



November 2011

Dear Resident:

You have been randomly selected to help the City of Overland Park.

The City of Overland Park is conducting a comprehensive citywide survey. Results from this survey will be compared with responses from similar surveys in 2001, 2003 and 2006 as part of our evaluation of operations. The intent of the survey is to measure your level of satisfaction with the services provided by the City of Overland Park.

Further, it will assist the Governing Body and city administrators in determining effective strategies for providing the best services possible and for establishing priorities.

Please take a few minutes to complete the enclosed survey and return it **within the next few days**. A postage-paid return envelope, addressed to ETC Institute, is enclosed for your convenience in returning the survey.

ETC Institute was selected to be the City's partner for this important project. They will compile the survey results and present a report to the City in early 2012. The information will be shared with residents, the Governing Body and City staff at public presentations and on the city's Web site, [www.opkansas.org](http://www.opkansas.org).

If you have any questions, please contact Communications Manager Sean Reilly at 913/895-6109 or [sean.reilly@opkansas.org](mailto:sean.reilly@opkansas.org).

Thank you for your time, your feedback and for living in this great community.

Sincerely,

A handwritten signature in cursive script that reads "Carl Gerlach".

Carl Gerlach  
Mayor

jm



# 2011 City of Overland Park Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to resident concerns. If you have questions, please call the City's Public Information Officer, Sean Reilly, 913-895-6109.

1. Major categories of services provided by the City of Overland Park are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of police, fire, and ambulance services	5	4	3	2	1	9
B.	Overall quality of city parks and recreation programs and facilities	5	4	3	2	1	9
C.	Overall maintenance of city streets, buildings and facilities	5	4	3	2	1	9
D.	Overall enforcement of city codes and ordinances	5	4	3	2	1	9
E.	Overall quality of customer service you receive from city employees	5	4	3	2	1	9
F.	Overall effectiveness of city communication with the public	5	4	3	2	1	9
G.	Overall traffic flow/congestion management on major streets in the city	5	4	3	2	1	9
H.	Overall traffic flow/congestion management on neighborhood streets in the city	5	4	3	2	1	9
I.	Overall quality of the city's stormwater management system	5	4	3	2	1	9

2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 1 above].

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_

3. Some items that may influence your perception of the City of Overland Park are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
B.	Overall image of the City	5	4	3	2	1	9
C.	How well the City is planning new development and redevelopment	5	4	3	2	1	9
D.	Quality of redevelopment in Downtown Overland Park	5	4	3	2	1	9
E.	Overall quality of life in the City	5	4	3	2	1	9
F.	Overall condition of housing in your neighborhood	5	4	3	2	1	9

4. **Public Safety.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of local police protection	5	4	3	2	1	9
B.	The visibility of police in your neighborhood	5	4	3	2	1	9
C.	The visibility of police in retail areas	5	4	3	2	1	9
D.	City efforts to prevent crime	5	4	3	2	1	9
E.	City efforts to prevent fires	5	4	3	2	1	9
F.	Enforcement of local traffic laws	5	4	3	2	1	9
G.	Overall quality of local fire protection	5	4	3	2	1	9
H.	Quality of local ambulance service	5	4	3	2	1	9
I.	How quickly public safety personnel respond to emergencies	5	4	3	2	1	9
J.	Quality of animal control	5	4	3	2	1	9
K.	Travel safety on city roadways and intersections	5	4	3	2	1	9

5. Which **THREE** of the **public safety** items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 4 above].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

6. **Parks and Recreation.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Maintenance of City parks	5	4	3	2	1	9
B.	The number of City parks	5	4	3	2	1	9
C.	Walking and biking trails in the City	5	4	3	2	1	9
D.	City swimming pools	5	4	3	2	1	9
E.	City golf courses	5	4	3	2	1	9
F.	Tennis Courts and athletic facilities	5	4	3	2	1	9
G.	Deanna Rose Children’s Farmstead	5	4	3	2	1	9
H.	Overland Park Arboretum & Botanical Gardens	5	4	3	2	1	9
I.	The City’s adult athletic programs	5	4	3	2	1	9
J.	Programs offered for kids	5	4	3	2	1	9
K.	Other city recreation programs, such as classes and special events	5	4	3	2	1	9
L.	Ease of registering for programs	5	4	3	2	1	9
M.	Fees charged for recreation programs	5	4	3	2	1	9
N.	Arts and cultural programs	5	4	3	2	1	9
O.	City community centers	5	4	3	2	1	9
P.	Overland Park Soccer Complex	5	4	3	2	1	9

7. Which **THREE** of the **parks and recreation** items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 6 above].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

