ETC Institute
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More than 2,150,000 Persons Surveyed Since 2006 for more than 900 cities in 49 States
Agenda

- Purpose and Methodology
- Bottom Line Upfront
- Major Findings
- Summary and Conclusions
- Questions
Purpose

• To objectively assess citizen satisfaction with the delivery of major City services

• To compare the City’s performance with residents in other communities regionally and nationally

• To measure trends from previous survey

• To help determine priorities for the community
Methodology

• **Survey Description**
  - seven-page survey; asked many of the same questions from previous surveys
  - 3rd citizen satisfaction survey administered for the City

• **Method of Administration**
  - by mail, online and phone to a random sample of City residents
  - each survey took approximately 15-20 minutes to complete

• **Sample size:**
  - goal number of surveys: 400
  - goal far exceeded: 653 completed surveys
  - demographics of survey respondents accurately reflects the actual population of the City

• **Confidence level:** 95%

• **Margin of error:** +/- 3.8% overall
Shawnee 2017 Citizen Satisfaction Survey

Location of Survey Respondents

Good representation throughout the City
Bottom Line Up Front

- Residents Have a Very Positive Perception of the City
  - 96% rated the City as an “excellent” or “good” place to live
  - 94% rated the City as an “excellent” or “good” place to raise children

- The City Is Moving in the Right Direction
  - Satisfaction ratings have increased or stayed the same in 68 of 80 areas since 2015; increased or stayed the same in 55 of 80 areas since 2012

- Satisfaction with City Services Is Much Higher in Shawnee Than Other Communities
  - The City rated above the Kansas-Missouri Average in 54 of 56 areas, and above the U.S. Average in 52 of 56 areas

- Overall Community Priorities Over the Next 2 Years:
  - Maintenance of City Streets
  - Enforcement of City Codes and Ordinances
  - Flow of Traffic and Congestion Management
Major Finding #1
Residents Have a Very Positive Perception of the City
88% of Residents Are Very Satisfied or Satisfied with the Overall Quality of Life in the City; Only 3% Are Dissatisfied
Q1. Overall Satisfaction with City Services by Major Category

by percentage of respondents (excluding “don’t know”)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police, fire, &amp; ambulance services</td>
<td>55%</td>
<td>38%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>City parks &amp; recreation programs &amp; facilities</td>
<td>48%</td>
<td>43%</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Maintenance of City buildings &amp; facilities</td>
<td>39%</td>
<td>47%</td>
<td>13%</td>
<td></td>
</tr>
<tr>
<td>Customer service from City employees</td>
<td>42%</td>
<td>39%</td>
<td>16%</td>
<td></td>
</tr>
<tr>
<td>Effectiveness of City communication with public</td>
<td>32%</td>
<td>43%</td>
<td>18%</td>
<td>7%</td>
</tr>
<tr>
<td>Flow of traffic &amp; congestion management</td>
<td>24%</td>
<td>50%</td>
<td>17%</td>
<td>8%</td>
</tr>
<tr>
<td>Stormwater runoff/stormwater management system</td>
<td>29%</td>
<td>44%</td>
<td>18%</td>
<td>9%</td>
</tr>
<tr>
<td>Maintenance of City streets</td>
<td>18%</td>
<td>49%</td>
<td>18%</td>
<td>15%</td>
</tr>
<tr>
<td>Enforcement of City codes &amp; ordinances</td>
<td>24%</td>
<td>40%</td>
<td>26%</td>
<td>11%</td>
</tr>
</tbody>
</table>

Source: ETC Institute DirectionFinder (Shawnee, KS 2017)

Satisfaction Is High for All City Services
Over 90% of Residents Rated the City as an Excellent or Good Place to Live and Raise Children
Overall Quality of Life in the City

All areas are in BLUE, which indicates that residents in all parts of the City are satisfied.

