



KANSAS CITY MISSOURI

2024-25 Resident Survey Report

September 2025



Executive Summary: Methods Overview

Survey Administration

- Conducted by ETC Institute using a random sampling approach.
- Surveys were distributed through both mail and an online platform.

Address Verification

- To ensure only Kansas City, Missouri, residents participated, ETC Institute matched online participants' addresses against the original random sampling list.

Response Rates

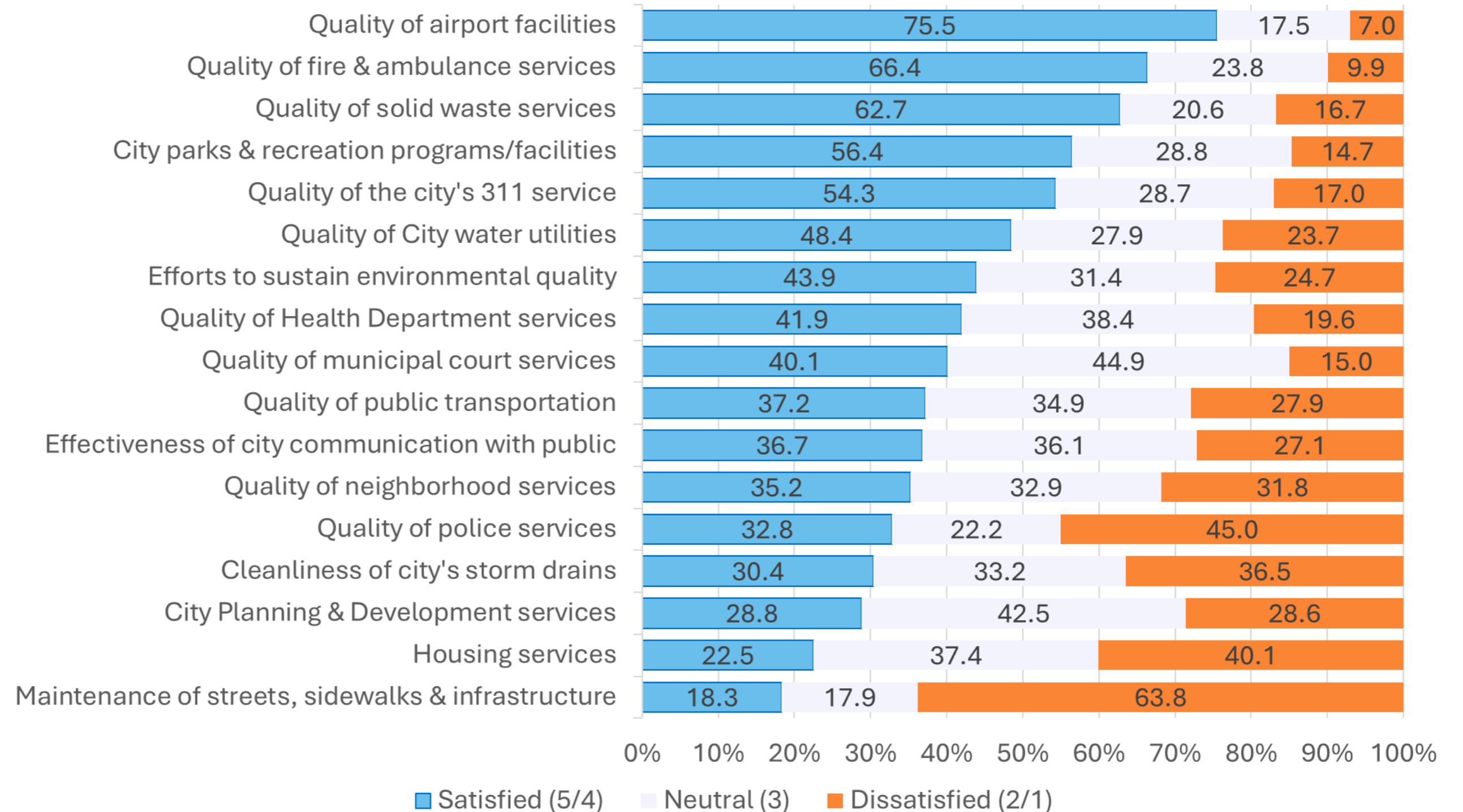
- A total of 4,005 surveys were completed, reflecting a participation rate of 44.5% from the randomly selected 9,000 households.
- The precision of the sample is +/-1.5%.

Data Presentation

- To enhance the clarity and comparability of results, responses categorized as "don't know" or "no opinion" were excluded from trend graphs comparing data from 2019-20 to 2023-24.

Satisfaction Rates for Major Categories of City Services

- The city services with the highest levels of satisfaction:
 - quality of airport facilities (76%),
 - quality of fire and ambulance services (66%),
 - quality of solid waste services (63%),
 - city parks and recreation programs and facilities (56%), and
 - quality of the city's 311 service (54%).
- Residents were least satisfied with the overall maintenance of streets, sidewalks, and infrastructure (18%).



