

# City of Shawnee

# Citizen Satisfaction Survey

## Findings Report

*...helping organizations make better decisions since 1982*

# 2019

**Submitted to the City of Shawnee**

**By:**

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**October 2019**



# Contents

<b>Executive Summary .....</b>	<b>i</b>
<b>Section 1: Charts and Graphs .....</b>	<b>1</b>
<b>Section 2: Trends .....</b>	<b>46</b>
<b>Section 3: Benchmarking Analysis .....</b>	<b>65</b>
<b>Section 4: Importance-Satisfaction Analysis .....</b>	<b>78</b>
<b>Section 5: Tabular Data .....</b>	<b>90</b>
<b>Section 6: Survey Instrument .....</b>	<b>152</b>

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# City of Shawnee Citizen Survey

## Executive Summary

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### Purpose and Methodology

ETC Institute administered a survey to residents of the City of Shawnee during the September and October of 2019. The purpose of the survey is to ensure that the City remains focused on the services and priorities most important to residents. The survey and its results will help the City continue to move Shawnee in a positive direction. Results from this survey will be compared with responses from previous community surveys that were conducted in 2012 and 2017.

The seven-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the City of Shawnee. 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 [www.shawneesurvey.org](http://www.shawneesurvey.org). At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Shawnee from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

A total of 400 residents completed the survey. The overall results for the sample of 400 households have a precision of at least +/-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 Shawnee 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:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey,
- trend data from the 2012, 2017, and 2019 citizen surveys
- benchmarking data that shows how the results for Shawnee compare to other communities,

- importance-satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results ,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

## Overall Perceptions and Ratings of the City

Eighty-four percent (84%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of life in the City. Sixty-one percent (61%) of those surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall image of the City of Shawnee. Overall, the City of Shawnee received very high marks regarding all items that influence the perceptions of the City.

Overall, residents have a very high opinion of the City of Shawnee. When asked to rate the city regarding various issues respondents gave overwhelming positive marks. The following is a summary of responses based on the sum of “excellent” and “good” responses from respondents *who had an opinion*: 91% of respondents indicated the city is an “excellent” or “good” place to raise children, 90% indicated the city is an “excellent” or “good” place to live, 82% indicated the city is an “excellent” or “good” place to call home, and 77% indicated the city is an “excellent” or “good” place that offers high quality education.

## Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of police, fire and ambulance services (94%), the overall quality of parks and recreation programs and facilities (83%), and the overall quality of customer service received from city employees (73%). For all six of the major categories of City services that were rated, 60% 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. A majority of respondents believe that the flow of traffic and congestion management in the city (69%) should receive the most emphasis over the next two years.

## Feelings of Safety

Ninety-five percent (95%) of respondents, *who had an opinion*, indicated they feel either “very safe” or “safe” when rating their overall feeling of safety in their neighborhood during the day. Eighty-seven percent (87%) of residents, *who had an opinion*, indicated they feel either “very safe” or “safe” when rating the overall feeling of safety in Shawnee, 84% indicated they feel either “very safe” or “safe” in their neighborhood at night, and 77% indicated they feel either “very safe” or “safe” in city parks and recreation facilities.

## Satisfaction with Specific City Services

- **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 neighborhood streets (86%), the overall maintenance of City parks (85%), and the maintenance of street signs (80%). The aspect of city maintenance services that respondents indicated should receive the most emphasis over the next two years is the maintenance of City streets.
- **Code Enforcement.** The highest levels of satisfaction with code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing sign regulations (53%) and enforcing the exterior maintenance of business property (49%). Forty percent (40%) of respondents indicated they would describe the City’s level of code and ordinance enforcement as “about right”.
- **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: City parks (84%), walking and biking trails (79%), and special events (76%). The parks and recreation services respondents indicated should receive the most emphasis over the next two years were City parks and walking and biking trails.
- **Emergency Services.** The highest levels of satisfaction with emergency services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of local fire protection (92%), the quality of local police protection (91%), and how quickly the fire department responds to emergencies (89%). The visibility of police in neighborhoods and the City’s efforts to prevent crime are the two services that are most important for the City to emphasize over the next two years according to respondents.
- **City Communication.** The highest levels of satisfaction with city communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of information about programs, services, and events (74%), the quality of the City’s newsletter (70%), and the City’s efforts to keep residents informed on Nextdoor (68%).
  - Fifty-six percent (56%) of respondents indicated they use the City newsletter, *CityLine* as their primary source of information about City issues, services and events. Forty-five percent (45%) of respondents indicated their primary source of information is the City’s recreation catalog, 40% indicated their primary source is Nextdoor, and 39% indicated that the City website is their primary source of information. The City has done a good job ensuring that they are the primary source of information for City issues, services, and events.

## City Customer Service

Thirty-eight percent (38%) of respondents indicated they have interacted with the City for a question, problem, or complaint during the past year. Of those who have contacted the City during the past year 86% indicated it was either “very easy” or “somewhat easy” to contact the person they needed to reach. Respondents who had contacted the City were then asked to indicate how often the employees they have contacted during the past year displayed four different behaviors. Respondents were asked to rate each behavior on a scale of 1 to 5, where 5 means “always” and 1 means “never”. The behaviors that were displayed the most, based upon the combined percentage of “always” and “usually” responses among respondents *who had an opinion*, were: the employee was courteous and polite (90%) and the employee gave prompt, accurate, and complete answers to questions (81%).

## Additional Findings

- When asked to indicate the types of business they think the City of Shawnee should pursue, the top three choices were restaurants, clothing, shoe and accessories stores, and specialty grocery and food services. When asked to indicate which type of business is most important 61% of respondents selected restaurants as one of their top three choices.
- Seventy-four percent (74%) of respondents indicated they were not aware of the City’s SeeClickFix program.
- Fifty-four percent (54%) of respondents indicated they were not aware of the City’s CityRide program.
- Thirty-eight percent (38%) of respondents indicated it would be more convenient for them if the City were to expand its daily customer service operating hours past 5 p.m.
- Safety and security (87%) and the quality of public schools (79%) were the two most important reasons for respondents deciding to move to Shawnee. Safety and security will have the biggest impact on respondent’s decision to stay in Shawnee over the next 10 years.
- Ripple glass recycling (66%) was the program that most respondents use or plan to use in the future. Water quality education (6%) and bicycle recycling (7%) were the two programs respondents use least.
- Forty-four percent (44%) of respondent indicated that there is “too much” multi-family residential housing in Shawnee, and 44% indicated there is “not enough” senior living in Shawnee.
- Sixty-six percent (66%) of respondent indicated they have visited the City’s website during the past year. Of those, 87% indicated that it was either “very easy” or “somewhat easy” to find the information they were looking for.

## How the City of Shawnee Compares to Other Communities Nationally

Satisfaction ratings for The City of Shawnee **rated the same as or above the U.S. average in 54 of the 59 areas** that were assessed. The City of Shawnee rated significantly higher than the U.S. average (difference of 4% or more) in 48 of these areas. Listed below are the comparisons between the City of Shawnee and the U.S. average:

Service	Shawnee	U.S.	Difference	Category
Availability of info about programs, services and events	<b>73.3%</b>	41.5%	31.8%	Communications
Customer service you receive from city employees	<b>73.5%</b>	42.4%	31.1%	Major Categories of Service
City aquatic facilities	<b>64.4%</b>	33.4%	31.0%	Parks and Recreation
Snow removal on major city streets	<b>85.4%</b>	60.0%	25.4%	Maintenance Services
Overall quality of local police protection	<b>91.1%</b>	67.5%	23.6%	Emergency Services
They gave prompt, accurate, and complete answers to questions	<b>81.1%</b>	57.6%	23.5%	Customer Service
They helped you resolve an issue to your satisfaction	<b>72.3%</b>	48.9%	23.4%	Customer Service
Snow removal on neighborhood streets	<b>70.6%</b>	48.2%	22.4%	Maintenance Services
Walking and biking trails	<b>79.8%</b>	57.7%	22.1%	Parks and Recreation
Mowing and trimming along streets and public areas	<b>74.3%</b>	52.2%	22.1%	Maintenance Services
Parks and recreation programs and facilities	<b>82.6%</b>	61.1%	21.5%	Major Categories of Service
Effectiveness of city communication	<b>67.4%</b>	45.9%	21.5%	Major Categories of Service
Cleanliness of streets and public areas	<b>79.8%</b>	59.2%	20.6%	Maintenance Services
Police, fire and ambulance services	<b>94.0%</b>	73.5%	20.5%	Major Categories of Service
As a place to raise children	<b>90.4%</b>	70.0%	20.4%	Rating the City
How quickly police respond	<b>82.0%</b>	61.8%	20.2%	Emergency Services
They were courteous and polite	<b>90.2%</b>	70.2%	20.0%	Customer Service
They did what they said they would do in a timely manner	<b>76.3%</b>	57.2%	19.1%	Customer Service
As a place to live	<b>89.6%</b>	70.7%	18.9%	Rating the City
Value received for City tax dollars and fees	<b>55.6%</b>	36.9%	18.7%	Perceptions of the City
Effectiveness of the city manager and appointed staff	<b>53.6%</b>	35.6%	18.0%	Perceptions of Leadership
Maintenance of stormwater management system	<b>70.4%</b>	53.5%	16.9%	Maintenance Services
City parks	<b>83.9%</b>	67.4%	16.5%	Parks and Recreation
Leadership provided by the City's elected officials	<b>53.6%</b>	37.5%	16.1%	Perceptions of Leadership
Overall maintenance of city streets	<b>57.8%</b>	42.2%	15.6%	Maintenance Services
Overall maintenance of sidewalks	<b>52.3%</b>	37.5%	14.8%	Maintenance Services
Maintenance of City buildings	<b>77.6%</b>	63.0%	14.7%	Maintenance Services
The visibility of police in neighborhoods	<b>70.1%</b>	55.9%	14.2%	Emergency Services
The City's efforts to prevent crime	<b>69.6%</b>	55.5%	14.2%	Emergency Services
Maintenance of City parks	<b>84.2%</b>	70.1%	14.1%	Maintenance Services

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Service	Shawnee	U.S.	Difference	Category
Level of public involvement in local decision making	<b>45.0%</b>	31.3%	13.7%	Communications
Maintenance of street signs	<b>80.0%</b>	67.5%	12.5%	Maintenance Services
Police safety education programs	<b>64.1%</b>	51.7%	12.5%	Emergency Services
Overall quality of life in the City	<b>83.7%</b>	71.7%	12.0%	Perceptions of the City
Outdoor athletic fields	<b>75.3%</b>	63.9%	11.4%	Parks and Recreation
Adequacy of street lighting	<b>67.6%</b>	56.6%	11.1%	Maintenance Services
Overall quality of local fire protection	<b>91.9%</b>	81.1%	10.8%	Emergency Services
Ease of registering for programs	<b>72.5%</b>	62.0%	10.5%	Parks and Recreation
Fire safety education programs	<b>72.4%</b>	62.2%	10.2%	Emergency Services
How quickly the fire department respond	<b>89.0%</b>	79.3%	9.7%	Emergency Services
Enforcement of city codes and ordinances	<b>62.2%</b>	52.5%	9.7%	Major Categories of Service
Enforcement of local traffic laws	<b>74.1%</b>	64.7%	9.4%	Emergency Services
Flow of traffic and congestion management	<b>60.0%</b>	51.0%	9.0%	Major Categories of Service
Maintenance of traffic signals	<b>78.7%</b>	70.1%	8.6%	Maintenance Services
The City's adult programs	<b>62.2%</b>	55.0%	7.3%	Parks and Recreation
The visibility of police in retail areas	<b>66.5%</b>	59.8%	6.7%	Emergency Services
As a place to work	<b>61.0%</b>	54.4%	6.6%	Rating the City
Mowing and cutting of weeds on private property	<b>40.8%</b>	36.3%	4.5%	Code Enforcement
Quality of animal control	<b>59.1%</b>	55.2%	3.9%	Emergency Services
How quickly ambulance personnel respond	<b>83.7%</b>	80.3%	3.4%	Emergency Services
Sign regulations	<b>53.2%</b>	49.9%	3.3%	Code Enforcement
Overall quality of local ambulance service	<b>84.0%</b>	80.9%	3.1%	Emergency Services
The City's youth programs	<b>64.8%</b>	62.1%	2.8%	Parks and Recreation
Overall image of the City	<b>61.2%</b>	61.2%	0.0%	Perceptions of the City
The quality of the City's web page	<b>57.9%</b>	59.1%	-1.2%	Communications
Managing and planning growth and development	<b>44.0%</b>	45.4%	-1.4%	Perceptions of the City
Exterior maintenance of business property	<b>49.0%</b>	51.5%	-2.5%	Code Enforcement
Exterior maintenance of residential property	<b>39.5%</b>	43.4%	-3.9%	Code Enforcement
Maintenance and preservation of downtown Shawnee	<b>50.2%</b>	63.0%	-12.8%	Maintenance Services



## How the City of Shawnee Compares to the Kansas City Metro

Satisfaction ratings for The City of Shawnee **rated the same or above the average for the Kansas/Missouri Regional average in 53 of the 59 areas** that were assessed. The City of Shawnee rated significantly higher than this average (difference of 4% or more) in 49 of these areas. Listed below are the comparisons between The City of Shawnee and the average for Kansas/Missouri region.

Service	Shawnee	KS/MO	Difference	Category
They helped you resolve an issue to your satisfaction	<b>72.3%</b>	38.8%	33.5%	Customer Service
Overall quality of local police protection	<b>91.1%</b>	62.9%	28.2%	Emergency Services
City aquatic facilities	<b>64.4%</b>	38.1%	26.3%	Parks and Recreation
As a place to raise children	<b>90.4%</b>	64.2%	26.3%	Rating the City
Walking and biking trails	<b>79.8%</b>	53.8%	26.1%	Parks and Recreation
Mowing and trimming along streets and public areas	<b>74.3%</b>	49.6%	24.7%	Maintenance Services
As a place to live	<b>89.6%</b>	65.3%	24.4%	Rating the City
Snow removal on major city streets	<b>85.4%</b>	61.5%	23.9%	Maintenance Services
Availability of info about programs, services and events	<b>73.3%</b>	50.9%	22.5%	Communications
Maintenance of City buildings	<b>77.6%</b>	56.0%	21.6%	Maintenance Services
They did what they said they would do in a timely manner	<b>76.3%</b>	55.2%	21.1%	Customer Service
Snow removal on neighborhood streets	<b>70.6%</b>	49.9%	20.7%	Maintenance Services
Effectiveness of the city manager and appointed staff	<b>53.6%</b>	33.0%	20.6%	Perceptions of Leadership
Police, fire and ambulance services	<b>94.0%</b>	73.9%	20.2%	Major Categories of Service
Customer service you receive from city employees	<b>73.5%</b>	53.4%	20.1%	Major Categories of Service
How quickly police respond	<b>82.0%</b>	62.0%	20.0%	Emergency Services
Overall maintenance of city streets	<b>57.8%</b>	38.2%	19.7%	Maintenance Services
Maintenance of stormwater management system	<b>70.4%</b>	50.8%	19.7%	Maintenance Services
Cleanliness of streets and public areas	<b>79.8%</b>	60.7%	19.2%	Maintenance Services
Effectiveness of city communication	<b>67.4%</b>	48.5%	19.0%	Major Categories of Service
They were courteous and polite	<b>90.2%</b>	71.3%	18.9%	Customer Service
Leadership provided by the City's elected officials	<b>53.6%</b>	35.0%	18.7%	Perceptions of Leadership
The City's efforts to prevent crime	<b>69.6%</b>	51.8%	17.8%	Emergency Services
Adequacy of street lighting	<b>67.6%</b>	50.0%	17.7%	Maintenance Services
Parks and recreation programs and facilities	<b>82.6%</b>	65.8%	16.9%	Major Categories of Service
Overall quality of life in the City	<b>83.7%</b>	67.3%	16.4%	Perceptions of the City
They gave prompt, accurate, and complete answers to questions	<b>81.1%</b>	65.1%	16.0%	Customer Service
Value received for City tax dollars and fees	<b>55.6%</b>	40.7%	14.9%	Perceptions of the City

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Service	Shawnee	KS/MO	Difference	Category
City parks	<b>83.9%</b>	69.0%	14.9%	Parks and Recreation
Flow of traffic and congestion management	<b>60.0%</b>	45.5%	14.6%	Major Categories of Service
Enforcement of city codes and ordinances	<b>62.2%</b>	48.1%	14.1%	Major Categories of Service
Fire safety education programs	<b>72.4%</b>	58.4%	14.0%	Emergency Services
Police safety education programs	<b>64.1%</b>	50.1%	14.0%	Emergency Services
The City's adult programs	<b>62.2%</b>	49.8%	12.5%	Parks and Recreation
Level of public involvement in local decision making	<b>45.0%</b>	34.3%	10.8%	Communications
Outdoor athletic fields	<b>75.3%</b>	65.1%	10.2%	Parks and Recreation
The visibility of police in neighborhoods	<b>70.1%</b>	60.0%	10.1%	Emergency Services
Ease of registering for programs	<b>72.5%</b>	62.6%	9.9%	Parks and Recreation
Maintenance of City parks	<b>84.2%</b>	74.8%	9.4%	Maintenance Services
Overall maintenance of sidewalks	<b>52.3%</b>	43.7%	8.7%	Maintenance Services
The City's youth programs	<b>64.8%</b>	56.4%	8.4%	Parks and Recreation
How quickly the fire department respond	<b>89.0%</b>	80.7%	8.3%	Emergency Services
Sign regulations	<b>53.2%</b>	45.4%	7.8%	Code Enforcement
Managing and planning growth and development	<b>44.0%</b>	37.0%	7.0%	Perceptions of the City
Overall quality of local fire protection	<b>91.9%</b>	85.2%	6.8%	Emergency Services
The visibility of police in retail areas	<b>66.5%</b>	60.4%	6.2%	Emergency Services
Enforcement of local traffic laws	<b>74.1%</b>	69.4%	4.7%	Emergency Services
Overall quality of local ambulance service	<b>84.0%</b>	80.0%	4.1%	Emergency Services
Maintenance of traffic signals	<b>78.7%</b>	74.8%	4.0%	Maintenance Services
Quality of animal control	<b>59.1%</b>	55.3%	3.8%	Emergency Services
Maintenance of street signs	<b>80.0%</b>	76.3%	3.7%	Maintenance Services
Overall image of the City	<b>61.2%</b>	57.8%	3.5%	Perceptions of the City
As a place to work	<b>61.0%</b>	58.0%	3.1%	Rating the City
The quality of the City's web page	<b>57.9%</b>	58.0%	-0.1%	Communications
Mowing and cutting of weeds on private property	<b>40.8%</b>	41.2%	-0.4%	Code Enforcement
How quickly ambulance personnel respond	<b>83.7%</b>	84.7%	-1.0%	Emergency Services
Exterior maintenance of business property	<b>49.0%</b>	50.4%	-1.4%	Code Enforcement
Exterior maintenance of residential property	<b>39.5%</b>	45.0%	-5.4%	Code Enforcement
Maintenance and preservation of downtown Shawnee	<b>50.2%</b>	56.0%	-5.8%	Maintenance Services

## 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 four of this report.

**Overall Priorities for the City by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Overall flow of traffic and congestion management (IS Rating=0.2740)
- Overall enforcement of city codes and ordinances (IS Rating=0.1512)
- Overall effectiveness of city communication (IS Rating=0.1216)

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

2019 Importance-Satisfaction Rating Shawnee, Kansas Major Categories of City Services				
Category of Service	Most Important Rank	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>				
Overall flow of traffic and congestion management on streets in the city	1	6	0.2740	1
<b><u>High Priority (IS .10-.20)</u></b>				
Overall enforcement of city codes and ordinances	4	5	0.1512	2
Overall effectiveness of city communication with the public	5	4	0.1216	3
<b><u>Medium Priority (IS &lt;.10)</u></b>				
Overall quality of city parks and recreation programs and facilities	3	2	0.0753	4
Overall quality of customer service you receive from city employees	6	3	0.0424	5
Overall quality of police, fire and ambulance services	2	1	0.0275	6

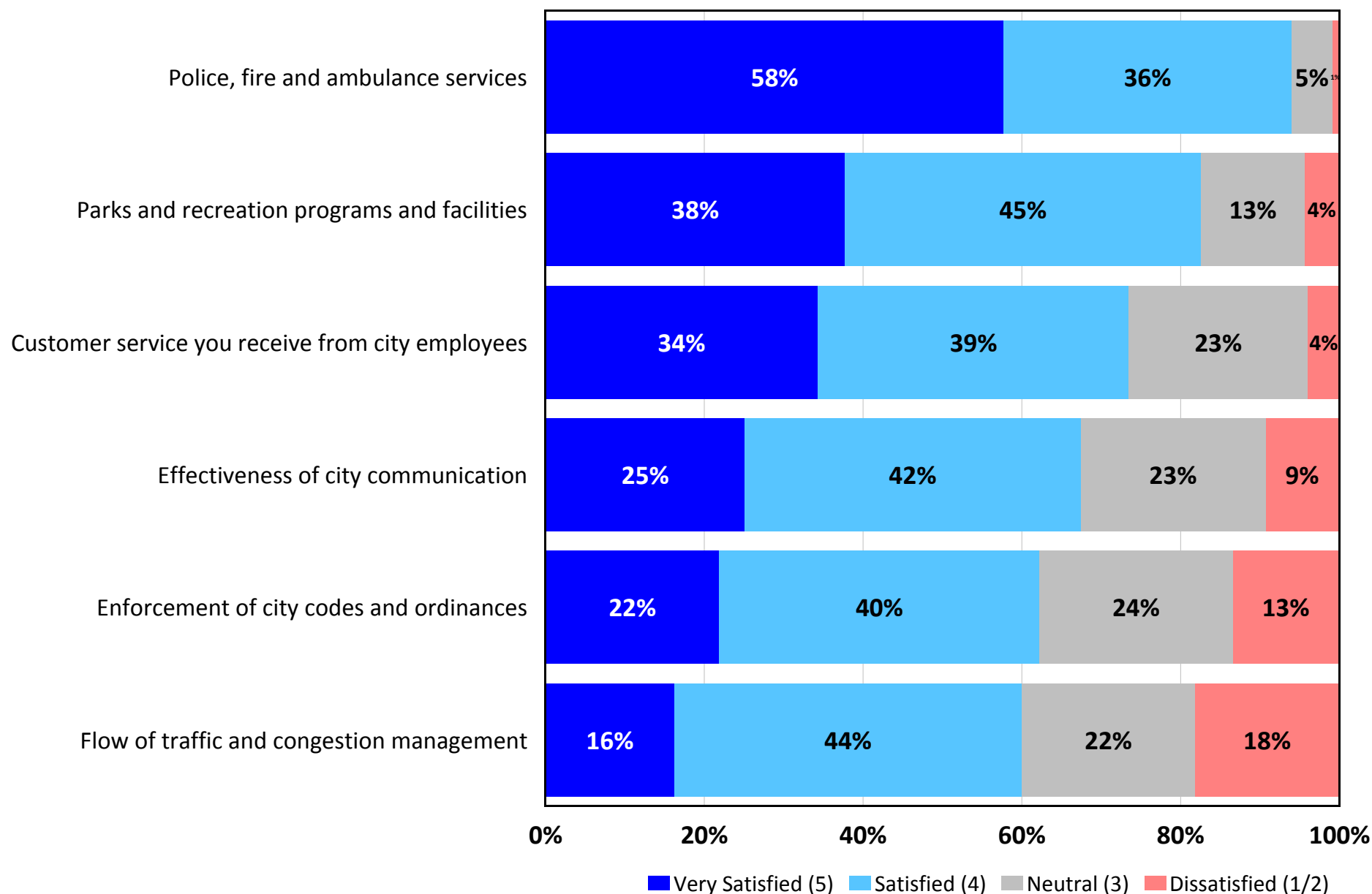
# **Section 1**

## ***Charts and Graphs***

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# Q1. Overall Satisfaction With City Services by Major Category

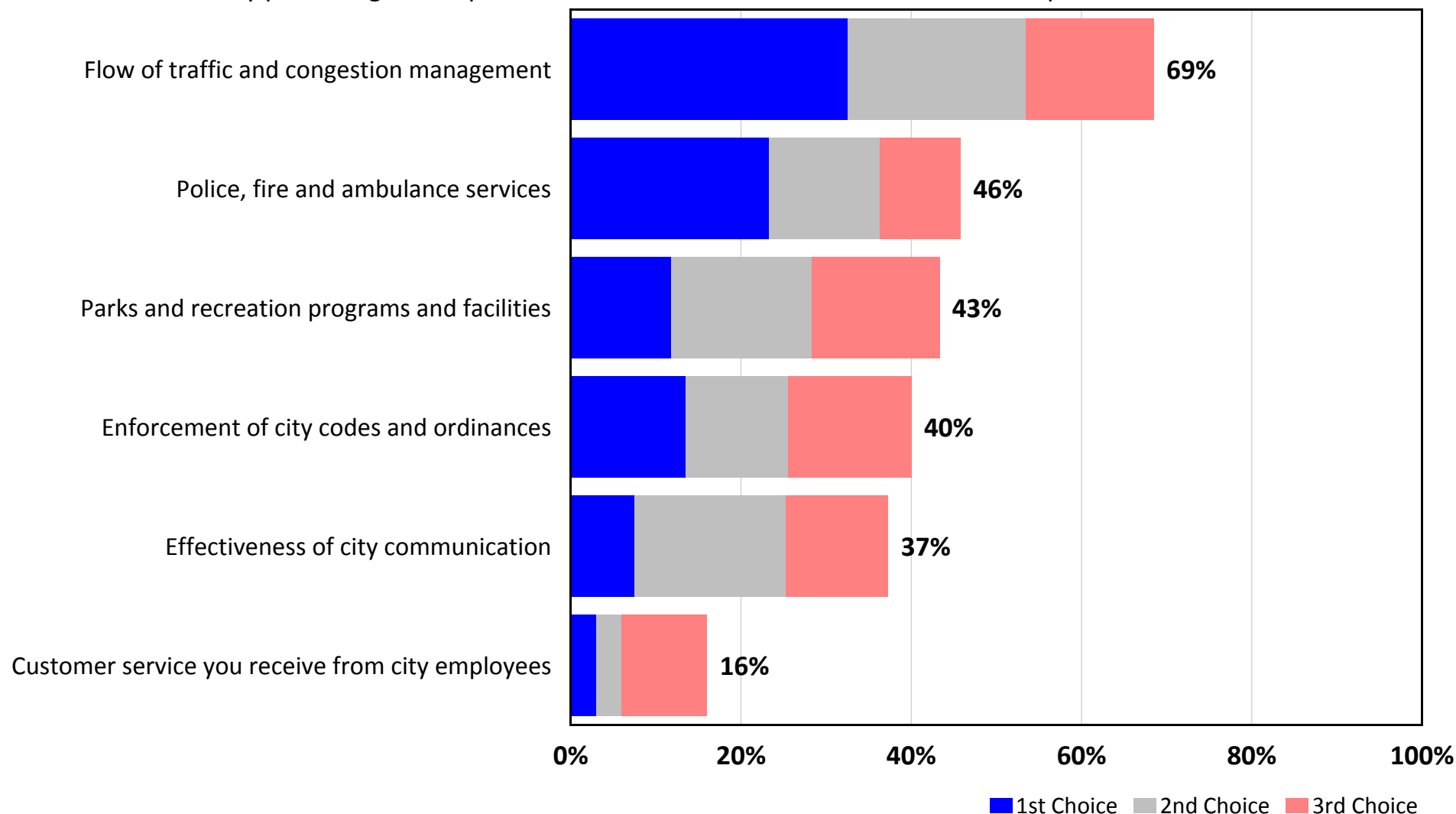
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

## Q2. Major Categories of City Services That Residents Rated as the Most Important for the City to Emphasize Over the Next Two Years

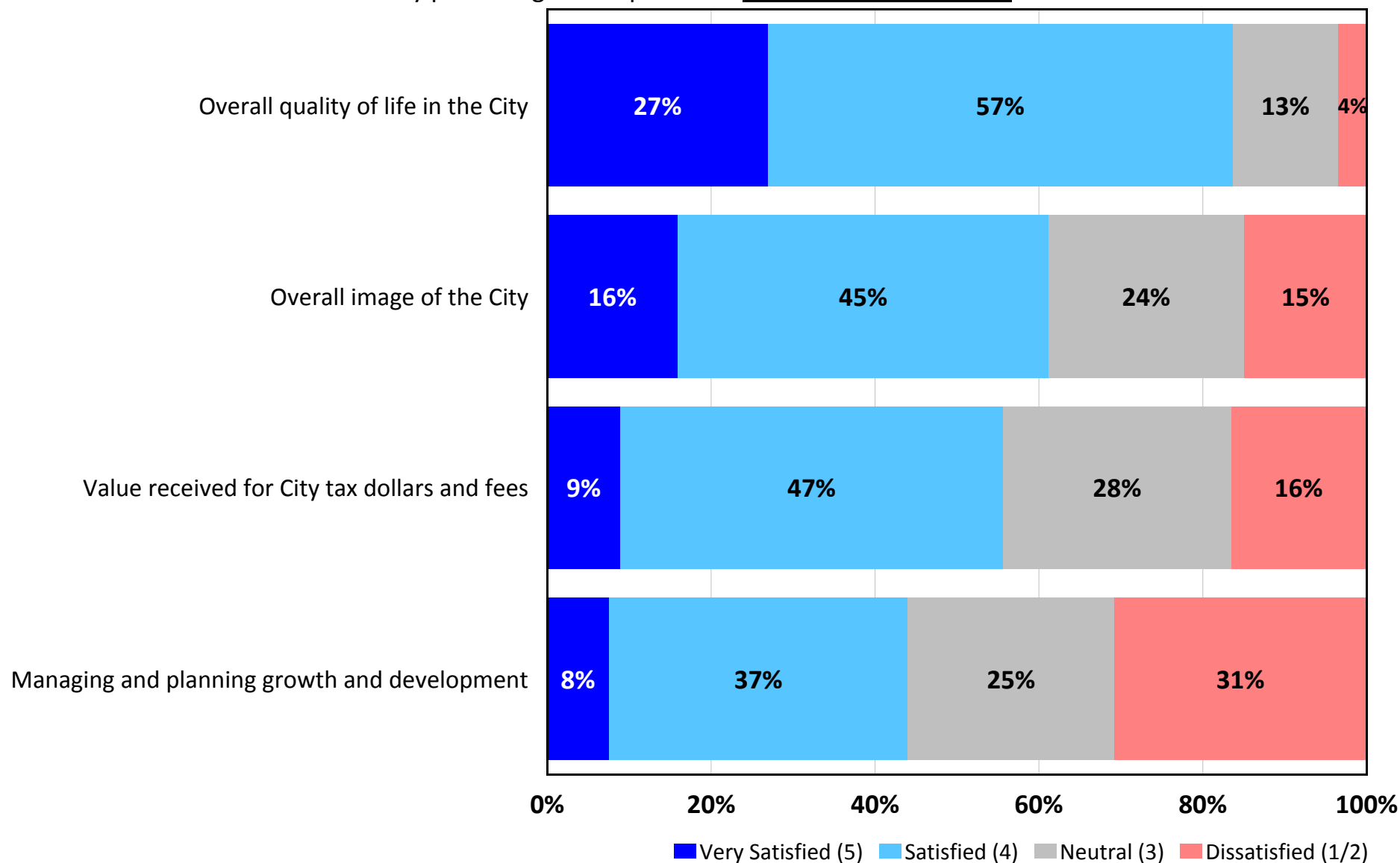
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

## Q3. Satisfaction With Items That Influence the Perception Residents Have of the City

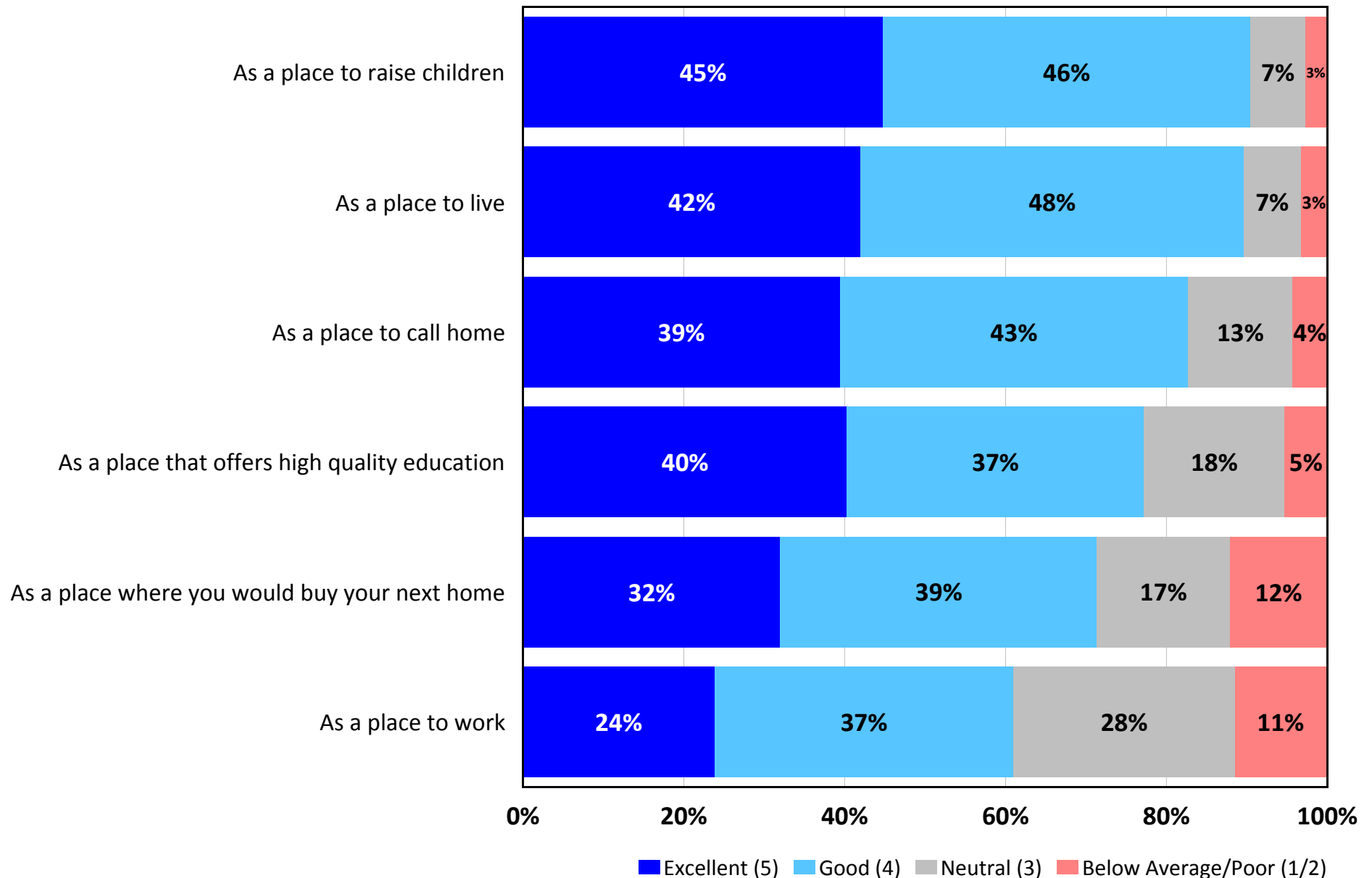
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

## Q4. How Residents Rate the City of Shawnee

by percentage of respondents (excluding don't knows)

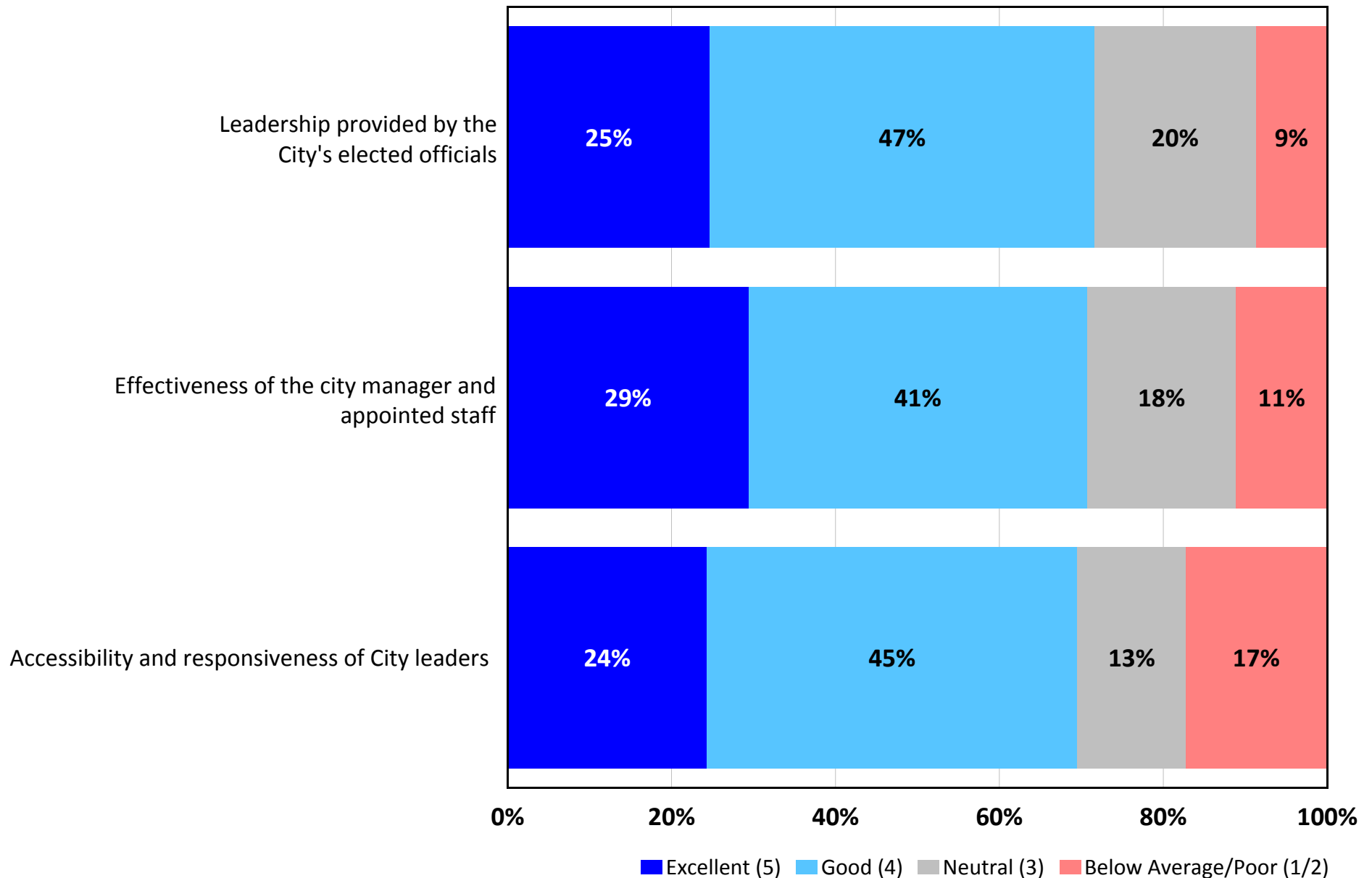


Source: ETC Institute (2019)



## Q5. How Residents Rate the City of Shawnee Leadership

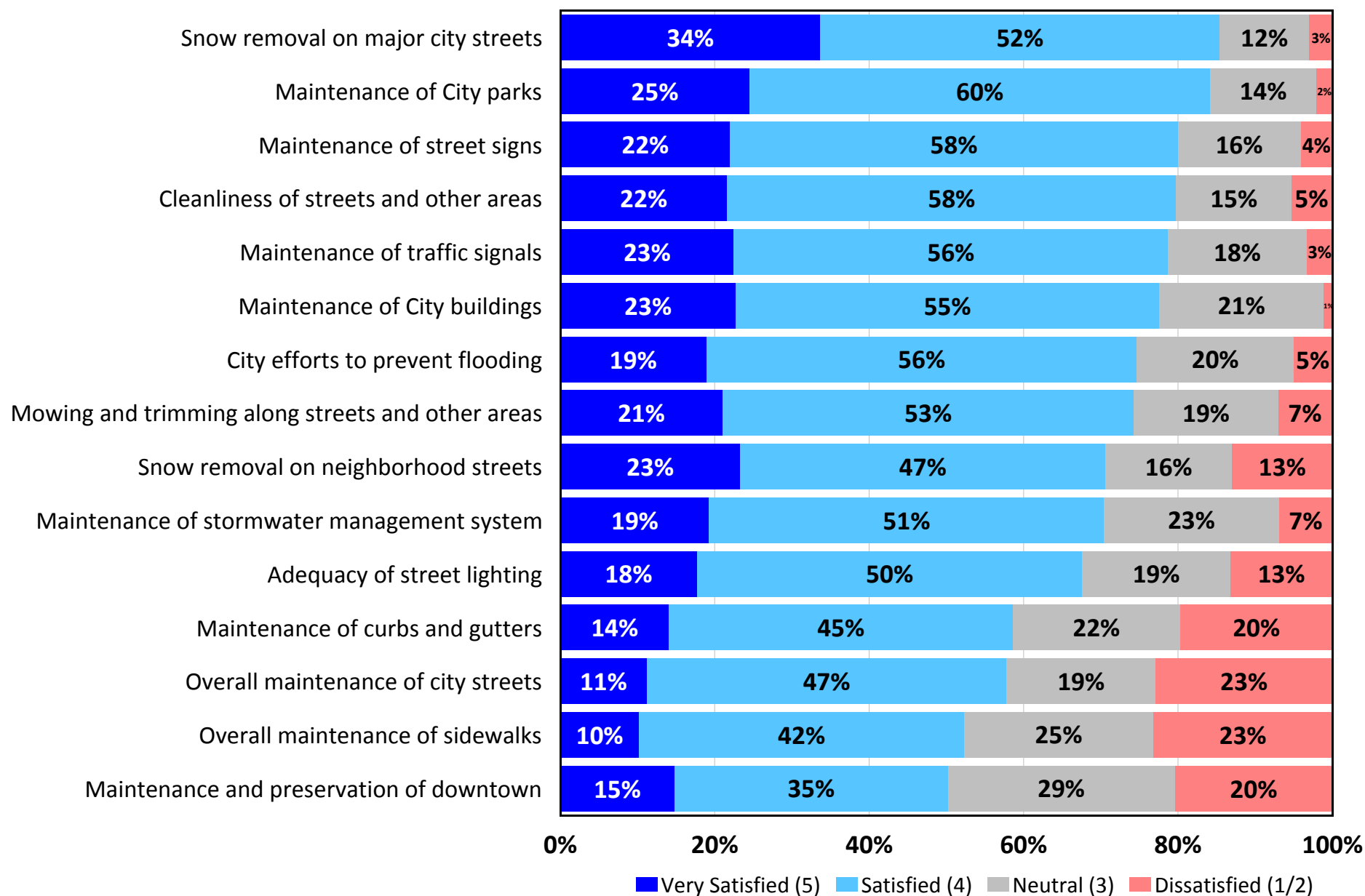
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

## Q6. Satisfaction With City Maintenance

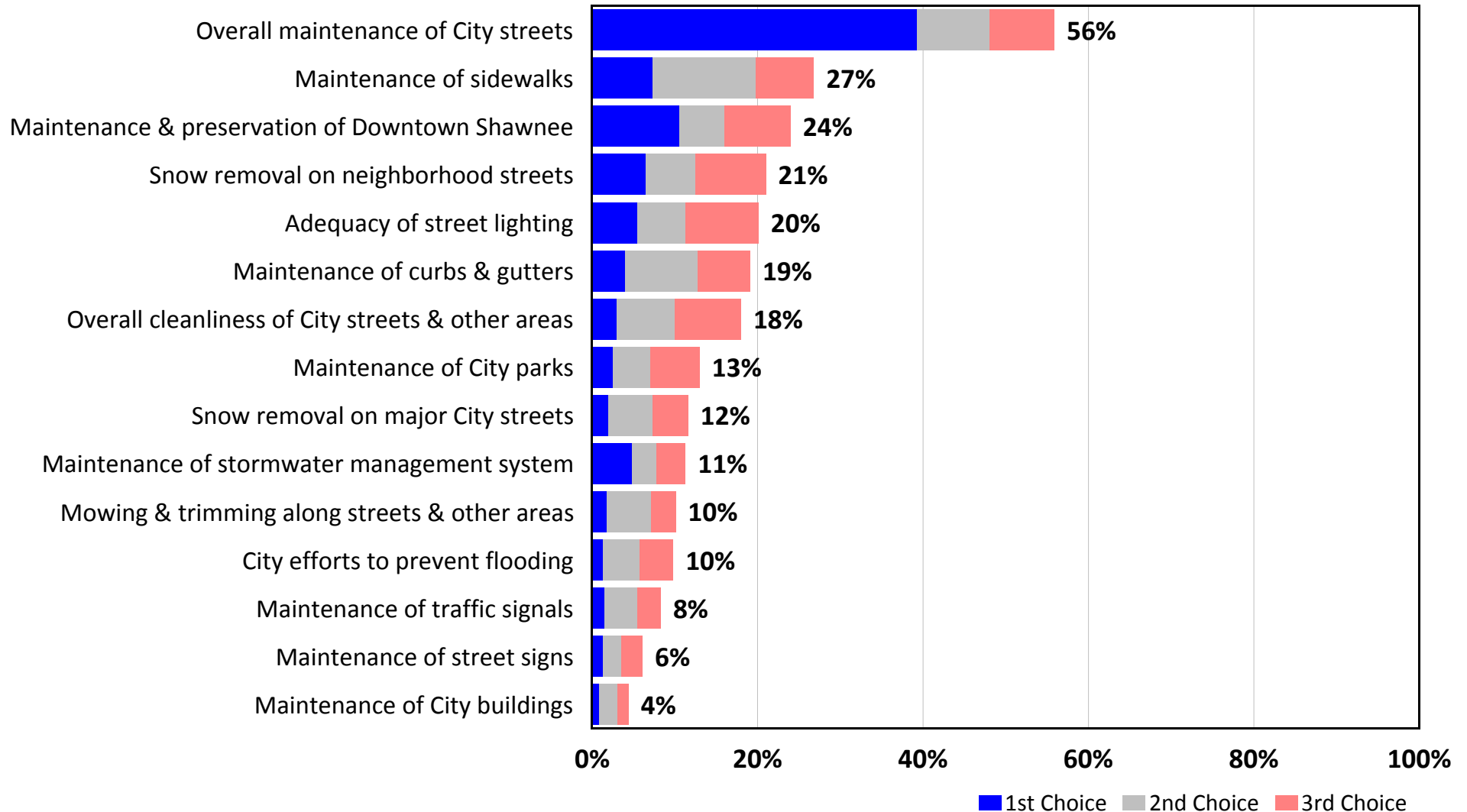
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

## Q7. City Maintenance Items Respondents That Residents Rated as the Most Important for the City to Emphasize Over the Next Two Years

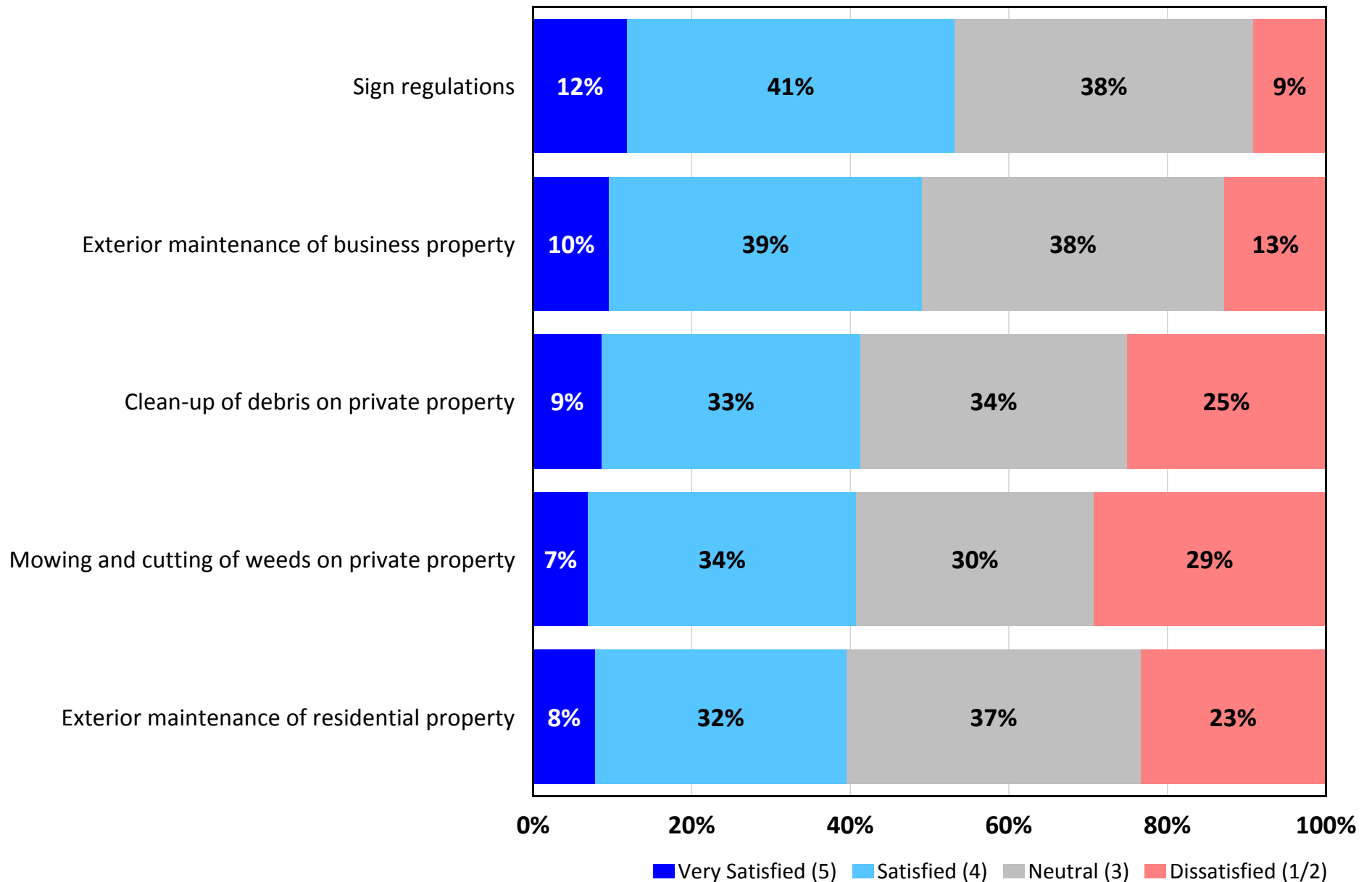
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

