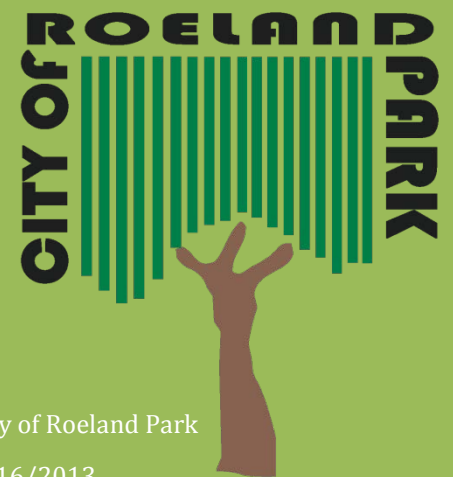


2013

Citizens Satisfaction & Budget Survey



City of Roeland Park

4/16/2013

TABLE OF CONTENTS

Contents

Executive Summary Report	1
Section 1: Charts and Graphs	6
Section 2: Comparison 2013 vs 2008	33
Section 3: Importance - Satisfaction Analysis	37
Section 4: Tabular Data	44
Section 5: Survey Instrument	59

EXECUTIVE SUMMARY REPORT

OVERVIEW AND METHODOLOGY

During February 2013, the City of Roeland Park administered a community survey. The purpose of the survey is to assess citizen satisfaction with the delivery of major City services and to help determine priorities for the community as part of the City's ongoing planning process.

The results for the sample of 350 households have a 90% level of confidence with a precision of at least +/- 4.4%.

This summary report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- importance-satisfaction analysis; and
- a copy of the survey instrument.

The survey was presented online and available to all residents of the City of Roeland Park. A postcard was mailed to all households in Roeland Park. Residents could come to City Hall to receive a printed copy to complete. Approximately a week after the postcards were mailed, a phone call was made and emails sent to all contact information the City had available.

EXECUTIVE SUMMARY REPORT

Interpretation of “Don’t Know” Responses. The percentage of persons who provide “don’t know” responses is important because it often reflects the level of utilization of City services. For graphing purposes, the percentage of “don’t know” responses has been excluded to facilitate valid comparisons with data from previous years. The percentage of “don’t know” responses for each question is 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.*”

MAJOR FINDINGS

- **Overall Satisfied with the quality of services provided by the City of Roeland Park.** The highest levels of satisfaction with City services were the quality of the City’s stormwater/runoff management (90%), the quality of customer service (85%), the maintenance of City buildings and facilities (71%), and the quality of police services (70%). Residents were least satisfied with the enforcement of City codes and ordinances (52%). (See Footnote 1)
- **Services that residents thought should receive the most emphasis from the City.** The three services that residents thought were the most important for the City to emphasize over the next two years were: (1) the maintenance of City streets, buildings and facilities (2) the quality of Police Services, and (3) enforcement of City codes and ordinances.
- **Quality of Life in the City.** Eighty-eight percent (88%) of residents who had an opinion had an overall perception of “Excellent” or “Good” with the quality of life in the City, 7% were “neutral” and only 4% felt the quality of life is “Poor” or “Below Average.”
- **Public Safety.** Residents were generally satisfied with the quality of Public Safety services provided by the City. The public safety services with the highest levels of satisfaction were: the quality of local police protection (92%), the visibility of police in neighborhoods (90%), and the City’s efforts to prevent crime (75%). (See Footnote 1)

¹ Based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion.

EXECUTIVE SUMMARY REPORT

- **Roeland Park Aquatic Center.**

- **Satisfaction.** The aspects of the Roeland Park Aquatic Center that residents were most satisfied with were: the overall condition of the pool and the overall experience at the pool (78%), the pool equipment and features (69%). Residents were least satisfied with the designated events such as a senior's night (23%). (See Footnote 2)
- **Usage.** Thirty-two percent (32%) who had an opinion said they had visited the Aquatic Center in the last twelve months. Of those who had visited the Aquatic Center in the last twelve month, (46%) indicated they attended "Once a Month" and (16%) attend "Daily." When asked why they do not attend, (37%) said they "don't enjoy swimming."

- **Roeland Park Community Center.**

- **Satisfaction.** The aspects of the Roeland Park Community Center that residents were most satisfied with were: the services it provides (72%), the overall experience when visiting the Center (69%). Residents were least satisfied with the workout facility (43%). (See Footnote 2)
- **Usage.** Forty-five percent (45%) who had an opinion said they had visited the Community Center in the last twelve months. Of those who had visited the Community Center in the last twelve month, (14%) indicated they attended "Once a Month" and (15%) attend daily.

- **Parks and Recreation.** The parks and recreation services with the highest levels of satisfaction were: the maintenance of City parks (67%), the overall appearance of City parks (66%), and how close neighborhood parks are to your home (65%). (See Footnote 2)

- **Codes and Ordinances.** The highest level of satisfaction with the enforcement of City codes and ordinances were: the enforcing of the mowing and cutting of weeds on private property (51%). Residents were least satisfied with the enforcement of the snow removal on sidewalks (34%). (See Footnote 2)

² Based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion.

EXECUTIVE SUMMARY REPORT

- **City Maintenance.** Residents were generally satisfied with the quality of maintenance services provided by the City. The maintenance services with the highest levels of satisfaction were: snow removal on major City streets (95%), maintenance of City streets, the City's fall leaf pick-up program, and snow removal on neighborhood streets (90%). Residents were least satisfied with the maintenance of sidewalks (77%). (See Footnote 3)
- **Customer Service.** The highest levels of satisfaction with City Hall regarding customer service were: how easy the department was to contact (95%), the courtesy with which you were treated (92%), and the overall responsiveness of City employees to your request or concern (87%). (See Footnote 3)
- **City Communication.** The City communication services with the highest levels of satisfaction were: the content of the City's newsletter (71%), the availability of information about City programs (67%), and the quality of the City's web page (57%). Residents were least satisfied with the quality and content of recorded calls from the Mayor or City staff (36%).
 - When asked where residents prefer to receive information about the City, the top three sources were: (1) Newsletter, (2) Website, and (3) City Email.
- **Sustainability Issues.** Residents were asked to indicate their level of agreement with various ways to improve the "connectivity" of neighborhoods that would in turn make it easier to access different parts of the City using healthy, environmentally friendly alternatives to driving. The ways most residents agreed were the best to improve connectivity were: to upgrade major streets with sidewalks (69%), to coordinate with area agencies to increase transit options (67%), and building a network of sidewalks and trails to link neighborhoods with recreational, cultural and business centers (65%). (See Footnote 4)
- **Trash Services.** Residents were generally satisfied with the quality of trash services provided by the City. The highest levels of satisfaction with the City's trash services were: residential trash collection services (97%), and residential curbside recycling (90%). (See Footnote 3)

³ Based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion.

⁴ Based upon the combined percentage of "strongly agree" and "agree" responses among residents who had an opinion.

EXECUTIVE SUMMARY REPORT

- **Community Investments.** The investments residents were most supportive, were: planting more trees on City property and preserve existing “green space” (85%), and adding attractive elements to major roadways (74%). (See Footnote 5)
 - The **investment areas** that residents felt should receive the most emphasis from City leaders over the next two years were: (1) planting more trees on City property, and (2) add attractive elements to major roadways.

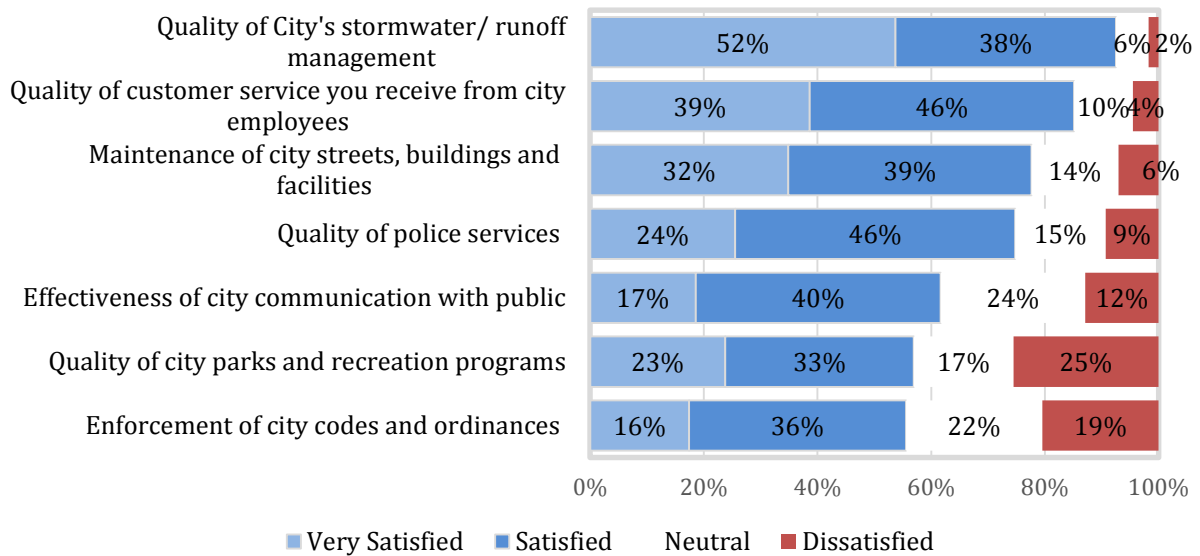
OTHER FINDINGS

- **Place to Live.** Ninety-five percent (95%) of residents feel Roeland Park is an “excellent” or “good” place to live; 3% were neutral and only 3% felt the City was a “below average” place to raise kids.
- **Perception of Safety.** Ninety percent (90%) of residents feel Roeland Park is “excellent” or “good” with the overall feeling of safety they had in the City; 8% were “neutral” and less than 2% feel it is “below average” or “poor.”
- **Level of Agreement.** Most residents agreed with various items regarding environmental sustainability; 62% agreed that the City should research green and sustainable initiatives, 57% agreed that the City should encourage educational programs and the City should adopt “green” building codes in all new development areas.
- **Nall Park Usage.** Seventy-nine percent (79%) of residents indicated they do not currently use Nall Park; 21% indicated they have used it in the past twelve months.
- **Police Services.** Forty-seven percent (47%) of respondents surveyed indicated they were “very” or “somewhat supportive” of evaluating whether combining or contracting police services would result in an overall reduction in cost and greater efficiency of the service for Roeland Park and surrounding communities; 11% were “neutral,” 37% were “not supportive” and 5% did not know.
- **Municipal Services.** Fifty-nine percent (59%) of residents indicated they were “very” or “somewhat supportive” of evaluating whether combining or contracting municipal services would result in an overall reduction in cost and greater efficiency of the service for Roeland Park and surrounding communities; 14% were “neutral,” 18% were “not supportive” and 8% did not know.

⁵ Based upon the combined percentage of “very supportive” and “somewhat supportive” responses among residents who had an opinion.

SECTION 1: CHARTS AND GRAPHS

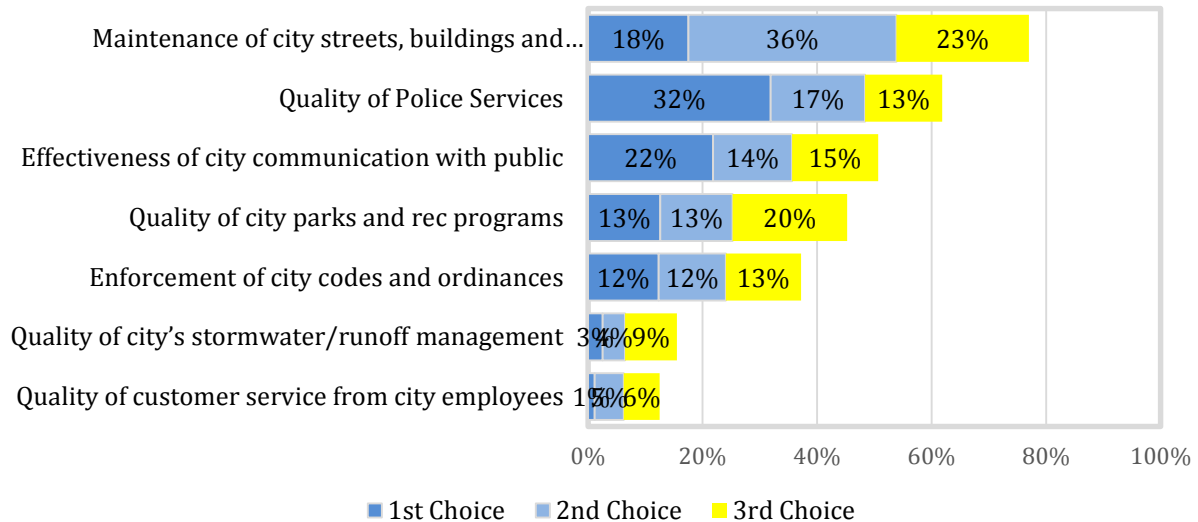
Q1. Please rate your overall satisfaction with major categories of services provided by the City of Roeland Park:
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't know)



SECTION 1: CHARTS AND GRAPHS

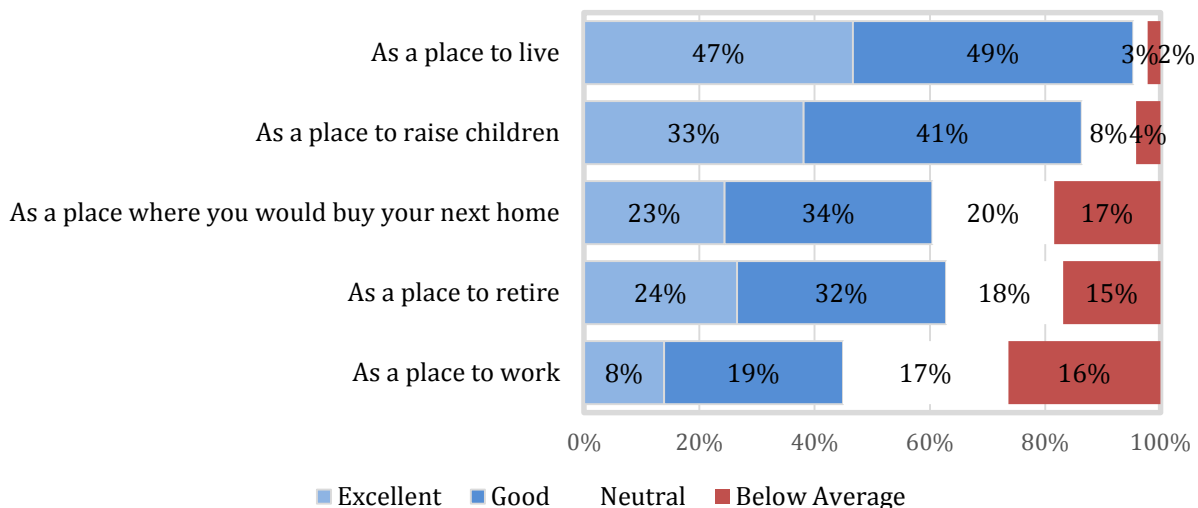
Q2. City Services That should Receive the Most Attention from City officials over the next TWO years

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

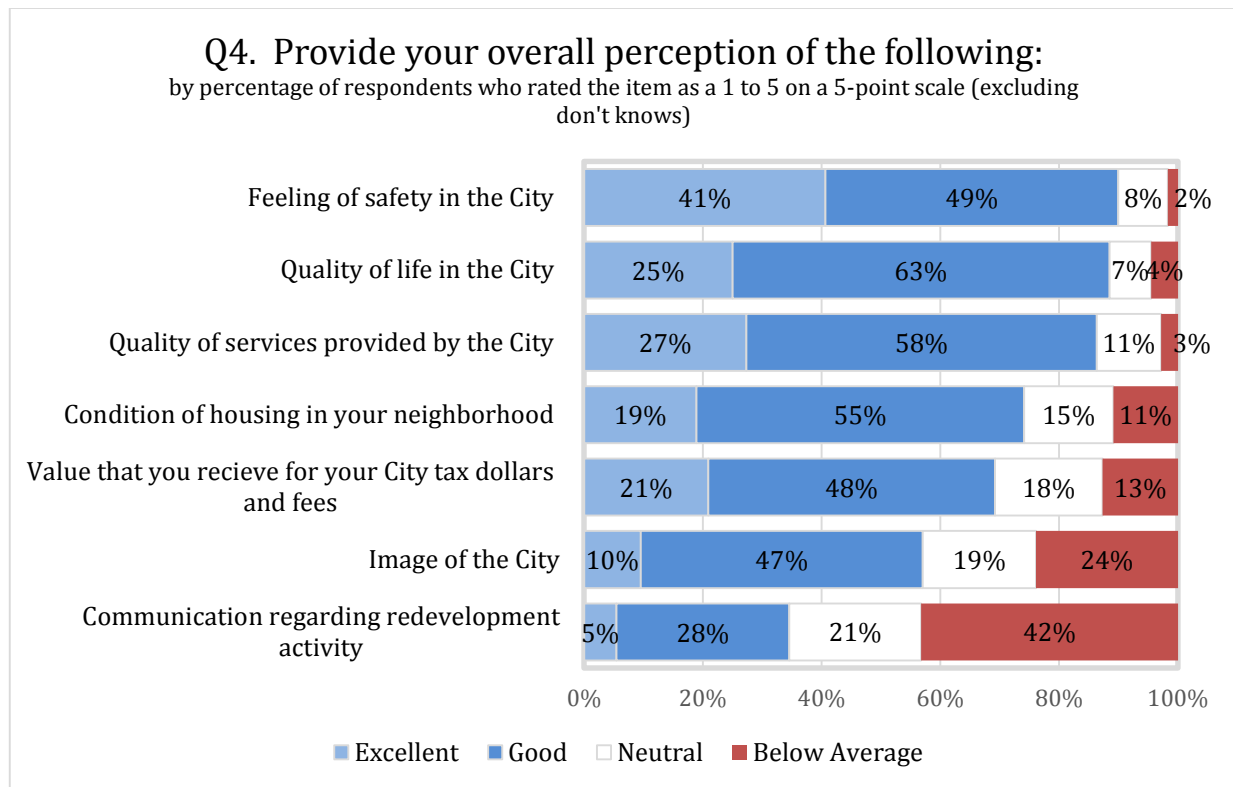


Q3. Please rate Roeland Park with regard to each of the following

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

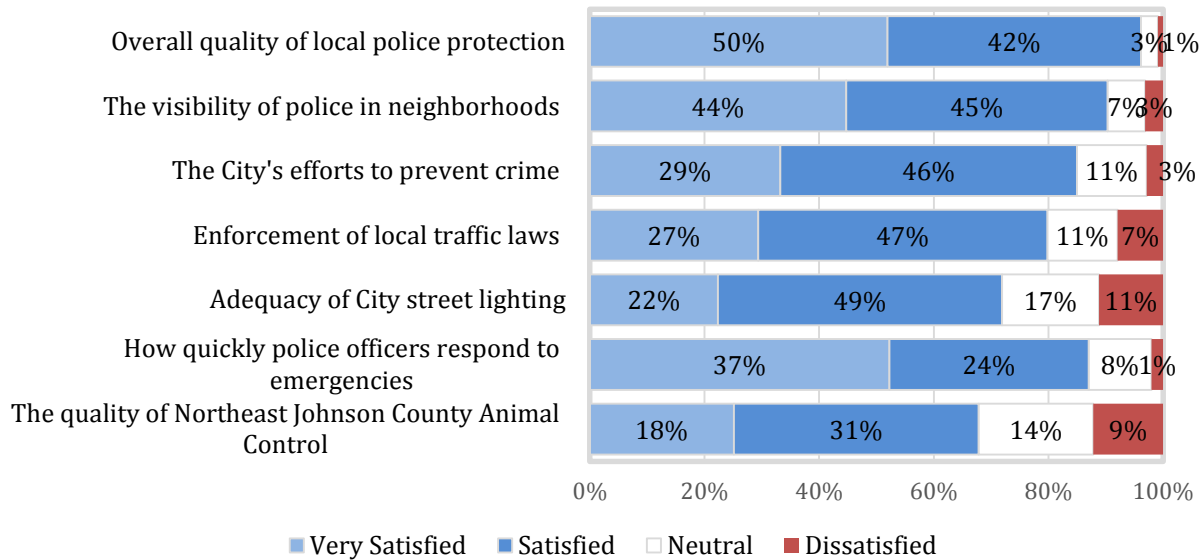


SECTION 1: CHARTS AND GRAPHS

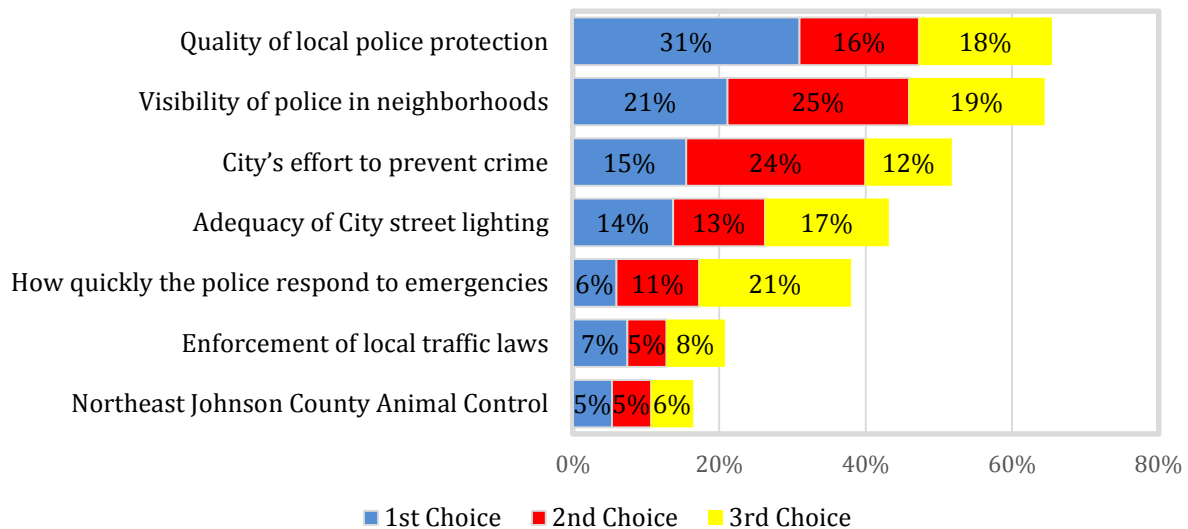


SECTION 1: CHARTS AND GRAPHS

Q5. Please rate your satisfaction with the following PUBLIC SAFETY services provided by the City of Roeland Park:
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

