

City of Roeland Park Community Survey

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Findings Report

Submitted to the City of Roeland Park:

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City of Roeland Park 2016 Community Survey Report

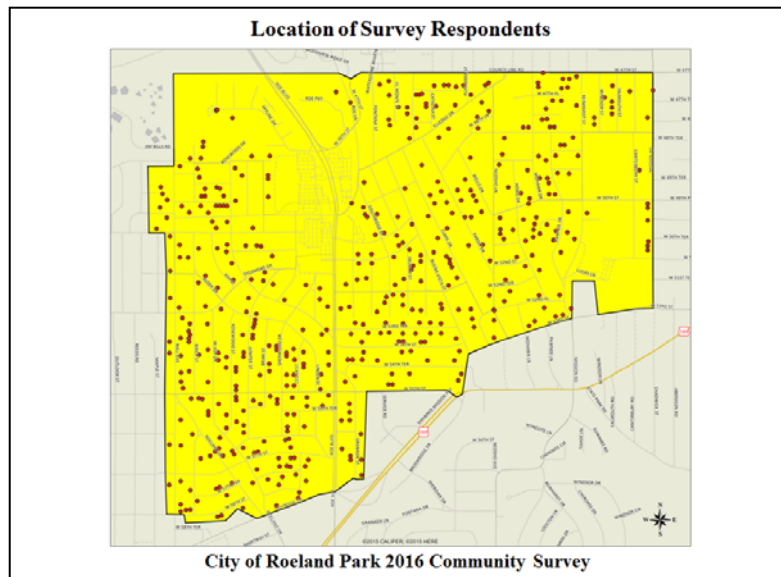
Overview and Methodology

ETC Institute administered a community survey for the City of Roeland Park during the spring of 2016. 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, forge a branding strategy and help determine long-range planning and investment decisions. Resident input will help ensure the City takes a resident-drive approach when developing new initiatives.

Methodology. A six-page survey was mailed to a sample of households throughout the City of Roeland Park. The mailed survey included a postage paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those that preferred to fill out the survey online. Approximately 10 days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey by mail or completed it online were given the option of completing it by phone or online at www.RoelandParkSurvey.org.

The goal was to receive at least 400 completed surveys. This goal was exceeded, with a total of 515 households completing a survey. The results for the sample of 515 households have a 95% level of confidence with a precision of at least +/- 4.3%.

In order to understand how well services are being delivered in different areas of the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of respondents to the resident survey based on the location of their home.



Interpretation of “Don’t Know” Responses. The percentage of “don’t know” responses has been excluded from many of the graphs in this report to assess satisfaction with residents

who had used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. 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 included in the tabular data in Section 4 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:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey, as well as trend charts showing how responses have changed in the City of Roeland Park from 2008 and 2013 (Section 1)
- benchmarking data that shows how the results for The City of Roeland Park compare to residents in other communities (Section 2)
- importance-satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)
- a separate appendix was created which contains GIS Maps for various survey responses

Overall Perceptions of the City

Most (89%) of the residents surveyed *who had an opinion* indicated the overall quality of life in Roeland Park is “excellent” (33%) or “good” (56%), which is significantly higher than the national average of 76% and the Kansas City Metropolitan Area’s average of 74%. Eighty-seven percent (87%) of those surveyed *who had an opinion*, indicated the overall feeling of safety in the City of Roeland Park is “excellent” (38%) or “good” (49%).

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 (89%), stormwater runoff and stormwater management (81%), overall quality of fire services (81%), and overall quality of customer service you receive from City employees (80%). For 10 of the 11 major categories of City services that were rated, 60% or more of residents *who had an opinion* were “very satisfied” or “satisfied”.

Overall Quality of Life in Roeland Park

Most residents (96%) *who had an opinion* rated Roeland Park either “excellent” (50%) or “good” (46%) when rating the City as a place to live. Eighty-nine percent (89%) of residents

who had an opinion the City of Roeland Park was either an “excellent” (44%) or “good” (45%) place to raise children. Seventy-five percent (75%) of residents *who had an opinion* rated Roeland Park as an “excellent” (34%) or “good” (41%) place in proximity to employers.

Satisfaction with Specific City Services

- **City Leadership.** The levels of satisfaction with City leadership, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: effectiveness of non-management staff (69%), effectiveness of the City Administrator and Department Directors (64%), leadership provided by the City’s elected officials (61%), and the effectiveness of appointed boards and commissions (56%).
- **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 (92%), how quickly police officers respond to emergencies (87%), and the visibility of police in neighborhoods (81%).
- **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 (73%), how close neighborhood parks are to your home (72%), and overall appearance of City parks (70%).
- **Enforcement of City Codes and Ordinances.** 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 (56%), enforcing the maintenance of commercial property (53%), and enforcing the mowing and cutting of weeds on private property (51%).
- **Maintenance Services.** The highest levels of satisfaction 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 (91%), snow removal on neighborhood streets (87%), and the maintenance of street signs and traffic signals (85%). The City of Roeland Park saw very high levels of satisfaction among City maintenance services, further examination of these high levels of satisfaction can be found in the benchmarking section of this report.
- **City Communication.** The highest levels of satisfaction City communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the content of the City’s newsletter (77%), the availability of information about City programs and services (76%), and City efforts to keep you informed about local issues (73%).

- **Transportation and Connectivity.** The highest levels of satisfaction with transportation and connectivity with 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 interstate system (93%), flow of traffic on residential streets (77%), and the availability of public sidewalks (69%).
- **Solid Waste Services.** The highest levels of satisfaction with trash issues in Roeland Park, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the residential leaf collection services (86%), residential trash collection services (73%), and residential curbside recycling services (71%).

Other Findings

- **Aquatics Center.** Respondents were asked to indicate the level of importance of potential improvements to the Aquatic Center. Respondents were asked to rate the items on a scale of 1-6 where 1 is “most important” and 6 is “least important”. The highest levels of importance, based upon the combined percentage items who received a 1, 2, or 3 rating among residents *who had an opinion*, were: adding shade (85%), adding lounge chairs (65%), and enhancing privacy in changing areas (51%).
- **Customer Service.** Thirty percent (30%) of respondents have contacted the city with a question, problem, or complaint during the past year. Of those respondents who had contacted the city the highest levels of satisfaction with customer service, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: how easy the department was to contact (84%), how courteously they were treated (79%), and the technical competence and knowledge of the City employee who provided assistance (74%).
- **Sources of Information.** The most frequently mentioned sources of information that residents use to get information about the City are: the City newsletter (77%), City website (54%), Facebook (29%), the Shawnee Mission Post (27%), and Nextdoor (23%).
- **Leaf Pickup Program.** The City of Roeland Park is exploring the feasibility of four different actions the City could take regarding the leaf pickup program. Respondents were asked to rate their level of support with the four different actions. The highest levels of support, based upon the combined percentage of “very supportive” and “somewhat supportive” responses among residents *who had an opinion*, were to not make any changes to the current leaf pickup program (75%). Overwhelmingly respondents supported no changes to the leaf pickup program. The item with the second highest level of support only received 27% of “very supportive” and “somewhat supportive” responses from residents *who had an opinion*: elimination of

the leaf pickup program if the yard waste collection service also provided a free 95 gallon cart for yard waste disposal.

- **Community Investment Areas.** The highest levels of support, based on the combined percentage of “very supportive” and “somewhat supportive” responses among residents *who had an opinion*, were: maintaining streets, sidewalks, and stormsewer systems (94%), maintaining existing buildings (89%), and planting more trees on City property and preserving existing “green space” (86%). Based on the sum of respondents’ top two choices maintaining streets, sidewalks, and stormsewer systems, and planting more trees on City property and preserving existing “green space” are the two items most important for the City to pursue.
- **Bonds.** Historically the City has issued bonds to fund capital projects such as land acquisition, buildings, streets, sidewalks, stormsewers, park amenities, the Aquatics Center, and large equipment. Respondents were asked to indicate their preference on bond issuance, knowing that issuing bonds will not increase taxes, and not issuing bonds will delay capital projects three to five years. A majority of respondents indicated they preferred to issue bonds and do not increase taxes (69%), over a quarter (28%) of respondents were not sure, and 6% of respondents indicated they did not want to issue bonds.
- **Sales Tax.** Sales and property taxes are the two primary funding sources for the City. The median household pays an estimated \$275 annually in sales tax to Roeland Park. The average single family home owner pays \$584 in city property tax. The current ratio of sales tax to property tax is about 1 to 2. For every dollar the city receives in sales tax, they receive two in property tax. Respondents were asked to indicate their preference for sales tax versus property tax as a way to fund city operations. A majority of respondents indicated they prefer a mix of sales and property tax (64%), over a quarter (27%) prefer sales tax, only 4% prefer property tax, and 6% of respondents did not provide a response. Respondents were split on the preferred ratio of sales tax to property tax. Forty-three percent (43%) of respondents indicated they wanted to keep the current ratio of 1 to 2, 37% indicated they wanted to increase sales tax share and decrease property tax, 8% wanted to increase property tax share and decrease sales tax, and 13% of respondents did not provide a response.
- A total of .0025 of the City’s .0125 sales tax rate is set to end in 2023. This tax has been used to fund ongoing park, street, and stormwater maintenance, and generates \$360,000 annually. 1 mill of property tax levy generates \$60,000 annually. Based on this information respondents were asked to indicate their level of support for three funding initiatives. Overwhelming, extending the quarter percent sales tax (78%) received the highest level of support based on the combined percentage of “very supportive” and “somewhat” supportive responses among residents *who had an opinion*.

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 29 of the 39 areas** that were assessed. The City of Roeland Park rated significantly higher than the U.S. average (difference of 5% or more) in 26 of these areas. Listed below are the comparisons between the City of Roeland Park and the U.S. average:

Service	Roeland Park	U.S. Avg	Difference	Category of Service
Snow removal on neighborhood streets	86%	49%	37%	Maintenance
Overall quality of City services	85%	55%	30%	Perceptions
Effectiveness of City communication	76%	50%	26%	City Services
Maintenance of City streets/buildings/facilities	75%	49%	26%	City Services
Snow removal on major City streets	91%	66%	25%	Maintenance
Quality of customer service from City employees	80%	56%	24%	City Services
Maintenance of City streets	79%	57%	22%	Maintenance
Maintenance of City sidewalks	72%	50%	22%	Maintenance
Overall value received for City taxes/fees	66%	46%	20%	Perceptions
Visibility of police in neighborhoods	81%	61%	20%	Public Safety
Quality of City's stormwater/runoff management	81%	61%	20%	City Services
City's efforts to prevent crime	80%	61%	19%	Public Safety
How quickly police respond to emergencies	87%	69%	18%	Public Safety
Overall quality of local police protection	91%	74%	17%	Public Safety
Flow of traffic/congestion management	72%	55%	17%	City Services
City swimming pool/aquatic center	62%	46%	16%	Parks and Recreation
Cleanliness of City streets & other public areas	81%	68%	13%	Maintenance
Overall quality of life in the City	88%	76%	12%	Perceptions
Adequacy of City street lighting	74%	62%	12%	Public Safety
As a place to raise children	88%	77%	11%	Overall
Enforcement of local traffic laws	78%	67%	11%	Public Safety
Quality of police	89%	81%	8%	City Services
Maintenance of traffic signals and street signs	85%	77%	8%	Maintenance
Clean up of litter & debris	56%	48%	8%	Codes and Ordinances
Quality of animal control	67%	61%	6%	Public Safety
As a place to live	86%	80%	6%	Overall
Enforcement of City codes and ordinances	57%	53%	4%	City Services
Overall image of the City	74%	70%	4%	Perceptions
Quality of parks/recreation programs/facilities	71%	69%	2%	City Services
Enforcing mowing on private property	51%	51%	0%	Codes and Ordinances
Enforcing maintenance of residential property	49%	50%	-1%	Codes and Ordinances
Maintenance of City parks	73%	76%	-3%	Parks and Recreation
Overall quality of recycling service	71%	76%	-5%	Trash
Overall quality of trash service	73%	83%	-10%	Trash
Number of City parks	61%	72%	-11%	Parks and Recreation
As a place to work	48%	60%	-12%	Overall
Quality of City's solid waste system	60%	75%	-15%	City Services
Overall quality of yard waste service	58%	74%	-16%	Trash
Number of walking and biking trails	36%	54%	-19%	Parks and Recreation

How the City of Roeland Park Compares to the Kansas City Metropolitan Area

Satisfaction ratings for The City of Roeland Park **rated above the Kansas City Metropolitan Area average in 32 of the 39 areas** that were assessed. The City of Roeland Park rated significantly higher than the Kansas City Metropolitan Area average (difference of 5% or more) in 26 of these areas. Listed below are the comparisons between The City of Roeland Park and the Kansas City Metropolitan Area average:

Service	Roeland Park	Kansas City Metro	Difference	Category of Service
Snow removal on neighborhood streets	86%	46%	40%	Maintenance
Overall quality of City services	85%	54%	31%	Perceptions
Maintenance of City streets/buildings/facilities	75%	48%	27%	City Services
Maintenance of City streets	79%	53%	26%	Maintenance
Quality of City's stormwater/runoff management	81%	55%	26%	City Services
Quality of customer service from City employees	80%	55%	25%	City Services
Maintenance of City sidewalks	72%	47%	25%	Maintenance
Effectiveness of City communication	76%	52%	24%	City Services
Visibility of police in neighborhoods	81%	58%	23%	Public Safety
Overall value received for City taxes/fees	66%	44%	22%	Perceptions
Snow removal on major City streets	91%	70%	21%	Maintenance
Overall quality of local police protection	91%	74%	17%	Public Safety
Flow of traffic/congestion management	72%	56%	16%	City Services
City's efforts to prevent crime	80%	64%	16%	Public Safety
How quickly police respond to emergencies	87%	72%	15%	Public Safety
Overall quality of life in the City	88%	74%	14%	Perceptions
Enforcement of local traffic laws	78%	64%	14%	Public Safety
Cleanliness of City streets & other public areas	81%	69%	12%	Maintenance
Adequacy of City street lighting	74%	63%	11%	Public Safety
Enforcement of City codes and ordinances	57%	46%	11%	City Services
Quality of animal control	67%	57%	10%	Public Safety
Quality of police	89%	80%	9%	City Services
As a place to raise children	88%	80%	8%	Overall
City swimming pool/aquatic center	62%	54%	8%	Parks and Recreation
Overall image of the City	74%	66%	8%	Perceptions
Maintenance of traffic signals and street signs	85%	78%	7%	Maintenance
Clean up of litter & debris	56%	51%	5%	Codes and Ordinances
As a place to live	86%	83%	3%	Overall
Enforcing maintenance of residential property	49%	47%	2%	Codes and Ordinances
Quality of parks/recreation programs/facilities	71%	69%	2%	City Services
Enforcing mowing on private property	51%	50%	1%	Codes and Ordinances
Maintenance of City parks	73%	72%	1%	Parks and Recreation
Overall quality of recycling service	71%	72%	-1%	Trash
Number of City parks	61%	65%	-4%	Parks and Recreation
Overall quality of trash service	73%	82%	-9%	Trash
As a place to work	48%	62%	-14%	Overall
Overall quality of yard waste service	58%	73%	-15%	Trash
Quality of City's solid waste system	60%	79%	-19%	City Services
Number of walking and biking trails	36%	55%	-20%	Parks and Recreation

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 the 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 services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Maintenance of streets, buildings, and facilities (IS=0.1355)
- Parks and recreation programs and facilities (IS=0.1328)
- Enforcement of codes and ordinances (IS=0.1135)
- Solid waste services (IS=0.1044)

The table below shows the importance-satisfaction rating for all 11 major categories of City services that were rated.

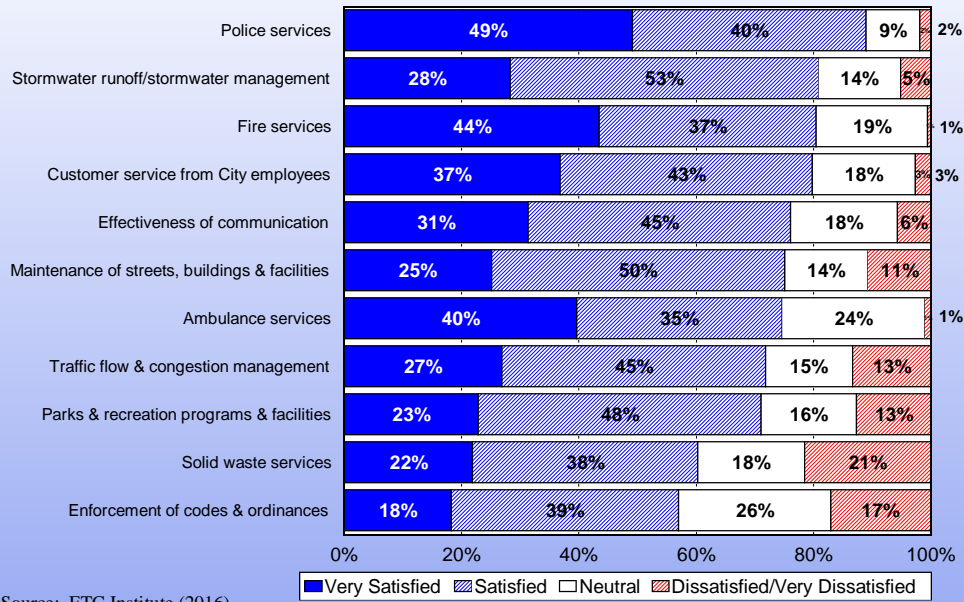
2016 Importance-Satisfaction Rating City of Roeland Park Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of streets, buildings & facilities	54%	1	75%	6	0.1355	1
Parks & recreation programs & facilities	46%	2	71%	9	0.1328	2
Enforcement of codes & ordinances	26%	5	57%	11	0.1135	3
Solid waste services	26%	6	60%	10	0.1044	4
Medium Priority (IS <.10)						
Traffic flow & congestion management	27%	4	72%	8	0.0761	5
Effectiveness of communication	17%	7	76%	5	0.0406	6
Police services	29%	3	89%	1	0.0317	7
Stormwater runoff/stormwater management	12%	8	81%	2	0.0228	8
Customer service from City employees	5%	9	80%	4	0.0105	9
Fire services	5%	10	80%	3	0.0100	10
Ambulance services	3%	11	75%	7	0.0081	11

Section 1

Charts and Graphs

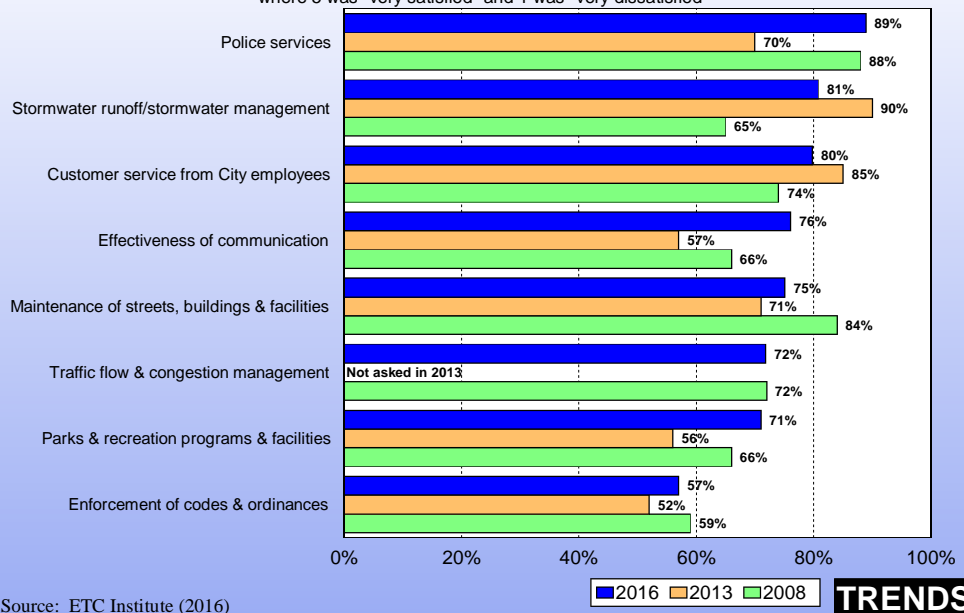
Q1. Overall Satisfaction with Major Categories of City Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



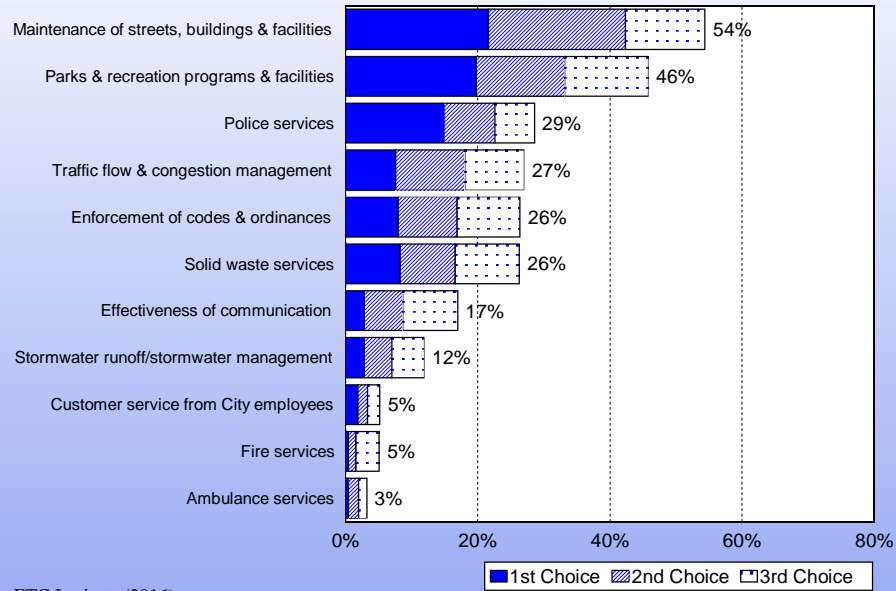
Overall Satisfaction with Major Categories of City Services TRENDS: 2016 vs. 2013 vs. 2008

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"



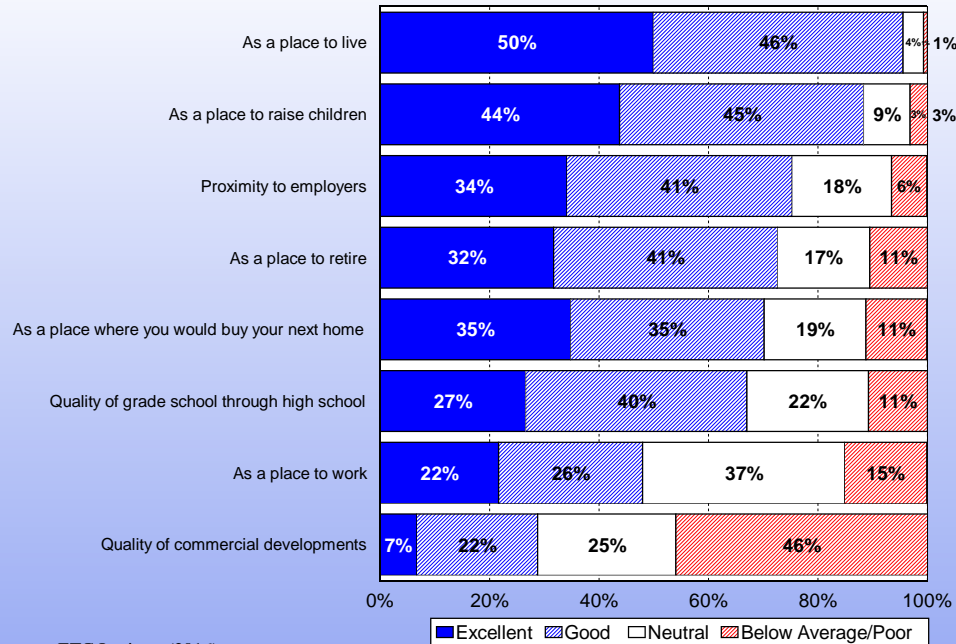
Q2. Which Three Items Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



Q3. Rating the Quality of Life in Roeland Park

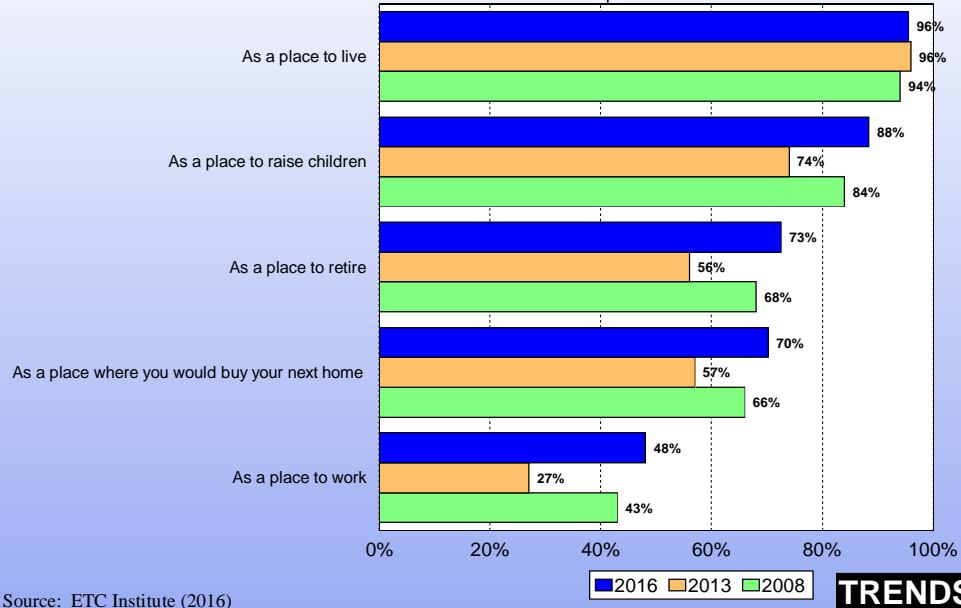
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Rating the Quality of Life in Roeland Park