## Q8. Satisfaction With Code Enforcement

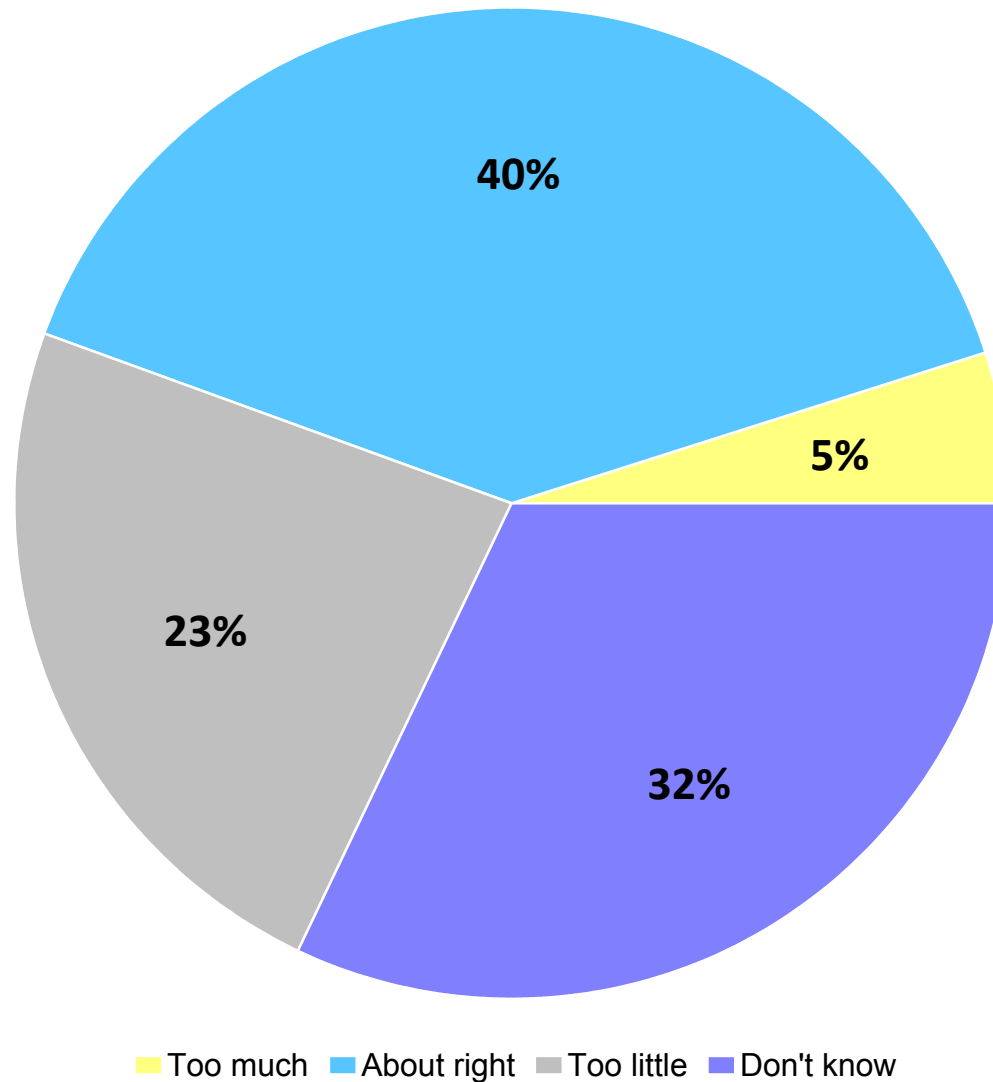
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

## Q9. How would you describe the City's level of enforcement when it comes to codes and ordinances?

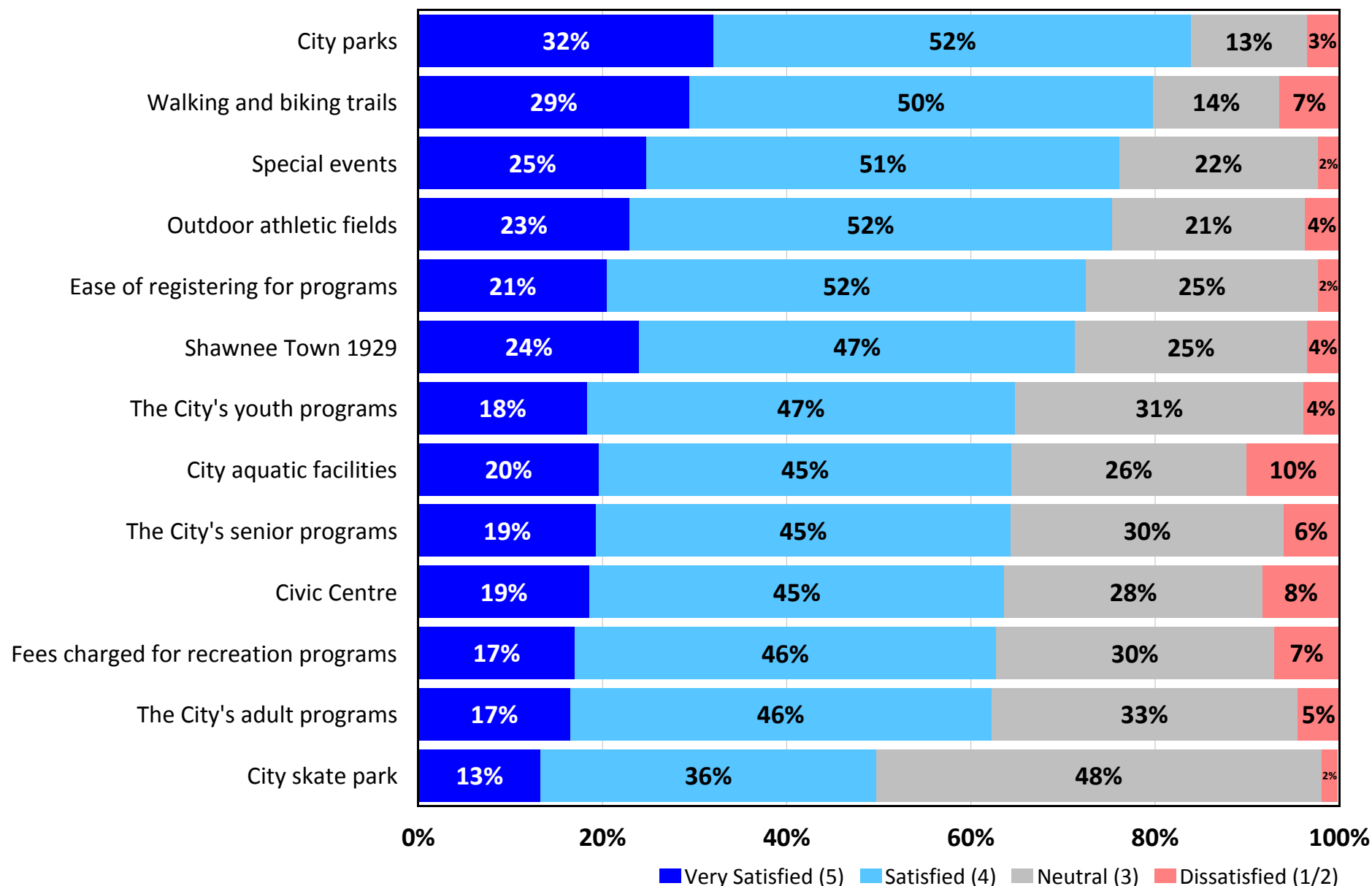
by percentage of respondents



Source: ETC Institute (2019)

## Q10. Satisfaction With Parks and Recreation

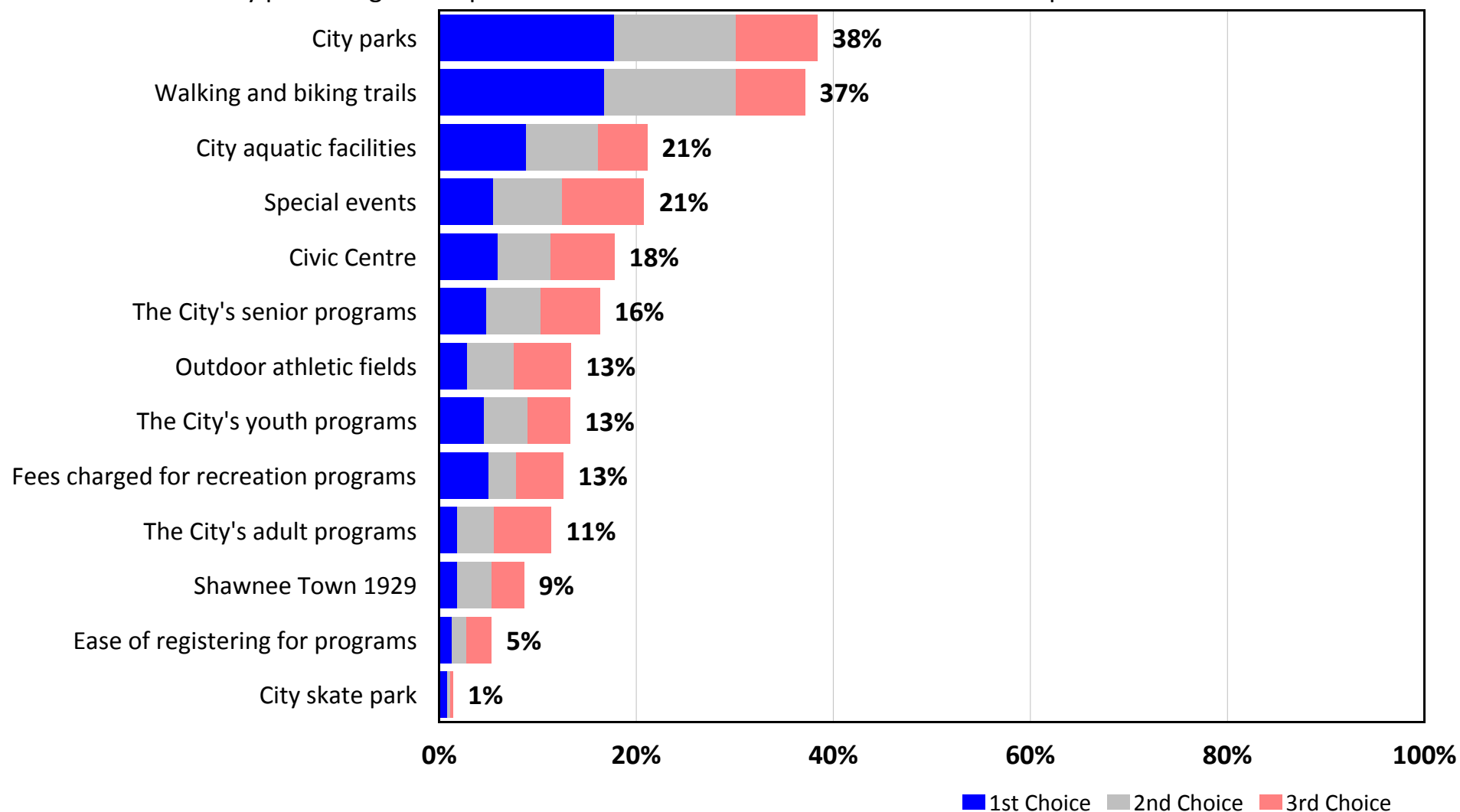
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

# Q11. Parks and Recreation Items Respondents That Residents Rated as the Most Important for the City to Emphasize Over the Next Two Years

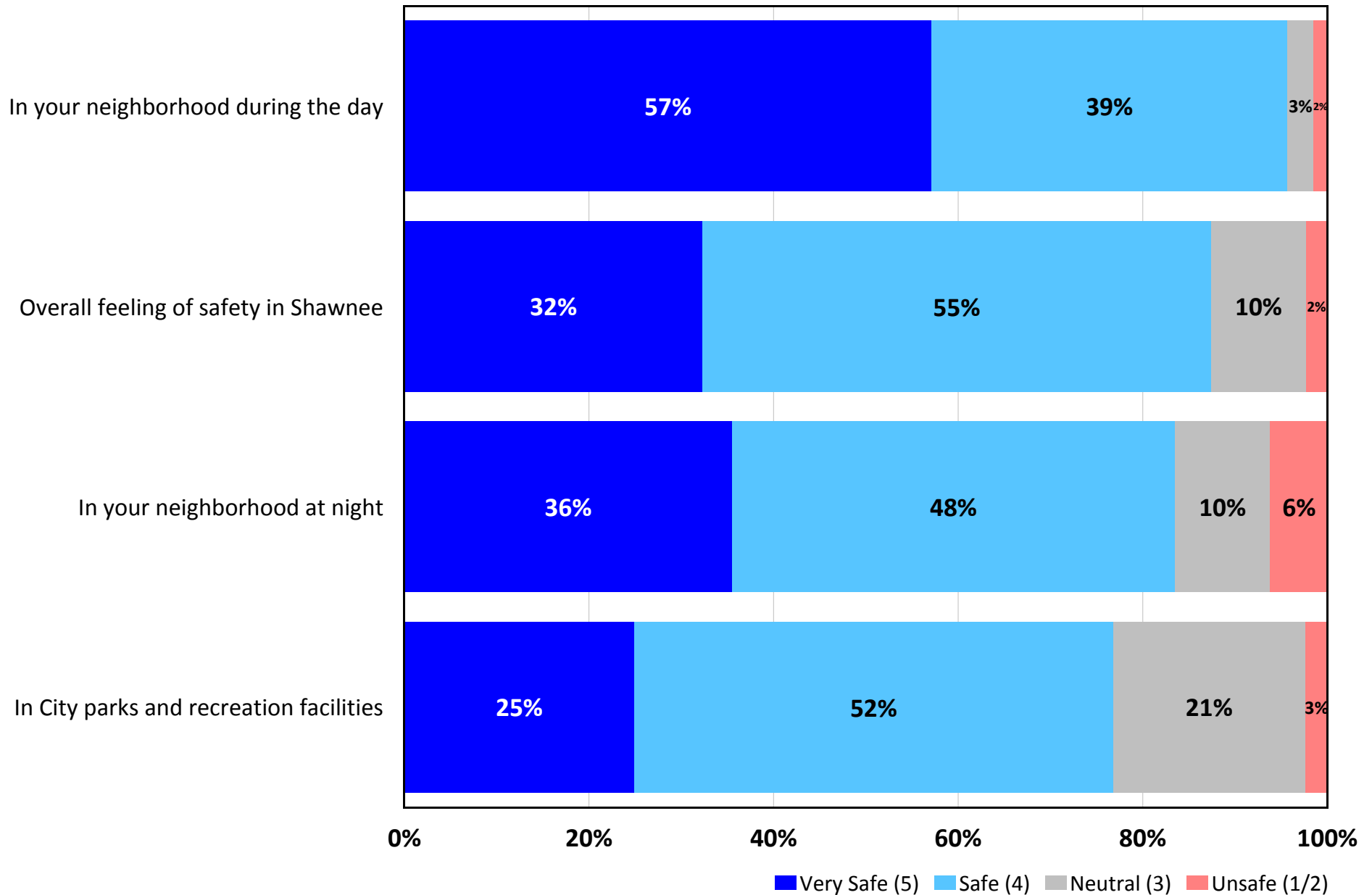
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

## Q12. How Safe Do You Feel:

by percentage of respondents (excluding don't knows)

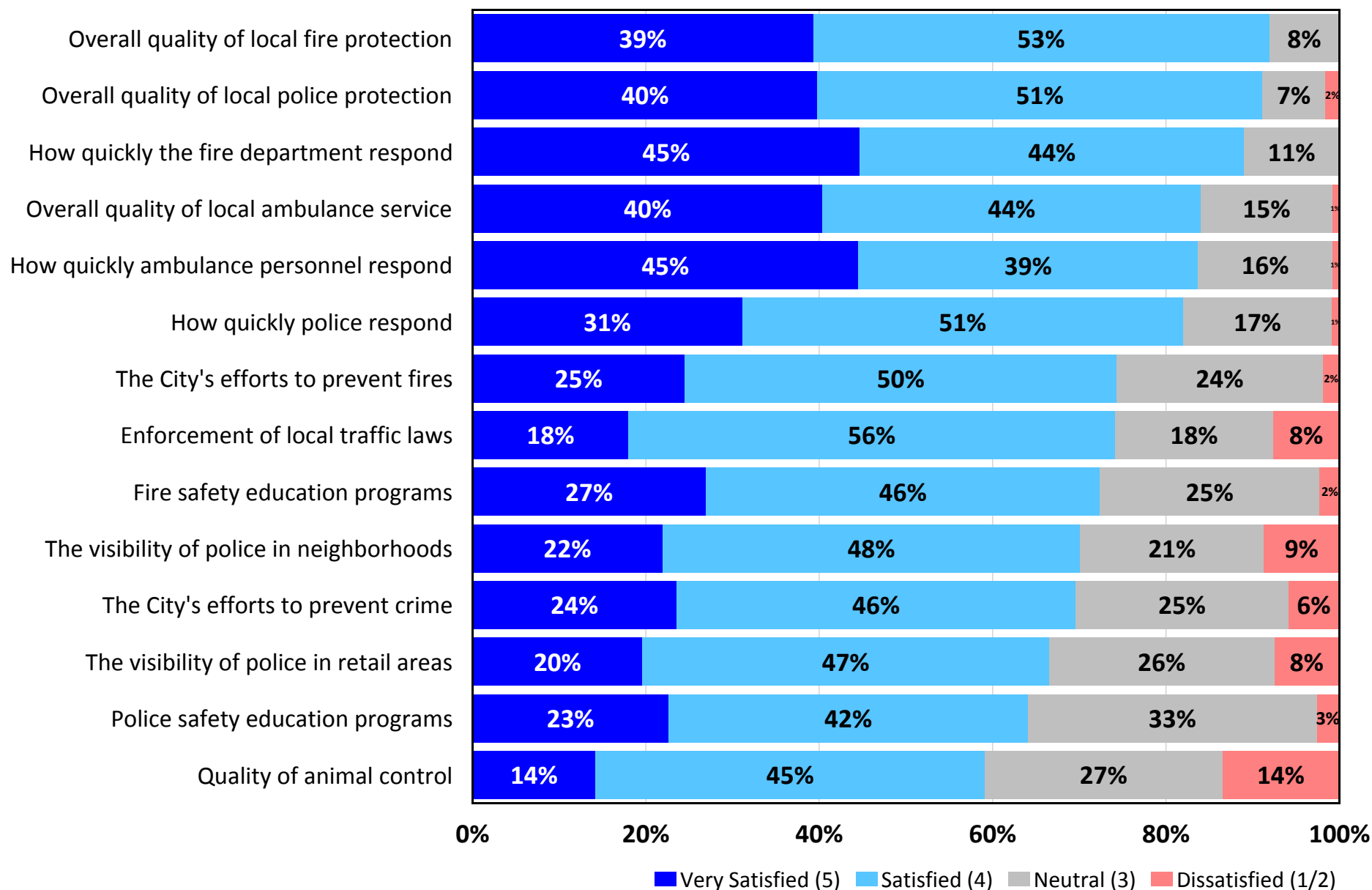


Source: ETC Institute (2019)



## Q13. Satisfaction With Emergency Services

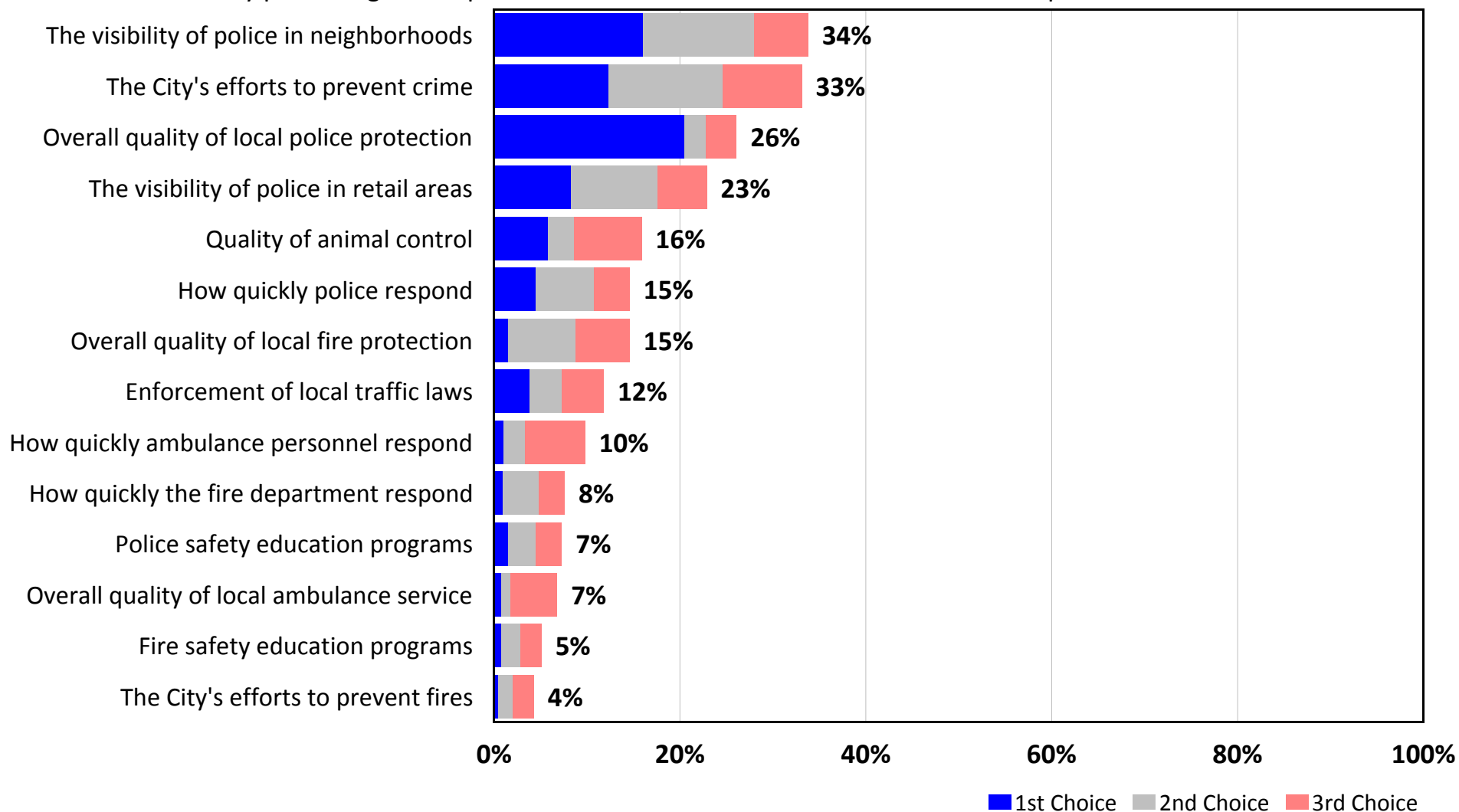
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

# Q14. Emergency Service Items Respondents That Residents Rated as the Most Important for the City to Emphasize Over the Next Two Years

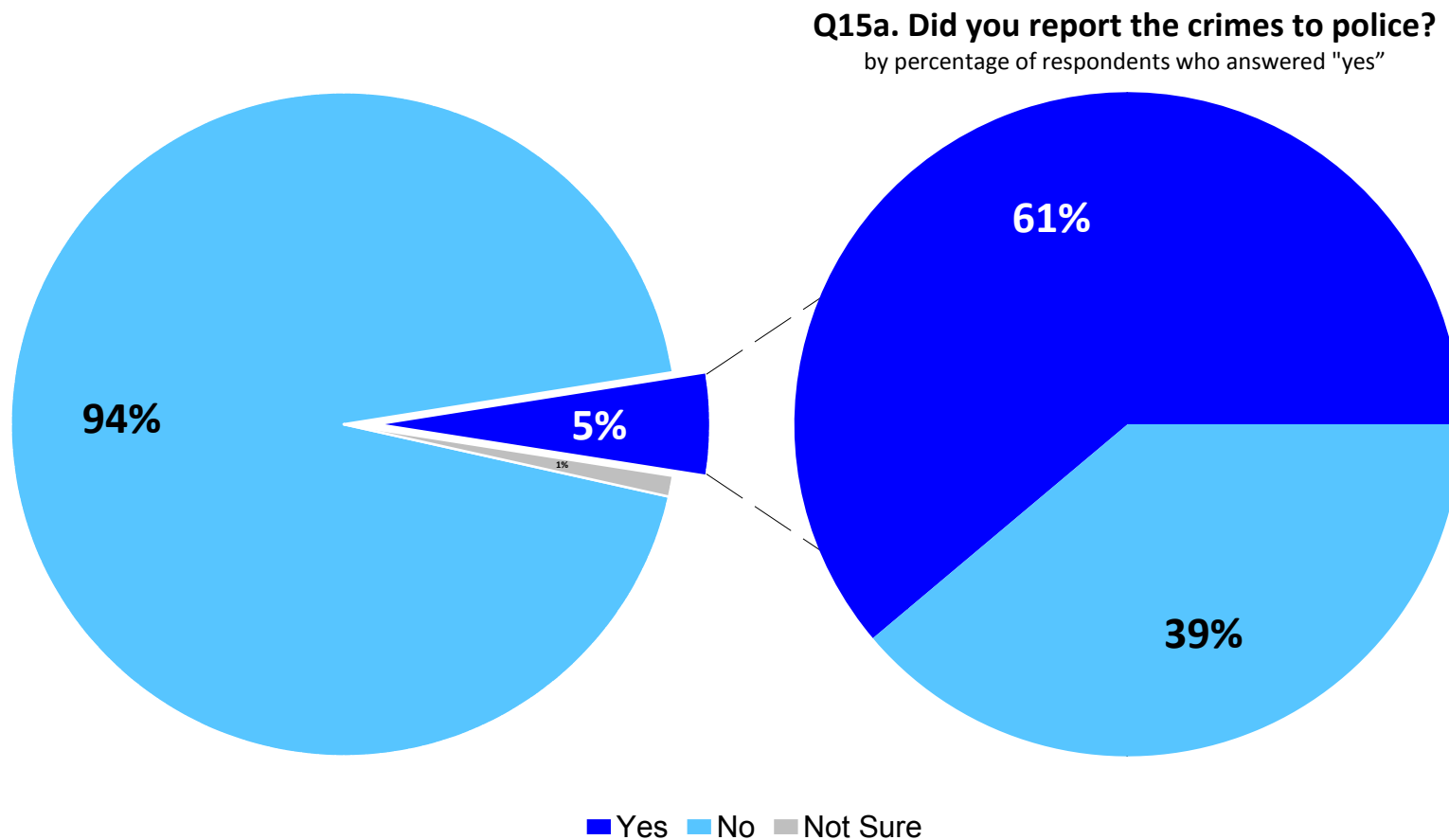
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

# Q15. In the last 12 months, have you or anyone in your household been a victim of any crime in Shawnee?

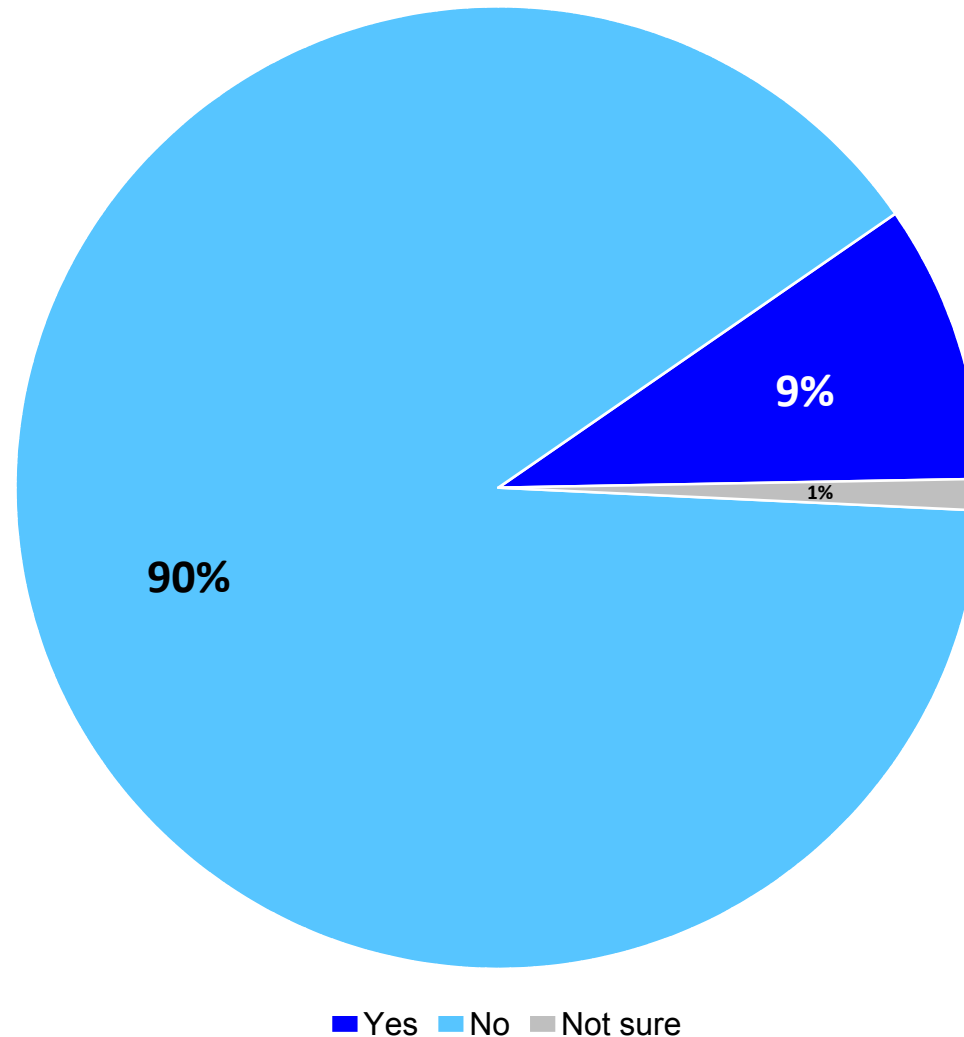
by percentage of respondents



Source: ETC Institute (2019)

## Q16. In the last 12 months, have you or anyone in your household used fire or emergency medical services in Shawnee?

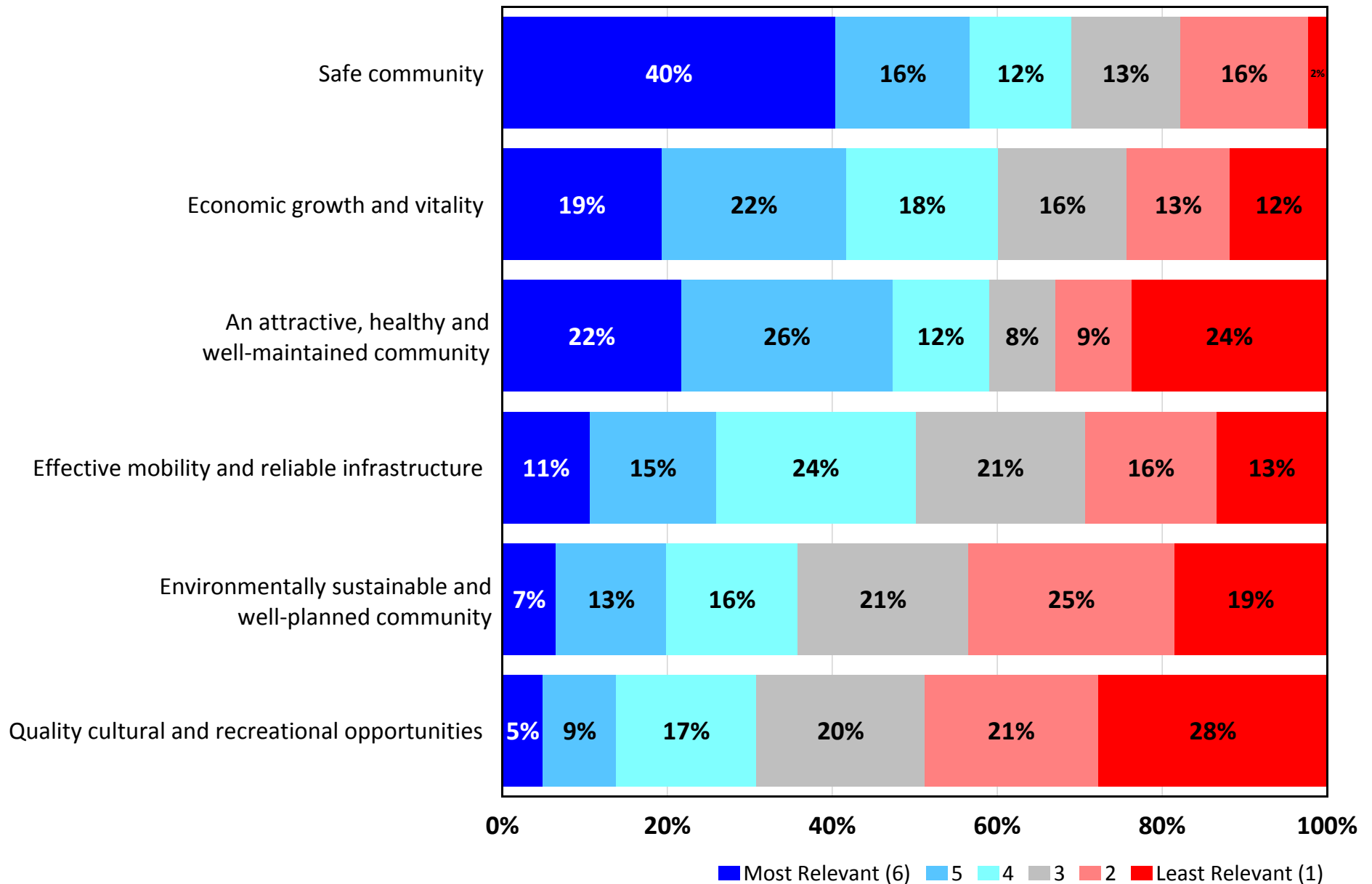
by percentage of respondents



Source: ETC Institute (2019)

# Q17. How Respondents Rank Community Values

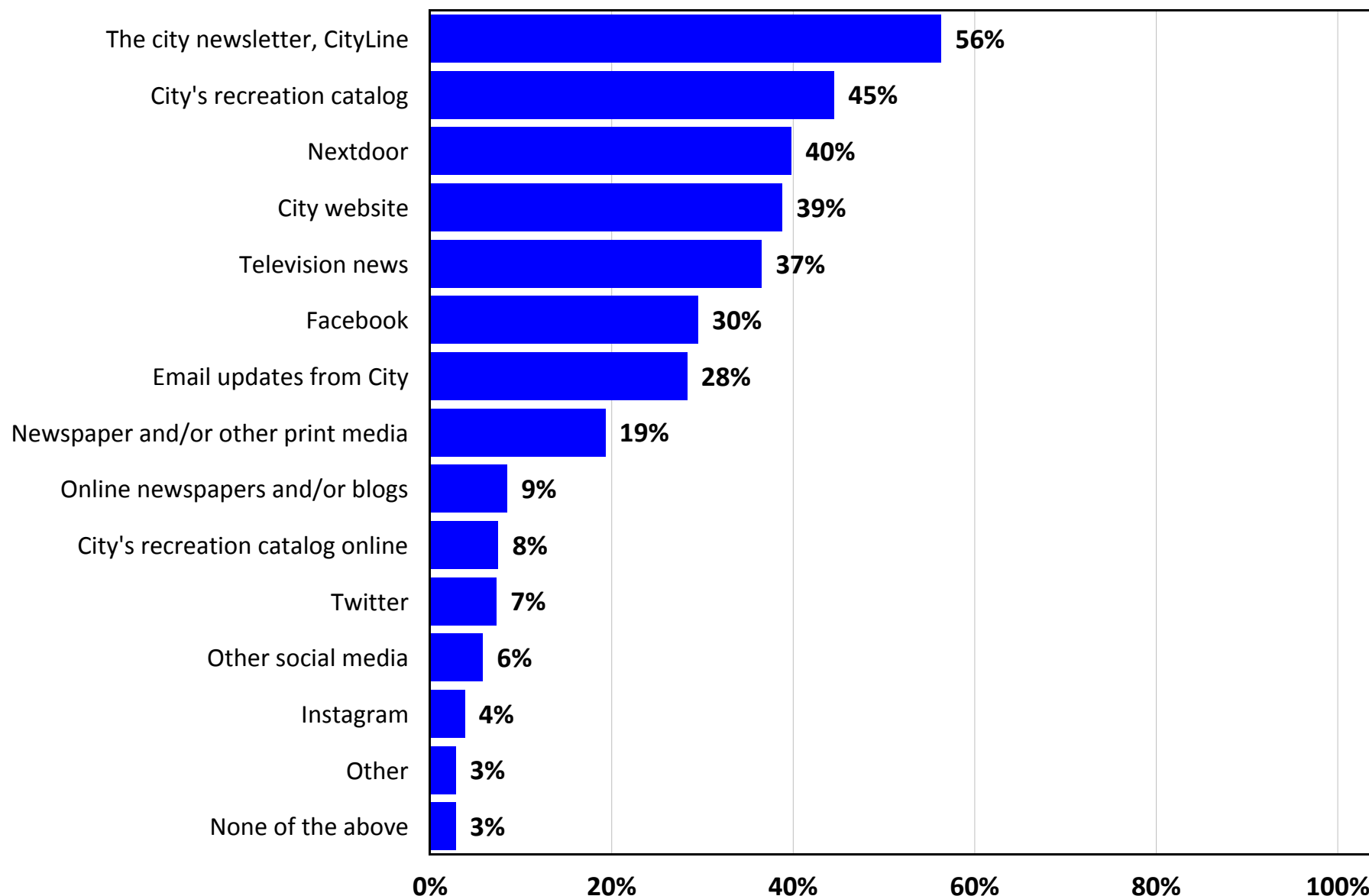
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

## Q18. Which of the following are your primary sources of information about City issues, services, and events?

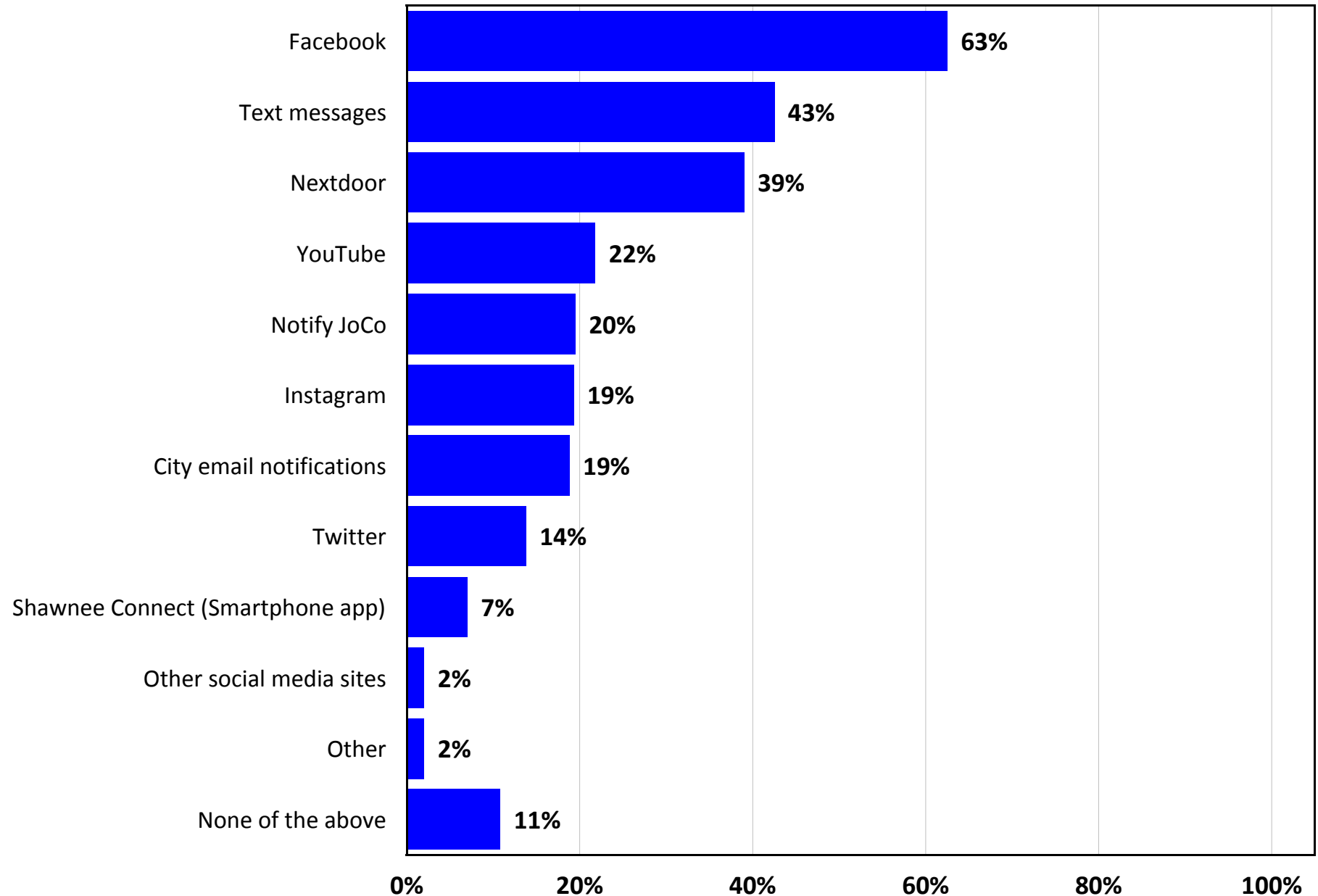
by percentage of respondents



Source: ETC Institute (2019)

## Q19. Which of the following do you regularly use?

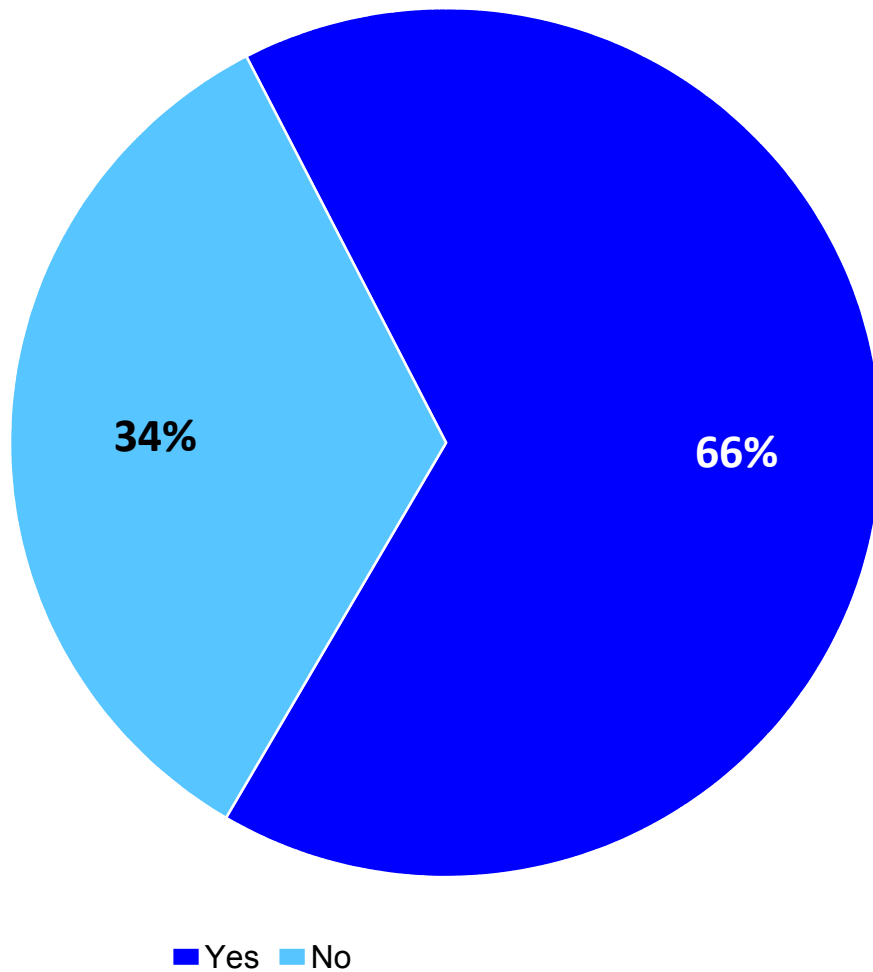
by percentage of respondents



Source: ETC Institute (2019)

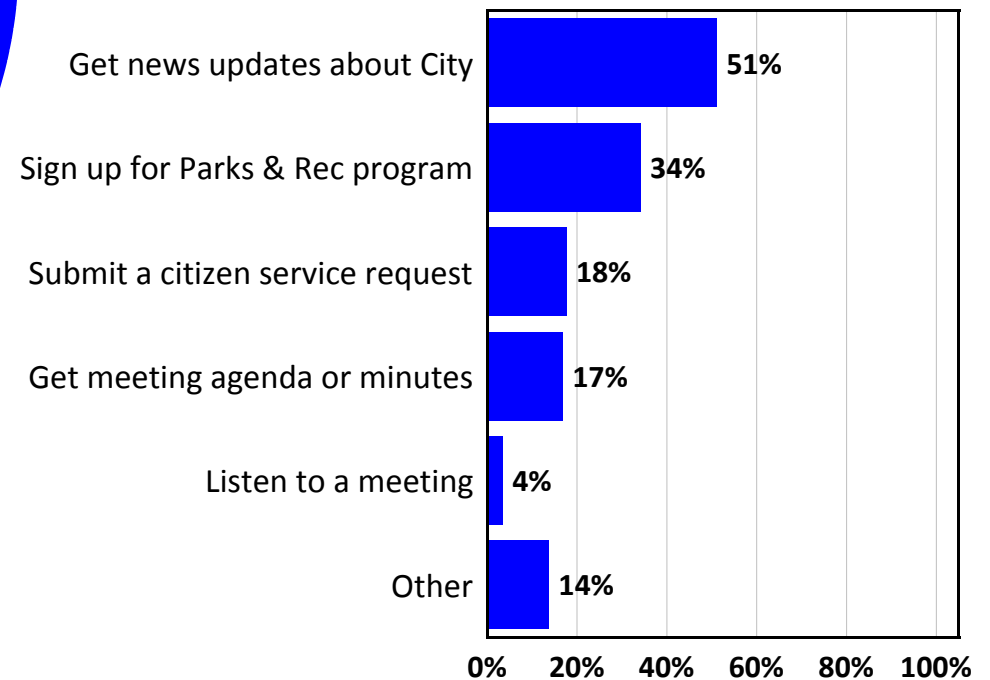
## Q20. Have you visited the City's website during the past year?

by percentage of respondents



### Q20a. For what purpose?

by percentage of respondents who answered "yes"

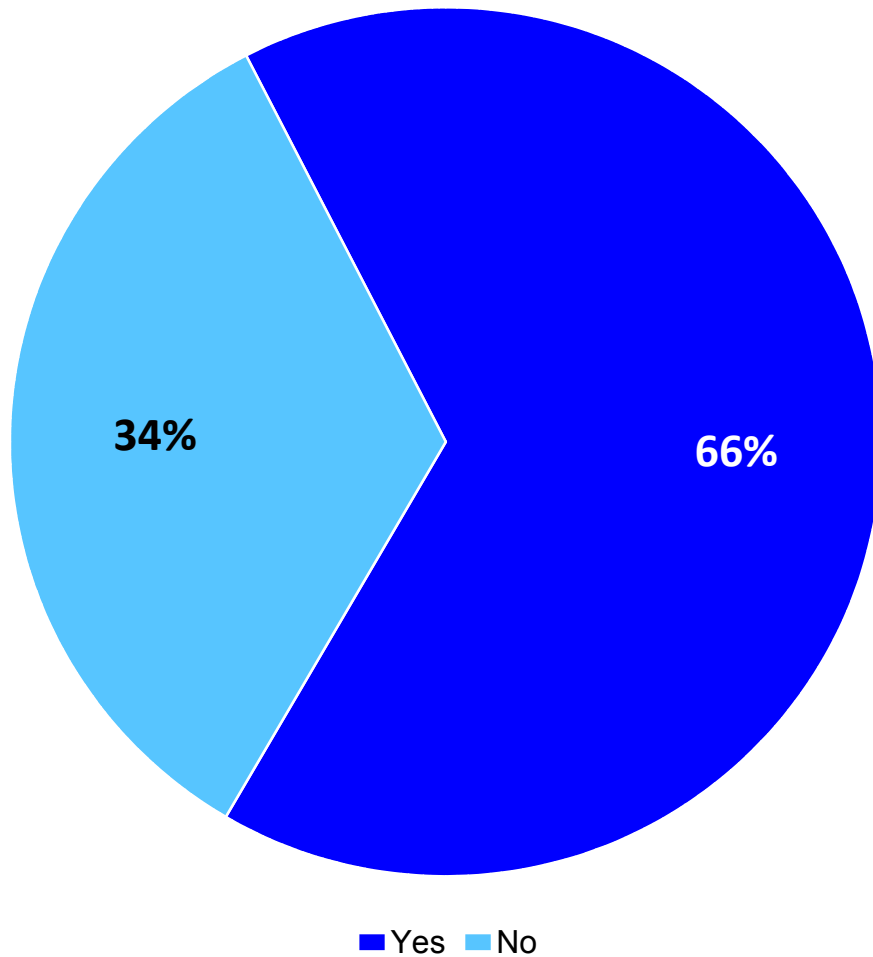


Source: ETC Institute (2019)



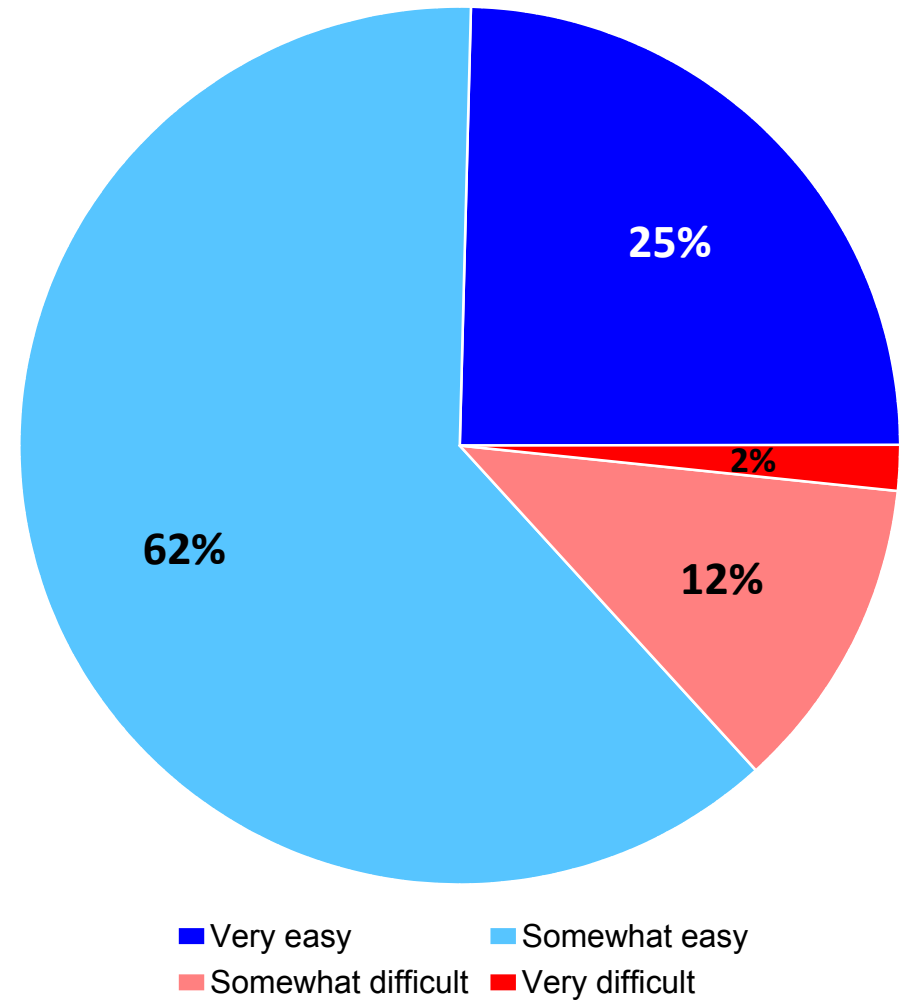
## Q20. Have you visited the City's website during the past year?