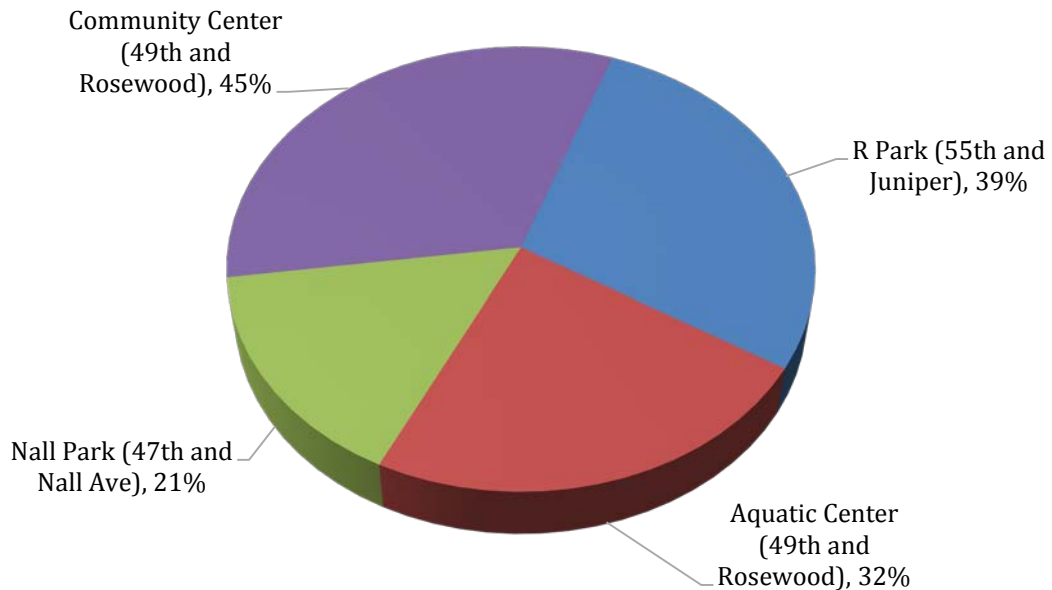


Q6. PUBLIC SAFETY Services That Should Receive the Attention of City Officials Over the Next TWO years
by percentage of respondents who selected the item as one of their top three choices

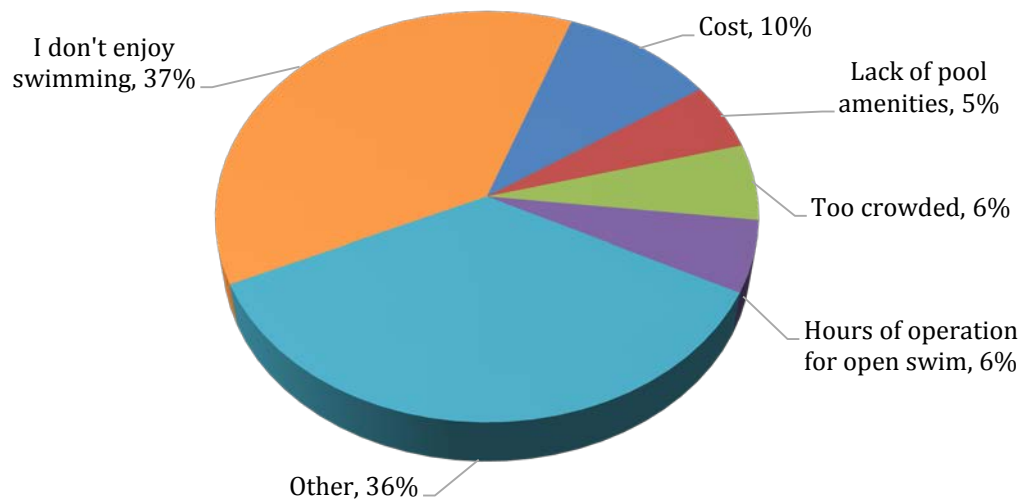


SECTION 1: CHARTS AND GRAPHS

Q7. Resident usage by Amenity in the past twelve months?



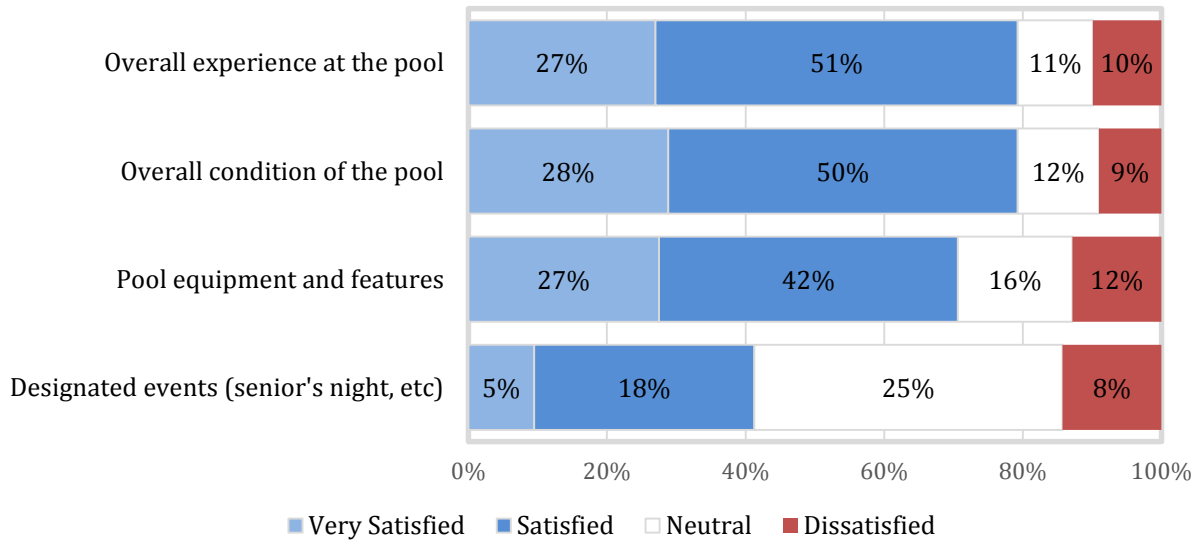
Q8. If you answered no to question 7, regarding the Aquatic Center, why don't you use the Aquatic Center?



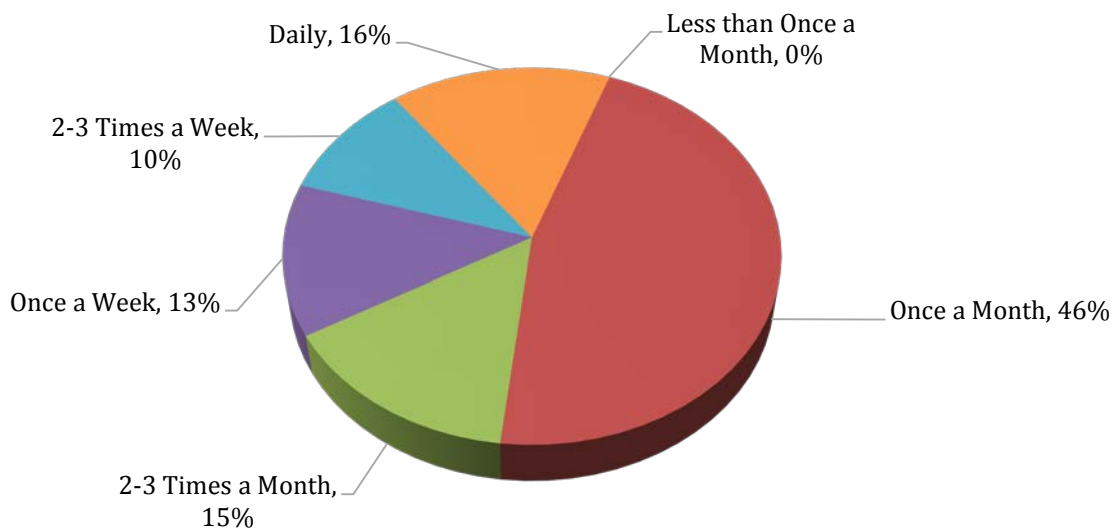
SECTION 1: CHARTS AND GRAPHS

Q9. If you answer yes to question 7, regarding the Aquatic Center, please rate your satisfaction with the following services of the Roeland Park Aquatics Center

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



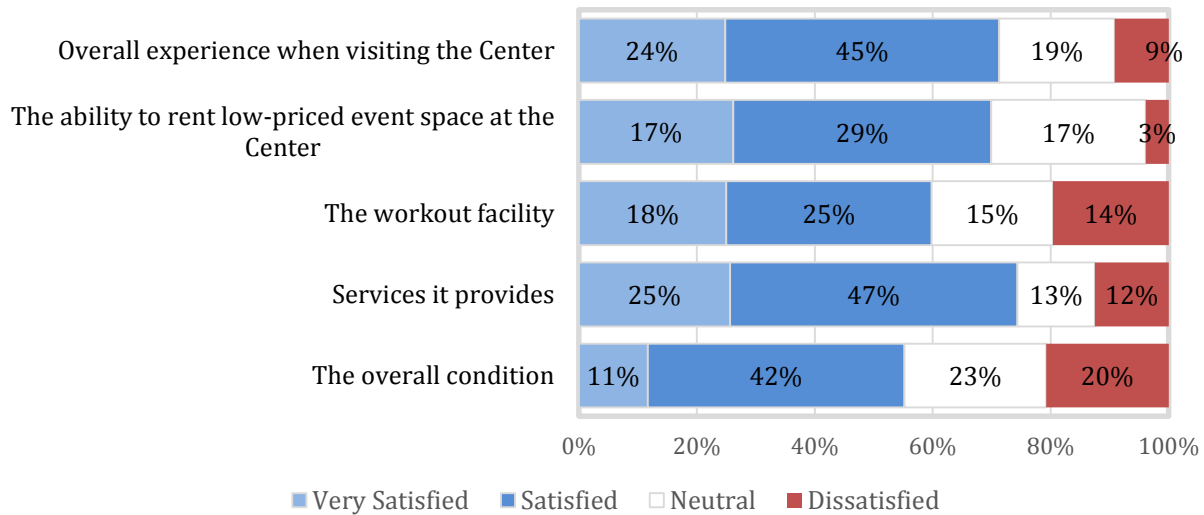
Q10. If you answer yes to question 7, regarding the Aquatic Center, how often do you or members of your family visit the Roeland Park Aquatic Center?



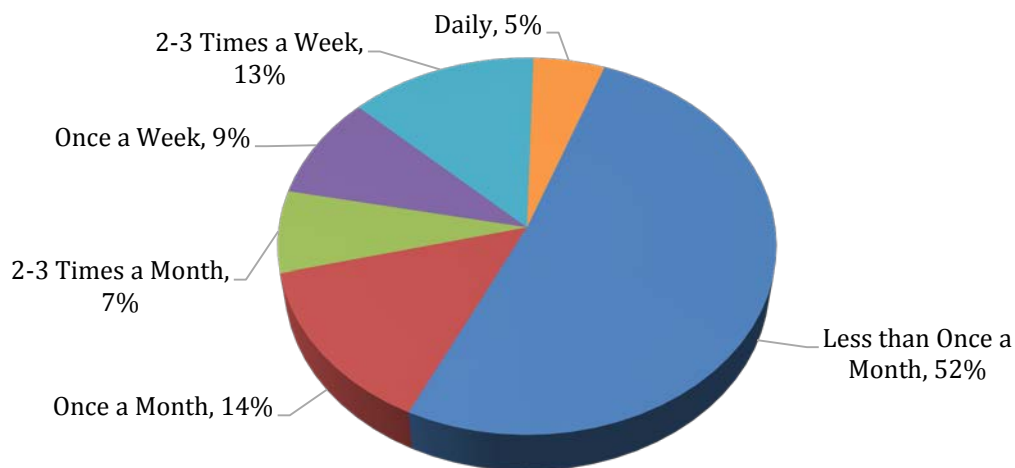
SECTION 1: CHARTS AND GRAPHS

Q11. If you answer yes to question 7, regarding the Community Center, please rate your satisfaction with the following about the Community Center:

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

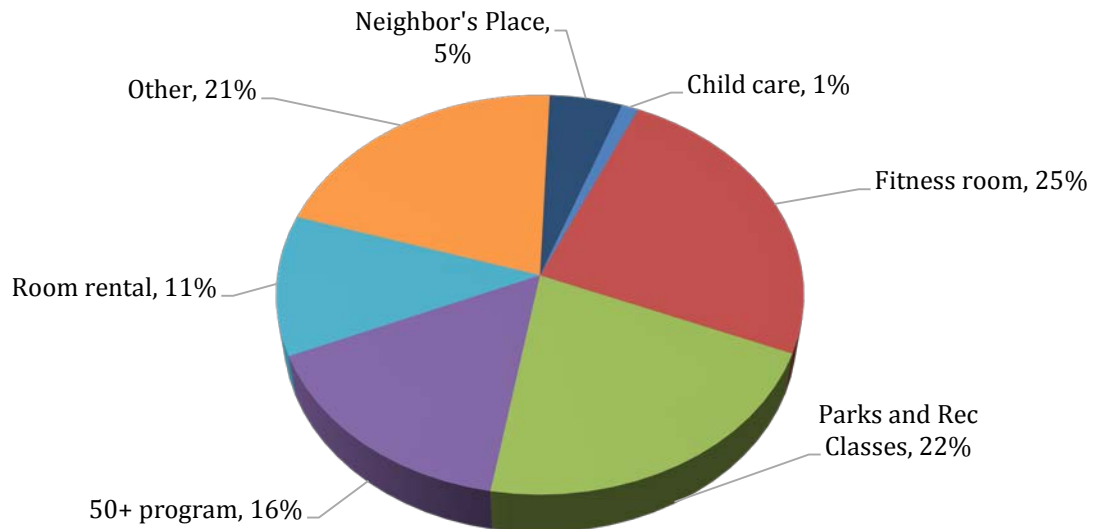


Q12. If you answer yes to question 7, regarding the Community Center, how often do you or members of your family visit the Community Center?

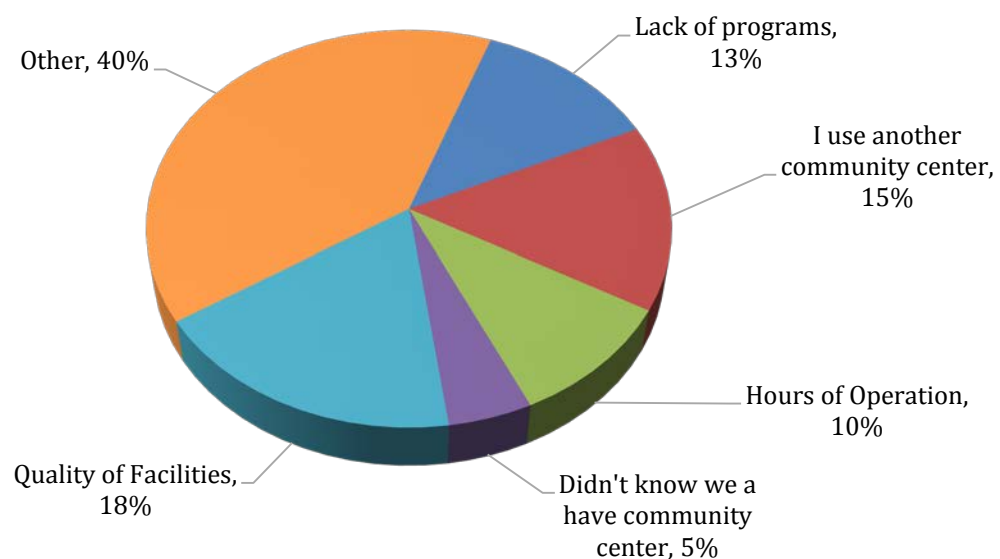


SECTION 1: CHARTS AND GRAPHS

Q13. If you answer yes to question 7, regarding the Community Center, what amenities have you used at the Community Center? (Mark all that apply)



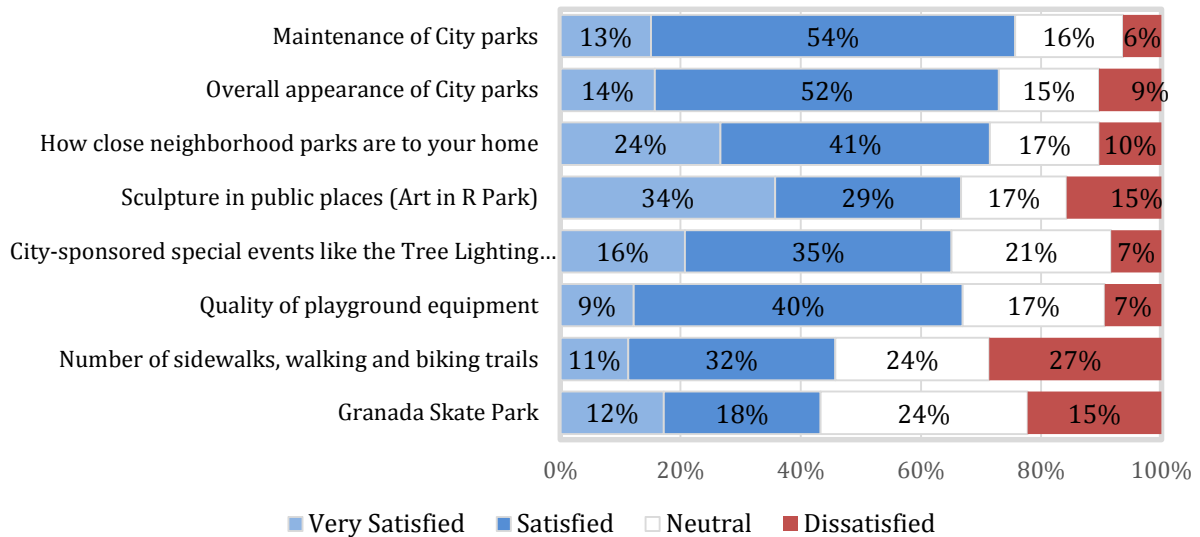
Q14. If you answer no to question 7, regarding the Community Center, Why don't you use the Community Center?



SECTION 1: CHARTS AND GRAPHS

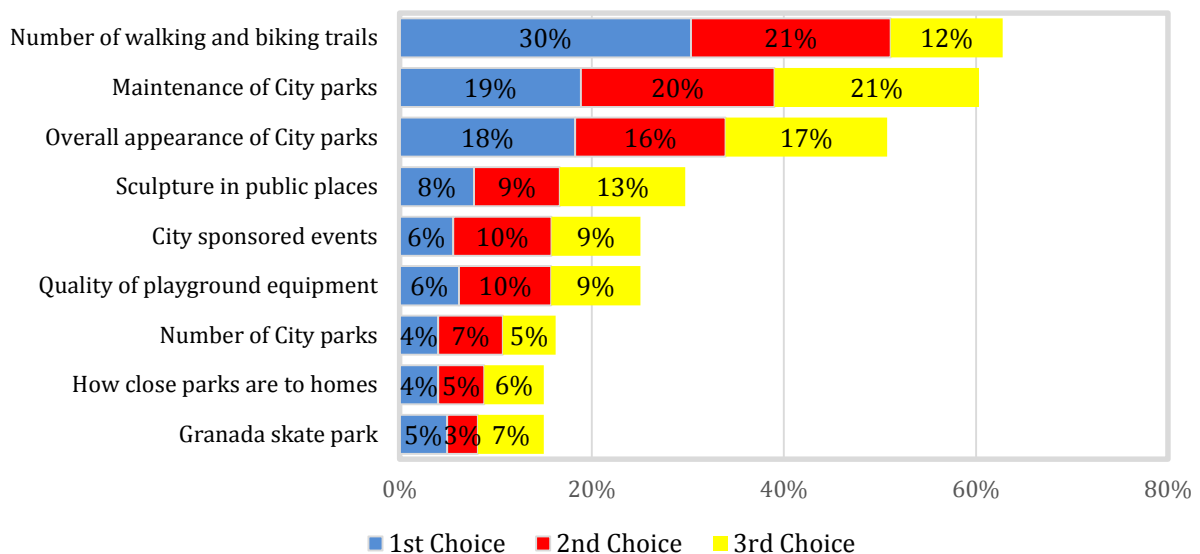
Q15. Please rate your satisfaction with PARKS AND FACILITIES issues.

