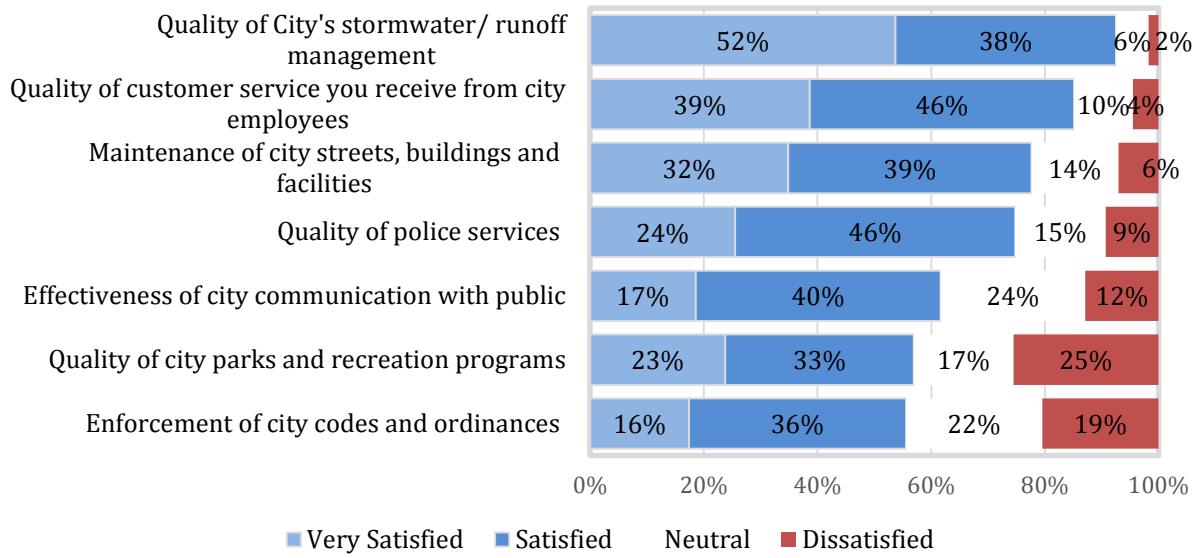


SECTION 1: CHARTS AND GRAPHS

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Roeland Park:

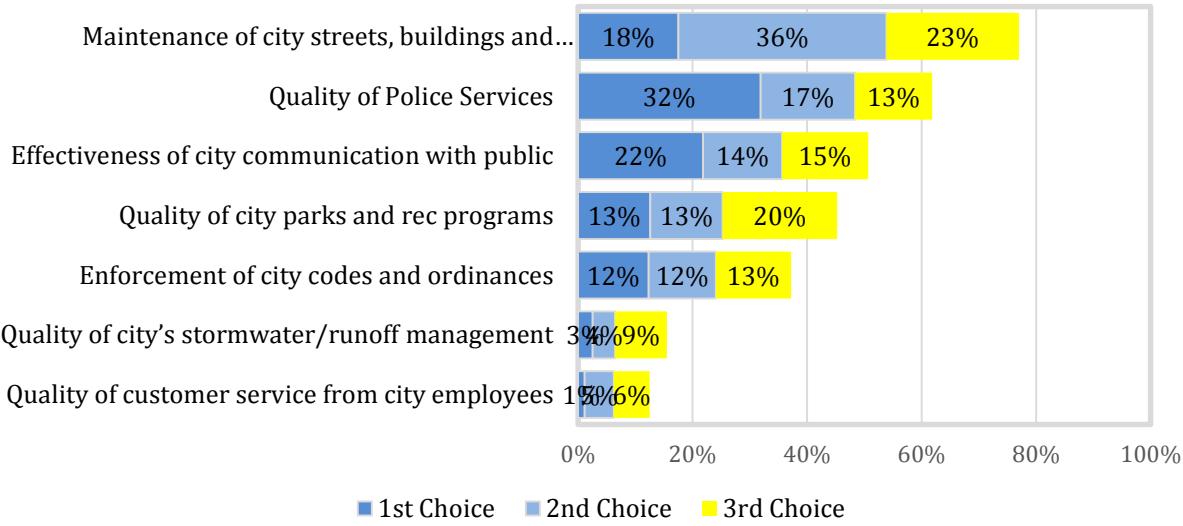
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't know)



SECTION 1: CHARTS AND GRAPHS

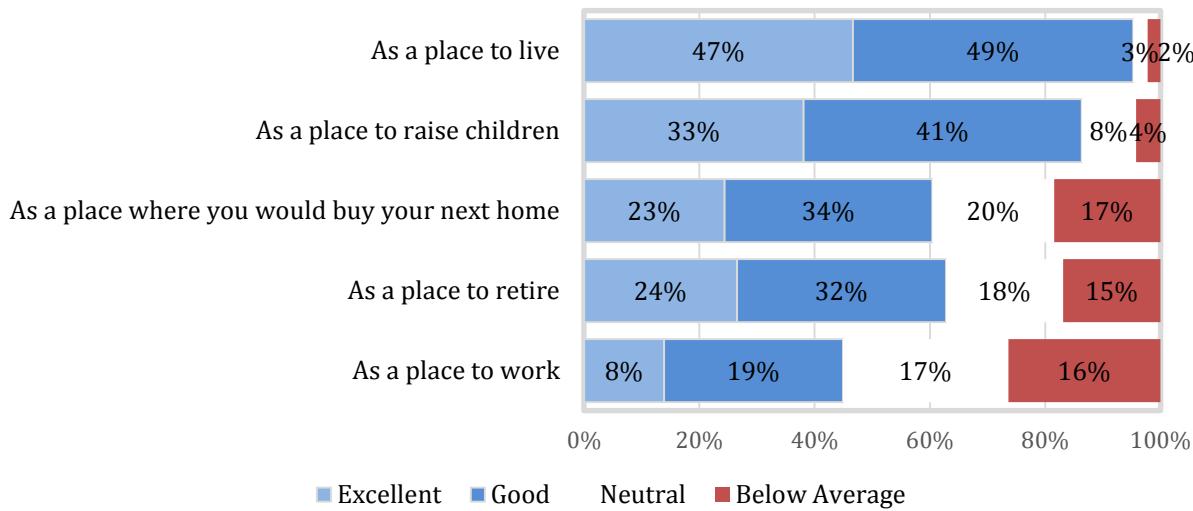
Q2. City Services That should Receive the Most Attention from City officials over the next TWO years

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



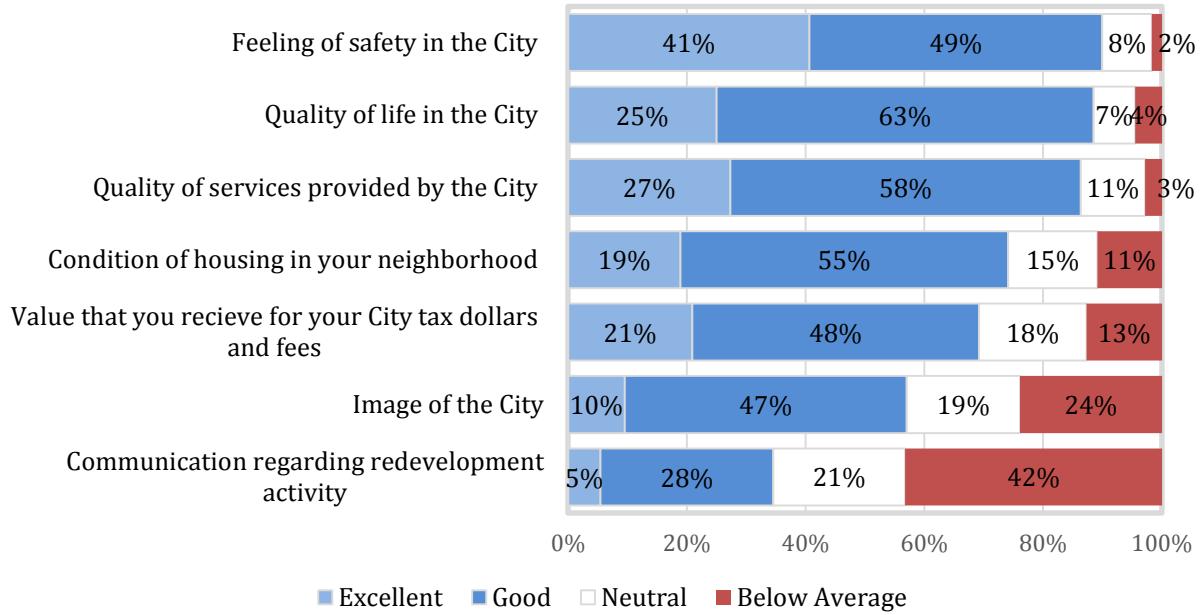
Q3. Please rate Roeland Park with regard to each of the following

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



SECTION 1: CHARTS AND GRAPHS

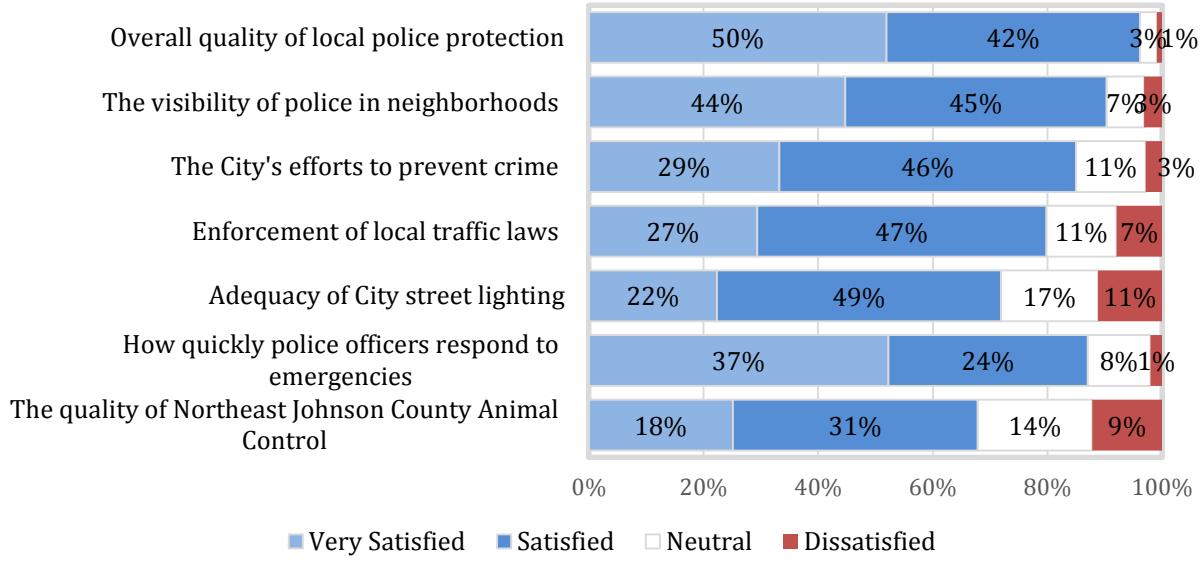
Q4. Provide your overall perception of the following:
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



SECTION 1: CHARTS AND GRAPHS

Q5. Please rate your satisfaction with the following PUBLIC SAFETY services provided by the City of Roeland Park:

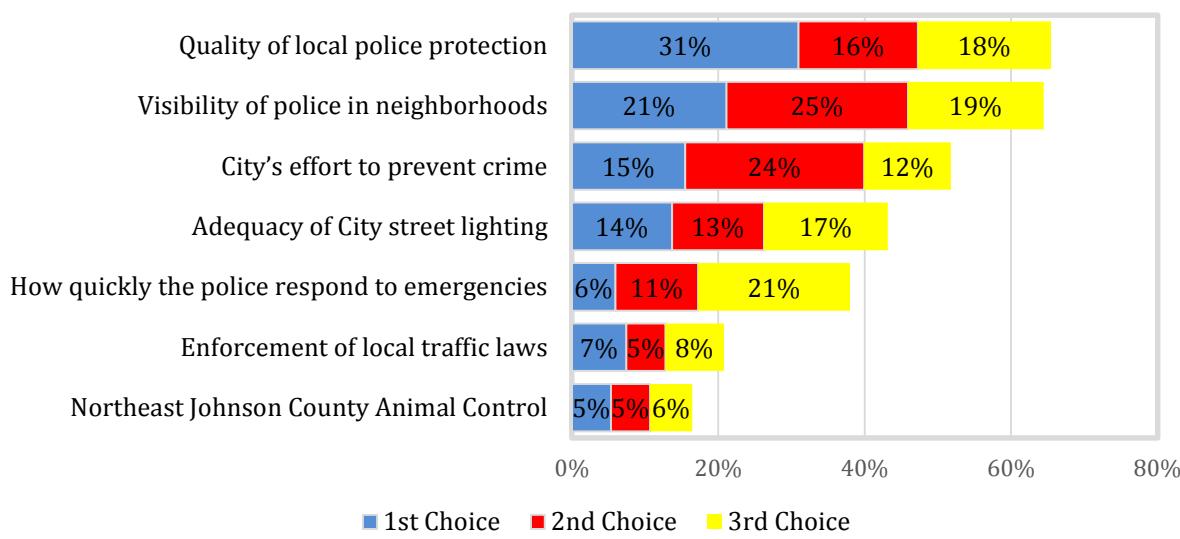
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Q6. PUBLIC SAFETY Services That Should Receive the