by percentage of respondents



### Q20b. How easy was it to find the information you were looking for on the City's Website?

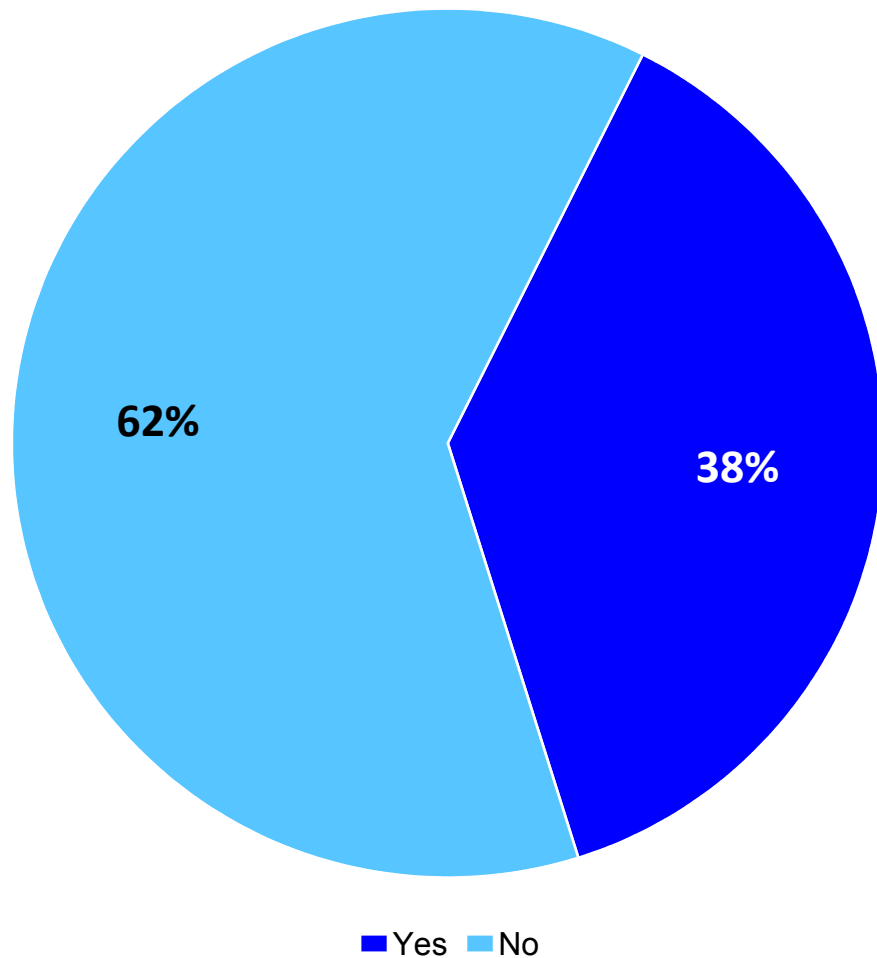
by percentage of respondents who answered "yes"



Source: ETC Institute (2019)

## Q21. Have you interacted with the City for a question, problem, or complaint during the past year?

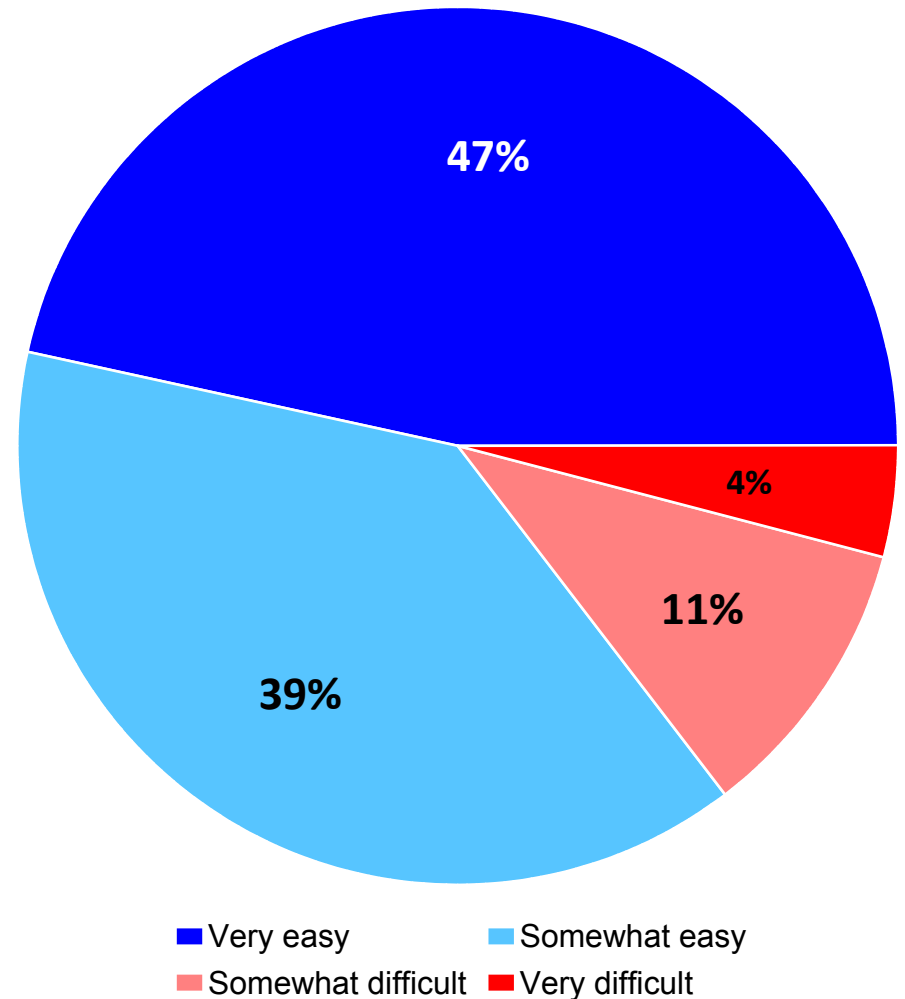
by percentage of respondents



Source: ETC Institute (2019)

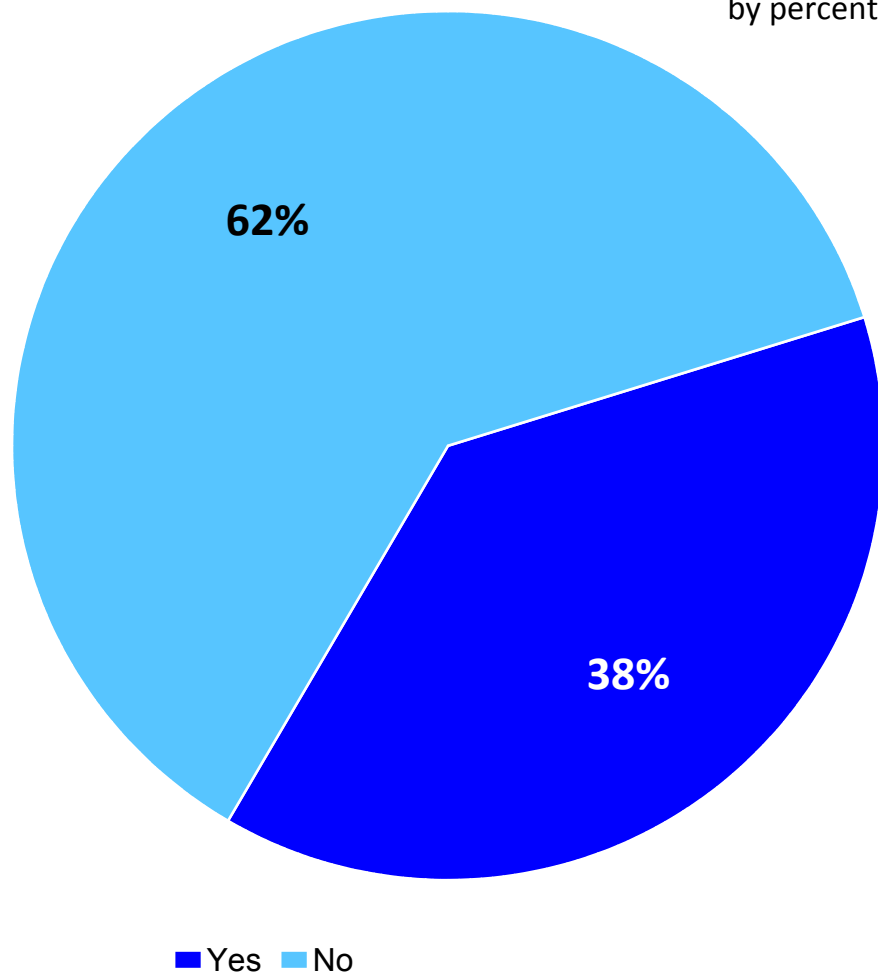
### Q21a. How easy was it to contact the person you needed to reach?

by percentage of respondents who answered "yes"



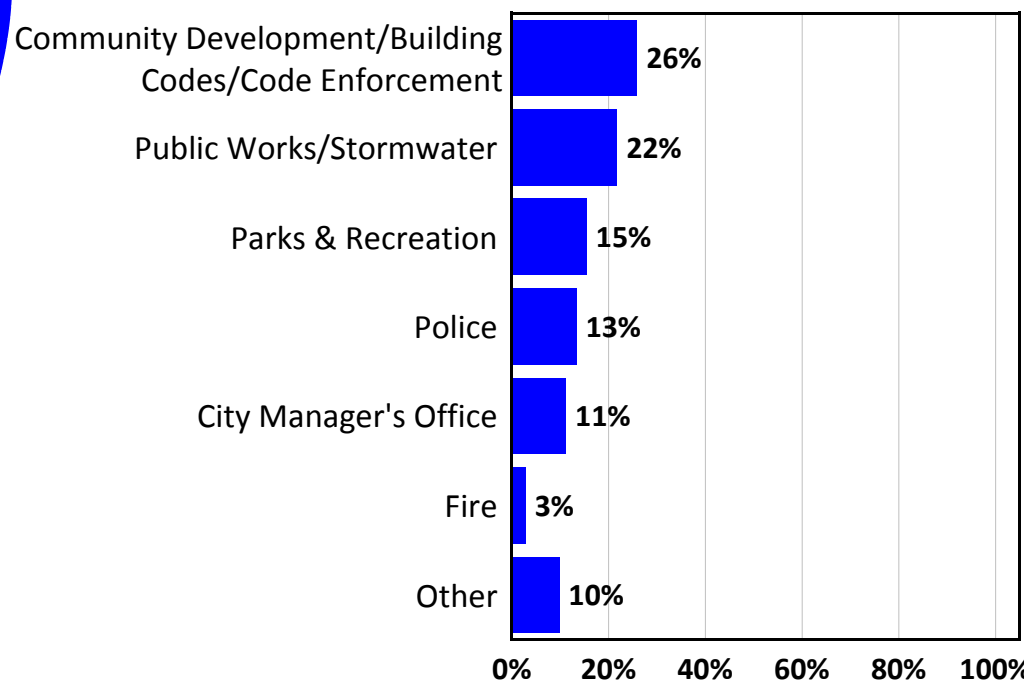
## Q21. Have you interacted with the City for a question, problem, or complaint during the past year?

by percentage of respondents



### Q21b. What department did you contract?

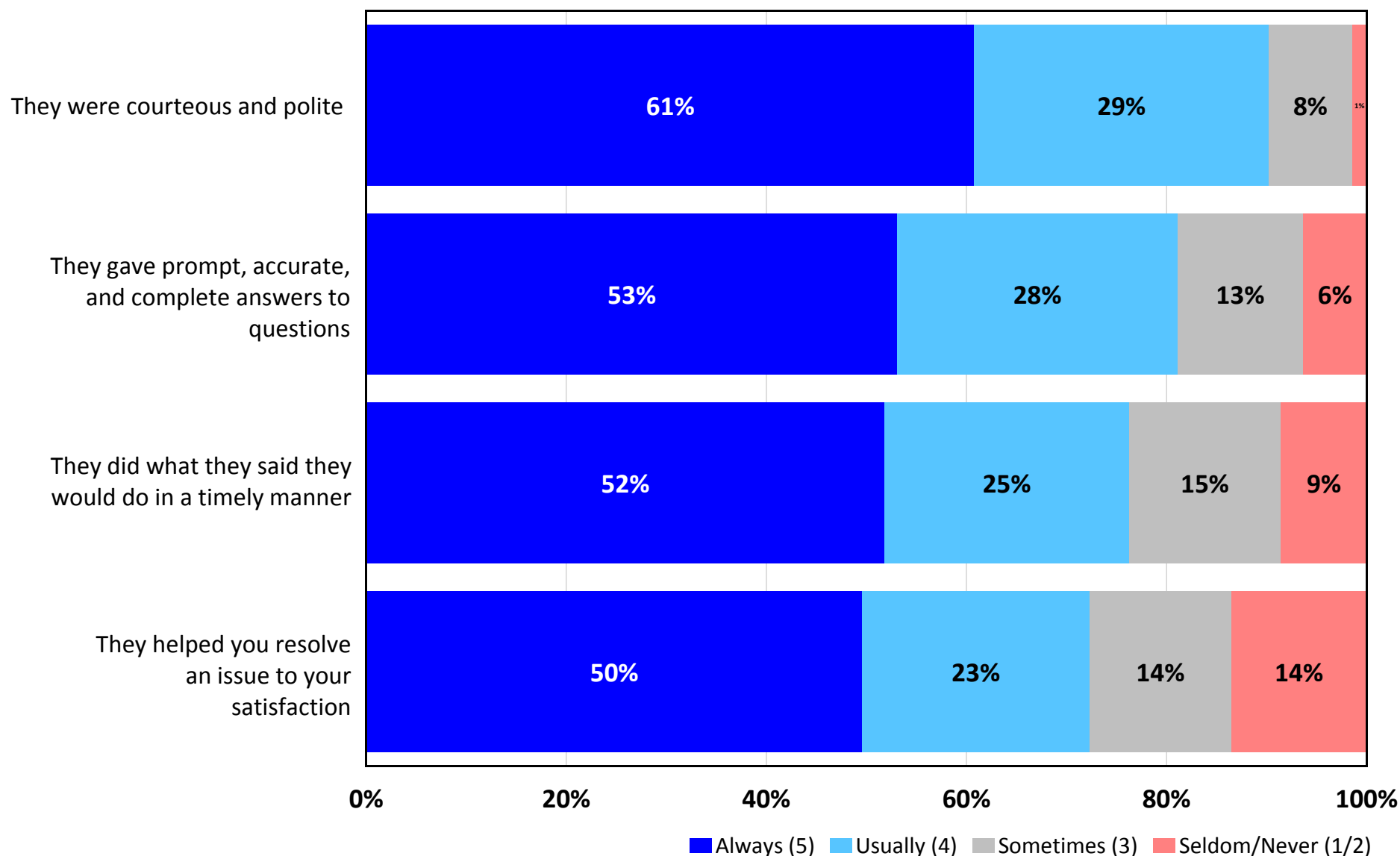
by percentage of respondents who answered "yes"



Source: ETC Institute (2019)

## Q21c. How Often Did the Employee You Contacted Display the Following Type of Behavior?

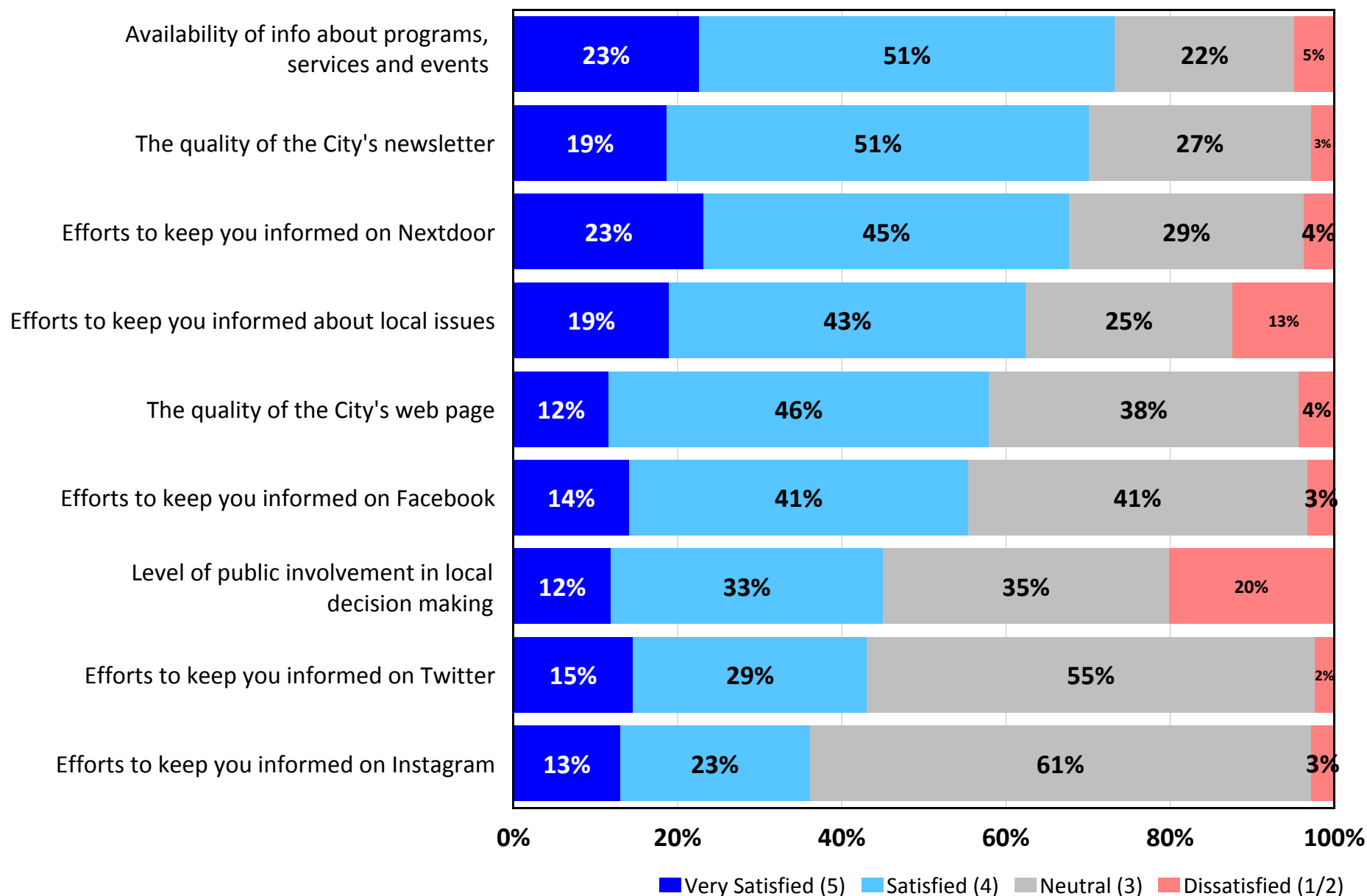
by percentage of respondents who contacted the City during the past year (excluding don't knows)



Source: ETC Institute (2019)

## Q22. Satisfaction With City Communication

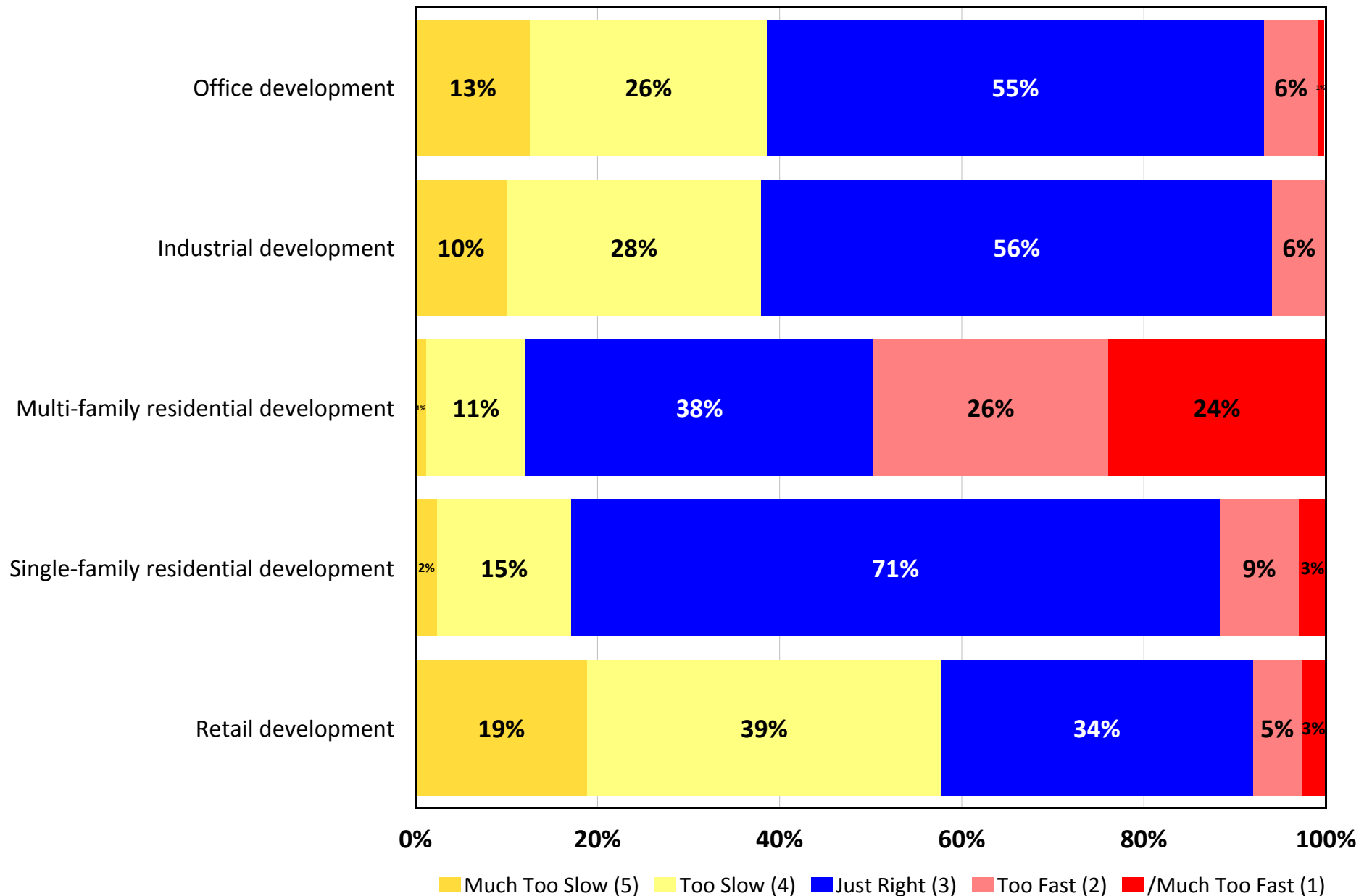
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

## Q23. Rating the Current Pace of Economic Development

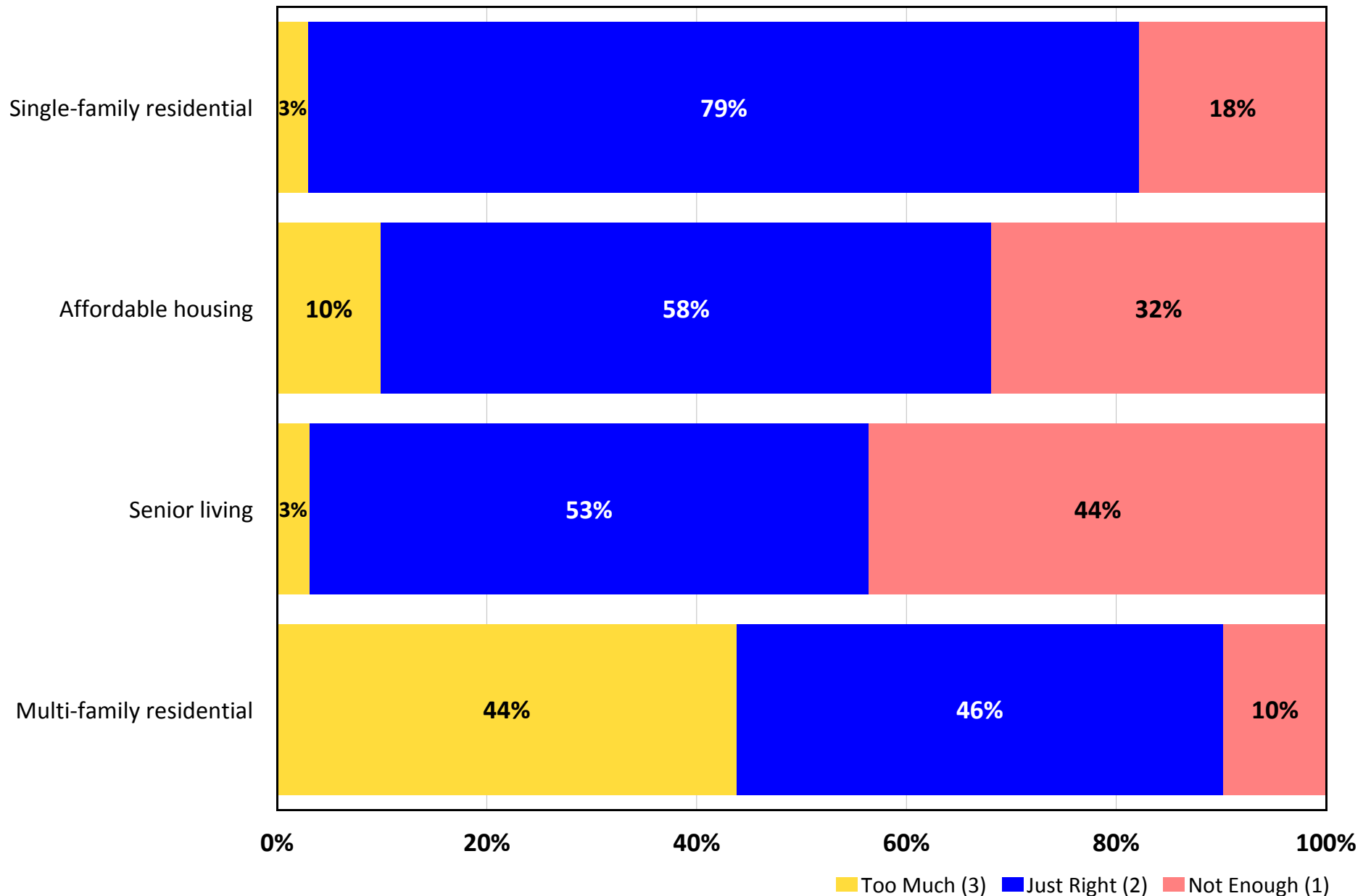
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

## Q24. Rating the City's Housing Options

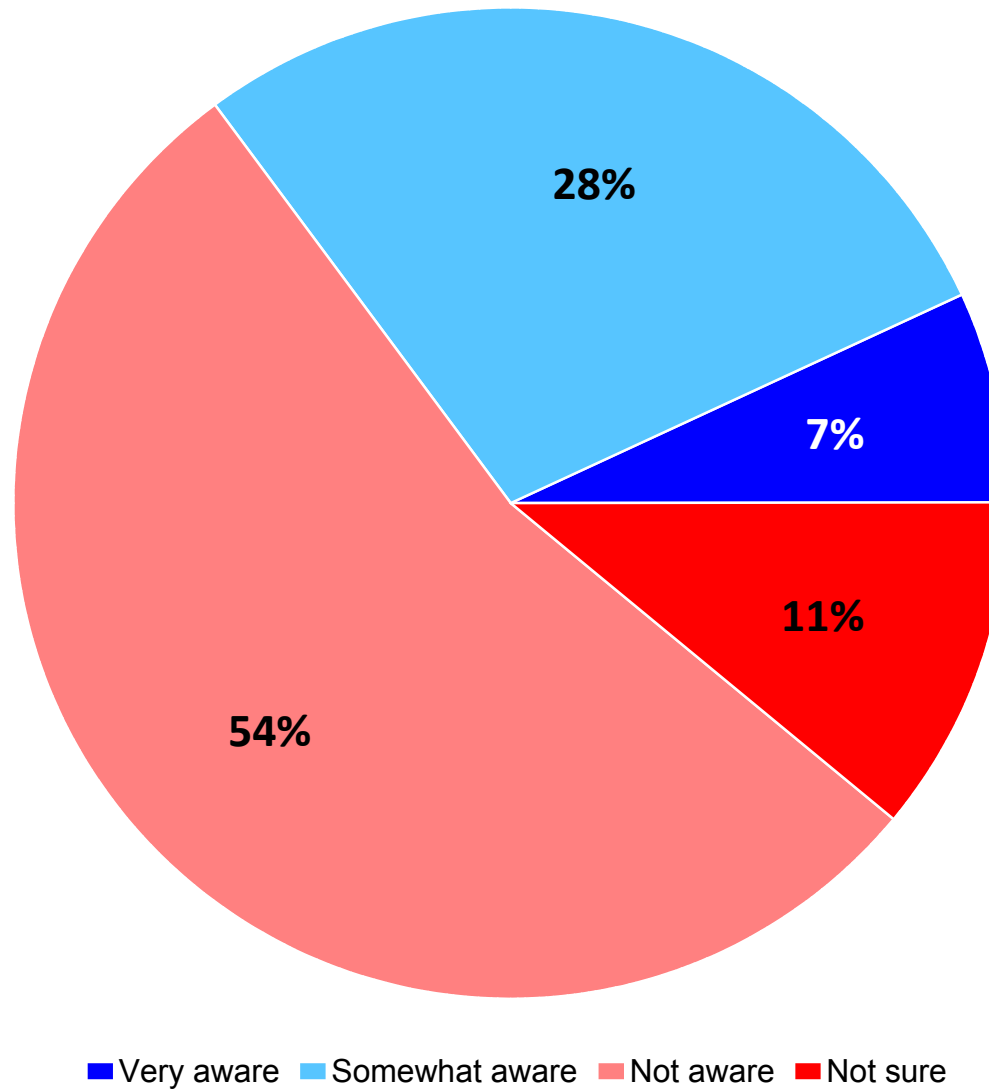
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

## Q25. How aware are you of the CityRide Program?

by percentage of respondents

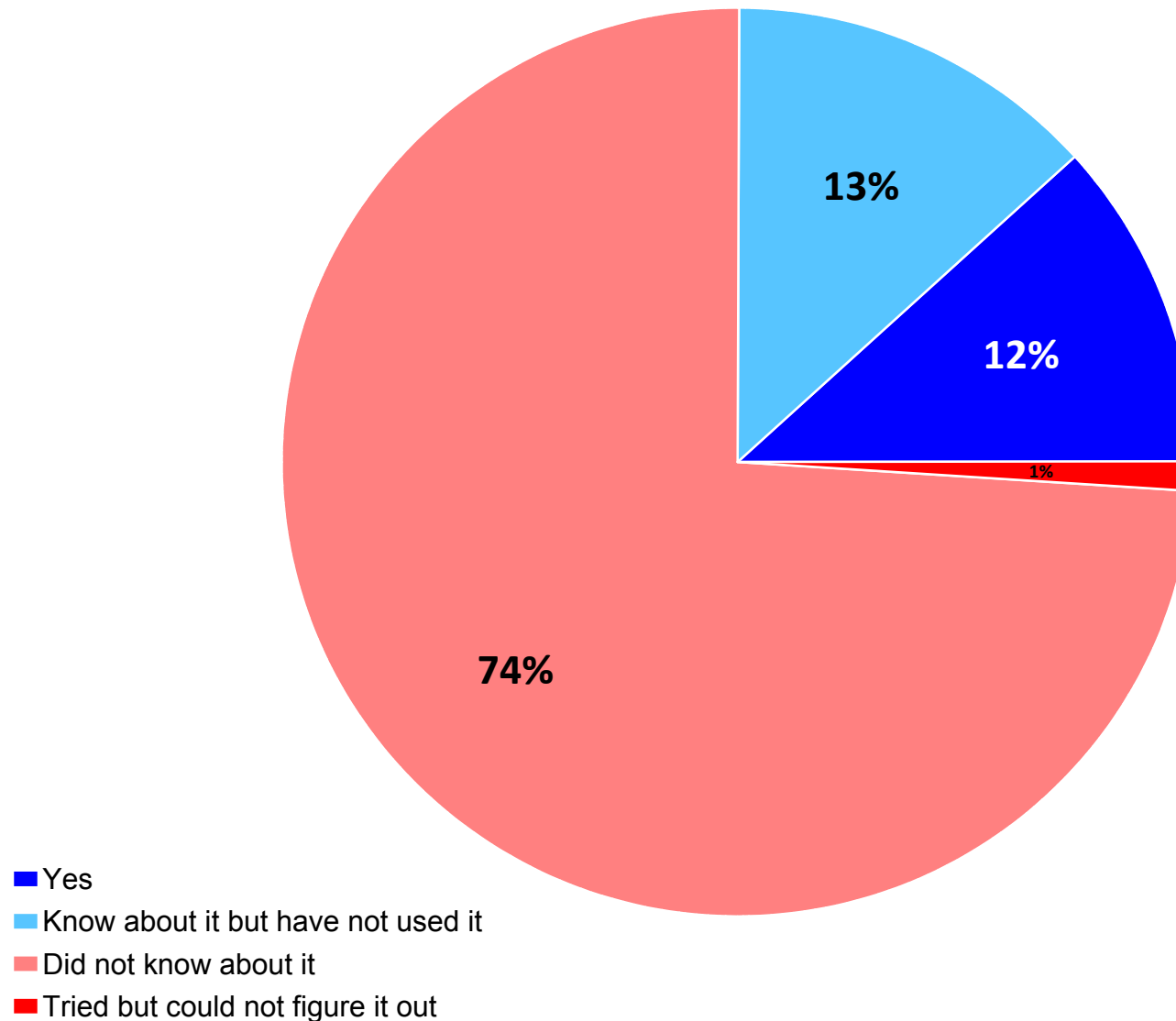


Source: ETC Institute (2019)



## Q26. Have you used the SeeClickFix program to submit an issue through the website or Shawnee Connect?

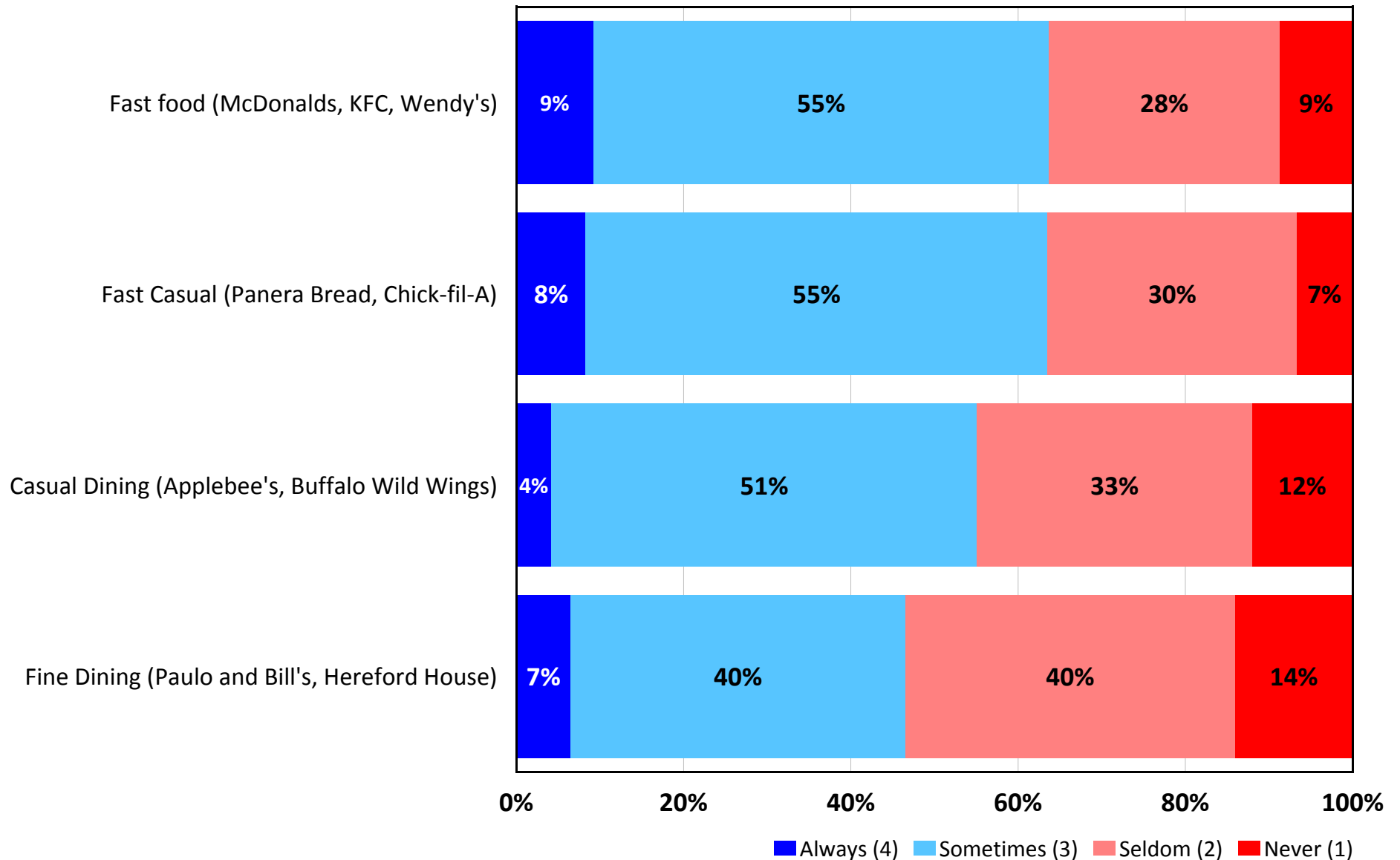
by percentage of respondents



Source: ETC Institute (2019)

## Q27. How Often Does Your Household Eat at the Following in Shawnee?

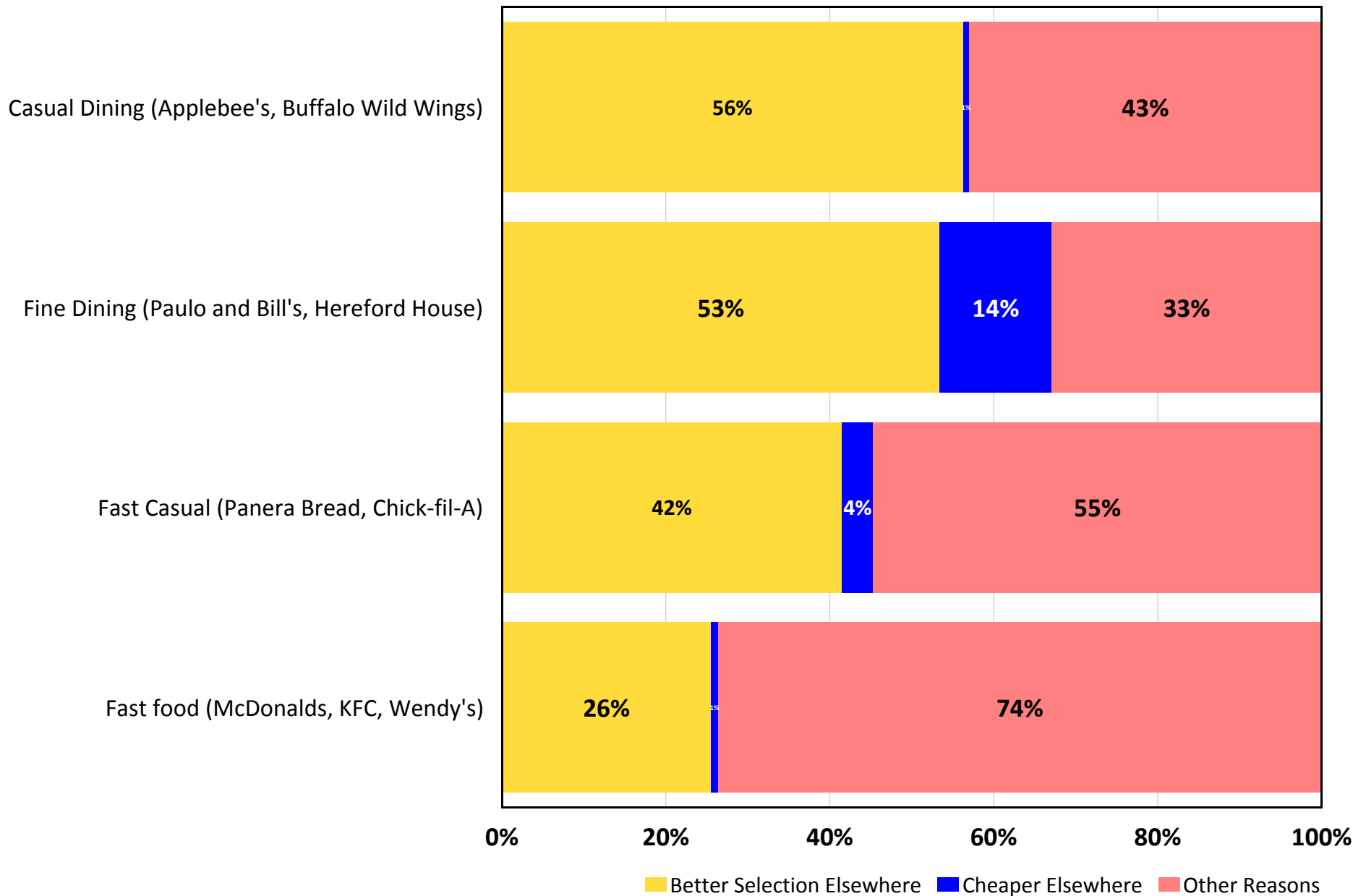
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

## Q27-1. Why Do you Go Elsewhere For These Items?

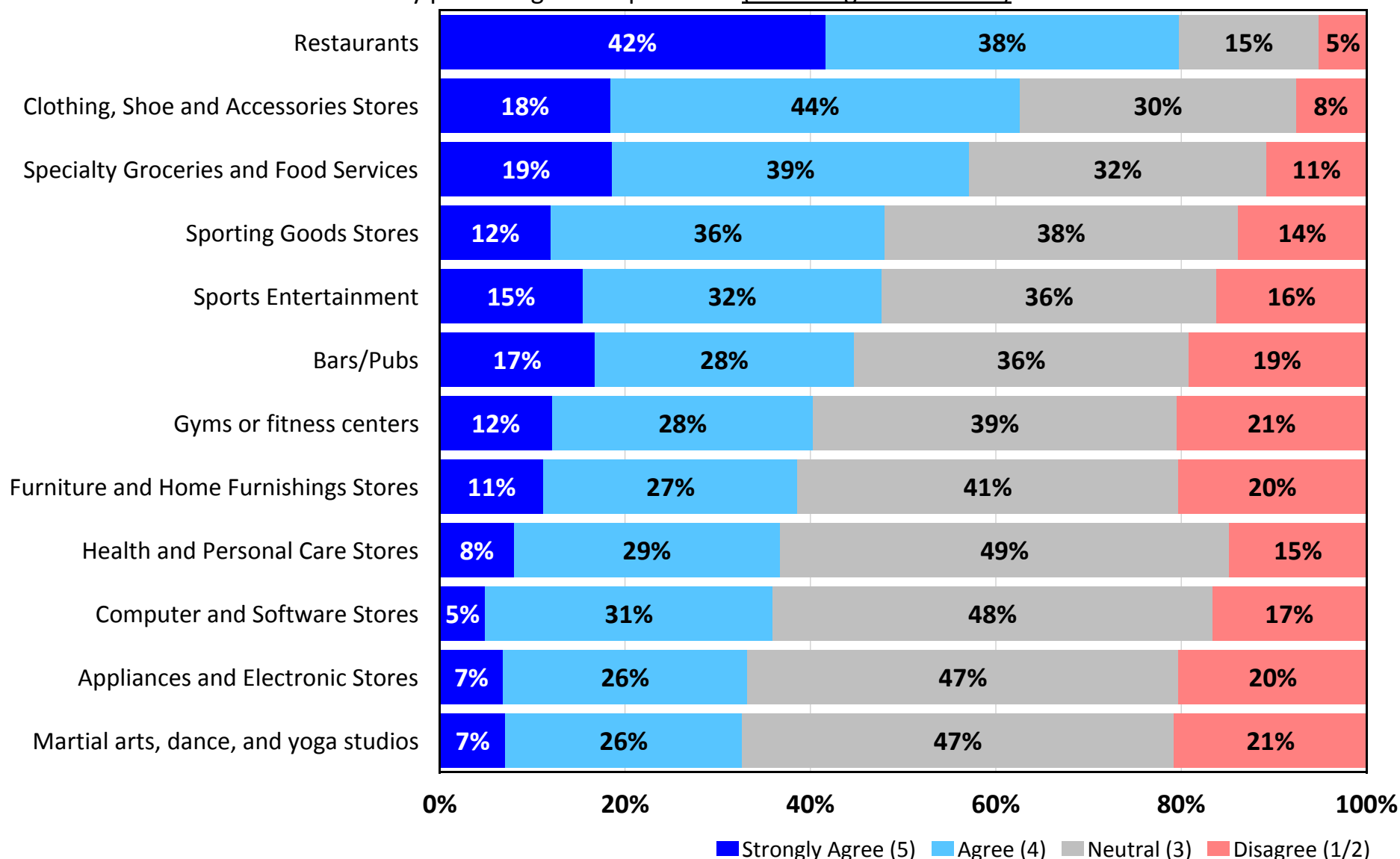
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

## Q28. Level of Agreement That the City of Shawnee Should Pursue the Following Types of Businesses

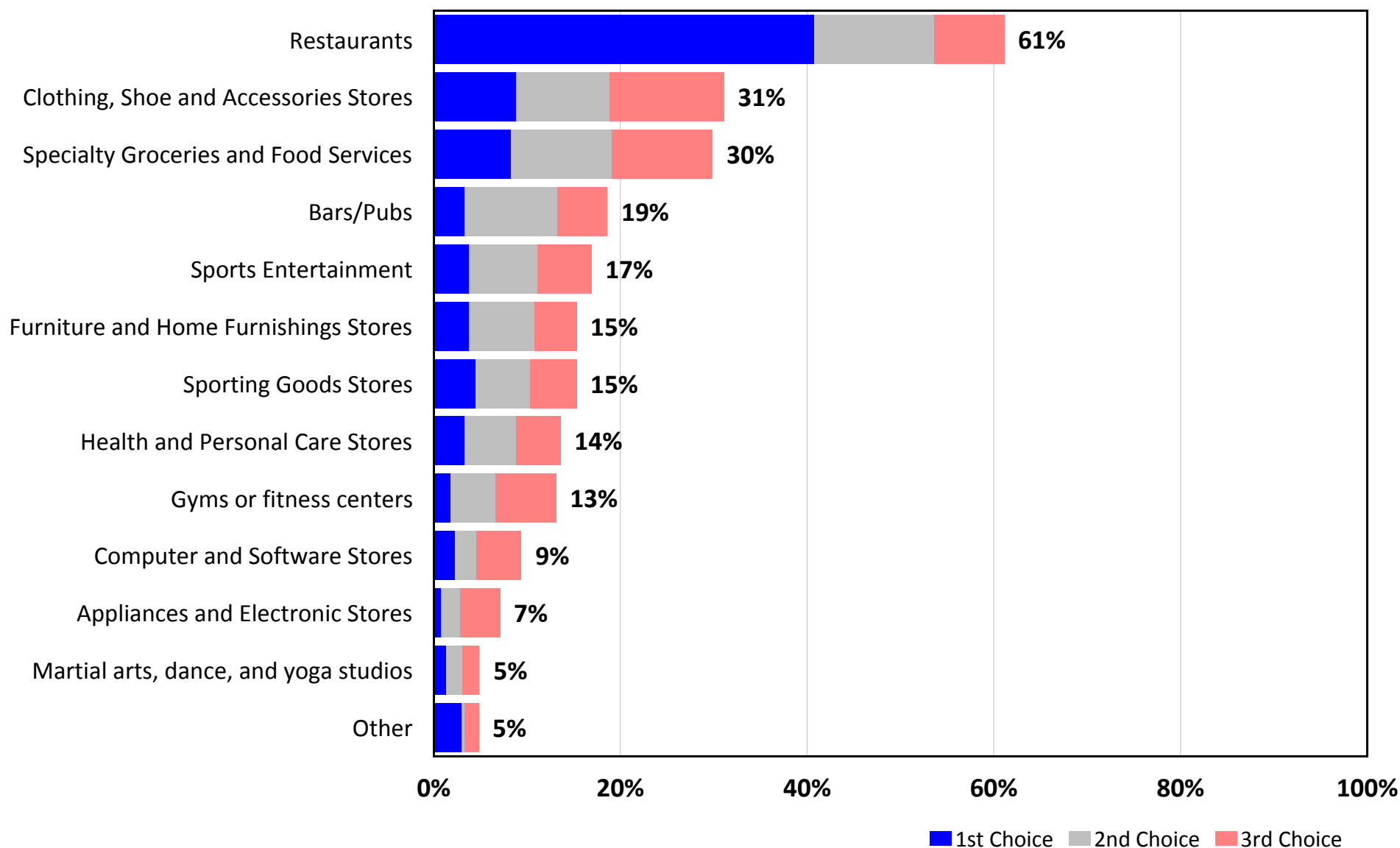
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2019)

## Q29. Which Three Types of Businesses Are Most Important for the City to Pursue?

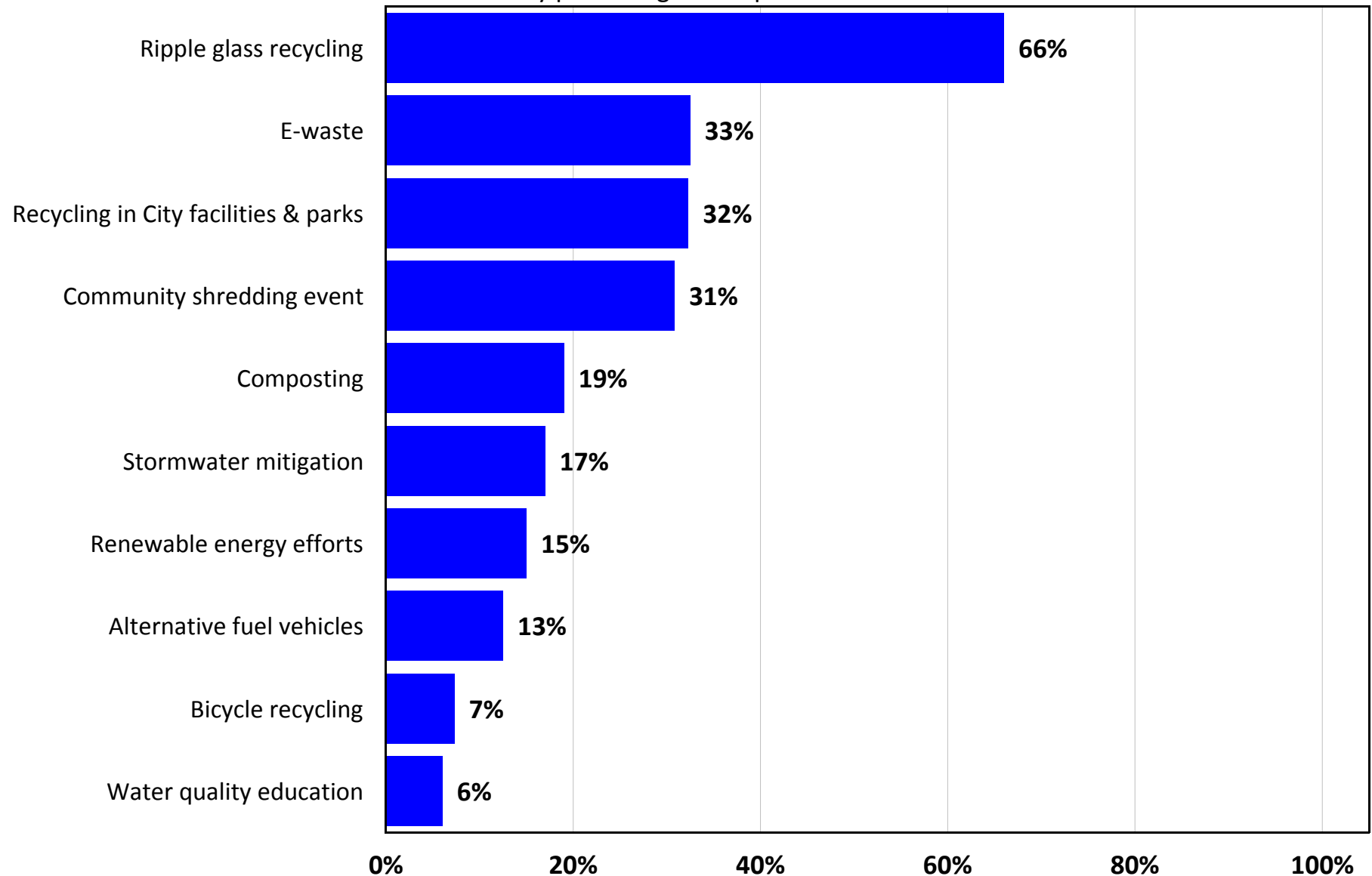
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

## Q30. Check All the Programs You Have Used or Plan to Use in the Future

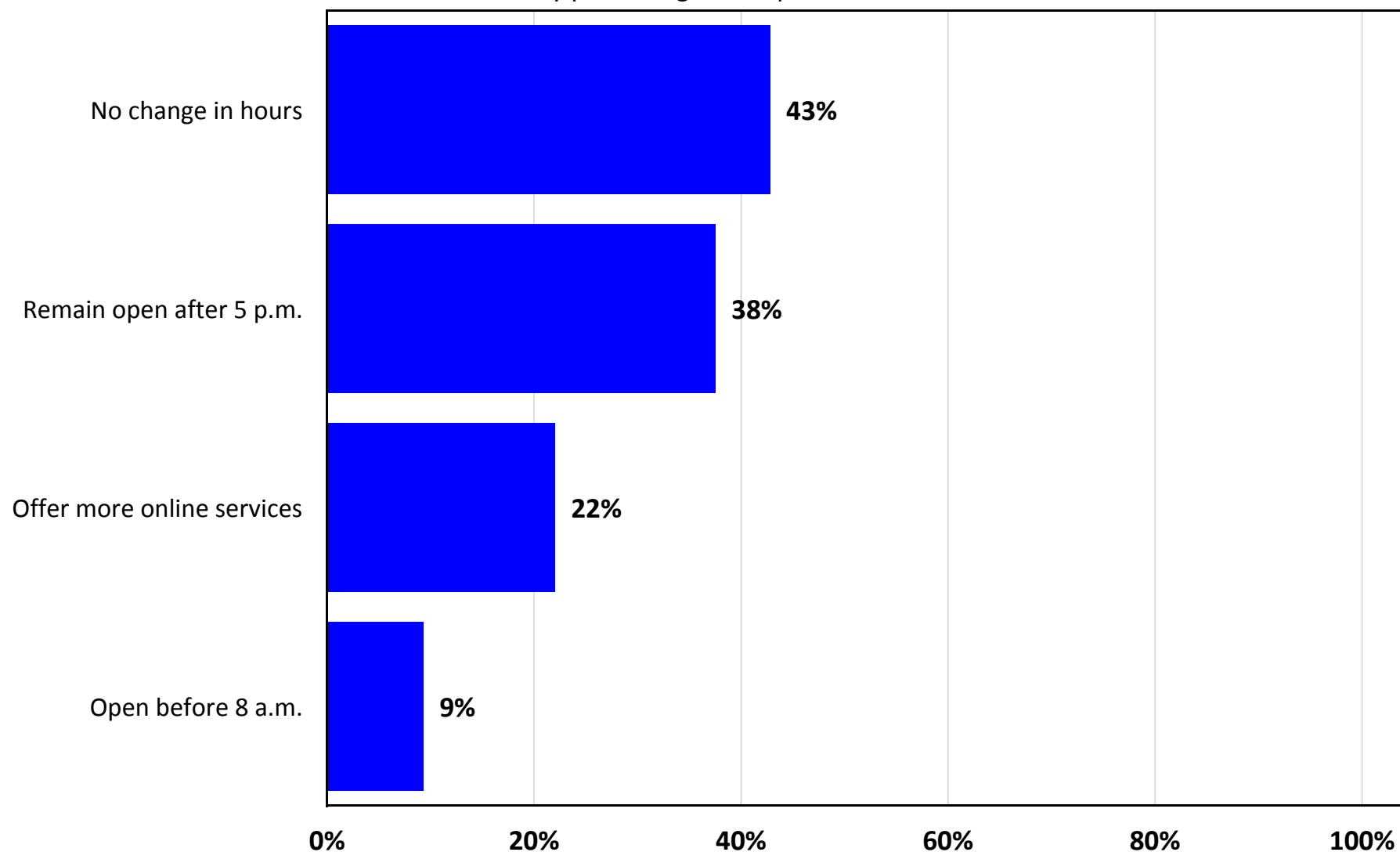
by percentage of respondents



Source: ETC Institute (2019)

## Q31. If the City were to expand its daily customer service operating hours, which of the following would be most convenient for you?

