



2021 City of Roeland Park Community Survey Findings Report

Presented to the City of Roeland Park,
Kansas

August 2021



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Purpose and Methodology

ETC Institute administered a survey to residents of the City of Roeland Park during the summer of 2021. The survey was designed to gather resident input and feedback on City programs and services. The information collected will be used to improve existing programs and services and help determine long-range planning and investment decisions. Resident input will help ensure the City takes a resident-driven approach when developing new initiatives. Previous community surveys were conducted by ETC Institute in 2008, 2013, 2016 and 2019.

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

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

The goal was to obtain completed surveys from at least 400 residents. The goal was far exceeded, with a total of 806 residents completing the survey. The overall results for the sample of 806 households have a precision of at least $\pm 3.4\%$ at the 95% level of confidence.

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

This report contains the following:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from the 2008 and 2019 community surveys,

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- benchmarking data that show how the results for Roeland Park compare to other communities,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey, and
- a copy of the survey instrument.

Overall Perceptions of the City

Ninety-one percent (91%) of the residents surveyed, *who had an opinion*, indicated the overall quality of life in Roeland Park is “excellent” (41.6%) or “good” (49.4%) which is significantly higher than the national and Kansas City Metro area average of 79%. Eighty-six percent (86%) of those surveyed, *who had an opinion*, indicated the overall feeling of safety in the City is “excellent” (45%) or “good” (41.2%), which is also significantly higher than the national and Kansas City Metro area averages. Roeland Park performed significantly better than the national and Kansas City metro area averages in all five areas that were compared.

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of police services (87%), the overall quality of customer service received from City employees (85%), the overall quality of parks and recreation programs and facilities (81%), and the effectiveness of City communication (81%). For 11 of the 12 major categories of City services that were rated, 69% or more of residents *who had an opinion* were “very satisfied” or “satisfied”, City leaders have done a great job of ensuring overall satisfaction among residents is very high.

The overall maintenance of City streets, buildings, and facilities (48%) and the overall quality of City parks and recreation programs and facilities (35%) were the two items that respondents indicated should receive the most emphasis from City leaders over the next two years based on the sum of respondent’s top three choices.

Overall Quality of Life in Roeland Park

Most residents (98%) *who had an opinion* rated Roeland Park as an “excellent” (57.5%) or “good” (40.1%) place to live. Ninety-three percent (93%) of residents *who had an opinion* indicated Roeland Park is either an “excellent” (59.2%) or “good” (33.7%) place to raise children, and 83% indicated the City is an “excellent” (48.8%) or “good” (34.1%) community where they feel welcome and have a sense of belonging.

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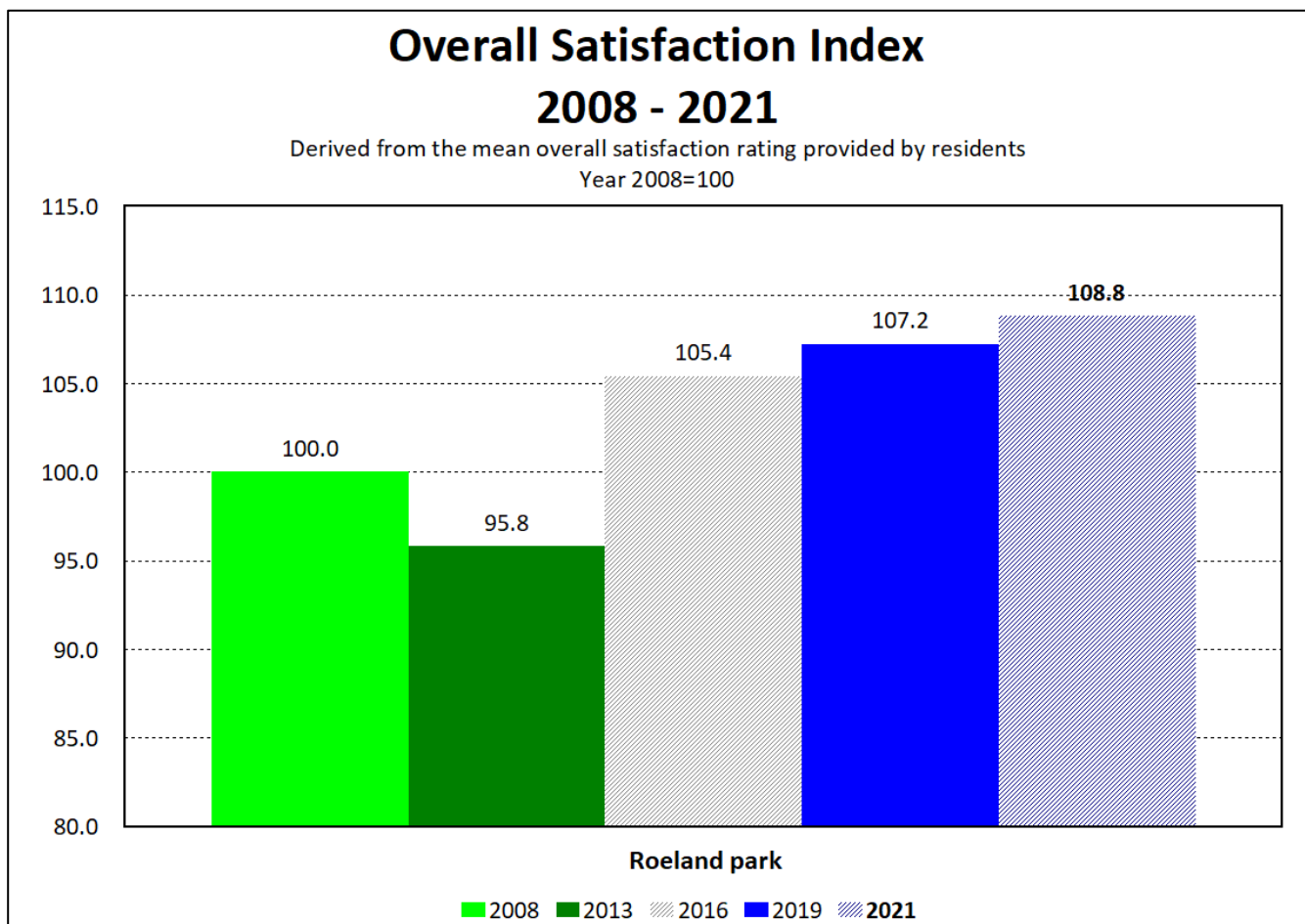
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Overall Satisfaction Index

The Overall Satisfaction Index for the City of Roeland Park increased from 107.2 in 2019 to 108.8 in 2021. The Overall Satisfaction Index is derived from the mean overall rating given for all major categories of city services that are assessed on the survey. The index is calculated by dividing the mean rating for the current year by the mean rating for the base-year (2008) and then multiplying the results by 100.

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



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Satisfaction with Specific City Services

- Public Safety.** The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of fire protection (89%), the overall quality of local police protection (88%), the how quickly police officers respond to emergencies (87%). The aspect of public safety services that respondents were least satisfied with was animal control services (62%). The three public safety services respondents indicated should receive the most emphasis over the next two years were the City’s efforts to prevent crime, adequacy of City street lighting, and visibility of police in neighborhoods.
- Code Enforcement.** The highest levels of satisfaction with the enforcement of City Codes and Ordinances, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing the maintenance of commercial property (60%), enforcing the mowing and cutting of weeds on private property (57%), and enforcing the cleanup of litter and debris on private property (54%). The two code enforcement services respondents indicated should receive the most emphasis over the next two years were the cleanup of litter and debris on private property and the maintenance of residential property.
- Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance of City parks (87%), the overall appearance of City parks (87%), the quality of the Aquatics Center (77%), and the quality of playground equipment (75%). The three parks and recreation services respondents indicated should receive the most emphasis over the next two years were the number of walking and biking trails, the maintenance of City parks, and the quality of the Community Center.
- City Maintenance.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: snow removal on major City streets (92%), the overall cleanliness of City streets and other public areas (88%), and the maintenance of street signs/traffic signals (85%). The three maintenance services respondents indicated should receive the most emphasis over the next two years were maintenance of City streets, maintenance of sidewalks, and adequacy of street lighting.
- City Communication.** The highest levels of satisfaction with City Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: %, the content of the City’s newsletter (79%), the availability of information about City programs and services (77%), and the City’s efforts to keep residents informed about local issues (74%).

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- Transportation and Connectivity.** The highest levels of satisfaction with transportation and connectivity in Roeland Park, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the ease of access to the interstate system (94%) and the flow of traffic on residential streets (76%). The two transportation and connectivity issues respondents indicated should receive the most emphasis over the next two years were the availability of bicycle infrastructure and the availability of public sidewalks.
- Trash Services.** The highest levels of satisfaction with trash services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: residential curbside leaf collection service (87%), residential trash collection services (87%), and residential curbside recycling services (85%). The two trash services respondents indicated should receive the most emphasis over the next two years were residential curbside recycling services and residential bulky item pickup services.

Community Investment Areas

The highest levels of support for various community investment areas, based upon the combined percentage of “very supportive” and “supportive” responses among residents *who had an opinion*, were: maintaining streets, sidewalks, and storm sewer systems (95%), maintaining existing buildings (91%), improving parks and recreation amenities such as the pool, community center, playground equipment, shelters, and restrooms (89%), and planting more trees on City property and preserving existing park/green spaces (85%). Respondents were least supportive of the City offering curbside glass recycling services.

Based on the sum of respondents’ top three choices, maintaining streets, sidewalks, and storm sewer systems, incentivizing development which incorporates mixed use into a “main street” or “downtown” style, and improving community access to entertainment and dining options the City otherwise lacks are the most important community investment areas for the City to pursue.

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Additional Findings

- Thirty-three percent (33%) of respondents indicated they have contacted the City with a question, problem, or complaint during the past year. Of those, 28% indicated they contacted administration, 15% contacted codes enforcement, and 12% contacted the police. Overall, respondents who indicated they contacted the City were satisfied with the customer service received from City employees. Respondents were least satisfied with the overall responsiveness of City employees to their request or concern.
- Eighty-seven percent (87%) of respondents, *who had an opinion*, indicated they either “strongly agree” or “agree” with the statement, “*I feel safe going to the Roeland Park Police for help if I need it.*”
- Eighty-one percent (81%) of respondents, *who had an opinion*, indicated that it is “very important” or “important” for the City to allocate funds to invest in Complete Streets and take into consideration other modes of transportation such as walking, bicycling, and public transportation.
- Residents were asked which sustainable practices they believe are most difficult to carry out in Roeland Park. The top responses were: using public or alternative means of transportation, recycling glass (non-curbside recycling), and buying local products.
- More than two-thirds (68%) of respondents, *who had an opinion*, would support a ban of single-use plastic bags in Roeland Park.

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Trends from 2019 to 2021

The tables below are meant to serve as a quick reference for many of the trends that exist from the 2019 and 2021 surveys. The percentage change from the 2019 survey to the 2021 survey is in the far-right column of the table. To view all of the trends please refer to the charts and graphs section (Section 1) of this report.

Trends from 2019 to 2021	2019	2021	Percentage Change from 2019 to 2021
Combination of "Very Satisfied" and "Satisfied" responses			
Q1. Major Categories of City Services			
Overall quality of City parks & recreation programs & facilities	70%	81%	11%
Overall enforcement of City codes & ordinances	58%	60%	2%
Overall quality of City's stormwater runoff/stormwater management system	75%	75%	1%
Overall maintenance of City streets, buildings & facilities	77%	77%	1%
Overall effectiveness of City communication with the public	81%	81%	0%
Overall quality of customer service you receive from City employees	86%	85%	-1%
Overall quality of ambulance services	74%	73%	-2%
Overall quality of fire services	82%	79%	-3%
Overall quality of solid waste services	82%	78%	-4%
Overall quality of traffic flow & congestion management in Roeland Park	73%	69%	-5%
Overall quality of police services	91%	87%	-5%
Q5. Public Safety			
Adequacy of City street lighting	69%	75%	5%
Quality of fire protection	87%	89%	2%
How quickly police officers respond to emergencies	86%	87%	1%
Quality of EMS	85%	86%	1%
Visibility of police in neighborhoods	83%	81%	-2%
Enforcement of local traffic laws	80%	78%	-3%
City's efforts to prevent crime	83%	80%	-3%
Overall quality of local police protection	92%	88%	-3%
Quality of animal control services	69%	62%	-7%
Q8. Enforcement of City Codes and Ordinances			
Enforcing maintenance of commercial property	55%	60%	6%
Enforcing mowing & cutting of weeds on private property	54%	57%	3%
Enforcing cleanup of litter & debris on private property	51%	54%	3%
Enforcing maintenance of residential property	50%	52%	2%
Q10. Parks and Recreation			
Quality of Aquatics Center	41%	77%	36%
Overall appearance of City parks	67%	87%	20%
Maintenance of City parks	74%	87%	14%
Quality of playground equipment	61%	75%	14%
Number of walking & biking trails	39%	46%	7%
Quality of art in public places	55%	62%	7%
How close neighborhood parks are to your home	67%	73%	6%
City-sponsored special events	56%	61%	5%
Quality of Community Center	49%	53%	5%
Fees charged for memberships, recreation programs & facility rental	59%	62%	3%
Number of City parks	66%	68%	2%
Ease of registering for programs	67%	67%	0%

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Trends from 2019 to 2021	2019	2021	Percentage Change from 2019 to 2021
Combination of "Very Satisfied" and "Satisfied" responses			
Q13. City Maintenance			
Adequacy of street lighting	64%	74%	10%
Maintenance of curbs/gutters on streets	70%	76%	6%
Overall cleanliness of City streets & other public areas	83%	88%	5%
Maintenance of sidewalks	67%	72%	5%
Maintenance of public buildings	77%	81%	5%
Maintenance of street signs/traffic signals	83%	85%	2%
Maintenance of City streets	77%	77%	0%
Snow removal on neighborhood streets	82%	83%	0%
Snow removal on major City streets	92%	92%	0%
Q15b. Customer Service			
Overall responsiveness of City employees to your request or concern	73%	77%	3%
How courteously you were treated	87%	88%	1%
Technical competence & knowledge of City employees who assisted you	83%	80%	-3%
How easy the department was to contact	90%	84%	-6%
Q16. City Communication			
Level of public involvement in local decision making	57%	61%	4%
Content of City's newsletter	76%	79%	3%
Availability of information about City programs & services	77%	77%	0%
City efforts to keep you informed about local issues	75%	74%	-1%
Quality of City's web page	66%	58%	-8%
Q20. Transportation and Connectivity			
Availability of public sidewalks	63%	67%	5%
Ease of access to interstate system	96%	94%	-2%
Flow of traffic along commercial streets	69%	66%	-3%
Flow of traffic on residential streets	81%	76%	-5%
Availability of public transportation	40%	33%	-7%
Q24. Trash Issues			
The fee charged for solid waste services	73%	75%	2%
Residential curbside recycling services	88%	85%	-4%
Residential trash collection services	91%	87%	-4%
Residential bulky item pickup services	73%	69%	-5%
Residential yard waste collection	86%	81%	-5%

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Trends from 2019 to 2021		2019	2021	Percentage Change from 2019 to 2021
Combination of "Excellent" and "Good" responses				
Q3. Quality of Life				
As a place to work	48%	62%	14%	
As a place to raise children	88%	93%	5%	
Quality of grade school through high school	73%	77%	4%	
As a place where you would buy your next home	78%	81%	3%	
Quality of commercial developments	32%	33%	1%	
As a place to live	97%	98%	1%	
As a place to retire	75%	75%	0%	
Proximity to employers	81%	80%	-1%	
Q4. Items that Influence Your Perception of the City				
How well City is managing development activity	46%	55%	10%	
Overall image of City	76%	85%	9%	
Overall condition of housing in your neighborhood	75%	79%	3%	
Overall quality of services provided by City	86%	88%	2%	
Overall quality of life in City	90%	91%	1%	
Overall value that you receive for your City tax & fees	72%	70%	-2%	
Overall feeling of safety in City	90%	86%	-4%	

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How the City of Roeland Park Compares to Other Communities Nationally

Satisfaction ratings for the City of Roeland Park **rated above the U.S. average in all 49 areas** that were assessed. The City of Roeland Park rated significantly higher than the U.S. average (difference of 5% or more) in 45 of these areas. Listed below are the comparisons between the City of Roeland Park and the U.S. average:

Service	Roeland Park	U.S.	Difference	Category of Service
Quality of Aquatics Center	77%	36%	41%	Parks and Recreation
Customer service	85%	51%	34%	Major Categories of Service
Effectiveness of City communication	81%	48%	33%	Major Categories of Service
Snow removal on neighborhood streets	83%	52%	30%	City Maintenance
Quality of services provided by City	88%	59%	29%	Perceptions
Ease of registering for programs	67%	39%	28%	Parks and Recreation
Overall cleanliness of City streets & other public areas	88%	60%	28%	City Maintenance
Snow removal on major City streets	92%	65%	27%	City Maintenance
Maintenance of streets, buildings, facilities	77%	52%	26%	Major Categories of Service
Availability of information about City programs/services	77%	51%	26%	City Communication
Value received for City tax & fees	70%	44%	26%	Perceptions
Quality of local police protection	88%	64%	25%	Public Safety
As a place to live	98%	73%	24%	Quality of Life
Efforts to keep you informed about local issues	74%	51%	23%	City Communication
Maintenance of City streets	77%	54%	23%	City Maintenance
Level of public involvement in local decision making	61%	38%	23%	City Communication
How quickly police officers respond to emergencies	87%	65%	22%	Public Safety
Parks and Recreation programs and facilities	81%	59%	22%	Major Categories of Service
As a place to raise children	93%	71%	22%	Quality of Life
Maintenance of sidewalks	72%	51%	21%	City Maintenance
Residential curbside recycling services	85%	63%	21%	Trash Issues
Image of City	85%	64%	21%	Perceptions
Residential yard waste collection	81%	61%	20%	Trash Issues
Visibility of police in neighborhoods	81%	62%	18%	Public Safety
Maintenance of public buildings	81%	63%	18%	City Maintenance
As a place to retire	75%	57%	18%	Quality of Life
Quality of playground equipment	75%	57%	17%	Parks and Recreation
Enforcement of local traffic laws	78%	60%	17%	Public Safety
City's efforts to prevent crime	80%	63%	17%	Public Safety
Stormwater runoff/management system	75%	59%	16%	Major Categories of Service
Quality of Community Center	53%	38%	16%	Parks and Recreation
Residential bulky item pickup services	69%	54%	15%	Trash Issues
Maintenance of street signs/traffic signals	85%	71%	14%	City Maintenance
Residential trash collection services	87%	75%	12%	Trash Issues
Traffic flow and congestion management	69%	56%	12%	Major Categories of Service
How well City is managing development activity	55%	44%	11%	Perceptions
Feeling of safety in City	86%	75%	11%	Perceptions
Solid waste services	78%	68%	10%	Major Categories of Service
Enforcement of codes and ordinances	60%	52%	8%	Major Categories of Service
Quality of City's web page	58%	50%	8%	City Communication
Quality of animal control services	62%	55%	8%	Public Safety
Adequacy of street lighting	74%	66%	7%	City Maintenance
Mowing/cutting of weeds on private property	57%	49%	7%	Code Enforcement
Maintenance of commercial property	60%	53%	7%	Code Enforcement
Quality of EMS	86%	81%	5%	Public Safety
Quality of fire protection	89%	85%	4%	Public Safety
Clean up of litter/debris on private property	54%	50%	4%	Code Enforcement
As a place to work	62%	60%	2%	Quality of Life
Maintenance of residential property	52%	51%	1%	Code Enforcement

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

Satisfaction ratings for the City of Roeland Park **rated the same or above the average for the Kansas City Metro area in 47 of the 49 areas** that were assessed. The City of Roeland Park rated **significantly higher than this average (difference of 5% or more) in 36 of these areas**. Listed below are the comparisons between The City of Roeland Park and the Kansas City Metro area average.

Service	Roeland Park	KC Metro	Difference	Category of Service
Maintenance of streets, buildings, facilities	77%	54%	23%	Major Categories of Service
Level of public involvement in local decision making	61%	38%	23%	City Communication
Maintenance of sidewalks	72%	52%	20%	City Maintenance
Effectiveness of City communication	81%	62%	19%	Major Categories of Service
Image of City	85%	66%	19%	Perceptions
Efforts to keep you informed about local issues	74%	58%	16%	City Communication
Quality of services provided by City	88%	72%	16%	Perceptions
Availability of information about City programs/services	77%	62%	15%	City Communication
Maintenance of City streets	77%	63%	14%	City Maintenance
Customer service	85%	71%	14%	Major Categories of Service
Quality of Aquatics Center	77%	63%	14%	Parks and Recreation
Value received for City tax & fees	70%	56%	14%	Perceptions
Overall cleanliness of City streets & other public areas	88%	74%	14%	City Maintenance
Snow removal on neighborhood streets	83%	69%	14%	City Maintenance
Stormwater runoff/management system	75%	62%	13%	Major Categories of Service
City's efforts to prevent crime	80%	67%	13%	Public Safety
Snow removal on major City streets	92%	80%	12%	City Maintenance
Maintenance of street signs/traffic signals	85%	74%	11%	City Maintenance
How quickly police officers respond to emergencies	87%	76%	11%	Public Safety
As a place to raise children	93%	82%	11%	Quality of Life
As a place to live	98%	87%	11%	Quality of Life
Quality of playground equipment	75%	65%	10%	Parks and Recreation
Visibility of police in neighborhoods	81%	71%	10%	Public Safety
Enforcement of local traffic laws	78%	68%	10%	Public Safety
Adequacy of street lighting	74%	65%	9%	City Maintenance
Feeling of safety in City	86%	78%	8%	Perceptions
As a place to retire	75%	67%	8%	Quality of Life
Mowing/cutting of weeds on private property	57%	49%	8%	Code Enforcement
Quality of local police protection	88%	81%	7%	Public Safety
Enforcement of codes and ordinances	60%	53%	7%	Major Categories of Service
Clean up of litter/debris on private property	54%	47%	7%	Code Enforcement
Traffic flow and congestion management	69%	62%	7%	Major Categories of Service
Residential curbside recycling services	85%	79%	6%	Trash Issues
Maintenance of public buildings	81%	76%	5%	City Maintenance
How well City is managing development activity	55%	50%	5%	Perceptions
Ease of registering for programs	67%	62%	5%	Parks and Recreation
Quality of animal control services	62%	58%	4%	Public Safety
Residential yard waste collection	81%	77%	4%	Trash Issues
Maintenance of residential property	52%	48%	4%	Code Enforcement
Quality of EMS	86%	82%	4%	Public Safety
Maintenance of commercial property	60%	57%	3%	Code Enforcement
Parks and Recreation programs and facilities	81%	78%	3%	Major Categories of Service
Residential trash collection services	87%	84%	3%	Trash Issues
Solid waste services	78%	76%	2%	Major Categories of Service
Quality of fire protection	89%	87%	2%	Public Safety
As a place to work	62%	62%	0%	Quality of Life
Quality of City's web page	58%	58%	0%	City Communication
Residential bulky item pickup services	69%	75%	-6%	Trash Issues
Quality of Community Center	53%	64%	-11%	Parks and Recreation

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Investment Priorities

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

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

- Overall maintenance of City streets, buildings, and facilities (I-S Rating = 0.1085)

The table below shows the importance-satisfaction rating for all 12 major categories of City services that were rated.

2021 Importance-Satisfaction Rating

Roeland Park, Kansas

Major Categories of City Services

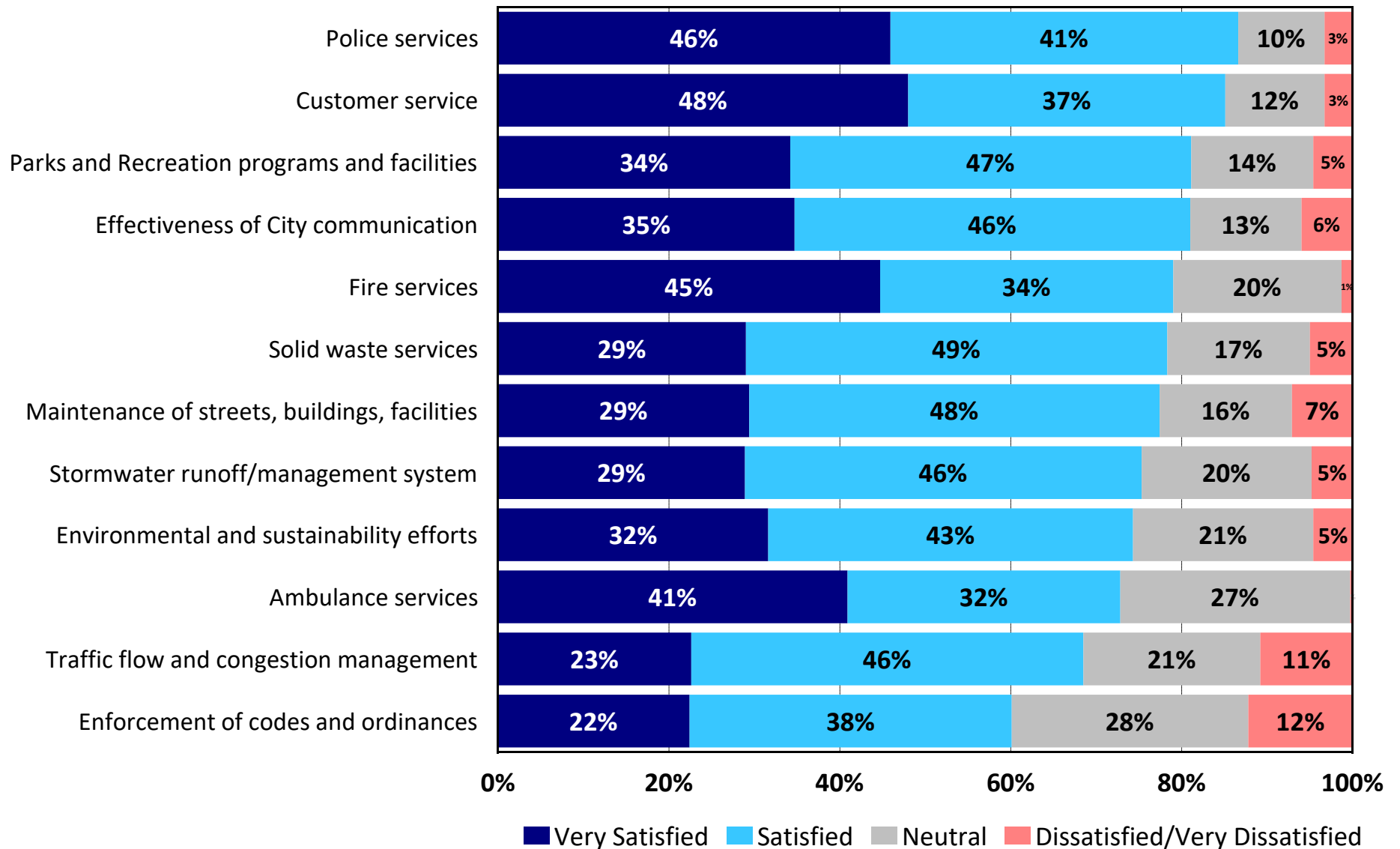
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of City streets, buildings, and facilities	48%	1	77%	7	0.1085	1
Medium Priority (IS <.10)						
Environmental and sustainability efforts	34%	3	74%	9	0.0876	2
Traffic flow and congestion management	27%	4	69%	11	0.0841	3
Enforcement of codes and ordinances	20%	6	60%	12	0.0778	4
Parks and Recreation programs and facilities	35%	2	81%	3	0.0663	5
Stormwater runoff/management system	15%	7	75%	8	0.0373	6
Police services	20%	5	87%	1	0.0271	7
Effectiveness of City communication	13%	8	81%	4	0.0249	8
Solid waste services	10%	9	78%	6	0.0213	9
Ambulance services	3%	12	73%	10	0.0071	10
Customer service	4%	10	85%	2	0.0061	11
Fire services	3%	11	79%	5	0.0059	12



Charts and Graphs:

Q1. Overall Satisfaction with Major Categories of City Services

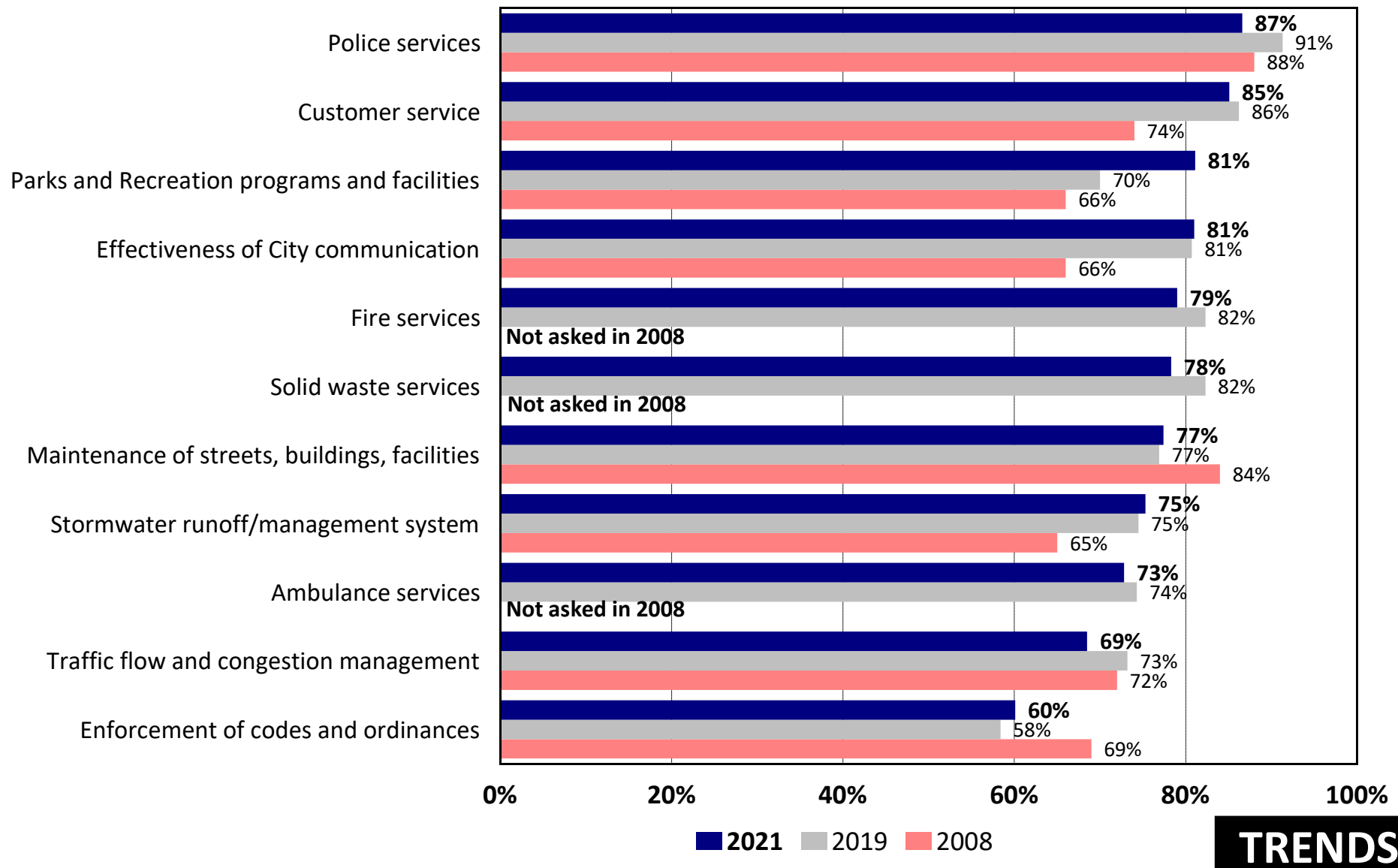
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



Overall Satisfaction with Major Categories of City Services

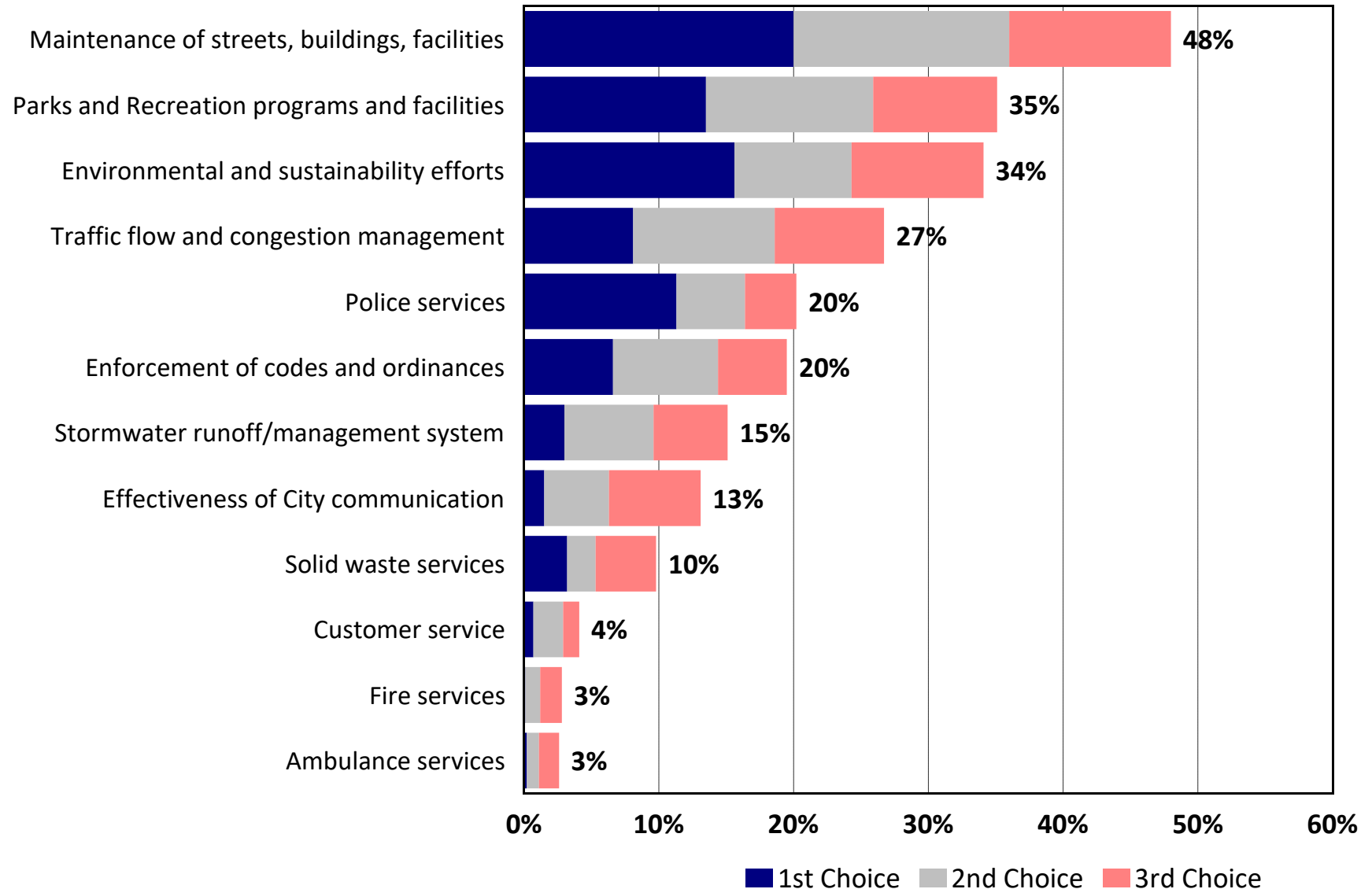
2021 vs. 2019 vs. 2008

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



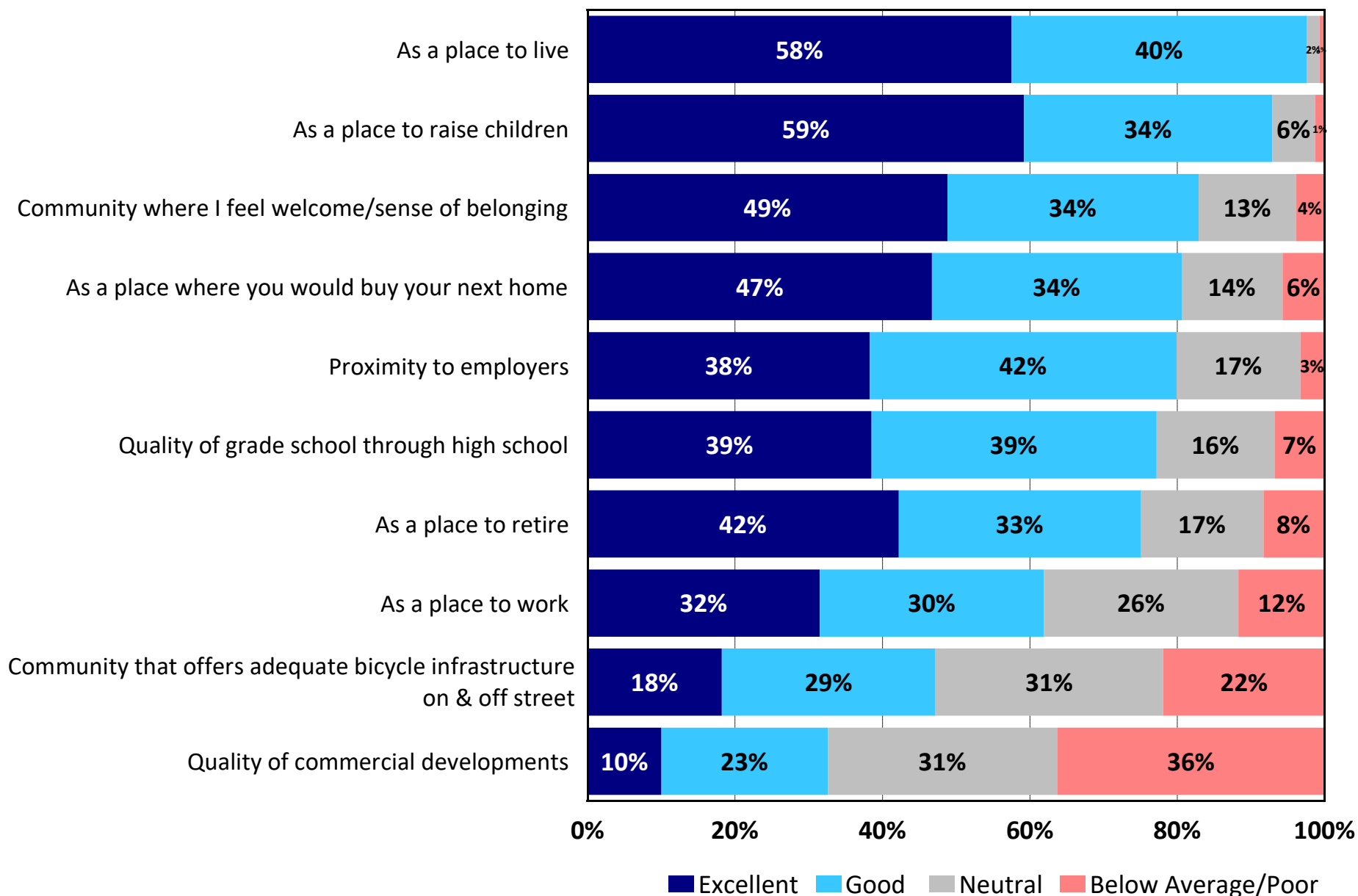
Q2. Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



Q3. Rating the Quality of Life in Roeland Park

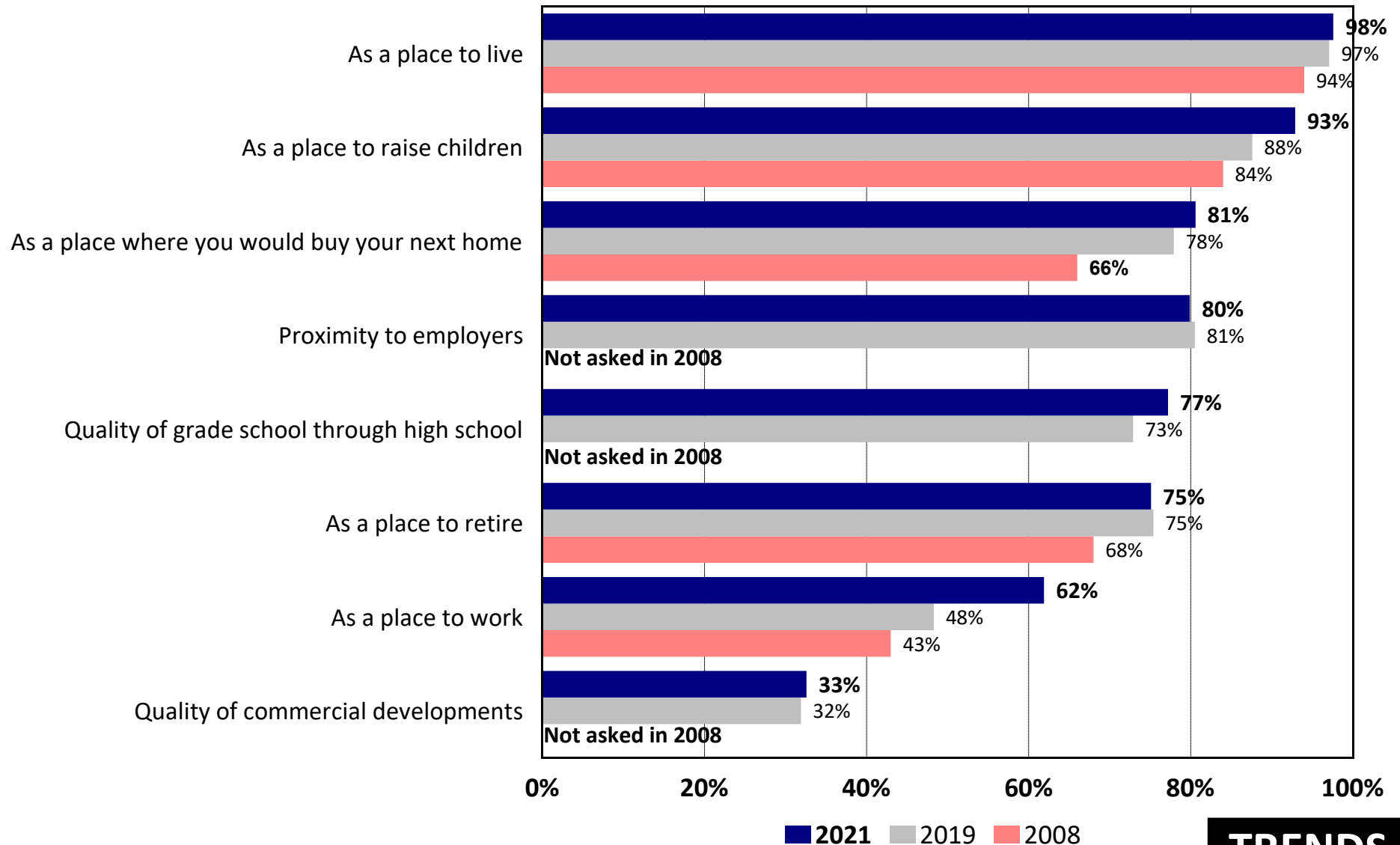
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



Rating the Quality of Life in Roeland Park

2021 vs. 2019 vs. 2008

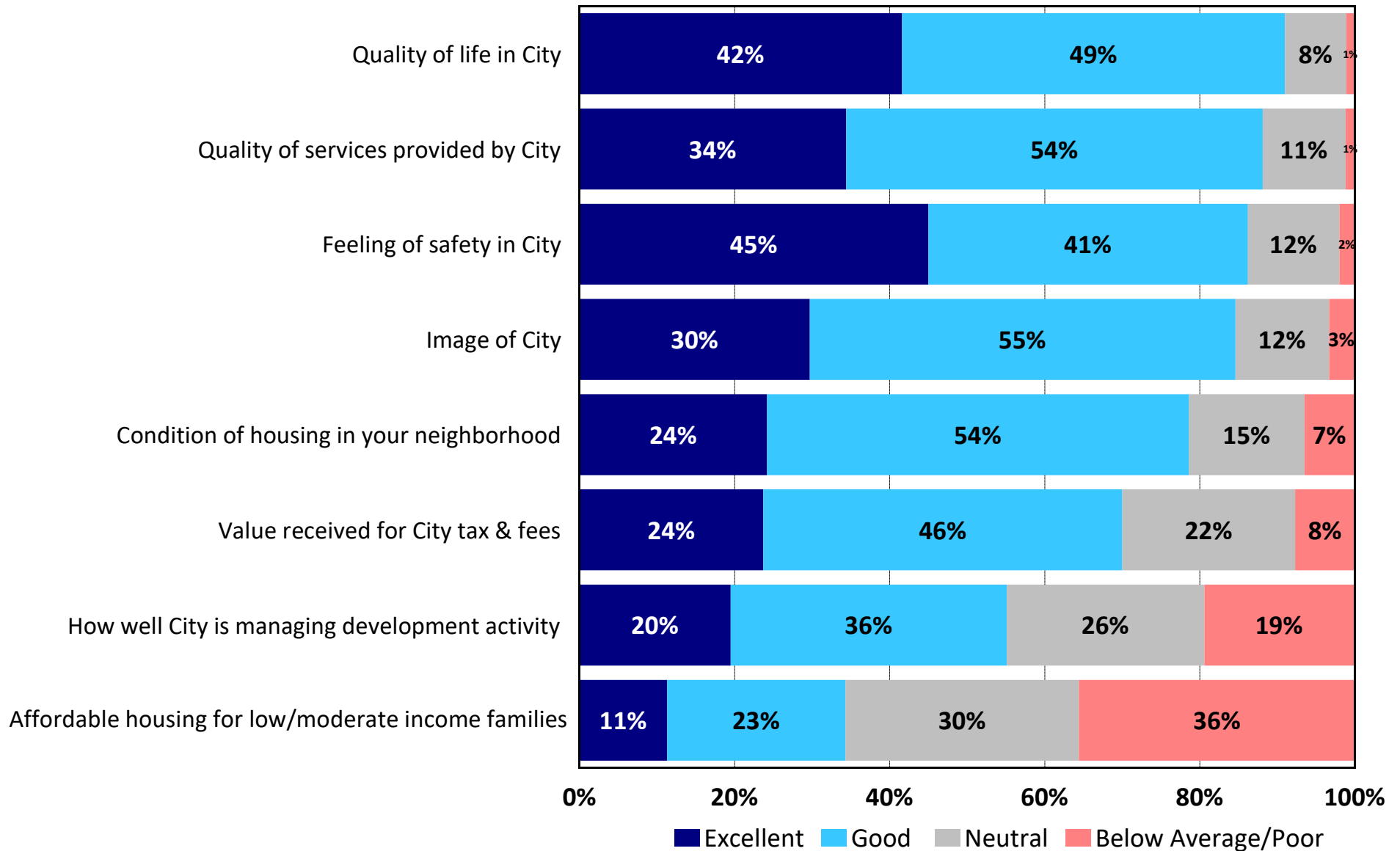
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “excellent” and 1 was “poor”