Legend
Mean rating on a 5-point scale
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response
Major Finding #2
The City Is Moving in the Right Direction
Overall Satisfaction with City Services by Major Category - 2012 to 2017

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

1. Police, fire, & ambulance services: 93% (2017), 93% (2015), 90% (2012)
2. City parks & recreation programs & facilities: 92% (2017), 89% (2015), 83% (2012)
5. Effectiveness of City communication with public: 75% (2017), 65% (2015), 72% (2012)

Source: ETC Institute DirectionFinder (Shawnee, KS 2017)
Q3. Satisfaction with Items That Influence the Perception Residents Have of the City - 2012 to 2017

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

- Overall quality of life in the City: 88% (2012), 86% (2015), 84% (2017)
- Overall image of the City: 71% (2012), 73% (2015), 70% (2017)
- Value you receive for your City tax dollars & fees: 68% (2012), 59% (2015), 53% (2017)
- How City is managing/planning growth/development: 60% (2012), 52% (2015), 57% (2017)

Source: ETC Institute DirectionFinder (Shawnee, KS 2017)
Q5. How Residents Rate the City of Shawnee Leadership - 2012 to 2017

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

- Quality of leadership by elected officials: 61% (2012), 56% (2015), 56% (2017)
- Effectiveness of the city manager/appointed staff: 56% (2012), 48% (2015), 60% (2017)
- Accessibility and responsiveness of City leaders: 53% (2012), 47% (2015), 56% (2017)

Source: ETC Institute DirectionFinder (Shawnee, KS 2017)
Q6. Satisfaction with Various Aspects of City Maintenance - 2012 to 2017

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

- Snow removal on major city streets: 2012 - 82%, 2015 - 88%, 2017 - 82%
- Maintenance of City parks: 2012 - 85%, 2015 - 87%, 2017 - 85%
- Maintenance of traffic signals: 2012 - 80%, 2015 - 80%, 2017 - 80%
- Maintenance of street signs: 2012 - 83%, 2015 - 82%, 2017 - 83%
- Maintenance of City buildings: 2012 - 84%, 2015 - 83%, 2017 - 84%
- Overall cleanliness of city streets/public areas: 2012 - 76%, 2015 - 74%, 2017 - 74%
- Mowing/trimming along city streets & public areas: 2012 - 71%, 2015 - 76%, 2017 - 71%
- City efforts to prevent flooding: 2012 - 72%, 2015 - 72%, 2017 - 72%
- Snow removal on neighborhood streets: 2012 - 66%, 2015 - 66%, 2017 - 66%
- Adequacy of street lighting: 2012 - 67%, 2015 - 72%, 2017 - 67%
- Maintenance of sidewalks: 2012 - 50%, 2015 - 64%, 2017 - 64%
- Maintenance of curbs and gutters: 2012 - 61%, 2015 - 61%, 2017 - 61%
- Maintenance & preservation of downtown Shawnee: 2012 - 60%, 2015 - 59%, 2017 - 60%

Source: ETC Institute DirectionFinder (Shawnee, KS 2017)

Significant Increases From 2015:
- Snow removal on major city streets
- Maintenance of City parks
- Maintenance of traffic signals
- Maintenance of street signs
- Maintenance of City buildings
- Overall cleanliness of city streets/public areas
- Mowing/trimming along city streets & public areas
- City efforts to prevent flooding
- Snow removal on neighborhood streets
- Adequacy of street lighting
- Maintenance of sidewalks
- Maintenance & preservation of downtown Shawnee

Significant Decreases From 2015:
- Maintenance of curbs and gutters
Q8. Satisfaction with Various Aspects of Code Enforcement - 2012 to 2017

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

- **Enforcing sign regulations**: 51% (2012), 49% (2015), 56% (2017)
- **Enforcing exterior maintenance business property**: 49% (2012), 49% (2015), 50% (2017)
- **Enforcing clean-up of debris on private property**: 43% (2012), 41% (2015), 44% (2017)
- **Enforcing mowing/cutting weeds on private property**: 38% (2012), 43% (2015), 43% (2017)
- **Enforcing exterior maint. of residential property**: 39% (2012), 42% (2015), 43% (2017)