8. **Code Enforcement:** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Enforcing the clean up of litter & debris	5	4	3	2	1	9
B.	Enforcing the mowing and trimming of residential property	5	4	3	2	1	9
C.	Enforcing the mowing and trimming of commercial property	5	4	3	2	1	9
D.	Enforcing the maintenance of residential property in your neighborhood	5	4	3	2	1	9
E.	Enforcing the maintenance of commercial property in your neighborhood	5	4	3	2	1	9
F.	Enforcing sign regulations	5	4	3	2	1	9
G.	Enforcing the maintenance of rental properties in your neighborhood	5	4	3	2	1	9

9. Which **THREE** of the code enforcement items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 8 above].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

10. **Maintenance.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Maintenance of major City streets	5	4	3	2	1	9
B.	Maintenance of neighborhood streets	5	4	3	2	1	9
C.	Maintenance of sidewalks	5	4	3	2	1	9
D.	Maintenance of traffic signals	5	4	3	2	1	9
E.	Maintenance of street signs	5	4	3	2	1	9
F.	Maintenence of curbs	5	4	3	2	1	9
G.	Maintenance of street lights	5	4	3	2	1	9
H.	Maintenance and preservation of downtown Overland Park	5	4	3	2	1	9
I.	Maintenance of city buildings, such as City Hall	5	4	3	2	1	9
J.	Snow removal on major City streets	5	4	3	2	1	9
K.	Snow removal on neighborhood streets	5	4	3	2	1	9
L.	Mowing & trimming along City streets	5	4	3	2	1	9
M.	Mowing and trimming of City parks	5	4	3	2	1	9
N.	Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
O.	Traffic flow on major streets north of I-435	5	4	3	2	1	9
P.	Traffic flow on major streets south of I-435	5	4	3	2	1	9

11. Which **THREE** of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 10 above].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

**12. Leadership.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

<b>How Satisfied are you with:</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
B.	Overall effectiveness of the city manager and appointed staff	5	4	3	2	1	9
C.	Overall accessibility of city leaders	5	4	3	2	1	9
D.	Overall responsiveness of city leaders	5	4	3	2	1	9

**13. Communication.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

<b>How Satisfied are you with:</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	The availability of information about city programs and services	5	4	3	2	1	9
B.	City efforts to keep you informed about local issues	5	4	3	2	1	9
C.	The level of public involvement in local decision making	5	4	3	2	1	9
D.	The quality of the city's web page	5	4	3	2	1	9
E.	The quality of the city's newsletter	5	4	3	2	1	9

**14. Which of the following are your primary sources of information about City issues, services, and events?** (check all that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> (1) The City newsletter, <i>Overview</i> | <input type="checkbox"/> (5) City website                                      |
| <input type="checkbox"/> (2) Kansas City Star                     | <input type="checkbox"/> (6) Social Media (Facebook, Twitter, YouTube, Flickr) |
| <input type="checkbox"/> (3) Television News                      | <input type="checkbox"/> (9) Other: _____                                      |
| <input type="checkbox"/> (4) Radio                                |  |

**15. Have you called, emailed or visited the City with a question, problem, or complaint during the past year?**

- (1) Yes [answer Questions 15a-e]  
 (2) No [go to Question 16]

**15a.** [Only if YES to Q#15] **How easy was it to contact the person you needed to reach?**

- |  |   |
|--|---|
| <input type="checkbox"/> (4) very easy     | <input type="checkbox"/> (1) very difficult |
| <input type="checkbox"/> (3) somewhat easy | <input type="checkbox"/> (9) don't know     |
| <input type="checkbox"/> (2) difficult     |   |

**15b-e.** [Only if “YES” to Question 15] **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 on a scale of 1 to 5, where 5 mean “Always” and 1 means “Never.”**

<b>Behavior of Employees</b>		Always	Usually	Sometimes	Seldom	Never	Don't Know
b.	They were courteous and polite	5	4	3	2	1	9
c.	They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
d.	They did what they said they would do in a timely manner	5	4	3	2	1	9
e.	They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

16. Have you ever used the city’s online customer service program, “Overland Park Cares,” to submit a concern or complaint?