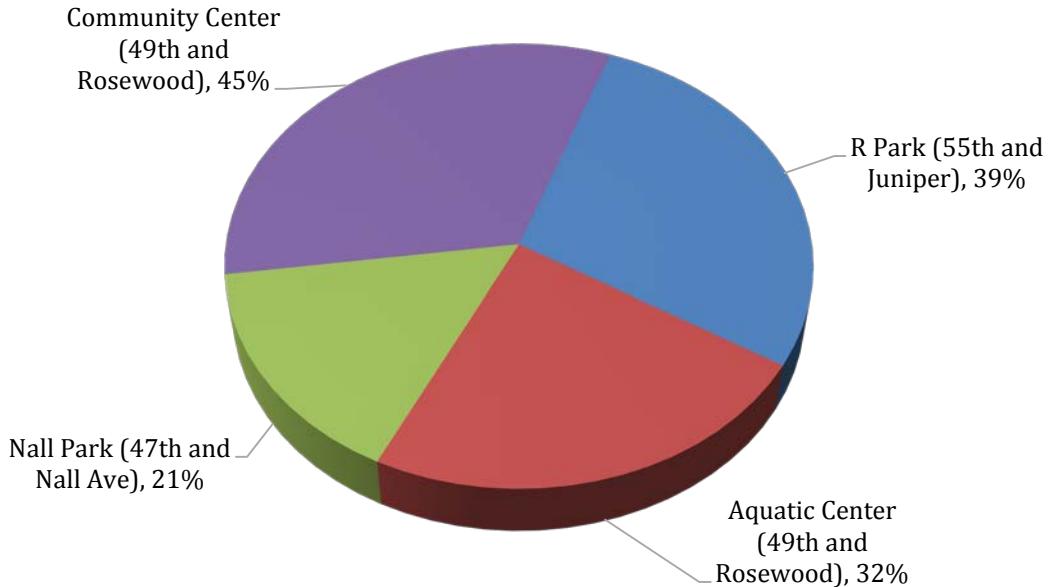
Attention of City Officials Over the Next TWO years

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

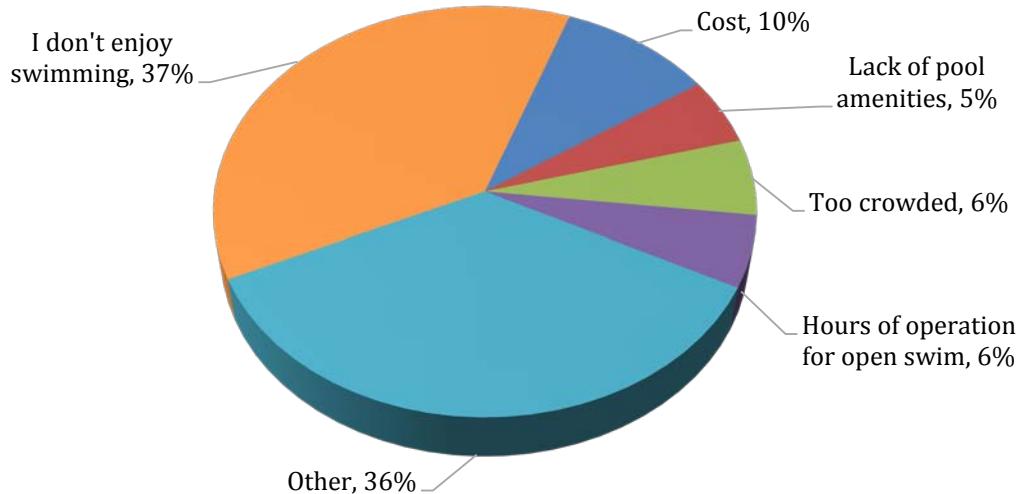


SECTION 1: CHARTS AND GRAPHS

Q7. Resident usage by Amenity in the past twelve months?



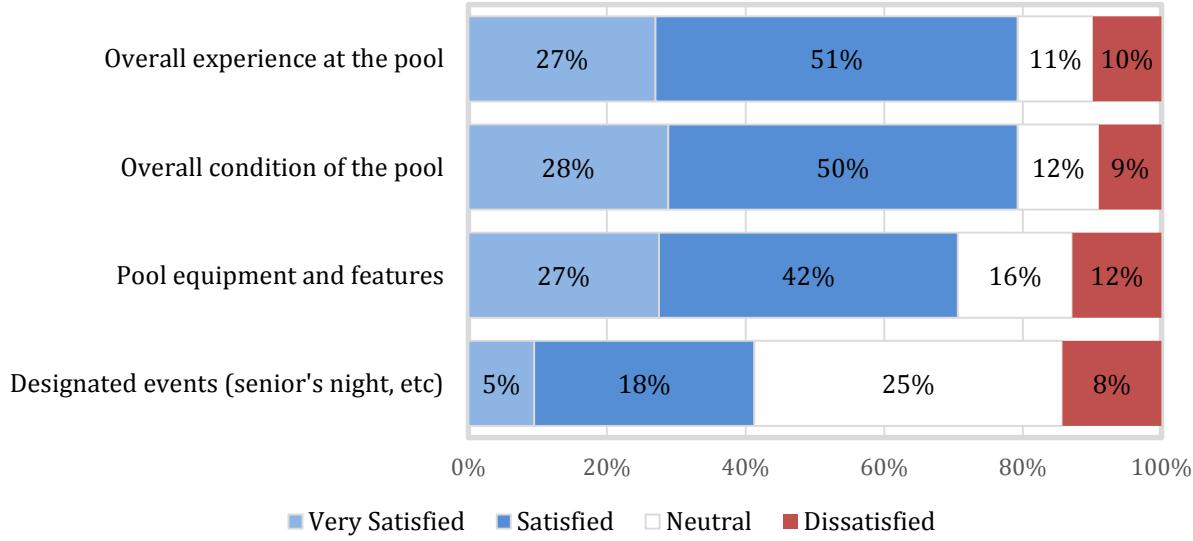
Q8. If you answered no to question 7, regarding the Aquatic Center, why don't you use the Aquatic Center?



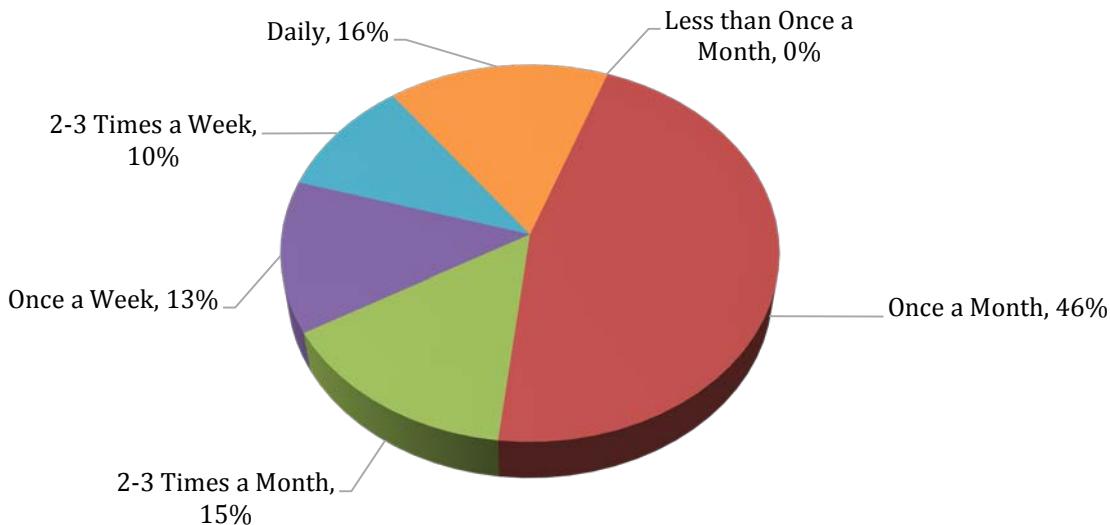
SECTION 1: CHARTS AND GRAPHS

Q9. If you answer yes to question 7, regarding the Aquatic Center, please rate your satisfaction with the following services of the Roeland Park Aquatics Center

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding 'don



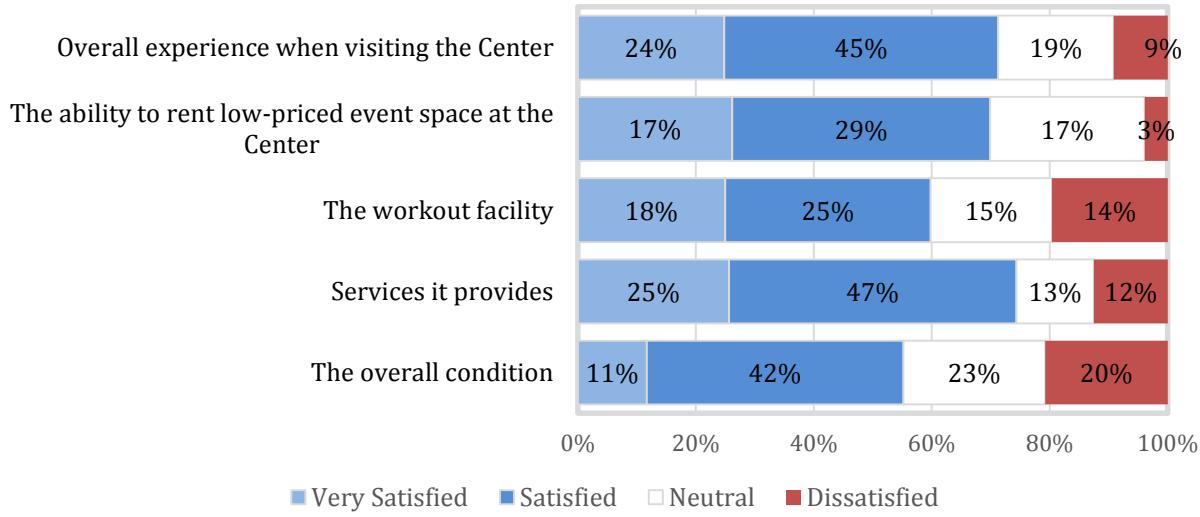
Q10. If you answer yes to question 7, regarding the Aquatic Center, how often do you or members of your family visit the Roeland Park Aquatic Center?



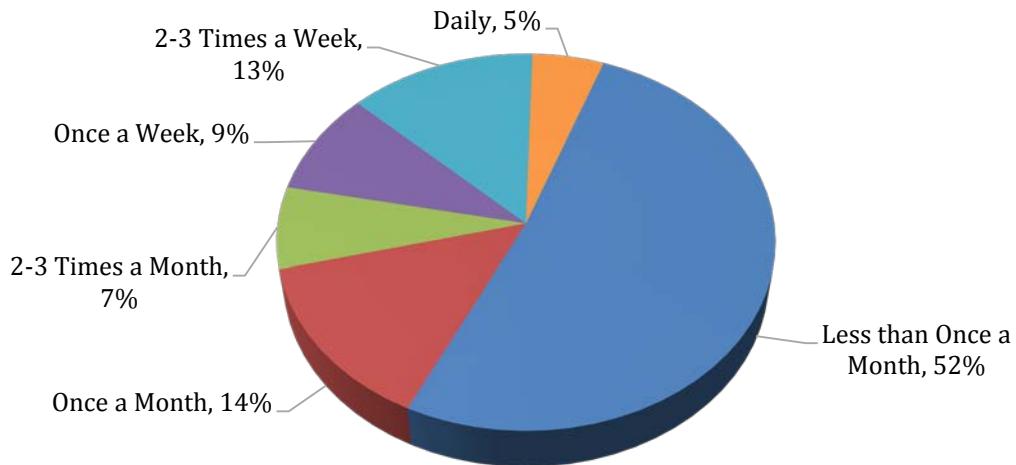
SECTION 1: CHARTS AND GRAPHS

Q11. If you answer yes to question 7, regarding the Community Center, please rate your satisfaction with the following about the Community Center:

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

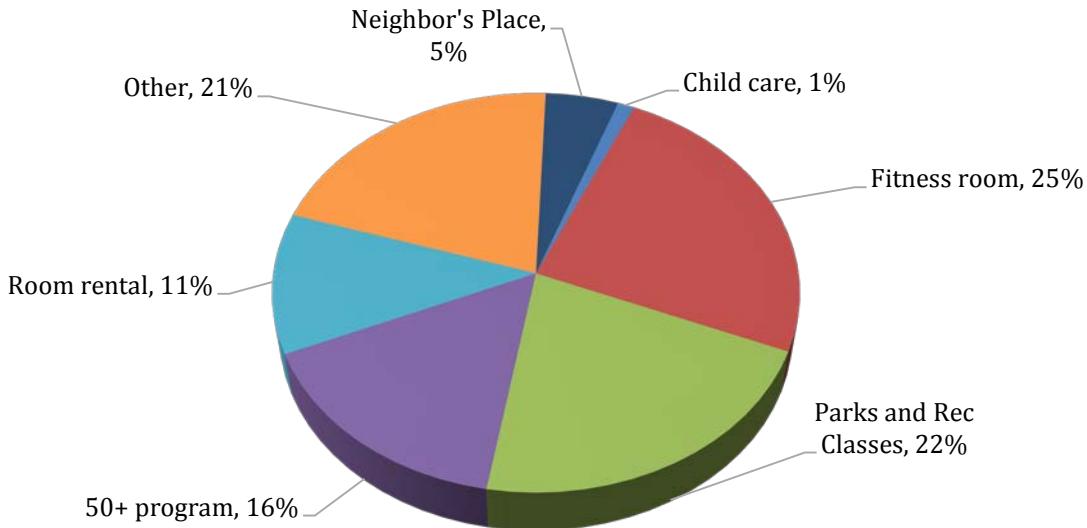


Q12. If you answer yes to question 7, regarding the Community Center, how often do you or members of your family visit the Community Center?

