

2025 City of Roeland Park Resident Survey Findings Report

Presented to the City of Roeland Park,
Kansas

December 2025



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Executive Summary

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Purpose and Methodology

ETC Institute administered a survey to residents of the City of Roeland Park during the fall of 2025. The survey was designed to gather resident input and feedback on City programs and services. The information collected will be used to improve existing programs and services and help determine long-range planning and investment decisions. Resident input will help ensure the City takes a resident-driven approach when developing new initiatives. Previous resident surveys were conducted by ETC Institute in 2008, 2013, 2016, 2019, 2021, and 2023.

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

After the surveys were mailed, ETC Institute sent follow-up messages to the households that received the survey to encourage participation. The follow-ups contained a link to the online version of the survey to make it easy for residents to complete the survey. A total of 467 residents completed the survey. The overall results for the sample of 467 households have a precision of at least $+/-4.5\%$ at the 95% level of confidence.

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

This report contains the following:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from the 2021 and 2023 community surveys,
- Priority Investment Rating (PIR) analysis that identifies priorities for parks and recreation facilities/amenities and commercial development services,
- benchmarking data that show how the results for Roeland Park compare to other communities,
- Importance-Satisfaction analysis, which determines priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey, and
- a copy of the survey instrument.

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Overall Perceptions of the City

Ninety percent (90%) of the residents surveyed, *who had an opinion*, indicated their overall feeling of safety in Roeland Park is “excellent” (47.7%) or “good” (42.2%). Eighty-seven percent (87%) of those surveyed, *who had an opinion*, indicated the overall quality of services provided by the City is “excellent” (34.7%) or “good” (52.4%).

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 solid waste services (90%), the overall quality of police services (88%), the overall quality of parks and recreation programs and facilities (85%), and the overall quality of the stormwater runoff/management system (81%). For 9 of the 11 major categories of City services that were rated, 71% or more of residents *who had an opinion* were “very satisfied” or “satisfied.” City leaders have done a great job of ensuring overall satisfaction among residents is very high.

How well the City is managing development activity (62%) and the overall maintenance of streets, buildings, and facilities (45%) were the two items that respondents indicated should receive the most emphasis from City leaders over the next two years based on the sum of respondent’s top three choices.

Overall Quality of Life in Roeland Park

Most residents (95%) *who had an opinion* rated Roeland Park as an “excellent” (63.5%) or “good” (31.5%) place to live. Ninety percent (90%) of residents *who had an opinion* indicated Roeland Park is either an “excellent” (58.8%) or “good” (31%) place to raise children, and 89% indicated the quality of life in the City is “excellent” (45.6%) or “good” (43.8%).

Satisfaction with Specific City Services

- **Public Safety.** The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of local police protection (92%), how quickly police officers respond to emergencies (87%), and the overall quality of fire protection (86%). The public safety service that respondents were least satisfied with was the quality of Mental Health Co-Responder (57%). The three public safety services respondents indicated should receive the most emphasis over the next two years were: 1) the City’s efforts to prevent crime, 2) visibility of police in neighborhoods, and 3) quality of Mental Health Co-Responder.

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- **Code Enforcement.** The highest levels of satisfaction with the enforcement of City codes and ordinances, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing the cleanup of litter and debris on private property (52%), enforcing the mowing and cutting of weeds on private property (47%), and snow removal from sidewalks (47%). The two code enforcement services respondents indicated should receive the most emphasis over the next two years were: 1) the maintenance of commercial property and 2) the cleanup of litter/debris on private property.
- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall appearance of City parks (93%), the maintenance of City parks (92%), the quality of playground equipment (87%), and how close neighborhood parks are to home (81%). The three parks and recreation services respondents indicated should receive the most emphasis over the next two years were: 1) the number of walking and biking trails, 2) the maintenance of City Parks, and 3) safe pedestrian or bike access to parks.
- **City Maintenance.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: snow removal on major City streets (94%), the maintenance of street signs/traffic signals (87%), and the maintenance of public buildings (85%). The three maintenance services respondents indicated should receive the most emphasis over the next two years were maintenance of City streets, maintenance of sidewalks, and snow removal on neighborhood streets.
- **City Communication.** The highest levels of satisfaction with City Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the content of the City’s newsletter (79%), the availability of information about City programs and services (77%), and the City’s efforts to keep residents informed about local issues (72%).
- **Transportation Connectivity and Safety.** The highest levels of satisfaction with transportation connectivity and safety in Roeland Park, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: safety when walking (78%), the flow of traffic along commercial streets (73%) and the availability of public sidewalks (72%). The two transportation connectivity and safety issues respondents indicated should receive the most emphasis over the next two years were: 1) safety when walking and 2) the availability of public sidewalks.

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- Trash Services.** The highest levels of satisfaction with trash services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: residential trash collection services (95%), residential curbside recycling services (94%), and residential yard waste collection (94%). The two trash services respondents indicated should receive the most emphasis over the next two years were: 1) residential curbside leaf collection service and 2) residential trash collection services.

Trends Since 2023

Since 2023, ratings for the City of Roeland Park stayed the same or increased in 62 of the 75 areas assessed. The City showed significant increases (5% or more) in 13 of these areas. Thirteen areas saw an overall decrease in satisfaction with only one area experiencing a significant decrease in satisfaction since 2023. The table below and on the following page show the comparisons to the 2023 survey results.

Service	2025	2023	Difference
Quality of Community Center	68%	56%	12%
Residential yard waste collection	94%	82%	12%
Residential bulky item pickup services	82%	70%	12%
Residential curbside glass recycling services	89%	79%	10%
Availability of bicycle infrastructure	46%	38%	8%
The fee charged for solid waste services	79%	72%	7%
Quality of Aquatics Center	71%	64%	7%
Residential curbside recycling services	94%	87%	7%
Solid waste services	90%	84%	6%
As a place to retire	80%	74%	6%
Residential trash collection services	95%	89%	6%
Quality of playground equipment	87%	82%	5%
Availability of public sidewalks	72%	67%	5%
As a place to raise children	90%	86%	4%
As a place where you would buy your next home	78%	74%	4%
Overall appearance of City parks	93%	89%	4%
How close neighborhood parks are to your home	81%	77%	4%
Quality of art in public places	74%	70%	4%
Fees charged for memberships, recreation programs & facility rental	66%	62%	4%
Number of walking & biking trails	53%	49%	4%
Content of City's newsletter	79%	75%	4%
Residential curbside leaf collection service	90%	86%	4%

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Service (Continued)	2025	2023	Difference
Quality of grade school through high school	74%	71%	3%
Quality of local police protection	92%	89%	3%
City's efforts to prevent crime	78%	75%	3%
Maintenance of public buildings	85%	82%	3%
Quality of City's web page	64%	61%	3%
Flow of traffic along commercial streets	73%	70%	3%
Availability of public transportation	38%	35%	3%
Value received for City tax dollars & fees	69%	66%	3%
Police services	88%	86%	2%
Feeling of safety in City	90%	88%	2%
Quality of services provided by City	87%	85%	2%
How quickly police officers respond to emergencies	87%	85%	2%
Quality of fire protection	86%	84%	2%
Visibility of police in neighborhoods	80%	78%	2%
Enforcement of local traffic laws	71%	69%	2%
City-sponsored special events	68%	66%	2%
Overall cleanliness of City streets & other public areas	85%	83%	2%
Maintenance of City streets	81%	79%	2%
Availability of information about City programs	77%	75%	2%
Level of public involvement in local decision making	52%	50%	2%
As a place to live	95%	93%	2%
Stormwater runoff/management system	81%	80%	1%
Environmental and sustainability efforts	80%	79%	1%
Condition of housing in your neighborhood	80%	79%	1%
Quality of animal control services	60%	59%	1%
Maintenance of City parks	92%	91%	1%
Ease of registering for programs	71%	70%	1%
Adequacy of street lighting	75%	74%	1%
Quality of Mental Health Co-Responder	57%	56%	1%
Snow removal on major City streets	94%	93%	1%
Effectiveness of City communication	77%	77%	0%
Enforcement of codes and ordinances	56%	56%	0%
Quality of life in the City	89%	89%	0%
Community where I feel welcome/sense of belonging	85%	85%	0%
Image of the City	81%	81%	0%
Affordable housing for low/moderate income families	32%	32%	0%
Clean up of litter/debris on private property	52%	52%	0%

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Service (Continued)	2025	2023	Difference
Snow removal from sidewalks	47%	47%	0%
Maintenance of residential property	46%	46%	0%
City efforts to keep you informed about local issues	72%	72%	0%
Quality of EMS	81%	82%	-1%
Parks and Recreation programs and facilities	85%	86%	-1%
Mowing/cutting of weeds on private property	47%	48%	-1%
Maintenance of street signs/traffic signals	87%	88%	-1%
Flow of traffic on residential streets	72%	73%	-1%
Customer service	81%	83%	-2%
Traffic flow and congestion management	71%	73%	-2%
As a place to work	54%	56%	-2%
Maintenance of streets, buildings, facilities	78%	81%	-3%
Snow removal on neighborhood streets	84%	87%	-3%
Maintenance of commercial property	40%	44%	-4%
Maintenance of sidewalks	70%	74%	-4%
How well the City is managing development activity	39%	48%	-9%

How the City of Roeland Park Compares to Other Communities Nationally

Satisfaction ratings for the City of Roeland Park rated above the U.S. average in 46 of the 47 areas that were assessed. The City of Roeland Park rated significantly higher than the U.S. average (difference of 5% or more) in 44 of these areas. The City only rated below the national average in one of the 44 areas assessed. Listed below and on the following page are the comparisons between the City of Roeland Park and the U.S. average:

Service	Roeland Park	U.S.	Difference
Residential yard waste collection	94%	49%	45%
Quality of services provided by the City	87%	43%	44%
Customer service	81%	38%	43%
Quality of local police protection	92%	49%	43%
Snow removal on major City streets	94%	52%	42%
Residential curbside recycling services	94%	53%	41%
Solid waste services	90%	50%	40%
Maintenance of streets, buildings, facilities	78%	38%	40%
Effectiveness of City communication	77%	37%	40%
Snow removal on neighborhood streets	84%	44%	40%
As a place to live	95%	55%	40%
Maintenance of City streets	81%	44%	37%
Parks and Recreation programs and facilities	85%	48%	37%

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Service (Continued)	Roeland Park	U.S.	Difference
Residential bulky item pickup services	82%	45%	37%
Image of the City	81%	45%	36%
Overall cleanliness of City streets & other public areas	85%	49%	36%
Value received for City tax dollars & fees	69%	33%	36%
How quickly police officers respond to emergencies	87%	52%	35%
Residential trash collection services	95%	61%	34%
As a place to raise children	90%	57%	33%
As a place to retire	80%	47%	33%
Feeling of safety in the City	90%	57%	33%
Availability of information about City programs	77%	44%	33%
Maintenance of street signs/traffic signals	87%	54%	33%
Maintenance of public buildings	85%	52%	33%
Stormwater runoff/management system	81%	49%	32%
Quality of grade school through high school	74%	42%	32%
City's efforts to prevent crime	78%	46%	32%
Visibility of police in neighborhoods	80%	50%	30%
City efforts to keep you informed about local issues	72%	42%	30%
Traffic flow and congestion management	71%	43%	28%
As a place where you would buy your next home	78%	51%	27%
Maintenance of sidewalks	70%	43%	27%
Inclusive environment for diverse/vulnerable community members	74%	48%	26%
Enforcement of local traffic laws	71%	47%	24%
Adequacy of street lighting	75%	52%	23%
Quality of City's web page	64%	42%	22%
Quality of fire protection	86%	68%	18%
Level of public involvement in local decision making	52%	35%	17%
Enforcement of codes and ordinances	56%	40%	16%
Quality of EMS	81%	65%	16%
Quality of animal control services	60%	46%	14%
Clean up of litter/debris on private property	52%	43%	9%
As a place to work	54%	47%	7%
Maintenance of residential property	46%	42%	4%
Mowing/cutting of weeds on private property	47%	43%	4%
Maintenance of commercial property	40%	45%	-5%

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

Satisfaction ratings for the City of Roeland Park **rated above the average for the Kansas City Metro area in 41 of the 47 areas** that were assessed. The City of Roeland Park rated significantly higher than this average (difference of 5% or more) in 37 of these areas. Of the six areas where the City rated below the Kansas City Metro average, they were only significantly below the average in three areas. Listed below and on the following page are the comparisons between the City of Roeland Park and the Kansas City Metro average:

Service	Roeland Park	Kansas City Metro	Difference
Quality of grade school through high school	74%	49%	25%
Maintenance of streets, buildings, facilities	78%	56%	22%
As a place to retire	80%	59%	21%
Residential curbside recycling services	94%	74%	20%
Inclusive environment for diverse/vulnerable community members	74%	55%	19%
Maintenance of sidewalks	70%	51%	19%
Maintenance of City streets	81%	63%	18%
Feeling of safety in the City	90%	73%	17%
Maintenance of street signs/traffic signals	87%	70%	17%
As a place to raise children	90%	74%	16%
Value received for City tax dollars & fees	69%	53%	16%
Stormwater runoff/management system	81%	66%	15%
Snow removal on neighborhood streets	84%	69%	15%
The availability of information about City programs & services	77%	62%	15%
Residential trash collection services	95%	80%	15%
Effectiveness of City communication	77%	63%	14%
As a place where you would buy your next home	78%	64%	14%
Overall cleanliness of City streets & other public areas	85%	71%	14%
As a place to live	95%	81%	14%
Snow removal on major City streets	94%	80%	14%
Residential yard waste collection	94%	80%	14%
Visibility of police in neighborhoods	80%	67%	13%
Quality of services provided by the City	87%	75%	12%
How quickly police officers respond to emergencies	87%	75%	12%
City's efforts to prevent crime	78%	66%	12%

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Service (Continued)	Roeland Park	Kansas City Metro	Difference
City efforts to keep you informed about local issues	72%	60%	12%
Quality of local police protection	92%	81%	11%
Solid waste services	90%	80%	10%
Enforcement of local traffic laws	71%	61%	10%
Level of public involvement in local decision making	52%	43%	9%
Adequacy of street lighting	75%	66%	9%
Clean up of litter/debris on private property	52%	44%	8%
Maintenance of public buildings	85%	77%	8%
Residential bulky item pickup services	82%	75%	7%
Customer service	81%	75%	6%
Image of the City	81%	75%	6%
Enforcement of codes and ordinances	56%	51%	5%
Quality of City's web page	64%	60%	4%
Traffic flow and congestion management	71%	67%	4%
Quality of animal control services	60%	56%	4%
Parks and Recreation programs and facilities	85%	82%	3%
Quality of EMS	81%	82%	-1%
Quality of fire protection	86%	88%	-2%
Mowing/cutting of weeds on private property	47%	49%	-2%
Maintenance of residential property	46%	51%	-5%
As a place to work	54%	67%	-13%
Maintenance of commercial property	40%	56%	-16%

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 4 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

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City's overall satisfaction rating are listed below:

- How well the City is managing development activity (I-S Rating = 0.3781)
- Enforcement of codes and ordinances (I-S Rating = 0.1151)

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

2025 Importance-Satisfaction Rating

Roeland Park, Kansas

Major Categories of City Services

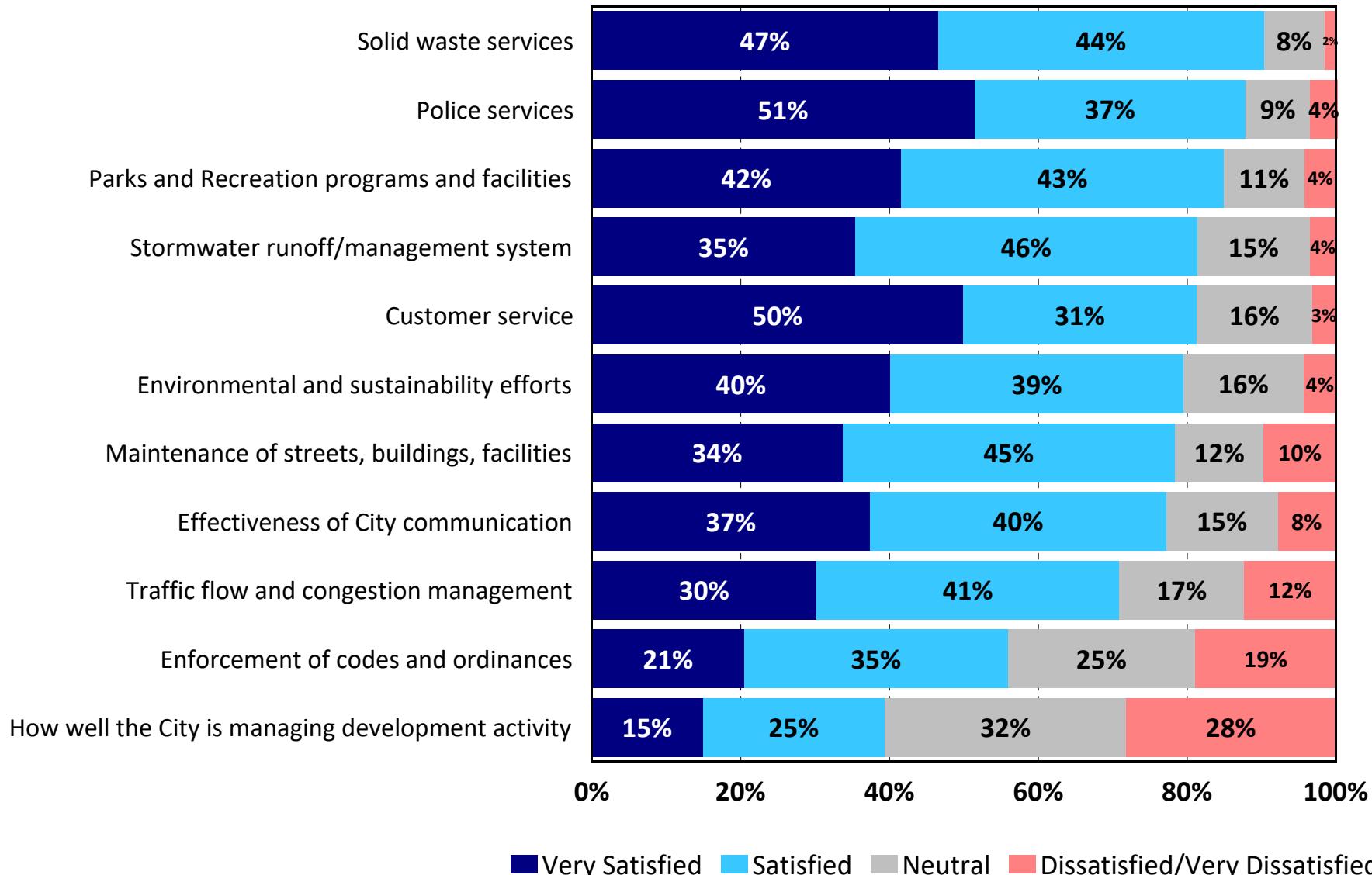
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .20)						
How well the City is managing development activity	62%	1	39%	11	0.3781	1
High Priority (IS .10-.20)						
Enforcement of codes and ordinances	26%	5	56%	10	0.1151	2
Medium Priority (IS < .10)						
Maintenance of streets, buildings, facilities	45%	2	78%	7	0.0976	3
Traffic flow and congestion management	27%	4	71%	9	0.0780	4
Environmental and sustainability efforts	25%	6	80%	6	0.0519	5
Parks and Recreation programs and facilities	30%	3	85%	3	0.0450	6
Effectiveness of City communication	12%	8	77%	8	0.0283	7
Police services	21%	7	88%	2	0.0249	8
Stormwater runoff/management system	9%	9	81%	4	0.0158	9
Customer service	5%	10	81%	5	0.0099	10
Solid waste services	3%	11	90%	1	0.0025	11

1

Charts and Graphs

Q1. Overall Satisfaction with Major Categories of City Services

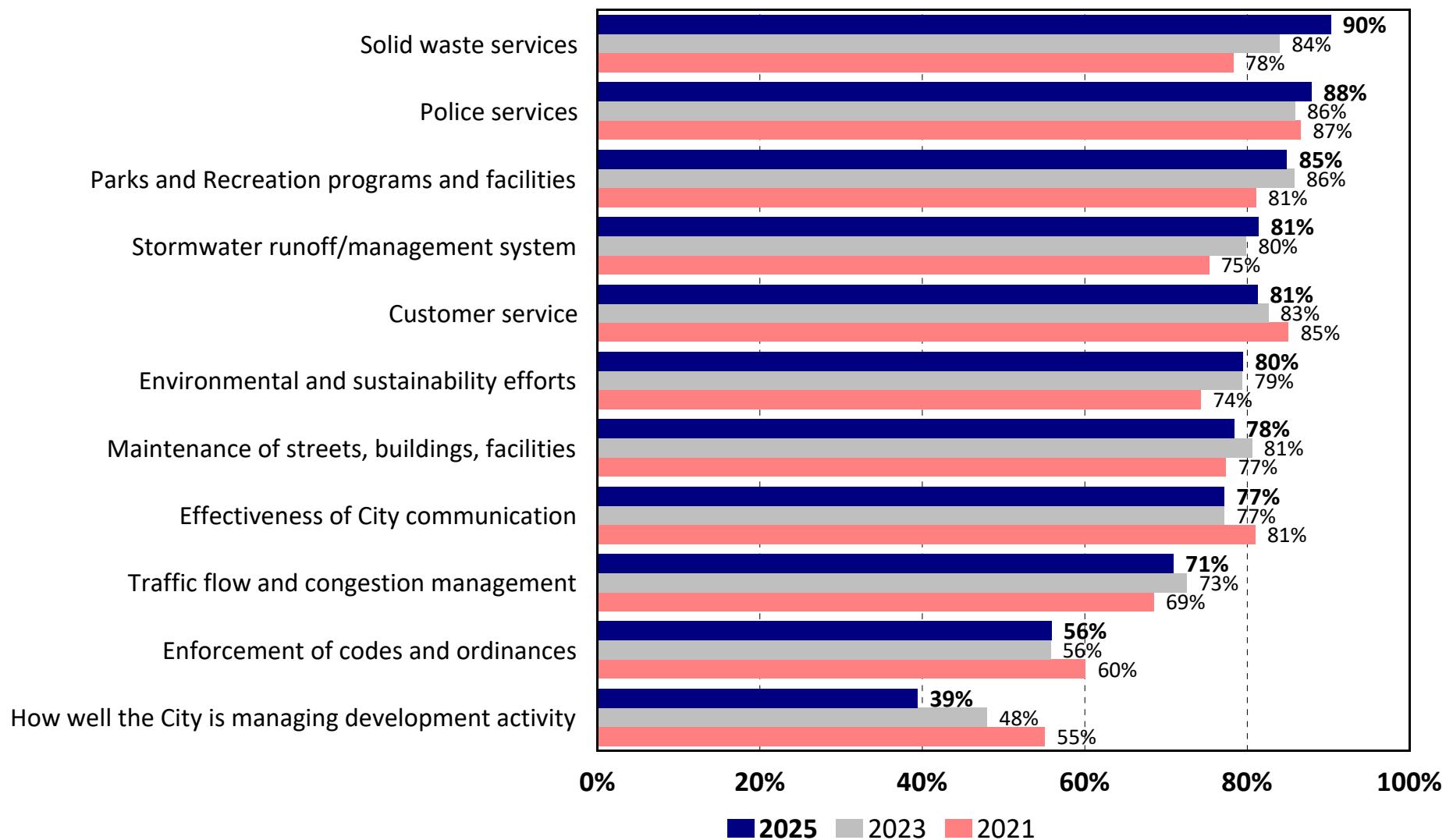
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



Overall Satisfaction with Major Categories of City Services

2021 to 2025

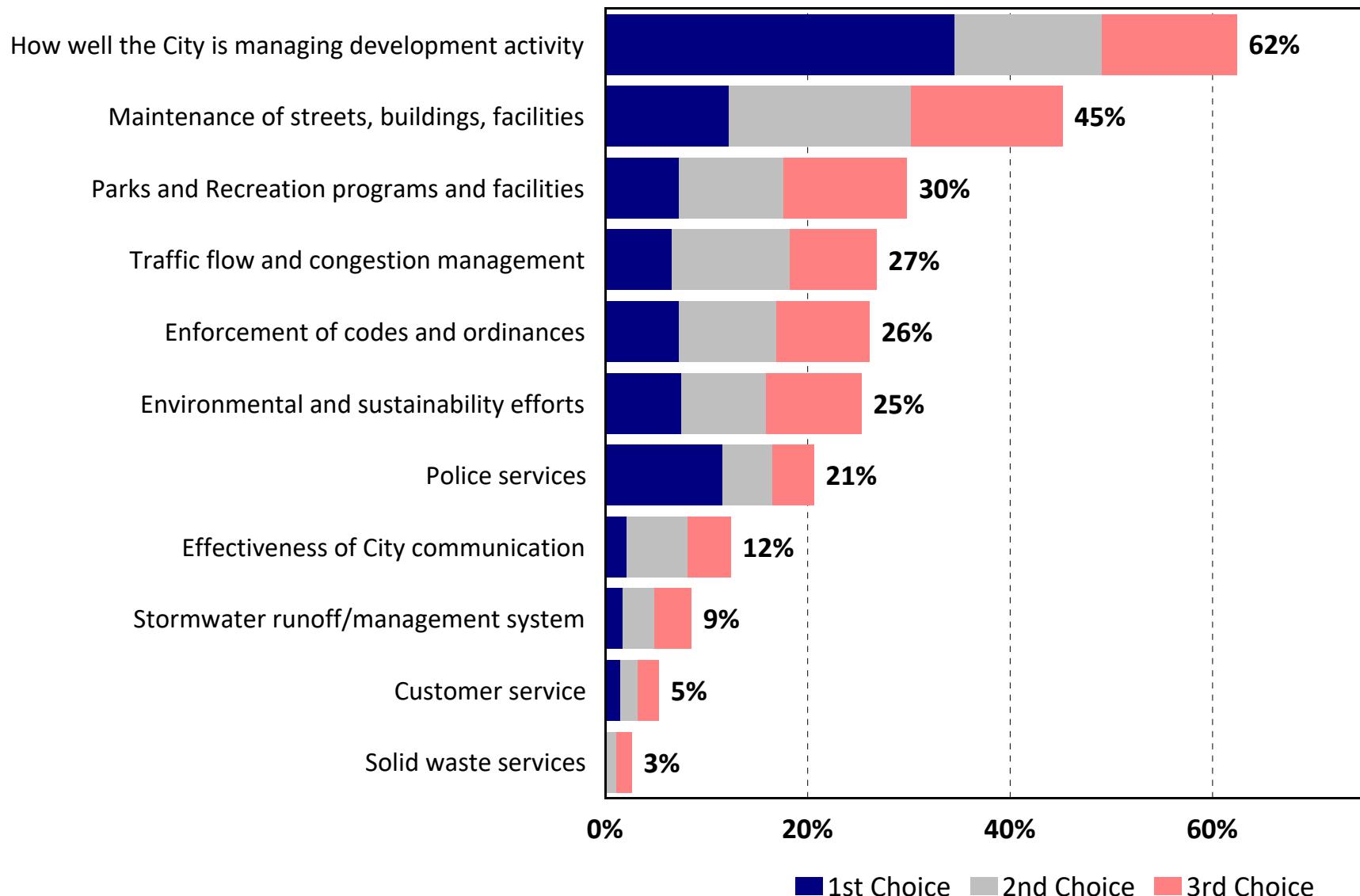
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied”



TRENDS

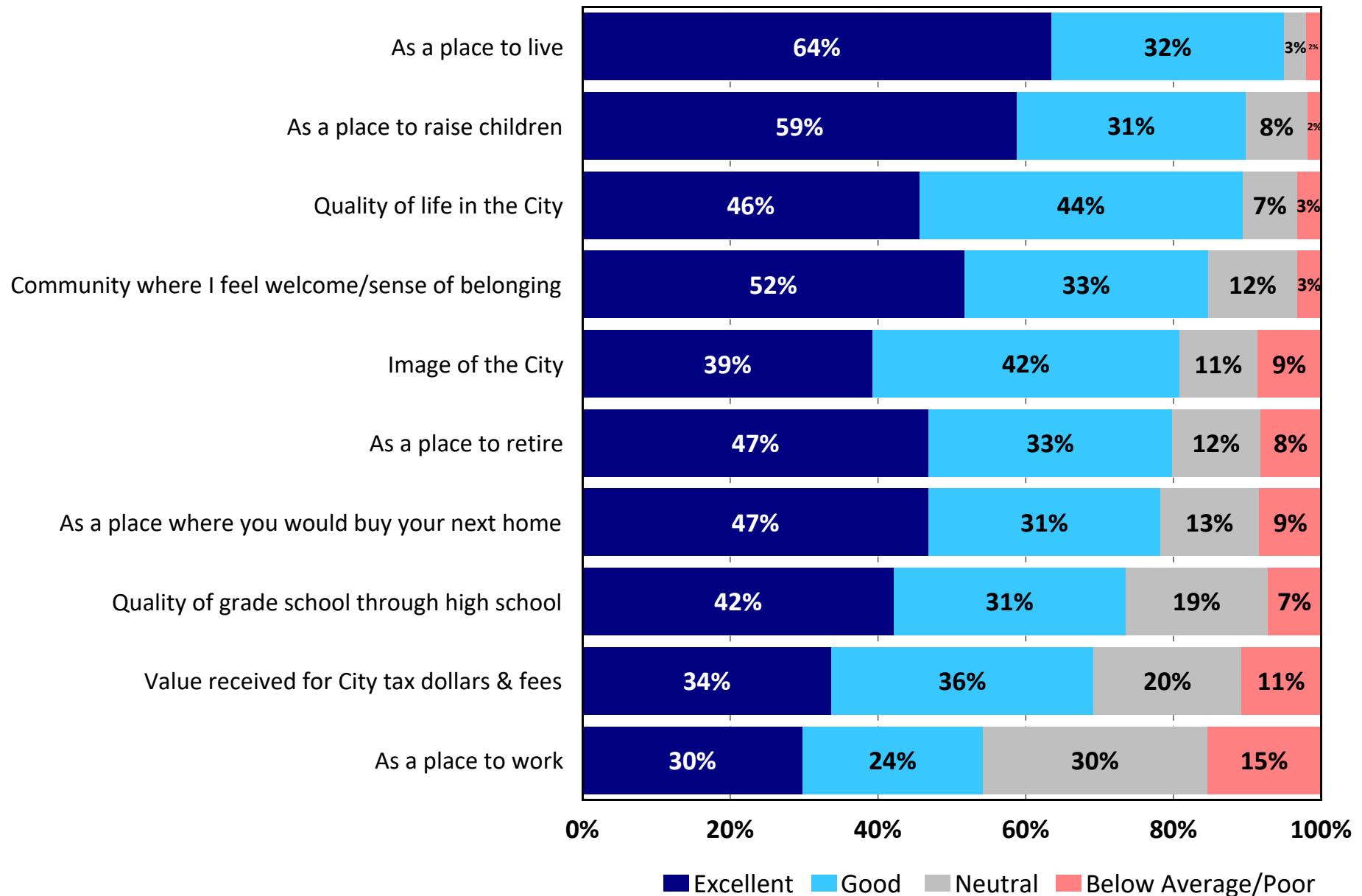
Q2. Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



Q3. Ratings of Quality of Life in Roeland Park

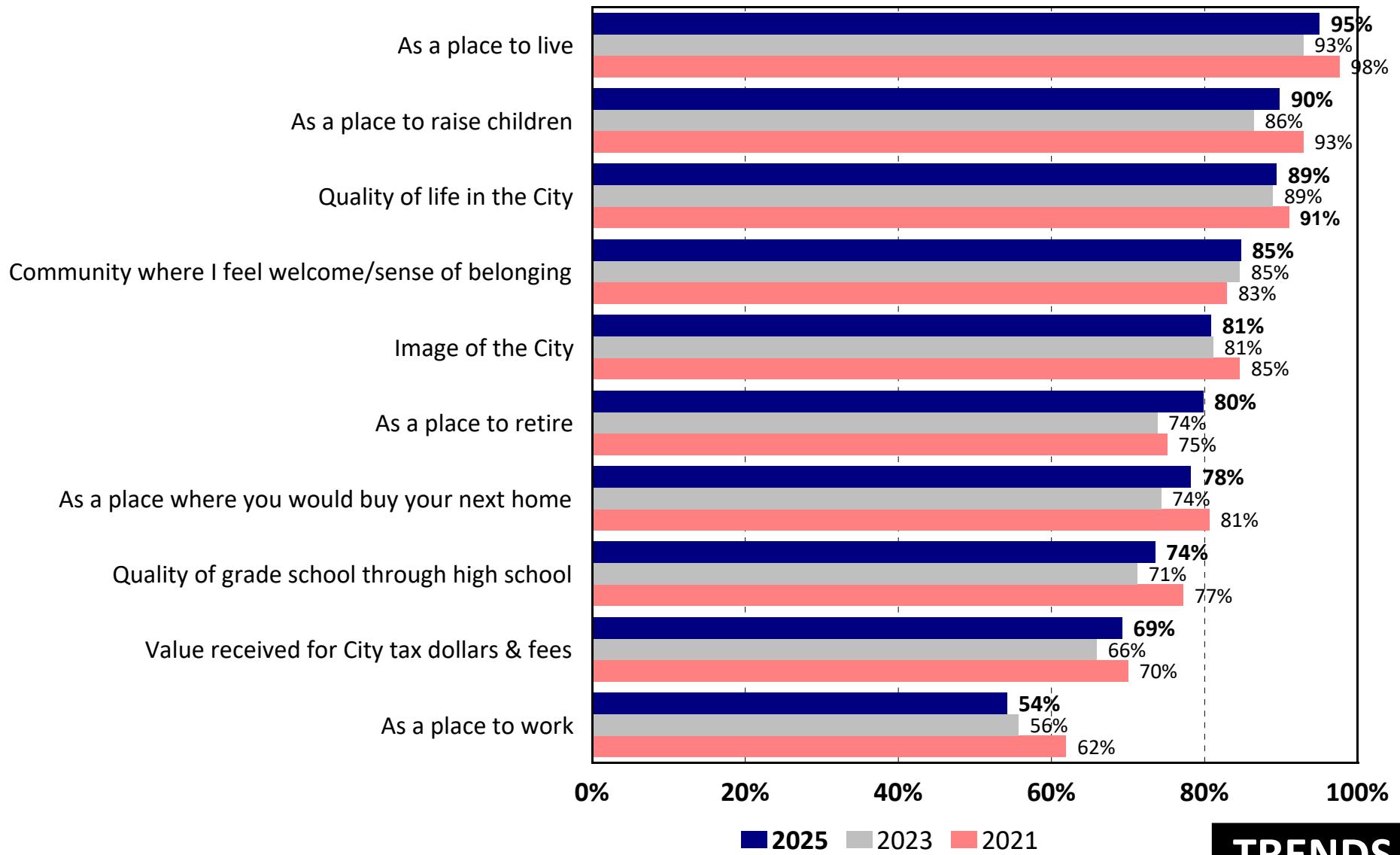
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



Ratings of Quality of Life in Roeland Park

2021 to 2025

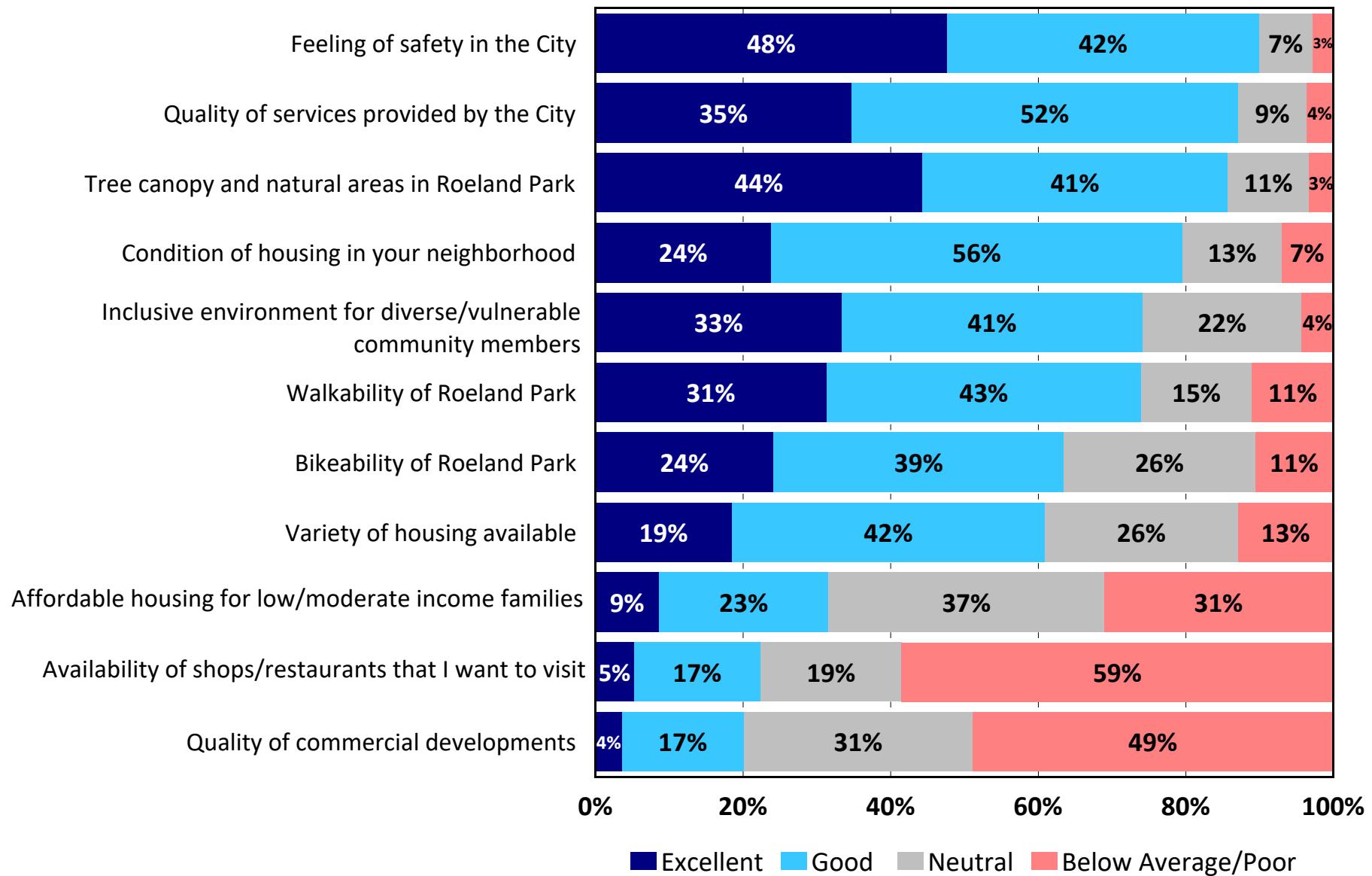
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “excellent” and 1 was “poor”



TRENDS

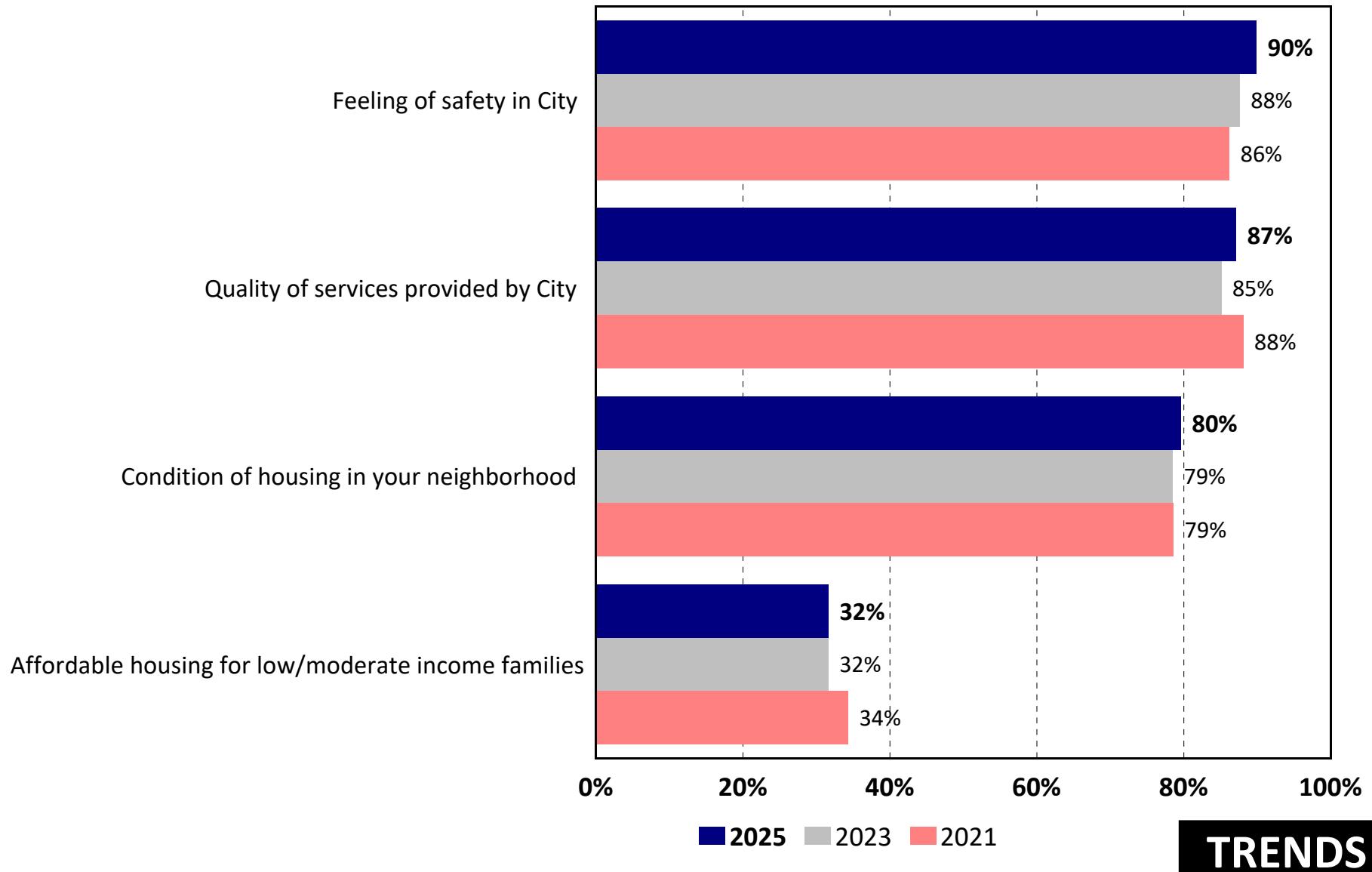
Q4. Ratings of Items that Influence Perception of the City of Roeland Park

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



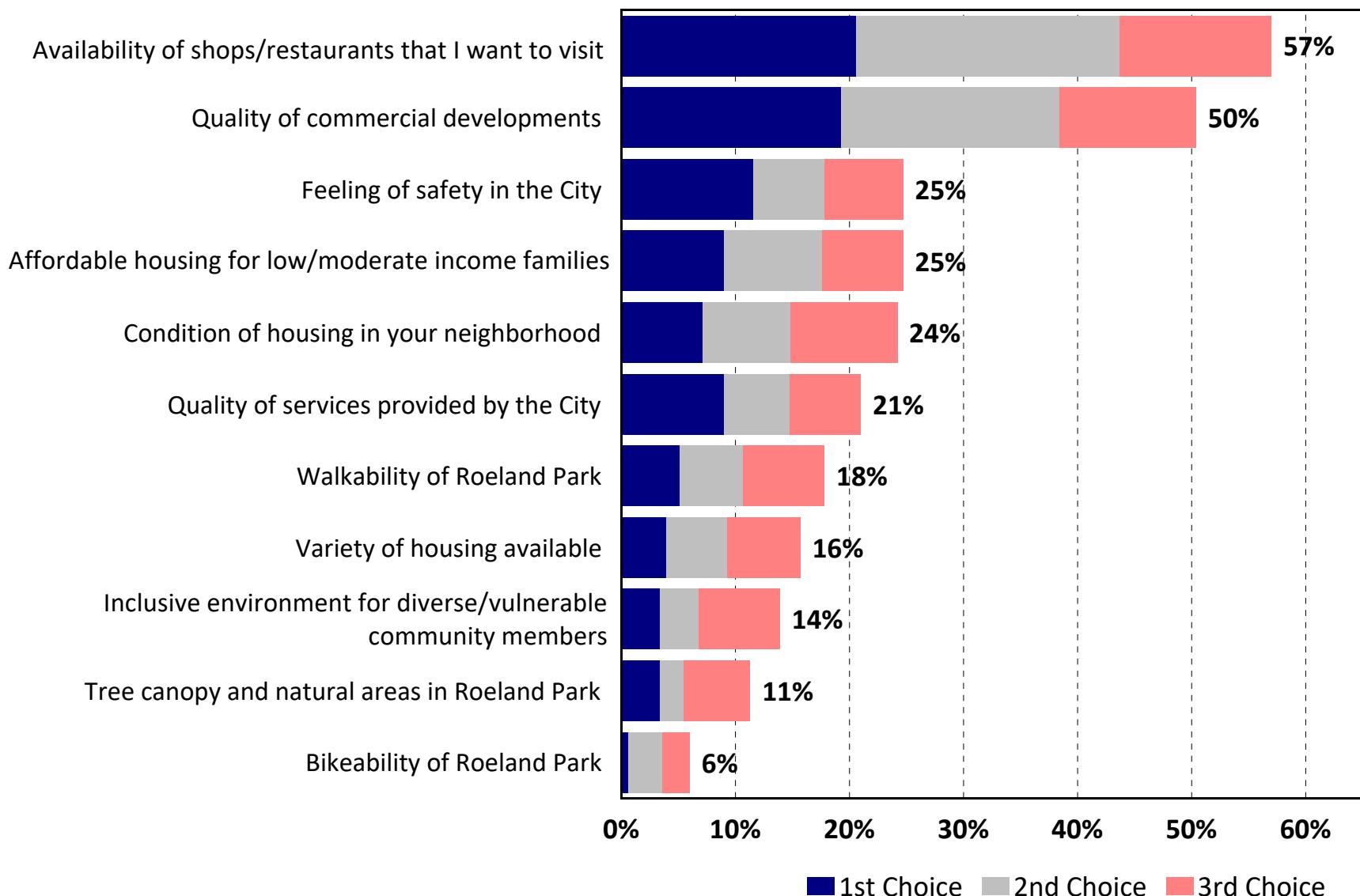
Ratings of Items that Influence Perception of the City of Roeland Park - 2021 to 2025

