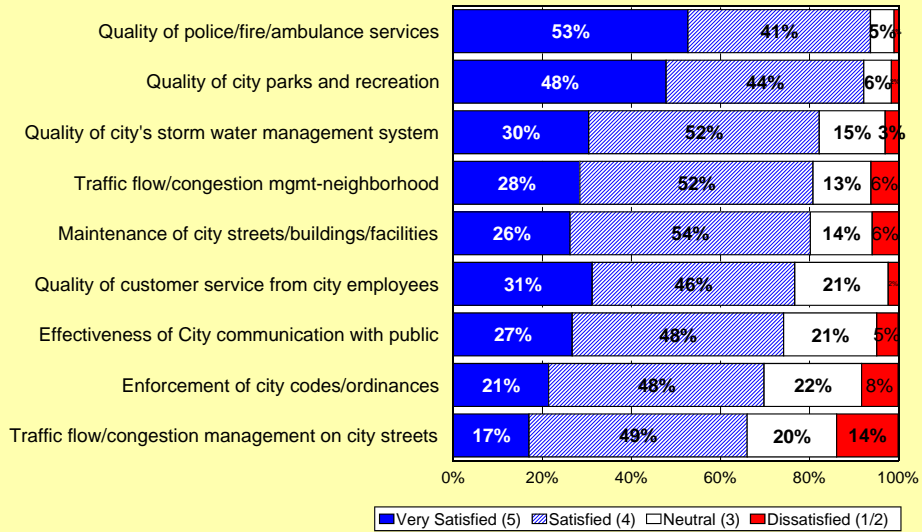


Section 1:
Charts and Graphs

Q.1 Overall Satisfaction With City Services by Major Category

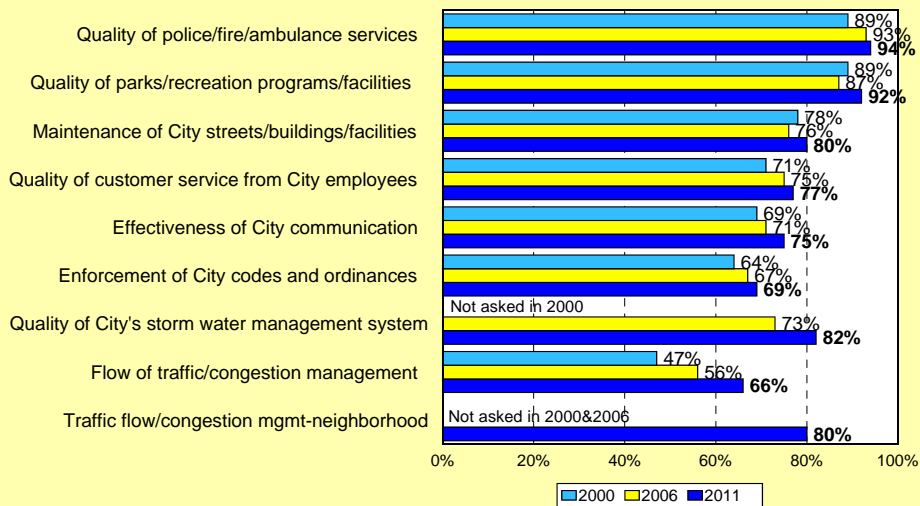
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

TRENDS: Overall Satisfaction With City Services by Major Category - 2000, 2006, 2011

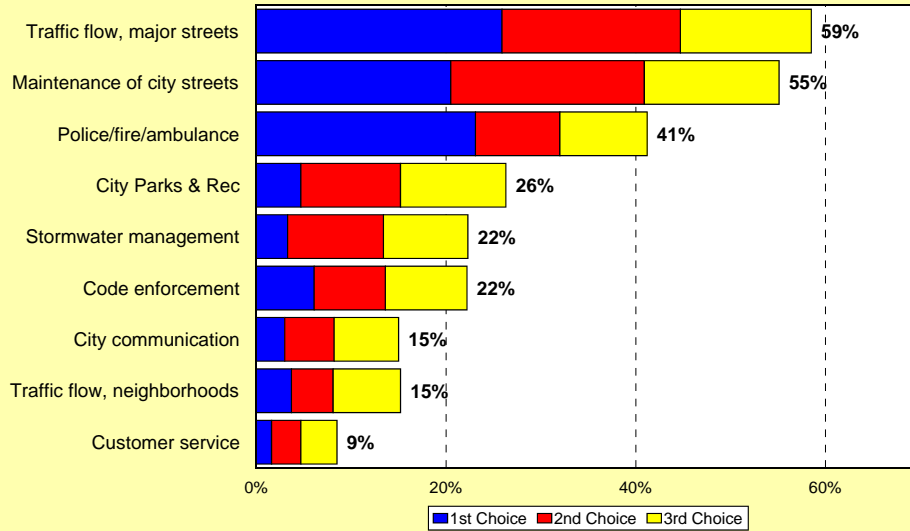
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.2 City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

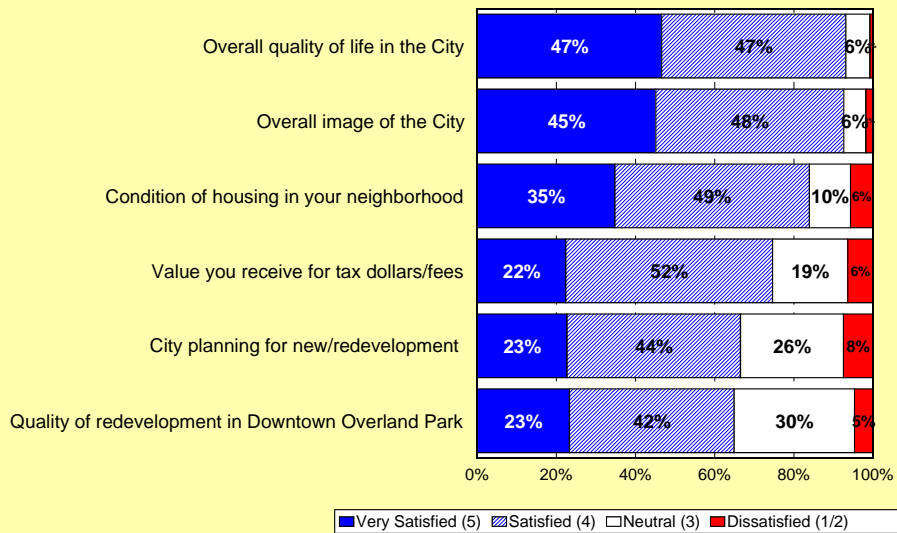
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.3 Satisfaction With Items That Influence the Perception Residents Have of the City

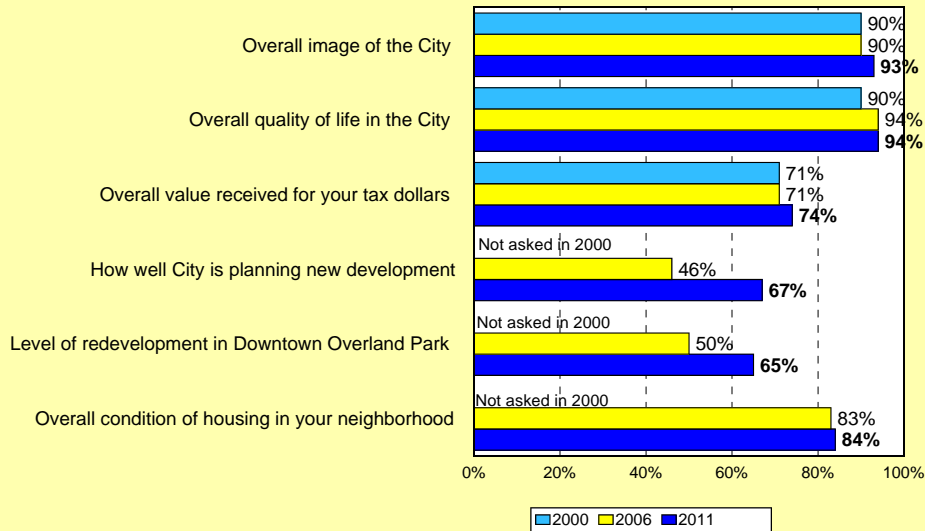
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

TRENDS: Satisfaction With Items That Influence the Perception Residents Have of the City - 2000, 2006, 2011