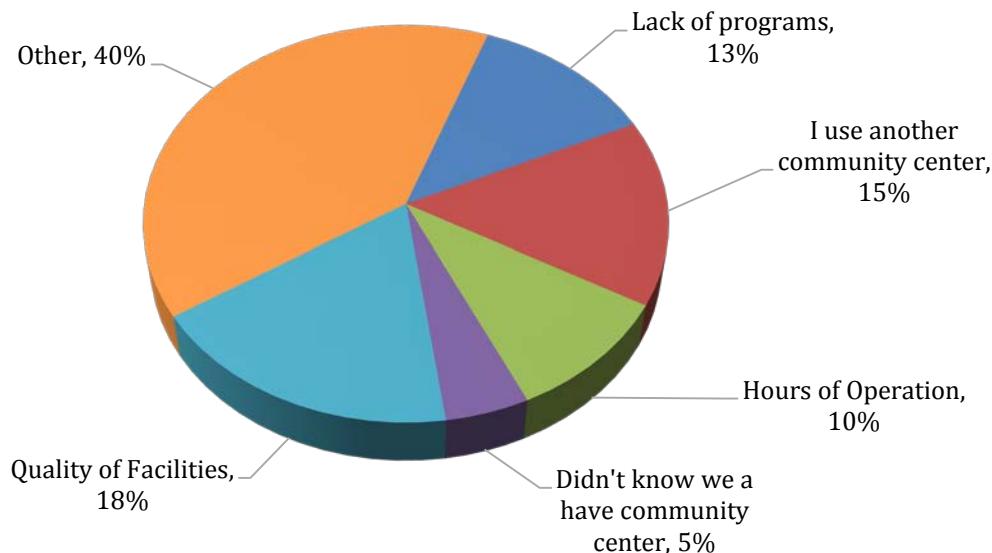


SECTION 1: CHARTS AND GRAPHS

Q13. If you answer yes to question 7, regarding the Community Center, what amenities have you used at the Community Center? (Mark all that apply)



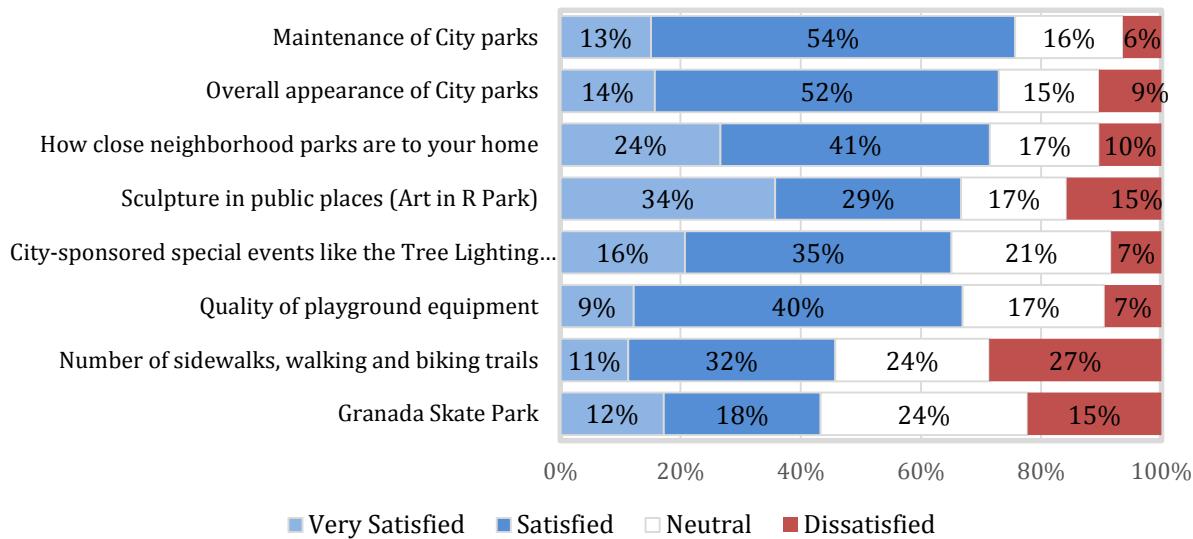
Q14. If you answer no to question 7, regarding the Community Center, Why don't you use the Community Center?



SECTION 1: CHARTS AND GRAPHS

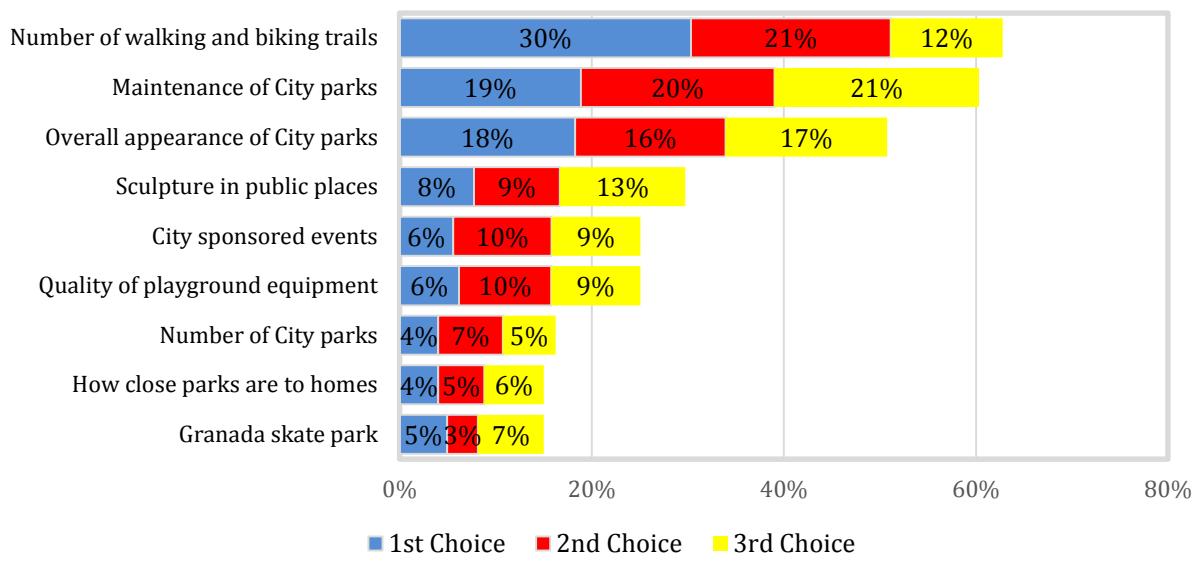
Q15. Please rate your satisfaction with PARKS AND FACILITIES issues.

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excludes 'no opinion')



Q16. PARKS AND FACILITY Services That Should Receive the Attention of City Officials Over the Next TWO years

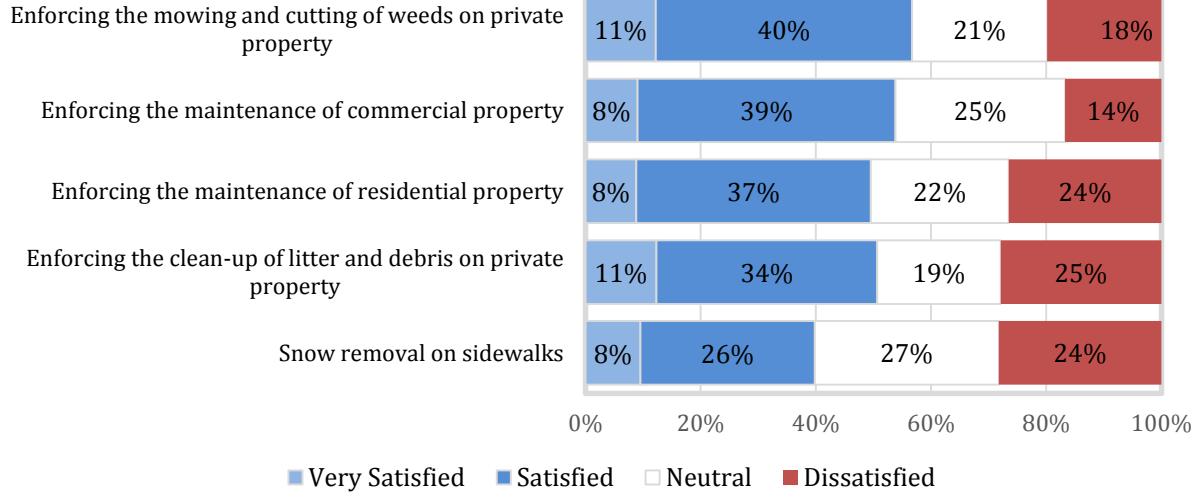
by percentage of respondents who selected the item as one of their top three choices



SECTION 1: CHARTS AND GRAPHS

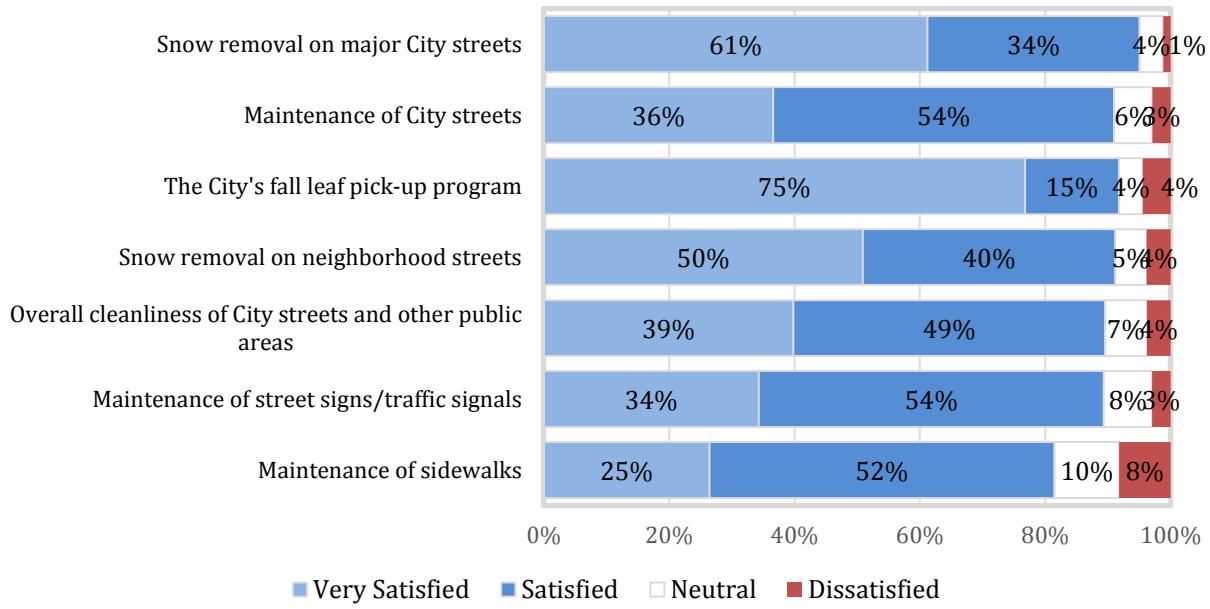
Q17. Please rate your satisfaction with the following CODE ENFORCEMENT Satisfaction:

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding 'no opinion')



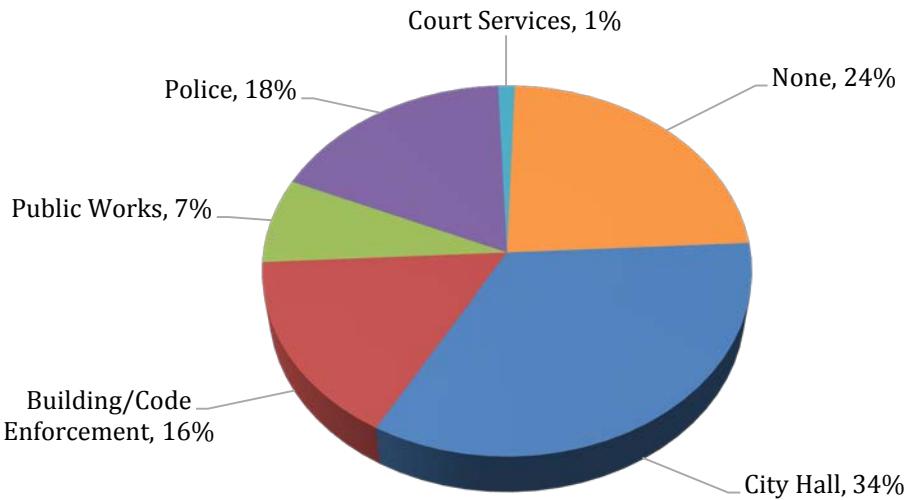
Q18. Please rate your satisfaction with the following maintenance services provided by the City:

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding 'no opinion')



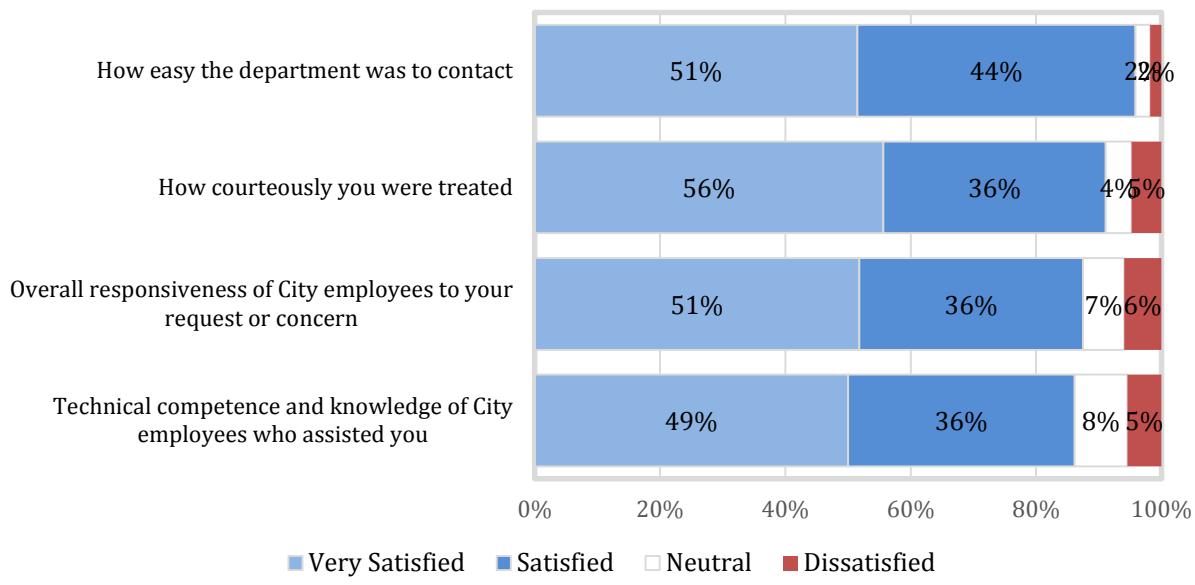
SECTION 1: CHARTS AND GRAPHS

Q19. Which of the following City department(s) have you contacted in the past twelve months?



