

City of Roeland Park Community Survey

Draft Findings Report

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2019

Submitted to the City of Roeland Park

By:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

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2019 City of Roeland Park Community Survey Executive Summary

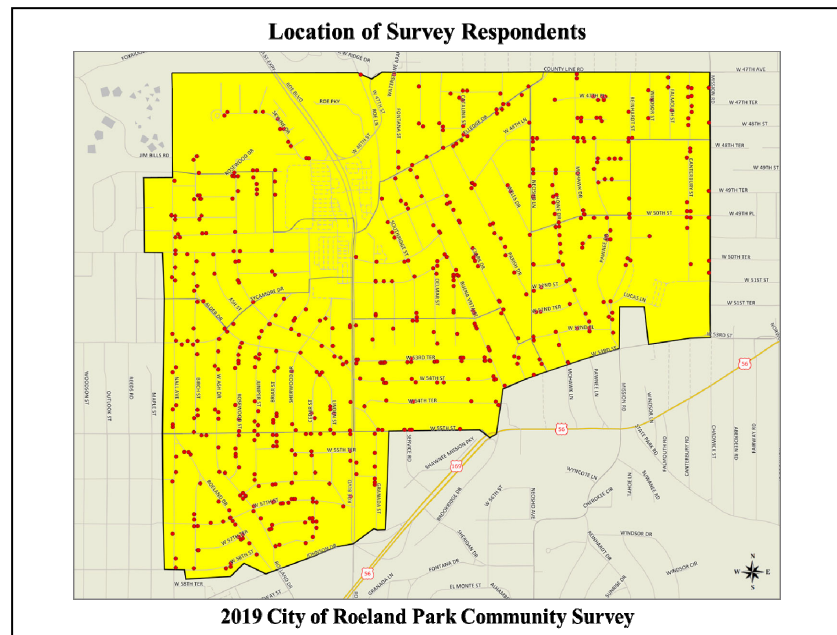
Purpose and Methodology

ETC Institute administered a survey to residents of the City of Roeland Park during the winter of 2019. The survey was designed to gather resident input and feedback on City programs and services. The information collected will be used to improve existing programs and services and help determine long-range planning and investment decisions. Resident input will help ensure the City takes a resident-drive approach when developing new initiatives. Previous community surveys were conducted by ETC Institute in 2008 and 2016.

The seven-page survey, cover letter and postage paid return envelope were mailed to households in the City of Roeland Park. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

To understand how well services are being delivered in different areas of the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of respondents to the resident survey based on the location of their home.

Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Roeland Park from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.



The goal was to obtain completed surveys from at least 400 residents. The goal was exceeded with a total of 604 residents completing the survey. The overall results for the sample of 604 households have a precision of at least +/-4% at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Roeland Park with the results from other communities in ETC Institute’s *DirectionFinder*® database. 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 provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains the following:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from the 2008 and 2016 community surveys,
- benchmarking data that shows how the results for Roeland Park compare to other communities,
- importance-satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey, and
- a copy of the survey instrument.

Overall Perceptions of the City

Ninety percent (90%) of the residents surveyed, *who had an opinion*, indicated the overall quality of life in Roeland Park is “excellent” (34.1%) or “good” (55.5%) which is significantly higher than the national and Kansas City Metro area average of 75%. Ninety-one percent (91%) of those surveyed, *who had an opinion*, indicated the overall feeling of safety in the City is “excellent” (40.7%) or “good” (59.6%) which is also significantly higher than the national and Kansas City Metro area averages. Roeland Park performed significantly better than the national and Kansas City metro area averages in five of the six areas that were compared.

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: the overall quality of police services (91%), the overall quality of customer service received from City employees (86%), the overall quality of fire services (82%), and overall quality of solid waste services (82%). For 10 of the 11 major categories of City services that were rated, 58% or more of residents *who had an opinion* were “very satisfied” or “satisfied”, City leaders have done a great job of ensuring overall satisfaction among residents is very high.

The overall maintenance of City streets, buildings, and facilities (60%) and the overall quality of City parks and recreation programs and facilities (44%) were the two items that respondents

indicated should receive the most emphasis from City leaders over the next two years based on the sum of respondent's top three choices.

Overall Quality of Life in Roeland Park

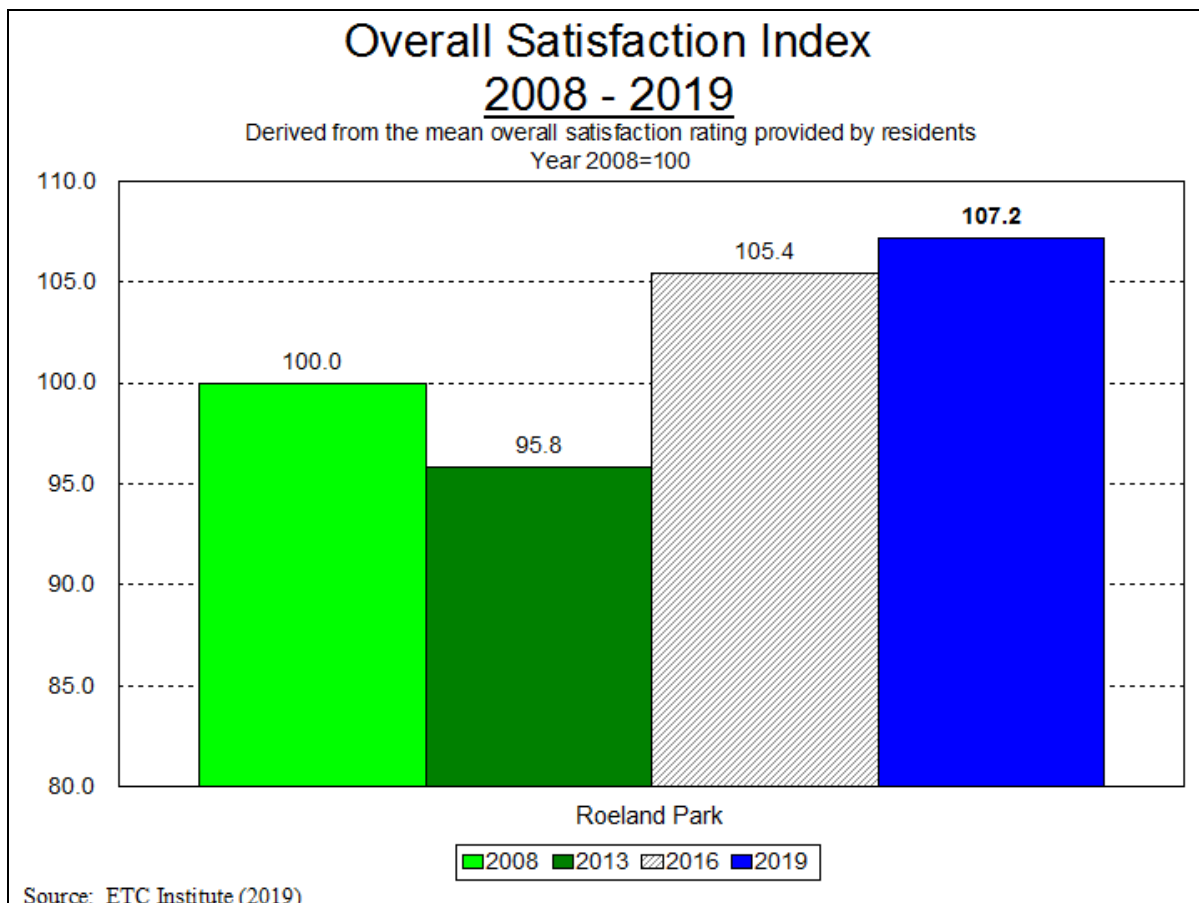
Most residents (97%) *who had an opinion* rated Roeland Park as an "excellent" (57.1%) or "good" (40%) place to live. Eighty-eight percent (88%) of residents *who had an opinion* indicated Roeland Park is either an "excellent" (49.3%) or "good" (38.3%) place to raise children, and 81% indicated the City is in "excellent" (38.2%) or "good" (42.3%) proximity to employers.

Overall Satisfaction Index

In 2019 the Overall Satisfaction Index for the City of Roeland Park increased from 105.4 in 2016 to 107.2 in 2019. The Overall Satisfaction Index for the City of Roeland Park is above the metropolitan Kansas City Area rating of 97 for 2018.

The Overall Satisfaction Index is derived from the mean overall rating given for all major categories of city services that are assessed on the survey. The index is calculated by dividing the mean rating for the current year by the mean rating for the base-year (2008) and then multiplying the results by 100.

The chart below shows how the Overall Satisfaction Index for the City of Roeland Park has changed since 2008.



Satisfaction with Specific City Services

- **City Leadership.** The highest levels of satisfaction with City leadership, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall effectiveness of non-management staff (73%), the overall quality of leadership provided by the City’s elected officials (69%), the overall effectiveness of the City Administrator and Department Directors (65%), and the overall effectiveness of appointed boards and commissions (62%).
- **Public Safety.** The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of local police protection (92%), the overall quality of fire protection (87%), the how quickly police officers respond to emergencies (86%). The aspect of public safety services that respondents were least satisfied with is the adequacy of City street lighting (69%).
- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance of City parks (74%) ease of registering for programs (67%), the overall appearance of City parks (67%) and how close neighborhood parks are to your home (67%). The three parks and recreation services respondents indicated should receive the most emphasis over the next two years were the number of walking and biking trails, the maintenance of City parks, and the quality of the Aquatics Center.
 - Most (72%) respondents, *who had an opinion*, indicated they are either “very supportive” (59.7%) or “supportive” (12%) of making all the parks in the City of Roeland Park smoke free.
- **Code Enforcement.** The highest levels of satisfaction with the enforcement of City Codes and Ordinances, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing the maintenance of commercial property (55%) enforcing the mowing and cutting of weeds on private property (54%), and enforcing the cleanup of litter and debris on private property (51%).
- **City Maintenance.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: snow removal on major City streets (92%), the maintenance of street signs/traffic signals (83%), and the overall cleanliness of City streets and other public areas (83%).
- **City Communication.** The highest levels of satisfaction with City Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of information about City programs and services (77%), the content of the City’s newsletter (76%), and the City’s efforts to keep residents informed about local issues (75%).

- The City's Newsletter (76%), the City's website (48%), and Nextdoor are the three most preferred sources for information about the City.
- **Transportation and Connectivity.** The highest levels of satisfaction with transportation and connectivity in Roeland Park, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the ease of access to the interstate system (96%) and the flow of traffic on residential streets (81%).
- **Trash Services.** The highest levels of satisfaction with trash services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: residential trash collection services (91%) residential curbside recycling services (88%), and residential yard waste collection (86%).

Community Investment Areas

The highest levels of support for various community investment areas, based upon the combined percentage of "very supportive" and "supportive" responses among residents *who had an opinion*, were: maintaining streets, sidewalks, and storm sewer systems (99%), maintaining existing buildings (91%), the City should plan more trees on City property and preserve existing park/green spaces (86%), improving parks and recreation amenities such as the pool, community center, playground equipment, shelters, and restrooms (84%), and improving community access to entertainment and dining options the City otherwise lacks (84%). Respondents were least supportive of incorporating new dedicated on-street or off-street bicycle facilities into existing City roadway corridors to improve connectivity. Based on the sum of respondents' top three choices maintaining streets, sidewalks, and storm sewer systems (50%), improving parks and recreation amenities such as the pool, community center, playground equipment, shelters, and restrooms (24%), improving community access to entertainment and dining options the City otherwise lacks (24%), and incentivizing development which incorporates mixed use into a main street or downtown style (22%) are the most important community investment areas for the City to pursue.

Additional Findings

- Respondents were asked to rank the importance of eight potential changes that could be made to the Aquatics Center. Adding shade structures and umbrellas, replacing deck furniture such as picnic tables and lounge chairs, and replacing the kiddie pool and sand feature with a spray-ground feature were the three potential changes that were most important to respondents.
- Seventy-four percent (74%) of respondents indicated they would most prefer the City include a combination of natural play structures and commercial play sets when replacing the existing playground equipment at Nall Park.
- Thirty-six percent (36%) of respondents indicated they have contacted the City with a question, problem, or complaint during the past year. Of those, 27% indicated they contacted administration, 20% contacted codes enforcement, and 18% contacted public works operations. Overall, respondents who indicated they contacted the City were satisfied with the customer service received from City employees. Respondents were least satisfied with the overall responsiveness of City employees to their request or concern.
- When asked to indicate how they were impacted by the updated leaf pickup program 50% of respondents indicated they were “not inconvenienced,” 21% indicated they were “somewhat inconvenienced,” 10% indicated they were “very inconvenienced,” and 19% gave a “neutral” response.
- Fifty-nine percent (59%) of respondents indicated they were either “very supportive” (25.6%) or “supportive” (33.7%) of giving the City government increased authority to regulate design aesthetics in new or significantly remodeled homes in Roeland Park.
- Respondents indicated that the height and size of a house, front, rear, and side yard setbacks, and how much of a lot may be covered with impervious surfaces were the three most important single-family home design elements that should receive greater regulation by the City.
- Eighty-one percent (81%) of respondents, *who and an opinion*, indicated they either “strongly agree” or “agree” with the statement: the City should increase the energy efficiency of City owned buildings and facilities.
- Seventy-two percent (72%) of respondents, *who and an opinion*, indicated they either “strongly agree” or “agree” with the statement: the City should decrease the use of fossil fuels and increase their use of renewable energy.
- Seventy percent (70%) of respondents, *who and an opinion*, indicated they either “strongly agree” or “agree” with the statement: the City should adopt “green” building codes in all new development.

Trends from 2016 to 2019

The tables below are meant to serve as a quick reference for many of the trends that exist from the 2016 and 2019 surveys. The percentage change from the 2016 survey to the 2019 survey is in the far-right column of the table. To view all of the trends please refer to the charts and graphs section (Section 1) of this report.

Trends from 2016 to 2019			Percentage Change from 2016 to 2019
	2016	2019	
Combination of "Very Satisfied" and "Satisfied" responses			
Q1. Major Categories of City Services			
Overall quality of solid waste services	60%	82%	22%
Overall quality of customer service you receive from City employees	80%	86%	6%
Overall effectiveness of City communication with the public	76%	81%	5%
Overall quality of police services	89%	91%	2%
Overall quality of fire services	80%	82%	2%
Overall maintenance of City streets, buildings & facilities	75%	77%	2%
Overall quality of traffic flow & congestion management in Roeland Park	72%	73%	1%
Overall enforcement of City codes & ordinances	57%	58%	1%
Overall quality of ambulance services	75%	74%	0%
Overall quality of City parks & recreation programs & facilities	71%	70%	-1%
Overall quality of City's stormwater runoff/stormwater management system	81%	75%	-6%
Q5. City Leadership			
Overall quality of leadership provided by City's elected officials	61%	69%	8%
Overall effectiveness of appointed boards & commissions	56%	62%	5%
Overall effectiveness of non-management staff	69%	73%	4%
Overall effectiveness of City administrator & department directors	64%	65%	1%
Q6. Public Safety			
City's efforts to prevent crime	80%	83%	3%
Enforcement of local traffic laws	78%	80%	2%
Quality of animal control services	67%	69%	2%
Visibility of police in neighborhoods	81%	83%	2%
Overall quality of local police protection	91%	92%	0%
How quickly police officers respond to emergencies	87%	86%	-1%
Adequacy of City street lighting	74%	69%	-5%
Q8. Parks and Recreation			
Number of City parks	61%	66%	4%
Fees charged for memberships, recreation programs & facility rental	56%	59%	2%
Ease of registering for programs	65%	67%	2%
Maintenance of City parks	73%	74%	1%
Overall appearance of City parks	70%	67%	-3%
Quality of art in public places	59%	55%	-4%
Quality of Community Center	53%	49%	-5%
How close neighborhood parks are to your home	71%	67%	-5%
City-sponsored special events	61%	56%	-5%
Quality of playground equipment	69%	61%	-7%
Quality of Aquatics Center	62%	41%	-21%

Trends from 2016 to 2019		2016	2019	Percentage Change from 2016 to 2019
Combination of "Very Satisfied" and "Satisfied" responses				
Q14. Enforcement of City Codes and Ordinances				
Enforcing mowing & cutting of weeds on private property	51%	54%	3%	
Enforcing maintenance of commercial property	53%	55%	2%	
Enforcing maintenance of residential property	49%	50%	1%	
Enforcing cleanup of litter & debris on private property	56%	51%	-5%	
Q15. City Maintenance				
Overall cleanliness of City streets & other public areas	81%	83%	1%	
Snow removal on major City streets	91%	92%	1%	
Maintenance of street signs/traffic signals	85%	83%	-1%	
Maintenance of City streets	79%	77%	-2%	
Maintenance of curbs/gutters on streets	74%	70%	-4%	
Snow removal on neighborhood streets	86%	82%	-4%	
Maintenance of sidewalks	72%	67%	-4%	
Maintenance of public buildings	81%	77%	-5%	
Adequacy of street lighting	70%	64%	-6%	
Q16b. Customer Service				
Technical competence & knowledge of City employees who assisted you	74%	83%	9%	
How courteously you were treated	79%	87%	8%	
Overall responsiveness of City employees to your request or concern	66%	73%	7%	
How easy the department was to contact	83%	90%	7%	
Q17. City Communication				
Quality of City's web page	57%	66%	9%	
City efforts to keep you informed about local issues	73%	75%	2%	
Level of public involvement in local decision making	56%	57%	1%	
Availability of information about City programs & services	77%	77%	0%	
Content of City's newsletter	77%	76%	-1%	
Q20. Transportation and Connectivity				
Flow of traffic along commercial streets	63%	69%	6%	
Availability of public transportation	36%	40%	4%	
Flow of traffic on residential streets	77%	81%	4%	
Ease of access to interstate system	93%	96%	3%	
Availability of public sidewalks	69%	63%	-6%	
Q21. Trash Issues				
Residential yard waste collection	58%	86%	28%	
Residential trash collection services	73%	91%	18%	
Residential curbside recycling services	71%	88%	17%	
Residential bulky item pickup services	67%	73%	6%	
The fee charged for solid waste services	69%	73%	4%	
Residential leaf collection service	86%	75%	-11%	

Trends from 2016 to 2019		2016	2019	Percentage Change from 2016 to 2019
Combination of "Excellent" and "Good" responses				
Q3. Quality of Life				
As a place where you would buy your next home	70%	78%	8%	
Quality of grade school through high school	67%	73%	6%	
Proximity to employers	75%	81%	5%	
Quality of commercial developments	29%	32%	3%	
As a place to retire	73%	75%	3%	
As a place to live	96%	97%	2%	
As a place to work	48%	48%	0%	
As a place to raise children	88%	88%	-1%	
Q4. Items that Influence Your Perception of the City				
Overall value that you receive for your City tax & fees	66%	72%	6%	
How well City is managing development activity	42%	46%	3%	
Overall feeling of safety in City	88%	90%	3%	
Overall image of City	74%	76%	2%	
Overall quality of life in City	88%	90%	1%	
Overall quality of services provided by City	85%	86%	1%	
Overall condition of housing in your neighborhood	75%	75%	1%	

How the City of Roeland Park Compares to Other Communities

ETC institute performed benchmarking analysis comparing the City of Roeland Park's Results to our national *DirectionFinder*® database which is based on the results of a survey administered by ETC Institute to a random sample of more than 4,000 U.S. Residents. The City of Roeland Park's results were also compared to the Kansas City Metro area average. The City of Roeland Park performed extremely well in all comparisons to the national and Kansas City Metro area averages. The City of Roeland Park performed better than the national average in 54 of the 59 areas assessed and performed better than the Kansas City Metro area average in 51 of the 59 areas that were assessed. City Leaders should be pleased with the City's overall performance, and how that performance compares with regional and national averages. The tables on the following pages show how the City of Roeland Park compares in all 59 areas that were assessed.

How the City of Roeland Park Compares to Other Communities Nationally

Satisfaction ratings for The City of Roeland Park **rated the same as or above the U.S. average in 54 of the 59 areas** that were assessed. The City of Roeland Park rated significantly higher than the U.S. average (difference of 5% or more) in 49 of these areas. Listed below are the comparisons between the City of Roeland Park and the U.S. average:

Service	Roeland Park	US	Difference	Category of Service
Overall quality of customer service you receive from City employees	86%	45%	41%	Major Categories of Service
Overall quality of services provided by City	86%	50%	36%	Perceptions
Overall maintenance of City streets, buildings & facilities	77%	41%	36%	Major Categories of Service
Snow removal on neighborhood streets	82%	48%	34%	City Maintenance
Overall value that you receive for your City tax & fees	72%	38%	34%	Perceptions
Snow removal on major City streets	92%	59%	33%	City Maintenance
Overall effectiveness of City communication with the public	81%	48%	33%	Major Categories of Service
Availability of information about City programs & services	77%	45%	33%	City Communication
Overall quality of leadership provided by City's elected officials	69%	39%	31%	City Leadership
City efforts to keep you informed about local issues	75%	45%	31%	City Communication
Maintenance of City streets	77%	48%	28%	City Maintenance
City's efforts to prevent crime	83%	55%	28%	Public Safety
As a place to live	97%	70%	27%	Quality of Life
Overall effectiveness of City administrator & department directors	65%	39%	27%	City Leadership
Residential yard waste collection	86%	60%	26%	Trash Issues
Technical competence & knowledge of City employees who assisted you	83%	58%	26%	Customer Service
How easy the department was to contact	90%	65%	25%	Customer Service
Level of public involvement in local decision making	57%	32%	24%	City Communication
Visibility of police in neighborhoods	83%	59%	24%	Public Safety
Overall feeling of safety in City	90%	67%	24%	Perceptions
How quickly police officers respond to emergencies	86%	64%	22%	Public Safety
Overall quality of local police protection	92%	70%	22%	Public Safety
Overall cleanliness of City streets & other public areas	83%	61%	21%	City Maintenance
Overall quality of traffic flow & congestion management in Roeland Park	73%	52%	21%	Major Categories of Service
Maintenance of sidewalks	67%	46%	21%	City Maintenance
Residential bulky item pickup services	73%	53%	20%	Trash Issues
Overall quality of City's stormwater runoff/stormwater management system	75%	56%	19%	Major Categories of Service
Residential curbside recycling services	88%	70%	18%	Trash Issues
How courteously you were treated	87%	69%	18%	Customer Service
As a place to raise children	88%	70%	18%	Quality of Life
As a place to retire	75%	58%	17%	Quality of Life
Residential trash collection services	91%	75%	16%	Trash Issues
Enforcement of local traffic laws	80%	64%	16%	Public Safety
Overall quality of life in City	90%	75%	15%	Perceptions
Overall quality of solid waste services	82%	67%	15%	Major Categories of Service
Enforcing mowing & cutting of weeds on private property	54%	39%	15%	Codes and Ordinances
Maintenance of public buildings	77%	62%	15%	City Maintenance
Maintenance of street signs/traffic signals	83%	70%	14%	City Maintenance
Adequacy of City street lighting	69%	56%	14%	Public Safety
Overall responsiveness of City employees to your request or concern	73%	60%	13%	Customer Service
Overall image of City	76%	64%	12%	Perceptions
Quality of animal control services	69%	58%	11%	Public Safety
Enforcing cleanup of litter & debris on private property	51%	43%	9%	Codes and Ordinances
Adequacy of street lighting	64%	56%	9%	City Maintenance
Enforcing maintenance of residential property	50%	42%	7%	Codes and Ordinances
Overall quality of City parks & recreation programs & facilities	70%	63%	7%	Major Categories of Service
Quality of Aquatics Center	41%	35%	6%	Parks and Recreation
Quality of City's web page	66%	60%	6%	City Communication
Overall enforcement of City codes & ordinances	58%	54%	5%	Major Categories of Service
Ease of registering for programs	67%	63%	4%	Parks and Recreation
Quality of fire protection (JOCO Consolidated Fire District 2)	87%	83%	4%	Public Safety
Quality of emergency medical services (JOCO MED-ACT)	85%	81%	4%	Public Safety
Maintenance of City parks	74%	70%	3%	Parks and Recreation
Enforcing maintenance of commercial property	55%	52%	3%	Codes and Ordinances
Number of City parks	66%	66%	-1%	Parks and Recreation
How well City is managing development activity	46%	47%	-2%	Perceptions
Quality of playground equipment	61%	64%	-3%	Parks and Recreation
As a place to work	48%	53%	-5%	Quality of Life
Quality of Community Center	49%	68%	-19%	Parks and Recreation

How the City of Roeland Park Compares to the Kansas City Metro

Satisfaction ratings for The City of Roeland Park **rated the same or above the average for the Kansas City Metro area in 51 of the 59 areas** that were assessed. The City of Roeland Park rated significantly higher than this average (difference of 5% or more) in 44 of these areas. Listed below are the comparisons between The City of Roeland Park and the Kansas City Metro area average.

Service	Roeland Park	KC Metro	Difference	Category of Service
Overall maintenance of City streets, buildings & facilities	77%	51%	26%	Major Categories of Service
Snow removal on neighborhood streets	82%	60%	22%	City Maintenance
Overall effectiveness of City communication with the public	81%	60%	21%	Major Categories of Service
Residential curbside recycling services	88%	68%	20%	Trash Issues
Overall feeling of safety in City	90%	70%	20%	Perceptions
City efforts to keep you informed about local issues	75%	56%	20%	City Communication
City's efforts to prevent crime	83%	63%	19%	Public Safety
Availability of information about City programs & services	77%	58%	19%	City Communication
Overall value that you receive for your City tax & fees	72%	54%	18%	Perceptions
Maintenance of City streets	77%	59%	18%	City Maintenance
Level of public involvement in local decision making	57%	39%	18%	City Communication
Residential yard waste collection	86%	70%	16%	Trash Issues
Overall quality of customer service you receive from City employees	86%	71%	16%	Major Categories of Service
Overall quality of services provided by City	86%	71%	16%	Perceptions
Snow removal on major City streets	92%	77%	15%	City Maintenance
Overall quality of traffic flow & congestion management in Roeland Park	73%	58%	15%	Major Categories of Service
Visibility of police in neighborhoods	83%	68%	15%	Public Safety
Overall quality of leadership provided by City's elected officials	69%	54%	15%	City Leadership
How quickly police officers respond to emergencies	86%	72%	14%	Public Safety
Maintenance of sidewalks	67%	53%	14%	City Maintenance
Enforcement of local traffic laws	80%	66%	14%	Public Safety
Overall quality of life in City	90%	75%	14%	Perceptions
Overall image of City	76%	62%	14%	Perceptions
Overall quality of local police protection	92%	78%	13%	Public Safety
As a place to live	97%	84%	13%	Quality of Life
Overall quality of City's stormwater runoff/stormwater management system	75%	62%	13%	Major Categories of Service
Quality of City's web page	66%	54%	12%	City Communication
Maintenance of street signs/traffic signals	83%	72%	11%	City Maintenance
Overall cleanliness of City streets & other public areas	83%	72%	11%	City Maintenance
How easy the department was to contact	90%	79%	11%	Customer Service
As a place to raise children	88%	77%	10%	Quality of Life
Overall effectiveness of City administrator & department directors	65%	55%	10%	City Leadership
Quality of animal control services	69%	60%	10%	Public Safety
As a place to retire	75%	66%	9%	Quality of Life
Technical competence & knowledge of City employees who assisted you	83%	75%	9%	Customer Service
Residential trash collection services	91%	83%	8%	Trash Issues
Overall enforcement of City codes & ordinances	58%	50%	8%	Major Categories of Service
Enforcing mowing & cutting of weeds on private property	54%	47%	7%	Codes and Ordinances
Overall quality of solid waste services	82%	75%	7%	Major Categories of Service
Ease of registering for programs	67%	60%	7%	Parks and Recreation
Adequacy of City street lighting	69%	63%	6%	Public Safety
Maintenance of public buildings	77%	71%	6%	City Maintenance
Enforcing maintenance of residential property	50%	44%	6%	Codes and Ordinances
Enforcing cleanup of litter & debris on private property	51%	46%	6%	Codes and Ordinances
Enforcing maintenance of commercial property	55%	51%	4%	Codes and Ordinances
How courteously you were treated	87%	84%	4%	Customer Service
Overall responsiveness of City employees to your request or concern	73%	71%	2%	Customer Service
Residential bulky item pickup services	73%	72%	2%	Trash Issues
Adequacy of street lighting	64%	63%	1%	City Maintenance
Quality of emergency medical services (JOCO MED-ACT)	85%	84%	1%	Public Safety
Quality of fire protection (JOCO Consolidated Fire District 2)	87%	87%	1%	Public Safety
Maintenance of City parks	74%	77%	-3%	Parks and Recreation
Overall quality of City parks & recreation programs & facilities	70%	73%	-3%	Major Categories of Service
Quality of playground equipment	61%	65%	-4%	Parks and Recreation
Number of City parks	66%	71%	-5%	Parks and Recreation
How well City is managing development activity	46%	51%	-5%	Perceptions
As a place to work	48%	61%	-13%	Quality of Life
Quality of Community Center	49%	69%	-20%	Parks and Recreation
Quality of Aquatics Center	41%	63%	-22%	Parks and Recreation

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 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 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:

- Overall maintenance of City streets, buildings and facilities (IS Rating=0.1384)
- Overall quality of City parks and recreation programs and facilities (IS Rating=0.1317)

The table below shows the importance-satisfaction rating for all 11 major categories of City services that were rated.