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excludes 'no opinion')



Q16. PARKS AND FACILITY Services That Should Receive the Attention of City Officials Over the Next TWO years

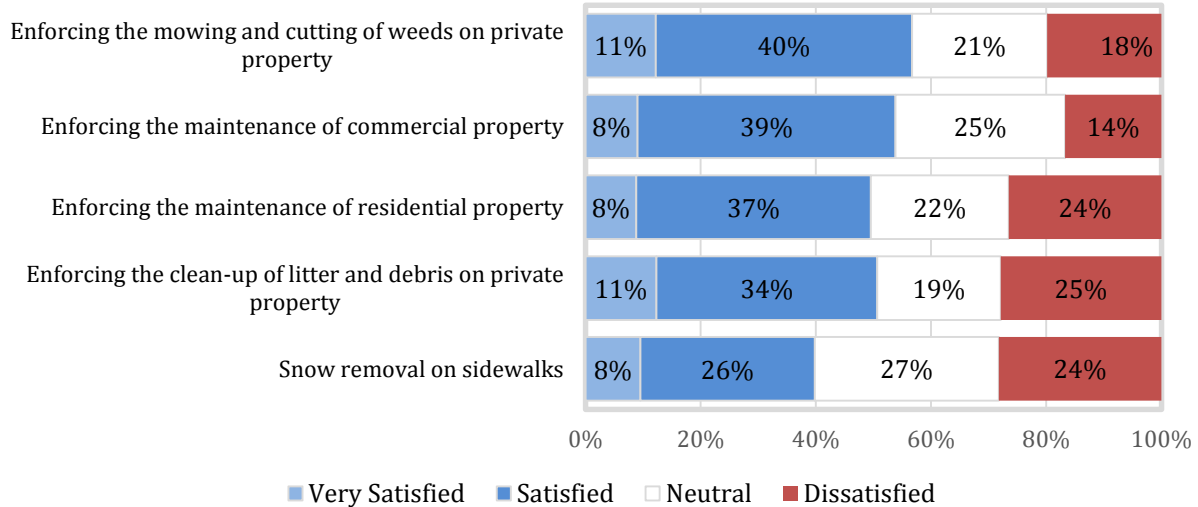
by percentage of respondents who selected the item as one of their top three choices



SECTION 1: CHARTS AND GRAPHS

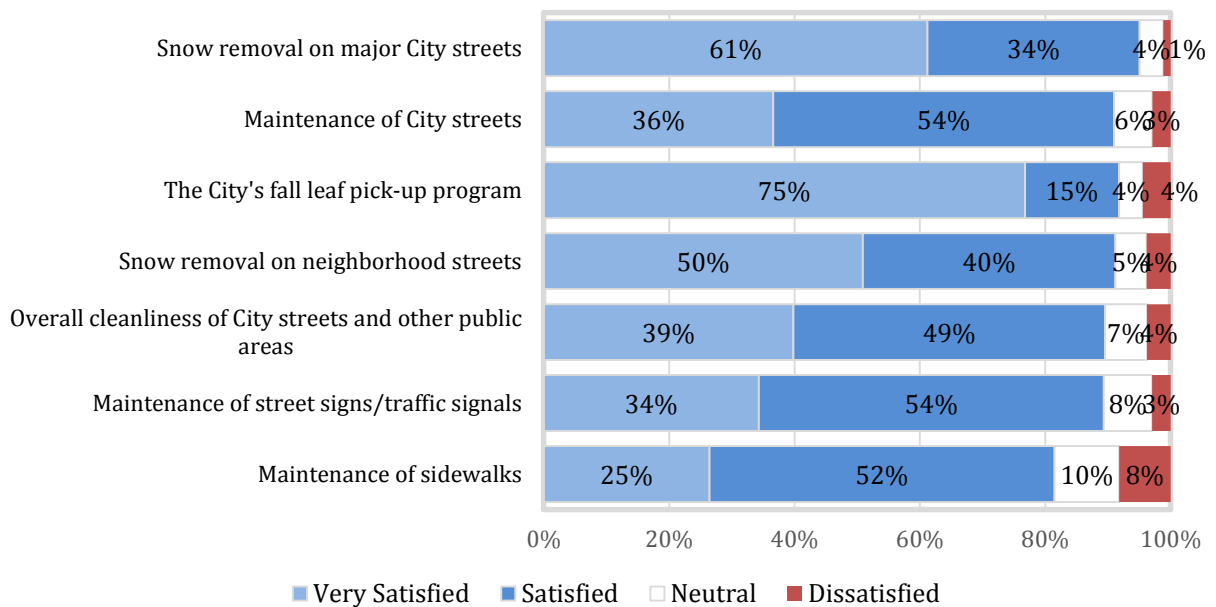
Q17. Please rate your satisfaction with the following CODE ENFORCEMENT Satisfaction:

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding 'no opinion')



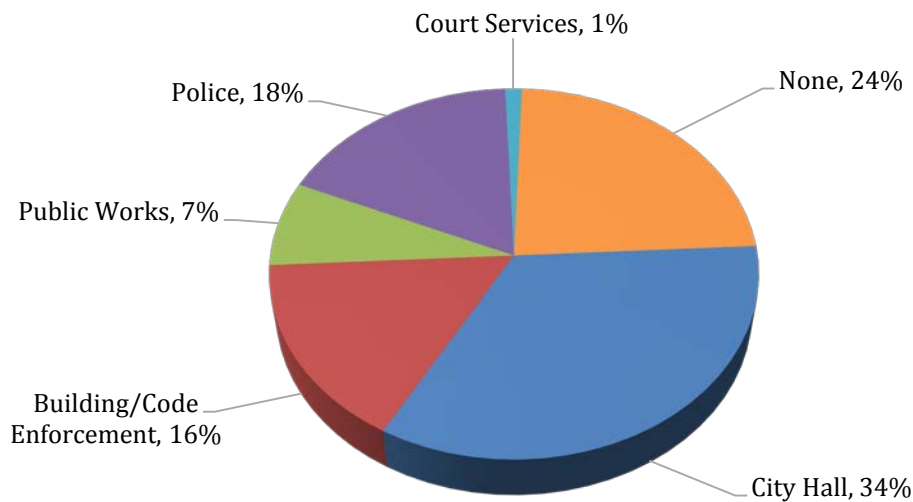
Q18. Please rate your satisfaction with the following maintenance services provided by the City:

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding 'no opinion')



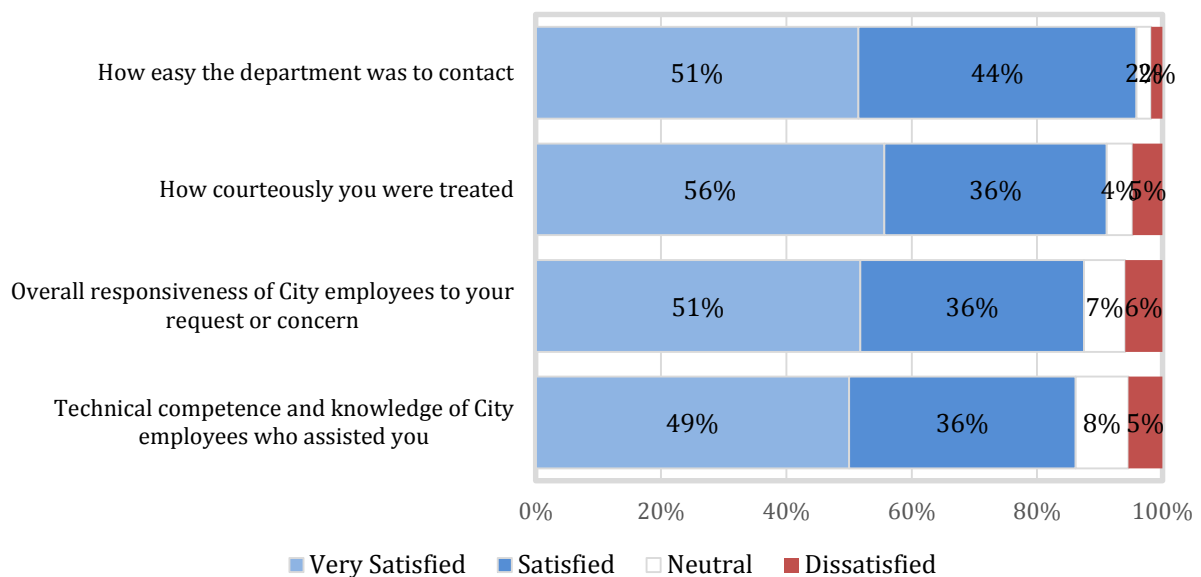
SECTION 1: CHARTS AND GRAPHS

Q19. Which of the following City department(s) have you contacted in the past twelve months?



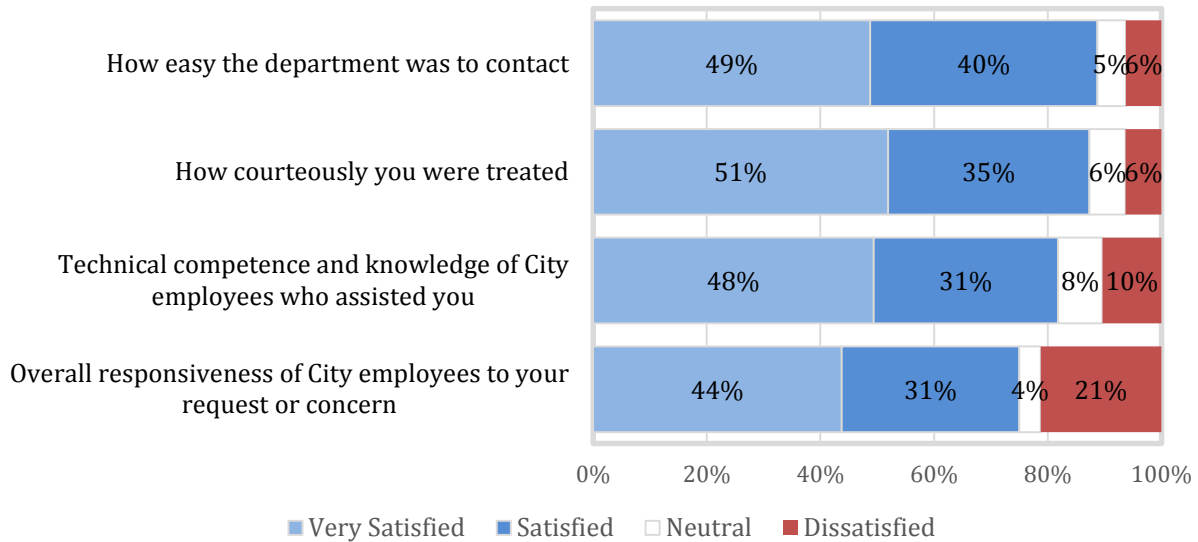
Q20. If you indicated that you contacted City Hall in the past twelve months in question 19. Please rate your satisfaction with the service you received:

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding 'no opinion')

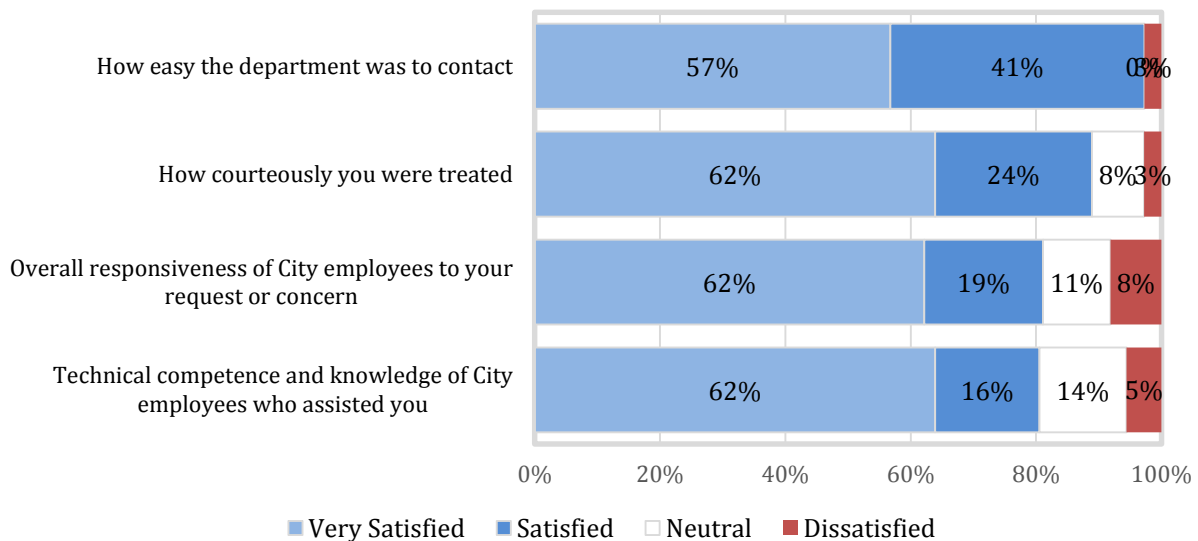


SECTION 1: CHARTS AND GRAPHS

Q21. If you indicated that you contacted the Building/Code Enforcement Department in the past twelve months in question 19, please rate your satisfaction with the service
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



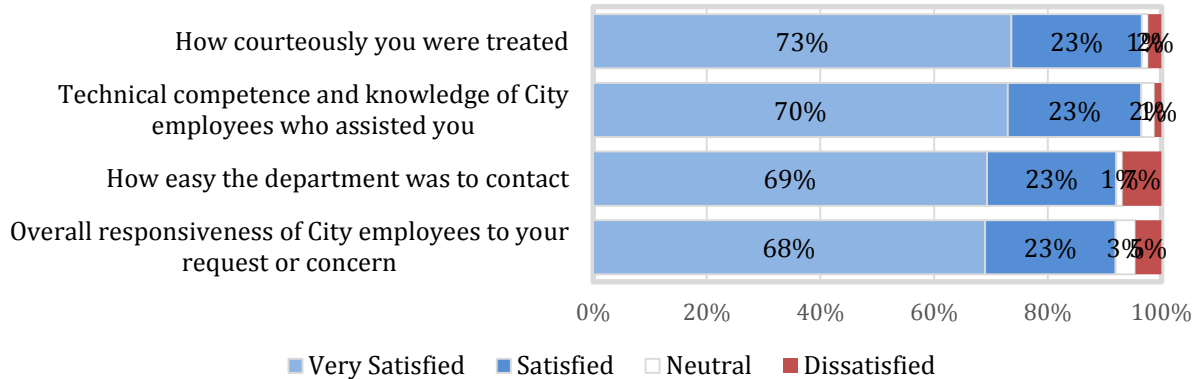
Q22. If you indicated that you contacted the Public Works Department in the past twelve months in question 19, please rate your satisfaction with the service you received:
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (e



SECTION 1: CHARTS AND GRAPHS

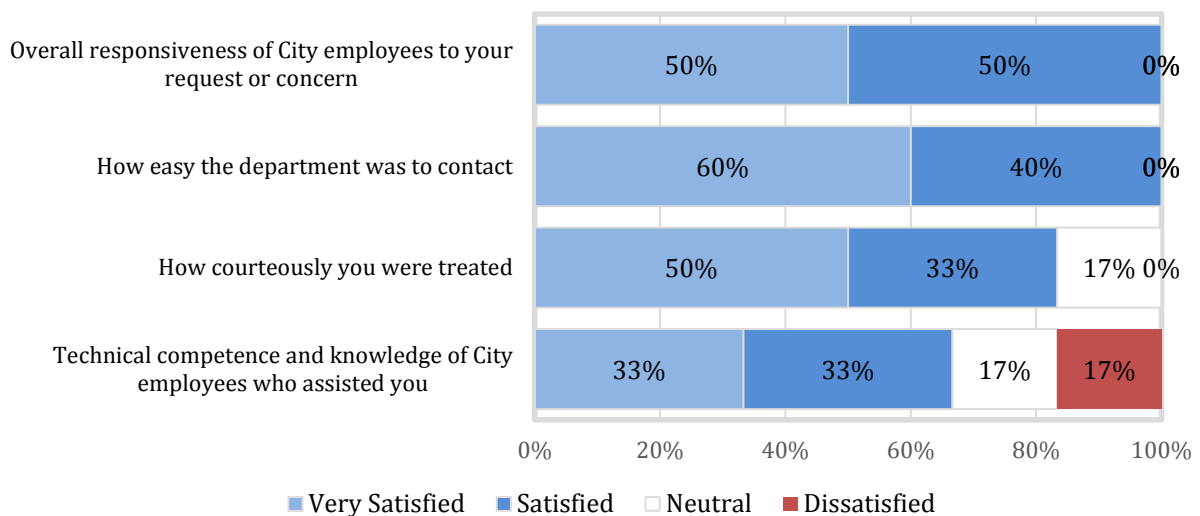
Q23. If you indicated that you contacted the Police Department in the past twelve months in question 19, please rate your satisfaction with the service you received:

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excludes



Q24. If you indicated that you contacted the Municipal Court in the past twelve months in question 19, please rate your satisfaction with the service you received:

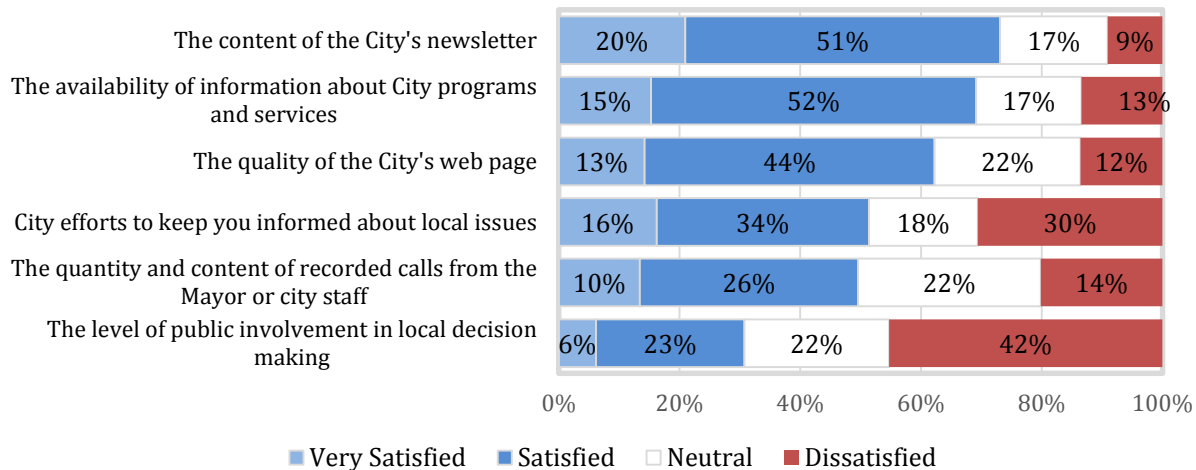
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excludes ')



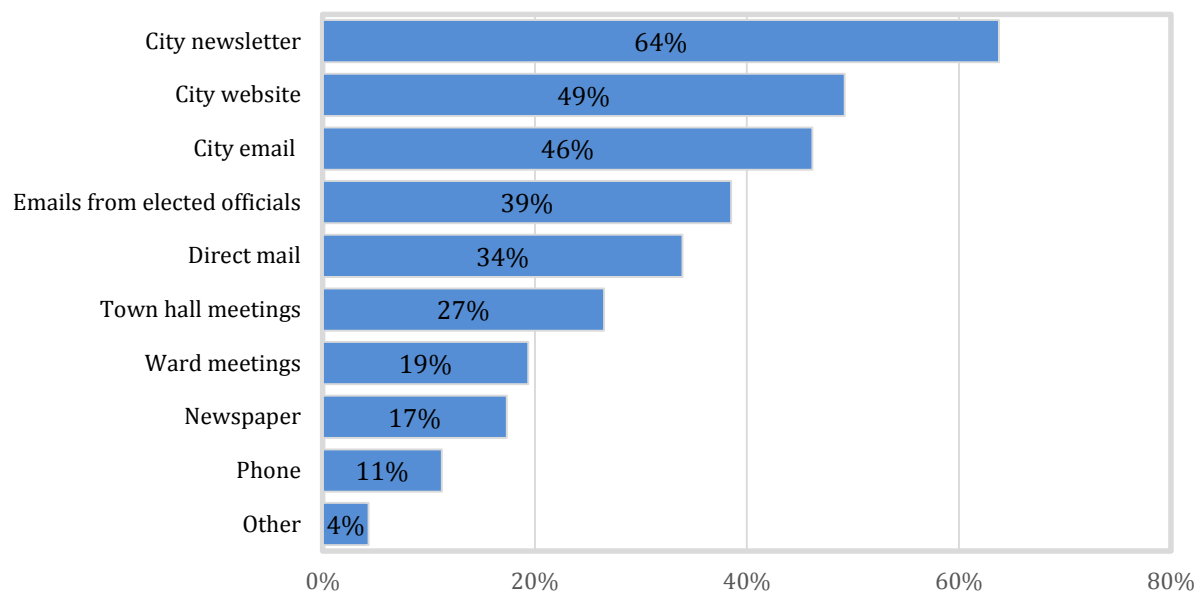
SECTION 1: CHARTS AND GRAPHS

Q25. Please rate your satisfaction with the following aspects of communication provided by the City of Roeland Park:

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding 'no opinion')

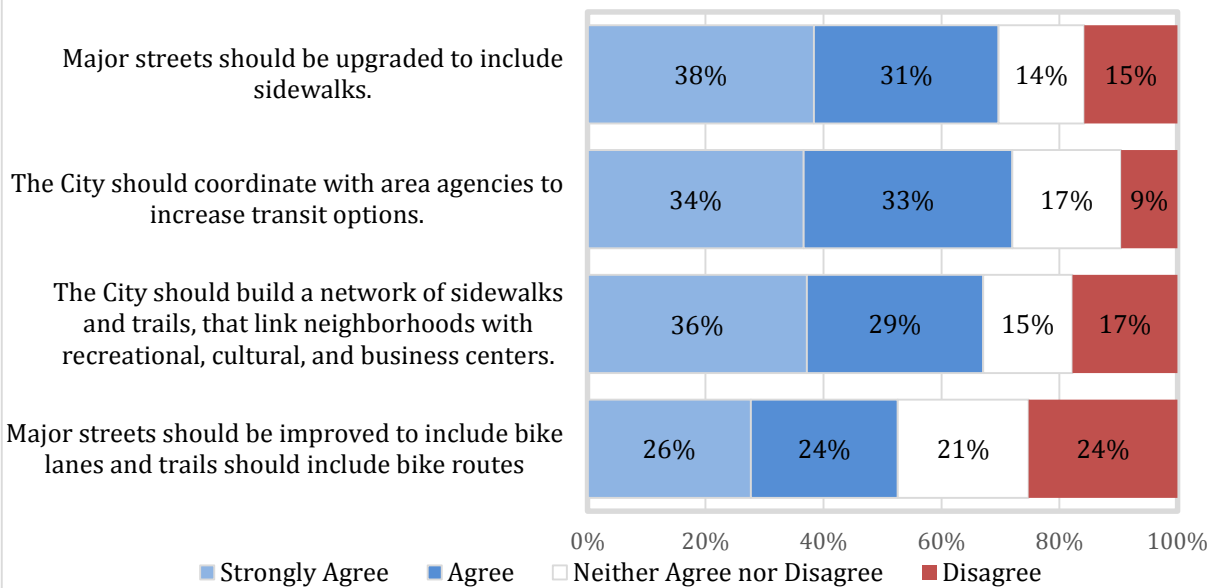


Q26. From what source(s) would you prefer to receive information about the City?