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

17. **Perceptions of Safety.** Using a scale of 1 to 5 where 5 means “very safe” and 1 means “very unsafe,” please rate how safe you feel in the following situations:

<i>How safe do you feel:</i>		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don’t Know
A.	In your neighborhood during the day	5	4	3	2	1	9
B.	In your neighborhood at night	5	4	3	2	1	9
C.	In City parks and recreation facilities	5	4	3	2	1	9
D.	In commercial & retail areas in the City	5	4	3	2	1	9

18. **Overall Ratings of the City.** Using a scale of 1 to 5 where 5 means “excellent” and 1 means “poor,” please rate the City of Overland Park with regard to the following:

<i>How would you rate the City of Overland Park:</i>		Excellent	Good	Neutral	Below Average	Poor	Don’t Know
A.	As a place to live	5	4	3	2	1	9
B.	As a place to raise children	5	4	3	2	1	9
C.	As a place to work	5	4	3	2	1	9
D.	As a place to retire	5	4	3	2	1	9
E.	As a place to visit	5	4	3	2	1	9

19. Voters have approved an 1/8 cent sales tax every five years since 1998 for construction of new thoroughfares, and for new or reconstructed residential streets. Half of the tax goes to construct new thoroughfares (four lane divided streets), and half goes to traffic system maintenance and residential street maintenance/reconstruction. This tax is due to renew by 2014. Would you support renewal of this 1/8<sup>th</sup> sales tax for five years?

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

20. Rather than bringing this current sales tax renewal to the voters every five years, would you favor a tax approval every 10 years?

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

21. Approximately how many years have you lived in the City of Overland Park?

\_\_\_\_(1) less than 1 year      \_\_\_\_\_(4) 11-15 years  
 \_\_\_\_ (2) 1-5 years      \_\_\_\_\_(5) 16-20 years  
 \_\_\_\_ (3) 6-10 years      \_\_\_\_\_(6) more than 20 years

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

\_\_\_\_(1) less than 1 year      \_\_\_\_\_(4) 11-15 years  
 \_\_\_\_ (2) 1-5 years      \_\_\_\_\_(5) 16-20 years  
 \_\_\_\_ (3) 6-10 years      \_\_\_\_\_(6) more than 20 years

23. Do you own or rent your current residence?

\_\_\_\_(1) Own      \_\_\_\_ (2) Rent

**24. Do you live east or west of Antioch?**

- \_\_\_\_(1) East
- \_\_\_\_(2) West

**25. Which of the following best describes the location of your home?**

- \_\_\_\_(1) North of 87th Street
- \_\_\_\_(2) South of 87th Street and North of I-435
- \_\_\_\_(3) South of I-435 and North of 135th Street
- \_\_\_\_(4) South of 135th Street

**26. Counting yourself, how many people regularly live in your household? \_\_\_\_\_**

**27. How many persons in your household (counting yourself), are in each of the following age groups?**

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

**28. What is your age?**

- |                     |                     |
|---------------------|---------------------|
| ____(1) 18-24 years | ____(5) 55-64 years |
| ____(2) 25-34 years | ____(6) 65-74 years |
| ____(3) 35-44 years | ____(7) 75+ years   |
| ____(4) 45-54 years |                     |

**29. How many persons in your household are employed in each of the following areas?**

- (A) Within the City limits of Overland Park: ..... \_\_\_\_\_ people
- (B) Outside of Overland Park, but within Johnson County: ..... \_\_\_\_\_ people
- (C) Outside Johnson County, but within the Kansas City Metro area: . \_\_\_\_\_ people
- (D) Outside the Kansas City metro area: ..... \_\_\_\_\_ people

**30. What is the approximate annual income of your total household?**

- |                              |                                |
|------------------------------|--------------------------------|
| ____(1) Under \$30,000       | ____(5) \$80,000 to \$99,999   |
| ____(2) \$30,000 to \$44,999 | ____(6) \$100,000 to \$124,999 |
| ____(3) \$45,000 to \$59,999 | ____(7) \$125,000 to \$149,999 |
| ____(4) \$60,000 to \$79,999 | ____(8) \$150,000 or more      |

**31. Are you or other members of your household of Spanish, Hispanic, or Latino heritage?**

- \_\_\_\_(1) Yes: **How many?** \_\_\_\_\_
- \_\_\_\_(2) No

**32. Race/Ethnicity: How many persons in your household (counting yourself), are?**

- (A) White/Caucasian ..... \_\_\_\_\_
- (B) African American/Black ..... \_\_\_\_\_
- (C) Asian/Pacific Islander ..... \_\_\_\_\_
- (D) Native American/Eskimo ..... \_\_\_\_\_
- (E) Mixed Race..... \_\_\_\_\_
- (F) Other:..... \_\_\_\_\_

**33. What is the primary language spoken in your home?**

- (1) English
- (2) Spanish
- (3) Other \_\_\_\_\_

**34. What is your gender?**

- (1) Male
- (2) Female

**This concludes the survey. Thank you for your time!**

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thanks.