Source: ETC Institute DirectionFinder (Shawnee, KS 2017)
Q10. Satisfaction with Various Aspects of Parks and Recreation - 2012 to 2017

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

- Number of City parks
- Special events
- Outdoor athletic fields
- Ease of registering for programs
- Civic Centre
- Number of walking and biking trails
- Shawnee Town 1929
- The City’s youth programs
- Fees charged for recreation programs
- City aquatic facilities
- The City’s adult programs
- The City’s Senior Programs
- City skate park

Source: ETC Institute DirectionFinder (Shawnee, KS 2017)

Significant Increases From 2015:
Significant Decreases From 2015:
Q13. Satisfaction with Various Aspects of Public Safety Services - 2012 to 2017

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

<table>
<thead>
<tr>
<th>Aspect</th>
<th>2012</th>
<th>2015</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of local fire protection</td>
<td></td>
<td></td>
<td>92%</td>
</tr>
<tr>
<td>Overall quality of local police protection</td>
<td></td>
<td></td>
<td>91%</td>
</tr>
<tr>
<td>How quickly fire dept. responds to emergencies</td>
<td></td>
<td></td>
<td>88%</td>
</tr>
<tr>
<td>How quickly ambulance responds to emergencies</td>
<td></td>
<td></td>
<td>89%</td>
</tr>
<tr>
<td>Overall quality of local ambulance service</td>
<td></td>
<td></td>
<td>85%</td>
</tr>
<tr>
<td>How quickly police respond to emergencies</td>
<td></td>
<td></td>
<td>83%</td>
</tr>
<tr>
<td>Enforcement of local traffic laws</td>
<td></td>
<td></td>
<td>83%</td>
</tr>
<tr>
<td>The City's efforts to prevent fires</td>
<td></td>
<td></td>
<td>84%</td>
</tr>
<tr>
<td>The visibility of police in neighborhoods</td>
<td></td>
<td></td>
<td>75%</td>
</tr>
<tr>
<td>Fire safety education programs</td>
<td></td>
<td></td>
<td>71%</td>
</tr>
<tr>
<td>The City's efforts to prevent crime</td>
<td></td>
<td></td>
<td>71%</td>
</tr>
<tr>
<td>Police safety education programs</td>
<td></td>
<td></td>
<td>65%</td>
</tr>
<tr>
<td>The visibility of police in retail areas</td>
<td></td>
<td></td>
<td>63%</td>
</tr>
<tr>
<td>Quality of animal control</td>
<td></td>
<td></td>
<td>57%</td>
</tr>
</tbody>
</table>

Source: ETC Institute DirectionFinder (Shawnee, KS 2017)
Q21c. How Often Did the Employee You Contacted Display the Following Type of Behavior? 2012 to 2017

by percentage of respondents who had contacted the City during the past year, and who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)

- They were courteous and polite
  - 2012: 85%, 2015: 91%, 2017: 96%

- They gave prompt, accurate, and complete answers
  - 2012: 74%, 2015: 84%, 2017: 88%

- Did what they said they would do in a timely manner
  - 2012: 69%, 2015: 78%, 2017: 87%

- They helped you resolve an issue to satisfaction
  - 2012: 68%, 2015: 76%, 2017: 79%

Source: ETC Institute DirectionFinder (Shawnee, KS 2017)
Q22. Satisfaction with Various Aspects of Communication 2012 to 2017

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

- **Availability of information about programs/service**: 81% (2017) vs. 73% (2012)
- **The quality of the City's newsletter**: 76% (2017) vs. 75% (2012)
- **City efforts to inform on local issues**: 69% (2017) vs. 64% (2012)
- **The quality of the City's web page**: 61% (2017) vs. 63% (2012)
- **Public involvement in local decision-making**: 50% (2017) vs. 46% (2012)

**Significant Increases From 2015:**
- Availability of information about programs/service
- The quality of the City's newsletter

**Significant Decreases From 2015:**
- City efforts to inform on local issues
- The quality of the City's web page
- Public involvement in local decision-making