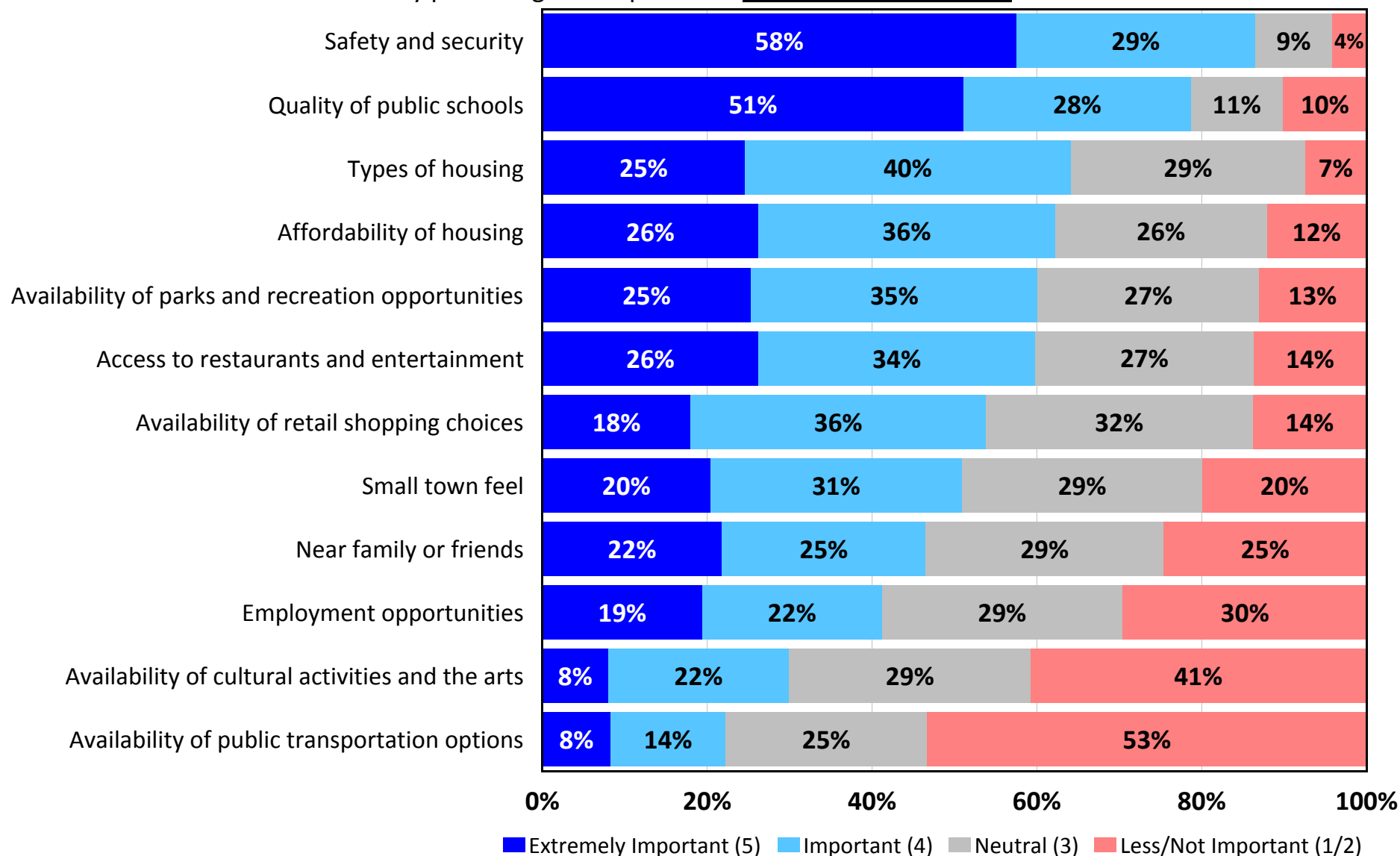
by percentage of respondents



Source: ETC Institute (2019)

## Q32. How Important Each of the Following Reasons Were In Your Decision to Move to Shawnee

by percentage of respondents (excluding don't knows)

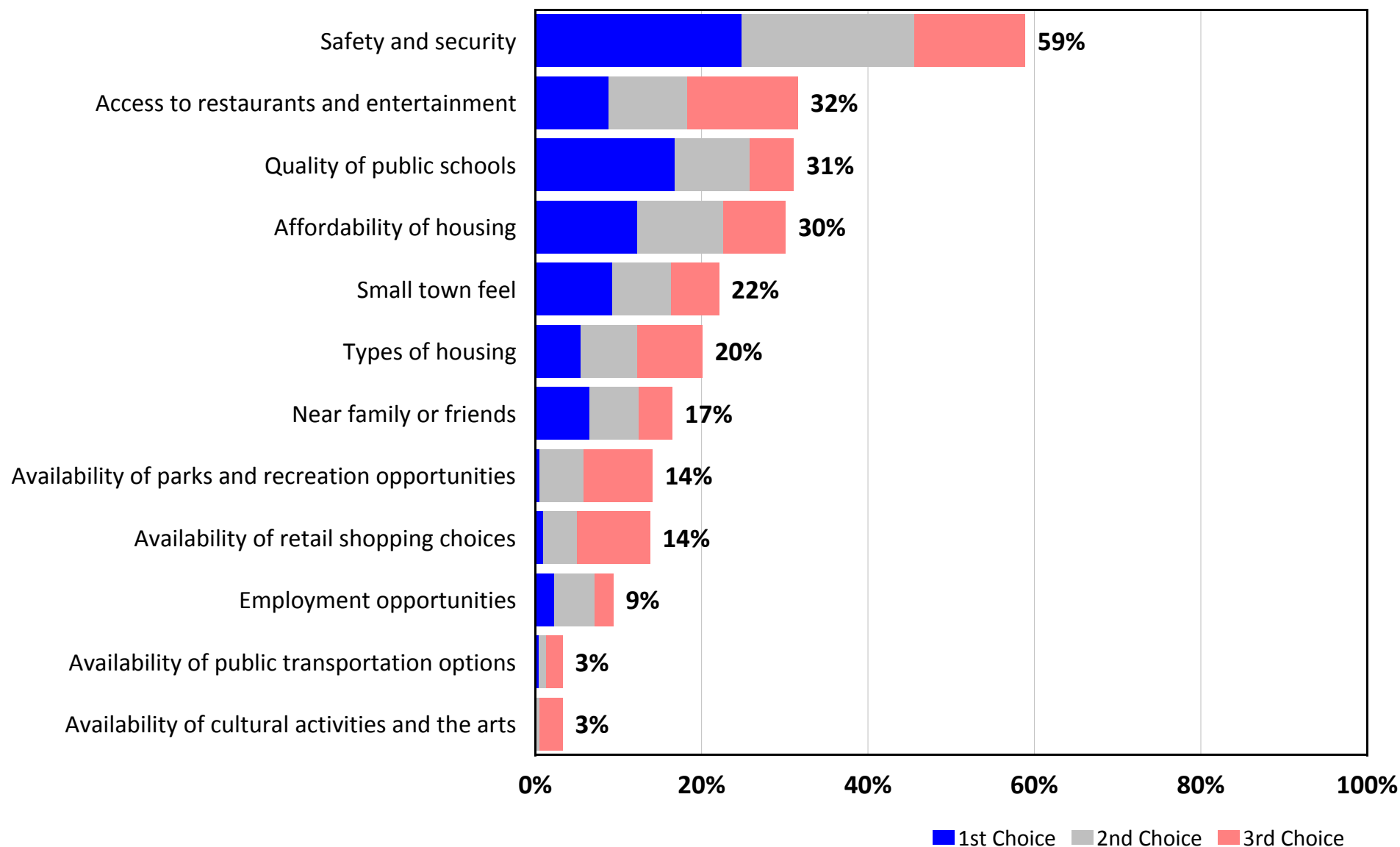


Source: ETC Institute (2019)



## Q33. Which Three Items Will Have the Most Impact On Your Decision to Stay in Shawnee for the Next 10 Years?

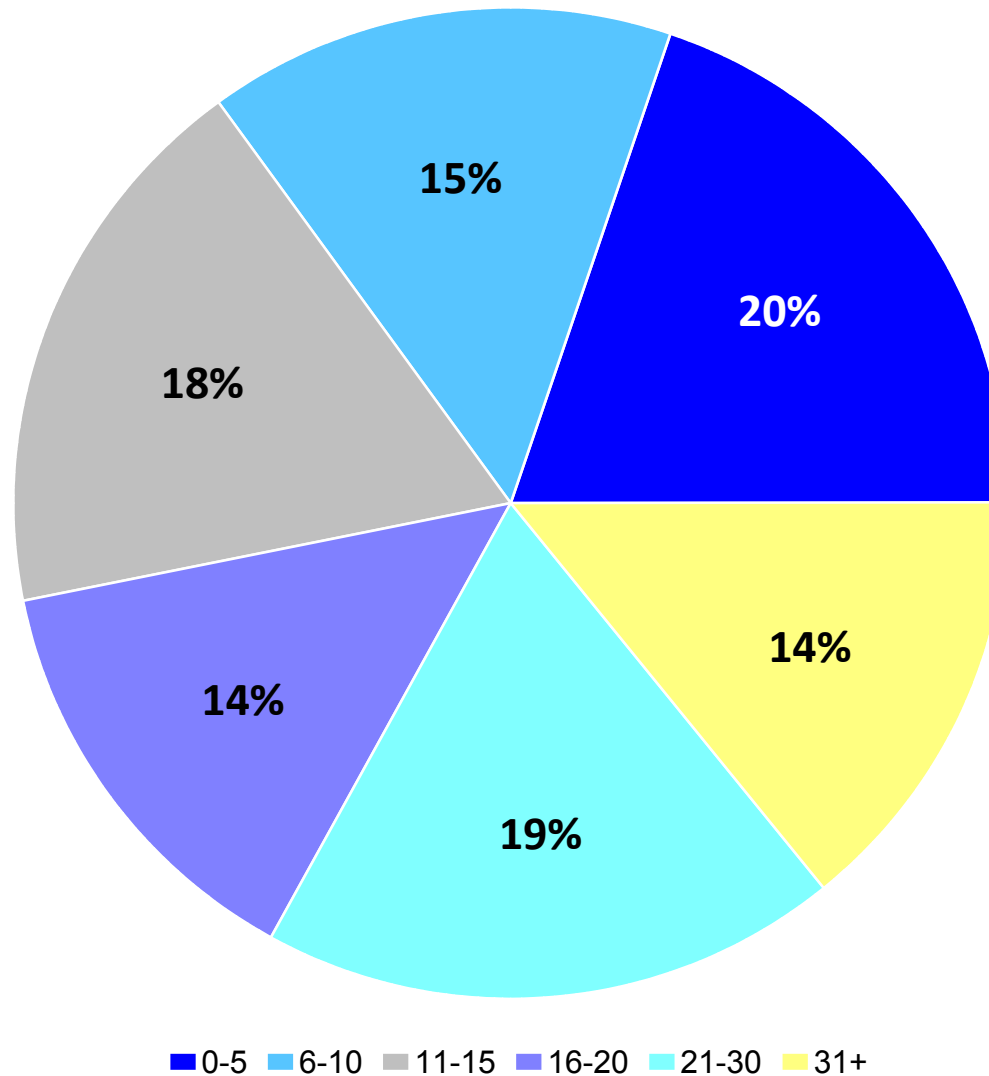
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2019)

## Q38. Demographics: Approximately, how many years have you lived at your current residence?

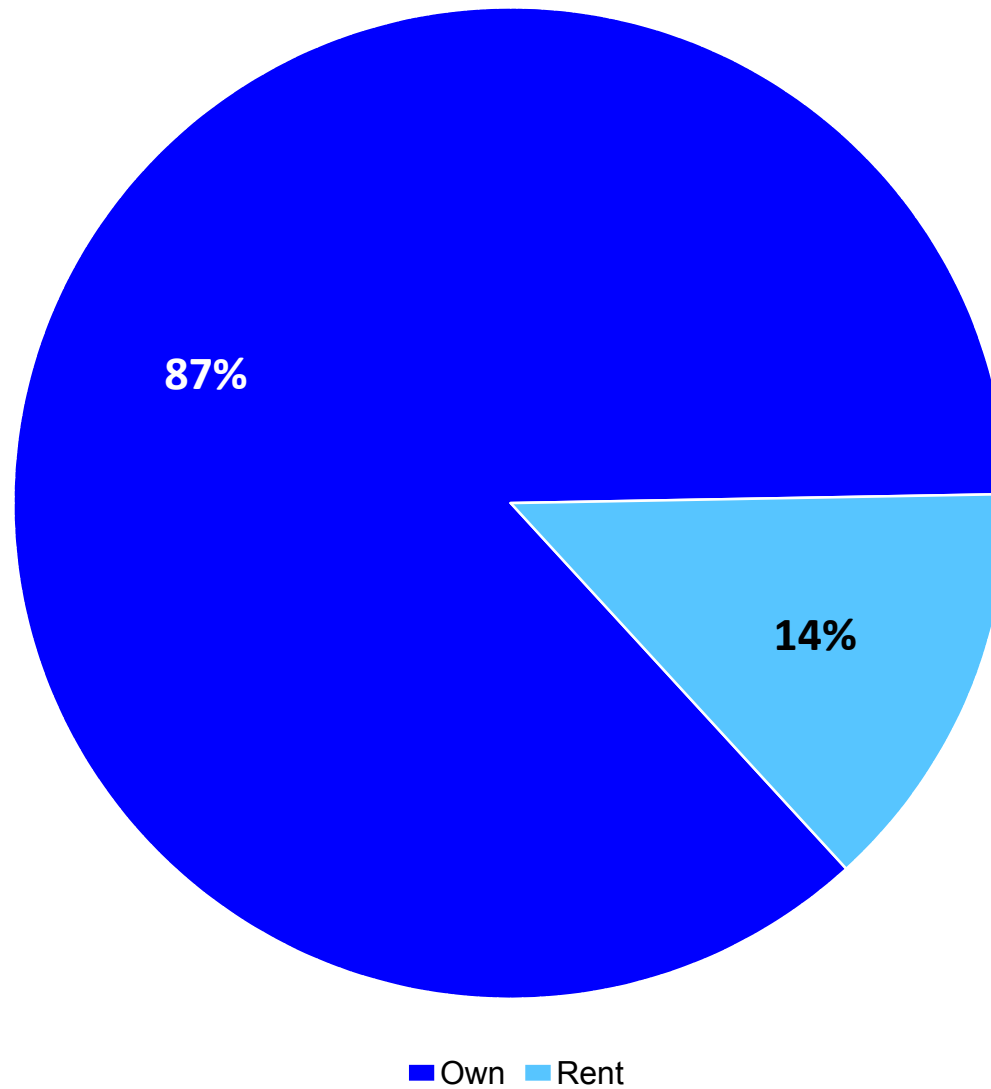
by percentage of respondents



Source: ETC Institute (2019)

## Q39. Demographics: Do you own or rent your current residence?

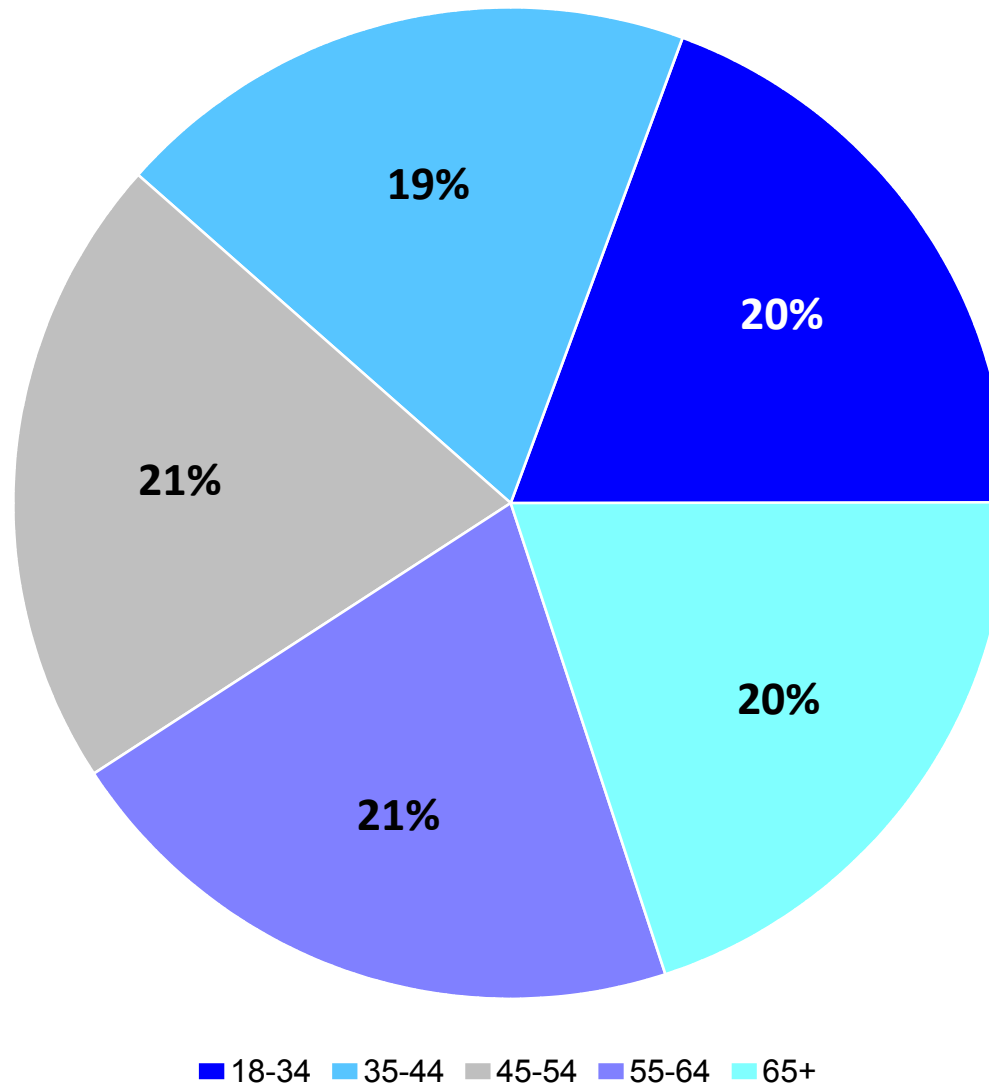
by percentage of respondents



Source: ETC Institute (2019)

## Q40. Demographics: Respondent's Age

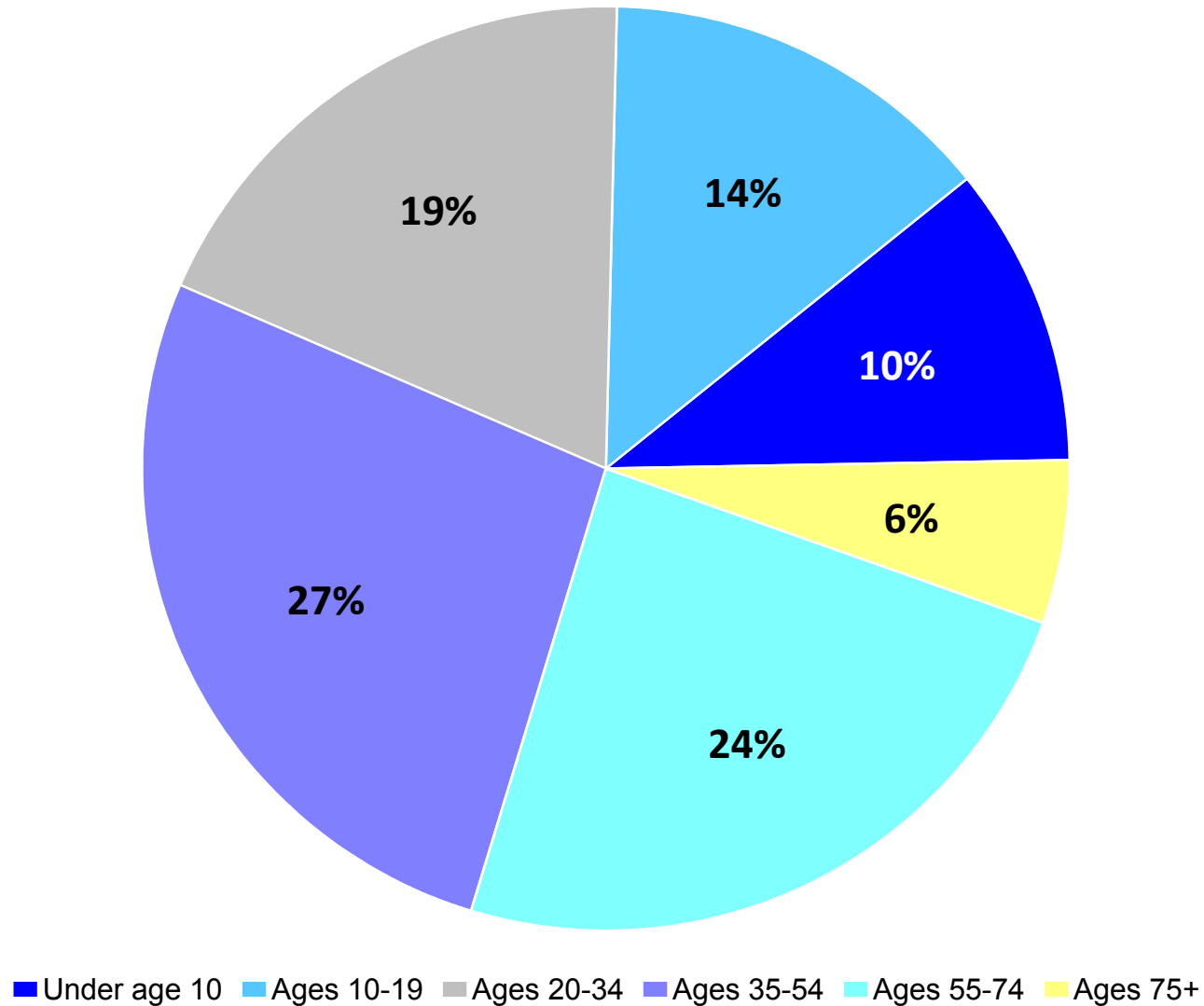
by percentage of respondents



Source: ETC Institute (2019)

## Q41. Demographics: Ages of people in respondent's household

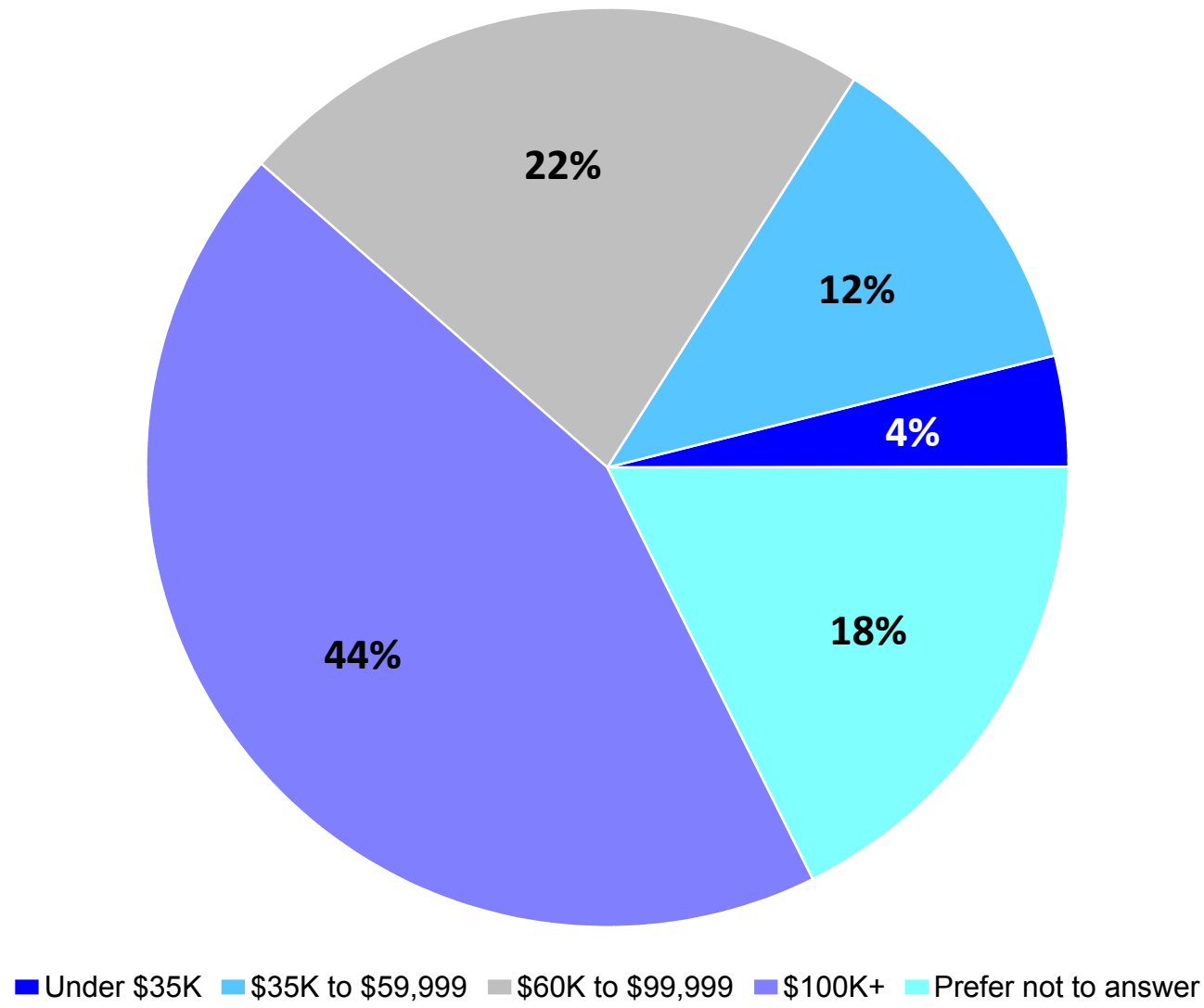
by percentage of respondents



Source: ETC Institute (2019)

## Q42. Demographics: Household Income

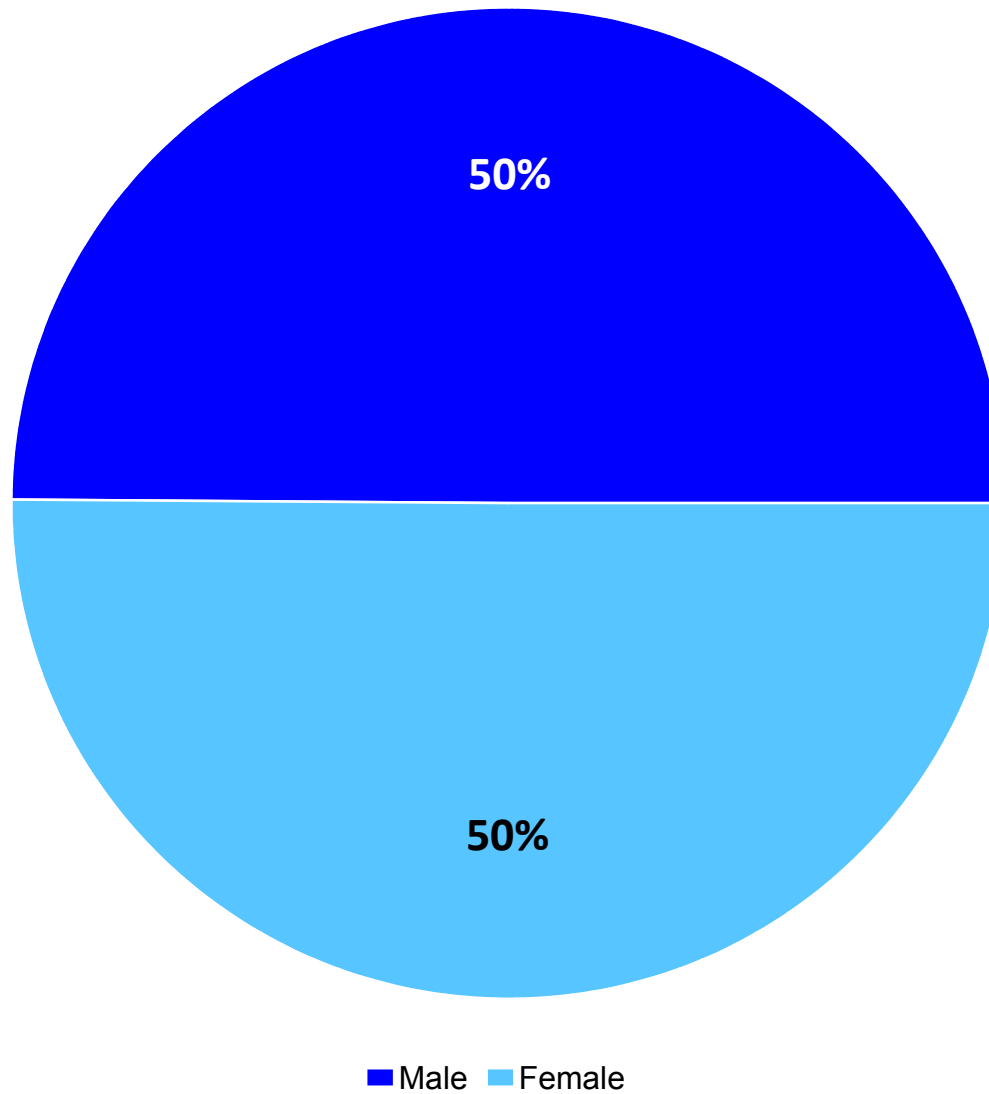
by percentage of respondents



Source: ETC Institute (2019)

## Q43. Demographics: Your Gender

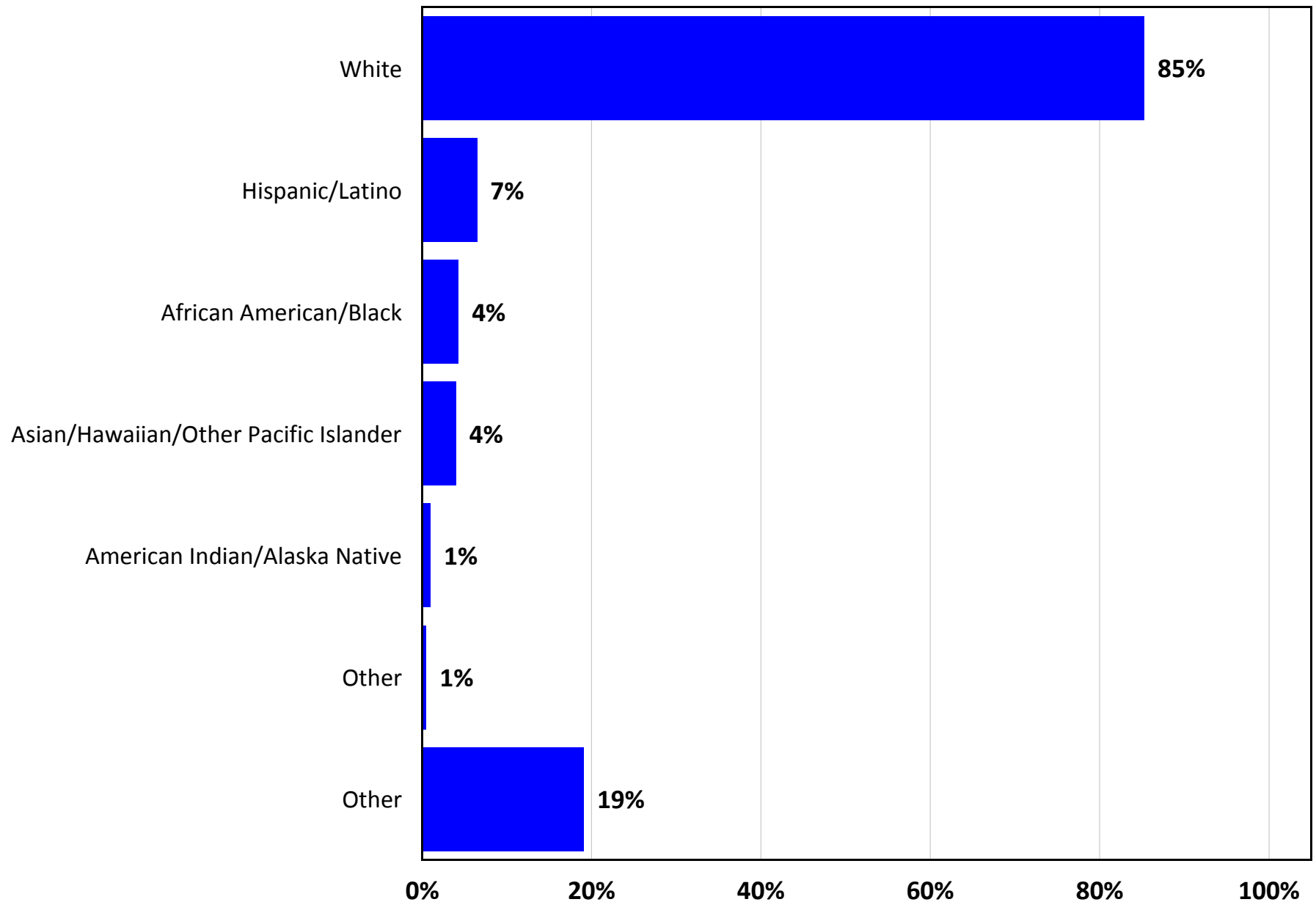
by percentage of respondents



Source: ETC Institute (2019)

## Q44. Demographics: Your Race

by percentage of respondents



Source: ETC Institute (2019)



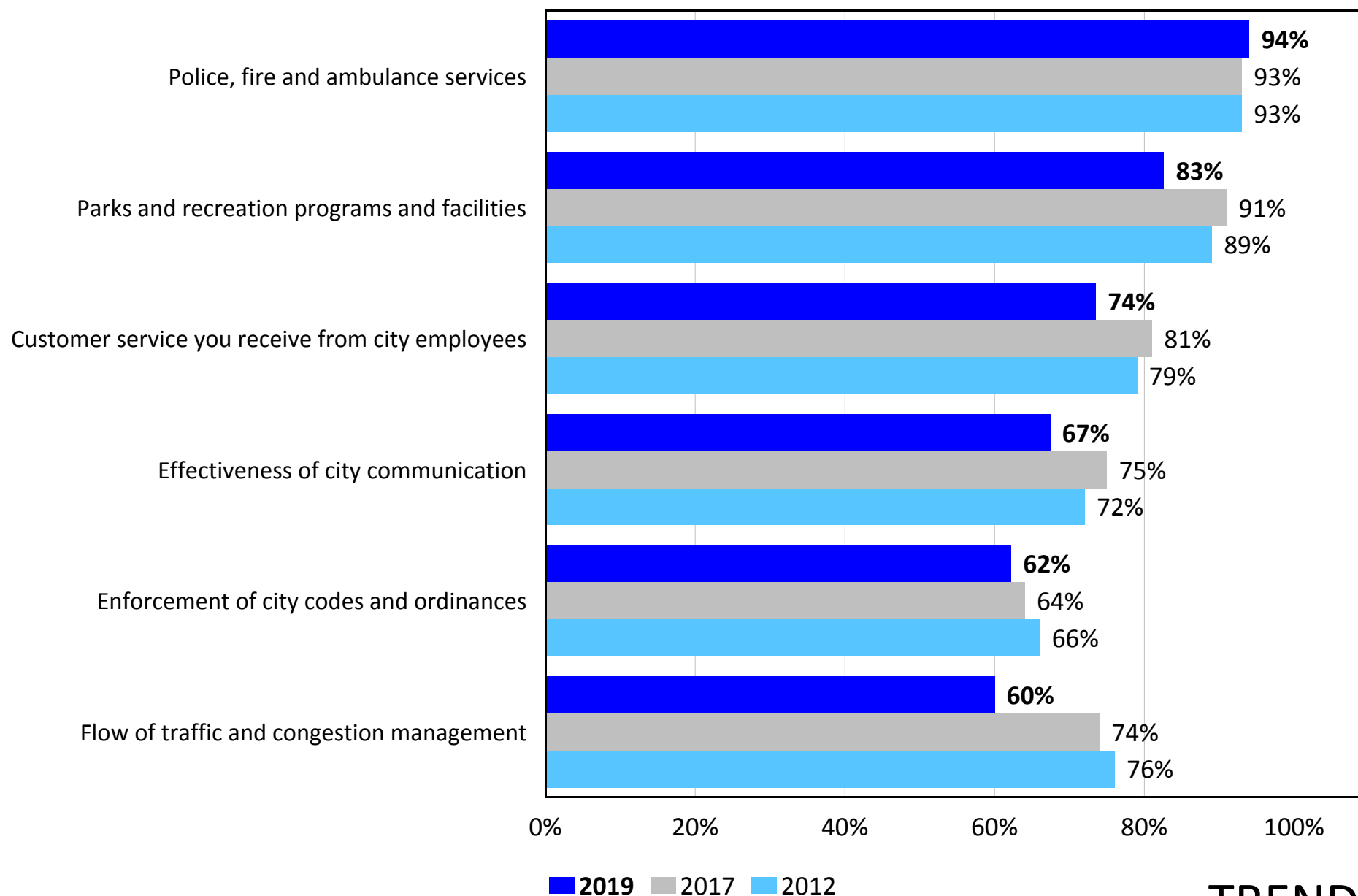
## Section 2

### *Trends*

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# Q1. Overall Satisfaction With City Services by Major Category

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

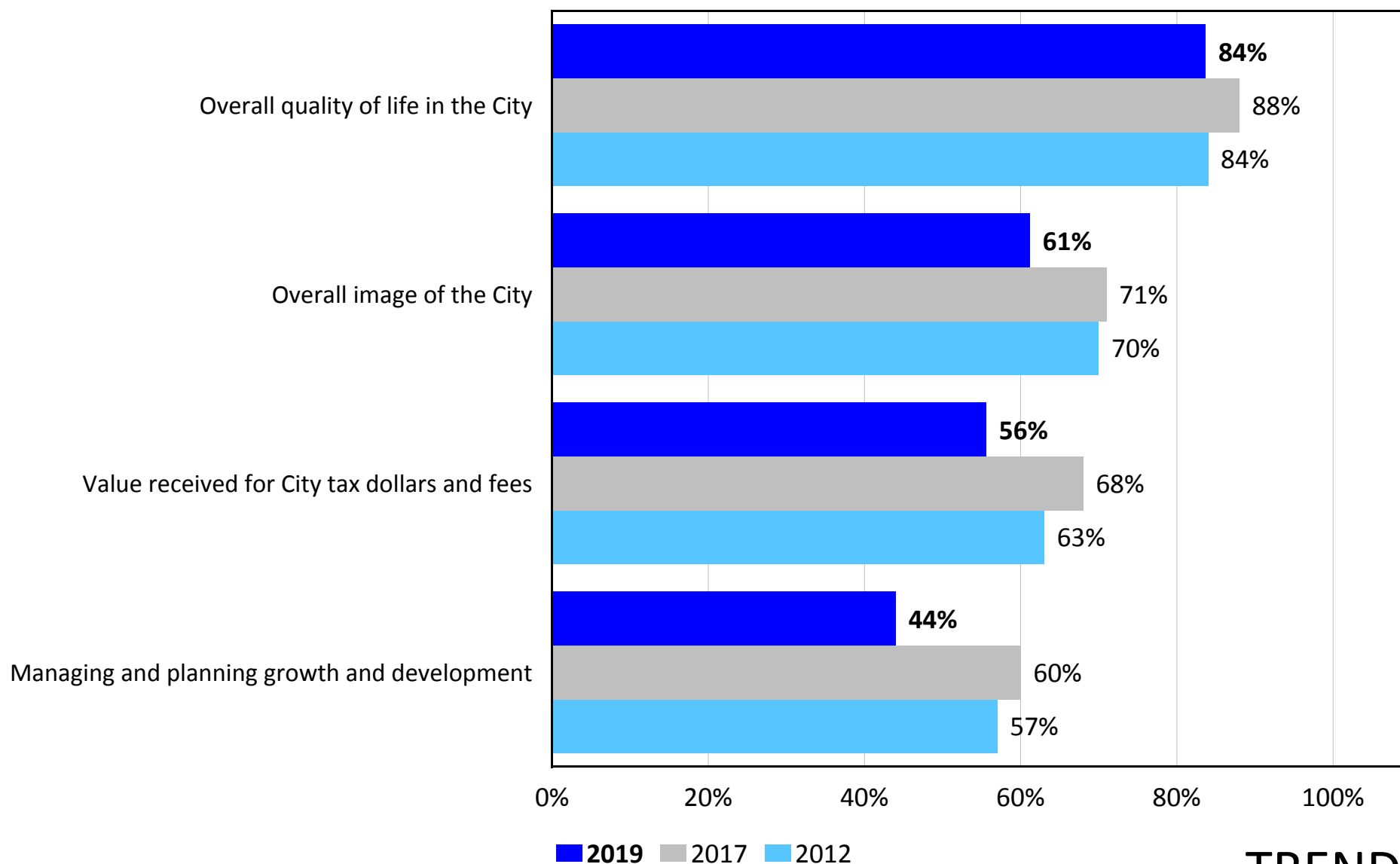


Source: ETC Institute (2019)

TRENDS

### Q3. Satisfaction With Items That Influence the Perception Residents Have of the City

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

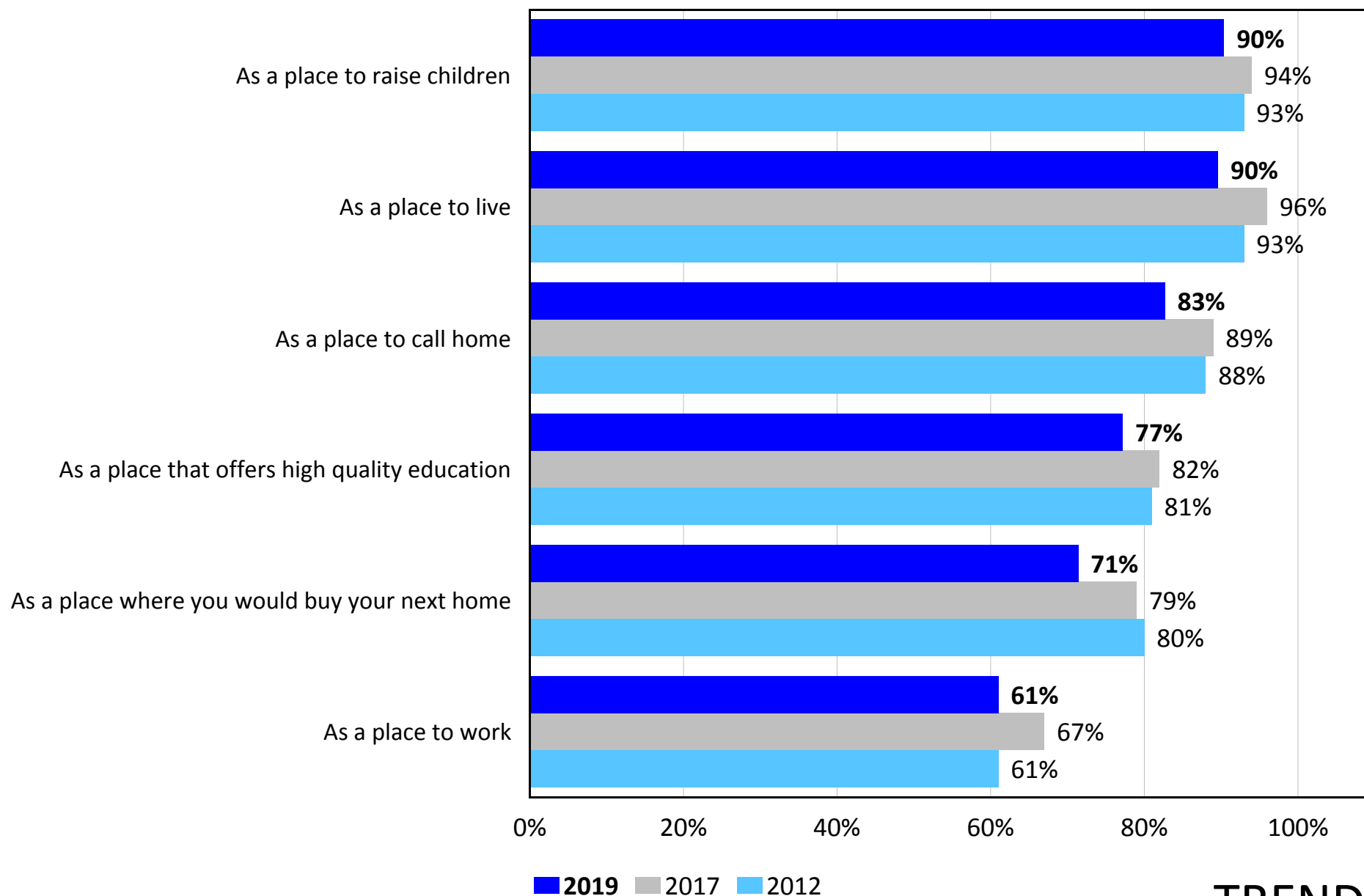


Source: ETC Institute (2019)