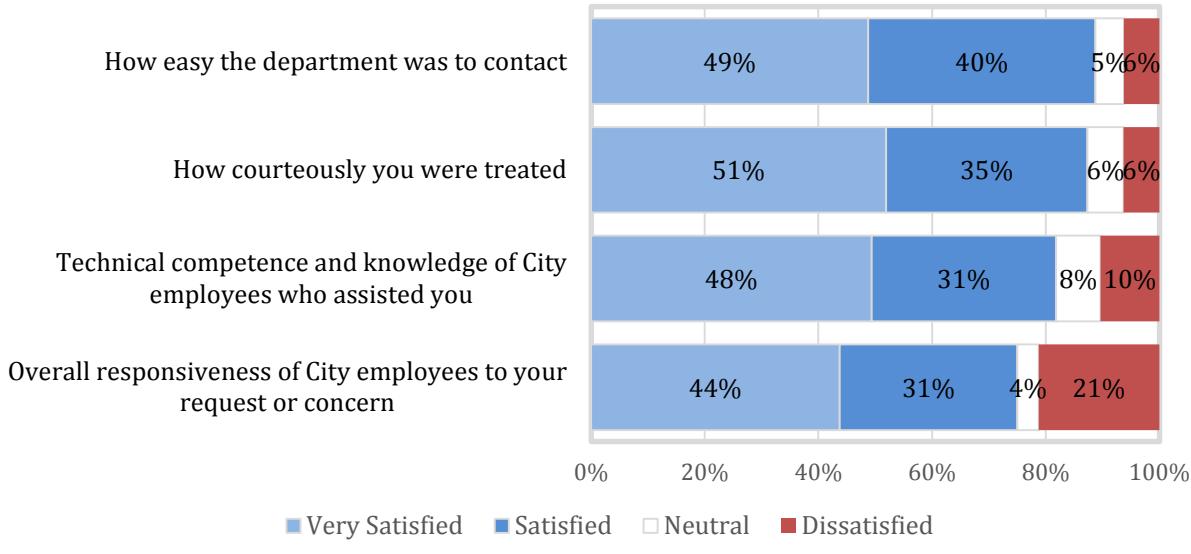
Q20. If you indicated that you contacted City Hall in the past twelve months in question 19. Please rate your satisfaction with the service you received:

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding 'no opinion')

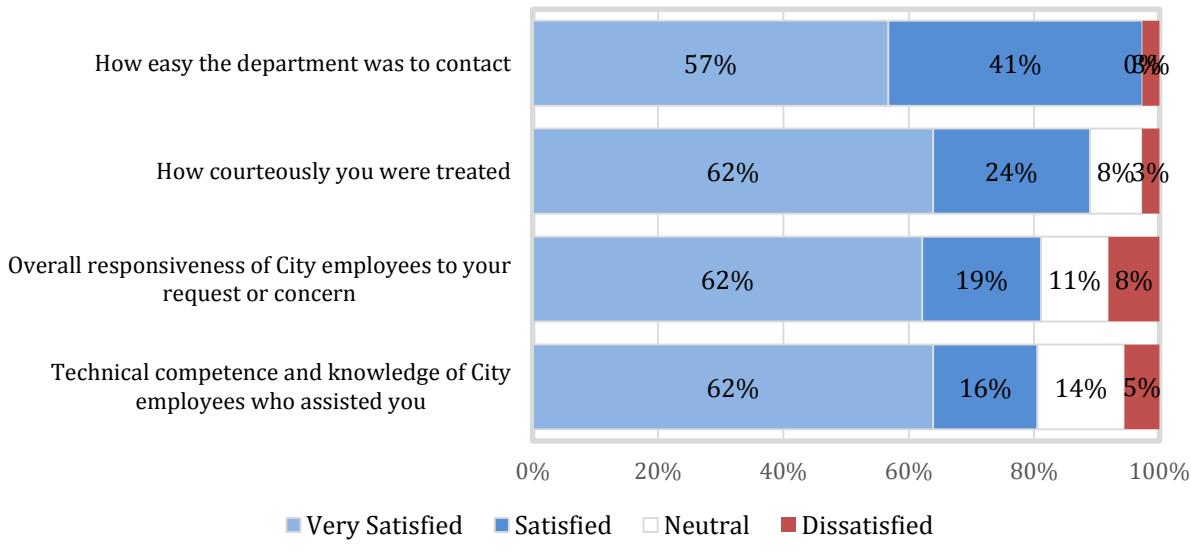


SECTION 1: CHARTS AND GRAPHS

Q21. If you indicated that you contacted the Building/Code Enforcement Department in the past twelve months in question 19, please rate your satisfaction with the service
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale

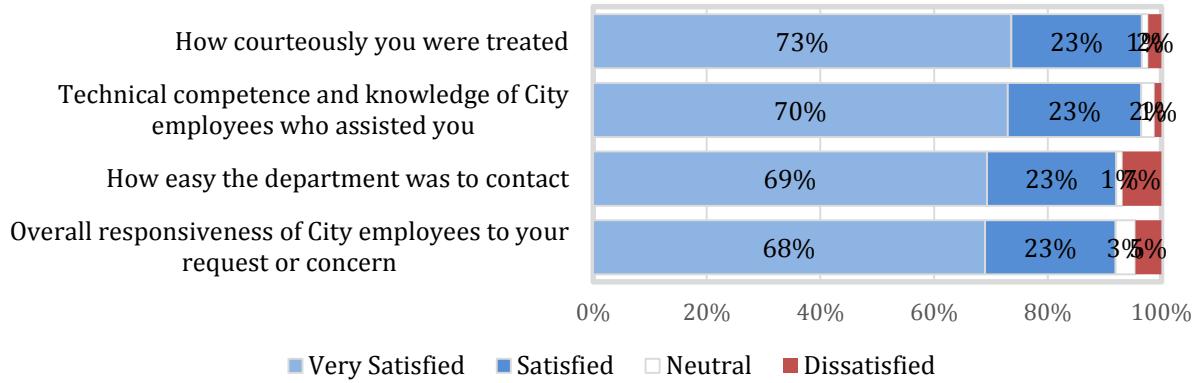


Q22. If you indicated that you contacted the Public Works Department in the past twelve months in question 19, please rate your satisfaction with the service you received:
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (

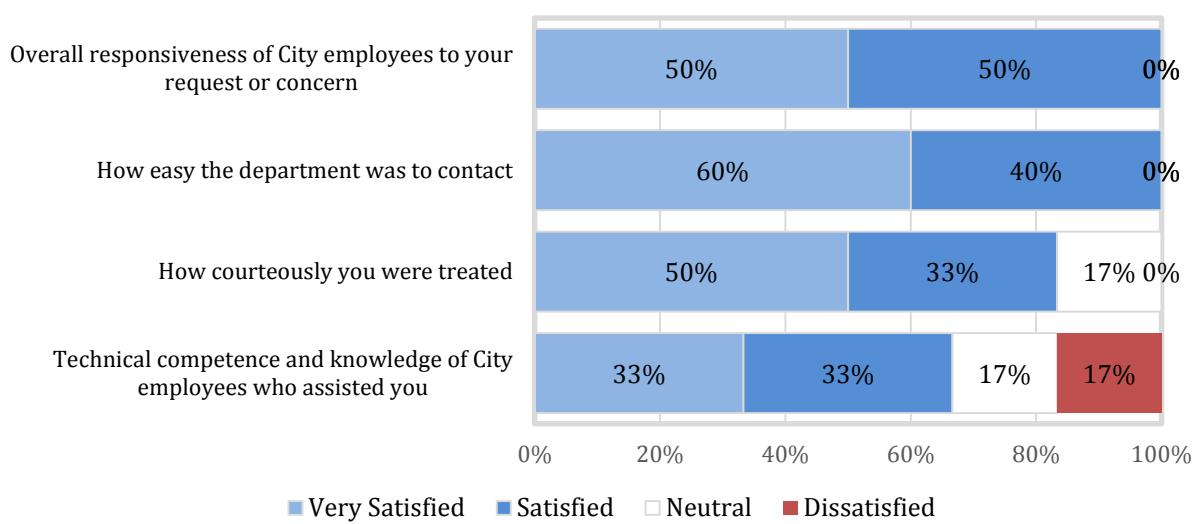


SECTION 1: CHARTS AND GRAPHS

Q23. If you indicated that you contacted the Police Department in the past twelve months in question 19, please rate your satisfaction with the service you received:
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excludes



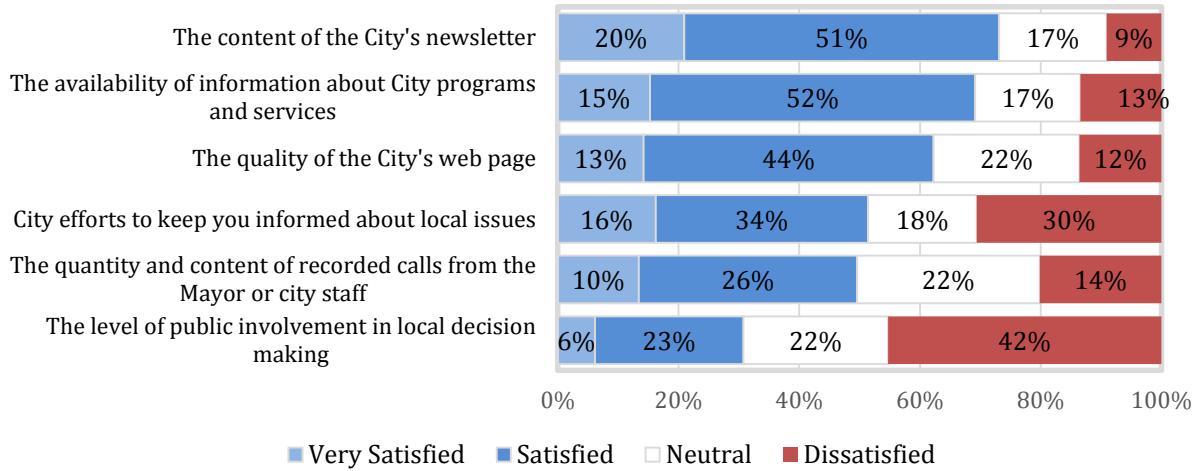
Q24. If you indicated that you contacted the Municipal Court in the past twelve months in question 19, please rate your satisfaction with the service you received:
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excludes '



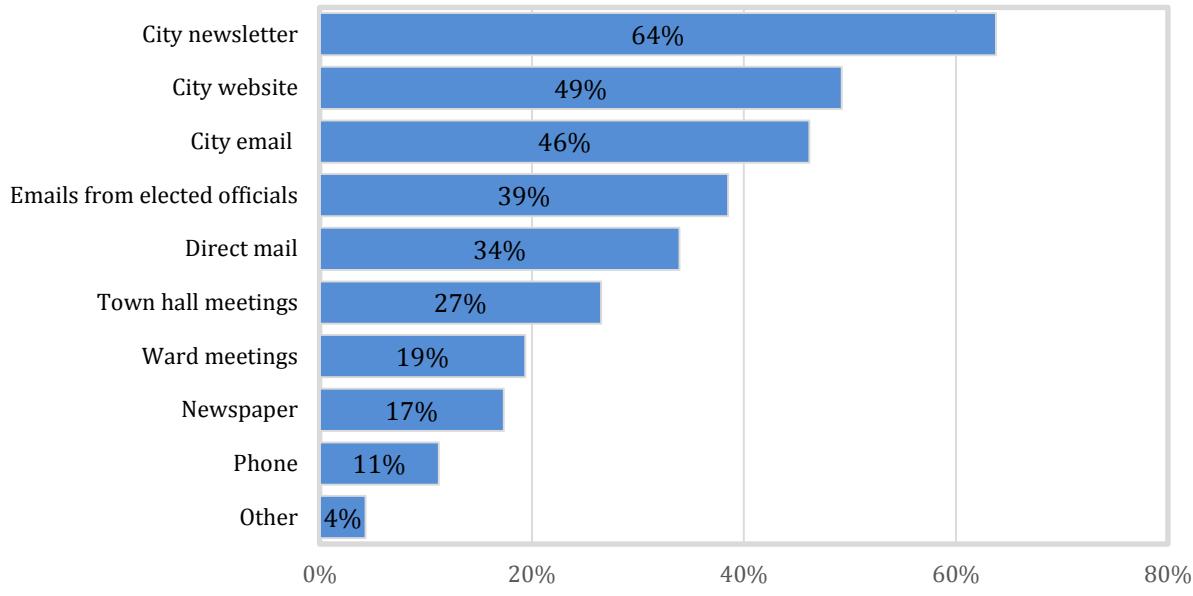
SECTION 1: CHARTS AND GRAPHS

Q25. Please rate your satisfaction with the following aspects of communication provided by the City of Roeland Park:

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding 'no opinion')

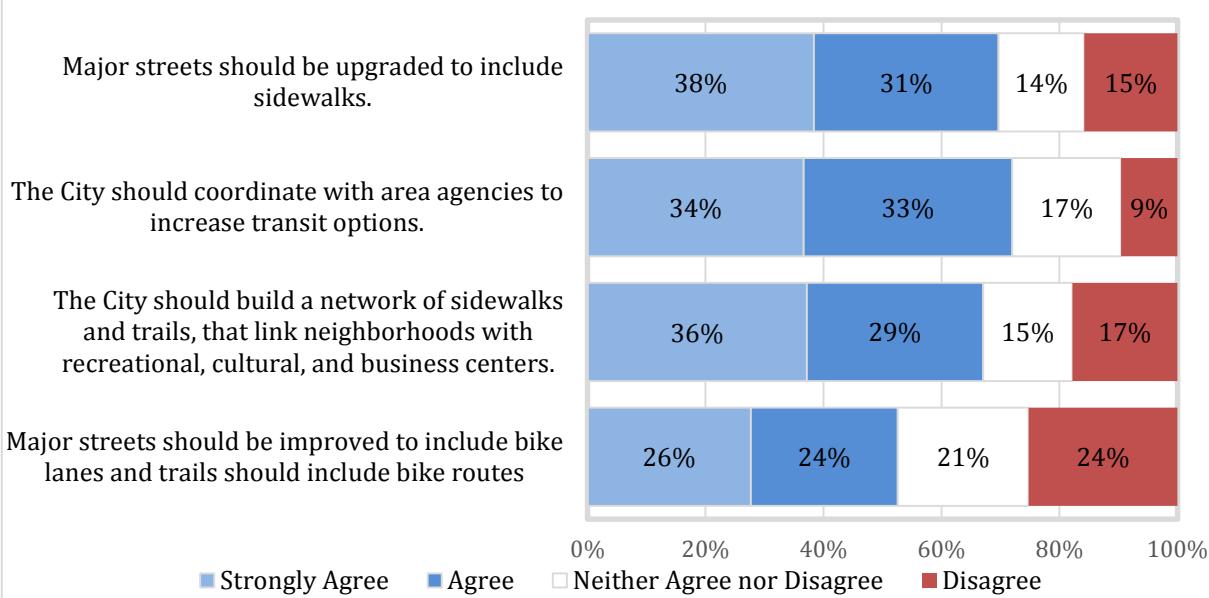


Q26. From what source(s) would you prefer to receive information about the City?