Satisfaction with Major Categories of City Services

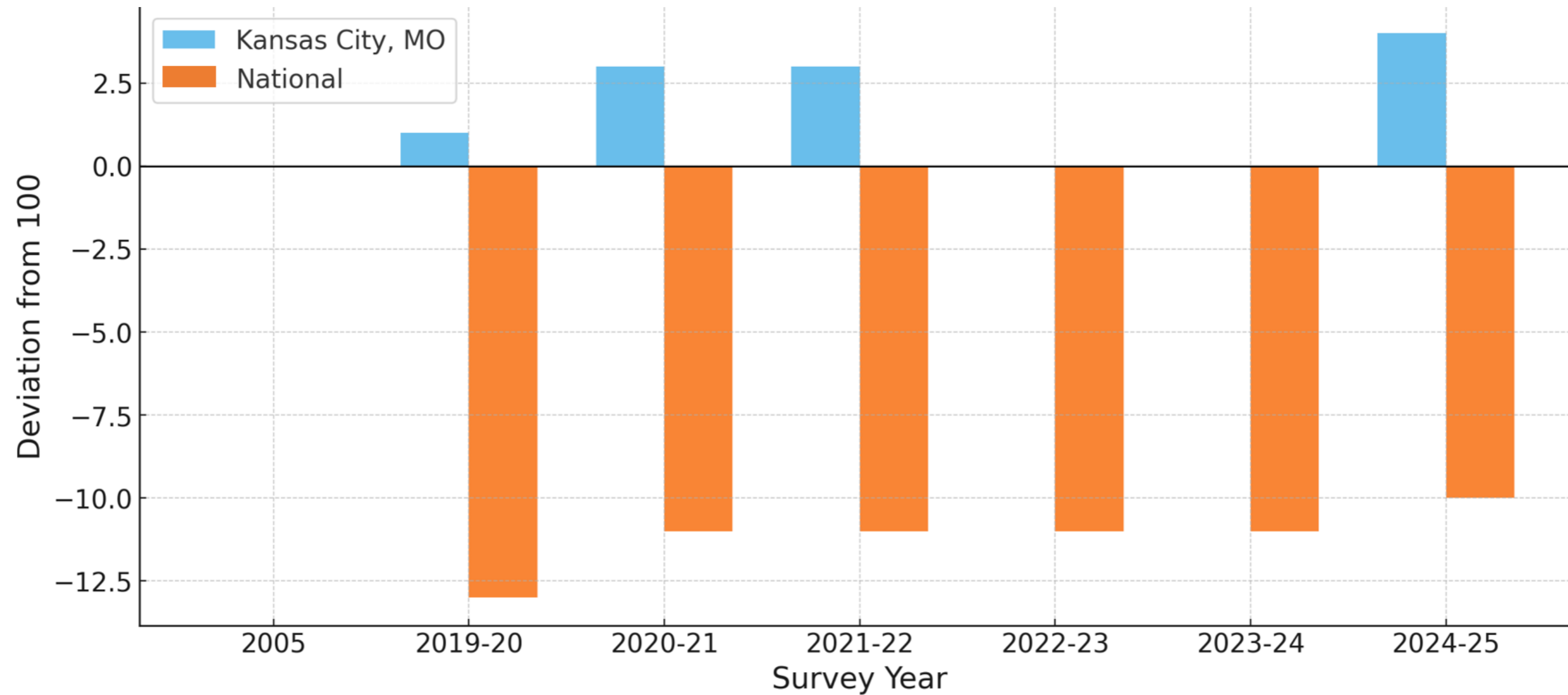
2024-25 survey results compared to 2019-20 and 2023-24:

Major satisfaction rating improvements were observed in:

- airport facilities
- solid waste services
- environmental quality initiatives
- municipal court services
- planning and development services

Major Category of City Services	Change from 2019-20	Change from 2023-24
Quality of airport facilities	+23.9	+2.4
Quality of fire & ambulance services	-8.4	-0.6
Quality of solid waste services	+10.7	+8.0
City parks/recreation programs/facilities	-3.3	+1.6
Quality of the city's 311 service	-2.0	+3.3
Quality of city water utilities	+1.6	+2.0
Efforts to sustain environmental quality	N/A	+17.8
Quality of health services	-9.4	-3.3
Quality of municipal court services	+1.3	+11.6
Quality of public transportation	-6.2	+3.1
Effectiveness of city communication with public	-2.6	+5.6
Quality of neighborhood services	-3.5	+5.1
Overall quality of police services	-24.7	-2.5
City planning and development services	-1.8	+7.1
Maintenance of streets, sidewalks & infrastructure	+1.9	+4.8
Quality of city's stormwater runoff/mgmt system	-3.5	-1.8
Quality of housing services	N/A	N/A

Overall Customer Satisfaction Index (CSI) on Base Year Rating of 100 in 2005



- The CSI for the City of Kansas City **increased 4 points** from 2023-24 and increased 4 points from 2005.
- The National Index **increased 1 point** from 2023-24 and was 10 points below the base year rating.

Perceptions of Kansas City, Missouri as a Community

Major Category of City Services	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Physical appearance of your neighborhood	N/A	N/A	N/A	N/A	N/A	N/A	N/A	55.4	55.5	58.3	55.8	54.8	49.7	57.4
Feeling of safety in your neighborhood	N/A	63.3	65.6	65.3	61.2	60.7	58.2	58.8	58.9	60.6	59.3	55.9	49.9	51.2
Overall quality of life in the city	54.1	61.2	62.8	67.4	66.9	67.3	64.1	63.1	62.2	58.2	59.9	56.2	49.4	51.1
Quality of services provided by KCMO	50.0	52.1	55.5	60.3	59.5	57.7	55.8	53.5	49.1	50.7	50.9	43.0	39.5	41.5
Value received for city tax dollars and fees	32.1	35.2	37.2	41.6	40.8	40.6	39.5	37.0	32.8	35.5	33.9	29.0	24.2	28.1
Overall feeling of safety in the city	36.8	38.5	40.7	45.2	42.1	40.8	34.6	35.3	33.9	32.9	31.5	25.9	21.5	27.5

2024-25 survey compared to 2019-20 and 2023-24:

- Compared to the 2023-24 survey, notable increases in residents' satisfaction were in neighborhood appearance, safety, value for tax dollars, service quality, and overall quality of life in the city.

Major Category of City Services	Change from 2019-20	Change from 2023-24
Physical appearance of your neighborhood	+1.9	+7.7
Feeling of safety in your neighborhood	-7.7	+1.3
Overall quality of life in the city	-11.1	+1.7
Quality of services provided by KCMO	-7.6	+2.0
Value received for city tax dollars and fees	-4.7	+3.9
Overall feeling of safety in the city	-6.4	+6.0

Overall Ratings of Kansas City, Missouri

Overall ratings of the City	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
As a place to live	69.8	75.2	75.9	80.1	79.4	79.3	78.8	77.3	76.5	73.5	74.0	72.5	66.4	64.0
As a place to work	62.3	65.0	65.3	70.5	71.2	72.0	71.9	72.1	71.4	70.0	69.5	67.4	61.7	62.3
As a place to raise children	50.4	54.6	56.6	58.7	59.7	60.1	58.4	58.9	60.9	57.8	58.7	53.4	45.7	49.1

2024-25 survey results compared to 2019-20 and 2023-24:

