

Section 7:
Survey Instrument



The City of Roeland Park, Kansas

4600 West Fifty-First Street
Roeland Park, Kansas 66205
City Hall (913) 722-2600 – Fax (913) 722-3713

July, 2008

Dear Roeland Park Resident:

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

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

Please return your completed survey in the next week using the postage-paid envelope provided. The survey data will be compiled and analyzed by ETC Institute, which is one of the nation's leading firms in the field of local governmental research. They will present the results to the city later this summer. Individual responses to the survey will remain confidential.

Please contact Debra Mootz, City Clerk, City of Roeland Park at (913) 722-2600 if you have any questions.

Thank you in advance for your participation.

Sincerely,



John E. Carter
City Administrator

City of Roeland Park

DirectionFinder® Survey

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

<i>City Services</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Overall quality of police services	5	4	3	2	1	9
B. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
C. Overall maintenance of City streets, buildings and facilities	5	4	3	2	1	9
D. Overall enforcement of City codes and ordinances	5	4	3	2	1	9
E. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
F. Overall effectiveness of City communication with the public	5	4	3	2	1	9
G. Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
H. Overall flow of traffic and congestion management in Roeland Park	5	4	3	2	1	9

2. Which **THREE** of these items do you think should receive the most emphasis from city leaders over the next **TWO** Years? [Write in the letters below using the letters from the list in Question 1 above].

1st

2nd

3rd

3. Please rate Roeland Park on a scale of 1 to 5 where 5 means “excellent” and 1 means “poor” with regard to each of the following:

<i>How would you rate The City of Roeland Park:</i>	<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
A. As a place to live	5	4	3	2	1	9
B. As a place to raise children	5	4	3	2	1	9
C. As a place to work	5	4	3	2	1	9
D. As a place where you would buy your next home	5	4	3	2	1	9
E. As a place to retire	5	4	3	2	1	9

4. Several items that may influence your perception of the City of Roeland Park are listed below. Please rate each item on a scale of 1 to 5 where 5 means “excellent” and 1 means “poor.”

<i>How would you rate The City of Roeland Park:</i>		<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
A.	Overall quality of services provided by the City of Roeland Park	5	4	3	2	1	9
B.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
C.	Overall quality of life in the City	5	4	3	2	1	9
D.	How well the City is communicating re-development activity to the public	5	4	3	2	1	9
E.	Overall feeling of safety in the City	5	4	3	2	1	9
F.	Overall condition of housing in your neighborhood	5	4	3	2	1	9
G.	Overall image of the City	5	4	3	2	1	9

5. **Public Safety** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following PUBLIC SAFETY services provided by the City of Roeland Park.

<i>Public Safety</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Overall quality of local police protection	5	4	3	2	1	9
B.	The visibility of police in neighborhoods	5	4	3	2	1	9
C.	The City's efforts to prevent crime	5	4	3	2	1	9
D.	Enforcement of local traffic laws	5	4	3	2	1	9
E.	How quickly police officers respond to emergencies	5	4	3	2	1	9
F.	The quality of Northeast Johnson County Animal Control	5	4	3	2	1	9
G.	Adequacy of City street lighting	5	4	3	2	1	9

6. Which THREE of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from Question 5 above].

1st 2nd 3rd

7. **Roeland Park Aquatic Center** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

<i>Roeland Park Aquatic Center</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	The overall condition of the pool	5	4	3	2	1	9
B.	The equipment and features of the pool	5	4	3	2	1	9
C.	The designated events (senior’s night, etc)	5	4	3	2	1	9
D.	The overall experience at the pool	5	4	3	2	1	9

8. Are you a member of the Roeland Park Aquatic Center?

____(1) Yes ____ (2) No

9. How often do you or members of your family visit the Roeland Park Aquatic Center?

____ (1) 5 or fewer times a year ____ (3) 16 or more times a year
 ____ (2) 6 to 15 times a year ____ (4) Never visit

10. **Parks and Facilities** Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with PARKS AND FACILITIES issues.

<i>Parks and Facilities</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Maintenance of City parks	5	4	3	2	1	9
B. Overall appearance of City parks	5	4	3	2	1	9
C. Number of City parks	5	4	3	2	1	9
D. Quality of playground equipment	5	4	3	2	1	9
E. How close neighborhood parks are to your home	5	4	3	2	1	9
F. Number of walking and biking trails	5	4	3	2	1	9
G. City-sponsored special events like Roe Fest	5	4	3	2	1	9
H. Sculpture in public places (Art in "R" Park)	5	4	3	2	1	9

11. Which **THREE** of the parks and facilities issues listed above do you think should receive the most emphasis from City leaders over the next **TWO** Years? [Write in the letters below using the letters from Question 10 above].