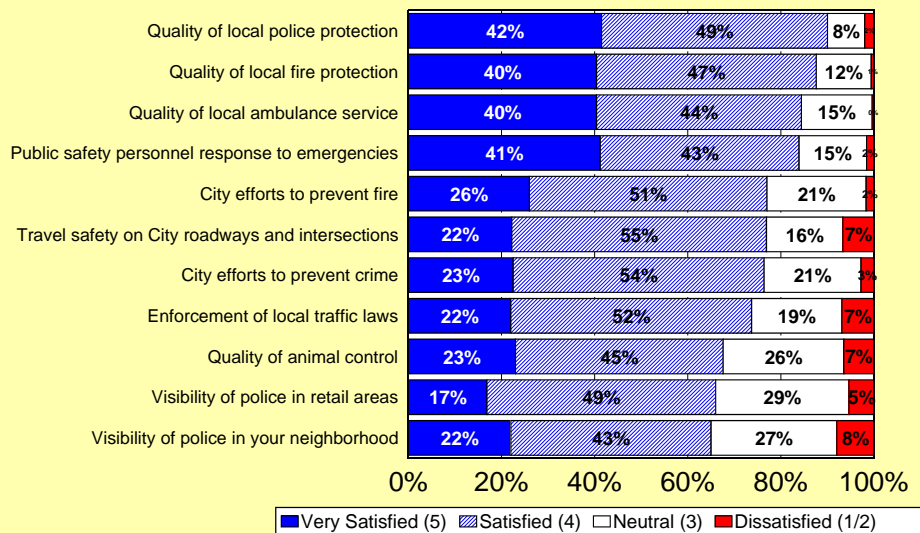
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.4 Satisfaction with Various Aspects of Public Safety Services

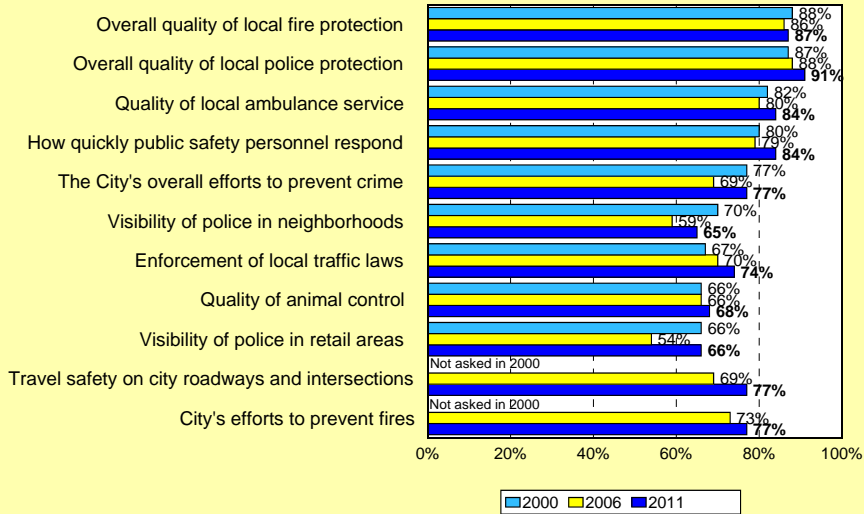
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

TRENDS: Satisfaction with Various Aspects of Public Safety - 2000, 2006, 2011

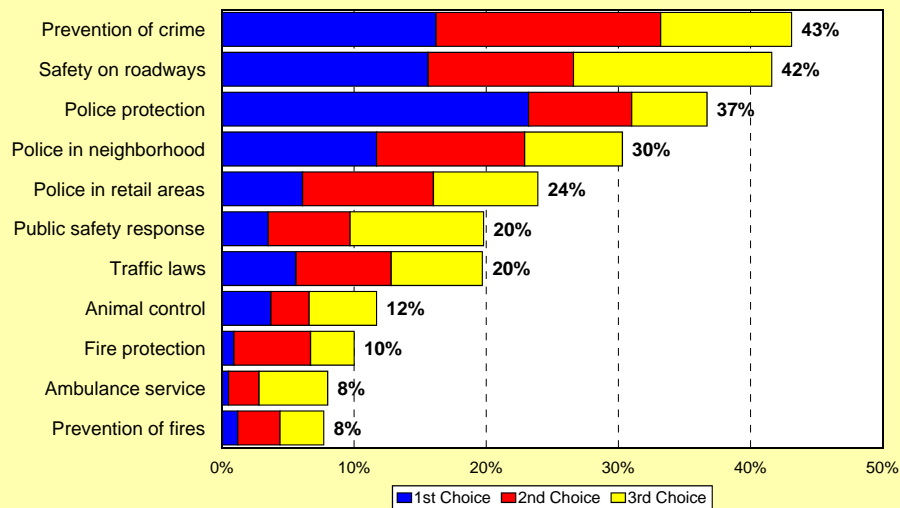
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.5 Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

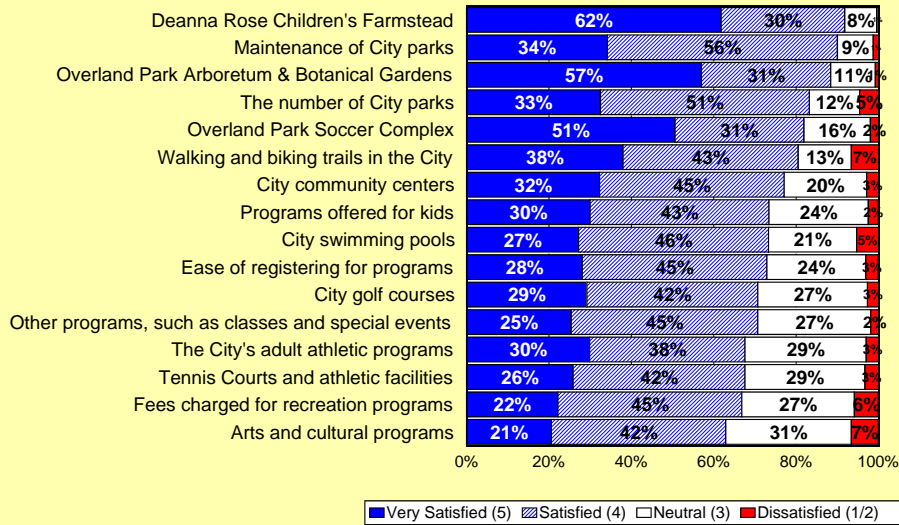
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.6 Satisfaction with Various Aspects of Parks and Recreation in Overland Park

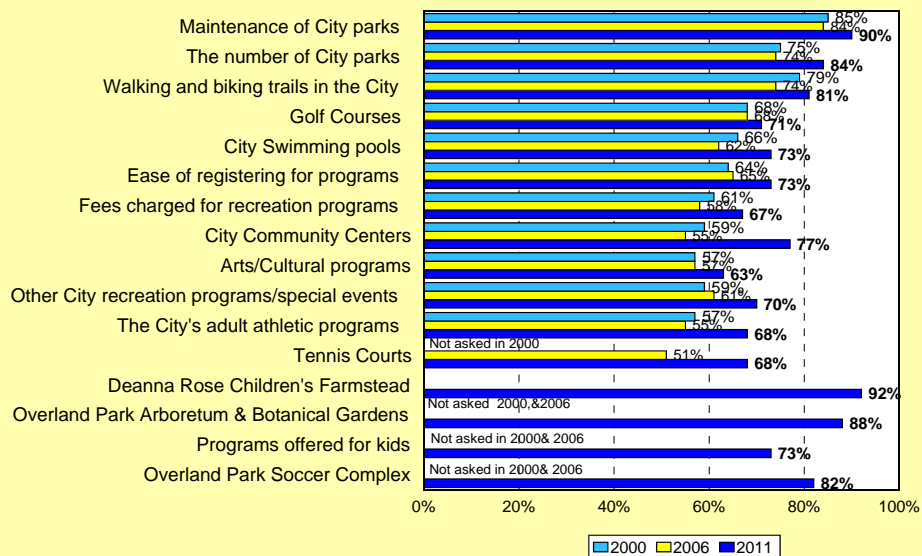
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

TRENDS: Satisfaction with Various Aspects of Parks and Recreation - 2000, 2006, 2011