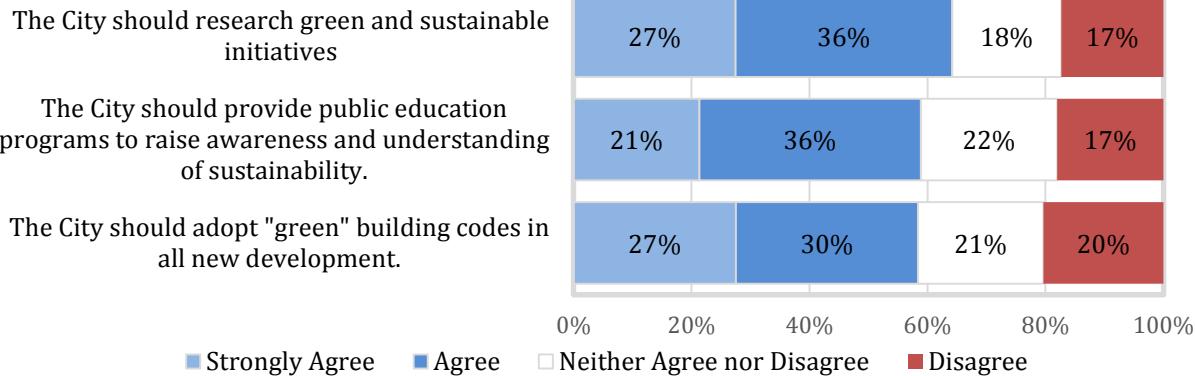


SECTION 1: CHARTS AND GRAPHS

Q27. To provide easier access to parts of Roeland Park, with healthy, environmentally friendly alternatives to driving, the City would like to improve the "connectivity" of our neighborhoods, by making it easier to walk, bike or take a bus to other areas



Q28. For each of the issues listed, please indicate your level of agreement:



SECTION 1: CHARTS AND GRAPHS

Q29. Please rate your satisfaction with the following:

Residential trash collection services

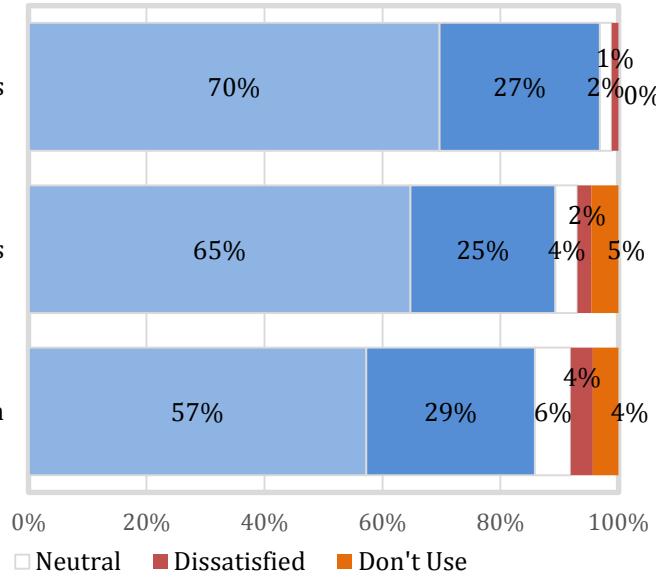
70% 27% 1% 2% 0%

Residential curbside recycling services

65% 25% 4% 2% 5%

Residential bulky/brush waste collection

57% 29% 6% 4% 4%



■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Don't Use

Q30. If you selected don't use in question 29, regarding trash collection services, how do you dispose of your trash?

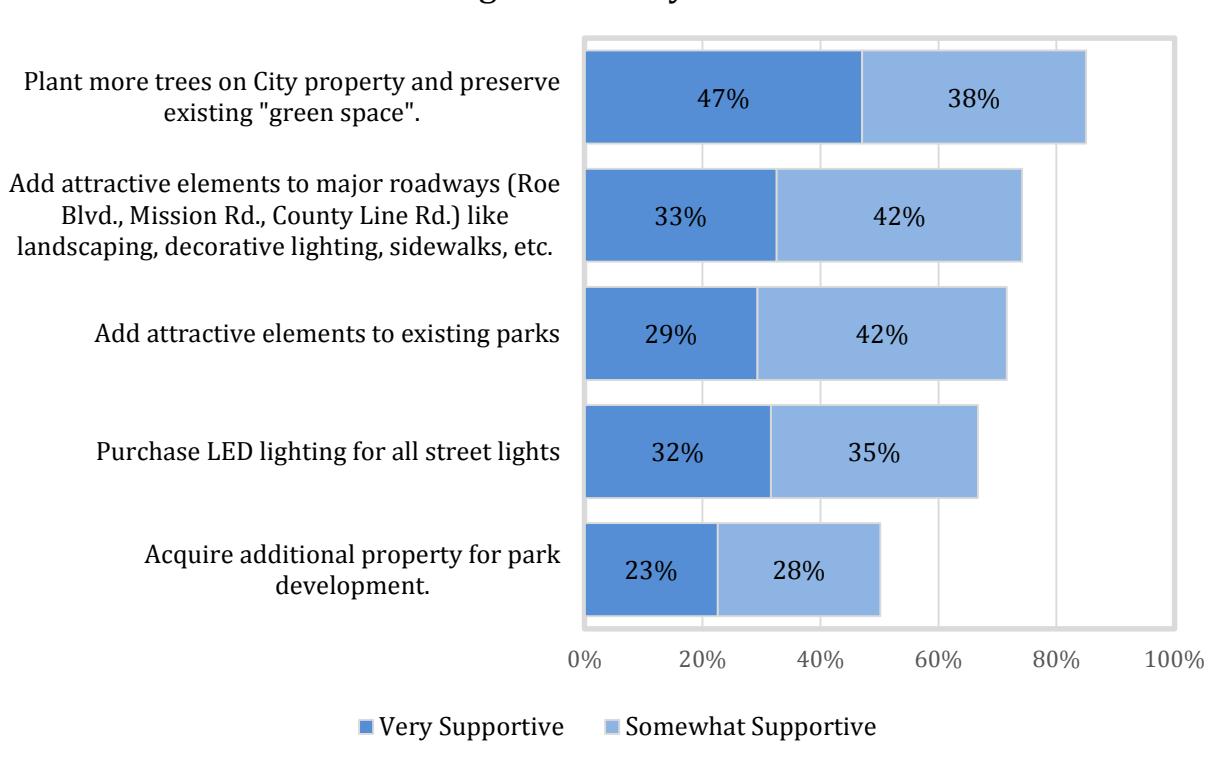
No Comments

SECTION 1: CHARTS AND GRAPHS

Q31. If you selected don't use in question 29, regarding curbside recycling services, why don't you use curbside recycling?

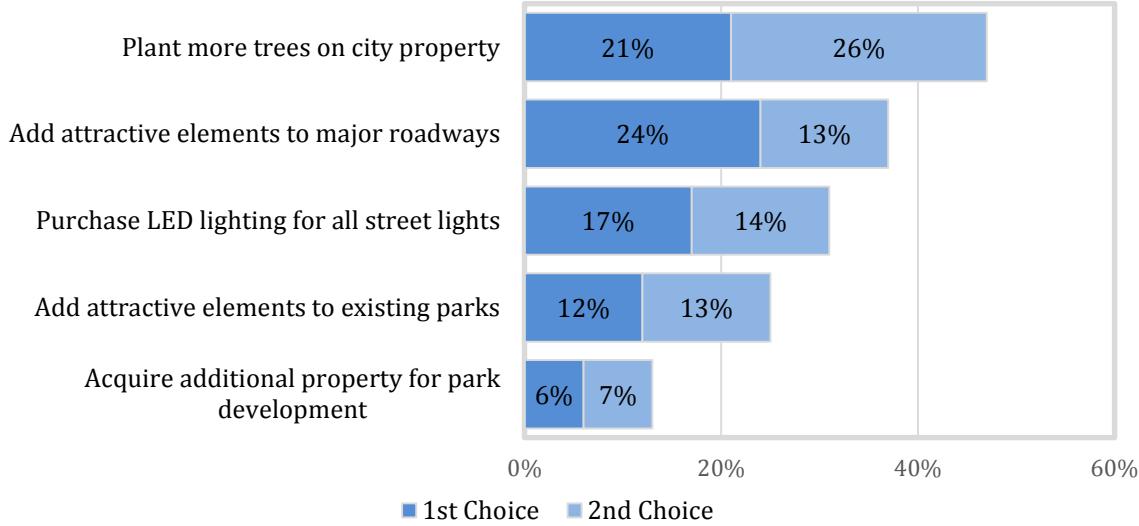
- Never got around to requesting a bin, and I do my best to keep my trash in general to a minimum.
- Another added expense to low income.
- We don't have enough to justify the cost.
- not enough to discard
- I prefer to do it myself.....for free
- too old & too lazy
- see no benefit
- extra time and space needed
- If recycling was viable I would be paid for it. Having the cost buried in the trash collection fee is deceptive that it is viable.
- Haven't got around to getting recycle bin yet

Q32. Please indicate how supportive you would be of each of the following community investment areas:

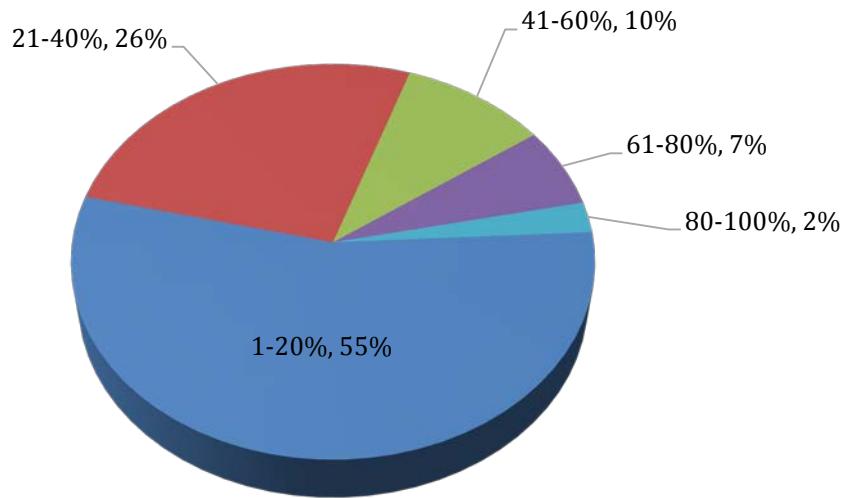


SECTION 1: CHARTS AND GRAPHS

Q33. Rank your top TWO community investment items that you think the city should pursue.



Q34. What percentage of your total property tax bill comes back to Roeland Park?

