

## 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](mailto: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"/>					
Quality of city parks and recreation programs	<input type="radio"/>					
Maintenance of city streets, buildings and facilities	<input type="radio"/>					
Enforcement of city codes and ordinances	<input type="radio"/>					
Quality of customer service you receive from city employees	<input type="radio"/>					
Effectiveness of city communication with public	<input type="radio"/>					
Quality of City's stormwater/ runoff management	<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
_____ Quality of police services
_____ Quality of city parks and recreation programs
_____ Maintenance of city streets, buildings and facilities
_____ Enforcement of city codes and ordinances
_____ Quality of customer service you receive from city employees
_____ Effectiveness of city communication with public
_____ Quality of City's stormwater/runoff management

## 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"/>					
As a place to raise children	<input type="radio"/>					
As a place to work	<input type="radio"/>					
As a place where you would buy your next home	<input type="radio"/>					
As a place to retire	<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"/>					
Value that you receive for your City tax dollars and fees	<input type="radio"/>					
Quality of life in the City	<input type="radio"/>					
Communication regarding redevelopment activity	<input type="radio"/>					
Feeling of safety in the City	<input type="radio"/>					
Condition of housing in your neighborhood	<input type="radio"/>					
Image of the City	<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"/>					
The visibility of police in neighborhoods	<input type="radio"/>					
The City's efforts to prevent crime	<input type="radio"/>					
Enforcement of local traffic laws	<input type="radio"/>					
How quickly police officers respond to emergencies	<input type="radio"/>					
The quality of Northeast Johnson County Animal Control	<input type="radio"/>					
Adequacy of City street lighting	<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
_____ Overall quality of local police protection
_____ The visibility of police in neighborhoods
_____ The City's efforts to prevent crime
_____ Enforcement of local traffic laws
_____ How quickly police officers respond to emergencies
_____ The quality of Northeast Johnson County Animal Control
_____ Adequacy of City street lighting

## 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"/>					
Pool equipment and features	<input type="radio"/>					
Designated events (senior's night, etc)	<input type="radio"/>					
Overall experience at the pool	<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"/>					
Services it provides	<input type="radio"/>					
The workout facility	<input type="radio"/>					
The ability to rent low-priced event space at the Center	<input type="radio"/>					
Overall experience when visiting the Center	<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 Month
- 2-3 Times a Month
- Once a Week
- 2-3 Times a Week
- 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
- Fitness room
- Parks and Rec Classes
- 50+ program
- Room rental
- Other \_\_\_\_\_
- Neighbor's Place

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"/>					
Overall appearance of City parks	<input type="radio"/>					
Quality of playground equipment	<input type="radio"/>					
How close neighborhood parks are to your home	<input type="radio"/>					
Number of sidewalks, walking and biking trails	<input type="radio"/>					
City-sponsored special events like the Tree Lighting or Fireworks	<input type="radio"/>					
Sculpture in public places (Art in R Park)	<input type="radio"/>					
Granada Skate Park	<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"/>					
Enforcing the mowing and cutting of weeds on private property	<input type="radio"/>					
Enforcing the maintenance of residential property	<input type="radio"/>					
Enforcing the maintenance of commercial property	<input type="radio"/>					
Snow removal on sidewalks	<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"/>					
Maintenance of sidewalks	<input type="radio"/>					
Maintenance of street signs/traffic signals	<input type="radio"/>					
Snow removal on major City streets	<input type="radio"/>					
Snow removal on neighborhood streets	<input type="radio"/>					
Overall cleanliness of City streets and other public areas	<input type="radio"/>					
The City's fall leaf pick-up program	<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)