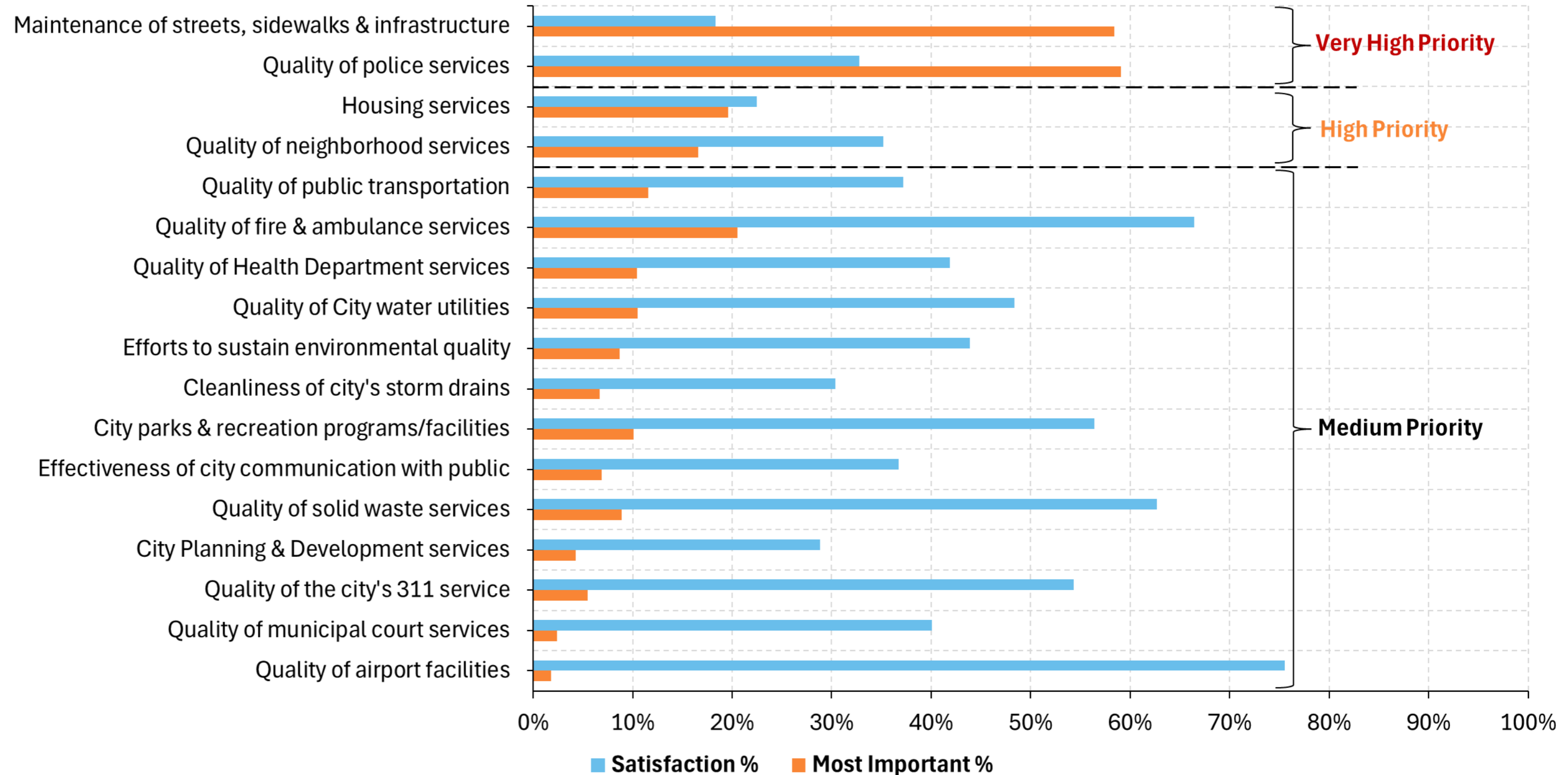
- The satisfaction ratings for 2024-25 indicate a notable decline in all areas when compared to the 2019-20 survey.
- Notable improvement since the 2023-24 survey is the city's appeal as a place to raise children.

Overall ratings of the City	Change from 2019-20	Change from 2023-24
As a place to live	-12.5	-2.4
As a place to work	-9.1	+0.6
As a place to raise children	-11.8	+3.4

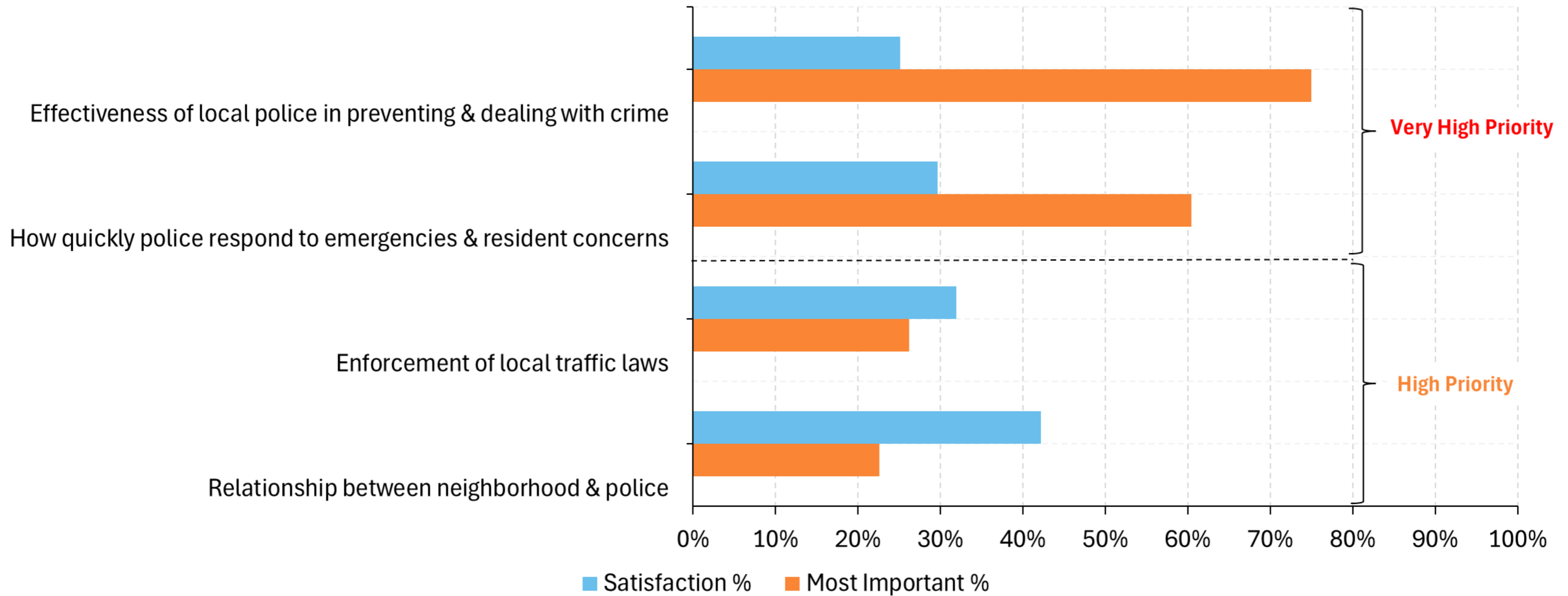
Residents' Priorities: Overall

Two key criteria for effective decision-making involve directing resources toward services that:

