



**CITY COUNCIL MEETING
7010 NORTH HOLMES
GLADSTONE, MISSOURI
JANUARY 13, 2025**

OPEN STUDY SESSION 7:00 PM

1. **ETC Citizen Survey:** Mr. Robert Heacock from the ETC Institute will present the Community Survey Report.

REGULAR MEETING 7:30 PM

TENTATIVE AGENDA

1. Meeting Called to Order.
2. Roll Call.
3. Pledge of Allegiance to the Flag of the United States of America.
4. Approval of the Agenda.
5. Approval of the December 9, 2024, Closed City Council Meeting Minutes.
6. Approval of the December 9, 2024, Regular City Council Meeting Minutes.
7. **Communications from the Audience:** *Members of the public are invited to speak about any topic not listed on the agenda. While speaking, please state your name and address for the record and limit comments to 5 minutes.*
8. Communications from the City Council.
9. Communications from the City Manager.

10. CONSENT AGENDA

RESOLUTION R-25-01, A Resolution authorizing acceptance of a proposal from JAB Technologies, in the amount of \$18,457.00 for the purchase of three (3) APC Units and related supporting equipment.

Acknowledging receipt of the FY 25-26 Budget of Downtown Linden Community Improvement District and Linden Block 25 Community Improvement District.

REGULAR AGENDA

11. **FIRST READING BILL NO. 25-01**, An Ordinance calling a General Election for the election of one (1) position to the Gladstone City Council on Tuesday, April 8, 2025; describing the form of the ballot and directing the City Clerk to submit certification of such election to the Clay County Board of Election Commissioners pursuant to RSMo.115.125.
12. **FIRST READING BILL NO. 25-02**, An Ordinance authorizing the City Manager to execute an intergovernmental agreement between the City of Gladstone and the Mid-America Regional Council (MARC) Solid Waste Management District for the 2025 Regional Household Hazardous Waste Collection Program in the amount of \$30,881.77.
13. **FIRST READING BILL NO. 25-03**, An Ordinance authorizing the City Manager to enter into a cooperative agreement with the Federal Bureau of Investigation (FBI) to provide law enforcement resources to the Kansas City Interagency Intelligence Task Force.
14. **RESOLUTION R-25-02**, A Resolution authorizing the City Manager to execute a contract with Viking Painting, LLC, in the total amount not to exceed \$1,638,400.00 for the 0.3-MG Linden Water Tower and 1.0-MG Antioch Water Tower Painting and Repairs, Project WP2492C.
15. **RESOLUTION R-25-03**, A Resolution authorizing the City Manager to execute a contract with Lan-Tel Communications Services, Incorporated, in the total amount not to exceed \$468,450.00 for the FY25 Curb, Gutter, and Sidewalk Program – Phase 1, Project TP2505.

16. RESOLUTION R-25-04, A Resolution authorizing the City Manager to execute a contract with Legacy Post and Beam, Inc., in the total amount not to exceed \$305,501.21, for the purchase of a 1.5 Story Gable Barn Kit, Project CP2454.

17. Other Business.

18. Adjournment.

Representatives of the News Media may obtain copies of this notice by contacting:

City Clerk Kris Keller
City of Gladstone
7010 North Holmes
Gladstone, MO 64118
816-423-4096

Posted at 4:45 pm
January 9, 2025



***Department of General Administration
Memorandum***

DATE: January 9, 2024

TO: Robert Baer, City Manager
Austin Greer, Assistant City Manager & Community Development Director

FROM: Nikki Lansford, Communications Specialist

SUBJECT: Citizen Satisfaction Survey Results – ETC Institute

The ETC Institute is a nationally recognized market research company specializing in helping local governments gather data through surveys, focus groups and stakeholder meetings from residents to enhance community planning.

In late 2024, ETC conducted a survey as part of the City's effort to gather resident opinions and feedback on programs and services. A seven-page survey was mailed to a random sample of households throughout the City of Gladstone. Additionally, the survey was made available on the City's website for anyone interested in completing it over the internet. The goal was to receive at least 400 completed surveys, and the goal was met.

The results of the survey will be used to help the City improve and expand existing programs and determine the future needs of residents in the City of Gladstone.

Notable Findings:

Residents have a very positive perception of the City of Gladstone

- 92% rated the City as an "excellent" or "good" place to live; only 5% rated it as "below average" or "poor"
- 88% rated the City as an "excellent" or "good" place to raise children; 4% rated it as "below average" or "poor"

Overall satisfaction with city services is significantly higher in Gladstone than other communities

- The City rated above the U.S. Average in 35 of 39 areas and above the Missouri/Kansas Average in 28 of the 39 areas
- The City rated 33% above the U.S. Average and 8% above the Missouri/Kansas Average in the overall quality of services provided

Mr. Robert Heacock from the ETC Institute will present some of the more notable survey findings during the City Council Open Study Session on Monday, January 13th.

Thank you,

Nikki Lansford

2024 Community Survey *City of Gladstone, Missouri*



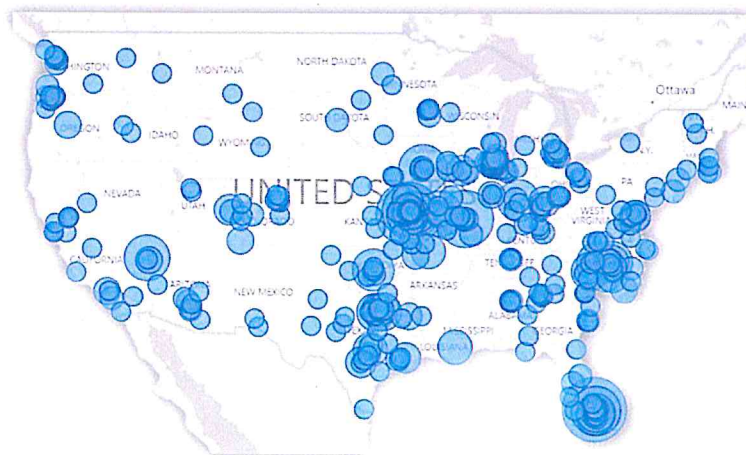
Presented by



January 2025

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

For more than 35 years, our mission has been to help city and county governments gather and use survey data to enhance organizational performance.



**More than 3,000,000 Persons Surveyed Since 2006
for more than 1,000 cities in 49 States**

Agenda

- **Purpose and Methodology**
- **Bottom Line Upfront**
- **Major Findings**
- **Summary and Conclusions**
- **Questions**

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Purpose

- **To objectively assess citizen satisfaction with the delivery of major City services**
- **To compare Gladstone's performance with other cities in the Missouri and Kansas region and across the U.S.**
- **To measure trends from the previous survey**
- **To help determine priorities for the community**

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Methodology

- **Survey Description**
 - ☐ seven-page survey
 - ☐ each survey took approximately 15-20 minutes to complete
 - ☐ 4th survey administered for the City of Gladstone; the first was in 2007
- **Method of Administration**
 - ☐ by mail and online
 - ☐ random sample of residents living in the City
- **Sample size:**
 - ☐ goal number of surveys: 400
 - ☐ 402 completed surveys
- **Confidence level:** 95%
- **Margin of error:** +/- 4.9% overall

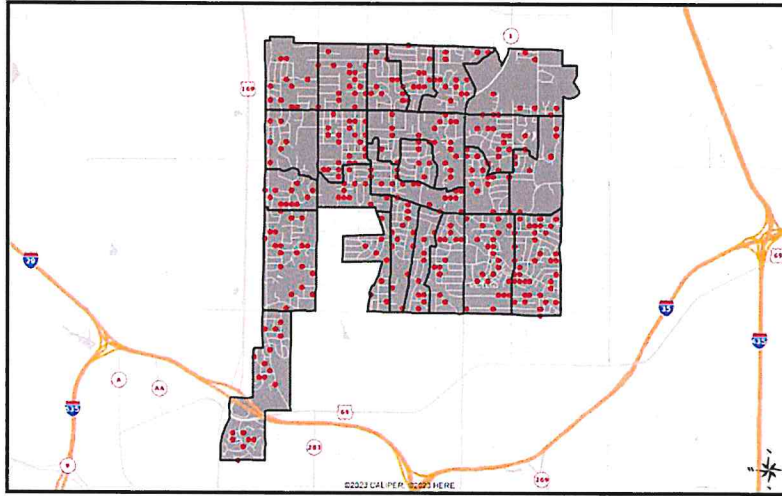
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Bottom Line Up Front

- **Residents have a very positive perception of the City of Gladstone**
 - ☐ 92% rated the City as an “excellent” or “good” place to live; only 5% rated it as “below average” or “poor”
 - ☐ 88% rated the City as an “excellent” or “good” place to raise children; 4% rated it as “below average” or “poor”
- **Overall satisfaction with City services is higher in Gladstone than other communities**
 - ☐ The City rated above the U.S. Average in 35 of 39 areas and above the Missouri/Kansas Average in 28 of the 39 areas
 - ☐ The City rated 33% above the U.S. Average and 8% above the Missouri/Kansas Average in the overall quality of services provided
- **Overall priorities for improvement over the next 2 years:**
 - ☐ Maintenance of streets, buildings, and facilities
 - ☐ Enforcement of City codes and ordinances

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Location of Survey Respondents



2024 City of Gladstone Community Survey

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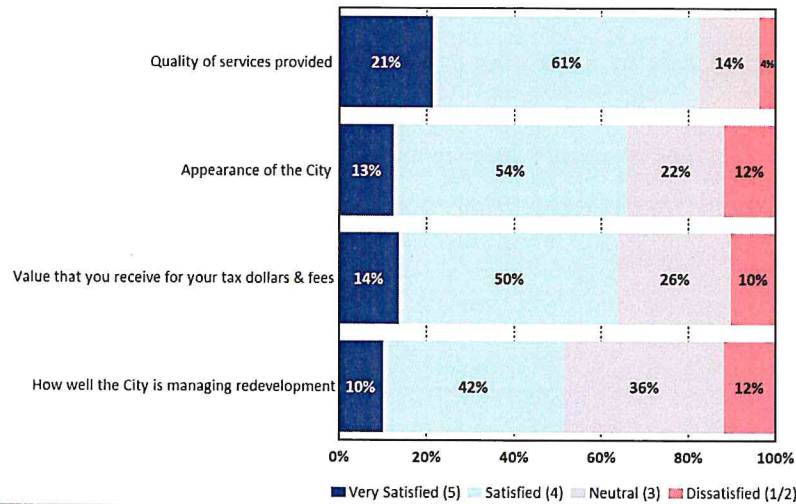
Major Finding #1

Residents Have a Very Positive
Perception of the City

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Q5. Satisfaction with Items That Influence Perceptions of the City

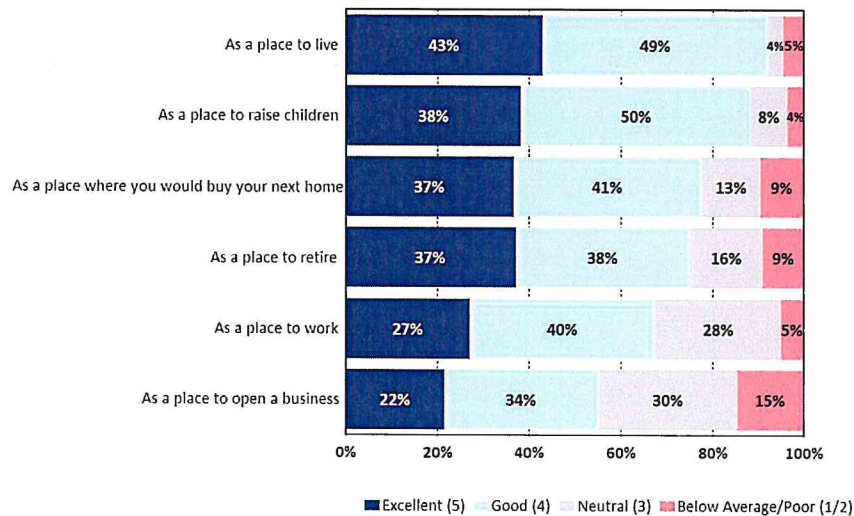
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



82% of residents are satisfied with the overall quality of services provided by the City, compared to only 4% who are dissatisfied

Q3. Overall Ratings of the City

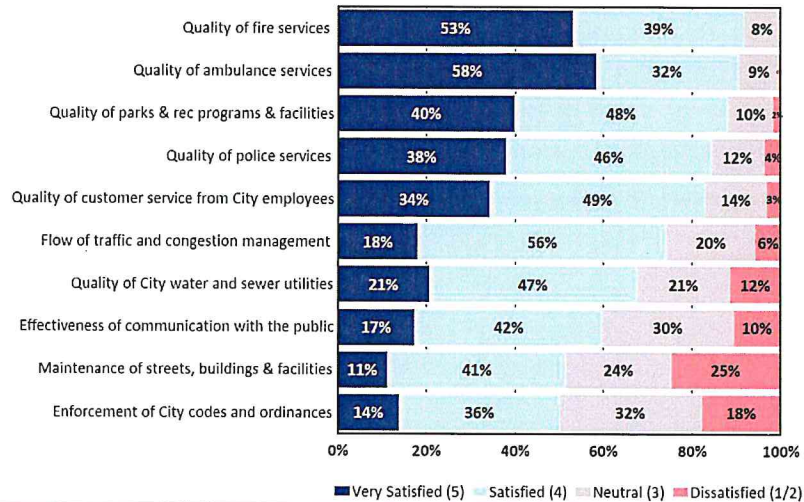
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Most residents feel the City is an excellent or good place to live and raise children; 5% or less rated the City as below average or poor in these two areas

Q1. Overall Satisfaction with City Services by Major Category

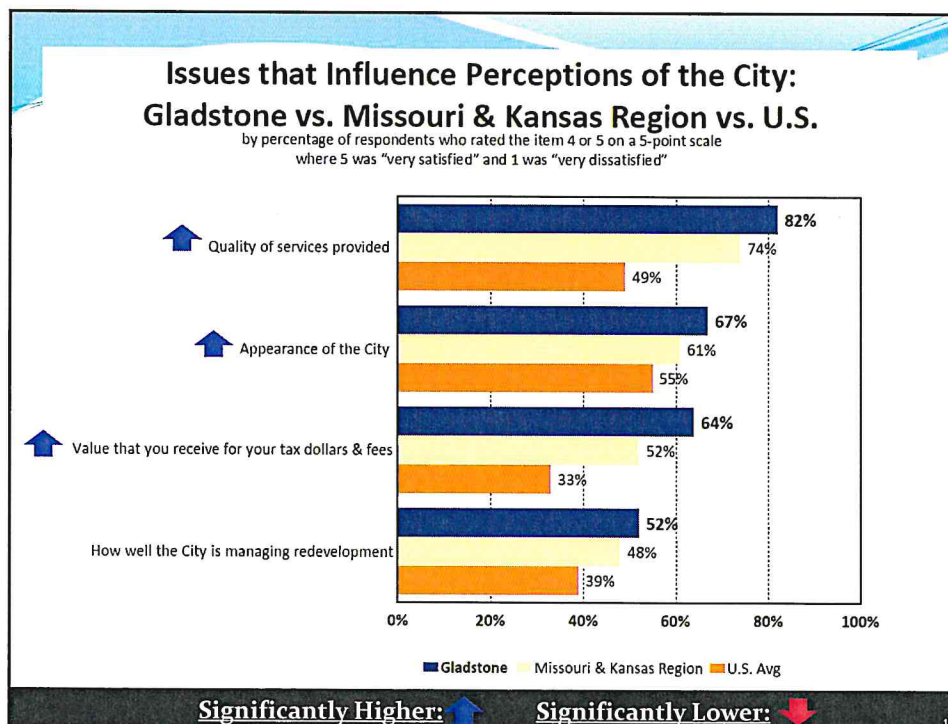
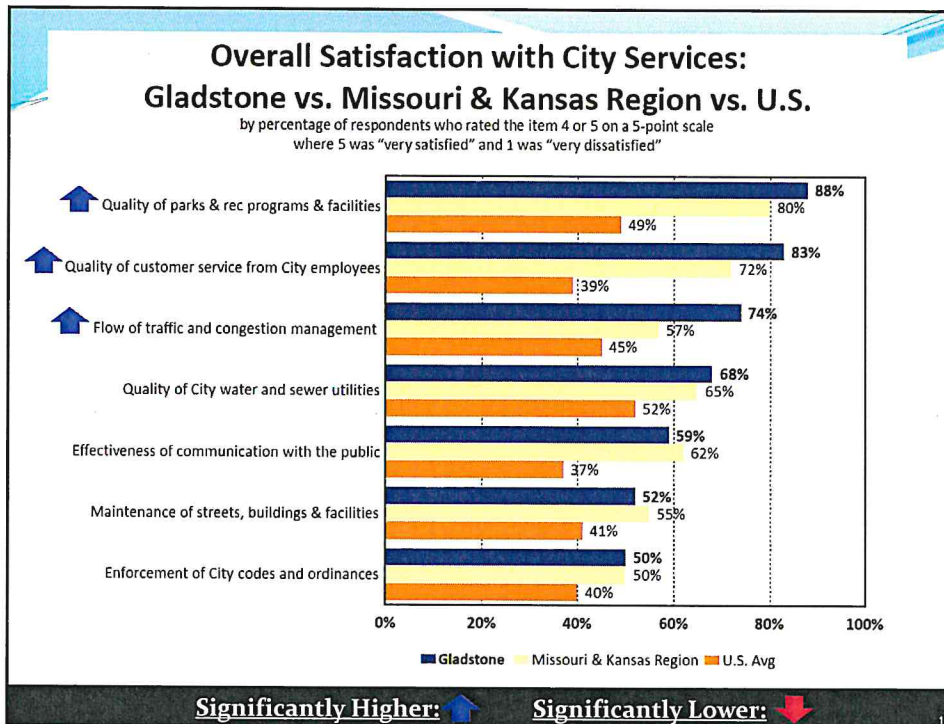
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

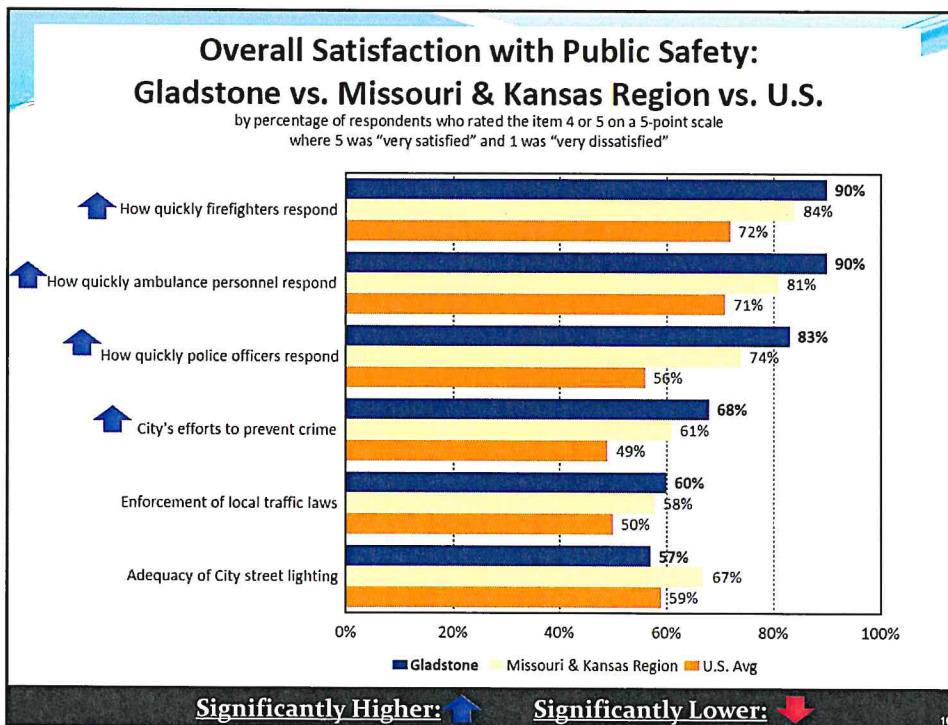
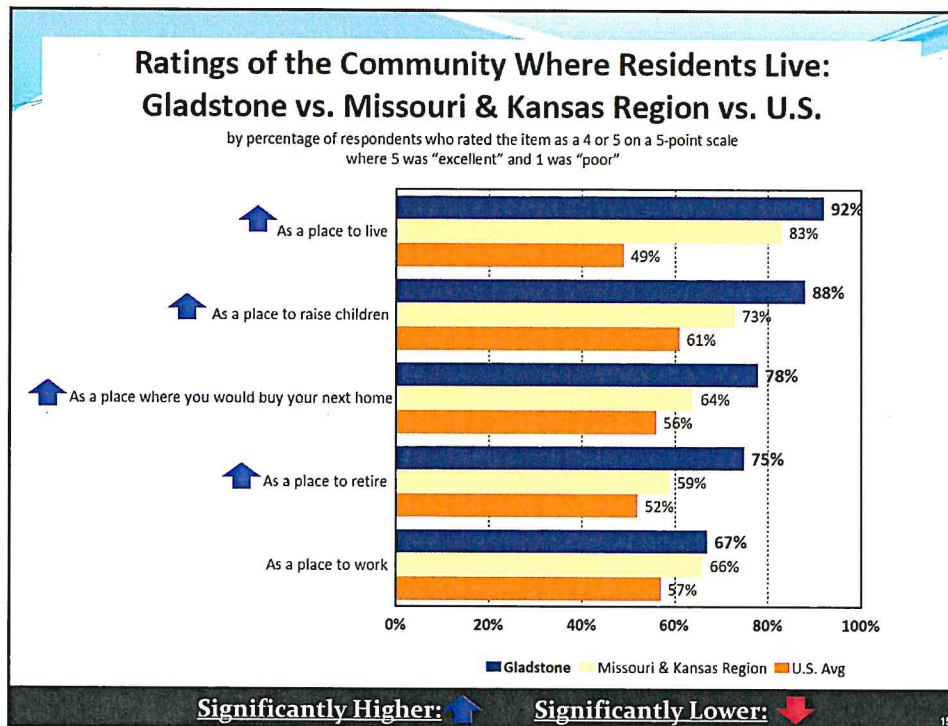


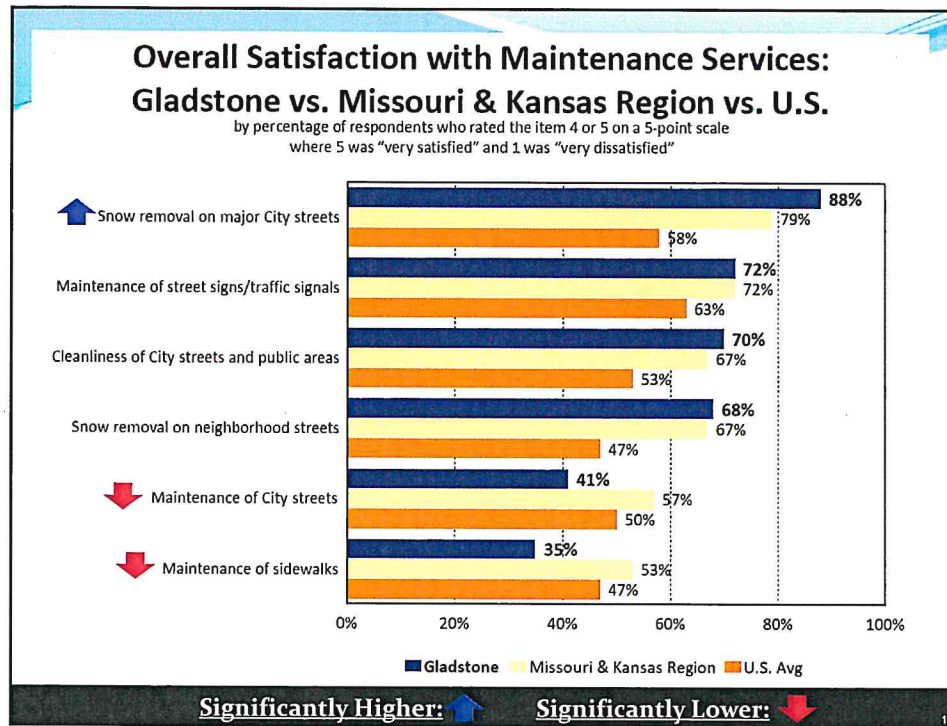
With the exception of maintenance of streets, buildings and facilities, no more than 18% of residents were dissatisfied with any of the major categories of City services that were rated

Major Finding #2

Satisfaction with Many City
Services Is Significantly Higher in
Gladstone Than Other
Communities







Major Finding #3

Trend Analysis

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Trends

Notable Increases Since 2020

- ☐ Quality of customer service from City employees (+5%)
- ☐ The City as a place to retire (+5%)
- ☐ The City as a place to open a business (+5%)
- ☐ Relationship between police officers and residents (+4%)
- ☐ The City as a place to buy next home (+3%)

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Trends

Notable Decreases Since 2020

- ☐ How well the City is managing redevelopment (-12%)
- ☐ The City's adult athletic programs (-12%)
- ☐ Maintenance of City streets (-12%)
- ☐ Enforcement of local traffic laws (-13%)
- ☐ Maintenance of sidewalks (-14%)

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Major Finding #4

Top Priorities for Investment

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Importance-Satisfaction Rating

City of Gladstone, MO

Major Categories of City Services

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .20)						
Maintenance of streets, buildings & facilities	69%	1	52%	9	0.3331	1
High Priority (IS .10-.20)						
Enforcement of city codes and ordinances	28%	6	50%	10	0.1395	2
Effectiveness of communication with the public	26%	7	59%	8	0.1082	3
Quality of city water and sewer utilities	34%	2	68%	7	0.1082	4
Medium Priority (IS < .10)						
Flow of traffic and congestion management	28%	5	74%	6	0.0725	5
Quality of police services	31%	3	84%	4	0.0502	6
Quality of parks & rec programs & facilities	28%	4	88%	3	0.0337	7
Quality of customer service from city employees	7%	10	83%	5	0.0117	8
Quality of fire services	11%	8	92%	1	0.0090	9
Quality of ambulance services	9%	9	90%	2	0.0087	10

OVERALL Priorities:

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Importance-Satisfaction Rating

City of Gladstone, MO

Public Safety

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Adequacy of City street lighting	56%	2	57%	7	0.2395	1
City's efforts to prevent crime	72%	1	68%	5	0.2307	2
High Priority (IS .10-.20)						
Enforcement of local traffic laws	41%	3	60%	6	0.1644	3
Medium Priority (IS <.10)						
Relationship between police officers and residents	33%	4	78%	4	0.0717	4
How quickly police officers respond	26%	5	83%	3	0.0447	5
How quickly ambulance personnel respond	20%	6	90%	2	0.0200	6
How quickly firefighters respond	11%	7	90%	1	0.0107	7

Public Safety Priorities:

23

Importance-Satisfaction Rating

City of Gladstone, MO

Codes and Ordinances

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Clean up of litter and debris on private property	73%	1	44%	4	0.4099	1
Mowing and cutting weeds on private property	60%	2	50%	1	0.2985	2
Maintenance of commercial property	55%	3	47%	2	0.2899	3
Maintenance of residential property	53%	4	47%	3	0.2809	4

Code Enforcement Priorities:

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Importance-Satisfaction Rating

City of Gladstone, MO

Parks, Recreation and Cultural Arts

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <10)						
Community dog park	15%	8	42%	11	0.0853	1
City's youth athletic programs	16%	6	60%	9	0.0636	2
City's adult athletic programs	13%	9	55%	10	0.0603	3
Maintenance of City parks	46%	1	87%	1	0.0602	4
Community Center's programs & classes	23%	4	74%	6	0.0601	5
Number of walking and biking trails	25%	3	80%	4	0.0498	6
Overall appearance of parks & green space areas	35%	2	86%	2	0.0484	7
Statues, murals, memorials, fountains & sculptures	15%	7	72%	7	0.0426	8
Ease of registering for programs	11%	11	64%	8	0.0385	9
Atkins-Johnson Farm & Museum programs & events	12%	10	76%	5	0.0298	10
Performing arts programming like Theatre in the Park, Linden Square concerts, etc	17%	5	83%	3	0.0292	11

No High Priorities for Parks, Recreation and Cultural Arts

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Importance-Satisfaction Rating

City of Gladstone, MO

Maintenance

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of City streets	78%	1	41%	5	0.4608	1
Maintenance of sidewalks	55%	2	35%	6	0.3595	2
High Priority (IS .10-.20)						
Snow removal on neighborhood streets	39%	4	68%	4	0.1235	3
Cleanliness of City streets and public areas	41%	3	70%	3	0.1218	4
Medium Priority (IS <.10)						
Maintenance of street signs/traffic signals	24%	5	72%	2	0.0669	5
Snow removal on major City streets	19%	6	88%	1	0.0233	6

Maintenance Priorities: 

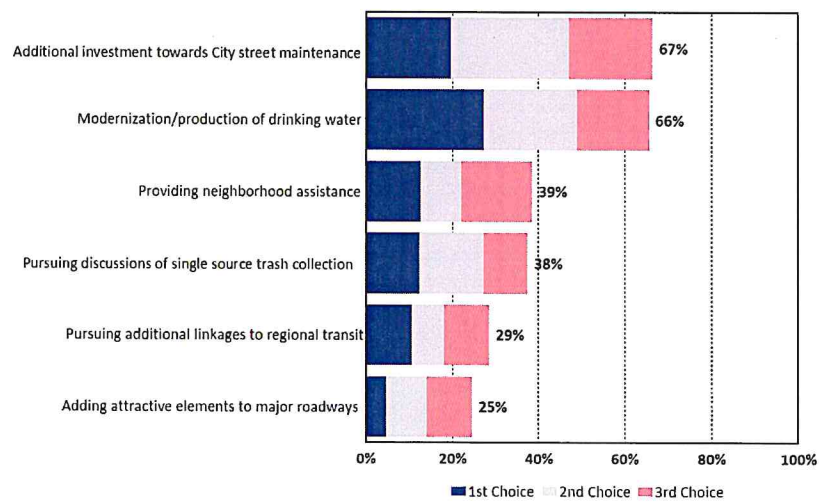
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Other Findings

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Q20. Community Investment Areas That Are Most Important for the City to Pursue

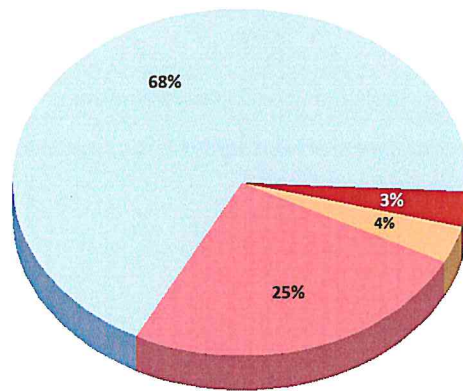
by percentage of respondents who selected the item as one of their top three choices



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Q22. Do you feel that traffic enforcement is:

by percentage of respondents

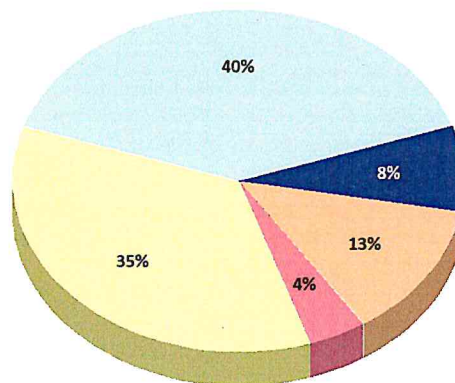


Too much About right Not enough Not provided

29

Q23. Compared to schools in nearby communities, North Kansas City Public Schools are:

by percentage of respondents



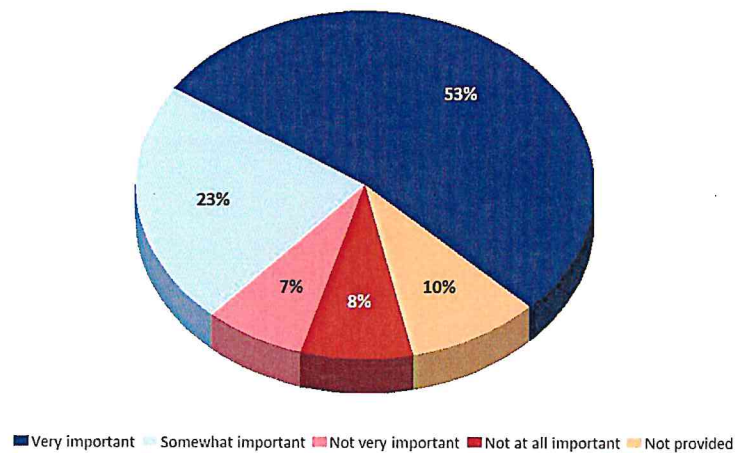
Far above average Above average Average Below average Not provided

0.2% selected "far below average"

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Q24. Importance of Quality of the School System When it Comes to Deciding Where to Live

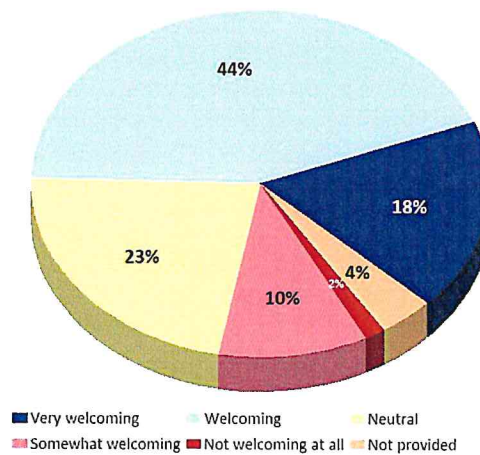
by percentage of respondents



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Q25. How welcoming is Gladstone as a community when it comes to residents of different races, religion, ethnicity, and orientation identity?

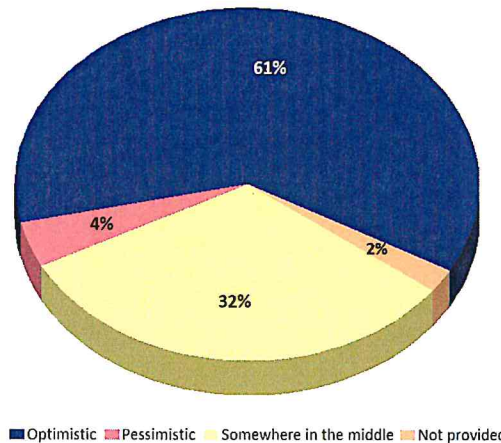
by percentage of respondents



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**Q27. When you think about the future of Gladstone,
would you describe yourself as:**

by percentage of respondents



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Summary

- **Residents have a very positive perception of the City of Gladstone**
 - 92% rated the City as an “excellent” or “good” place to live; only 5% rated it as “below average” or “poor”
 - 88% rated the City as an “excellent” or “good” place to raise children; 4% rated it as “below average” or “poor”
- **Overall satisfaction with City services is higher in Gladstone than other communities**
 - The City rated above the U.S. Average in 35 of 39 areas and above the Missouri/Kansas Average in 28 of the 39 areas
 - The City rated 33% above the U.S. Average and 8% above the Missouri/Kansas Average in the overall quality of services provided
- **Overall priorities for improvement over the next 2 years:**
 - Maintenance of streets, buildings, and facilities
 - Enforcement of City codes and ordinances

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Questions?

THANK YOU!



2024 City of Gladstone Community Survey Findings Report

Presented to the City of
Gladstone, MO

November 2024



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Executive Summary

2024 City of Gladstone Community Survey

Executive Summary



Purpose

ETC Institute administered a *DirectionFinder*® survey for the City of Gladstone during the fall of 2024. The survey was conducted as part of the City's effort to gather resident opinions and feedback on programs and services. The results of the survey will be used to help the City improve and expand existing programs and determine future needs of residents in the City of Gladstone. This is the fourth *DirectionFinder*® survey ETC Institute has administered for the City of Gladstone; the first was conducted in 2007.

Methodology

A seven-page survey was mailed to a random sample of households throughout the City of Gladstone. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those who preferred to complete the survey over the internet. Approximately 10 days after the surveys were mailed, residents who were part of the random sample received a follow-up message to encourage participation.

The goal was to receive at least 400 completed surveys. This goal was met, with a total of 402 households responding to the survey. The results for the random sample of 402 households have a 95% level of confidence with a precision of at least +/- 4.9%.

Interpretation of "Don't Know" Responses. The percentage of "don't know" responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of "don't know" responses often reflects the utilization and awareness of City services, the percentage of "don't know" responses has been included in the tabular data in Section 4 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."

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey (Section 1)
- benchmarking data that shows how the results for the City of Gladstone compare to residents in other communities in Missouri and Kansas and across the U.S. (Section 2)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

2024 City of Gladstone Community Survey

Executive Summary



Overall Perceptions of the City

Eighty-two percent (82%) of the residents surveyed, *who had an opinion*, are either “very satisfied” or “satisfied” with the overall quality of services provided by the City of Gladstone. Ninety-two percent (92%) of residents surveyed, *who had an opinion*, rated Gladstone as an “excellent” or “good” place to live, and 88% rated the City as an “excellent” or “good” place to raise children.

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of fire services (92%), quality of ambulance services (90%), quality of parks and recreation programs and facilities (88%) quality of police services (84%), and quality of customer service received from City employees (83%).

Based on the sum of their top three choices, the City services that residents thought should receive the most emphasis over the next two years were: 1) maintenance of streets, buildings and facilities, 2) quality of City water and sewer utilities, and 3) quality of police services.

Satisfaction with Specific City Services

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: how quickly firefighters respond (90%), how quickly ambulance personnel respond (90%), and how quickly police officers respond (83%).

Based on the sum of their top three choices, the public safety services that residents thought should receive the most emphasis over the next two years were: 1) the City’s efforts to prevent crime, 2) adequacy of City street lighting, and 3) enforcement of local traffic laws.

Enforcement of Codes and Ordinances. The highest levels 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*, were: enforcing the mowing and cutting of weeds on private property (50%) and enforcing the maintenance of commercial property (47%).

Based on the sum of their top three choices, the enforcement of codes and ordinances that residents thought should receive the most emphasis over the next two years were: 1) enforcing cleanup of litter and debris on private property, 2) enforcing the mowing and cutting of weeds on private property, and 3) enforcing the maintenance of commercial property.

2024 City of Gladstone Community Survey

Executive Summary



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: maintenance of city parks (87%), overall appearance of parks and green space areas (86%), performing arts programming like Theatre in the Park, Linden Square concerts, etc. (83%), number of walking and biking trails (80%), and Atkins-Johnson Farm & Museum programs and events (76%).

Based on the sum of their top three choices, the parks and recreation services that residents thought should receive the most emphasis over the next two years were: 1) maintenance of City parks, 2) overall appearance of parks and green space areas, and 3) number of walking and biking trails.

Communication. The 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 the City’s community magazine (74%) and the availability of information about City services and programs (62%).

Maintenance. The highest levels of satisfaction with maintenance/public works 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%), maintenance of streets signs/traffic signals (72%), and cleanliness of City streets and public areas (70%).

Based on the sum of their top three choices, the maintenance services that residents thought should receive the most emphasis over the next two years were: 1) maintenance of City streets, 2) maintenance of sidewalks, and 3) cleanliness of City streets and public areas.

Customer Service. Thirty-five percent (35%) of residents surveyed indicated they had contacted the City with a question, problem, or complaint during the past year. The highest levels of satisfaction with customer service, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who contacted the City and had an opinion*, were: how easy the department was to contact (76%) and technical competence and knowledge of City employees (73%).

Other Findings

- Ninety-three percent (93%) of residents overall feel “very safe” or “safe” walking alone in their neighborhood during the day; 85% of residents have an overall feeling of safety in Gladstone, 74% of residents feel safe in their neighborhood at night, and 66% feel safe in City parks and trails.
- Sixty-eight percent (68%) of residents “strongly agree” or “agree” that the City of Gladstone should coordinate with the Kansas City Area Transportation Authority to maintain and improve on-demand public transit service called IRIS.
- Seventy-seven percent (77%) of residents are “very supportive” or “supportive” of the City investing in single-family housing.

2024 City of Gladstone Community Survey

Executive Summary



- Based on the sum of their top three choices, the community investment areas that residents feel are the most important for the City to pursue are: 1) additional investment towards City street maintenance, 2) continued modernization and production of high-quality drinking water, and 3) providing neighborhood assistance, such as offering financial aid to qualified homeowners for repairs.
- Forty-eight percent (48%) of residents feel that North Kansas City public schools are “far above average” or “above average” compared to schools in nearby communities; 35% feel North Kansas City schools are “average” compared to schools in nearby communities, 4% feel North Kansas City schools are “below average” or “far below average,” and 13% did not have an opinion.
- Seventy-six percent (76%) of residents feel that the quality of the school system is “very important” or “somewhat important” when deciding where to live; 15% feel it is “not very important” or “not at all important,” and 10% did not have an opinion.
- Sixty-two percent (62%) of residents rated the City as “very welcoming” or “welcoming” when it comes to residents of different races, religion, ethnicity, or orientation identity; 23% gave the City a “neutral” rating, 12% rated the City as “somewhat welcoming” or “not welcoming at all,” and 4% did not have an opinion.
- When thinking about the future of Gladstone, 61% of residents feel “optimistic,” 32% feel “somewhere in the middle,” 4% feel “pessimistic,” and 2% did not have an opinion.

2024 City of Gladstone Community Survey

Executive Summary



How Gladstone Compares to Other Communities in Missouri and Kansas

Satisfaction ratings for the City of Gladstone **rated at or above the average for Missouri and Kansas communities in 28 of the 39 areas** that were assessed. Gladstone rated significantly higher than the Missouri and Kansas average (difference of 5% or more) in 17 of these areas. Listed below are the comparisons between the City of Gladstone and the Missouri and Kansas average:

Service	Gladstone	MO/KS	Difference	Category
Flow of traffic and congestion management	74%	57%	17%	Major City Services
As a place to retire	75%	59%	16%	Ratings of the Community
As a place to raise children	88%	73%	15%	Ratings of the Community
As a place where you would buy your next home	78%	64%	14%	Ratings of the Community
Value that you receive for your tax dollars & fees	64%	52%	12%	Perceptions of the City
Quality of customer service from city employees	83%	72%	11%	Major City Services
As a place to live	92%	83%	9%	Ratings of the Community
How quickly ambulance personnel respond	90%	81%	9%	Public Safety
How quickly police officers respond	83%	74%	9%	Public Safety
Snow removal on major City streets	88%	79%	9%	Maintenance Services
Quality of parks & rec programs & facilities	88%	80%	8%	Major City Services
Quality of services provided	82%	74%	8%	Perceptions of the City
City's efforts to prevent crime	68%	61%	7%	Public Safety
Appearance of the City	67%	61%	6%	Perceptions of the City
How quickly firefighters respond	90%	84%	6%	Public Safety
Clean up of litter and debris on private property	44%	39%	5%	Code Enforcement
Overall feeling of safety	85%	80%	5%	Feeling of Safety
How well the City is managing redevelopment	52%	48%	4%	Perceptions of the City
Quality of city water and sewer utilities	68%	65%	3%	Major City Services
Cleanliness of City streets and public areas	70%	67%	3%	Maintenance Services
Enforcement of local traffic laws	60%	58%	2%	Public Safety
Mowing and cutting weeds on private property	50%	48%	2%	Code Enforcement
As a place to work	67%	66%	1%	Ratings of the Community
Availability of info about programs/services	62%	61%	1%	Communication
Snow removal on neighborhood streets	68%	67%	1%	Maintenance Services
Enforcement of city codes and ordinances	50%	50%	0%	Major City Services
In your neighborhood during the day	93%	93%	0%	Feeling of Safety
Maintenance of street signs/traffic signals	72%	72%	0%	Maintenance Services
In your neighborhood at night	74%	75%	-1%	Feeling of Safety
In City parks & trails	66%	68%	-2%	Feeling of Safety
Maintenance of residential property	47%	49%	-2%	Code Enforcement
Effectiveness of communication with the public	59%	62%	-3%	Major City Services
Maintenance of streets, buildings & facilities	52%	55%	-3%	Major City Services
Level of public involvement in decision-making	35%	41%	-6%	Communication
Quality of the City's web page	50%	57%	-7%	Communication
Maintenance of commercial property	47%	55%	-8%	Code Enforcement
Adequacy of City street lighting	57%	67%	-10%	Public Safety
Maintenance of City streets	41%	57%	-16%	Maintenance Services
Maintenance of sidewalks	35%	53%	-18%	Maintenance Services

2024 City of Gladstone Community Survey

Executive Summary



How Gladstone Compares to Other Communities Nationally

Satisfaction ratings for the City of Gladstone **rated above the U.S. average in 35 of the 39 areas** that were assessed. Gladstone rated **significantly higher than the U.S. average (difference of 5% or more) in 31 of these areas**. Listed below are the comparisons between the City of Gladstone and the U.S. average:

Service	Gladstone	U.S.	Difference	Category
Quality of customer service from city employees	83%	39%	44%	Major City Services
As a place to live	92%	49%	43%	Ratings of the Community
Quality of parks & rec programs & facilities	88%	49%	39%	Major City Services
Quality of services provided	82%	49%	33%	Perceptions of the City
Value that you receive for your tax dollars & fees	64%	33%	31%	Perceptions of the City
Snow removal on major City streets	88%	58%	30%	Maintenance Services
Flow of traffic and congestion management	74%	45%	29%	Major City Services
As a place to raise children	88%	61%	27%	Ratings of the Community
How quickly police officers respond	83%	56%	27%	Public Safety
As a place to retire	75%	52%	23%	Ratings of the Community
Effectiveness of communication with the public	59%	37%	22%	Major City Services
As a place where you would buy your next home	78%	56%	22%	Ratings of the Community
Snow removal on neighborhood streets	68%	47%	21%	Maintenance Services
How quickly ambulance personnel respond	90%	71%	19%	Public Safety
City's efforts to prevent crime	68%	49%	19%	Public Safety
Overall feeling of safety	85%	66%	19%	Feeling of Safety
How quickly firefighters respond	90%	72%	18%	Public Safety
Cleanliness of City streets and public areas	70%	53%	17%	Maintenance Services
Quality of city water and sewer utilities	68%	52%	16%	Major City Services
Availability of info about programs/services	62%	46%	16%	Communication
In your neighborhood at night	74%	61%	13%	Feeling of Safety
How well the City is managing redevelopment	52%	39%	13%	Perceptions of the City
In your neighborhood during the day	93%	81%	12%	Feeling of Safety
Appearance of the City	67%	55%	12%	Perceptions of the City
Maintenance of streets, buildings & facilities	52%	41%	11%	Major City Services
In City parks & trails	66%	55%	11%	Feeling of Safety
As a place to work	67%	57%	10%	Ratings of the Community
Enforcement of city codes and ordinances	50%	40%	10%	Major City Services
Enforcement of local traffic laws	60%	50%	10%	Public Safety
Maintenance of street signs/traffic signals	72%	63%	9%	Maintenance Services
Quality of the City's web page	50%	42%	8%	Communication
Mowing and cutting weeds on private property	50%	46%	4%	Code Enforcement
Maintenance of residential property	47%	44%	3%	Code Enforcement
Maintenance of commercial property	47%	46%	1%	Code Enforcement
Level of public involvement in decision-making	35%	34%	1%	Communication
Clean up of litter and debris on private property	44%	45%	-1%	Code Enforcement
Adequacy of City street lighting	57%	59%	-2%	Public Safety
Maintenance of City streets	41%	50%	-9%	Maintenance Services
Maintenance of sidewalks	35%	47%	-12%	Maintenance Services

2024 City of Gladstone Community Survey

Executive Summary



Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Maintenance of streets, buildings & facilities (I-S Rating = 0.3331)
- Enforcement of City codes and ordinances (I-S Rating = 0.1395)
- Effectiveness of communication with the public (I-S Rating = 0.1082)
- Quality of City water and sewer utilities (I-S Rating = 0.1082)

The table below shows the importance-satisfaction rating for all 10 major categories of City services that were rated.