TRENDS

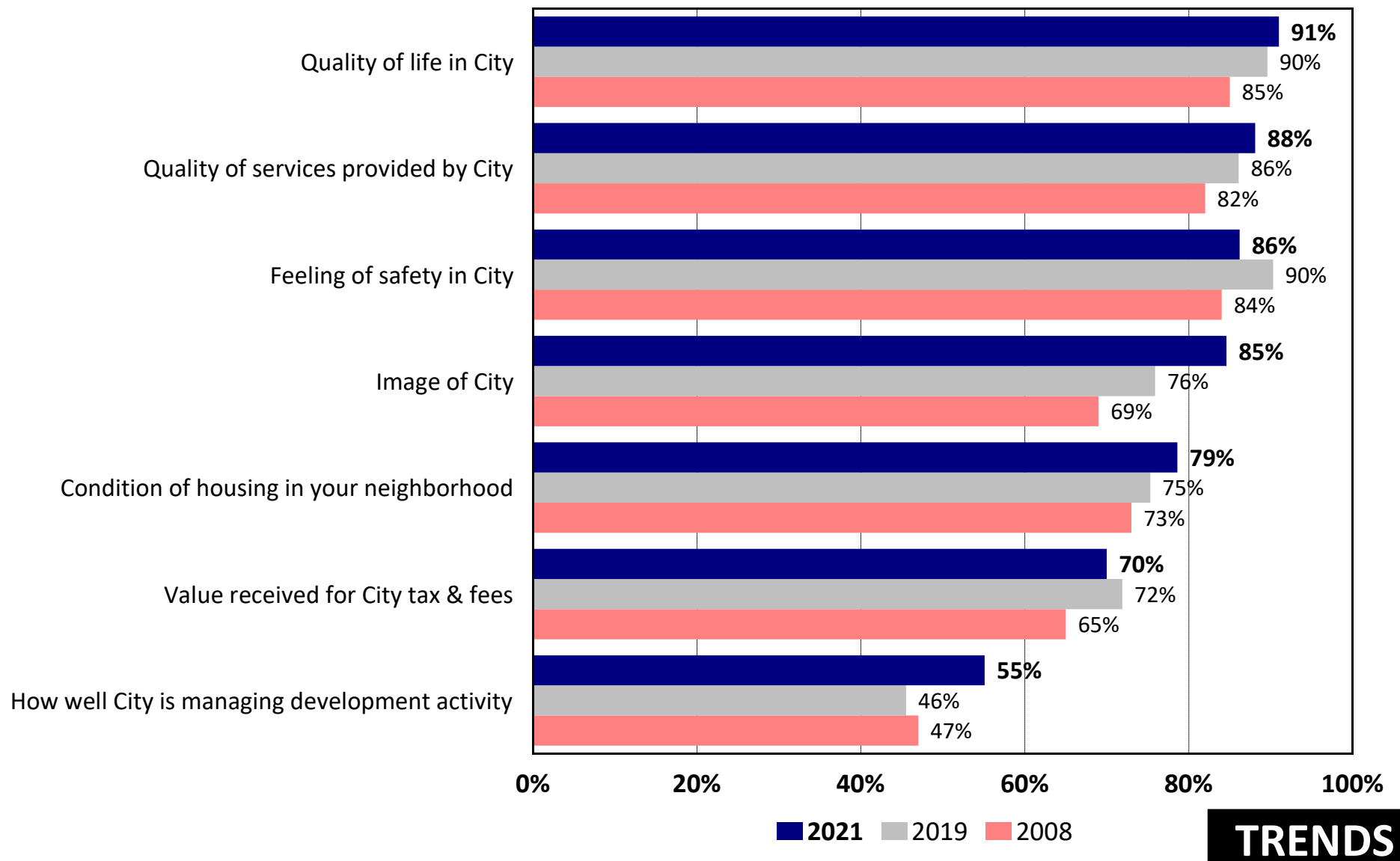
Q4. Rating Items that Influence your Perception of the City of Roeland Park

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



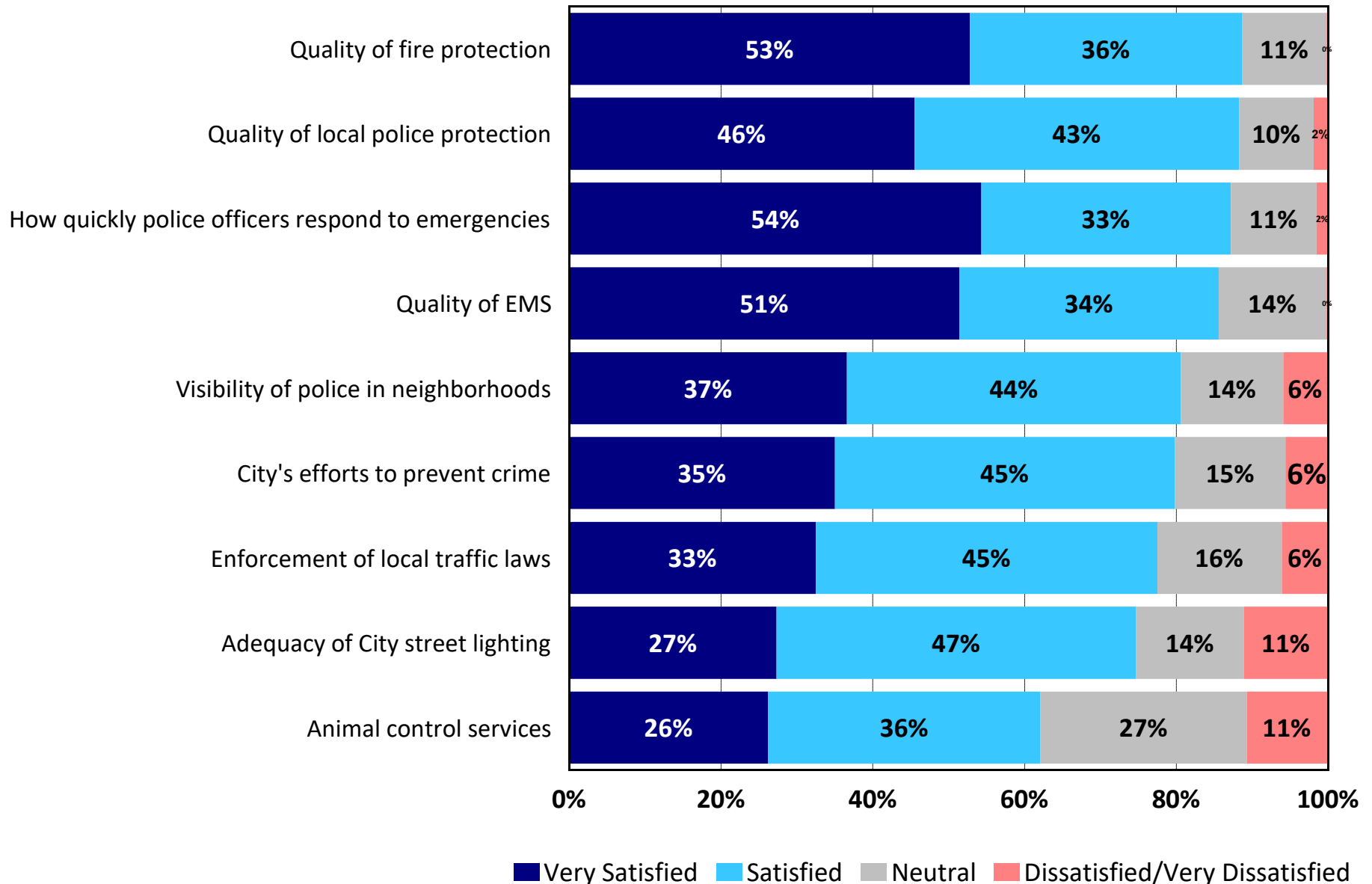
Rating Items that Influence your Perception of the City of Roeland Park - 2021 vs. 2019 vs. 2008

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



Q5. Overall Satisfaction with Public Safety Services

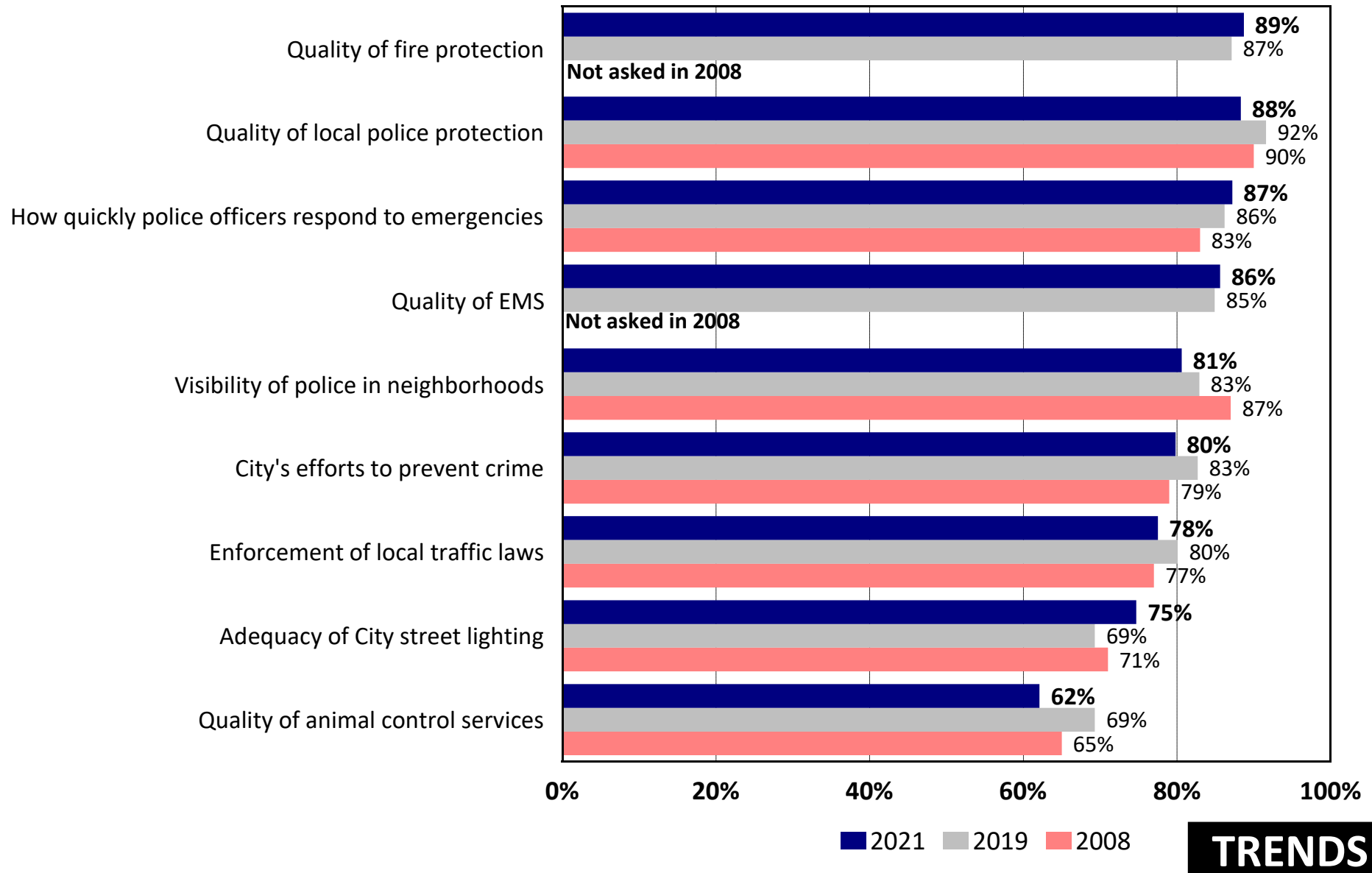
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



Overall Satisfaction with Public Safety Services

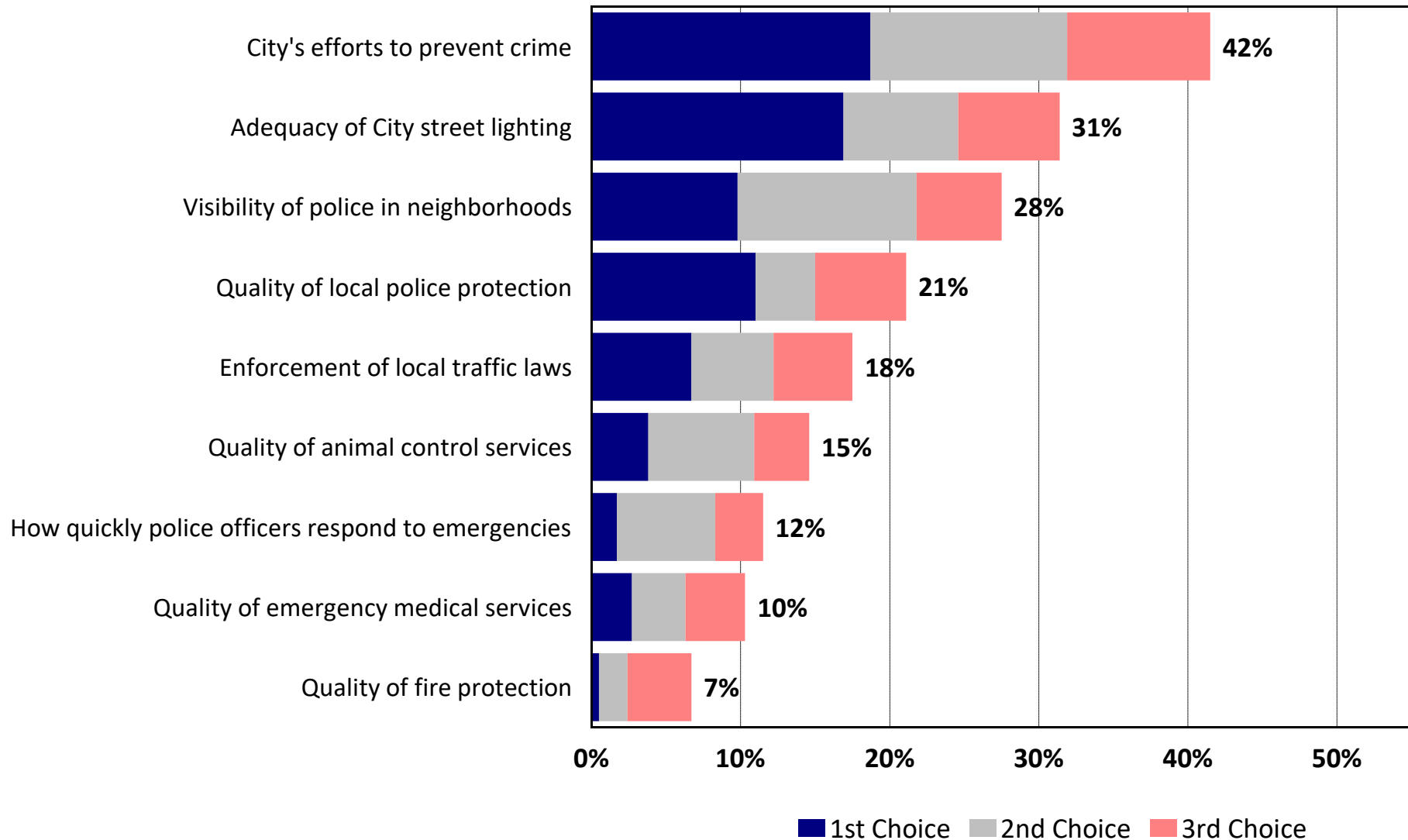
2021 vs. 2019 vs. 2008

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



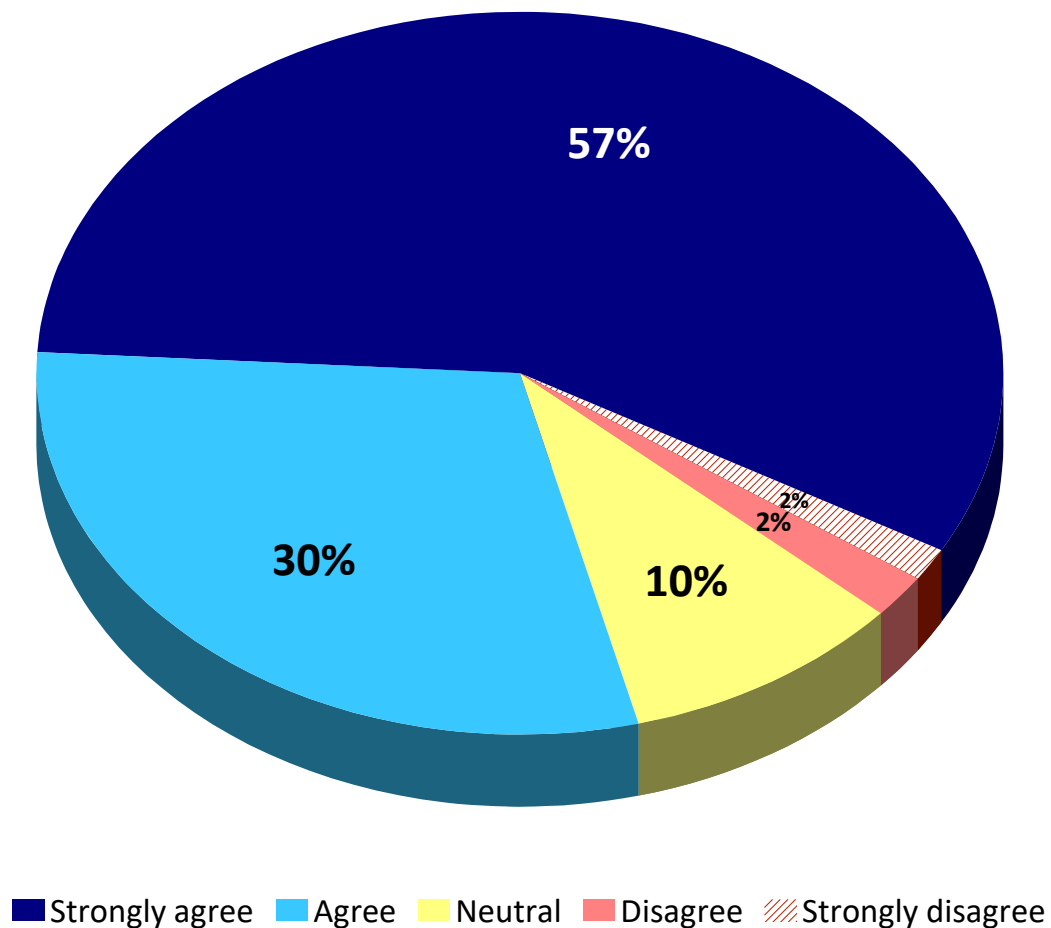
Q6. Public Safety Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



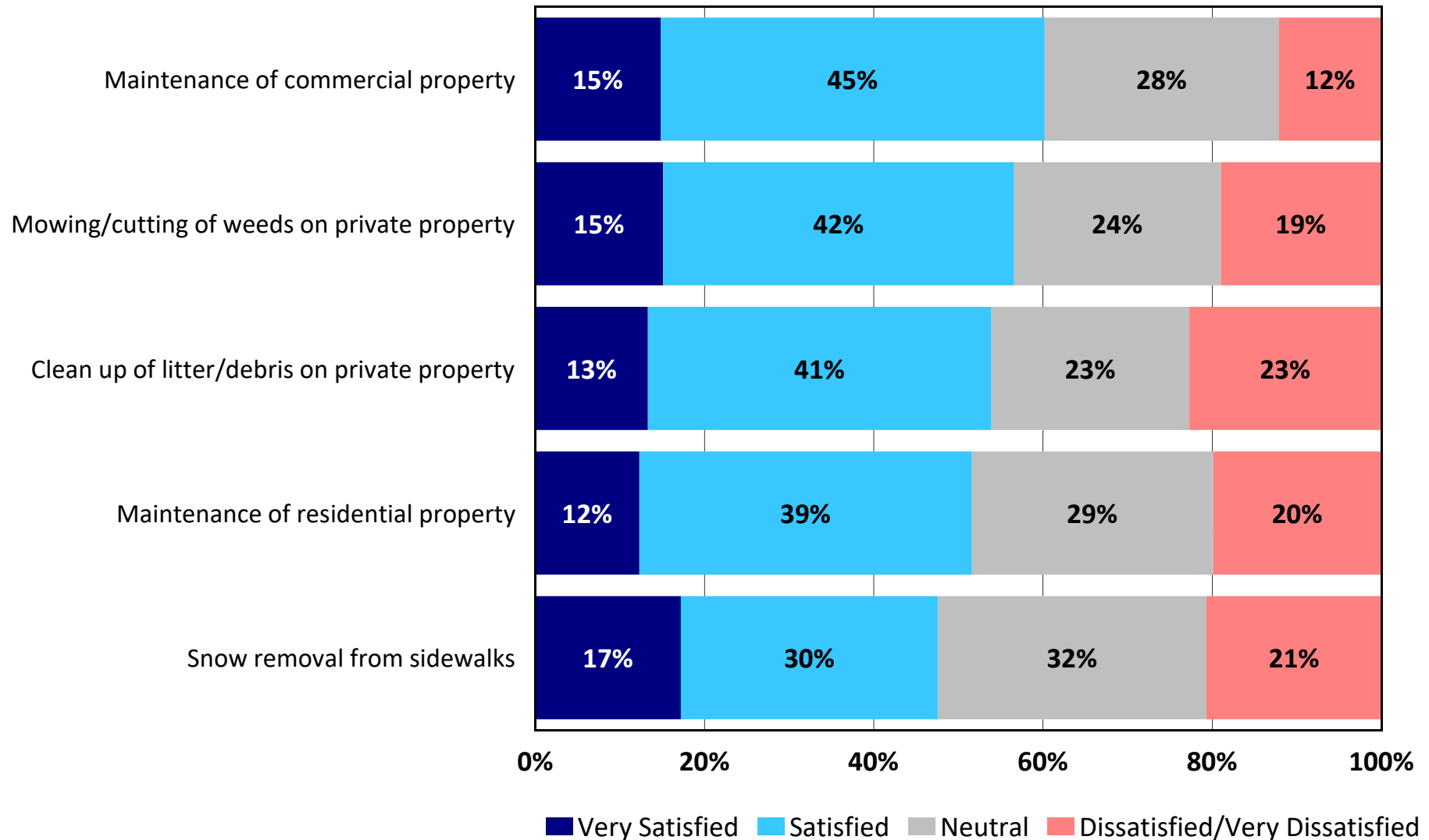
Q7. Please rate your level of agreement with the following statement: *“I feel safe going to the Roeland Park Police for help if I need it.”*

by percentage of respondents (excluding “not provided”)



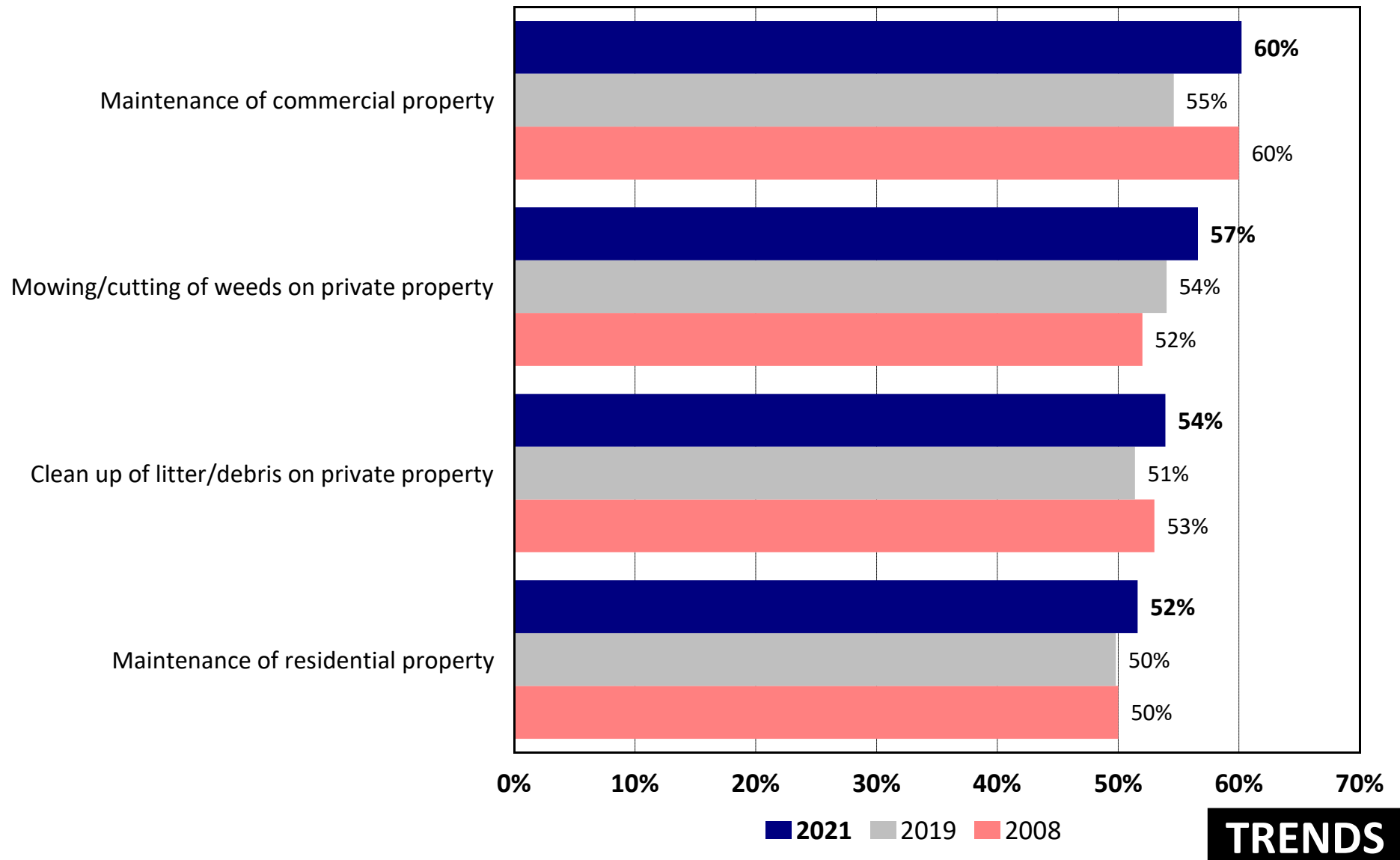
Q8. Overall Satisfaction with the Enforcement of City Codes and Ordinances

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



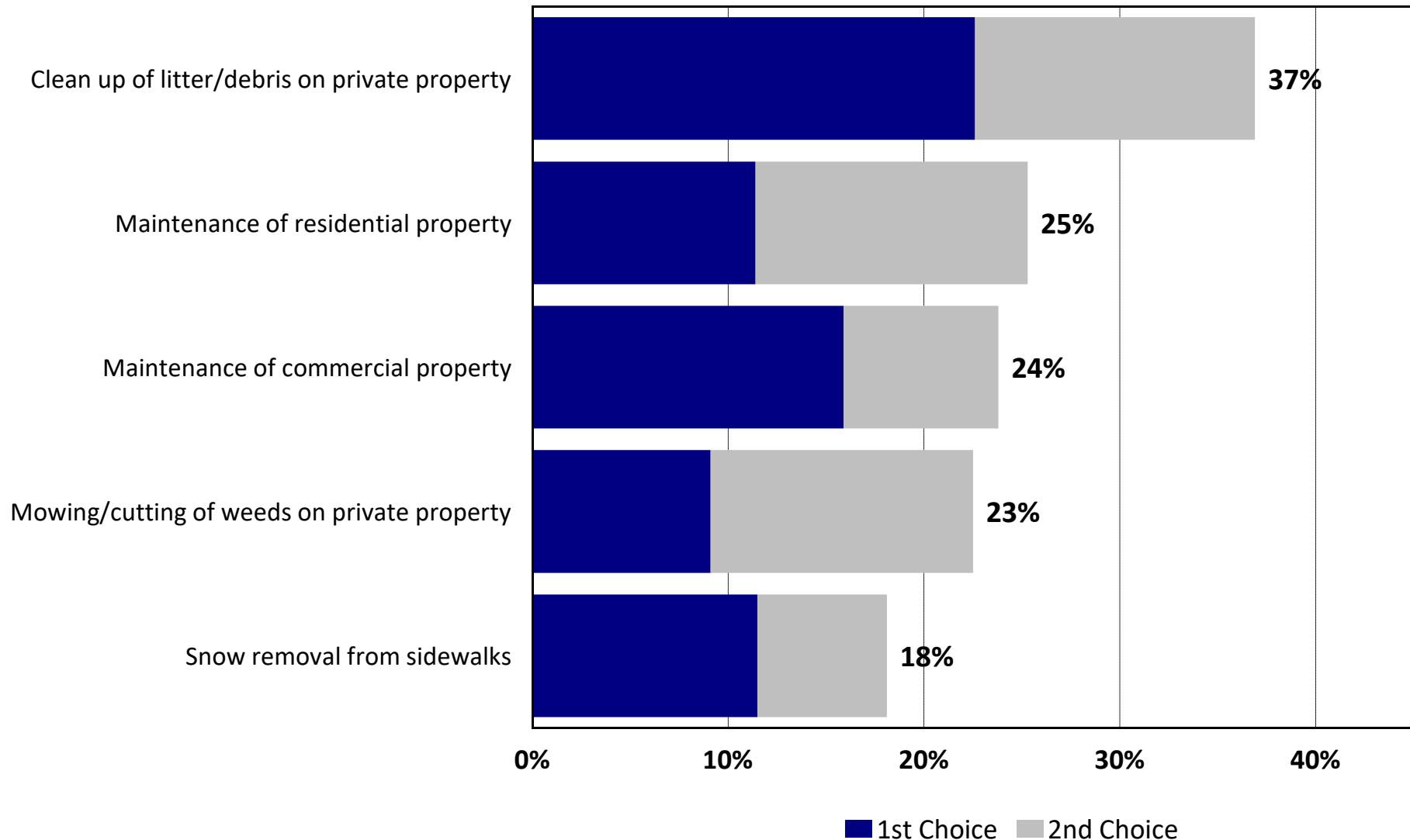
Overall Satisfaction with the Enforcement of City Codes and Ordinances - 2021 vs. 2019 vs. 2008

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



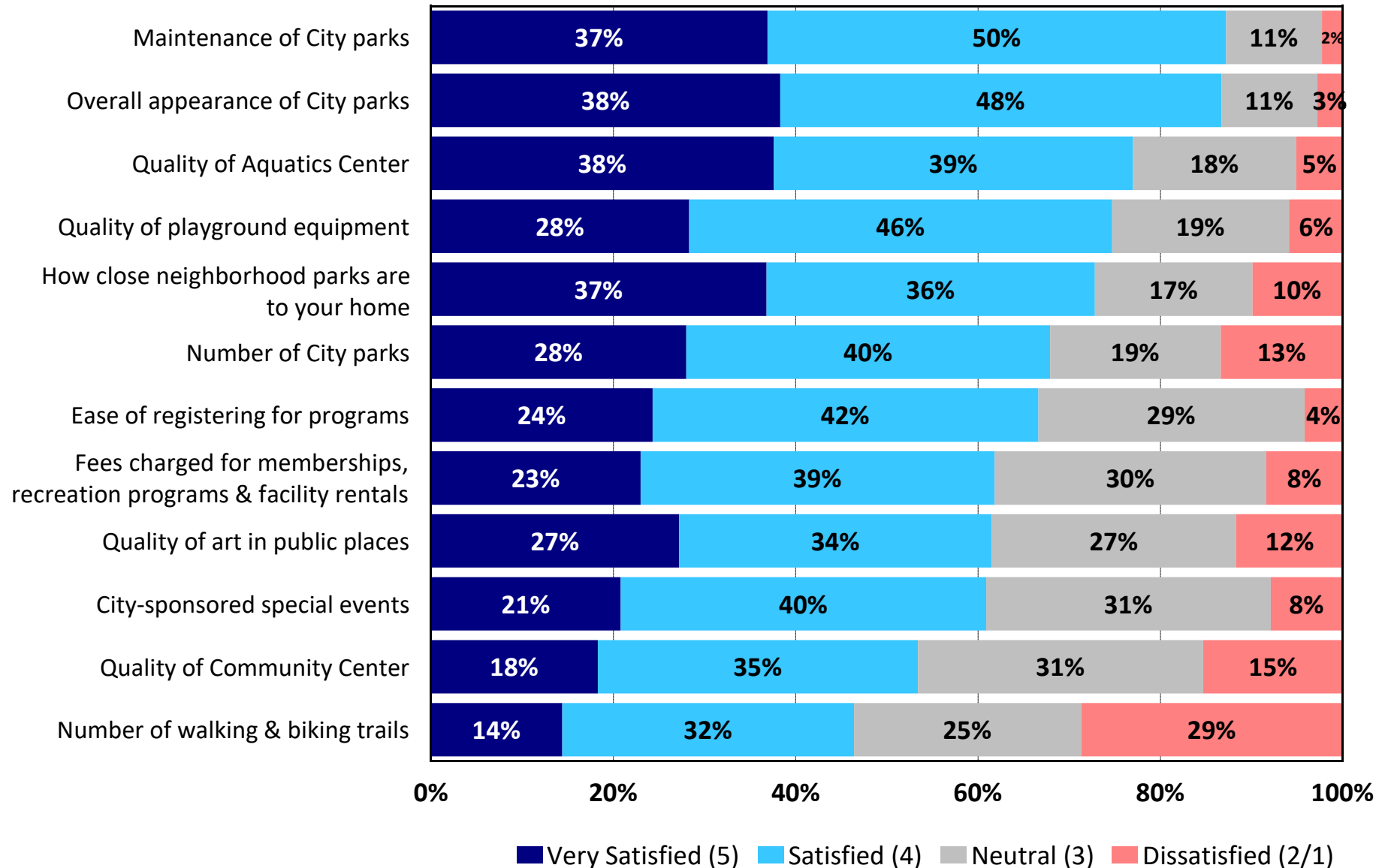
Q9. Code Enforcement Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



Q10. Overall Satisfaction with Parks and Recreation

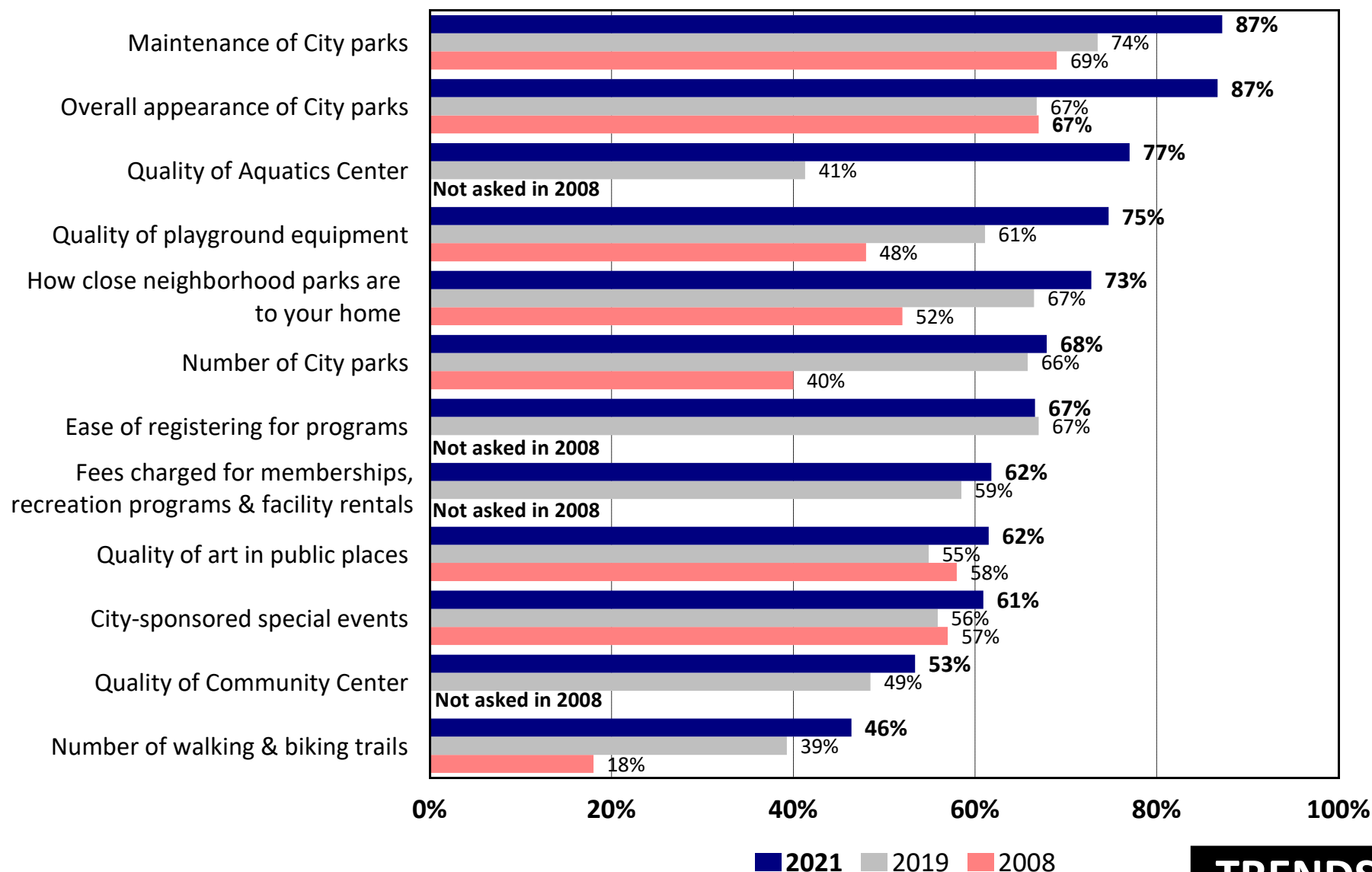
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



Overall Satisfaction with Parks and Recreation

2021 vs. 2019 vs. 2008

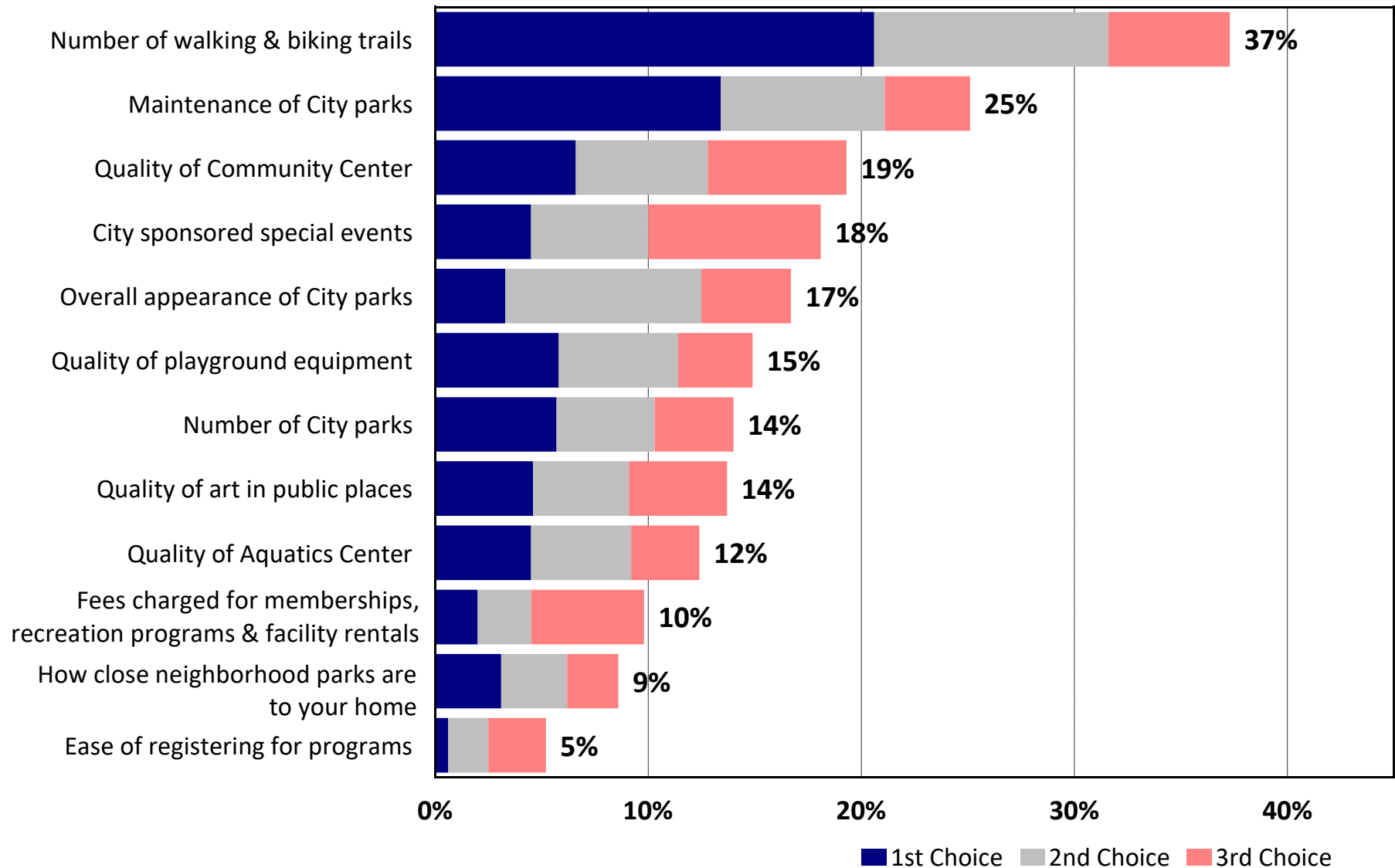
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied”



TRENDS

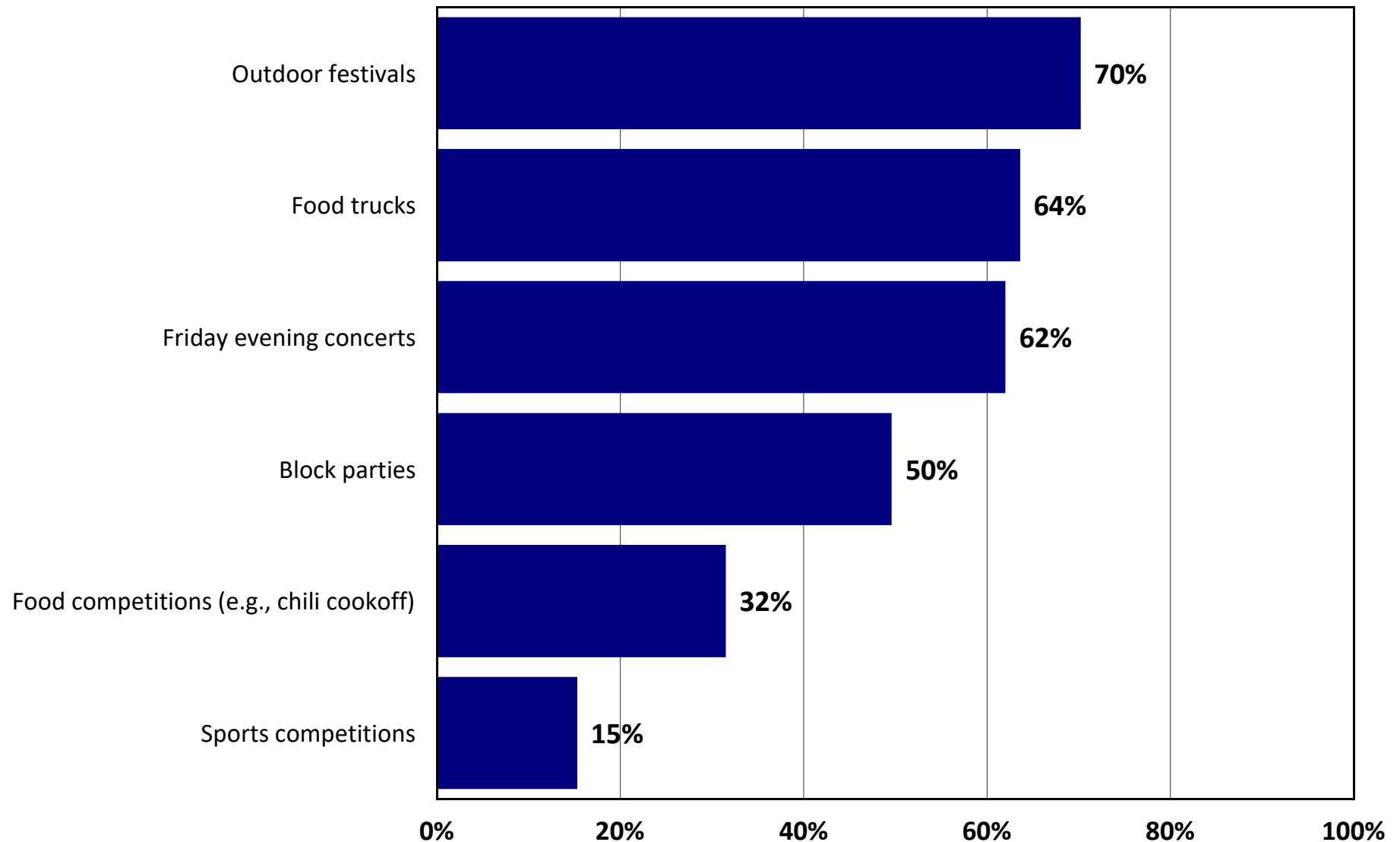
Q11. Parks and Recreation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



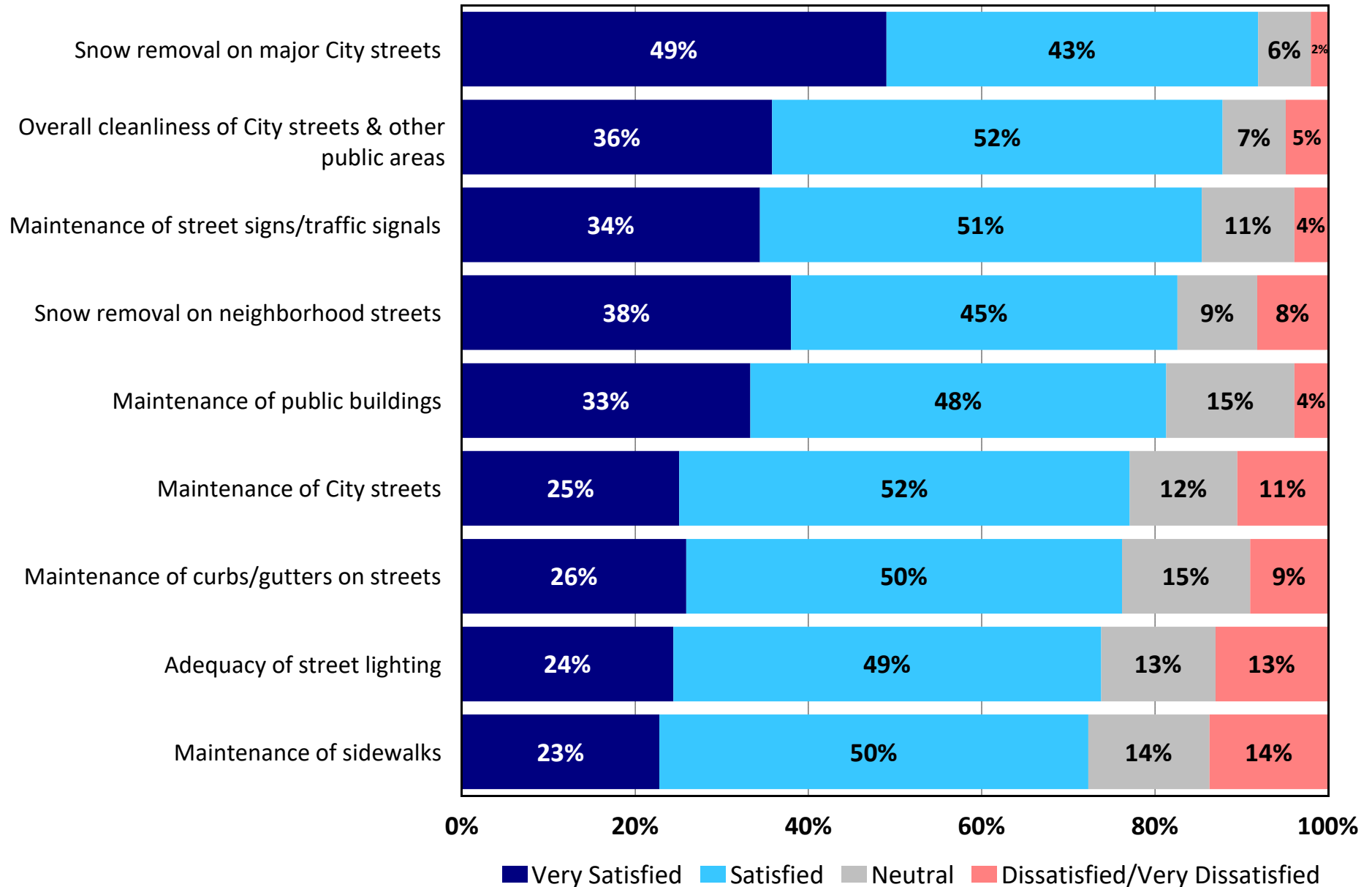
Q12. Types of Community Events Residents Would Like to Have Organized by the City of Roeland Park

by percentage of respondents (multiple selections could be made)