*Source: ETC Institute DirectionFinder (Shawnee, KS 2017)*
Major Finding #3

Satisfaction Levels in Shawnee Are Significantly Higher than the Regional and National Averages in Most Areas
Overall Satisfaction with Various City Services
Shawnee vs. Kansas & Missouri Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

- Police, fire, & ambulance services
  - Shawnee: 76%
  - Kansas & Missouri Region: 77%
  - U.S.: 93%

- City parks & recreation programs & facilities
  - Shawnee: 67%
  - Kansas & Missouri Region: 64%
  - U.S.: 91%

- Customer service from City employees
  - Shawnee: 47%
  - Kansas & Missouri Region: 53%
  - U.S.: 81%

- Effectiveness of City communication with public
  - Shawnee: 47%
  - Kansas & Missouri Region: 50%
  - U.S.: 75%

- Flow of traffic & congestion management
  - Shawnee: 47%
  - Kansas & Missouri Region: 51%
  - U.S.: 74%

- Stormwater runoff/stormwater management system
  - Shawnee: 53%
  - Kansas & Missouri Region: 56%
  - U.S.: 73%

- Maintenance of City streets
  - Shawnee: 42%
  - Kansas & Missouri Region: 41%
  - U.S.: 67%

- Enforcement of City codes & ordinances
  - Shawnee: 50%
  - Kansas & Missouri Region: 52%
  - U.S.: 64%

Source: 2017 ETC Institute

Significantly Higher: ↑  
Significantly Lower: ↓
Satisfaction with Issues that Influence Perceptions of the City
Shawnee vs. Kansas & Missouri Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

- **Overall quality of life in the City**: Shawnee 88%, Kansas & Missouri Region 66%, U.S. 73%
- **Overall image of the City**: Shawnee 73%, Kansas & Missouri Region 58%, U.S. 64%
- **Value you receive for your City tax dollars & fees**: Shawnee 68%, Kansas & Missouri Region 40%, U.S. 38%
- **How City is managing/planning growth/development**: Shawnee 60%, Kansas & Missouri Region 39%, U.S. 47%

Source: 2017 ETC Institute

**Significantly Higher:**

- Overall quality of life in the City
- Overall image of the City

**Significantly Lower:**

- Value you receive for your City tax dollars & fees
- How City is managing/planning growth/development
Overall Ratings of the Community
Shawnee vs. Kansas & Missouri Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)

- As a place to live
  - Shawnee: 96%
  - Kansas & Missouri Region: 65%
  - U.S.: 70%

- As a place to raise children
  - Shawnee: 94%
  - Kansas & Missouri Region: 66%
  - U.S.: 68%

- As a place to work
  - Shawnee: 67%
  - Kansas & Missouri Region: 58%
  - U.S.: 54%

Source: 2017 ETC Institute

Significantly Higher:  
Significantly Lower:
Overall Satisfaction with City Maintenance
Shawnee vs. Kansas & Missouri Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don’t knows)

1. Snow removal on major city streets
   - Shawnee: 88%  
   - Kansas & Missouri Region: 62%  
   - U.S.: 58%

2. Maintenance of City parks
   - Shawnee: 87%  
   - Kansas & Missouri Region: 75%  
   - U.S.: 70%

3. Maintenance of City buildings
   - Shawnee: 83%  
   - Kansas & Missouri Region: 63%  
   - U.S.: 57%

4. Overall cleanliness of city streets/public areas
   - Shawnee: 81%  
   - Kansas & Missouri Region: 62%  
   - U.S.: 62%

5. Mowing/trimming along city streets & public areas
   - Shawnee: 76%  
   - Kansas & Missouri Region: 51%  
   - U.S.: 54%

6. Snow removal on neighborhood streets
   - Shawnee: 72%  
   - Kansas & Missouri Region: 51%  
   - U.S.: 48%

7. Adequacy of street lighting
   - Shawnee: 67%  
   - Kansas & Missouri Region: 52%  
   - U.S.: 56%

8. Maintenance of sidewalks
   - Shawnee: 64%  
   - Kansas & Missouri Region: 46%  
   - U.S.: 47%

Source: 2017 ETC Institute
Overall Satisfaction with Code Enforcement
Shawnee vs. Kansas & Missouri Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