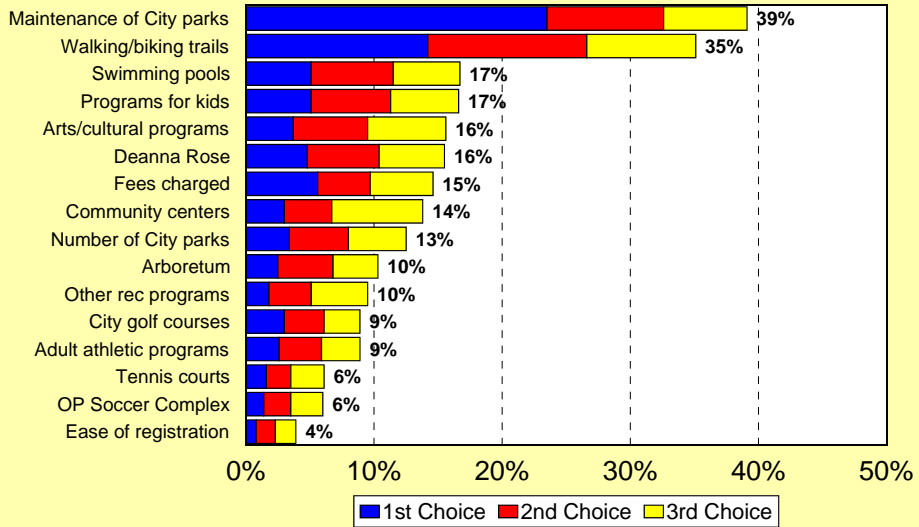
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.7 Parks/Recreation Issues That Should Receive the Most emphasis Over the Next Two Years by Major Category

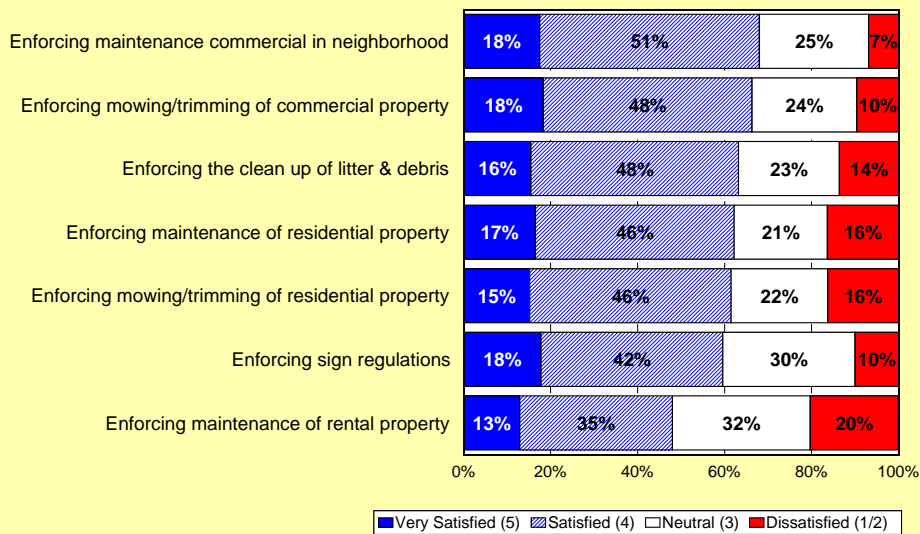
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.8 Satisfaction with Various Aspects of Code Enforcement in Overland Park

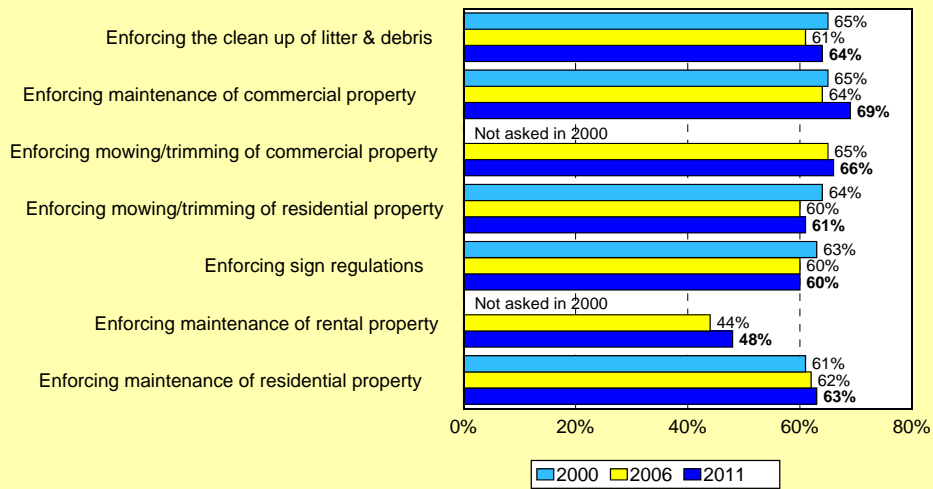
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

TRENDS: Satisfaction with the Enforcement of Codes Enforcement - 2000, 2006, 2011

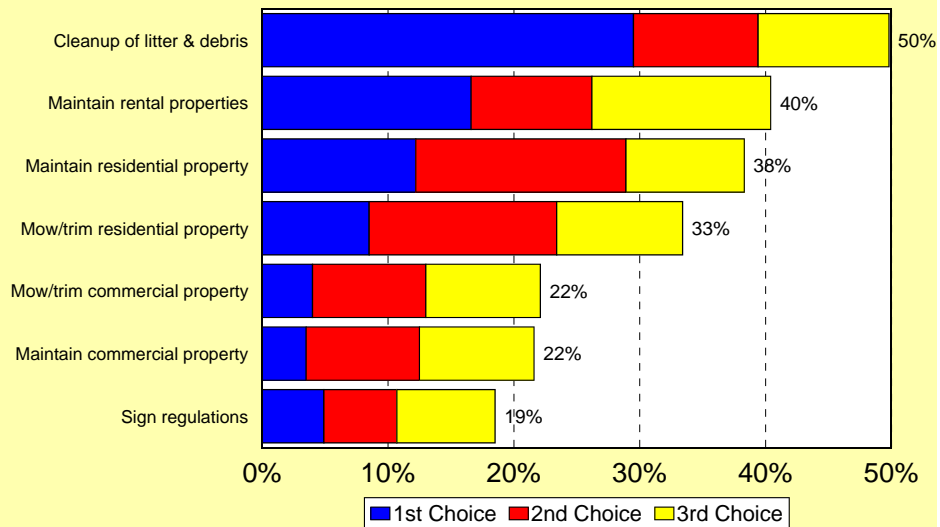
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.9 Code Enforcement Issues That Should Receive the Most Emphasis Over the Next Two Years by Major Category

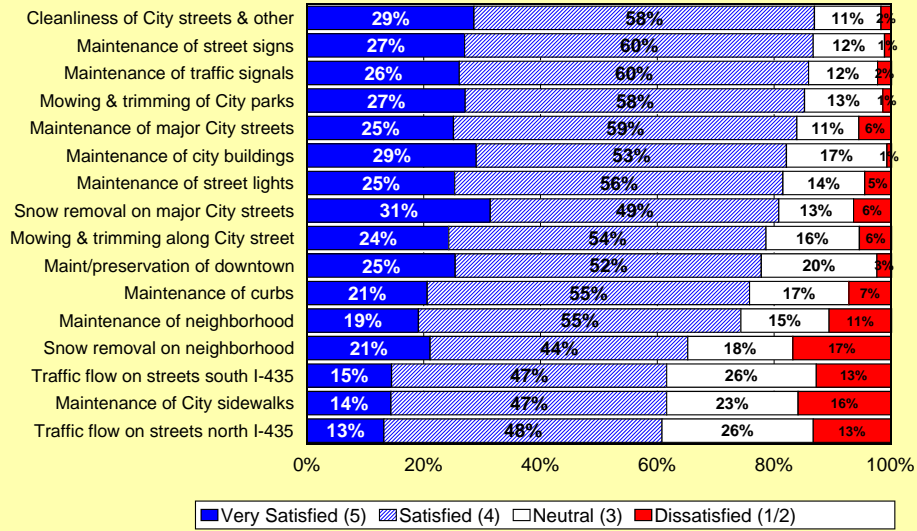
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.10 Satisfaction with Various Aspects of City Maintenance