Importance-Satisfaction Rating

City of Gladstone, MO

Major Categories of City Services

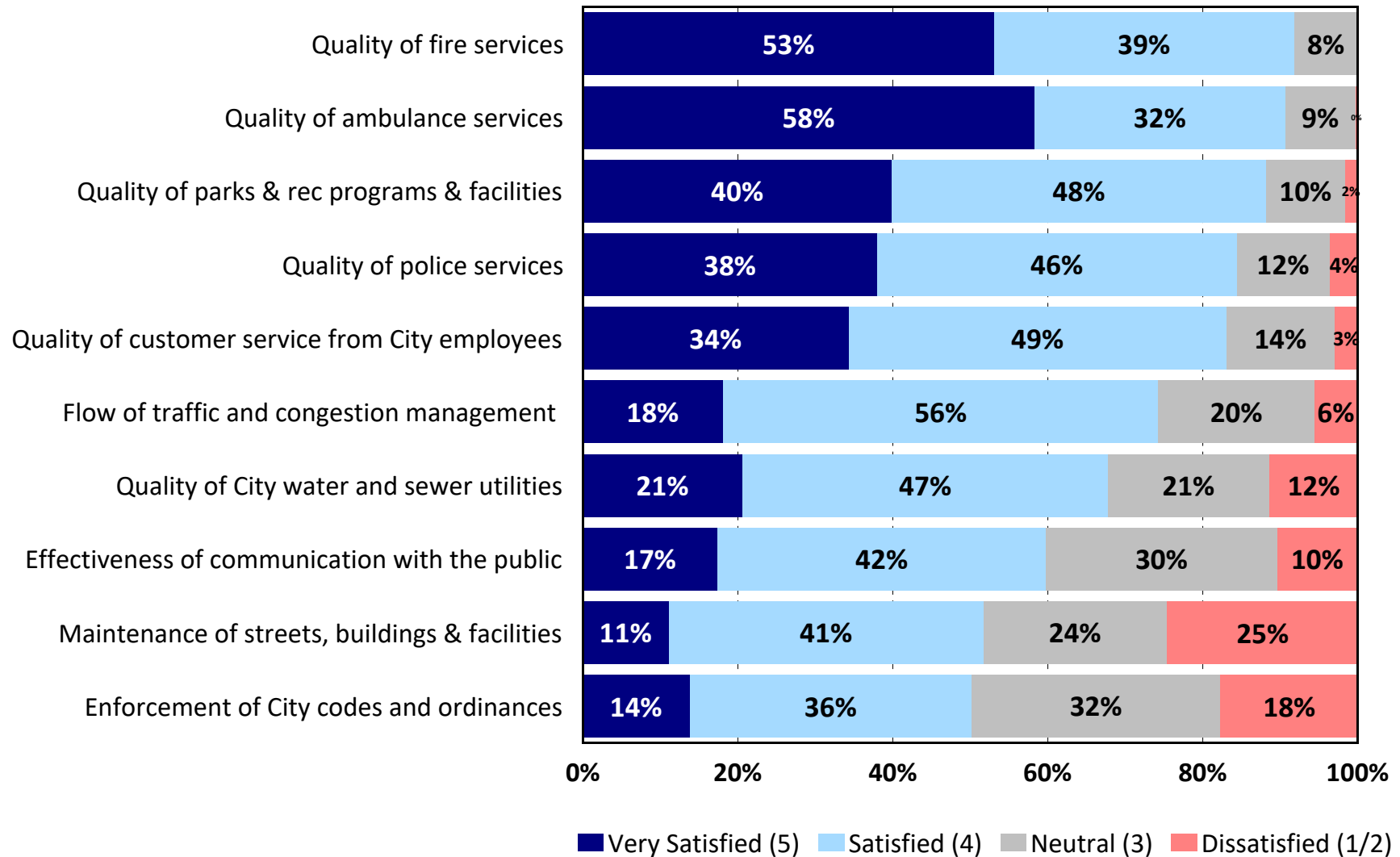
Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .20)						
Maintenance of streets, buildings & facilities	69%	1	52%	9	0.3331	1
High Priority (IS .10-.20)						
Enforcement of city codes and ordinances	28%	6	50%	10	0.1395	2
Effectiveness of communication with the public	26%	7	59%	8	0.1082	3
Quality of city water and sewer utilities	34%	2	68%	7	0.1082	4
Medium Priority (IS < .10)						
Flow of traffic and congestion management	28%	5	74%	6	0.0725	5
Quality of police services	31%	3	84%	4	0.0502	6
Quality of parks & rec programs & facilities	28%	4	88%	3	0.0337	7
Quality of customer service from city employees	7%	10	83%	5	0.0117	8
Quality of fire services	11%	8	92%	1	0.0090	9
Quality of ambulance services	9%	9	90%	2	0.0087	10



Charts and Graphs

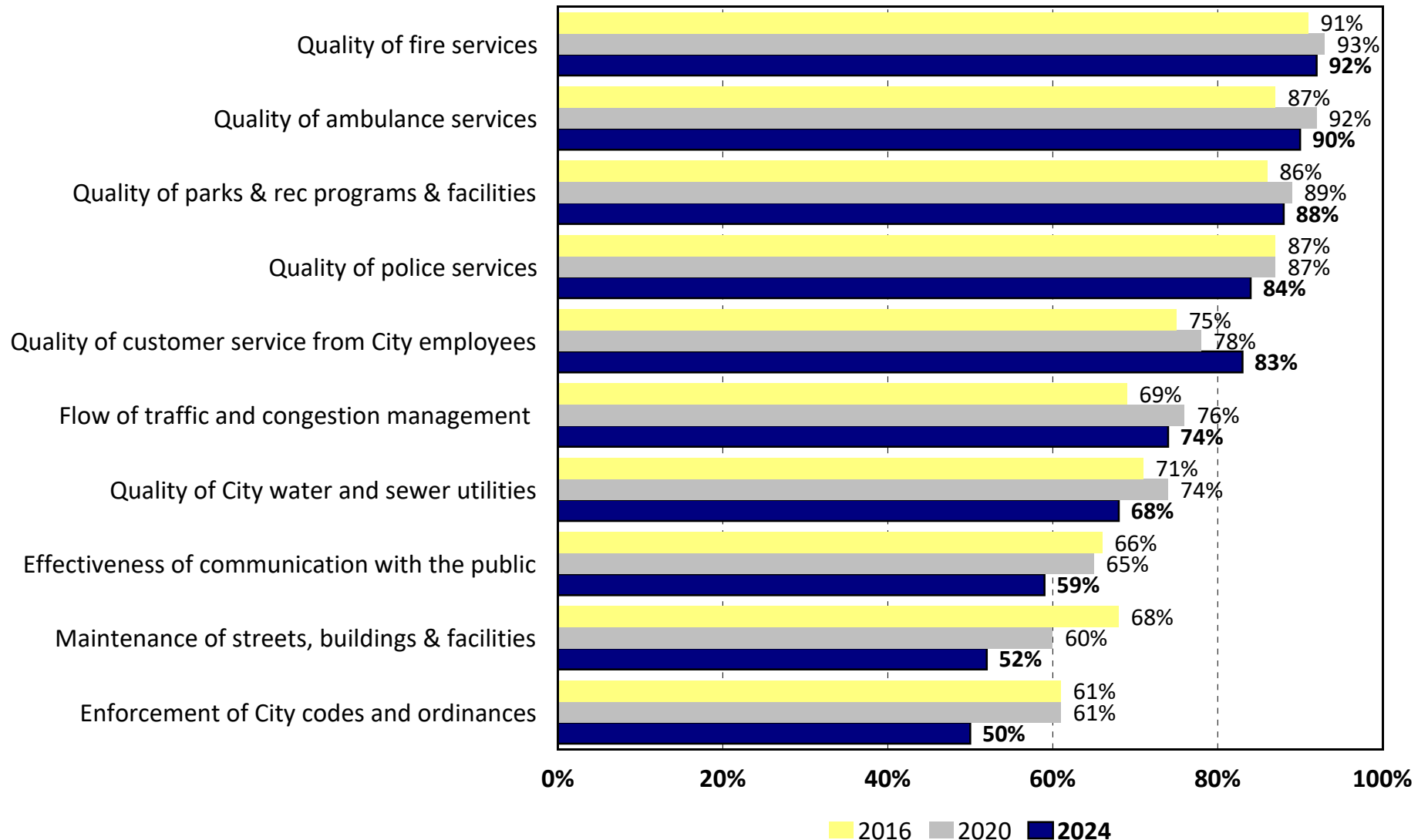
Q1. Overall Satisfaction with City Services by Major Category

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



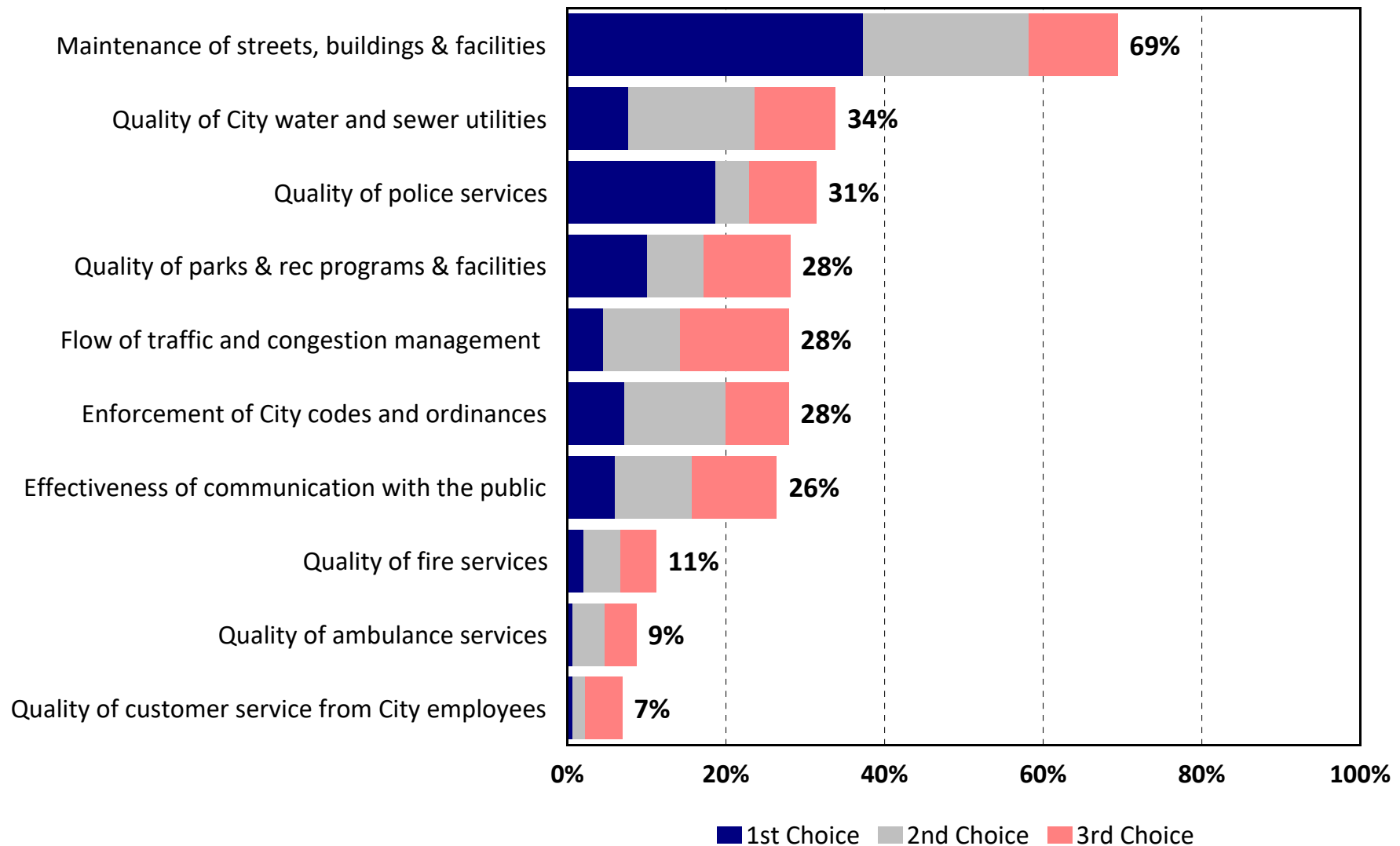
TRENDS: Overall Satisfaction with City Services by Major Category (2016, 2020 & 2024)

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



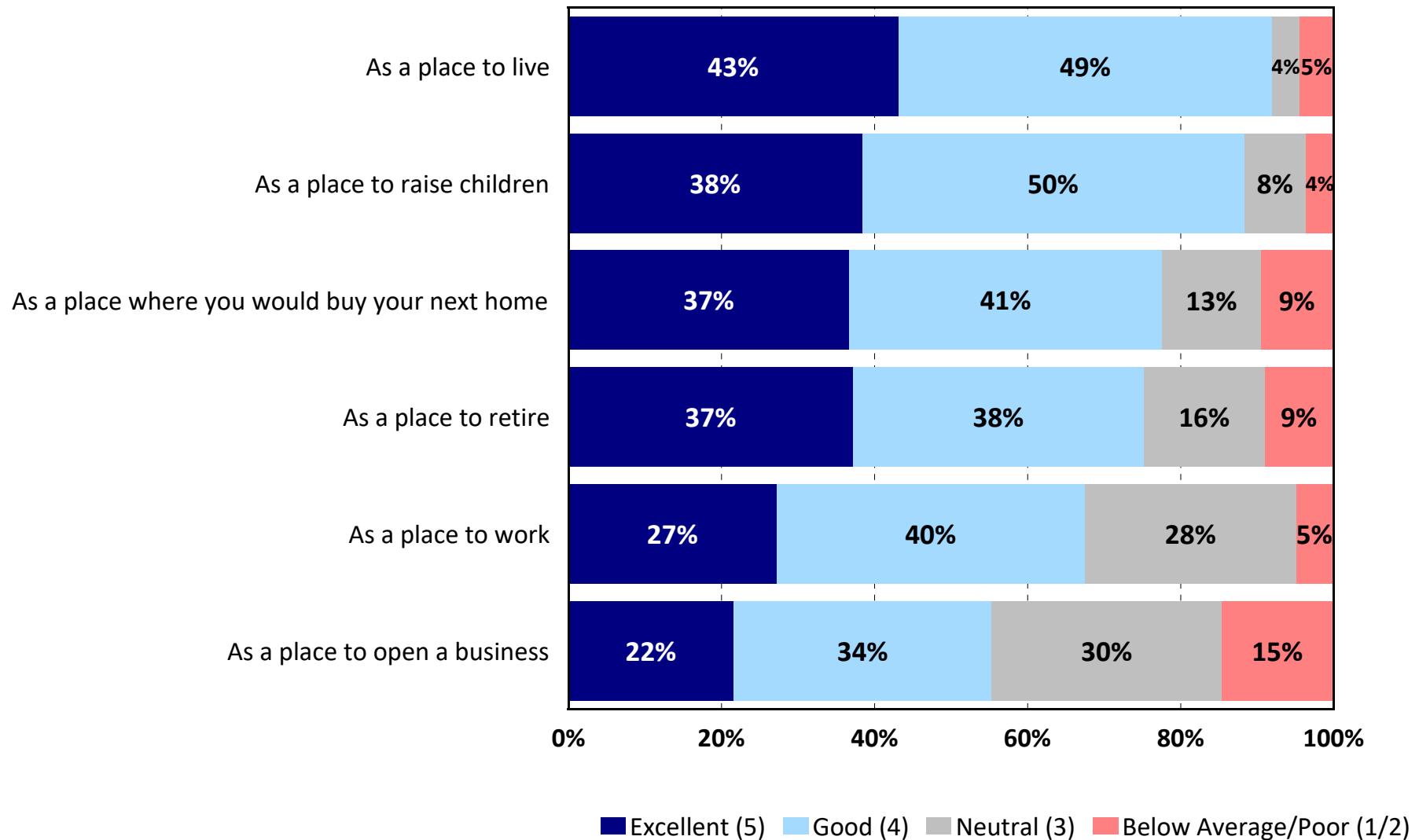
Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years

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



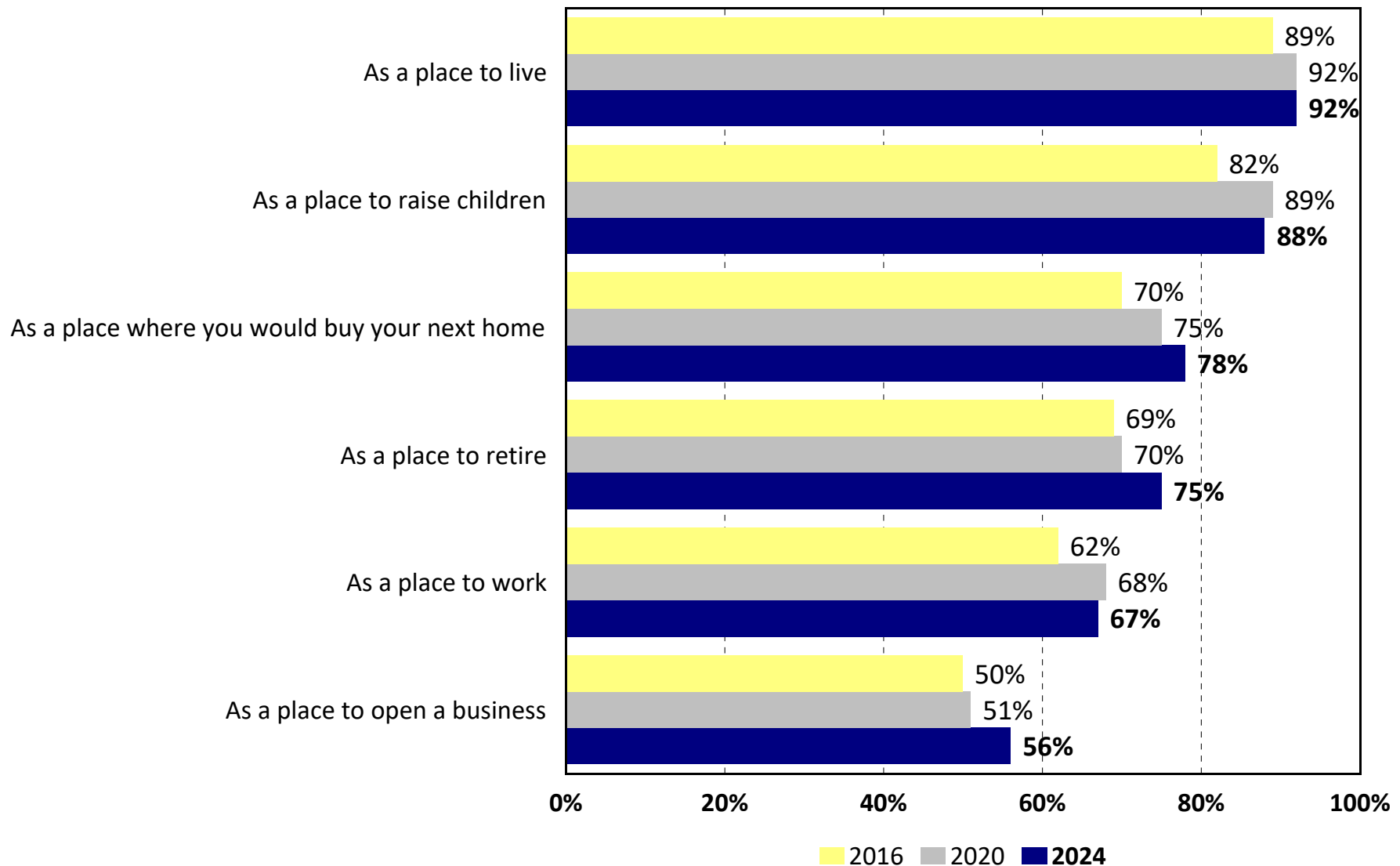
Q3. Overall Ratings of the City

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



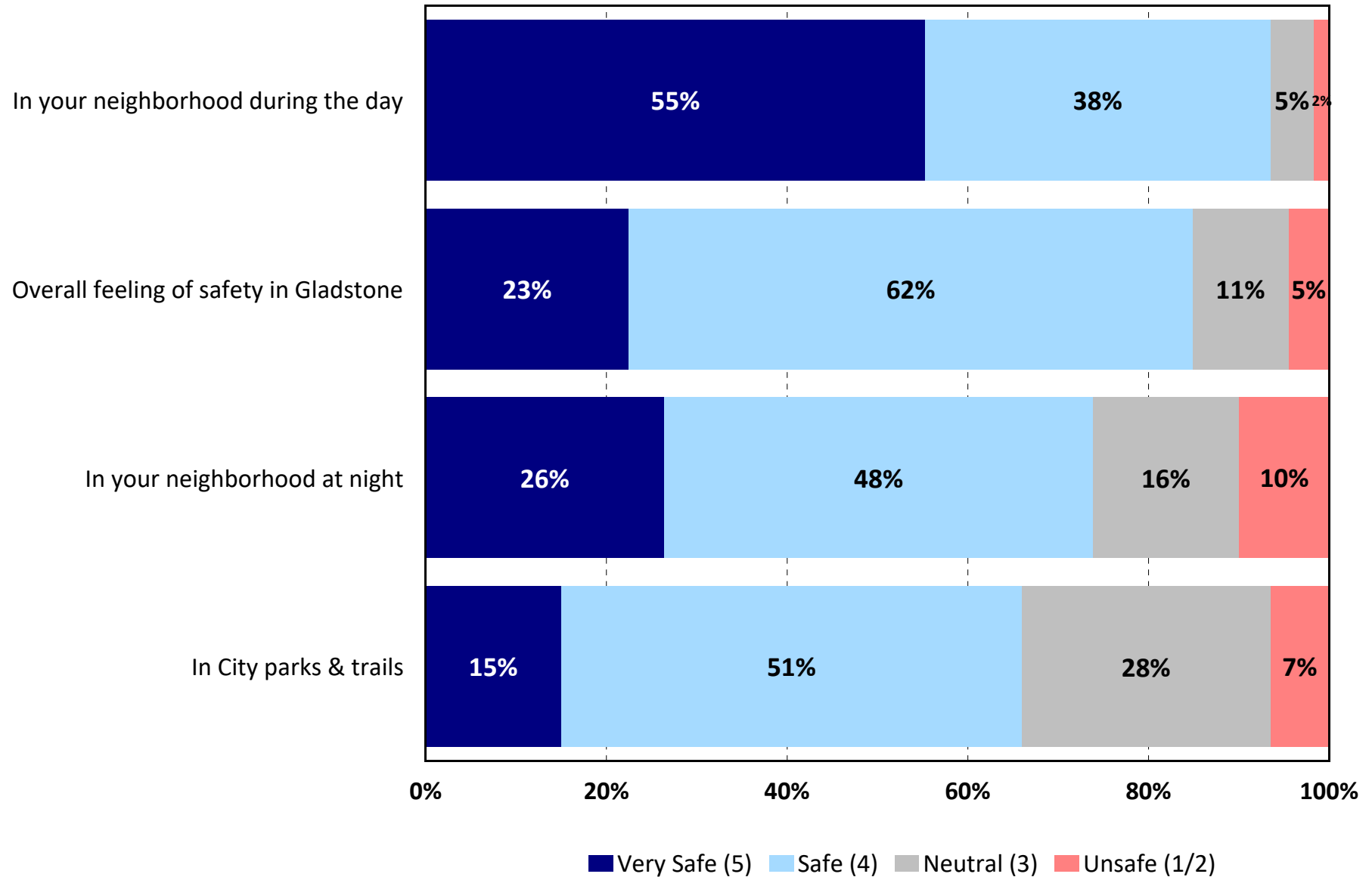
TRENDS: Overall Ratings of the City (2016, 2020 & 2024)

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



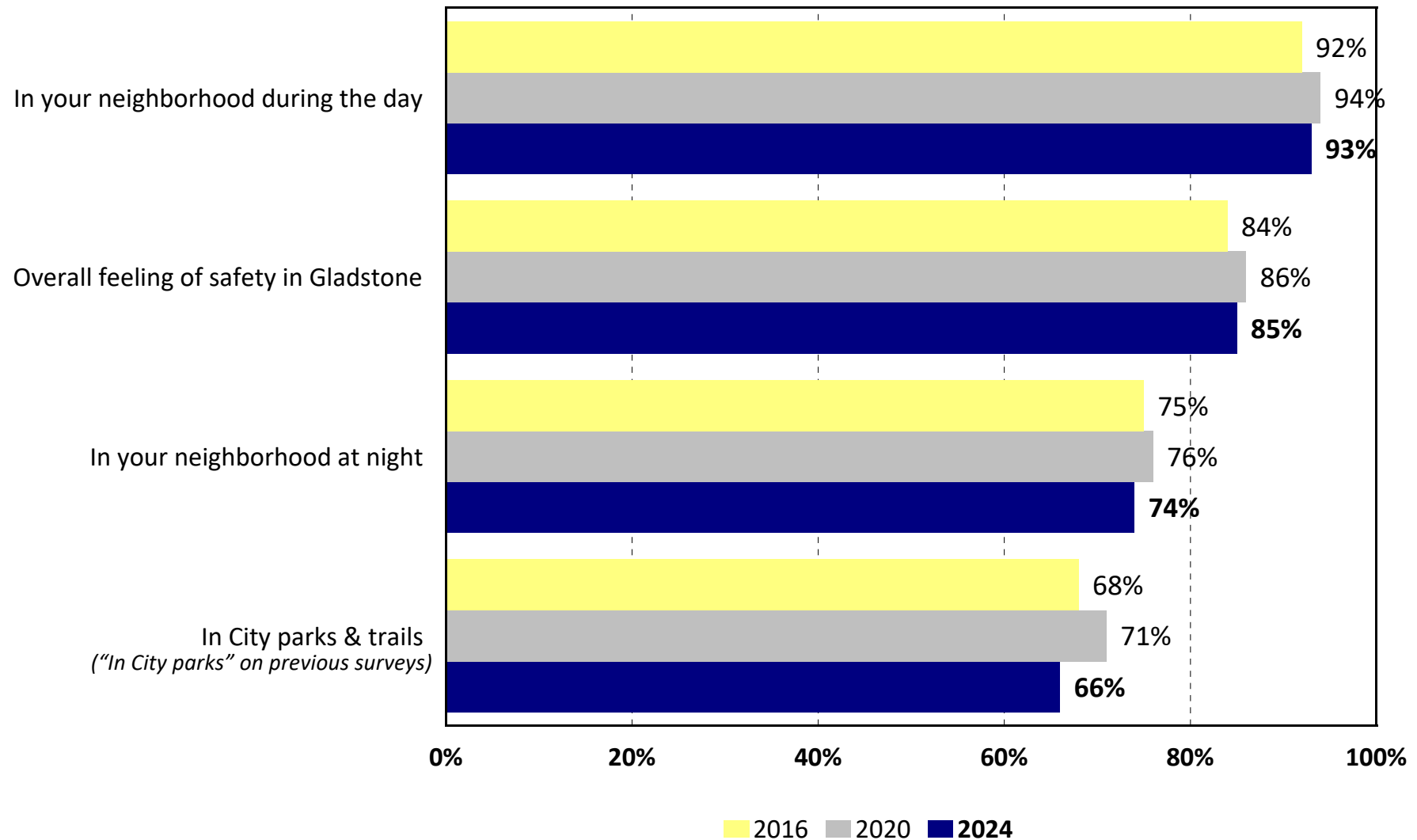
Q4. Level of Safety Residents Feel in Various Situations

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



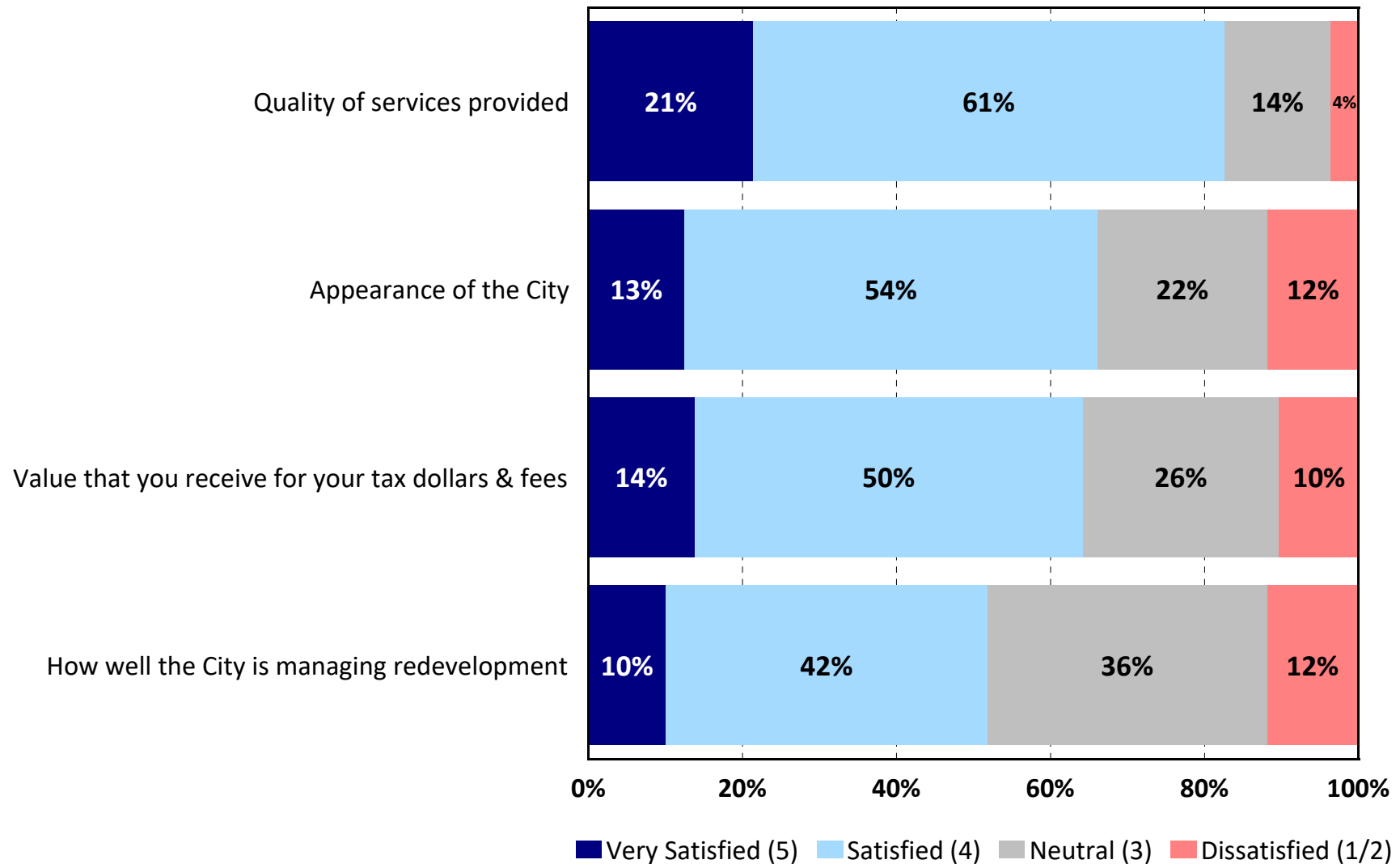
TRENDS: Level of Safety Residents Feel in Various Situations (2016, 2020 & 2024)

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



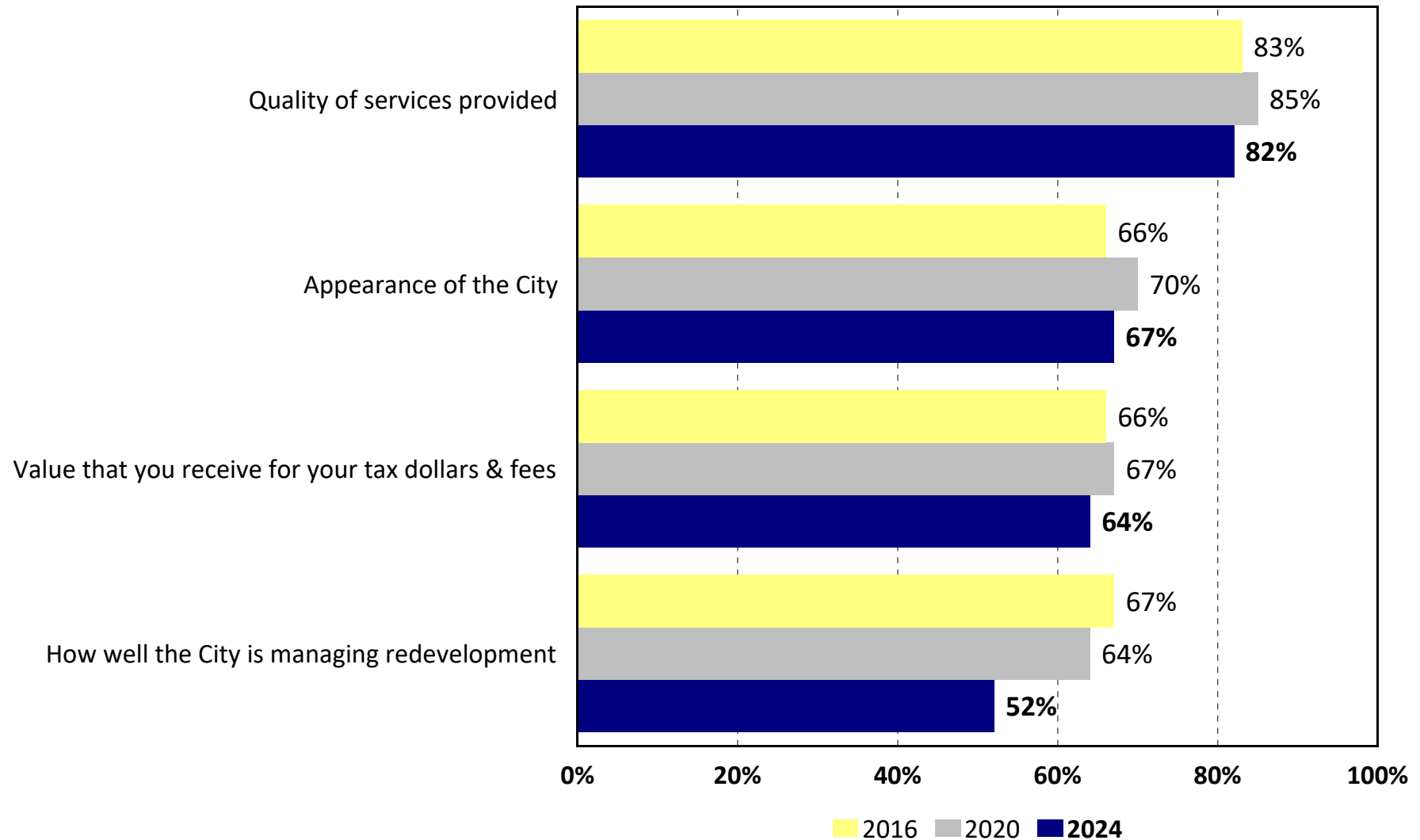
Q5. Satisfaction with Items That Influence Perceptions of the City

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



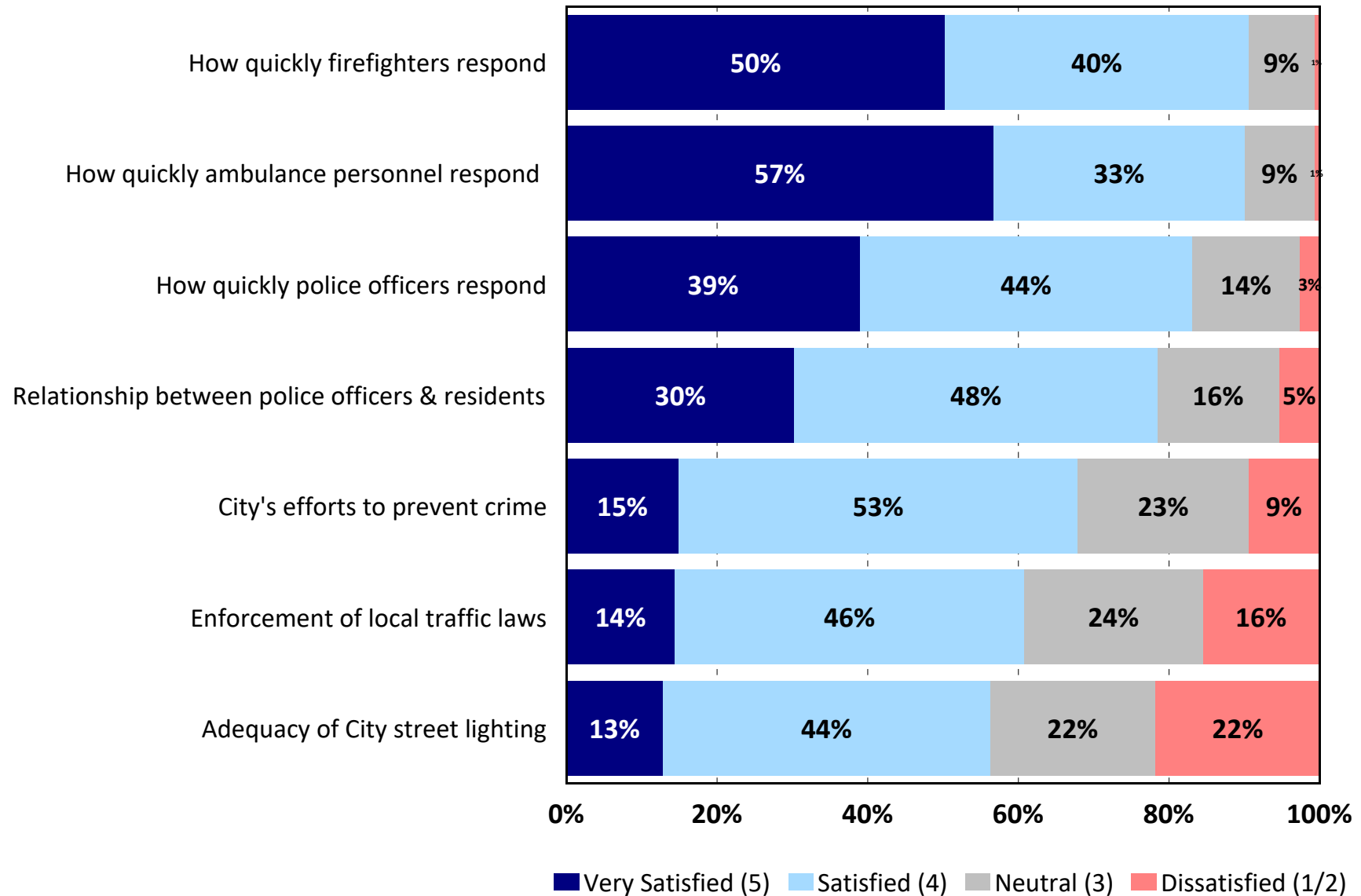
TRENDS: Satisfaction with Items That Influence Perceptions of the City (2016, 2020 & 2024)

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



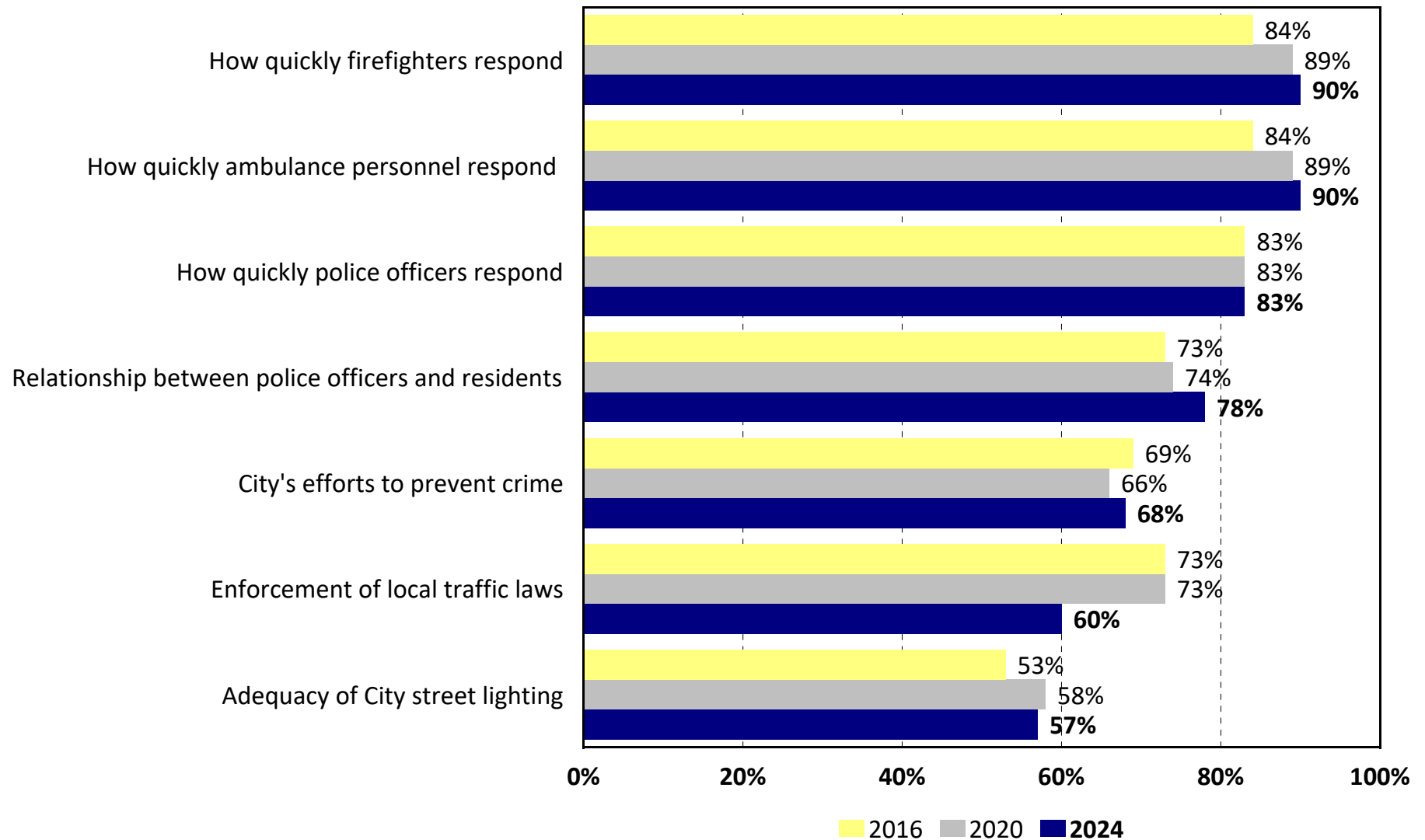
Q6. Satisfaction with Public Safety

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



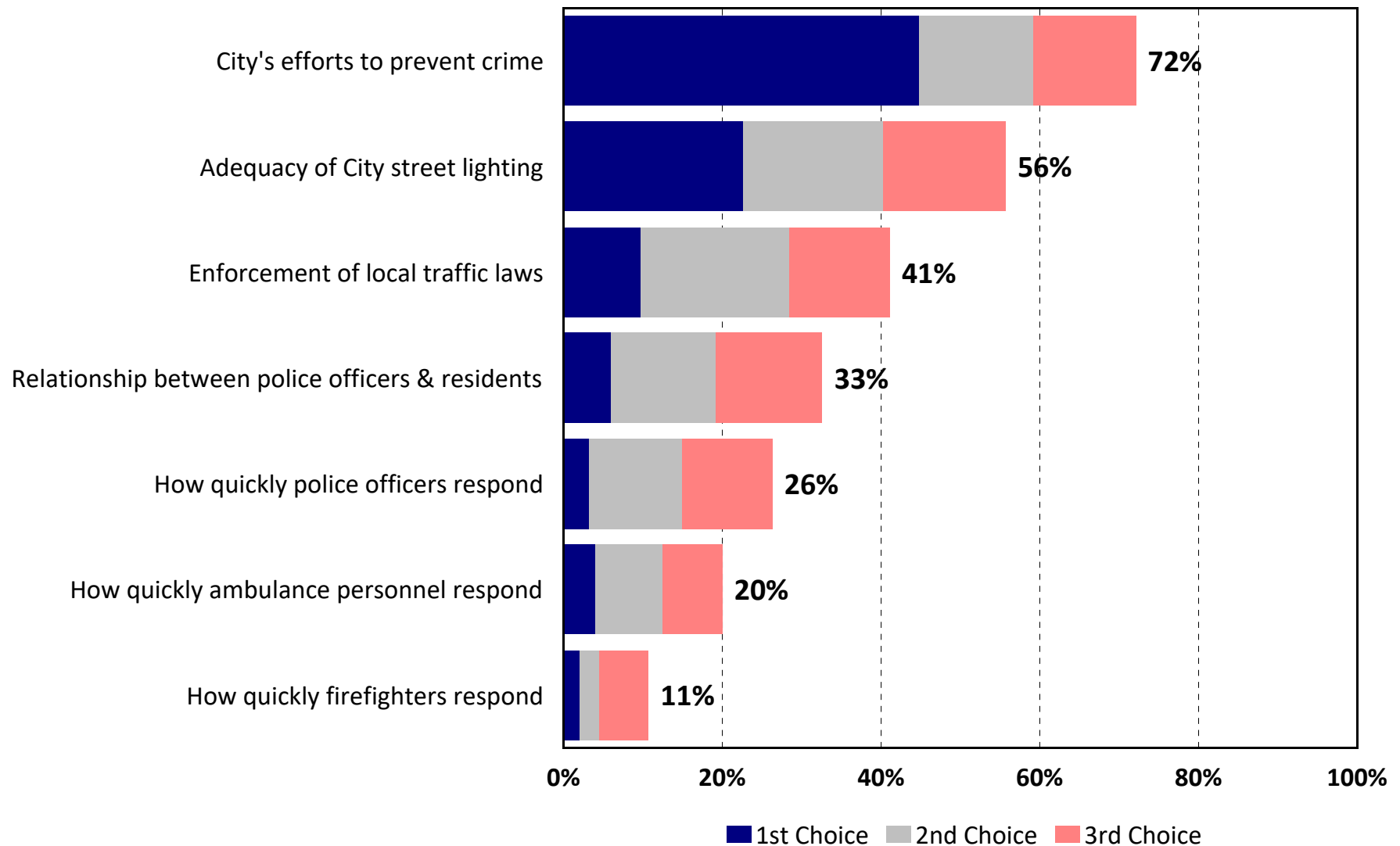
TRENDS: Satisfaction with Public Safety (2016, 2020 & 2024)

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



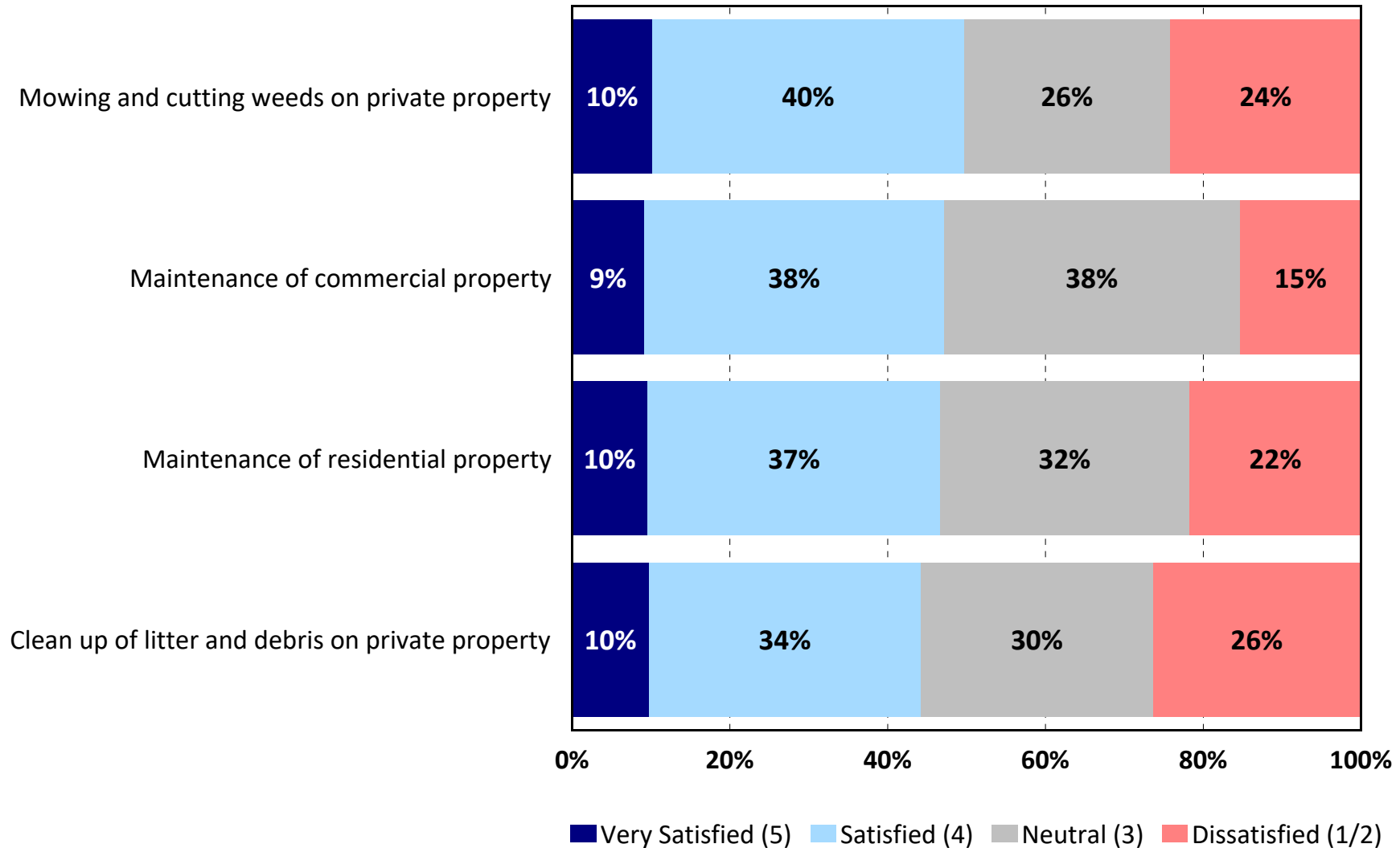
Q7. Public Safety Services That Should Receive the Most Emphasis Over Next Two Years

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



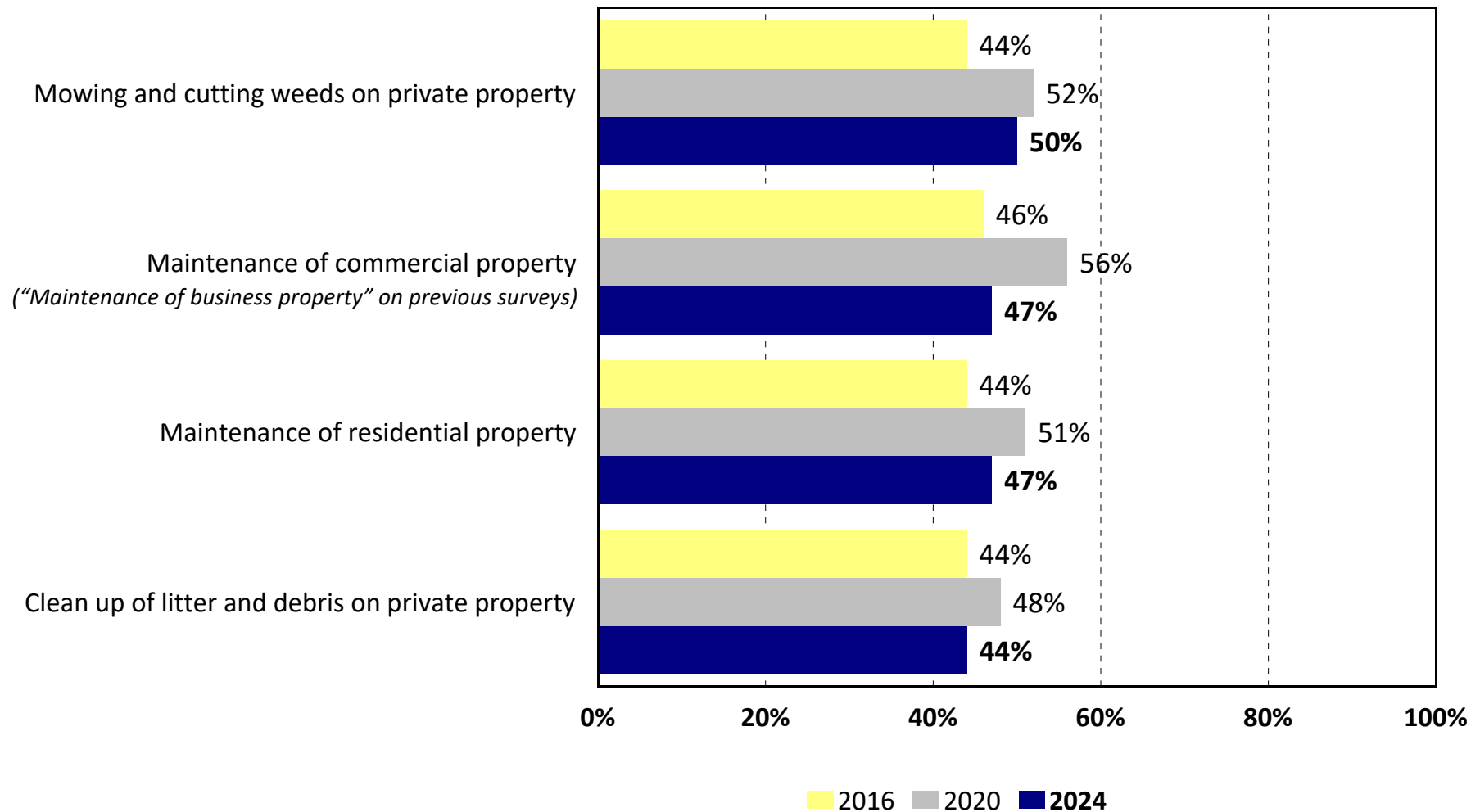
Q8. Satisfaction with Enforcement of Codes and Ordinances

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



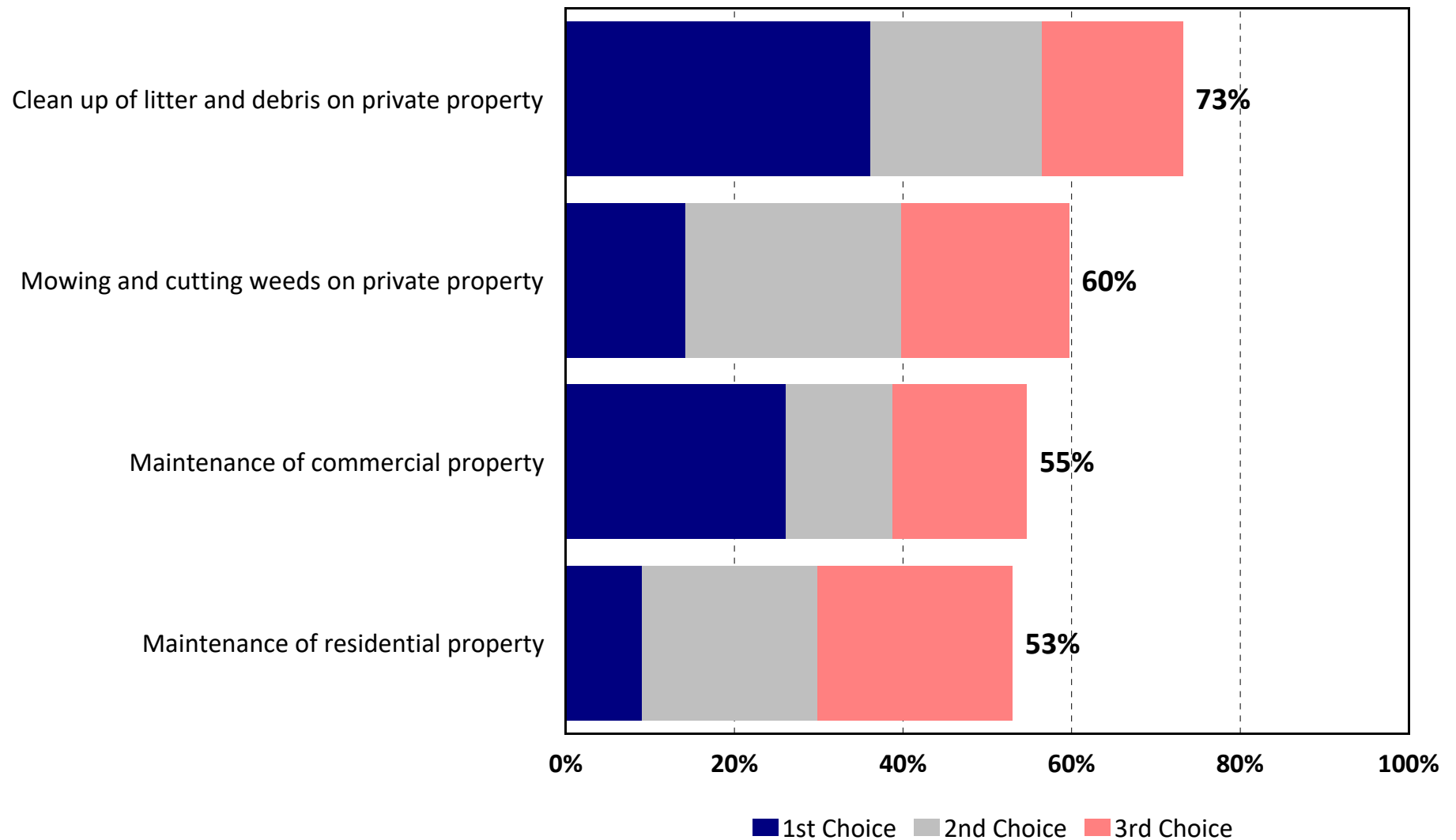
TRENDS: Satisfaction with Enforcement of Codes and Ordinances (2016, 2020 & 2024)