Q13. Overall Satisfaction with City Maintenance

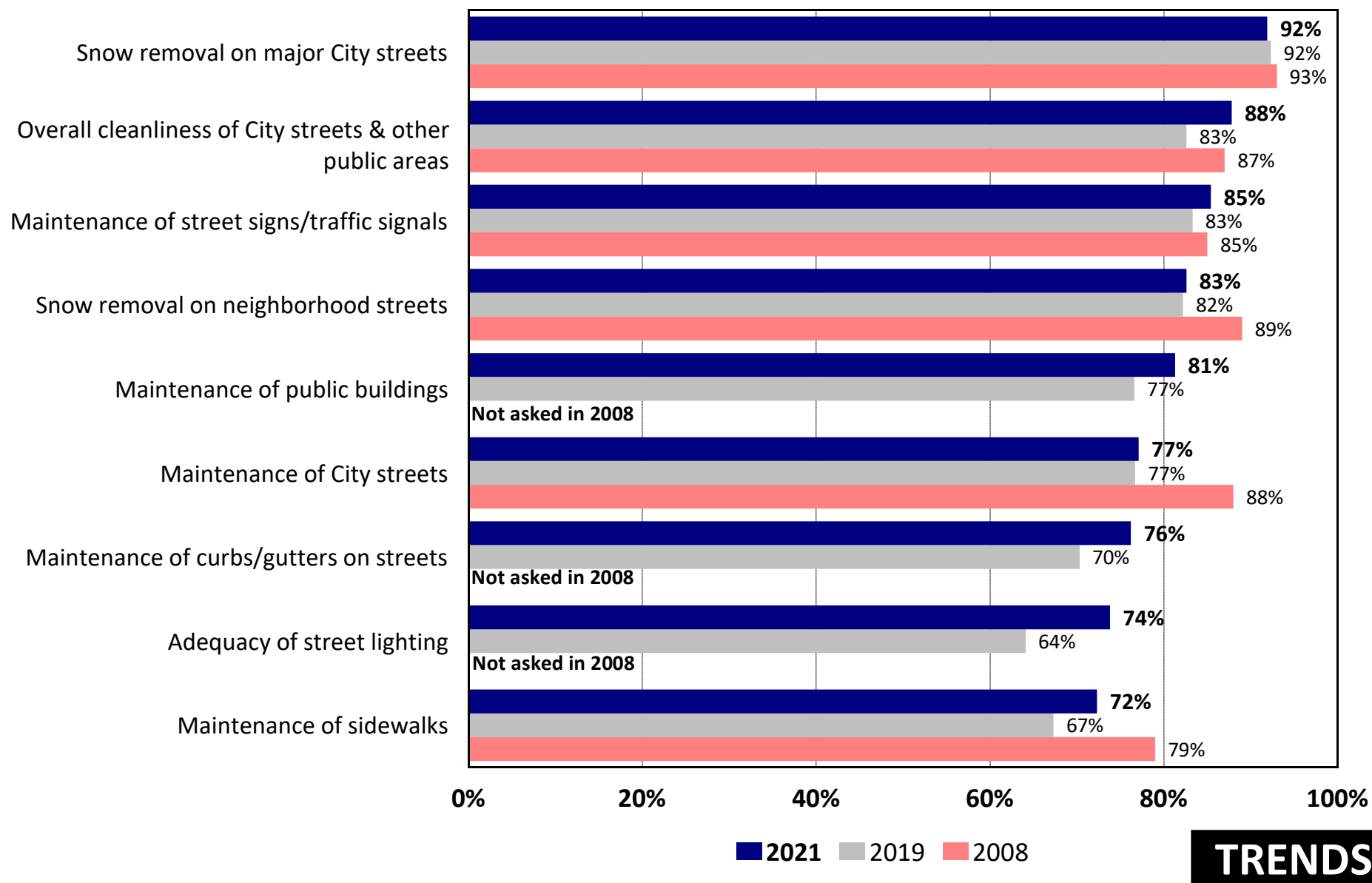
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



Overall Satisfaction with City Maintenance

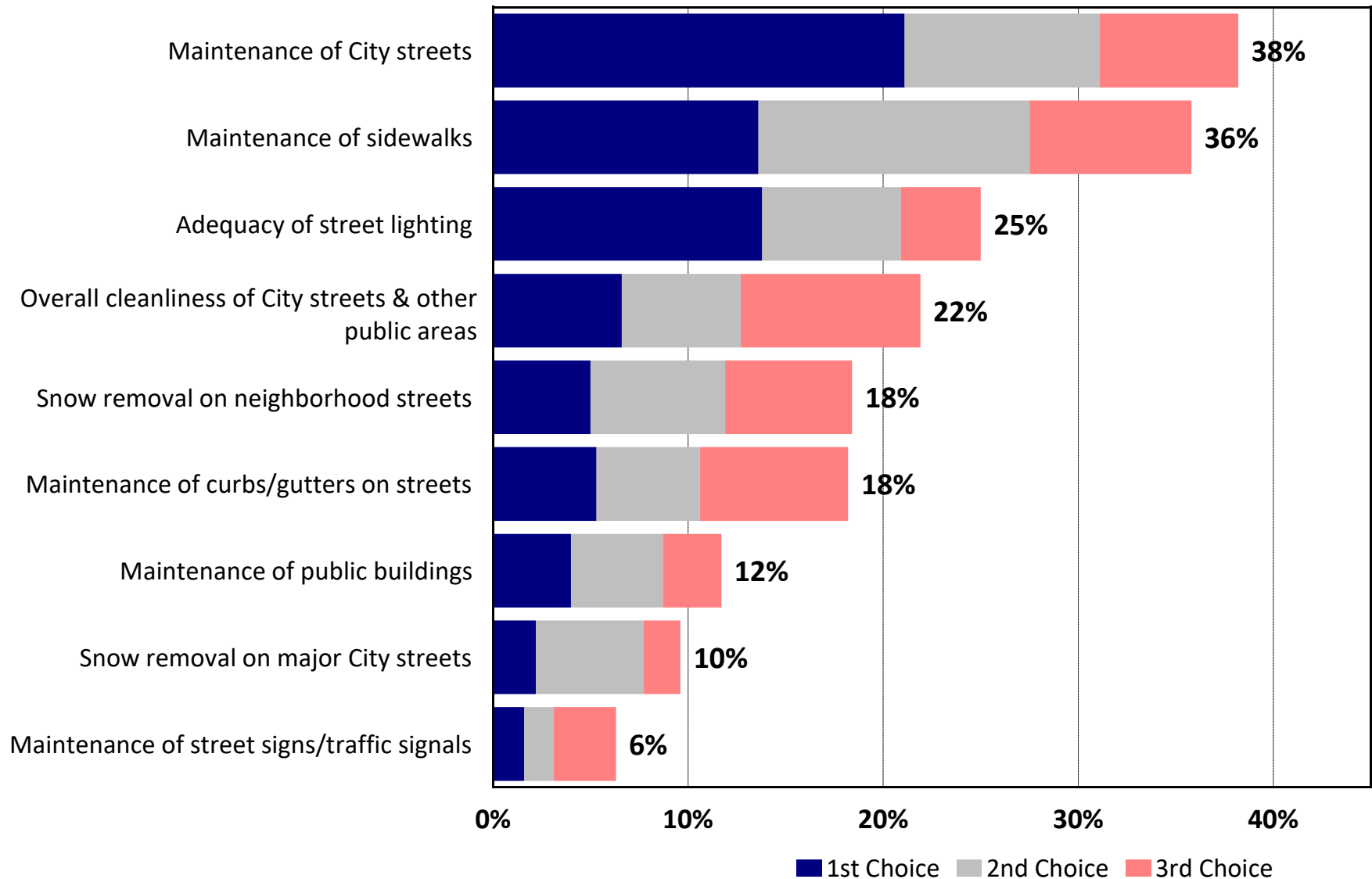
2021 vs. 2019 vs. 2008

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



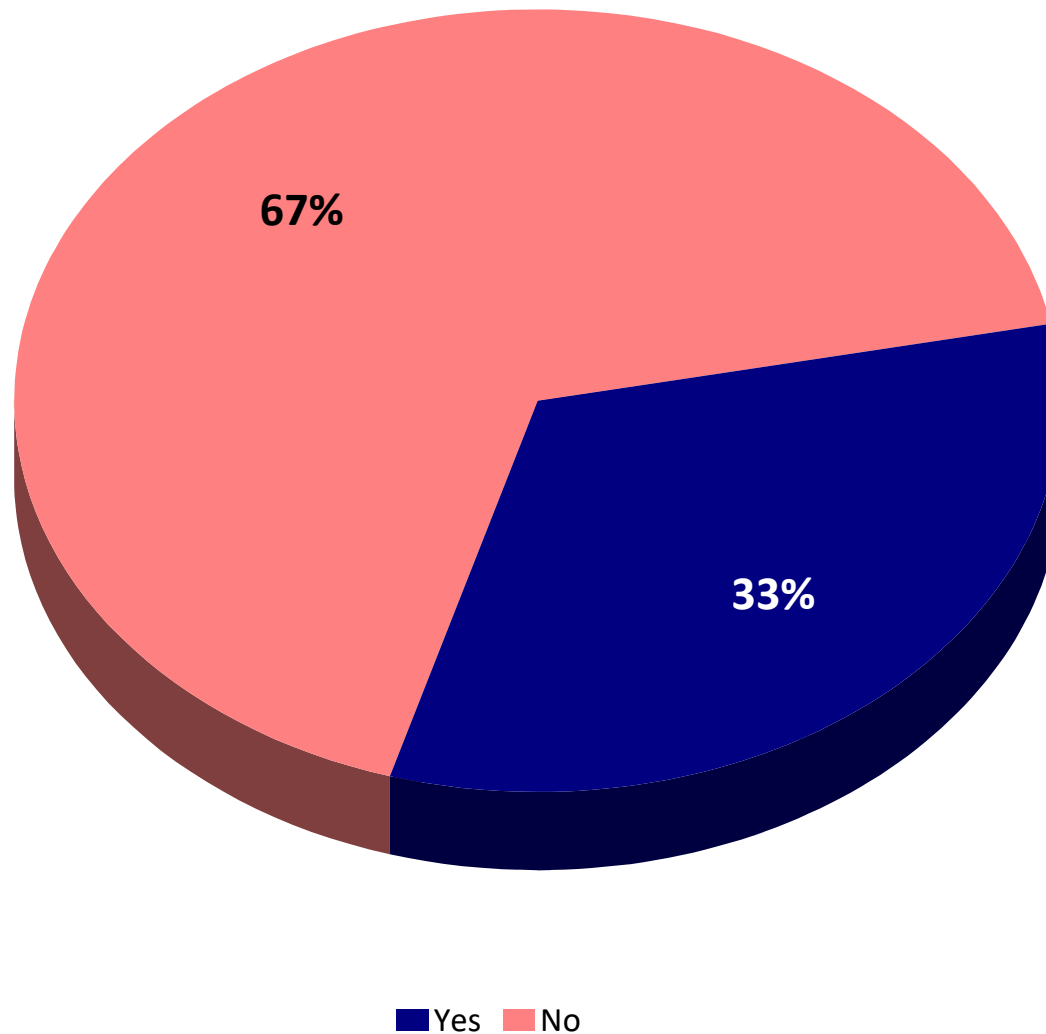
Q14. Maintenance Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



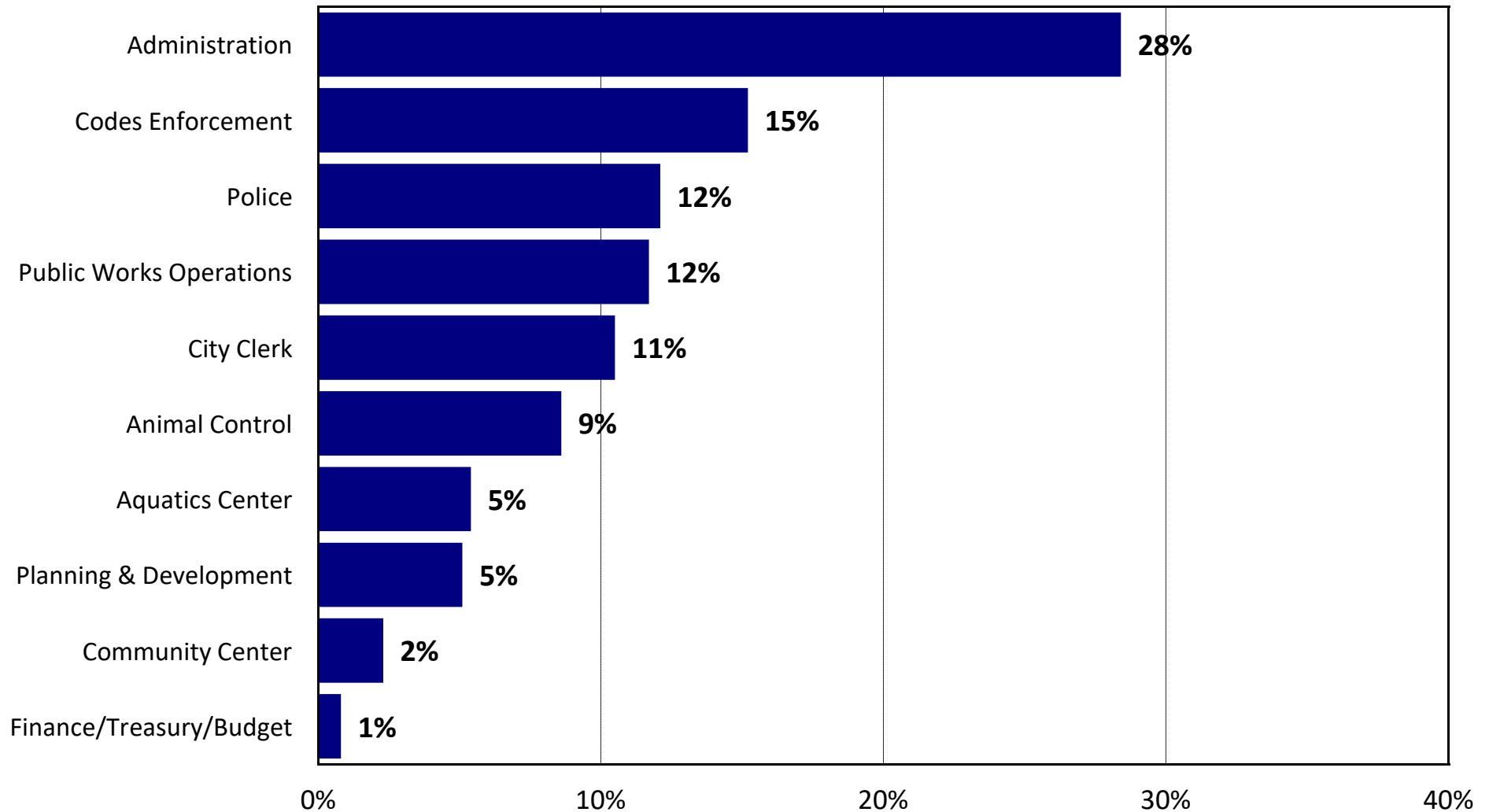
Q15. Have you contacted the City with a question, problem, or complaint during the past year?

by percentage of respondents (excluding “not provided”)



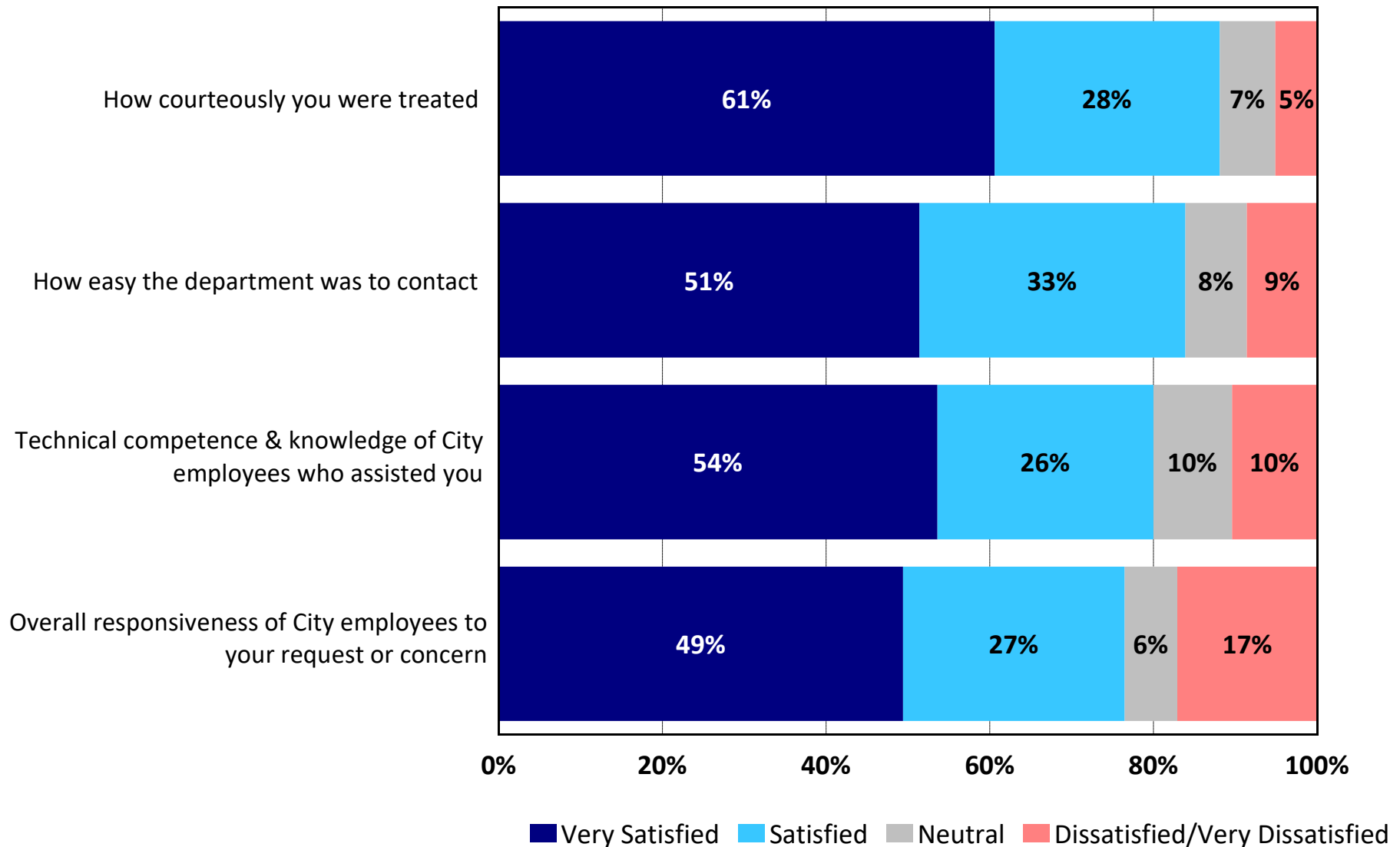
Q15a. Which City department did you contact most recently?

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



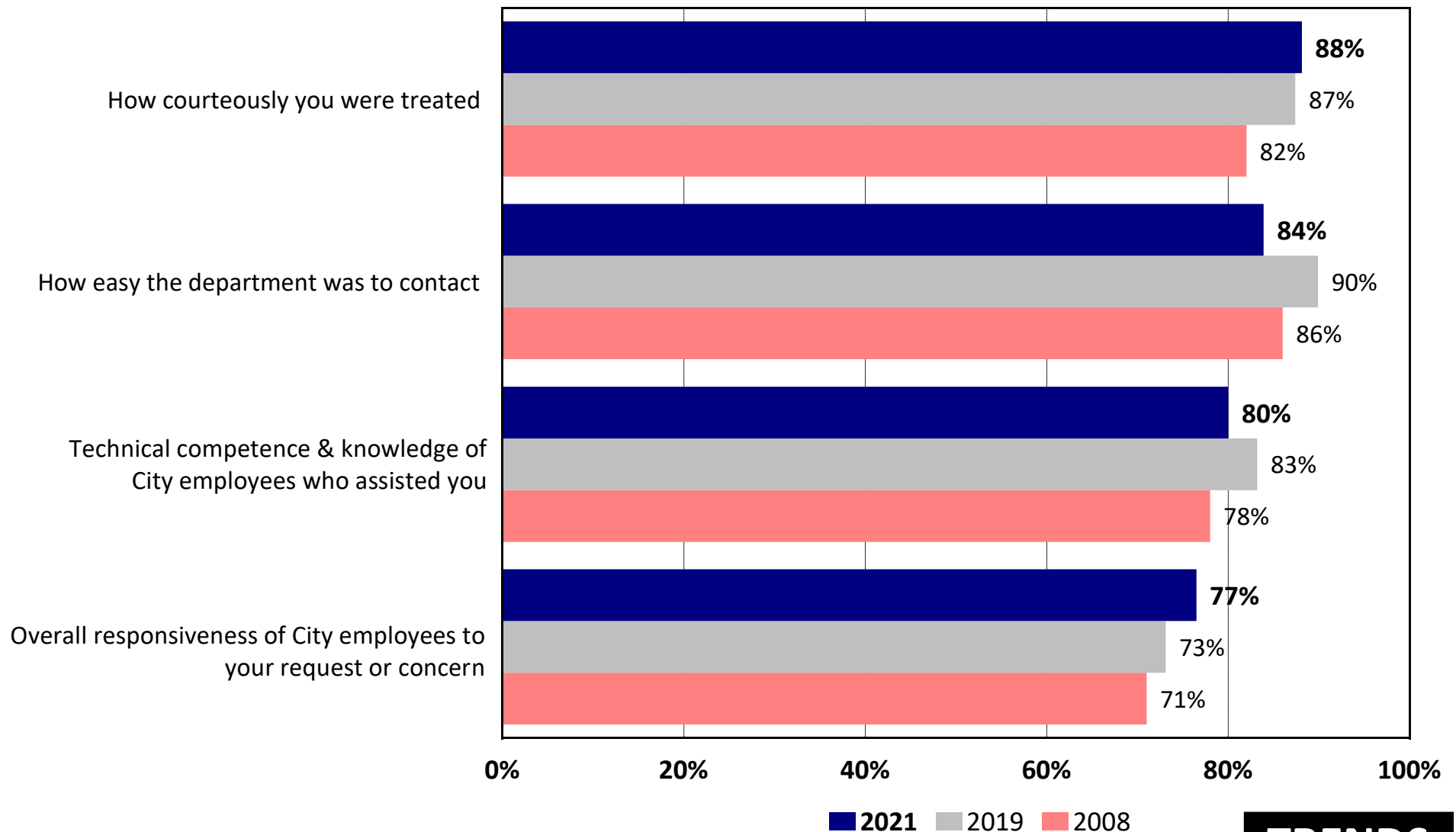
Q15b. Overall Satisfaction with the Quality of Service Received from City Employees

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



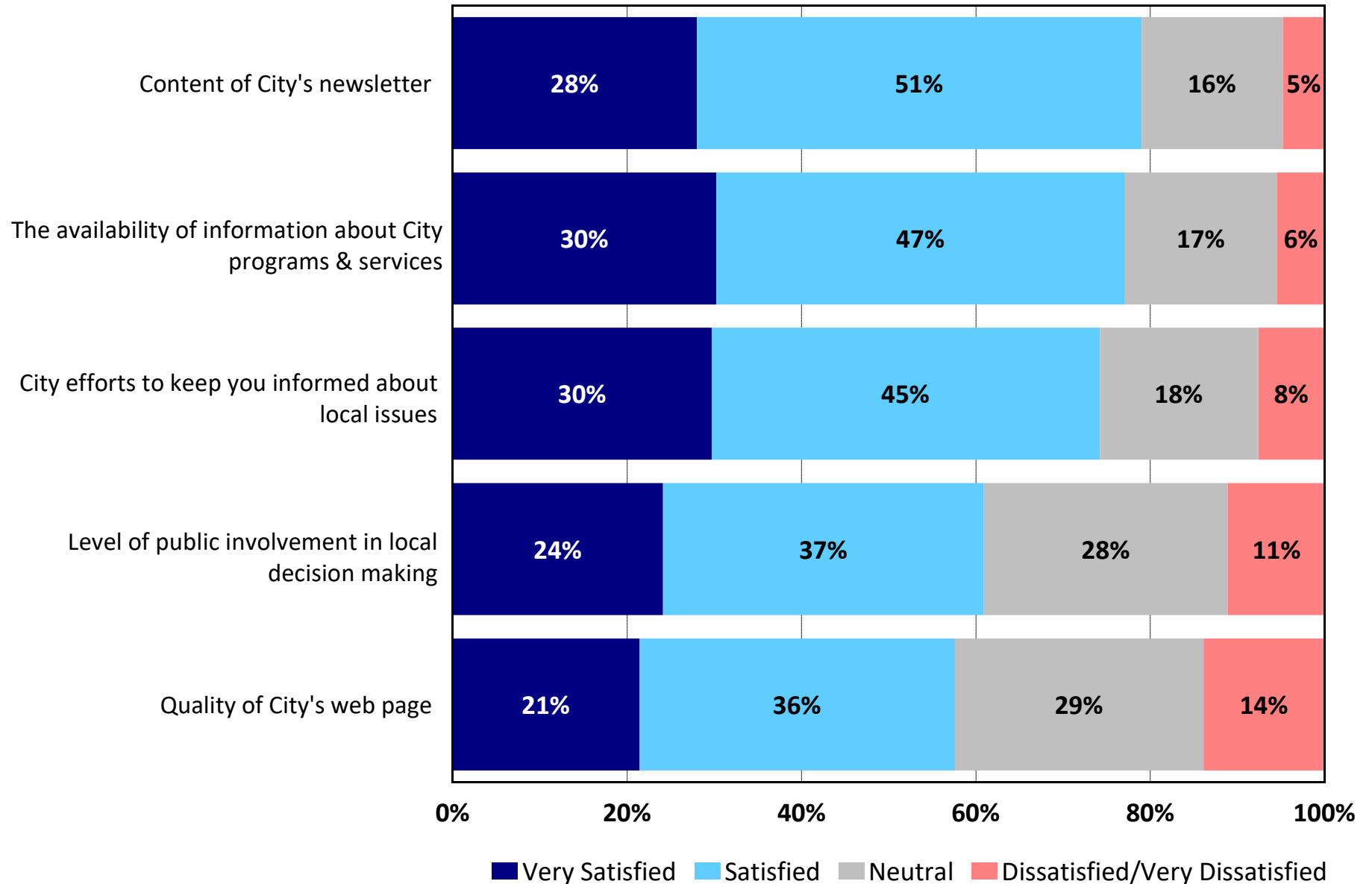
Overall Satisfaction with Quality of Service Received from City Employees - 2021 vs. 2019 vs. 2008

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

**TRENDS**

Q16. Overall Satisfaction with City Communication

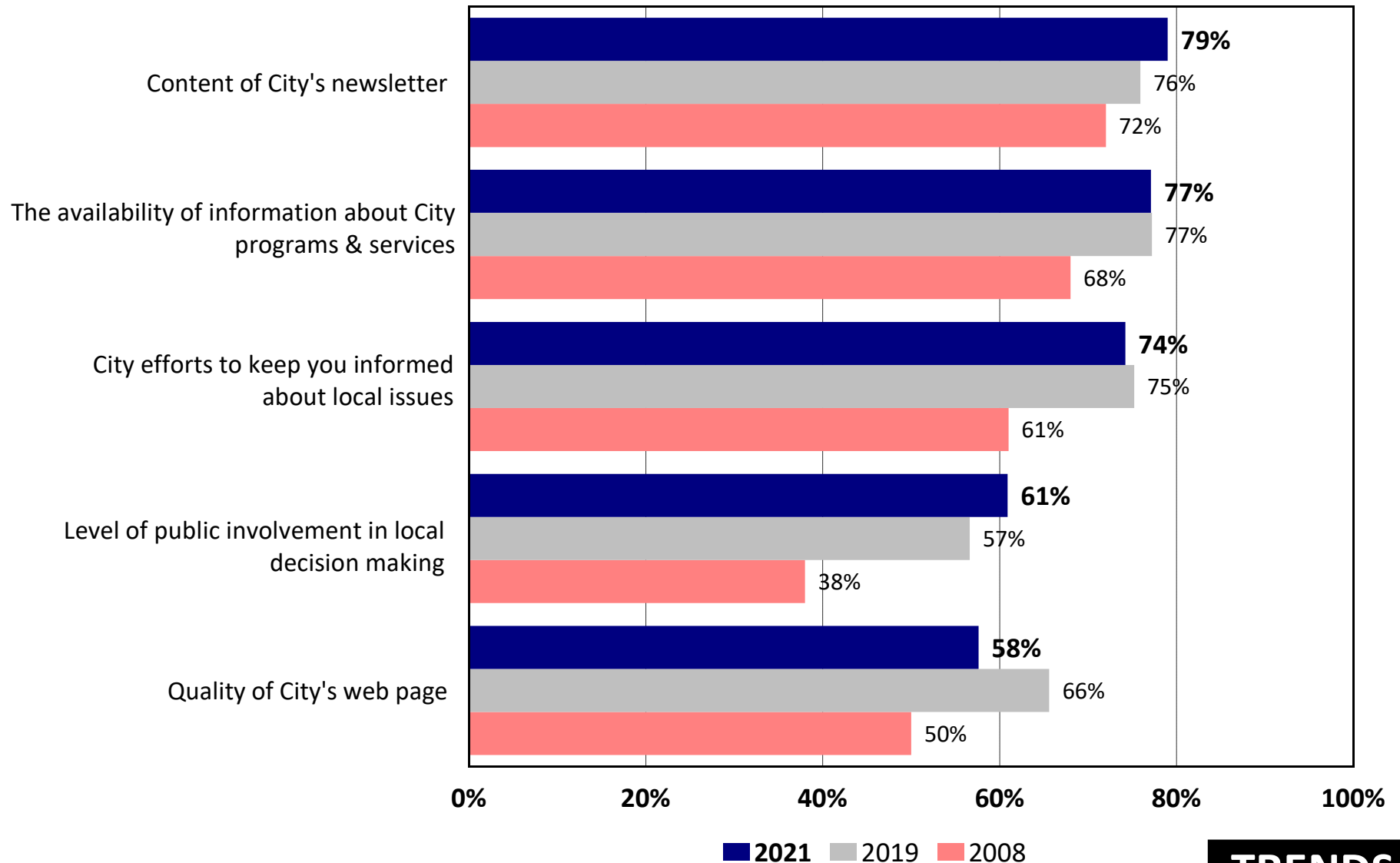
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



Overall Satisfaction with City Communication

2021 vs. 2019 vs. 2008

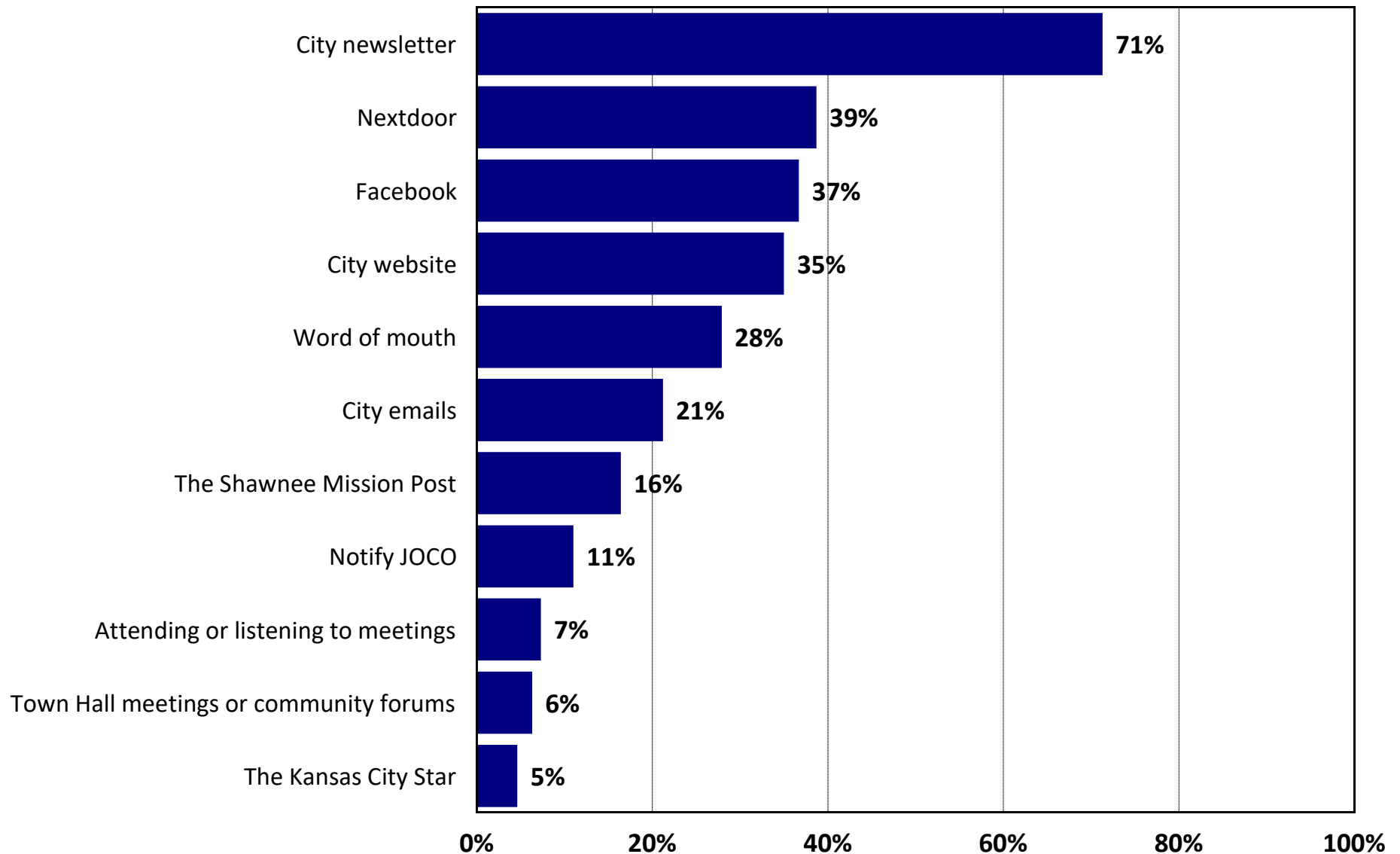
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



TRENDS

Q17. From what source(s) would you most prefer to get information about the City?

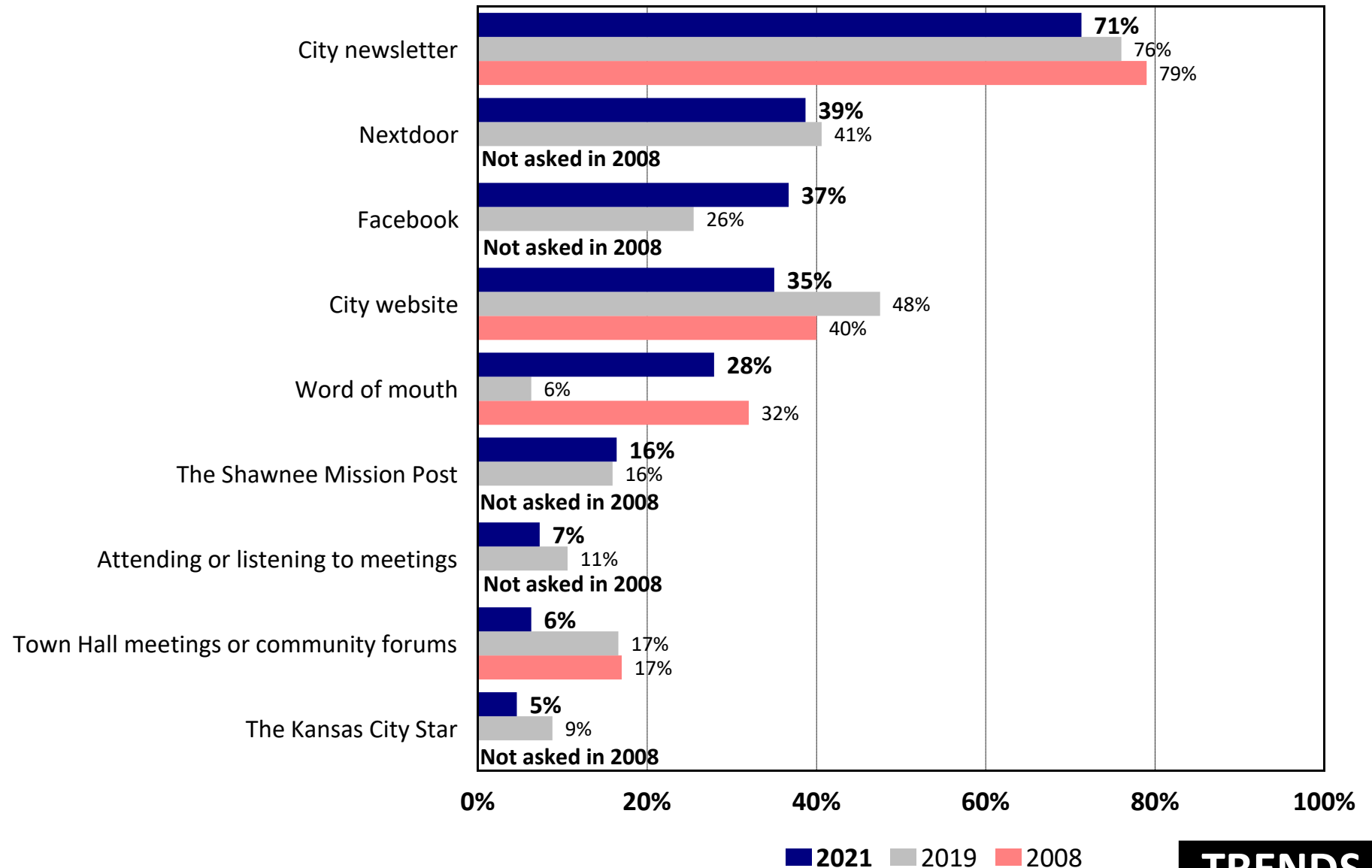
by percentage of respondents



Preferred Sources of Information

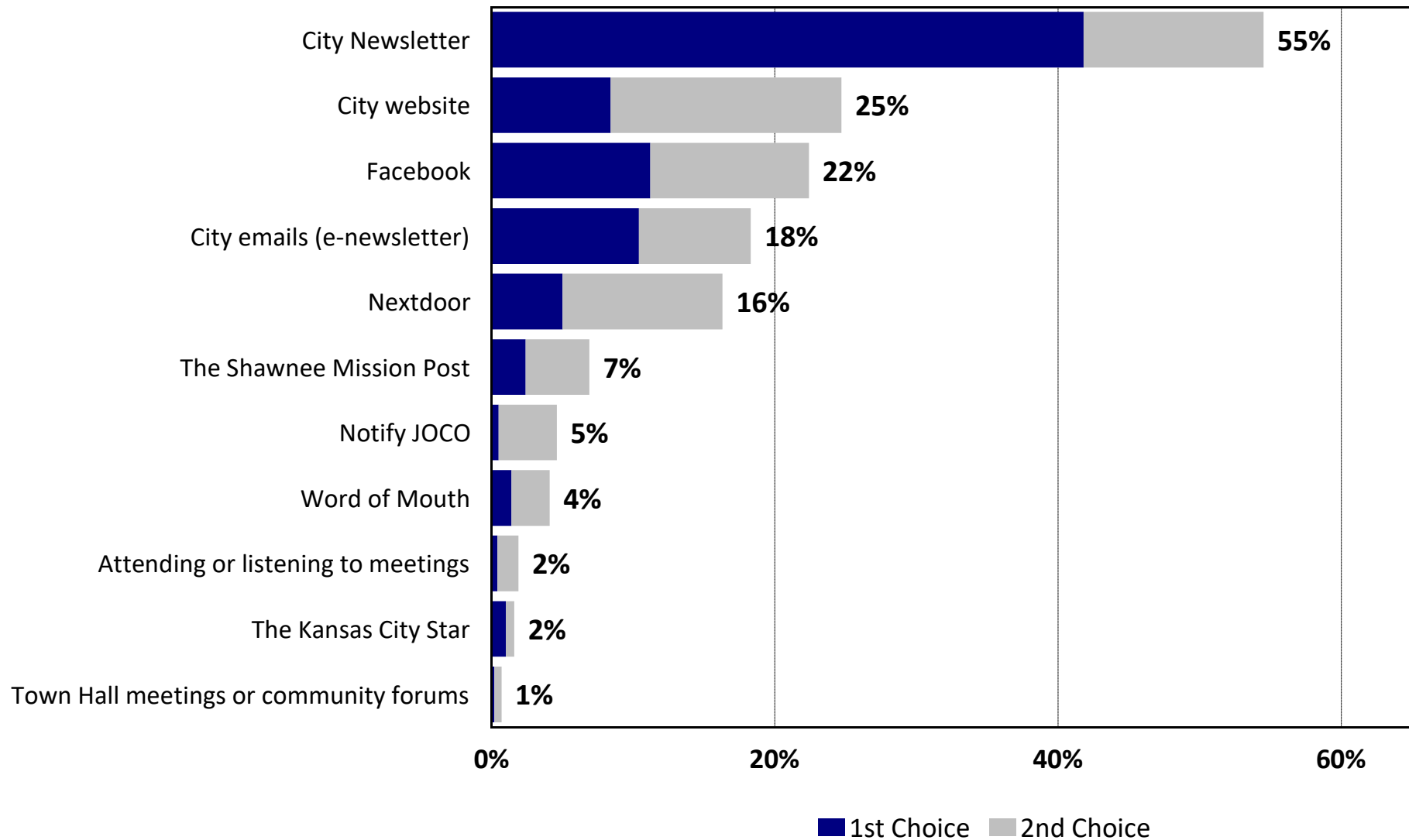
2021 vs. 2019 vs. 2008

by percentage of respondents



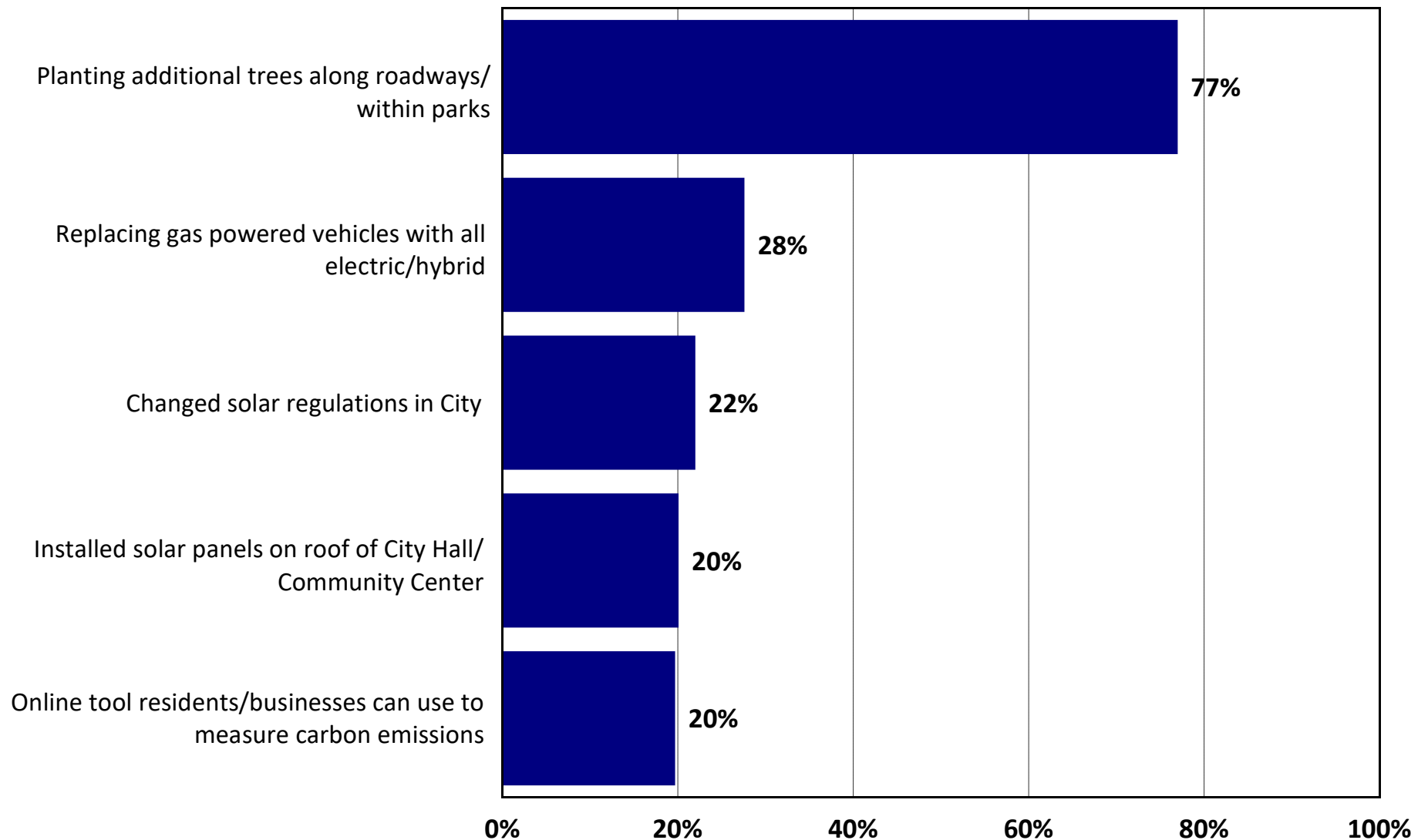
Q18. Most Preferred Sources of Information

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



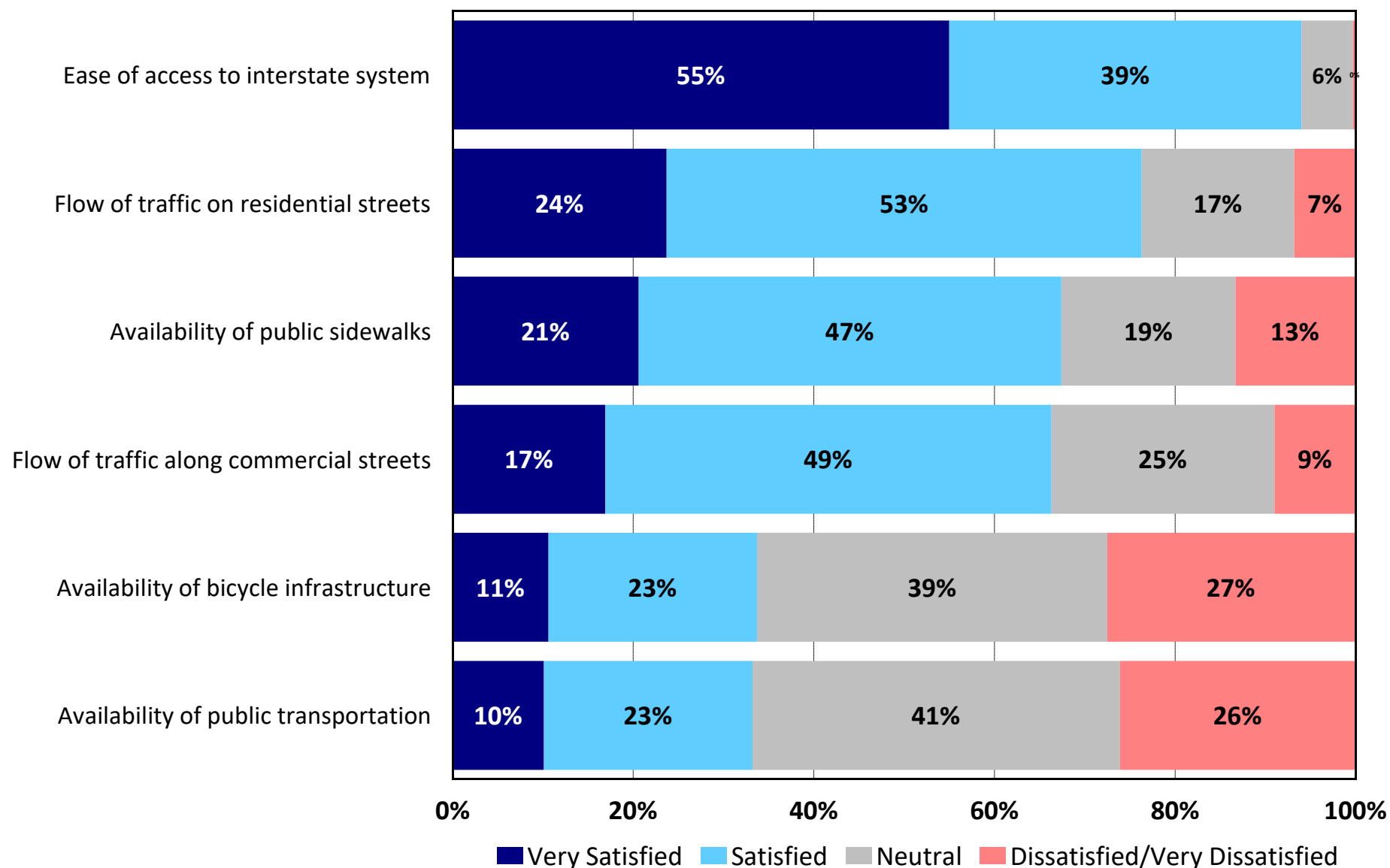
Q19. Awareness of the Following Actions the City Has Taken to be More Energy Efficient

by percentage of respondents who were aware of the action (excluding “not provided”)