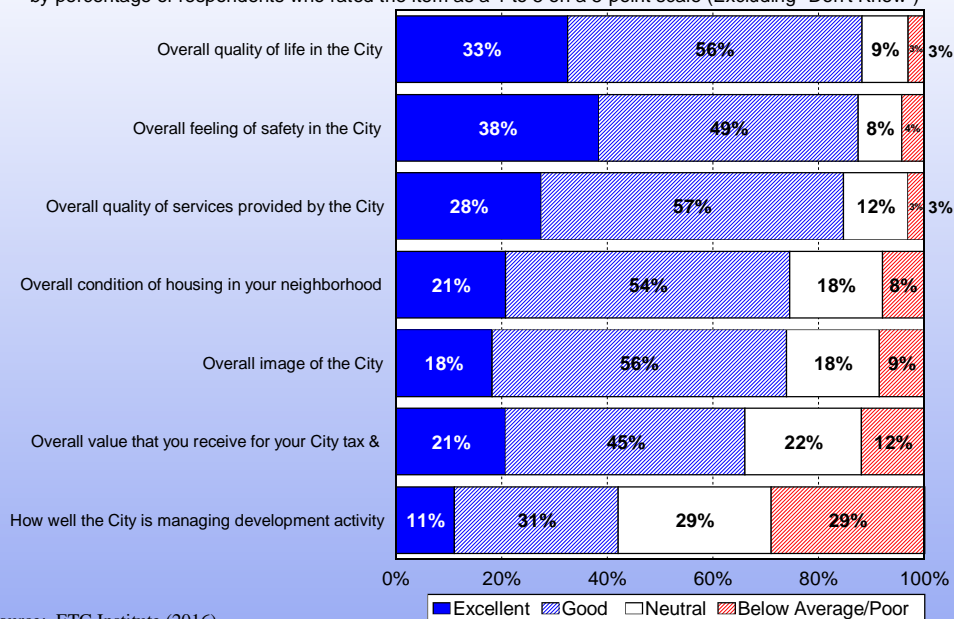
TRENDS: 2016 vs. 2013 vs. 2008

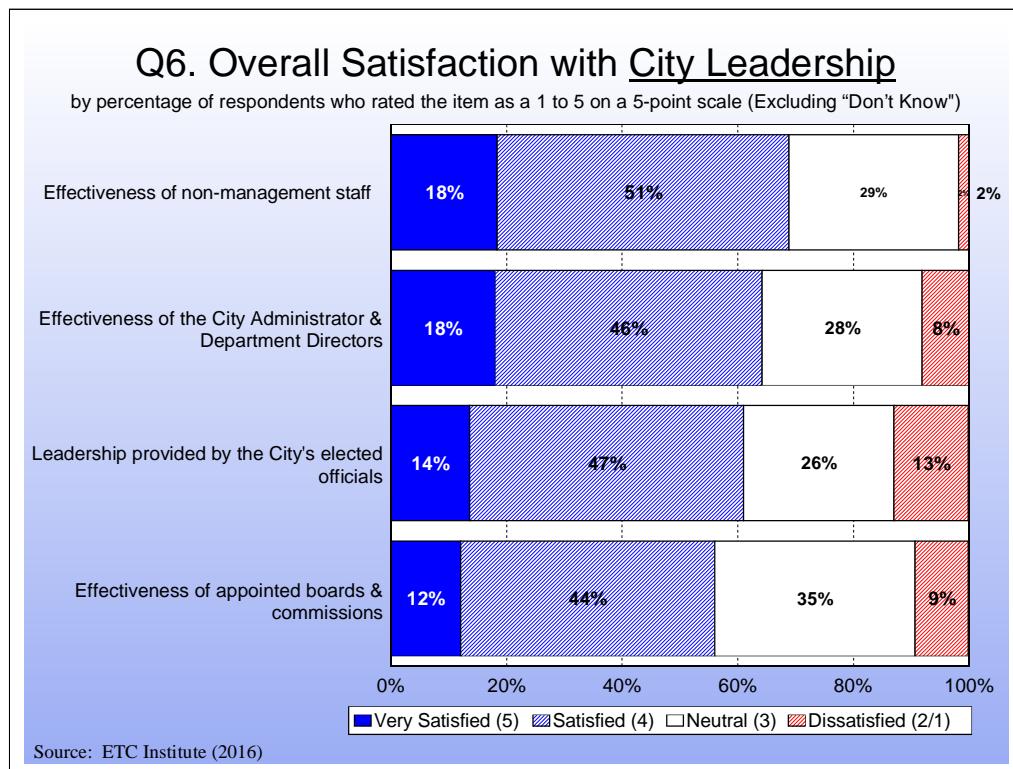
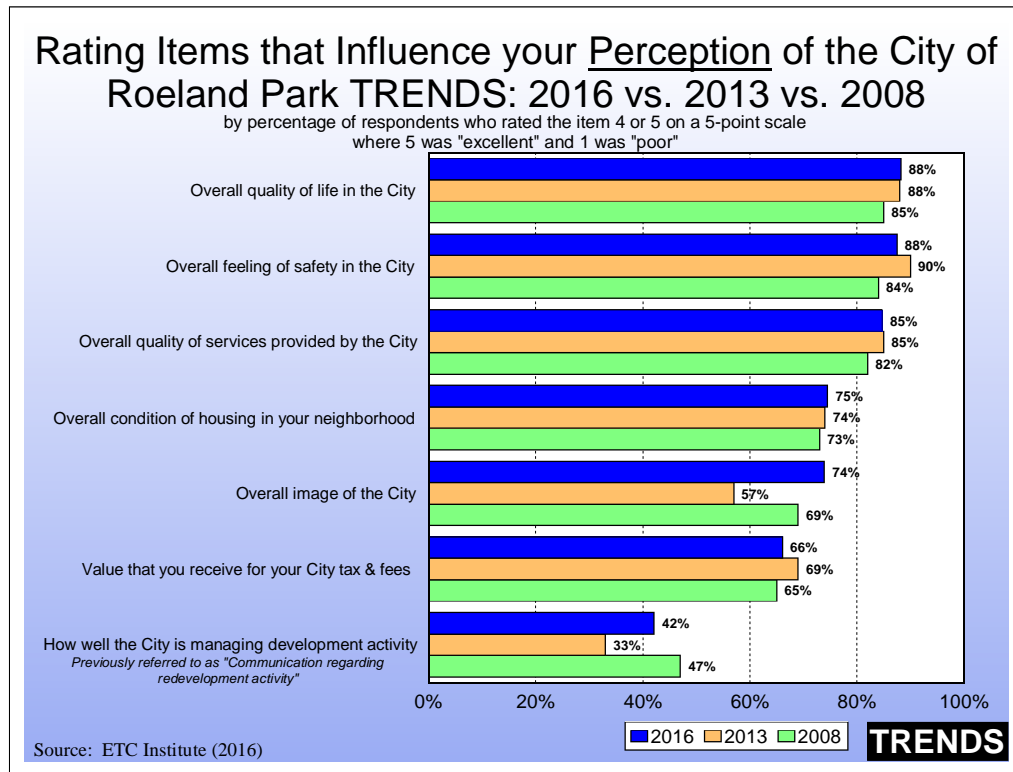
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor"



Q5. Rating Items that Influence your Perception of the City of Roeland Park

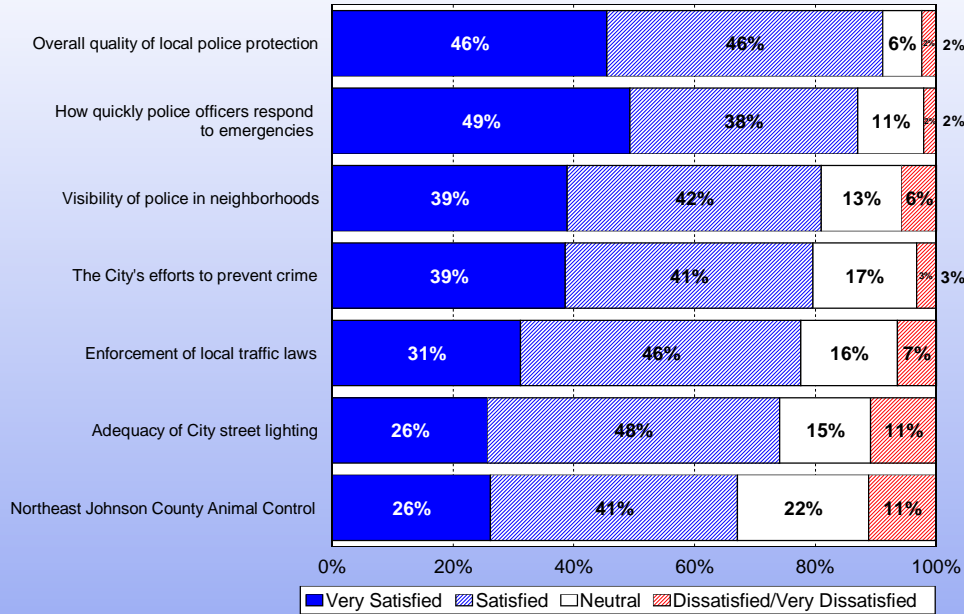
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")





Q7. 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")

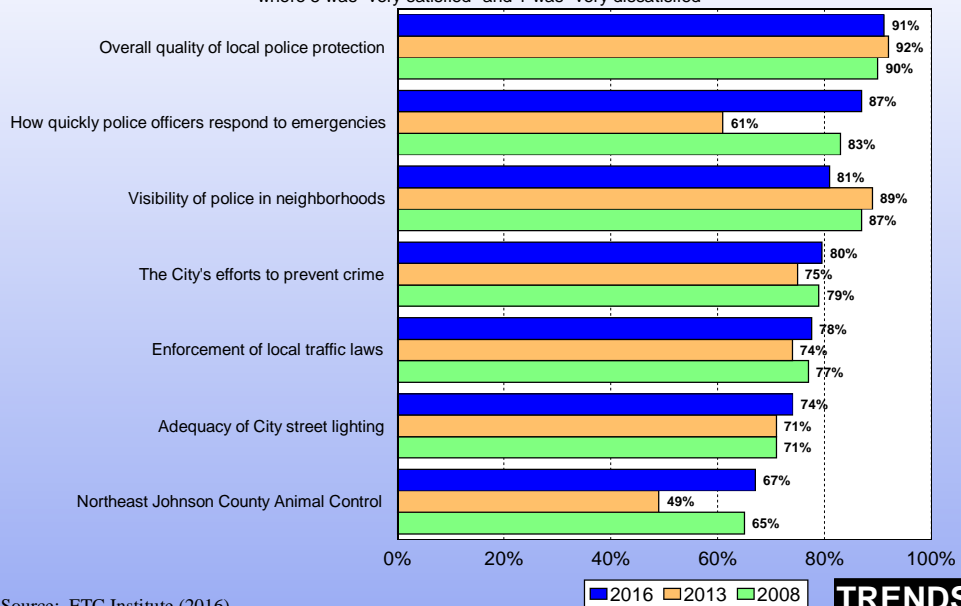


Source: ETC Institute (2016)

Overall Satisfaction with Public Safety Services

TRENDS: 2016 vs. 2013 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"

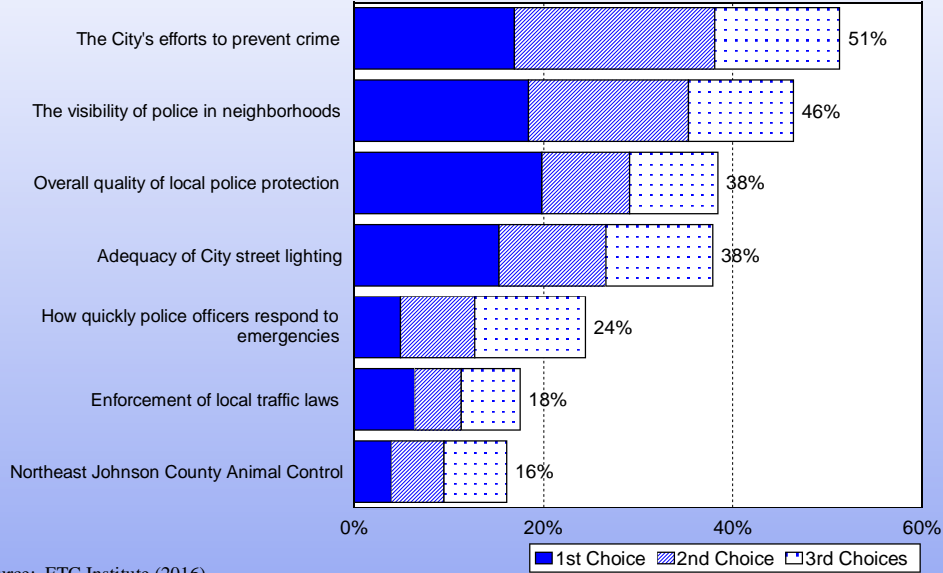


Source: ETC Institute (2016)

TRENDS

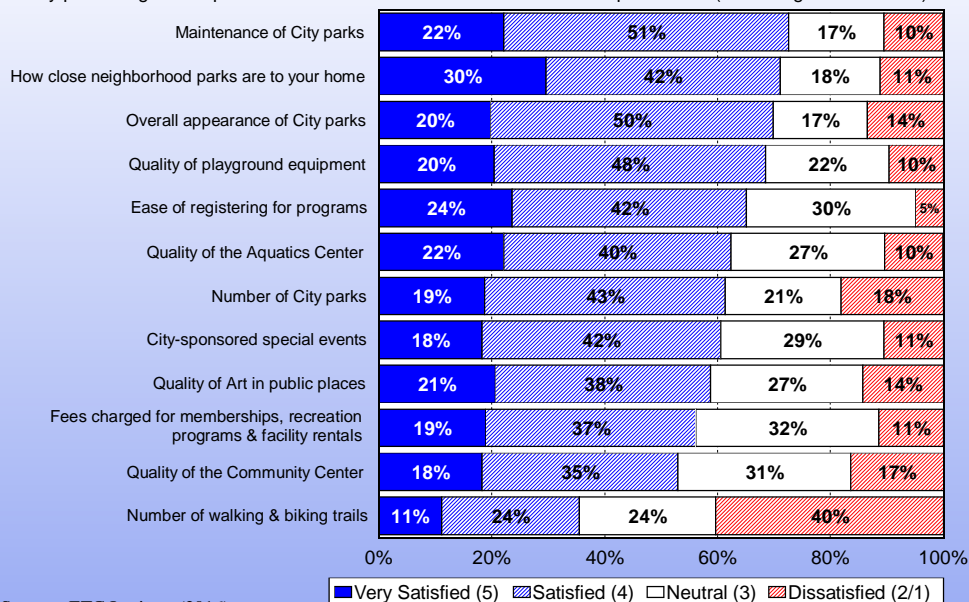
Q8. Which Three Public Safety Items Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



Q9. Overall Satisfaction with Parks and Recreation Issues

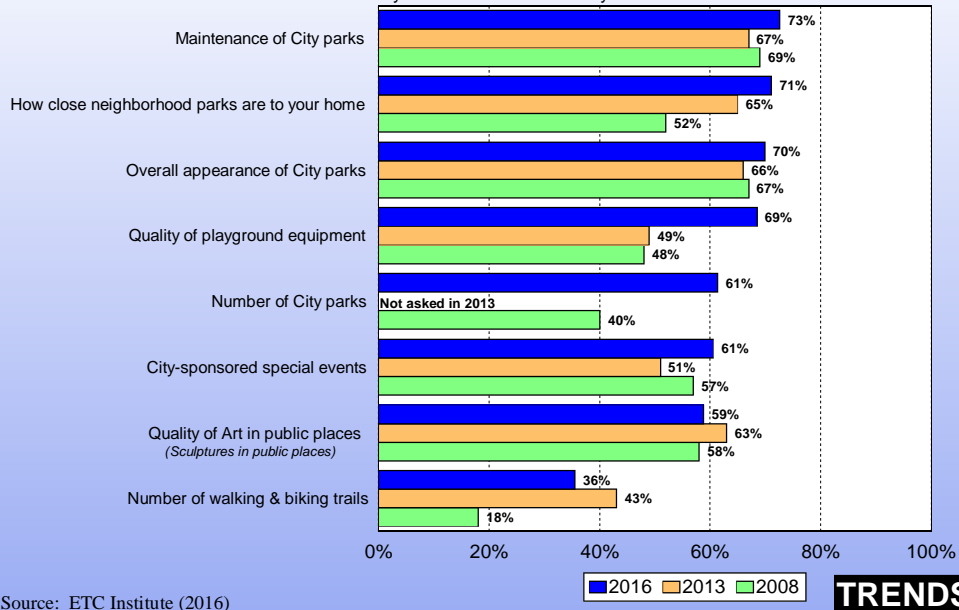
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Overall Satisfaction with Parks and Recreation Issues

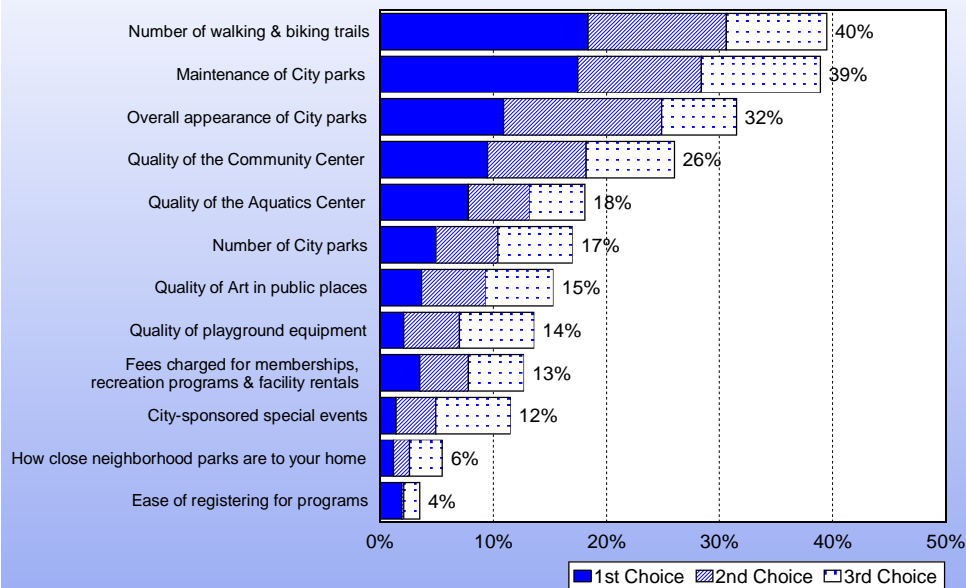
TRENDS: 2016 vs. 2013 vs. 2008

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"



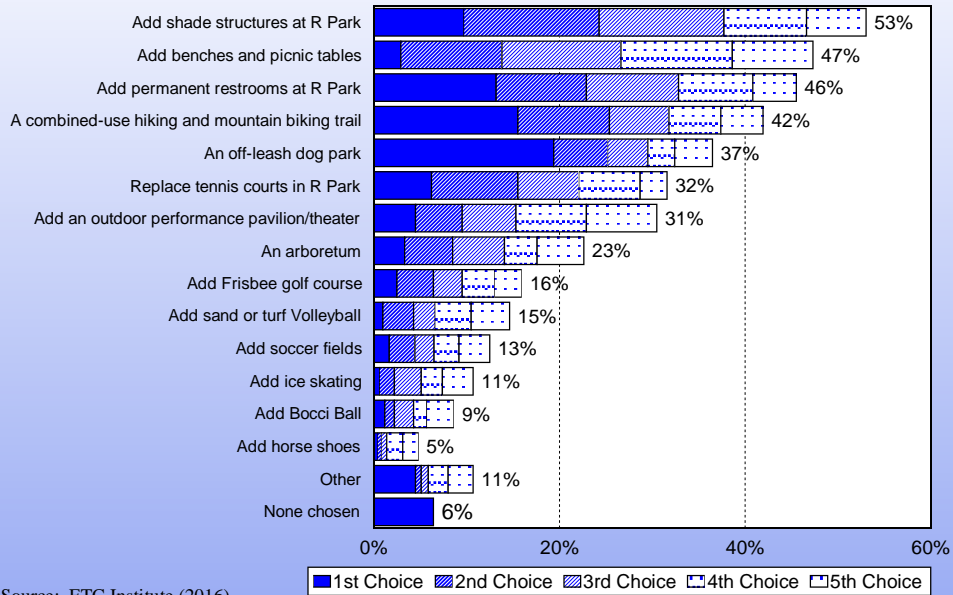
Q10. Which Three Parks and Recreation Issues Should Receive the Most Emphasis Over the Next Two Years

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



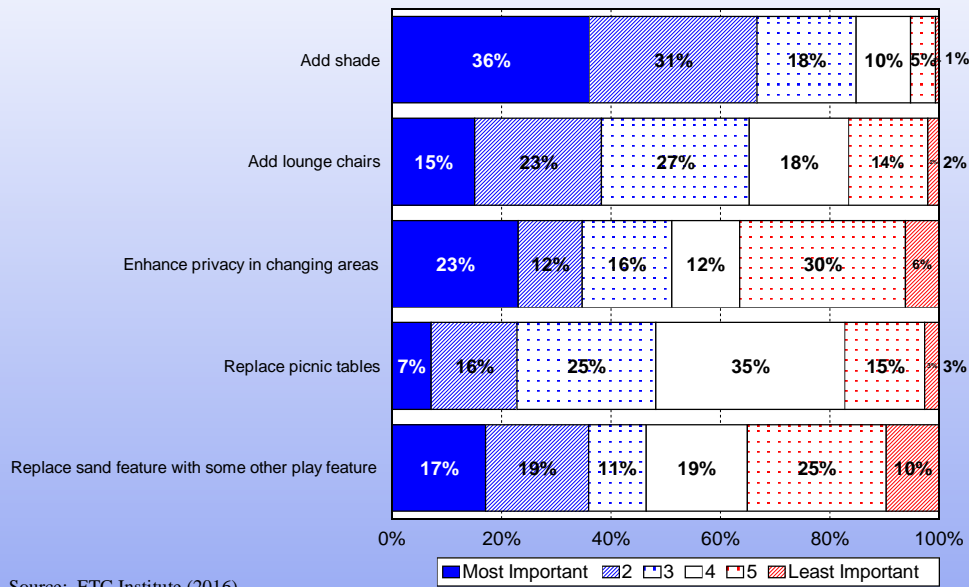
Q11. Top Five Most Important Improvements You Would Like to See Made to City Parks

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



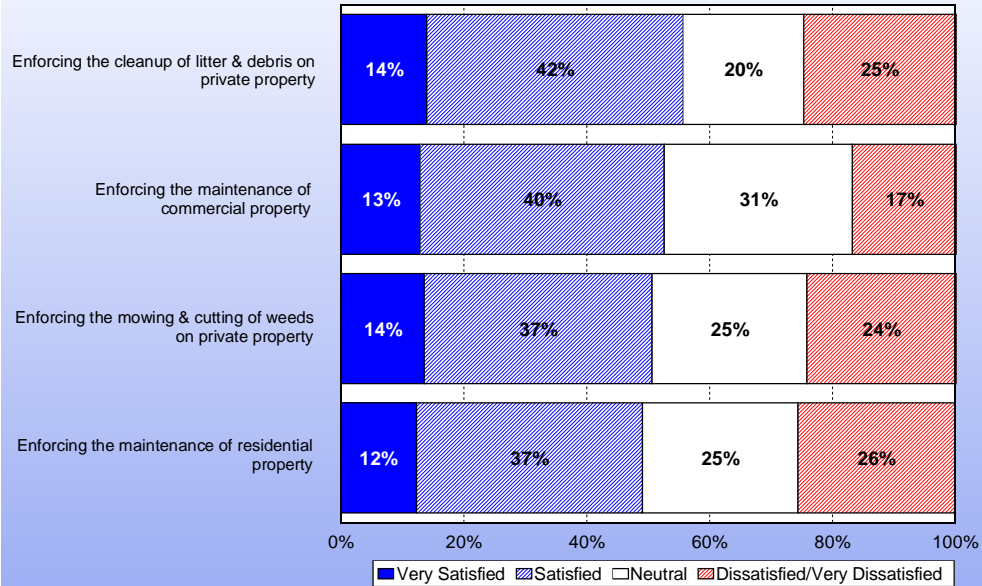
Q12. Importance of Potential Improvements at the Aquatics Center

by percentage of respondents who rated the item as a 1 to 6 on a 6-point scale where 1 is most important and 6 is least important