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



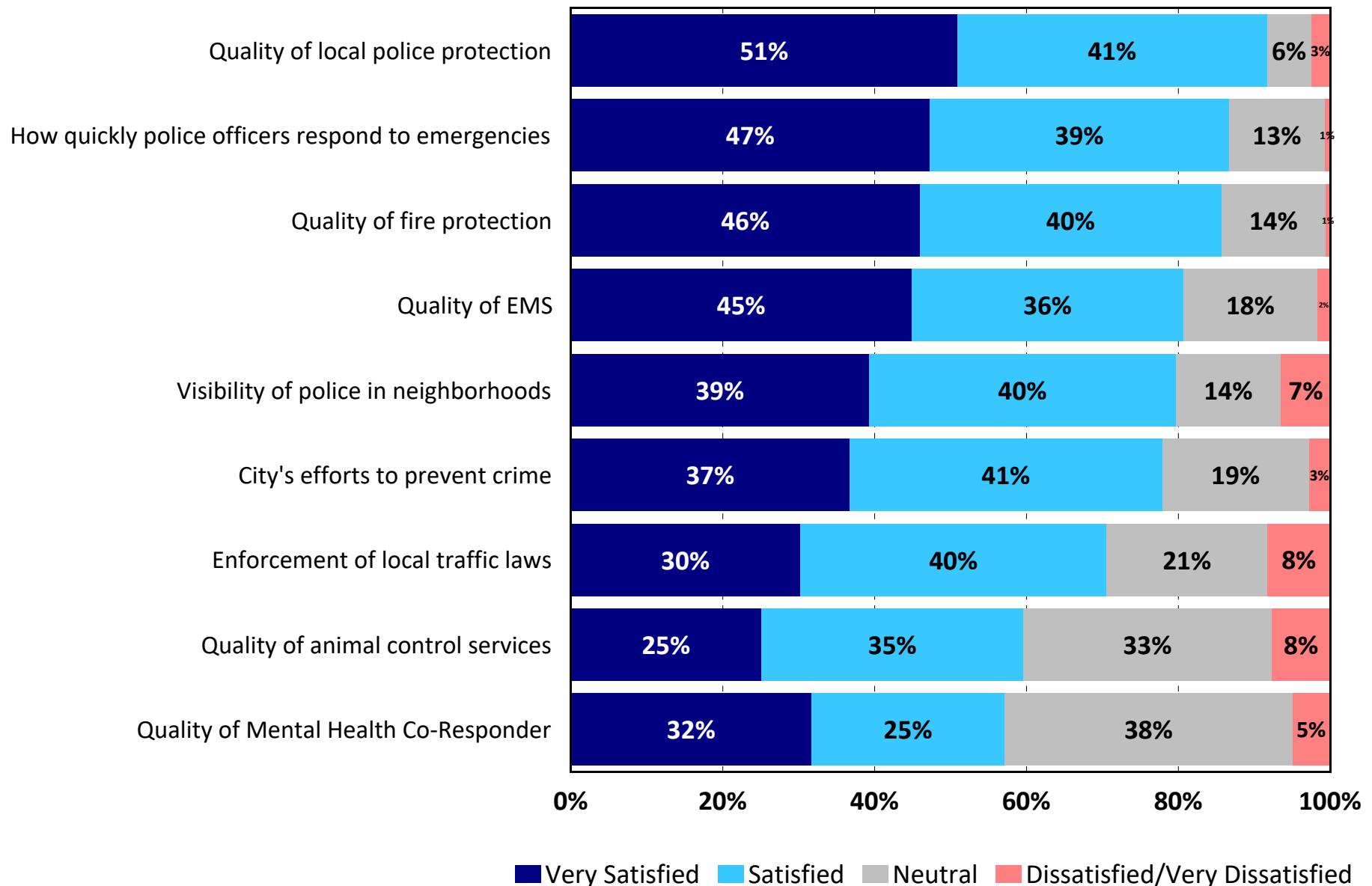
Q5. Perception Items That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



Q6. Overall Satisfaction with Public Safety Services

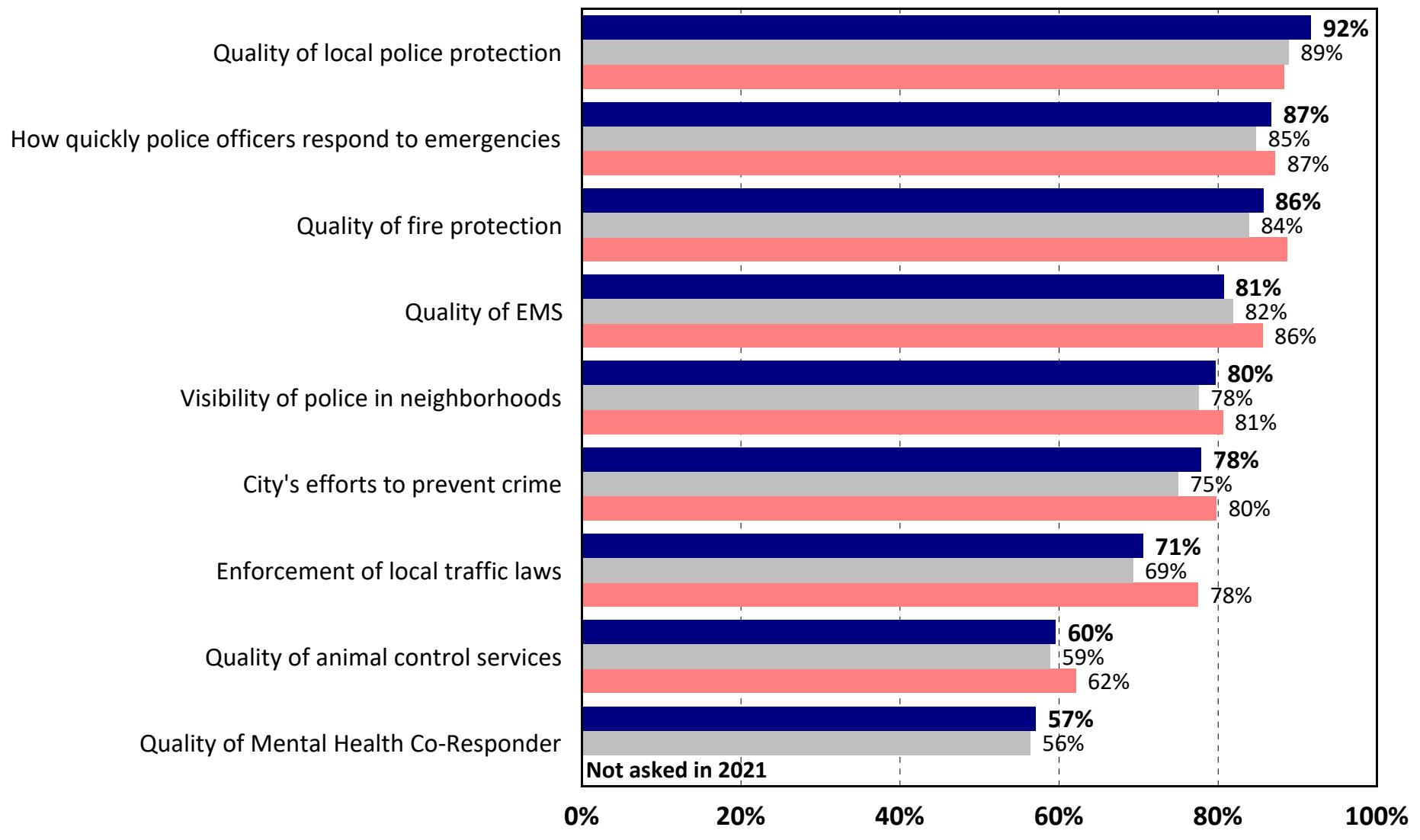
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



Overall Satisfaction with Public Safety Services

2021 to 2025

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”

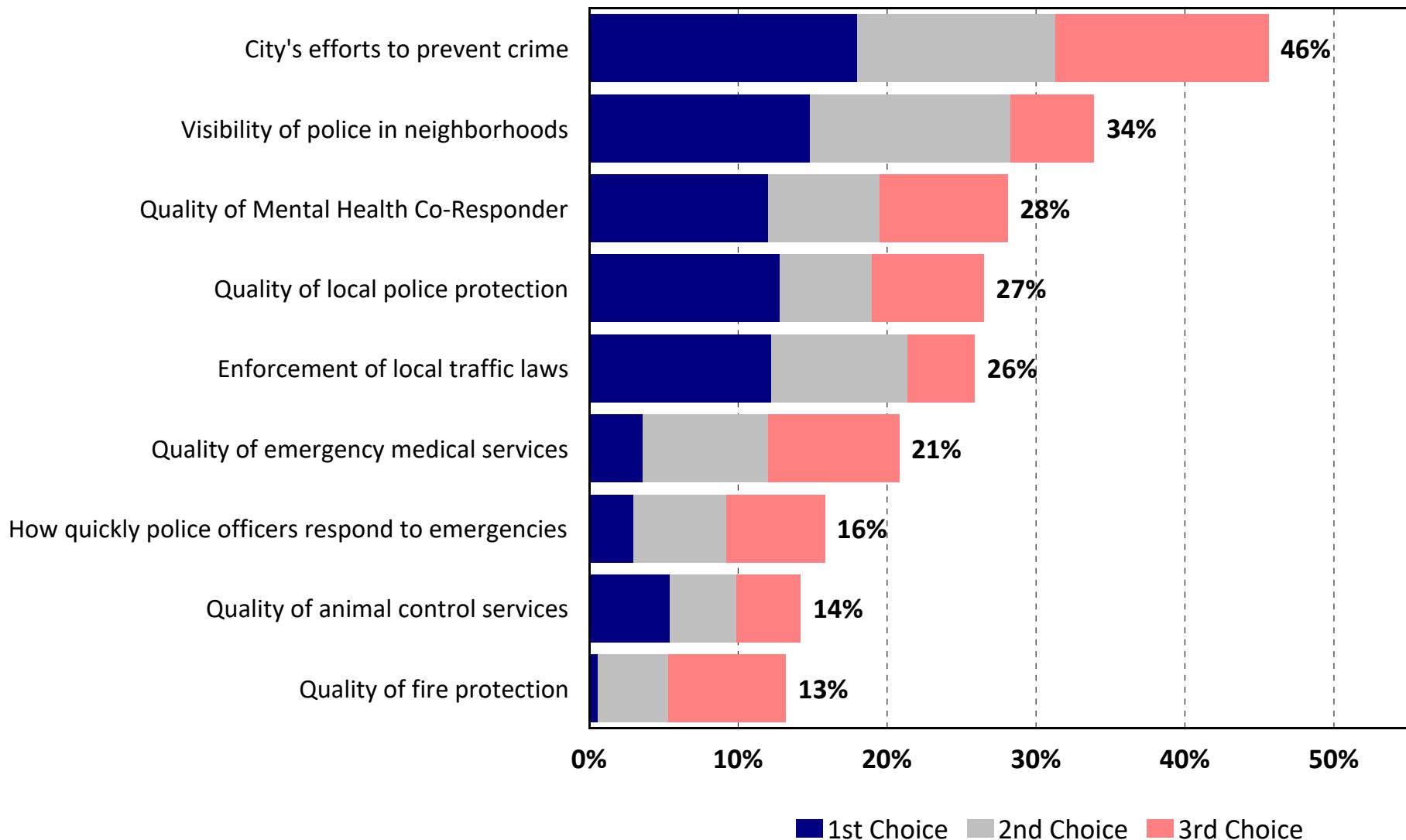


■ 2025 ■ 2023 ■ 2021

TRENDS

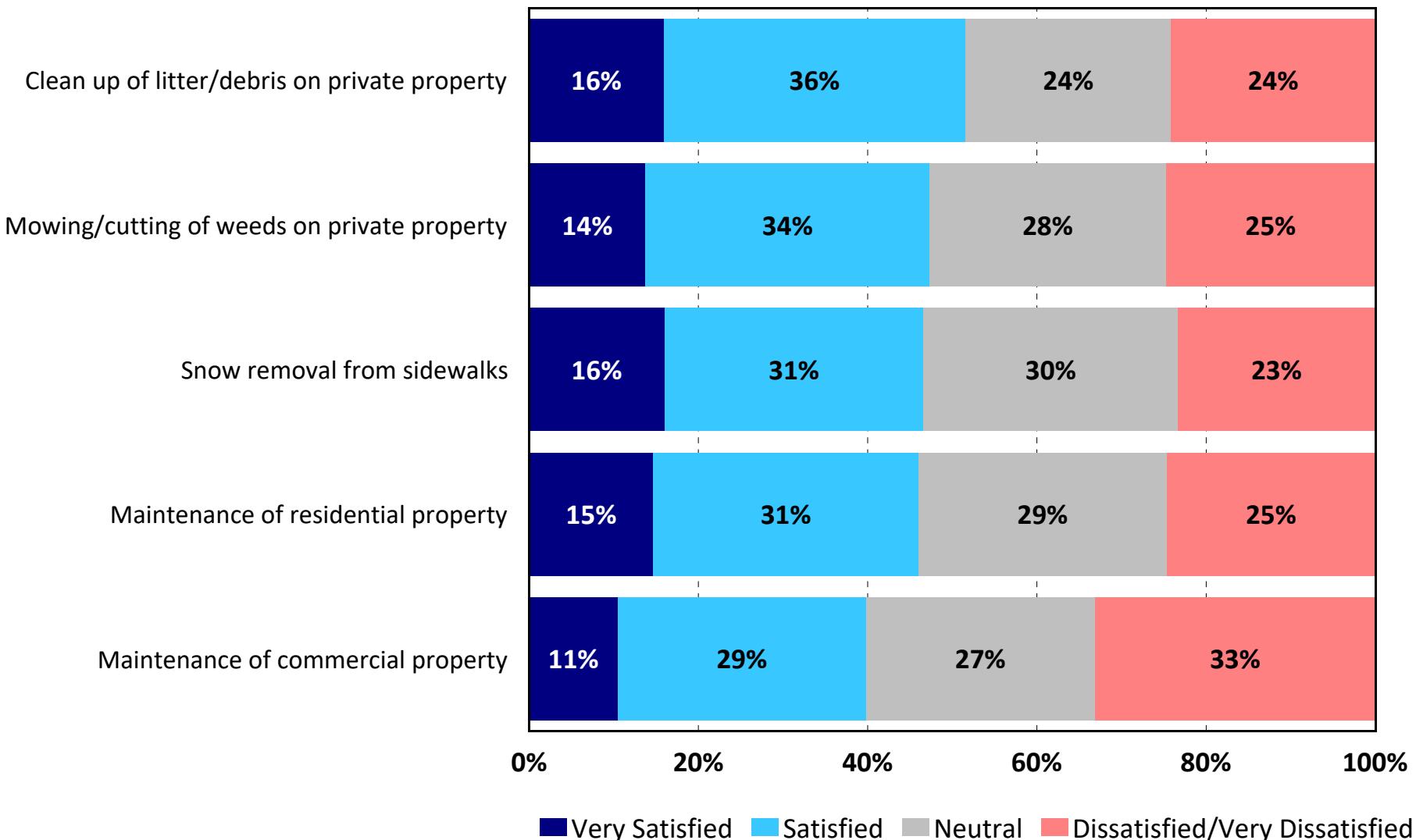
Q7. Public Safety Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



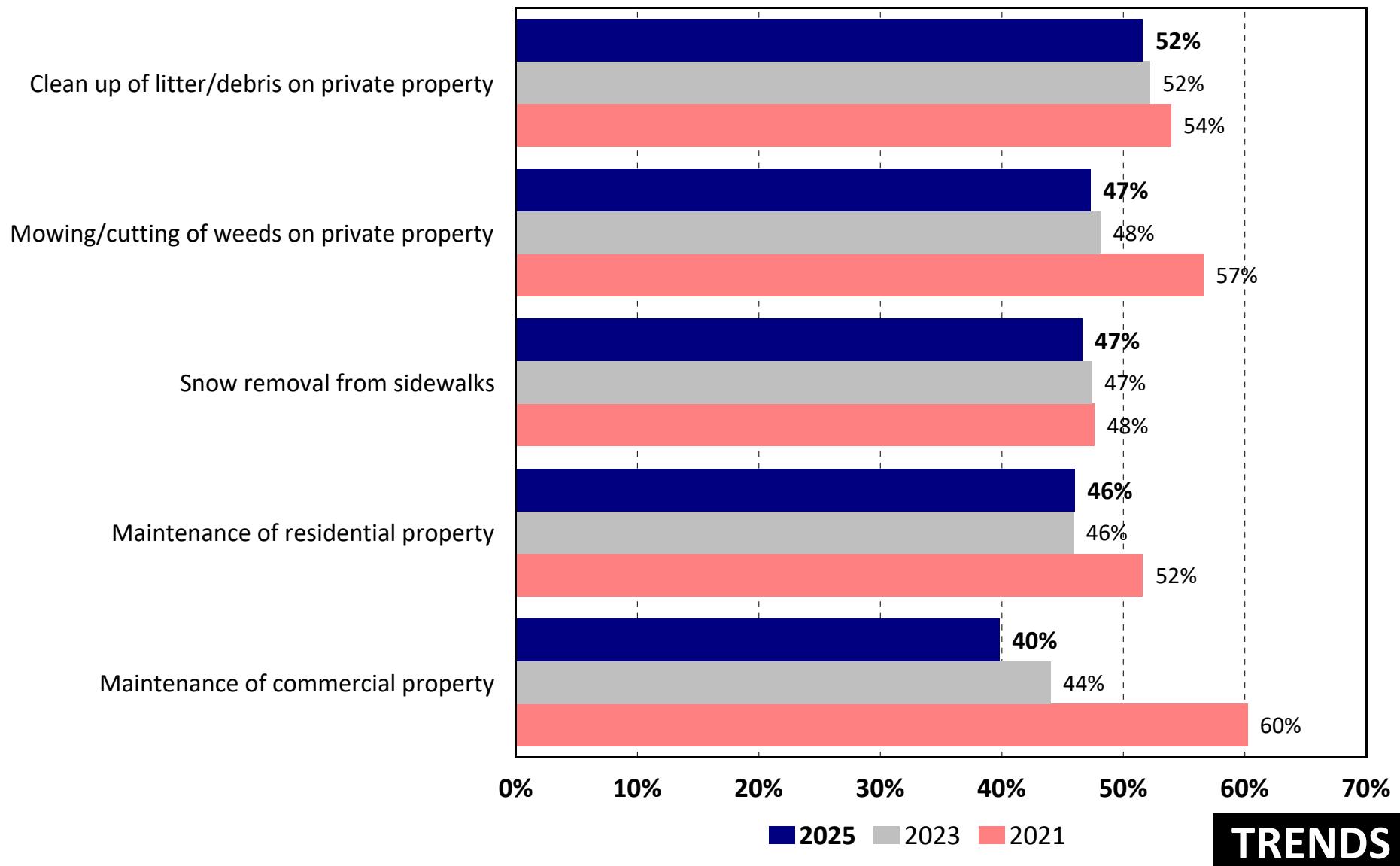
Q8. Overall Satisfaction with the Enforcement of City Codes and Ordinances

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



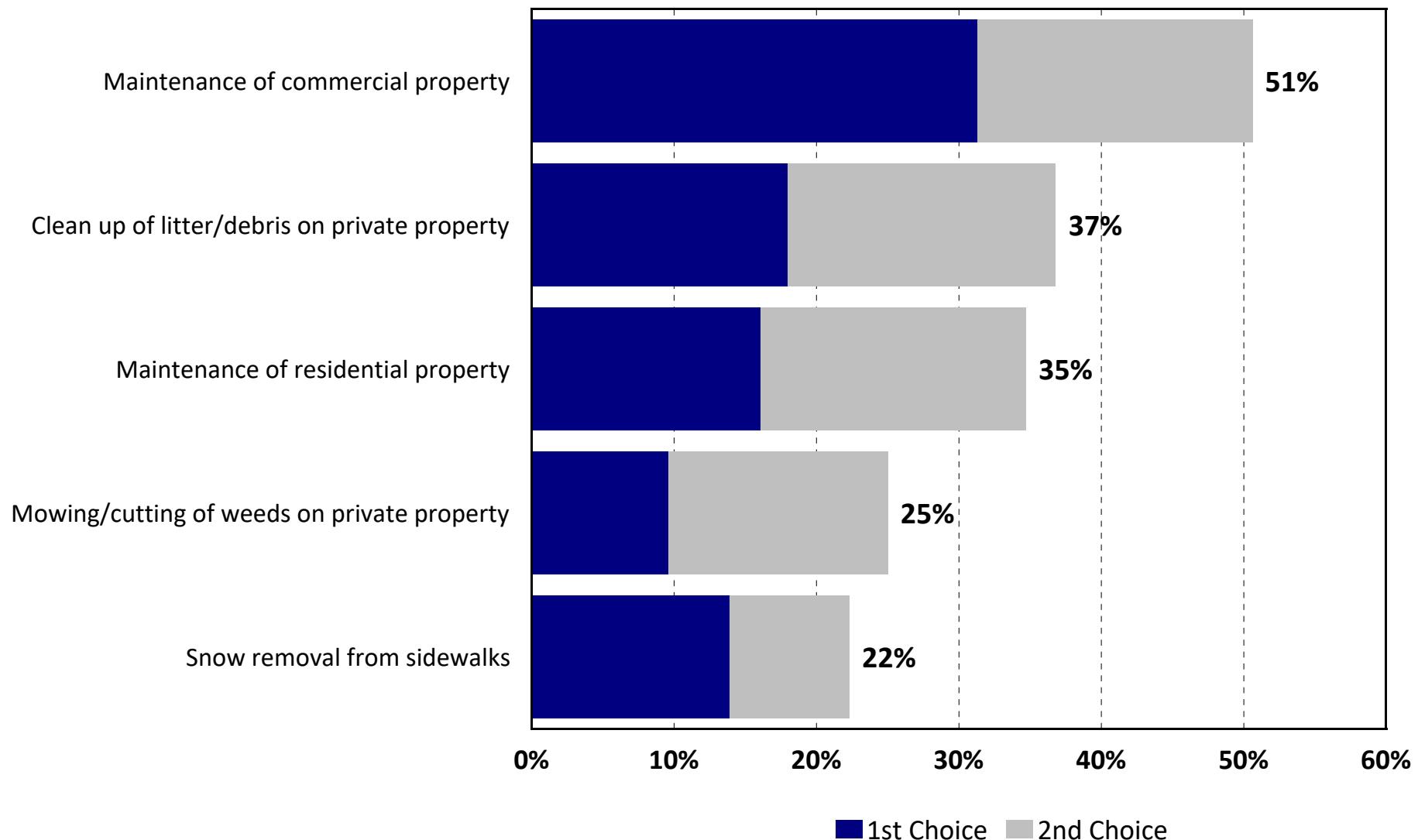
Overall Satisfaction with the Enforcement of City Codes and Ordinances - 2021 to 2025

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



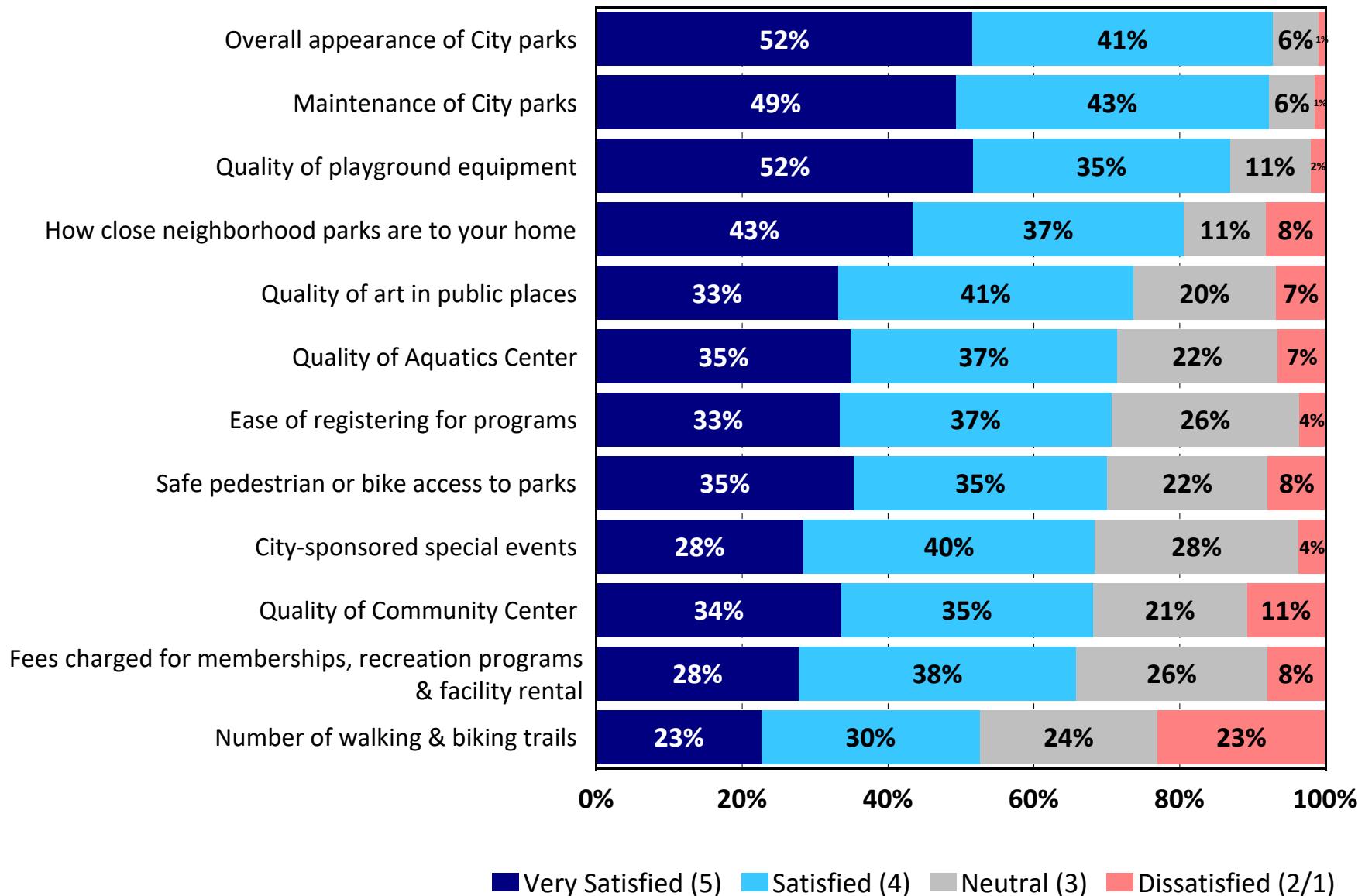
Q9. Code Enforcement Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



Q10. Overall Satisfaction with Parks and Recreation

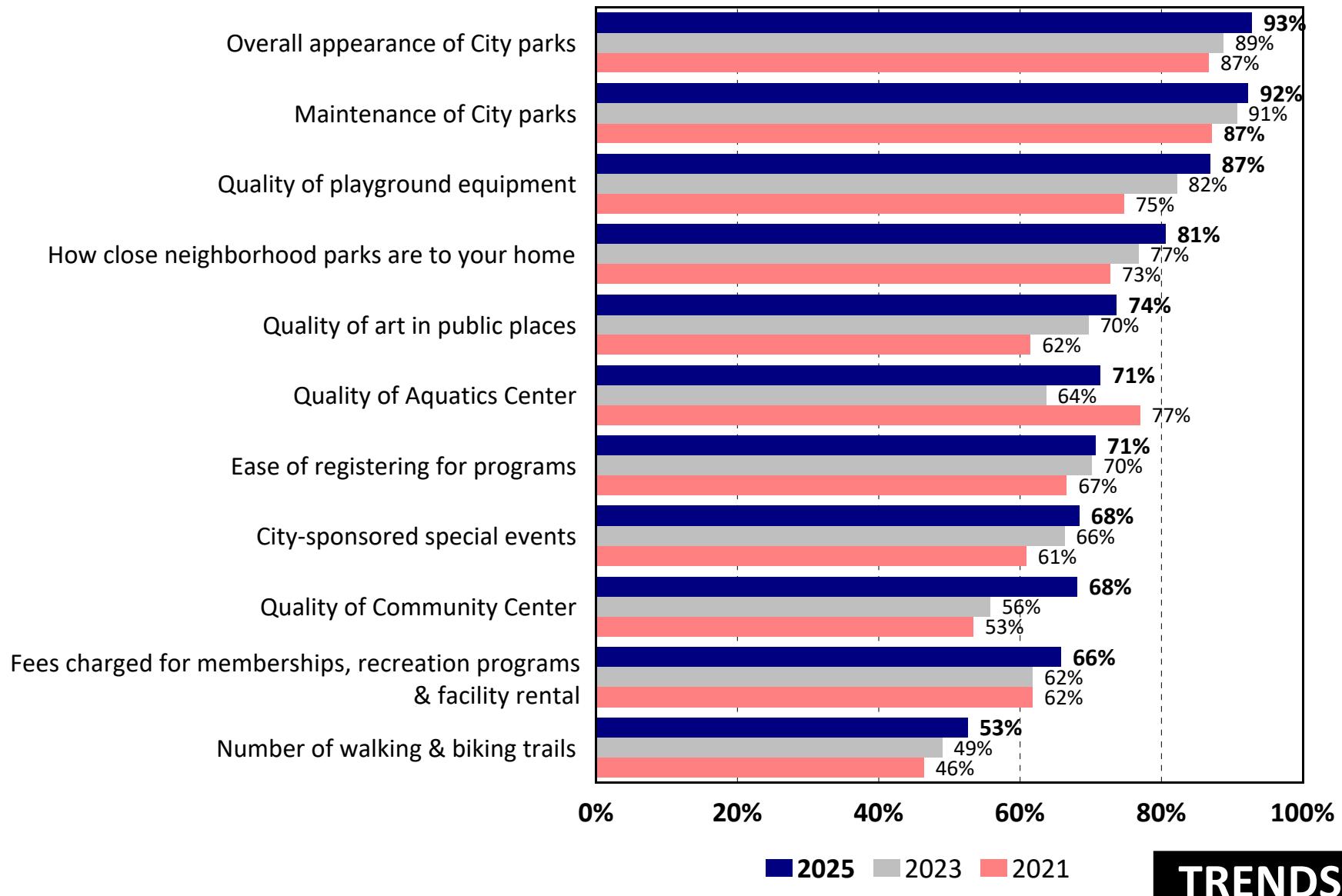
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



Overall Satisfaction with Parks and Recreation

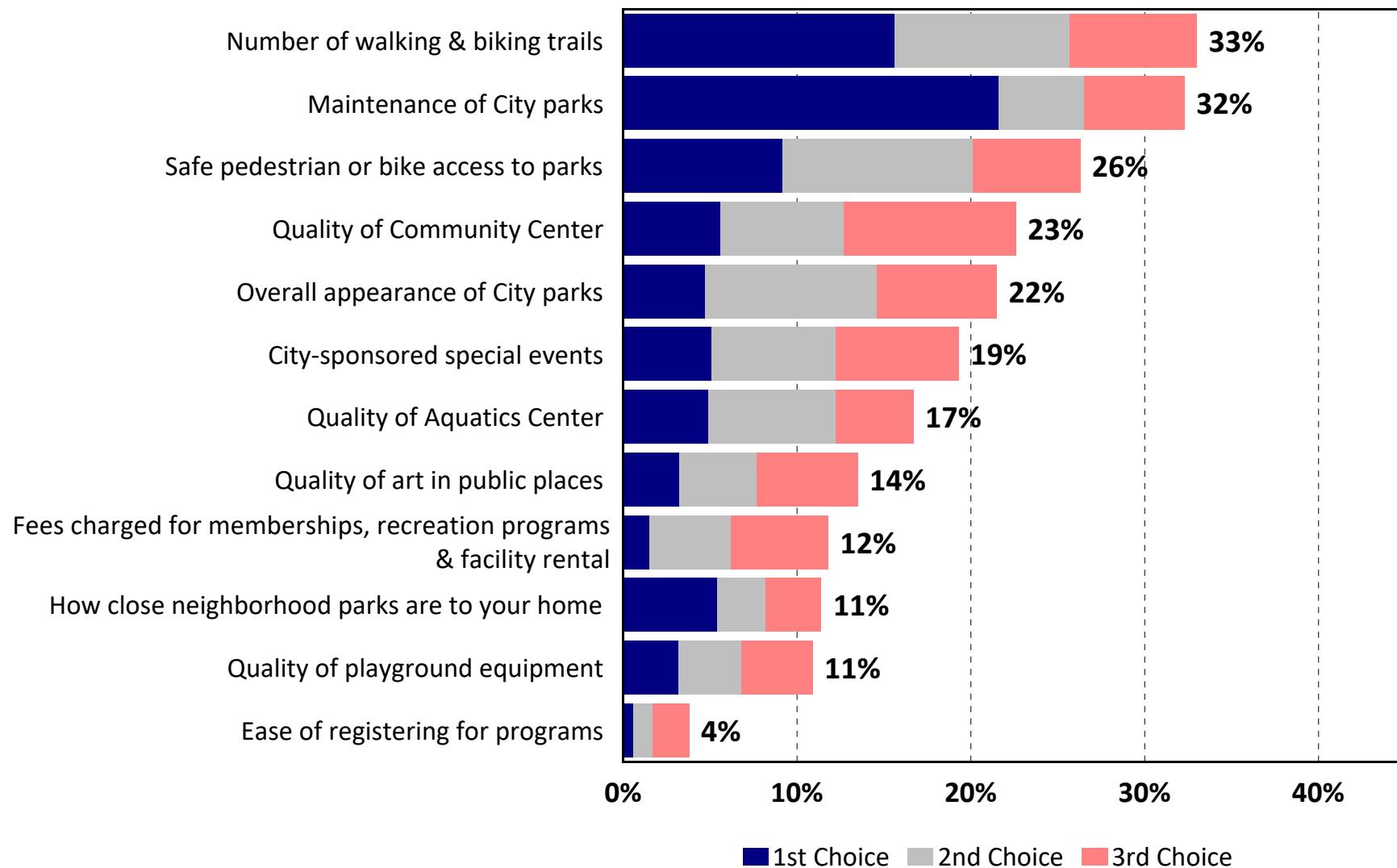
2021 to 2025

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



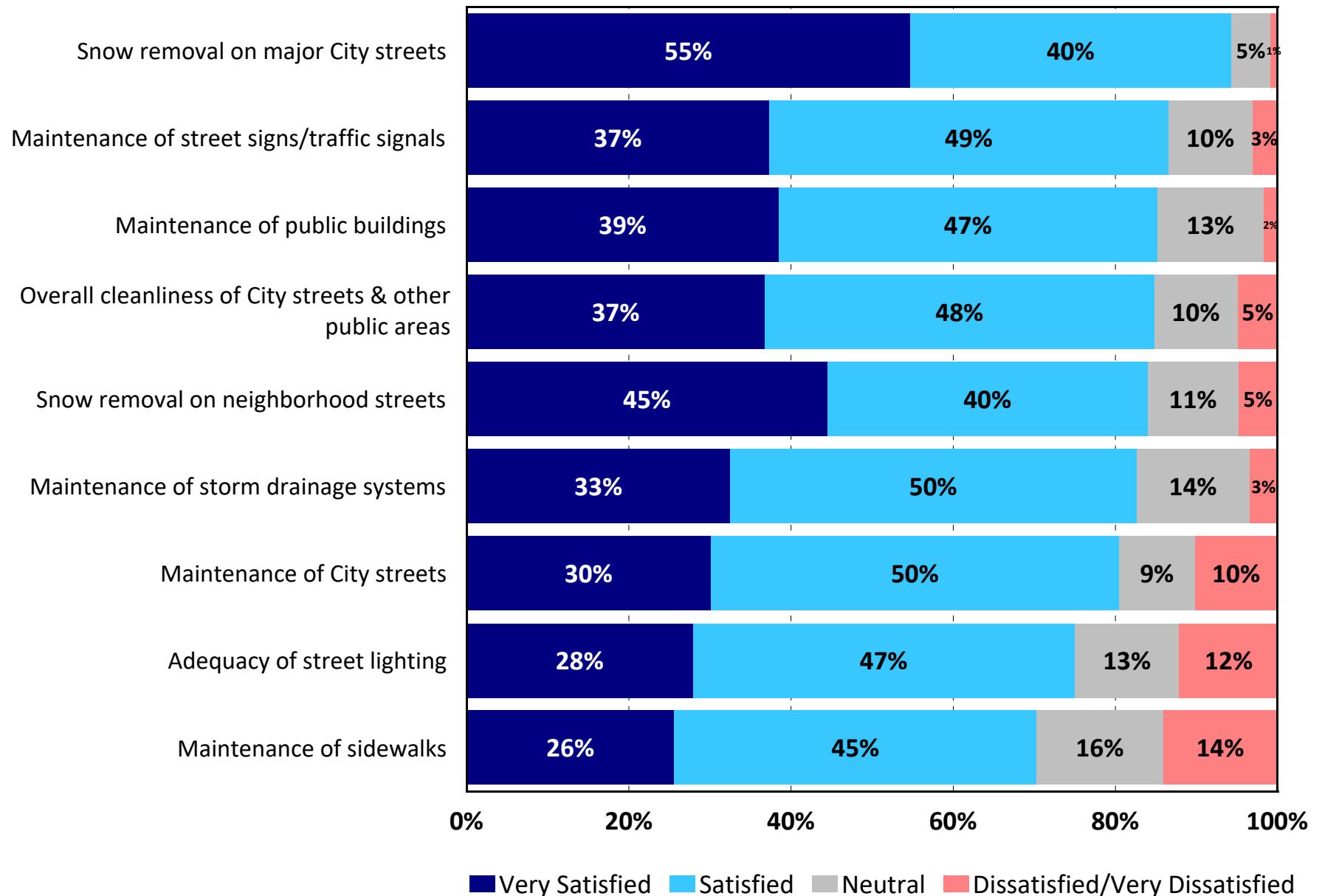
Q11. Parks and Recreation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



Q12. Overall Satisfaction with City Maintenance

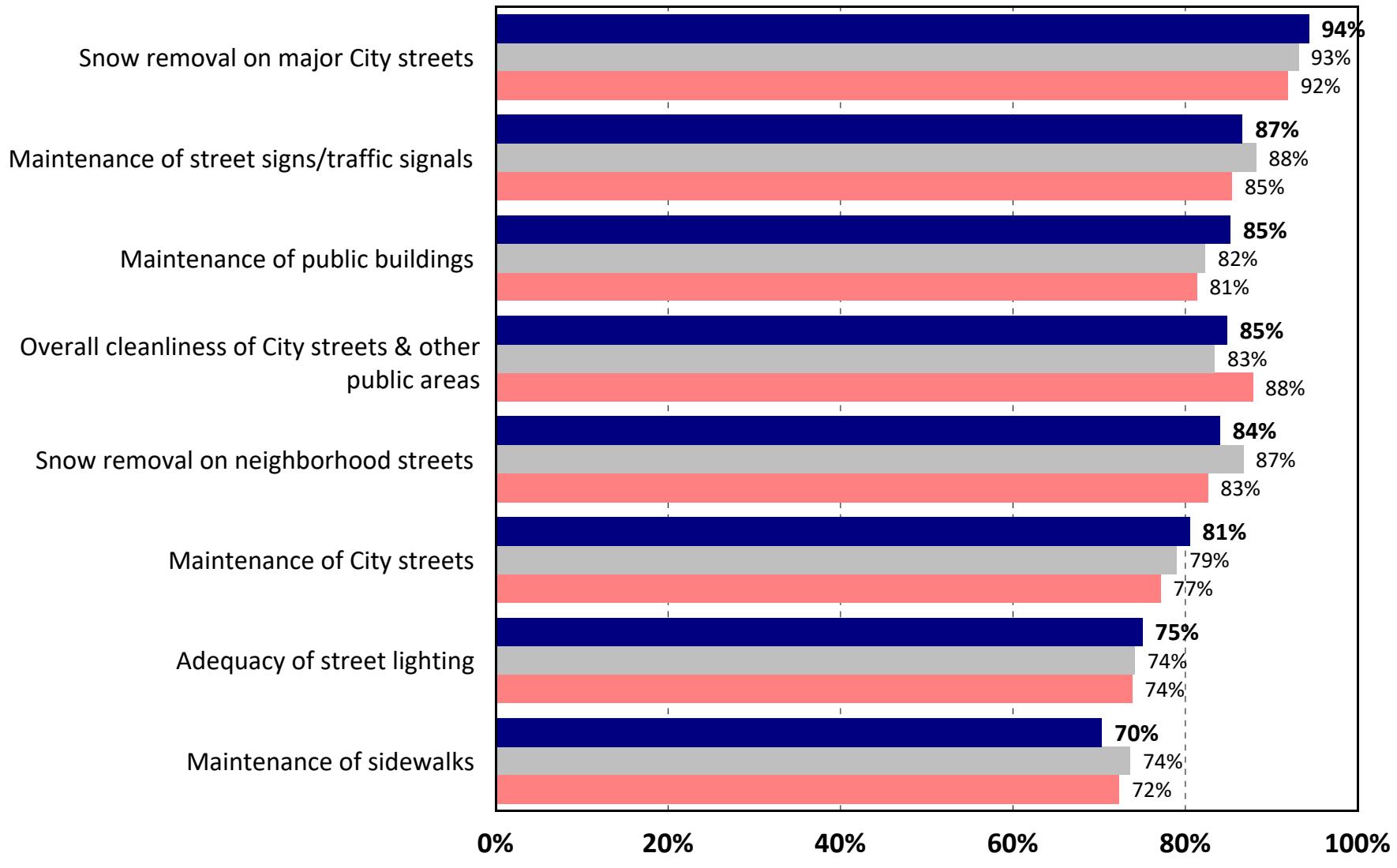
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



Overall Satisfaction with City Maintenance

2021 to 2025

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"

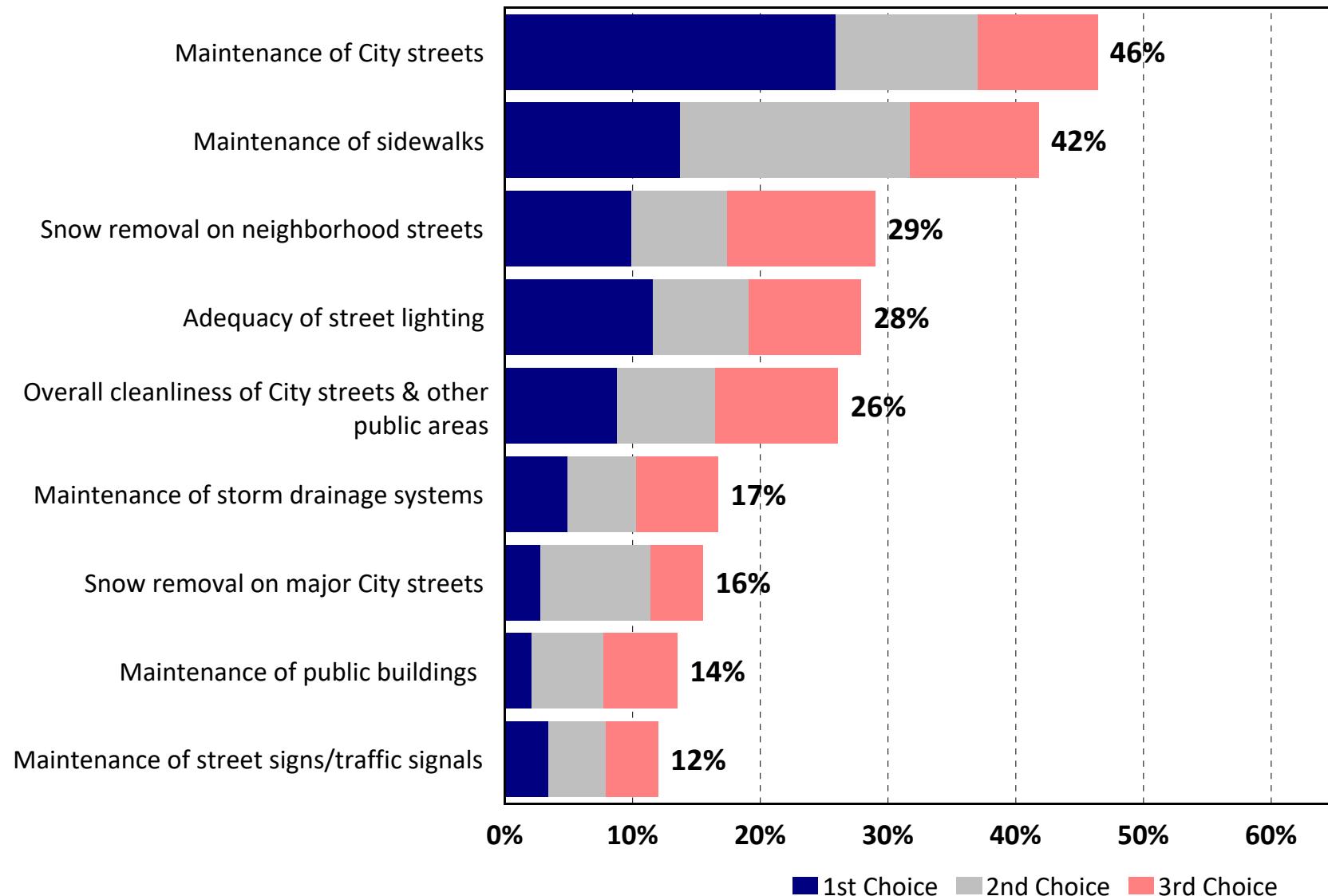


■ 2025 ■ 2023 ■ 2021

TRENDS

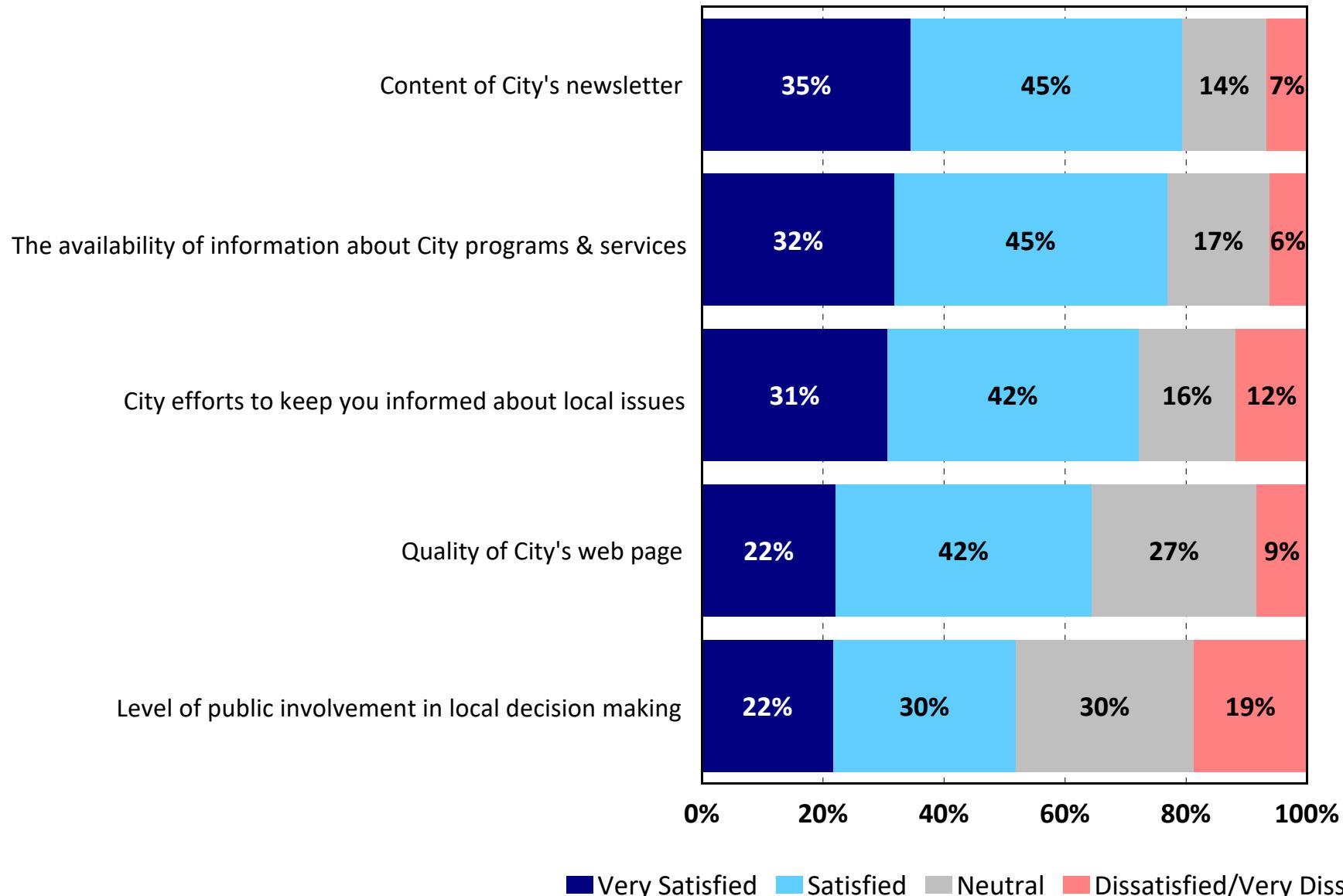
Q13. Maintenance Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