- Enforcing sign regulations: Shawnee 56%, Kansas & Missouri Region 46%, U.S. 51%
- Enforcing exterior maintenance business property: Shawnee 50%, Kansas & Missouri Region 53%, U.S. 52%
- Enforcing clean-up of debris on private property: Shawnee 44%, Kansas & Missouri Region 42%, U.S. 41%
- Enforcing mowing/cutting weeds on private property: Shawnee 43%, Kansas & Missouri Region 42%, U.S. 41%
- Enforcing exterior maint. of residential property: Shawnee 42%, Kansas & Missouri Region 43%, U.S. 43%

Source: 2017 ETC Institute

Significantly Higher: ➤
Significantly Lower: ➥
Overall Satisfaction with Parks and Recreation
Shawnee vs. Kansas & Missouri Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

- **Number of City parks**: Shawnee 86%, Kansas & Missouri Region 72%, U.S. 68%
- **Outdoor athletic fields**: Shawnee 81%, Kansas & Missouri Region 65%, U.S. 65%
- **Ease of registering for programs**: Shawnee 79%, Kansas & Missouri Region 62%, U.S. 62%
- **Number of walking and biking trails**: Shawnee 76%, Kansas & Missouri Region 63%, U.S. 61%
- **The City’s youth programs**: Shawnee 72%, Kansas & Missouri Region 60%, U.S. 60%
- **City aquatic facilities**: Shawnee 70%, Kansas & Missouri Region 43%, U.S. 35%
- **The City’s adult programs**: Shawnee 69%, Kansas & Missouri Region 51%, U.S. 54%

Source: 2017 ETC Institute

**Significantly Higher:**

**Significantly Lower:**
Overall Satisfaction with Public Safety Services
Shawnee vs. Kansas & Missouri Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

- Overall quality of local fire protection
- Overall quality of local police protection
- How quickly fire dept. responds to emergencies
- How quickly ambulance responds to emergencies
- Overall quality of local ambulance service
- How quickly police respond to emergencies
- Enforcement of local traffic laws
- The visibility of police in neighborhoods
- Fire safety education programs
- The City's efforts to prevent crime
- Police safety education programs
- The visibility of police in retail areas
- Quality of animal control

Source: 2017 ETC Institute

Significantly Higher:  
Significantly Lower:
Overall Satisfaction with Communication
Shawnee vs. Kansas & Missouri Region vs. the U.S.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

- **Availability of information about programs/service**
  - Shawnee: 81%
  - Kansas & Missouri Region: 50%
  - U.S.: 46%

- **City efforts to inform on local issues**
  - Shawnee: 69%
  - Kansas & Missouri Region: 56%
  - U.S.: 46%

- **The quality of the City's web page**
  - Shawnee: 61%
  - Kansas & Missouri Region: 59%
  - U.S.: 62%

- **Public involvement in local decision-making**
  - Shawnee: 50%
  - Kansas & Missouri Region: 35%
  - U.S.: 33%

Source: 2017 ETC Institute

**Significantly Higher:**

**Significantly Lower:**
Overall Satisfaction with Customer Service
Shawnee vs. Kansas & Missouri Region vs. the U.S.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don’t knows)

- **They were courteous and polite**
  - Shawnee: 72%
  - Kansas & Missouri Region: 68%
  - U.S.: 68%

- **They gave prompt, accurate, and complete answers**
  - Shawnee: 88%
  - Kansas & Missouri Region: 64%
  - U.S.: 58%

- **Did what they said they would do a timely manner**
  - Shawnee: 87%
  - Kansas & Missouri Region: 58%
  - U.S.: 59%

- **They helped you resolve an issue to satisfaction**
  - Shawnee: 79%
  - Kansas & Missouri Region: 42%
  - U.S.: 50%