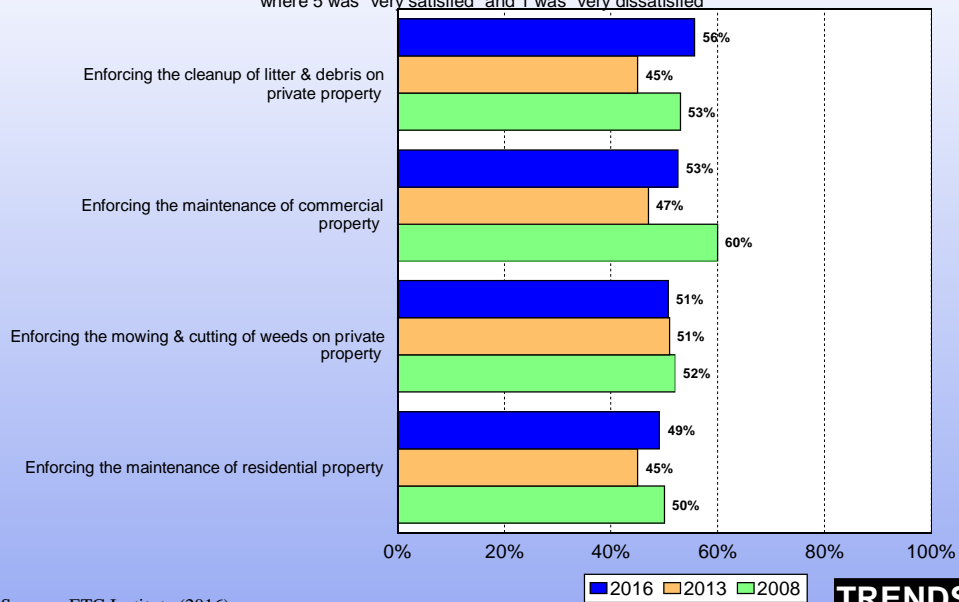
Q13. Overall Satisfaction with the Enforcement of City Codes and Ordinances

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



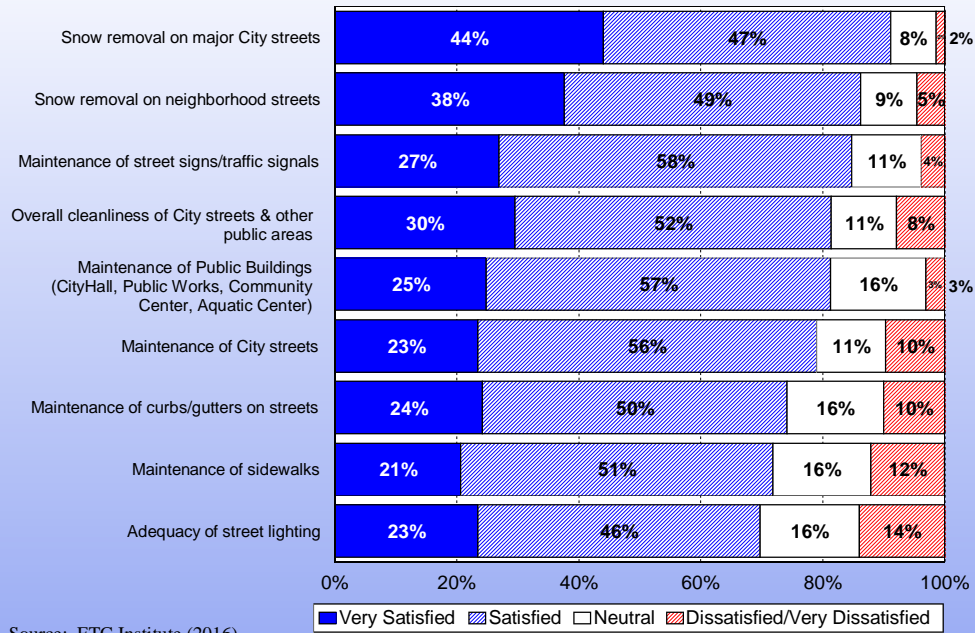
Overall Satisfaction with the Enforcement of City Codes and Ordinances TRENDS: 2016 vs. 2013 vs. 2008

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



Q14. Overall Satisfaction with Maintenance Services

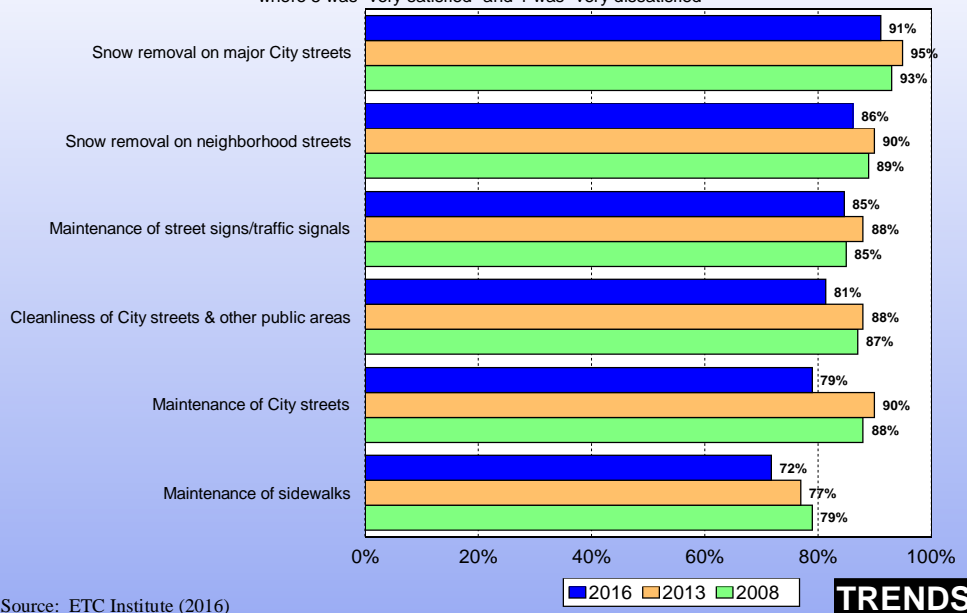
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Overall Satisfaction with Maintenance Services

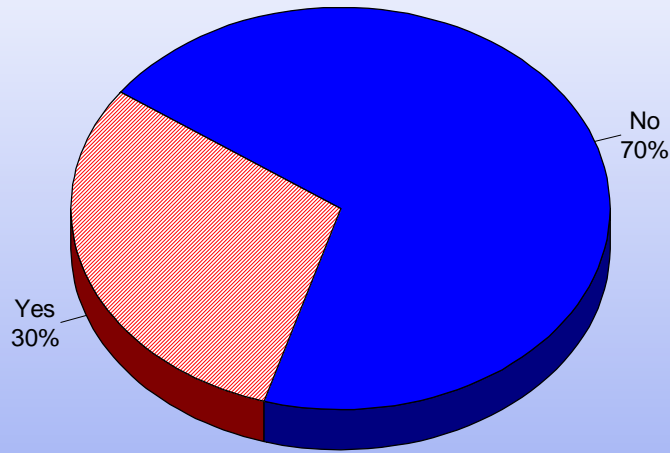
TRENDS: 2016 vs. 2013 vs. 2008

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"



Q15. Have You Contacted the City with a Question, Problem, or Complaint During the Past Year

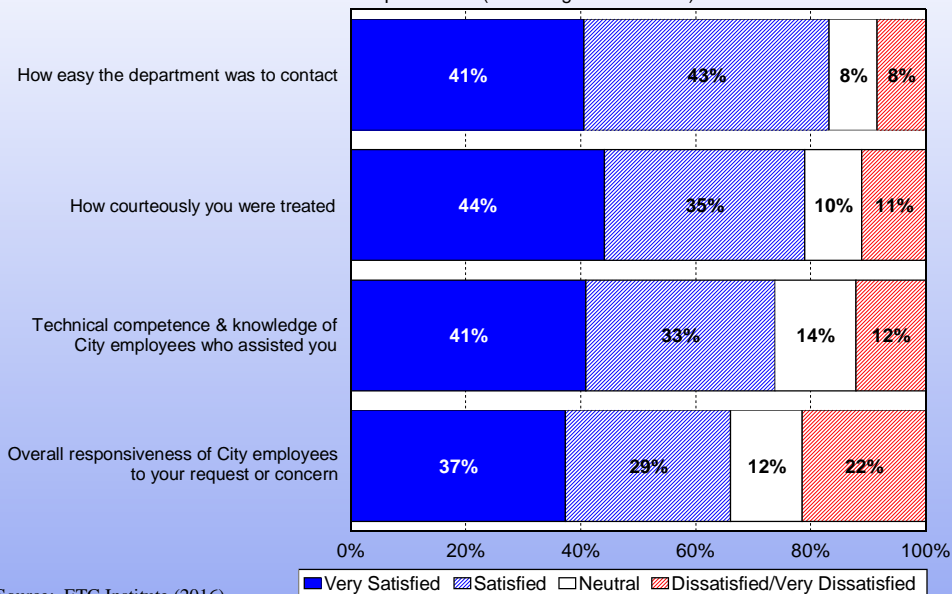
by percentage of respondents



Source: ETC Institute (2016)

Q15b. Overall Satisfaction with the Customer Service Received from City Employees

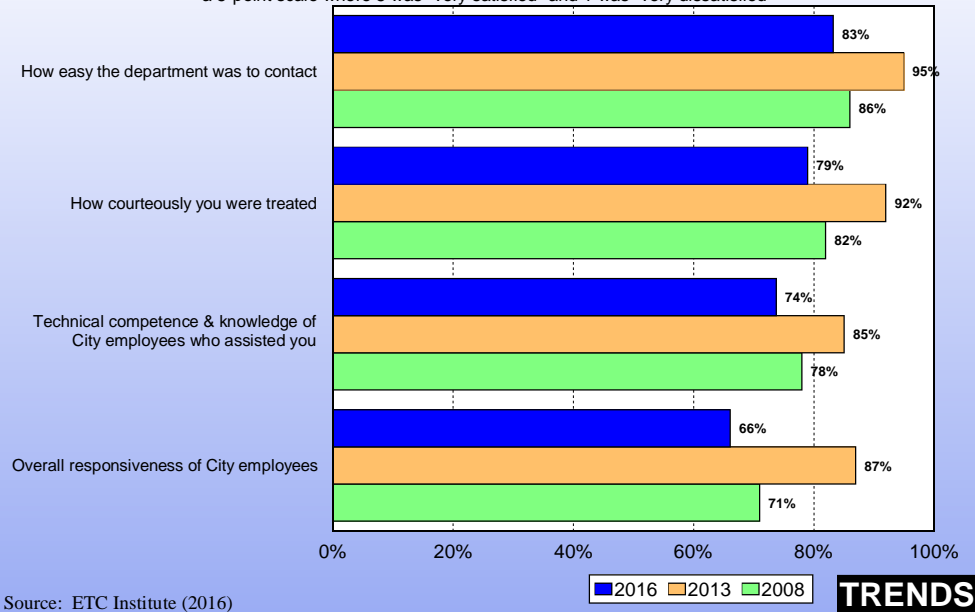
by percentage of respondents who contacted the City within the past year and rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2016)

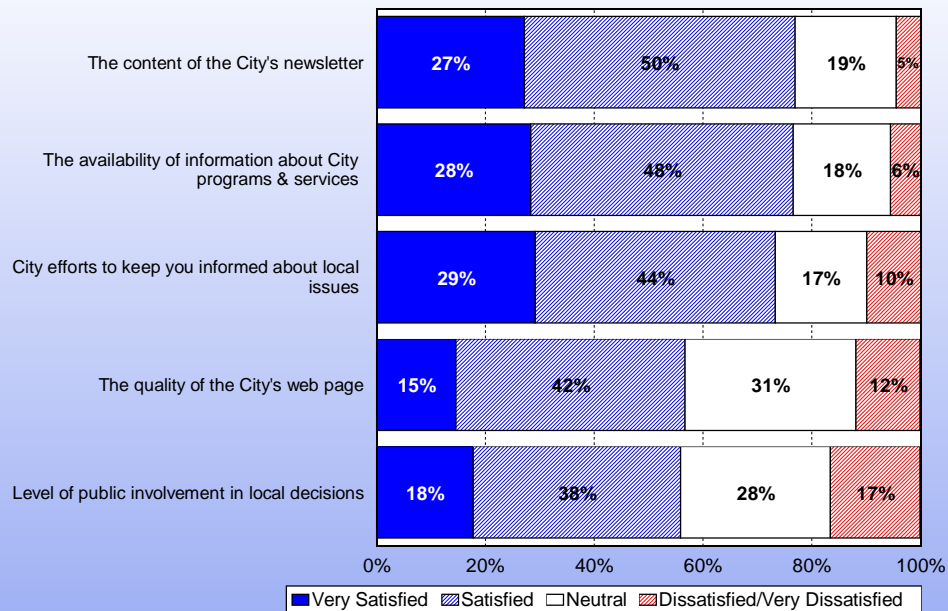
Overall Satisfaction with the Customer Service Received from City Employees TRENDS: 2016 vs. 2013 vs. 2008

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"



Q16. Overall Satisfaction with City Communication

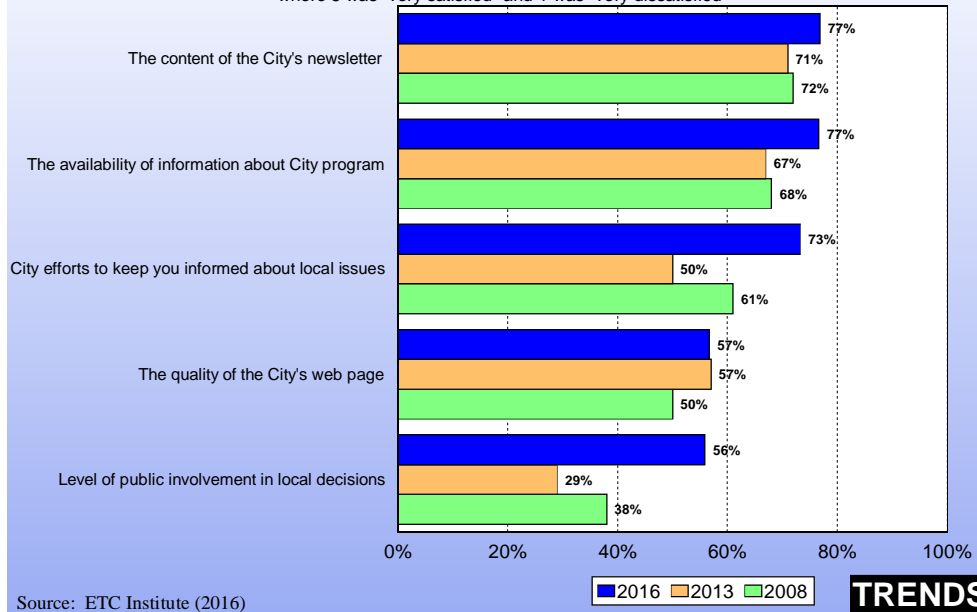
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Overall Satisfaction with City Communication

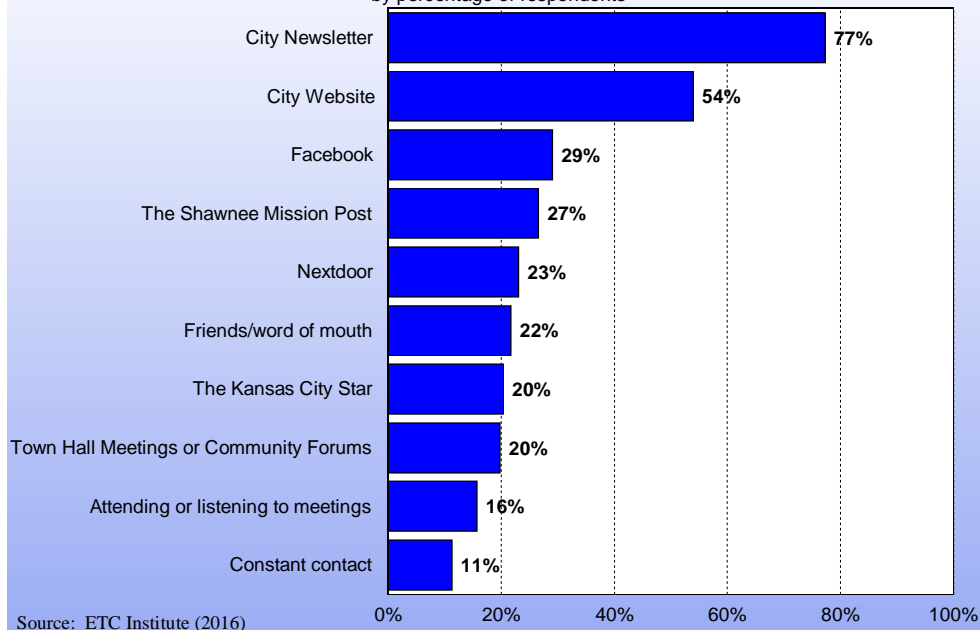
TRENDS: 2016 vs. 2013 vs. 2008

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"



Q17. From What Sources Would You Most Like to Get Information About the City

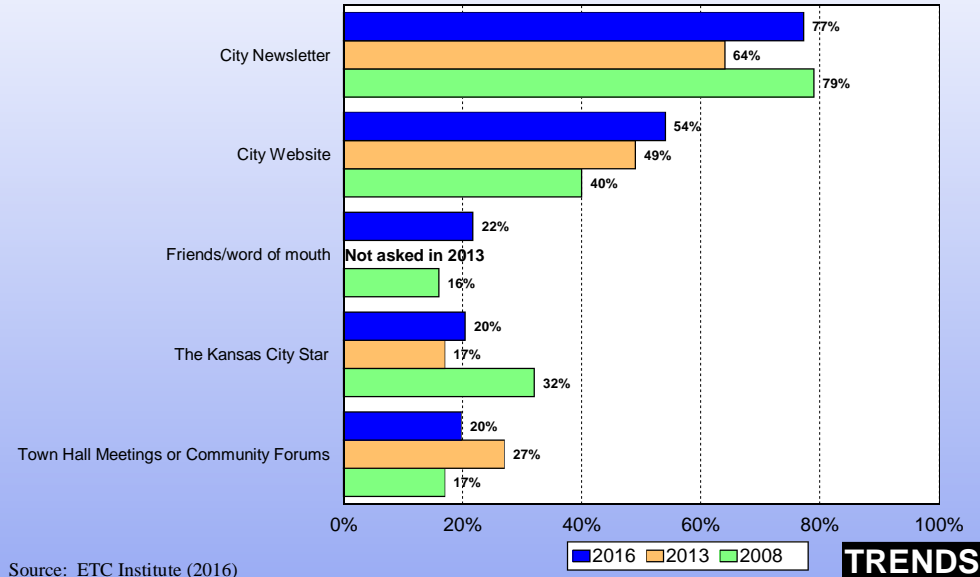
by percentage of respondents



From What Sources Would You Most Like to Get Information About the City

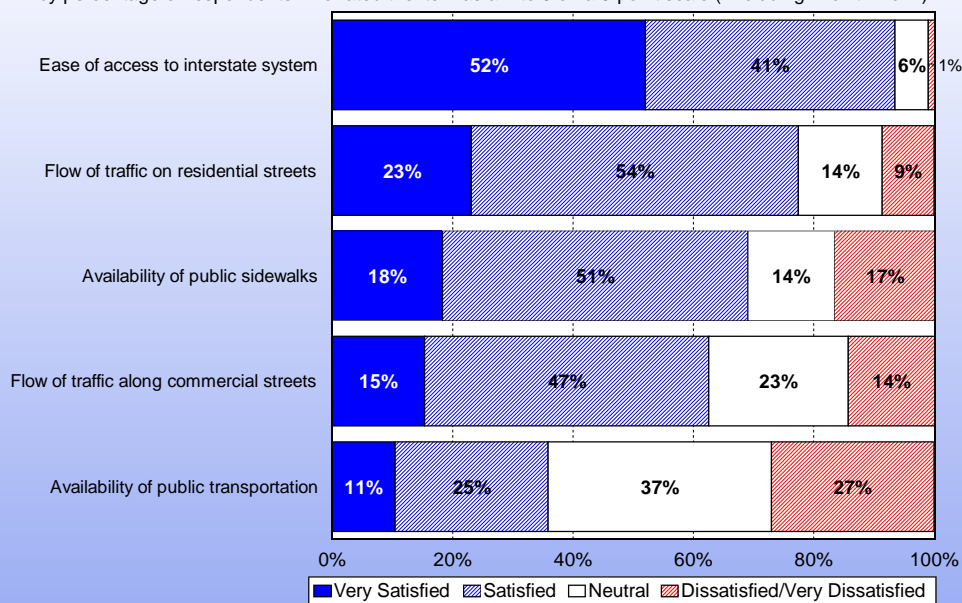
TRENDS: 2016 vs. 2013 vs. 2008

by percentage of respondents



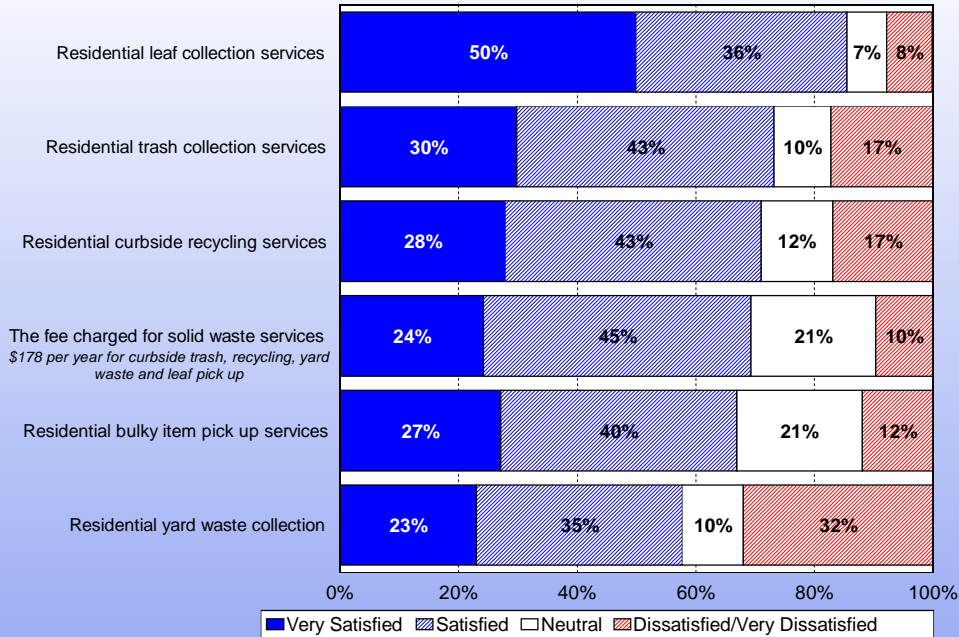
Q18. Overall Satisfaction with Transportation and Connectivity

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Q20. Overall Satisfaction with Trash Issues

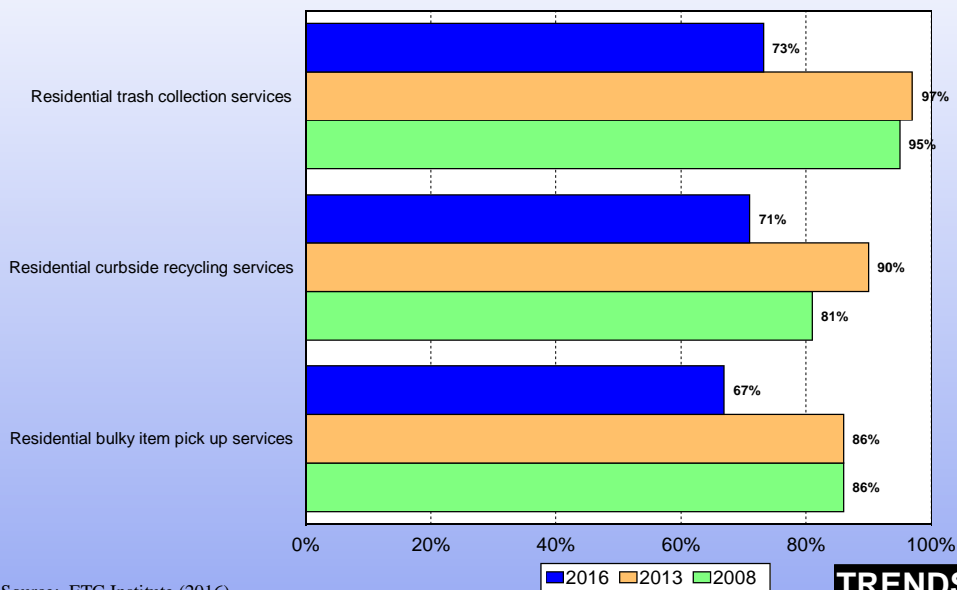
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



Overall Satisfaction with Trash Issues

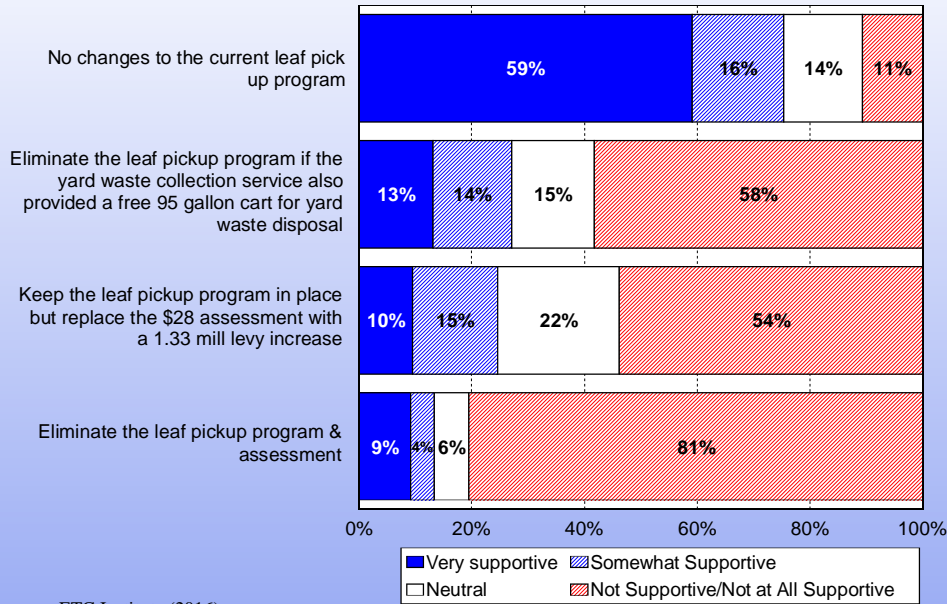
TRENDS: 2016 vs. 2013 vs. 2008

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"



