

# 2023 City of Roeland Park Community Survey Findings Report

Presented to the City of Roeland Park,  
Kansas

July 2023



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# Executive Summary

# 2023 City of Roeland Park Community Survey

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### Purpose and Methodology

ETC Institute administered a survey to residents of the City of Roeland Park during the summer of 2023. 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, 2019, and 2021.

The six-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 online 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 online with the addresses that were originally selected for the sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 600 residents. This goal was met, with a total of 617 residents completing the survey. The overall results for the sample of 617 households have a precision of at least  $+/-3.9\%$  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 2021 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

Eighty-nine percent (89%) of the residents surveyed, *who had an opinion*, indicated the overall quality of life in Roeland Park is “excellent” (44.2%) or “good” (44.7%). Eighty-eight percent (88%) of those surveyed, *who had an opinion*, indicated the overall feeling of safety in the City is “excellent” (40.7%) or “good” (46.9%), Roeland Park performed significantly better than the national and Kansas City metro area averages in four of the 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 (86%), the overall quality of parks and recreation programs and facilities (86%), the overall quality of solid waste services (84%), and the overall quality of customer service received from City employees (83%). For 9 of the 10 major categories of City services that were rated, 73% 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 (51%) and the overall quality of City parks and recreation programs and facilities (36%) 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 (93%) *who had an opinion* rated Roeland Park as an “excellent” (61.1%) or “good” (31.8%) place to live. Eighty-six percent (86%) of residents *who had an opinion* indicated Roeland Park is either an “excellent” (53%) or “good” (33.4%) place to raise children, and 85% indicated the City is an “excellent” (42.6%) or “good” (42%) community where they feel welcome and have a sense of belonging.

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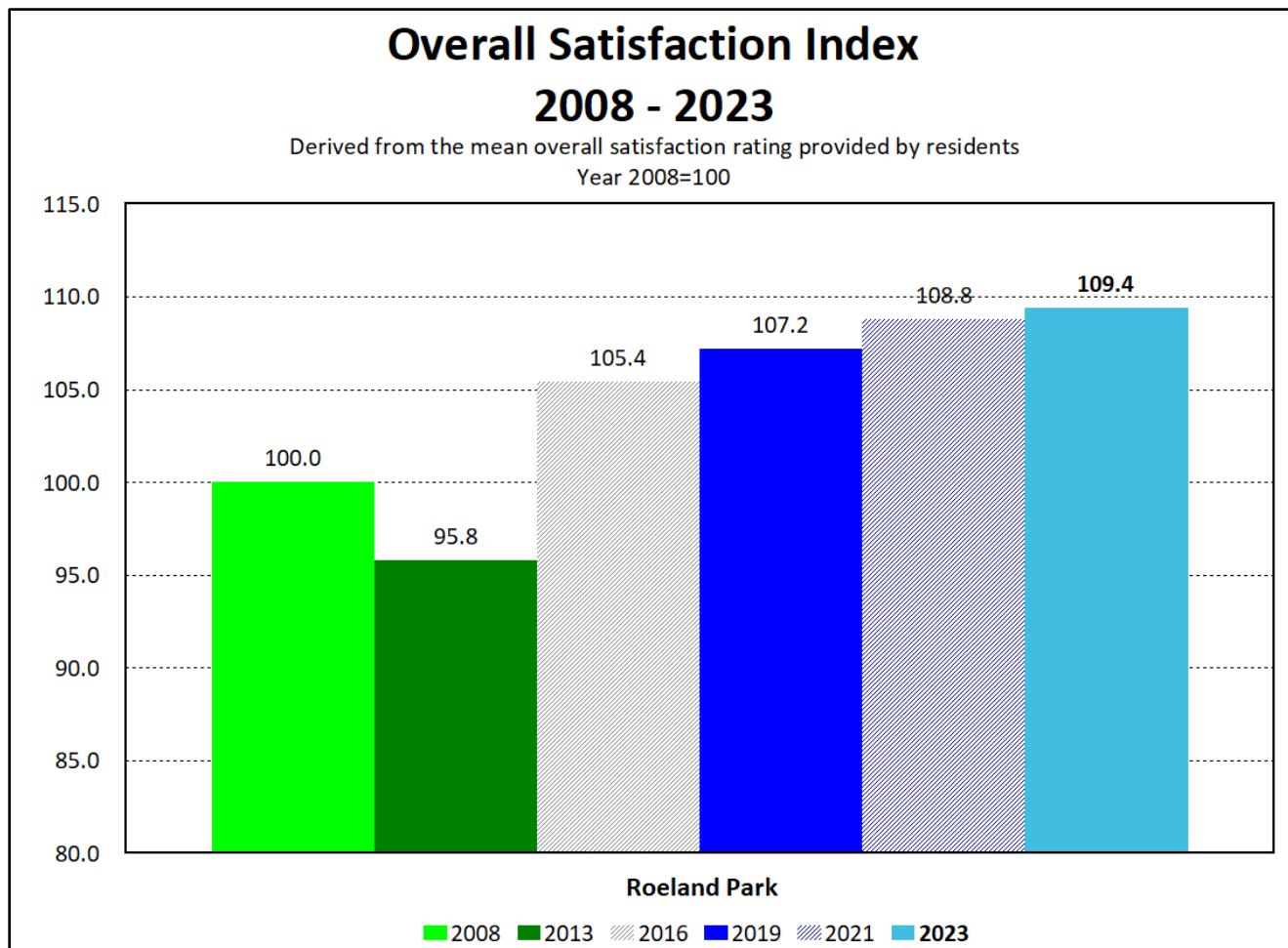
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### Overall Satisfaction Index

The Overall Satisfaction Index for the City of Roeland Park increased from 108.8 in 2021 to 109.4 in 2023. 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 local police protection (89%), how quickly police officers respond to emergencies (85%), and the overall quality of fire protection (84%). The public safety service that respondents were least satisfied with was the quality of Mental Health Co-Responder (56%). The three public safety services respondents indicated should receive the most emphasis over the next two years were: 1) the City’s efforts to prevent crime, 2) visibility of police in neighborhoods, and 3) quality of Mental Health Co-Responder.
- **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 cleanup of litter and debris on private property (52%), enforcing the mowing and cutting of weeds on private property (48%), and snow removal from sidewalks (47%). The two code enforcement services respondents indicated should receive the most emphasis over the next two years were: 1) the cleanup of litter/debris on private property and 2) the maintenance of commercial 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 (91%), the overall appearance of City parks (89%), the quality of playground equipment (82%), and how close neighborhood parks are to home (77%). The three parks and recreation services respondents indicated should receive the most emphasis over the next two years were: 1) the maintenance of City Parks, 2) the number of walking and biking trails, and 3) 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 (93%), the maintenance of street signs/traffic signals (88%), and snow removal on neighborhood streets (87%). 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 overall cleanliness of City streets and other public areas.
- **City Communication.** The highest levels of satisfaction with City Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of information about City programs and services (75%), the

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content of the City's newsletter (75%), and the City's efforts to keep residents informed about local issues (72%).

- **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 (73%). The two transportation and connectivity issues respondents indicated should receive the most emphasis over the next two years were: 1) the flow of traffic along commercial streets and 2) the availability of public sidewalks.
- **Transportation Safety.** The highest levels of satisfaction with transportation safety in Roeland Park, based upon the combined percentage of “very safe” and “safe” responses among residents *who had an opinion*, were: travel by automobile on City streets (92%) and travel by foot – walking along streets (on sidewalks) (80%).
- **Trash Services.** The highest levels of satisfaction with trash services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: residential trash collection services (89%), residential curbside recycling services (87%), and residential curbside leaf collection service (86%). The two trash services respondents indicated should receive the most emphasis over the next two years were: 1) residential bulky item pickup services and 2) residential trash collection services.

## Additional Findings

- Thirty percent (30%) of respondents indicated they have contacted the City with a question, problem, or complaint during the past year. Of those, 27% indicated they contacted administration, 25% contacted codes enforcement, and 13% contacted public works and 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-nine percent (89%) 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.”*
- Sixty-eight percent (68%) of respondents, *who had an opinion*, are “very supportive” or “somewhat supportive” of the City creating a policy to protect all healthy, mature trees within the City. Additionally, 64% *who had an opinion* are “very supportive” or “somewhat supportive” of the City creating a policy to protect all healthy, mature trees in front yards of private property and public rights-of-way.

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### Trends from 2021 to 2023

The tables below are meant to serve as a quick reference for many of the trends that exist from the 2021 and 2023 surveys. The percentage change from 2021 to 2023 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 2021 to 2023			Percentage Change from 2021 to 2023
	2021	2023	
Combination of "Very Satisfied" and "Satisfied" responses			
<b>Q1. Major Categories of City Services</b>			
Overall quality of solid waste services	78%	<b>84%</b>	6%
Overall quality of City parks & recreation programs & facilities	81%	<b>86%</b>	5%
Overall quality of City's stormwater runoff/stormwater management system	75%	<b>80%</b>	5%
Overall quality of traffic flow & congestion management in Roeland Park	69%	<b>73%</b>	4%
Overall maintenance of City streets, buildings & facilities	77%	<b>81%</b>	4%
Overall quality of police services	87%	<b>86%</b>	-1%
Overall quality of customer service you receive from City employees	85%	<b>83%</b>	-2%
Overall effectiveness of City communication with the public	81%	<b>77%</b>	-4%
Overall enforcement of City codes & ordinances	60%	<b>56%</b>	-4%
<b>Q5. Public Safety</b>			
Overall quality of local police protection	88%	<b>89%</b>	1%
How quickly police officers respond to emergencies	87%	<b>85%</b>	-2%
Visibility of police in neighborhoods	81%	<b>78%</b>	-3%
Quality of animal control services	62%	<b>59%</b>	-3%
Quality of EMS	86%	<b>82%</b>	-4%
Quality of fire protection	89%	<b>84%</b>	-5%
City's efforts to prevent crime	80%	<b>75%</b>	-5%
Enforcement of local traffic laws	78%	<b>69%</b>	-9%
<b>Q8. Enforcement of City Codes and Ordinances</b>			
Snow removal from sidewalks	48%	<b>47%</b>	-1%
Enforcing cleanup of litter & debris on private property	54%	<b>52%</b>	-2%
Enforcing maintenance of residential property	52%	<b>46%</b>	-6%
Enforcing mowing & cutting of weeds on private property	57%	<b>48%</b>	-9%
Enforcing maintenance of commercial property	60%	<b>44%</b>	-16%
<b>Q10. Parks and Recreation</b>			
Quality of art in public places	62%	<b>70%</b>	8%
Number of City parks	68%	<b>76%</b>	8%
Quality of playground equipment	75%	<b>82%</b>	7%
City-sponsored special events	61%	<b>66%</b>	5%
How close neighborhood parks are to your home	73%	<b>77%</b>	4%
Maintenance of City parks	87%	<b>91%</b>	4%
Ease of registering for programs	67%	<b>70%</b>	3%
Quality of Community Center	53%	<b>56%</b>	3%
Number of walking & biking trails	46%	<b>49%</b>	3%
Overall appearance of City parks	87%	<b>89%</b>	2%
Fees charged for memberships, recreation programs & facility rental	62%	<b>62%</b>	0%
Quality of Aquatics Center	77%	<b>64%</b>	-13%

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### Trends from 2021 to 2023

2021      2023      Percentage Change from 2021 to 2023

Combination of "Very Satisfied" and "Satisfied" responses

#### Q12. City Maintenance

Snow removal on neighborhood streets	83%	87%	4%
Maintenance of street signs/traffic signals	85%	88%	3%
Maintenance of City streets	77%	79%	2%
Maintenance of sidewalks	72%	74%	2%
Snow removal on major City streets	92%	93%	1%
Maintenance of curbs/gutters on streets	76%	77%	1%
Maintenance of public buildings	81%	82%	1%
Adequacy of street lighting	74%	74%	0%
Overall cleanliness of City streets & other public areas	88%	83%	-5%

#### Q14b. Customer Service

Technical competence & knowledge of City employees who assisted you	80%	84%	4%
How easy the department was to contact	84%	87%	3%
Overall responsiveness of City employees to your request or concern	77%	79%	2%
How courteously you were treated	88%	85%	-3%

#### Q15. City Communication

Quality of City's web page	58%	61%	3%
Availability of information about City programs & services	77%	75%	-2%
City efforts to keep you informed about local issues	74%	72%	-2%
Content of City's newsletter	79%	75%	-4%
Level of public involvement in local decision making	61%	50%	-11%

#### Q18. Transportation and Connectivity

Availability of bicycle infrastructure	34%	38%	4%
Flow of traffic along commercial streets	66%	70%	4%
Availability of public transportation	33%	35%	2%
Availability of public sidewalks	67%	67%	0%
Ease of access to interstate system	94%	94%	0%
Flow of traffic on residential streets	76%	73%	-3%

#### Q21. Trash Services

Residential curbside recycling services	85%	87%	2%
Residential trash collection services	87%	89%	2%
Residential bulky item pickup services	69%	70%	1%
Residential yard waste collection	81%	82%	1%
Residential curbside leaf collection service	87%	86%	-1%
The fee charged for solid waste services	75%	72%	-3%

Combination of "Very Safe" and "Safe" responses

#### Q20. Transportation Safety

Travel by bicycle on streets	36%	37%	1%
Travel by automobile on City streets	95%	92%	-3%
Travel by foot - walk to run errands, go to school, etc.	76%	72%	-4%
Travel by bus	51%	47%	-4%
Travel by foot - walking along streets (on sidewalks)	85%	80%	-5%
Travel by bicycle on trails	62%	54%	-8%

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	2021	2023	Percentage Change from 2021 to 2023
Combination of "Excellent" and "Good" responses			
<b>Q3. Quality of Life</b>			
Community where I feel welcome/sense of belonging	83%	<b>85%</b>	2%
Community that offers adequate bicycle infrastructure of & off street	47%	<b>48%</b>	1%
Proximity to employers	80%	<b>80%</b>	0%
As a place to retire	75%	<b>74%</b>	-1%
Quality of commercial developments	33%	<b>29%</b>	-4%
As a place to live	98%	<b>93%</b>	-5%
As a place to work	62%	<b>56%</b>	-6%
Quality of grade school through high school	77%	<b>71%</b>	-6%
As a place to raise children	93%	<b>86%</b>	-7%
As a place where you would buy your next home	81%	<b>74%</b>	-7%
<b>Q4. Items that Influence Your Perception of the City</b>			
Overall feeling of safety in City	86%	<b>88%</b>	2%
Overall condition of housing in your neighborhood	79%	<b>79%</b>	0%
Overall quality of life in City	91%	<b>89%</b>	-2%
Affordable housing for low/moderate income families	34%	<b>32%</b>	-2%
Overall quality of services provided by City	88%	<b>85%</b>	-3%
Overall image of City	85%	<b>81%</b>	-4%
Overall value that you receive for your City tax & fees	70%	<b>66%</b>	-4%
How well City is managing development activity	55%	<b>48%</b>	-7%

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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 46 of the 48 areas** that were assessed. The City of Roeland Park rated significantly higher than the U.S. average (difference of 5% or more) in 44 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
As a place to live	93%	50%	43%	Ratings of the Community
Customer service	83%	41%	42%	Major Categories of Service
Maintenance of streets, buildings, facilities	81%	41%	40%	Major Categories of Service
Effectiveness of City communication	77%	38%	39%	Major Categories of Service
Parks and Recreation programs and facilities	86%	51%	35%	Major Categories of Service
Quality of services provided by City	85%	51%	34%	Perceptions of the City
Quality of local police protection	89%	55%	34%	Public Safety
Value received for City tax & fees	66%	34%	32%	Perceptions of the City
Overall cleanliness of City streets & other public areas	83%	52%	31%	City Maintenance
Residential curbside recycling services	87%	57%	30%	Trash Services
Stormwater runoff/management system	80%	51%	29%	Major Categories of Service
Snow removal on major City streets	93%	65%	28%	City Maintenance
Maintenance of street signs/traffic signals	88%	60%	28%	City Maintenance
City efforts to keep you informed about local issues	72%	44%	28%	City Communication
Solid waste services	84%	57%	27%	Major Categories of Service
How quickly police officers respond to emergencies	85%	58%	27%	Public Safety
Availability of information about City programs/services	75%	48%	27%	City Communication
Residential yard waste collection	82%	55%	27%	Trash Services
Traffic flow and congestion management	73%	47%	26%	Major Categories of Service
Image of City	81%	55%	26%	Perceptions of the City
City's efforts to prevent crime	75%	50%	25%	Public Safety
Maintenance of City streets	79%	54%	25%	City Maintenance
As a place to raise children	86%	62%	24%	Ratings of the Community
Visibility of police in neighborhoods	78%	55%	23%	Public Safety
Maintenance of sidewalks	74%	51%	23%	City Maintenance
Residential bulky item pickup services	70%	47%	23%	Trash Services
As a place to retire	74%	52%	22%	Ratings of the Community
Quality of grade school through high school	71%	49%	22%	Ratings of the Community
Residential trash collection services	89%	69%	20%	Trash Services
Feeling of safety in City	88%	68%	20%	Perceptions of the City
Maintenance of public buildings	82%	63%	19%	City Maintenance
Quality of City's web page	61%	43%	18%	City Communication
As a place where you would buy your next home	74%	56%	18%	Ratings of the Community
Enforcement of local traffic laws	69%	51%	18%	Public Safety
Snow removal on neighborhood streets	87%	71%	16%	City Maintenance
Level of public involvement in local decision making	50%	34%	16%	City Communication
Enforcement of codes and ordinances	56%	42%	14%	Major Categories of Service
Quality of EMS	82%	72%	10%	Public Safety
Animal control services	59%	50%	9%	Public Safety
How well City is managing development activity	48%	40%	8%	Perceptions of the City
Adequacy of street lighting	74%	66%	8%	City Maintenance
Clean up of litter/debris on private property	52%	46%	6%	Code Enforcement
Quality of fire protection	84%	78%	6%	Public Safety
Community that offers adequate bicycle infrastructure	48%	43%	5%	Ratings of the Community
Mowing/cutting of weeds on private property	48%	47%	1%	Code Enforcement
Maintenance of residential property	46%	45%	1%	Code Enforcement
As a place to work	56%	58%	-2%	Ratings of the Community
Maintenance of commercial property	44%	48%	-4%	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 42 of the 48 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	81%	53%	28%	Major Categories of Service
Maintenance of sidewalks	74%	51%	23%	City Maintenance
Snow removal on neighborhood streets	87%	66%	21%	City Maintenance
Stormwater runoff/management system	80%	61%	19%	Major Categories of Service
Maintenance of City streets	79%	60%	19%	City Maintenance
Quality of grade school through high school	71%	52%	19%	Ratings of the Community
Effectiveness of City communication	77%	61%	16%	Major Categories of Service
Image of City	81%	65%	16%	Perceptions of the City
Maintenance of street signs/traffic signals	88%	73%	15%	City Maintenance
Snow removal on major City streets	93%	79%	14%	City Maintenance
Quality of services provided by City	85%	72%	13%	Perceptions of the City
Value received for City tax & fees	66%	53%	13%	Perceptions of the City
Quality of local police protection	89%	76%	13%	Public Safety
Overall cleanliness of City streets & other public areas	83%	70%	13%	City Maintenance
City efforts to keep you informed about local issues	72%	59%	13%	City Communication
Feeling of safety in City	88%	76%	12%	Perceptions of the City
How quickly police officers respond to emergencies	85%	73%	12%	Public Safety
Availability of information about City programs/services	75%	63%	12%	City Communication
Traffic flow and congestion management	73%	62%	11%	Major Categories of Service
City's efforts to prevent crime	75%	64%	11%	Public Safety
Residential curbside recycling services	87%	76%	11%	Trash Services
As a place to live	93%	83%	10%	Ratings of the Community
Parks and Recreation programs and facilities	86%	76%	10%	Major Categories of Service
Solid waste services	84%	74%	10%	Major Categories of Service
Customer service	83%	73%	10%	Major Categories of Service
Visibility of police in neighborhoods	78%	68%	10%	Public Safety
Maintenance of public buildings	82%	72%	10%	City Maintenance
Adequacy of street lighting	74%	64%	10%	City Maintenance
Level of public involvement in local decision making	50%	40%	10%	City Communication
As a place to raise children	86%	78%	8%	Ratings of the Community
As a place where you would buy your next home	74%	66%	8%	Ratings of the Community
As a place to retire	74%	66%	8%	Ratings of the Community
Community that offers adequate bicycle infrastructure	48%	40%	8%	Ratings of the Community
Clean up of litter/debris on private property	52%	45%	7%	Code Enforcement
Residential trash collection services	89%	83%	6%	Trash Services
Enforcement of local traffic laws	69%	64%	5%	Public Safety
Enforcement of codes and ordinances	56%	52%	4%	Major Categories of Service
Residential yard waste collection	82%	78%	4%	Trash Services
Quality of City's web page	61%	58%	3%	City Communication
How well City is managing development activity	48%	45%	3%	Perceptions of the City
Animal control services	59%	56%	3%	Public Safety
Mowing/cutting of weeds on private property	48%	48%	0%	Code Enforcement
Maintenance of residential property	46%	47%	-1%	Code Enforcement
Quality of EMS	82%	83%	-1%	Public Safety
Quality of fire protection	84%	87%	-3%	Public Safety
As a place to work	56%	63%	-7%	Ratings of the Community
Residential bulky item pickup services	70%	78%	-8%	Trash Services
Maintenance of commercial property	44%	53%	-9%	Code Enforcement

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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:

- Enforcement of codes and ordinances (I-S Rating = 0.1158)

The table below shows the Importance-Satisfaction rating for all 10 major categories of City services that were rated.

### 2023 Importance-Satisfaction Rating

Roeland Park, Kansas

#### Major Categories of City Services

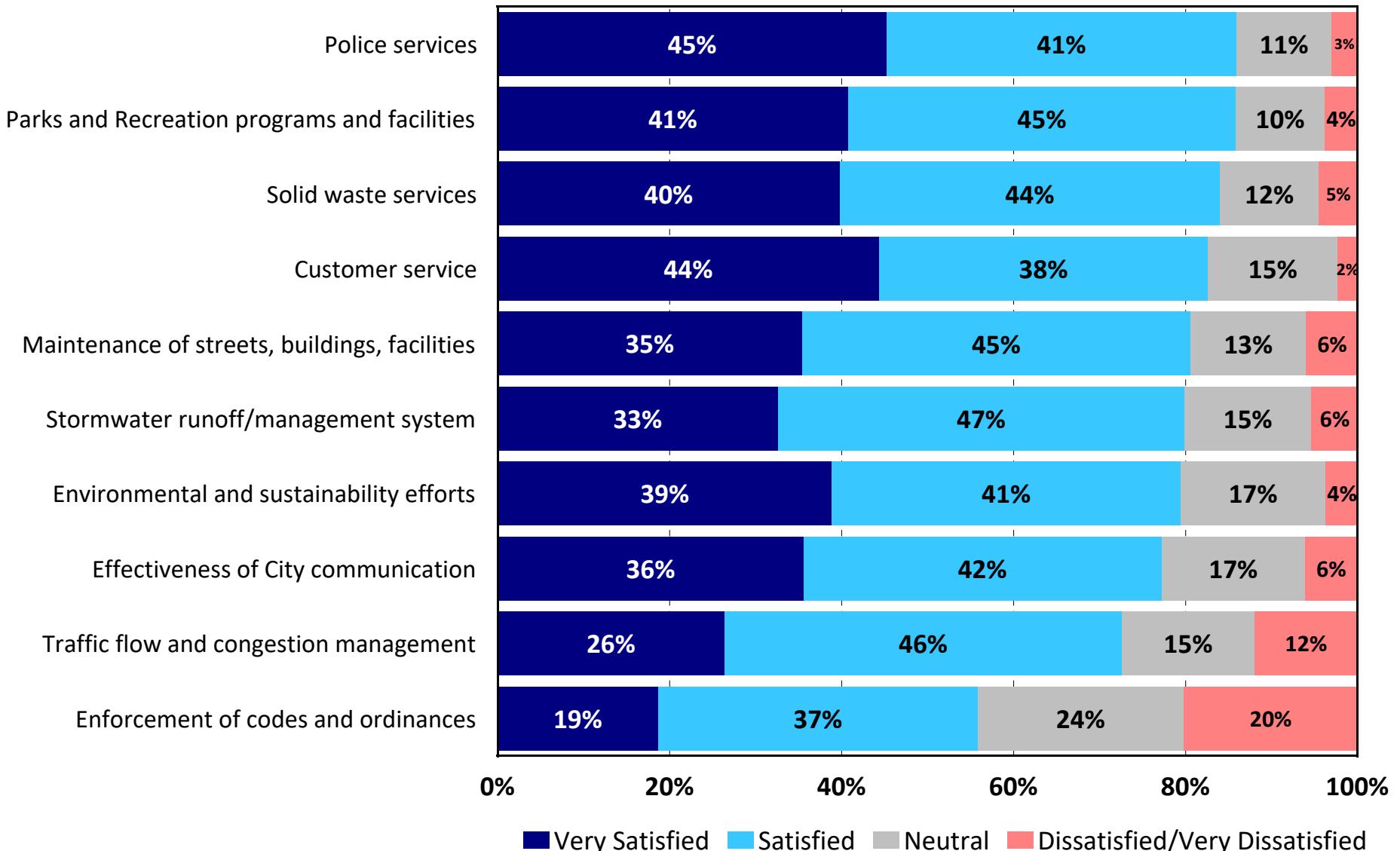
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-20)</b>						
Enforcement of codes and ordinances	26%	5	56%	10	0.1158	1
<b>Medium Priority (IS &lt;.10)</b>						
Maintenance of streets, buildings, facilities	51%	1	81%	5	0.0987	2
Traffic flow and congestion management	28%	4	73%	9	0.0759	3
Environmental and sustainability efforts	30%	3	79%	7	0.0612	4
Parks and Recreation programs and facilities	36%	2	86%	2	0.0508	5
Effectiveness of City communication	19%	7	77%	8	0.0442	6
Police services	24%	6	86%	1	0.0340	7
Stormwater runoff/management system	12%	8	80%	6	0.0245	8
Solid waste services	10%	9	84%	3	0.0166	9
Customer service	5%	10	83%	4	0.0078	10

# 1

## Charts and Graphs

# Q1. Overall Satisfaction with Major Categories of City Services

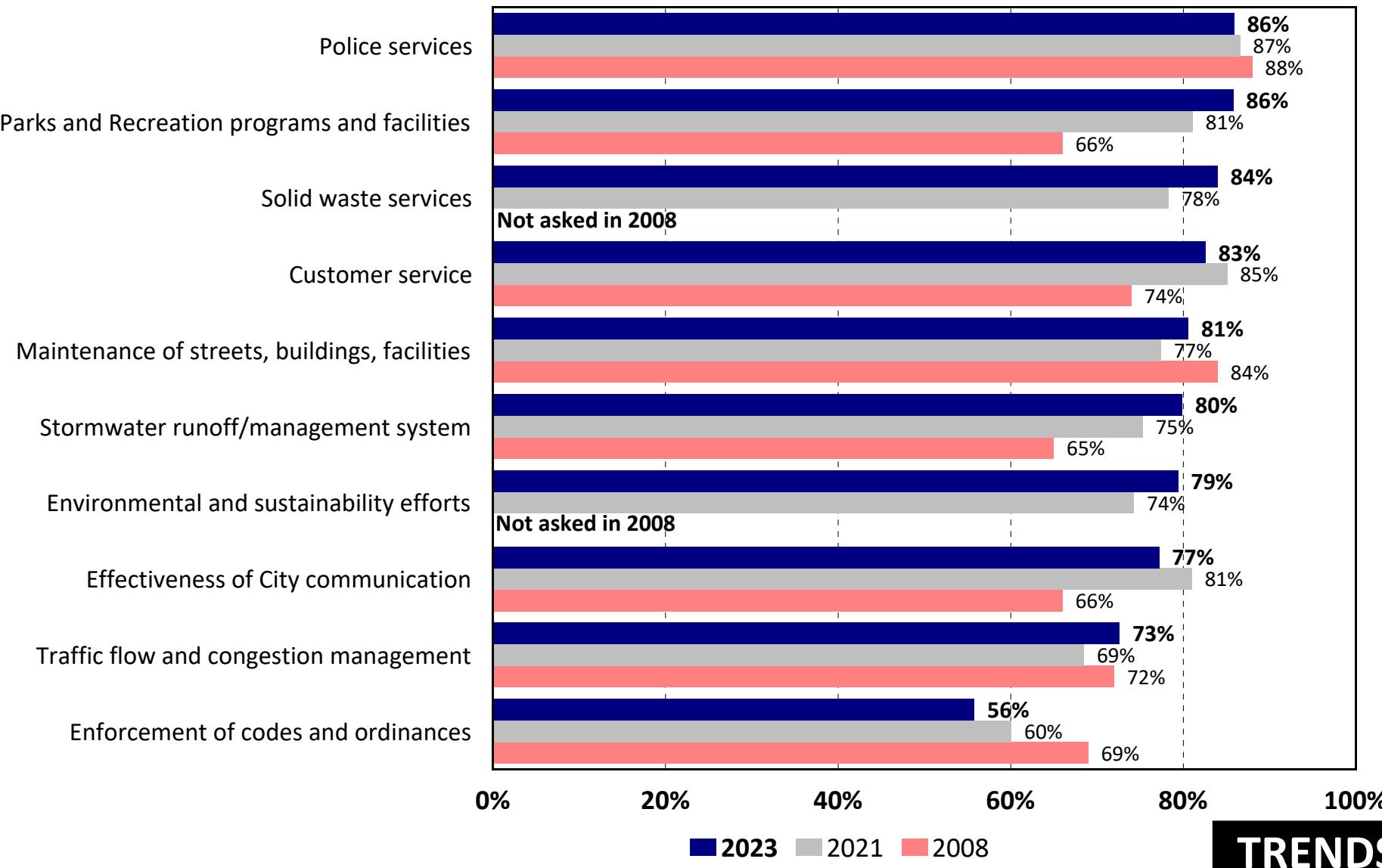
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



# Overall Satisfaction with Major Categories of City Services

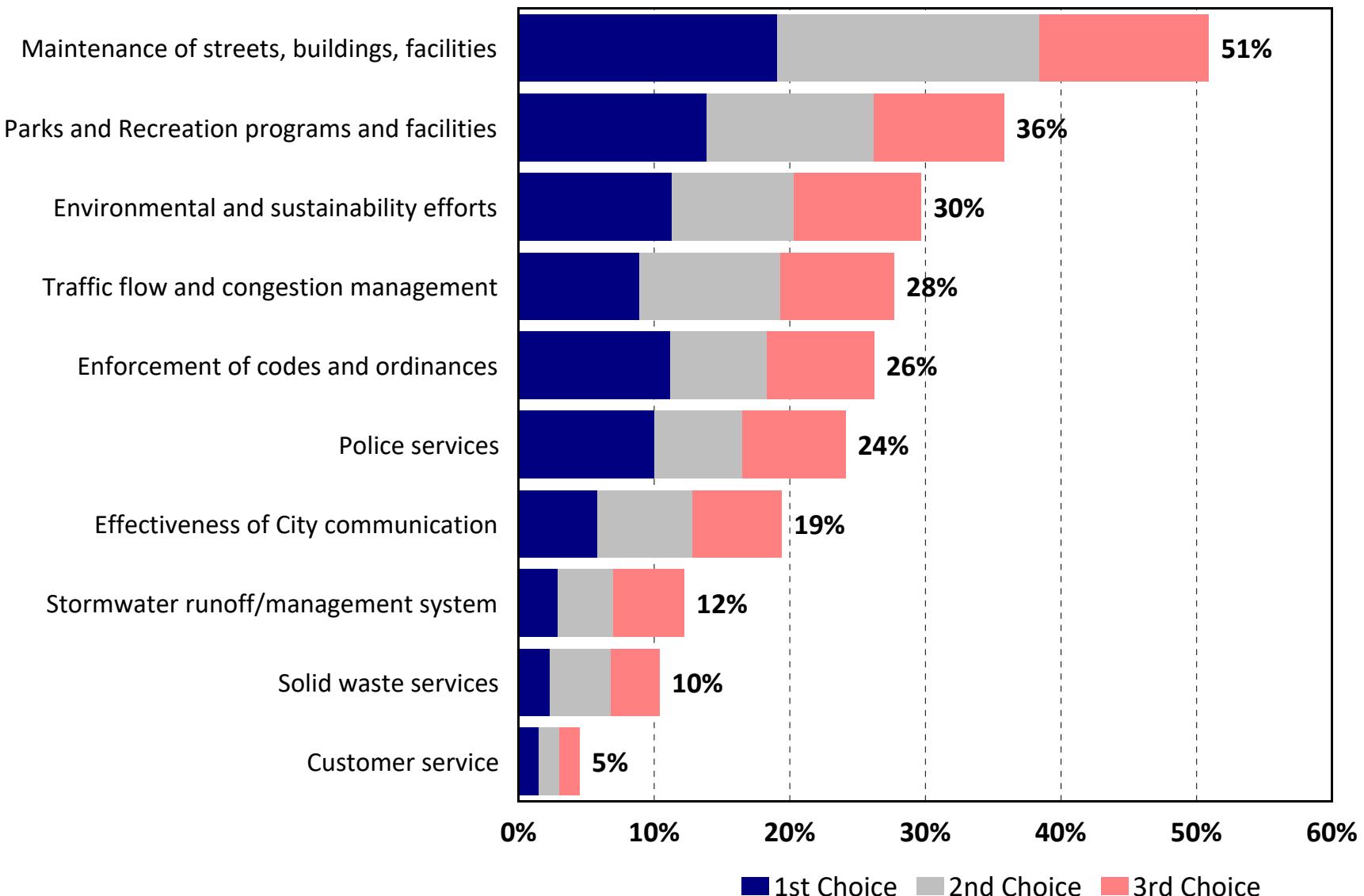
## 2023 vs. 2021 vs. 2008

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”



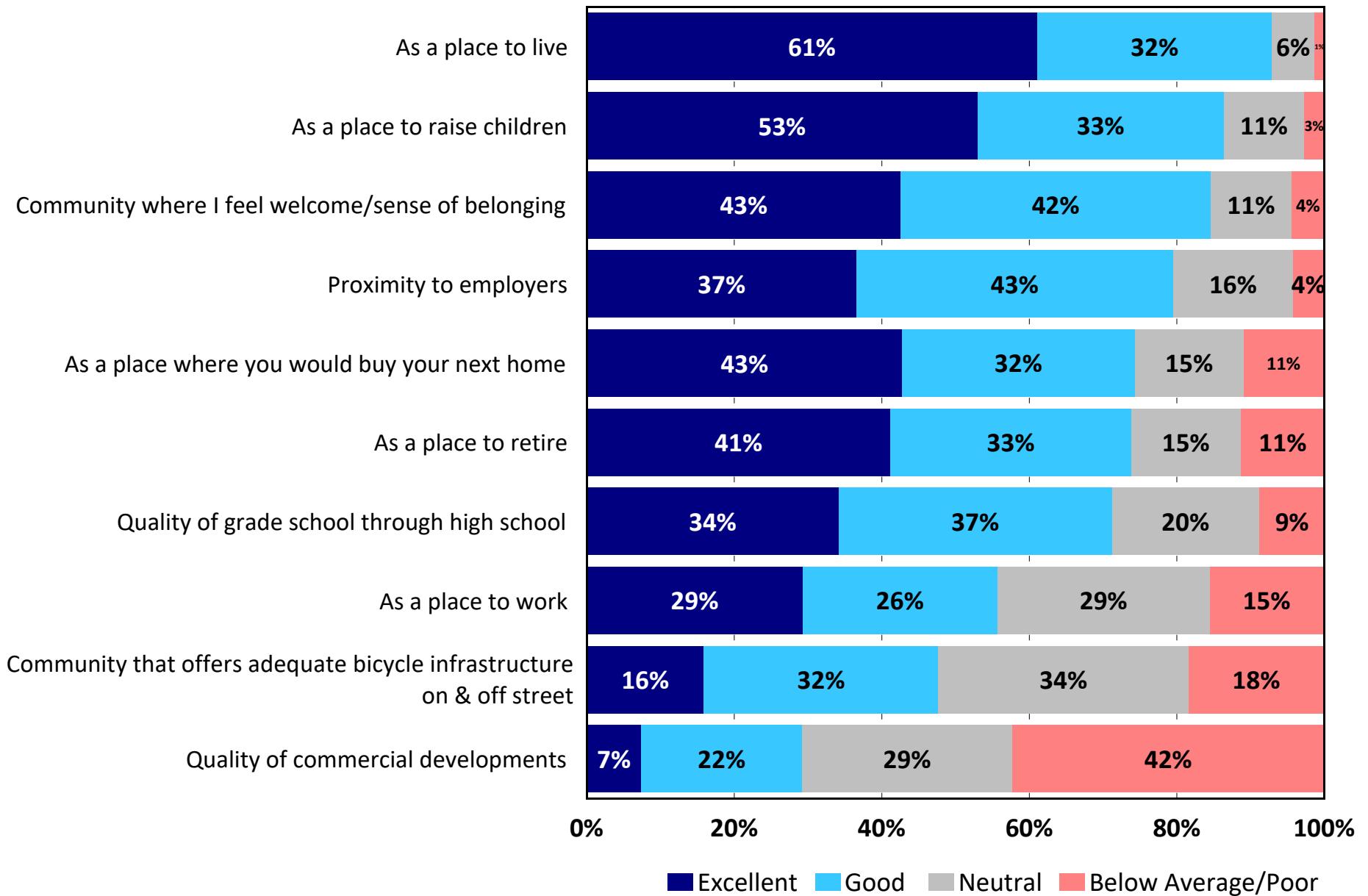
## Q2. Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



# Q3. Rating the Quality of Life in Roeland Park

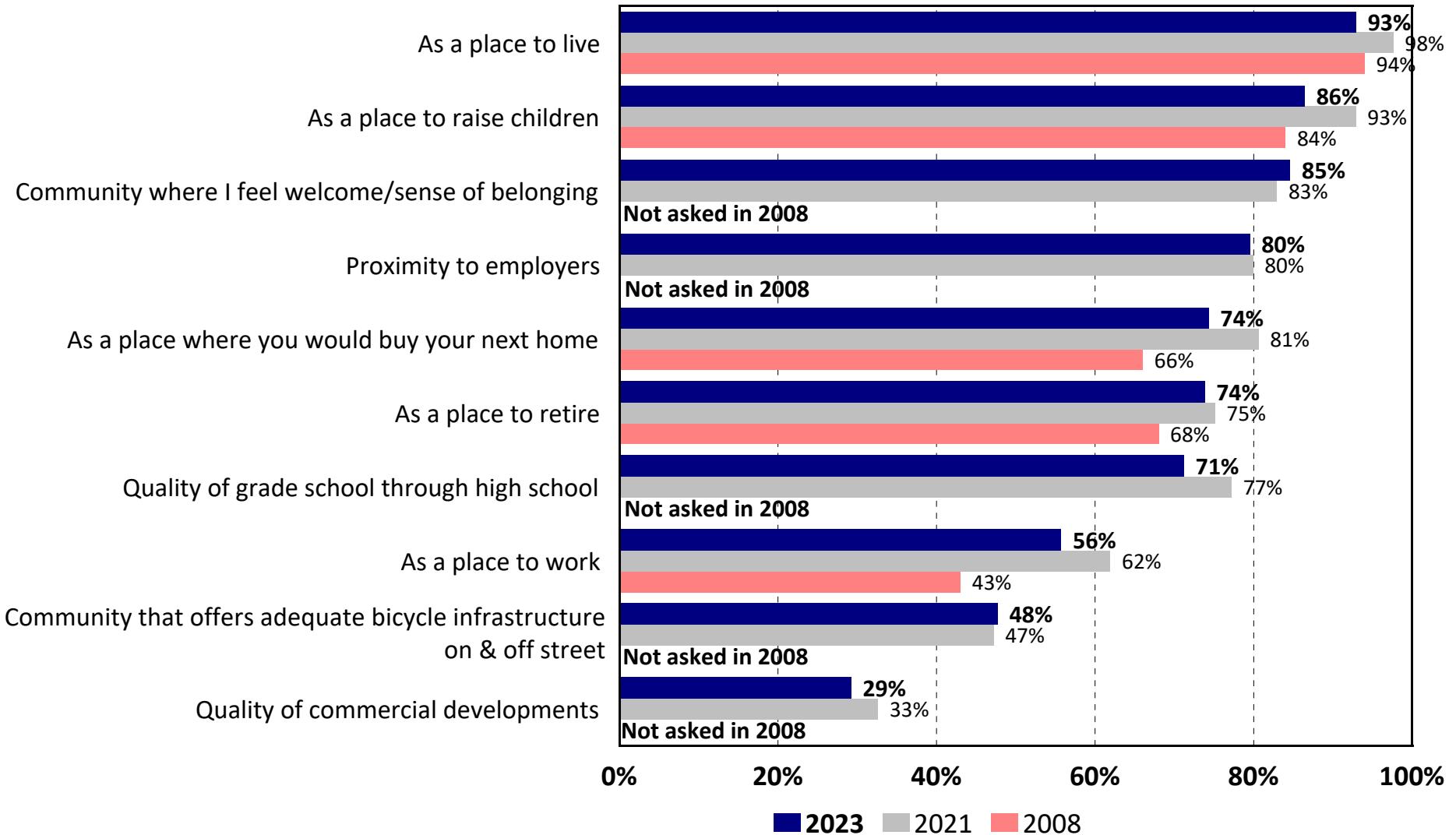
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



# Rating the Quality of Life in Roeland Park

## 2023 vs. 2021 vs. 2008

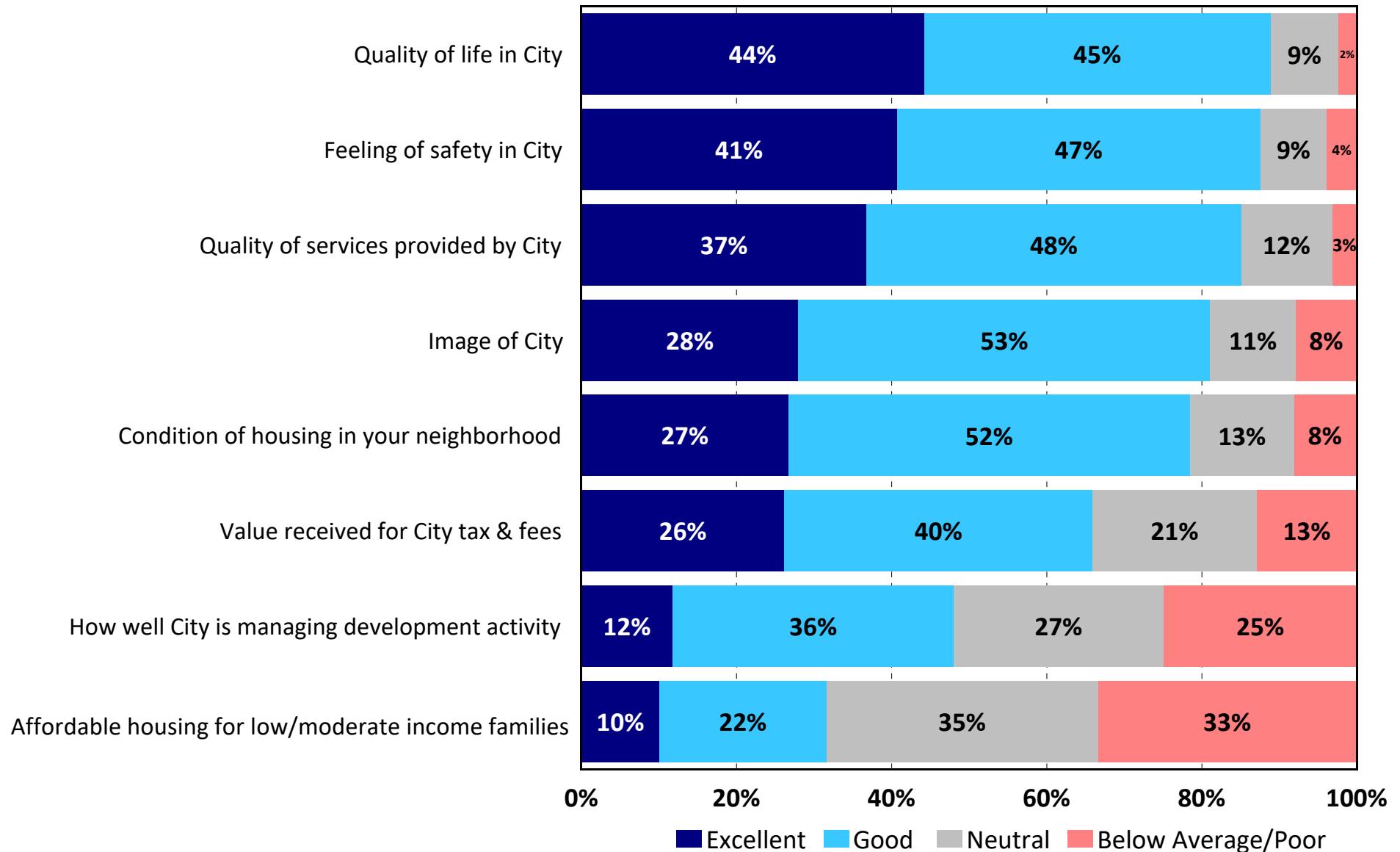
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “excellent” and 1 was “poor”