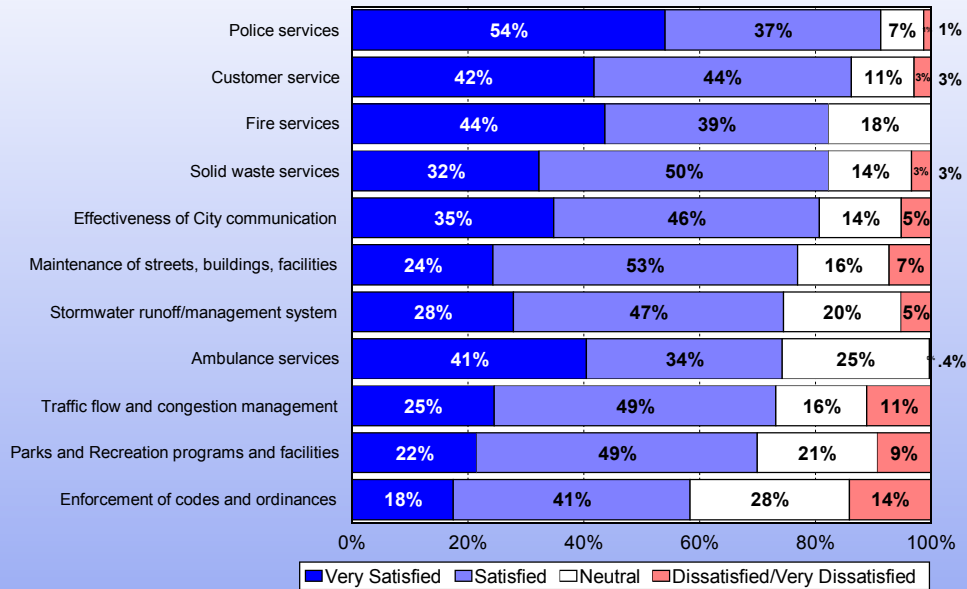
2019 Importance-Satisfaction Rating Roeland Park, Kansas Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall maintenance of City streets, buildings & facilities	60%	1	77%	6	0.1384	1
Overall quality of City parks & recreation programs & facilities	44%	2	70%	10	0.1317	2
Medium Priority (IS <.10)						
Overall enforcement of City codes & ordinances	23%	5	58%	11	0.0969	3
Overall quality of traffic flow & congestion management in Roeland Park	29%	3	73%	9	0.0780	4
Overall effectiveness of City communication with the public	18%	6	81%	5	0.0351	5
Overall quality of City's stormwater runoff/stormwater management system	13%	7	75%	7	0.0339	6
Overall quality of police services	25%	4	91%	1	0.0219	7
Overall quality of solid waste services	9%	8	82%	4	0.0165	8
Overall quality of fire services	4%	10	82%	3	0.0067	9
Overall quality of customer service you receive from City employees	5%	9	86%	2	0.0065	10
Overall quality of ambulance services	3%	11	74%	8	0.0064	11

Section 1

Charts and Graphs

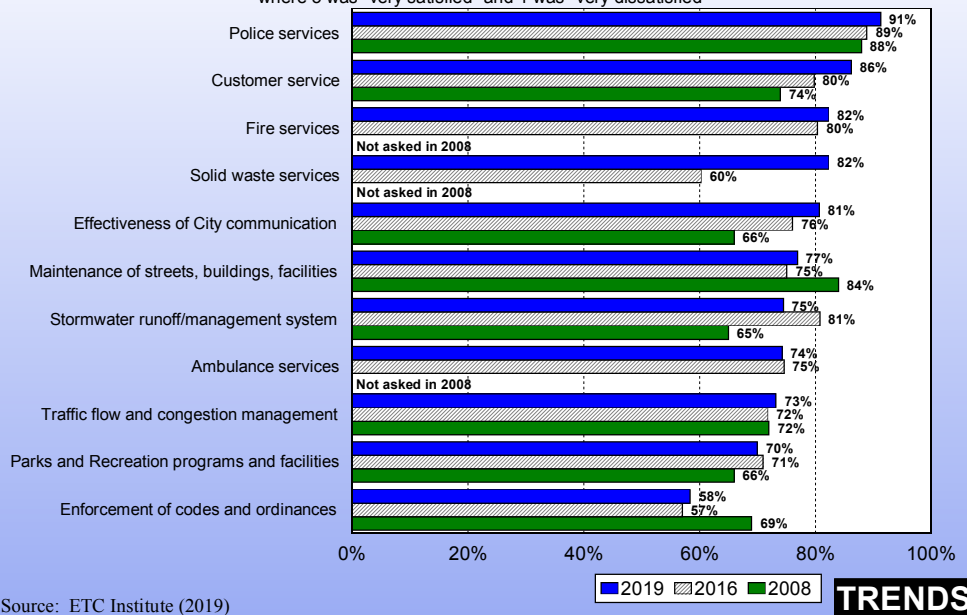
Q1. Overall Satisfaction with Major Categories of City Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



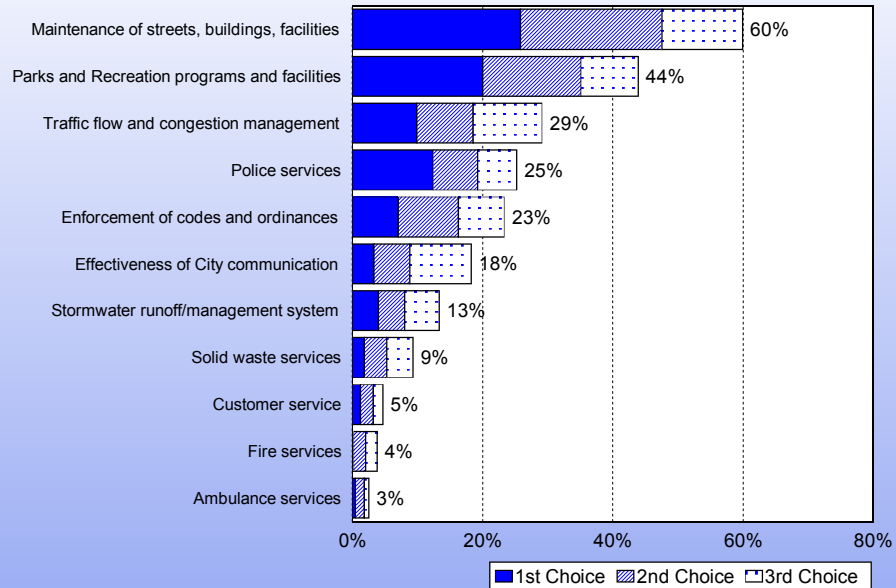
Overall Satisfaction with Major Categories of City Services TRENDS: 2019 vs. 2016 vs. 2008

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"



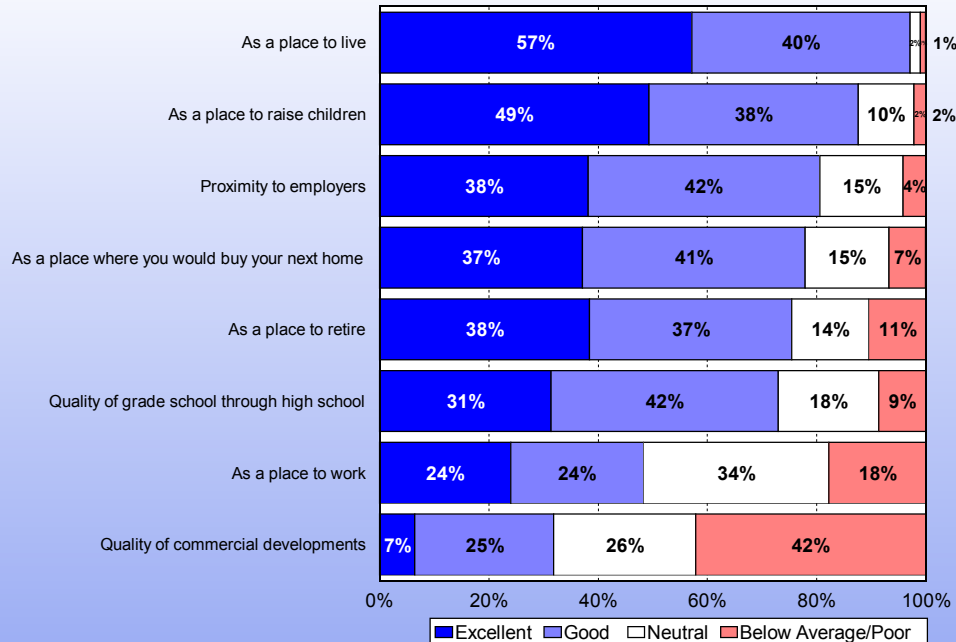
Q2. Which Three Items Should Receive the Most Emphasis from City Leaders Over the Next Two Years

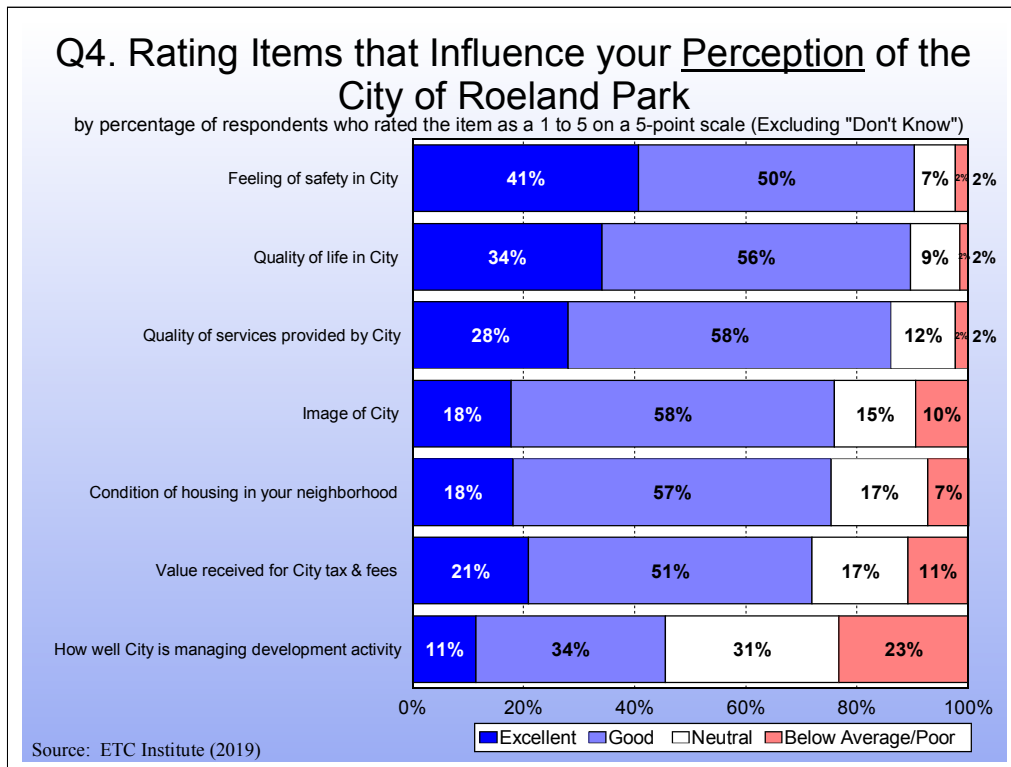
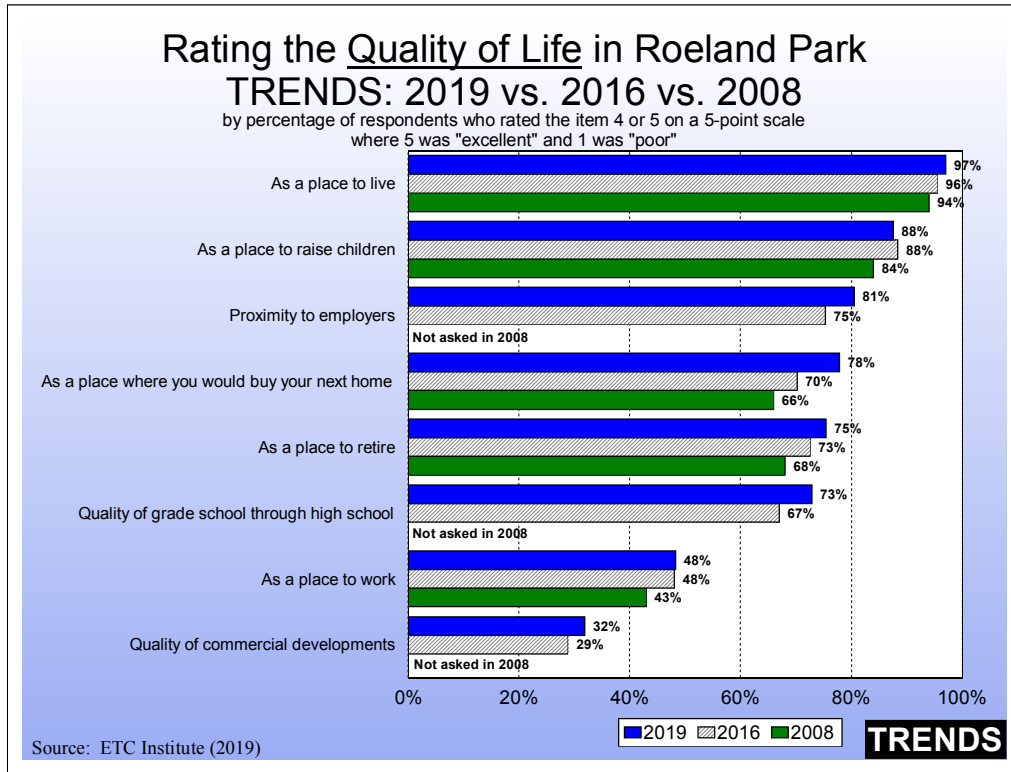
by percentage of respondents who selected the item as one of their top three choices

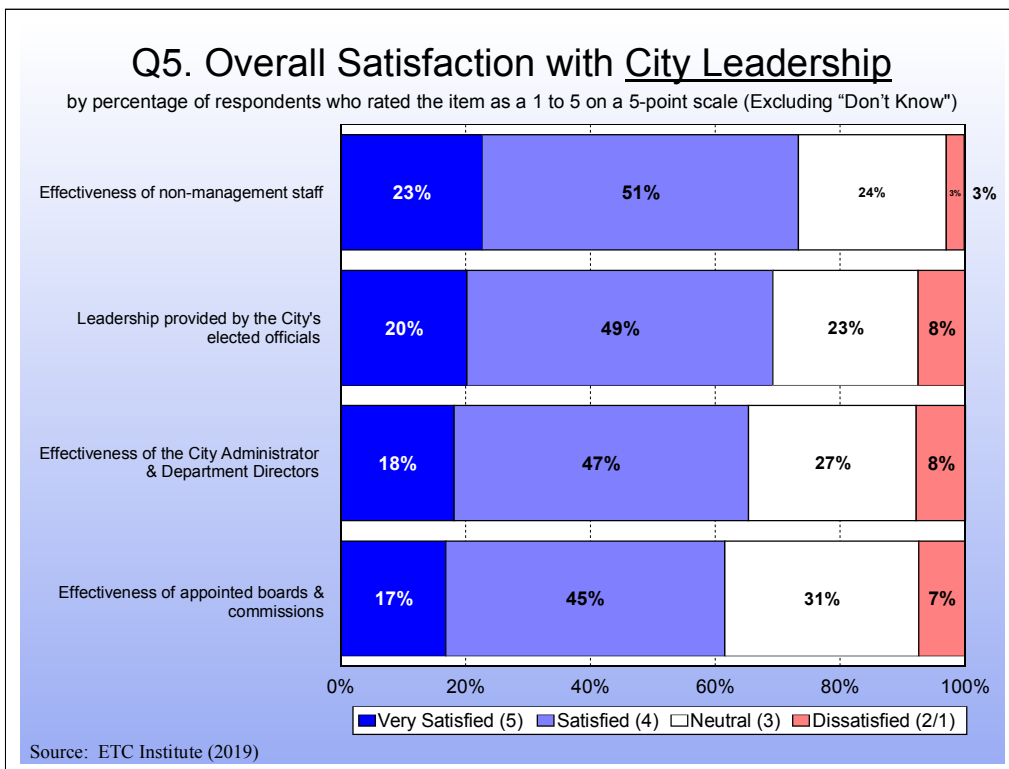
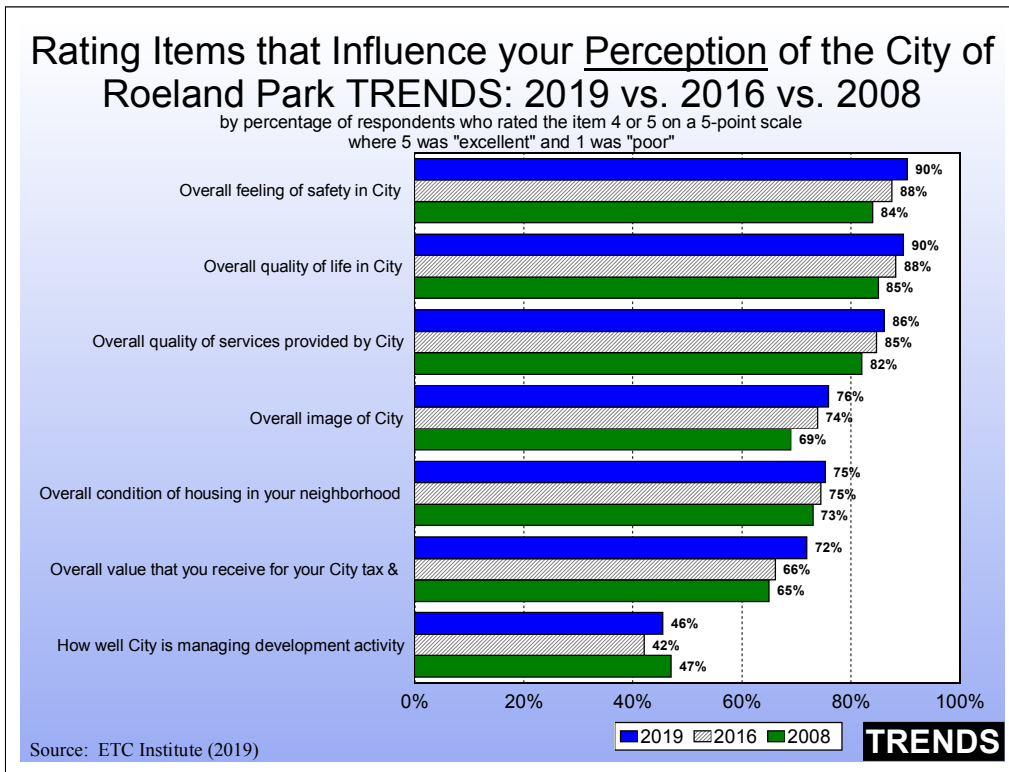


Q3. Rating the Quality of Life in Roeland Park

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



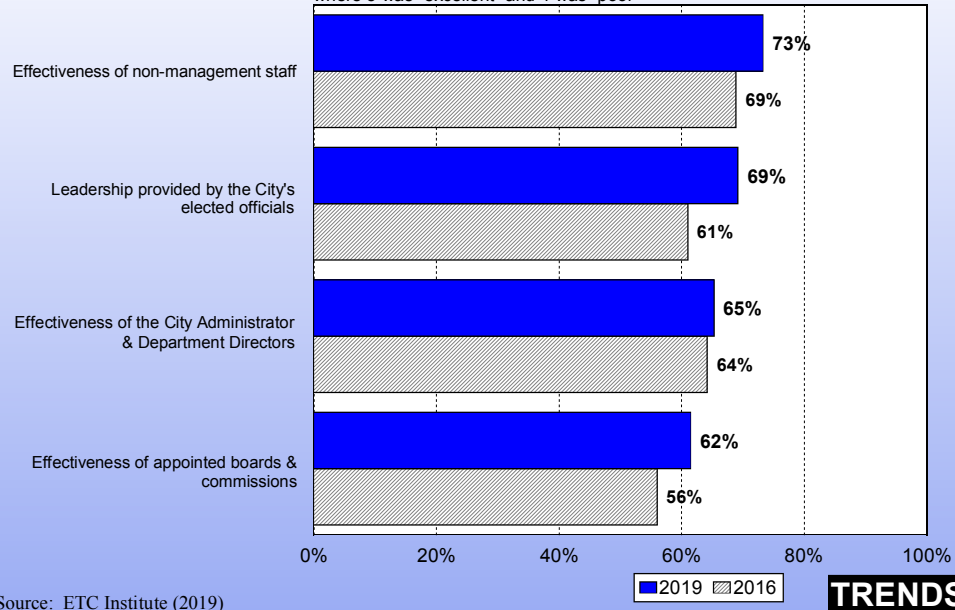




Overall Satisfaction with City Leadership

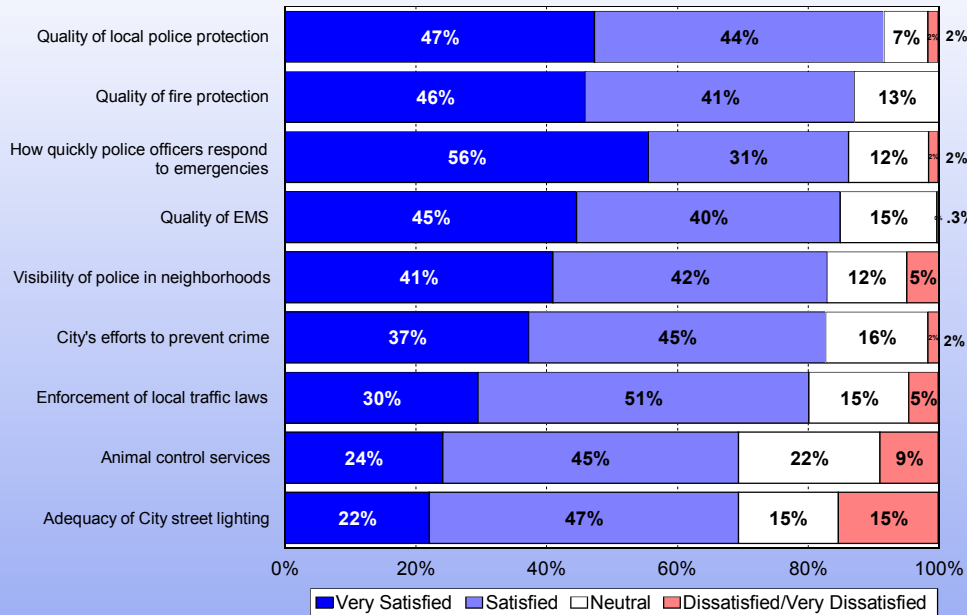
TRENDS: 2019 vs. 2016

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



Q6. Overall Satisfaction with Public Safety Services

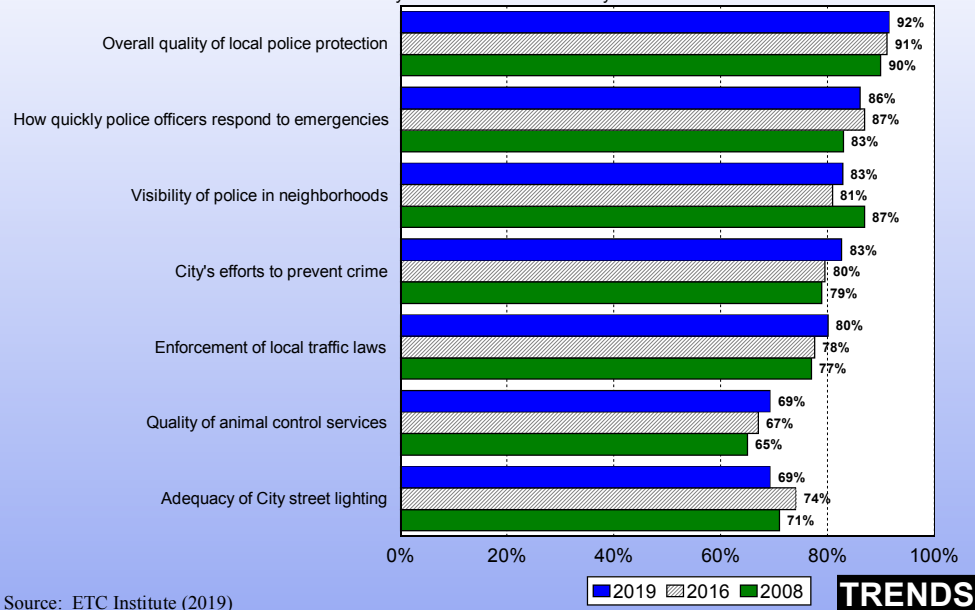
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Overall Satisfaction with Public Safety Services

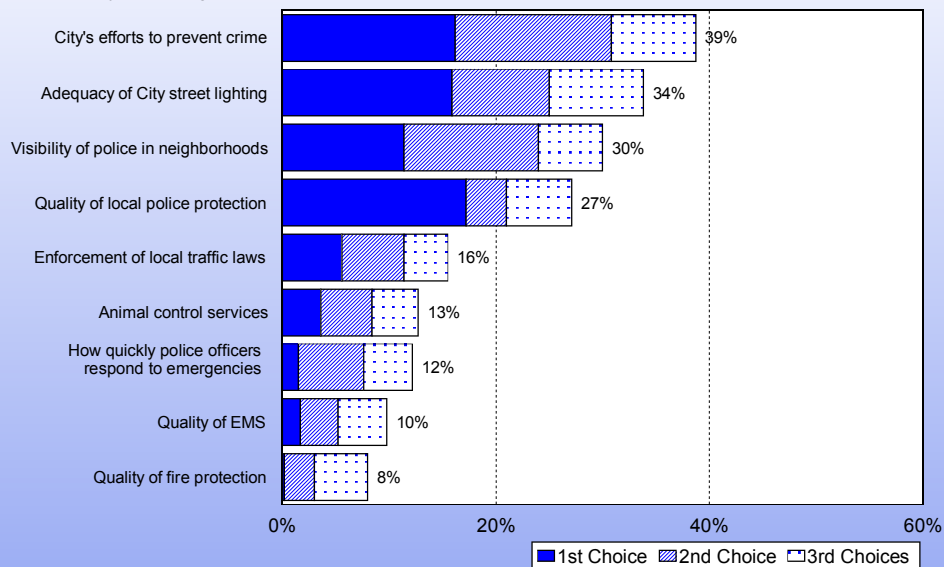
TRENDS: 2019 vs. 2016 vs. 2008

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"



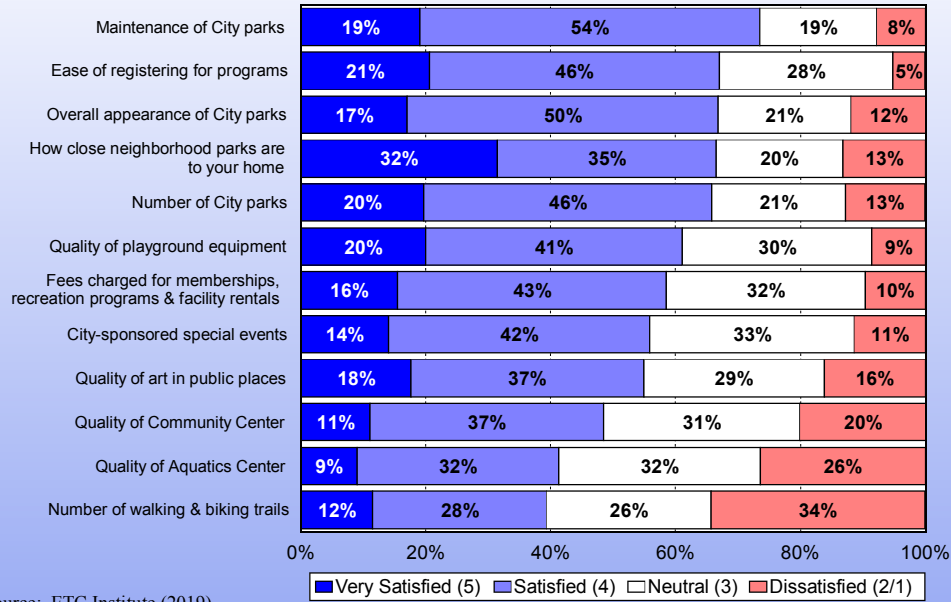
Q7. Which Three Public Safety Items Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



Q8. Overall Satisfaction with Parks and Recreation Issues

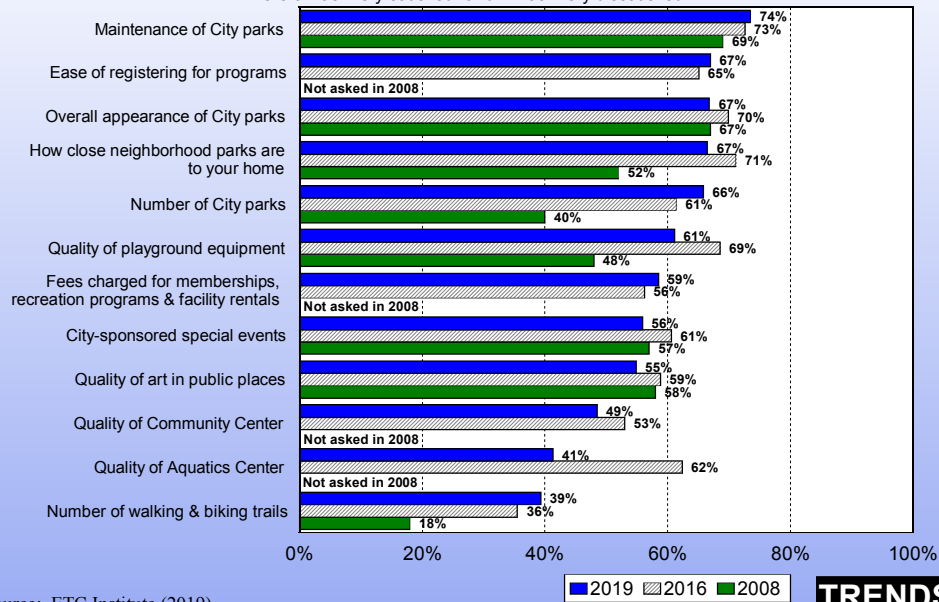
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Overall Satisfaction with Parks and Recreation Issues

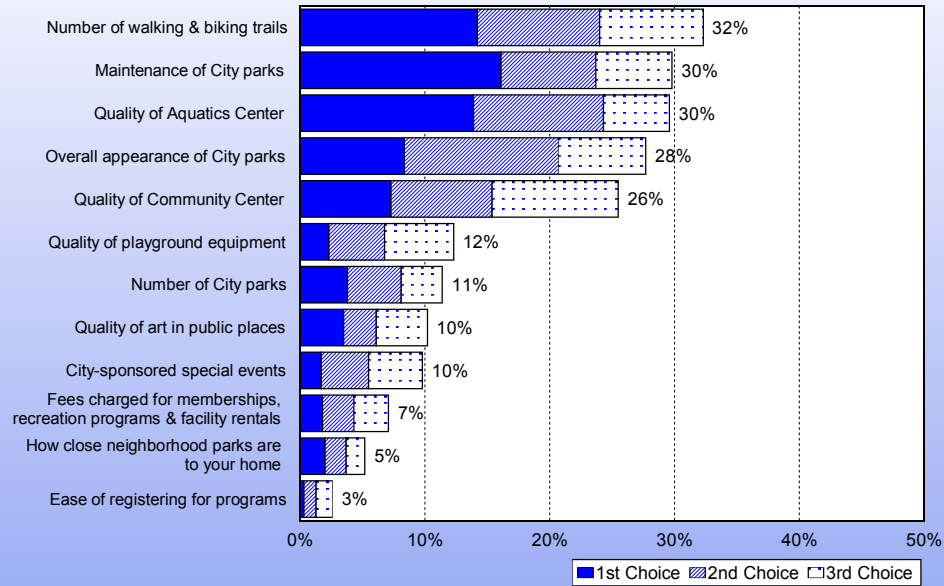
TRENDS: 2019 vs. 2016 vs. 2008

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"



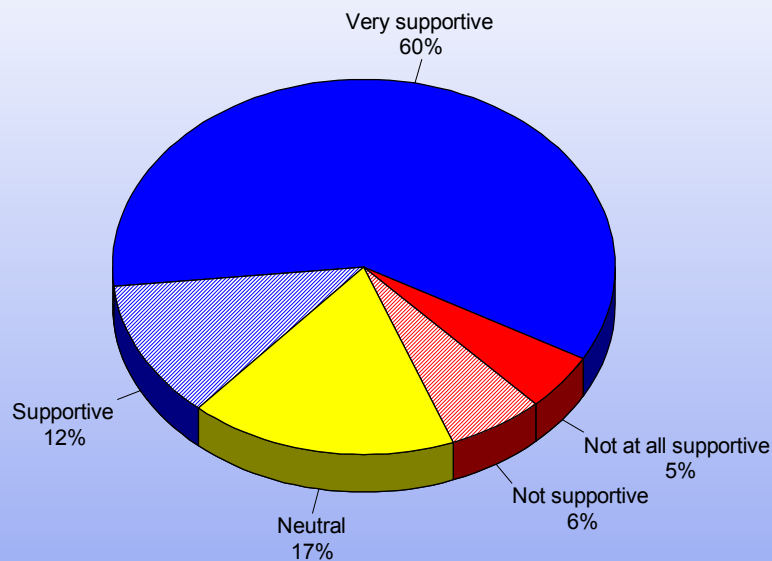
Q9. Which Three Parks and Recreation Issues Should Receive the Most Emphasis Over the Next Two Years