Q14. Overall Satisfaction with City Communication

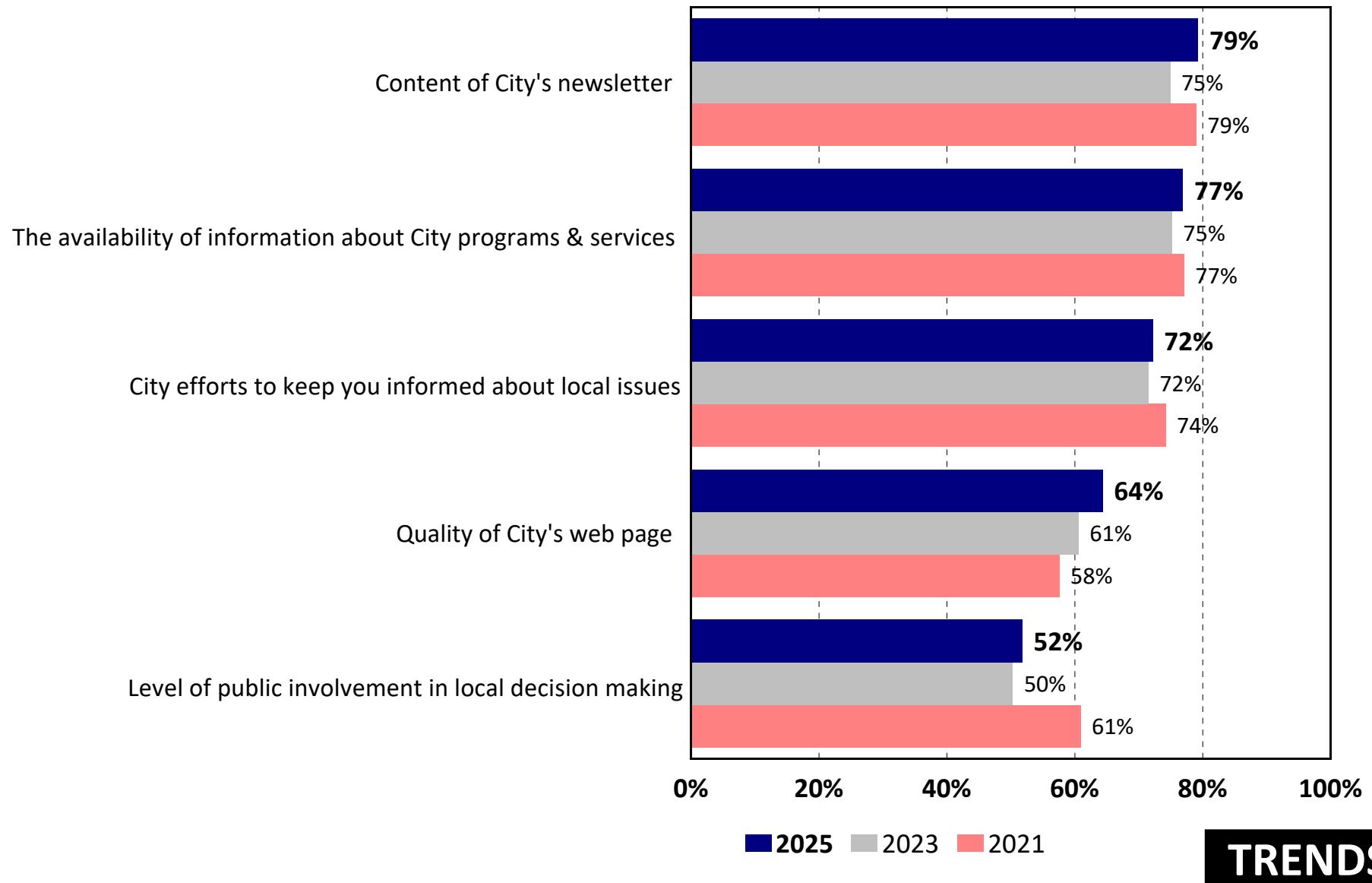
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



Overall Satisfaction with City Communication

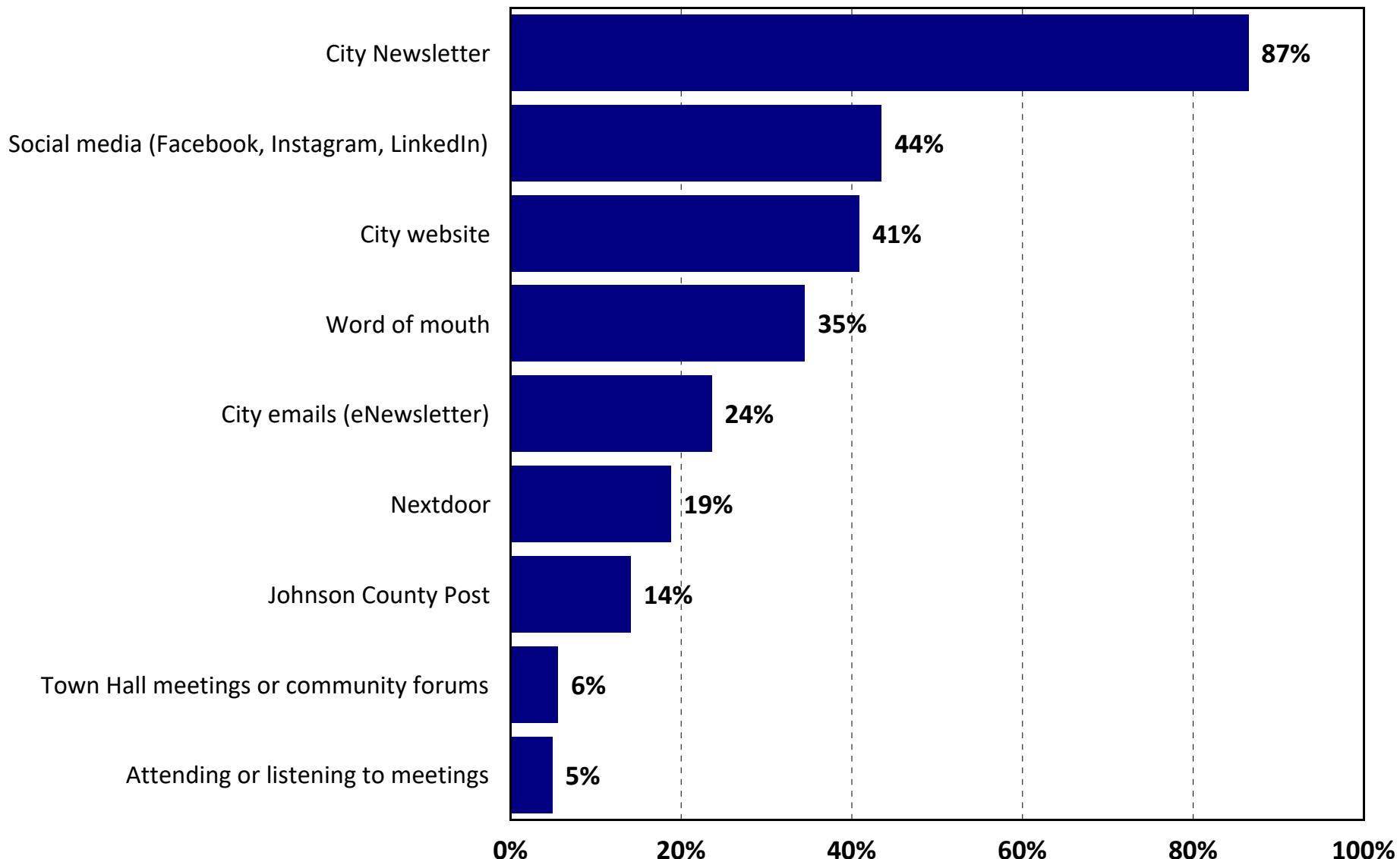
2021 to 2025

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"



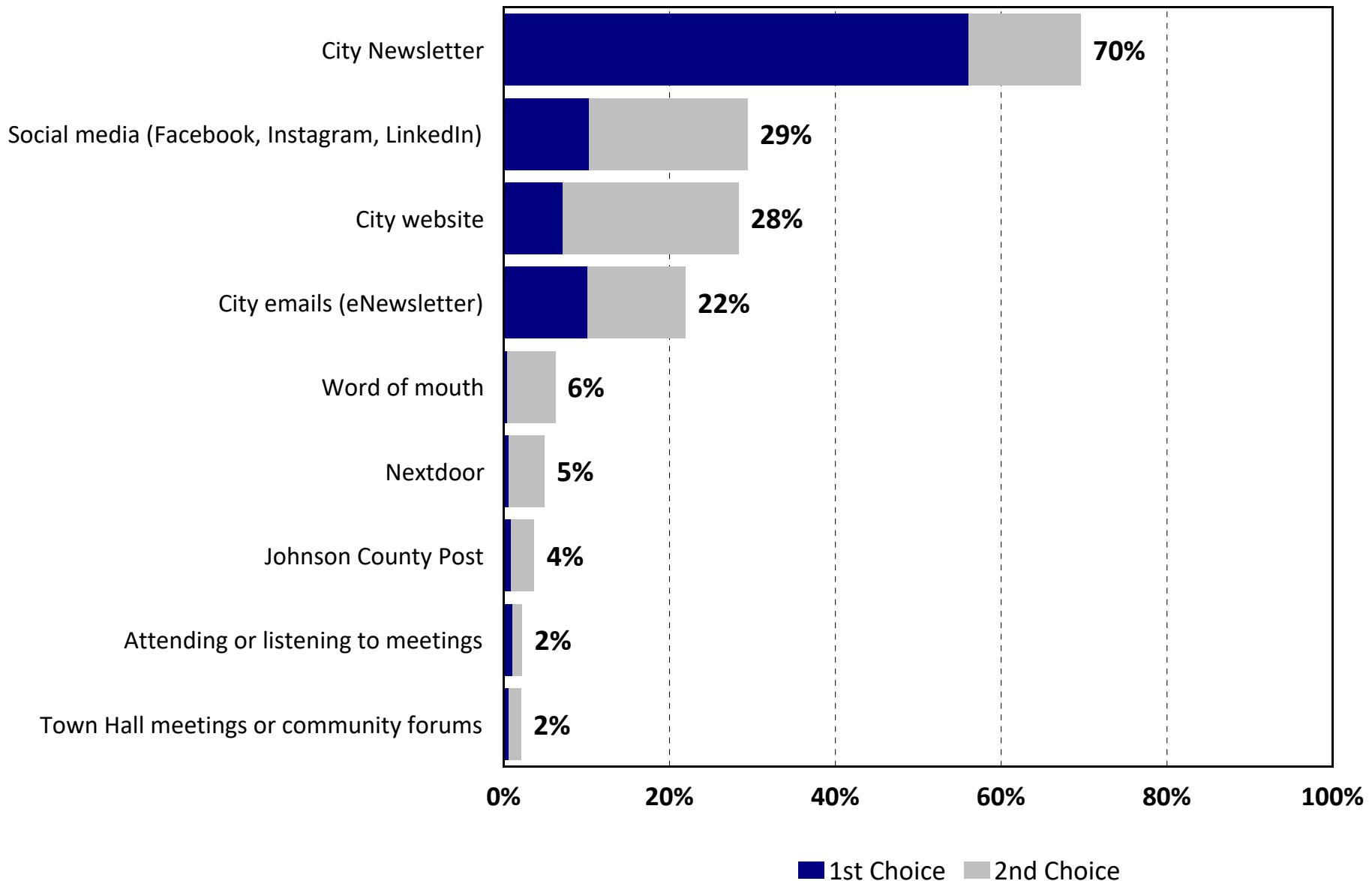
Q15. What sources do you currently USE MOST to get information about the City of Roeland Park?

by percentage of respondents (multiple selections could be made)



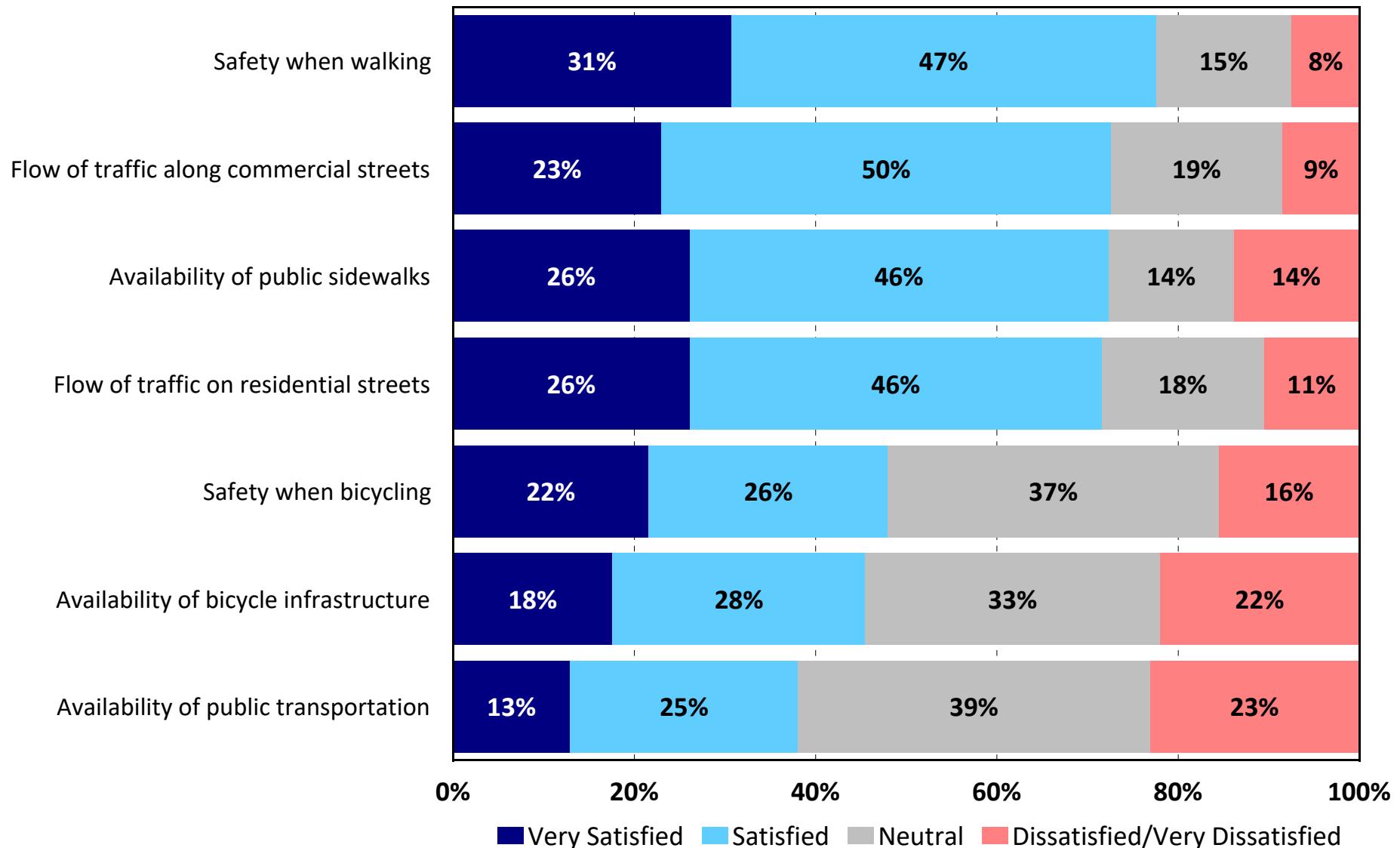
Q16. Most Preferred Sources of Information

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



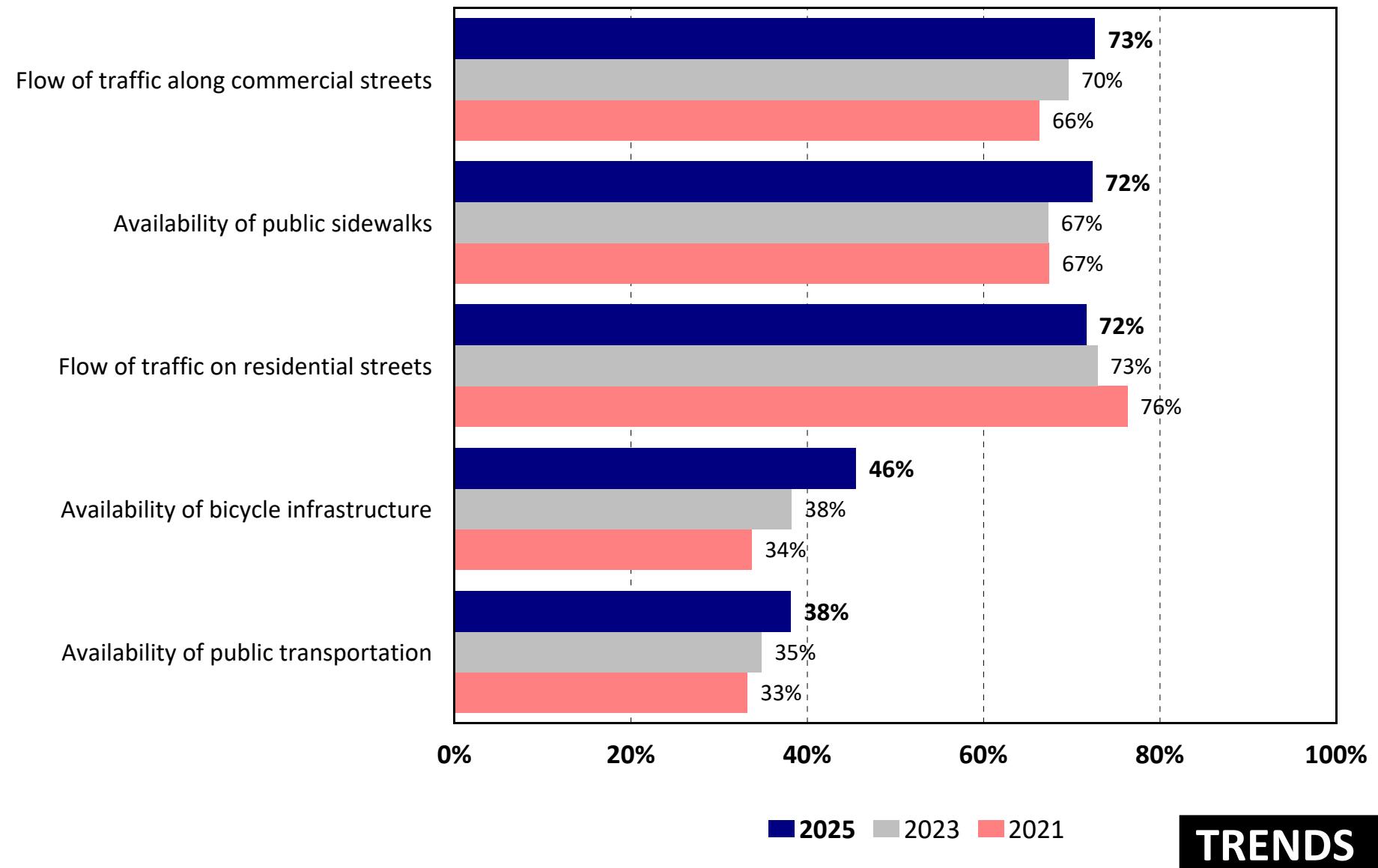
Q17. Overall Satisfaction with Transportation Connectivity and Safety

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



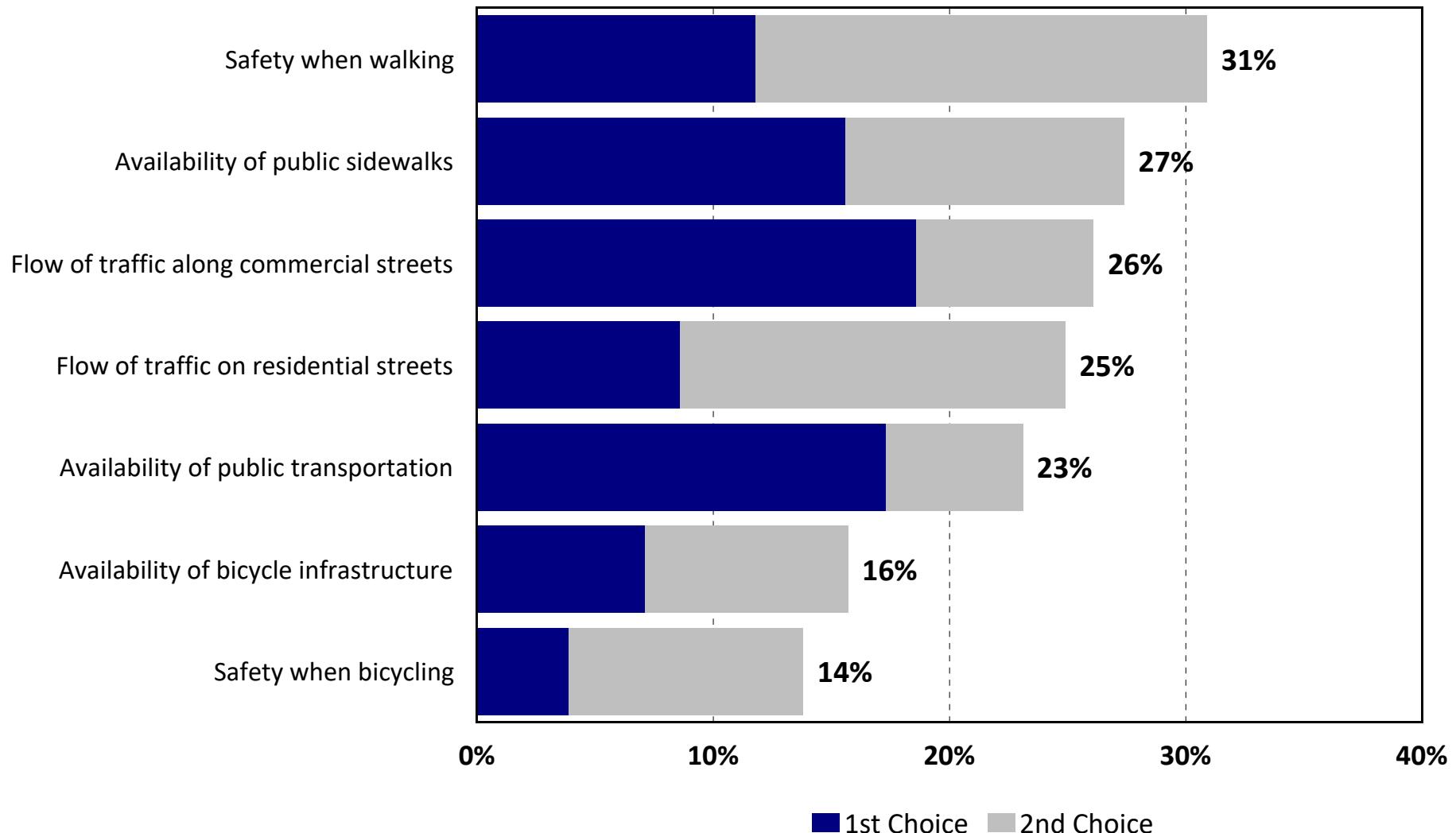
Overall Satisfaction with Transportation Connectivity and Safety - 2021 to 2025

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"



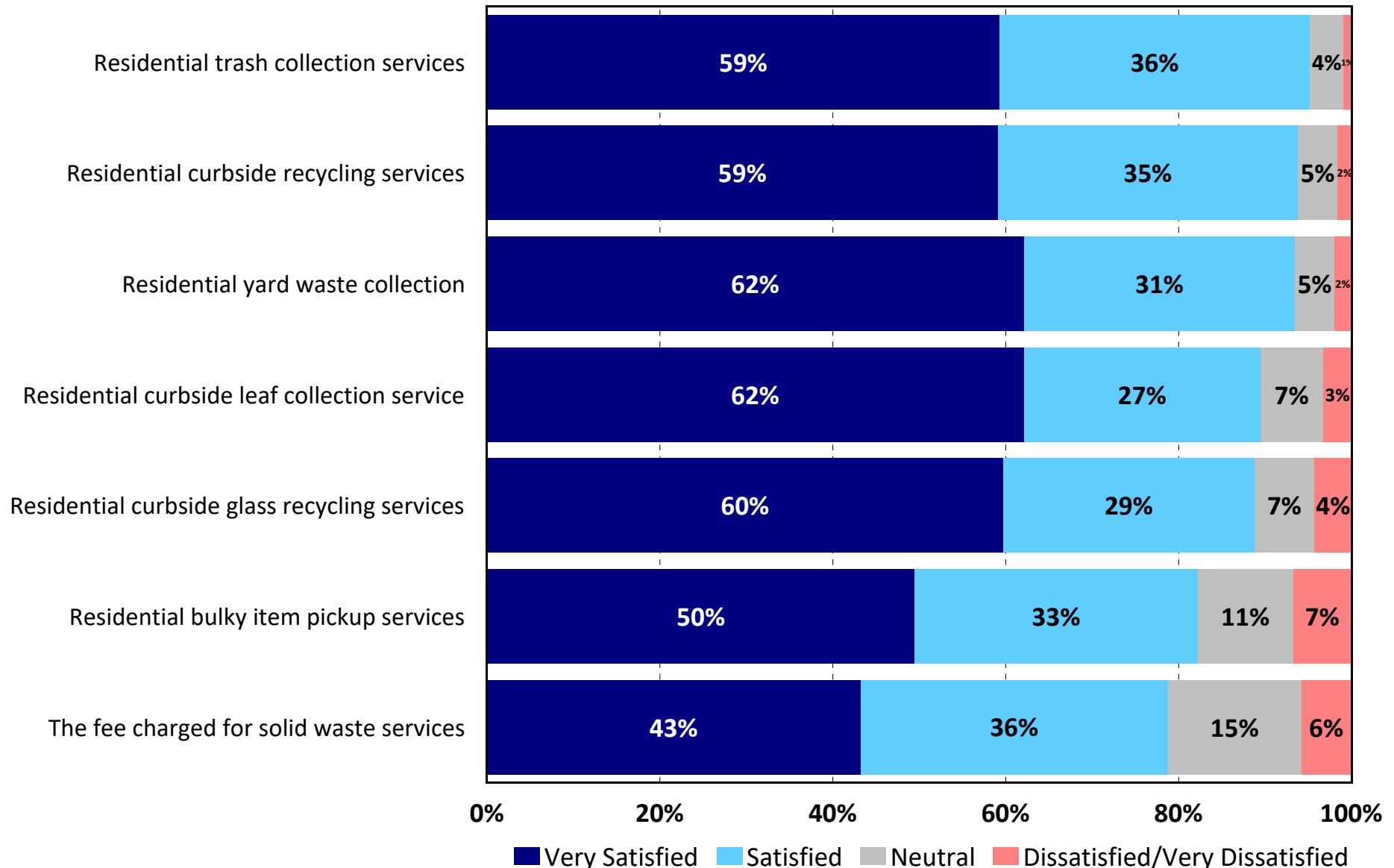
Q18. Transportation Connectivity and Safety Items That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



Q19. Overall Satisfaction with Trash Services

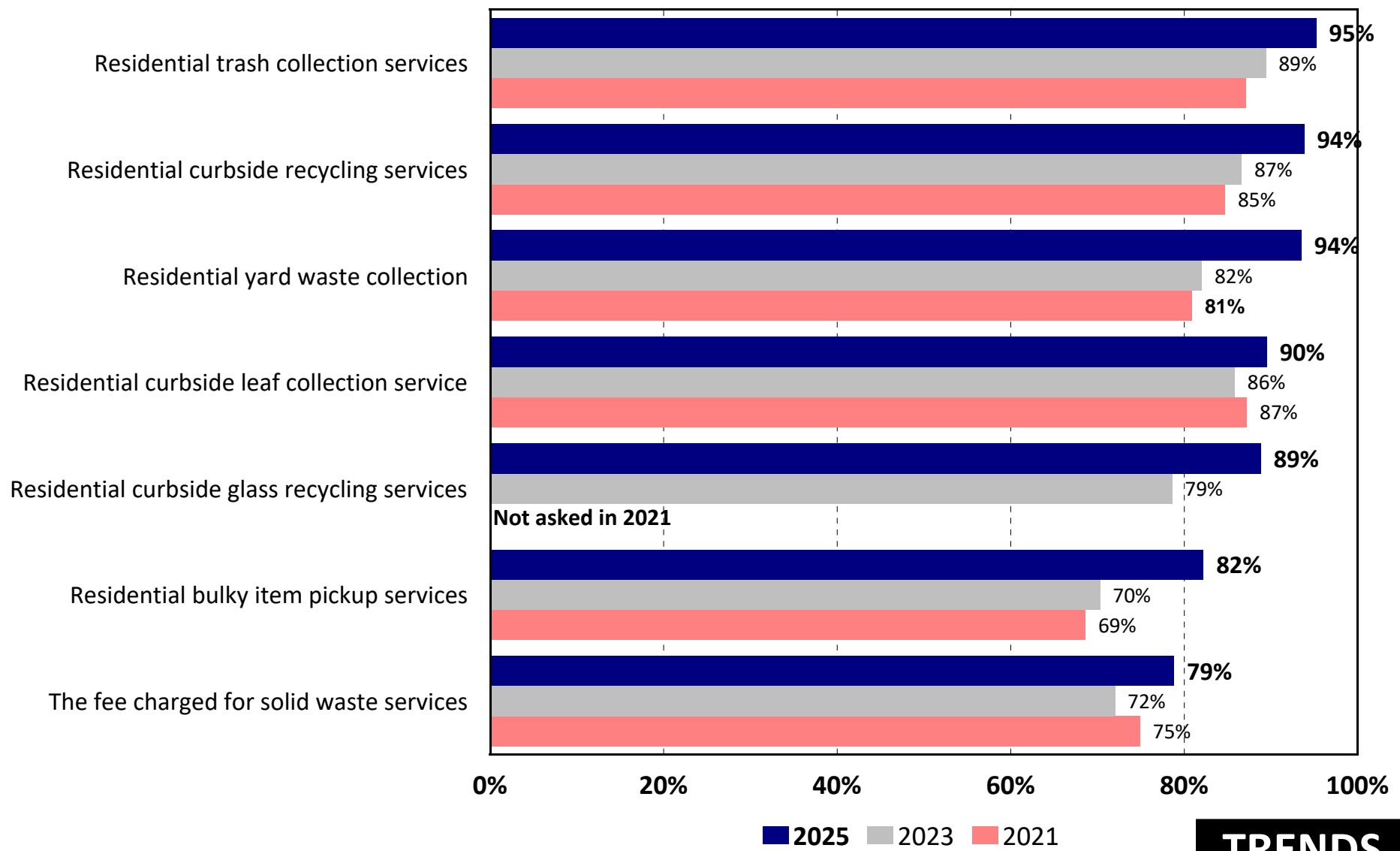
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don’t know”)



Overall Satisfaction with Trash Services

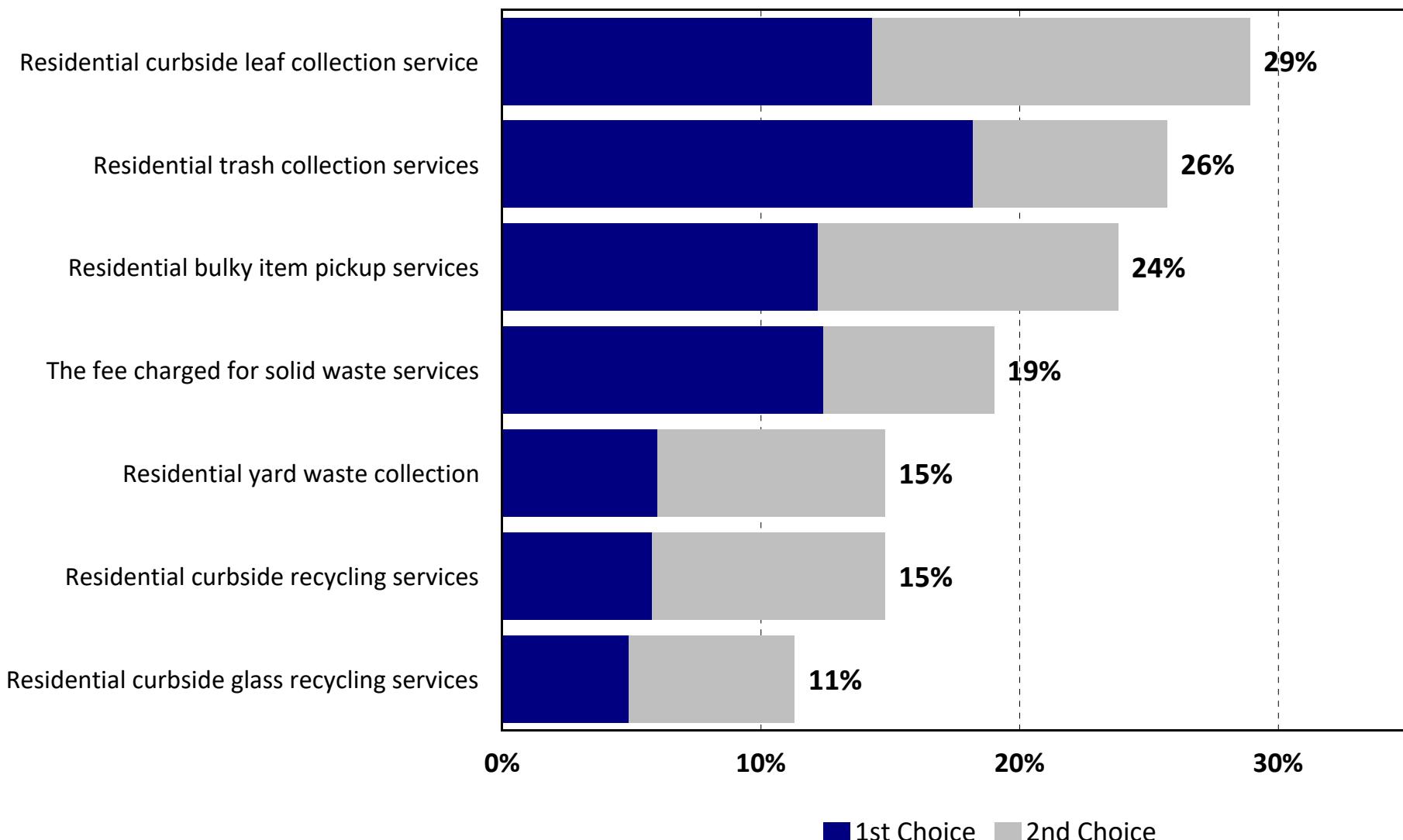
2021 to 2025

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"



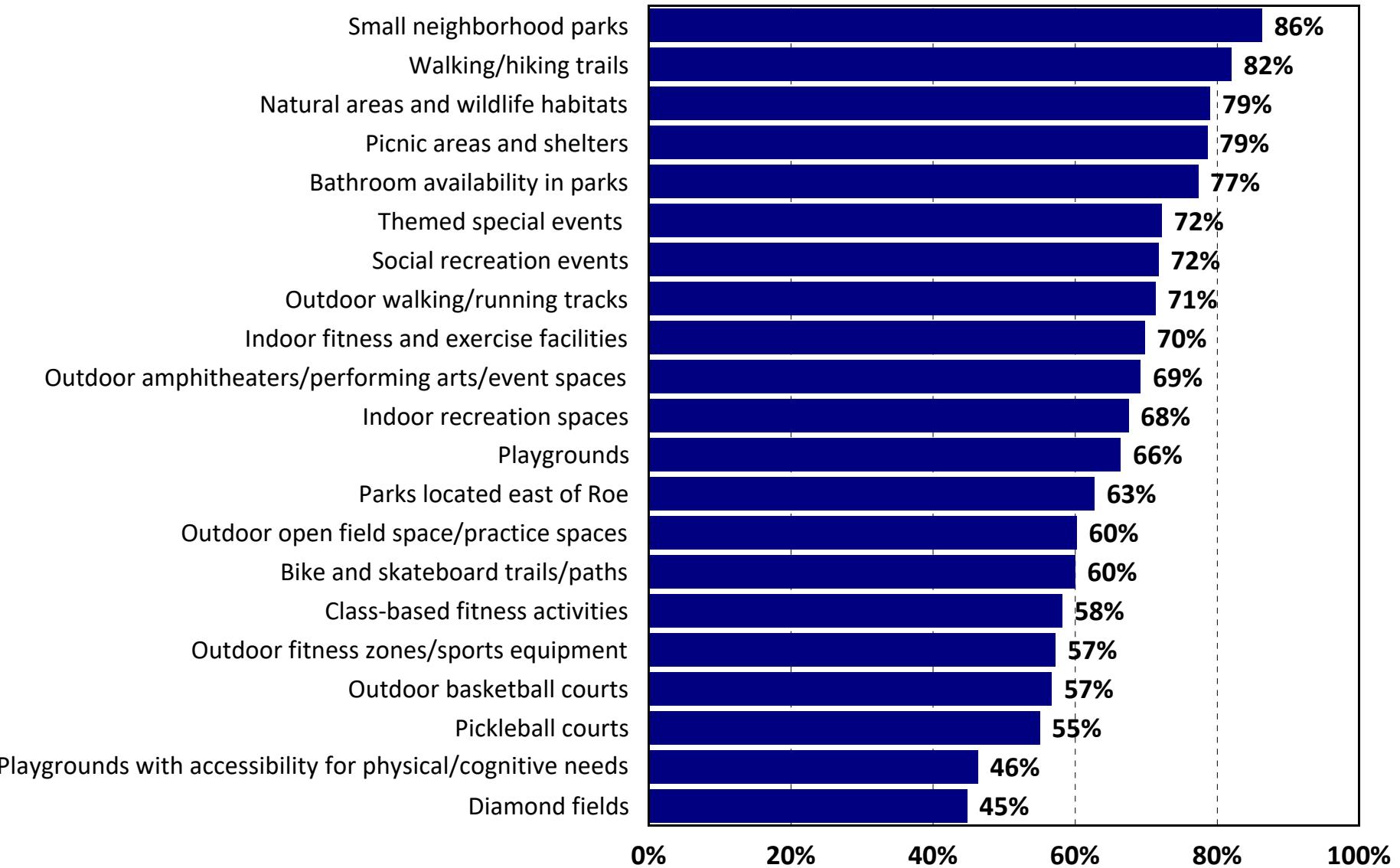
Q20. Trash Services That Should Receive the Most Emphasis from City Leaders Over the Next Two Years

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



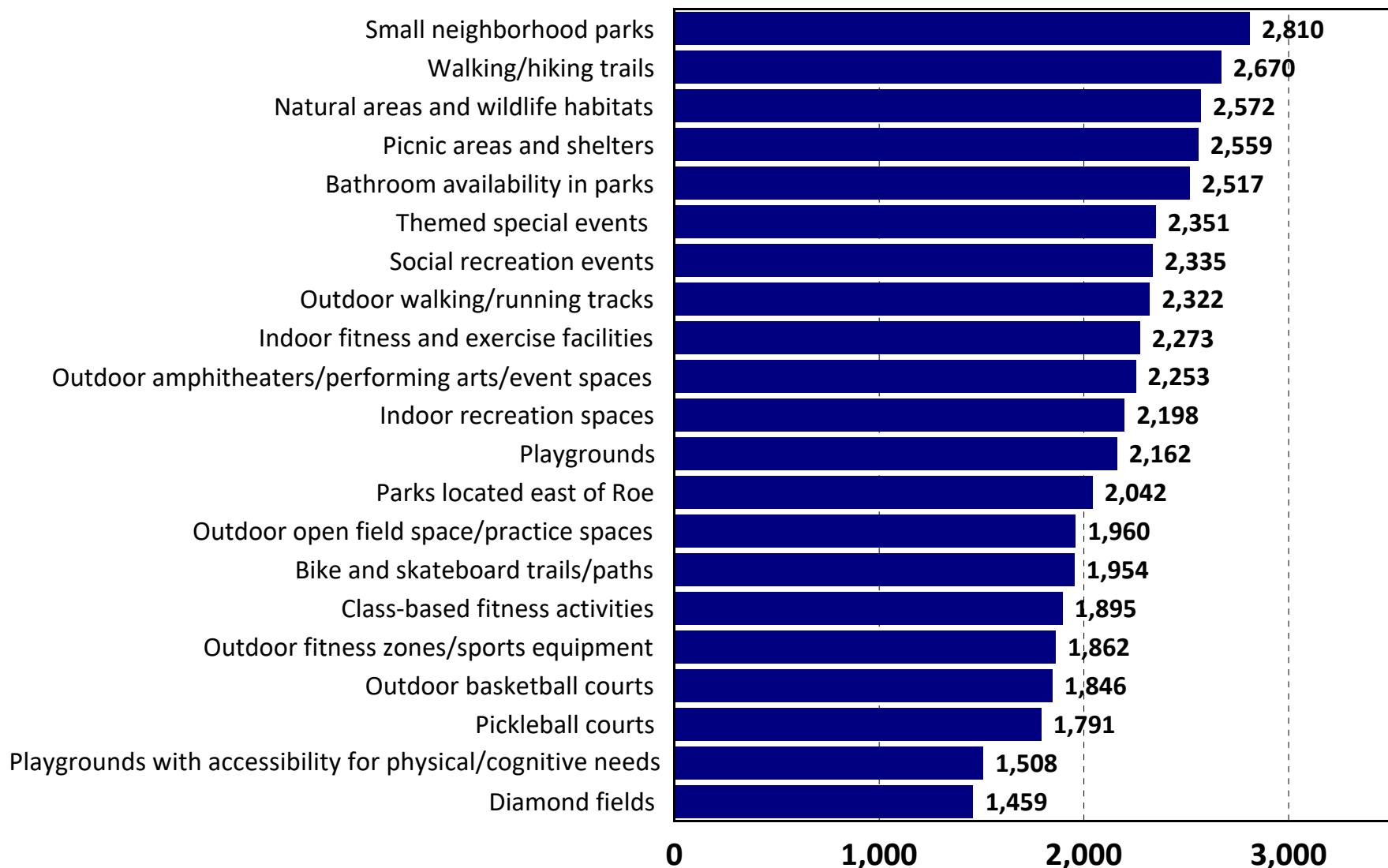
Q21[1]. Households That Have a Need for the Following Parks and Recreation Facilities/Amenities

by percentage of respondents



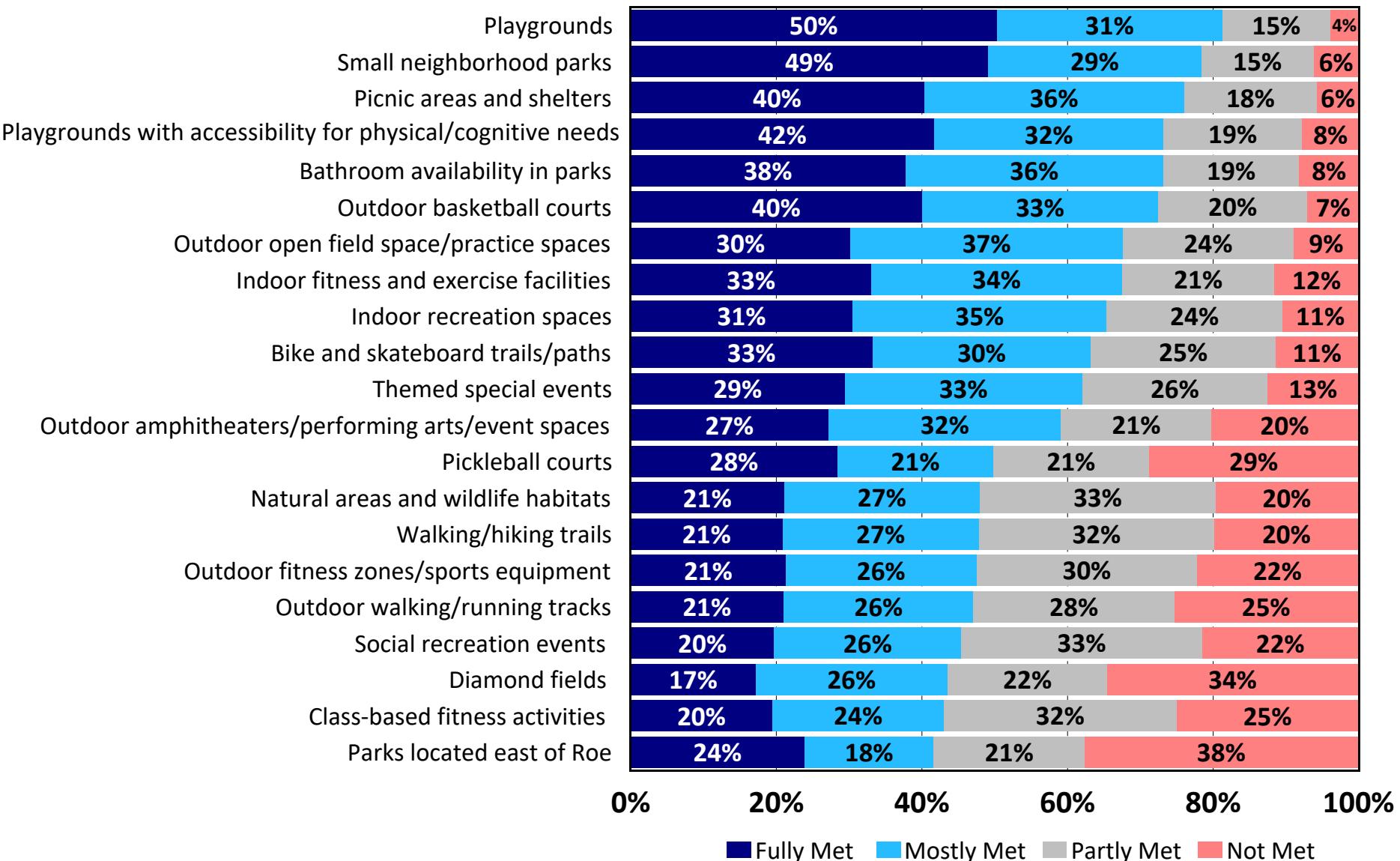
Q21[1]. Estimated Number of Households That Have a Need for the Following Parks and Recreation Facilities/Amenities

by number of households based on 3,256 households in the City of Roeland Park



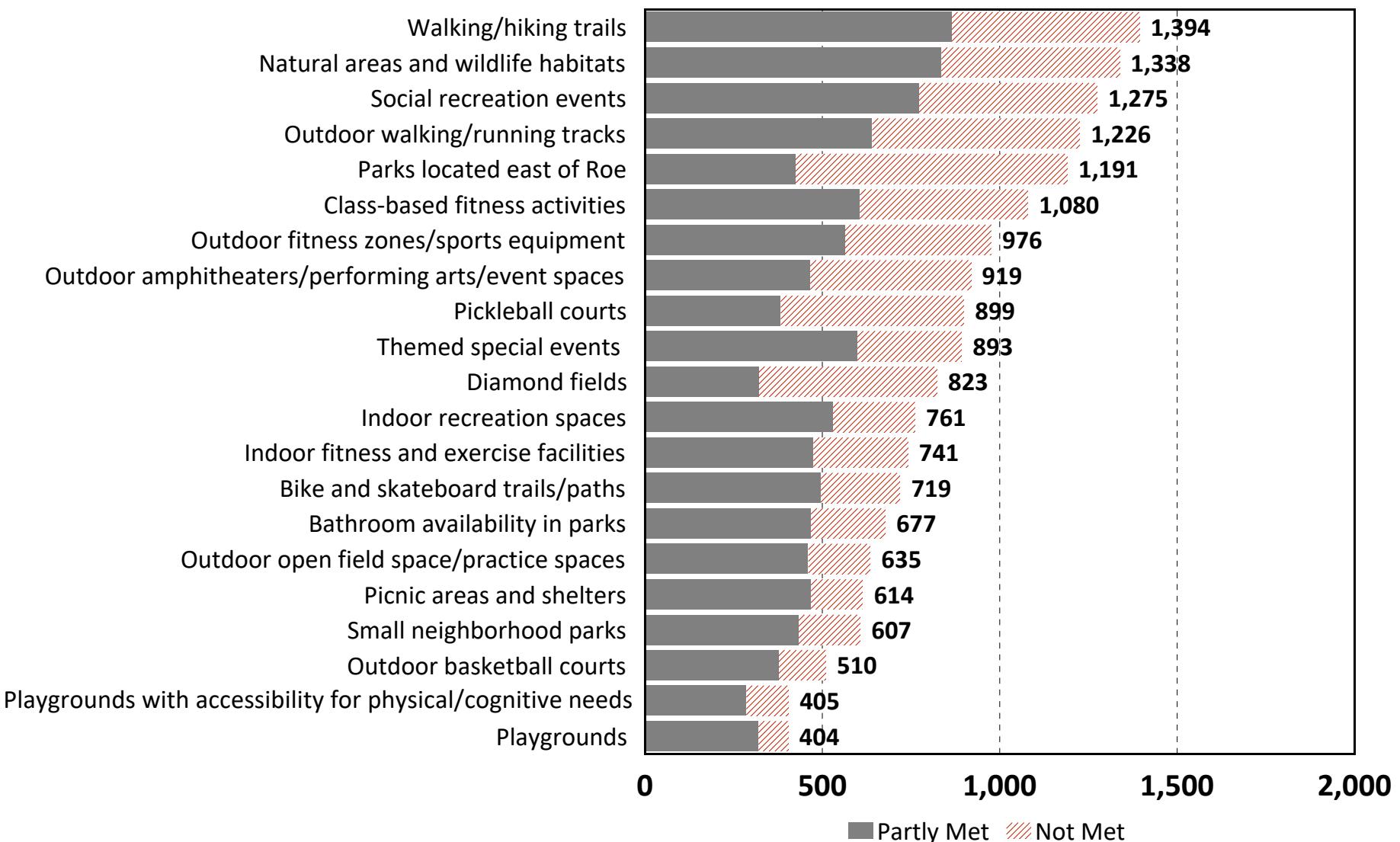
Q21[2]. How Well Parks and Recreation Facilities/Amenities Are Meeting the Needs of Households

by percentage of households (excluding “no need”)