Q20. Overall Satisfaction with Transportation and Connectivity

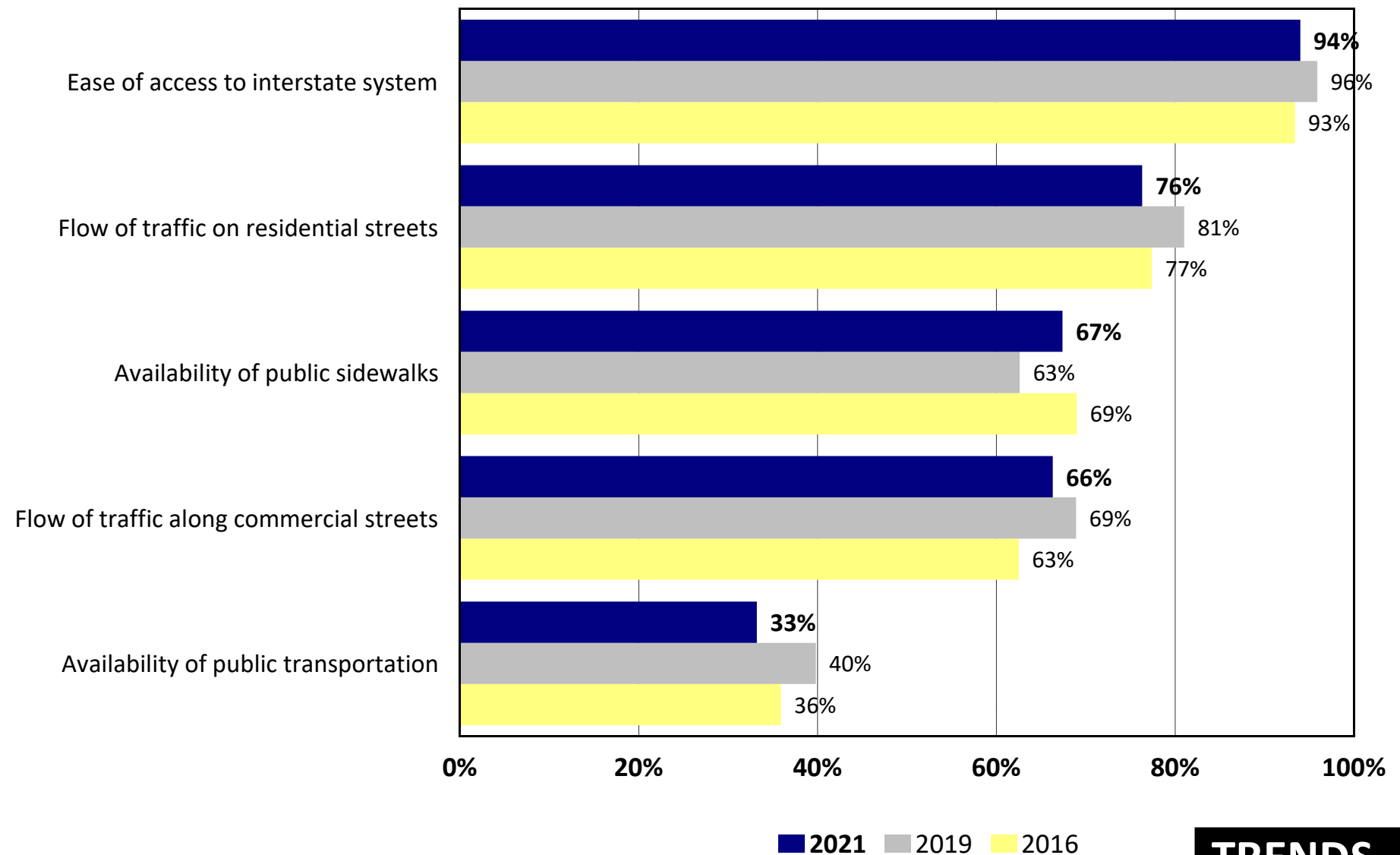
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



Overall Satisfaction with Transportation and Connectivity

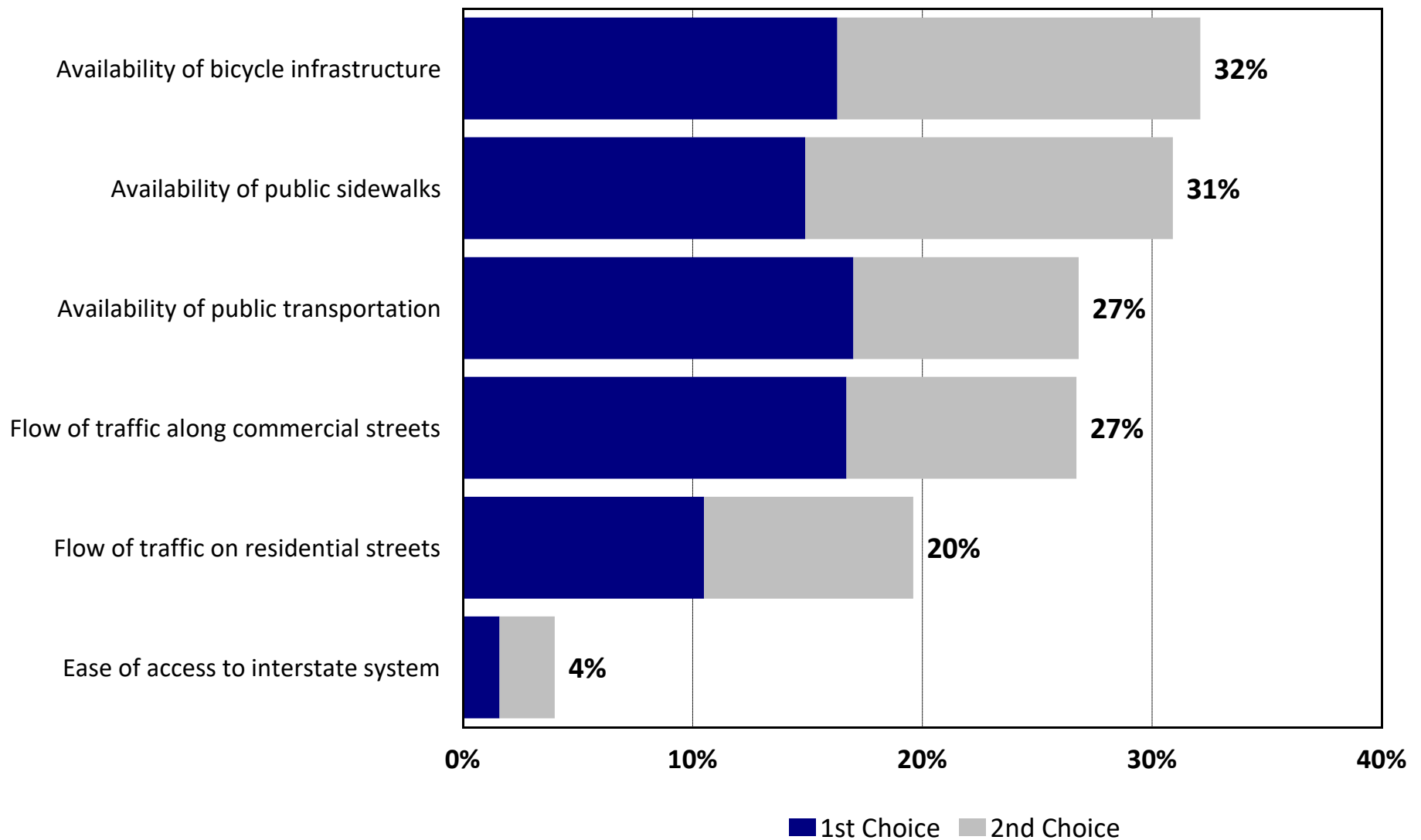
2021 vs. 2019 vs. 2016

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

**TRENDS**

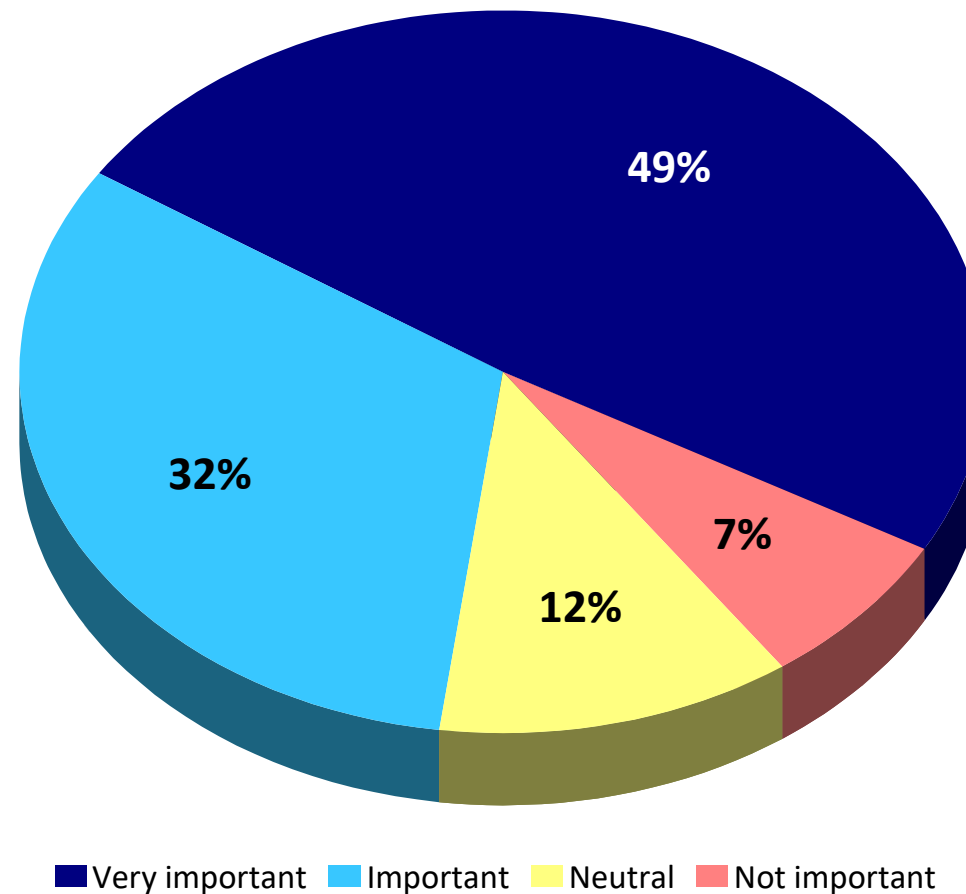
Q21. Transportation/Connectivity Issues That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



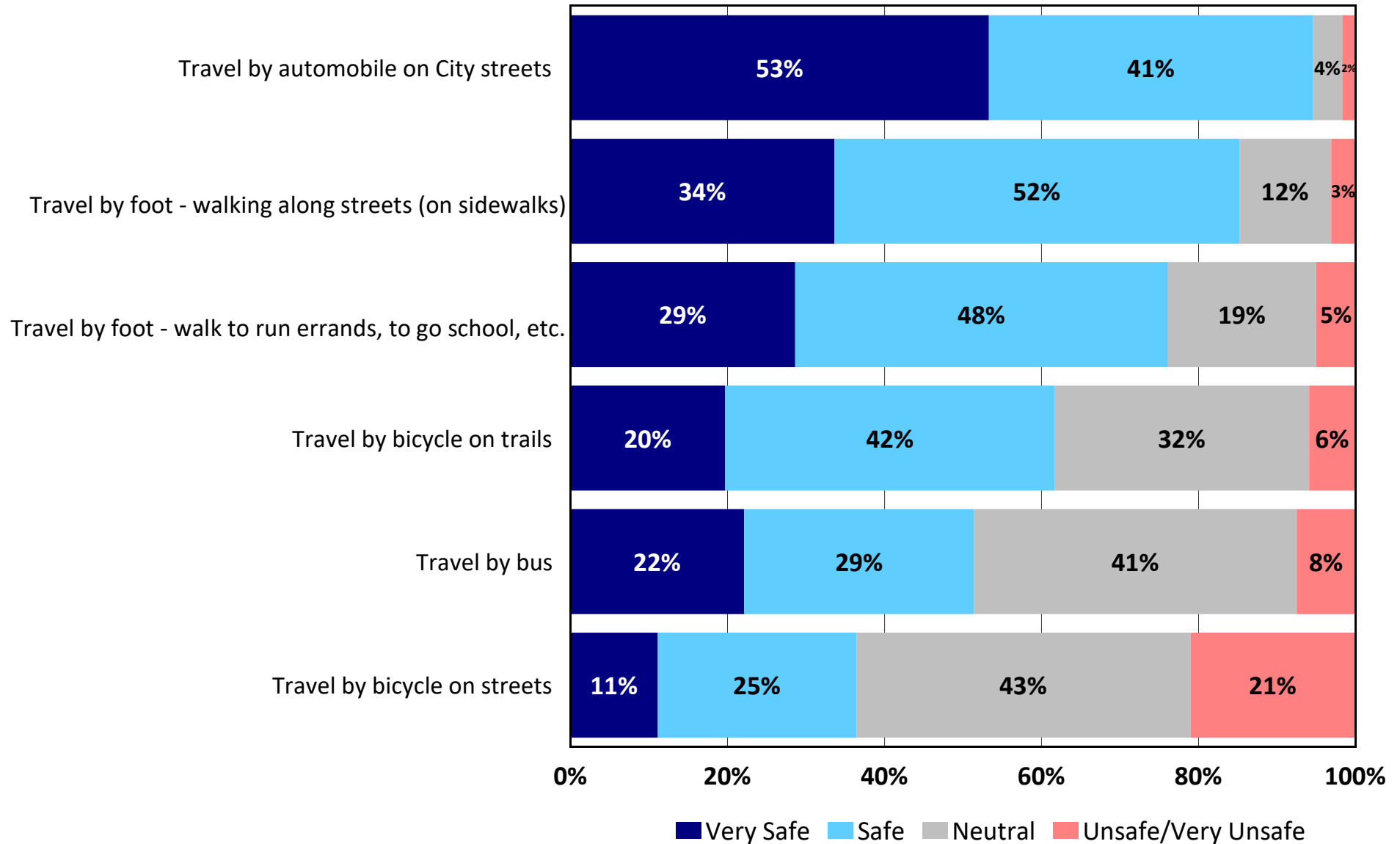
Q22. Importance of the City Allocating Funds to Invest in Complete Streets and Take Into Consideration Other Modes of Transportation Such as Walking, Bicycling, and Public Transportation

by percentage of respondents (excluding “not provided”)



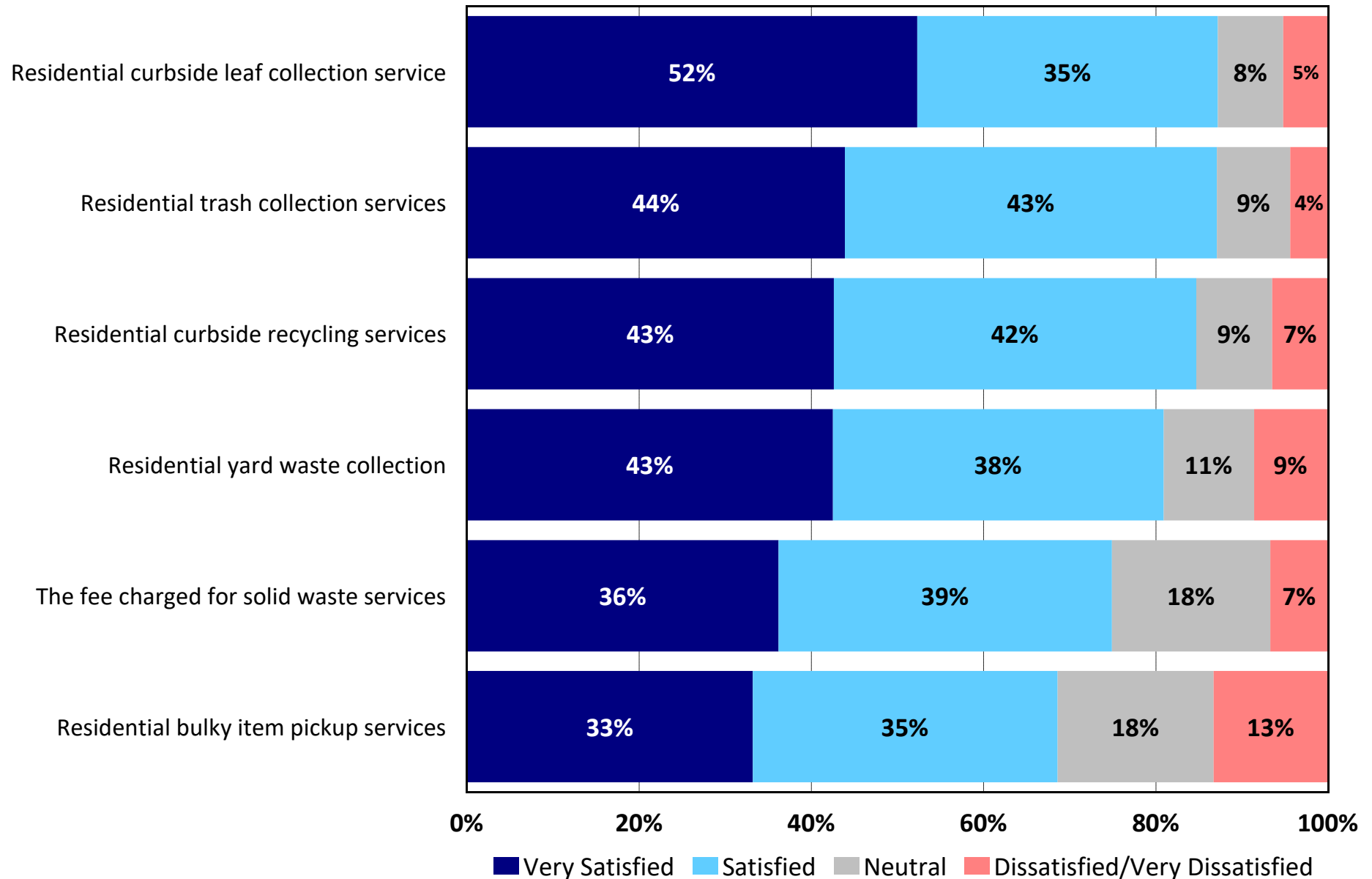
Q23. Perceptions of Transportation Safety

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



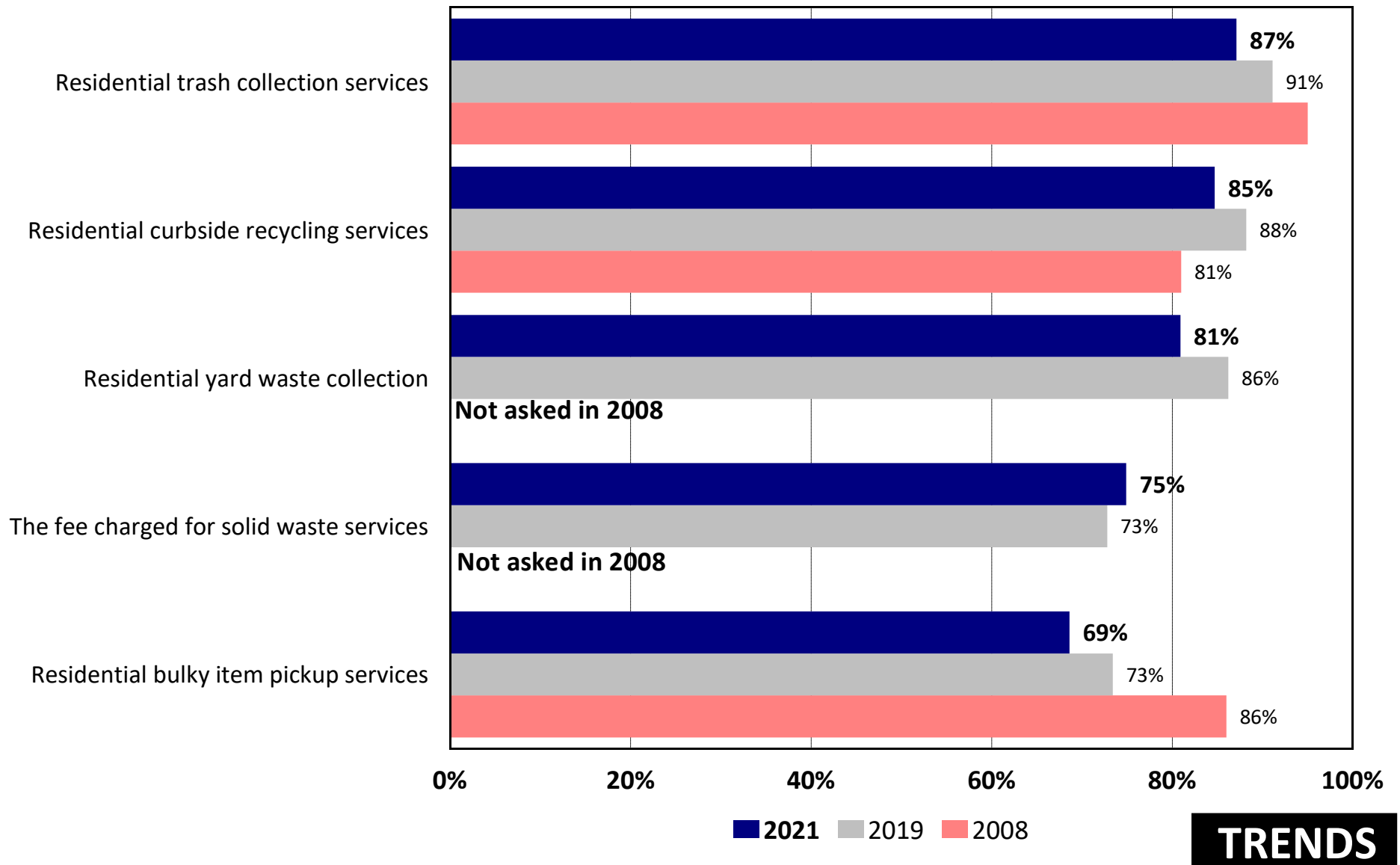
Q24. Overall Satisfaction with Trash Issues

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



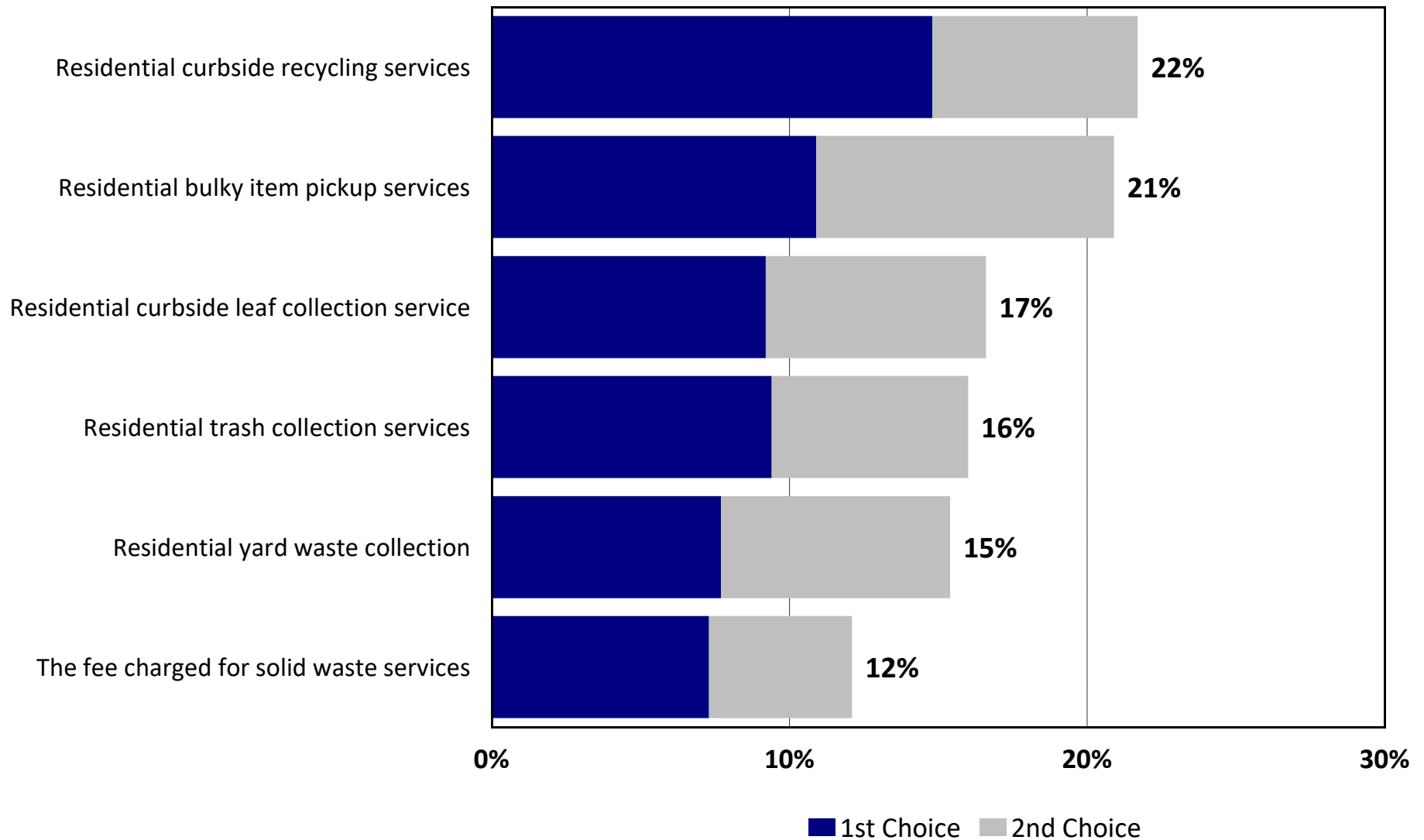
Overall Satisfaction with Trash Issues

2021 vs. 2019 vs. 2008



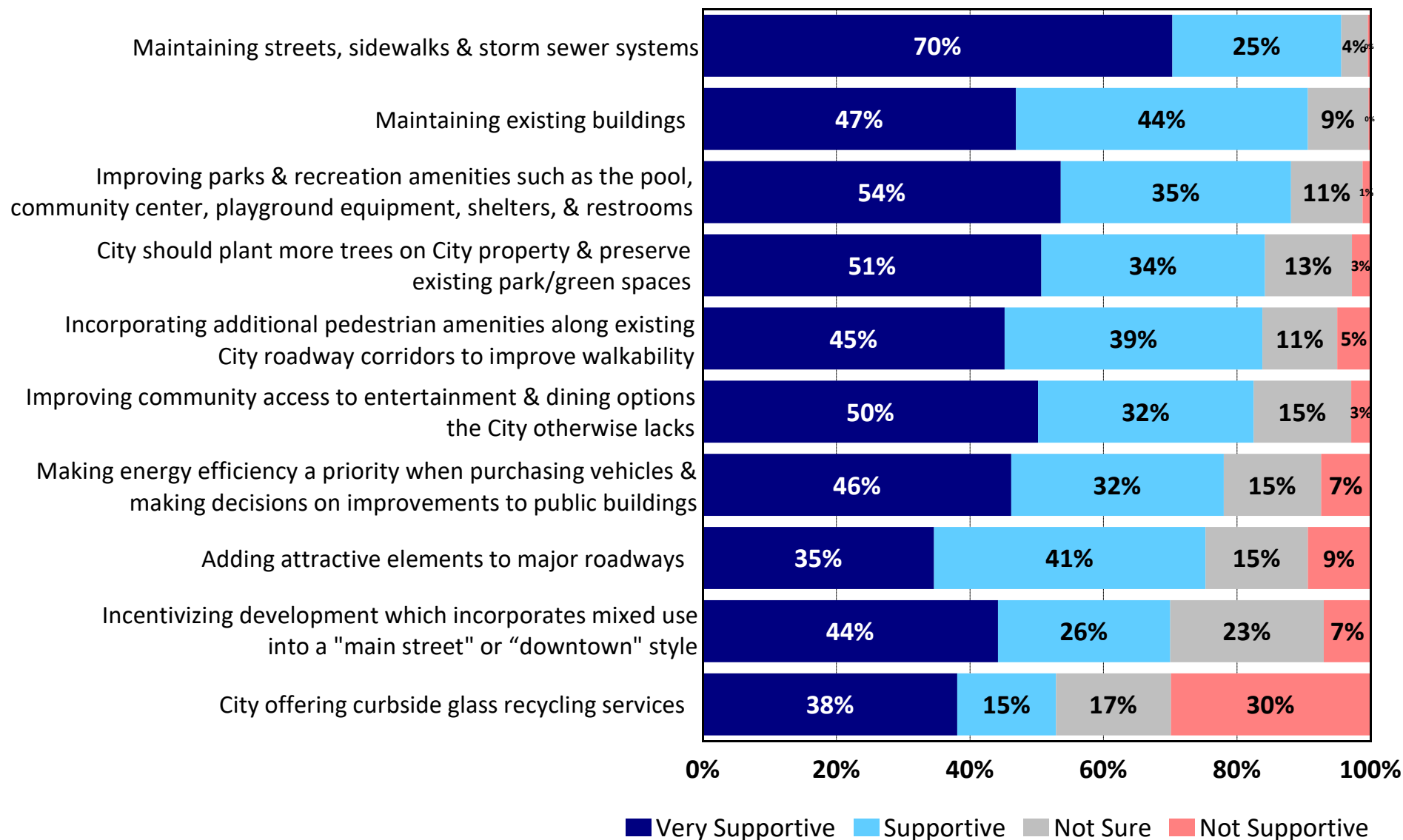
Q25. Trash Issues That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



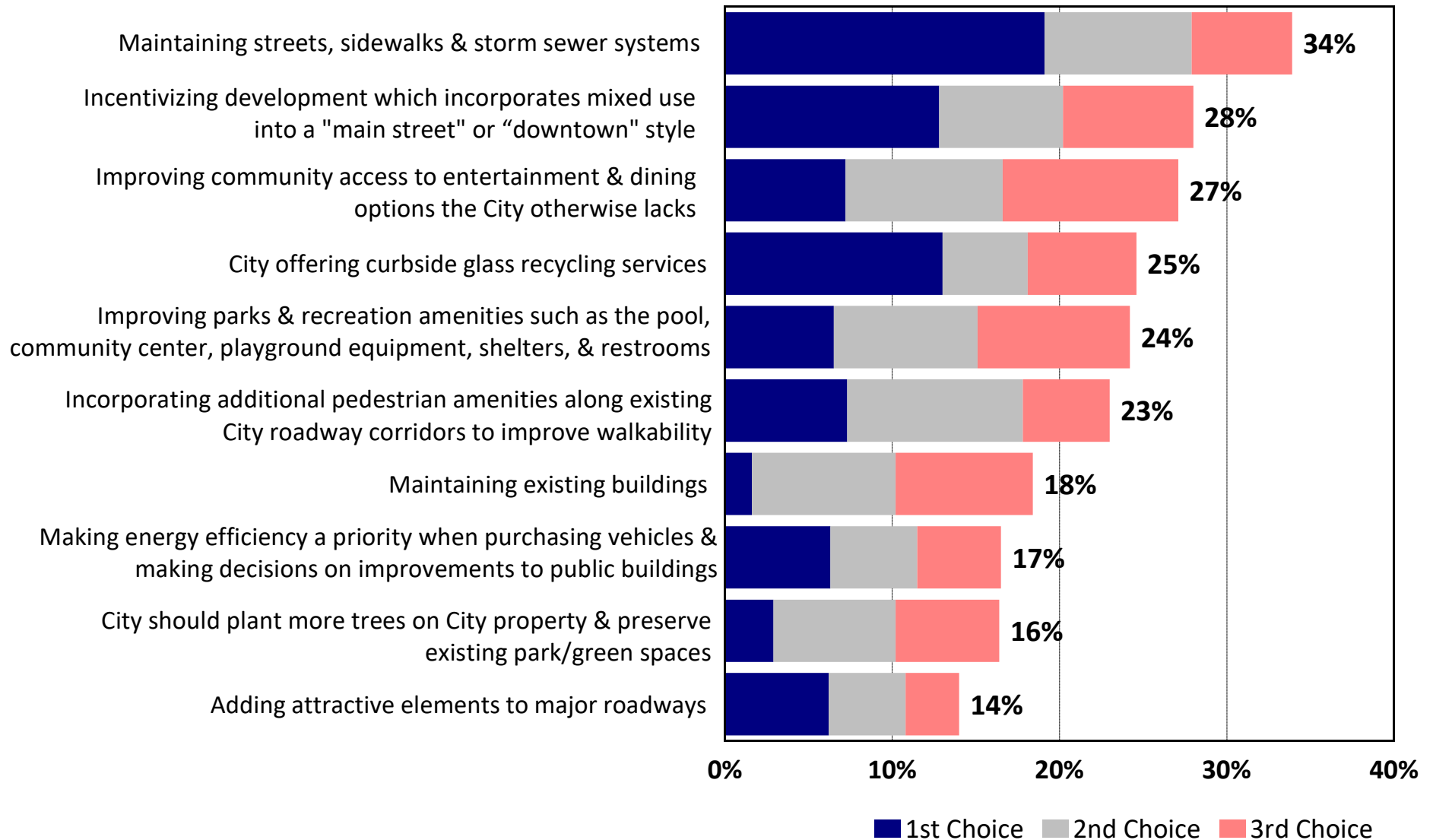
Q26. Support for Various Community Investment Areas

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding “don’t know”)



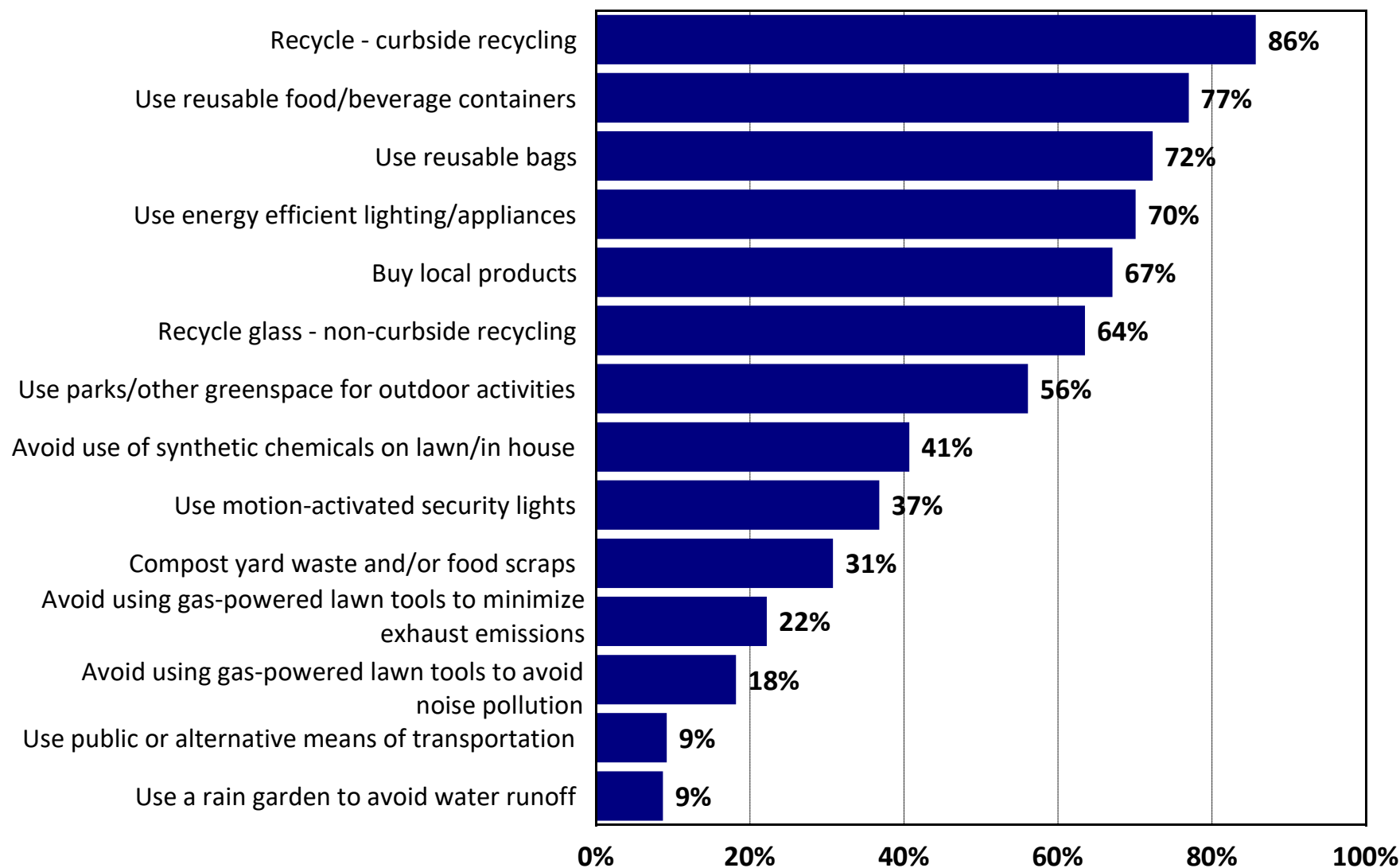
Q27. Community Investment Areas That Are Most Important for the City to Pursue

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



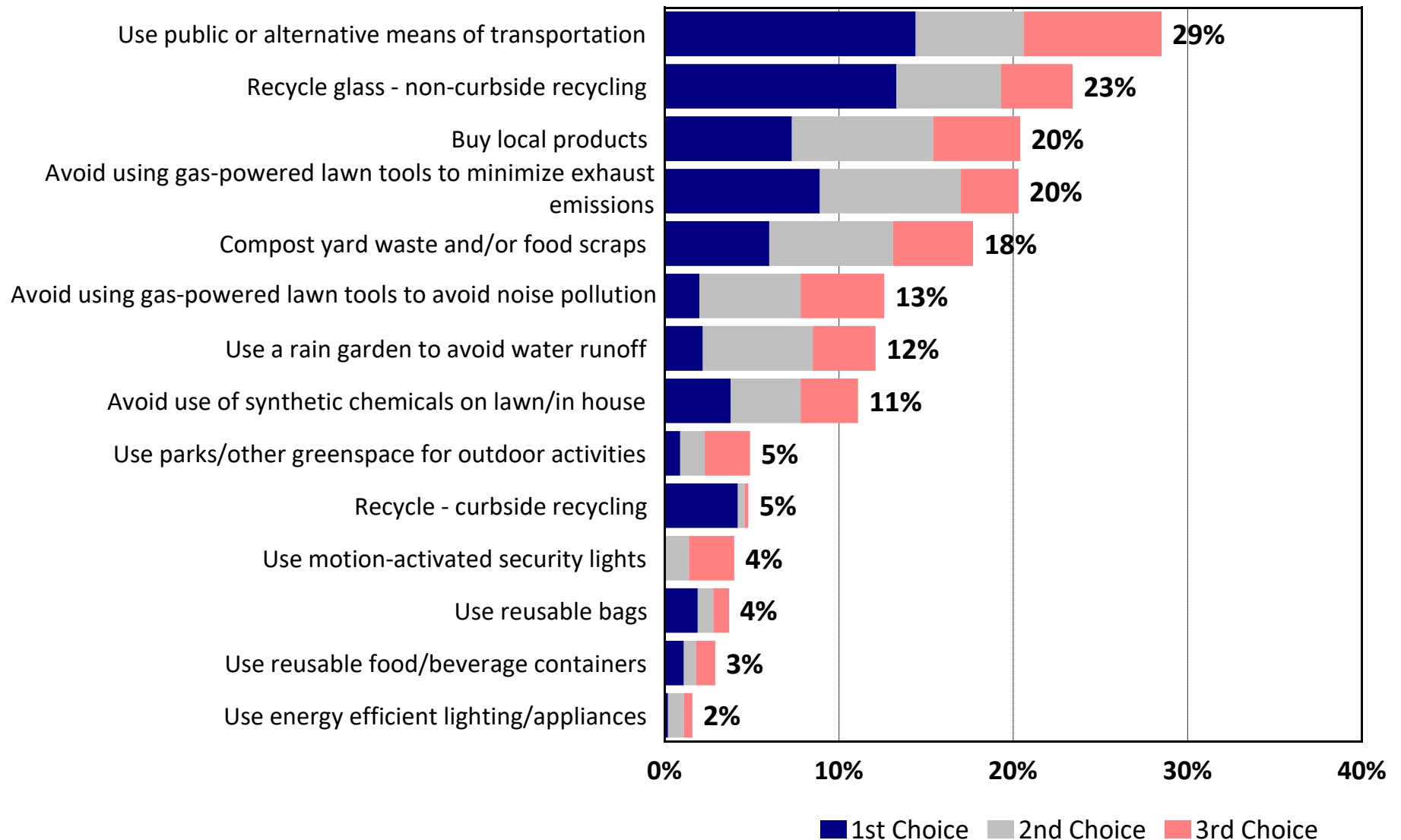
Q28. Sustainable Practices That Households Do on a Regular Basis

by percentage of respondents



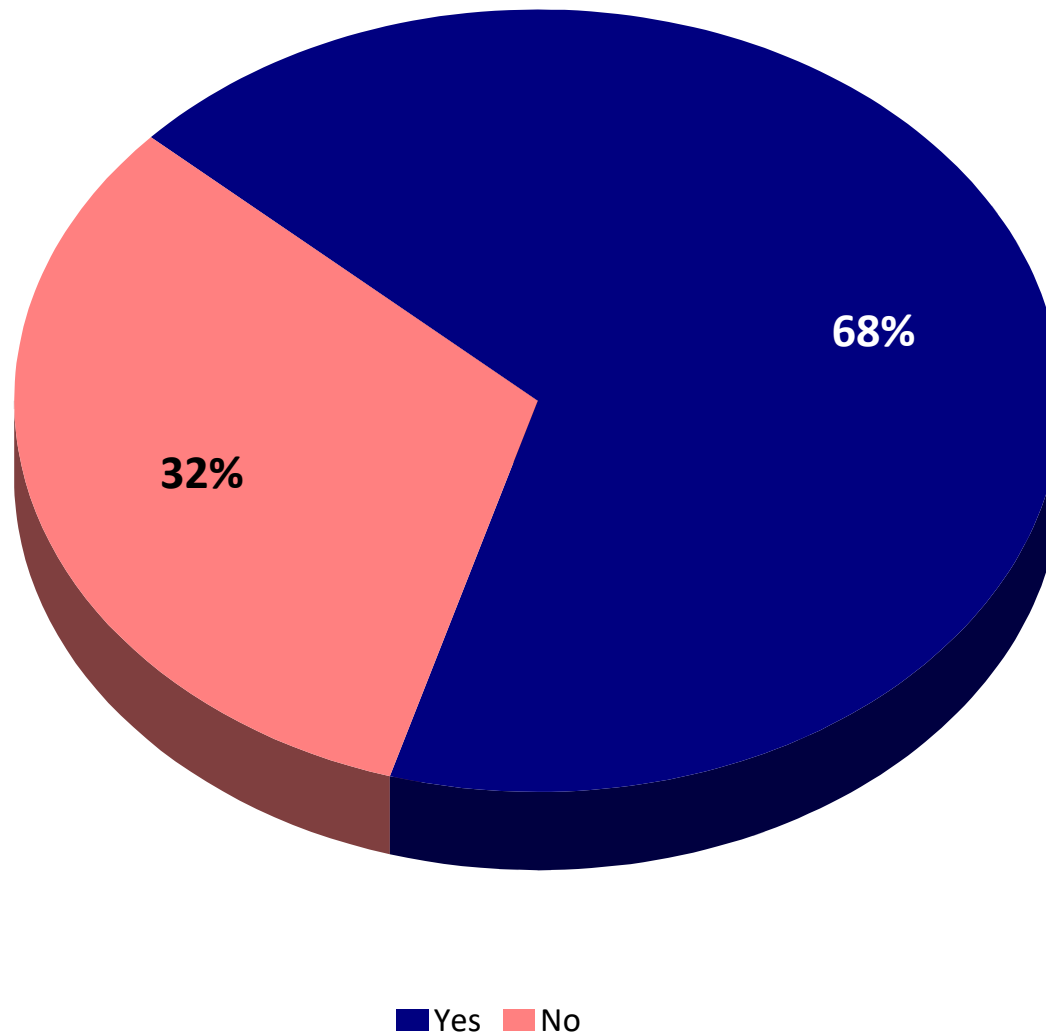
Q29. Sustainable Practices That Residents Think Are Most Difficult to Carry Out in Roeland Park

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



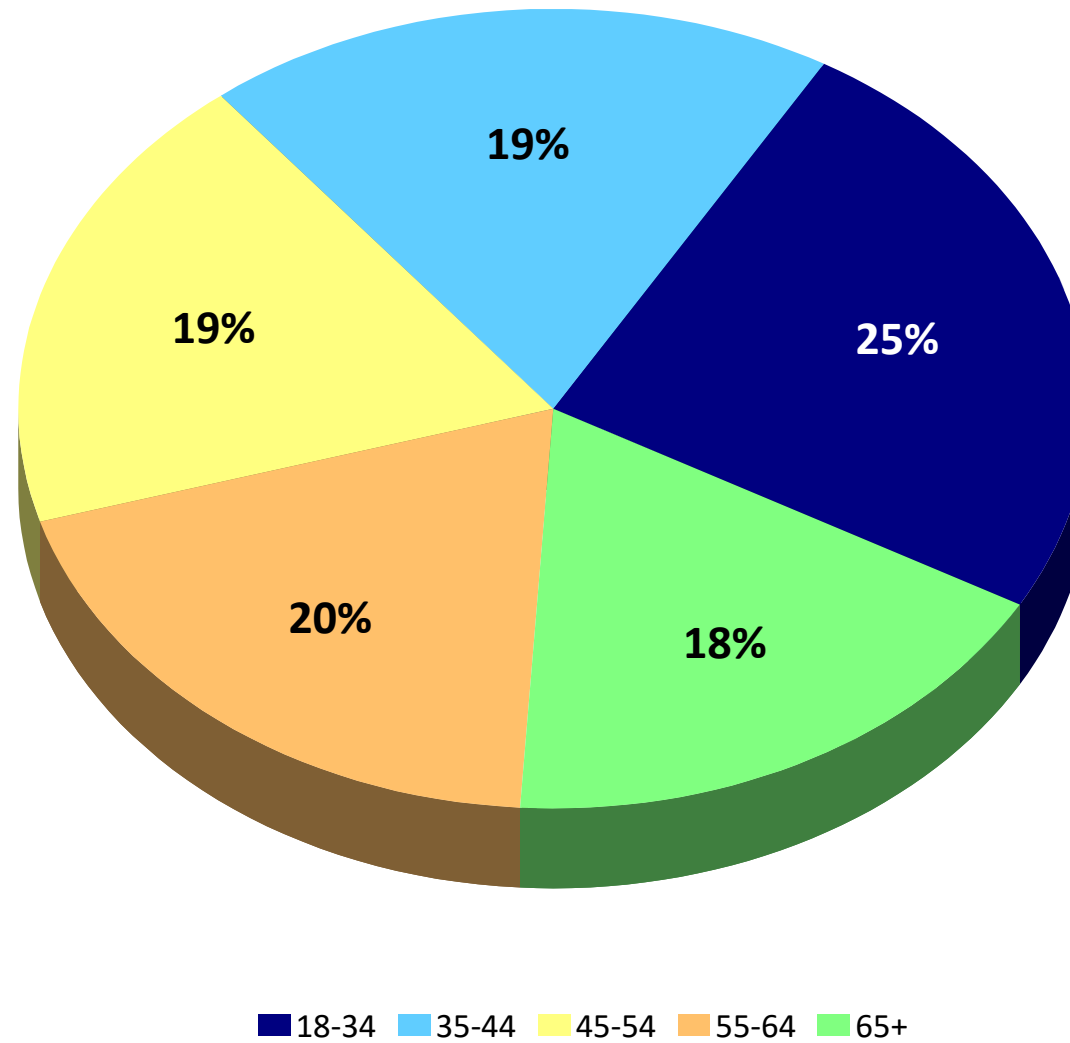
Q30. Would you support a ban of single-use plastic bags in Roeland Park?