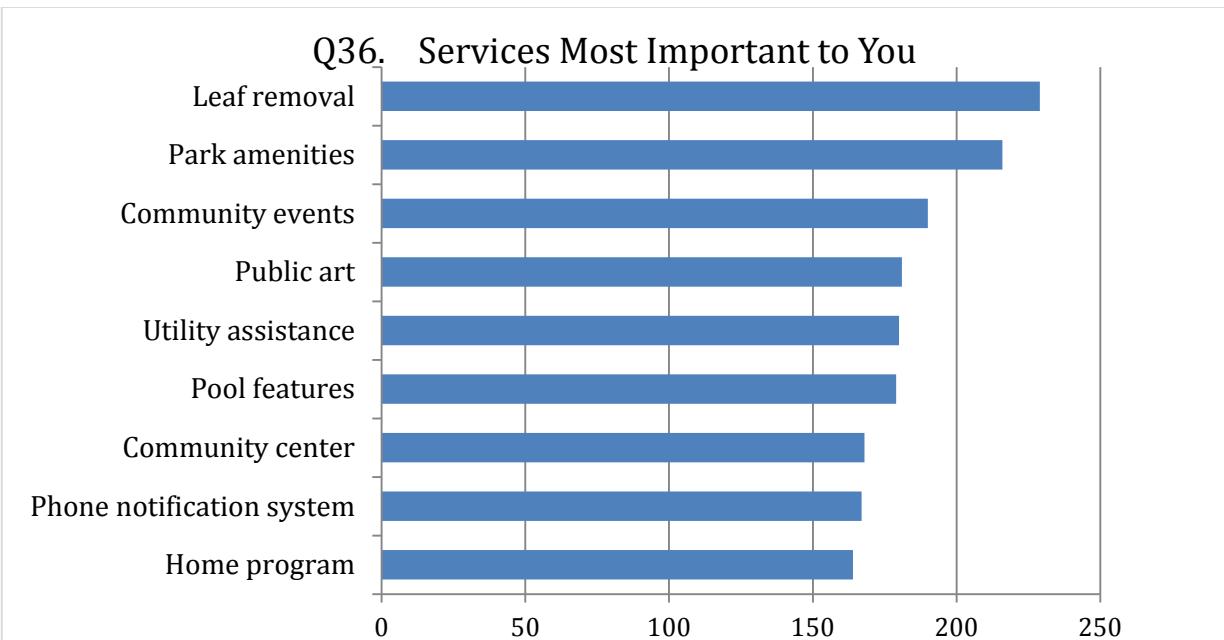


SECTION 1: CHARTS AND GRAPHS

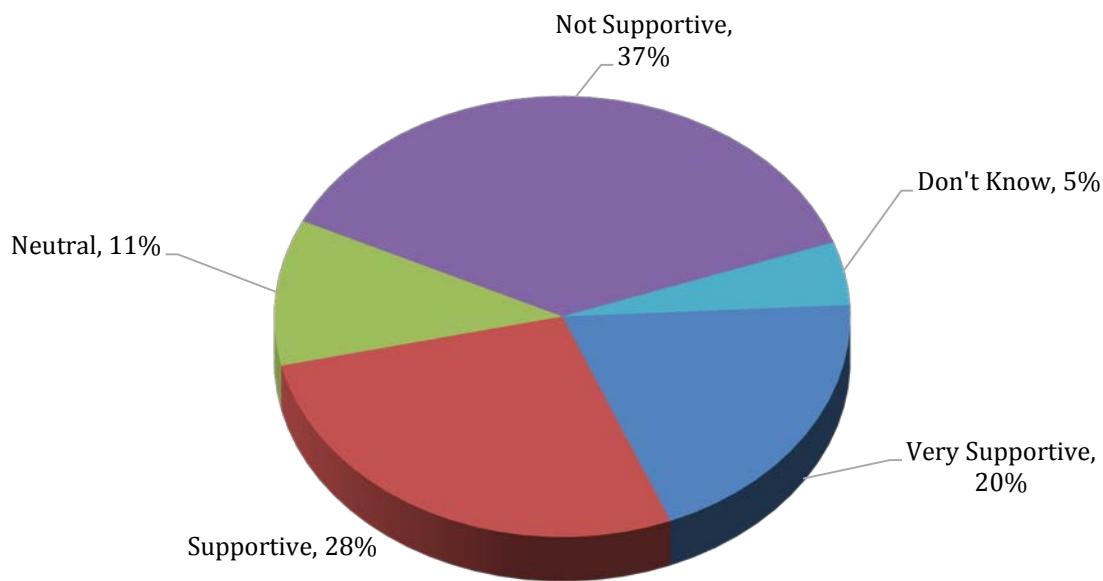
Q35. How much do you think the following amenities or services cost the average homeowner per year in Roeland Park?(Give us your estimate in dollars and base your guess on a single family residential property valued at \$140,000)
 Answers are estimated using the 2013 budget. *Yellow boxes represent the correct range*

	Actual	\$1 - \$20	\$21 - \$40	\$41- \$60	\$61 - \$80	\$80 - \$100	\$200 - \$300	\$300 - \$400	\$400 - \$500	\$500 - \$600
Amenities-----										
Community Center	\$-	75	44	33	17	20	18	4	2	0
Pool Feature - Spray Park	\$15	96	39	26	13	18	14	5	0	0
R Park - Basketball/Tennis Court	\$24	141	31	16	6	6	9	0	0	0
R Park - Picnic Shelter and Restrooms	\$12	138	36	14	7	6	9	1	0	0
R Park - Concrete Sidewalks/Walking Trail	\$11	124	31	14	8	12	11	2	0	0
Services -----										
Administrative Services	\$93	49	28	25	16	12	19	10	6	2
Phone Notification System	\$2	115	43	18	7	3	7	1	0	0
Residential Inspection Services	\$29	89	39	23	23	8	11	4	0	0
Permitting, Licensing, and Compliance	\$26	89	41	20	13	12	10	5	0	0
Police Protection and Investigation	\$430	27	15	29	14	24	33	22	17	3
Leaf Removal	\$21	62	36	29	14	19	17	6	3	1
Street Sweeping	\$14	76	44	19	8	14	14	1	1	0
Street Snow Removal	\$10	69	34	23	18	15	11	6	4	0
Annual In-House Street Maintenance	\$30	75	34	19	12	14	15	7	3	1
Parks Maintenance	\$6	81	38	20	17	13	18	2	2	0
Citywide Stormwater Utility Maintenance Fee	\$-	63	43	17	10	16	17	8	3	0
Court Services	\$39	82	33	26	11	11	14	9	1	0
Community Garden	\$-	136	21	14	12	6	2	1	0	0
HOME Program - City/County Repair Assistance for low-income qualified homeowners	\$1.25	101	27	21	15	11	7	2	1	0
Community Events	\$1.25	112	39	12	13	6	6	2	0	0
Utility Assistance - City/County Utility Assistance for low-income qualified homeowners	\$4	108	22	23	16	5	8	4	4	1

SECTION 1: CHARTS AND GRAPHS

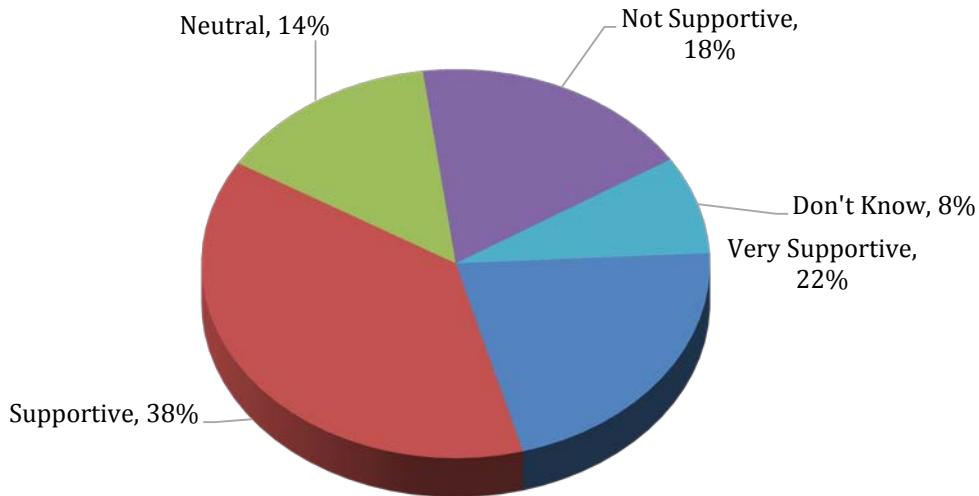


Q37. Within our region, there are multiple police departments. Would you be supportive of evaluating whether combining or contracting this service would result in an overall reduction in cost and greater efficiency of the service for Roeland Park and

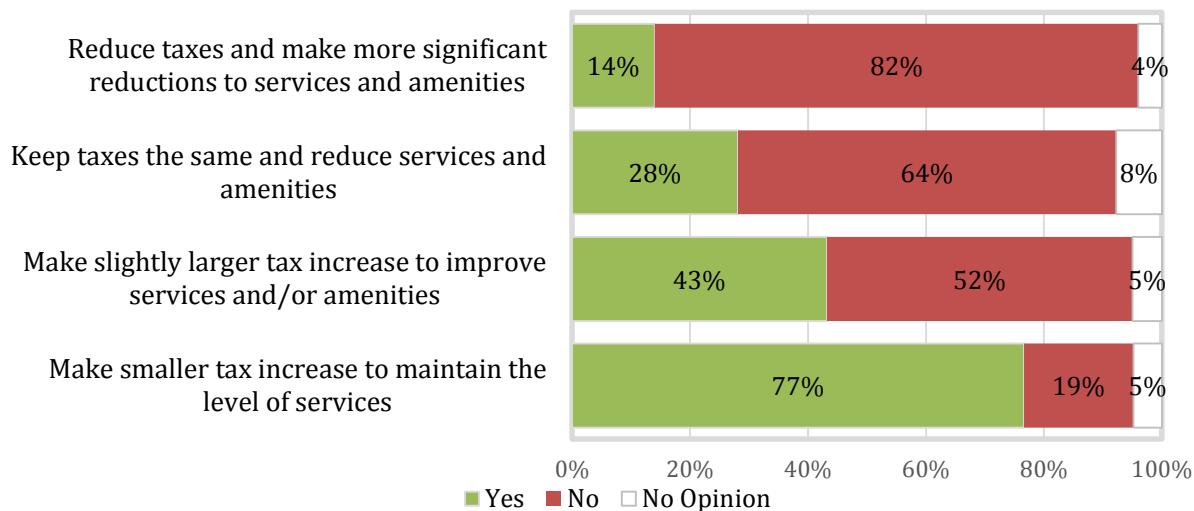


SECTION 1: CHARTS AND GRAPHS

Q38. Within our region, there are multiple municipal services. Would you be supportive of evaluating whether combining or contracting this service would result in an

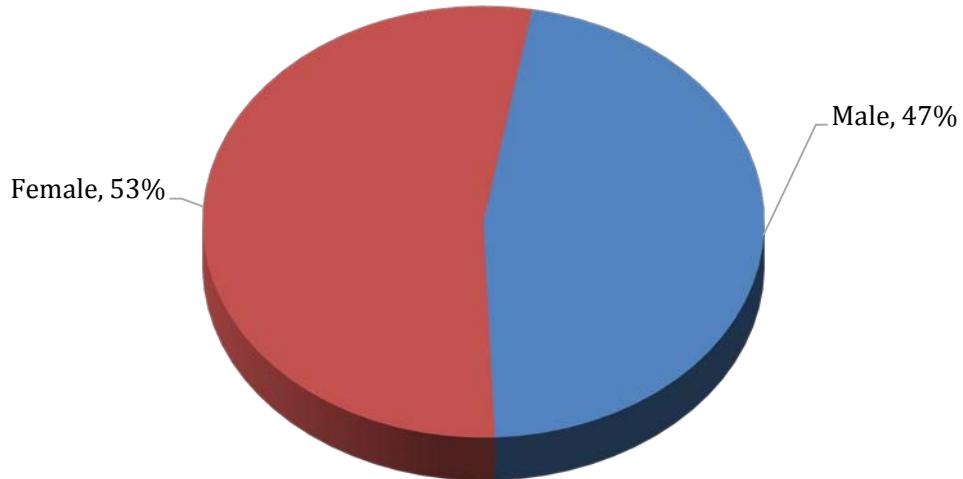


Q39. The following are, in broad terms, potential options for how to handle the tradeoff between taxes and service levels. Which of the options are you in favor of? (It is possible to be supportive of more than one option)

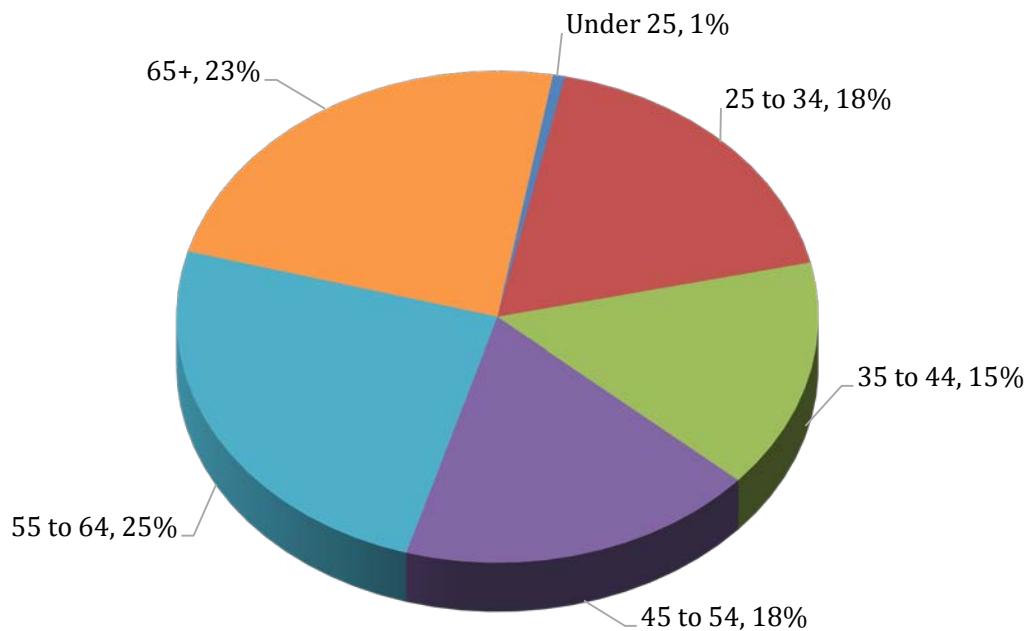


SECTION 1: CHARTS AND GRAPHS

Q40. What is Your Gender?