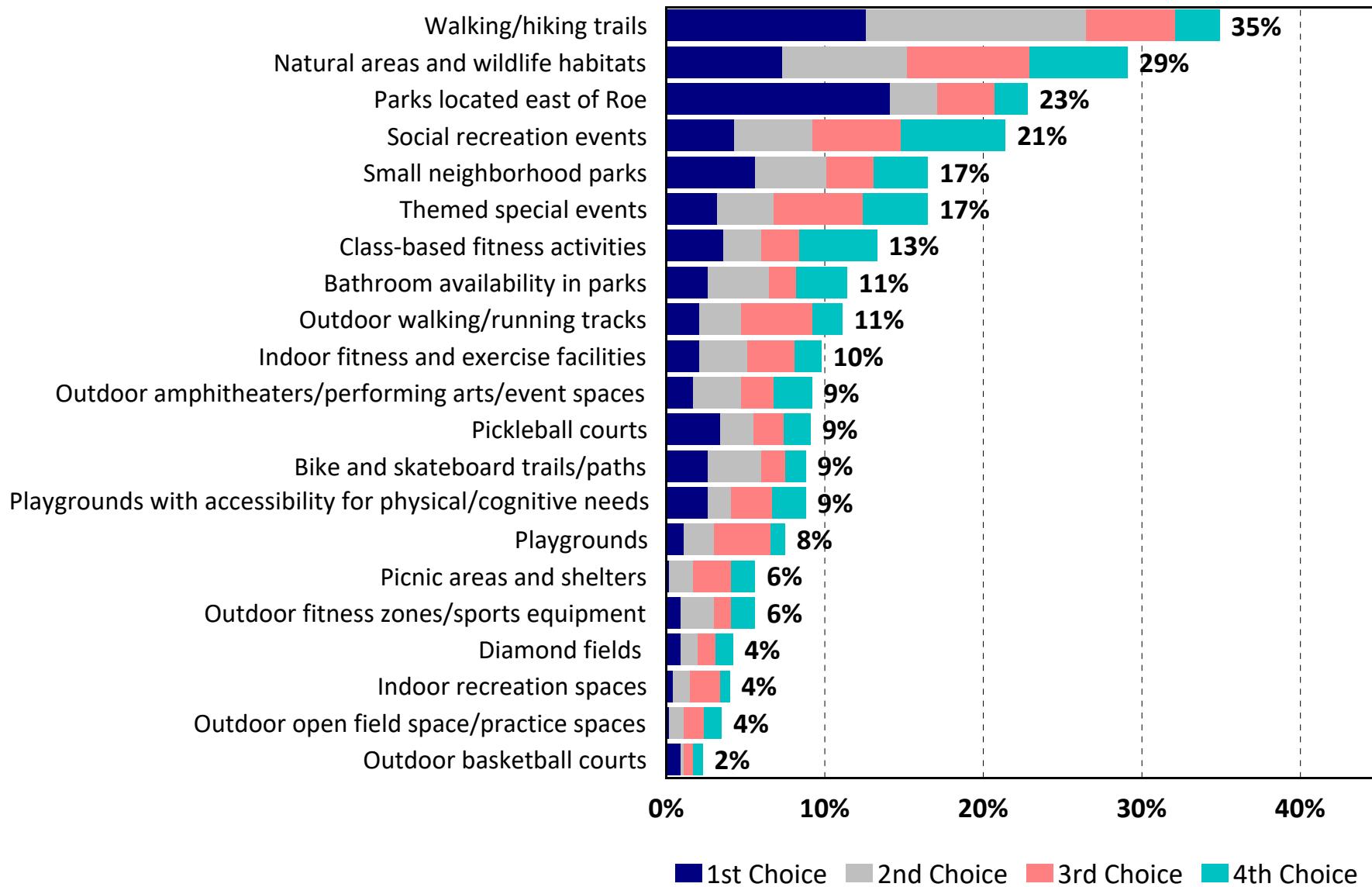
Q21[3]. Estimated Number of Households in Roeland Park Whose Needs for Parks and Recreation Facilities/Amenities Are Being Partly Met or Not Met

by number of households based on 3,256 households in the City of Roeland Park



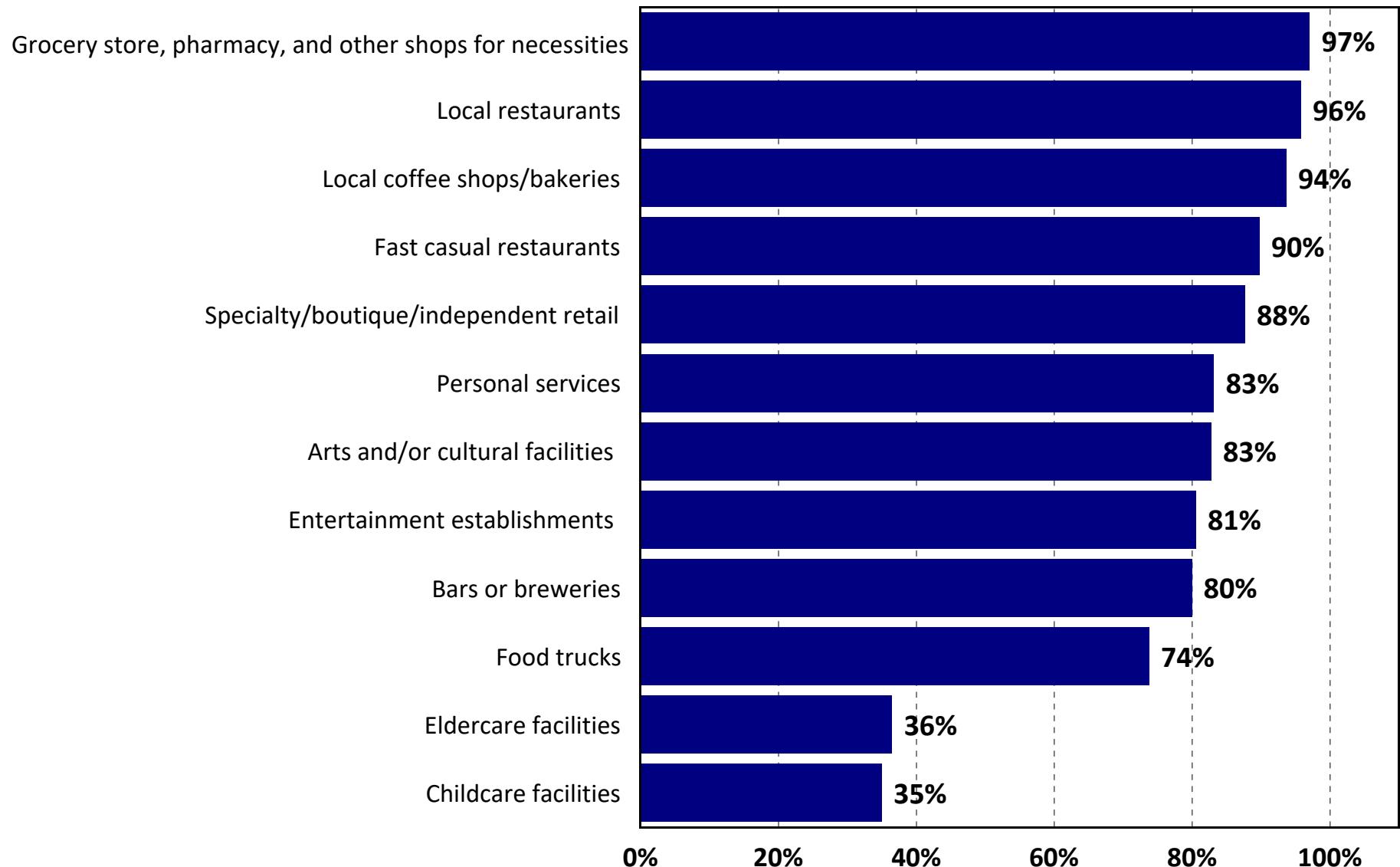
Q22. Parks and Recreation Facilities/Amenities That Residents Would MOST Like to See Roeland Park Invest In

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



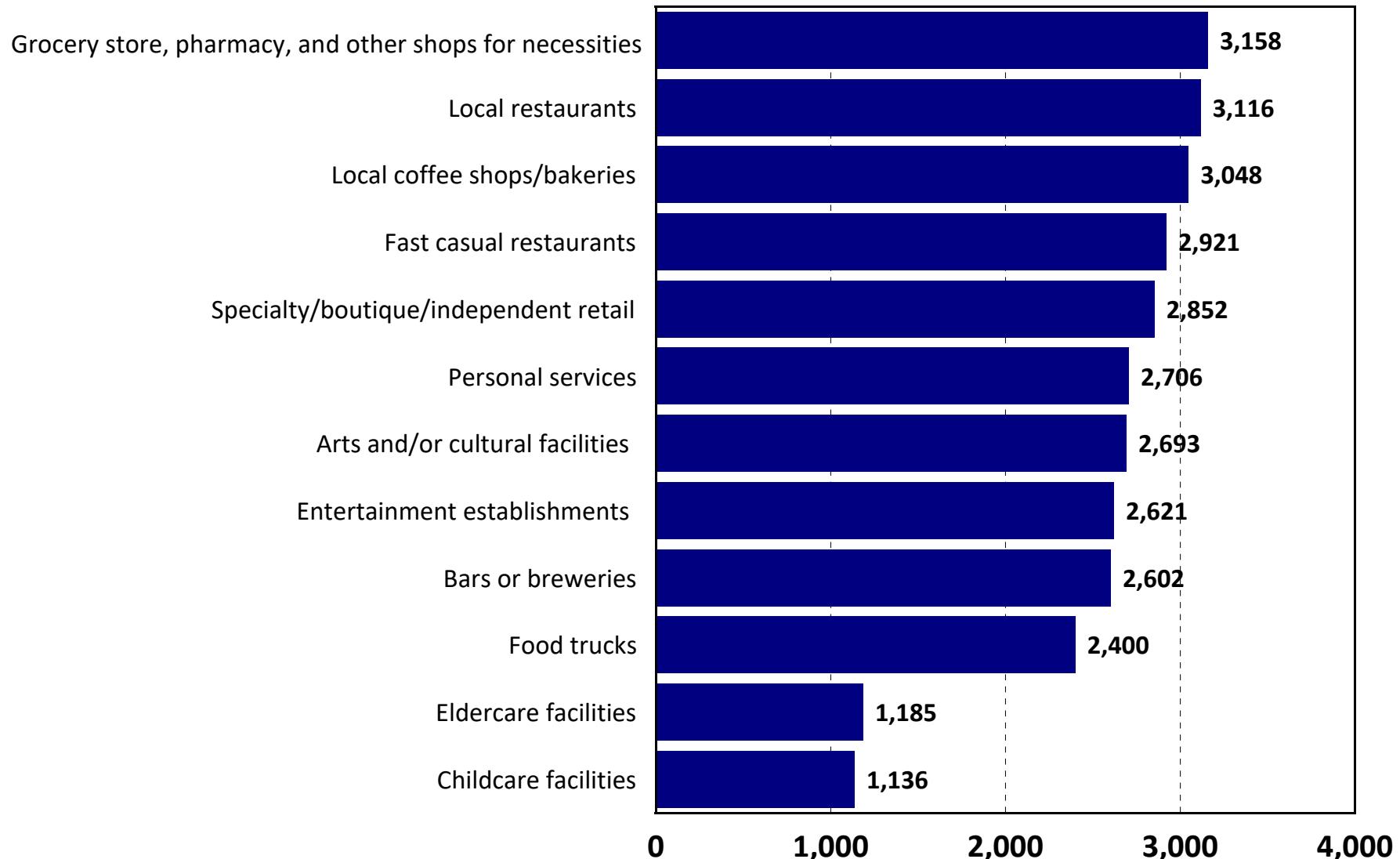
Q23[1]. Households That Have a Need for the Following Commercial Development Services

by percentage of respondents



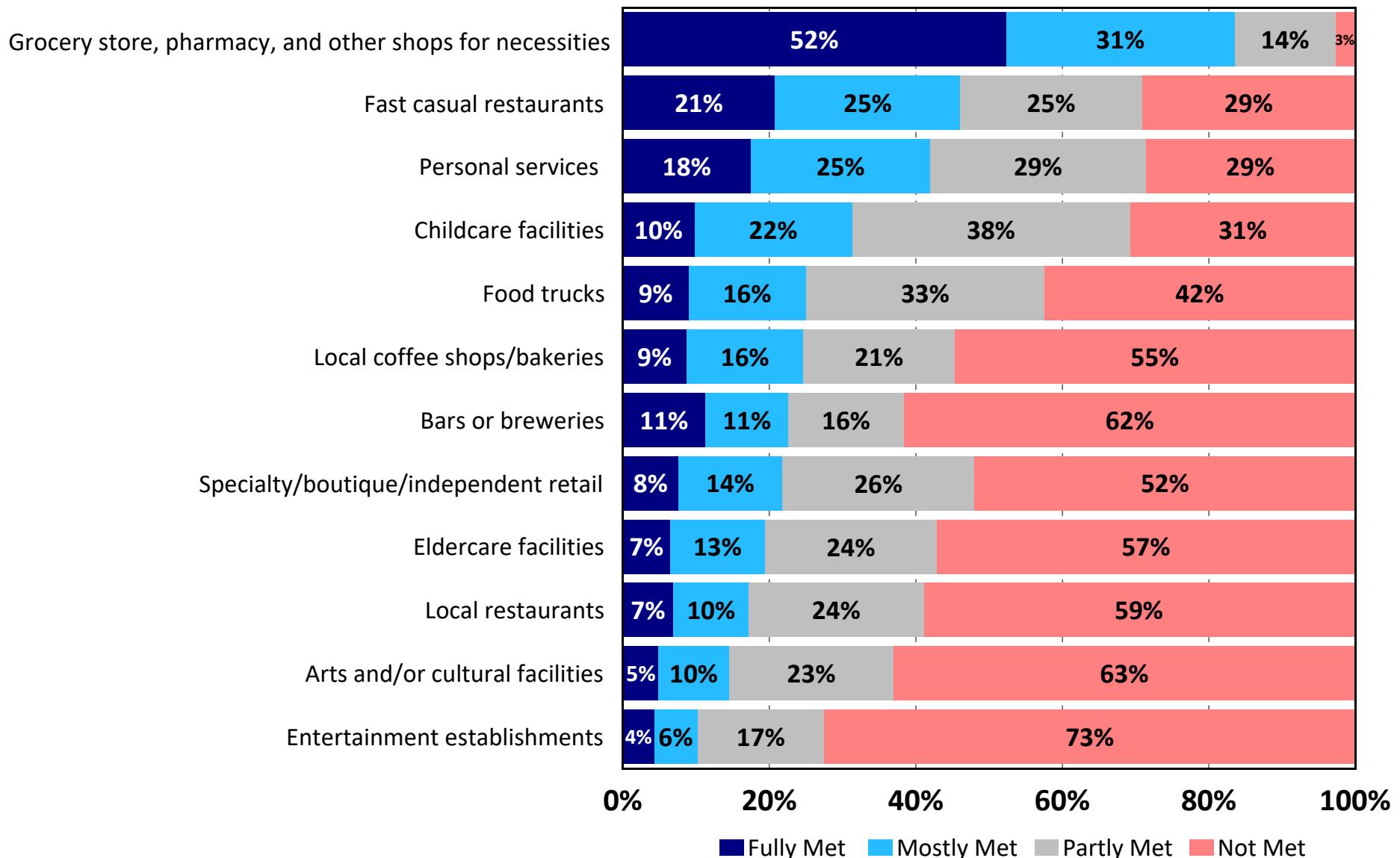
Q23[1]. Estimated Number of Households That Have a Need for the Following Commercial Development Services

by number of households based on 3,256 households in the City of Roeland Park



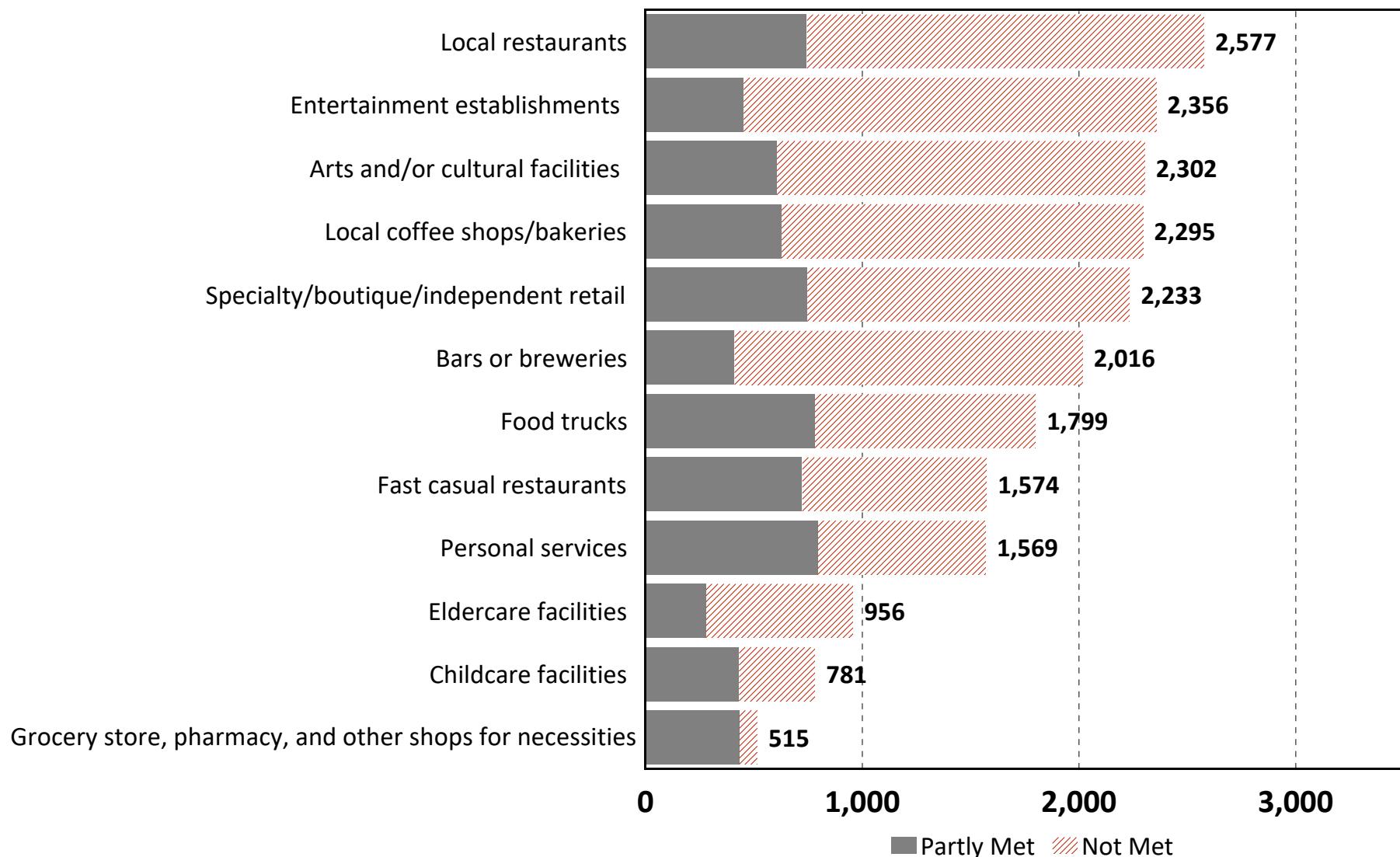
Q23[2]. How Well Commercial Development Services Are Meeting the Needs of Households

by percentage of households (excluding “no need”)



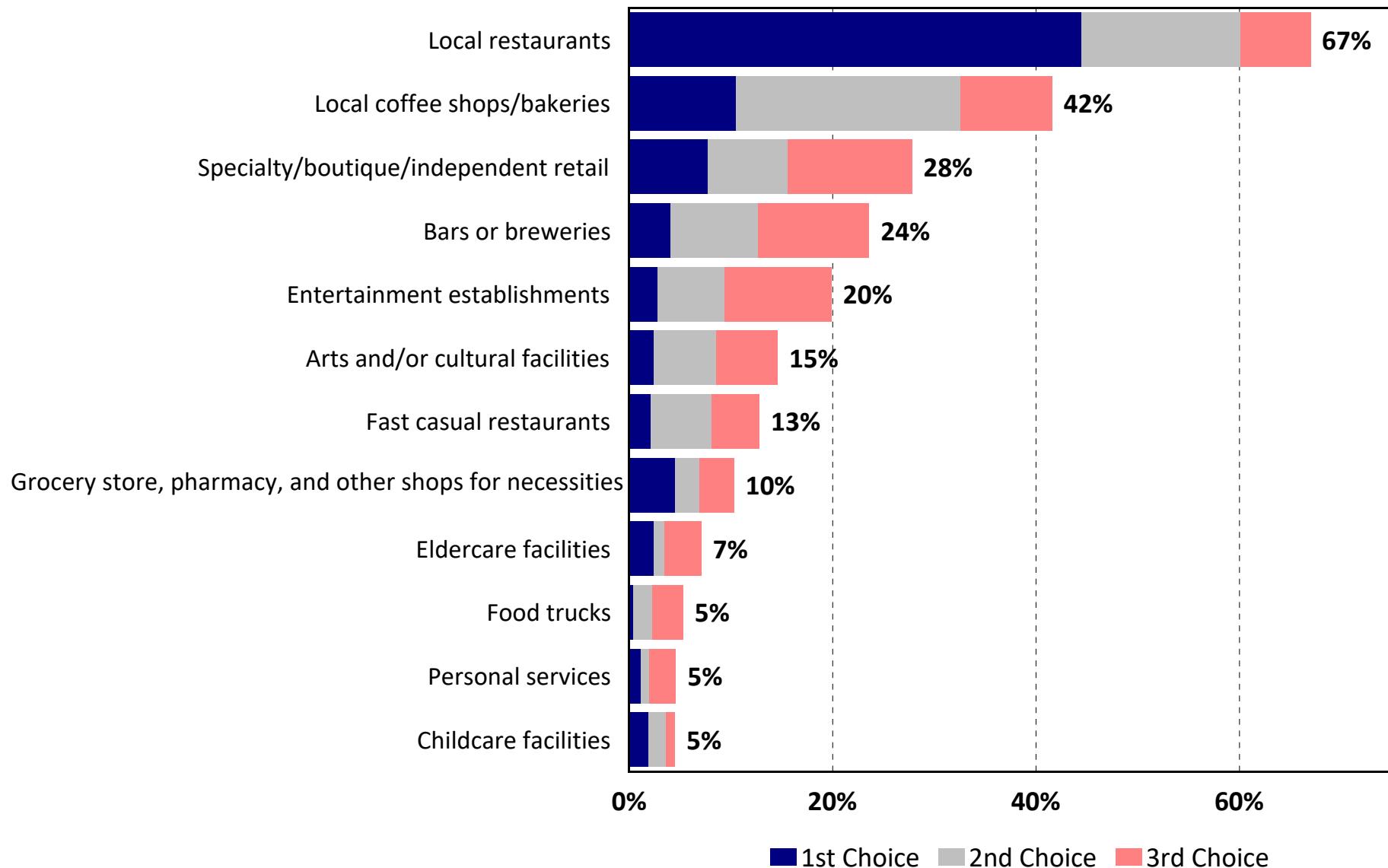
Q23[3]. Estimated Number of Households in Roeland Park Whose Needs for Commercial Development Services Are Being Partly Met or Not Met

by number of households based on 3,256 households in the City of Roeland Park



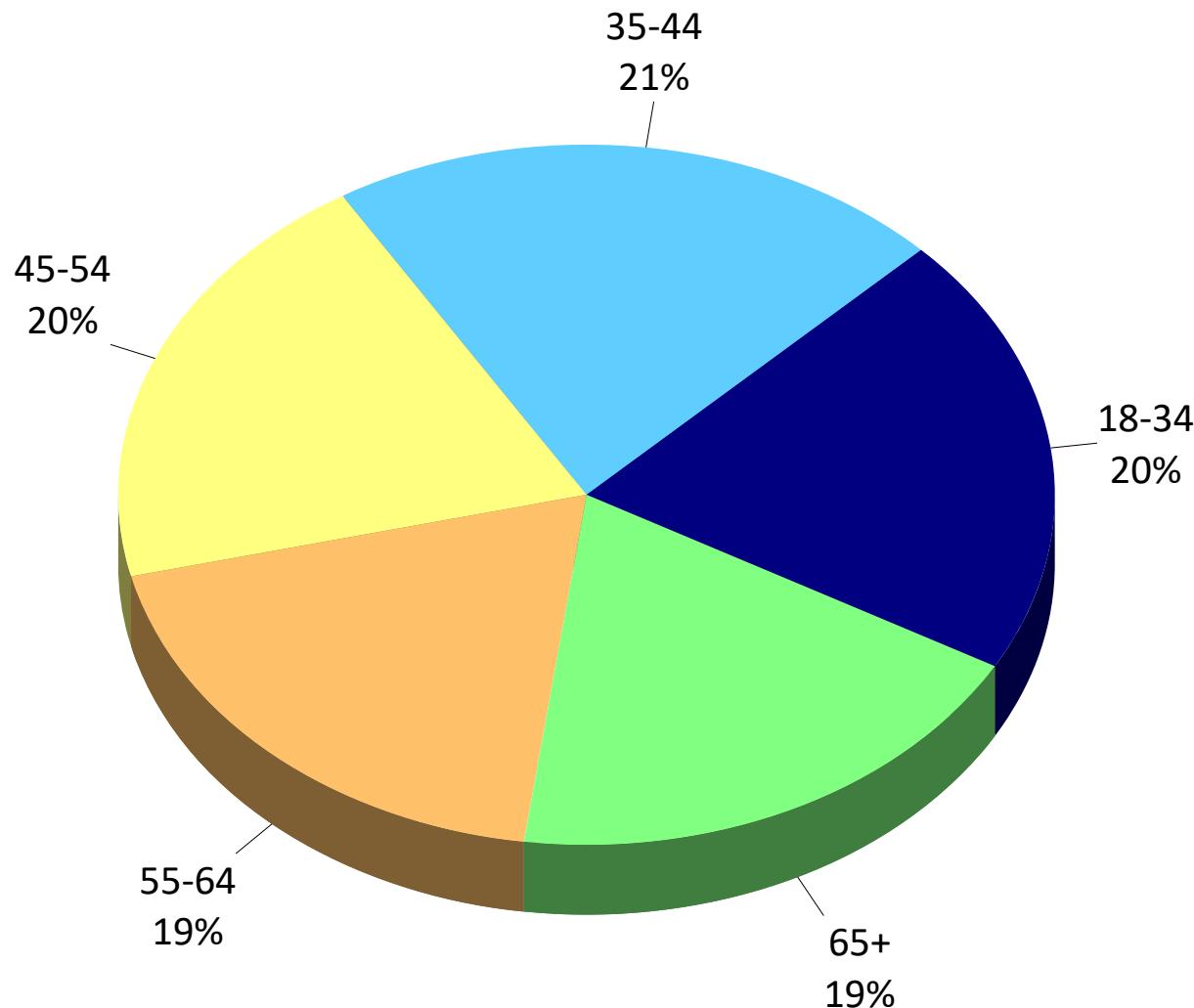
Q24. Commercial Development Services That Residents Would MOST Like to See Added in Roeland Park

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



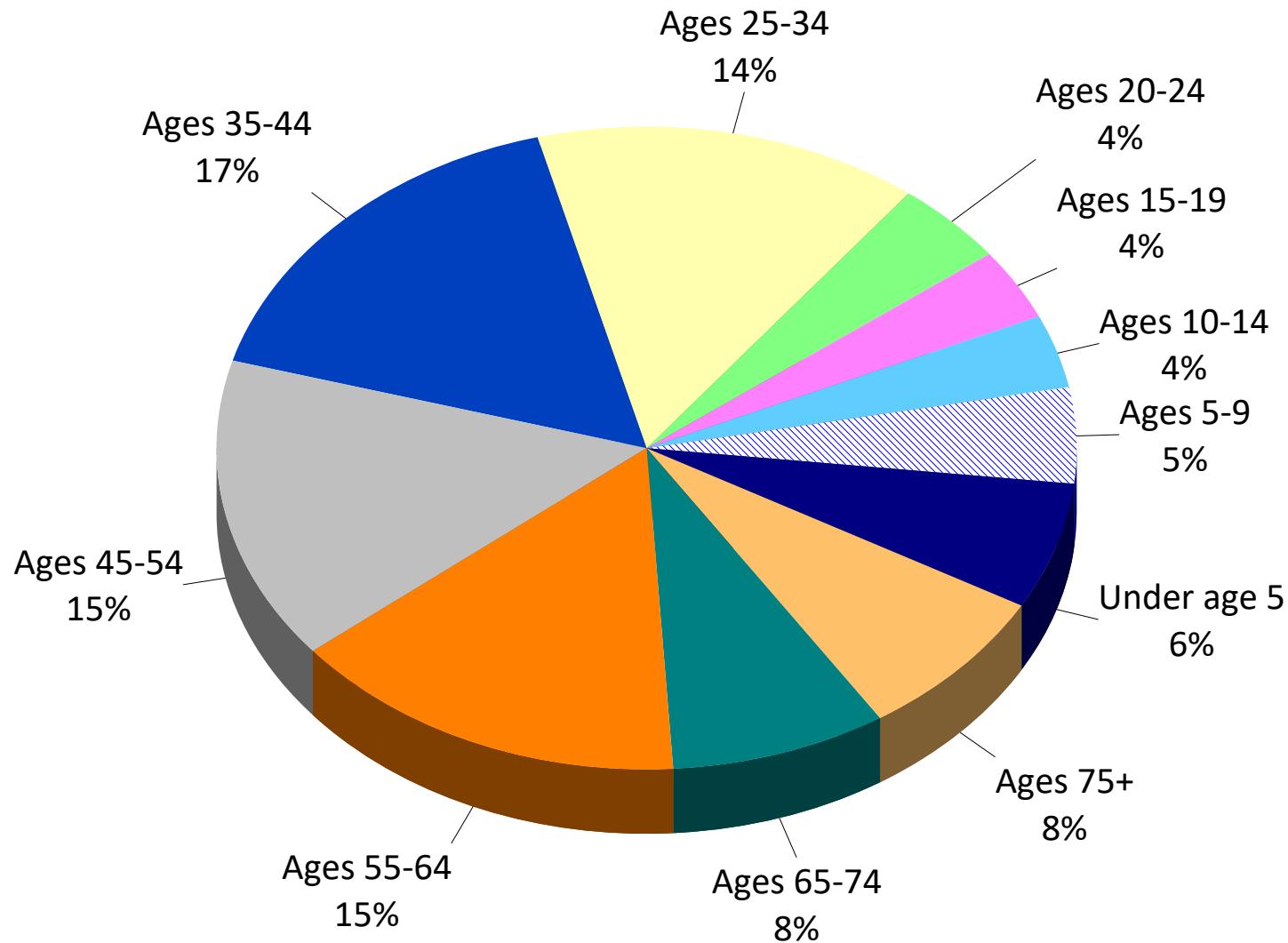
Q25. Demographics: What is your age?

by percentage of respondents



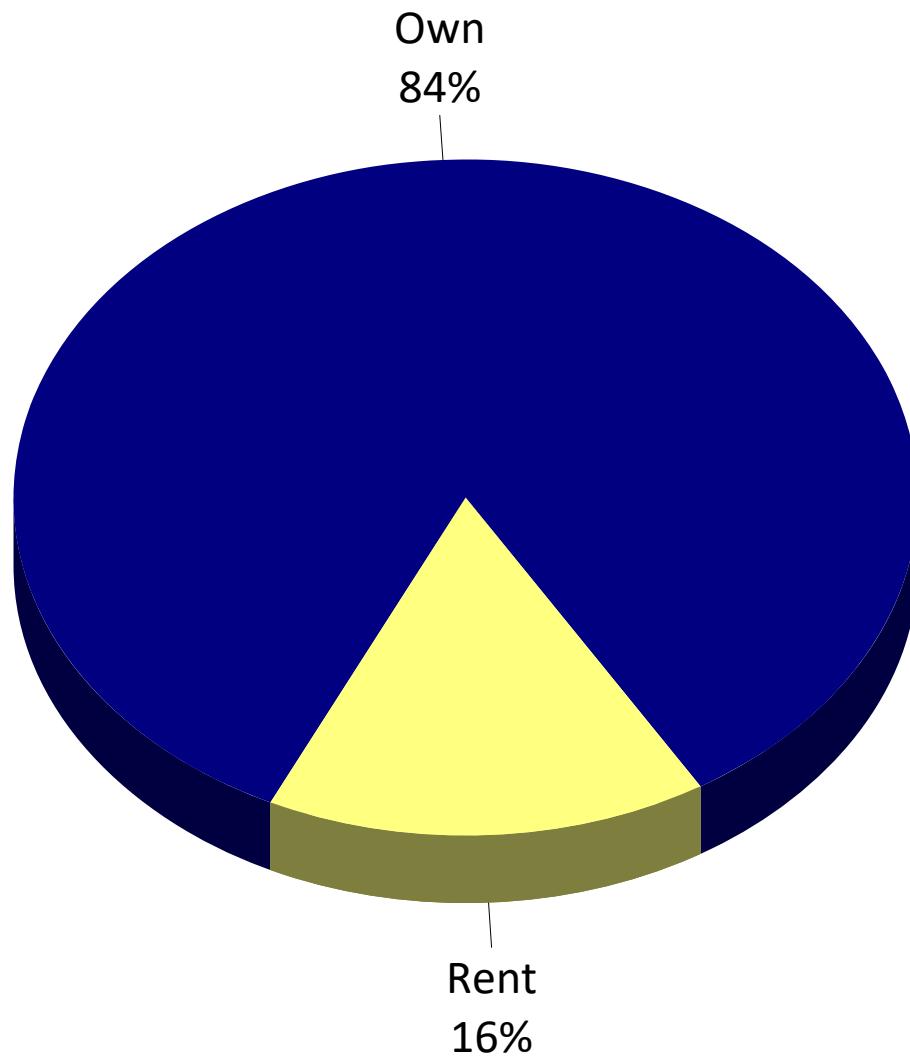
Q26. Demographics: Ages of Household Members

by percentage of persons in the household



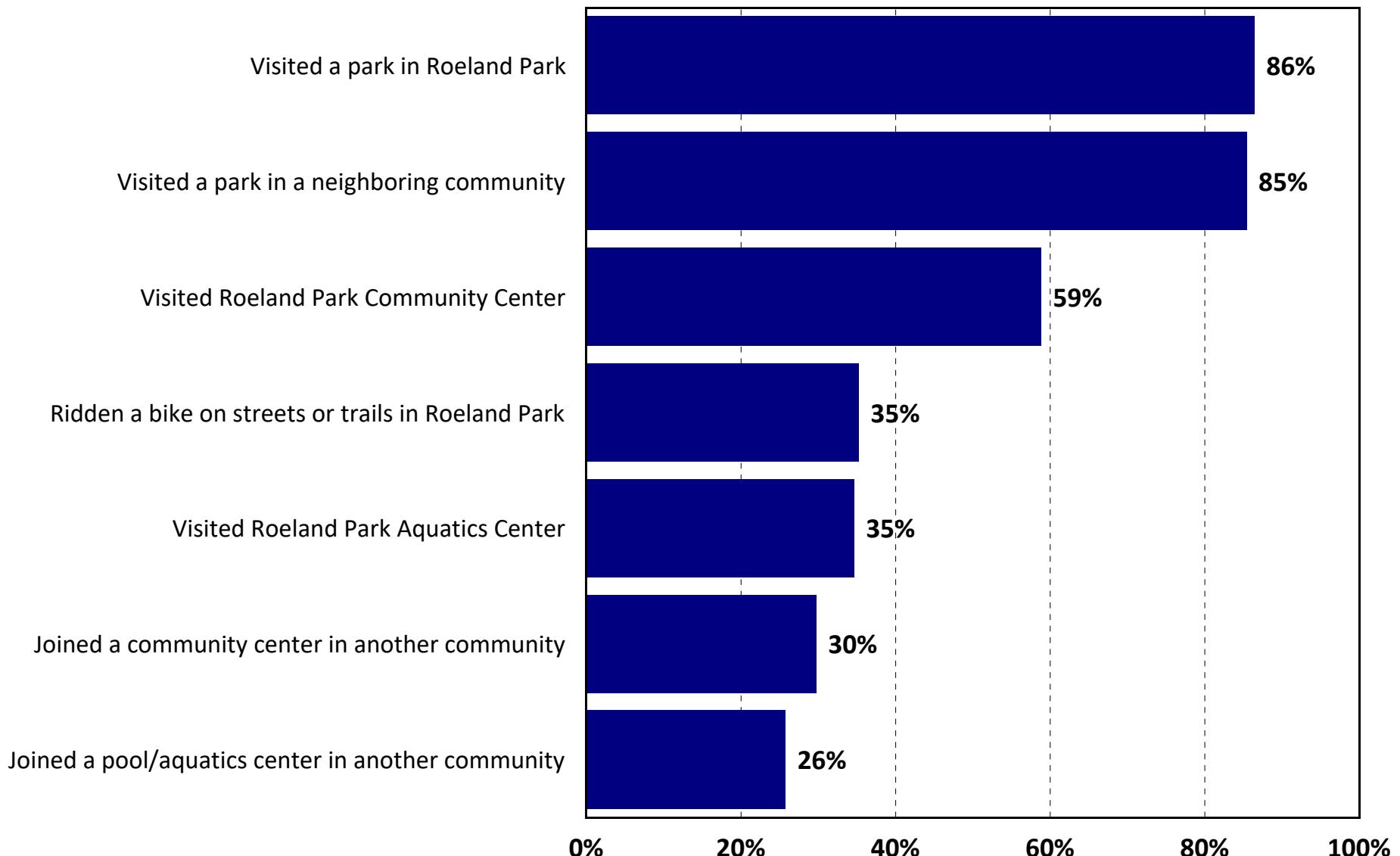
Q27. Demographics: Do you own or rent your current residence?

by percentage of respondents



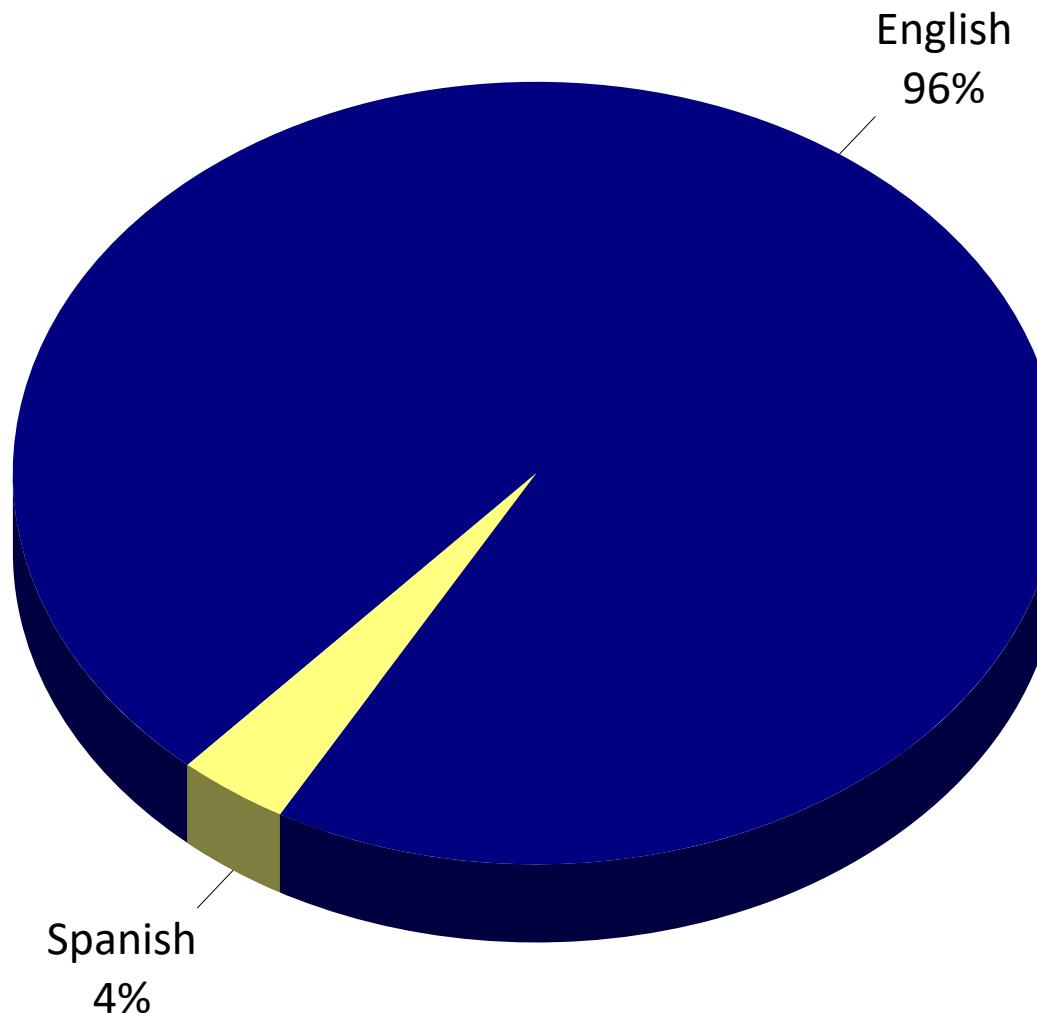
Q28. Household That Have Done the Following in the Previous Year

by percentage of respondents (multiple selections could be made)



Q29. Demographics: What is the primary language spoken in your home?