by percentage of respondents (excluding “don’t know”)



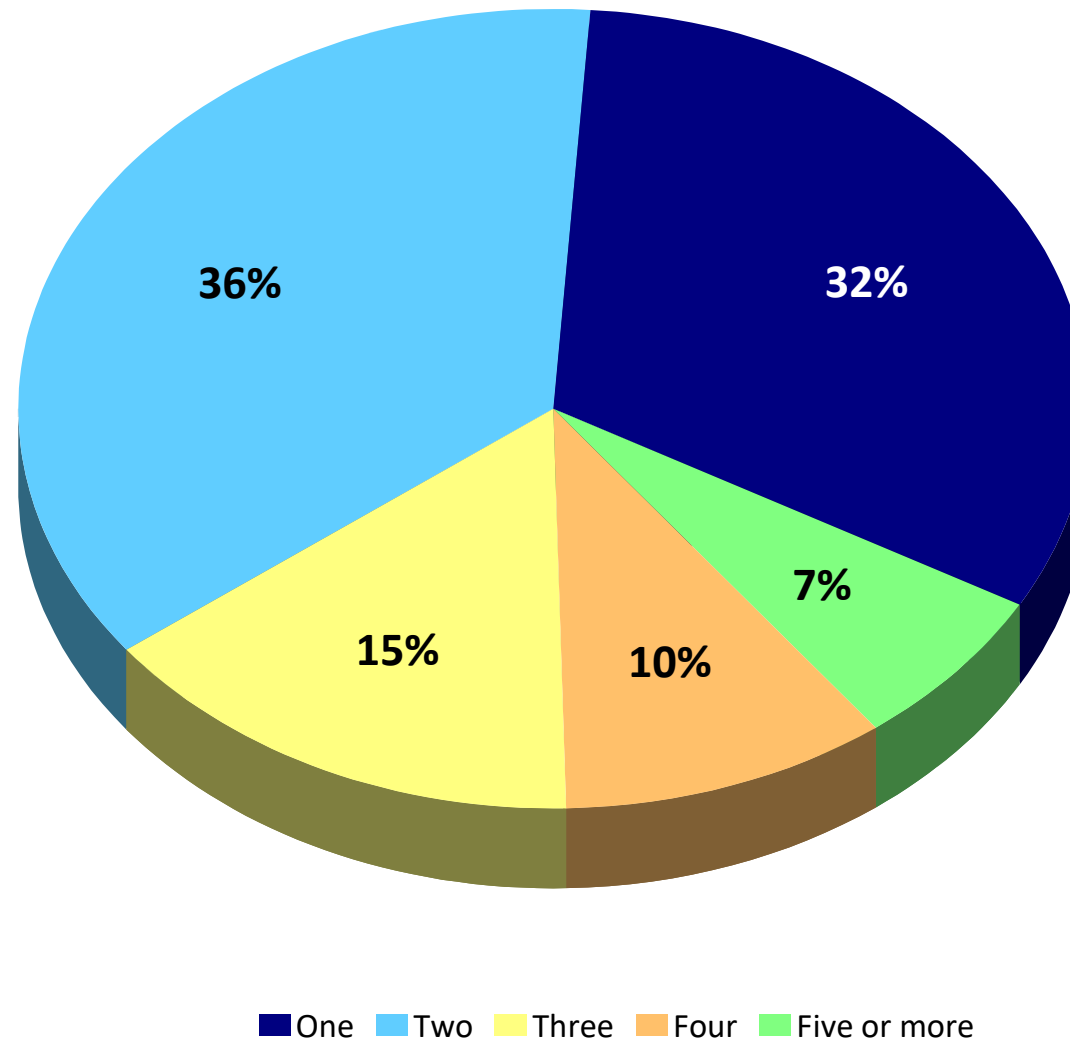
Q31. Demographics: What is your age?

by percentage of respondents



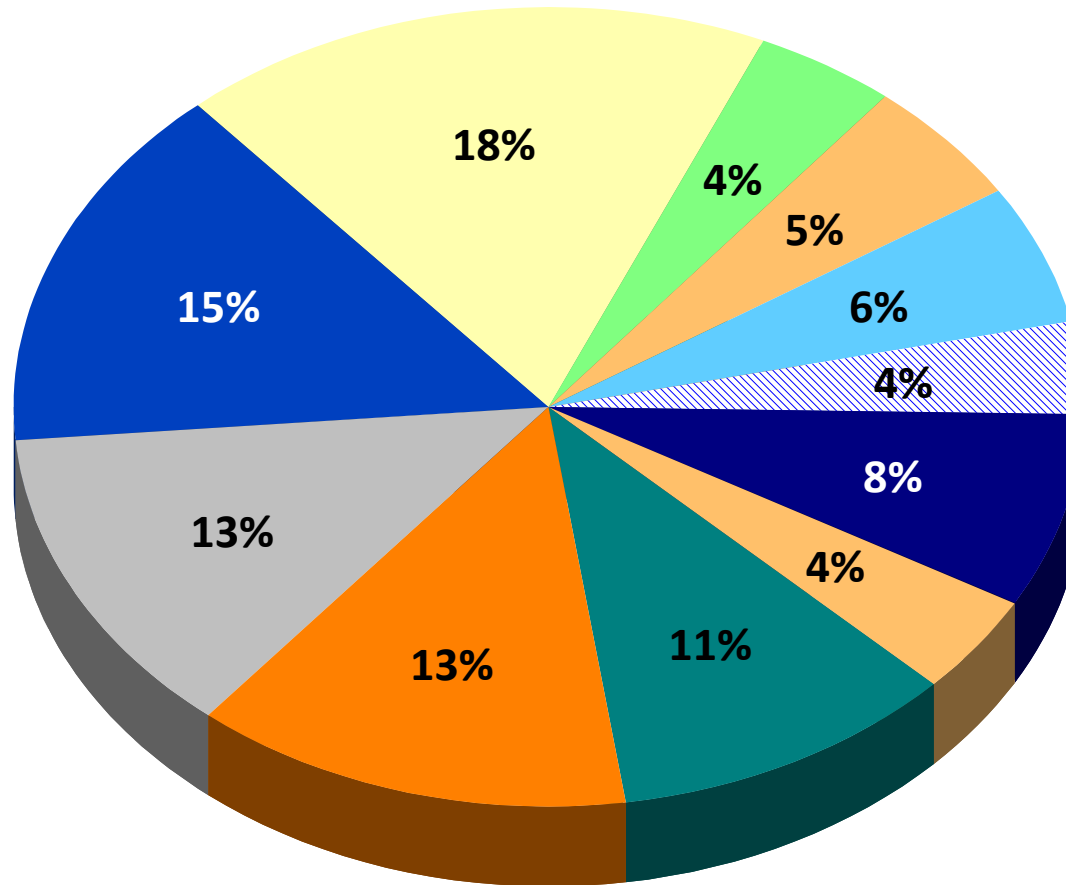
Q32. Demographics: Counting yourself, how many people regularly live in your household?

by percentage of respondents



Q33. Demographics: Ages of Household Members

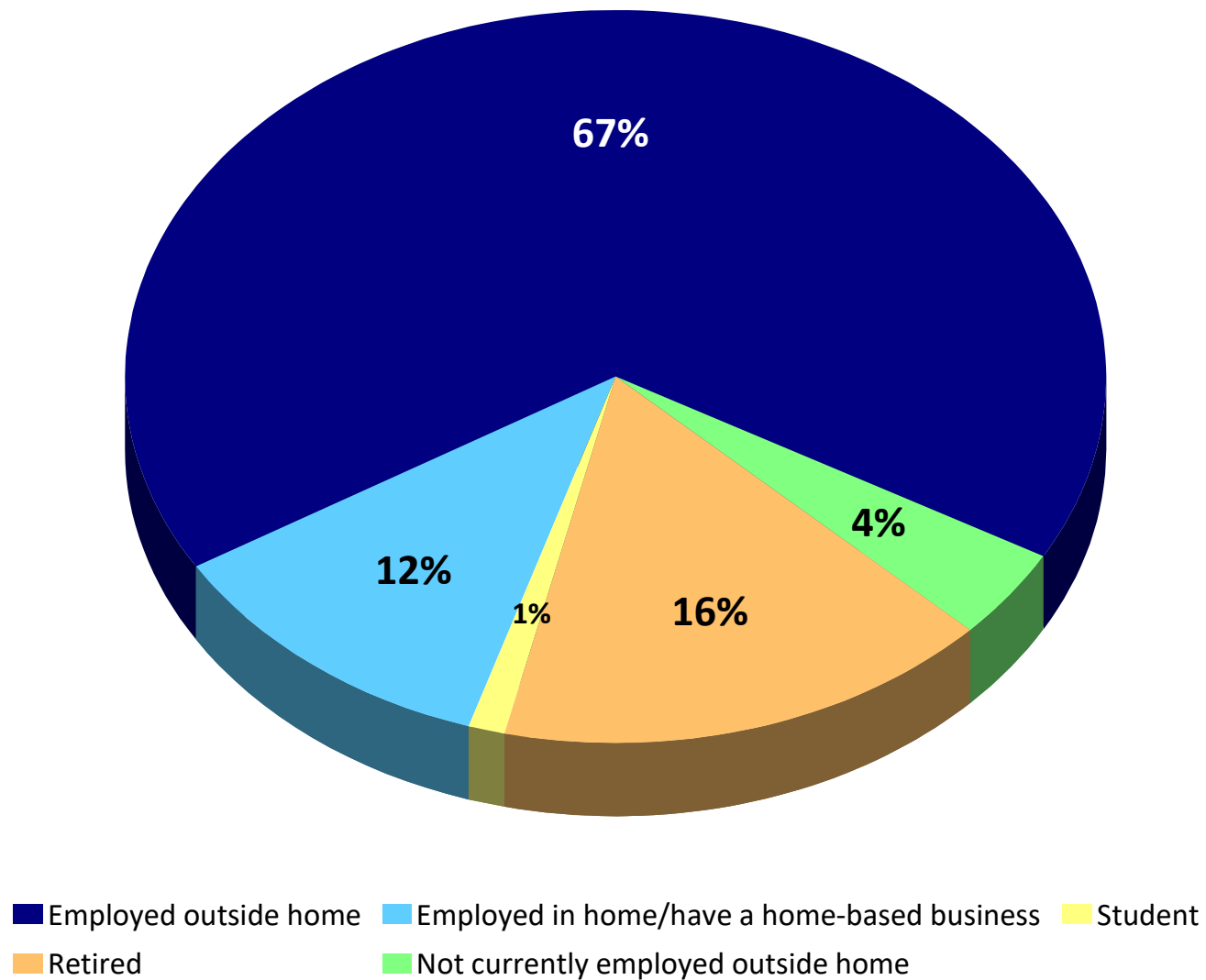
by percentage of persons in the household



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

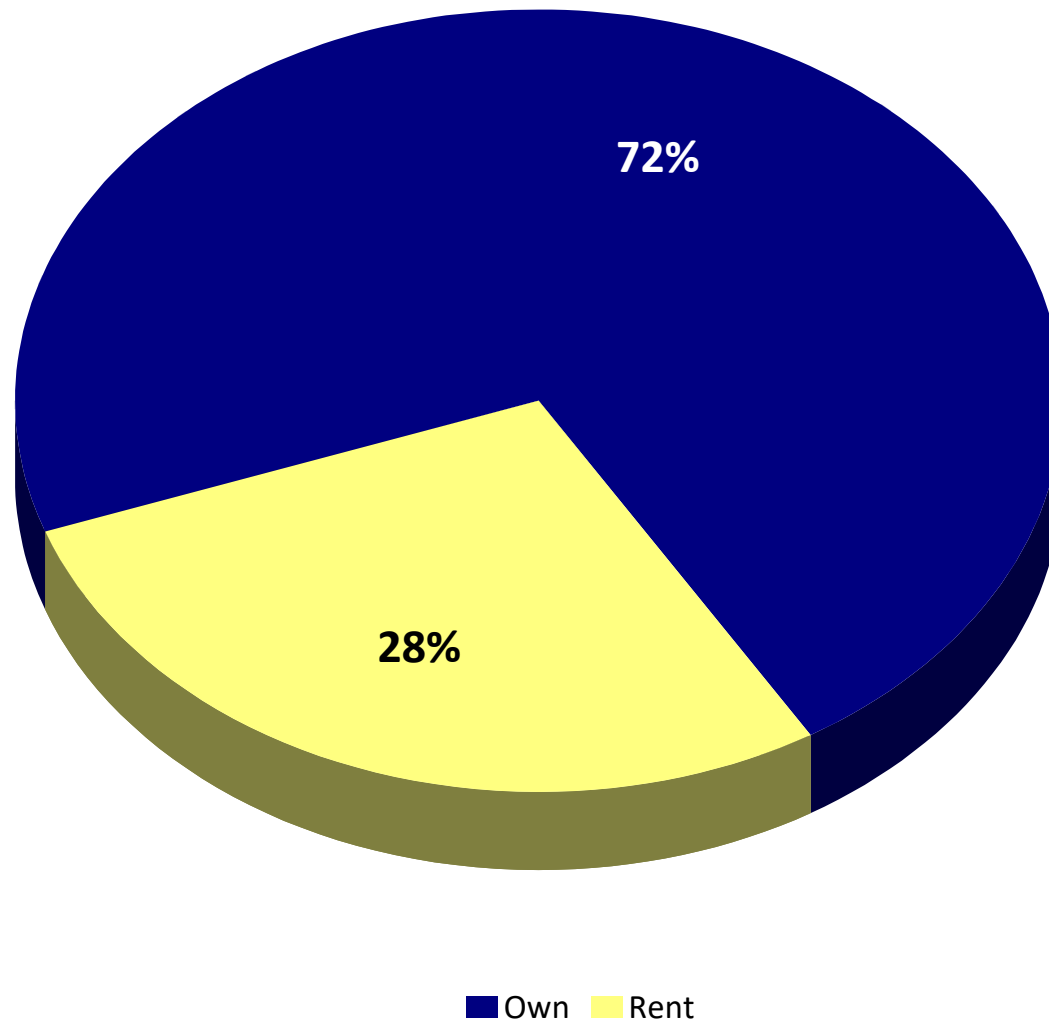
Q34. Demographics: Current Employment Status

by percentage of respondents



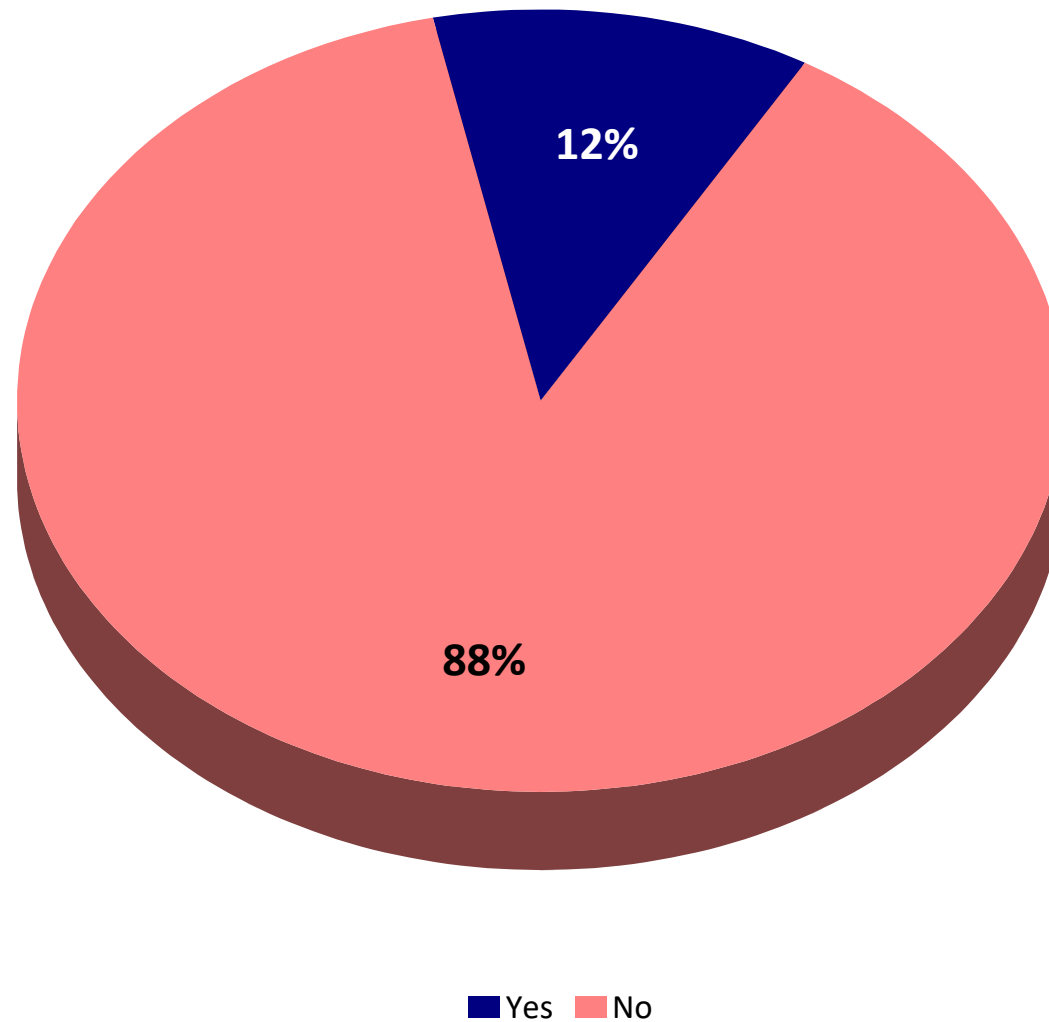
Q35. Demographics: Do you own or rent your current residence?

by percentage of respondents



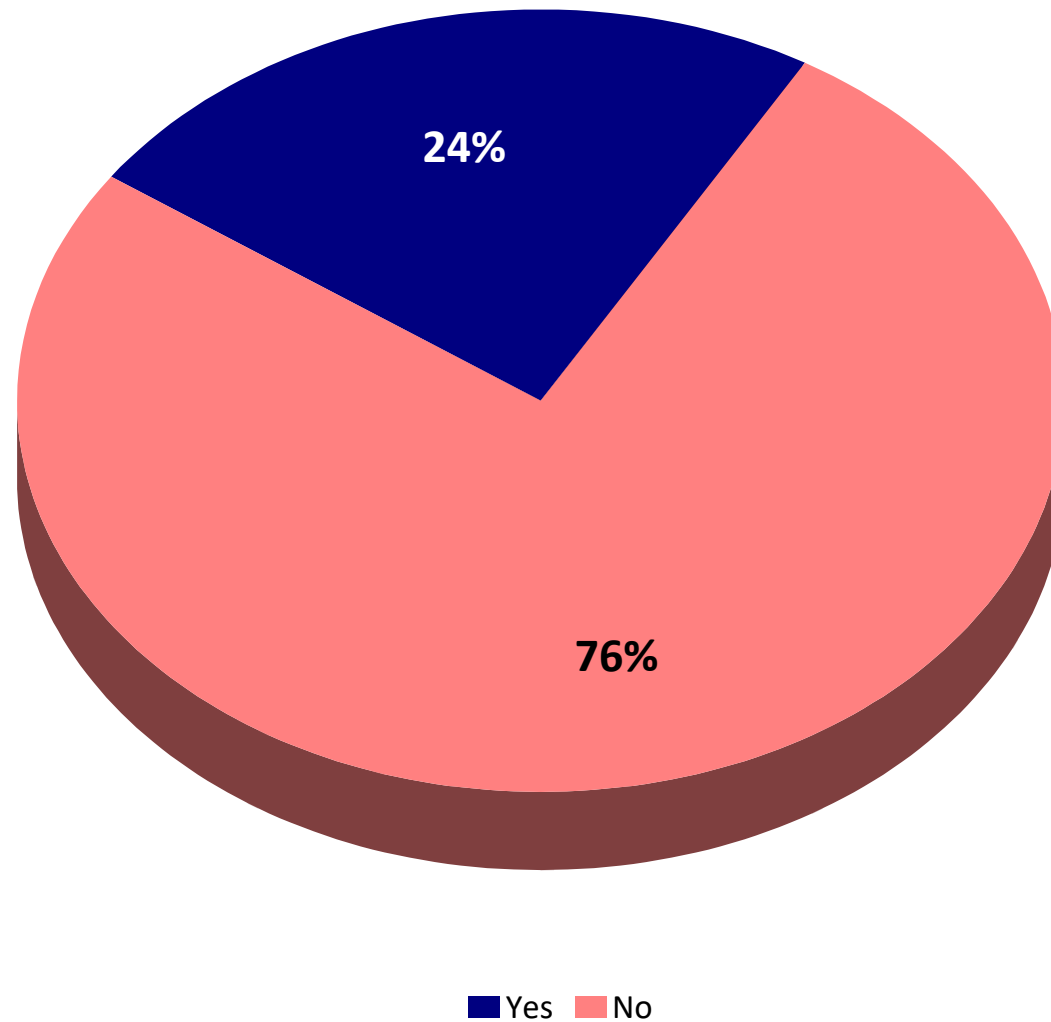
Q36. Demographics: Are you a member of a neighboring City's community center?

by percentage of respondents



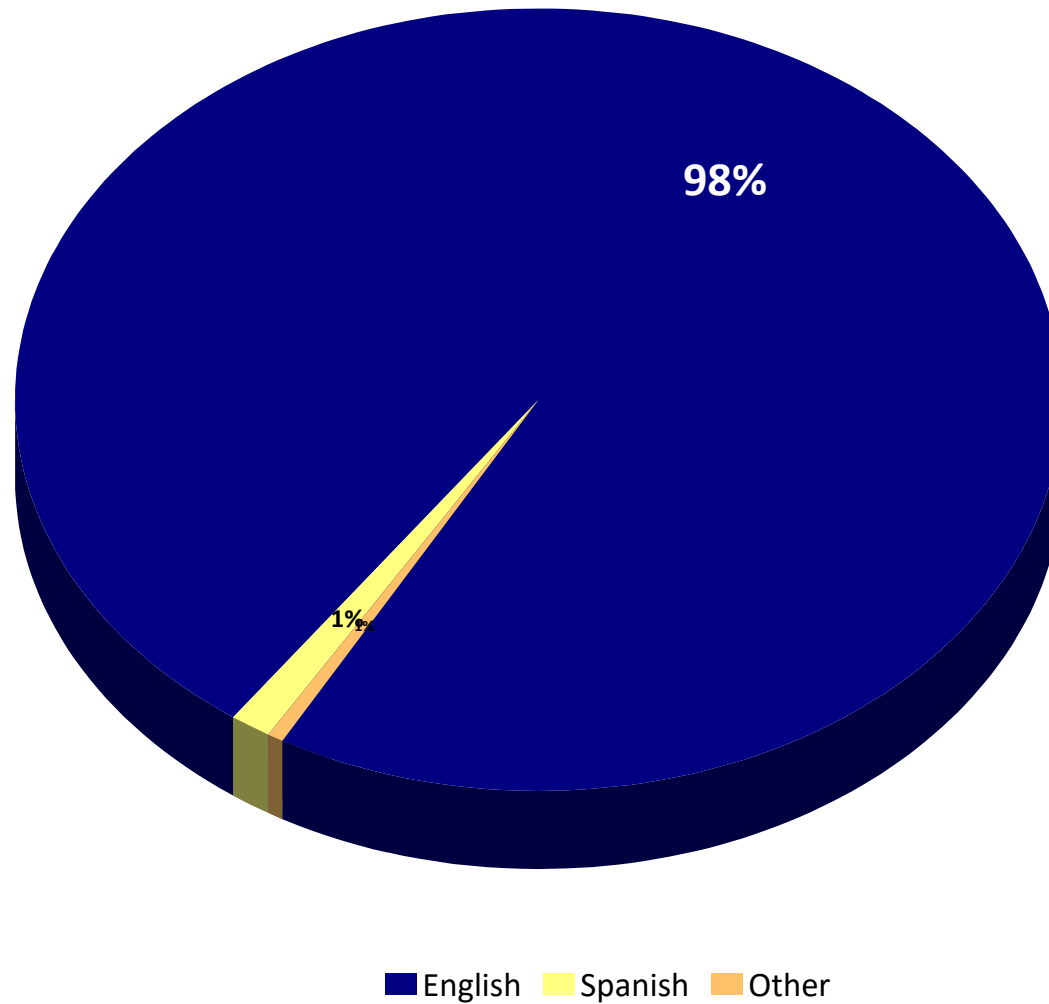
Q37. Demographics: Are you a member of a private gym?

by percentage of respondents



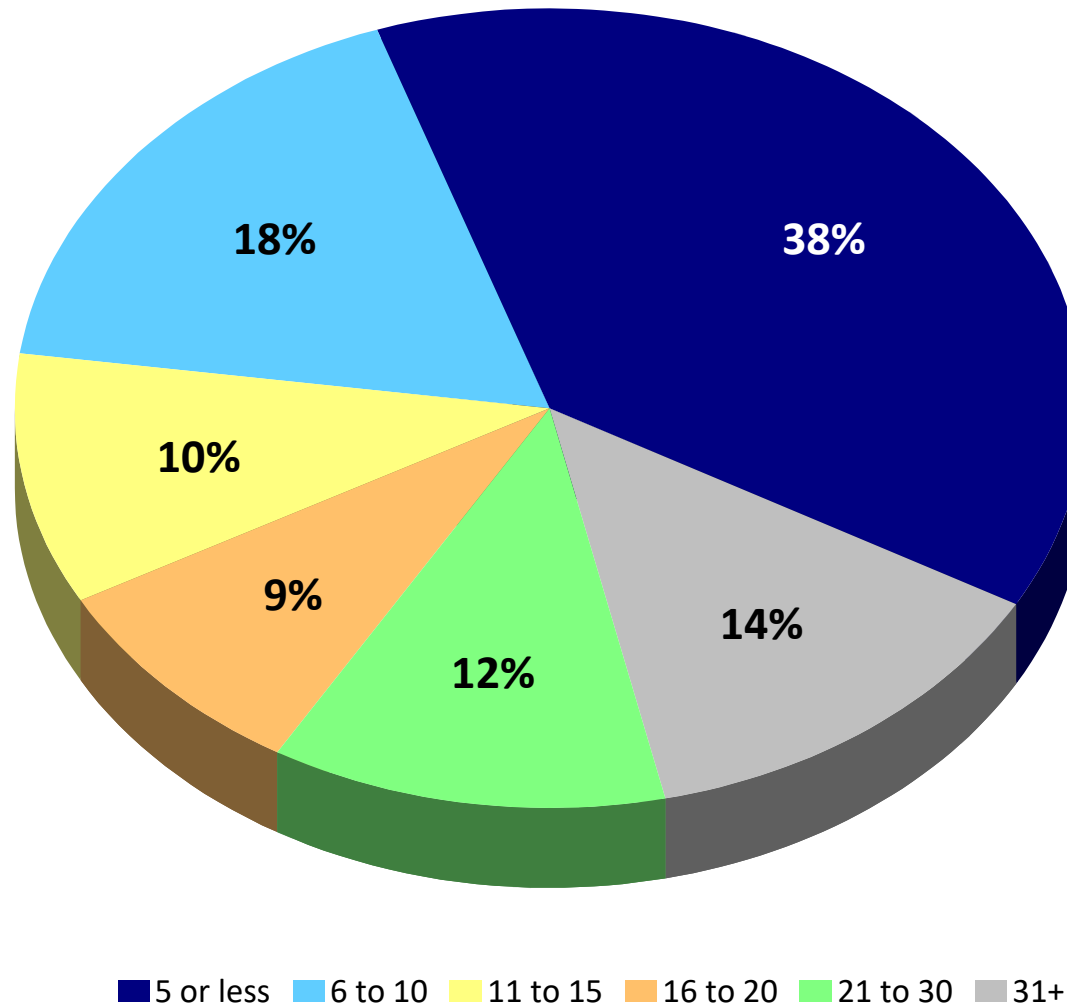
Q38. Demographics: What is the primary language spoken in your home?

by percentage of respondents



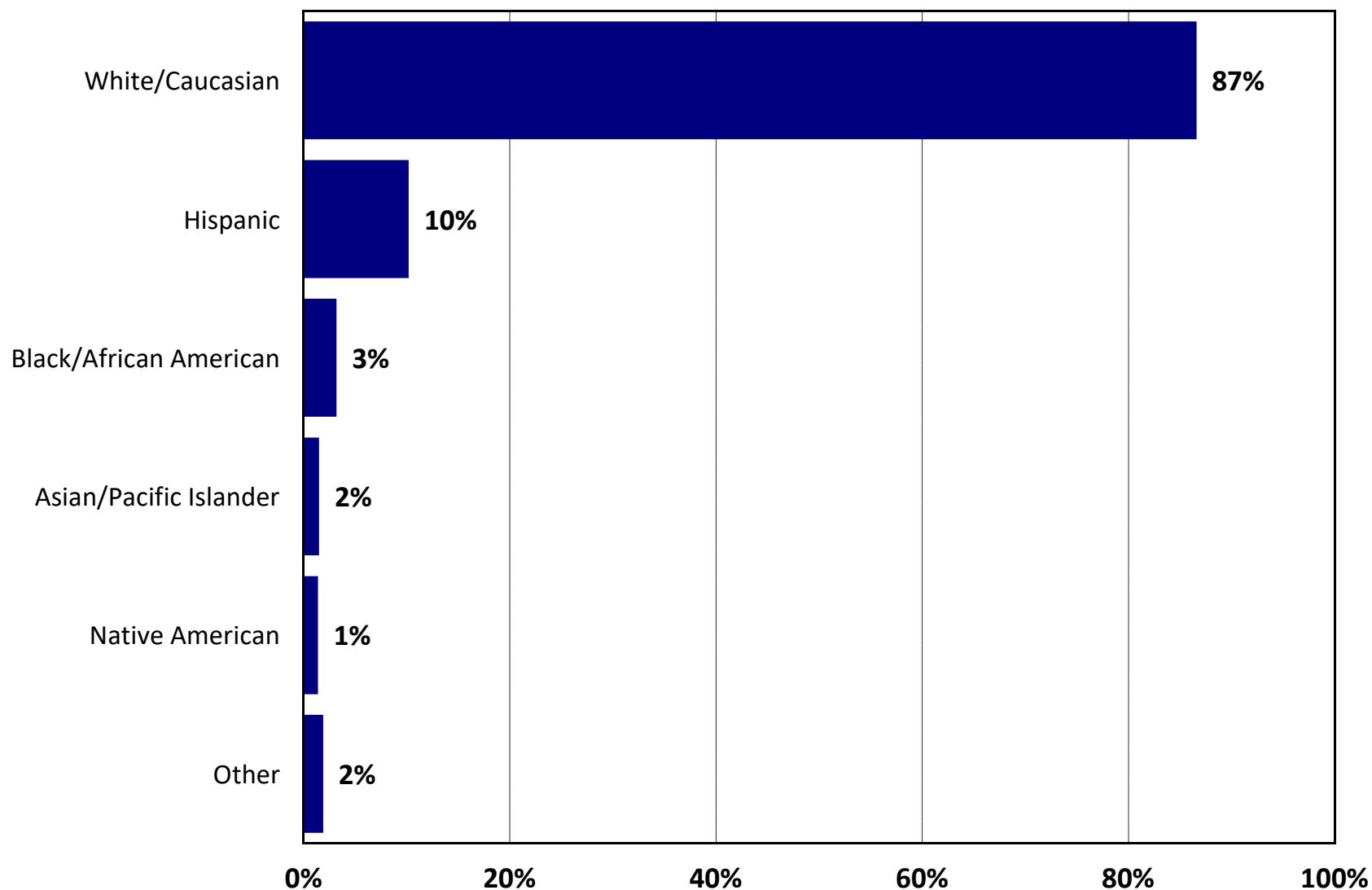
Q39. Demographics: Approximately how many years have you lived in the City of Roeland Park?

by percentage of respondents



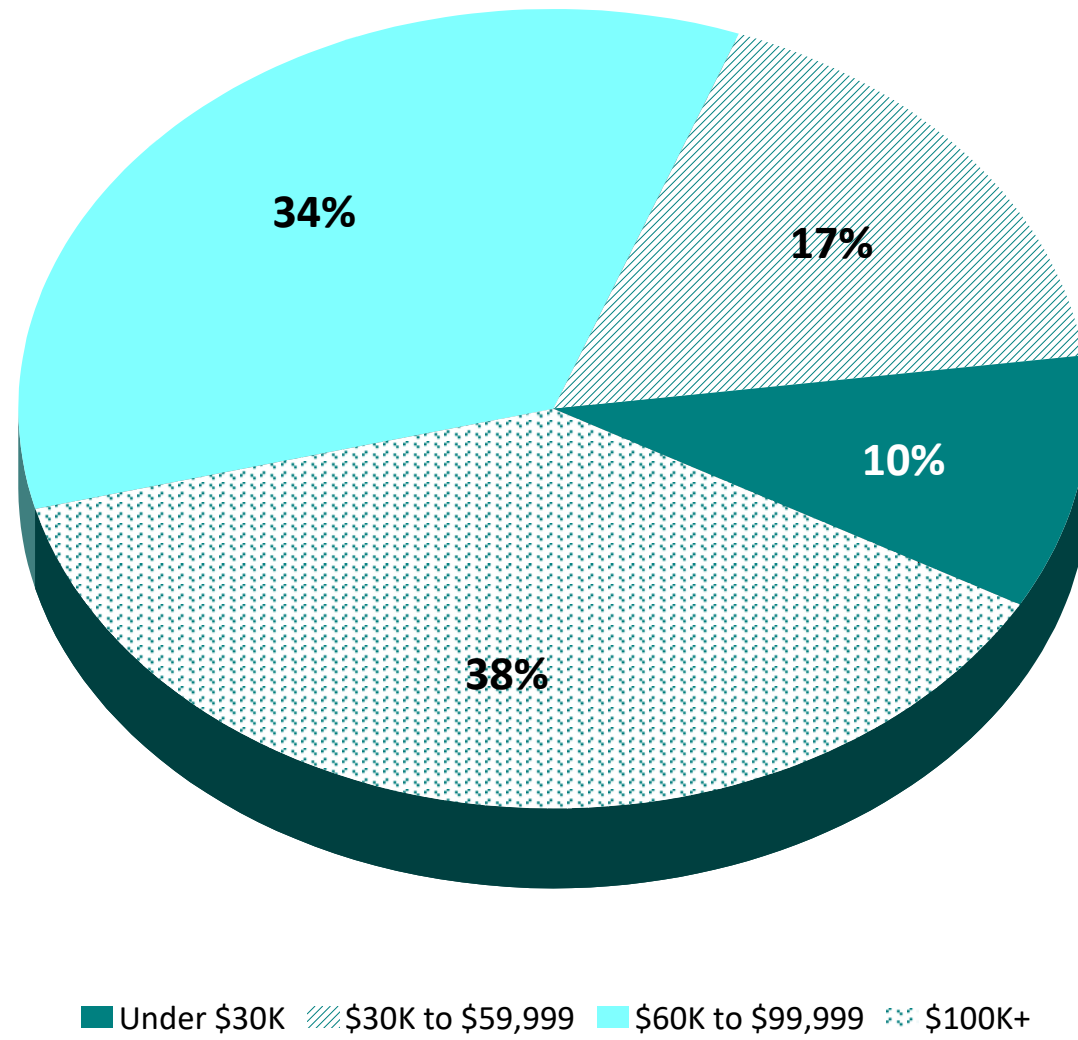
Q40. Demographics: Race/Ethnic Background

by percentage of respondents (multiple selections could be made)



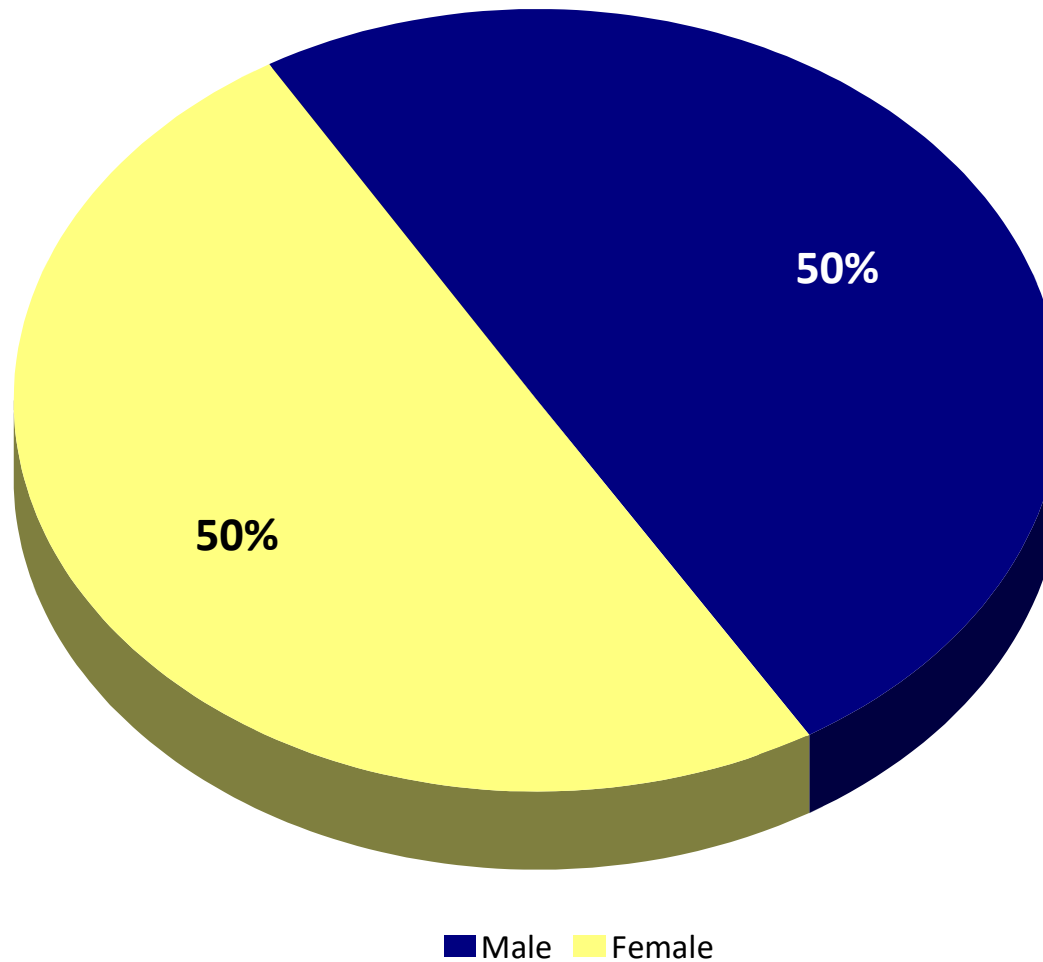
Q41. Demographics: Annual Household Income

by percentage of respondents



Q42. Demographics: Gender

by percentage of respondents



0.5% of respondents preferred to self-describe



Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 500 communities in 50 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2020 to a random sample of more than 4,000 residents in the continental United States, and (2) surveys that have been administered by ETC Institute in 27 communities in the Kansas City metro area between January 2018 and July 2021.

- Belton, Missouri
- Blue Springs, Missouri
- Edgerton, Kansas
- Fairway, Kansas
- Gardner, Kansas
- Gladstone, Missouri
- Grain Valley, Missouri
- Grandview, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lee's Summit, Missouri
- Lenexa, Kansas
- Merriam, Kansas
- Mission, Kansas
- North Kansas City, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Prairie Village, Kansas
- Raymore, Missouri
- Richmond, Missouri
- Riverside, Missouri
- Shawnee, Kansas
- Smithville, Missouri
- Spring Hill, Kansas
- Unified Government of Kansas City, Kansas and Wyandotte County

Benchmarking Analysis



National Benchmarks. The first set of charts on the following pages show how the overall results for Roeland Park compare to the national average based on the results of a survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents. These charts also show how Roeland Park compares to communities in the Kansas City Metro area.

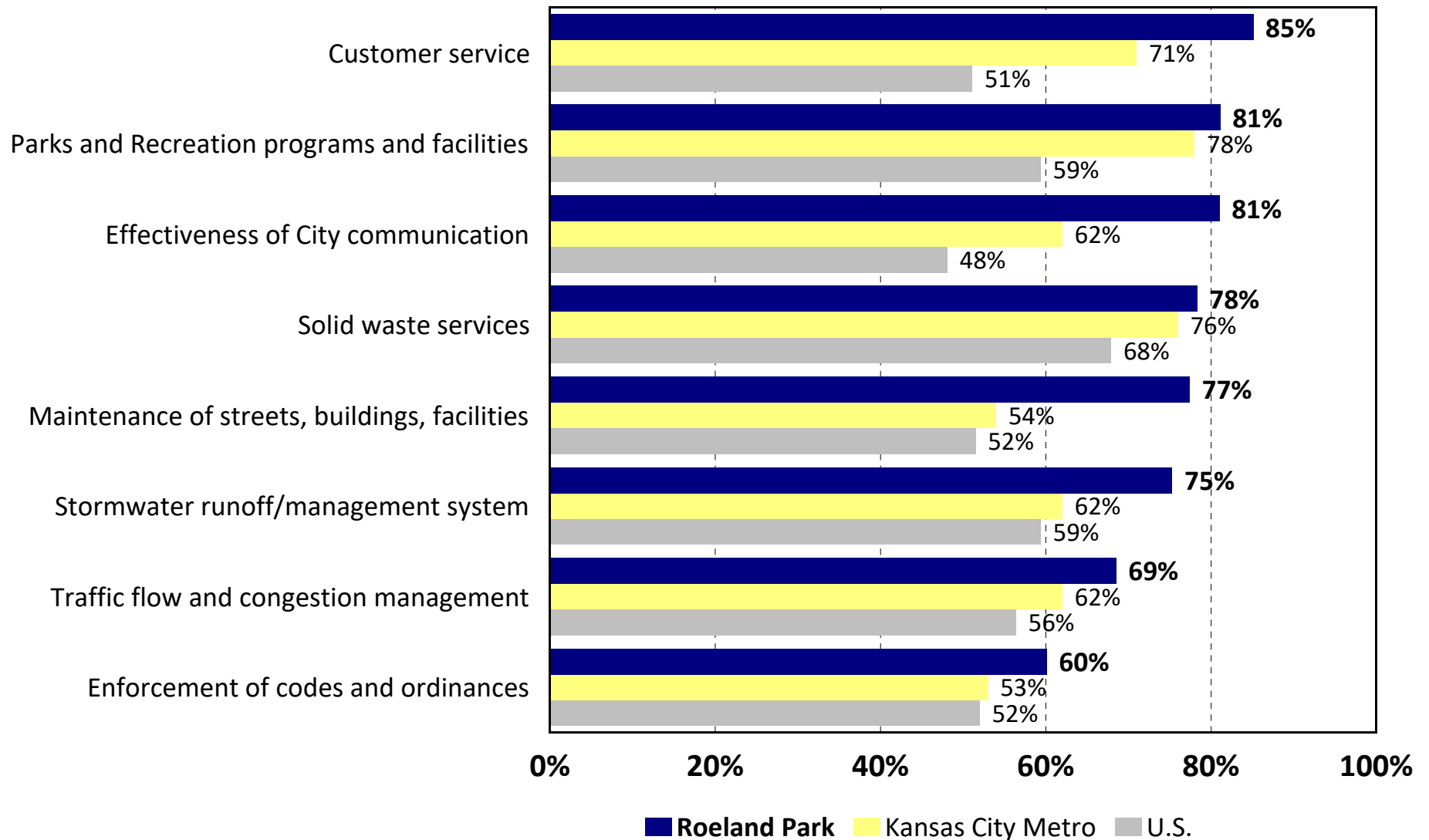
Kansas City Metro Benchmarks. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 27 communities listed on the previous page. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the metropolitan Kansas City area. The actual ratings for Roeland Park are listed to the right of each chart. The dot on each bar shows how the results for Roeland Park compare to other communities in the Kansas City area where the *DirectionFinder*® survey has been administered.

National Benchmarks (All Communities)

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

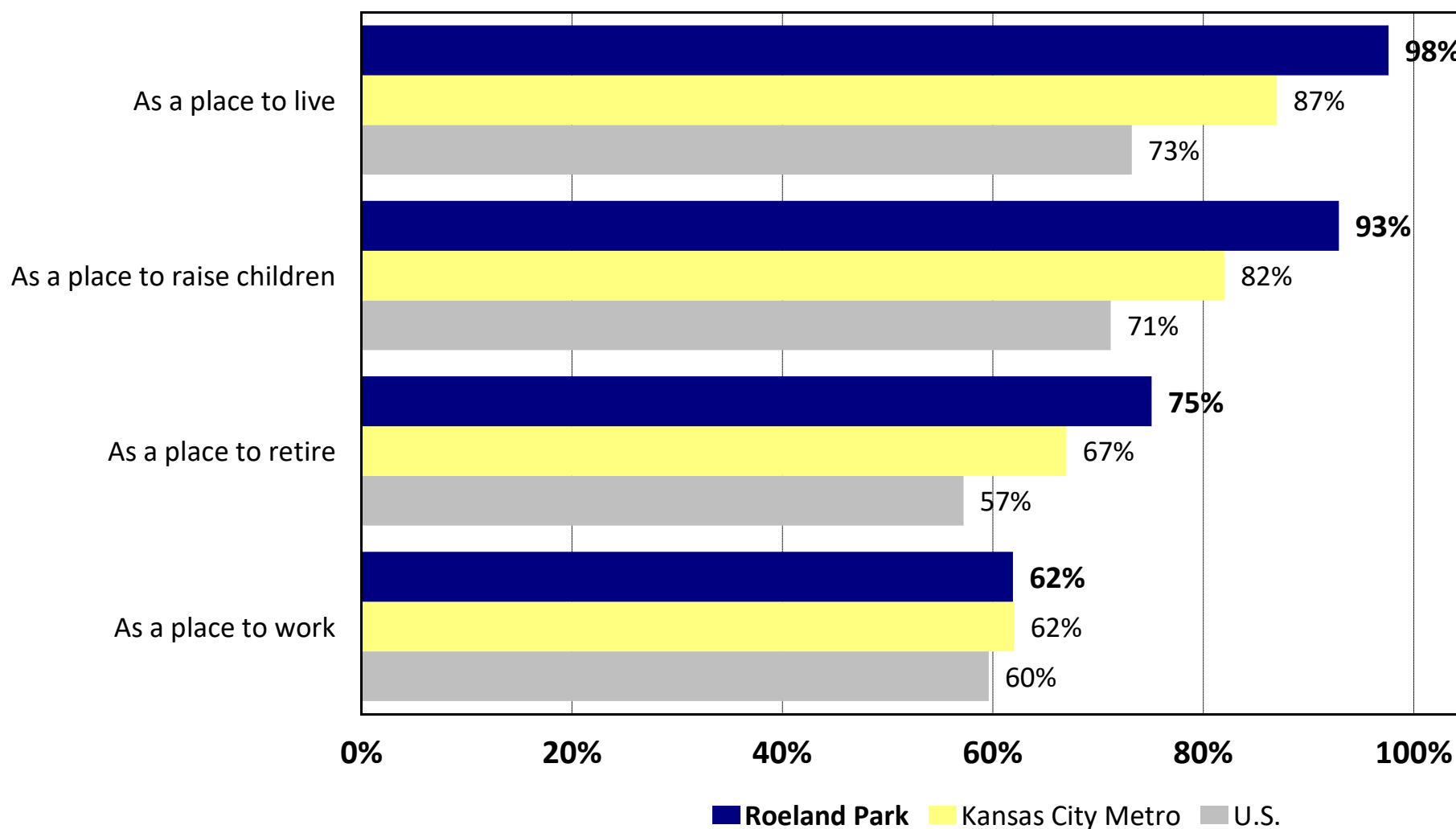
Overall Satisfaction with Major Categories of City Services: City of Roeland Park vs. Kansas City Metro vs. U.S.