**TRENDS**

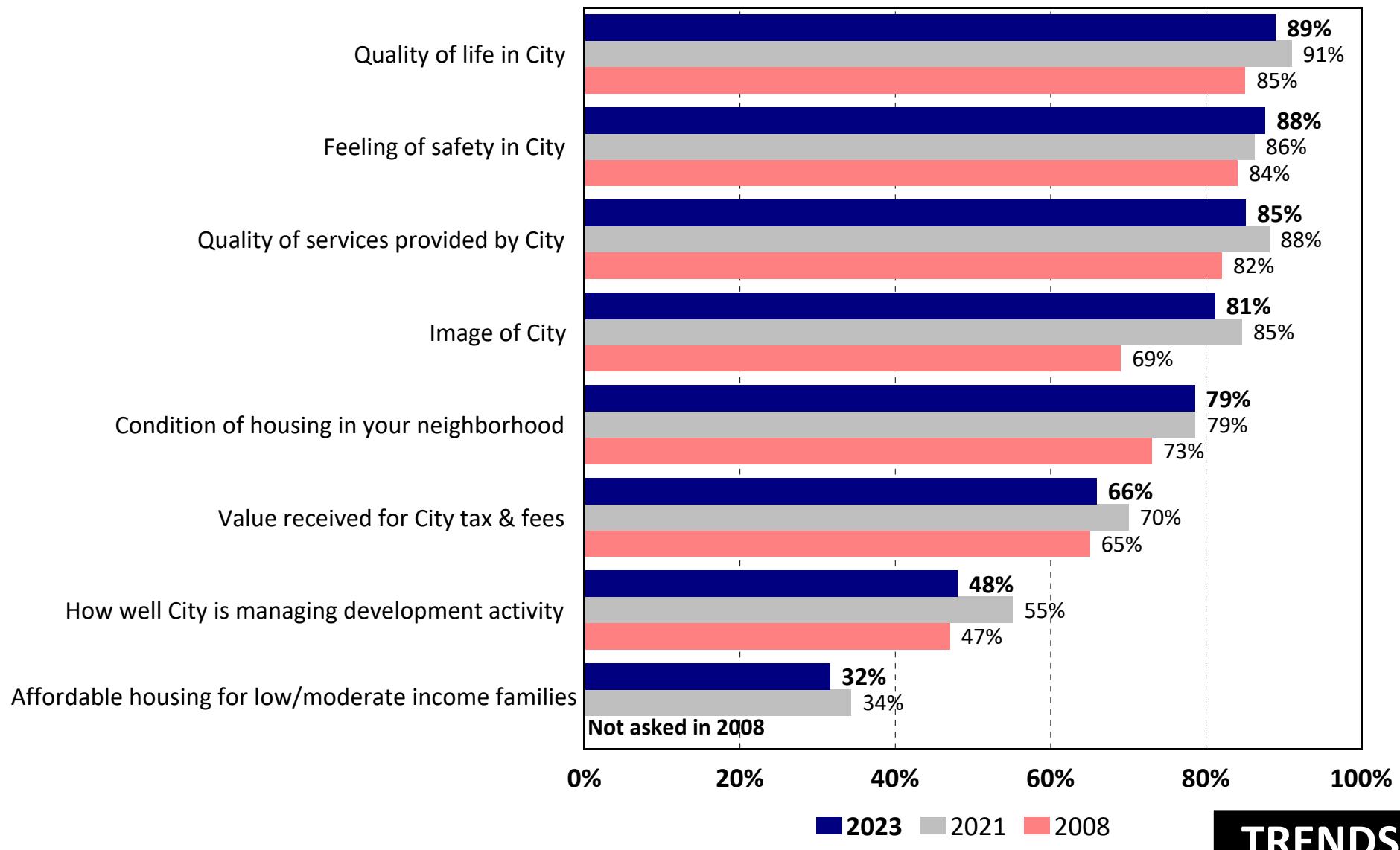
# Q4. Rating Items that Influence your Perception of the City of Roeland Park

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



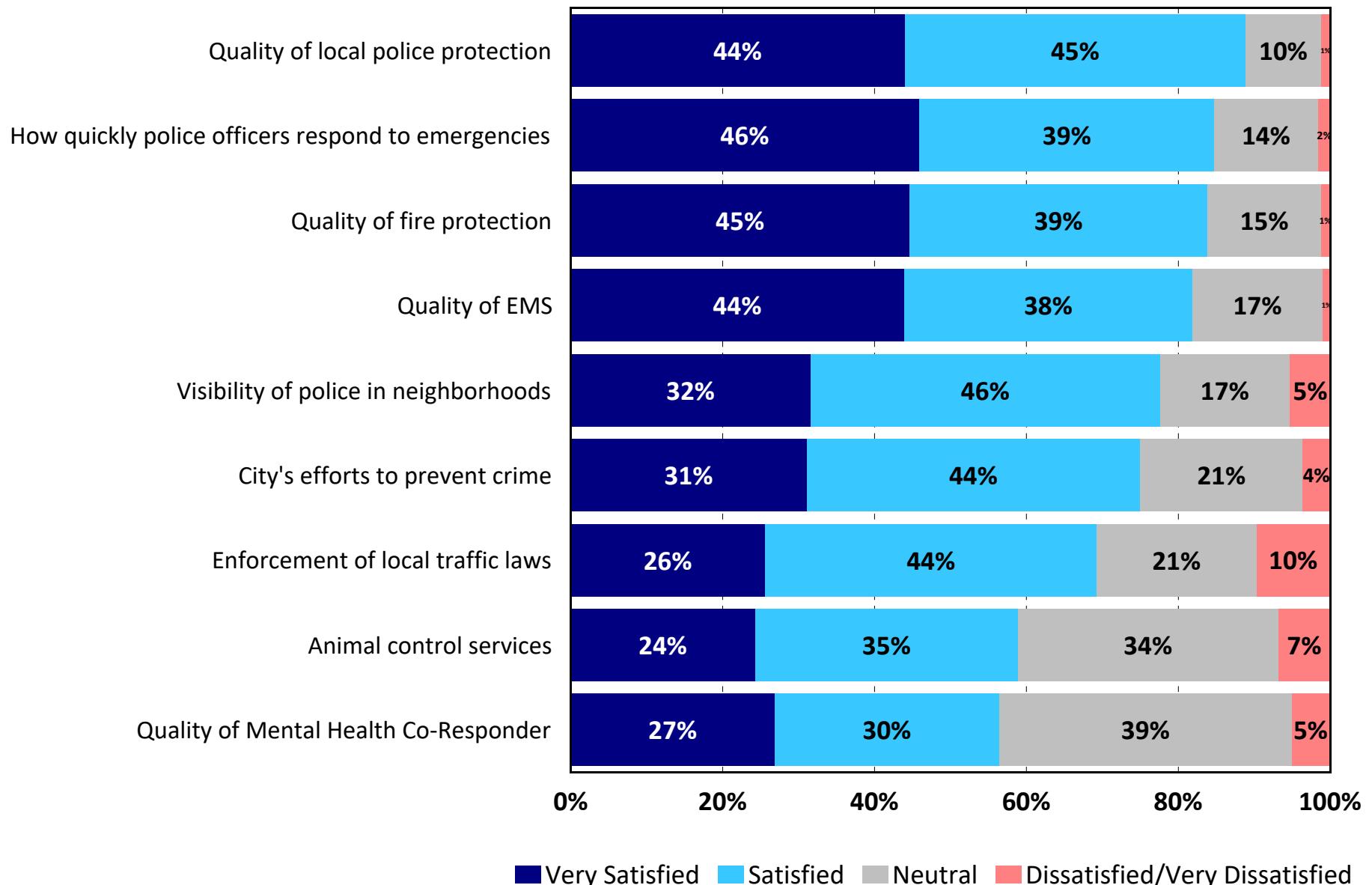
# Rating Items that Influence your Perception of the City of Roeland Park - 2023 vs. 2021 vs. 2008

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

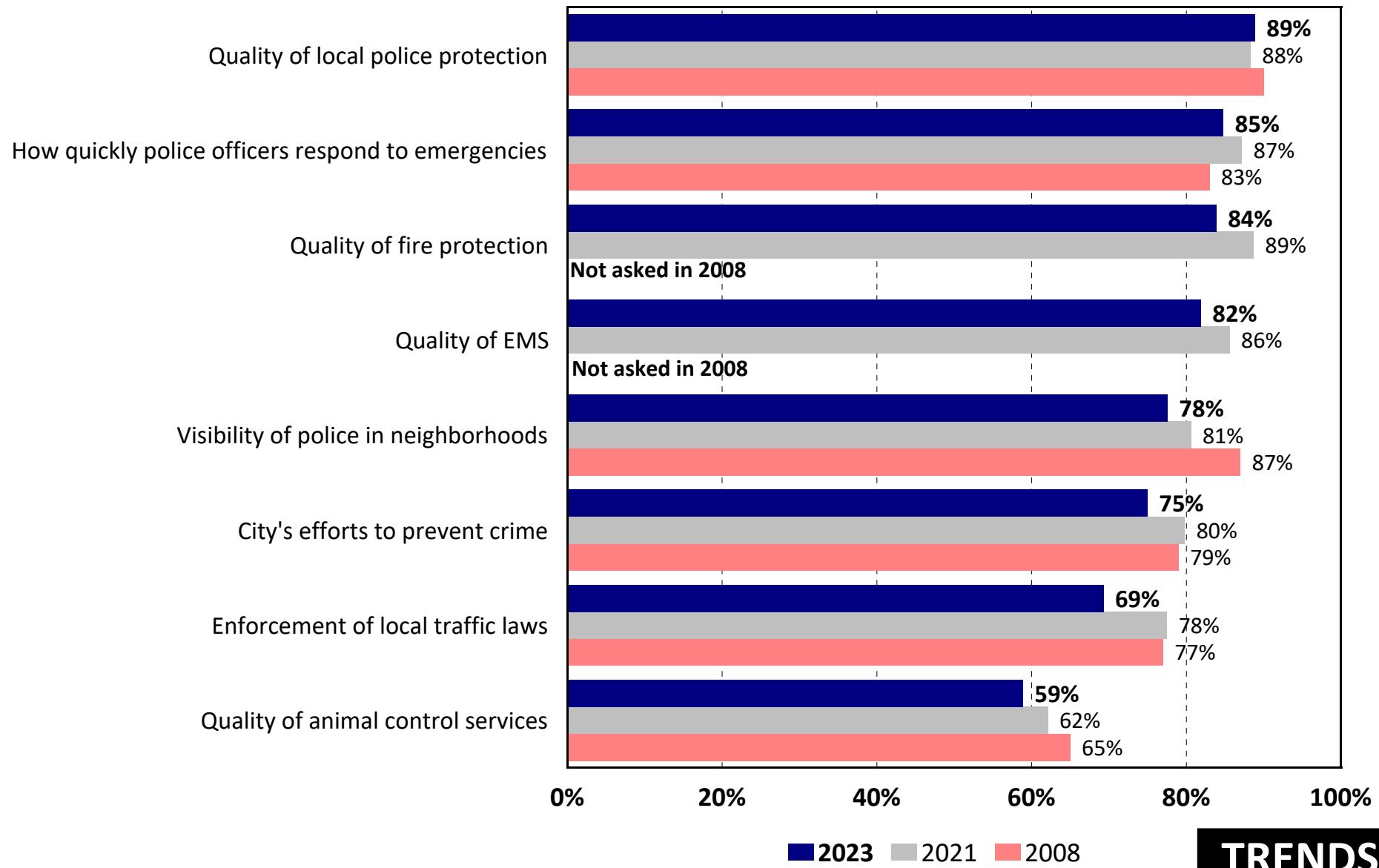
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



# Overall Satisfaction with Public Safety Services

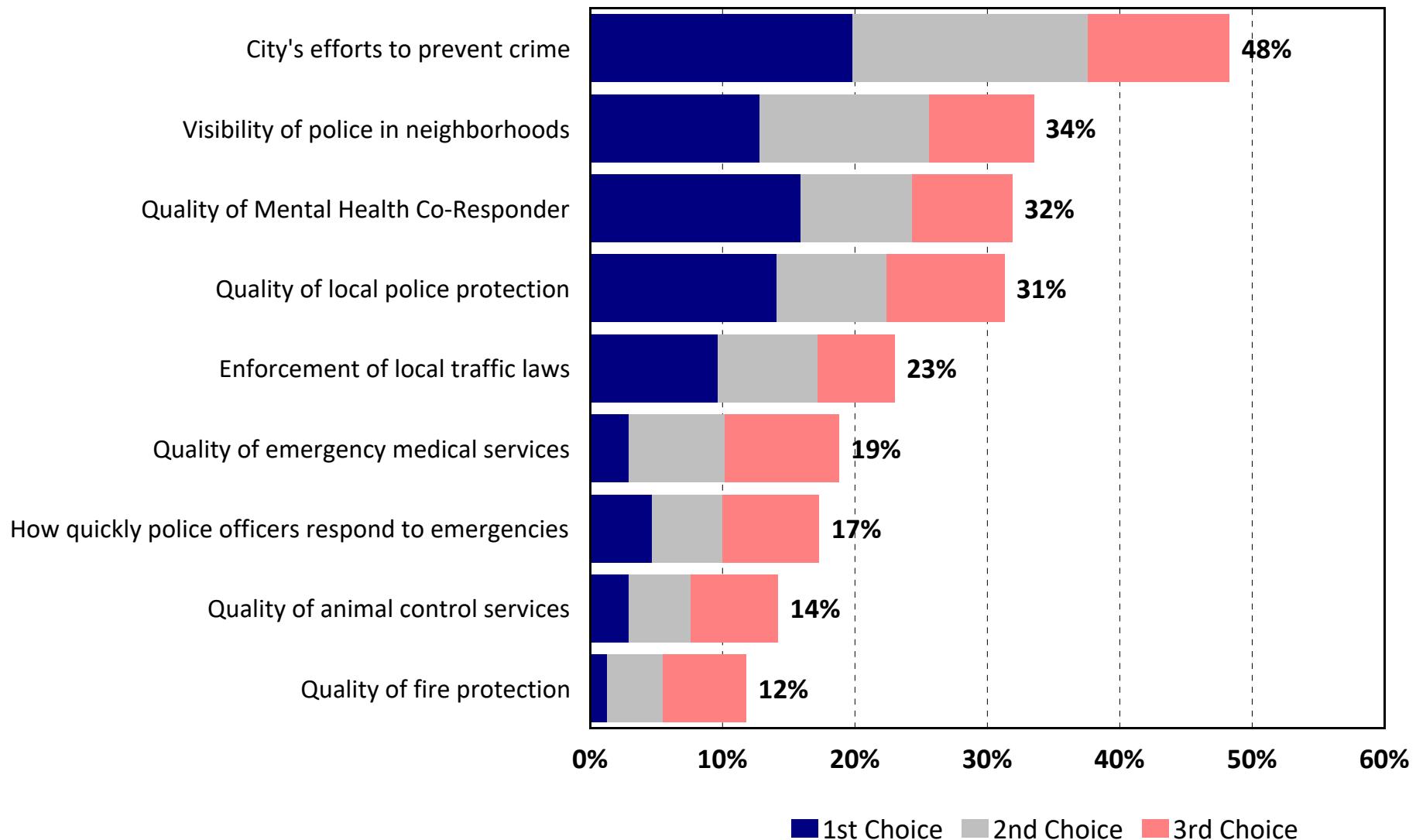
## 2023 vs. 2021 vs. 2008

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”



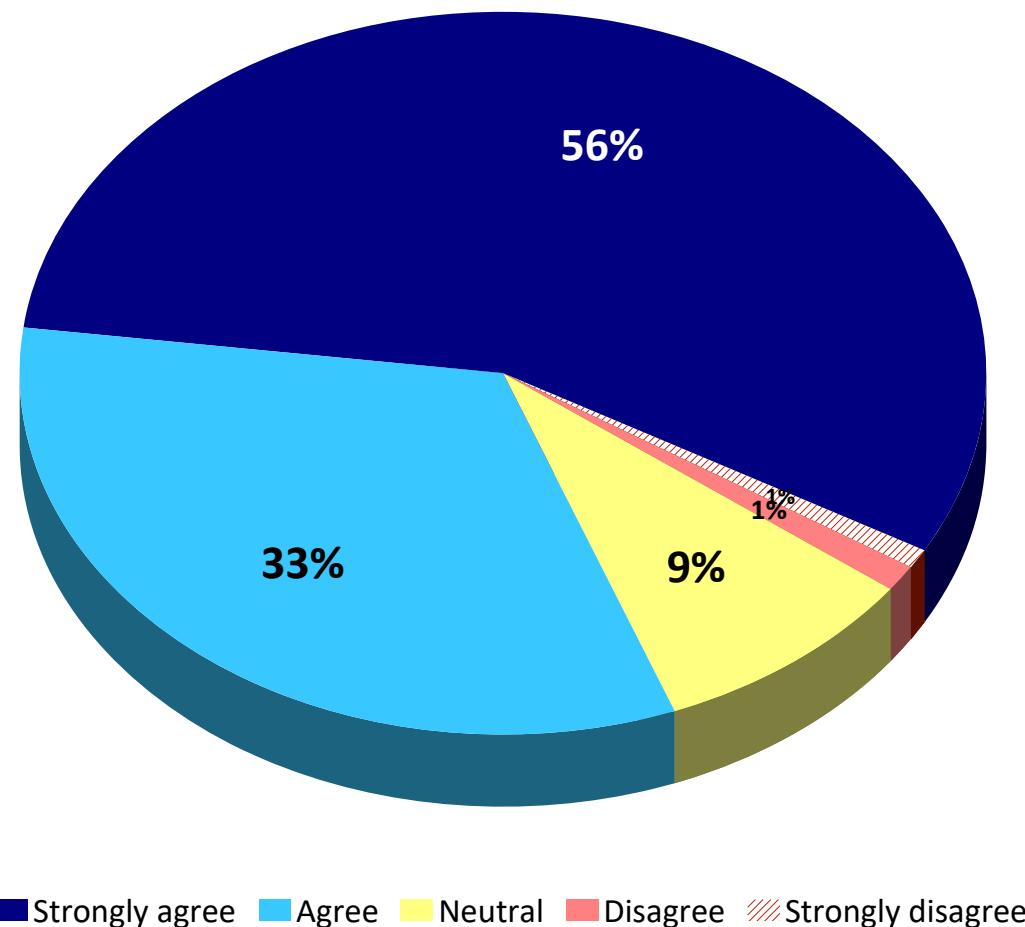
# Q6. Public Safety Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



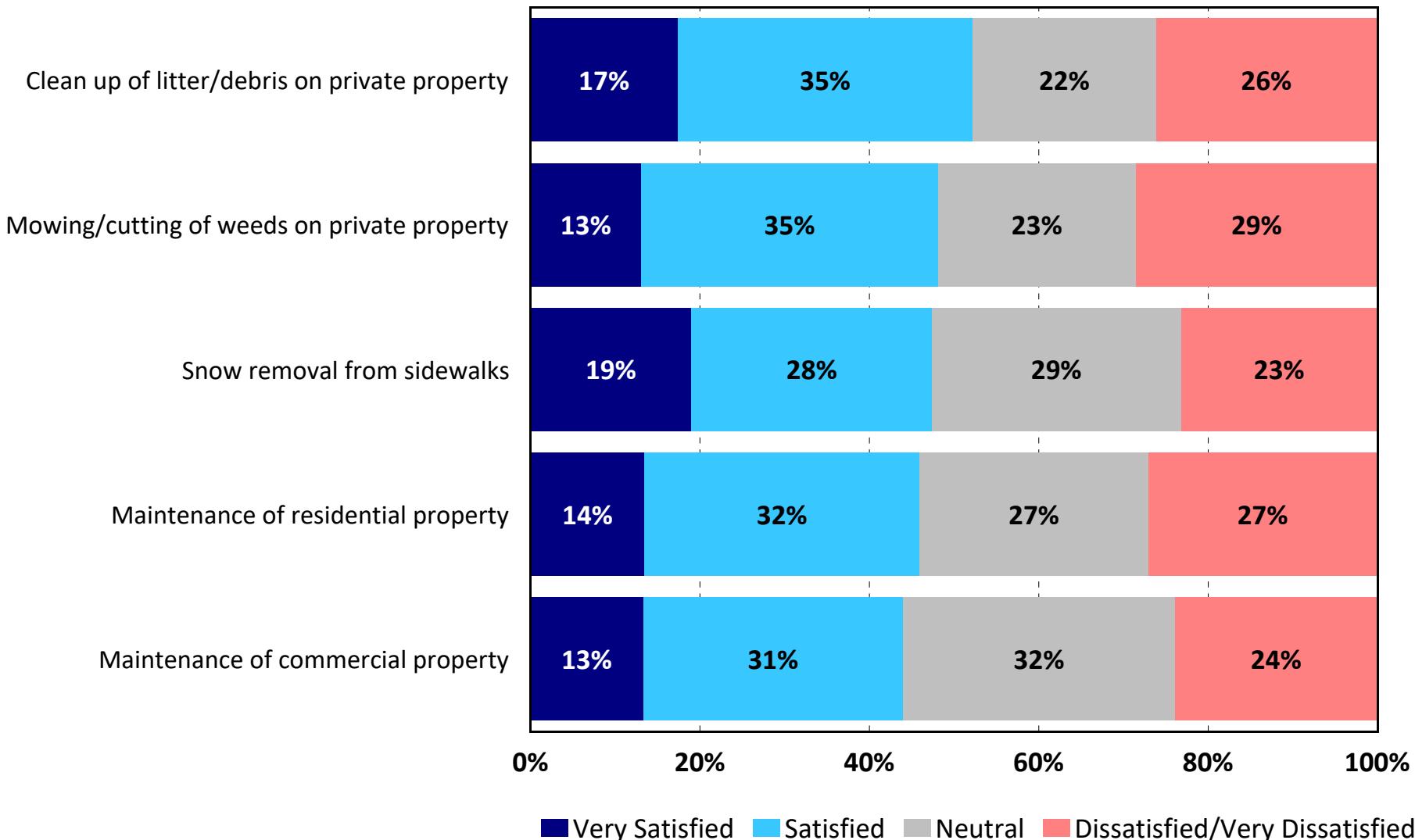
# Q7. Please rate your level of agreement with the following statement: *“I feel safe going to the Roeland Park Police for help if I need it.”*

by percentage of respondents (excluding “not provided”)



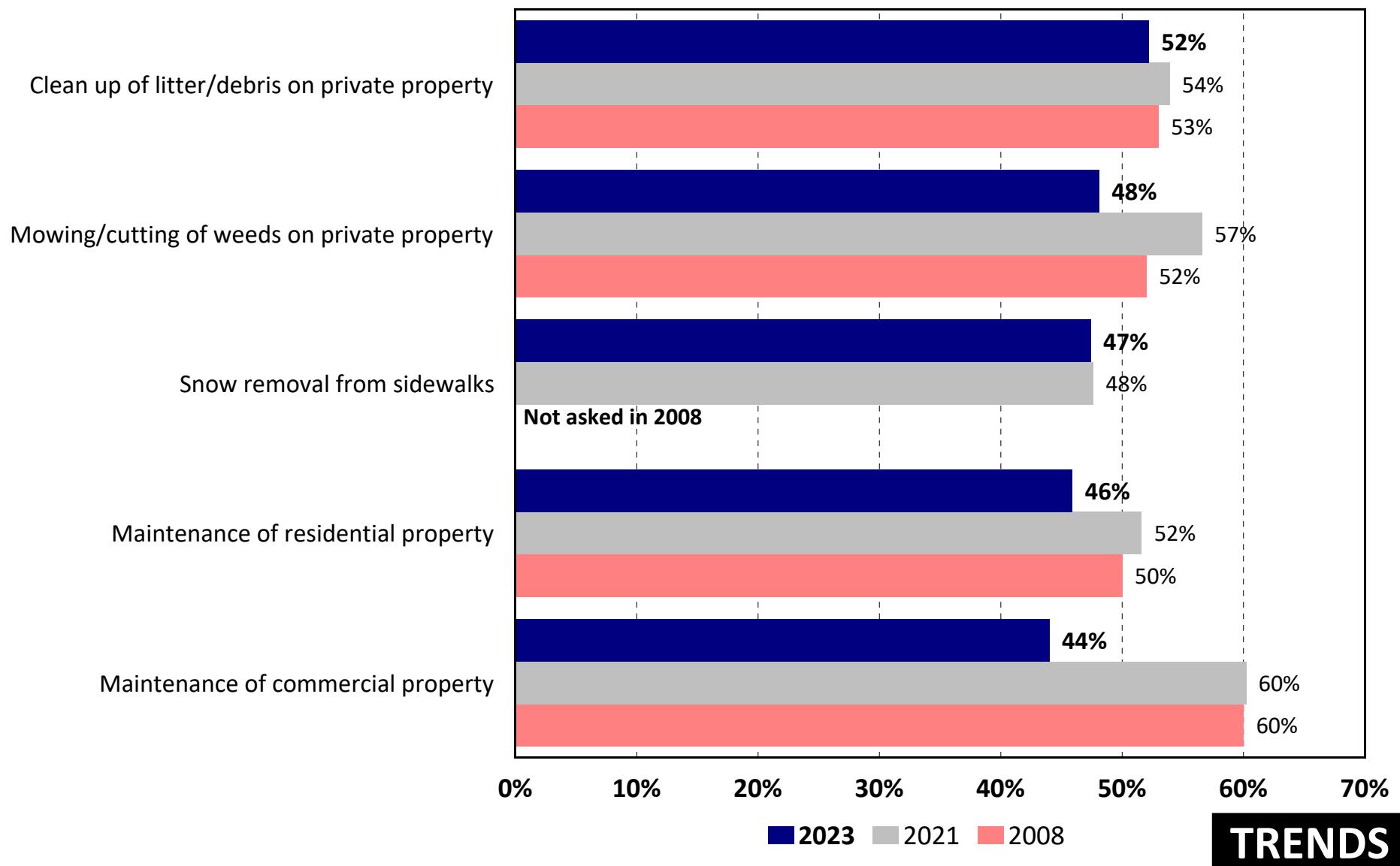
# Q8. Overall Satisfaction with the Enforcement of City Codes and Ordinances

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



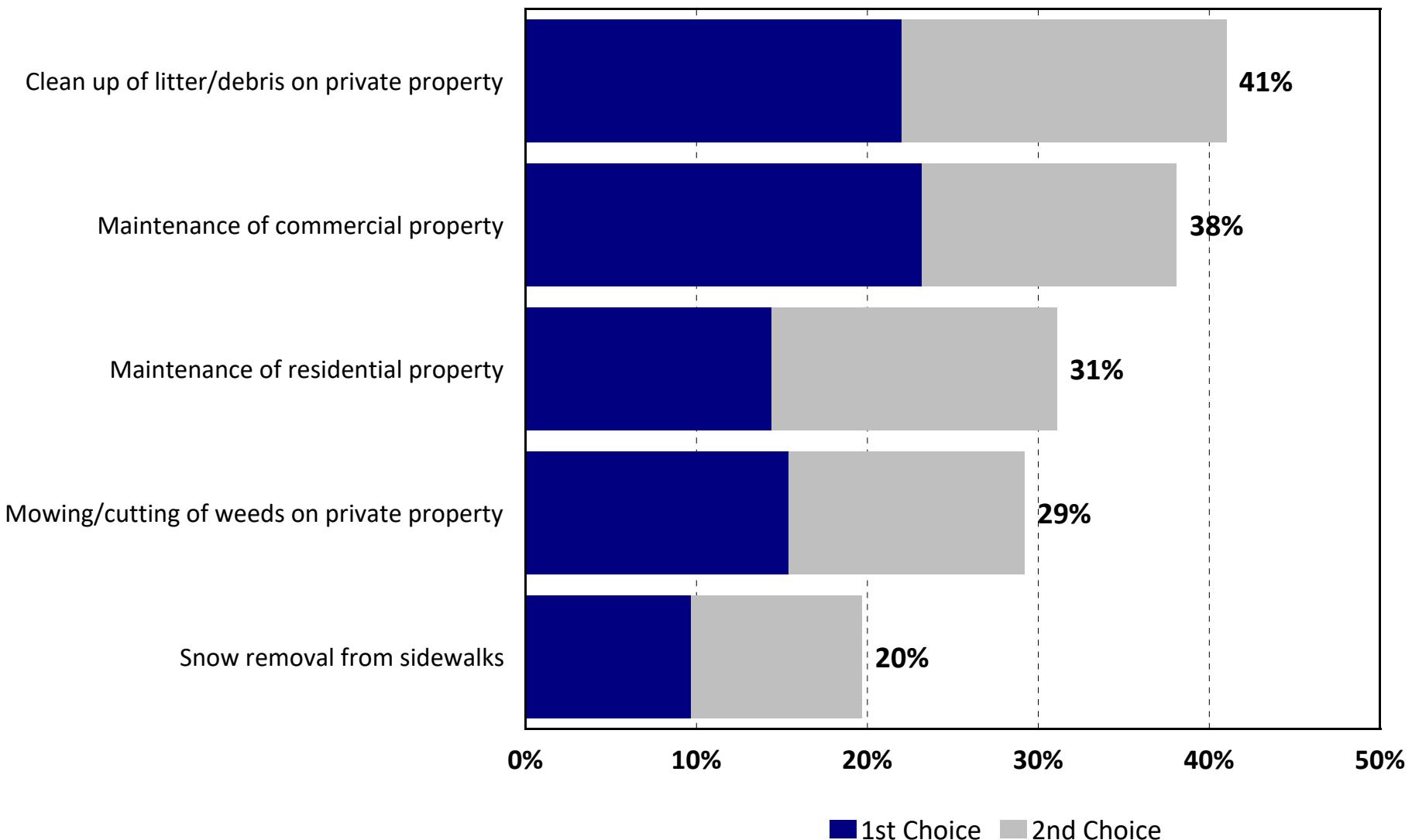
# Overall Satisfaction with the Enforcement of City Codes and Ordinances - 2023 vs. 2021 vs. 2008

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”



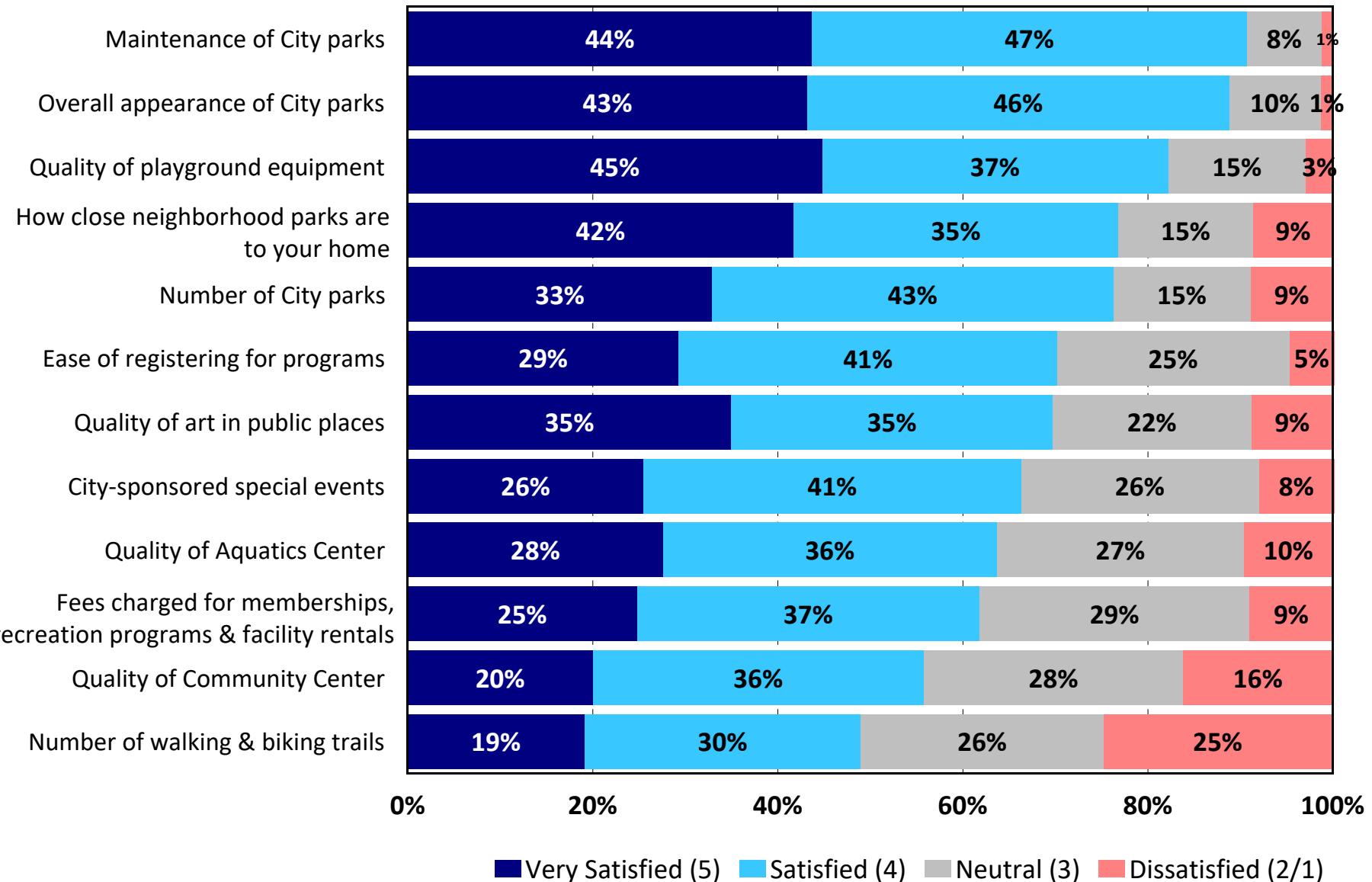
# Q9. Code Enforcement Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



# Q10. Overall Satisfaction with Parks and Recreation

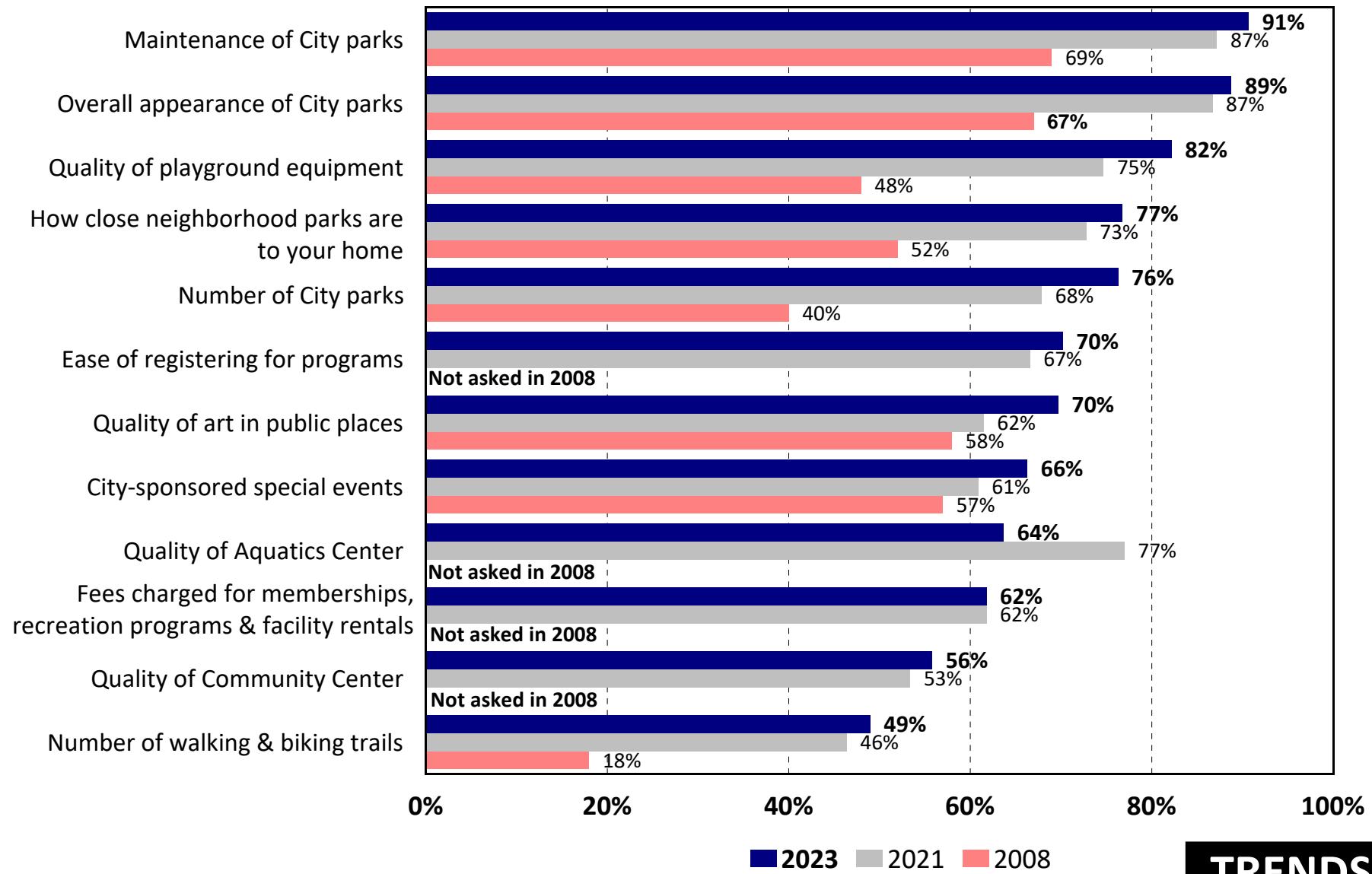
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



# Overall Satisfaction with Parks and Recreation

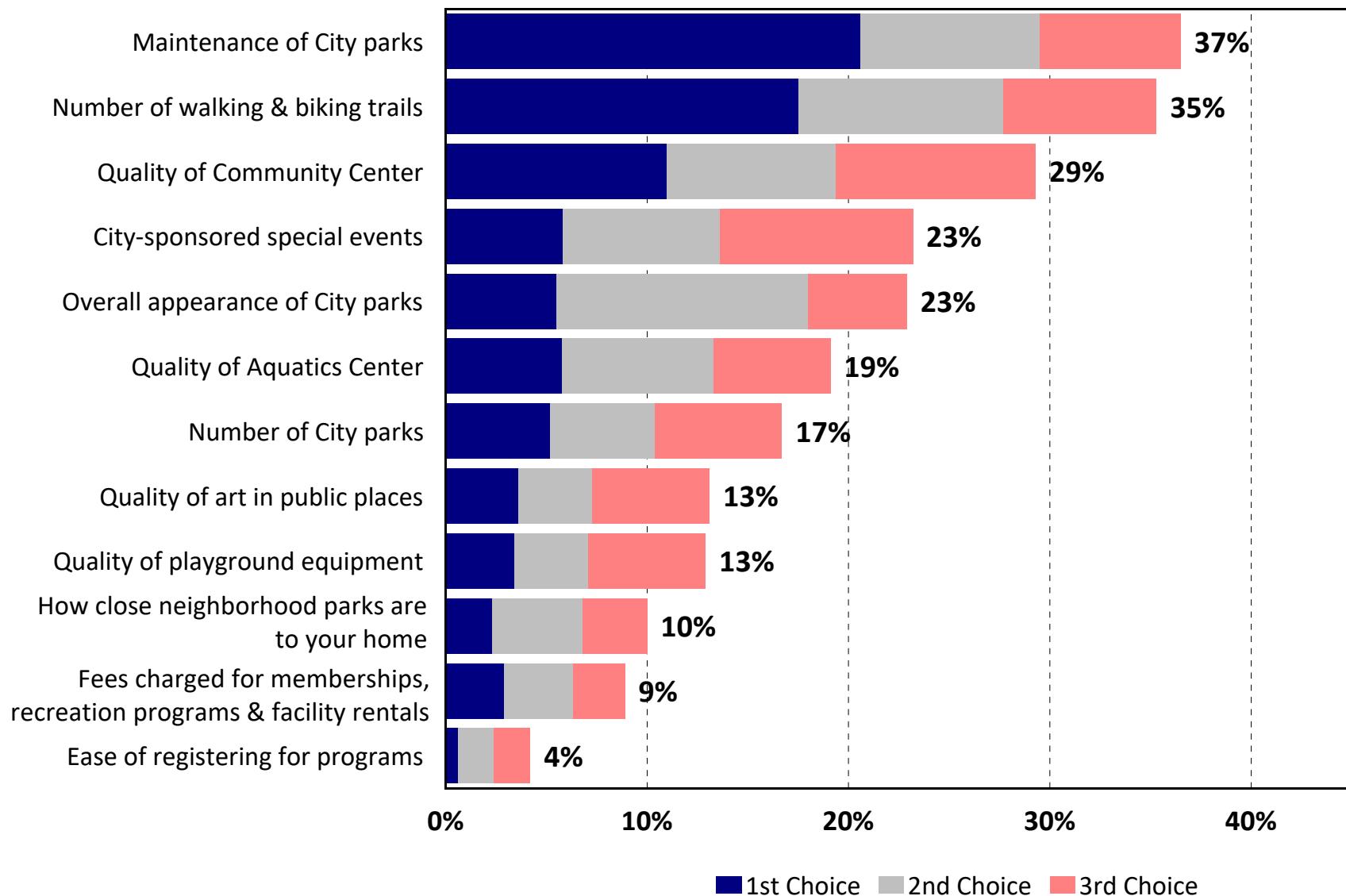
## 2023 vs. 2021 vs. 2008

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”



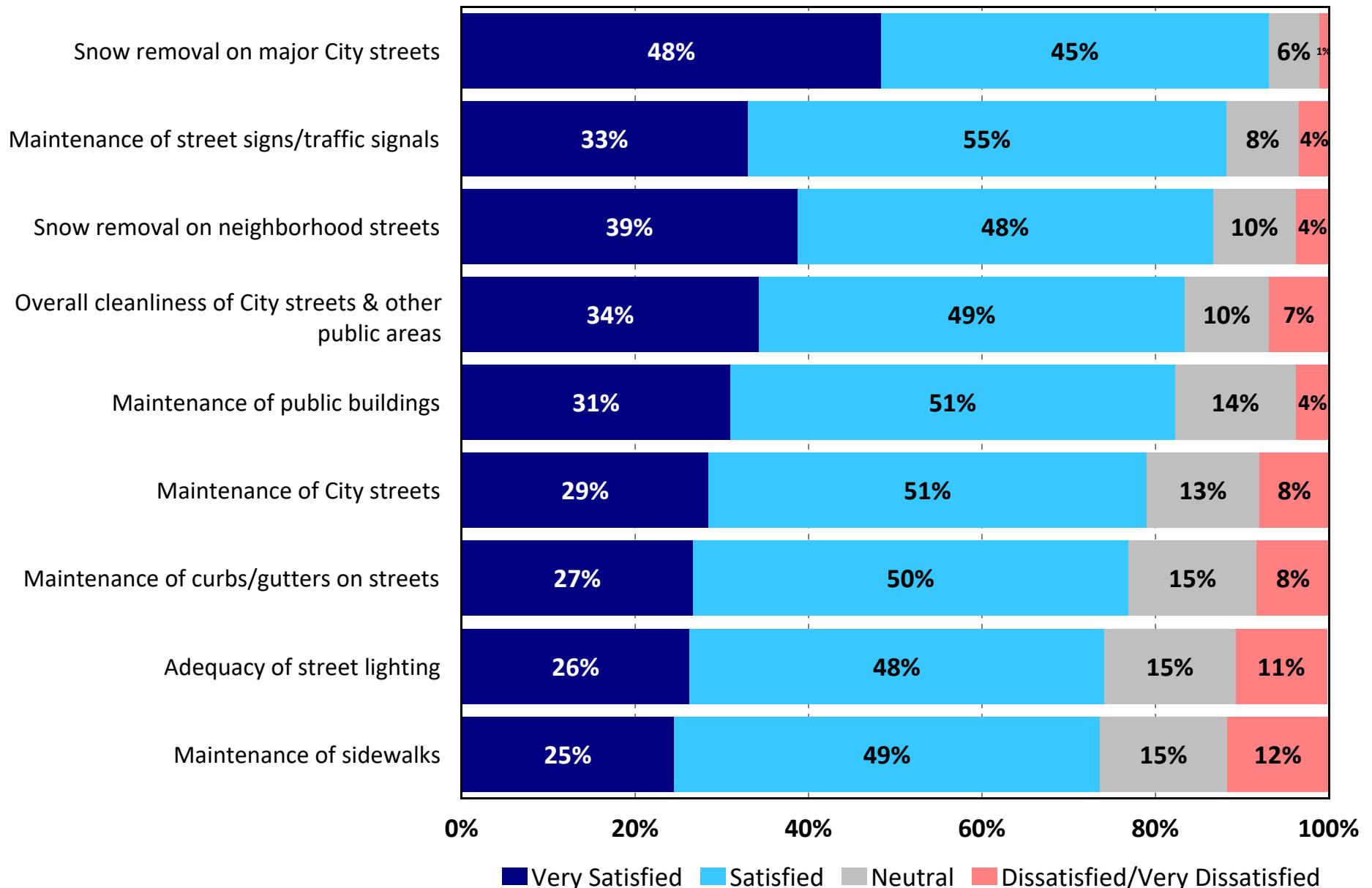
# Q11. Parks and Recreation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