- are most crucial to citizens; and
- have the highest levels of resident dissatisfaction.

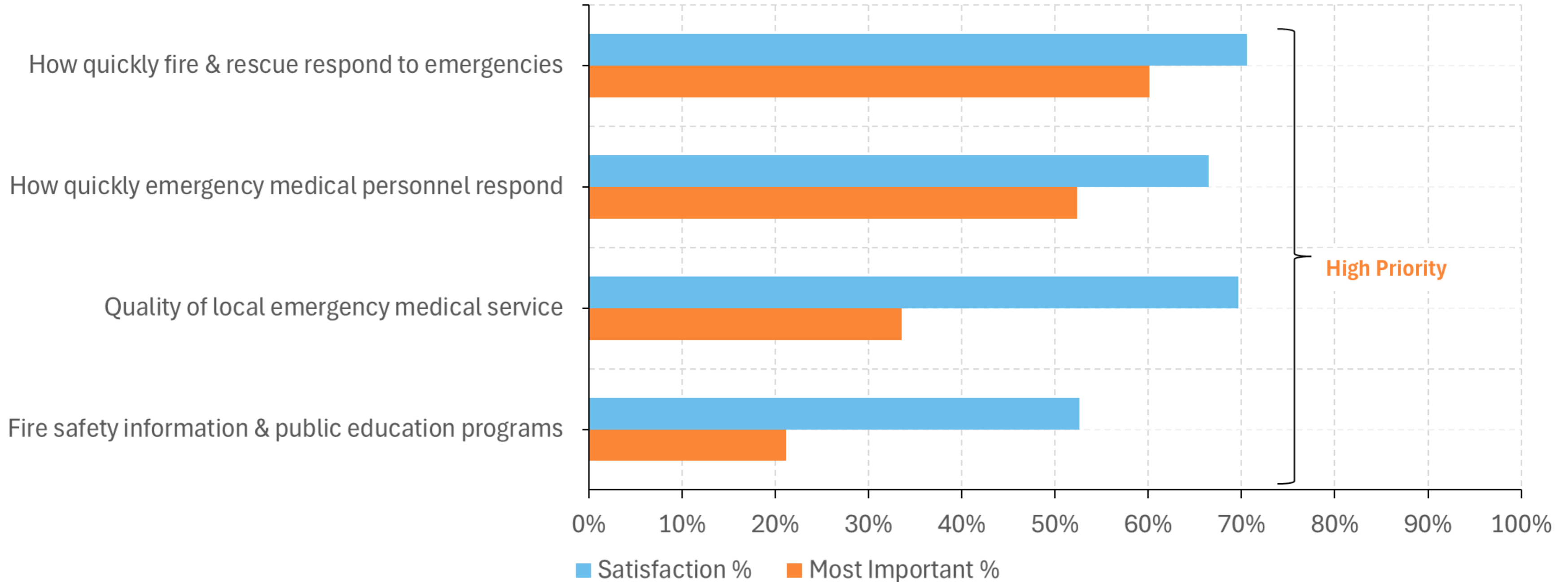


Residents' Priorities: Police Services



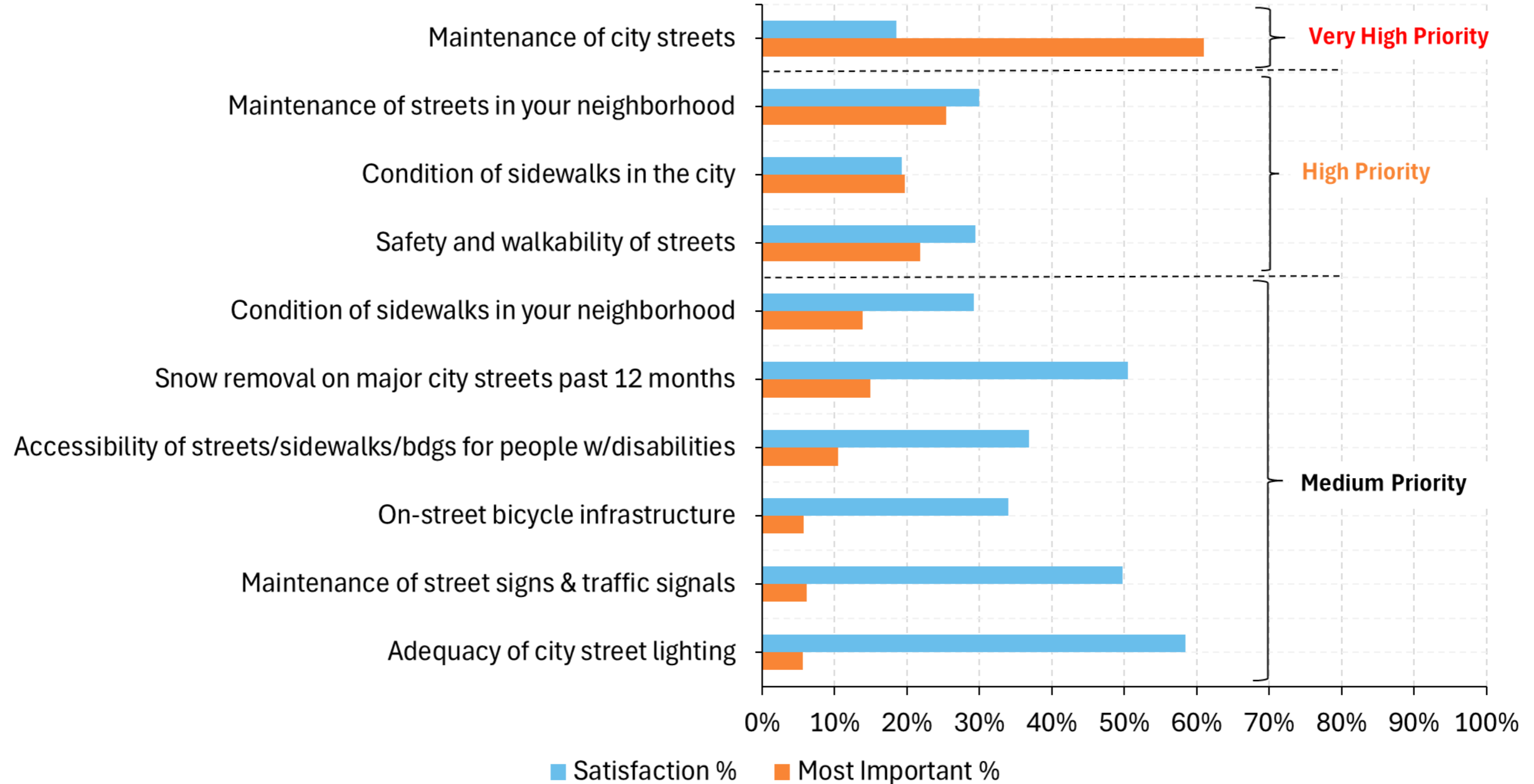
Crime prevention and response times top the priority list for police services.