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



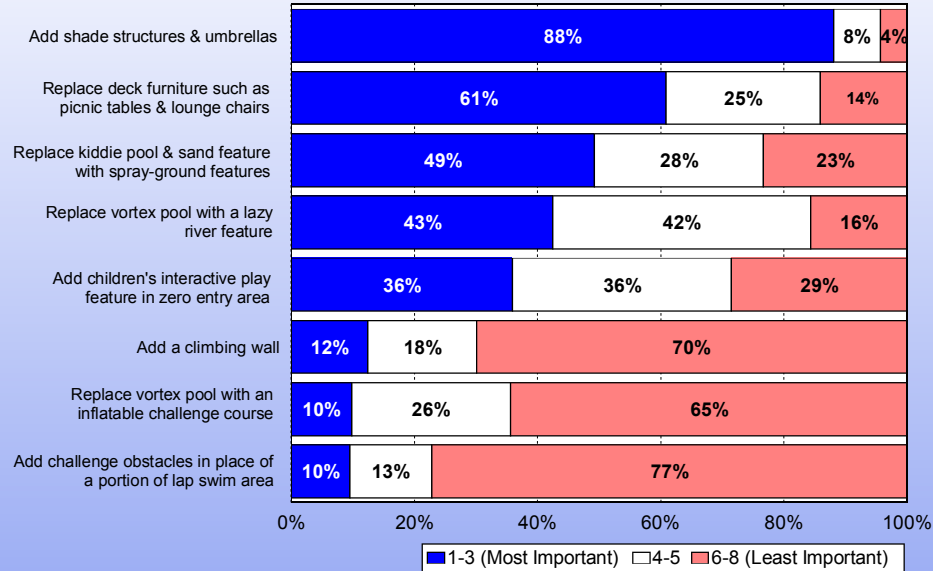
Q11. How supportive are you of making all the parks in the City of Roeland Park smoke free?

by percentage of respondents (without "Don't Know")



Q12. Importance of Potential Changes to the Aquatics Center

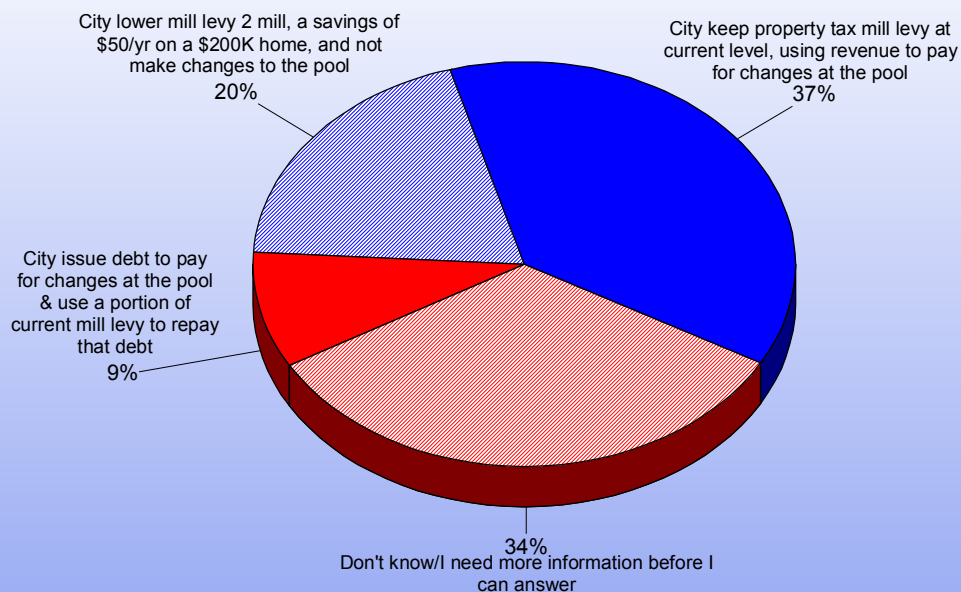
by percentage of respondents who rated the item as a 1 to 8 on a 8-point scale where 1 is most important and 8 is least important



Source: ETC Institute (2019)

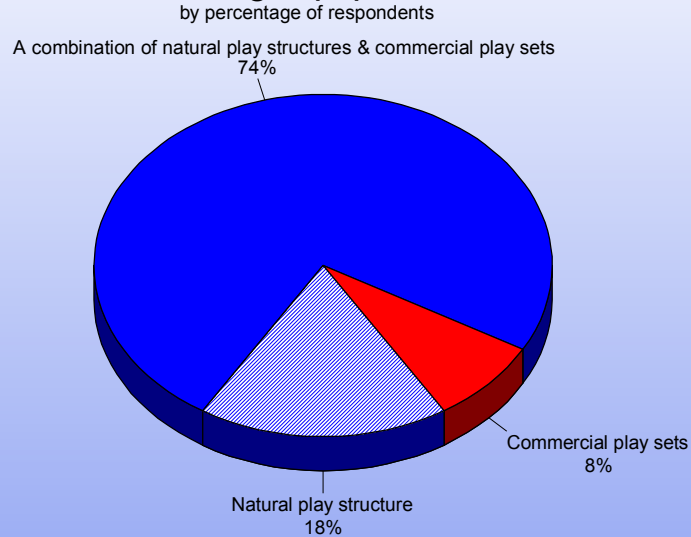
Q12a. Which Item Do Respondents Most Prefer

by percentage of respondents



Source: ETC Institute (2019)

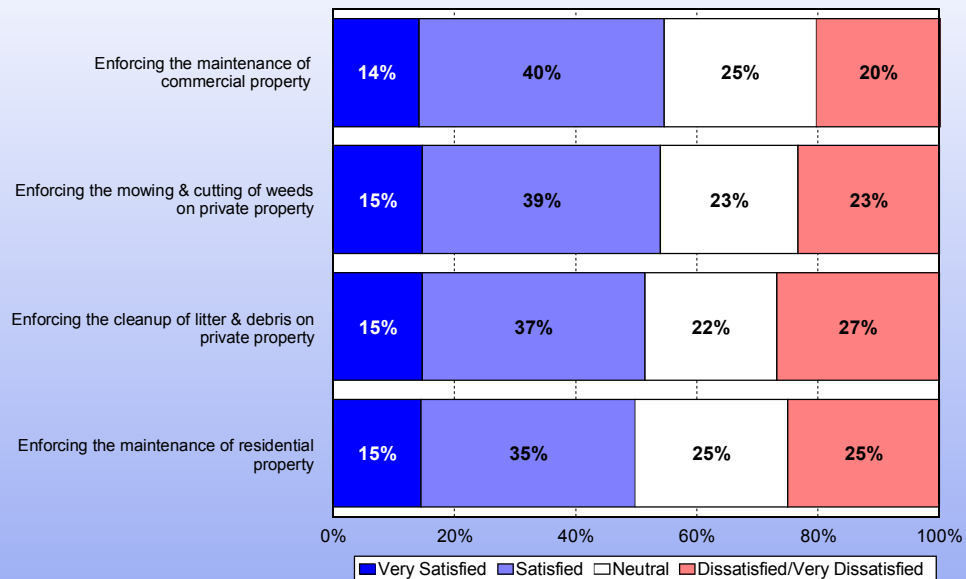
Q13. The City plans to replace the current playground equipment at Nall Park. Which ONE of the options below would you most prefer the City take when replacing the existing equipment?



Source: ETC Institute (2019)

Q14. Overall Satisfaction with the Enforcement of City Codes and Ordinances

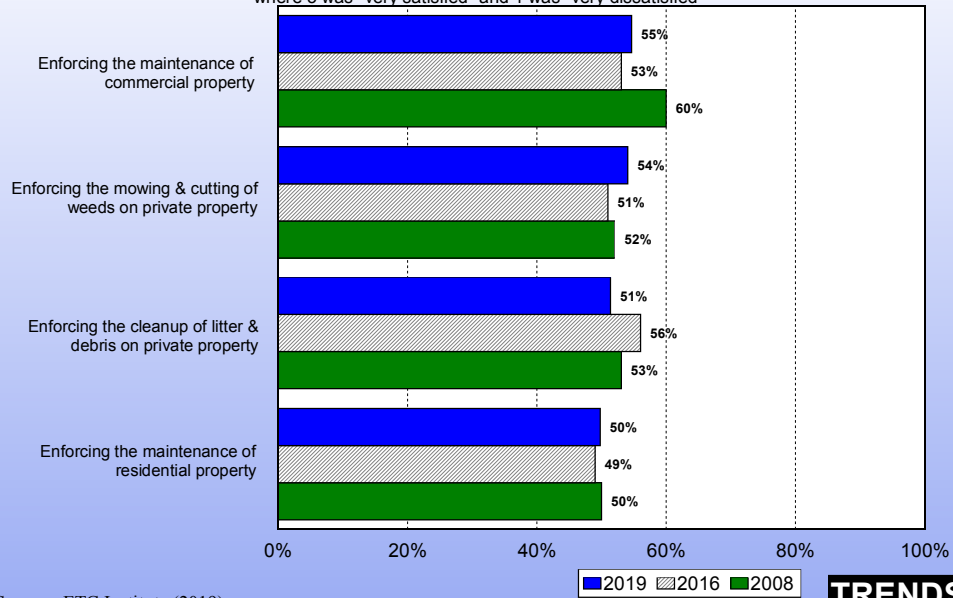
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2019)

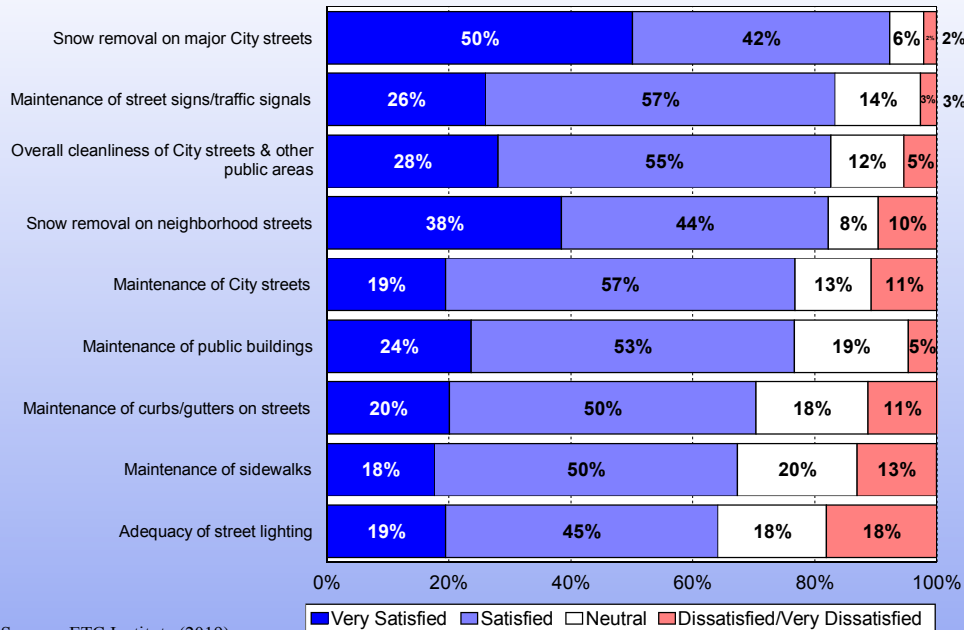
Overall Satisfaction with the Enforcement of City Codes and Ordinances TRENDS: 2019 vs. 2016 vs. 2008

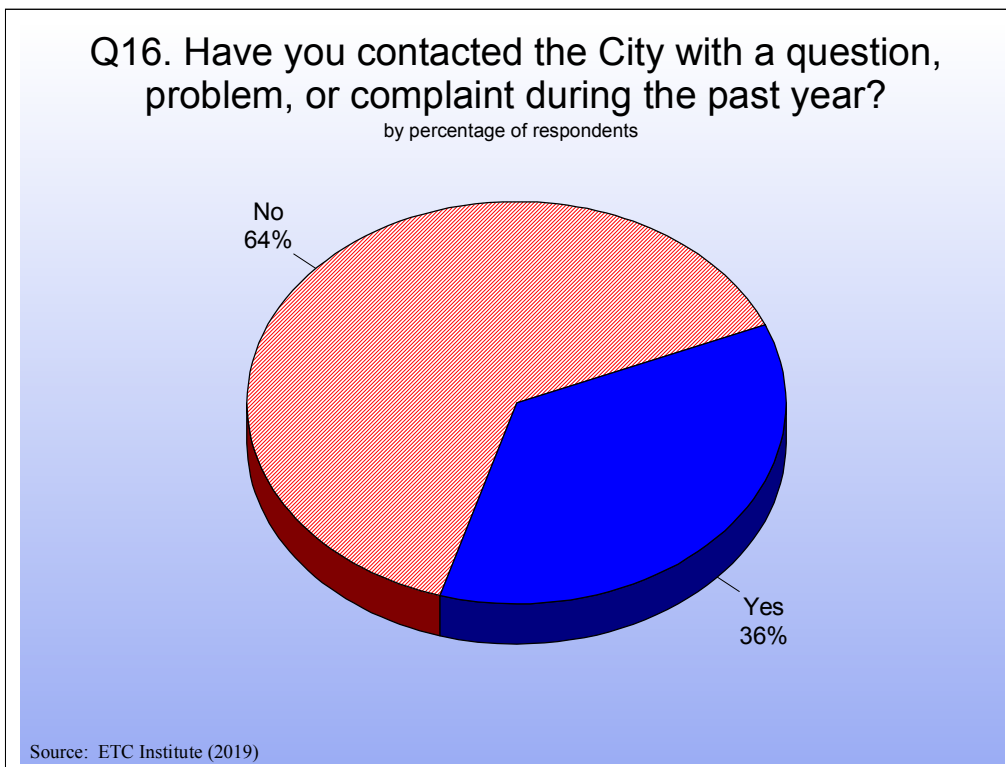
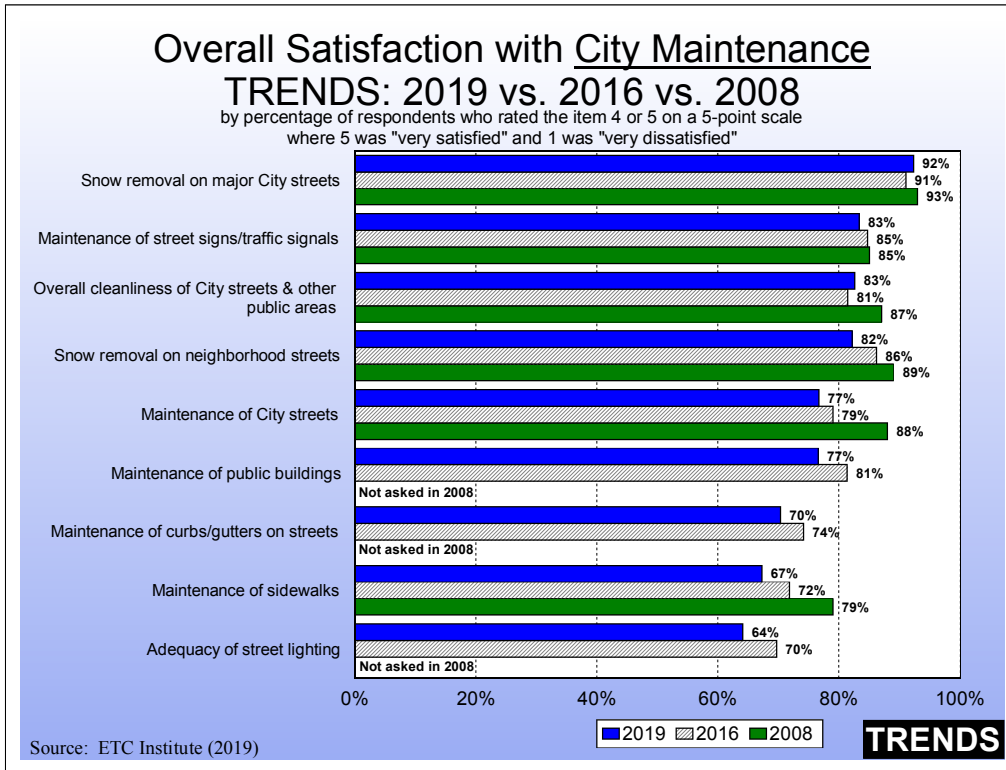
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



Q15. Overall Satisfaction with City Maintenance

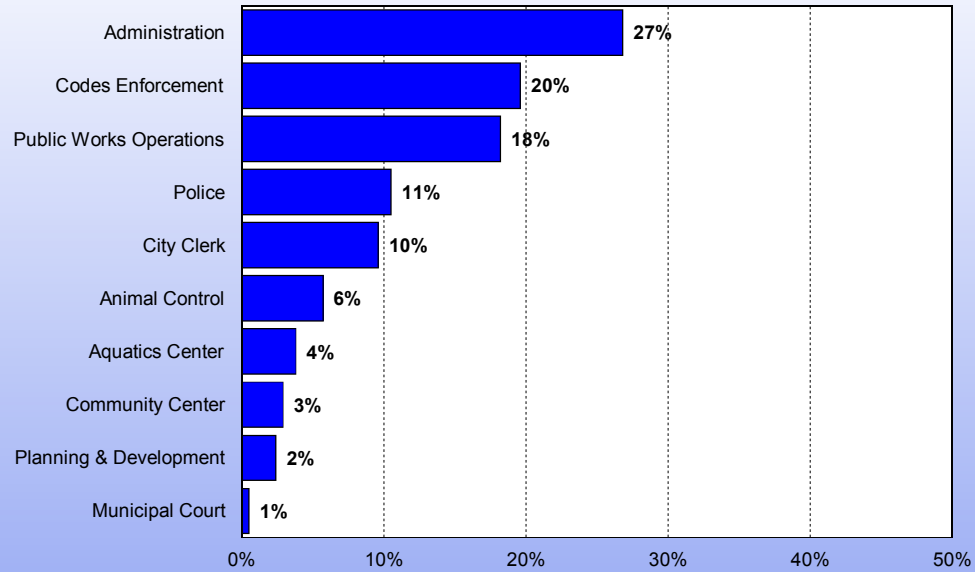
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")





Q16a. Which City department did you contact most recently?

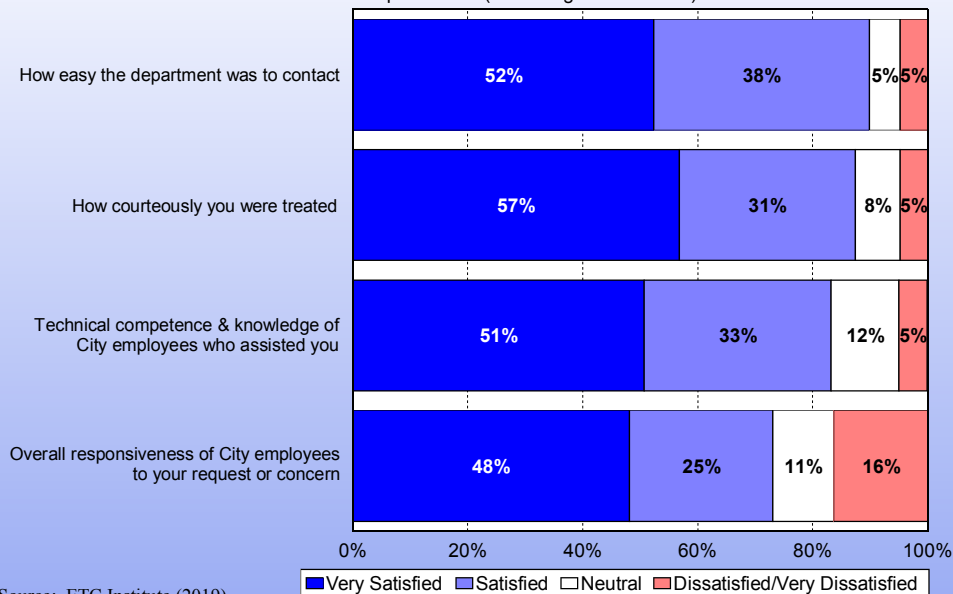
by percentage of respondents who contacted the City with a question problem, or complaint during the past year



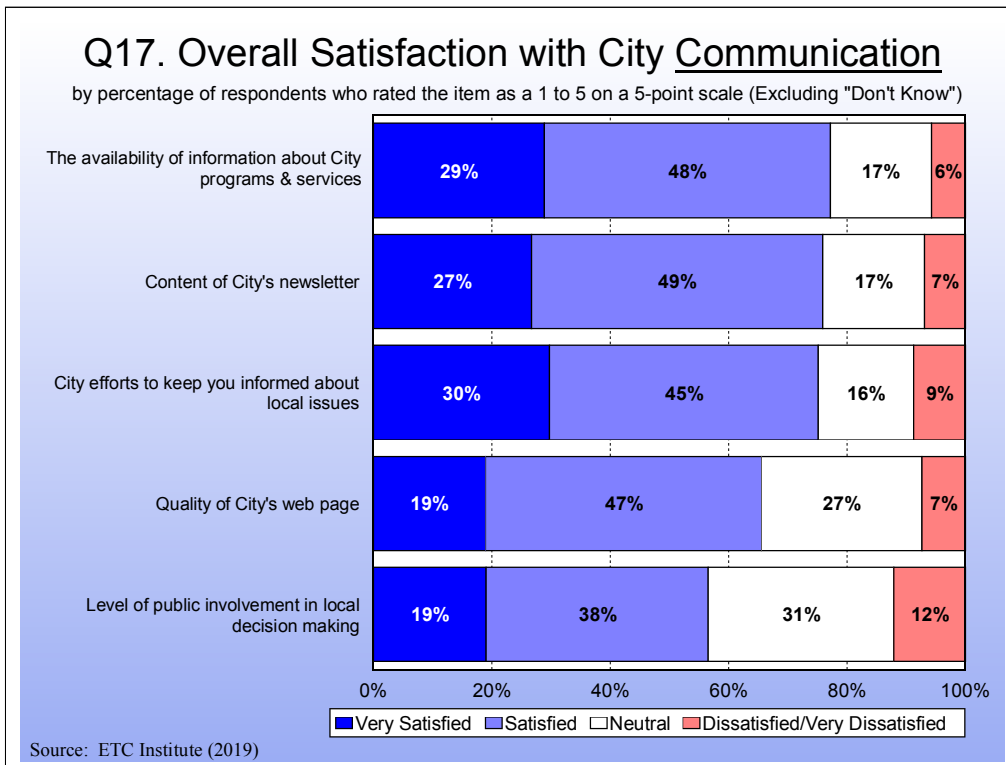
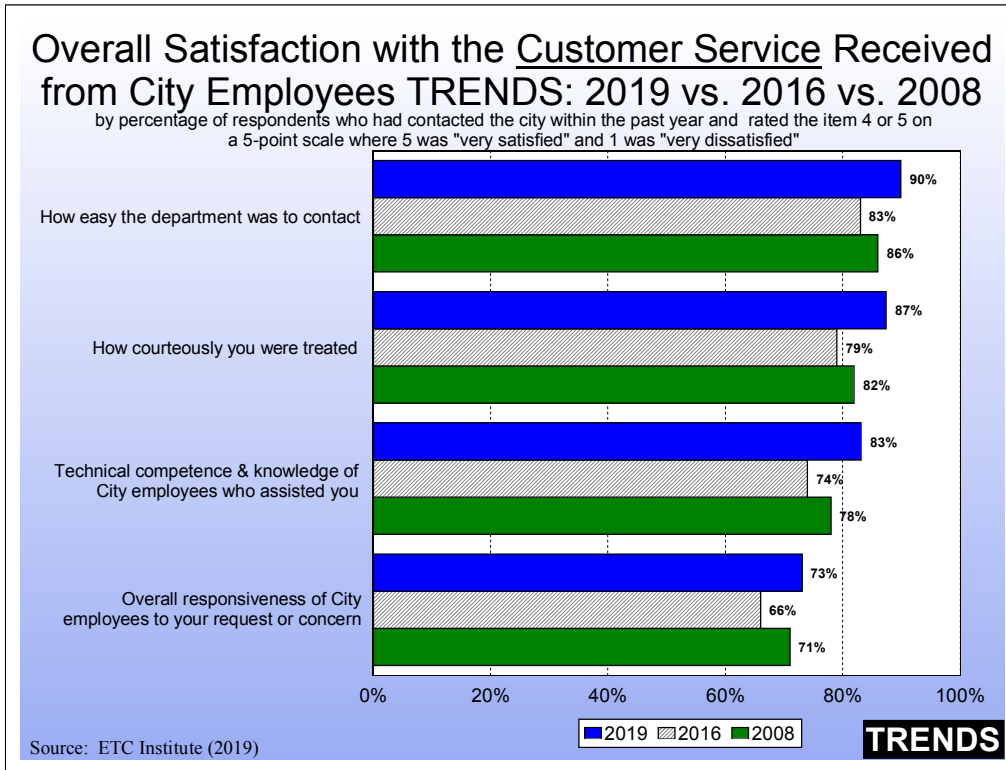
Source: ETC Institute (2019)

Q16b. Overall Satisfaction with the Customer Service Received from City Employees

by percentage of respondents who contacted the City within the past year and rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



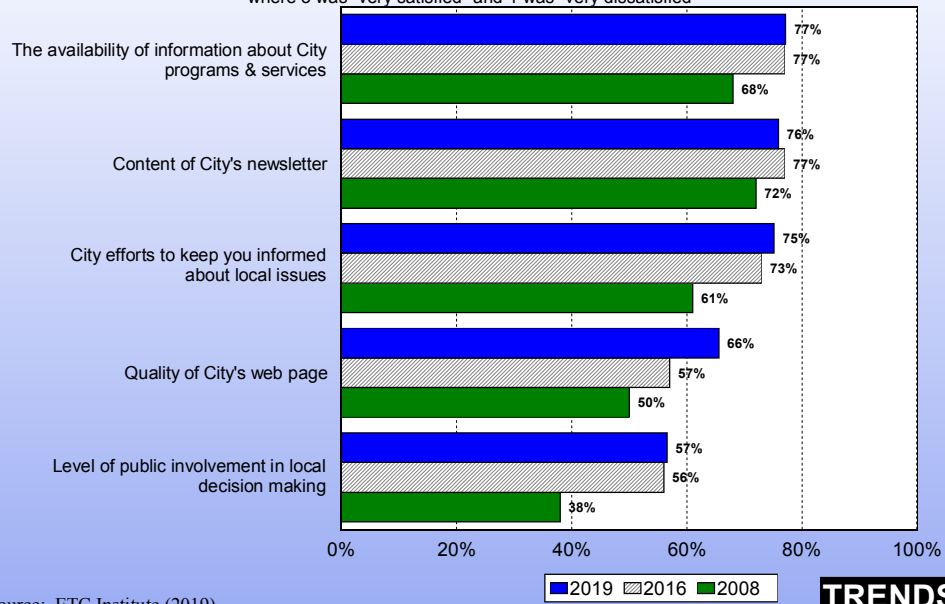
Source: ETC Institute (2019)



Overall Satisfaction with City Communication

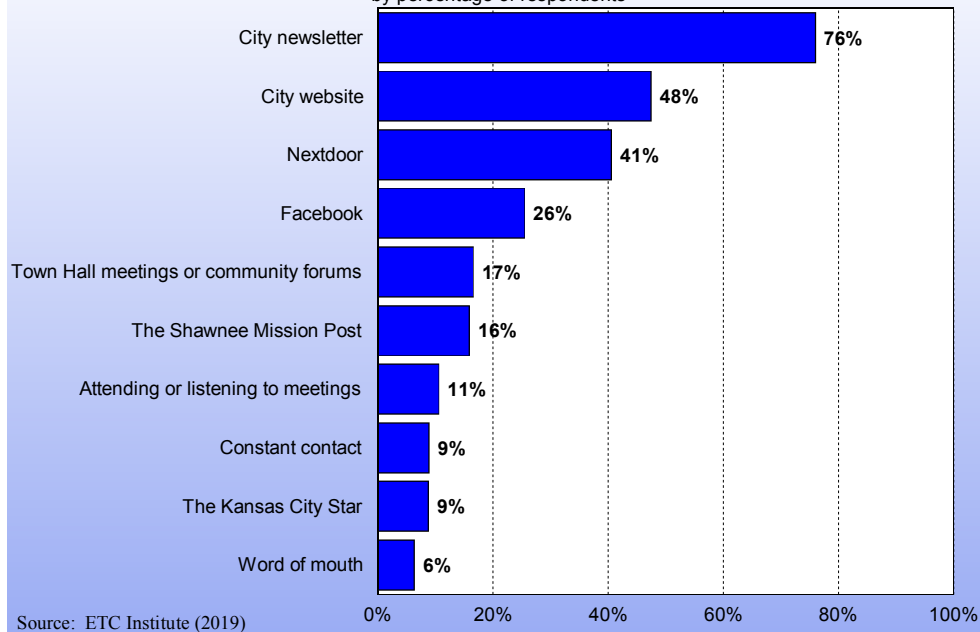
TRENDS: 2019 vs. 2016 vs. 2008

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"



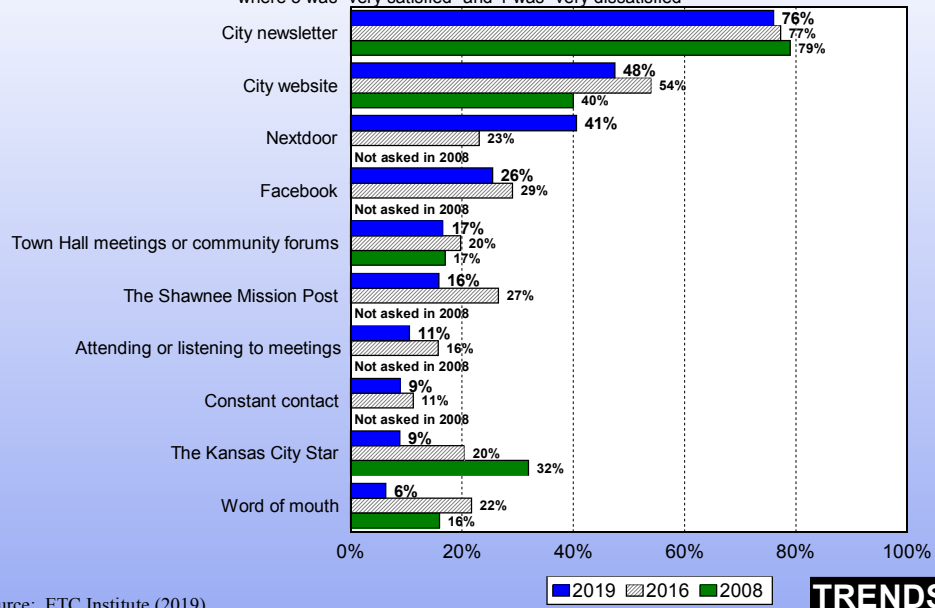
Q18. From what source(s) would you most prefer to get information about the City?