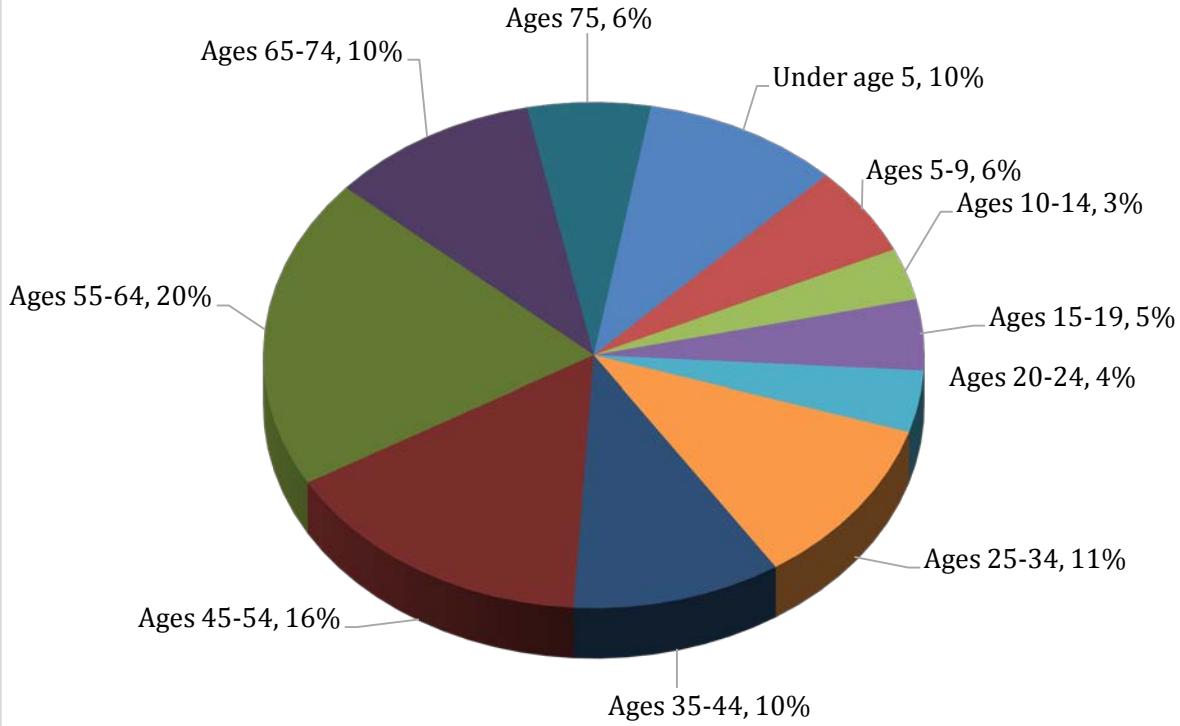


Q41. What is Your Age?



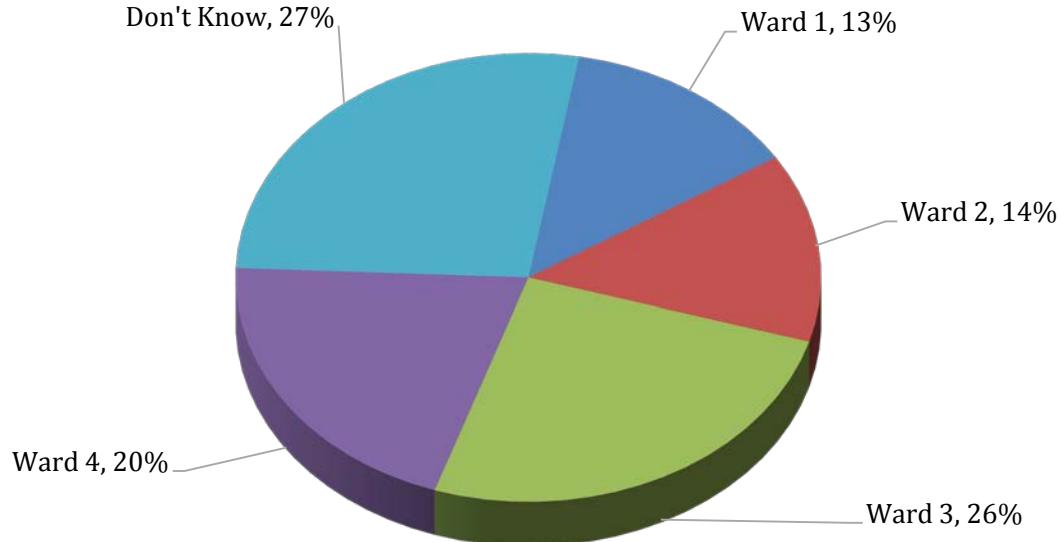
SECTION 1: CHARTS AND GRAPHS

Q42. How many, counting yourself, in your household are:

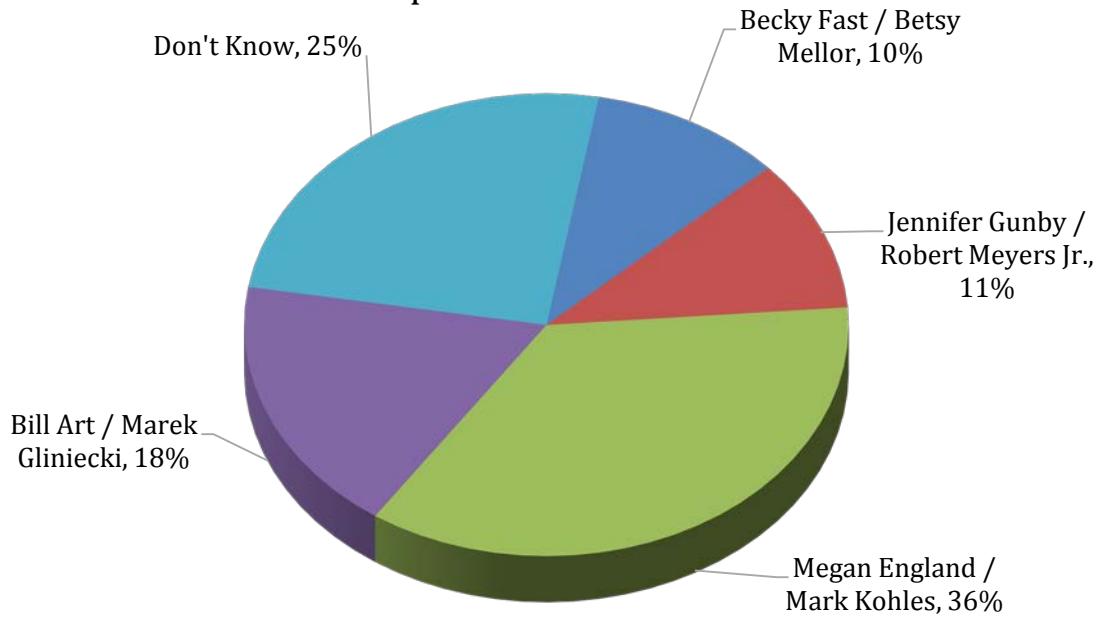


SECTION 1: CHARTS AND GRAPHS

Q43. Do you happen to know which ward do you live?

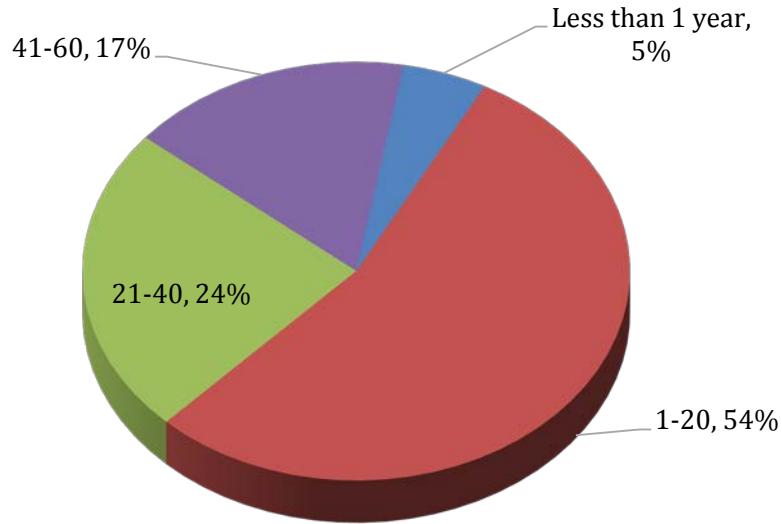


Q44. Do you happen to know who your ward representatives?

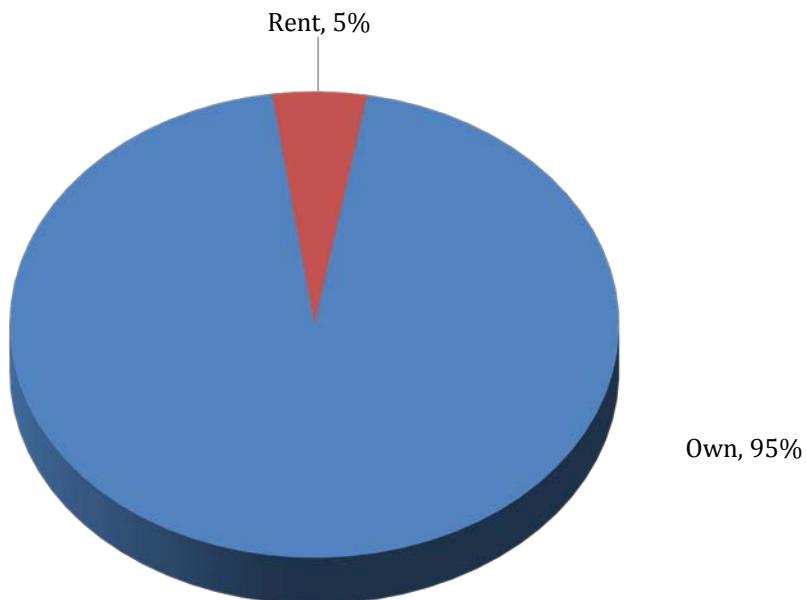


SECTION 1: CHARTS AND GRAPHS

Q45. Approximately how many years have you lived in the City of Roeland Park?

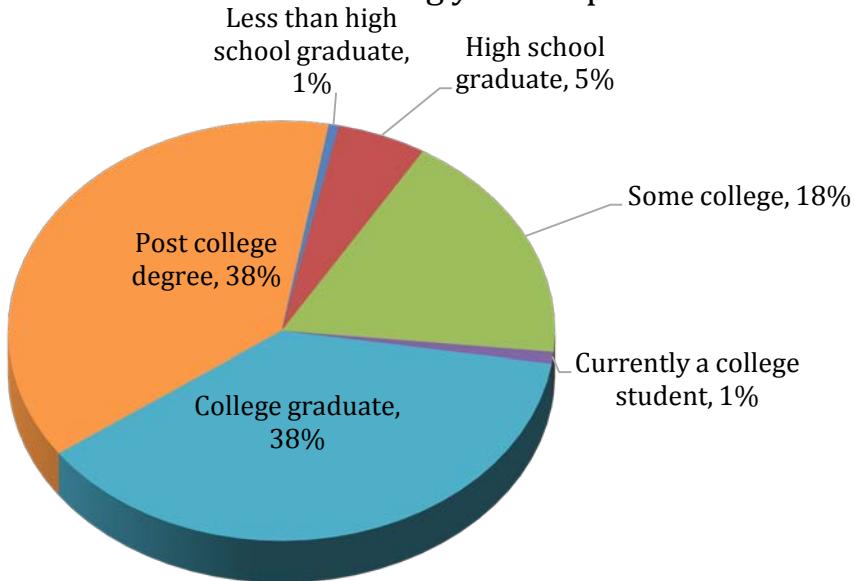


Q46. Do you own or rent your current residence?

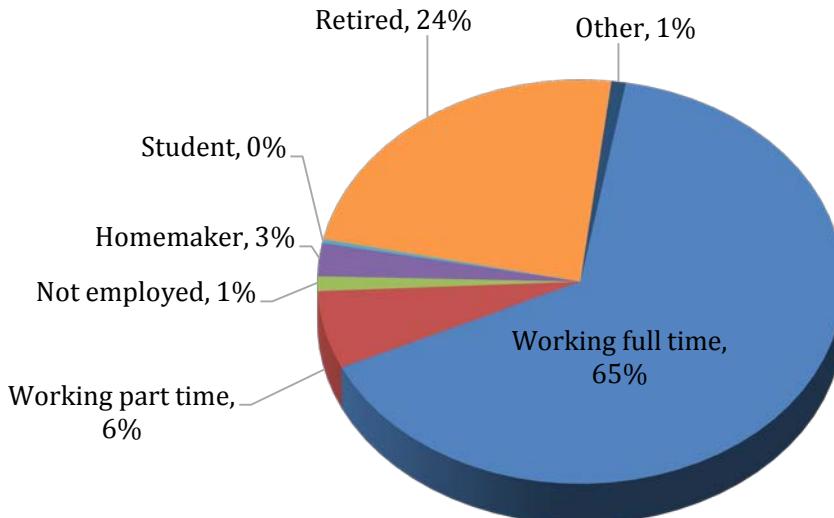


SECTION 1: CHARTS AND GRAPHS

Q47. What was the last level of schooling you completed??

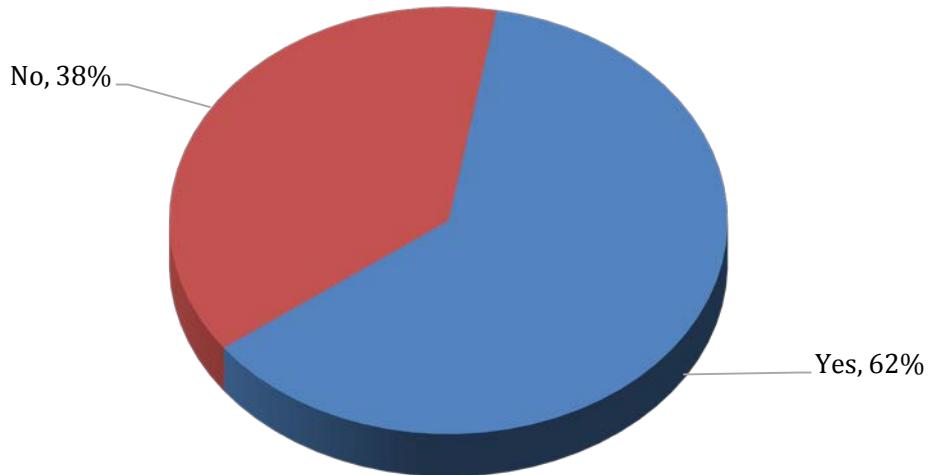


Q48. What best describes your employment status...