_____ 1st _____ 2nd _____ 3rd

12. Would you like to have access to an off-leash dog park in Roeland Park?

____(1) Yes ____ (2) No

13. Do you currently use Nall Park?

____(1) Yes ____ (2) No

14. Would you like for the City to provide improvements to Nall Park?

____(1) Yes ____ (2) No

15. **The Roeland Park School** The school has been vacant for many years. Several options for the property are listed below. For each of the options listed, please indicate your level of agreement, on a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

<i>Roeland Park School</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Don't Know</i>
A. The school should be torn down and a park should be provided on the entire property.	5	4	3	2	1	9
B. The school should be torn down and single family homes should be provided on the majority of the property with at least 25% left for a park.	5	4	3	2	1	9
C. The school should be torn down and both single family housing and a park should be provided equally on the property.	5	4	3	2	1	9
D. Options for rental revenue should be explored.	5	4	3	2	1	9

16. If you agree with Option A in Question 15 above, how would you prefer that the City pay for the tearing down of the school and the creating of a new park? (If you do not agree with Option A, go to Question 17)

- ____(1) A property tax increase of \$1-\$5 per month
 ____ (2) The proceeds from the sale of other City properties
 ____ (3) The reduction or elimination of current City programs

17. **Enforcement of City Codes and Ordinances** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following:

<i>Codes and Ordinances</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Enforcing the clean up of litter and debris on private property	5	4	3	2	1	9
B. Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
C. Enforcing the maintenance of residential property	5	4	3	2	1	9
D. Enforcing the maintenance of commercial property	5	4	3	2	1	9

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

<i>City Maintenance</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Maintenance of City streets	5	4	3	2	1	9
B. Maintenance of sidewalks	5	4	3	2	1	9
C. Maintenance of street signs/traffic signals	5	4	3	2	1	9
D. Snow removal on major City streets	5	4	3	2	1	9
E. Snow removal on neighborhood streets	5	4	3	2	1	9
F. Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
G. The City’s fall leaf pick-up program	5	4	3	2	1	9

Citizen Service

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

_____ (1) Yes [go to Question 19a-e] _____ (2) No [go to Question 20]

19a. **Which City department did you contact most recently?** _____

19b-e. Several factors that may influence your perception of the quality of service you receive from City employees are listed below. Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means “Very Dissatisfied,” please rate your satisfaction with the citizen service you received from the City department you listed in Question 19a.

<i>Citizen Service</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
B. How easy the department was to contact	5	4	3	2	1	9
C. How courteously you were treated	5	4	3	2	1	9
D. Technical competence and knowledge of City employees who assisted you	5	4	3	2	1	9
E. Overall responsiveness of City employees to your request or concern	5	4	3	2	1	9

20. Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the following aspects of COMMUNICATION provided by the City of Roeland Park:

<i>City Communication</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. The availability of information about City programs and services	5	4	3	2	1	9
B. City efforts to keep you informed about local issues	5	4	3	2	1	9
C. The level of public involvement in local decision making	5	4	3	2	1	9
D. The quality of the City's web page	5	4	3	2	1	9
E. The content of the City's newsletter	5	4	3	2	1	9

21. From what source(s) would you most like to get information about the City? (Check all that apply.)

- | | |
|--|---|
| <input type="checkbox"/> (1) Newspaper | <input type="checkbox"/> (6) Town Hall Meetings |
| <input type="checkbox"/> (2) City Newsletter | <input type="checkbox"/> (7) Direct mail |
| <input type="checkbox"/> (3) emails from elected officials | <input type="checkbox"/> (8) Ward Meetings |
| <input type="checkbox"/> (4) Friends – word of mouth | <input type="checkbox"/> (9) Other _____ |
| <input type="checkbox"/> (5) City Website | |

Transportation

22. 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, on a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

<i>Transportation</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Don't Know</i>
A. The City should build a network of sidewalks and trails, that link neighborhoods with recreational, cultural, and business centers.	5	4	3	2	1	9
B. Neighborhood streets should be improved to include bike lanes and trails should include bike routes.	5	4	3	2	1	9
C. Neighborhood streets should be upgraded to include sidewalks.	5	4	3	2	1	9
D. The City should coordinate with area agencies to increase transit options.	5	4	3	2	1	9

Other Issues

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

<i>Trash Issues</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Residential trash collection services	5	4	3	2	1	9
B. Residential curbside recycling services	5	4	3	2	1	9
C. Residential bulky/brush waste collection	5	4	3	2	1	9