# Q12. Overall Satisfaction with City Maintenance

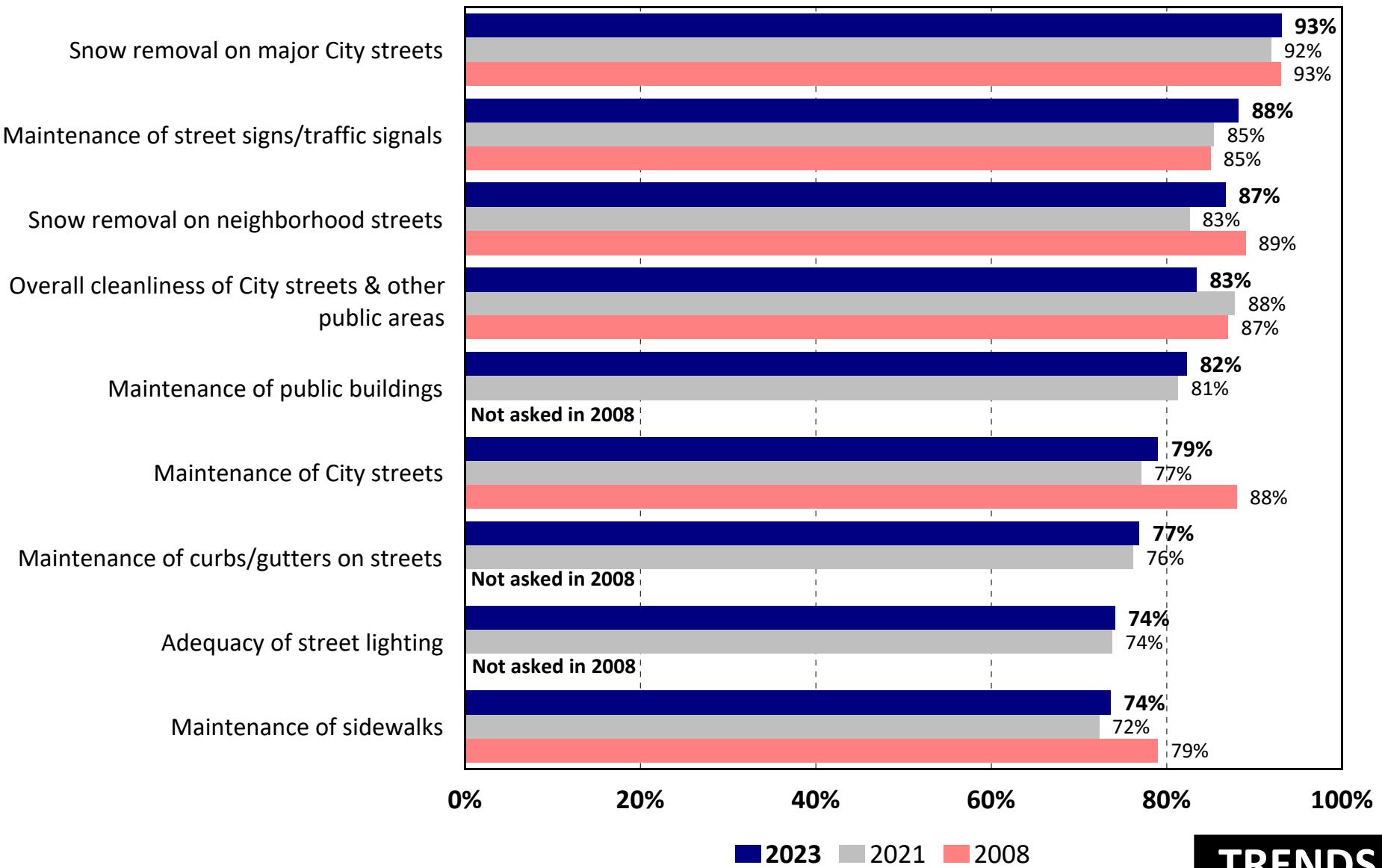
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



# Overall Satisfaction with City Maintenance

## 2023 vs. 2021 vs. 2008

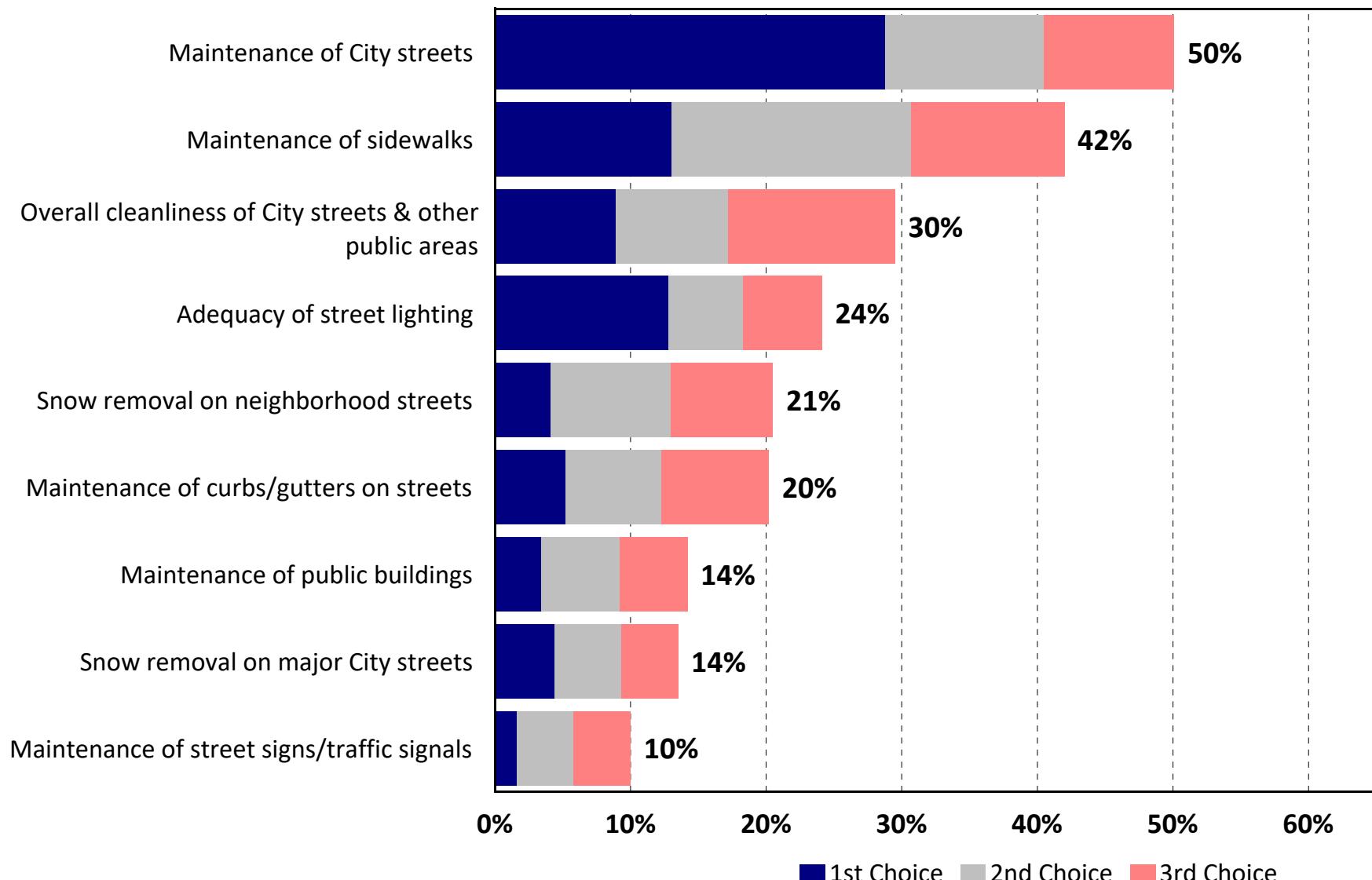
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



**TRENDS**

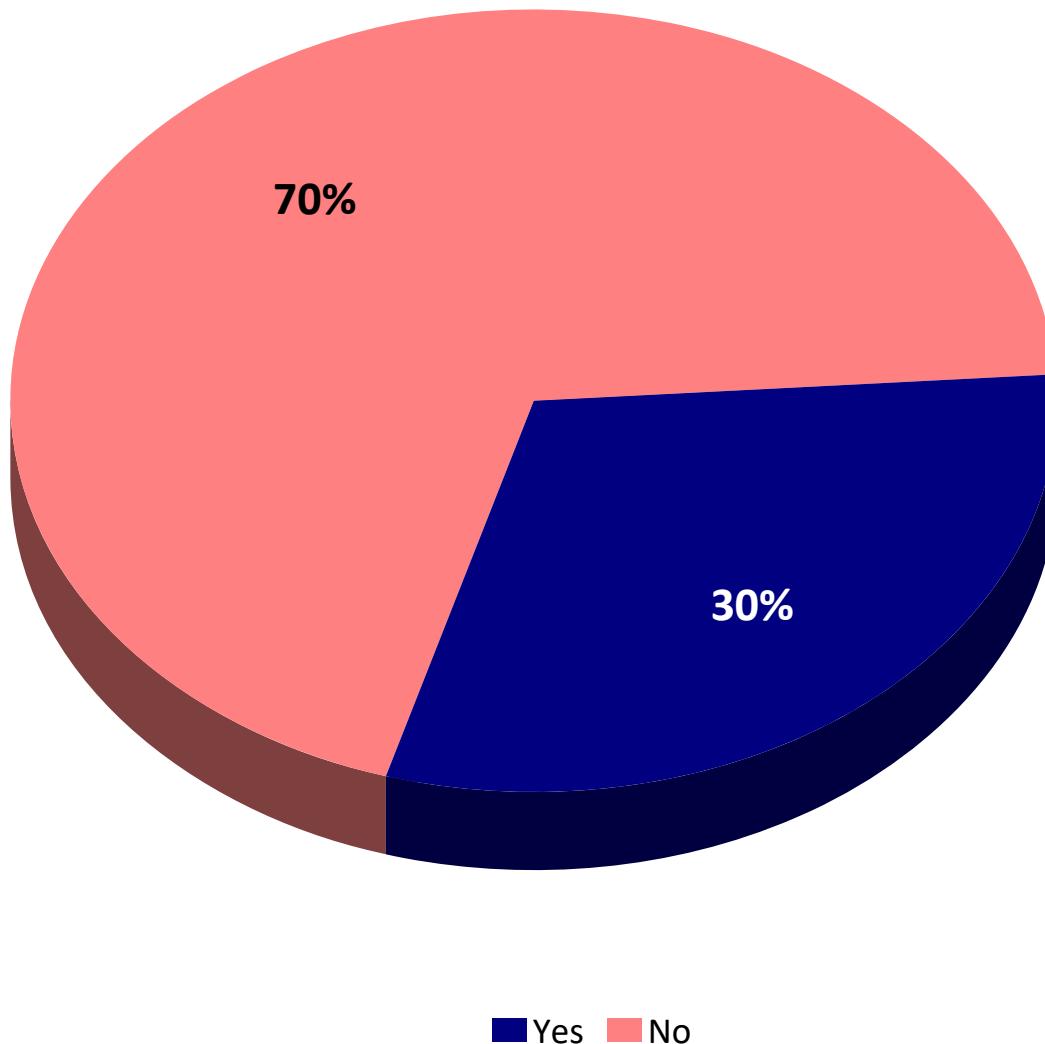
# Q13. Maintenance Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



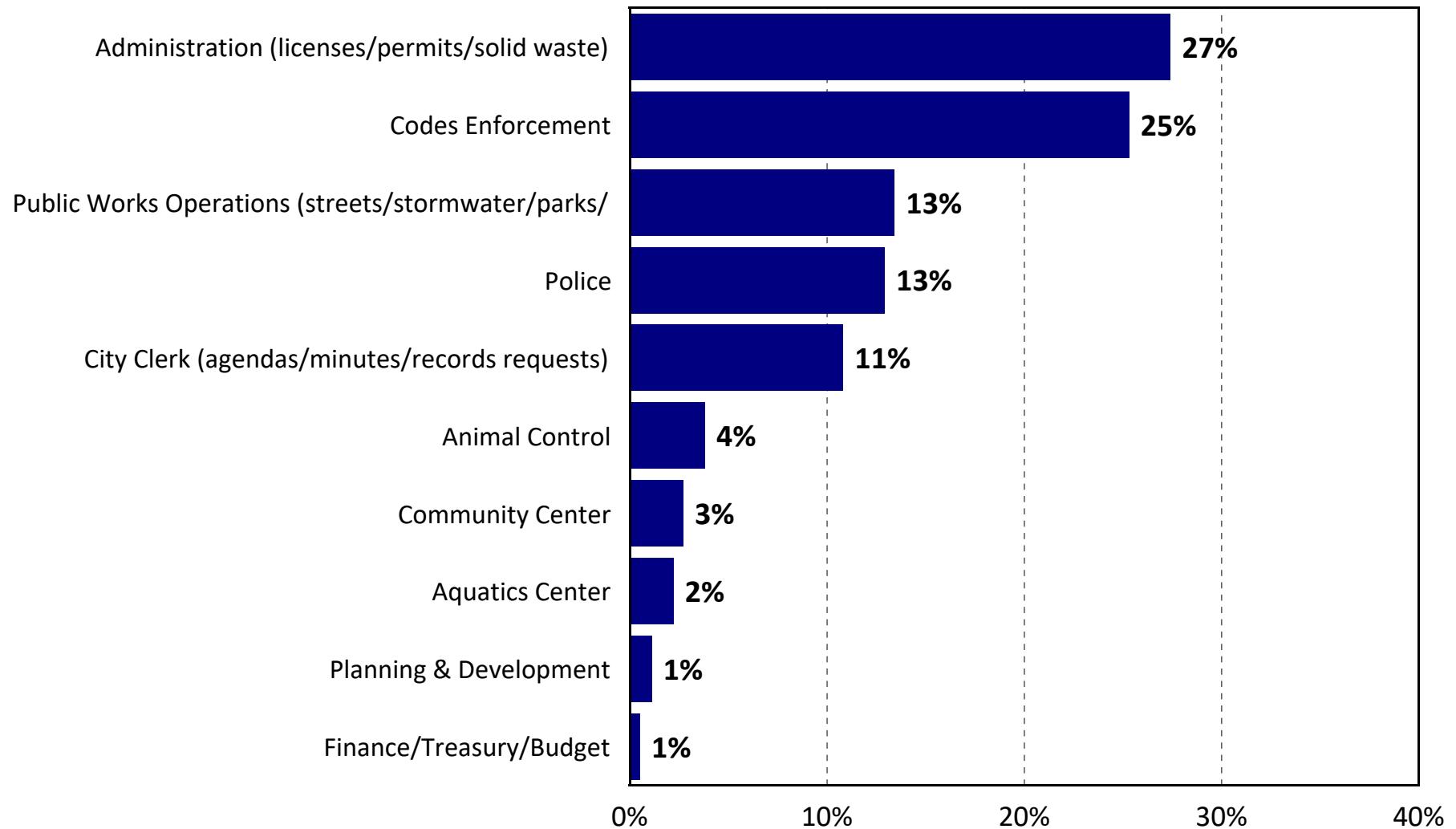
# Q14. Have you contacted the City with a question, problem, or complaint during the past year?

by percentage of respondents



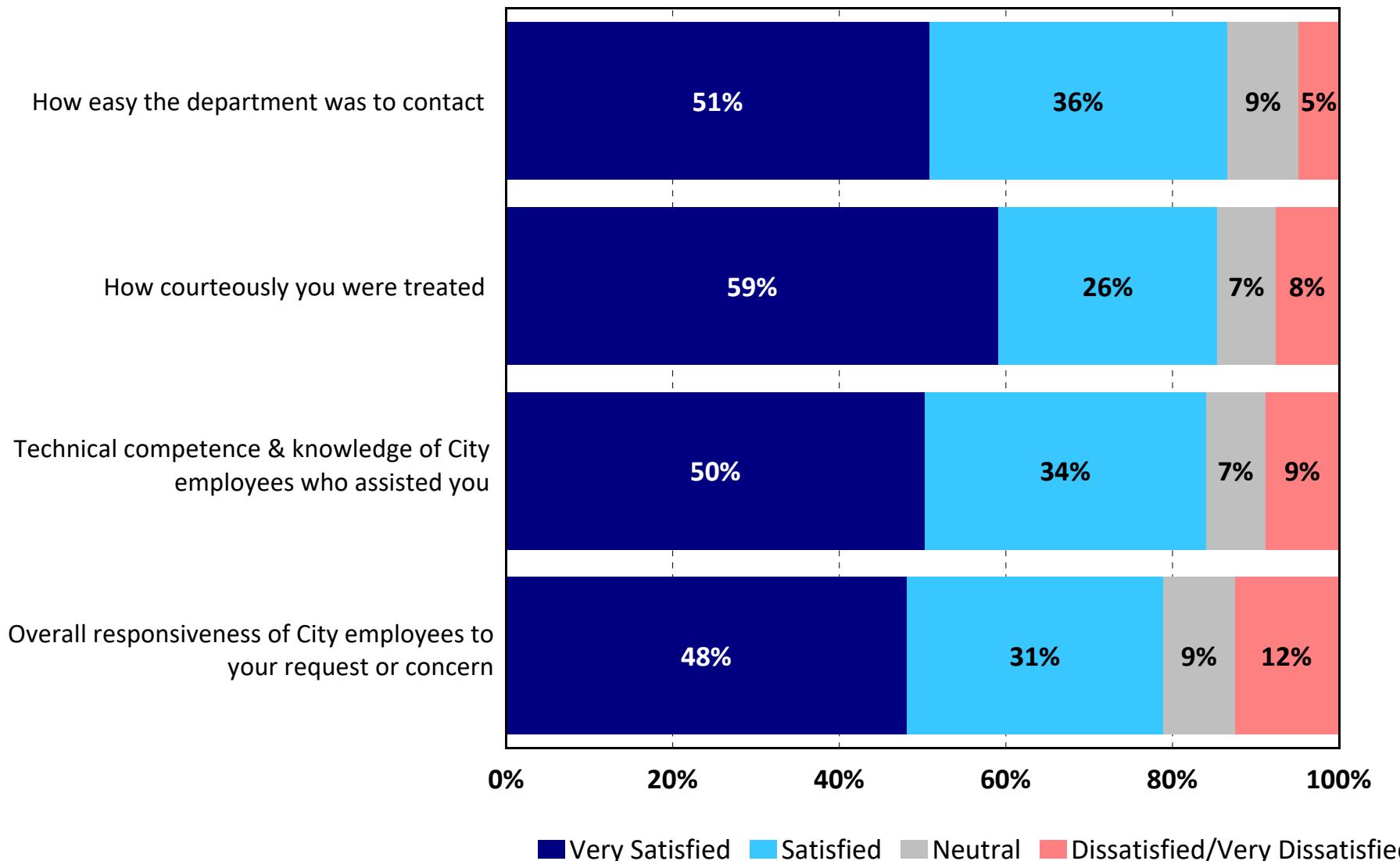
# Q14a. Which City department did you contact most recently?

by percentage of respondents who contacted the City with a question problem, or complaint during the past year  
(excluding "not provided")



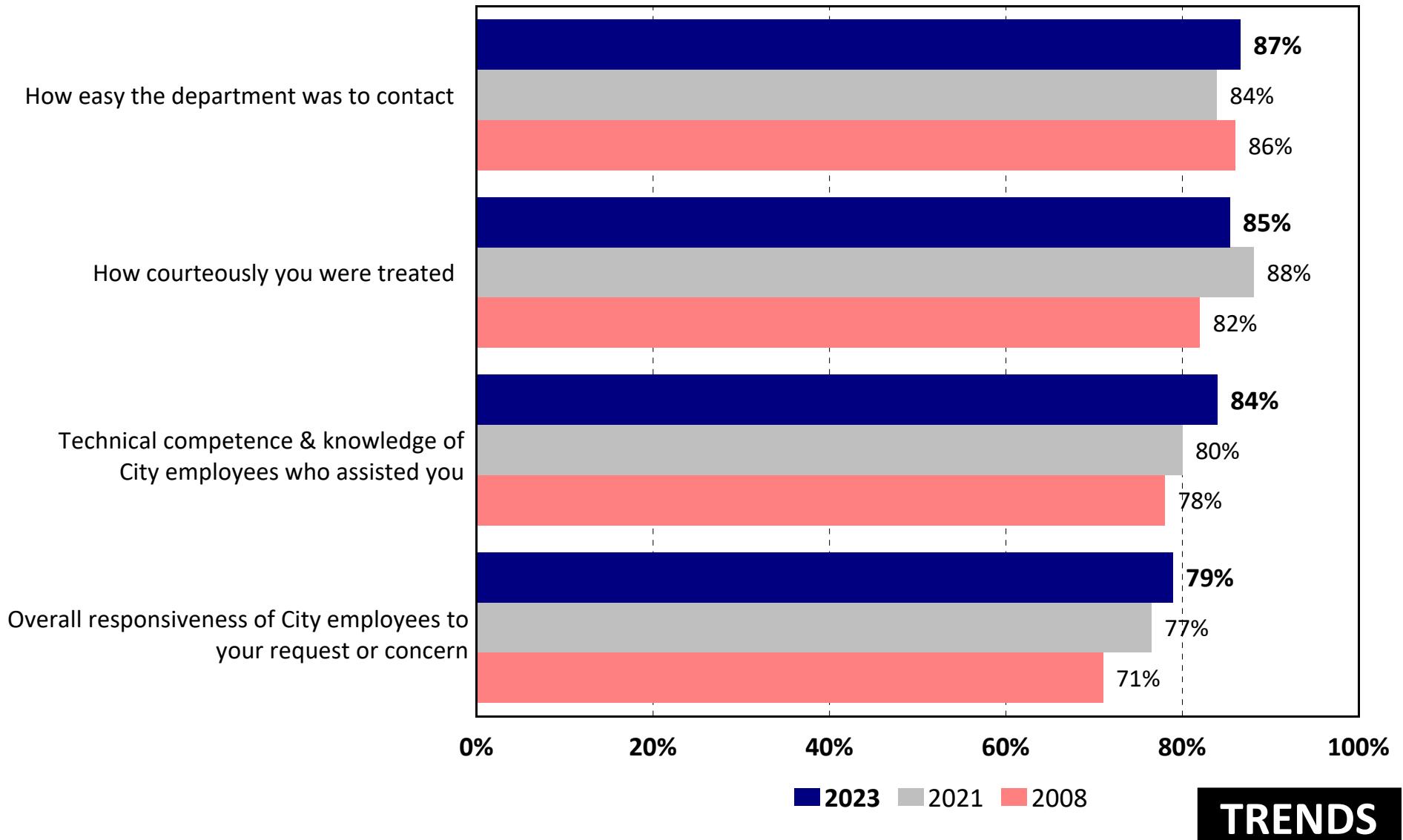
# Q14b. Overall Satisfaction with the Quality of Service Received from City Employees

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”)



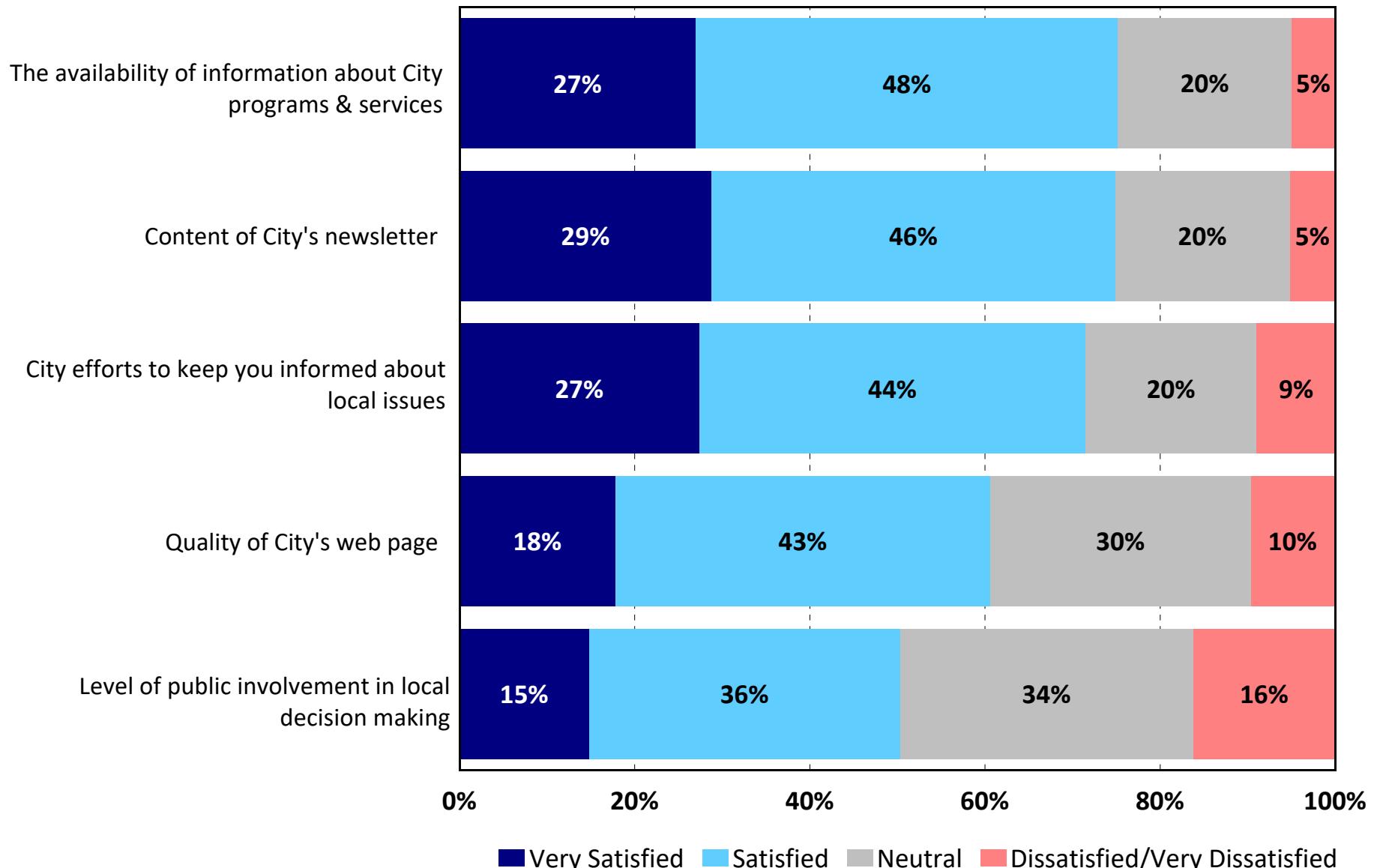
# Overall Satisfaction with Quality of Service Received from City Employees - 2023 vs. 2021 vs. 2008

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”



# Q15. Overall Satisfaction with City Communication

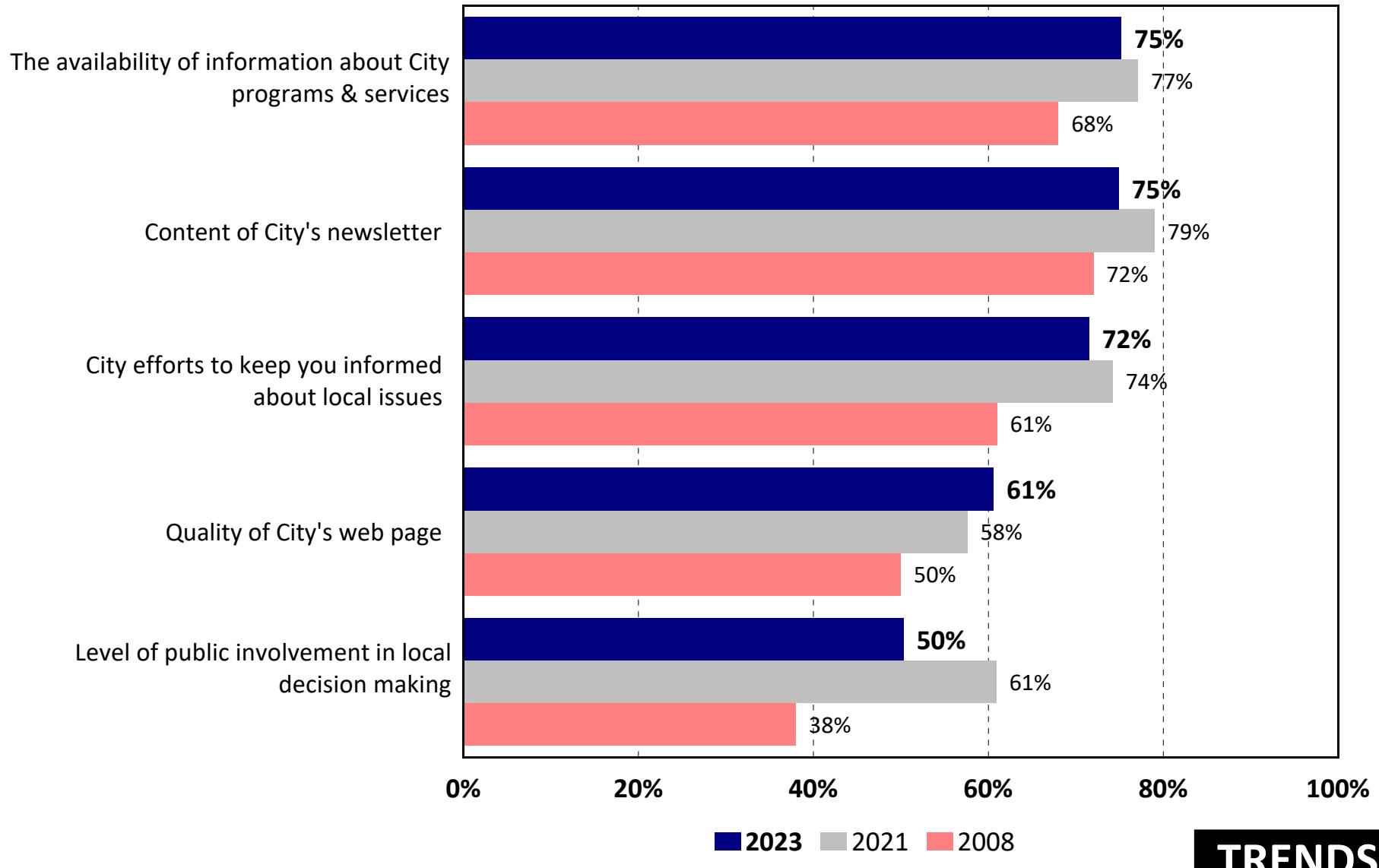
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



# Overall Satisfaction with City Communication

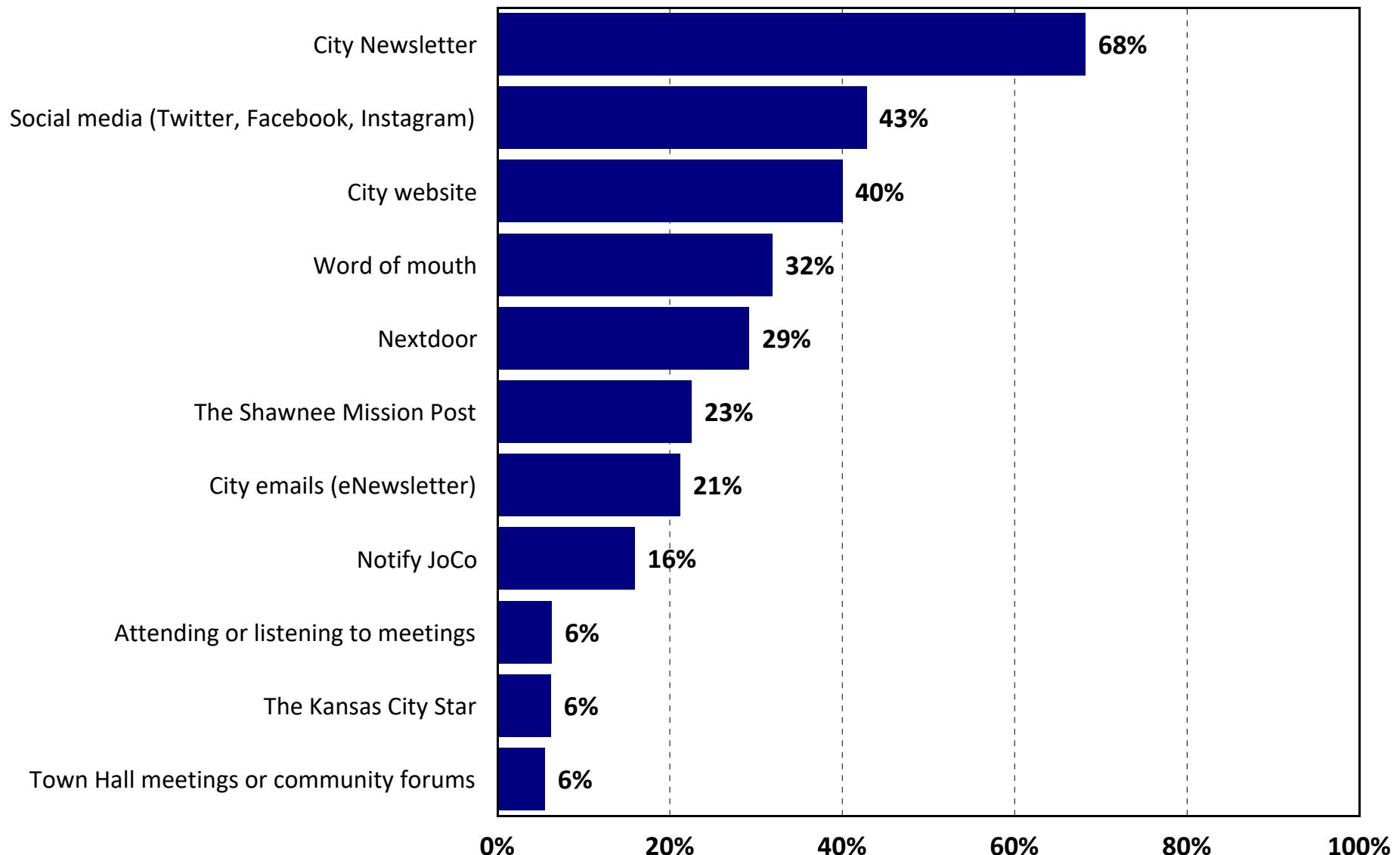
## 2023 vs. 2021 vs. 2008

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"



# Q16. From what source(s) would you most prefer to get information about the City?

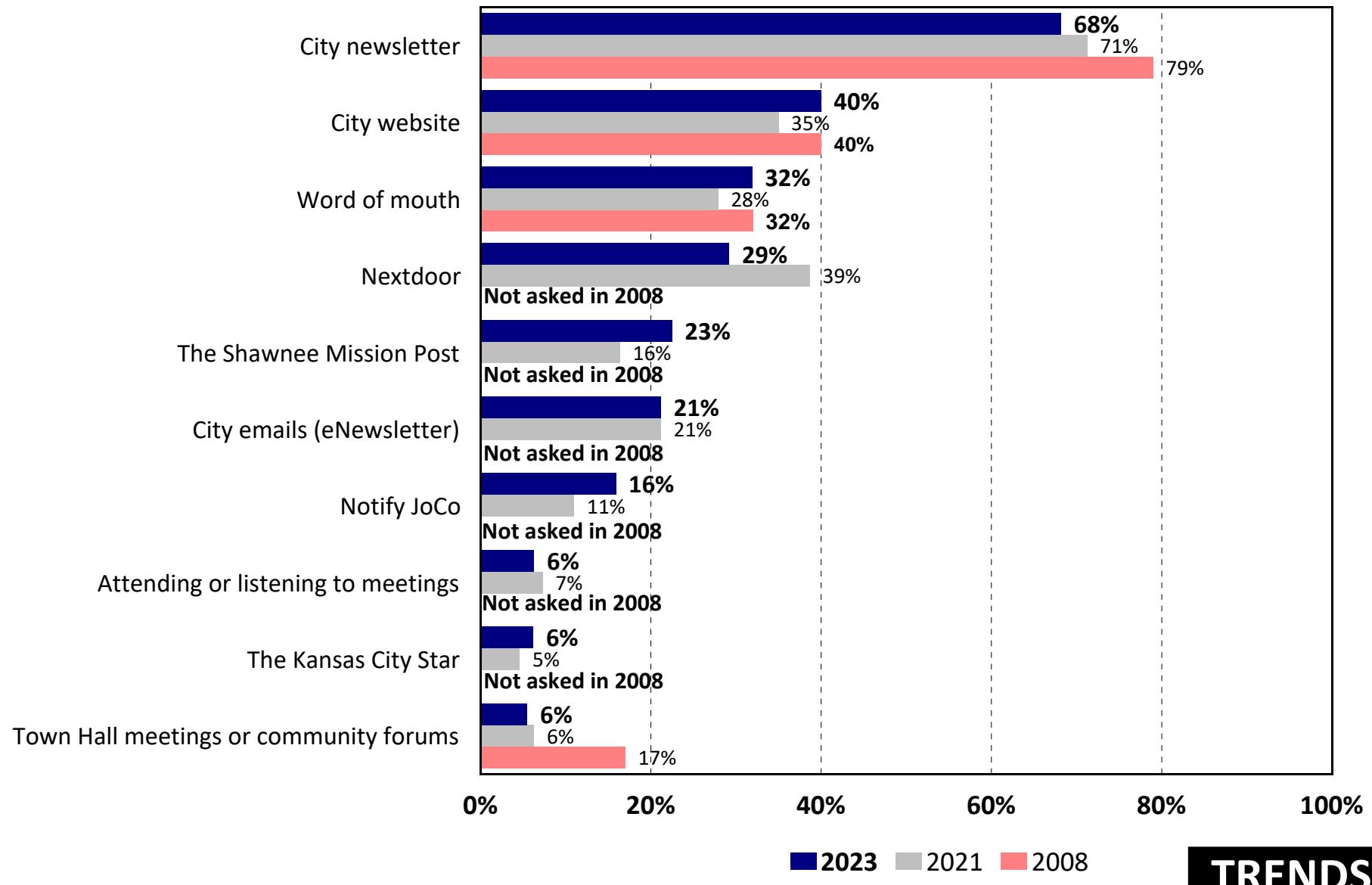
by percentage of respondents



# Preferred Sources of Information

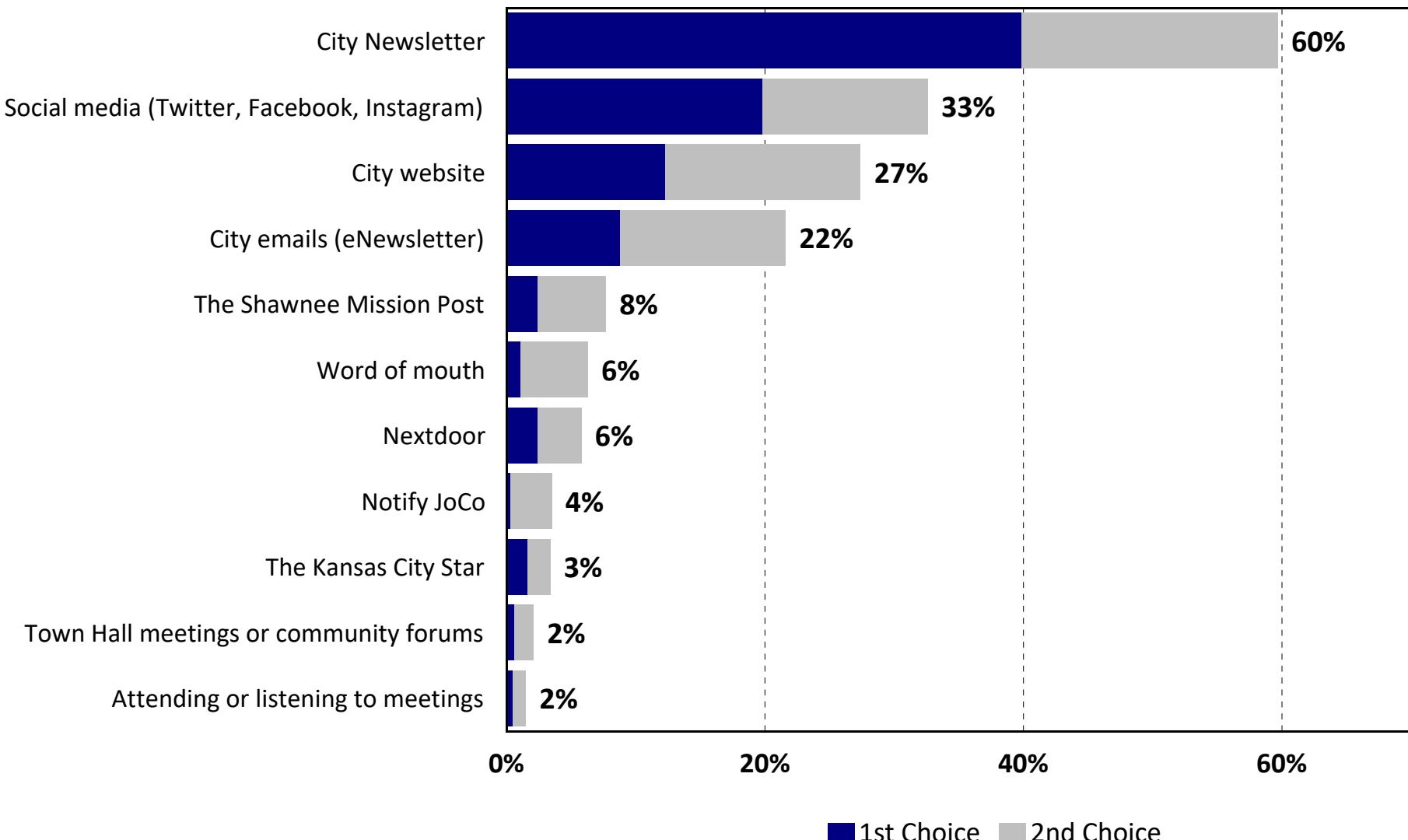
## 2023 vs. 2021 vs. 2008

by percentage of respondents



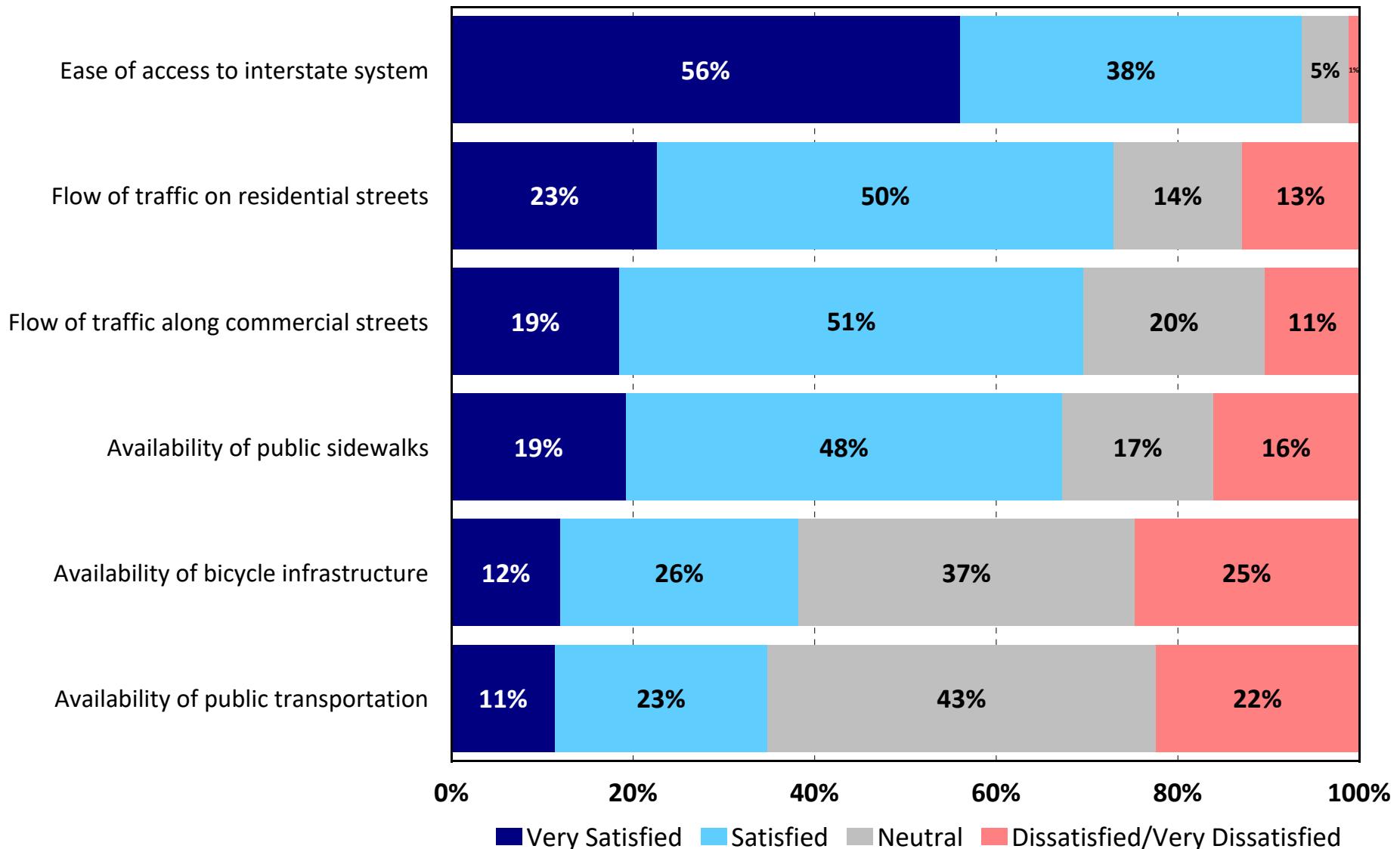
# Q17. Most Preferred Sources of Information

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



# Q18. Overall Satisfaction with Transportation and Connectivity

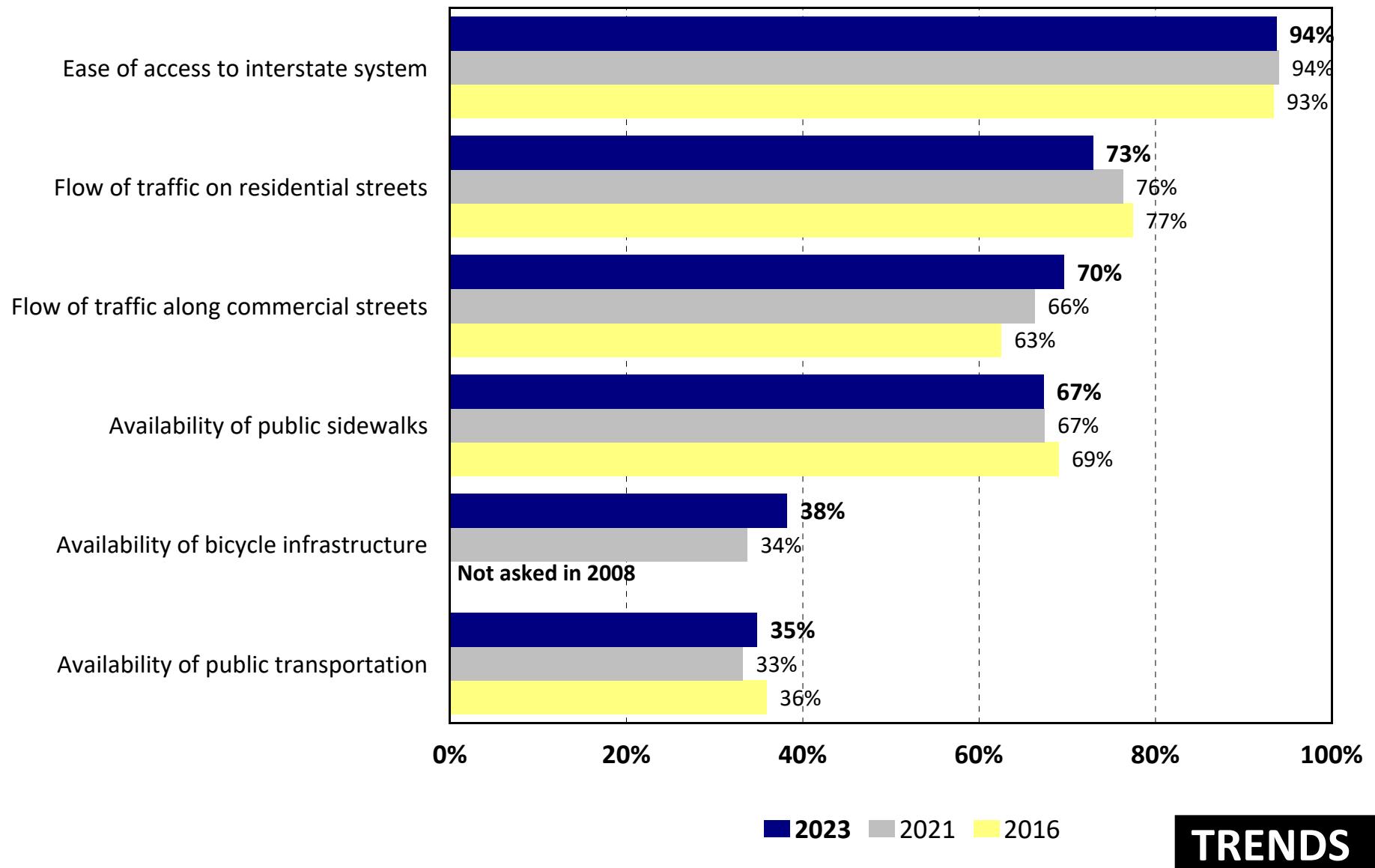
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