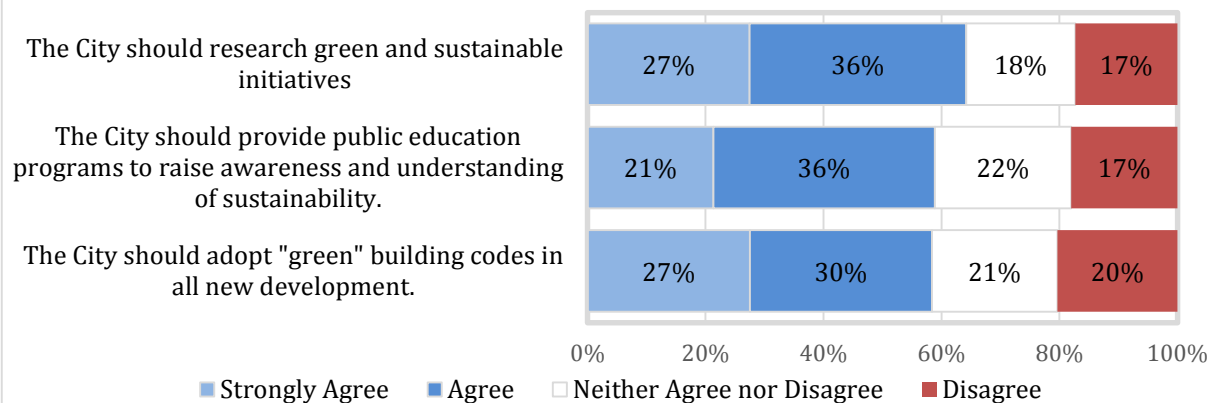


SECTION 1: CHARTS AND GRAPHS

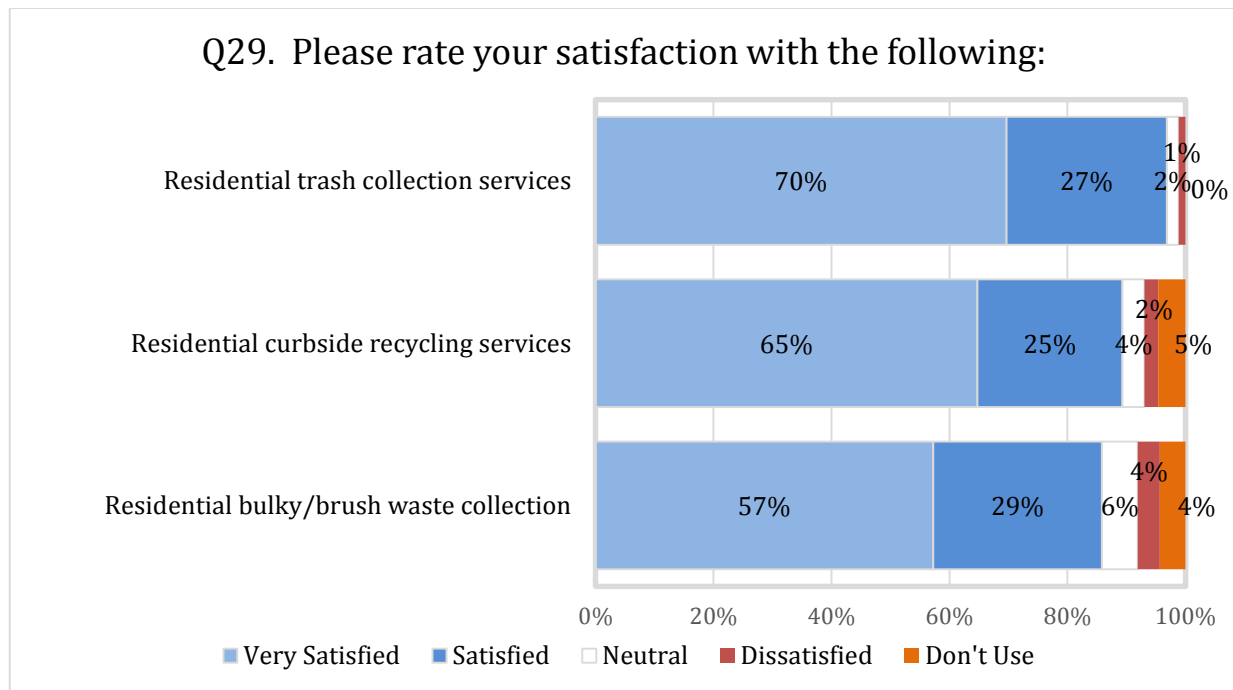
Q27. To provide easier access to parts of Roeland Park, with healthy, environmentally friendly alternatives to driving, the City would like to improve the "connectivity" of our neighborhoods, by making it easier to walk, bike or take a bus to other are



Q28. For each of the issues listed, please indicate your level of agreement:



SECTION 1: CHARTS AND GRAPHS



Q30. If you selected don't use in question 29, regarding trash collection services, how do you dispose of your trash?

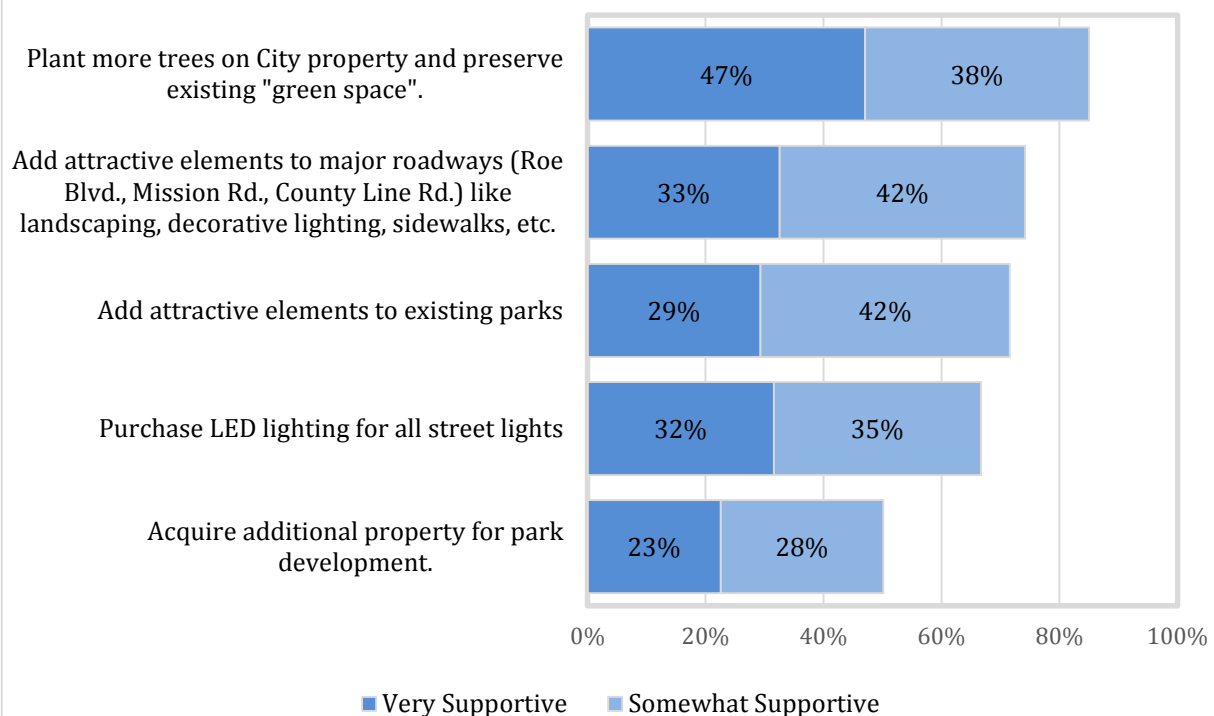
No Comments

SECTION 1: CHARTS AND GRAPHS

Q31. If you selected don't use in question 29, regarding curbside recycling services, why don't you use curbside recycling?

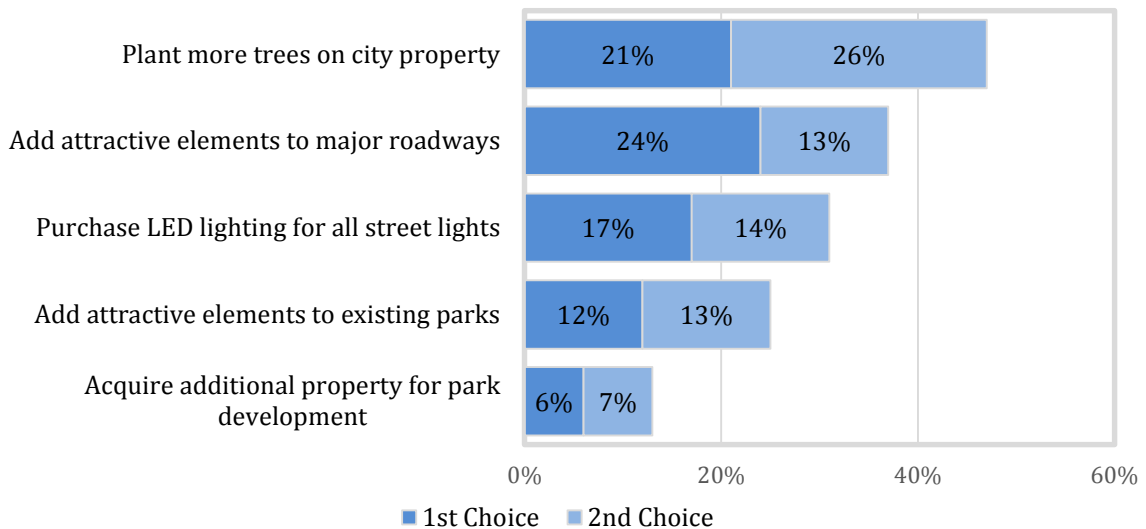
- Never got around to requesting a bin, and I do my best to keep my trash in general to a minimum.
- Another added expense to low income.
- We don't have enough to justify the cost.
- not enough to discard
- I prefer to do it myself.....for free
- too old & too lazy
- see no benefit
- extra time and space needed
- If recycling was viable I would be paid for it. Having the cost buried in the trash collection fee is deceptive that it is viable.
- Haven't got around to getting recycle bin yet

Q32. Please indicate how supportive you would be of each of the following community investment areas:

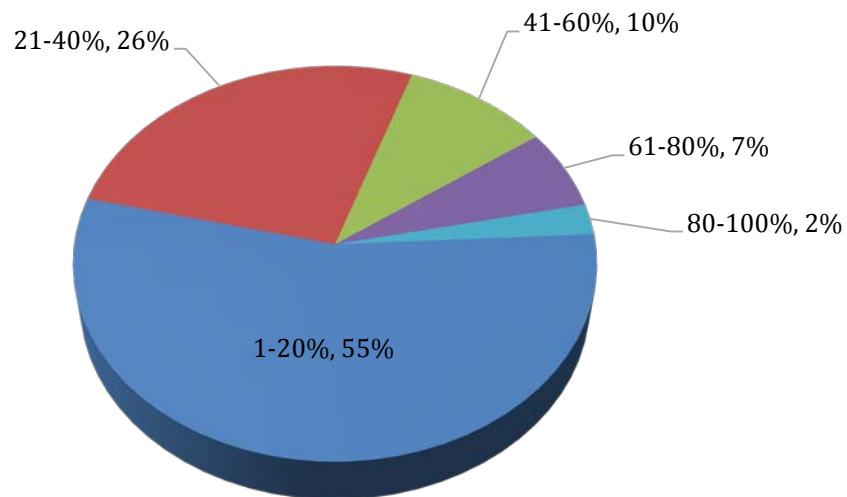


SECTION 1: CHARTS AND GRAPHS

Q33. Rank your top TWO community investment items that you think the city should pursue.



Q34. What percentage of your total property tax bill comes back to Roeland Park?

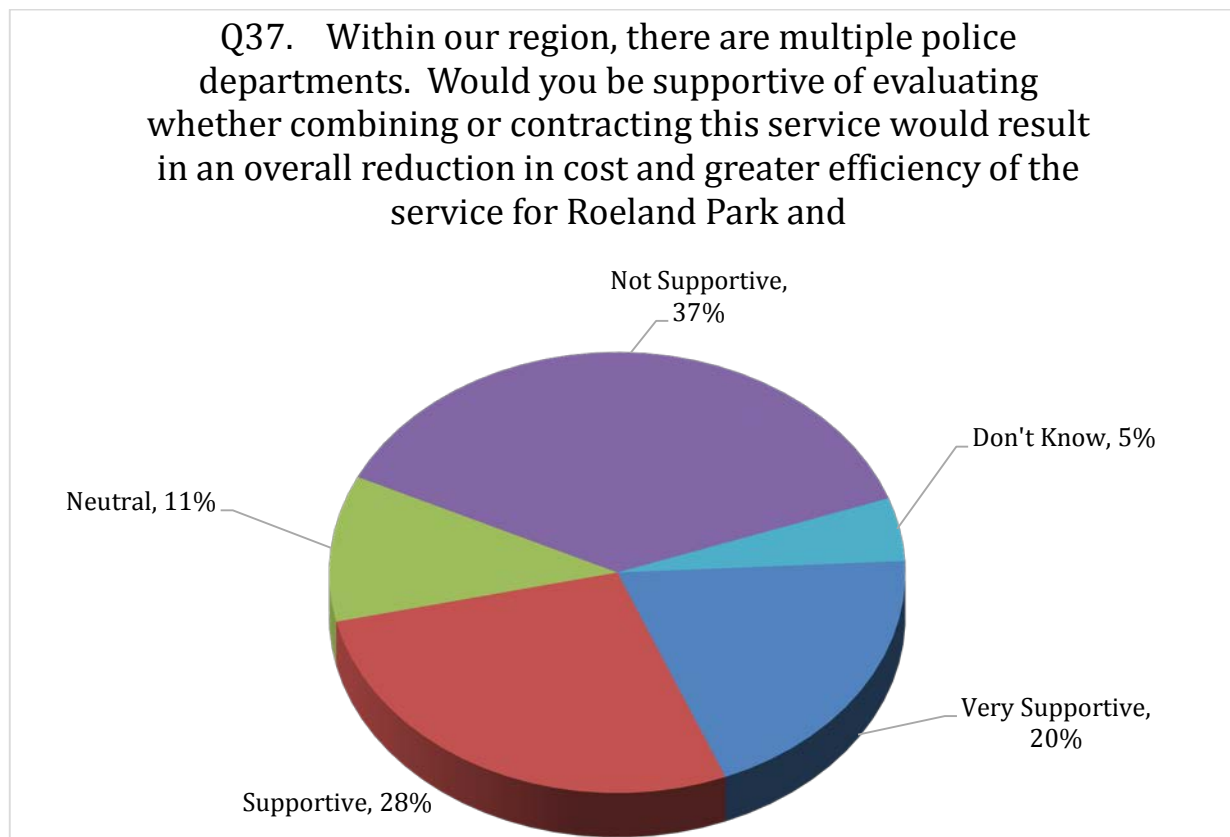
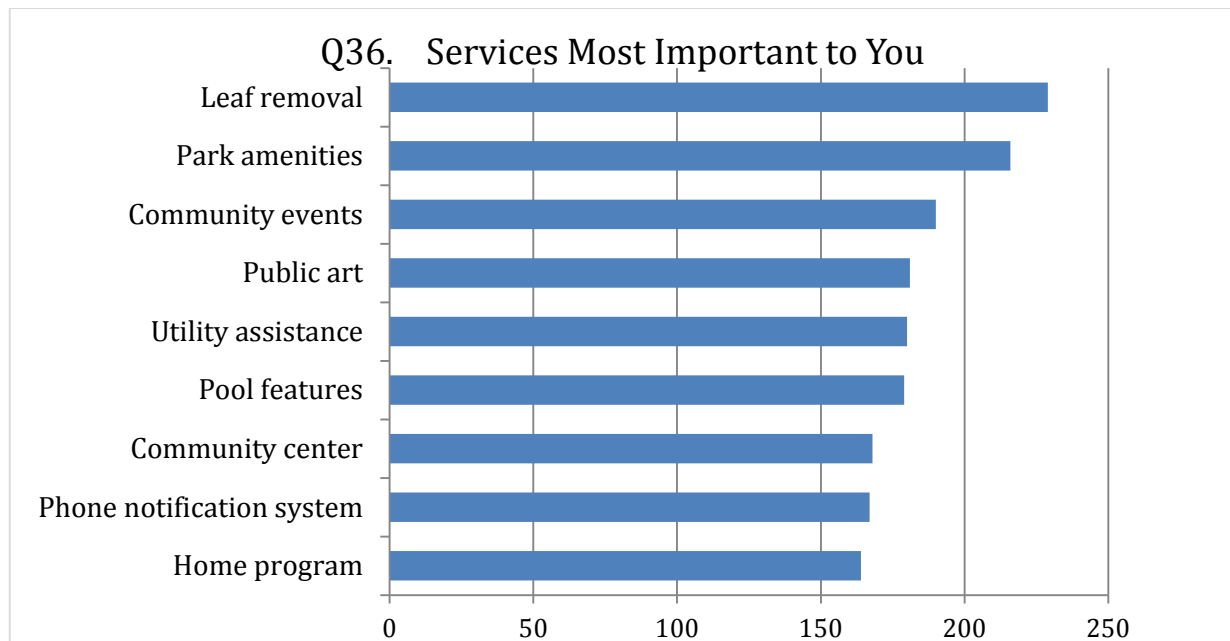


SECTION 1: CHARTS AND GRAPHS

Q35. How much do you think the following amenities or services cost the average homeowner per year in Roeland Park?(Give us your estimate in dollars and base your guess on a single family residential property valued at \$140,000)
Answers are estimated using the 2013 budget. *Yellow boxes represent the correct range*

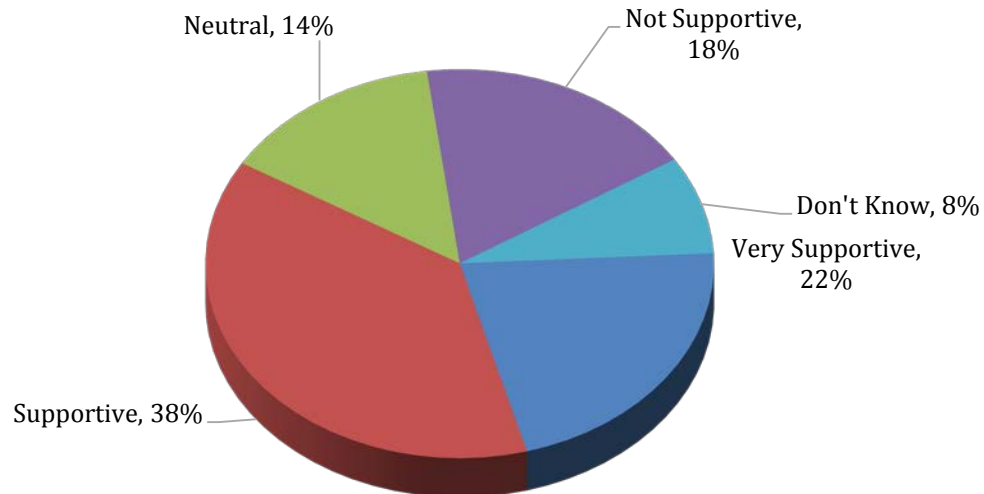
	Actual	\$1 - \$20	\$21 - \$40	\$41- \$60	\$61 - \$80	\$80 - \$100	\$200 - \$300	\$300 - \$400	\$400 - \$500	\$500 - \$600
Amenities-----										
Community Center	\$-	75	44	33	17	20	18	4	2	0
Pool Feature - Spray Park	\$15	96	39	26	13	18	14	5	0	0
R Park - Basketball/Tennis Court	\$24	141	31	16	6	6	9	0	0	0
R Park - Picnic Shelter and Restrooms	\$12	138	36	14	7	6	9	1	0	0
R Park - Concrete Sidewalks/Walking Trail	\$11	124	31	14	8	12	11	2	0	0
Services -----										
Administrative Services	\$93	49	28	25	16	12	19	10	6	2
Phone Notification System	\$2	115	43	18	7	3	7	1	0	0
Residential Inspection Services	\$29	89	39	23	23	8	11	4	0	0
Permitting, Licensing, and Compliance	\$26	89	41	20	13	12	10	5	0	0
Police Protection and Investigation	\$430	27	15	29	14	24	33	22	17	3
Leaf Removal	\$21	62	36	29	14	19	17	6	3	1
Street Sweeping	\$14	76	44	19	8	14	14	1	1	0
Street Snow Removal	\$10	69	34	23	18	15	11	6	4	0
Annual In-House Street Maintenance	\$30	75	34	19	12	14	15	7	3	1
Parks Maintenance	\$6	81	38	20	17	13	18	2	2	0
Citywide Stormwater Utility Maintenance Fee	\$-	63	43	17	10	16	17	8	3	0
Court Services	\$39	82	33	26	11	11	14	9	1	0
Community Garden	\$-	136	21	14	12	6	2	1	0	0
HOME Program - City/County Repair Assistance for low-income qualified homeowners	\$1.25	101	27	21	15	11	7	2	1	0
Community Events	\$1.25	112	39	12	13	6	6	2	0	0
Utility Assistance - City/County Utility Assistance for low-income qualified homeowners	\$4	108	22	23	16	5	8	4	4	1

SECTION 1: CHARTS AND GRAPHS

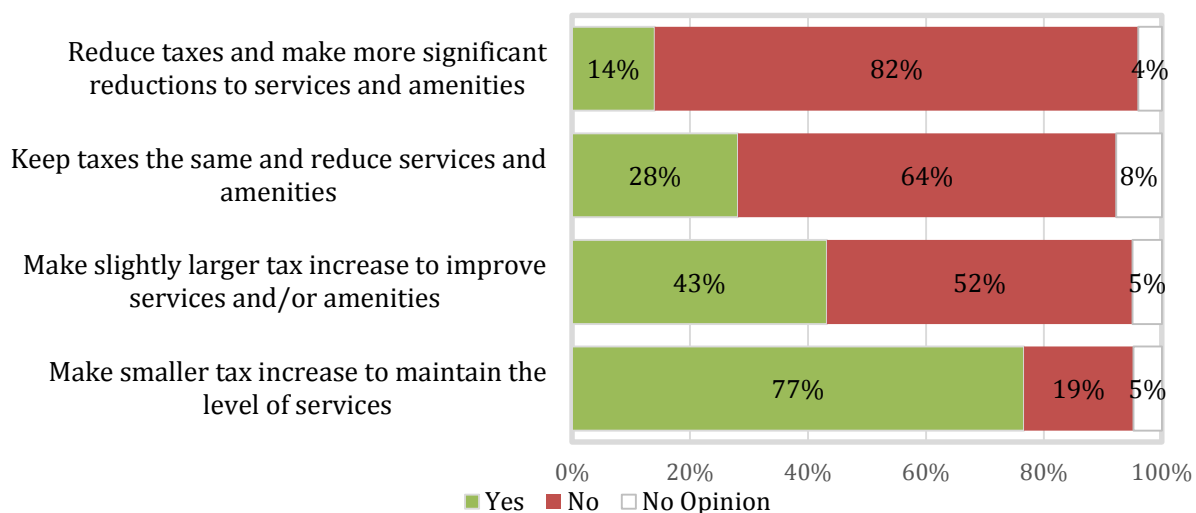


SECTION 1: CHARTS AND GRAPHS

Q38. Within our region, there are multiple municipal services. Would you be supportive of evaluating whether combining or contracting this service would result in an

