

# 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 City's performance with other communities; and determine priorities for the City.



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

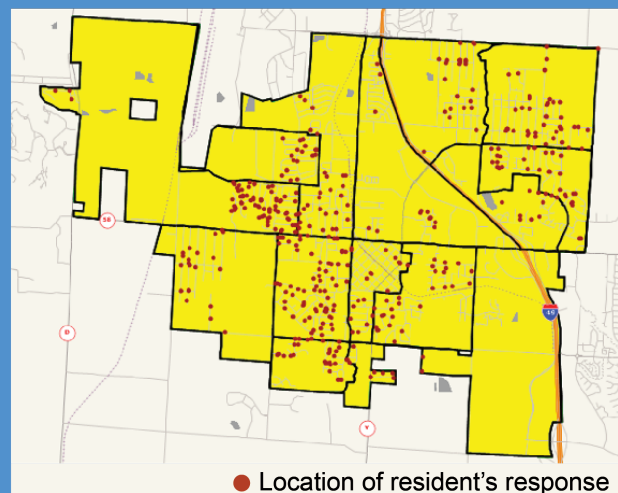
More than 2,000,000 Persons Surveyed Since 2009 in more than 900 cities in 49 states.  
Helping organizations make better decisions.

### 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



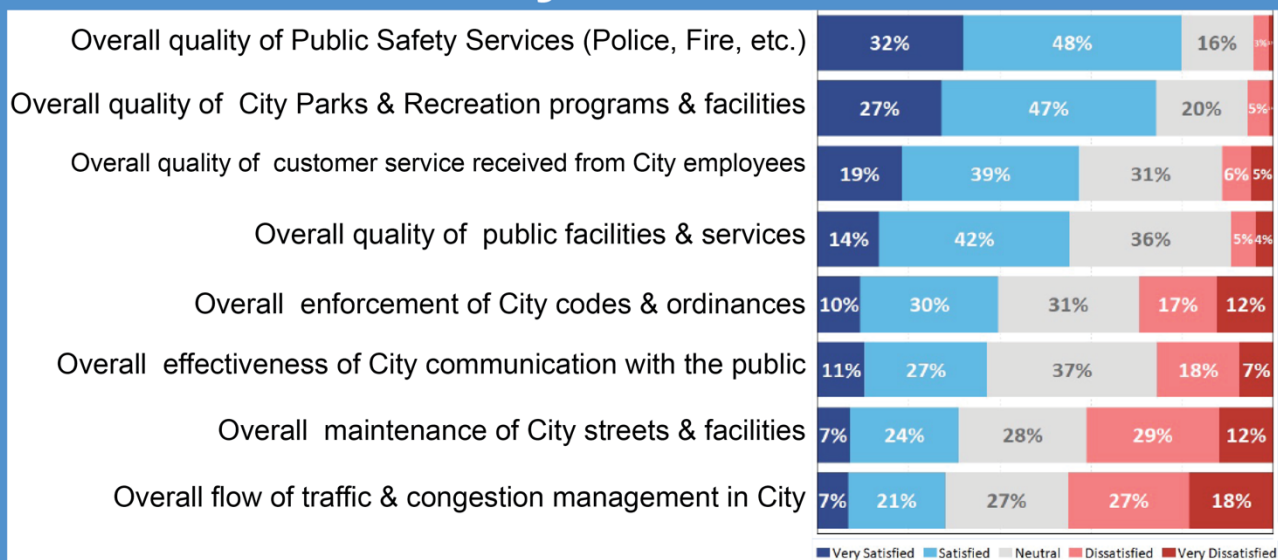
# Priorities for Improvement 2021

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

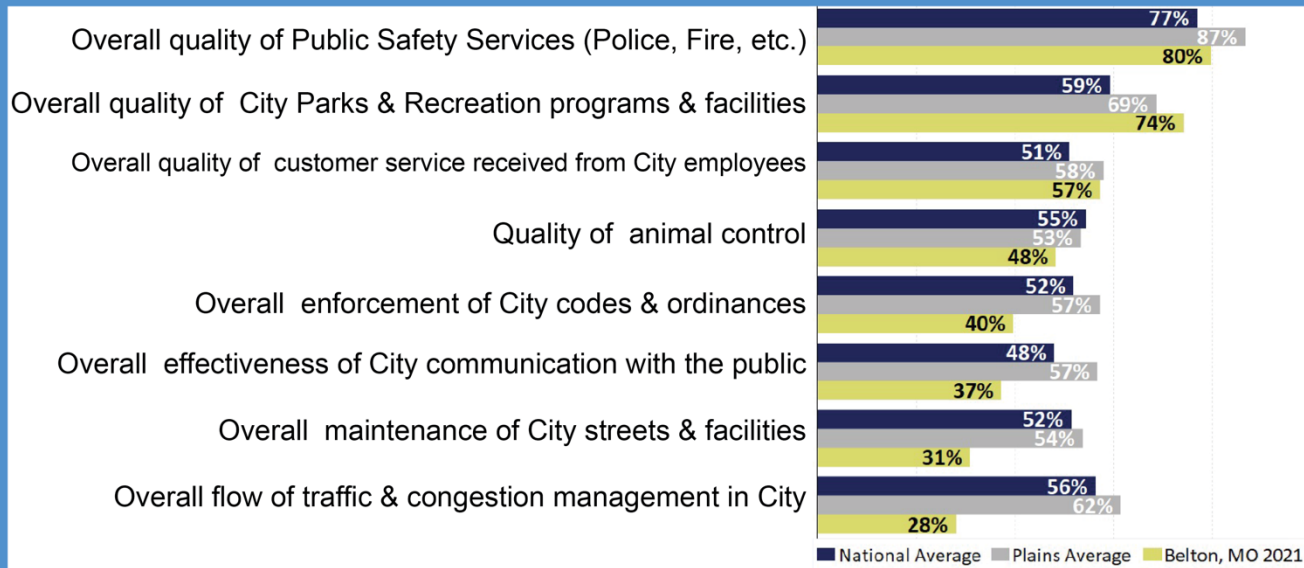


Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied



\*Statistically valid data

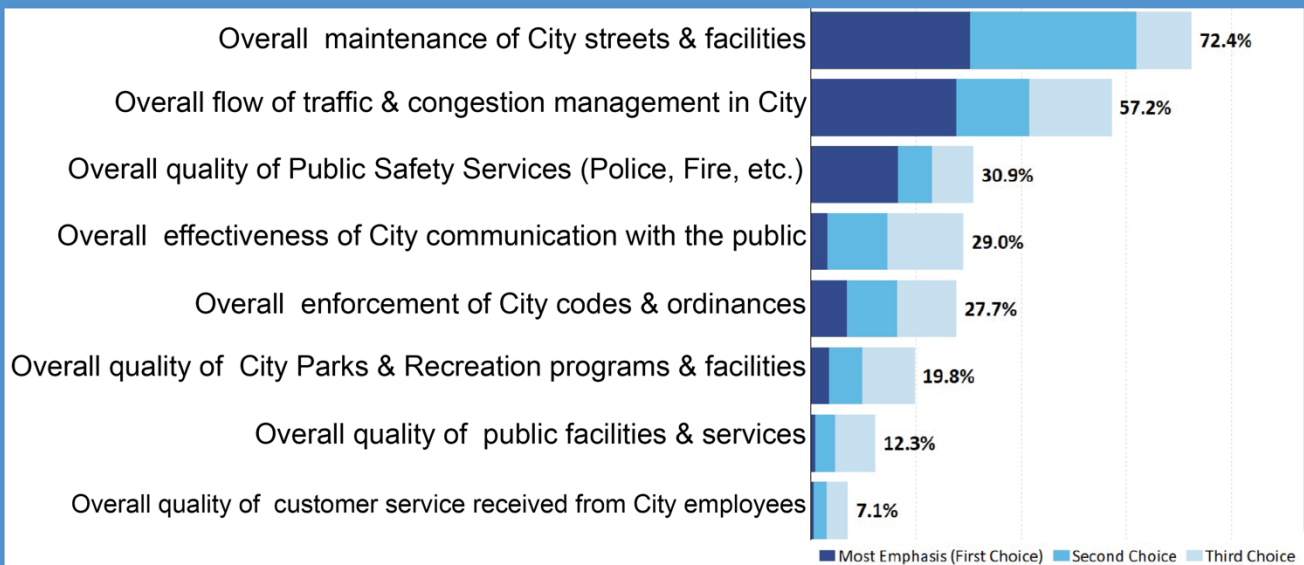
## National Average vs. Plains Region vs. Belton, MO 2021 Results