# Overall Satisfaction with Transportation and Connectivity

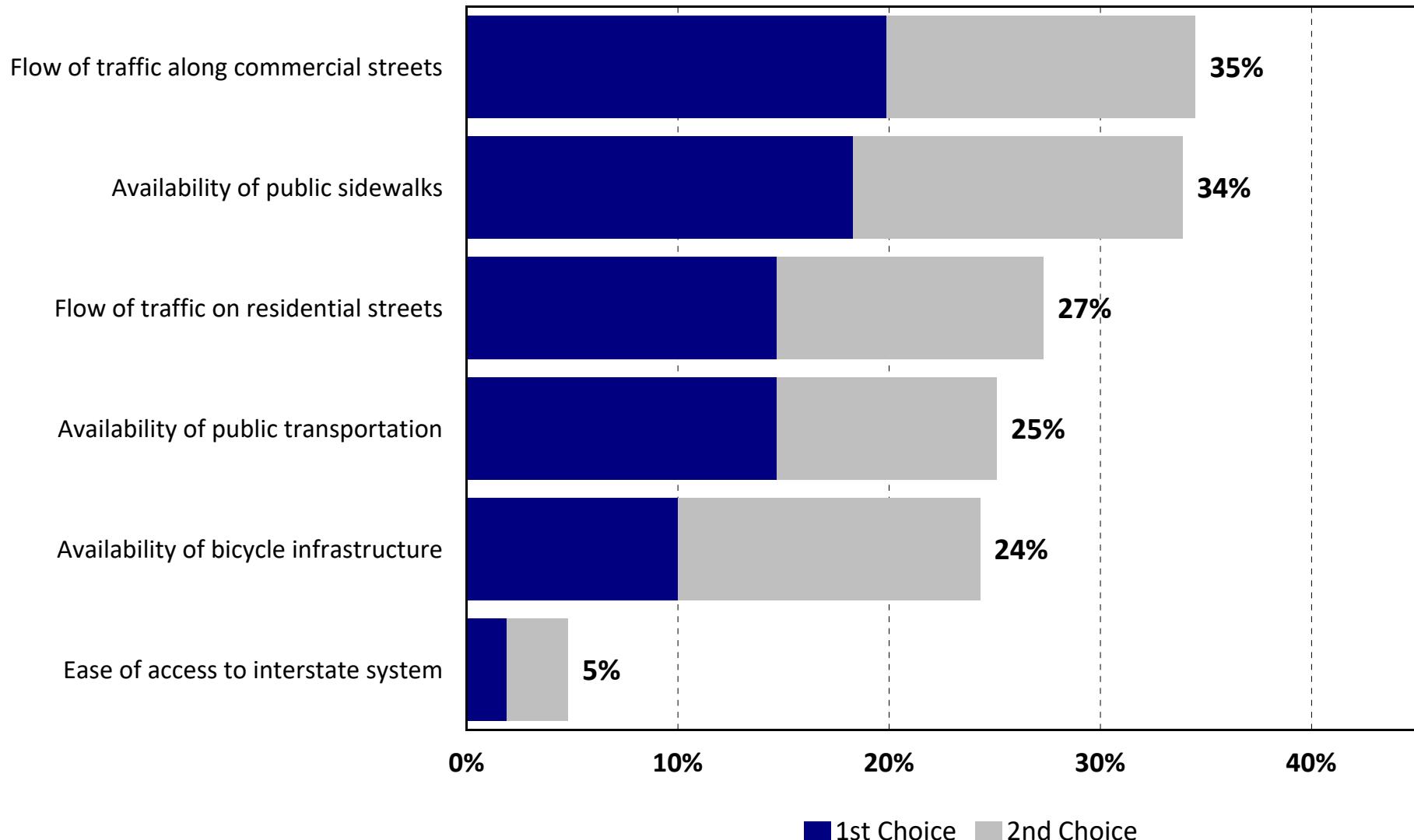
## 2023 vs. 2021 vs. 2016

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"



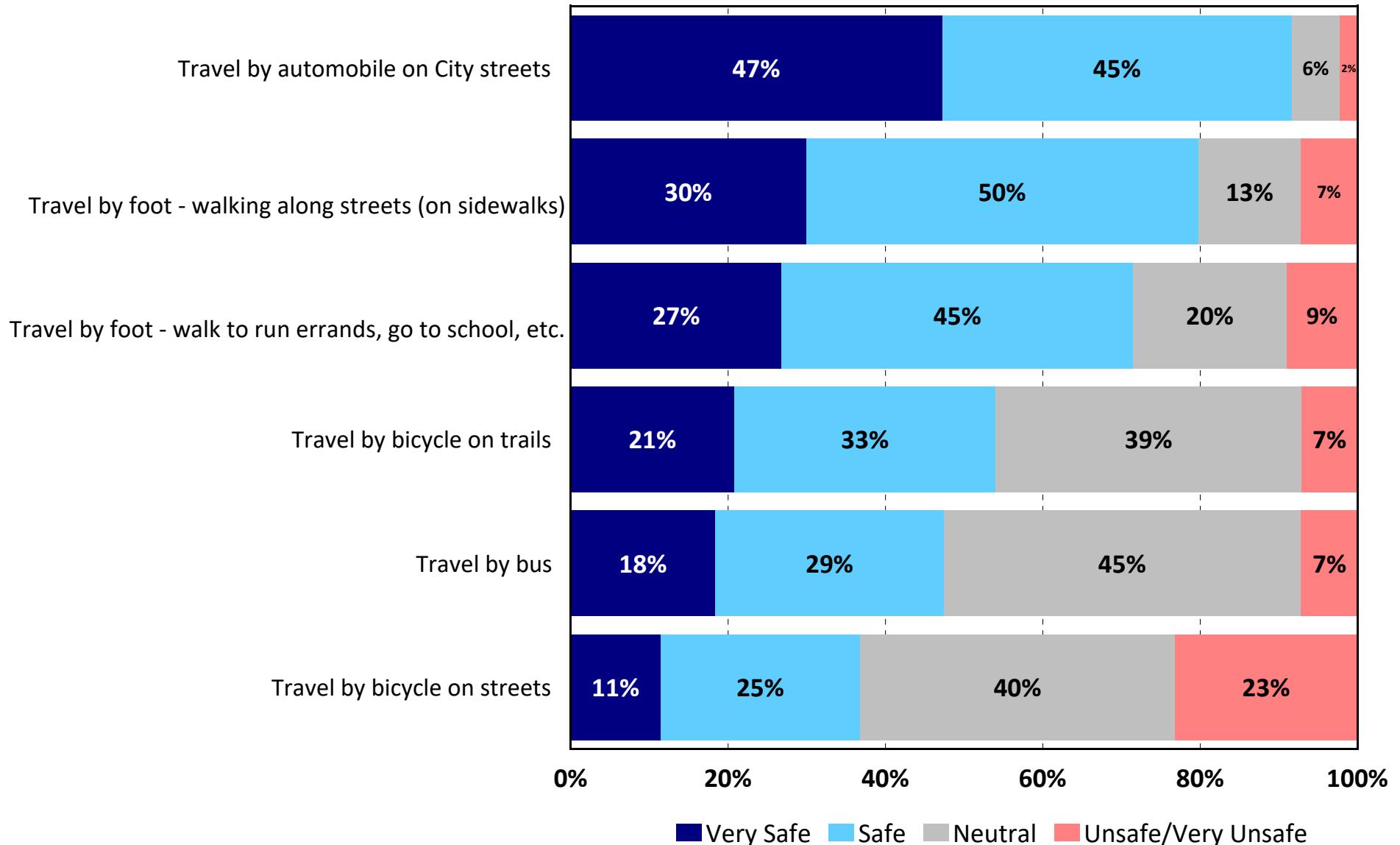
# Q19. Transportation/Connectivity Issues That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



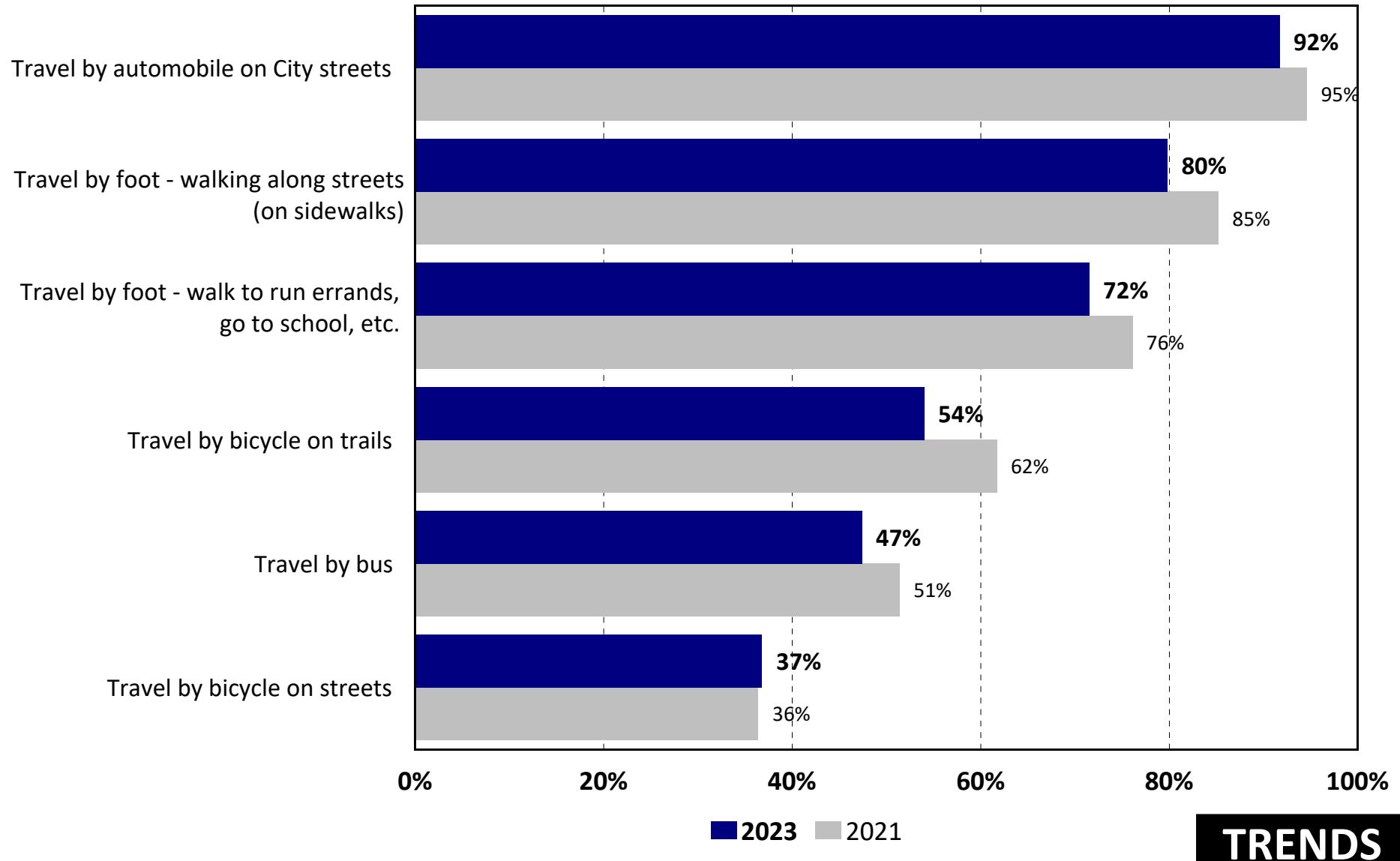
# Q20. Perceptions of Transportation Safety

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



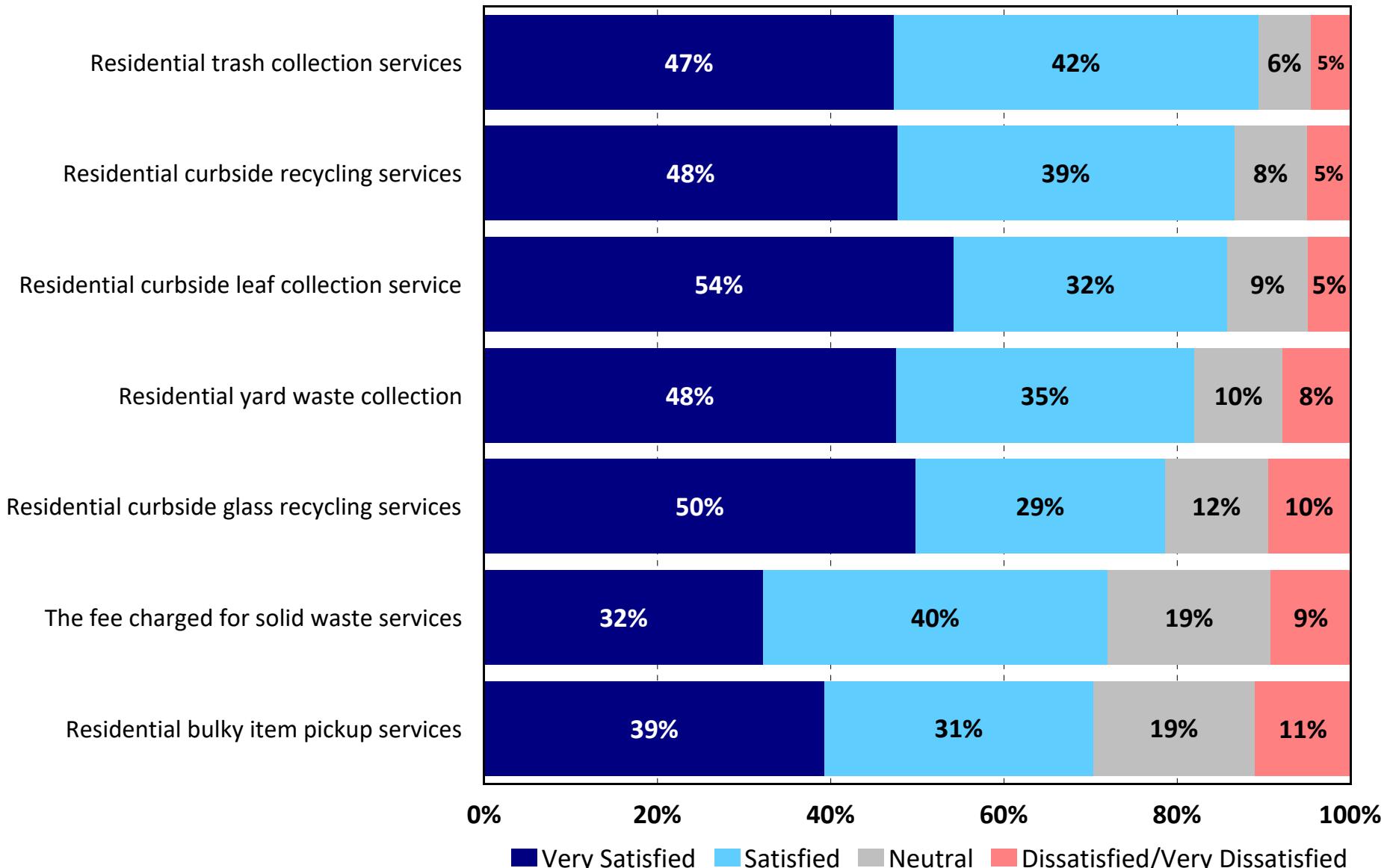
# Perceptions of Transportation Safety

## 2023 vs. 2021



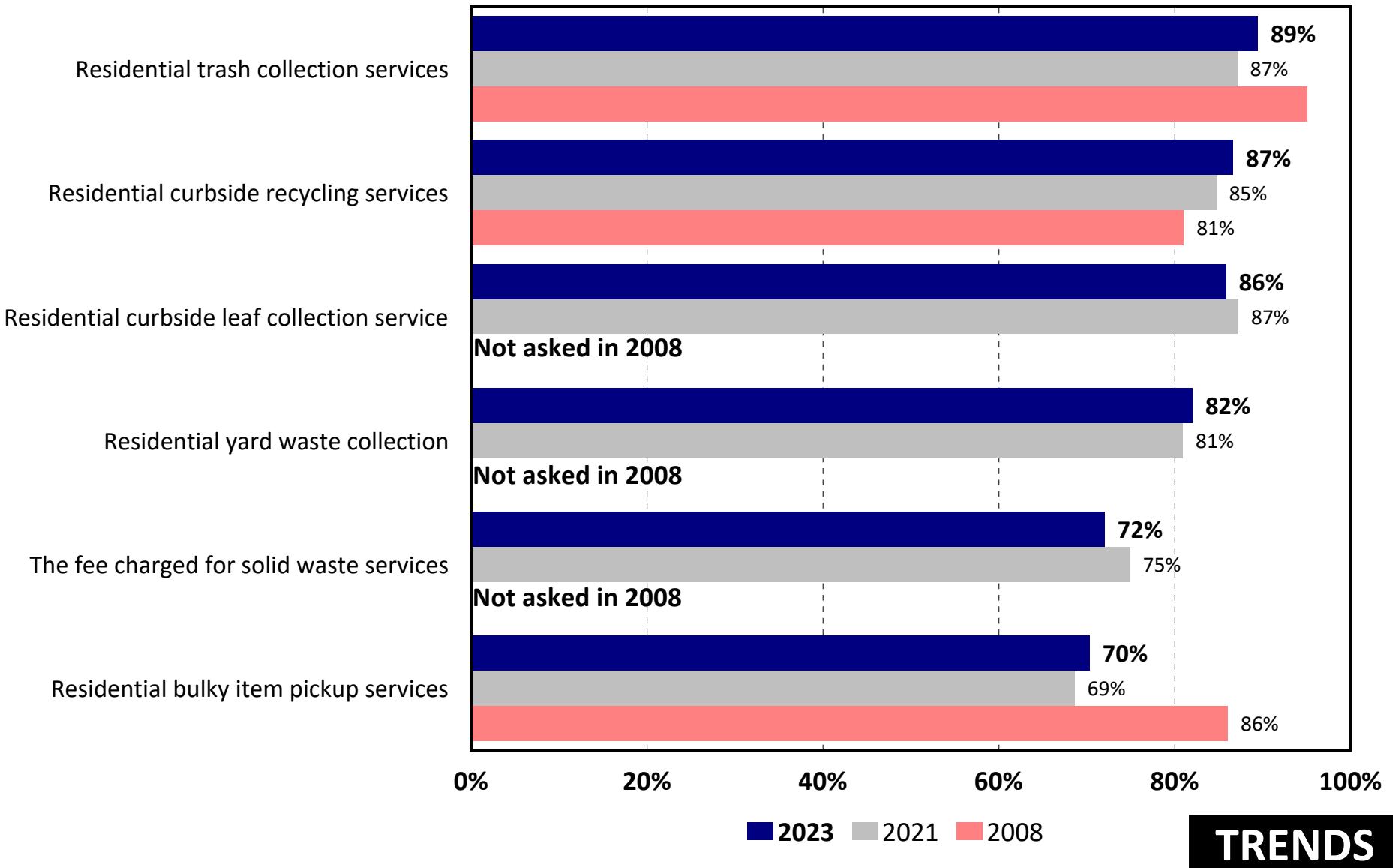
# Q21. Overall Satisfaction with Trash Services

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



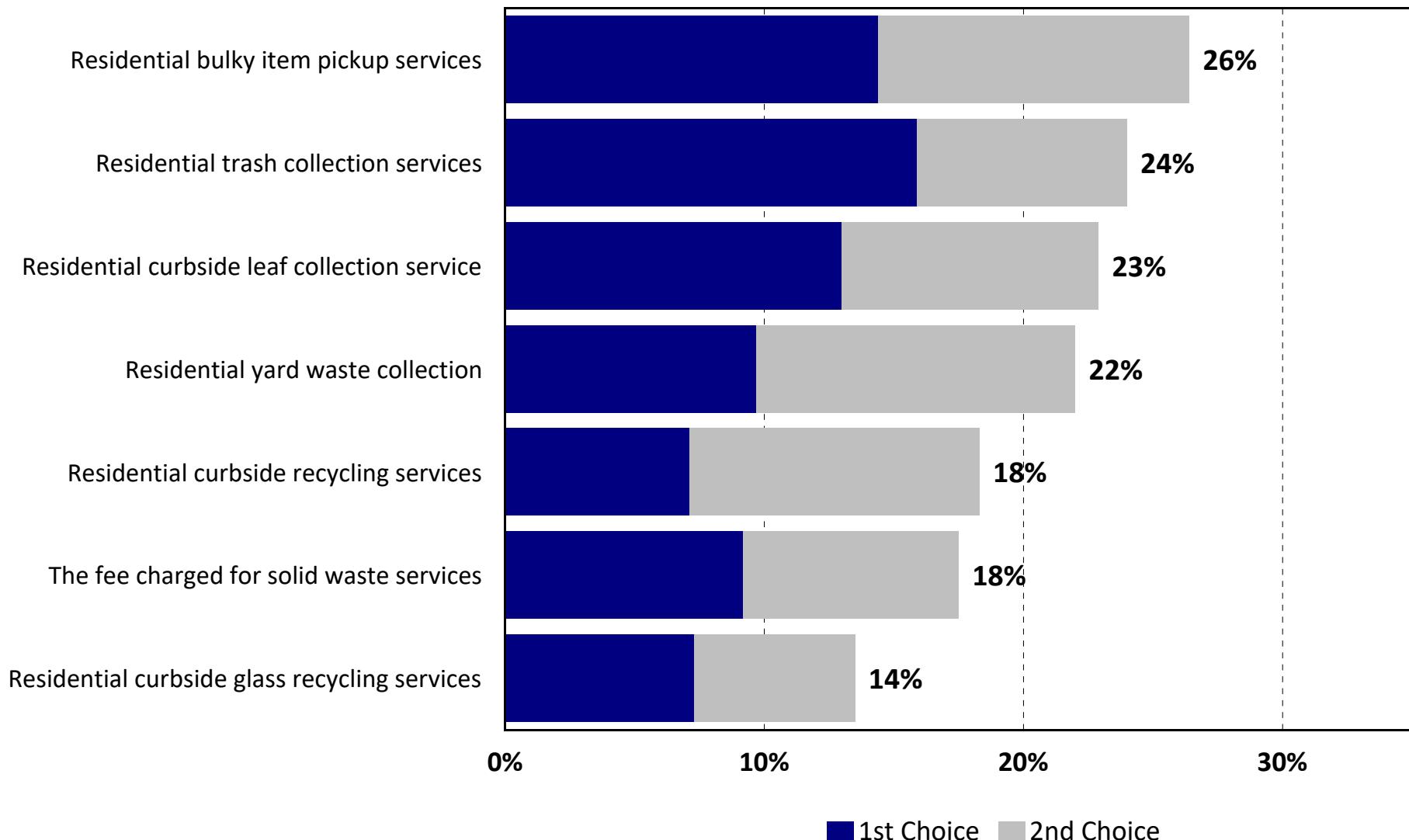
# Overall Satisfaction with Trash Services

## 2023 vs. 2021 vs. 2008



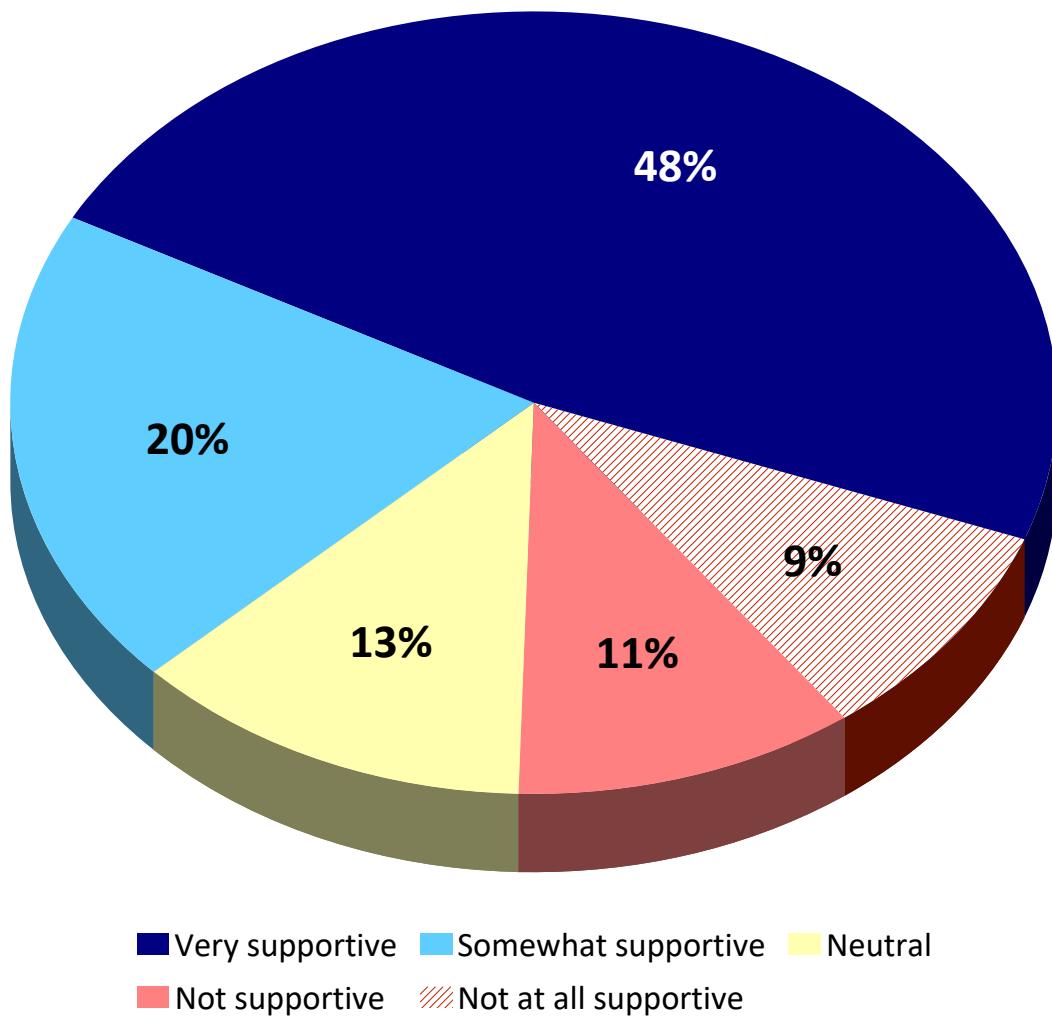
## Q22. Trash Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



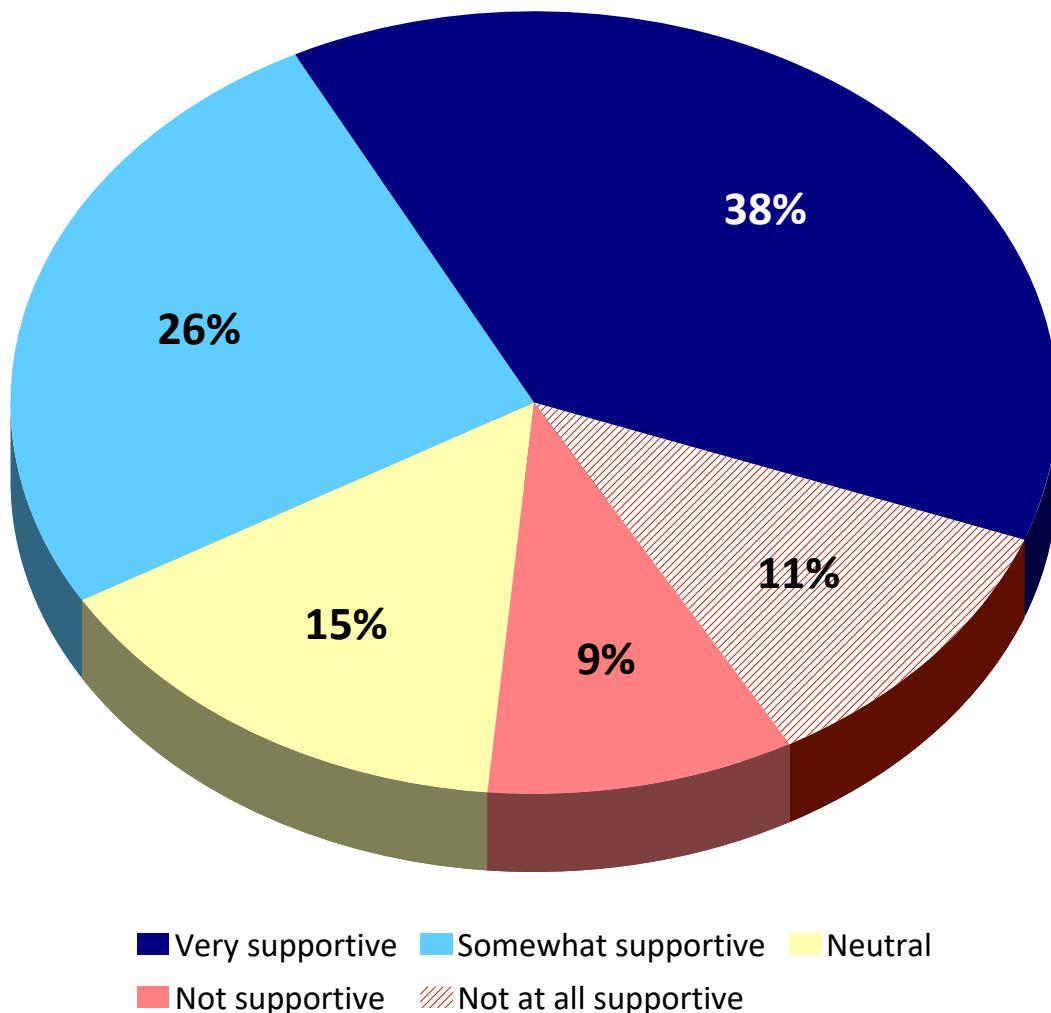
# Q23. How supportive would you be of the City creating policy to protect all healthy, mature trees within the City?

by percentage of respondents (excluding “not provided”)



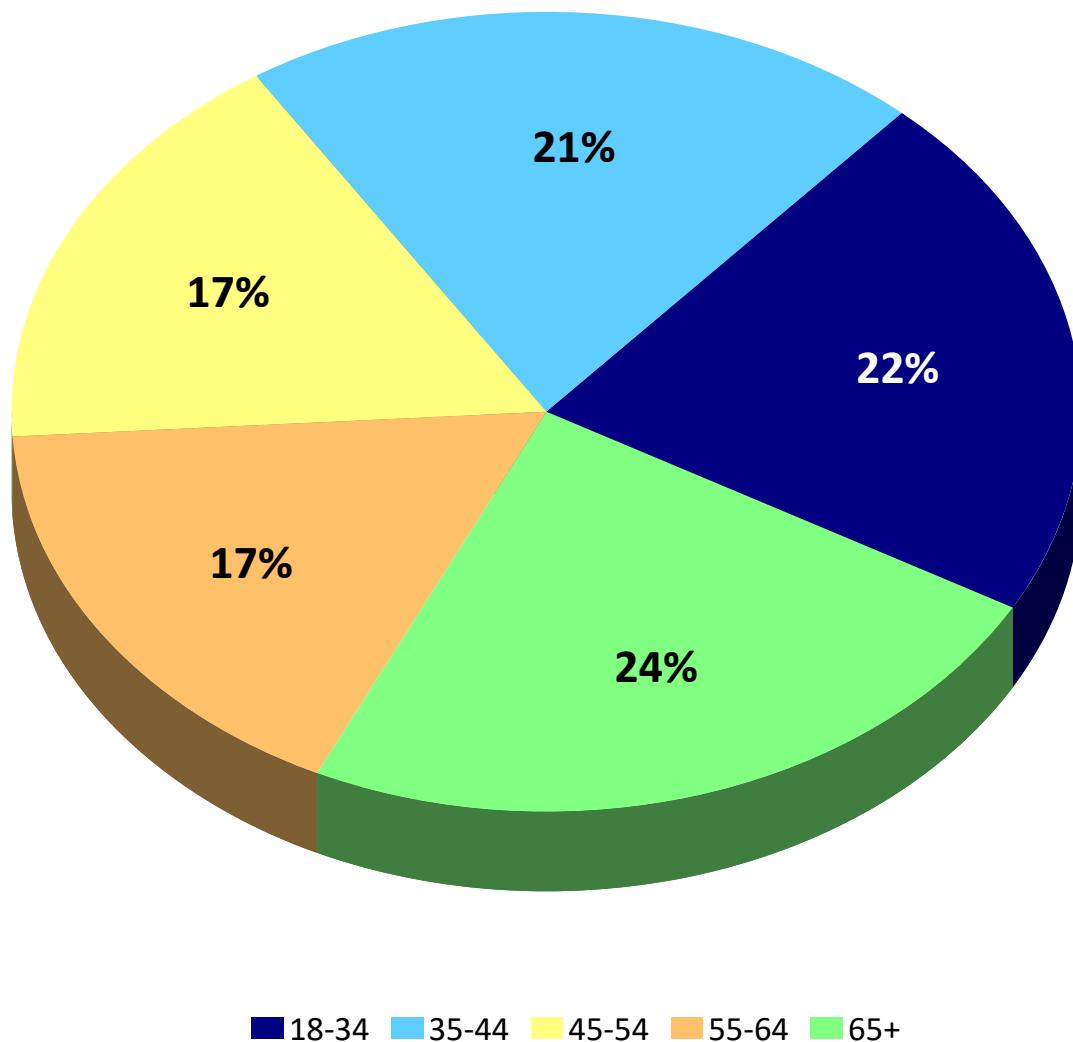
# Q24. How supportive would you be of the City creating policy to protect all healthy, mature trees in front yards of private property & public rights-of-way?

by percentage of respondents (excluding “not provided”)



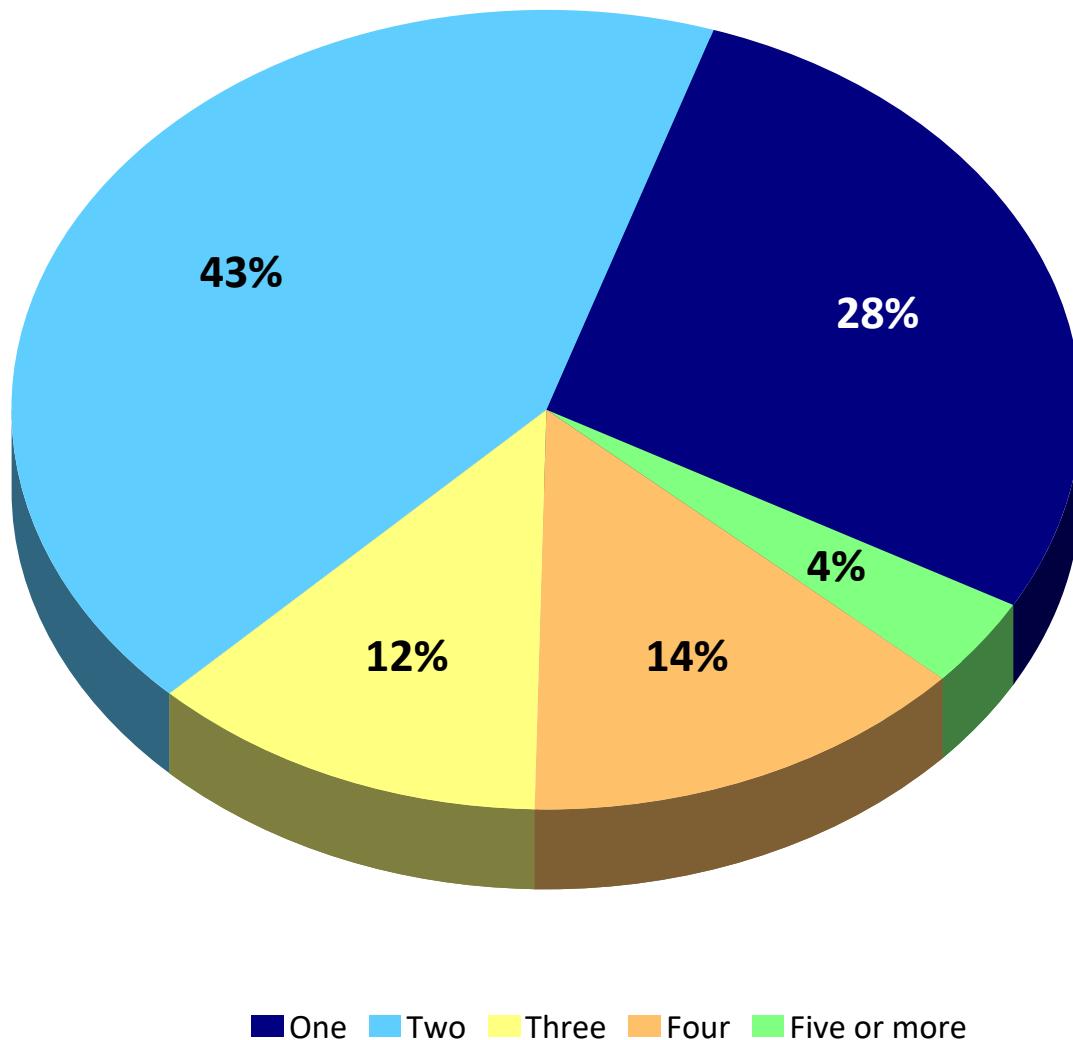
# Q25. Demographics: What is your age?

by percentage of respondents



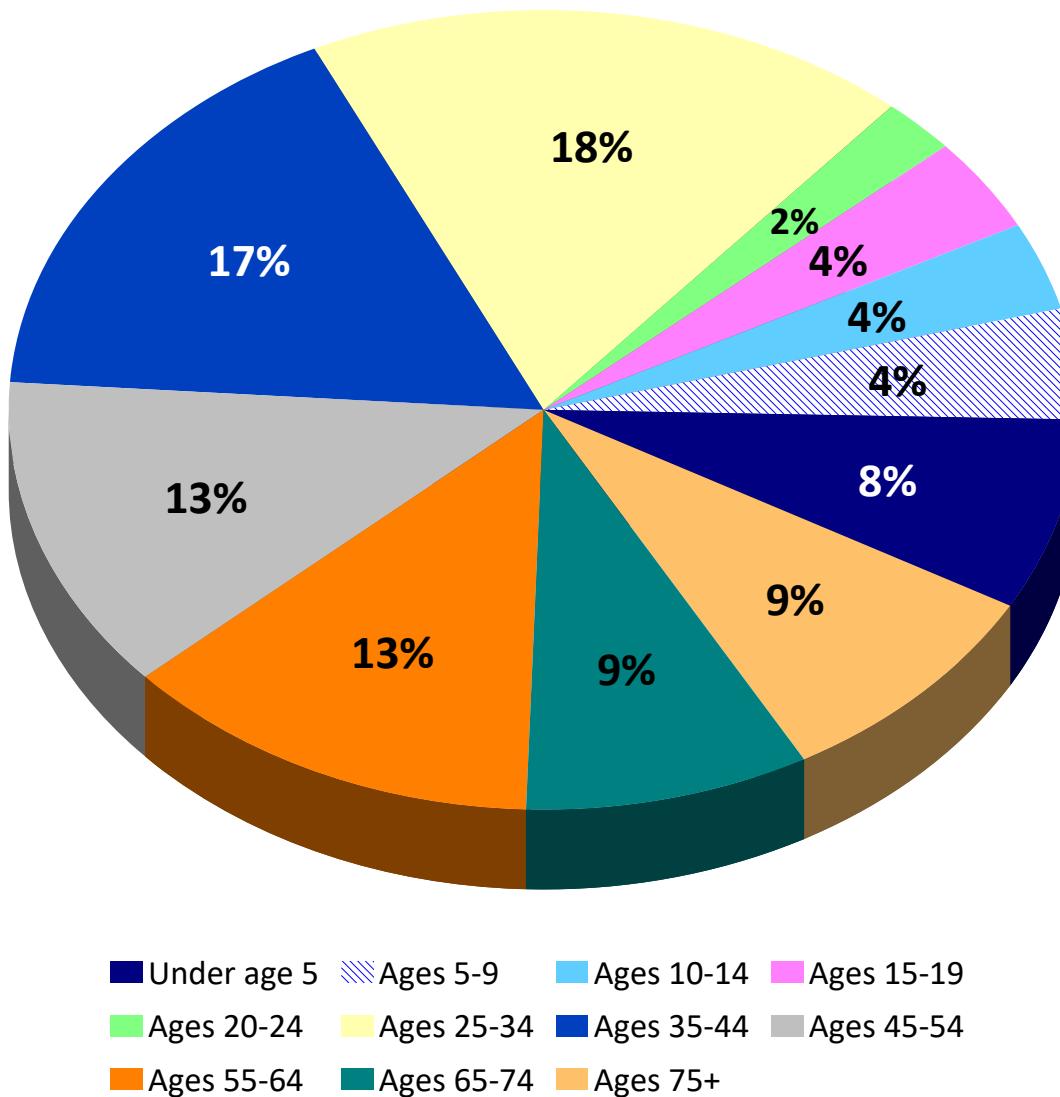
## Q26. Demographics: Counting yourself, how many people regularly live in your household?

by percentage of respondents



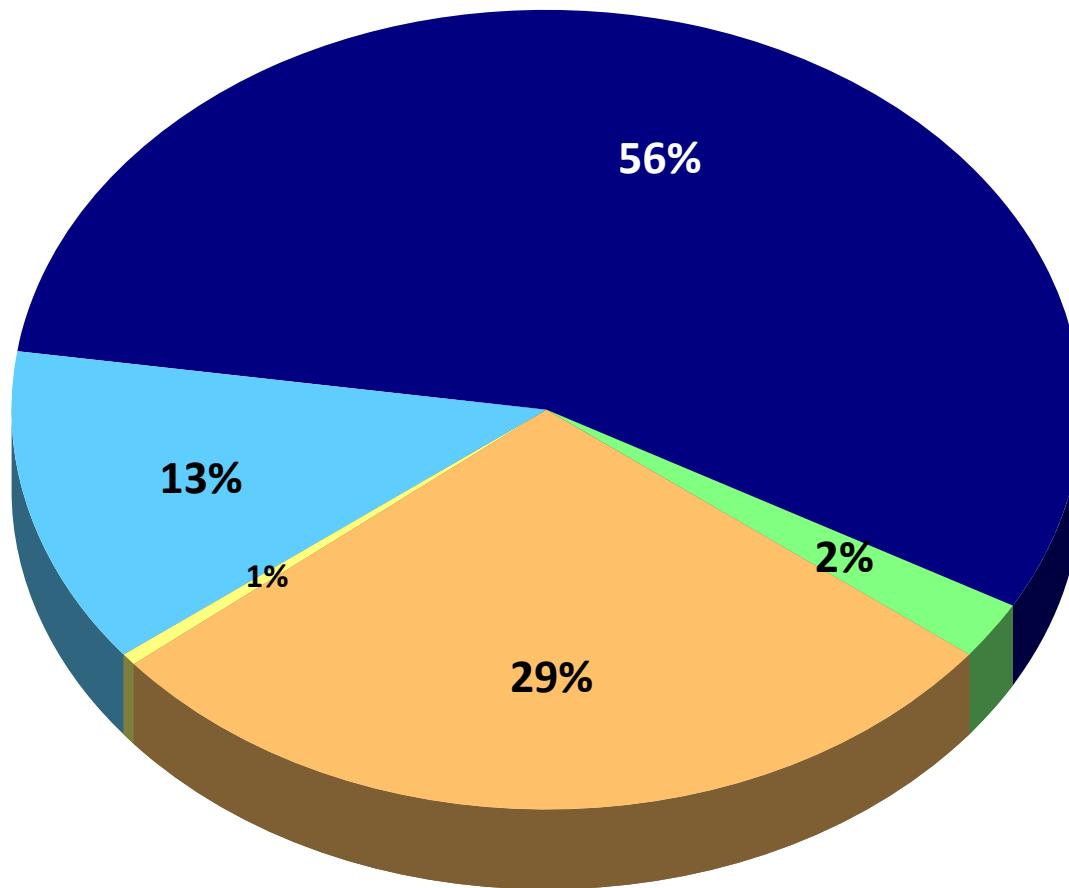
# Q27. Demographics: Ages of Household Members

by percentage of persons in the household



# Q28. Demographics: Current Employment Status

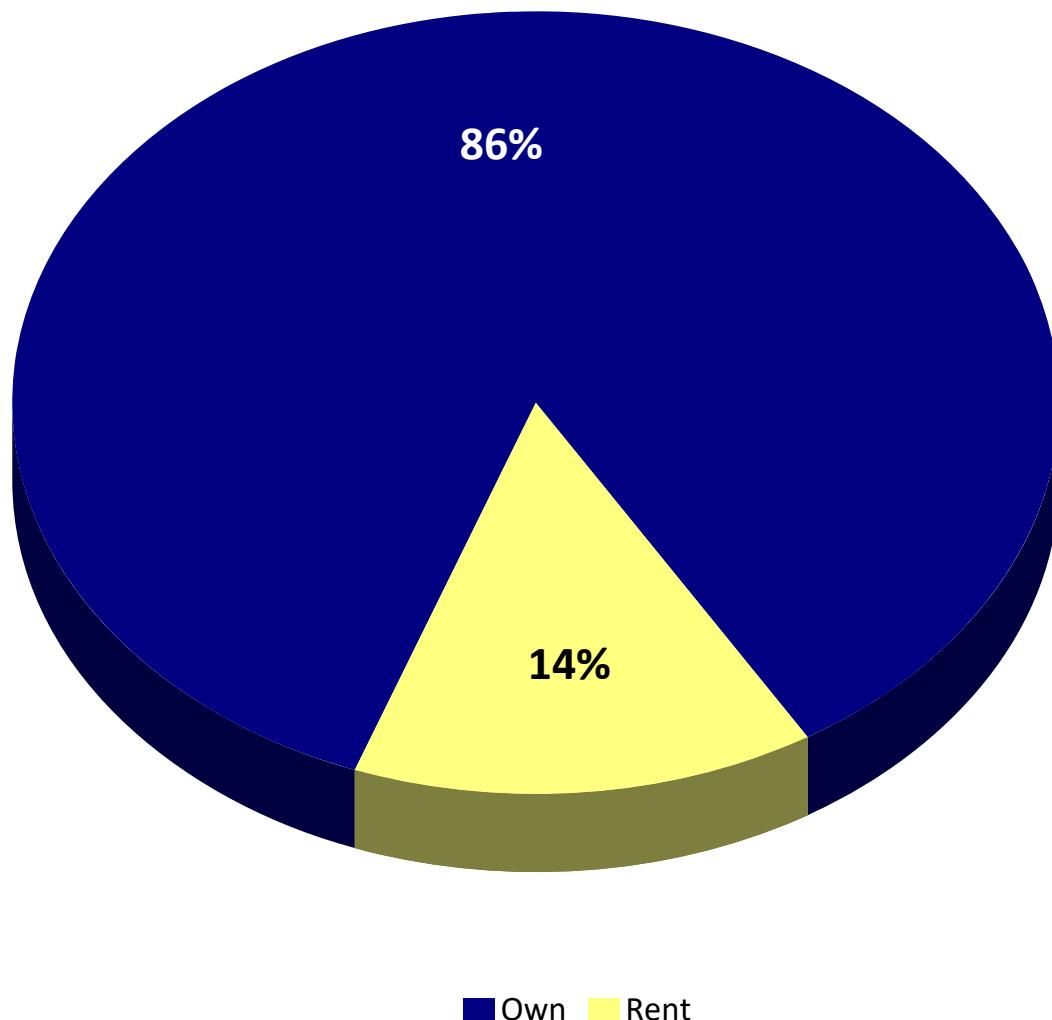
by percentage of respondents



■ Employed outside home ■ Employed in home/have a home-based business ■ Student  
■ Retired ■ Not currently employed outside home