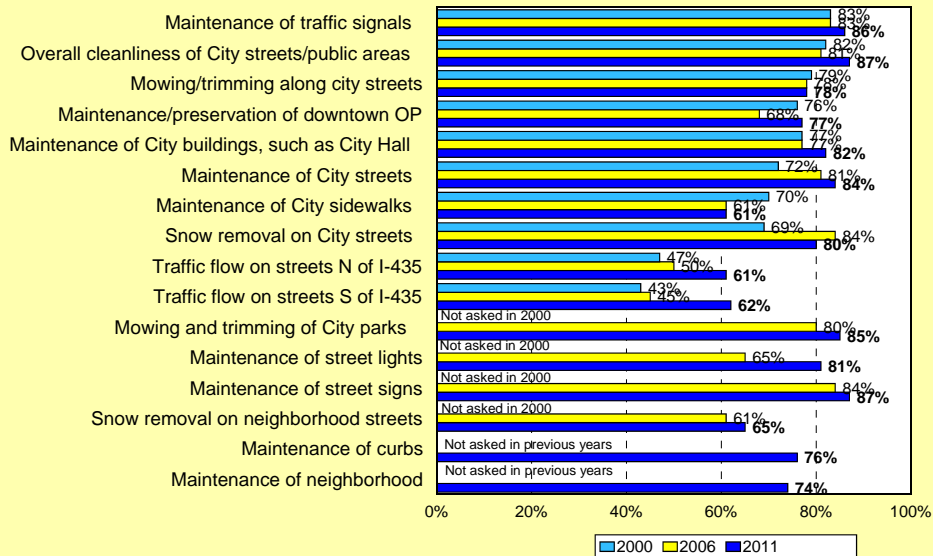
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

TRENDS: Satisfaction with Various Aspects of City Maintenance - 2000, 2006, 2011

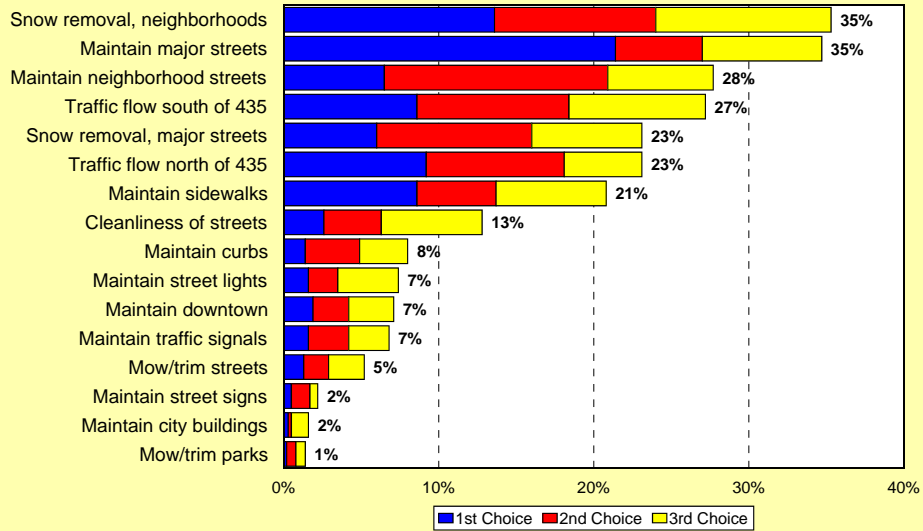
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.11 City Maintenance Issues That Should Receive the Most Emphasis Over the Next Two Years by Major Category

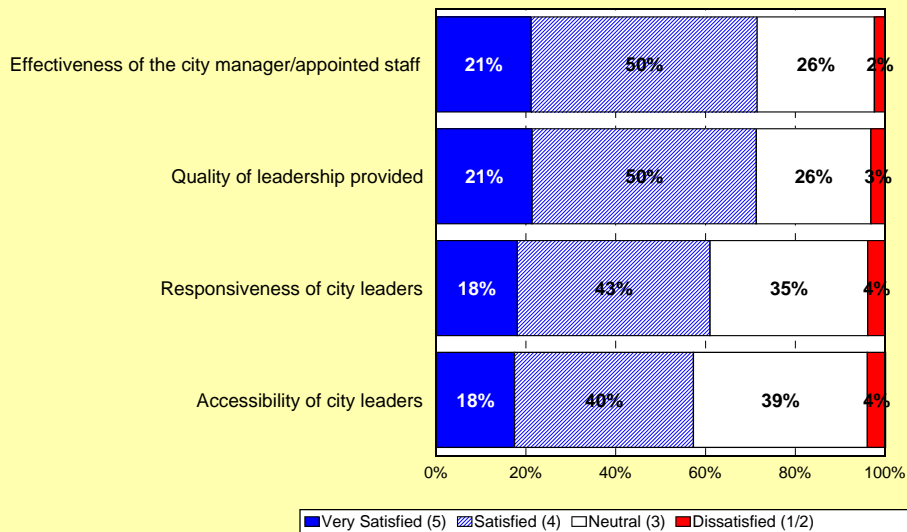
by percentage of respondents who selected the item as one of their top three choices



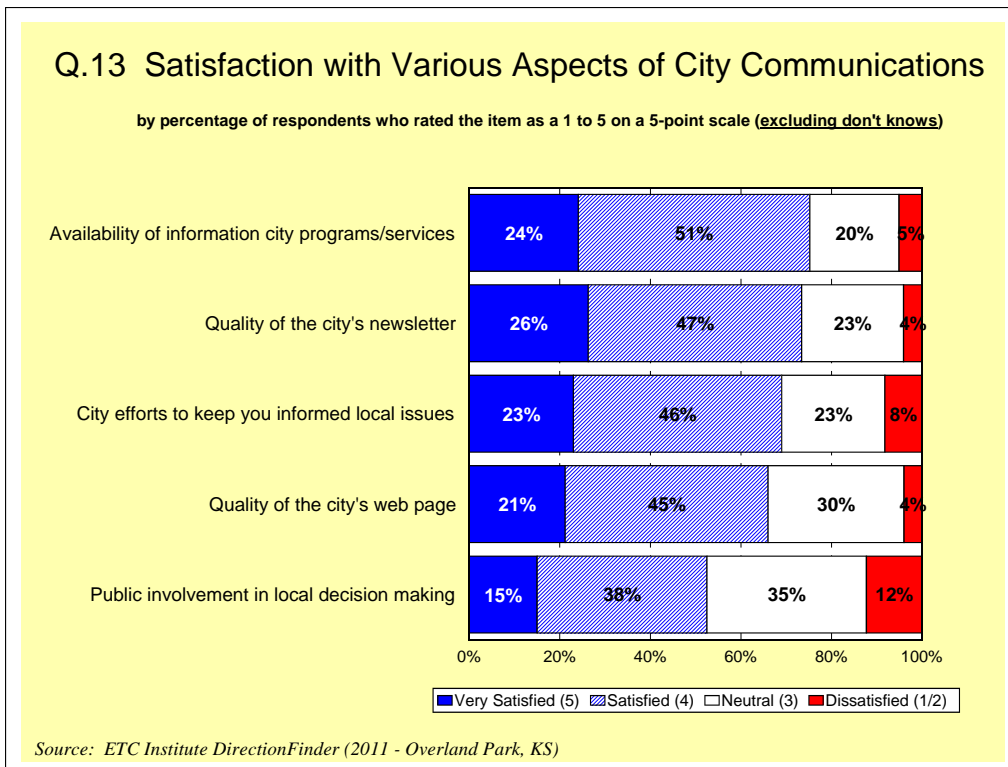
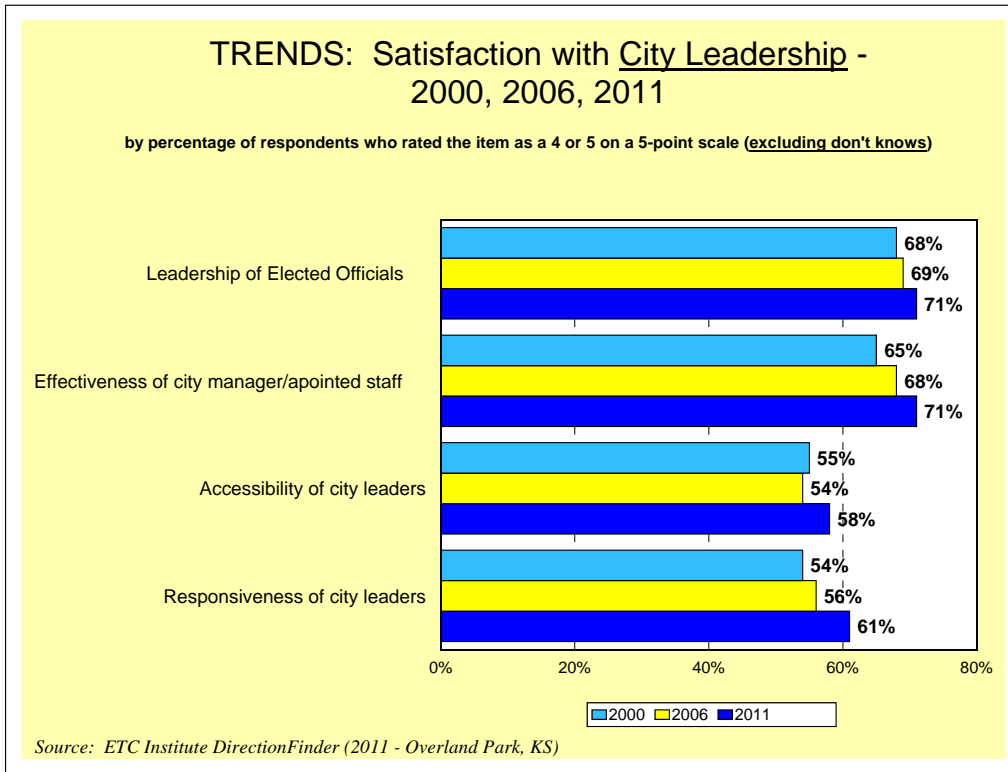
Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