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

<i>Community Investment Areas</i>	<i>Very Supportive</i>	<i>Somewhat Supportive</i>	<i>Not sure</i>	<i>Not Supportive</i>
A. Adding attractive elements to major roadways (Roe Blvd., Mission Rd., County Line Rd.) like landscaping, decorative lighting, sidewalks, etc.	4	3	2	1
B. Adding attractive elements to existing parks.	4	3	2	1
C. Maximizing the City's attention to environmental issues, such as the energy efficiency of the City's vehicles and providing recycling opportunities.	4	3	2	1
D. The City should plant more trees on City property and preserve existing "green space".	4	3	2	1
E. Should the City acquire additional property for park development.	4	3	2	1

25. Which TWO of the community investment areas listed above are most important for the City to pursue?

[Write in the letter below using the letters from Question 24 above].

1st: _____ 2nd: _____

26. There are several areas in need of major re-development. Please check the ONE area that you think should be the first area that the City addresses.

- | | |
|--|---|
| <input type="checkbox"/> (1) 47 th and Mission Road | <input type="checkbox"/> (5) NW Roe and Johnson |
| <input type="checkbox"/> (2) City Hall | <input type="checkbox"/> (6) North Business area on Johnson Drive |
| <input type="checkbox"/> (3) Former Roeland Park School | <input type="checkbox"/> (7) Industrial Park (Old Pool) |
| <input type="checkbox"/> (4) NE Roe and Johnson | <input type="checkbox"/> (8) Other _____ |

27. The City owns 4 tracts of land that might be sold in the future. How would you like the additional revenue to be used? (Check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> (1) For revitalizing an area | <input type="checkbox"/> (6) Place funds in a Land Bank for purchasing substandard properties |
| <input type="checkbox"/> (2) For lowering property taxes | <input type="checkbox"/> (7) Evenly for all suggestions |
| <input type="checkbox"/> (3) For paying off existing debt | <input type="checkbox"/> (8) Other _____ |
| <input type="checkbox"/> (4) For beautification along Roe Blvd | |
| <input type="checkbox"/> (5) For expansion or renovation of the Community Center | |

28. How supportive would you be of Roe Fest remaining an alcohol-free event?

- | | |
|--|---|
| <input type="checkbox"/> (1) Very supportive | <input type="checkbox"/> (3) Not sure |
| <input type="checkbox"/> (2) Somewhat supportive | <input type="checkbox"/> (4) Not supportive |

29. Within our region, there are multiple police departments. Would you be supportive of evaluating whether combining these departments would result in an overall reduction in cost and greater efficiency of the department and cultural exposure for Roeland Park and surrounding communities?

- | | |
|--|---|
| <input type="checkbox"/> (1) Very Supportive | <input type="checkbox"/> (4) Not Supportive |
| <input type="checkbox"/> (2) Supportive | <input type="checkbox"/> (9) Don't know |
| <input type="checkbox"/> (3) Neutral | |

30. Within our region, there are multiple municipal departments. Would you be supportive of evaluating whether combining these departments would result in an overall reduction in cost and greater efficiency of the department and cultural exposure for Roeland Park and surrounding communities?

- | | |
|--|---|
| <input type="checkbox"/> (1) Very Supportive | <input type="checkbox"/> (4) Not Supportive |
| <input type="checkbox"/> (2) Supportive | <input type="checkbox"/> (9) Don't know |
| <input type="checkbox"/> (3) Neutral | |

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

<i>Environment and Sustainability</i>		<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Don't Know</i>
A.	The City should adopt "green" building codes in all new development.	5	4	3	2	1	9
B.	The City should encourage a public education program to raise awareness and understanding of sustainability.	5	4	3	2	1	9
C.	The City should engage in a community garden, for residents to have space to grow fresh foods.	5	4	3	2	1	9

DEMOGRAPHICS

32. What is your age?

- (1) under 25 (4) 45 to 54
- (2) 25 to 34 (5) 55 to 64
- (3) 35 to 44 (6) 65+

33. How many (counting yourself) people 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

34. In which Ward do you live?

- (1) Ward 1 (3) Ward 3
- (2) Ward 2 (4) Ward 4
- (9) Don't know

35. Who are your Ward representatives?

- (1) Debbi Schraeder/Toni Hull (3) Mark Kohles/Megan England
- (2) Robert Meyers/Scott Gregory (4) Bill Art/Adrienne Foster
- (9) Don't know

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

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

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

- (1) Under \$35,000 (3) \$60,000 to \$99,999
- (2) \$35,000 to \$59,999 (4) \$100,000 or more

39. Your gender: (1) Male (2) Female

This concludes the survey. Thank you for your time!
Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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