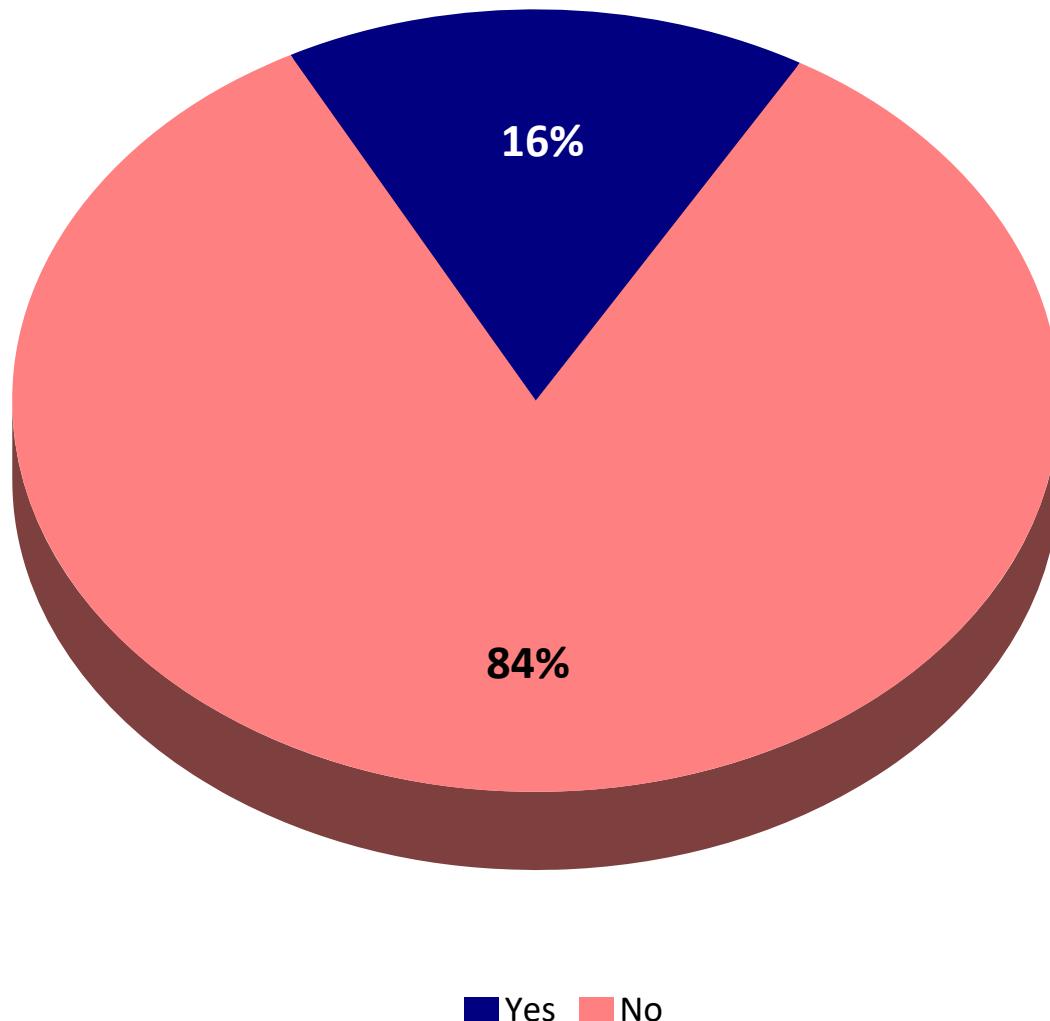
## Q29. Demographics: Do you own or rent your current residence?

by percentage of respondents



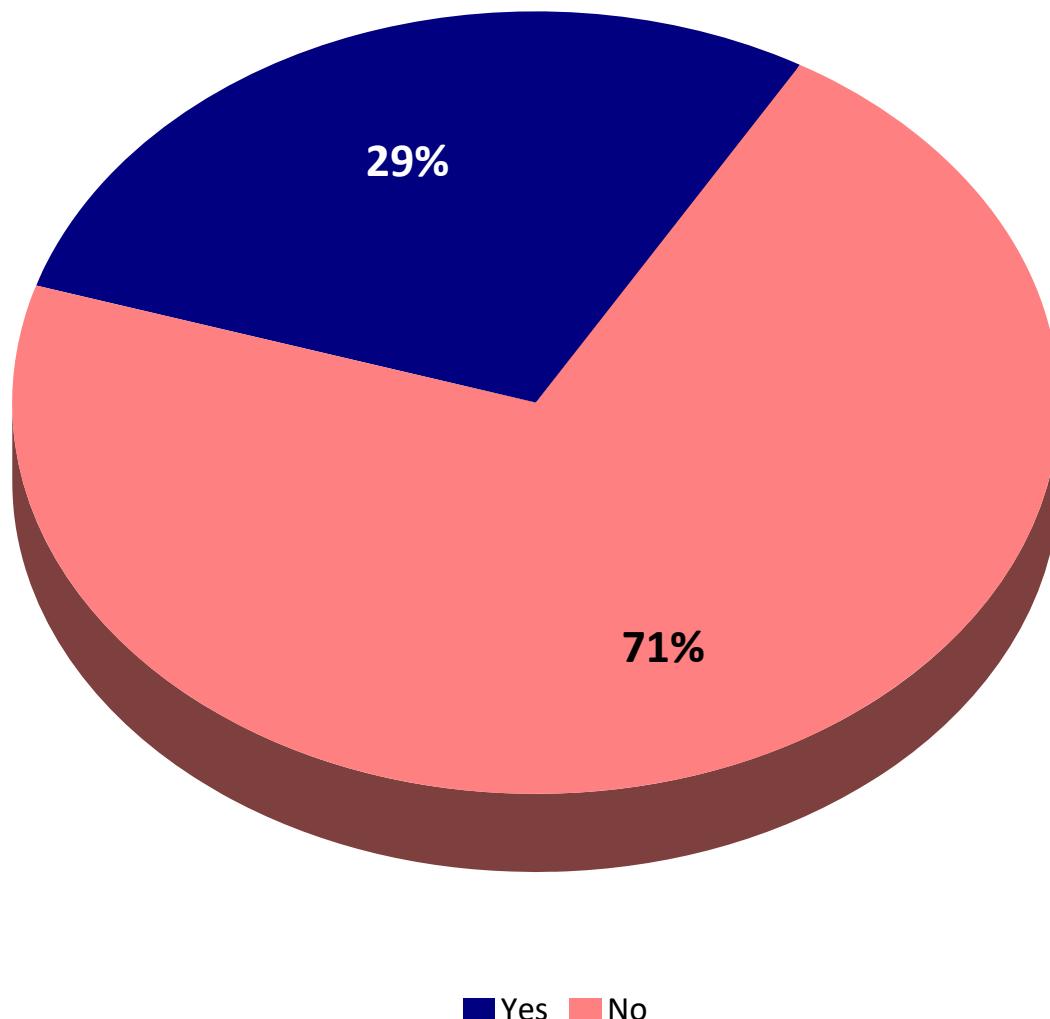
## Q30. Demographics: Are you a member of a neighboring City's community center?

by percentage of respondents



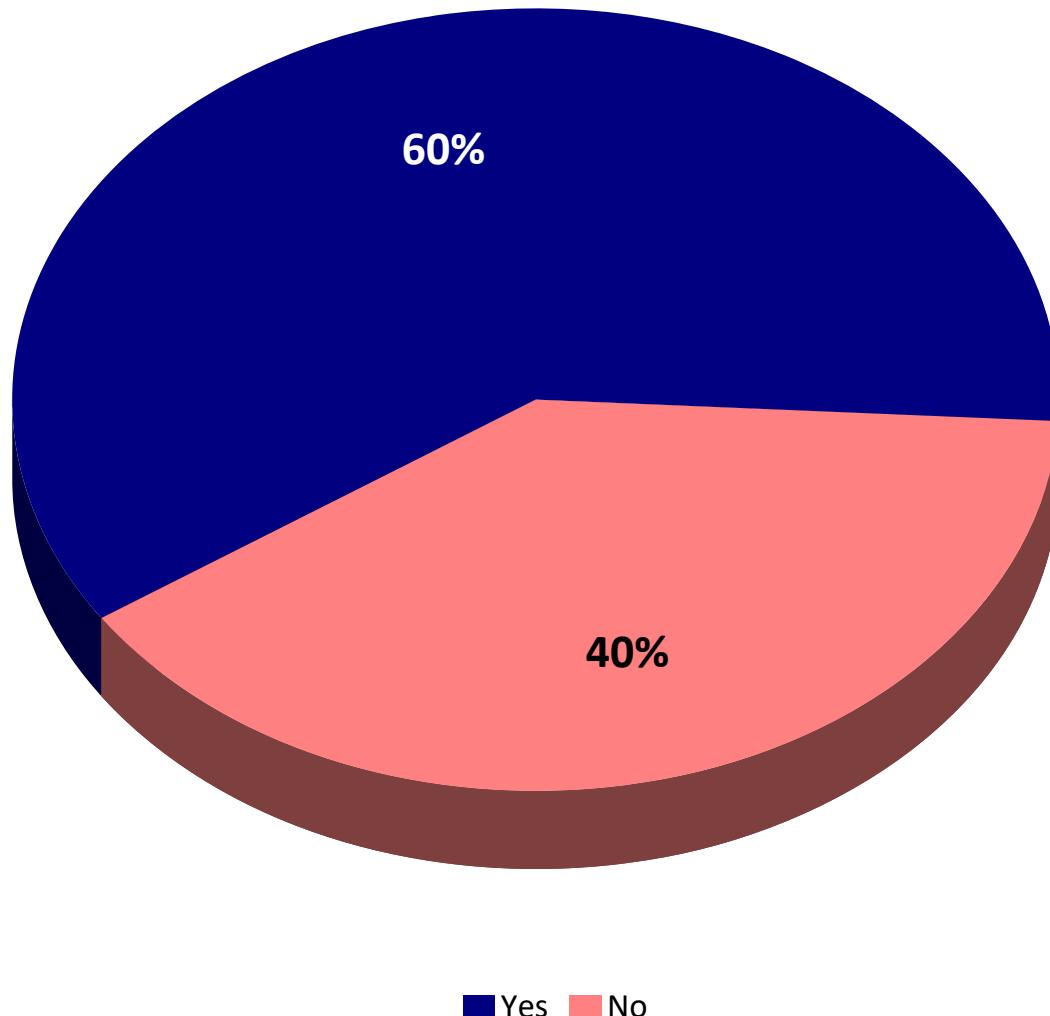
# Q31. Demographics: Are you a member of a private gym?

by percentage of respondents



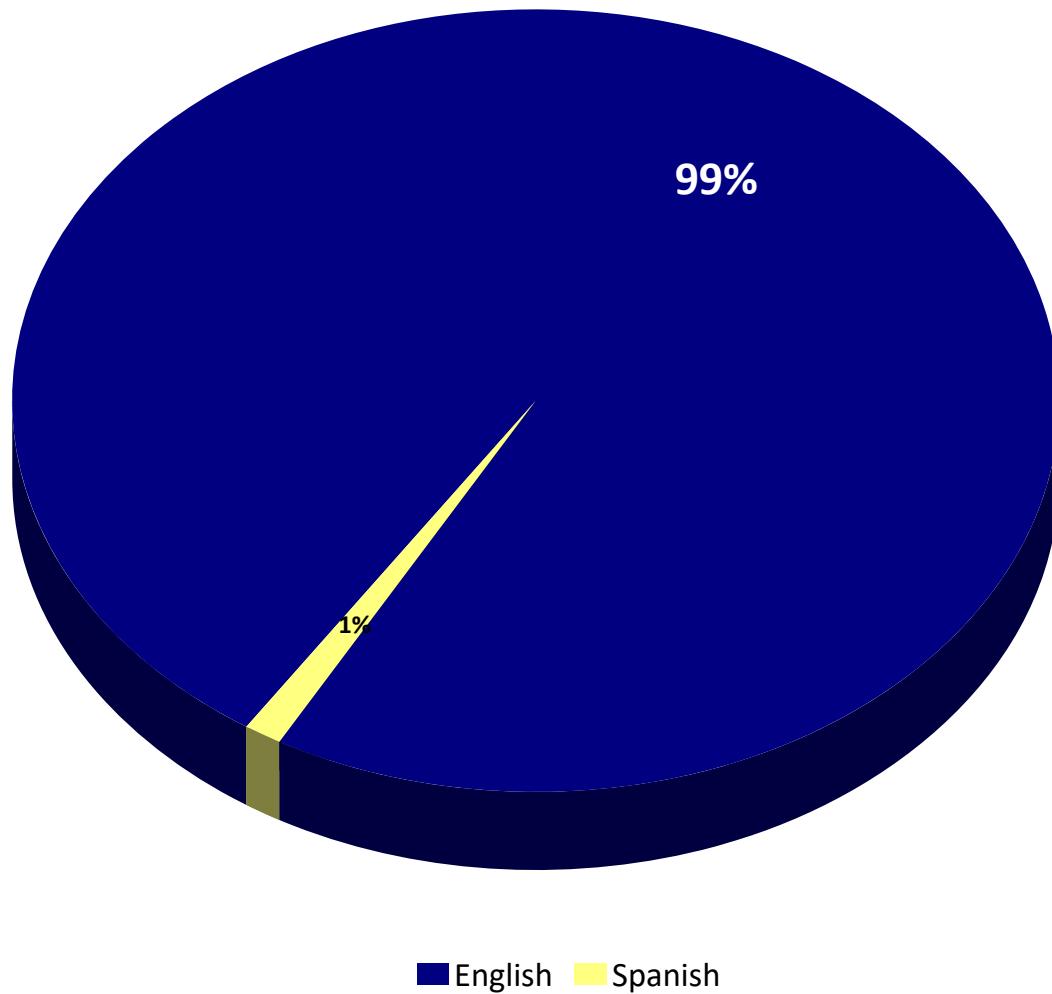
## Q32. Demographics: Do you have any pets in your home?

by percentage of respondents



# Q33. Demographics: What is the primary language spoken in your home?

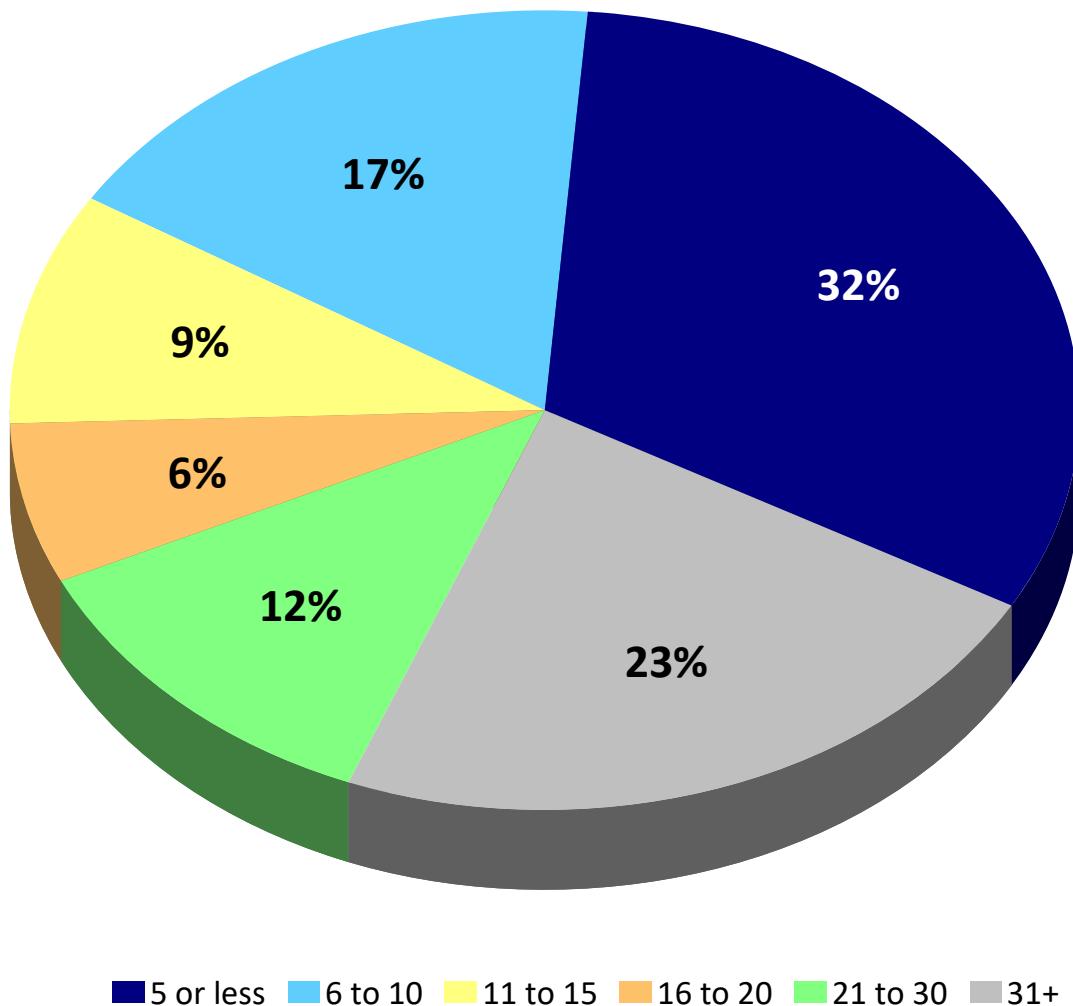
by percentage of respondents



*0.2% selected "other"*

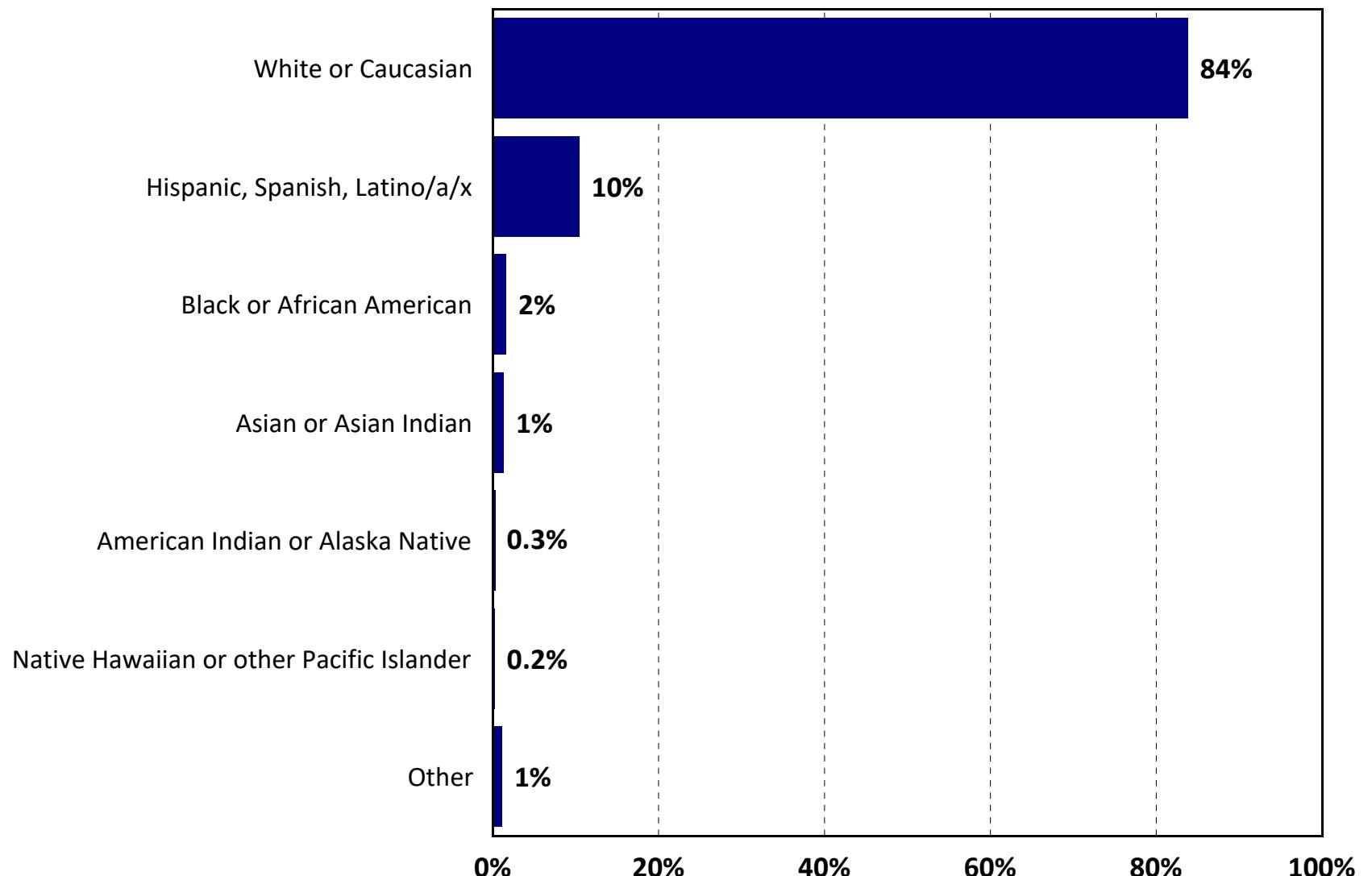
# Q34. Demographics: Approximately how many years have you lived in the City of Roeland Park?

by percentage of respondents



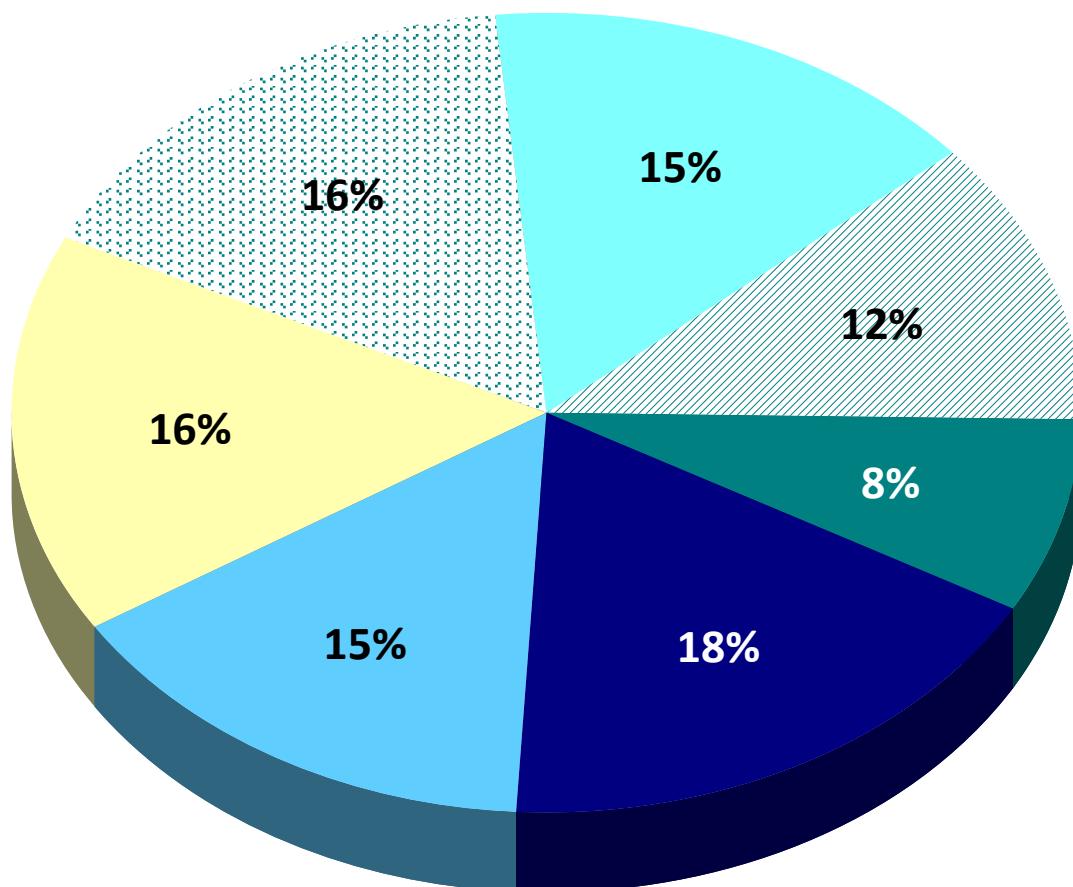
# Q35. Demographics: Race/Ethnic Background

by percentage of respondents (multiple selections could be made)



# Q36. Demographics: Annual Household Income

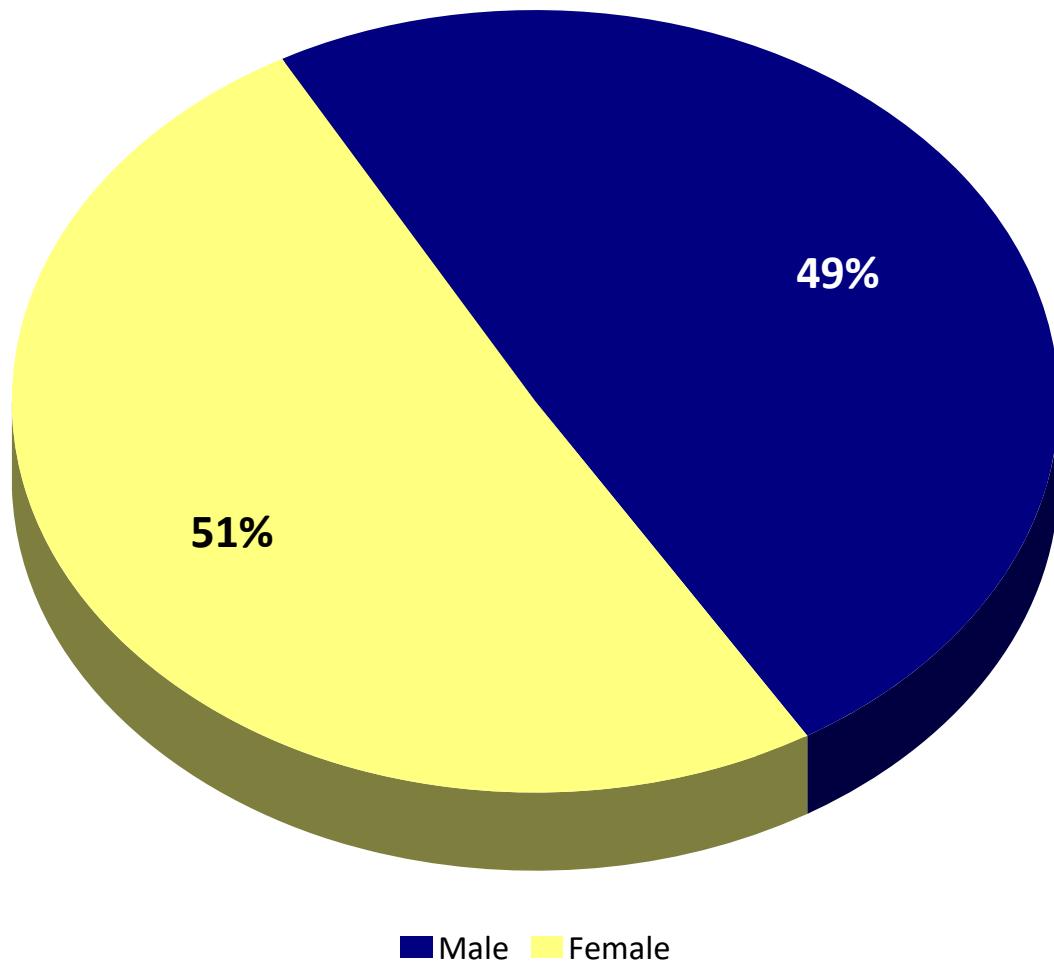
by percentage of respondents



■ Under \$20K      ■ \$20K to \$39,999      ■ \$40K to \$59,999      ■ \$60K to \$79,999  
■ \$80K to \$99,999      ■ \$100K to \$119,999      ■ \$120K+

## Q37. Demographics: Gender

by percentage of respondents



***0.3% selected "not exclusively male or female"***

2

## 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 fall of 2021 to a random sample of more than 9,000 residents in the continental United States, and (2) surveys that have been administered by ETC Institute in 21 communities in the Kansas City metro area between January 2020 and May 2023.

- Belton, Missouri
- Blue Springs, Missouri
- De Soto, Kansas
- Edgerton, Kansas
- Gladstone, Missouri
- Harrisonville, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lawrence, Kansas
- Lenexa, Kansas
- Merriam, Kansas
- Mission, Kansas
- North Kansas City, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Raymore, Missouri
- Richmond, Missouri
- Smithville, Missouri
- Spring Hill, Kansas
- Wyandotte County, Kansas

**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 9,000 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 levels of satisfaction in the 21 communities listed above. The average rating is shown as a vertical line, which indicates the average level of satisfaction for the Kansas City Metro area. The actual ratings for Roeland Park are listed to the right of each chart. The dot on each bar shows how the results for the City compare to other communities in the Kansas City area where the *DirectionFinder®* survey has been administered.

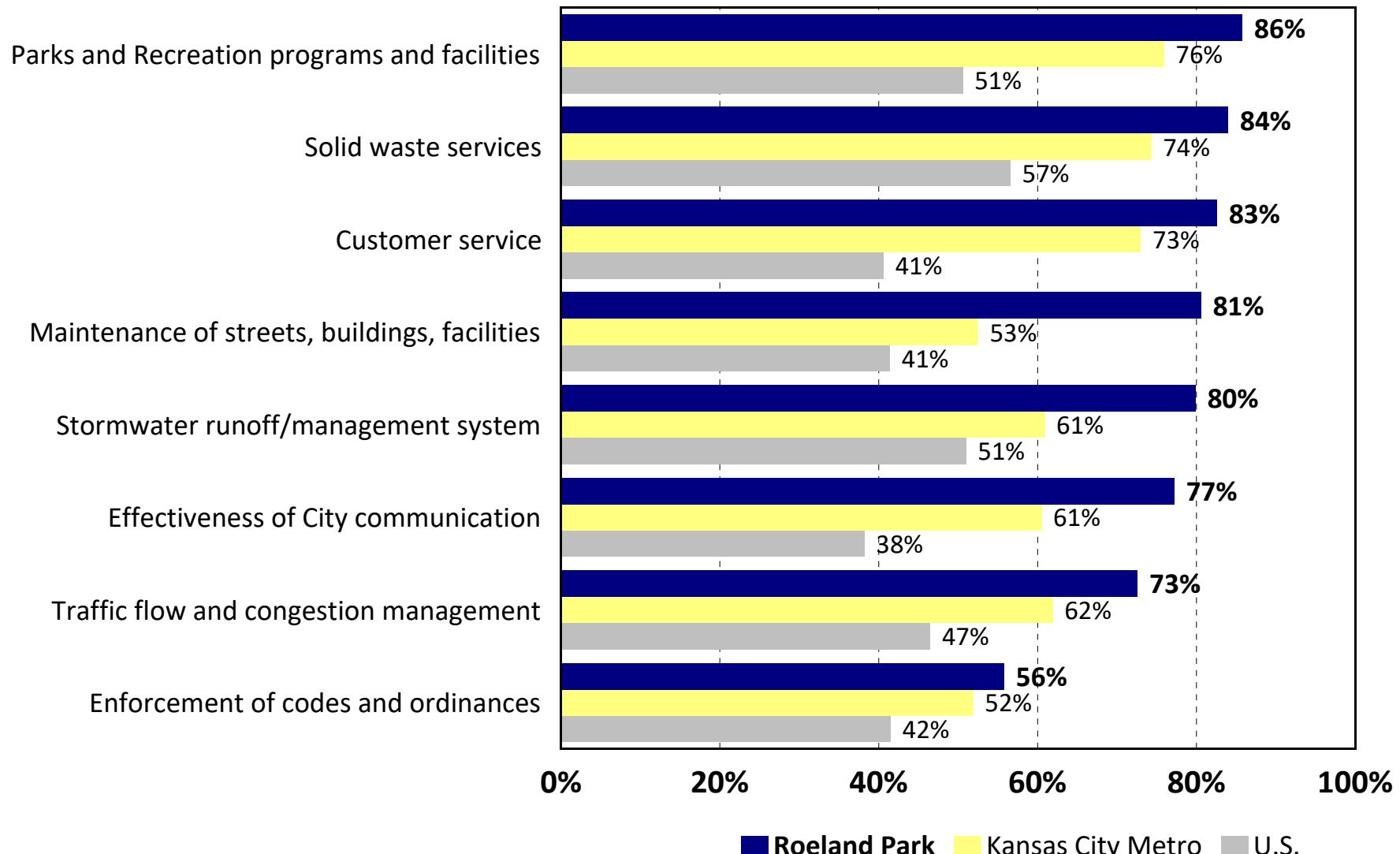
# **National Benchmarks**

## **(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.**

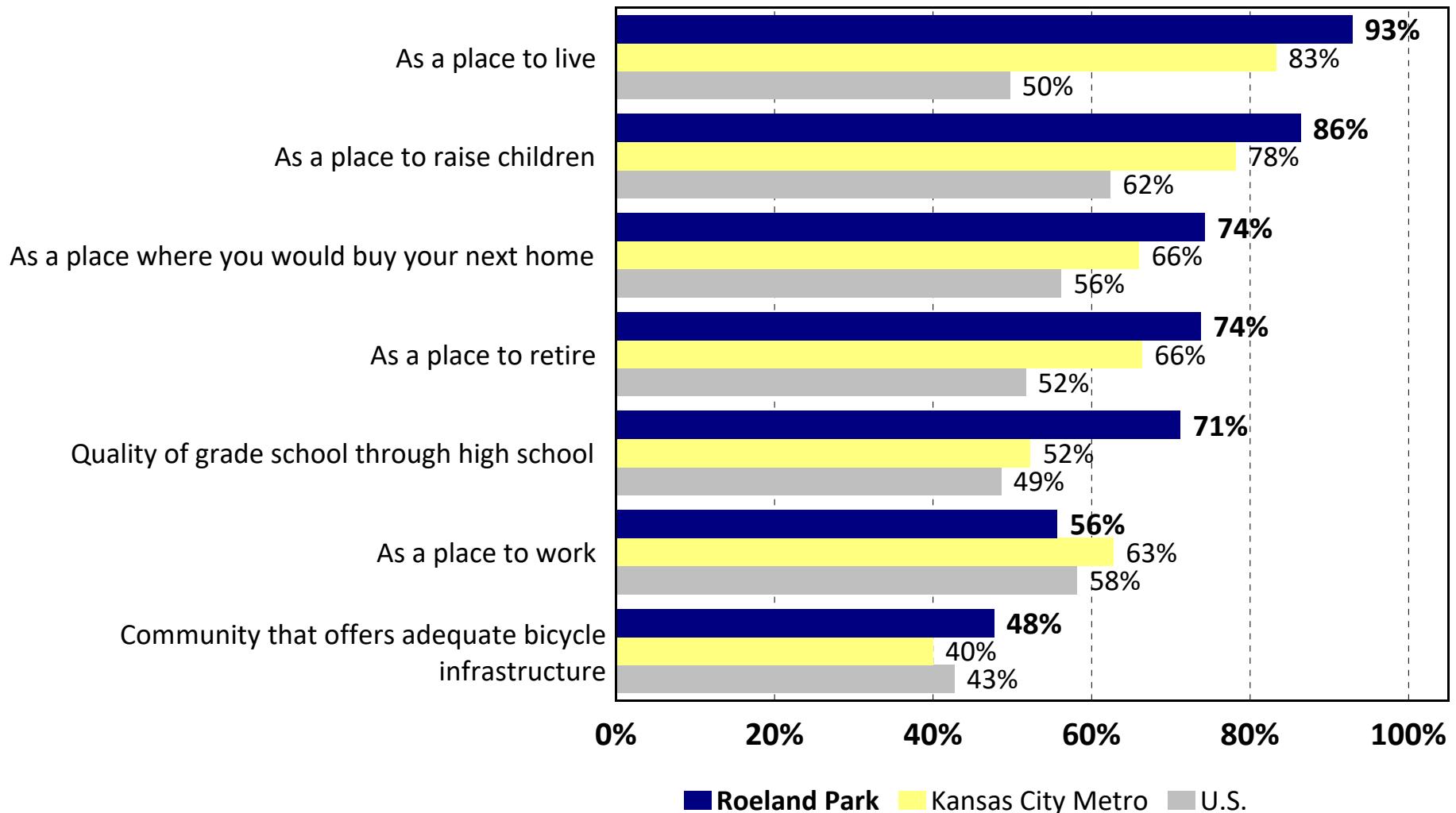
# Overall Satisfaction with Major Categories of City Services: City of Roeland Park vs. Kansas City Metro vs. U.S.

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"



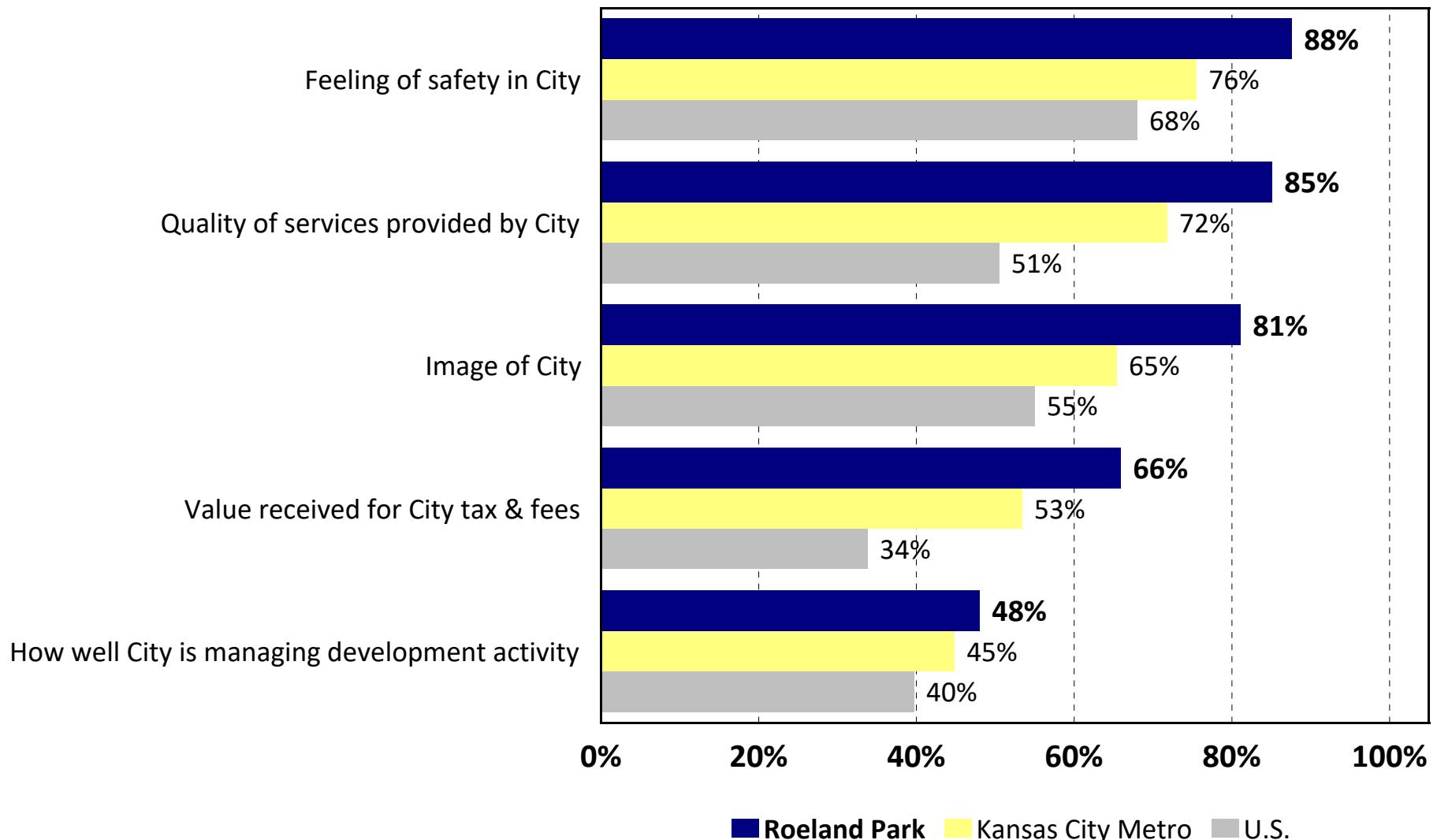
# How Residents Rate the Community Where They Live: City of Roeland Park vs. Kansas City Metro vs. U.S.

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"



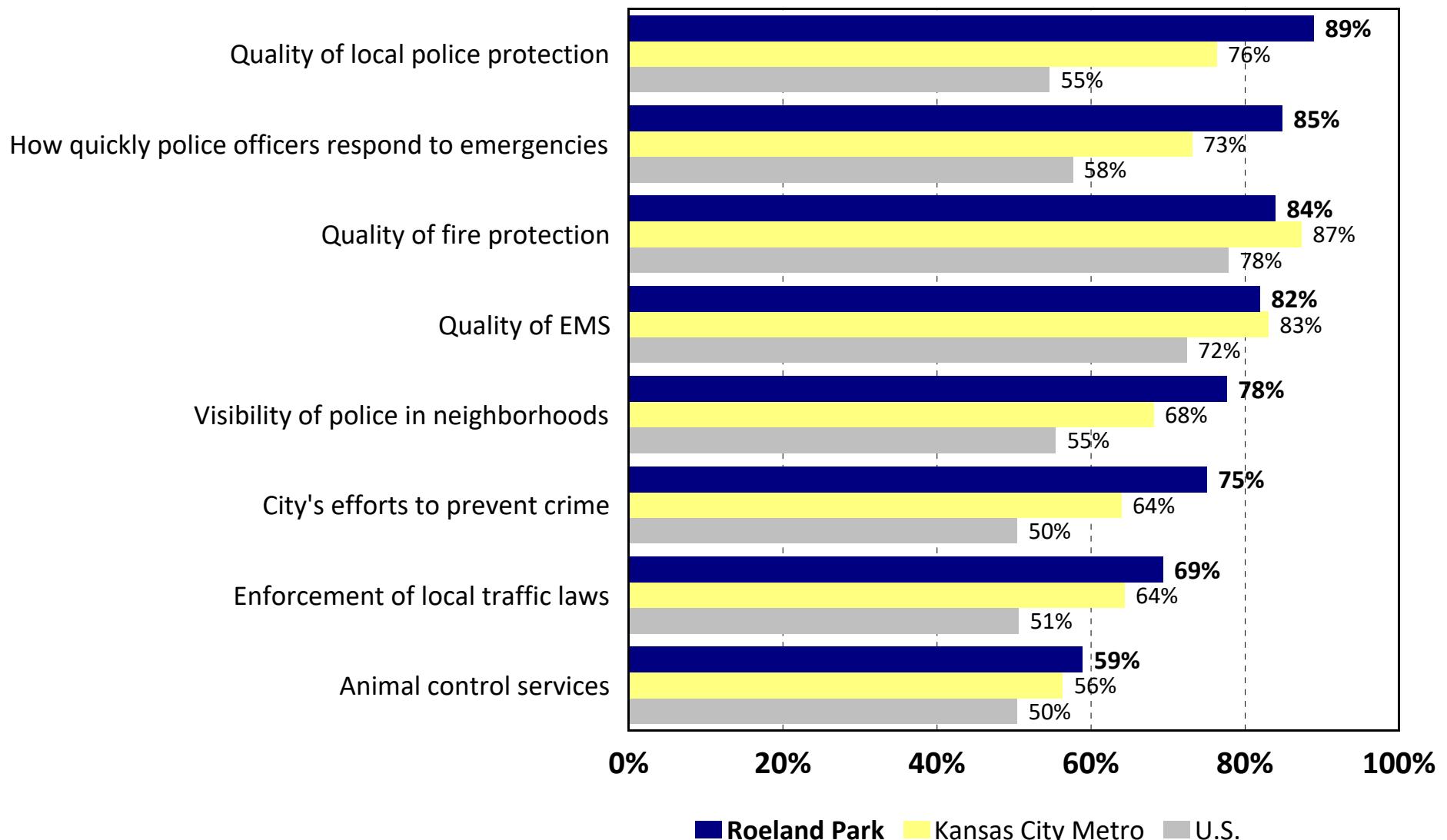
# Satisfaction with Items Influencing Perceptions of the City: City of Roeland Park vs. Kansas City Metro vs. U.S.