Source: 2017 ETC Institute

**Significantly Higher:**

**Significantly Lower:**
Major Finding #4
Top Community Priorities
# Importance-Satisfaction Rating

City of Shawnee, Kansas

## OVERALL

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very High Priority (IS &gt; .20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance of City streets</td>
<td>62%</td>
<td>1</td>
<td>67%</td>
<td>8</td>
<td>0.2053</td>
<td>1</td>
</tr>
<tr>
<td><strong>Medium Priority (IS &lt; .10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enforcement of City codes &amp; ordinances</td>
<td>26%</td>
<td>5</td>
<td>64%</td>
<td>9</td>
<td>0.0943</td>
<td>2</td>
</tr>
<tr>
<td>Flow of traffic &amp; congestion management</td>
<td>35%</td>
<td>3</td>
<td>74%</td>
<td>6</td>
<td>0.0907</td>
<td>3</td>
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<tr>
<td>Stormwater runoff/stormwater management system</td>
<td>22%</td>
<td>6</td>
<td>73%</td>
<td>7</td>
<td>0.0586</td>
<td>4</td>
</tr>
<tr>
<td>Effectiveness of City communication with public</td>
<td>19%</td>
<td>7</td>
<td>75%</td>
<td>5</td>
<td>0.0468</td>
<td>5</td>
</tr>
<tr>
<td>Police, fire, &amp; ambulance services</td>
<td>43%</td>
<td>2</td>
<td>93%</td>
<td>1</td>
<td>0.0303</td>
<td>6</td>
</tr>
<tr>
<td>City parks &amp; recreation programs &amp; facilities</td>
<td>31%</td>
<td>4</td>
<td>91%</td>
<td>2</td>
<td>0.0280</td>
<td>7</td>
</tr>
<tr>
<td>Maintenance of City buildings &amp; facilities</td>
<td>12%</td>
<td>8</td>
<td>86%</td>
<td>3</td>
<td>0.0174</td>
<td>8</td>
</tr>
<tr>
<td>Customer service from City employees</td>
<td>9%</td>
<td>9</td>
<td>81%</td>
<td>4</td>
<td>0.0167</td>
<td>9</td>
</tr>
</tbody>
</table>

**Overall Priorities:**
## Importance-Satisfaction Rating
### City of Shawnee, Kansas

### MAINTENANCE

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important</th>
<th>Satisfaction</th>
<th>I-S Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Most Important Rank</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Satisfaction Rank</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Importance Rating</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>I-S Rating Rank</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>High Priority (IS .10 -.20)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance of sidewalks</td>
<td>32%</td>
<td>64%</td>
<td>0.1159</td>
</tr>
<tr>
<td>Maintenance of curbs and gutters</td>
<td>29%</td>
<td>62%</td>
<td>0.1102</td>
</tr>
<tr>
<td><strong>Medium Priority (IS &lt; .10)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adequacy of street lighting</td>
<td>28%</td>
<td>67%</td>
<td>0.0921</td>
</tr>
<tr>
<td>Maintenance and preservation of downtown Shawnee</td>
<td>22%</td>
<td>60%</td>
<td>0.0896</td>
</tr>
<tr>
<td>Snow removal on neighborhood streets</td>
<td>25%</td>
<td>72%</td>
<td>0.0686</td>
</tr>
<tr>
<td>Overall cleanliness of city streets/public areas</td>
<td>28%</td>
<td>81%</td>
<td>0.0555</td>
</tr>
<tr>
<td>City efforts to prevent flooding</td>
<td>12%</td>
<td>74%</td>
<td>0.0315</td>
</tr>
<tr>
<td>Mowing/trimming along city streets &amp; public areas</td>
<td>13%</td>
<td>76%</td>
<td>0.0305</td>
</tr>
<tr>
<td>Maintenance of City parks</td>
<td>22%</td>
<td>87%</td>
<td>0.0289</td>
</tr>
<tr>
<td>Maintenance of traffic signals</td>
<td>12%</td>
<td>85%</td>
<td>0.0180</td>
</tr>
<tr>
<td>Snow removal on major city streets</td>
<td>14%</td>
<td>88%</td>
<td>0.0170</td>
</tr>
<tr>
<td>Maintenance of City buildings</td>
<td>7%</td>
<td>83%</td>
<td>0.0126</td>
</tr>
<tr>
<td>Maintenance of street signs</td>
<td>6%</td>
<td>83%</td>
<td>0.0095</td>
</tr>
</tbody>
</table>