\*Statistically valid data



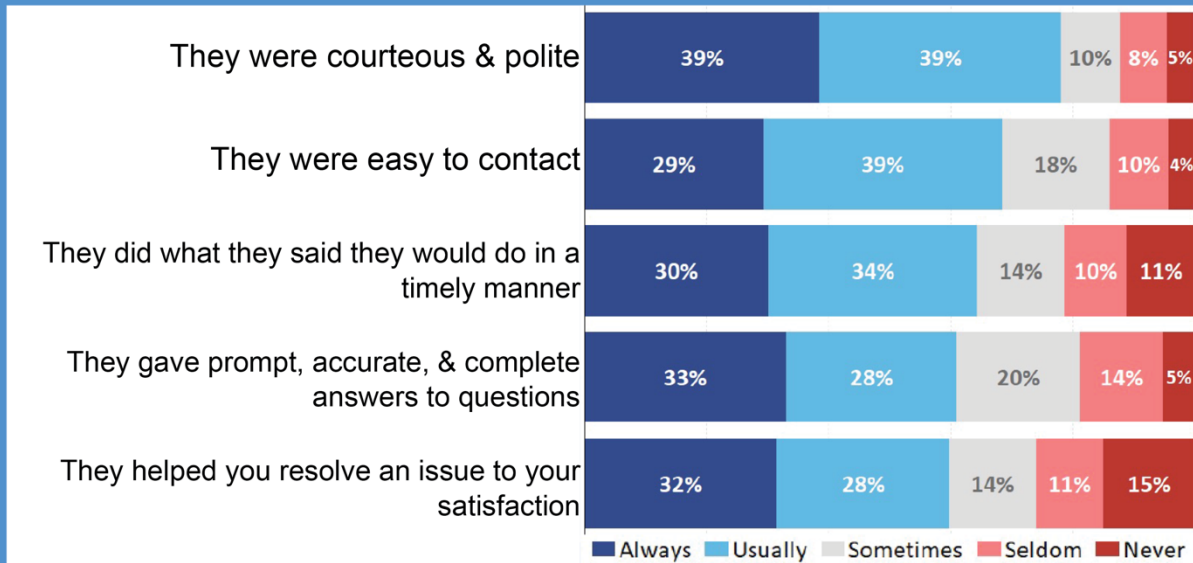
## Rating of Importance of City Service Items Residents Think Should Receive More Emphasis in the Next 2 Years



\*Statistically valid data



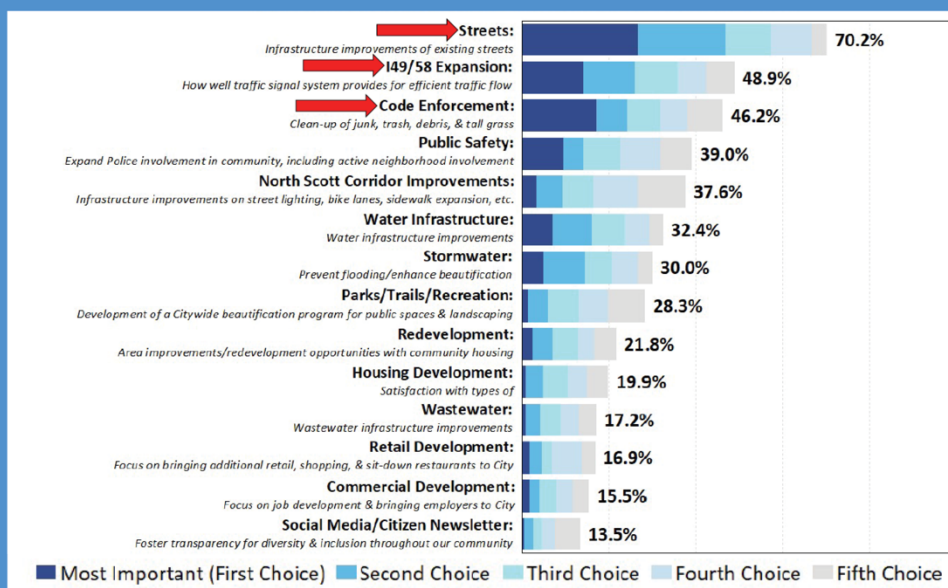
# Residents' Perception of the Quality of Customer Service Received from City Employees



\*Statistically valid data



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



\*Statistically valid data



# Now What?

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