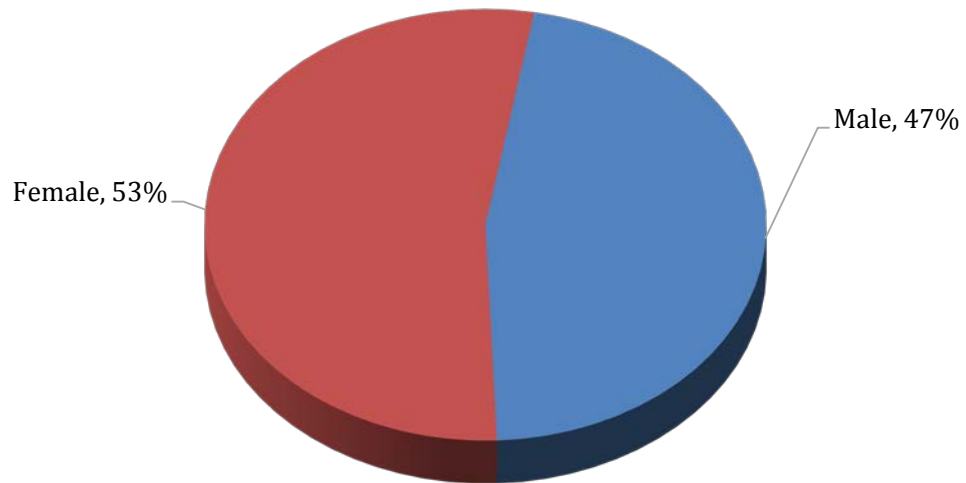


Q39. The following are, in broad terms, potential options for how to handle the tradeoff between taxes and service levels. Which of the options are you in favor of? (It is possible to be supportive of more than one option)

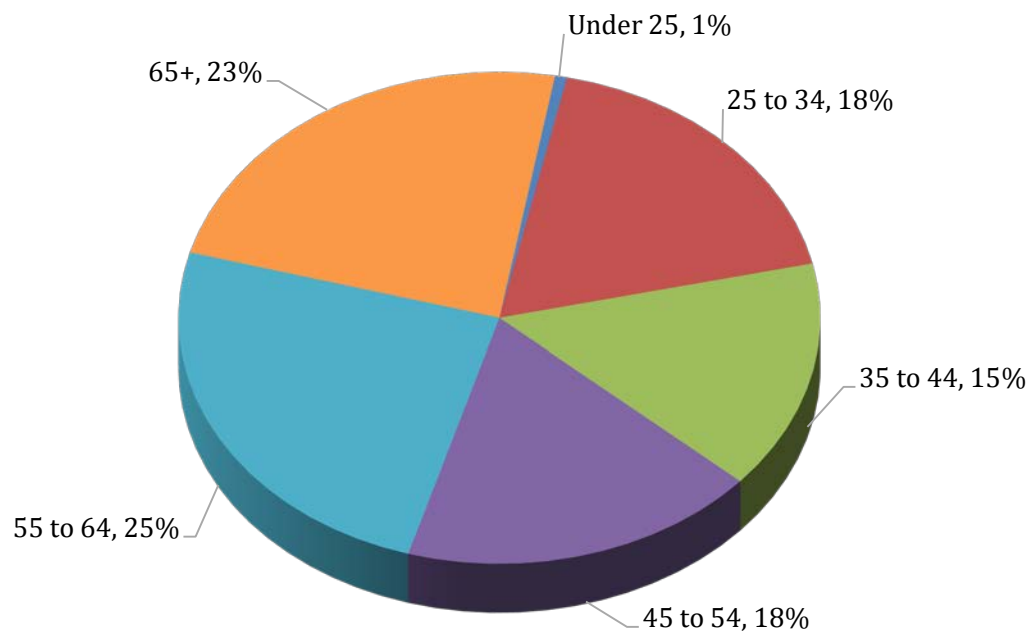


SECTION 1: CHARTS AND GRAPHS

Q40. What is Your Gender?

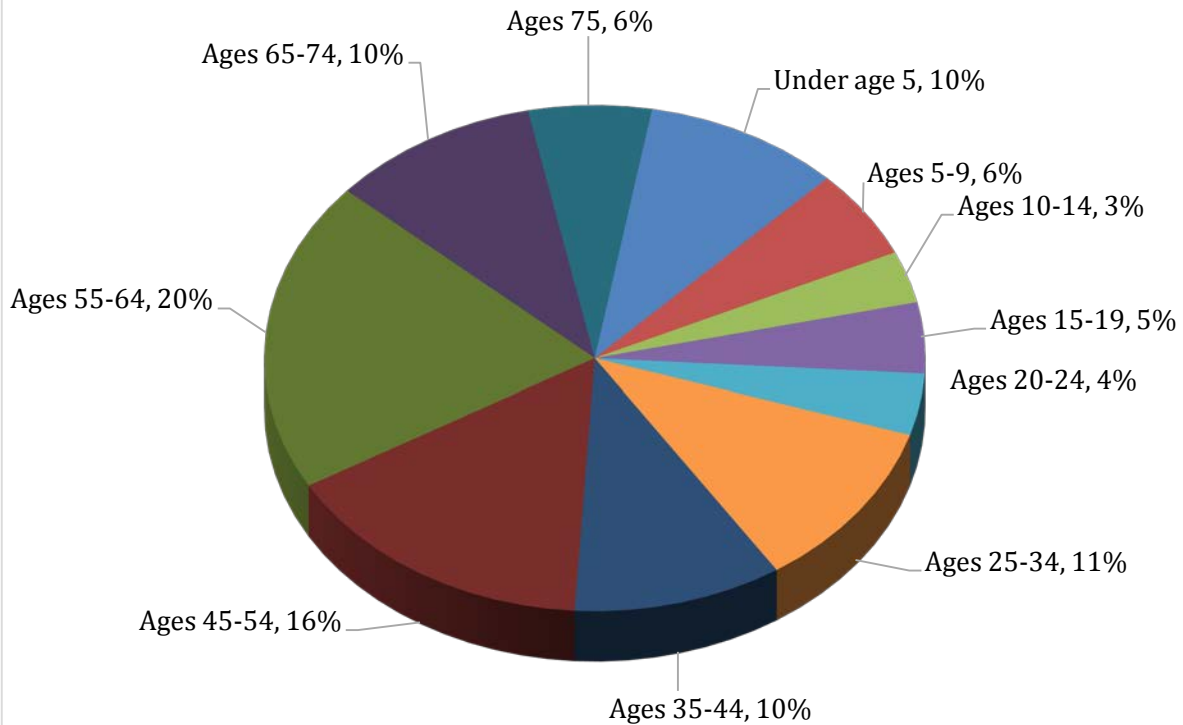


Q41. What is Your Age?



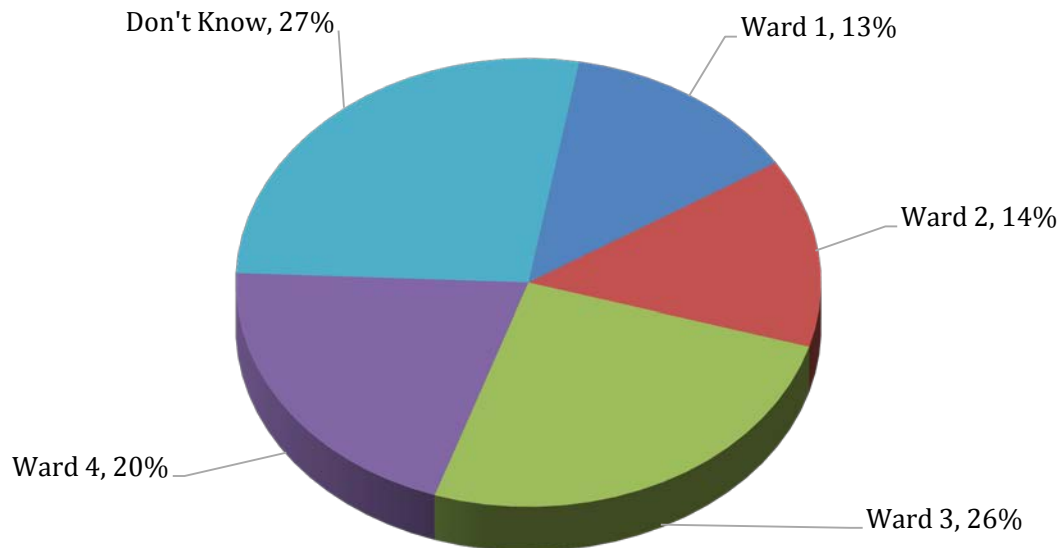
SECTION 1: CHARTS AND GRAPHS

Q42. How many, counting yourself, in your household are:

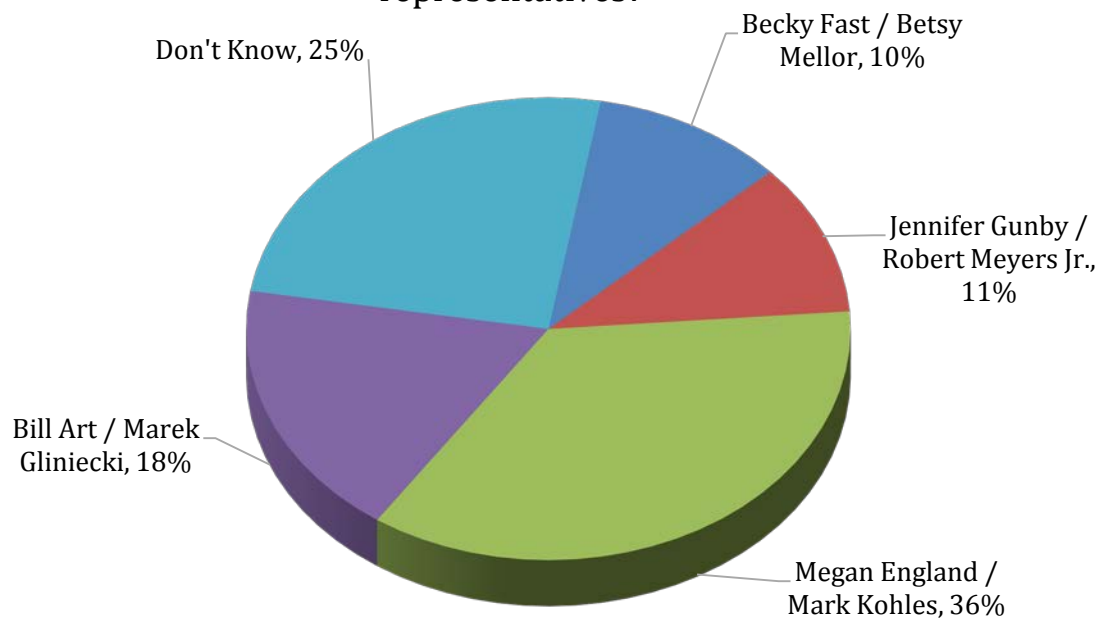


SECTION 1: CHARTS AND GRAPHS

Q43. Do you happen to know which ward do you live?

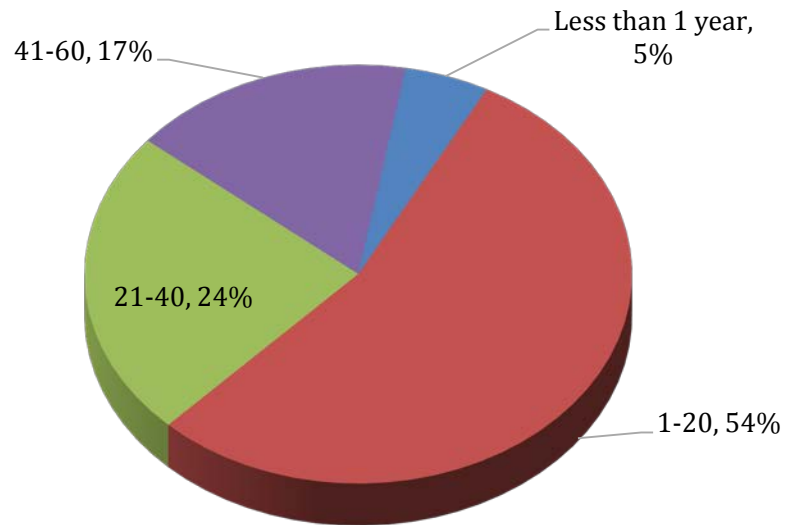


Q44. Do you happen to know who your ward representatives?

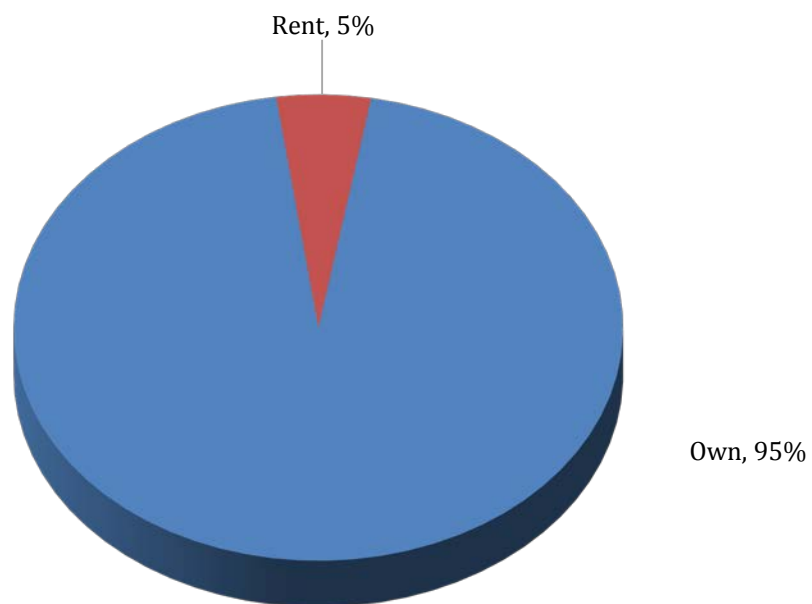


SECTION 1: CHARTS AND GRAPHS

Q45. Approximately how many years have you lived in the City of Roeland Park?

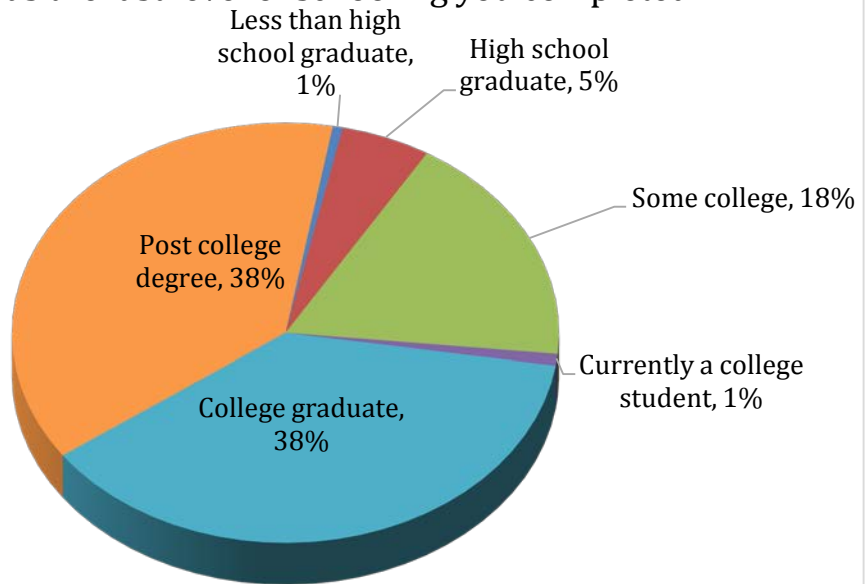


Q46. Do you own or rent your current residence?

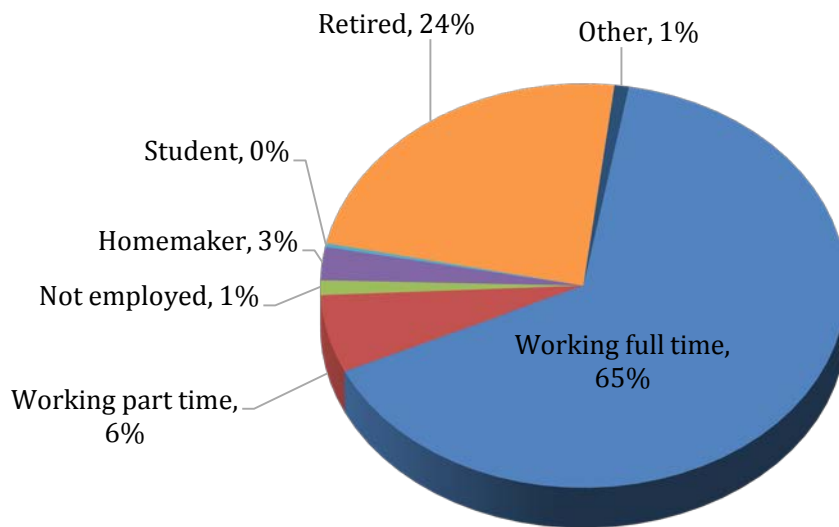


SECTION 1: CHARTS AND GRAPHS

Q47. What was the last level of schooling you completed??

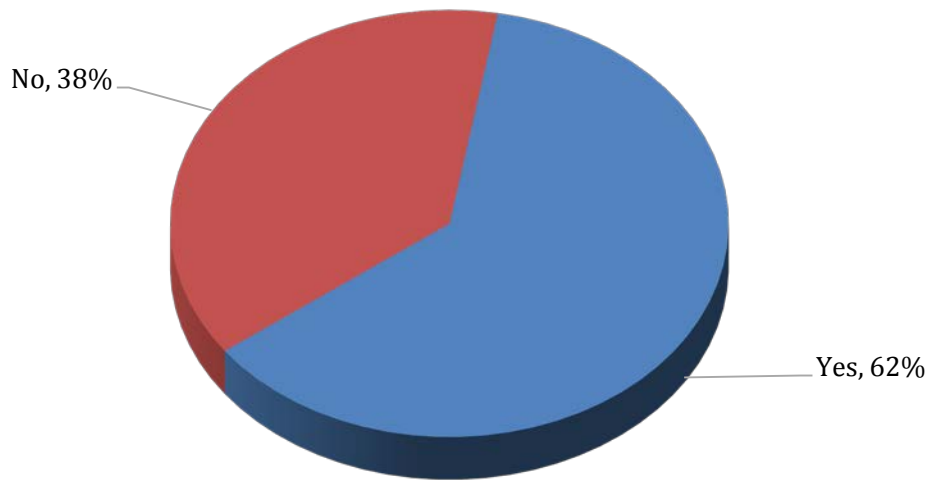


Q48. What best describes your employment status...

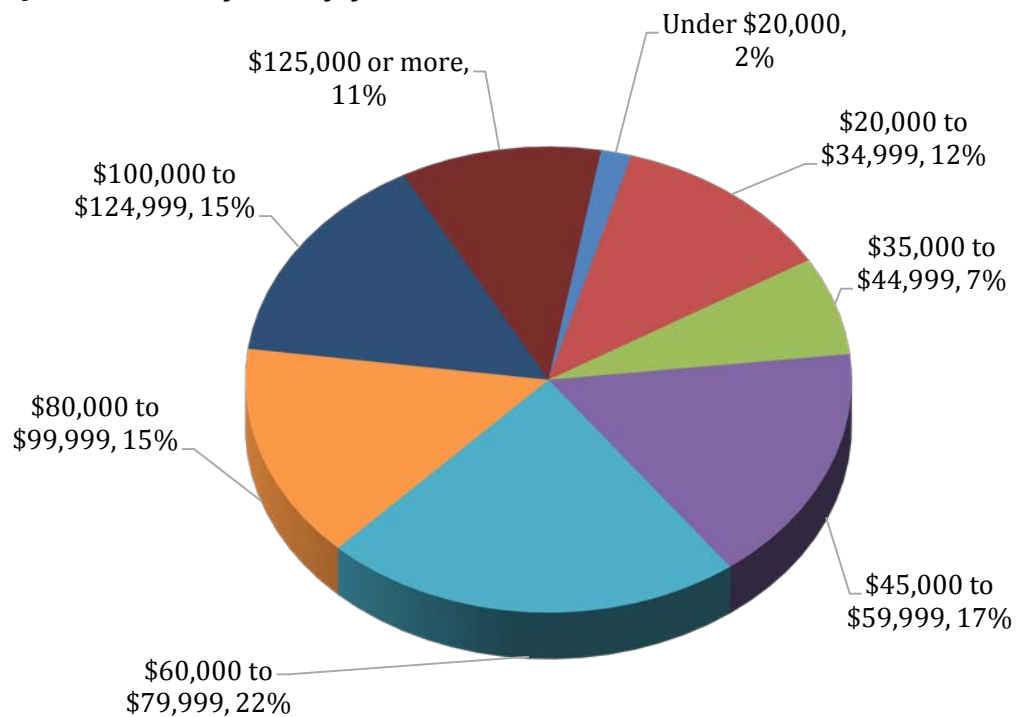


SECTION 1: CHARTS AND GRAPHS

Q49. Do you belong to any organizations, like a church, neighborhood group, or the like?