Residents' Priorities: Fire & Emergency Medical Services



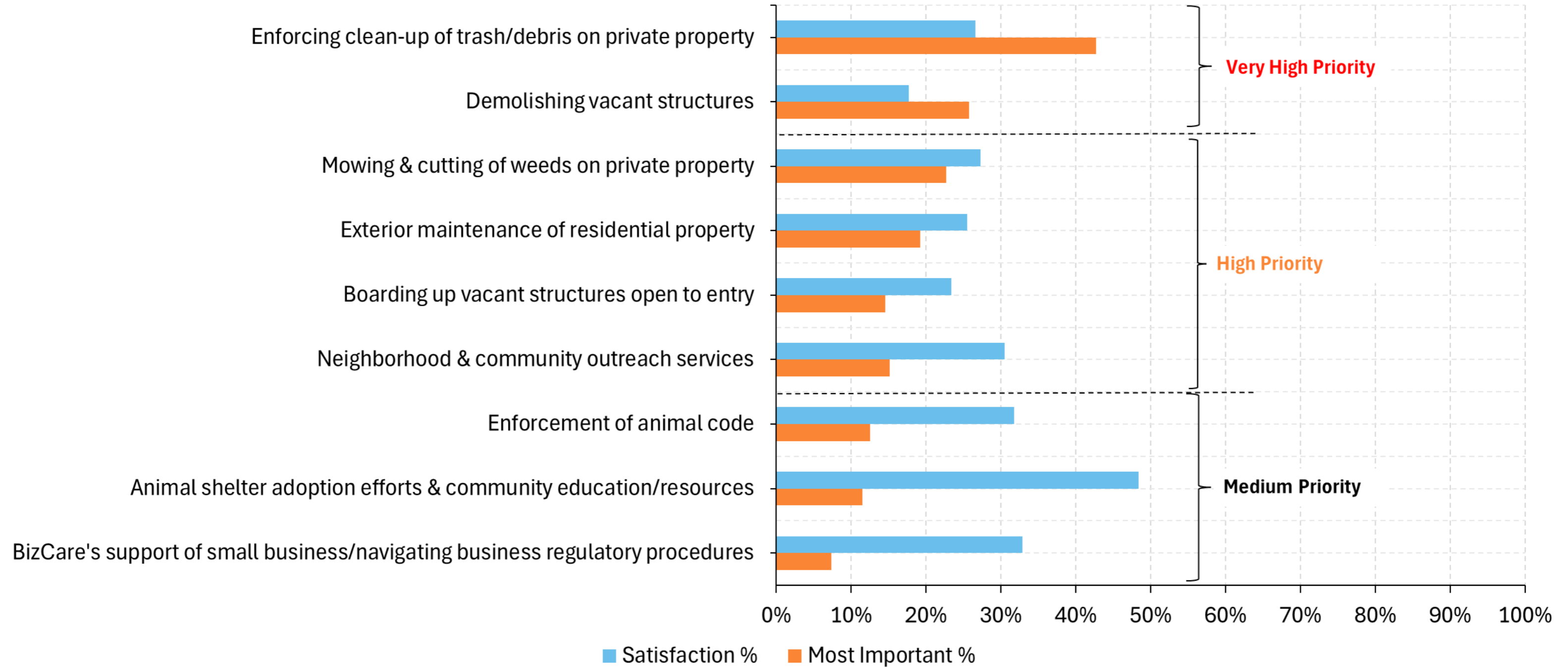
Crime response times for fire & rescue and emergency medical personnel top the priority list for Fire and Emergency Medical Services.