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



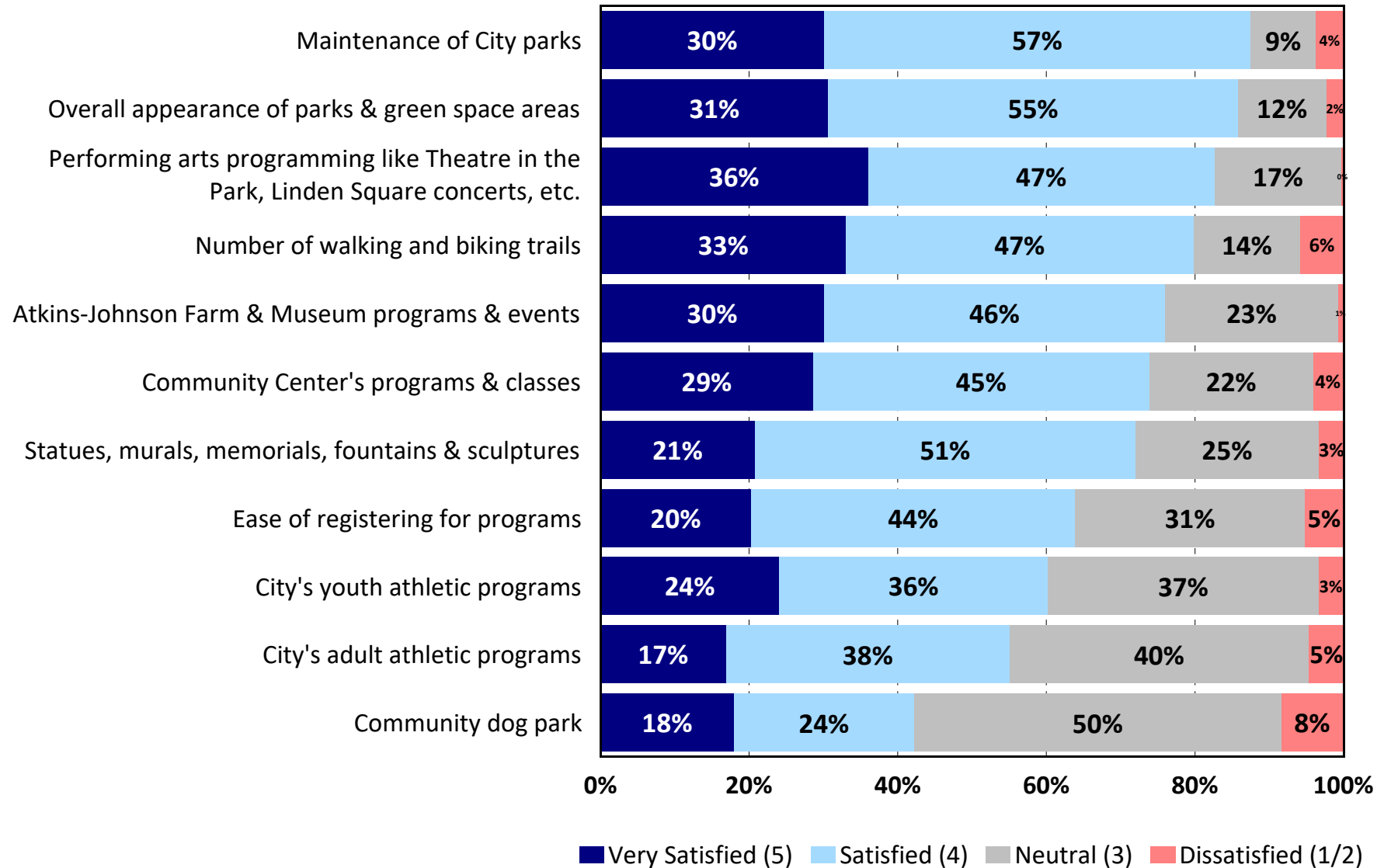
Q9. Enforcement of Codes and Ordinances That Should Receive the Most Emphasis Over the Next Two Years

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



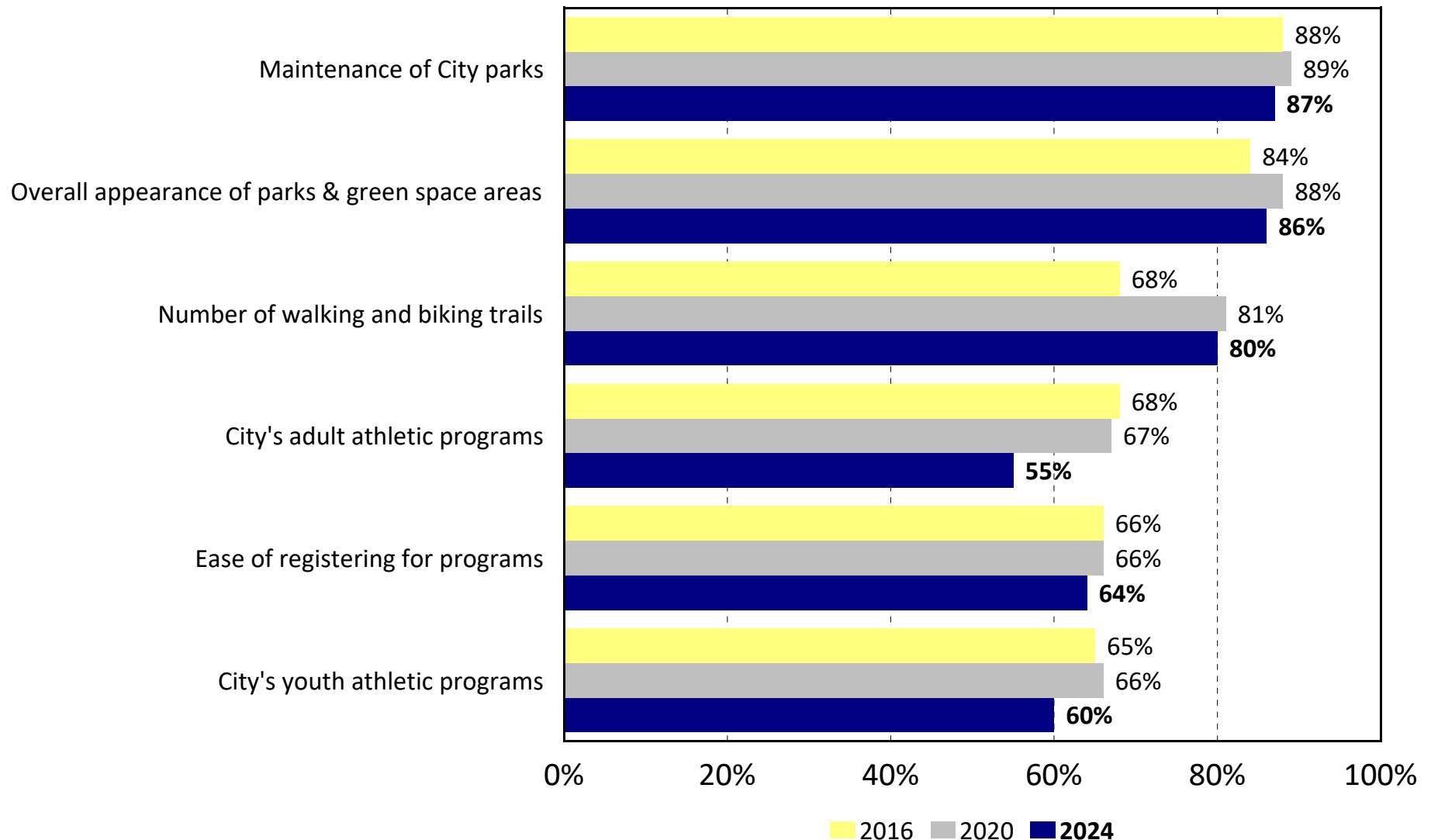
Q10. Satisfaction with Parks and Recreation Services

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



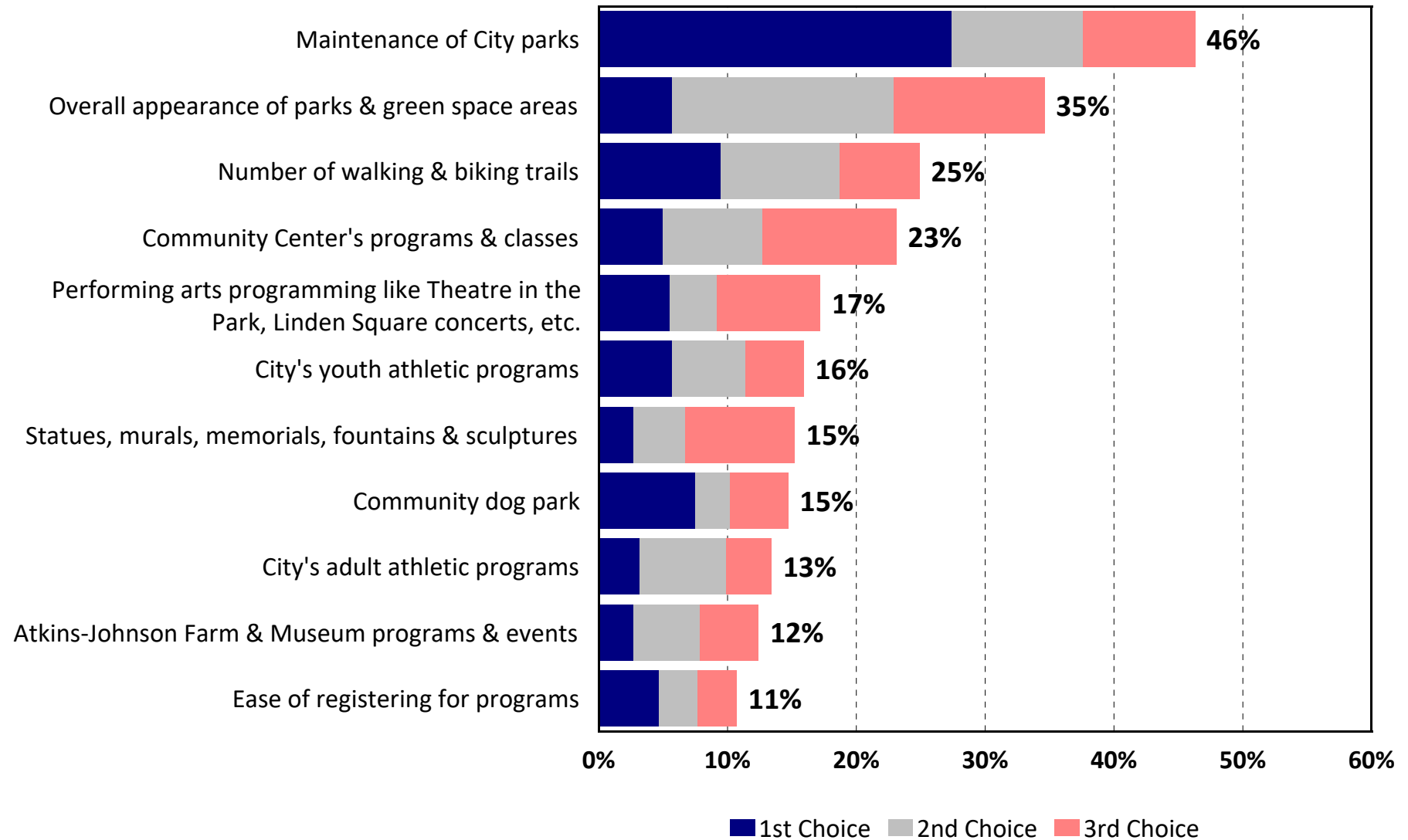
TRENDS: Satisfaction with Parks and Recreation Services (2016, 2020 & 2024)

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



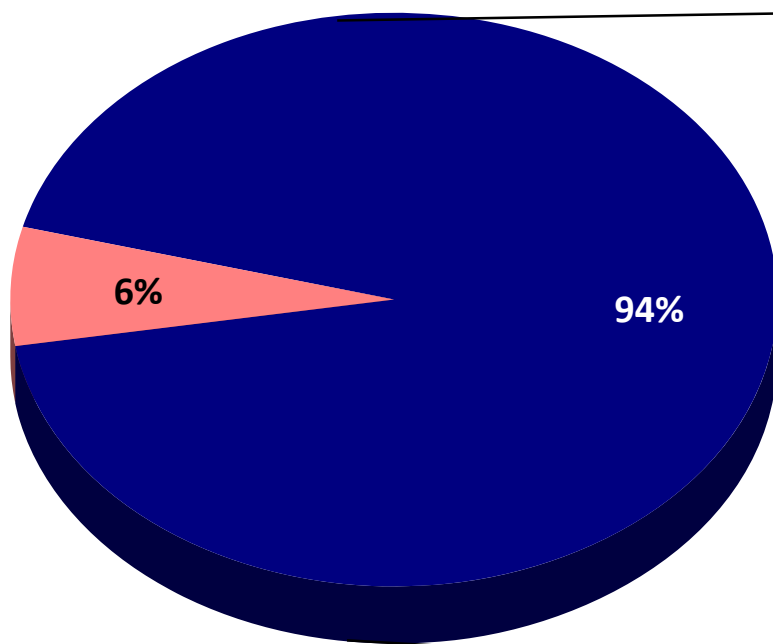
Q11. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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

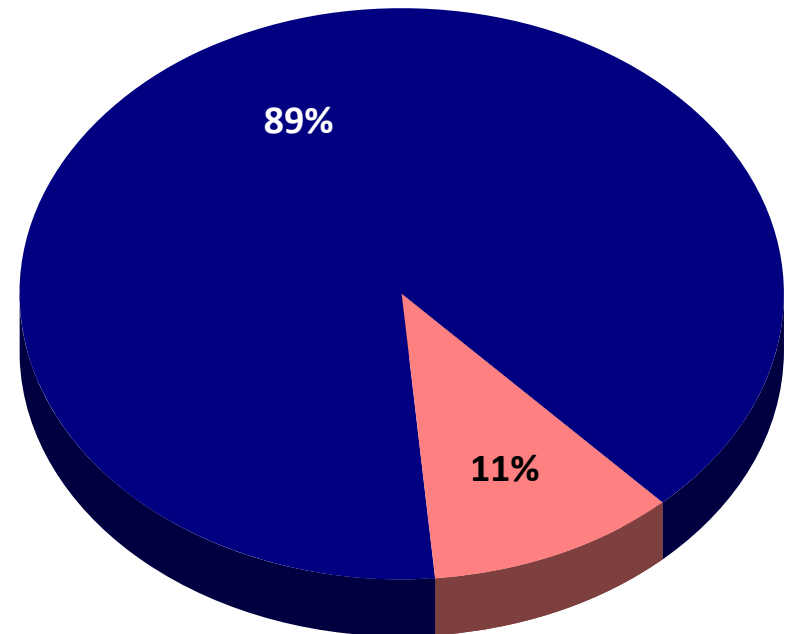


Q12. Are you aware of the Gladstone Community Center?

by percentage of respondents



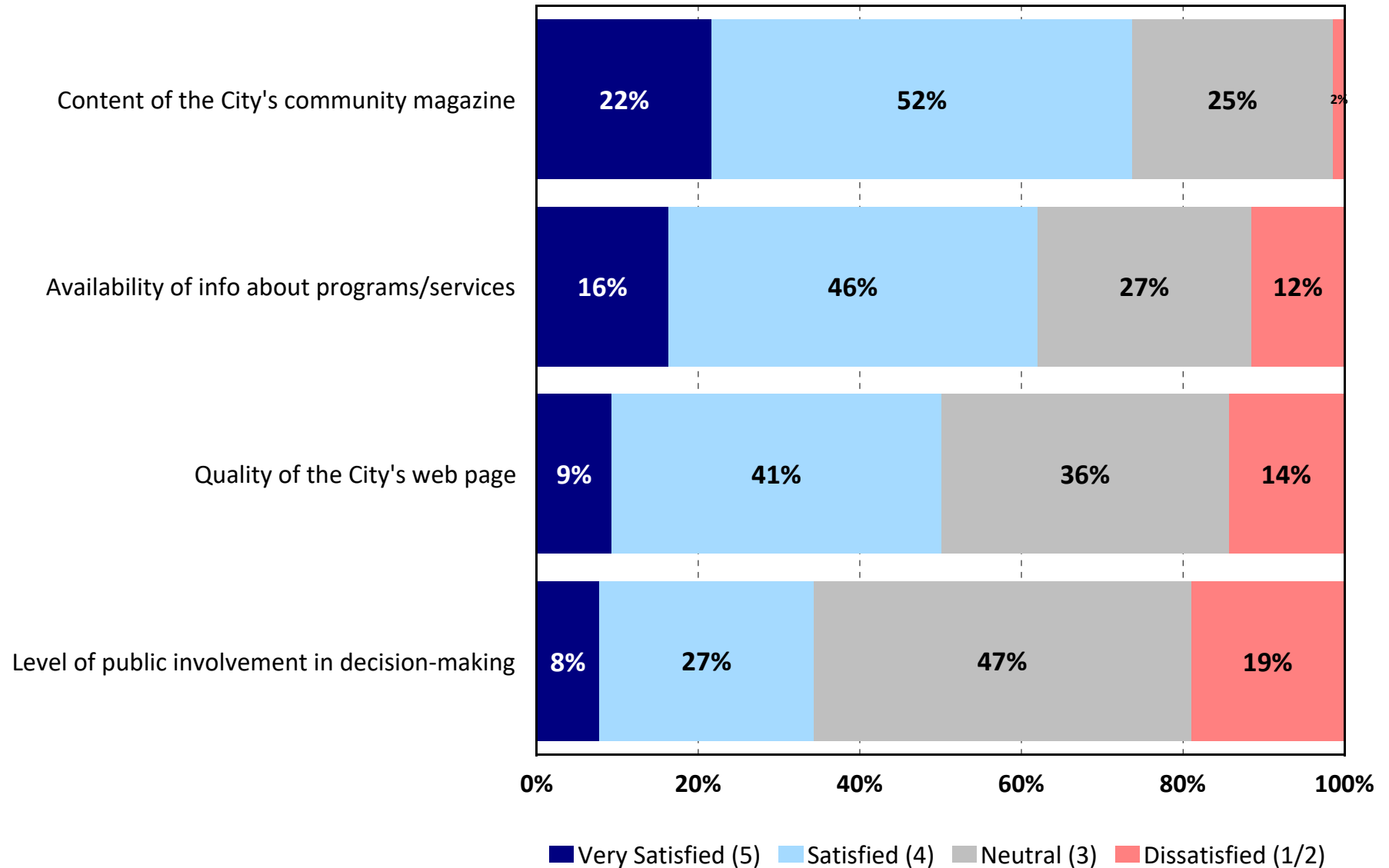
Q12a. Have you ever visited the Gladstone Community center?



■ Yes ■ No

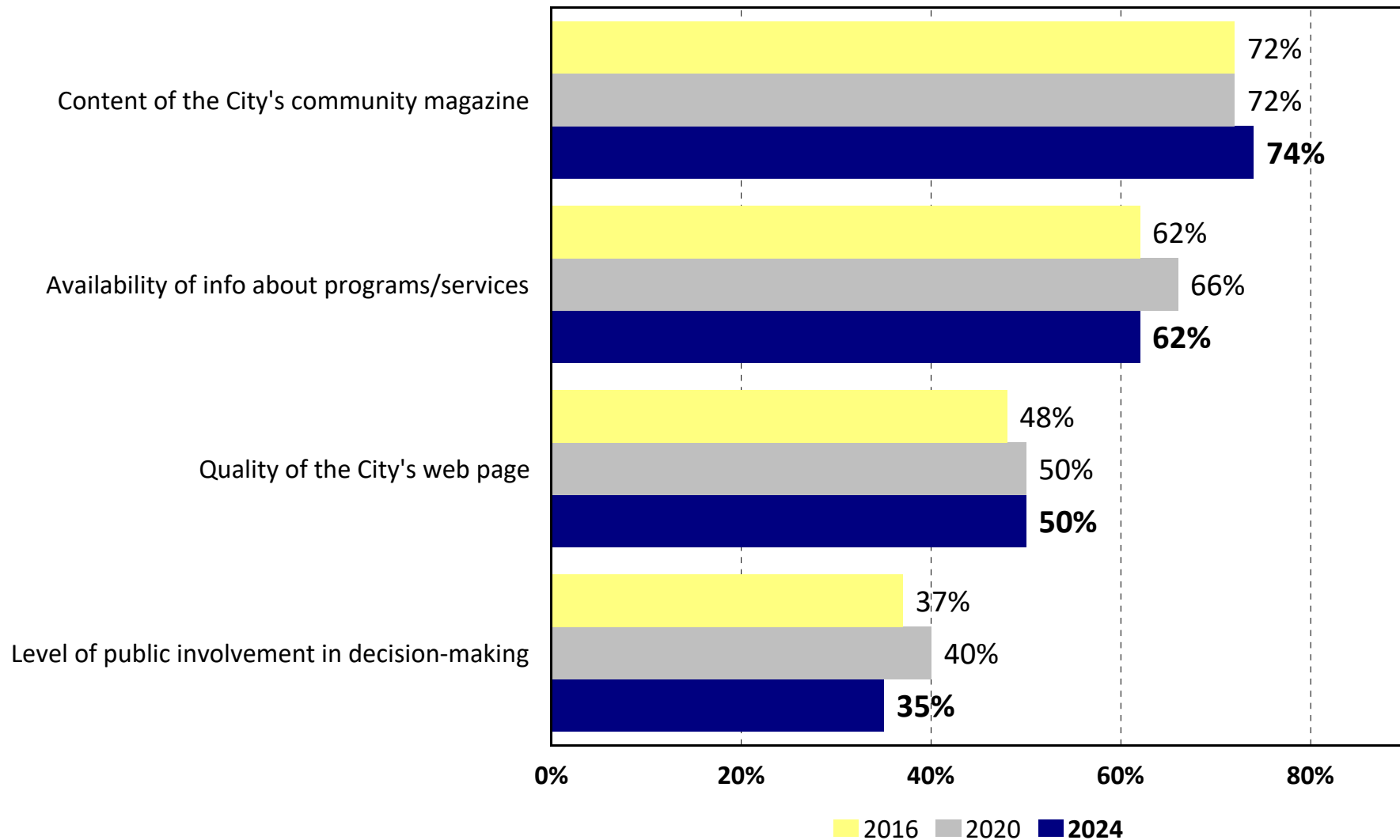
Q13. Satisfaction with City Communication

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



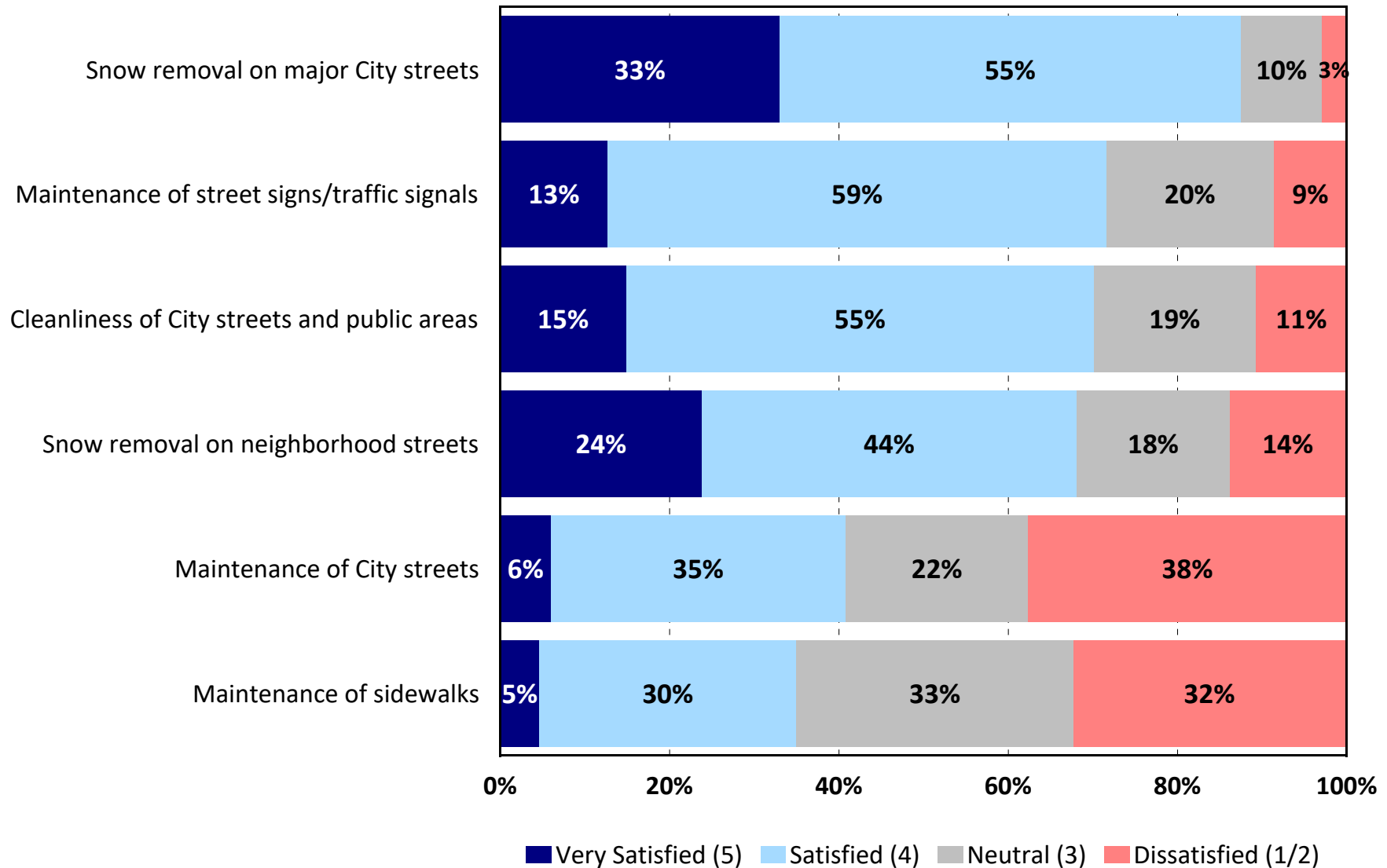
TRENDS: Satisfaction with City Communication (2016, 2020 & 2024)

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



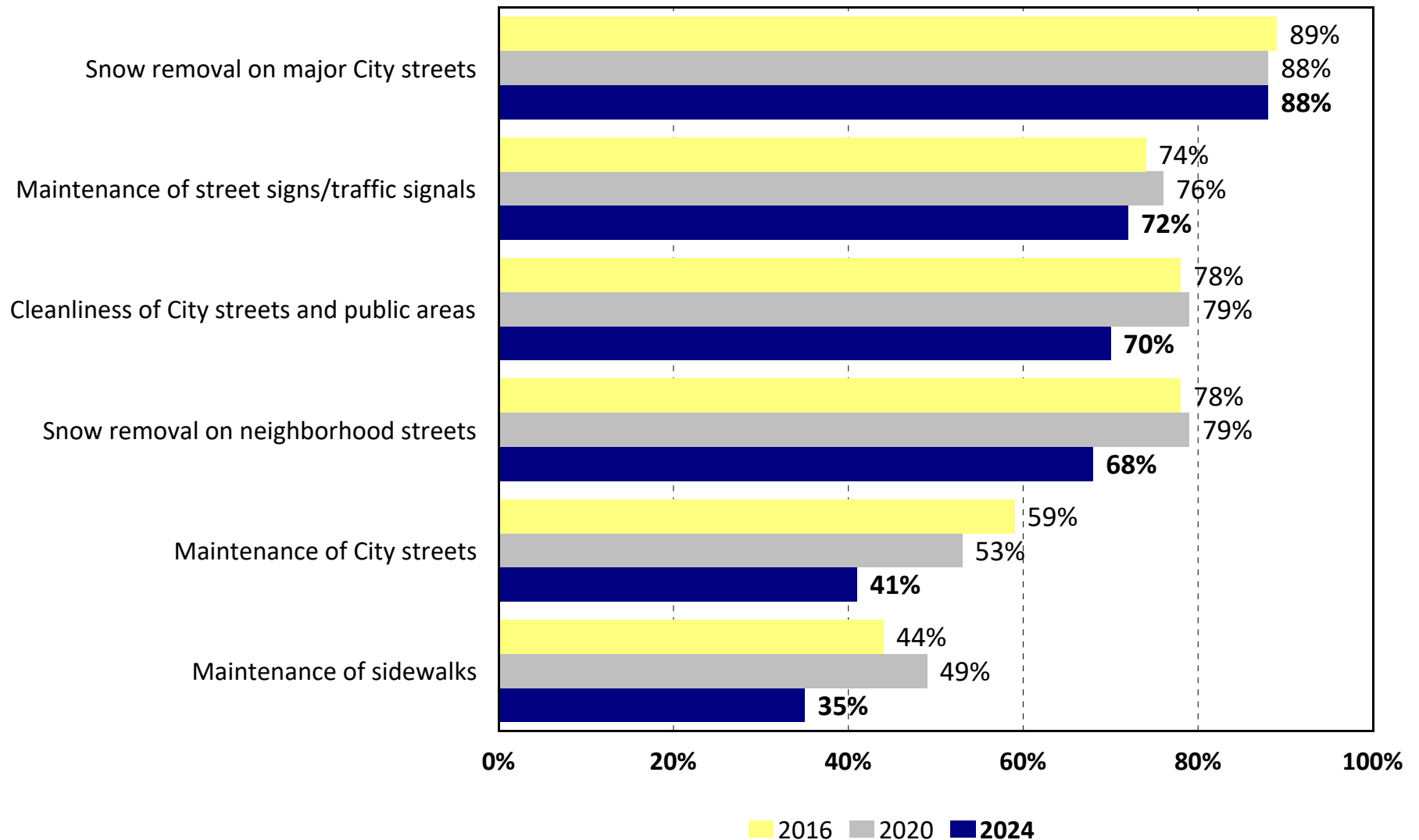
Q14. Satisfaction with Maintenance

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



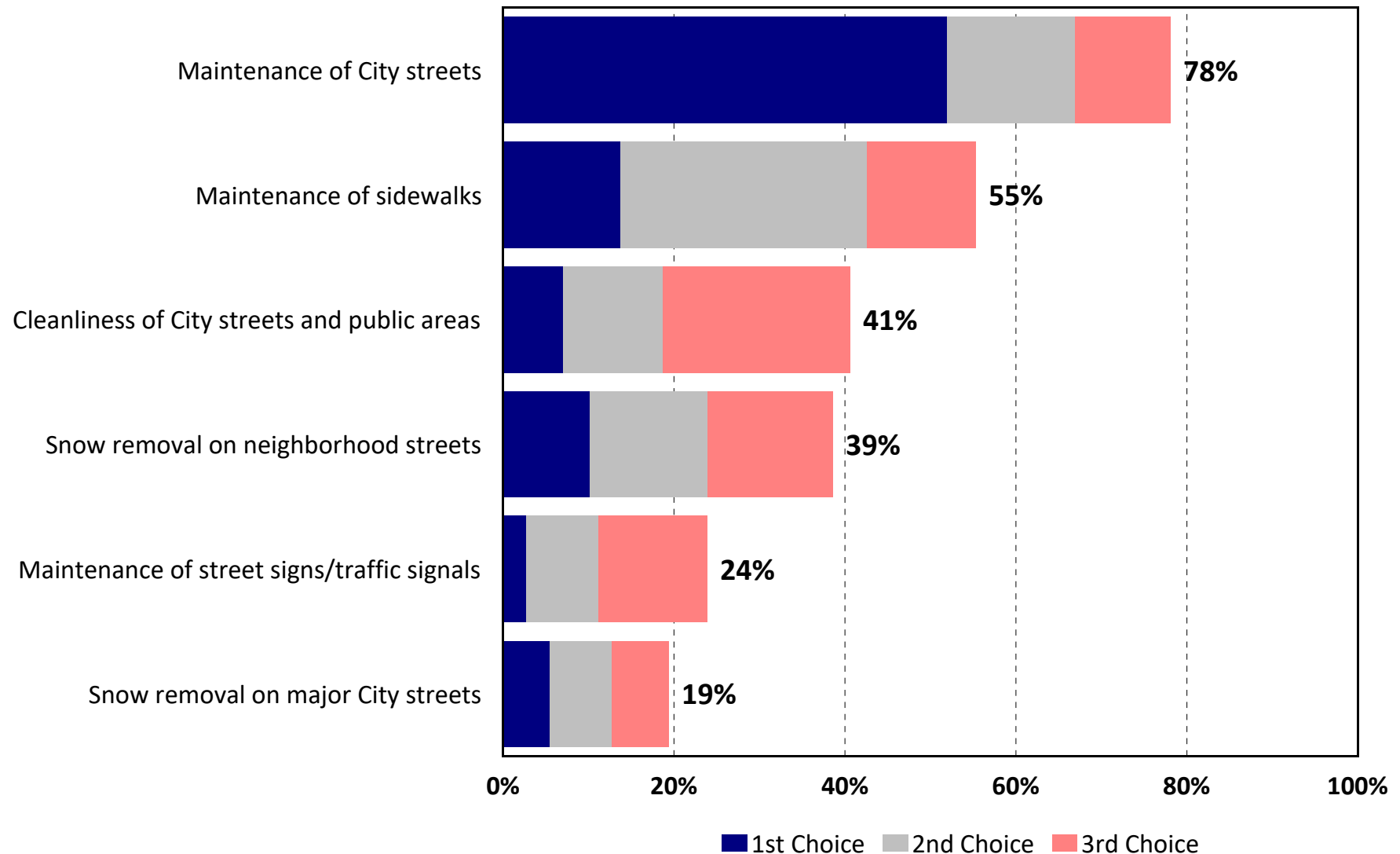
TRENDS: Satisfaction with Maintenance (2016, 2020 & 2024)

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



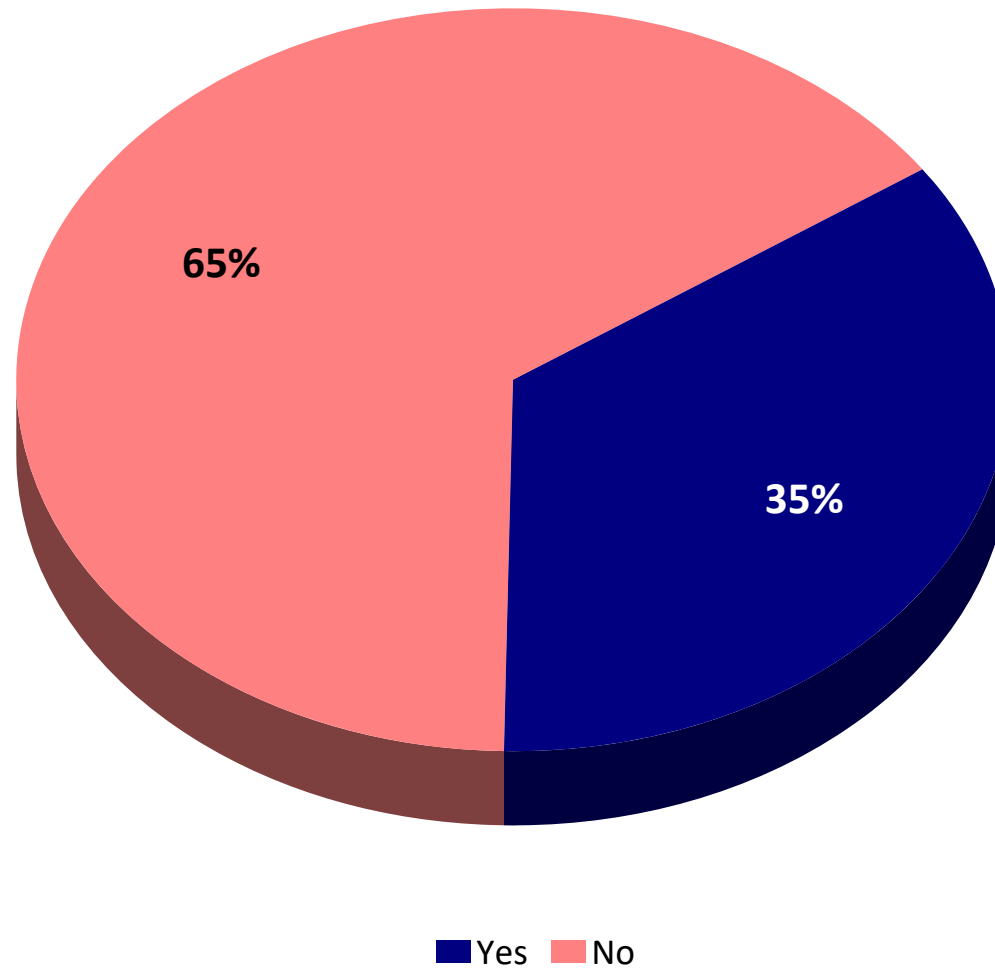
Q15. Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

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



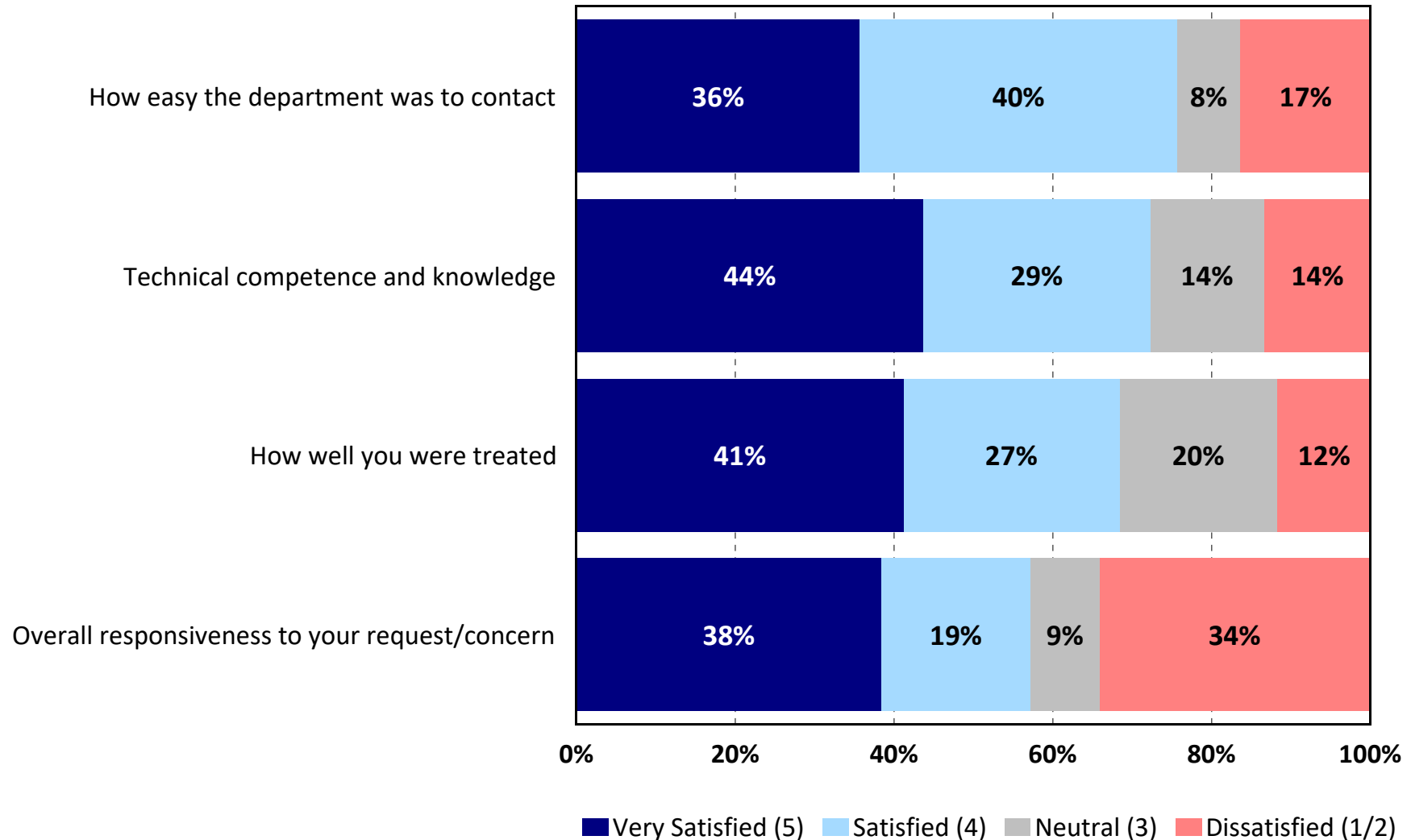
Q16. Have you contacted the City with a question, problem, or complaint during the past year?

by percentage of respondents



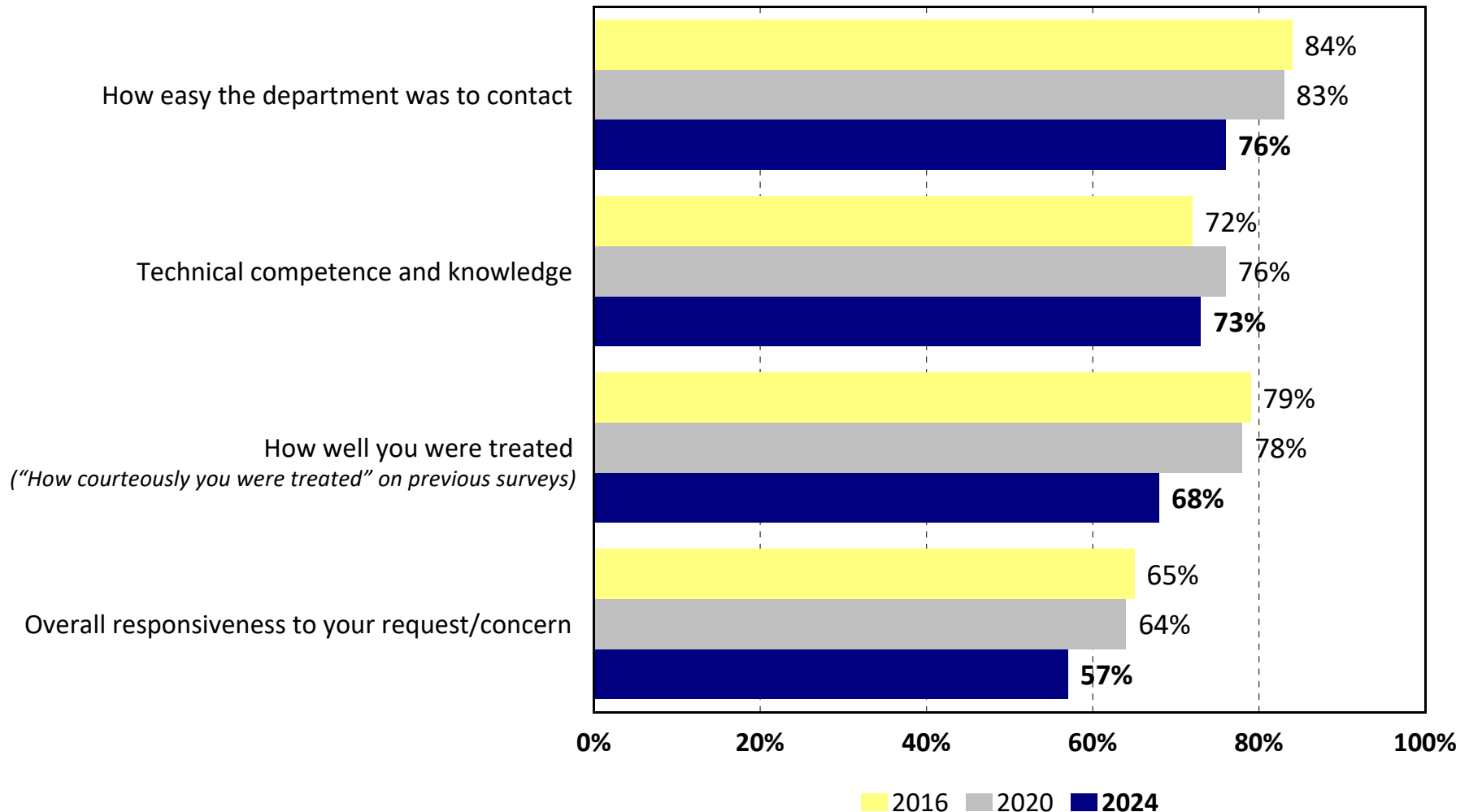
Q16b. Satisfaction With Customer Service From City Employees

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



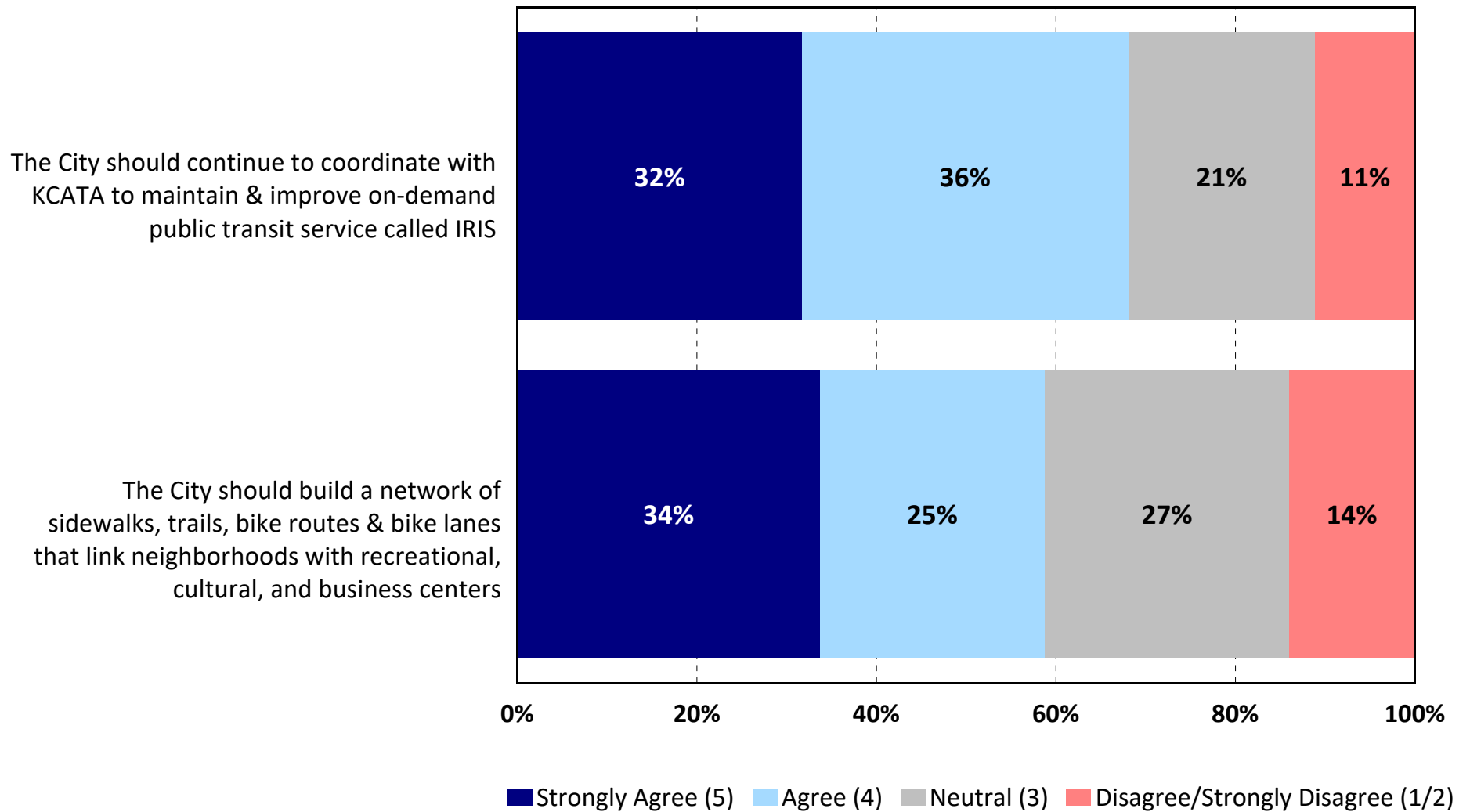
TRENDS: Satisfaction With Customer Service From City Employees (2016, 2020 & 2024)

by percentage of respondents who contacted the City in the past year and rated the item as a 4 or 5 on a 5-point scale



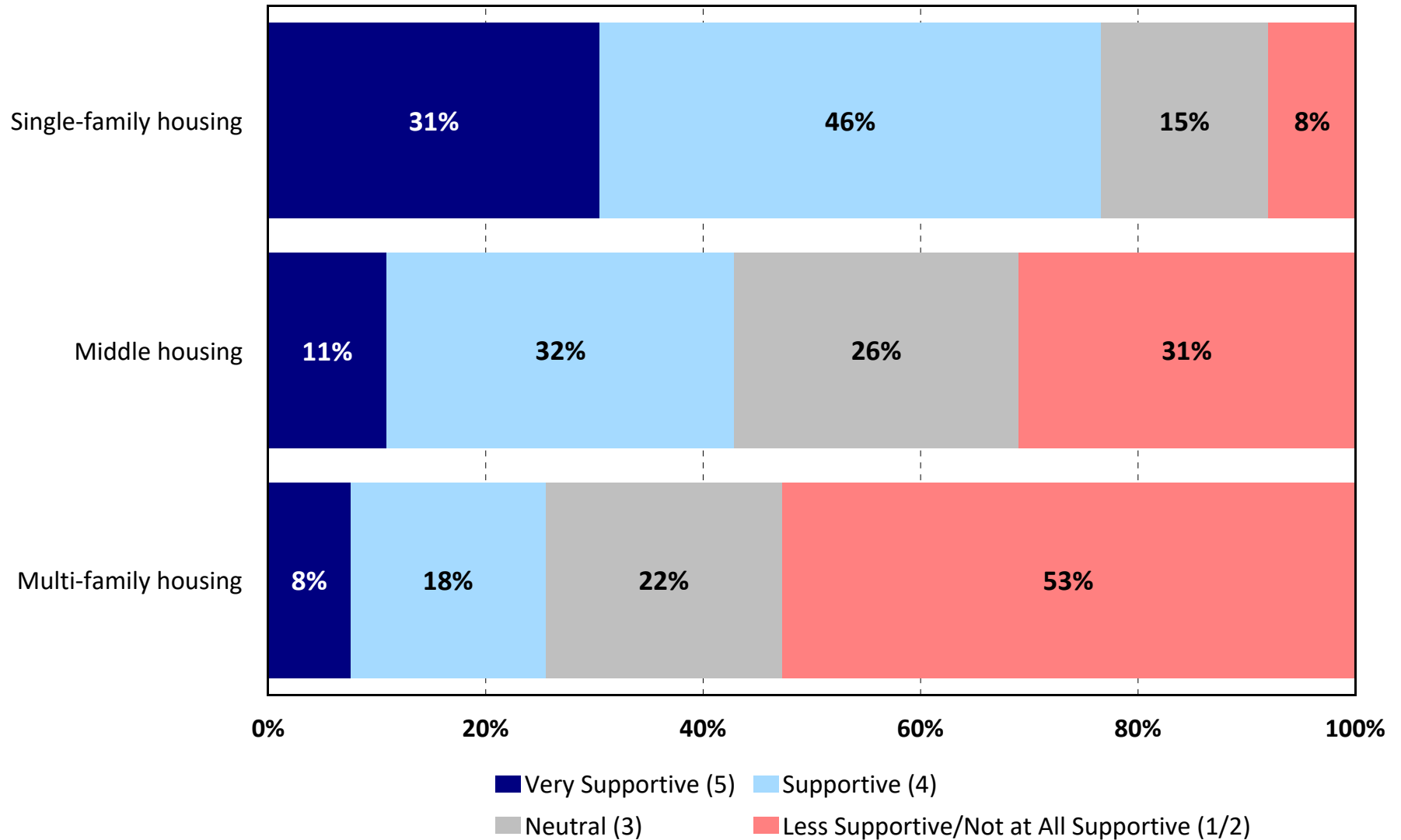
Q17. Agreement with the Following Statements Regarding Transportation