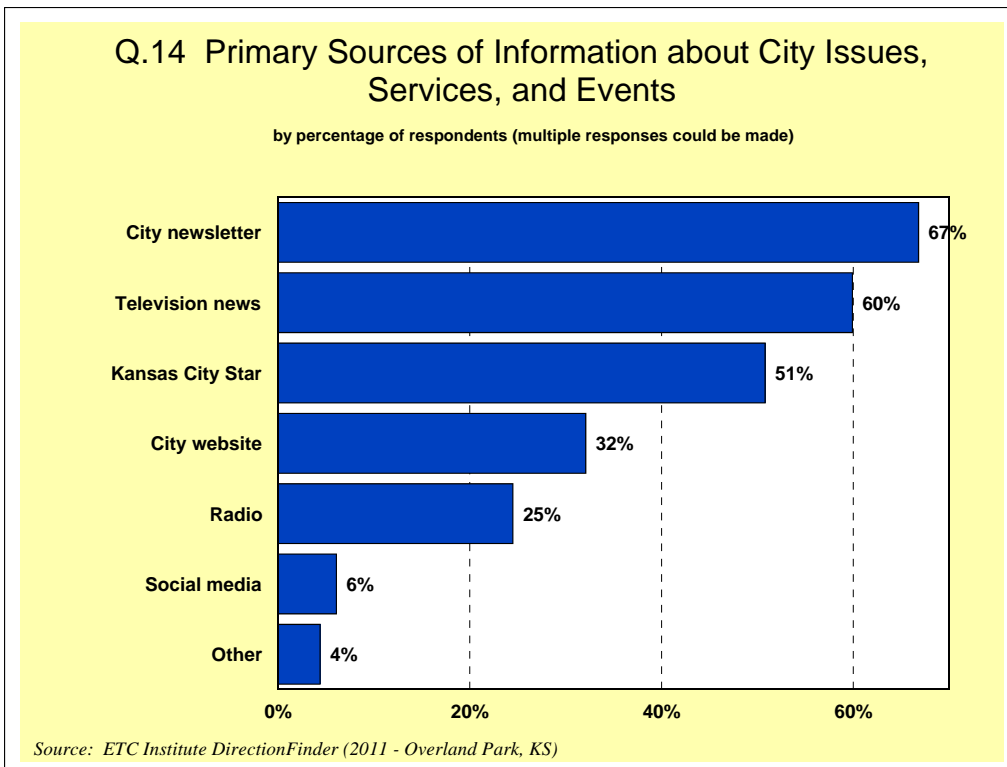
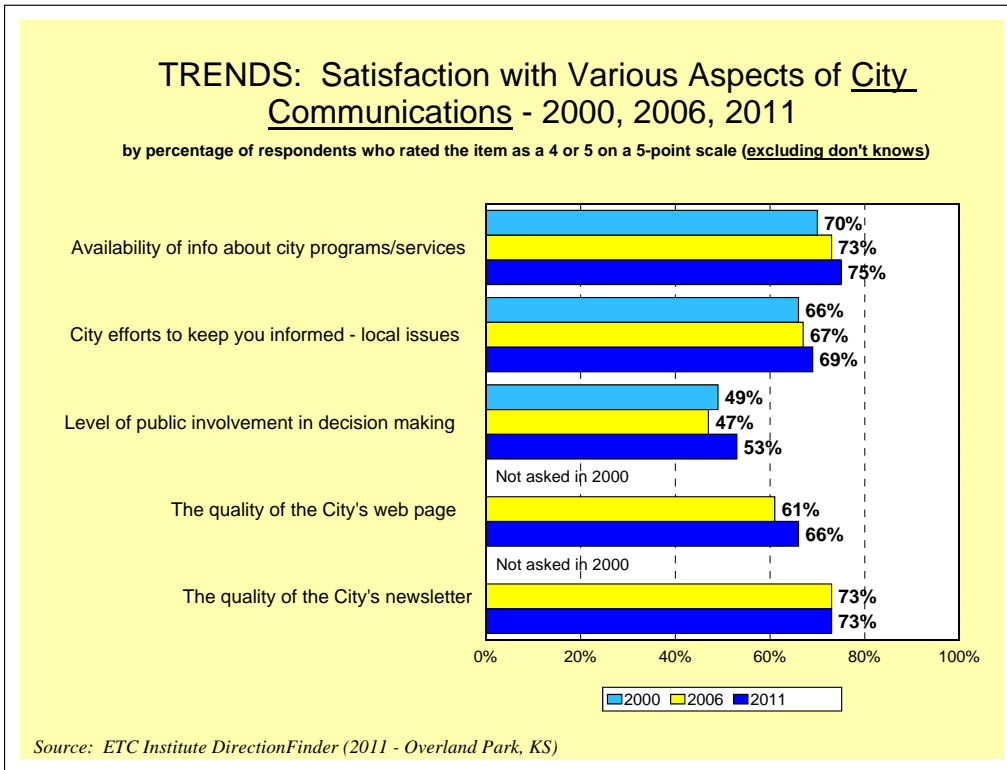
Q.12 Satisfaction with Various Aspects of Leadership

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



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

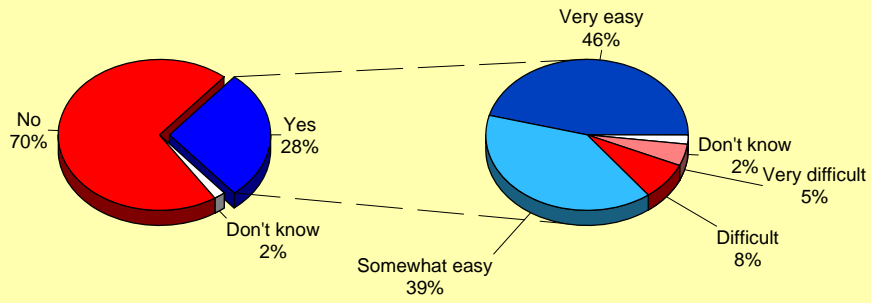




Q.15 Have You Called or Visited the City with a Question, problem, or Complaint During the Past Year?

by percentage of respondents

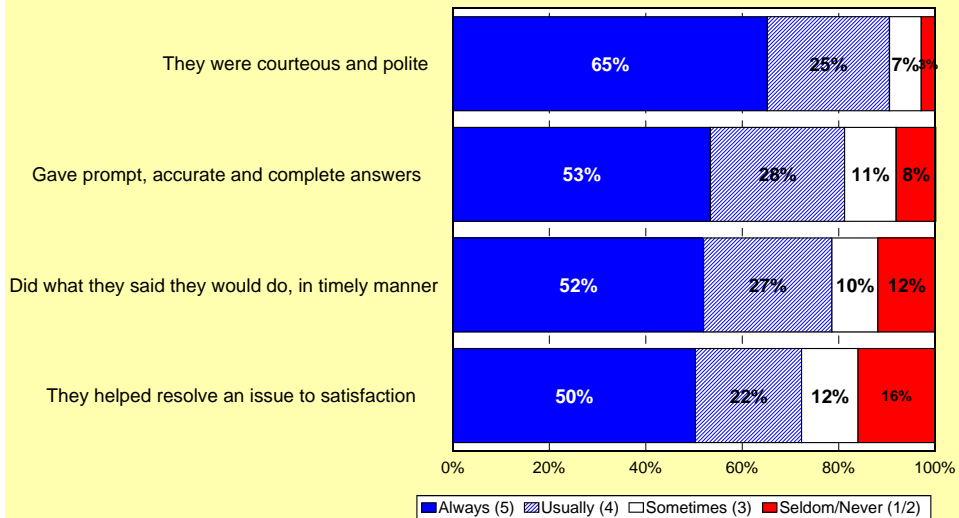
15a. How easy was it to contact the person you needed to reach?