Residents' Priorities: City Streets, Sidewalks, & Infrastructure



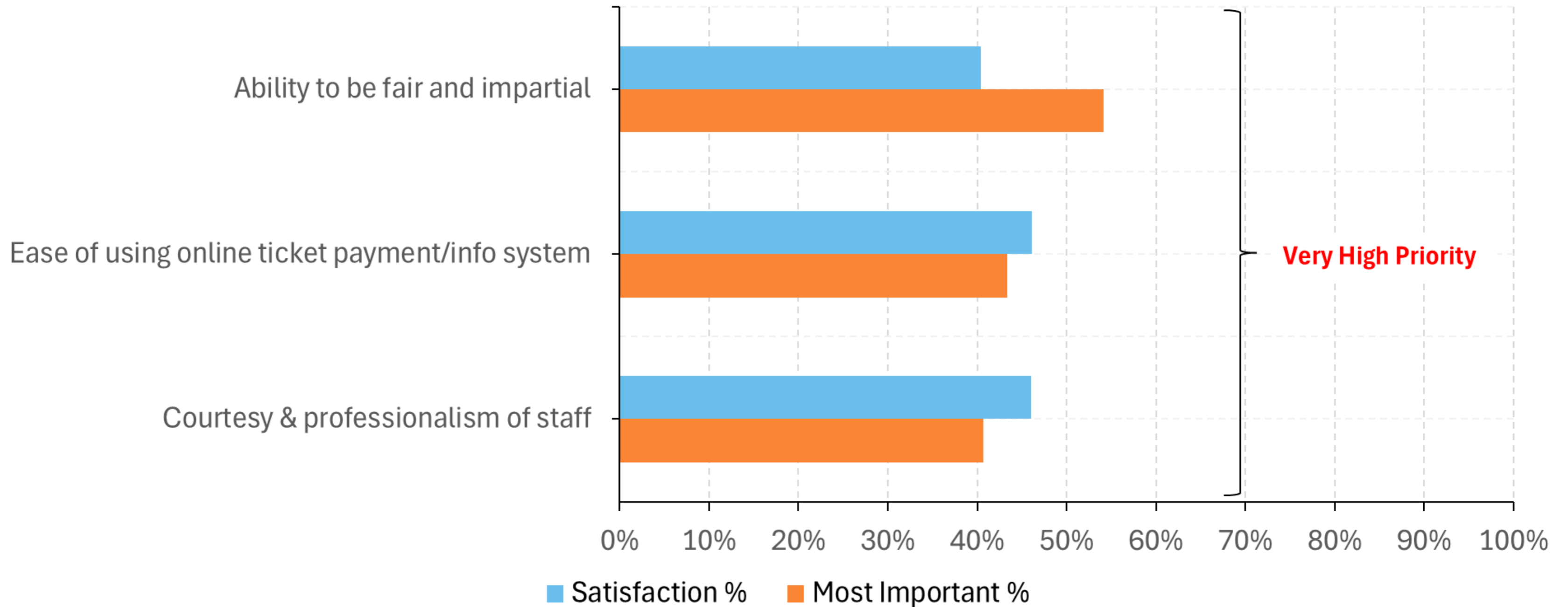
Maintenance of streets and sidewalks tops the priority list for City Streets, Sidewalks, and Infrastructure.

Residents' Priorities: Neighborhood Services



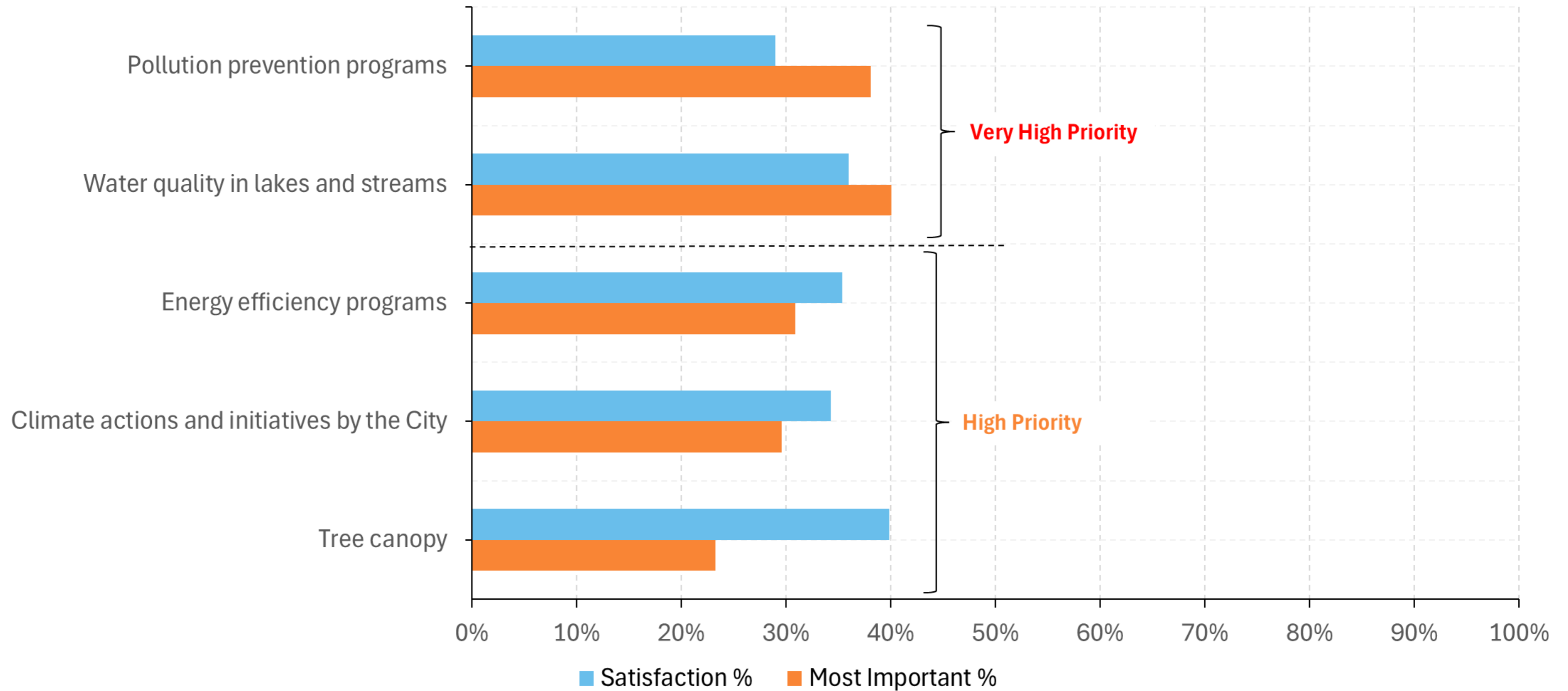
Enforcement of trash/debris cleaning on private property, and demolishing vacant structures, top the priority list for Neighborhood Services.