by percentage of respondents



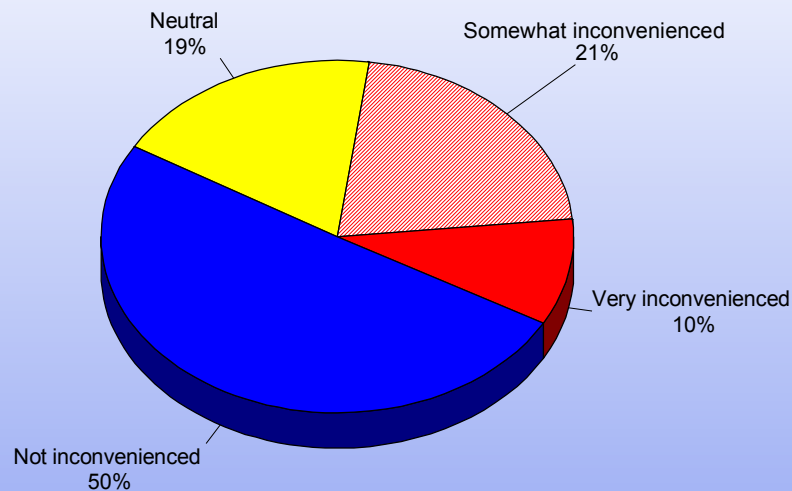
Preferred Sources of Information TRENDS: 2019 vs. 2016 vs. 2008

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"



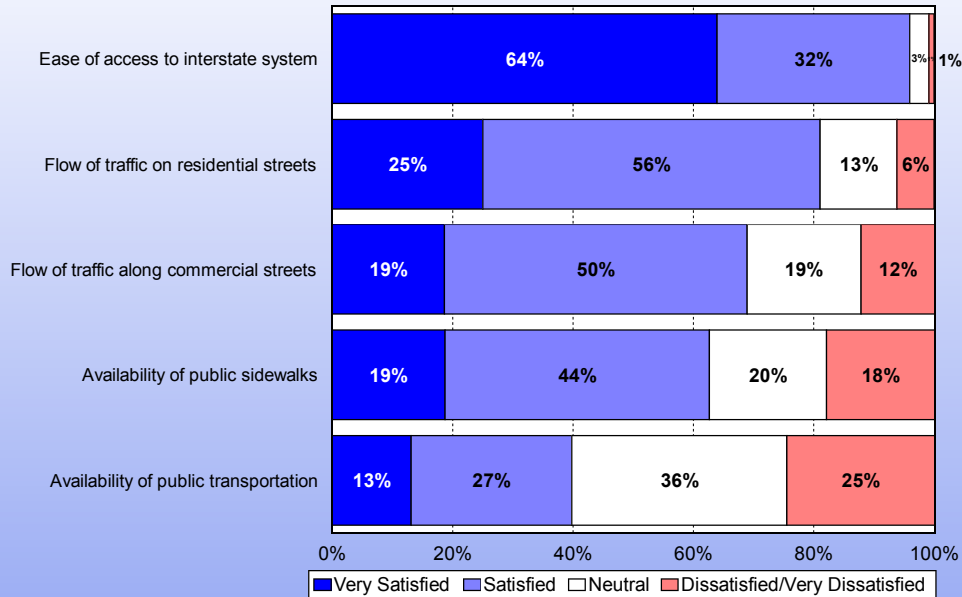
Q19. Leaf Pickup Program Changes and their Impact on Respondents

by percentage of respondents



Q20. Overall Satisfaction with Transportation and Connectivity

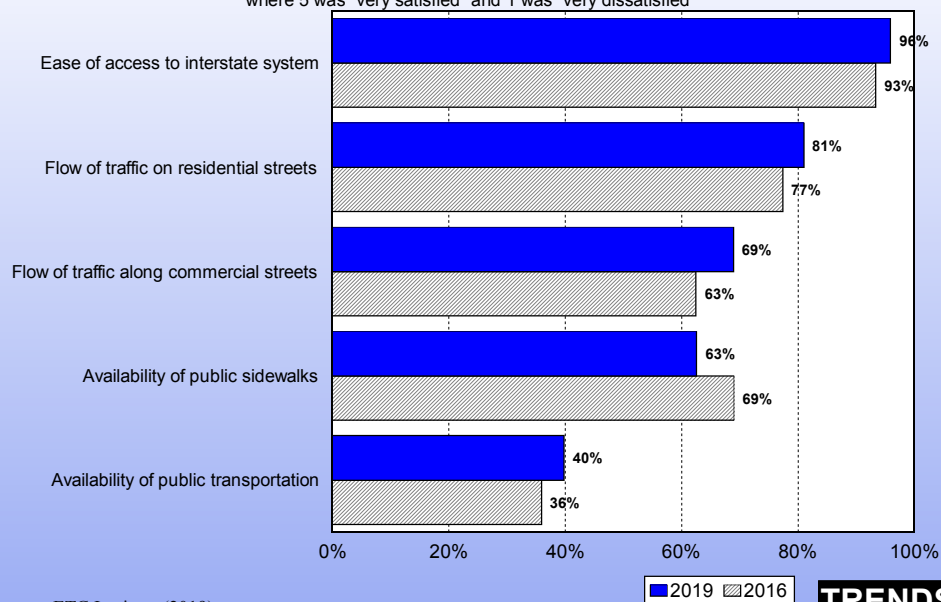
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Overall Satisfaction with Transportation and Connectivity

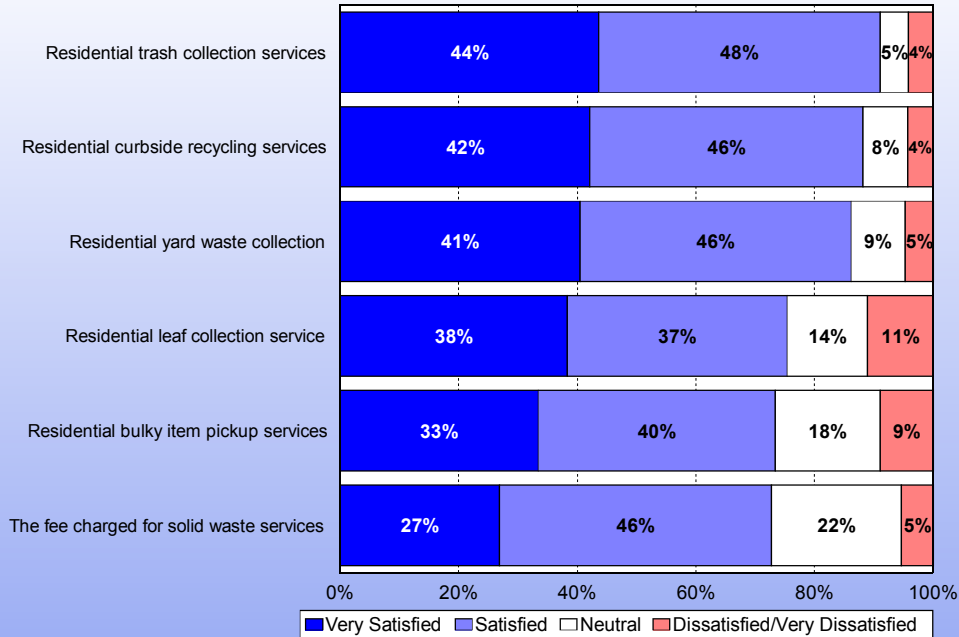
TRENDS: 2019 vs. 2016

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"



Q21. Overall Satisfaction with Trash Issues

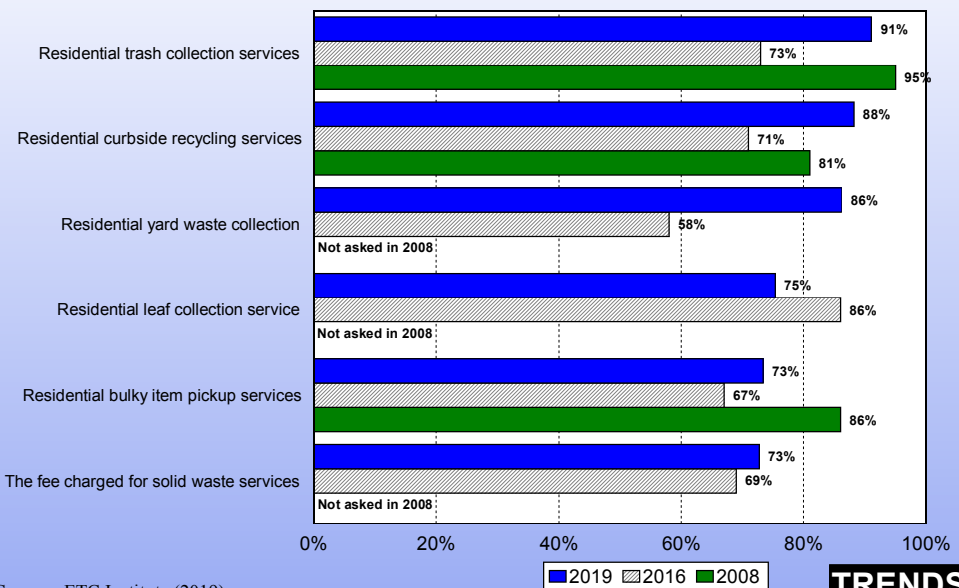
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Overall Satisfaction with Trash Issues

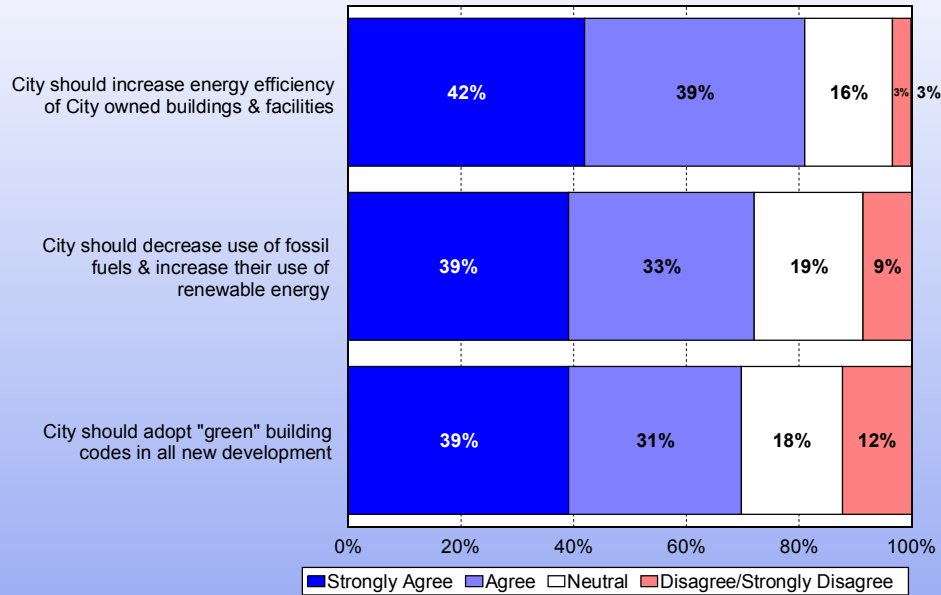
TRENDS: 2019 vs. 2016 vs. 2008

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"



Q22. Level of Agreement with Statements Related to the Environment and Sustainability

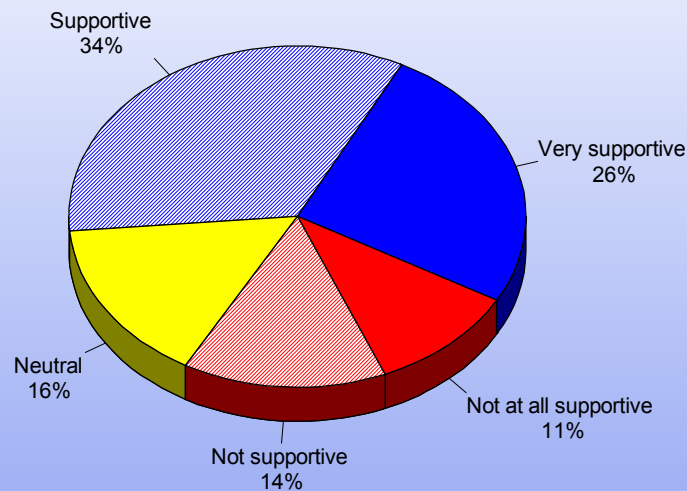
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2019)

Q23. How supportive are you of increased authority of the City government to regulate design aesthetics in new, or significantly remodeled homes in Roeland Park?

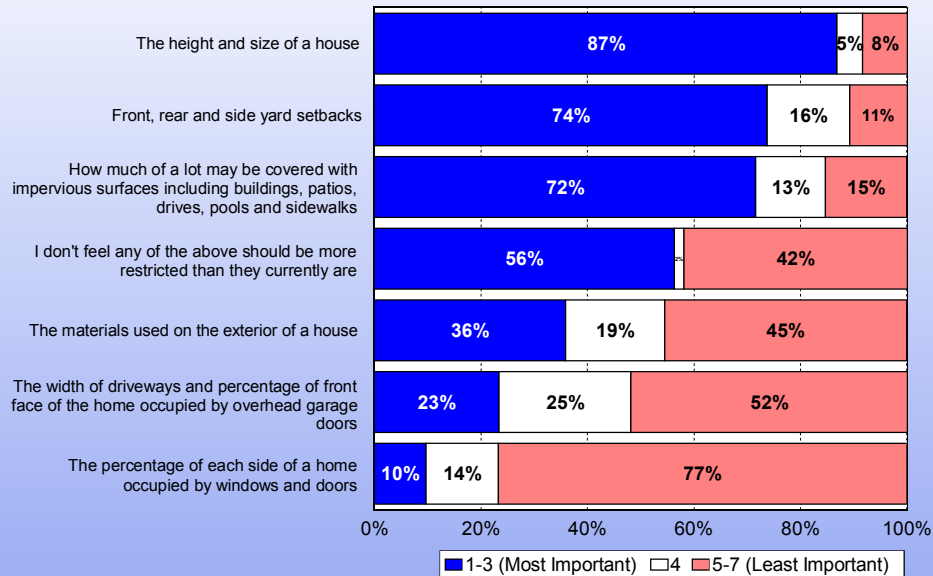
by percentage of respondents (without "Don't Know")



Source: ETC Institute (2019)

Q23a. Importance of Single-Family Home Design Element Regulations

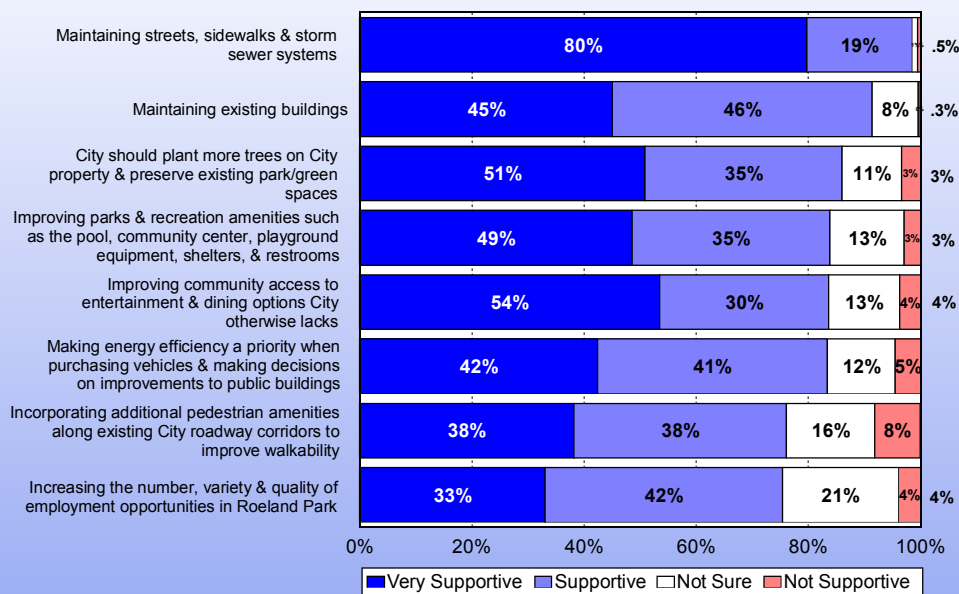
by percentage of respondents who rated the item as a 1 to 7 on a 7-point scale
where 1 is most important and 7 is least important



Source: ETC Institute (2019)

Q24. Level of Support for Various Community Investment Areas

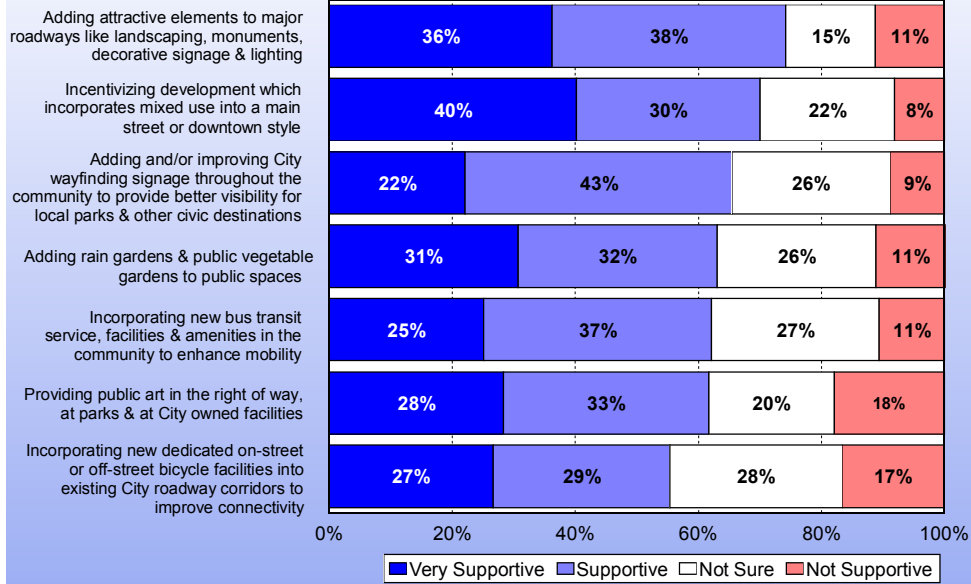
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (Excluding "Don't Know")



Source: ETC Institute (2019)

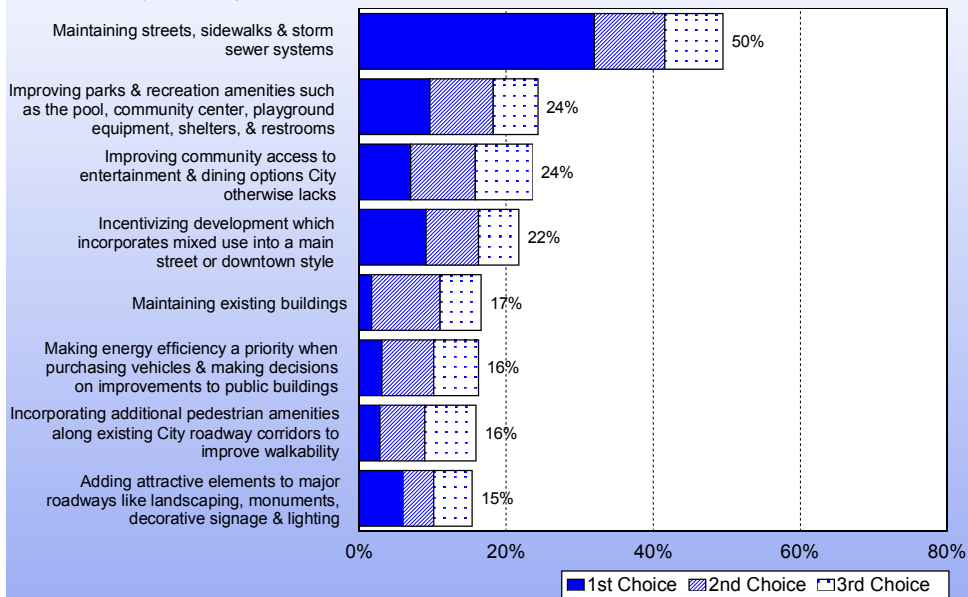
Q24. Level of Support for Various Community Investment Areas (Continued)

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (Excluding "Don't Know")



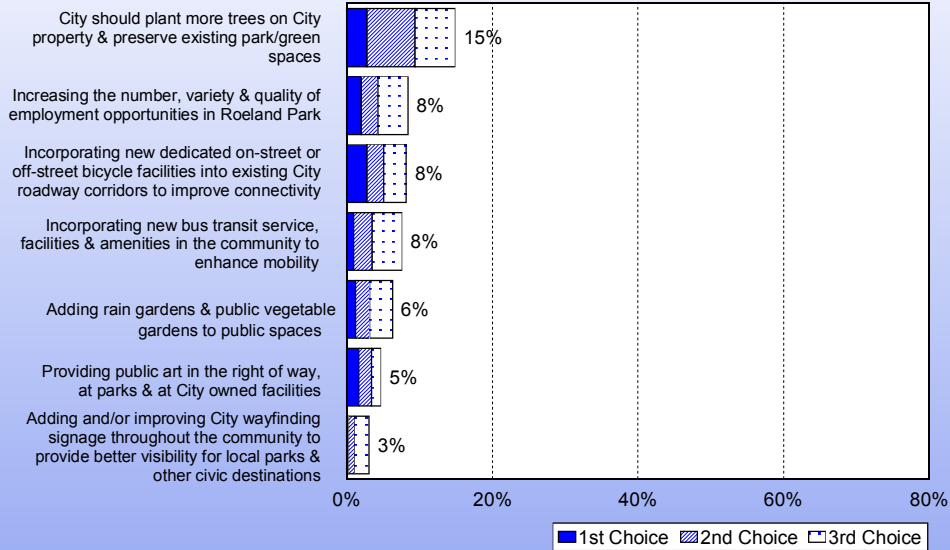
Q25. Which Three of the Community Investment Areas are Most Important for the City to Pursue

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



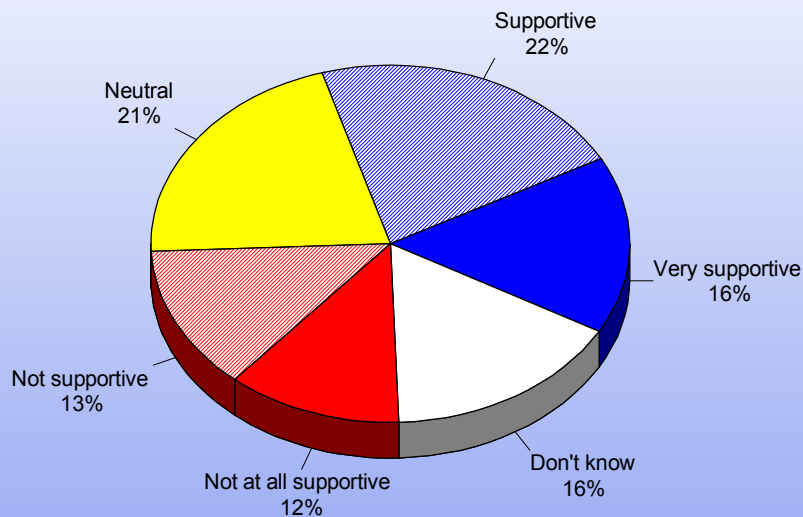
Q25. Which Three of the Community Investment Areas are Most Important for the City to Pursue (Continued)

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



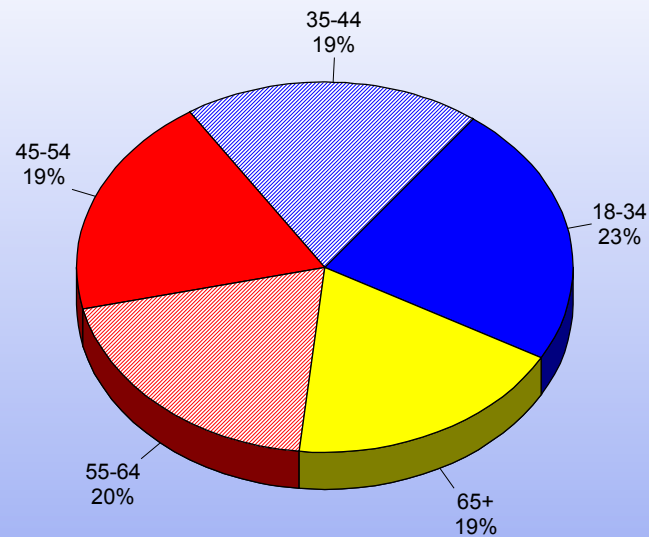
Q26. Level of Support for Increased Authority of the City Government to Incorporate Universal Design Standards in New or Significantly Remodeled Homes

by percentage of respondents



Q27. Demographics: What is your age?

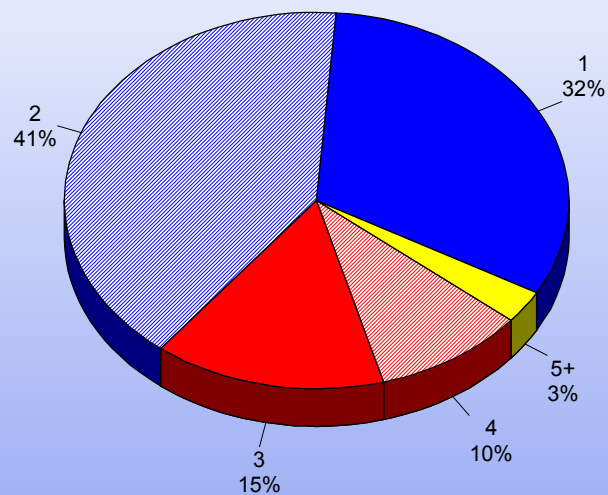
by percentage of respondents



Source: ETC Institute (2019)

Q28. Demographics: Counting yourself, how many people regularly live in your household?

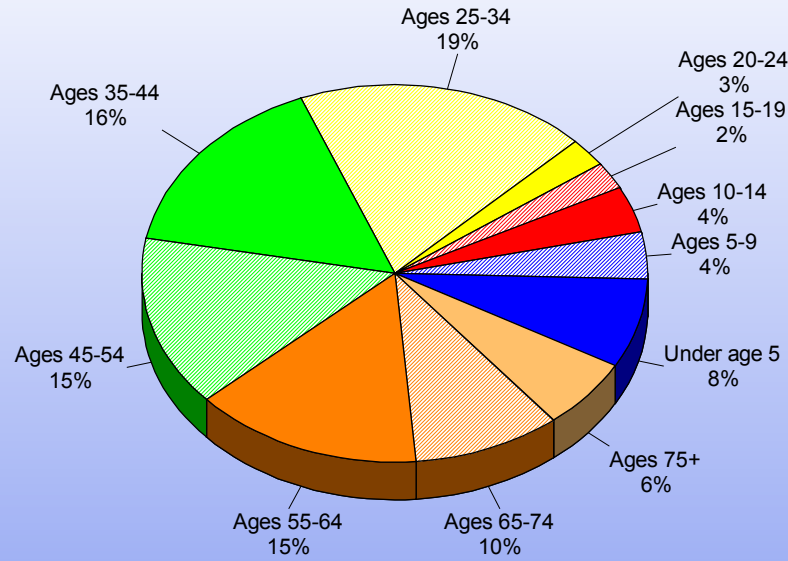
by percentage of respondents



Source: ETC Institute (2019)

Q29. Demographics: Including yourself, how many persons in your household are...

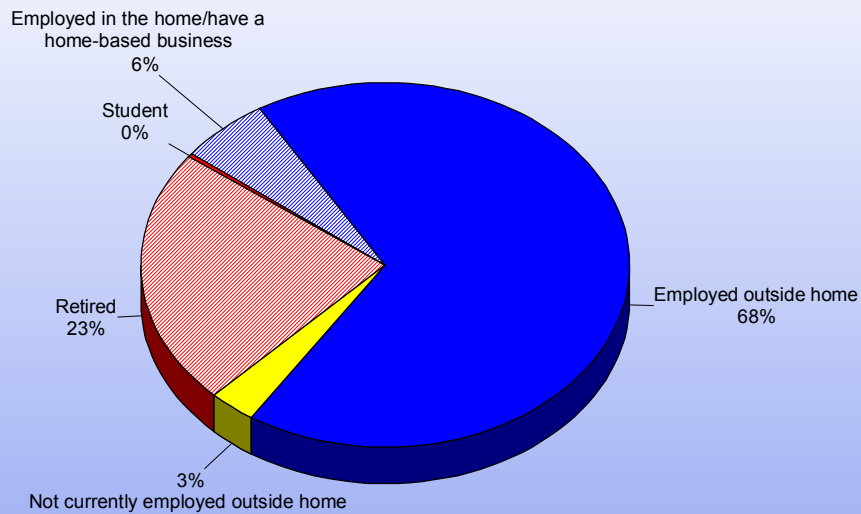
by percentage of respondents



Source: ETC Institute (2019)

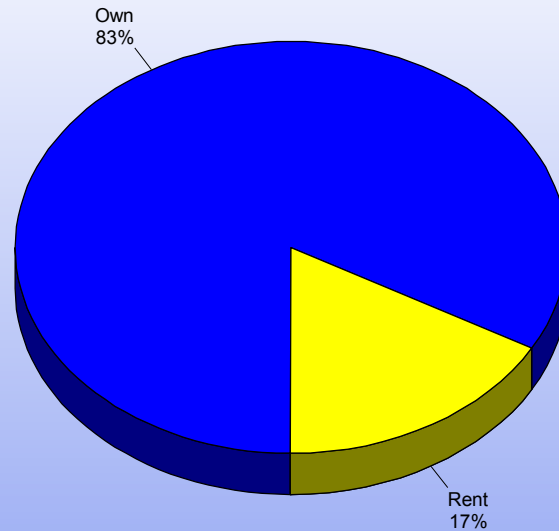
Q30. Demographics: Which of the following best describes your current employment status?

by percentage of respondents



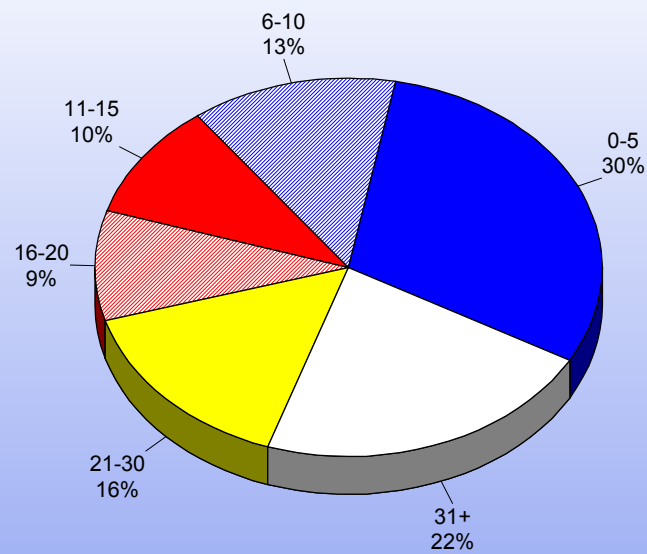
Source: ETC Institute (2019)

Q31. Demographics: Do you own or rent your current residence?
by percentage of respondents



Source: ETC Institute (2019)

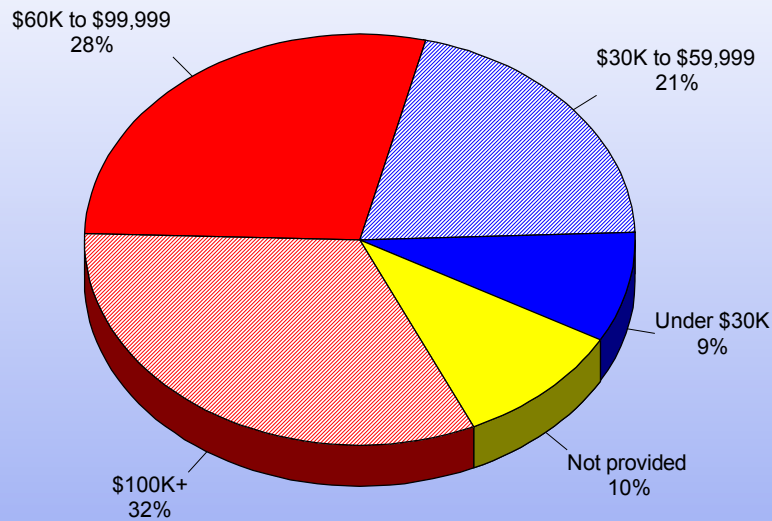
Q32. Demographics: Approximately how many years have you lived in the City of Roeland Park?
by percentage of respondents



Source: ETC Institute (2019)

Q33. Demographics: Would you say your total annual household income is...