TRENDS

## Q4. How Residents Rate the City of Shawnee

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

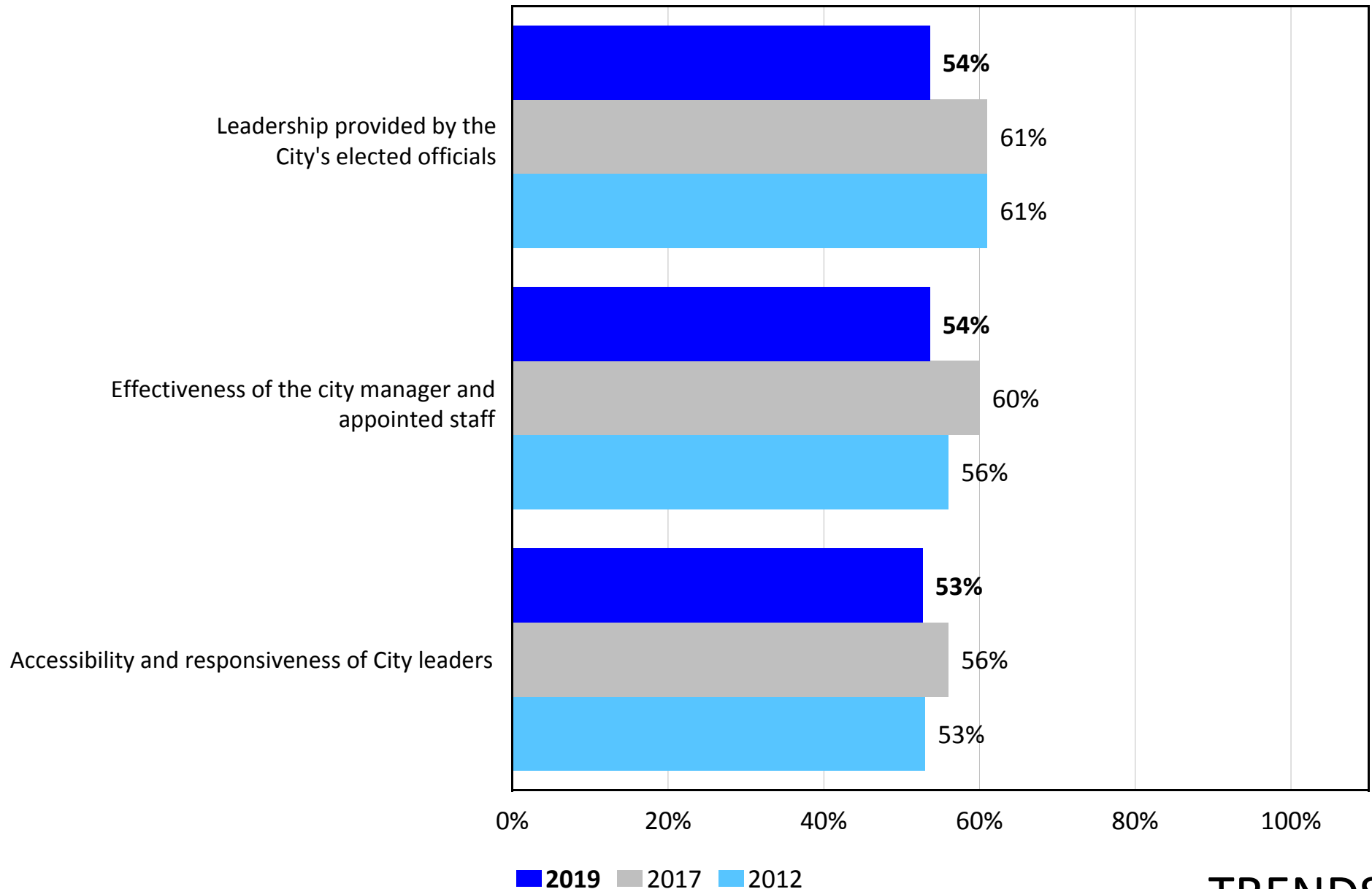


# TRENDS

Source: ETC Institute (2019)

## Q5. How Residents Rate the City of Shawnee Leadership

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

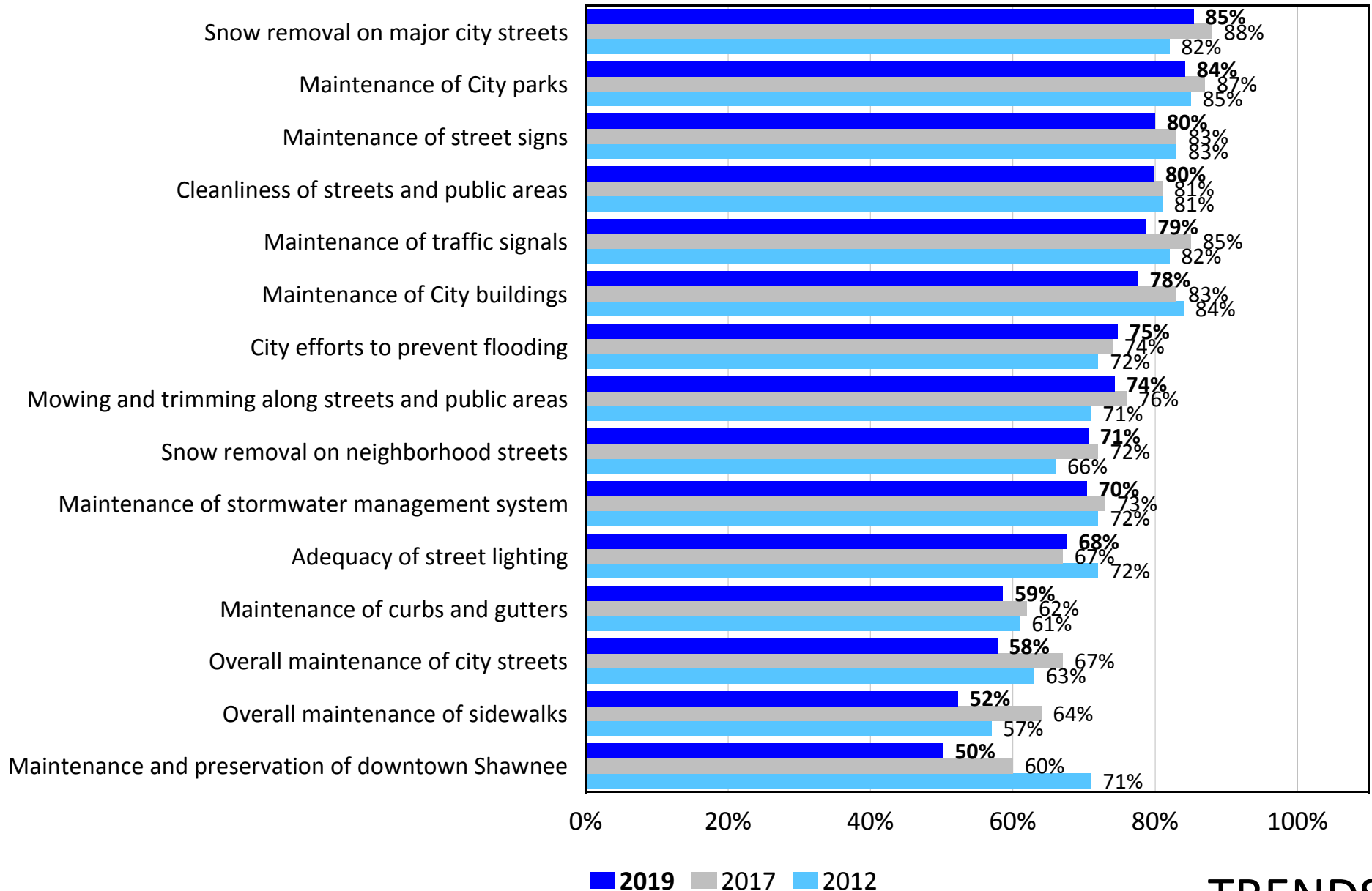


Source: ETC Institute (2019)

TRENDS

## Q6. Satisfaction With City Maintenance

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

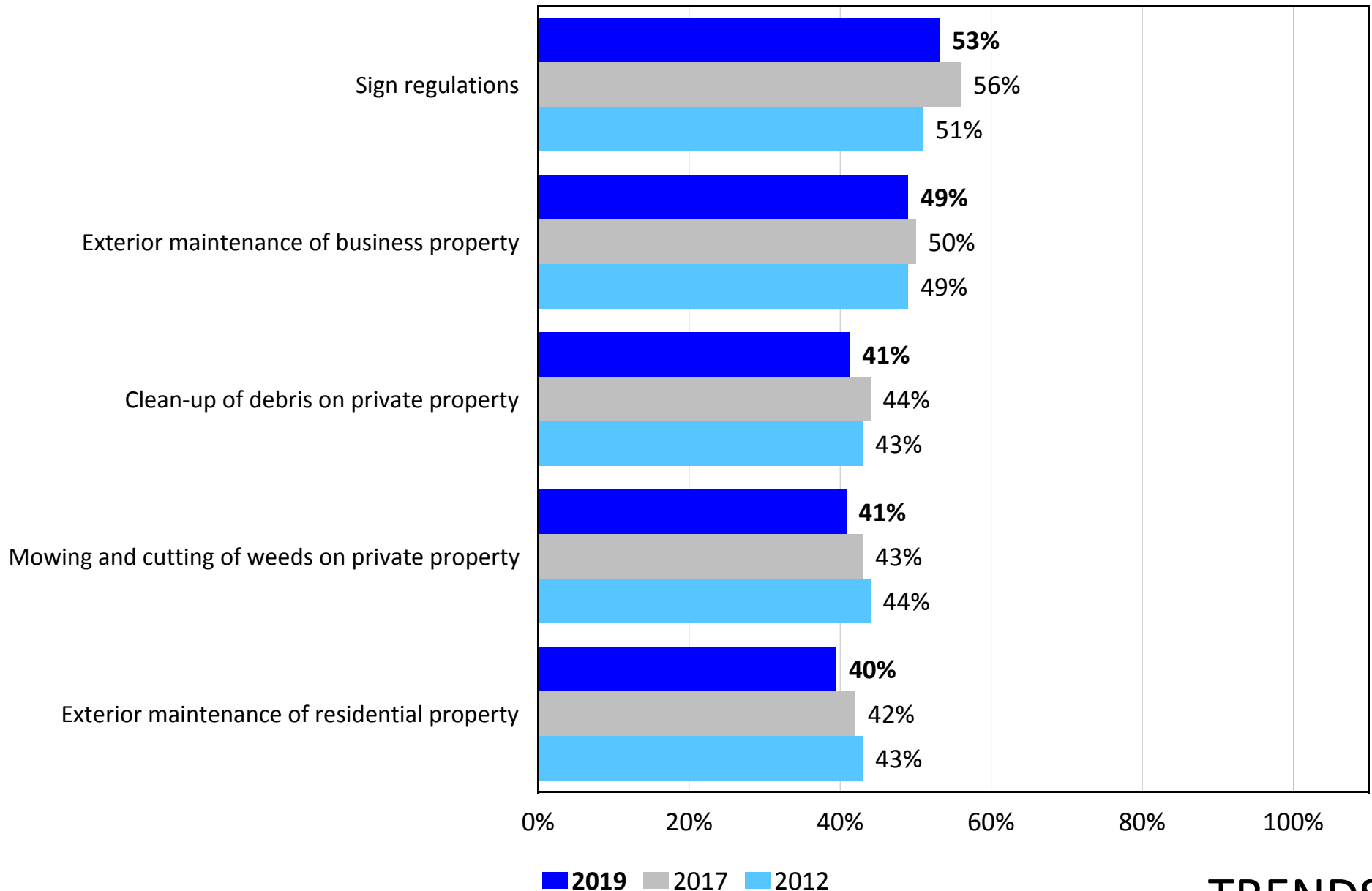


Source: ETC Institute (2019)

TRENDS

## Q8. Satisfaction With Code Enforcement

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

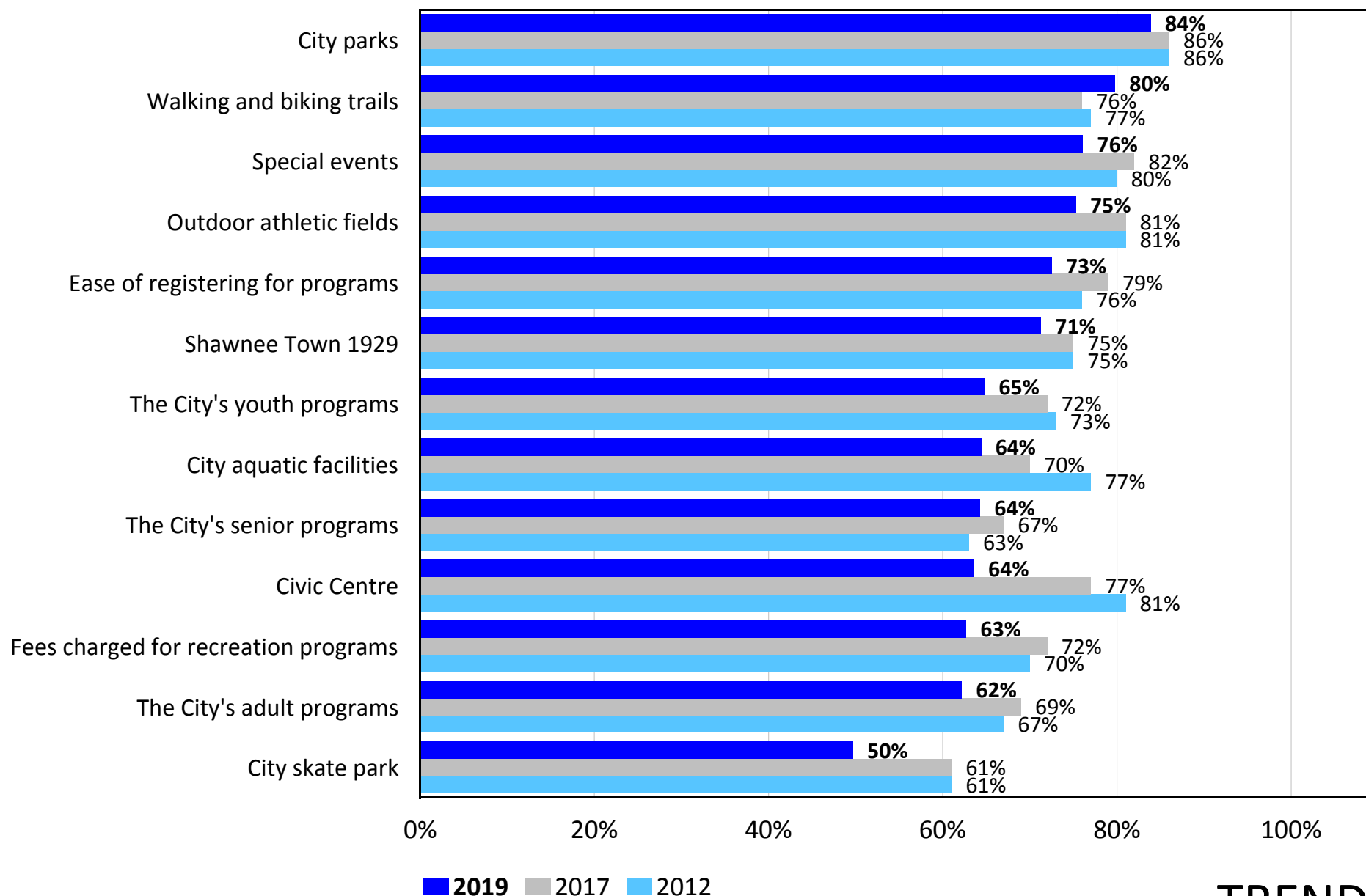


Source: ETC Institute (2019)

TRENDS

## Q10. Satisfaction With Parks and Recreation

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



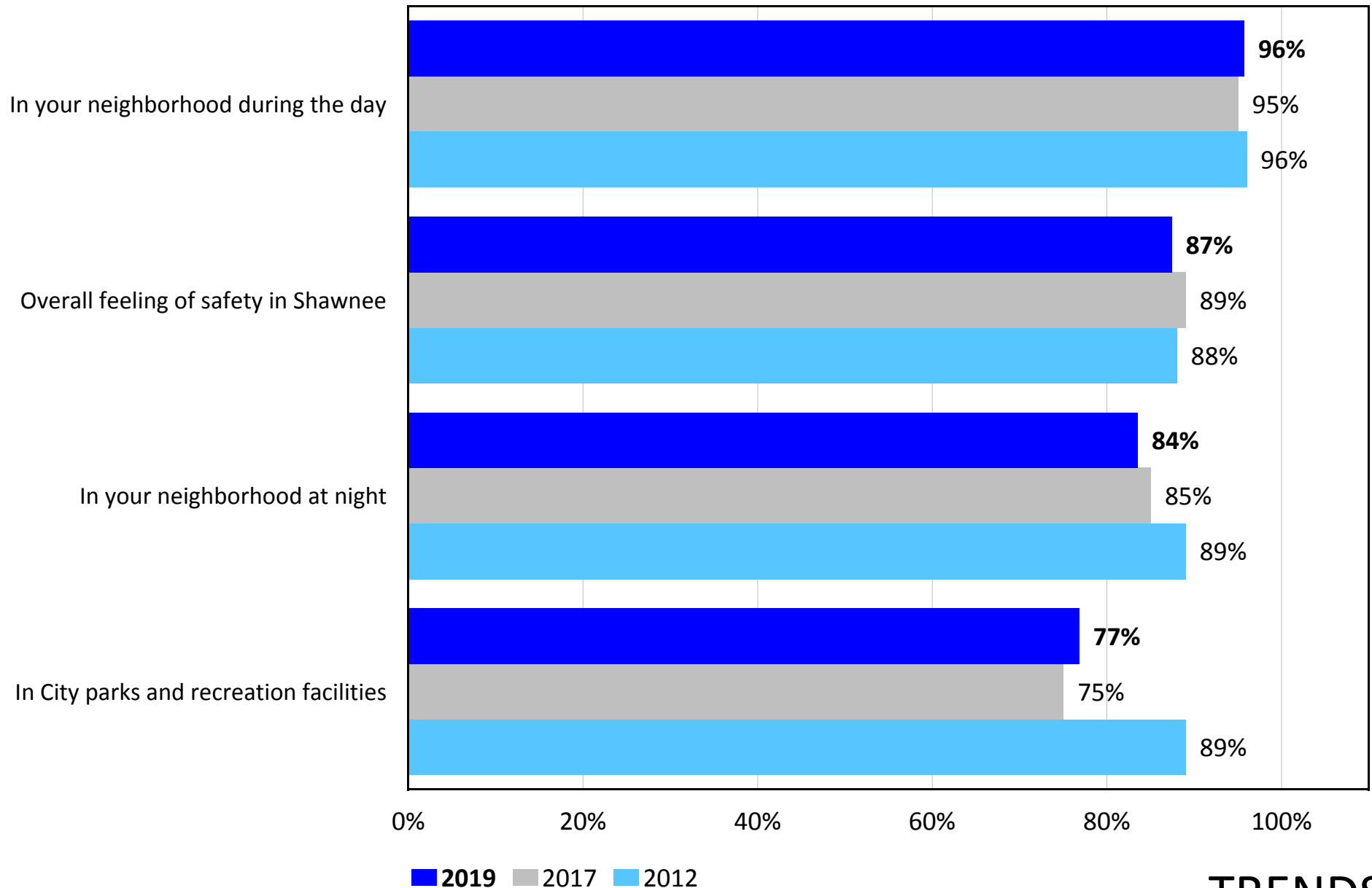
Source: ETC Institute (2019)

# TRENDS



## Q12. How Safe Do You Feel:

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

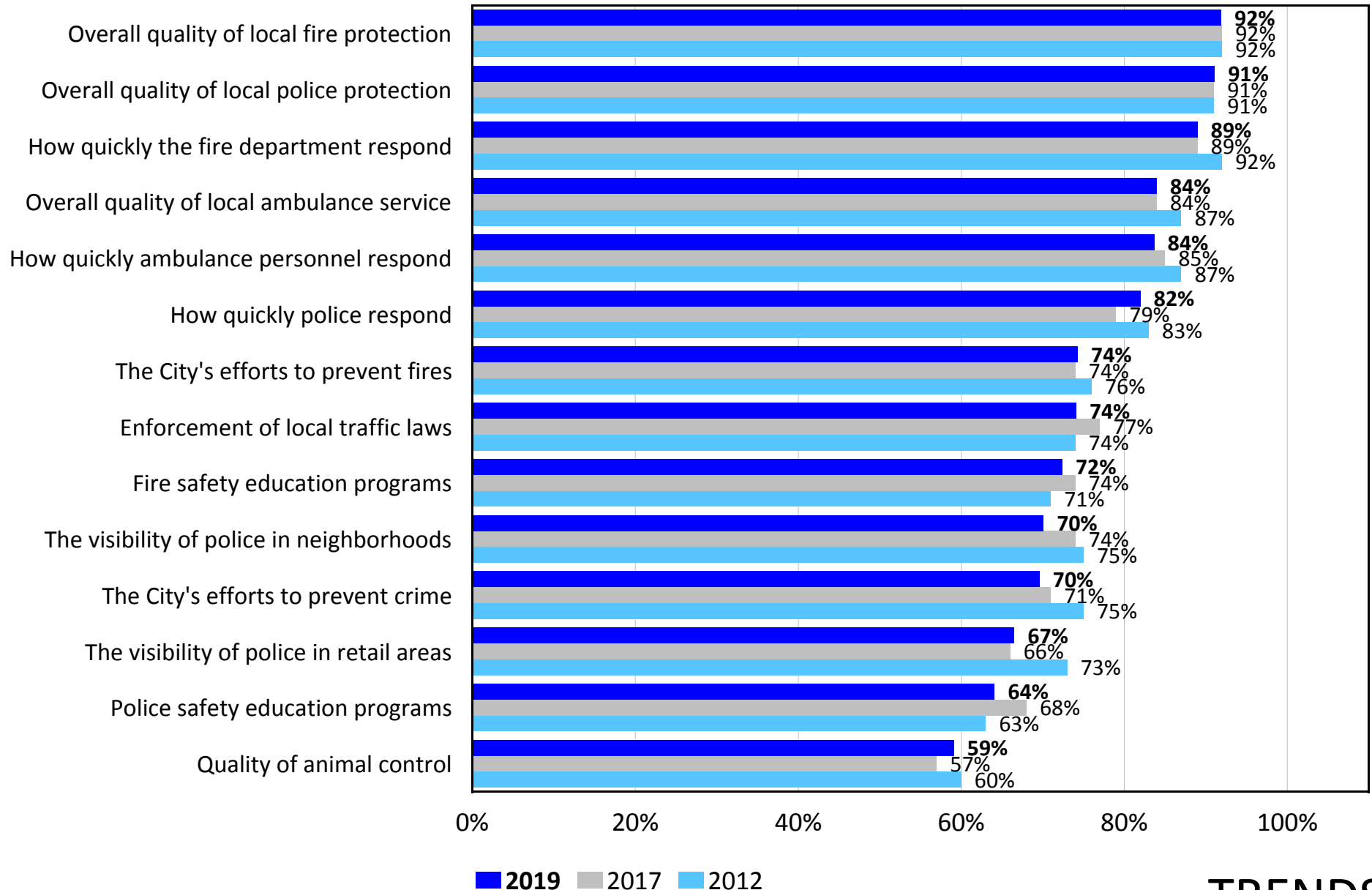


Source: ETC Institute (2019)

# TRENDS

## Q13. Satisfaction With Emergency Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

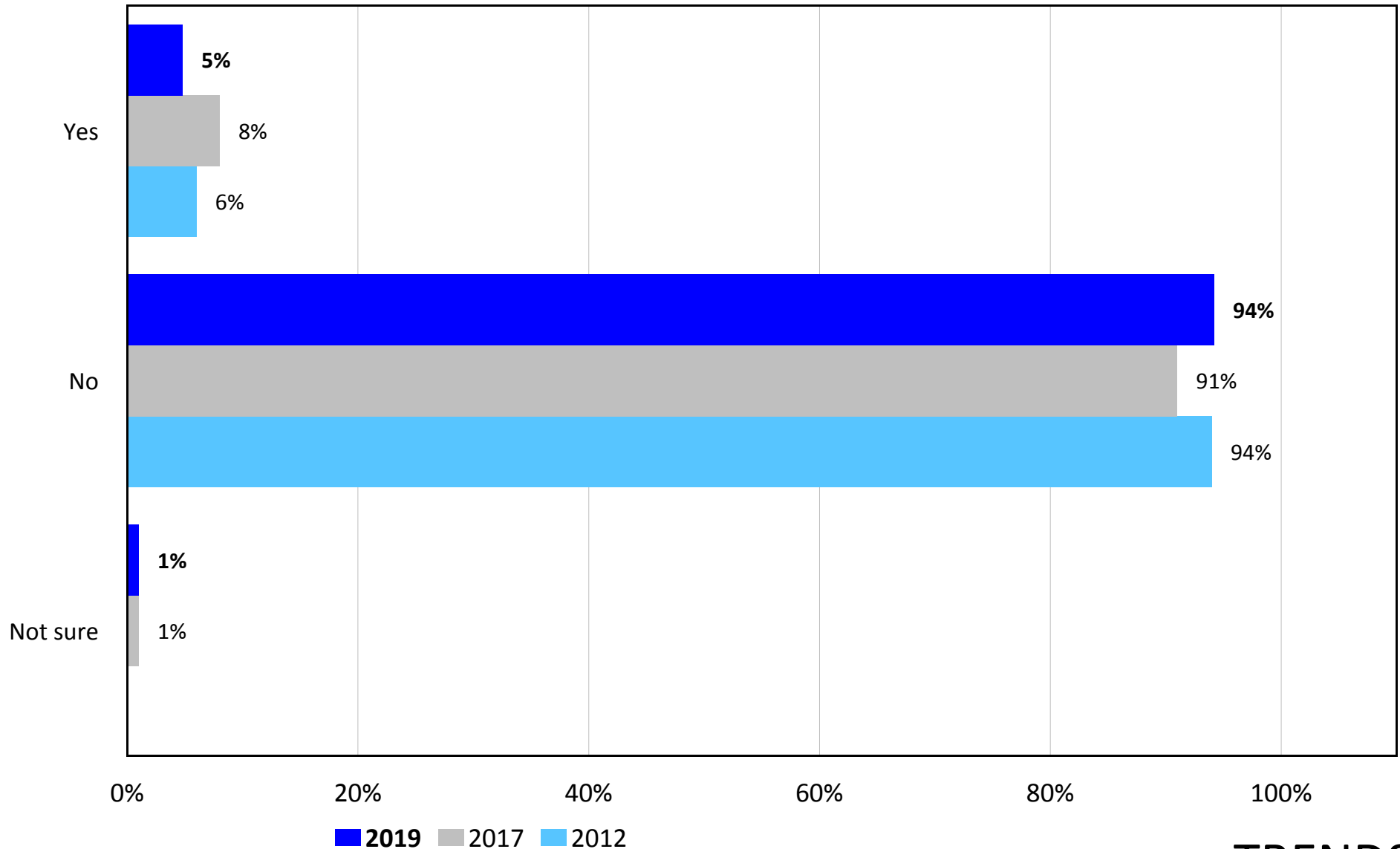


Source: ETC Institute (2019)

TRENDS

## Q15. In the last 12 months, have you or anyone in your household been a victim of any crime in Shawnee?

by percentage of respondents

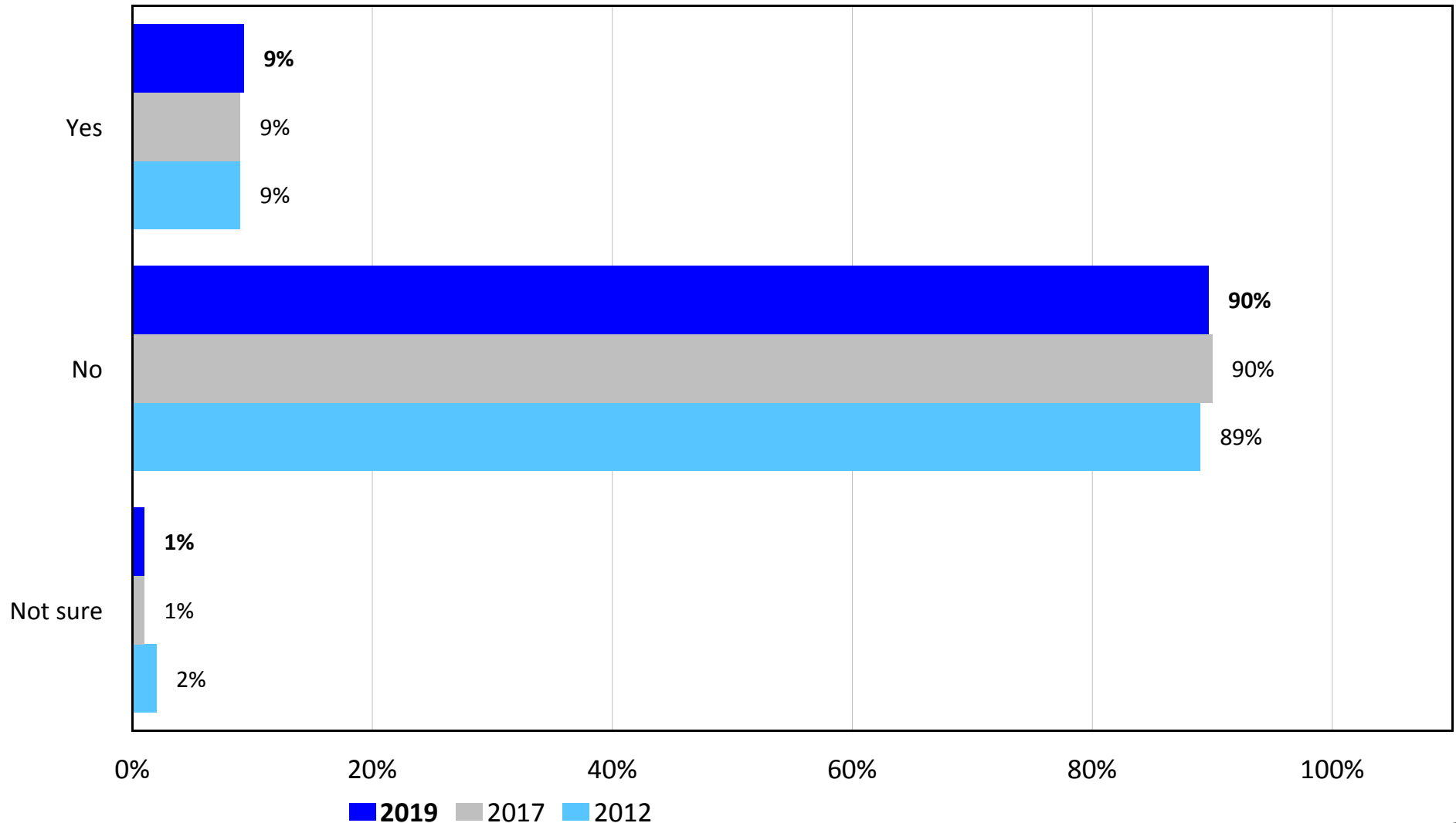


Source: ETC Institute (2019)

# TRENDS

## Q16. In the last 12 months, have you or anyone in your household used fire or emergency medical services in Shawnee?

by percentage of respondents

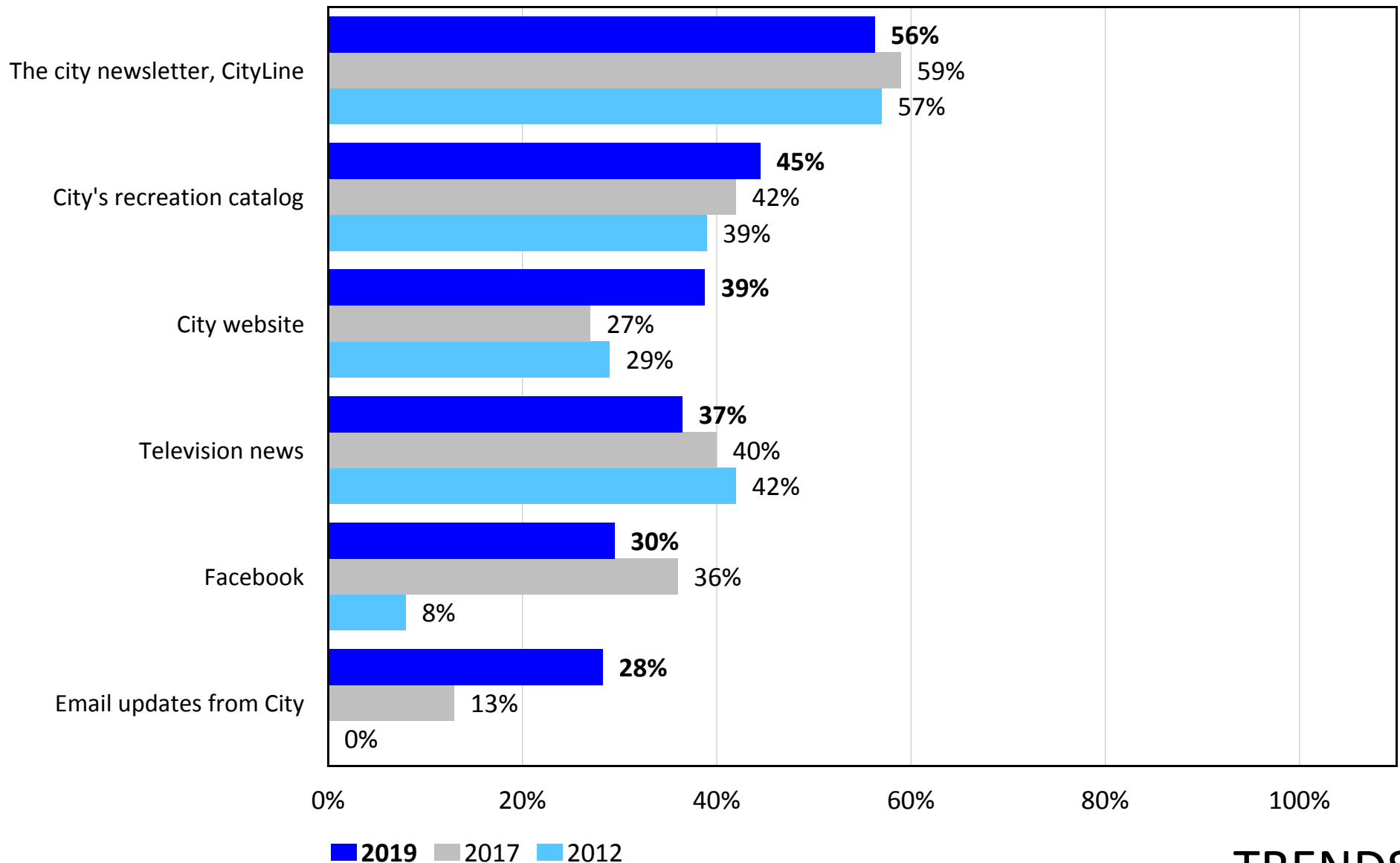


Source: ETC Institute (2019)

TRENDS

# Q18. Which of the following are your primary sources of information about City issues, services, and events?

by percentage of respondents

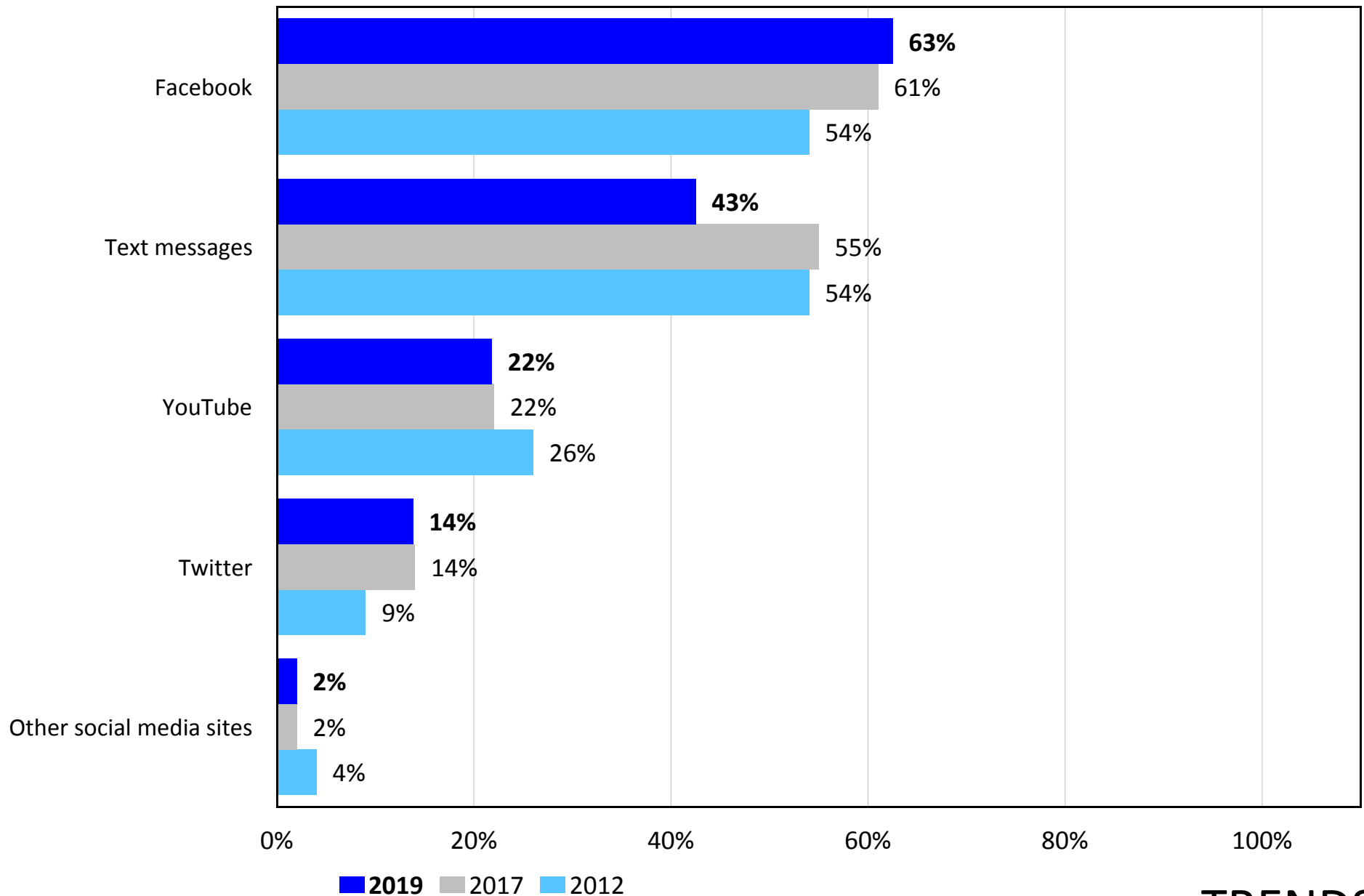


Source: ETC Institute (2019)

TRENDS

## Q19. Which of the following do you regularly use?

by percentage of respondents

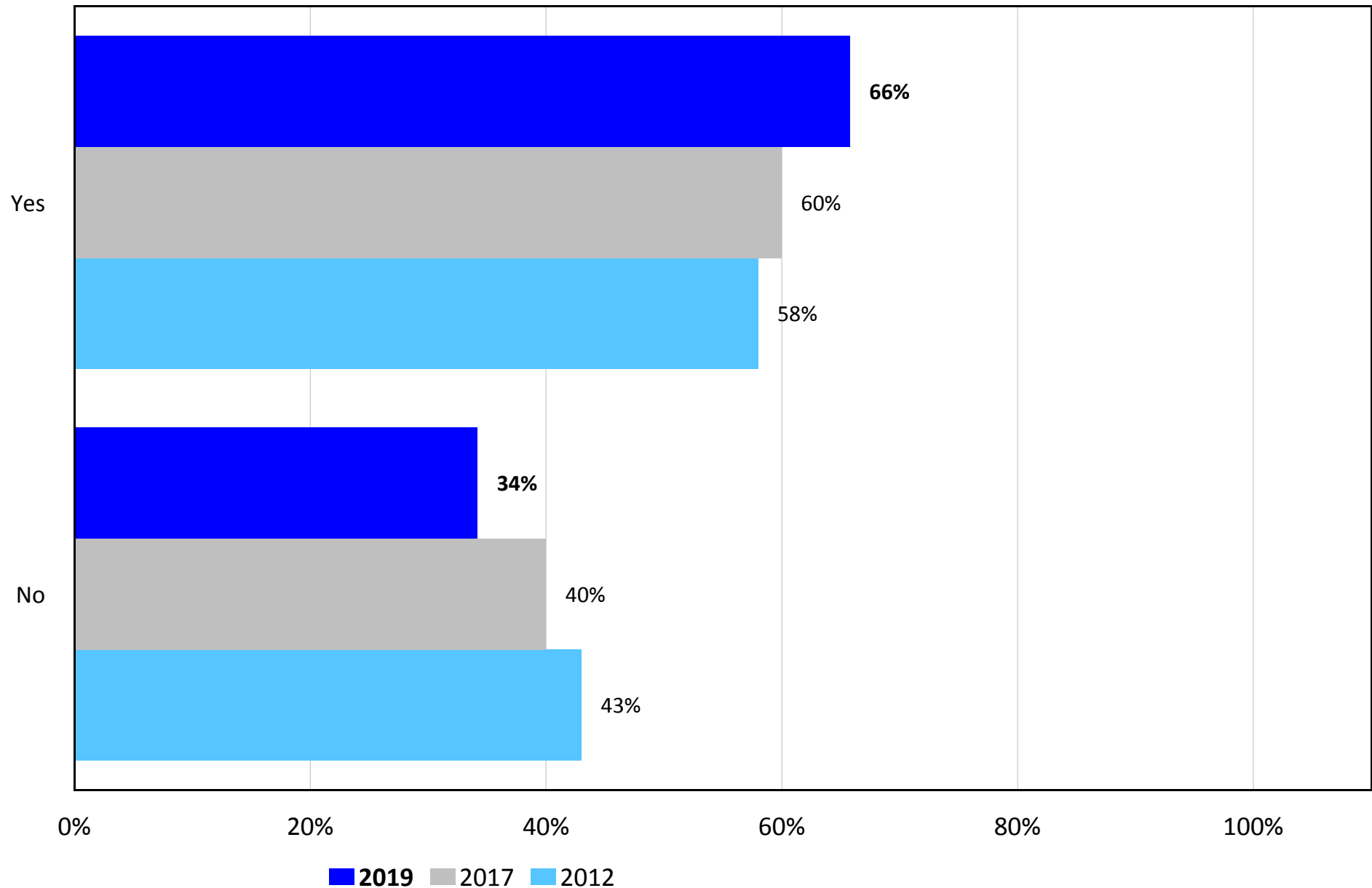


Source: ETC Institute (2019)

## TRENDS

## Q20. Have you visited the City's website during the past year?

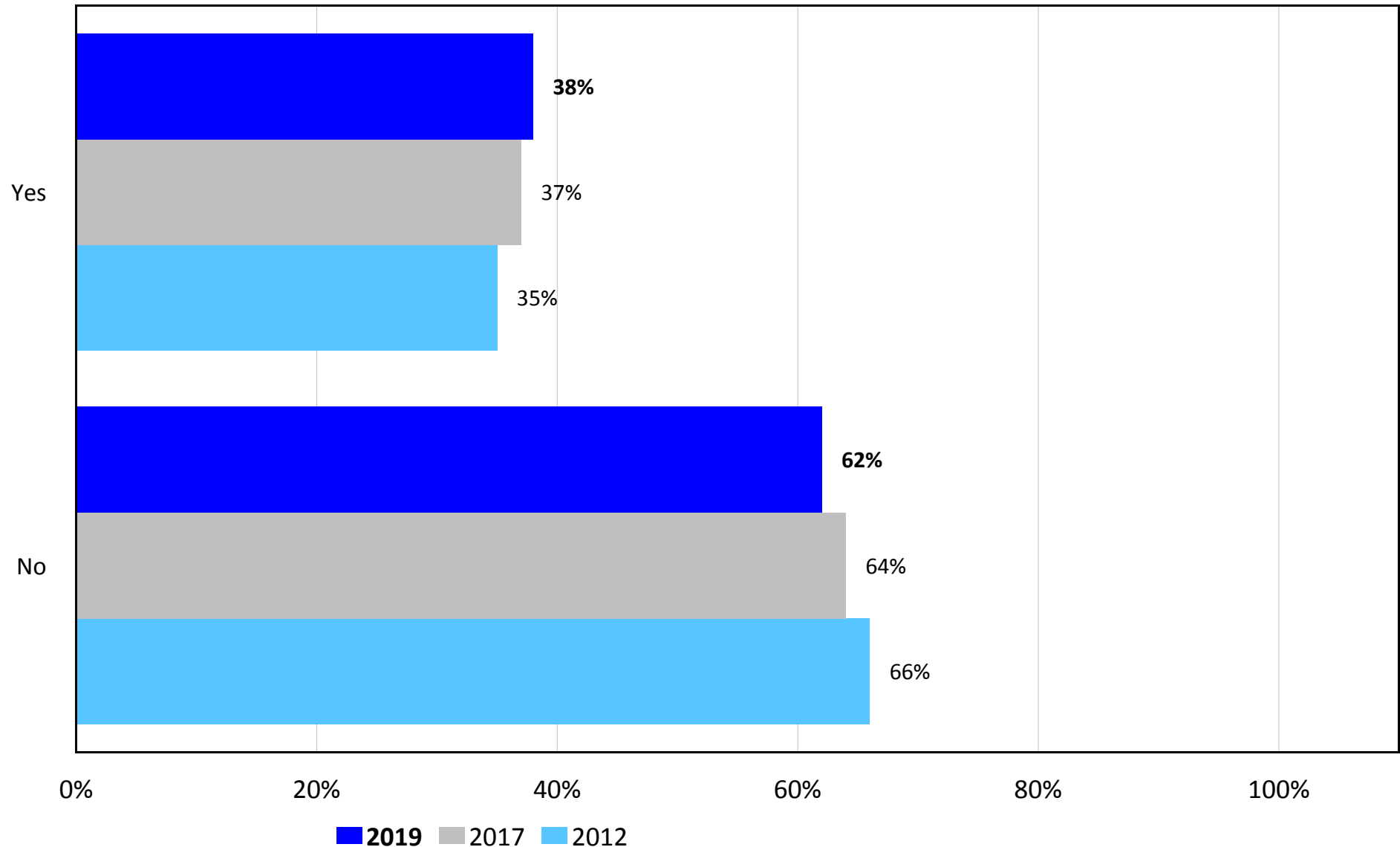
by percentage of respondents



Source: ETC Institute (2019)

## Q21. Have you interacted with the City for a question, problem, or complaint during the past year?

by percentage of respondents

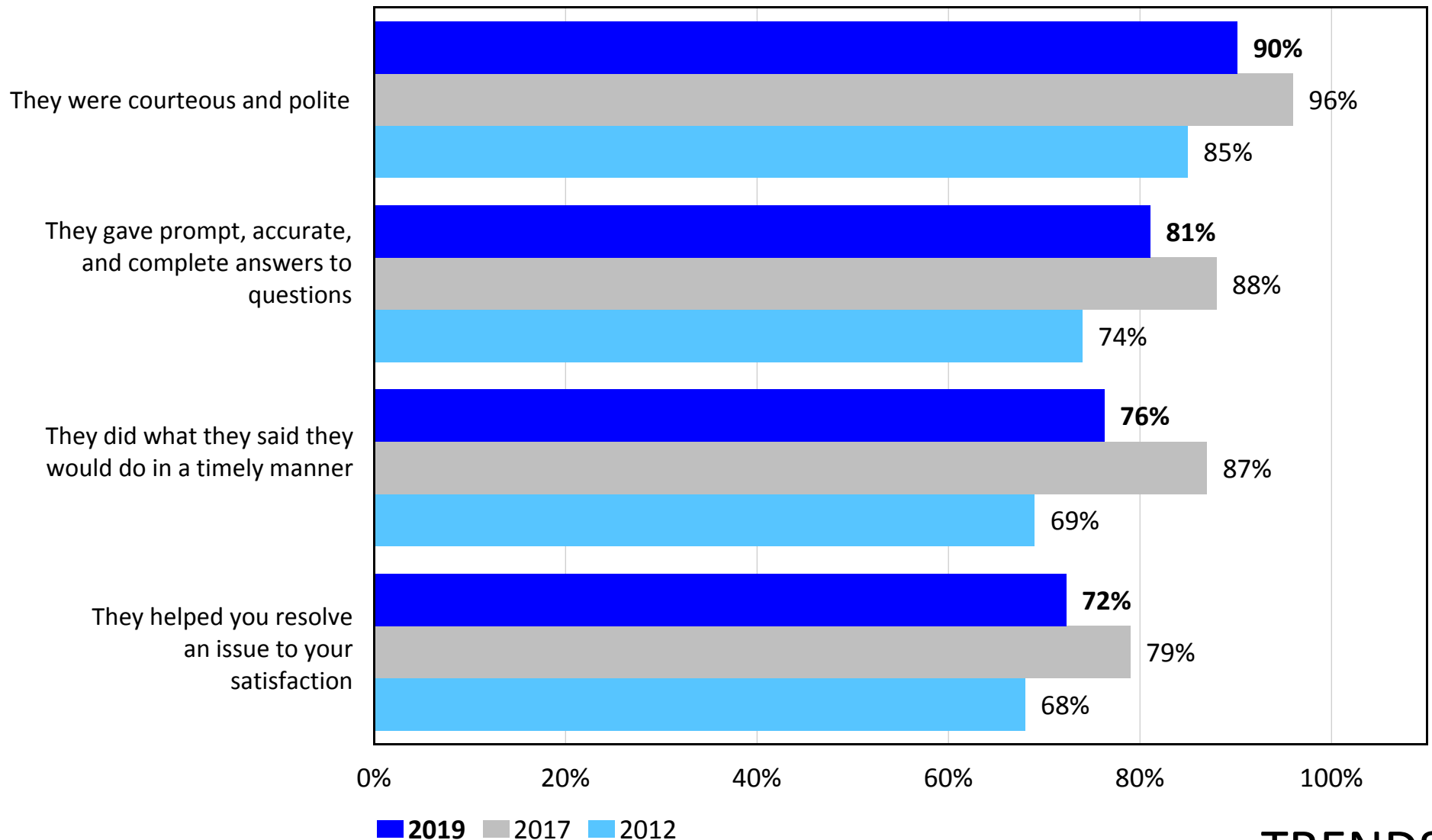


Source: ETC Institute (2019)



## Q21c. How Often Did the Employee You Contacted Display the Following Type of Behavior?

by percentage of respondents who rated the as a 4 or 5 on a 5-point scale  
and contacted the City during the past year (excluding don't knows)

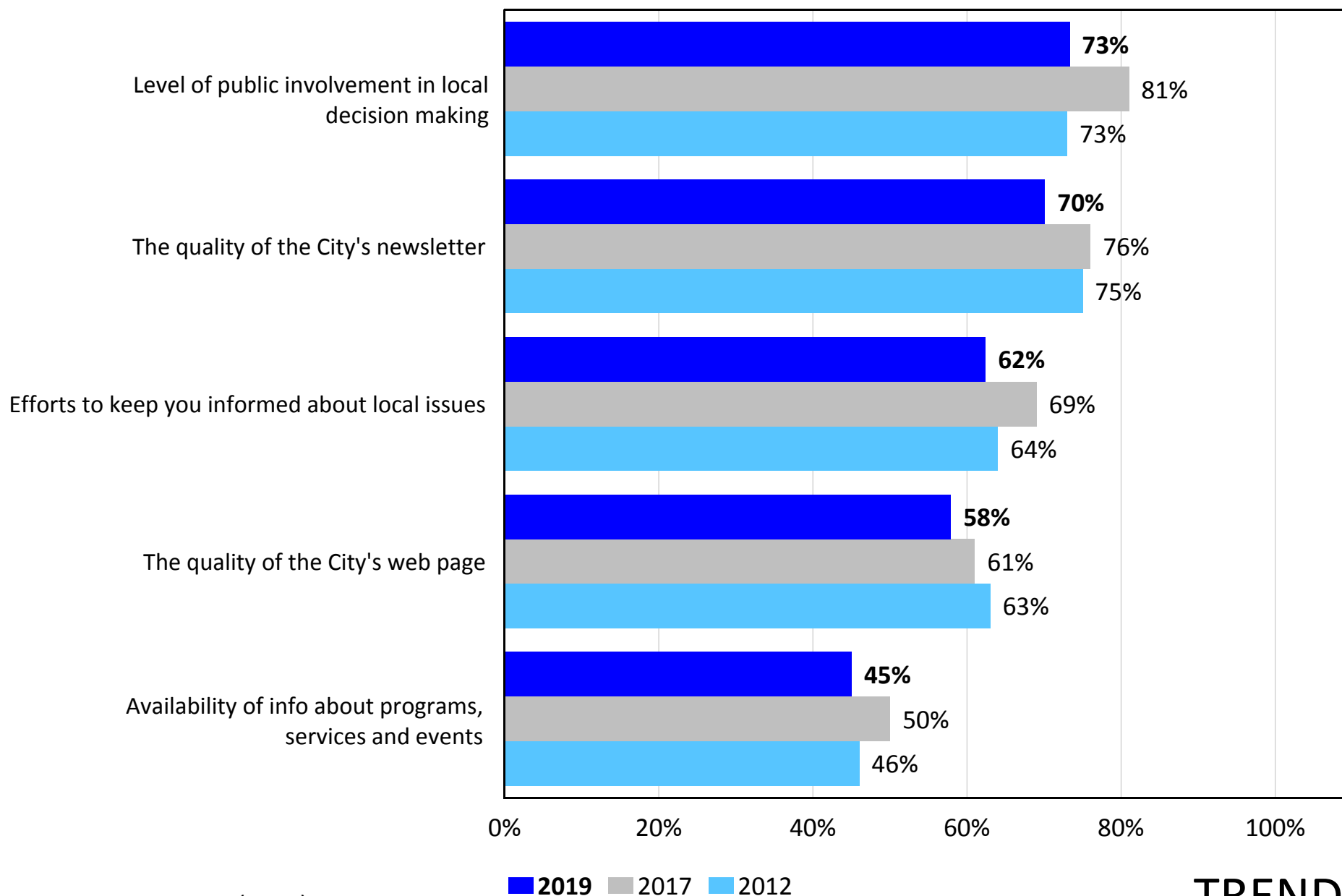


Source: ETC Institute (2019)

**TRENDS**

## Q22. Satisfaction With City Communication

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

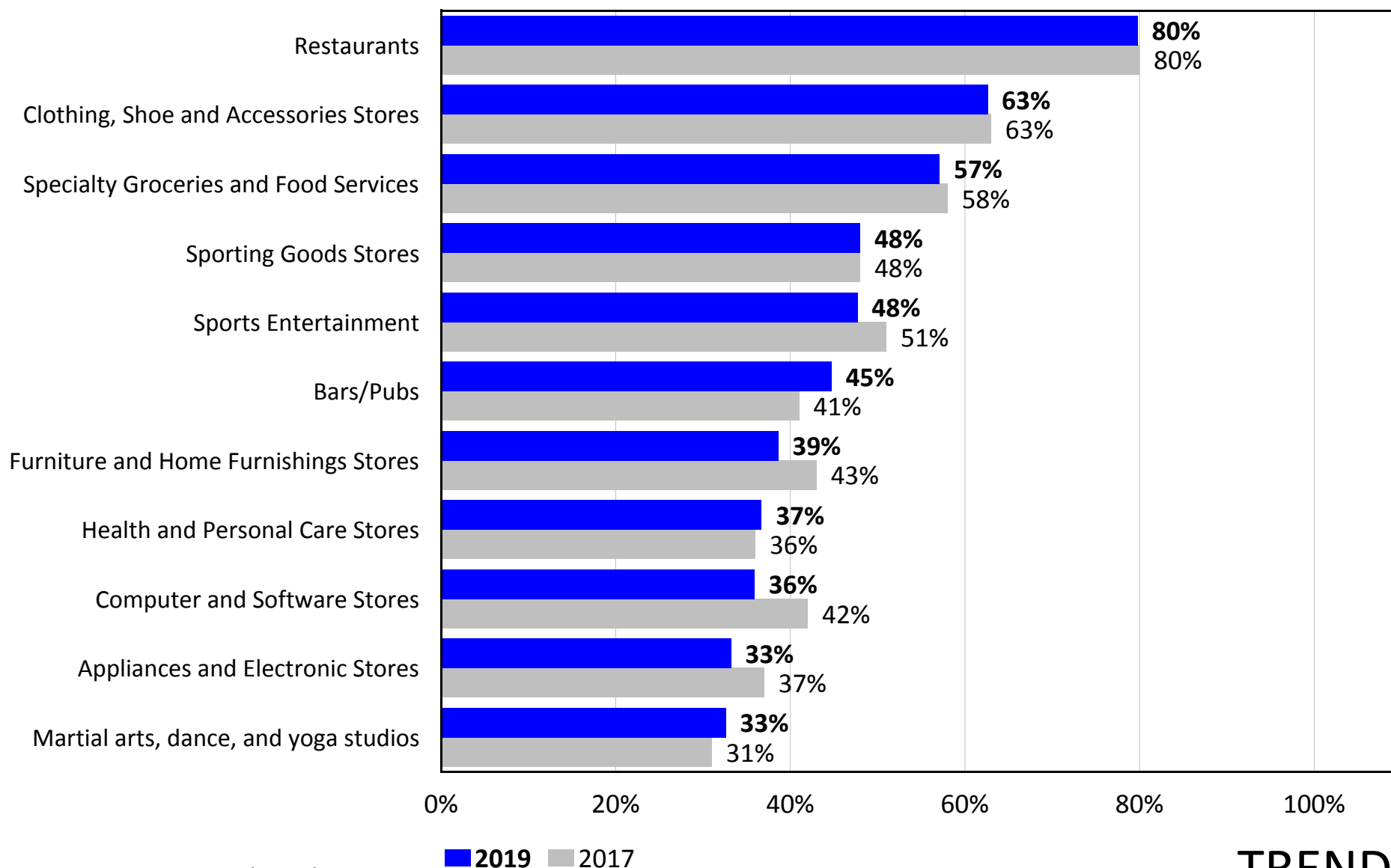


# TRENDS

Source: ETC Institute (2019)

## Q28. Level of Agreement That the City of Shawnee Should Pursue the Following Types of Businesses

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2019)

TRENDS

## **Section 3**

# ***Benchmarking Analysis***

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# ***Benchmarking Analysis***

## **City of Shawnee, Kansas**

### **Overview**

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

Since November 1999, the survey has been administered in more than 250 cities and counties in 45 states. This report contains benchmarking data from two sources: (1) a national survey administered by ETC Institute during the summer of 2019 to a sample of more than 4,000 residents in the continental United States and (2) a regional survey administered by ETC Institute to a random sample of more than 400 residents living in Kansas and Missouri during the summer of 2019.