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.15b-e Those who have contacted or visited the City of Overland Park with a question, problem or complaint during the past year.

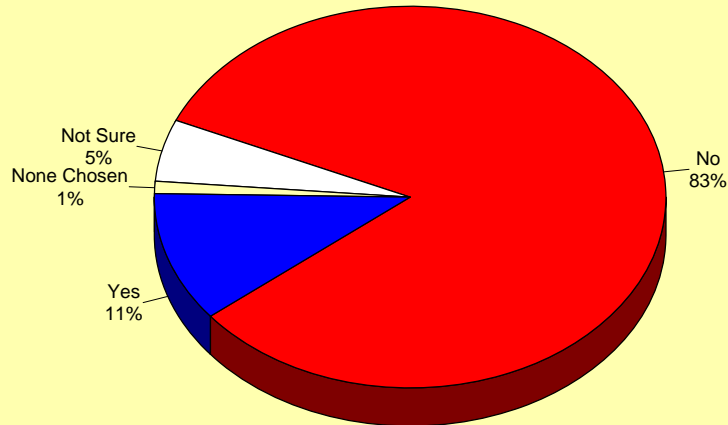
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q16 Have you ever used the city's online customer service program, "Overland Park Cares," to submit a concern or complaint?

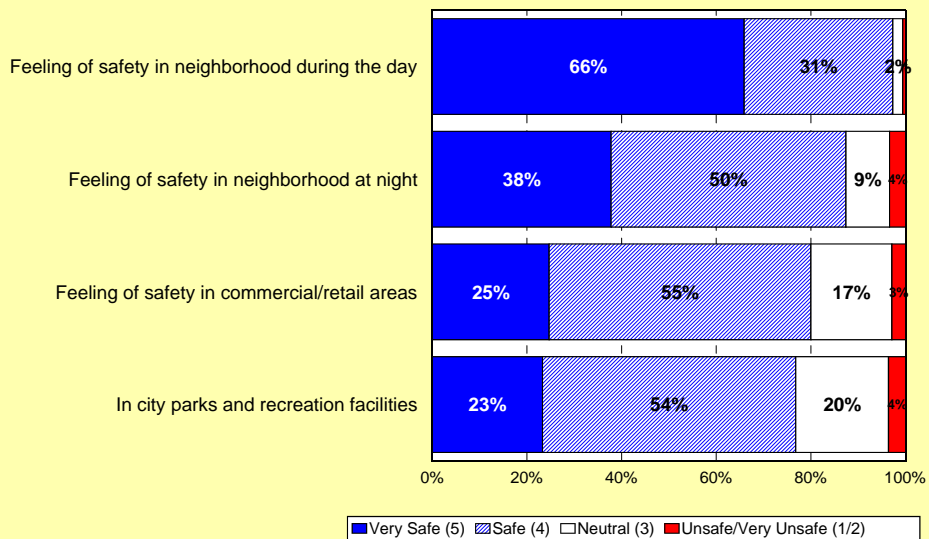
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.17 Various Issues Concerning Perceptions of Safety

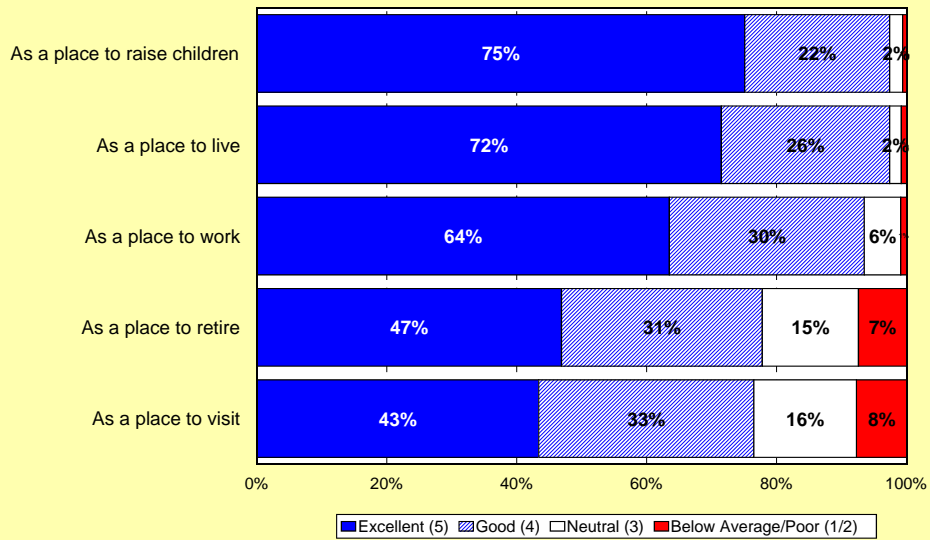
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.18 Rating of Overland Park on Various Issues

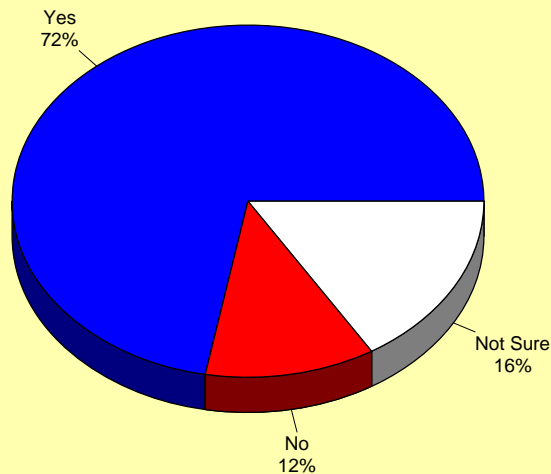
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.19 The 1/8th cent sales tax is due to renew by 2014. Would you support renewal of this 1/8th sales tax for five years?

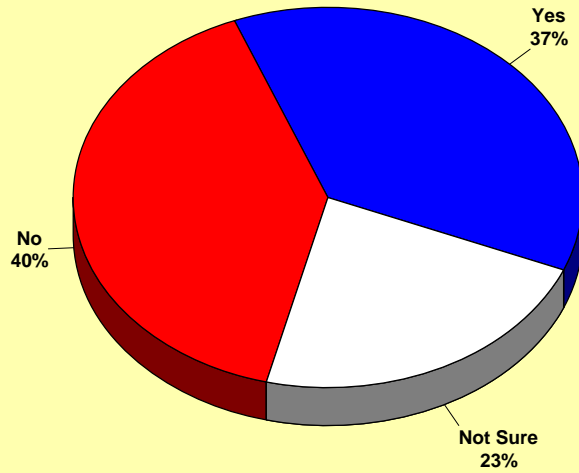
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q20. Rather than bringing this current sales tax renewal to the voters every five years, would you favor a tax approval every 10 years?