Residents' Priorities: Municipal Court Services



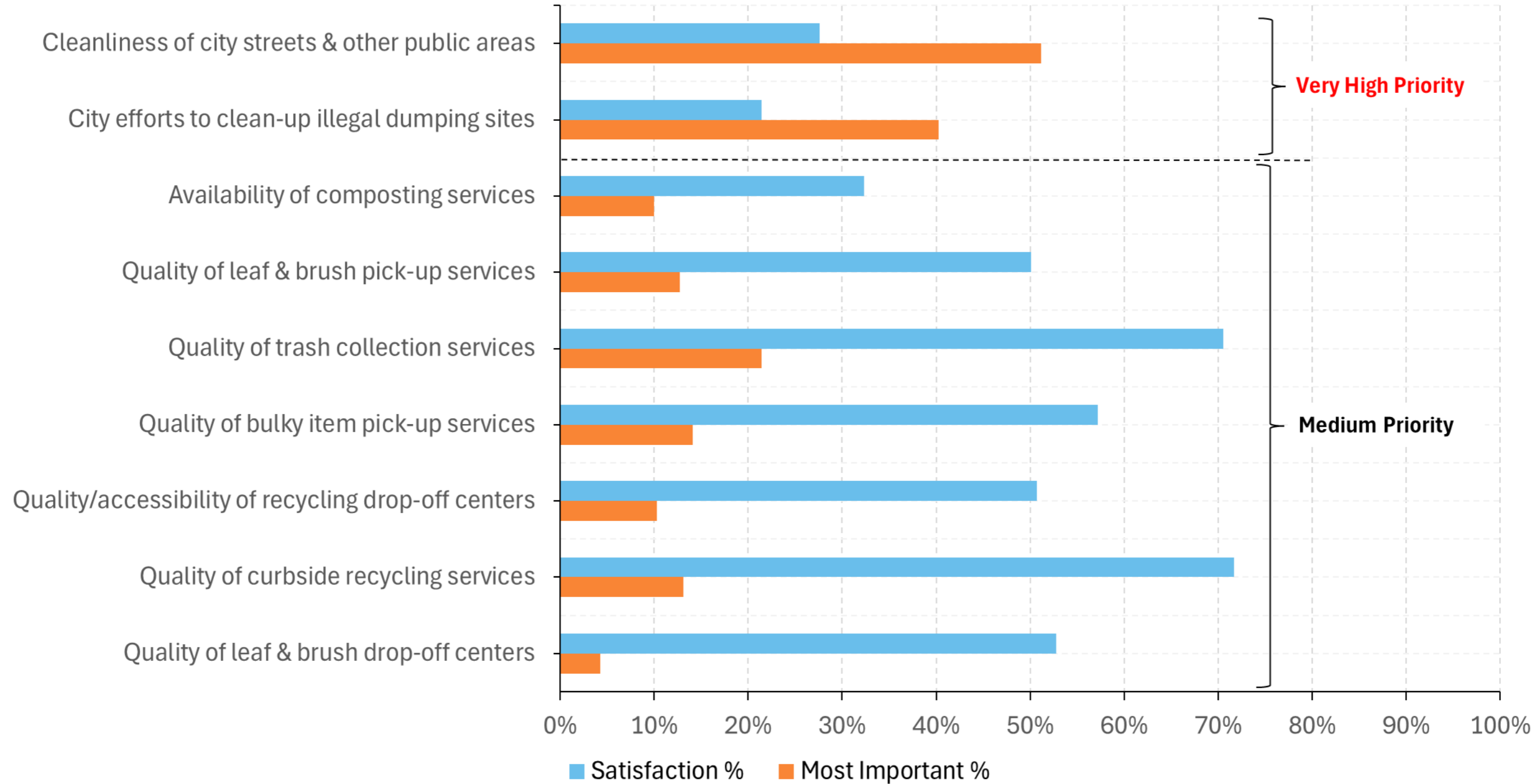
The ability to be fair and impartial is the top priority for Municipal Court Services.

Residents' Priorities: Environmental & Sustainability Services



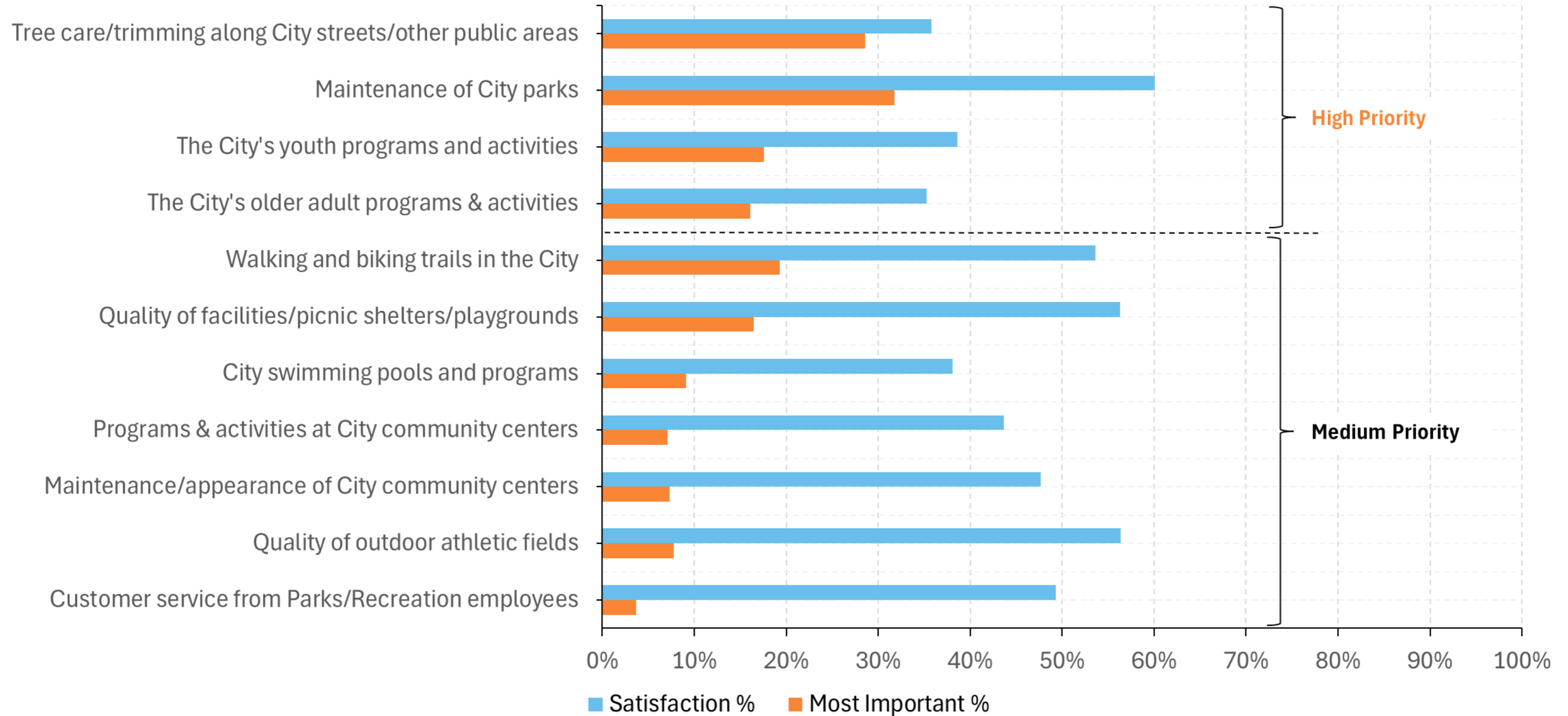
Pollution prevention programs and water quality in lakes were the top two priorities for Environmental and Sustainability Services