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"



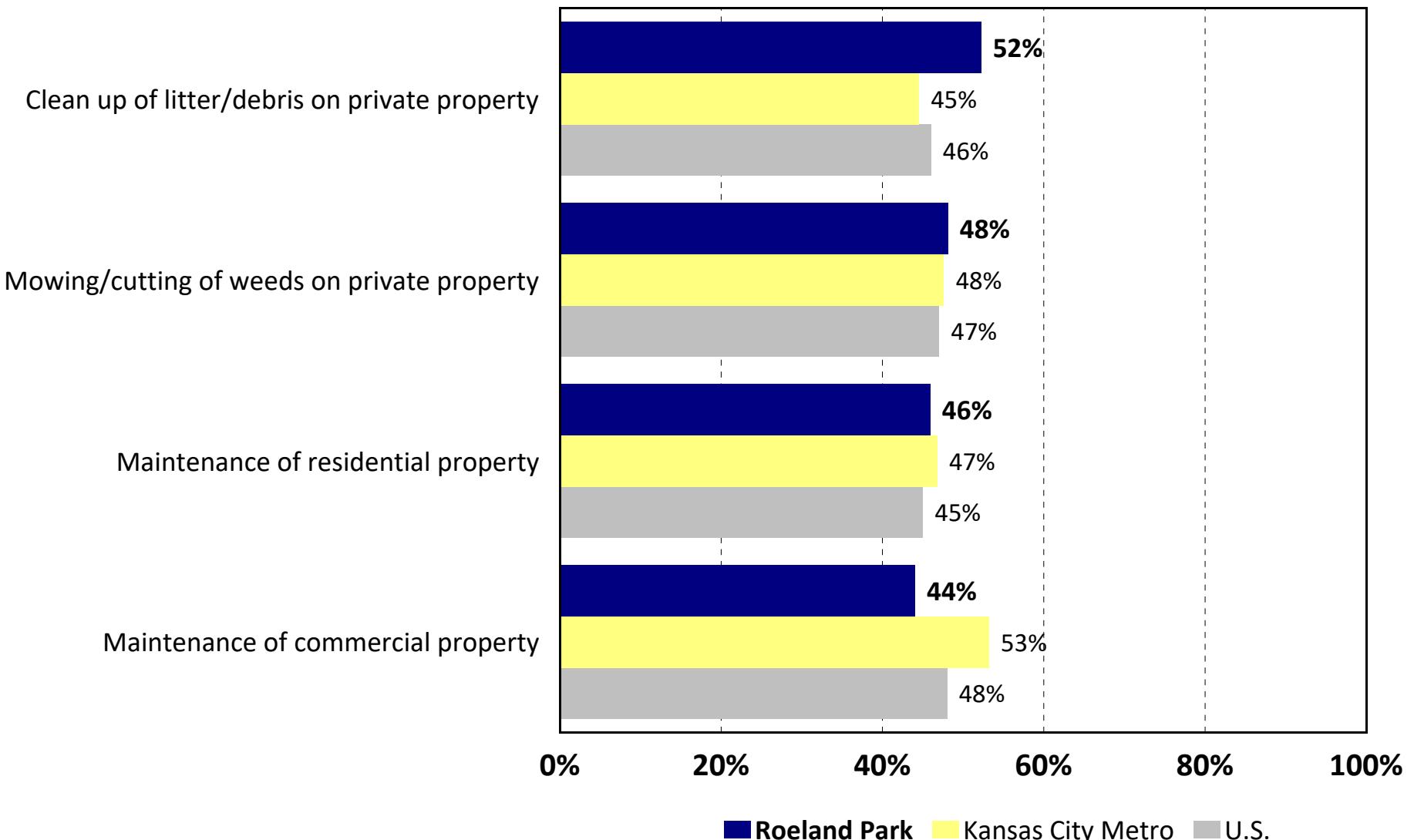
# Overall Satisfaction with Public Safety: City of Roeland Park vs. Kansas City Metro vs. U.S.

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"



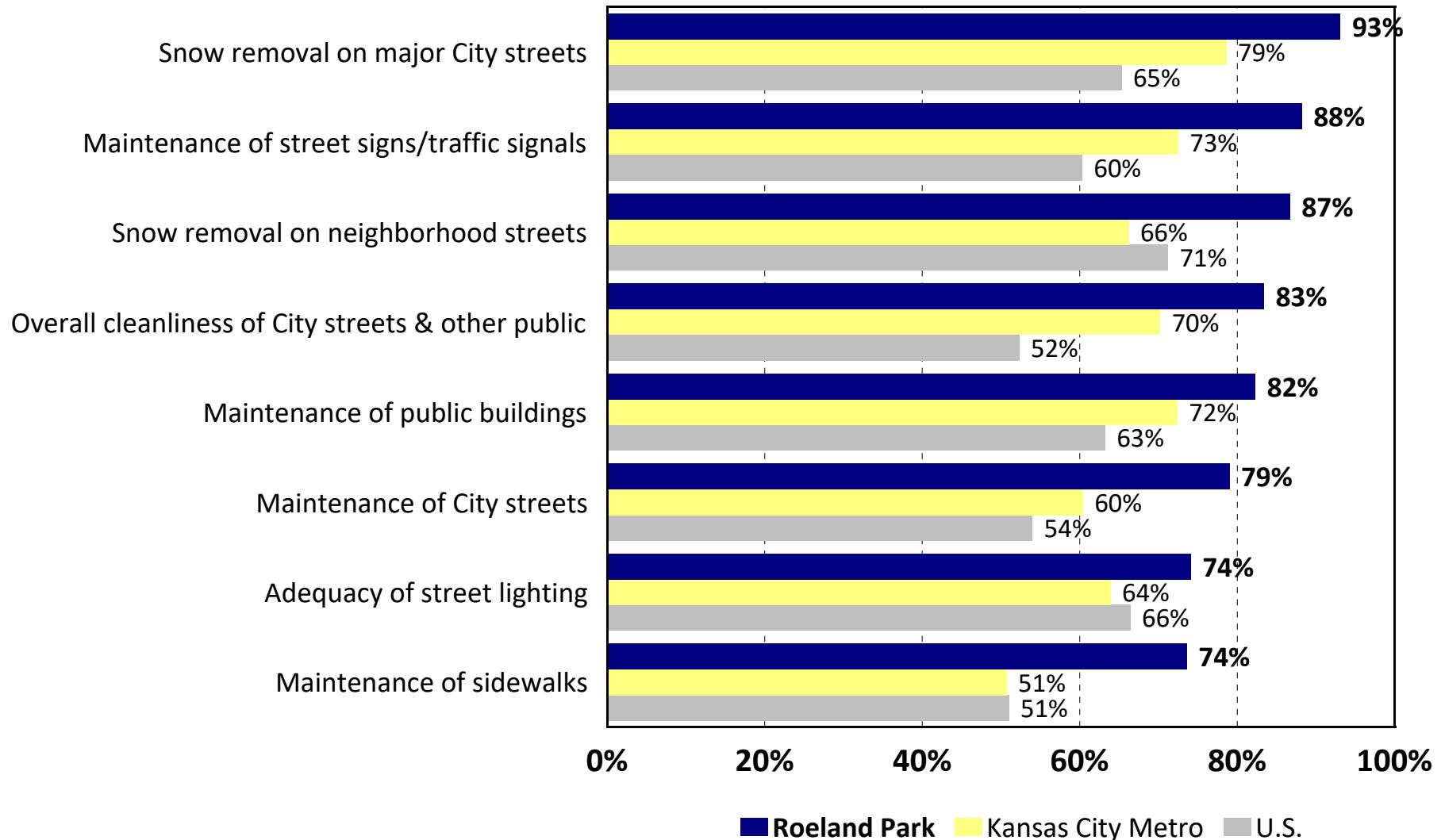
# Overall Satisfaction with Code Enforcement: City of Roeland Park vs. Kansas City Metro vs. U.S.

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"



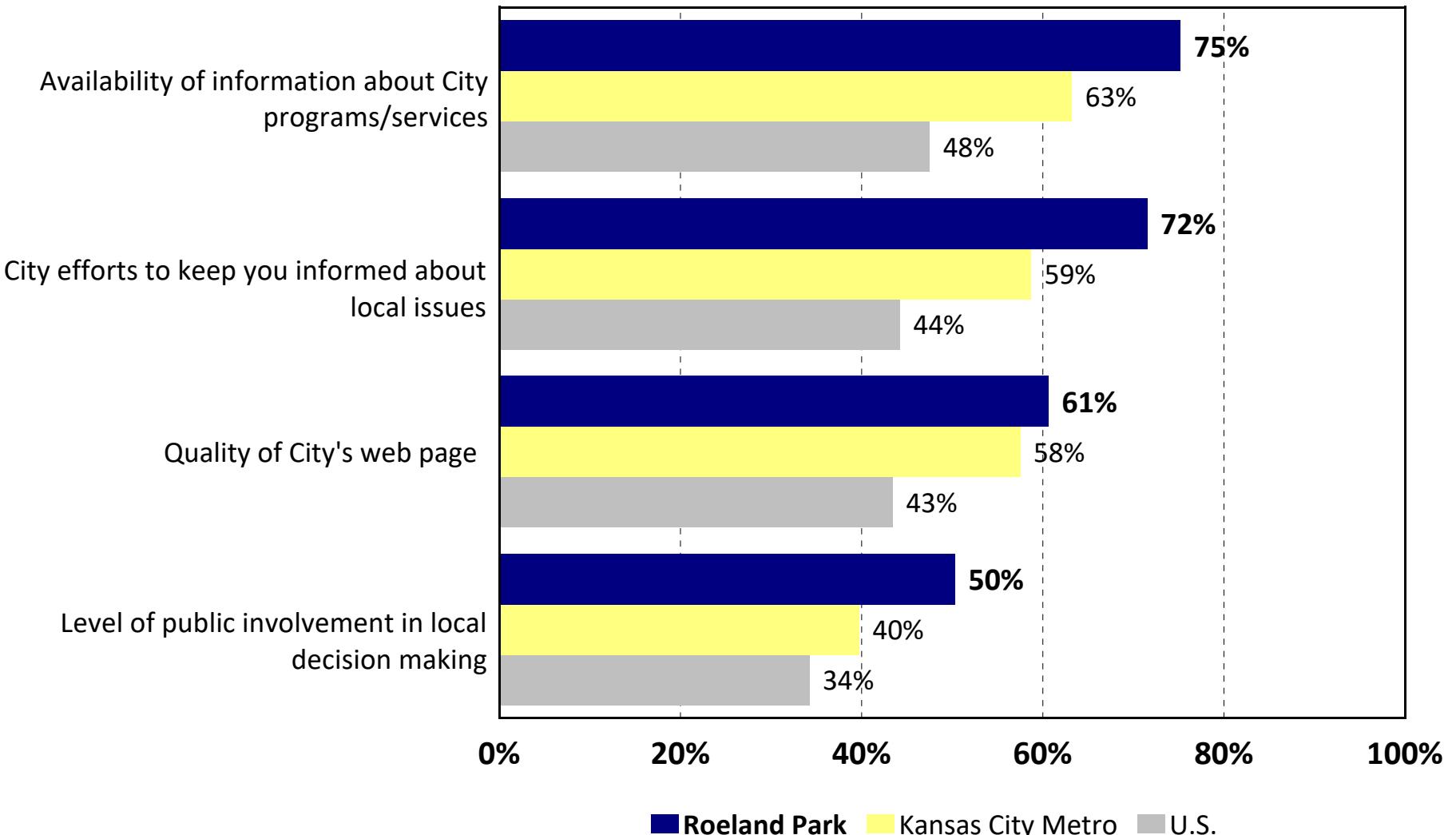
# Overall Satisfaction with City Maintenance: City of Roeland Park vs. Kansas City Metro vs. U.S.

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"



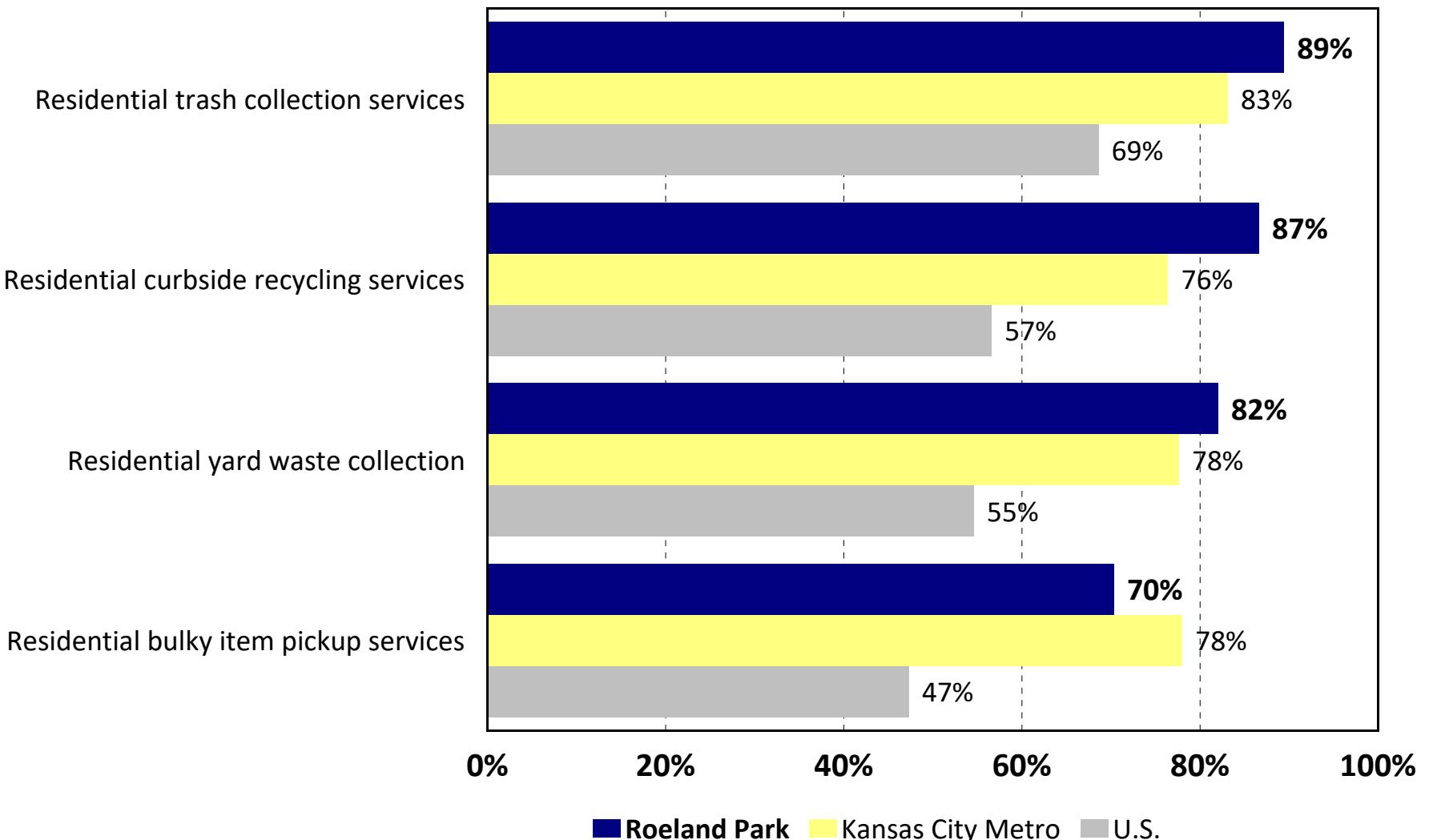
# Overall Satisfaction with City Communication: City of Roeland Park vs. Kansas City Metro vs. U.S.

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 Services: City of Roeland Park vs. Kansas City Metro vs. U.S.

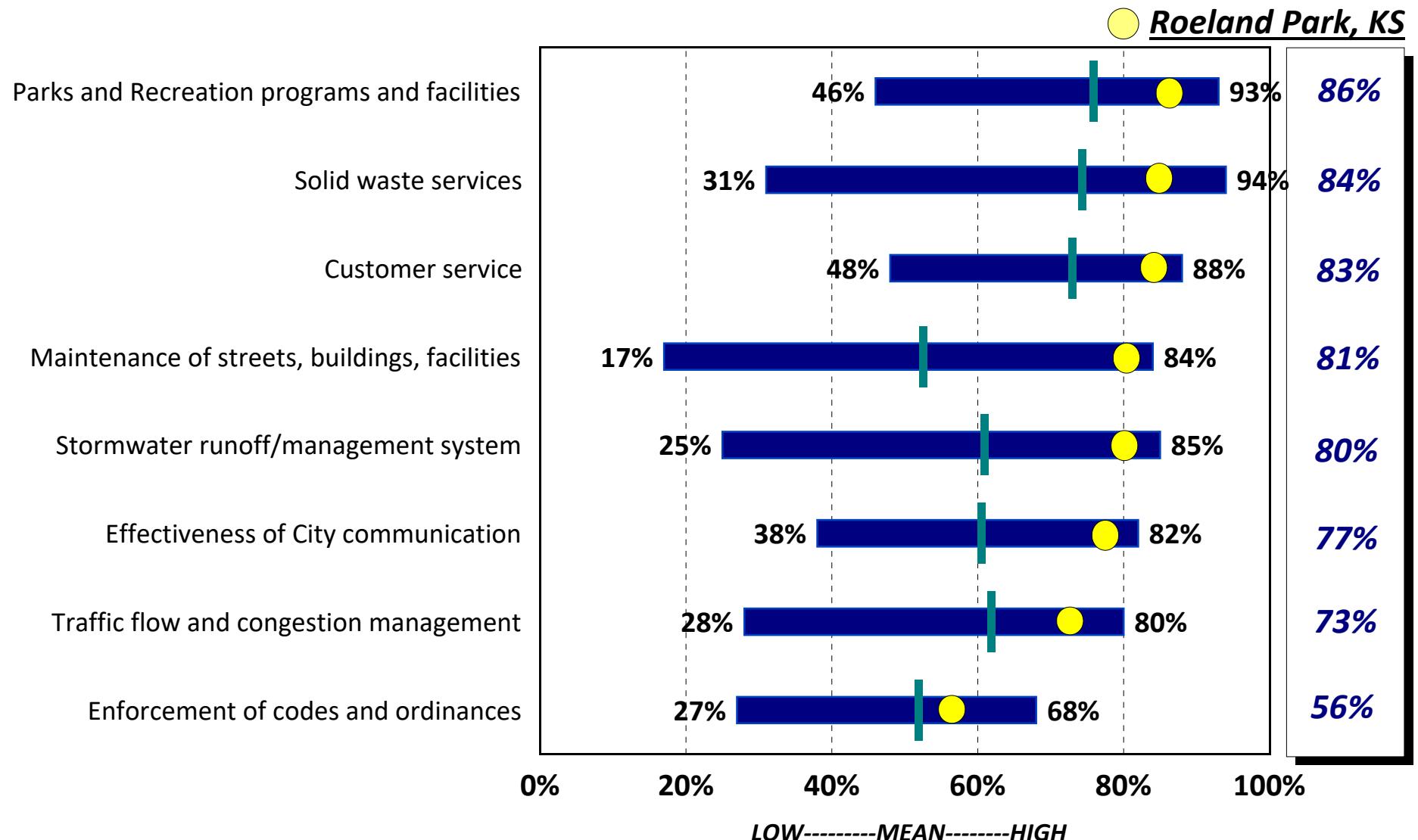
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied"



# Metropolitan Kansas City Benchmarks

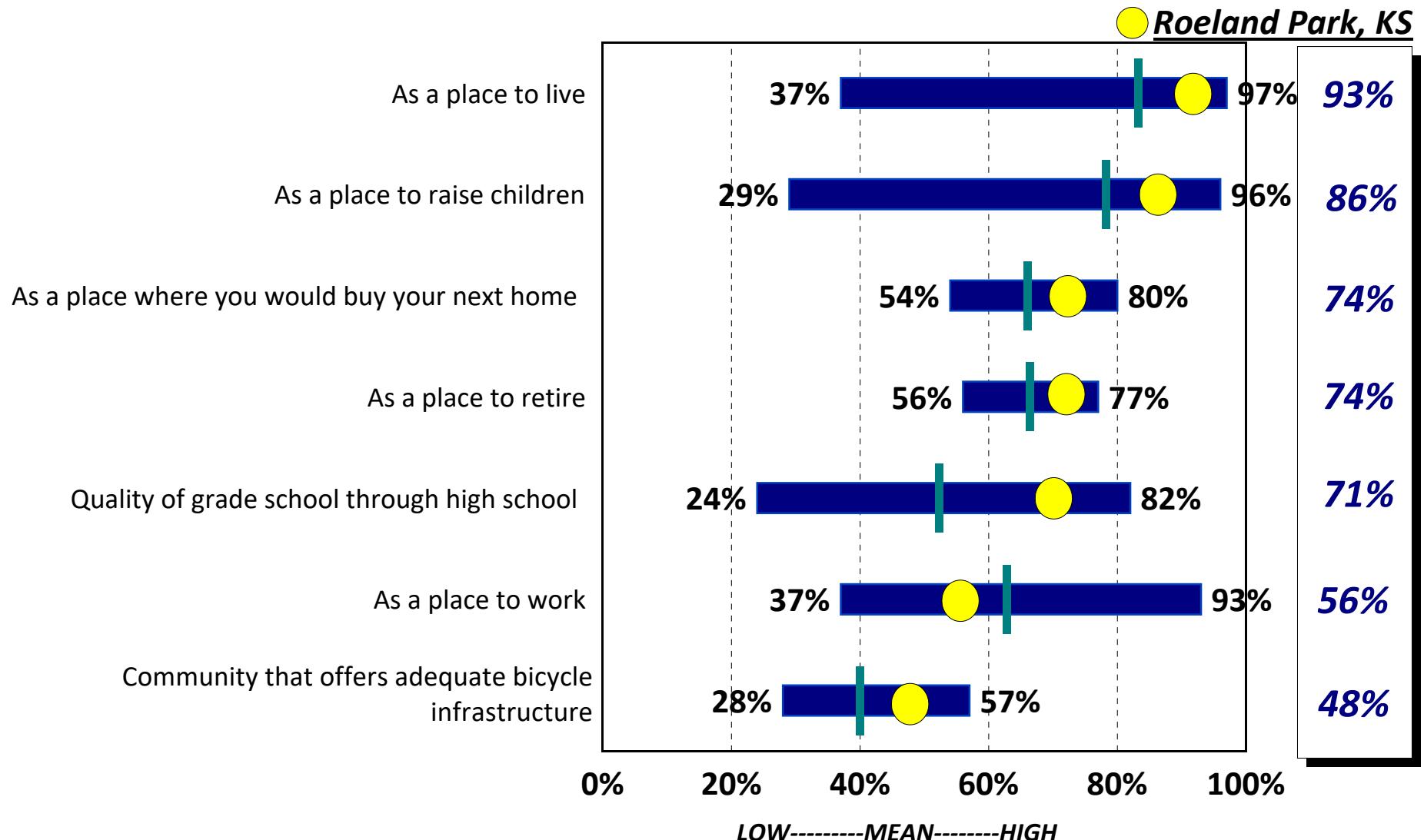
# Overall Satisfaction with Major Categories of City Services Provided by Cities in the Kansas City Area - 2023

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



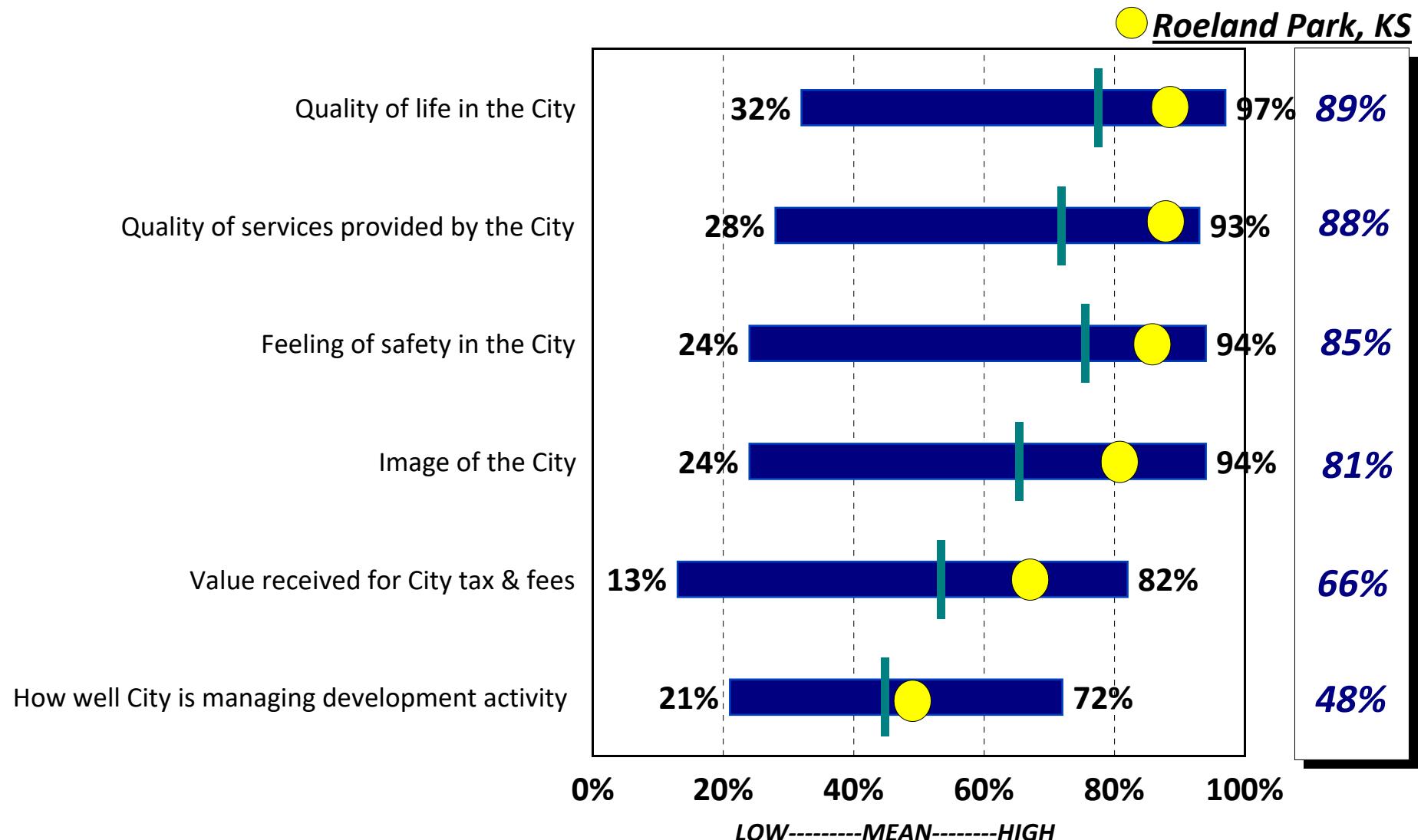
# How Kansas City Area Residents Rate the City in Which They Live - 2023

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



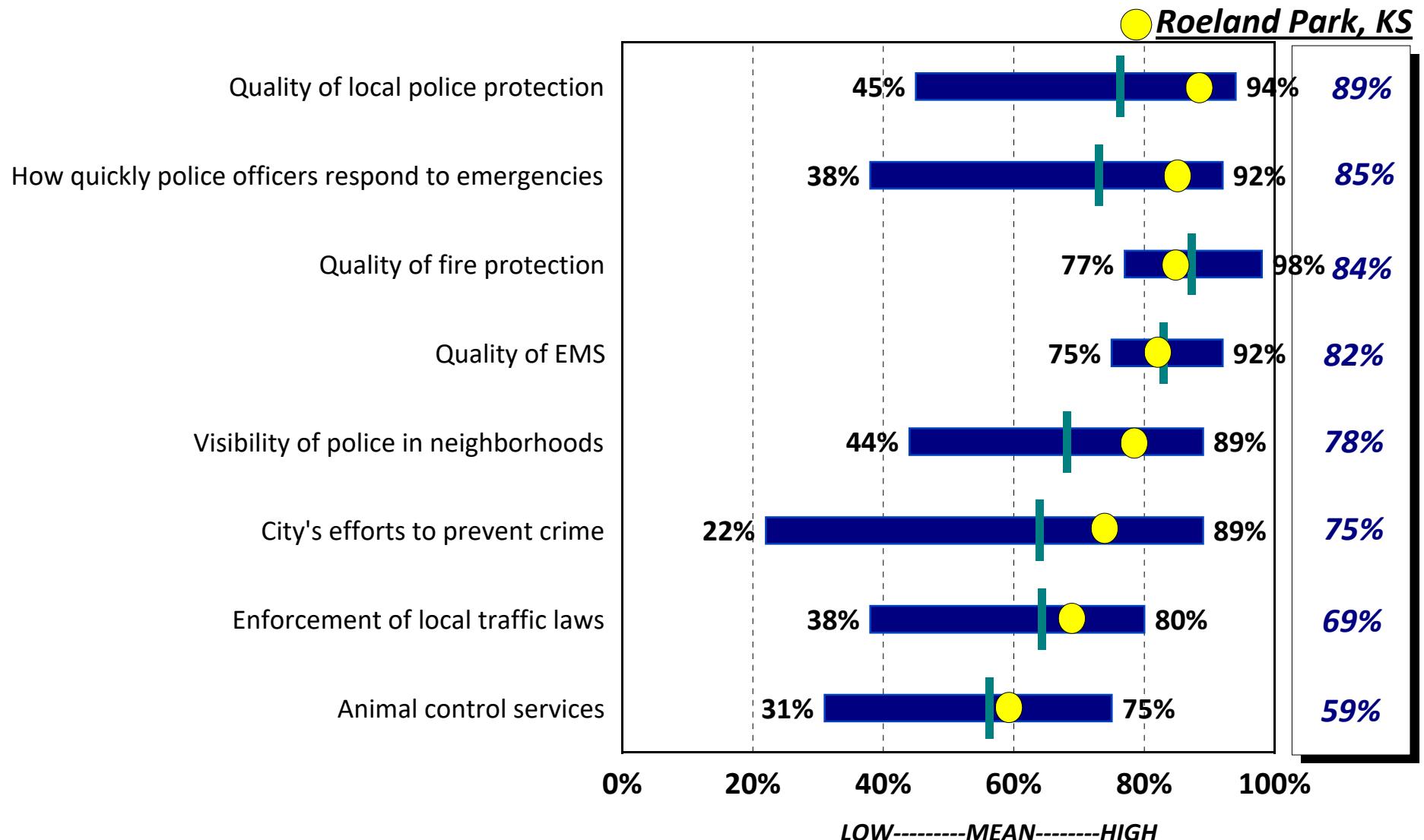
# Perceptions that Kansas City Area Residents Have of the City in Which They Live - 2023

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



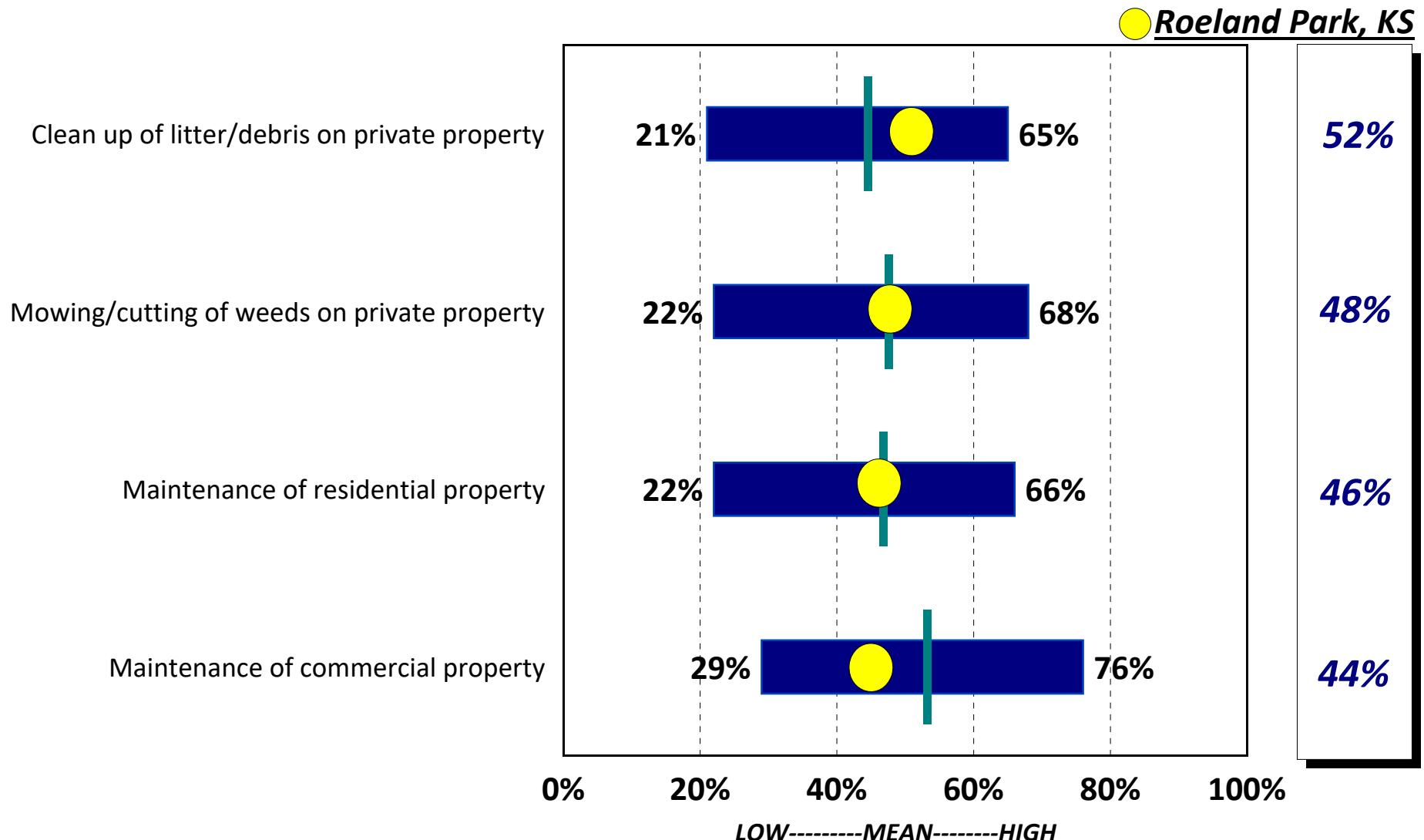
# Satisfaction with Public Safety Services Provided by Cities in the Kansas City Area - 2023

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



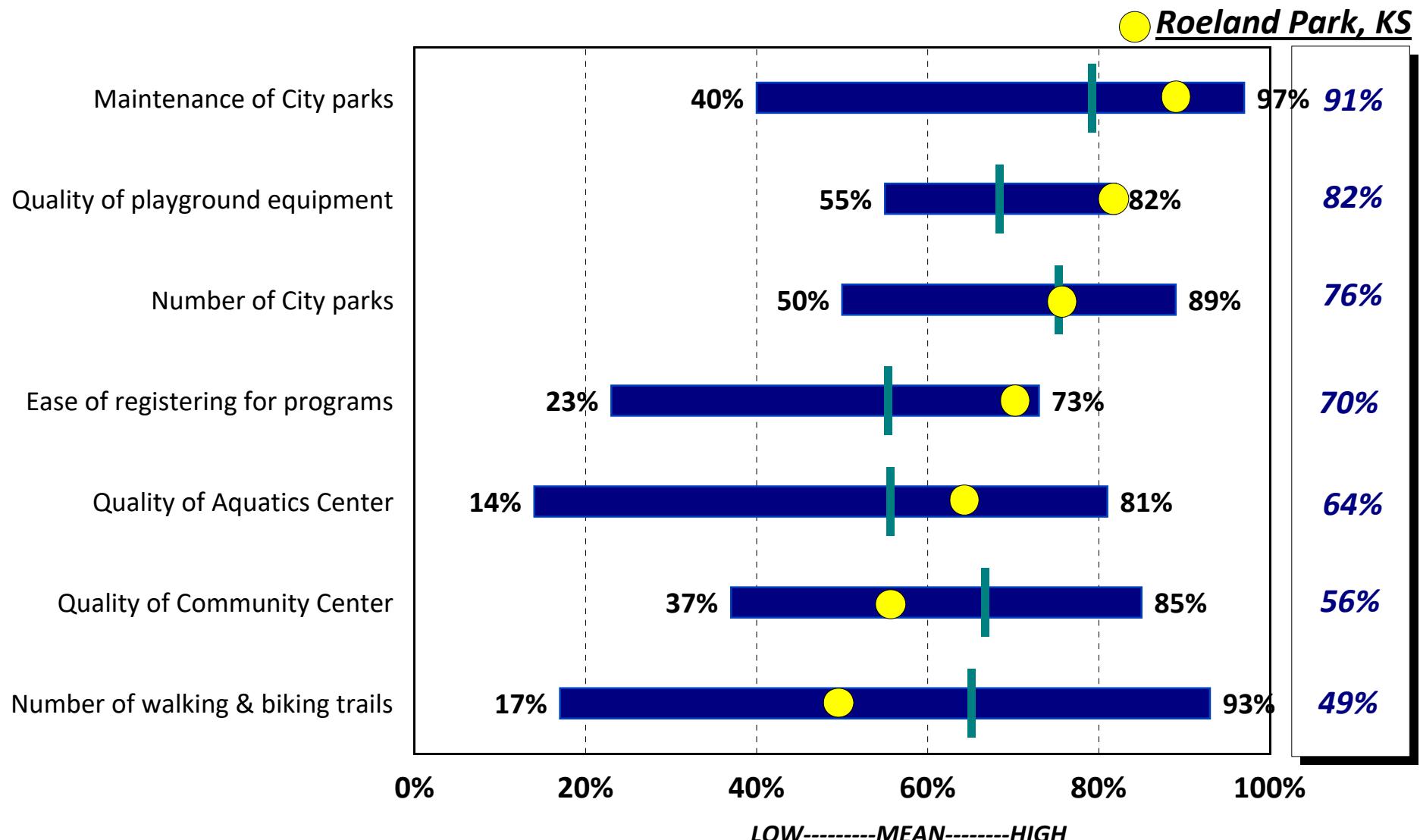
# Satisfaction with Code Enforcement Services Provided by Cities in the Kansas City Area - 2023

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



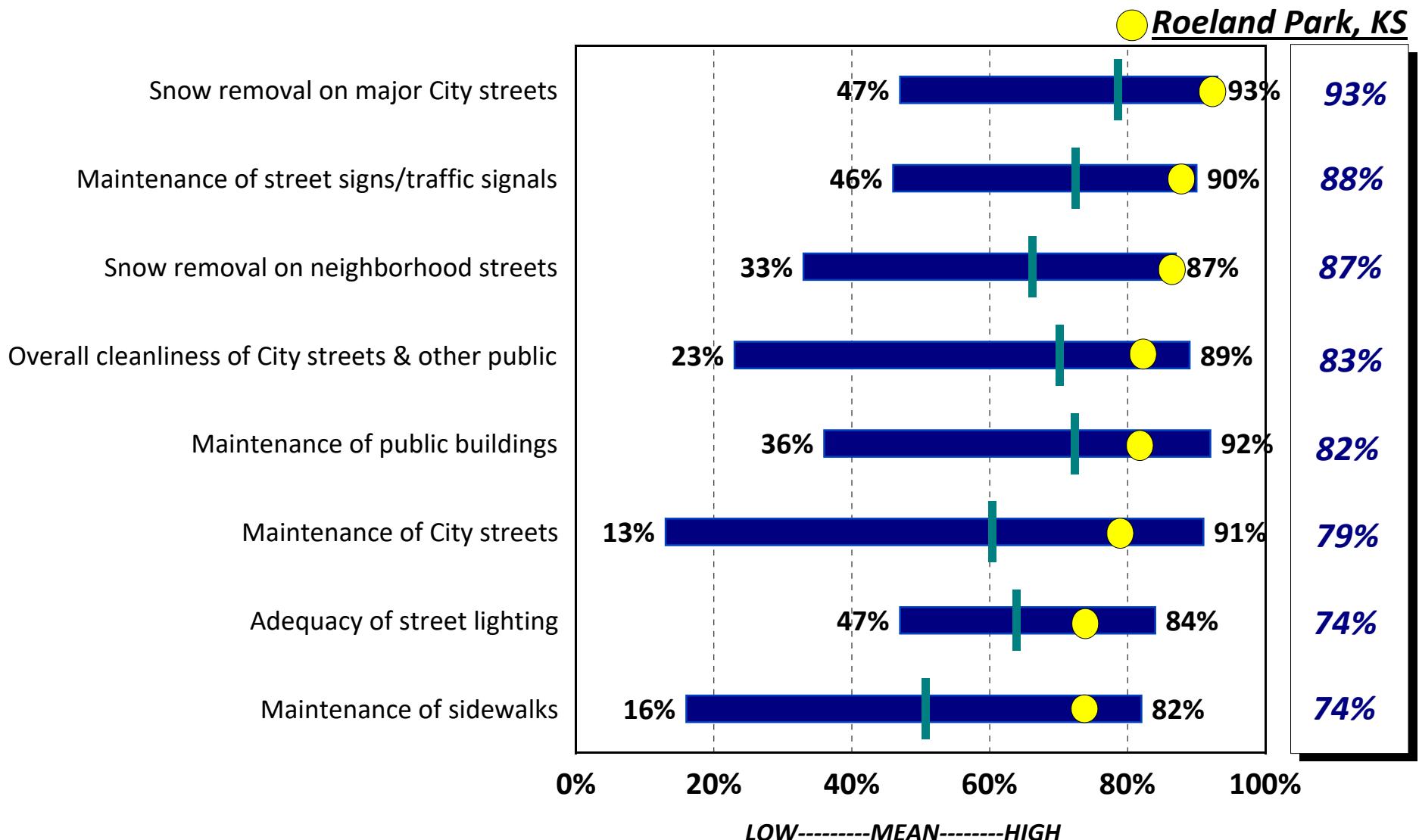
# Satisfaction with Parks and Recreation Services Provided by Cities in the Kansas City Area - 2023

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



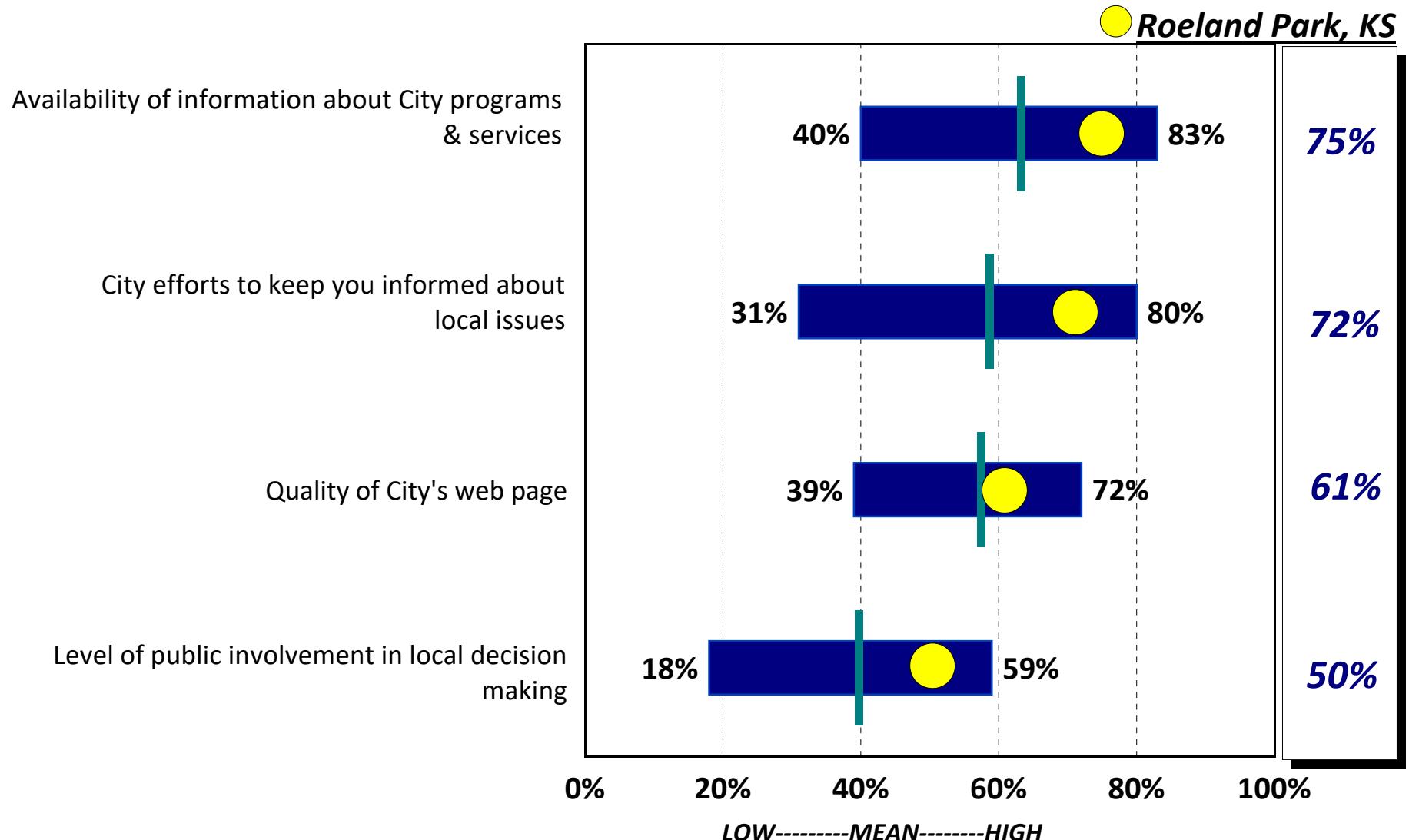
# Satisfaction with Maintenance Services Provided by Cities in the Kansas City Area - 2023

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



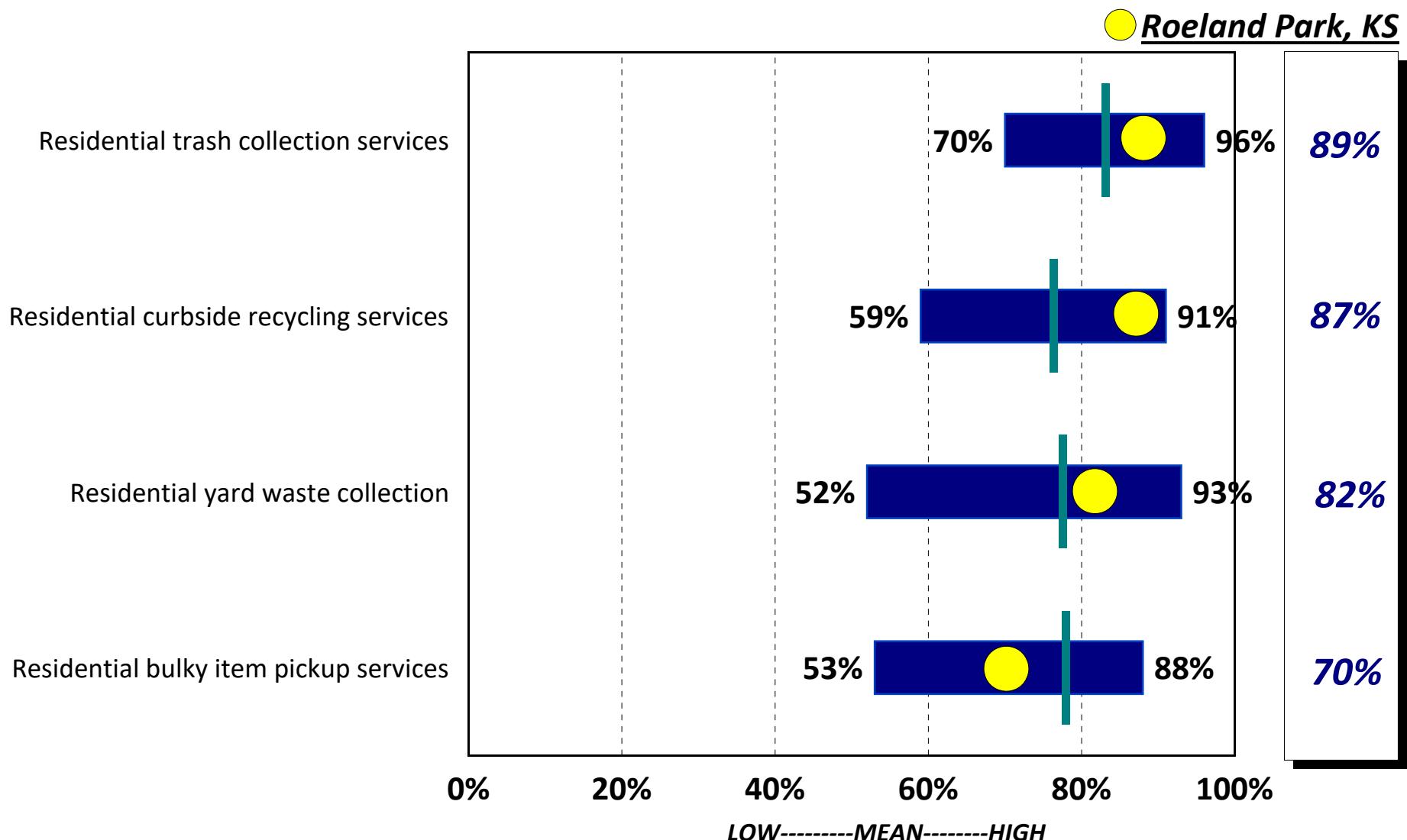
# Satisfaction with Communication Services Provided by Cities in the Kansas City Area - 2023

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



# Satisfaction With Trash Services Provided by Cities in the Kansas City Area - 2023

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. More than one-fourth (26.2%) of the respondent households selected "*enforcement of codes and ordinances*" as one of the most important services to emphasize over the next two years.