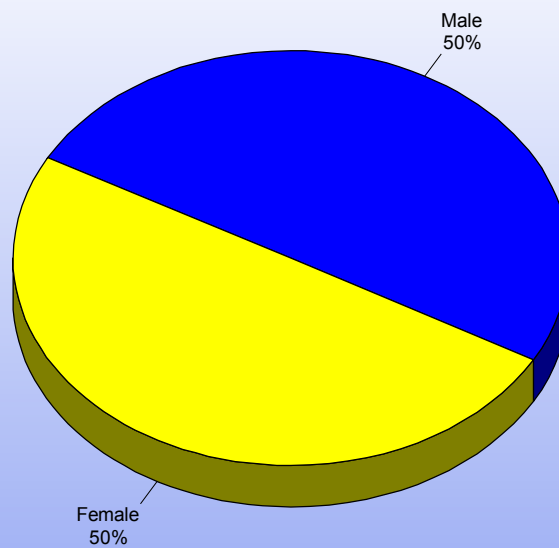
by percentage of respondents



Source: ETC Institute (2019)

Q34. Demographics: Gender

by percentage of respondents



Source: ETC Institute (2019)

Section 2

Benchmark Analysis



Benchmarking Summary Report

City of Roeland Park, Kansas

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 250 cities in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey administered by ETC Institute during the summer of 2018 to a random sample of more than 4,000 residents across the United States and (2) surveys that have been administered by ETC institute in 33 communities in the Kansas City metro area between January 2013 and December 2018. The Kansas City metro area communities represented in this benchmarking report are listed below:

- Atchison
- Blue Springs
- Coffeyville
- Columbia
- Edgerton
- Gardner
- Gladstone
- Grain Valley
- Harrisonville
- Independence
- Johnson County
- Kansas City
- Lawrence
- Lee's Summit
- Lenexa
- Merriam
- Mission
- North Kansas City
- Olathe
- Overland Park
- Platte City
- Prairie Village
- Raymore
- Riverside
- Roeland Park
- Rolla
- Shawnee
- Spring Hill
- Springfield
- St. Joseph
- Topeka
- Warrensburg
- Wyandotte County

National Benchmarks: The first set of charts show how the overall results for Roeland Park compare to the national average based on the results of a 2018 survey administered by ETC Institute to a random sample of over 4,000 U.S. residents.

Kansas City Metro Benchmarks: The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 33 communities listed above for more than 60 areas of service delivery. The mean rating is shown as a vertical line and indicates the average level of satisfaction for the Kansas City metro area. The actual ratings for Roeland Park are listed to the right of each chart and are identified by the yellow dot on each bar.

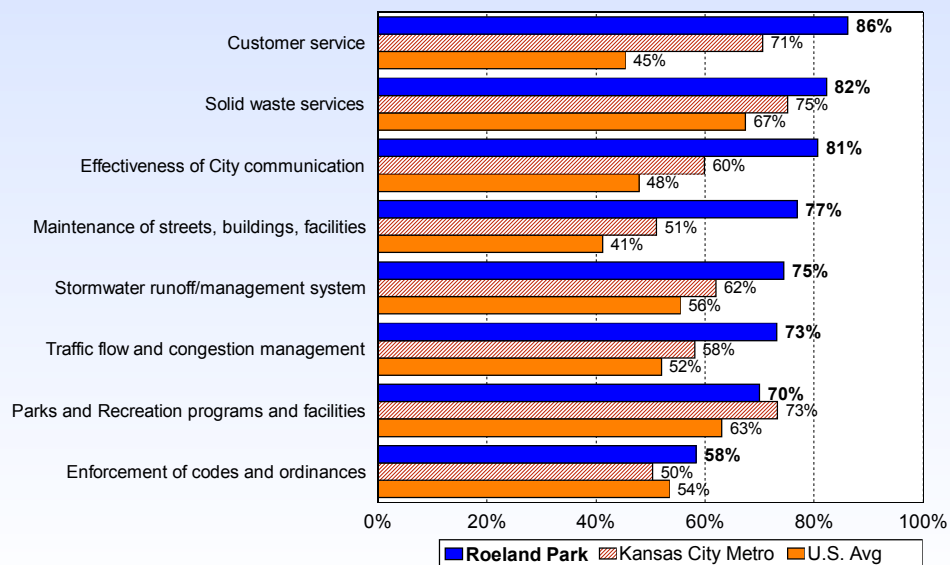
National Benchmarks (All Communities)

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

Source: ETC Institute (2019)

Overall Satisfaction with City Services: City of Roeland Park vs. Kansas City Metro 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"

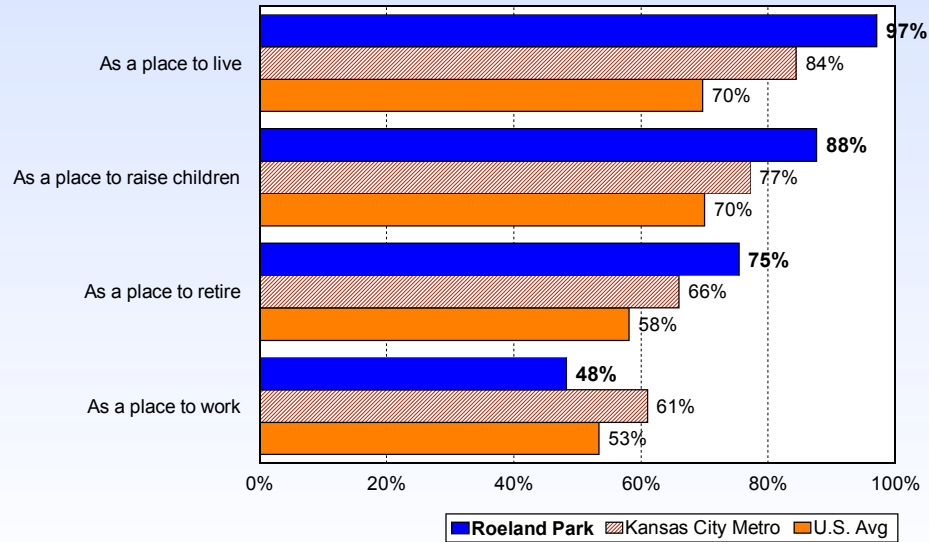


Source: ETC Institute (2019)

National Benchmarking Data - All Communities

Rating of the Community Where Residents Live: Roeland Park vs. Kansas City Metro 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"

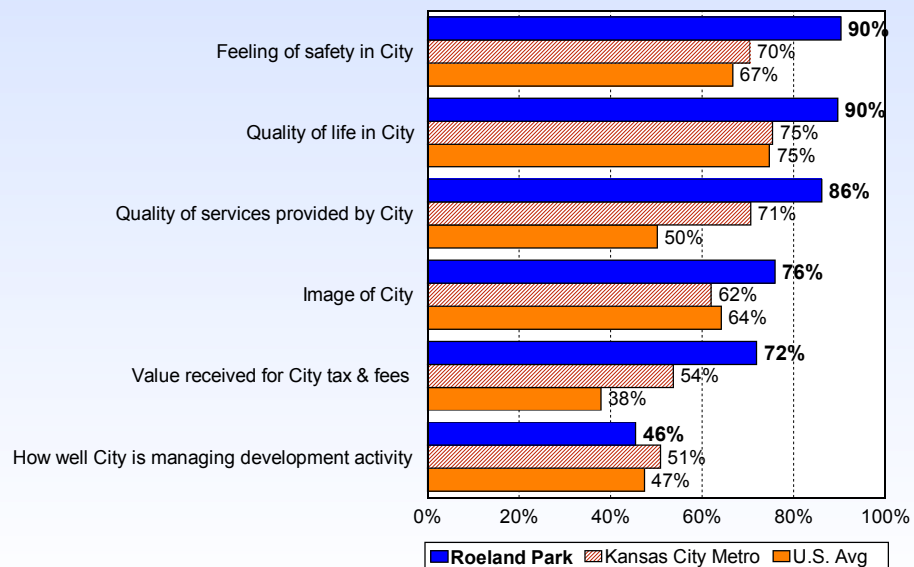


Source: ETC Institute (2019)

National Benchmarking Data - All Communities

Satisfaction with Issues that Influence Perceptions of the City: City of Roeland Park vs. Kansas City Metro 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"

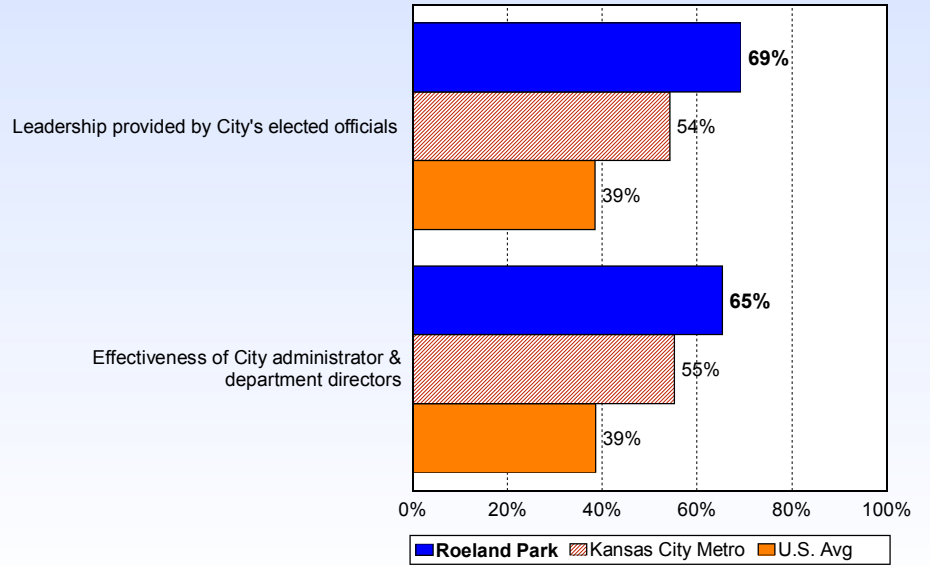


Source: ETC Institute (2019)

National Benchmarking Data - All Communities

Satisfaction with City Leadership: City of Roeland Park vs. Kansas City Metro 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"

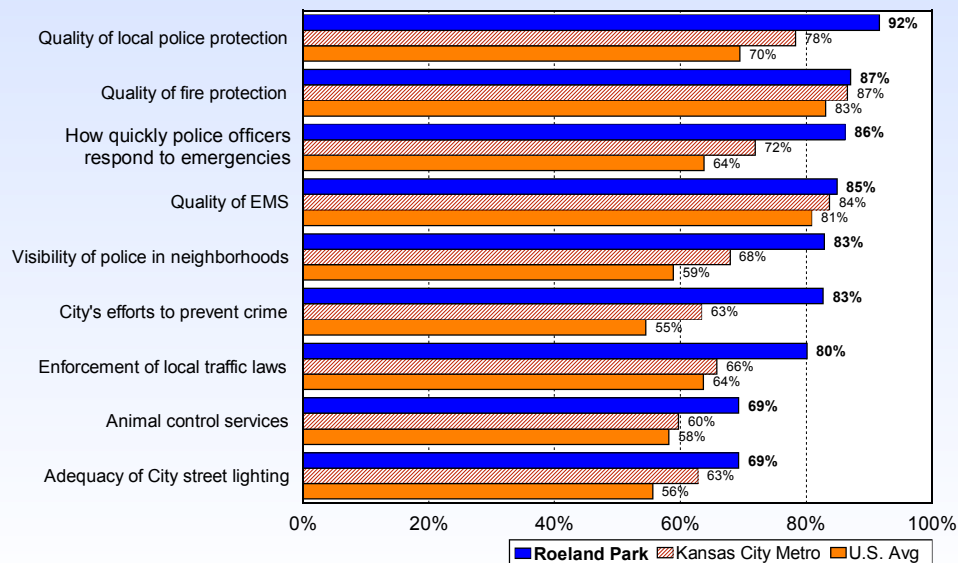


Source: ETC Institute (2019)

National Benchmarking Data - All Communities

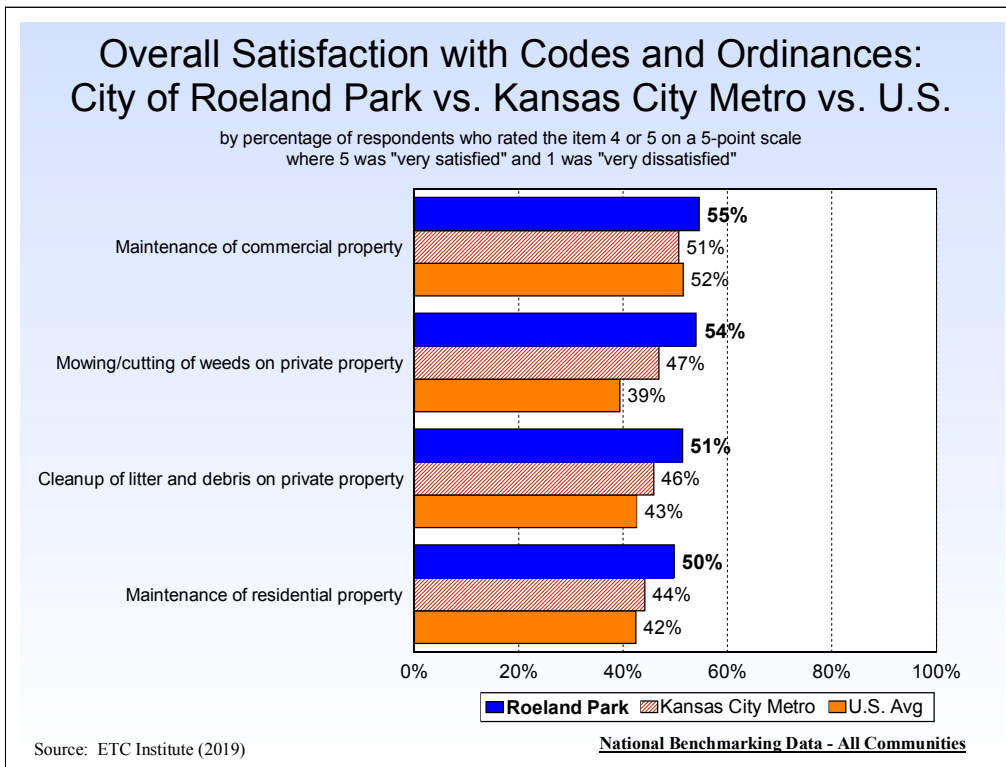
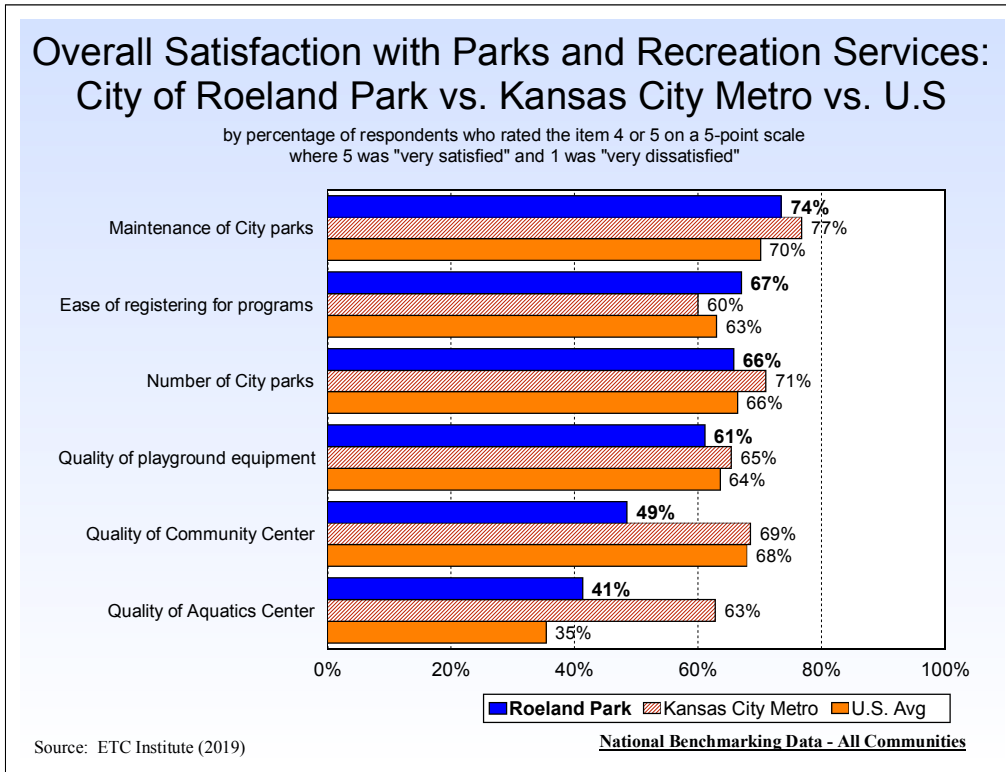
Overall Satisfaction with Public Safety: City of Roeland Park vs. Kansas City Metro vs. U.S.

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"



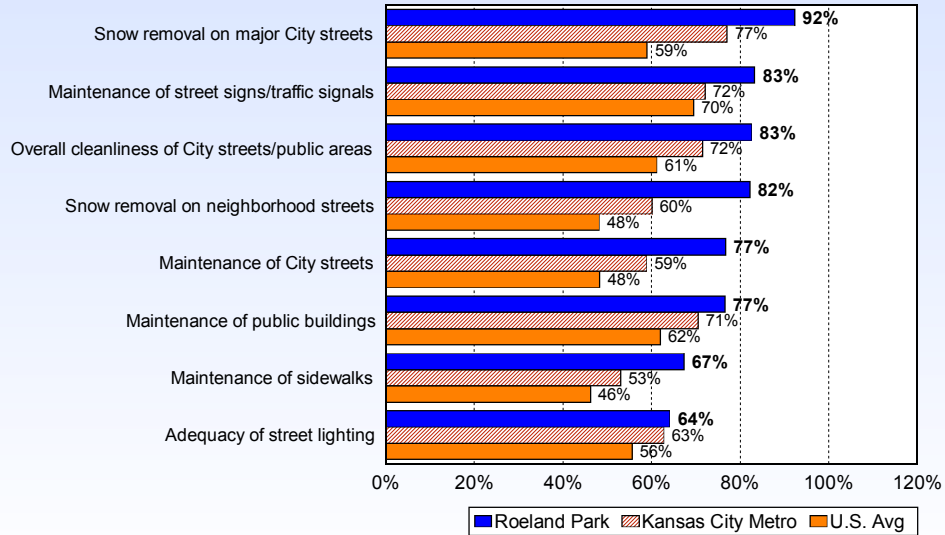
Source: ETC Institute (2019)

National Benchmarking Data - All Communities



Overall Satisfaction with Maintenance Services: City of Roeland Park vs. Kansas City Metro 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"

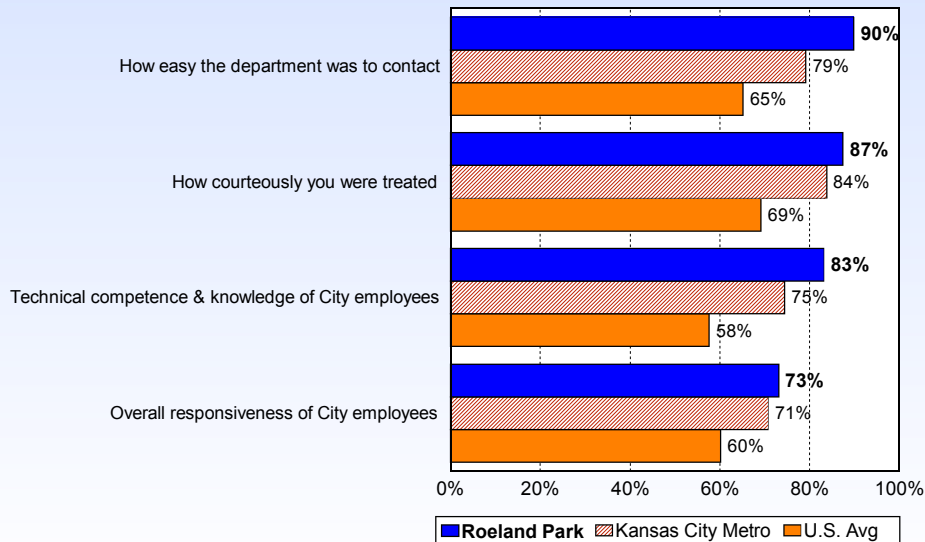


Source: ETC Institute (2019)

National Benchmarking Data - All Communities

Overall Satisfaction with Customer Service: City of Roeland Park vs. Kansas City Metro vs. U.S.

by percentage of respondents who contacted the City during the past year and rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"

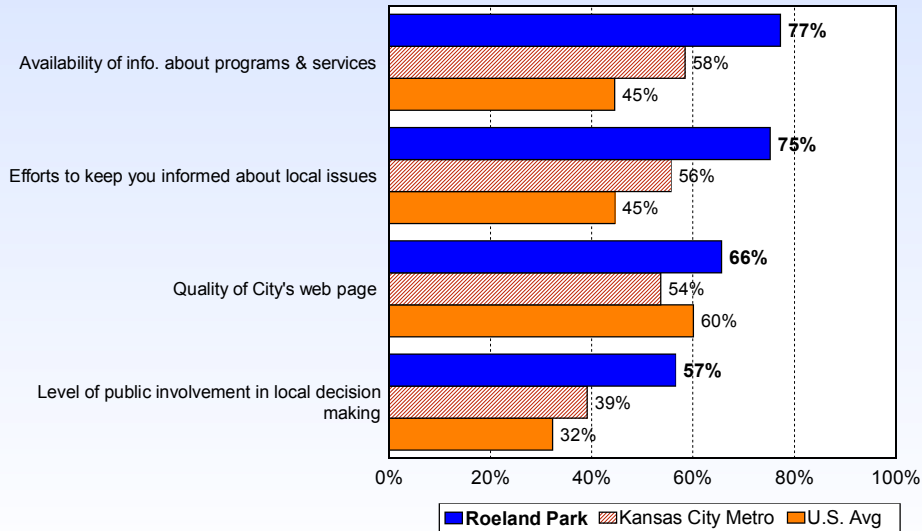


Source: ETC Institute (2019)

National Benchmarking Data - All Communities

Overall Satisfaction with City Communication: City of Roeland Park vs. Kansas City Metro 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"

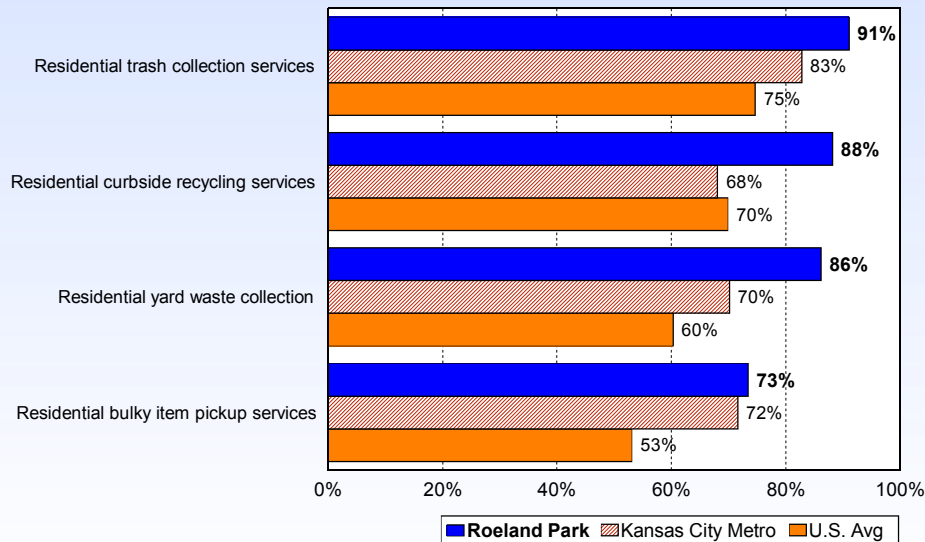


Source: ETC Institute (2019)

National Benchmarking Data - All Communities

Overall Satisfaction with Trash Issues: City of Roeland Park vs. Kansas City Metro 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"



Source: ETC Institute (2019)

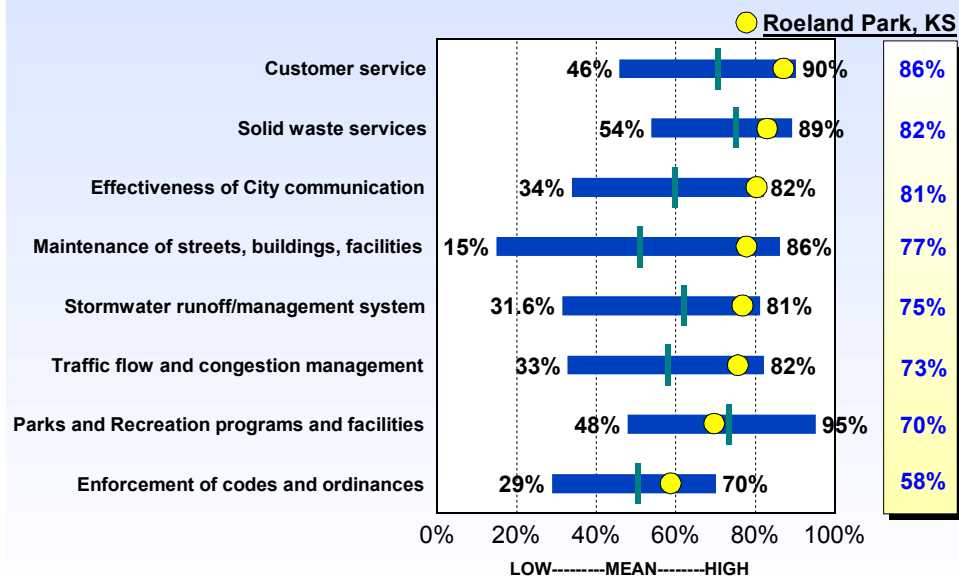
National Benchmarking Data - All Communities

Metropolitan Kansas City Benchmarks

Source: ETC Institute (2019)

Overall Satisfaction With City Services Provided by Cities in the Kansas City Area in 2019

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

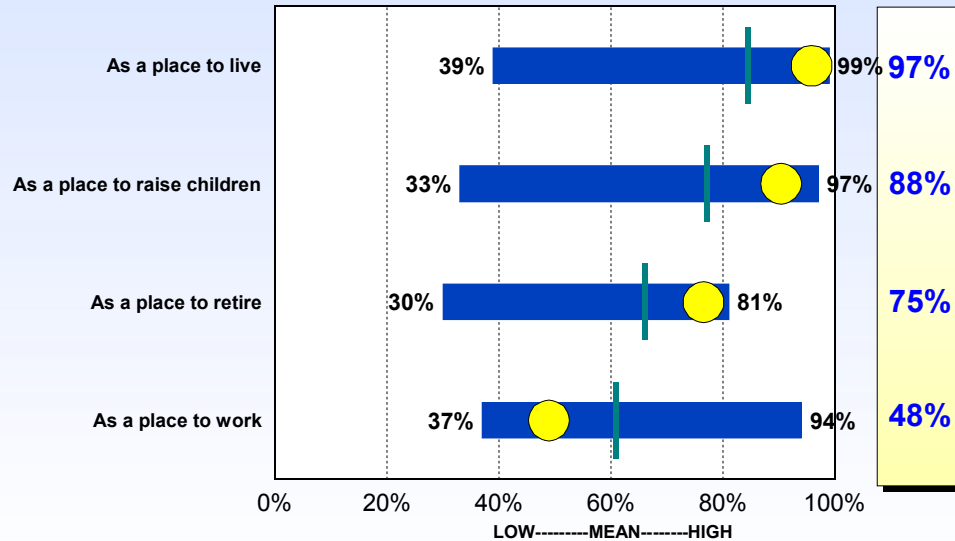


Source: ETC Institute (2019)

Ratings that Kansas City Area Residents Have of the City in Which They Live in 2019

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

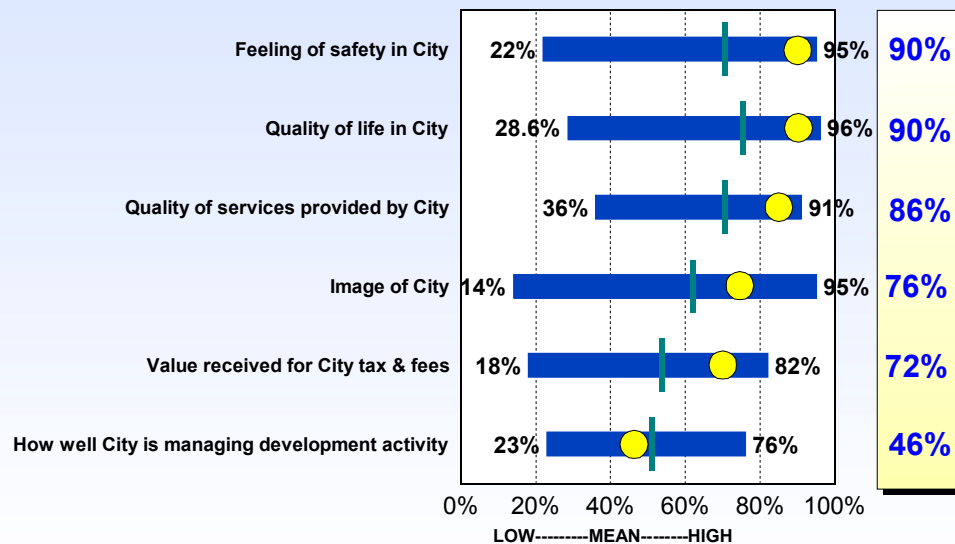
● **Roeland Park, KS**



Perceptions that Kansas City Area Residents Have of the City in Which They Live in 2019