### **Interpreting the Charts**

The charts on the following pages show how the overall results for Shawnee compare to the National and Kansas/Missouri regional averages. The blue bar shows the satisfaction rating for Shawnee, the green bar shows the National average, and the grey bar shows the Kansas/Missouri average.

# **Benchmarking Data**

## ***National Comparisons***

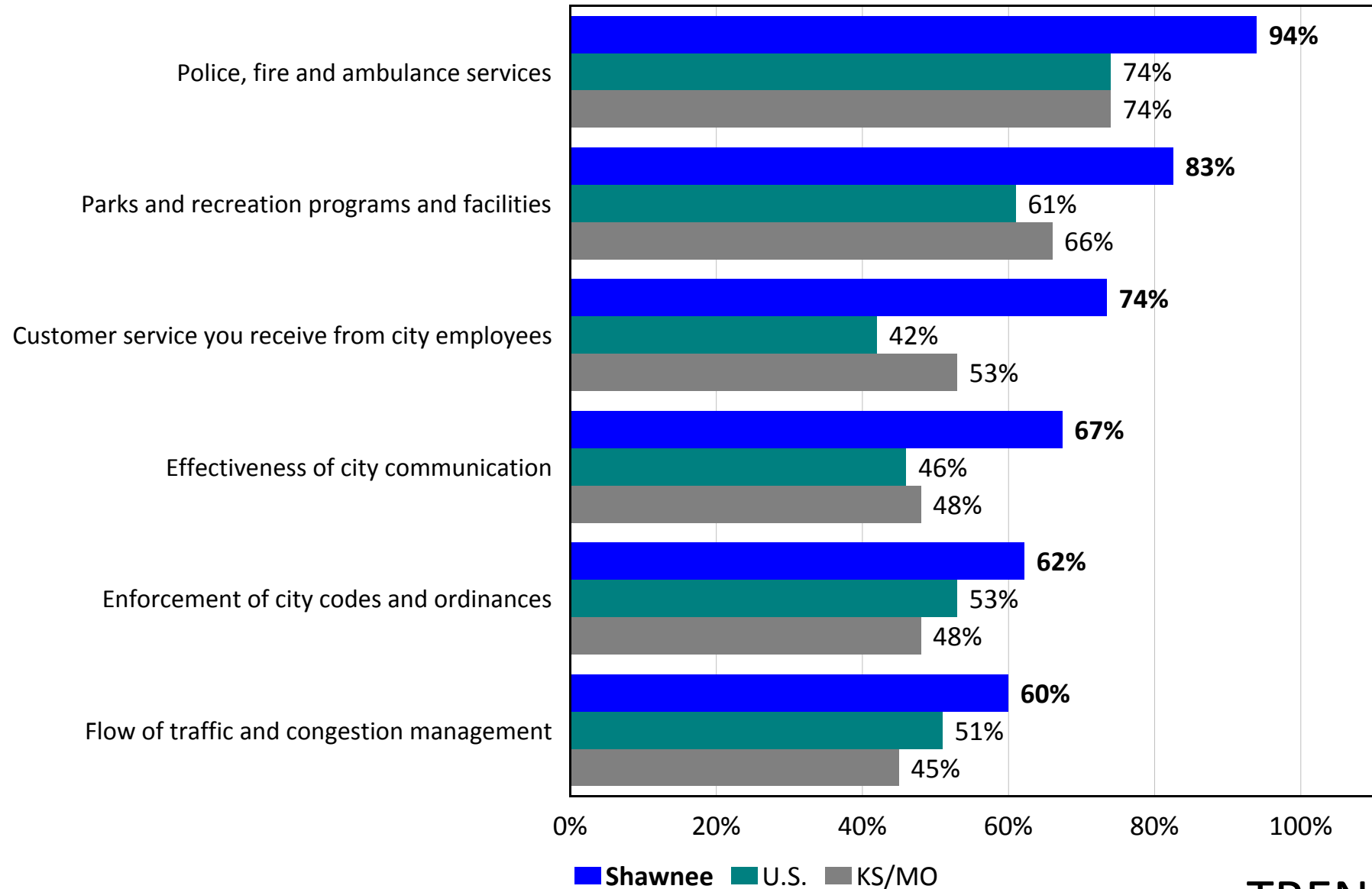
The charts on the following pages show how the results for the City of Shawnee compare to the national average and the Kansas/Missouri regional average.

The blue bar shows the results for the City of Shawnee. The green bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents during the Summer of 2019. The gray bar shows the results of a regional survey administered by ETC Institute to a random sample of residents living in Kansas and Missouri during the summer of 2019.

# Q1. Overall Satisfaction With City Services by Major Category

Shawnee vs. U.S. Average vs. Kansas/Missouri Regional Average

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

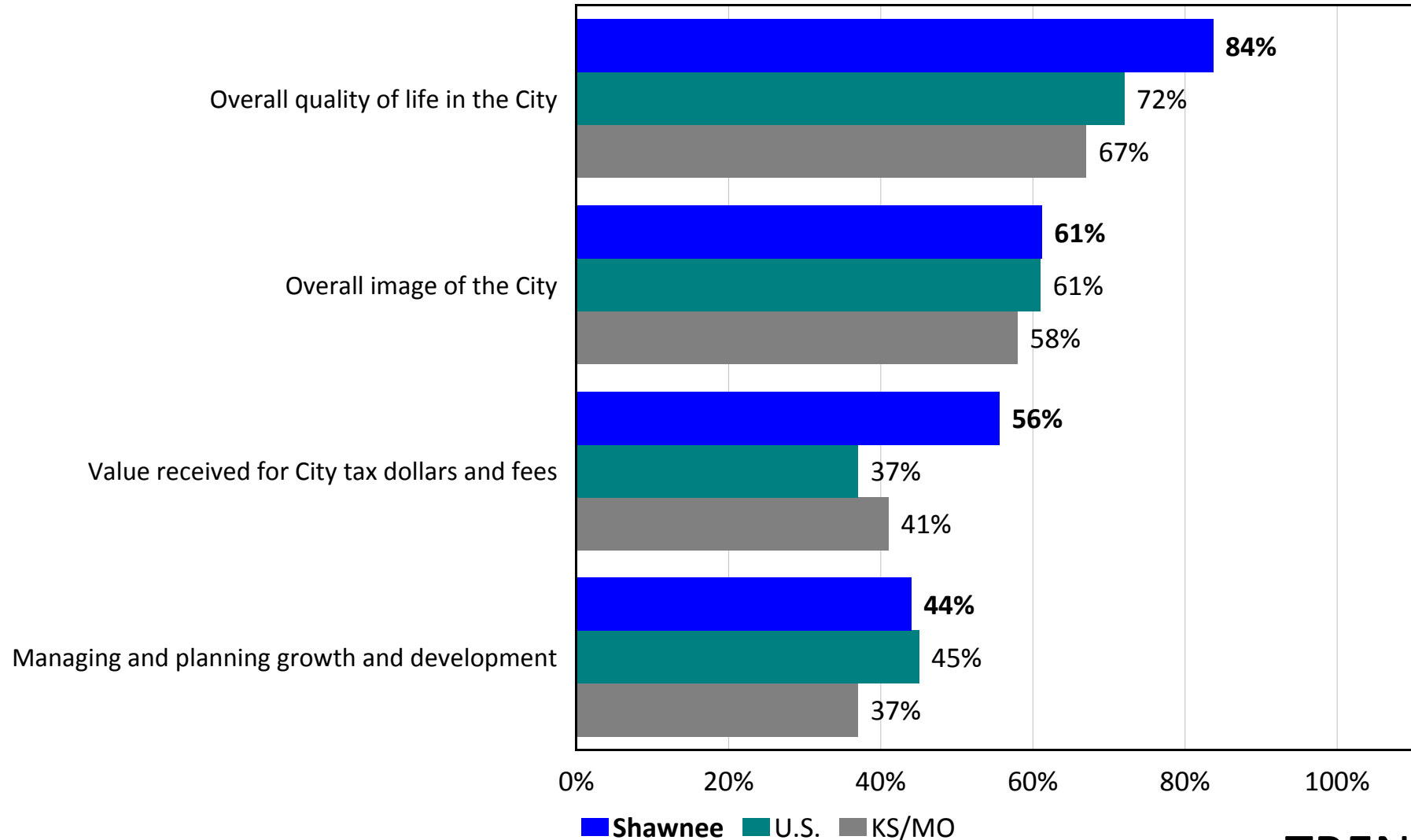


Source: ETC Institute (2019)

TRENDS

### Q3. Satisfaction With Items That Influence the Perception Residents Have of the City

Shawnee vs. U.S. Average vs. Kansas/Missouri Regional Average  
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2019)

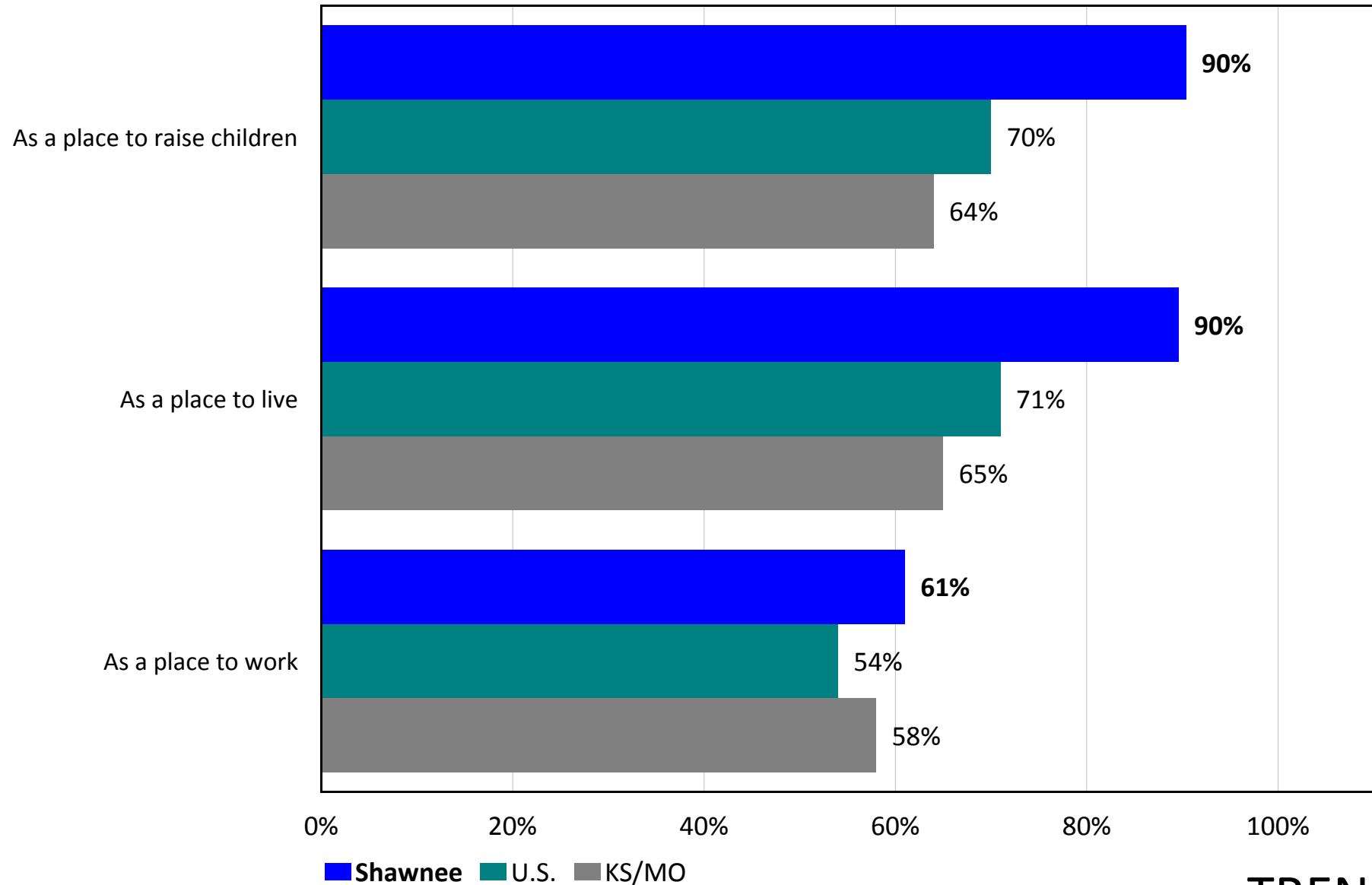
TRENDS



## Q4. How Residents Rate the City of Shawnee

### Shawnee vs. U.S. Average vs. Kansas/Missouri Regional Average

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



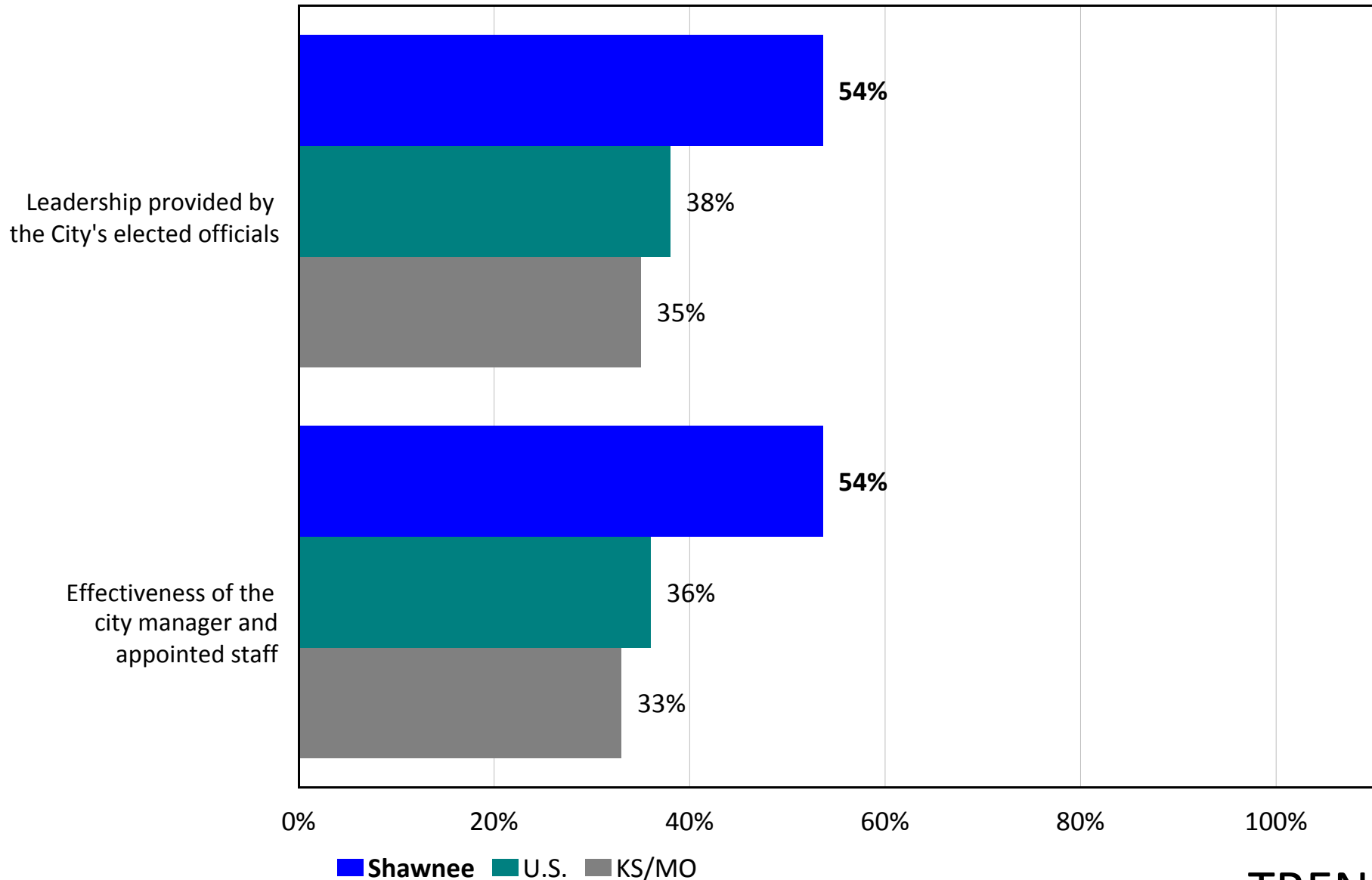
Source: ETC Institute (2019)

TRENDS

## Q5. How Residents Rate the City of Shawnee Leadership

Shawnee vs. U.S. Average vs. Kansas/Missouri Regional Average

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



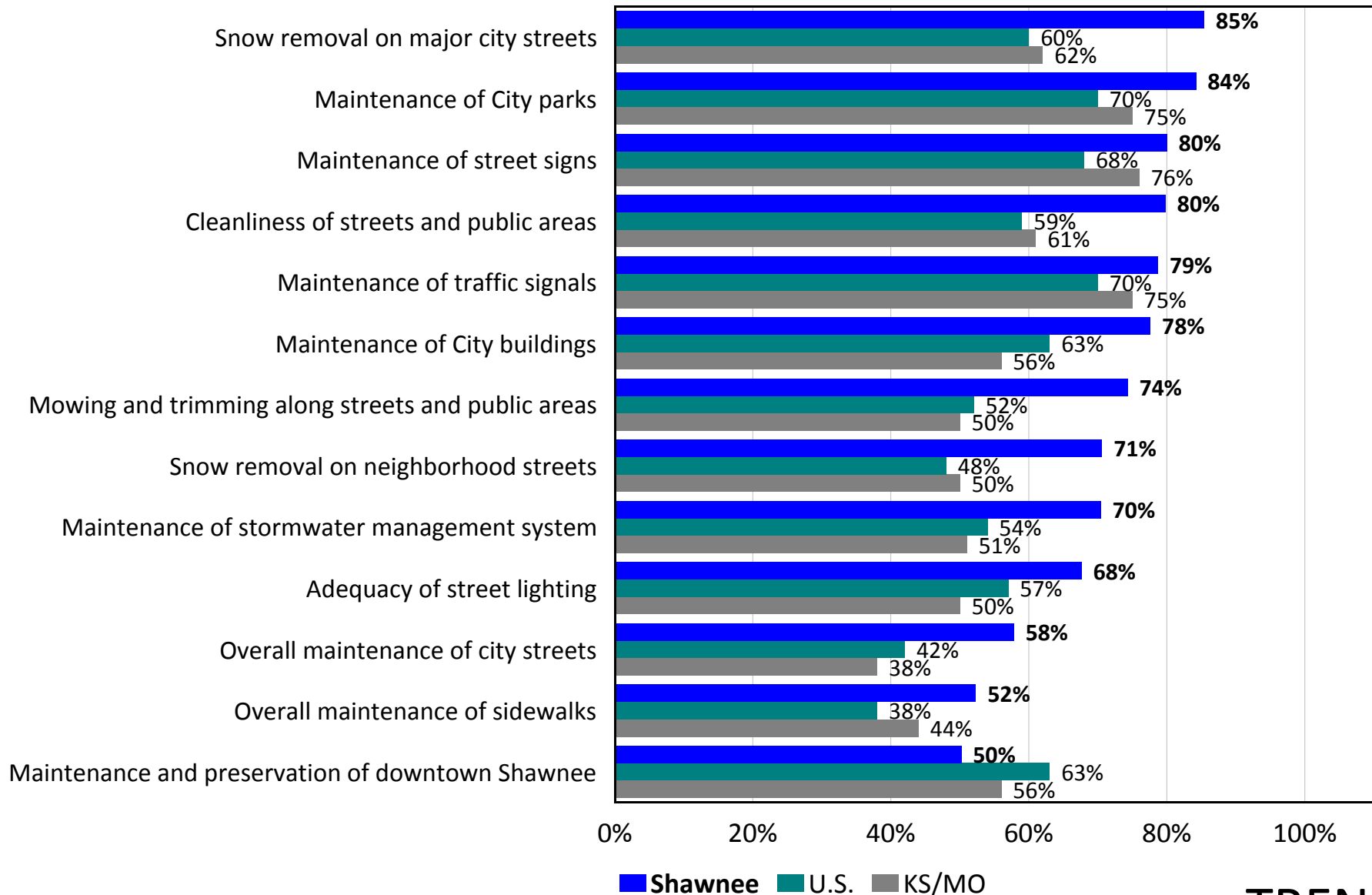
Source: ETC Institute (2019)

TRENDS

## Q6. Satisfaction With City Maintenance

### Shawnee vs. U.S. Average vs. Kansas/Missouri Regional Average

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



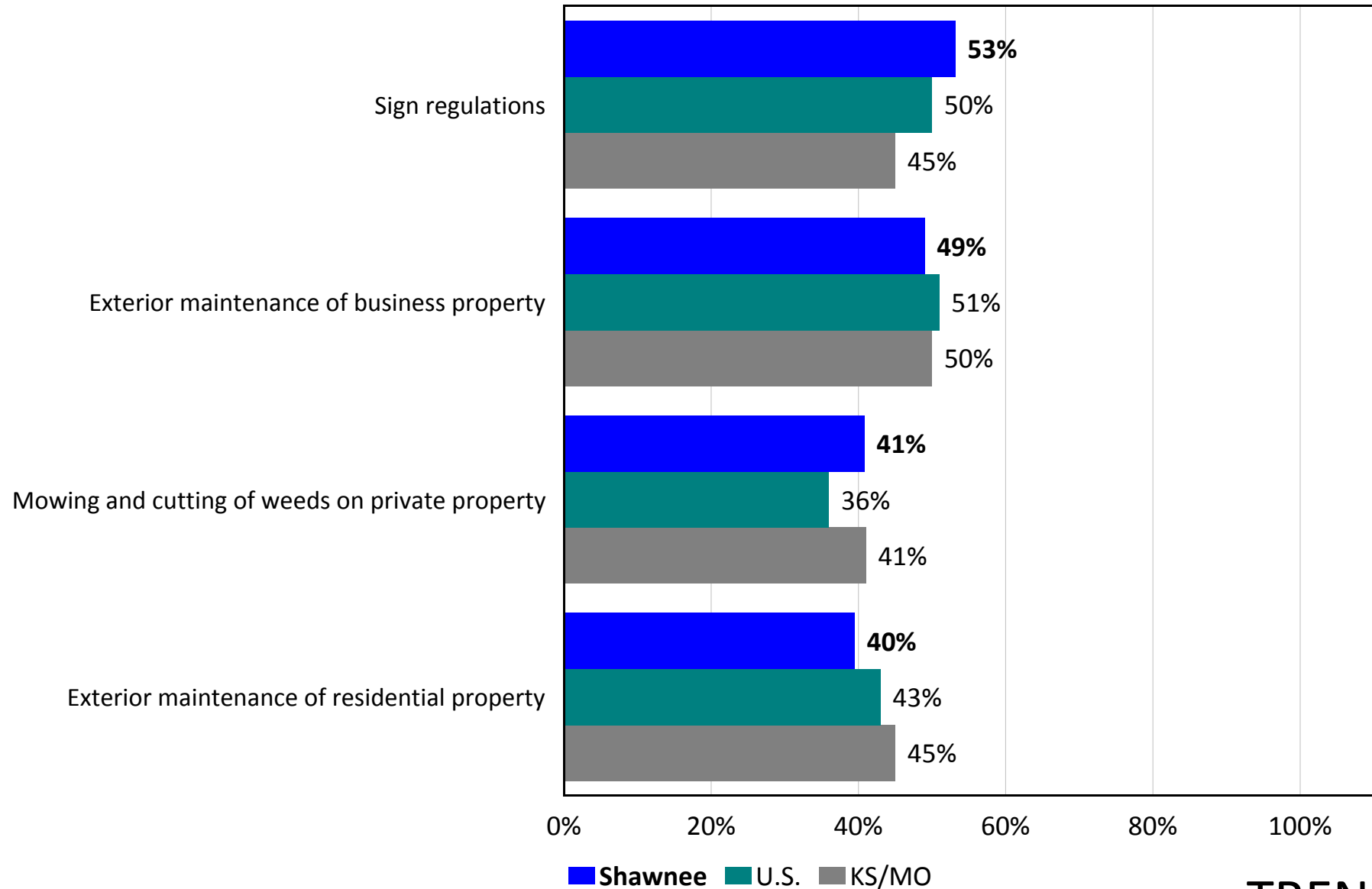
Source: ETC Institute (2019)

TRENDS

## Q8. Satisfaction With Code Enforcement

### Shawnee vs. U.S. Average vs. Kansas/Missouri Regional Average

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



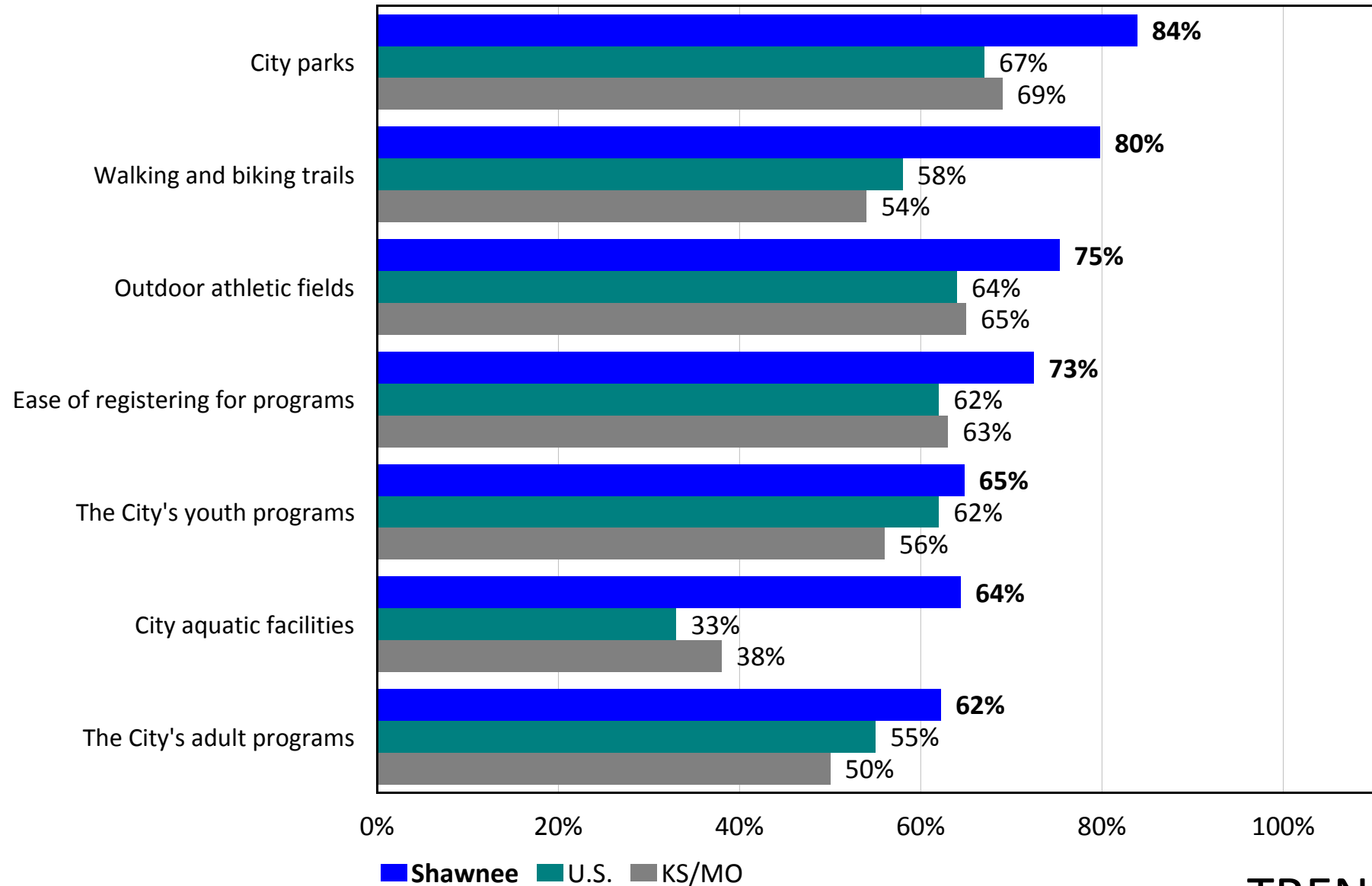
Source: ETC Institute (2019)

TRENDS

## Q10. Satisfaction With Parks and Recreation

### Shawnee vs. U.S. Average vs. Kansas/Missouri Regional Average

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



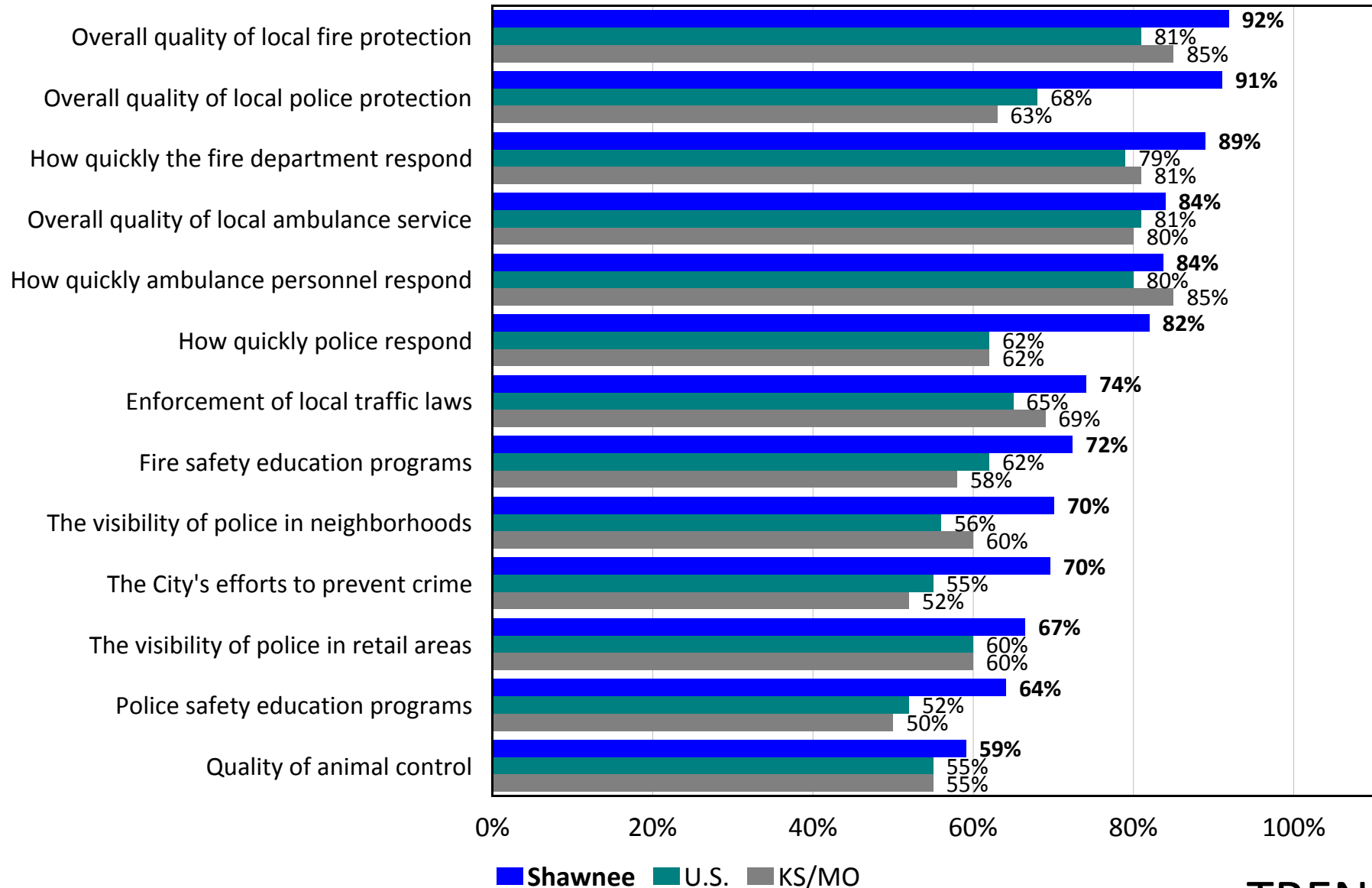
Source: ETC Institute (2019)

TRENDS

## Q13. Satisfaction With Emergency Services

### Shawnee vs. U.S. Average vs. Kansas/Missouri Regional Average

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

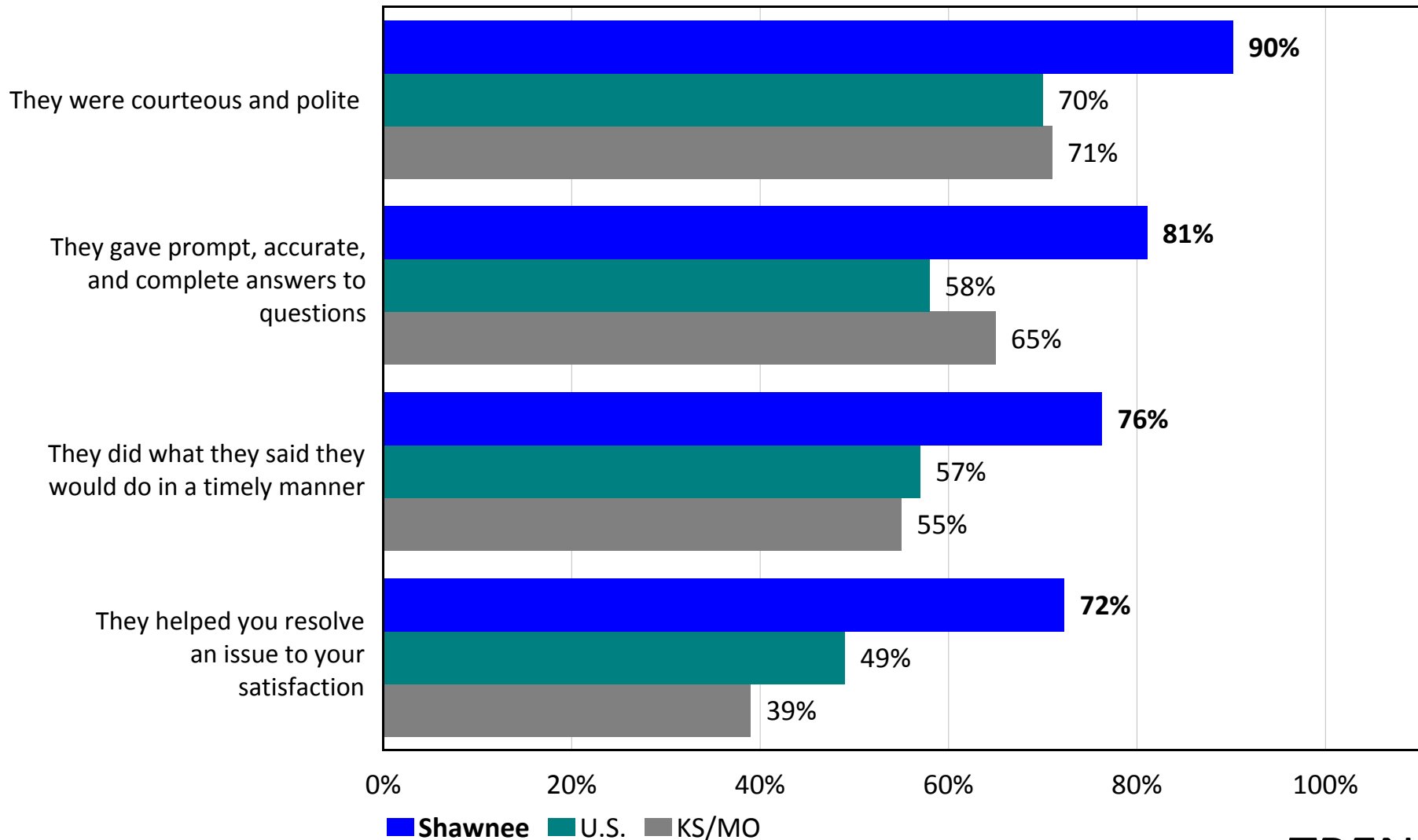


Source: ETC Institute (2019)

TRENDS

## Q21c. How Often Did the Employee You Contacted Display the Following Type of Behavior?

Shawnee vs. U.S. Average vs. Kansas/Missouri Regional Average  
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



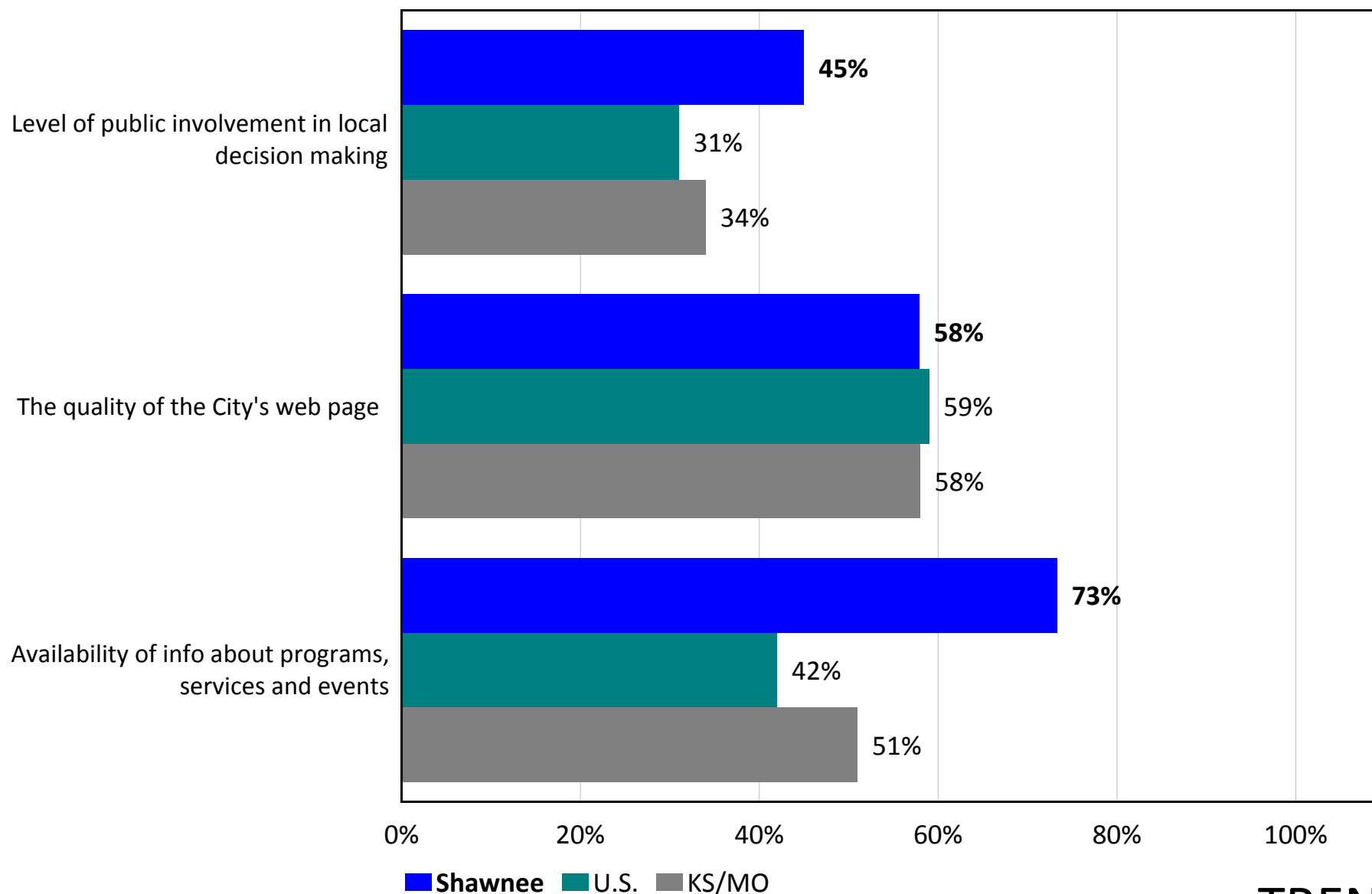
Source: ETC Institute (2019)

TRENDS

## Q22. Satisfaction With City Communication

### Shawnee vs. U.S. Average vs. Kansas/Missouri Regional Average

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



Source: ETC Institute (2019)

TRENDS



## **Section 4**

# ***Importance-Satisfaction Analysis***

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# ***Importance-Satisfaction Analysis***

## **City of Shawnee, Kansas**

### **Overview**

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

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

### **Methodology**

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

**Example of the Calculation:** Respondents were asked to identify the mobility services they think are most important for the City to provide. Sixty-nine percent (69%) of respondents selected *the overall flow of traffic and congestion management on streets in the city*, as one of the most important services for the City to provide.

With regard to satisfaction, 60% of respondents surveyed rated the City's overall performance in *the overall flow of traffic and congestion management on streets in the city*, as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *the overall flow of traffic and congestion management on streets in the city*, was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 69% was multiplied by 40% (1-0.60). This calculation yielded an I-S rating of 0.2740 which ranked first out of six major service categories.

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

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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

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

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

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

## 2019 Importance-Satisfaction Rating

### Shawnee, Kansas

### Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Overall flow of traffic and congestion management on streets in the city	69%	1	60%	6	0.2740	1
<b><u>High Priority (IS .10-.20)</u></b>						
Overall enforcement of city codes and ordinances	40%	4	62%	5	0.1512	2
Overall effectiveness of city communication with the public	37%	5	67%	4	0.1216	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Overall quality of city parks and recreation programs and facilities	43%	3	83%	2	0.0753	4
Overall quality of customer service you receive from city employees	16%	6	74%	3	0.0424	5
Overall quality of police, fire and ambulance services	46%	2	94%	1	0.0275	6

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "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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## 2019 Importance-Satisfaction Rating

### Shawnee, Kansas

### City Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Overall maintenance of City streets	56%	1	58%	13	0.2359	1
<b><u>High Priority (IS .10-.20)</u></b>						
Overall maintenance of sidewalks	27%	2	52%	14	0.1278	2
Maintenance and preservation of downtown Shawnee	24%	3	50%	15	0.1195	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Maintenance of curbs and gutters	19%	6	59%	12	0.0791	4
Adequacy of street lighting	20%	5	68%	11	0.0651	5
Snow removal on neighborhood streets	21%	4	71%	9	0.0617	6
Overall cleanliness of city streets and other public areas	18%	7	80%	4	0.0364	7
Maintenance of stormwater management system	11%	10	70%	10	0.0334	8
Mowing and trimming along streets and public areas	10%	11	74%	8	0.0260	9
City efforts to prevent flooding	10%	12	75%	7	0.0248	10
Maintenance of City parks	13%	8	84%	2	0.0205	11
Maintenance of traffic signals	8%	13	79%	5	0.0177	12
Snow removal on major City streets	12%	9	85%	1	0.0169	13
Maintenance of street signs	6%	14	80%	3	0.0122	14
Maintenance of City buildings	4%	15	78%	6	0.0099	15

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "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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## 2019 Importance-Satisfaction Rating

### Shawnee, Kansas

### Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
City aquatic facilities	21%	3	64%	8	0.0751	1
Walking and biking trails	37%	2	80%	2	0.0749	2
Civic Centre	18%	5	64%	10	0.0648	3
City parks	38%	1	84%	1	0.0618	4
The City's senior programs	16%	6	64%	9	0.0582	5
Special events such as Tour De Shawnee, Summer Concerts, BBQ Contest, Historical Hauntings	21%	4	76%	3	0.0497	6
Fees charged for recreation programs	13%	9	63%	11	0.0470	7
The City's youth programs	13%	8	65%	7	0.0468	8
The City's adult programs	11%	10	62%	12	0.0431	9
Outdoor athletic fields (soccer, baseball and softball)	13%	7	75%	4	0.0331	10
Shawnee Town 1929	9%	11	71%	6	0.0247	11
Ease of registering for programs	5%	12	73%	5	0.0146	12
City skate park	1%	13	50%	13	0.0070	13

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

#### Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

#### Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "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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## 2019 Importance-Satisfaction Rating

### Shawnee, Kansas

### Emergency Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
The visibility of police in neighborhoods	34%	1	70%	10	0.1011	1
The City's efforts to prevent crime	33%	2	70%	11	0.1006	2
<b>Medium Priority (IS &lt;.10)</b>						
The visibility of police in retail areas	23%	4	67%	12	0.0767	3
Quality of animal control	16%	5	59%	14	0.0650	4
Enforcement of local traffic laws	12%	8	74%	8	0.0306	5
How quickly police respond to emergencies	15%	6	82%	6	0.0263	6
Police safety education programs	7%	11	64%	13	0.0262	7
Overall quality of local police protection	26%	3	91%	2	0.0232	8
How quickly ambulance personnel respond to emergencies	10%	9	84%	5	0.0160	9
Fire safety education programs	5%	13	72%	9	0.0141	10
Overall quality of local fire protection	15%	7	92%	1	0.0118	11
The City's efforts to prevent fires	4%	14	74%	7	0.0111	12
Overall quality of local ambulance service	7%	12	84%	4	0.0109	13
How quickly the fire department responds to emergencies	8%	10	89%	3	0.0084	14

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

#### Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

#### Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "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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## Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for the City of Shawnee are provided on the following pages.