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



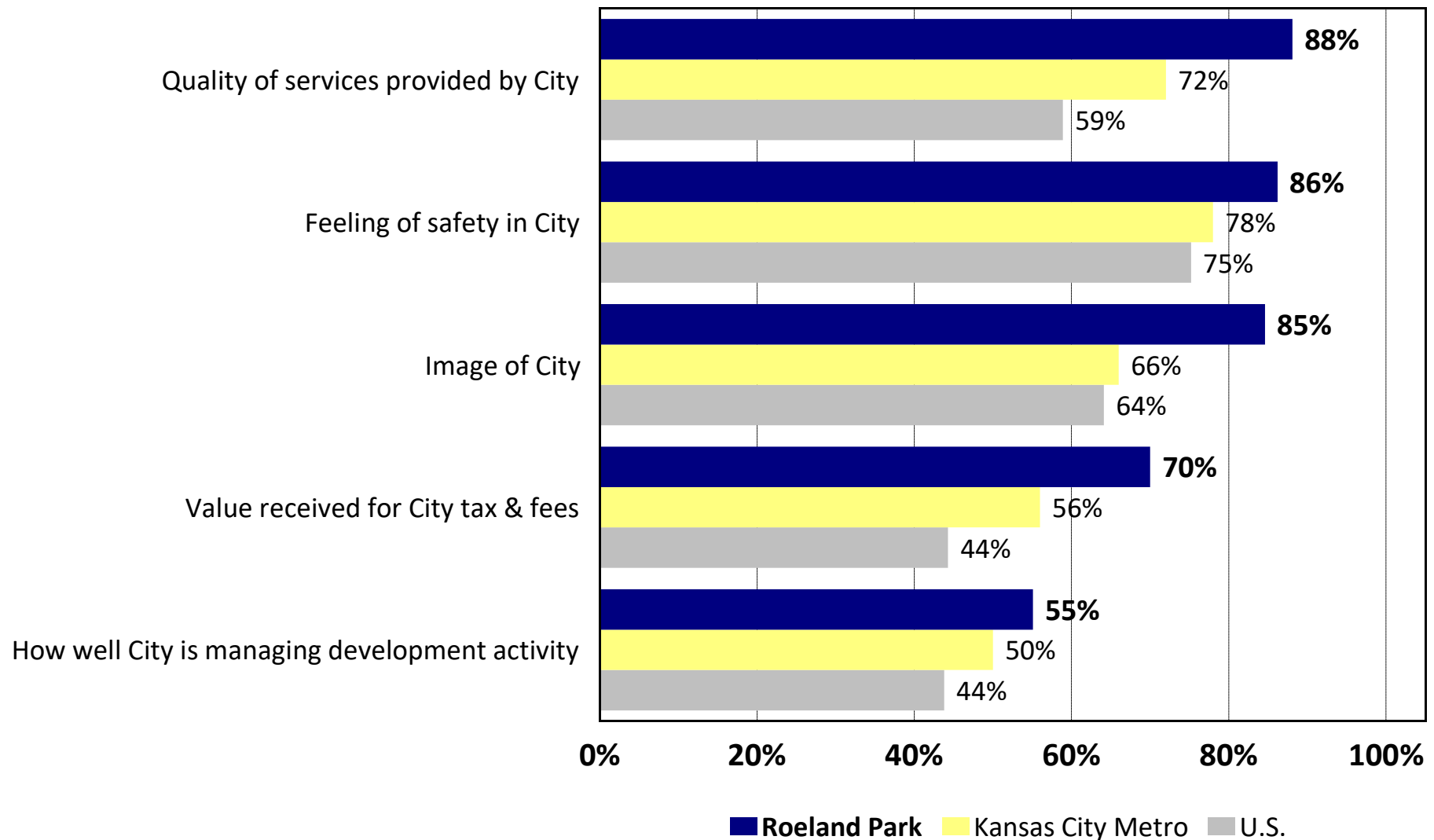
How Residents Rate the Community Where They Live: City of Roeland Park vs. Kansas City Metro vs. U.S.

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



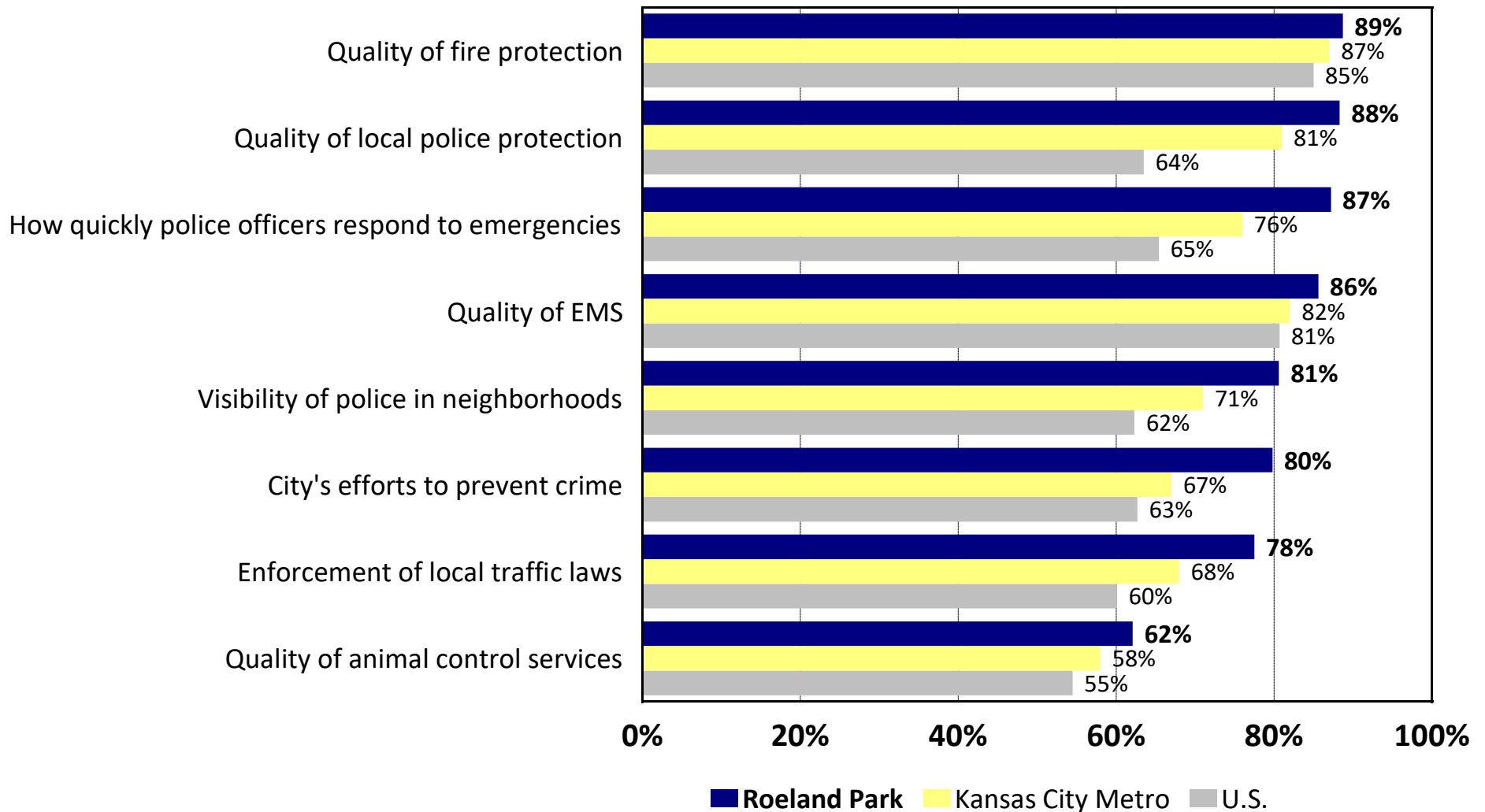
Satisfaction with Items Influencing Perceptions of the City: City of Roeland Park vs. Kansas City Metro vs. U.S.

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



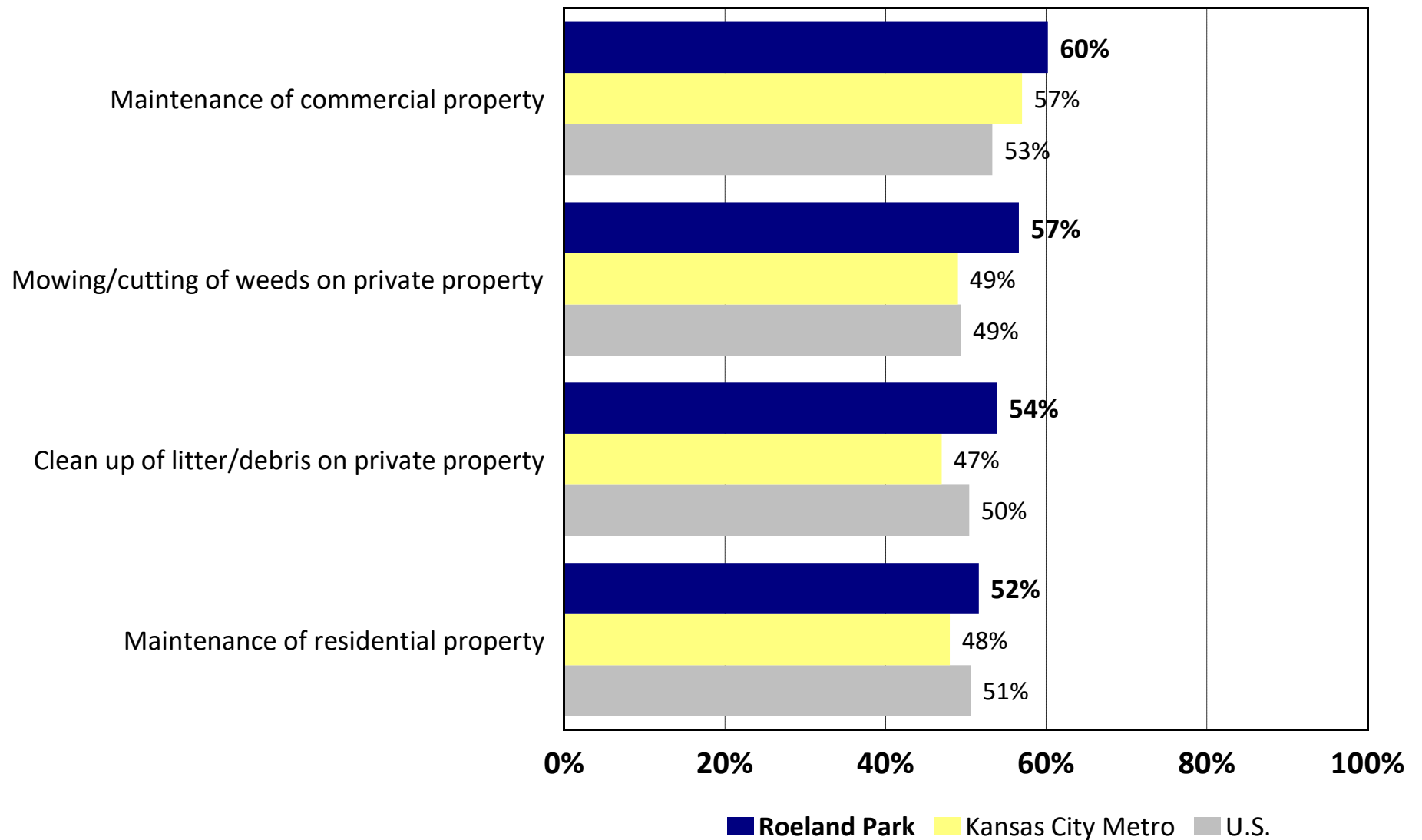
Overall Satisfaction with Public Safety: City of Roeland Park vs. Kansas City Metro vs. U.S.

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



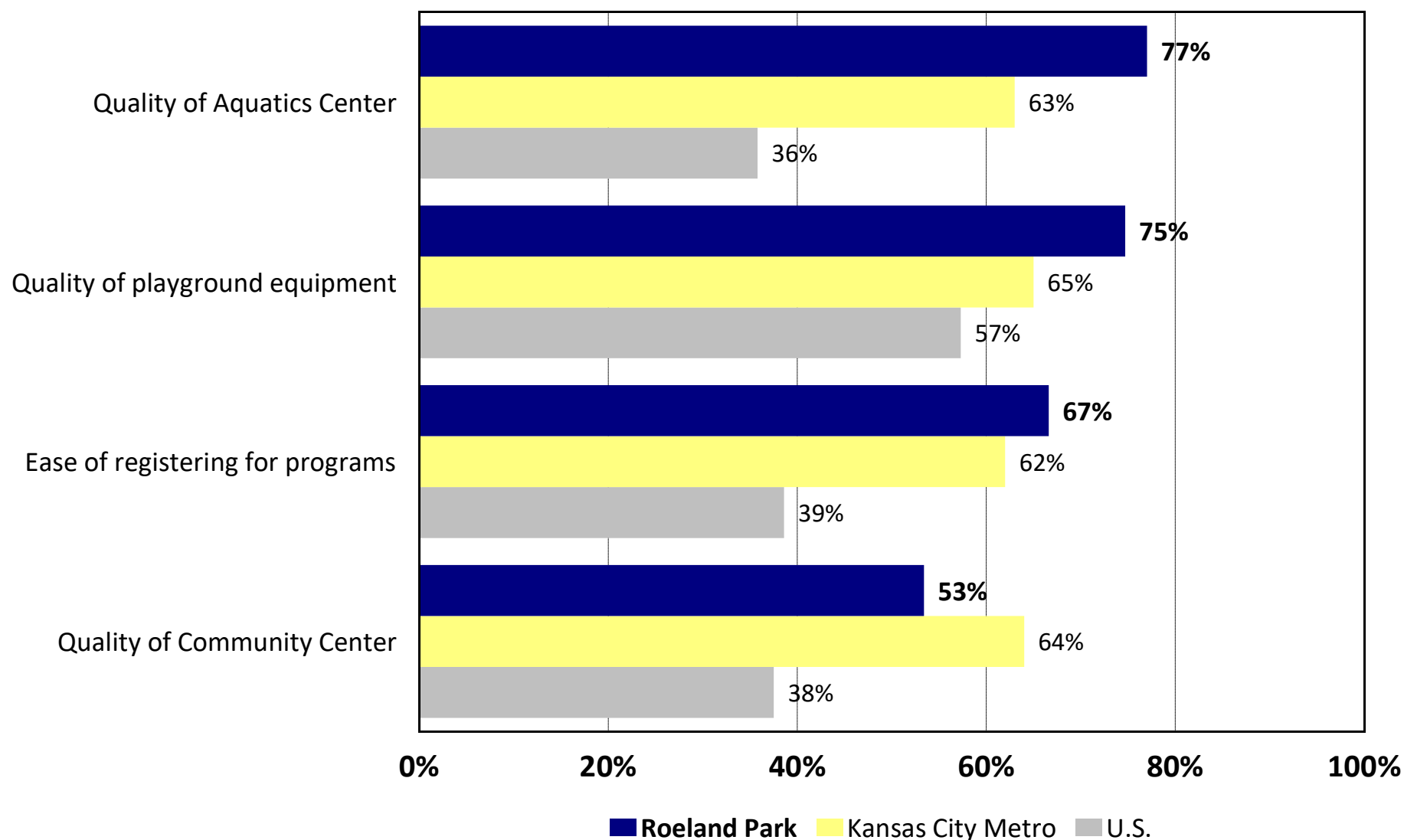
Overall Satisfaction with Code Enforcement: City of Roeland Park vs. Kansas City Metro vs. U.S.

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



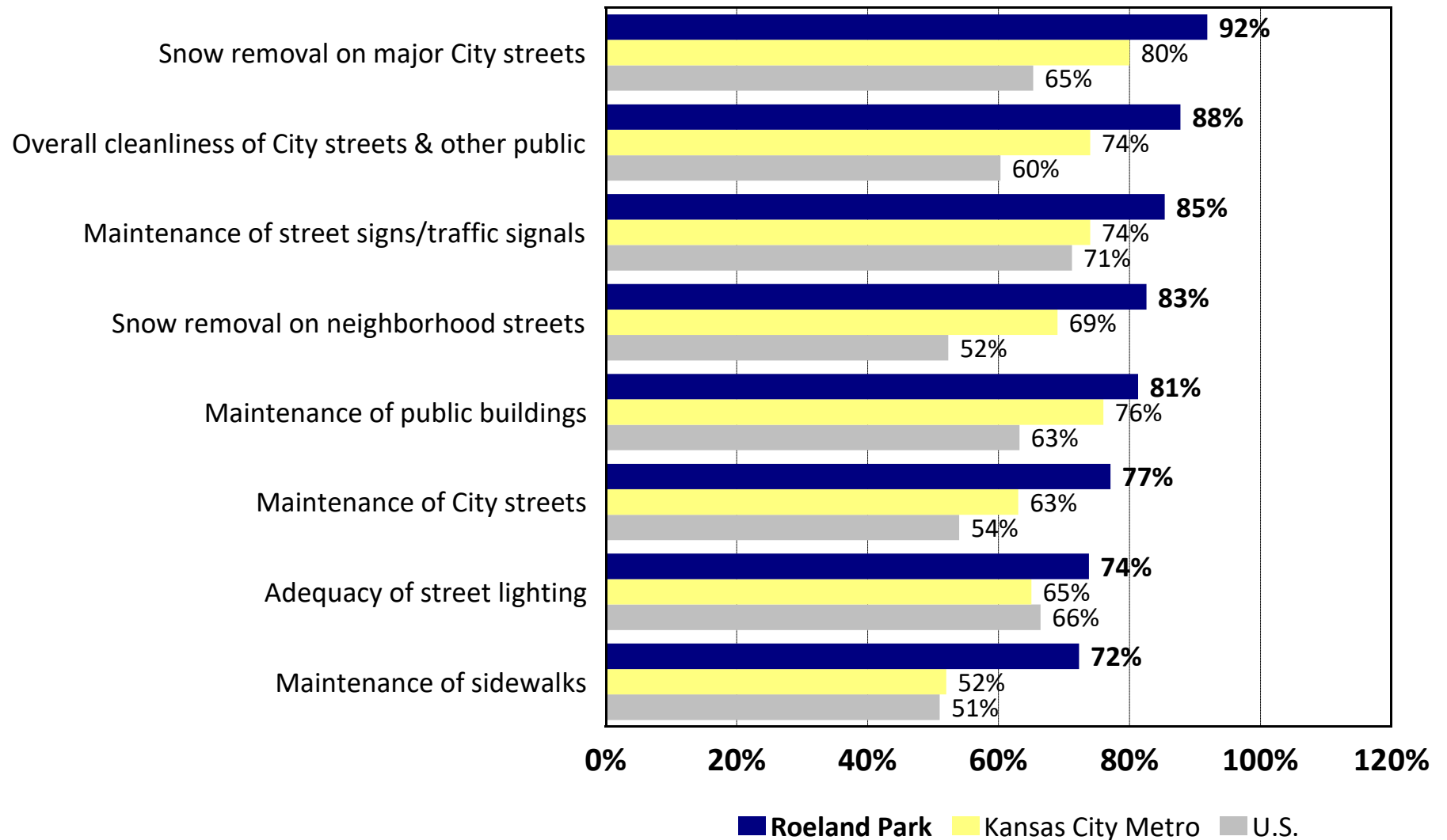
Overall Satisfaction with Parks and Recreation: City of Roeland Park vs. Kansas City Metro vs. U.S.

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



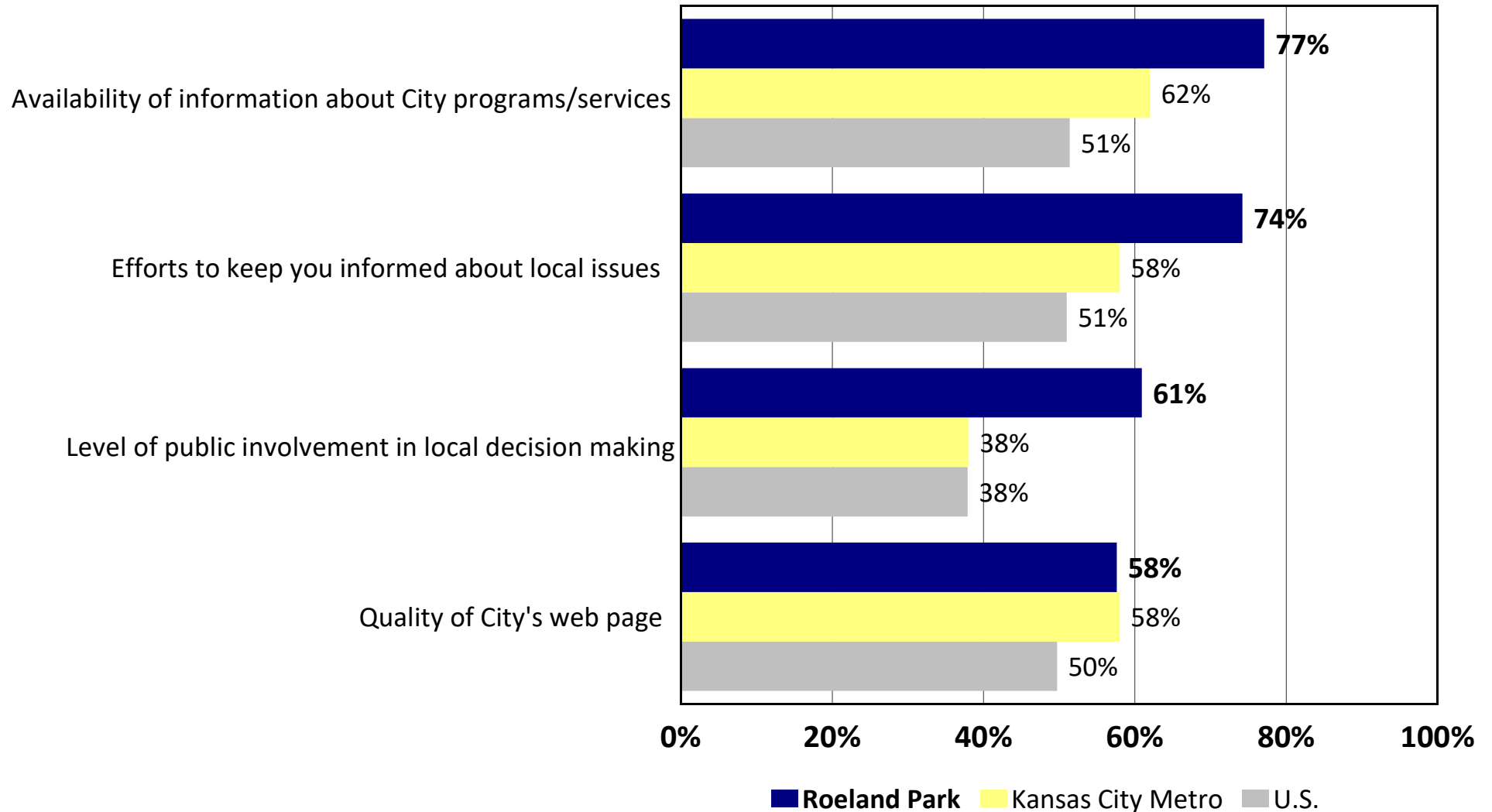
Overall Satisfaction with City Maintenance: City of Roeland Park vs. Kansas City Metro vs. U.S.

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



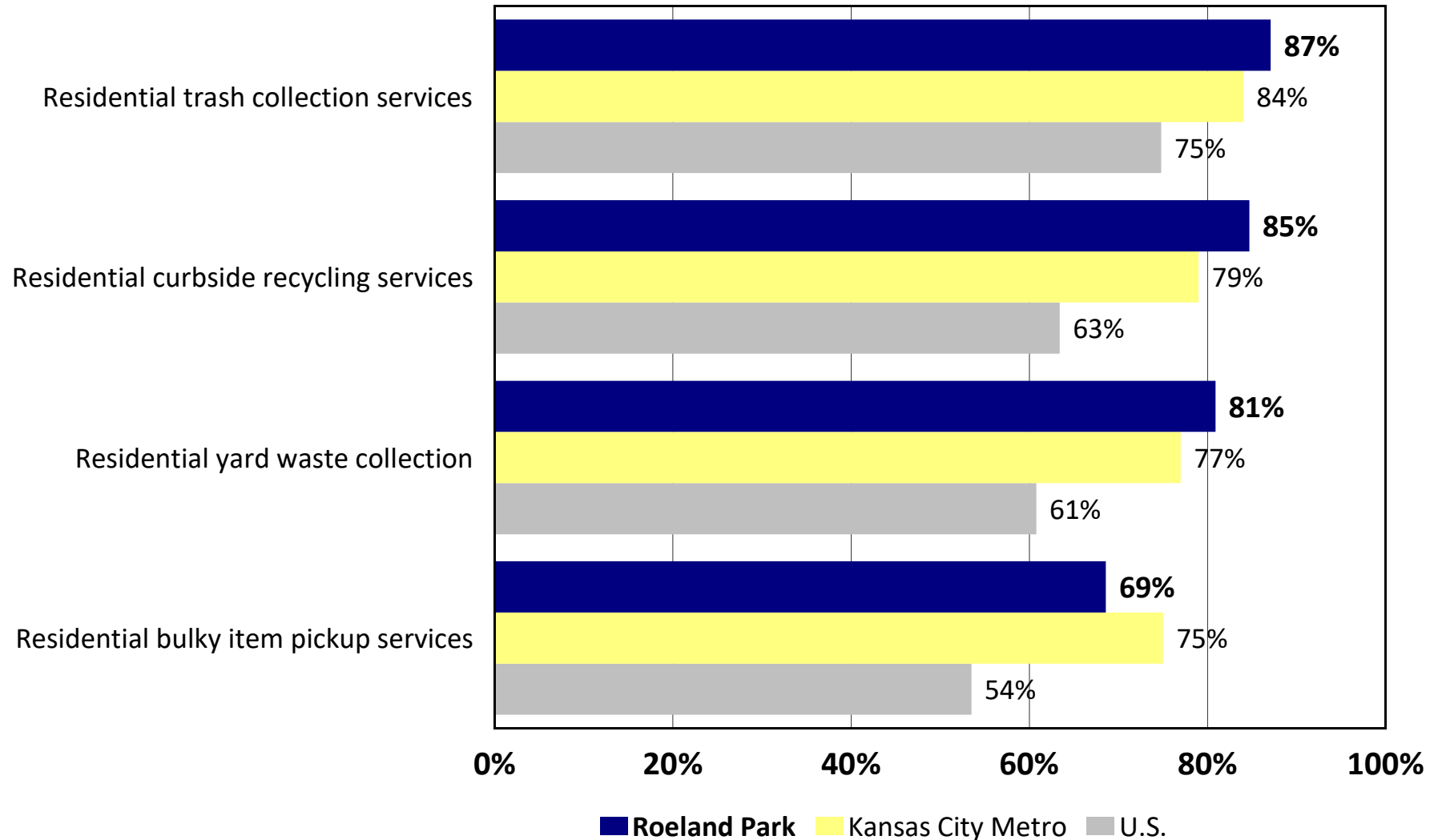
Overall Satisfaction with City Communication: City of Roeland Park vs. Kansas City Metro vs. U.S.

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



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

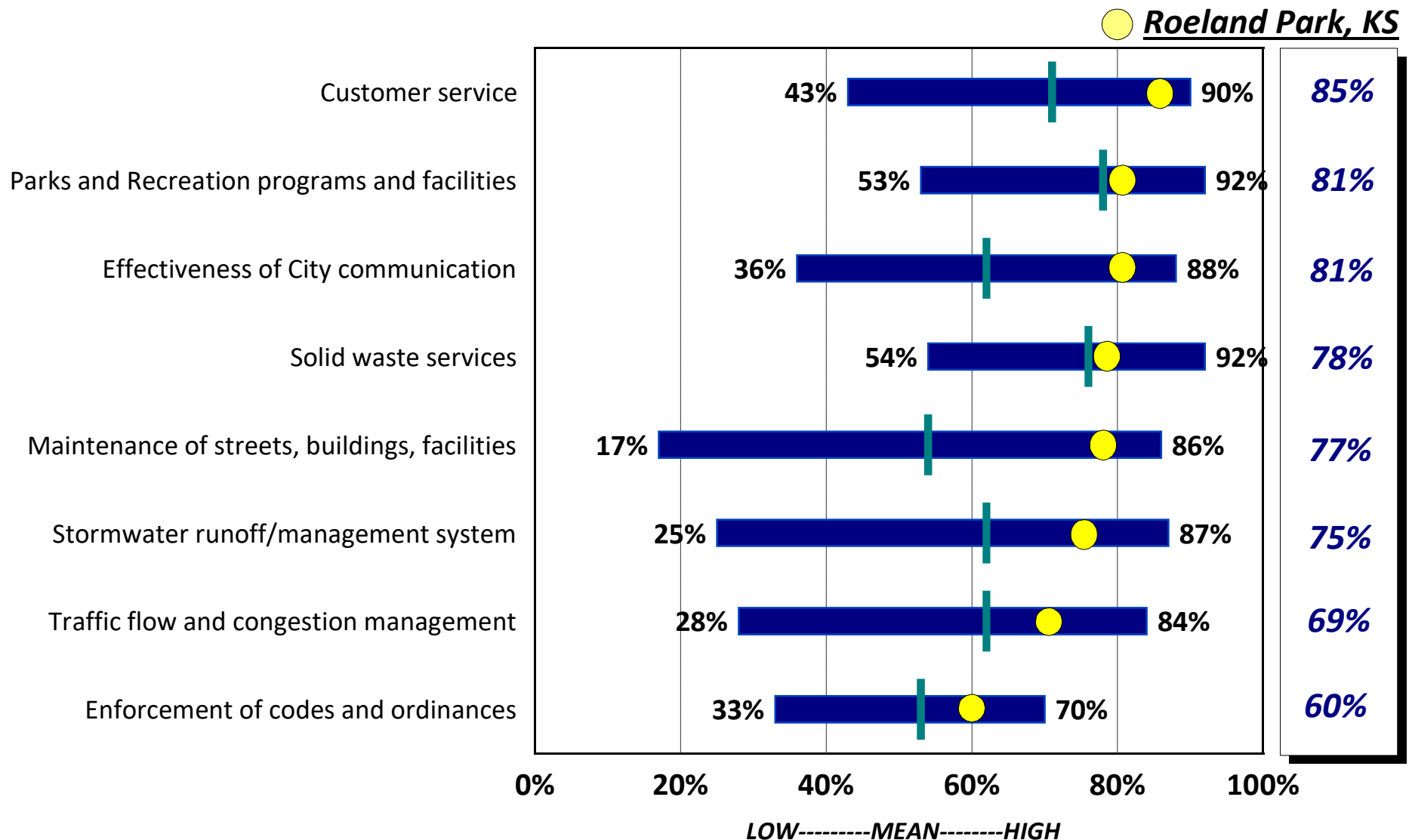
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"



Metropolitan Kansas City Benchmarks

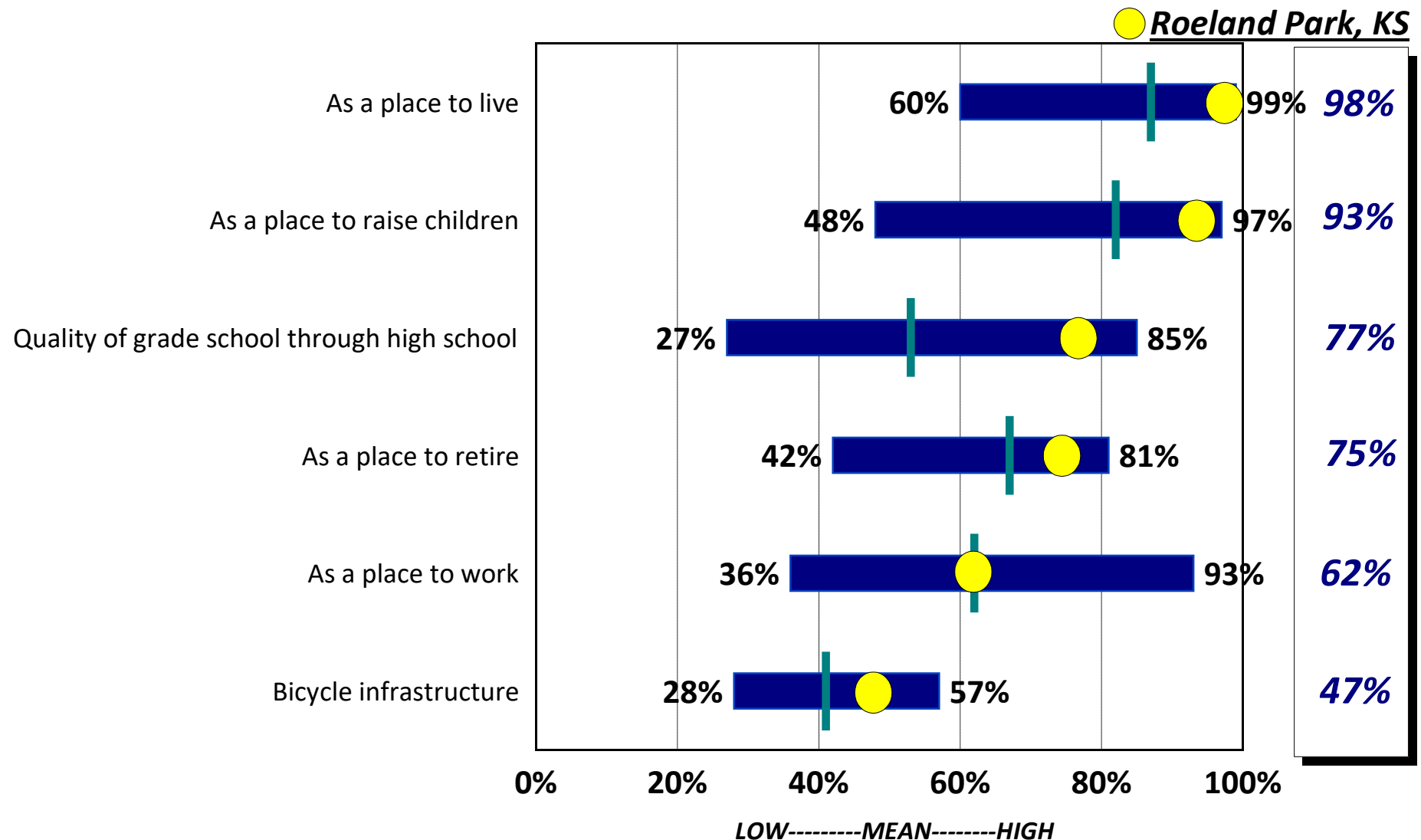
Overall Satisfaction with Major Categories of City Services Provided by Cities in the Kansas City Area - 2021

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



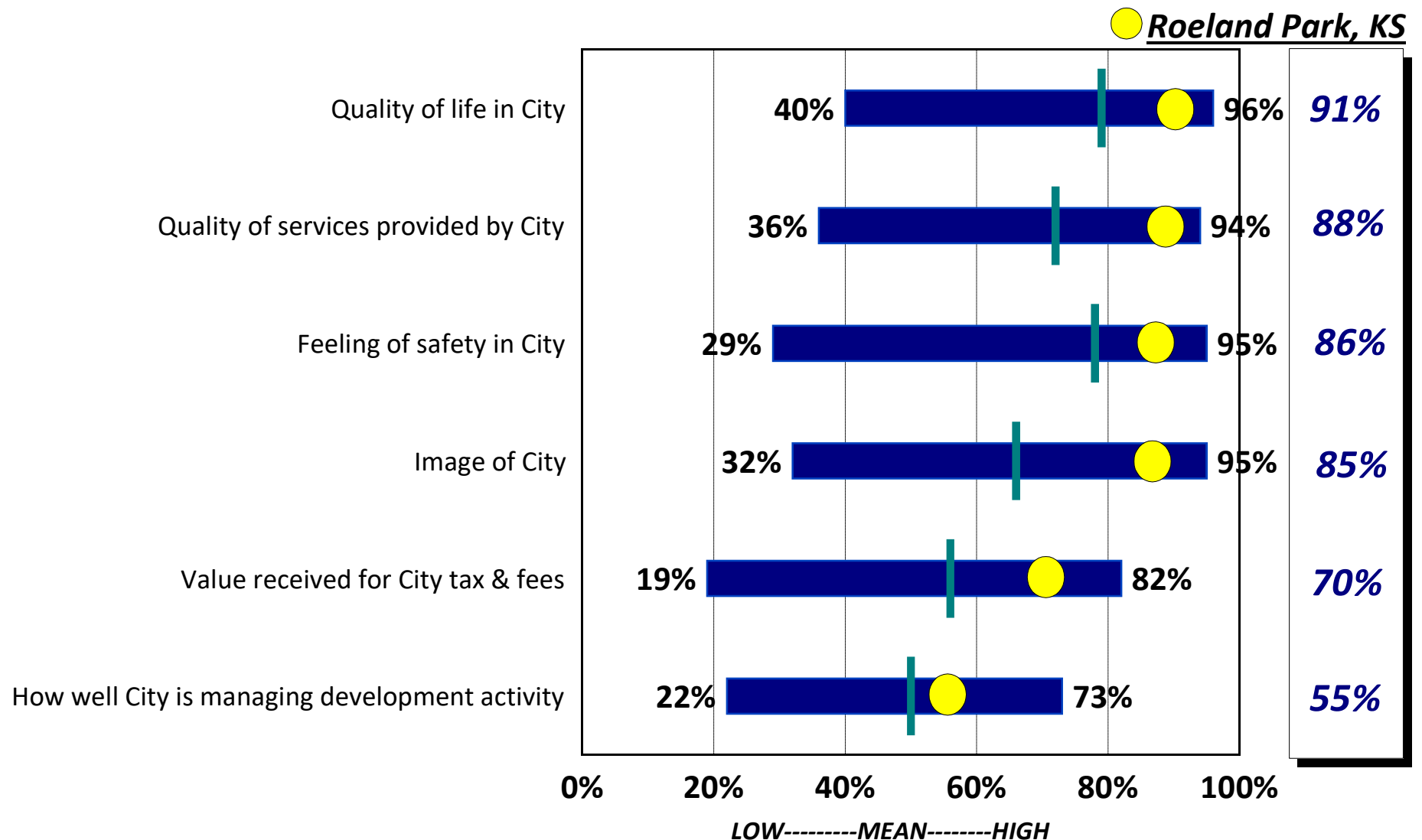
Ratings That Kansas City Area Residents Have of the City in Which They Live - 2021

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



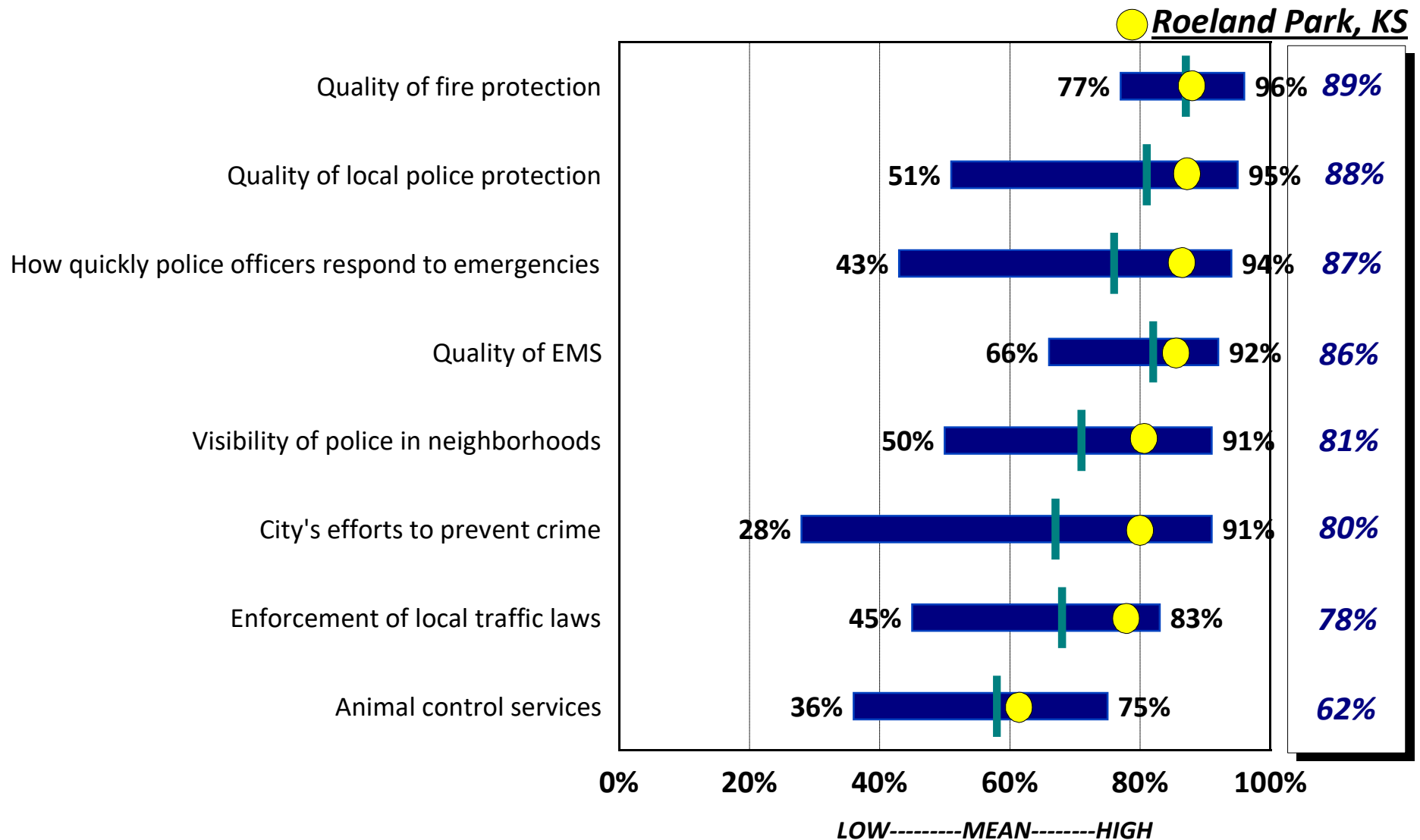
Perceptions that Kansas City Area Residents Have of the City in Which They Live - 2021

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



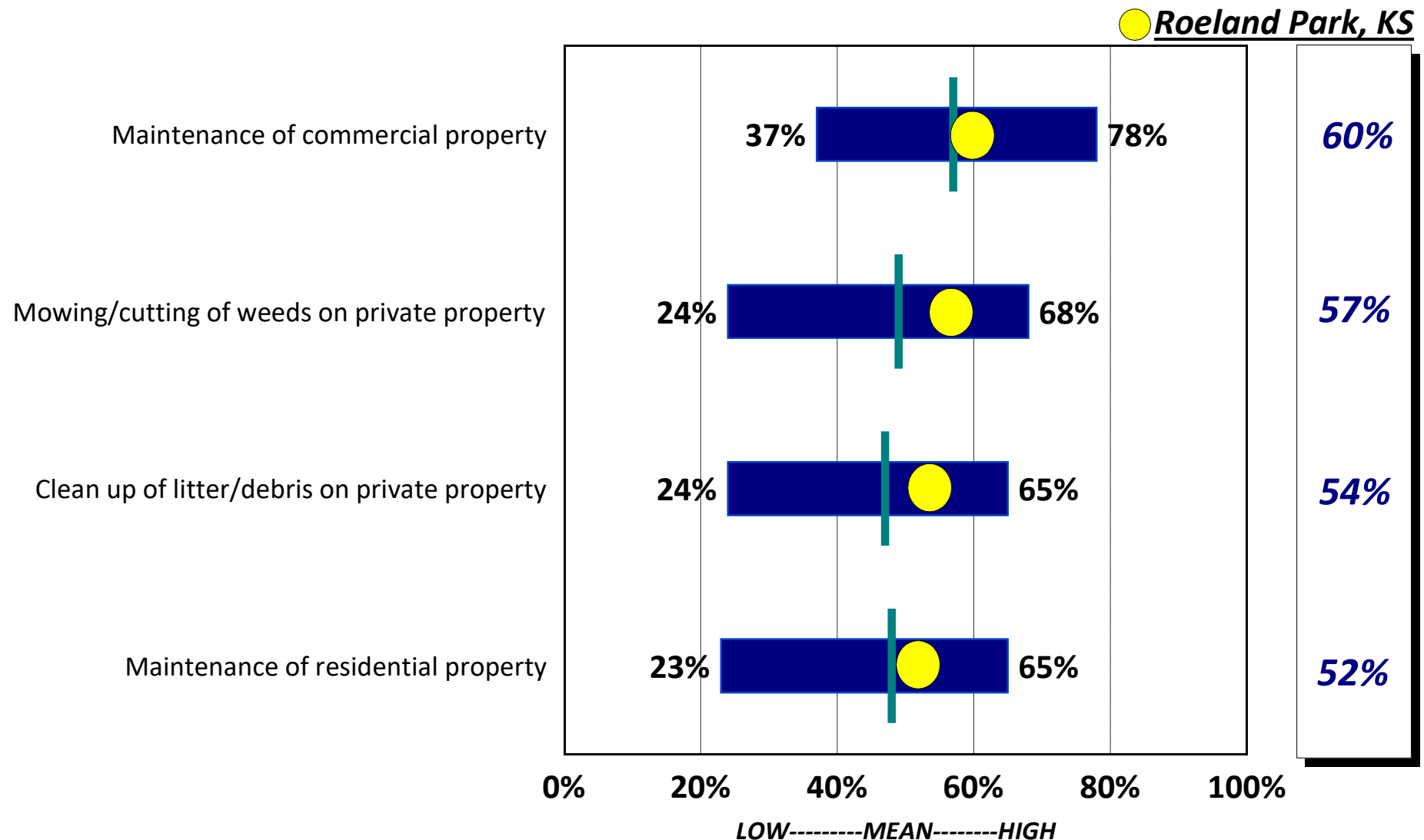
Satisfaction with Public Safety Services Provided by Cities in the Kansas City Area - 2021

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



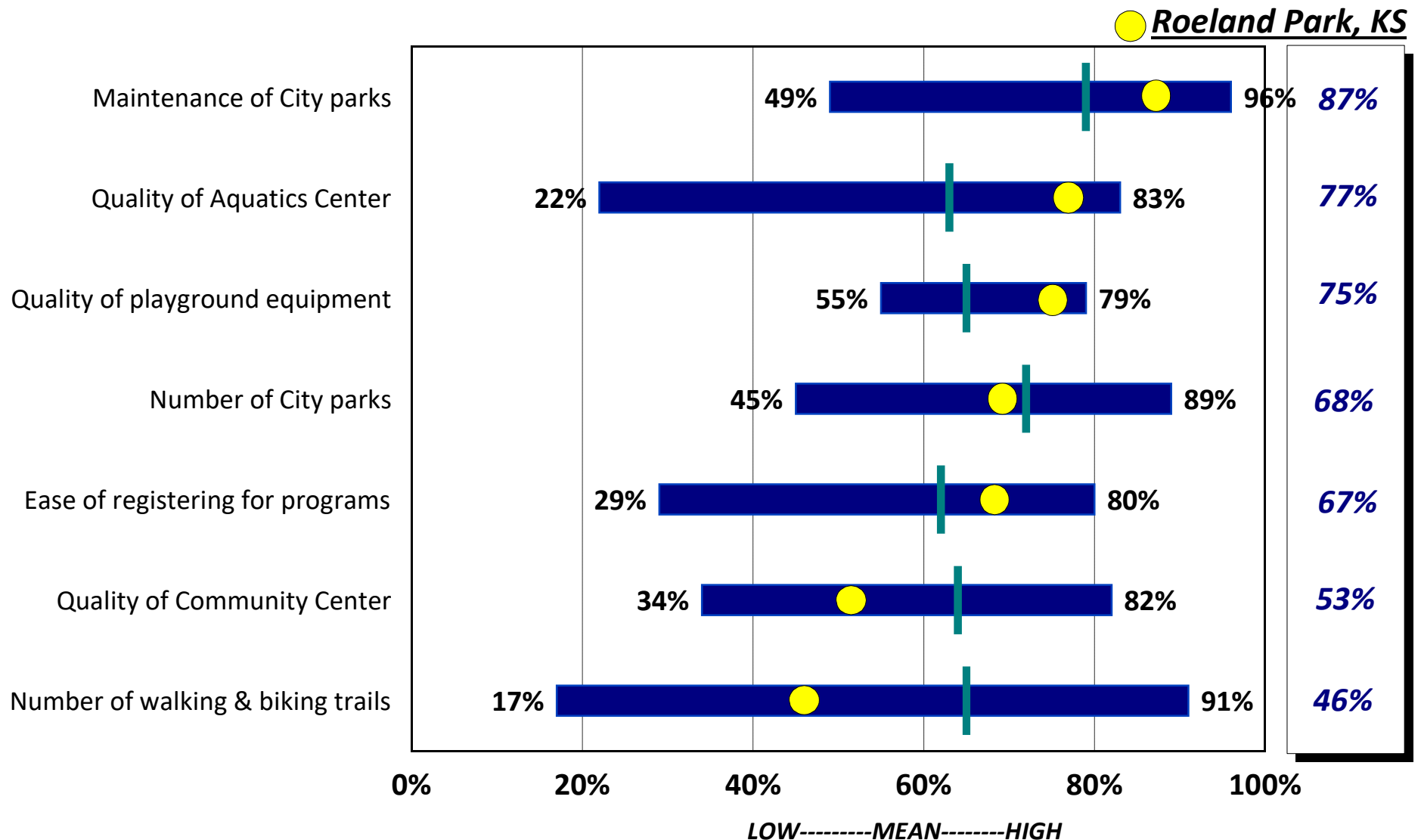
Satisfaction with Code Enforcement Services Provided by Cities in the Kansas City Area - 2021