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

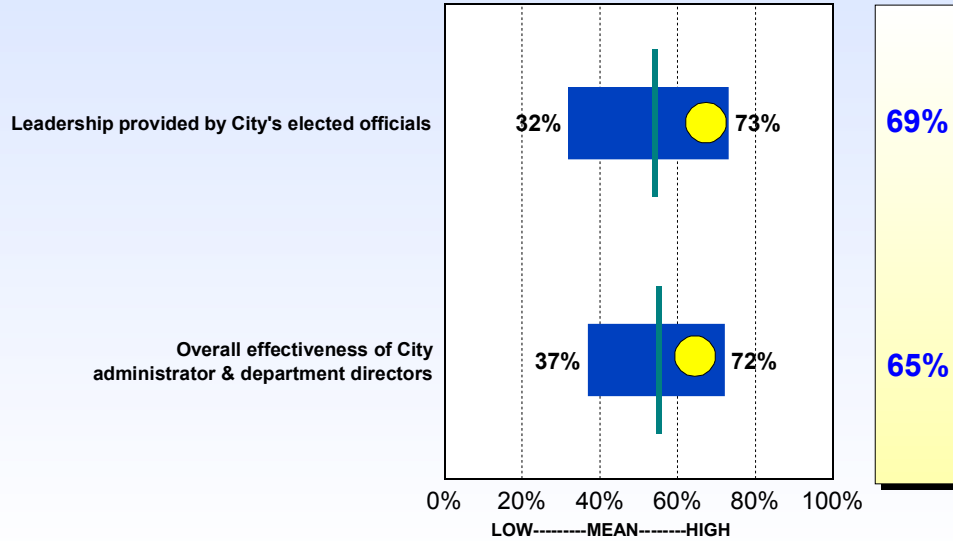
● **Roeland Park, KS**



Satisfaction with City Leadership in the Kansas City Area in 2019

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

● **Roeland Park, KS**

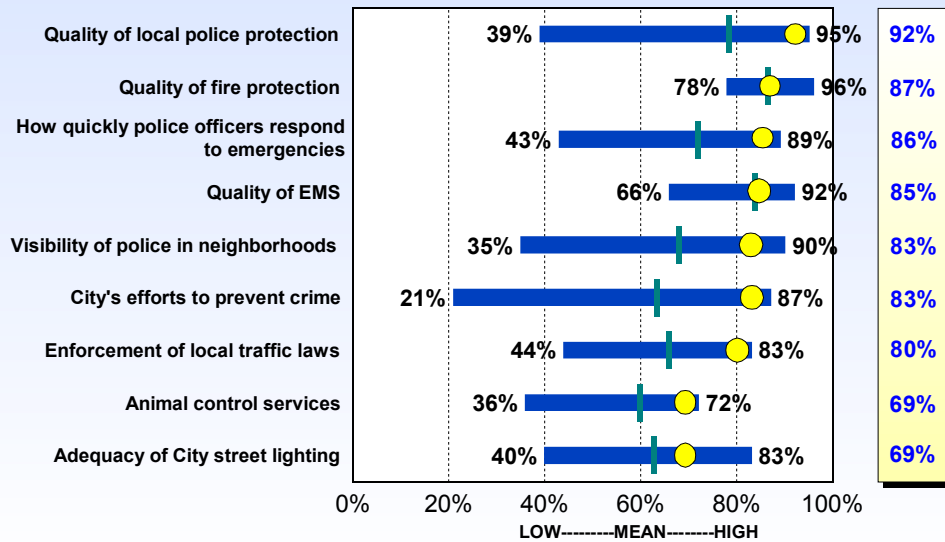


Source: ETC Institute (2019)

Satisfaction with Various Public Safety Services Provided by Cities in the Kansas City Area in 2019

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

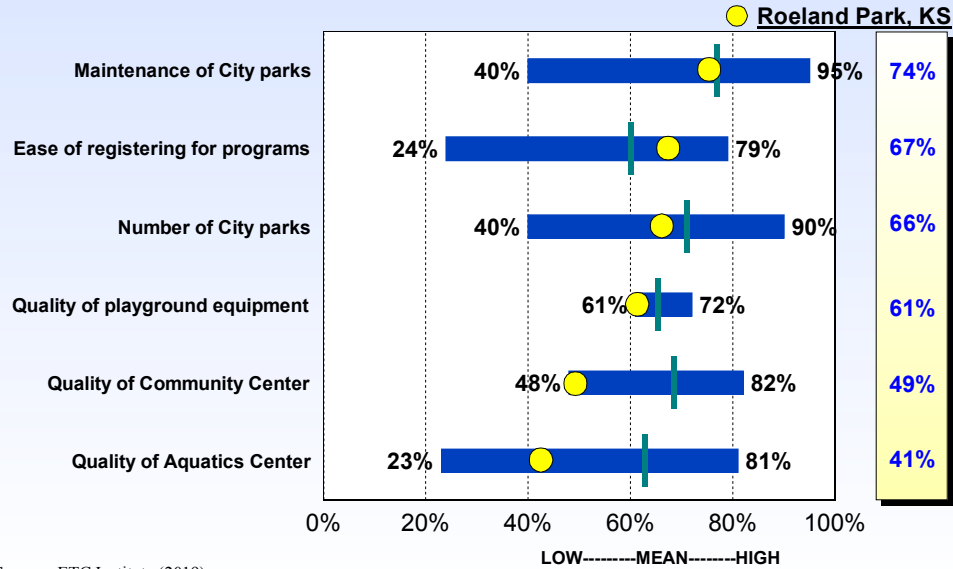
● **Roeland Park, KS**



Source: ETC Institute (2019)

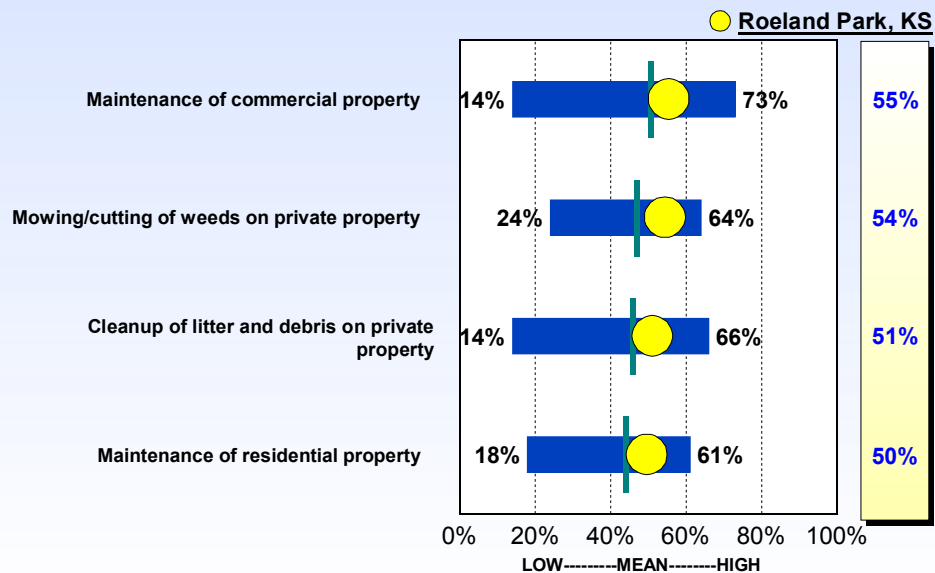
Satisfaction with Parks and Recreation Services Provided by Cities in the Kansas City Area in 2019

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



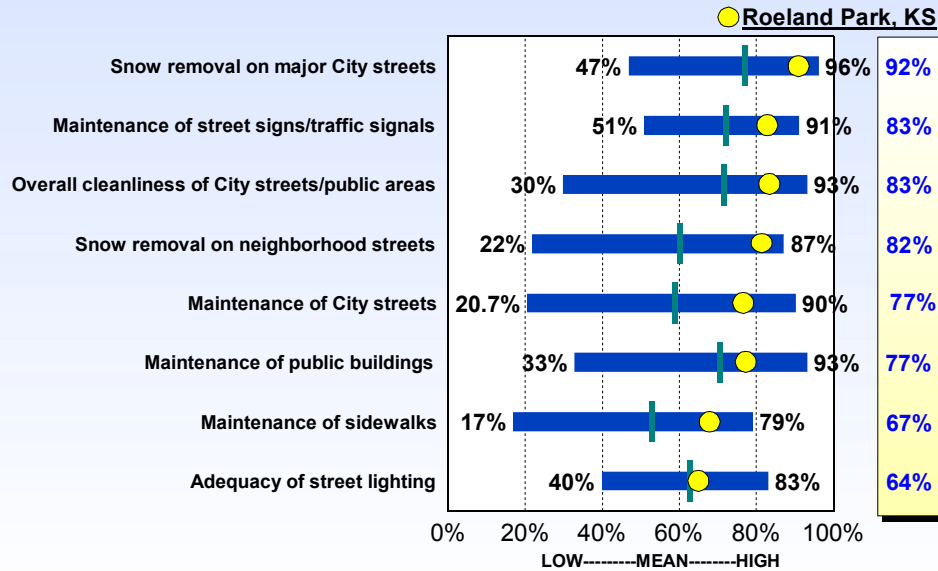
Satisfaction with the Enforcement of Codes and Ordinances by Cities in the Kansas City Area in 2019

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



Satisfaction with Maintenance Services Provided by Cities in the Kansas City Area in 2019

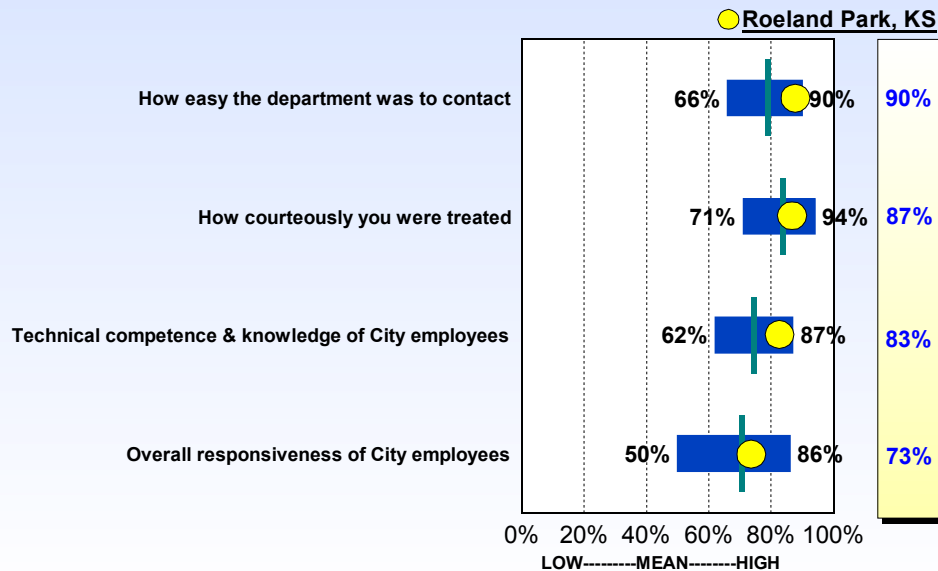
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019)

Satisfaction with Customer Service Provided by City Employees in the Kansas City Area in 2019

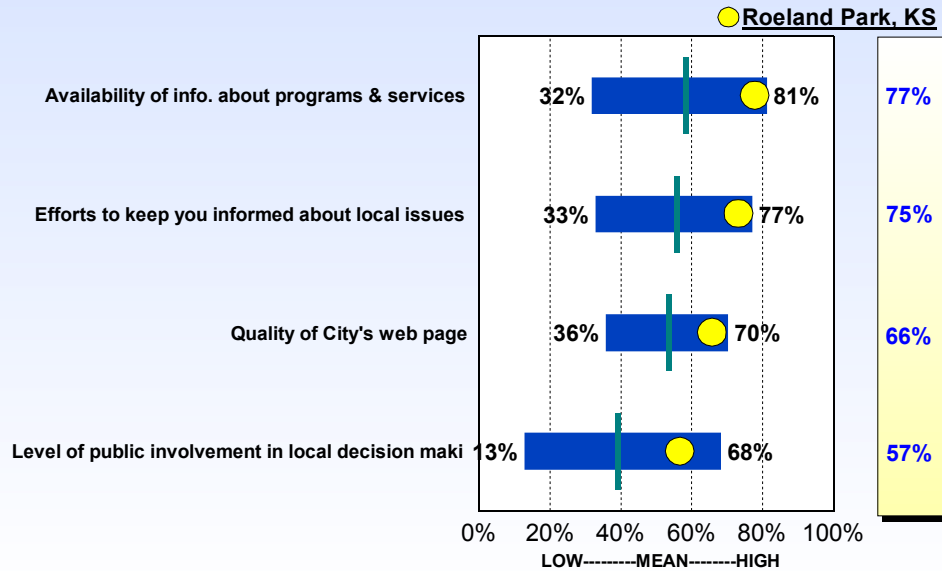
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019)

Satisfaction with Communication Provided by Cities in the Kansas City Area in 2019

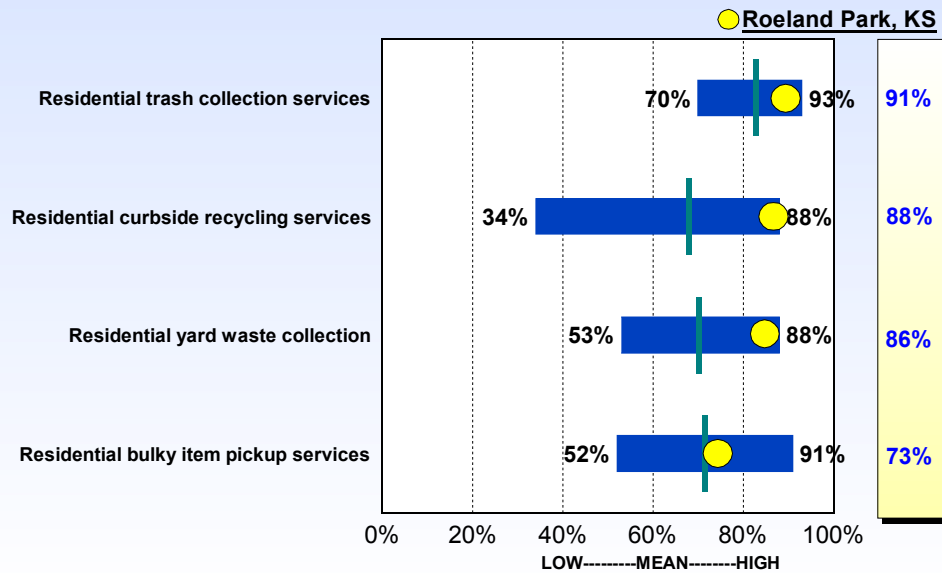
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019)

Satisfaction with Trash Services Provided by Cities in the Kansas City Area in 2019

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



Source: ETC Institute (2019)

Section 3

Importance-Satisfaction Analysis



Importance-Satisfaction Analysis

City of Roeland Park, Kansas

Overview

Today, City officials 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 (IS) 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 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.

Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. 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. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Sixty percent (60%) of respondents selected *the overall maintenance of City streets, buildings, and facilities*, as one of the most important services for the City to provide.

With regard to satisfaction, 77% of respondents surveyed rated the City's overall performance in *the overall maintenance of City 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 for *the overall maintenance of City streets, buildings, and facilities* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 60% was multiplied by 23% (1-0.77). This calculation yielded an I-S rating of 0.1384 which ranked first out of 11 major service categories.

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 to emphasize over the next two years 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 for the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. 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* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

The results for the City of Roeland Park are provided on the following pages.

2019 Importance-Satisfaction Rating

Roeland Park, Kansas

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall maintenance of City streets, buildings & facilities	60%	1	77%	6	0.1384	1
Overall quality of City parks & recreation programs & facilities	44%	2	70%	10	0.1317	2
Medium Priority (IS <.10)						
Overall enforcement of City codes & ordinances	23%	5	58%	11	0.0969	3
Overall quality of traffic flow & congestion management in Roeland Park	29%	3	73%	9	0.0780	4
Overall effectiveness of City communication with the public	18%	6	81%	5	0.0351	5
Overall quality of City's stormwater runoff/stormwater management system	13%	7	75%	7	0.0339	6
Overall quality of police services	25%	4	91%	1	0.0219	7
Overall quality of solid waste services	9%	8	82%	4	0.0165	8
Overall quality of fire services	4%	10	82%	3	0.0067	9
Overall quality of customer service you receive from City employees	5%	9	86%	2	0.0065	10
Overall quality of ambulance services	3%	11	74%	8	0.0064	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 items they thought should receive the most emphasis from City leaders

Satisfaction %:

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

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2019 Importance-Satisfaction Rating

Roeland Park, Kansas

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Adequacy of City street lighting	34%	2	69%	9	0.1038	1
Medium Priority (IS <.10)						
City's efforts to prevent crime	39%	1	83%	6	0.0670	2
Visibility of police in neighborhoods	30%	3	83%	5	0.0513	3
Quality of animal control services	13%	6	69%	8	0.0390	4
Enforcement of local traffic laws	16%	5	80%	7	0.0308	5
Overall quality of local police protection	27%	4	92%	1	0.0228	6
How quickly police officers respond to emergencies	12%	7	86%	3	0.0168	7
Quality of emergency medical services (JOCO MED-ACT)	10%	8	85%	4	0.0148	8
Quality of fire protection (JOCO Consolidated Fire District 2)	8%	9	87%	2	0.0103	9

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

Most Important %:

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

Satisfaction %:

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

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2019 Importance-Satisfaction Rating

Roeland Park, Kansas

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Number of walking & biking trails	32%	1	39%	12	0.1961	1
Quality of Aquatics Center	30%	3	41%	11	0.1738	2
Quality of Community Center	26%	5	49%	10	0.1313	3
Medium Priority (IS <.10)						
Overall appearance of City parks	28%	4	67%	3	0.0920	4
Maintenance of City parks	30%	2	74%	1	0.0790	5
Quality of playground equipment	12%	6	61%	6	0.0478	6
Quality of art in public places	10%	8	55%	9	0.0460	7
City-sponsored special events	10%	9	56%	8	0.0432	8
Number of City parks	11%	7	66%	5	0.0390	9
Fees charged for memberships, recreation programs & facility rental	7%	10	59%	7	0.0295	10
How close neighborhood parks are to your home	5%	11	67%	4	0.0174	11
Ease of registering for programs	3%	12	67%	2	0.0086	12

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

Most Important %:

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

Satisfaction %:

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

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Section 5

Tabular Data

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Roeland Park on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	50.5%	34.8%	7.0%	0.0%	1.2%	6.6%
Q1-2. Overall quality of City parks & recreation programs & facilities	19.5%	44.2%	18.9%	7.8%	0.7%	8.9%
Q1-3. Overall maintenance of City streets, buildings & facilities	23.8%	51.7%	15.6%	6.0%	1.2%	1.8%
Q1-4. Overall enforcement of City codes & ordinances	14.9%	34.8%	23.3%	8.6%	3.3%	15.1%
Q1-5. Overall quality of customer service you receive from City employees	34.9%	37.1%	9.1%	1.8%	0.7%	16.4%
Q1-6. Overall effectiveness of City communication with the public	33.3%	43.9%	13.6%	3.5%	1.3%	4.5%
Q1-7. Overall quality of City's stormwater runoff/stormwater management system	24.8%	41.4%	18.0%	3.1%	1.5%	11.1%
Q1-8. Overall quality of traffic flow & congestion management in Roeland Park	23.8%	47.4%	15.2%	7.8%	3.0%	2.8%
Q1-9. Overall quality of ambulance services	19.0%	15.9%	11.9%	0.2%	0.0%	53.0%
Q1-10. Overall quality of fire services	22.8%	20.2%	9.3%	0.0%	0.0%	47.7%
Q1-11. Overall quality of solid waste services	28.8%	44.5%	12.7%	2.5%	0.5%	10.9%

WITHOUT "DON'T KNOW"

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Roeland Park on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	54.1%	37.2%	7.4%	0.0%	1.2%
Q1-2. Overall quality of City parks & recreation programs & facilities	21.5%	48.5%	20.7%	8.5%	0.7%
Q1-3. Overall maintenance of City streets, buildings & facilities	24.3%	52.6%	15.9%	6.1%	1.2%
Q1-4. Overall enforcement of City codes & ordinances	17.5%	40.9%	27.5%	10.1%	3.9%
Q1-5. Overall quality of customer service you receive from City employees	41.8%	44.4%	10.9%	2.2%	0.8%
Q1-6. Overall effectiveness of City communication with the public	34.8%	45.9%	14.2%	3.6%	1.4%
Q1-7. Overall quality of City's stormwater runoff/stormwater management system	27.9%	46.6%	20.3%	3.5%	1.7%
Q1-8. Overall quality of traffic flow & congestion management in Roeland Park	24.5%	48.7%	15.7%	8.0%	3.1%
Q1-9. Overall quality of ambulance services	40.5%	33.8%	25.4%	0.4%	0.0%
Q1-10. Overall quality of fire services	43.7%	38.6%	17.7%	0.0%	0.0%
Q1-11. Overall quality of solid waste services	32.3%	50.0%	14.3%	2.8%	0.6%

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. Top choice	Number	Percent
Overall quality of police services	75	12.4 %
Overall quality of City parks & recreation programs & facilities	121	20.0 %
Overall maintenance of City streets, buildings & facilities	156	25.8 %
Overall enforcement of City codes & ordinances	42	7.0 %
Overall quality of customer service you receive from City employees	7	1.2 %
Overall effectiveness of City communication with the public	20	3.3 %
Overall quality of City's stormwater runoff/stormwater management system	24	4.0 %
Overall quality of traffic flow & congestion management in Roeland Park	60	9.9 %
Overall quality of ambulance services	3	0.5 %
Overall quality of fire services	1	0.2 %
Overall quality of solid waste services	11	1.8 %
None chosen	84	13.9 %
Total	604	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. 2nd choice	Number	Percent
Overall quality of police services	41	6.8 %
Overall quality of City parks & recreation programs & facilities	91	15.1 %
Overall maintenance of City streets, buildings & facilities	131	21.7 %
Overall enforcement of City codes & ordinances	56	9.3 %
Overall quality of customer service you receive from City employees	12	2.0 %
Overall effectiveness of City communication with the public	33	5.5 %
Overall quality of City's stormwater runoff/stormwater management system	24	4.0 %
Overall quality of traffic flow & congestion management in Roeland Park	52	8.6 %
Overall quality of ambulance services	8	1.3 %
Overall quality of fire services	11	1.8 %
Overall quality of solid waste services	21	3.5 %
None chosen	124	20.5 %
Total	604	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	36	6.0 %
Overall quality of City parks & recreation programs & facilities	53	8.8 %
Overall maintenance of City streets, buildings & facilities	75	12.4 %
Overall enforcement of City codes & ordinances	42	7.0 %
Overall quality of customer service you receive from City employees	9	1.5 %
Overall effectiveness of City communication with the public	57	9.4 %
Overall quality of City's stormwater runoff/stormwater management system	32	5.3 %
Overall quality of traffic flow & congestion management in Roeland Park	64	10.6 %
Overall quality of ambulance services	4	0.7 %
Overall quality of fire services	11	1.8 %
Overall quality of solid waste services	24	4.0 %
None chosen	197	32.6 %
Total	604	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? (top 3)

Q2. Sum of top 3 choices	Number	Percent
Overall quality of police services	152	25.2 %
Overall quality of City parks & recreation programs & facilities	265	43.9 %
Overall maintenance of City streets, buildings & facilities	362	59.9 %
Overall enforcement of City codes & ordinances	140	23.2 %
Overall quality of customer service you receive from City employees	28	4.6 %
Overall effectiveness of City communication with the public	110	18.2 %
Overall quality of City's stormwater runoff/stormwater management system	80	13.2 %
Overall quality of traffic flow & congestion management in Roeland Park	176	29.1 %
Overall quality of ambulance services	15	2.5 %
Overall quality of fire services	23	3.8 %
Overall quality of solid waste services	56	9.3 %
None chosen	84	13.9 %
Total	1491	

Q3. Quality of Life. Please rate Roeland Park on a scale of 1 to 5, where 5 means "excellent" and 1 means "poor" with regard to each of the following.

(N=604)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. As a place to live	56.3%	39.4%	1.8%	0.8%	0.2%	1.5%
Q3-2. As a place to raise children	40.9%	31.8%	8.4%	1.5%	0.3%	17.1%
Q3-3. As a place to work	14.6%	14.7%	20.5%	7.6%	3.1%	39.4%
Q3-4. As a place where you would buy your next home	34.9%	38.4%	14.4%	3.5%	2.8%	6.0%
Q3-5. As a place to retire	35.3%	33.9%	12.9%	6.0%	3.6%	8.3%
Q3-6. Quality of grade school through high school	21.5%	28.5%	12.6%	4.6%	1.3%	31.5%
Q3-7. Quality of commercial developments	6.0%	23.3%	23.8%	27.0%	11.9%	7.9%
Q3-8. Proximity to employers	34.4%	38.1%	13.7%	3.0%	0.8%	9.9%

WITHOUT "DON'T KNOW"

Q3. Quality of Life. Please rate Roeland Park 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=604)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. As a place to live	57.1%	40.0%	1.8%	0.8%	0.2%
Q3-2. As a place to raise children	49.3%	38.3%	10.2%	1.8%	0.4%
Q3-3. As a place to work	24.0%	24.3%	33.9%	12.6%	5.2%
Q3-4. As a place where you would buy your next home	37.1%	40.8%	15.3%	3.7%	3.0%
Q3-5. As a place to retire	38.4%	37.0%	14.1%	6.5%	4.0%
Q3-6. Quality of grade school through high school	31.4%	41.5%	18.4%	6.8%	1.9%
Q3-7. Quality of commercial developments	6.5%	25.4%	25.9%	29.3%	12.9%
Q3-8. Proximity to employers	38.2%	42.3%	15.3%	3.3%	0.9%

Q4. Perception. Please rate Roeland Park on a scale of 1 to 5, where 5 means "excellent" and 1 means "poor" with regard to each of the following.

(N=604)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. Overall quality of services provided by City	27.2%	56.3%	11.3%	1.3%	0.8%	3.1%
Q4-2. Overall value that you receive for your City tax & fees	20.0%	48.8%	16.6%	7.5%	2.8%	4.3%
Q4-3. Overall quality of life in City	33.6%	54.6%	8.8%	1.2%	0.3%	1.5%
Q4-4. How well City is managing development activity	10.3%	30.6%	28.0%	15.2%	5.6%	10.3%
Q4-5. Overall feeling of safety in City	40.2%	49.0%	7.3%	1.5%	0.8%	1.2%
Q4-6. Overall condition of housing in your neighborhood	17.9%	56.6%	17.2%	6.3%	1.0%	1.0%
Q4-7. Overall image of City	17.5%	57.5%	14.4%	7.9%	1.5%	1.2%

WITHOUT "DON'T KNOW"

Q4. Perception. Please rate Roeland Park 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=604)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. Overall quality of services provided by City	28.0%	58.1%	11.6%	1.4%	0.9%
Q4-2. Overall value that you receive for your City tax & fees	20.9%	51.0%	17.3%	7.8%	2.9%
Q4-3. Overall quality of life in City	34.1%	55.5%	8.9%	1.2%	0.3%
Q4-4. How well City is managing development activity	11.4%	34.1%	31.2%	17.0%	6.3%
Q4-5. Overall feeling of safety in City	40.7%	49.6%	7.4%	1.5%	0.8%
Q4-6. Overall condition of housing in your neighborhood	18.1%	57.2%	17.4%	6.4%	1.0%
Q4-7. Overall image of City	17.8%	58.1%	14.6%	8.0%	1.5%

Q5. City Leadership. 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=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of leadership provided by City's elected officials	16.2%	39.2%	18.7%	4.5%	1.5%	19.9%
Q5-2. Overall effectiveness of appointed boards & commissions	12.1%	32.1%	22.4%	4.1%	1.2%	28.1%
Q5-3. Overall effectiveness of City administrator & department directors	13.2%	34.6%	19.7%	4.3%	1.5%	26.7%
Q5-4. Overall effectiveness of non-management staff	15.4%	34.3%	16.1%	1.7%	0.3%	32.3%

WITHOUT "DON'T KNOW"

Q5. City Leadership. 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=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of leadership provided by City's elected officials	20.2%	49.0%	23.3%	5.6%	1.9%
Q5-2. Overall effectiveness of appointed boards & commissions	16.8%	44.7%	31.1%	5.8%	1.6%
Q5-3. Overall effectiveness of City administrator & department directors	18.1%	47.2%	26.9%	5.9%	2.0%
Q5-4. Overall effectiveness of non-management staff	22.7%	50.6%	23.7%	2.4%	0.5%

Q6. Public Safety. 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=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of local police protection	44.4%	41.6%	6.3%	0.8%	0.7%	6.3%
Q6-2. Visibility of police in neighborhoods	40.2%	41.1%	11.9%	4.0%	0.8%	2.0%
Q6-3. City's efforts to prevent crime	32.8%	39.9%	13.7%	1.2%	0.3%	12.1%
Q6-4. Enforcement of local traffic laws	27.2%	46.5%	14.1%	3.0%	1.2%	8.1%
Q6-5. How quickly police officers respond to emergencies	35.4%	19.5%	7.8%	0.7%	0.3%	36.3%
Q6-6. Quality of animal control services	16.9%	31.6%	15.2%	4.3%	2.0%	30.0%
Q6-7. Adequacy of City street lighting	21.7%	46.4%	15.1%	12.6%	2.5%	1.8%
Q6-8. Quality of emergency medical services (JOCO MED-ACT)	24.0%	21.7%	7.9%	0.2%	0.0%	46.2%
Q6-9. Quality of fire protection (JOCO Consolidated Fire District 2)	25.8%	23.2%	7.3%	0.0%	0.0%	43.7%

WITHOUT "DON'T KNOW"

Q6. Public Safety. 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=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of local police protection	47.3%	44.3%	6.7%	0.9%	0.7%
Q6-2. Visibility of police in neighborhoods	41.0%	41.9%	12.2%	4.1%	0.8%
Q6-3. City's efforts to prevent crime	37.3%	45.4%	15.6%	1.3%	0.4%
Q6-4. Enforcement of local traffic laws	29.5%	50.6%	15.3%	3.2%	1.3%
Q6-5. How quickly police officers respond to emergencies	55.6%	30.6%	12.2%	1.0%	0.5%
Q6-6. Quality of animal control services	24.1%	45.2%	21.7%	6.1%	2.8%
Q6-7. Adequacy of City street lighting	22.1%	47.2%	15.3%	12.8%	2.5%
Q6-8. Quality of emergency medical services (JOCO MED-ACT)	44.6%	40.3%	14.8%	0.3%	0.0%
Q6-9. Quality of fire protection (JOCO Consolidated Fire District 2)	45.9%	41.2%	12.9%	0.0%	0.0%

Q7. Which THREE of these 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
Overall quality of local police protection	104	17.2 %
Visibility of police in neighborhoods	69	11.4 %
City's efforts to prevent crime	98	16.2 %
Enforcement of local traffic laws	34	5.6 %
How quickly police officers respond to emergencies	9	1.5 %
Quality of animal control services	22	3.6 %
Adequacy of City street lighting	96	15.9 %
Quality of emergency medical services (JOCO MED-ACT)	10	1.7 %
Quality of fire protection (JOCO Consolidated Fire District 2)	1	0.2 %
None chosen	161	26.7 %
Total	604	100.0 %

Q7. Which THREE of these 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
Overall quality of local police protection	23	3.8 %
Visibility of police in neighborhoods	76	12.6 %
City's efforts to prevent crime	88	14.6 %
Enforcement of local traffic laws	35	5.8 %
How quickly police officers respond to emergencies	37	6.1 %
Quality of animal control services	29	4.8 %
Adequacy of City street lighting	55	9.1 %
Quality of emergency medical services (JOCO MED-ACT)	21	3.5 %
Quality of fire protection (JOCO Consolidated Fire District 2)	17	2.8 %
None chosen	223	36.9 %
Total	604	100.0 %

Q7. Which THREE of these 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
Overall quality of local police protection	37	6.1 %
Visibility of police in neighborhoods	36	6.0 %
City's efforts to prevent crime	48	7.9 %
Enforcement of local traffic laws	25	4.1 %
How quickly police officers respond to emergencies	28	4.6 %
Quality of animal control services	26	4.3 %
Adequacy of City street lighting	53	8.8 %
Quality of emergency medical services (JOCO MED-ACT)	28	4.6 %
Quality of fire protection (JOCO Consolidated Fire District 2)	30	5.0 %
None chosen	293	48.5 %
Total	604	100.0 %

Q7. Which THREE of these items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q7. Sum of top 3 choices	Number	Percent
Overall quality of local police protection	164	27.2 %
Visibility of police in neighborhoods	181	30.0 %
City's efforts to prevent crime	234	38.7 %
Enforcement of local traffic laws	94	15.6 %
How quickly police officers respond to emergencies	74	12.3 %
Quality of animal control services	77	12.7 %
Adequacy of City street lighting	204	33.8 %
Quality of emergency medical services (JOCO MED-ACT)	59	9.8 %
Quality of fire protection (JOCO Consolidated Fire District 2)	48	7.9 %
None chosen	161	26.7 %
Total	1296	

Q8. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following.