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



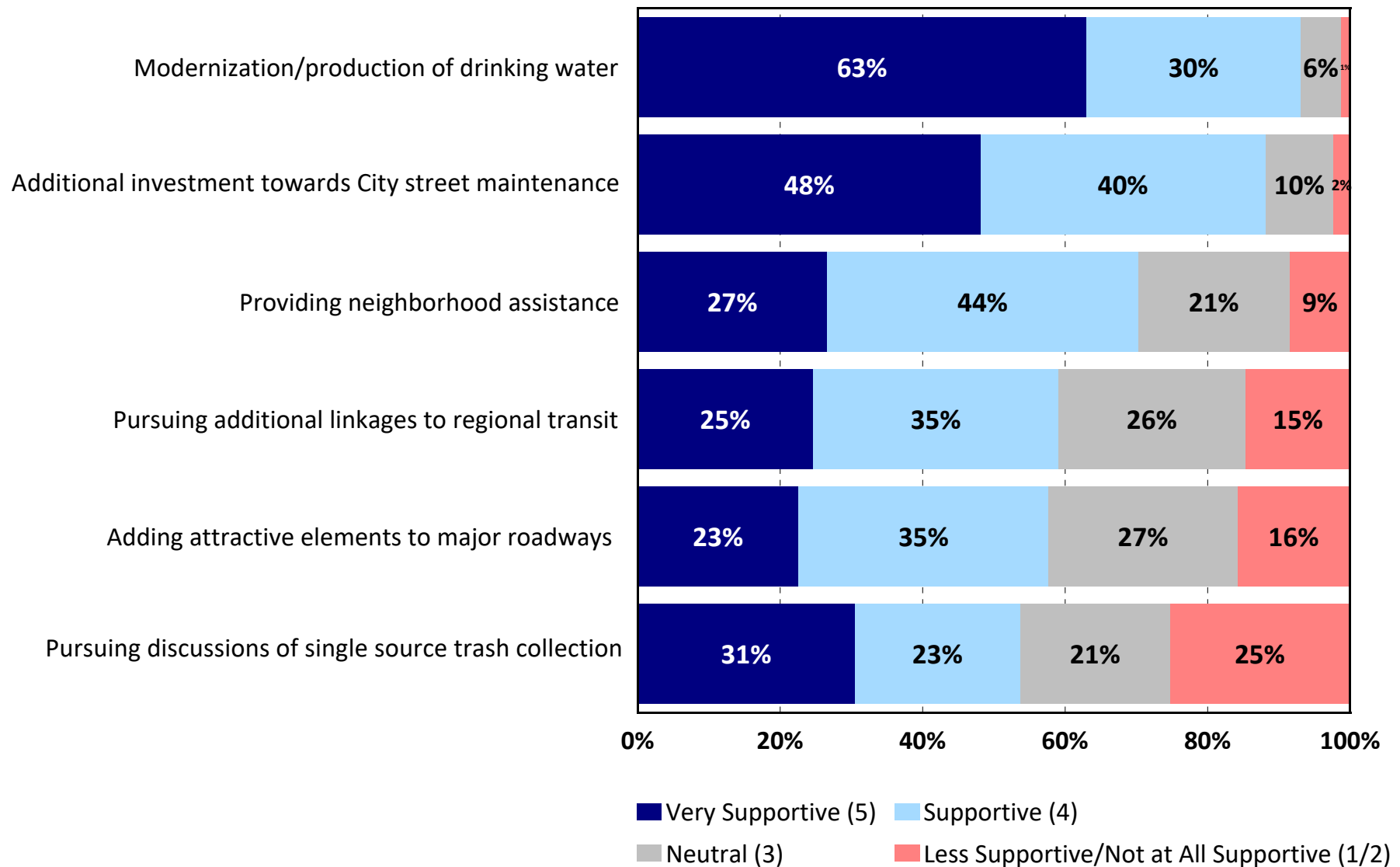
Q18. Support for Various Housing Investment Areas

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



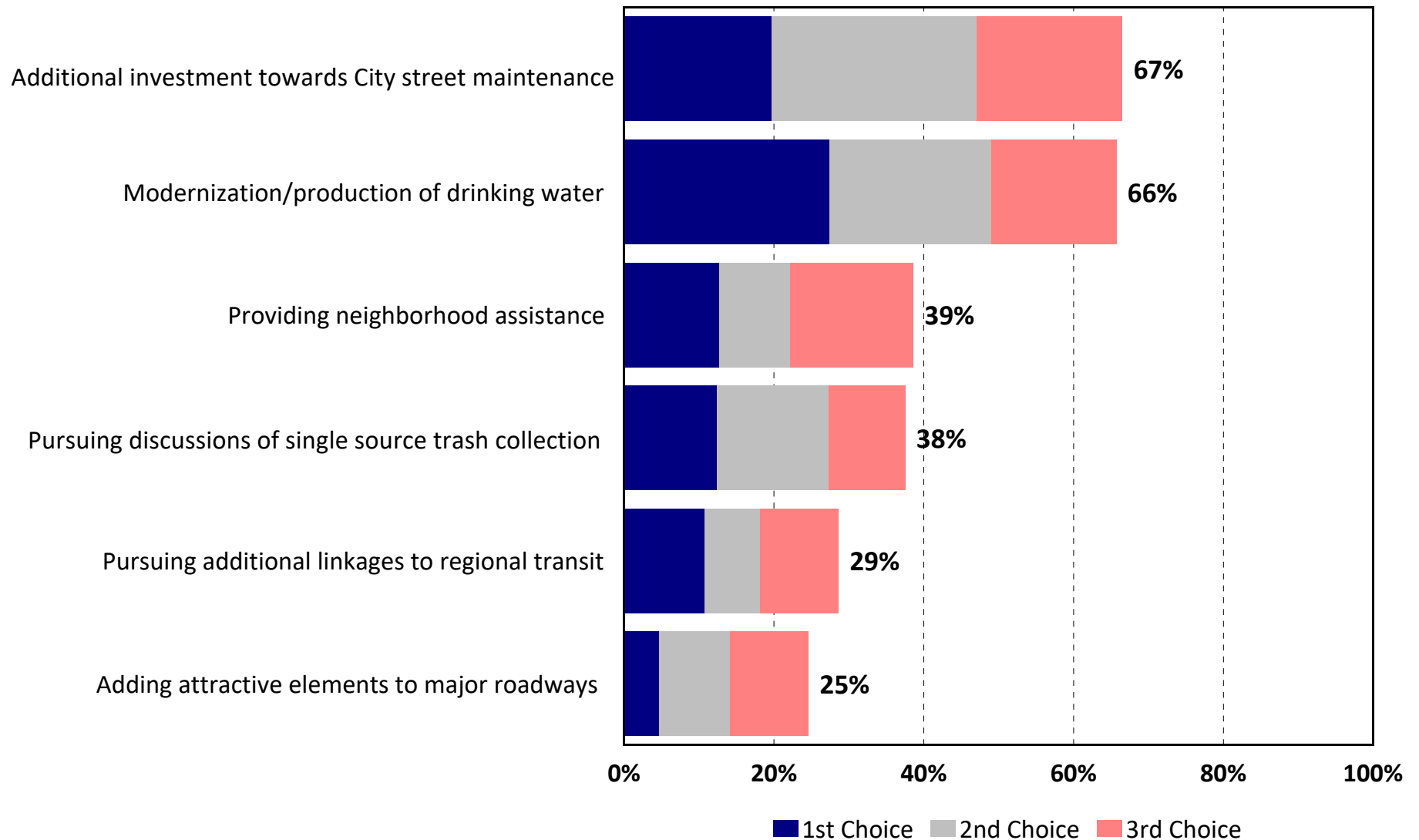
Q19. Support for Various Community Investment Areas

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



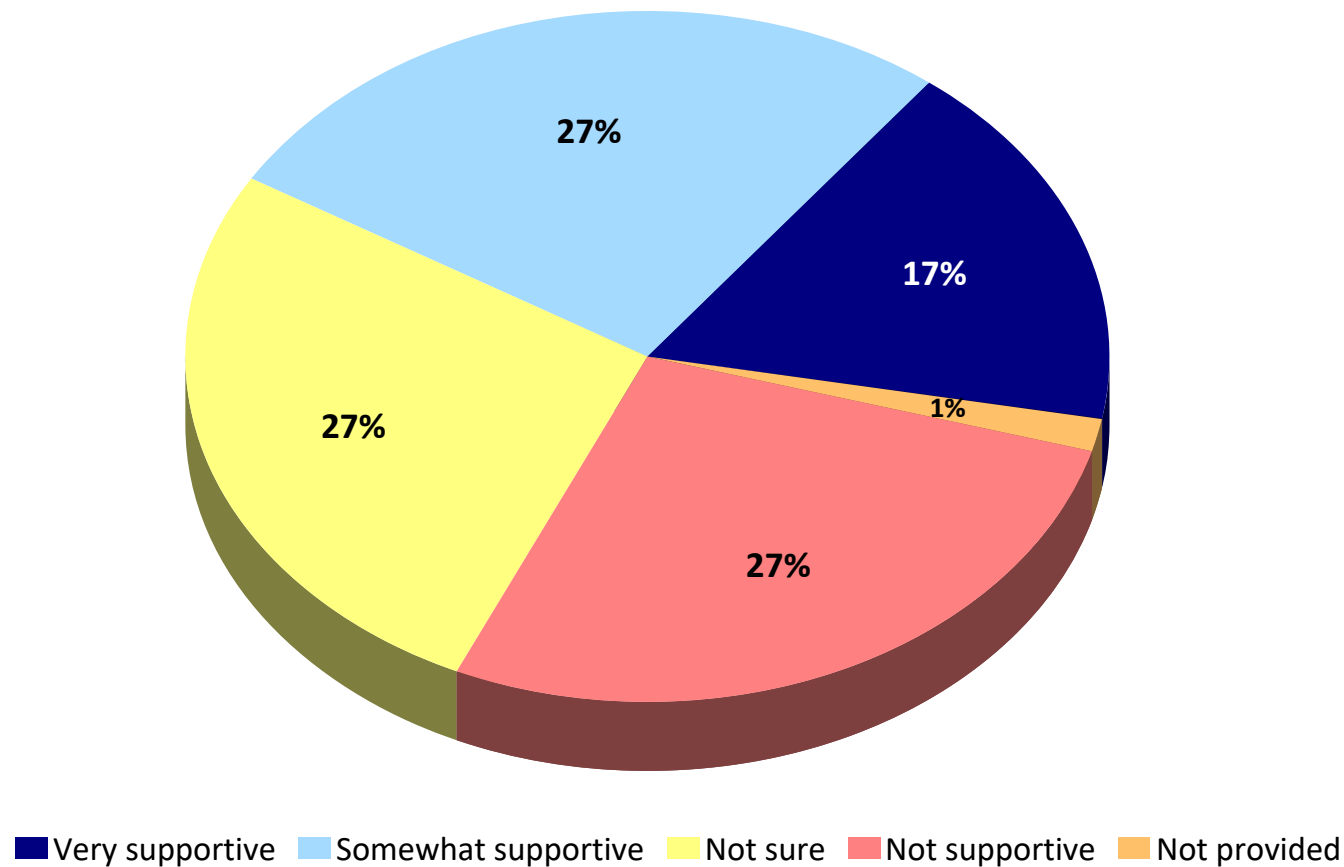
Q20. Community Investment Areas That Are Most Important for the City to Pursue

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



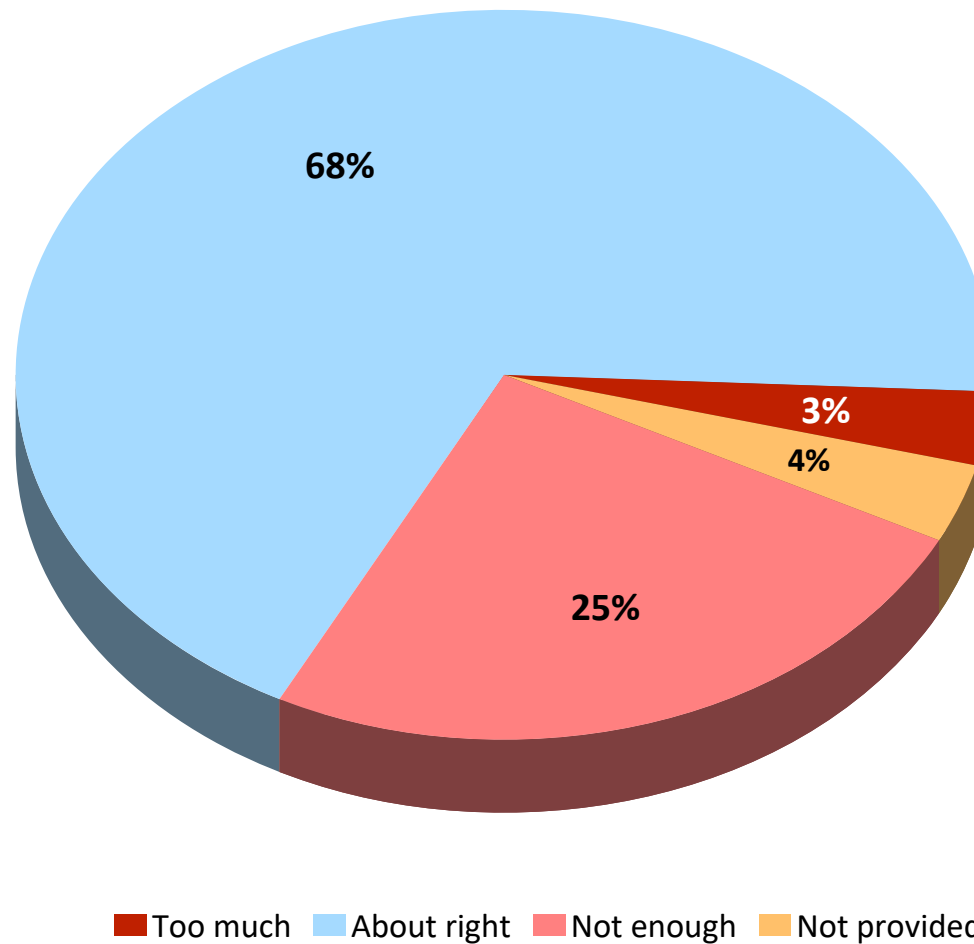
Q21. Areas that are currently residential could be expanded to "mixed-use" (combination of existing housing, small commercial developments, and multi-family units). If the design and character of the overall neighborhood was preserved, would you be supportive of mixed-use redevelopments in Gladstone?

by percentage of respondents



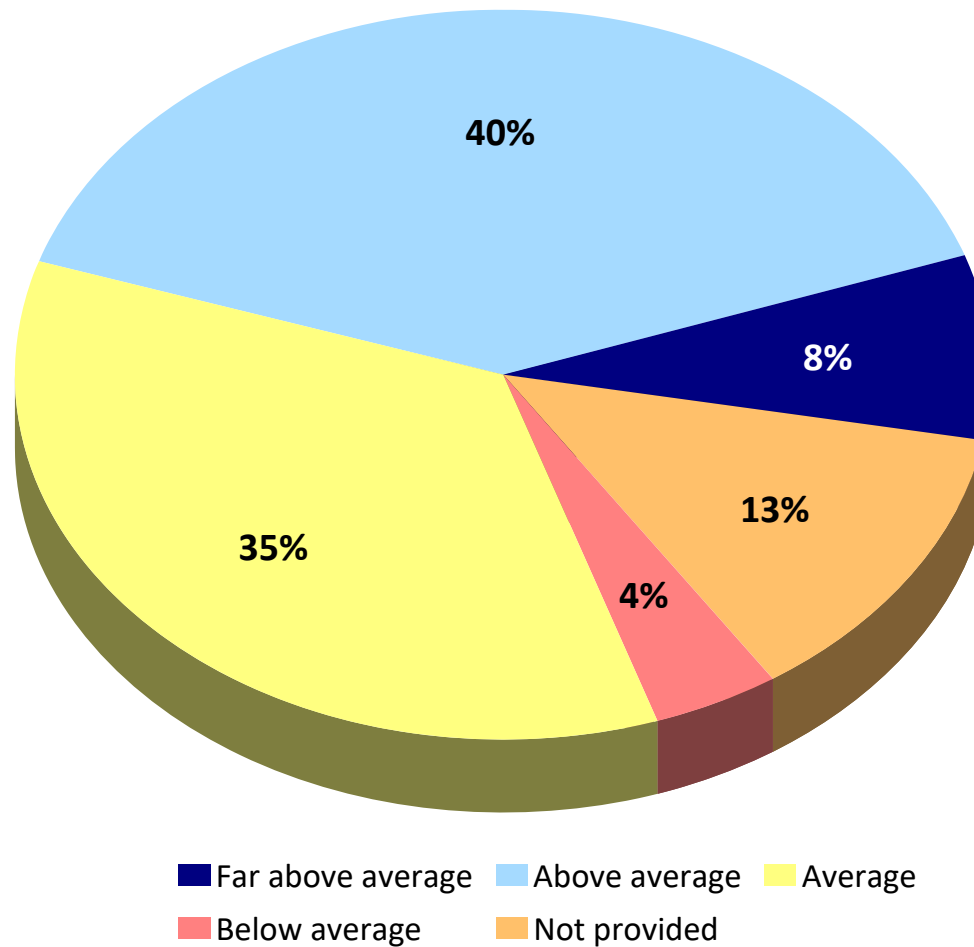
Q22. Do you feel that traffic enforcement is:

by percentage of respondents



Q23. Compared to schools in nearby communities, North Kansas City Public Schools are:

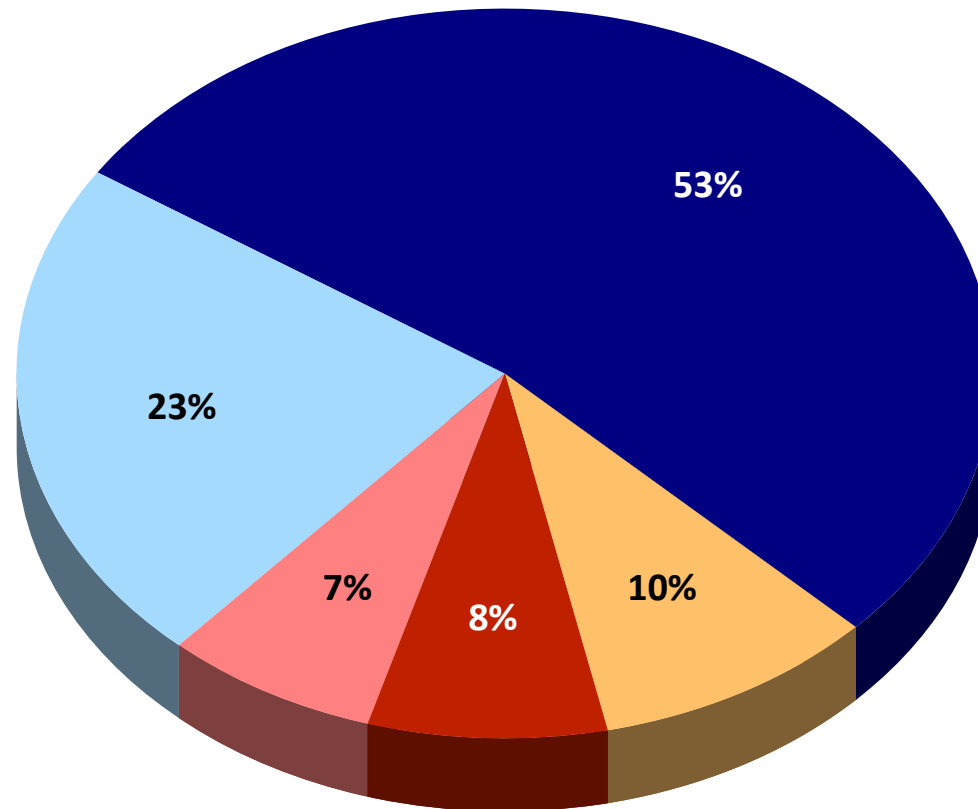
by percentage of respondents



0.2% selected "far below average"

Q24. Importance of Quality of the School System When it Comes to Deciding Where to Live

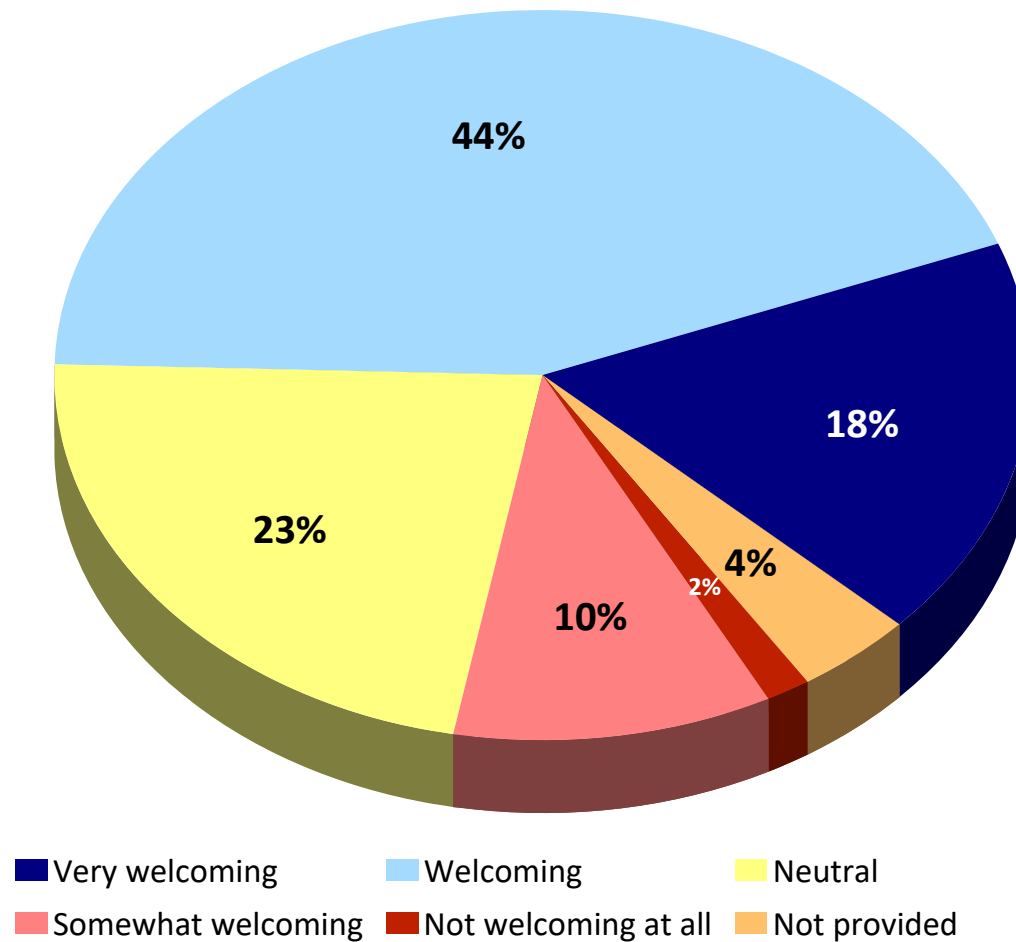
by percentage of respondents



■ Very important ■ Somewhat important ■ Not very important ■ Not at all important ■ Not provided

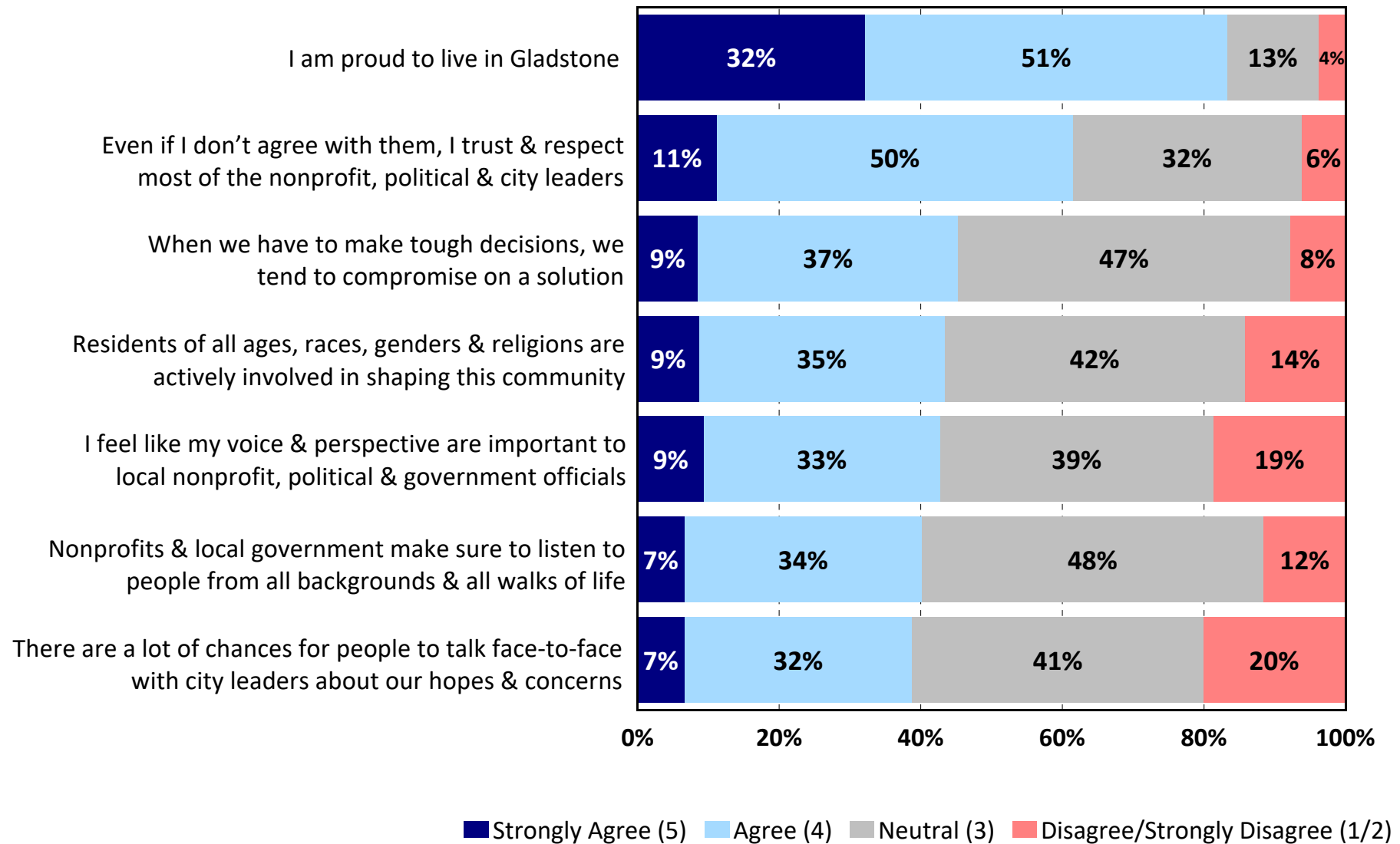
Q25. How welcoming is Gladstone as a community when it comes to residents of different races, religion, ethnicity, and orientation identity?

by percentage of respondents



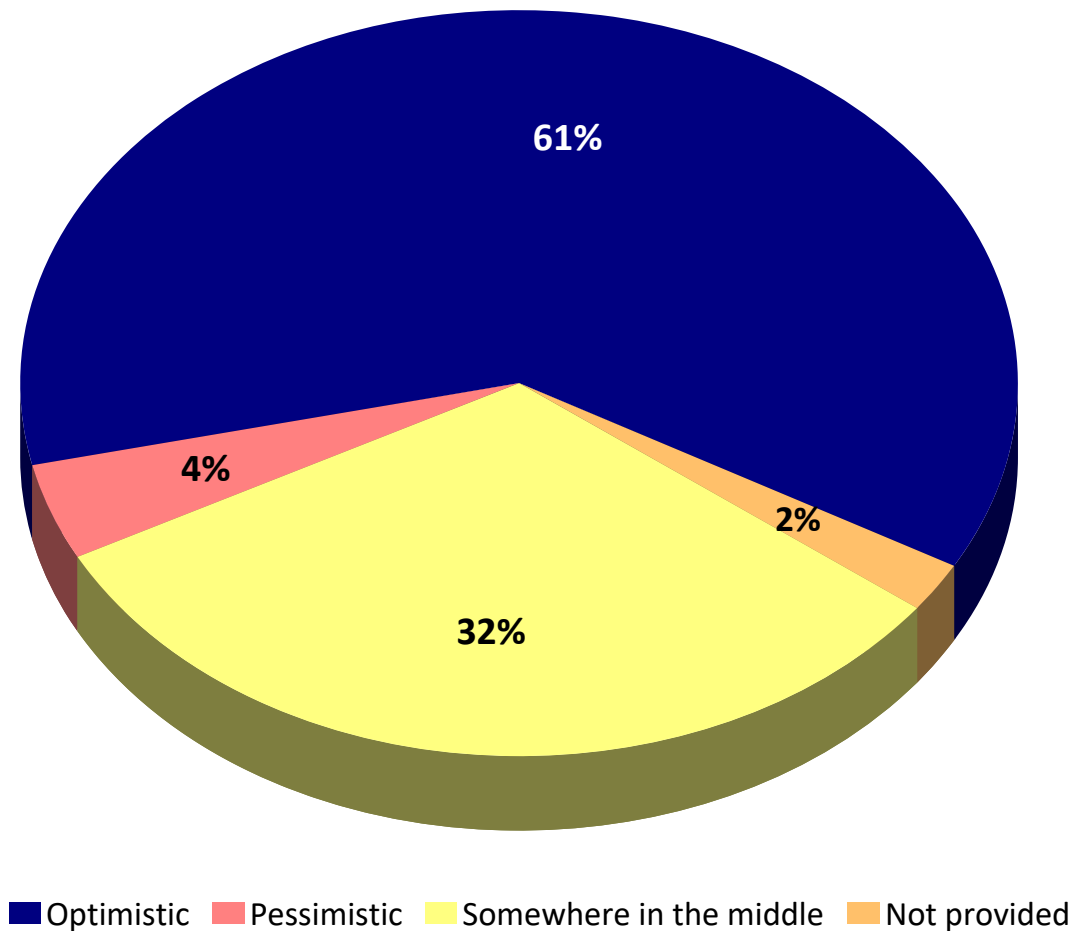
Q26. Agreement with Various Civic Index Statements

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



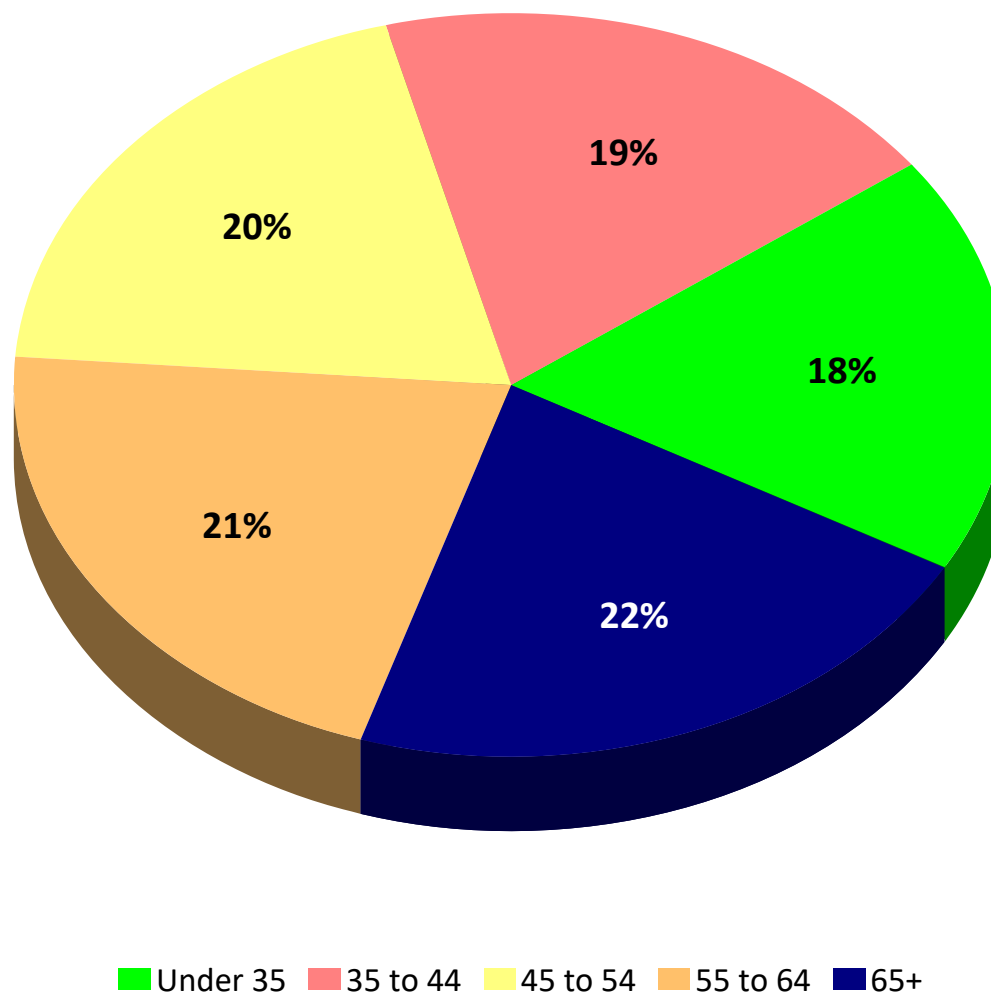
Q27. When you think about the future of Gladstone, would you describe yourself as:

by percentage of respondents



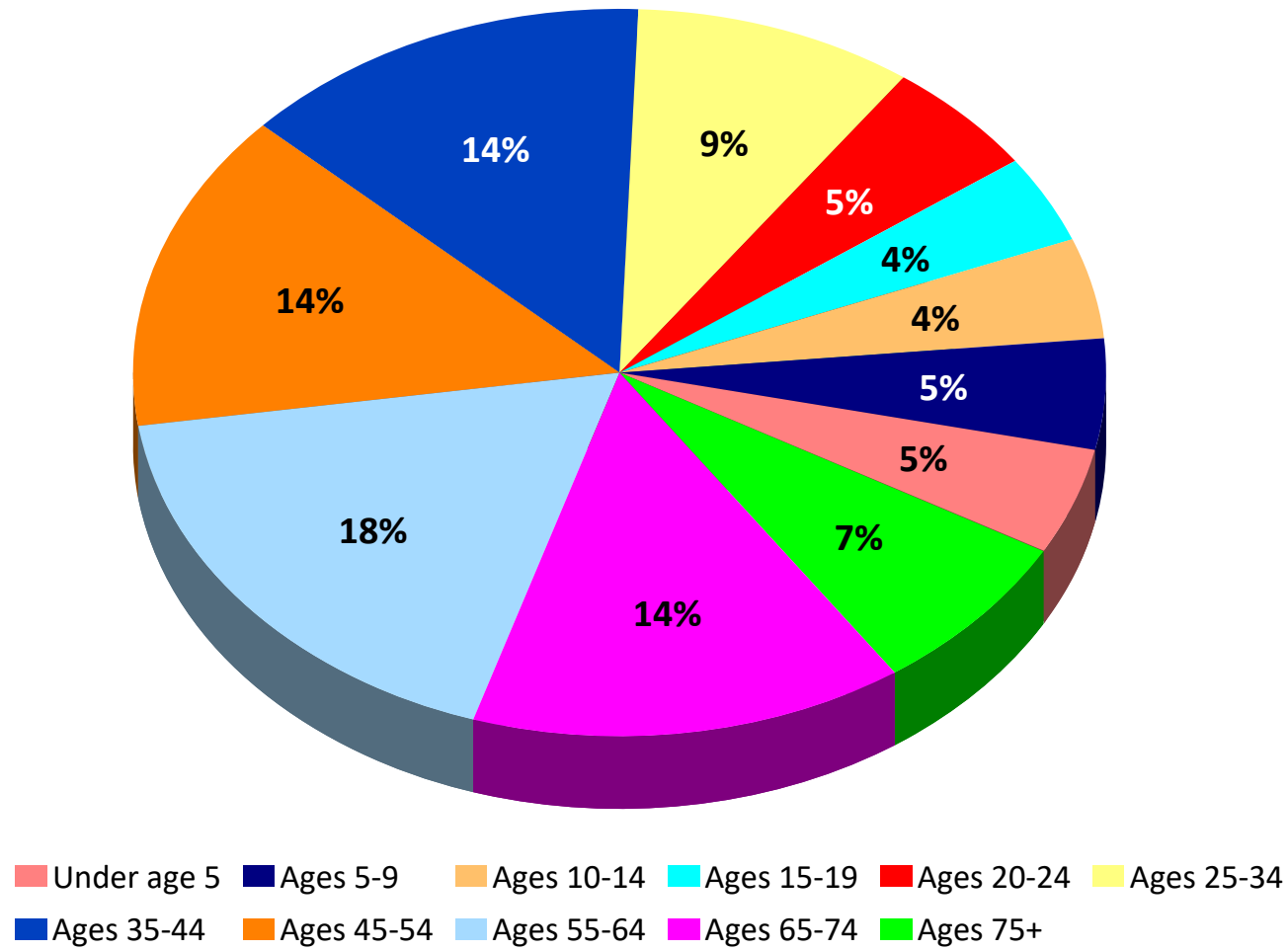
Q28. Demographics: What is your age?

by percentage of respondents



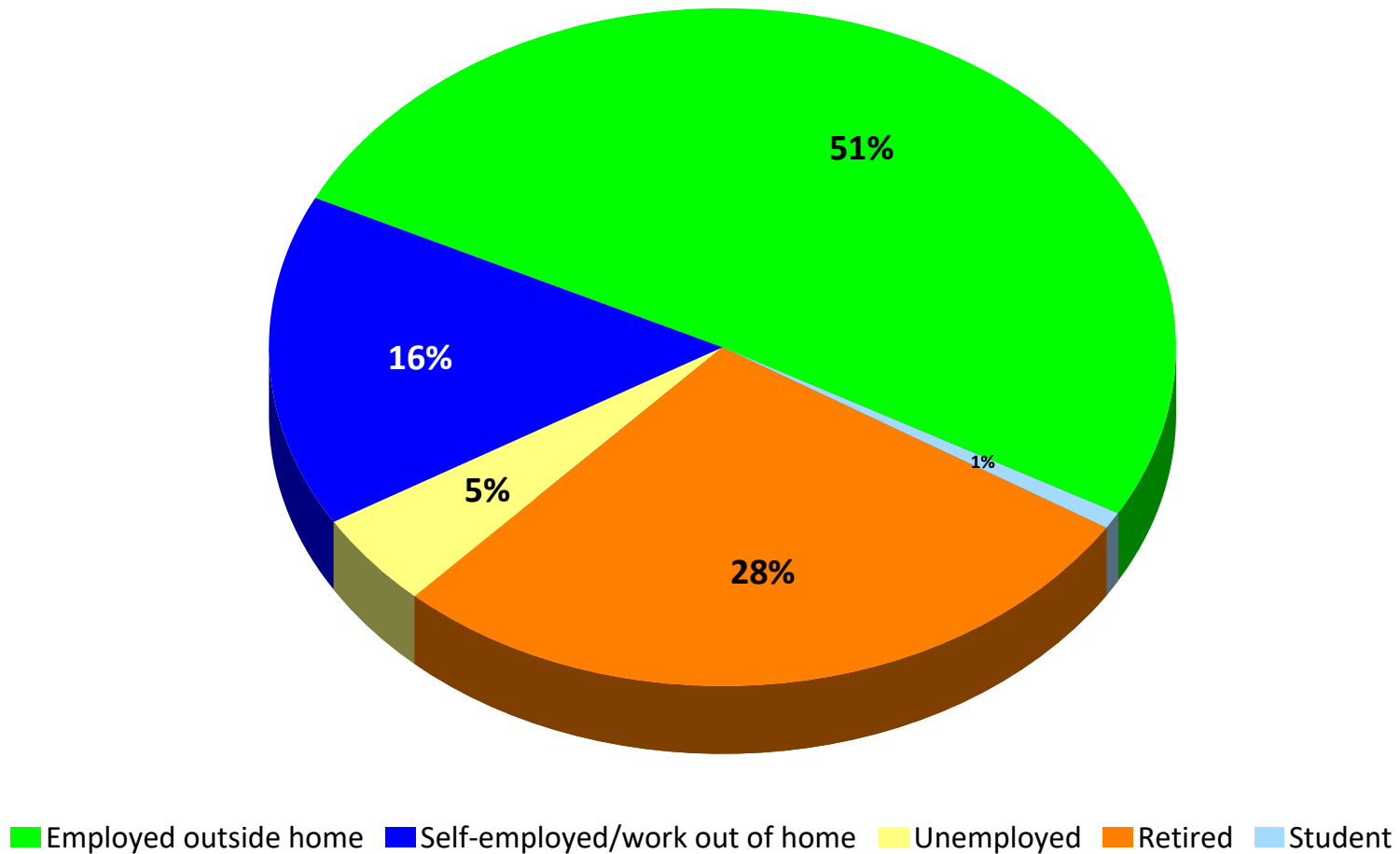
Q29. Demographics: How many people in your household are:

by percentage of respondents



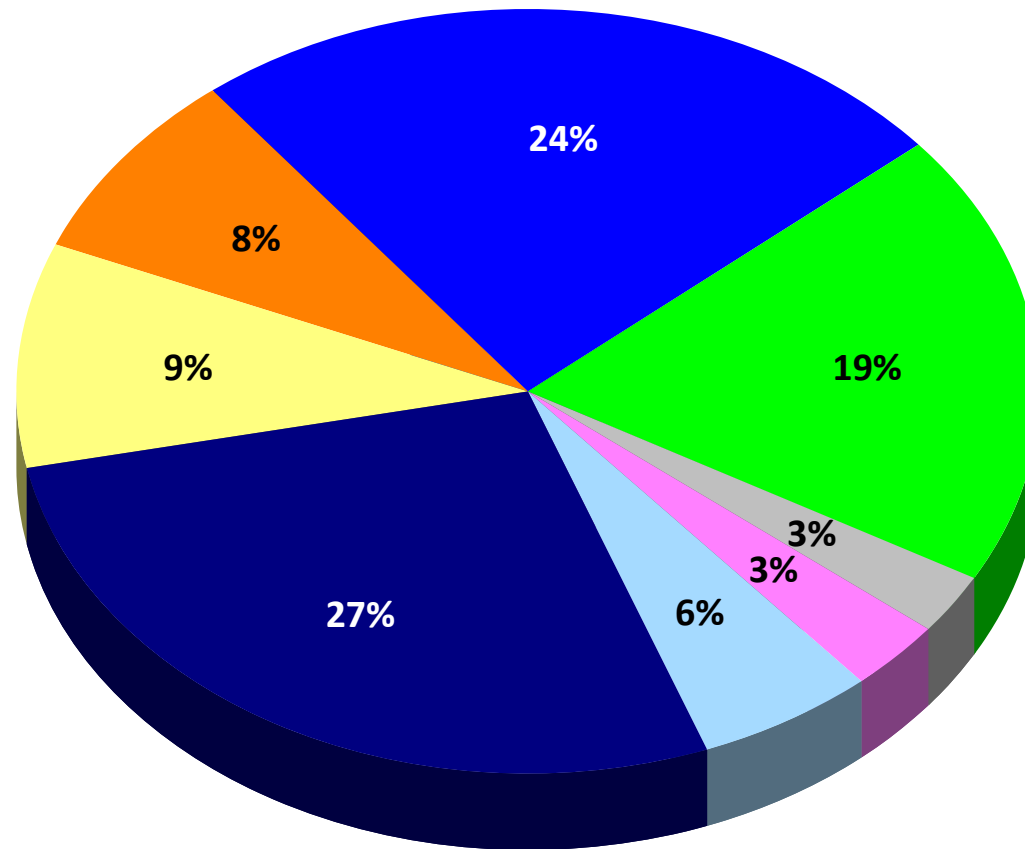
Q30. Demographics: Which of the following best describes your current place of employment?

by percentage of respondents



Q30a. Demographics: Where do you work?

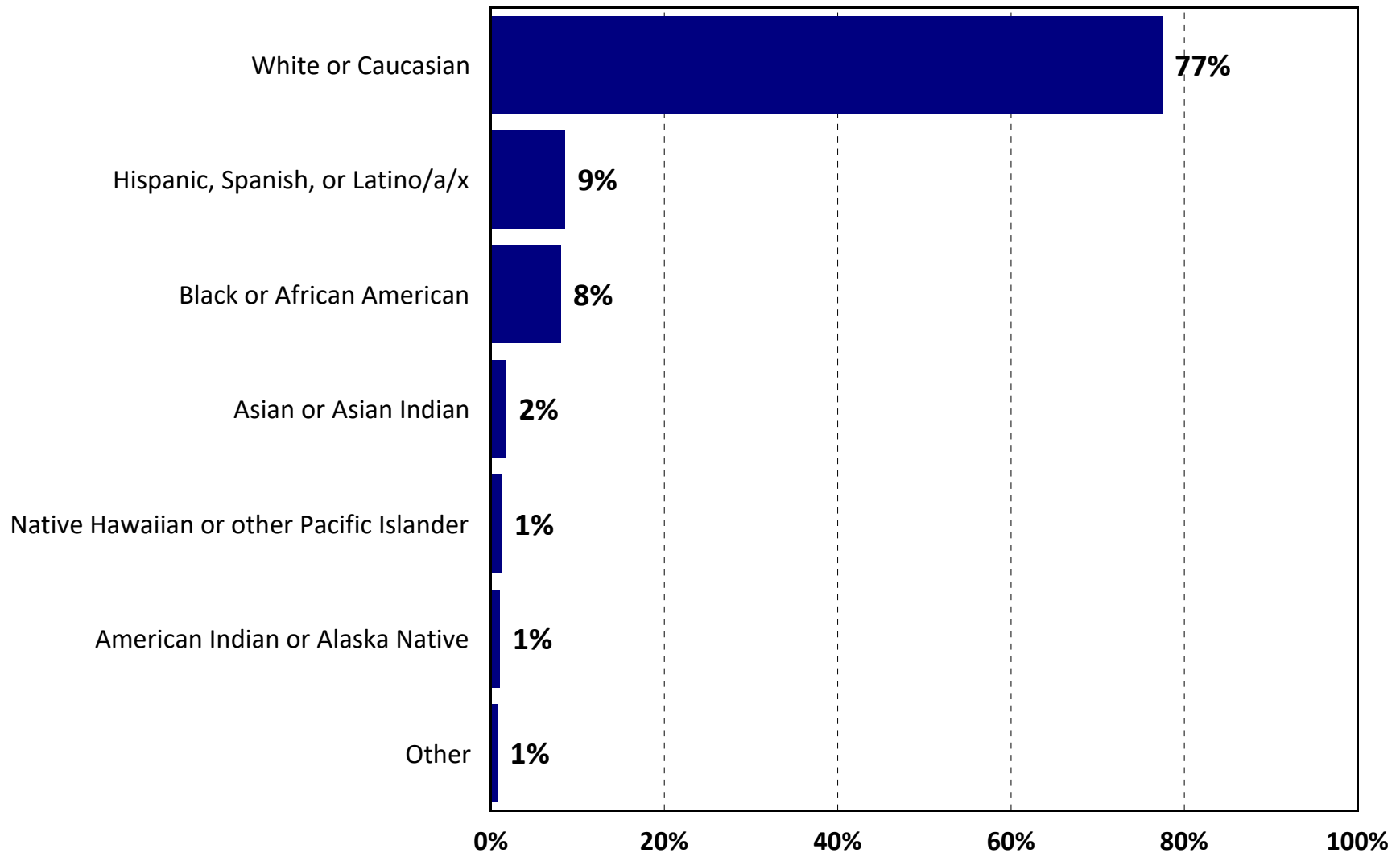
by percentage of respondents who work outside the home



■ In Gladstone ■ In Clay County ■ Elsewhere in MO
■ Platte County, MO ■ Jackson County, MO ■ Elsewhere in KS
■ Johnson County, KS ■ Other

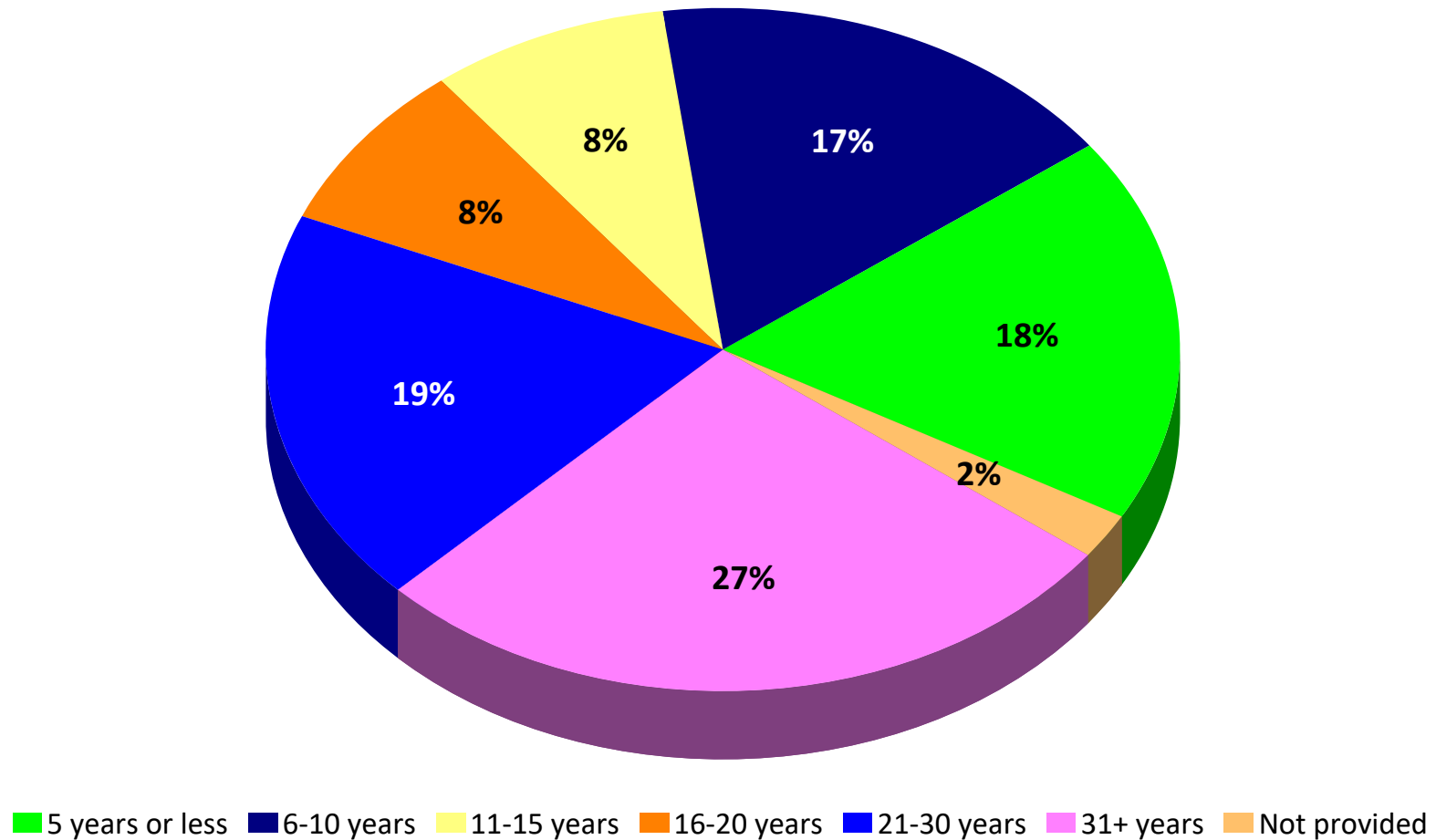
Q31. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be made)