Q50. Would you say your total annual household income is:



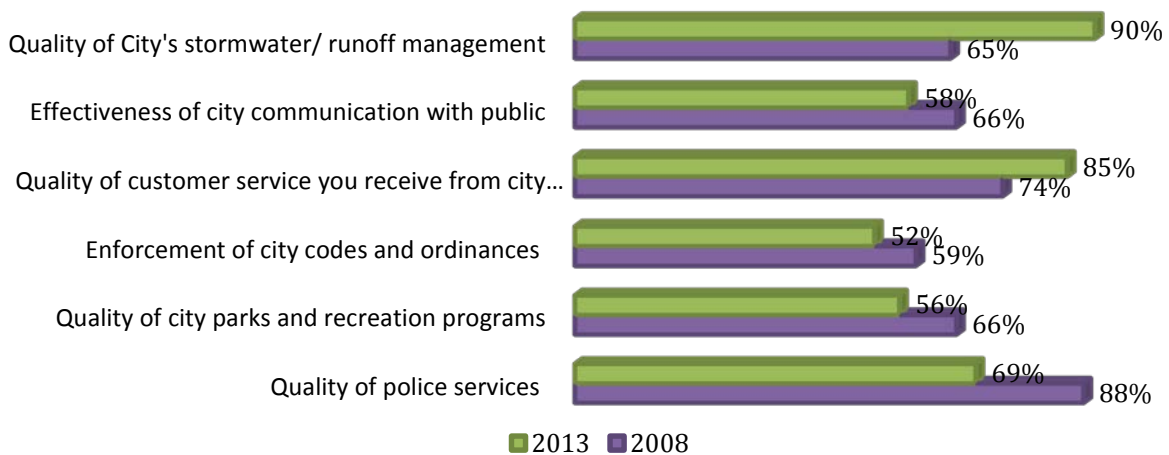
SECTION 2: COMPARISON 2013 VS 2008

Section 2: Comparison 2013 vs 2008

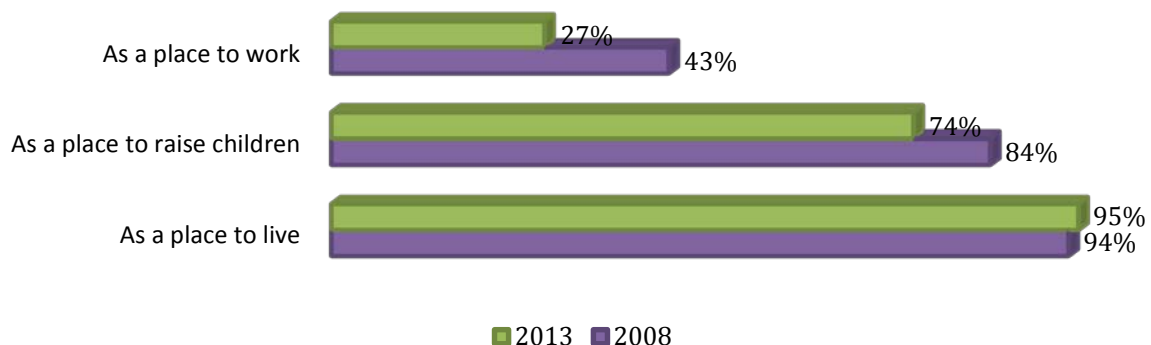
Comparison information

The comparison section contains data obtained from the 2008 Citizens Satisfaction Survey prepared by ETC Inc. and the 2013 survey instrument completed by the City. This information shows the change in level of satisfaction between 2008 and 2013.

Overall Satisfaction with Various City Services Roeland Park 2013 vs 2008

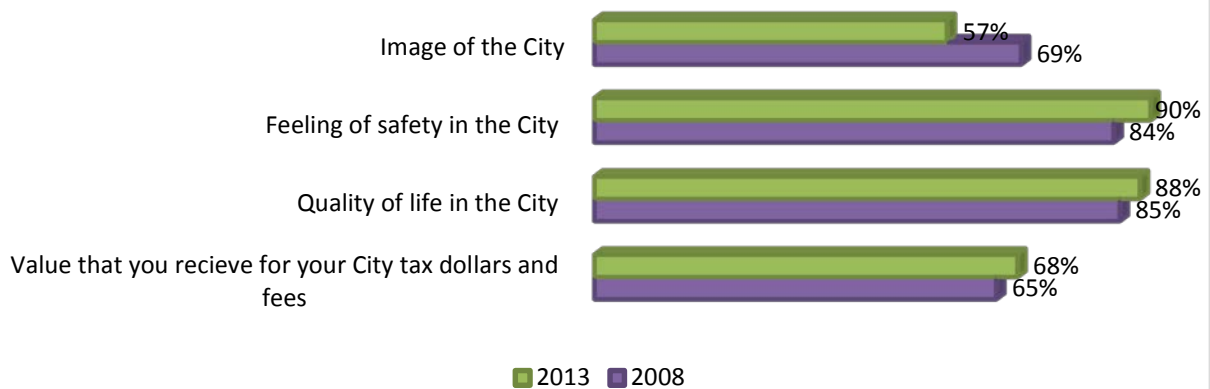


Overall Satisfaction with the Community Roeland Park 2013 vs 2008

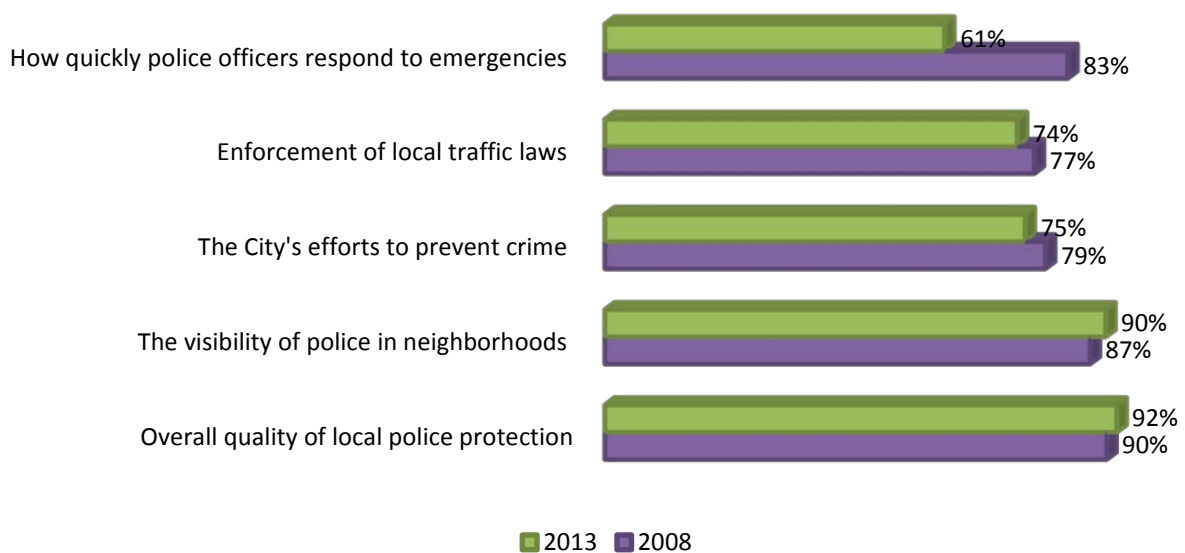


SECTION 2: COMPARISON 2013 VS 2008

Satisfaction with Issues that Influence Perceptions of the City Roeland Park 2013 vs 2008

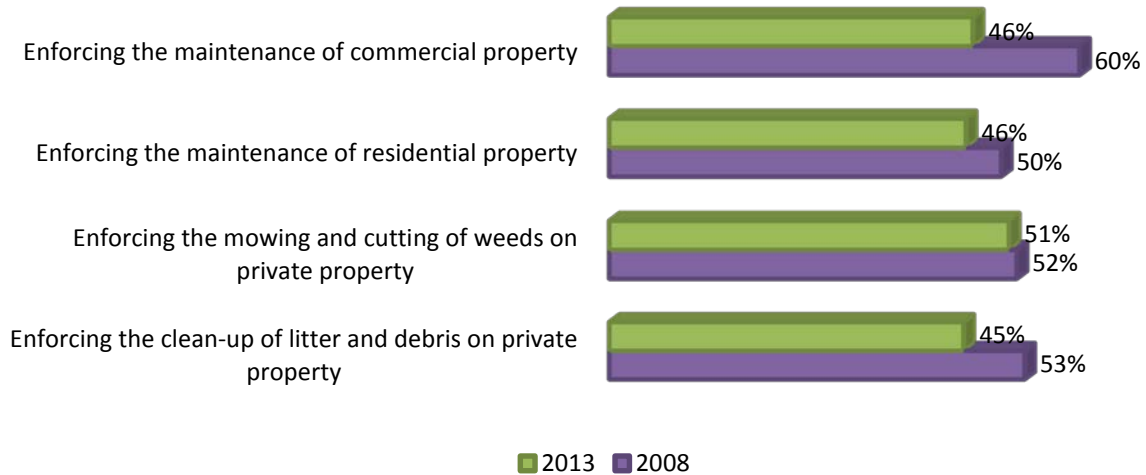


Overall Satisfaction with Police Services Roeland Park 2013 vs 2008

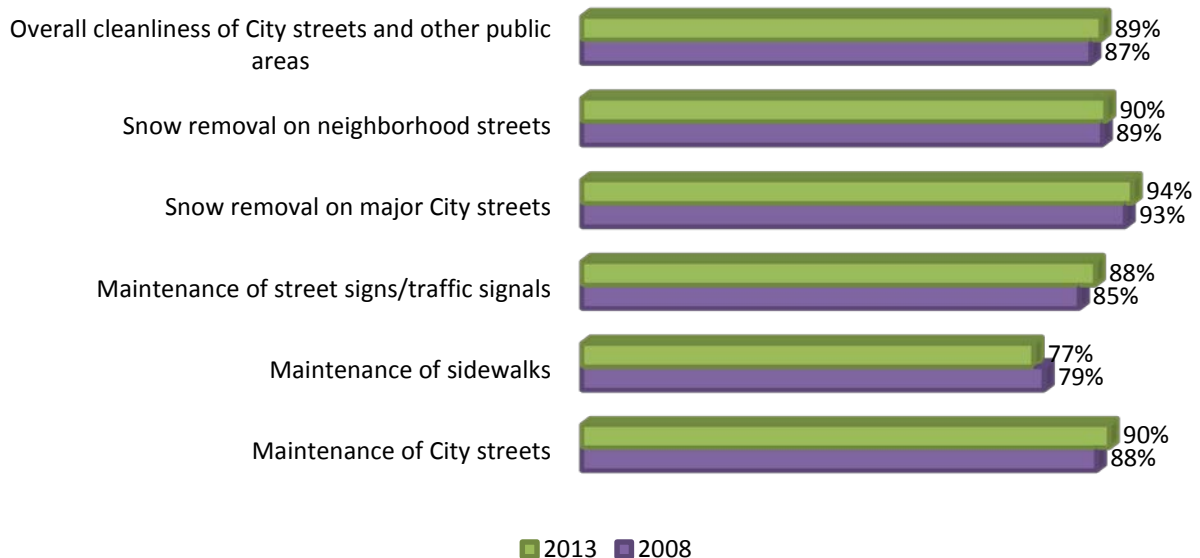


SECTION 2: COMPARISON 2013 VS 2008

Overall Satisfaction with Code Enforcement Roeland Park 2013 vs 2008

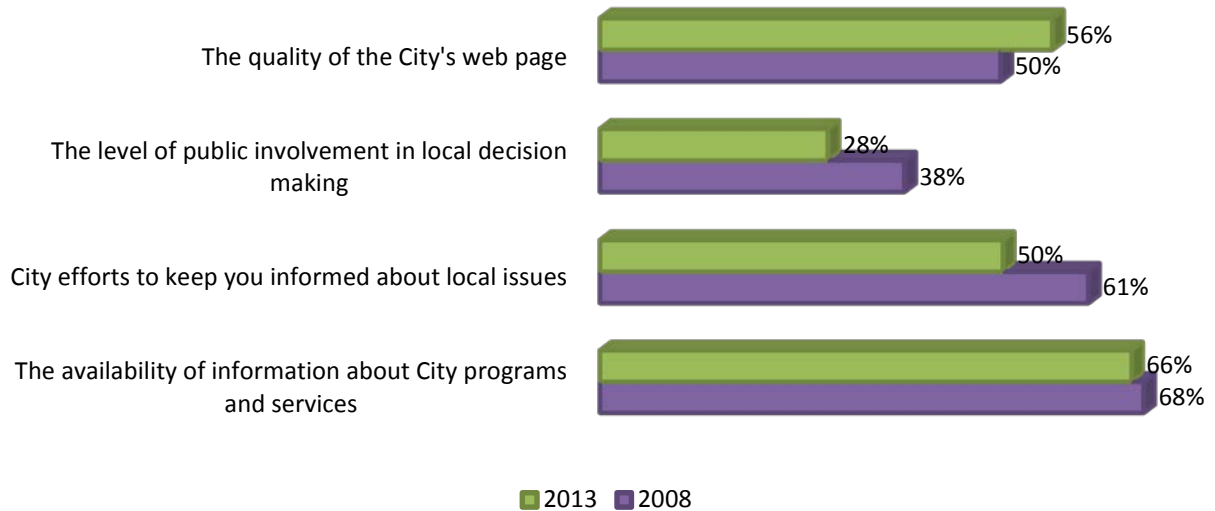


Overall Satisfaction with City Maintenance Roeland Park 2013 vs 2008



SECTION 2: COMPARISON 2013 VS 2008

Overall Satisfaction with Communication Roeland Park 2013 vs 2008



SECTION 3: IMPORTANCE - SATISFACTION ANALYSIS

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

Methodology

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 emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that 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 knows"=). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. $[I-S = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation. Respondents were asked to identify the major categories of City services they thought were most important for the City to emphasize over the next two years. Forty-five percent (45%) ranked the *maintenance of City buildings and facilities* as the most important service for the City to provide.

With regard to satisfaction, the *maintenance of City buildings and facilities* was ranked second overall with 84% rating the *maintenance of City buildings and facilities* as a "4" or a "5" on a 5-point scale excluding "Don't know" responses. The I-S rating for the *maintenance of City 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, 45% was multiplied by 16% (1-0.84). This calculation yielded an I-S rating of 0.0720, which was ranked sixth out of the 8 major service categories accessed on the survey.

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

SECTION 3: IMPORTANCE - SATISFACTION ANALYSIS

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

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from .10 to .20 identify service areas that should receive increased emphasis.

Ratings less than .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 Roeland Park are provided on the following page.

SECTION 3: IMPORTANCE - SATISFACTION ANALYSIS

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 over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.'

Overall

	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating
<u>Very High Priority (IS > .20)</u>					
Maintenance of city streets, buildings and facilities	77%	1	71%	3	0.2246
<u>High Priority (IS .10-.20)</u>					
Quality of Police Services	62%	2	69%	4	0.1917
Enforcement of city codes and ordinances	32%	5	52%	7	0.1527
<u>Medium Priority (IS < .10)</u>					
Effectiveness of city communication with public	23%	6	58%	5	0.0981
Quality of customer service from city employees	55%	3	85%	2	0.0819
Quality of city parks and rec programs	14%	7	56%	6	0.0615
Quality of city's stormwater/runoff management	38%	4	90%	1	0.0378

Public Safety

	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating
<u>High Priority (IS .10-.20)</u>					
How quickly the police respond to emergencies	38%	4	61%	6	0.1484
City's effort to prevent crime	57%	3	75%	3	0.1432
<u>Medium Priority (IS < .10)</u>					
Adequacy of City street lighting	30%	5	71%	5	0.0884
Northeast Johnson County Animal Control	16%	7	49%	7	0.0820
Visibility of police in neighborhoods	58%	2	90%	2	0.0583
Enforcement of local traffic laws	20%	6	74%	4	0.0528
Quality of local police protection	66%	1	92%	1	0.0524

SECTION 3: IMPORTANCE - SATISFACTION ANALYSIS

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 over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.'

Parks & Facilities

	Most Important %	Most Important Rank	Satisfaction%	Satisfaction Rank	Importance-Satisfaction Rating
<u>Very High Priority (IS > .20)</u>					
Number of walking and biking trails	63%	1	43%	6	0.3579
<u>High Priority (IS .10-.20)</u>					
Maintenance of City parks	60%	2	67%	1	0.1991
Overall appearance of City parks	51%	3	66%	2	0.1726
Quality of playground equipment	25%	5	49%	5	0.1278
City sponsored events	25%	5	51%	4	0.1229
Sculpture in public places	30%	4	63%	3	0.1101
Granada skate park	15%	7	30%	7	0.1051
<u>Medium Priority (IS < .10)</u>					
How close parks are to homes	15%	7	66%	2	0.0510

Community Investment

	Most Important %	Most Important Rank	Satisfaction%	Satisfaction Rank	Importance-Satisfaction Rating
<u>High Priority (IS .10-.25)</u>					
Purchase LED lighting for all street lights	31%	3	67%	4	0.1023
<u>Medium Priority (IS < .10)</u>					
Add attractive elements to major roadways	37%	2	74%	2	0.0962
Plant more trees on city property	47%	1	85%	1	0.0705
Add attractive elements to existing parks	25%	4	72%	3	0.0700
Acquire additional property for park development	13%	5	50%	5	0.0650

SECTION 3: IMPORTANCE - SATISFACTION ANALYSIS

IMPORTANCE-SATISFACTION MATRIX ANALYSIS.

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. This Importance-Satisfaction Matrix displays the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery.

The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- Continued Emphasis (above average importance and above average satisfaction). This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- Exceeding Expectations (below average importance and above average satisfaction). This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- Opportunities for Improvement (above average importance and below average satisfaction). This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- Less Important (below average importance and below average satisfaction). This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

SECTION 3: IMPORTANCE - SATISFACTION ANALYSIS

OVERALL

Exceeded Expectations – Lower Importance/Higher satisfaction

- Quality of city's stormwater/runoff management

Continued Emphasis - Higher Importance/Higher satisfaction

- Quality of customer service from city employees
- Maintenance of city streets, buildings and facilities

Less Important - Lower Importance/Lower satisfaction

- Enforcement of city codes and ordinances
- Effectiveness of city communication with public
- Quality of city parks and rec programs

Opportunities for Improvement – Higher Importance/Lower satisfaction

- Quality of Police Services

PUBLIC SAFETY

Exceeded Expectations – Lower Importance/Higher satisfaction

Continued Emphasis Higher Importance/Higher satisfaction

- Quality of local police protection
- Visibility of police in neighborhoods
- City's effort to prevent crime

Less Important - Lower Importance/Lower satisfaction

- How quickly the police respond to emergencies
- Adequacy of City street lighting
- Northeast Johnson County Animal Control
- Enforcement of local traffic laws

Opportunities for Improvement – Higher Importance/Lower satisfaction

SECTION 3: IMPORTANCE - SATISFACTION ANALYSIS

PARKS & FACILITIES

Exceeded Expectations – Lower Importance/Higher satisfaction

- How close parks are to homes
- Sculpture in public places

Continued Emphasis Higher Importance/Higher satisfaction

- Maintenance of City parks
- Overall appearance of City parks

Less Important - Lower Importance/Lower satisfaction

- Quality of playground equipment
- City sponsored events
- Granada skate park

Opportunities for Improvement – Higher Importance/Lower satisfaction

- Number of walking and biking trails
- Number of City parks

COMMUNITY INVESTMENT

Exceeded Expectations – Lower Importance/Higher satisfaction

- Add attractive elements to major roadways

Continued Emphasis Higher Importance/Higher satisfaction

- Plant more trees on city property
- Add attractive elements to existing parks

Less Important - Lower Importance/Lower satisfaction

- Acquire additional property for park development

Opportunities for Improvement – Higher Importance/Lower satisfaction

- Purchase LED lighting for all street lights

SECTION 4: TABULAR DATA

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Roeland Park:
(N=359)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
Quality of police services	3%	6%	15%	46%	24%	7%
Quality of city parks and recreation programs	7%	18%	17%	33%	23%	1%
Maintenance of city streets, buildings and facilities	2%	5%	14%	39%	32%	9%
Enforcement of city codes and ordinances	6%	13%	22%	36%	16%	7%
Quality of customer service you receive from city employees	0%	4%	10%	46%	39%	0%
Effectiveness of city communication with public	1%	11%	24%	40%	17%	6%
Quality of City's stormwater/runoff management	1%	1%	6%	38%	52%	3%

Q2. Rank from 1 to 3, THREE items that you think should receive the most attention from City officials over the next TWO years
(N=348)

Priority Items	Number of Votes		
	1st Choice	2nd Choice	3rd Choice
Quality of Police Services	32%	17%	13%
Quality of customer service from city employees	22%	13%	20%
Maintenance of city streets, buildings and facilities	18%	36%	23%
Quality of city's stormwater/runoff management	13%	12%	13%
Effectiveness of city communication with public	12%	5%	6%
Enforcement of city codes and ordinances	3%	14%	15%
Quality of city parks and rec programs	1%	4%	9%

SECTION 4: TABULAR DATA

Q3. Please rate Roeland Park with regard to each of the following:
(N=359)

	Poor	Below Average	Neutral	Good	Excellent	Don't Know
As a place to live	0%	2%	3%	49%	47%	0%
As a place to raise children	1%	3%	8%	41%	33%	14%
As a place to work	5%	11%	17%	19%	8%	39%
As a place where you would buy your next home	6%	11%	20%	34%	23%	6%
As a place to retire	7%	8%	18%	32%	24%	11%

Q4. Provide your overall perception of the following:
(N=359)

	Poor	Below Average	Neutral	Good	Excellent	No Opinion
Quality of services provided by the City	1%	2%	11%	58%	27%	2%
Value that you receive for your City tax dollars and fees	4%	9%	18%	48%	21%	1%
Quality of life in the City	1%	4%	7%	63%	25%	0%
Communication regarding redevelopment activity	20%	21%	21%	28%	5%	3%
Feeling of safety in the City	1%	1%	8%	49%	41%	0%
Condition of housing in your neighborhood	1%	9%	15%	55%	19%	0%
Image of the City	5%	19%	19%	47%	10%	0%

Public Safety Services

Q5. Please rate your satisfaction with the following PUBLIC SAFETY services provided by the City of Roeland Park
(N=353)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
Overall quality of local police protection	0%	1%	3%	42%	50%	5%
The visibility of police in neighborhoods	0%	3%	7%	45%	44%	1%
The City's efforts to prevent crime	0%	2%	11%	46%	29%	11%
Enforcement of local traffic laws	1%	7%	11%	47%	27%	7%
How quickly police officers respond to emergencies	1%	1%	8%	24%	37%	30%
The quality of Northeast Johnson County Animal Control	3%	6%	14%	31%	18%	28%
Adequacy of City street lighting	1%	10%	17%	49%	22%	1%

SECTION 4: TABULAR DATA

Q6. Rank from 1 to 3, THREE items that you think should receive the attention of City officials over the next TWO years.

(N=336)

	Number of Votes		
	1st Choice	2nd Choice	3rd Choice
Quality of local police protection	31%	16%	18%
City's effort to prevent crime	21%	24%	12%
Visibility of police in neighborhoods	15%	25%	19%
Enforcement of local traffic laws	7%	5%	8%
How quickly the police respond to emergencies	6%	11%	21%
Northeast Johnson County Animal Control	5%	5%	6%
Adequacy of City street lighting	1%	13%	17%

Parks and Recreation Usage

Q7. Have you used any of the following in the past twelve months?