With regard to satisfaction, 55.8% of respondents surveyed rated "*enforcement of codes and ordinances*" 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, 26.2% was multiplied by 44.2% (1-0.558). This calculation yielded an I-S rating of 0.1158, which ranked first out of ten 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.

# 2023 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
<b><u>High Priority (IS .10-.20)</u></b>						
Enforcement of codes and ordinances	26%	5	56%	10	0.1158	1
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Maintenance of streets, buildings, facilities	51%	1	81%	5	0.0987	2
Traffic flow and congestion management	28%	4	73%	9	0.0759	3
Environmental and sustainability efforts	30%	3	79%	7	0.0612	4
Parks and Recreation programs and facilities	36%	2	86%	2	0.0508	5
Effectiveness of City communication	19%	7	77%	8	0.0442	6
Police services	24%	6	86%	1	0.0340	7
Stormwater runoff/management system	12%	8	80%	6	0.0245	8
Solid waste services	10%	9	84%	3	0.0166	9
Customer service	5%	10	83%	4	0.0078	10

**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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# 2023 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
<b><u>High Priority (IS .10-.20)</u></b>						
Quality of Mental Health Co-Responder	32%	3	56%	9	0.1391	1
City's efforts to prevent crime	48%	1	75%	6	0.1208	2
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Visibility of police in neighborhoods	34%	2	78%	5	0.0750	3
Enforcement of local traffic laws	23%	5	69%	7	0.0706	4
Animal control services	14%	8	59%	8	0.0584	5
Quality of local police protection	31%	4	89%	1	0.0347	6
Quality of EMS	19%	6	82%	4	0.0340	7
How quickly police officers respond to emergencies	17%	7	85%	2	0.0263	8
Quality of fire protection	12%	9	84%	3	0.0190	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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# 2023 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
<b><u>Very High Priority (IS &gt; .20)</u></b>						
Maintenance of commercial property	38%	2	44%	5	0.2134	1
<b><u>High Priority (IS .10-.20)</u></b>						
Clean up of litter/debris on private property	41%	1	52%	1	0.1960	2
Maintenance of residential property	31%	3	46%	4	0.1683	3
Mowing/cutting of weeds on private property	29%	4	48%	2	0.1515	4
Snow removal from sidewalks	20%	5	47%	3	0.1036	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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# 2023 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
<b><u>High Priority (IS .10-.20)</u></b>						
Number of walking & biking trails	35%	2	49%	12	0.1800	1
Quality of Community Center	29%	3	56%	11	0.1295	2
<b><u>Medium Priority (IS &lt;.10)</u></b>						
City-sponsored special events	23%	4	66%	8	0.0782	3
Quality of Aquatics Center	19%	6	64%	9	0.0693	4
Quality of art in public places	13%	8	70%	7	0.0397	5
Number of City parks	17%	7	76%	5	0.0396	6
Fees charged for memberships, recreation programs & facility rentals	9%	11	62%	10	0.0340	7
Maintenance of City parks	37%	1	91%	1	0.0339	8
Overall appearance of City parks	23%	5	89%	2	0.0256	9
How close neighborhood parks are to home	10%	10	77%	4	0.0232	10
Quality of playground equipment	13%	9	82%	3	0.0230	11
Ease of registering for programs	4%	12	70%	6	0.0125	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.

# 2023 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
<b>High Priority (IS .10-.20)</b>						
Maintenance of sidewalks	42%	2	74%	9	0.1109	1
Maintenance of City streets	50%	1	79%	6	0.1052	2
<b>Medium Priority (IS &lt;.10)</b>						
Adequacy of street lighting	24%	4	74%	8	0.0624	3
Overall cleanliness of City streets & other public areas	30%	3	83%	4	0.0490	4
Maintenance of curbs/gutters on streets	20%	6	77%	7	0.0467	5
Snow removal on neighborhood streets	21%	5	87%	3	0.0273	6
Maintenance of public buildings	14%	7	82%	5	0.0251	7
Maintenance of street signs/traffic signals	10%	9	88%	2	0.0118	8
Snow removal on major City streets	14%	8	93%	1	0.0093	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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# 2023 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
<b><u>High Priority (IS .10-.20)</u></b>						
Availability of public transportation	25%	4	35%	6	0.1637	1
Availability of bicycle infrastructure	24%	5	38%	5	0.1502	2
Availability of public sidewalks	34%	2	67%	4	0.1109	3
Flow of traffic along commercial streets	35%	1	70%	3	0.1049	4
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Flow of traffic on residential streets	27%	3	73%	2	0.0740	5
Ease of access to interstate system	5%	6	94%	1	0.0030	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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# 2023 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
<b>Medium Priority (IS &lt;.10)</b>						
Residential bulky item pickup services	26%	1	70%	7	0.0784	1
The fee charged for solid waste services	18%	6	72%	6	0.0490	2
Residential yard waste collection	22%	4	82%	4	0.0396	3
Residential curbside leaf collection service	23%	3	86%	3	0.0325	4
Residential curbside glass recycling services	14%	7	79%	5	0.0289	5
Residential trash collection services	24%	2	89%	1	0.0254	6
Residential curbside recycling services	18%	5	87%	2	0.0245	7

**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=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	42.3%	37.9%	10.4%	2.6%	0.2%	6.6%
Q1-2. Overall quality of City parks & recreation programs & facilities	39.5%	43.6%	10.0%	3.2%	0.5%	3.1%
Q1-3. Overall maintenance of City streets, buildings, & facilities	35.2%	44.9%	13.3%	5.3%	0.6%	0.6%
Q1-4. Overall enforcement of City codes & ordinances	16.5%	32.7%	21.2%	14.1%	3.7%	11.7%
Q1-5. Overall quality of customer service you receive from City employees	37.6%	32.4%	12.8%	1.6%	0.3%	15.2%
Q1-6. Overall effectiveness of City communication with the public	34.8%	40.7%	16.4%	4.5%	1.5%	2.1%
Q1-7. Overall quality of City's stormwater runoff/stormwater management system	29.8%	43.3%	13.5%	3.4%	1.6%	8.4%
Q1-8. Overall quality of traffic flow & congestion management in Roeland Park	26.1%	45.7%	15.2%	8.8%	3.1%	1.1%
Q1-9. Overall quality of solid waste services	38.2%	42.5%	11.0%	3.7%	0.6%	3.9%
Q1-10. Overall quality of City's environmental & sustainability efforts	35.5%	37.0%	15.4%	3.1%	0.3%	8.8%
Q1-11. Other	0.5%	0.5%	0.5%	1.6%	2.6%	94.3%

**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=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	45.3%	40.6%	11.1%	2.8%	0.2%
Q1-2. Overall quality of City parks & recreation programs & facilities	40.8%	45.0%	10.4%	3.3%	0.5%
Q1-3. Overall maintenance of City streets, buildings, & facilities	35.4%	45.2%	13.4%	5.4%	0.7%
Q1-4. Overall enforcement of City codes & ordinances	18.7%	37.1%	24.0%	16.0%	4.2%
Q1-5. Overall quality of customer service you receive from City employees	44.4%	38.2%	15.1%	1.9%	0.4%
Q1-6. Overall effectiveness of City communication with the public	35.6%	41.6%	16.7%	4.6%	1.5%
Q1-7. Overall quality of City's stormwater runoff/stormwater management system	32.6%	47.3%	14.7%	3.7%	1.8%
Q1-8. Overall quality of traffic flow & congestion management in Roeland Park	26.4%	46.2%	15.4%	8.9%	3.1%
Q1-9. Overall quality of solid waste services	39.8%	44.2%	11.5%	3.9%	0.7%
Q1-10. Overall quality of City's environmental & sustainability efforts	38.9%	40.5%	16.9%	3.4%	0.4%
Q1-11. Other	8.6%	8.6%	8.6%	28.6%	45.7%

## Q1-11. Other

- Animal control for wildlife issues; Roe Blvd is less safe than prior to the redesign (traffic flow and cars speeding through weaving and trying to make left turns out of neighborhoods), new lighting on Roe Blvd is intrusive for those living off of Roe.
- Do a pit of compost.
- Economic Development
- fitness center
- flooding back yards
- Glass recycle.
- huge houses being built
- I am dissatisfied with the annual Budgeting process. Walmart is not leaving and to keep harkening back as the reasoning behind a high mill levy makes no sense. Walmart is in a 9 1/2 year lease. More emphasis needs to go towards financial prudence and long range planning. We don't have to have it all right now! Every year since 2019 we have seen an increase in dollars assessed in property taxes and fees. A gain in property valuation does not pay for living essentials. The benefit to the property owner is when they sell their home or get a second mortgage. Going over budget happens quite often and no one seems to mind. Where is the financial accountability? Citizens survey results have been ignored in certain instances which creates animosity towards city government. We can do a better job on the annual budget!
- I see that surrounding cities are thriving with new businesses. Why can't Roeland Park draw in new businesses such as these? (Empty lot at corner of County Line and Mission Rd., empty CVS and empty strip mall in Walmart parking lot, old pool location, just to name a few opportunities. ALSO- surrounding cities have such nice City Pools. Why can't we sustain ours, so that OUR OWN community wants to go there, and not join neighboring cities' pools? LASTLY- surrounding cities have such nice community centers with such nice programs offered to their community. Why can't our community center at least offer programs to us? OH, I know why, because we have no revenue income, because we have no new businesses, and can't keep old businesses interested.
- I think it'd be important to have sidewalks on at least one side of every street.  
Also, dreaming big, it'd be great if the tram from KCMO had a stop in RP.
- Keeping Roeland Park affordable and livable for diverse, moderate income households.
- Mowing, green spaces.
- Need new curbs and no more chip and seal.
- Neosho was supposed to get a sidewalk many years ago. What happened to it?
- Our taxes are way too much, its like we have no representation to help us on about all issues.
- Overall appearance
- Overall peace of neighborhood and sense of pride in RP ~
- Please work with Mission's leadership to get the "Mission Gateway" eye sore removed. This would vastly help improve the "look" and feel of Roeland Park, albeit it is Misson it could be confused with Roeland Park, unfortunately.
- Property management companies purchase rentals in RP and not doing any aesthetic improvements to the exterior of the property. Within the last 24, I have contacted Gary Smith and associates posing as a potential tenant for either 5211 or 5307 W 50th Terr. I specifically asked if Gary Smith and Associates planned to make any improvements to the exteriors of these properties. The answer was no. This continues to be a problem in Ward 1. I'm curious about what steps need to occur to bring this to the attention of City Counsel, and what steps need to be taken to create requirements that all landlords need to abide to should they hold rental property in Roeland Park.
- public transit

## Q1-11. Other

- Regarding the police score: I'm confused by the need for an unmarked pickup truck for the PD. I doubt that Roeland Park is running any undercover operations (do we even employ a detective). It has the appearance of nothing more than a revenue stream - hide a police officer to run speed traps to get money off drivers. That's not what the role of a police department should be in 2023. Similarly, I notice at least one "marked" police car is marked with white wording on a white vehicle, which again signals that it is there to lurk in the background and write traffic tickets. Police should be visible in the community to (1) deter criminal behavior and (2) be approachable by our residents. In a suburban setting I don't expect officers "walking the beat," but they also should be more than a budgetary function of writing citations.  
On traffic: Roe from 47th to 50th is inundated with lights. But I understand that was a recent CARS project and there's no changing it. It just makes it difficult to use the City's primary North-South thoroughfare and, anecdotally, seems to encourage drivers to access I-35 by Lamar or Mission, diverting them away from our commercial hub.
- Roeland Park is a place with a lot of young families and I think there is enough interest to get more recreational activities for youth. If not possible for the city to facilitate a full soccer or baseball program for example, perhaps a partnership with a private organization that hosts and facilitates leagues at Roeland Park facilities. This may be happening now, but it's piecemeal and you have to stumble upon it. Maybe just a better communication of these rec activities listed on the website, or newsletter. We love Roeland Park and just don't want to have to drive to south Overland Park to get our kids into youth programs!
- Sidewalk and gutter management.
- sidewalks
- Sidewalks and curbs
- The City should invest in more dedicated protected bicycle lanes next to streets and roll back zoning regulations so that all types of housing can be built in all neighborhoods, and allow small businesses to run within neighborhoods (mixed zoning practices)
- The lighting on side streets is minimal making it unsafe to walk after dark. There is also a need for playgrounds, especially available during the day for younger children, I and not associated with schools, on the east side of Roe.
- This is a really good neighborhood in general. The issues are minor and I feel like the city really cares about running well and responsibly. It isn't entirely clear where the city's geographical bounds are, but the main issue I'd love to see addressed is the amount of eye sores. The dead CVS, seemingly abandoned buildings behind the QT, trash clearly visible on the road all along 47th street. My neighborhood is so beautiful, and the people around here are so kind and easy to get along with, and I feel like there's a communal value of pride here, which isn't reflected by the visual decay.
- TIME OF SEWER REPAIRS
- trash on roadsides
- Walmart area development could be better.
- we have codes that are not enforced
- We need a dog park! Please turn the park on Nall across from the water treatment facility into a dog park! No kiddos play there; the equipment is outdated & no one really knows about that secret hidden gem. PLEASE!!!!
- Why don't we do something to attract a decent restaurant or two, versus fast food. You have to go outside our city to find something desirable. Also, what happened with the old pool project?
- Would like a designated dog park area - been asking on these surveys every year.

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

Q2. Top choice	Number	Percent
Overall quality of police services	62	10.0 %
Overall quality of City parks & recreation programs & facilities	86	13.9 %
Overall maintenance of City streets, buildings, & facilities	118	19.1 %
Overall enforcement of City codes & ordinances	69	11.2 %
Overall quality of customer service you receive from City employees	9	1.5 %
Overall effectiveness of City communication with the public	36	5.8 %
Overall quality of City's stormwater runoff/stormwater management system	18	2.9 %
Overall quality of traffic flow & congestion management in Roeland Park	55	8.9 %
Overall quality of solid waste services	14	2.3 %
Overall quality of City's environmental & sustainability efforts	70	11.3 %
<u>None chosen</u>	80	13.0 %
Total	617	100.0 %

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

Q2. 2nd choice	Number	Percent
Overall quality of police services	40	6.5 %
Overall quality of City parks & recreation programs & facilities	76	12.3 %
Overall maintenance of City streets, buildings, & facilities	119	19.3 %
Overall enforcement of City codes & ordinances	44	7.1 %
Overall quality of customer service you receive from City employees	9	1.5 %
Overall effectiveness of City communication with the public	43	7.0 %
Overall quality of City's stormwater runoff/stormwater management system	25	4.1 %
Overall quality of traffic flow & congestion management in Roeland Park	64	10.4 %
Overall quality of solid waste services	28	4.5 %
Overall quality of City's environmental & sustainability efforts	60	9.7 %
<u>None chosen</u>	109	17.7 %
Total	617	100.0 %

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

Q2. 3rd choice	Number	Percent
Overall quality of police services	47	7.6 %
Overall quality of City parks & recreation programs & facilities	59	9.6 %
Overall maintenance of City streets, buildings, & facilities	77	12.5 %
Overall enforcement of City codes & ordinances	49	7.9 %
Overall quality of customer service you receive from City employees	9	1.5 %
Overall effectiveness of City communication with the public	41	6.6 %
Overall quality of City's stormwater runoff/stormwater management system	32	5.2 %
Overall quality of traffic flow & congestion management in Roeland Park	52	8.4 %
Overall quality of solid waste services	22	3.6 %
Overall quality of City's environmental & sustainability efforts	58	9.4 %
<u>None chosen</u>	171	27.7 %
Total	617	100.0 %

**SUM OF TOP 3 CHOICES**

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

Q2. Sum of top 3 choices	Number	Percent
Overall quality of police services	149	24.1 %
Overall quality of City parks & recreation programs & facilities	221	35.8 %
Overall maintenance of City streets, buildings, & facilities	314	50.9 %
Overall enforcement of City codes & ordinances	162	26.3 %
Overall quality of customer service you receive from City employees	27	4.4 %
Overall effectiveness of City communication with the public	120	19.4 %
Overall quality of City's stormwater runoff/stormwater management system	75	12.2 %
Overall quality of traffic flow & congestion management in Roeland Park	171	27.7 %
Overall quality of solid waste services	64	10.4 %
Overall quality of City's environmental & sustainability efforts	188	30.5 %
<u>None chosen</u>	80	13.0 %
Total	1571	

**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=617)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. As a place to live	61.1%	31.8%	5.8%	0.8%	0.5%	0.0%
Q3-2. As a place to raise children	45.5%	28.7%	9.4%	1.9%	0.3%	14.1%
Q3-3. As a place to work	19.9%	18.0%	19.6%	7.8%	2.8%	31.9%
Q3-4. As a place where you would buy your next home	41.7%	30.6%	14.4%	8.3%	2.3%	2.8%
Q3-5. As a place to retire	38.1%	30.1%	13.8%	7.0%	3.6%	7.5%
Q3-6. Quality of grade school through high school	23.8%	25.8%	13.9%	4.9%	1.3%	30.3%
Q3-7. Quality of commercial developments	7.0%	20.4%	26.7%	25.9%	13.8%	6.2%
Q3-8. Proximity to employers	32.7%	38.4%	14.6%	3.2%	0.5%	10.5%
Q3-9. As a community where I feel welcome & have a sense of belonging	42.1%	41.5%	10.9%	3.2%	1.1%	1.1%
Q3-10. As a community that offers adequate bicycle infrastructure both on & off street	13.3%	26.6%	28.4%	10.5%	4.9%	16.4%

**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=617)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. As a place to live	61.1%	31.8%	5.8%	0.8%	0.5%
Q3-2. As a place to raise children	53.0%	33.4%	10.9%	2.3%	0.4%
Q3-3. As a place to work	29.3%	26.4%	28.8%	11.4%	4.0%
Q3-4. As a place where you would buy your next home	42.8%	31.5%	14.8%	8.5%	2.3%
Q3-5. As a place to retire	41.2%	32.6%	14.9%	7.5%	3.9%
Q3-6. Quality of grade school through high school	34.2%	37.0%	20.0%	7.0%	1.9%
Q3-7. Quality of commercial developments	7.4%	21.8%	28.5%	27.6%	14.7%
Q3-8. Proximity to employers	36.6%	42.9%	16.3%	3.6%	0.5%
Q3-9. As a community where I feel welcome & have a sense of belonging	42.6%	42.0%	11.0%	3.3%	1.1%
Q3-10. As a community that offers adequate bicycle infrastructure both on & off street	15.9%	31.8%	33.9%	12.6%	5.8%

**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=617)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. Overall quality of services provided by City	35.8%	47.0%	11.3%	2.4%	0.6%	2.8%
Q4-2. Overall value that you receive for your City tax dollars & fees	25.3%	38.2%	20.4%	8.9%	3.6%	3.6%
Q4-3. Overall quality of life in City	43.6%	44.1%	8.6%	1.5%	0.8%	1.5%
Q4-4. How well City is managing development activity (i.e., economic, commercial, housing)	10.7%	32.7%	24.5%	14.3%	8.3%	9.6%
Q4-5. Overall feeling of safety in City	40.4%	46.5%	8.4%	2.9%	1.0%	0.8%
Q4-6. Overall condition of housing in your neighborhood	26.4%	51.2%	13.3%	7.1%	0.8%	1.1%
Q4-7. Availability of affordable housing for low/moderate income families	8.3%	17.7%	28.7%	17.5%	9.9%	18.0%
Q4-8. Overall image of City	27.7%	52.5%	10.9%	6.5%	1.3%	1.1%

**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=617)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. Overall quality of services provided by City	36.8%	48.3%	11.7%	2.5%	0.7%
Q4-2. Overall value that you receive for your City tax dollars & fees	26.2%	39.7%	21.2%	9.2%	3.7%
Q4-3. Overall quality of life in City	44.2%	44.7%	8.7%	1.5%	0.8%
Q4-4. How well City is managing development activity (i.e., economic, commercial, housing)	11.8%	36.2%	27.1%	15.8%	9.1%
Q4-5. Overall feeling of safety in City	40.7%	46.9%	8.5%	2.9%	1.0%
Q4-6. Overall condition of housing in your neighborhood	26.7%	51.8%	13.4%	7.2%	0.8%
Q4-7. Availability of affordable housing for low/moderate income families	10.1%	21.5%	35.0%	21.3%	12.1%
Q4-8. Overall image of City	28.0%	53.1%	11.0%	6.6%	1.3%

**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=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of local police protection	41.2%	42.0%	9.2%	0.8%	0.3%	6.5%
Q5-2. Visibility of police in neighborhoods	30.6%	44.6%	16.5%	3.6%	1.6%	3.1%
Q5-3. City's efforts to prevent crime	26.6%	37.6%	18.3%	2.6%	0.5%	14.4%
Q5-4. Enforcement of local traffic laws	23.2%	39.5%	19.0%	6.2%	2.6%	9.6%
Q5-5. How quickly police officers respond to emergencies	31.8%	26.9%	9.4%	0.8%	0.3%	30.8%
Q5-6. Quality of animal control services (contracted with City of Mission)	15.1%	21.4%	21.2%	2.9%	1.3%	38.1%
Q5-7. Quality of emergency medical services (provided by JOCO MED-ACT)	27.6%	23.8%	10.7%	0.5%	0.2%	37.3%
Q5-8. Quality of fire protection (provided by JOCO Consolidated Fire District 2)	29.7%	26.1%	9.9%	0.8%	0.0%	33.5%
Q5-9. Quality of Mental Health Co-Responder (contracted with JOCO Mental Health)	11.5%	12.6%	16.5%	1.6%	0.5%	57.2%
Q5-10. Other	0.2%	0.2%	0.0%	1.3%	1.1%	97.2%

**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=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of local police protection	44.0%	44.9%	9.9%	0.9%	0.3%
Q5-2. Visibility of police in neighborhoods	31.6%	46.0%	17.1%	3.7%	1.7%
Q5-3. City's efforts to prevent crime	31.1%	43.9%	21.4%	3.0%	0.6%
Q5-4. Enforcement of local traffic laws	25.6%	43.7%	21.0%	6.8%	2.9%
Q5-5. How quickly police officers respond to emergencies	45.9%	38.9%	13.6%	1.2%	0.5%
Q5-6. Quality of animal control services (contracted with City of Mission)	24.3%	34.6%	34.3%	4.7%	2.1%
Q5-7. Quality of emergency medical services (provided by JOCO MED-ACT)	43.9%	38.0%	17.1%	0.8%	0.3%
Q5-8. Quality of fire protection (provided by JOCO Consolidated Fire District 2)	44.6%	39.3%	14.9%	1.2%	0.0%
Q5-9. Quality of Mental Health Co-Responder (contracted with JOCO Mental Health)	26.9%	29.5%	38.6%	3.8%	1.1%
Q5-10. Other	5.9%	5.9%	0.0%	47.1%	41.2%

### Q5-10. Other

- Attracting new restaurant(s). We have enough fast food.
- City Art spending after large tax increases. Murals & art installations seem like a waste of money. Would rather see that spent on long lasting infrastructure & focus money to revitalize the Walmart/lowes/price chopper area.
- code enforcement
- commercial development
- Extend the holiday.
- friendliness of police
- heightened police attention in Neighborville
- I would like to see more street lights on some of the more main streets. There are a lot of night time walkers/runners (especially in the winter months when it's dark right after work) and I think more lights would improve pedestrian safety as well as discourage car thieves.
- I would love to see more walkable and bikeable spaces away from traffic and away from large areas of hot pavement. I know that's a big lift given the city's limited square mileage.
- Our taxes are ridiculous. No one will be able to afford to buy here or stay in our home if thus continues!!
- Over inflated home values, shady city hall spending, police need to protect and serve its people not cater to Walmart. OMG ITS GETTING BAD...
- removal of vagrants
- Taking a stand against KS's anti-LGBTQ policies. Not a safe place to raise a family if people are being actively discriminated against.
- trash
- Truck traffic/speeding on Eldrege Drive

**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. Top choice	Number	Percent
Overall quality of local police protection	87	14.1 %
Visibility of police in neighborhoods	79	12.8 %
City's efforts to prevent crime	122	19.8 %
Enforcement of local traffic laws	59	9.6 %
How quickly police officers respond to emergencies	29	4.7 %
Quality of animal control services (contracted with City of Mission)	18	2.9 %
Quality of emergency medical services (provided by JOCO MED-ACT)	18	2.9 %
Quality of fire protection (provided by JOCO Consolidated Fire District 2)	8	1.3 %
Quality of Mental Health Co-Responder (contracted with JOCO Mental Health)	98	15.9 %
<u>None chosen</u>	99	16.0 %
Total	617	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. 2nd choice	Number	Percent
Overall quality of local police protection	51	8.3 %
Visibility of police in neighborhoods	79	12.8 %
City's efforts to prevent crime	110	17.8 %
Enforcement of local traffic laws	47	7.6 %
How quickly police officers respond to emergencies	33	5.3 %
Quality of animal control services (contracted with City of Mission)	29	4.7 %
Quality of emergency medical services (provided by JOCO MED-ACT)	45	7.3 %
Quality of fire protection (provided by JOCO Consolidated Fire District 2)	26	4.2 %
Quality of Mental Health Co-Responder (contracted with JOCO Mental Health)	52	8.4 %
<u>None chosen</u>	145	23.5 %
Total	617	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. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	55	8.9 %
Visibility of police in neighborhoods	49	7.9 %
City's efforts to prevent crime	66	10.7 %
Enforcement of local traffic laws	36	5.8 %
How quickly police officers respond to emergencies	45	7.3 %
Quality of animal control services (contracted with City of Mission)	41	6.6 %
Quality of emergency medical services (provided by JOCO MED-ACT)	53	8.6 %
Quality of fire protection (provided by JOCO Consolidated Fire District 2)	39	6.3 %
Quality of Mental Health Co-Responder (contracted with JOCO Mental Health)	47	7.6 %
<u>None chosen</u>	<u>186</u>	<u>30.1 %</u>
Total	617	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)**

<u>Q6. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	193	31.3 %
Visibility of police in neighborhoods	207	33.5 %
City's efforts to prevent crime	298	48.3 %
Enforcement of local traffic laws	142	23.0 %
How quickly police officers respond to emergencies	107	17.3 %
Quality of animal control services (contracted with City of Mission)	88	14.3 %
Quality of emergency medical services (provided by JOCO MED-ACT)	116	18.8 %
Quality of fire protection (provided by JOCO Consolidated Fire District 2)	73	11.8 %
Quality of Mental Health Co-Responder (contracted with JOCO Mental Health)	197	31.9 %
<u>None chosen</u>	<u>99</u>	<u>16.0 %</u>
Total	1520	

**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	328	53.2 %
Agree	191	31.0 %
Neutral	54	8.8 %
Disagree	7	1.1 %
Strongly disagree	5	0.8 %
<u>Not provided</u>	32	5.2 %
Total	617	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	328	56.1 %
Agree	191	32.6 %
Neutral	54	9.2 %
Disagree	7	1.2 %
<u>Strongly disagree</u>	5	0.9 %
Total	585	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=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Enforcing cleanup of litter & debris on private property	14.4%	28.8%	18.0%	15.7%	5.8%	17.2%
Q8-2. Enforcing mowing & cutting of weeds on private property	11.3%	30.3%	20.3%	16.7%	7.9%	13.5%
Q8-3. Enforcing maintenance of residential property	11.5%	27.6%	23.0%	16.4%	6.5%	15.1%
Q8-4. Enforcing maintenance of commercial property	10.9%	25.1%	26.3%	13.8%	5.8%	18.2%
Q8-5. Enforcing snow removal from sidewalks	15.9%	23.8%	24.6%	14.1%	5.3%	16.2%
Q8-6. Other	0.0%	0.3%	0.0%	1.0%	2.6%	96.1%

**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=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Enforcing cleanup of litter & debris on private property	17.4%	34.8%	21.7%	19.0%	7.0%
Q8-2. Enforcing mowing & cutting of weeds on private property	13.1%	35.0%	23.4%	19.3%	9.2%
Q8-3. Enforcing maintenance of residential property	13.5%	32.4%	27.1%	19.3%	7.6%
Q8-4. Enforcing maintenance of commercial property	13.3%	30.7%	32.1%	16.8%	7.1%
Q8-5. Enforcing snow removal from sidewalks	19.0%	28.4%	29.4%	16.8%	6.4%
Q8-6. Other	0.0%	8.3%	0.0%	25.0%	66.7%

## Q8-6. Other

- car parking on sidewalks.
- consistency
- enforce litter clean up on commercial property
- have people pick up litter around their home
- I can't believe as a "city of trees" there isn't a tree ordinance in place yet. Most of the other municipalities near us have one already. We're going to be left behind
- Neighbors are allowed to have very invasive weeds on their properties and they have trash visible to my house. When I called in my neighbors that have piles of trash in their backyard nothing was done about piles of trash in yards. The invasive weeds need to be taken care of. My neighbors have rats, mice and raccoons, living in their properties. This is a horrible neighborhood that doesn't enforce yards to be clean and free of rodents. The rats are multiplying and the standing water among all the trash creates mosquitoes that carry diseases and the rats and mice carry disease. 0 interest in helping neighbors to have a high quality of life here. Animals and people could die from diseases spread from mosquitoes and rats. One lady has wild rats living in her home.
- No one trusts Roeland Park police they are not friendly to their community and oh yea you guys aren't special forces, it's not a war zone you guys can quit acting like it.
- not putting trash cans away
- Not racking leaves
- painting on houses, excess vehicles, yards not maintained
- People parking vehicles, trailers, boats on driveways that never move. People parking on sidewalks.
- Removal of invasive plants, shrubs, and trees on public property and rain water runoff zones (tatarian honey suckle)
- Removal of weeds from the streets.
- Residential redevelopment codes.
- Sidewalks are littered with leaves.
- The City should not have a problem with length of grass/ weeds, it is better for the environment and different types of plants look nicer
- The flood area/storm drain area maintenance of brush/vegetation cleanup.
- they don't do anything on my block.
- Tree issue
- Trimming of trees around power lines should be enforced. We lose power way too much in this city!
- untagged vehicles
- Walkability

**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	136	22.0 %
Enforcing mowing & cutting of weeds on private property	95	15.4 %
Enforcing maintenance of residential property	89	14.4 %
Enforcing maintenance of commercial property	143	23.2 %
Enforcing snow removal from sidewalks	60	9.7 %
<u>None chosen</u>	94	15.2 %
<b>Total</b>	<b>617</b>	<b>100.0 %</b>

**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	117	19.0 %
Enforcing mowing & cutting of weeds on private property	85	13.8 %
Enforcing maintenance of residential property	103	16.7 %
Enforcing maintenance of commercial property	92	14.9 %
Enforcing snow removal from sidewalks	62	10.0 %
<u>None chosen</u>	158	25.6 %
<b>Total</b>	<b>617</b>	<b>100.0 %</b>

**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	253	41.0 %
Enforcing mowing & cutting of weeds on private property	180	29.2 %
Enforcing maintenance of residential property	192	31.1 %
Enforcing maintenance of commercial property	235	38.1 %
Enforcing snow removal from sidewalks	122	19.8 %
<u>None chosen</u>	94	15.2 %
<b>Total</b>	<b>1076</b>	

**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=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Maintenance of City parks	41.0%	44.1%	7.6%	0.8%	0.3%	6.2%
Q10-2. Overall appearance of City parks	41.2%	43.4%	9.4%	1.0%	0.3%	4.7%
Q10-3. Number of City parks	30.6%	40.4%	13.8%	7.5%	0.8%	7.0%
Q10-4. Quality of playground equipment	37.1%	31.0%	12.3%	1.9%	0.5%	17.2%
Q10-5. How close neighborhood parks are to your home	39.2%	33.1%	13.8%	6.5%	1.6%	5.8%
Q10-6. Number of walking & biking trails	16.7%	26.1%	22.9%	17.5%	4.1%	12.8%
Q10-7. City-sponsored special events	21.9%	35.0%	22.0%	5.8%	1.1%	14.1%
Q10-8. Quality of art in public places	32.3%	31.9%	19.8%	6.2%	1.9%	7.9%
Q10-9. Quality of Aquatics Center	19.4%	25.4%	18.8%	5.5%	1.3%	29.5%
Q10-10. Quality of Community Center	14.6%	26.1%	20.4%	9.1%	2.8%	27.1%
Q10-11. Fees charged for memberships, recreation programs & facility rental	17.3%	25.9%	20.4%	5.8%	0.5%	30.0%
Q10-12. Ease of registering for programs	19.0%	26.4%	16.2%	2.4%	0.6%	35.3%
Q10-13. Other	0.2%	0.2%	0.2%	1.3%	1.5%	96.8%

**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=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Maintenance of City parks	43.7%	47.0%	8.1%	0.9%	0.3%
Q10-2. Overall appearance of City parks	43.2%	45.6%	9.9%	1.0%	0.3%
Q10-3. Number of City parks	32.9%	43.4%	14.8%	8.0%	0.9%
Q10-4. Quality of playground equipment	44.8%	37.4%	14.9%	2.3%	0.6%
Q10-5. How close neighborhood parks are to your home	41.7%	35.1%	14.6%	6.9%	1.7%
Q10-6. Number of walking & biking trails	19.1%	29.9%	26.2%	20.1%	4.6%
Q10-7. City-sponsored special events	25.5%	40.8%	25.7%	6.8%	1.3%
Q10-8. Quality of art in public places	35.0%	34.7%	21.5%	6.7%	2.1%
Q10-9. Quality of Aquatics Center	27.6%	36.1%	26.7%	7.8%	1.8%
Q10-10. Quality of Community Center	20.0%	35.8%	28.0%	12.4%	3.8%
Q10-11. Fees charged for memberships, recreation programs & facility rental	24.8%	37.0%	29.2%	8.3%	0.7%
Q10-12. Ease of registering for programs	29.3%	40.9%	25.1%	3.8%	1.0%
Q10-13. Other	5.0%	5.0%	5.0%	40.0%	45.0%

### Q10-13. Other

- All activities seem to be geared towards children or seniors. There is no focus or incentive for community involvement unless you are parents or seniors. The majority of my neighbors are neither. If there is a focus or ample community activities - I have never heard about them. I actively read the newsletter etc.
- Could the sculpture of the scary man lunging up the hill by Roe Lane be removed? I'm all for public art, but that scares children, doesn't seem to be making a statement, isn't aesthetically pleasing, and is made fun of by people visiting Roeland Park.
- Dog friendliness
- Getting a new dome put on and not making sure the surface would be ok for pickleball. I don't play a lot of pickleball, but would if the new dome surface allowed it and the dome would offer play time or leagues for pickleball. It seems impractical to have this facility and not be able to use it unless you reserve a court or have a team practice. Not a very good use of facilities.
- I would LOVE a dog park in RP. The closest dog park in Johnson county is in Leawood and I would love somewhere closer to let my dog play with other dogs.
- IRON SCULPTURE BY ALDIS IS CREEPY
- It'd be good to have a fenced off leash dog park in the area.
- Kid friendly
- Locking bathrooms at parks/ family bathrooms at parks
- Need more native plants.
- no programs for adults under 50
- Number of life guards and swim lessons.
- OFF LEASH DOG PARK?
- open the pool more days and hours
- reserving a shelter is still a pain to do and to locate on the website
- The park on Nall across from the waterworks treatment plant needs an upgrade or turned into a... YOU GUESSED IT— A DOG PARK!! The community center could use an upgrade, as well, if possible. This is a great little city; we need to be the best in every area, including our public parks & local community centers/libraries
- the removal of the high dive at the pool
- The Roeland Park Pool was once a cutting edge facility with a dome in the winter, which was great! Now I wouldn't waste my time going to the pool!
- Would like to see Nall Park be the next location to receive the same upgrades as R Park. There's also a safety concern of vagrant people wandering through the park from the i35 corridor and parking to use park facilities.

**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>	Number	Percent
Maintenance of City parks	127	20.6 %
Overall appearance of City parks	34	5.5 %
Number of City parks	32	5.2 %
Quality of playground equipment	21	3.4 %
How close neighborhood parks are to your home	14	2.3 %
Number of walking & biking trails	108	17.5 %
City-sponsored special events	36	5.8 %
Quality of art in public places	22	3.6 %
Quality of Aquatics Center	36	5.8 %
Quality of Community Center	68	11.0 %
Fees charged for memberships, recreation programs & facility rental	18	2.9 %
Ease of registering for programs	4	0.6 %
<u>None chosen</u>	97	15.7 %
<b>Total</b>	<b>617</b>	<b>100.0 %</b>

**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>	Number	Percent
Maintenance of City parks	55	8.9 %
Overall appearance of City parks	77	12.5 %
Number of City parks	32	5.2 %
Quality of playground equipment	23	3.7 %
How close neighborhood parks are to your home	28	4.5 %
Number of walking & biking trails	63	10.2 %
City-sponsored special events	48	7.8 %
Quality of art in public places	23	3.7 %
Quality of Aquatics Center	46	7.5 %
Quality of Community Center	52	8.4 %
Fees charged for memberships, recreation programs & facility rental	21	3.4 %
Ease of registering for programs	11	1.8 %
<u>None chosen</u>	138	22.4 %
<b>Total</b>	<b>617</b>	<b>100.0 %</b>

**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. 3rd choice</u>	Number	Percent
Maintenance of City parks	43	7.0 %
Overall appearance of City parks	30	4.9 %
Number of City parks	39	6.3 %
Quality of playground equipment	36	5.8 %
How close neighborhood parks are to your home	20	3.2 %
Number of walking & biking trails	47	7.6 %
City-sponsored special events	59	9.6 %
Quality of art in public places	36	5.8 %
Quality of Aquatics Center	36	5.8 %
Quality of Community Center	61	9.9 %
Fees charged for memberships, recreation programs & facility rental	16	2.6 %
Ease of registering for programs	11	1.8 %
<u>None chosen</u>	<u>183</u>	<u>29.7 %</u>
Total	617	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)**

<u>Q11. Sum of top 3 choices</u>	Number	Percent
Maintenance of City parks	225	36.5 %
Overall appearance of City parks	141	22.9 %
Number of City parks	103	16.7 %
Quality of playground equipment	80	13.0 %
How close neighborhood parks are to your home	62	10.0 %
Number of walking & biking trails	218	35.3 %
City-sponsored special events	143	23.2 %
Quality of art in public places	81	13.1 %
Quality of Aquatics Center	118	19.1 %
Quality of Community Center	181	29.3 %
Fees charged for memberships, recreation programs & facility rental	55	8.9 %
Ease of registering for programs	26	4.2 %
<u>None chosen</u>	<u>97</u>	<u>15.7 %</u>
Total	1530	

**Q12. 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=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of City streets	28.0%	49.8%	12.8%	6.2%	1.8%	1.5%
Q12-2. Maintenance of sidewalks	24.0%	48.1%	14.4%	9.4%	2.1%	1.9%
Q12-3. Maintenance of street signs/traffic signals	32.6%	54.5%	8.3%	2.4%	1.0%	1.3%
Q12-4. Snow removal on major City streets	47.0%	43.4%	5.7%	0.5%	0.5%	2.9%
Q12-5. Snow removal on neighborhood streets	37.6%	46.7%	9.2%	3.1%	0.6%	2.8%
Q12-6. Overall cleanliness of City streets & other public areas	33.7%	48.3%	9.6%	5.2%	1.6%	1.6%
Q12-7. Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatics Center)	26.4%	43.8%	11.8%	2.4%	0.8%	14.7%
Q12-8. Adequacy of street lighting	25.8%	46.8%	14.9%	7.8%	2.6%	2.1%
Q12-9. Maintenance of curbs/gutters on streets	25.9%	48.8%	14.4%	6.0%	2.1%	2.8%
Q12-10. Other	0.2%	0.5%	0.6%	1.0%	1.5%	96.3%

**WITHOUT "DON'T KNOW"**

**Q12. 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=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of City streets	28.5%	50.5%	13.0%	6.3%	1.8%
Q12-2. Maintenance of sidewalks	24.5%	49.1%	14.7%	9.6%	2.1%
Q12-3. Maintenance of street signs/traffic signals	33.0%	55.2%	8.4%	2.5%	1.0%
Q12-4. Snow removal on major City streets	48.4%	44.7%	5.8%	0.5%	0.5%
Q12-5. Snow removal on neighborhood streets	38.7%	48.0%	9.5%	3.2%	0.7%
Q12-6. Overall cleanliness of City streets & other public areas	34.3%	49.1%	9.7%	5.3%	1.6%
Q12-7. Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatics Center)	31.0%	51.3%	13.9%	2.9%	1.0%
Q12-8. Adequacy of street lighting	26.3%	47.8%	15.2%	7.9%	2.6%
Q12-9. Maintenance of curbs/gutters on streets	26.7%	50.2%	14.8%	6.2%	2.2%
Q12-10. Other	4.3%	13.0%	17.4%	26.1%	39.1%

## Q12-10. Other

- Speed bumps on 50th st
- Crosswalk at 54th and rosedale for walking/ biking, need some kind of flashing lights or some kind of notification to cars of pedestrian crossing on a blind hill
- Homeowners not keeping sidewalks clear of debris.
- I don't like the chip seal style of resurfacing. Believe this was phased out but just in case it's up for debate
- I have 2 things on my wish list, I wasn't satisfied when my street (Delmar) was chip sealed, I understand this was driven by price. Additionally I wish the city would remove the neighborhood watch program signs. They are rooted in a racist past that was specifically strong in JOCO's past. Thanks!
- I'm dissatisfied with the Property Taxes. I would like a tax cap for senior citizens that would help moderate income seniors
- It'd be good to have sidewalks that do not freeze in the winter to prevent falls.
- Leaf Removal Program
- Mistake - did not intend to click.
- More sidewalks
- Need a stop sign at 50th and Neosho. It a two way stop but needs to be a three way. It's hard to see the traffic coming south towards the intersection on Neosho.
- No street lighting on 55th street making it dangerous at night.
- Not sure where else to put this—I would love to see Roeland Park lead the Kansas City metro on the use of dark sky friendly street lights.
- Our cul de sac is awful. The neighbor's water pump pumps water into the cul de sac and ruins the asphalt. Is there anything we can do about this? Anonymously? My little can't even ride a bike out there without hitting a hole, thank you!
- Roe by Aldi & 18th, entrances always have trash
- Side walks are all broke and sinking in..
- Sidewalk inventory
- street drain for stormwater
- The purple street lights on the north entrance to Roeland Park are horrible. Warm light only
- The timing of the light at Roe Lane at W48th & W 47th is horrible.
- trash. I was told they don't pick it up.
- two left turn lanes, clearly marked, in intersection of Roe and Roe Lane
- We should have dark nights when their are astronomy events. Many people are unable to drive out of town To get to a place dark enough to see the stars. It may save money.