**Maintenance Priorities:**

- 1. Maintenance of sidewalks
- 2. Maintenance of curbs and gutters
- 3. Adequacy of street lighting
- 4. Maintenance and preservation of downtown Shawnee
- 5. Snow removal on neighborhood streets
- 6. Overall cleanliness of city streets/public areas
- 7. City efforts to prevent flooding
- 8. Mowing/trimming along city streets & public areas
- 9. Maintenance of City parks
- 10. Maintenance of traffic signals
- 11. Snow removal on major city streets
- 12. Maintenance of City buildings
- 13. Maintenance of street signs
# Importance-Satisfaction Rating

City of Shawnee, Kansas

**PARKS AND RECREATION**

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of walking and biking trails</td>
<td>40%</td>
<td>1</td>
<td>76%</td>
<td>6</td>
<td>0.0948</td>
<td>1</td>
</tr>
<tr>
<td>City aquatic facilities</td>
<td>25%</td>
<td>3</td>
<td>70%</td>
<td>10</td>
<td>0.0735</td>
<td>2</td>
</tr>
<tr>
<td>The City's Senior Programs</td>
<td>18%</td>
<td>7</td>
<td>67%</td>
<td>12</td>
<td>0.0584</td>
<td>3</td>
</tr>
<tr>
<td>The City's youth programs</td>
<td>20%</td>
<td>5</td>
<td>72%</td>
<td>8</td>
<td>0.0554</td>
<td>4</td>
</tr>
<tr>
<td>Civic Centre</td>
<td>18%</td>
<td>6</td>
<td>77%</td>
<td>5</td>
<td>0.0423</td>
<td>5</td>
</tr>
<tr>
<td>The City's adult programs</td>
<td>13%</td>
<td>9</td>
<td>69%</td>
<td>11</td>
<td>0.0409</td>
<td>6</td>
</tr>
<tr>
<td>Special events</td>
<td>21%</td>
<td>4</td>
<td>82%</td>
<td>2</td>
<td>0.0380</td>
<td>7</td>
</tr>
<tr>
<td>Number of City parks</td>
<td>25%</td>
<td>2</td>
<td>86%</td>
<td>1</td>
<td>0.0354</td>
<td>8</td>
</tr>
<tr>
<td>Outdoor athletic fields</td>
<td>17%</td>
<td>8</td>
<td>81%</td>
<td>3</td>
<td>0.0327</td>
<td>9</td>
</tr>
<tr>
<td>Shawnee Town</td>
<td>11%</td>
<td>10</td>
<td>75%</td>
<td>7</td>
<td>0.0273</td>
<td>10</td>
</tr>
<tr>
<td>Fees charged for recreation programs</td>
<td>9%</td>
<td>11</td>
<td>72%</td>
<td>9</td>
<td>0.0249</td>
<td>11</td>
</tr>
<tr>
<td>Ease of registering for programs</td>
<td>5%</td>
<td>12</td>
<td>79%</td>
<td>4</td>
<td>0.0095</td>
<td>12</td>
</tr>
<tr>
<td>City skate park</td>
<td>2%</td>
<td>13</td>
<td>61%</td>
<td>13</td>
<td>0.0066</td>
<td>13</td>
</tr>
</tbody>
</table>