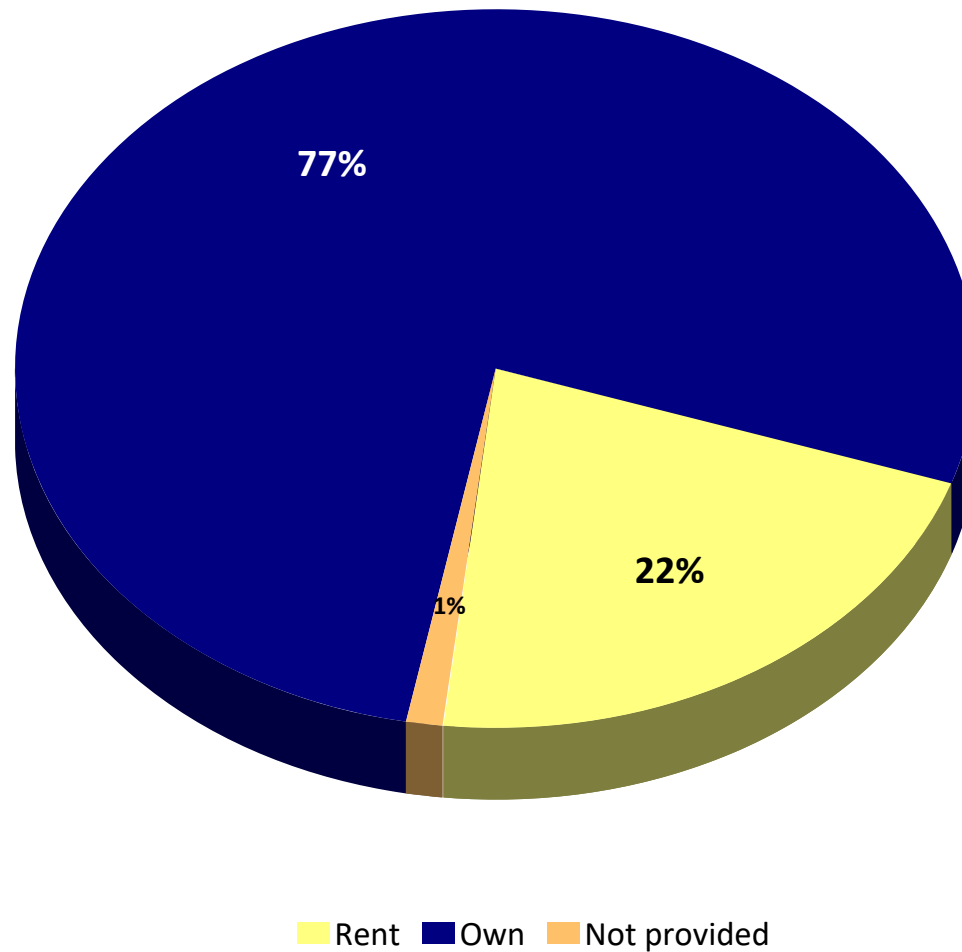
Q32. Demographics: Approximately how many years have you lived in the City of Gladstone?

by percentage of respondents



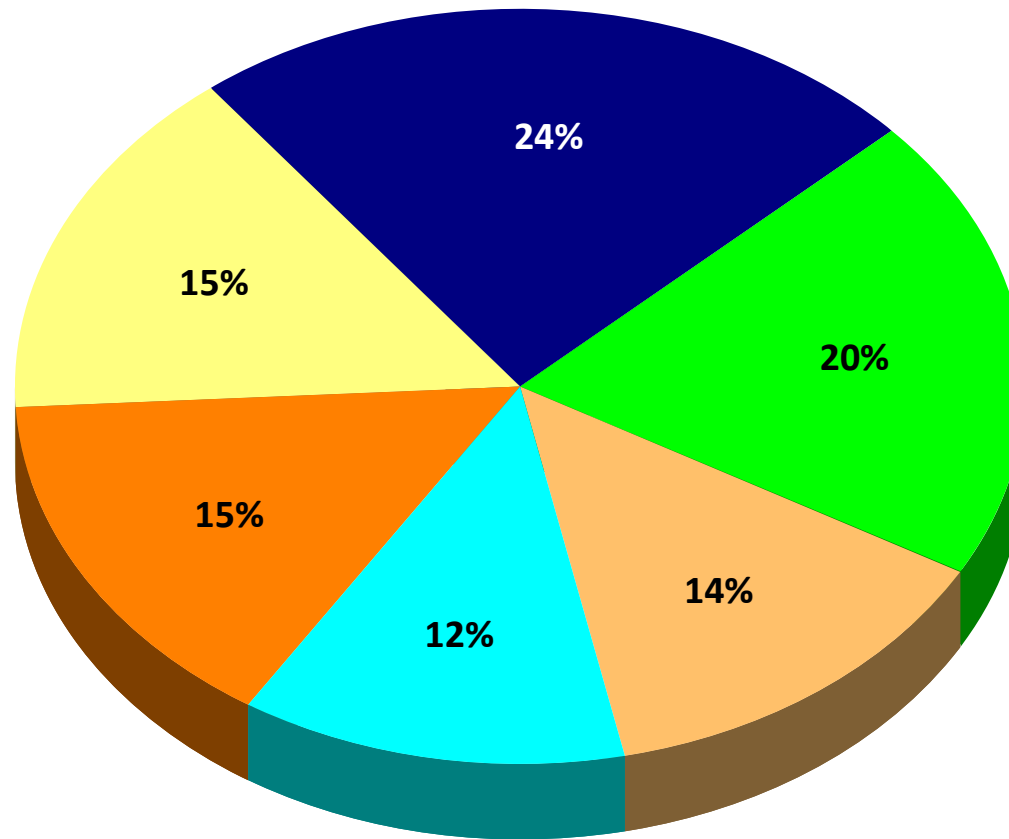
Q33. Demographics: Do you own or rent your current residence?

by percentage of respondents



Q34. Demographics: Would you say your total annual household income is:

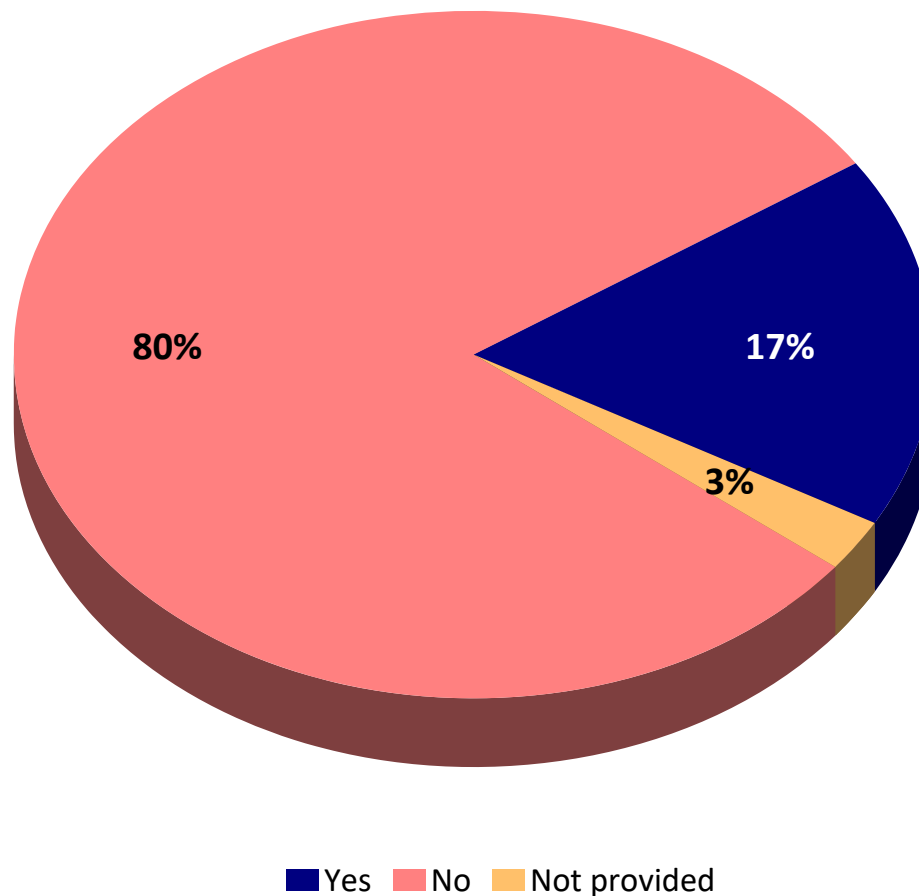
by percentage of respondents



■ Under \$40,000
 ■ \$40,000 - \$69,999
 ■ \$70,000 - \$99,999
■ \$100,000 - \$129,999
 ■ \$130,000 or more
 ■ Not provided

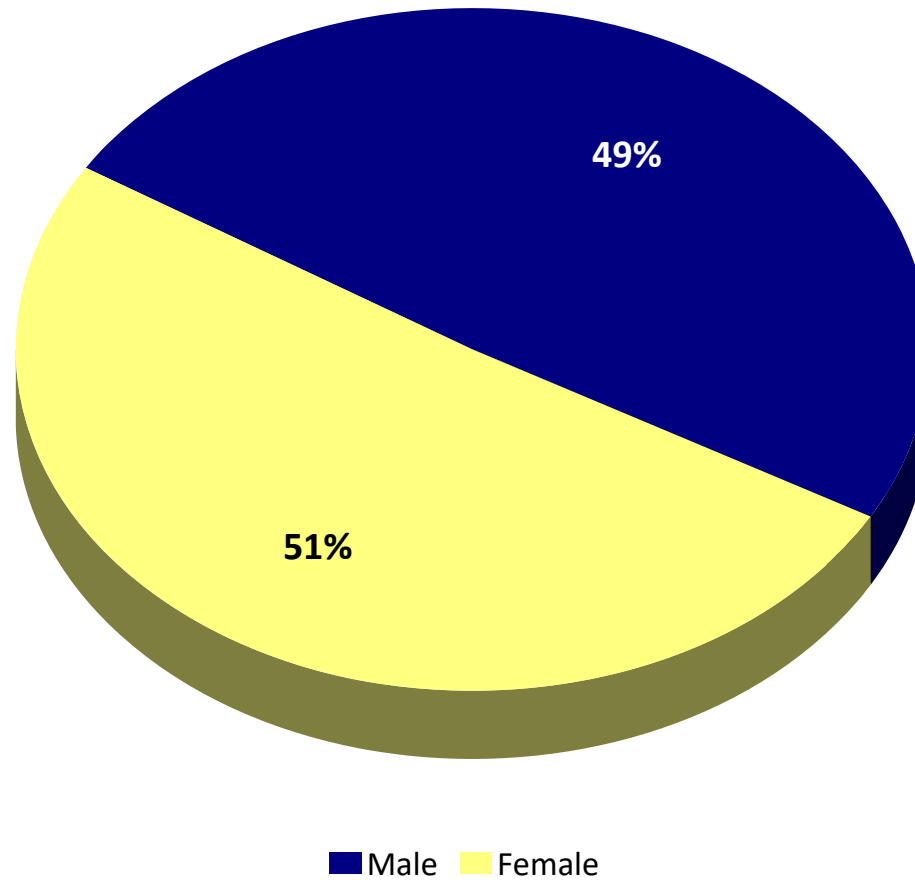
Q35. Demographics: Do you have children in the North Kansas City public schools?

by percentage of respondents



Q36. Demographics: Gender

by percentage of respondents





Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of over 10,000 residents in the continental United States and (2) surveys that have been administered by ETC Institute in 27 communities in Missouri and Kansas between October 2022 and October 2024. The Missouri and Kansas communities represented in this report include:

- Brown County, Kansas
- Chesterfield, Missouri
- Clayton, Missouri
- Columbia, Missouri
- De Soto, Kansas
- Edgerton, Kansas
- Emporia, Kansas
- Fairway, Kansas
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Kirkwood, Missouri
- Leawood, Kansas
- Lebanon, Missouri
- Lee's Summit, Missouri
- Lenexa, Kansas
- Maryland Heights, Missouri
- Merriam, Kansas
- North Kansas City, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Roeland Park, Kansas
- Springfield, Missouri
- St. Joseph, Missouri
- St. Louis County, Missouri
- University City, Missouri
- Wentzville, Missouri

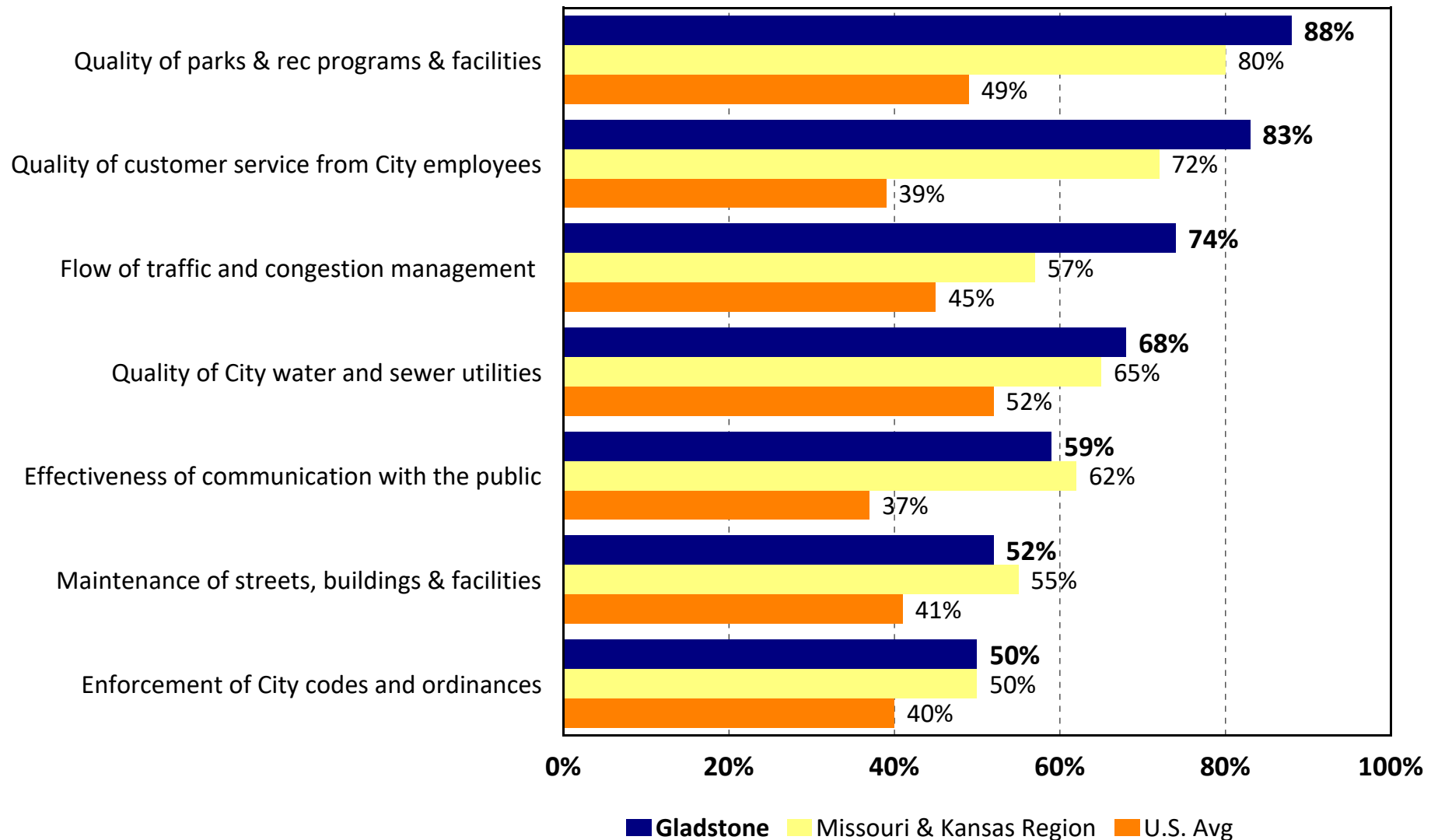
The charts on the following pages show how the results for the City of Gladstone compare to the national average and the Missouri and Kansas regional average. The blue bar shows the results for Gladstone. The yellow bar shows the Missouri and Kansas regional average from communities that administered the *DirectionFinder*® survey between October 2022 and October 2024. The orange bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2023.

National Benchmarks

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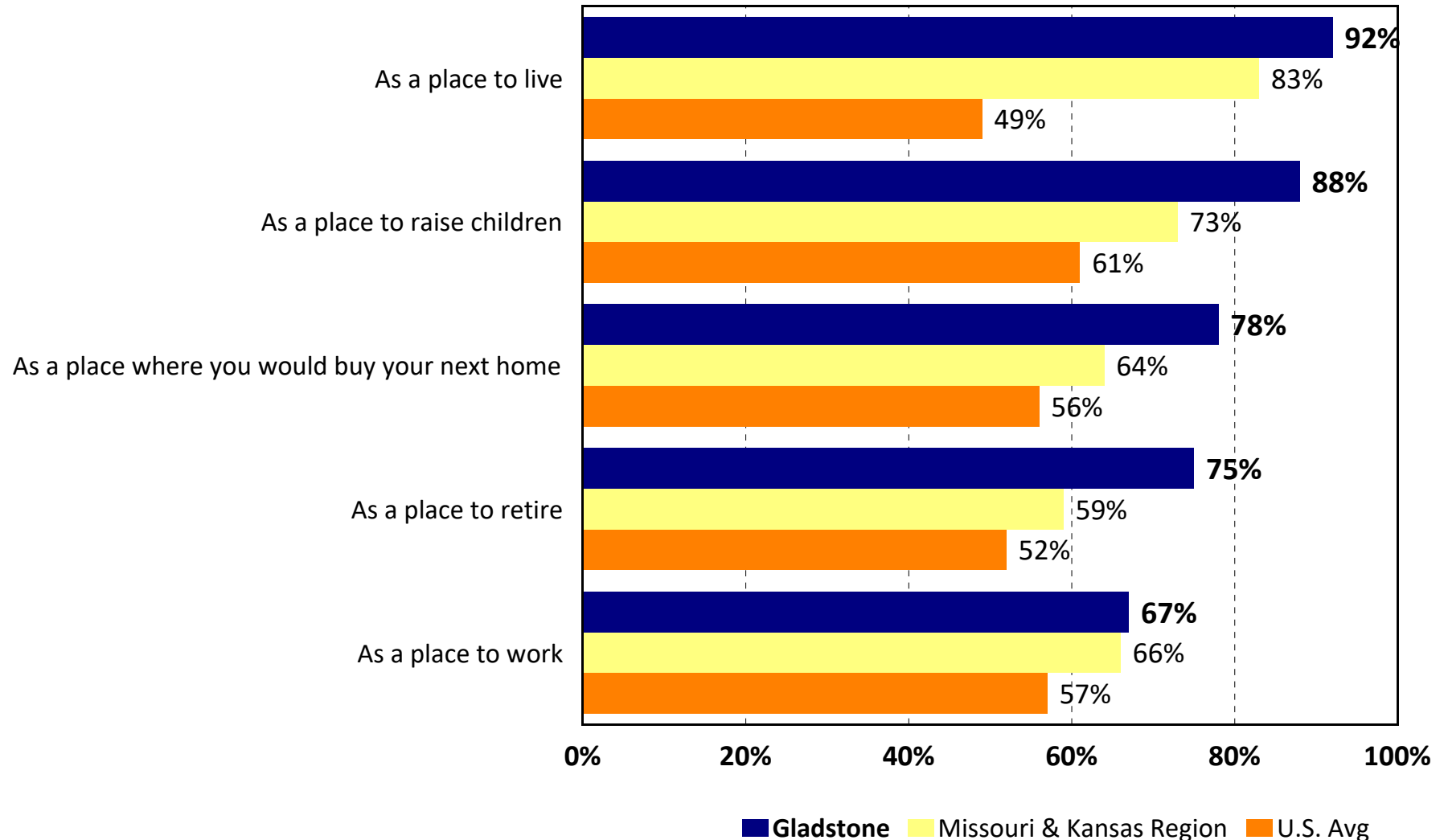
Overall Satisfaction with City Services: Gladstone vs. Missouri & Kansas Region vs. U.S.

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”



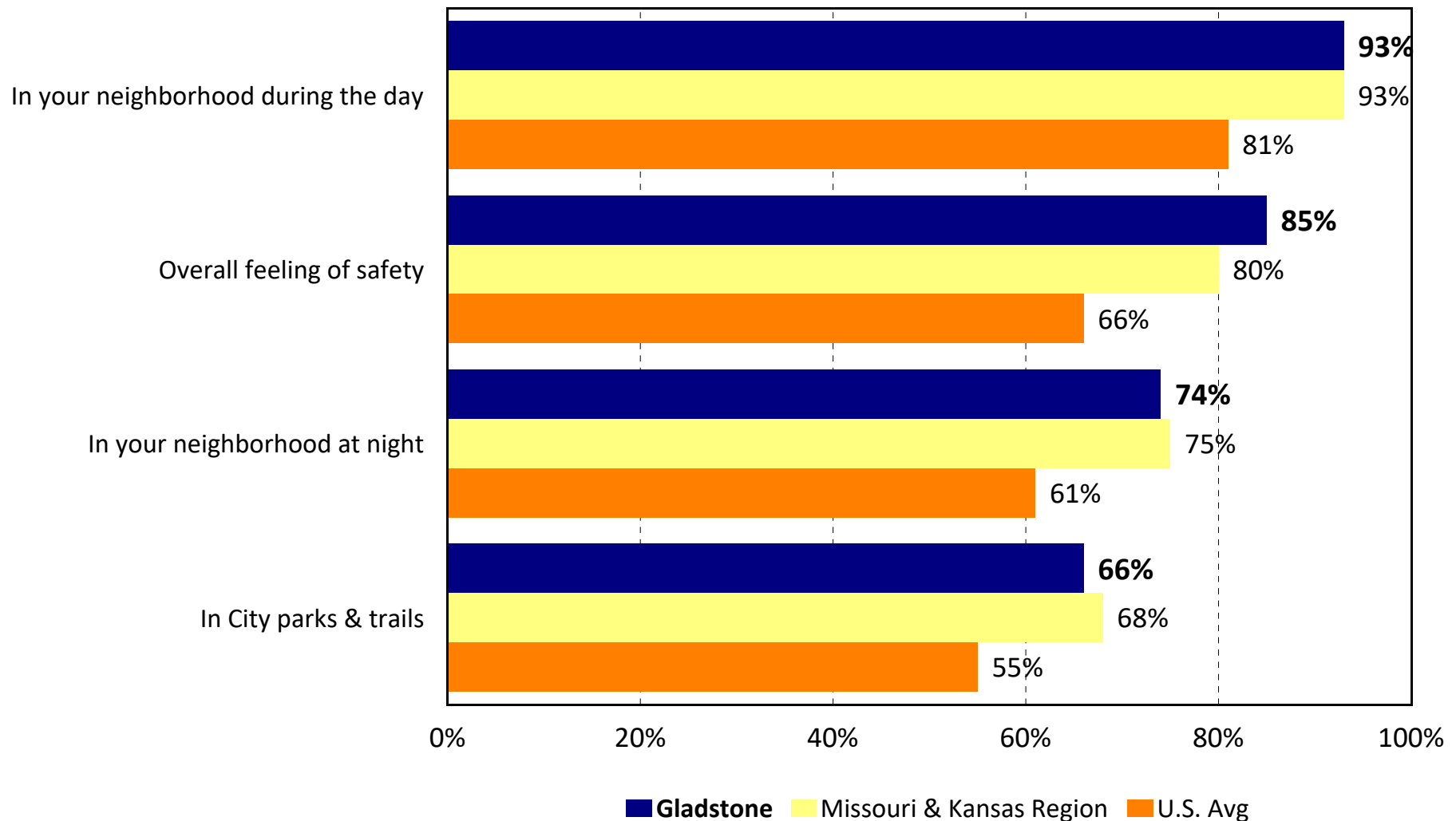
Ratings of the Community Where Residents Live: Gladstone vs. Missouri & Kansas Region vs. U.S.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was “excellent” and 1 was “poor”



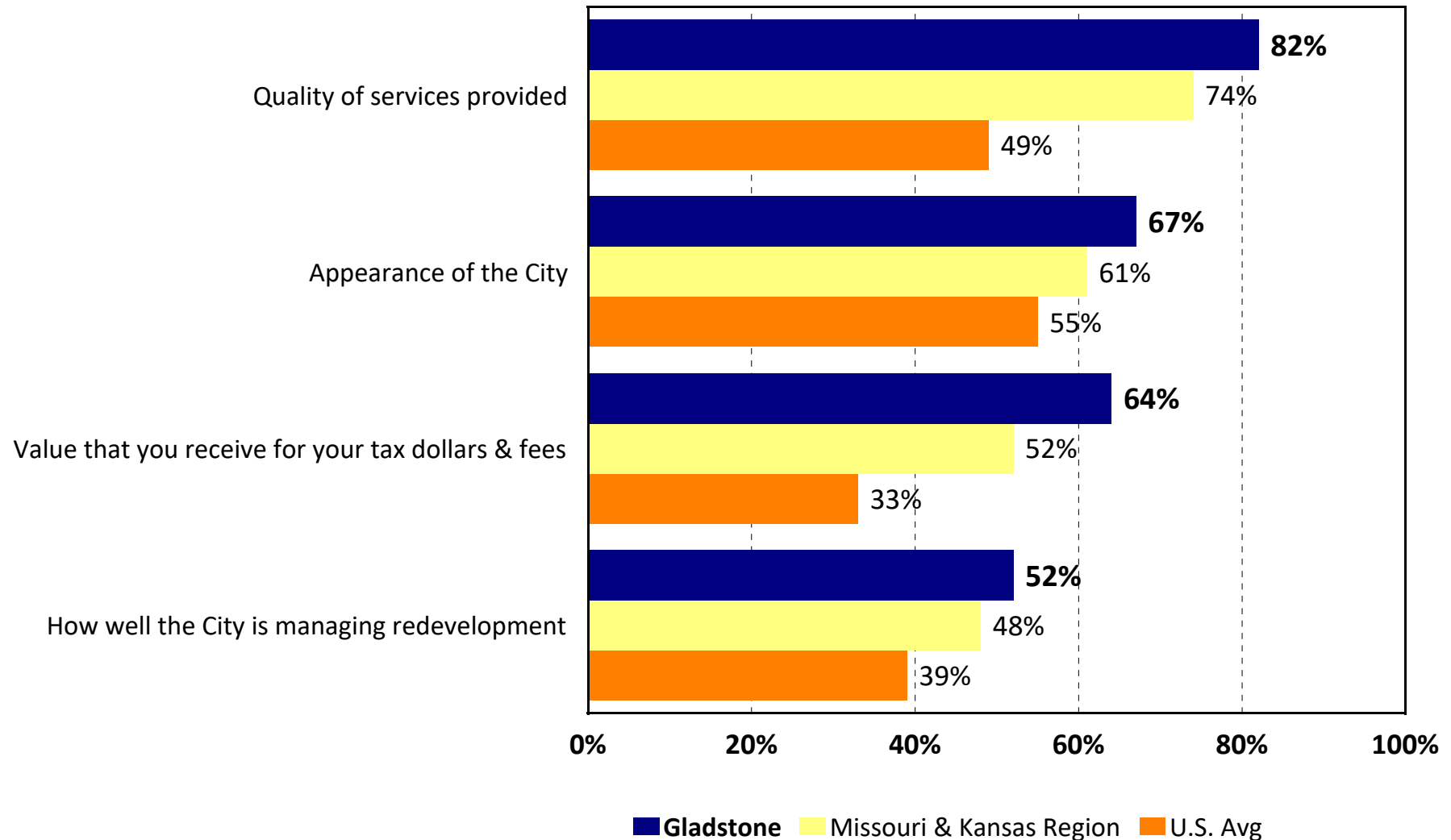
Feeling of Safety in Various Situations: Gladstone vs. Missouri & Kansas Region vs. U.S.

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”



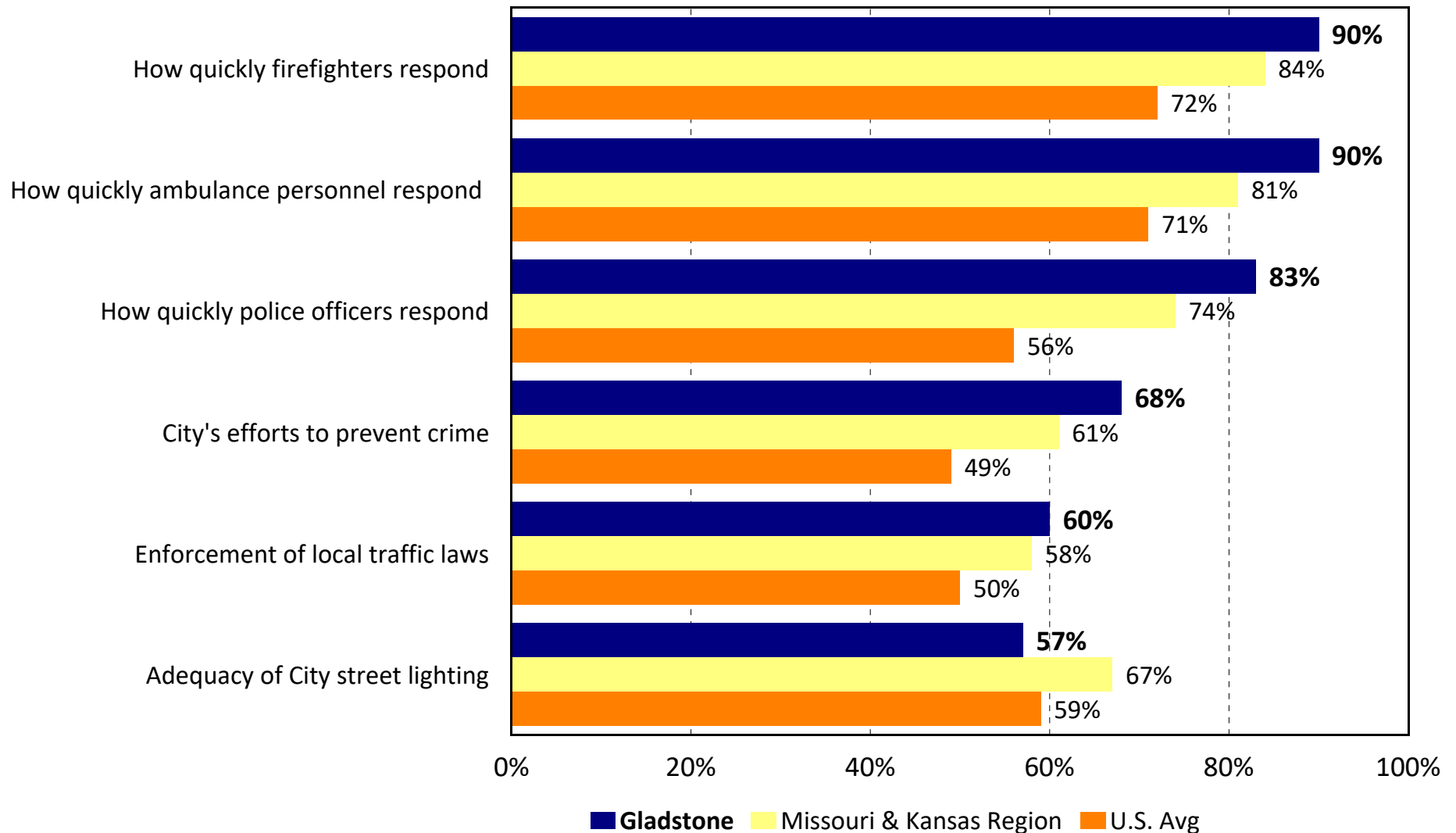
Issues that Influence Perceptions of the City: Gladstone vs. Missouri & Kansas Region vs. U.S.

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”



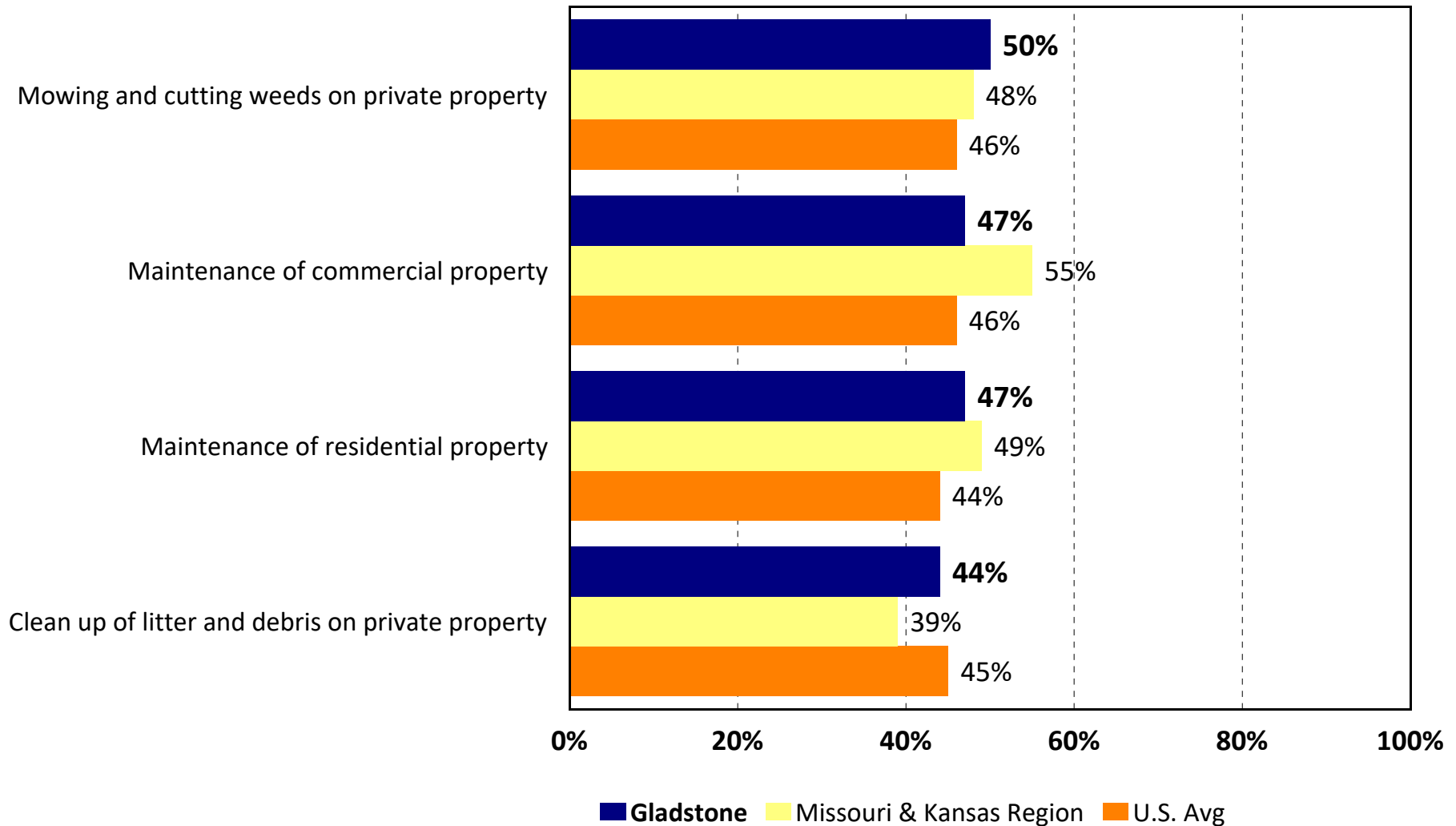
Overall Satisfaction with Public Safety: Gladstone vs. Missouri & Kansas Region vs. U.S.

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”



Overall Satisfaction with Code Enforcement: Gladstone vs. Missouri & Kansas Region vs. U.S.

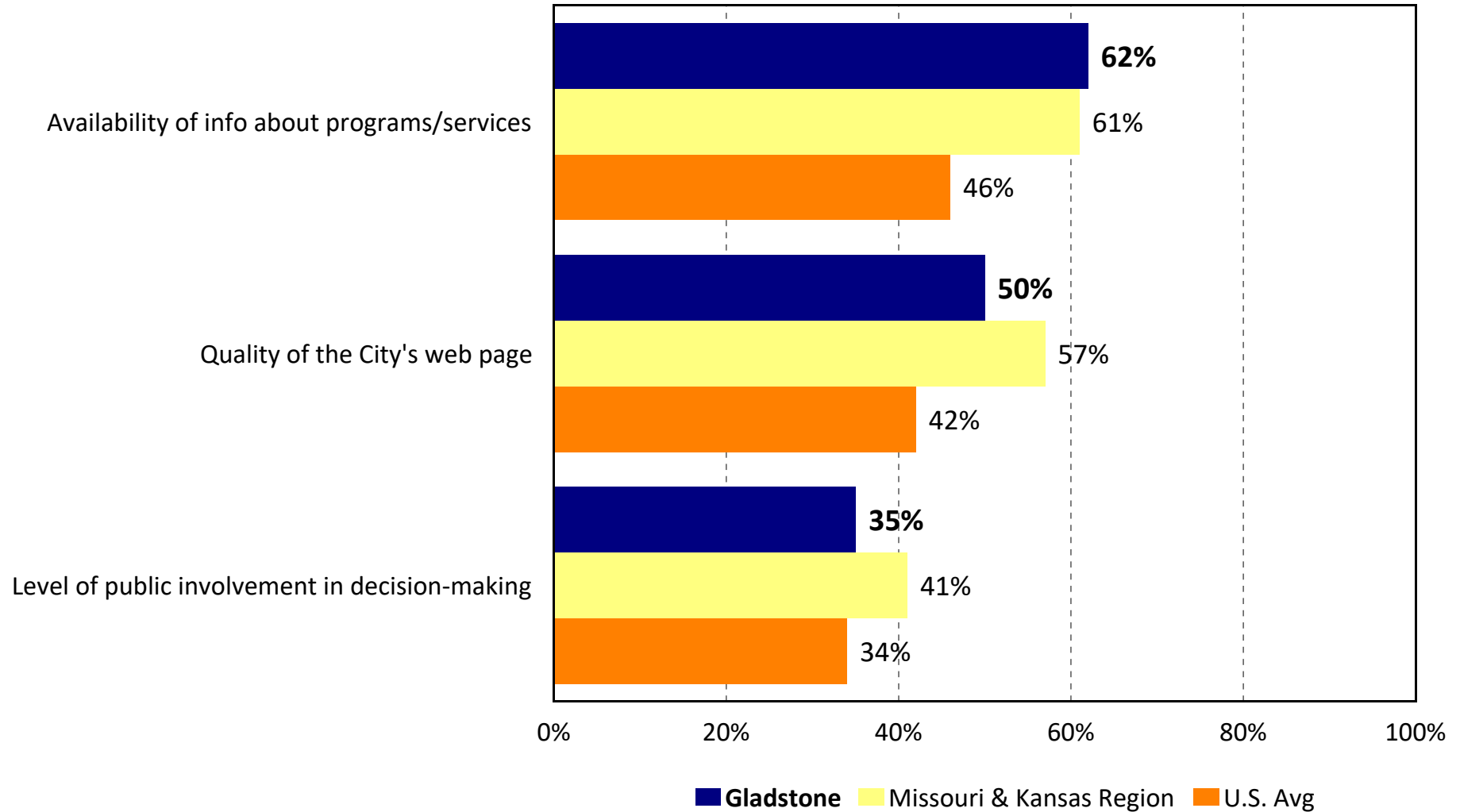
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was “very satisfied” and 1 was “very dissatisfied”



Overall Satisfaction with Communication

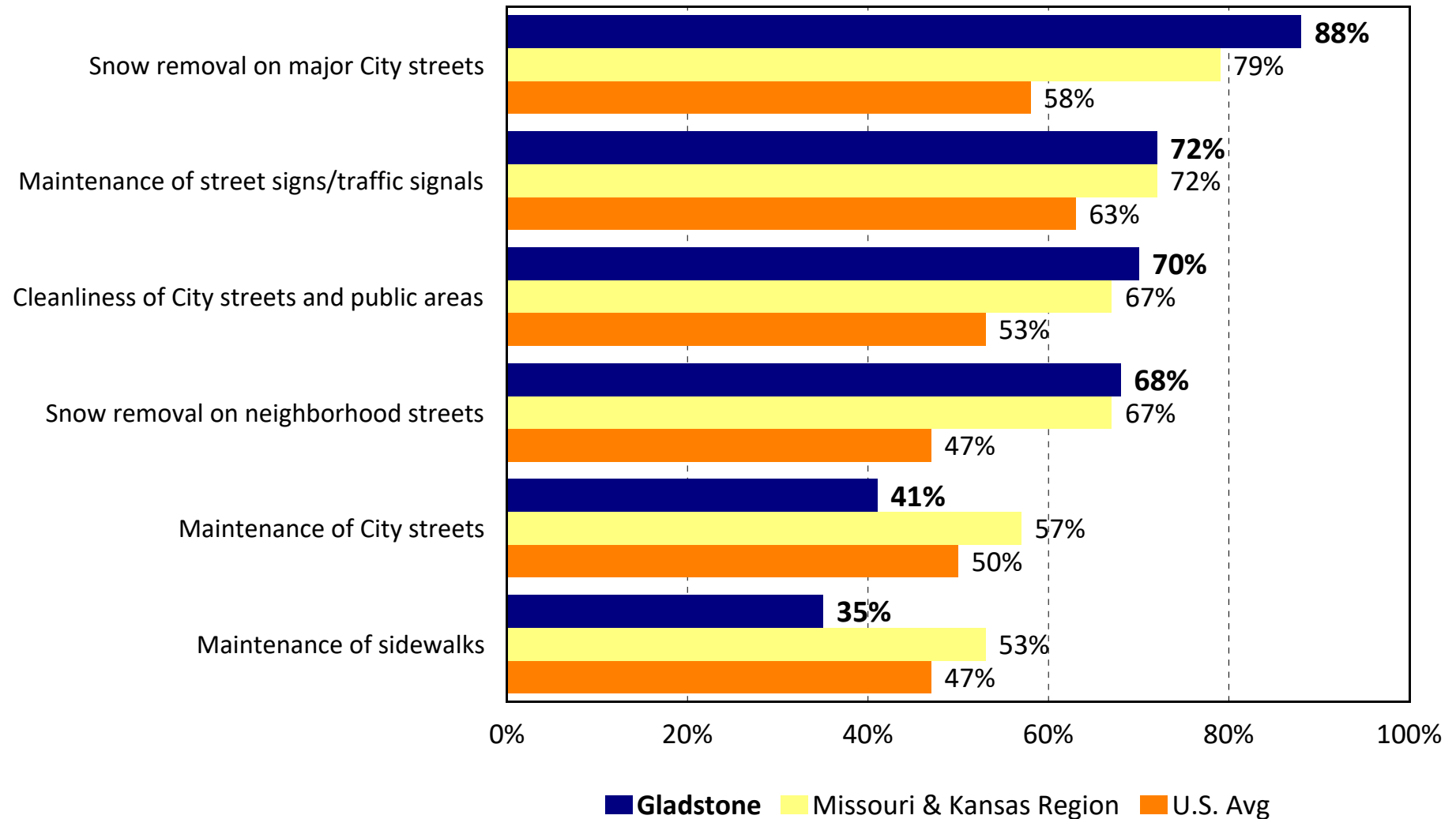
Gladstone vs. Missouri & Kansas Region vs. U.S.

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”



Overall Satisfaction with Maintenance Services: Gladstone vs. Missouri & Kansas Region vs. 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”



3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to emphasize over the next two years. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major categories of City services that should receive the most emphasis over the next two years. More than two-thirds (69.4%) of the respondent households selected *"maintenance of streets, buildings and facilities"* as one of the services that should receive the most emphasis over the next two years.

With regard to satisfaction, 52% of respondents surveyed rated *"maintenance of streets, buildings and facilities"* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 69.4% was multiplied by 48% (1 - 0.52). This calculation yielded an I-S rating of 0.3331, which ranked first out of ten categories of City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Gladstone are provided on the following pages.

Importance-Satisfaction Rating

City of Gladstone, MO

Major Categories of City Services

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of streets, buildings & facilities	69%	1	52%	9	0.3331	1
High Priority (IS .10-.20)						
Enforcement of city codes and ordinances	28%	6	50%	10	0.1395	2
Effectiveness of communication with the public	26%	7	59%	8	0.1082	3
Quality of city water and sewer utilities	34%	2	68%	7	0.1082	4
Medium Priority (IS <.10)						
Flow of traffic and congestion management	28%	5	74%	6	0.0725	5
Quality of police services	31%	3	84%	4	0.0502	6
Quality of parks & rec programs & facilities	28%	4	88%	3	0.0337	7
Quality of customer service from city employees	7%	10	83%	5	0.0117	8
Quality of fire services	11%	8	92%	1	0.0090	9
Quality of ambulance services	9%	9	90%	2	0.0087	10

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 services 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 each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Gladstone, MO

Public Safety

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Adequacy of City street lighting	56%	2	57%	7	0.2395	1
City's efforts to prevent crime	72%	1	68%	5	0.2307	2
High Priority (IS .10-.20)						
Enforcement of local traffic laws	41%	3	60%	6	0.1644	3
Medium Priority (IS <.10)						
Relationship between police officers and residents	33%	4	78%	4	0.0717	4
How quickly police officers respond	26%	5	83%	3	0.0447	5
How quickly ambulance personnel respond	20%	6	90%	2	0.0200	6
How quickly firefighters respond	11%	7	90%	1	0.0107	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 services 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 each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Gladstone, MO

Codes and Ordinances

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Clean up of litter and debris on private property	73%	1	44%	4	0.4099	1
Mowing and cutting weeds on private property	60%	2	50%	1	0.2985	2
Maintenance of commercial property	55%	3	47%	2	0.2899	3
Maintenance of residential property	53%	4	47%	3	0.2809	4

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 services 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 each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Gladstone, MO

Parks, Recreation and Cultural Arts

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS < .10)						
Community dog park	15%	8	42%	11	0.0853	1
City's youth athletic programs	16%	6	60%	9	0.0636	2
City's adult athletic programs	13%	9	55%	10	0.0603	3
Maintenance of City parks	46%	1	87%	1	0.0602	4
Community Center's programs & classes	23%	4	74%	6	0.0601	5
Number of walking and biking trails	25%	3	80%	4	0.0498	6
Overall appearance of parks & green space areas	35%	2	86%	2	0.0484	7
Statues, murals, memorials, fountains & sculptures	15%	7	72%	7	0.0426	8
Ease of registering for programs	11%	11	64%	8	0.0385	9
Atkins-Johnson Farm & Museum programs & events	12%	10	76%	5	0.0298	10
Performing arts programming like Theatre in the Park, Linden Square concerts, etc	17%	5	83%	3	0.0292	11

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 services 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 each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Gladstone, MO

Maintenance

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of City streets	78%	1	41%	5	0.4608	1
Maintenance of sidewalks	55%	2	35%	6	0.3595	2
High Priority (IS .10-.20)						
Snow removal on neighborhood streets	39%	4	68%	4	0.1235	3
Cleanliness of City streets and public areas	41%	3	70%	3	0.1218	4
Medium Priority (IS <.10)						
Maintenance of street signs/traffic signals	24%	5	72%	2	0.0669	5
Snow removal on major City streets	19%	6	88%	1	0.0233	6

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 services 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 each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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4

Tabular Data

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Gladstone on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	36.3%	44.3%	11.4%	3.2%	0.2%	4.5%
Q1-2. Overall quality of fire services	46.8%	34.1%	7.2%	0.0%	0.0%	11.9%
Q1-3. Overall quality of ambulance services	48.3%	26.9%	7.5%	0.2%	0.0%	17.2%
Q1-4. Overall quality of City parks, recreation programs & facilities	38.8%	47.0%	10.0%	1.5%	0.0%	2.7%
Q1-5. Overall maintenance of City streets, buildings & facilities	10.9%	40.0%	23.4%	21.6%	2.7%	1.2%
Q1-6. Overall quality of City water & sewer utilities	20.1%	46.3%	20.4%	10.0%	1.2%	2.0%
Q1-7. Overall enforcement of City codes & ordinances	11.9%	31.6%	27.9%	10.9%	4.5%	13.2%
Q1-8. Overall quality of customer service you receive from City employees	30.8%	43.8%	12.4%	1.5%	1.2%	10.2%
Q1-9. Overall effectiveness of City communication with the public	16.2%	39.3%	27.6%	7.5%	2.2%	7.2%
Q1-10. Overall flow of traffic & congestion management in Gladstone	17.7%	55.0%	19.7%	4.2%	1.2%	2.2%

WITHOUT "DON'T KNOW"

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Gladstone on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	38.0%	46.4%	12.0%	3.4%	0.3%
Q1-2. Overall quality of fire services	53.1%	38.7%	8.2%	0.0%	0.0%
Q1-3. Overall quality of ambulance services	58.3%	32.4%	9.0%	0.3%	0.0%
Q1-4. Overall quality of City parks, recreation programs & facilities	39.9%	48.3%	10.2%	1.5%	0.0%
Q1-5. Overall maintenance of City streets, buildings & facilities	11.1%	40.6%	23.7%	21.9%	2.8%
Q1-6. Overall quality of City water & sewer utilities	20.6%	47.2%	20.8%	10.2%	1.3%
Q1-7. Overall enforcement of City codes & ordinances	13.8%	36.4%	32.1%	12.6%	5.2%
Q1-8. Overall quality of customer service you receive from City employees	34.3%	48.8%	13.9%	1.7%	1.4%
Q1-9. Overall effectiveness of City communication with the public	17.4%	42.4%	29.8%	8.0%	2.4%
Q1-10. Overall flow of traffic & congestion management in Gladstone	18.1%	56.2%	20.1%	4.3%	1.3%

Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	75	18.7 %
Overall quality of fire services	8	2.0 %
Overall quality of ambulance services	3	0.7 %
Overall quality of City parks & recreation programs & facilities	40	10.0 %
Overall maintenance of City streets, buildings & facilities	150	37.3 %
Overall quality of City water & sewer utilities	31	7.7 %
Overall enforcement of City codes & ordinances	29	7.2 %
Overall quality of customer service you receive from City employees	3	0.7 %
Overall effectiveness of City communication with the public	24	6.0 %
Overall flow of traffic & congestion management in Gladstone	18	4.5 %
None chosen	21	5.2 %
Total	402	100.0 %

Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	17	4.2 %
Overall quality of fire services	19	4.7 %
Overall quality of ambulance services	16	4.0 %
Overall quality of City parks & recreation programs & facilities	29	7.2 %
Overall maintenance of City streets, buildings & facilities	84	20.9 %
Overall quality of City water & sewer utilities	64	15.9 %
Overall enforcement of City codes & ordinances	51	12.7 %
Overall quality of customer service you receive from City employees	6	1.5 %
Overall effectiveness of City communication with the public	39	9.7 %
Overall flow of traffic & congestion management in Gladstone	39	9.7 %
None chosen	38	9.5 %
Total	402	100.0 %

Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Overall quality of police services	34	8.5 %
Overall quality of fire services	18	4.5 %
Overall quality of ambulance services	16	4.0 %
Overall quality of City parks & recreation programs & facilities	44	10.9 %
Overall maintenance of City streets, buildings & facilities	45	11.2 %
Overall quality of City water & sewer utilities	41	10.2 %
Overall enforcement of City codes & ordinances	32	8.0 %
Overall quality of customer service you receive from City employees	19	4.7 %
Overall effectiveness of City communication with the public	43	10.7 %
Overall flow of traffic & congestion management in Gladstone	55	13.7 %
None chosen	55	13.7 %
Total	402	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)

Q2. Sum of top 3 choices	Number	Percent
Overall quality of police services	126	31.3 %
Overall quality of fire services	45	11.2 %
Overall quality of ambulance services	35	8.7 %
Overall quality of City parks & recreation programs & facilities	113	28.1 %
Overall maintenance of City streets, buildings & facilities	279	69.4 %
Overall quality of City water & sewer utilities	136	33.8 %
Overall enforcement of City codes & ordinances	112	27.9 %
Overall quality of customer service you receive from City employees	28	7.0 %
Overall effectiveness of City communication with the public	106	26.4 %
Overall flow of traffic & congestion management in Gladstone	112	27.9 %
None chosen	21	5.2 %
Total	1113	

Q3. Please rate Gladstone on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following.