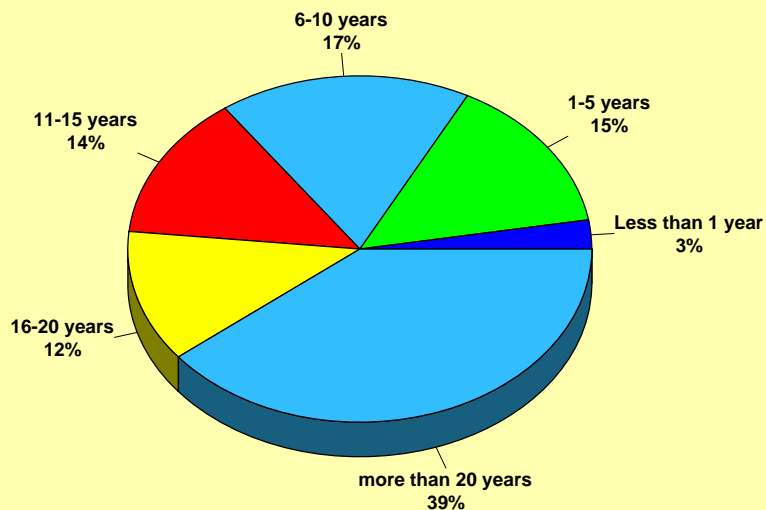
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.21 Demographics: Approximately How Many Years Have You Lived in the City of Overland Park?

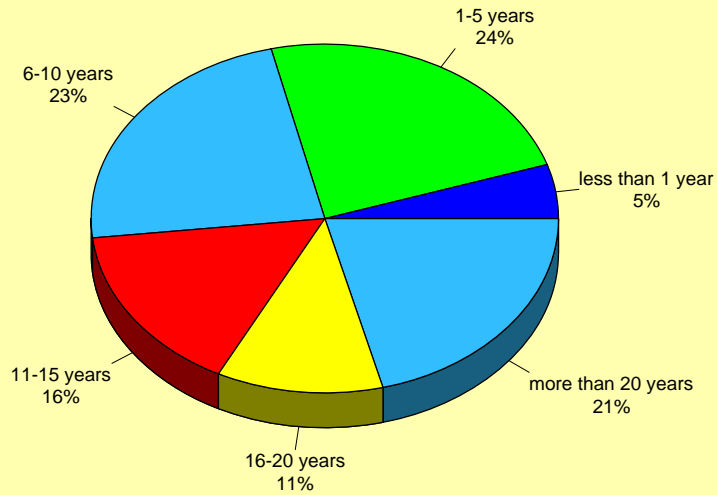
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.22 Demographics: Approximately How Many Years Have You Lived at Your Current Residence?

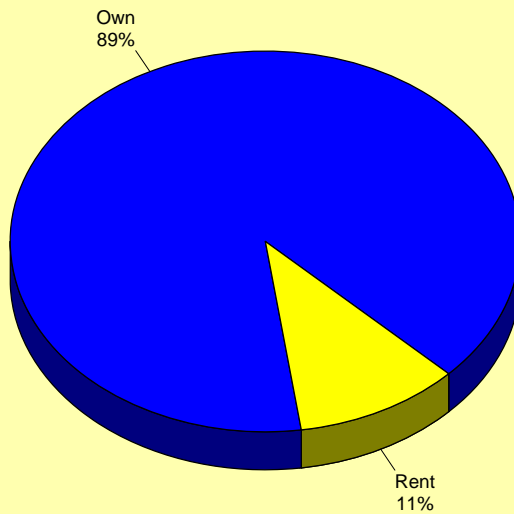
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.23 Demographics: Do You Own Or Rent Your Current Residence?

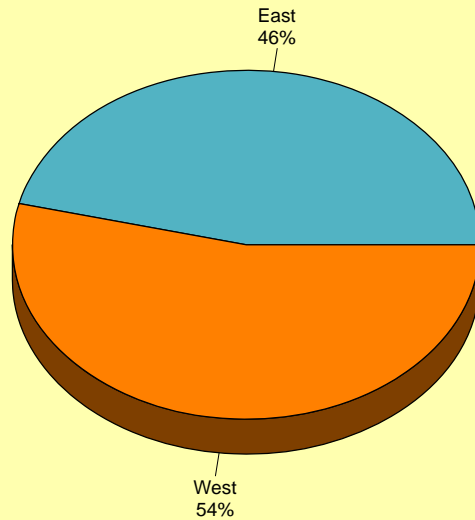
by percentage of respondents (without "not provided")



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.24 Demographics: Do You Live East or West of Antioch?

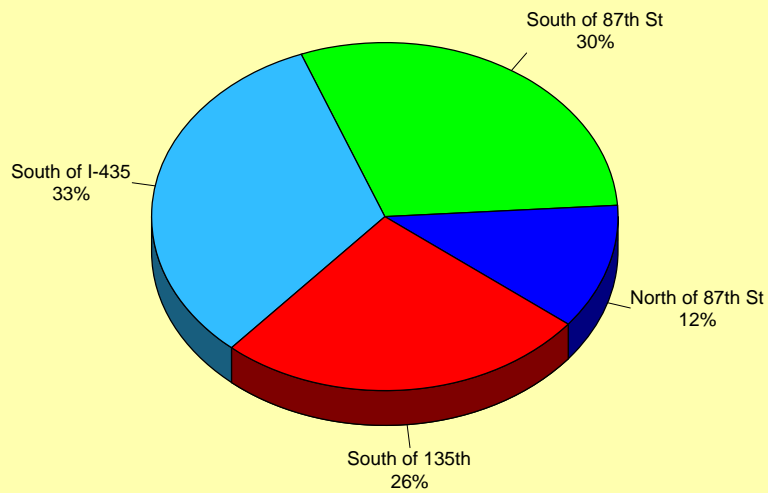
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.25 Demographics: Which of the Following Best Describes the Location of Your Home?

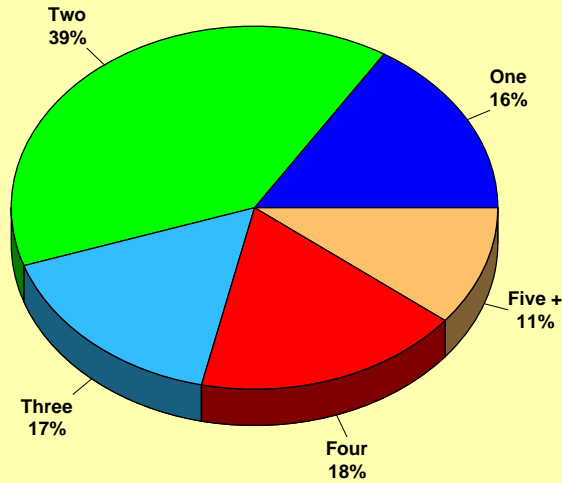
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.26 Demographics: How Many People Regularly Live in Your Household?

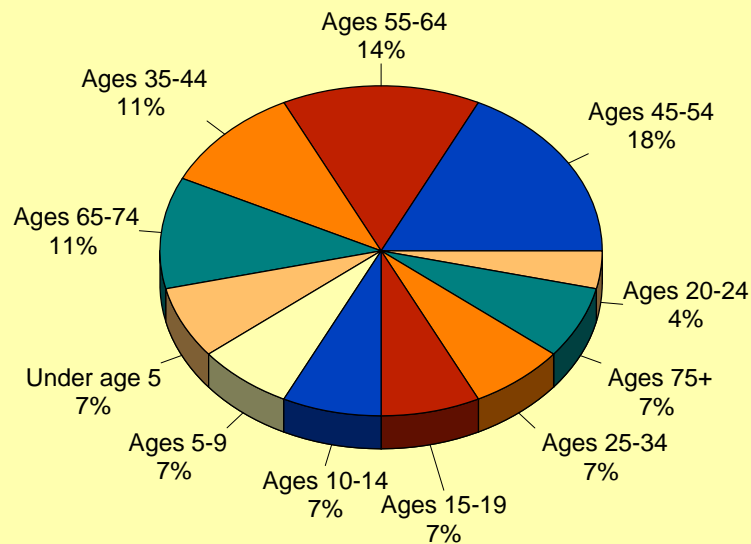
by percentage of household occupants



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.27 Demographics: Ages of Household Occupants

by percentage of persons in households



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

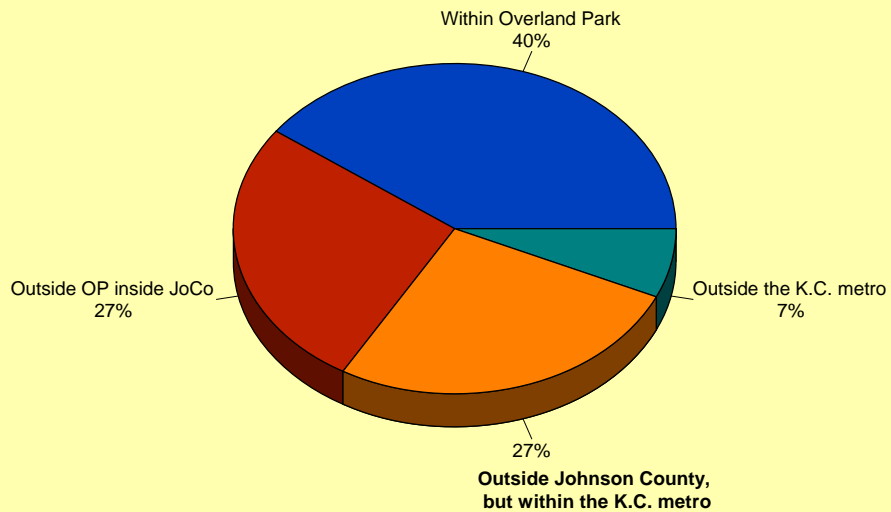
Q.28 Demographics: Age of Respondents by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.29 Demographics: Households with someone employed in various areas.