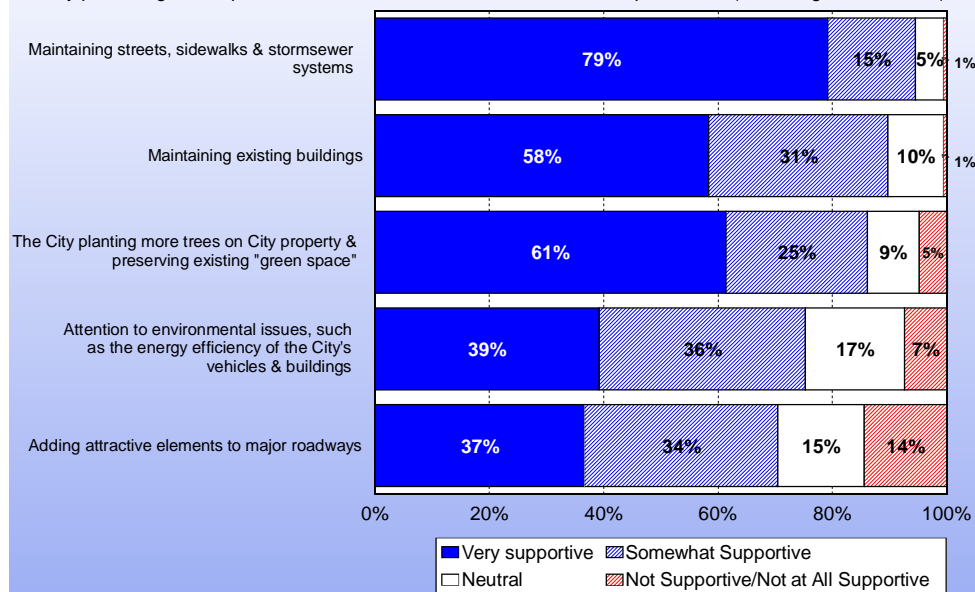
Q21. Level of Support for Each Action the City Could Take Regarding the Leaf Pickup Program

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



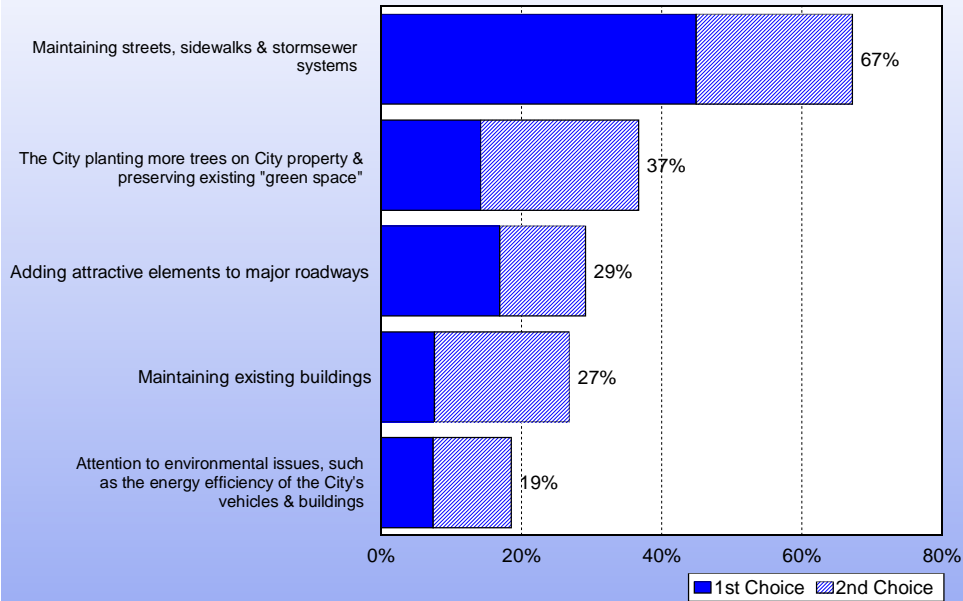
Q25. Level of Support for the Following Community Investment Areas

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



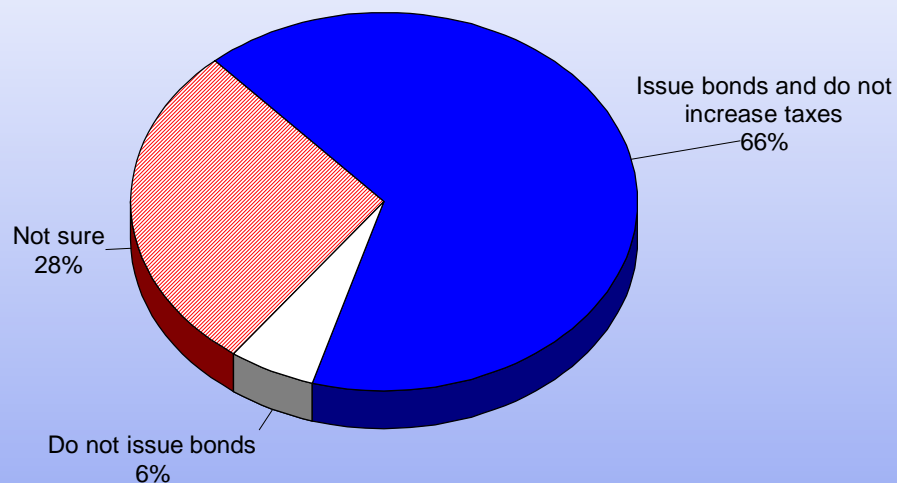
Q26. Which Two of the Community Investment Areas are Most Important for the City to Pursue

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



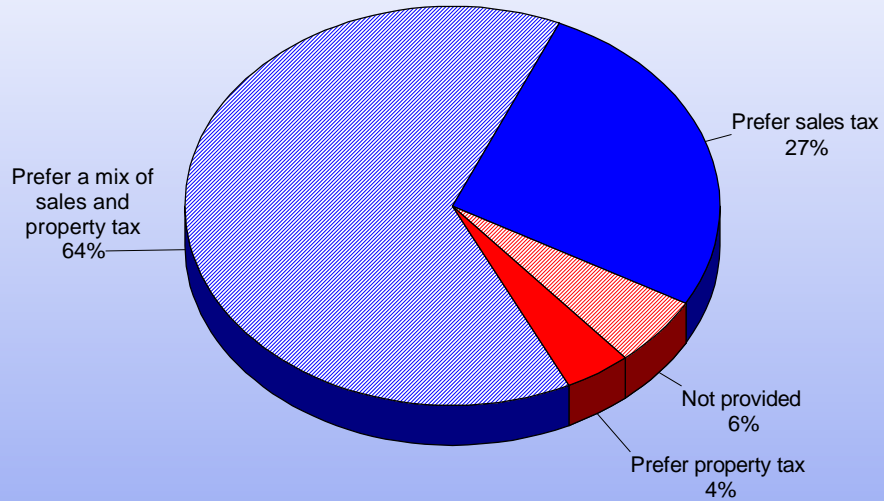
Q27. Knowing Issuing Bonds will Not Increase Taxes and Not Issuing Bonds Will Delay Capital Projects Three to Five Years, Which is Your Preference

by percentage of respondents



Q28-1. Preference for Sales Tax Versus Property Tax as a Way to Fund City Operations

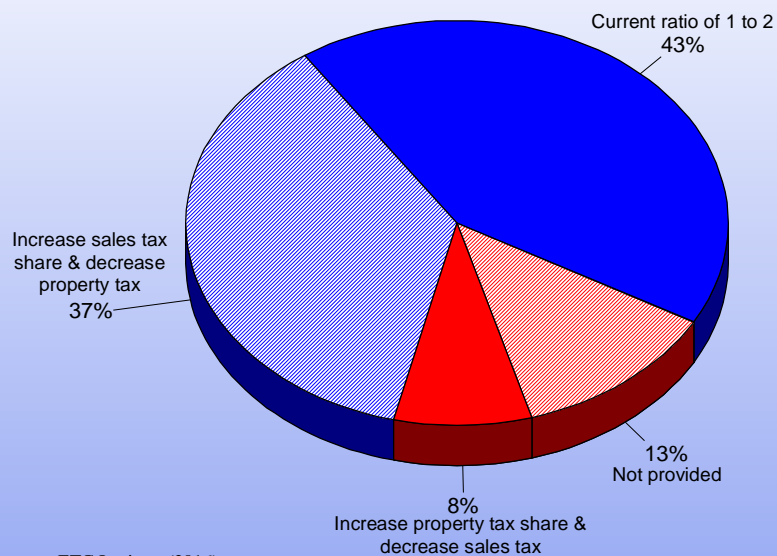
by percentage of respondents



Source: ETC Institute (2016)

Q28-2. What is Your Preferred Ratio of Sales Tax to Property Tax

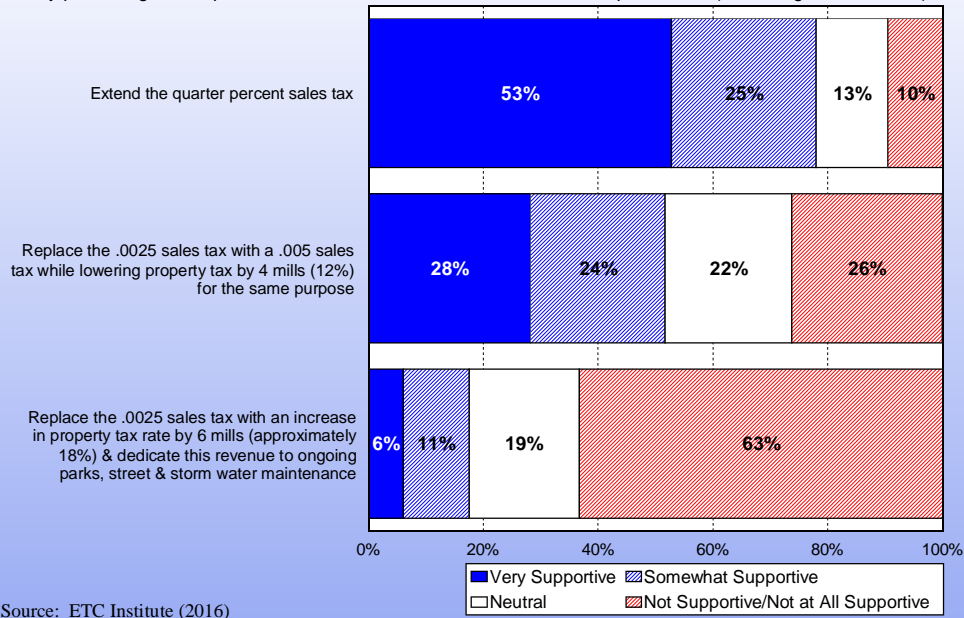
by percentage of respondents



Source: ETC Institute (2016)

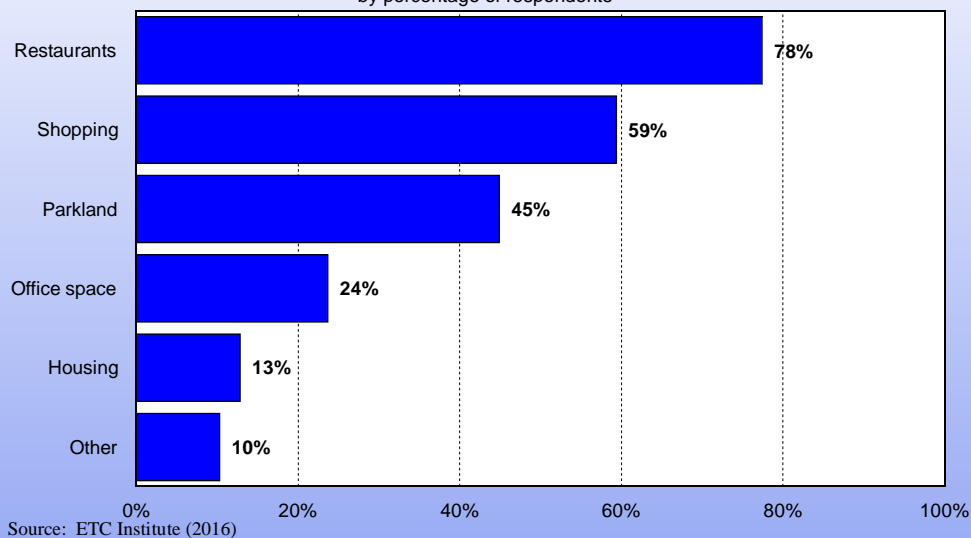
Q29. Level of Support For Each of the Potential Funding Initiatives

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



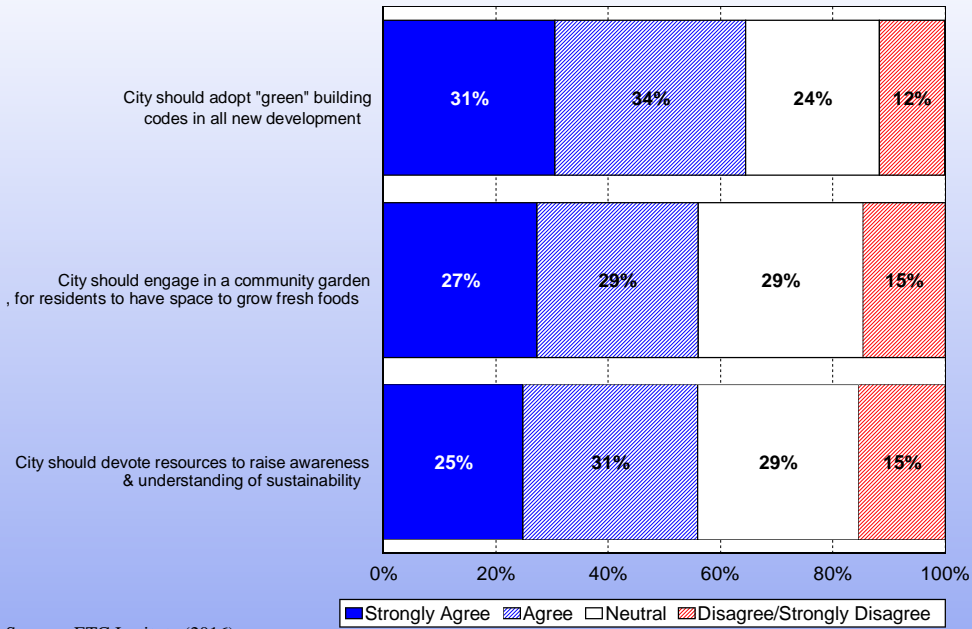
Q30. Which Land Uses Would You Like to See as Part of the Northeast Corner of Roe Boulevard and 48th Street or at the Northeast Corner of Roe Boulevard and Johnson Drive

by percentage of respondents



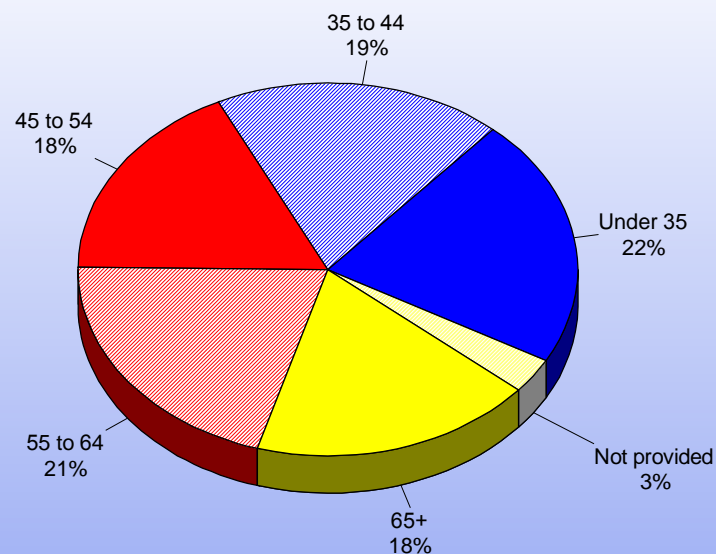
Q31. Level of Agreement With the Following Issues

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (Excluding "Don't Know")



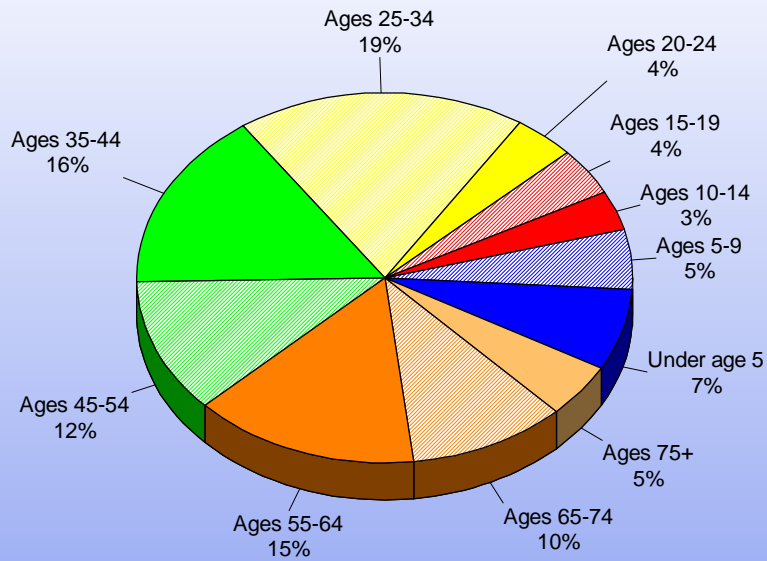
Q35. Demographics: What is Your Age

by percentage of respondents



Q36. Demographics: How Many People in Your Household Are

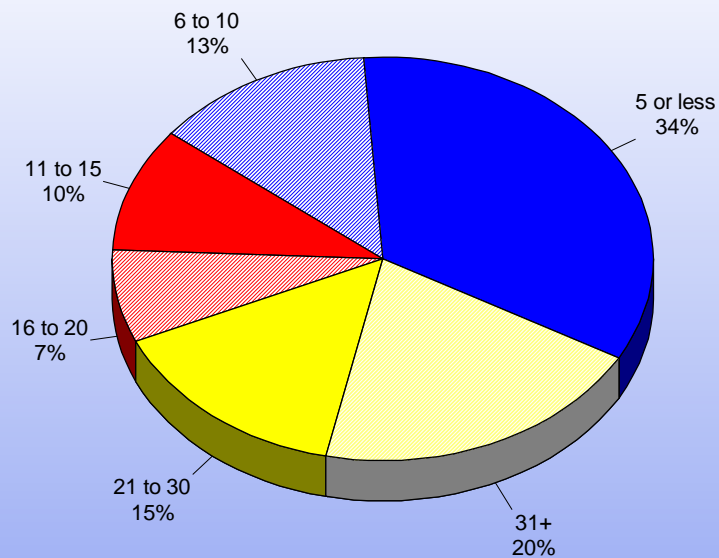
by percentage of respondents



Source: ETC Institute (2016)

Q37. Demographics: Approximately How Many Years Have You Lived in the City of Roeland Park

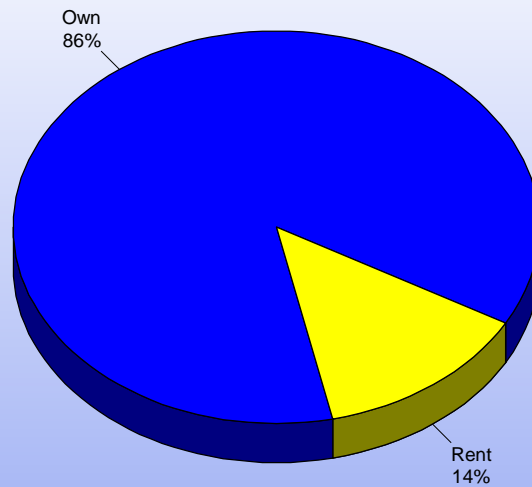
by percentage of respondents



Source: ETC Institute (2016)

Q38. Demographics: Do You Own or Rent Your Residence

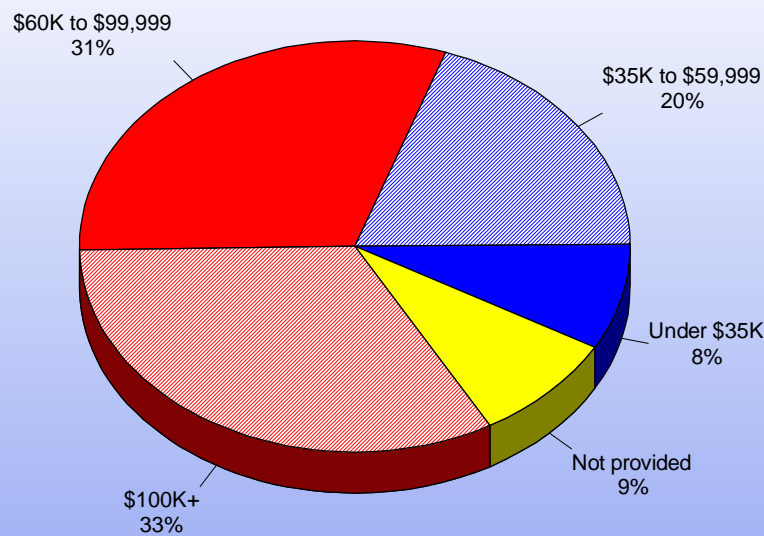
by percentage of respondents



Source: ETC Institute (2016)

Q39. Demographics: Would You Say Your Total Annual Household Income Is

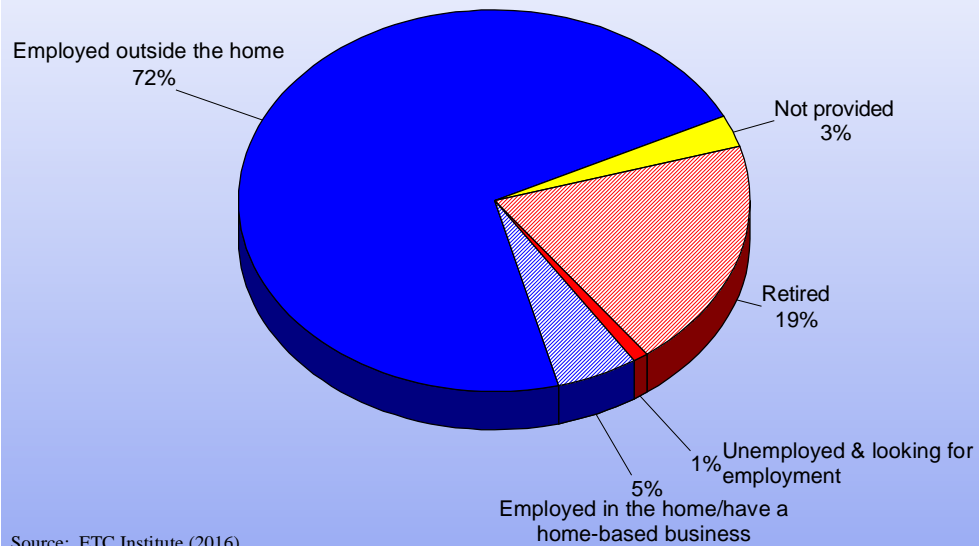
by percentage of respondents



Source: ETC Institute (2016)

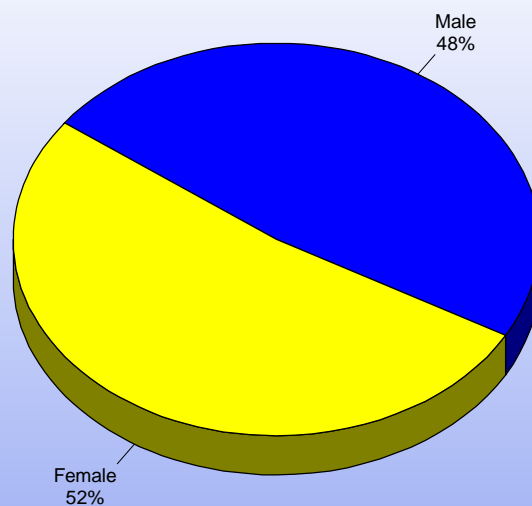
Q40. Demographics: Which of the Following Best Describes Your Current Employment Status

by percentage of respondents



Q41. Demographics: Gender

by percentage of respondents



Section 2

Benchmark Analysis

DirectionFinder® Survey

Year 2016 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders in Kansas and Missouri use statistically valid community survey data as a tool for making better decisions.

Since November 1999, the survey has been administered in more than 220 cities and counties in 43 states. This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the Summer of 2015 to a random sample of over 4,000 residents in the continental United States and (2) surveys that have been administered by ETC Institute in 30 communities in the Kansas City metro area between January 2012 and October 2015. Some of the Kansas and Missouri communities represented in this report include:

- Blue Springs, Missouri
- Bonner Springs, Kansas
- Coffeyville, Kansas
- Columbia, Missouri
- Edgerton, Kansas
- Gardner, Kansas
- Grandview, Missouri
- Harrisonville, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lawrence, Kansas
- Leawood, Kansas
- Lee's Summit, Missouri
- Lenexa, Kansas
- Liberty, Kansas
- Merriam, Kansas
- Mission, Kansas
- North Kansas City, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Parkville, Missouri
- Platte City, Missouri
- Pleasant Hill, Missouri
- Raymore, Missouri
- Riverside, Missouri
- Roeland Park, Kansas
- Shawnee, Kansas
- Springfield, Missouri
- St. Joseph, Missouri

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 2015 survey that was administered by ETC Institute to a random sample of over 4,000 U.S. residents.