(N=402)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. As a place to live	42.8%	48.5%	3.5%	3.5%	1.0%	0.7%
Q3-2. As a place to raise children	34.3%	44.5%	7.2%	3.0%	0.2%	10.7%
Q3-3. As a place to work	19.7%	29.1%	19.9%	2.7%	0.7%	27.9%
Q3-4. As a place where you would buy your next home	34.8%	38.8%	12.2%	5.2%	3.7%	5.2%
Q3-5. As a place to retire	35.1%	35.8%	14.9%	5.2%	3.2%	5.7%
Q3-6. As a place to open a business	15.2%	23.6%	21.1%	7.0%	3.2%	29.9%

WITHOUT "DON'T KNOW"

Q3. Please rate Gladstone on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following. (without "don't know")

(N=402)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. As a place to live	43.1%	48.9%	3.5%	3.5%	1.0%
Q3-2. As a place to raise children	38.4%	49.9%	8.1%	3.3%	0.3%
Q3-3. As a place to work	27.2%	40.3%	27.6%	3.8%	1.0%
Q3-4. As a place where you would buy your next home	36.7%	40.9%	12.9%	5.5%	3.9%
Q3-5. As a place to retire	37.2%	38.0%	15.8%	5.5%	3.4%
Q3-6. As a place to open a business	21.6%	33.7%	30.1%	9.9%	4.6%

Q4. 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=402)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q4-1. In your neighborhood during the day	54.7%	37.8%	4.7%	1.2%	0.5%	1.0%
Q4-2. In your neighborhood at night	26.1%	47.0%	15.9%	7.7%	2.2%	1.0%
Q4-3. In City parks & trails	13.7%	46.5%	25.1%	5.2%	0.7%	8.7%
Q4-4. Overall feeling of safety in Gladstone	22.1%	61.4%	10.4%	4.0%	0.5%	1.5%

WITHOUT "DON'T KNOW"

Q4. 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=402)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q4-1. In your neighborhood during the day	55.3%	38.2%	4.8%	1.3%	0.5%
Q4-2. In your neighborhood at night	26.4%	47.5%	16.1%	7.8%	2.3%
Q4-3. In City parks & trails	15.0%	51.0%	27.5%	5.7%	0.8%
Q4-4. Overall feeling of safety in Gladstone	22.5%	62.4%	10.6%	4.0%	0.5%

Q5. Several items that may influence your perception of the City of Gladstone are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of services provided by City of Gladstone	20.9%	59.7%	13.4%	3.2%	0.2%	2.5%
Q5-2. Overall value that you receive for your City tax dollars & fees	13.2%	48.3%	24.4%	9.0%	1.0%	4.2%
Q5-3. How well City is managing redevelopment	9.0%	37.1%	32.3%	9.7%	0.7%	11.2%
Q5-4. Overall appearance of City	12.4%	53.2%	21.9%	10.7%	1.0%	0.7%

WITHOUT "DON'T KNOW"

Q5. Several items that may influence your perception of the City of Gladstone are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of services provided by City of Gladstone	21.4%	61.2%	13.8%	3.3%	0.3%
Q5-2. Overall value that you receive for your City tax dollars & fees	13.8%	50.4%	25.5%	9.4%	1.0%
Q5-3. How well City is managing redevelopment	10.1%	41.7%	36.4%	10.9%	0.8%
Q5-4. Overall appearance of City	12.5%	53.6%	22.1%	10.8%	1.0%

Q6. 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 Gladstone.

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. City's efforts to prevent crime	13.4%	47.8%	20.4%	6.5%	2.0%	10.0%
Q6-2. How quickly ambulance personnel respond to emergencies	41.3%	24.4%	6.7%	0.2%	0.2%	27.1%
Q6-3. Enforcement of local traffic laws	13.4%	43.3%	22.1%	10.7%	3.7%	6.7%
Q6-4. How quickly police officers respond to emergencies	30.6%	34.6%	11.2%	1.2%	0.7%	21.6%
Q6-5. Relationship between police officers & residents	26.6%	42.3%	14.2%	3.5%	1.2%	12.2%
Q6-6. How quickly firefighters respond to emergencies	37.3%	29.9%	6.5%	0.2%	0.2%	25.9%
Q6-7. Adequacy of City street lighting	12.7%	43.0%	21.6%	15.9%	5.7%	1.0%

WITHOUT "DON'T KNOW"

Q6. 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 Gladstone. (without "don't know")

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. City's efforts to prevent crime	14.9%	53.0%	22.7%	7.2%	2.2%
Q6-2. How quickly ambulance personnel respond to emergencies	56.7%	33.4%	9.2%	0.3%	0.3%
Q6-3. Enforcement of local traffic laws	14.4%	46.4%	23.7%	11.5%	4.0%
Q6-4. How quickly police officers respond to emergencies	39.0%	44.1%	14.3%	1.6%	1.0%
Q6-5. Relationship between police officers & residents	30.3%	48.2%	16.1%	4.0%	1.4%
Q6-6. How quickly firefighters respond to emergencies	50.3%	40.3%	8.7%	0.3%	0.3%
Q6-7. Adequacy of City street lighting	12.8%	43.5%	21.9%	16.1%	5.8%

Q7. Which THREE of the PUBLIC SAFETY items listed in Question 6 do you think should receive the most emphasis from City leaders over the next TWO years?

Q7. Top choice	Number	Percent
City's efforts to prevent crime	180	44.8 %
How quickly ambulance personnel respond to emergencies	16	4.0 %
Enforcement of local traffic laws	39	9.7 %
How quickly police officers respond to emergencies	13	3.2 %
Relationship between police officers & residents	24	6.0 %
How quickly firefighters respond to emergencies	8	2.0 %
Adequacy of City street lighting	91	22.6 %
None chosen	31	7.7 %
Total	402	100.0 %

Q7. Which THREE of the PUBLIC SAFETY items listed in Question 6 do you think should receive the most emphasis from City leaders over the next TWO years?

Q7. 2nd choice	Number	Percent
City's efforts to prevent crime	58	14.4 %
How quickly ambulance personnel respond to emergencies	34	8.5 %
Enforcement of local traffic laws	75	18.7 %
How quickly police officers respond to emergencies	47	11.7 %
Relationship between police officers & residents	53	13.2 %
How quickly firefighters respond to emergencies	10	2.5 %
Adequacy of City street lighting	71	17.7 %
None chosen	54	13.4 %
Total	402	100.0 %

Q7. Which THREE of the PUBLIC SAFETY items listed in Question 6 do you think should receive the most emphasis from City leaders over the next TWO years?

Q7. 3rd choice	Number	Percent
City's efforts to prevent crime	52	12.9 %
How quickly ambulance personnel respond to emergencies	30	7.5 %
Enforcement of local traffic laws	51	12.7 %
How quickly police officers respond to emergencies	46	11.4 %
Relationship between police officers & residents	54	13.4 %
How quickly firefighters respond to emergencies	25	6.2 %
Adequacy of City street lighting	62	15.4 %
None chosen	82	20.4 %
Total	402	100.0 %

SUM OF TOP 3 CHOICES**Q7. Which THREE of the PUBLIC SAFETY items listed in Question 6 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)**

<u>Q7. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
City's efforts to prevent crime	290	72.1 %
How quickly ambulance personnel respond to emergencies	80	19.9 %
Enforcement of local traffic laws	165	41.0 %
How quickly police officers respond to emergencies	106	26.4 %
Relationship between police officers & residents	131	32.6 %
How quickly firefighters respond to emergencies	43	10.7 %
Adequacy of City street lighting	224	55.7 %
None chosen	31	7.7 %
Total	1070	

Q8. 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=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Enforcing cleanup of litter & debris on private property	9.0%	31.3%	26.9%	17.7%	6.2%	9.0%
Q8-2. Enforcing mowing & cutting of weeds on private property	9.5%	36.6%	24.1%	17.7%	4.7%	7.5%
Q8-3. Enforcing maintenance of residential property	8.5%	32.8%	27.9%	14.2%	5.2%	11.4%
Q8-4. Enforcing maintenance of commercial property	7.7%	31.8%	31.6%	9.7%	3.2%	15.9%

WITHOUT "DON'T KNOW"

Q8. 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 "don't know")

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Enforcing cleanup of litter & debris on private property	9.8%	34.4%	29.5%	19.4%	6.8%
Q8-2. Enforcing mowing & cutting of weeds on private property	10.2%	39.5%	26.1%	19.1%	5.1%
Q8-3. Enforcing maintenance of residential property	9.6%	37.1%	31.5%	16.0%	5.9%
Q8-4. Enforcing maintenance of commercial property	9.2%	37.9%	37.6%	11.5%	3.8%

Q9. Which THREE of the Codes and Ordinances items listed in Question 8 do you think should receive the most emphasis from City leaders over the next TWO years?

Q9. Top choice	Number	Percent
Enforcing cleanup of litter & debris on private property	145	36.1 %
Enforcing mowing & cutting of weeds on private property	57	14.2 %
Enforcing maintenance of residential property	36	9.0 %
Enforcing maintenance of business property	105	26.1 %
None chosen	59	14.7 %
Total	402	100.0 %

Q9. Which THREE of the Codes and Ordinances items listed in Question 8 do you think should receive the most emphasis from City leaders over the next TWO years?

Q9. 2nd choice	Number	Percent
Enforcing cleanup of litter & debris on private property	82	20.4 %
Enforcing mowing & cutting of weeds on private property	103	25.6 %
Enforcing maintenance of residential property	84	20.9 %
Enforcing maintenance of business property	51	12.7 %
None chosen	82	20.4 %
Total	402	100.0 %

Q9. Which THREE of the Codes and Ordinances items listed in Question 8 do you think should receive the most emphasis from City leaders over the next TWO years?

Q9. 3rd choice	Number	Percent
Enforcing cleanup of litter & debris on private property	67	16.7 %
Enforcing mowing & cutting of weeds on private property	80	19.9 %
Enforcing maintenance of residential property	93	23.1 %
Enforcing maintenance of business property	64	15.9 %
None chosen	98	24.4 %
Total	402	100.0 %

SUM OF TOP 3 CHOICES

Q9. Which THREE of the Codes and Ordinances items listed in Question 8 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)

Q9. Sum of top 3 choices	Number	Percent
Enforcing cleanup of litter & debris on private property	294	73.1 %
Enforcing mowing & cutting of weeds on private property	240	59.7 %
Enforcing maintenance of residential property	213	53.0 %
Enforcing maintenance of business property	220	54.7 %
None chosen	59	14.7 %
Total	1026	

Q10. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Parks and Recreation issues.

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Maintenance of City parks	28.9%	55.0%	8.5%	2.7%	0.7%	4.2%
Q10-2. Number of walking & biking trails	31.3%	44.3%	13.7%	4.7%	0.7%	5.2%
Q10-3. City's youth athletic programs	14.9%	22.4%	22.6%	1.7%	0.2%	38.1%
Q10-4. City's adult athletic programs	10.4%	23.6%	24.9%	2.5%	0.5%	38.1%
Q10-5. Ease of registering for programs	14.7%	31.6%	22.4%	3.2%	0.5%	27.6%
Q10-6. Overall appearance of parks & green space areas	30.1%	54.0%	11.7%	1.5%	0.7%	2.0%
Q10-7. Statues, murals, memorials, fountains & sculptures	18.7%	46.0%	22.1%	2.5%	0.5%	10.2%
Q10-8. Atkins-Johnson Farm & Museum programs & events	22.1%	33.8%	17.2%	0.2%	0.2%	26.4%
Q10-9. Community Center's programs & classes	22.9%	36.3%	17.7%	2.7%	0.5%	19.9%
Q10-10. Community dog park	8.7%	11.7%	23.9%	1.7%	2.2%	51.7%
Q10-11. Performing arts programming like Theatre in the Park, Linden Square concerts, etc.	31.6%	41.0%	14.9%	0.2%	0.0%	12.2%

WITHOUT "DON'T KNOW"

Q10. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Parks and Recreation issues. (without "don't know")

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Maintenance of City parks	30.1%	57.4%	8.8%	2.9%	0.8%
Q10-2. Number of walking & biking trails	33.1%	46.7%	14.4%	5.0%	0.8%
Q10-3. City's youth athletic programs	24.1%	36.1%	36.5%	2.8%	0.4%
Q10-4. City's adult athletic programs	16.9%	38.2%	40.2%	4.0%	0.8%
Q10-5. Ease of registering for programs	20.3%	43.6%	30.9%	4.5%	0.7%
Q10-6. Overall appearance of parks & green space areas	30.7%	55.1%	11.9%	1.5%	0.8%
Q10-7. Statues, murals, memorials, fountains & sculptures	20.8%	51.2%	24.7%	2.8%	0.6%
Q10-8. Atkins-Johnson Farm & Museum programs & events	30.1%	45.9%	23.3%	0.3%	0.3%
Q10-9. Community Center's programs & classes	28.6%	45.3%	22.0%	3.4%	0.6%
Q10-10. Community dog park	18.0%	24.2%	49.5%	3.6%	4.6%
Q10-11. Performing arts programming like Theatre in the Park, Linden Square concerts, etc.	36.0%	46.7%	17.0%	0.3%	0.0%

Q11. Which THREE of the Parks and Recreation items listed in Question 10 do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	110	27.4 %
Number of walking & biking trails	38	9.5 %
City's youth athletic programs	23	5.7 %
City's adult athletic programs	13	3.2 %
Ease of registering for programs	19	4.7 %
Overall appearance of parks & green space areas	23	5.7 %
Statues, murals, memorials, fountains & sculptures	11	2.7 %
Atkins-Johnson Farm & Museum programs & events	11	2.7 %
Community Center's programs & classes	20	5.0 %
Community dog park	30	7.5 %
Performing arts programming like Theatre in the Park, Linden Square concerts, etc.	22	5.5 %
None chosen	82	20.4 %
Total	402	100.0 %

Q11. Which THREE of the Parks and Recreation items listed in Question 10 do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	41	10.2 %
Number of walking & biking trails	37	9.2 %
City's youth athletic programs	23	5.7 %
City's adult athletic programs	27	6.7 %
Ease of registering for programs	12	3.0 %
Overall appearance of parks & green space areas	69	17.2 %
Statues, murals, memorials, fountains & sculptures	16	4.0 %
Atkins-Johnson Farm & Museum programs & events	21	5.2 %
Community Center's programs & classes	31	7.7 %
Community dog park	11	2.7 %
Performing arts programming like Theatre in the Park, Linden Square concerts, etc.	15	3.7 %
None chosen	99	24.6 %
Total	402	100.0 %

Q11. Which THREE of the Parks and Recreation items listed in Question 10 do you think should receive the most emphasis from City leaders over the next TWO years?

Q11. 3rd choice	Number	Percent
Maintenance of City parks	35	8.7 %
Number of walking & biking trails	25	6.2 %
City's youth athletic programs	18	4.5 %
City's adult athletic programs	14	3.5 %
Ease of registering for programs	12	3.0 %
Overall appearance of parks & green space areas	47	11.7 %
Statues, murals, memorials, fountains & sculptures	34	8.5 %
Atkins-Johnson Farm & Museum programs & events	18	4.5 %
Community Center's programs & classes	42	10.4 %
Community dog park	18	4.5 %
Performing arts programming like Theatre in the Park, Linden Square concerts, etc.	32	8.0 %
None chosen	107	26.6 %
Total	402	100.0 %

SUM OF TOP 3 CHOICES

Q11. Which THREE of the parks and recreation items listed in Question 10 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)

Q11. Sum of top 3 choices	Number	Percent
Maintenance of City parks	186	46.3 %
Number of walking & biking trails	100	24.9 %
City's youth athletic programs	64	15.9 %
City's adult athletic programs	54	13.4 %
Ease of registering for programs	43	10.7 %
Overall appearance of parks & green space areas	139	34.6 %
Statues, murals, memorials, fountains & sculptures	61	15.2 %
Atkins-Johnson Farm & Museum programs & events	50	12.4 %
Community Center's programs & classes	93	23.1 %
Community dog park	59	14.7 %
Performing arts programming like Theatre in the Park, Linden Square concerts, etc.	69	17.2 %
None chosen	82	20.4 %
Total	1000	

Q12. Are you aware of the Gladstone Community Center?

Q12. Are you aware of Gladstone Community Center	Number	Percent
Yes	376	93.5 %
No	26	6.5 %
Total	402	100.0 %

Q12a. Have you ever visited the Gladstone Community Center?

Q12a. Have you ever visited Gladstone Community Center	Number	Percent
Yes	336	89.4 %
No	40	10.6 %
Total	376	100.0 %

Q13. Communication. 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 Gladstone.

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Availability of information about City programs & services	15.2%	42.5%	24.6%	9.7%	1.0%	7.0%
Q13-2. Level of public involvement in local decision making	6.2%	21.1%	37.3%	11.9%	3.2%	20.1%
Q13-3. Quality of City's web page	8.0%	34.8%	30.3%	10.4%	1.7%	14.7%
Q13-4. Content of City's community magazine	18.7%	44.8%	21.4%	1.0%	0.2%	13.9%

WITHOUT "DON'T KNOW"

Q13. Communication. 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 Gladstone. (without "don't know")

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Availability of information about City programs & services	16.3%	45.7%	26.5%	10.4%	1.1%
Q13-2. Level of public involvement in local decision making	7.8%	26.5%	46.7%	15.0%	4.0%
Q13-3. Quality of City's web page	9.3%	40.8%	35.6%	12.2%	2.0%
Q13-4. Content of City's community magazine	21.7%	52.0%	24.9%	1.2%	0.3%

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

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Maintenance of City streets	6.0%	34.6%	21.4%	29.9%	7.5%	0.7%
Q14-2. Maintenance of sidewalks	4.5%	29.4%	31.6%	22.1%	9.0%	3.5%
Q14-3. Maintenance of street signs/traffic signals	12.4%	57.7%	19.4%	6.2%	2.2%	2.0%
Q14-4. Snow removal on major streets (N Oak, Englewood, etc.)	31.6%	52.2%	9.2%	1.7%	1.0%	4.2%
Q14-5. Snow removal on neighborhood streets	22.9%	42.5%	17.4%	9.5%	3.7%	4.0%
Q14-6. Overall cleanliness of City streets & other public areas	14.7%	54.2%	18.9%	9.2%	1.2%	1.7%

WITHOUT "DON'T KNOW"

Q14. Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following MAINTENANCE services provided by the City. (without "don't know")

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Maintenance of City streets	6.0%	34.8%	21.6%	30.1%	7.5%
Q14-2. Maintenance of sidewalks	4.6%	30.4%	32.7%	22.9%	9.3%
Q14-3. Maintenance of street signs/traffic signals	12.7%	58.9%	19.8%	6.3%	2.3%
Q14-4. Snow removal on major streets (N Oak, Englewood, etc.)	33.0%	54.5%	9.6%	1.8%	1.0%
Q14-5. Snow removal on neighborhood streets	23.8%	44.3%	18.1%	9.8%	3.9%
Q14-6. Overall cleanliness of City streets & other public areas	14.9%	55.2%	19.2%	9.4%	1.3%

Q15. Which THREE of the Maintenance items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	209	52.0 %
Maintenance of sidewalks	55	13.7 %
Maintenance of street signs/traffic signals	11	2.7 %
Snow removal on major City streets (N Oak, Englewood, etc.)	22	5.5 %
Snow removal on neighborhood streets	41	10.2 %
Overall cleanliness of City streets & other public areas	28	7.0 %
None chosen	36	9.0 %
Total	402	100.0 %

Q15. Which THREE of the Maintenance items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q15. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	60	14.9 %
Maintenance of sidewalks	116	28.9 %
Maintenance of street signs/traffic signals	34	8.5 %
Snow removal on major City streets (N Oak, Englewood, etc.)	29	7.2 %
Snow removal on neighborhood streets	55	13.7 %
Overall cleanliness of City streets & other public areas	47	11.7 %
None chosen	61	15.2 %
Total	402	100.0 %

Q15. Which THREE of the Maintenance items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO years?

Q15. 3rd choice	Number	Percent
Maintenance of City streets	45	11.2 %
Maintenance of sidewalks	51	12.7 %
Maintenance of street signs/traffic signals	51	12.7 %
Snow removal on major City streets (N Oak, Englewood, etc.)	27	6.7 %
Snow removal on neighborhood streets	59	14.7 %
Overall cleanliness of City streets & other public areas	88	21.9 %
None chosen	81	20.1 %
Total	402	100.0 %

SUM OF TOP 3 CHOICES

Q15. Which THREE of the Maintenance items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)

Q15. Sum of top 3 choices	Number	Percent
Maintenance of City streets	314	78.1 %
Maintenance of sidewalks	222	55.2 %
Maintenance of street signs/traffic signals	96	23.9 %
Snow removal on major City streets (N Oak, Englewood, etc.)	78	19.4 %
Snow removal on neighborhood streets	155	38.6 %
Overall cleanliness of City streets & other public areas	163	40.5 %
None chosen	36	9.0 %
Total	1064	

Q16. Have you contacted the City with a question, problem, or complaint during the past year?

Q16. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	140	34.8 %
No	262	65.2 %
Total	402	100.0 %

Q16a. Which City department did you contact most recently?

Q16a. Which City department did you contact most recently

	Number	Percent
Water Department	25	18.0 %
Code Enforcement	23	16.5 %
Public Works	13	9.4 %
Police	13	9.4 %
Streets	8	5.8 %
Administration	6	4.3 %
Parks & Rec	5	3.6 %
Animal Control	4	2.9 %
Maintenance	3	2.2 %
Mayor's office	2	1.4 %
Potholes	2	1.4 %
Community Development	2	1.4 %
Non-emergency police line	2	1.4 %
Fire	2	1.4 %
City Hall	2	1.4 %
Permits	1	0.7 %
Sewer	1	0.7 %
Gladstone Community Center	1	0.7 %
City Council	1	0.7 %
Who ever fixes the streets	1	0.7 %
Regarding lawns	1	0.7 %
Several	1	0.7 %
Water/Sewer	1	0.7 %
Water/Public Safety	1	0.7 %
Complaint	1	0.7 %
Traffic court	1	0.7 %
city hall	1	0.7 %
Grass disposal	1	0.7 %
Neighborhood relations	1	0.7 %
Sidewalk	1	0.7 %
Water/Public Works	1	0.7 %
Waste disposal	1	0.7 %
Personal property fine	1	0.7 %
Law enforcement	1	0.7 %
Transportation	1	0.7 %
Parked vehicle	1	0.7 %
Snow removal	1	0.7 %
Fire hydrant by our house	1	0.7 %
City maintenance regarding potholes in neighborhood	1	0.7 %
Sidewalk & water leaks	1	0.7 %
Where to take metal trash	1	0.7 %
Traffic and the Mayor	1	0.7 %
Total	139	100.0 %

Q16b. Several factors that may influence 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 the customer service you received from the City department you listed in Question 16a.

(N=140)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16b-1. How easy the department was to contact	35.7%	40.0%	7.9%	12.9%	3.6%	0.0%
Q16b-2. How well you were treated	40.0%	26.4%	19.3%	7.9%	3.6%	2.9%
Q16b-3. Technical competence & knowledge of City employees who assisted you	39.3%	25.7%	12.9%	8.6%	3.6%	10.0%
Q16b-4. Overall responsiveness of City employees to your request or concern	37.9%	18.6%	8.6%	23.6%	10.0%	1.4%

WITHOUT "DON'T KNOW"

Q16b. Several factors that may influence 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 the customer service you received from the City department you listed in Question 16a. (without "don't know")

(N=140)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16b-1. How easy the department was to contact	35.7%	40.0%	7.9%	12.9%	3.6%
Q16b-2. How well you were treated	41.2%	27.2%	19.9%	8.1%	3.7%
Q16b-3. Technical competence & knowledge of City employees who assisted you	43.7%	28.6%	14.3%	9.5%	4.0%
Q16b-4. Overall responsiveness of City employees to your request or concern	38.4%	18.8%	8.7%	23.9%	10.1%

Q17. Transportation. For each of the issues listed, please indicate your level of agreement on a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=402)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q17-1. City should build a network of sidewalks, trails, bike routes, & bike lanes that link neighborhoods with recreational, cultural, & business centers	32.3%	24.1%	26.1%	8.5%	5.0%	4.0%
Q17-2. City should continue to coordinate with Kansas City Area Transportation Authority to maintain & improve on-demand public transit service called IRIS	28.4%	32.6%	18.7%	4.0%	6.0%	10.4%

WITHOUT "DON'T KNOW"

Q17. Transportation. For each of the issues listed, please indicate your level of agreement on a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=402)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q17-1. City should build a network of sidewalks, trails, bike routes, & bike lanes that link neighborhoods with recreational, cultural, & business centers	33.7%	25.1%	27.2%	8.8%	5.2%
Q17-2. City should continue to coordinate with Kansas City Area Transportation Authority to maintain & improve on-demand public transit service called IRIS	31.7%	36.4%	20.8%	4.4%	6.7%

Q18. Housing. Please indicate how supportive you would be of allocating funds towards encouraging each of the following housing investment areas on a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive."

(N=402)

	Very supportive	Supportive	Neutral	Less supportive	Not at all supportive	Don't know
Q18-1. Multi-family housing (apartments, condominiums & lofts)	7.2%	16.9%	20.6%	26.9%	22.9%	5.5%
Q18-2. Single-family housing (houses)	29.1%	44.0%	14.7%	4.0%	3.7%	4.5%
Q18-3. Middle housing (townhomes, triplexes & duplexes)	10.4%	30.8%	25.1%	17.4%	12.4%	3.7%

WITHOUT "DON'T KNOW"

Q18. Housing. Please indicate how supportive you would be of allocating funds towards encouraging each of the following housing investment areas on a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive." (without "don't know")

(N=402)

	Very supportive	Supportive	Neutral	Less supportive	Not at all supportive
Q18-1. Multi-family housing (apartments, condominiums & lofts)	7.6%	17.9%	21.8%	28.4%	24.2%
Q18-2. Single-family housing (houses)	30.5%	46.1%	15.4%	4.2%	3.9%
Q18-3. Middle housing (townhomes, triplexes & duplexes)	10.9%	32.0%	26.1%	18.1%	12.9%

Q19. Other Issues. Please indicate how supportive you would be of each of the following community investment areas on a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive."

(N=402)

	Very supportive	Supportive	Neutral	Less supportive	Not at all supportive	Don't know
Q19-1. Providing neighborhood assistance, such as offering financial aid to qualified homeowners for repairs	25.6%	42.0%	20.4%	5.0%	3.2%	3.7%
Q19-2. Pursuing additional linkages to regional transit	23.6%	33.1%	25.1%	8.0%	6.2%	4.0%
Q19-3. Adding attractive elements to major roadways like landscaping, decorative lighting, etc.	22.1%	34.3%	25.9%	11.2%	4.2%	2.2%
Q19-4. Pursuing discussions of a single source trash collection provider system	29.1%	22.1%	20.1%	11.7%	12.2%	4.7%
Q19-5. Continued modernization & production of high-quality drinking water	61.9%	29.6%	5.5%	0.5%	0.7%	1.7%
Q19-6. Additional investment towards City street maintenance	47.5%	39.3%	9.5%	1.5%	0.7%	1.5%

WITHOUT "DON'T KNOW"

Q19. Other Issues. Please indicate how supportive you would be of each of the following community investment areas on a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive." (without "don't know")

(N=402)

	Very supportive	Supportive	Neutral	Less supportive	Not at all supportive
Q19-1. Providing neighborhood assistance, such as offering financial aid to qualified homeowners for repairs	26.6%	43.7%	21.2%	5.2%	3.4%
Q19-2. Pursuing additional linkages to regional transit	24.6%	34.5%	26.2%	8.3%	6.5%
Q19-3. Adding attractive elements to major roadways like landscaping, decorative lighting, etc.	22.6%	35.1%	26.5%	11.5%	4.3%
Q19-4. Pursuing discussions of a single source trash collection provider system	30.5%	23.2%	21.1%	12.3%	12.8%
Q19-5. Continued modernization & production of high-quality drinking water	63.0%	30.1%	5.6%	0.5%	0.8%
Q19-6. Additional investment towards City street maintenance	48.2%	39.9%	9.6%	1.5%	0.8%

Q20. Which THREE of the Community Investment areas listed in Question 19 are most important for the City to pursue?

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Providing neighborhood assistance, such as offering financial aid to qualified homeowners for repairs	51	12.7 %
Pursuing additional linkages to regional transit	43	10.7 %
Adding attractive elements to major roadways like landscaping, decorative lighting, etc.	19	4.7 %
Pursuing discussions of a single source trash collection provider system	50	12.4 %
Continued modernization & production of high-quality drinking water	110	27.4 %
Additional investment towards City street maintenance	79	19.7 %
<u>None chosen</u>	<u>50</u>	<u>12.4 %</u>
Total	402	100.0 %

Q20. Which THREE of the Community Investment areas listed in Question 19 are most important for the City to pursue?

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Providing neighborhood assistance, such as offering financial aid to qualified homeowners for repairs	38	9.5 %
Pursuing additional linkages to regional transit	30	7.5 %
Adding attractive elements to major roadways like landscaping, decorative lighting, etc.	38	9.5 %
Pursuing discussions of a single source trash collection provider system	60	14.9 %
Continued modernization & production of high-quality drinking water	87	21.6 %
Additional investment towards City street maintenance	110	27.4 %
<u>None chosen</u>	<u>39</u>	<u>9.7 %</u>
Total	402	100.0 %

Q20. Which THREE of the Community Investment areas listed in Question 19 are most important for the City to pursue?

<u>Q20. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Providing neighborhood assistance, such as offering financial aid to qualified homeowners for repairs	66	16.4 %
Pursuing additional linkages to regional transit	42	10.4 %
Adding attractive elements to major roadways like landscaping, decorative lighting, etc.	42	10.4 %
Pursuing discussions of a single source trash collection provider system	41	10.2 %
Continued modernization & production of high-quality drinking water	67	16.7 %
Additional investment towards City street maintenance	78	19.4 %
None chosen	66	16.4 %
Total	402	100.0 %

SUM OF TOP 3 CHOICES

Q20. Which THREE of the Community Investment areas listed in Question 20 are most important for the City to pursue? (top 3)

<u>Q20. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Providing neighborhood assistance, such as offering financial aid to qualified homeowners for repairs	155	38.6 %
Pursuing additional linkages to regional transit	115	28.6 %
Adding attractive elements to major roadways like landscaping, decorative lighting, etc.	99	24.6 %
Pursuing discussions of a single source trash collection provider system	151	37.6 %
Continued modernization & production of high-quality drinking water	264	65.7 %
Additional investment towards City street maintenance	267	66.4 %
None chosen	50	12.4 %
Total	1101	

Q21. As a part of the revitalization of neighborhoods, areas that are generally residential now could be expanded to "mixed use," meaning a combination of existing housing, small commercial developments, and multi-family units, such as town homes, duplexes, and condominiums. If the design and character of the overall neighborhood was preserved, how supportive would you be of mixed-use redevelopments in Gladstone?

Q21. How supportive would you be of mixed-use redevelopments in Gladstone

	Number	Percent
Very supportive	70	17.4 %
Somewhat supportive	108	26.9 %
Not sure	108	26.9 %
Not supportive	110	27.4 %
Not provided	6	1.5 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"

Q21. As a part of the revitalization of neighborhoods, areas that are generally residential now could be expanded to "mixed use," meaning a combination of existing housing, small commercial developments, and multi-family units, such as town homes, duplexes, and condominiums. If the design and character of the overall neighborhood was preserved, how supportive would you be of mixed-use redevelopments in Gladstone? (without "not provided")

Q21. How supportive would you be of mixed-use redevelopments in Gladstone

	Number	Percent
Very supportive	70	17.7 %
Somewhat supportive	108	27.3 %
Not sure	108	27.3 %
Not supportive	110	27.8 %
Total	396	100.0 %

Q22. Do you feel that traffic enforcement is...

<u>Q22. What do you feel that traffic enforcement is</u>	<u>Number</u>	<u>Percent</u>
Too much	13	3.2 %
About right	274	68.2 %
Not enough	101	25.1 %
Not provided	14	3.5 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q22. Do you feel that traffic enforcement is... (without "not provided")**

<u>Q22. What do you feel that traffic enforcement is</u>	<u>Number</u>	<u>Percent</u>
Too much	13	3.4 %
About right	274	70.6 %
Not enough	101	26.0 %
Total	388	100.0 %

Q23. Compared to schools in nearby communities, would you say that North Kansas City public schools are...

Q23. What would you describe NKC public schools compared to schools in nearby communities

	Number	Percent
Far above average	32	8.0 %
Above average	160	39.8 %
Average	140	34.8 %
Below average	17	4.2 %
Far below average	1	0.2 %
Not provided	52	12.9 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"

Q23. Compared to schools in nearby communities, would you say that North Kansas City public schools are... (without "not provided")

Q23. What would you describe NKC public schools compared to schools in nearby communities

	Number	Percent
Far above average	32	9.1 %
Above average	160	45.7 %
Average	140	40.0 %
Below average	17	4.9 %
Far below average	1	0.3 %
Total	350	100.0 %

Q24. How important is the quality of the school system when it comes to deciding where to live (or how important is the quality of North Kansas City's school system to you)?

Q24. How important is quality of school system when it comes to deciding where to live

	Number	Percent
Very important	213	53.0 %
Somewhat important	91	22.6 %
Not very important	29	7.2 %
Not at all important	31	7.7 %
Not provided	38	9.5 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"

Q24. How important is the quality of the school system when it comes to deciding where to live (or how important is the quality of North Kansas City's school system to you)? (without "not provided")

Q24. How important is quality of school system when it comes to deciding where to live

	Number	Percent
Very important	213	58.5 %
Somewhat important	91	25.0 %
Not very important	29	8.0 %
Not at all important	31	8.5 %
Total	364	100.0 %

Q25. Some people say Gladstone is a welcoming and inclusive community for residents of diverse racial and ethnic backgrounds while others say that Gladstone is not particularly welcoming or inclusive of diverse residents. When it comes to residents of different races, religion, ethnicity, and orientation identity, is Gladstone...

Q25. What is Gladstone when it comes to residents of different races, religion, ethnicity & orientation identity	Number	Percent
Very welcoming	71	17.7 %
Welcoming	176	43.8 %
Neutral	91	22.6 %
Somewhat welcoming	42	10.4 %
Not welcoming at all	6	1.5 %
Not provided	16	4.0 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"

Q25. Some people say Gladstone is a welcoming and inclusive community for residents of diverse racial and ethnic backgrounds while others say that Gladstone is not particularly welcoming or inclusive of diverse residents. When it comes to residents of different races, religion, ethnicity, and orientation identity, is Gladstone... (without "not provided")

Q25. What is Gladstone when it comes to residents of different races, religion, ethnicity & orientation identity	Number	Percent
Very welcoming	71	18.4 %
Welcoming	176	45.6 %
Neutral	91	23.6 %
Somewhat welcoming	42	10.9 %
Not welcoming at all	6	1.6 %
Total	386	100.0 %

Q26. Civic Index. For each of the statements below, please indicate your level of agreement on a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=402)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q26-1. Even if I don't agree with them, I trust & respect most of nonprofit, political, & City leaders in Gladstone	10.0%	44.5%	28.6%	4.5%	1.0%	11.4%
Q26-2. There are a lot of chances for people to talk face-to-face with City leaders about our hopes & concerns for the community	5.0%	24.1%	30.8%	12.4%	2.5%	25.1%
Q26-3. In Gladstone, nonprofits & local government make sure to listen to people from all backgrounds & all walks of life to help them make better decisions	4.5%	22.9%	32.8%	6.2%	1.7%	31.8%
Q26-4. Residents of all ages, races, genders & religions are actively involved in shaping this community	6.2%	24.9%	30.3%	8.0%	2.2%	28.4%
Q26-5. I feel like my voice & my perspective are important to local nonprofit, political & government officials	7.5%	26.4%	30.6%	11.7%	3.0%	20.9%
Q26-6. In Gladstone, when we have to make tough decisions, we tend to compromise on a solution rather than fight & criticize one another	5.5%	23.6%	30.1%	4.0%	1.0%	35.8%
Q26-7. I am proud to live in Gladstone	31.6%	50.2%	12.7%	2.5%	1.2%	1.7%

WITHOUT "DON'T KNOW"

Q26. Civic Index. For each of the statements below, please indicate your level of agreement on a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=402)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q26-1. Even if I don't agree with them, I trust & respect most of nonprofit, political, & City leaders in Gladstone	11.2%	50.3%	32.3%	5.1%	1.1%
Q26-2. There are a lot of chances for people to talk face-to-face with City leaders about our hopes & concerns for the community	6.6%	32.2%	41.2%	16.6%	3.3%
Q26-3. In Gladstone, nonprofits & local government make sure to listen to people from all backgrounds & all walks of life to help them make better decisions	6.6%	33.6%	48.2%	9.1%	2.6%
Q26-4. Residents of all ages, races, genders & religions are actively involved in shaping this community	8.7%	34.7%	42.4%	11.1%	3.1%
Q26-5. I feel like my voice & my perspective are important to local nonprofit, political & government officials	9.4%	33.3%	38.7%	14.8%	3.8%
Q26-6. In Gladstone, when we have to make tough decisions, we tend to compromise on a solution rather than fight & criticize one another	8.5%	36.8%	46.9%	6.2%	1.6%
Q26-7. I am proud to live in Gladstone	32.2%	51.1%	12.9%	2.5%	1.3%

Q27. When you think about the future of Gladstone, would you describe yourself as...

Q27. What would you describe yourself when you think about the future of Gladstone	Number	Percent
Optimistic	247	61.4 %
Pessimistic	17	4.2 %
Somewhere in the middle	129	32.1 %
Not provided	9	2.2 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q27. When you think about the future of Gladstone, would you describe yourself as... (without "not provided")**

Q27. What would you describe yourself when you think about the future of Gladstone	Number	Percent
Optimistic	247	62.8 %
Pessimistic	17	4.3 %
Somewhere in the middle	129	32.8 %
Total	393	100.0 %

Q28. What is your age?

Q28. Your age	Number	Percent
18-34	71	17.7 %
35-44	74	18.4 %
45-54	78	19.4 %
55-64	84	20.9 %
65+	85	21.1 %
Not provided	10	2.5 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q28. What is your age? (without "not provided")**

Q28. Your age	Number	Percent
18-34	71	18.1 %
35-44	74	18.9 %
45-54	78	19.9 %
55-64	84	21.4 %
65+	85	21.7 %
Total	392	100.0 %

Q29. How many people (including yourself) in your household are...

	Mean	Sum
number	2.3	905
Under age 5	0.1	43
Ages 5-9	0.1	43
Ages 10-14	0.1	40
Ages 15-19	0.1	36
Ages 20-24	0.1	48
Ages 25-34	0.2	84
Ages 35-44	0.3	124
Ages 45-54	0.3	128
Ages 55-64	0.4	163
Ages 65-74	0.3	129
Ages 75+	0.2	67

Q30. Which of the following best describes your current place of employment?

Q30. Your current place of employment	Number	Percent
Employed outside home	198	49.3 %
Self-employed or work out of home	61	15.2 %
Unemployed	18	4.5 %
Retired	109	27.1 %
Student	3	0.7 %
Not provided	13	3.2 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q30. Which of the following best describes your current place of employment? (without "not provided")**

Q30. Your current place of employment	Number	Percent
Employed outside home	198	50.9 %
Self-employed or work out of home	61	15.7 %
Unemployed	18	4.6 %
Retired	109	28.0 %
Student	3	0.8 %
Total	389	100.0 %

Q30a. Where do you work?

Q30a. Where do you work	Number	Percent
In Gladstone	37	18.7 %
Elsewhere in Clay County	47	23.7 %
Elsewhere in MO	16	8.1 %
Platte County, Missouri	18	9.1 %
Jackson County, Missouri	53	26.8 %
Elsewhere in KS	11	5.6 %
Johnson County, KS	6	3.0 %
Other	5	2.5 %
Not provided	5	2.5 %
Total	198	100.0 %

WITHOUT "NOT PROVIDED"**Q30a. Where do you work? (without "not provided")**

Q30a. Where do you work	Number	Percent
In Gladstone	37	19.2 %
Elsewhere in Clay County	47	24.4 %
Elsewhere in MO	16	8.3 %
Platte County, Missouri	18	9.3 %
Jackson County, Missouri	53	27.5 %
Elsewhere in KS	11	5.7 %
Johnson County, KS	6	3.1 %
Other	5	2.6 %
Total	193	100.0 %

Q30a-8. Other:

Q30a-8. Other	Number	Percent
Across the Kansas City Metro Area	1	20.0 %
Some days at home/some days in office in Jackson Co	1	20.0 %
Travel out of state	1	20.0 %
Remote out of state	1	20.0 %
Home and downtown KCMO	1	20.0 %
Total	5	100.0 %

Q31. Which of the following best describes your race/ethnicity?

<u>Q31. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	7	1.7 %
Black or African American	32	8.0 %
American Indian or Alaska Native	4	1.0 %
White or Caucasian	311	77.4 %
Native Hawaiian or other Pacific Islander	5	1.2 %
Hispanic, Spanish, or Latino/a/x	34	8.5 %
<u>Other</u>	<u>3</u>	<u>0.7 %</u>
Total	396	

Q31-7. Other:

<u>Q31-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Jewish	1	33.3 %
Middle Eastern	1	33.3 %
<u>Mixed</u>	<u>1</u>	<u>33.3 %</u>
Total	3	100.0 %

Q32. Approximately how many years have you lived in the City of Gladstone?

Q32. How many years have you lived in City of Gladstone	Number	Percent
0-5	73	18.2 %
6-10	68	16.9 %
11-15	34	8.5 %
16-20	33	8.2 %
21-30	75	18.7 %
31+	110	27.4 %
Not provided	9	2.2 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q32. Approximately how many years have you lived in the City of Gladstone? (without "not provided")**

Q32. How many years have you lived in City of Gladstone	Number	Percent
0-5	73	18.6 %
6-10	68	17.3 %
11-15	34	8.7 %
16-20	33	8.4 %
21-30	75	19.1 %
31+	110	28.0 %
Total	393	100.0 %

Q33. Do you own or rent your current residence?

Q33. Do you own or rent your current residence	Number	Percent
Own	310	77.1 %
Rent	87	21.6 %
Not provided	5	1.2 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q33. Do you own or rent your current residence? (without "not provided")**

Q33. Do you own or rent your current residence	Number	Percent
Own	310	78.1 %
Rent	87	21.9 %
Total	397	100.0 %

Q34. Would you say your total annual household income is...

Q34. Your total annual household income	Number	Percent
Under \$40K	80	19.9 %
\$40K to \$69,999	95	23.6 %
\$70K to \$99,999	62	15.4 %
\$100K to \$129,999	61	15.2 %
\$130K+	49	12.2 %
Not provided	55	13.7 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Would you say your total annual household income is... (without "not provided")**

Q34. Your total annual household income	Number	Percent
Under \$40K	80	23.1 %
\$40K to \$69,999	95	27.4 %
\$70K to \$99,999	62	17.9 %
\$100K to \$129,999	61	17.6 %
\$130K+	49	14.1 %
Total	347	100.0 %

Q35. Do you have children in the North Kansas City public schools?

Q35. Do you have children in NKC public schools	Number	Percent
Yes	70	17.4 %
No	322	80.1 %
Not provided	10	2.5 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q35. Do you have children in the North Kansas City public schools? (without "not provided")**

Q35. Do you have children in NKC public schools	Number	Percent
Yes	70	17.9 %
No	322	82.1 %
Total	392	100.0 %

Q36. Your gender:

Q36. Your gender	Number	Percent
Male	194	48.3 %
Female	200	49.8 %
Not provided	8	2.0 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"**Q36. Your gender: (without "not provided")**

Q36. Your gender	Number	Percent
Male	194	49.2 %
Female	200	50.8 %
Total	394	100.0 %



Survey Instrument



September 2024

The City of Gladstone is requesting your help and a few minutes of your time. You have been chosen to participate in a survey designed to gather resident opinions and feedback on City programs and services. The information requested in this survey will be used to improve and expand existing programs and determine future needs of residents in the City of Gladstone.

We greatly appreciate your time. We realize that this survey takes some time to complete, but every question is important. The time you invest will influence decisions made about the City's future.

Please return your completed survey using the postage-paid envelope provided. If you prefer to complete the survey online, you can do so at gladstonecitizensurvey.org. The survey data will be compiled and analyzed by the ETC Institute, which is one of the nation's leading firms in the field of local governmental research. They will present the results to City Leadership this fall. Individual responses to the survey will remain confidential.

Please contact Nikki Lansford, at the City of Gladstone (816) 423-4058 if you have any questions.

Thank you in advance for your participation.

Sincerely,

A handwritten signature in black ink that reads "Tina Spallo". The signature is written in a cursive, flowing style.

Tina Spallo, Mayor

Les Smith, Mayor Pro Tem, Bill Garnos, Councilman, Jean Moor, Councilmember, Spencer Davis, Councilman

P.O. BOX 10719
Gladstone, Missouri 64188-0719

7010 North Holmes
Gladstone Missouri 64118-2646

816-436-2200



2024 City of Gladstone Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to involve citizens in long-range planning and investment decisions. If you have questions, please call Nikki Lansford at (816) 423-4058. Thank you!

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

Major Categories of City Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of Police services	5	4	3	2	1	9
02.	Overall quality of Fire services	5	4	3	2	1	9
03.	Overall quality of Ambulance services	5	4	3	2	1	9
04.	Overall quality of City parks, recreation programs and facilities	5	4	3	2	1	9
05.	Overall maintenance of City streets, buildings and facilities	5	4	3	2	1	9
06.	Overall quality of City water and sewer utilities	5	4	3	2	1	9
07.	Overall enforcement of city codes and ordinances	5	4	3	2	1	9
08.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
09.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
10.	Overall flow of traffic and congestion management in Gladstone	5	4	3	2	1	9

2. Which THREE of the items listed in Question 1 do you think should receive the most emphasis from city leaders over the next TWO years? [Write your answers below using the numbers from the list in Question 1 above.]

1st: _____ 2nd: _____ 3rd: _____

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

How would you rate the City of Gladstone...		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	As a place to live	5	4	3	2	1	9
2.	As a place to raise children	5	4	3	2	1	9
3.	As a place to work	5	4	3	2	1	9
4.	As a place where you would buy your next home	5	4	3	2	1	9
5.	As a place to retire	5	4	3	2	1	9
6.	As a place to open a business	5	4	3	2	1	9

4. 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.

How safe do you feel...		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1.	In your neighborhood during the day	5	4	3	2	1	9
2.	In your neighborhood at night	5	4	3	2	1	9
3.	In City parks and trails	5	4	3	2	1	9
4.	Overall feeling of safety in Gladstone	5	4	3	2	1	9

5. Several items that may influence your perception of the City of Gladstone are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How would you rate the City of Gladstone:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of services provided by the City of Gladstone	5	4	3	2	1	9
2.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
3.	How well the City is managing redevelopment	5	4	3	2	1	9
4.	Overall appearance of the City	5	4	3	2	1	9

Public Safety

6. 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 Gladstone.

Public Safety	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The City's efforts to prevent crime	5	4	3	2	1	9
2. How quickly ambulance personnel respond to emergencies	5	4	3	2	1	9
3. Enforcement of local traffic laws	5	4	3	2	1	9
4. How quickly police officers respond to emergencies	5	4	3	2	1	9
5. Relationship between police officers and residents	5	4	3	2	1	9
6. How quickly firefighters respond to emergencies	5	4	3	2	1	9
7. Adequacy of City street lighting	5	4	3	2	1	9

7. Which THREE of the Public Safety items listed in Question 6 do you think should receive the most emphasis from City leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 6 above.]*

1st: ____ 2nd: ____ 3rd: ____

Enforcement of City Codes and Ordinances

8. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

Codes and Ordinances	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
2. Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
3. Enforcing the maintenance of residential property	5	4	3	2	1	9
4. Enforcing the maintenance of commercial property	5	4	3	2	1	9

9. Which THREE of the Codes and Ordinances items listed in Question 8 do you think should receive the most emphasis from City leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 8 above.]*

1st: ____ 2nd: ____ 3rd: ____

Parks and Recreation

10. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Parks and Recreation issues.

Parks, Recreation and Cultural Arts	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of City parks	5	4	3	2	1	9
02. Number of walking and biking trails	5	4	3	2	1	9
03. The City's youth athletic programs	5	4	3	2	1	9
04. The City's adult athletic programs	5	4	3	2	1	9
05. Ease of registering for programs	5	4	3	2	1	9
06. Overall appearance of parks and green space areas	5	4	3	2	1	9
07. Statues, murals, memorials, fountains and sculptures	5	4	3	2	1	9
08. Atkins-Johnson Farm and Museum programs and events	5	4	3	2	1	9
09. Community Center's programs and classes	5	4	3	2	1	9
10. Community dog park	5	4	3	2	1	9
11. Performing arts programming like Theatre in the Park, Linden Square concerts, etc.	5	4	3	2	1	9

11. Which **THREE** of the Parks and Recreation items listed in Question 10 do you think should receive the most emphasis from City leaders over the next **TWO** years? *[Write in your answers below using the numbers from the list in Question 10.]*

1st: _____ 2nd: _____ 3rd: _____

12. Are you aware of the Gladstone Community Center?

____(1) Yes *[Answer Q12a.]* ____ (2) No *[Skip to Q13.]*

- 12a. Have you ever visited the Gladstone Community Center?

____(1) Yes ____ (2) No

Communication

13. 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 Gladstone.

Communication	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about City programs and services	5	4	3	2	1	9
2. The level of public involvement in local decision making	5	4	3	2	1	9
3. The quality of the City's web page	5	4	3	2	1	9
4. The content of the City's community magazine	5	4	3	2	1	9

Maintenance

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

Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of City streets	5	4	3	2	1	9
2. Maintenance of sidewalks	5	4	3	2	1	9
3. Maintenance of street signs/traffic signals	5	4	3	2	1	9
4. Snow removal on major streets (N Oak, Englewood, etc.)	5	4	3	2	1	9
5. Snow removal on neighborhood streets	5	4	3	2	1	9
6. Overall cleanliness of City streets and other public areas	5	4	3	2	1	9

15. Which **THREE** of the Maintenance items listed in Question 14 do you think should receive the most emphasis from City leaders over the next **TWO** years? *[Write in your answers below using the numbers from the list in Question 14 above.]*

1st: _____ 2nd: _____ 3rd: _____

Customer Service

16. Have you contacted the City with a question, problem, or complaint during the past year?

____(1) Yes [Answer Q16a-b.] ____ (2) No [Skip to Q17.]

16a. Which City department did you contact most recently?

16b. Several factors that may influence 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 the customer service you received from the City department you listed in Q16a.

Customer Service		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How easy the department was to contact	5	4	3	2	1	9
2.	How well you were treated	5	4	3	2	1	9
3.	Technical competence and knowledge of City employees who assisted you	5	4	3	2	1	9
4.	Overall responsiveness of City employees to your request or concern	5	4	3	2	1	9

Transportation

17. For each of the issues listed, please indicate your level of agreement on a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

Transportation		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The City should build a network of sidewalks, trails, bike routes, and bike lanes that link neighborhoods with recreational, cultural, and business centers	5	4	3	2	1	9
2.	The City should continue to coordinate with Kansas City Area Transportation Authority to maintain and improve the on-demand public transit service called IRIS	5	4	3	2	1	9

Housing

18. Please indicate how supportive you would be of allocating funds towards encouraging each of the following housing investment areas on a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive."

Housing		Very Supportive	Supportive	Neutral	Less Supportive	Not at All Supportive	Don't Know
1.	Multi-family housing (apartments, condominiums and lofts)	5	4	3	2	1	9
2.	Single-family housing (houses)	5	4	3	2	1	9
3.	Middle housing (townhomes, triplexes and duplexes)	5	4	3	2	1	9

Other Issues

19. Please indicate how supportive you would be of each of the following community investment areas on a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at All Supportive."

Community Investment Areas	Very Supportive	Supportive	Neutral	Less Supportive	Not at All Supportive	Don't Know
1. Providing neighborhood assistance, such as offering financial aid to qualified homeowners for repairs	5	4	3	2	1	9
2. Pursuing additional linkages to regional transit	5	4	3	2	1	9
3. Adding attractive elements to major roadways like landscaping, decorative lighting, etc.	5	4	3	2	1	9
4. Pursuing discussions of a single source trash collection provider system	5	4	3	2	1	9
5. The continued modernization and production of high-quality drinking water	5	4	3	2	1	9
6. Additional investment towards City street maintenance	5	4	3	2	1	9

20. Which **THREE** of the Community Investment areas listed above are most important for the City to pursue? *[Write in your answers below using the numbers from the list in Question 19 above.]*

1st: ____ 2nd: ____ 3rd: ____

21. As a part of the revitalization of neighborhoods, areas that are generally residential now could be expanded to "mixed use," meaning a combination of existing housing, small commercial developments, and multi-family units, such as town homes, duplexes, and condominiums. If the design and character of the overall neighborhood was preserved, how supportive would you be of mixed-use redevelopments in Gladstone?

____(4) Very supportive ____ (3) Somewhat supportive ____ (2) Not sure ____ (1) Not supportive

22. Do you feel that traffic enforcement is...

____ (1) Too much ____ (2) About right ____ (3) Not enough

Education

23. Compared to schools in nearby communities, would you say that North Kansas City public schools are...

____ (5) Far above average ____ (3) Average ____ (1) Far below average
 ____ (4) Above average ____ (2) Below average

24. How important is the quality of the school system when it comes to deciding where to live? (How important is the quality of North Kansas City's school system to you?)