**Parks and Recreation Priorities:**
# Importance-Satisfaction Rating

## City of Shawnee, Kansas

### EMERGENCY SERVICES

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Medium Priority (IS &lt; .10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The City's efforts to prevent crime</td>
<td>30%</td>
<td>2</td>
<td>71%</td>
<td>11</td>
<td>0.0879</td>
<td>1</td>
</tr>
<tr>
<td>The visibility of police in neighborhoods</td>
<td>32%</td>
<td>1</td>
<td>74%</td>
<td>9</td>
<td>0.0840</td>
<td>2</td>
</tr>
<tr>
<td>The visibility of police in retail areas</td>
<td>24%</td>
<td>4</td>
<td>66%</td>
<td>13</td>
<td>0.0819</td>
<td>3</td>
</tr>
<tr>
<td>Quality of animal control</td>
<td>15%</td>
<td>6</td>
<td>57%</td>
<td>14</td>
<td>0.0636</td>
<td>4</td>
</tr>
<tr>
<td>Police safety education programs</td>
<td>10%</td>
<td>10</td>
<td>68%</td>
<td>12</td>
<td>0.0323</td>
<td>5</td>
</tr>
<tr>
<td>How quickly police respond to emergencies</td>
<td>15%</td>
<td>5</td>
<td>79%</td>
<td>6</td>
<td>0.0317</td>
<td>6</td>
</tr>
<tr>
<td>Overall quality of local police protection</td>
<td>26%</td>
<td>3</td>
<td>91%</td>
<td>2</td>
<td>0.0249</td>
<td>7</td>
</tr>
<tr>
<td>Enforcement of local traffic laws</td>
<td>9%</td>
<td>12</td>
<td>77%</td>
<td>7</td>
<td>0.0216</td>
<td>8</td>
</tr>
<tr>
<td>Fire safety education programs</td>
<td>8%</td>
<td>13</td>
<td>74%</td>
<td>10</td>
<td>0.0200</td>
<td>9</td>
</tr>
<tr>
<td>How quickly ambulance responds to emergencies</td>
<td>12%</td>
<td>8</td>
<td>85%</td>
<td>4</td>
<td>0.0174</td>
<td>10</td>
</tr>
<tr>
<td>Overall quality of local ambulance service</td>
<td>10%</td>
<td>11</td>
<td>84%</td>
<td>5</td>
<td>0.0155</td>
<td>11</td>
</tr>
<tr>
<td>How quickly fire dept. responds to emergencies</td>
<td>11%</td>
<td>9</td>
<td>89%</td>
<td>3</td>
<td>0.0125</td>
<td>12</td>
</tr>
<tr>
<td>Overall quality of local fire protection</td>
<td>14%</td>
<td>7</td>
<td>92%</td>
<td>1</td>
<td>0.0111</td>
<td>13</td>
</tr>
<tr>
<td>The City's efforts to prevent fires</td>
<td>4%</td>
<td>14</td>
<td>74%</td>
<td>8</td>
<td>0.0107</td>
<td>14</td>
</tr>
</tbody>
</table>

**Emergency Services Priorities:**

- The City's efforts to prevent crime
- The visibility of police in neighborhoods
- The visibility of police in retail areas
- Quality of animal control
- Police safety education programs
- How quickly police respond to emergencies
- Overall quality of local police protection
- Enforcement of local traffic laws
- Fire safety education programs
- How quickly ambulance responds to emergencies
- Overall quality of local ambulance service
- How quickly fire dept. responds to emergencies
- Overall quality of local fire protection
- The City's efforts to prevent fires
Summary

- Residents Have a Very Positive Perception of the City
  - 96% rated the City as an “excellent” or “good” place to live
  - 94% rated the City as an “excellent” or “good” place to raise children

- The City Is Moving in the Right Direction
  - Satisfaction ratings have increased or stayed the same in 68 of 80 areas since 2015; increased or stayed the same in 55 of 80 areas since 2012

- Satisfaction with City Services Is Much Higher in Shawnee Than Other Communities
  - The City rated above the Kansas-Missouri Average in 54 of 56 areas, and above the U.S. Average in 52 of 56 areas

- Overall Community Priorities Over the Next 2 Years:
  - Maintenance of City Streets
  - Enforcement of City Codes and Ordinances
  - Flow of Traffic and Congestion Management
Questions?

THANK YOU!!