Kansas City Metro Benchmarks. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 30 communities listed above for more than 50 areas of service delivery. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the metropolitan Kansas City area. The actual ratings for Roeland Park are listed to the right of each chart. The dot on each bar shows how the results for Roeland Park compare to the other communities in the Kansas City area where the *DirectionFinder*® survey has been administered.

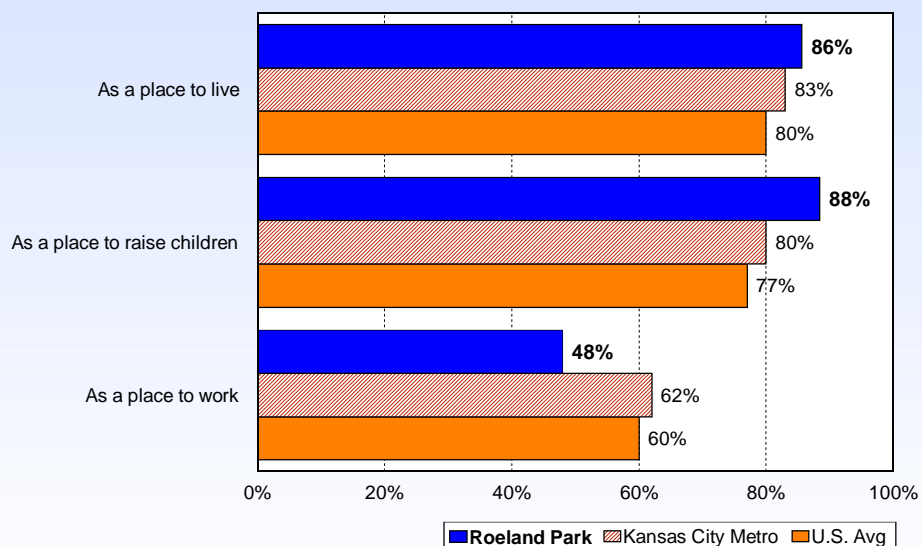
National Benchmarks (All Communities)

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.

Source: ETC Institute (2016)

Rating of the Community Where Residents Live: 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"

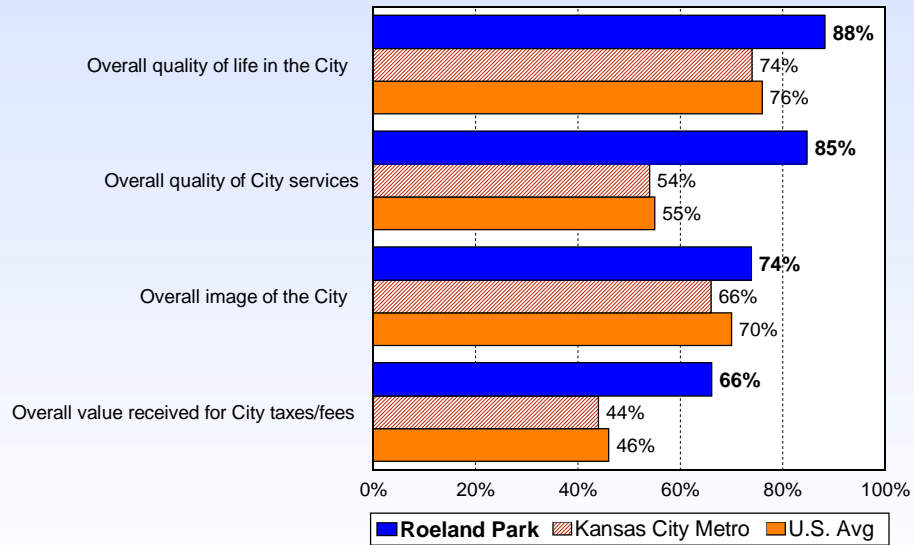


Source: ETC Institute (2016)

National Benchmarking Data - All Communities

Satisfaction with Issues that Influence 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"

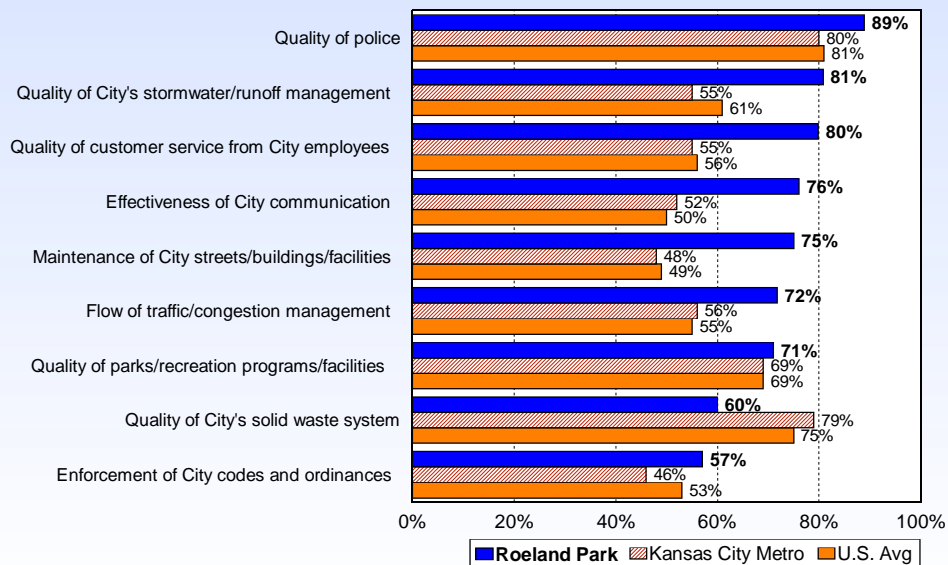


Source: ETC Institute (2016)

National Benchmarking Data - All Communities

Overall Satisfaction with 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"

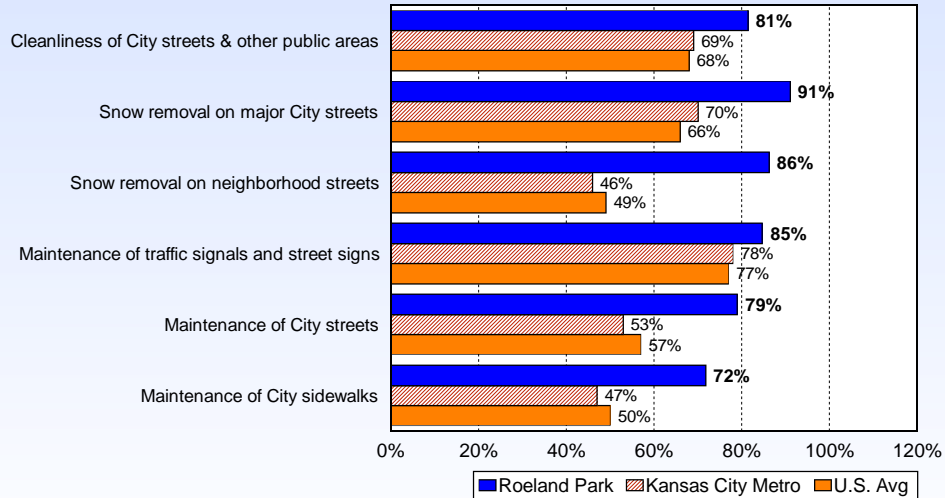


Source: ETC Institute (2016)

National Benchmarking Data - All Communities

Overall Satisfaction with Maintenance 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"

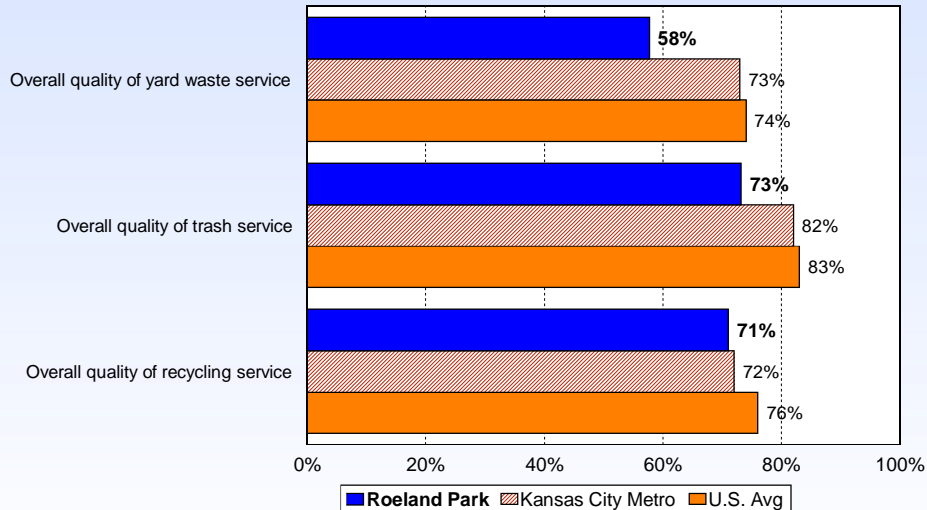


Source: ETC Institute (2016)

National Benchmarking Data - All Communities

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"

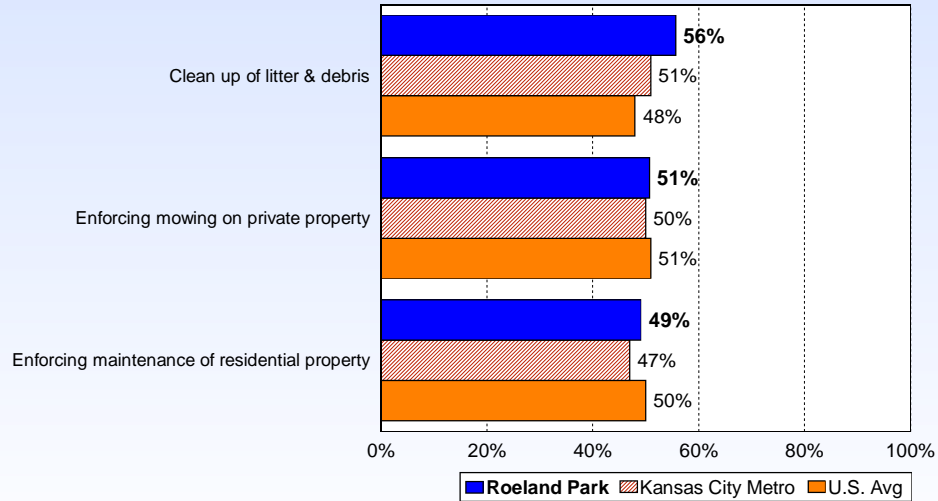


Source: ETC Institute (2016)

National Benchmarking Data - All Communities

Overall Satisfaction with Codes and Ordinances: 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"

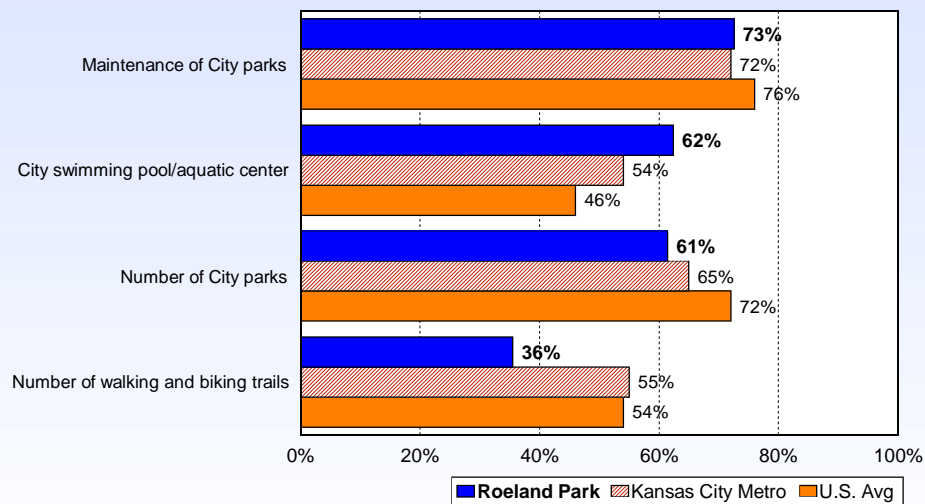


Source: ETC Institute (2016)

National Benchmarking Data - All Communities

Overall Satisfaction with Parks and Recreation 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"

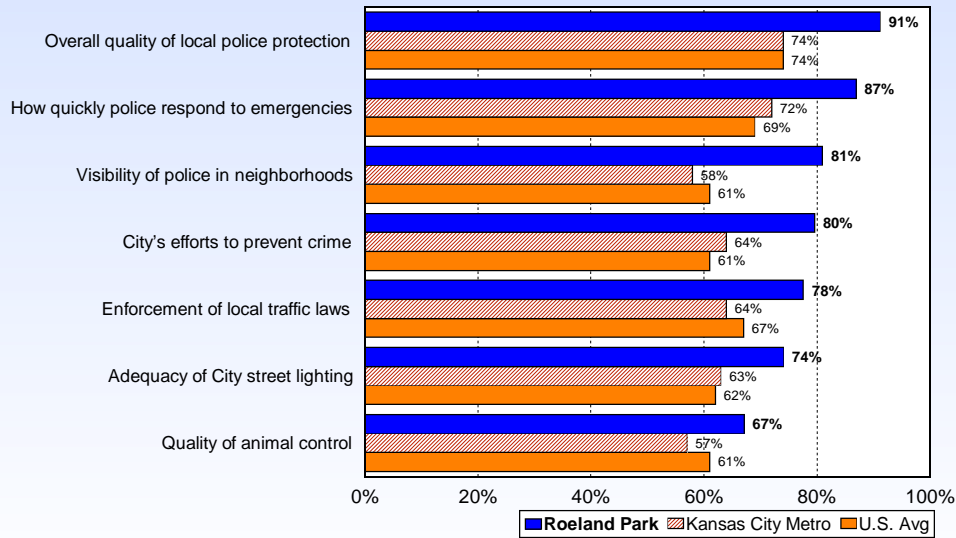


Source: ETC Institute (2016)

National Benchmarking Data - All Communities

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"



Source: ETC Institute (2016)

National Benchmarking Data - All Communities

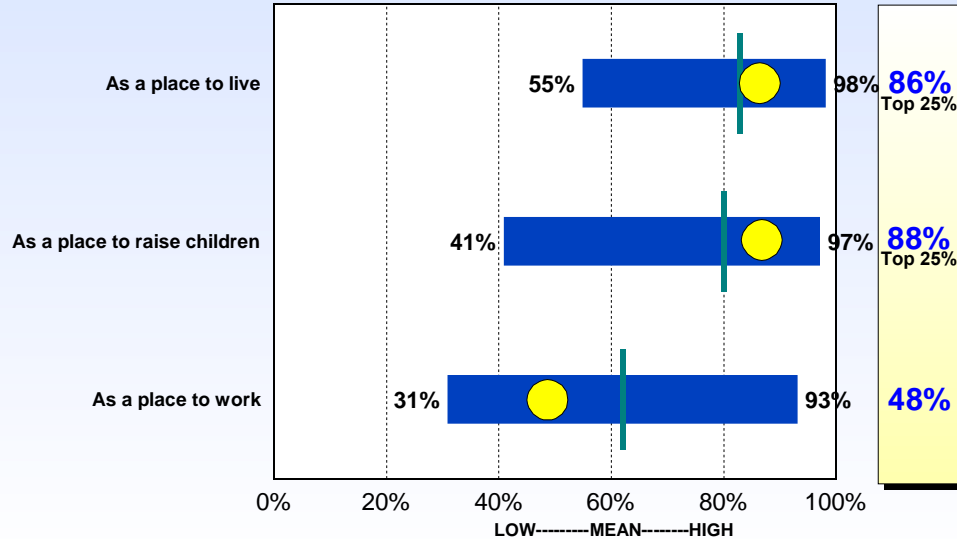
Metropolitan Kansas City Benchmarks

Source: ETC Institute (2016)

Ratings that Kansas City Area Residents Have of the City in Which They Live in 2016

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

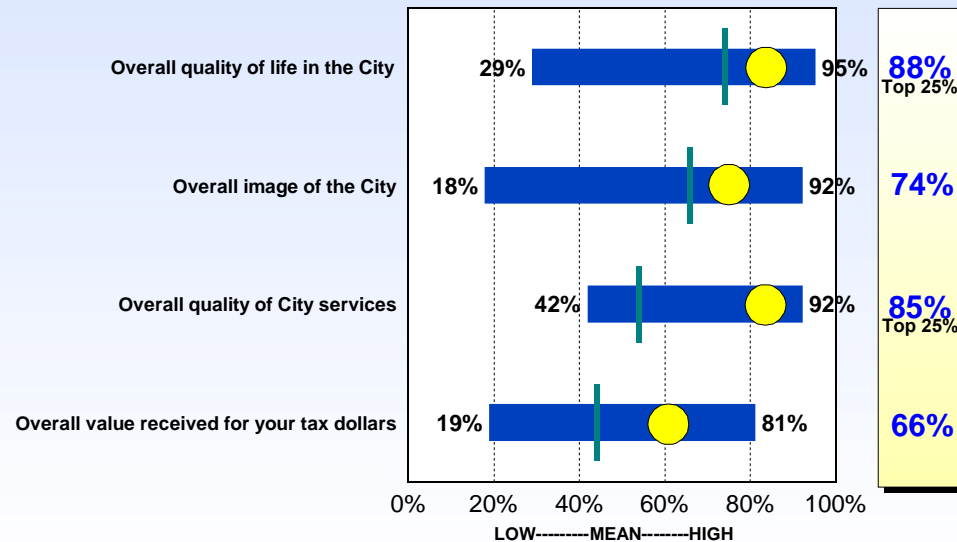
● **Roeland Park, KS**



Perceptions that Kansas City Area Residents Have of the City in Which They Live in 2016

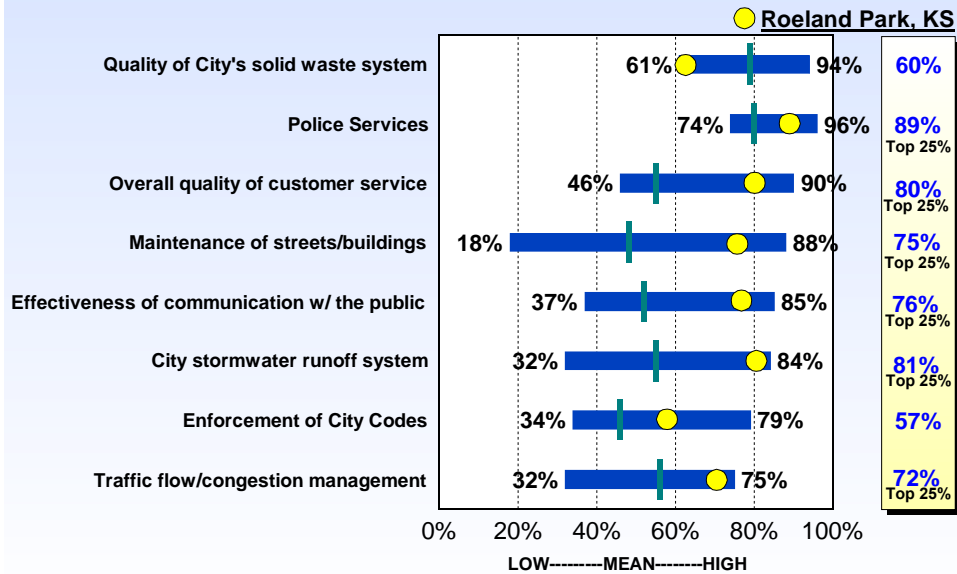
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

● **Roeland Park, KS**



Overall Satisfaction With City Services Provided by Cities in the Kansas City Area in 2016

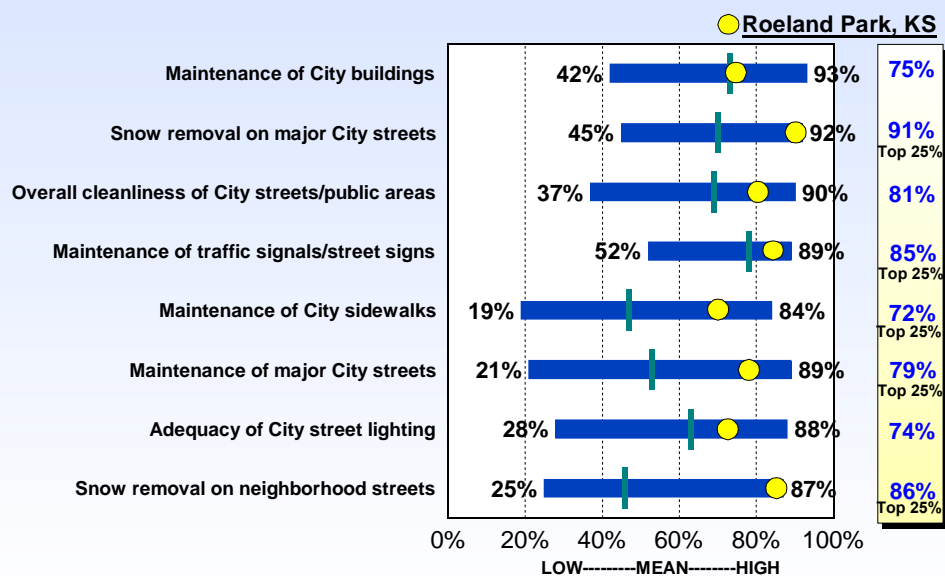
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2016)

Satisfaction with Maintenance Services Provided by Cities in the Kansas City Area in 2016

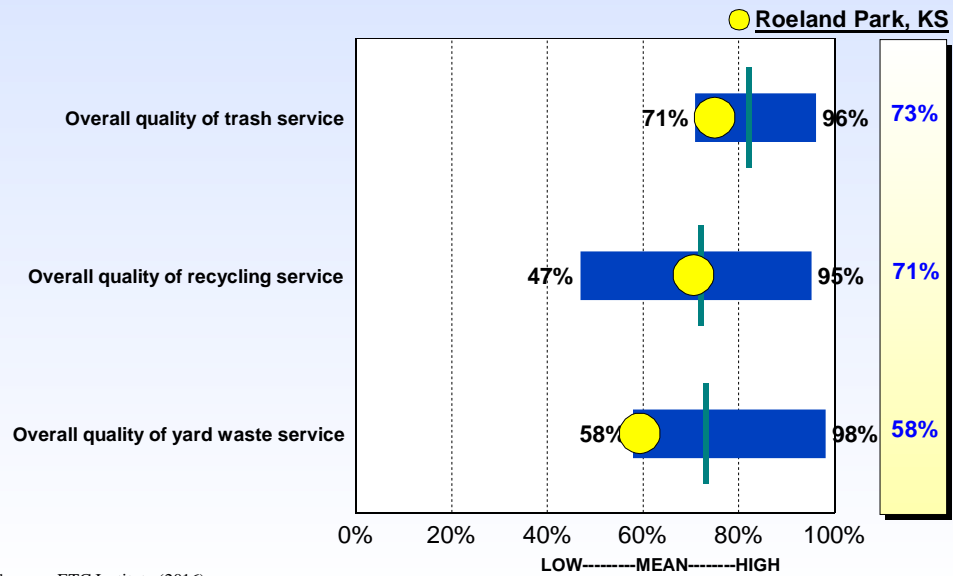
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2016)

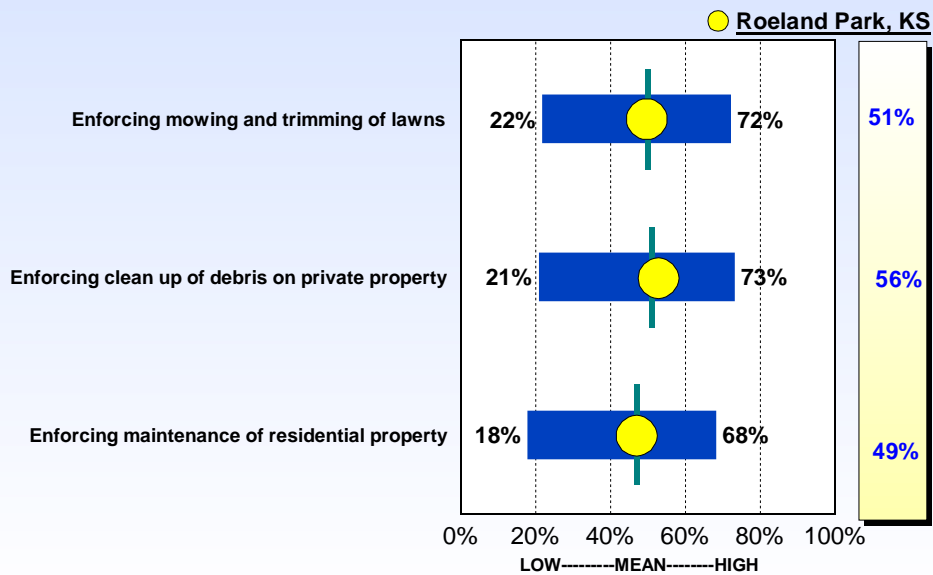
Satisfaction with Utility Services Provided by Cities in the Kansas City Area in 2016