(N=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Maintenance of City parks	16.6%	47.2%	16.2%	5.6%	1.2%	13.2%
Q8-2. Overall appearance of City parks	15.1%	44.2%	18.9%	8.9%	1.7%	11.3%
Q8-3. Number of City parks	17.7%	41.4%	19.2%	10.3%	1.2%	10.3%
Q8-4. Quality of playground equipment	13.9%	28.5%	21.0%	5.1%	0.8%	30.6%
Q8-5. How close neighborhood parks are to your home	28.8%	32.0%	18.5%	9.8%	2.3%	8.6%
Q8-6. Number of walking & biking trails	9.8%	23.5%	22.4%	21.9%	7.1%	15.4%
Q8-7. City-sponsored special events	11.6%	34.8%	27.2%	7.9%	1.5%	17.1%
Q8-8. Quality of art in public places	15.7%	33.3%	25.8%	9.6%	4.8%	10.8%
Q8-9. Quality of Aquatics Center	6.1%	21.9%	21.9%	12.7%	5.1%	32.3%
Q8-10. Quality of Community Center	8.3%	28.0%	23.5%	11.4%	3.6%	25.2%
Q8-11. Fees charged for memberships, recreation programs & facility rental	10.9%	30.3%	22.5%	5.3%	1.5%	29.5%
Q8-12. Ease of registering for programs	13.2%	29.8%	17.9%	1.8%	1.5%	35.8%

WITHOUT "DON'T KNOW"

Q8. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

(N=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Maintenance of City parks	19.1%	54.4%	18.7%	6.5%	1.3%
Q8-2. Overall appearance of City parks	17.0%	49.8%	21.3%	10.1%	1.9%
Q8-3. Number of City parks	19.7%	46.1%	21.4%	11.4%	1.3%
Q8-4. Quality of playground equipment	20.0%	41.1%	30.3%	7.4%	1.2%
Q8-5. How close neighborhood parks are to your home	31.5%	35.0%	20.3%	10.7%	2.5%
Q8-6. Number of walking & biking trails	11.5%	27.8%	26.4%	25.8%	8.4%
Q8-7. City-sponsored special events	14.0%	41.9%	32.7%	9.6%	1.8%
Q8-8. Quality of art in public places	17.6%	37.3%	28.9%	10.8%	5.4%
Q8-9. Quality of Aquatics Center	9.0%	32.3%	32.3%	18.8%	7.6%
Q8-10. Quality of Community Center	11.1%	37.4%	31.4%	15.3%	4.9%
Q8-11. Fees charged for memberships, recreation programs & facility rental	15.5%	43.0%	31.9%	7.5%	2.1%
Q8-12. Ease of registering for programs	20.6%	46.4%	27.8%	2.8%	2.3%

Q9. Which THREE of these 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
Maintenance of City parks	97	16.1 %
Overall appearance of City parks	51	8.4 %
Number of City parks	23	3.8 %
Quality of playground equipment	14	2.3 %
How close neighborhood parks are to your home	12	2.0 %
Number of walking & biking trails	86	14.2 %
City-sponsored special events	10	1.7 %
Quality of art in public places	21	3.5 %
Quality of Aquatics Center	84	13.9 %
Quality of Community Center	44	7.3 %
Fees charged for memberships, recreation programs & facility rental	11	1.8 %
Ease of registering for programs	2	0.3 %
None chosen	149	24.7 %
Total	604	100.0 %

Q9. Which THREE of these 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
Maintenance of City parks	46	7.6 %
Overall appearance of City parks	74	12.3 %
Number of City parks	26	4.3 %
Quality of playground equipment	27	4.5 %
How close neighborhood parks are to your home	10	1.7 %
Number of walking & biking trails	59	9.8 %
City-sponsored special events	23	3.8 %
Quality of art in public places	16	2.6 %
Quality of Aquatics Center	63	10.4 %
Quality of Community Center	49	8.1 %
Fees charged for memberships, recreation programs & facility rental	15	2.5 %
Ease of registering for programs	6	1.0 %
None chosen	190	31.5 %
Total	604	100.0 %

Q9. Which THREE of these 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
Maintenance of City parks	37	6.1 %
Overall appearance of City parks	42	7.0 %
Number of City parks	20	3.3 %
Quality of playground equipment	33	5.5 %
How close neighborhood parks are to your home	9	1.5 %
Number of walking & biking trails	50	8.3 %
City-sponsored special events	26	4.3 %
Quality of art in public places	25	4.1 %
Quality of Aquatics Center	32	5.3 %
Quality of Community Center	61	10.1 %
Fees charged for memberships, recreation programs & facility rental	17	2.8 %
Ease of registering for programs	8	1.3 %
None chosen	244	40.4 %
Total	604	100.0 %

Q9. Which THREE of these 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
Maintenance of City parks	180	29.8 %
Overall appearance of City parks	167	27.6 %
Number of City parks	69	11.4 %
Quality of playground equipment	74	12.3 %
How close neighborhood parks are to your home	31	5.1 %
Number of walking & biking trails	195	32.3 %
City-sponsored special events	59	9.8 %
Quality of art in public places	62	10.3 %
Quality of Aquatics Center	179	29.6 %
Quality of Community Center	154	25.5 %
Fees charged for memberships, recreation programs & facility rental	43	7.1 %
Ease of registering for programs	16	2.6 %
None chosen	149	24.7 %
Total	1378	

Q11. How supportive are you of making all the parks in the City of Roeland Park smoke free?

Q11. How supportive are you of making all City parks smoke free	Number	Percent
Very supportive	349	57.8 %
Supportive	70	11.6 %
Neutral	100	16.6 %
Not supportive	37	6.1 %
Not at all supportive	29	4.8 %
Don't know	19	3.1 %
Total	604	100.0 %

WITHOUT "DON'T KNOW"**Q11. How supportive are you of making all the parks in the City of Roeland Park smoke free? (without "don't know")**

Q11. How supportive are you of making all City parks smoke free	Number	Percent
Very supportive	349	59.7 %
Supportive	70	12.0 %
Neutral	100	17.1 %
Not supportive	37	6.3 %
Not at all supportive	29	5.0 %
Total	585	100.0 %

Q12. Please rank in order of importance the changes you would like to see at the Aquatics Center, where 1 is "most important" and 8 is "least important."

(N=604)

	Most importa- nt	2	3	4	5	6	7	Least importa- nt
Q12-1. Replace kiddie pool & sand feature with spray-ground features	14.3%	14.6%	20.3%	14.6%	12.9%	6.0%	5.1%	12.3%
Q12-2. Add shade structures & umbrellas	52.0%	20.1%	16.0%	6.2%	1.4%	2.2%	1.6%	0.5%
Q12-3. Replace deck furniture such as picnic tables & lounge chairs	12.2%	30.0%	18.7%	12.8%	12.2%	7.3%	4.1%	2.6%
Q12-4. Replace vortex pool with a lazy river feature	10.5%	14.2%	17.8%	22.3%	19.6%	8.1%	2.4%	5.1%
Q12-5. Replace vortex pool with an inflatable challenge course	1.6%	3.8%	4.4%	11.6%	14.2%	28.3%	23.6%	12.6%
Q12-6. Add children's interactive play feature in zero entry area	9.1%	11.6%	15.2%	15.8%	19.8%	16.7%	7.6%	4.3%
Q12-7. Add challenge obstacles in place of a portion of lap swim area	1.9%	4.4%	3.2%	6.0%	7.3%	16.1%	34.8%	26.3%
Q12-8. Add a climbing wall	5.0%	4.0%	3.4%	9.0%	8.7%	11.2%	19.3%	39.3%

Q12a. Please check the ONE item you would most prefer.

<u>Q12a. Which one item would you most prefer</u>	<u>Number</u>	<u>Percent</u>
City keep property tax mill levy at current level, using revenue to pay for changes at the pool	212	35.1 %
City lower mill levy 2 mill, a savings of \$50/yr on a \$200K home, and not make changes to the pool	112	18.5 %
City issue debt to pay for changes at the pool & use a portion of current mill levy to repay that debt	52	8.6 %
Don't know/I need more information before I can answer	191	31.6 %
Not provided	37	6.1 %
Total	604	100.0 %

WITHOUT "NOT PROVIDED"**Q12a. Please check the ONE item you would most prefer. (without "not provided")**

<u>Q12a. Which one item would you most prefer</u>	<u>Number</u>	<u>Percent</u>
City keep property tax mill levy at current level, using revenue to pay for changes at the pool	212	37.4 %
City lower mill levy 2 mill, a savings of \$50/yr on a \$200K home, and not make changes to the pool	112	19.8 %
City issue debt to pay for changes at the pool & use a portion of current mill levy to repay that debt	52	9.2 %
Don't know/I need more information before I can answer	191	33.7 %
Total	567	100.0 %

Q13. The City plans to replace the current playground equipment at Nall Park. Which ONE of the options below would you most prefer the City take when replacing the existing equipment?

Q13. Which one option would you most prefer	Number	Percent
Natural play structures (e.g. tree stumps, boulders, embankment slides built into hills)	94	15.6 %
Commercial play sets (e.g. slides, swings, school playground equipment)	44	7.3 %
A combination of natural play structures & commercial play sets	399	66.1 %
Not provided	67	11.1 %
Total	604	100.0 %

WITHOUT "NOT PROVIDED"

Q13. The City plans to replace the current playground equipment at Nall Park. Which ONE of the options below would you most prefer the City take when replacing the existing equipment? (without "not provided")

Q13. Which one option would you most prefer	Number	Percent
Natural play structures (e.g. tree stumps, boulders, embankment slides built into hills)	94	17.5 %
Commercial play sets (e.g. slides, swings, school playground equipment)	44	8.2 %
A combination of natural play structures & commercial play sets	399	74.3 %
Total	537	100.0 %

Q14. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following.

(N=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Enforcing cleanup of litter & debris on private property	13.2%	33.1%	19.7%	18.4%	5.8%	9.8%
Q14-2. Enforcing mowing & cutting of weeds on private property	13.4%	35.8%	20.7%	16.2%	5.0%	8.9%
Q14-3. Enforcing maintenance of residential property	13.2%	32.3%	23.0%	18.2%	4.6%	8.6%
Q14-4. Enforcing maintenance of commercial property	12.4%	35.4%	22.0%	13.4%	4.5%	12.3%

WITHOUT "DON'T KNOW"

Q14. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

(N=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Enforcing cleanup of litter & debris on private property	14.7%	36.7%	21.8%	20.4%	6.4%
Q14-2. Enforcing mowing & cutting of weeds on private property	14.7%	39.3%	22.7%	17.8%	5.5%
Q14-3. Enforcing maintenance of residential property	14.5%	35.3%	25.2%	19.9%	5.1%
Q14-4. Enforcing maintenance of commercial property	14.2%	40.4%	25.1%	15.3%	5.1%

Q15. City 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.

(N=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Maintenance of City streets	19.0%	56.3%	12.3%	8.8%	1.8%	1.8%
Q15-2. Maintenance of sidewalks	17.2%	48.7%	19.2%	10.3%	2.5%	2.2%
Q15-3. Maintenance of street signs/traffic signals	25.5%	56.1%	13.7%	2.0%	0.7%	2.0%
Q15-4. Snow removal on major City streets	49.7%	41.9%	5.5%	1.3%	0.8%	0.8%
Q15-5. Snow removal on neighborhood streets	37.9%	43.2%	8.1%	7.3%	2.2%	1.3%
Q15-6. Overall cleanliness of City streets & other public areas	27.5%	53.5%	11.8%	4.3%	1.0%	2.0%
Q15-7. Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatic Center)	20.5%	46.0%	16.2%	3.1%	1.0%	13.1%
Q15-8. Adequacy of street lighting	19.2%	44.2%	17.5%	14.7%	3.1%	1.2%
Q15-9. Maintenance of curbs/gutters on streets	19.4%	48.3%	17.7%	9.3%	1.7%	3.6%

WITHOUT "DON'T KNOW"

Q15. City 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. (without "don't know")

(N=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Maintenance of City streets	19.4%	57.3%	12.5%	8.9%	1.9%
Q15-2. Maintenance of sidewalks	17.6%	49.7%	19.6%	10.5%	2.5%
Q15-3. Maintenance of street signs/ traffic signals	26.0%	57.3%	14.0%	2.0%	0.7%
Q15-4. Snow removal on major City streets	50.1%	42.2%	5.5%	1.3%	0.8%
Q15-5. Snow removal on neighborhood streets	38.4%	43.8%	8.2%	7.4%	2.2%
Q15-6. Overall cleanliness of City streets & other public areas	28.0%	54.6%	12.0%	4.4%	1.0%
Q15-7. Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatic Center)	23.6%	53.0%	18.7%	3.6%	1.1%
Q15-8. Adequacy of street lighting	19.4%	44.7%	17.8%	14.9%	3.2%
Q15-9. Maintenance of curbs/gutters on streets	20.1%	50.2%	18.4%	9.6%	1.7%

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	212	35.1 %
No	382	63.2 %
Not provided	10	1.7 %
Total	604	100.0 %

WITHOUT "NOT PROVIDED"**Q16. Have you contacted the City with a question, problem, or complaint during the past year? (without "not provided")**

Q16. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	212	35.7 %
No	382	64.3 %
Total	594	100.0 %

Q16a. Which City department did you contact most recently?

Q16a. Which City department did you contact most recently	Number	Percent
Administration (licenses/permits/solid waste)	56	26.4 %
Animal Control	12	5.7 %
City Clerk (agendas/minutes/records requests)	20	9.4 %
Codes Enforcement	41	19.3 %
Community Center	6	2.8 %
Municipal Court	1	0.5 %
Aquatics Center	8	3.8 %
Planning & Development	5	2.4 %
Police	22	10.4 %
Public Works Operations(streets/stormwater/parks/sidewalks)	38	17.9 %
Not provided	3	1.4 %
Total	212	100.0 %

WITHOUT "NOT PROVIDED"**Q16a. Which City department did you contact most recently? (without "not provided")**

Q16a. Which City department did you contact most recently	Number	Percent
Administration (licenses/permits/solid waste)	56	26.8 %
Animal Control	12	5.7 %
City Clerk (agendas/minutes/records requests)	20	9.6 %
Codes Enforcement	41	19.6 %
Community Center	6	2.9 %
Municipal Court	1	0.5 %
Aquatics Center	8	3.8 %
Planning & Development	5	2.4 %
Police	22	10.5 %
Public Works Operations(streets/stormwater/parks/sidewalks)	38	18.2 %
Total	209	100.0 %

Q16b. Several factors that may influence your perception of the quality of service you receive from City employees are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following based on your most recent experience with the City.

(N=212)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16b-1. How easy the department was to contact	51.4%	36.8%	5.2%	3.3%	1.4%	1.9%
Q16b-2. How courteously you were treated	55.2%	29.7%	7.5%	1.9%	2.8%	2.8%
Q16b-3. Technical competence & knowledge of City employees who assisted you	48.6%	31.1%	11.3%	1.4%	3.3%	4.2%
Q16b-4. Overall responsiveness of City employees to your request or concern	47.2%	24.5%	10.4%	8.0%	8.0%	1.9%

WITHOUT "DON'T KNOW"

Q16b. Several factors that may influence your perception of the quality of service you receive from City employees are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following based on your most recent experience with the City. (without "don't know")

(N=212)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16b-1. How easy the department was to contact	52.4%	37.5%	5.3%	3.4%	1.4%
Q16b-2. How courteously you were treated	56.8%	30.6%	7.8%	1.9%	2.9%
Q16b-3. Technical competence & knowledge of City employees who assisted you	50.7%	32.5%	11.8%	1.5%	3.4%
Q16b-4. Overall responsiveness of City employees to your request or concern	48.1%	25.0%	10.6%	8.2%	8.2%

Q17. City 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.

(N=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Availability of information about City programs & services	26.8%	44.9%	15.9%	4.3%	1.0%	7.1%
Q17-2. City efforts to keep you informed about local issues	28.1%	42.9%	15.2%	6.8%	1.5%	5.5%
Q17-3. Level of public involvement in local decision making	16.4%	32.1%	26.8%	7.3%	3.1%	14.2%
Q17-4. Quality of City's web page	15.1%	36.9%	21.5%	4.6%	1.2%	20.7%
Q17-5. Content of City's newsletter	25.0%	46.0%	16.1%	5.5%	1.0%	6.5%

WITHOUT "DON'T KNOW"

Q17. City 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. (without "don't know")

(N=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Availability of information about City programs & services	28.9%	48.3%	17.1%	4.6%	1.1%
Q17-2. City efforts to keep you informed about local issues	29.8%	45.4%	16.1%	7.2%	1.6%
Q17-3. Level of public involvement in local decision making	19.1%	37.5%	31.3%	8.5%	3.7%
Q17-4. Quality of City's web page	19.0%	46.6%	27.1%	5.8%	1.5%
Q17-5. Content of City's newsletter	26.7%	49.2%	17.2%	5.8%	1.1%

Q18. From what source(s) would you most prefer to get information about the City?

Q18. From what source(s) would you most prefer
to get City information

	Number	Percent
The Kansas City Star	53	8.8 %
City newsletter	459	76.0 %
Facebook	154	25.5 %
Word of mouth	38	6.3 %
City website	287	47.5 %
Town Hall meetings or community forums	100	16.6 %
The Shawnee Mission Post	96	15.9 %
Attending or listening to meetings	64	10.6 %
Nextdoor	245	40.6 %
Constant contact	54	8.9 %
Total	1550	

Q19. Leaf Program. The leaf pickup program in Roeland Park saw significant changes in 2018 with the addition of a new vacuum truck. Residents were to place leaves behind the curb in front of their home for pickup. Residents with sidewalks adjacent to the back of curb were allowed to place their leaves on the sidewalk in front of their home, in an effort to ensure the vacuum truck could reach the leaves. This was preferred over placing leaves in the street since snow plowing would push leaf piles back into yards/onto sidewalks and keeping the leaves out of the street enhances safety and reduces the volume of leaves washed into the storm sewers, which must eventually be cleaned out. Please share with us if you were inconvenienced by leaf piles on sidewalks during the leaf pickup program (from October 2018 through February 2019).

Q19. Were you inconvenienced by leaf piles on sidewalks during leaf pickup program from October 2018 through February 2019

	Number	Percent
Very inconvenienced	56	9.3 %
Somewhat inconvenienced	125	20.7 %
Neutral	109	18.0 %
Not inconvenienced	295	48.8 %
Not provided	19	3.1 %
Total	604	100.0 %

WITHOUT "NOT PROVIDED"

Q19. Leaf Program. The leaf pickup program in Roeland Park saw significant changes in 2018 with the addition of a new vacuum truck. Residents were to place leaves behind the curb in front of their home for pickup. Residents with sidewalks adjacent to the back of curb were allowed to place their leaves on the sidewalk in front of their home, in an effort to ensure the vacuum truck could reach the leaves. This was preferred over placing leaves in the street since snow plowing would push leaf piles back into yards/onto sidewalks and keeping the leaves out of the street enhances safety and reduces the volume of leaves washed into the storm sewers, which must eventually be cleaned out. Please share with us if you were inconvenienced by leaf piles on sidewalks during the leaf pickup program (from October 2018 through February 2019). (without "not provided")

Q19. Were you inconvenienced by leaf piles on sidewalks during leaf pickup program from October 2018 through February 2019

	Number	Percent
Very inconvenienced	56	9.6 %
Somewhat inconvenienced	125	21.4 %
Neutral	109	18.6 %
Not inconvenienced	295	50.4 %
Total	585	100.0 %

Q20. Transportation and Connectivity. 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=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Availability of public transportation	8.1%	16.6%	22.2%	10.6%	4.6%	37.9%
Q20-2. Flow of traffic along commercial streets	18.0%	48.3%	18.2%	8.9%	2.8%	3.6%
Q20-3. Flow of traffic on residential streets	24.2%	54.1%	12.4%	4.5%	1.5%	3.3%
Q20-4. Availability of public sidewalks	18.0%	42.1%	18.7%	13.6%	3.6%	4.0%
Q20-5. Ease of access to interstate system	61.9%	31.0%	3.1%	0.5%	0.3%	3.1%

WITHOUT "DON'T KNOW"

Q20. Transportation and Connectivity. 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=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Availability of public transportation	13.1%	26.7%	35.7%	17.1%	7.5%
Q20-2. Flow of traffic along commercial streets	18.7%	50.2%	18.9%	9.3%	2.9%
Q20-3. Flow of traffic on residential streets	25.0%	56.0%	12.8%	4.6%	1.5%
Q20-4. Availability of public sidewalks	18.8%	43.8%	19.5%	14.1%	3.8%
Q20-5. Ease of access to interstate system	63.9%	32.0%	3.2%	0.5%	0.3%

Q21. Trash Issues. 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=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Residential trash collection services	42.5%	46.4%	4.6%	2.8%	1.2%	2.5%
Q21-2. Residential curbside recycling services	40.4%	44.2%	7.3%	3.1%	0.8%	4.1%
Q21-3. Residential yard waste collection	38.2%	43.2%	8.6%	3.5%	1.0%	5.5%
Q21-4. Residential bulky item pickup services	25.3%	30.3%	13.4%	5.0%	1.8%	24.2%
Q21-5. Residential leaf collection service	36.4%	35.3%	12.9%	7.9%	2.5%	5.0%
Q21-6. The fee charged for solid waste services (\$16.58 per month for curbside trash, recycling, yard waste & leaf pickup)	24.8%	42.4%	20.2%	3.3%	1.7%	7.6%

WITHOUT "DON'T KNOW"

Q21. Trash Issues. 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=604)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Residential trash collection services	43.6%	47.5%	4.8%	2.9%	1.2%
Q21-2. Residential curbside recycling services	42.1%	46.1%	7.6%	3.3%	0.9%
Q21-3. Residential yard waste collection	40.5%	45.7%	9.1%	3.7%	1.1%
Q21-4. Residential bulky item pickup services	33.4%	40.0%	17.7%	6.6%	2.4%
Q21-5. Residential leaf collection service	38.3%	37.1%	13.6%	8.4%	2.6%
Q21-6. The fee charged for solid waste services (\$16.58 per month for curbside trash, recycling, yard waste & leaf pickup)	26.9%	45.9%	21.9%	3.6%	1.8%

Q22. Environment and Sustainability. Please rate your agreement on a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree," with the following.

(N=604)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q22-1. City should adopt "green" building codes in all new development	35.9%	28.0%	16.4%	7.3%	4.0%	8.4%
Q22-2. City should decrease use of fossil fuels & increase their use of renewable energy	36.9%	31.1%	18.2%	5.6%	2.5%	5.6%
Q22-3. City should increase energy efficiency of City owned buildings & facilities	39.6%	36.8%	14.7%	2.5%	0.7%	5.8%

WITHOUT "DON'T KNOW"

Q22. Environment and Sustainability. Please rate your agreement on a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree," with the following. (without "don't know")

(N=604)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q22-1. City should adopt "green" building codes in all new development	39.2%	30.6%	17.9%	8.0%	4.3%
Q22-2. City should decrease use of fossil fuels & increase their use of renewable energy	39.1%	33.0%	19.3%	6.0%	2.6%
Q22-3. City should increase energy efficiency of City owned buildings & facilities	42.0%	39.0%	15.6%	2.6%	0.7%

Q23. Tear Down and Rebuilds. How supportive are you of increased authority of the City government to regulate design aesthetics in new, or significantly remodeled homes in Roeland Park?

Q23. How supportive are you of increased authority of City government to regulate design aesthetics in new, or significantly remodeled homes in Roeland Park

	Number	Percent
Very supportive	144	23.8 %
Supportive	190	31.5 %
Neutral	88	14.6 %
Not supportive	80	13.2 %
Not at all supportive	61	10.1 %
Don't know	41	6.8 %
Total	604	100.0 %

WITHOUT "DON'T KNOW"

Q23. Tear Down and Rebuilds. How supportive are you of increased authority of the City government to regulate design aesthetics in new, or significantly remodeled homes in Roeland Park? (without "don't know")

Q23. How supportive are you of increased authority of City government to regulate design aesthetics in new, or significantly remodeled homes in Roeland Park

	Number	Percent
Very supportive	144	25.6 %
Supportive	190	33.7 %
Neutral	88	15.6 %
Not supportive	80	14.2 %
Not at all supportive	61	10.8 %
Total	563	100.0 %

Q23a. Please rank in order of importance all of the single-family home design elements listed below you feel should receive greater regulation by the City, where 1 is "most important" and 7 is "least important."

(N=604)

	Most important	2	3	4	5	6	Least important
Q23a-1. Materials used on exterior of a house	9.0%	13.3%	13.6%	18.6%	16.9%	21.9%	6.6%
Q23a-2. Height & size of a house	62.7%	17.6%	6.6%	4.8%	2.7%	2.7%	3.0%
Q23a-3. Front, rear & side yard setbacks	11.2%	36.5%	26.0%	15.5%	6.9%	3.0%	1.0%
Q23a-4. How much of a lot may be covered with impervious surfaces including buildings, patios, drives, pools & sidewalks	14.7%	23.0%	33.9%	13.1%	8.6%	5.1%	1.6%
Q23a-5. Percentage of each side of a home occupied by windows & doors	1.1%	2.6%	6.0%	13.6%	29.8%	36.2%	10.6%
Q23a-6. Width of driveways & percentage of front face of the home occupied by overhead garage door(s)	1.9%	10.0%	11.5%	24.8%	24.1%	20.0%	7.8%

Q23a. Please rank in order of importance all of the single-family home design elements listed below you feel should receive greater regulation by the City, where 1 is "most important" and 7 is "least important."

	Most important	2	3	4	5	6	Least important
Q23a-7. I don't feel any of the above should be more restricted than they currently are	52.4%	2.4%	1.5%	1.8%	1.5%	2.1%	38.3%

WITHOUT "NOT PROVIDED"

Q24. Community Investment Areas. Please rate your support on a scale of 1 to 4, where 4 means "very supportive" and 1 means "not supportive," with the following.

(N=604)

	Very supportive	Supportive	Not sure	Not supportive	Not provided
Q24-1. Adding attractive elements to major roadways like landscaping, monuments, decorative signage & lighting	35.6%	37.4%	14.4%	10.9%	1.7%
Q24-2. Providing public art in the right of way, at parks & at City owned facilities	27.8%	32.8%	20.0%	17.5%	1.8%
Q24-3. Maintaining streets, sidewalks & storm sewer systems	78.5%	18.5%	1.0%	0.5%	1.5%
Q24-4. Making energy efficiency a priority when purchasing vehicles & making decisions on improvements to public buildings	41.7%	40.4%	11.9%	4.5%	1.5%
Q24-5. City should plant more trees on City property & preserve existing park/ green spaces	50.0%	34.4%	10.4%	3.3%	1.8%
Q24-6. Maintaining existing buildings	43.9%	45.0%	7.9%	0.3%	2.8%
Q24-7. Improving parks & recreation amenities such as the pool, community center, playground equipment, shelters, & restrooms	47.7%	34.6%	13.1%	2.8%	1.8%
Q24-8. Incentivizing development which incorporates mixed use into a main street or downtown style	39.2%	29.1%	21.4%	7.9%	2.3%
Q24-9. Improving community access to entertainment & dining options City otherwise lacks	52.3%	29.5%	12.4%	3.6%	2.2%
Q24-10. Adding rain gardens & public vegetable gardens to public spaces	30.0%	31.6%	25.2%	10.9%	2.3%
Q24-11. Increasing the number, variety & quality of employment opportunities in Roeland Park	32.3%	41.2%	20.2%	3.8%	2.5%

Q24. Community Investment Areas. Please rate your support on a scale of 1 to 4, where 4 means "very supportive" and 1 means "not supportive," with the following.