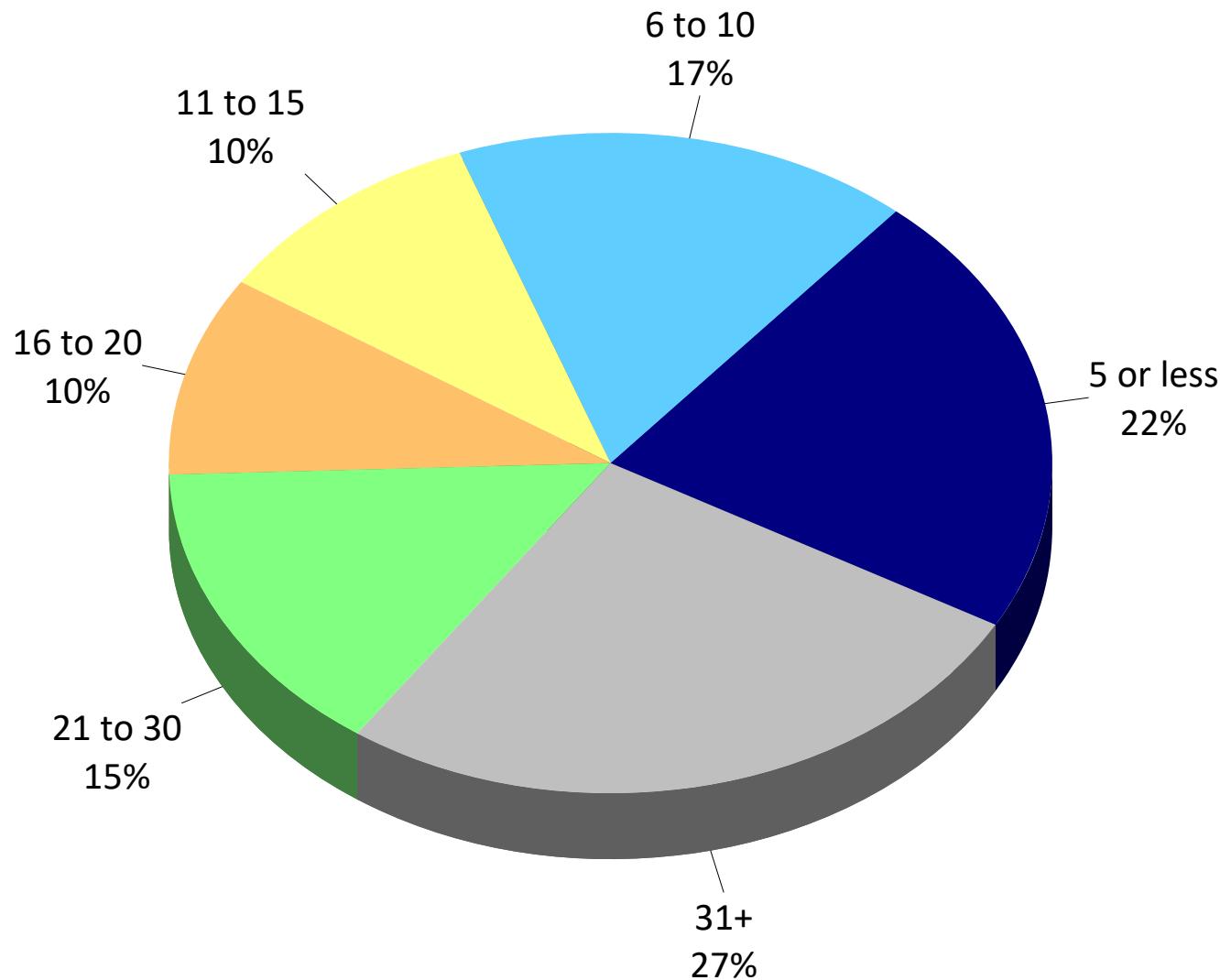
by percentage of respondents



0.2% selected “other”

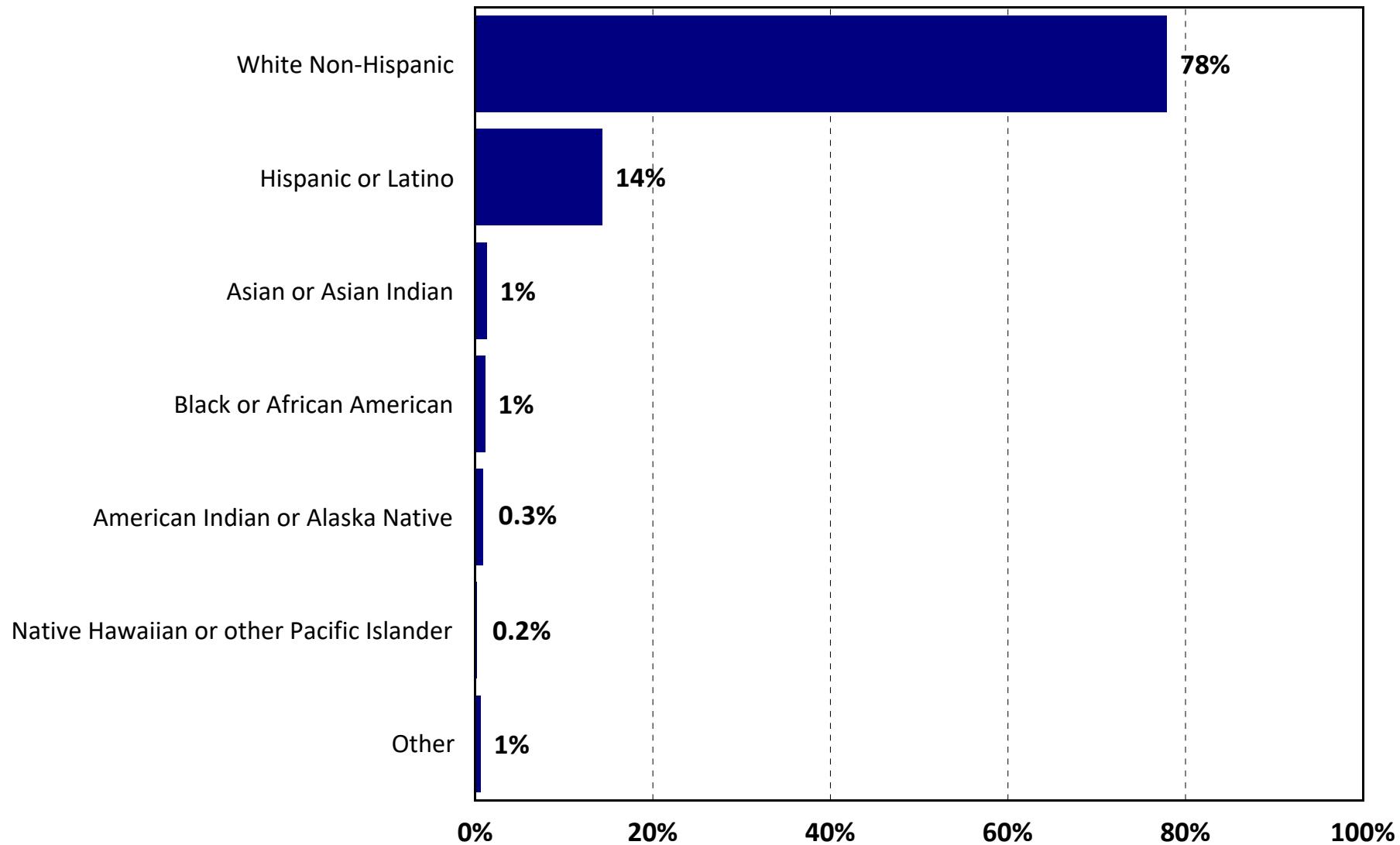
Q30. Demographics: Approximately how many years have you lived in the City of Roeland Park?

by percentage of respondents



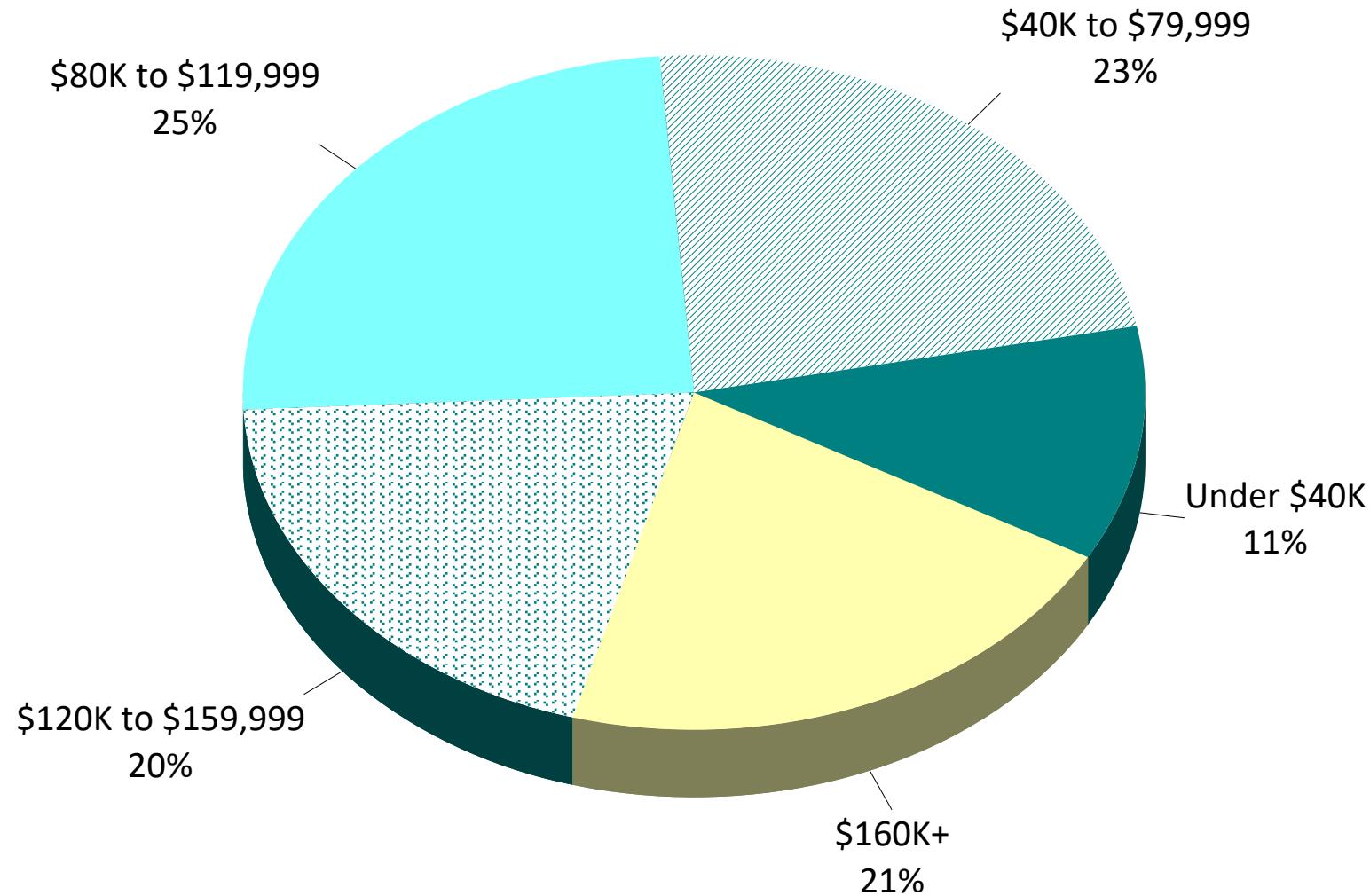
Q31. Demographics: Race/Ethnic Background

by percentage of respondents (multiple selections could be made)



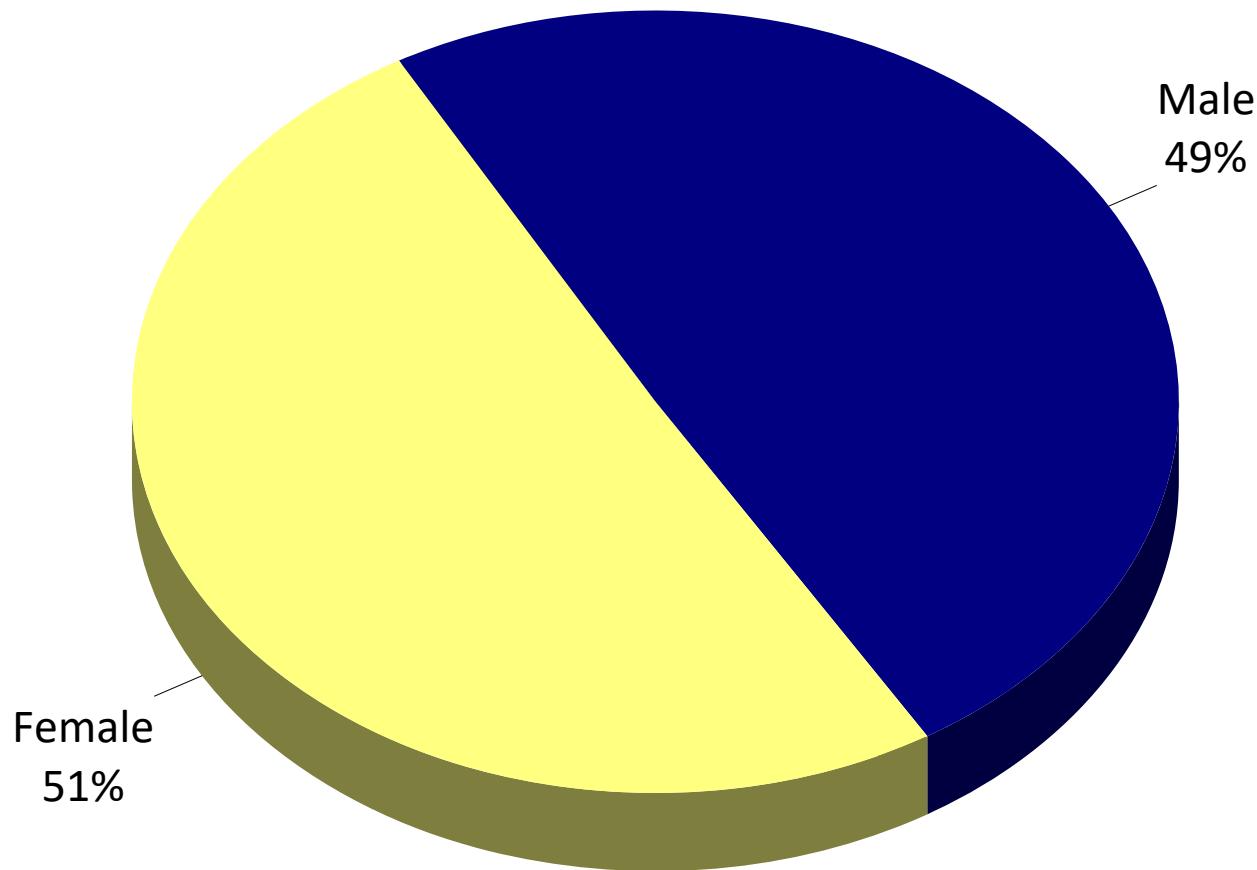
Q32. Demographics: Annual Household Income

by percentage of respondents



Q33. Demographics: Gender

by percentage of respondents



0.2% selected "non-binary or other"

2

Priority Investment Rating

Overview

The Priority Investment Rating (PIR) was developed by ETC Institute to provide governments with an objective tool for evaluating the priority that should be placed on community investments. The Priority Investment Rating was developed by ETC Institute to identify the parks and recreation facilities/amenities and commercial development items residents think should receive the highest priority for investment. The Priority Investment Rating reflects the importance residents place on items (sum of top 3 or 4 choices) and the unmet needs (needs that are only being partly met or not met) for each items relative to those that rated the highest overall. Since decisions related to future investments should consider both the level of unmet need and the importance of each, the PIR weights each of these components equally.

The PIR reflects the sum of the Unmet Needs Rating and the Importance Rating as shown in the equation below:

$$\text{PIR} = \text{UNR} + \text{IR}$$

For example, suppose the Unmet Needs Rating for playgrounds is 26.5 (out of 100) and the Importance Rating for playgrounds is 52 (out of 100), the Priority Investment Rating for playgrounds would be 78.5 (out of 200).

How to Analyze the Charts:

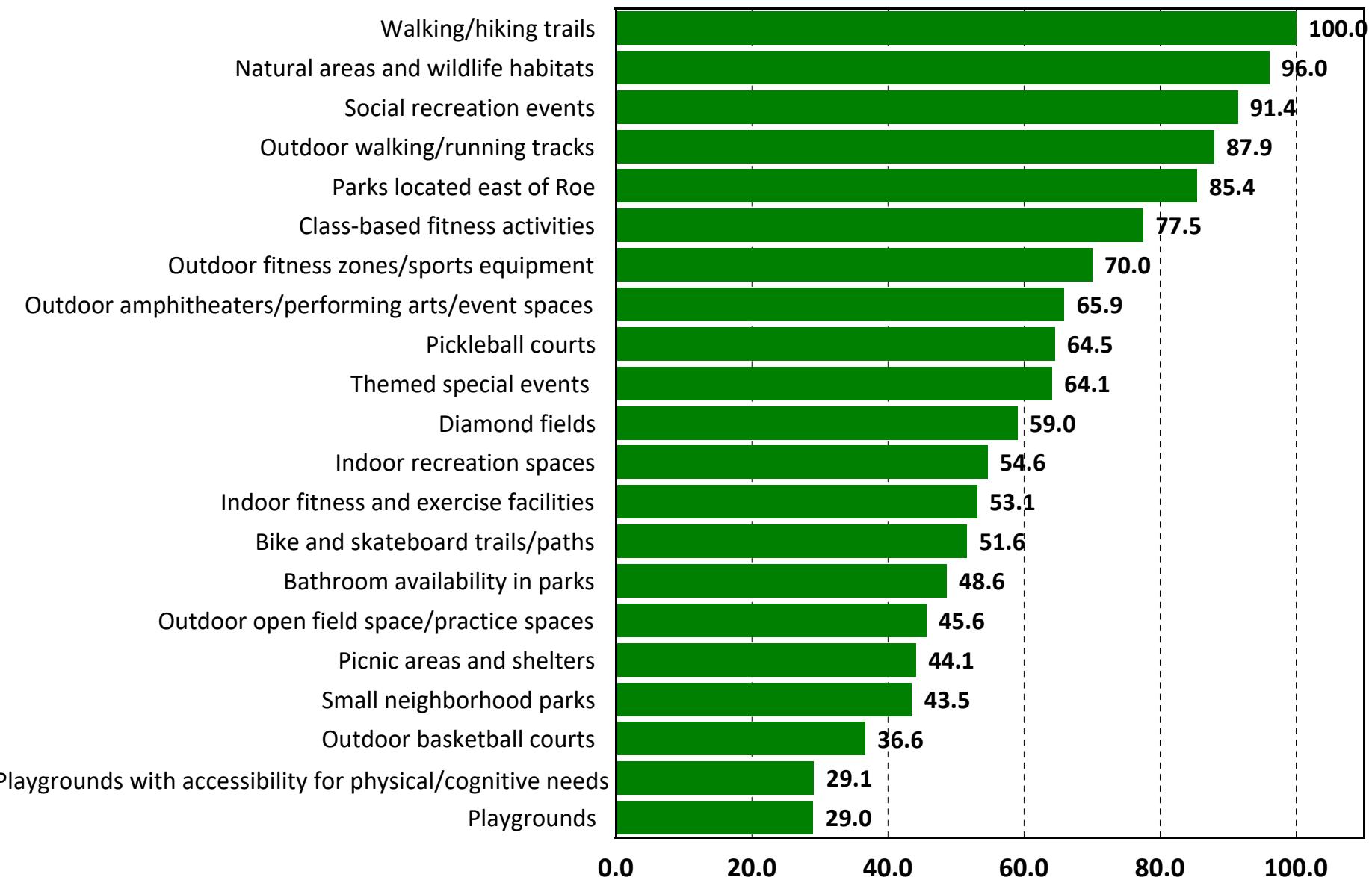
- High Priority Areas are those with a PIR of at least 100. A rating of 100 or above generally indicates there is a relatively high level of unmet need and residents generally think it is important to fund improvements in these areas. Improvements in this area are likely to have a positive impact on the greatest number of households.
- Medium Priority Areas are those with a PIR of 50-99. A rating in this range generally indicates there is a medium to high level of unmet need or a significant percentage of residents generally think it is important to fund improvements in these areas.
- Low Priority Areas are those with a PIR below 50. A rating in this range generally indicates there is a relatively low level of unmet need and residents do not think it is important to fund improvements in these areas. Improvements may be warranted if the needs of very specialized populations are being targeted.

The following pages show the Unmet Needs Rating, Importance Rating, and Priority Investment Rating for parks and recreation facilities/amenities and commercial development items.

Unmet Needs Rating for Parks & Recreation Facilities/Amenities

the rating for the item with the most unmet need=100

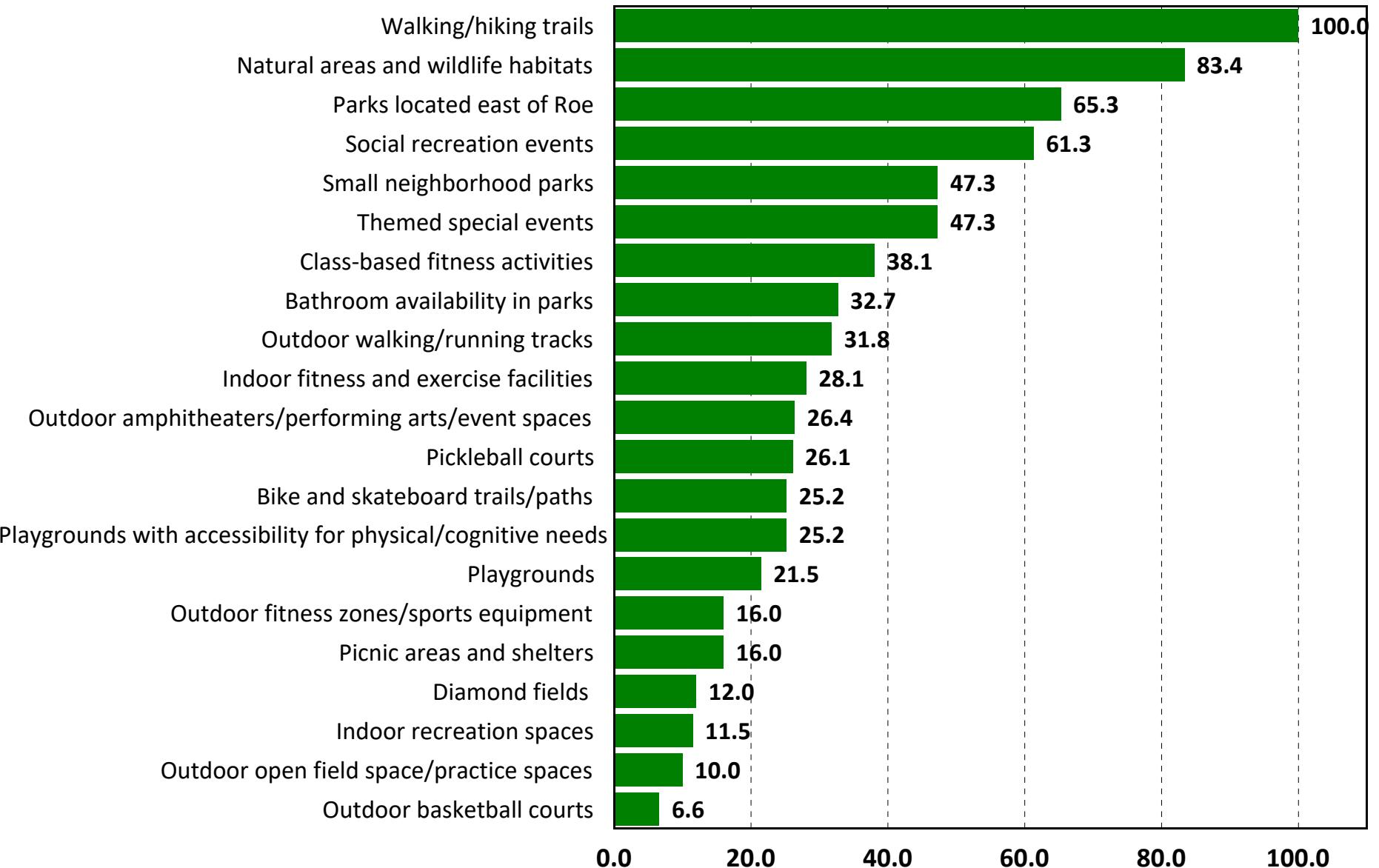
the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



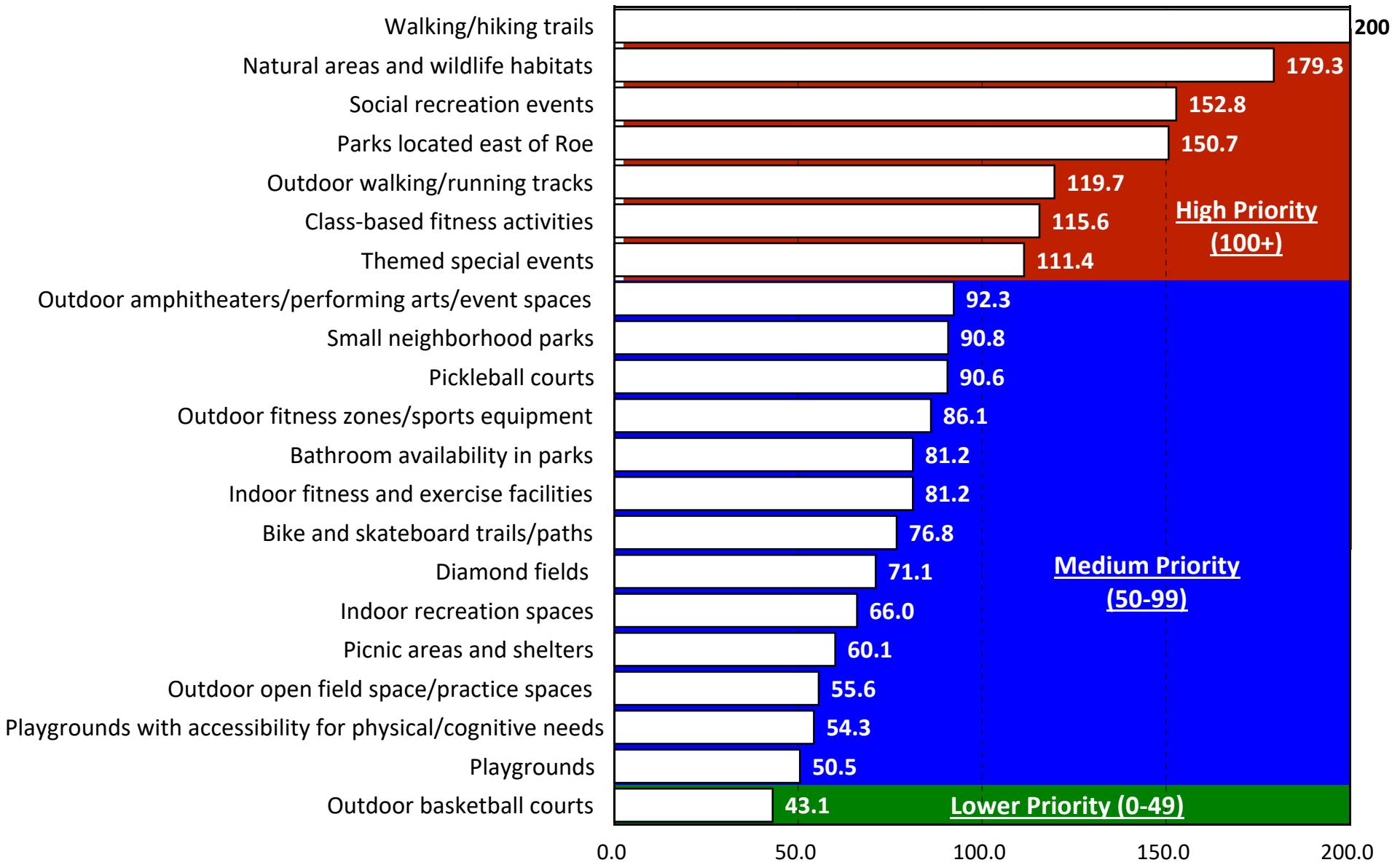
Importance Rating for Parks & Recreation Facilities/Amenities

the rating for the item rated as the most important=100

the rating of all other items reflects the relative level of importance for each item compared to the item rated as the most important



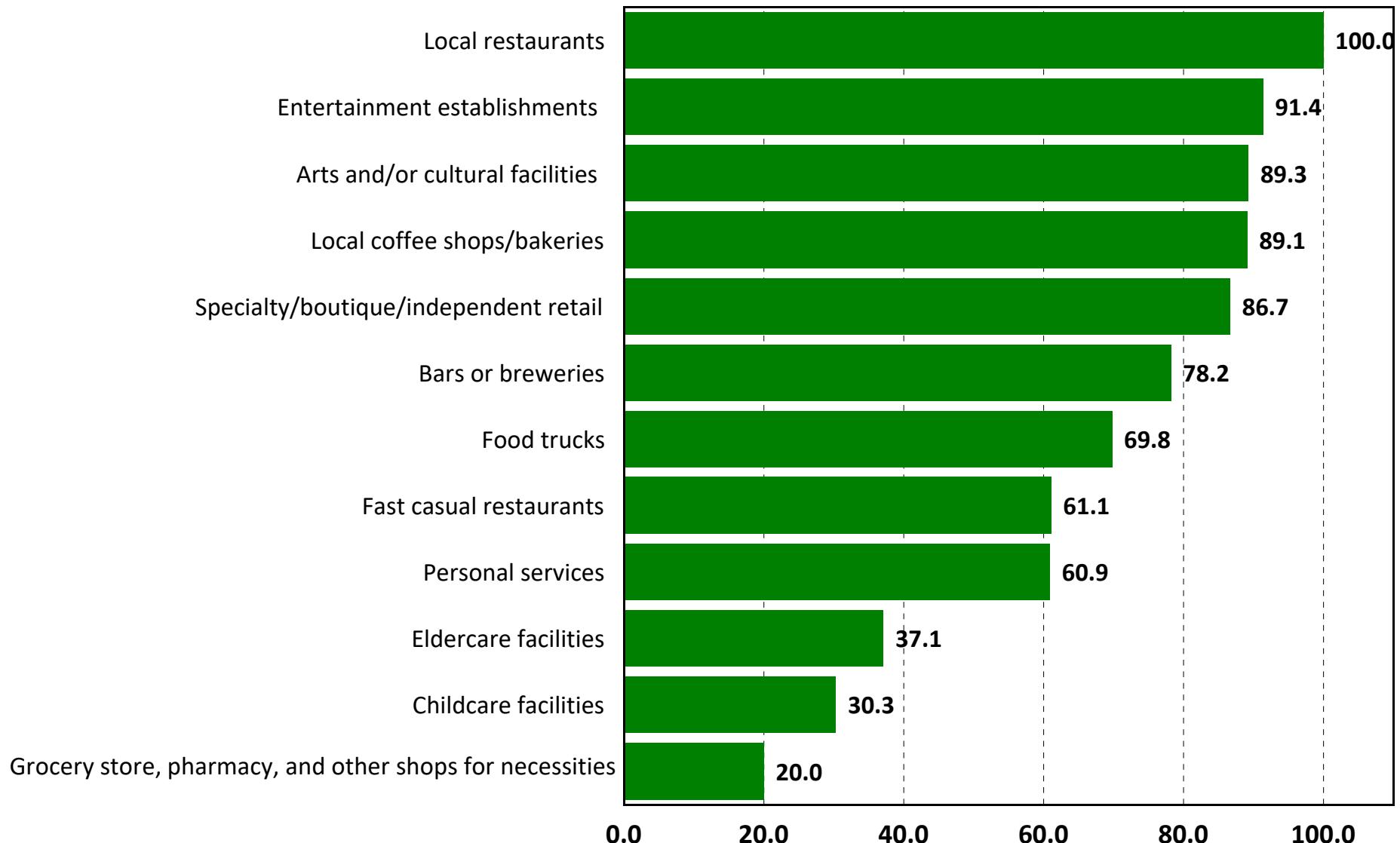
Top Priorities for Investment for Parks & Recreation Facilities/Amenities Based on the Priority Investment Rating



Unmet Needs Rating for Commercial Development

the rating for the item rated as the most important=100

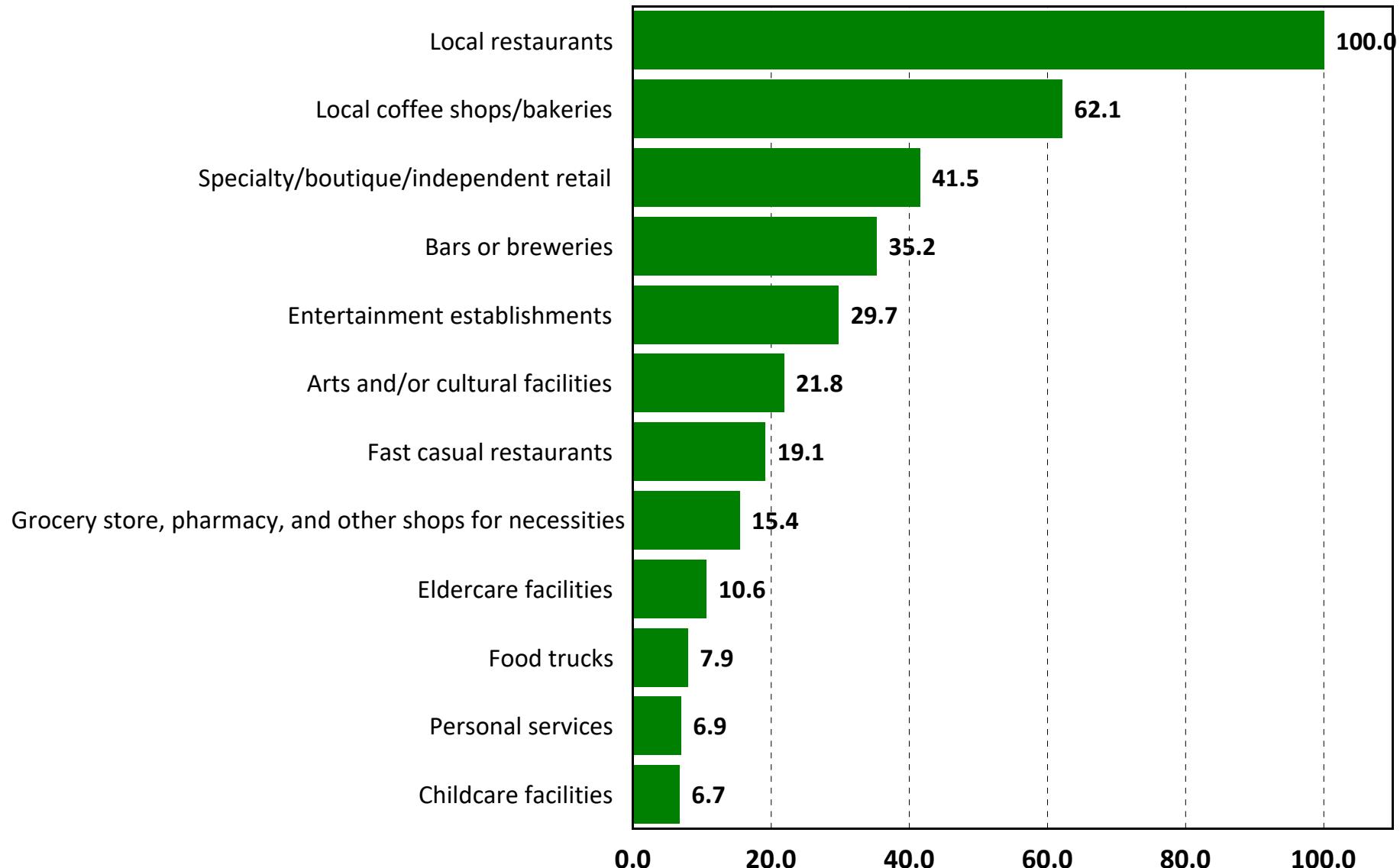
the rating of all other items reflects the relative level of importance for each item compared to the item rated as the most important



Importance Rating for Commercial Development

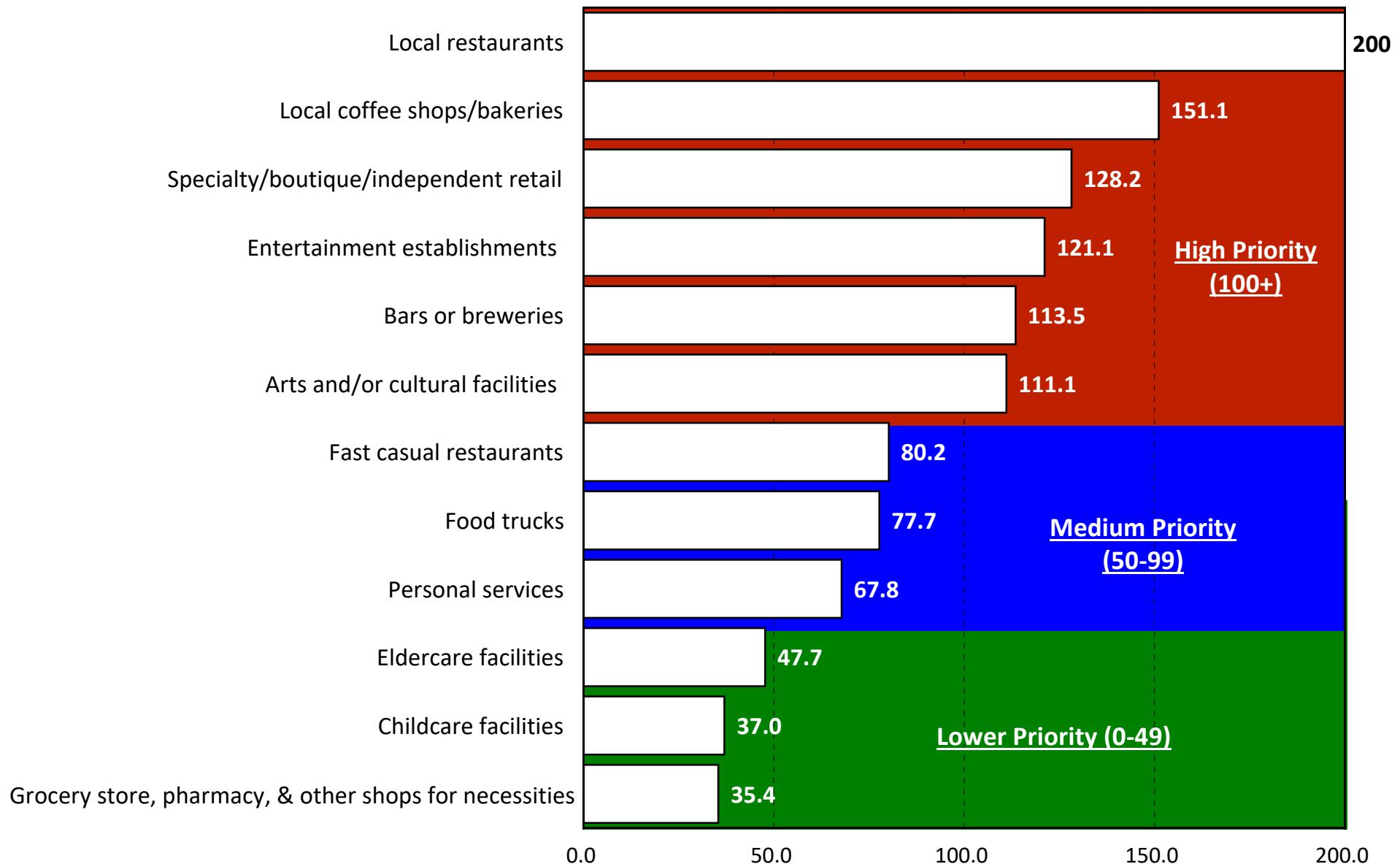
the rating for the item with the most unmet need=100

the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



Top Priorities for Investment for Commercial Development

Based on the Priority Investment Rating



3

Benchmarking Analysis

Overview

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

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2025 to a random sample of residents in the continental United States, and (2) surveys that have been administered by ETC Institute in 16 communities in the Kansas City metro area between January 2023 and July 2025.

- Basehor, Kansas
- De Soto, Kansas
- Edgerton, Kansas
- Fairway, Kansas
- Gladstone, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Leawood, Kansas
- Lee's Summit, Missouri
- Lenexa, Kansas
- Merriam, Kansas
- North Kansas City, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Wyandotte County, Kansas

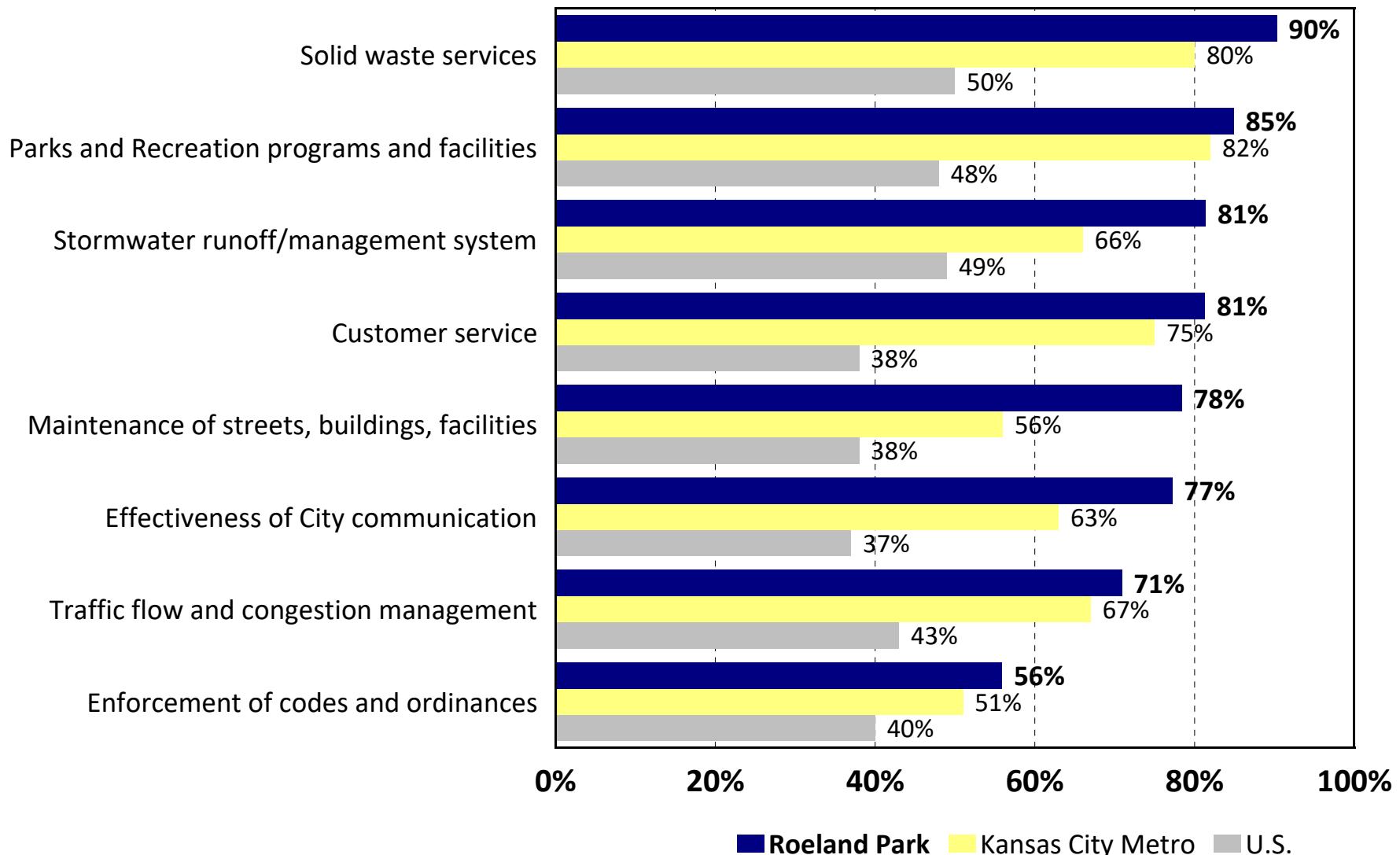
The first set of charts on the following pages show how the overall results for Roeland Park compare to the national average based on the results of a survey that was administered by ETC Institute to a random sample of U.S. residents. These charts also show how Roeland Park compares to communities in the Kansas City Metro area. The second set of charts show how the overall results for Roeland Park compare to a range of performance based on the specific results of the 16 communities in the Kansas City Metro area listed above. The horizontal blue bar shows the low and high ratings that were received while the green verticle bar shows the mean or average from all 16 communities. Roeland Park's results are designated by a yellow dot as well as the percentage listed on the far right of the table.