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



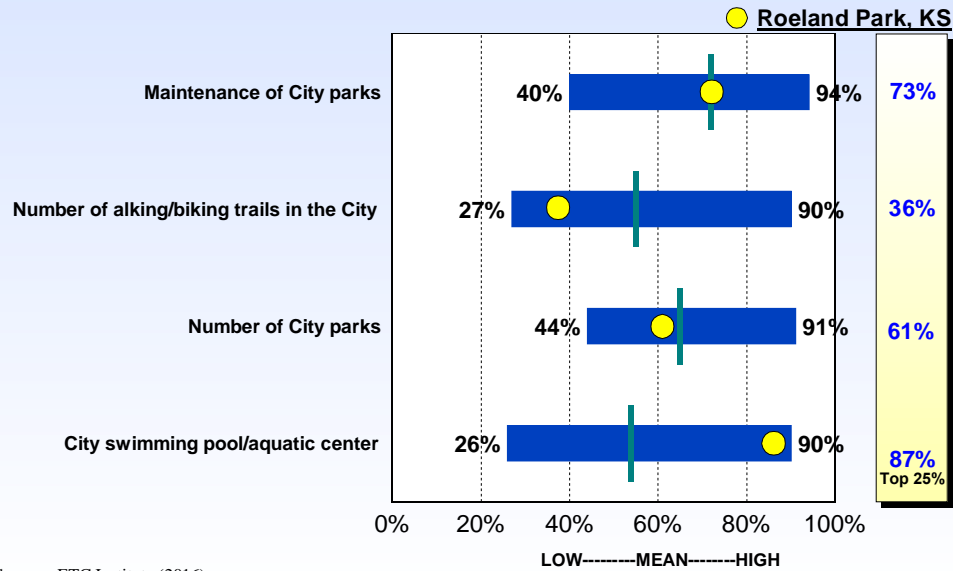
Satisfaction with the Enforcement of Codes and Ordinances by Cities in the Kansas City Area in 2016

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



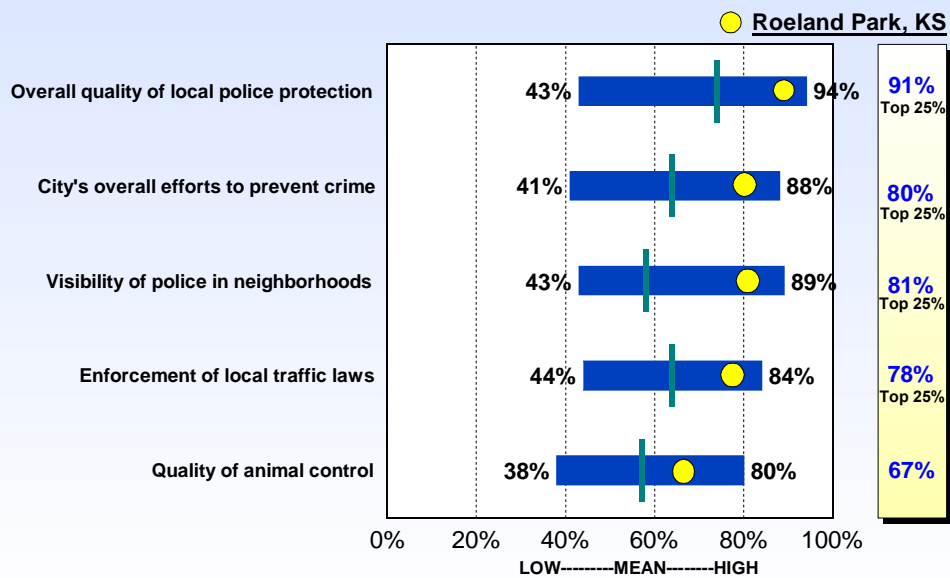
Satisfaction with Parks and Recreation Services Provided by Cities in the Kansas City Area in 2016

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



Satisfaction with Various Public Safety Services Provided by Cities in the Kansas City Area in 2016

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



Section 3

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Roeland Park, Kansas

Overview

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

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that 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. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Fifty-four percent (54%) of respondents selected *maintenance of streets, buildings, and facilities* as one of the most important services for the City to provide.

With regard to satisfaction, 46% of respondents surveyed rated the City's overall performance in the *maintenance of streets, buildings, and facilities* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *maintenance of streets, buildings, and facilities* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 54% was multiplied by 75% (1-0.75). This calculation yielded an I-S rating of 0.1355 which ranked first out of 11 major service categories.

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 to emphasize over the next two years 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 for the three most important areas for the City to emphasize over the next two years.

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* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

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

2016 Importance-Satisfaction Rating

City of Roeland Park

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of streets, buildings & facilities	54%	1	75%	6	0.1355	1
Parks & recreation programs & facilities	46%	2	71%	9	0.1328	2
Enforcement of codes & ordinances	26%	5	57%	11	0.1135	3
Solid waste services	26%	6	60%	10	0.1044	4
Medium Priority (IS <.10)						
Traffic flow & congestion management	27%	4	72%	8	0.0761	5
Effectiveness of communication	17%	7	76%	5	0.0406	6
Police services	29%	3	89%	1	0.0317	7
Stormwater runoff/stormwater management	12%	8	81%	2	0.0228	8
Customer service from City employees	5%	9	80%	4	0.0105	9
Fire services	5%	10	80%	3	0.0100	10
Ambulance services	3%	11	75%	7	0.0081	11

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 be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 4 with "1" being excellent and "4" being poor.

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2016 Importance-Satisfaction Rating

City of Roeland Park

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
The City's efforts to prevent crime	51%	1	80%	4	0.1047	1
Medium Priority (IS <.10)						
Adequacy of City street lighting	38%	4	74%	6	0.0982	2
The visibility of police in neighborhoods	46%	2	81%	3	0.0882	3
Northeast Johnson County Animal Control	16%	7	67%	7	0.0530	4
Enforcement of local traffic laws	18%	6	78%	5	0.0392	5
Overall quality of local police protection	38%	3	91%	1	0.0338	6
How quickly police officers respond to emergencies	24%	5	87%	2	0.0317	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, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 4 with "1" being excellent and "4" being poor.

2016 Importance-Satisfaction Rating

City of Roeland Park

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Number of walking & biking trails	40%	1	36%	12	0.2548	1
High Priority (IS .10-.20)						
Quality of the Community Center	26%	4	53%	11	0.1222	2
Maintenance of City parks	39%	2	73%	1	0.1066	3
Medium Priority (IS <.10)						
Overall appearance of City parks	32%	3	70%	3	0.0948	4
Quality of the Aquatics Center	18%	5	62%	6	0.0681	5
Number of City parks	17%	6	61%	7	0.0656	6
Quality of Art in public places	15%	7	59%	9	0.0630	7
Fees charged for memberships, recreation programs and facility rentals	13%	9	56%	10	0.0556	8
City-sponsored special events	12%	10	61%	8	0.0453	9
Quality of playground equipment	14%	8	69%	4	0.0428	10
How close neighborhood parks are to your home	6%	11	71%	2	0.0159	11
Ease of registering for programs	4%	12	65%	5	0.0122	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 be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "1" and "2" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 4 with "1" being excellent and "4" being poor.

Section 4

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=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. Overall quality of police services	45.4%	36.9%	8.5%	1.2%	0.6%	7.4%
Q1-2. Overall quality of City parks & recreation programs & facilities	21.4%	44.9%	15.1%	9.7%	2.1%	6.8%
Q1-3. Overall maintenance of City streets, buildings & facilities	24.5%	48.7%	13.8%	8.0%	2.5%	2.5%
Q1-4. Overall enforcement of City codes & ordinances	16.9%	35.7%	23.9%	11.7%	4.1%	7.8%
Q1-5. Overall quality of customer service you receive from City employees	31.1%	36.3%	14.8%	1.6%	0.8%	15.5%
Q1-6. Overall effectiveness of City's communication with the public	30.1%	42.9%	17.5%	4.1%	1.4%	4.1%
Q1-7. Overall quality of City's stormwater runoff/stormwater management system	26.4%	48.9%	13.0%	3.1%	1.7%	6.8%
Q1-8. Overall quality of traffic flow & congestion management in Roeland Park	26.0%	43.5%	14.4%	9.5%	3.5%	3.1%
Q1-9. Overall quality of ambulance services	21.6%	19.0%	13.2%	0.6%	0.0%	45.6%
Q1-10. Overall quality of fire services	25.8%	21.9%	11.3%	0.4%	0.0%	40.6%
Q1-11. Overall quality of solid waste services	19.6%	34.4%	16.3%	14.2%	5.0%	10.5%

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=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Overall quality of police services	49.1%	39.8%	9.2%	1.3%	0.6%
Q1-2. Overall quality of City parks & recreation programs & facilities	22.9%	48.1%	16.3%	10.4%	2.3%
Q1-3. Overall maintenance of City streets, buildings & facilities	25.1%	50.0%	14.1%	8.2%	2.6%
Q1-4. Overall enforcement of City codes & ordinances	18.3%	38.7%	25.9%	12.6%	4.4%
Q1-5. Overall quality of customer service you receive from City employees	36.8%	43.0%	17.5%	1.8%	0.9%
Q1-6. Overall effectiveness of City's communication with the public	31.4%	44.7%	18.2%	4.3%	1.4%
Q1-7. Overall quality of City's stormwater runoff/stormwater management system	28.3%	52.5%	14.0%	3.3%	1.9%
Q1-8. Overall quality of traffic flow & congestion management in Roeland Park	26.9%	44.9%	14.8%	9.8%	3.6%
Q1-9. Overall quality of ambulance services	39.6%	35.0%	24.3%	1.1%	0.0%
Q1-10. Overall quality of fire services	43.5%	36.9%	19.0%	0.7%	0.0%
Q1-11. Overall quality of solid waste services	21.9%	38.4%	18.2%	15.8%	5.6%

Q2. Which THREE of the items listed in Question 1 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	77	15.0 %
Overall quality of City parks & recreation programs & facilities	102	19.8 %
Overall maintenance of City streets, buildings & facilities	111	21.6 %
Overall enforcement of City codes & ordinances	41	8.0 %
Overall quality of customer service you receive from City employees	10	1.9 %
Overall effectiveness of City's communication with the public	15	2.9 %
Overall quality of City's stormwater runoff/stormwater management system	15	2.9 %
Overall quality of traffic flow & congestion management in Roeland Park	39	7.6 %
Overall quality of ambulance services	2	0.4 %
Overall quality of fire services	2	0.4 %
Overall quality of solid waste services	43	8.3 %
None chosen	58	11.3 %
Total	515	100.0 %

Q2. Which THREE of the items listed in Question 1 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	39	7.6 %
Overall quality of City parks & recreation programs & facilities	69	13.4 %
Overall maintenance of City streets, buildings & facilities	107	20.8 %
Overall enforcement of City codes & ordinances	46	8.9 %
Overall quality of customer service you receive from City employees	7	1.4 %
Overall effectiveness of City's communication with the public	30	5.8 %
Overall quality of City's stormwater runoff/stormwater management system	21	4.1 %
Overall quality of traffic flow & congestion management in Roeland Park	54	10.5 %
Overall quality of ambulance services	8	1.6 %
Overall quality of fire services	6	1.2 %
Overall quality of solid waste services	43	8.3 %
None chosen	85	16.5 %
Total	515	100.0 %

Q2. Which THREE of the items listed in Question 1 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	31	6.0 %
Overall quality of City parks & recreation programs & facilities	65	12.6 %
Overall maintenance of City streets, buildings & facilities	62	12.0 %
Overall enforcement of City codes & ordinances	49	9.5 %
Overall quality of customer service you receive from City employees	10	1.9 %
Overall effectiveness of City's communication with the public	43	8.3 %
Overall quality of City's stormwater runoff/stormwater management system	25	4.9 %
Overall quality of traffic flow & congestion management in Roeland Park	46	8.9 %
Overall quality of ambulance services	6	1.2 %
Overall quality of fire services	18	3.5 %
Overall quality of solid waste services	50	9.7 %
None chosen	110	21.4 %
Total	515	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 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	147	28.5 %
Overall quality of City parks & recreation programs & facilities	236	45.8 %
Overall maintenance of City streets, buildings & facilities	280	54.4 %
Overall enforcement of City codes & ordinances	136	26.4 %
Overall quality of customer service you receive from City employees	27	5.2 %
Overall effectiveness of City's communication with the public	88	17.1 %
Overall quality of City's stormwater runoff/stormwater management system	61	11.8 %
Overall quality of traffic flow & congestion management in Roeland Park	139	27.0 %
Overall quality of ambulance services	16	3.1 %
Overall quality of fire services	26	5.0 %
Overall quality of solid waste services	136	26.4 %
None chosen	58	11.3 %
Total	1350	

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

(N=515)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q3-1. As a place to live	48.9%	44.9%	3.7%	0.4%	0.2%	1.9%
Q3-2. As a place to raise children	38.1%	38.8%	7.4%	2.1%	0.6%	13.0%
Q3-3. As a place to work	14.0%	17.1%	23.9%	7.4%	2.3%	35.3%
Q3-4. As a place where you would buy your next home	33.4%	34.0%	17.9%	6.8%	3.9%	4.1%
Q3-5. As a place to retire	29.5%	38.1%	15.7%	6.0%	3.7%	7.0%
Q3-6. Quality of grade school through high school	19.4%	29.5%	16.3%	6.4%	1.4%	27.0%
Q3-7. Quality of commercial developments	6.2%	20.8%	23.7%	32.0%	11.1%	6.2%
Q3-8. Proximity to employers	30.9%	37.3%	16.5%	3.9%	1.9%	9.5%

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" with regard to each of the following: (without "don't know")

(N=515)

	Excellent	Good	Neutral	Below Average	Poor
Q3-1. As a place to live	49.9%	45.7%	3.8%	0.4%	0.2%
Q3-2. As a place to raise children	43.8%	44.6%	8.5%	2.5%	0.7%
Q3-3. As a place to work	21.6%	26.4%	36.9%	11.4%	3.6%
Q3-4. As a place where you would buy your next home	34.8%	35.4%	18.6%	7.1%	4.0%
Q3-5. As a place to retire	31.7%	40.9%	16.9%	6.5%	4.0%
Q3-6. Quality of grade school through high school	26.6%	40.4%	22.3%	8.8%	1.9%
Q3-7. Quality of commercial developments	6.6%	22.2%	25.3%	34.2%	11.8%
Q3-8. Proximity to employers	34.1%	41.2%	18.2%	4.3%	2.1%

Q5. Perception: Several items that may influence your perception of the City of Roeland Park are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor."

(N=515)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q5-1. Overall quality of services provided by the City	26.2%	54.6%	11.7%	2.7%	0.2%	4.7%
Q5-2. Overall value that you receive for your City tax & fees	19.6%	42.9%	20.8%	8.7%	2.5%	5.4%
Q5-3. Overall quality of life in the City	31.7%	54.2%	8.5%	2.7%	0.2%	2.7%
Q5-4. How well the City is managing development activity	9.9%	27.8%	25.8%	18.4%	7.6%	10.5%
Q5-5. Overall feeling of safety in the City	37.7%	48.2%	8.2%	4.1%	0.0%	1.9%
Q5-6. Overall condition of housing in your neighborhood	20.4%	52.6%	17.3%	6.2%	1.6%	1.9%
Q5-7. Overall image of the City	17.9%	54.8%	17.3%	7.6%	0.8%	1.7%

WITHOUT DON'T KNOW

Q5. Perception: Several items that may influence your perception of the City of Roeland Park are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor." (without "don't know")

(N=515)

	Excellent	Good	Neutral	Below Average	Poor
Q5-1. Overall quality of services provided by the City	27.5%	57.2%	12.2%	2.9%	0.2%
Q5-2. Overall value that you receive for your City tax & fees	20.7%	45.4%	22.0%	9.2%	2.7%
Q5-3. Overall quality of life in the City	32.5%	55.7%	8.8%	2.8%	0.2%
Q5-4. How well the City is managing development activity	11.1%	31.0%	28.9%	20.6%	8.5%
Q5-5. Overall feeling of safety in the City	38.4%	49.1%	8.3%	4.2%	0.0%
Q5-6. Overall condition of housing in your neighborhood	20.8%	53.7%	17.6%	6.3%	1.6%
Q5-7. Overall image of the City	18.2%	55.7%	17.6%	7.7%	0.8%

Q6. City Leadership: Please rate your level of satisfaction for each leadership area below where 5 means "Very Satisfied" and 1 means "Very Dissatisfied:"

(N=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q6-1. Overall quality of leadership provided by the City's elected officials	10.9%	37.9%	20.8%	8.2%	2.1%	20.2%
Q6-2. Overall effectiveness of appointed boards & commissions	8.9%	32.4%	25.6%	5.6%	1.2%	26.2%
Q6-3. Overall effectiveness of the City Administrator & Department Directors	13.6%	34.6%	20.8%	4.5%	1.6%	25.0%
Q6-4. Overall effectiveness of non-management staff	13.4%	36.9%	21.4%	1.0%	0.4%	27.0%

WITHOUT DON'T KNOW

Q6. City Leadership: Please rate your level of satisfaction for each leadership area below where 5 means "Very Satisfied" and 1 means "Very Dissatisfied:" (without "don't know")

(N=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q6-1. Overall quality of leadership provided by the City's elected officials	13.6%	47.4%	26.0%	10.2%	2.7%
Q6-2. Overall effectiveness of appointed boards & commissions	12.1%	43.9%	34.7%	7.6%	1.6%
Q6-3. Overall effectiveness of the City Administrator & Department Directors	18.1%	46.1%	27.7%	6.0%	2.1%
Q6-4. Overall effectiveness of non-management staff	18.4%	50.5%	29.3%	1.3%	0.5%

Q7. Public Safety: Please rate your satisfaction with the following Public Safety services below where 5 means "Very Satisfied" and 1 means "Very Dissatisfied:"

(N=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7-1. Overall quality of local police protection	42.9%	43.1%	6.0%	1.6%	0.8%	5.6%
Q7-2. The visibility of police in neighborhoods	38.1%	41.2%	13.0%	4.7%	1.0%	2.1%
Q7-3. The City's efforts to prevent crime	34.4%	36.5%	15.3%	2.5%	0.4%	10.9%
Q7-4. Enforcement of local traffic laws	29.1%	43.3%	15.0%	4.3%	1.7%	6.6%
Q7-5. How quickly police officers respond to emergencies	33.8%	25.8%	7.6%	1.2%	0.2%	31.5%
Q7-6. The quality of Northeast Johnson County Animal Control	19.0%	29.7%	15.7%	6.0%	2.1%	27.4%
Q7-7. Adequacy of City street lighting	25.0%	47.2%	14.8%	8.2%	2.3%	2.5%

WITHOUT DON'T KNOW

Q7. Public Safety: Please rate your satisfaction with the following Public Safety services below where 5 means "Very Satisfied" and 1 means "Very Dissatisfied:" (without "don't know")

(N=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7-1. Overall quality of local police protection	45.5%	45.7%	6.4%	1.6%	0.8%
Q7-2. The visibility of police in neighborhoods	38.9%	42.1%	13.3%	4.8%	1.0%
Q7-3. The City's efforts to prevent crime	38.6%	41.0%	17.2%	2.8%	0.4%
Q7-4. Enforcement of local traffic laws	31.2%	46.4%	16.0%	4.6%	1.9%
Q7-5. How quickly police officers respond to emergencies	49.3%	37.7%	11.0%	1.7%	0.3%
Q7-6. The quality of Northeast Johnson County Animal Control	26.2%	40.9%	21.7%	8.3%	2.9%
Q7-7. Adequacy of City street lighting	25.7%	48.4%	15.1%	8.4%	2.4%

Q8. Which THREE of the public safety items listed in Question 7 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q8. Top choice	Number	Percent
Overall quality of local police protection	102	19.8 %
The visibility of police in neighborhoods	95	18.4 %
The City's efforts to prevent crime	87	16.9 %
Enforcement of local traffic laws	33	6.4 %
How quickly police officers respond to emergencies	25	4.9 %
The quality of Northeast Johnson County Animal Control	20	3.9 %
Adequacy of City street lighting	79	15.3 %
None chosen	74	14.4 %
Total	515	100.0 %

Q8. Which THREE of the public safety items listed in Question 7 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q8. 2nd choice	Number	Percent
Overall quality of local police protection	48	9.3 %
The visibility of police in neighborhoods	87	16.9 %
The City's efforts to prevent crime	109	21.2 %
Enforcement of local traffic laws	25	4.9 %
How quickly police officers respond to emergencies	40	7.8 %
The quality of Northeast Johnson County Animal Control	29	5.6 %
Adequacy of City street lighting	58	11.3 %
None chosen	119	23.1 %
Total	515	100.0 %

Q8. Which THREE of the public safety items listed in Question 7 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q8. 3rd choice	Number	Percent
Overall quality of local police protection	48	9.3 %
The visibility of police in neighborhoods	57	11.1 %
The City's efforts to prevent crime	68	13.2 %
Enforcement of local traffic laws	32	6.2 %
How quickly police officers respond to emergencies	60	11.7 %
The quality of Northeast Johnson County Animal Control	34	6.6 %
Adequacy of City street lighting	58	11.3 %
None chosen	158	30.7 %
Total	515	100.0 %

SUM OF TOP 3 CHOICES

Q8. Which THREE of the public safety items listed in Question 7 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (top 3)

Q8. Sum of Top 3 Choices	Number	Percent
Overall quality of local police protection	198	38.4 %
The visibility of police in neighborhoods	239	46.4 %
The City's efforts to prevent crime	264	51.3 %
Enforcement of local traffic laws	90	17.5 %
How quickly police officers respond to emergencies	125	24.3 %
The quality of Northeast Johnson County Animal Control	83	16.1 %
Adequacy of City street lighting	195	37.9 %
None chosen	74	14.4 %
Total	1268	

Q9. 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 Parks and Recreation issues.

(N=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9-1. Maintenance of City parks	19.8%	45.2%	15.1%	7.8%	1.6%	10.5%
Q9-2. Overall appearance of City parks	18.1%	45.6%	15.1%	9.9%	2.3%	8.9%
Q9-3. Number of City parks	16.7%	38.1%	18.3%	14.8%	1.4%	10.9%
Q9-4. Quality of playground equipment	15.5%	36.7%	16.7%	6.2%	1.2%	23.7%
Q9-5. How close neighborhood parks are to your home	27.0%	37.9%	16.1%	8.2%	2.1%	8.7%
Q9-6. Number of walking & biking trails	9.5%	21.0%	20.8%	26.0%	8.5%	14.2%
Q9-7. City-sponsored special events	15.9%	36.7%	25.0%	7.4%	1.7%	13.2%
Q9-8. Quality of Art in public places	18.4%	34.2%	24.1%	8.5%	4.3%	10.5%
Q9-9. Quality of the Aquatics Center	15.7%	28.7%	19.4%	4.1%	3.3%	28.7%
Q9-10. Quality of the Community Center	13.8%	26.2%	23.1%	8.3%	4.1%	24.5%
Q9-11. Fees charged for memberships, recreation programs & facility rentals	14.2%	28.0%	24.3%	7.0%	1.6%	25.0%
Q9-12. Ease of registering for programs	15.9%	28.0%	20.2%	2.5%	0.8%	32.6%

WITHOUT DON'T KNOW

Q9. 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 Parks and Recreation issues. (without "don't know")

(N=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9-1. Maintenance of City parks	22.1%	50.5%	16.9%	8.7%	1.7%
Q9-2. Overall appearance of City parks	19.8%	50.1%	16.6%	10.9%	2.6%
Q9-3. Number of City parks	18.7%	42.7%	20.5%	16.6%	1.5%
Q9-4. Quality of playground equipment	20.4%	48.1%	21.9%	8.1%	1.5%
Q9-5. How close neighborhood parks are to your home	29.6%	41.5%	17.7%	8.9%	2.3%
Q9-6. Number of walking & biking trails	11.1%	24.4%	24.2%	30.3%	10.0%
Q9-7. City-sponsored special events	18.3%	42.3%	28.9%	8.5%	2.0%
Q9-8. Quality of Art in public places	20.6%	38.2%	26.9%	9.5%	4.8%
Q9-9. Quality of the Aquatics Center	22.1%	40.3%	27.2%	5.7%	4.6%
Q9-10. Quality of the Community Center	18.3%	34.7%	30.6%	11.1%	5.4%
Q9-11. Fees charged for memberships, recreation programs & facility rentals	18.9%	37.3%	32.4%	9.3%	2.1%
Q9-12. Ease of registering for programs	23.6%	41.5%	30.0%	3.7%	1.2%

Q10. Which THREE of the parks and recreation issues listed in Question 9 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q10. Top choice	Number	Percent
Maintenance of City parks	90	17.5 %
Overall appearance of City parks	56	10.9 %
Number of City parks	26	5.0 %
Quality of playground equipment	11	2.1 %
How close neighborhood parks are to your home	6	1.2 %
Number of walking & biking trails	95	18.4 %
City-sponsored special events	7	1.4 %
Quality of Art in public places	19	3.7 %
Quality of the Aquatics Center	40	7.8 %
Quality of the Community Center	49	9.5 %
Fees charged for memberships, recreation programs & facility rentals	18	3.5 %
Ease of registering for programs	10	1.9 %
None chosen	88	17.1 %
Total	515	100.0 %

Q10. Which THREE of the parks and recreation issues listed in Question 9 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q10. 2nd choice	Number	Percent
Maintenance of City parks	56	10.9 %
Overall appearance of City parks	72	14.0 %
Number of City parks	28	5.4 %
Quality of playground equipment	25	4.9 %
How close neighborhood parks are to your home	7	1.4 %
Number of walking & biking trails	63	12.2 %
City-sponsored special events	18	3.5 %
Quality of Art in public places	29	5.6 %
Quality of the Aquatics Center	28	5.4 %
Quality of the Community Center	45	8.7 %
Fees charged for memberships, recreation programs & facility rentals	22	4.3 %
Ease of registering for programs	1	0.2 %
None chosen	121	23.5 %
Total	515	100.0 %

Q10. Which THREE of the parks and recreation issues listed in Question 9 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q10. 3rd choice	Number	Percent
Maintenance of City parks	54	10.5 %
Overall appearance of City parks	34	6.6 %
Number of City parks	34	6.6 %
Quality of playground equipment	34	6.6 %
How close neighborhood parks are to your home	15	2.9 %
Number of walking & biking trails	46	8.9 %
City-sponsored special events	34	6.6 %
Quality of Art in public places	31	6.0 %
Quality of the Aquatics Center	25	4.9 %
Quality of the Community Center	40	7.8 %
Fees charged for memberships, recreation programs & facility rentals	25	4.9 %
Ease of registering for programs	7	1.4 %
None chosen	136	26.4 %
Total	515	100.0 %

SUM OF TOP 3 CHOICES

Q10. Which THREE of the parks and recreation issues listed in Question 9 above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (top 3)

Q10. Sum of Top 3 Choices	Number	Percent
Maintenance of City parks	200	38.8 %
Overall appearance of City parks	162	31.5 %
Number of City parks	88	17.1 %
Quality of playground equipment	70	13.6 %
How close neighborhood parks are to your home	28	5.4 %
Number of walking & biking trails	204	39.6 %
City-sponsored special events	59	11.5 %
Quality of Art in public places	79	15.3 %
Quality of the Aquatics Center	93	18.1 %
Quality of the Community Center	134	26.0 %
Fees charged for memberships, recreation programs & facility rentals	65	12.6 %
Ease of registering for programs	18	3.5 %
None chosen	88	17.1 %
Total	1288	

Q11. From the following list, please indicate the top FIVE most important improvements you would like to see made to City parks.