____ (4) Very important ____ (3) Somewhat important ____ (2) Not very important ____ (1) Not at all important

Welcoming and Diverse

25. Some people say Gladstone is a welcoming and inclusive community for residents of diverse racial and ethnic backgrounds while others say that Gladstone is not particularly welcoming or inclusive of diverse residents. When it comes to residents of different races, religion, ethnicity and orientation identity, is Gladstone...

____ (5) Very welcoming ____ (3) Neutral ____ (1) Not welcoming at all
 ____ (4) Welcoming ____ (2) Somewhat welcoming

Civic Index Questions

26. For each of the statements below, please indicate your level of agreement on a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

Civic Index	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. Even if I don't agree with them, I trust and respect most of the nonprofit, political, and City leaders in Gladstone	5	4	3	2	1	9
2. There are a lot of chances for people to talk face-to-face with City leaders about our hopes and concerns for the community	5	4	3	2	1	9
3. In Gladstone, nonprofits and local government make sure to listen to people from all backgrounds and all walks of life to help them make better decisions	5	4	3	2	1	9
4. Residents of all ages, races, genders and religions are actively involved in shaping this community	5	4	3	2	1	9
5. I feel like my voice and my perspective are important to local nonprofit, political and government officials	5	4	3	2	1	9
6. In Gladstone, when we have to make tough decisions, we tend to compromise on a solution rather than fight and criticize one another	5	4	3	2	1	9
7. I am proud to live in Gladstone	5	4	3	2	1	9

27. When you think about the future of Gladstone, would you describe yourself as...

____(1) Optimistic ____ (2) Pessimistic ____ (3) Somewhere in the middle

28. What is your age? ____ years

29. How many people (including yourself) in your household are...

Under age 5: ____ Ages 15-19: ____ Ages 35-44: ____ Ages 65-74: ____
 Ages 5-9: ____ Ages 20-24: ____ Ages 45-54: ____ Ages 75+: ____
 Ages 10-14: ____ Ages 25-34: ____ Ages 55-64: ____

30. Which of the following best describes your current place of employment?

____(1) Employed outside the home [Answer Q30a.] ____ (4) Retired
 ____ (2) Self-employed or work out of home ____ (5) Student
 ____ (3) Unemployed

30a. Where do you work?

____(1) In Gladstone ____ (5) Jackson County, Missouri
 ____ (2) Elsewhere in Clay County ____ (6) Elsewhere in KS
 ____ (3) Elsewhere in MO ____ (7) Johnson County, KS
 ____ (4) Platte County, Missouri ____ (8) Other: _____

31. Which of the following best describes your race/ethnicity? [Check all that apply.]

____(1) Asian or Asian Indian ____ (5) Native Hawaiian or other Pacific Islander
 ____ (2) Black or African American ____ (6) Hispanic, Spanish, or Latino/a/x
 ____ (3) American Indian or Alaska Native ____ (7) Other: _____
 ____ (4) White or Caucasian

32. Approximately how many years have you lived in the City of Gladstone? ____ years

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

34. Would you say your total annual household income is...

____(1) Under \$40,000 ____ (3) \$70,000 to \$99,999 ____ (5) \$130,000 or more
____ (2) \$40,000 to \$69,999 ____ (4) \$100,000 to \$129,999

35. Do you have children in the North Kansas City public schools?

____ (1) Yes ____ (2) No

36. Your gender: ____ (1) Male ____ (2) Female

37. Would you like to be included in further discussions about the planning and growth of Gladstone, by way of a Board and Commission involvement or other opportunities?

____ (1) Yes *[Answer Q37a.]* ____ (2) No *[Skip to Q38.]*

37a. Please supply the following information.

Phone Number: (____) _____

Email: _____

38. Please list any additional comments below.

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thank you.



2024 City of Gladstone Community Survey Question 38 Comments

Presented to the City of
Gladstone, MO

November 2024



Q38. Please list any additional comments below.

- 1. GPD, GFD, GPS are the best! Very helpful. Quick response. 2. I think there needs to be more done at dangerous intersections. 3. 72nd & HWY 1 have many cars that run the red light. 4. Other intersections are just as bad. I just pass through this one several times a day. 5. I always miss the paper shredding event put on by Gladstone. I wish there was a better way to find out things like that. Every time I have had to contact the city, it has been great customer service.
- 30-40 years ago Gladstone used to be a great place to live and thrive. Over time it's become run down, a haven for low income and increasing crime. Older commercial buildings still stand mostly empty and presenting an ugly landscape of architecture. Older folks should be able to live and thrive without being taxed to death as they ARE THE FOUNDATION of our community.
- A lot of homeless, mentally ill specifically are trying to sneak into neighborhoods and cause trouble/sleep where they're not supposed to. This seems to be a recent problem. A lot of sketchy characters too. Especially around north oak closer to Englewood area and by the octa pharma
- Antioch needs repair it seems to me.
- Art can play an important part in enriching lives and I enjoy the artwork of local artists that are sometimes displayed at the Community Center. However, I wonder at the cost of the various statues and art pieces around the city. Could that money be better spent?
- Beautification of back yards. Monitoring the homeless.
- Bring back the Gladfest parade. Went away without communication or input from community
- Code enforcement needs to be strengthened. Repeated calls for the same issue result in a sign and a temporary fix, but usually the problem returns in a couple of days. The city does what it can, but it needs more tools to work with. Snow removal was much better in the past, but it has been noticeably worse the past couple of years. Please revisit the single source trash discussion. Having so many companies is inefficient, detrimental to street maintenance, and costly. What a missed opportunity it was when the city caved to one company a number of years ago. Shudder to think how much more we have paid for trash than if that service had been implemented.
- Code Enforcement of 5606 N Highland Ave. Auto Body Repair Shop in Front Driveway & Street. Also in back yard garage. Work is done 24 hours a day. This is a neighborhood not a repair shop.
- Concerns in all Gladstone neighborhoods are the lack of sidewalks when school children within a certain radius are required to walk to school. This needs to be addressed. There should be sidewalks added in all neighborhoods, at the least within the "non-bus rider" radius not just on the street around the school. Stop creating walking trails in heavier areas that feel unsafe and create neighborhood friendly sidewalks for health and movement of residents of all ages. More streetlights to prevent crime. My neighborhood is pitch black at night and that attracts crime. The enforcement of residential property maintenance has severely declined and needs to be addressed. Ordinances and laws around Airbnb & VRBO need to be created and implemented for impacted residents. Transparency of these property purchases Including rules to protect privacy and safety of adjacent residential properties around these homes. No more apartments in Gladstone. Focus building mid-level homes for purchase since the area is aging and properties are aging. Affordable townhomes or villas. Less apartments. Stop adding massage places smoke shops. Try to attract more restaurants than fast food or bring non-existent fast food places to Gladstone.

Send a postcard, email and text this survey to all residents for true engagement results and metrics each year.

- Disappointed when the jungle gyms were removed from Oak Grove park. Need a second play area with older related equipment? Sometimes the road repairs and snow removal seem slow to happen. The cold fill solution leaves roads bumpy. An A plus for keeping the 72nds st so cleared in winter. Why is there no parade at Gladdest? It helps keep that small town feeling. Community center does a great job of keeping good instructors. Great job on the mowing. Any way to get some weed control for the coming years?
- Dog park, dog park, dog park please.
- Enforcement of handicap parking does not exist. Enforcement of expired tags is terrible. Sidewalk needed from 72nd and N Olive going south.
- Enjoying living here.
- Fix the potholes on 75th Terr, 700 block
- Focus on increasing staffing for the Fire Department. Their minimum staffing level (2 FFs on a fire truck) is dangerous to the FFs and the community.
- Genuinely love it here. The neighborhood streets could use some resurfacing and the water mains breaking all of the time/water quality is not great, but we like everything else.
- Get the bus service back here.
- Glad to have lived here.
- Gladstone has changed in recent years. crime has escalated to an uncomfortable level. I tend to visit Liberty and NKC for shopping and culture.
- Gladstone is a beautiful city. The neighbors are friendly.
- Gladstone is a good place to live. Thank you.
- Gladstone is a great city!!!
- Gladstone is a wonderful and well run city. I would never move across the line to KC MO.
- Gladstone is a wonderful place to live.
- Gladstone is great place to live and I am willing to be involved in making Gladstone better.
- Gladstone is outdated in everything.
- Gladstone needs more outdoor pickleball courts.
- Gladstone neighborhoods have been going down hill when people are allowed to not maintain the outside of their home and their yard like they are living in an abandoned house - like a place you wouldn't be surprised to find a dead body. It's embarrassing to my family and should be embarrassing to the city as well - but no one seems to care at the city level. Also, we've had 2 cars left on our streets that I've had to call about. One had weeds growing around the wheels on the curb - after 2 calls the city finally towed the van. The other one had been in the same location for weeks then the city finally put a tag on it stating it would be towed on a certain date if not moved. Two weeks after that date the car remained with the sticker still on it so I called the city and they came out and made the people move the car. Why is there is no follow up and why is it up to the citizens to force the follow-up?
- Gladstone use to take pride in their streets, no longer do. Overall it is still a good, safe place to live.
- Great town. Need speed bumps near parks. Stop the local newspaper from being delivered curbside.

- Have always loved the snow removal. We have had to call an ambulance two times. Response time has been outstanding. Other cities should strive to do as well!
- Have lived in Gladstone, MO for 31 years and it has been a wonderful place to raise children and live!
- Homelessness is on the rise in the wooded areas in my neighborhood, where are they coming from, and what can be done about it?
- I am a business owner in Gladstone, not a resident.
- I am disappointed in the way they area is becoming so trashy in the two 2 years we have lived. When you repot something it falls on dead ears. There is time we have reported trailers parked on street that is a busy road, it is not tagged. Yet the police come out and never follow up till some one calls. We have dogs that bark day and night animal control comes out. Nothing is done. More than 1 number has called. Do I regret buying in Gladstone YES!
- I am generally very happy to be living in Gladstone.
- I am pleased with living here so far. I wish the sidewalks and trash on the roadside would be cleaned up regularly. Maybe think of installing receptacles along walking routes? or near bus stops?
- I didn't know we had a dog park. Where is it?
- I feel Gladstone has become a place for homeless and the crime rate has increased yearly. I'm disappointed that there are so many crimes occurring in our community. Our police department are stretch thin
- I grew up in Gladstone and we were excited to move back. However in the 3 months we've been back, we've already been a victim of crime and someone was found walking the perimeter of our home, despite having a very long driveway. Our trust has been violated and I've been questioning if maybe we need to go back to our previous home. The police have been fantastic and quick in responding; however the city has not been helpful in understanding our security concerns to find ways to secure our property especially since we have kids at home.
- I grew up in Gladstone, and moved back 7 years ago. Most of my family lives here and I feel that Gladstone has only gotten better in the last several years. I was neutral on many issues because I don't have a lot of knowledge on those topics, but would definitely be more active if I had more consistent communication about meetings, committees, etc. As the single parent to three teenagers, if it's not in front of my face I am often unaware of what's going on. Thank you for the opportunity to fill out the survey!
- I have an application in for Boards and Committees.
- I have called about the drugs and the trees and the creeks at apartments, they are old and dead.
- I have seen a lot of growth in Gladstone/NCK and love to be a part of it.
- I live near Linden Square and would like more commercial development around there including bring back the Farmer's Market.
- I love living here, have always told friends and family it is a great place to live!
- I love the library, community center. My grand kids are in the school system, and we are very satisfied with the schools/programs.
- I realize that I do not know when there are community meetings to attend or chances to become involved in community events.
- I strongly believe that Gladstone, Missouri can be a strong community if we put more effort into the infrastructure of our neighborhoods and continue to improve our city. In my strong opinion, I

believe that making a walkable gladstone with lots of options from high density to low density, with medium and mixed use zoning in between, along with investments such as separated bike lanes, road medians, and raised crosswalks at intersections can truly make this city a better place for people in all walks of life.

- I think that one thing to strive for the senior population of Gladstone is to have a regular daily lunch program other than once-a-month. I have worked with Liberty Community Center and even NKC Parks & Rec has many more senior programs. Cost may very well be an issue and there are lunch programs associated with MARC that keep the cost to a reasonable minimum. There are a lot of seniors who really could benefit from more interaction on a regular basis.
- I walk my dogs twice a day on a 4 mile route I'm shocked at the number of water leaks I see and there not addressed for months. I know of three that were eventually repaired and the hole filled with rock and sat that way for months one is on 74th the other is on Park and is on a sidewalk. It took over two years of complaints with pictures on the website to get a dangerous sidewalk repaired on Wabash, it was finally ripped up but sat waiting for concrete for months after completion a huge chunk of concrete was left sitting there, it's still there. I reported a deplorable curb on the corner of Wabash and 74th ADA issue you can't cross in a wheelchair. I was told it will be fixed in the fall, waiting to see if it gets done. Due to the fact that it's a ADA issue I would think it could have been addressed in weeks not months. I owned a manufacturing business and worked in the corporate world and I can assure you that the planning function of the city works department is deplorable. One of these days we will be hit with lawsuits for injuries incurred due to badly maintained sidewalks. Focus and funds must be spent on maintenance of streets and sidewalks before fountains and statuary.
- I want to report house at 3705 NE 76th Terrace as a multi-family property, under extreme unsanitary conditions. Property has a HUGE tree, cut down, that needs to be removed. It draws termites and all kinds of critters. People that walk behind their property (from Happy Rock Park) have to detour around it, and children are drawn to the huge logs that could roll over them and get hurt, or worse.
- I want to see the dog park built asap!
- I was very disappointed when I learned the Gladfest parade was cancelled. All other local communities have one, and honestly, the kids and adults alike enjoy it. A parade is a chance for people to meet police & fire departments & city community.
- I wish they had a reasonable trash company or include it in our property tax.
- I wish we had side walks and more street lights in our neighborhood
- I would like to see park equipment for disabled.
- I would love to have a Whole Foods or Trader Joe's in this area! Also more privately owned restaurants, and fewer chains.
- I would love to see more development on Vivion and Antioch. Particularly an indoor/outdoor pickleball and restaurant like the Sandlot. And a pickleball court at the park on Indiana and 56th. I would also like to see some of the large dead trees on the trails cut down for safety.
- If I'm going to live in this town I want sidewalks ??
- If you decide to reevaluate the trash collection, please go with a reputable company. The last time you tried to force a company out of Cass county that had a horrible rating, it did not fly. We are very pleased with our trash collection and if we are not we change to someone else. If you suggest

a reputable company you could have a better chance. Do not try with a company that has awful ratings!

- I'm a walker. We need better leash laws. Bike riders are rude, Never announce when passing, and do not use the designated road paths, ride on side walks, & do not obey driving laws i.e.: stopping at stop signs.
- I'm planning on moving out of the area. I'm tired of fighting back the jungle coming over from my neighbor's yard and paying for repairs on my property because of the neighbor's neglect of theirs.
- It is important to maintain our police dept. The rezoning for multifamily residences is not for us.
- It would be nice to bring back the fall parade. I miss seeing it.
- It would be nice to have sidewalks on all the streets so you don't have to walk in the road. Also, since I live in Gladstone, why does my address come up Kansas City??
- I've lived in Gladstone my entire life. Although I feel generally safe, it does seem like there is more crime happening nowadays ... maybe why the police went encrypted? Not sure if that feeling is because of today's technology or if crime is truly becoming more of an issue. I will say any contact with the police has generally been pleasant as they are respectful and not on power trips. Minimal interaction with fire and ambulance is the same. Nice folks. The city appears clean and the roads are in decent shape overall. I don't visit the parks very often. But when I do they seem to be clean and kept up. The area around city hall is nice and we have been to a few concerts on nice evenings. Some parts of Gladstone's business areas seem to have buildings getting a little worn and maybe should be repaired/replaced. I'm on the fence about building apartments and such, because it seems we have more issues in those types of homes, according to the police scanner before going encrypted. I know a lot of what I take for granted living in Gladstone is because things are kept up and not many problems arise because of the work that goes on which I don't know about or even think of. So, all in all, I think Gladstone is being well taken care of and the administration is doing good work. Maybe one of these days when I eventually retire (I do plan on living here my entire life) I will take a more active role in the community. Please keep doing what you are doing in keeping Gladstone up and letting "bad people" know Gladstone will not tolerate their shenanigans.
- I've often marveled at how well Gladstone functions for a small city - and have for as long as lived here. I see a lot of pride in residents and definitely among City staff. I've had amazingly good experiences with public safety and emergency services personnel. City employees have a permanently fantastic attitude and even in the worst moments of my calls to non-emergency or 911, I've been met with nothing but kindness and understanding. KUDOS TO CITY EMPLOYEES - we have top notch people doing these jobs. Give them a raise! In the future, I think a priority could be a reduction in traffic crime but at the same time crime on the whole has risen in the KC Metro regardless of type of crime or city, locale or neighborhood. I read recently (within the last two years maybe) that Gladstone was frequently a pass through for criminals as they flee the crime scene and come through Gladstone to evade law enforcement. I think any and all partnership with KC LE/PS would be a real boost to Gladstone, as we are completely landlocked by KC. Of course, those things could already be happening and I wouldn't know it. I know it's not Gladstone, but the surrounding areas of our city... Vivion Road is often a drag race (I can hear the VERY LOUD growling mufflers from my house a mile away - 57th Terrace east of Indiana - most Saturday/Sunday nights), and Antioch is the same. I would think there is ample opportunity for speed traps to be stationed on those two major streets. The intersection at Antioch and Vivion will eventually be a fatality as

drivers regularly FLY through LONG after their light has turned red. We need cameras or something there to monitor and SERIOUSLY penalize people for running those lights. I feel unsafe being at that intersection between the traffic violations and the panhandlers. As a major gateway to Gladstone, that intersection does not put our best foot forward. I used to work at Mid-America Regional Council and was continually impressed by the commitment to coordination and partnership between cities and counties in order to make our metro a seamlessly functioning unit and use federal funding in the best ways possible. I know it's easier said than done, though. Solving city and county problems takes money, time and massive coordination. On the whole, I think Gladstone city leadership makes smart choices and yes, please, if we could have only ONE TRASH TRUCK per week on my street, that would considerably cut down on the air pollution and noise. Last but certainly not least, I think the City might have an opportunity to improve the frequency and mode of communication to residents. A monthly or quarterly magazine is great, but on a more frequent, up-to-the-minute basis, it would be wonderful if there was a City phone app that sent out communications. Maybe where you could also pay your water bill, get weather notices, view the community calendar, etc. For a brief period of time I moved away to Columbia, MO and found their city app to be very helpful. Granted, their app content was mostly regarding trash and recycling pickup, but I had the experience of an app being a great way for a city to notify residents ... of snow plowing, school closures, weather warnings, public comment periods, town hall meeting, city council meetings, construction, water main breaks, and other news? Knowing more about Gladstone city business might help residents feel more connected and engaged! Everyone has a smart phone these days - from the young to the very old. Maybe an app might also reduce the number of calls to city staff about regular questions? I visit your website a lot, but it's me seeking out information. It would be nice to be notified through SMS or app notifications on city subjects that I could subscribe to - as mentioned above in my list. Thanks for doing this survey and for listening!

- Judge that presided over our case when neighbor dog attacked and killed our little dog was rude and dismissive. They were found guilty and fined, however the judge was insensitive and said disparaging things to us. The animal control person who was at the court also was rude to us and seemed to defend the neighbor with the murderous dog.
- Love it here. Only thing is overgrown grass and apartments popping up everywhere.
- Lower rear estate /property taxes Bus service or more reliable transportation for disabled like myself and 60 years old No longer able to drive. IRIS is unreliable for a legally blind person with guide dog
- Mayor Spallo is an amazing leader who knows how to get stuff done! Thank you!
- More communication from the parks and rec department.
- More education on environment. Community center is too expensive for me and my kid. Improve schools, streets, streetlights. Doing better than 10 years ago.
- More street lights need in meadow Brooke north. More cop surveillance is needs for speeding cars though the 4way stop at 67th terr and Bellefontaine. Streets need re done on 67th terr. The street is sinking in front of my driveway and I have told this to the city many times. It's 5 inches lower the curb.
- My dissatisfaction with the police department is due to a detective never interviewing my rapist approx. 10 years ago because "his schedule didn't match up with [hers]". I think the code enforcement is overdone in Gladstone, people are struggling financially and mental health wise

and I just don't think there's enough grace when their grass gets a little tall. I really want to see better public transit options. We're too car dependent and I suffer mentally whenever there's something wrong with our car (I've had suicidal thoughts over it, that's how dependent we've become). If we had dependable and efficient public transit (IRIS is NOT cutting it), I think that could help a lot of people. People who weren't using public transit before probably weren't cuz it wasn't efficient (took me 2 hours by bus to go somewhere I can drive to in 15 minutes, we need more East-West routes!) I love this city and want it to be even better. Thanks for the survey!

- My wife is a nurse and has been for 50 years. I am just a citizen that tries to do what he can. We live on the corner of 64th and Indiana in Gladstone just west of White Chapel cemetery we have been the first on scene at over 15 horrible Car accidents three were fatal. One was an officer from independence. They got hit by a truck and the first car. The truck hit Literally had the entire length of the car 10 inches shaved off the person was not injured. She was in the seatbelt the speeds that they hit by the time they hit Indiana just from the corner of the cemetery daily and hourly exceed 70 to 80 miles an hour the fatality wreck. The guy was doing 87. This is a raceway up and down our street as a cut through to the apartments About a quarter of a mile north of us just north east of Crestview school. I know the police force and everyone else is very shorthanded but sometimes at night when I'm out with my dog I have a very strong floodlight that if I hear a car coming, I can strobe the 35 mile an hour speed zone sign with that light and I have had cars literally lock up their brakes to slow down. It does help when they have a little radar machine that flashes your speed. Sometimes I put it on Indiana and sometimes they put it on 64th. I don't have a solution except adding more police officers which are doing the very best they can and they are stretched to the limit. Kansas City Missouri is 900 SHORT. I don't know how many officers Gladstone is short. But we do appreciate you all doing the best you can and we love, Gladstone , that is one major complaint we have. And we know you are doing the best you can.
- Myself and many others in our city would really like a safe skating rink for kids , teens and adults!!
- Need more street lights, more control over speeding in residential neighborhoods. More restaurants, more or at least better grocery stores
- Need public transportation back. Need the mini bus for seniors back. Help seniors clean up the brush in there yards. Transportation is a big issue.
- NKC schools have declined. We have 5 kids who graduated from Oak Park and all but one left Gladstone and went to Liberty schools and Smithville schools because of the district decline.
- No metro stops in Gladstone. N Oak and Antioch are looking like Independence ave . Tear down old buildings and no homeless camps plz. Thank you.
- No more multifamily housing, only single houses. Focus on beautification. Many older homes need to clean up their property. Get rid of cars, campers and non-functioning boats. Enforce mowing/trash ordinances.
- Noise ordinance is not enforced very well. Multiple late night parties in my neighborhood that we've called in about. I also see too many dogs off leash.
- Not included in survey is issue of the homeless which has grown in Gladstone , as in other communities
- Of all things on this survey, streetlights is the most important to me. Nighttime visibility for driving and crime prevention are important.
- On my answers about dealing with City officials I was referring to one person that was very rude and offensive. I was working with Cheryl (awesome employee) regarding a complaint I had about

a house in my neighborhood. I think his name was either Matt or Mark and I guess one of the codes officers. He was so nasty about me not knowing the actual address I was talking about. He was down right hateful. I told Cheryl I would go home and get the address. He just kept listening in and coming back with more nasty comments about how difficult it would be to help me without an address. I get it BUT I told them I would get it and call. I asked Cheryl who he was and she told me and said she just has to ignore him and his attitude. NOT a good reflection on our city.

- Open lawn disposal on weekends for those who have to work during the week. Right now it's only open during the week
- Our community needs a hometown local for-profit newspaper to keep everyone informed, to share local stories about unique citizens or business. I believe our community is starved for a real sense of community.
- Our local parks need more pickleball courts.
- Overall I think Gladstone is headed in the right direction but could keep working at including all points of view, particularly from more diverse residents, to do even better.
- Overall, Gladstone is a great place to live and raise kids! Some things that have popped into my head while filling out this survey:
 - I wish we had more nice sit-down restaurants (like Summit Grill).
 - I wish if my husband or I were to coach two different teams for different ages through Gladstone Parks and Rec., that we'd get two credits to be applied to a future season. What's the incentive to coach two teams? They're usually always desperate to find coaches so why not incentivized those willing to do it and do a good job at it?
 - There's way more potholes than ever before. In our neighborhood, they attempted to fix a major dip in the road which didn't work so they just put a piece of wood over it. I wish they'd find a permanent solution sooner than later; however, if the orange cones that have been up by a sewer near this piece of wood are any indication, it won't get fixed for well over a year.
 - There's tons of uneven sidewalks that makes walking/running dicey. There's a manhole on the sidewalk between the #2 fire station and Hy-Vee that is surrounded by uneven sidewalk. I honestly fear that it'll turn into a huge sink hole every time I run/walk over it, but there's no avoiding it short of running into the grass since the sidewalk is so jacked up.
 - We need SO MANY MORE streetlights. It is so dark out at night because there's hardly any streetlights in our neighborhood.
 - I'm hoping a new spot can be found for the Turning Point. I love their mission and purpose, but don't think it should be in a residential area. There have been homeless men urinated and masturbating in public near the Turning Point and residents should not be exposed to that.
 - I appreciate you all giving us the opportunity to provide feedback through these surveys. I truly feel like our leaders want to do right by us and try to make Gladstone a wonderful place to live.
- Parking laws need to be enforced better.
- People are running many red lights, I see it every day.
- Please do one trash provider.

- Please do something about Fast Eddy. He is dealing drugs out of his residence or whatever tire business he has going on. Cars are coming and going on a daily basis. He is a known felon. Please do something.
- Please fix our street in Briarcliff. Please answer 911 calls. Do not place on hold. Dispatch needs training.
- Please fix the streets.
- Please keep Kansas City and the state of Kansas out of Gladstone MO.
- Please mail residents info on brush/bulky item days - I have never received anything, but my neighbors have - I always miss them.
- Please repair the water leak destroying the intersection of 60th Street and Chestnut (behind Ace Hardware).
- Please ticket those with the loud cars! Everybody runs the stop sign at 75th and Harrison, very dangerous.
- Potholes, transients, and a serious lack of street lights are all very problematic. We are seeing a number of homes turning into rental properties. that devalues surrounding area.
- Q1 item 1, Q6 item 1 (police services & crime prevention: I have had an open investigation (I am the victim of a crime) since 02/2020. I have called and emailed the detective regularly (every 2-4 weeks) during the duration of the case and have received little to no communication nor action on the case. Now, as we near the expiration of the statute of limitations to file charges, the case remains too weak to have a solid chance of prosecution largely due to the officer's negligence (for example...the perpetrator ordered door dash with a stolen card). We have a perpetrator name and address, yet little has been done to force door dash to comply and little coordination has been done with out of state authorities to locate/interview the suspect. I am highly dissatisfied with the lack of effort and plan to contact the Missouri Attorney General to voice my concerns. Q10 Item 10 (Community Dog Park): We have a community Dog Park in Gladstone? Where? Q16 item 2 (customer Service treatment): Receptionist at the Police Department was dismissive and kept interrupting me when inquiring about obtaining records. Q22 (Traffic Enforcement): People are CONSTANTLY running the red light at 72nd and Euclid, which is right by a daycare facility. Please enforce this intersection better!
- Sidewalk on N Troost Ave is terrible. The slant is ridiculous, it tore up the wheels on my stroller.
- Sidewalks are awful. Fix the sidewalks, roads, lights, police, not worry about personal property.
- Speed limit enforcement on 72nd street going east from old Antioch to city limit needs to be stepped up in a major way. It is a racetrack, stonebrooke residents cannot get police to run enforcement.
- Street repairs here have been disappointing, particularly Hwy 1 and currently on 65th Ter where there is a large hole in the middle of the street. It has been there 4 weeks now. Linden Square is a wonderful asset to the City, good restaurants, entertainment and multiple activities offered.
- Street repairs need to be done in a timelier manner. The public bus service should be brought back. The police could patrol the area better. Enforce speed limits as many places are like a raceway.
- TAXES ARE TOO HIGH; WE ARE RETIRED; SCHOOL TAX NEEDS TO BE CUT IN HALF
- Thank you for asking for input from Gladstone residents.
- Thanks for asking great questions!

- The attitude of Gladstone residents has changed a lot. I no longer feel safe walking the streets for exercise because of hateful rhetoric screamed at me. Everyone drives in the passing lane and no one wants to be kind. The streets are full of potholes. The medians look trashy and unkempt. It seems to me that things started changing about 10 years ago. The police are very smart looking in their swat like outfits and shiny black SUVs. They just don't do much when called out. Unless you have video evidence, they laugh at you.
- The city hall area is lovely. Would like to see more appealing strip malls.
- The city is severely lacking in street lighting! Stark difference when you drive from Gladstone into KC. Benefits of more lighting: reduce crime, increase walkability which makes for improved quality of life. More exercise in winter when it is dark by the time people get home. Increased feelings of safety for women! Increased mood of residents. Some residents required to spend money to light home if it is in one of many dark areas while others get good lighting. City leaders MUST go around the city and stop with car lights off to see how pitch black it is.
- The community insider "Inside Edition" Community Newsletter has a lot of good information. I printed it from my computer and it was very difficult to read. It looked like light gray lettering on a white background. I think it is because online the background is royal blue with white or gray letters. Would it be possible to print using dark letters on a light colored or white background?
- The loss of the KC metro bus is debilitating as residents who are unable to drive. Hope city makes an effort for transportation.
- The Police services have gone downhill in the last 3-3 1/2 years. It's getting worse and crime is raising. I called about someone high in my backyard and I was told there were only TWO officers working. I told them to forget it I will deal with it myself. This is unacceptable. I am seriously considering packing up my family and moving out of this city.
- The pot holes are a bit much. I love living here and appreciate everything our city workers and civil servants do to keep things running for us.
- THE STREETS ARE TERRIBLE. THE ORDINANCES FOR HOUSING ARE NOT KEPT UP. THE AREA IS DEGRADING-THERE IS MORE CRIME COMING INTO THIS AREA, SO I WOULD SAY-MONITOR YOUR GROWTH
- The way these questions are worded, the only option given for enforcement of city ordinances and codes was MORE of it. I think we need FEWER codes/ordinances and LESS enforcement. It is incredibly difficult in Gladstone to do something as simple as get basic signage for a business, or to make improvements to a home without tons of red tape and payments to the city. Streamlining this, and eliminating the city's over-involvement in what should be fundamental property rights should be priority to making Gladstone much more attractive, especially to small businesses.
- The west Cul De sac of NE 58th Terrace NEEDS A STREET LIGHT.
- There are so many apartments now.
- There is a blue mustang doing donuts in the 5 way stop off Flora & 65th St. Almost his my partner, very worried for others walking in the area.
- To elaborate about public safety concerns: Our police seem to do a great job. Better than just about anywhere else. They just seem understaffed. Perhaps pay should be increased to attract more officers. Ambulance crews are the best, but my friends have complained that sometimes they get KCFD ambulances in Gladstone because they don't have enough ambulances to keep up with the number of people calling 911.
- too many run down low income apartments in gladstone

- Too many people moving north of the river, not a quiet neighborhood any more.
- Transparency of public spending is important and not easily available. Development that sparks revenue needs to be a factor.
- Trash collection is unbearable in my neighborhood. Too many trucks during the week. The street in front of my house is caving in. I have contacted the city over a period of several years with no feedback. NE 68th Terr
- Very concerned about lack of city ordinances and poor enforcement of existing ones, increasing low income apartments and housing, lack of coordination with surrounding cities and lack of quality dining/entertainment establishments. I feel I am watching blight that is worsening and plummeting home values.
- Very Concerned about the homelessness that is proliferating along our major streets which is usually accompanied by mental illness/drug abuse. This along with increasing crime may be a reason that forces us to move from the city we've lived in for so long.
- Water leaks are repaired awful. Snow removal has gone from good to awful. Steet lights are not maintained. Street signals are timed wrong
- Water line outside my house and sidewalk broken for over 1 year. NE 56th Ter
- We are EXTREMELY UNHAPPY that the City has allowed A Turning Point to continue operating on Englewood road directly across from a child care facility with vulnerable little children. It also attracts SIGNIFICANT foot traffic up and down Englewood which is non residential and often demonstrates undesirable public behavior. Why is Gladstone continuing to allow this activity in a residentially-zoned area?
- We have had a water problem on North Woodland between 67th ND 68th Streets for some time now. The water main will break, the parks dept comes to make an emergency repair but does not do the finishing work to the landscaping and street that was dug up, and then it happens all over again a few more feet down the street. This has resulted in our street being a network of one patched place after another (which is not attractive and tends to get torn up by the snow plows) and our yards and sidewalks are left with ugly gravel patches or poor quality grass seed thrown over gravel or unleveled dirt. This is hurting our property values. We also have a problem with the storm sewer system that we have contacted the city about multiple times. Some residents put all kinds of garbage in their storm sewers at the street level that then washes down and causes blockages in the drainage creeks. These blockages cause the heavy runoff waters to divert around and erode away the sides of the creek which runs adjacent to the back of my, as well as several neighbor's houses. Where there once was a few feet of land on the other side of my back fence, big enough for a deer to give birth to and nurture a fawn, several posts of my fence now hang suspended in mid air as the creekside has eroded into my back yard.
- We have lived in our house for almost 40 years and when it rains really hard our streets high centered in the middle and the water runs right down our driveway into our garage. We were promised curbs an drains about 20 years ago also sidewalks. I can count on 1 finger how many times our street has been repaved. Also we are the last full street in Gladstone so when it snows the plows come here first so we never get a second plowing
- We love Gladstone.
- We love Gladstone. We do not plan to leave here for at least another 5 years, the only reason being we want to get a little outside of the "city" and into the country. The only real thing we have noticed is that Gladstone operates a bit like a small town in some great way and some not so great

ways. Code Enforcement, Law Enforcement, City government departments all can be drastically different experiences based on who you are or how long you have lived here. We have never had any issues personally, but we are aware of individuals whose property and living conditions are disgusting and completely unsafe. We also know that multiple members of those departments are 100% aware of these conditions yet, nothing is really being done. Sadly, you have one or more people in mind right now that you think we could be speaking of. . . that's the point. We are completely on board with giving chances, making exceptions etc. however there has to be a point when pleasantries are abandoned and aggressive legal action should be taken. Not just for the community but for the individuals who seem to keep getting a slap on the hand, or a pass. We would report these individuals however, we were made aware that due to long time friendships, members of city administration have actually called and informed the violator that a report had just come in filed against them, and which neighbor reported them. No one is above following the general rules, and all community members should feel confident in the city employees to show integrity to the community at large and not specific individuals.

- We love living here. Good to have no bus stops, keep the rift raft out.
- We need more police officers.
- We need more sidewalks installed in neighborhoods and street lights.
- We need to make the code for home owners more reasonable. I did not choose to live in an HOA and some of the codes are as such. I believe in code enforcement, but for everybody.
- we need to put a whirlpool in the community center
- What board and commission responsibility are required?
- Why is there no bus service?!?!?
- Would be interested in seeing results of this study. Linden Square summer programs is very good and should continue. Single source trash collection for city would greatly reduce noise and wear on streets by large trucks.
- Would like to know if Gladstone is going to get bus service. The stop across from HyVee was taken away from Metro.
- Would love to see more small businesses within walking distance- especially a little grocery store



**MINUTES
REGULAR CITY COUNCIL MEETING
GLADSTONE, MISSOURI
MONDAY, DECEMBER 9, 2024**

PRESENT: Mayor Tina Spallo
Mayor Pro Tem Les Smith
Councilmember Jean Moore
Councilman Bill Garnos
Councilman Spencer Davis

City Manager Bob Baer
Assistant City Manager Austin Greer
City Attorney Chris Williams
City Clerk Kris Keller

Item No. 1. On the Agenda. Meeting Called to Order.

Mayor Spallo opened the Regular City Council Meeting Monday, December 9, 2024 at 7:30 pm.

Item No. 2. On the Agenda. Roll Call.

Mayor Spallo stated that all Councilmembers were present and there was a quorum.

Item No. 3. On the Agenda. Pledge of Allegiance to the Flag of the United States of America.

Mayor Spallo asked all to stand and join in the Pledge of Allegiance to the Flag of the United States of America.

Item No. 4. On the Agenda. Approval of the Agenda.

Councilmember Moore moved to remove Agenda Item Number 13, Resolution R-24-77. Councilman Garnos seconded. The Vote: "aye", Councilman Davis, Councilman Garnos, Councilmember Moore, Mayor Pro Tem Smith, and Mayor Spallo. (5-0) The Agenda was approved as amended.

Item No. 5. On the Agenda. Approval of the November 11, 2024, Closed City Council Meeting Minutes.

Councilmember Moore moved to approve the minutes of the November 11, 2024, Closed City Council meeting as presented. Mayor Pro Tem Smith seconded. The Vote: "aye", Councilman Davis, Councilman Garnos, Councilmember Moore, Mayor Pro Tem Smith, and Mayor Spallo. (5-0)

Item No. 6. On the Agenda. Approval of the November 11, 2024, Regular City Council Meeting Minutes.

Councilmember Moore moved to approve the minutes of the November 11, 2024, Regular City Council meeting as presented. **Mayor Pro Tem Smith** seconded. The Vote: “aye”, Councilman Davis, Councilman Garnos, Councilmember Moore, Mayor Pro Tem Smith, and Mayor Spallo. (5-0)

Item No. 7. On the Agenda. Communications from the Audience.

There were no communications from the audience.

Item No. 8. On the Agenda. Communications from City Council.

- Board and Commission Appointments.

Mayor Spallo thanked the individuals who interviewed, accepted new appointments, and those who will be reappointed. She then read the list of new appointments and reappointments (see attached roster). She expressed her gratitude to all the individuals who volunteer their time for these important roles.

Mayor Pro Tem Smith moved to approve the Board and Commission appointments and reappointments. **Councilman Davis** seconded. The Vote: “aye”, Councilman Davis, Councilman Garnos, Councilmember Moore, Mayor Pro Tem Smith, and Mayor Spallo. (5-0)

- Presentation for Retiring Board and Commission members.

Mayor Spallo presented plaques to retiring members: Dennis Garrison, Code Board of Appeals and Marianne Cascone, Arts Commission. She thanked them for their service. Additionally, she acknowledged retiring members Roger Poteet from the Tax Increment Financing Commission and the Board of Zoning Adjustment, as well as Brian Bock from the Tax Increment Financing Commission. Both were unable to attend

Councilman Davis expressed the opinion that the new downtown lighting project looks great.

Councilman Garnos mentioned that he recently attended both the Board of Zoning Adjustment and the Parks and Recreation Advisory Board meetings and reported that their work was ongoing.

Councilmember Moore congratulated the Mayor for the success of the Mayor’s Christmas Tree event and encouraged everyone to contribute to the Mayor’s Christmas Tree Fund to support the three local charities. She also reported that she had the privilege of accepting two (2) Keystone Awards on behalf of the City from the Clay County Economic Development Council, recognizing the renovation of City Hall and the Hobby Hill Development with developer Joe Christensen.

Mayor Pro Tem Smith concurred with Councilmember Moore regarding the Mayor’s Christmas Tree event. He also thanked her for including his granddaughter to help “flip the switch”.

Mayor Spallo thanked everyone who participated in the Mayor's Christmas Tree lighting ceremony, especially the Parks Department for organizing the event. She expressed her gratitude for the donations supporting three deserving charities. She added that one of them, the Northland Christmas Store, opened this morning and will continue through tomorrow evening, serving 186 families and delivering packages to 280 seniors. **Mayor Spallo** expressed her gratitude for being part of such a great cause. She also wished everyone happy holidays and thanked the city staff, residents, and board and commission members for their contributions, expressing how honored the City Council is to work with them.

Item No. 9. On the Agenda. Communications from the City Manager.

City Manager Baer announced that the fall edition of the Gladstone magazine is now available. He encouraged everyone to check it out to learn more about the City's new home repair grant, the latest artwork installation at Oak Grove Park, and other updates. He also mentioned that an online version is available on the City's website. He highlighted that the holiday concert series begins this Tuesday at 6:30 p.m. at the Gladstone Community Center, with local groups performing holiday favorites and refreshments offered. Additionally, he reminded Gladstone residents they can dispose of real Christmas trees free at the Gladstone Public Works Department from December 26th to January 10th, Monday through Friday, from 9:00 a.m. to 4:00 p.m.; proof of residency required.

Item No. 10. On the Agenda. CONSENT AGENDA.

Following the Clerks' reading:

Mayor Pro Tem Smith moved to approve the Consent Agenda as published. **Councilmember Moore** seconded. The Vote: "aye", Councilman Davis, Councilman Garnos, Councilmember Moore, Mayor Pro Tem Smith, and Mayor Spallo. (5-0)

Mayor Pro Tem Smith moved to approve **RESOLUTION R-24-74**, A Resolution authorizing the City Manager to enter into a Nuisance Abatement Services Agreement with Weber's Tree Service, LLC. **Councilmember Moore** seconded. The Vote: "aye", Councilman Davis, Councilman Garnos, Councilmember Moore, Mayor Pro Tem Smith, and Mayor Spallo. (5-0)

Mayor Pro Tem Smith moved to approve **RESOLUTION R-24-75**, A Resolution authorizing acceptance of a TIPS-USA Cooperative Purchasing Proposal from McConnell and Associates Corporation in the amount of \$87,424.00 for the conversion of the 72nd Street Tennis Courts into Pickleball Courts Project CP2555. **Councilmember Moore** seconded. The Vote: "aye", Councilman Davis, Councilman Garnos, Councilmember Moore, Mayor Pro Tem Smith, and Mayor Spallo. (5-0)

REGULAR AGENDA.

Item No. 11. On the Agenda. FIRST READING BILL NO. 24-33, An Ordinance rescinding Ordinance Number 4.664 approving a Collective Bargaining Agreement with the Fraternal Order of Police, Lodge 50 for Supervisory, Commissioned Police Department Personnel.

Councilman Garnos moved **BILL NO. 24-33** be placed on its First Reading. **Councilman Davis** seconded. The Vote: "aye", Councilman Davis, Councilman Garnos, Councilmember Moore, Mayor Pro Tem Smith, and Mayor Spallo. (5-0) The Clerk read the Bill.

Councilman Garnos moved to accept the First Reading of **BILL NO. 24-33**, waive the rule and place the Bill on its Second and Final Reading. **Councilman Davis** seconded. The Vote: "aye", Councilman Davis, Councilman Garnos, Councilmember Moore, Mayor Pro Tem Smith, and Mayor Spallo. (5-0) The Clerk read the Bill.

Councilman Garnos moved to accept the Second and Final Reading of **BILL NO. 24-33** and enact the Bill as **Ordinance 4.686**. **Councilman Davis** seconded.

Mayor Pro Tem Smith requested that the City Manager provide a brief explanation for the reason behind this Ordinance. City Manager Baer reported that the supervisory, commissioned personnel voted to remove the FOP as their bargaining agent.

Roll Call vote: “aye”, Councilman Davis, Councilman Garnos, Councilmember Moore, Mayor Pro Tem Smith, and Mayor Spallo. (5-0) **Mayor Spallo** stated **BILL NO. 24-33** stands enacted as **Ordinance Number 4.686**.

Item No. 12. On the Agenda. **RESOLUTION R-24-76**, A Resolution authorizing acceptance of a Sourcewell Cooperative Purchasing Proposal from CXT, Incorporated, in the amount of \$108,818.00 for the purchase of Precast Concrete Restrooms for the 72nd Street Pickleball Courts Project CP2555.

Councilman Davis moved to approve **RESOLUTION R-24-76**, A Resolution authorizing acceptance of a Sourcewell Cooperative Purchasing Proposal from CXT, Incorporated, in the amount of \$108,818.00 for the purchase of Precast Concrete Restrooms for the 72nd Street Pickleball Courts Project CP2555. **Councilmember Moore** seconded. The Vote: “aye”, Councilman Davis, Councilman Garnos, Councilmember Moore, Mayor Pro Tem Smith, and Mayor Spallo. (5-0)

Item No. 13. On the Agenda. **RESOLUTION R-24-77**, A Resolution authorizing the City Manager to execute a contract with Legacy Post and Beam, Incorporated, in the total amount not to exceed \$326,244.23 for the purchase of a 1.5 Story Gable Barn Kit Project CP2454.

This item was removed from the Agenda.

Item No. 14. On the Agenda. Other Business.

There was no other business.

Item No. 15. On the Agenda. Adjournment.

Mayor Spallo adjourned the, December 9, 2024, Regular City Council meeting at 7:51 pm.

Respectfully submitted:

Kris Keller, City Clerk

Approved as presented: _____

Approved as modified: _____

Tina M. Spallo, Mayor

**AGENDA ITEM #8 COUNCIL COMMUNICATIONS
BOARD & COMMISSION APPOINTMENT RECOMMENDATIONS
FOR CITY COUNCIL ACTION DECEMBER 9, 2024**

<u>BOARD/COMMISSION</u>	<u>TERM EXPIRATION</u>
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ARTS COMMISSION

Reappointment	Meghan Hayden	December 2027
New Appointment	Angela Dickson	December 2027

BOARD OF ZONING ADJUSTMENT

New Appointment	Ethan Brown (1 st Alt)	December 2029
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CAPITAL IMPROVEMENTS PROGRAM

Reappointment	Michelle Sanderson	December 2027
New Appointment	Jason Hunter	December 2027

CODE BOARD OF APPEALS

Reappointment	Ken Christeson	December 2027
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ENVIRONMENTAL MANAGEMENT ADVISORY COMMITTEE

Reappointment	Julie Conn	December 2027
Reappointment	George Smith	December 2027
New Appointment	Burt Comstock	December 2027

NEIGHBORHOOD COMMISSION

New Appointment	Linda Banes	December 2027
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PARKS AND RECREATION ADVISORY BOARD

Reappointment	Jason Sharpsteen	December 2027
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PLANNING COMMISSION

Reappointment	Brenda Lowe	December 2028
Reappointment	Bill Turnage	December 2028
New Appointment	Nick Smith	December 2028



Request for Council Action

RES ☒ # R-25-01

BILL ☐ # City Clerk Only

ORD ☐ # City Clerk Only

Date: 1/7/2025

Department: Finance

Meeting Date Requested: 1/13/2025

Public Hearing: Yes ☐ Date: [Click here to enter a date.](#)

Subject: Purchase of APC (Universal Power Supply) Upgrades – City Hall & Community Center

Background: These upgrades are slotted to replace the existing UPS system which dates to 2006 and is well past its expected lifespan. For this project, we recruited the assistance of a third-party vendor to take a site walk of the two locations to ensure that the proposed equipment list was compatible with the current infrastructure. With their assistance, we have acquired three (3) separate quotes on the project with the intention of moving forward with JAB's attached quote. Disclosure of interest: JAB Technology provided significant input and consultation regarding project requirements and equipment verification.

Budget Discussion: Funds are budgeted in the amount of \$ 18,457.00 from the General Fund. The project is expected to be applied to outstanding 2024 COP funding. Ongoing costs are estimated to be minimal annually. Previous years' funding was \$0.00.

Public/Board/Staff Input: Staff consider this project to be well suited for the City's long-term goal of IT redundancy and strengthening project, and matches the 2024 COP stated guidelines for usage. As such, Staff recommend this project for funding.

Provide Original Contracts, Leases, Agreements, etc. to: City Clerk and Vendor.

Matt Dayton
Department Director/Administrator

JA
City Attorney

BB
City Manager

RESOLUTION NO. R-25-01

A RESOLUTION AUTHORIZING ACCEPTANCE OF A PROPOSAL FROM JAB TECHNOLOGIES, IN THE AMOUNT OF \$18,457.00 FOR THE PURCHASE OF THREE (3) APC UNITS AND RELATED SUPPORTING EQUIPMENT.

WHEREAS, the City has determined that the current power supply units are past their useful life.

WHEREAS, the City has solicited three separate bids regarding the replacement and installation of these critical components from JAB Technologies, PC Connections Sales Corp, and High Plains Technology, Inc.

WHEREAS, the Information Technology Manager recommends the acceptance of the JAB Technologies bid for three APC units and their related equipment for the amount of \$18,457.00

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF GLADSTONE, MISSOURI, AS FOLLOWS:

THAT, the City Manager of the City of Gladstone, Missouri is hereby authorized to accept the proposal from Jab Technologies, in the total amount of \$18,457.00.

FURTHER, THAT, funds for such purpose are authorized from the General Fund (2024 COP proceeds).

INTRODUCED, READ, PASSED, AND ADOPTED BY THE COUNCIL OF THE CITY OF GLADSTONE, MISSOURI, THIS 13TH DAY OF JANUARY 2025.

Tina M. Spallo, Mayor

ATTEST:

Kris Keller, City Clerk

EXHIBIT A

**DOWNTOWN LINDEN
COMMUNITY IMPROVEMENT DISTRICT**

**BUDGETS FOR FISCAL YEARS ENDING
MARCH 31, 2024, MARCH 31, 2025 AND MARCH 31, 2026**

Chair, Travis Maschino

BOARD OF DIRECTORS

**Secretary
Julie Justus**

**Treasurer
Miles Powers**

**Director
Zach Hall**

**Director
Brandon Cassidy**

**EXECUTIVE DIRECTOR
Robert Preston**

**Asst. Secretary/Asst. Treasurer
Laura Lashley**

BUDGET MESSAGE

BY
CHAIR

On July 29, 2019, pursuant to the Community Improvement District Act, Sections 67.1401 to 67.1571 of the Revised Statutes of Missouri, as amended (the "*CID Act*"), the City Council of the City of Gladstone, Missouri (the "*City*") approved Ordinance No. 4.482 (the "*Ordinance*"), which established the Downtown Linden Community Improvement District (the "*District*"). The District is a political subdivision of the State of Missouri.

The Ordinance provided that the District be established for the sole purpose of funding various public improvements within the District boundaries (the "*Project*"), which public improvements are anticipated to be made in connection with the development, operation and maintenance of a new commercial retail development within the District. Specifically, the District is proposed to provide funding for the following items: (a) various public improvements within the boundaries of the District, including without limitation (i) the demolition of existing public improvements, (ii) sidewalks, (iii) alleys, (iv) utility burial, and (v) landscaping and site improvements; (b) various services within the District boundaries, including without limitation (i) architectural fees, (ii) interest carry, (iii) legal/accounting fees, (iv) civil engineering, (v) landscape design, (vi) permits, (vii) insurance, and (viii) construction fee; (c) contract with the property owner to provide for the demolition and removal of the existing buildings and structures; and (d) any related public improvements, services or activities outlined in the Ordinance.

During the fiscal year ending March 31, 2021, the Board of Directors of the District approved Resolution 2019-04 imposing a sales and use tax (the "*CID Sales Tax*") at the rate of one percent (1%) on the receipts from the sale at retail of all eligible tangible personal property or taxable services within its boundaries pursuant to the CID Act, which CID Sales Tax became effective in 2022, following its approval by the qualified voters of the District at a mail-in election held in accordance with the CID Act and accepted by Resolution 2021-01.

In the fiscal year ending March 31, 2024 the District estimates the collection of CID Sales Tax revenues of approximately \$40,000 with an estimated \$135,000 in special assessment revenues. Expenditures were anticipated to be approximately \$15,000. The District tax revenues are being held at the Missouri Department of Revenue and the developer has not released the special assessments to the CID at the end of fiscal year 2024.

In the fiscal year ending March 31, 2025 the District anticipates CID Sales Tax revenues of approximately \$89,400 and special assessment revenues of \$370,000. The expenditures anticipated include administrative costs of \$18,700 and project cost reimbursements of \$440,000. The District anticipates the release of the prior year sales tax funds in fiscal year 2025. The District further anticipates the deposit of the prior year collections for the special assessment which are estimated to total \$370,000. The District plans to approve the certificates of reimbursable costs of \$850,000 which will allow for the release of reimbursements.

In the fiscal year ending March 31, 2026 the District anticipates CID Sales Tax revenues of approximately \$36,000 and special assessment revenues of \$140,000. The anticipated expenditures include administrative costs of \$19,150 and project cost reimbursements of \$155,000. The remaining outstanding certificates are anticipated to be \$695,000 by fiscal year end.