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



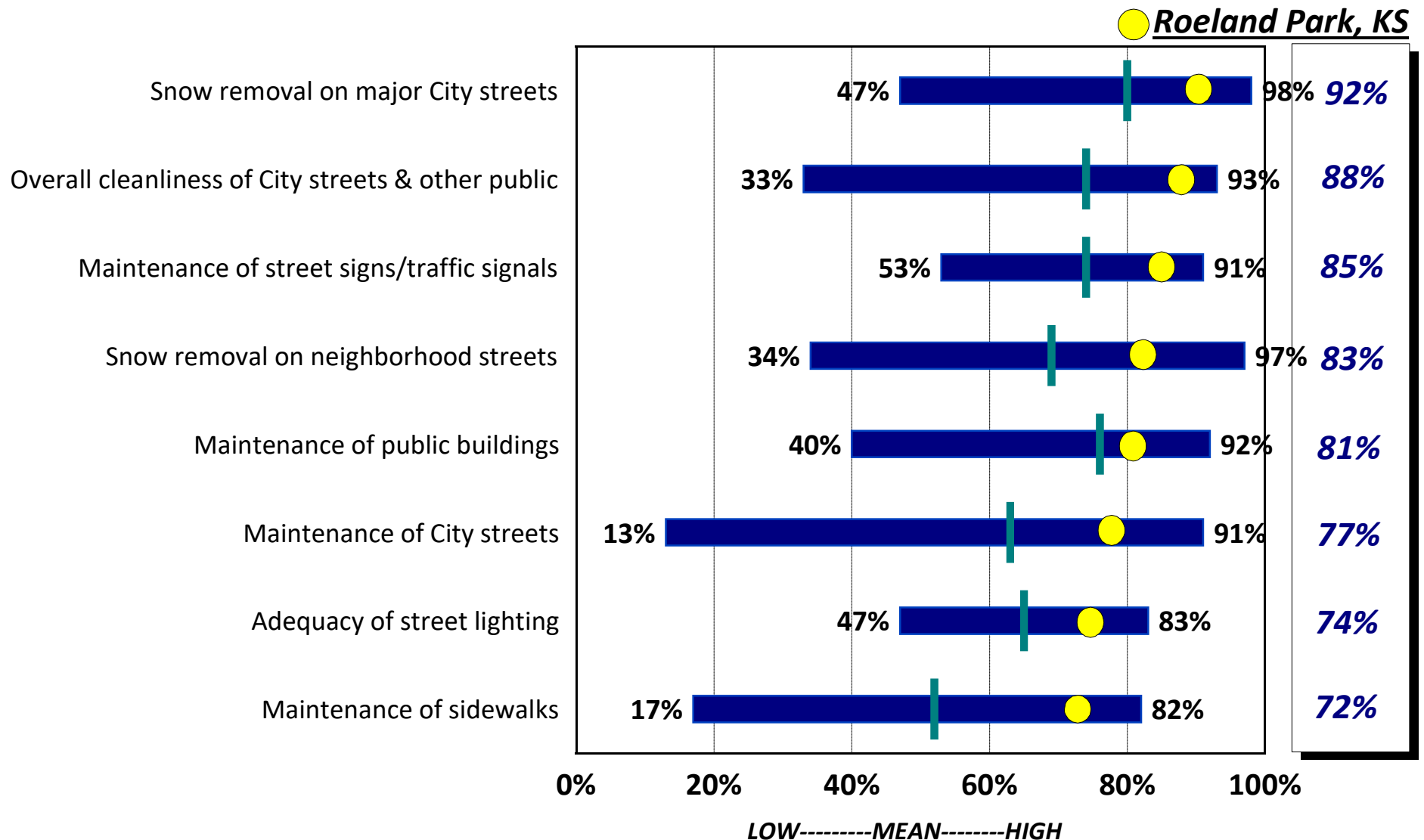
Satisfaction with Parks and Recreation Services Provided by Cities in the Kansas City Area - 2021

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



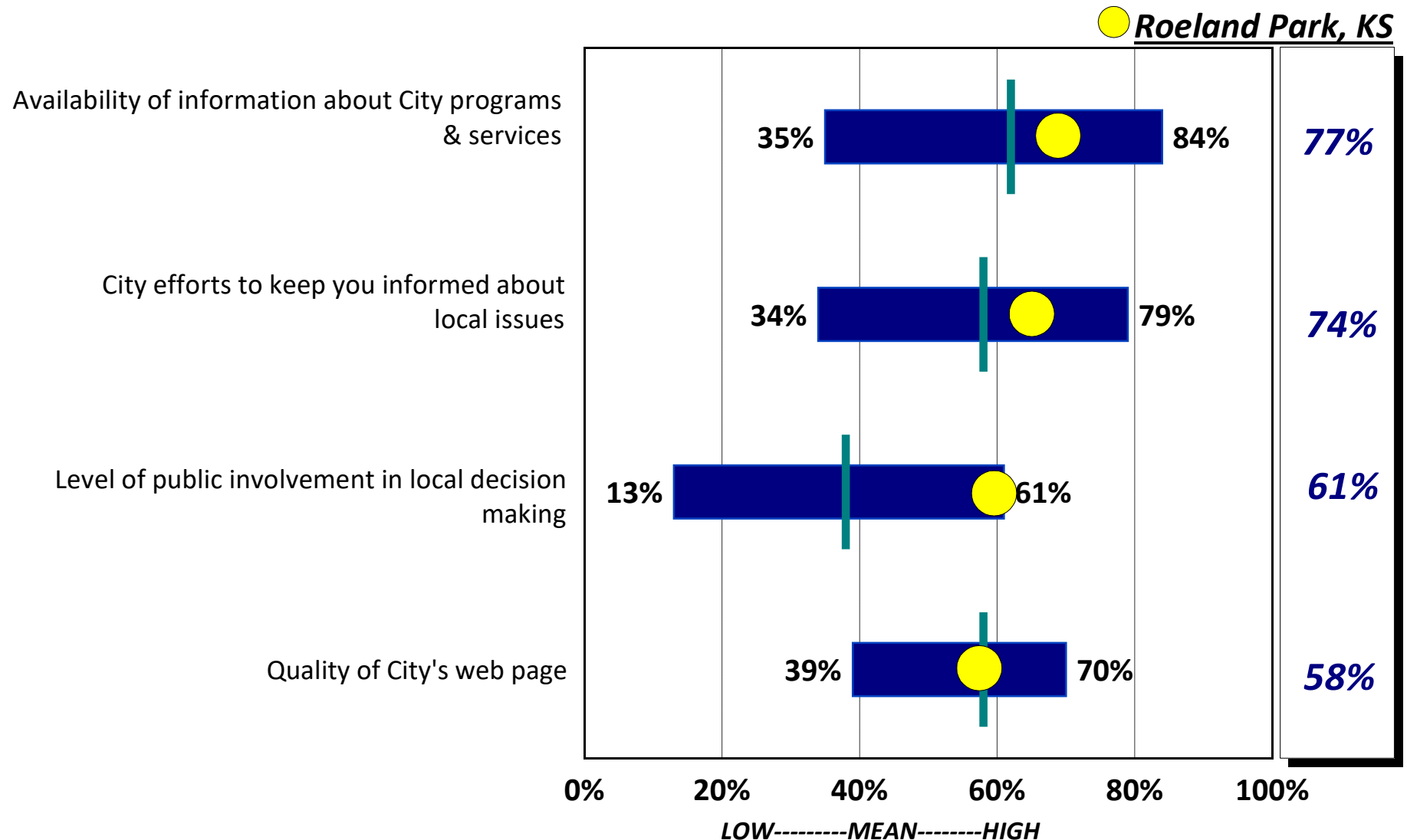
Satisfaction with Maintenance Services Provided by Cities in the Kansas City Area - 2021

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



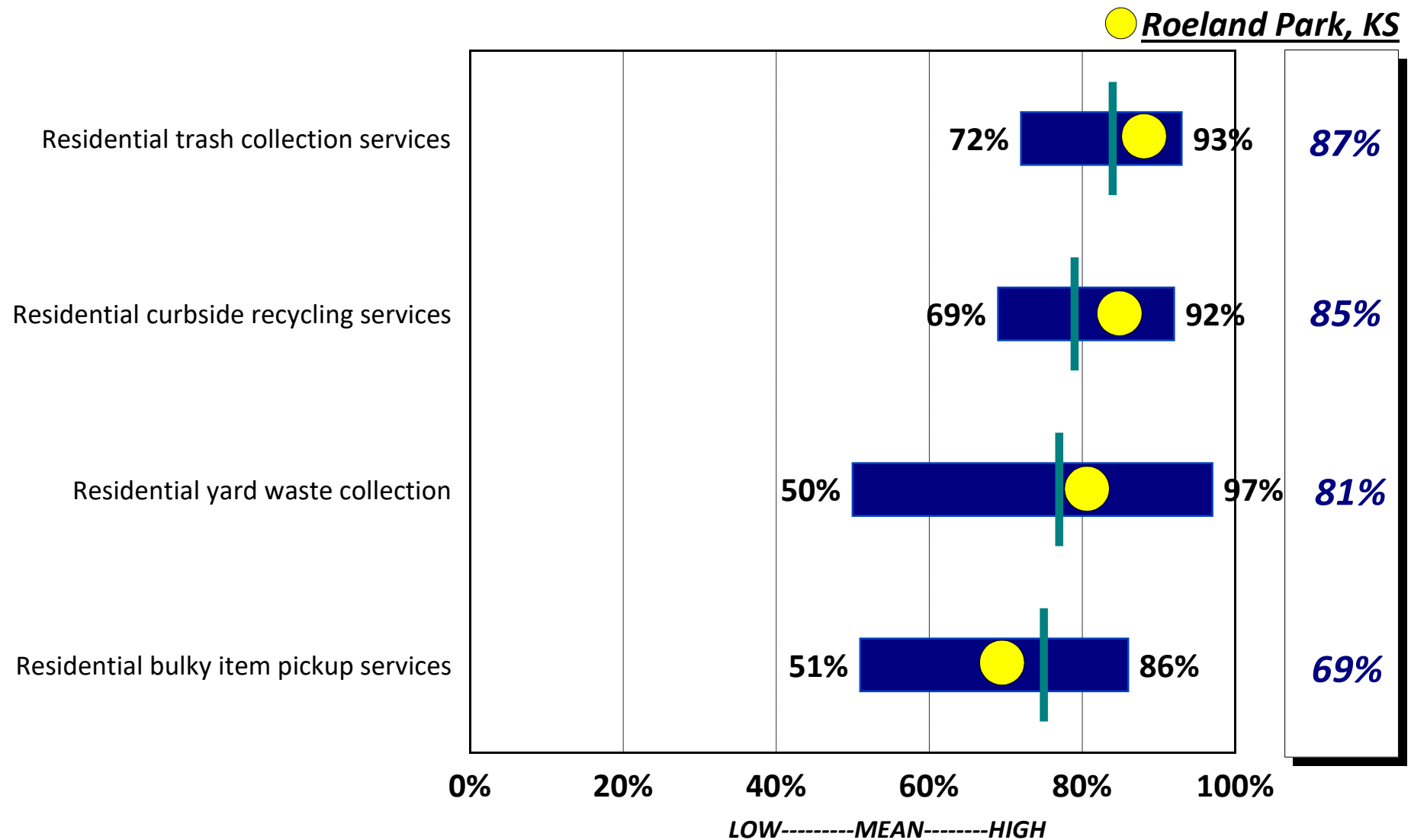
Satisfaction with Communication Services Provided by Cities in the Kansas City Area - 2021

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



Satisfaction With Trash Issues in Cities in the Kansas City Area 2021

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



3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

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

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

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

Example of the Calculation

Respondents were asked to identify the major categories of City services that were most important to their household. Nearly half (48%) of the respondent households selected "*maintenance of City streets, buildings, and facilities*" as one of the most important services to emphasize over the next two years.

With regard to satisfaction, 77.4% of respondents surveyed rated "*maintenance of City streets, buildings, and facilities*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 48% was multiplied by 22.6% (1-0.774). This calculation yielded an I-S rating of 0.1085, which ranked first out of twelve categories of City services analyzed.

Importance-Satisfaction Analysis



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

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

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

Interpreting the Ratings

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

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

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

2021 Importance-Satisfaction Rating

Roeland Park, Kansas

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Maintenance of City streets, buildings, and facilities	48%	1	77%	7	0.1085	1
<u>Medium Priority (IS <.10)</u>						
Environmental and sustainability efforts	34%	3	74%	9	0.0876	2
Traffic flow and congestion management	27%	4	69%	11	0.0841	3
Enforcement of codes and ordinances	20%	6	60%	12	0.0778	4
Parks and Recreation programs and facilities	35%	2	81%	3	0.0663	5
Stormwater runoff/management system	15%	7	75%	8	0.0373	6
Police services	20%	5	87%	1	0.0271	7
Effectiveness of City communication	13%	8	81%	4	0.0249	8
Solid waste services	10%	9	78%	6	0.0213	9
Ambulance services	3%	12	73%	10	0.0071	10
Customer service	4%	10	85%	2	0.0061	11
Fire services	3%	11	79%	5	0.0059	12

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

Most Important %:

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

Satisfaction %:

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

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2021 Importance-Satisfaction Rating

Roeland Park, Kansas

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Medium Priority (IS <.10)</u>						
City's efforts to prevent crime	42%	4	80%	6	0.0838	1
Adequacy of City street lighting	31%	8	75%	8	0.0794	2
Animal control services	15%	9	62%	9	0.0553	3
Visibility of police in neighborhoods	28%	5	81%	5	0.0534	4
Enforcement of local traffic laws	18%	7	78%	7	0.0394	5
Quality of local police protection	21%	1	88%	2	0.0247	6
Quality of EMS	10%	6	86%	4	0.0148	7
How quickly police officers respond to emergencies	12%	3	87%	3	0.0147	8
Quality of fire protection	7%	2	89%	1	0.0076	9

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

Most Important %:

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

Satisfaction %:

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

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2021 Importance-Satisfaction Rating

Roeland Park, Kansas

Enforcement of Codes and Ordinances

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Clean up of litter/debris on private property	37%	1	54%	3	0.1701	1
Maintenance of residential property	25%	2	52%	4	0.1225	2
Medium Priority (IS <.10)						
Mowing/cutting of weeds on private property	23%	4	57%	2	0.0977	3
Snow removal from sidewalks	18%	5	48%	5	0.0948	4
Maintenance of commercial property	24%	3	60%	1	0.0947	5

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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders

Satisfaction %:

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

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2021 Importance-Satisfaction Rating

Roeland Park, Kansas

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Number of walking & biking trails	37%	1	46%	12	0.1999	1
Medium Priority (IS <.10)						
Quality of Community Center	19%	3	53%	11	0.0899	2
City-sponsored special events	18%	4	61%	10	0.0708	3
Quality of art in public places	14%	8	62%	9	0.0527	4
Number of City parks	14%	7	68%	6	0.0449	5
Quality of playground equipment	15%	6	75%	4	0.0377	6
Fees charged for memberships, recreation programs & facility rentals	10%	10	62%	8	0.0374	7
Maintenance of City parks	25%	2	87%	1	0.0321	8
Quality of Aquatics Center	12%	9	77%	3	0.0285	9
How close neighborhood parks are to home	9%	11	73%	5	0.0234	10
Overall appearance of City parks	17%	5	87%	2	0.0222	11
Ease of registering for programs	5%	12	67%	7	0.0174	12

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

Most Important %:

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

Satisfaction %:

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

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2021 Importance-Satisfaction Rating

Roeland Park, Kansas

City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Maintenance of sidewalks	36%	2	72%	9	0.0992	1
Maintenance of City streets	38%	1	77%	6	0.0875	2
Adequacy of street lighting	25%	3	74%	8	0.0655	3
Maintenance of curbs/gutters on streets	18%	6	76%	7	0.0433	4
Snow removal on neighborhood streets	18%	5	83%	4	0.0320	5
Overall cleanliness of City streets & other public areas	22%	4	88%	2	0.0267	6
Maintenance of public buildings	12%	7	81%	5	0.0219	7
Maintenance of street signs/traffic signals	6%	9	85%	3	0.0092	8
Snow removal on major City streets	10%	8	92%	1	0.0078	9

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

Most Important %:

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

Satisfaction %:

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

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2021 Importance-Satisfaction Rating

Roeland Park, Kansas

Transportation and Connectivity

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Availability of bicycle infrastructure	32%	1	34%	5	0.2128	1
<u>High Priority (IS .10-.20)</u>						
Availability of public transportation	27%	3	33%	6	0.1790	2
Availability of public sidewalks	31%	2	67%	3	0.1007	3
<u>Medium Priority (IS <.10)</u>						
Flow of traffic along commercial streets	27%	4	66%	4	0.0900	4
Flow of traffic on residential streets	20%	5	76%	2	0.0465	5
Ease of access to interstate system	4%	6	94%	1	0.0024	6

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

Most Important %:

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

Satisfaction %:

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

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2021 Importance-Satisfaction Rating

Roeland Park, Kansas

Trash Issues

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Residential bulky item pickup services	21%	2	69%	6	0.0656	1
Residential curbside recycling services	22%	1	85%	3	0.0332	2
The fee charged for solid waste services	12%	6	75%	5	0.0304	3
Residential yard waste collection	15%	5	81%	4	0.0294	4
Residential curbside leaf collection service	17%	3	87%	1	0.0212	5
Residential trash collection services	16%	4	87%	2	0.0206	6

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

Most Important %:

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

Satisfaction %:

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

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Tabular Data

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

(N=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	42.2%	37.3%	9.3%	1.1%	1.9%	8.2%
Q1-2. Overall quality of City parks & recreation programs & facilities	31.6%	43.4%	13.3%	3.8%	0.4%	7.4%
Q1-3. Overall maintenance of City streets, buildings, & facilities	29.3%	47.8%	15.4%	4.7%	2.4%	0.5%
Q1-4. Overall enforcement of City codes & ordinances	20.0%	33.6%	24.7%	8.9%	2.0%	10.8%
Q1-5. Overall quality of customer service you receive from City employees	39.7%	30.6%	9.6%	1.7%	1.0%	17.4%
Q1-6. Overall effectiveness of City communication with the public	33.6%	44.9%	12.7%	5.1%	0.7%	3.0%
Q1-7. Overall quality of City's stormwater runoff/stormwater management system	25.9%	41.7%	17.9%	2.7%	1.6%	10.2%
Q1-8. Overall quality of traffic flow & congestion management in Roeland Park	22.5%	45.7%	20.6%	9.3%	1.4%	0.6%
Q1-9. Overall quality of ambulance services	20.3%	15.9%	13.4%	0.1%	0.0%	50.2%
Q1-10. Overall quality of fire services	25.6%	19.6%	11.3%	0.6%	0.1%	42.8%
Q1-11. Overall quality of solid waste services	26.3%	44.7%	15.1%	3.6%	0.9%	9.4%
Q1-12. Overall quality of City's environmental & sustainability efforts	26.8%	36.2%	17.9%	3.3%	0.6%	15.1%

WITHOUT "DON'T KNOW"

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

(N=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	45.9%	40.7%	10.1%	1.2%	2.0%
Q1-2. Overall quality of City parks & recreation programs & facilities	34.2%	46.9%	14.3%	4.2%	0.4%
Q1-3. Overall maintenance of City streets, buildings, & facilities	29.4%	48.0%	15.5%	4.7%	2.4%
Q1-4. Overall enforcement of City codes & ordinances	22.4%	37.7%	27.7%	10.0%	2.2%
Q1-5. Overall quality of customer service you receive from City employees	48.0%	37.1%	11.6%	2.1%	1.2%
Q1-6. Overall effectiveness of City communication with the public	34.7%	46.3%	13.0%	5.2%	0.8%
Q1-7. Overall quality of City's stormwater runoff/stormwater management system	28.9%	46.4%	19.9%	3.0%	1.8%
Q1-8. Overall quality of traffic flow & congestion management in Roeland Park	22.6%	45.9%	20.7%	9.4%	1.4%
Q1-9. Overall quality of ambulance services	40.9%	31.9%	26.9%	0.2%	0.0%
Q1-10. Overall quality of fire services	44.7%	34.3%	19.7%	1.1%	0.2%
Q1-11. Overall quality of solid waste services	29.0%	49.3%	16.7%	4.0%	1.0%
Q1-12. Overall quality of City's environmental & sustainability efforts	31.6%	42.7%	21.1%	3.9%	0.7%

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

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	91	11.3 %
Overall quality of City parks & recreation programs & facilities	109	13.5 %
Overall maintenance of City streets, buildings, & facilities	161	20.0 %
Overall enforcement of City codes & ordinances	53	6.6 %
Overall quality of customer service you receive from City employees	6	0.7 %
Overall effectiveness of City communication with the public	12	1.5 %
Overall quality of City's stormwater runoff/stormwater management system	24	3.0 %
Overall quality of traffic flow & congestion management in Roeland Park	65	8.1 %
Overall quality of ambulance services	2	0.2 %
Overall quality of fire services	1	0.1 %
Overall quality of solid waste services	26	3.2 %
Overall quality of City's environmental & sustainability efforts	126	15.6 %
None chosen	130	16.1 %
Total	806	100.0 %

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

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	41	5.1 %
Overall quality of City parks & recreation programs & facilities	100	12.4 %
Overall maintenance of City streets, buildings, & facilities	129	16.0 %
Overall enforcement of City codes & ordinances	63	7.8 %
Overall quality of customer service you receive from City employees	18	2.2 %
Overall effectiveness of City communication with the public	39	4.8 %
Overall quality of City's stormwater runoff/stormwater management system	53	6.6 %
Overall quality of traffic flow & congestion management in Roeland Park	85	10.5 %
Overall quality of ambulance services	7	0.9 %
Overall quality of fire services	9	1.1 %
Overall quality of solid waste services	17	2.1 %
Overall quality of City's environmental & sustainability efforts	70	8.7 %
None chosen	175	21.7 %
Total	806	100.0 %

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

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	31	3.8 %
Overall quality of City parks & recreation programs & facilities	74	9.2 %
Overall maintenance of City streets, buildings, & facilities	97	12.0 %
Overall enforcement of City codes & ordinances	41	5.1 %
Overall quality of customer service you receive from City employees	10	1.2 %
Overall effectiveness of City communication with the public	55	6.8 %
Overall quality of City's stormwater runoff/stormwater management system	44	5.5 %
Overall quality of traffic flow & congestion management in Roeland Park	65	8.1 %
Overall quality of ambulance services	12	1.5 %
Overall quality of fire services	13	1.6 %
Overall quality of solid waste services	36	4.5 %
Overall quality of City's environmental & sustainability efforts	79	9.8 %
None chosen	249	30.9 %
Total	806	100.0 %

SUM OF TOP 3 CHOICES

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

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	163	20.2 %
Overall quality of City parks & recreation programs & facilities	283	35.1 %
Overall maintenance of City streets, buildings, & facilities	387	48.0 %
Overall enforcement of City codes & ordinances	157	19.5 %
Overall quality of customer service you receive from City employees	34	4.2 %
Overall effectiveness of City communication with the public	106	13.2 %
Overall quality of City's stormwater runoff/stormwater management system	121	15.0 %
Overall quality of traffic flow & congestion management in Roeland Park	215	26.7 %
Overall quality of ambulance services	21	2.6 %
Overall quality of fire services	23	2.9 %
Overall quality of solid waste services	79	9.8 %
Overall quality of City's environmental & sustainability efforts	275	34.1 %
None chosen	130	16.1 %
Total	1994	

Q3. Quality of Life. Please rate Roeland Park on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" regarding each of the following.

(N=806)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. As a place to live	57.3%	40.0%	1.7%	0.5%	0.1%	0.4%
Q3-2. As a place to raise children	49.8%	28.3%	4.8%	1.1%	0.0%	16.0%
Q3-3. As a place to work	21.0%	20.2%	17.6%	5.6%	2.2%	33.4%
Q3-4. As a place where you would buy your next home	44.5%	32.4%	13.0%	3.7%	1.7%	4.6%
Q3-5. As a place to retire	38.7%	30.1%	15.3%	4.6%	3.0%	8.3%
Q3-6. Quality of grade school through high school	25.1%	25.2%	10.4%	3.7%	0.7%	34.9%
Q3-7. Quality of commercial developments	9.2%	20.7%	28.5%	23.9%	9.4%	8.2%
Q3-8. Proximity to employers	35.1%	38.1%	15.4%	2.6%	0.4%	8.4%
Q3-9. As a community where I feel welcome & have a sense of belonging	48.6%	34.0%	13.2%	3.2%	0.6%	0.4%
Q3-10. As a community that offers adequate bicycle infrastructure both on & off street	15.4%	24.6%	26.2%	15.1%	3.5%	15.3%

WITHOUT "DON'T KNOW"

Q3. Quality of Life. Please rate Roeland Park on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" regarding each of the following. (without "don't know")

(N=806)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. As a place to live	57.5%	40.1%	1.7%	0.5%	0.1%
Q3-2. As a place to raise children	59.2%	33.7%	5.8%	1.3%	0.0%
Q3-3. As a place to work	31.5%	30.4%	26.4%	8.4%	3.4%
Q3-4. As a place where you would buy your next home	46.7%	33.9%	13.7%	3.9%	1.8%
Q3-5. As a place to retire	42.2%	32.9%	16.6%	5.0%	3.2%
Q3-6. Quality of grade school through high school	38.5%	38.7%	16.0%	5.7%	1.1%
Q3-7. Quality of commercial developments	10.0%	22.6%	31.1%	26.1%	10.3%
Q3-8. Proximity to employers	38.3%	41.6%	16.8%	2.8%	0.4%
Q3-9. As a community where I feel welcome & have a sense of belonging	48.8%	34.1%	13.2%	3.2%	0.6%
Q3-10. As a community that offers adequate bicycle infrastructure both on & off street	18.2%	29.0%	30.9%	17.9%	4.1%

Q4. Perception. Please rate Roeland Park on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" regarding each of the following.

(N=806)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. Overall quality of services provided by City	33.5%	52.2%	10.4%	0.9%	0.2%	2.7%
Q4-2. Overall value that you receive for your City tax dollars & fees	22.6%	44.0%	21.2%	4.8%	2.5%	4.8%
Q4-3. Overall quality of life in City	40.9%	48.6%	7.8%	0.6%	0.4%	1.6%
Q4-4. How well City is managing development activity	17.2%	31.5%	22.6%	11.2%	6.0%	11.5%
Q4-5. Overall feeling of safety in City	44.5%	40.7%	11.7%	1.6%	0.4%	1.1%
Q4-6. Overall condition of housing in your neighborhood	24.1%	54.1%	14.8%	6.3%	0.1%	0.6%
Q4-7. Availability of affordable housing for low/moderate income families	9.3%	19.0%	24.8%	19.6%	9.8%	17.5%
Q4-8. Overall image of City	29.5%	54.6%	12.0%	2.5%	0.7%	0.6%

WITHOUT "DON'T KNOW"

Q4. Perception. Please rate Roeland Park on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" regarding each of the following. (without "don't know")

(N=806)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. Overall quality of services provided by City	34.4%	53.7%	10.7%	0.9%	0.3%
Q4-2. Overall value that you receive for your City tax dollars & fees	23.7%	46.3%	22.3%	5.1%	2.6%
Q4-3. Overall quality of life in City	41.6%	49.4%	7.9%	0.6%	0.4%
Q4-4. How well City is managing development activity	19.5%	35.6%	25.5%	12.6%	6.7%
Q4-5. Overall feeling of safety in City	45.0%	41.2%	11.8%	1.6%	0.4%
Q4-6. Overall condition of housing in your neighborhood	24.2%	54.4%	14.9%	6.4%	0.1%
Q4-7. Availability of affordable housing for low/moderate income families	11.3%	23.0%	30.1%	23.8%	11.9%
Q4-8. Overall image of City	29.7%	54.9%	12.1%	2.5%	0.7%

Q5. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of local police protection	41.9%	39.5%	9.1%	0.9%	0.9%	7.8%
Q5-2. Visibility of police in neighborhoods	35.7%	42.9%	13.2%	4.2%	1.5%	2.5%
Q5-3. City's efforts to prevent crime	30.3%	38.7%	12.7%	3.3%	1.5%	13.5%
Q5-4. Enforcement of local traffic laws	29.7%	41.1%	15.0%	3.6%	2.0%	8.7%
Q5-5. How quickly police officers respond to emergencies	36.2%	22.0%	7.6%	0.9%	0.1%	33.3%
Q5-6. Quality of animal control services	17.1%	23.4%	17.7%	5.8%	1.1%	34.7%
Q5-7. Adequacy of City street lighting	26.9%	46.7%	14.0%	8.4%	2.5%	1.5%
Q5-8. Quality of emergency medical services (JOCO MED-ACT)	27.4%	18.2%	7.6%	0.1%	0.0%	46.7%
Q5-9. Quality of fire protection (JOCO Consolidated Fire District 2)	29.0%	19.7%	6.1%	0.1%	0.0%	45.0%

WITHOUT "DON'T KNOW"

Q5. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of local police protection	45.5%	42.8%	9.8%	0.9%	0.9%
Q5-2. Visibility of police in neighborhoods	36.6%	44.0%	13.5%	4.3%	1.5%
Q5-3. City's efforts to prevent crime	35.0%	44.8%	14.6%	3.9%	1.7%
Q5-4. Enforcement of local traffic laws	32.5%	45.0%	16.4%	3.9%	2.2%
Q5-5. How quickly police officers respond to emergencies	54.3%	32.9%	11.3%	1.3%	0.2%
Q5-6. Quality of animal control services	26.2%	35.9%	27.2%	8.9%	1.7%
Q5-7. Adequacy of City street lighting	27.3%	47.4%	14.2%	8.6%	2.5%
Q5-8. Quality of emergency medical services (JOCO MED-ACT)	51.4%	34.2%	14.2%	0.2%	0.0%
Q5-9. Quality of fire protection (JOCO Consolidated Fire District 2)	52.8%	35.9%	11.1%	0.2%	0.0%

Q6. Which THREE of these items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	89	11.0 %
Visibility of police in neighborhoods	79	9.8 %
City's efforts to prevent crime	151	18.7 %
Enforcement of local traffic laws	54	6.7 %
How quickly police officers respond to emergencies	14	1.7 %
Quality of animal control services	31	3.8 %
Adequacy of City street lighting	136	16.9 %
Quality of emergency medical services (JOCO MED-ACT)	22	2.7 %
Quality of fire protection (JOCO Consolidated Fire District 2)	4	0.5 %
None chosen	226	28.0 %
Total	806	100.0 %

Q6. Which THREE of these items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	32	4.0 %
Visibility of police in neighborhoods	97	12.0 %
City's efforts to prevent crime	106	13.2 %
Enforcement of local traffic laws	44	5.5 %
How quickly police officers respond to emergencies	53	6.6 %
Quality of animal control services	57	7.1 %
Adequacy of City street lighting	62	7.7 %
Quality of emergency medical services (JOCO MED-ACT)	29	3.6 %
Quality of fire protection (JOCO Consolidated Fire District 2)	15	1.9 %
None chosen	311	38.6 %
Total	806	100.0 %

Q6. Which THREE of these items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 3rd choice	Number	Percent
Overall quality of local police protection	49	6.1 %
Visibility of police in neighborhoods	46	5.7 %
City's efforts to prevent crime	77	9.6 %
Enforcement of local traffic laws	43	5.3 %
How quickly police officers respond to emergencies	26	3.2 %
Quality of animal control services	30	3.7 %
Adequacy of City street lighting	55	6.8 %
Quality of emergency medical services (JOCO MED-ACT)	32	4.0 %
Quality of fire protection (JOCO Consolidated Fire District 2)	35	4.3 %
None chosen	413	51.2 %
Total	806	100.0 %

SUM OF TOP 3 CHOICES

Q6. Which THREE of these items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q6. Sum of top 3 choices	Number	Percent
Overall quality of local police protection	170	21.1 %
Visibility of police in neighborhoods	222	27.5 %
City's efforts to prevent crime	334	41.4 %
Enforcement of local traffic laws	141	17.5 %
How quickly police officers respond to emergencies	93	11.5 %
Quality of animal control services	118	14.6 %
Adequacy of City street lighting	253	31.4 %
Quality of emergency medical services (JOCO MED-ACT)	83	10.3 %
Quality of fire protection (JOCO Consolidated Fire District 2)	54	6.7 %
None chosen	226	28.0 %
Total	1694	

Q7. Please rate your level of agreement with the following statement: "I feel safe going to the Roeland Park Police for help if I need it."

Q7. I feel safe going to Roeland Park Police for help if I need it	Number	Percent
Strongly agree	452	56.1 %
Agree	235	29.2 %
Neutral	76	9.4 %
Disagree	16	2.0 %
Strongly disagree	12	1.5 %
Not provided	15	1.9 %
Total	806	100.0 %

WITHOUT "NOT PROVIDED"

Q7. Please rate your level of agreement with the following statement: "I feel safe going to the Roeland Park Police for help if I need it." (without "not provided")

Q7. I feel safe going to Roeland Park Police for help if I need it	Number	Percent
Strongly agree	452	57.1 %
Agree	235	29.7 %
Neutral	76	9.6 %
Disagree	16	2.0 %
Strongly disagree	12	1.5 %
Total	791	100.0 %

Q8. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Enforcing cleanup of litter & debris on private property	11.7%	35.7%	20.6%	15.8%	4.2%	12.0%
Q8-2. Enforcing mowing & cutting of weeds on private property	13.3%	36.6%	21.5%	12.9%	3.8%	11.9%
Q8-3. Enforcing maintenance of residential property	10.8%	34.5%	25.1%	14.1%	3.3%	12.2%
Q8-4. Enforcing maintenance of commercial property	12.2%	37.2%	22.7%	7.7%	2.2%	18.0%
Q8-5. Enforcing snow removal from sidewalks	14.9%	26.3%	27.4%	11.9%	6.1%	13.4%

WITHOUT "DON'T KNOW"

Q8. Enforcement of City Codes and Ordinances. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Enforcing cleanup of litter & debris on private property	13.3%	40.6%	23.4%	17.9%	4.8%
Q8-2. Enforcing mowing & cutting of weeds on private property	15.1%	41.5%	24.4%	14.6%	4.4%
Q8-3. Enforcing maintenance of residential property	12.3%	39.3%	28.5%	16.1%	3.8%
Q8-4. Enforcing maintenance of commercial property	14.8%	45.4%	27.7%	9.4%	2.7%
Q8-5. Enforcing snow removal from sidewalks	17.2%	30.4%	31.7%	13.8%	7.0%

Q9. Which TWO of the items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q9. Top choice	Number	Percent
Enforcing cleanup of litter & debris on private property	182	22.6 %
Enforcing mowing & cutting of weeds on private property	73	9.1 %
Enforcing maintenance of residential property	92	11.4 %
Enforcing maintenance of commercial property	128	15.9 %
Enforcing snow removal from sidewalks	93	11.5 %
None chosen	238	29.5 %
Total	806	100.0 %

Q9. Which TWO of the items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q9. 2nd choice	Number	Percent
Enforcing cleanup of litter & debris on private property	115	14.3 %
Enforcing mowing & cutting of weeds on private property	108	13.4 %
Enforcing maintenance of residential property	112	13.9 %
Enforcing maintenance of commercial property	64	7.9 %
Enforcing snow removal from sidewalks	53	6.6 %
None chosen	354	43.9 %
Total	806	100.0 %

SUM OF TOP 2 CHOICES

Q9. Which TWO of the items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q9. Sum of top 2 choices	Number	Percent
Enforcing cleanup of litter & debris on private property	297	36.8 %
Enforcing mowing & cutting of weeds on private property	181	22.5 %
Enforcing maintenance of residential property	204	25.3 %
Enforcing maintenance of commercial property	192	23.8 %
Enforcing snow removal from sidewalks	146	18.1 %
None chosen	238	29.5 %
Total	1258	

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

(N=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Maintenance of City parks	33.6%	45.8%	9.6%	2.0%	0.1%	8.9%
Q10-2. Overall appearance of City parks	35.6%	45.0%	9.8%	2.4%	0.2%	6.9%
Q10-3. Number of City parks	25.8%	36.7%	17.2%	10.3%	2.0%	7.9%
Q10-4. Quality of playground equipment	21.7%	35.6%	14.9%	4.2%	0.4%	23.2%
Q10-5. How close neighborhood parks are to your home	34.9%	34.1%	16.4%	7.7%	1.6%	5.3%
Q10-6. Number of walking & biking trails	12.9%	28.7%	22.3%	21.2%	4.5%	10.4%
Q10-7. City sponsored special events	17.7%	34.1%	26.6%	5.8%	0.9%	14.9%
Q10-8. Quality of art in public places	24.3%	30.6%	23.9%	6.8%	3.7%	10.5%
Q10-9. Quality of Aquatics Center	23.0%	24.1%	10.9%	2.1%	1.0%	39.0%
Q10-10. Quality of Community Center	11.9%	22.8%	20.3%	7.3%	2.6%	35.0%
Q10-11. Fees charged for memberships, recreation programs & facility rental	15.1%	25.6%	19.6%	3.7%	1.9%	34.1%
Q10-12. Ease of registering for programs	14.3%	24.8%	17.1%	2.2%	0.2%	41.3%

WITHOUT "DON'T KNOW"

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

(N=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Maintenance of City parks	36.9%	50.3%	10.5%	2.2%	0.1%
Q10-2. Overall appearance of City parks	38.3%	48.4%	10.5%	2.5%	0.3%
Q10-3. Number of City parks	28.0%	39.9%	18.7%	11.2%	2.2%
Q10-4. Quality of playground equipment	28.3%	46.4%	19.4%	5.5%	0.5%
Q10-5. How close neighborhood parks are to your home	36.8%	36.0%	17.3%	8.1%	1.7%
Q10-6. Number of walking & biking trails	14.4%	32.0%	24.9%	23.7%	5.0%
Q10-7. City sponsored special events	20.8%	40.1%	31.2%	6.9%	1.0%
Q10-8. Quality of art in public places	27.2%	34.3%	26.8%	7.6%	4.2%
Q10-9. Quality of Aquatics Center	37.6%	39.4%	17.9%	3.5%	1.6%
Q10-10. Quality of Community Center	18.3%	35.1%	31.3%	11.3%	4.0%
Q10-11. Fees charged for memberships, recreation programs & facility rental	23.0%	38.8%	29.8%	5.6%	2.8%
Q10-12. Ease of registering for programs	24.3%	42.3%	29.2%	3.8%	0.4%

Q11. Which THREE of these items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	108	13.4 %
Overall appearance of City parks	27	3.3 %
Number of City parks	46	5.7 %
Quality of playground equipment	47	5.8 %
How close neighborhood parks are to your home	25	3.1 %
Number of walking & biking trails	166	20.6 %
City sponsored special events	36	4.5 %
Quality of art in public places	37	4.6 %
Quality of Aquatics Center	36	4.5 %
Quality of Community Center	53	6.6 %
Fees charged for memberships, recreation programs & facility rental	16	2.0 %
Ease of registering for programs	5	0.6 %
None chosen	204	25.3 %
Total	806	100.0 %

Q11. Which THREE of these items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	62	7.7 %
Overall appearance of City parks	74	9.2 %
Number of City parks	37	4.6 %
Quality of playground equipment	45	5.6 %
How close neighborhood parks are to your home	25	3.1 %
Number of walking & biking trails	89	11.0 %
City sponsored special events	44	5.5 %
Quality of art in public places	36	4.5 %
Quality of Aquatics Center	38	4.7 %
Quality of Community Center	50	6.2 %
Fees charged for memberships, recreation programs & facility rental	20	2.5 %
Ease of registering for programs	15	1.9 %
None chosen	271	33.6 %
Total	806	100.0 %

Q11. Which THREE of these items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. 3rd choice	Number	Percent
Maintenance of City parks	32	4.0 %
Overall appearance of City parks	34	4.2 %
Number of City parks	30	3.7 %
Quality of playground equipment	28	3.5 %
How close neighborhood parks are to your home	19	2.4 %
Number of walking & biking trails	46	5.7 %
City sponsored special events	65	8.1 %
Quality of art in public places	37	4.6 %
Quality of Aquatics Center	26	3.2 %
Quality of Community Center	52	6.5 %
Fees charged for memberships, recreation programs & facility rental	43	5.3 %
Ease of registering for programs	22	2.7 %
None chosen	372	46.2 %
Total	806	100.0 %

SUM OF TOP 3 CHOICES

Q11. Which THREE of these items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q11. Sum of top 3 choices	Number	Percent
Maintenance of City parks	202	25.1 %
Overall appearance of City parks	135	16.7 %
Number of City parks	113	14.0 %
Quality of playground equipment	120	14.9 %
How close neighborhood parks are to your home	69	8.6 %
Number of walking & biking trails	301	37.3 %
City sponsored special events	145	18.0 %
Quality of art in public places	110	13.6 %
Quality of Aquatics Center	100	12.4 %
Quality of Community Center	155	19.2 %
Fees charged for memberships, recreation programs & facility rental	79	9.8 %
Ease of registering for programs	42	5.2 %
None chosen	204	25.3 %
Total	1775	

Q12. What type of community events would you like to have organized by the City of Roeland Park?

Q12. What type of community events would you like to
have organized by City

	Number	Percent
Outdoor festivals	566	70.2 %
Food trucks	513	63.6 %
Friday evening concerts	500	62.0 %
Sports competitions	123	15.3 %
Food competitions (e.g., chili cookoff)	254	31.5 %
Block parties	400	49.6 %
Other	53	6.6 %
Total	2409	

Q13. City Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Maintenance of City streets	24.6%	51.0%	12.2%	6.8%	3.5%	2.0%
Q13-2. Maintenance of sidewalks	21.7%	47.0%	13.3%	11.5%	1.5%	5.0%
Q13-3. Maintenance of street signs/traffic signals	33.4%	49.5%	10.4%	2.4%	1.4%	3.0%
Q13-4. Snow removal on major City streets	47.0%	41.2%	5.8%	1.6%	0.4%	4.0%
Q13-5. Snow removal on neighborhood streets	36.8%	43.2%	8.9%	7.3%	0.6%	3.1%
Q13-6. Overall cleanliness of City streets & other public areas	35.1%	51.0%	7.2%	4.2%	0.6%	1.9%
Q13-7. Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatics Center)	27.4%	39.5%	12.2%	3.0%	0.2%	17.7%
Q13-8. Adequacy of street lighting	23.8%	48.1%	12.9%	9.7%	3.0%	2.5%
Q13-9. Maintenance of curbs/gutters on streets	24.7%	47.9%	14.1%	7.8%	0.7%	4.7%

WITHOUT "DON'T KNOW"

Q13. City Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Maintenance of City streets	25.1%	52.0%	12.4%	7.0%	3.5%
Q13-2. Maintenance of sidewalks	22.8%	49.5%	14.0%	12.1%	1.6%
Q13-3. Maintenance of street signs/traffic signals	34.4%	51.0%	10.7%	2.4%	1.4%
Q13-4. Snow removal on major City streets	49.0%	42.9%	6.1%	1.7%	0.4%
Q13-5. Snow removal on neighborhood streets	38.0%	44.6%	9.2%	7.6%	0.6%
Q13-6. Overall cleanliness of City streets & other public areas	35.8%	52.0%	7.3%	4.3%	0.6%
Q13-7. Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatics Center)	33.3%	48.0%	14.8%	3.6%	0.3%
Q13-8. Adequacy of street lighting	24.4%	49.4%	13.2%	9.9%	3.1%
Q13-9. Maintenance of curbs/gutters on streets	25.9%	50.3%	14.8%	8.2%	0.8%

Q14. Which THREE of these items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	170	21.1 %
Maintenance of sidewalks	110	13.6 %
Maintenance of street signs/traffic signals	13	1.6 %
Snow removal on major City streets	18	2.2 %
Snow removal on neighborhood streets	40	5.0 %
Overall cleanliness of City streets & other public areas	53	6.6 %
Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatics Center)	32	4.0 %
Adequacy of street lighting	111	13.8 %
Maintenance of curbs/gutters on streets	43	5.3 %
None chosen	216	26.8 %
Total	806	100.0 %

Q14. Which THREE of these items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	81	10.0 %
Maintenance of sidewalks	112	13.9 %
Maintenance of street signs/traffic signals	12	1.5 %
Snow removal on major City streets	44	5.5 %
Snow removal on neighborhood streets	56	6.9 %
Overall cleanliness of City streets & other public areas	49	6.1 %
Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatics Center)	38	4.7 %
Adequacy of street lighting	57	7.1 %
Maintenance of curbs/gutters on streets	43	5.3 %
None chosen	314	39.0 %
Total	806	100.0 %

Q14. Which THREE of these items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. 3rd choice	Number	Percent
Maintenance of City streets	57	7.1 %
Maintenance of sidewalks	67	8.3 %
Maintenance of street signs/traffic signals	26	3.2 %
Snow removal on major City streets	15	1.9 %
Snow removal on neighborhood streets	52	6.5 %
Overall cleanliness of City streets & other public areas	74	9.2 %
Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatics Center)	24	3.0 %
Adequacy of street lighting	33	4.1 %
Maintenance of curbs/gutters on streets	61	7.6 %
None chosen	397	49.3 %
Total	806	100.0 %

SUM OF TOP 3 CHOICES

Q14. Which THREE of these items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q14. Sum of top 3 choices	Number	Percent
Maintenance of City streets	308	38.2 %
Maintenance of sidewalks	289	35.9 %
Maintenance of street signs/traffic signals	51	6.3 %
Snow removal on major City streets	77	9.6 %
Snow removal on neighborhood streets	148	18.4 %
Overall cleanliness of City streets & other public areas	176	21.8 %
Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatics Center)	94	11.7 %
Adequacy of street lighting	201	24.9 %
Maintenance of curbs/gutters on streets	147	18.2 %
None chosen	216	26.8 %
Total	1707	

Q15. Have you contacted the City with a question, problem, or complaint during the past year?

Q15. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	261	32.4 %
No	542	67.2 %
Not provided	3	0.4 %
Total	806	100.0 %

WITHOUT "NOT PROVIDED"**Q15. Have you contacted the City with a question, problem, or complaint during the past year? (without "not provided")**

Q15. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	261	32.5 %
No	542	67.5 %
Total	803	100.0 %

Q15a. Which City department did you contact most recently?

Q15a. Which City department did you contact most recently	Number	Percent
Administration (licenses/permits/solid waste)	73	28.0 %
Animal Control	22	8.4 %
City Clerk (agendas/minutes/records requests)	27	10.3 %
Codes Enforcement	39	14.9 %
Finance/Treasury/Budget	2	0.8 %
Community Center	6	2.3 %
Aquatics Center	14	5.4 %
Planning & Development	13	5.0 %
Police	31	11.9 %
Public Works Operations (streets/stormwater/parks/sidewalks)	30	11.5 %
Not provided	4	1.5 %
Total	261	100.0 %

WITHOUT "NOT PROVIDED"**Q15a. Which City department did you contact most recently? (without "not provided")**

Q15a. Which City department did you contact most recently	Number	Percent
Administration (licenses/permits/solid waste)	73	28.4 %
Animal Control	22	8.6 %
City Clerk (agendas/minutes/records requests)	27	10.5 %
Codes Enforcement	39	15.2 %
Finance/Treasury/Budget	2	0.8 %
Community Center	6	2.3 %
Aquatics Center	14	5.4 %
Planning & Development	13	5.1 %
Police	31	12.1 %
Public Works Operations (streets/stormwater/parks/sidewalks)	30	11.7 %
Total	257	100.0 %

Q15b. Several factors that may influence your perception of the quality of service you receive from City employees are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following based on your most recent experience with the City.