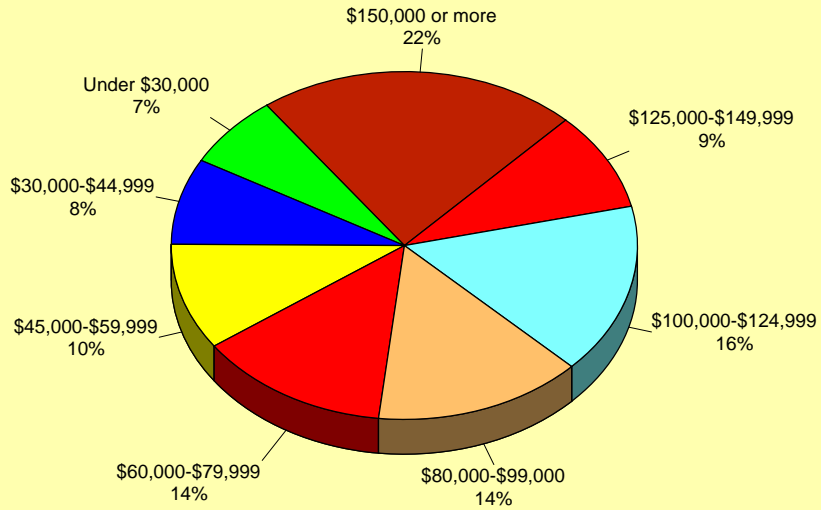
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.30 Demographics: Total Annual Household Income

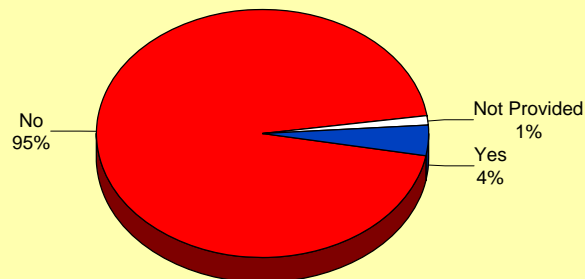
by percentage of respondents (excluding those who did not provide response)



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.31 Demographics: Are You or Other Members of Your Household of Spanish, Hispanic, or Latino Heritage?

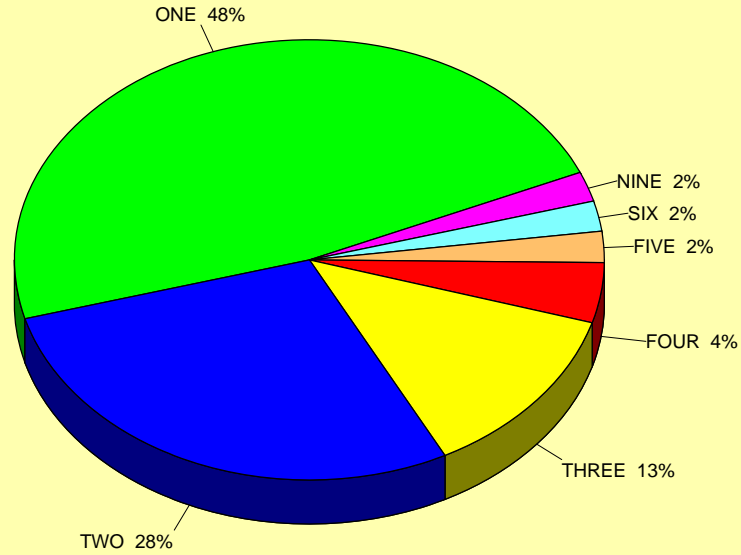
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q31 Are you or other members of your household of Spanish, Hispanic, or Latino heritage? If yes, how many?

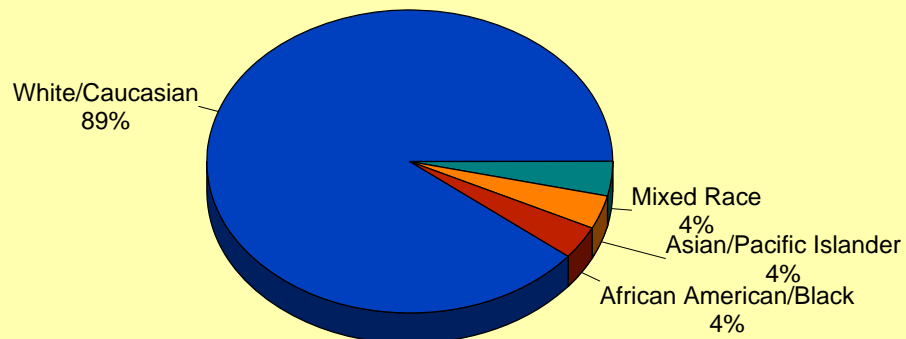
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.32 Demographics: Race/Ethnicity?

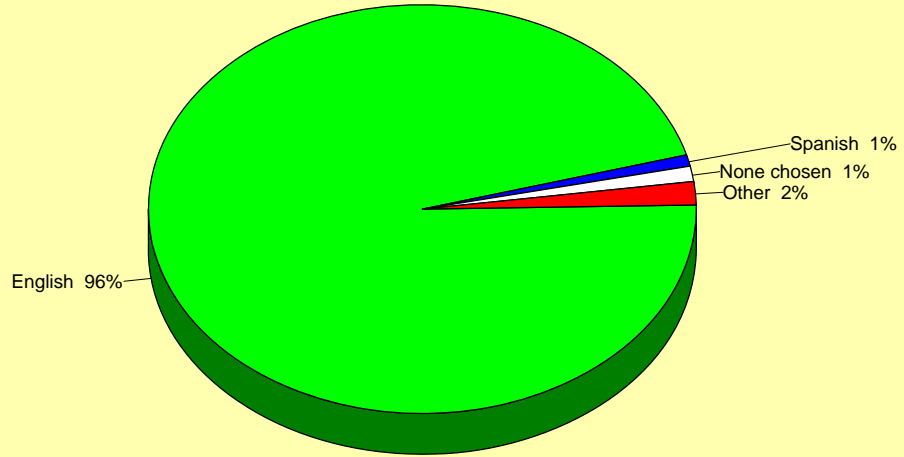
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.33 What is the Primary Language Spoken in Your Home?

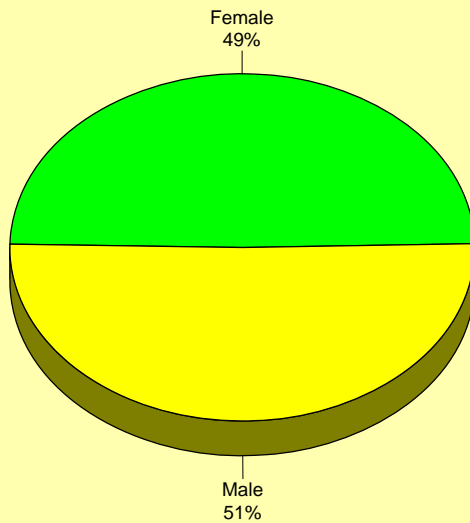
by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)

Q.34 Demographics: Gender

by percentage of respondents



Source: ETC Institute DirectionFinder (2011 - Overland Park, KS)