- City Hall
- Building/Code Enforcement
- Public Works
- Police
- Court Services
- 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"/>					
How courteously you were treated	<input type="radio"/>					
Technical competence and knowledge of City employees who assisted you	<input type="radio"/>					
Overall responsiveness of City employees to your request or concern	<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"/>					
How courteously you were treated	<input type="radio"/>					
Technical competence and knowledge of City employees who assisted you	<input type="radio"/>					
Overall responsiveness of City employees to your request or concern	<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"/>					
How courteously you were treated	<input type="radio"/>					
Technical competence and knowledge of City employees who assisted you	<input type="radio"/>					
Overall responsiveness of City employees to your request or concern	<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"/>					
How courteously you were treated	<input type="radio"/>					
Technical competence and knowledge of City employees who assisted you	<input type="radio"/>					
Overall responsiveness of City employees to your request or concern	<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"/>					
How courteously you were treated	<input type="radio"/>					
Technical competence and knowledge of City employees who assisted you	<input type="radio"/>					
Overall responsiveness of City employees to your request or concern	<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"/>					
City efforts to keep you informed about local issues	<input type="radio"/>					
The level of public involvement in local decision making	<input type="radio"/>					
The quality of the City's web page	<input type="radio"/>					
The content of the City's newsletter	<input type="radio"/>					
The quantity and content of recorded calls from the Mayor or city staff	<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"/>					
Residential curbside recycling services	<input type="radio"/>					
Residential bulky/brush waste collection	<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

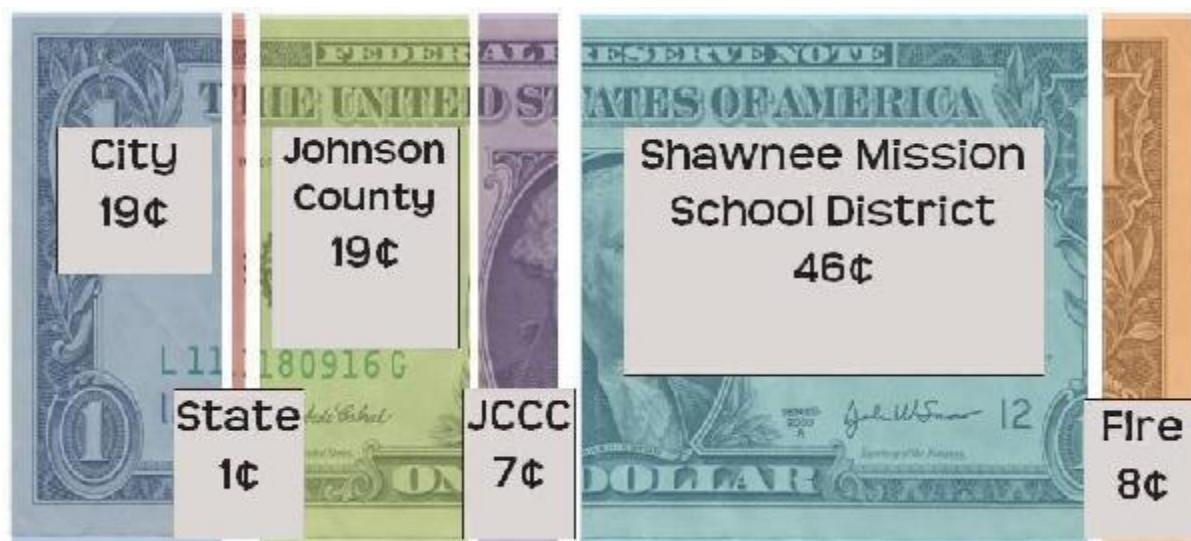
The following questions will help the City Council prepare the 2014 Budget.

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:

<input type="checkbox"/> Under age 5?	<input type="checkbox"/> Ages 20-24?	<input type="checkbox"/> Ages 55-64?
<input type="checkbox"/> Ages 5-9?	<input type="checkbox"/> Ages 25-34?	<input type="checkbox"/> Ages 65-74?
<input type="checkbox"/> Ages 10-14?	<input type="checkbox"/> Ages 35-44?	<input type="checkbox"/> Ages 75?
<input type="checkbox"/> Ages 15-19?	<input type="checkbox"/> Ages 45-54?	

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

- Ward 1
- Ward 2
- Ward 3

- Ward 4
- Don't Know

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

- Becky Fast / Betsy Mellor
- Jennifer Gunby / Robert Meyers Jr.
- Megan England / Mark Kohles

- Bill Art / Marek Gliniecki
- Don't Know

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?

- Less than high school graduate
- High school graduate
- Some college

- Currently a college student
- College graduate
- Post college degree

48. What best describes your employment status...

- Working full time
- Working part time
- Not employed
- Homemaker
- Student

- Retired
- Other - please enter in box below  

---

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.