governmental Organizations

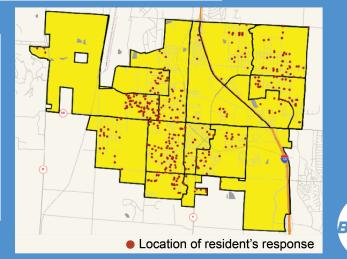
More than 2,000,000 Persons Surveyed Since 2009 in more than 900 cities in 49 states. Helping organizations make better decisions.

Method of Administration

By mail and online to random sample of households in the City.

Location of Survey Respondents

Good distribution of responses throughout the City



Priorities for Improvement 2021

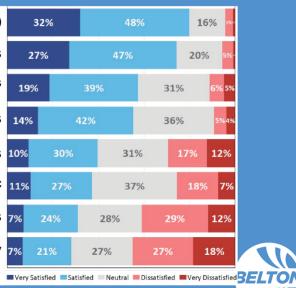
- 1. Maintenance of City streets and facilities
- 2. Flow of traffic and congestion management
- 3. Effectiveness of City communication
- 4. Enforcement of codes and ordinances



*Statistically valid data

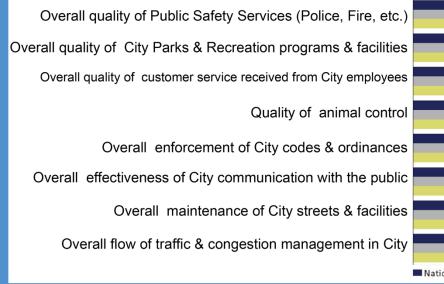
Residents' Level of Satisfaction with City Services

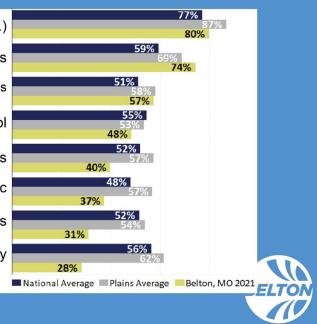
Overall quality of Public Safety Services (Police, Fire, etc.)Overall quality of City Parks & Recreation programs & facilitiesOverall quality of customer service received from City employeesOverall quality of public facilities & servicesOverall quality of public facilities & servicesOverall enforcement of City codes & ordinancesOverall effectiveness of City communication with the publicOverall maintenance of City streets & facilitiesOverall flow of traffic & congestion management in City7%



*Statistically valid data

National Average vs. Plains Region vs. Belton, MO 2021 Results



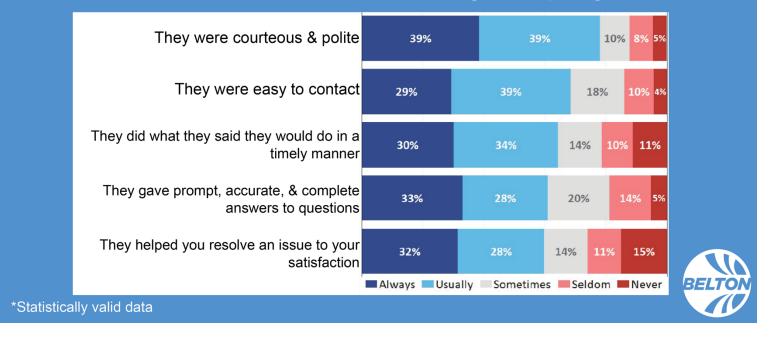


*Statistically valid data

Rating of Importance of City Service Items Residents Think Should Receive More Emphasisis in the Next 2 Years



Residents' Perception of the Quality of Customer Service Received from City Employees



Rating of Importance for Ideas That Residents' Think the City Should Focus on During Next 3 Years

Streets:	70.2%
Infrastructure improvements of existing streets 149/58 Expansion:	
How well traffic signal system provides for efficient traffic flow	48.9%
Code Enforcement:	46.3%
Clean-up of junk, trash, debris, & tall grass	46.2%
Public Safety:	39.0%
and Police involvement in community, including active neighborhood involvement	39.0%
North Scott Corridor Improvements:	37.6%
ofrastructure improvements on street lighting, bike lanes, sidewalk expansion, etc.	57.676
Water Infrastructure:	32.4%
Water infrastructure improvements	
Stormwater: Prevent flooding/enhance beautification	30.0%
Parks/Trails/Recreation:	
evelopment of a Citywide beautification program for public spaces & landscaping	28.3%
Redevelopment:	
Area improvements/redevelopment opportunities with community housing	21.8%
Housing Development:	
Satisfaction with types of	19.9%
Wastewater:	17.2%
Wastewater infrastructure improvements	17.2%
Retail Development:	16.9%
Focus on bringing additional retail, shopping, & sit-down restaurants to City	10.370
Commercial Development:	15.5%
Focus on job development & bringing employers to City	
Social Media/Citizen Newsletter: Foster transparency for diversity & inclusion throughout our community	13.5%
roster transparency for aiversity & inclusion throughout our community	
ost Important (First Choice) 💻 Second Choice 💻 Thi	rd Choice Fourth Choice Fifth (



Now What?

City Council will use these results in upcoming discussions and strategic planning for the future of the City of Belton.