National Benchmarks

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

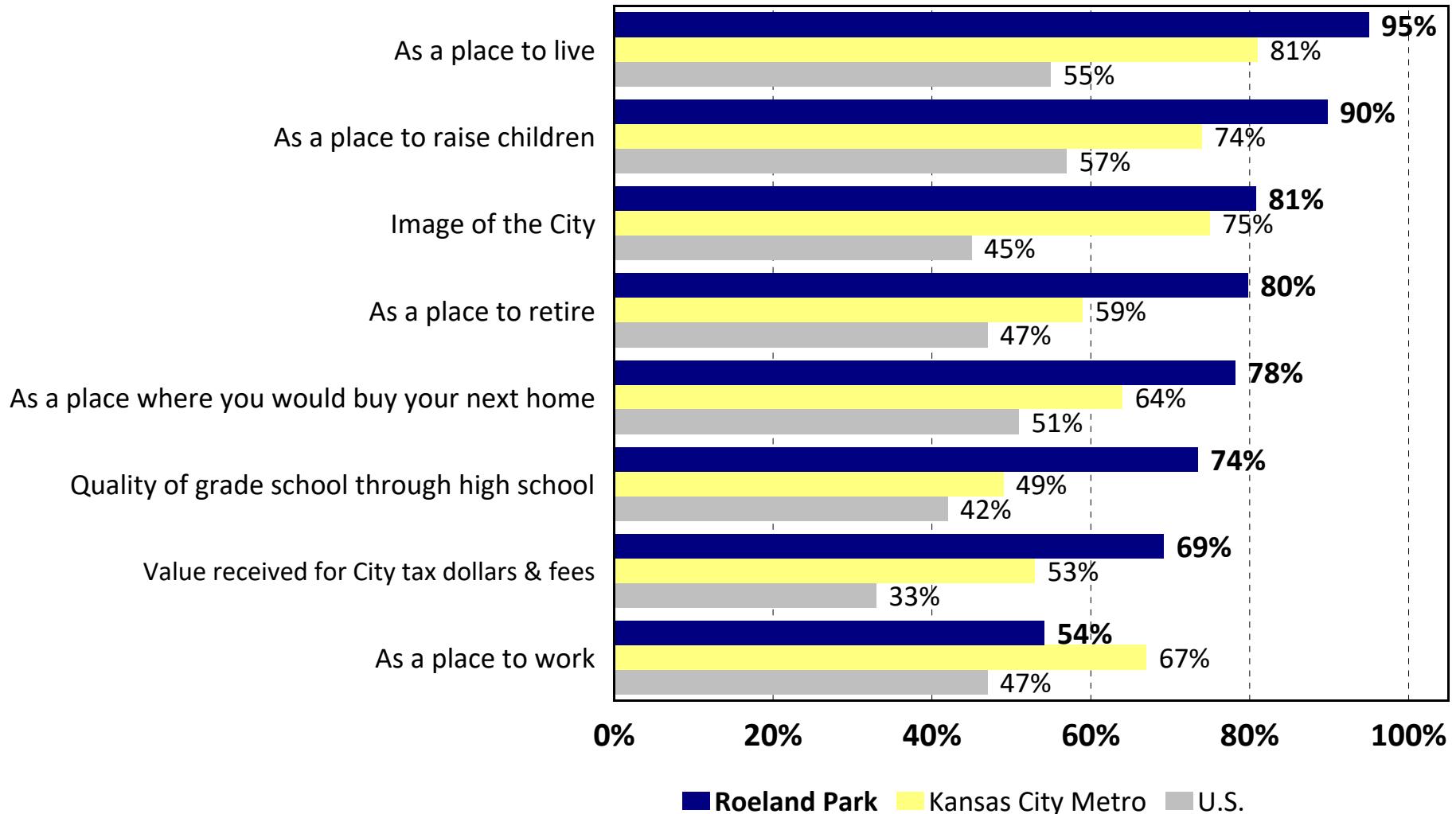
Overall Satisfaction with Major Categories of City Services: City of Roeland Park vs. Kansas City Metro vs. U.S.

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



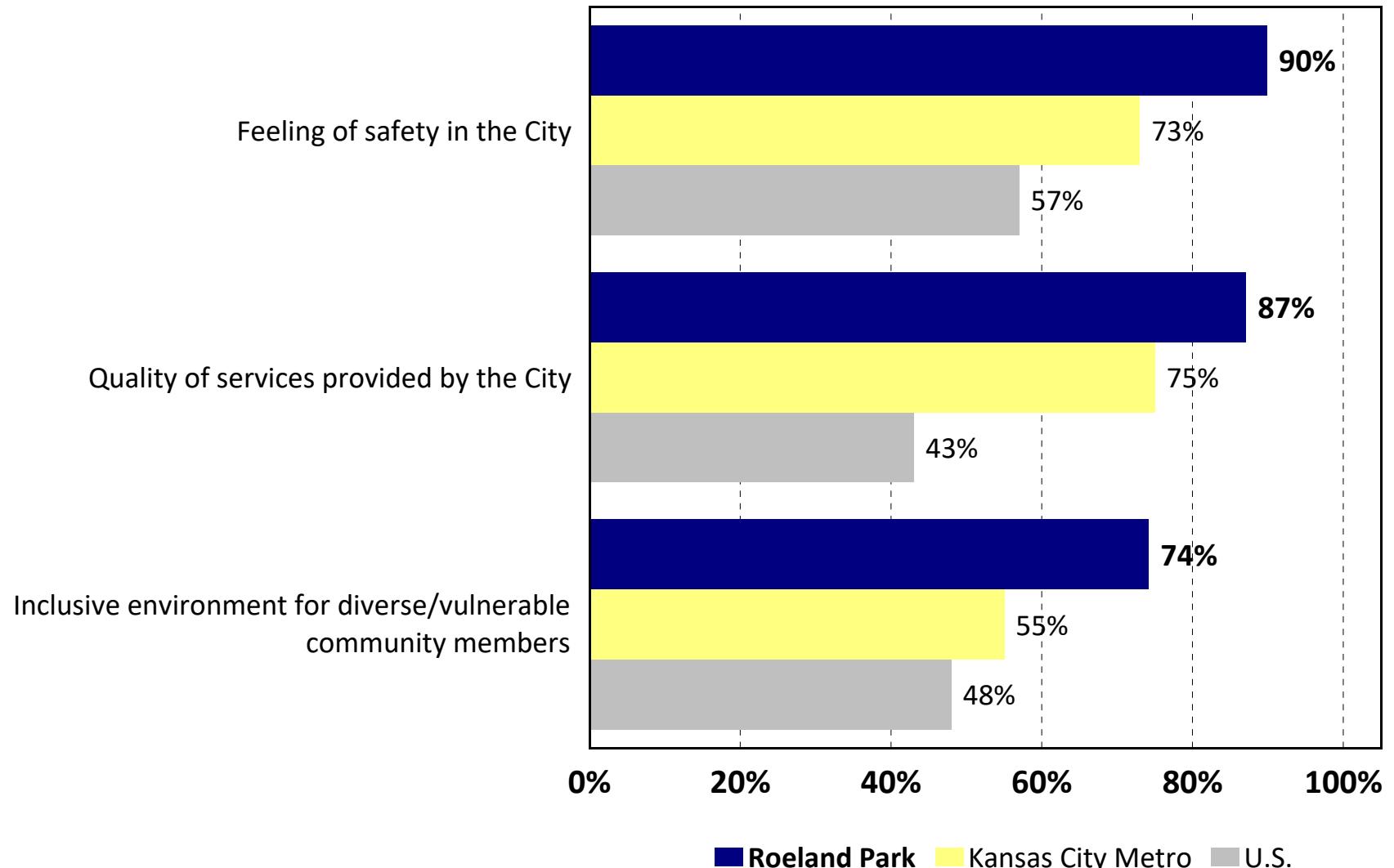
How Residents Rate the Community Where They Live: City of Roeland Park vs. Kansas City Metro vs. U.S.

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



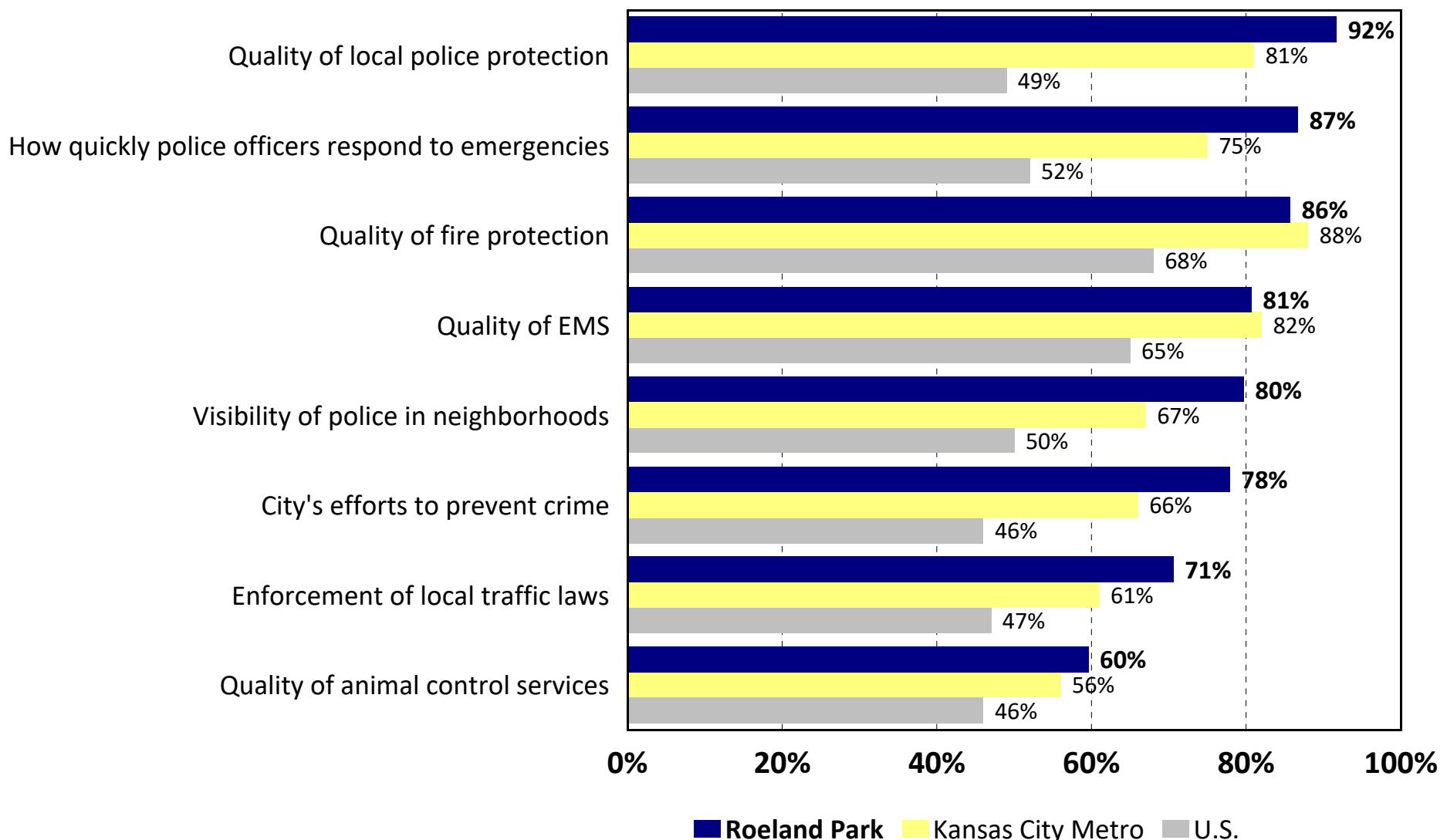
Satisfaction with Items Influencing Perceptions of the City: City of Roeland Park vs. Kansas City Metro vs. U.S.

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



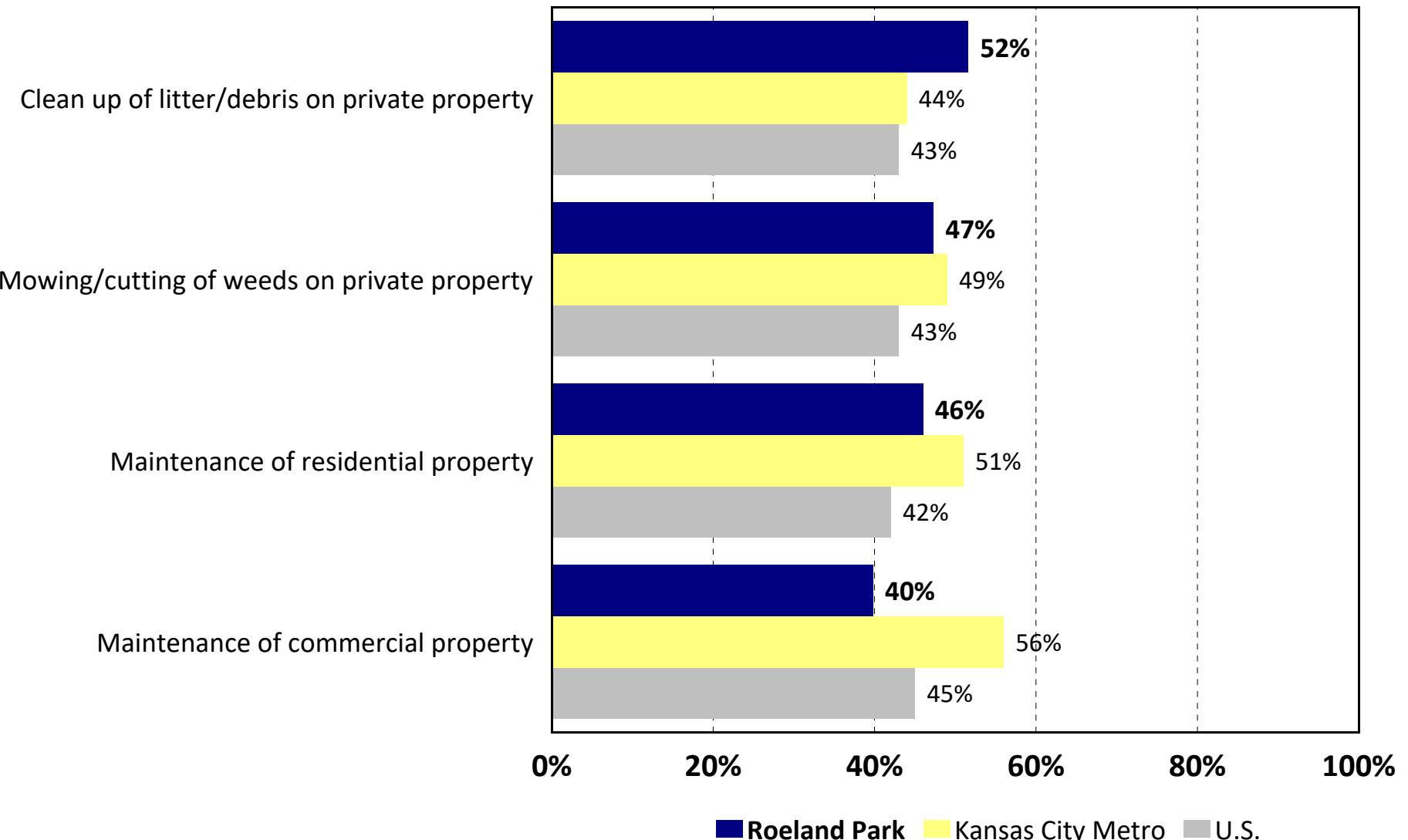
Overall Satisfaction with Public Safety: City of Roeland Park vs. Kansas City Metro vs. U.S.

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



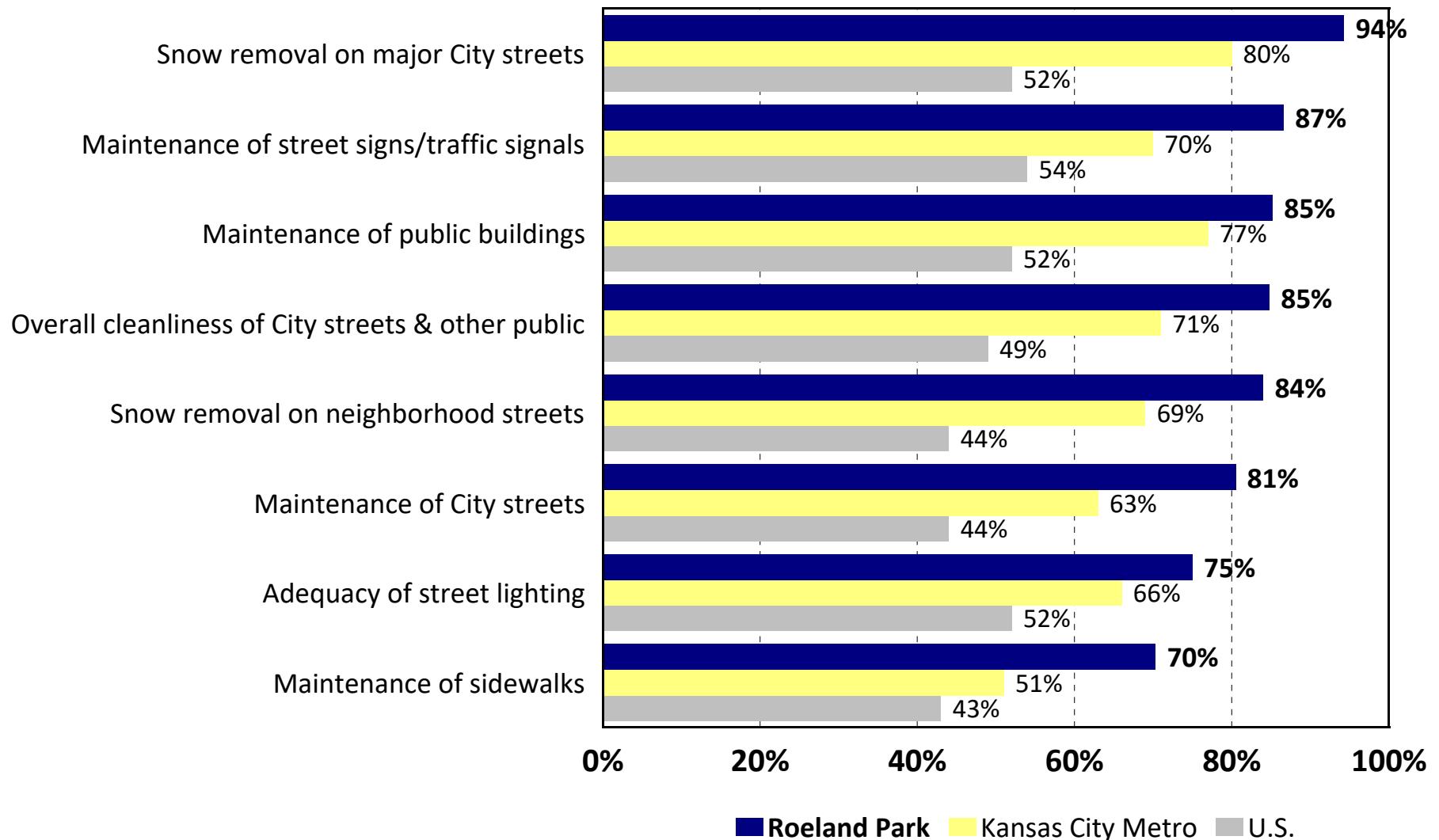
Overall Satisfaction with Code Enforcement: City of Roeland Park vs. Kansas City Metro vs. U.S.

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



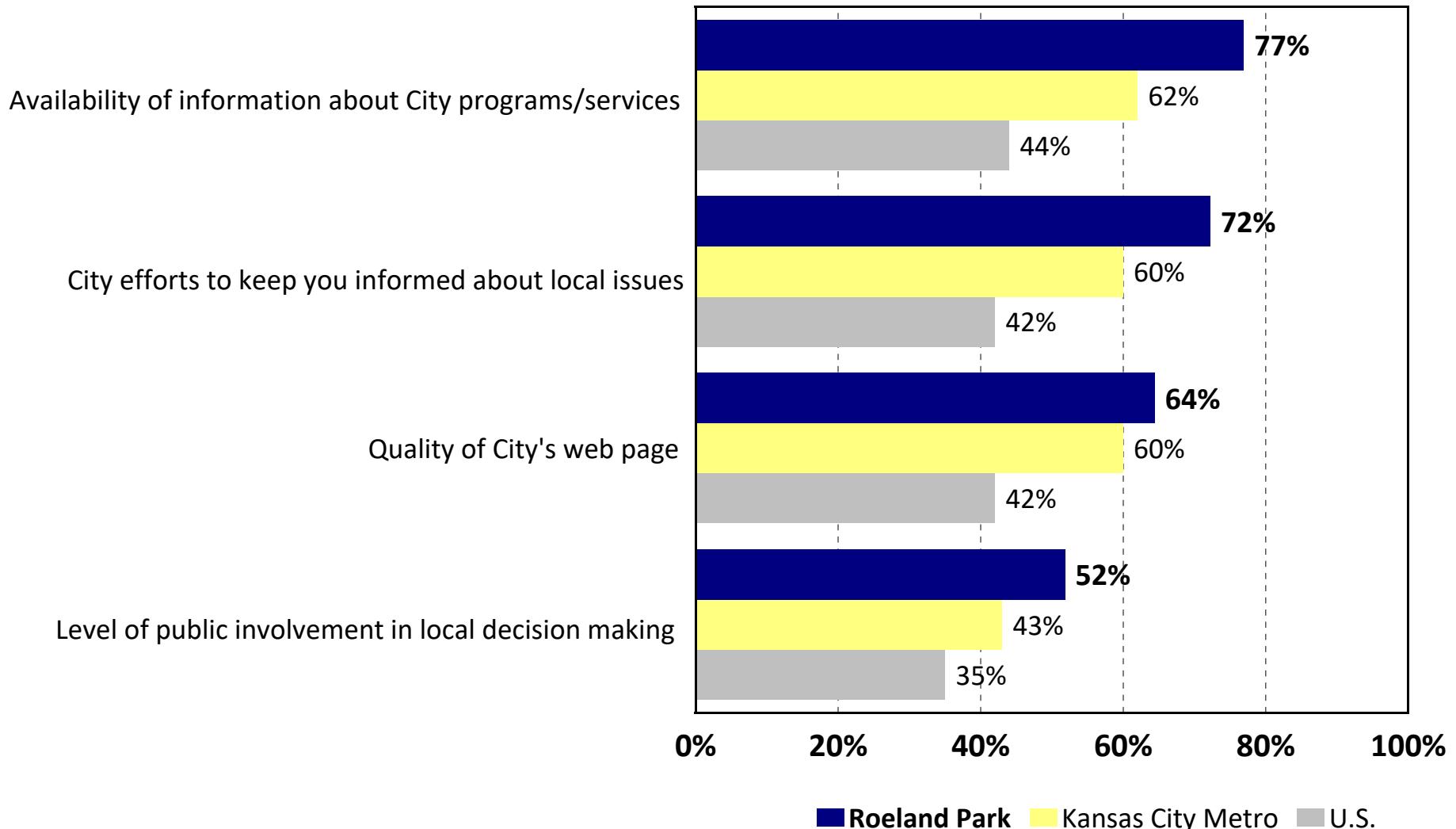
Overall Satisfaction with City Maintenance: City of Roeland Park vs. Kansas City Metro vs. U.S.

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



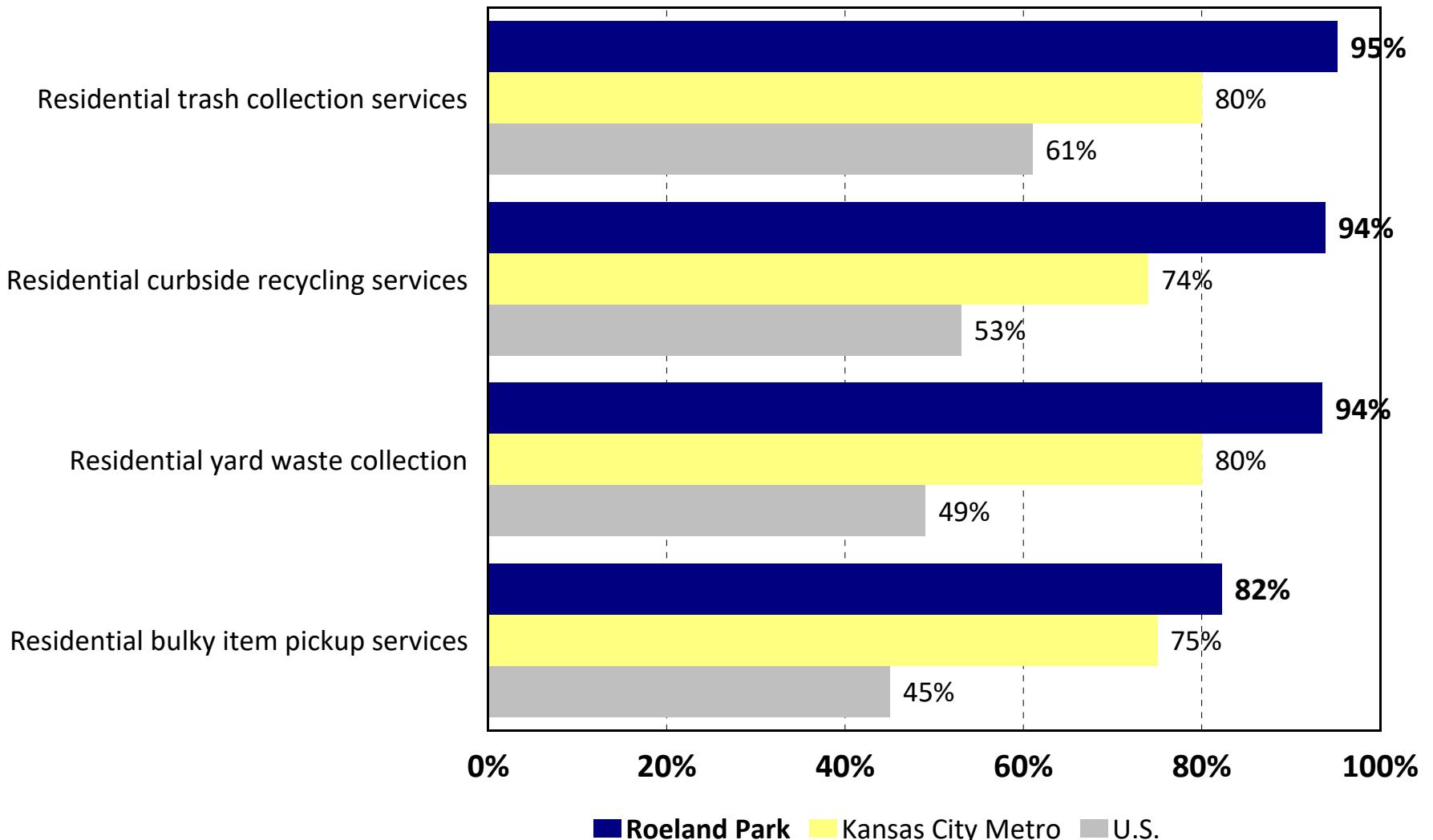
Overall Satisfaction with City Communication: City of Roeland Park vs. Kansas City Metro vs. U.S.

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



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

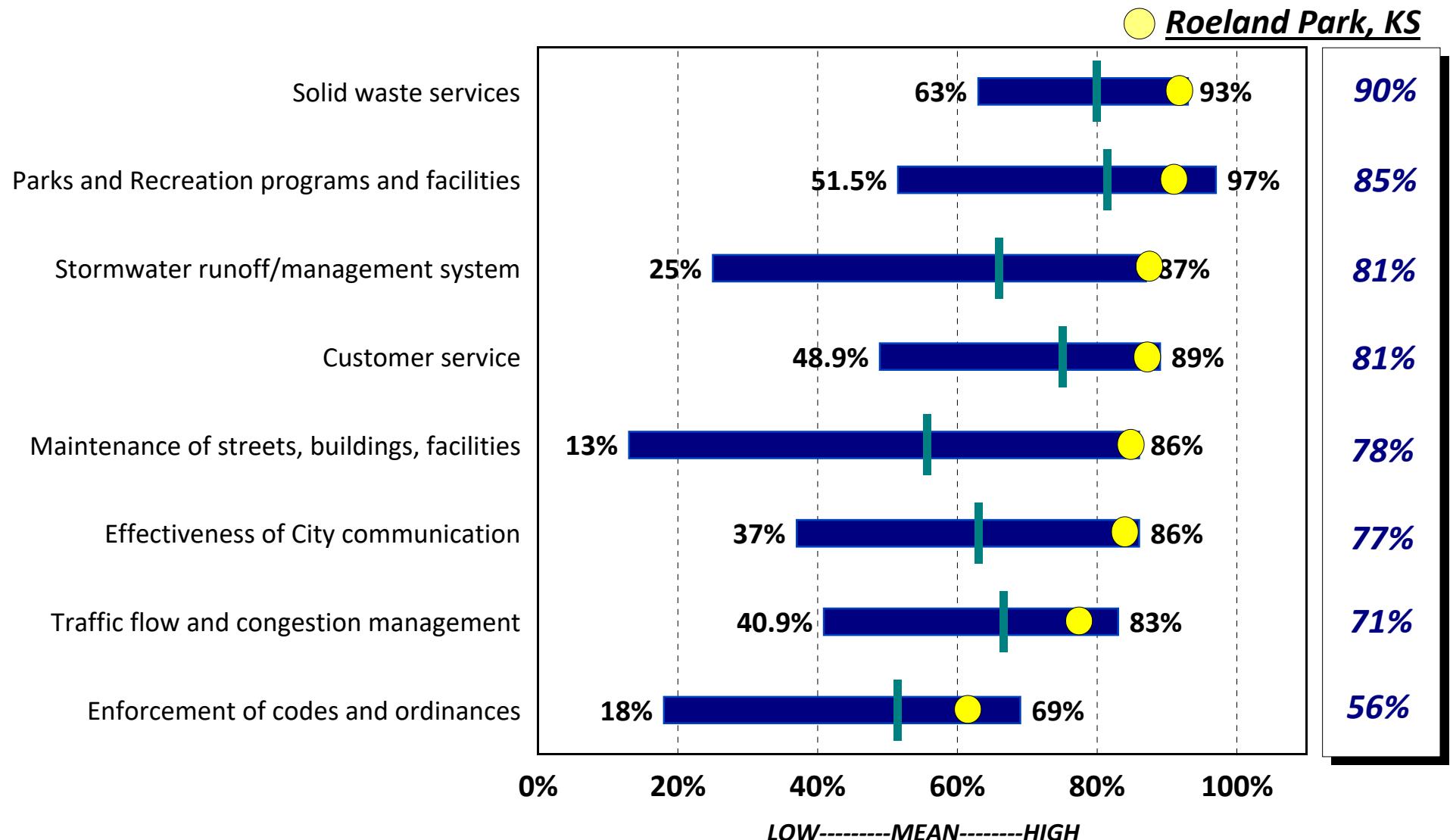
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"



Metropolitan Kansas City Benchmarks

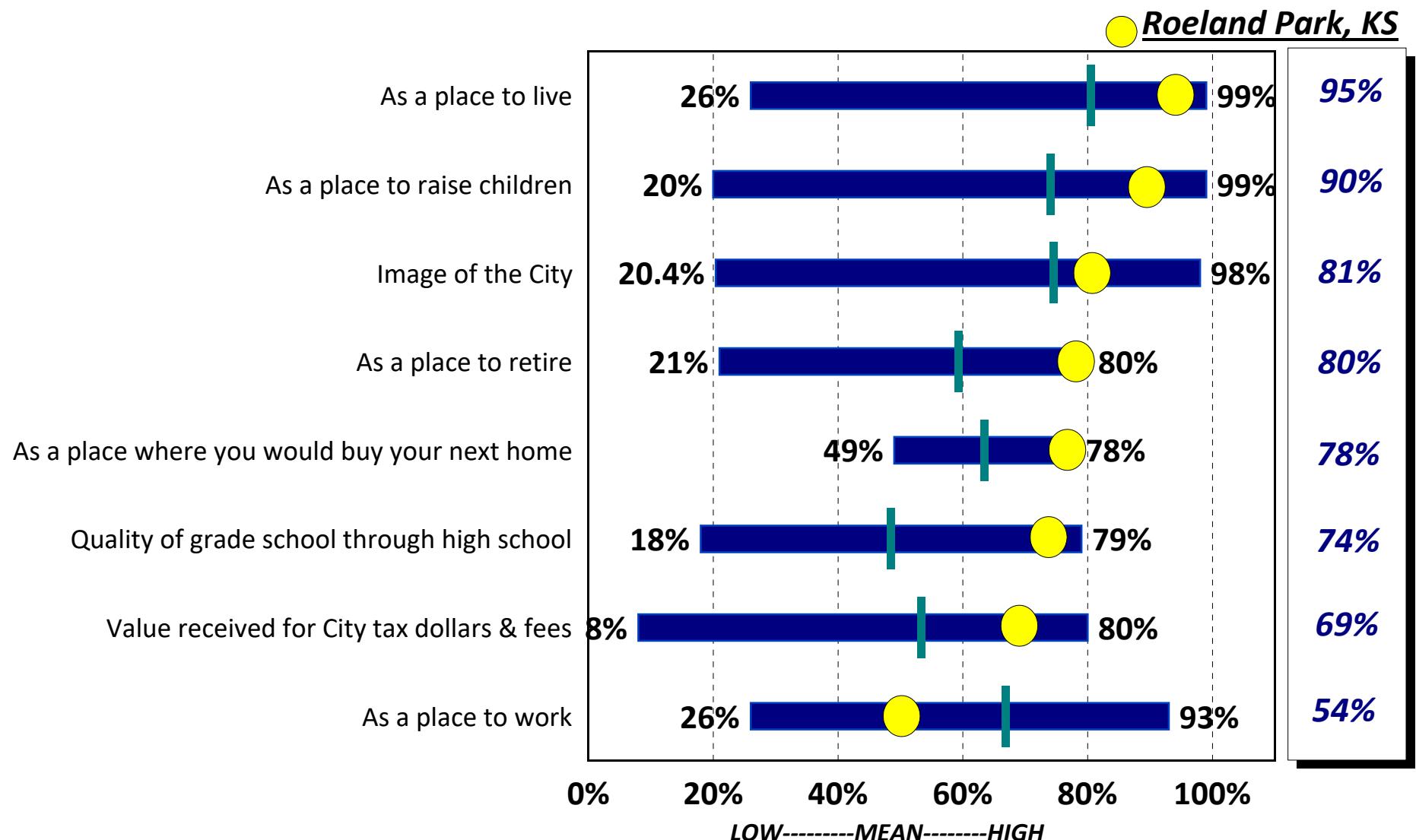
Overall Satisfaction with Major Categories of City Services Provided by Cities in the Kansas City Area

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



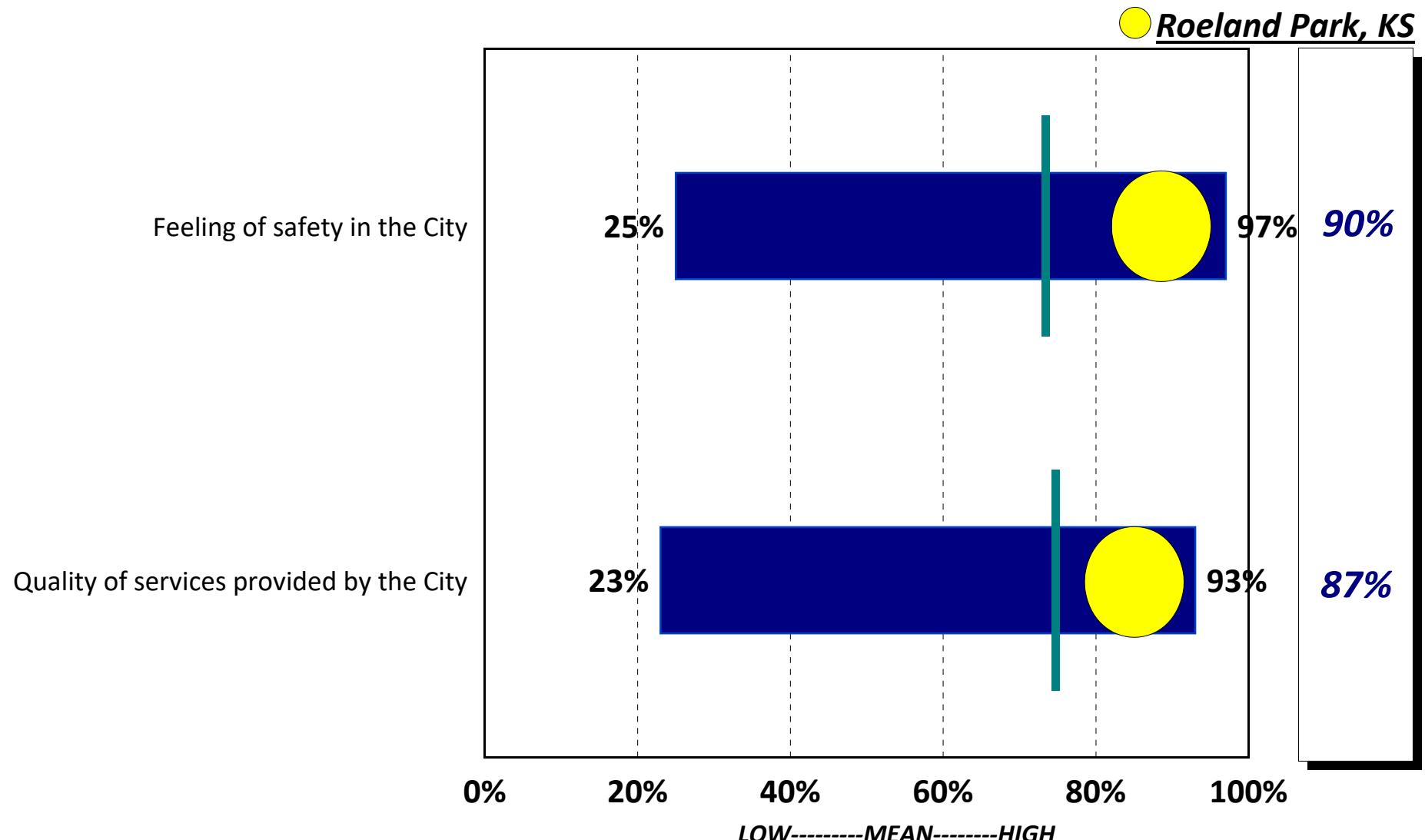
How Kansas City Area Residents Rate the City in Which They Live

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



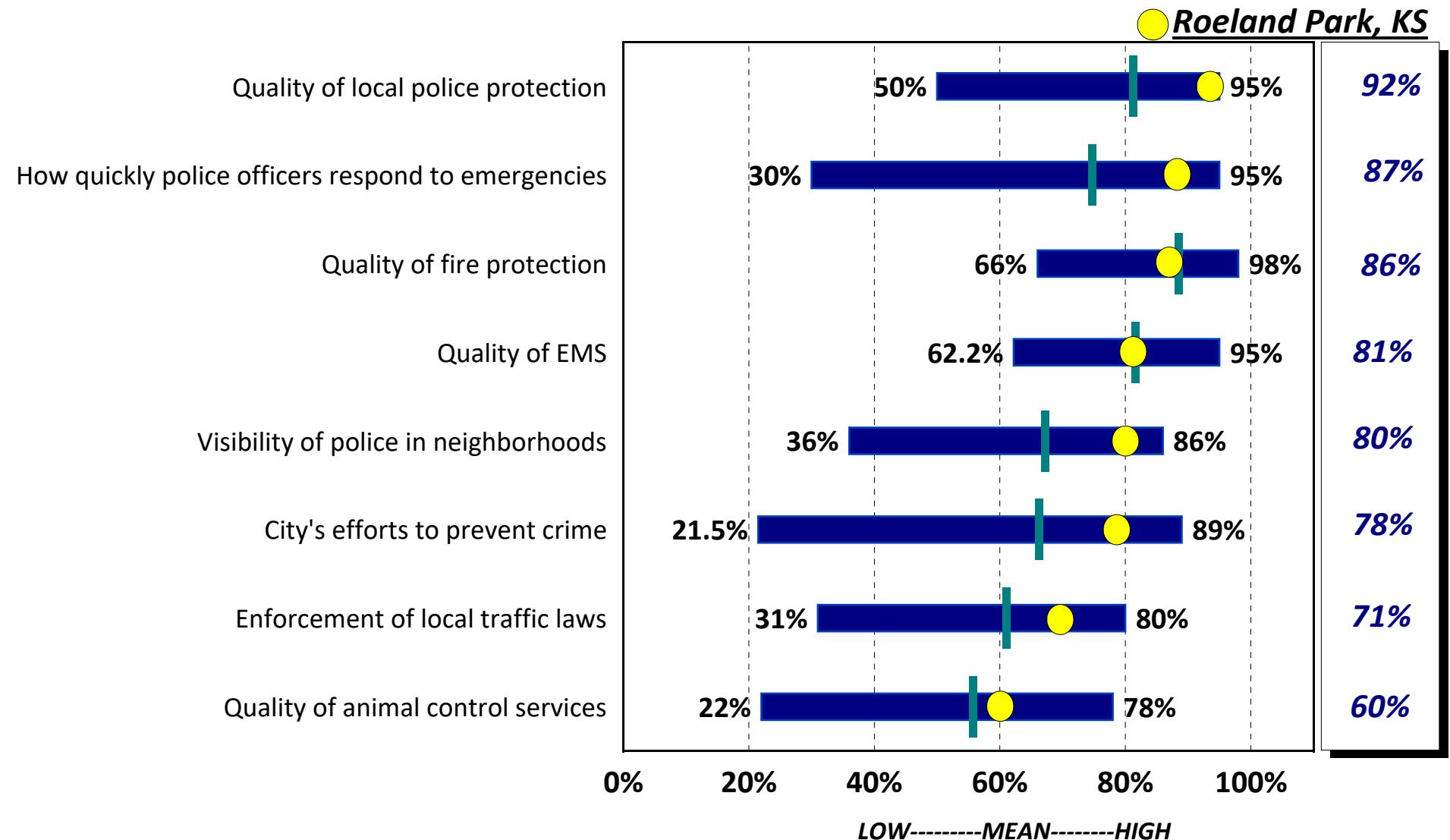
Perceptions that Kansas City Area Residents Have of the City in Which They Live

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



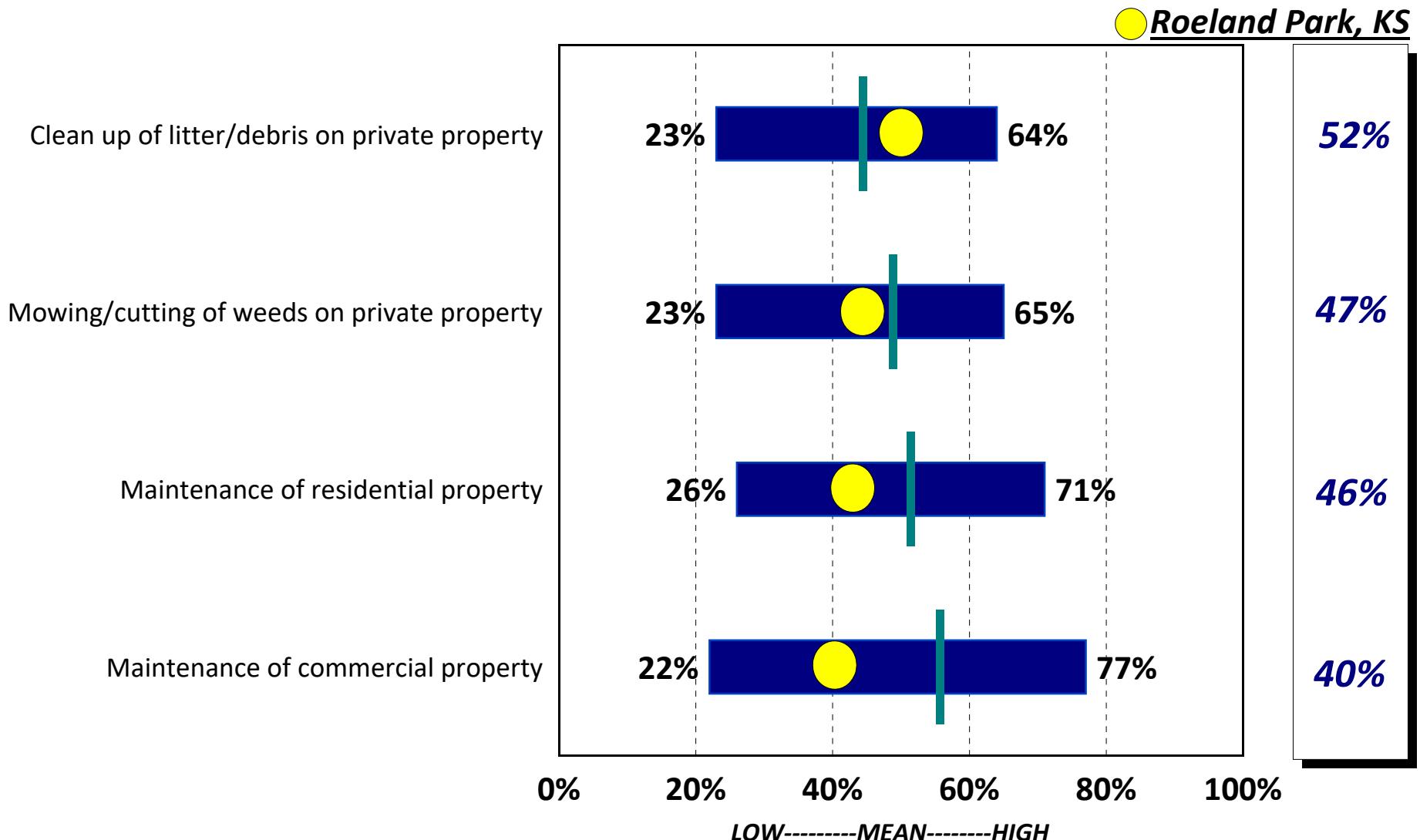
Satisfaction with Public Safety Services Provided by Cities in the Kansas City Area

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



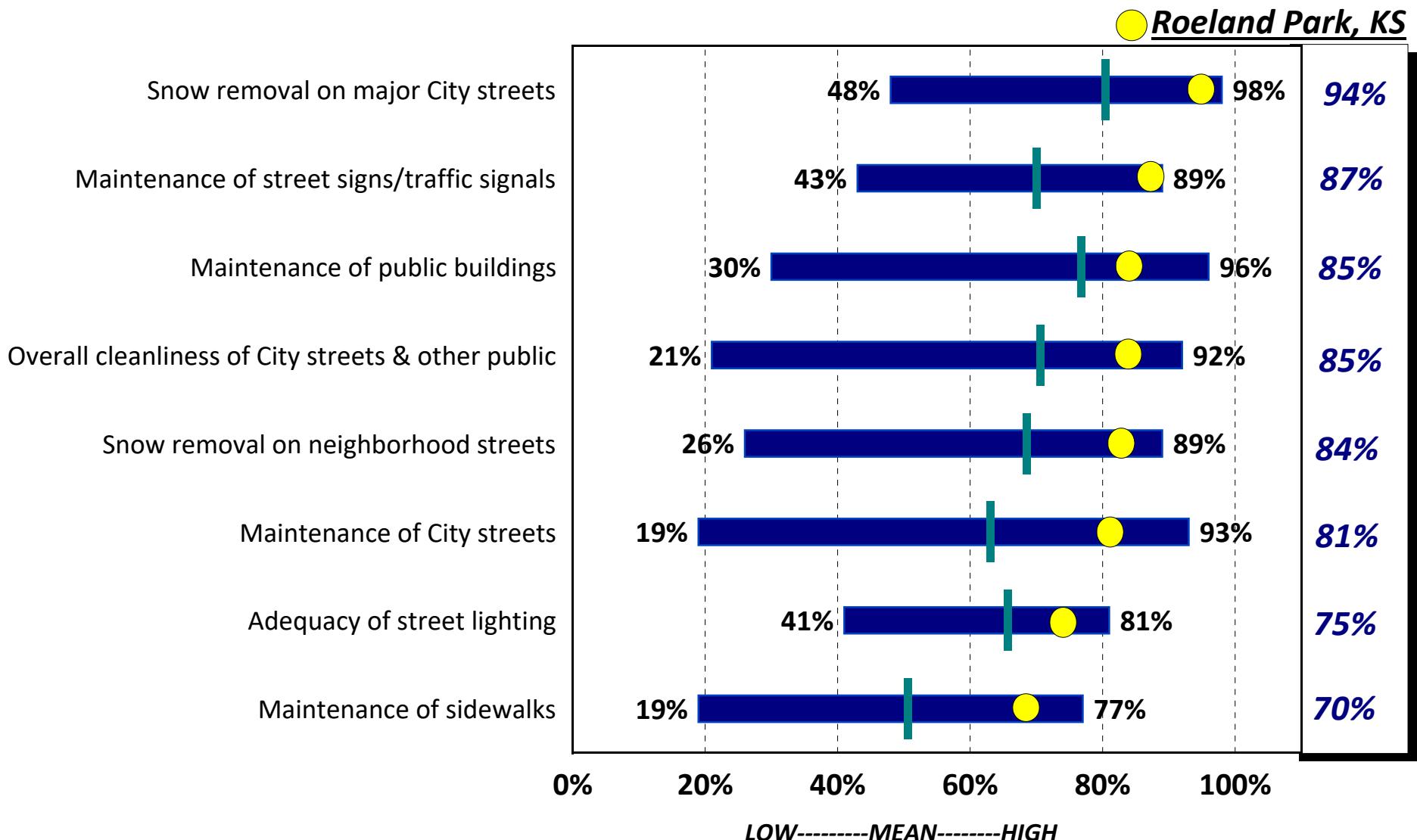
Satisfaction with Code Enforcement Services Provided by Cities in the Kansas City Area