Q11. Top choice	Number	Percent
An off-leash dog park	100	19.4 %
A combined-use hiking and mountain biking trail	80	15.5 %
An arboretum	17	3.3 %
Add Bocci Ball	6	1.2 %
Add sand or turf Volleyball	5	1.0 %
Add permanent restrooms at R Park	68	13.2 %
Replace tennis courts in R Park	32	6.2 %
Add shade structures at R Park	50	9.7 %
Add Frisbee golf course	13	2.5 %
Add an outdoor performance pavilion/theater	23	4.5 %
Add soccer fields	9	1.7 %
Add horse shoes	2	0.4 %
Add ice skating	3	0.6 %
Add benches and picnic tables	15	2.9 %
Other	23	4.5 %
None	36	7.0 %
None chosen	33	6.4 %
Total	515	100.0 %

Q11. From the following list, please indicate the top FIVE most important improvements you would like to see made to City parks.

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
An off-leash dog park	30	5.8 %
A combined-use hiking and mountain biking trail	51	9.9 %
An arboretum	27	5.2 %
Add Bocci Ball	5	1.0 %
Add sand or turf Volleyball	17	3.3 %
Add permanent restrooms at R Park	50	9.7 %
Replace tennis courts in R Park	48	9.3 %
Add shade structures at R Park	75	14.6 %
Add Frisbee golf course	20	3.9 %
Add an outdoor performance pavilion/theater	26	5.0 %
Add soccer fields	14	2.7 %
Add horse shoes	2	0.4 %
Add ice skating	8	1.6 %
Add benches and picnic tables	56	10.9 %
Other	3	0.6 %
None	2	0.4 %
<u>None chosen</u>	<u>81</u>	<u>15.7 %</u>
Total	515	100.0 %

Q11. From the following list, please indicate the top FIVE most important improvements you would like to see made to City parks.

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
An off-leash dog park	22	4.3 %
A combined-use hiking and mountain biking trail	33	6.4 %
An arboretum	29	5.6 %
Add Bocci Ball	11	2.1 %
Add sand or turf Volleyball	12	2.3 %
Add permanent restrooms at R Park	51	9.9 %
Replace tennis courts in R Park	34	6.6 %
Add shade structures at R Park	69	13.4 %
Add Frisbee golf course	16	3.1 %
Add an outdoor performance pavilion/theater	30	5.8 %
Add soccer fields	11	2.1 %
Add horse shoes	3	0.6 %
Add ice skating	15	2.9 %
Add benches and picnic tables	66	12.8 %
Other	4	0.8 %
None	4	0.8 %
<u>None chosen</u>	<u>105</u>	<u>20.4 %</u>
Total	515	100.0 %

Q11. From the following list, please indicate the top FIVE most important improvements you would like to see made to City parks.

<u>Q11. 4th choice</u>	<u>Number</u>	<u>Percent</u>
An off-leash dog park	15	2.9 %
A combined-use hiking and mountain biking trail	29	5.6 %
An arboretum	18	3.5 %
Add Bocci Ball	7	1.4 %
Add sand or turf Volleyball	20	3.9 %
Add permanent restrooms at R Park	41	8.0 %
Replace tennis courts in R Park	34	6.6 %
Add shade structures at R Park	46	8.9 %
Add Frisbee golf course	18	3.5 %
Add an outdoor performance pavilion/theater	39	7.6 %
Add soccer fields	14	2.7 %
Add horse shoes	9	1.7 %
Add ice skating	12	2.3 %
Add benches and picnic tables	62	12.0 %
Other	11	2.1 %
None	4	0.8 %
<u>None chosen</u>	<u>136</u>	<u>26.4 %</u>
Total	515	100.0 %

Q11. From the following list, please indicate the top FIVE most important improvements you would like to see made to City parks.

<u>Q11. 5th choice</u>	<u>Number</u>	<u>Percent</u>
An off-leash dog park	21	4.1 %
A combined-use hiking and mountain biking trail	23	4.5 %
An arboretum	26	5.0 %
Add Bocci Ball	15	2.9 %
Add sand or turf Volleyball	21	4.1 %
Add permanent restrooms at R Park	24	4.7 %
Replace tennis courts in R Park	15	2.9 %
Add shade structures at R Park	33	6.4 %
Add Frisbee golf course	15	2.9 %
Add an outdoor performance pavilion/theater	39	7.6 %
Add soccer fields	17	3.3 %
Add horse shoes	9	1.7 %
Add ice skating	17	3.3 %
Add benches and picnic tables	45	8.7 %
Other	14	2.7 %
None	8	1.6 %
<u>None chosen</u>	<u>173</u>	<u>33.6 %</u>
Total	515	100.0 %

SUM OF TOP 5 CHOICES

Q11. From the following list, please indicate the top FIVE most important improvements you would like to see made to City parks. (top 5)

<u>Q11. Sum of Top 5 Choices</u>	<u>Number</u>	<u>Percent</u>
An off-leash dog park	188	36.5 %
A combined-use hiking and mountain biking trail	216	41.9 %
An arboretum	117	22.7 %
Add Bocci Ball	44	8.5 %
Add sand or turf Volleyball	75	14.6 %
Add permanent restrooms at R Park	234	45.4 %
Replace tennis courts in R Park	163	31.7 %
Add shade structures at R Park	273	53.0 %
Add Frisbee golf course	82	15.9 %
Add an outdoor performance pavilion/theater	157	30.5 %
Add soccer fields	65	12.6 %
Add horse shoes	25	4.9 %
Add ice skating	55	10.7 %
Add benches and picnic tables	244	47.4 %
Other	55	10.7 %
None	54	10.5 %
<u>None chosen</u>	<u>33</u>	<u>6.4 %</u>
Total	2080	

Q11. Other

Q11. Other	Number	Percent
A place to take lawn waste	1	1.9 %
Add bike trail connecting Indian Creek bike & hike trail	1	1.9 %
Add pickleball courts to r park	1	1.9 %
Aforementioned vacant areas	1	1.9 %
Add another park N off Roe	1	1.9 %
Add high quality landscaping to all public parks	1	1.9 %
Add horse shoe pit/bandstand, ice skating/roller skating, bicycle trails	1	1.9 %
Add steam room to swimming pool	1	1.9 %
Bike trail connections	1	1.9 %
Community center updated like Mission	1	1.9 %
Community gardens, native plantings	1	1.9 %
Cookout areas	1	1.9 %
Drinking fountains in every park	1	1.9 %
Expand the garden	1	1.9 %
Entry monuments into city with landscaping and lighting	1	1.9 %
Everything looks nice	1	1.9 %
Gaga pit	1	1.9 %
Grills	1	1.9 %
Grade the fields at R Park - They are a liability	1	1.9 %
I don't even know where they are	1	1.9 %
I don't use the parks	1	1.9 %
I want something done with the cave	1	1.9 %
It was a school playground	1	1.9 %
Landscaping & permanent waking trails	1	1.9 %
Landscaping	1	1.9 %
Leaf pick up/need same	1	1.9 %
Maybe some of these items could be placed at another park	1	1.9 %
More business, no more parks	1	1.9 %
Modernize - too trashy looking	1	1.9 %
More Trees	2	3.8 %
More creative playground equipment	1	1.9 %
More shade offering at outdoor aquatics center	1	1.9 %
More trails of any type	1	1.9 %
Mountain bike trail	1	1.9 %
Mowing the grass within the parks	1	1.9 %
Nall Park is secluded, feels unsafe	1	1.9 %
Removing all trees ruined Roeland Park in my opinion	1	1.9 %
Replace trees in R Park that were lost to the Emerald Ash Borer	1	1.9 %
Screening along edge of Roeland Park	1	1.9 %
Trees planted at park	1	1.9 %
Take out the gravel walk at R Park	1	1.9 %
Trees	2	3.8 %

Q11. Other

Q11. Other	Number	Percent
Trees and landscaping in R park	1	1.9 %
Walking trails	1	1.9 %
A trail connecting Nall Park to the community center	1	1.9 %
A whiffle ball field	1	1.9 %
An all purpose youth field for games	1	1.9 %
An off-leash park area	1	1.9 %
Dog owners already think R park is off leash	1	1.9 %
Replace tennis courts with pickleball courts	1	1.9 %
Total	52	100.0 %

Q12. Please rank in order of importance the improvements you would like to see at the Aquatics Center, where 1 is "most important" and 6 is "least important."

(N=515)

	Most important	2	3	4	5	Least important
Q12-1. Replace sand feature with some other play feature	17.1%	18.8%	10.5%	18.5%	25.4%	9.8%
Q12-2. Add shade	36.1%	30.6%	18.1%	10.0%	4.5%	0.6%
Q12-3. Replace picnic tables	7.1%	15.7%	25.4%	34.6%	14.6%	2.5%
Q12-4. Add lounge chairs	15.1%	23.2%	27.0%	18.2%	14.4%	2.1%
Q12-5. Enhance privacy in changing areas	23.0%	11.7%	16.4%	12.4%	30.3%	6.2%
Q12-6. Other	11.3%	15.0%	7.5%	5.0%	11.3%	50.0%

Q12. Other

Q12-6. Other	Number	Percent
ADA improvements	1	2.0 %
Add more exercise classes	1	2.0 %
Add steam room	1	2.0 %
Be sure all is working before season begins	1	2.0 %
Better access for parental view of baby area and big pool for parents	1	2.0 %
Cleaning/mold/urine and repair	1	2.0 %
Club-style concessions & bar	1	2.0 %
Concession stand	1	2.0 %
Daily schedule water polo during open swim	1	2.0 %
Enroll in silver sneakers	1	2.0 %
Enhance programming	1	2.0 %
Ensure the amenities are working and can be used	1	2.0 %
Fix the lazy over feature and have it always in working order	1	2.0 %
Fix the showers so temperature can be regulated by user	1	2.0 %
Free passes	1	2.0 %
Improve showers & add better hooks in shower areas	1	2.0 %
Improve leaf pick up	1	2.0 %
Increase maintenance of pool & pump house and all equipment associated	1	2.0 %
Landscaping/aesthetics	1	2.0 %
Larger slide	1	2.0 %
Lower admission charge	1	2.0 %
Modernize and replace	1	2.0 %
More family changing spaces	1	2.0 %
Open 4 lanes on Southside to lap swimmers when Blazers are using pool	1	2.0 %
Overall appearance	1	2.0 %
Permanent restroom	1	2.0 %
Provide an adult only area	1	2.0 %
Paint the pool & replace broken vortex with a spray ground or other feature	1	2.0 %
Parking	1	2.0 %
Re-plumb and update showers and dressing rooms	1	2.0 %
Rebuild pools	1	2.0 %
Redo disgusting, outdated bathrooms/shower areas, improve quality of snack bar	1	2.0 %
Redo locker rooms, showers	1	2.0 %
Remodel bathrooms/showers	1	2.0 %
Reseal concrete and add new water features	1	2.0 %
Stop allowing people who don't pay taxes to overrun the city	1	2.0 %
Sever all ties w/JoCo Parks and Rec	1	2.0 %

Q12. Other

Q12-6. Other	Number	Percent
Slides	1	2.0 %
Update baby pool	1	2.0 %
Update vortex pool	1	2.0 %
Warmer changing room	1	2.0 %
Better lighting	1	2.0 %
Better staffing/maintenance	1	2.0 %
Maintenance and improvement of current facility and operations	1	2.0 %
More kids play areas	1	2.0 %
Pave parking lot	1	2.0 %
Permanently fix the lazy river or replace it	1	2.0 %
Splash areas are for all	1	2.0 %
Time to replace the dome	1	2.0 %
Upgrade and clean up the bathrooms	1	2.0 %
Total	50	100.0 %

Q13. 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=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13-1. Enforcing the cleanup of litter & debris on private property	12.6%	37.7%	17.7%	15.0%	7.4%	9.7%
Q13-2. Enforcing the mowing & cutting of weeds on private property	12.4%	34.0%	23.1%	14.6%	7.6%	8.3%
Q13-3. Enforcing the maintenance of residential property	11.3%	33.6%	23.1%	15.1%	8.2%	8.7%
Q13-4. Enforcing the maintenance of commercial property	11.7%	35.3%	27.4%	9.5%	5.4%	10.7%

WITHOUT DON'T KNOW

Q13. 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=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13-1. Enforcing the cleanup of litter & debris on private property	14.0%	41.7%	19.6%	16.6%	8.2%
Q13-2. Enforcing the mowing & cutting of weeds on private property	13.6%	37.1%	25.2%	15.9%	8.3%
Q13-3. Enforcing the maintenance of residential property	12.3%	36.8%	25.3%	16.6%	8.9%
Q13-4. Enforcing the maintenance of commercial property	13.0%	39.6%	30.7%	10.7%	6.1%

Q14. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Maintenance services provided by the City:

(N=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14-1. Maintenance of City streets	22.5%	53.4%	10.9%	7.2%	2.1%	3.9%
Q14-2. Maintenance of sidewalks	19.6%	48.7%	15.3%	10.1%	1.4%	4.9%
Q14-3. Maintenance of street signs/ traffic signals	25.6%	55.1%	10.9%	2.7%	1.0%	4.7%
Q14-4. Snow removal on major City streets	41.0%	43.9%	7.0%	1.2%	0.2%	6.8%
Q14-5. Snow removal on neighborhood streets	35.0%	45.2%	8.5%	3.9%	0.4%	7.0%
Q14-6. Overall cleanliness of City streets & other public areas	28.3%	49.9%	10.3%	5.8%	1.7%	3.9%
Q14-7. Maintenance of Public Buildings (City Hall, Public Works, Community Center, Aquatic Center)	21.9%	49.9%	13.8%	2.5%	0.2%	11.7%
Q14-8. Adequacy of street lighting	22.3%	44.3%	15.5%	11.7%	1.7%	4.5%
Q14-9. Maintenance of curbs/gutters on streets	23.1%	47.6%	15.1%	6.6%	2.9%	4.7%

WITHOUT DON'T KNOW

Q14. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Maintenance services provided by the City: (without "don't know")

(N=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14-1. Maintenance of City streets	23.4%	55.6%	11.3%	7.5%	2.2%
Q14-2. Maintenance of sidewalks	20.6%	51.2%	16.1%	10.6%	1.4%
Q14-3. Maintenance of street signs/traffic signals	26.9%	57.8%	11.4%	2.9%	1.0%
Q14-4. Snow removal on major City streets	44.0%	47.1%	7.5%	1.3%	0.2%
Q14-5. Snow removal on neighborhood streets	37.6%	48.6%	9.2%	4.2%	0.4%
Q14-6. Overall cleanliness of City streets & other public areas	29.5%	51.9%	10.7%	6.1%	1.8%
Q14-7. Maintenance of Public Buildings (City Hall, Public Works, Community Center, Aquatic Center)	24.8%	56.5%	15.6%	2.9%	0.2%
Q14-8. Adequacy of street lighting	23.4%	46.3%	16.3%	12.2%	1.8%
Q14-9. Maintenance of curbs/gutters on streets	24.2%	49.9%	15.9%	6.9%	3.1%

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

Q15. Have you contacted the City during past year	Number	Percent
Yes	156	30.3 %
No	359	69.7 %
Total	515	100.0 %

Q15a. (If YES to Question 15) Which City department did you contact most recently?

Q15a. Which City department did you contact most recently	Number	Percent
ADMINISTRATION	7	4.8 %
Animal Control	3	2.0 %
Animal license	1	0.7 %
Building inspector	1	0.7 %
Burn code for fire pit	1	0.7 %
City administrator	1	0.7 %
City building inspection	1	0.7 %
City council	1	0.7 %
City forest	2	1.4 %
City hall & police	1	0.7 %
Code maintenance	1	0.7 %
Codes/zoning	1	0.7 %
Complained about neighbors overgrown yard	1	0.7 %
City Clerk	3	2.1 %
City Hall	15	10.2 %
City maintenance	1	0.7 %
City ordinance regarding noise/parties	1	0.7 %
Code Enforcement	16	10.9 %
Codes	19	12.9 %
Communications/code	1	0.7 %
Forestry	2	1.4 %
Front line staff- dog license renewal	1	0.7 %
General office	1	0.7 %
Kelley Bohon	2	1.4 %

Q15a. (If YES to Question 15) Which City department did you contact most recently?

Q15a. Which City department did you contact
most recently

	Number	Percent
Maintenance	5	3.4 %
Mayor's office	3	2.1 %
Mike (codes)	1	0.7 %
Mike Flickinger	1	0.7 %
Office	1	0.7 %
Outside water faucet	1	0.7 %
Parks department	1	0.7 %
Permit	1	0.7 %
Personal property tax	1	0.7 %
Pet license	2	1.4 %
Planning/Bldg. permits	1	0.7 %
Police	13	9.1 %
Public works	5	3.4 %
Recycling	1	0.7 %
Swimming pass	1	0.7 %
Sidewalk	1	0.7 %
Street department	5	3.4 %
Street maintenance	1	0.7 %
Trash	4	2.8 %
Ward rep	1	0.7 %
Waste service	1	0.7 %
Water run off	1	0.7 %
Weeds in yards	1	0.7 %
Admin/front desk	1	0.7 %
Building codes	5	3.4 %
Leaf removal and snow removal	1	0.7 %
Solid waste removal	1	0.7 %
Waste management	1	0.7 %
Total	147	100.0 %

Q15b. Several factors that may influence your perception of the quality of service you receive from City employees are listed below. Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the customer service you received from the City department you listed in Question 15a.

(N=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15b-1. How easy the department was to contact	40.4%	42.3%	8.3%	6.4%	1.9%	0.6%
Q15b-2. How courteously you were treated	42.9%	34.0%	9.6%	4.5%	6.4%	2.6%
Q15b-3. Technical competence & knowledge of City employees who assisted you	39.1%	31.4%	13.5%	9.0%	2.6%	4.5%
Q15b-4. Overall responsiveness of City employees to your request or concern	36.5%	28.2%	12.2%	11.5%	9.6%	1.9%

WITHOUT DON'T KNOW

Q15b. Several factors that may influence your perception of the quality of service you receive from City employees are listed below. Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the customer service you received from the City department you listed in Question 15a. (without "don't know")

(N=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15b-1. How easy the department was to contact	40.6%	42.6%	8.4%	6.5%	1.9%
Q15b-2. How courteously you were treated	44.1%	34.9%	9.9%	4.6%	6.6%
Q15b-3. Technical competence & knowledge of City employees who assisted you	40.9%	32.9%	14.1%	9.4%	2.7%
Q15b-4. Overall responsiveness of City employees to your request or concern	37.3%	28.8%	12.4%	11.8%	9.8%

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

(N=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q16-1. The availability of information about City programs & services	25.6%	43.7%	16.1%	4.7%	0.4%	9.5%
Q16-2. City efforts to keep you informed about local issues	26.6%	40.4%	15.3%	8.2%	1.0%	8.5%
Q16-3. The level of public involvement in local decision making	14.8%	31.8%	22.9%	10.7%	3.1%	16.7%
Q16-4. The quality of the City's web page	11.5%	33.0%	24.7%	8.3%	1.0%	21.6%
Q16-5. The content of the City's newsletter	24.7%	45.2%	16.9%	3.7%	0.4%	9.1%

WITHOUT DON'T KNOW

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

(N=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16-1. The availability of information about City programs & services	28.3%	48.3%	17.8%	5.2%	0.4%
Q16-2. City efforts to keep you informed about local issues	29.1%	44.2%	16.8%	8.9%	1.1%
Q16-3. The level of public involvement in local decision making	17.7%	38.2%	27.5%	12.8%	3.7%
Q16-4. The quality of the City's web page	14.6%	42.1%	31.4%	10.6%	1.2%
Q16-5. The content of the City's newsletter	27.1%	49.8%	18.6%	4.1%	0.4%

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

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

	Number	Percent
The Kansas City Star	105	20.4 %
City Newsletter	398	77.3 %
Facebook	150	29.1 %
Friends/word of mouth	112	21.7 %
City Website	278	54.0 %
Town Hall Meetings or Community Forums	102	19.8 %
The Shawnee Mission Post	137	26.6 %
Attending or listening to meetings	81	15.7 %
Nextdoor	119	23.1 %
Constant contact	58	11.3 %
Total	1540	

Q18. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with the following Transportation and Connectivity items.

(N=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q18-1. Availability of public transportation	7.6%	18.3%	26.6%	15.0%	4.5%	28.2%
Q18-2. Flow of traffic along commercial streets	14.8%	45.2%	22.3%	10.5%	3.3%	3.9%
Q18-3. Flow of traffic on residential streets	22.3%	52.4%	13.4%	5.4%	2.9%	3.5%
Q18-4. Availability of public sidewalks	17.5%	48.5%	13.8%	12.0%	3.9%	4.3%
Q18-5. Ease of access to interstate system	50.5%	40.2%	5.4%	0.8%	0.2%	2.9%

WITHOUT DON'T KNOW

Q18. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with the following Transportation and Connectivity items. (without "don't know")

(N=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18-1. Availability of public transportation	10.5%	25.4%	37.0%	20.8%	6.2%
Q18-2. Flow of traffic along commercial streets	15.4%	47.1%	23.2%	10.9%	3.4%
Q18-3. Flow of traffic on residential streets	23.1%	54.3%	13.9%	5.6%	3.0%
Q18-4. Availability of public sidewalks	18.3%	50.7%	14.4%	12.6%	4.1%
Q18-5. Ease of access to interstate system	52.0%	41.4%	5.6%	0.8%	0.2%

Q20. 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=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q20-1. Residential trash collection services	28.9%	42.1%	9.3%	11.3%	5.4%	2.9%
Q20-2. Residential curbside recycling services	26.4%	40.8%	11.5%	10.3%	5.6%	5.4%
Q20-3. Residential yard waste collection	21.7%	32.8%	9.7%	17.7%	12.6%	5.4%
Q20-4. Residential bulky item pick up services	21.6%	31.7%	16.9%	5.8%	3.7%	20.4%
Q20-5. Residential leaf collection services	46.2%	33.0%	6.2%	4.5%	2.7%	7.4%
Q20-6. The fee charged for solid waste services	22.5%	41.9%	19.6%	5.0%	3.9%	7.0%

WITHOUT DON'T KNOW

Q20. 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=515)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q20-1. Residential trash collection services	29.8%	43.4%	9.6%	11.6%	5.6%
Q20-2. Residential curbside recycling services	27.9%	43.1%	12.1%	10.9%	6.0%
Q20-3. Residential yard waste collection	23.0%	34.7%	10.3%	18.7%	13.3%
Q20-4. Residential bulky item pick up services	27.1%	39.8%	21.2%	7.3%	4.6%
Q20-5. Residential leaf collection services	49.9%	35.6%	6.7%	4.8%	2.9%
Q20-6. The fee charged for solid waste services	24.2%	45.1%	21.1%	5.4%	4.2%

Q21. The City assesses each residence \$28 per year for our leaf pick up program and \$150 per year for curbside yard waste, recycling and refuse pickup. Please indicate how supportive you would be with each of the following actions the City could take regarding these programs:

(N=515)

	Very Supportive	Somewhat Supportive	Neutral	Not Supportive	Not At All Supportive	Don't Know
Q21-1. Eliminate the leaf pick up program & assessment	8.5%	3.9%	5.6%	14.6%	60.2%	7.2%
Q21-2. Eliminate the leaf pick up program if the yard waste collection service also provided a free 95 gallon cart for yard waste disposal; bundled & bagged yard waste would continue to be picked up at no additional charge in instances where the 95 gallon cart was not large enough	11.8%	12.6%	13.2%	17.1%	35.3%	9.9%
Q21-3. Keep the leaf pick up program in place but replace the \$28 assessment with a 1.33 mill levy increase	8.2%	13.0%	18.6%	17.5%	28.9%	13.8%
Q21-4. No changes to the current leaf pick up program	53.6%	14.8%	12.6%	4.3%	5.4%	9.3%

WITHOUT DON'T KNOW

Q21. The City assesses each residence \$28 per year for our leaf pick up program and \$150 per year for curbside yard waste, recycling and refuse pickup. Please indicate how supportive you would be with each of the following actions the City could take regarding these programs: (without "don't know")

(N=515)

	Very Supportive	Somewhat Supportive	Neutral	Not Supportive	Not At All Supportive
Q21-1. Eliminate the leaf pick up program & assessment	9.2%	4.2%	6.1%	15.7%	64.9%
Q21-2. Eliminate the leaf pick up program if the yard waste collection service also provided a free 95 gallon cart for yard waste disposal; bundled & bagged yard waste would continue to be picked up at no additional charge in instances where the 95 gallon cart was not large enough	13.1%	14.0%	14.7%	19.0%	39.2%
Q21-3. Keep the leaf pick up program in place but replace the \$28 assessment with a 1.33 mill levy increase	9.5%	15.1%	21.6%	20.3%	33.6%
Q21-4. No changes to the current leaf pick up program	59.1%	16.3%	13.9%	4.7%	6.0%

Q25. Please indicate how supportive you would be of each of the following Community Investment Areas:

(N=515)

	Very Supportive	Somewhat Supportive	Not Sure	Not Supportive
Q25-1. Adding attractive elements to major roadways	36.7%	33.8%	15.1%	14.4%
Q25-2. Maintaining streets, sidewalks & stormsewer systems	79.2%	15.3%	4.9%	0.6%
Q25-3. Attention to environmental issues, such as the energy efficiency of the City's vehicles & buildings	39.2%	36.1%	17.3%	7.4%
Q25-4. The City planting more trees on City property & preserving existing "green space"	61.4%	24.7%	9.1%	4.9%
Q25-5. Maintaining existing buildings	58.4%	31.3%	9.7%	0.6%

Q26. Which TWO of the Community Investment Areas listed in Question 25 above are MOST IMPORTANT for the City to pursue?

