

# EXECUTIVE SUMMARY REPORT

**Interpretation of “Don’t Know” Responses.** The percentage of persons who provide “don’t know” responses is important because it often reflects the level of utilization of City services. For graphing purposes, the percentage of “don’t know” responses has been excluded to facilitate valid comparisons with data from previous years. The percentage of “don’t know” responses for each question is provided in the Tabular Data Section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

## MAJOR FINDINGS

- **Overall Satisfied with the quality of services provided by the City of Roeland Park.** The highest levels of satisfaction with City services were the quality of the City’s stormwater/runoff management (90%), the quality of customer service (85%), the maintenance of City buildings and facilities (71%), and the quality of police services (70%). Residents were least satisfied with the enforcement of City codes and ordinances (52%). (See Footnote 1)
- **Services that residents thought should receive the most emphasis from the City.** The three services that residents thought were the most important for the City to emphasize over the next two years were: (1) the maintenance of City streets, buildings and facilities (2) the quality of Police Services, and (3) enforcement of City codes and ordinances.
- **Quality of Life in the City.** Eighty-eight percent (88%) of residents who had an opinion had an overall perception of “Excellent” or “Good” with the quality of life in the City, 7% were “neutral” and only 4% felt the quality of life is “Poor” or “Below Average.”
- **Public Safety.** Residents were generally satisfied with the quality of Public Safety services provided by the City. The public safety services with the highest levels of satisfaction were: the quality of local police protection (92%), the visibility of police in neighborhoods (90%), and the City’s efforts to prevent crime (75%). (See Footnote 1)

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<sup>1</sup> Based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion.

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- **Roeland Park Aquatic Center.**

- **Satisfaction.** The aspects of the Roeland Park Aquatic Center that residents were most satisfied with were: the overall condition of the pool and the overall experience at the pool (78%), the pool equipment and features (69%). Residents were least satisfied with the designated events such as a senior's night (23%). (See Footnote 2)
- **Usage.** Thirty-two percent (32%) who had an opinion said they had visited the Aquatic Center in the last twelve months. Of those who had visited the Aquatic Center in the last twelve month, (46%) indicated they attended "Once a Month" and (16%) attend "Daily." When asked why they do not attend, (37%) said they "don't enjoy swimming."

- **Roeland Park Community Center.**

- **Satisfaction.** The aspects of the Roeland Park Community Center that residents were most satisfied with were: the services it provides (72%), the overall experience when visiting the Center (69%). Residents were least satisfied with the workout facility (43%). (See Footnote 2)
- **Usage.** Forty-five percent (45%) who had an opinion said they had visited the Community Center in the last twelve months. Of those who had visited the Community Center in the last twelve month, (14%) indicated they attended "Once a Month" and (15%) attend daily.

- **Parks and Recreation.** The parks and recreation services with the highest levels of satisfaction were: the maintenance of City parks (67%), the overall appearance of City parks (66%), and how close neighborhood parks are to your home (65%). (See Footnote 2)

- **Codes and Ordinances.** The highest level of satisfaction with the enforcement of City codes and ordinances were: the enforcing of the mowing and cutting of weeds on private property (51%). Residents were least satisfied with the enforcement of the snow removal on sidewalks (34%). (See Footnote 2)

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<sup>2</sup> Based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion.

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- **City Maintenance.** Residents were generally satisfied with the quality of maintenance services provided by the City. The maintenance services with the highest levels of satisfaction were: snow removal on major City streets (95%), maintenance of City streets, the City’s fall leaf pick-up program, and snow removal on neighborhood streets (90%). Residents were least satisfied with the maintenance of sidewalks (77%). (See Footnote 3)
- **Customer Service.** The highest levels of satisfaction with City Hall regarding customer service were: how easy the department was to contact (95%), the courtesy with which you were treated (92%), and the overall responsiveness of City employees to your request or concern (87%). (See Footnote 3)
- **City Communication.** The City communication services with the highest levels of satisfaction were: the content of the City’s newsletter (71%), the availability of information about City programs (67%), and the quality of the City’s web page (57%). Residents were least satisfied with the quality and content of recorded calls from the Mayor or City staff (36%).
  - When asked where residents prefer to receive information about the City, the top three sources were: (1) Newsletter, (2) Website, and (3) City Email.
- **Sustainability Issues.** Residents were asked to indicate their level of agreement with various ways to improve the “connectivity” of neighborhoods that would in turn make it easier to access different parts of the City using healthy, environmentally friendly alternatives to driving. The ways most residents agreed were the best to improve connectivity were: to upgrade major streets with sidewalks (69%), to coordinate with area agencies to increase transit options (67%), and building a network of sidewalks and trails to link neighborhoods with recreational, cultural and business centers (65%). (See Footnote 4)
- **Trash Services.** Residents were generally satisfied with the quality of trash services provided by the City. The highest levels of satisfaction with the City’s trash services were: residential trash collection services (97%), and residential curbside recycling (90%). (See Footnote 3)

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<sup>3</sup> Based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion.

<sup>4</sup> Based upon the combined percentage of “strongly agree” and “agree” responses among residents who had an opinion.

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- **Community Investments.** The investments residents were most supportive, were: planting more trees on City property and preserve existing “green space” (85%), and adding attractive elements to major roadways (74%). (See Footnote 5)
  - The **investment areas** that residents felt should receive the most emphasis from City leaders over the next two years were: (1) planting more trees on City property, and (2) add attractive elements to major roadways.

## OTHER FINDINGS

- **Place to Live.** Ninety-five percent (95%) of residents feel Roeland Park is an “excellent” or “good” place to live; 3% were neutral and only 3% felt the City was a “below average” place to raise kids.
- **Perception of Safety.** Ninety percent (90%) of residents feel Roeland Park is “excellent” or “good” with the overall feeling of safety they had in the City; 8% were “neutral” and less than 2% feel it is “below average” or “poor.”
- **Level of Agreement.** Most residents agreed with various items regarding environmental sustainability; 62% agreed that the City should research green and sustainable initiatives, 57% agreed that the City should encourage educational programs and the City should adopt “green” building codes in all new development areas.
- **Nall Park Usage.** Seventy-nine percent (79%) of residents indicated they do not currently use Nall Park; 21% indicated they have used it in the past twelve months.
- **Police Services.** Forty-seven percent (47%) of respondents surveyed indicated they were “very” or “somewhat supportive” of evaluating whether combining or contracting police services would result in an overall reduction in cost and greater efficiency of the service for Roeland Park and surrounding communities; 11% were “neutral,” 37% were “not supportive” and 5% did not know.
- **Municipal Services.** Fifty-nine percent (59%) of residents indicated they were “very” or “somewhat supportive” of evaluating whether combining or contracting municipal services would result in an overall reduction in cost and greater efficiency of the service for Roeland Park and surrounding communities; 14% were “neutral,” 18% were “not supportive” and 8% did not know.

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<sup>5</sup> Based upon the combined percentage of “very supportive” and “somewhat supportive” responses among residents who had an opinion.