	Very supportive	Supportive	Not sure	Not supportive	Not provided
Q24-12. Incorporating new dedicated on-street or off-street bicycle facilities into existing City roadway corridors to improve connectivity	26.2%	28.3%	27.5%	16.2%	1.8%
Q24-13. Incorporating additional pedestrian amenities along existing City roadway corridors to improve walkability	37.4%	37.1%	15.4%	7.9%	2.2%
Q24-14. Incorporating new bus transit service, facilities & amenities in the community to enhance mobility	24.3%	35.9%	26.5%	10.3%	3.0%
Q24-15. Adding and/or improving City wayfinding signage throughout the community to provide better visibility for local parks & other civic destinations	21.5%	42.2%	25.0%	8.6%	2.6%

WITHOUT "NOT PROVIDED"

Q24. Community Investment Areas. Please rate your support on a scale of 1 to 4, where 4 means "very supportive" and 1 means "not supportive," with the following. (without "not provided")

(N=604)

	Very supportive	Supportive	Not sure	Not supportive
Q24-1. Adding attractive elements to major roadways like landscaping, monuments, decorative signage & lighting	36.2%	38.0%	14.6%	11.1%
Q24-2. Providing public art in the right of way, at parks & at City owned facilities	28.3%	33.4%	20.4%	17.9%
Q24-3. Maintaining streets, sidewalks & storm sewer systems	79.7%	18.8%	1.0%	0.5%
Q24-4. Making energy efficiency a priority when purchasing vehicles & making decisions on improvements to public buildings	42.4%	41.0%	12.1%	4.5%
Q24-5. City should plant more trees on City property & preserve existing park/ green spaces	50.9%	35.1%	10.6%	3.4%
Q24-6. Maintaining existing buildings	45.1%	46.3%	8.2%	0.3%
Q24-7. Improving parks & recreation amenities such as the pool, community center, playground equipment, shelters, & restrooms	48.6%	35.2%	13.3%	2.9%
Q24-8. Incentivizing development which incorporates mixed use into a main street or downtown style	40.2%	29.8%	21.9%	8.1%
Q24-9. Improving community access to entertainment & dining options City otherwise lacks	53.5%	30.1%	12.7%	3.7%
Q24-10. Adding rain gardens & public vegetable gardens to public spaces	30.7%	32.4%	25.8%	11.2%
Q24-11. Increasing the number, variety & quality of employment opportunities in Roeland Park	33.1%	42.3%	20.7%	3.9%

WITHOUT "NOT PROVIDED"

Q24. Community Investment Areas. Please rate your support on a scale of 1 to 4, where 4 means "very supportive" and 1 means "not supportive," with the following. (without "not provided")

	Very supportive	Supportive	Not sure	Not supportive
Q24-12. Incorporating new dedicated on-street or off-street bicycle facilities into existing City roadway corridors to improve connectivity	26.6%	28.8%	28.0%	16.5%
Q24-13. Incorporating additional pedestrian amenities along existing City roadway corridors to improve walkability	38.2%	37.9%	15.7%	8.1%
Q24-14. Incorporating new bus transit service, facilities & amenities in the community to enhance mobility	25.1%	37.0%	27.3%	10.6%
Q24-15. Adding and/or improving City wayfinding signage throughout the community to provide better visibility for local parks & other civic destinations	22.1%	43.4%	25.7%	8.8%

Q25. Which THREE of the items listed in Question 24 do you think are MOST IMPORTANT for the City to pursue?

Q25. Top choice	Number	Percent
Adding attractive elements to major roadways like landscaping, monuments, decorative signage & lighting	36	6.0 %
Providing public art in the right of way, at parks & at City owned facilities	10	1.7 %
Maintaining streets, sidewalks & storm sewer systems	193	32.0 %
Making energy efficiency a priority when purchasing vehicles & making decisions on improvements to public buildings	19	3.1 %
City should plant more trees on City property & preserve existing park/green spaces	17	2.8 %
Maintaining existing buildings	10	1.7 %
Improving parks & recreation amenities such as the pool, community center, playground equipment, shelters, & restrooms	58	9.6 %
Incentivizing development which incorporates mixed use into a main street or downtown style	55	9.1 %
Improving community access to entertainment & dining options City otherwise lacks	42	7.0 %
Adding rain gardens & public vegetable gardens to public spaces	7	1.2 %
Increasing the number, variety & quality of employment opportunities in Roeland Park	12	2.0 %
Incorporating new dedicated on-street or off-street bicycle facilities into existing City roadway corridors to improve connectivity	17	2.8 %
Incorporating additional pedestrian amenities along existing City roadway corridors to improve walkability	17	2.8 %
Incorporating new bus transit service, facilities & amenities in the community to enhance mobility	6	1.0 %
Adding and/or improving City wayfinding signage throughout the community to provide better visibility for local parks & other civic destinations	2	0.3 %
None chosen	103	17.1 %
Total	604	100.0 %

Q25. Which THREE of the items listed in Question 24 do you think are MOST IMPORTANT for the City to pursue?

Q25. 2nd choice	Number	Percent
Adding attractive elements to major roadways like landscaping, monuments, decorative signage & lighting	25	4.1 %
Providing public art in the right of way, at parks & at City owned facilities	10	1.7 %
Maintaining streets, sidewalks & storm sewer systems	58	9.6 %
Making energy efficiency a priority when purchasing vehicles & making decisions on improvements to public buildings	42	7.0 %
City should plant more trees on City property & preserve existing park/green spaces	40	6.6 %
Maintaining existing buildings	56	9.3 %
Improving parks & recreation amenities such as the pool, community center, playground equipment, shelters, & restrooms	52	8.6 %
Incentivizing development which incorporates mixed use into a main street or downtown style	43	7.1 %
Improving community access to entertainment & dining options City otherwise lacks	53	8.8 %
Adding rain gardens & public vegetable gardens to public spaces	12	2.0 %
Increasing the number, variety & quality of employment opportunities in Roeland Park	14	2.3 %
Incorporating new dedicated on-street or off-street bicycle facilities into existing City roadway corridors to improve connectivity	14	2.3 %
Incorporating additional pedestrian amenities along existing City roadway corridors to improve walkability	37	6.1 %
Incorporating new bus transit service, facilities & amenities in the community to enhance mobility	15	2.5 %
Adding and/or improving City wayfinding signage throughout the community to provide better visibility for local parks & other civic destinations	5	0.8 %
<u>None chosen</u>	<u>128</u>	<u>21.2 %</u>
Total	604	100.0 %

Q25. Which THREE of the items listed in Question 24 do you think are MOST IMPORTANT for the City to pursue?

Q25. 3rd choice	Number	Percent
Adding attractive elements to major roadways like landscaping, monuments, decorative signage & lighting	32	5.3 %
Providing public art in the right of way, at parks & at City owned facilities	8	1.3 %
Maintaining streets, sidewalks & storm sewer systems	48	7.9 %
Making energy efficiency a priority when purchasing vehicles & making decisions on improvements to public buildings	37	6.1 %
City should plant more trees on City property & preserve existing park/green spaces	33	5.5 %
Maintaining existing buildings	34	5.6 %
Improving parks & recreation amenities such as the pool, community center, playground equipment, shelters, & restrooms	37	6.1 %
Incentivizing development which incorporates mixed use into a main street or downtown style	33	5.5 %
Improving community access to entertainment & dining options City otherwise lacks	47	7.8 %
Adding rain gardens & public vegetable gardens to public spaces	19	3.1 %
Increasing the number, variety & quality of employment opportunities in Roeland Park	25	4.1 %
Incorporating new dedicated on-street or off-street bicycle facilities into existing City roadway corridors to improve connectivity	19	3.1 %
Incorporating additional pedestrian amenities along existing City roadway corridors to improve walkability	42	7.0 %
Incorporating new bus transit service, facilities & amenities in the community to enhance mobility	25	4.1 %
Adding and/or improving City wayfinding signage throughout the community to provide better visibility for local parks & other civic destinations	12	2.0 %
<u>None chosen</u>	<u>153</u>	<u>25.3 %</u>
Total	604	100.0 %

Q25. Which THREE of the items listed in Question 24 do you think are MOST IMPORTANT for the City to pursue? (top 3)

Q25. Sum of top 3 choices	Number	Percent
Adding attractive elements to major roadways like landscaping, monuments, decorative signage & lighting	93	15.4 %
Providing public art in the right of way, at parks & at City owned facilities	28	4.6 %
Maintaining streets, sidewalks & storm sewer systems	299	49.5 %
Making energy efficiency a priority when purchasing vehicles & making decisions on improvements to public buildings	98	16.2 %
City should plant more trees on City property & preserve existing park/green spaces	90	14.9 %
Maintaining existing buildings	100	16.6 %
Improving parks & recreation amenities such as the pool, community center, playground equipment, shelters, & restrooms	147	24.3 %
Incentivizing development which incorporates mixed use into a main street or downtown style	131	21.7 %
Improving community access to entertainment & dining options City otherwise lacks	142	23.5 %
Adding rain gardens & public vegetable gardens to public spaces	38	6.3 %
Increasing the number, variety & quality of employment opportunities in Roeland Park	51	8.4 %
Incorporating new dedicated on-street or off-street bicycle facilities into existing City roadway corridors to improve connectivity	50	8.3 %
Incorporating additional pedestrian amenities along existing City roadway corridors to improve walkability	96	15.9 %
Incorporating new bus transit service, facilities & amenities in the community to enhance mobility	46	7.6 %
Adding and/or improving City wayfinding signage throughout the community to provide better visibility for local parks & other civic destinations	19	3.1 %
None chosen	103	17.1 %
Total	1531	

Q26. How supportive are you of increased authority of the City Government to incorporate Universal Design Standards in new or significantly remodeled homes in Roeland Park? Universal Design refers to broad spectrum outlines intended to produce environments that are inherently accessible to people of all ages and abilities in order to facilitate safety and independence.

Q26. How supportive are you of increased
authority of City Government to incorporate
Universal Design Standards in new or significantly
remodeled homes

	Number	Percent
Very supportive	96	15.9 %
Supportive	131	21.7 %
Neutral	128	21.2 %
Not supportive	79	13.1 %
Not at all supportive	71	11.8 %
Don't know	99	16.4 %
Total	604	100.0 %

WITHOUT "DON'T KNOW"

Q26. How supportive are you of increased authority of the City Government to incorporate Universal Design Standards in new or significantly remodeled homes in Roeland Park? Universal Design refers to broad spectrum outlines intended to produce environments that are inherently accessible to people of all ages and abilities in order to facilitate safety and independence. (without "don't know")

Q26. How supportive are you of increased
authority of City Government to incorporate
Universal Design Standards in new or significantly
remodeled homes

	Number	Percent
Very supportive	96	19.0 %
Supportive	131	25.9 %
Neutral	128	25.3 %
Not supportive	79	15.6 %
Not at all supportive	71	14.1 %
Total	505	100.0 %

Q27. What is your age?

<u>Q27. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	132	21.9 %
35-44	111	18.4 %
45-54	112	18.5 %
55-64	115	19.0 %
65+	107	17.7 %
Not provided	27	4.5 %
Total	604	100.0 %

WITHOUT "NOT PROVIDED"**Q27. What is your age? (without "not provided")**

<u>Q27. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	132	22.9 %
35-44	111	19.2 %
45-54	112	19.4 %
55-64	115	19.9 %
65+	107	18.5 %
Total	577	100.0 %

Q28. Counting yourself, how many people regularly live in your household?

Q28. How many people regularly live in your household	Number	Percent
1	187	31.0 %
2	238	39.4 %
3	86	14.2 %
4	58	9.6 %
5+	17	2.8 %
Not provided	18	3.0 %
Total	604	100.0 %

WITHOUT "NOT PROVIDED"**Q28. Counting yourself, how many people regularly live in your household? (without "not provided")**

Q28. How many people regularly live in your household	Number	Percent
1	187	31.9 %
2	238	40.6 %
3	86	14.7 %
4	58	9.9 %
5+	17	2.9 %
Total	586	100.0 %

Q29. Including yourself, how many persons in your household are...

	Mean	Sum
Under age 5	0.2	96
Ages 5-9	0.1	49
Ages 10-14	0.1	50
Ages 15-19	0.1	30
Ages 20-24	0.1	32
Ages 25-34	0.4	235
Ages 35-44	0.3	204
Ages 45-54	0.3	183
Ages 55-64	0.3	185
Ages 65-74	0.2	120
Ages 75+	0.1	78

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

Q30. What best describes your current employment status	Number	Percent
Employed outside home	396	65.6 %
Employed in the home/have a home-based business	36	6.0 %
Student	2	0.3 %
Retired	133	22.0 %
Not currently employed outside home	19	3.1 %
Not provided	18	3.0 %
Total	604	100.0 %

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

Q30. What best describes your current employment status	Number	Percent
Employed outside home	396	67.6 %
Employed in the home/have a home-based business	36	6.1 %
Student	2	0.3 %
Retired	133	22.7 %
Not currently employed outside home	19	3.2 %
Total	586	100.0 %

Q30-1. What zip code do you work in?

Q30a. What zip code do you work in	Number	Percent
66205	35	11.5 %
64111	21	6.9 %
64108	20	6.6 %
66160	13	4.3 %
66210	12	3.9 %
64112	12	3.9 %
66202	11	3.6 %
66211	11	3.6 %
66215	11	3.6 %
66061	9	3.0 %
64114	8	2.6 %
64105	8	2.6 %
66219	8	2.6 %
66214	7	2.3 %
66103	7	2.3 %
66101	5	1.6 %
66106	5	1.6 %
66216	5	1.6 %
66204	5	1.6 %
66212	4	1.3 %
64106	4	1.3 %
64110	4	1.3 %
66207	4	1.3 %
66208	4	1.3 %
64116	4	1.3 %
66209	4	1.3 %
66203	3	1.0 %
66109	3	1.0 %
66062	3	1.0 %
66206	3	1.0 %
64133	3	1.0 %
66105	2	0.7 %
64117	2	0.7 %
66102	2	0.7 %
64120	2	0.7 %
66223	2	0.7 %
66031	2	0.7 %
66111	2	0.7 %
64137	2	0.7 %
64131	2	0.7 %
66221	2	0.7 %
64029	1	0.3 %
64113	1	0.3 %
66012	1	0.3 %
66607	1	0.3 %
66226	1	0.3 %

Q30-1. What zip code do you work in?

Q30a. What zip code do you work in	Number	Percent
66113	1	0.3 %
66262	1	0.3 %
64109	1	0.3 %
64050	1	0.3 %
90045	1	0.3 %
64101	1	0.3 %
64141	1	0.3 %
66048	1	0.3 %
66217	1	0.3 %
66406	1	0.3 %
64145	1	0.3 %
66213	1	0.3 %
66030	1	0.3 %
64086	1	0.3 %
66225	1	0.3 %
64153	1	0.3 %
68528	1	0.3 %
66044	1	0.3 %
76024	1	0.3 %
64123	1	0.3 %
64068	1	0.3 %
64129	1	0.3 %
66112	1	0.3 %
66104	1	0.3 %
Total	305	100.0 %

Q31. Do you own or rent your current residence?

<u>Q31. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	497	82.3 %
Rent	102	16.9 %
Not provided	5	0.8 %
Total	604	100.0 %

WITHOUT "NOT PROVIDED"**Q31. Do you own or rent your current residence? (without "not provided")**

<u>Q31. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	497	83.0 %
Rent	102	17.0 %
Total	599	100.0 %

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

Q32. How many years have you lived in City of

Roeland Park	Number	Percent
0-5	177	29.3 %
6-10	76	12.6 %
11-15	59	9.8 %
16-20	54	8.9 %
21-30	91	15.1 %
31+	129	21.4 %
Not provided	18	3.0 %
Total	604	100.0 %

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

Q32. How many years have you lived in City of

Roeland Park	Number	Percent
0-5	177	30.2 %
6-10	76	13.0 %
11-15	59	10.1 %
16-20	54	9.2 %
21-30	91	15.5 %
31+	129	22.0 %
Total	586	100.0 %

Q33. Would you say your total annual household income is...

<u>Q33. What is your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	52	8.6 %
\$30K to \$59,999	125	20.7 %
\$60K to \$99,999	171	28.3 %
\$100K+	194	32.1 %
Not provided	62	10.3 %
Total	604	100.0 %

WITHOUT "NOT PROVIDED"**Q33. Would you say your total annual household income is... (without "not provided")**

<u>Q33. What is your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	52	9.6 %
\$30K to \$59,999	125	23.1 %
\$60K to \$99,999	171	31.5 %
\$100K+	194	35.8 %
Total	542	100.0 %

Q34. Your gender:

Q34. Your gender	Number	Percent
Male	302	50.0 %
Female	301	49.8 %
Not provided	1	0.2 %
Total	604	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Your gender: (without "not provided")**

Q34. Your gender	Number	Percent
Male	302	50.1 %
Female	301	49.9 %
Total	603	100.0 %

Section 5

Survey Instrument

**City of Roeland Park**

913-722-2600

4600 W. 51st Street
Roeland Park, KS 66205

February 2019

Dear Roeland Park Resident:

The Mayor and City Council invites your participation in a community survey designed to gather resident input and feedback on City programs and services. The information you provide in this survey will be used to improve existing programs and services and help determine long-range planning and investment decisions.

For your convenience, the enclosed survey includes a postage-paid envelope to ETC Institute, the survey research firm conducting this survey. If you prefer to complete the survey online, please visit www.roelandparksurvey.org.

ETC Institute is one of the nation's leading local government research firms. It is important to note your individual survey responses will remain confidential. ETC Institute will present the survey results to the City Council after they have been compiled and analyzed. The survey results will also be available on the City website. ETC administers these types of surveys nationwide, providing us the opportunity to compare our results regionally and nationally. This will be the fourth citizen survey completed by the City since 2008, creating ability to analyze trends.

We greatly appreciate you taking time out of your schedule to complete this survey. The time you invest in this survey will help us understand the needs of our community and influence numerous decisions about the future of Roeland Park.

Please feel free to contact Kelley Bohon, City Clerk, at 913-722-2600 or email her at kbohon@roelandpark.org if you should have any questions or require additional information.

Thank you again for taking time out of your schedule to help us make Roeland Park a Premier City.

Sincerely,

Keith Moody
City Administrator



2019 City of Roeland Park 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. Thank you!

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

		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 City parks and recreation programs and facilities	5	4	3	2	1	9
03.	Overall maintenance of City streets, buildings and facilities	5	4	3	2	1	9
04.	Overall enforcement of City codes and ordinances	5	4	3	2	1	9
05.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
06.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
07.	Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
08.	Overall quality of traffic flow and congestion management in Roeland Park	5	4	3	2	1	9
09.	Overall quality of ambulance services	5	4	3	2	1	9
10.	Overall quality of fire services	5	4	3	2	1	9
11.	Overall quality of solid waste services	5	4	3	2	1	9

2. Which **THREE** of these items 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 1, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

3. **Quality of Life.** Please rate Roeland Park on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following.

		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.	Quality of grade school through high school	5	4	3	2	1	9
7.	Quality of commercial developments	5	4	3	2	1	9
8.	Proximity to employers	5	4	3	2	1	9

4. Perception. Please rate Roeland Park on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following.

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. Overall quality of services provided by the City	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. Overall quality of life in the City	5	4	3	2	1	9
4. How well the City is managing development activity	5	4	3	2	1	9
5. Overall feeling of safety in the City	5	4	3	2	1	9
6. Overall condition of housing in your neighborhood	5	4	3	2	1	9
7. Overall image of the City	5	4	3	2	1	9

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
2. Overall effectiveness of appointed boards and commissions	5	4	3	2	1	9
3. Overall effectiveness of the City Administrator and Department Directors	5	4	3	2	1	9
4. Overall effectiveness of non-management staff	5	4	3	2	1	9

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of local police protection	5	4	3	2	1	9
2. The visibility of police in neighborhoods	5	4	3	2	1	9
3. The City's efforts to prevent crime	5	4	3	2	1	9
4. Enforcement of local traffic laws	5	4	3	2	1	9
5. How quickly police officers respond to emergencies	5	4	3	2	1	9
6. The quality of animal control services	5	4	3	2	1	9
7. Adequacy of City street lighting	5	4	3	2	1	9
8. The quality of emergency medical services (JOCO MED-ACT)	5	4	3	2	1	9
9. The quality of fire protection (JOCO Consolidated Fire District 2)	5	4	3	2	1	9

7. Which THREE of these items 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, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of City parks	5	4	3	2	1	9
02.	Overall appearance of City parks	5	4	3	2	1	9
03.	Number of City parks	5	4	3	2	1	9
04.	Quality of playground equipment	5	4	3	2	1	9
05.	How close neighborhood parks are to your home	5	4	3	2	1	9
06.	Number of walking and biking trails	5	4	3	2	1	9
07.	City-sponsored special events	5	4	3	2	1	9
08.	Quality of Art in public places	5	4	3	2	1	9
09.	Quality of the Aquatics Center	5	4	3	2	1	9
10.	Quality of the Community Center	5	4	3	2	1	9
11.	Fees charged for memberships, recreation programs and facility rental	5	4	3	2	1	9
12.	Ease of registering for programs	5	4	3	2	1	9

9. Which THREE of these items 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, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

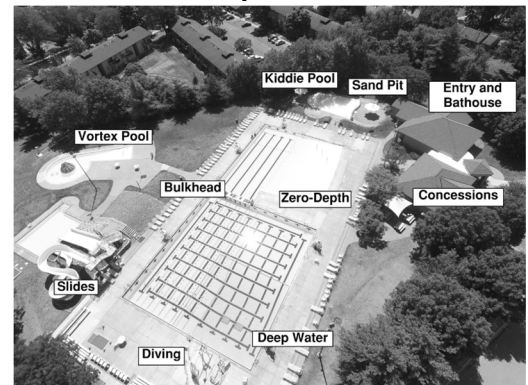
10. The City of Roeland Park has decided to operate the pool for a standard Memorial Day to Labor Day Season that will save the City money in operating costs. Knowing that the City has made the decision to operate the pool for a standard Memorial Day to Labor Day Season, what programming changes would you like to recommend to the City?

11. How supportive are you of making all the parks in the City of Roeland Park smoke free?

____(1) Very supportive ____ (3) Neutral ____ (5) Not at all supportive
 ____ (2) Supportive ____ (4) Not supportive ____ (9) Don't know

12. Please rank in order of importance the changes you would like to see at the aquatics center, where 1 is "Most important" and 8 is "Least important."

- ____ (1) Replace kiddie pool and sand feature with spray-ground features
- ____ (2) Add shade structures and umbrellas
- ____ (3) Replace deck furniture such as picnic tables and lounge chairs
- ____ (4) Replace vortex pool with a lazy river feature
- ____ (5) Replace vortex pool with an inflatable challenge course
- ____ (6) Add children's interactive play feature in zero entry area
- ____ (7) Add challenge obstacles in place of a portion of lap swim area
- ____ (8) Add a climbing wall



12a. Please check the ONE item you would most prefer.

- ____ (1) The City keep the property tax mill levy at the current level, using the revenue to pay for changes at the pool
- ____ (2) The City lower the mill levy 2 mill, a savings of \$50.00/yr. on a \$200k home, and not make changes to the pool
- ____ (3) The City issue debt to pay for changes at the pool and use a portion of the current mill levy to repay that debt
- ____ (4) Don't know/I need more information before I can answer

13. The City plans to replace the current playground equipment at Nall Park. Which ONE of the options below would you most prefer the City take when replacing the existing equipment?

- ____(1) Natural play structures (e.g. tree stumps, boulders, embankment slides built into hills)
 ____ (2) Commercial play sets (e.g. slides, swings, school playground equipment)
 ____ (3) A combination of natural play structures and commercial play sets

14. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

	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

15. City 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.

	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 City streets	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
7. Maintenance of Public Buildings (City Hall, Public Works, Community Center, Aquatic Center)	5	4	3	2	1	9
8. Adequacy of street lighting	5	4	3	2	1	9
9. Maintenance of curbs/gutters on streets	5	4	3	2	1	9

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

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

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

- | | |
|--|--------------------------------------|
| ____(01) Administration (licenses/permits/solid waste) | ____(07) Municipal Court |
| ____(02) Animal Control | ____(08) Aquatics Center |
| ____(03) City Clerk (agendas/minutes/records requests) | ____(09) Planning and Development |
| ____(04) Codes Enforcement | ____(10) Police |
| ____(05) Finance/Treasury/Budget | ____(11) Public Works Operations |
| ____(06) Community Center | (Streets/Stormwater/Parks/Sidewalks) |

16b. Several factors that may influence your perception of the quality of service you receive from City employees are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following based on your most recent experience with the City.

	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 courteously 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

17. **City 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.

		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.	City efforts to keep you informed about local issues	5	4	3	2	1	9
3.	The level of public involvement in local decision making	5	4	3	2	1	9
4.	The quality of the City's web page	5	4	3	2	1	9
5.	The content of the City's newsletter	5	4	3	2	1	9

18. **From what source(s) would you most prefer to get information about the City?**

____ (01) The Kansas City Star ____ (06) Town Hall Meetings or Community Forums
 ____ (02) City Newsletter ____ (07) The Shawnee Mission Post
 ____ (03) Facebook ____ (08) Attending or listening to meetings
 ____ (04) Word of Mouth ____ (09) Nextdoor
 ____ (05) City Website ____ (10) Constant Contact

19. **Leaf Program.** The leaf pickup program in Roeland Park saw significant changes in 2018 with the addition of a new vacuum truck. Residents were to place leaves behind the curb in front of their home for pickup. Residents with sidewalks adjacent to the back of curb were allowed to place their leaves on the sidewalk in front of their home, in an effort to ensure the vacuum truck could reach the leaves. This was preferred over placing leaves in the street since snow plowing would push leaf piles back into yards/onto sidewalks and keeping the leaves out of the street enhances safety and reduces the volume of leaves washed into the storm sewers, which must eventually be cleaned out. Please share with us if you were inconvenienced by leaf piles on sidewalks during the leaf pickup program (from October 2018 through February 2019).

____ (1) Very inconvenienced [Go to Q19a.] ____ (3) Neutral [Skip to Q20.]
 ____ (2) Somewhat inconvenienced [Go to Q19a.] ____ (4) Not inconvenienced [Skip to Q20.]

- 19a. **If you indicated that you were inconvenienced in Q19, please tell us what inconvenienced you about the leaf pickup program from October 2018 through February 2019.**
-

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of public transportation	5	4	3	2	1	9
2.	Flow of traffic along commercial streets	5	4	3	2	1	9
3.	Flow of traffic on residential streets	5	4	3	2	1	9
4.	Availability of public sidewalks	5	4	3	2	1	9
5.	Ease of access to interstate system	5	4	3	2	1	9

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Residential trash collection services	5	4	3	2	1	9
2.	Residential curbside recycling services	5	4	3	2	1	9
3.	Residential yard waste collection	5	4	3	2	1	9
4.	Residential bulky item pickup services	5	4	3	2	1	9
5.	Residential leaf collection service	5	4	3	2	1	9
6.	The fee charged for solid waste services (\$16.58 per month for curbside trash, recycling, yard waste and leaf pickup)	5	4	3	2	1	9

22. Environment and Sustainability. Please rate your agreement on a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," with the following.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The City should adopt "green" building codes in all new development	5	4	3	2	1	9
2.	The City should decrease the use of fossil fuels and increase their use of renewable energy	5	4	3	2	1	9
3.	The City should increase the energy efficiency of City owned buildings and facilities	5	4	3	2	1	9

23. Tear Down and Rebuilds. How supportive are you of increased authority of the City government to regulate design aesthetics in new, or significantly remodeled homes in Roeland Park?

☐ (1) Very supportive ☐ (3) Neutral ☐ (5) Not at all supportive
☐ (2) Supportive ☐ (4) Not supportive ☐ (9) Don't know

23a. Please rank in order of importance all of the single-family home design elements listed below you feel should receive greater regulation by the City, where 1 is "Most important" and 7 is "Least important."

- ☐ The materials used on the exterior of a house
☐ The height and size of a house
☐ Front, rear and side yard setbacks
☐ How much of a lot may be covered with impervious surfaces including buildings, patios, drives, pools and sidewalks
☐ The percentage of each side of a home occupied by windows and doors
☐ The width of driveways and percentage of the front face of the home occupied by overhead garage door(s)
☐ I don't feel any of the above should be more restricted than they currently are

24. Community Investment Areas. Please rate your support on a scale of 1 to 4, where 4 means "Very Supportive" and 1 means "Not Supportive," with the following.

		Very Supportive	Supportive	Not Sure	Not Supportive
01.	Adding attractive elements to major roadways (Roe Blvd., Mission Rd., County Line Rd.) like landscaping, monuments, decorative signage and lighting	4	3	2	1
02.	Providing public art in the right of way, at parks and at City owned facilities	4	3	2	1
03.	Maintaining streets, sidewalks and storm sewer systems	4	3	2	1
04.	Making energy efficiency a priority when purchasing vehicles and making decisions on improvements to public buildings	4	3	2	1
05.	The City should plant more trees on City property and preserve existing park/green spaces	4	3	2	1
06.	Maintaining existing buildings	4	3	2	1
07.	Improving parks and recreation amenities such as the pool, community center, playground equipment, shelters, and restrooms	4	3	2	1
08.	Incentivizing development which incorporates mixed use into a "main street" or "downtown" style	4	3	2	1
09.	Improving community access to entertainment and dining options the City otherwise lacks	4	3	2	1
10.	Adding rain gardens and public vegetable gardens to public spaces	4	3	2	1
11.	Increasing the number, variety and quality of employment opportunities in Roeland Park	4	3	2	1
12.	Incorporating new dedicated on-street or off-street bicycle facilities into existing City roadway corridors to improve connectivity throughout the community (which may include a road diet to narrow wider roadways-if traffic can still be accommodated)	4	3	2	1
13.	Incorporating additional pedestrian amenities along existing City roadway corridors to improve walkability (like seating/benches, pedestrian lighting, plaza spaces, etc.)	4	3	2	1
14.	Incorporating new bus transit service, facilities and amenities in the community to enhance mobility	4	3	2	1
15.	Adding and/or improving City wayfinding signage throughout the community to provide better visibility for local parks and other civic destinations	4	3	2	1

25. Which **THREE** of the items listed in Question 24 do you think are **MOST IMPORTANT** for the City to pursue? [Write in your answers below using the numbers from the list in Question 24, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

26. How supportive are you of increased authority of the City Government to incorporate Universal Design Standards in new or significantly remodeled homes in Roeland Park? Universal Design refers to broad spectrum outlines intended to produce environments that are inherently accessible to people of all ages and abilities in order to facilitate safety and independence.

____(1) Very supportive ____ (3) Neutral ____ (5) Not at all supportive
____ (2) Supportive ____ (4) Not supportive ____ (9) Don't know

Demographics

27. What is your age? ____ years
28. Counting yourself, how many people regularly live in your household? ____ people
29. Including yourself, how many persons 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 employment status?
- | | |
|---|--|
| ____ (1) Employed outside the home
(What zip code do you work in? _____) | ____ (3) Student |
| ____ (2) Employed in the home/have a home-based business | ____ (4) Retired |
| | ____ (5) Not currently employed outside the home |
31. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent
32. Approximately how many years have you lived in the City of Roeland Park? ____ years
33. Would you say your total annual household income is...
- | | | | |
|-------------------------|-------------------------------|-------------------------------|----------------------------|
| ____ (1) Under \$30,000 | ____ (2) \$30,000 to \$59,999 | ____ (3) \$60,000 to \$99,999 | ____ (4) \$100,000 or more |
|-------------------------|-------------------------------|-------------------------------|----------------------------|
34. Your gender: ____ (1) Male ____ (2) Female
35. Do you have any other comments you would like to make?
-
-

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.