Residents' Priorities: Solid Waste Services



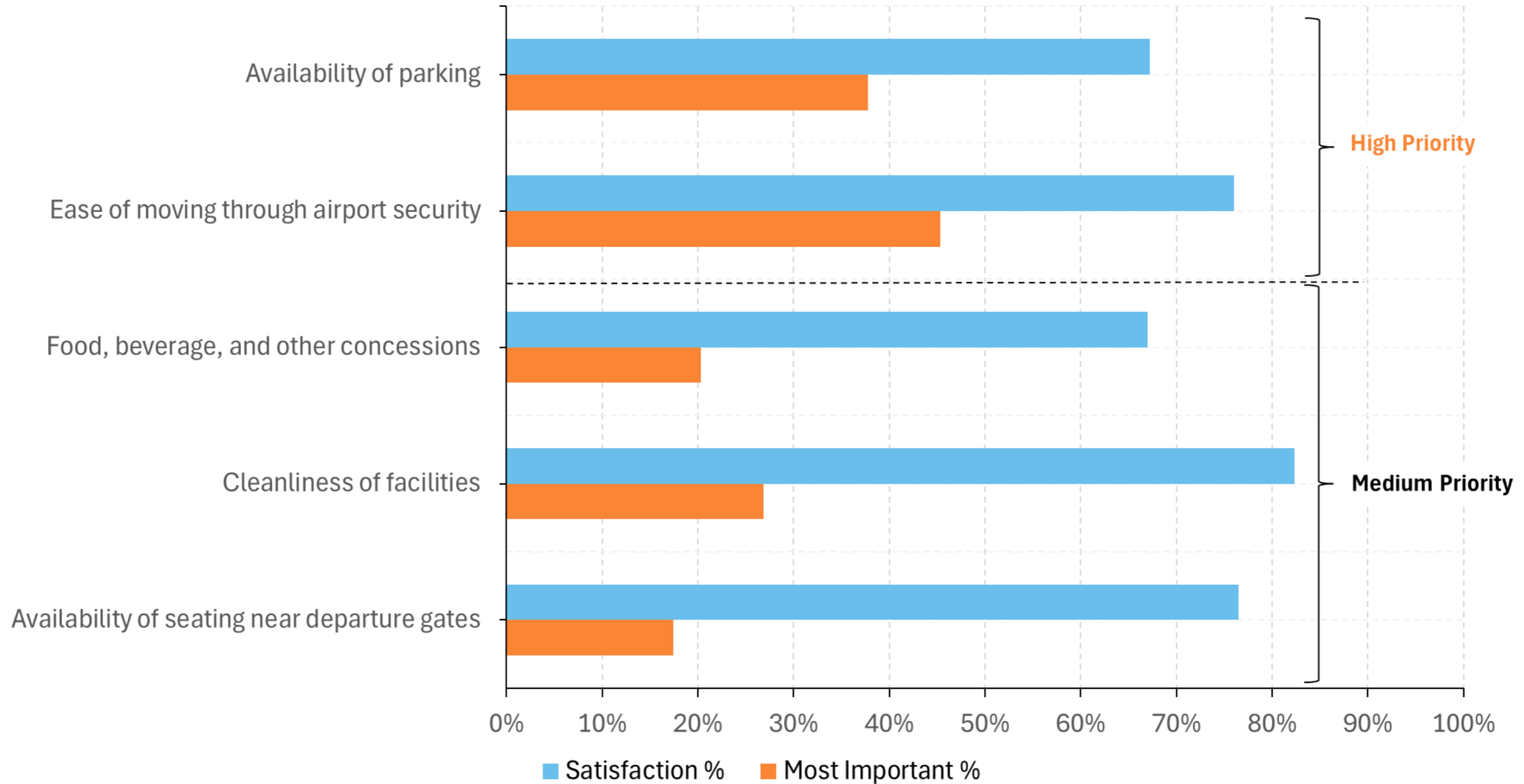
Cleanliness of city streets & public areas, and city efforts to clean illegal dumping sites were the top two priorities for Solid Waste Services

Residents' Priorities: Parks and Recreation Services



Tree trimming and maintenance of city parks were the top two priorities for Parks and Recreation Services

Residents' Priorities: Airport Services



Availability of parking and ease of moving through airport security were the top two priorities for Airport Services

Key Takeaways and Closing Remarks

1. What residents rated highly:

- Strong satisfaction with airport facilities (76%), fire & ambulance (66%), and solid waste (63%)
- Steady ratings in parks, recreation, and 311 services

2. Areas needing urgent investment

- Infrastructure maintenance: only 18% satisfied with streets and sidewalks
- Public safety: concerns about crime prevention, traffic enforcement, and response times
- Housing quality: 29% satisfaction; need for affordable housing

3. Signs of progress on ratings

- Environmental quality efforts (+17.8%)
- Municipal court services (+11.6%) and solid waste services (+8%) showed strong gains
- Noticeable rise in ratings for neighborhood appearance, safety, and engagement opportunities

4. Long-term direction

- Investment in infrastructure accessibility and safety
- Strengthening public safety partnerships and response efficiency
- Accelerating neighborhood revitalization and housing improvements
- Expanding emphasis on communication, transparency, and resident input

Public Access to Resident Surveys:

<https://www.kcmo.gov/city-hall/departments/city-manager-s-office/datakc/citizen-and-business-satisfaction-survey-results>

Contact: data@kcmo.org