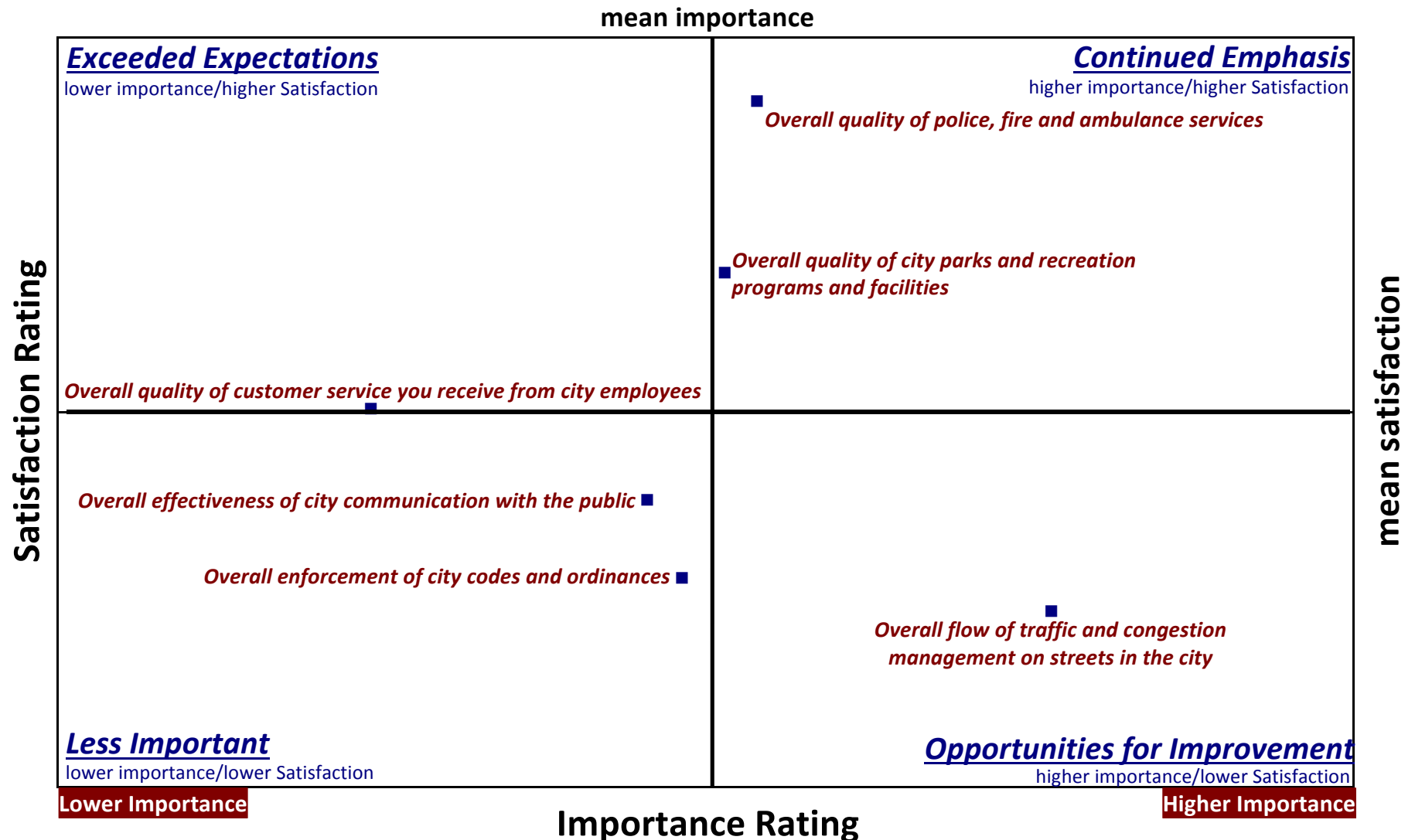


# City of Shawnee Community Survey

## Importance-Satisfaction Assessment Matrix

### -Major Categories of City Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



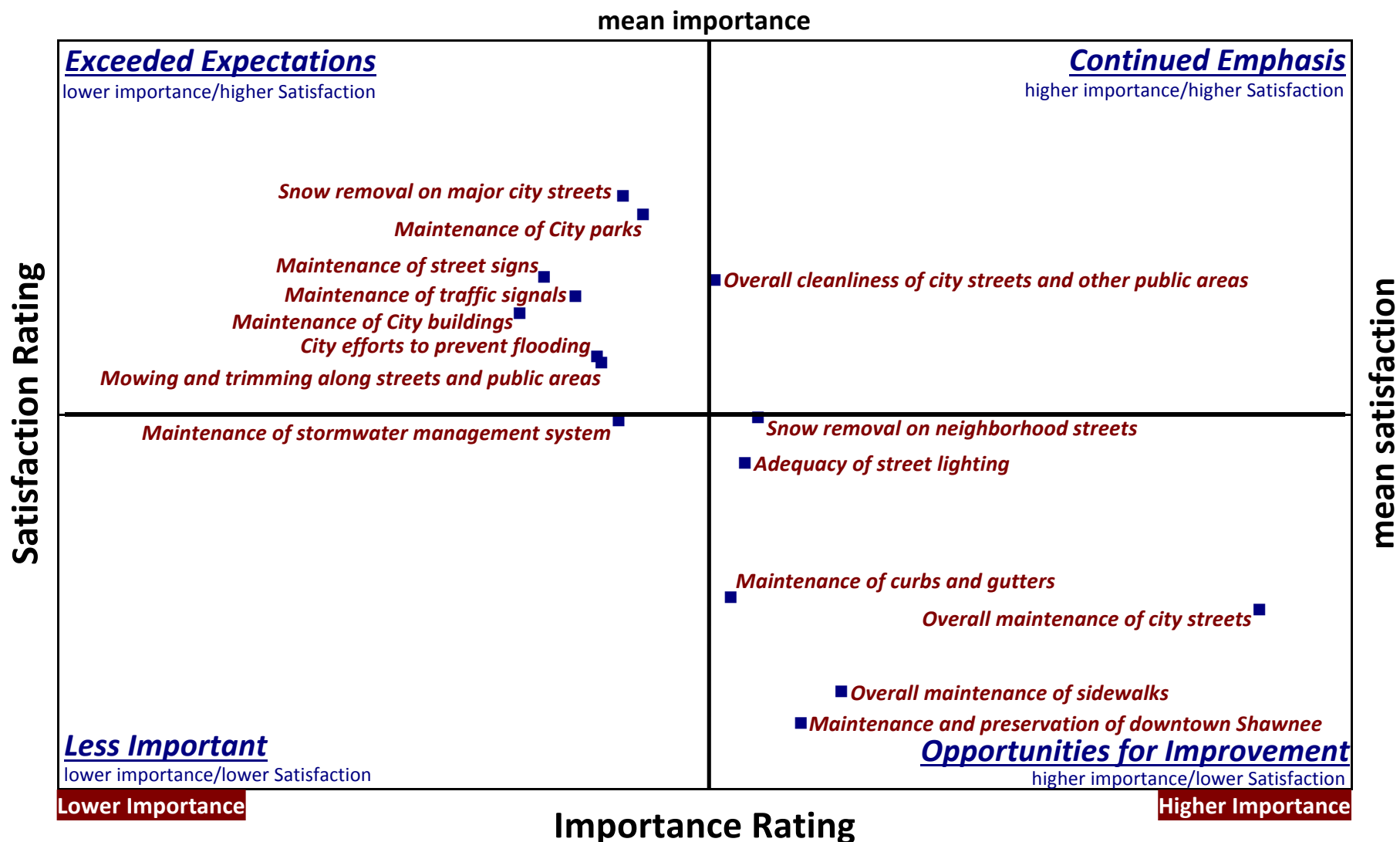
Source: ETC Institute (2019)

# City of Shawnee Community Survey

## Importance-Satisfaction Assessment Matrix

### -City Maintenance Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



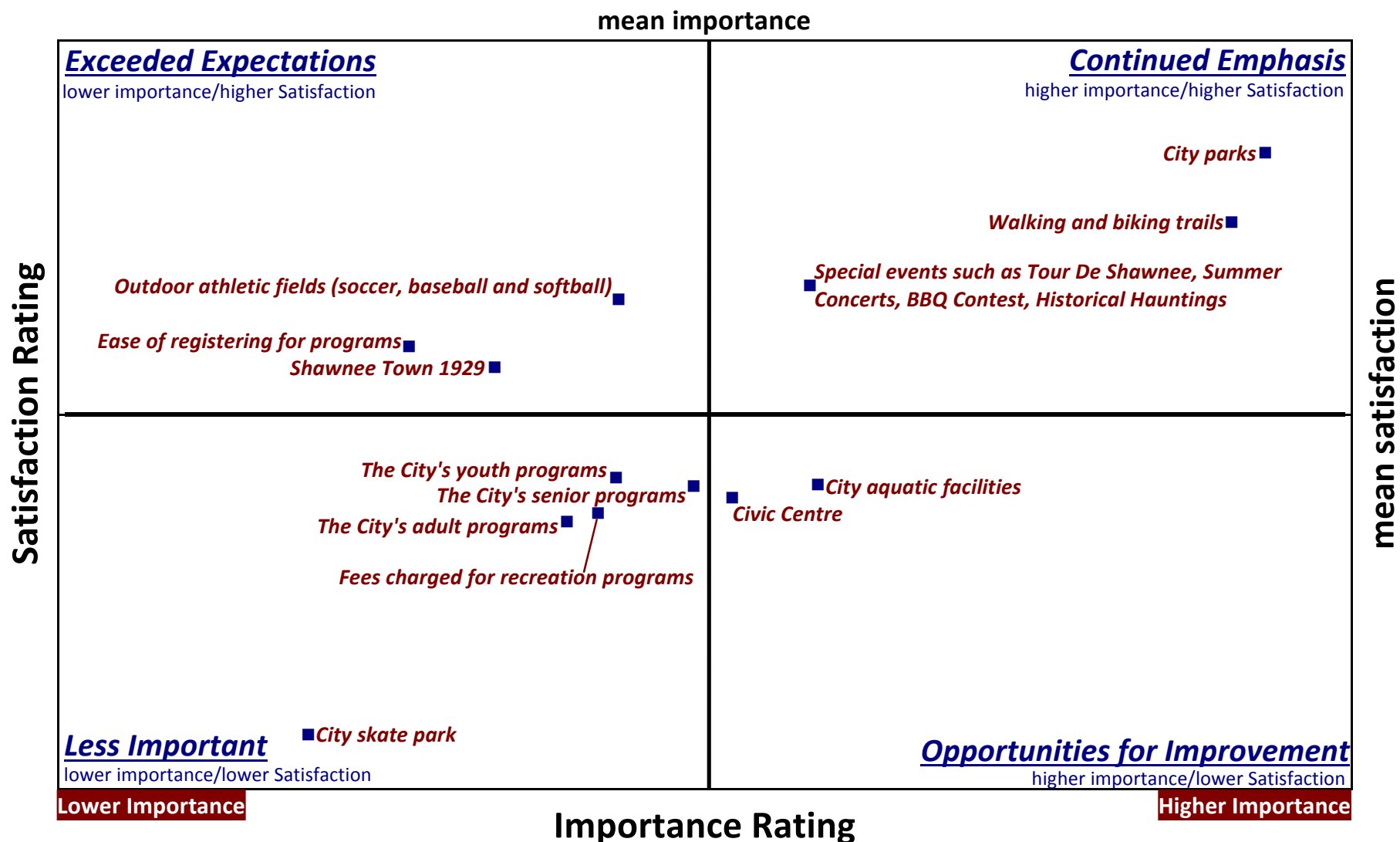
Source: ETC Institute (2019)

# City of Shawnee Community Survey

## Importance-Satisfaction Assessment Matrix

### -Parks and Recreation Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



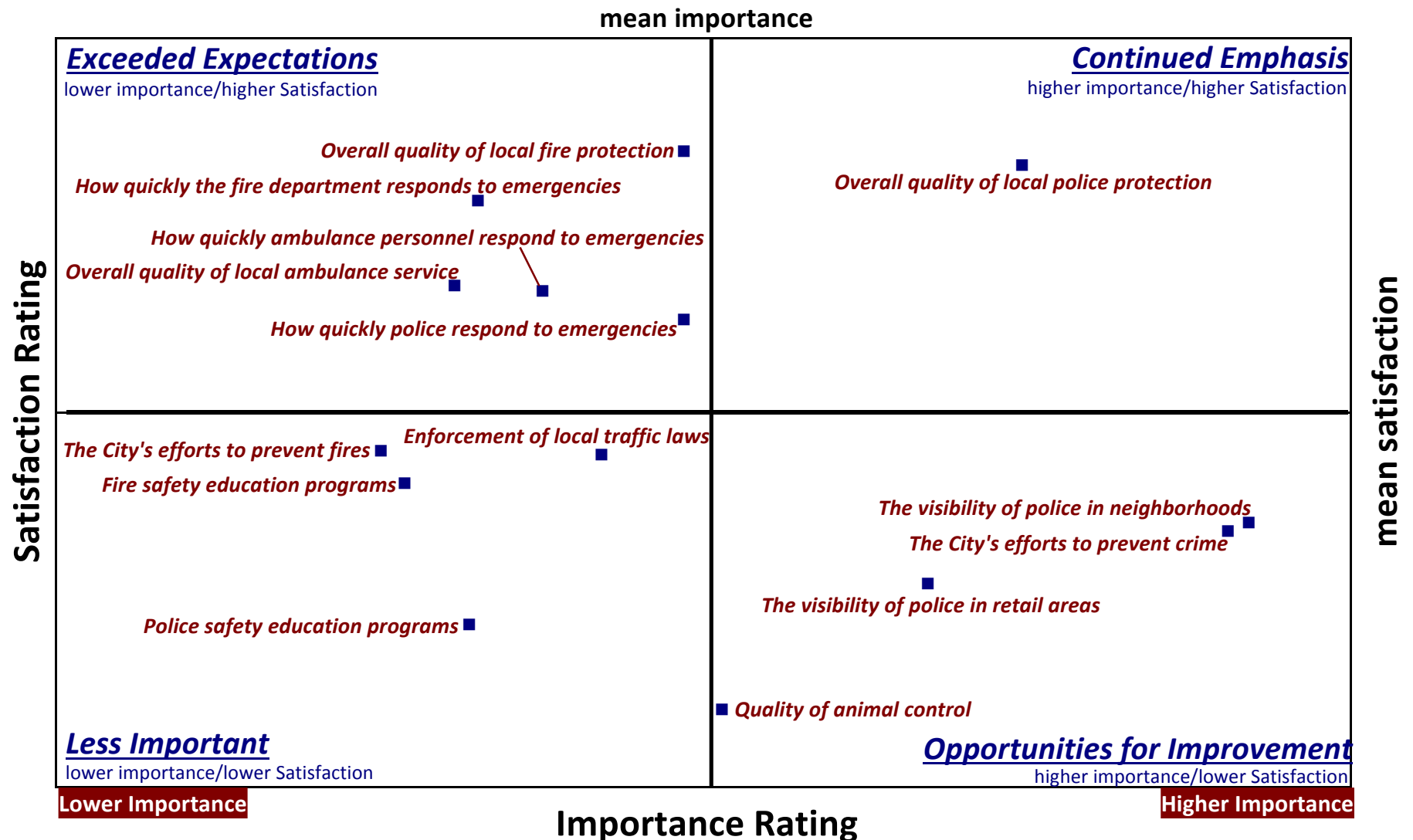
Source: ETC Institute (2019)

# City of Shawnee Community Survey

## Importance-Satisfaction Assessment Matrix

### -Emergency Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2019)

## **Section 5**

### ***Tabular Data***

---

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

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police, fire & ambulance services	53.3%	33.5%	4.8%	0.3%	0.5%	7.8%
Q1-2. Overall quality of City parks & recreation programs & facilities	36.3%	43.3%	12.5%	3.5%	0.8%	3.8%
Q1-3. Overall enforcement of City codes & ordinances	19.3%	35.5%	21.5%	7.5%	4.3%	12.0%
Q1-4. Overall quality of customer service you receive from City employees	27.8%	31.8%	18.3%	1.8%	1.5%	19.0%
Q1-5. Overall effectiveness of City communication with the public	23.8%	40.0%	22.0%	6.0%	2.8%	5.5%
Q1-6. Overall flow of traffic & congestion management on streets in City	15.8%	42.8%	21.3%	9.8%	8.0%	2.5%

**WITHOUT "DON'T KNOW"**

**Q1. Please rate your overall satisfaction with major categories of services provided by the City of Shawnee using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police, fire & ambulance services	57.7%	36.3%	5.1%	0.3%	0.5%
Q1-2. Overall quality of City parks & recreation programs & facilities	37.7%	44.9%	13.0%	3.6%	0.8%
Q1-3. Overall enforcement of City codes & ordinances	21.9%	40.3%	24.4%	8.5%	4.8%
Q1-4. Overall quality of customer service you receive from City employees	34.3%	39.2%	22.5%	2.2%	1.9%
Q1-5. Overall effectiveness of City communication with the public	25.1%	42.3%	23.3%	6.3%	2.9%
Q1-6. Overall flow of traffic & congestion management on streets in City	16.2%	43.8%	21.8%	10.0%	8.2%

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

Q2. Top choice	Number	Percent
Overall quality of police, fire & ambulance services	93	23.3 %
Overall quality of City parks & recreation programs & facilities	47	11.8 %
Overall enforcement of City codes & ordinances	54	13.5 %
Overall quality of customer service you receive from City employees	12	3.0 %
Overall effectiveness of City communication with the public	30	7.5 %
Overall flow of traffic & congestion management on streets in City	130	32.5 %
None chosen	34	8.5 %
Total	400	100.0 %

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

Q2. 2nd choice	Number	Percent
Overall quality of police, fire & ambulance services	52	13.0 %
Overall quality of City parks & recreation programs & facilities	66	16.5 %
Overall enforcement of City codes & ordinances	48	12.0 %
Overall quality of customer service you receive from City employees	12	3.0 %
Overall effectiveness of City communication with the public	71	17.8 %
Overall flow of traffic & congestion management on streets in City	84	21.0 %
None chosen	67	16.8 %
Total	400	100.0 %



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

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire & ambulance services	38	9.5 %
Overall quality of City parks & recreation programs & facilities	60	15.0 %
Overall enforcement of City codes & ordinances	58	14.5 %
Overall quality of customer service you receive from City employees	40	10.0 %
Overall effectiveness of City communication with the public	48	12.0 %
Overall flow of traffic & congestion management on streets in City	60	15.0 %
None chosen	96	24.0 %
Total	400	100.0 %

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

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire & ambulance services	183	45.8 %
Overall quality of City parks & recreation programs & facilities	173	43.3 %
Overall enforcement of City codes & ordinances	160	40.0 %
Overall quality of customer service you receive from City employees	64	16.0 %
Overall effectiveness of City communication with the public	149	37.3 %
Overall flow of traffic & congestion management on streets in City	274	68.5 %
None chosen	34	8.5 %
Total	1037	

**Q3. Several items that may influence your perception of the City of Shawnee are listed below. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall value that you receive for your City tax & fees	8.5%	44.8%	26.8%	10.8%	5.0%	4.3%
Q3-2. Overall image of City	15.5%	44.3%	23.3%	11.8%	3.0%	2.3%
Q3-3. Overall quality of life in City	26.3%	55.5%	12.5%	2.5%	1.0%	2.3%
Q3-4. How well City is managing & planning growth & development	7.0%	34.0%	23.5%	18.5%	10.3%	6.8%

**WITHOUT "DON'T KNOW"**

**Q3. Several items that may influence your perception of the City of Shawnee are listed below. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall value that you receive for your City tax & fees	8.9%	46.7%	27.9%	11.2%	5.2%
Q3-2. Overall image of City	15.9%	45.3%	23.8%	12.0%	3.1%
Q3-3. Overall quality of life in City	26.9%	56.8%	12.8%	2.6%	1.0%
Q3-4. How well City is managing & planning growth & development	7.5%	36.5%	25.2%	19.8%	11.0%

**Q4. Please rate Shawnee using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.**

(N=400)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. As a place to live	41.3%	46.8%	7.0%	2.0%	1.3%	1.8%
Q4-2. As a place to raise children	42.3%	43.0%	6.5%	2.0%	0.5%	5.8%
Q4-3. As a place to work	17.8%	27.8%	20.5%	6.3%	2.3%	25.5%
Q4-4. As a place where you would buy your next home	31.0%	38.3%	16.0%	6.3%	5.5%	3.0%
Q4-5. As a place to call home	38.8%	42.5%	12.8%	2.3%	2.0%	1.8%
Q4-6. As a place that offers high quality education	36.3%	33.3%	15.8%	3.5%	1.3%	10.0%

**WITHOUT "DON'T KNOW"**

**Q4. Please rate Shawnee using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following. (without "don't know")**

(N=400)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. As a place to live	42.0%	47.6%	7.1%	2.0%	1.3%
Q4-2. As a place to raise children	44.8%	45.6%	6.9%	2.1%	0.5%
Q4-3. As a place to work	23.8%	37.2%	27.5%	8.4%	3.0%
Q4-4. As a place where you would buy your next home	32.0%	39.4%	16.5%	6.4%	5.7%
Q4-5. As a place to call home	39.4%	43.3%	13.0%	2.3%	2.0%
Q4-6. As a place that offers high quality education	40.3%	36.9%	17.5%	3.9%	1.4%

**Q5. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of leadership provided by City's elected officials	7.8%	41.0%	30.0%	8.0%	4.3%	9.0%
Q5-2. Overall accessibility & responsiveness of City leaders	8.3%	34.8%	27.8%	7.5%	3.3%	18.5%
Q5-3. Overall effectiveness of City manager & appointed staff	7.0%	37.5%	27.5%	6.5%	4.5%	17.0%

**WITHOUT "DON'T KNOW"**

**Q5. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of leadership provided by City's elected officials	8.5%	45.1%	33.0%	8.8%	4.7%
Q5-2. Overall accessibility & responsiveness of City leaders	10.1%	42.6%	34.0%	9.2%	4.0%
Q5-3. Overall effectiveness of City manager & appointed staff	8.4%	45.2%	33.1%	7.8%	5.4%

**Q6. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by the City.**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall maintenance of City streets	11.0%	45.8%	19.0%	14.8%	7.8%	1.8%
Q6-2. Maintenance of sidewalks	10.0%	41.3%	24.0%	17.8%	5.0%	2.0%
Q6-3. Maintenance of traffic signals	22.3%	55.5%	17.8%	2.0%	1.3%	1.3%
Q6-4. Maintenance of street signs	21.8%	57.3%	15.8%	2.8%	1.3%	1.3%
Q6-5. Maintenance of curbs & gutters	13.8%	43.5%	21.3%	13.8%	5.5%	2.3%
Q6-6. Adequacy of street lighting	17.5%	49.3%	19.0%	11.3%	1.8%	1.3%
Q6-7. Maintenance & preservation of Downtown Shawnee	14.0%	33.5%	27.8%	13.0%	6.3%	5.5%
Q6-8. Maintenance of City buildings (City Hall, Civic Centre, Justice Center, Fire Stations)	20.3%	49.0%	19.0%	0.5%	0.5%	10.8%
Q6-9. Snow removal on major City streets	32.8%	50.3%	11.3%	2.3%	0.8%	2.8%
Q6-10. Snow removal on neighborhood streets	22.8%	46.3%	16.0%	10.0%	2.8%	2.3%
Q6-11. Mowing & trimming along City streets & other public areas	20.5%	52.0%	18.3%	4.5%	2.3%	2.5%
Q6-12. Overall cleanliness of City streets & other public areas	21.0%	56.5%	14.5%	3.8%	1.3%	3.0%

**Q6. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by the City.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-13. City efforts to prevent flooding	16.3%	48.0%	17.5%	2.3%	2.0%	14.0%
Q6-14. Maintenance of City parks	23.3%	56.8%	13.0%	1.3%	0.8%	5.0%
Q6-15. Maintenance of stormwater management system	16.8%	44.5%	19.8%	3.3%	2.8%	13.0%

**WITHOUT "DON'T KNOW"**

**Q6. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by the City. (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall maintenance of City streets	11.2%	46.6%	19.3%	15.0%	7.9%
Q6-2. Maintenance of sidewalks	10.2%	42.1%	24.5%	18.1%	5.1%
Q6-3. Maintenance of traffic signals	22.5%	56.2%	18.0%	2.0%	1.3%
Q6-4. Maintenance of street signs	22.0%	58.0%	15.9%	2.8%	1.3%
Q6-5. Maintenance of curbs & gutters	14.1%	44.5%	21.7%	14.1%	5.6%
Q6-6. Adequacy of street lighting	17.7%	49.9%	19.2%	11.4%	1.8%
Q6-7. Maintenance & preservation of Downtown Shawnee	14.8%	35.4%	29.4%	13.8%	6.6%
Q6-8. Maintenance of City buildings (City Hall, Civic Centre, Justice Center, Fire Stations)	22.7%	54.9%	21.3%	0.6%	0.6%
Q6-9. Snow removal on major City streets	33.7%	51.7%	11.6%	2.3%	0.8%
Q6-10. Snow removal on neighborhood streets	23.3%	47.3%	16.4%	10.2%	2.8%
Q6-11. Mowing & trimming along City streets & other public areas	21.0%	53.3%	18.7%	4.6%	2.3%
Q6-12. Overall cleanliness of City streets & other public areas	21.6%	58.2%	14.9%	3.9%	1.3%
Q6-13. City efforts to prevent flooding	18.9%	55.8%	20.3%	2.6%	2.3%
Q6-14. Maintenance of City parks	24.5%	59.7%	13.7%	1.3%	0.8%
Q6-15. Maintenance of stormwater management system	19.3%	51.1%	22.7%	3.7%	3.2%

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

Q7. Top choice	Number	Percent
Overall maintenance of City streets	157	39.3 %
Maintenance of sidewalks	29	7.3 %
Maintenance of traffic signals	6	1.5 %
Maintenance of street signs	5	1.3 %
Maintenance of curbs & gutters	16	4.0 %
Adequacy of street lighting	22	5.5 %
Maintenance & preservation of Downtown Shawnee	42	10.5 %
Maintenance of City buildings (City Hall, Civic Centre, Justice Center, Fire Stations)	3	0.8 %
Snow removal on major City streets	8	2.0 %
Snow removal on neighborhood streets	26	6.5 %
Mowing & trimming along City streets & other public areas	7	1.8 %
Overall cleanliness of City streets & other public areas	12	3.0 %
City efforts to prevent flooding	5	1.3 %
Maintenance of City parks	10	2.5 %
Maintenance of stormwater management system	19	4.8 %
None chosen	33	8.3 %
Total	400	100.0 %

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

Q7. 2nd choice	Number	Percent
Overall maintenance of City streets	35	8.8 %
Maintenance of sidewalks	50	12.5 %
Maintenance of traffic signals	16	4.0 %
Maintenance of street signs	9	2.3 %
Maintenance of curbs & gutters	35	8.8 %
Adequacy of street lighting	23	5.8 %
Maintenance & preservation of Downtown Shawnee	22	5.5 %
Maintenance of City buildings (City Hall, Civic Centre, Justice Center, Fire Stations)	9	2.3 %
Snow removal on major City streets	21	5.3 %
Snow removal on neighborhood streets	24	6.0 %
Mowing & trimming along City streets & other public areas	21	5.3 %
Overall cleanliness of City streets & other public areas	28	7.0 %
City efforts to prevent flooding	18	4.5 %
Maintenance of City parks	18	4.5 %
Maintenance of stormwater management system	12	3.0 %
None chosen	59	14.8 %
Total	400	100.0 %



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

Q7. 3rd choice	Number	Percent
Overall maintenance of City streets	31	7.8 %
Maintenance of sidewalks	28	7.0 %
Maintenance of traffic signals	11	2.8 %
Maintenance of street signs	10	2.5 %
Maintenance of curbs & gutters	25	6.3 %
Adequacy of street lighting	35	8.8 %
Maintenance & preservation of Downtown Shawnee	32	8.0 %
Maintenance of City buildings (City Hall, Civic Centre, Justice Center, Fire Stations)	5	1.3 %
Snow removal on major City streets	17	4.3 %
Snow removal on neighborhood streets	34	8.5 %
Mowing & trimming along City streets & other public areas	12	3.0 %
Overall cleanliness of City streets & other public areas	32	8.0 %
City efforts to prevent flooding	16	4.0 %
Maintenance of City parks	24	6.0 %
Maintenance of stormwater management system	14	3.5 %
None chosen	74	18.5 %
Total	400	100.0 %

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

Q7. Sum of top 3 choices	Number	Percent
Overall maintenance of City streets	223	55.8 %
Maintenance of sidewalks	107	26.8 %
Maintenance of traffic signals	33	8.3 %
Maintenance of street signs	24	6.0 %
Maintenance of curbs & gutters	76	19.0 %
Adequacy of street lighting	80	20.0 %
Maintenance & preservation of Downtown Shawnee	96	24.0 %
Maintenance of City buildings (City Hall, Civic Centre, Justice Center, Fire Stations)	17	4.3 %
Snow removal on major City streets	46	11.5 %
Snow removal on neighborhood streets	84	21.0 %
Mowing & trimming along City streets & other public areas	40	10.0 %
Overall cleanliness of City streets & other public areas	72	18.0 %
City efforts to prevent flooding	39	9.8 %
Maintenance of City parks	52	13.0 %
Maintenance of stormwater management system	45	11.3 %
None chosen	33	8.3 %
Total	1067	

**Q8. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Enforcing cleanup of debris on private property	7.3%	27.8%	28.5%	16.8%	4.5%	15.3%
Q8-2. Enforcing mowing & cutting of weeds on private property	6.0%	29.5%	26.0%	21.0%	4.5%	13.0%
Q8-3. Enforcing exterior maintenance of residential property	6.8%	27.3%	32.0%	15.8%	4.3%	14.0%
Q8-4. Enforcing exterior maintenance of business property	8.0%	33.0%	32.0%	7.8%	3.0%	16.3%
Q8-5. Enforcing sign regulations	9.3%	32.5%	29.5%	5.0%	2.3%	21.5%

**WITHOUT "DON'T KNOW"**

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

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Enforcing cleanup of debris on private property	8.6%	32.7%	33.6%	19.8%	5.3%
Q8-2. Enforcing mowing & cutting of weeds on private property	6.9%	33.9%	29.9%	24.1%	5.2%
Q8-3. Enforcing exterior maintenance of residential property	7.8%	31.7%	37.2%	18.3%	4.9%
Q8-4. Enforcing exterior maintenance of business property	9.6%	39.4%	38.2%	9.3%	3.6%
Q8-5. Enforcing sign regulations	11.8%	41.4%	37.6%	6.4%	2.9%

**Q9. How would you describe the City's level of enforcement when it comes to codes and ordinances?**

Q9. How would you describe City's level of enforcement when it comes to codes & ordinances	Number	Percent
Too much	19	4.8 %
About right	159	39.8 %
Too little	94	23.5 %
Don't know	128	32.0 %
Total	400	100.0 %

**WITHOUT "DON'T KNOW"****Q9. How would you describe the City's level of enforcement when it comes to codes and ordinances? (without "don't know")**

Q9. How would you describe City's level of enforcement when it comes to codes & ordinances	Number	Percent
Too much	19	7.0 %
About right	159	58.5 %
Too little	94	34.6 %
Total	272	100.0 %

**Q10. For each of the following, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. City parks	30.5%	49.3%	12.0%	2.5%	0.8%	5.0%
Q10-2. Walking & biking trails	27.3%	46.8%	12.8%	4.5%	1.5%	7.3%
Q10-3. City aquatic facilities	16.0%	36.5%	20.8%	5.8%	2.5%	18.5%
Q10-4. Civic Center	15.8%	38.0%	23.8%	5.5%	1.5%	15.5%
Q10-5. Outdoor athletic fields (soccer, baseball & softball)	18.8%	43.0%	17.3%	2.8%	0.3%	18.0%
Q10-6. City's youth programs	13.0%	33.0%	22.3%	2.3%	0.5%	29.0%
Q10-7. City's adult programs	12.0%	33.3%	24.3%	2.8%	0.5%	27.3%
Q10-8. City's senior programs	13.0%	30.3%	20.0%	3.5%	0.5%	32.8%
Q10-9. Special events such as Tour De Shawnee, Summer Concerts, BBQ Contest, Historical Hauntings	21.5%	44.5%	18.8%	1.3%	0.8%	13.3%
Q10-10. Ease of registering for programs	15.5%	39.3%	19.0%	1.5%	0.3%	24.5%
Q10-11. Fees charged for recreation programs	13.3%	35.5%	23.5%	4.5%	1.0%	22.3%
Q10-12. Shawnee Town 1929	19.0%	37.5%	20.0%	2.5%	0.3%	20.8%
Q10-13. City skate park	7.5%	20.5%	27.3%	0.8%	0.3%	43.8%

**WITHOUT "DON'T KNOW"**

**Q10. For each of the following, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. City parks	32.1%	51.8%	12.6%	2.6%	0.8%
Q10-2. Walking & biking trails	29.4%	50.4%	13.7%	4.9%	1.6%
Q10-3. City aquatic facilities	19.6%	44.8%	25.5%	7.1%	3.1%
Q10-4. Civic Center	18.6%	45.0%	28.1%	6.5%	1.8%
Q10-5. Outdoor athletic fields (soccer, baseball & softball)	22.9%	52.4%	21.0%	3.4%	0.3%
Q10-6. City's youth programs	18.3%	46.5%	31.3%	3.2%	0.7%
Q10-7. City's adult programs	16.5%	45.7%	33.3%	3.8%	0.7%
Q10-8. City's senior programs	19.3%	45.0%	29.7%	5.2%	0.7%
Q10-9. Special events such as Tour De Shawnee, Summer Concerts, BBQ Contest, Historical Hauntings	24.8%	51.3%	21.6%	1.4%	0.9%
Q10-10. Ease of registering for programs	20.5%	52.0%	25.2%	2.0%	0.3%
Q10-11. Fees charged for recreation programs	17.0%	45.7%	30.2%	5.8%	1.3%
Q10-12. Shawnee Town 1929	24.0%	47.3%	25.2%	3.2%	0.3%
Q10-13. City skate park	13.3%	36.4%	48.4%	1.3%	0.4%

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

Q11. Top choice	Number	Percent
City parks	71	17.8 %
Walking & biking trails	67	16.8 %
City aquatic facilities	35	8.8 %
Civic Center	24	6.0 %
Outdoor athletic fields (soccer, baseball & softball)	11	2.8 %
City's youth programs	18	4.5 %
City's adult programs	7	1.8 %
City's senior programs	19	4.8 %
Special events such as Tour De Shawnee, Summer Concerts, BBQ Contest, Historical Hauntings	22	5.5 %
Ease of registering for programs	5	1.3 %
Fees charged for recreation programs	20	5.0 %
Shawnee Town 1929	7	1.8 %
City skate park	3	0.8 %
None chosen	91	22.8 %
Total	400	100.0 %

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

Q11. 2nd choice	Number	Percent
City parks	49	12.3 %
Walking & biking trails	53	13.3 %
City aquatic facilities	29	7.3 %
Civic Center	21	5.3 %
Outdoor athletic fields (soccer, baseball & softball)	19	4.8 %
City's youth programs	18	4.5 %
City's adult programs	15	3.8 %
City's senior programs	22	5.5 %
Special events such as Tour De Shawnee, Summer Concerts, BBQ Contest, Historical Hauntings	28	7.0 %
Ease of registering for programs	6	1.5 %
Fees charged for recreation programs	11	2.8 %
Shawnee Town 1929	14	3.5 %
City skate park	1	0.3 %
None chosen	114	28.5 %
Total	400	100.0 %

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

Q11. 3rd choice	Number	Percent
City parks	33	8.3 %
Walking & biking trails	28	7.0 %
City aquatic facilities	20	5.0 %
Civic Center	26	6.5 %
Outdoor athletic fields (soccer, baseball & softball)	23	5.8 %
City's youth programs	17	4.3 %
City's adult programs	23	5.8 %
City's senior programs	24	6.0 %
Special events such as Tour De Shawnee, Summer Concerts, BBQ Contest, Historical Hauntings	33	8.3 %
Ease of registering for programs	10	2.5 %
Fees charged for recreation programs	19	4.8 %
Shawnee Town 1929	13	3.3 %
City skate park	1	0.3 %
None chosen	130	32.5 %
Total	400	100.0 %

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

Q11. Sum of top 3 choices	Number	Percent
City parks	153	38.3 %
Walking & biking trails	148	37.0 %
City aquatic facilities	84	21.0 %
Civic Center	71	17.8 %
Outdoor athletic fields (soccer, baseball & softball)	53	13.3 %
City's youth programs	53	13.3 %
City's adult programs	45	11.3 %
City's senior programs	65	16.3 %
Special events such as Tour De Shawnee, Summer Concerts, BBQ Contest, Historical Hauntings	83	20.8 %
Ease of registering for programs	21	5.3 %
Fees charged for recreation programs	50	12.5 %
Shawnee Town 1929	34	8.5 %
City skate park	5	1.3 %
None chosen	91	22.8 %
Total	956	

**Q12. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in each of the following situations.**

(N=400)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q12-1. In your neighborhood during the day	57.0%	38.5%	2.8%	1.5%	0.0%	0.3%
Q12-2. In your neighborhood at night	35.5%	48.0%	10.3%	5.5%	0.8%	0.0%
Q12-3. In City parks & recreation facilities	22.8%	47.5%	19.0%	2.3%	0.0%	8.5%
Q12-4. Overall feeling of safety in Shawnee	32.3%	55.0%	10.3%	2.0%	0.3%	0.3%

**WITHOUT "DON'T KNOW"**

**Q12. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in each of the following situations. (without "don't know")**

(N=400)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q12-1. In your neighborhood during the day	57.1%	38.6%	2.8%	1.5%	0.0%
Q12-2. In your neighborhood at night	35.5%	48.0%	10.3%	5.5%	0.8%
Q12-3. In City parks & recreation facilities	24.9%	51.9%	20.8%	2.5%	0.0%
Q12-4. Overall feeling of safety in Shawnee	32.3%	55.1%	10.3%	2.0%	0.3%



**Q13. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Shawnee.**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Overall quality of local police protection	38.3%	49.3%	7.0%	1.3%	0.3%	4.0%
Q13-2. Visibility of police in neighborhoods	21.5%	47.3%	20.8%	6.0%	2.5%	2.0%
Q13-3. Visibility of police in retail areas	18.5%	44.3%	24.5%	6.0%	1.0%	5.8%
Q13-4. How quickly police respond to emergencies	22.8%	37.3%	12.5%	0.8%	0.0%	26.8%
Q13-5. City's efforts to prevent crime	19.0%	37.3%	19.8%	3.3%	1.5%	19.3%
Q13-6. Police safety education programs	15.3%	28.0%	22.5%	1.3%	0.5%	32.5%
Q13-7. Enforcement of local traffic laws	16.5%	51.5%	16.8%	5.3%	1.8%	8.3%
Q13-8. Overall quality of local fire protection	35.5%	47.5%	7.0%	0.3%	0.0%	9.8%
Q13-9. How quickly fire department responds to emergencies	33.5%	33.3%	8.0%	0.3%	0.0%	25.0%
Q13-10. Fire safety education programs	17.0%	28.8%	16.0%	1.5%	0.0%	36.8%
Q13-11. City's efforts to prevent fires	16.0%	32.5%	15.5%	1.3%	0.0%	34.8%
Q13-12. How quickly ambulance personnel respond to emergencies	31.5%	27.8%	11.0%	0.5%	0.0%	29.3%
Q13-13. Overall quality of local ambulance service	28.5%	30.8%	10.8%	0.5%	0.0%	29.5%
Q13-14. Quality of animal control	10.5%	33.3%	20.3%	8.3%	1.8%	26.0%

**WITHOUT "DON'T KNOW"**

**Q13. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Shawnee. (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Overall quality of local police protection	39.8%	51.3%	7.3%	1.3%	0.3%
Q13-2. Visibility of police in neighborhoods	21.9%	48.2%	21.2%	6.1%	2.6%
Q13-3. Visibility of police in retail areas	19.6%	46.9%	26.0%	6.4%	1.1%
Q13-4. How quickly police respond to emergencies	31.1%	50.9%	17.1%	1.0%	0.0%
Q13-5. City's efforts to prevent crime	23.5%	46.1%	24.5%	4.0%	1.9%
Q13-6. Police safety education programs	22.6%	41.5%	33.3%	1.9%	0.7%
Q13-7. Enforcement of local traffic laws	18.0%	56.1%	18.3%	5.7%	1.9%
Q13-8. Overall quality of local fire protection	39.3%	52.6%	7.8%	0.3%	0.0%
Q13-9. How quickly fire department responds to emergencies	44.7%	44.3%	10.7%	0.3%	0.0%
Q13-10. Fire safety education programs	26.9%	45.5%	25.3%	2.4%	0.0%
Q13-11. City's efforts to prevent fires	24.5%	49.8%	23.8%	1.9%	0.0%
Q13-12. How quickly ambulance personnel respond to emergencies	44.5%	39.2%	15.5%	0.7%	0.0%
Q13-13. Overall quality of local ambulance service	40.4%	43.6%	15.2%	0.7%	0.0%
Q13-14. Quality of animal control	14.2%	44.9%	27.4%	11.1%	2.4%

**Q14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q14. Top choice	Number	Percent
Overall quality of local police protection	82	20.5 %
Visibility of police in neighborhoods	64	16.0 %
Visibility of police in retail areas	33	8.3 %
How quickly police respond to emergencies	18	4.5 %
City's efforts to prevent crime	49	12.3 %
Police safety education programs	6	1.5 %
Enforcement of local traffic laws	15	3.8 %
Overall quality of local fire protection	6	1.5 %
How quickly fire department responds to emergencies	4	1.0 %
Fire safety education programs	3	0.8 %
City's efforts to prevent fires	2	0.5 %
How quickly ambulance personnel respond to emergencies	4	1.0 %
Overall quality of local ambulance service	3	0.8 %
Quality of animal control	23	5.8 %
None chosen	88	22.0 %
Total	400	100.0 %

**Q14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q14. 2nd choice	Number	Percent
Overall quality of local police protection	9	2.3 %
Visibility of police in neighborhoods	48	12.0 %
Visibility of police in retail areas	37	9.3 %
How quickly police respond to emergencies	25	6.3 %
City's efforts to prevent crime	49	12.3 %
Police safety education programs	12	3.0 %
Enforcement of local traffic laws	14	3.5 %
Overall quality of local fire protection	29	7.3 %
How quickly fire department responds to emergencies	15	3.8 %
Fire safety education programs	8	2.0 %
City's efforts to prevent fires	6	1.5 %
How quickly ambulance personnel respond to emergencies	9	2.3 %
Overall quality of local ambulance service	4	1.0 %
Quality of animal control	11	2.8 %
None chosen	124	31.0 %
Total	400	100.0 %

**Q14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q14. 3rd choice	Number	Percent
Overall quality of local police protection	13	3.3 %
Visibility of police in neighborhoods	23	5.8 %
Visibility of police in retail areas	21	5.3 %
How quickly police respond to emergencies	15	3.8 %
City's efforts to prevent crime	34	8.5 %
Police safety education programs	11	2.8 %
Enforcement of local traffic laws	18	4.5 %
Overall quality of local fire protection	23	5.8 %
How quickly fire department responds to emergencies	11	2.8 %
Fire safety education programs	9	2.3 %
City's efforts to prevent fires	9	2.3 %
How quickly ambulance personnel respond to emergencies	26	6.5 %
Overall quality of local ambulance service	20	5.0 %
Quality of animal control	29	7.3 %
None chosen	138	34.5 %
Total	400	100.0 %

**Q14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q14. Sum of top 3 choices	Number	Percent
Overall quality of local police protection	104	26.0 %
Visibility of police in neighborhoods	135	33.8 %
Visibility of police in retail areas	91	22.8 %
How quickly police respond to emergencies	58	14.5 %
City's efforts to prevent crime	132	33.0 %
Police safety education programs	29	7.3 %
Enforcement of local traffic laws	47	11.8 %
Overall quality of local fire protection	58	14.5 %
How quickly fire department responds to emergencies	30	7.5 %
Fire safety education programs	20	5.0 %
City's efforts to prevent fires	17	4.3 %
How quickly ambulance personnel respond to emergencies	39	9.8 %
Overall quality of local ambulance service	27	6.8 %
Quality of animal control	63	15.8 %
None chosen	88	22.0 %
Total	938	

**Q15. In the last 12 months, have you or anyone in your household been a victim of any crime in Shawnee?**

Q15. Have you been a victim of any crime in Shawneen in last 12 months	Number	Percent
Yes	19	4.8 %
No	374	93.5 %
Not sure	4	1.0 %
Not provided	3	0.8 %
Total	400	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q15. In the last 12 months, have you or anyone in your household been a victim of any crime in Shawnee? (without "not provided")**

Q15. Have you been a victim of any crime in Shawneen in last 12 months	Number	Percent
Yes	19	4.8 %
No	374	94.2 %
Not sure	4	1.0 %
Total	397	100.0 %

**Q15a. Did you report the crimes to the police?**

Q15a. Did you report crimes to police	Number	Percent
Yes	11	57.9 %
No	7	36.8 %
Not provided	1	5.3 %
Total	19	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q15a. Did you report the crimes to the police? (without "not provided")**

Q15a. Did you report crimes to police	Number	Percent
Yes	11	61.1 %
No	7	38.9 %
Total	18	100.0 %

**Q16. In the last 12 months, have you or anyone in your household used fire or emergency medical services in Shawnee?**

Q16. Have you used fire or emergency medical services in Shawnee in last 12 months	Number	Percent
Yes	37	9.3 %
No	358	89.5 %
Not sure	4	1.0 %
Not provided	1	0.3 %
Total	400	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q16. In the last 12 months, have you or anyone in your household used fire or emergency medical services in Shawnee? (without "not provided")**

Q16. Have you used fire or emergency medical services in Shawnee in last 12 months	Number	Percent
Yes	37	9.3 %
No	358	89.7 %
Not sure	4	1.0 %
Total	399	100.0 %

**Q17. Please rank the following community values from 1 to 6, where 1 is the "Most Relevant" to you and your family and 6 is the "Least Relevant" to you and your family.**

(N=400)

	Most relevant	2	3	4	5	Least relevant
Q17-1. An attractive, healthy & well-maintained community	21.7%	25.6%	11.7%	8.1%	9.2%	23.7%
Q17-2. Economic growth and vitality	19.3%	22.4%	18.4%	15.6%	12.5%	11.9%
Q17-3. Effective mobility & reliable infrastructure	10.6%	15.3%	24.2%	20.6%	15.9%	13.4%
Q17-4. Environmentally sustainable & well-planned community	6.5%	13.4%	15.9%	20.7%	25.0%	18.5%
Q17-5. Quality cultural & recreational opportunities	4.9%	8.9%	17.0%	20.4%	21.0%	27.9%
Q17-6. Safe community	40.4%	16.3%	12.3%	13.2%	15.5%	2.3%

**Q18. Which of the following are your primary sources of information about City issues, services, and events?**

Q18. What are your primary sources of information about City issues, services, & events	Number	Percent
The city newsletter, CityLine	225	56.3 %
City website (cityofshawnee.org)	155	38.8 %
City's recreation catalog	178	44.5 %
City's recreation catalog online (recreateshawnee.org)	30	7.5 %
Email updates from City	113	28.3 %
Facebook	118	29.5 %
Twitter	29	7.3 %
Instagram	15	3.8 %
Nextdoor	159	39.8 %
Other social media	23	5.8 %
Television news	146	36.5 %
Newspaper and/or other print media	77	19.3 %
Online newspapers and/or blogs	34	8.5 %
Other	11	2.8 %
None of the above	11	2.8 %
Total	1324	

**WITHOUT "NONE OF THE ABOVE"**

**Q18. Which of the following are your primary sources of information about City issues, services, and events? (without "none of the above")**

Q18. What are your primary sources of information about City issues, services, & events	Number	Percent
The city newsletter, CityLine	225	57.8 %
City website (cityofshawnee.org)	155	39.8 %
City's recreation catalog	178	45.8 %
City's recreation catalog online (recreateshawnee.org)	30	7.7 %
Email updates from City	113	29.0 %
Facebook	118	30.3 %
Twitter	29	7.5 %
Instagram	15	3.9 %
Nextdoor	159	40.9 %
Other social media	23	5.9 %
Television news	146	37.5 %
Newspaper and/or other print media	77	19.8 %
Online newspapers and/or blogs	34	8.7 %
Other	11	2.8 %
Total	1313	



**Q18-14. Other**

<u>Q18-14. Other</u>	<u>Number</u>	<u>Percent</u>
FRIENDS	1	9.1 %
SHAWNEE CONCERT, RING	1	9.1 %
RANDY BRALEY	1	9.1 %
BANNERS ACROSS JOHNSON DR	1	9.1 %
CHAMBER OF COMMERCE	1	9.1 %
RING	1	9.1 %
NEIGHBORS TELLING US ABOUT EVENTS	1	9.1 %
Word of mouth	1	9.1 %
Personal experience from living in Shawnee since 1972	1	9.1 %
RADIO NEWS NPR	1	9.1 %
MAGAZINE FROM THE CITY	1	9.1 %
Total	11	100.0 %

**Q19. Which of the following do you regularly use?**

Q19. What do you regularly use	Number	Percent
Facebook	250	62.5 %
Twitter	55	13.8 %
Nextdoor	156	39.0 %
YouTube	87	21.8 %
Instagram	77	19.3 %
Other social media sites	8	2.0 %
Shawnee Connect (Smartphone app)	28	7.0 %
City email notifications	75	18.8 %
Notify JoCo	78	19.5 %
Text messages	170	42.5 %
Other	8	2.0 %
None of the above	43	10.8 %
Total	1035	

**WITHOUT "NONE OF THE ABOVE"****Q19. Which of the following do you regularly use? (without "none of the above")**

Q19. What do you regularly use	Number	Percent
Facebook	250	70.0 %
Twitter	55	15.4 %
Nextdoor	156	43.7 %
YouTube	87	24.4 %
Instagram	77	21.6 %
Other social media sites	8	2.2 %
Shawnee Connect (Smartphone app)	28	7.8 %
City email notifications	75	21.0 %
Notify JoCo	78	21.8 %
Text messages	170	47.6 %
Other	8	2.2 %
Total	992	