### **Q12a. Why are you "dissatisfied" or "very dissatisfied" with the adequacy of street lighting?**

- 54th Terr. is so dark by storm water area, needs a street light in between.
- AREAS EXIST WITHIN THE CITY THAT DO NOT HAVE ADEQUATE LIGHTING
- Car break ins and theft all time high due to poor lighting.
- I wrote a response on the last page, but to reiterate... I think Roeland Park should have more street lights to help with night-time pedestrian safety, and help discourage car thieves.
- It's too dark on the streets.
- Large portions of streets are not well lit at night.
- Many areas are very dark, makes walking unsafe.
- Many neighborhood streets are very dark.
- Many surrounding streets do not have street lights.
- Mature trees block the light in residential areas and need to be trimmed.
- Merely changing out street light heads for LED resulted in ark & light spots. Spacing of street lights wasn't analyzed
- My block of Canterbury is the long block between 48th and 50th where 49th St. doesn't come through. There aren't even close to enough street lights on my block to provide adequate lighting for safety at night.
- my street is dark, neighbors are not using proper lighting and we need a street light. 53rd and Juniper Dr.
- need more sidewalks, current ones are impossible for strollers
- no street lights on Wells Dr
- Not enough street lighting in my neighborhood. It's very dark.
- not enough street lights
- OUR STREET IS DARK, WESTWOOD DOING A MUCH BETTER JOB AT THIS
- Preserve the darkness by paying more attention to business and homeowners who reduce light pollution.
- Reinhardt 47th - 48th block.
- Several dark spots in my area. 50th between Southridge and Roeland
- Side neighborhood streets need more lighting
- Sidewalk maintenance is needed.
- Some streets are not well lit and are dangerous.
- Some streets in neighborhoods could use more lighting, the street by my house can get very dark.
- Street lighting on neighborhood streets is very lacking/lights are very dim.
- Street lights are not bright enough.
- The aggressiveness of the lighting on Roe Blvd - shields could be added to block the view from those off of Roe Blvd, and even those on the Blvd, or a warmer tone (lower Kelvin temperature) would improve this dramatically.
- The lack of street lighting, especially consistent street lighting is a real bummer. I understand that Roeland Park and surrounding communities did not develop consistent lighting plans and placed lights where they could, but consistent lighting is key to walkability. We're too big to have a lighting plan like Westwood is doing, but there are so many dark spots that it feels unsafe (traffic wise especially) to be walking after dusk.
- The street lighting on Roe is unreliable.
- There are areas of the city that are very dark at night. Parrish is a good example
- There are minimal street lights in the neighborhoods making it feel unsafe to walk at night due to the multiple dark spots.
- There are some very dark streets/areas of streets. I like going for walks/runs in the neighborhood but in the winter when it's dark so early, I don't feel as comfortable since some streets are very dark in certain areas.
- There don't seem to be enough

**Q12a. Why are you "dissatisfied" or "very dissatisfied" with the adequacy of street lighting?**

- There is not enough coverage. I walk almost every day and the streets at night have a lot of dark spots. I try to do most of my walking in Westwood where a lot of their streets have new excellent lighting.
- too dim
- Very dark walking around at night on most streets. Don't want the Fairway overly bright and numerous streetlights but would appreciate more lighting for visibility of walkers at night
- Walking at night can lead to injury because of unseen obstacles due to darkness
- Walking in the evening, not enough street lights.
- We live on a very dark cul-de-sac.
- weeds in sidewalks, gutters not cleaned
- Westwood has much better brighter lighting that is safer at night.
- when the city converted to LED lighting, no changes were made to light pole spacing as should have been done. The previous light heads provided better street lighting and coverage of the roadways.

**Q13. Which THREE of these items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q13. Top choice	Number	Percent
Maintenance of City streets	178	28.8 %
Maintenance of sidewalks	80	13.0 %
Maintenance of street signs/traffic signals	10	1.6 %
Snow removal on major City streets	27	4.4 %
Snow removal on neighborhood streets	25	4.1 %
Overall cleanliness of City streets & other public areas	55	8.9 %
Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatics Center)	21	3.4 %
Adequacy of street lighting	79	12.8 %
Maintenance of curbs/gutters on streets	32	5.2 %
<u>None chosen</u>	110	17.8 %
Total	617	100.0 %

**Q13. Which THREE of these items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q13. 2nd choice	Number	Percent
Maintenance of City streets	72	11.7 %
Maintenance of sidewalks	109	17.7 %
Maintenance of street signs/traffic signals	26	4.2 %
Snow removal on major City streets	30	4.9 %
Snow removal on neighborhood streets	55	8.9 %
Overall cleanliness of City streets & other public areas	51	8.3 %
Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatics Center)	36	5.8 %
Adequacy of street lighting	34	5.5 %
Maintenance of curbs/gutters on streets	44	7.1 %
<u>None chosen</u>	160	25.9 %
Total	617	100.0 %

**Q13. Which THREE of these items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q13. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	59	9.6 %
Maintenance of sidewalks	70	11.3 %
Maintenance of street signs/traffic signals	26	4.2 %
Snow removal on major City streets	26	4.2 %
Snow removal on neighborhood streets	46	7.5 %
Overall cleanliness of City streets & other public areas	76	12.3 %
Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatics Center)	31	5.0 %
Adequacy of street lighting	36	5.8 %
Maintenance of curbs/gutters on streets	49	7.9 %
<u>None chosen</u>	<u>198</u>	<u>32.1 %</u>
Total	617	100.0 %

**SUM OF TOP 3 CHOICES**

**Q13. Which THREE of these items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q13. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	309	50.1 %
Maintenance of sidewalks	259	42.0 %
Maintenance of street signs/traffic signals	62	10.0 %
Snow removal on major City streets	83	13.5 %
Snow removal on neighborhood streets	126	20.4 %
Overall cleanliness of City streets & other public areas	182	29.5 %
Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatics Center)	88	14.3 %
Adequacy of street lighting	149	24.1 %
Maintenance of curbs/gutters on streets	125	20.3 %
<u>None chosen</u>	<u>110</u>	<u>17.8 %</u>
Total	1493	

**Q14. Have you contacted the City with a question, problem, or complaint during the past year?**

Q14. Have you contacted City with a question, problem,  
or complaint during past year

	Number	Percent
Yes	188	30.5 %
No	429	69.5 %
Total	617	100.0 %

**Q14a. Which City department did you contact most recently?**

Q14a. Which City department did you contact most  
recently

	Number	Percent
Administration (licenses/permits/solid waste)	51	27.1 %
Animal Control	7	3.7 %
City Clerk (agendas/minutes/records requests)	20	10.6 %
Codes Enforcement	47	25.0 %
Finance/Treasury/Budget	1	0.5 %
Community Center	5	2.7 %
Aquatics Center	4	2.1 %
Planning & Development	2	1.1 %
Police	24	12.8 %
Public Works Operations (streets/stormwater/parks/sidewalks)	25	13.3 %
Not provided	2	1.1 %
Total	188	100.0 %

**WITHOUT "NOT PROVIDED"****Q14a. Which City department did you contact most recently? (without "not provided")**

Q14a. Which City department did you contact most  
recently

	Number	Percent
Administration (licenses/permits/solid waste)	51	27.4 %
Animal Control	7	3.8 %
City Clerk (agendas/minutes/records requests)	20	10.8 %
Codes Enforcement	47	25.3 %
Finance/Treasury/Budget	1	0.5 %
Community Center	5	2.7 %
Aquatics Center	4	2.2 %
Planning & Development	2	1.1 %
Police	24	12.9 %
Public Works Operations (streets/stormwater/parks/sidewalks)	25	13.4 %
Total	186	100.0 %

**Q14b. 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=188)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14b-1. How easy the department was to contact	50.5%	35.6%	8.5%	3.7%	1.1%	0.5%
Q14b-2. How courteously you were treated	58.5%	26.1%	6.9%	3.7%	3.7%	1.1%
Q14b-3. Technical competence & knowledge of City employees who assisted you	48.4%	32.4%	6.9%	5.3%	3.2%	3.7%
Q14b-4. Overall responsiveness of City employees to your request or concern	47.3%	30.3%	8.5%	6.4%	5.9%	1.6%

**WITHOUT "DON'T KNOW"**

**Q14b. 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=188)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14b-1. How easy the department was to contact	50.8%	35.8%	8.6%	3.7%	1.1%
Q14b-2. How courteously you were treated	59.1%	26.3%	7.0%	3.8%	3.8%
Q14b-3. Technical competence & knowledge of City employees who assisted you	50.3%	33.7%	7.2%	5.5%	3.3%
Q14b-4. Overall responsiveness of City employees to your request or concern	48.1%	30.8%	8.6%	6.5%	5.9%

**Q15. 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=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Availability of information about City programs & services	25.1%	44.9%	18.5%	4.1%	0.6%	6.8%
Q15-2. City efforts to keep you informed about local issues	25.9%	41.8%	18.5%	7.9%	0.6%	5.2%
Q15-3. Level of public involvement in local decision making	12.8%	30.6%	28.8%	10.0%	3.9%	13.8%
Q15-4. Quality of City's web page	14.9%	35.8%	25.0%	6.3%	1.6%	16.4%
Q15-5. Content of City's newsletter	26.9%	43.1%	18.6%	3.4%	1.5%	6.5%

**WITHOUT "DON'T KNOW"**

**Q15. 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=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Availability of information about City programs & services	27.0%	48.2%	19.8%	4.3%	0.7%
Q15-2. City efforts to keep you informed about local issues	27.4%	44.1%	19.5%	8.4%	0.7%
Q15-3. Level of public involvement in local decision making	14.8%	35.5%	33.5%	11.7%	4.5%
Q15-4. Quality of City's web page	17.8%	42.8%	29.8%	7.6%	1.9%
Q15-5. Content of City's newsletter	28.8%	46.1%	19.9%	3.6%	1.6%

**Q16. What sources do you currently USE MOST to get information about the City of Roeland Park?**

Q16. What sources do you currently use most to get

information about City

	Number	Percent
The Kansas City Star	38	6.2 %
City Newsletter	421	68.2 %
Social media (Twitter, Facebook, Instagram)	264	42.8 %
Word of mouth	197	31.9 %
City website	247	40.0 %
Town Hall meetings or community forums	34	5.5 %
The Shawnee Mission Post	139	22.5 %
Attending or listening to meetings	39	6.3 %
Nextdoor	180	29.2 %
City emails (eNewsletter)	131	21.2 %
Notify JoCo	98	15.9 %
<u>Other</u>	6	1.0 %
<b>Total</b>	<b>1794</b>	

**Q16-12. Other**

- Neighbors who drop off flyers for events
- Neighbors.
- News Break
- Roeland Park Facebook group
- Roeland Park Facebook page. It is entertaining & basically the only reason I even open Facebook
- Shawnee Mission Post

**Q17. Which TWO of the sources from the list in Question 16 do you MOST PREFER to use to get information about the City of Roeland Park?**

Q17. Top choice	Number	Percent
The Kansas City Star	10	1.6 %
City Newsletter	246	39.9 %
Social media (Twitter, Facebook, Instagram)	122	19.8 %
Word of mouth	7	1.1 %
City website	76	12.3 %
Town Hall meetings or community forums	4	0.6 %
The Shawnee Mission Post	15	2.4 %
Attending or listening to meetings	3	0.5 %
Nextdoor	15	2.4 %
City emails (eNewsletter)	54	8.8 %
Notify JoCo	2	0.3 %
<u>None chosen</u>	63	10.2 %
Total	617	100.0 %

**Q17. Which TWO of the sources from the list in Question 16 do you MOST PREFER to use to get information about the City of Roeland Park?**

Q17. 2nd choice	Number	Percent
The Kansas City Star	11	1.8 %
City Newsletter	122	19.8 %
Social media (Twitter, Facebook, Instagram)	79	12.8 %
Word of mouth	32	5.2 %
City website	93	15.1 %
Town Hall meetings or community forums	9	1.5 %
The Shawnee Mission Post	33	5.3 %
Attending or listening to meetings	6	1.0 %
Nextdoor	21	3.4 %
City emails (eNewsletter)	79	12.8 %
Notify JoCo	20	3.2 %
<u>None chosen</u>	112	18.2 %
Total	617	100.0 %

**SUM OF TOP 2 CHOICES****Q17. Which TWO of the sources from the list in Question 16 do you MOST PREFER to use to get information about the City of Roeland Park? (top 2)**

<u>Q17. Sum of top 2 choices</u>	Number	Percent
The Kansas City Star	21	3.4 %
City Newsletter	368	59.6 %
Social media (Twitter, Facebook, Instagram)	201	32.6 %
Word of mouth	39	6.3 %
City website	169	27.4 %
Town Hall meetings or community forums	13	2.1 %
The Shawnee Mission Post	48	7.8 %
Attending or listening to meetings	9	1.5 %
Nextdoor	36	5.8 %
City emails (eNewsletter)	133	21.6 %
Notify JoCo	22	3.6 %
<u>None chosen</u>	63	10.2 %
Total	1122	

**Q18. 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=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Availability of public transportation	6.8%	13.9%	25.4%	8.9%	4.4%	40.5%
Q18-2. Flow of traffic along commercial streets	18.0%	49.8%	19.4%	8.6%	1.6%	2.6%
Q18-3. Flow of traffic on residential streets	22.2%	49.1%	13.9%	9.6%	3.1%	2.1%
Q18-4. Availability of public sidewalks	18.8%	47.0%	16.2%	13.3%	2.4%	2.3%
Q18-5. Ease of access to interstate system	54.8%	37.0%	5.0%	0.5%	0.6%	2.1%
Q18-6. Availability of bicycle infrastructure	8.8%	19.1%	27.1%	14.1%	3.9%	27.1%
Q18-7. Other	0.0%	0.0%	0.2%	0.6%	1.0%	98.2%

**WITHOUT "DON'T KNOW"**

**Q18. 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=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Availability of public transportation	11.4%	23.4%	42.8%	15.0%	7.4%
Q18-2. Flow of traffic along commercial streets	18.5%	51.1%	20.0%	8.8%	1.7%
Q18-3. Flow of traffic on residential streets	22.7%	50.2%	14.2%	9.8%	3.1%
Q18-4. Availability of public sidewalks	19.2%	48.1%	16.6%	13.6%	2.5%
Q18-5. Ease of access to interstate system	56.0%	37.7%	5.1%	0.5%	0.7%
Q18-6. Availability of bicycle infrastructure	12.0%	26.2%	37.1%	19.3%	5.3%
Q18-7. Other	0.0%	0.0%	9.1%	36.4%	54.5%

**Q18-7. Other**

- access to regional trail system
- bike lane on Roe
- I LIVE ON A ONE WAY STREET AND CARS ARE DRIVEN DOWN THE WRONG WAY
- short cut walking paths that cut through blocks to shorten distance to stores and services.
- speed bumps on residential streets to slow down traffic
- Speeding by residents and delivery drivers on our narrow streets is a safety issue. Particularly as summer looms, children are near and in street. The fact that few have not died is luck not design or traffic enforcement.
- speeding on residential streets
- Street parking - on narrow residential streets there is a need to prohibit parking one side. People often park on both sides making it difficult to pass by.
- The bishop mige traffic and traffic on Pawnee is often very fast. Think speed tables or other mitigation would be helpful
- Too many cars parked on the street. People need to park in the parking lots only at any public park. No street parking at parks and no street parking by residents
- Too many stop signs along residential streets. I understand you need them, but do you need them at every intersection? (or so it seems)

**Q19. Which TWO of the items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q19. Top choice	Number	Percent
Availability of public transportation	91	14.7 %
Flow of traffic along commercial streets	123	19.9 %
Flow of traffic on residential streets	91	14.7 %
Availability of public sidewalks	113	18.3 %
Ease of access to interstate system	12	1.9 %
Availability of bicycle infrastructure	62	10.0 %
<u>None chosen</u>	125	20.3 %
Total	617	100.0 %

**Q19. Which TWO of the items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q19. 2nd choice	Number	Percent
Availability of public transportation	64	10.4 %
Flow of traffic along commercial streets	90	14.6 %
Flow of traffic on residential streets	78	12.6 %
Availability of public sidewalks	96	15.6 %
Ease of access to interstate system	18	2.9 %
Availability of bicycle infrastructure	88	14.3 %
<u>None chosen</u>	183	29.7 %
Total	617	100.0 %

**SUM OF TOP 2 CHOICES**

**Q19. Which TWO of the items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q19. Sum of top 2 choices	Number	Percent
Availability of public transportation	155	25.1 %
Flow of traffic along commercial streets	213	34.5 %
Flow of traffic on residential streets	169	27.4 %
Availability of public sidewalks	209	33.9 %
Ease of access to interstate system	30	4.9 %
Availability of bicycle infrastructure	150	24.3 %
<u>None chosen</u>	125	20.3 %
Total	1051	

**Q20. 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=617)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q20-1. Travel by automobile on City streets	46.2%	43.6%	5.8%	1.6%	0.6%	2.1%
Q20-2. Travel by foot-walking along streets (on sidewalks)	29.0%	48.5%	12.6%	5.8%	1.1%	2.9%
Q20-3. Travel by foot-walking to run errands, go to school, etc.	24.5%	40.8%	17.8%	7.0%	1.3%	8.6%
Q20-4. Travel by bicycle on trails	11.3%	18.2%	21.2%	3.2%	0.6%	45.4%
Q20-5. Travel by bicycle on streets	7.5%	16.7%	26.3%	12.0%	3.2%	34.4%
Q20-6. Travel by bus	6.2%	9.7%	15.2%	2.1%	0.3%	66.5%

**WITHOUT "DON'T KNOW"**

**Q20. 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=617)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q20-1. Travel by automobile on City streets	47.2%	44.5%	6.0%	1.7%	0.7%
Q20-2. Travel by foot-walking along streets (on sidewalks)	29.9%	49.9%	13.0%	6.0%	1.2%
Q20-3. Travel by foot-walking to run errands, go to school, etc.	26.8%	44.7%	19.5%	7.6%	1.4%
Q20-4. Travel by bicycle on trails	20.8%	33.2%	38.9%	5.9%	1.2%
Q20-5. Travel by bicycle on streets	11.4%	25.4%	40.0%	18.3%	4.9%
Q20-6. Travel by bus	18.4%	29.0%	45.4%	6.3%	1.0%

**Q21. Trash Issues. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.**

(N=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Residential trash collection services	46.4%	41.3%	5.8%	3.4%	1.1%	1.9%
Q21-2. Residential curbside glass recycling services	46.8%	27.1%	11.2%	4.1%	4.9%	6.0%
Q21-3. Residential curbside recycling services	46.2%	37.6%	8.1%	3.6%	1.3%	3.2%
Q21-4. Residential yard waste collection	45.5%	33.1%	9.7%	6.2%	1.3%	4.2%
Q21-5. Residential bulky item pickup services	32.4%	25.6%	15.4%	6.8%	2.3%	17.5%
Q21-6. Residential curbside leaf collection service	51.7%	30.1%	8.9%	2.9%	1.8%	4.5%
Q21-7. The fee charged for solid waste services (\$17.85 per month for curbside trash, recycling, yard waste & leaf pickup)	30.3%	37.4%	17.7%	5.0%	3.7%	5.8%
Q21-8. Other	0.3%	0.0%	0.3%	0.8%	1.3%	97.2%

**WITHOUT "DON'T KNOW"**

**Q21. Trash Issues. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")**

(N=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Residential trash collection services	47.3%	42.1%	6.0%	3.5%	1.2%
Q21-2. Residential curbside glass recycling services	49.8%	28.8%	11.9%	4.3%	5.2%
Q21-3. Residential curbside recycling services	47.7%	38.9%	8.4%	3.7%	1.3%
Q21-4. Residential yard waste collection	47.5%	34.5%	10.2%	6.4%	1.4%
Q21-5. Residential bulky item pickup services	39.3%	31.0%	18.7%	8.3%	2.8%
Q21-6. Residential curbside leaf collection service	54.2%	31.6%	9.3%	3.1%	1.9%
Q21-7. The fee charged for solid waste services (\$17.85 per month for curbside trash, recycling, yard waste & leaf pickup)	32.2%	39.8%	18.8%	5.3%	4.0%
Q21-8. Other	11.8%	0.0%	11.8%	29.4%	47.1%

## Q21-8. Other

- addition of curbside glass recycle was an unnecessary service and expense.
- Being able to burn.
- Broken glass cleanup.
- Curbside composting
- DROP THE GLASS RECYCLING FARCE. YOU ARE FORCING SO MANY RESIDENTS TO PAY FOR A SERVICE THAT MOST DON'T WANT. TAKING MY GLASS TO A RECYCLING BIN ON THE WAY TO THE GROCERY STORE WAS FREE AND EASY. WATCHING THE GAS GUZZELING TRUCK AND TRAILER SPUTTERING THROUGH THE NEIGHBORHOOD, SOMETIMES MAKING MULTIPLE PASSES, IS CRAZY...ESPECIALLY SINCE THE EFFORT IS IN THE NAME OF ENVIRONMENTAL PRESERVATION. I RARELY SEE A PURPLE BIN OUT ON MY STREET. NOW THEY'VE REDUCED PICKUPS TO ONCE A MONTH....HAVE OUR OUT-OF-POCKET FEES FOR THE SERVICE DECREASED BY 50%? I BELIEVE MANY NEIGHBORS FEEL THE "BAIT AND SWITCH - GOTCHA" METHOD OF ROELAND PARK GOVERNMENT IMPLEMENTING THE GLASS RECYCLING FARCE HAS LED TO MISTRUST. YOU HAD THE "TRIAL PERIOD", THEN...WHAMMY! NO RESIDENT INPUT...JUST A NEW FORCED EXPENSE ON US! THAT "GREEN" MAYOR HAD HIS AGENDA AND CAST HIS VOTE FOR A SERVICE THE MAJORITY OF RESIDENTS DIDN'T WANT.
- I appreciate how Roeland Park is always doing the best for the constituents and changing vendors and suppliers when necessary, assuming this is to help save the citizens on cost. An example would be the trash and recycling services being changed 2 - 3 times in the past 4 - 5 years. Unfortunately, the unknown and unmarked company right now I feel is not a good employer to their workers. They have trucks with the ability to pick up the cans themselves, yet the arms never work and are always broken. Because of this, they need 2 to 3 poor workers in ALL types of horrible temperatures manually picking up the carts and loading them in the back. I have seen these workers on the coldest of cold days and this seems very inhumane to me. For my family, and other residents alike, I am sure we would all be willing to pay more for a service where the workers are treated with dignity and living and working for a fair and honest wage. I urge the city to look more into this company and ensure they are treating their employees ethically and up to the OSHA standards on "working conditions" for these workers.
- I would love to see the option of curbside composting in the city.
- I'd appreciate more clarity as to whether things we recycle are really recycled or whether they end up in the landfill. What efforts are made by the recycling company to make sure things are genuinely reused?
- information about yard waste collection
- More education.
- offer composting
- On the leaf pickup, I wish the city would provide more education to residents about the environmental benefits to leaving some or all leaves where they fall rather than removing them all. Many native bees and insects overwinter in the leaves, and the decaying leaves are good for the soil. It seems every fall people are obsessed with the leaf truck coming and clearing the leaves without understanding the consequences of doing that.
- Our home was never provided a glass recycle container or details about pickup. By the time we are off work we are unable to contact city if Roeland park for inquire. Irritating that we somehow have missed this service.
- Our trash service has been a problem every since you changed from deffenbach and you guys know it.
- Ripple Glass pickup is a lifesaver
- Yard waste is such a massive plus for Roeland Park. Well worth the charge.

**Q22. Which TWO of these items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q22. Top choice	Number	Percent
Residential trash collection services	98	15.9 %
Residential curbside glass recycling services	45	7.3 %
Residential curbside recycling services	44	7.1 %
Residential yard waste collection	60	9.7 %
Residential bulky item pickup services	89	14.4 %
Residential curbside leaf collection service	80	13.0 %
The fee charged for solid waste services (\$17.85 per month for curbside trash, recycling, yard waste & leaf pickup)	57	9.2 %
<u>None chosen</u>	144	23.3 %
Total	617	100.0 %

**Q22. Which TWO of these items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q22. 2nd choice	Number	Percent
Residential trash collection services	50	8.1 %
Residential curbside glass recycling services	38	6.2 %
Residential curbside recycling services	69	11.2 %
Residential yard waste collection	76	12.3 %
Residential bulky item pickup services	74	12.0 %
Residential curbside leaf collection service	61	9.9 %
The fee charged for solid waste services (\$17.85 per month for curbside trash, recycling, yard waste & leaf pickup)	51	8.3 %
<u>None chosen</u>	198	32.1 %
Total	617	100.0 %

**SUM OF TOP 2 CHOICES**

**Q22. Which TWO of these items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q22. Sum of top 2 choices	Number	Percent
Residential trash collection services	148	24.0 %
Residential curbside glass recycling services	83	13.5 %
Residential curbside recycling services	113	18.3 %
Residential yard waste collection	136	22.0 %
Residential bulky item pickup services	163	26.4 %
Residential curbside leaf collection service	141	22.9 %
The fee charged for solid waste services (\$17.85 per month for curbside trash, recycling, yard waste & leaf pickup)	108	17.5 %
<u>None chosen</u>	144	23.3 %
Total	1036	

**Q23. How supportive would you be of the City of Roeland Park creating policy to protect all healthy, mature trees within the City?**

Q23. How supportive would you be of City creating policy to protect all healthy, mature trees within City	Number	Percent
Very supportive	290	47.0 %
Somewhat supportive	120	19.4 %
Neutral	76	12.3 %
Not supportive	64	10.4 %
Not at all supportive	57	9.2 %
<u>Not provided</u>	10	1.6 %
Total	617	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q23. How supportive would you be of the City of Roeland Park creating policy to protect all healthy, mature trees within the City? (without "not provided")**

Q23. How supportive would you be of City creating policy to protect all healthy, mature trees within City	Number	Percent
Very supportive	290	47.8 %
Somewhat supportive	120	19.8 %
Neutral	76	12.5 %
Not supportive	64	10.5 %
<u>Not at all supportive</u>	57	9.4 %
Total	607	100.0 %

**Q24. How supportive would you be of the City of Roeland Park creating policy to protect healthy, mature trees in just the front yards of private property and our public rights-of-way?**

Q24. How supportive would you be of City creating policy to protect healthy, mature trees in front yards of private property & public rights-of-way

	Number	Percent
Very supportive	230	37.3 %
Somewhat supportive	157	25.4 %
Neutral	93	15.1 %
Not supportive	57	9.2 %
Not at all supportive	69	11.2 %
<u>Not provided</u>	11	1.8 %
Total	617	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q24. How supportive would you be of the City of Roeland Park creating policy to protect healthy, mature trees in just the front yards of private property and our public rights-of-way? (without "not provided")**

Q24. How supportive would you be of City creating policy to protect healthy, mature trees in front yards of private property & public rights-of-way

	Number	Percent
Very supportive	230	38.0 %
Somewhat supportive	157	25.9 %
Neutral	93	15.3 %
Not supportive	57	9.4 %
<u>Not at all supportive</u>	69	11.4 %
Total	606	100.0 %

**Q25. What is your age?**

<u>Q25. Your age</u>	Number	Percent
18-34	127	20.6 %
35-44	122	19.8 %
45-54	100	16.2 %
55-64	101	16.4 %
65+	141	22.9 %
<u>Not provided</u>	26	4.2 %
<b>Total</b>	<b>617</b>	<b>100.0 %</b>

**WITHOUT "NOT PROVIDED"****Q25. What is your age? (without "not provided")**

<u>Q25. Your age</u>	Number	Percent
18-34	127	21.5 %
35-44	122	20.6 %
45-54	100	16.9 %
55-64	101	17.1 %
65+	141	23.9 %
<b>Total</b>	<b>591</b>	<b>100.0 %</b>

**Q26. Counting yourself, how many people regularly live in your household?**

<u>Q26. How many people regularly live in your household</u>	Number	Percent
1	168	27.2 %
2	254	41.2 %
3	72	11.7 %
4	81	13.1 %
5+	22	3.6 %
<u>Not provided</u>	20	3.2 %
<b>Total</b>	<b>617</b>	<b>100.0 %</b>

**WITHOUT "NOT PROVIDED"****Q26. Counting yourself, how many people regularly live in your household? (without "not provided")**

<u>Q26. How many people regularly live in your household</u>	Number	Percent
1	168	28.1 %
2	254	42.5 %
3	72	12.1 %
4	81	13.6 %
5+	22	3.7 %
<b>Total</b>	<b>597</b>	<b>100.0 %</b>

**Q27. Including yourself, how many persons in your household are...**

	Mean	Sum
number	2.3	1341
Under age 5	0.2	103
Ages 5-9	0.1	58
Ages 10-14	0.1	48
Ages 15-19	0.1	52
Ages 20-24	0.1	31
Ages 25-34	0.4	244
Ages 35-44	0.4	228
Ages 45-54	0.3	170
Ages 55-64	0.3	173
Ages 65-74	0.2	114
Ages 75+	0.2	120

**Q28. Which of the following best describes your current employment status?**

Q28. Your current employment status	Number	Percent
Employed outside the home	330	53.5 %
Employed in the home/have a home-based business	75	12.2 %
Student	3	0.5 %
Retired	169	27.4 %
Not currently employed outside the home	14	2.3 %
<u>Not provided</u>	26	4.2 %
Total	617	100.0 %

**WITHOUT "NOT PROVIDED"****Q28. Which of the following best describes your current employment status? (without "not provided")**

Q28. Your current employment status	Number	Percent
Employed outside the home	330	55.8 %
Employed in the home/have a home-based business	75	12.7 %
Student	3	0.5 %
Retired	169	28.6 %
<u>Not currently employed outside the home</u>	14	2.4 %
Total	591	100.0 %

**Q28-1. What zip code do you work in?**

Q28-1. What zip code do you work in	Number	Percent
66205	41	12.7 %
64108	22	6.8 %
66160	19	5.9 %
66219	15	4.6 %
64106	15	4.6 %
66215	13	4.0 %
66202	13	4.0 %
64111	13	4.0 %
64105	13	4.0 %
66061	11	3.4 %
66211	11	3.4 %
66213	8	2.5 %
66210	8	2.5 %
66214	8	2.5 %
66208	7	2.2 %
66103	6	1.9 %
64114	6	1.9 %
64131	6	1.9 %
64112	5	1.5 %
66207	5	1.5 %
66106	5	1.5 %
64132	5	1.5 %
66204	4	1.2 %
66212	4	1.2 %
66102	4	1.2 %
66045	3	0.9 %
66251	3	0.9 %
64116	3	0.9 %
66206	3	0.9 %
66109	3	0.9 %
64113	3	0.9 %
66111	2	0.6 %
66031	2	0.6 %
66101	2	0.6 %
64138	2	0.6 %
66105	2	0.6 %
66218	2	0.6 %
66062	2	0.6 %
66408	2	0.6 %
64101	2	0.6 %
65201	1	0.3 %
64110	1	0.3 %
64109	1	0.3 %
64133	1	0.3 %
64141	1	0.3 %
64055	1	0.3 %
66087	1	0.3 %
64083	1	0.3 %
64155	1	0.3 %
66227	1	0.3 %
64063	1	0.3 %

**Q28-1. What zip code do you work in?**

Q28-1. What zip code do you work in	Number	Percent
64129	1	0.3 %
66610	1	0.3 %
64030	1	0.3 %
64064	1	0.3 %
66108	1	0.3 %
66603	1	0.3 %
64057	1	0.3 %
66226	1	0.3 %
<u>64151</u>	1	0.3 %
Total	323	100.0 %

**Q29. Do you own or rent your current residence?**

Q29. Do you own or rent your current residence	Number	Percent
Own	525	85.1 %
Rent	86	13.9 %
<u>Not provided</u>	6	1.0 %
Total	617	100.0 %

**WITHOUT "NOT PROVIDED"****Q29. Do you own or rent your current residence? (without "not provided")**

Q29. Do you own or rent your current residence	Number	Percent
Own	525	85.9 %
Rent	86	14.1 %
Total	611	100.0 %

**Q30. Are you a member of a neighboring City's community center?**

Q30. Are you a member of a neighboring City's community center	Number	Percent
Yes	98	15.9 %
No	513	83.1 %
<u>Not provided</u>	6	1.0 %
Total	617	100.0 %

**WITHOUT "NOT PROVIDED"****Q30. Are you a member of a neighboring City's community center? (without "not provided")**

Q30. Are you a member of a neighboring City's community center	Number	Percent
Yes	98	16.0 %
No	513	84.0 %
Total	611	100.0 %

**Q31. Are you a member of a private gym?**

Q31. Are you a member of a private gym	Number	Percent
Yes	174	28.2 %
No	434	70.3 %
<u>Not provided</u>	9	1.5 %
Total	617	100.0 %

**WITHOUT "NOT PROVIDED"****Q31. Are you a member of a private gym? (without "not provided")**

Q31. Are you a member of a private gym	Number	Percent
Yes	174	28.6 %
No	434	71.4 %
Total	608	100.0 %

**Q32. Do you have any pets in your home?**

<u>Q32. Do you have any pets in your home</u>	Number	Percent
Yes	369	59.8 %
No	244	39.5 %
<u>Not provided</u>	4	0.6 %
Total	617	100.0 %

**WITHOUT "NOT PROVIDED"****Q32. Do you have any pets in your home? (without "not provided")**

<u>Q32. Do you have any pets in your home</u>	Number	Percent
Yes	369	60.2 %
No	244	39.8 %
Total	613	100.0 %

**Q33. What is the primary language spoken in your home?**

<u>Q33. What is the primary language spoken in your home</u>	Number	Percent
English	588	95.3 %
Spanish	7	1.1 %
Other	1	0.2 %
<u>Not provided</u>	21	3.4 %
Total	617	100.0 %

**WITHOUT "NOT PROVIDED"****Q33. What is the primary language spoken in your home? (without "not provided")**

<u>Q33. What is the primary language spoken in your home</u>	Number	Percent
English	588	98.7 %
Spanish	7	1.2 %
Other	1	0.2 %
Total	596	100.0 %

**Q33-3. Other**

<u>Q33-3. Other</u>	Number	Percent
Chinese	1	100.0 %
Total	1	100.0 %

**Q34. Approximately how many years have you lived in the City of Roeland Park?**

Q34. How many years have you lived in City of Roeland

Park	Number	Percent
0-5	188	30.5 %
6-10	103	16.7 %
11-15	55	8.9 %
16-20	38	6.2 %
21-30	72	11.7 %
31+	135	21.9 %
<b>Not provided</b>	<b>26</b>	<b>4.2 %</b>
<b>Total</b>	<b>617</b>	<b>100.0 %</b>

**WITHOUT "NOT PROVIDED"****Q34. Approximately how many years have you lived in the City of Roeland Park? (without "not provided")**

Q34. How many years have you lived in City of Roeland

Park	Number	Percent
0-5	188	31.8 %
6-10	103	17.4 %
11-15	55	9.3 %
16-20	38	6.4 %
21-30	72	12.2 %
<b>31+</b>	<b>135</b>	<b>22.8 %</b>
<b>Total</b>	<b>591</b>	<b>100.0 %</b>

**Q35. Which of the following best describes your race or ethnic background?**

<u>Q35. Your race or ethnic background</u>	Number	Percent
Asian or Asian Indian	8	1.3 %
Black or African American	10	1.6 %
American Indian or Alaska Native	2	0.3 %
White or Caucasian	517	83.8 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Hispanic, Spanish, Latino/a/x	64	10.4 %
<u>Other</u>	7	1.1 %
<b>Total</b>	<b>609</b>	

**Q35-7. Self-describe your race or ethnic background:**

<u>Q35-7. Self-describe your race or ethnic background</u>	Number	Percent
Mixed	1	14.3 %
European	1	14.3 %
Asian and White	1	14.3 %
Norwegian, Irish, Scotch, German	1	14.3 %
Irish	1	14.3 %
Korean	1	14.3 %
<u>Multi-racial</u>	1	14.3 %
<b>Total</b>	<b>7</b>	<b>100.0 %</b>

**Q36. Would you say your total annual household income is...**

<u>Q36. Your total annual household income</u>	Number	Percent
Under \$20K	42	6.8 %
\$20K to \$39,999	62	10.0 %
\$40K to \$59,999	82	13.3 %
\$60K to \$79,999	88	14.3 %
\$80K to \$99,999	86	13.9 %
\$100K to \$119,999	82	13.3 %
\$120K+	96	15.6 %
<u>Not provided</u>	79	12.8 %
<b>Total</b>	<b>617</b>	<b>100.0 %</b>

**WITHOUT "NOT PROVIDED"****Q36. Would you say your total annual household income is... (without "not provided")**

<u>Q36. Your total annual household income</u>	Number	Percent
Under \$20K	42	7.8 %
\$20K to \$39,999	62	11.5 %
\$40K to \$59,999	82	15.2 %
\$60K to \$79,999	88	16.4 %
\$80K to \$99,999	86	16.0 %
\$100K to \$119,999	82	15.2 %
\$120K+	96	17.8 %
<b>Total</b>	<b>538</b>	<b>100.0 %</b>

**Q37. What is your gender?**

<u>Q37. Your gender</u>	Number	Percent
Male	298	48.3 %
Female	306	49.6 %
X (not exclusively male or female)	2	0.3 %
<u>Not provided</u>	11	1.8 %
<b>Total</b>	<b>617</b>	<b>100.0 %</b>

**WITHOUT "NOT PROVIDED"****Q37. What is your gender? (without "not provided")**

<u>Q37. Your gender</u>	Number	Percent
Male	298	49.2 %
Female	306	50.5 %
X (not exclusively male or female)	2	0.3 %
<b>Total</b>	<b>606</b>	<b>100.0 %</b>



## Survey Instrument



**City of Roeland Park**

913-722-2600

4600 W. 51<sup>st</sup> Street  
Roeland Park, KS 66205

June 2023

Dear Roeland Park Resident:

The Mayor and City Council invites your participation in a 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 [Roelandparksurvey.org](http://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 sixth resident survey completed by the City since 2008, creating the ability to analyze trends.

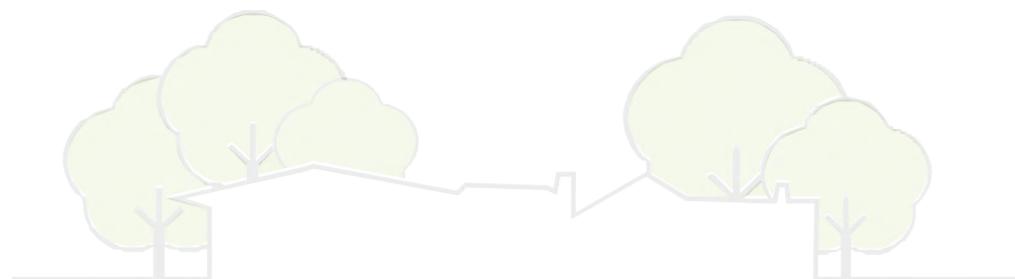
We greatly appreciate you taking time out of your schedule to complete this survey. The time you invest in this survey will help us understand the needs of our community and influence numerous decisions about the future of Roeland Park.

Please feel free to contact Ryan Murray, Assistant Director of Community Research, at 913-254-4598 or email him at [ryan.murray@etcinstitute.com](mailto:ryan.murray@etcinstitute.com) if you have any questions or require additional assistance.

Thank you again for taking time out of your schedule to help us make Roeland Park a premier City in the Kansas City metro.

Sincerely,

Keith Moody  
City Administrator





# 2023 City of Roeland Park Resident 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 residents in long-range planning and investment decisions. Thank you!

**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: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Phone: \_\_\_\_\_

**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 solid waste services	5	4	3	2	1	9
10.	Overall quality of the City's environmental and sustainability efforts	5	4	3	2	1	9
11.	Other (please specify): _____	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.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**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 (i.e., economic, commercial, housing)	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
01. Overall quality of local police protection	5	4	3	2	1	9
02. The visibility of police in neighborhoods	5	4	3	2	1	9
03. The City's efforts to prevent crime	5	4	3	2	1	9
04. Enforcement of local traffic laws	5	4	3	2	1	9
05. How quickly police officers respond to emergencies	5	4	3	2	1	9
06. The quality of animal control services (Contracted with the City of Mission)	5	4	3	2	1	9
07. The quality of emergency medical services (Provided by JOCO MED-ACT)	5	4	3	2	1	9
08. The quality of fire protection (Provided by JOCO Consolidated Fire District 2)	5	4	3	2	1	9
09. The quality of the Mental Health Co-Responder (Contracted with JOCO Mental Health)	5	4	3	2	1	9
10. Other (please specify): _____	5	4	3	2	1	9

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.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

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."**

\_\_\_\_(5) Strongly agree    \_\_\_\_(4) Agree    \_\_\_\_ (3) Neutral    \_\_\_\_ (2) Disagree    \_\_\_\_ (1) Strongly 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
6. Other (please specify): _____	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.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

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
13.	Other (please specify): _____	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.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

12. **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
01.	Maintenance of City streets	5	4	3	2	1	9
02.	Maintenance of sidewalks	5	4	3	2	1	9
03.	Maintenance of street signs/traffic signals	5	4	3	2	1	9
04.	Snow removal on major City streets	5	4	3	2	1	9
05.	Snow removal on neighborhood streets	5	4	3	2	1	9
06.	Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
07.	Maintenance of Public Buildings (City Hall, Public Works, Community Center, Aquatics Center)	5	4	3	2	1	9
08.	Adequacy of street lighting	5	4	3	2	1	9
09.	Maintenance of curbs/gutters on streets	5	4	3	2	1	9
10.	Other (please specify): _____	5	4	3	2	1	9

12a. 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.

13. 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 12.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

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

(1) Yes       (2) No [Skip to Q15.]

**14a. Which City department did you contact most recently?**

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

**14b. 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

**15. 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

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

- |   |  |
|---|--|
| <input type="checkbox"/> (01) The Kansas City Star                        | <input type="checkbox"/> (07) The Shawnee Mission Post           |
| <input type="checkbox"/> (02) City Newsletter                             | <input type="checkbox"/> (08) Attending or listening to meetings |
| <input type="checkbox"/> (03) Social media (Twitter, Facebook, Instagram) | <input type="checkbox"/> (09) Nextdoor                           |
| <input type="checkbox"/> (04) Word of mouth                               | <input type="checkbox"/> (10) City emails (e-newsletter)         |
| <input type="checkbox"/> (05) City website                                | <input type="checkbox"/> (11) Notify JOCO                        |
| <input type="checkbox"/> (06) Town Hall Meetings or Community Forums      | <input type="checkbox"/> (12) Other: _____                       |

**17. 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 16.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**18. 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
7.	Other (please specify): _____	5	4	3	2	1	9

19. Which TWO of the items listed in Question 18 on the previous page 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 18.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

20. **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

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential trash collection services	5	4	3	2	1	9
2. Residential curbside glass recycling services	5	4	3	2	1	9
3. Residential curbside recycling services	5	4	3	2	1	9
4. Residential yard waste collection	5	4	3	2	1	9
5. Residential bulky item pickup services	5	4	3	2	1	9
6. Residential curbside leaf collection service	5	4	3	2	1	9
7. The fee charged for solid waste services (\$17.85 per month for curbside trash, recycling, yard waste and leaf pickup)	5	4	3	2	1	9
8. Other (please specify): _____	5	4	3	2	1	9

22. 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 21.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

Roeland Park's mature tree canopy is a valuable natural resource which also contributes to the unique character of our community. The City recently completed a tree inventory of mature trees in the public right-of-way and front yards. The inventory reflected 3,772 trees in these areas with 68% located on private property in front yards and 32% in the public rights-of-way.

23. How supportive would you be of the City of Roeland Park creating policy to protect all healthy, mature trees within the City?

\_\_\_\_(5) Very supportive      \_\_\_\_(3) Neutral      \_\_\_\_(1) Not at all supportive  
 \_\_\_\_(4) Somewhat supportive      \_\_\_\_(2) Not supportive

24. How supportive would you be of the City of Roeland Park creating policy to protect healthy, mature trees in just the front yards of private property and our public rights-of-way?

\_\_\_\_(5) Very supportive      \_\_\_\_(3) Neutral      \_\_\_\_(1) Not at all supportive  
 \_\_\_\_(4) Somewhat supportive      \_\_\_\_(2) Not supportive

**Demographics** - responses to these questions are NOT required and your responses will remain anonymous.

25. What is your age? \_\_\_\_\_ years

26. Counting yourself, how many people regularly live in your household? \_\_\_\_\_ people

**27. 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:

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

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

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

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

**31. Are you a member of a private gym?**  (1) Yes  (2) No

**32. Do you have any pets in your home?**  (1) Yes  (2) No

**33. What is the primary language spoken in your home?**

(1) English  (2) Spanish  (3) Other: \_\_\_\_\_

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

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

(01) Asian or Asian Indian  (05) Native Hawaiian or other Pacific Islander  
 (02) Black or African American  (06) Hispanic, Spanish, Latino/a/x  
 (03) American Indian or Alaska Native  (99) Other: \_\_\_\_\_  
 (04) White or Caucasian

**36. Would you say your total annual household income is...**

(1) Under \$20,000  (4) \$60,000 to \$79,999  (7) \$120,000 or more  
 (2) \$20,000 to \$39,999  (5) \$80,000 to \$99,999  
 (3) \$40,000 to \$59,999  (6) \$100,000 to \$119,999

**37. What is your gender?**  (1) Male  (2) Female  (3) X (not exclusively male or female)

**38. Please share any other comments you would like to make.**

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**39. Would you be willing to participate in future surveys sponsored by the City of Roeland Park?**

(1) Yes [Please answer Q39a.]  (2) No

**39a. Please provide your contact information.**

Mobile Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**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.