Downtown Linden Community Improvement District
Fiscal Year April 1, 2025 through March 31, 2026

	April 1 through March 31, 2026 Budget
Income	
CID Sales & Use Tax (Security Bank ending in 6493)	36,000.00
Special Assessment	140,000.00
Interest	0.00
Total Income	176,000.00
Expense	
Project Cost Reimbursement	
Principal	155,000.00
Total Project Cost Reimbursement	155,000.00
Administration Fee	15,450.00
Insurance	1,200.00
Legal	2,500.00
Total Expense	174,150.00
Net Income	1,850.00
 Beginning Balance	 \$ 9,555.38
Ending Balance	\$ 11,405.38

Obligation Outstanding	Balance 4/1/2025	Issued	Retired	Balance 3/31/2026
Certificates	\$ -	\$ 850,000.00	\$ (155,000.00)	\$ 695,000.00
Total	\$ -	\$ 850,000.00	\$ (155,000.00)	\$ 695,000.00

EXHIBIT A

**LINDEN BLOCK 25
COMMUNITY IMPROVEMENT DISTRICT**

**BUDGETS FOR FISCAL YEARS ENDING
MARCH 31, 2024, MARCH 31, 2025 AND MARCH 31, 2026**

Travis Maschino, Chair

BOARD OF DIRECTORS

**Secretary
Julie Justus**

**Treasurer
Miles Powers**

**Director
Brandon Cassidy**

**Director
Zach Hall**

**EXECUTIVE DIRECTOR
Robert Preston**

**Asst. Secretary/Asst. Treasurer
Laura Lashley**

BUDGET MESSAGE

BY
CHAIR

On July 29, 2019, pursuant to the Community Improvement District Act, Sections 67.1401 to 67.1571 of the Revised Statutes of Missouri, as amended (the "*CID Act*"), the City Council of the City of Gladstone, Missouri (the "*City*") approved Ordinance No. 4.481 (the "*Ordinance*"), which established the Linden Block 25 Community Improvement District (the "*District*"). The District is a political subdivision of the State of Missouri.

The Ordinance provided that the District be established for the sole purpose of funding various public improvements within the District boundaries (the "*Project*"), which public improvements are anticipated to be made in connection with the development, operation and maintenance of a new commercial retail development within the District. Specifically, the District is proposed to provide funding for the following items: (a) various public improvements within the boundaries of the District, including without limitation (i) the demolition of existing public improvements, (ii) sidewalks, (iii) alleys, (iv) utility burial, and (v) landscaping and site improvements; (b) various services within the District boundaries, including without limitation (i) architectural fees, (ii) interest carry, (iii) legal/accounting fees, (iv) civil engineering, (v) landscape design, (vi) permits, (vii) insurance, and (viii) construction fee; (c) contract with the property owner to provide for the demolition and removal of the existing buildings and structures; and (d) any related public improvements, services or activities outlined in the Ordinance.

During the fiscal year ending March 31, 2021, the Board of Directors of the District approved Resolution 2019-04 imposing a sales and use tax (the "*CID Sales Tax*") at the rate of one percent (1%) on the receipts from the sale at retail of all eligible tangible personal property or taxable services within its boundaries pursuant to the CID Act, which CID Sales Tax became effective in 2022, following its approval by the qualified voters of the District at a mail-in election held in accordance with the CID Act and accepted by Resolution 2021-01.

In the fiscal year ending March 31, 2024 the District estimates the collection of CID Sales Tax revenues of approximately \$40,000. Expenditures were anticipated to be approximately \$15,000. The District tax revenues are being held at the Missouri Department of Revenue.

In the fiscal year ending March 31, 2025 the District anticipates CID Sales Tax revenues of approximately \$89,400. The expenditures anticipated include administrative costs of \$18,700 and project cost reimbursements of \$75,000. The District anticipates the release of the prior year sales tax funds in fiscal year 2025. The District plans to approve the certificates of reimbursable costs of \$250,000 which will allow for the release of reimbursements.

In the fiscal year ending March 31, 2026 the District anticipates CID Sales Tax revenues of approximately \$36,000. The anticipated expenditures include administrative costs of \$19,150 and project cost reimbursements of \$22,000. The remaining outstanding certificates are anticipated to be \$228,000 by fiscal year end.

Linden Block 25 Community Improvement District
Fiscal Year April 1, 2025 through March 31, 2026

	Actual to Date	April 1 through March 31, 2026 Budget
Income		
CID Sales & Use Tax (Security Bank ending in 6501)	0.00	36,000.00
Interest	0.00	0.00
Total Income	0.00	36,000.00
Expense		
Project Cost Reimbursement		
Principal	0.00	22,000.00
Total Project Cost Reimbursement	0.00	22,000.00
Administration Fee	0.00	15,450.00
Insurance	0.00	1,200.00
Legal	0.00	2,500.00
Total Expense	0.00	41,150.00
Net Income	0.00	-5,150.00
 Beginning Balance	\$ -	\$ 8,855.38
Ending Balance	\$ -	\$ 3,705.38

Obligation Outstanding	Balance 4/1/2025	Issued	Retired	Balance 3/31/2026
Certificates	\$ -	\$250,000	\$ (22,000.00)	\$ 228,000.00
Total	\$ -	\$ 250,000.00	\$ (22,000.00)	\$ 228,000.00



Request for Council Action

RES ☐# City Clerk Only

BILL ☒# 25-01

ORD ☒# 4.687

Date: 12/31/2024

Department: General Administration

Meeting Date Requested: 1/13/2025

Public Hearing: Yes ☐ Date: [Click here to enter a date.](#)

Subject: This Ordinance declares that a municipal election for the City of Gladstone, Missouri will take place on Tuesday, April 8, 2025. Two (2) individuals have filed for one (1) available position: After adoption of this Ordinance, the City Clerk will certify the names attached with the Clay County Board of Election Commissioners by the final certification date of January 28, 2025.

Background: N/A

Budget Discussion: N/A

Public/Board/Staff Input: N/A

Provide Original Contracts, Leases, Agreements, etc. to: City Clerk.

Kris Keller
City Clerk

JA
City Attorney

BB
City Manager

AN ORDINANCE CALLING A GENERAL ELECTION FOR THE ELECTION OF ONE (1) POSITION TO THE GLADSTONE CITY COUNCIL ON TUESDAY, APRIL 8, 2025; DESCRIBING THE FORM OF THE BALLOT AND DIRECTING THE CITY CLERK TO SUBMIT CERTIFICATION OF SUCH ELECTION TO THE CLAY COUNTY BOARD OF ELECTION COMMISSIONERS PURSUANT TO RSMo. 115.125.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF GLADSTONE, MISSOURI, AS FOLLOWS:

Section 1. General Election Called.

A General Councilmanic Election shall be, and the same is hereby ordered to be held in the City of Gladstone, Missouri, on Tuesday, April 8, 2025, and the following candidate names shall be printed on the ballot in the order of the filing as the nominee for one (1) Gladstone City Council position as indicated:

FOR COUNCILMEMBER

Three (3) Year Term

(Vote for One)

Bill Garnos
Molly Marie Gibson

Section 2. Notification.

The City Clerk is hereby directed to notify the Board of Election Commissioners of Clay County, Missouri, of the enactment of this Ordinance pursuant to RSMo 115.125.

INTRODUCED, READ, PASSED, AND ADOPTED BY THE COUNCIL OF THE CITY OF GLADSTONE, MISSOURI, THIS 13TH DAY OF JANUARY 2025.

Tina M. Spallo, Mayor

ATTEST:

Kris Keller, City Clerk

First Reading: January 13, 2025

Second Reading: January 13, 2025



Request for Council Action

RES ☐ #

BILL ☒ # 25-02

ORD ☒ # 4.688

Date: 1/8/2025

Department/Office: Public Works

Meeting Date Requested: 1/13/2025

Public Hearing: ☐ Yes Date: Click here to enter a date.

Subject: Intergovernmental Agreement, 2025 Regional Household Hazardous Waste Collection Program

Background: The City of Gladstone has participated in the MARC Regional Household Hazardous Waste Collection Program since 2006. This program requires the City to enter into a new Intergovernmental Agreement annually. In order to continue in the program, staff is requesting that the City Council authorize the City Manager to execute a new agreement with MARC.

The annual cost of participation in 2024 was \$30,404.91, which is \$1.13 per resident based on population estimates. The annual cost of participation in 2025 will be \$30,881.77, which is \$1.13 per resident.

As in previous years, the City plans to host a mobile event in 2025 on a date chosen by the MARC Solid Waste Management District. Gladstone residents can also continue to use the permanent facility located at 4707 Deramus in Kansas City, MO and 2101 SE Hamblen Road in Lee's Summit, MO. During the first three quarters of 2024, a total of 3964 residents participated in the program and safely disposed of approximately 31,637 lbs of household hazardous waste.

Budget Discussion: Funds are budgeted in the amount of \$31,000.00 in FY25 from the General fund. Ongoing costs are estimated to be \$31,000.00.

Public/Board/Staff Input: City staff recommends the approval of this agreement.

Provide Original Contracts, Leases, Agreements, etc. to: City Clerk and Vendor.

Tim Nebergall
Department Director/Administrator

JA
City Attorney

BB
City Manager

AN ORDINANCE AUTHORIZING THE CITY MANAGER TO EXECUTE AN INTERGOVERNMENTAL AGREEMENT BETWEEN THE CITY OF GLADSTONE AND THE MID-AMERICA REGIONAL COUNCIL (MARC) SOLID WASTE MANAGEMENT DISTRICT FOR THE 2025 REGIONAL HOUSEHOLD HAZARDOUS WASTE COLLECTION PROGRAM IN THE AMOUNT OF \$30,881.77.

Legislative Findings

1. Cass, Clay, Jackson, Platte, and Ray Counties and the City of Kansas City have formed the MARC Solid Waste Management District (SWMD) pursuant to Sections 260.300 through 260.345 of the Revised Statutes of Missouri (1986 & Cum. Supp. 1990); and
2. The members of the SWMD include most cities within the member counties including the City of Gladstone; and
3. The City of Gladstone will be responsible for an annual fee for 2025 in the amount of \$30,881.77, which is \$1.13 per resident based on population estimates; and
4. It is in the best interest of all of the citizens of Gladstone to continue the City's membership in the SWMD Regional Household Hazardous Waste Collection Program.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF GLADSTONE, MISSOURI, AS FOLLOWS:

SECTION 1. The City Manager of the City of Gladstone, Missouri, is hereby authorized to execute the agreement with the MARC SWMD for the Regional Household Hazardous Waste Collection Program.

SECTION 2. Funds for the program costs are budgeted in the City of Gladstone's General Fund.

INTRODUCED, READ, PASSED, AND ADOPTED BY THE COUNCIL OF THE CITY OF GLADSTONE, MISSOURI, THIS 13TH DAY OF JANUARY 2025.

Tina M. Spallo, Mayor

ATTEST:

Kris Keller, City Clerk

1st Reading: January 13, 2025

2nd Reading: January 13, 2025

AN ORDINANCE AUTHORIZING THE CITY MANAGER TO ENTER INTO A COOPERATIVE AGREEMENT WITH THE FEDERAL BUREAU OF INVESTIGATION (FBI) TO PROVIDE LAW ENFORCEMENT RESOURCES TO THE KANSAS CITY INTERAGENCY INTELLIGENCE TASK FORCE.

WHEREAS, the Federal Bureau of Investigation (FBI) has formed a Task Force aimed at creating a network of crime and intelligence analysts in the KC Metro Area; and

WHEREAS, the FBI relies on the cooperation and resources of local jurisdictions to strengthen the capabilities of the Task Force through training, intelligence sharing, and investigative assistance; and

WHEREAS, both the City of Gladstone and the FBI understand the importance and effectiveness of inter-agency cooperation; and

WHEREAS, the City of Gladstone believes a Memorandum of Understanding with the FBI to formally establish participation in the Kansas City Interagency Intelligence Task Force is beneficial to both agencies.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF GLADSTONE, MISSOURI, AS FOLLOWS:

THAT, the City Manager of the City of Gladstone, Missouri, is hereby authorized to enter into a cooperative agreement with the Federal Bureau of Investigation to provide crime analyst resources to the Interagency Intelligence Task Force on the terms and conditions described herein and as more particularly set forth in the Memorandum of Understanding.

INTRODUCED, READ, PASSED, AND ADOPTED BY THE COUNCIL OF THE CITY OF GLADSTONE, MISSOURI, THIS 13TH DAY OF JANUARY 2025.

Tina M. Spallo, Mayor

ATTEST:

Kris Keller, City Clerk

1st Reading: January 13, 2025

2nd Reading: January 13, 2025



Request for Council Action

RES ☐# City Clerk Only

BILL ☒# 25-03

ORD ☒# 4.689

Date: 1/7/2025

Department: Police

Meeting Date Requested: 1/13/2025

Public Hearing: Yes ☐ Date: [Click here to enter a date.](#)

Subject: An Ordinance authorizing the City Manager to enter into a cooperative agreement with the Federal Bureau of Investigation (FBI) to provide Gladstone law enforcement resources to work cooperatively on intelligence and crime analysis within a multi-agency task force.

Background: The FBI realizes that the sharing of crime and intelligence information is key to identifying crime patterns and solving crime within a large metropolitan area such as Kansas City. The Gladstone Police Department was invited to participate in a new Kansas City Interagency Intelligence Task Force that will partner our agency with analysts and the resources of the FBI. Passage of the proposed Ordinance will allow the City Manager to sign the Memorandum of Understanding, allowing the Gladstone Police Crime Analyst to be a member of this new Task Force.

Budget Discussion: N/A

Public/Board/Staff Input: Staff recommends approval of the proposed Ordinance.

Provide Original Contracts, Leases, Agreements, etc. to: City Clerk and Vendor.

Fred Farris
Police Chief

CW
City Attorney

BB
City Manager

Sources:

1. *Appendix B: General Format for FBI MOUs (p23), Memorandums of Understanding and Noncontractual Agreements Policy Guide*
2. [\(U//FOUO\) FBI | OTHER | 800A-LA-C3634640-MOU, Serial 1 | 29 July 2022 | "\(U//FOUO\) IITF MOU Signed by LAPD" | UNCLASSIFIED//FOUO](#)

MEMORANDUM OF UNDERSTANDING ("MOU")

BETWEEN

THE FEDERAL BUREAU OF INVESTIGATION ("FBI")

AND

THE CITY OF GLADSTONE POLICE DEPARTMENT

CONCERNING TASK FORCE ANALYSTS ("TFAs") ASSIGNED TO FBI SPACE AS PART
OF THE KANSAS CITY INTERAGENCY INTELLIGENCE TASK FORCE ("KC IITF")

I. PREAMBLE

A. This MOU is entered into between the FBI Kansas City Field Office ("FBI Kansas City") and the Gladstone Police Department, each of whom may be referred to as "Party" or collectively as the "Parties."

B. One of the core missions of the Gladstone Police Department and the FBI Kansas City is to foster, promote, and provide an integrated, multi-disciplined information and intelligence sharing network to collect, analyze, and disseminate intelligence on criminal, national security, and cyber matters occurring within, related to, or affecting, their geographic areas of responsibility.

C. In order for the intelligence components of the Gladstone Police Department and FBI KC to achieve their missions and mutual objectives, the Parties' intelligence components must work together closely, and in a common space. This will assist the Parties in achieving their common goals and interests related to intelligence gathering, sharing, and dissemination, and best protect the Parties' citizens and communities.

D. A partnership between the Gladstone Police Department and FBI Kansas City represents a key element of optimizing the Parties' combined reach and extending the Parties' intelligence capacities through robust interaction with state, local, tribal and private sector partners. The FBI and Gladstone Police Department's commitment to the FBI KC IITF further enhances the Parties ability to provide those tools, which assist law enforcement in intelligence-led policing and enforcement. This partnership will further

develop the threat mitigation process that translates intelligence needs into requirements to collect information, produce intelligence reports, and disseminate intelligence products to relevant customers.

E. It is the responsibility of all personnel assigned to the FBI KC IITF to review and analyze intelligence which is suspected of, or has a potential nexus to, criminal, national security, and cyber matters, and to prepare intelligence products for dissemination as necessary and appropriate.

F. The FBI IITF is designed to maximize the cooperation and intelligence sharing between the Gladstone Police Department and FBI Kansas City. The FBI Kansas City IITF will create a cohesive group capable of gathering, analyzing, and disseminating intelligence to help the Gladstone Police Department and FBI Kansas City achieve their complementary missions.

II. PURPOSE

A. The purpose of this MOU between the FBI Kansas City and the Gladstone Police Department is to define the scope and responsibilities of the Parties that will allow the Gladstone Police Department to assign a TFA, or other designated detailee, to be detailed to FBI space to assist the FBI Kansas City IITF

B. This MOU is not intended, and should not be construed, to create any right or benefit, substantive or procedural, enforceable at law or otherwise amongst or against any of the Parties, their parent agencies, the United States, or the officers, employees, agents, or other associated personnel thereof.

III. PARTIES

A. This MOU is entered into by the Gladstone Police Department and FBI Kansas City.

B. The FBI Assistant Special Agent in Charge (ASAC) of the FBI Kansas City Intelligence Branch is responsible for administering this agreement on behalf of the FBI, and has designated the FBI Kansas City Supervisory Intelligence Analysts (SIAs) and Program Manager (PM) as the points of contact ("POC") for FBI Kansas City for this MOU.

C. The Chief of Police of the Gladstone Police Department is responsible for administering this agreement for the Gladstone Police Department. The Gladstone Police Department Chief may assign a POC for this MOU for the Gladstone Police Department as necessary and appropriate.

IV. AUTHORITIES

A. This MOU is an agreement among the Parties and is not intended, and should not be construed, to create or confer on any other person or entity any right or benefit, substantive or procedural, enforceable at law or otherwise against the FBI, the Department of Justice, the United States, the Gladstone Police Department, or any State,

locality, or other sponsor under whose auspices a party is participating in the FBI Kansas City IITF, or the officers, directors, employees, detailees, agents, representatives, task force members, TFAs, contractors, subcontractors, consultants, advisors, successors, assignees or other agencies thereof.

B. Pursuant to 28 U.S.C. § 533, 28 C.F.R. § 0.85, Executive Order 12333, and Annex II to National Security Presidential Decision Directive ("NSPD"), Homeland Security Presidential Directive ("HSPD"), the FBI is authorized to coordinate an intelligence, investigative, and operational response to terrorism and other major crimes within both state and federal jurisdictions. By virtue of that same authority, the FBI is participating in the FBI Kansas City IITF, which is composed of other federal, state, local, tribal, and private sector organizations acting in support of the above listed statutory and regulatory provisions.

V. CONTROLLING DOCUMENTS

A. All Gladstone Police Department detailees and participants to the FBI Kansas City IITF must adhere to all guidance on investigative matters and intelligence collection, analysis, and dissemination issued by the Attorney General of the United States and the FBI, to include the "Domestic Investigations and Operations Guide" of August 23, 2023 (or successor editions, modifications, or amendments) and the "Intelligence Program Policy Guide" of October 5, 2021 (or successor editions, modifications, or amendments).

B. This MOU does not alter or abrogate existing Gladstone Police Department or FBI Kansas City directives or policies regarding the conduct of investigations, the gathering or dissemination of intelligence, or the use of special investigative techniques or confidential human sources. This MOU in no manner affects any existing MOUs or agreements between the Parties and each other or any other agency.

VI. GLADSTONE POLICE DEPARTMENT PERSONNEL DETAILED TO FBI KANSAS CITY SPACE

A. The Gladstone Police Department hereby agrees to be a principal member of the FBI Kansas City IITF and, based on available staffing, shall contribute the following resources to the FBI Kansas City IITF: at least one (1) assigned personnel conducting analytic functions (the TFA) to FBI Kansas City space as part of the FBI Kansas City IITF.

B. Absent extraordinary circumstances, any TFA designated by the Gladstone Police Department to be detailed to FBI Kansas City Space will be detailed for a minimum period of one (1) year. The Gladstone Police Department may extend the term of the assigned TFA or other detailee for additional one (1) year terms at the discretion of Gladstone Police Department and with concurrence from FBI Kansas City Executive Management. The FBI Kansas City and Gladstone Police Department Executive Management each withhold the right to end the assigned term at any time.

C. The purpose of any Gladstone Police Department personnel assigned to FBI Kansas City space as part of the FBI Kansas City IITF will be: to serve as the analytical and intelligence POC representing Gladstone Police Department and the FBI Kansas City IITF; to conduct liaison and intelligence sharing and dissemination in furtherance of potential intelligence production opportunities; and, to expand outreach to state, local, tribal, private sector partners where applicable to Gladstone Police Department and FBI Kansas City's missions and threat priorities.

D. Personnel detailed by the Gladstone Police Department to FBI Kansas City space as a member of the FBI Kansas City IITF shall hold and maintain a Top Secret (TS) clearance or hold and maintain a minimum of a Secret clearance, with a request for TS clearance in process. Some TFA positions will require an additional Sensitive Compartmented Information (SCI) clearance. Procurement of the TS or TS/SCI clearance for the Gladstone Police Department TFA or detailee will be the responsibility of the FBI.

E. The approval or denial of clearances for FBI Kansas City IITF members will be provided to Gladstone Police Department as part of a regular business process.

VII. SUPERVISION OF GLADSTONE POLICE DEPARTMENT TFAs

A. Day-to-day supervision of Gladstone Police Department TFAs in FBI Kansas City space as a member of the FBI Kansas City IITF will be the responsibility of the appropriate FBI Kansas City Intelligence ASAC and Supervisory Intelligence Analysts (SIAs).

B. Overall responsibility for the conduct of personnel assigned to the FBI Kansas City IITF will remain with each employing agency. Evaluation and investigation of any complaints regarding assigned personnel will be referred to the employing agency. Disciplinary actions against assigned personnel will be undertaken or administered solely by the employing agency. All personnel will keep their respective superiors completely informed of pertinent developments.

C. Quarterly Performance Reviews will be conducted by the TFA's FBI Kansas City supervisor and shared with the TFA's Gladstone Police Department supervisor. The FBI supervisor will also compile feedback and provide that to the Gladstone Police Department supervisor for the TFA's end of year Performance Review.

D. All products authored by TFAs will be reviewed and approved in accordance with FBI policies and procedures.

VIII. PERSONNEL ASSIGNMENT & PROGRAM MANAGEMENT

A. All Gladstone Police Department personnel assigned to the FBI Kansas City IITF in FBI Kansas City space will be expected to conform to his or her agency policies, procedures, requirements, and processes as well as any additional policies, requirements, and procedures applicable to the FBI Kansas City IITF, FBI, and DOJ. Each Gladstone

Police Department TFA or other detailee assigned to the FBI Kansas City IITF will always remain subject to the personnel conduct rules, regulations, laws, and policies applicable to the Gladstone Police Department. All assigned personnel will, at all times during their work with FBI Kansas City IITF or within FBI Kansas City space, be employees of their respective agencies.

B. All intelligence gathered, if any, and all intelligence products drafted, created, or disseminated, if any, by Gladstone Police Department personnel in FBI space with the FBI Kansas City IITF must comply, and be in conformance with, FBI policies and procedures.

C. The FBI Kansas City will provide all necessary secretarial, clerical, administrative, and technical support for all FBI Kansas City IITF personnel.

D. Each TFA or other detailee of a participating Party in the FBI Kansas City IITF with access to FBI systems and records must execute an FD-868, or similar form approved by the FBI. This action obligates the TFA or detailee, who is accepting a position of special trust in being granted access to classified and otherwise sensitive FBI information, to be bound by FBI policy to protect against the unauthorized disclosure of information.

E. The TFAs will be subject to the same federal rules governing weapons and health regulations as FBI employees currently working in FBI Kansas City office space, including any vaccination mandates.

IX. SALARIES AND BENEFITS

A. Salaries, benefits, and overtime of all personnel assigned to the FBI Kansas City IITF will be paid by each respective TFA or detailee's employing Party according to its procedures and policies. Overtime will be compensated in accordance with each applicable employing Party's overtime provisions and will be subject to the prior approval of appropriate personnel of each respective Party for its employees. Unless otherwise agreed to in writing, travel expenses will be paid by the TFA or detailee's employing Party.

X. TRAINING EXPENSES

A. As part of their assignment to FBI Kansas City IITF, Gladstone Police Department personnel may attend training classes or programs with the prior approval of the appropriate FBI Kansas City and Gladstone Police Department supervisor. Gladstone Police Department TFAs detailed to FBI KC may apply for funded training opportunities available to all other FBI employees.

XI. RECORDS, REPORTS & INTELLIGENCE PRODUCTS

A. Access to all files and intelligence for all FBI Kansas City IITF personnel is on a need-to-know basis. Storage of records and reports and dissemination of intelligence products will always be done in strict accordance with applicable local, state, and federal laws.

XII. LIABILITY & MUTUAL INDEMNIFICATION

A. The Parties agree and acknowledge that financial and civil liabilities, if any, and, in accordance with applicable law, for the acts and omissions of any employee remains vested with that employee's employing Party. However, the DOJ may, in its sole discretion, determine on a case-by-case basis that an individual should be afforded legal representation, legal defense, or indemnification of a civil judgment, pursuant to federal law and DOJ policies and regulations.

B. Each Party will defend, indemnify and hold harmless the other Party, their elected and appointed officials, employees, and agents, from and against any and all claims, losses, damages, costs, or expenses including reasonable attorney's fees or other liability of any kind arising out of or connected directly or indirectly with any act or omission of the Party, its officers, employees, or agents related to this MOU.

C. This indemnification will commence on the effective date of this agreement and will continue thereafter for any and all causes of action accruing during the term of this agreement.

1. COMMON LAW TORT CLAIMS

a. Congress has provided that the exclusive remedy for the negligent or wrongful act or omission of an employee of the U.S. Government, acting within the scope of his or her employment, shall be an action against the United States under the FTCA, 28 U.S.C. § 1346(b), and §§ 2671 - 2680.

b. Notwithstanding the provisions contained in this MOU, for the limited purpose of defending civil claims arising out of FBI Kansas City IITF activity, a state, local, or tribal law enforcement officer who has been federally deputized and who is acting within the course and scope of his or her official duties and assignments pursuant to this MOU may be considered an "employee" of the U.S. government, as defined at 28 U.S.C. § 2671. See 5 U.S.C. § 374(c)(2).

c. Under the Federal Employee Liability Reform and Tort Compensation Act of 1998 (commonly known as the Westfall Act), 28 U.S.C. § 2679(b)(1), if an employee of the United States is named as a defendant in a civil action, the Attorney General or his or her designee may certify that the defendant acted within the scope of his or her employment at the time of the incident giving rise to the suit. 28 U.S.C. § 2679(d)(2). The United States can then be substituted for the employee as the sole defendant with respect to any tort claims alleged in the action. 28 U.S.C. § 2679(d)(2). If the United States is substituted as defendant, the individual employee is thereby protected from suit on any tort claim arising out of the incident.

d. If the Attorney General declines to certify that an employee was acting within the scope of employment, "the employee may at any time before

trial petition the court to find and certify that the employee was acting within the scope of his office or employment." 28 U.S.C. § 2679(d)(3).

e. Liability for any negligent or willful acts of FBI Kansas City IITF members undertaken outside the terms of this MOU will be the sole responsibility of the respective employee and agency involved.

2. CONSTITUTIONAL CLAIMS

a. Liability for violations of federal constitutional law may rest with the individual federal agent or officer pursuant to *Bivens v. Six Unknown Names Agents of the Federal Bureau of Narcotics*, 403 U.S. 388 (1971) or pursuant to 42 U.S.C. § 1983 for state officers.

b. Federal, state, local, and tribal officers or employees enjoy qualified immunity from suit for constitutional torts, "insofar as their conduct does not violate clearly established statutory or constitutional rights of which a reasonable person would have known." *Harlow v. Fitzgerald*, 457 U.S. 800 (1982).

c. If an individual FBI Kansas City IITF participant is named as a defendant in his or her individual capacity in a civil action alleging constitutional damages as a result of conduct taken within the course of a joint FBI Kansas City or FBI Kansas City IITF matter, the employee may request representation by DOJ. 28 C.F.R. §§ 50.15, 50.16.

d. An employee may be provided representation "when the actions for which representation is requested reasonably appear[s] to have been performed within the scope of the employee's employment, and the Attorney General, or his [or her] designee, determines that providing representation would otherwise be in the interest of the United States." 28 C.F.R. § 50.15(a).

e. An FBI Kansas City IITF member's written request for representation should be directed to the Attorney General and provided to the Chief Division Counsel ("CDC") of the FBI Kansas City. The CDC will forward the representation request to the FBI's Office of the General Counsel ("OGC"), together with a letterhead memorandum concerning the factual basis of the lawsuit. FBI's OGC will then forward the request to the Civil Division of DOJ, together with an agency recommendation concerning scope of employment and DOJ representation. 28 C.F.R. § 50.15(a)(3).

f. If an FBI Kansas City IITF employee is found to be liable for a constitutional tort while undertaking a joint matter of FBI Kansas City IITF and the FBI Kansas City, he or she may request indemnification from DOJ to satisfy an adverse judgement rendered against the employee in his or her individual capacity. 28 C.F.R. § 50.15(c)(4).

g. Determinations concerning legal representation and indemnification by the United States are discretionary and are made by DOJ on a case-by-case basis. The FBI cannot guarantee that the United States will provide legal representation, legal defense, or indemnification to any federal or state employee detailed to FBI Kansas City IITF, and nothing in this Article or this MOU shall be deemed to create any legal right on the part of any FBI Kansas City IITF personnel.

XIII. INSURANCE

- A. Each Party agrees to maintain its own comprehensive general liability insurance, professional liability insurance, as required, and automotive liability insurance or maintain a self-insuring fund for the term of this MOU in the amounts determined by each Party to adequately insure such Party's liability assumed herein.

XIV. COORDINATION

- A. Each Party agrees to not deliberately act unilaterally on any matter affecting the relationships or joint work product of FBI Kansas City IITF, Gladstone Police Department, or the FBI Kansas City without first coordinating with the other Party. The Parties agree that joint matters designated to be handled by Kansas City IITF, Gladstone Police Department, or FBI Kansas City personnel shall not deliberately be subject to either non-FBI Kansas City IITF or non-FBI intelligence, law enforcement, or operational efforts by each Party. Joint intelligence, joint law enforcement, and joint operational actions will be coordinated and cooperatively carried out by the Parties.
- B. All FBI Kansas City IITF criminal intelligence matters, products, and procedures will conform to the requirements for federal prosecution. For joint Gladstone Police Department, FBI Kansas City IITF, and FBI Kansas City matters, it is expected that the appropriate United States Attorney's Office ("USAO"), in consultation with FBI Kansas City, will be consulted. The Parties will decide on a case-by-case basis, in consultation with the applicable USAO, the discovery obligations of any intelligence product or material of any joint matter, based upon which would better advance the interests of justice and the missions of the Gladstone Police Department, the FBI Kansas City IITF, and the FBI Kansas City.

XV. FUNDING

- A. This MOU is not an obligation or commitment of funds, nor a basis for transfer of funds. Even where one Party has agreed (or later agrees) to assume a particular financial responsibility, written agreement must be obtained before incurring an expense expected to be assumed by another Party. All obligations of and expenditures by any Party are subject to their respective budgetary and fiscal processes, as well as the availability of funds pursuant to all applicable laws, regulations, and policies.

XVI. MEDIA

A. All media releases for joint Gladstone Police Department, FBI Kansas City IITF, or FBI Kansas City matters will be mutually agreed upon and jointly handled by the Parties. Press releases in joint matters will conform to DOJ and applicable state guidelines regarding press releases.

XVII. INFORMATION SHARING

A. No information, intelligence, or intelligence product possessed by the FBI or FBI Kansas City IITF, to include information derived from informal communications between the Parties may be disseminated by Gladstone Police Department personnel without the approval of the FBI and in accordance with the applicable laws and internal regulations, procedures, or agreements between FBI Kansas City and the Gladstone Police Department that would permit the Gladstone Police Department to receive that information directly. Likewise, the Gladstone Police Department will not provide any information to the FBI that is not otherwise available to it unless authorized by appropriate Gladstone Police Department agency officials.

B. FBI intelligence or information, including this MOU, may be disclosed only with FBI permission and only in conformance with the provisions of applicable federal laws and regulations. To the extent information received as a result of this MOU results in a request or demand for information under federal or state law, including state "sunshine" or freedom of information laws, or federal or state civil or criminal discovery, or is the subject of or is responsive to a request for information under the Freedom of Information Act, the Privacy Act, or a Congressional inquiry, such disclosure may only be made after consultation with, and only upon approval of, the FBI.

C. Each Party that discloses personally identifiable information ("PII") is responsible for making reasonable efforts to ensure that the information disclosed is accurate, complete, timely, and relevant.

D. The FBI is providing access to information from its records with the understanding that in the event the recipient becomes aware of any inaccuracies in the data, the recipient will promptly notify the FBI so that corrective action can be taken. Similarly, if the FBI becomes aware that information it has received pursuant to this MOU is inaccurate, it will notify the Gladstone Police Department so that corrective action can be taken.

E. Each Party is responsible for ensuring that information it discloses was not knowingly obtained or maintained in violation of any law or policy applicable to the disclosing Party, and that information is only made available to the receiving Party as may be permitted by laws, regulations, policies, or procedures applicable to the disclosing Party.

F. Each Party will immediately report to the other Party each instance in which data received from the other Party is used, disclosed, or accessed in an unauthorized manner (including any data losses or breaches).

G. The Parties agree that either or both may audit the handling and maintenance of data in electronic and paper recordkeeping systems to ensure that appropriate security and privacy protections are in place.

H. The Parties agree to comply with all applicable laws protecting privacy, civil rights, and civil liberties in the collection, use, analysis, retention, destruction, sharing, and disclosure of information, intelligence, or intelligence products through the FBI Kansas City IITF, including, to the extent applicable, the privacy guidelines established for the Information Sharing Environment created by § 1016 of the Intelligence Reform and Terrorism Prevention Act of 2004.

I. The Parties agree to review and make appropriate changes, if any, to their privacy compliance documents, including, with respect to federal parties, applicable Privacy Act system of records notices, (e)(3) notices, and privacy policies (including policies applicable to the Information Sharing Environment) in advance of the implementation of this MOU to ensure that the scope and routine uses of such notices and policies permit the collection, maintenance, and sharing of personal information as set forth in this MOU and, with respect to non-federal parties, applicable requirements imposed by state privacy laws.

J. Each Party agrees that it will provide appropriate training regarding the responsibilities under this MOU to individuals whose information and/or intelligence gathering, analyzing, or sharing activities are covered by the provisions of this MOU.

XVIII. EFFECT OF THIS AGREEMENT

A. This MOU is not an obligation or commitment of funds, nor a basis for transfer of funds, but rather is a basic statement of the understanding between the Parties of the matters described herein. Expenditures by each Party will be subject to its budgetary processes and to the availability of funds and resources pursuant to applicable laws, regulations, and policies. The Parties expressly acknowledge that the language in this MOU in no way implies that funds will be made available for such expenditures.

B. This MOU does not constitute an agreement for any Party to assume or waive any liability or claim under any applicable law.

C. Nothing in this MOU is intended to conflict with current law, regulations, or directives of the FBI or the Gladstone Police Department. If a term of this MOU is inconsistent with any such authority, then that term shall be invalid, but the remaining terms and conditions of this MOU shall remain in full force and effect.

D. The FBI, as an agency of the United States Government, is self-insured. United States Government liability for claims for personal or property damage, including death, caused by the negligent or wrongful acts or omissions of FBI employees acting within the scope of their employment is determined under the terms and conditions of the FTCA (28 U.S.C., Sections 1346(b) and 2671, *et seq.*). Appropriate claims and judgments against

the United States, to include claims made under the FTC A, are paid out of the Judgment Fund (31 U.S.C., Section 1304).

E. This agreement is not intended to be enforceable in any court or administrative forum. The parties will seek to resolve any disputes regarding this agreement by mutual consultation.

XIX. TERM/TERMINATION

A. The term of this MOU will commence upon approval by the Parties' governing bodies and will extend for three years. Any Party may terminate its participation in this MOU, with or without cause, upon thirty days written notice to all other Parties. Either Party may provide this notice by email or letter to the signatories to this MOU (or their successors). Upon termination of any Party's participation, any equipment issued by either Party must be immediately returned. Obligations pertaining to indemnification for and defense of causes of action accruing during the term of this MOU will extend beyond the termination of this MOA until fully performed.

XX. AMENDMENT OR ALTERATION OF TERMS

A. This MOU fully expresses all understandings of the Parties with respect to the subject matter of this MOU and constitutes the complete agreement among the Parties for these purposes. No addition to, or alteration of, the terms of this Agreement shall be valid unless made in writing and formally approved and executed by the Parties.

SIGNATORIES

Stephen Cyrus
Special Agent in Charge
Federal Bureau of Investigation
Kansas City Field Office

Date

Robert M. Baer
City Manager
City of Gladstone, Missouri

Date



Request for Council Action

RES ☒ # R-25-02

BILL ☐ # City Clerk Only

ORD # City Clerk Only

Date: 1/7/2025

Department: Public Works

Meeting Date Requested: 1/13/2025

Public Hearing: Yes ☐ Date: [Click here to enter a date.](#)

Subject: Contract Award, 0.3-MG Linden Water Tower and 1.0-MG Antioch Water Tower Painting and Repairs, Project WP2492C

Background:

City staff received seven (7) bids for the above referenced project as summarized below:

Viking Painting LLC	\$1,638,400.00
Pittsburg Tank & Tower Group	\$1,672,900.00
Utility Service Co. Inc.	\$1,695,000.00
Classic Protective Coatings Inc.	\$1,791,500.00
Clearcreek Coatings LTD	\$1,994,900.00
Maguire Iron Inc.	\$2,010,000.00
TMI Coatings Inc.	\$2,899,000.00

Budget Discussion: Funds are available from the 2024 COP and budgeted in the CWSS Fund. The Engineer's Estimate for this project is \$1,700,000.00.

Public/Board/Staff Input: City staff has performed reference checks and recommends award of this contract to Viking Painting LLC. Attached is a schematic of the colors and emblem that will be applied to each tower as recommended by City Council at goal setting. Furthermore, a halo system will be installed on the Linden Water Tower.

Provide Original Contracts, Leases, Agreements, etc. to: City Clerk and Vendor.

Timothy A. Nebergall
Department Director/Administrator

JA
City Attorney

BB
City Manager



RESOLUTION NO. R-25-02

A RESOLUTION AUTHORIZING THE CITY MANAGER TO EXECUTE A CONTRACT WITH VIKING PAINTING, LLC, IN THE TOTAL AMOUNT NOT TO EXCEED \$1,638,400.00 FOR THE 0.3-MG LINDEN WATER TOWER AND 1.0-MG ANTIOCH WATER TOWER PAINTING AND REPAIRS, PROJECT WP2492C.

WHEREAS, seven proposals were received for the 0.3-MG Linden Water Tower and 1.0-MG Antioch Water Tower Painting and Repairs WP2492C, and the proposal of Viking Painting, LLC, in the amount of \$1,638,400.00 has been determined by the Director of Public Works to be the lowest and best proposal.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF GLADSTONE, MISSOURI, AS FOLLOWS:

THAT, the City Manager of the City of Gladstone, Missouri, is hereby authorized to execute a contract with Viking Painting, LLC for work as outlined in the contract for a total amount not to exceed \$1,638,400.00.

FURTHER, THAT, funds for such purpose are available from the 2024 COP and budgeted in the CWSS Fund.

INTRODUCED, READ, PASSED, AND ADOPTED BY THE COUNCIL OF THE CITY OF GLADSTONE, MISSOURI, THIS 13TH DAY OF JANUARY 2025.

Tina M. Spallo, Mayor

ATTEST:

Kris Keller, City Clerk



Request for Council Action

RES ☒ # **R-25-03**

BILL ☐ # City Clerk Only

ORD # City Clerk Only

Date: 1/7/2025

Department: Public Works

Meeting Date Requested: 1/13/2025

Public Hearing: Yes ☐ Date: Click here to enter a date.

Subject: Contract Award, FY25 Curb, Gutter & Sidewalk Program – Phase 1, Project TP2505

Background: Four bids were received for this project, including Bid Alternate A:

Lan-Tel Communications Services, Inc.	\$468,450.00
SheDigs It LLC	\$593,668.00
J.M. Fahey Construction	\$770,873.00
Legacy Underground Construction	\$828,900.00

The project consists of curb, gutter, and sidewalk replacement on N. Oak Trafficway, NE 72nd Street, and N. Broadway, at the Community Center, and in preparation for the FY26 street maintenance program.

Budget Discussion: Funds are available from the Gladstone Special Road District, Capital Improvements Sales Tax Fund, and Transportation Sales Tax Fund. Previous years' funding was \$650,000. The engineer's estimate for the project is \$500,000.

Public/Board/Staff Input: Lan-Tel is a company based in Grain Valley, MO. They have performed projects for the City in the past, including several previous Curb, Gutter, and Sidewalk Programs. Staff has been pleased with their performance in the past and is looking forward to working with them again.

Provide Original Contracts, Leases, Agreements, etc. to: City Clerk and Vendor.

Timothy A. Nebergall
Department Director/Administrator

JA
City Attorney

BB
City Manager

RESOLUTION NO. R-25-03

A RESOLUTION AUTHORIZING THE CITY MANAGER TO EXECUTE A CONTRACT WITH LAN-TEL COMMUNICATIONS SERVICES, INCORPORATED, IN THE TOTAL AMOUNT NOT TO EXCEED \$468,450.00 FOR THE FY25 CURB, GUTTER, AND SIDEWALK PROGRAM - PHASE 1, PROJECT TP2505.

WHEREAS, four proposals were received for the FY25 Curb, Gutter, and Sidewalk Program-Phase 1, Project TP2505, and the proposal of Lan-Tel Communications Services, Incorporated, in the amount of \$468,450.00 has been determined by the Director of Public Works to be the lowest and best proposal.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF GLADSTONE, MISSOURI, AS FOLLOWS:

THAT, the City Manager of the City of Gladstone, Missouri, is hereby authorized to execute a contract with Lan-Tel Communications Services, Incorporated, for work as outlined in the contract for a total amount not to exceed \$468,450.00.

FURTHER, THAT, funds for such purpose are authorized from the Transportation Sales Tax Fund.

INTRODUCED, READ, PASSED, AND ADOPTED BY THE COUNCIL OF THE CITY OF GLADSTONE, MISSOURI, THIS 13TH DAY OF JANUARY 2025.

Tina M. Spallo, Mayor

ATTEST:

Kris Keller, City Clerk



Request for Council Action

RES ☒ # **R-25-04**

BILL ☐ # City Clerk Only

ORD ☐ # City Clerk Only

Date: 1/8/2025

Department: Parks & Recreation

Meeting Date Requested: 1/13/2025

Public Hearing: Yes ☐ Date: Click here to enter a date.

Subject: Atkins-Johnson Farm and Museum Barn

Background: This past year, city council set a goal to construct a barn to be used for events and programming at the Atkins-Johnson Farm and Museum site.

Budget Discussion: Funds are budgeted in the amount of \$ 305,501.21 from the 2024 COP Fund.

Public/Board/Staff Input: Staff advertised an RFP and received two bids from prospective barn kit suppliers. Staff has reviewed both and found that Legacy Post and Beam is the best for the City's location. Further, the City has contracted Shape Architecture, who has a history of working with Legacy Post and Beam and speaks highly of their product and staff members.

Provide Original Contracts, Leases, Agreements, etc. to: City Clerk and Vendor.

Justin Merkey
Department Director/Administrator

JA
City Attorney

BB
City Manager

RESOLUTION NO. R-25-04

A RESOLUTION AUTHORIZING THE CITY MANAGER TO EXECUTE A CONTRACT WITH LEGACY POST AND BEAM, INC., IN THE TOTAL AMOUNT NOT TO EXCEED \$305,501.21 FOR THE PURCHASE OF A 1.5 STORY GABLE BARN KIT PROJECT CP2454.

WHEREAS, the City requested proposals for the work, and the proposal of Legacy Post and Beam, Inc. in the amount of \$305,501.21 has been determined by the Director of Parks, Recreation, and Cultural Arts to be the lowest and best proposal.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF GLADSTONE, MISSOURI, AS FOLLOWS:

THAT, the City Manager of the City of Gladstone, Missouri, is hereby authorized to execute a contract with Legacy Post and Beam, Inc., for a total amount not to exceed \$305,501.21.

FURTHER, THAT, funds for such purpose are authorized from the 2024 COP Project Fund.

INTRODUCED, READ, PASSED, AND ADOPTED BY THE COUNCIL OF THE CITY OF GLADSTONE, MISSOURI, THIS 13TH DAY OF JANUARY 2025.

Tina M. Spallo, Mayor

ATTEST:

Kris Keller, City Clerk



BUILD YOUR LEGACY

Mar-24

Purchase Agreement

Order Form

PROJECT: Revised Project CP2454: 1.5 Story Gable Venue Kit 68'x96' - Armstrong 6896
 Buyer: City of Gladstone, MO Date: 11/26/2024
 Delivery Address: Atkins-Johnson Farm & Museum Pricing Valid Thru: 12/31/2024
 4109 NE Pleasant Valley Rd Legacy Rep: Tami Schmitt
 City, State - Zip Gladstone, MO 64119 Est. Delivery Date: ~12 weeks from stamped plans
 Email Address: johnhl@gladstone.mo.us Phone Number: 816-423-4106

QTY	DESCRIPTION	UNIT PRICE	TOTAL PRICE
1	1.5 Story Gable Standard Kit 36'x96' (9 bents) 9' Tie-beam height; 4' Loft knee-walls; 10/12 Pitch All structural timbers and 4"x6" purlins kiln-dried Douglas Fir Appearance Grade #1; Standard Kit includes 1"x10" board and 1"x4" batten pine exterior siding	\$119,700.25	\$119,700.25
2	16'x96' Enclosed or Partially Enclosed Lean-to's (8' tie-beam height)	\$35,447.51	\$70,895.03
1	12'x10' Open Gable Porch (Right Lean-to) with roof dormer materials (upgrade to 1x8 t&g pine roof sheathing - no charge)	\$9,877.90	\$9,877.90
1	Wall Upgrade: Commercial Vertical Wall Frame Pkg (2x6 stud framing, 3/4"OSB, Commercial Tyvek) with 6"x8" post upgrade	\$12,736.66	\$12,736.66
1	Roof Upgrade: Residential (R32) Nailbase Insulation Pkg (7.25" foam, 7/16"OSB) with purlins 24" OC, 1x8 t&g pine roof sheathing (on main barn and enclosed lean-to's only)	\$70,636.10	\$70,636.10
7	36' King Post Truss Upgrades (interior bents)	\$1,157.96	\$8,105.75
16	6"x8"x12' DF Lateral Braces	\$202.40	\$3,238.42
4	4"x6" DF Jack Braces	\$87.16	\$348.62
2	Widow's Peaks (Front and Back)	\$364.02	\$728.04
1	12'x9' Double Sliding Barn Door with track & hardware (Front/East)	\$1,984.00	\$1,984.00
2	24' DF Header Beams - eliminate (2) interior right lean-to posts	\$1,645.20	\$3,290.40

Elevations/Floor Plans/Structural/Foundation Plans Included

Doors, windows, and other millwork not included unless specified

*Within 500 mile free delivery radius - no charge for shipping

City will provide sales tax exemption certificate

Legacy Post & Beam
 3220 East Morningside Road
 Fremont, NE 68025
 402-317-5747
tami.schmitt@legacypostandbeam.com

Order Sub-Total	\$301,541.18
6 trucks @ 0 miles Est. Shipping	\$0.00
Engineering Stamp	\$3,960.03
Est. Sales Tax	\$0.00
Order Total	\$305,501.21
20% Order deposit	\$61,100.24
50% Production Payment	\$152,750.60
Balance due for delivery	\$91,650.36

By submitting a deposit buyer acknowledges they have read and agree to Legacy payment policy found on our website
<https://legacypostandbeam.com/our-process/>





BUILD YOUR LEGACY

STANDARD PACKAGE CONTENTS

STANDARD KIT

- Pre-cut and drilled Douglas fir post and beam frame with a minimum 6" x 6" timbers
(Posts, Rafter Beams, Tie Beams, Lateral Beams can be upgraded if required)
- 4"x6" Douglas fir roof purlins placed 32" OC with Purlins screws
- Black powder-coated 1/4" steel plate joinery and hardware
- 2"x6" pine wall girt framing placed 24" OC with Girt Screws
- 2"x6" pressure-treated sill plate with anchor bolts
- Rough-cut pine fascia and siding
- 1"x8" rough-cut pine roof sheathing and Roof Underlayment
- 2"x6" rough-cut pine framing for standard window and door openings
- Rough cut fully dimensional pine 1"x10" board and 1"x4" batten siding
- Foundation Plans
- Building Plans
- Construction Guide

Optional Upgrades

UPGRADE: BARN ROOF INSULATION PACKAGE

- Upgraded Purlins to 24" OC (4x6, rough cut Douglas fir)
- Upgraded Roof Sheathing to 1x8 Tongue and Groove
- Vapor Barrier and Roof Underlayment
- 2 1/2" Foam Nailbase Panel with screws -
(2" of foam, 7/16" OSB)
- Upgraded Fascia boards to accommodate roof thickness
- Soffit

UPGRADE: BARN LOFT PACKAGE

- 2x8 Full dimension rough cut Douglas Fir joists, 16" OC
- 1x8 rough cut decking

UPGRADE: RESIDENTIAL ROOF INSULATION PACKAGE

- Upgraded Purlins to 24" OC (4x6, rough cut Douglas fir)
- Upgraded Roof Sheathing to 1x8 Tongue and Groove
- Vapor Barrier
- 10" Foam Nailbase Panel with screws
(9 1/4" of foam, 7/16" OSB)
- Upgraded Fascia boards to accommodate roof thickness
- 1x8 Tongue & Groove Soffit Material

UPGRADE: BARN WALL INSULATION PACKAGE

- 1 1/2" Foam Nailbase with screws
(1" of foam, 7/16" OSB Nailbase)
- Housewrap (Tyvek typ.)
- 1x8 Tongue & Groove Interior Sheathing

UPGRADE: RESIDENTIAL LOFT PACKAGE

- 2x8 Full dimension rough cut Douglas Fir joists, 16" OC
- 2x6 Tongue & Groove unfinished decking

UPGRADE: VERTICAL WALL FRAMING PACKAGE

- Housewrap
- OSB Wall Sheathing
- 2x6 dimensional stud framing
- Posts upgraded to 6x8





BUILD YOUR LEGACY

Legacy Post & Beam, Inc. Limited Warranty

The following text details our one-year limited warranty and how to seek remedy, should the need arise.

BASIC COVERAGE

Legacy Post and Beam, Inc. warrants to the original purchaser that if the Legacy Post & Beam kit exhibits a structurally significant defect in material or workmanship within one year, we will, at our option, repair, replace, or refund the purchase price of the product (defective portion only) or component part.

WHAT IS NOT COVERED

- Inherent imperfections in material that do not impair structural integrity. Note: knots, cracks, checking and twists are not considered a structurally significant defect in material, but rather a natural component of working with wood.
- Normal wear and tear on wood materials including fork and mill marks and/or natural weathering of surfaces.
- Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Damage or poor product performance resulting from abuse or misuse of the product including unauthorized cuts or alterations, and/or improper or prolonged storage of product.
- Damage resulting from the placement of the product on or over inappropriate soils or terrain.
- Damage or mistakes caused by not adhering to processes outlined in construction guide or related instructions.
- Damage or total loss of the product caused by an act of God, such as, but not limited to, fire explosions, tornados, earthquakes, drought, tidal waves, floods, hurricanes, winds, etc.

WARRANTY START DATE

This one-year limited warranty starts on the date that products are picked up at the factory by the purchaser, purchaser's agent or by common carrier, or when products are delivered by Legacy Post & Beam to the purchaser, whichever occurs first.

OBTAINING WARRANTY SERVICES

Contact a Legacy Post & Beam representative at (402) 317-5747, info@legacypostandbeam.com, or 3220 East Morningside Road, Fremont, NE 68025

We can respond quickly and efficiently if you provide the following: a) product identification from the original order/invoice; b) how to contact you; c) the address where the product can be inspected; and d) a description of the apparent problem and the product (photographs are helpful).

PRICING and CANCELATION

A signed order form and 20% deposit locks pricing in for 12 months. You have a full 60 days from time deposit is received to cancel your order by submitting a written request. Your deposit will be refunded minus any cost incurred by Legacy Post and Beam (such as CAD drawings, project management, engineering, etc...)

DISCLAIMER

THIS WARRANTY IS THE ONLY EXPRESS WARRANTY MADE BY LEGACY POST & BEAM. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. LEGACY POST & BEAM MAKES NO OTHER EXPRESS OR IMPLIED WARRANTY, INCLUDING ANY OTHER EXPRESS OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY.

Buyers Signature: **X**

Date: _____

Legacy Post and Beam: **X**

Date: _____