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



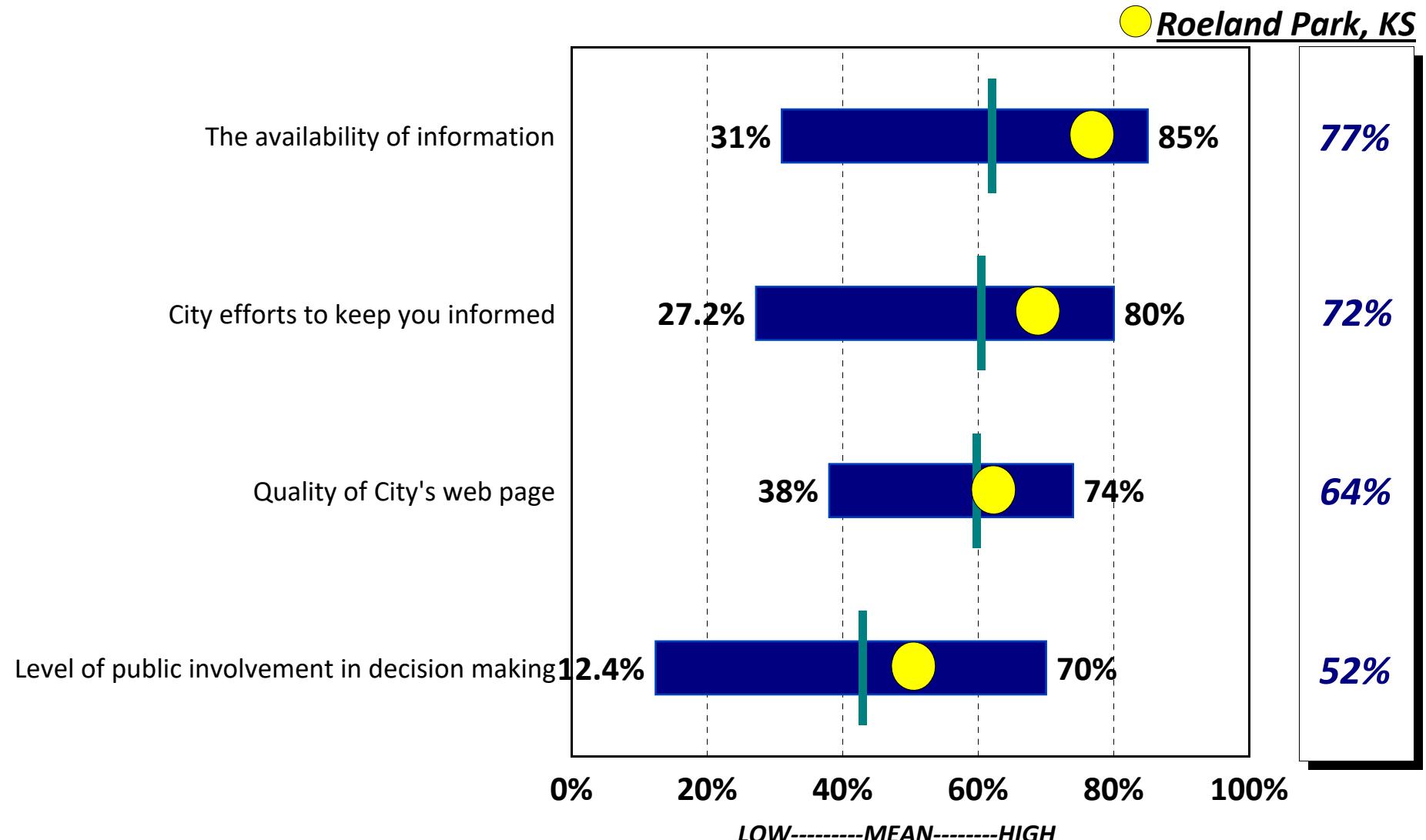
Satisfaction with Maintenance Services Provided by Cities in the Kansas City Area

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



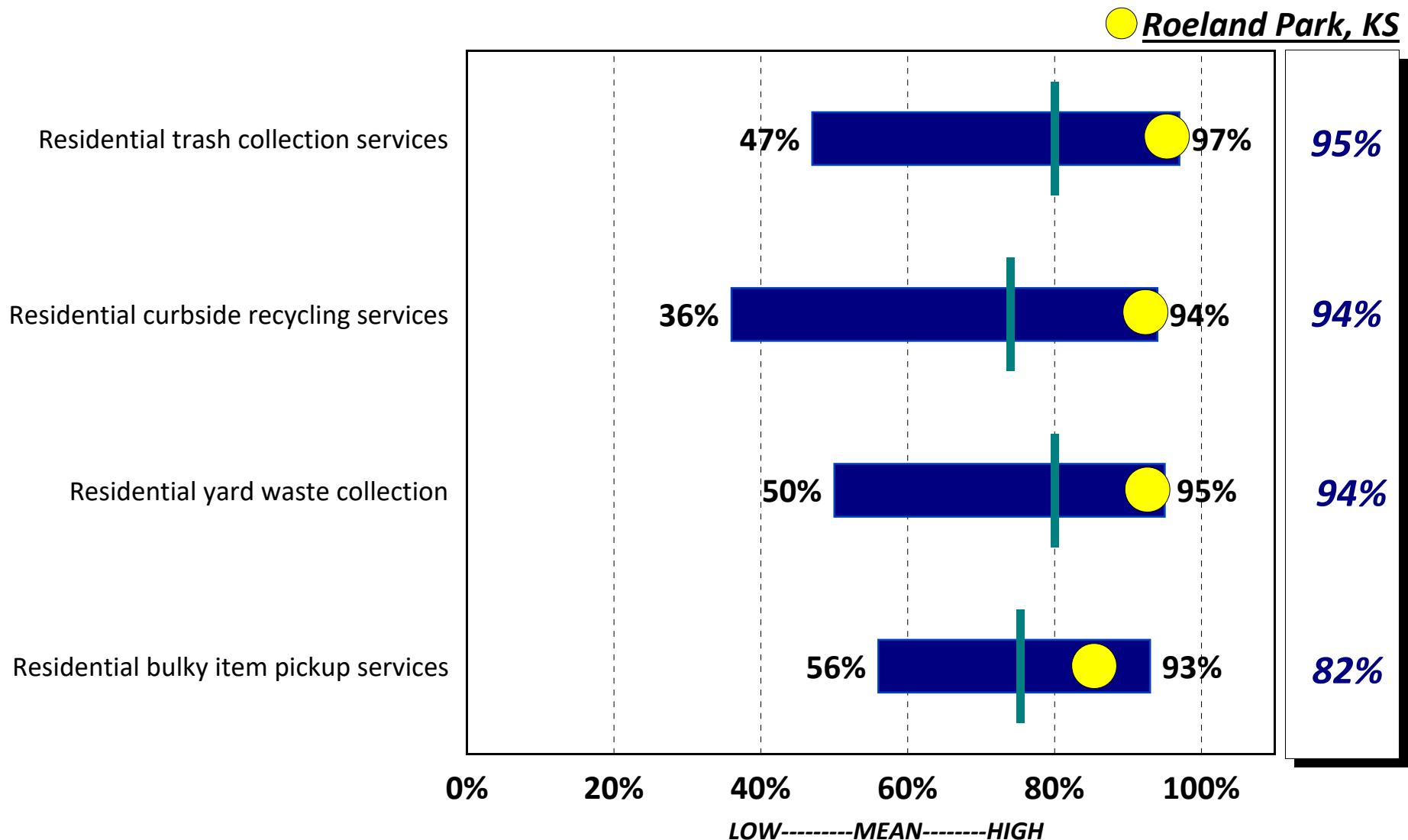
Satisfaction with Communication Services Provided by Cities in the Kansas City Area

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



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

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





Importance-Satisfaction Analysis

Overview

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

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

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

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

Example of the Calculation

Respondents were asked to identify the major categories of City services that were most important to their household. More than one-fourth (26.1%) of the respondent households selected "*enforcement of codes and ordinances*" as one of the most important services to emphasize over the next two years.

With regard to satisfaction, 55.9% of respondents surveyed rated "*enforcement of codes and ordinances*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 26.1% was multiplied by 44.1% (1-0.559). This calculation yielded an I-S rating of 0.1151, which ranked second out of eleven categories of City services analyzed.

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

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

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

Interpreting the Ratings

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

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

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

2025 Importance-Satisfaction Rating

Roeland Park, Kansas

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
How well the City is managing development activity	62%	1	39%	11	0.3781	1
<u>High Priority (IS .10-.20)</u>						
Enforcement of codes and ordinances	26%	5	56%	10	0.1151	2
<u>Medium Priority (IS <.10)</u>						
Maintenance of streets, buildings, facilities	45%	2	78%	7	0.0976	3
Traffic flow and congestion management	27%	4	71%	9	0.0780	4
Environmental and sustainability efforts	25%	6	80%	6	0.0519	5
Parks and Recreation programs and facilities	30%	3	85%	3	0.0450	6
Effectiveness of City communication	12%	8	77%	8	0.0283	7
Police services	21%	7	88%	2	0.0249	8
Stormwater runoff/management system	9%	9	81%	4	0.0158	9
Customer service	5%	10	81%	5	0.0099	10
Solid waste services	3%	11	90%	1	0.0025	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 receive the most emphasis from City leaders

Satisfaction %:

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

2025 Importance-Satisfaction Rating

Roeland Park, Kansas

Perception of the City

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Availability of shops/restaurants that I want to visit	57%	1	22%	10	0.4423	1
Quality of commercial developments	50%	2	20%	11	0.4027	2
<u>High Priority (IS .10-.20)</u>						
Availability of affordable housing for low/moderate income families	25%	4	32%	9	0.1689	3
<u>Medium Priority (IS <.10)</u>						
Variety of housing available	16%	8	61%	8	0.0614	4
Condition of housing in your neighborhood	24%	5	80%	4	0.0494	5
Walkability of Roeland Park	18%	7	74%	6	0.0463	6
Inclusive environment for diverse/vulnerable community members	14%	9	74%	5	0.0359	7
Quality of services provided by the City	21%	6	87%	2	0.0271	8
Feeling of safety in the City	25%	3	90%	1	0.0249	9
Bikeability of Roeland Park	6%	11	64%	7	0.0219	10
Tree canopy and natural areas in Roeland Park	11%	10	86%	3	0.0162	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 receive the most emphasis from City leaders

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents rated each of the items on a scale of 5 to 1 with "5" being Excellent and "1" being Poor.

2025 Importance-Satisfaction Rating

Roeland Park, Kansas

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Quality of Mental Health Co-Responder	28%	3	57%	9	0.1205	1
City's efforts to prevent crime	46%	1	78%	6	0.1008	2
<u>Medium Priority (IS <.10)</u>						
Enforcement of local traffic laws	26%	5	71%	7	0.0761	3
Visibility of police in neighborhoods	34%	2	80%	5	0.0688	4
Quality of animal control services	14%	8	60%	8	0.0574	5
Quality of EMS	21%	6	81%	4	0.0401	6
Quality of local police protection	27%	4	92%	1	0.0220	7
How quickly police officers respond to emergencies	16%	7	87%	2	0.0210	8
Quality of fire protection	13%	9	86%	3	0.0189	9

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

Most Important %:

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

Satisfaction %:

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

2025 Importance-Satisfaction Rating

Roeland Park, Kansas

Enforcement of Codes and Ordinances

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Maintenance of commercial property	51%	1	40%	5	0.3046	1
<u>High Priority (IS .10-.20)</u>						
Maintenance of residential property	35%	3	46%	4	0.1874	2
Clean up of litter/debris on private property	37%	2	52%	1	0.1781	3
Mowing/cutting of weeds on private property	25%	4	47%	2	0.1318	4
Snow removal from sidewalks	22%	5	47%	3	0.1191	5

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

Most Important %:

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

Satisfaction %:

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

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2025 Importance-Satisfaction Rating

Roeland Park, Kansas Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Number of walking & biking trails	33%	1	53%	12	0.1564	1
Medium Priority (IS <.10)						
Safe pedestrian or bike access to parks	26%	3	70%	8	0.0786	2
Quality of Community Center	23%	4	68%	10	0.0721	3
City-sponsored special events	19%	6	68%	9	0.0610	4
Quality of Aquatics Center	17%	7	71%	6	0.0478	5
Fees charged for memberships, recreation programs & facility rentals	12%	9	66%	11	0.0404	6
Quality of art in public places	14%	8	74%	5	0.0355	7
Maintenance of City parks	32%	2	92%	2	0.0249	8
How close neighborhood parks are to your home	11%	10	81%	4	0.0221	9
Overall appearance of City parks	22%	5	93%	1	0.0155	10
Quality of playground equipment	11%	11	87%	3	0.0143	11
Ease of registering for programs	4%	12	71%	7	0.0111	12

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

Most Important %:

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

Satisfaction %:

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

2025 Importance-Satisfaction Rating

Roeland Park, Kansas

City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of sidewalks	42%	2	70%	9	0.1241	1
Medium Priority (IS <.10)						
Maintenance of City streets	46%	1	81%	7	0.0905	2
Adequacy of street lighting	28%	4	75%	8	0.0698	3
Snow removal on neighborhood streets	29%	3	84%	5	0.0464	4
Overall cleanliness of City streets & other public areas	26%	5	85%	4	0.0397	5
Maintenance of storm drainage systems	17%	6	83%	6	0.0291	6
Maintenance of public buildings	14%	8	85%	3	0.0200	7
Maintenance of street signs/traffic signals	12%	9	87%	2	0.0161	8
Snow removal on major City streets	16%	7	94%	1	0.0088	9

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

Most Important %:

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

Satisfaction %:

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

2025 Importance-Satisfaction Rating

Roeland Park, Kansas

Transportation Connectivity and Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Availability of public transportation	23%	5	38%	7	0.1430	1
<u>Medium Priority (IS <.10)</u>						
Availability of bicycle infrastructure	16%	6	46%	6	0.0856	2
Availability of public sidewalks	27%	2	72%	3	0.0759	3
Safety when bicycling	14%	7	48%	5	0.0718	4
Flow of traffic along commercial streets	26%	3	73%	2	0.0715	5
Flow of traffic on residential streets	25%	4	72%	4	0.0707	6
Safety when walking	31%	1	78%	1	0.0692	7

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

Most Important %:

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

Satisfaction %:

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

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2025 Importance-Satisfaction Rating

Roeland Park, Kansas

Trash Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Residential bulky item pickup services	24%	3	82%	6	0.0424	1
The fee charged for solid waste services	19%	4	79%	7	0.0403	2
Residential curbside leaf collection service	29%	1	90%	4	0.0303	3
Residential curbside glass recycling services	11%	7	89%	5	0.0127	4
Residential trash collection services	26%	2	95%	1	0.0123	5
Residential yard waste collection	15%	5	94%	3	0.0096	6
Residential curbside recycling services	15%	6	94%	2	0.0092	7

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

Most Important %:

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

Satisfaction %:

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

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Tabular Data

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

(N=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	48.8%	34.7%	8.1%	3.0%	0.4%	4.9%
Q1-2. Overall quality of City parks & recreation programs & facilities	40.0%	41.8%	10.5%	3.9%	0.2%	3.6%
Q1-3. Overall maintenance of City streets, buildings, & facilities	33.4%	44.3%	11.8%	6.9%	2.8%	0.9%
Q1-4. Overall enforcement of City codes & ordinances	18.6%	32.1%	22.9%	11.3%	5.8%	9.2%
Q1-5. Overall quality of customer service you receive from City employees	43.5%	27.4%	13.5%	2.1%	0.6%	12.8%
Q1-6. Overall effectiveness of City communication with the public	36.2%	38.5%	14.6%	6.0%	1.5%	3.2%
Q1-7. Overall quality of City's stormwater runoff/stormwater management system	32.1%	41.8%	13.7%	2.4%	0.9%	9.2%
Q1-8. Overall quality of traffic flow & congestion management in Roeland Park	30.0%	40.5%	16.7%	10.7%	1.5%	0.6%
Q1-9. Overall quality of solid waste services	45.2%	42.4%	7.9%	1.5%	0.0%	3.0%
Q1-10. Overall quality of City's environmental & sustainability efforts	36.6%	36.0%	14.8%	3.4%	0.4%	8.8%
Q1-11. How well City is managing development activity (residential, service, office, retail, industrial)	14.1%	23.3%	30.8%	18.6%	8.1%	4.9%

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=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	51.4%	36.5%	8.6%	3.2%	0.5%
Q1-2. Overall quality of City parks & recreation programs & facilities	41.6%	43.3%	10.9%	4.0%	0.2%
Q1-3. Overall maintenance of City streets, buildings, & facilities	33.7%	44.7%	11.9%	6.9%	2.8%
Q1-4. Overall enforcement of City codes & ordinances	20.5%	35.4%	25.2%	12.5%	6.4%
Q1-5. Overall quality of customer service you receive from City employees	49.9%	31.4%	15.5%	2.5%	0.7%
Q1-6. Overall effectiveness of City communication with the public	37.4%	39.8%	15.0%	6.2%	1.5%
Q1-7. Overall quality of City's stormwater runoff/ stormwater management system	35.4%	46.0%	15.1%	2.6%	0.9%
Q1-8. Overall quality of traffic flow & congestion management in Roeland Park	30.2%	40.7%	16.8%	10.8%	1.5%
Q1-9. Overall quality of solid waste services	46.6%	43.7%	8.2%	1.5%	0.0%
Q1-10. Overall quality of City's environmental & sustainability efforts	40.1%	39.4%	16.2%	3.8%	0.5%
Q1-11. How well City is managing development activity (residential, service, office, retail, industrial)	14.9%	24.5%	32.4%	19.6%	8.6%

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

<u>Q2. Top choice</u>	Number	Percent
Overall quality of police services	54	11.6 %
Overall quality of City parks & recreation programs & facilities	34	7.3 %
Overall maintenance of City streets, buildings, & facilities	57	12.2 %
Overall enforcement of City codes & ordinances	34	7.3 %
Overall quality of customer service you receive from City employees	7	1.5 %
Overall effectiveness of City communication with the public	10	2.1 %
Overall quality of City's stormwater runoff/stormwater management system	8	1.7 %
Overall quality of traffic flow & congestion management in Roeland Park	31	6.6 %
Overall quality of solid waste services	1	0.2 %
Overall quality of City's environmental & sustainability efforts	35	7.5 %
How well City is managing development activity (residential, service, office, retail, industrial)	161	34.5 %
<u>None chosen</u>	35	7.5 %
Total	467	100.0 %

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

<u>Q2. 2nd choice</u>	Number	Percent
Overall quality of police services	23	4.9 %
Overall quality of City parks & recreation programs & facilities	48	10.3 %
Overall maintenance of City streets, buildings, & facilities	84	18.0 %
Overall enforcement of City codes & ordinances	45	9.6 %
Overall quality of customer service you receive from City employees	8	1.7 %
Overall effectiveness of City communication with the public	28	6.0 %
Overall quality of City's stormwater runoff/stormwater management system	15	3.2 %
Overall quality of traffic flow & congestion management in Roeland Park	54	11.6 %
Overall quality of solid waste services	4	0.9 %
Overall quality of City's environmental & sustainability efforts	39	8.4 %
How well City is managing development activity (residential, service, office, retail, industrial)	68	14.6 %
<u>None chosen</u>	51	10.9 %
Total	467	100.0 %

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

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	19	4.1 %
Overall quality of City parks & recreation programs & facilities	57	12.2 %
Overall maintenance of City streets, buildings, & facilities	70	15.0 %
Overall enforcement of City codes & ordinances	43	9.2 %
Overall quality of customer service you receive from City employees	10	2.1 %
Overall effectiveness of City communication with the public	20	4.3 %
Overall quality of City's stormwater runoff/stormwater management system	17	3.6 %
Overall quality of traffic flow & congestion management in Roeland Park	40	8.6 %
Overall quality of solid waste services	7	1.5 %
Overall quality of City's environmental & sustainability efforts	44	9.4 %
How well City is managing development activity (residential, service, office, retail, industrial)	62	13.3 %
<u>None chosen</u>	<u>78</u>	<u>16.7 %</u>
Total	467	100.0 %

SUM OF TOP 3 CHOICES

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

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	96	20.6 %
Overall quality of City parks & recreation programs & facilities	139	29.8 %
Overall maintenance of City streets, buildings, & facilities	211	45.2 %
Overall enforcement of City codes & ordinances	122	26.1 %
Overall quality of customer service you receive from City employees	25	5.4 %
Overall effectiveness of City communication with the public	58	12.4 %
Overall quality of City's stormwater runoff/stormwater management system	40	8.6 %
Overall quality of traffic flow & congestion management in Roeland Park	125	26.8 %
Overall quality of solid waste services	12	2.6 %
Overall quality of City's environmental & sustainability efforts	118	25.3 %
How well City is managing development activity (residential, service, office, retail, industrial)	291	62.3 %
<u>None chosen</u>	<u>35</u>	<u>7.5 %</u>
Total	1272	

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

(N=467)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. As a place to live	63.4%	31.5%	3.0%	1.5%	0.4%	0.2%
Q3-2. As a place to raise children	49.5%	26.1%	7.1%	1.1%	0.4%	15.8%
Q3-3. As a place to work	19.9%	16.3%	20.3%	6.2%	4.1%	33.2%
Q3-4. As a place where you would buy your next home	45.0%	30.0%	12.8%	5.6%	2.6%	4.1%
Q3-5. As a place to retire	44.3%	31.0%	11.3%	4.7%	3.0%	5.6%
Q3-6. Quality of grade school through high school	30.0%	22.3%	13.7%	4.5%	0.6%	28.9%
Q3-7. As a community where I feel welcome & have a sense of belonging	51.4%	32.8%	12.0%	1.7%	1.5%	0.6%
Q3-8. Overall image of City	39.0%	41.1%	10.5%	6.6%	1.9%	0.9%
Q3-9. Overall quality of life in City	45.2%	43.5%	7.3%	2.6%	0.6%	0.9%
Q3-10. Overall value that you receive for your City tax dollars & fees	32.8%	34.5%	19.5%	7.5%	3.0%	2.8%

WITHOUT "DON'T KNOW"

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

(N=467)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. As a place to live	63.5%	31.5%	3.0%	1.5%	0.4%
Q3-2. As a place to raise children	58.8%	31.0%	8.4%	1.3%	0.5%
Q3-3. As a place to work	29.8%	24.4%	30.4%	9.3%	6.1%
Q3-4. As a place where you would buy your next home	46.9%	31.3%	13.4%	5.8%	2.7%
Q3-5. As a place to retire	46.9%	32.9%	12.0%	5.0%	3.2%
Q3-6. Quality of grade school through high school	42.2%	31.3%	19.3%	6.3%	0.9%
Q3-7. As a community where I feel welcome & have a sense of belonging	51.7%	33.0%	12.1%	1.7%	1.5%
Q3-8. Overall image of City	39.3%	41.5%	10.6%	6.7%	1.9%
Q3-9. Overall quality of life in City	45.6%	43.8%	7.3%	2.6%	0.6%
Q3-10. Overall value that you receive for your City tax dollars & fees	33.7%	35.5%	20.0%	7.7%	3.1%

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

(N=467)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. Overall quality of services provided by City	33.6%	50.7%	9.0%	2.1%	1.3%	3.2%
Q4-2. Overall feeling of safety in City	47.5%	42.0%	7.3%	2.6%	0.2%	0.4%
Q4-3. Overall condition of housing in your neighborhood	23.6%	55.2%	13.3%	5.1%	1.7%	1.1%
Q4-4. Overall variety of housing available in Roeland Park (e.g., single family, duplexes, multifamily)	16.9%	38.8%	24.0%	10.5%	1.3%	8.6%
Q4-5. Availability of affordable housing for low/moderate income families	7.1%	18.8%	30.6%	17.8%	7.5%	18.2%
Q4-6. Quality of commercial developments	3.4%	15.6%	29.3%	31.0%	15.2%	5.4%
Q4-7. Availability of shops/ restaurants that I want to visit	5.1%	16.9%	18.8%	36.6%	21.0%	1.5%
Q4-8. Walkability of Roeland Park	30.6%	41.8%	14.6%	7.9%	3.0%	2.1%
Q4-9. Bikeability of Roeland Park	20.6%	33.6%	22.1%	6.6%	2.4%	14.8%
Q4-10. Tree canopy & natural areas in Roeland Park	43.3%	40.5%	10.7%	2.1%	1.1%	2.4%
Q4-11. Inclusive environment for diverse/vulnerable community members	28.3%	34.5%	18.2%	2.8%	0.9%	15.4%

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

(N=467)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. Overall quality of services provided by City	34.7%	52.4%	9.3%	2.2%	1.3%
Q4-2. Overall feeling of safety in City	47.7%	42.2%	7.3%	2.6%	0.2%
Q4-3. Overall condition of housing in your neighborhood	23.8%	55.8%	13.4%	5.2%	1.7%
Q4-4. Overall variety of housing available in Roeland Park (e.g., single family, duplexes, multifamily)	18.5%	42.4%	26.2%	11.5%	1.4%
Q4-5. Availability of affordable housing for low/moderate income families	8.6%	23.0%	37.4%	21.7%	9.2%
Q4-6. Quality of commercial developments	3.6%	16.5%	31.0%	32.8%	16.1%
Q4-7. Availability of shops/restaurants that I want to visit	5.2%	17.2%	19.1%	37.2%	21.3%
Q4-8. Walkability of Roeland Park	31.3%	42.7%	14.9%	8.1%	3.1%
Q4-9. Bikeability of Roeland Park	24.1%	39.4%	25.9%	7.8%	2.8%
Q4-10. Tree canopy & natural areas in Roeland Park	44.3%	41.4%	11.0%	2.2%	1.1%
Q4-11. Inclusive environment for diverse/vulnerable community members	33.4%	40.8%	21.5%	3.3%	1.0%

Q5. Which THREE of these items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. Top choice	Number	Percent
Overall quality of services provided by City	42	9.0 %
Overall feeling of safety in City	54	11.6 %
Overall condition of housing in your neighborhood	33	7.1 %
Overall variety of housing available in Roeland Park (e.g., single family, duplexes, multifamily)	18	3.9 %
Availability of affordable housing for low/moderate income families	42	9.0 %
Quality of commercial developments	90	19.3 %
Availability of shops/restaurants that I want to visit	96	20.6 %
Walkability of Roeland Park	24	5.1 %
Bikeability of Roeland Park	3	0.6 %
Tree canopy & natural areas in Roeland Park	16	3.4 %
Inclusive environment for diverse/vulnerable community members	16	3.4 %
None chosen	33	7.1 %
Total	467	100.0 %

Q5. Which THREE of these items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. 2nd choice	Number	Percent
Overall quality of services provided by City	27	5.8 %
Overall feeling of safety in City	29	6.2 %
Overall condition of housing in your neighborhood	36	7.7 %
Overall variety of housing available in Roeland Park (e.g., single family, duplexes, multifamily)	25	5.4 %
Availability of affordable housing for low/moderate income families	40	8.6 %
Quality of commercial developments	89	19.1 %
Availability of shops/restaurants that I want to visit	108	23.1 %
Walkability of Roeland Park	26	5.6 %
Bikeability of Roeland Park	14	3.0 %
Tree canopy & natural areas in Roeland Park	10	2.1 %
Inclusive environment for diverse/vulnerable community members	16	3.4 %
None chosen	47	10.1 %
Total	467	100.0 %

Q5. Which THREE of these items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of services provided by City	29	6.2 %
Overall feeling of safety in City	32	6.9 %
Overall condition of housing in your neighborhood	44	9.4 %
Overall variety of housing available in Roeland Park (e.g., single family, duplexes, multifamily)	30	6.4 %
Availability of affordable housing for low/moderate income families	33	7.1 %
Quality of commercial developments	56	12.0 %
Availability of shops/restaurants that I want to visit	62	13.3 %
Walkability of Roeland Park	33	7.1 %
Bikeability of Roeland Park	11	2.4 %
Tree canopy & natural areas in Roeland Park	27	5.8 %
Inclusive environment for diverse/vulnerable community members	33	7.1 %
<u>None chosen</u>	<u>77</u>	<u>16.5 %</u>
Total	467	100.0 %

SUM OF TOP 3 CHOICES

Q5. Which THREE of these items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q5. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of services provided by City	98	21.0 %
Overall feeling of safety in City	115	24.6 %
Overall condition of housing in your neighborhood	113	24.2 %
Overall variety of housing available in Roeland Park (e.g., single family, duplexes, multifamily)	73	15.6 %
Availability of affordable housing for low/moderate income families	115	24.6 %
Quality of commercial developments	235	50.3 %
Availability of shops/restaurants that I want to visit	266	57.0 %
Walkability of Roeland Park	83	17.8 %
Bikeability of Roeland Park	28	6.0 %
Tree canopy & natural areas in Roeland Park	53	11.3 %
Inclusive environment for diverse/vulnerable community members	65	13.9 %
<u>None chosen</u>	<u>33</u>	<u>7.1 %</u>
Total	1277	

Q6. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of local police protection	48.6%	39.0%	5.6%	1.7%	0.6%	4.5%
Q6-2. Visibility of police in neighborhoods	38.5%	39.6%	13.5%	4.3%	2.1%	1.9%
Q6-3. City's efforts to prevent crime	31.3%	35.1%	16.5%	1.5%	0.9%	14.8%
Q6-4. Enforcement of local traffic laws	28.5%	38.1%	19.9%	5.8%	2.1%	5.6%
Q6-5. How quickly police officers respond to emergencies	32.1%	26.8%	8.6%	0.4%	0.0%	32.1%
Q6-6. Quality of animal control services (Contracted with City of Mission)	14.8%	20.3%	19.3%	2.6%	1.9%	41.1%
Q6-7. Quality of emergency medical services (Provided by JOCO MED-ACT)	28.5%	22.7%	11.1%	0.6%	0.4%	36.6%
Q6-8. Quality of fire protection (provided by JOCO Consolidated Fire District 2)	31.0%	26.8%	9.2%	0.0%	0.4%	32.5%
Q6-9. Quality of Mental Health Co-Responder (contracted with JOCO Mental Health)	13.9%	11.1%	16.7%	1.1%	1.1%	56.1%

WITHOUT "DON'T KNOW"

Q6. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of local police protection	50.9%	40.8%	5.8%	1.8%	0.7%
Q6-2. Visibility of police in neighborhoods	39.3%	40.4%	13.8%	4.4%	2.2%
Q6-3. City's efforts to prevent crime	36.7%	41.2%	19.3%	1.8%	1.0%
Q6-4. Enforcement of local traffic laws	30.2%	40.4%	21.1%	6.1%	2.3%
Q6-5. How quickly police officers respond to emergencies	47.3%	39.4%	12.6%	0.6%	0.0%
Q6-6. Quality of animal control services (Contracted with City of Mission)	25.1%	34.5%	32.7%	4.4%	3.3%
Q6-7. Quality of emergency medical services (Provided by JOCO MED-ACT)	44.9%	35.8%	17.6%	1.0%	0.7%
Q6-8. Quality of fire protection (provided by JOCO Consolidated Fire District 2)	46.0%	39.7%	13.7%	0.0%	0.6%
Q6-9. Quality of Mental Health Co-Responder (contracted with JOCO Mental Health)	31.7%	25.4%	38.0%	2.4%	2.4%

Q7. Which THREE of these items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. Top choice</u>	Number	Percent
Overall quality of local police protection	60	12.8 %
Visibility of police in neighborhoods	69	14.8 %
City's efforts to prevent crime	84	18.0 %
Enforcement of local traffic laws	57	12.2 %
How quickly police officers respond to emergencies	14	3.0 %
Quality of animal control services (contracted with City of Mission)	25	5.4 %
Quality of emergency medical services (provided by JOCO MED-ACT)	17	3.6 %
Quality of fire protection (provided by JOCO Consolidated Fire District 2)	3	0.6 %
Quality of Mental Health Co-Responder (contracted with JOCO Mental Health)	56	12.0 %
<u>None chosen</u>	82	17.6 %
Total	467	100.0 %

Q7. Which THREE of these items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. 2nd choice</u>	Number	Percent
Overall quality of local police protection	29	6.2 %
Visibility of police in neighborhoods	63	13.5 %
City's efforts to prevent crime	62	13.3 %
Enforcement of local traffic laws	43	9.2 %
How quickly police officers respond to emergencies	29	6.2 %
Quality of animal control services (contracted with City of Mission)	21	4.5 %
Quality of emergency medical services (provided by JOCO MED-ACT)	39	8.4 %
Quality of fire protection (provided by JOCO Consolidated Fire District 2)	22	4.7 %
Quality of Mental Health Co-Responder (contracted with JOCO Mental Health)	35	7.5 %
<u>None chosen</u>	124	26.6 %
Total	467	100.0 %

Q7. Which THREE of these items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	35	7.5 %
Visibility of police in neighborhoods	26	5.6 %
City's efforts to prevent crime	67	14.3 %
Enforcement of local traffic laws	21	4.5 %
How quickly police officers respond to emergencies	31	6.6 %
Quality of animal control services (contracted with City of Mission)	20	4.3 %
Quality of emergency medical services (provided by JOCO MED-ACT)	41	8.8 %
Quality of fire protection (provided by JOCO Consolidated Fire District 2)	37	7.9 %
Quality of Mental Health Co-Responder (contracted with JOCO Mental Health)	40	8.6 %
<u>None chosen</u>	<u>149</u>	<u>31.9 %</u>
Total	467	100.0 %

SUM OF TOP 3 CHOICES

Q7. Which THREE of these items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q7. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	124	26.6 %
Visibility of police in neighborhoods	158	33.8 %
City's efforts to prevent crime	213	45.6 %
Enforcement of local traffic laws	121	25.9 %
How quickly police officers respond to emergencies	74	15.8 %
Quality of animal control services (contracted with City of Mission)	66	14.1 %
Quality of emergency medical services (provided by JOCO MED-ACT)	97	20.8 %
Quality of fire protection (provided by JOCO Consolidated Fire District 2)	62	13.3 %
Quality of Mental Health Co-Responder (contracted with JOCO Mental Health)	131	28.1 %
<u>None chosen</u>	<u>82</u>	<u>17.6 %</u>
Total	1128	

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

(N=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Enforcing cleanup of litter & debris on private property	14.1%	31.7%	21.6%	15.8%	5.6%	11.1%
Q8-2. Enforcing mowing & cutting of weeds on private property	12.4%	30.2%	25.3%	17.1%	5.1%	9.9%
Q8-3. Enforcing maintenance of residential property	13.1%	27.8%	26.1%	16.3%	5.6%	11.1%
Q8-4. Enforcing maintenance of commercial property	9.4%	26.3%	24.4%	19.5%	10.3%	10.1%
Q8-5. Enforcing snow removal from sidewalks	14.1%	27.0%	26.6%	15.0%	5.6%	11.8%

WITHOUT "DON'T KNOW"

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

(N=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Enforcing cleanup of litter & debris on private property	15.9%	35.7%	24.3%	17.8%	6.3%
Q8-2. Enforcing mowing & cutting of weeds on private property	13.8%	33.5%	28.0%	19.0%	5.7%
Q8-3. Enforcing maintenance of residential property	14.7%	31.3%	29.4%	18.3%	6.3%
Q8-4. Enforcing maintenance of commercial property	10.5%	29.3%	27.1%	21.7%	11.4%
Q8-5. Enforcing snow removal from sidewalks	16.0%	30.6%	30.1%	17.0%	6.3%

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

<u>Q9. Top choice</u>	Number	Percent
Enforcing cleanup of litter & debris on private property	84	18.0 %
Enforcing mowing & cutting of weeds on private property	45	9.6 %
Enforcing maintenance of residential property	75	16.1 %
Enforcing maintenance of commercial property	146	31.3 %
Enforcing snow removal from sidewalks	65	13.9 %
<u>None chosen</u>	52	11.1 %
Total	467	100.0 %

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

<u>Q9. 2nd choice</u>	Number	Percent
Enforcing cleanup of litter & debris on private property	88	18.8 %
Enforcing mowing & cutting of weeds on private property	72	15.4 %
Enforcing maintenance of residential property	87	18.6 %
Enforcing maintenance of commercial property	90	19.3 %
Enforcing snow removal from sidewalks	39	8.4 %
<u>None chosen</u>	91	19.5 %
Total	467	100.0 %

SUM OF TOP 2 CHOICES

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

<u>Q9. Sum of top 2 choices</u>	Number	Percent
Enforcing cleanup of litter & debris on private property	172	36.8 %
Enforcing mowing & cutting of weeds on private property	117	25.1 %
Enforcing maintenance of residential property	162	34.7 %
Enforcing maintenance of commercial property	236	50.5 %
Enforcing snow removal from sidewalks	104	22.3 %
<u>None chosen</u>	52	11.1 %
Total	843	

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

(N=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Maintenance of City parks	46.7%	40.7%	6.0%	1.1%	0.2%	5.4%
Q10-2. Overall appearance of City parks	49.0%	39.2%	6.0%	0.6%	0.2%	4.9%
Q10-3. Quality of playground equipment	43.0%	29.3%	9.2%	1.3%	0.4%	16.7%
Q10-4. How close neighborhood parks are to your home	42.0%	36.0%	10.9%	6.4%	1.5%	3.2%
Q10-5. Safe pedestrian or bike access to parks	32.3%	31.9%	20.1%	5.6%	1.7%	8.4%
Q10-6. Number of walking & biking trails	20.3%	26.8%	21.8%	16.3%	4.3%	10.5%
Q10-7. City-sponsored special events	25.7%	36.2%	25.3%	2.4%	1.1%	9.4%
Q10-8. Quality of art in public places	31.3%	38.1%	18.4%	5.1%	1.3%	5.8%
Q10-9. Quality of Aquatics Center	22.9%	24.0%	14.6%	3.0%	1.3%	34.3%
Q10-10. Quality of Community Center	24.4%	25.1%	15.4%	6.6%	1.1%	27.4%
Q10-11. Fees charged for memberships, recreation programs & facility rental	19.9%	27.2%	18.8%	4.3%	1.3%	28.5%
Q10-12. Ease of registering for programs	22.3%	24.8%	17.1%	1.5%	0.9%	33.4%

WITHOUT "DON'T KNOW"

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

(N=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Maintenance of City parks	49.3%	43.0%	6.3%	1.1%	0.2%
Q10-2. Overall appearance of City parks	51.6%	41.2%	6.3%	0.7%	0.2%
Q10-3. Quality of playground equipment	51.7%	35.2%	11.1%	1.5%	0.5%
Q10-4. How close neighborhood parks are to your home	43.4%	37.2%	11.3%	6.6%	1.5%
Q10-5. Safe pedestrian or bike access to parks	35.3%	34.8%	22.0%	6.1%	1.9%
Q10-6. Number of walking & biking trails	22.7%	29.9%	24.4%	18.2%	4.8%
Q10-7. City-sponsored special events	28.4%	40.0%	27.9%	2.6%	1.2%
Q10-8. Quality of art in public places	33.2%	40.5%	19.5%	5.5%	1.4%
Q10-9. Quality of Aquatics Center	34.9%	36.5%	22.1%	4.6%	2.0%
Q10-10. Quality of Community Center	33.6%	34.5%	21.2%	9.1%	1.5%
Q10-11. Fees charged for memberships, recreation programs & facility rental	27.8%	38.0%	26.3%	6.0%	1.8%
Q10-12. Ease of registering for programs	33.4%	37.3%	25.7%	2.3%	1.3%

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

<u>Q11. Top choice</u>	Number	Percent
Maintenance of City parks	101	21.6 %
Overall appearance of City parks	22	4.7 %
Quality of playground equipment	15	3.2 %
How close neighborhood parks are to your home	25	5.4 %
Safe pedestrian or bike access to parks	43	9.2 %
Number of walking & biking trails	73	15.6 %
City-sponsored special events	24	5.1 %
Quality of art in public places	15	3.2 %
Quality of Aquatics Center	23	4.9 %
Quality of Community Center	26	5.6 %
Fees charged for memberships, recreation programs & facility rental	7	1.5 %
Ease of registering for programs	3	0.6 %
<u>None chosen</u>	90	19.3 %
Total	467	100.0 %

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

<u>Q11. 2nd choice</u>	Number	Percent
Maintenance of City parks	23	4.9 %
Overall appearance of City parks	46	9.9 %
Quality of playground equipment	17	3.6 %
How close neighborhood parks are to your home	13	2.8 %
Safe pedestrian or bike access to parks	51	10.9 %
Number of walking & biking trails	47	10.1 %
City-sponsored special events	33	7.1 %
Quality of art in public places	21	4.5 %
Quality of Aquatics Center	34	7.3 %
Quality of Community Center	33	7.1 %
Fees charged for memberships, recreation programs & facility rental	22	4.7 %
Ease of registering for programs	5	1.1 %
<u>None chosen</u>	122	26.1 %
Total	467	100.0 %

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

<u>Q11. 3rd choice</u>	Number	Percent
Maintenance of City parks	27	5.8 %
Overall appearance of City parks	32	6.9 %
Quality of playground equipment	19	4.1 %
How close neighborhood parks are to your home	15	3.2 %
Safe pedestrian or bike access to parks	29	6.2 %
Number of walking & biking trails	34	7.3 %
City-sponsored special events	33	7.1 %
Quality of art in public places	27	5.8 %
Quality of Aquatics Center	21	4.5 %
Quality of Community Center	46	9.9 %
Fees charged for memberships, recreation programs & facility rental	26	5.6 %
Ease of registering for programs	10	2.1 %
<u>None chosen</u>	<u>148</u>	<u>31.7 %</u>
Total	467	100.0 %

SUM OF TOP 3 CHOICES

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

<u>Q11. Sum of top 3 choices</u>	Number	Percent
Maintenance of City parks	151	32.3 %
Overall appearance of City parks	100	21.4 %
Quality of playground equipment	51	10.9 %
How close neighborhood parks are to your home	53	11.3 %
Safe pedestrian or bike access to parks	123	26.3 %
Number of walking & biking trails	154	33.0 %
City-sponsored special events	90	19.3 %
Quality of art in public places	63	13.5 %
Quality of Aquatics Center	78	16.7 %
Quality of Community Center	105	22.5 %
Fees charged for memberships, recreation programs & facility rental	55	11.8 %
Ease of registering for programs	18	3.9 %
<u>None chosen</u>	<u>90</u>	<u>19.3 %</u>
Total	1131	

Q12. City Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of City streets	29.8%	49.9%	9.2%	7.5%	2.6%	1.1%
Q12-2. Maintenance of sidewalks	25.3%	44.1%	15.4%	11.3%	2.6%	1.3%
Q12-3. Maintenance of street signs/traffic signals	36.6%	48.4%	10.1%	2.8%	0.2%	1.9%
Q12-4. Snow removal on major City streets	53.3%	38.5%	4.7%	0.9%	0.0%	2.6%
Q12-5. Snow removal on neighborhood streets	43.5%	38.5%	10.9%	4.5%	0.2%	2.4%
Q12-6. Overall cleanliness of City streets & other public areas	36.6%	47.8%	10.3%	4.7%	0.2%	0.4%
Q12-7. Maintenance of Public buildings (City Hall, Public Works, Community Center, Aquatics Center)	33.4%	40.5%	11.3%	1.1%	0.4%	13.3%
Q12-8. Adequacy of street lighting	27.4%	46.3%	12.6%	9.6%	2.4%	1.7%
Q12-9. Maintenance of storm drainage systems	28.9%	44.5%	12.4%	2.1%	0.9%	11.1%

WITHOUT "DON'T KNOW"**Q12. City Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")**

(N=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of City streets	30.1%	50.4%	9.3%	7.6%	2.6%
Q12-2. Maintenance of sidewalks	25.6%	44.7%	15.6%	11.5%	2.6%
Q12-3. Maintenance of street signs/traffic signals	37.3%	49.3%	10.3%	2.8%	0.2%
Q12-4. Snow removal on major City streets	54.7%	39.6%	4.8%	0.9%	0.0%
Q12-5. Snow removal on neighborhood streets	44.5%	39.5%	11.2%	4.6%	0.2%
Q12-6. Overall cleanliness of City streets & other public areas	36.8%	48.0%	10.3%	4.7%	0.2%
Q12-7. Maintenance of Public buildings (City Hall, Public Works, Community Center, Aquatics Center)	38.5%	46.7%	13.1%	1.2%	0.5%
Q12-8. Adequacy of street lighting	27.9%	47.1%	12.9%	9.8%	2.4%
Q12-9. Maintenance of storm drainage systems	32.5%	50.1%	14.0%	2.4%	1.0%

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

<u>Q13. Top choice</u>	Number	Percent
Maintenance of City streets	121	25.9 %
Maintenance of sidewalks	64	13.7 %
Maintenance of street signs/traffic signals	16	3.4 %
Snow removal on major City streets	13	2.8 %
Snow removal on neighborhood streets	46	9.9 %
Overall cleanliness of City streets & other public areas	41	8.8 %
Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatics Center)	10	2.1 %
Adequacy of street lighting	54	11.6 %
Maintenance of storm drainage systems	23	4.9 %
<u>None chosen</u>	79	16.9 %
Total	467	100.0 %

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

<u>Q13. 2nd choice</u>	Number	Percent
Maintenance of City streets	52	11.1 %
Maintenance of sidewalks	84	18.0 %
Maintenance of street signs/traffic signals	21	4.5 %
Snow removal on major City streets	40	8.6 %
Snow removal on neighborhood streets	35	7.5 %
Overall cleanliness of City streets & other public areas	36	7.7 %
Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatics Center)	26	5.6 %
Adequacy of street lighting	35	7.5 %
Maintenance of storm drainage systems	25	5.4 %
<u>None chosen</u>	113	24.2 %
Total	467	100.0 %

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

<u>Q13. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	44	9.4 %
Maintenance of sidewalks	47	10.1 %
Maintenance of street signs/traffic signals	19	4.1 %
Snow removal on major City streets	19	4.1 %
Snow removal on neighborhood streets	54	11.6 %
Overall cleanliness of City streets & other public areas	45	9.6 %
Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatics Center)	27	5.8 %
Adequacy of street lighting	41	8.8 %
Maintenance of storm drainage systems	30	6.4 %
<u>None chosen</u>	<u>141</u>	<u>30.2 %</u>
Total	467	100.0 %

SUM OF TOP 3 CHOICES

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

<u>Q13. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets	217	46.5 %
Maintenance of sidewalks	195	41.8 %
Maintenance of street signs/traffic signals	56	12.0 %
Snow removal on major City streets	72	15.4 %
Snow removal on neighborhood streets	135	28.9 %
Overall cleanliness of City streets & other public areas	122	26.1 %
Maintenance of public buildings (City Hall, Public Works, Community Center, Aquatics Center)	63	13.5 %
Adequacy of street lighting	130	27.8 %
Maintenance of storm drainage systems	78	16.7 %
<u>None chosen</u>	<u>79</u>	<u>16.9 %</u>
Total	1147	

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

(N=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Availability of information about City programs & services	30.2%	42.8%	16.1%	4.7%	1.1%	5.1%
Q14-2. City efforts to keep you informed about local issues	29.1%	39.6%	15.2%	9.0%	2.4%	4.7%
Q14-3. Level of public involvement in local decision making	18.4%	25.5%	25.1%	10.5%	5.4%	15.2%
Q14-4. Quality of City's web page	18.4%	35.3%	22.7%	5.6%	1.5%	16.5%
Q14-5. Content of City's newsletter	32.8%	42.6%	13.3%	4.9%	1.5%	4.9%

WITHOUT "DON'T KNOW"

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

(N=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Availability of information about City programs & services	31.8%	45.1%	16.9%	5.0%	1.1%
Q14-2. City efforts to keep you informed about local issues	30.6%	41.6%	16.0%	9.4%	2.5%
Q14-3. Level of public involvement in local decision making	21.7%	30.1%	29.5%	12.4%	6.3%
Q14-4. Quality of City's web page	22.1%	42.3%	27.2%	6.7%	1.8%
Q14-5. Content of City's newsletter	34.5%	44.8%	14.0%	5.2%	1.6%

Q15. What sources do you currently USE MOST to get information about the City of Roeland Park?