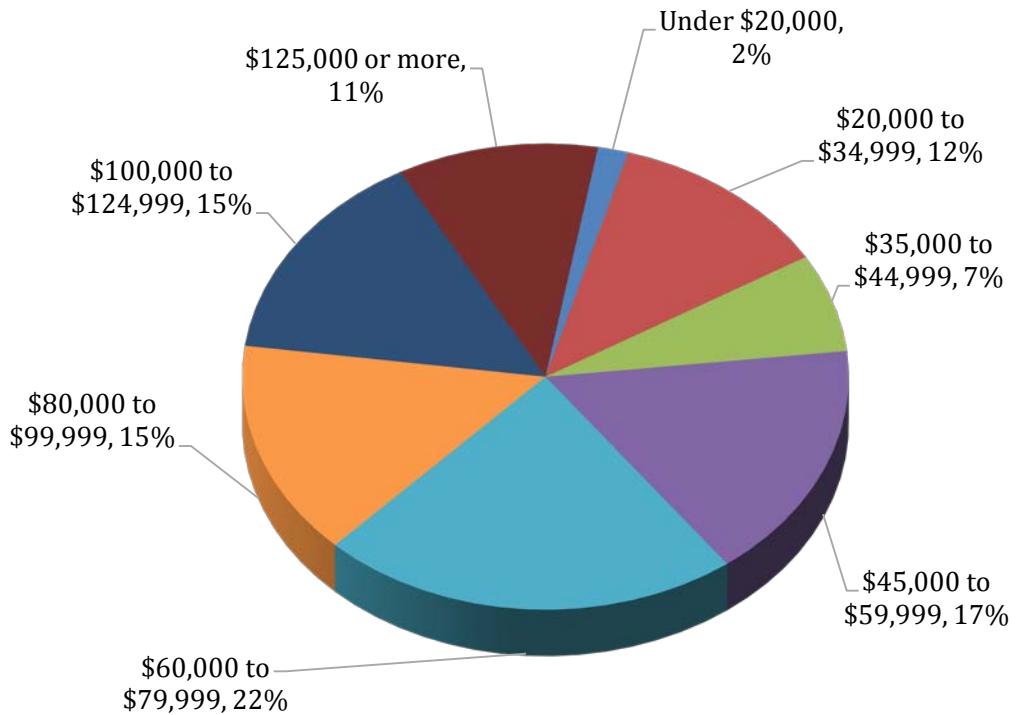


SECTION 1: CHARTS AND GRAPHS

Q49. Do you belong to any organizations, like a church, neighborhood group, or the like?



Q50. Would you say your total annual household income is:



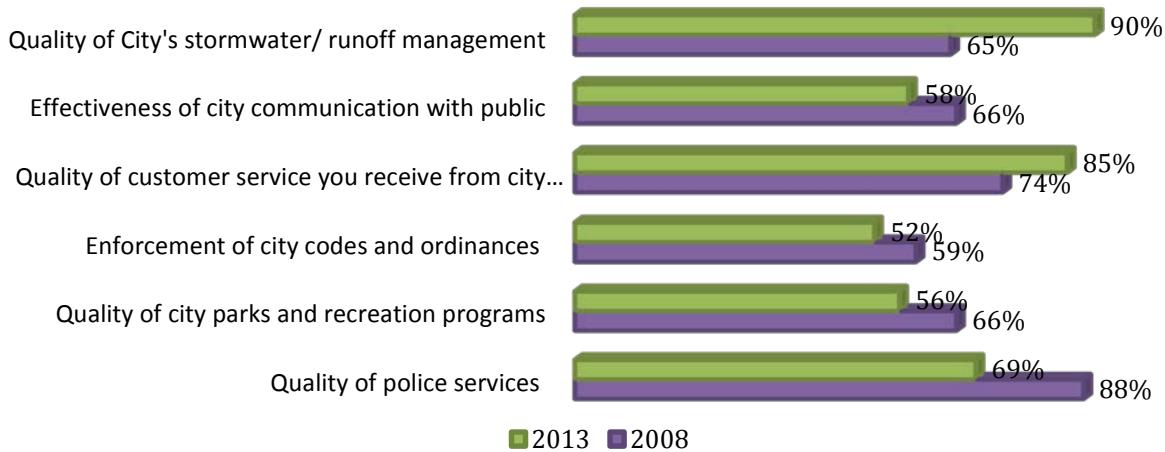
SECTION 2: COMPARISON 2013 VS 2008

Section 2: Comparison 2013 vs 2008

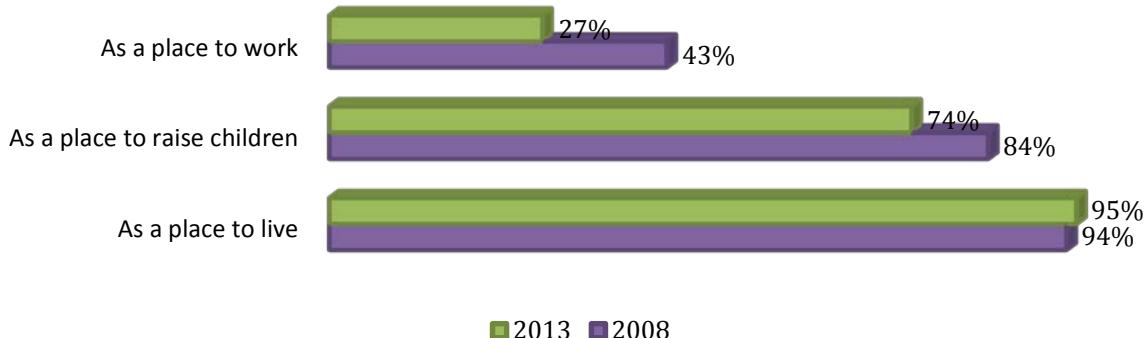
Comparison information

The comparison section contains data obtained from the 2008 Citizens Satisfaction Survey prepared by ETC Inc. and the 2013 survey instrument completed by the City. This information shows the change in level of satisfaction between 2008 and 2013.

Overall Satisfaction with Various City Services Roeland Park 2013 vs 2008

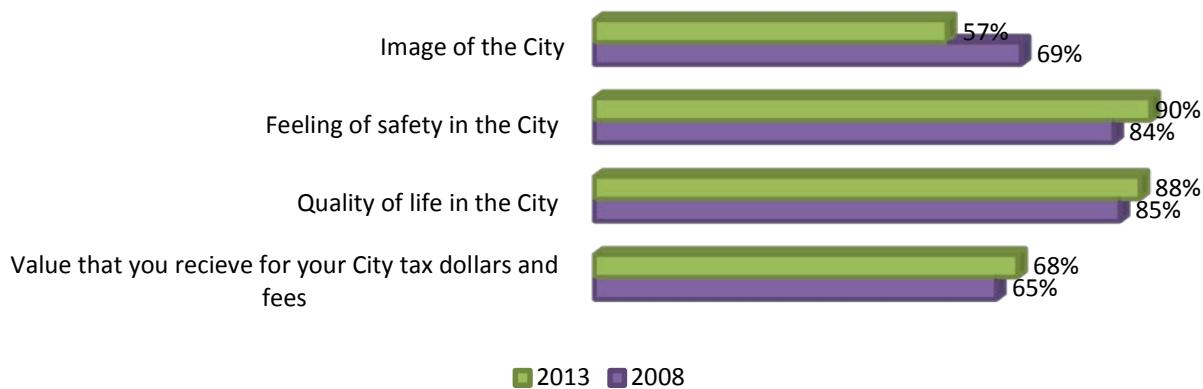


Overall Satisfaction with the Community Roeland Park 2013 vs 2008

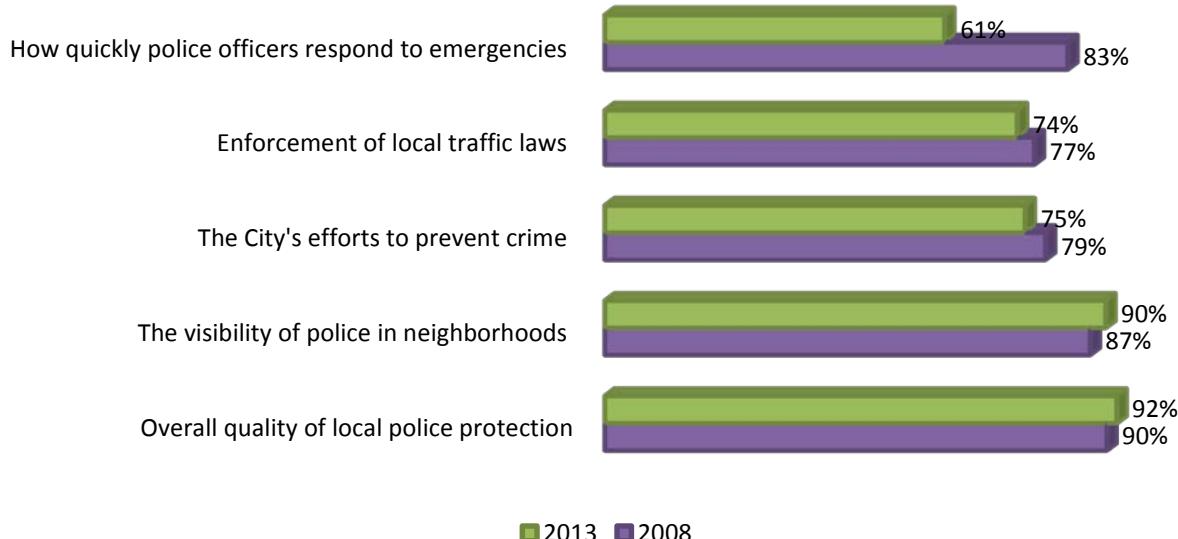


SECTION 2: COMPARISON 2013 VS 2008

Satisfaction with Issues that Influence Perceptions of the City Roeland Park 2013 vs 2008

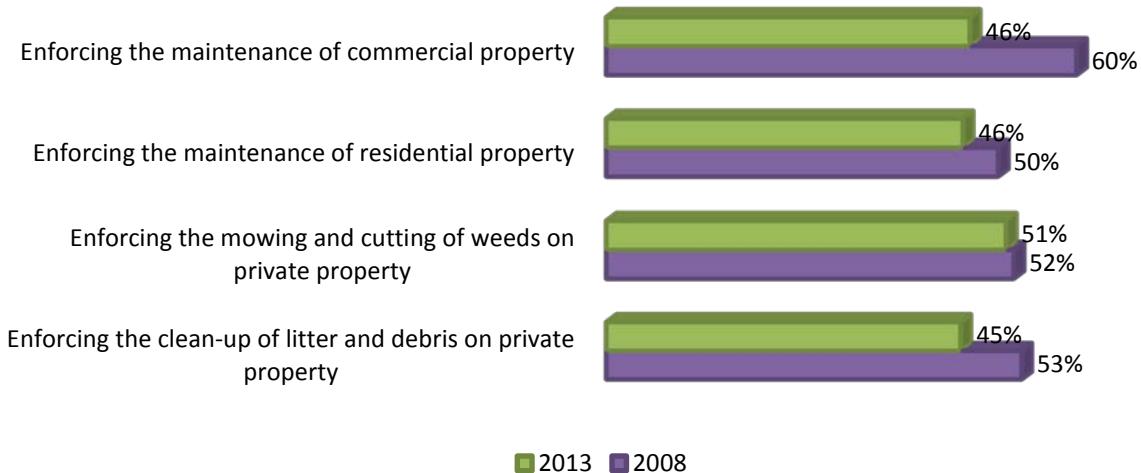


Overall Satisfaction with Police Services Roeland Park 2013 vs 2008

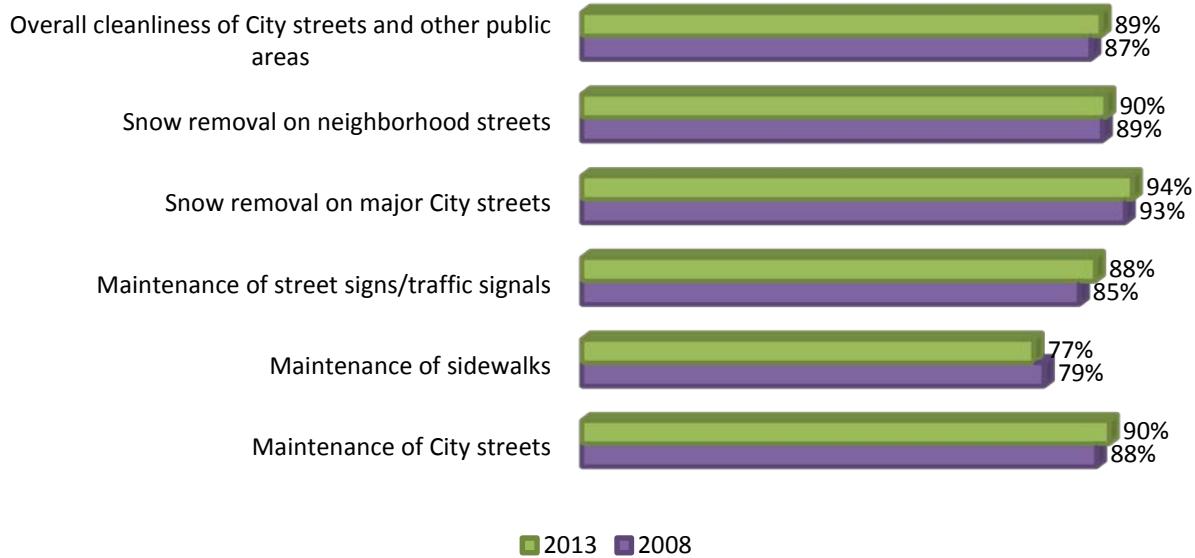


SECTION 2: COMPARISON 2013 VS 2008

Overall Satisfaction with Code Enforcement Roeland Park 2013 vs 2008



Overall Satisfaction with City Maintenance Roeland Park 2013 vs 2008



SECTION 2: COMPARISON 2013 VS 2008

Overall Satisfaction with Communication Roeland Park 2013 vs 2008