(N=351)

	Yes	No
R Park (55th and Juniper)	39%	61%
Aquatic Center (49th and Rosewood)	32%	68%
Nall Park (47th and Nall Ave)	21%	79%
Community Center (49th and Rosewood)	45%	55%

Q8. If you answered no to question 7, regarding the Aquatic Center, why don't you use the Aquatic Center? (Mark all that apply)

(N=268)

Cost	10%
Lack of pool amenities	5%
Too crowded	6%
Hours of operation for open swim	6%
Other	36%
I don't enjoy swimming	37%

Responses to Other:

- age
- Allergic to chlorinated pool
- Bad location, old
- bad reports re water quality. would like water aerobics classes offered at several times.
- Busy with other activities
- can't swim
- Don't know anything about it.
- Don't know, we are old + lazy?
- Don't really swim
- equine activities
- great facility, just don't use
- Have membership to private club
- have pool where i live
- Have used it, it's just been over a year
- haven't gotten round to it.
- health problems, we can't go
- I don't swim
- i have pool
- I have a pool at Boulevard
- I have three kids who are very young.
- I just moved to Roeland Park during the winter months.
- I never think about it

SECTION 4: TABULAR DATA

- I only like indoor pools so we use Sylvester Powell Community
- I used to enjoy swimming, but I'm too old for that anymore.
- I want to but my schedule is busy too and it's hard to find time during open swim times.
- I work out at another (medical) facility inside - use pool in summer
- I would if it was free to residents
- I'm too old
- In the past I swam daily at the RPAC to train for triathlons. My current exercise routine, however, does not include swimming.
- insurance covers Sylvester Powell cost.
- it has lost its neighborhood feeling.
- Just haven't had time and isn't near my house
- Just too busy
- know nothing about it
- Lack of personal time to attend.
- Member at Woodside
- never think of it
- never thought about it
- No covered pool in summer.
- No desire
- No enforcement of rules
- no interest
- no reason
- no time
- No where to walk inside
- non residents/don't care for the people who go there we go to Fairway
- Not a priority in my life at this time.
- Not functional for small children with it so crowded.
- Not interested.
- Not sure
- only resident for 4 months
- over worked
- People from other areas who camp out at the pool in large family groups. They are not paying taxes in Roeland Park but benefit from our income. The pool has become a trash place.
- personal opportunity
- poor management
- Safety concern
- Seems very dirty, dingy and unappealing. Not competitive with the centers of nearby cities. Staff seemed disinterested and unprofessional. I think the center is dreadful and needs to be replaced, and the priorities need to be redirected to making it a cleaner, nicer place to enjoy. We simply pay the non-resident fee and go to PV because it is so much nicer.
- showers are bad
- Swim at gym
- Swimming is not a priority in my life.
- to fat
- too busy
- too old to swim
- transportation and health
- Use friend's personal pool
- water temperature
- water too cold

Q9. If you answer yes to question 7, regarding the Aquatic Center, please rate your satisfaction with the following services of the Roeland Park Aquatics Center
(N=113)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
Overall condition of the pool	2%	7%	12%	50%	28%	2%
Pool equipment and features	2%	11%	16%	42%	27%	4%
Designated events (senior's night, etc)	1%	7%	25%	18%	5%	44%
Overall experience at the pool	1%	9%	11%	51%	27%	2%

Q10. If you answer yes to question 7, regarding the Aquatic Center, how often do you or members of your family visit the Roeland Park Aquatic Center?

(N=108)

Less than Once a Month	0%	Once a Week	13%
Once a Month	46%	2-3 Times a Week	10%
2-3 Times a Month	15%	Daily	16%

SECTION 4: TABULAR DATA

Q11. If you answer yes to question 7, regarding the Community Center, please rate your satisfaction with the following about the Community Center:

(N=158)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
The overall condition	3%	18%	23%	42%	11%	3%
Services it provides	3%	9%	13%	47%	25%	4%
The workout facility	3%	11%	15%	25%	18%	29%
The ability to rent low-priced event space at the Center	0%	3%	17%	29%	17%	34%
Overall experience when visiting the Center	1%	8%	19%	45%	24%	3%

Q12. If you answer yes to question 7, regarding the Community Center, how often do you or members of your family visit the Community Center?

(N=158)

Less than Once a Month	52%
Once a Month	14%
2-3 Times a Month	7%
Once a Week	9%
2-3 Times a Week	13%
Daily	5%

Q13. If you answer yes to question 7, regarding the Community Center, what amenities have you used at the Community Center? (Mark all that apply)

(N= 265)

Child care	1%
Fitness room	25%
Parks and Rec Classes	22%
50+ program	16%
Room rental	11%
Other	21%
Neighbor's Place	5%

Other Responses:

- AARP tax preparation
- Attend activities
- City Meetings
- City Mtgs, Events
- City Programs
- Committee Meetings
- Community Meetings
- CSA
- CSA pickup - Rolling Prairie
- Didn't know about many of these
- Elves day out
- Exercise
- Farmer's Co-Op
- Festivals
- Income Tax preparation
- karate classes
- other special events
- Pearl Harbor Day
- Special events
- Town Hall meetings
- Voting

SECTION 4: TABULAR DATA

Q14. If you answer no to question 7, regarding the Community Center, Why don't you use the Community Center?

(N=232)

Lack of programs	13%
I use another community center	15%
Hours of Operation	10%
Didn't know we have community center	5%
Quality of Facilities	18%
Other	40%

Other Responses:

- Age
- Apathy
- Appreciate that it is there but no opportunity as yet
- Busy work hours
- Don't feel a need to (adequate opportunities outside of the community center)
- Don't have a need for it right now.
- Don't like the riff-raff from other cities who overrun the facilities that our tax dollars pay to provide.
- Don't need it
- Equine activities
- Expensive to hire
- Fitness membership somewhere else
- Forget it is there
- Have our own workout equipment at home
- Have used in the past
- Hours of programs are not conducive with my schedule
- I don't have a use for a community center
- I generally prefer to workout outside.
- I use a gym who has more equipment and more hours.
- I'm not aware of any programs geared towards me.
- Inconvenient location
- Just too busy
- Lack of interest on my part
- Lack of motivation
- Lack of personal time to attend.
- Life is busy, no time
- Location
- Many other alternatives
- Member at Woodside
- My age
- New resident
- No desire
- No good reason. Just my personality.
- No interest
- no interest in programs
- no interest in programs, esp in winter
- No need for services offered
- No reason
- No time
- Not a service our young family needs
- Not aware of programs at the community center
- Not close enough
- Only been a resident 4 months
- Only used 50+ years ago
- Over worked
- Personal opportunity
- Program not of interest to me
- Sly Powell 10 times better
- Sylvester Powell Ctr
- There is nothing offered that I need there.
- Too busy
- Too far
- Transportation & Health
- Transportation problems
- Use of other kids activities elsewhere, gym, school programs etc.
- We don't use any community centers.

SECTION 4: TABULAR DATA

Parks and Facilities Satisfaction

Q15. Please rate your satisfaction with PARKS AND FACILITIES issues.

(N=350)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
Maintenance of City parks	1%	5%	16%	54%	13%	11%
Overall appearance of City parks	1%	8%	15%	52%	14%	9%
Quality of playground equipment	1%	6%	17%	40%	9%	27%
How close neighborhood parks are to your home	1%	8%	17%	41%	24%	8%
Number of sidewalks, walking and biking trails	4%	23%	24%	32%	11%	6%
City-sponsored special events like the Tree Lighting or Fireworks	3%	4%	21%	35%	16%	21%
Sculpture in public places (Art in R Park)	8%	7%	17%	29%	34%	6%
Granada Skate Park	8%	7%	24%	18%	12%	32%

Q16. Rank from 1 to 3, THREE items that you think should receive the attention from City officials over the next TWO years.

(N=323)

	1st Choice	2nd Choice	3rd Choice
Number of walking and biking trails	30%	21%	12%
Maintenance of City parks	19%	20%	21%
Overall appearance of City parks	18%	16%	17%
Sculpture in public places	8%	9%	13%
Quality of playground equipment	6%	10%	9%
City sponsored events	6%	10%	9%
Granada skate park	5%	3%	7%
Number of City parks	4%	7%	5%
How close parks are to homes	4%	5%	6%

Codes Enforcement Satisfaction

Q17 Please rate your satisfaction with the following:

(N=347)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
Enforcing the clean-up of litter and debris on private property	7%	18%	19%	34%	11%	11%
Enforcing the mowing and cutting of weeds on private property	5%	13%	21%	40%	11%	10%
Enforcing the maintenance of residential property	8%	16%	22%	37%	8%	8%
Enforcing the maintenance of commercial property	3%	11%	25%	39%	8%	14%
Snow removal on sidewalks	10%	14%	27%	26%	8%	15%

SECTION 4: TABULAR DATA

Public Works Satisfaction

Q18. Please rate your satisfaction with the following maintenance services provided by the City:

(N=347)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
Maintenance of City streets	0%	3%	6%	54%	36%	1%
Maintenance of sidewalks	1%	7%	10%	52%	25%	5%
Maintenance of street signs/traffic signals	2%	1%	8%	54%	34%	2%
Snow removal on major City streets	0%	1%	4%	34%	61%	1%
Snow removal on neighborhood streets	1%	3%	5%	40%	50%	2%
Overall cleanliness of City streets and other public areas	0%	4%	7%	49%	39%	1%
The City's fall leaf pick-up program	2%	2%	4%	15%	75%	2%

City Contact

Q19. Which of the following City department(s) have you contacted in the past twelve months? (You can select more than one)

(N=347)

City Hall	34%
Building/Code Enforcement	16%
Public Works	7%
Police	18%
Court Services	1%
None	24%

Q20. If you indicated that you contacted City Hall in the past twelve months in question 19. Please rate your satisfaction with the service you received:

(N=170)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
How easy the department was to contact	0%	2%	2%	44%	51%	1%
How courteously you were treated	0%	5%	4%	36%	56%	0%
Technical competence and knowledge of City employees who assisted you	1%	5%	8%	36%	49%	2%
Overall responsiveness of City employees to your request or concern	1%	5%	7%	36%	51%	1%

SECTION 4: TABULAR DATA

Q21. If you indicated that you contacted the Building/Code Enforcement Department in the past twelve months in question 19, please rate your satisfaction with the service you received:

(N=80)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
How easy the department was to contact	1%	5%	5%	40%	49%	0%
How courteously you were treated	4%	3%	6%	35%	51%	1%
Technical competence and knowledge of City employees who assisted you	4%	6%	8%	31%	48%	4%
Overall responsiveness of City employees to your request or concern	10%	11%	4%	31%	44%	0%

Q22. If you indicated that you contacted the Public Works Department in the past twelve months in question 19, please rate your satisfaction with the service you received:

(N=37)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
How easy the department was to contact	0%	3%	0%	41%	57%	0%
How courteously you were treated	3%	0%	8%	24%	62%	3%
Technical competence and knowledge of City employees who assisted you	3%	3%	14%	16%	62%	3%
Overall responsiveness of City employees to your request or concern	5%	3%	11%	19%	62%	0%

Q23. If you indicated that you contacted the Police Department in the past twelve months in question 19, please rate your satisfaction with the service you received:

(N=88)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
How easy the department was to contact	1%	6%	1%	23%	69%	0%
How courteously you were treated	0%	2%	1%	23%	73%	1%
Technical competence and knowledge of City employees who assisted you	0%	1%	2%	23%	70%	3%
Overall responsiveness of City employees to your request or concern	1%	3%	3%	23%	68%	1%

Q24. If you indicated that you contacted the Municipal Court in the past twelve months in question 19, please rate your satisfaction with the service you received:

(N=6)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
How easy the department was to contact	0%	0%	0%	40%	60%	0%
How courteously you were treated	0%	0%	17%	33%	50%	0%
Technical competence and knowledge of City employees who assisted you	0%	17%	17%	33%	33%	0%
Overall responsiveness of City employees to your request or concern	0%	0%	0%	50%	50%	0%

Communication Satisfaction

SECTION 4: TABULAR DATA

Q25. Please rate your satisfaction with the following aspects of communication provided by the City of Roeland Park:
(N=334)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
The availability of information about City programs and services	3%	10%	17%	52%	15%	4%
City efforts to keep you informed about local issues	10%	20%	18%	34%	16%	2%
The level of public involvement in local decision making	16%	25%	22%	23%	6%	7%
The quality of the City's web page	4%	9%	22%	44%	13%	9%
The content of the City's newsletter	3%	5%	17%	51%	20%	3%
The quantity and content of recorded calls from the Mayor or city staff	7%	7%	22%	26%	10%	28%

Q26. From what source(s) would you prefer to receive information about the City? (Check all that apply.)

(N=345)

Other	4%
Phone	11%
Newspaper	17%
Ward meetings	19%
Town hall meetings	27%
Direct mail	34%
Emails from elected officials	39%
City email	46%
City website	49%
City newsletter	64%

Other Responses:

- Church Bulletins
- City Administrator
- Facebook
- Newspaper
- Postcards/flyers on the doors of the people who will be directly affected
- Neighbors
- Text or calls to cell phones when power is out. It does no good to get emails about places to go for warmth when I can't check my email because the power's out.

SECTION 4: TABULAR DATA

Sustainability

Q27. To provide easier access to parts of Roeland Park, with healthy, environmentally friendly alternatives to driving, the City would like to improve the "connectivity" of our neighborhoods, by making it easier to walk, bike or take a bus to other areas of the City. For each of the issues listed, please indicate your level of agreement:
(N=345)

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	No Opinion
The City should build a network of sidewalks and trails, that link neighborhoods with recreational, cultural, and business centers.	7%	10%	15%	29%	36%	4%
Major streets should be upgraded to include sidewalks.	6%	10%	14%	31%	38%	2%
Major streets should be improved to include bike lanes and trails should include bike routes	9%	15%	21%	24%	26%	5%
The City should coordinate with area agencies to increase transit options.	3%	6%	17%	33%	34%	6%

Q28. For each of the issues listed, please indicate your level of agreement:
(N=345)

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	No Opinion
The City should adopt "green" building codes in all new development.	8%	12%	21%	30%	27%	3%
The City should provide public education programs to raise awareness and understanding of sustainability.	7%	10%	22%	36%	21%	3%
The City should research green and sustainable initiatives	7%	10%	18%	36%	27%	3%

Q29. Please rate your satisfaction with the following:
(N=346)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Use
Residential trash collection services	1%	0%	2%	27%	70%	0%
Residential curbside recycling services	2%	1%	4%	25%	65%	5%
Residential bulky/brush waste collection	1%	2%	6%	29%	57%	4%

Q30. If you selected don't use in question 29, regarding trash collection services, how do you dispose of your trash?

- No Comments

SECTION 4: TABULAR DATA

Q31. If you selected don't use in question 29, regarding curbside recycling services, why don't you use curbside recycling?

- Never got around to requesting a bin, and I do my best to keep my trash in general to a minimum.
- another added expense to low income.
- We don't have enough to justify the cost.
- not enough to discard
- I prefer to do it myself.....for free
- too old & too lazy
- see no benefit
- extra time and space needed
- If recycling was viable I would be paid for it. Having the cost buried in the trash collection fee is deceptive that it is viable.
- Haven't got around to getting recycle bin yet
- please explain - did not know about c.r.

Community Investment

Q32. Please indicate how supportive you would be of each of the following community investment areas:
(N=342)

	Very Supportive	Somewhat Supportive	Not Supportive	Not Sure
Add attractive elements to major roadways (Roe Blvd., Mission Rd., County Line Rd.) like landscaping, decorative lighting, sidewalks, etc.	33%	42%	20%	6%
Add attractive elements to existing parks	29%	42%	21%	7%
Plant more trees on City property and preserve existing "green space".	47%	38%	9%	6%
Acquire additional property for park development.	23%	28%	39%	11%
Purchase LED lighting for all street lights	32%	35%	17%	16%

Q33. Rank your top TWO community investment items that you think the city should pursue.
(N=392)

	Number of Votes	
	1st Choice	2nd Choice
Add attractive elements to major roadways	24%	13%
Plant more trees on city property	21%	26%
Purchase LED lighting for all street lights	17%	14%
Add attractive elements to existing parks	12%	13%
Acquire additional property for park development	6%	7%

Budget - Property Tax

The following questions will help the City Council prepare the 2014 Budget.

Q34. What percentage of your total property tax bill comes back to Roeland Park? (Give it your best guess)

1-20%	176
21-40%	85
41-60%	32
61-80%	21
80-100%	8

Answer to Question 34: 19% of your total property tax bill comes to Roeland Park.

SECTION 4: TABULAR DATA

Q35. How much do you think the following amenities or services cost the average homeowner per year in Roeland Park?(Give us your estimate in dollars and base your guess on a single family residential property valued at \$140,000) Answers are estimated using the 2013 budget. Write your answer in Dollars below

	Actual	\$1 - \$20	\$21 - \$40	\$41 - \$60	\$61 - \$80	\$80 - \$100	\$200 - \$300	\$300 - \$400	\$400 - \$500	\$500 - \$600
Amenities-----										
Community Center	\$-	75	44	33	17	20	18	4	2	0
Pool Feature - Spray Park	\$15	96	39	26	13	18	14	5	0	0
R Park - Basketball/Tennis Court	\$24	141	31	16	6	6	9	0	0	0
R Park - Picnic Shelter and Restrooms	\$12	138	36	14	7	6	9	1	0	0
R Park - Concrete Sidewalks/Walking Trail	\$11	124	31	14	8	12	11	2	0	0
Services -----										
Administrative Services	\$93	49	28	25	16	12	19	10	6	2
Phone Notification System	\$2	115	43	18	7	3	7	1	0	0
Residential Inspection Services	\$29	89	39	23	23	8	11	4	0	0
Permitting, Licensing, and Compliance	\$26	89	41	20	13	12	10	5	0	0
Police Protection and Investigation	\$430	27	15	29	14	24	33	22	17	3
Leaf Removal	\$21	62	36	29	14	19	17	6	3	1
Street Sweeping	\$14	76	44	19	8	14	14	1	1	0
Street Snow Removal	\$10	69	34	23	18	15	11	6	4	0
Annual In-House Street Maintenance	\$30	75	34	19	12	14	15	7	3	1
Parks Maintenance	\$6	81	38	20	17	13	18	2	2	0
Citywide Stormwater Utility Maintenance Fee	\$-	63	43	17	10	16	17	8	3	0
Court Services	\$39	82	33	26	11	11	14	9	1	0
Community Garden	\$-	136	21	14	12	6	2	1	0	0
HOME Program - City/County Repair Assistance for low-income qualified homeowners	\$1.25	101	27	21	15	11	7	2	1	0
Community Events	\$1.25	112	39	12	13	6	6	2	0	0
Utility Assistance - City/County Utility Assistance for low-income qualified homeowners	\$4	108	22	23	16	5	8	4	4	1

Q36. Please rank the items below in order of importance to you, with most important as #1 and least as #9

	Votes by Rank								
Choice	1st	2nd	3rd	4th	5th	6th	7th	8th	9th
Home program	4	16	25	25	26	29	18	13	8
Phone notification system	24	18	14	17	14	16	20	8	36
Community center	8	23	21	16	9	23	14	21	33
Pool features	16	19	35	13	25	22	9	26	14
Utility assistance	12	25	30	16	19	22	16	26	14
Public art	16	26	25	29	25	11	22	17	10
Community events	21	39	33	26	18	17	20	12	4
Park amenities	39	57	37	23	29	10	11	4	6
Leaf removal	142	26	31	10	9	4	3	3	1

SECTION 4: TABULAR DATA

Q37. Within our region, there are multiple police departments. Would you be supportive of evaluating whether combining or contracting this service would result in an overall reduction in cost and greater efficiency of the service for Roeland Park and surround communities?

Very Supportive	68
Supportive	95
Neutral	37
Not Supportive	129
Don't Know	16

Q38. Within our region, there are multiple municipal services. Would you be supportive of evaluating whether combining or contracting this service would result in an overall reduction in cost and greater efficiency of the service for Roeland Park and surround communities?

Very Supportive	74
Supportive	130
Neutral	49
Not Supportive	62
Don't Know	28

Q39. The following are, in broad terms, potential options for how to handle the tradeoff between taxes and service levels. Which of the options are you in favor of? (It is possible to be supportive of more than one option)

	Yes	No	No Opinion
Make smaller tax increase to maintain the level of services	239	58	15
Make slightly larger tax increase to improve services and/or amenities	130	156	15
Keep taxes the same and reduce services and amenities	87	198	24
Reduce taxes and make more significant reductions to services and amenities	42	245	12

Demographics

Q40. What is your gender?	Number	Percent
Male	156	47%
Female	179	53%

Q41. What is your age?		
Under 25	2	1%
25 to 34	60	18%
35 to 44	50	15%
45 to 54	60	18%
55 to 64	82	25%
65+	78	23%

SECTION 4: TABULAR DATA

Q42. How many, counting yourself, in your household are:

___ Under age 5?	32	10%
___ Ages 5-9?	19	6%
___ Ages 10-14?	11	3%
___ Ages 15-19?	15	5%
___ Ages 20-24?	13	4%
___ Ages 25-34?	36	11%
___ Ages 35-44?	34	10%
___ Ages 45-54?	52	16%
___ Ages 55-64?	66	20%
___ Ages 65-74?	34	10%
___ Ages 75?	20	6%

Q43. Do you happen to know which ward do you live?

Ward 1	44	13%
Ward 2	45	14%
Ward 3	85	26%
Ward 4	68	20%
Don't Know	90	27%

Q44. Do you happen to know who your ward representatives?

Becky Fast / Betsy Mellor	35	10%
Jennifer Gunby / Robert Meyers Jr.	36	11%
Megan England / Mark Kohles	121	36%
Bill Art / Marek Gliniecki	61	18%
Don't Know	85	25%

Q45. Approximately how many years have you lived in the City of Roeland Park?

Less than 1 year	17	5%
1-20	185	54%
21-40	81	24%
41-60	57	17%

Q46. Do you own or rent your current residence?

Own	323	95%
Rent	17	5%

Q47. What was the last level of schooling you completed?

Less than high school graduate	2	1%
High school graduate	18	5%
Some college	61	18%
Currently a college student	3	1%
College graduate	128	38%
Post college degree	128	38%

SECTION 4: TABULAR DATA

Q48. What best describes your employment status...