Q15. Sources you currently use most to get information

about City of Roeland Park

	Number	Percent
City Newsletter	404	86.5 %
Social media (Facebook, Instagram, LinkedIn)	203	43.5 %
Word of mouth	161	34.5 %
City website	191	40.9 %
Town Hall meetings or community forums	26	5.6 %
Johnson County Post	66	14.1 %
Attending or listening to meetings	23	4.9 %
Nextdoor	88	18.8 %
<u>City emails (eNewsletter)</u>	110	23.6 %
Total	1272	

Q16. Which TWO of the sources from the list in Question 15 do you MOST PREFER to use to get information about the City of Roeland Park?

<u>Q16. Top choice</u>	Number	Percent
City Newsletter	262	56.1 %
Social media (Facebook, Instagram, LinkedIn)	48	10.3 %
Word of mouth	2	0.4 %
City website	33	7.1 %
Town Hall meetings or community forums	3	0.6 %
Johnson County Post	4	0.9 %
Attending or listening to meetings	5	1.1 %
Nextdoor	3	0.6 %
City emails (eNewsletter)	47	10.1 %
<u>None chosen</u>	60	12.8 %
Total	467	100.0 %

Q16. Which TWO of the sources from the list in Question 15 do you MOST PREFER to use to get information about the City of Roeland Park?

<u>Q16. 2nd choice</u>	Number	Percent
City Newsletter	63	13.5 %
Social media (Facebook, Instagram, LinkedIn)	89	19.1 %
Word of mouth	27	5.8 %
City website	99	21.2 %
Town Hall meetings or community forums	7	1.5 %
Johnson County Post	13	2.8 %
Attending or listening to meetings	5	1.1 %
Nextdoor	20	4.3 %
City emails (eNewsletter)	55	11.8 %
<u>None chosen</u>	89	19.1 %
Total	467	100.0 %

SUM OF TOP 2 CHOICES

Q16. Which TWO of the sources from the list in Question 15 do you MOST PREFER to use to get information about the City of Roeland Park? (top 2)

<u>Q16. Sum of top 2 choices</u>	Number	Percent
City Newsletter	325	69.6 %
Social media (Facebook, Instagram, LinkedIn)	137	29.3 %
Word of mouth	29	6.2 %
City website	132	28.3 %
Town Hall meetings or community forums	10	2.1 %
Johnson County Post	17	3.6 %
Attending or listening to meetings	10	2.1 %
Nextdoor	23	4.9 %
City emails (eNewsletter)	102	21.8 %
<u>None chosen</u>	60	12.8 %
Total	845	

Q17. Transportation Connectivity and Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Availability of public transportation	8.8%	17.1%	26.3%	12.0%	3.6%	32.1%
Q17-2. Flow of traffic along commercial streets	22.5%	48.4%	18.4%	6.2%	2.1%	2.4%
Q17-3. Flow of traffic on residential streets	25.7%	44.8%	17.6%	6.9%	3.4%	1.7%
Q17-4. Availability of public sidewalks	25.7%	45.4%	13.7%	11.1%	2.4%	1.7%
Q17-5. Availability of bicycle infrastructure	13.9%	22.1%	25.7%	14.3%	3.0%	21.0%
Q17-6. Safety when walking	29.6%	45.2%	14.3%	5.4%	1.9%	3.6%
Q17-7. Safety when bicycling	15.2%	18.6%	25.7%	8.4%	2.6%	29.6%

WITHOUT "DON'T KNOW"

Q17. Transportation Connectivity and Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Availability of public transportation	12.9%	25.2%	38.8%	17.7%	5.4%
Q17-2. Flow of traffic along commercial streets	23.0%	49.6%	18.9%	6.4%	2.2%
Q17-3. Flow of traffic on residential streets	26.1%	45.5%	17.9%	7.0%	3.5%
Q17-4. Availability of public sidewalks	26.1%	46.2%	13.9%	11.3%	2.4%
Q17-5. Availability of bicycle infrastructure	17.6%	27.9%	32.5%	18.2%	3.8%
Q17-6. Safety when walking	30.7%	46.9%	14.9%	5.6%	2.0%
Q17-7. Safety when bicycling	21.6%	26.4%	36.5%	11.9%	3.6%

Q18. Which TWO of the items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q18. Top choice	Number	Percent
Availability of public transportation	81	17.3 %
Flow of traffic along commercial streets	87	18.6 %
Flow of traffic on residential streets	40	8.6 %
Availability of public sidewalks	73	15.6 %
Availability of bicycle infrastructure	33	7.1 %
Safety when walking	55	11.8 %
Safety when bicycling	18	3.9 %
<u>None chosen</u>	80	17.1 %
Total	467	100.0 %

Q18. Which TWO of the items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q18. 2nd choice	Number	Percent
Availability of public transportation	27	5.8 %
Flow of traffic along commercial streets	35	7.5 %
Flow of traffic on residential streets	76	16.3 %
Availability of public sidewalks	55	11.8 %
Availability of bicycle infrastructure	40	8.6 %
Safety when walking	89	19.1 %
Safety when bicycling	46	9.9 %
<u>None chosen</u>	99	21.2 %
Total	467	100.0 %

SUM OF TOP 2 CHOICES

Q18. Which TWO of the items listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q18. Sum of top 2 choices	Number	Percent
Availability of public transportation	108	23.1 %
Flow of traffic along commercial streets	122	26.1 %
Flow of traffic on residential streets	116	24.8 %
Availability of public sidewalks	128	27.4 %
Availability of bicycle infrastructure	73	15.6 %
Safety when walking	144	30.8 %
Safety when bicycling	64	13.7 %
<u>None chosen</u>	80	17.1 %
Total	835	

Q19. 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=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Residential trash collection services	58.7%	35.5%	3.9%	0.6%	0.2%	1.1%
Q19-2. Residential curbside glass recycling services	55.9%	27.2%	6.4%	1.9%	2.1%	6.4%
Q19-3. Residential curbside recycling services	57.6%	33.8%	4.5%	0.9%	0.6%	2.6%
Q19-4. Residential yard waste collection	59.7%	30.2%	4.3%	1.7%	0.2%	3.9%
Q19-5. Residential bulky item pickup services	44.1%	29.1%	9.9%	4.3%	1.7%	10.9%
Q19-6. Residential curbside leaf collection service	59.3%	26.1%	6.9%	2.6%	0.6%	4.5%
Q19-7. The fee charged for solid waste services (\$20.11 per month for curbside trash, recycling, yard waste & leaf pickup)	41.3%	34.0%	14.8%	4.3%	1.3%	4.3%

WITHOUT "DON'T KNOW"

Q19. 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=467)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Residential trash collection services	59.3%	35.9%	3.9%	0.6%	0.2%
Q19-2. Residential curbside glass recycling services	59.7%	29.1%	6.9%	2.1%	2.3%
Q19-3. Residential curbside recycling services	59.1%	34.7%	4.6%	0.9%	0.7%
Q19-4. Residential yard waste collection	62.1%	31.4%	4.5%	1.8%	0.2%
Q19-5. Residential bulky item pickup services	49.5%	32.7%	11.1%	4.8%	1.9%
Q19-6. Residential curbside leaf collection service	62.1%	27.4%	7.2%	2.7%	0.7%
Q19-7. The fee charged for solid waste services (\$20.11 per month for curbside trash, recycling, yard waste & leaf pickup)	43.2%	35.6%	15.4%	4.5%	1.3%

Q20. Which TWO of these items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q20. Top choice</u>	Number	Percent
Residential trash collection services	85	18.2 %
Residential curbside glass recycling services	23	4.9 %
Residential curbside recycling services	27	5.8 %
Residential yard waste collection	28	6.0 %
Residential bulky item pickup services	57	12.2 %
Residential curbside leaf collection service	67	14.3 %
The fee charged for solid waste services (\$20.11 per month for curbside trash, recycling, yard waste & leaf pickup)	58	12.4 %
<u>None chosen</u>	122	26.1 %
Total	467	100.0 %

Q20. Which TWO of these items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q20. 2nd choice</u>	Number	Percent
Residential trash collection services	35	7.5 %
Residential curbside glass recycling services	30	6.4 %
Residential curbside recycling services	42	9.0 %
Residential yard waste collection	41	8.8 %
Residential bulky item pickup services	54	11.6 %
Residential curbside leaf collection service	68	14.6 %
The fee charged for solid waste services (\$20.11 per month for curbside trash, recycling, yard waste & leaf pickup)	31	6.6 %
<u>None chosen</u>	166	35.5 %
Total	467	100.0 %

SUM OF TOP 2 CHOICES

Q20. Which TWO of these items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

<u>Q20. Sum of top 2 choices</u>	Number	Percent
Residential trash collection services	120	25.7 %
Residential curbside glass recycling services	53	11.3 %
Residential curbside recycling services	69	14.8 %
Residential yard waste collection	69	14.8 %
Residential bulky item pickup services	111	23.8 %
Residential curbside leaf collection service	135	28.9 %
The fee charged for solid waste services (\$20.11 per month for curbside trash, recycling, yard waste & leaf pickup)	89	19.1 %
<u>None chosen</u>	122	26.1 %
Total	768	

Q21. Parks and Recreation Needs. Considering all sources of services and programs (private sector, Roeland Park, and other jurisdictions), please indicate how well your household's needs are being met for each of the facilities/amenities listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all.

(N=467)

	Fully met	Mostly met	Partly met	Not met	No need
Q21-1. Small neighborhood parks	42.4%	25.3%	13.3%	5.4%	13.7%
Q21-2. Parks located east of Roe	15.0%	11.1%	13.1%	23.6%	37.3%
Q21-3. Playgrounds	33.4%	20.6%	9.9%	2.6%	33.6%
Q21-4. Playgrounds with accessibility for physical/cognitive needs	19.3%	14.6%	8.8%	3.6%	53.7%
Q21-5. Bathroom availability in parks	29.1%	27.4%	14.3%	6.4%	22.7%
Q21-6. Outdoor basketball courts	22.7%	18.4%	11.6%	4.1%	43.3%
Q21-7. Bike & skateboard trails/paths	19.9%	18.0%	15.2%	6.9%	40.0%
Q21-8. Walking/hiking trails	17.1%	22.1%	26.6%	16.3%	18.0%
Q21-9. Natural areas & wildlife habitats	16.7%	21.2%	25.7%	15.4%	21.0%
Q21-10. Picnic areas & shelters	31.7%	28.1%	14.3%	4.5%	21.4%
Q21-11. Indoor recreation spaces	20.6%	23.6%	16.3%	7.1%	32.5%
Q21-12. Indoor fitness & exercise facilities	23.1%	24.0%	14.6%	8.1%	30.2%
Q21-13. Outdoor open field space/practice spaces	18.2%	22.5%	14.1%	5.4%	39.8%
Q21-14. Outdoor amphitheaters/performing arts/event spaces	18.8%	22.1%	14.3%	13.9%	30.8%
Q21-15. Outdoor fitness zones/sports equipment	12.2%	15.0%	17.3%	12.6%	42.8%
Q21-16. Outdoor walking/running tracks	15.0%	18.6%	19.7%	18.0%	28.7%
Q21-17. Diamond fields (baseball, softball)	7.7%	11.8%	9.9%	15.4%	55.2%
Q21-18. Pickleball courts	15.6%	11.8%	11.8%	15.8%	45.0%
Q21-19. Themed special events (i.e., Summer Movies in the Park)	21.2%	23.6%	18.4%	9.0%	27.8%
Q21-20. Social recreation events (e.g., 5K walk/run, seed/plant swaps, pop-up festivals)	14.1%	18.4%	23.8%	15.4%	28.3%

Q21. Parks and Recreation Needs. Considering all sources of services and programs (private sector, Roeland Park, and other jurisdictions), please indicate how well your household's needs are being met for each of the facilities/amenities listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all.

	Fully met	Mostly met	Partly met	Not met	No need
Q21-21. Class-based fitness activities (e.g., yoga, barre, pilates, spinning, HIIT)	11.3%	13.7%	18.6%	14.6%	41.8%
Q21-22. Other	0.4%	0.4%	0.9%	3.9%	94.4%

WITHOUT "NO NEED"

Q21. Parks and Recreation Needs. Considering all sources of services and programs (private sector, Roeland Park, and other jurisdictions), please indicate how well your household's needs are being met for each of the facilities/amenities listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all. (without "no need")

(N=467)

	Fully met	Mostly met	Partly met	Not met
Q21-1. Small neighborhood parks	49.1%	29.3%	15.4%	6.2%
Q21-2. Parks located east of Roe	23.9%	17.7%	20.8%	37.5%
Q21-3. Playgrounds	50.3%	31.0%	14.8%	3.9%
Q21-4. Playgrounds with accessibility for physical/cognitive needs	41.7%	31.5%	19.0%	7.9%
Q21-5. Bathroom availability in parks	37.7%	35.5%	18.6%	8.3%
Q21-6. Outdoor basketball courts	40.0%	32.5%	20.4%	7.2%
Q21-7. Bike & skateboard trails/paths	33.2%	30.0%	25.4%	11.4%
Q21-8. Walking/hiking trails	20.9%	26.9%	32.4%	19.8%
Q21-9. Natural areas & wildlife habitats	21.1%	26.8%	32.5%	19.5%
Q21-10. Picnic areas & shelters	40.3%	35.7%	18.3%	5.7%
Q21-11. Indoor recreation spaces	30.5%	34.9%	24.1%	10.5%
Q21-12. Indoor fitness & exercise facilities	33.1%	34.4%	20.9%	11.7%
Q21-13. Outdoor open field space/practice spaces	30.2%	37.4%	23.5%	8.9%
Q21-14. Outdoor amphitheaters/performing arts/event spaces	27.2%	31.9%	20.7%	20.1%
Q21-15. Outdoor fitness zones/sports equipment	21.3%	26.2%	30.3%	22.1%
Q21-16. Outdoor walking/running tracks	21.0%	26.1%	27.6%	25.2%
Q21-17. Diamond fields (baseball, softball)	17.2%	26.3%	22.0%	34.4%
Q21-18. Pickleball courts	28.4%	21.4%	21.4%	28.8%
Q21-19. Themed special events (i.e., Summer Movies in the Park)	29.4%	32.6%	25.5%	12.5%
Q21-20. Social recreation events (e.g., 5K walk/run, seed/plant swaps, pop-up festivals)	19.7%	25.7%	33.1%	21.5%

WITHOUT "NO NEED"

Q21. Parks and Recreation Needs. Considering all sources of services and programs (private sector, Roeland Park, and other jurisdictions), please indicate how well your household's needs are being met for each of the facilities/amenities listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all. (without "no need")

	Fully met	Mostly met	Partly met	Not met
Q21-21. Class-based fitness activities (e.g., yoga, barre, pilates, spinning, HIIT)	19.5%	23.5%	32.0%	25.0%
Q21-22. Other	7.7%	7.7%	15.4%	69.2%

Q21-22. Other

- Access to natural spaces. Rest & Recreation areas with protection from wind/rain/sun in parks
- Arts related activities
- Bee keeping, female chicken coop at rec center
- chair rental at Park events, money maker for city, helpful for those of us that walk there.
- Classes not just offered during workday hours
- Dog park
- Education and support for tree and garden care
- fenced in dog park
- indoor pool
- More butterfly/pollinator gardens
- More goats
- Nall Park upgrades-zip line?
- need turf soccer field
- off leash dog areas
- Old Mission, Roeland Elementary. School grounds to meet these needs.
- Parks, water
- Roeland Park concerts
- Safety of the playground equipment for Nall park / inside multi- family complex (BLVD) needs attention.
- senior activities
- Tennis courts
- Tennis courts

Q22. Which FOUR of these facilities/amenities listed in Question 21 would you MOST like to see Roeland Park invest in?

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
Small neighborhood parks	26	5.6 %
Parks located east of Roe	66	14.1 %
Playgrounds	5	1.1 %
Playgrounds with accessibility for physical/cognitive needs	12	2.6 %
Bathroom availability in parks	12	2.6 %
Outdoor basketball courts	4	0.9 %
Bike & skateboard trails/paths	12	2.6 %
Walking/hiking trails	59	12.6 %
Natural areas & wildlife habitats	34	7.3 %
Picnic areas & shelters	1	0.2 %
Indoor recreation spaces	2	0.4 %
Indoor fitness & exercise facilities	10	2.1 %
Outdoor open field space/practice spaces	1	0.2 %
Outdoor amphitheaters/performing arts/event spaces	8	1.7 %
Outdoor fitness zones/sports equipment	4	0.9 %
Outdoor walking/running tracks	10	2.1 %
Diamond fields (baseball, softball)	4	0.9 %
Pickleball courts	16	3.4 %
Themed special events (i.e., Summer Movies in the Park)	15	3.2 %
Social recreation events (e.g., 5K walk/run, seed/plant swaps, pop-up festivals)	20	4.3 %
Class-based fitness activities (e.g., yoga, barre, pilates, spinning, HIIT)	17	3.6 %
<u>None chosen</u>	<u>129</u>	<u>27.6 %</u>
Total	467	100.0 %

Q22. Which FOUR of these facilities/amenities listed in Question 21 would you MOST like to see Roeland Park invest in?

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Small neighborhood parks	21	4.5 %
Parks located east of Roe	14	3.0 %
Playgrounds	9	1.9 %
Playgrounds with accessibility for physical/cognitive needs	7	1.5 %
Bathroom availability in parks	18	3.9 %
Outdoor basketball courts	1	0.2 %
Bike & skateboard trails/paths	16	3.4 %
Walking/hiking trails	65	13.9 %
Natural areas & wildlife habitats	37	7.9 %
Picnic areas & shelters	7	1.5 %
Indoor recreation spaces	5	1.1 %
Indoor fitness & exercise facilities	14	3.0 %
Outdoor open field space/practice spaces	4	0.9 %
Outdoor amphitheaters/performing arts/event spaces	14	3.0 %
Outdoor fitness zones/sports equipment	10	2.1 %
Outdoor walking/running tracks	12	2.6 %
Diamond fields (baseball, softball)	5	1.1 %
Pickleball courts	10	2.1 %
Themed special events (i.e., Summer Movies in the Park)	17	3.6 %
Social recreation events (e.g., 5K walk/run, seed/plant swaps, pop-up festivals)	23	4.9 %
Class-based fitness activities (e.g., yoga, barre, pilates, spinning, HIIT)	11	2.4 %
None chosen	147	31.5 %
Total	467	100.0 %

Q22. Which FOUR of these facilities/amenities listed in Question 21 would you MOST like to see Roeland Park invest in?

<u>Q22. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Small neighborhood parks	14	3.0 %
Parks located east of Roe	17	3.6 %
Playgrounds	17	3.6 %
Playgrounds with accessibility for physical/cognitive needs	12	2.6 %
Bathroom availability in parks	8	1.7 %
Outdoor basketball courts	3	0.6 %
Bike & skateboard trails/paths	7	1.5 %
Walking/hiking trails	26	5.6 %
Natural areas & wildlife habitats	36	7.7 %
Picnic areas & shelters	11	2.4 %
Indoor recreation spaces	9	1.9 %
Indoor fitness & exercise facilities	14	3.0 %
Outdoor open field space/practice spaces	6	1.3 %
Outdoor amphitheaters/performing arts/event spaces	10	2.1 %
Outdoor fitness zones/sports equipment	5	1.1 %
Outdoor walking/running tracks	21	4.5 %
Diamond fields (baseball, softball)	5	1.1 %
Pickleball courts	9	1.9 %
Themed special events (i.e., Summer Movies in the Park)	26	5.6 %
Social recreation events (e.g., 5K walk/run, seed/plant swaps, pop-up festivals)	26	5.6 %
Class-based fitness activities (e.g., yoga, barre, pilates, spinning, HIIT)	11	2.4 %
None chosen	174	37.3 %
Total	467	100.0 %

Q22. Which FOUR of these facilities/amenities listed in Question 21 would you MOST like to see Roeland Park invest in?

<u>Q22. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Small neighborhood parks	16	3.4 %
Parks located east of Roe	10	2.1 %
Playgrounds	4	0.9 %
Playgrounds with accessibility for physical/cognitive needs	10	2.1 %
Bathroom availability in parks	15	3.2 %
Outdoor basketball courts	3	0.6 %
Bike & skateboard trails/paths	6	1.3 %
Walking/hiking trails	13	2.8 %
Natural areas & wildlife habitats	29	6.2 %
Picnic areas & shelters	7	1.5 %
Indoor recreation spaces	3	0.6 %
Indoor fitness & exercise facilities	8	1.7 %
Outdoor open field space/practice spaces	5	1.1 %
Outdoor amphitheaters/performing arts/event spaces	11	2.4 %
Outdoor fitness zones/sports equipment	7	1.5 %
Outdoor walking/running tracks	9	1.9 %
Diamond fields (baseball, softball)	5	1.1 %
Pickleball courts	8	1.7 %
Themed special events (i.e., Summer Movies in the Park)	19	4.1 %
Social recreation events (e.g., 5K walk/run, seed/plant swaps, pop-up festivals)	31	6.6 %
Class-based fitness activities (e.g., yoga, barre, pilates, spinning, HIIT)	23	4.9 %
<u>None chosen</u>	<u>225</u>	<u>48.2 %</u>
Total	467	100.0 %

SUM OF TOP 4 CHOICES**Q22. Which FOUR of these facilities/amenities listed in Question 21 would you MOST like to see Roeland Park invest in? (top 4)**

<u>Q22. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Small neighborhood parks	77	16.5 %
Parks located east of Roe	107	22.9 %
Playgrounds	35	7.5 %
Playgrounds with accessibility for physical/cognitive needs	41	8.8 %
Bathroom availability in parks	53	11.3 %
Outdoor basketball courts	11	2.4 %
Bike & skateboard trails/paths	41	8.8 %
Walking/hiking trails	163	34.9 %
Natural areas & wildlife habitats	136	29.1 %
Picnic areas & shelters	26	5.6 %
Indoor recreation spaces	19	4.1 %
Indoor fitness & exercise facilities	46	9.9 %
Outdoor open field space/practice spaces	16	3.4 %
Outdoor amphitheaters/performing arts/event spaces	43	9.2 %
Outdoor fitness zones/sports equipment	26	5.6 %
Outdoor walking/running tracks	52	11.1 %
Diamond fields (baseball, softball)	19	4.1 %
Pickleball courts	43	9.2 %
Themed special events (i.e., Summer Movies in the Park)	77	16.5 %
Social recreation events (e.g., 5K walk/run, seed/plant swaps, pop-up festivals)	100	21.4 %
Class-based fitness activities (e.g., yoga, barre, pilates, spinning, HIIT)	62	13.3 %
None chosen	129	27.6 %
Total	1322	

Q23. Commercial Development. Please rate how well your needs are being met for each of the following types of services and shopping in or near Roeland Park using a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all.

(N=467)

	Fully met	Mostly met	Partly met	Not met	No need
Q23-1. Grocery store, pharmacy, & other shops for necessities	50.7%	30.4%	13.3%	2.6%	3.0%
Q23-2. Specialty/boutique/independent retail	6.6%	12.4%	22.9%	45.6%	12.4%
Q23-3. Local restaurants	6.6%	9.9%	22.9%	56.3%	4.3%
Q23-4. Local coffee shops/bakeries	8.1%	15.0%	19.3%	51.2%	6.4%
Q23-5. Fast casual restaurants	18.6%	22.7%	22.3%	26.1%	10.3%
Q23-6. Bars or breweries	9.0%	9.0%	12.6%	49.3%	20.1%
Q23-7. Food trucks	6.6%	11.8%	24.0%	31.3%	26.3%
Q23-8. Entertainment establishments (e.g., movie theater, arcade)	3.4%	4.7%	13.9%	58.5%	19.5%
Q23-9. Arts and/or cultural facilities (e.g., theaters, museums, galleries)	4.1%	7.9%	18.6%	52.0%	17.3%
Q23-10. Personal services (e.g., hair salons, nail salons)	14.6%	20.3%	24.4%	23.8%	16.9%
Q23-11. Childcare facilities	3.4%	7.5%	13.3%	10.7%	65.1%
Q23-12. Eldercare facilities	2.4%	4.7%	8.6%	20.8%	63.6%
Q23-13. Other	0.0%	0.4%	0.2%	2.1%	97.2%

WITHOUT "NO NEED"

Q23. Commercial Development. Please rate how well your needs are being met for each of the following types of services and shopping in or near Roeland Park using a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all. (without "no need")

(N=467)

	Fully met	Mostly met	Partly met	Not met
Q23-1. Grocery store, pharmacy, & other shops for necessities	52.3%	31.3%	13.7%	2.6%
Q23-2. Specialty/boutique/independent retail	7.6%	14.2%	26.2%	52.1%
Q23-3. Local restaurants	6.9%	10.3%	23.9%	58.8%
Q23-4. Local coffee shops/bakeries	8.7%	16.0%	20.6%	54.7%
Q23-5. Fast casual restaurants	20.8%	25.3%	24.8%	29.1%
Q23-6. Bars or breweries	11.3%	11.3%	15.8%	61.7%
Q23-7. Food trucks	9.0%	16.0%	32.6%	42.4%
Q23-8. Entertainment establishments (e.g., movie theater, arcade)	4.3%	5.9%	17.3%	72.6%
Q23-9. Arts and/or cultural facilities (e.g., theaters, museums, galleries)	4.9%	9.6%	22.5%	63.0%
Q23-10. Personal services (e.g., hair salons, nail salons)	17.5%	24.5%	29.4%	28.6%
Q23-11. Childcare facilities	9.8%	21.5%	38.0%	30.7%
Q23-12. Eldercare facilities	6.5%	12.9%	23.5%	57.1%
Q23-13. Other	0.0%	15.4%	7.7%	76.9%

Q23-13. Other

- Add a hockey rink in parks
- aging in place services
- An organic grocery store
- Dog park
- Dog park
- Dog park
- fast food
- local options over chain fast food and WM
- more food trucks
- More restaurants
- Nature center or beekeeping at Cedar rec center
- need good restaurant
- parking

Q24. Which THREE of these types of development listed in Question 23 would you MOST like to see added in Roeland Park?

<u>Q24. Top choice</u>	Number	Percent
Grocery store, pharmacy, & other shops for necessities	21	4.5 %
Specialty/boutique/independent retail	36	7.7 %
Local restaurants	208	44.5 %
Local coffee shops/bakeries	49	10.5 %
Fast casual restaurants	10	2.1 %
Bars or breweries	19	4.1 %
Food trucks	2	0.4 %
Entertainment establishments (e.g., movie theater, arcade)	13	2.8 %
Arts and/or cultural facilities (e.g., theaters, museums, galleries)	11	2.4 %
Personal services (e.g., hair salons, nail salons)	5	1.1 %
Childcare facilities	9	1.9 %
Eldercare facilities	11	2.4 %
<u>None chosen</u>	73	15.6 %
Total	467	100.0 %

Q24. Which THREE of these types of development listed in Question 23 would you MOST like to see added in Roeland Park?

<u>Q24. 2nd choice</u>	Number	Percent
Grocery store, pharmacy, & other shops for necessities	11	2.4 %
Specialty/boutique/independent retail	37	7.9 %
Local restaurants	73	15.6 %
Local coffee shops/bakeries	103	22.1 %
Fast casual restaurants	28	6.0 %
Bars or breweries	40	8.6 %
Food trucks	9	1.9 %
Entertainment establishments (e.g., movie theater, arcade)	31	6.6 %
Arts and/or cultural facilities (e.g., theaters, museums, galleries)	29	6.2 %
Personal services (e.g., hair salons, nail salons)	4	0.9 %
Childcare facilities	8	1.7 %
Eldercare facilities	5	1.1 %
<u>None chosen</u>	89	19.1 %
Total	467	100.0 %

Q24. Which THREE of these types of development listed in Question 23 would you MOST like to see added in Roeland Park?

<u>Q24. 3rd choice</u>	Number	Percent
Grocery store, pharmacy, & other shops for necessities	16	3.4 %
Specialty/boutique/independent retail	57	12.2 %
Local restaurants	32	6.9 %
Local coffee shops/bakeries	42	9.0 %
Fast casual restaurants	22	4.7 %
Bars or breweries	51	10.9 %
Food trucks	14	3.0 %
Entertainment establishments (e.g., movie theater, arcade)	49	10.5 %
Arts and/or cultural facilities (e.g., theaters, museums, galleries)	28	6.0 %
Personal services (e.g., hair salons, nail salons)	12	2.6 %
Childcare facilities	4	0.9 %
Eldercare facilities	17	3.6 %
<u>None chosen</u>	123	26.3 %
Total	467	100.0 %

SUM OF TOP 3 CHOICES

Q24. Which THREE of these types of development listed in Question 23 would you MOST like to see added in Roeland Park? (top 3)

<u>Q24. Sum of top 3 choices</u>	Number	Percent
Grocery store, pharmacy, & other shops for necessities	48	10.3 %
Specialty/boutique/independent retail	130	27.8 %
Local restaurants	313	67.0 %
Local coffee shops/bakeries	194	41.5 %
Fast casual restaurants	60	12.8 %
Bars or breweries	110	23.6 %
Food trucks	25	5.4 %
Entertainment establishments (e.g., movie theater, arcade)	93	19.9 %
Arts and/or cultural facilities (e.g., theaters, museums, galleries)	68	14.6 %
Personal services (e.g., hair salons, nail salons)	21	4.5 %
Childcare facilities	21	4.5 %
Eldercare facilities	33	7.1 %
<u>None chosen</u>	73	15.6 %
Total	1189	

Q25. What is your age?

<u>Q25. Your age</u>	Number	Percent
18-34	89	19.1 %
35-44	93	19.9 %
45-54	87	18.6 %
55-64	84	18.0 %
65+	83	17.8 %
<u>Not provided</u>	31	6.6 %
Total	467	100.0 %

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

<u>Q25. Your age</u>	Number	Percent
18-34	89	20.4 %
35-44	93	21.3 %
45-54	87	20.0 %
55-64	84	19.3 %
<u>65+</u>	<u>83</u>	<u>19.0 %</u>
Total	436	100.0 %

Q26. Including yourself, how many persons in your household are...

	Mean	Sum
number	2.1	926
Under age 5	0.1	59
Ages 5-9	0.1	43
Ages 10-14	0.1	34
Ages 15-19	0.1	34
Ages 20-24	0.1	40
Ages 25-34	0.3	133
Ages 35-44	0.4	155
Ages 45-54	0.3	140
Ages 55-64	0.3	140
Ages 65-74	0.2	75
Ages 75+	0.2	73

Q27. Do you own or rent your current residence?

Q27. Do you own or rent your current residence	Number	Percent
Own	389	83.3 %
Rent	72	15.4 %
<u>Not provided</u>	6	1.3 %
Total	467	100.0 %

WITHOUT "NOT PROVIDED"**Q27. Do you own or rent your current residence? (without "not provided")**

Q27. Do you own or rent your current residence	Number	Percent
Own	389	84.4 %
Rent	72	15.6 %
Total	461	100.0 %

Q28. In the previous year, have you or someone in your household done the following?

(N=467)

	Yes	No	Don't know
Q28-1. Visited a park in Roeland Park	82.7%	13.1%	4.3%
Q28-2. Visited Roeland Park Community Center	55.7%	39.0%	5.4%
Q28-3. Visited Roeland Park Aquatics Center	32.3%	61.0%	6.6%
Q28-4. Visited a park in a neighboring community	81.2%	13.9%	4.9%
Q28-5. Joined a pool/aquatics center in another community	24.4%	70.4%	5.1%
Q28-6. Joined a community center in another community	27.8%	65.7%	6.4%
Q28-7. Ridden a bike on streets or trails in Roeland Park	33.4%	61.5%	5.1%

WITHOUT "DON'T KNOW"**Q28. In the previous year, have you or someone in your household done the following? (without "don't know")**

(N=467)

	Yes	No
Q28-1. Visited a park in Roeland Park	86.4%	13.6%
Q28-2. Visited Roeland Park Community Center	58.8%	41.2%
Q28-3. Visited Roeland Park Aquatics Center	34.6%	65.4%
Q28-4. Visited a park in a neighboring community	85.4%	14.6%
Q28-5. Joined a pool/aquatics center in another community	25.7%	74.3%
Q28-6. Joined a community center in another community	29.7%	70.3%
Q28-7. Ridden a bike on streets or trails in Roeland Park	35.2%	64.8%

Q29. What is the primary language spoken in your home?

Q29. Primary language spoken in your home	Number	Percent
English	436	93.4 %
Spanish	16	3.4 %
Other	1	0.2 %
<u>Not provided</u>	14	3.0 %
Total	467	100.0 %

WITHOUT "NOT PROVIDED"**Q29. What is the primary language spoken in your home? (without "not provided")**

Q29. Primary language spoken in your home	Number	Percent
English	436	96.2 %
Spanish	16	3.5 %
<u>Other</u>	1	0.2 %
Total	453	100.0 %

Q29-3. Other:

Q29-3. Other	Number	Percent
Korean	1	100.0 %
Total	1	100.0 %

Q30. Approximately how many years have you lived in the City of Roeland Park?

Q30. How many years have you lived in City of Roeland

Park	Number	Percent
0-5	95	20.3 %
6-10	72	15.4 %
11-15	45	9.6 %
16-20	42	9.0 %
21-30	64	13.7 %
31+	115	24.6 %
<u>Not provided</u>	34	7.3 %
Total	467	100.0 %

WITHOUT "NOT PROVIDED"**Q30. Approximately how many years have you lived in the City of Roeland Park? (without "not provided")**

Q30. How many years have you lived in City of Roeland

Park	Number	Percent
0-5	95	21.9 %
6-10	72	16.6 %
11-15	45	10.4 %
16-20	42	9.7 %
21-30	64	14.8 %
<u>31+</u>	115	26.6 %
Total	433	100.0 %

Q31. Which of the following best describes your race or ethnic background?

Q31. Your race or ethnic background	Number	Percent
Asian or Asian Indian	6	1.3 %
Black or African American	5	1.1 %
American Indian or Alaska Native	4	0.9 %
White Non Hispanic	364	77.9 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Hispanic or Latino	67	14.3 %
<u>Other</u>	3	0.6 %
Total	450	

Q31-7. Self-describe your race or ethnic background:

Q31-7. Self-describe your race or ethnic background	Number	Percent
Multiracial	1	33.3 %
European	1	33.3 %
Mixed	1	33.3 %
Total	3	100.0 %

Q32. Would you say your total annual household income is...

Q32. Your total annual household income	Number	Percent
Under \$40K	46	9.9 %
\$40K to \$79,999	96	20.6 %
\$80K to \$119,999	102	21.8 %
\$120K to \$159,999	83	17.8 %
\$160K+	88	18.8 %
<u>Not provided</u>	52	11.1 %
Total	467	100.0 %

WITHOUT "NOT PROVIDED"**Q32. Would you say your total annual household income is... (without "not provided")**

Q32. Your total annual household income	Number	Percent
Under \$40K	46	11.1 %
\$40K to \$79,999	96	23.1 %
\$80K to \$119,999	102	24.6 %
\$120K to \$159,999	83	20.0 %
\$160K+	88	21.2 %
Total	415	100.0 %

Q33. What is your gender?

<u>Q33. Your gender</u>	Number	Percent
Male	227	48.6 %
Female	232	49.7 %
Non-Binary or other	1	0.2 %
<u>Not provided</u>	7	1.5 %
Total	467	100.0 %

WITHOUT "NOT PROVIDED"**Q33. What is your gender? (without "not provided")**

<u>Q33. Your gender</u>	Number	Percent
Male	227	49.3 %
Female	232	50.4 %
Non-Binary or other	1	0.2 %
Total	460	100.0 %

6

Survey Instrument

City of Roeland Park

913-722-2600

4600 W. 51st Street
Roeland Park, KS 66205

September 2025

Dear Roeland Park Resident:

The Mayor and City Council invite your participation in a survey designed to gather resident input and feedback on City programs and services. The information you provide in this survey will be used to improve existing programs and services and help determine long-range planning and investment decisions. This year the survey is also gathering feedback on Strategic Planning issues as well as Park Master Planning topics.

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

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 seventh resident survey completed by the City since 2008, creating the ability to analyze trends.

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

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

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

Sincerely,



Keith Moody
City Administrator



2025 City of Roeland Park Resident Survey

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

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

Name: _____

E-Mail: _____

Phone: _____

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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 City 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 solid waste services	5	4	3	2	1	9
10.	Overall quality of the City's environmental and sustainability efforts	5	4	3	2	1	9
11.	How well the City is managing development activity (residential, service, office, retail, industrial)	5	4	3	2	1	9

2. Which THREE of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 1.]

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

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

		Excellent	Good	Neutral	Below Average	Poor	Don't Know
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.	As a community where I feel welcome and have a sense of belonging	5	4	3	2	1	9
8.	Overall image of the city	5	4	3	2	1	9
9.	Overall quality of life in the city	5	4	3	2	1	9
10.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9

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

		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	Overall quality of services provided by the City	5	4	3	2	1	9
2.	Overall feeling of safety in the City	5	4	3	2	1	9
3.	Overall condition of housing in your neighborhood	5	4	3	2	1	9
4.	Overall variety of housing available in Roeland Park (e.g., single family, duplexes, multifamily)	5	4	3	2	1	9
5.	Availability of affordable housing for low/moderate income families	5	4	3	2	1	9
6.	Quality of commercial developments	5	4	3	2	1	9
7.	Availability of shops/restaurants that I want to visit	5	4	3	2	1	9
8.	Walkability of Roeland Park	5	4	3	2	1	9
9.	Bikeability of Roeland Park	5	4	3	2	1	9
10.	Tree canopy and natural areas in Roeland Park	5	4	3	2	1	9
11.	Inclusive environment for diverse/vulnerable community members	5	4	3	2	1	9

5. Which THREE of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 4.]

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

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

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

7. Which THREE of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 6.]

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

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

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

9. Which TWO of the items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 8.]

1st: _____ 2nd: _____

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

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of City parks	5	4	3	2	1	9
2.	Overall appearance of City parks	5	4	3	2	1	9
3.	Quality of playground equipment	5	4	3	2	1	9
4.	How close neighborhood parks are to your home	5	4	3	2	1	9
5.	Safe pedestrian or bike access to parks	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 rental	5	4	3	2	1	9
12.	Ease of registering for programs	5	4	3	2	1	9

11. Which THREE of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 10.]

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

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

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

13. Which THREE of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 12.]

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

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

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

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

<input type="checkbox"/> (1) City Newsletter	<input type="checkbox"/> (6) The Johnson County Post
<input type="checkbox"/> (2) Social media (Facebook, Instagram, LinkedIn)	<input type="checkbox"/> (7) Attending or listening to meetings
<input type="checkbox"/> (3) Word of mouth	<input type="checkbox"/> (8) Nextdoor
<input type="checkbox"/> (4) City website	<input type="checkbox"/> (9) City emails (e-newsletter)
<input type="checkbox"/> (5) Town Hall Meetings or Community Forums	

16. Which TWO of the sources from the list above do you MOST PREFER to use to get information about the City of Roeland Park? [Write in your answers below using the numbers from the list in Question 15.]

1st: _____ 2nd: _____

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. 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. Availability of bicycle infrastructure	5	4	3	2	1	9
6. Safety when walking	5	4	3	2	1	9
7. Safety when bicycling	5	4	3	2	1	9

18. Which TWO of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 17.]

1st: _____ 2nd: _____

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential trash collection services	5	4	3	2	1	9
2. Residential curbside glass recycling services	5	4	3	2	1	9
3. Residential curbside recycling services	5	4	3	2	1	9
4. Residential yard waste collection	5	4	3	2	1	9
5. Residential bulky item pickup services	5	4	3	2	1	9
6. Residential curbside leaf collection service	5	4	3	2	1	9
7. The fee charged for solid waste services (\$20.11 per month for curbside trash, recycling, yard waste and leaf pickup)	5	4	3	2	1	9

20. Which TWO of these items do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 19.]

1st: _____ 2nd: _____

21. **Parks and Recreation Needs.** Considering all sources of services and programs (private sector, Roeland Park, and other jurisdictions), please indicate how well your household's needs are being met for each of the facilities/amenities listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all. If your household does not have a need for an item listed, please circle "9" for "No Need."

		Fully Met	Mostly Met	Partly Met	Not Met	No Need
1.	Small neighborhood parks	4	3	2	1	9
2.	Parks located east of Roe	4	3	2	1	9
3.	Playgrounds	4	3	2	1	9
4.	Playgrounds with accessibility for physical/cognitive needs	4	3	2	1	9
5.	Bathroom availability in parks	4	3	2	1	9
6.	Outdoor basketball courts	4	3	2	1	9
7.	Bike and skateboard trails/paths	4	3	2	1	9
8.	Walking/hiking trails	4	3	2	1	9
9.	Natural areas and wildlife habitats	4	3	2	1	9
10.	Picnic areas and shelters	4	3	2	1	9
11.	Indoor recreation spaces	4	3	2	1	9
12.	Indoor fitness and exercise facilities	4	3	2	1	9
13.	Outdoor open field space/practice spaces	4	3	2	1	9
14.	Outdoor amphitheaters/performing arts/event spaces	4	3	2	1	9
15.	Outdoor fitness zones/sports equipment	4	3	2	1	9
16.	Outdoor walking/running tracks	4	3	2	1	9
17.	Diamond fields (baseball, softball)	4	3	2	1	9
18.	Pickleball courts	4	3	2	1	9
19.	Themed special events (i.e., summer movies in the Park)	4	3	2	1	9
20.	Social recreation events (e.g., 5k walk/run, seed/plant swaps, pop-up festivals)	4	3	2	1	9
21.	Class-based fitness activities (e.g., yoga, barre, pilates, spinning, HIIT)	4	3	2	1	9
22.	Other: _____	4	3	2	1	9

22. **Which FOUR of these facilities/amenities would you MOST like to see Roeland Park invest in?** [Write in your answers below using the numbers from the first column in Question 21, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ NONE

23. **Commercial Development.** Please rate how well your needs are being met for each of the following types of services and shopping in or near Roeland Park using a scale of scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all. If your household does not have a need for an item listed, please circle "9" for "No Need."

		Fully Met	Mostly Met	Partly Met	Not Met	No Need
1.	Grocery store, pharmacy, and other shops for necessities	4	3	2	1	9
2.	Specialty/boutique/independent retail	4	3	2	1	9
3.	Local restaurants	4	3	2	1	9
4.	Local coffee shops/bakeries	4	3	2	1	9
5.	Fast casual restaurants	4	3	2	1	9
6.	Bars or breweries	4	3	2	1	9
7.	Food trucks	4	3	2	1	9
8.	Entertainment establishments (e.g., movie theater, arcade)	4	3	2	1	9
9.	Arts and/or cultural facilities (e.g., theaters, museums, galleries)	4	3	2	1	9
10.	Personal services (e.g., hair salons, nail salons)	4	3	2	1	9
11.	Childcare facilities	4	3	2	1	9
12.	Eldercare facilities	4	3	2	1	9
13.	Other: _____	4	3	2	1	9

24. Which THREE of these types of development listed in Question 23 on the previous page would you MOST like to see added in Roeland Park? [Write in your numbers below using the numbers from the list in Question 23.]

1st: ____ 2nd: ____ 3rd: ____

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

25. What is your age? ____ years

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

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

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

28. In the previous year, have you or someone in your household done the following?

		Yes	No	Don't Know
1.	Visited a park in Roeland Park	1	2	9
2.	Visited the Roeland Park Community Center	1	2	9
3.	Visited the Roeland Park Aquatics Center	1	2	9
4.	Visited a park in a neighboring community	1	2	9
5.	Joined a pool/aquatics center in another community	1	2	9
6.	Joined a community center in another community	1	2	9
7.	Ridden a bike on streets or trails in Roeland Park	1	2	9

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

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

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

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

____ (1) Asian or Asian Indian	____ (5) Native Hawaiian or other Pacific Islander
____ (2) Black or African American	____ (6) Hispanic or Latino
____ (3) American Indian or Alaska Native	____ (99) Other: _____
____ (4) White	

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

____ (1) Under \$40,000	____ (3) \$80,000 to \$119,999	____ (5) \$160,000 or more
____ (2) \$40,000 to \$79,999	____ (4) \$120,000 to \$159,999	

33. What is your gender? ____ (1) Male ____ (2) Female ____ (3) Non-Binary or Other

34. Please share any other comments you would like to make.

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.