(N=261)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15b-1. How easy the department was to contact	50.2%	31.8%	7.3%	6.5%	1.9%	2.3%
Q15b-2. How courteously you were treated	58.2%	26.4%	6.5%	1.9%	3.1%	3.8%
Q15b-3. Technical competence & knowledge of City employees who assisted you	51.3%	25.3%	9.2%	5.7%	4.2%	4.2%
Q15b-4. Overall responsiveness of City employees to your request or concern	47.5%	26.1%	6.1%	8.4%	8.0%	3.8%

WITHOUT "DON'T KNOW"

Q15b. Several factors that may influence your perception of the quality of service you receive from City employees are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following based on your most recent experience with the City. (without "don't know")

(N=261)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15b-1. How easy the department was to contact	51.4%	32.5%	7.5%	6.7%	2.0%
Q15b-2. How courteously you were treated	60.6%	27.5%	6.8%	2.0%	3.2%
Q15b-3. Technical competence & knowledge of City employees who assisted you	53.6%	26.4%	9.6%	6.0%	4.4%
Q15b-4. Overall responsiveness of City employees to your request or concern	49.4%	27.1%	6.4%	8.8%	8.4%

Q16. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Availability of information about City programs & services	27.5%	42.8%	15.9%	4.7%	0.4%	8.7%
Q16-2. City efforts to keep you informed about local issues	27.8%	41.6%	17.0%	6.5%	0.6%	6.6%
Q16-3. Level of public involvement in local decision making	20.1%	30.6%	23.3%	5.3%	4.0%	16.6%
Q16-4. Quality of City's web page	17.0%	28.8%	22.7%	10.2%	0.9%	20.5%
Q16-5. Content of City's newsletter	25.7%	46.8%	14.9%	3.3%	1.0%	8.3%

WITHOUT "DON'T KNOW"

Q16. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Availability of information about City programs & services	30.2%	46.9%	17.4%	5.2%	0.4%
Q16-2. City efforts to keep you informed about local issues	29.7%	44.5%	18.2%	6.9%	0.7%
Q16-3. Level of public involvement in local decision making	24.1%	36.8%	28.0%	6.4%	4.8%
Q16-4. Quality of City's web page	21.4%	36.2%	28.5%	12.8%	1.1%
Q16-5. Content of City's newsletter	28.0%	51.0%	16.2%	3.7%	1.1%

Q17. What sources do you currently USE MOST to get information about the City of Roeland Park?

Q17. What sources do you currently use most to get

City information	Number	Percent
The Kansas City Star	37	4.6 %
City Newsletter	575	71.3 %
Facebook	296	36.7 %
Word of Mouth	225	27.9 %
City website	282	35.0 %
Town Hall meetings or community forums	51	6.3 %
The Shawnee Mission Post	132	16.4 %
Attending or listening to meetings	59	7.3 %
Nextdoor	312	38.7 %
City emails (e-newsletter)	171	21.2 %
Notify JOCO	89	11.0 %
Other	29	3.6 %
Total	2258	

Q18. Which TWO of the sources from the list in Question 17 do you MOST PREFER to use to get information about the City of Roeland Park?

Q18. Top choice	Number	Percent
The Kansas City Star	8	1.0 %
City Newsletter	337	41.8 %
Facebook	90	11.2 %
Word of Mouth	11	1.4 %
City website	68	8.4 %
Town Hall meetings or community forums	2	0.2 %
The Shawnee Mission Post	19	2.4 %
Attending or listening to meetings	3	0.4 %
Nextdoor	40	5.0 %
City emails (e-newsletter)	84	10.4 %
Notify JOCO	4	0.5 %
Other	13	1.6 %
None chosen	127	15.8 %
Total	806	100.0 %

Q18. Which TWO of the sources from the list in Question 17 do you MOST PREFER to use to get information about the City of Roeland Park?

Q18. 2nd choice	Number	Percent
The Kansas City Star	5	0.6 %
City Newsletter	102	12.7 %
Facebook	90	11.2 %
Word of Mouth	22	2.7 %
City website	131	16.3 %
Town Hall meetings or community forums	4	0.5 %
The Shawnee Mission Post	36	4.5 %
Attending or listening to meetings	12	1.5 %
Nextdoor	91	11.3 %
City emails (e-newsletter)	64	7.9 %
Notify JOCO	33	4.1 %
Other	10	1.2 %
None chosen	206	25.6 %
Total	806	100.0 %

SUM OF TOP 2 CHOICES

Q18. Which TWO of the sources from the list in Question 17 do you MOST PREFER to use to get information about the City of Roeland Park? (top 2)

Q18. Sum of top 2 choices	Number	Percent
The Kansas City Star	13	1.6 %
City Newsletter	439	54.5 %
Facebook	180	22.3 %
Word of Mouth	33	4.1 %
City website	199	24.7 %
Town Hall meetings or community forums	6	0.7 %
The Shawnee Mission Post	55	6.8 %
Attending or listening to meetings	15	1.9 %
Nextdoor	131	16.3 %
City emails (e-newsletter)	148	18.4 %
Notify JOCO	37	4.6 %
Other	23	2.9 %
None chosen	127	15.8 %
Total	1406	

Q19. Environment and Sustainability. Please indicate if you were aware that the City of Roeland Park has taken the following actions to make the City more energy efficient moving forward.

(N=806)

	Aware	Not aware	Not provided
Q19-1. Installed solar panels on the roof of City Hall & Community Center generating enough energy to supply annual electrical needs of 26 homes with a payback period of 2.5 years	19.6%	77.8%	2.6%
Q19-2. An online tool residents & businesses can use to measure their carbon emissions & track how changes to their buildings, transportation & daily activities impact their emissions output	18.9%	76.8%	4.3%
Q19-3. Changed solar regulations in City to make it easier for households & businesses to install solar panels on their buildings	21.2%	75.1%	3.7%
Q19-4. Replacing gas powered vehicles with all electric or hybrid where appropriate	26.6%	69.6%	3.8%
Q19-5. Planting additional trees along roadways & within parks	74.7%	22.3%	3.0%

WITHOUT "NOT PROVIDED"

Q19. Environment and Sustainability. Please indicate if you were aware that the City of Roeland Park has taken the following actions to make the City more energy efficient moving forward. (without "not provided")

(N=806)

	Aware	Not aware
Q19-1. Installed solar panels on the roof of City Hall & Community Center generating enough energy to supply annual electrical needs of 26 homes with a payback period of 2.5 years	20.1%	79.9%
Q19-2. An online tool residents & businesses can use to measure their carbon emissions & track how changes to their buildings, transportation & daily activities impact their emissions output	19.7%	80.3%
Q19-3. Changed solar regulations in City to make it easier for households & businesses to install solar panels on their buildings	22.0%	78.0%
Q19-4. Replacing gas powered vehicles with all electric or hybrid where appropriate	27.6%	72.4%
Q19-5. Planting additional trees along roadways & within parks	77.0%	23.0%

Q20. Transportation and Connectivity. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Availability of public transportation	6.7%	15.3%	26.9%	13.0%	4.2%	33.9%
Q20-2. Flow of traffic along commercial streets	16.5%	48.3%	24.2%	6.8%	2.0%	2.2%
Q20-3. Flow of traffic on residential streets	23.3%	51.9%	16.6%	5.7%	1.0%	1.5%
Q20-4. Availability of public sidewalks	20.1%	45.7%	18.9%	10.5%	2.4%	2.5%
Q20-5. Ease of access to interstate system	54.1%	38.3%	5.6%	0.1%	0.2%	1.6%
Q20-6. Availability of bicycle infrastructure	7.9%	17.2%	28.9%	18.0%	2.5%	25.4%

WITHOUT "DON'T KNOW"

Q20. Transportation and Connectivity. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Availability of public transportation	10.1%	23.1%	40.7%	19.7%	6.4%
Q20-2. Flow of traffic along commercial streets	16.9%	49.4%	24.7%	7.0%	2.0%
Q20-3. Flow of traffic on residential streets	23.7%	52.6%	16.9%	5.8%	1.0%
Q20-4. Availability of public sidewalks	20.6%	46.8%	19.3%	10.8%	2.4%
Q20-5. Ease of access to interstate system	55.0%	39.0%	5.7%	0.1%	0.3%
Q20-6. Availability of bicycle infrastructure	10.6%	23.1%	38.8%	24.1%	3.3%

Q21. Which TWO of these items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q21. Top choice	Number	Percent
Availability of public transportation	137	17.0 %
Flow of traffic along commercial streets	135	16.7 %
Flow of traffic on residential streets	85	10.5 %
Availability of public sidewalks	120	14.9 %
Ease of access to interstate system	13	1.6 %
Availability of bicycle infrastructure	131	16.3 %
None chosen	185	23.0 %
Total	806	100.0 %

Q21. Which TWO of these items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q21. 2nd choice	Number	Percent
Availability of public transportation	79	9.8 %
Flow of traffic along commercial streets	81	10.0 %
Flow of traffic on residential streets	73	9.1 %
Availability of public sidewalks	129	16.0 %
Ease of access to interstate system	19	2.4 %
Availability of bicycle infrastructure	127	15.8 %
None chosen	298	37.0 %
Total	806	100.0 %

SUM OF TOP 2 CHOICES

Q21. Which TWO of these items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q21. Sum of top 2 choices	Number	Percent
Availability of public transportation	216	26.8 %
Flow of traffic along commercial streets	216	26.8 %
Flow of traffic on residential streets	158	19.6 %
Availability of public sidewalks	249	30.9 %
Ease of access to interstate system	32	4.0 %
Availability of bicycle infrastructure	258	32.0 %
None chosen	185	23.0 %
Total	1314	

Q22. Complete Streets are designed and operated to enable safe access for all users, including pedestrians, bicyclists, motorists, and transit riders of all ages and abilities. How important is it that the City of Roeland Park allocate funds to invest in Complete Streets and take into consideration other modes of transportation such as walking, bicycling, and public transportation?

Q22. How important is it that City allocates funds to invest in Complete Streets & takes into consideration other modes of transportation

	Number	Percent
Very important	374	46.4 %
Important	246	30.5 %
Neutral	90	11.2 %
Not important	55	6.8 %
Not provided	41	5.1 %
Total	806	100.0 %

WITHOUT "NOT PROVIDED"

Q22. Complete Streets are designed and operated to enable safe access for all users, including pedestrians, bicyclists, motorists, and transit riders of all ages and abilities. How important is it that the City of Roeland Park allocate funds to invest in Complete Streets and take into consideration other modes of transportation such as walking, bicycling, and public transportation? (without "not provided")

Q22. How important is it that City allocates funds to invest in Complete Streets & takes into consideration other modes of transportation

	Number	Percent
Very important	374	48.9 %
Important	246	32.2 %
Neutral	90	11.8 %
Not important	55	7.2 %
Total	765	100.0 %

Q23. Transportation Safety. For each of the following situations, please rate your perception of safety while in or near Roeland Park on a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," with the following.

(N=806)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q23-1. Travel by automobile on City streets	52.2%	40.4%	3.6%	1.6%	0.1%	2.0%
Q23-2. Travel by foot-walking along streets (on sidewalks)	32.6%	50.1%	11.4%	2.6%	0.4%	2.9%
Q23-3. Travel by foot-walking to run errands, go to school, etc.	26.4%	43.9%	17.5%	4.3%	0.4%	7.4%
Q23-4. Travel by bicycle on trails	11.2%	23.8%	18.4%	2.6%	0.7%	43.3%
Q23-5. Travel by bicycle on streets	7.7%	17.6%	29.7%	11.8%	2.9%	30.4%
Q23-6. Travel by bus	8.8%	11.7%	16.4%	2.9%	0.1%	60.2%

WITHOUT "DON'T KNOW"

Q23. Transportation Safety. For each of the following situations, please rate your perception of safety while in or near Roeland Park on a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," with the following. (without "don't know")

(N=806)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q23-1. Travel by automobile on City streets	53.3%	41.3%	3.7%	1.6%	0.1%
Q23-2. Travel by foot-walking along streets (on sidewalks)	33.6%	51.6%	11.7%	2.7%	0.4%
Q23-3. Travel by foot-walking to run errands, go to school, etc.	28.6%	47.5%	18.9%	4.7%	0.4%
Q23-4. Travel by bicycle on trails	19.7%	42.0%	32.4%	4.6%	1.3%
Q23-5. Travel by bicycle on streets	11.1%	25.3%	42.6%	16.9%	4.1%
Q23-6. Travel by bus	22.1%	29.3%	41.1%	7.2%	0.3%

Q24. Trash Issues. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Residential trash collection services	42.9%	42.3%	8.3%	3.2%	1.1%	2.1%
Q24-2. Residential curbside recycling services	40.7%	40.2%	8.4%	4.0%	2.2%	4.5%
Q24-3. Residential yard waste collection	39.6%	35.7%	9.8%	6.1%	1.9%	6.9%
Q24-4. Residential bulky item pickup services	26.7%	28.4%	14.5%	8.4%	2.2%	19.7%
Q24-5. Residential curbside leaf collection service	48.0%	32.0%	6.9%	2.9%	2.0%	8.2%
Q24-6. The fee charged for solid waste services (\$16.67 per month for curbside trash, recycling, yard waste & leaf pickup)	32.1%	34.4%	16.4%	4.5%	1.5%	11.2%

WITHOUT "DON'T KNOW"

Q24. Trash Issues. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=806)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Residential trash collection services	43.9%	43.2%	8.5%	3.3%	1.1%
Q24-2. Residential curbside recycling services	42.6%	42.1%	8.8%	4.2%	2.3%
Q24-3. Residential yard waste collection	42.5%	38.4%	10.5%	6.5%	2.0%
Q24-4. Residential bulky item pickup services	33.2%	35.4%	18.1%	10.5%	2.8%
Q24-5. Residential curbside leaf collection service	52.3%	34.9%	7.6%	3.1%	2.2%
Q24-6. The fee charged for solid waste services (\$16.67 per month for curbside trash, recycling, yard waste & leaf pickup)	36.2%	38.7%	18.4%	5.0%	1.7%

Q25. Which TWO of these items listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q25. Top choice	Number	Percent
Residential trash collection services	76	9.4 %
Residential curbside recycling services	119	14.8 %
Residential yard waste collection	62	7.7 %
Residential bulky item pickup services	88	10.9 %
Residential curbside leaf collection service	74	9.2 %
The fee charged for solid waste services (\$16.67 per month for curbside trash, recycling, yard waste & leaf pickup)	59	7.3 %
None chosen	328	40.7 %
Total	806	100.0 %

Q25. Which TWO of these items listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q25. 2nd choice	Number	Percent
Residential trash collection services	53	6.6 %
Residential curbside recycling services	56	6.9 %
Residential yard waste collection	62	7.7 %
Residential bulky item pickup services	81	10.0 %
Residential curbside leaf collection service	60	7.4 %
The fee charged for solid waste services (\$16.67 per month for curbside trash, recycling, yard waste & leaf pickup)	39	4.8 %
None chosen	455	56.5 %
Total	806	100.0 %

SUM OF TOP 2 CHOICES

Q25. Which TWO of these items listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q25. Sum of top 2 choices	Number	Percent
Residential trash collection services	129	16.0 %
Residential curbside recycling services	175	21.7 %
Residential yard waste collection	124	15.4 %
Residential bulky item pickup services	169	21.0 %
Residential curbside leaf collection service	134	16.6 %
The fee charged for solid waste services (\$16.67 per month for curbside trash, recycling, yard waste & leaf pickup)	98	12.2 %
None chosen	328	40.7 %
Total	1157	

Q26. Community Investment Areas. Please rate your level of support on a scale of 1 to 4, where 4 means "Very Supportive" and 1 means "Not Supportive," for each of the following.

(N=806)

	Very supportive	Supportive	Not sure	Not supportive
Q26-1. Adding attractive elements to major roadways (Roe Blvd., Mission Rd., County Line Rd.) like landscaping, monuments, decorative signage & lighting	34.6%	40.7%	15.3%	9.4%
Q26-2. Incorporating additional pedestrian amenities along existing City roadway corridors to improve walkability (like seating/benches, pedestrian lighting, plaza spaces, etc.)	45.2%	38.6%	11.2%	5.1%
Q26-3. Maintaining streets, sidewalks & storm sewer systems	70.3%	25.3%	4.0%	0.4%
Q26-4. Making energy efficiency a priority when purchasing vehicles & making decisions on improvements to public buildings	46.2%	31.8%	14.6%	7.4%
Q26-5. City should plant more trees on City property & preserve existing park/green spaces	50.7%	33.5%	13.0%	2.7%
Q26-6. Maintaining existing buildings	46.9%	43.7%	9.1%	0.4%
Q26-7. Improving parks & recreation amenities such as pool, community center, playground equipment, shelters, & restrooms	53.6%	34.5%	10.7%	1.2%
Q26-8. Incentivizing development which incorporates mixed use into a "main street" or "downtown" style	44.2%	25.8%	23.0%	7.1%
Q26-9. Improving community access to entertainment & dining options City otherwise lacks	50.2%	32.3%	14.6%	2.9%
Q26-10. City offering curbside glass recycling services-each household would be assessed approximately \$3.50 per month regardless of their participation in the program	38.1%	14.8%	17.2%	29.9%

Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the City to pursue?

<u>Q27. Top choice</u>	<u>Number</u>	<u>Percent</u>
Adding attractive elements to major roadways (Roe Blvd., Mission Rd., County Line Rd.) like landscaping, monuments, decorative signage & lighting	50	6.2 %
Incorporating additional pedestrian amenities along existing City roadway corridors to improve walkability (like seating/benches, pedestrian lighting, plaza spaces, etc.)	59	7.3 %
Maintaining streets, sidewalks & storm sewer systems	154	19.1 %
Making energy efficiency a priority when purchasing vehicles & making decisions on improvements to public buildings	51	6.3 %
City should plant more trees on City property & preserve existing park/green spaces	23	2.9 %
Maintaining existing buildings	13	1.6 %
Improving parks & recreation amenities such as pool, community center, playground equipment, shelters, & restrooms	52	6.5 %
Incentivizing development which incorporates mixed use into a "main street" or "downtown" style	103	12.8 %
Improving community access to entertainment & dining options City otherwise lacks	58	7.2 %
City offering curbside glass recycling services-each household would be assessed approximately \$3.50 per month regardless of their participation in the program	105	13.0 %
<u>None chosen</u>	<u>138</u>	<u>17.1 %</u>
Total	806	100.0 %

Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the City to pursue?

<u>Q27. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Adding attractive elements to major roadways (Roe Blvd., Mission Rd., County Line Rd.) like landscaping, monuments, decorative signage & lighting	37	4.6 %
Incorporating additional pedestrian amenities along existing City roadway corridors to improve walkability (like seating/benches, pedestrian lighting, plaza spaces, etc.)	85	10.5 %
Maintaining streets, sidewalks & storm sewer systems	71	8.8 %
Making energy efficiency a priority when purchasing vehicles & making decisions on improvements to public buildings	42	5.2 %
City should plant more trees on City property & preserve existing park/green spaces	59	7.3 %
Maintaining existing buildings	69	8.6 %
Improving parks & recreation amenities such as pool, community center, playground equipment, shelters, & restrooms	69	8.6 %
Incentivizing development which incorporates mixed use into a "main street" or "downtown" style	60	7.4 %
Improving community access to entertainment & dining options City otherwise lacks	76	9.4 %
City offering curbside glass recycling services-each household would be assessed approximately \$3.50 per month regardless of their participation in the program	41	5.1 %
<u>None chosen</u>	<u>197</u>	<u>24.4 %</u>
Total	806	100.0 %

Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the City to pursue?

<u>Q27. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Adding attractive elements to major roadways (Roe Blvd., Mission Rd., County Line Rd.) like landscaping, monuments, decorative signage & lighting	26	3.2 %
Incorporating additional pedestrian amenities along existing City roadway corridors to improve walkability (like seating/benches, pedestrian lighting, plaza spaces, etc.)	42	5.2 %
Maintaining streets, sidewalks & storm sewer systems	48	6.0 %
Making energy efficiency a priority when purchasing vehicles & making decisions on improvements to public buildings	40	5.0 %
City should plant more trees on City property & preserve existing park/green spaces	50	6.2 %
Maintaining existing buildings	66	8.2 %
Improving parks & recreation amenities such as pool, community center, playground equipment, shelters, & restrooms	73	9.1 %
Incentivizing development which incorporates mixed use into a "main street" or "downtown" style	63	7.8 %
Improving community access to entertainment & dining options City otherwise lacks	85	10.5 %
City offering curbside glass recycling services-each household would be assessed approximately \$3.50 per month regardless of their participation in the program	52	6.5 %
<u>None chosen</u>	<u>261</u>	<u>32.4 %</u>
Total	806	100.0 %

SUM OF TOP 3 CHOICES**Q27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the City to pursue? (top 3)**

<u>Q27. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Adding attractive elements to major roadways (Roe Blvd., Mission Rd., County Line Rd.) like landscaping, monuments, decorative signage & lighting	113	14.0 %
Incorporating additional pedestrian amenities along existing City roadway corridors to improve walkability (like seating/benches, pedestrian lighting, plaza spaces, etc.)	186	23.1 %
Maintaining streets, sidewalks & storm sewer systems	273	33.9 %
Making energy efficiency a priority when purchasing vehicles & making decisions on improvements to public buildings	133	16.5 %
City should plant more trees on City property & preserve existing park/green spaces	132	16.4 %
Maintaining existing buildings	148	18.4 %
Improving parks & recreation amenities such as pool, community center, playground equipment, shelters, & restrooms	194	24.1 %
Incentivizing development which incorporates mixed use into a "main street" or "downtown" style	226	28.0 %
Improving community access to entertainment & dining options City otherwise lacks	219	27.2 %
City offering curbside glass recycling services-each household would be assessed approximately \$3.50 per month regardless of their participation in the program	198	24.6 %
None chosen	138	17.1 %
Total	1960	

Q28. Personal Sustainability Practices. Please CHECK ALL of the sustainable practices listed below that you or members of your household do on a regular basis.

Q28. All the sustainable practices your household does on a regular basis	Number	Percent
Recycle-curbside recycling	691	85.7 %
Use reusable food/beverage containers	621	77.0 %
Use reusable bags	583	72.3 %
Compost yard waste and/or food scraps	248	30.8 %
Use a rain garden to avoid water runoff	70	8.7 %
Avoid use of synthetic chemicals on your lawn or in your house	328	40.7 %
Avoid using gas-powered lawn tools to minimize exhaust emissions	179	22.2 %
Avoid using gas-powered lawn tools to avoid noise pollution	147	18.2 %
Use public or alternative means of transportation	74	9.2 %
Buy local products	541	67.1 %
Use energy efficient lighting/appliances	565	70.1 %
Use motion-activated security lights	297	36.8 %
Use parks & other greenspace for outdoor activities	452	56.1 %
Recycle glass-non-curbside recycling	512	63.5 %
Total	5308	

Q29. Which THREE of the items listed in Question 28 do you think are MOST DIFFICULT to carry out in Roeland Park?

Q29. Top choice	Number	Percent
Recycle-curbide recycling	34	4.2 %
Use reusable food/beverage containers	9	1.1 %
Use reusable bags	15	1.9 %
Compost yard waste and/or food scraps	48	6.0 %
Use a rain garden to avoid water runoff	18	2.2 %
Avoid use of synthetic chemicals on your lawn or in your house	31	3.8 %
Avoid using gas-powered lawn tools to minimize exhaust emissions	72	8.9 %
Avoid using gas-powered lawn tools to avoid noise pollution	16	2.0 %
Use public or alternative means of transportation	116	14.4 %
Buy local products	59	7.3 %
Use energy efficient lighting/appliances	2	0.2 %
Use parks & other greenspace for outdoor activities	7	0.9 %
Recycle glass-non-curbide recycling	107	13.3 %
None chosen	272	33.7 %
Total	806	100.0 %

Q29. Which THREE of the items listed in Question 28 do you think are MOST DIFFICULT to carry out in Roeland Park?

Q29. 2nd choice	Number	Percent
Recycle-curbide recycling	3	0.4 %
Use reusable food/beverage containers	6	0.7 %
Use reusable bags	7	0.9 %
Compost yard waste and/or food scraps	57	7.1 %
Use a rain garden to avoid water runoff	51	6.3 %
Avoid use of synthetic chemicals on your lawn or in your house	32	4.0 %
Avoid using gas-powered lawn tools to minimize exhaust emissions	65	8.1 %
Avoid using gas-powered lawn tools to avoid noise pollution	47	5.8 %
Use public or alternative means of transportation	50	6.2 %
Buy local products	65	8.1 %
Use energy efficient lighting/appliances	7	0.9 %
Use motion-activated security lights	11	1.4 %
Use parks & other greenspace for outdoor activities	11	1.4 %
Recycle glass-non-curbide recycling	48	6.0 %
None chosen	346	42.9 %
Total	806	100.0 %

Q29. Which THREE of the items listed in Question 28 do you think are MOST DIFFICULT to carry out in Roeland Park?

Q29. 3rd choice	Number	Percent
Recycle-curbide recycling	2	0.2 %
Use reusable food/beverage containers	9	1.1 %
Use reusable bags	7	0.9 %
Compost yard waste and/or food scraps	37	4.6 %
Use a rain garden to avoid water runoff	29	3.6 %
Avoid use of synthetic chemicals on your lawn or in your house	27	3.3 %
Avoid using gas-powered lawn tools to minimize exhaust emissions	27	3.3 %
Avoid using gas-powered lawn tools to avoid noise pollution	39	4.8 %
Use public or alternative means of transportation	64	7.9 %
Buy local products	40	5.0 %
Use energy efficient lighting/appliances	4	0.5 %
Use motion-activated security lights	21	2.6 %
Use parks & other greenspace for outdoor activities	21	2.6 %
Recycle glass-non-curbide recycling	33	4.1 %
None chosen	446	55.3 %
Total	806	100.0 %

SUM OF TOP 3 CHOICES

Q29. Which THREE of the items listed in Question 28 do you think are MOST DIFFICULT to carry out in Roeland Park? (top 3)

Q29. Sum of top 3 choices	Number	Percent
Recycle-curbide recycling	39	4.8 %
Use reusable food/beverage containers	24	3.0 %
Use reusable bags	29	3.6 %
Compost yard waste and/or food scraps	142	17.6 %
Use a rain garden to avoid water runoff	98	12.2 %
Avoid use of synthetic chemicals on your lawn or in your house	90	11.2 %
Avoid using gas-powered lawn tools to minimize exhaust emissions	164	20.3 %
Avoid using gas-powered lawn tools to avoid noise pollution	102	12.7 %
Use public or alternative means of transportation	230	28.5 %
Buy local products	164	20.3 %
Use energy efficient lighting/appliances	13	1.6 %
Use motion-activated security lights	32	4.0 %
Use parks & other greenspace for outdoor activities	39	4.8 %
Recycle glass-non-curbide recycling	188	23.3 %
None chosen	272	33.7 %
Total	1626	

Q30. Would you support a ban of single-use plastic bags in Roeland Park?

Q30. Would you support a ban of single-use plastic bags in Roeland Park

	Number	Percent
Yes	427	53.0 %
No	204	25.3 %
Don't know	175	21.7 %
Total	806	100.0 %

WITHOUT "DON'T KNOW"**Q30. Would you support a ban of single-use plastic bags in Roeland Park? (without "don't know")**

Q30. Would you support a ban of single-use plastic bags in Roeland Park

	Number	Percent
Yes	427	67.7 %
No	204	32.3 %
Total	631	100.0 %

Q31. What is your age?

Q31. Your age

	Number	Percent
18-34	196	24.3 %
35-44	151	18.7 %
45-54	149	18.5 %
55-64	156	19.4 %
65+	142	17.6 %
Not provided	12	1.5 %
Total	806	100.0 %

WITHOUT "NOT PROVIDED"**Q31. What is your age? (without "not provided")**

Q31. Your age

	Number	Percent
18-34	196	24.7 %
35-44	151	19.0 %
45-54	149	18.8 %
55-64	156	19.6 %
65+	142	17.9 %
Total	794	100.0 %

Q32. Counting yourself, how many people regularly live in your household?

<u>Q32. How many people regularly live in your household</u>	<u>Number</u>	<u>Percent</u>
1	254	31.5 %
2	288	35.7 %
3	120	14.9 %
4	79	9.8 %
5	29	3.6 %
6	16	2.0 %
7+	8	1.0 %
Not provided	12	1.5 %
Total	806	100.0 %

WITHOUT "NOT PROVIDED"**Q32. Counting yourself, how many people regularly live in your household? (without "not provided")**

<u>Q32. How many people regularly live in your household</u>	<u>Number</u>	<u>Percent</u>
1	254	32.0 %
2	288	36.3 %
3	120	15.1 %
4	79	9.9 %
5	29	3.7 %
6	16	2.0 %
7+	8	1.0 %
Total	794	100.0 %

Q33. Including yourself, how many people in your household are...

	Mean	Sum
number	2.3	1823
Under age 5	0.2	142
Ages 5-9	0.1	66
Ages 10-14	0.1	104
Ages 15-19	0.1	94
Ages 20-24	0.1	79
Ages 25-34	0.4	325
Ages 35-44	0.3	272
Ages 45-54	0.3	233
Ages 55-64	0.3	240
Ages 65-74	0.2	193
Ages 75+	0.1	75

Q34. Which of the following best describes your current employment status?

Q34. Which best describes your current employment

status	Number	Percent
Employed outside home	521	64.6 %
Employed in home/have a home-based business	91	11.3 %
Student	9	1.1 %
Retired	128	15.9 %
Not currently employed outside home	32	4.0 %
Not provided	25	3.1 %
Total	806	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Which of the following best describes your current employment status? (without "not provided")**

Q34. Which best describes your current employment

status	Number	Percent
Employed outside home	521	66.7 %
Employed in home/have a home-based business	91	11.7 %
Student	9	1.2 %
Retired	128	16.4 %
Not currently employed outside home	32	4.1 %
Total	781	100.0 %

Q34-1. What zip code do you work in?

Q34-1. What zip code do you work in	Number	Percent
66205	55	14.0 %
64108	28	7.1 %
64111	25	6.4 %
66160	19	4.8 %
66211	16	4.1 %
64106	16	4.1 %
64114	14	3.6 %
66061	13	3.3 %
64105	13	3.3 %
66202	13	3.3 %
66215	10	2.6 %
64112	10	2.6 %
66103	9	2.3 %
66062	8	2.0 %
66219	8	2.0 %
66210	7	1.8 %
66212	7	1.8 %
64086	6	1.5 %
64116	5	1.3 %
64110	5	1.3 %
66106	5	1.3 %
66048	4	1.0 %
64129	4	1.0 %
66101	4	1.0 %
66208	4	1.0 %
66206	4	1.0 %
66111	4	1.0 %
66213	3	0.8 %
66204	3	0.8 %
64141	3	0.8 %
66218	3	0.8 %
66109	3	0.8 %
64137	2	0.5 %
66102	2	0.5 %
66115	2	0.5 %
66027	2	0.5 %
66021	2	0.5 %
64120	2	0.5 %
64118	2	0.5 %
66221	2	0.5 %
64138	2	0.5 %
64117	2	0.5 %
64109	2	0.5 %
66216	2	0.5 %
66007	1	0.3 %
66506	1	0.3 %
66030	1	0.3 %
66051	1	0.3 %
64153	1	0.3 %
67208	1	0.3 %
64130	1	0.3 %

Q34-1. What zip code do you work in?

Q34-1. What zip code do you work in	Number	Percent
66031	1	0.3 %
64119	1	0.3 %
66207	1	0.3 %
66401	1	0.3 %
66105	1	0.3 %
64145	1	0.3 %
66112	1	0.3 %
66217	1	0.3 %
64113	1	0.3 %
64055	1	0.3 %
66418	1	0.3 %
64015	1	0.3 %
66608	1	0.3 %
66214	1	0.3 %
66209	1	0.3 %
66012	1	0.3 %
66226	1	0.3 %
66049	1	0.3 %
66045	1	0.3 %
64186	1	0.3 %
66201	1	0.3 %
66108	1	0.3 %
64057	1	0.3 %
64133	1	0.3 %
66251	1	0.3 %
66225	1	0.3 %
66203	1	0.3 %
64155	1	0.3 %
64102	1	0.3 %
66223	1	0.3 %
Total	392	100.0 %

Q35. Do you own or rent your current residence?

Q35. Do you own or rent your current residence	Number	Percent
Own	578	71.7 %
Rent	228	28.3 %
Total	806	100.0 %

Q36. Are you a member of a neighboring City's community center?

Q36. Are you a member of a neighboring City's community center	Number	Percent
Yes	93	11.5 %
No	713	88.5 %
Total	806	100.0 %

Q37. Are you a member of a private gym?

Q37. Are you a member of a private gym	Number	Percent
Yes	191	23.7 %
No	615	76.3 %
Total	806	100.0 %

Q38. What is the primary language spoken in your home?

Q38. What is the primary language spoken in your home	Number	Percent
English	759	94.2 %
Spanish	10	1.2 %
Other	4	0.5 %
Not provided	33	4.1 %
Total	806	100.0 %

WITHOUT "NOT PROVIDED"**Q38. What is the primary language spoken in your home? (without "not provided")**

Q38. What is the primary language spoken in your home	Number	Percent
English	759	98.2 %
Spanish	10	1.3 %
Other	4	0.5 %
Total	773	100.0 %

Q38-3. Other

Q38-3. Other	Number	Percent
Arabic	1	33.3 %
Korean	1	33.3 %
Japanese	1	33.3 %
Total	3	100.0 %

Q39. Approximately how many years have you lived in the City of Roeland Park?

Q39. How many years have you lived in City of Roeland Park	Number	Percent
0-5	298	37.0 %
6-10	139	17.2 %
11-15	78	9.7 %
16-20	68	8.4 %
21-30	92	11.4 %
31+	106	13.2 %
Not provided	25	3.1 %
Total	806	100.0 %

WITHOUT "NOT PROVIDED"**Q39. Approximately how many years have you lived in the City of Roeland Park? (without "not provided")**

Q39. How many years have you lived in City of Roeland Park	Number	Percent
0-5	298	38.2 %
6-10	139	17.8 %
11-15	78	10.0 %
16-20	68	8.7 %
21-30	92	11.8 %
31+	106	13.6 %
Total	781	100.0 %

Q40. Which of the following best describes your race or ethnic background?

Q40. Which best describes your race or ethnic background

	Number	Percent
Asian/Pacific Islander	12	1.5 %
Black/African American	26	3.2 %
Native American	11	1.4 %
White/Caucasian	698	86.6 %
Hispanic	82	10.2 %
Other	15	1.9 %
Total	844	

Q41. Would you say your total annual household income is...

Q41. Your total annual household income

	Number	Percent
Under \$30K	73	9.1 %
\$30K to \$59,999	126	15.6 %
\$60K to \$99,999	249	30.9 %
\$100K+	275	34.1 %
Not provided	83	10.3 %
Total	806	100.0 %

WITHOUT "NOT PROVIDED"**Q41. Would you say your total annual household income is... (without "not provided")**

Q41. Your total annual household income

	Number	Percent
Under \$30K	73	10.1 %
\$30K to \$59,999	126	17.4 %
\$60K to \$99,999	249	34.4 %
\$100K+	275	38.0 %
Total	723	100.0 %

Q42. Your gender:

Q42. Your gender	Number	Percent
Male	398	49.4 %
Female	401	49.8 %
Prefer to self-describe	4	0.5 %
Not provided	3	0.4 %
Total	806	100.0 %

WITHOUT "NOT PROVIDED"**Q42. Your gender: (without "not provided")**

Q42. Your gender	Number	Percent
Male	398	49.6 %
Female	401	49.9 %
Prefer to self-describe	4	0.5 %
Total	803	100.0 %



Survey Instrument



City of Roeland Park

913-722-2600

4600 W. 51st Street
Roeland Park, KS 66205

June 2021

Dear Roeland Park Resident:

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

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

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

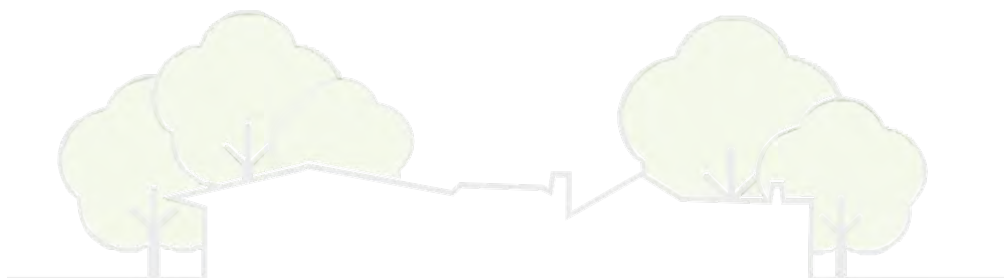
We greatly appreciate you taking time out of your schedule to complete this survey. The time you invest in this survey will help us understand the needs of our community and influence numerous decisions about the future of Roeland Park.

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

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

Sincerely,

Keith Moody
City Administrator





2021 City of Roeland Park Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to involve citizens in long-range planning and investment decisions. Thank you!

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of police services	5	4	3	2	1	9
02.	Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
03.	Overall maintenance of City streets, buildings, and facilities	5	4	3	2	1	9
04.	Overall enforcement of City codes and ordinances	5	4	3	2	1	9
05.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
06.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
07.	Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
08.	Overall quality of traffic flow and congestion management in Roeland Park	5	4	3	2	1	9
09.	Overall quality of ambulance services	5	4	3	2	1	9
10.	Overall quality of fire services	5	4	3	2	1	9
11.	Overall quality of solid waste services	5	4	3	2	1	9
12.	Overall quality of the City's environmental and sustainability efforts	5	4	3	2	1	9

2. Which THREE of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 1, or circle "NONE."]

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

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

		Excellent	Good	Neutral	Below Average	Poor	Don't Know
01.	As a place to live	5	4	3	2	1	9
02.	As a place to raise children	5	4	3	2	1	9
03.	As a place to work	5	4	3	2	1	9
04.	As a place where you would buy your next home	5	4	3	2	1	9
05.	As a place to retire	5	4	3	2	1	9
06.	Quality of grade school through high school	5	4	3	2	1	9
07.	Quality of commercial developments	5	4	3	2	1	9
08.	Proximity to employers	5	4	3	2	1	9
09.	As a community where I feel welcome and have a sense of belonging	5	4	3	2	1	9
10.	As a community that offers adequate bicycle infrastructure both on- and off-street	5	4	3	2	1	9

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

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. Overall quality of services provided by the City	5	4	3	2	1	9
2. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
3. Overall quality of life in the City	5	4	3	2	1	9
4. How well the City is managing development activity	5	4	3	2	1	9
5. Overall feeling of safety in the City	5	4	3	2	1	9
6. Overall condition of housing in your neighborhood	5	4	3	2	1	9
7. Availability of affordable housing for low/moderate income families	5	4	3	2	1	9
8. 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.

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

- 5a. **If you indicated you are "dissatisfied" or "very dissatisfied" with the adequacy of street lighting, please tell us more about why you gave that response.**

6. **Which THREE of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?** [Write in your answers below using the numbers from the list in Question 5, or circle "NONE."]

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

7. **Please rate your level of agreement with the following statement: "I feel safe going to the Roeland Park Police for help if I need it."**

____(1) Strongly agree ____ (3) Neutral ____ (5) Strongly disagree
 ____ (2) Agree ____ (4) Disagree

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

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

9. **Which TWO of the items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?** [Write in your answers below using the numbers from the list in Question 8, or circle "NONE."]

1st: ____ 2nd: ____ NONE

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

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

11. Which THREE of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 10, or circle "NONE."]

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

12. What type of community events would you like to have organized by the City of Roeland Park? [Check all that apply.]

- | | |
|---------------------------------|-------------------------------------------------|
| ____(1) Outdoor festivals | ____(5) Food competitions (e.g., chili cookoff) |
| ____(2) Food trucks | ____(6) Block parties |
| ____(3) Friday evening concerts | ____(7) Other: _____ |
| ____(4) Sports competitions | |

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of City streets	5	4	3	2	1	9
2.	Maintenance of sidewalks	5	4	3	2	1	9
3.	Maintenance of street signs/traffic signals	5	4	3	2	1	9
4.	Snow removal on major City streets	5	4	3	2	1	9
5.	Snow removal on neighborhood streets	5	4	3	2	1	9
6.	Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
7.	Maintenance of Public Buildings (City Hall, Public Works, Community Center, Aquatics Center)	5	4	3	2	1	9
8.	Adequacy of street lighting	5	4	3	2	1	9
9.	Maintenance of curbs/gutters on streets	5	4	3	2	1	9

13a. If you indicated you are "dissatisfied" or "very dissatisfied" with the adequacy of street lighting, please tell us more about why you gave that response.

14. Which THREE of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 13, or circle "NONE."]

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

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

____(1) Yes ____ (2) No [Skip to Q16.]

15a. Which City department did you contact most recently?

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

15b. Several factors that may influence your perception of the quality of service you receive from City employees are listed below. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following based on your most recent experience with the City.

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

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

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

17. What sources do you currently USE MOST to get information about the City of Roeland Park?

- | | |
|-------------------------------------------------|---------------------------------------------|
| ____(01) The Kansas City Star | ____(07) The Shawnee Mission Post |
| ____(02) City Newsletter | ____(08) Attending or listening to meetings |
| ____(03) Facebook | ____(09) Nextdoor |
| ____(04) Word of Mouth | ____(10) City emails (e-newsletter) |
| ____(05) City Website | ____(11) Notify JOCO |
| ____(06) Town Hall Meetings or Community Forums | ____(12) Other: _____ |

18. Which TWO of the sources from the list above do you MOST PREFER to use to get information about the City of Roeland Park? [Write in your answers below using the numbers from the list in Question 17, or circle "NONE."]

1st: ____ 2nd: ____ NONE

19. Environment and Sustainability. Please indicate if you were aware that the City of Roeland Park has taken the following actions to make the City more energy efficient moving forward.

Are you aware that the City of Roeland Park has/is....	Aware	Not Aware
1. Installed solar panels on the roof of City Hall and the Community Center generating enough energy to supply the annual electrical needs of 26 homes with a payback period of 2.5 years	1	2
2. An online tool residents and businesses can use to measure their carbon emissions and track how changes to their buildings, transportation and daily activities impact their emissions output	1	2
3. Changed solar regulations in the City to make it easier for households and businesses to install solar panels on their buildings	1	2
4. Replacing gas powered vehicles with all electric or hybrid where appropriate	1	2
5. Planting additional trees along roadways and within parks	1	2

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

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

21. Which TWO of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 20, or circle "NONE."]

1st: _____ 2nd: _____ NONE

22. Complete Streets are designed and operated to enable safe access for all users, including pedestrians, bicyclists, motorists, and transit riders of all ages and abilities. How important is it that the City of Roeland Park allocate funds to invest in Complete Streets and take into consideration other modes of transportation such as walking, bicycling, and public transportation?

____(1) Very important ____ (2) Important ____ (3) Neutral ____ (4) Not important

23. **Transportation Safety.** For each of the following situations, please rate your perception of safety while in or near Roeland Park on a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," with the following.

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Travel by automobile on city streets	5	4	3	2	1	9
2. Travel by foot-walking along streets (on sidewalks)	5	4	3	2	1	9
3. Travel by foot-walking to run errands, go to school, etc.	5	4	3	2	1	9
4. Travel by bicycle on trails	5	4	3	2	1	9
5. Travel by bicycle on streets	5	4	3	2	1	9
6. Travel by bus	5	4	3	2	1	9

- 23a. If you indicated that you feel "unsafe" or "very unsafe" in any of the situations listed above, please tell us more about why you gave that response.

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential trash collection services	5	4	3	2	1	9
2. Residential curbside recycling services	5	4	3	2	1	9
3. Residential yard waste collection	5	4	3	2	1	9
4. Residential bulky item pickup services	5	4	3	2	1	9
5. Residential curbside leaf collection service	5	4	3	2	1	9
6. The fee charged for solid waste services (\$16.67 per month for curbside trash, recycling, yard waste and leaf pickup)	5	4	3	2	1	9

25. Which TWO of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 24, or circle "NONE."]

1st: _____ 2nd: _____ NONE

26. **Community Investment Areas.** Please rate your level of support on a scale of 1 to 4, where 4 means "Very Supportive" and 1 means "Not Supportive," for each of the following.

How supportive are you of....		Very Supportive	Supportive	Not Sure	Not Supportive
01.	Adding attractive elements to major roadways (Roe Blvd., Mission Rd., County Line Rd.) like landscaping, monuments, decorative signage and lighting	4	3	2	1
02.	Incorporating additional pedestrian amenities along existing City roadway corridors to improve walkability (like seating/benches, pedestrian lighting, plaza spaces, etc.)	4	3	2	1
03.	Maintaining streets, sidewalks and storm sewer systems	4	3	2	1
04.	Making energy efficiency a priority when purchasing vehicles and making decisions on improvements to public buildings	4	3	2	1
05.	The City should plant more trees on City property and preserve existing park/green spaces	4	3	2	1
06.	Maintaining existing buildings	4	3	2	1
07.	Improving parks and recreation amenities such as the pool, community center, playground equipment, shelters, and restrooms	4	3	2	1
08.	Incentivizing development which incorporates mixed use into a "main street" or "downtown" style	4	3	2	1
09.	Improving community access to entertainment and dining options the City otherwise lacks	4	3	2	1
10.	The City offering curbside glass recycling services-each household would be assessed approximately \$3.50 per month regardless of their participation in the program	4	3	2	1

27. Which THREE of the items listed in Question 26 do you think are MOST IMPORTANT for the City to pursue? [Write in your answers below using the numbers from the list in Question 26, or circle "NONE."]

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

28. **Personal Sustainability Practices.** Please CHECK ALL of the sustainable practices listed below that you or members of your household do on a regular basis.

- | | |
|-----------------------------------------------------------------------------|----------------------------------------------------------------------|
| ____(01) Recycle-curbside recycling | ____(08) Avoid using gas-powered lawn tools to avoid noise pollution |
| ____(02) Use reusable food/beverage containers | ____(09) Use public or alternative means of transportation |
| ____(03) Use reusable bags | ____(10) Buy local products |
| ____(04) Compost yard waste and/or food scraps | ____(11) Use energy efficient lighting/appliances |
| ____(05) Use a rain garden to avoid water runoff | ____(12) Use motion-activated security lights |
| ____(06) Avoid the use of synthetic chemicals on your lawn or in your house | ____(13) Use parks and other greenspace for outdoor activities |
| ____(07) Avoid using gas-powered lawn tools to minimize exhaust emissions | ____(14) Recycle glass-non-curbside recycling |

29. Which THREE of the items listed in Question 28 do you think are MOST DIFFICULT to carry out in Roeland Park? [Write in your answers below using the numbers from the list in Question 28, or circle "NONE."]

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

30. Would you support a ban of single-use plastic bags in Roeland Park?

____(1) Yes ____ (2) No ____ (9) Don't know

Demographics

31. What is your age? _____ years

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

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

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

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

____(1) Employed outside the home
[What zip code do you work in? _____] ____ (3) Student
____(2) Employed in the home/have a home-based business ____ (4) Retired
____(5) Not currently employed outside the home

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

36. Are you a member of a neighboring City's community center? ____ (1) Yes ____ (2) No

37. Are you a member of a private gym? ____ (1) Yes ____ (2) No

38. What is the primary language spoken in your home?

____ (1) English ____ (2) Spanish ____ (3) Other: _____

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

40. Which of the following best describes your race or ethnic background? [Check all that apply.]

____ (01) Asian/Pacific Islander ____ (03) Native American ____ (05) Hispanic
____ (02) Black/African American ____ (04) White/Caucasian ____ (99) Other: _____

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

____ (1) Under \$30,000 ____ (2) \$30,000 to \$59,999 ____ (3) \$60,000 to \$99,999 ____ (4) \$100,000 or more

42. Your gender: ____ (1) Male ____ (2) Female ____ (3) Prefer to self-describe: _____

43. Do you have any other comments you would like to make?

Interest in a Focus Group or Online Panel. If you would be willing to participate in a focus group/online panel sponsored by the City of Roeland Park to discuss some of the issues addressed on this survey, please provide your contact information below.

Name: _____

Phone: _____

E-Mail: _____

This concludes the survey. Thank you for your time!

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

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