**Q19-7. Other social media sites**

Q19-7. Other social media sites	Number	Percent
Reddit.com	1	16.7 %
RING	1	16.7 %
Snapchat	1	16.7 %
MESSENGER	1	16.7 %
GOOGLE	1	16.7 %
YouTube	1	16.7 %
Total	6	100.0 %

**Q19-12. Other**

Q19-12. Other	Number	Percent
NEWSLETTER	2	25.0 %
RING	2	25.0 %
EMAILS	1	12.5 %
CITY WEBSITE	1	12.5 %
KC STAR	1	12.5 %
Lunch group	1	12.5 %
Total	8	100.0 %

**Q20. Have you visited the City's website (www.cityofshawnee.org) during the past year?**

Q20. Have you visited City's website (www.cityofshawnee.org) during past year	Number	Percent
Yes	260	65.0 %
No	135	33.8 %
Not provided	5	1.3 %
Total	400	100.0 %

**WITHOUT "NOT PROVIDED"****Q20. Have you visited the City's website (www.cityofshawnee.org) during the past year? (without "not provided")**

Q20. Have you visited City's website (www.cityofshawnee.org) during past year	Number	Percent
Yes	260	65.8 %
No	135	34.2 %
Total	395	100.0 %

**Q20a. For what purpose did you visit the City's website (www.cityofshawnee.org) during the past year?**

<u>Q20a. For what purpose</u>	<u>Number</u>	<u>Percent</u>
Sign up for Parks & Rec program	89	34.2 %
Get meeting agenda or minutes	44	16.9 %
Submit a citizen service request	46	17.7 %
Listen to a meeting	9	3.5 %
Get news updates about City	133	51.2 %
Other	36	13.8 %
Total	357	

**Q20a-6. Other**

<u>Q20a-6. Other.</u>	<u>Number</u>	<u>Percent</u>
Look at trash service options and large item pickup schedule	1	2.8 %
Burn permit	1	2.8 %
HOURS OF BUSINESS	1	2.8 %
SHAWNEE DAYS SCHEDULE	1	2.8 %
GET INFORMATION ABOUT CITY SERVICES AND PROGRAMS	1	2.8 %
ROAD REPAIR INQUIRY	1	2.8 %
LACK OF CALENDAR	1	2.8 %
GENERAL INFORMATION	1	2.8 %
STORM DEBRIS, OF OLD PAINT, FLUIDS, PROPERTY LINE INFO	1	2.8 %
ATTEMPTED TO FIND POLICY	1	2.8 %
JOBS	1	2.8 %
PICKLEBALL HOURS	1	2.8 %
APPLY FOR A JOB	1	2.8 %
Find staff member names and contact information	1	2.8 %
BUILDING PERMITS	1	2.8 %
RESIDENTIAL RECORDS	1	2.8 %
CODES	1	2.8 %
VIEW CONSTRUCTION	1	2.8 %
NIEMAN NOW UPDATES	1	2.8 %
GET UPDATES AND TIMES OF EVENTS	1	2.8 %
FIND OUT TIMES FOR THE POOL	1	2.8 %
GET INFO TO RENT CIVIC CTR	1	2.8 %
FIND INFO ABOUT HGA TIDYTOWN	1	2.8 %
VIEW COUNCIL MEMBERS	1	2.8 %
Facility rental	1	2.8 %
Looking for part time job	1	2.8 %
Info on sidewalk repair request, parks and rec programs, pool hours	1	2.8 %
Job search	1	2.8 %
INFORMATION ABOUT TREE DISPOSAL	1	2.8 %
Policies regarding our neighbors burning in their yards	1	2.8 %
Contact information/telephone numbers	1	2.8 %
RESEARCH INFO	1	2.8 %
Info on activities in old Shawnee town	1	2.8 %
Looking for contact information	1	2.8 %
Check out city codes	1	2.8 %
Information about fireworks at Stump Park	1	2.8 %
Total	36	100.0 %

**Q20b. How easy was it to find the information you were looking for on the City's website?**

Q20b. How easy was it to find information on

<u>City's website</u>	<u>Number</u>	<u>Percent</u>
Very easy	63	24.2 %
Somewhat easy	159	61.2 %
Somewhat difficult	30	11.5 %
Very difficult	4	1.5 %
<u>Don't know</u>	4	1.5 %
Total	260	100.0 %

**WITHOUT "DON'T KNOW"****Q20b. How easy was it to find the information you were looking for on the City's website? (without "don't know")**

Q20b. How easy was it to find information on

<u>City's website</u>	<u>Number</u>	<u>Percent</u>
Very easy	63	24.6 %
Somewhat easy	159	62.1 %
Somewhat difficult	30	11.7 %
Very difficult	4	1.6 %
Total	256	100.0 %

**Q21. Have you interacted with (called, visited online or in person) the City for a question, problem, or complaint during the past year?**

Q21. Have you interacted with City during past

year	Number	Percent
Yes	152	38.0 %
No	248	62.0 %
Total	400	100.0 %

**Q21a. How easy was it to contact the person you needed to reach?**

Q21a. How easy was it to contact the person you

needed to reach	Number	Percent
Very easy	70	46.1 %
Somewhat easy	58	38.2 %
Somewhat difficult	16	10.5 %
Very difficult	6	3.9 %
Don't know	2	1.3 %
Total	152	100.0 %

**WITHOUT "DON'T KNOW"**

**Q21a. How easy was it to contact the person you needed to reach? (without "don't know")**

Q21a. How easy was it to contact the person you

needed to reach	Number	Percent
Very easy	70	46.7 %
Somewhat easy	58	38.7 %
Somewhat difficult	16	10.7 %
Very difficult	6	4.0 %
Total	150	100.0 %

**Q21b. What department did you contact?**

<u>Q21b. What department did you contact</u>	<u>Number</u>	<u>Percent</u>
Police	19	12.5 %
Parks & Recreation	22	14.5 %
Fire	4	2.6 %
City Manager's Office	16	10.5 %
Public Works/Stormwater	31	20.4 %
Community Development/Building Codes/Code Enforcement	37	24.3 %
Other	14	9.2 %
<u>Not provided</u>	<u>9</u>	<u>5.9 %</u>
Total	152	100.0 %

**WITHOUT "NOT PROVIDED"****Q21b. What department did you contact? (without "not provided")**

<u>Q21b. What department did you contact</u>	<u>Number</u>	<u>Percent</u>
Police	19	13.3 %
Parks & Recreation	22	15.4 %
Fire	4	2.8 %
City Manager's Office	16	11.2 %
Public Works/Stormwater	31	21.7 %
Community Development/Building Codes/Code Enforcement	37	25.9 %
<u>Other</u>	<u>14</u>	<u>9.8 %</u>
Total	143	100.0 %

**Q21b-7. Other**

<u>Q21b-7. Other</u>	<u>Number</u>	<u>Percent</u>
CITY COUNCIL	6	42.9 %
Mayor	2	14.3 %
ANIMAL CENTER	1	7.1 %
Pool info classes	1	7.1 %
CODES ANIMAL CONTROL	1	7.1 %
STREET LIGHT REQUEST	1	7.1 %
City Clerk	1	7.1 %
<u>Animal Control</u>	<u>1</u>	<u>7.1 %</u>
Total	14	100.0 %



**Q21c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."**

(N=152)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q21c-1. They were courteous & polite	57.2%	27.6%	7.9%	0.7%	0.7%	5.9%
Q21c-2. They gave prompt, accurate, & complete answers to questions	50.0%	26.3%	11.8%	2.6%	3.3%	5.9%
Q21c-3. They did what they said they would do in a timely manner	47.4%	22.4%	13.8%	2.0%	5.9%	8.6%
Q21c-4. They helped you resolve an issue to your satisfaction	46.1%	21.1%	13.2%	4.6%	7.9%	7.2%

**WITHOUT "DON'T KNOW"**

**Q21c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")**

(N=152)

	Always	Usually	Sometimes	Seldom	Never
Q21c-1. They were courteous & polite	60.8%	29.4%	8.4%	0.7%	0.7%
Q21c-2. They gave prompt, accurate, & complete answers to questions	53.1%	28.0%	12.6%	2.8%	3.5%
Q21c-3. They did what they said they would do in a timely manner	51.8%	24.5%	15.1%	2.2%	6.5%
Q21c-4. They helped you resolve an issue to your satisfaction	49.6%	22.7%	14.2%	5.0%	8.5%

**Q22. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Shawnee.**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Availability of information about City programs, services & events	21.0%	47.0%	20.3%	3.8%	0.8%	7.3%
Q22-2. City efforts to keep you informed about local issues	17.5%	40.0%	23.3%	10.5%	1.0%	7.8%
Q22-3. Level of public involvement in local decision making	10.0%	27.8%	29.3%	11.3%	5.5%	16.3%
Q22-4. Quality of City's web page	8.5%	34.0%	27.8%	2.0%	1.3%	26.5%
Q22-5. Quality of City's newsletter	15.0%	41.3%	21.8%	1.8%	0.5%	19.8%
Q22-6. City's efforts to keep you informed on its Facebook page	7.3%	21.3%	21.3%	1.5%	0.3%	48.5%
Q22-7. City's efforts to keep you informed on its Twitter account	4.5%	8.8%	16.8%	0.5%	0.3%	69.3%
Q22-8. City's efforts to keep you informed on Nextdoor	12.8%	24.5%	15.8%	1.5%	0.5%	45.0%
Q22-9. City's efforts to keep you informed on Instagram	3.5%	6.3%	16.5%	0.5%	0.3%	73.0%

**WITHOUT "DON'T KNOW"**

**Q22. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Shawnee. (without "don't know")**

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Availability of information about City programs, services & events	22.6%	50.7%	21.8%	4.0%	0.8%
Q22-2. City efforts to keep you informed about local issues	19.0%	43.4%	25.2%	11.4%	1.1%
Q22-3. Level of public involvement in local decision making	11.9%	33.1%	34.9%	13.4%	6.6%
Q22-4. Quality of City's web page	11.6%	46.3%	37.8%	2.7%	1.7%
Q22-5. Quality of City's newsletter	18.7%	51.4%	27.1%	2.2%	0.6%
Q22-6. City's efforts to keep you informed on its Facebook page	14.1%	41.3%	41.3%	2.9%	0.5%
Q22-7. City's efforts to keep you informed on its Twitter account	14.6%	28.5%	54.5%	1.6%	0.8%
Q22-8. City's efforts to keep you informed on Nextdoor	23.2%	44.5%	28.6%	2.7%	0.9%
Q22-9. City's efforts to keep you informed on Instagram	13.0%	23.1%	61.1%	1.9%	0.9%

**Q23. Using a five-point scale, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas.**

(N=400)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Don't know
Q23-1. Office development	8.5%	17.5%	36.8%	4.0%	0.5%	32.8%
Q23-2. Industrial development	6.8%	19.0%	38.0%	3.8%	0.3%	32.3%
Q23-3. Multi-family residential development	1.0%	8.8%	30.8%	20.8%	19.3%	19.5%
Q23-4. Single-family residential development	2.0%	12.0%	58.3%	7.0%	2.5%	18.3%
Q23-5. Retail development	16.0%	32.8%	29.0%	4.5%	2.3%	15.5%

**WITHOUT "DON'T KNOW"**

**Q23. Using a five-point scale, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas. (without "don't know")**

(N=400)

	Much too slow	Too slow	Just right	Too fast	Much too fast
Q23-1. Office development	12.6%	26.0%	54.6%	5.9%	0.7%
Q23-2. Industrial development	10.0%	28.0%	56.1%	5.5%	0.4%
Q23-3. Multi-family residential development	1.2%	10.9%	38.2%	25.8%	23.9%
Q23-4. Single-family residential development	2.4%	14.7%	71.3%	8.6%	3.1%
Q23-5. Retail development	18.9%	38.8%	34.3%	5.3%	2.7%

**Q24. For each of the following, please rate the City's current availability of housing in each of the following areas on a three-point scale, where 3 means "Too Much" and 1 means "Not Enough."**

(N=400)

	Too much	Just right	Not enough	Don't know
Q24-1. Multi-family residential	33.3%	35.3%	7.5%	24.0%
Q24-2. Single-family residential	2.5%	65.8%	14.8%	17.0%
Q24-3. Senior living	2.0%	34.8%	28.5%	34.8%
Q24-4. Affordable housing	7.0%	41.0%	22.5%	29.5%

**WITHOUT "DON'T KNOW"**

**Q24. For each of the following, please rate the City's current availability of housing in each of the following areas on a three-point scale, where 3 means "Too Much" and 1 means "Not Enough." (without "don't know")**

(N=400)

	Too much	Just right	Not enough
Q24-1. Multi-family residential	43.8%	46.4%	9.9%
Q24-2. Single-family residential	3.0%	79.2%	17.8%
Q24-3. Senior living	3.1%	53.3%	43.7%
Q24-4. Affordable housing	9.9%	58.2%	31.9%

**Q25. CityRide is a partnership between the City and 10/10 Taxi. This program provides discount taxi service to senior citizens and the disabled. How aware are you of the CityRide program?**

Q25. How aware are you of CityRide program	Number	Percent
Very aware	27	6.8 %
Somewhat aware	113	28.3 %
Not aware	216	54.0 %
Not sure	44	11.0 %
Total	400	100.0 %

**WITHOUT "NOT SURE"**

**Q25. CityRide is a partnership between the City and 10/10 Taxi. This program provides discount taxi service to senior citizens and the disabled. How aware are you of the CityRide program? (without "not sure")**

Q25. How aware are you of CityRide program	Number	Percent
Very aware	27	7.6 %
Somewhat aware	113	31.7 %
Not aware	216	60.7 %
Total	356	100.0 %

**Q26. SeeClickFix is the program the City of Shawnee uses for citizens to submit service requests for things like potholes, malfunctioning traffic signals, odor concerns and code enforcement issues through a mobile device or online. Have you used this program to submit an issue through the website or Shawnee Connect, the City's app?**

Q26. Have you used SeeClickFix to submit an issue through website or Shawnee Connect, City's app

	Number	Percent
Yes	45	11.3 %
Know about it but have not used it	51	12.8 %
Did not know about it	285	71.3 %
Tried but could not figure it out	4	1.0 %
Not provided	15	3.8 %
Total	400	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q26. SeeClickFix is the program the City of Shawnee uses for citizens to submit service requests for things like potholes, malfunctioning traffic signals, odor concerns and code enforcement issues through a mobile device or online. Have you used this program to submit an issue through the website or Shawnee Connect, the City's app? (without "not provided")**

Q26. Have you used SeeClickFix to submit an issue through website or Shawnee Connect, City's app

	Number	Percent
Yes	45	11.7 %
Know about it but have not used it	51	13.2 %
Did not know about it	285	74.0 %
Tried but could not figure it out	4	1.0 %
Total	385	100.0 %

**Q27. How often do you or members of your household eat in Shawnee?**

(N=400)

	Always	Sometimes	Seldom	Never	Not provided
Q27-1. Fast food (McDonalds, KFC, Wendy's)	9.0%	53.3%	27.0%	8.5%	2.3%
Q27-2. Fast casual (Panera Bread, Chick-fil-A)	8.0%	53.0%	28.8%	6.3%	4.0%
Q27-3. Casual dining (Applebee's, Buffalo Wild Wings)	4.0%	48.8%	31.5%	11.5%	4.3%
Q27-4. Fine dining (Paulo & Bill's, Hereford House)	6.3%	38.5%	38.0%	13.5%	3.8%

**WITHOUT "NOT PROVIDED"****Q27. How often do you or members of your household eat in Shawnee? (without "not provided")**

(N=400)

	Always	Sometimes	Seldom	Never
Q27-1. Fast food (McDonalds, KFC, Wendy's)	9.2%	54.5%	27.6%	8.7%
Q27-2. Fast casual (Panera Bread, Chick-fil-A)	8.3%	55.2%	29.9%	6.5%
Q27-3. Casual dining (Applebee's, Buffalo Wild Wings)	4.2%	50.9%	32.9%	12.0%
Q27-4. Fine dining (Paulo & Bill's, Hereford House)	6.5%	40.0%	39.5%	14.0%



**Q27. If your response is "Seldom" or "Never," please indicate why you go elsewhere for these goods and services.**

(N=312)

	Better selection elsewhere	Cheaper elsewhere	Other reasons
Q27-1. Fast food (McDonalds, KFC, Wendy's)	25.5%	0.9%	73.6%
Q27-2. Fast casual (Panera Bread, Chick-fil-A)	41.5%	3.8%	54.7%
Q27-3. Casual dining (Applebee's, Buffalo Wild Wings)	56.3%	0.7%	43.0%
Q27-4. Fine dining (Paulo & Bill's, Hereford House)	53.4%	13.7%	32.9%

**Q28. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," how much do you agree that the City of Shawnee should pursue the following types of businesses?**

(N=400)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q28-1. Furniture & home furnishings stores	10.3%	25.0%	37.5%	14.5%	4.0%	8.8%
Q28-2. Health & personal care stores	7.3%	26.0%	44.0%	11.8%	1.8%	9.3%
Q28-3. Computer & software stores	4.5%	28.3%	43.3%	12.8%	2.3%	9.0%
Q28-4. Sporting goods stores	11.0%	33.0%	35.0%	11.5%	1.3%	8.3%
Q28-5. Clothing, shoe & accessories stores	17.0%	40.8%	27.5%	6.5%	0.5%	7.8%
Q28-6. Specialty groceries & food services	17.3%	35.8%	29.8%	8.5%	1.5%	7.3%
Q28-7. Sports entertainment (Go-Karts, bowling, indoor play areas)	14.3%	30.0%	33.5%	11.0%	4.0%	7.3%
Q28-8. Appliances & electronic stores	6.3%	24.3%	42.8%	14.5%	4.3%	8.0%
Q28-9. Bars/pubs	15.5%	26.0%	33.5%	12.0%	5.8%	7.3%
Q28-10. Restaurants	39.5%	36.3%	14.3%	4.3%	0.8%	5.0%
Q28-11. Martial arts, dance, & yoga studios	6.5%	23.3%	42.5%	14.8%	4.3%	8.8%
Q28-12. Gyms or fitness centers	11.0%	25.8%	35.8%	15.0%	3.8%	8.8%
Q28-13. Other	69.2%	19.2%	7.7%	0.0%	3.8%	0.0%

**WITHOUT "DON'T KNOW"**

**Q28. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," how much do you agree that the City of Shawnee should pursue the following types of businesses? (without "don't know")**

(N=400)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q28-1. Furniture & home furnishings stores	11.2%	27.4%	41.1%	15.9%	4.4%
Q28-2. Health & personal care stores	8.0%	28.7%	48.5%	12.9%	1.9%
Q28-3. Computer & software stores	4.9%	31.0%	47.5%	14.0%	2.5%
Q28-4. Sporting goods stores	12.0%	36.0%	38.1%	12.5%	1.4%
Q28-5. Clothing, shoe & accessories stores	18.4%	44.2%	29.8%	7.0%	0.5%
Q28-6. Specialty groceries & food services	18.6%	38.5%	32.1%	9.2%	1.6%
Q28-7. Sports entertainment (Go-Karts, bowling, indoor play areas)	15.4%	32.3%	36.1%	11.9%	4.3%
Q28-8. Appliances & electronic stores	6.8%	26.4%	46.5%	15.8%	4.6%
Q28-9. Bars/pubs	16.7%	28.0%	36.1%	12.9%	6.2%
Q28-10. Restaurants	41.6%	38.2%	15.0%	4.5%	0.8%
Q28-11. Martial arts, dance, & yoga studios	7.1%	25.5%	46.6%	16.2%	4.7%
Q28-12. Gyms or fitness centers	12.1%	28.2%	39.2%	16.4%	4.1%
Q28-13. Other	69.2%	19.2%	7.7%	0.0%	3.8%

**Q29. Which THREE of the types of businesses from the list in Question 28 do you feel are MOST IMPORTANT for the City of Shawnee to pursue?**

Q29. Top choice	Number	Percent
Furniture & home furnishings stores	15	3.8 %
Health & personal care stores	13	3.3 %
Computer & software stores	9	2.3 %
Sporting goods stores	18	4.5 %
Clothing, shoe & accessories stores	35	8.8 %
Specialty groceries & food services	33	8.3 %
Sports entertainment (Go-Karts, bowling, indoor play areas)	15	3.8 %
Appliances & electronic stores	3	0.8 %
Bars/pubs	13	3.3 %
Restaurants	163	40.8 %
Martial arts, dance, & yoga studios	5	1.3 %
Gyms or fitness centers	7	1.8 %
Other	12	3.0 %
None chosen	59	14.8 %
Total	400	100.0 %

**Q29. Which THREE of the types of businesses from the list in Question 28 do you feel are MOST IMPORTANT for the City of Shawnee to pursue?**

Q29. 2nd choice	Number	Percent
Furniture & home furnishings stores	28	7.0 %
Health & personal care stores	22	5.5 %
Computer & software stores	9	2.3 %
Sporting goods stores	23	5.8 %
Clothing, shoe & accessories stores	40	10.0 %
Specialty groceries & food services	43	10.8 %
Sports entertainment (Go-Karts, bowling, indoor play areas)	29	7.3 %
Appliances & electronic stores	8	2.0 %
Bars/pubs	40	10.0 %
Restaurants	51	12.8 %
Martial arts, dance, & yoga studios	7	1.8 %
Gyms or fitness centers	19	4.8 %
Other	1	0.3 %
None chosen	80	20.0 %
Total	400	100.0 %

**Q29. Which THREE of the types of businesses from the list in Question 28 do you feel are MOST IMPORTANT for the City of Shawnee to pursue?**

Q29. 3rd choice	Number	Percent
Furniture & home furnishings stores	18	4.5 %
Health & personal care stores	19	4.8 %
Computer & software stores	19	4.8 %
Sporting goods stores	20	5.0 %
Clothing, shoe & accessories stores	49	12.3 %
Specialty groceries & food services	43	10.8 %
Sports entertainment (Go-Karts, bowling, indoor play areas)	23	5.8 %
Appliances & electronic stores	17	4.3 %
Bars/pubs	21	5.3 %
Restaurants	30	7.5 %
Martial arts, dance, & yoga studios	7	1.8 %
Gyms or fitness centers	26	6.5 %
Other	6	1.5 %
None chosen	102	25.5 %
Total	400	100.0 %

**Q29. Which THREE of the types of businesses from the list in Question 28 do you feel are MOST IMPORTANT for the City of Shawnee to pursue? (top 3)**

Q29. Sum of top 3 choices	Number	Percent
Furniture & home furnishings stores	61	15.3 %
Health & personal care stores	54	13.5 %
Computer & software stores	37	9.3 %
Sporting goods stores	61	15.3 %
Clothing, shoe & accessories stores	124	31.0 %
Specialty groceries & food services	119	29.8 %
Sports entertainment (Go-Karts, bowling, indoor play areas)	67	16.8 %
Appliances & electronic stores	28	7.0 %
Bars/pubs	74	18.5 %
Restaurants	244	61.0 %
Martial arts, dance, & yoga studios	19	4.8 %
Gyms or fitness centers	52	13.0 %
Other	19	4.8 %
None chosen	59	14.8 %
Total	1018	

**Q30. The City is interested in maximizing sustainability options for residents. Please place a check next to any program that you have used in the past or plan to use in the future.**

Q30. Any program you have used in the past or plan to use in the future	Number	Percent
Ripple glass recycling	264	66.0 %
E-waste (electronic recycling)	130	32.5 %
Community shredding event	123	30.8 %
Water quality education	24	6.0 %
Bicycle recycling	29	7.3 %
Recycling in City facilities & parks	129	32.3 %
Composting	76	19.0 %
Renewable energy efforts including solar panels & wind turbines	60	15.0 %
Stormwater mitigation including rain barrels, rain garden grant, etc.	68	17.0 %
Alternative fuel vehicles (electric, natural gas, etc.)	50	12.5 %
Other	4	1.0 %
Total	957	

**Q30-11. Other**

Q30-11. Other	Number	Percent
BAN PLASTIC BAGS	1	25.0 %
STORM BRANCH DROP OFF	1	25.0 %
STORM DEBRIS DROP OFF	1	25.0 %
Newspaper & cardboard recycle	1	25.0 %
Total	4	100.0 %

**Q31. City facilities are currently open Monday through Friday from 8:00 a.m. to 5:00 p.m. If the City were to expand its daily customer service operating hours, which of the following would be most convenient for you?**

Q31. What operating hours would be most convenient for you	Number	Percent
Open before 8 a.m.	37	9.3 %
Remain open after 5 p.m.	150	37.5 %
No change in hours	171	42.8 %
Offer more online services	88	22.0 %
Total	446	

**Q32. Using a scale of 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to live in Shawnee.**

(N=400)

	Extremely important	Very important	Important	Less important	Not important	Not provided
Q32-1. Small town feel	19.5%	29.3%	28.0%	12.5%	6.5%	4.3%
Q32-2. Quality of public schools	48.5%	26.3%	10.5%	4.8%	5.0%	5.0%
Q32-3. Employment opportunities	18.3%	20.5%	27.5%	13.3%	14.8%	5.8%
Q32-4. Types of housing	23.5%	37.8%	27.3%	5.8%	1.3%	4.5%
Q32-5. Affordability of housing	25.0%	34.3%	24.5%	8.0%	3.5%	4.8%
Q32-6. Availability of parks & recreation opportunities	24.0%	33.0%	25.5%	8.0%	4.3%	5.3%
Q32-7. Near family or friends	20.8%	23.5%	27.5%	13.8%	9.8%	4.8%
Q32-8. Safety & security	55.5%	28.0%	9.0%	1.5%	2.5%	3.5%
Q32-9. Availability of public transportation options	7.8%	13.0%	23.0%	28.5%	21.5%	6.3%
Q32-10. Availability of cultural activities & arts	7.5%	20.5%	27.5%	25.3%	12.8%	6.5%
Q32-11. Access to restaurants & entertainment	24.8%	31.8%	25.0%	9.0%	4.0%	5.5%
Q32-12. Availability of retail shopping choices	17.0%	33.8%	30.5%	8.5%	4.5%	5.8%



**WITHOUT "NOT PROVIDED"**

**Q32. Using a scale of 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to live in Shawnee. (without "not provided")**

(N=400)

	Extremely important	Very important	Important	Less important	Not important
Q32-1. Small town feel	20.4%	30.5%	29.2%	13.1%	6.8%
Q32-2. Quality of public schools	51.1%	27.6%	11.1%	5.0%	5.3%
Q32-3. Employment opportunities	19.4%	21.8%	29.2%	14.1%	15.6%
Q32-4. Types of housing	24.6%	39.5%	28.5%	6.0%	1.3%
Q32-5. Affordability of housing	26.2%	36.0%	25.7%	8.4%	3.7%
Q32-6. Availability of parks & recreation opportunities	25.3%	34.8%	26.9%	8.4%	4.5%
Q32-7. Near family or friends	21.8%	24.7%	28.9%	14.4%	10.2%
Q32-8. Safety & security	57.5%	29.0%	9.3%	1.6%	2.6%
Q32-9. Availability of public transportation options	8.3%	13.9%	24.5%	30.4%	22.9%
Q32-10. Availability of cultural activities & arts	8.0%	21.9%	29.4%	27.0%	13.6%
Q32-11. Access to restaurants & entertainment	26.2%	33.6%	26.5%	9.5%	4.2%
Q32-12. Availability of retail shopping choices	18.0%	35.8%	32.4%	9.0%	4.8%

**Q33. Which THREE of the items listed in Question 32 will have the MOST IMPACT on your decision to stay in the City of Shawnee for the next 10 years?**

Q33. Top choice	Number	Percent
Small town feel	37	9.3 %
Quality of public schools	67	16.8 %
Employment opportunities	9	2.3 %
Types of housing	22	5.5 %
Affordability of housing	49	12.3 %
Availability of parks & recreation opportunities	2	0.5 %
Near family or friends	26	6.5 %
Safety & security	99	24.8 %
Availability of public transportation options	2	0.5 %
Access to restaurants & entertainment	35	8.8 %
Availability of retail shopping choices	4	1.0 %
None chosen	48	12.0 %
Total	400	100.0 %

**Q33. Which THREE of the items listed in Question 32 will have the MOST IMPACT on your decision to stay in the City of Shawnee for the next 10 years?**

Q33. 2nd choice	Number	Percent
Small town feel	28	7.0 %
Quality of public schools	36	9.0 %
Employment opportunities	19	4.8 %
Types of housing	27	6.8 %
Affordability of housing	41	10.3 %
Availability of parks & recreation opportunities	21	5.3 %
Near family or friends	24	6.0 %
Safety & security	83	20.8 %
Availability of public transportation options	3	0.8 %
Availability of cultural activities & arts	2	0.5 %
Access to restaurants & entertainment	38	9.5 %
Availability of retail shopping choices	16	4.0 %
None chosen	62	15.5 %
Total	400	100.0 %

**Q33. Which THREE of the items listed in Question 32 will have the MOST IMPACT on your decision to stay in the City of Shawnee for the next 10 years?**

Q33. 3rd choice	Number	Percent
Small town feel	23	5.8 %
Quality of public schools	21	5.3 %
Employment opportunities	9	2.3 %
Types of housing	31	7.8 %
Affordability of housing	30	7.5 %
Availability of parks & recreation opportunities	33	8.3 %
Near family or friends	16	4.0 %
Safety & security	53	13.3 %
Availability of public transportation options	8	2.0 %
Availability of cultural activities & arts	11	2.8 %
Access to restaurants & entertainment	53	13.3 %
Availability of retail shopping choices	35	8.8 %
None chosen	77	19.3 %
Total	400	100.0 %

**Q33. Which THREE of the items listed in Question 32 will have the MOST IMPACT on your decision to stay in the City of Shawnee for the next 10 years? (top 3)**

Q33. Sum of top 3 choices	Number	Percent
Small town feel	88	22.0 %
Quality of public schools	124	31.0 %
Employment opportunities	37	9.3 %
Types of housing	80	20.0 %
Affordability of housing	120	30.0 %
Availability of parks & recreation opportunities	56	14.0 %
Near family or friends	66	16.5 %
Safety & security	235	58.8 %
Availability of public transportation options	13	3.3 %
Availability of cultural activities & arts	13	3.3 %
Access to restaurants & entertainment	126	31.5 %
Availability of retail shopping choices	55	13.8 %
None chosen	48	12.0 %
Total	1061	

**Q38. Approximately how many years have you lived at your current residence?**

Q38. How many years have you lived at your current residence	Number	Percent
0-5	77	19.3 %
6-10	58	14.5 %
11-15	70	17.5 %
16-20	54	13.5 %
21-30	72	18.0 %
31+	55	13.8 %
Not provided	14	3.5 %
Total	400	100.0 %

**WITHOUT "NOT PROVIDED"****Q38. Approximately how many years have you lived at your current residence? (without "not provided")**

Q38. How many years have you lived at your current residence	Number	Percent
0-5	77	19.9 %
6-10	58	15.0 %
11-15	70	18.1 %
16-20	54	14.0 %
21-30	72	18.7 %
31+	55	14.2 %
Total	386	100.0 %

**Q39. Do you own or rent your current residence?**

Q39. Do you own or rent your current residence	Number	Percent
Own	340	85.0 %
Rent	53	13.3 %
Not provided	7	1.8 %
Total	400	100.0 %

**WITHOUT "NOT PROVIDED"****Q39. Do you own or rent your current residence? (without "not provided")**

Q39. Do you own or rent your current residence	Number	Percent
Own	340	86.5 %
Rent	53	13.5 %
Total	393	100.0 %

**Q40. What is your age?**

Q40. Your age	Number	Percent
18-34	74	18.5 %
35-44	72	18.0 %
45-54	78	19.5 %
55-64	79	19.8 %
65+	76	19.0 %
Not provided	21	5.3 %
Total	400	100.0 %

**WITHOUT "NOT PROVIDED"****Q40. What is your age? (without "not provided")**

Q40. Your age	Number	Percent
18-34	74	19.5 %
35-44	72	19.0 %
45-54	78	20.6 %
55-64	79	20.8 %
65+	76	20.1 %
Total	379	100.0 %

**Q41. Including yourself, how many people in your household are...**

	Mean	Sum
Under age 10	0.3	107
Ages 10-19	0.4	142
Ages 20-34	0.5	194
Ages 35-54	0.7	274
Ages 55-74	0.6	248
Ages 75+	0.1	57

**Q42. Would you say your total annual household income is...**

Q42. Your total annual household income	Number	Percent
Under \$35K	15	3.8 %
\$35K to \$59,999	49	12.3 %
\$60K to \$99,999	90	22.5 %
\$100K+	175	43.8 %
Prefer not to answer	71	17.8 %
Total	400	100.0 %

**WITHOUT "PREFER NOT TO ANSWER"****Q42. Would you say your total annual household income is... (without "prefer not to answer")**

Q42. Your total annual household income	Number	Percent
Under \$35K	15	4.6 %
\$35K to \$59,999	49	14.9 %
\$60K to \$99,999	90	27.4 %
\$100K+	175	53.2 %
Total	329	100.0 %



**Q43. Your gender:**

Q43. Your gender	Number	Percent
Male	195	48.8 %
Female	196	49.0 %
Not provided	9	2.3 %
Total	400	100.0 %

**WITHOUT "NOT PROVIDED"****Q43. Your gender: (without "not provided")**

Q43. Your gender	Number	Percent
Male	195	49.9 %
Female	196	50.1 %
Total	391	100.0 %

**Q44. Which of the following best describes your race?**

<u>Q44. Your race</u>	<u>Number</u>	<u>Percent</u>
African American/Black	17	4.3 %
American Indian/Alaska Native	4	1.0 %
Asian/Hawaiian/Other Pacific Islander	16	4.0 %
Hispanic/Latino	26	6.5 %
White	341	85.3 %
Other	2	0.5 %
Total	406	

**Q44-6. Other**

<u>Q44-6. Other</u>	<u>Number</u>	<u>Percent</u>
Mixed	2	100.0 %
Total	2	100.0 %

## **Section 6**

### ***Survey Instrument***

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August 2019

Dear Resident,

As a City, one of our biggest goals is to make sure our citizens always feel like their City government is both open and accessible. Included in that commitment is making sure that we remain focused on the services and priorities that are most important to you.

In order to help us accomplish our goals, we are conducting a citizen survey that we would like you to participate in. Your input on this survey is vitally important and will help us ensure that we continue to move Shawnee in a positive direction.

Results from this survey will be compared with responses from past surveys as part of our evaluation of operations.

We realize this survey does take some time to complete, but the answers we receive will help guide our City staff and City Council on decisions regarding future projects and priorities in your community.

A couple of important notes:

- This survey is being conducted by ETC Institute, a nationally recognized market research firm, based in Olathe, Kansas.
- All individual responses to the survey will remain confidential.

Results from the survey will be made public and shared with residents, the Governing Body, by City Staff at public presentations, through social media, e-newsletters and the City's website [www.cityofshawnee.org](http://www.cityofshawnee.org). Again, while the overall survey results will be made public, your individual responses will remain anonymous.

Please return your completed survey by within the next two weeks using the postage paid envelope that has been provided. If you prefer, you can complete the survey online at [www.shawneesurvey.org](http://www.shawneesurvey.org).

If you have any questions regarding the survey, please contact Julie Breithaupt, Communications Manager for the City of Shawnee, at 913-742-6202.

Thank you for your participation in this process.

Sincerely,

**Michelle Distler**

Mayor



## 2019 City of Shawnee Citizen Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's effort to involve citizens in long-range planning and investment decisions. If you have questions, please call Julie Breithaupt at 913-742-6202. Thank you!

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of police, fire and ambulance 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 enforcement of city codes and ordinances	5	4	3	2	1	9
4. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
5. Overall effectiveness of city communication with the public	5	4	3	2	1	9
6. Overall flow of traffic and congestion management on streets in the city	5	4	3	2	1	9

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

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

3. Several items that may influence your perception of the City of Shawnee are listed below. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
2. Overall image of the City	5	4	3	2	1	9
3. Overall quality of life in the City	5	4	3	2	1	9
4. How well the City is managing and planning growth and development	5	4	3	2	1	9

4. Please rate Shawnee using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.

How would you rate the City of Shawnee...	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 call home	5	4	3	2	1	9
6. As a place that offers high quality education	5	4	3	2	1	9

5. For each of the items listed below, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

City Leadership		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
2.	Overall accessibility and responsiveness of City leaders	5	4	3	2	1	9
3.	Overall effectiveness of the city manager and appointed staff	5	4	3	2	1	9

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

City Maintenance		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall maintenance of city streets	5	4	3	2	1	9
02.	Maintenance of sidewalks	5	4	3	2	1	9
03.	Maintenance of traffic signals	5	4	3	2	1	9
04.	Maintenance of street signs	5	4	3	2	1	9
05.	Maintenance of curbs and gutters	5	4	3	2	1	9
06.	Adequacy of street lighting	5	4	3	2	1	9
07.	Maintenance and preservation of downtown Shawnee	5	4	3	2	1	9
08.	Maintenance of City buildings (City Hall, Civic Centre, Justice Center, Fire Stations)	5	4	3	2	1	9
09.	Snow removal on major city streets	5	4	3	2	1	9
10.	Snow removal on neighborhood streets	5	4	3	2	1	9
11.	Mowing and trimming along city streets and other public areas	5	4	3	2	1	9
12.	Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
13.	City efforts to prevent flooding	5	4	3	2	1	9
14.	Maintenance of City parks	5	4	3	2	1	9
15.	Maintenance of stormwater management system	5	4	3	2	1	9

7. Which THREE of the services listed in Question 6 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. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

Code Enforcement		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the clean-up of 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 exterior maintenance of residential property	5	4	3	2	1	9
4.	Enforcing the exterior maintenance of business property	5	4	3	2	1	9
5.	Enforcing sign regulations	5	4	3	2	1	9

9. How would you describe the City's level of enforcement when it comes to codes and ordinances?

\_\_\_\_(1) Too much      \_\_\_\_ (2) About right      \_\_\_\_ (3) Too little      \_\_\_\_ (9) Don't know

10. For each of the following, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	City parks	5	4	3	2	1	9
02.	Walking and biking trails	5	4	3	2	1	9
03.	City aquatic facilities	5	4	3	2	1	9
04.	Civic Centre	5	4	3	2	1	9
05.	Outdoor athletic fields (soccer, baseball and softball)	5	4	3	2	1	9
06.	The City's youth programs	5	4	3	2	1	9
07.	The City's adult programs	5	4	3	2	1	9
08.	The City's senior programs	5	4	3	2	1	9
09.	Special events such as Tour De Shawnee, Summer Concerts, BBQ Contest, Historical Hauntings	5	4	3	2	1	9
10.	Ease of registering for programs	5	4	3	2	1	9
11.	Fees charged for recreation programs	5	4	3	2	1	9
12.	Shawnee Town 1929	5	4	3	2	1	9
13.	City skate park	5	4	3	2	1	9

11. Which THREE of the items listed in Question 10 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. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in each of the following situations.

Safety		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1.	In your neighborhood during the day	5	4	3	2	1	9
2.	In your neighborhood at night	5	4	3	2	1	9
3.	In City parks and recreation facilities	5	4	3	2	1	9
4.	Overall feeling of safety in Shawnee	5	4	3	2	1	9

13. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Shawnee.

Emergency Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of local police protection	5	4	3	2	1	9
02.	The visibility of police in neighborhoods	5	4	3	2	1	9
03.	The visibility of police in retail areas	5	4	3	2	1	9
04.	How quickly police respond to emergencies	5	4	3	2	1	9
05.	The City's efforts to prevent crime	5	4	3	2	1	9
06.	Police safety education programs	5	4	3	2	1	9
07.	Enforcement of local traffic laws	5	4	3	2	1	9
08.	Overall quality of local fire protection	5	4	3	2	1	9
09.	How quickly the fire department responds to emergencies	5	4	3	2	1	9
10.	Fire safety education programs	5	4	3	2	1	9
11.	The City's efforts to prevent fires	5	4	3	2	1	9
12.	How quickly ambulance personnel respond to emergencies	5	4	3	2	1	9
13.	Overall quality of local ambulance service	5	4	3	2	1	9
14.	Quality of animal control	5	4	3	2	1	9

14. Which THREE of the items listed in Question 13 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 13.]

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

**15. In the last 12 months, have you or anyone in your household been a victim of any crime in Shawnee?**

\_\_\_\_(1) Yes [Answer Q15a.]      \_\_\_\_ (2) No [Skip to Q16.]      \_\_\_\_ (3) Not sure [Skip to Q16.]

**15a. Did you report the crimes to the police?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (3) Not sure

**16. In the last 12 months, have you or anyone in your household used fire or emergency medical services in Shawnee?**

\_\_\_\_ (1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (3) Not sure

**17. Please rank the following community values from 1 to 6, where 1 is the "Most Relevant" to you and your family and 6 is the "Least Relevant" to you and your family.**

____ (1) An attractive, healthy and well-maintained community	____ (5) Quality cultural and recreational opportunities
____ (2) Economic growth and vitality	____ (6) Safe community
____ (3) Effective mobility and reliable infrastructure	
____ (4) Environmentally sustainable and well-planned community	

**18. Which of the following are your primary sources of information about City issues, services, and events? [Check all that apply.]**

____ (01) The city newsletter, CityLine	____ (09) Nextdoor
____ (02) City website ( <a href="http://cityofshawnee.org">cityofshawnee.org</a> )	____ (10) Other social media
____ (03) City's recreation catalog	____ (11) Television news
____ (04) City's recreation catalog online ( <a href="http://recreateshawnee.org">recreateshawnee.org</a> )	____ (12) Newspaper and/or other print media
____ (05) Email updates from the City	____ (13) Online newspapers and/or blogs
____ (06) Facebook	____ (14) Other: _____
____ (07) Twitter	____ (15) None of the above
____ (08) Instagram	

**19. Which of the following do you regularly use? [Check all that apply.]**

____ (01) Facebook	____ (08) Shawnee Connect (Smartphone app)
____ (02) Twitter	____ (09) City e-mail notifications
____ (03) Nextdoor	____ (10) Notify JoCo
____ (04) YouTube	____ (11) Text messages
____ (05) Flickr	____ (12) Other: _____
____ (06) Instagram	____ (13) None of the above
____ (07) Other social media sites: _____	

**20. Have you visited the City's web site ([www.cityofshawnee.org](http://www.cityofshawnee.org)) during the past year?**

\_\_\_\_ (1) Yes [Answer Q20a-b.]      \_\_\_\_ (2) No [Skip to Q21.]

**20a. For what purpose? [Check all that apply.]**

____ (1) Sign up for Parks and Rec Program	____ (4) Listen to a meeting
____ (2) Get meeting agenda or minutes	____ (5) Get news updates about the City
____ (3) Submit a citizen service request	____ (6) Other: _____

**20b. How easy was it to find the information you were looking for on the City's web site?**

____ (1) Very easy	____ (3) Somewhat difficult	____ (9) Don't know
____ (2) Somewhat easy	____ (4) Very difficult	

**21. Have you interacted with (called, visited online or in person) the City for a question, problem, or complaint during the past year?**

\_\_\_\_ (1) Yes [Answer Q21a-c.]      \_\_\_\_ (2) No [Skip to Q22.]

**21a. How easy was it to contact the person you needed to reach?**

____ (1) Very easy	____ (3) Somewhat difficult	____ (9) Don't know
____ (2) Somewhat easy	____ (4) Very difficult	



**21b. What department did you contact? [Choose only one.]**

- \_\_\_\_ (1) Police  
 \_\_\_\_ (2) Parks and Recreation  
 \_\_\_\_ (3) Fire  
 \_\_\_\_ (4) City Manager's Office  
 \_\_\_\_ (5) Public Works/Stormwater  
 \_\_\_\_ (6) Community Development/Building Codes/Code Enforcement  
 \_\_\_\_ (7) Other: \_\_\_\_\_

**21c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."**

Customer Service	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. They were courteous and polite	5	4	3	2	1	9
2. They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
3. They did what they said they would do in a timely manner	5	4	3	2	1	9
4. They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

**22. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Shawnee.**

Communication	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about City programs, services and events	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 quality of the City's newsletter	5	4	3	2	1	9
6. The City's efforts to keep you informed on its Facebook page	5	4	3	2	1	9
7. The City's efforts to keep you informed on its Twitter account	5	4	3	2	1	9
8. The City's efforts to keep you informed on Nextdoor	5	4	3	2	1	9
9. The City's efforts to keep you informed on Instagram	5	4	3	2	1	9

**23. Using a five-point scale, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas.**

Economic Development	Much Too Slow	Too Slow	Just Right	Too Fast	Much too Fast	Don't Know
1. Office development	5	4	3	2	1	9
2. Industrial development	5	4	3	2	1	9
3. Multi-family residential development	5	4	3	2	1	9
4. Single-family residential development	5	4	3	2	1	9
5. Retail development	5	4	3	2	1	9

**24. For each of the following, please rate the City's current availability of housing in each of the following areas on a three-point scale, where 3 means "Too Much" and 1 means "Not Enough."**

Housing Options	Too Much	Just Right	Not Enough	Don't Know
1. Multi-family residential	3	2	1	9
2. Single family residential	3	2	1	9
3. Senior living	3	2	1	9
4. Affordable housing	3	2	1	9

**25. CityRide is a partnership between the City and 10/10 Taxi. This program provides discount taxi service to senior citizens and the disabled. How aware are you of the CityRide program?**

- \_\_\_\_ (1) Very aware      \_\_\_\_ (2) Somewhat aware      \_\_\_\_ (3) Not aware      \_\_\_\_ (9) Not sure

26. SeeClickFix is the program the City of Shawnee uses for citizens to submit service requests for things like potholes, malfunctioning traffic signals, odor concerns and code enforcement issues through a mobile device or online. Have you used this program to submit an issue through the website or Shawnee Connect, the City's app?

☐ (1) Yes
 ☐ (2) Know about it but have not used it
 ☐ (3) Did not know about it
 ☐ (4) Tried but could not figure it out

27. How often do you or members of your household eat in Shawnee? [Circle the corresponding number. If your response is "Seldom" or "Never," please indicate why you go elsewhere for these items.]

Eating Out		If "Seldom"/"Never," why do you go elsewhere for these goods and services?						
		Always	Sometimes	Seldom	Never	Better Selection Elsewhere	Cheaper Elsewhere	Other Reasons
1.	Fast food (McDonalds, KFC, Wendy's)	4	3	2	1	1	2	3
2.	Fast Casual (Panera Bread, Chick-fil-A)	4	3	2	1	1	2	3
3.	Casual Dining (Applebee's, Buffalo Wild Wings)	4	3	2	1	1	2	3
4.	Fine Dining (Paulo and Bill's, Hereford House)	4	3	2	1	1	2	3

28. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," how much do you agree that the City of Shawnee should pursue the following types of businesses?

Type of Business	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01. Furniture and Home Furnishings Stores	5	4	3	2	1	9
02. Health and Personal Care Stores	5	4	3	2	1	9
03. Computer and Software Stores	5	4	3	2	1	9
04. Sporting Goods Stores	5	4	3	2	1	9
05. Clothing, Shoe and Accessories Stores	5	4	3	2	1	9
06. Specialty Groceries and Food Services	5	4	3	2	1	9
07. Sports Entertainment (Go-Karts, Bowling, indoor play areas)	5	4	3	2	1	9
08. Appliances and Electronic Stores	5	4	3	2	1	9
09. Bars/Pubs	5	4	3	2	1	9
10. Restaurants	5	4	3	2	1	9
11. Martial arts, dance, and yoga studios	5	4	3	2	1	9
12. Gyms or fitness centers	5	4	3	2	1	9
13. Other: _____	5	4	3	2	1	9

29. Which THREE of the types of businesses from the list in Question 28 do you feel are MOST IMPORTANT for the City of Shawnee to pursue? [Write in your answers below using the numbers from the list in Question 28, or circle "None."]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ NONE

30. The City is interested in maximizing sustainability options for residents. Please place a check next to any program that you have used in the past or plan to use in the future. [Check all that apply.]

☐ (01) Ripple Glass Recycling
 ☐ (07) Composting  
☐ (02) E-Waste (Electronic Recycling)
 ☐ (08) Renewable energy efforts including solar panels and wind turbines  
☐ (03) Community Shredding Event
 ☐ (09) Stormwater mitigation including rain barrels, rain garden grant, etc.  
☐ (04) Water Quality Education
 ☐ (10) Alternative fuel vehicles (electric, natural gas, etc.)  
☐ (05) Bicycle Recycling
 ☐ (11) Other: \_\_\_\_\_  
☐ (06) Recycling in City Facilities and Parks

31. City facilities are currently open Monday through Friday from 8:00 a.m. to 5:00 p.m. If the City were to expand its daily customer service operating hours, which of the following would be most convenient for you? [Check all that apply.]

☐ (01) Open before 8:00 a.m.
 ☐ (03) No change in hours  
☐ (02) Remain open after 5:00 p.m.
 ☐ (04) Offer more online services

32. Using a scale of 1 to 5, where 5 is "Extremely Important" and 1 is "Not Important," please indicate how important each of the following reasons were in your decision to live in Shawnee.

		Extremely Important	Very Important	Important	Less Important	Not Important
01.	Small town feel	5	4	3	2	1
02.	Quality of public schools	5	4	3	2	1
03.	Employment opportunities	5	4	3	2	1
04.	Types of housing	5	4	3	2	1
05.	Affordability of housing	5	4	3	2	1
06.	Availability of parks and recreation opportunities	5	4	3	2	1
07.	Near family or friends	5	4	3	2	1
08.	Safety and security	5	4	3	2	1
09.	Availability of public transportation options	5	4	3	2	1
10.	Availability of cultural activities and the arts	5	4	3	2	1
11.	Access to restaurants and entertainment	5	4	3	2	1
12.	Availability of retail shopping choices	5	4	3	2	1

33. Which THREE of the items listed above in Question 32 will have the MOST IMPACT on your decision to stay in the City of Shawnee for the next 10 years? [Write in your answers below using the numbers from the list in Question 32, or circle "NONE."]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ NONE

34. What three words would you use to describe Shawnee?

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

35. What do you like most about Shawnee? \_\_\_\_\_

36. What would you improve about Shawnee? \_\_\_\_\_

37. Please provide any additional comments about your vision of the future of Shawnee.
- 

38. Approximately how many years have you lived at your current residence? \_\_\_\_\_ years

39. Do you own or rent your current residence? \_\_\_\_\_(1) Own \_\_\_\_\_(2) Rent

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

41. Including yourself, how many people in your household are...

Under age 10: \_\_\_\_\_ Ages 20-34: \_\_\_\_\_ Ages 55-74: \_\_\_\_\_

Ages 10-19: \_\_\_\_\_ Ages 35-54: \_\_\_\_\_ Ages 75+: \_\_\_\_\_

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

\_\_\_\_\_(1) Under \$35,000 \_\_\_\_\_(3) \$60,000 to \$99,999 \_\_\_\_\_(5) Prefer not to answer  
 \_\_\_\_\_(2) \$35,000 to \$59,999 \_\_\_\_\_(4) \$100,000 or more

43. Your gender: \_\_\_\_\_(1) Male \_\_\_\_\_(2) Female

44. Which of the following best describes your race? [Check all that apply.]

\_\_\_\_\_(1) African American/Black \_\_\_\_\_(3) Asian/Hawaiian/Other Pacific Islander \_\_\_\_\_(5) White  
 \_\_\_\_\_(2) American Indian/Alaska Native \_\_\_\_\_(4) Hispanic/Latino \_\_\_\_\_(6) Other: \_\_\_\_\_

**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.