Q26. Top choice	Number	Percent
Adding attractive elements to major roadways	87	16.9 %
Maintaining streets, sidewalks & stormsewer systems	231	44.9 %
Attention to environmental issues, such as the energy efficiency of the City's vehicles & buildings	38	7.4 %
The City planting more trees on City property & preserving existing "green space"	73	14.2 %
Maintaining existing buildings	39	7.6 %
None chosen	47	9.1 %
Total	515	100.0 %

Q26. Which TWO of the Community Investment Areas listed in Question 25 above are MOST IMPORTANT for the City to pursue?

Q26. 2nd choice	Number	Percent
Adding attractive elements to major roadways	63	12.2 %
Maintaining streets, sidewalks & stormsewer systems	115	22.3 %
Attention to environmental issues, such as the energy efficiency of the City's vehicles & buildings	57	11.1 %
The City planting more trees on City property & preserving existing "green space"	116	22.5 %
Maintaining existing buildings	99	19.2 %
None chosen	65	12.6 %
Total	515	100.0 %

SUM OF TOP 2 CHOICES**Q26. Which TWO of the Community Investment Areas listed in Question 25 above are MOST IMPORTANT for the City to pursue? (top 2)**

Q26. Sum of Top 2 Choices	Number	Percent
Adding attractive elements to major roadways	150	29.1 %
Maintaining streets, sidewalks & stormsewer systems	346	67.2 %
Attention to environmental issues, such as the energy efficiency of the City's vehicles & buildings	95	18.4 %
The City planting more trees on City property & preserving existing "green space"	189	36.7 %
Maintaining existing buildings	138	26.8 %
None chosen	47	9.1 %
Total	965	

Q27. Historically the City has issued bonds to fund capital projects such as land acquisition, buildings, streets, sidewalks, stormsewers, park amenities, the Aquatics Center and large equipment. Knowing that issuing bonds will not increase taxes and not issuing bonds will delay capital projects three to five years, which is your preference?

Q27. Which is your preference	Number	Percent
Issue bonds and do not increase taxes	340	66.0 %
Not sure	146	28.3 %
Do not issue bonds	29	5.6 %
Total	515	100.0 %

Q28a. Sales taxes and property taxes are the two primary funding sources for the City. The median household pays an estimated \$275 annually in sales tax to Roeland Park. The average single family home owner pays \$584 in city property tax. So the current ratio of sales tax to property tax is about 1 to 2. What is your preference for sales tax versus property tax as a way to fund City operations?

Q28a. What is your preference for sales tax versus property tax	Number	Percent
Prefer sales tax	137	26.6 %
Prefer a mix of sales and property tax	327	63.5 %
Prefer property tax	21	4.1 %
Not provided	30	5.8 %
Total	515	100.0 %

Q28b. What is your preferred ratio of sales tax to property tax?

Q28b. What is your preferred ratio of sales tax to property tax	Number	Percent
Current ratio of 1 to 2	219	42.5 %
Increase sales tax share & decrease property tax	190	36.9 %
Increase property tax share & decrease sales tax	41	8.0 %
Not provided	65	12.6 %
Total	515	100.0 %

Q29. A total of .0025 of the City's .0125 sales tax rate is set to end in 2023. This tax has been used to fund ongoing park, street and stormwater maintenance. The tax generates \$360,000 annually, and 1 mill of property tax levy generates \$60,000 annually. Please indicate your support for each option below:

(N=515)

	Very Supportive	Somewhat Supportive	Neutral	Not Supportive	Not At All Supportive	Don't Know
Q29-1. Extend the quarter percent sales tax for the same purpose	44.3%	21.2%	10.5%	3.9%	4.1%	16.1%
Q29-2. Replace the .0025 sales tax with an increase in property tax rate by 6 mills (approximately 18%) & dedicate this revenue to ongoing parks, street & storm water maintenance	4.9%	9.1%	15.3%	24.9%	25.8%	20.0%
Q29-3. Replace the .0025 sales tax with a .005 sales tax while lowering property tax by 4 mills (12%) for the same purpose	23.6%	19.6%	18.4%	12.6%	9.3%	16.5%

WITHOUT DON'T KNOW

Q29. A total of .0025 of the City's .0125 sales tax rate is set to end in 2023. This tax has been used to fund ongoing park, street and stormwater maintenance. The tax generates \$360,000 annually, and 1 mill of property tax levy generates \$60,000 annually. Please indicate your support for each option below: (without "don't know")

(N=515)

	Very Supportive	Somewhat Supportive	Neutral	Not Supportive	Not At All Supportive
Q29-1. Extend the quarter percent sales tax for the same purpose	52.8%	25.2%	12.5%	4.6%	4.9%
Q29-2. Replace the .0025 sales tax with an increase in property tax rate by 6 mills (approximately 18%) & dedicate this revenue to ongoing parks, street & storm water maintenance	6.1%	11.4%	19.2%	31.1%	32.3%
Q29-3. Replace the .0025 sales tax with a .005 sales tax while lowering property tax by 4 mills (12%) for the same purpose	28.2%	23.5%	22.0%	15.1%	11.1%

Q30. Which of the following land uses would you like to see as part of the northeast corner of Roe Boulevard and 48th Street or at the northeast corner of Roe Boulevard and Johnson Drive?

Q30. Which land uses would you like to see as
part of the northeast corner of Roe Boulevard &
48th Street or at the northeast corner of Roe

<u>Boulevard & Johnson Drive</u>	<u>Number</u>	<u>Percent</u>
Restaurants	399	77.5 %
Shopping	306	59.4 %
Housing	66	12.8 %
Office space	122	23.7 %
Parkland	231	44.9 %
Other	53	10.3 %
Total	1177	

Q30. Other

<u>Q30. Other</u>	<u>Number</u>	<u>Percent</u>
A nature center	1	1.9 %
All natural grocery options	1	1.9 %
Anything but a vacant lot	1	1.9 %
Arboretum or land restoration	1	1.9 %
Absolutely no apartments	1	1.9 %
Adult outdoor fitness	1	1.9 %
Arboretum with walking/running track/paths	1	1.9 %
Community garden	3	5.7 %
Destinations, aquarium, arcade etc	1	1.9 %
Don't need more traffic	1	1.9 %
Entertainment (movies/bowling etc)	1	1.9 %
Entertainment venue	1	1.9 %
Entertainment	1	1.9 %
Farmers market	1	1.9 %
Full service hotel	1	1.9 %
Green space/dog park	1	1.9 %
Gymnastics & indoor soccer	1	1.9 %
Gas Station, utilize the area around Wal-Mart for walkable development	1	1.9 %
Hospital/medical care facility	1	1.9 %
Johnson Drive Industrial - 48th Street	1	1.9 %
Leave the green space, but maintain attractive landscape	1	1.9 %
Make the face of RP	1	1.9 %
Movie theater	1	1.9 %
Music park	1	1.9 %
Mixed use	3	4.7 %
No more parks, mix use commercial	1	1.9 %
Not Walmart	1	1.9 %
New bldg. for public works	1	1.9 %
Nursing house/assist living	1	1.9 %
Off leash dog path	1	1.9 %
Outdoor concert space	1	1.9 %
Park, green space	1	1.9 %
Possible dog park at Roe and 48th	1	1.9 %
Regional attraction	1	1.9 %
Restaurants not fast food	1	1.9 %
Sales tax revenue	1	1.9 %
Something higher end	2	3.8 %
Something to generate revenue	1	1.9 %
Senior housing	1	1.9 %
Townhomes	1	1.9 %
Trees	1	1.9 %
Tell Mission to get their act together	1	1.9 %
Upscale housing/apt/condo with small shops	1	1.9 %
We need decent sit down restaurants	1	1.9 %
Welcome fountain to R park, with running trail	1	1.9 %
Art	1	1.9 %
<u>Services (dry cleaning, hair salon, etc)</u>	<u>1</u>	<u>1.9 %</u>
Total	52	100.0 %

Q31. For each of the issues listed, please indicate your level of agreement, on a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=515)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q31-1. City should adopt "green" building codes in all new development	29.1%	32.4%	22.7%	7.2%	3.9%	4.7%
Q31-2. City should devote resources to raise awareness & understanding of sustainability	23.5%	29.5%	27.2%	9.9%	4.7%	5.2%
Q31-3. City should engage in a community garden, for residents to have space to grow fresh foods	25.8%	27.2%	27.8%	9.9%	3.9%	5.4%

WITHOUT DON'T KNOW

Q31. For each of the issues listed, please indicate your level of agreement, on a scale of 1 to 5 where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=515)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q31-1. City should adopt "green" building codes in all new development	30.5%	34.0%	23.8%	7.5%	4.1%
Q31-2. City should devote resources to raise awareness & understanding of sustainability	24.8%	31.1%	28.7%	10.5%	4.9%
Q31-3. City should engage in a community garden, for residents to have space to grow fresh foods	27.3%	28.7%	29.4%	10.5%	4.1%

Q35. What is your age?

<u>Q35. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 35	111	21.6 %
35 to 44	96	18.6 %
45 to 54	91	17.7 %
55 to 64	107	20.8 %
65+	94	18.3 %
Not provided	16	3.1 %
Total	515	100.0 %

Q36. How many (counting yourself) people in your household, are:

	<u>Mean</u>	<u>Sum</u>
number	2.15	1102
Under age 5	0.15	78
Ages 5-9	0.11	56
Ages 10-14	0.07	38
Ages 15-19	0.09	47
Ages 20-24	0.09	45
Ages 25-34	0.40	206
Ages 35-44	0.34	173
Ages 45-54	0.25	130
Ages 55-64	0.32	162
Ages 65-74	0.22	114
Ages 75+	0.10	53

Q37. Approximately how many years have you lived in the City of Roeland Park?

<u>Q37. How many years have you lived in City of Roeland Park</u>	<u>Number</u>	<u>Percent</u>
5 or less	172	34.1 %
6 to 10	67	13.3 %
11 to 15	50	9.9 %
16 to 20	37	7.3 %
21 to 30	76	15.1 %
31+	102	20.2 %
Total	504	100.0 %

Q38. Do you own or rent your current residence?

<u>Q38. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	445	86.4 %
Rent	70	13.6 %
Total	515	100.0 %

Q39. Would you say your total annual household income is:

<u>Q39. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$35K	42	8.2 %
\$35K to \$59,999	101	19.6 %
\$60K to \$99,999	157	30.5 %
\$100K+	169	32.8 %
Not provided	46	8.9 %
Total	515	100.0 %

Q40. Which of the following best describes your current employment status?

<u>Q40. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed outside the home	369	71.7 %
Employed in the home/have a home-based business	27	5.2 %
Unemployed & looking for employment	5	1.0 %
Retired	100	19.4 %
Not provided	14	2.7 %
Total	515	100.0 %

Q40-1. (If "employed outside home") What is the ZIP CODE where you work?

Q40-1. What is the zip code where you work	Number	Percent
66205	31	9.7 %
64108	28	8.7 %
66160	19	5.9 %
64111	18	5.6 %
66202	13	4.0 %
66219	11	3.4 %
64106	9	2.8 %
66062	9	2.8 %
66215	9	2.8 %
66211	8	2.5 %
64112	8	2.5 %
64105	8	2.5 %
66106	7	2.2 %
66061	7	2.2 %
66210	7	2.2 %
64114	6	1.9 %
66102	5	1.6 %
66208	5	1.6 %
66203	5	1.6 %
66204	5	1.6 %
64117	5	1.6 %
66101	5	1.6 %
66214	4	1.2 %
66212	4	1.2 %
64110	4	1.2 %
66103	4	1.2 %
66213	4	1.2 %
66216	4	1.2 %
64141	4	1.2 %
64116	4	1.2 %
66111	3	0.9 %
66105	3	0.9 %
66206	3	0.9 %
64161	3	0.9 %
66209	3	0.9 %
66012	2	0.6 %
64137	2	0.6 %
66207	2	0.6 %
64086	2	0.6 %
66115	2	0.6 %
66045	2	0.6 %
66201	2	0.6 %
64155	2	0.6 %
64133	2	0.6 %
64113	1	0.3 %
66027	1	0.3 %

Q40-1. (If "employed outside home") What is the ZIP CODE where you work?

Q40-1. What is the zip code where you work	Number	Percent
64147	1	0.3 %
66018	1	0.3 %
64120	1	0.3 %
64121	1	0.3 %
64109	1	0.3 %
66225	1	0.3 %
64124	1	0.3 %
66227	1	0.3 %
66218	1	0.3 %
64101	1	0.3 %
66030	1	0.3 %
66217	1	0.3 %
64021	1	0.3 %
64055	1	0.3 %
64611	1	0.3 %
64102	1	0.3 %
64131	1	0.3 %
66221	1	0.3 %
64015	1	0.3 %
64151	1	0.3 %
64127	1	0.3 %
64050	1	0.3 %
64029	1	0.3 %
66612	1	0.3 %
66085	1	0.3 %
64130	1	0.3 %
Total	321	100.0 %

Q41. Your gender:

Q41. Your gender	Number	Percent
Male	247	48.0 %
Female	268	52.0 %
Total	515	100.0 %

Section 5

Survey Instrument



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

September 19, 2016

Dear Roeland Park Resident:

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

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

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

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

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

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

Sincerely,

Keith Moody
City Administrator



City of Roeland Park 2016 Community Survey

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

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

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of police services	5	4	3	2	1	9
2. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
3. Overall maintenance of City streets, buildings and facilities	5	4	3	2	1	9
4. Overall enforcement of City codes and ordinances	5	4	3	2	1	9
5. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
6. Overall effectiveness of the City's communication with the public	5	4	3	2	1	9
7. Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
8. Overall quality of traffic flow and congestion management in Roeland Park	5	4	3	2	1	9
9. Overall quality of ambulance services	5	4	3	2	1	9
10. Overall quality of fire services	5	4	3	2	1	9
11. Overall quality of solid waste services	5	4	3	2	1	9

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

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" with regard to each of the following:

How would you rate Roeland Park:	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place where you would buy your next home	5	4	3	2	1	9
5. As a place to retire	5	4	3	2	1	9
6. Quality of grade school through high school	5	4	3	2	1	9
7. Quality of commercial developments	5	4	3	2	1	9
8. Proximity to employers	5	4	3	2	1	9

4. Please share ideas on how the City could improve upon any of the categories above:

5. Perception: Several items that may influence your perception of the City of Roeland Park are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor."

<i>How would you rate The City of Roeland Park:</i>	<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
1. Overall quality of services provided by the City	5	4	3	2	1	9
2. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
3. Overall quality of life in the City	5	4	3	2	1	9
4. How well the City is managing development activity	5	4	3	2	1	9
5. Overall feeling of safety in the City	5	4	3	2	1	9
6. Overall condition of housing in your neighborhood	5	4	3	2	1	9
7. Overall image of the City	5	4	3	2	1	9

6. City Leadership: Please rate your level of satisfaction for each leadership area below where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

<i>City Leadership</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1. Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
2. Overall effectiveness of appointed boards and commissions	5	4	3	2	1	9
3. Overall effectiveness of the City Administrator and Department Directors	5	4	3	2	1	9
4. Overall effectiveness of non-management staff	5	4	3	2	1	9

7. Public Safety: Please rate your satisfaction with the following Public Safety services below where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

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

8. Which THREE of the public safety items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? [Write in the numbers below using the numbers from Question 7 above.]

1st: _____ 2nd: _____ 3rd: _____

9. 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 Parks and Recreation issues.

<i>Parks and Recreation</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1. Maintenance of City parks	5	4	3	2	1	9
2. Overall appearance of City parks	5	4	3	2	1	9
3. Number of City parks	5	4	3	2	1	9
4. Quality of playground equipment	5	4	3	2	1	9
5. How close neighborhood parks are to your home	5	4	3	2	1	9
6. Number of walking and biking trails	5	4	3	2	1	9
7. City-sponsored special events	5	4	3	2	1	9
8. Quality of Art in public places	5	4	3	2	1	9
9. 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 rentals	5	4	3	2	1	9
12. Ease of registering for programs	5	4	3	2	1	9

10. Which THREE of the parks and recreation issues listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? [Write in the numbers from Question 9 above].

1st: _____ 2nd: _____ 3rd: _____

11. From the following list, please indicate the top FIVE most important improvements you would like to see made to City parks. [Write in the numbers below for your 1st, 2nd, 3rd, 4th, and 5th choices.]

- | | |
|--|--|
| (01) An off-leash dog park | (09) Add Frisbee golf course |
| (02) A combined-use hiking and mountain biking trail | (10) Add an outdoor performance pavilion/theater |
| (03) An arboretum | (11) Add soccer fields |
| (04) Add Bocci Ball | (12) Add horse shoes |
| (05) Add sand or turf Volleyball | (13) Add ice skating |
| (06) Add permanent restrooms at R Park | (14) Add benches and picnic tables |
| (07) Replace tennis courts in R Park | (15) Other _____ |
| (08) Add shade structures at R Park | (16) None |

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ 5th: _____

12. Please rank "in order" of importance the improvements you would like to see at the Aquatics Center, where "1" is "most important" and "6" is "least important."

- | | |
|--|--|
| ___ (01) Replace sand feature with some other play feature | ___ (04) Add lounge chairs |
| ___ (02) Add shade | ___ (05) Enhance privacy in changing areas |
| ___ (03) Replace picnic tables | ___ (06) Other: _____ |

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

<i>Codes and Ordinances</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
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

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

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

Customer Service

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

_____ (1) Yes [Answer Questions 15a & 15b.]

_____ (2) No [Go to Question 16.]

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

15b. Several factors that may influence your perception of the quality of service you receive from City employees are listed below. Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the customer service you received from the City department you listed in Question 15a.

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

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

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

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

_____ (01) The Kansas City Star

_____ (06) Town Hall Meetings or Community Forums

_____ (02) City Newsletter

_____ (07) The Shawnee Mission Post

_____ (03) Facebook

_____ (08) Attending or listening to meetings

_____ (04) Friends/word of mouth

_____ (09) Nextdoor

_____ (05) City Website

_____ (10) Constant Contact

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

<i>Transportation/Connectivity</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
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

19. What is the biggest frustration you have associated with transportation/connectivity in Roeland Park and what would you like to see done about it?

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

<i>Trash Issues</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1. Residential trash collection services	5	4	3	2	1	9
2. Residential curbside recycling services	5	4	3	2	1	9
3. Residential yard waste collection	5	4	3	2	1	9
4. Residential bulky item pick up services	5	4	3	2	1	9
5. Residential leaf collection services	5	4	3	2	1	9
6. The fee charged for solid waste services (\$178 per year for curbside trash, recycling, yard waste and leaf pick up)	5	4	3	2	1	9

21. The City assesses each residence \$28 per year for our leaf pick up program and \$150 per year for curbside yard waste, recycling and refuse pickup. Please indicate how supportive you would be with each of the following actions the City could take regarding these programs:

	<i>Very Supportive</i>	<i>Somewhat Supportive</i>	<i>Neutral</i>	<i>Not Supportive</i>	<i>Not at All Supportive</i>	<i>Don't Know</i>
1. Eliminate the leaf pick up program and assessment	5	4	3	2	1	9
2. Eliminate the leaf pick up program if the yard waste collection service also provided a free 95 gallon cart for yard waste disposal; bundled and bagged yard waste would continue to be picked up at no additional charge in instances where the 95 gallon cart was not large enough.	5	4	3	2	1	9
3. Keep the leaf pick up program in place but replace the \$28 assessment with a 1.33 mill levy increase (\$23 increase in property tax on a \$150,000 home)	5	4	3	2	1	9
4. No changes to the current leaf pick up program	5	4	3	2	1	9

22. What has brought you to or kept you here in Roeland Park? _____

23. What differentiates Roeland Park from other communities? _____

24. What three words would you use to describe Roeland Park?

25. Please indicate how supportive you would be of each of the following Community Investment Areas:

<i>Community Investment Areas</i>	<i>Very Supportive</i>	<i>Somewhat Supportive</i>	<i>Not sure</i>	<i>Not Supportive</i>
1. Adding attractive elements to major roadways (Roe Blvd., Mission Rd., County Line Rd.) like landscaping, monuments, decorative signage and lighting.	4	3	2	1
2. Maintaining streets, sidewalks and stormsewer systems.	4	3	2	1
3. Attention to environmental issues, such as the energy efficiency of the City's vehicles and buildings.	4	3	2	1
4. The City planting more trees on City property and preserving existing "green space".	4	3	2	1
5. Maintaining existing buildings.	4	3	2	1

26. Which TWO of the Community Investment Areas listed above are MOST IMPORTANT for the City to pursue? [Write in the letter below using the letters from Question 25 above].1st: _____ 2nd: _____**27. Historically the City has issued bonds to fund capital projects such as land acquisition, buildings, streets, sidewalks, stormsewers, park amenities, the Aquatics Center and large equipment. Knowing that issuing bonds will not increase taxes and not issuing bonds will delay capital projects three to five years, which is your preference?**

- ☐ (1) Issue bonds and do not increase taxes
☐ (2) Not sure
☐ (3) Do not issue bonds

28-1. Sales taxes and property taxes are the two primary funding sources for the City. The median household pays an estimated \$275 annually in sales tax to Roeland Park. The average single family home owner pays \$584 in city property tax. So the current ratio of sales tax to property tax is about 1 to 2. What is your preference for sales tax versus property tax as a way to fund city operations?

- ☐ (1) Prefer sales tax
☐ (2) Prefer a mix of sales and property tax
☐ (3) Prefer property tax

28-2. What is your preferred ratio of sales tax to property tax?

- ☐ (1) Current ratio of 1 to 2
☐ (2) Increase sales tax share and decrease property tax
☐ (3) Increase property tax share and decrease sales tax

29. A total of .0025 of the City's .0125 sales tax rate is set to end in 2023. This tax has been used to fund ongoing park, street and stormwater maintenance. The tax generates \$360,000 annually, and 1 mill of property tax levy generates \$60,000 annually. Please indicate your support for each option below:

	<i>Very Supportive</i>	<i>Somewhat Supportive</i>	<i>Neutral</i>	<i>Not Supportive</i>	<i>Not at All Supportive</i>	<i>Don't Know</i>
1. Extend the quarter percent sales tax for the same purpose	5	4	3	2	1	9
2. Replace the .0025 sales tax with an increase in property tax rate by 6 mills (approximately 18%) and dedicate this revenue to ongoing parks, street and storm water maintenance	5	4	3	2	1	9
3. Replace the .0025 sales tax with a .005 sales tax while lowering property tax by 4 mills (12%) for the same purpose	5	4	3	2	1	9

30. Which of the following land uses would you like to see as part of the northeast corner of Roe Boulevard and 48th Street or at the northeast corner of Roe Boulevard and Johnson Drive? (Check all that apply)

- ☐ (1) Restaurants ☐ (4) Office space
☐ (2) Shopping ☐ (5) Parkland
☐ (3) Housing ☐ (6) Other: _____

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

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

32. What about Roeland Park makes you proud to be a resident?

33. How would you like to see Roeland Park change or evolve over the next five years?

34. If you were writing a commercial about Roeland Park what would it look like and say?

DEMOGRAPHICS

35. What is your age?

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

36. How many (counting yourself) people in your household, are:

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

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

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

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

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

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

☐ (1) Employed outside the home - **What is the ZIP CODE where you work?** _____
☐ (2) Employed in the home/have a home-based business
☐ (3) Unemployed and looking for employment
☐ (4) Retired

41. Your gender: ☐ (1) Male ☐ (2) Female

This concludes the survey. Thank you for your time!

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

Your responses will remain completely confidential. The information printed 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.