Working full time	222	65%
Working part time	21	6%
Not employed	4	1%
Homemaker	9	3%
Student	1	0%
Retired	80	24%
Other	3	1%
<ul style="list-style-type: none">• Student & working• Self• Semi-retired; work as consulting engineer part time.		

Q49. Do you belong to any organizations, like a church, neighborhood group, or the like?

Yes	208	62%
No	127	38%

Q50. Would you say your total annual household income is:

Under \$20,000	5	2%
\$20,000 to \$34,999	37	12%
\$35,000 to \$44,999	21	7%
\$45,000 to \$59,999	51	17%
\$60,000 to \$79,999	69	22%
\$80,000 to \$99,999	46	15%
\$100,000 to \$124,999	46	15%
\$125,000 or more	33	11%

SECTION 5: SURVEY INSTRUMENT



Thank you for taking the time to invest in the future of the City of Roeland Park by completing this survey. We in Roeland Park highly value the input from our citizens. The survey should take about 15-20 minutes. If now is a bad time to complete the survey you can return to complete at a later date. (Survey expires March 3rd at midnight) On the postcard inviting you to take this survey, you should have found a code. Please enter that number below and it will take you to the survey. This code is used to help ensure that only one survey is complete for each household and only by Roeland Park residents. Individual results will be kept confidential.

If you lost your code, please contact City Hall at 913-722-2600 or email kbohon@roelandpark.org. We'll be able to respond with your code during office hours: 8 am - 5 pm.

Please double check to make sure you enter your code correctly. Any incorrect entries will not be used.

Code: _____

SECTION 5: SURVEY INSTRUMENT

1. Please rate your overall satisfaction with major categories of services provided by the City of Roeland Park:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
Quality of police services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of city parks and recreation programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of city streets, buildings and facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcement of city codes and ordinances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of customer service you receive from city employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectiveness of city communication with public	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of City's stormwater/ runoff management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Rank from 1 to 3, THREE items that you think should receive the most attention from City officials over the next TWO years.

Priority Items
<div> <input type="text"/> Quality of police services </div> <div> <input type="text"/> Quality of city parks and recreation programs </div> <div> <input type="text"/> Maintenance of city streets, buildings and facilities </div> <div> <input type="text"/> Enforcement of city codes and ordinances </div> <div> <input type="text"/> Quality of customer service you receive from city employees </div> <div> <input type="text"/> Effectiveness of city communication with public </div> <div> <input type="text"/> Quality of City's stormwater/runoff management </div>

SECTION 5: SURVEY INSTRUMENT

3. Please rate Roeland Park with regard to each of the following:

	Poor	Below Average	Neutral	Good	Excellent	Don't Know
As a place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a place to raise children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a place to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a place where you would buy your next home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a place to retire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Provide your overall perception of the following:

	Poor	Below Average	Neutral	Good	Excellent	No Opinion
Quality of services provided by the City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value that you receive for your City tax dollars and fees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of life in the City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication regarding redevelopment activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling of safety in the City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of housing in your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Image of the City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 5: SURVEY INSTRUMENT

Public Safety Services

5. Please rate your satisfaction with the following PUBLIC SAFETY services provided by the City of Roeland Park:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
Overall quality of local police protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The visibility of police in neighborhoods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The City's efforts to prevent crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcement of local traffic laws	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How quickly police officers respond to emergencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of Northeast Johnson County Animal Control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequacy of City street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Rank from 1 to 3, THREE items that you think should receive the attention of City officials over the next TWO years.

Priority Items
<div> <input type="text"/> Overall quality of local police protection </div> <div> <input type="text"/> The visibility of police in neighborhoods </div> <div> <input type="text"/> The City's efforts to prevent crime </div> <div> <input type="text"/> Enforcement of local traffic laws </div> <div> <input type="text"/> How quickly police officers respond to emergencies </div> <div> <input type="text"/> The quality of Northeast Johnson County Animal Control </div> <div> <input type="text"/> Adequacy of City street lighting </div>

SECTION 5: SURVEY INSTRUMENT

Parks and Recreation Usage

7. Have you used any of the following in the past twelve months?

	Yes	No
R Park (55th and Juniper)	<input type="radio"/>	<input type="radio"/>
Aquatic Center (49th and Rosewood)	<input type="radio"/>	<input type="radio"/>
Nall Park (47th and Nall Ave)	<input type="radio"/>	<input type="radio"/>
Community Center (49th and Rosewood)	<input type="radio"/>	<input type="radio"/>

8. If you answered no to question 7, regarding the Aquatic Center, why don't you use the Aquatic Center? (Mark all that apply)

- ☐ Cost

☐ Hours of operation for open swim

☐ Lack of pool amenities

☐ Other _____

☐ Too crowded

☐ I don't enjoy swimming

9. If you answer yes to question 7, regarding the Aquatic Center, please rate your satisfaction with the following services of the Roeland Park Aquatics Center

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
Overall condition of the pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pool equipment and features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Designated events (senior's night, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall experience at the pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. If you answer yes to question 7, regarding the Aquatic Center, how often do you or members of your family visit the Roeland Park Aquatic Center?

- ☐ Less than Once a Month
- ☐ Once a Month
- ☐ 2-3 Times a Month
- ☐ Once a Week
- ☐ 2-3 Times a Week
- ☐ Daily

SECTION 5: SURVEY INSTRUMENT

11. If you answer yes to question 7, regarding the Community Center, please rate your satisfaction with the following about the Community Center:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know
The overall condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services it provides	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The workout facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability to rent low-priced event space at the Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall experience when visiting the Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. If you answer yes to question 7, regarding the Community Center, how often do you or members of your family visit the Community Center?

- ☐ Less than Once a Month
 ☐ Once a Week
☐ Once a Month
 ☐ 2-3 Times a Week
☐ 2-3 Times a Month
 ☐ Daily

13. If you answer yes to question 7, regarding the Community Center, what amenities have you used at the Community Center? (Mark all that apply)

- ☐ Child care
 ☐ Room rental
☐ Fitness room
 ☐ Other _____
☐ Parks and Rec Classes
 ☐ Neighbor's Place
☐ 50+ program

14. If you answer no to question 7, regarding the Community Center, Why don't you use the Community Center?

- ☐ Lack of programs
☐ I use another community center
☐ Hours of Operation
☐ Didn't know we have a community center
☐ Quality of Facilities
☐ Other _____

SECTION 5: SURVEY INSTRUMENT

Parks and Facilities Satisfaction

15. Please rate your satisfaction with PARKS AND FACILITIES issues.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
Maintenance of City parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall appearance of City parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of playground equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How close neighborhood parks are to your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of sidewalks, walking and biking trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City-sponsored special events like the Tree Lighting or Fireworks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sculpture in public places (Art in R Park)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Granada Skate Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Rank from 1 to 3, THREE items that you think should receive the attention from City officials over the next TWO years.

Priority Items
_____ Maintenance of City parks
_____ Overall appearance of City parks
_____ Number of City parks
_____ Quality of playground equipment
_____ How close neighborhood parks are to homes
_____ Number of walking and biking trails
_____ City-sponsored special events like the Tree Lighting or Fireworks
_____ Sculpture in public places (Art in R Park)
_____ Granada Skate Park

SECTION 5: SURVEY INSTRUMENT

Codes Enforcement Satisfaction

17. Please rate your satisfaction with the following:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
Enforcing the clean-up of litter and debris on private property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcing the mowing and cutting of weeds on private property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcing the maintenance of residential property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcing the maintenance of commercial property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow removal on sidewalks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Public Works Satisfaction

18. Please rate your satisfaction with the following maintenance services provided by the City:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
Maintenance of City streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of sidewalks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of street signs/traffic signals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow removal on major City streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow removal on neighborhood streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall cleanliness of City streets and other public areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The City's fall leaf pick-up program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

City Contact

19. Which of the following City department(s) have you contacted in the past twelve months? (You can select more than one)

- | | |
|--|---|
| <input type="checkbox"/> City Hall | <input type="checkbox"/> Police |
| <input type="checkbox"/> Building/Code Enforcement | <input type="checkbox"/> Court Services |
| <input type="checkbox"/> Public Works | <input type="checkbox"/> None |

SECTION 5: SURVEY INSTRUMENT

20. If you indicated that you contacted **City Hall** in the past twelve months in question 19. Please rate your satisfaction with the service you received:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
How easy the department was to contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How courteously you were treated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical competence and knowledge of City employees who assisted you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall responsiveness of City employees to your request or concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. If you indicated that you contacted the **Building/Code Enforcement Department** in the past twelve months in question 19, please rate your satisfaction with the service you received:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
How easy the department was to contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How courteously you were treated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical competence and knowledge of City employees who assisted you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall responsiveness of City employees to your request or concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 5: SURVEY INSTRUMENT

22. If you indicated that you contacted the **Public Works Department** in the past twelve months in question 19, please rate your satisfaction with the service you received:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
How easy the department was to contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How courteously you were treated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical competence and knowledge of City employees who assisted you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall responsiveness of City employees to your request or concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. If you indicated that you contacted the **Police Department** in the past twelve months in question 19, please rate your satisfaction with the service you received:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
How easy the department was to contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How courteously you were treated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical competence and knowledge of City employees who assisted you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall responsiveness of City employees to your request or concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 5: SURVEY INSTRUMENT

24. If you indicated that you contacted the **Municipal Court** in the past twelve months in question 19, please rate your satisfaction with the service you received:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
How easy the department was to contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How courteously you were treated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical competence and knowledge of City employees who assisted you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall responsiveness of City employees to your request or concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Communication Satisfaction

25. Please rate your satisfaction with the following aspects of communication provided by the City of Roeland Park:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
The availability of information about City programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City efforts to keep you informed about local issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The level of public involvement in local decision making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the City's web page	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The content of the City's newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quantity and content of recorded calls from the Mayor or city staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 5: SURVEY INSTRUMENT

26. From what source(s) would you prefer to receive information about the City? (Check all that apply.)

- | | |
|--|---|
| <input type="checkbox"/> Newspaper | <input type="checkbox"/> Town hall meetings |
| <input type="checkbox"/> City newsletter | <input type="checkbox"/> Direct mail |
| <input type="checkbox"/> Emails from elected officials | <input type="checkbox"/> Ward meetings |
| <input type="checkbox"/> Phone | <input type="checkbox"/> City email |
| <input type="checkbox"/> City website | <input type="checkbox"/> Other _____ |

Sustainability

27. To provide easier access to parts of Roeland Park, with healthy, environmentally friendly alternatives to driving, the City would like to improve the "connectivity" of our neighborhoods, by making it easier to walk, bike or take a bus to other areas of the City. For each of the issues listed, please indicate your level of agreement:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	No Opinion
The City should build a network of sidewalks and trails, that link neighborhoods with recreational, cultural, and business centers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Major streets should be upgraded to include sidewalks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Major streets should be improved to include bike lanes and trails should include bike routes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The City should coordinate with area agencies to increase transit options.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 5: SURVEY INSTRUMENT

28. For each of the issues listed, please indicate your level of agreement:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	No Opinion
The City should adopt "green" building codes in all new development.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The City should provide public education programs to raise awareness and understanding of sustainability.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The City should research green and sustainable initiatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. Please rate your satisfaction with the following:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Use
Residential trash collection services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residential curbside recycling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residential bulky/brush waste collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. If you selected don't use in question 29, regarding trash collection services, how do you dispose of your trash?

31. If you selected don't use in question 29, regarding curbside recycling services, why don't you use curbside recycling? _____

SECTION 5: SURVEY INSTRUMENT

Community Investment

32. Please indicate how supportive you would be of each of the following community investment areas:

	Very Supportive	Somewhat Supportive	Not Supportive	Not Sure
Add attractive elements to major roadways (Roe Blvd., Mission Rd., County Line Rd.) like landscaping, decorative lighting, sidewalks, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Add attractive elements to existing parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plant more trees on City property and preserve existing "green space".	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Acquire additional property for park development.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchase LED lighting for all street lights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

33. Rank your top TWO community investment items that you think the city should pursue.

Priority Items
____ Add attractive elements to major roadways (Roe Blvd., Mission Rd., County Line Rd.) like landscaping, decorative lighting, sidewalks, etc.
____ Add attractive elements to existing parks
____ Plant more trees on City property and preserve existing "green space".
____ Acquire additional property for park development.
____ Purchase LED lighting for all street lights

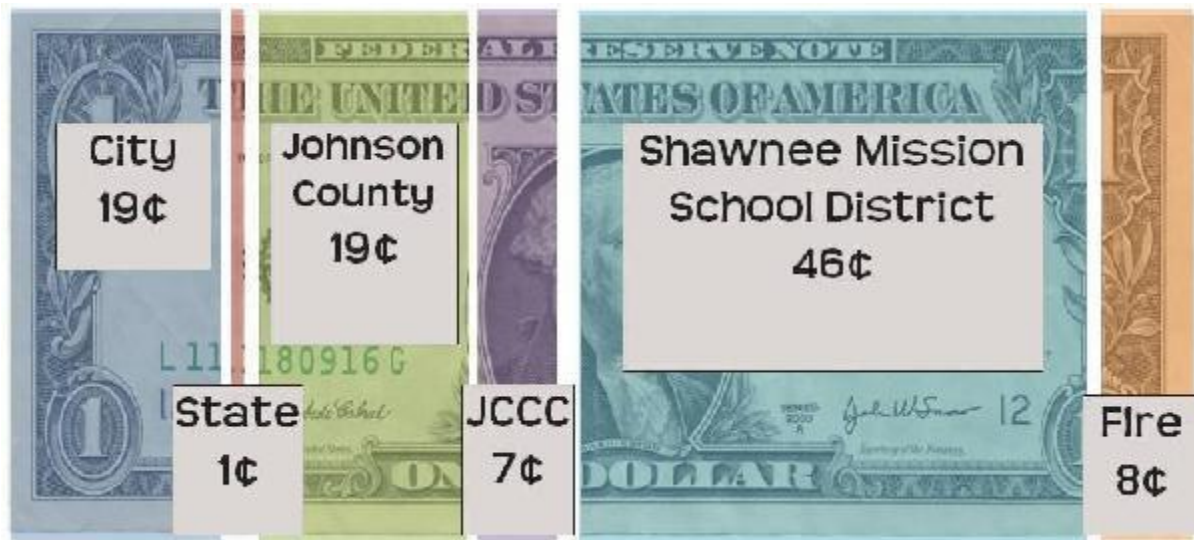
Budget - Property Tax

The following questions will help the City Council prepare the 2014 Budget.

34. What percentage of your total property tax bill comes back to Roeland Park? (Give it your best guess)
_____ %

Answer to Question 34: 19% of your total property tax bill comes to Roeland Park.

SECTION 5: SURVEY INSTRUMENT



35. How much do you think the following amenities or services cost the average homeowner per year in Roeland Park?(Give us your estimate in dollars and base your guess on a single family residential property valued at \$140,000) Answers are estimated using the 2013 budget. *Write your answer in Dollars below*

Amenities-----

- ____ Community Center
- ____ Pool Feature - Spray Park
- ____ R Park - Basketball/Tennis Court
- ____ R Park - Picnic Shelter and Restrooms
- ____ R Park - Concrete Sidewalks/Walking Trail

Services -----

- ____ Administrative Services
- ____ Phone Notification System
- ____ Residential Inspection Services
- ____ Permitting, Licensing, and Compliance
- ____ Police Protection and Investigation
- ____ Leaf Removal
- ____ Street Sweeping
- ____ Street Snow Removal
- ____ Annual In-House Street Maintenance
- ____ Parks Maintenance
- ____ Citywide Stormwater Utility Maintenance Fee
- ____ Court Services
- ____ Community Garden
- ____ HOME Program - City/County Repair Assistance for low-income qualified homeowners
- ____ Community Events
- ____ Utility Assistance - City/County Utility Assistance for low-income qualified homeowners

Answers to question 35 on next page.

SECTION 5: SURVEY INSTRUMENT

AMENITIES:

Community Center. The Roeland Park Community Center is currently paid with Sales Tax revenue, therefore there is no direct cost to a homeowner; however, if the City did not pay for the Community Center with Sales Tax the cost would be about \$32 per household.

Pool Feature - Spray Park. Bid Estimate = \$15 per household.

R Park - Basketball/Tennis Court. Bid Estimate = \$24 per household.

R Park - Picnic Shelter and Restroom. Bid Estimate = \$12 per household.

R Park - Concrete Sidewalk/Walking Trail. Bid Estimate = \$11 per household

SERVICES:

Administrative Services. Approximately \$93 per household

Phone Notification System. Approximately \$2 per household

Residential Inspection Services. Approximately \$29 per household

Permitting, Licensing & Compliance. Approximately \$26 per household

Police Protection & Investigation. Approximately \$430 per household

Leaf Removal Program. Approximately \$21 per household

Street Sweeping. Approximately \$14 per household

Street Snow Removal. Approximately \$10 per household

Annual In-House Street Maintenance. Approximately \$30 per household

Park Maintenance. Approximately \$6 per household

Citywide Stormwater Maintenance Utility Fee. Currently the City does not have a Citywide Stormwater Maintenance Utility Fee. While some residents are paying an assessment as part of a benefit district for construction of a stormwater project. There is no fee currently being assessed for the maintenance of stormwater drainage systems.

Court Services. Approximately \$39 per household; however, the Court Service Costs are offset by Court Revenues from tickets.

Community Garden. There is no charge to the residents of Roeland Park. For more information about this project, contact the City Hall.

HOME Program - City/County Repair Assistance for low-income qualified homeowners: Approximately \$1.25 per household provides \$5,000 in funding toward the program each year.

Community Events: Approximately \$1.25 per household

Utility Assistance - City/County Utility Assistance for low-income qualified individuals: Approximately \$4 per household provides \$15,000 in funding toward the program each year.

SECTION 5: SURVEY INSTRUMENT

36. Please rank the items below in order of importance to you, with most important as #1 and least as #9.

Most important
_____ Phone Notification System
_____ Leaf Removal
_____ Public Art
_____ HOME Program - City/County Assistance
_____ Community Center
_____ Pool Feature
_____ Park Amenities
_____ Utility Program - City/County Assistance
_____ Community Events

37. Within our region, there are multiple police departments. Would you be supportive of evaluating whether combining or contracting this service would result in an overall reduction in cost and greater efficiency of the service for Roeland Park and surround communities?

- ☐ Very Supportive
- ☐ Supportive
- ☐ Neutral
- ☐ Not Supportive
- ☐ Don't Know

38. Within our region, there are multiple municipal services. Would you be supportive of evaluating whether combining or contracting this service would result in an overall reduction in cost and greater efficiency of the service for Roeland Park and surround communities?

- ☐ Very Supportive
- ☐ Supportive
- ☐ Neutral
- ☐ Not Supportive
- ☐ Don't Know

39. The following are, in broad terms, potential options for how to handle the tradeoff between taxes and service levels. Which of the options are you in favor of? (It is possible to be supportive of more than one option)

	Yes	No	No Opinion
Make smaller tax increase to maintain the level of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make slightly larger tax increase to improve services and/or amenities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keep taxes the same and reduce services and amenities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduce taxes and make more significant reductions to services and amenities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 5: SURVEY INSTRUMENT

Demographics

40. What is your gender?
- ☐ Male
 - ☐ Female
41. What is your age?
- | | | |
|--------------------------------|--------------------------------|--------------------------------|
| <input type="radio"/> Under 25 | <input type="radio"/> 35 to 44 | <input type="radio"/> 55 to 64 |
| <input type="radio"/> 25 to 34 | <input type="radio"/> 45 to 54 | <input type="radio"/> 65+ |
42. How many, counting yourself, in your household are:
- | | | |
|-------------------|------------------|------------------|
| ____ Under age 5? | ____ Ages 20-24? | ____ Ages 55-64? |
| ____ Ages 5-9? | ____ Ages 25-34? | ____ Ages 65-74? |
| ____ Ages 10-14? | ____ Ages 35-44? | ____ Ages 75? |
| ____ Ages 15-19? | ____ Ages 45-54? | |
43. Do you happen to know which ward do you live?
- | | |
|------------------------------|----------------------------------|
| <input type="radio"/> Ward 1 | <input type="radio"/> Ward 4 |
| <input type="radio"/> Ward 2 | <input type="radio"/> Don't Know |
| <input type="radio"/> Ward 3 | |
44. Do you happen to know who your ward representatives?
- | | |
|--|--|
| <input type="radio"/> Becky Fast / Betsy Mellor | <input type="radio"/> Bill Art / Marek Gliniecki |
| <input type="radio"/> Jennifer Gunby / Robert Meyers Jr. | <input type="radio"/> Don't Know |
| <input type="radio"/> Megan England / Mark Kohles | |
45. Approximately how many years have you lived in the City of Roeland Park?
- ____ years; or
- ☐ Less than 1 year
46. Do you own or rent your current residence?
- ☐ Own
 - ☐ Rent
47. What was the last level of schooling you completed?
- | | |
|--|---|
| <input type="radio"/> Less than high school graduate | <input type="radio"/> Currently a college student |
| <input type="radio"/> High school graduate | <input type="radio"/> College graduate |
| <input type="radio"/> Some college | <input type="radio"/> Post college degree |
48. What best describes your employment status...
- | | |
|---|---|
| <input type="radio"/> Working full time | <input type="radio"/> Retired |
| <input type="radio"/> Working part time | <input type="radio"/> Other - please enter in box below |
| <input type="radio"/> Not employed | _____ |
| <input type="radio"/> Homemaker | |
| <input type="radio"/> Student | |
49. Do you belong to any organizations, like a church, neighborhood group, or the like?
- ☐ Yes
 - ☐ No
50. Would you say your total annual household income is:
- | | | |
|---|---|---|
| <input type="checkbox"/> Under \$20,000 | <input type="checkbox"/> \$45,000 to \$59,999 | <input type="checkbox"/> \$100,000 to \$124,999 |
| <input type="checkbox"/> \$20,000 to \$34,999 | <input type="checkbox"/> \$60,000 to \$79,999 | <input type="checkbox"/> \$125,000 or more |
| <input type="checkbox"/> \$35,000 to \$44,999 | <input type="checkbox"/> \$80,000 to \$99,999 | |

SECTION 5: SURVEY INSTRUMENT

Thank you for taking the survey. On this final page, we want to let you know that the Mayor and City Council are seeking members to serve on a number of City committees. If you are interested in applying, please contact Debra Mootz at City Hall (913-722-2600) and she will provide information on the committees as well as provide you with an application form.

Thank you again for completing the survey.